

Cisco Webex Calling

January 2021

Contents

Introduction	3
Overview of Cisco Webex Calling: the complete experience	3
How to buy Webex Calling	4
Global market availability and PSTN connectivity	4
Webex Calling applications and integrations	6
Support	6
Cisco environmental sustainability	7
Cisco Capital	7
Find a Cisco Cloud Collaboration Partner	8
Want to learn more about Cisco Webex Calling?	8

Introduction

Cisco Webex is the leading enterprise collaboration solution combining calling, meetings, messaging and Contact Center under a single collaboration umbrella. The all new Webex, delivering the end user experience for calling, messaging and meetings, combined and integrated with an unmatched set of intelligent audio and video devices, delivers the functionality, quality, control and security that enterprises expect and demand. We support on-premises, cloud, or mixed mode deployments to keep our customers connected and productive from anywhere, including through disruptive market events such as the global pandemic have just experienced.

Cisco is able to deliver collaboration solutions for every type of business requirement through a first-class, global network of channel partners, operating in more than 80 countries. We offer a complete portfolio of calling, meetings, messaging, and contact center solutions. All are seamlessly integrated with our suite of intelligent Webex video and audio devices for a truly complete collaboration experience.

Overview of Cisco Webex Calling: the complete experience

Webex® Calling is a proven cloud calling solution that delivers enterprise-grade calling, enabling you to replace your PBX network with a globally trusted cloud calling solution. It easily extends to a complete collaboration experience that includes market-leading calling, meetings, teams, contact center, and integrated devices for all situations. Important qualities include:

Integrated collaboration

- One application for calling, messaging, and meetings
- Consistent and intuitive experience
- Collaboration-enabled workflows

Intelligent devices

- Proximity awareness between the Webex application and Webex devices
- Seamless call hand-off between devices
- Designed for every workspace and every workflow

Enterprise performance

- Complete enterprise feature set
- Trusted quality and reliability with geo-redundant data centers around the globe
- Legendary end-to-end Cisco security
- Globally available
- Protection of existing investment in any on-premises Cisco® Unified Communications Manager (UCM) licenses, including devices, through the Cisco Collaboration Flex Plan

Exceptional control

- Complete, integrated service management
- One centralized and comprehensive administrative portal
- Advanced analytics and reporting
- Tools and commercial licenses to enable smooth migrations from on-premises calling solutions, including UCM or hybrid deployments

For more information on migration options, visit the [Collaboration Transitions](#) website.

How to buy Webex Calling

Cisco offers several different commercial models designed to make it easy and affordable to sell Webex® Calling to your customers. For more information about these commercial models, speak to your account representative or visit SalesConnect for more information on [Webex Work](#) or the [Cisco Collaboration Flex 3.0 Plan](#).

License options

Webex Calling offers two different station types:

- The **Professional License** is built for individual user's calling needs. Includes all Calling capability via clients and devices.
- The **Enhanced License** is built for shared use and common area locations, phones, and ATA's. Limited to a single device. Not intended for an individual user's calling needs

For more information on specific features included in each station and how to configure, visit [Calling Help](#).

Global market availability and PSTN connectivity

Cisco Webex Calling is a globally available offer. Ability to sell is determined by whether or not the country is designated as a Sell In or Branch Office location. Additional detail about Sell In and Branch Office locations and availability can be found in the [Global Availability and PSTN Overview](#) document on SalesConnect (**requires Partner login**).

Cisco Calling Plans enable partners to sell Cisco provided PSTN options to their customers, simplifying the overall purchasing experience of a complete collaboration solution. Cisco Calling Plans provide telephone numbers and calling minute plans that fit the majority of our Webex Calling customers' needs.

Additional resources for Cisco Calling Plans:

- [FAQ](#) (requires partner login)
- [Ordering guide](#)
- [Overview](#)

Bundled PSTN is delivered from a list of over 30 Webex Calling service providers worldwide and provides customers a single source to purchase Webex Calling with PSTN. Further, unified billing with efficient support make this a great option. To find a PSTN provider, visit the [Partner Locator](#) tool.

The **Cloud Connected PSTN (CCP)** program enables customers to quickly and effortlessly buy PSTN services from list of authorized, pre-integrated CCP Providers. With CCP, Cisco interconnects with select PSTN providers, enabling Webex Calling customers to have economical and reliable PSTN directly from the cloud. For more information on this option, including a list of providers, visit the [Global Availability and PSTN options](#) Cisco Community page.

Utilizing an existing PSTN service provider is also an option for Webex Calling customers. Facilitated by use of a Local Gateway, this option gives the customer the ability to buy Webex Calling with PSTN service provided by virtually any carrier in the world. This also allows a customer that has an existing PSTN contract to migrate to Webex Calling without having to buy out previous PSTN commitments. For more information on Local Gateway visit the following articles: [Local Gateway Ordering Guide](#) and [Prepare Your Environment for Webex Calling](#) on Help Center.

Security, privacy, and protection

Cisco Webex has security and privacy natively built into our approach to product design and delivery. Cisco has invested heavily to build a culture of security with the right checks and balances in place. All Webex services, including Cisco Webex Calling, have secure default settings out of the box, thereby enabling users to start collaborating freely without having to worry about configurations. Read more about our security practices in the [Webex Calling Security white paper](#).

Service Assurance and analytics

Service Assurance refers to the suite of tools that help Cisco, partners, and customers successfully deploy and manage their Webex Calling deployments throughout the customer journey, from onboarding, monitoring, and troubleshooting. For more information on what's currently available and what's planned, visit the [Webex Calling Service Assurance](#) Community page.

Devices and applications

Telephony and video devices

Cisco multi-platform phones (MPP), video endpoints, and ATAs that have been certified with Cisco Webex Calling may be sold and are supported for the Cisco Webex Calling service. Customer issues attributed to the use of non-Cisco devices used on the Cisco Webex Calling service will not be handled by the Cisco Technical Assistance Center (TAC). All signaling and media on the MPP endpoints and Calling clients will be encrypted by default.

For a complete list of devices supported by Webex Calling, visit [Webex Help Center: Supported Devices for Webex Calling](#).

Applications

Webex brings together all your people and communication tools in one secure and easy-to-use app. You can create, share, and get work done with your team, regardless of where you are located. For more information on the power of Webex, visit [Get Started with the Cisco Webex app](#) at the Webex Help Center.

Webex Calling applications and integrations

The Cisco Webex Collaboration platform is an open platform that enables partners to create customizations that attach to their existing solutions and to create additional services beyond the core services provided by Cisco. Based on the open API exposed, Cisco Webex has a growing catalog of more than 150 integrations, bots, and apps that connect third-party tools with Webex, Webex Meetings, and Webex Calling. They are stored in the [Webex App Hub](#). The apps contained in the Webex App Hub include feature integrations across a broad range of business-relevant categories (i.e., Salesforce, Jira, Trello, etc.) and support for third-party developer app submissions. For more information visit [Webex Integrations](#) or the [Cisco Webex for Developers site](#).

Support

Cisco offers a variety of support options for partners—from live support, via phone or chat, to searchable online knowledge bases.

Cisco Technical Assistance Center (TAC)

Cisco offers technical support services covering the areas of problem resolution, customer success and adoption, and designated support management in three service tiers: Basic, Enhanced, and Premium. Basic Support is included with any Cisco Collaboration Flex Plan subscription at no additional cost for the duration of your subscription. Basic Support entitles you to unlimited 24-hour access to technical support in English for break and fix issues over the phone, web, or email within one business day for lower-severity cases, and within a 60-minute initial response time for severity 1 and 2 cases. Your Basic Support includes access to the knowledge base, as well as all software updates and upgrades during the term of your subscription. Enhanced and Premium Support are also available at an additional cost. For more information on TAC support, visit the [Support Services for Collaboration on SalesConnect](#) (requires partner login).

Partner HelpDesk

[Partner HelpDesk](#) is staffed by experts who are dedicated to our partners' success, providing hands-on consultation and support across a variety of areas including, but not limited to:

- Product features and functionality
- Order workflow
- Calling configuration support
- Device how-to instructions
- Migration options

Partners can access the Webex Calling [Partner Help Desk](#) through a variety of methods: by calling, click to chat (must be logged into Calling Help PHD site) and email.

Online self-help resources

Our online knowledge bases provide fast and easy access to general product information, user guides, how-to videos, and frequently asked questions for common issues, and product availability and maintenance release materials. These sites provide tailored content based on user persona.

- [Calling Help PHD](#): is a team with online resources for Webex Calling Partners. Direct integration with Partner Help Desk chat is also available for real time 1:1 assistance
- [Webex Help Center](#): is the Cisco Collaboration content hub for partners, admins, and end users with general how to articles and configuration guides across the Cisco Collaboration product suite
- [Webex Calling Platform Availability](#) status page: monitor platform availability and subscribe to receive notice of maintenance activity platform upgrades and general platform notifications

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 Table 1.

Table 1. Environmental sustainability

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. For more information, visit the [Cisco Capital](#)[®] website.

Find a Cisco Cloud Collaboration Partner

You can find a Cisco Cloud Collaboration Partner (CCP) by using the [Collaboration Cloud Partner Locator](#) tool. Click on “Find a Partner.” Once inside the “Collaboration Cloud Partner Locator,” find “Cisco Offer Type” and select “Cisco Webex Calling.” Select your country in the “Countries that offer is available?” field. Click search and once the results display, scroll down to find the partners available.

Want to learn more about Cisco Webex Calling?

Cisco is committed to developing and delivering enhancements to the Webex Calling solution. The [Webex Calling Roadmap \(requires partner login\)](#) is published quarterly. It is a forward-looking vision of what is in development for Webex Calling.

Communication is also key for keeping up to date. To be notified as new features are released (‘What’s New’ tab) or are planned for the next quarter (‘Coming Soon’ tab) subscribe to the [‘What’s New in Webex Calling’](#) article in the Webex Help Center.

Looking for more information on Webex Calling? Visit the Cisco [Webex Calling website](#) for additional content—from corporate blogs covering a variety of topics, marketing assets, analyst reports, as well as links to many other valuable Cisco resources.

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

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at <https://www.cisco.com/go/offices>.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: <https://www.cisco.com/go/trademarks>. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)