



Empower Your Communications with Webex Cloud: Webex Calling, Recording & Compliance

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This presentation contains “forward-looking” statements that involve risks, uncertainties and assumptions. If the risks or uncertainties ever materialize or the assumptions prove incorrect, our results may differ materially from those expressed or implied by such forward-looking statements. All statements other than statements of historical fact could be deemed forward-looking, including, but not limited to, any projections of financial information; any statements about historical results that may suggest trends for our business; any statements of the plans, strategies, and objectives of management for future operations; any statements of expectation or belief regarding future events, technology developments, or enforceability of our intellectual property rights; and any statements of assumptions underlying any of the foregoing.

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Agenda

- Why Webex Calling
- Webex Calling AI
- Survivability
- PSTN Options
- Webex App
- Devices
- Administration (Demo)
- Webex Calling Customer Assist
- Cloud Migration

Webex Platform Advantage

CUSTOMER EXPERIENCE

EMPLOYEE EXPERIENCE

Webex Contact Center
& Webex Connect

Webex Suite

Cisco Devices



Artificial Intelligence



Security



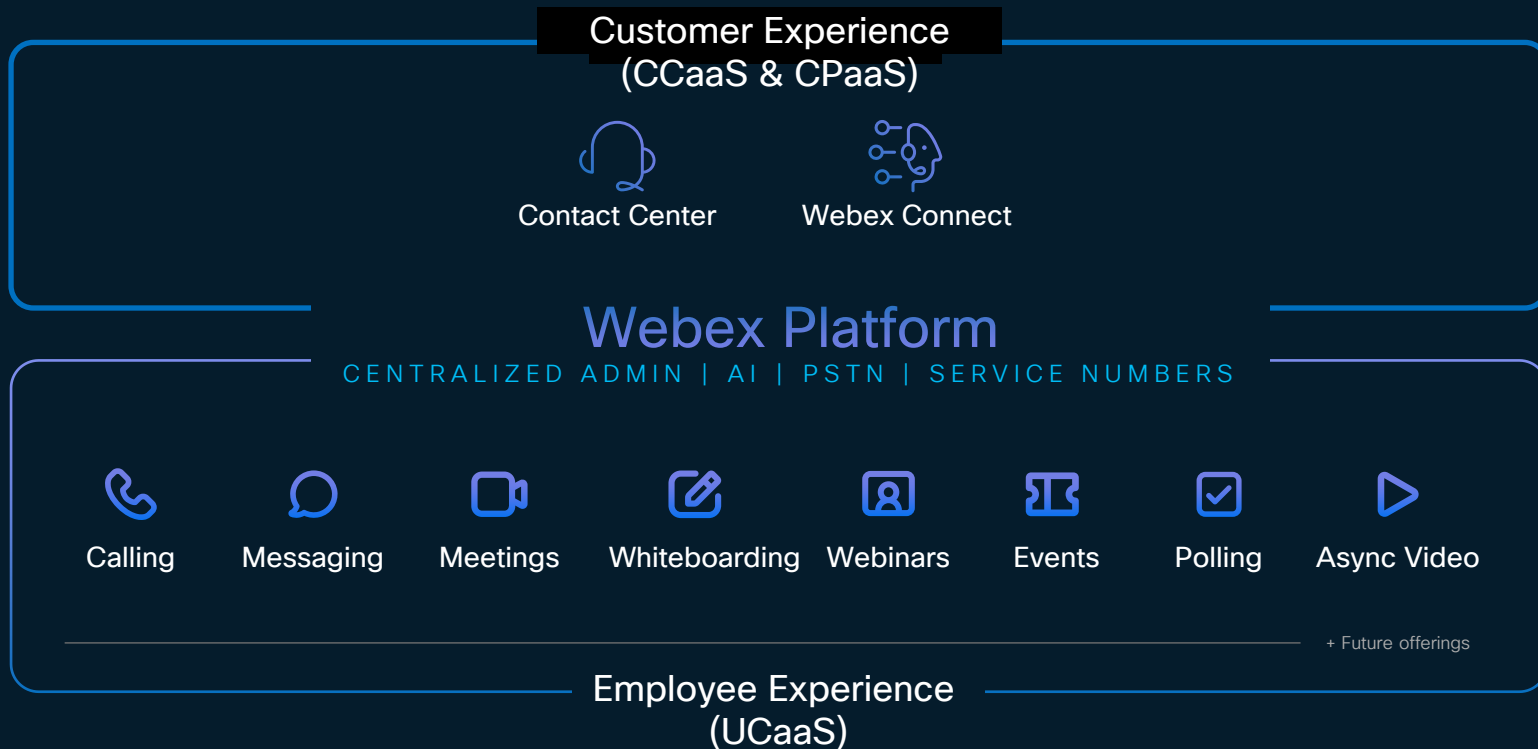
Manageability



Interoperability

A I - P O W E R E D P L A T F O R M

Webex connects all experiences



Webex Platform Advantage



Language
Intelligence



Audio
Intelligence



Video
Intelligence



SDK



APIs



Security



Control Hub



Sustainability

Artificial
Intelligence

Integration &
Interoperability

Security &
Manageability

Software + hardware + full stack collaboration



Collaboration



Networking



Security



Observability



Cisco AI Assistant

All-in-one collaboration solution

Eight powerful workflows



Meetings



Messaging



Calling



Webinars



Events



Whiteboarding



Polling



Video Messaging



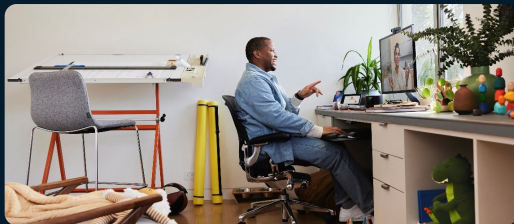
AI-POWERED PLATFORM

Why Webex Calling

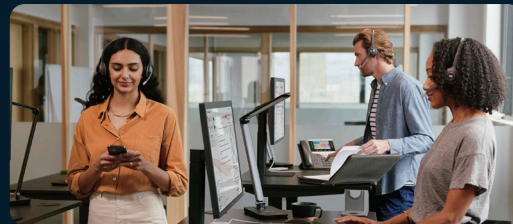
Elevate calling to the cloud with Webex



SIMPLIFY
IT EXPERIENCE



INNOVATE
USER EXPERIENCE



OPTIMIZE
CUSTOMER ASSISTANCE



Webex Platform

Simplify IT Experience



Flexible deployments

Dedicated Instance

Multi-tenant

Three PSTN options

99.999%

Availability

Proven 99.999%

Site and Enhanced Survivability

180+ markets globally



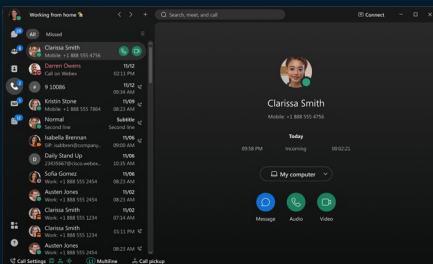
Centralized administration

Single-pane-of-glass admin for
complete Webex Suite

Analytics, troubleshooting

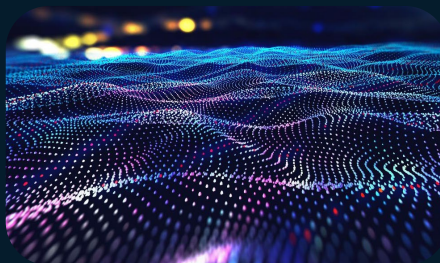
ThousandEyes, Meraki (coming
soon) integration

Innovate User Experience



Webex App

Enterprise-grade feature set
Desktop and mobile
Teams integration



Artificial Intelligence

HD Voice noise removal
Webex AI Codec
Cisco AI Assistant for Calling



Devices

Complete portfolio for any
workstyle
New 9800 Series phones
Specialized devices

Optimize Customer Assistance



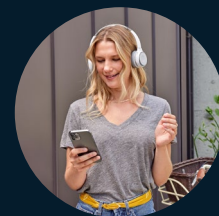
Knowledge workers



Retail workers



Operational

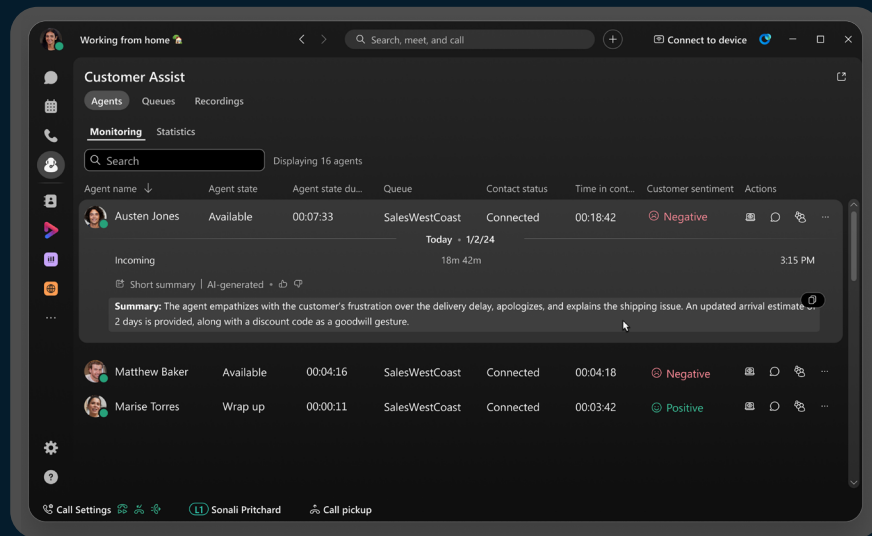


Mobile workers

Webex Calling Customer Assist

Empower any employee to deliver outstanding customer assistance through an AI-powered, **modern experience in the Webex app**

\$30 / user / month CSRP



CLICK-TO-CALL | AGENT SUMMARIES | CALL SENTIMENT | QUEUE RECORDING

COMING IN 2025

MAKE THE MOST OF EVERY INTERACTION



Enterprise-grade calling is at our core

FLEXIBLE DEPLOYMENTS & 99.999% AVAILABILITY

18M+

Users

180+

Markets

95%+

Coverage of
Global GDP

Flexible deployment options



Webex Calling

Dedicated Instance

Multi-tenant

15

Latest version of UCM



Support for legacy endpoints



Preserve UCM workflows and integrations



UCM redundancy with Enhanced Survivability



90+

Innovations over past year



Flexible PSTN in 180+ markets



Customer experience solutions



Zero downtime with Site Survivability

Flexible deployment options

15

Latest version of UCM



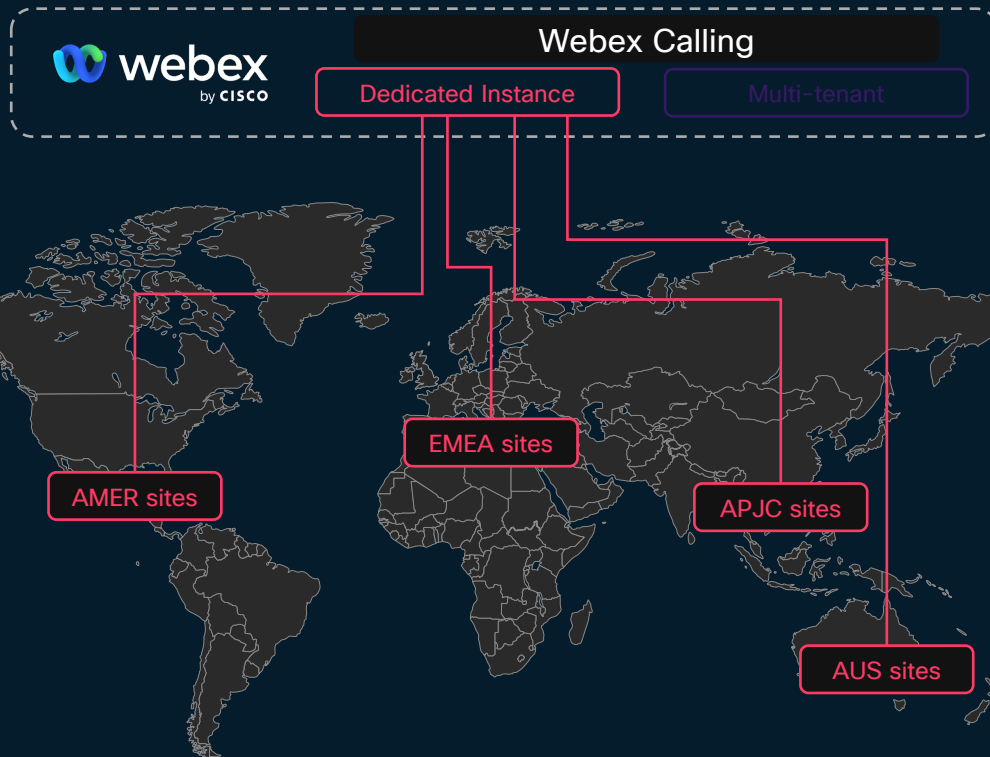
Support for legacy endpoints



Preserve UCM workflows and integrations



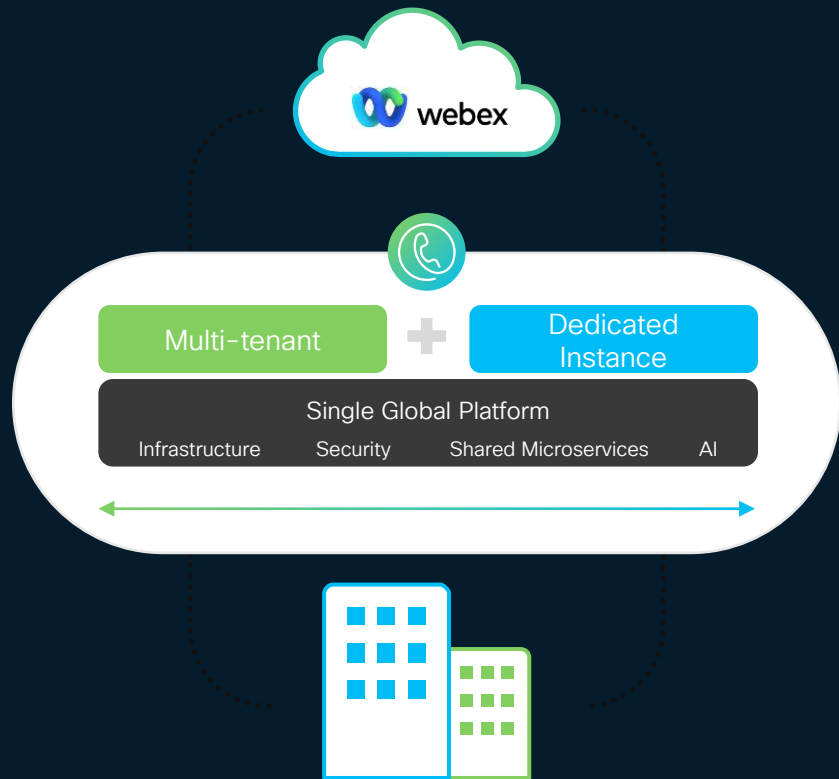
UCM redundancy with Enhanced Survivability



Dedicated Instance for Webex Calling

What is it?

- A dedicated cloud option based on Cisco Unified Communications Manager architecture
- Integrated into Webex Calling and takes advantage of Webex platform services
- Delivers cloud innovation with an enhanced experience for customers who need to support older Cisco endpoints, local survivability solutions, or existing integrations, as part of critical business workflows
- Supports the same enterprise-grade, feature-rich calling capabilities for customers who want to preserve their UCM experience



Learn more: [Help Center](#)

Nomadic E911

With Dynamic Location Support



- Cloud-based next-generation 911 location discovery and routing services
- Included with Webex Calling and Dedicated Instance subscriptions for all U.S. based users, at no additional cost
- Provides necessary tools for customers to comply with Kari's Law and RAY BAUM'S Act
- Available with any PSTN option - Cloud Connected PSTN, Cisco Calling Plan or Local Breakout (LGW)
- Provided in partnership with RedSky - a National Emergency Provider

Learn more: [At-a-glance](#) | [FAQ](#)



Security built-in, not bolted on

Reliability

Fault-tolerant architecture and geo-redundant deployment

Physical security

15 data centers
8 countries | SSAE 16
and ISO 27001-audited

Audit and compliance

ISO 27001:2013 and
NIST 800-5 compliance

Data protection

Program is compliant with
international regulatory organizations

Product security

Secure software development
lifecycle approach

Communications security

Demilitarized zone (DMZ), firewalls,
intrusion detection system, AATA
encryption, Transport Layer
Security

Automatic updates

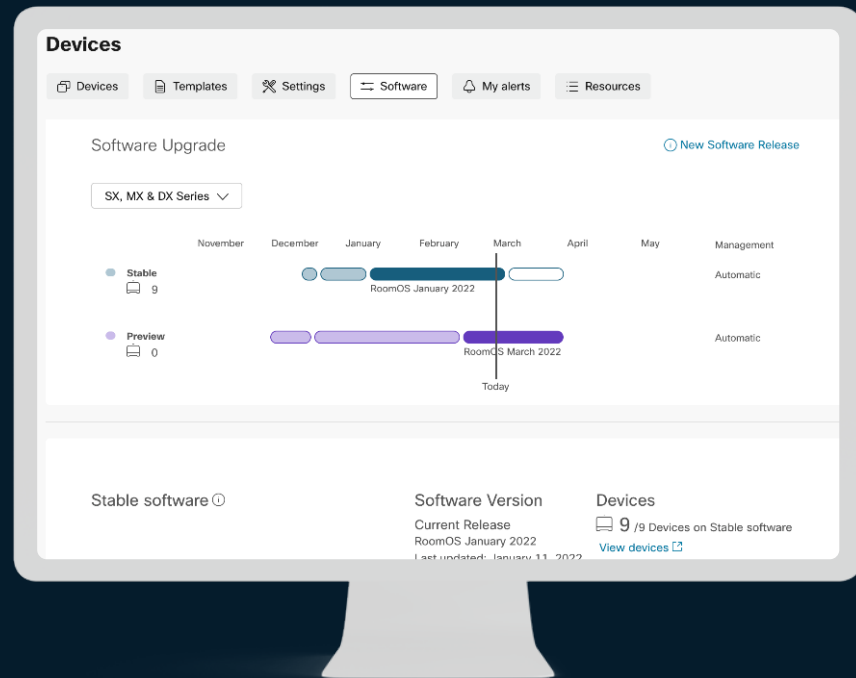
Intelligent devices automatically
updated with latest secure firmware

Fraud detection

Real-time fraud
detection mechanism

Anti-malware

Integrated anti-malware scanning in
the Webex App



Webex Calling AI



MAKE THE MOST OF EVERY INTERACTION

Amplify employee experience with AI



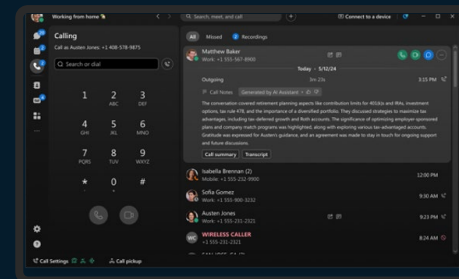
Audio Intelligence

- Webex AI Codec
- HD Voice (PSTN)
- Background noise removal
- Optimize for my voice
- AI Assistant for Webex Calling



Video Intelligence

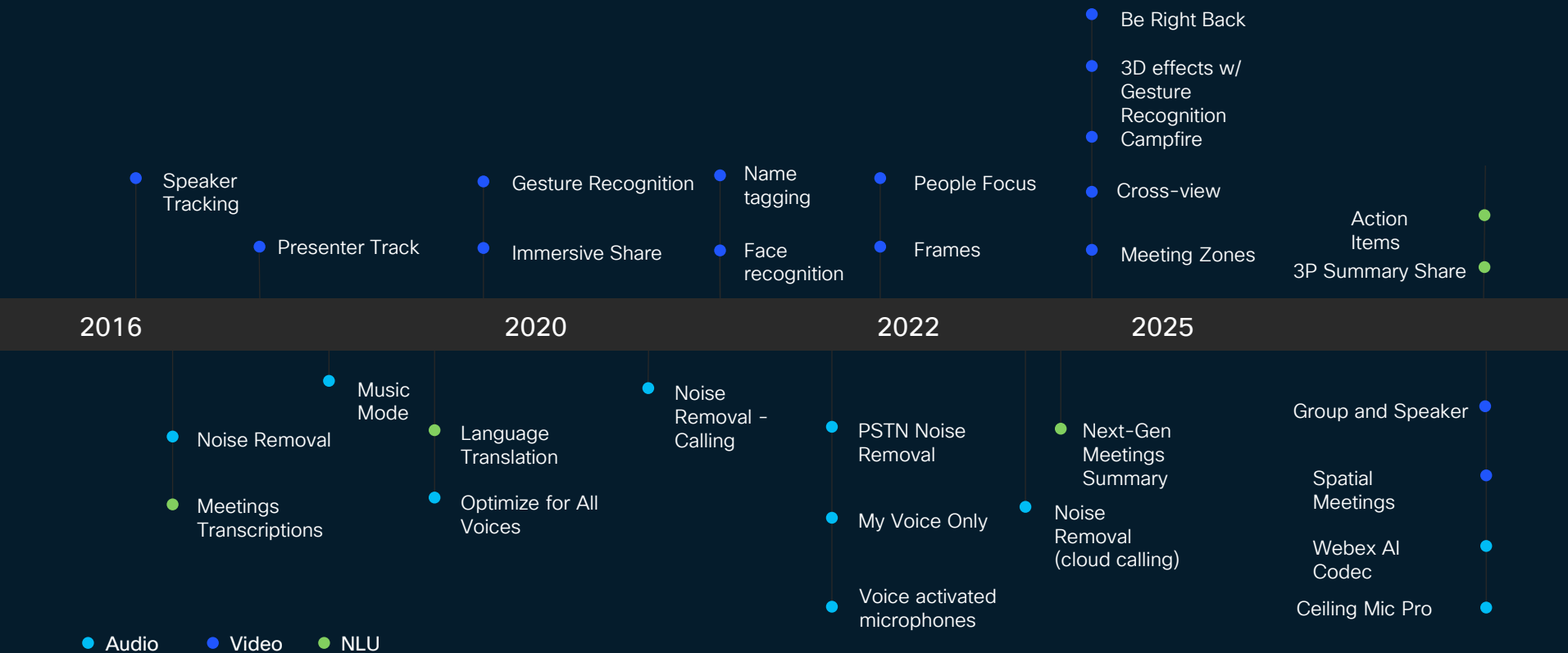
- Cinematic Meetings
- Be right back
- Smart relighting
- AI-generated Vidcast
- Speaker recognition



Language Intelligence

- AI Assistant summaries
- AI Assistant action items
- AI Assistant catch me up
- Real-time translation
- Share summaries

Built on years of AI innovation



Audio Intelligence

Hear and be heard, anywhere, on any device

Noise removal

Removes noise from the device side of the call.

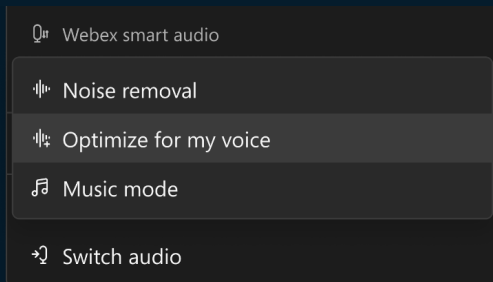
Available on the Cisco 8875 IP phone and Cisco headsets



Noise removal and optimize for my voice

Automatically removes noise from the Webex Calling side of the call.

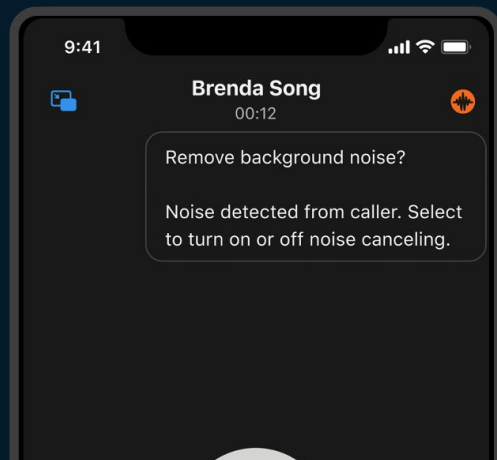
Available on the Webex App.



HD Voice

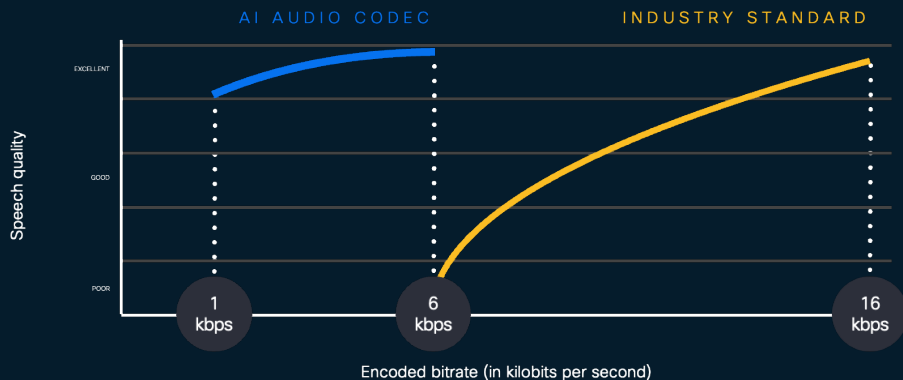
Remove noise from an external, non-Webex user's side of the call with one click.

Improve richness and clarity of speech with wideband audio



Learn more: [At-a-glance](#) | [Demo](#)

Industry-first Webex AI Codec



Up to 94% less bandwidth

Than the industry standard codec, Opus

Crystal clear audio

Generative AI audio will rebuild packets in poor bandwidth conditions

Reduced storage costs

Massive reduction in bandwidth resulting in compressed audio

Learn more: <http://cs.co/webexaicodec>

[Hear the difference in this demo](#)



CISCO
AI Assistant

for Calling

Live call summaries

Notes and action items

Coming soon (2H CY25)

Share summaries

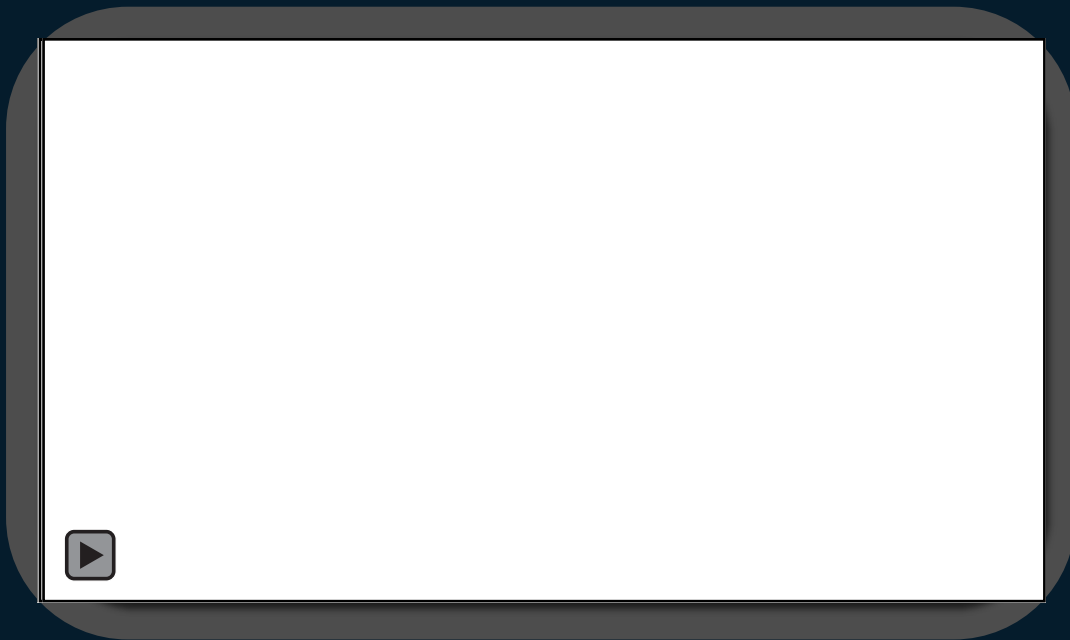
Efficient transfers

Coming soon (2H CY25)

Post-call

AI Call Summaries

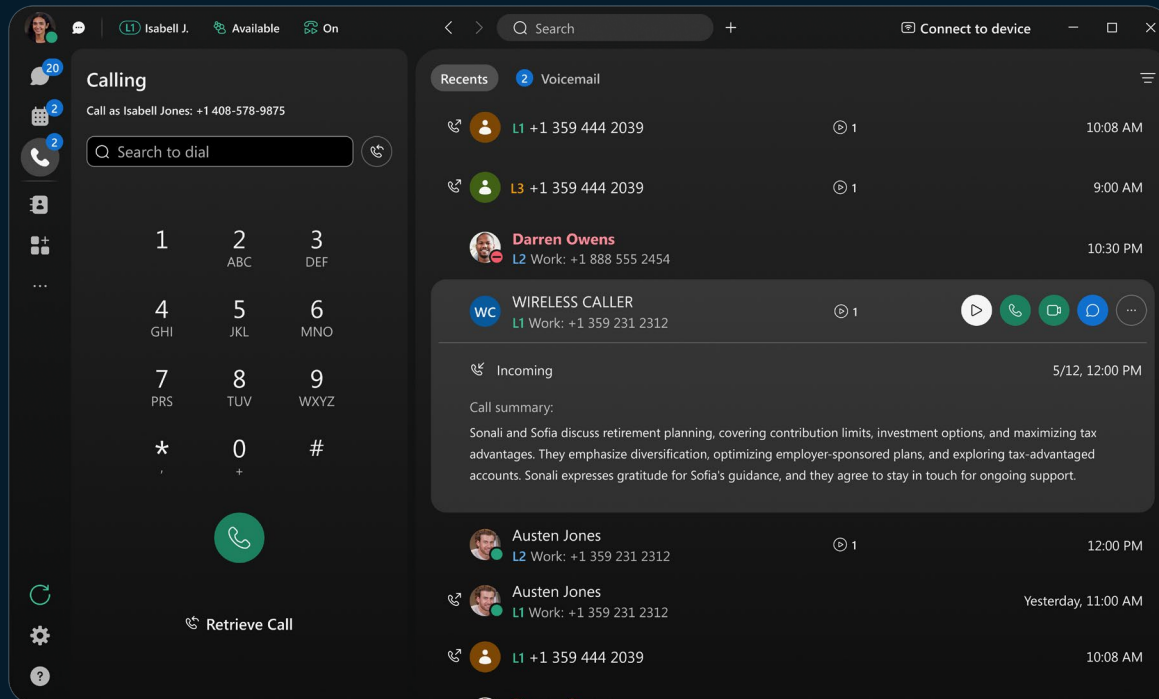
Now available





Call summaries

- | Native call recording
- | Always or on demand
- | AI call summarization



Survivability

Webex Calling Survivability

Survivability options for any deployment model

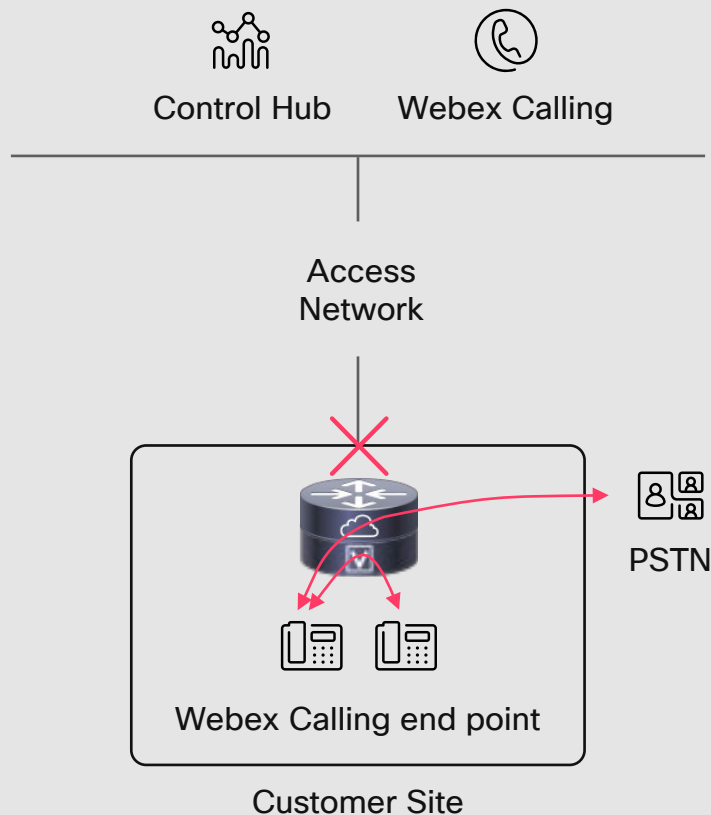
Feature	Deployment model	Capabilities
SRST for UCM (Dedicated Instance)	<ul style="list-style-type: none">• Dedicated Instance• Router-based solution	<ul style="list-style-type: none">• Make/receive inbound calls when Webex Calling is not accessible• Active calls do not drop• Requires PSTN connected to LGW
Site Survivability for Webex Calling Multi-Tenant	<ul style="list-style-type: none">• Multi-Tenant• Emulates SRST for UCM	<ul style="list-style-type: none">• Make/receive inbound calls when Webex Calling is not accessible• Active calls do not drop• Requires PSTN connected to LGW• Minimum feature set to keep up and running
Enhanced Survivability for Dedicated Instance	<ul style="list-style-type: none">• Dedicated Instance• Server-based solution• Deploy local Dedicated Instance (UCM) node on premises	<ul style="list-style-type: none">• Full range of UCM features are available when Webex Calling is not accessible• Everything remains live, including call routing, no change in integrations• Market differentiator essential for mission critical organizations like healthcare, finance, transportation/logistics

Site Survivability Multi-Tenant Overview

- A Survivability Gateway is installed on site
- Gateway is managed, gets configuration details from Control Hub
- In the event of a network outage:
 - Internal/external calls routed via the gateway
 - Emergency calls are routed via the gateway
 - Integrated apps continue to function

The Survivability Gateway is built on the IOS XE Survivable Remote Site Telephony (SRST) solution, allowing customers to migrate existing hardware, licensing and configurations to their Webex Calling solution. (On the ISR or Virtual Routers)

Learn more: [Sales playbook](#) | [At-a-glance](#)

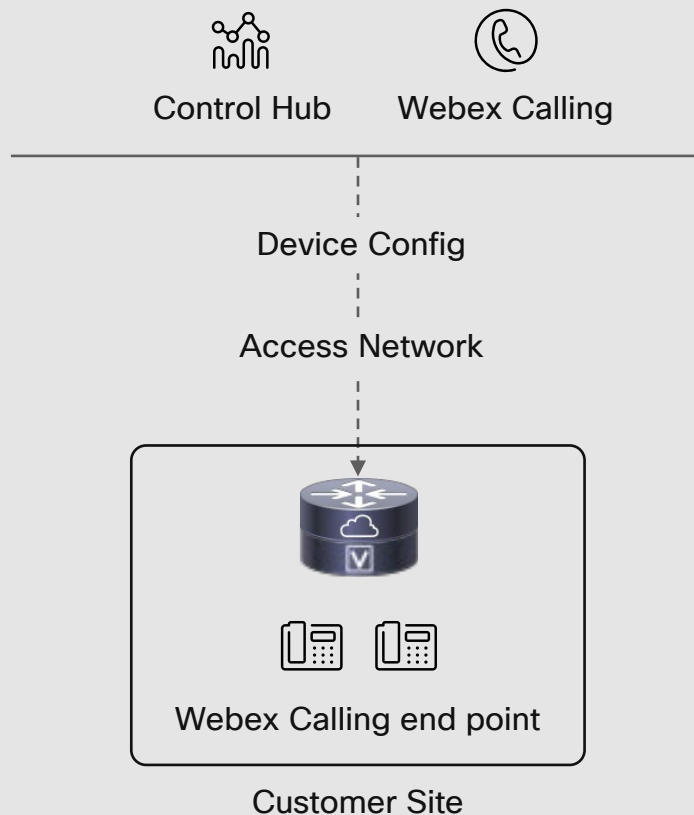


How it works

The Webex Calling Survivability Gateway

- The Survivability Gateway is provided with a set of user account details in advance
- A connector agent connects the gateway with Control Hub, to ensure config data is always up to date
- Authentication and extension number mapping details are automatically downloaded from Control Hub, to validate device connectivity

Learn more: [Sales playbook](#) | [At-a-glance](#)



Enhanced Survivability for Dedicated Instance

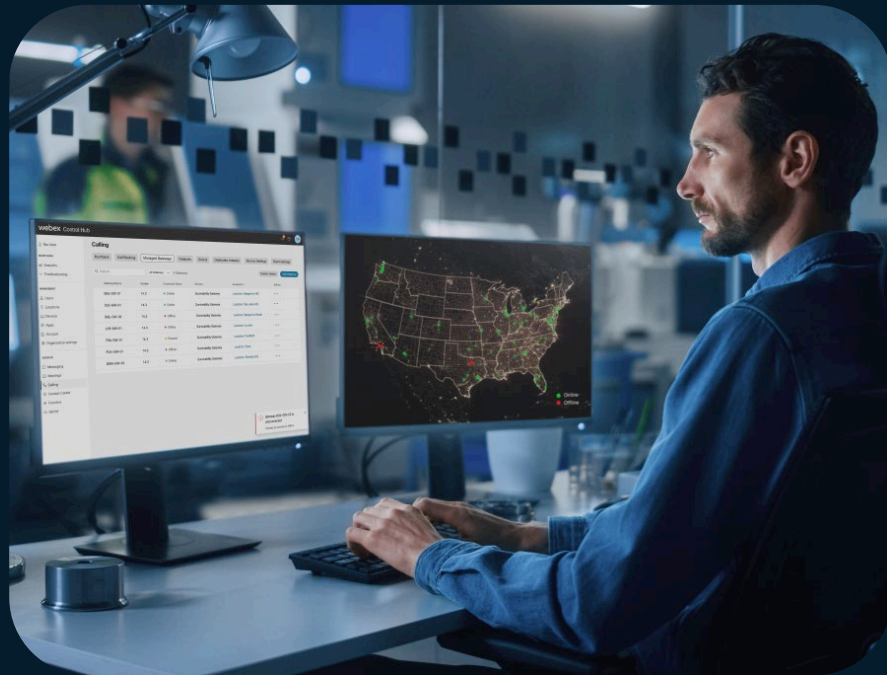
Delivering unprecedented reliability in the cloud calling industry

Complete Cisco calling feature set is available even if the cloud is inaccessible

Preserves full range of calling features, including call routing and integrations through a local Dedicated Instance node

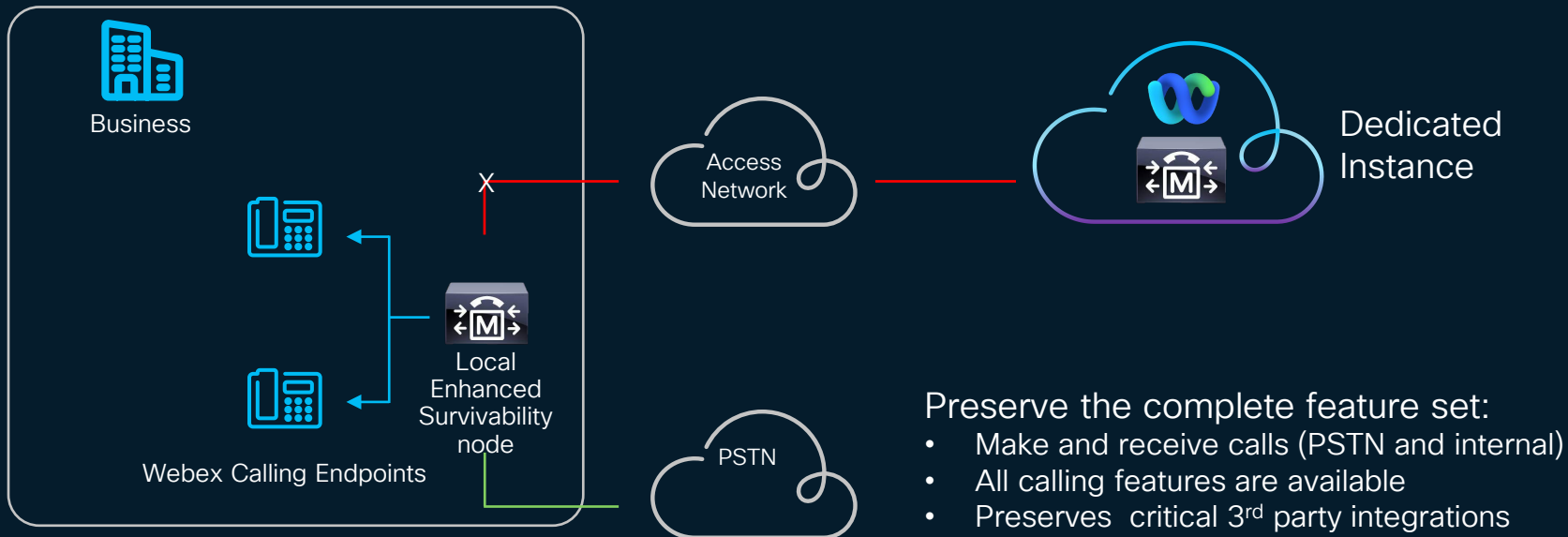
Available for Dedicated Instance, and offers an added level of reliability to Site Survivability for Multi-Tenant

Learn more: [Sales playbook](#) | [At-a-glance](#)



Webex Calling – Enhanced survivability

Complete redundancy during network outages



PSTN

Three flexible options for PSTN connectivity

Select any option on a site-by-site basis

Cisco Calling Plans

- Available in 19 countries including the U.S., Canada, most of Europe, Australia and New Zealand
- Single offer from Cisco through our partners
- Fully integrated and managed from Control Hub
- Standard Numbers and Service Numbers are available
- [Learn more](#)

Cloud Connect for Webex Calling

- Available in over 65 countries
- Select from two types of providers:
 - 30+world-class Certified Calling Providers
 - Cloud Calling Providers delivered through our Enablement Providers
- Choose providers on a site-by-site basis
- Manage numbers in Control Hub
- *Formerly Cloud Connected PSTN*

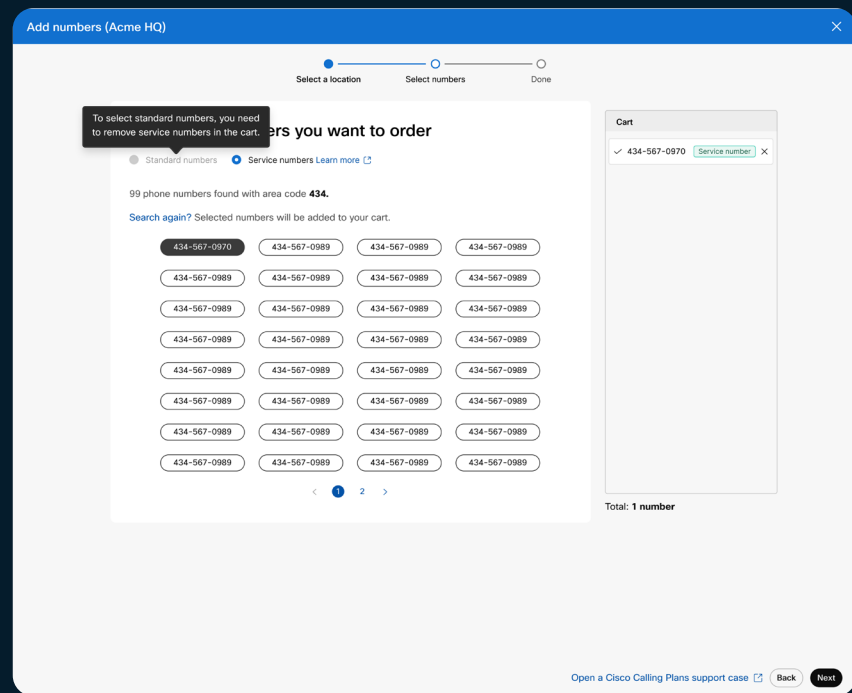
Local gateway

- Available in 180+ countries
- Continue using your existing provider
- Support remote branch offices
- Manage phone numbers Control Hub
- Support for third party SBCs

Learn more: [At-a-glance](#) | [Third party SBC At-a-glance](#)

PSTN Service Numbers

- Enables high volume business phone numbers for site services such as Auto Attendants, Webex Calling Hunt Groups and Call Queues, in Webex Calling and Webex Contact Center.
- Numbers are easily managed in Control Hub
- Available for:
 - Local Gateway
 - Cloud Connect
 - Cisco Calling Plans – [Learn more](#)
- Service numbers for Cisco Calling Plans:
 - Can only be assigned to site services, such as Auto Attendant, Hunt Group, and Group Call Management/ Call Queue
 - Cannot be used for knowledge workers, workspaces, or for any outbound dialer usage.



Cloud Connect for Webex Calling

Flexible cloud PSTN connectivity delivered through a market-leading selection of providers

Formerly Cloud Connected PSTN (CCP)

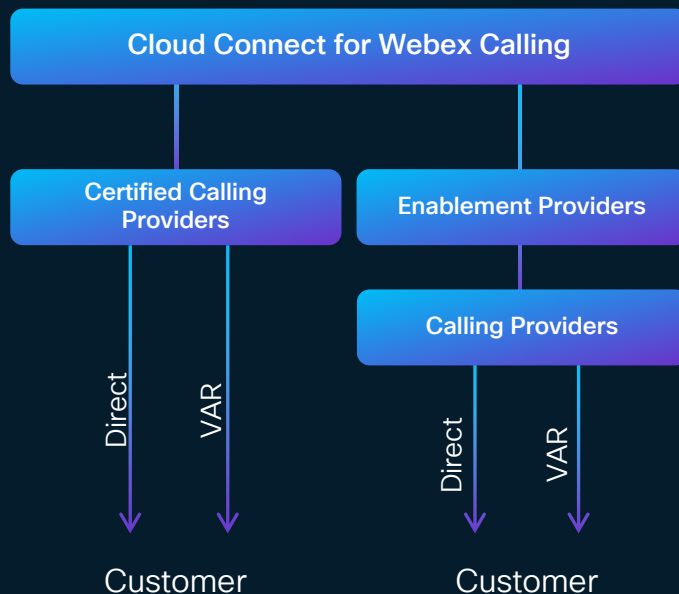
Certified Calling Providers

- 30+ providers
- Coverage in 65+ markets
- Certified for compatibility, quality, security, and reliability with Webex Calling, Dedicated Instance, Contact Center

Enablement Providers

- Enable accelerated onboarding of new providers to the Cloud Connect Program
- Provides customers with the flexibility to select from a wide range new PSTN providers
- Connected through cloud gateway
- Enablement Providers: Ribbon Communications, Dstny Automate

Learn more: [Cisco Communities](#)



Certified Calling Providers

New:  **AT&T Business**
 **Business**



Webex App

Calling features you need, available anywhere

The screenshot displays the Cisco Webex user interface with several call-related features highlighted by callouts:

- Instant access to:**
 - Call history
 - Visual voicemail
 - Transcriptions
 - Recordings
 - Contacts
 - Messaging
 - Spaces
 - Meetings
- Call, text, message, meet with one click** (points to the top navigation bar)
- Directory search** (points to the search bar)
- Desk phone & room device pairing and control** (points to the 'Connect' window showing a desk phone)
- Hold / resume, transfer, merge / conference, record, and elevate to a meeting** (points to the 'Calling options' menu in the video call)
- Call preferences, forwarding, single number reach** (points to the 'Call Settings' icon)
- Select line, group, queue, shared line** (points to the 'Multiline' icon)
- Call on Webex or PSTN with video or audio** (points to the 'Audio' and 'Video' call buttons)
- AI-powered Audio Intelligence: Noise removal, optimize for my voice** (points to the 'Audio' call button)
- Share content during a Webex Call** (points to the 'Share' button in the video call)

Cisco Call for Microsoft Teams

The screenshot displays the Cisco Call for Microsoft Teams application interface. On the left, a sidebar contains navigation icons for Activity, Chat, Teams, Calendar, and Cisco Call. The main area is divided into a left pane with a 'Speed dial' section (a 12-key numeric keypad) and a 'Recent calls' list. The 'Recent calls' list shows entries for Marise Torres, L1 +12 612-555-0100, L4 Marise Torres, L2 Austen Jones, L1 Matthew Baker, and L2 Kevin Woo. A call detail pop-up for Matthew Baker is shown, displaying his name, extension L1, and hunt group SalesWest. On the right, a 'Voicemail' section is visible, along with a 'Call Forwarding status' indicator and a 'Voicemail' button. A 'Call settings' menu is open, showing options for 'Do not forward calls' and 'Call settings'. A 'Sign out' button is also present. The interface is labeled with various features and their locations:

- Call Tab
- My Number
- Dialpad
- Add Speed dial
- Contact Search
- Entra ID Contacts
- Outlook 365 Contacts
- Call Forwarding status
- Voicemail
- Attendant Console access
- Call History
- Multi-line visibility (CUCM only)
- Call Queues / Hunt Groups visibility

UCM - Pre-Req:
UCM 12.5 SU7 / UCM 14 SU3 / UCM 15 SU2
CUC - 12.5 / 14 SU3
On-premises: Webex Cloud-Connected UC (CCUC)

What's available on Cisco Call for Teams



Click to Call from Teams
Audio/video calls



Make 1:1 calls from Teams
Chat and Channels



Hide Webex App option keeps
the Webex App hidden



VDI support



Make a call by keying in the
number in the dial pad



See Call History



Bidirectional Presence status
sync



NEW!

Multi-line visibility
for CUCM



Search contacts from
Outlook/Entra



Use Calling Dock



NEW!

Attendant Console and
Essentials access



Available on Desktop and
mobile



Listen to voicemails



Simplified login



NEW!

Simplified Call Settings



Deploy Webex App in Calling
Only mode



Use your existing Calling
infrastructure



Call Forwarding status

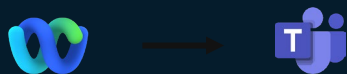


NEW!

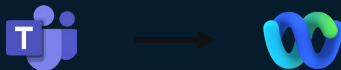
Single App experience

Bidirectional Presence Sync

The following presence status will be synchronized between Webex and Microsoft Teams:

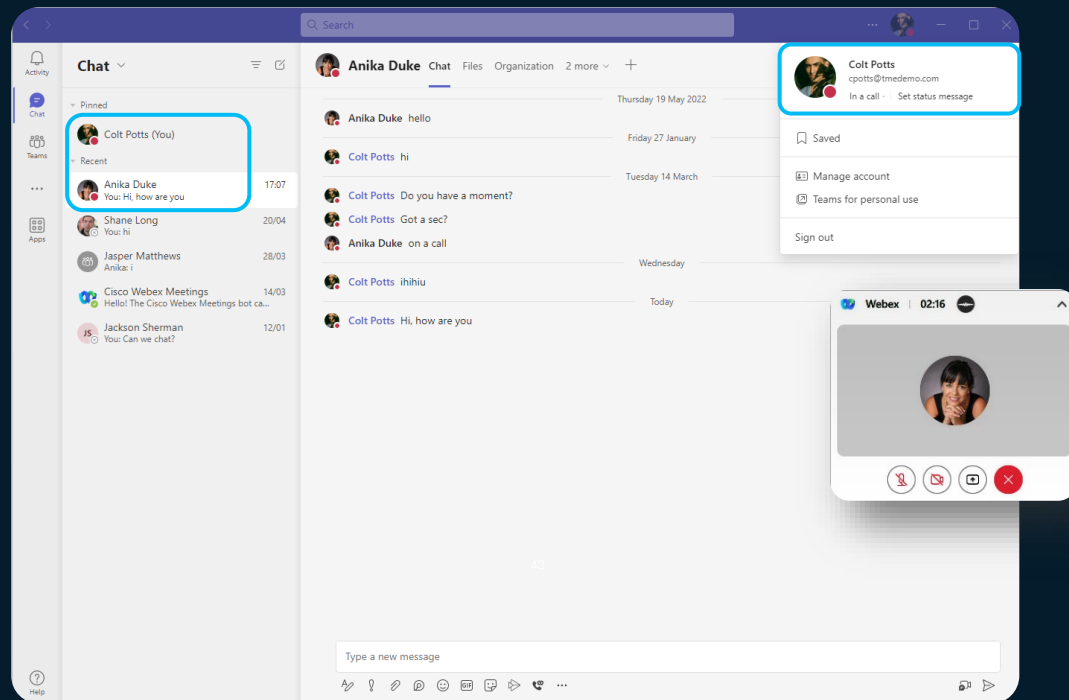


	On a call	→		In a call
	DND	→		DND
	Presenting	→		Presenting
	In a meeting	→		In a call



	In a call	→		On a call
	DND	→		DND
	Presenting	→		Presenting

When in a MSFT Teams meeting, MSFT sets the status as In a call



Mobility

Webex Calling mobility

Mobile calling for any workstyle

Webex Mobile App



Hybrid knowledge
workers

Webex Go



Primary line
Business-provided devices

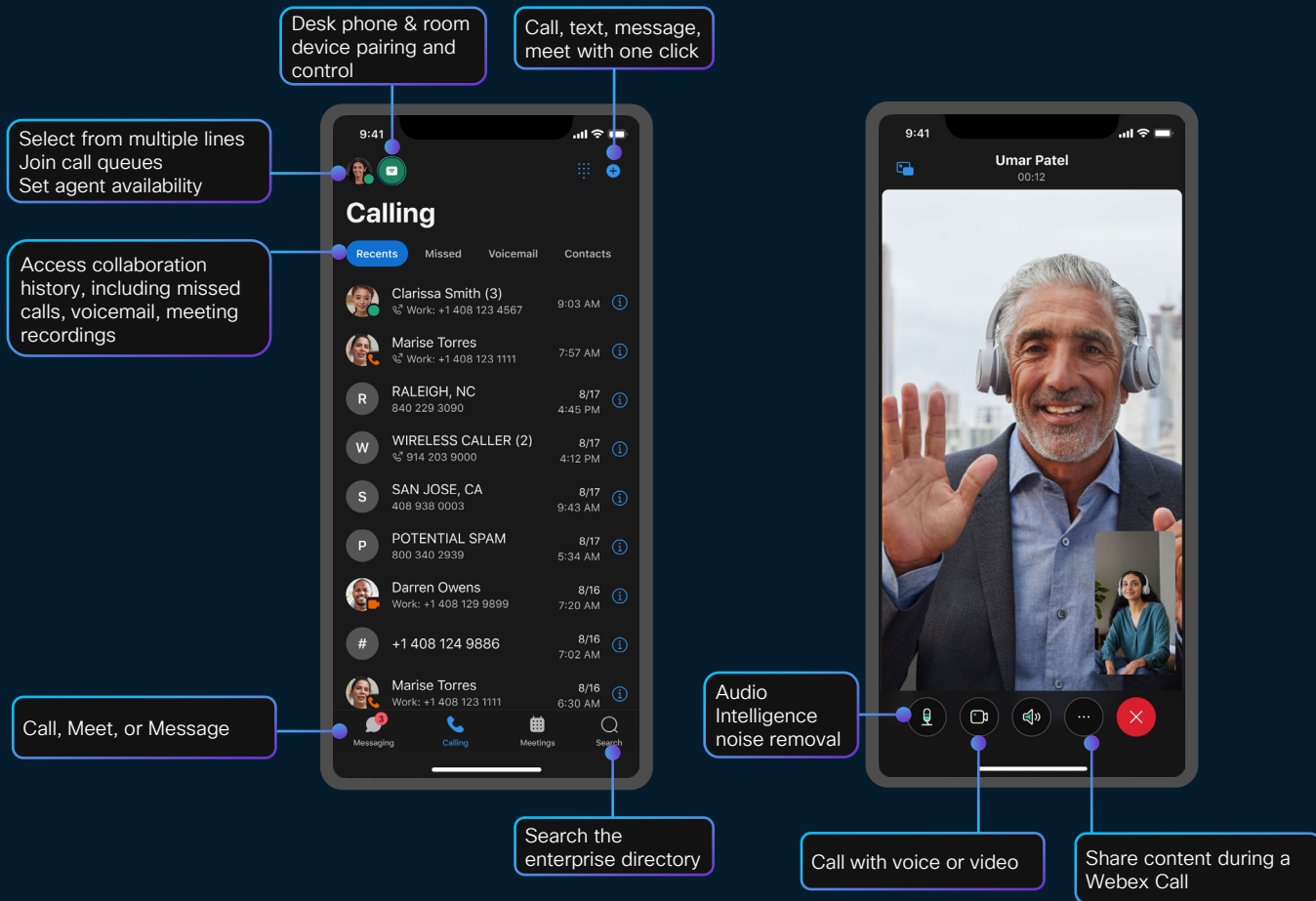


Second line
Regulated workers
BYOD

Webex Mobile App

A complete mobile collaboration experience in the palm of your hand

- Call, meet, or message from an intuitive mobile app experience
- Crystal clear audio with Audio Intelligence noise removal
- End-to-end encryption and user access management
- Support for nearly all Apple and Android phones and tablets
- **NEW** – multi-line support (UCM and Webex Calling)



WEBEX GO

INCLUDED WITH WEBEX CALLING LICENSE ¹

GEOGRAPHIC EXPANSION

AVAILABLE TODAY

United States
United Kingdom
France

COMING SOON ²

Austria | Belgium | Denmark | Germany
Ireland | Italy | Luxembourg | Mexico
Netherlands | Poland | Spain | Sweden

FLEXIBLE CONNECTIVITY

MOBILE OPERATOR



CERTIFIED MOBILE CALLING PROVIDERS ³



Devices

Desk Phone
9800 Series.

More than a
desk phone.



9800 Series – More than a phone

Best in class desk phone

Cloud First Telephony

- Cloud Enabled
- Zero Touch Provisioning
- Rich PBX capabilities
- Unified Call History and Directories
- Join meetings

Hot desking

- Hot Desk only license
- Join w/ QR code
- Join w/ Voicemail PIN
- Phone Control in App*(FYQ4)*

Security

- E911 (panic button)
- Alyssa's law compliant

Webex App Companion

- Phone Pairing and Mid-Call Controls
- Mute and Volume Control* (FYQ4)*
- Disaggregated Media* (Q1FY26)*

Advanced Call Control

- Monitoring
- Call Park Extensions
- Virtual Lines
- Time of Day Routing
- Boss/Admin

Analytics/Troubleshooting

- Call Detail Records
- Realtime Alerting
- Media Quality Reporting
- Thousand Eyes

AI-powered

- AI Codec
- Noise Removal
- Realtime Captions**
- Call Summaries**



Introducing

The ALL-NEW Cisco Desk Phone 9800 Series

Cisco Desk Phone
9841



Cisco Desk Phone
9851



Cisco Desk Phone
9861



Cisco Desk Phone
9871



Cisco Desk Phone
9800 KEM



Available Now

Available May CY2024

Action at your fingertips

Get quick access by simply pushing a button. Emergency services, security, broadcasting/paging, and more.

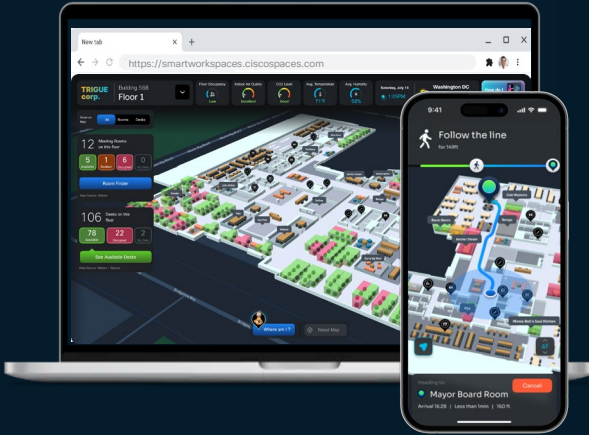
Action button

Programmable for emergency notification, in-store broadcast, or whatever you need



Reserve and find a desk space

Book in advance



Book a desk using the Cisco Spaces web app and find your desk once you arrive.

Book at the office



Book a desk in the lobby or find a desk showing green and make it yours.

Make it yours



Hot desk in with a QR code to make it your own personalized device.

NEW - Login with voicemail or on web

Check-in to your desk for the day

After reserving a desk, upon arrival to the office you can easily and securely scan the QR-code to login.

Desk available LED
Light to indicate if the space
is available or reserved



Calendar & one button to join a meeting

See your calendar and
simply join meetings

webex



Webex Wireless Phone 840/860

A smartphone built for tough workstyles



Webex Calling
over WLAN from
native dialer



Native registration
through Control
Hub



Webex App pre-
installed + support
for third party apps



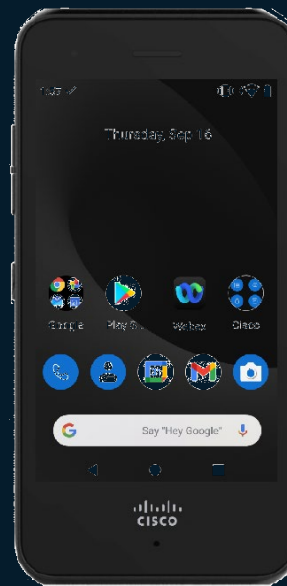
Echo cancellation
and noise
suppression



Ruggedized dust
and water resistant
(860: IP68, 840: IP65)



Camera, swappable
battery, optional
scanner



Learn more: [Data sheet](#)

Administration

Control Hub



Integrated



Complete lifecycle



Realtime insights



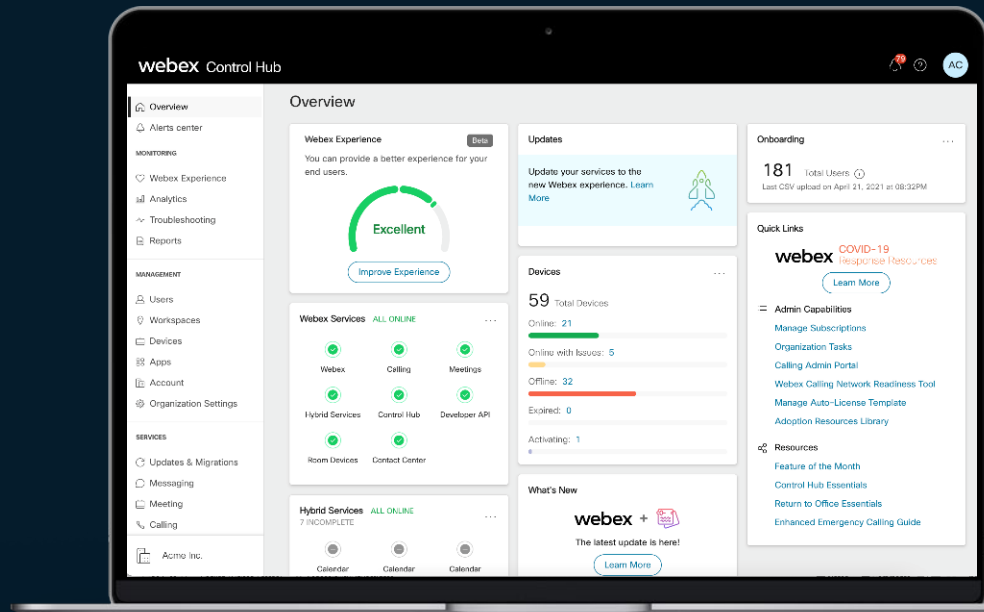
Supports full Webex portfolio



Simple



ThousandEyes integration



Enabling exceptional control of your service

Calling Analytics

- New dashboard for insight into call quality
- View global KPIs to monitor call quality across your organization
- Live charts and graphs show call quality by location, IP, device type, codec, and more
- Apply filters to identify the root of call quality issues

Detailed call history

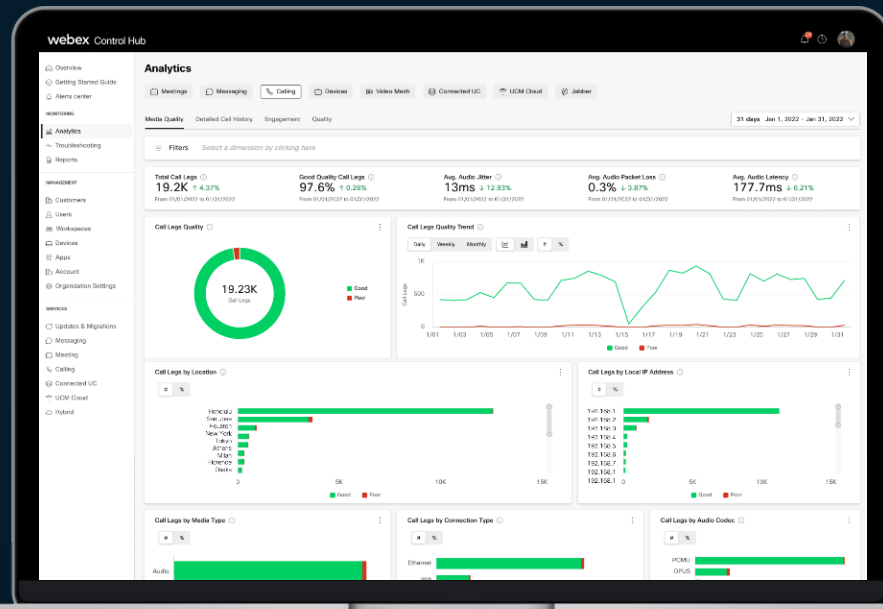
- New dashboard for a holistic view of every call made
- Reports can be exported or accessed via API

Call troubleshooting

- Inspect individual calls to determine issues on call media on either end of the call

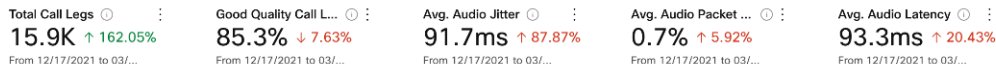
ThousandEyes integration

- Direct access to ThousandEyes path visualization within Control Hub
- Visualize network paths, measure key metrics, rapidly identify and resolve network issues



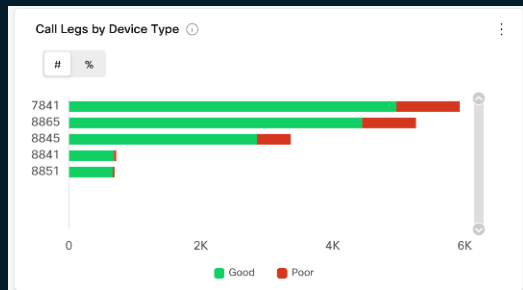
Calling Analytics

Provide a consistent, high quality calling experience across your organization

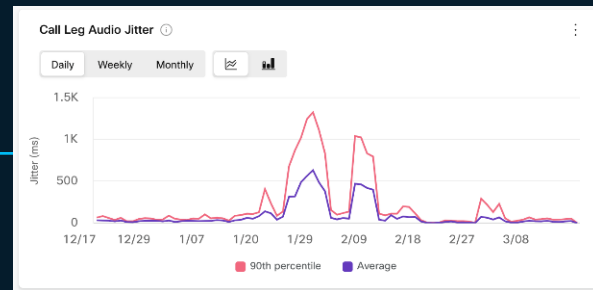
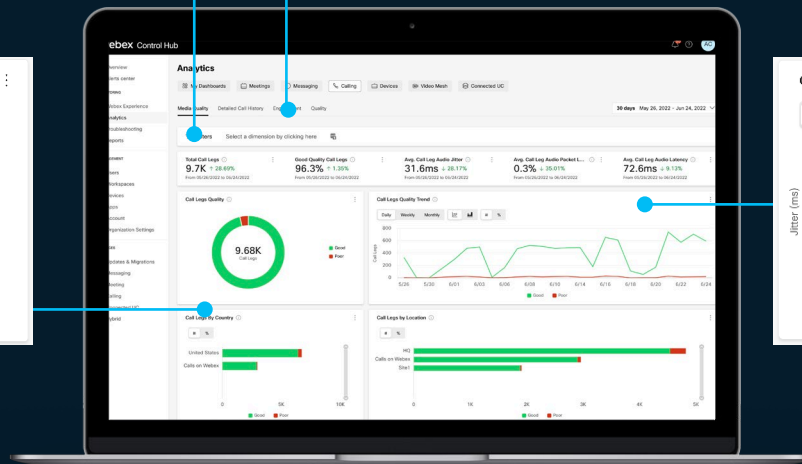


Filters Local IP Address = 192.168.1 Device Type = 7841 Audio Codec = OPUS

Easily drill down into data with filters, from the filters bar, or any chart



See call quality detail by user, location, IP, media, path optimization, connection, codec, endpoint, IP phone type, and country



See call quality, jitter, packet loss, latency trends over time

Call quality troubleshooting

Quickly identify and resolve call quality issues

The screenshot shows the 'Troubleshooting' interface. On the left, a list of call records is displayed with columns for Quality, Start time, Meeting / Caller, and Name. The first record is highlighted with a red box, indicating a 'Poor' quality call from John Doe to Fariha on 01/04/2021 at 10:00 PM.

On the right, the 'Hop details' section provides a visual representation of the call path and a table of metrics. The visual shows John Doe (User) connected to a cloud (Webex app) with 'Poor' quality, which then connects to Fariha (User) with 'Good' quality. The table below lists various metrics for both parties.

John	Metric	Fariha
Webex app (Mac)	Endpoint	Desk Phone
N/A	Hardware	8800
BGL1	Location	BGL2
00:1A:C2:7B:00:47	MAC address	00:1C:C2:7B:00:55
67.53.58.46	Local IP	10.53.58.129
88.53.58.111	Public IP	23.53.58.143
Boston	Geolocation	San Jose
Cisco systems inc.	ISP	Cisco systems inc.
WiFi	Connection	Ethernet
G.711	Audio codec	G.711
H.264	Video codec	H.264
john doe@acme.com	Email ID	fariha@acme.com
5f37648h-64hh-28j6-...	Call ID	ddc0d184-c541-4eb9-...

Troubleshooting tool provides admins with:

- Ability to identify calls with poor-call quality
- Information about both sides of the call and the network in between
- Callers with the worst experience listed in Calling Analytics dashboard for quick troubleshooting
- ThousandEyes integration

Call quality notifications

Immediate notifications when call quality issues occur

Target

You can monitor up to 30 users or locations.

☒ User email(s) ☐ Location name(s)

lukeskywalker@theforce.com x poe@theresistance.com x finn@theresistance.com x
chewy@millenniumfalcon.com x jynerso@rogueone.com x aasuperlonglastname@therepublic.com x

Enter user emails separated by commas

8/10 Items Clear All

Rules

Call Quality	Poor
Reaching the call condition for the specified user (s) will trigger the notification. Learn more	

Delivery channel

All notifications will show in Control Hub by default.

☒ Email

reytskywalker@theforce.com x yoda@jedimaster.com x caradune@rebels.com x
lukeskywalker@theforce.com x poe@theresistance.com x finn@theresistance.com x
chewy@millenniumfalcon.com x jynerso@rogueone.com x aasuperlonglastname@therepublic.com x
hansolo@millenniumfalcon.com x obiwanenobi@jedimaster.com x qkornienkova@theresistance.com x
mando@mandalore.com x thechild@mandalore.com x lando@cloudcity.com x

Enter user emails separated by commas

10/30 Items Clear All

- Monitor up to 30 users or locations
- Define call quality rules that trigger alerts

Call quality notifications:

- Provide immediate, automatic notifications when call quality issues occur for target users or sites
- Admins can identify "VIP" users and are alerted when these users experience call quality issues
- Admins can be alerted with call quality at a site passes below a threshold

Customer Assistance

A REIMAGINED WEBEX CALLING EXPERIENCE



Webex Calling Customer Assist

A modern, AI-powered experience
delivered natively in the Webex app

Learn more: [At-a-glance](#) | [eBook](#) | [Video](#)



Queueing

Call queues AVAILABLE

Click-to-call voice and video NEW



Agent experience

AI Assistant for Agents NEW

Wrap-up codes AVAILABLE



Supervisor experience

Call Sentiment for Supervisors NEW

Queue recording NEW

A reimagined Webex Calling experience

	Professional License	Customer Assist
Channels	Voice	Voice Click-to-call – voice GA, video (CY25 Q2)
Routing	Skills / priority Advanced Auto Attendant (CY25 H2)	Skills / priority Advanced Auto Attendant (CY25 H2)
Agent and supervisor	Agent role in Webex app Supervisor role	Webex app – unified experience Screen pops Wrap-up codes AI Assistant for Agents (rolling GA CY25 H2)
WFO	Analytics in Control Hub FAC codes	Webex app – unified experience Call Sentiment for Supervisors (CY25 Q4) Queue recording (CY25 Q2)
Pricing	\$11.95 / user / month CSRP	FedRAMP \$30 / user / month Includes Webex Calling Professional License

99.999% AVAILABILITY | CENTRALIZED ADMINISTRATION | ARTIFICIAL INTELLIGENCE | PSTN | SERVICE NUMBERS

Customer Assist vs. Contact Center

Separate offers with different target markets

Webex Calling Customer Assist

Webex Contact Center

Voice Video	Channels	Omnichannel
Simple interactions Advanced Auto Attendant Screen-pops	Customer journey	Complex interactions Deep database integration Intelligent routing End-to-end journey orchestration
Hybrid / multi-role Home, office, or mobile users	User type	Dedicated agents, supervisors, analysts Home or office
Integrated in Webex app Available on Cisco Desk Phones	User experience	Separate web app
Basic analytics Call Sentiment for Supervisors Queue recording Barge / monitor / whisper	WFO	Advanced analytics Complete WFO / WFM / QM Agent burnout prevention
Regional / local offices Retail branches Internal help desk	Use cases	Global airline National insurance company Large online retailer
Flex, Wholesale, FedRAMP	Licensing	Flex

Cloud Migration

Simplifying the transition to the cloud

Hybrid and advanced calling features maximize ROI and flexibility

Centralized enterprise dial plans

- Configure advanced Enterprise dial plans to optimize on-network call routing

Trunks and route groups

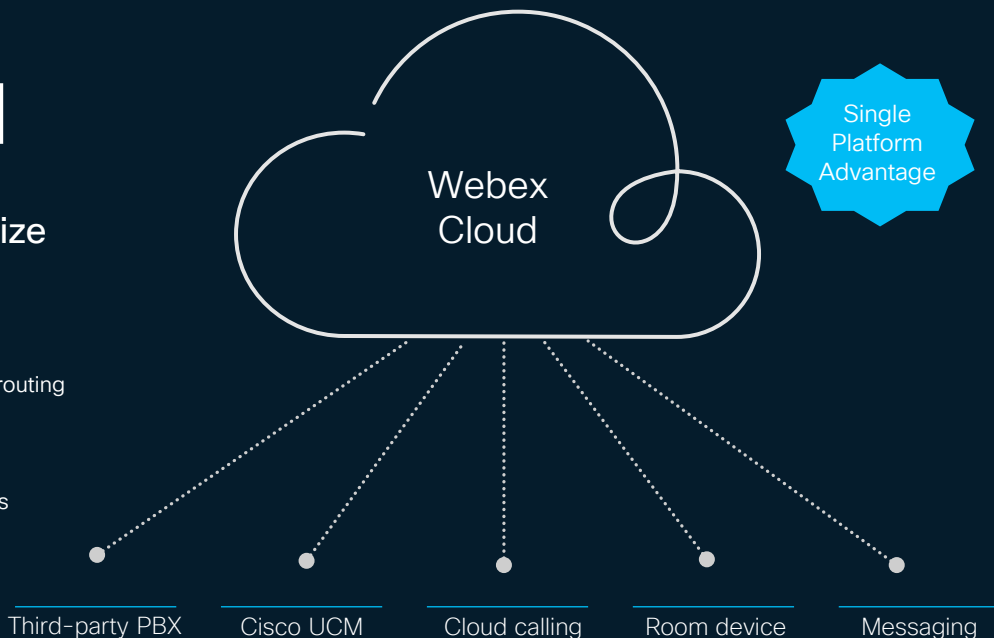
- Geo-redundant routing policies for enterprise trunks
- Scale call traffic to the PSTN using geo-redundant trunk groups across enterprise sites

Media optimization

- ICE for calling media
- Regional media for cloud connected PSTN

Centralized calling analytics

- Usage, call quality*



Hybrid-migration journeys from on-prem PBX to native cloud site by site, or user by user with full collaboration suite

Webex Setup Assist

Match Cisco global coverage, scale and expertise with partners enhanced customer migration services to provide a unified, comprehensive and valuable migration service to help customers transition to cloud calling with confidence.

- Accelerate and simplify cloud calling migrations for customers
- Cisco proven migration experience and methodologies
- Jointly delivered with Cisco partners

Learn more: [Get Started Guide](#)

Our Joint Objective

*Cisco + Partners to
work together to
successfully migrate
customers*



Webex Calling

Migration phases – Webex Calling

Discovery & assessment

- Conduct discovery call
- Determine project milestones and timelines
- Data gathering workbook review
- SIP endpoint and CPE compatibility
- Network and firewall requirements

Planning phase

- Confirm location priority and scheduling
- Migration window plan confirmed
- Validate network changes
- Confirm new equipment readiness
- Verify onsite resources are engaged

Go live

- Deploy onsite equipment
- Perform device upgrades and reconfigurations
- Port the telephone numbers
- Perform test plan to validate configuration
- Customer confirms project is complete
- Transition to long-term support

Solution design phase

- Discuss data gathering workbook for feature gaps
- Workshop to finalize feature configuration
- Network requirements per location
- Develop test plan

Implementation phase

- Provision order
- Gain admin access to Control Hub or console
- Configure cloud calling services
- Receive port confirmation
- Confirm test phone to validate network configuration



Thank you