



Webex Messenger to Webex Teams

Webex Teams UCM Calling Configuration

CTG Group

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Jabber / Webex Messenger UCM Discovery

- In Webex Messenger based deployments, Jabber discovery process runs as follows:
 1. Jabber discovers Webex Messenger service based on HTTPS query to Webex.
 2. Simultaneously, Jabber sends `_cisco-uds` and `_collab-edge` DNS SRV queries based on the Voice Services Domain. If result is returned for the `_cisco-uds` query, Jabber determines it is running on the corporate network. If `_cisco-uds` query does not return a result, Jabber determines it is remote.

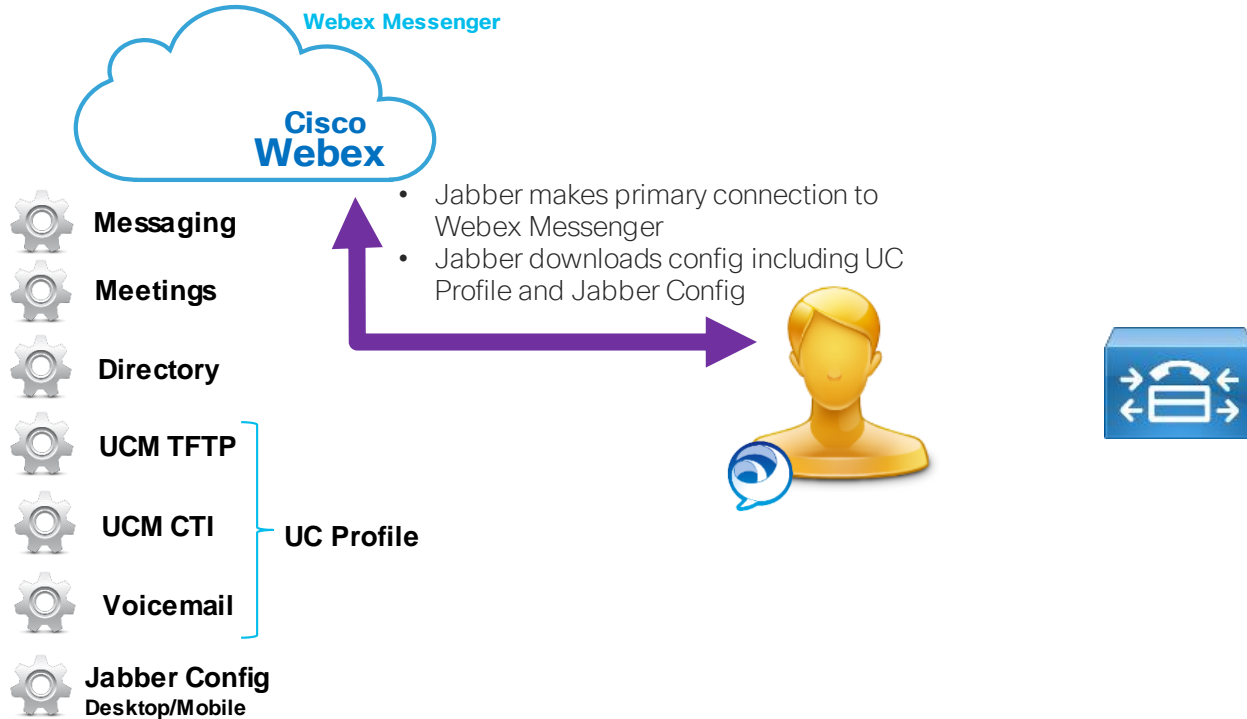
If on corporate network:

1. Jabber connects to Messenger service and downloads the UC profile. The UC profile details UCM and Unity Connection addresses that Jabber should connect to.
2. Jabber connects to specified UCM and Unity Connection nodes.

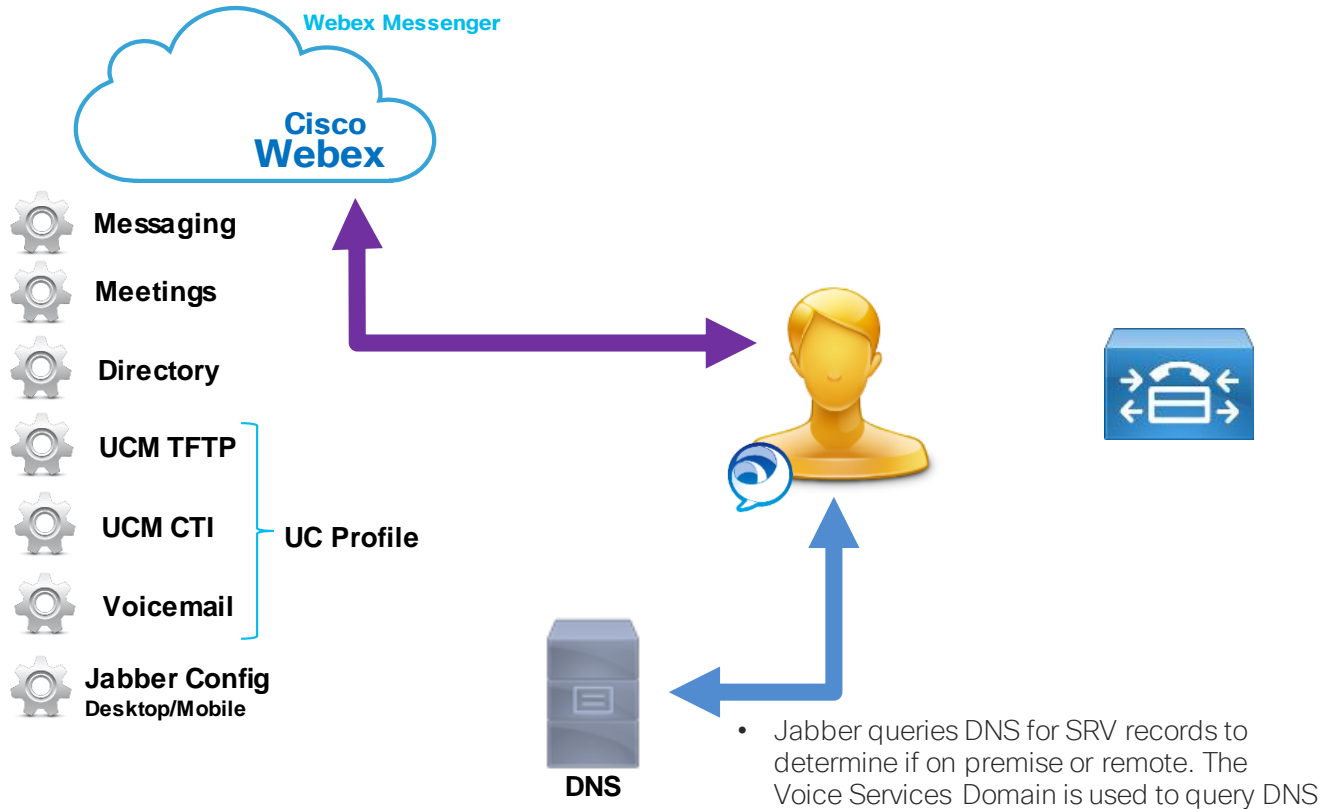
If remote:

1. Jabber connects to Messenger service and downloads the UC Profile.
2. Jabber connects to Expressway-E as defined by the `_collab-edge` DNS query result. Jabber is routed via the MRA infrastructure to the users UCM HomeCluster.

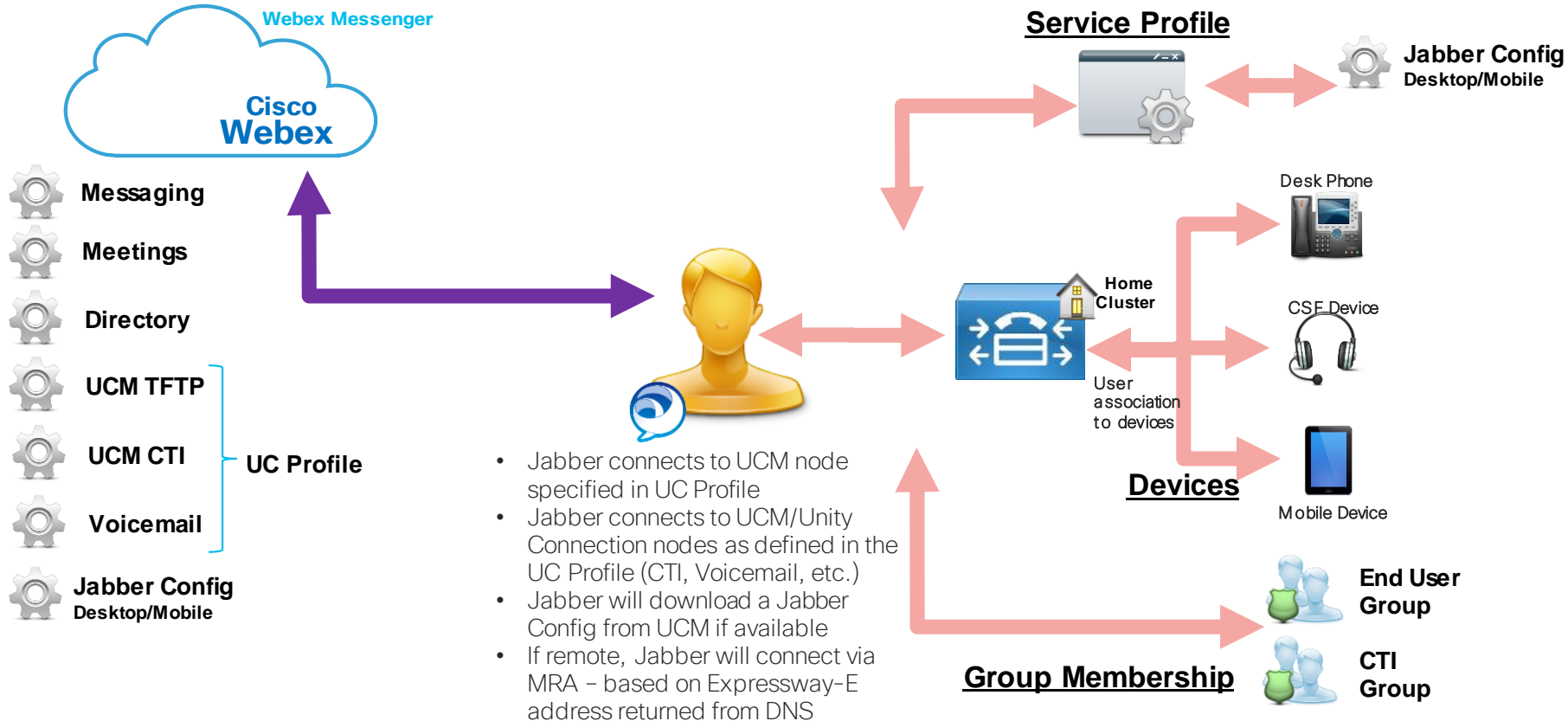
Jabber Configuration Architecture



Jabber Configuration Architecture



Jabber Configuration Architecture



Webex Teams UCM Discovery

- Webex Teams will discover UCM services as follows:
 1. Webex Teams always makes its primary connection to the Webex Teams service.
 2. Webex Teams sends `_cisco-uds` and `_collab-edge` DNS SRV queries based on the Voice Services Domain. If result is returned for the `_cisco-uds` query, Webex Teams determines it is running on the corporate network. If `_cisco-uds` query does not return a result, Webex Teams determines it is remote.

If on corporate network:

1. Webex Teams connects to UCM node resulting from DNS SRV query, and will then be directed to the users UCM Home Cluster (ILS Service Required).
2. Webex Teams will download Service Profile from Home Cluster, and connect to CTI and Voicemail services based on Service Profile

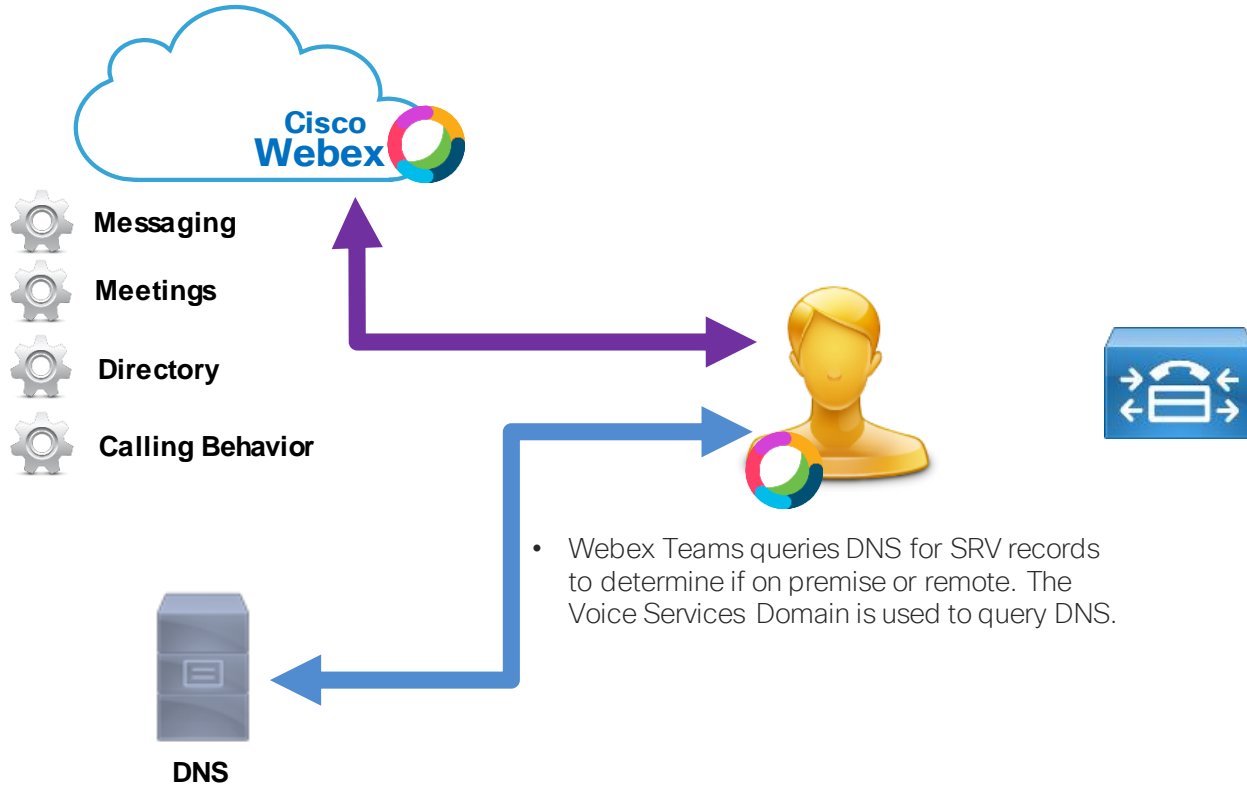
If remote:

1. Webex Teams connects to Expressway-E as defined by the `_collab-edge` DNS query result. Webex Teams is routed via the MRA infrastructure to the users UCM Home Cluster.

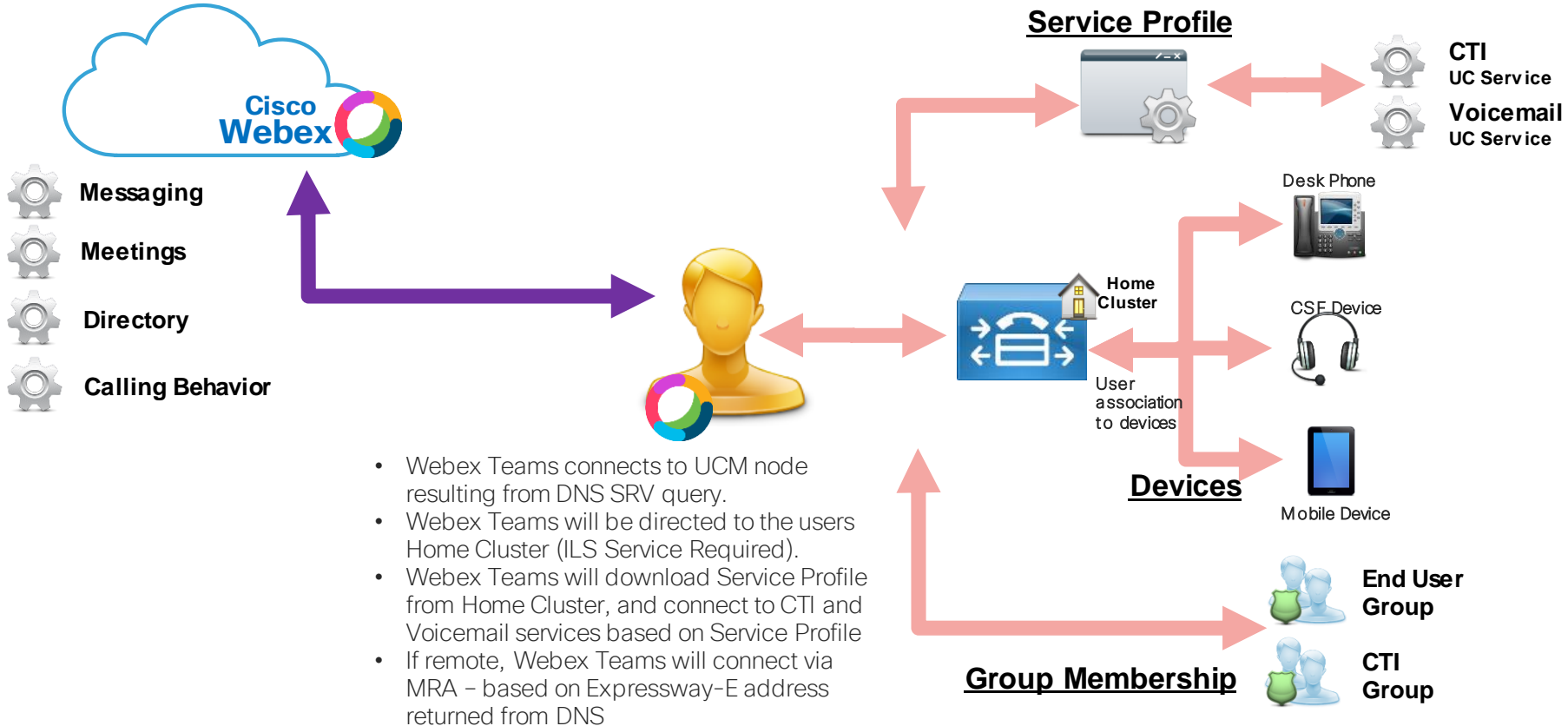
Webex Teams Configuration Architecture



Webex Teams Configuration Architecture

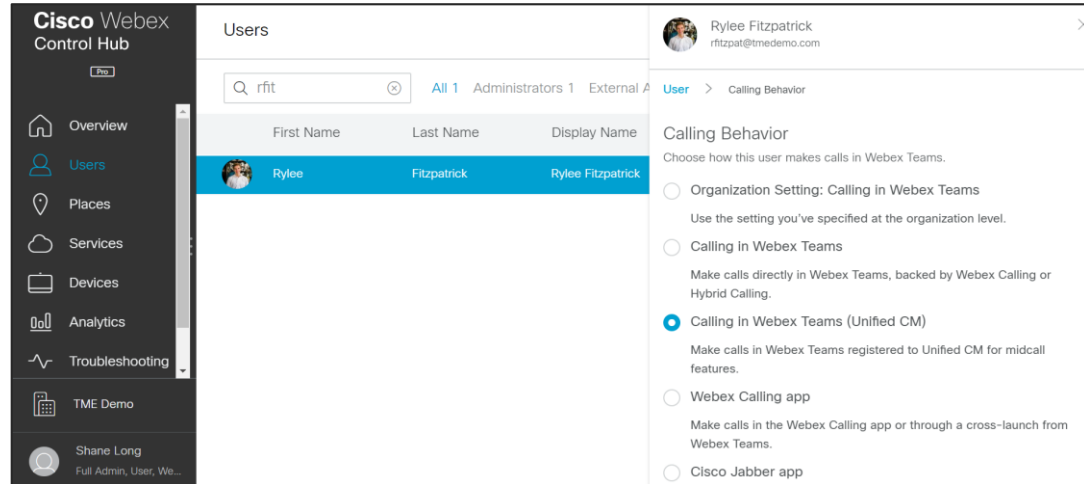


Webex Teams Configuration Architecture



Calling Behavior Configuration

- Webex Teams calling behaviour must be defined in Webex Control Hub
- For UCM calling, set Calling Behavior to “Calling in Webex Teams (Unified CM)”
- This can be set
 - On an org wide basis
 - Bulk user basis via CSV file
 - Individual user basis manually



The screenshot displays the Cisco Webex Control Hub interface. On the left is a dark sidebar with navigation options: Overview, Users, Places, Services, Devices, Analytics, Troubleshooting, and TME Demo. The main content area is titled 'Users' and contains a search bar with 'rfit' and a table of users. The table has columns for First Name, Last Name, and Display Name. One user, Rylee Fitzpatrick, is highlighted. To the right of the table is a configuration panel for 'Rylee Fitzpatrick' (rfitpat@tmedemo.com) showing the 'Calling Behavior' settings. The panel includes a heading 'Calling Behavior' and a sub-heading 'Choose how this user makes calls in Webex Teams.' Below this are four radio button options: 'Organization Setting: Calling in Webex Teams', 'Calling in Webex Teams', 'Calling in Webex Teams (Unified CM)' (which is selected), and 'Webex Calling app'. Each option has a brief description of its behavior.

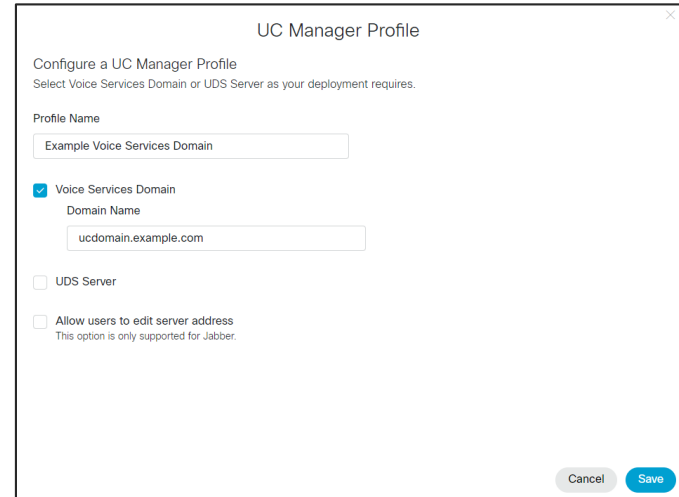
First Name	Last Name	Display Name
Rylee	Fitzpatrick	Rylee Fitzpatrick

Calling Behavior
Choose how this user makes calls in Webex Teams.

- Organization Setting: Calling in Webex Teams
Use the setting you've specified at the organization level.
- Calling in Webex Teams
Make calls directly in Webex Teams, backed by Webex Calling or Hybrid Calling.
- Calling in Webex Teams (Unified CM)
Make calls in Webex Teams registered to Unified CM for midcall features.
- Webex Calling app
Make calls in the Webex Calling app or through a cross-launch from Webex Teams.
- Cisco Jabber app

Configuring the Voice Services Domain

- By default, Webex Teams will send DNS SRV queries based on the Webex Teams Domain
- If the Webex Teams domain does not match the Voice Services Domain, the Voice Services Domain can be set via Webex Control Hub, and associated with specific users



The screenshot shows a dialog box titled "UC Manager Profile" with a close button (X) in the top right corner. The main heading is "Configure a UC Manager Profile" followed by the instruction "Select Voice Services Domain or UDS Server as your deployment requires." Below this, there are three sections:

- Profile Name:** A text input field containing "Example Voice Services Domain".
- Voice Services Domain:** A checked checkbox with the label "Voice Services Domain". Below it, a "Domain Name" text input field contains "ucdomain.example.com".
- UDS Server:** An unchecked checkbox with the label "UDS Server".
- Allow users to edit server address:** An unchecked checkbox with the label "Allow users to edit server address" and a sub-note "This option is only supported for Jabber." below it.

At the bottom right of the dialog, there are two buttons: "Cancel" and "Save".

Configuration Migration Summary

- The following configurations must be migrated
 - Webex Messenger Org Admin to UCM
 - CTI Profile
 - Voicemail Profile
 - Control Webex Hub
 - Calling Behavior must be set to “Calling in Webex Teams (Unified CM)”
 - Voice Service Domain must be set (should it be different to Webex Teams domain)

