

# Cisco WebEx Calling Ordering Via Cisco Control Hub





# Ordering IntelPeer PSTN services in Cisco Control Hub

- ✓ PSTN service is ordered directly from Cisco Control Hub which uses automated processes with IntelPeer to setup an IntelPeer account and order and provision telephone numbers
- ✓ There is no longer a need to fill out the contact request form on the IntelPeer website to request a new IntelPeer account.
- ✓ There are two IntelPeer tiles on the 'Select Your Provider' page:
  - Select the **IntelPeer 'Order Numbers now'** tile if customer is new to Cisco as of 9/7/21
  - Select the **blank IntelPeer tile** if customer is new to Cisco prior to 9/7/21
  - *See next page for a screenshot of the 'Select Your Provider' page*
- ✓ The ordering process and criteria to pick the correct IntelPeer tile on the 'Select Your Provider' page is the same whether its your initial order/location, or you are adding additional locations

# PSTN Service in Cisco Control Hub





IMPORTANT: When prompted to select your provider


Select the 'Order Numbers now' tile if customer signed up for service **after 9/7/21**, or if ordering for a **brand-new** customer

Select your Provider

Choose the provider you would like to order your phone numbers from.

 Order Numbers now	OneStream (US)	Veracity (US)
TATA COMMUNICATIONS	 The Cloud Communications Company	NTT (US)

Selected carrier

  
You haven't selected a carrier.

Select this tile if customer signed up for initial service **before 9/7/21**

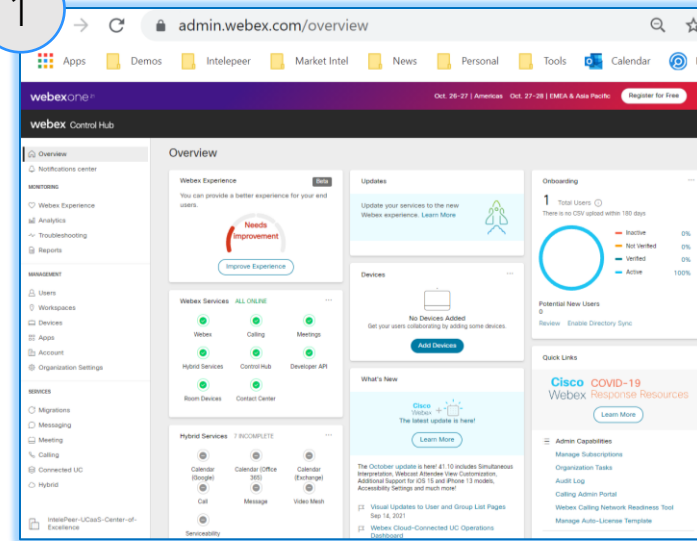
*The remaining slides will step through how to get to this screen*

# Ordering IntelPeer PSTN services in Cisco Control Hub

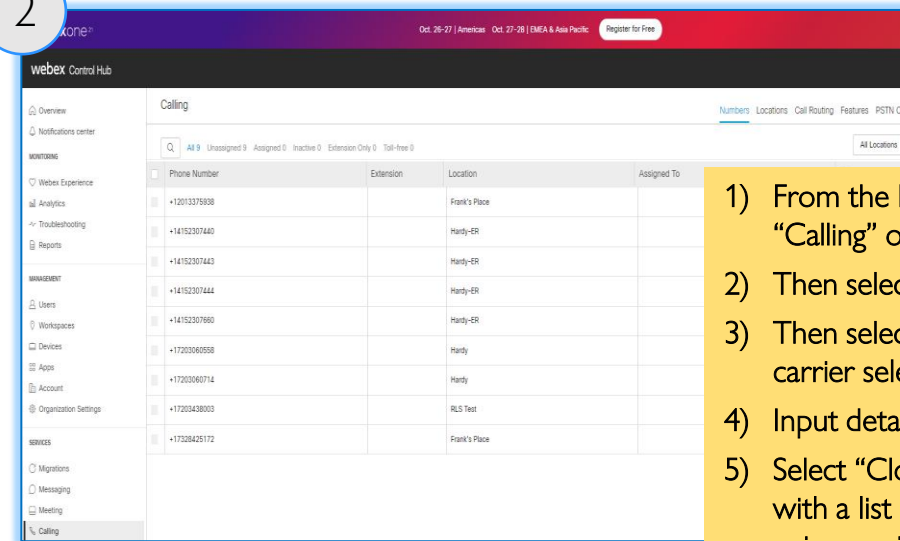


✓ You must first setup a location in Control Hub

1

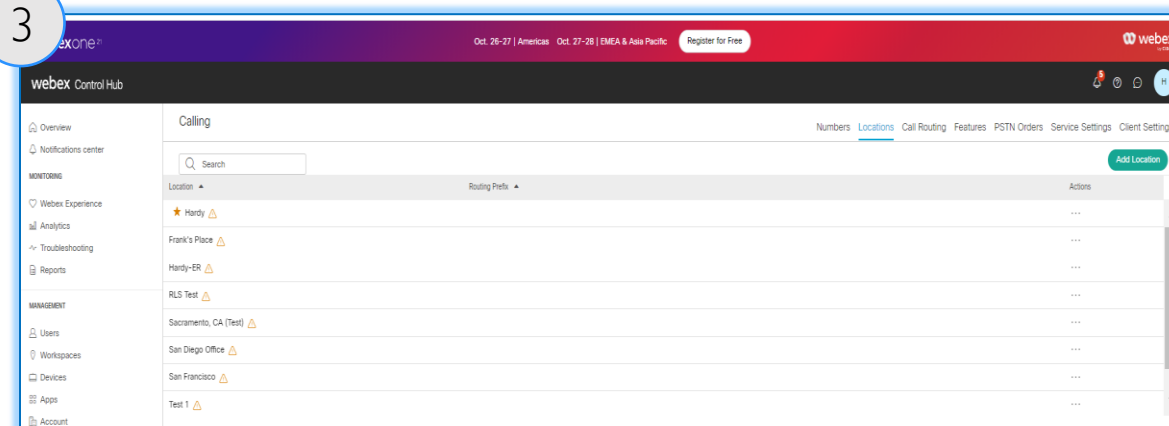


2



- 1) From the Home Page of the Cisco Control Hub, select “Calling” on the lower left-hand menu
- 2) Then select “Locations” from top menu bar
- 3) Then select “Add a location”, which will present the carrier selection screen, offering 3 types of carriers
- 4) Input details into the “Add Location” dialog box
- 5) Select “Cloud Connected PSTN” and you’ll be presented with a list of tiles for the different carriers that are offering voice services for Cisco Webex

3



4

**Add Location**

Location Name:

Location Address:  Street address line 1

Country/Region:  Select Country or Region

Language:  English (United States)

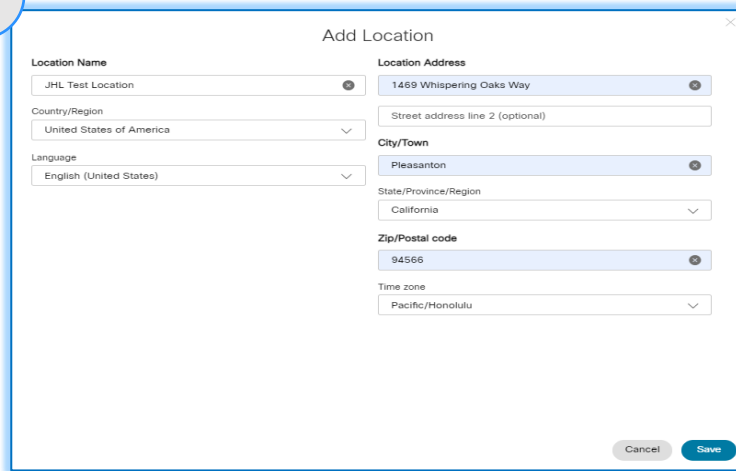
City/Town:  City

# Ordering IntelPeer PSTN services in Cisco Control Hub (con't)



- ✓ After you have setup the location and saved, select yes to add calling to the location

5



The "Add Location" dialog box contains the following fields:

- Location Name:** JHL Test Location
- Location Address:** 1469 Whispering Oaks Way
- Country/Region:** United States of America
- City/Town:** Pleasanton
- State/Province/Region:** California
- Zip/Postal code:** 94566
- Language:** English (United States)
- Time zone:** Pacific/Honolulu

Buttons: Cancel, Save

6

## Add Your Calling Connection for JHL Test Location?

JHL Test Location needs a connection type to add numbers.

Do you want to add the connection to this location now?

No

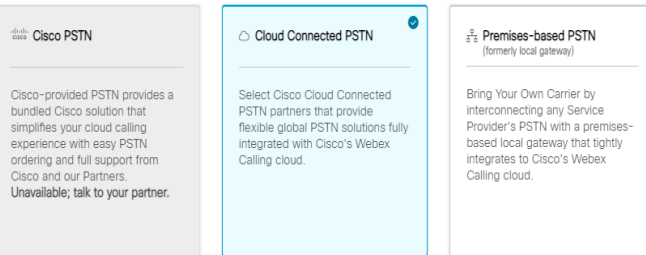
Yes

- 5) Input details into the "Add Location" dialog box
- 6) Click "Yes" on the dialog box asking if you'd like to add your Calling Connection to this location
- 7) Select "Cloud Connected PSTN"
- 8) Once done, you're presented with a list of PSTN provider options. See next slide to understand which IntelPeer tile to choose

7

## Connection Type

Choose the connection type for all phone numbers associated with JHL Test Location.



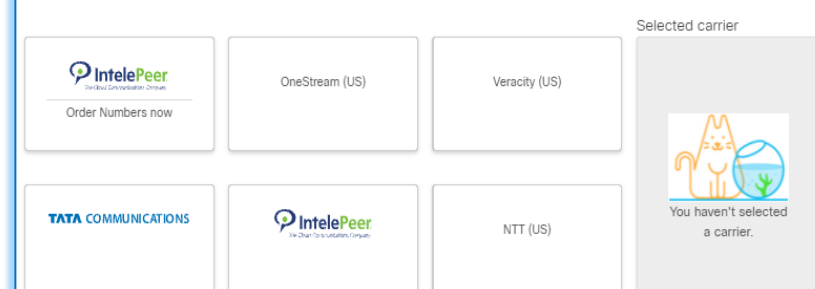
Three options are available:

- 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. Unavailable; talk to your partner.
- Cloud Connected PSTN:** Select Cisco Cloud Connected PSTN partners that provide flexible global PSTN solutions fully integrated with Cisco's Webex Calling cloud. (Selected)
- 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.

8

## Select your Provider

Choose the provider you would like to order your phone numbers from.



Providers listed:

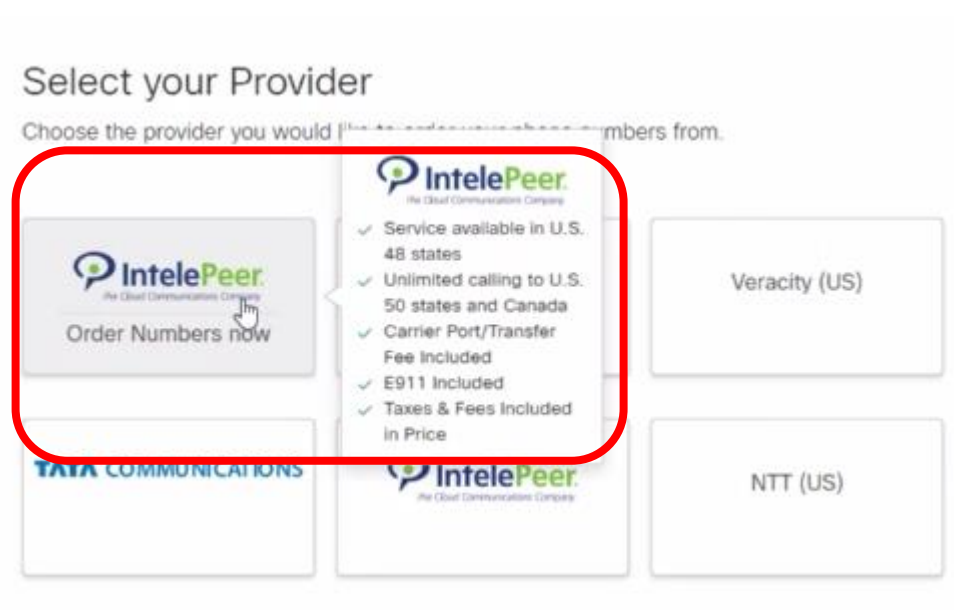
- IntelPeer (Standard Concentration Circuit) - Order Numbers now
- OneStream (US)
- Veracity (US)
- TATA COMMUNICATIONS
- IntelPeer (The Smart Cloud Solution Company)
- NTT (US)

Selected carrier: You haven't selected a carrier.

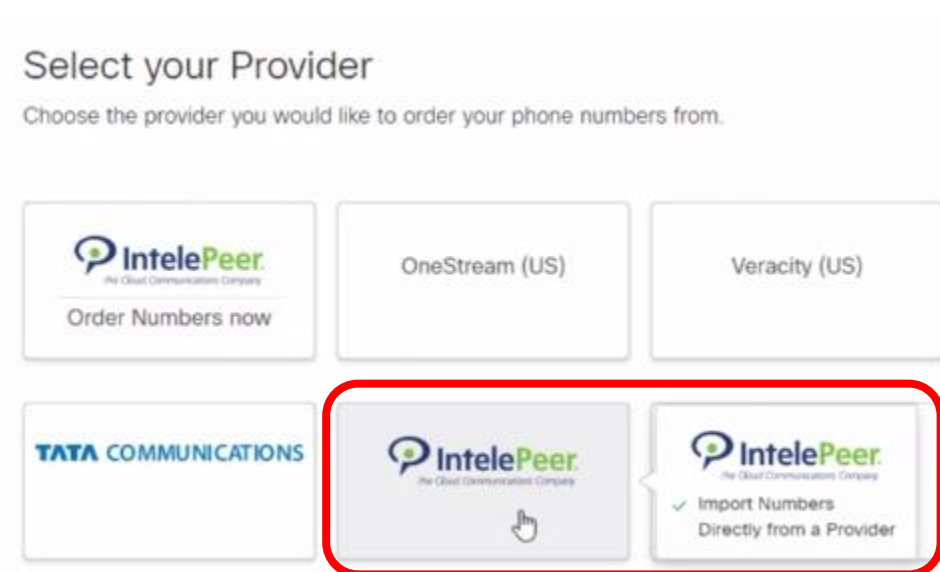
# Ordering IntelPeer PSTN services in Cisco Control Hub (con't)



Brand NEW customers as of 9/7/21  
should select 'IntelPeer Order  
Numbers now' tile (also includes SMS):



Customers prior to 9/7/21 should  
select generic 'IntelPeer' tile:



# Ordering IntelPeer PSTN services in Cisco Control Hub (con't)



- ✓ After you have selected an IntelPeer tile, confirm contact details and proceed to next step:

Edit PSTN Connection for Location 123

Contract Information

Emergency Services Address

Order Numbers

Confirm Order

Contract Information

The chosen provider only supports a single contact. This contact has already signed the contract with the chosen provider.

Legal Company Name

Atlas\_Test\_INT\_CCP\_R\_STEADMAN\_Intelel

First Name

Richard

Last Name

Steadman

Email Address

rsteadman@intelepeer.com

Confirm Email Address

rsteadman@intelepeer.com

Back

Next

# Ordering IntelPeer PSTN services in Cisco Control Hub (con't)



- ✓ Enter Emergency Services Address and additional details (Suite, Floor etc.) and proceed to next Step

The screenshot shows a web form titled "Edit PSTN Connection for Location 123". At the top, there is a progress bar with four steps: "Contract Information", "Emergency Services Address", "Order Numbers", and "Confirm Order". The "Emergency Services Address" step is currently active and highlighted with a blue dot. Below the progress bar, the section is titled "Emergency Services Address" with a subtext: "In case of an emergency call, local emergency response crew would use this address to locate the caller." The form contains several input fields: "Address" (with "5975 s quebec st." entered), "suite 300" (in a separate field), "City" (with "Centennial" entered), "State" (a dropdown menu showing "Colorado"), "ZIP/ Postal Code" (with "80111" entered), and "Country" (a dropdown menu showing "United States of America"). A red circle is drawn around the "Address", "suite", "City", "State", "ZIP/ Postal Code", and "Country" fields. At the bottom right of the form, there are two buttons: "Back" and "Verify". The "Verify" button is highlighted with a red circle.



# Ordering IntelPeer PSTN services in Cisco Control Hub (con't)



- ✓ Confirm the Emergency Services Address and process to the next step:

Edit PSTN Connection for Location 123

Contract Information

Emergency Services Address

Order Numbers

Confirm Order

Emergency Services Address

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

Here's what you entered:

5975 s quebec st.  
suite 300  
Centennial, Colorado  
80111

Here's what we recommend:

5975 S QUEBEC ST  
STE 300  
ENGLEWOOD, CO  
80111

Edit

Next

# Ordering IntelPeer PSTN services in Cisco Control Hub (con't)



- ✓ Search for and order numbers – when ready, proceed to the next step:
  - Note: Trials can only order 10 numbers.

Edit PSTN Connection for Location 123

Contract Information   Emergency Services Address   **Order Numbers**   Confirm Order

**Order Numbers**  
Select phone numbers from your chosen provider.

Country: United Stat...   State: Colorado   Area Code: 720   Prefix: Optional

**Search**

(720) 245-2289	(720) 245-2294	(720) 245-2299	(720) 258-8918
(720) 258-8922	(720) 258-8928	(720) 258-8947	(720) 354-5176
(720) 354-4354	(720) 354-4356	(720) 354-4359	(720) 354-4360
(720) 354-4361	(720) 354-4362	(720) 354-4365	(720) 354-4366
(720) 354-4367	(720) 354-4368	(720) 354-4369	(720) 354-4371

**Numbers in Use (10)**

**Selected Numbers**

Select one or more of the displayed numbers and they'll get added here.

**Back**   **Next**

# Ordering IntelPeer PSTN services in Cisco Control Hub (con't)



- ✓ Confirm your order and submit:

Edit PSTN Connection for Location 123

○

○

○

○

Contract InformationEmergency Services AddressOrder NumbersConfirm Order

Confirm your order with IntelPeer (US)\_PMP

Contract Information

Atlas\_Test\_INT\_CCP\_R\_STEADMAN\_IntelPeer  
Richard Steadman  
rsteadman@intelepeer.com

Emergency Services Address

5975 S QUEBEC ST  
ENGLEWOOD CO 80111  
United States of America

⚠ Since you're ordering more numbers than IntelPeer (US)\_PMP has allocated to you, your order is subject to their approval.

Numbers in Use (10)

This Order (1)

(720) 245-2289

BackSubmit

# Ordering IntelPeer PSTN services in Cisco Control Hub (con't)



- ✓ Confirm your order and submit. That's it, you're done!
  - When order provisioning completes, your numbers are ready for use. However, you will still need to assign to users/devices before using

Edit PSTN Connection for Location 123

Contract Information

Emergency Services Address

Order Numbers

Confirm Order

Confirm your order with IntelPeer (US)\_PMP

Contract Information

Atlas\_Test\_INT\_CCP\_R\_STEADMAN\_IntelPeer

Richard Steadman

rsteadman@intelepeer.com

Emergency Services Address

5975 S QUEBEC ST

ENGLEWOOD CO 80111

United States of America

△ Since you're ordering more numbers than IntelPeer (US)\_PMP has allocated to you, your order is subject to their approval.

Numbers in Use (10)

This Order (1)

(720) 245-2289

Back

Submit