Contents

INTRODUCTION ........................................................................................................................................ 3

TARGET AUDIENCE ............................................................................................................................... 3

OVERVIEW ........................................................................................................................................... 3

CORE COMPONENTS ............................................................................................................................ 8

ROLES OF THE COMPONENTS INVOLVED ..................................................................................... 8

ARCHITECTURAL CONSIDERATIONS .............................................................................................. 10

TRANSITION ......................................................................................................................................... 17

PRE-TRANSITIONS STEPS AND CONSIDERATIONS ......................................................................... 17

1. JABBER TELEMETRY .................................................................................................................. 17

2. CALL CONTROL REQUIREMENTS .......................................................................................... 17

3. VOICEMAIL REQUIREMENTS (OPTIONAL) ................................................................................. 18

4. CERTIFICATE REQUIREMENTS .................................................................................................. 18

5. LICENSING REQUIREMENTS .................................................................................................... 19

TRANSITION STEPS AND CONSIDERATIONS ................................................................................... 19

1. VERIFY UC SERVICES IN UNIFIED CM ................................................................................... 19

2. CONFIGURE DOMAIN NAME SERVER (DNS) SRV RECORDS ................................................ 20

3. ENABLE SSO (RECOMMENDED) .............................................................................................. 21

4. DISABLE HYBRID CALLING FOR USERS IN CONTROL HUB .................................................. 21

5. SET UP DIRECTORY CONNECTOR TO SYNCHRONIZE YOUR USER DATA ............................ 22

6. CONFIGURE WEBEX CONTROL HUB SETTINGS ..................................................................... 22

POST-TRANSITION STEPS AND CONSIDERATIONS ....................................................................... 24

1. COEXISTENCE WITH JABBER: .................................................................................................. 24

2. ACCESS CALL STATISTICS IN CLIENTS FOR WEBEX TEAMS (UNIFIED CM) ....................... 24

3. MANAGE CISCO HEADSETS IN WEBEX CONTROL HUB ..................................................... 24

4. REMOVE UNIFIED CM IM&P CLUSTER NODES AND CONFIGURATION .................................. 25

REFERENCES ....................................................................................................................................... 26

DEPLOYMENT GUIDE FOR CALLING IN WEBEX TEAMS (UNIFIED CM) ......................................... 26

DIRECTORY CONNECTOR DEPLOYMENT ............................................................................................ 26

MOBILE AND REMOTE ACCESS THROUGH CISCO EXPRESSWAY DEPLOYMENT GUIDE ............... 26

SINGLE SIGN-ON .............................................................................................................................. 26

FEATURE CONFIGURATION GUIDE FOR CISCO JABBER – JABBER TELEMETRY ......................... 27

COLLABORATION TRANSITIONS PROGRAM PAGE ......................................................................... 27
Introduction

This document will assist in understanding the transition from Cisco Jabber Unified Communications Manager (Unified CM) calling to Cisco Webex Teams Calling (Unified CM).

Target Audience

This transition deployment guide is intended to be used by teams or individuals with experience configuring and administering Cisco Jabber on-premises calling solutions and Cisco Webex Teams.

Cisco Webex Teams Unified CM calling is a deployment model of Webex Teams, where calling is serviced by Unified CM, while messaging and presence services are serviced by the Webex Teams platform. There are links to relevant documentation throughout this document to assist.

Overview

Webex Teams is a modular client. This means user services such as calling can be added, removed, or migrated to other supported services such as messaging or meetings and vice versa. The Calling in Webex Teams (Unified CM) solutions lets you register Webex Teams directly to your Cisco Unified Communications Manager (Unified CM) call control environment including Unified CM on-premises (Enterprise or Business Edition 6000/7000), Unified CM Cloud, or as delivered through a Hosted Collaboration Service (HCS) partner solution.

Webex Teams Unified CM calling can be deployed in:

- Softphone mode
- Deskphone control mode

In softphone mode, Webex Teams registers as a SIP device with the product type Cisco Unified Client Services Framework (CSF) for desktop clients, Cisco Dual Mode for Android (BOT) or iPhone (TCT) for mobile clients, and Cisco Jabber for Tablet (TAB) for tablet clients. Alternatively, Webex Teams can connect to Unified CM using CTI to control user’s endpoints when set as deskphone control mode.

Messaging and presence workflows will be serviced from the cloud. Meetings workflows can utilize Cisco Webex Meetings (cloud) or Cisco Meeting Server (on-
Figure 1 shows an existing architecture diagram where Jabber is utilizing Cisco on-premises solution for calling, messaging, and voicemail workloads.

Table 1 lists the components used and functions provided with Jabber on-premises calling and messaging deployment.

Table 1. **Before: Cisco Jabber On-premises Calling Deployment Components and Functions**

<table>
<thead>
<tr>
<th>Product</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco Jabber</td>
<td>IP-based client registered to Unified CM for voice and video calling capabilities which also connects to Unified CM IM&amp;P for presence and messaging, Unity Connection for voice or unified messaging. Also relies on LDAP directory for contact searching and Expressway MRA for remote connectivity.</td>
</tr>
</tbody>
</table>
### Introduction

Cisco Unified CM provides calling functionality to Jabber. Unified CM also provides configuration and directory services via the UDS service.

<table>
<thead>
<tr>
<th>System</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco Unified CM</td>
<td>Provides calling functionality to Jabber. Unified CM also provides configuration and directory services via the UDS service.</td>
</tr>
<tr>
<td>Cisco Unified CM IM&amp;P</td>
<td>On-premises Instant Messaging and Presence services to Jabber clients.</td>
</tr>
<tr>
<td>Cisco Unity Connection</td>
<td>On-premises voice messaging platform providing voicemail and unified messaging capabilities.</td>
</tr>
<tr>
<td>Expressway-C / E</td>
<td>Expressway mobile and remote access (MRA) enables Jabber clients to connect securely from outside the organization. Expressway is deployed in pairs to proxy services to external Jabber clients through the firewall.</td>
</tr>
<tr>
<td>Active Directory</td>
<td>Provides contact resolution and contact search capabilities to Jabber. Optionally, the LDAP directory may also be used to authenticate Jabber users.</td>
</tr>
<tr>
<td>Active Directory (any LDAPv3 directory)</td>
<td>Provides contact resolution and contact search capabilities to Jabber. Optionally, the LDAP directory may also be used to authenticate Jabber users.</td>
</tr>
<tr>
<td>Domain Name System</td>
<td>Jabber uses Domain Name System (DNS) services to determine whether the client is inside or outside the corporate network by automatically discovering on-premises servers or Expressway MRA services on the public Internet.</td>
</tr>
</tbody>
</table>

The target deployment architecture will have Webex Teams calling delivered from on-premises (Unified CM) and messaging/presence services delivered from Webex cloud services.

As shown in Figure 2, this transition document addresses customers who have Jabber with on-premises call control with Unified CM that have decided to transition toward a hybrid deployment with Webex Teams cloud-based workloads while maintaining Unified CM on-premises call control.

The decision needs to be made based on customer’s functionality requirements. Customers that have the following requirements should consider carefully before
making this decision and may ultimately decide to maintain Jabber with call control workloads on-premises:

- Restrictive, limited, or unreliable Internet access.
- Strict no cloud policy or other restrictions related to off-premises components and services.

**Figure 2. Jabber to Webex Teams with Unified CM Calling Transition Decision**

Deploying Webex Teams Unified CM calling enhances the calling experience for end users allowing them to directly make calls through the Unified CM environment which provides numerous benefits including:

- Enterprise call features
- Unified CM registered desk phone control
- Use of the same Unified CM configuration (for example, location, bandwidth settings, point-to-point media, dial strings or prefixes, and so on.)
- Use of the same Expressway-C/E pairs for MRA
- Device and headset integration

Introduction

Note that not all calls flows are routed by Unified CM call control. Check the following list for what types of Webex Teams calls are routed by Unified CM and what types of Webex Teams/Meetings calls are routed through the Webex Teams cloud platform.

i. **Webex Teams Calls routed by Unified CM.**
   - Calls initiated directly from a 1:1 space or from a contact card.
   - Calls initiated from the results of a user search.
   - Calls directly dialed to directory numbers or PSTN numbers using the Call ( ) button.
   - Calls made using a controlled hardware phone (deskphone control).
     - Outgoing: Dialed directory or PSTN number in Webex Teams with the call placed from the controlled Unified CM registered hardware phone.
     - Incoming: Answered call with Webex Teams handled by the controlled Unified CM registered hardware phone.

ii. **Webex Teams Calls and Meetings that use calling through Cisco Cloud services:**
   - Ad hoc meetings from a group space in Webex Teams.
   - Using the Join button while in a Webex Teams Space to join an ad hoc or scheduled meeting
   - Dialing on-premises Directory URIs within Webex Teams using the Call ( ) button (dependent upon whether Unified CM SIP Address Routing is enabled in Webex Control Hub)
   - Joining a meeting while paired through a cloud-registered Webex Room, Desk, or Webex Board device.
   - 1:1 Webex Teams calls that are placed directly to a free user in the consumer organization, to a user in another organization, or to a user in the same organization who has not been assigned an on-premises directory number. (Note that numbers are not shared across organizations, therefore, they do not appear in contact cards.).

Core Components

The target architecture for this transition includes some new components and modifications made to existing components including:

- Webex Control Hub for administration of users, as well as Webex Teams configurations such as defining calling behavior for changes in calling behavior.
- Cisco Directory Connector for directory integration and user synchronization.

Roles of the Components Involved

The target architecture for this transition includes new components including Webex Control Hub, Cisco Directory Connector and the removal of Cisco Unified CM IM&P as shown in Figure 3.

Figure 3. Webex Teams: Unified CM Calling Core Components

Table 2 lists the components used and functions provided with a Webex Teams Calling (Unified CM) deployment.
## Table 2. Webex Teams: Unified CM Calling Core Components

<table>
<thead>
<tr>
<th>Product</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Webex Teams</td>
<td>Set calling behaviour for Webex Teams client to Unified CM. Provides contact list functionality, messaging and presence services.</td>
</tr>
<tr>
<td>Unified CM</td>
<td>Provides calling functionality to Webex Teams (softphone mode) via SIP. Unified CM also provides deskphone control mode via CTI.</td>
</tr>
<tr>
<td>Cisco Unity Connection</td>
<td>On-premises voice messaging platform providing voicemail and unified messaging capabilities.</td>
</tr>
<tr>
<td>Expressway-C / E</td>
<td>Expressway mobile and remote access (MRA) enables Webex Teams clients to connect securely from outside the organization. Expressway is deployed in pairs to proxy services to external Webex Teams clients through the firewall</td>
</tr>
<tr>
<td>Active Directory</td>
<td>Provides directory synchronization to Unified CM. Optionally, the LDAP directory may also be used to authenticate users to Unified CM.</td>
</tr>
<tr>
<td>(any LDAPv3 directory)</td>
<td></td>
</tr>
<tr>
<td>Domain Name System (SRV Records)</td>
<td>Webex Teams uses Domain Name System (DNS) services to determine whether the client is inside or outside the corporate network by automatically discovering on-premises servers or Expressway MRA services on the public Internet.</td>
</tr>
<tr>
<td>Cisco Directory Connector</td>
<td>Windows application running on a Windows domain machine providing identity synchronization between the enterprise Active Directory and the identity store of the Webex organization.</td>
</tr>
<tr>
<td>Webex Control Hub</td>
<td>Administrative interface for the Webex Teams org used for configuring calling behaviour for Webex Teams client to Unified CM. The Webex Teams platform provides contact list functionality as well as messaging and presence services.</td>
</tr>
</tbody>
</table>
Architectural Considerations

It is important to review the following items to understand differences between Jabber and Webex Teams clients, what changes will be required to make the transition, and how to provide a better user experience:

- **Webex Control Hub**
- **Webex Teams Calling (Unified CM) Service Discovery**
- **Webex Teams Calling (Unified CM) Authentication Methods**
- **Directory Integration in Webex Teams Calling (Unified CM)**
- **Contact Lists in Webex Teams Calling (Unified CM)**

i. **Webex Control Hub**

You will use Control Hub to set the calling behavior for specific users in your organization or for your entire organization. Also, the following items will be configured using Control Hub:

- SSO enablement of the Webex Teams organization to provide a seamless login experience.

  Enabling SSO for the Webex Teams organization is recommended. With SSO, users can authenticate once, providing them access to multiple applications. This single sign-on will provide a better user experience.

- Cisco Directory Connector enablement for continuous user account management.

  There are a few methods for provisioning user accounts. Directory Connector is the recommended approach to automatically synchronize users between Unified CM and Webex Teams in the cloud. With Directory Connector, you can maintain your users accounts and data in Active Directory. Directory Connector software is downloaded from Webex Control Hub and installed on a trusted Windows server within your deployment.

  **Note:** Azure AD is currently not directly supported with on-premise Cisco Unified CM. However, you may use the System for Cross-domain Identity...

- Remove Hybrid Calling “Calling in Webex Teams” from any existing users

If you already have Hybrid Calling “Calling in Webex Teams“ deployed for users in your organization, you must first remove it for users before you can deploy “Calling in Webex Teams (Unified CM)”.

If you have Webex cloud-registered video devices that are using Hybrid Calling, then you must follow specific configuration steps to preserve this configuration for these devices.

**Note:** You must disable Hybrid Calling for any users in your organization, because Hybrid Calling for users cannot coexist with Calling in Webex Teams (Unified CM) for users. However, you must retain configuration for Hybrid Calling Service for Webex devices. (see Transition section for more information regarding the Hybrid Calling removal requirements.)

ii. **Webex Teams (Unified CM) Calling Service Discovery**

The Webex Teams service is the primary authenticator once transition occurs. This means, at first time login, Webex Teams client will connect to the Webex Teams service first, and then connect to Unified CM, followed by the voice messaging and meetings services.

Webex Teams will use Enterprise Phone Configuration, Common Phone Profile, and Cisco Unified Client Services Framework (CSF) device configuration within Unified CM to retrieve relevant configuration settings. In addition, the following UC Services based on the Service Profile assigned to the user within Unified CM:

- CTI Server Address
- Unity Connection Server Address

The UC Services and Service Profile configurations currently used by Jabber may already be in place on Unified CM prior to beginning the transition.
Figure 4 shows the service discovery after transitioning to a Webex Teams Calling (Unified CM) deployment.

**Figure 4. Webex Teams Calling (Unified CM) Deployment: Service Discovery**

Service discovery for Webex Teams Calling (Unified CM) involves the following steps as shown in Figure 4.

**Step 1:** The Webex Teams client connects to the Webex Teams service. The user authenticates via SSO and the client then connects to Webex Teams services for messaging, presence and contact list. The Webex Teams client downloads a configuration setting for the Voice Services Domain. This is set by the administrator in Webex Control Hub and determines the domain DNS SRV discovery of Unified CM is performed against.
Step 2: The Webex Teams client performs a DNS SRV query to the DNS server using the Voice Services Domain received from Webex Team service. Based on the results of this DNS lookup, Webex Teams will connect to either Unified CM or to Expressway-E for MRA.

Step 3: If the DNS server returns a result for _cisco-uds, the Webex Teams client will connect directly to the Unified CM server returned in the result. Webex Teams will then perform full home cluster discovery on Unified CM based on the user ID. Just like Jabber, the client will be redirected to the user’s home cluster where it will connect to a Unified CM node and use configurations (User Profile, Service Profile, device configuration). Webex Teams will use the SAML Assertion already received from the Identity Provider (IdP) to authenticate with Unified CM with no user action required (assuming SSO is enabled).

In the case of MRA where DNS server returns a result for _collab-edge, the Webex Teams client will connect to Expressway-E which will forward inside to Expressway-C which in turn proxies connectivity to the Unified CM for home cluster discovery and configuration on behalf of the Webex Teams client.

Step 4: Webex Teams will use the SAML Assertion already received from the IdP to authenticate with Webex Meetings and Unity Connection. Again, no user action is required (assuming SSO is enabled).

Note: If you are not using DNS SRV records, Webex Control Hub can still provide the Webex Teams client with the location of the Unified CM server using the UC Manager profile in Webex Control Hub, discussed later in this document. However, this only applies to clients connecting from inside the organization or over VPN. For clients connecting from outside the organization, without DNS SRV, the client will be unable to discover Expressway in order to connect remotely.

iii. Webex Teams Calling (Unified CM) Authentication Methods

The available methods of authentication for Webex Teams Calling (Unified CM) include:

- Authentication using the Webex Identity Service
Primarily used by consumer users or small to medium businesses without an IdP, the Webex Identity service offers a secure username and password-based authentication service.

- Authentication using SAML-based SSO with an Enterprise or Cloud-based IdP

Webex Teams supports authentication with Enterprise (on-premises or cloud) IdPs that support Single Sign On (SSO).

With SSO, the same user credentials will be used by the IdP for granting authorization to the following applications/services, as shown in Figure 5:

- Webex Teams (cloud messaging/presence)
- Webex Meetings (cloud meetings)
- Unified CM (on-premises calling)
- Unity Connection (on-premises voice messaging)
- Expressway-C/E (mobile and remote access (MRA))
iv. Directory Integration with Webex Teams Calling (Unified CM)

The Webex Teams client will use the Webex Teams Directory Service for operations like contact resolution and directory lookups.

Directory Connector not only synchronizes users, but it will also allow for user attributes, like phone numbers, to appear in contact cards in the Webex Teams application for Windows and Mac. You must deploy Cisco Directory Connector in order to synchronize the user information from existing Active Directory attributes into the cloud. See the “Map User Attributes” section of the Deployment Guide for Cisco Directory Connector available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cloudCollaboration/spark

Note: If Unified CM and Expressway are deployed, you must either enable or disable SSO for BOTH Unified CM and Expressway.
Introduction

/v/hybridservices/directoryconnector/cmgt_b_directory-connector-guide-admins/cmgt_b_directory-connector-administration-guide_chapter_01.html#task_AE05C19501F5D6BAEB970AFB390D9915.

v. Contact Lists for Webex Teams Calling (Unified CM)

Cisco Webex provides the service for contact list management, search, call, invite and collaborate with users, as shown in Figure 6.

Figure 6. Webex Teams Calling (Unified CM) Contact Card
Transition

Pre-Transitions Steps and Considerations

Below is a summary of pre-transition items/steps to consider when performing the transition from Jabber Unified CM calling to Webex Teams Calling (Unified CM).

1. Jabber Telemetry

Before transitioning Jabber to Webex Teams Calling (Unified CM), you can access Jabber analytics through Webex Control Hub to understand how Jabber clients are being used and how they are performing. Jabber analytics provides key performance indicators with trending, such as:

- Active Calls
- Messages Sent
- Calls made or received from Jabber
- Screen Share from Jabber


2. Call Control Requirements

To enable Calling in Webex Teams (Unified CM), you must use one of the supported Unified CM-based Cisco call control solutions and ensure you are on the minimum supported version or later as specified in Table 3.

Table 3. Call Control Requirements.

<table>
<thead>
<tr>
<th>Call Solution</th>
<th>Version</th>
</tr>
</thead>
</table>
| Cisco Unified Communications Manager | • Unified CM Release 11.5(1) SU3 and later; we recommend the latest SU release.  
• Unified CM Release 12.5(1) and later for SIP OAuth encrypted calls support. (CAPF is not supported). |
Check the software load summary documentation for BE6K and BE7K to ensure the solution is running a supported version of Unified CM.

- 11.5 and later at a minimum.
- 12.5 and later for SIP OAuth encrypted calls support. (CAPF is not supported).


3. Voicemail Requirements (optional)

For voicemail integration in Webex Teams, the Cisco Unity Connection version must match the Unified CM version. Users get a visual voicemail inbox and receive message–waiting lights on their phone or Webex Teams client. They can play and delete messages, mark as read and respond with an audio or video call. Users can also call directly into voicemail by dialing the voicemail pilot number.

4. Certificate Requirements

To establish a secure connection with Unified CM, Webex Teams validates the certificate that is presented by the server during the connection process. Unlike Jabber, Webex Teams does not prompt users with the option to accept an untrusted certificate.

Unified CM must be configured with certificates that Webex Teams can validate. It is preferable to use CA–signed Tomcat certificates, in which case the operating
system of the devices running Webex Teams can simply be configured to trust the root CA certificate that is part of the signing chain. Alternatively, self-signed tomcat certificates could be used, in which case the enterprise administrator would need to propagate the Tomcat certificates from all Unified CM nodes to the operating system of the devices running Webex Teams.

**Note:** The certificates that are deployed on Unified CM servers must include the fully qualified domain name (FQDN) as the server identity rather than a simple hostname of IP address (for example, cucm-server-1.example.com rather than cucm-server-1 or 10.11.12.1).


5. Licensing Requirements

For softphone functionality, each Webex Teams application registers to Unified CM as a softphone client. Like Cisco Jabber, this registration uses the device types CSF (Client Services Framework) client for desktop and a BOT, TCT or TAB client for mobile devices. These devices count toward Unified CM licensing. Users with three or more clients and/or devices require CUWL perpetual licensing or for the organization to be on a Flex Calling subscription.

**Note:** We recommend Flex Calling as the subscription channel for Calling in Webex Teams (Unified CM). Flex licensing allows users to consume Cisco cloud and on-premises services together.

**Transition Steps and Considerations**

Follow these transition steps to move from Jabber Unified CM Calling to Webex Teams Calling (Unified CM):

1. **Verify UC services in Unified CM.**

   Webex Teams clients will use a subset of UC Services within service profiles (CTI and Voicemail Services). These services may already be used by your current
Jabber users. Verify these services are correct for your Webex Teams Calling (Unified CM) deployment. You can modify or create new services and profiles if applicable, for your deployment.

Unified CM UC Services used by Webex Teams include CTI and Voicemail services. The CTI UC service provides Webex Teams with the location of the CTI service, which retrieves a list of devices that are associated with the user in case of deskphone control. The voicemail service ties into your existing Unity Connection deployment and provides voicemail retrieval to users when they are associated with the corresponding service profile.

2. Configure Domain Name Server (DNS) SRV records.

If you are already using DNS SRV records for your Jabber deployment, then these will most likely not change. If are implementing DNS SRV records for the first time, then create the records shown in Table 4.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>_cisco-uds._tcp.&lt;domain&gt;</td>
<td>Provides the location of Cisco Unified CM. The client can retrieve service profiles from Cisco Unified CM to determine the authenticator.</td>
</tr>
<tr>
<td>_collab-edge._tls.&lt;domain&gt;</td>
<td>Provides the location of Cisco VCS Expressway or Cisco Expressway-E.</td>
</tr>
</tbody>
</table>

Examples:

- _cisco-uds._tcp.example.com
- _collab-edge._tls.example.com

3. Enable SSO (recommended)

Before migrating to Webex Teams Calling (Unified CM), it is highly recommended you enable SSO for the following components:

- **Webex Teams Organization.**


- **Unified CM.**


- **Unity Connection.**


- **Expressway-C/E (MRA).**


4. Disable Hybrid Calling for users in Control Hub.

Hybrid Calling for users cannot coexist with Calling in Webex Teams (Unified CM). See the “Hybrid Calling Removal Requirements for Calling in Webex Teams (Unified CM)” section of the *Deployment Guide for Calling in Webex Teams (Unified CM)* available at

- Considerations for Migrating from Hybrid to Calling in Webex Teams (Unified CM).
- Retain Configuration for Hybrid Call Service for Webex Devices.
- Remove Hybrid Calling Configuration from Users.

5. **Set up Directory Connector to synchronize your user data.**


**Note:** System for Cross-domain Identity Management (SCIM) may also be used for Cisco Webex Control Hub and Cisco Unified CM user management. For more information, refer to the Okta Now Offering Free Single-Sign On and Provisioning for Cisco Webex article at https://blogs.cisco.com/collaboration/okta-now-offering-free-single-sign-on-and-provisioning-for-cisco-webex.

6. **Configure Webex Control Hub Settings.**

- Configure UC Manager Profile in Control Hub (optional)

  Your UC Manager Profile defaults to your Webex organization’s domain. If your UC Manager is in a different domain then you should create a new UC Manager Profile so users will sign into Webex Teams Phones Services with the correct domain. This can be set for the whole organization or for user-level overrides.

  To create a new UC Manager Profile:

  i. Log into Webex Control Hub at https://admin.webex.com, go to **Settings**, and under **UC Manager Profiles** select **Add Profile**.

  ii. As shown in Figure 7, configure a **Profile Name**, choose the necessary settings and then select **Save**.
Set Calling Behavior for users to “Calling in Webex Teams (Unified CM)”. When you select this calling behavior, you also specify the UC Manager Profile (default or a profile you’ve created). For steps to configure this setting at the organization level or user level, refer to the article Set Up Cisco Webex Teams Calling Behavior available at https://help.webex.com/en-us/n1bli0k/Set-Up-Cisco-Webex-Teams-Calling-Behavior.

You can also bulk change user accounts using a CSV file. Go to Users, click Manage Users > Export Users List, make changes, save the file, and then go back and click Import and choose the file that you updated. Click Add and remove services and then click Submit.

SIP Address Routing for the Organization.

If you configure this setting in Control Hub and change the default option, SIP calls in Webex Teams can route through your Unified CM on-premises environment for the domains that you enter. For more information refer to the “Configure SIP Address Routing for your Organization” section of the
Post-Transition Steps and Considerations

Once the transition from Jabber to Webex Teams is completed, there are a few additional steps that should be considered:

1. Coexistence with Jabber:
   - Jabber and Webex Teams each try to register as the same softphone device in Unified CM. A registration popup lets you choose which client you want to use for calling.
   - The registration pop-up does not show when Jabber and Webex Teams run on the same machine. Registering Webex Teams and Jabber as a softphone for the same user simultaneously is not supported.

   - During a call, users on Webex Teams for Windows or Mac can access call statistics that indicate whether the call is going through Unified CM.
   - During the active call, access the statistics using one of these steps:
     - For Webex Teams for Windows, click on the profile picture and then choose Help > Show Call Statistics.
     - For Webex Teams for Mac, choose Help > Show Call Statistics.


Once all Jabber users have been transitioned to Webex Teams Calling (Unified CM), Unified CM IM&P messaging resources will no longer be needed. At that point, delete or remove all Unified CM IM&P cluster node virtual machines and/or servers. Repurpose compute resources and hardware as needed. Likewise, in Unified CM update Service Profile configuration to remove any IM and Presence Profile references and then, delete any IM and Presence UC Services defined on the system.
References

Deployment Guide for Calling in Webex Teams (Unified CM)


Directory Connector Deployment


Mobile and Remote Access Through Cisco Expressway Deployment Guide


Single Sign-On

- Single Sign-On Integration in Cisco Webex Control Hub

- SAML SSO Deployment Guide for Cisco Unified Communications Applications

- Quick Start Guide for SAML SSO Access for Unity Connection

- Mobile and Remote Access Through Cisco Expressway Deployment Guide
  (Configure MRA-SAML SSO Authentication Over the Edge)
References

Feature Configuration Guide for Cisco Jabber – Jabber Telemetry


Collaboration Transitions Program Page

https://www.cisco.com/go/ct