Say hello to the future.

Cisco Connect 2019
Indonesia, Jakarta. 9 April 2019
#CiscoConnectID
Application Integrations and Advanced Analytics

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Cisco Webex
Most widely adopted and trusted Meetings service on the market

- 300,000 Collaboration Customers
  - 95% Fortune 500 Customers

- 136 Million Meeting Attendees Per Month

- 100+ Million Meetings Hosted Per Month

- 18+ Billion Meeting Minutes Per Month

- #1 Marketshare

- 9 RedDot Awards For endpoint design
Microsoft Integrations
Cisco + Microsoft

Cisco’s Power of Collaboration + Microsoft Productivity Tools
How to Maximize Microsoft and Cisco Investments

**Identity**
- Sync AD & Azure AD users & rooms to Webex Identity
- View all your meetings
- Schedule Meetings from Microsoft Outlook

**Productivity**
- Upload documents from SharePoint Online and OneDrive to Webex Teams’ spaces
- Use Office 365 as storage for Webex Teams’ spaces
- View & co-edit documents in Webex Teams
- Webex Teams Messaging Add-in for Office 365

**Business Process**
- Webex Teams embedded PowerApps
- Consume Webex Teams content from MS Flow

**Collaboration**
- Join Webex Meetings:
  - Microsoft Teams
  - Skype for Business
- Schedule Webex Meetings:
  - Microsoft Teams

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Cisco Integrations
Automatic Synchronization Between Microsoft Active Directory and Webex

Easily Add, See Presence and Connect with People in Webex

Available Now
Calendar Integration Enables Simple scheduling

Integrate with Microsoft Exchange or Office 365 Calendar Service

- Simple scheduling using a keyword
  @Webex, @Meet, @Webex:Space
- Supports native mobile device calendar
- View upcoming meetings in the Webex Meetings & Teams app

Available Now
Simple Join User Experience from Any Device

Available Now
Launch Webex Meeting from Microsoft Teams

Easily Schedule, and Launch Webex Meetings from within Microsoft Teams

Cisco Webex Meetings and Microsoft Teams Integration

Available Now
Integrate with Enterprise Content Management to Keep Everything in Sync

Share and Co-Edit Content Stored in OneDrive or SharePoint Online in Webex Teams
Webex Teams Collaboration Inside MSFT Office

Collaborate and Edit Faster with Real-Time Business Messaging

Embed Webex Teams collaboration capabilities inside Microsoft Office
- PowerPoint, Word, Excel
- Online or Desktop apps

Planned for Q2CY2019
Improved User Experience for Skype for Business

Current User Experience

New User Experience

High Quality Content in One Dedicated Channel

Available Now
Dual Home Conferencing

Cisco Endpoints

Skype for Business

Schedule Meetings Using Outlook

Invitation with OBTP Join Information

Interop with Office 365 or AVMCU On-Premises

Available Now
CMS Integrations + Skype for Business

Dual Home Conferencing
Room endpoints connect on Meeting Server with connection to Lync/Skype for Business meetings as full-featured participants.

Meetings
Room endpoints and Lync and Skype for Business users all connect on Cisco Meeting Server for best experience and content sharing.

Gateway
Allows calling between room endpoints and Lync/Skype for Business Meetings & Clients

Interoperability
Office 365 or Skype for Business on-premises.

Quick Join ID with Skype for Business O365 for joining from endpoints not invited
Planned for Q3CY2019

VBSS for quality content sharing at lower bandwidth
Planned for Q4CY2019
Enhance Your Experience and Connect to Anyone

Cisco Webex Room Kit Mini
USB Passthrough Improves other Cloud Collaboration Services

Best View Video • Beam Forming Mics • Premium Speakers • Webex Room Device

Available Now
Microsoft Integrations Demo
Webex Teams API
Integrations
Webex Teams API

Common Management
- Message
- Meeting
- Call

Open Platform
- Webex Teams for Developers
  User Integrations, APIs/SDKs, etc.
- Partner Services
  Interconnect
- Webex Hybrid Services
  Cloud + Prem
Why are APIs important?

- **Speed to market**
  - Cloud APIs allow companies to rapidly meet the demands of their users.

- **Agility**
  - Size doesn't matter. Companies of all sizes can innovate and share their value.

- **Flexibility**
  - Data and functionality can be composed and reused in different ways to fill portfolio gaps, and do what no one else can.

- **Monetizing Core Value**
  - Companies can package and expose their core services more easily.
Who are we enabling with open APIs?

**IT**
- Embedded Collaboration tools that fit inside desired experience

**Business**
- Increased user adoption and agility when providing new services

**Partners**
- Ability to rapidly create differentiated Collaboration solutions

**Developers**
- Amazing development experience
From one-click to custom development

Business Users → 3rd Party Built Solution Integrations → Workflow Connector Tools → Full Development

Webex App Hub Integrations
Packaged Solutions
Light Development
Custom Full Development

developer.webex.com
Webex Teams Bots

Apps that invoke the Webex API’s on behalf of a machine account

• Bots can automate routine tasks and post content into meetings and group conversations. A bot account needs to be added to a room and specifically mentioned in a message in order for it to be triggered.

• Users can build their own bot or select a pre-built one on the Webex AppHub.
Webex Teams Integrations

Apps that invoke the Webex API’s on behalf of other users

• The process used to request permission is called an OAuth Grant Flow.
• An integration is like an assistant; all actions appear to come from you.
• Users can build their own integration or select a pre-built one on the Webex AppHub.
Demo – Workflow Integration & BOT
Webex Teams Widgets

*Embed Webex Teams functionality directly in your web apps*

Widgets can be included directly into web applications, with ability to customize the Webex collaboration experience. They come pre-built with the Webex Teams User Interface (UI) and can be styled to tailor them to a brand.

They can be used by either current Webex users or guests by authenticating with an Auth token provided from an integration or a guest issuer app.

There are two different widgets available: [Space Widget](#), [Recents Widget](#)
Demo – Webex Teams Widget
Webex SDKs

Expose Webex functionalities via a set of tools, **libraries**, relevant documentation, code samples, **processes**, and or guides to **create** software applications on **specific platforms**.
Webex Teams app hub: apphub.webex.com

• Unify workstreams with prebuilt integrations and bots
• Trello, Pagerduty, Zendesk, Github, JIRA, Salesforce, ServiceNow and more
• Accepting submissions of new ideas and creations
Cisco on Cisco: Faster Incident Management with Webex Teams Integration

Webex Control Hub Analytics
Cisco Webex Control Hub for Cisco Webex
Meetings, Calling, Team Collaboration, Contact Center and Endpoints

Troubleshooting

Identify issues before they have an impact

Analytics for business insight

Understand usage and adoption, and optimize resource usage

Manage everything

Control and provision user and device information quickly and at scale

Cisco Webex® Control Hub for business visibility
Cisco Webex analytics data architecture
Enables deep business insight

- Understand data with powerful, dynamic visualizations
- Self-service business discovery and visualization tool
- Simple and intuitive; just click and drill down
- Troubleshoot and discover root-cause issues

Immediate data optimization

Data exploration instantly, without boundaries
Simple, custom-fit visualizations

### Report types
- Troubleshooting and diagnostics
- Adoption and engagement
- Capacity and resource utilization
- Quality of experience or service

### Services
- Meetings
- Messaging
- Video
- Voice
- Hybrid services
- PSTN and VoIP

### Subjects
- Video endpoints
- Clients (Webex® and teams)
- Users
- Devices and OS
- Geographies and locations

Data associations | Intuitive data exploration | Trending | Drill down | Multi-dimensional
Webex Analytics Demo
Key Takeaways

• Bridges, Not Islands – with Cisco Webex as the Platform

• Agility and flexibility with Cisco Webex API with common management and open platform

• Rapid troubleshooting, understanding user’s behavior, gaining business insights and optimize capacity and resources with Webex Analytics
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