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Cisco Webex Cloud-Connected UC (CCUC)

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What is Webex Cloud-Connected UC?

Cisco Webex® Cloud-Connected UC is a suite of cloud services designed for applications based on Cisco's on-premises and cloud Unified Communications Manager (UCM) products: UCM, UCM Cloud, and Cloud-Connected UC centralizes important administrative operations functions for these systems in the cloud using Webex Control Hub. These operations include system health checks, analytics, troubleshooting, and service and certificate updates.

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Which customers does Cloud-Connected UC serve best?

Webex Cloud-Connected UC is designed for customers with on-premises UCM deployments that would like to move some of their administration workloads to the Webex cloud, while keeping their calling workload on the premises. It is useful for providing multi-cluster visibility to the customer, as well as lifecycle partners in managing their deployments, whether it is on-premises UCM, UCM Cloud.

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What functionality will be delivered with the initial release?

The initial release will support historical analytics functionality. This will include insights into:

- Quality of experience analytics
- Endpoint and headset usage adoption for usage trends
- Performance and capacity utilization for planning
- Asset utilization recommendations for optimization
- Support for visualization with slicing and dicing of data using various filters

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Which applications are supported?

Cisco® UCM and Cisco IM and Presence Manager are supported with this release. Cisco Unity®, Cisco Unified Border Element (CUBE), and Cisco Expressway™ will be supported in a future release.

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What Cisco UCM software versions are compatible with Cloud-Connected UC?

Cloud-Connected UC requires a minimum UCM version of 11.5.

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How does Cloud-Connected UC keep customer data secure?

Data security is of utmost importance to Cisco. With Webex Cloud-Connected UC, we have followed all Cisco security guidelines, as defined in the Cisco Business Personal Data Protection and Privacy Policy, while also ensuring security in the following areas:

- Protection of Personally Identifiable Information (PII). No PII is sent to the cloud. Cisco will only see anonymous information
- Secure handling of data at rest and data in transit
- Full transparency of what data customers are sharing with Cisco, at all times

  We use same underlying Cisco Webex Common Identity Management System to authenticate and authorize all transactions

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What is the availability rollout schedule for different regions?

Webex Cloud-Connected UC will be available for North American regions in August 2020. Global availability in the remaining regions will occur sometime in Cisco's first quarter of fiscal year 2021 (August – October 2020).

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Does my business need to have a Cisco Collaboration Flex Plan Agreement?

Yes. Cloud-Connected UC is offered to Cisco Collaboration Flex Plan customers. It is offered to Enterprise Agreement (FLEX EA) and Named User (FLEX NU) customers at no cost.

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What do customers have to do to begin using Webex Cloud-Connected UC?

Customers should log in to their Webex Control Hub, download and install the connector COP file, and then authorize onboarding of their application nodes. The solution requires opening a connection from the inside out (from the organization toward the Cisco Webex cloud) on port 443 and whitelisting two service-specific URLs.

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Will the product replace Cisco Prime® Collaboration Assurance (PCA)?

No, PCA will be our recommended solution for on-premises deployments. As we add more features to Cloud-Connected UC, it could become an effective replacement of PCA functionality for some customers.

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Does this product include troubleshooting?

The initial release will not include troubleshooting capabilities. The product team plans to add this capability in a future release.

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Does this product offer actionable insights, based on Machine Learning (ML) and Artificial Intelligence (AI)?

The initial release will support fixed statistical pattern-based insights. Cisco plans to add ML and AI-based analytics in a future release.

Additional information

For questions or additional information on Cisco Webex Cloud-Connected UC, send an email message to Cisco Product Manager Rajesh Patwardhan.