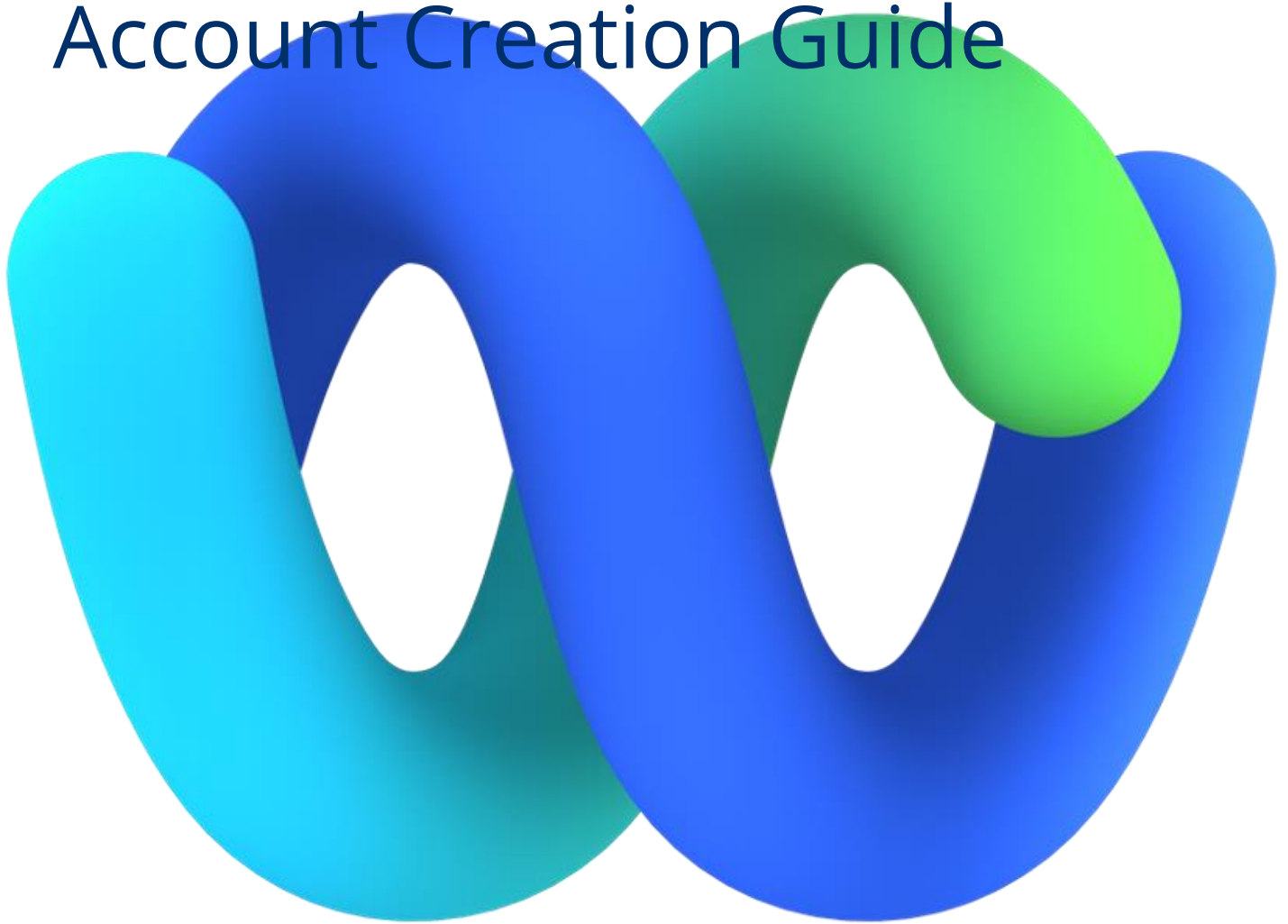


Webex Calling

Nomadic E911 Service Account Creation Guide



Requesting a E911 Account

This document explains the steps to get a new E911 Account provisioned for your Webex Calling Org. Ideally, a partner will send an email or open a support request with RedSky, a national emergency service provider, to get their account provisioned. The following process is an alternative approach to further simplify and streamline the account request process.

Nomadic E911 with Dynamic Location Support | How Cisco is enabling you to meet 911 regulatory requirements

On January 6, 2022, phase 2 of RAY BAUM'S Act, will take effect, which requires that a dispatchable location for non-fixed and off-premises devices be conveyed with all 911 calls to the appropriate PSAP. Dispatchable location may include a street address of the calling party and additional information such as suite, apartment that is necessary to identify the location of the calling party.

As you can imagine, in a world where hybrid work is the norm, it can be difficult to know where your employees are when they may need to make an emergency call. Webex Calling and Unified Communications Manager (UCM) Cloud now offer Nomadic E911 with dynamic location support to help your organization meet these latest regulations.

Nomadic E911 service is available to U.S. users regardless of their PSTN provider, be it Cisco Calling Plans, Cloud Connected PSTN (CCPP), or local PSTN gateway. When the user is configured for Nomadic E911, Cisco routes emergency calls directly to RedSky, which immediately ensures its successful routing to the appropriate PSAP.

How can I request a E911 account?

1. In the Webex App, look for " E911 Customer Account Setup" (E911Account@webex.bot).
2. Open a direct space with the bot.
3. Type the word "support". The bot will present a card asking for org details.

E911 Customer Account Setup Monday, 11:18 AM

E911 Account Request Form

Customer Name

Customer Organization ID

Administrator Name

Administrator Email Id

Your partner needs to be on-boarded to help you with Enhanced Emergency Calling. If your partner is not on-boarded the support team will contact the Partner Admin and help them on-boarded. This can slow down the account creation process.

Partner Name

Partner Administrator Name

Partner Administrator Email Id

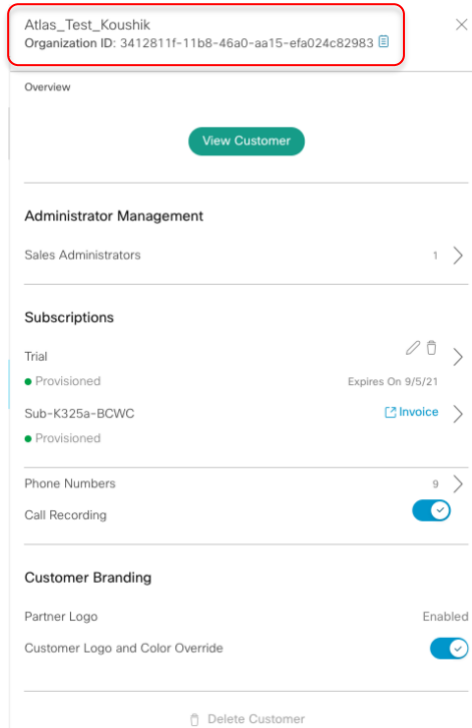
Approx Number of Webex Calling Users

☐ Dedicated Instance Deployed

Webex Calling Subscription ID

Submit

- a. If you are using Partner Hub to create a new Trial, you will see the "Customer Name" and "Customer Org Id" within Partner Hub.



Atlas_Test_Koushik
Organization ID: 3412811f-11b8-46a0-aa15-efa024c82983

Overview

View Customer

Administrator Management

Sales Administrators 1 >

Subscriptions

Trial
Provisioned Expires On 9/5/21 >
Sub-K325a-BCWC Invoice >
Provisioned

Phone Numbers 9 >

Call Recording ☒

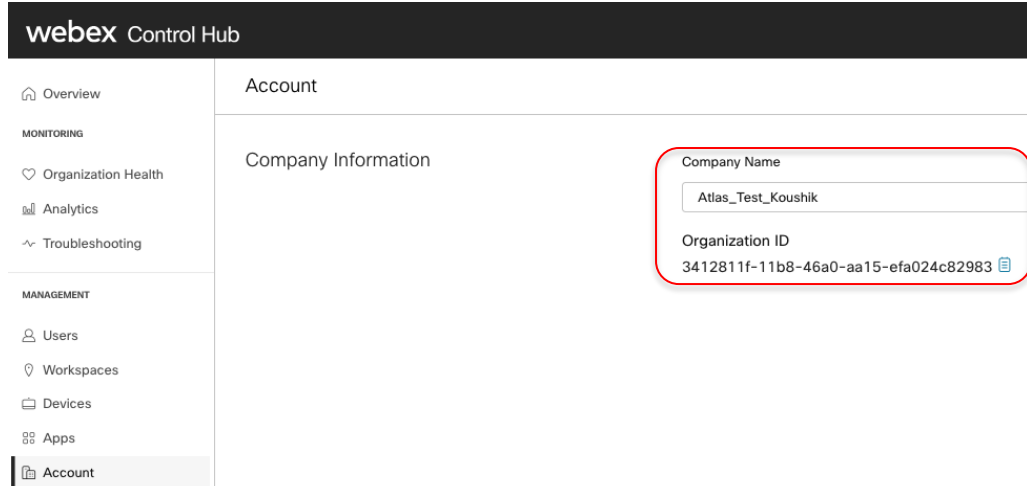
Customer Branding

Partner Logo Enabled

Customer Logo and Color Override ☒

Delete Customer

- b. If you are logged in as customer admin into Control Hub, you will see the information under Accounts



webex Control Hub

Account

Company Information

Company Name
Atlas_Test_Koushik

Organization ID
3412811f-11b8-46a0-aa15-efa024c82983

Overview

MONITORING

Organization Health

Analytics

Troubleshooting

MANAGEMENT

Users

Workspaces

Devices

Apps

Account

- c. Enter a valid Customer Admin name and Email. Note: You must enter an email with "Customer Organization domain".

This request submitter will get an email once the Account is provisioned. Inform the customer admin so that they expect an email from Dubber up on account creation. For help on Enhanced Emergency Calling setup, direct the partner and customer admin can look at this [document](#).

- d. Enter a valid Partner information i.e. Partner Company Name, Partner Admin Name and Email. If this request is being submitted by a Customer, please contact your partner to get the necessary information on which admin in the Partner organization is going to help the customer admin with Enhanced Emergency Calling related questions.

Note: A partner must be on-boarded by RedSky so that they can answer questions related to how the E911 in Webex Calling works. If the partner is not on-boarded, RedSky will guide the partner through the on-boarding process before the account is created for the customer. This could add more time and increase the account creation time.

- e. For the "Number of Users" field provide the approximate number users who are in the U.S locations and will need Enhanced Emergency Calling capabilities.
- f. If the Webex organization has a Dedicated Instance deployed (the customer has purchased Dedicated Instance licenses in addition to the Webex Calling license) enable this checkbox. Dedicated Instance customers will need extra settings done for Enhanced Emergency service to work with Cisco Emergency Responder.
- g. In order to submit this "New Account" request, you have to be a paid Webex Calling customer with at least one valid U.S location. Provide your CCW order information to verify that you have a paid Webex Calling entitlement.

When will the account be provisioned?

Ideally, the account will be provisioned within 1 business day. The submitter will receive an email from RedSky support team. If the partner is not on-boarded with RedSky, the partner will have to go through an one-time on-boarding training and this could result in additional time before the account is created.

Need more information about this feature?

- [FCC Regulations](#)
- [Blog](#)
- [FAQ](#)
- [Help Page](#)