



Go to <https://collabtoolbox.cisco.com>

Click on login on top right hand side

The screenshot shows the homepage of the Global Collaboration Sales Toolbox. At the top, there's a navigation bar with various links like 'Cisco.com', 'Tony Reyes - Cisco...', 'Collab New-hire...', 'ACE', etc. Below the navigation is a header with the Cisco logo and 'Collab Toolbox'. The main content area features three images: a woman wearing headphones, a person working on a laptop with a dashboard, and a person interacting with a large screen. To the right of the images is a 'Login Instructions' box with text for Cisco Employees and Cisco Partners.

Enter your CCO User ID and Password

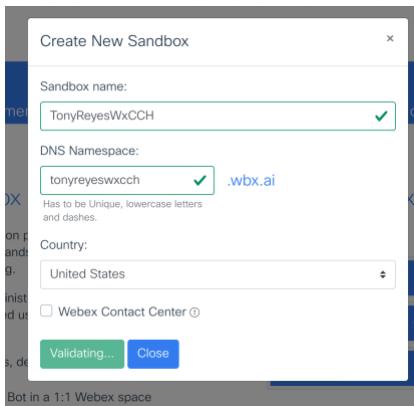
Once logged in, click on learn more under the Collaboration Sandbox Service below

This screenshot shows the same homepage after logging in. The 'Login Instructions' box is no longer present. The 'Collaboration Sandbox Service' section is highlighted with a red box around its 'Learn more' button. Other sections like 'Cisco Collaboration Trial Tools' and 'Center of Excellence' are also visible.

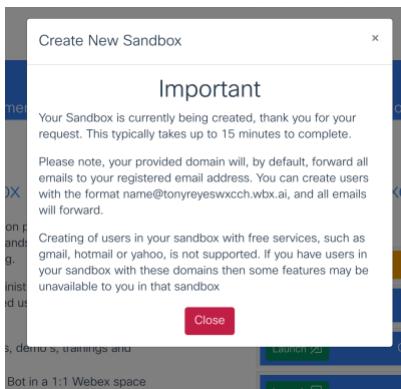
Create new sandbox.

This screenshot shows the 'Webex Admin Sandbox 2.0 | Tool' page. It displays a list of existing sandboxes with 'Launch' buttons and names like 'toreyes.webexsandbox.co', 'CC Bootcamp Sandbox', 'msft sandbox', 'testsandboxwcc', and 'WxC Sandbox Nov 23'. At the bottom of the list is a green 'Create New Sandbox' button, which is highlighted with a red box.

Give it a name and DNS namespace (make sure you use only lowercase letters for the DNS Namespace as shown below, and click submit.



You'll get the following message saying your sandbox is being created, click close.



Your sandbox will be in the orange state as shown below while it is being created. This process should be fast, usually less than 5 minutes to finish setting it up, then you'll receive emails stating your samdbox is created with credentials.

Your Sandboxes

Sandbox Count: 3 / 10

	TonyReyesWxCH	
	toreyes.webexsandbox.co	
	CC Bootcamp Sandbox ccbcamp0136.wbx.ai	
	rnsft samdbox	

[Create New Sandbox](#)

Once your sandbox is ready it will look like below. Click on the blue section of the box to get your Login username and password credentials to your sandbox.

Your Sandboxes

Sandbox Count: 4 / 10

	toreyes.webexsandbox.co	
	CC Bootcamp Sandbox ccbcamp0136.wbx.ai	
	rnsft samdbox	
	TonyReyesWxCH	

[Create New Sandbox](#)

This is how you get your credentials, your site URL and Org ID:

Sandbox Details

Initial Admin Login	admin@toreyes.webexsandbox.co
Initial Admin Password	*****
Status	provisioned
Site URL	toreyes-gaxfd-sandbox.webex.com
Org Id	24a12dbd-3689-4b3c-bf5c-56649f27033a
Created	2022-03-22T21:38:08.885Z
DNS Name Space	
Shared With	

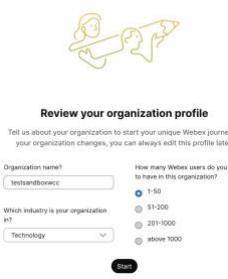
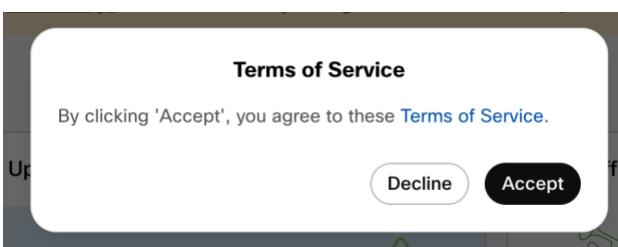
If you scroll on down below you can see the feature packs that can be enabled make sure the Webex ProPack is enabled.

Feature Packs

Type	Status
Enable XSI	Off
Webex Advanced Branding	Off
Webex Assistant Skills	Off
Webex Slido Integration	Off
Disable Basic Calling	Off
Dubber Call Recording	Off
Webex ProPack	On
Custom Dashboards	Off
Webex Personal Insights	Off
Device Beta Software	Off
Disable Desktop Confirm	Off
Enable DNA Spaces Integration	Off
Enable WxCCC Analytics Pages	Off
Three way conferencing for webex calling	Off

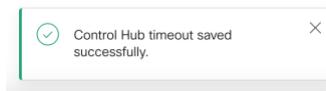
Go back to the top, copy your password to sign into your sandbox and click on the green launch box to get into your sandbox. You'll get a sign in screen and paste your password here, and click sign in.

Upon entering your sandbox for the first time, you will have to click "Accept" on the Terms of Service



After your log in, change your Control Hub Timeout from the default 20 minutes to 2 hours. Navigate to "Organization Settings" on the left menu under management, and look for "Control Hub Timeout" under "Idle Timeouts" and change it to 2 hours.

You'll see a pop out message saying "*Control Hub Timeout has been saved successfully*".



Setting up the first location

Click on Management > Location on the right hand side.

Configure the settings of the location: click on the pencil beside location info and edit as needed for your location.

- Location Name**—Enter a unique name to identify the location.
- Country/Region**—Choose a country to tie the location to. For example, you can create one location (headquarters) in the United States and another (branch) in the United Kingdom. The country that you choose determines the address fields that follow. The ones documented here use the U.S. address convention as an example.
- Location Address**—Enter the location's main mailing address.
- City/Town**—Enter a city for this location.
- State/Province/Region**—From the drop-down, choose a state.
- ZIP/Postal Code**—Enter the ZIP or postal code.
- Announcement Language**—Choose the language for audio announcements and prompts for new users and features.
- Email Language**—Choose the language for the email communication with new users.
- Time zone**—Choose the time zone for the location.

Click Save.

Setting up the PSTN and phone numbers

Now we need to add a PSTN Connection and phone numbers. Cisco can provide you with up to 10 PSTN numbers for your sandbox. We're going to add them now. First we will Click on Calling on the left side under the Services section, the click on Add Numbers.



No numbers yet

You can add phone numbers to start using Webex Calling features

+ Add Numbers

Choose the location we created earlier, then click on Edit PSTN

Choose a Location to Add Numbers

Location	PSTN Connection
Dallas Site	Unassigned

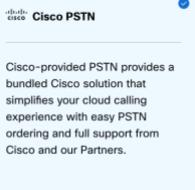
You'll need to set up your PSTN connection before you can add numbers to this location.

Edit PSTN

Choose Cisco PSTN and click next.

Connection Type

Choose the connection type for all phone numbers associated with Dallas Site.

 Cisco PSTN Cisco-provided PSTN provides a bundled Cisco solution that simplifies your cloud calling experience with easy PSTN ordering and full support from Cisco and our Partners.	 Cloud Connected PSTN Select Cisco Cloud Connected PSTN partners that provide flexible global PSTN solutions fully integrated with Cisco's Webex Calling cloud.	 Premises-based PSTN (formerly local gateway) Bring Your Own Carrier by interconnecting any Service Provider's PSTN with a premises-based local gateway that tightly integrates to Cisco's Webex Calling cloud.
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Enter the following information:

First name, last name, email address and Billing number is optional and click next.

Contract Information

This is the main contract contact for all locations using **Cisco Calling Plans (US)**. Any changes to this contact will be applied for all other locations using **Cisco Calling Plans (US)**.

Company Name

 X

First Name

 X

Last Name

 X

Email Address

 X

Confirm Email Address

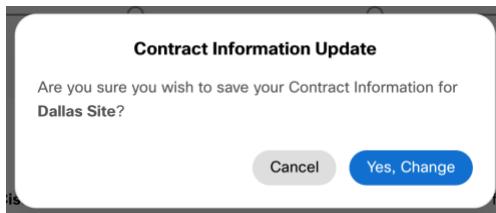
 X

Billing Telephone Number (Optional)

 X

Enter a national number in the current location or an international number in a valid E.164 format.

Click Yes, Change to the Contract Information number:



Scroll down the Emergency disclaimer form then enter the Authorized contact and Job tile and click Agree and continue on the bottom right hand side of the page.

Emergency disclaimer

Prior to initiating your services, we ask that you read and agree to the emergency calling policy below by typing your name and job title in the fields provided.

disconnection of Your Internet service

- If Your Cisco VoIP service has been terminated or suspended

If You or Your Users are not comfortable with the limitations of emergency calls made using a VoIP service, Cisco recommends that You or Your Users consider an alternate means for accessing traditional emergency calling services.

4. Liability

We invite You to carefully review the limitations of liability included in Your applicable Offer Description with respect to Cisco's liability for emergency calling services.

By filling in the below, You acknowledge that You have read and understand the above policy.

Authorized contact ①

Job title

Date

① You will be able to enter your name and job title after going through the full emergency calling policy.

Fill in the Emergency address information, there may be a pop-up with an address suggestion as per below click apply to take the address and click next.

Emergency Services Address

In case of an emergency, the local emergency response crew will use this address to locate the caller.

Country/Region
United States of America

Service address
123 Main Street

Street address line 2 (optional)

City/Town
Dallas

State/Province/Region
TX

Zip/Postal code
75214

Suggested Address

We couldn't validate your entered address. Did you mean:

123 W MAIN ST
DALLAS, TX
75208

Now the PSTN has been configured for your sandbox. Now let's get the phone numbers to use, Click on Add numbers.

 PSTN connection saved

Your Information

Contract Information

TonyReyesWxCCH
Tony Reyes
toreyes@cisco.com

Emergency Services Address

123 W MAIN ST
DALLAS, TX 75208
United States of America



Recommended

Next, search and select the numbers to add.

Make sure the order New numbers selected and click next on the bottom right hand side of the page.

Choose a Location to Add Numbers

Location

PSTN Connection

Order New Numbers

Add an order for new numbers directly from Cisco.

Port Numbers Over Available with paid subscription

Transfer numbers from your current carrier to Cisco.

Specify the numbers you want to order, you can search by area code or city.

Specify the numbers you want to order

What kind of numbers do you need?

Regular phone numbers

Individual numbers that can be assigned to users, devices, call features, etc.

What area should these numbers be from?

We'll find you numbers in the area code or city of your choice. If you don't find the area code/city you are looking for, you can [contact support](#) for more options.

Country

United States of America

State/Province/Region

Texas

Search by

Area Code

Prefix [?](#)

Area Code

214

429

How many numbers do you want auto-selected for you?

We can choose up to 10 non-consecutive numbers for you. You will be able to see and change the numbers before submitting the order.

Choose how many (10) and click search

How many numbers do you want auto-selected for you?

We can choose up to 10 non-consecutive numbers for you. You will be able to see and change the numbers before submitting the order.

10

Search

Choose your 10 numbers and click order on the bottom right hand side of the page.

Specify the numbers you want to order

32 numbers found in Texas with area code **469** and prefix Any.

[Search again?](#) Selected numbers will be saved in your cart.



Selected Numbers	Clear All
Reserved (10) Clear	
(469) 666-9580	X
(469) 898-0406	X
(469) 898-0412	X
(469) 898-0413	X
(469) 898-0414	X
(469) 898-0415	X
(469) 898-0416	X
(469) 898-0417	X
(469) 898-0418	X
(469) 898-0536	X
(469) 589-3537	X
(469) 589-3760	X
(469) 589-3816	X
(469) 589-3834	X
(469) 687-9280	X
(469) 687-9288	X
(469) 687-9384	X
(469) 687-9392	X
(469) 687-9394	X
(469) 687-9395	X
(469) 687-9396	X
(469) 687-9398	X
(469) 687-9442	X
(469) 687-9443	X
(469) 687-9444	X
(469) 687-9525	X
(469) 687-9583	X
(469) 687-9587	X
(469) 687-9584	X
(469) 687-9959	X
(469) 687-9961	X

Total: 10/10

[Open a Cisco Calling](#)

[Plans support case](#)

You'll get a confirmation page saying your order has been submitted, click close on the bottom right hand side of the page. The numbers will take a while to be provisioned, usually around 10 minutes.



Order Submitted

You can check your order status in [PSTN Orders](#)

Phone Numbers (10)

(469) 666-9580
(469) 898-0406
(469) 898-0412
(469) 898-0413
(469) 898-0414

Do you need to order more new numbers?

You'll be able to search for new individual, block, or toll-free numbers to add.

[Order more numbers](#)

Click Calling from the left hand side under the Services section then click on PSTN to get the status of your PSTN provisioning. The process will finish provisioning within 5-15 minutes (click on pending to get status).

Then click on numbers and verify that your numbers show up. Now you're ready to proceed.

Phone Number	Extension	Location	Assigned to	Status	Actions
+14696669579		Dallas Site		Active	...
+14696669580		Dallas Site		Active	...
+14698980408		Dallas Site		Active	...
+14698980412		Dallas Site		Active	...
+14698980413		Dallas Site		Active	...
+14698980414		Dallas Site		Active	...
+14698980415		Dallas Site		Active	...
+14698980416		Dallas Site		Active	...
+14698980417		Dallas Site		Active	...
+14698980418		Dallas Site		Active	...

Assign main number to your location

-Click on Locations under the management section.

Location name	Address	Country
Dallas Site	123 Main Street	United States

-Click on your Site

-Click on the calling tab.

< Locations

Dallas Site

Location ID: 042090af-bc49-46a5-8c42-2b0b9872e05e

0 users + 0 workspaces

Overview Floors **Calling**

Calling connection PSTN connection ⓘ Cisco PSTN

Main number ⓘ Select a number

You will not be able to make or receive calls until this number is a main number.

Emergency calling Callback number ⓘ This Location's main number not selected.

Service address ⓘ 123 W MAIN ST, , DALLAS, TX 75208, US

Emergency call notification ⓘ Off

Enhanced emergency calling Off

From the Main Number drop down list, select a phone number and click on save. This will be the phone number for the site.

< Locations

Dallas Site

Location ID: 042090af-bc49-46a5-8c42-2b0b9872e05e

0 users + 0 workspaces

Overview Floors **Calling**

Calling connection PSTN connection ⓘ Cisco PSTN

Main number ⓘ **+14696669579**

Emergency calling Callback number ⓘ Location main number: +14696669579

Service address ⓘ 123 W MAIN ST, , DALLAS, TX 75208, US

Emergency call notification ⓘ Off

Enhanced emergency calling Off

Choose the first of the PSTN Numbers from the list as the Main Number for the Location

Click save.

1. Emergency Callback Number (ECBN)

- The Emergency Callback Number(ECBN) would be used as the Callback number for the E911 service by the PSAP. This is per location.
- Navigate back to Locations under Management Section, choose Location (your location)
- Click on Calling and then click on the Location Emergency Callback Number

HQ
Location ID: 596fb0fb-6ac2-49e6-b93d-e55eeb5ec899
2 users • 0 workspaces

Overview Floors **Calling**

Calling connection PSTN connection Cisco PSTN

Main number **+16505093790**

Emergency calling Callback number Location main number: +16505093790

Service address 170 W TASMAN DR, SAN JOSE, CA 95134, US

Emergency call notification Off

Enhanced emergency calling Off

- Choose either the location's main number or one of the assigned numbers from the location.

HQ
Location ID: 596fb0fb-6ac2-49e6-b93d-e55eeb5ec899
0 users • 0 workspaces

Overview Floors **Calling**

ECBN Choose the number that police, fire departments, or other first responders can call when responding to an emergency

Location main number
Location main number

Assigned number

- Click Save

Now configuration information that will be used is shown below.

Location Name: HQ

End-Users

User One-name – Extension: 1001

User Two-name – Extension: 1002

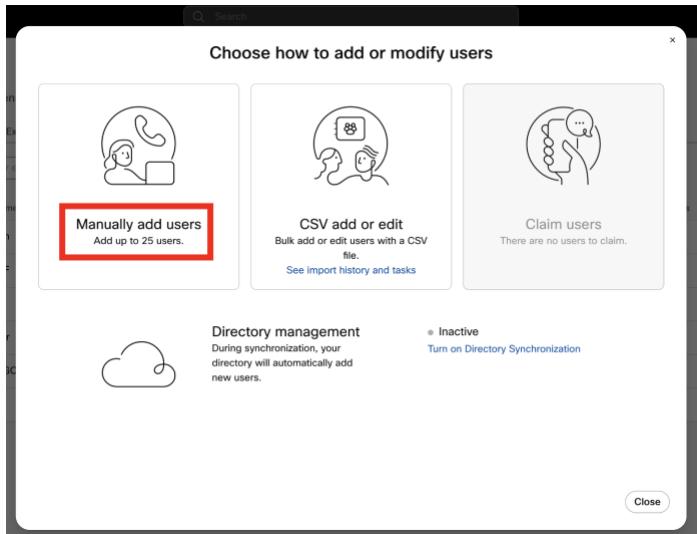
user Three-name – extension: 1003

Let's set up three users:

Under management choose users, then manage users

The screenshot shows the 'webex Control Hub' interface. In the left sidebar under 'MANAGEMENT', the 'Users' option is selected and highlighted with a red box. At the top right of the main content area, there is a large 'Manage users' button, also highlighted with a red box.

Click on manually add users



Create at least 3 users as shown below, Click the + sign to add the user. As you can see, you must enter an email address for each user. I suggest not using your company email address as it will be claimed by your org, instead use a google email address. (in my example I used my google email address of toreyescisco@gmail.com, and I added the + with a number and it will create users and send the confirmation emails to toreyescisco@gmail.com.)

The screenshot shows the first step of a user creation wizard, titled 'Step 1: Basic information'. It has three tabs: 'Basic information' (selected), 'Assign licenses', and 'Review'. Under 'Basic information', there are two radio button options: 'Names and Email address' (selected) and 'Email address'. A note says 'You cannot add existing users in your organization or users that already have a Webex account.' Below the radio buttons is an input field containing 'toreyescisco+3@gmail.com'. To the right of the input field is a red box highlighting a '+' button. Below the input field is a list of existing users: 'user one toreyescisco+1@gmail.com' and 'user two toreyescisco+2@gmail.com'. There is also a text input field for 'Enter user emails separated by commas'.

Then click on next on the bottom right hand side of page. Now let's assign licenses to the users. Click on messaging and choose advance messaging, then click on meetings,

Step 2: Assign license for users

Select the services that you want to provide to users.

- Messaging**
- Advanced Messaging**

Choose Webex Assistant for meetings, real time translations and Webex meeting suite, then click on calling

Select the services that you want to provide to users.

- Meeting**
- Webex Assistant for Meetings**

Choose Webex Calling and professional, then click on next on the bottom right hand side of screen.

Step 2: Assign license for users

Select the services that you want to provide to users.

- Calling**
- Webex Calling**

Select the location for the users, select a phone number and extension and click next on the bottom right side of screen.

Step 3: Calling Configuration - Assign numbers

* Provide at least a phone number or extension

Location *	First / Last Name	Email *	Phone Number *	Extension *	Calling Plan
Dallas Site	user one	toreyescisco+1@gmail.com	None		
	user two	toreyescisco+2@gmail.com	<input type="text"/>		
	user three	toreyescisco+3@gmail.com	None +14696669579 +14698980416 +14698980417 +14698980418		

On review scree, click on add users on the bottom right hand side of screen

Step 4: Review

Review all user's information and settings before finish adding them.

Added user(3)

Email address	First name	Last name	Phone Number	Extension
toreyescisco+1...	user	one	-	1054
toreyescisco+2...	user	two	-	1055
toreyescisco+3...	user	three	-	1056

Assigned licenses

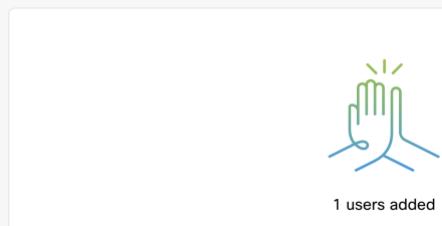
[Messaging](#) [Basic Messaging](#)
[Advanced Messaging](#)

[Meeting](#) [Basic Space Meetings](#)
[Real-Time Translations](#)
[Webex Assistant for Meetings](#)
[Webex Meetings Suite](#)
tonreyeswxcch-stx.webex.com [Host Account](#)

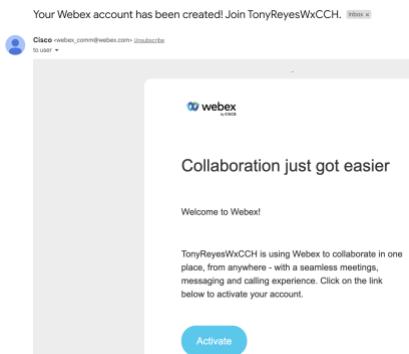
[Calling](#) [Call on Webex \(1:1 call, non-PSTN\)](#)
[Webex Calling Professional](#)

Users added successfully and click close on the bottom right hand side of screen.

Step 4: Review



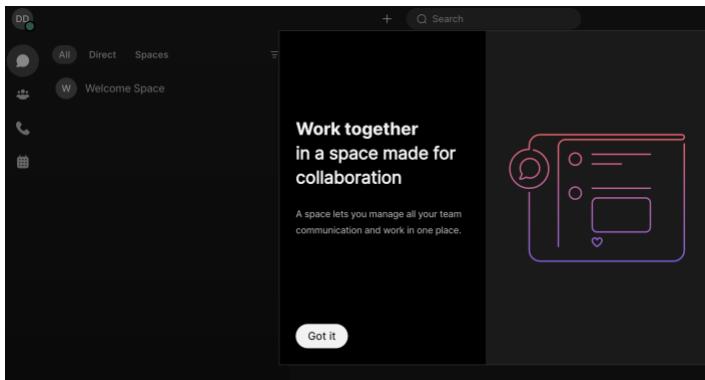
Now we need to activate the users, so go to your gmail account and view the emails you received from Webex, and click on activate.



Create a password for your user, choose a name,



Then, once activated, you should see the Webex app on your browser, go back and activate your other users. The Webex Web Client can be used for messaging, starting a meeting, creating spaces and teams, and video calling, but if you wish to do voice calling, we'll need to download and use the Webex App.



Once you've activated all your users the status should be shown as active.

Users			
First / Last name	Email	Status	Administrator roles
admin admin	admin@tonreyeswxch.wbx.ai	Active	Full admin
Agent GCMF	toreyescisco+7@gmail.com	Active	
Bugs Bunny	toreyescisco+13@gmail.com	Active	
Daffy Duck	toreyescisco+17@gmail.com	Active	
Road Runner	toreyescisco+14@gmail.com	Active	
Supervisor GCMF	toreyescisco+6@gmail.com	Active	
Tony Reyes	toreyescisco+12@gmail.com	Active	

The following are numbers we are going to be using going forward in our scenario

Call Features

The following are numbers we are going to be using going forward in our [scenario](#)

Call Features

Voice Portal Number – Extension: 1005	Auto Attendant – Extension: 1100
Hunt Group – Extension: 1110	Call Queue – Extension: 1500
Call Park – Extension: 7000	Virtual Extension – Extension: 3000
Paging Group – Extension: 5000	Voicemail Group - 1200

Voice Portal Number = 1005

- This setting provides an interactive voice response (IVR) that administrators can use to manage automated attendant announcements.
- Users in a site can call from any phone to access their voicemail messages or to change their pin
- Under management, locations, calling, choose site, then calling section

Dallas Site
Location ID: 0e2e0308af-bc49-46a5-8c42-2b0b9872e05e

6 users • 2 workspaces

Overview Floors **Calling**

Calling connection PSTN connection ⓘ
Main number ⓘ +14696669579

Emergency calling Callback number ⓘ Location main number: +14696669579
Service address ⓘ 123 W MAIN ST, , DALLAS, TX 75208, US

- In the Calling Tab of the Location, scroll down to the section titled ‘Calling features settings’ and select Voice Portal. (Note: You will also notice in this section you can enable voicemail transcription)

Calling features settings Voicemail transcription ⓘ Transcribe voice messages in-app and email a copy to the user

Voice portal ⓘ

Schedules ⓘ

Call park settings ⓘ

Announcement language ⓘ English

- We can setup a full DID and/or Extension to the Voice Portal and a PIN/Passcode to access it.

HQ
Location ID: 596fb0fb-6ac2-4fcd-bd3d-e55eeb5ec899
0 users • 0 workspaces

Overview Floors **Calling**

Voice Portal This setting provides an interactive voice response (IVR) that administrators can use to manage automated attendant announcements. Users in a site can call from any phone to access their voicemail messages or change their pin.

Overview Voice Portal Name VM - HQ
Caller ID VM HQ
Language English

Incoming Call Phone Number None and/or **1000**

Voice Portal Admin Passcode Enter new passcode Confirm new passcode

Click save Now we're going to go add the 88xx phone to one of users. Under management, click on users, then click on a user to associate the phone with (I choose bugs).

webex Control Hub Search

Users Users Licenses Contacts

Users External users External administrators

Search by name or email or Filter or All Locations 7 users

First / Last name	Email
admin admin	admin@troyreyeswebxch.wbx.ai
Agent GCMF	toreyescisco+7@gmail.com
Bugs Bunny	toreyescisco+13@gmail.com
Daffy Duck	toreyescisco+14@gmail.com
Road Runner	toreyescisco+14@gmail.com
Supervisor GCMF	toreyescisco+6@gmail.com
Tony Reyes	toreyescisco+12@gmail.com

Click on devices, then actions, and add device

The screenshot shows the Webex Control Hub interface. On the left, there's a sidebar with 'Analytics', 'Troubleshooting', 'Reports', 'MANAGEMENT' (with 'Users' selected), 'Workspaces', 'Devices', 'Apps', 'Account', and 'Organization Settings'. Under 'Users', there are 'Groups', 'Locations', and 'Upgrades & Migrations'. The main area shows a user profile for 'Bugs Bunny' (Active, toreyescisco+13@gmail.com, Member of Dallas Site). Below the profile, tabs include 'Summary', 'General', 'Meetings', 'Calling', 'Messaging', 'Hybrid Services', 'Devices' (which is selected and highlighted in blue), and 'Video'. A sub-menu for 'Devices' shows options: 'Action' (dropdown), 'Add Device', 'Add Webex Rooms Device', and 'Add Webex Go Device'. At the bottom, there are 'Device settings', 'Software upgrade channel' (set to 'Default (Stable)'), and a 'Lock settings on touch devices' toggle.

Select the phone model you have in front of you, check the model type on back of phone or setting button.

This is a screenshot of the 'Add Device' page. It has a header 'Add Device'. Below it is a 'Select Device' section with a dropdown menu showing several Cisco models: Cisco 8845, Cisco 8851, Cisco 8861, Cisco 8865 (which is selected and highlighted with a red box), Cisco 8875, Cisco VG400 ATA, Cisco VG420 ATA, and AudioCodes MP-124E (TLS 17FKS). There is also a note at the bottom: 'AudioCodes MP-124E (TLS 17FKS)'.

Click on by activation code or mac address if you want, I choose activation code.

This is a screenshot of the 'Add Device' page. It shows a 'Select Device' dropdown set to 'Cisco 8865'. Below it is a question: 'How would you like to setup this device?'. Two radio buttons are shown: 'By Activation Code' (selected and highlighted with a red box) and 'By MAC Address'. At the bottom right, there is a large 'Next' button highlighted with a red box.

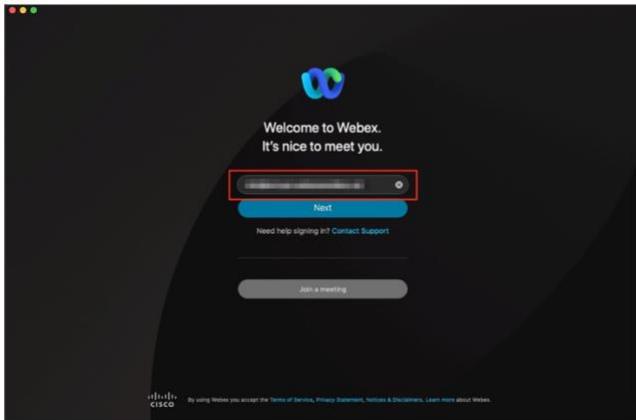
Gather your information and input it into your phone, and click the x button to exit this screen .

This is a screenshot of the 'Activation Code' page. It displays the activation code '2182-3387-2463-1213' in large text. Below the code, it says 'Expires July 8, 2023 3:14 PM (CDT)'. At the bottom, there are three buttons: 'Copy', 'Email', and 'Print'. A small note at the bottom left states: 'A minimum firmware version of 11.3-1MES-5 is required to onboard a device via activation code. To upgrade the firmware for a device, go to [upgrade.cisco.com](#) to get the latest firmware.'

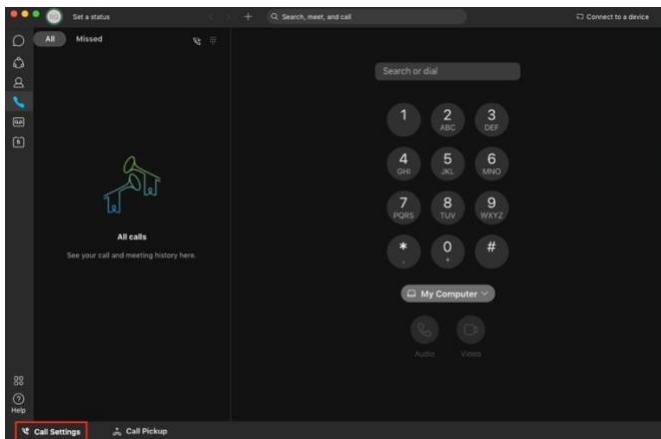
Make sure you enter the information into the phone and watch it connect and then upgrade, this may take a few minutes uploading and upgrading the phone. Once the user enters the code on the Phone and hits ‘Continue’ - the phone would then download the config and register to the Control Hub. The phone is now ready to make and receive PSTN calls. The Phone’s complete DID is shown on the top left corner of the phone screen.

Once your phone registers we can Test Call(s)

Now that we have two users added and numbers assigned to them, let's take a moment to test the inbound and outbound calls. Login to the Webex app, with the end user one email address

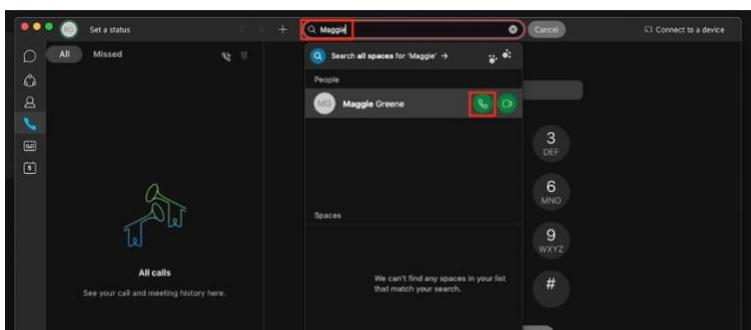


- Once logged in, we can see end user one has a Softphone connected and registered. You are all set to receive and make calls.

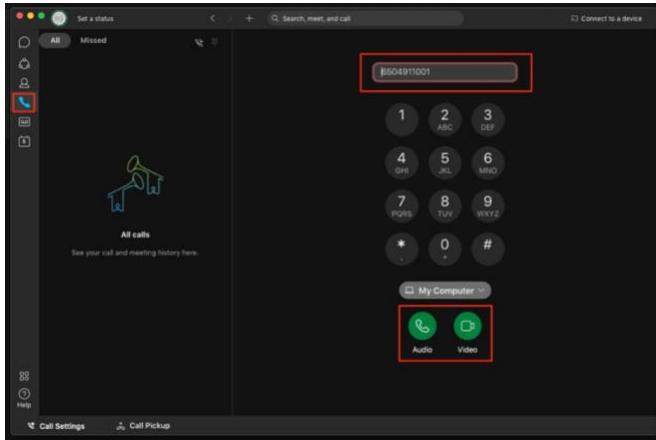


- user one decides to make a phone call to user two. He can do this by 3 ways:
 - o Search for the named user Dial the user's number(DID)
 - o Dial the users' extensionSee these options outlined below in the Webex App:

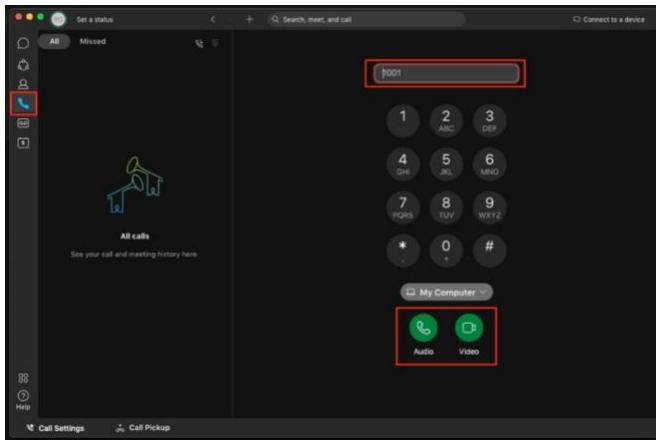
1. Search for the contact ‘user two and then hit the Call button



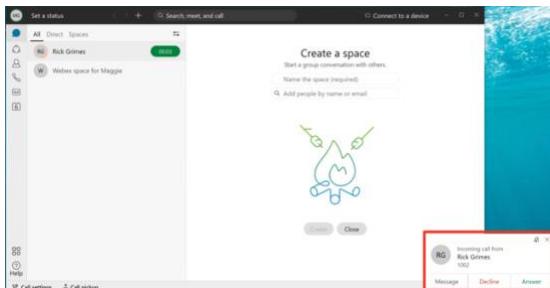
2. Use the Dialpad and call user two complete DID



3. Use the Dialpad and call user two internal extension



- On the other end, two two can see the incoming call toast notification from Rick and is able to answer the call.



- At this point you could test inbound and outbound calls to both users as well

Calling Features Auto-attendant = 1100

The following are numbers we are going to be using going forward in our scenario.

Call Features

Voice Portal Number – Extension: 1005

Auto Attendant – Extension: 1100

Hunt Group – Extension: 1110

Call Queue – Extension: 1500

Call Park – Extension: 7000

Virtual Extension – Extension: 3000

Paging Group – Extension: 5000

Voicemail Group - 1200

- Let's create an Auto Attendant, navigate to Calling in Services. Calling Features Auto Attendant

The screenshot shows the 'Calling' interface with the 'Features' tab selected. Under the 'Auto Attendant' section, there is a green icon of a person with hands up, a title 'Auto Attendant', a brief description about auto attendants, and two buttons: 'Bulk Manage' and 'Create Auto Attendant'.

- Click on 'Create Auto Attendant', a wizard opens which helps us with the creation of Auto Attendant
- Populate the Basic information such as the Auto Attendant name, Language, Caller ID. And choose a primary phone number and/or an extension.

The screenshot shows the 'Create Auto Attendant' wizard on the 'Basics' step. It includes fields for Location (HQ), Auto Attendant Name (Sales AA), Phone Number (Search: 1100), Language (English), and Caller ID (First Name: Sales, Last Name: AA).

Click 'Next', on the next page we can choose the Schedule for this Auto attendant. Let's create a new 'Business ours' Schedule for this Auto attendant.

The screenshot shows the 'Create Auto Attendant' wizard on the 'Business Schedule' step. It includes a 'Business Hours Schedule' section where days and times are defined for Monday through Friday, and a 'Lunch Break' from 12:00 PM to 1:00 PM.

- The After-hours options are available in the Menu and Greeting section. Name it Holiday Schedule

- Click 'Create a New Schedule. Click on Add a new Holiday to the Holiday name it New Years, click on yearly and check the box for all day click on save

The screenshot shows the 'Add Auto Attendant' wizard at the 'Holiday Schedule' step. Under 'Holiday name', 'New Years' is selected. The 'Recurrence' dropdown shows 'Yearly' and 'All Day' is checked. The 'By' dropdown shows 'Date' and 'On' is set to '1'. The 'of' dropdown shows 'January'. Below these, there's a note about event date not always taking the date specified above, with 'From' set to 'Oct 30, 2023' and 'to' set to 'Oct 30, 2023'. At the bottom are 'Cancel' and 'Save' buttons.

- Click 'Next'. In this section, we can give options to callers to choose on a function from each keypad number. Configure as shown below

The screenshot shows the 'Create Auto Attendant' wizard at the 'Business Hours' step. Under 'Business Hours Menu', there is a table mapping keypad presses to destinations:

Press	to
Press 0 to	Transfer call to operator to 1500
Press 1 to	Transfer call to voicemail
Press 2 to	Dial by name
Press 3 to	Dial by extension
Press 4 to	Exit menu
Press 5 to	Not Used
Press 6 to	Not Used
Press 7 to	Not Used
Press 8 to	Not Used
Press 9 to	Not Used
Press * to	Not Used
Press # to	Not Used

At the bottom are 'Back' and 'Next' buttons.

On this same page we can set the after hours menu. Edit if you wish and/or click next

The screenshot shows the 'Create Auto Attendant' wizard at the 'After Hours' step. Under 'After Hours Menu', there is a table mapping keypad presses to destinations:

Press	to
Press 0 to	Exit menu
Press 1 to	Not Used
Press 2 to	Not Used
Press 3 to	Not Used
Press 4 to	Not Used
Press 5 to	Not Used
Press 6 to	Not Used
Press 7 to	Not Used
Press 8 to	Not Used
Press 9 to	Not Used
Press * to	Not Used
Press # to	Not Used

At the bottom are 'Back' and 'Next' buttons.

- Custom Greetings can be set for this Auto attendant for both the Business hours and After Hours

Create Auto Attendant

Basics Business Schedule Holiday Schedule Menu Greeting Review

Business Hours **After Hours**

Business Hours Greeting
This is the message that your customers hear when they call the Business Hours Auto Attendant. Greetings often have a short welcome message and list the menu options.

Default Greeting
 Custom Greeting

Greeting file (.WAV) to play ⓘ
No file selected

Instructions for recording on a phone ⓘ
Show me a sample script ⓘ

- Click 'Next'
- The Review section lets us review the options for this AA. Click Create after reviewing.

Create Auto Attendant

Basics Business Schedule Holiday Schedule Menu Greeting Review

Auto Attendant Settings Review
Review the settings for your new Auto Attendant to make sure everything is correct. You can go back and make changes now, or make edits, manage, and enable Advanced Features at any time by clicking the name of your Auto Attendant on the Features page.

General Settings **Business Hours** **After Hours** **Holidays**

Auto Attendant Name:	Sales AA
Location:	HQ
Phone Number:	N/A
Extension:	1100
Language:	English
First Name:	Sales
Last Name:	AA

- Exit out of the screens and Test Auto attendant by dialing 1100

Hunt Group = 1110

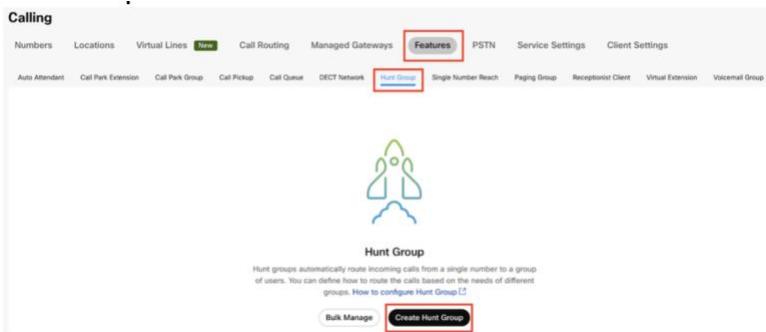
The following are numbers we are going to be using going forward in our scenario

Call Features

Voice Portal Number – Extension: 1005	Auto Attendant – Extension: 1100
Hunt Group – Extension: 1110	Call Queue – Extension: 1500
Call Park – Extension: 7000	Virtual Extension – Extension: 3000
Paging Group – Extension: 5000	Voicemail Group - 1200

- Navigate to Calling under Services. Click the Features to open tab. Then select Hunt Group. [Calling / Features / Hunt Group]

- Click ‘Create Hunt Group’



- Fill in the Basic details for the Hunt Group you wish to build.

Create Hunt Group

Basics Call Routing Routing Settings Select Agents Review

Location
Assign your hunt group to a location.
HQ

Hunt Group Name
Enter a Name. This name is used to identify the hunt group later on.
Accounts HG

Phone Number
Assign the Hunt Group to a primary phone number and/or extension
Search and/or 1110

Caller ID
Caller ID is used when call forwarding is enabled and calls are forwarded out of this hunt group.
First Name Last Name
Accounts HG

Language
Select the language for audio announcements.
English

Cancel **Next**

- Click ‘Next’
- Choose the Call Routing pattern for the agents on this Hunt Group

Create Hunt Group

Basics Call Routing Routing Settings Select Agents Review

Select The Call Routing Pattern
The call routing pattern determines how many phones ring when a call comes into your hunt group, and the order that those phones ring in.

Circular (Max 1,000 agents)
Send calls to the next available agent cycling through all agents after the last that took a call.

Top Down (Max 1,000 agents)
Send calls through the queue of agents in order, starting from the top each time.

Longest Idle (Max 1,000 agents)
Send calls to the agent that has been idle the longest. If they don't answer, proceed to the next agent who has been idle second longest, and so on until the call is answered.

Weighted (Max 100 agents)
Send calls to idle agents based on the percentages you assign to each member of the hunt group. The total percentage of distributed calls must equal 100%.

Simultaneous (Max 50 agents)
Send calls to all the agents on call queue at once.

Advance after set number of rings

Back **Next**

- The next section ‘Routing Settings’ has few more options for Call Routing

Create Hunt Group

Select Call Routing Options

- Advance when busy
If enabled, the hunt group won't ring members when they're on a call and will advance to the next member. If a hunt group member has call waiting enabled and the call is advanced to them, then the call will wait until that hunt group member isn't busy.
- Forward after set number of rings
If enabled, calls that go unanswered after a set number of rings are forwarded to a number you define.
- Divert calls when unreachable
If enabled, then calls that aren't answered are forwarded to a number you define. This could apply to calls that aren't answered due to a network outage, or because all the hunt group members are busy and the Advance when busy option is enabled.

[Back](#) [Next](#)

- In the next section, choose the Agents that are part of this Hunt Group.

Create Hunt Group

Select Users or Workspaces to Add to the Hunt Group

Search for and add users or workspaces by name, phone number, or extension.
You have selected Circular call routing (Max 1,000 agents). Send calls to the next available agent cycling through all agents after the last that took a call.

Add User or Workspace			
<input type="button" value="Remove All"/>			
Name	Phone Number	Extension	
Rick Grimes	+16504911002	1002	<input type="button" value=""/>
Maggie Greene	+16504911001	1001	<input type="button" value=""/>

[Back](#) [Next](#)

Click next. The Review section summarizes the Hunt group settings, once reviewed click 'Create' and click Done.

Create Hunt Group

Review Group Settings

Review the settings for your new hunt group to make sure everything is correct. You can make changes or enable advanced features at any time by clicking on the name of a hunt group on the Features page.

[General Settings](#) [Agents](#) [Call Routing](#)

General Settings	
Hunt Group Name:	Accounts HG
Location:	HQ
Phone Number:	n/a
Extension:	1110
Caller ID:	Accounts HG
Language:	English

[Back](#) [Create](#)

- Call into 1110 to test the Hunt Group

Call Queue = 1500

The following are numbers we are going to be using going forward in our [scenario](#)

Call Features

Voice Portal Number – Extension: 1005	Auto Attendant – Extension: 1100
Hunt Group – Extension: 1110	Call Queue – Extension: 1500
Call Park – Extension: 7000	Virtual Extension – Extension: 3000
Paging Group – Extension: 5000	Voicemail Group - 1200

- Navigate to Calling under Services. Click the Features to open tab. Then select Call Queue. [Calling / Features / Call Queue]
- Click ‘Create Call Queue’

The screenshot shows the Cisco Webex Calling interface. The top navigation bar has tabs for Numbers, Locations, Virtual Lines, New, Call Routing, Managed Gateways, **Features**, PSTN, Service Settings, and Client Settings. Under the Features tab, there are sub-tabs: Auto Attendant, Call Park Extension, Call Park Group, Call Pickup, **Call Queue** (which is highlighted with a red box), DECT Network, Hunt Group, Single Number Reach, Paging Group, Receptionist Client, Virtual Extension, and Voicemail Group. Below the tabs, there are two buttons: Call Queues (highlighted with a red box) and Supervisors.



Call Queue

Automatically distributes incoming calls to a group by finding an available agent based on the configured policy. Holds calls in queue while playing announcements and music when all agents are busy. [How to configure Call Queue](#)

Bulk Manage

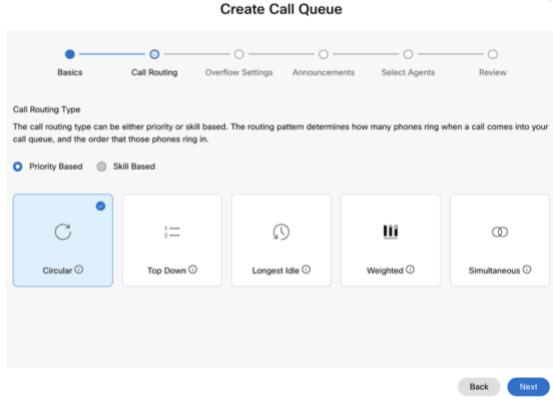
Create Call Queue

- Fill in the Basic details for the Call Queue and select an available PSTN number for Call Queue so that we can dial it from the PSTN (the screen shot doesn't show a PSTN number, but one was chosen).

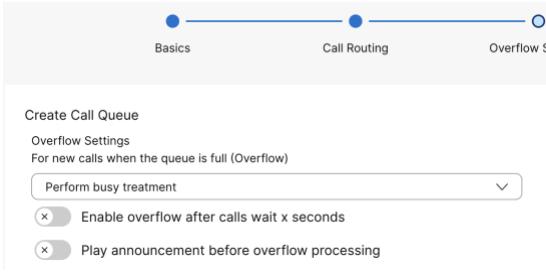
Create Call Queue

The screenshot shows the 'Create Call Queue' wizard. Step 1: Basics. The progress bar shows 'Basics' is selected. The 'Location' section asks to assign a location, with 'HQ' selected. The 'Call Queue Name' section asks for a name, with 'IT Support' entered. The 'Phone Number' section asks to assign a phone number to a primary line, with a search bar containing 'Search' and '1500' selected. The 'Number of Calls in Queue' section has '10' entered. The 'Caller ID' section asks for an external caller ID, with 'Location number: +16505093790' selected. The 'First name' and 'Last name' fields are filled with 'IT Support'. The 'Language' section asks for the call queue language, with 'English' selected. At the bottom are 'Cancel' and 'Next' buttons.

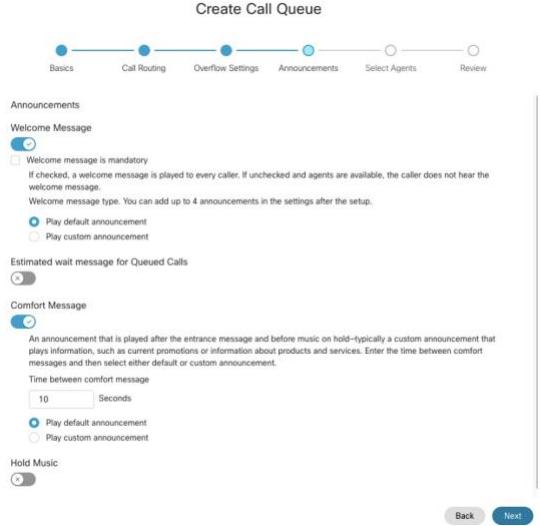
- Click Next and choose the Call Routing pattern for the Call Queue



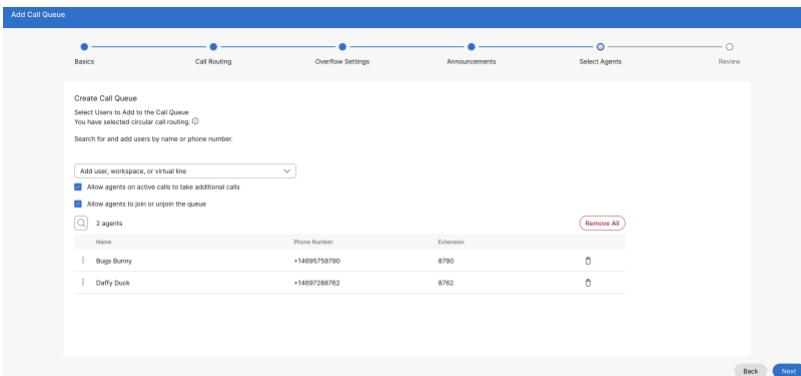
- On the next page, we can choose the Overflow settings for the Queue. Keep the defaults.



- The next section, the Announcements can be setup for the Call Queue, leave as default



- Click Next and choose options for the Agents that are part of this Call Queue



- Review the Call Queue settings on the next page and click ‘Create’ and Close

Create Call Queue

Review Call Queue Settings
Review the settings for your new call queue to make sure everything is correct. You can go back and make changes now, or make edits, manage, and enable advanced features at any time by clicking on the name of your call queue on the features page.

General Settings Agents Call Routing Call Queue Settings

General Settings

Call Queue Name: IT Support
Location: HQ
Phone Number: n/a
Extension: 1500
Caller ID: IT Support
Language: English

Back Create

Next go to Calling, Features, Call Queue, Supervisors

Calling

Numbers Locations Virtual Lines Call Routing Managed Gateways **Features** PSTN Service Settings Client Settings

Auto Attendant Call Park Extension Call Park Group Call Pickup **Call Queue** DECT Network Hunt Group Single Number Reach Paging Group Receptionist Client Virtual Extension Voicemail Group

Announcement Files

Supervisors

Call Queue
Automatically route incoming calls to available agents based on your policy, and hold calls with announcements and music when agents are busy. For more help, see [how to use group call management](#).

Call Queue Name	Location	Phone Number	Extension	Actions
IT Support	Dallas	+14694097863	1500	...

All Locations Manage

Click on add supervisor

Calling

Numbers Locations Virtual Lines Call Routing Managed Gateways **Features** PSTN Service Settings Client Se

Announcement Files

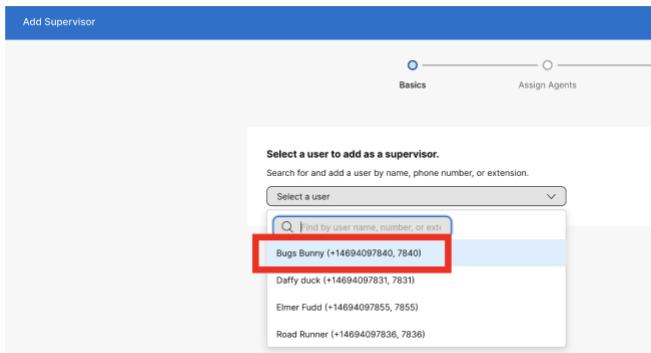
Supervisors

Add Supervisor

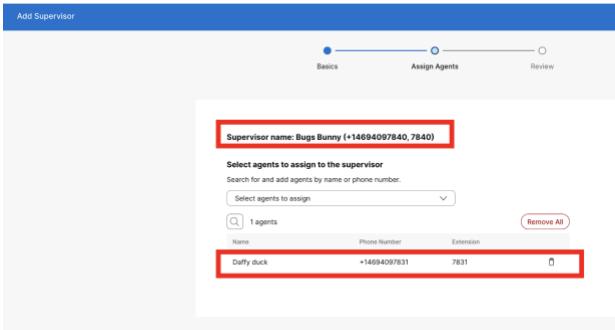
Supervisors are users who manage agents. This enables them to perform functions like monitoring, coaching and more.

Add Supervisor

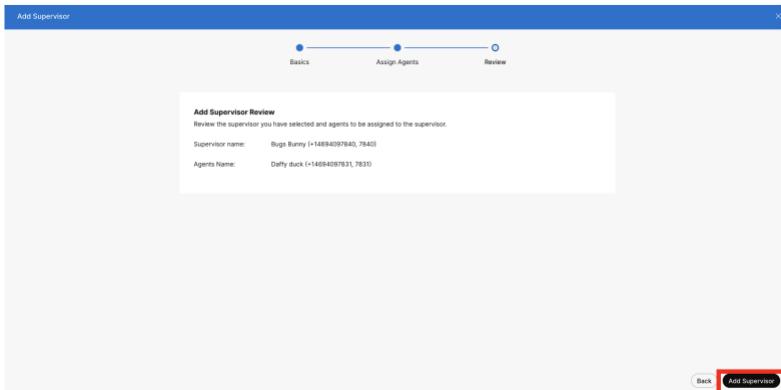
Click on select a supervisor and click next on bottom right side (bugs was selected)



Select a different user as an agent to assign to Supervisor (Daffy was selected as the agent), click next



Review and Click on add Supervisor on the bottom right.



- Logout and Log-in to the Webex app, with the email address of the user who does not have MPP device. (Note: both users are assigned as agents so the experience will be the same.)
- At the bottom of the app, click Join Queue “IT Support” and change the Agent status to “Available”
- Restart the MPP device to see the Agent SignIn/Out and Agent Status soft keys
- Click Agent SignIn and change Agent Status to “Available”
- Dial into 1500 to test the Call Queue
- Both users should see the incoming call- Answer and test the experience

Next navigate to Analytics section from the left side and explore the Call Queue reporting and analytics:

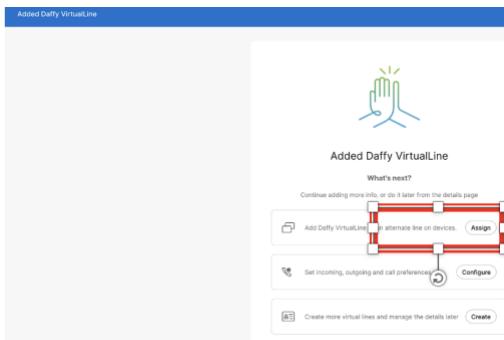
Analytics, Calling, Call Queue

Virtual Lines = 2001

As an administrator, you can use the virtual line to configure multiple lines for Webex Calling users. You can configure virtual lines with its associated business calling features, such as voicemail, call forward, call waiting and many more, without requiring additional license. After the lines are configured, they can be assigned to the device and Webex App as non-primary lines. Click on Calling from the services menu, virtual lines, and then click on create

Choose a name for the virtual line and assign an extension, you can also assign it a telephone number if you wish, and click on add (I named the virtual line = Daffy VirtualLine with extension 2001)

Now we will add it to a user device, click on assign



Choose a user to assign the virtual line, I will choose the Daffy Duck Webex app user.

Then click assign

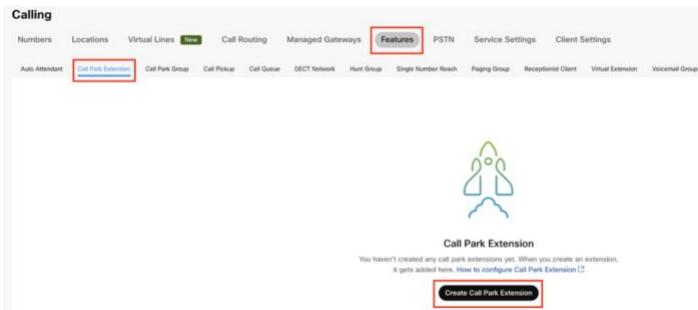
Review settings and click on save on the bottom right hand side.

Log out from the users Webex App and Log back In. Confirm Virtual Line is visible at the bottom part of the App. You can dial the virtual line and answer it on the Webex app user.

Call Park

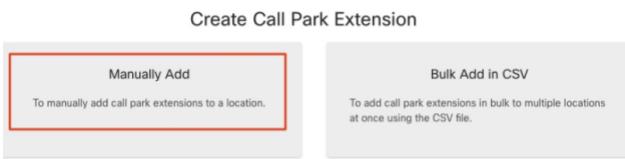
The Call Park service, enabled for all users by default, allows a user to park a call against an available user's extension or to a Call Park Extension. Call Park Extensions are extensions defined within the Call Park service for holding parked calls.

- Navigate to Calling under Services. Calling, Features, Call Park Extension



- Click 'Create Call Park Extension'

Either choose 'Manually add' to add call park extensions manually or 'Bulk Add in CSV' to add call park extensions in bulk



- Choose a Location, add a Name and Extension for the Call Park

- Click 'Save'

Call Park Group = 7000

The following are numbers we are going to be using going forward in our scenario	
Call Features	
Voice Portal Number – Extension: 1005	Auto Attendant – Extension: 1100
Hunt Group – Extension: 1110	Call Queue – Extension: 1500
Call Park – Extension: 7000	Virtual Extension – Extension: 3000
Paging Group – Extension: 5000	Voicemail Group - 1200

The Call Park Group service allows a defined group of users to automatically park calls against other available members of a call park group. Parked calls can be picked up by other members of the group on their phone.

- Navigate to Calling under Services. Calling, Features, Call Park Group
- Click 'Create Call Park Group'

- Choose the Location and name the Call Pickup Group, then click Next

Create Call Park Group

Location and Name Members Park Destinations Recall Settings Review

Location
Call Park Group will be created for this Location.
HQ

Call Park Group Name
Enter a Call Park Group name. Call Park Group names can be alphanumeric and must be unique.
Park Group HQ

Cancel Next

- Add the Users those are part of the Call Park Group

Create Call Park Group

Location and Name Members Park Destinations Recall Settings Review

Members
Search for and add available members by name, phone number, or extension.

Add members

Search by name, phone number or

1001 (Maggie Green)
1002 (Rick Grimes)

Back Next

- Choose the Recall Settings for the Call Park Group

Create Call Park Group

Park Destinations
Search for and add park destinations where this group parks calls.
Only call park extensions can be added here.

Use members as park destinations

Add Park Destinations

Park 1 (7000)

- Choose your preferred recall settings. Click next

Create Call Park Group

Recall To

Recall To applies to calls that are automatically parked on any extension from the list of users assigned to the call park group.

Alert parking user only

Alert parking user only options in the Call Park Settings of your location.

Alert parking user first, then hunt group

Alert hunt group only

- On the ‘Review’ section, review the settings and click on ‘Create’

Create Call Park Group

Call Park Group Review
Review the settings for your new Call Park Group to make sure everything is correct. You can go back and make changes now, or make edits and manage at any time by clicking the name of your Call Park Group on the Features page.

Call Park Group Name: Park Group HQ
Location: HQ

Members	Park Destinations
1001 (Maggie Green) 1002 (Rick Grimes)	Park 1 (7000)

Recall To: Alert parking user only

Call Pickup

Users that are added to a call pickup can answer calls when another member of the call pickup is busy. Group Call Pickup enables a user to answer any ringing line within their pickup group. A pickup group is a group administrator-defined set of users within a Site, to which the Call Pickup feature applies.

- Navigate to Calling under Services. Calling, Features, Call Pickup
- Click ‘Create Call Pickup’

- Choose the Location, Name the Call Pickup Group and add Users to the group.
- Click 'Create'.

Create Call Pickup

Location

Call Pickup will be created for this location.

HQ

Call Pickup Name

Enter a group name. Group names must be alphanumeric and must be unique.

Pickup Group HQ

Add Users and/or Workspaces

Search for and add users and/or workspaces by name or phone number. You can only assign a user or workspace to one call pickup group.

Search by name and phone number

Users

Name	Phone Number	Actions
Maggie Greene	+1-6504911001	trash
Rick Grimes	+1-6504911002	trash

Note: A user can only be assigned to one call pickup group. All users in the call pickup group must be from the same location. A location may have multiple call pickup groups.

Virtual Extension = 3000

The following are numbers we are going to be using going forward in our scenario

Call Features

Voice Portal Number – Extension: 1005	Auto Attendant – Extension: 1100
Hunt Group – Extension: 1110	Call Queue – Extension: 1500
Call Park – Extension: 7000	Virtual Extension – Extension: 3000
Paging Group – Extension: 5000	Voicemail Group - 1200

If you have phone numbers outside your organization that users call on a frequent basis, you can make users' lives easier by assigning extensions to those numbers. Maybe you have remote workers on a separate telephony system or a key

customer that you want to be able to reach easily. You can associate an extension with their external phone number. You can then contact them using their extension just like you'd contact anybody else in your organization with an assigned extension. And when someone who's been assigned a virtual extension calls into your organization, their assigned internal extension and name appear on the caller ID.

- Navigate to Calling under Services. Calling, Features, Virtual Extension
- Click 'Create Virtual Extension'
- Choose to add either 'Manually' or 'Bulk Add in CSV' to add in Bulk
- Fill in the Details such as Level – the Virtual extension can be setup for the entire organization comprising all locations or just to one single location
- Give the Virtual Extension a First name, Last name, the full e164 Phone number (use your cell) and the Extension desired. Click Save

Create Individual Virtual Extension

Level
Choose at which level to create this virtual extension.

- Organization (1)
- Location (1)

First name

Last name

Display Name *

Phone Number *

Use E.164 format. Include the country code.

Extension *

Dial ext 3000 to test

Paging Group = 5000

The following are numbers we are going to be using going forward in our [scenario](#)

Call Features

Voice Portal Number – Extension: 1005

Auto Attendant – Extension: 1100

Hunt Group – Extension: 1110

Call Queue – Extension: 1500

Call Park – Extension: 7000

Virtual Extension – Extension: 3000

Paging Group – Extension: 5000

Voicemail Group - 1200

Group Paging allows a user to place a one-way call or group page to up to 75 target users and workspaces by dialing a number or extension assigned to a specific paging group. You can create a paging group so that users can send an audio message to a person, a department, or a team. The Group Paging service makes a simultaneous call to all the assigned targets and announces to the originator that the system is ready for paging. After speaking, the originator ends the page by hanging up the call.

- Navigate to Calling under Services. CallingàFeaturesàPaging Group
- Click 'Create Paging Group'
- Fill in the Settings such as the Paging Group name, Phone number and/or Extension, Caller ID and choose the Location.

Create Paging Group

Settings Paging Targets Paging Originators Review

Location
Assign your paging group to a location.
HQ1

Paging Group Name
Enter a Name. This name is used to identify the paging group later on.
HQ Page Group

Phone Number
Assign the Paging Group to a primary phone number and/or extension
Search and/or 5000

Language
Select the paging group language
English

Calling Line ID
This ID displays on the target user's phones when a group page is performed.
Calling ID First Name: HQ Page Calling ID Last Name: Group

Calling ID Label
This determines what is shown on a paging target user's caller ID when a group page is performed
 Paging Group ID ⓘ Page Originator ⓘ

Cancel **Next**

- Click Next
- In this page, we can choose the Paging Targets (who receive the page). If the paging targets are the same people who can also originate page calls – check the box ‘Copy my paging targets to my paging originators’.

Create Paging Group

Settings Paging Targets Paging Originators Review

Paging Targets ⓘ
Add Users and/or Workspaces
Search for and add up to 75 users and/or workspaces by name, phone number, or extension. Click the name to view more details.

Name	Phone Number	Extension	Actions
Amy ryan	+16504911007	1007	trash
Rick Grimes	+16504911002	1002	trash
Maggie Greene	+16504911001	1001	trash
Carol Ryan	+16504911003	1003	trash

4/75 users
 Copy my paging targets to my paging originators

Back **Next**

- Click Next. On this page, choose the Paging Originators if not selected in the previous page
- Click Next
- Review the Paging Group settings, click Create.



Dial ext 5000 to test

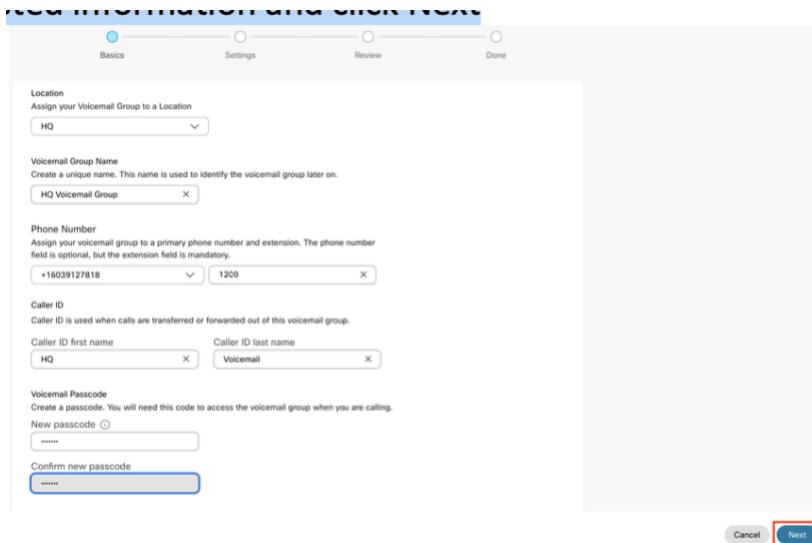
Voicemail Group = 1200

The following are numbers we are going to be using going forward in our [scenario](#)

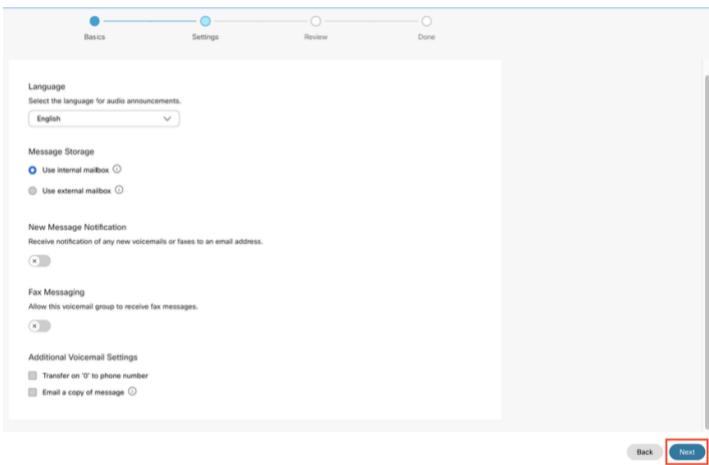
Call Features

Voice Portal Number – Extension: 1005	Auto Attendant – Extension: 1100
Hunt Group – Extension: 1110	Call Queue – Extension: 1500
Call Park – Extension: 7000	Virtual Extension – Extension: 3000
Paging Group – Extension: 5000	Voicemail Group - 1200

- Navigate to Calling under Services. Calling, Features, Voicemail Group
- Click 'Create Voicemail Group'
- Fill out the requested information and click Next



- Complete the Settings information how you would like it set up in your lab and click Next.



Review, Click Create and then select Done.

Manage Users Calling Settings

Managing End-User call settings via Control Hub

- Administrators can manage other call settings for each of the user.
- Navigate to Users under Management, choose a User and click on Calling

- Various Call Settings can be managed for the end-user here

- Familiarize yourself with the Call Settings in this page, clicking on each will open up more Call settings that can be enabled/disabled or modified for this user

Setting up Custom Background Images on phones

- Click on devices section under management section on left side, then phone

The screenshot shows the 'Devices' page in the webex Control Hub. The left sidebar has 'Devices' selected. The main area lists two devices: 'Cisco 8865' (Online) and 'Imagicle Customer Managed' (Status unavailable). A red box highlights the 'Devices' link in the sidebar and the Cisco 8865 device in the list.

- Then click on device settings, manage>

The screenshot shows the 'Cisco 8865' device settings page. The left sidebar has 'Devices' selected. The main area shows basic device info and a 'Device Management' section. A red box highlights the 'Device Settings' link in the 'Device Management' section.

- Then click on custom device settings, background image, choose Custom Background

The screenshot shows the 'Device Settings' page for the Cisco 8865. The top bar says 'Device Settings'. The main area has a heading 'Define custom device settings'. Under 'Background Image', there is a dropdown set to 'Custom Background' and a URL input field containing 'https://www.pngall.com/wp-content/uploads/5/'. A red box highlights the 'Background Image' section.

- Open a browser, and get a custom image from web, choose a image file (PNG format) and copy the image link, and paste it to the Custom Background URL shown above.



- Click on save on bottom right hand side
- Then click on Apply changes from the action drop down button

A custom background image shown be displayed in a couple of minutes.



Setting up a user device to be used as a hoteling host (a workspace can also be used)

- You can set up a workspace or user device to be used as a hoteling device, we will use one of the user's device as a hoteling device. Click on a user with a device,

First / Last name	Email	Status
admin admin	admin@testsandboxwcc.wbx.ai	Active
Bugs Bunny	toreyescisco+92@gmail.com	Active
Daffy duck	toreyescisco+90@gmail.com	Active

- Then click on devices and the right arrow >

- Select hoteling, then select the number of hours that hoteling will stay active. These steps add a new feature button on the phone/device. You will now see a "Guest In" button the device, users can press this button to use the hoteling feature on the device.

Now we must enable the users that can use the hoteling feature to log in. Enabling hoteling for a user allows them to work in another space while maintaining the functionality and features of their main desk phone.

- From management, click on users, then click on the calling section

- Scroll down to the Between-user permissions section and enable hoteling for the user.

Now the user should be able to log into the device using the hoteling feature of the phone. On the phone click the "Guest In" button. Use the user extension and Voicemail Pin to login. The user extension is found under the user calling numbers and the voicemail pin is the one that was set up when VM was enabled.

If you need to reset the user's voicemail pin, login into <https://settings.webex.com/profile> for the hoteling user and reset the VM password.

Managing End-User call settings via Calling User Portal

- This portal can be accessed by the end users by going to: <https://settings.webex.com>
- Administrators can also manage end user settings using the Calling User Portal (CUP)
- Under management, Click users, click a User, click on Calling, click User Portal Launch

- Notice you're logged into the End user Calling portal. The End user call settings page, in this page has more call settings for the End-user that can be modified.

Login the end user portal by clicking on: <https://settings.webex.com> and use the end user email and password
Notice that you can reset your voicemail password here

Cisco Webex Settings My Profile Webex Calling My Devices Message & Meetings About Sign Out



Bugs Bunny

Webex SIP address
toreyescisco+92@testandboxwcc-sbx.calls.webex.com

[Reset voicemail PIN](#)

[Download Webex App](#)

Click on Wbex Calling

Cisco Webex Settings My Profile Webex Calling My Devices Message & Meetings About Sign Out



Bugs Bunny

Webex SIP address
toreyescisco+92@testandboxwcc-sbx.calls.webex.com

[Reset voicemail PIN](#)

[Download Webex App](#)

Notice that you now have other options such as Voicemail and Call History

Incoming Calls Schedules Additional Features

Bugs Bunny 4694097840 Extension: 7840

- Do Not Disturb
- Single Number Reach (Office Anywhere)
- Anonymous Call Rejection
- Call Forwarding
- Call Notify

Clicking on the call Settings button shown above, will give the end user additional features as seen above.:.

Do not disturb	Single Number Reach (office Anywhere)	Anonymous Call Rejection
Call Forwarding	Call notify	Simultaneous Ring
Call waiting	Sequential Ring	Priority Alert
Selective Accept Calls	Selective Reject Calls	Selective Forward Calls

You can also set your schedules; you can search the organization schedules or create your own.

Incoming Calls Schedules Additional Features

Bugs Bunny 4694097840 Extension: 7840

Schedules allow you to apply specific call settings at different times of the day or week. To use schedules, go to individual call settings and turn on "Apply Schedules."

New Schedule

Matching Schedules

- Business Hours
- Work Hours
- Work

Plus you also have some more additional features that can be set for the end user by clicking additional features: such as Barge-In, Block Caller ID for incoming calls and look for hoteling.

The screenshot shows the Cisco Webex Calling interface. On the left is a sidebar with icons for Voicemail, Call History, Call Settings, and Directory. The main area has tabs for Incoming Calls, Schedules, and Additional Features. Under Additional Features, there are three options: Barge-in (disabled), Block my Caller ID for incoming Calls (disabled), and Hoteling (disabled). Each option has a description and a help icon.

Clicking on the directory will show you the existing company directory, you can use click to dial

The screenshot shows the Cisco Webex Calling interface with the Directory tab selected. The sidebar on the left has the Directory icon highlighted with a red box. The main area displays a list of contacts under 'My Contacts'. Each contact entry includes First Name, Last Name, Phone Number, Extension, and Location Code. To the right of each contact is a 'Call' icon.

The end user can create their own personal contact by clicking on My Contacts

The screenshot shows the Cisco Webex Calling interface with the My Contacts tab selected. The sidebar on the left has the My Apps icon highlighted with a red box. The main area shows a form to add a new contact. It includes fields for Name*, Phone Number / SIP-URI*, and Speed Dial (optional). Below the form is a table with a single row for 'Tony Home' with phone number 2149129830.

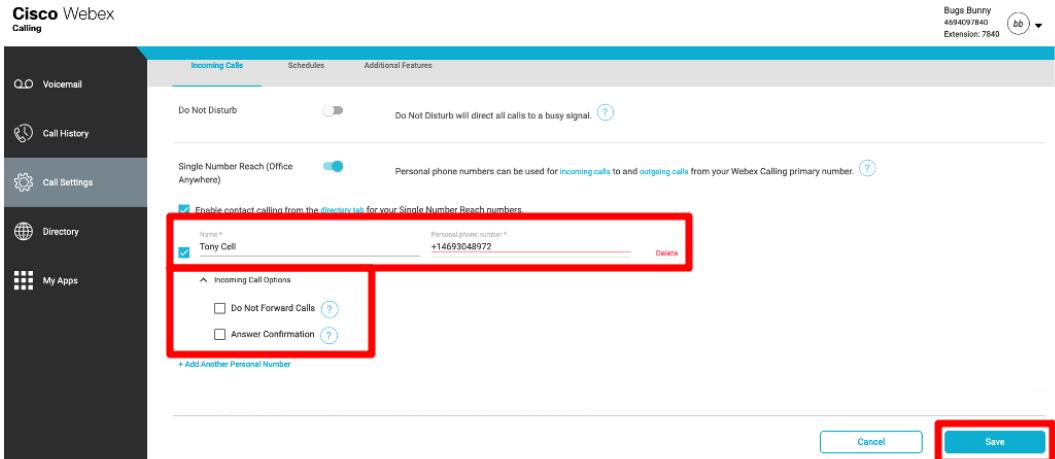
Finally the end user can click on my Apps and get access to the SW downloads.

The screenshot shows the Cisco Webex Calling interface with the My Apps tab selected. The sidebar on the left has the My Apps icon highlighted with a red box. The main area displays software download links for Desktop Software, Mobile Software, and Tablet Software. Each section shows a 'Download' button for the respective platform.

Let's set up Single Number reach for the end user. This option will enable the end user to receive calls on any number we input, in our case it can be your home or cell phone number. Click on Call Settings then click on the toggle to enable Single Number reach, Choose the enable Contact Calling box if you want to be able to use your personal contacts, then click on Add personal Number to add your Single Number Reach phone Number

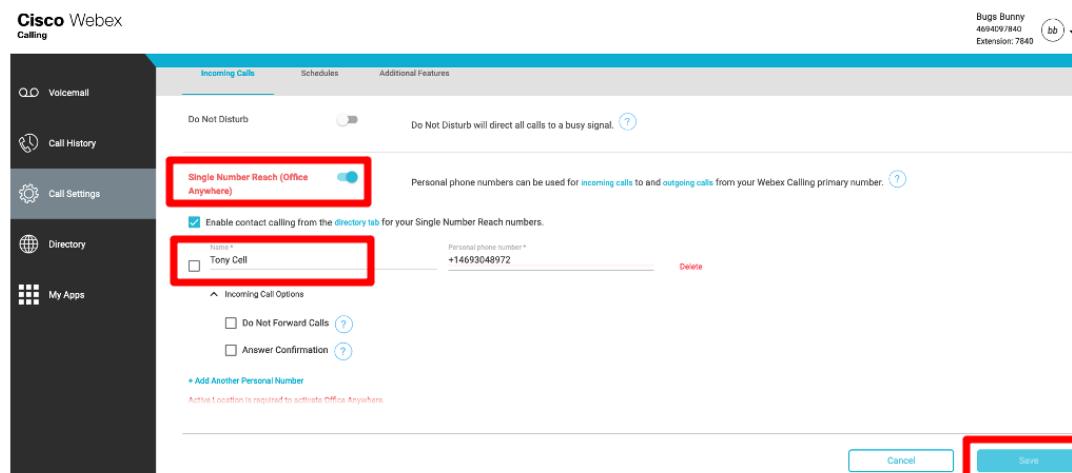
The screenshot shows the Cisco Webex Calling interface with the Call Settings tab selected. The sidebar on the left has the Call Settings icon highlighted with a red box. The main area shows settings for Incoming Calls, Schedules, and Additional Features. Under Additional Features, there is a 'Single Number Reach (Office Anywhere)' section. It includes a toggle switch (which is enabled) and a checkbox for 'enable contact calling from the directory tab for your Single Number Reach numbers'. There is also a link to '+ Add Another Personal Number'.

Enter and name for the Single number reach and a phone number. You can enable and disable the SNR by clicking on the check mark by the name (Tony Cell) if you don't want SNR enable later.

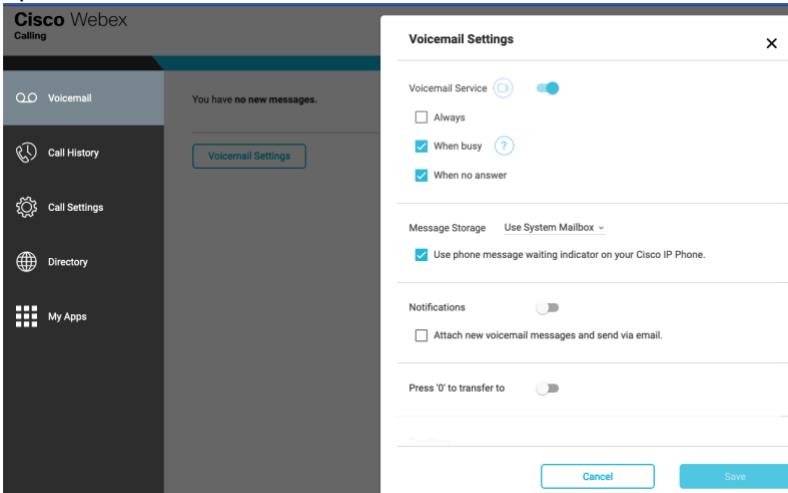


Click on the Incoming Call options and you'll see some options that can be enabled for SNR. By clicking on the Do Not Forward Calls, this essentially overwrites the DNR feature in CH and sends calls to SNR. The Answer Confirmation button will prompt you when answering on SNR to press a key, and reminding the user that this is a SNR call from the company and not a personal call. Once the settings are checked click on save.

Test by calling the end user and see the call come into the SNR number you saved above. Once you're done testing, make sure you go and disable the SNR feature for your cell in this sandbox and click save again.

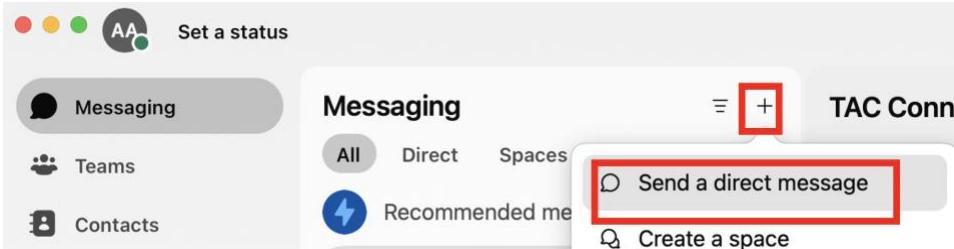


You can see some of the other settings from the end user calling portal, such as click on Voicemail and see some of the options that can be seen for the end user.

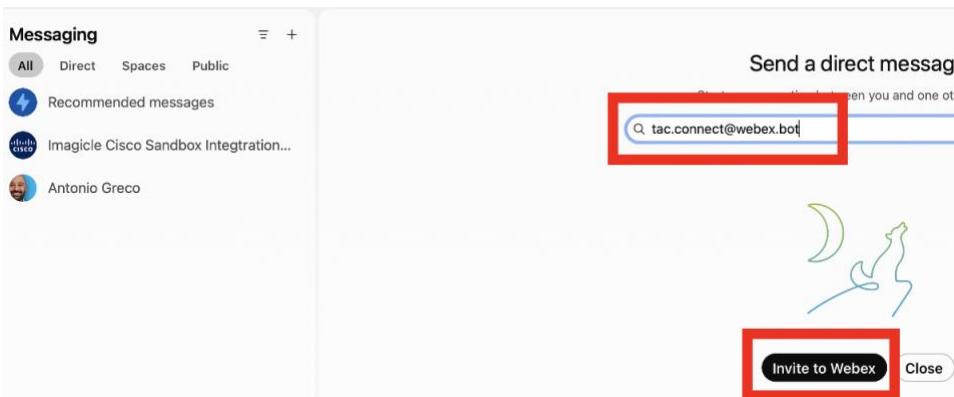


Feel free to click around the end user portal to familiarize yourself with the portal

Let's add a couple of useful bots to your company's Webex app user ID associated with www.cisco.com. In order to use the bots, the user must have access to www.cisco.com resources, so the lab Webex app user will not work. First let's add the Webex TAC bot, this bot will help you with any Cisco service requests into tac. Click on the plus sign, and choose send a direct message

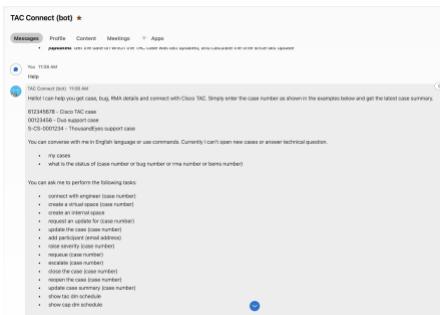


Now enter the email address as: tac.connect@webex.bot and click invite to Webex.



Once in the space, type help, a list of command that can be used when working with TAC. The help command will show you what functions can be preformed using the bot, such as

- connect with engineer (case number)
- create a virtual space (case number)
- create an internal space
- request an update for (case number)
- update the case (case number)
- add participant (email address)
- raise severity (case number)
- requeue (case number)
- escalate (case number)
- close the case (case number)
- reopen the case (case number)
- update case summary (case number)



Now create another 1-1 space with the webex calling help bot using the following address: callinghelp@webex.bot

Now type any question you may have on Webex calling, such as SSO and see the results:

The screenshot shows the Webex Calling Help interface. At the top, there's a navigation bar with tabs for Messages, Profile, Content, Meetings, + Apps. The 'Messages' tab is selected. Below the navigation bar, there's a header with a profile picture, the text 'You 3/20/23, 2:14 PM', and 'SSO'. A message from 'Webex Calling Help' is displayed, timestamped '3/20/23, 2:14 PM'. The message content is a list of links related to SSO configuration, including: 'From help.webex.com', 'Configure Single Sign-On for Webex Administration', 'Single Sign-On Integration in Control Hub', 'Manage Single Sign-On integration in Control Hub with Okta', 'Configure single sign-on in Control Hub with Okta', 'Configure Single Sign-On (SSO) Authentication for Attendees for Your Cisco Webex Site', 'SSO Error: "Single Sign On failed. Invalid Status code in Response"', 'Configure single sign-on in Control Hub with Microsoft Azure', 'Configure single sign-on in Control Hub with Active Directory Federation Services (ADFS)', 'Where Can I Find SSO Configuration Guides?', and 'How Do I Enable or Disable SSO on Webex?'. Below this message, there's a section titled 'From techzone.cisco.com' containing links like 'Webex SSO Resource Guide', 'SSO and NSF', 'Common MRA SSO Issues', 'Troubleshooting SAML SSO authentication', 'Configure High Availability SSO on Catalyst 9800 | Quick Start Guide', 'Troubleshooting Webex Single Sign-on (SSO) Issues', 'DUO SSO Configuration with Intersight', 'User Management (SSO & LDAP)', 'CiscoTSP SSO Trouble Shooting', and 'SSO (Single Sign-On)'.

This should end the Webex app and bot integrations.



portal address: <https://wxc.e911cloud.com/>

Setting up E911 Emergency Services with

To get started, click Set up emergency call settings from the Control Hub Overview screen, click on Set up emergency call settings

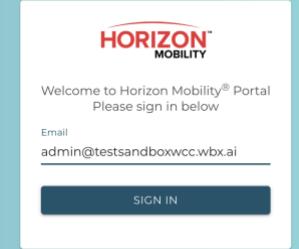
Select Create new account. This will create an Org in RedSky Horizon Mobility and create an Admin account using the sandbox org admin email address, and click next

You'll receive an email from redsky, stating that your administrator account was created.

Your Organization Administrator account has been created

Back at the sandbox, Click on the I agree check box and Click the link to access the Horizon Mobility portal. Before proceeding ...

Enter your admin email address, click sign in

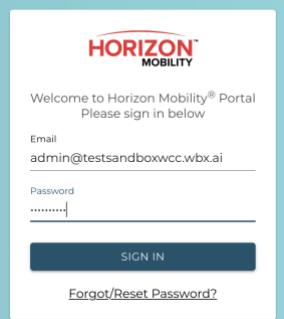


Welcome to Horizon Mobility® Portal
Please sign in below

Email
admin@testsandboxwcc.wbx.ai

SIGN IN

The first time you access Horizon Mobility you will need to set your password. Click the Forgot/Reset Password link. Use the email you provided for the account creation.



Welcome to Horizon Mobility® Portal
Please sign in below

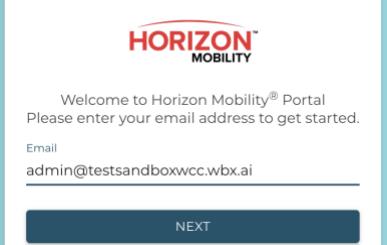
Email
admin@testsandboxwcc.wbx.ai

Password
.....

SIGN IN

[Forgot/Reset Password?](#)

Enter your admin email address and click on next



Welcome to Horizon Mobility® Portal
Please enter your email address to get started.

Email
admin@testsandboxwcc.wbx.ai

NEXT

You will be emailed a verification code.

Password Reset Security Code



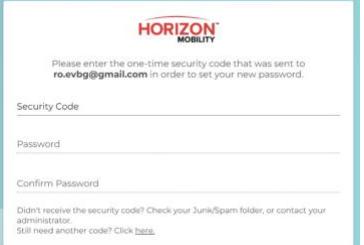
N noreply@wbx.guru <noreply@wbx.guru>
To: Tony Reyes (toreyes)

To protect your privacy, some external images in this... [Go to Setting](#)

Your password reset security code is: jNTW98

This code expires at Thu Jun 29 00:33:09 GMT 2023

Enter the code and input a new password (I used the same password as on my sandbox admin)



Please enter the one-time security code that was sent to ro.evbg@gmail.com in order to set your new password.

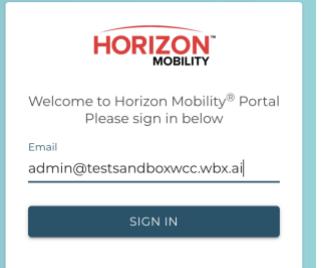
Security Code

Password

Confirm Password

Didn't receive the security code? Check your Junk/Spam folder, or contact your administrator.
Still need another code? Click [here](#).

Now, you're asked to login to the portal using the email address

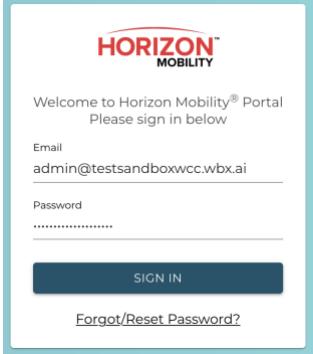


Welcome to Horizon Mobility® Portal
Please sign in below

Email
admin@testsandboxwcc.wbx.ai

SIGN IN

You're now asked to input the password you just created.



Welcome to Horizon Mobility® Portal
Please sign in below

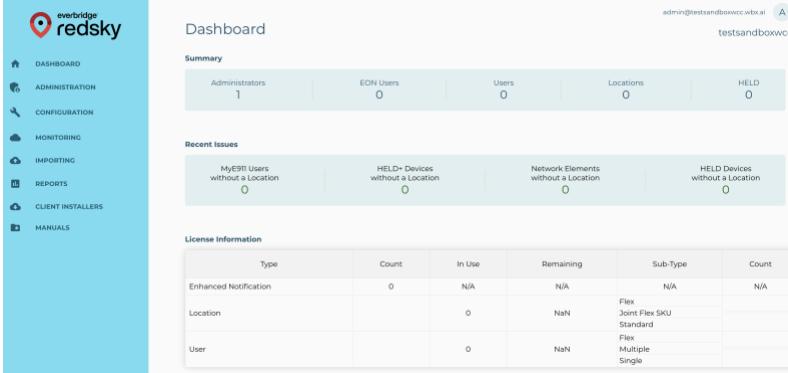
Email
admin@testsandboxwcc.wbx.ai

Password

SIGN IN

[Forgot/Reset Password?](#)

After logging in, you're on the redsky portal.



Dashboard

Summary

Administrators	EON Users	Users	Locations	HELD
1	0	0	0	0

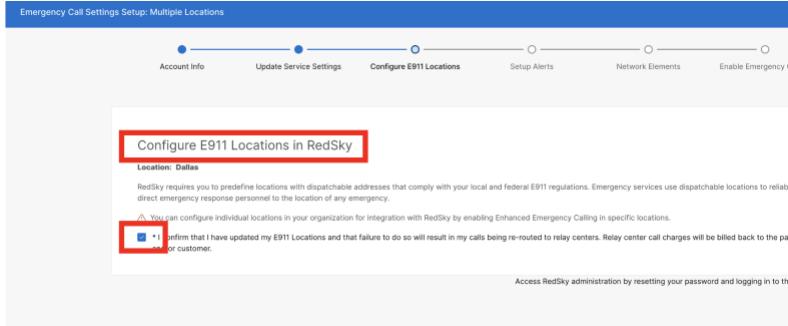
Recent Issues

MyE911 Users without a Location	HELD+ Devices without a Location	Network Elements without a Location	HELD Devices without a Location
0	0	0	0

License Information

Type	Count	In Use	Remaining	Sub-Type	Count
Enhanced Notification	0	N/A	N/A	N/A	N/A
Location	0	NaN	NaN	Flex	
User	0	NaN	NaN	Joint Flex SKU	
				Standard	
				Flex	
				Multiple	
				Single	

Now on Control hub we are asked to configure locations



Emergency Call Settings Setup: Multiple Locations

Configure E911 Locations in RedSky

Location: Dallas

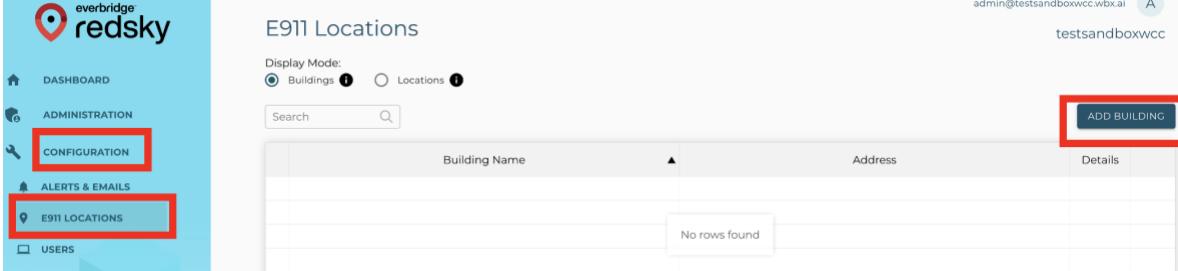
RedSky requires you to predefine locations with dispatchable addresses that comply with your local and federal E911 regulations. Emergency services use dispatchable locations to reliably direct emergency response personnel to the location of any emergency.

You can configure individual locations in your organization for integration with RedSky by enabling Enhanced Emergency Calling in specific locations.

* I confirm that I have updated my E911 Locations and that failure to do so will result in my calls being re-routed to relay centers. Relay center call charges will be billed back to the partner or customer.

Access RedSky administration by resetting your password and logging in to the

Go to the redsky portal, and now we need to add Buildings and Locations. Navigate to Configuration, E911 Locations, to create Buildings and Locations, and click on add building.



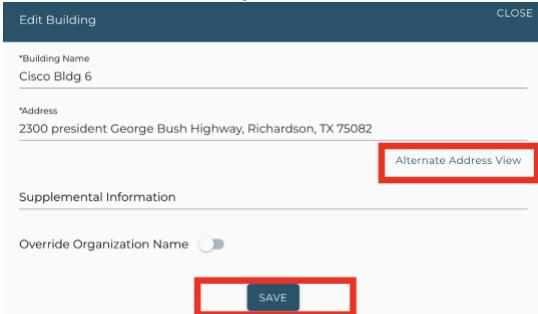
E911 Locations

Display Mode:
 Buildings 1 Locations 1

Building Name	Address	Details
No rows found		

ADD BUILDING

Enter user address (you can enter address using Alternate View link) and click on save



Edit Building

*Building Name
Cisco Bldg 6

*Address
2300 president George Bush Highway, Richardson, TX 75082

Alternate Address View

Supplemental Information

Override Organization Name

SAVE

The Bldg is added to the sandbox. Now right click on the arrow next to Cisco Bldg 6, and click on Add Location (the location is the information for dispatchable location information).

E911 Locations

Display Mode:

Buildings Locations

Search

ADD BUILDING

Building Name	Address	Details
Casa de Tony	2601 Brittany Dr, Rowlett, TX 75088	<input type="button"/> <input type="button"/>
Cisco Bldg 6	2300 E President George Bush Hwy, Richardson, TX 75082	<input type="button"/> <input type="button"/>

Locations

ADD LOCATION

Location Name	Location Information	Phone Number	Details
Rm 61-1L	1st Floor Room 61-1L		<input type="button"/> <input type="button"/>

Previous Page 1 of 1 25 rows Next

Enter a location name, no need to enter location number, add location information and click on save (the information entered into the location field is what actually is displayed on the 911 operator's screen).

Edit Location

*Location Name
Rm 61-1L

Phone Number

Location Information
1st FI Rm 61-1L

Override Organization Name

HTML Link URL

Now we need to set up alerts, Back in Control Hub click next on the bottom right hand side.

Emergency Call Settings Setup: Multiple Locations

Account Info Update Service Settings Configure E911 Locations Setup Alerts Network Elements Enable Emergency Calling

Update Service Settings

Devices compliant with HELD and HELD+ provide the RedSky Company ID to RedSky when requesting their location information. Nomadic devices that support manual address entry via HELD+ also need to authenticate using a secret key.

This step synchronizes your RedSky credentials with Webex Calling.

Completion of this step allows you to configure individual Webex Calling locations for RedSky integration.

* I agree to update Control Hub with my organization's RedSky account information.

Access RedSky administration by resetting your password and logging in to the E911 portal.

Save and

you can confirm that Locations have been configured. Click on next on the bottom right hand side.

Emergency Call Settings Setup: Multiple Locations

You will then be asked to configure Alerts

Emergency Call Settings Setup: Multiple Locations

Now navigate back to the redsky portal, click on Configuration, Alerts & Emails. Create alert subscriptions for 911 and 933 calls. Click on add Subscriptions.

On the pop-up screen, enter name for the 911 Alerts, select an alert type, use the Standard Emergency Call Alert template, and enter the EON User org admin email address, click add.

Add Subscription

CLOSE

*Name
911 Call Alerts

*Alert Type
Emergency Call Received

*Template
Standard Emergency Call Alert Template

*Time Zone
America/Chicago (UTC-05:00)

Enable Alert Filtering

Recipients

EON ALERTS SMS ALERTS EMAIL ALERTS

*EON User/Org Admin
admin@testsandboxwcc.wbx.ai

ADD

Scroll down and click on save.

Add Subscription

EON ALERTS SMS ALERTS EMAIL ALERTS

EON User/Org Admin
admin@testsandboxwcc.wbx.ai

ADD

Recipients

admin@testsandboxwcc.wbx.ai

SAVE

Now you'll see the E911 Alert added, we need to do the same for 933.

Subscription Name	Alert Template Name	Recipients	Subscribed Locations
911 Call Alerts	Standard Emergency Call Alert Template	admin@testsandboxwcc.wbx.ai	All Locations

Click on add subscription to add the 933 call alert. Enter a name for the 933 Call Alerts, choose 933 Test Call received for the alert type, choose the standard 933 test call alert template, click on email alerts and enter the admin email user address, and click on add

Add Subscription

CLOSE

*Name
933 Call Alerts

*Alert Type
933 Test Call Received

*Template
Standard 933 Test Call Alert Template

*Time Zone
America/Chicago (UTC-05:00)

Enable Alert Filtering

Recipients i

EON ALERTS SMS ALERTS EMAIL ALERTS

*Email
admin@testsandboxwcc.wbx.ai

ADD

At least one recipient must be added for this alert.

Recipients

Click on save

Add Subscription

CLOSE

EON ALERTS SMS ALERTS EMAIL ALERTS

Email

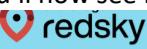
ADD

Recipients

admin@testsandboxwcc.wbx.ai

SAVE

You'll now see both alerts set on the portal

 redsky

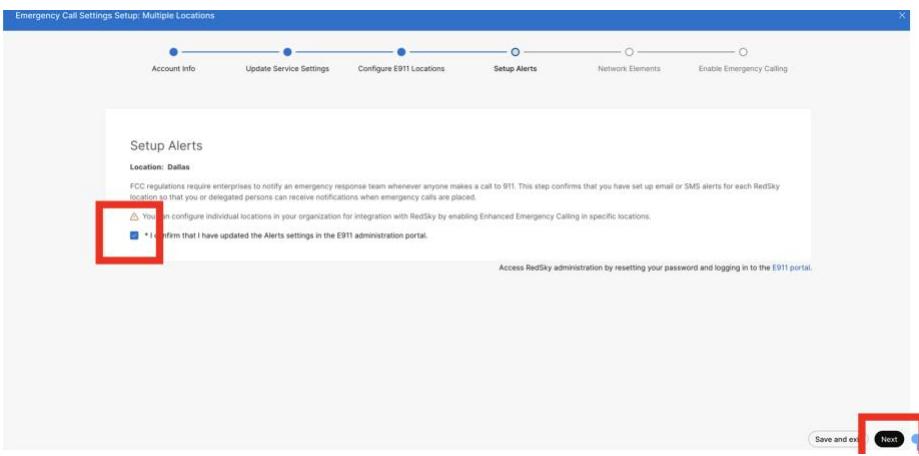
Alerts & Emails

testsandboxwcc

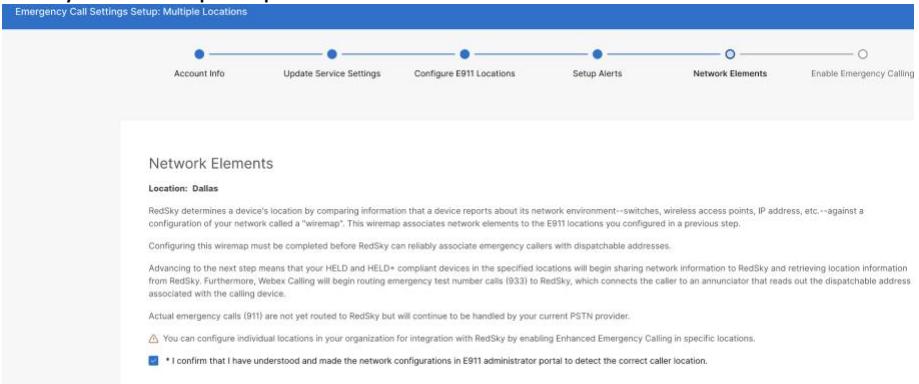
DASHBOARD ADMINISTRATION CONFIGURATION ALERTS & EMAILS 911 LOCATIONS USERS

Subscription Name	Alert Template Name	Recipients	Subscribed Locations
911 Call Alerts	Standard Emergency Call Alert Template	admin@testsandboxwcc.wbx.ai	All Locations
933 Call Alerts	Standard 933 Test Call Alert Template	admin@testsandboxwcc.wbx.ai	All Locations

Back to control hub, we will need to click next on the setup Alerts screen on the bottom right hand side.



Now you will be prompted to create Network elements.



Back to the redsky portal, we must configure the network discovery configuration. Navigate to Configuration , Network Discovery. MAC Address, LLDP, BSSID, and IP Range are all supported. Network elements get mapped to E911 Locations to update the phone's location automatically. For our static sandbox, lets add the the Network discovery by using the MAC addresss to the IP phones, in the real world this is not the best way as it is a static location.

MAC Address	Location	Description
90:77:EE:83:3E:44	Rm 61-1L 2300 president George Bush Highway, Richardson, TX 75082	
94:D4:69:0D:FA:4D	Rm 61-1L 2300 president George Bush Highway, Richardson, TX 75082	

On the pop screen, enter the MAC address of the phone, choose the bldg you created earlier and the location you created earlier and click on save

*MAC Address 90:77:EE:83:3E:44	
*Buildings Cisco Bldg 6	
*Location Rm 61-1L	
Description	

The phone should now show up

Now back to the control hub network element screen, click next

The last step is to Enable Live Calling. Only do this if you want 911 calls to route directly to the PSAP. For testing you can leave this step incomplete. 933 calling will still work for testing. For my purpose, which is not a live customer, I did not click on the checkmark and just clicked close below

Let's confirm the 911 configuration settings in control hub. Click Location, Calling. Emergency Calling should show Enhanced Emergency Calling on. The Callback number will be used for any users without a DID. Now right click on the arrow to enhanced emergency calling section.

The following screen shows that emergency calling has been enabled. This screen confirms the connection to RedSky is active for Network Discovery and 933 calling. Enabling Emergency Call routing will turn on 911 calling also.

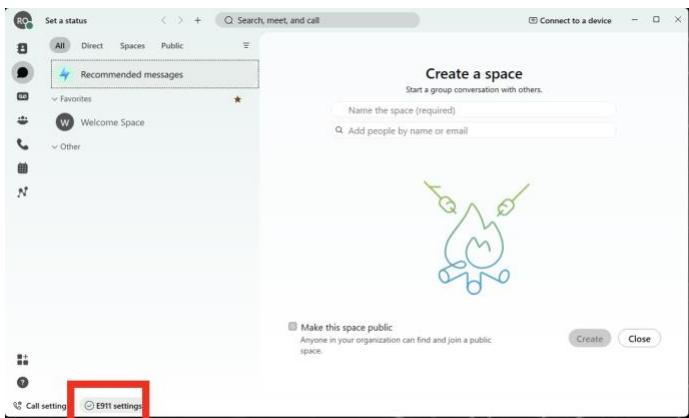
The RedSky Company ID and Secret Key, click on Calling on the left hand side click on calling, Service settings, scroll down to Enhanced Emergency Calling section and view RedSky Company ID and Secret Key will have been automatically added to Control Hub.

Now lets get the Webex app going, Webex Prompt for Location. If your Webex app is in an unknown location, you will now be prompted to set your emergency address. Click on add address



Add Location information of where you are at and click on save.

E911 Location Confirmed screen



Let's go Verify RedSky portal. Let's make sure the location is synced on redsky portal. Navigate to Configuration, Users to view your Webex user. Expand the user and click the Devices tab to view your location.

Operating System	Device Name	Device Model	Current Location	Last Access Time(Device)	Type	Discovery Method
2a4b9652-0224-499d-9533-Be3leeadafbf3-os-win	HOME			06/13/2023 05:02:29 PM	MANUAL	

Now lets view the MPP phones on the portal. MPP Phones will display under Monitoring, HELD Devices. If the phone has a location it will display, and show how it was found (IP, LLDP, BSSID, MAC). If the phone has no location, it will be highlighted in red.

Device ID	Location	Discovery Method	Network Connectivity	Details
90:77:EE:83:3E:44		MAC_ADDRESS: 90:77:EE:83:3E:44 IP: 10.88.56.156		
94:D4:69:0D:FA:4D		MAC_ADDRESS: 94:D4:69:0D:FA:4D IP: 64.101.151.52		

As you can see they are showing up as Red color, because they are not associated with a location yet. So we need to reboot the phone.

Device ID	Location	Discovery Method	Network Connectivity	Details
90:77:EE:83:3E:44	Rm 61-1L 2300 president George Bush Highway, Richardson, TX 75082	MAC_ADDRESS	MAC_ADDRESS: 90:77:EE:83:3E:44 IP: 10.88.56.156	
94:D4:69:0D:FA:4D	Rm 61-1L 2300 president George Bush Highway, Richardson, TX 75082	MAC_ADDRESS	MAC_ADDRESS: 94:D4:69:0D:FA:4D IP: 64.101.151.52	

You can test a 933 call. Place a 933 call. The call should log under Monitoring, Call History. Any 933 alerts you configured should trigger also. When you call 933, wait for the message to play two times, then it will hang up.

Call Time	Email / HELD+ User ID	Phone Number	Location	Reason	Details
06/29/2023 08:43:41 AM	+1 (469) 409-7831	2300 president George Bush Highway 1st Fl Rm 61-1L Richardson TX 75082		TEST Call: Call made to 933 Test System	

You should also receive a call alert on your email as we configured it.

933 Test Call Alert

N

o noreply@wbx.guru <noreply@wbx.guru>
To: Tony Reyes (toreyes)

 To protect your privacy, some external images in this message were not downloaded.

933 Test Call Placed on : June 29, 2023 8:43:41 AM CDT

Organization: testsandboxwcc

Phone Number: 4694097831

Supplemental Data: None

Address: 2300 president George Bush Highway, Richardson, TX 75082

Location Name: Rm 61-1L

Location Info: 1st Fl Rm 61-1L

This should end the 911 emergency calling integration with redsky.