

Webex Wholesale RTM

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Webex Wholesale RTM

Webex® Wholesale Route to Market (RTM) enables a managed service operation for Service Providers to take the Cisco® Webex portfolio to new markets. The Wholesale RTM offer includes commercial processes to support Service Provider partners with high volume and high velocity sales.

The Wholesale RTM encompasses three offers: Wholesale Webex, Webex for BroadWorks, and Cisco BroadWorks.

The Wholesale RTM leverages a utility billing model. This model gives Service Providers purchasing and product bundling flexibility. The offers are billed on a per-user basis with the ability to commit to a minimum spend every month for a minimum three-year term. There are two ways to consume the Wholesale offer:

Service Providers can choose either a committed or uncommitted billing plan as outlined in your contract.

Committed: Service Providers have the option to commit to a minimum monthly spend of \$50,000 (USD) for a minimum three-year term subscription. Service Providers will always pay the committed spend amount. If the provisioned users exceed the committed spend, Service Providers will pay the difference between:

1. The number of provisioned users multiplied by the price per user per month less, and
2. The monthly committed spend amount.

Uncommitted: Uncommitted provisioning charges will be based on monthly rates, and users will be provisioned in the partner portal with the flexibility to provision or de-provision users at any given time during the duration of the subscription. Users provisioned or de-provisioned during a given month will be prorated for the actual number of days in service. Billing for uncommitted users is invoiced in arrears monthly. Review your approved quote for pricing details.

Billing start date

During the quoting process you will determine your requested start date for the subscription, which can be set at a maximum of 90 days from the order date. The billing for the A-WHOLESALE offer will be triggered 7 days (at latest) after the requested start date, or when the first service is provisioned, whichever occurs first.

Webex Wholesale RTM packages, add-ons, and benefits

The Wholesale RTM offers calling, customer experience, and collaboration packages for end users.

Wholesale Webex RTM packages available:

- **Common Area Calling:** The Common Area Calling package is designed for calling in common areas with an actual phone such as hallway phones, door phones, simple retail stations, and conference rooms. This package supports basic calling features. Common Area Calling does not include meetings or messaging capabilities.
- **Standard Calling:** Is for users that need standard calling capabilities on a single device (hard device or softphone). This package includes the same features as Enhanced Calling with the exception of Customer Experience basic, Call recording, Virtual lines, and Shared Call Appearance.
- **Enhanced Calling:** This calling-only package includes a standard set of the most common calling features available via the Webex App as a softphone or a choice of devices. It does not include the meetings and messaging functionality providing a calling-focused package for customers looking for a simple voice solution.

- **Webex Calling:** This package includes calling, messaging, and meetings capabilities in the Webex App. Users will enjoy advanced calling and messaging features enhanced by the Cisco AI Assistant providing space summaries, messaging translations, and message rewrites on demand. Meetings capabilities allow for 100 participants with a duration of up to 70 minutes in a personal meeting room or a one-time scheduled meeting. This package is intended for users who need advanced calling and collaboration features.
- **Webex Suite:** Webex Suite is the most feature-rich package that includes all capabilities of the Webex Calling package and enhances the meetings experience with meeting duration up to 24 hours, up to 1000 participants, cloud storage for meeting recordings with the AI Assistant providing catch-me-up and step-away for individual participants during meetings, summaries and transcripts, and automatic highlights and chapters after meetings are completed. This package is designed for professionals with advanced calling and large meeting requirements.
- **Webex Meetings:** The Webex Meetings package is a standalone meetings package that includes Webex App for messaging, and Webex Meetings for up to 1000 participants. This package does not include point-to-point calling capabilities. It is intended for users who need only meetings and messaging capabilities.
- **Wholesale Webex RTM packages:** With features such as Click-to-call, Agent, and Supervisor experience, screen pops, wrap-up reasons, and real-time analytics, it provides all the tools an organization needs to provide exceptional customer engagement. For a product overview go to help.webex.com.

For a detailed list of features by license type, see the feature matrix, [Webex Wholesale RTM Packages and Feature Matrix](#).

Included features:

Group calling features: Group features are available to all customer organizations that have at least one Enhanced Calling, Webex Calling, or Webex Suite package. Some of the Group features do require users to have a specific package to be able to use them (e.g. call park/pickup), while others have no association with a user (for example, Auto Attendant).

Auto Attendant	Authentication	Internal Calling Line ID Delivery	Hunt Group
Call Pickup	Receptionist Client	External Calling Line ID Delivery	Music on Hold
Call Park Group	Voice Portal	Intercept Group	Voice Mail Group
Group Paging	Call Queue	Call Intercept	

Receptionist Client will be End of Life (EOL) January 2026.

Video messaging (Vidcast): Video messaging by Vidcast allows users to quickly record content, share the interactive link, and keep business moving directly in the Webex App. Included in the Webex Calling, Webex Suite, and Webex Meetings packages.

Polling/Q&A (Slido): Slido is an audience engagement platform with expanded polling/Q&A capabilities integrated with Webex. Included with Webex Suite and Webex Meetings.

Webex Conferencing Audio (Voice over IP [VoIP]): All meeting participants have unlimited access to VoIP. Included with Webex Calling, Webex Suite, and Webex Meetings packages.

Webex Conferencing Audio (toll dial-in audio): Meeting hosts with the Webex Suite or Webex meetings packages and their meeting participants have unlimited access to global toll call-in services. Local toll call-in number(s) are provided for participants in covered countries to join a Webex meeting.

Cisco Calling Plan: Cisco Calling Plan provides Cisco Public Switched Telephone Network (PSTN) connectivity to Webex Calling customers. Cisco Calling Plan is available for regulated service providers in the U.S. on an exception basis. Work with your account team to confirm qualifications.

Cloud device registration: Cloud device registration provides the ability to register Cisco video devices to the Webex cloud, with no need for on-premises infrastructure and is included in Wholesale Webex.

Pro Pack for Webex Control Hub: Pro Pack delivers advanced security controls, compliance management, and business insights. Pro Pack is included for all Wholesale Customers. Wholesale Webex Feature Comparison Matrix can be found at the [help article here](#).

Optional add-ons:

Webex Attendant Console: Webex Attendant Console is a modern, intuitive add-on that is a replacement for the Legacy Webex Calling Receptionist Client, designed to increase productivity with an enhanced user experience for receptionists, attendants, and operators who handle large call volumes. This is a Web-based client that is integrated in the Webex App and can be used in a browser with no installation required. Webex Attendant Console is integrated with Call Queuing and Voice Queues.

Wholesale route to market setup assist: The Wholesale Setup Assist service provided by Cisco is available to help partners onboard new customers onto the Webex Calling Wholesale RTM platform. The service is available globally and delivered to Customers/Authorized Channels (“Partners”). See [article here](#) for complete details.

The Wholesale Setup Assist service has two service offers:

- **Wholesale Setup Assist Express:** This service is available to set up locations with up to five users and has a flat fee structure. This [article](#) provides an overview of the service.
- **Wholesale Setup Assist Standard:** This service is available to set up locations with more than five users and has a per-usage fee structure. This [article](#) provides an overview of the service.

Webex for BroadWorks packages, add-ons, and benefits

Webex for BroadWorks packages

Webex for BroadWorks combines Cisco's Webex collaboration tools with the BroadWorks phone system for businesses. This solution helps service providers stand out by allowing them to offer a connected set of collaboration tools. Webex for BroadWorks has three packages.

Basic: The Basic package includes Calling, Messaging, and Meeting features in the Webex App. Calling is provided by the Service Provider. The messaging features are robust, and meetings capabilities allow 100 participants for a duration of up to 40 minutes in a personal meeting room or a one-time scheduled meeting.

Standard: The Standard package includes everything in the Basic package and enhances the meetings experience with meeting duration up to 24 hours and the Cisco AI Assistant providing catch-me-up and step-away for individual participants, and meeting summaries and transcripts.

Premium: The Premium package includes everything in the Standard package plus up to 1000 participants and cloud storage for meeting recording, and the Assistant providing automatic highlights and chapters in the recording. Messaging is also enhanced with the AI Assistant providing space summaries, message translations, message rewrites on demand.

Included features:

Video messaging (Vidcast): Video messaging by Vidcast allows users to quickly record content, share the interactive link, and keep business moving directly in the Webex App. Available in the Basic, Standard, and Premium packages.

Polling/Q&A (Slido): Slido is an audience engagement platform with expanded polling/Q&A technology now integrated with Webex. Available with Standard and Premium packages.

Webex Conferencing Audio (Voice over IP [VoIP]): All meeting participants have unlimited access to VoIP. Available in the Basic, Standard, and Premium packages.

Webex Conferencing Audio (toll dial-in audio): Meeting hosts with Standard or Premium packages and their meeting participants have unlimited access to global toll call-in services. Local toll call-in number(s) are provided for participants in covered countries to join a Webex meeting.

Cloud device registration: Cloud device registration provides the ability to register Cisco video devices to the Webex cloud, with no need for on-premises infrastructure and is included in Wholesale Webex.

Pro Pack for Webex Control Hub: Pro Pack delivers advanced security controls, compliance management, and business insights. When at least Standard or Premium package is assigned to a user in the org, Pro Pack is applied to the org and applies to all users.

For a detailed list of features by license type, go to help.webex.com.

BroadWorks subscription packages, add-ons, and benefits

A BroadWorks subscription offers VoIP and unified communications services to customers. It allows service providers to deliver advanced communication services without the need for significant upfront investment in infrastructure, as the platform can be hosted in the cloud. Packages include:

- **Common area:** A call processing seat with basic features necessary for simple Plain Old Telephone Service (POTS) service for an endpoint. The Common Area package is appropriate for simple call processing use cases.
- **Knowledge worker calling:** A fully featured call processing seat with advanced calling features suitable for any call processing use case. A Knowledge worker entitlement includes advanced calling features such as all variants of Hunting, N-Way calling, multi-end point support, and mobile interworking.
- **Session Initiation Protocol (SIP) Trunk:** Feature allows an operator to bring a new site online simply by provisioning a range of Directory Numbers (DNs) or number prefixes for the site. This capability provides connectivity for both outbound and inbound SIP trunking calls.
- **Call center:** Call Center Subscription includes the ability to assign Call Center Basic, Call Center Premium and Call Center Standard licenses in BroadWorks as well as use of the Agent and Receptionist clients. For subscription billing purposes, usage is derived only from the total assignments of Call Center – Premium + Call Center – Standard. Assignment of the BroadWorks Agent and Supervisor clients are included.

For a summary of key features by license type, go to [SalesConnect](#).

Technical support and customer success services

Cisco offers a basic support service that is included in technical support and customer success service at no additional cost for the duration of your subscription. For more information about available technical support services, contact your partner or Cisco sales agent.

Partners are expected to handle inquiries from their customers. However, should a partner require help, the following table summarizes the support channels that are available to partner administrators. Refer to the table below:

Table 1. Technical support and customer success services

Support Channel	Description
Partner Help Desk	Provides “how to” and help with inquiries about Webex Calling features and configuration <ul style="list-style-type: none">• Phone / Email / Chat – CHD receives query per above, talks with Partner/Customer to answer query• May route query to other teams including TAC if necessary
TAC <ul style="list-style-type: none">• Webex Calling Technical Assistance Center (TAC)• Cloud Collab TAC (Devices, Meetings)	Partner may contact TAC directly by: <ul style="list-style-type: none">• Creating a case in SCM• Phone (TAC Front Line – TFL creates case in SCM on behalf of Partner)• Email (TAC Front Line – TFL creates case in SCM on behalf of Partner)• Chat (TAC Front Line – TFL creates case in SCM on behalf of Partner)

Support Channel	Description
Cisco Experience Services (CES)	<p>Customer may contact CES directly from within Cisco Commerce Workspace (CCW)</p> <ul style="list-style-type: none"> • End-to-end ordering assistance • Billing • Sales crediting

How to engage the Partner Help Desk (PHD)

Customer experience

Any partner/customer how-to and/or documentation inquiries about the Wholesale offering should be directed to the Partner Help Desk (PHD). To contact the PHD, use the information below:

- Phone
 - North America: 1-844-613-6108
 - EMEA: +44 129 366 10 20
 - APAC: +61 3 7017 7272
- Contact: <https://help.webex.com/en-us/article/nkp1wvg/How-to-reach-Partner-Helpdesk>

Note: PHD is not 24/7. However, they have resources in EMEAR, APCJ, and North America. If CHD is offline, send inquiries to webexcalling-phd@cisco.com and support personnel will respond as soon as they are back online (typically within 24 hours).

Webex Calling partner help desk Service Level Objective (SLO)

CHD will provide answers, guidance, or referrals to the appropriate team within 24–48 hours. Most how-to inquiries are resolved more quickly (within 2 business hours).

Cisco environmental sustainability

Information about Cisco’s environmental sustainability policies and initiatives for our products, solutions, operations, and extended operations or supply chain is provided in the “Environment Sustainability” section of Cisco’s [Corporate Social Responsibility](#) (CSR) Report.

Reference links to information about key environmental sustainability topics (mentioned in the “Environment Sustainability” section of the CSR Report) are provided in the following table.

Sustainability topic	Reference
Information on product material content laws and regulations	Materials
Information on electronic waste laws and regulations, including products, batteries, and packaging	WEEE compliance

Cisco makes the packaging data available for informational purposes only. It may not reflect the most current legal developments, and Cisco does not represent, warrant, or guarantee that it is complete, accurate, or up to date. This information is subject to change without notice.

Cisco Capital

Flexible payment solutions to help you achieve your objectives.

Cisco Capital® makes it easier to get the right technology to achieve your objectives, enable business transformation, and help you stay competitive. We can help you reduce the total cost of ownership, conserve capital, and accelerate growth. In more than 100 countries, our flexible payment solutions can help you acquire hardware, software, services, and complementary third-party equipment in easy, predictable payments.

[Learn more.](#)

Appendix

[Collaboration Wholesale RTM Page](#)

For information on how to order, see our [Wholesale Ordering Guide](#).

Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

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