Cisco Webex Cloud-Connected UC (CCUC)

Q: What is Webex Cloud-Connected UC?
A: 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. 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.

Q: Which customers does Cloud-Connected UC serve best?
A: 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.

Q: What functionality will be delivered with the initial release?
A: 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

Q: Is Cloud-Connected UC supported for hosted deployments (HCS)?
A: No. Cloud-Connected UC currently only supports UCM on-premises and UCM Cloud deployments. The product is designed for onboarding to individual customer ORGs in Control Hub. To fully support a hosted setup requires additional product development work.
FAQ
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Q Which applications are supported?
A 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.

Q What Cisco UCM software versions are compatible with Cloud-Connected UC?
A Cloud-Connected UC requires a minimum UCM version of 11.5.

Q How does Cloud-Connected UC keep customer data secure?
A 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:
  • 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.

Q What is the availability rollout schedule for different regions?
A Webex Cloud-Connected UC is available globally, except in US federally embargoed countries and China.

Q Does my business need to have a Cisco Collaboration Flex Plan Agreement?
A Yes. Customers with a Control Hub ORG, obtained through any paid cloud service or trial, can simply enable CCUC within Control Hub. See the BDM presentation for more details. Cloud-Connected UC is offered to Cisco Collaboration Flex Plan customers as part of an Enterprise Agreement (FLEX EA) or Named User Agreement (FLEX NU) at no charge, for on-premises UCM customers. Cloud-Connected UC is now added, automatically, to new UCM Cloud orders. On-premises customers can add Cloud-Connected UC as part of their Flex 2.0 agreement. With Flex 3.0, Cloud-Connected UC is offered as a stand-alone subscription, which does not require any other service. This allows any UCM customers, still using perpetual licenses, to start using Cloud-Connected UC now.

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

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

Q Does this product offer actionable insights, based on Machine Learning (ML) and Artificial Intelligence (AI)?
A 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 Sudhir Parasaram.