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# Cisco Webex Cloud- Connected UC

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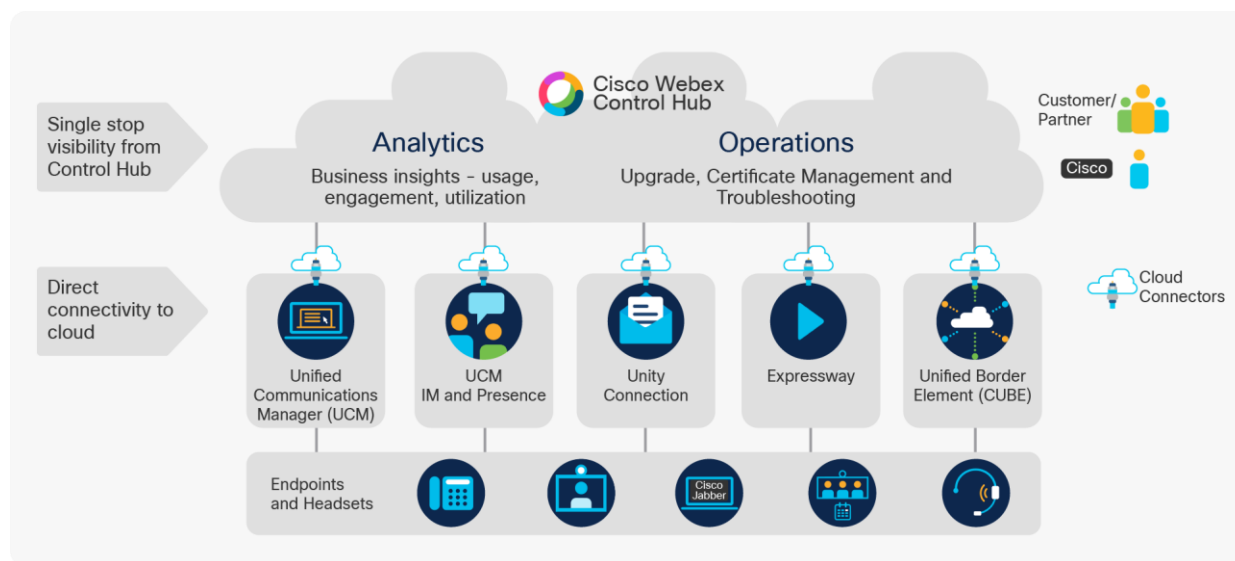
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Cisco Webex Cloud-Connected UC is a suite of cloud services that help optimize Cisco Unified Communications Manager (UCM) service performance by providing business metrics and operational workflows through the Webex cloud, such as certificate management and troubleshooting for all clusters, for both UCM and UCM Cloud.

## Product overview

Cisco Webex® Cloud-Connected UC is a set of services in the Cisco® Webex cloud that provides enhanced business and operational insights with the aim of improving administrative workflow productivity. It allows customers to leverage the benefits of the Webex cloud, while keeping your critical calling workload on your premises. Customers log in to Webex Control Hub to get a single global view where you can manage the entire on-premises UCM network from a single operations control panel that supports your Cisco cloud or hybrid services.

Cloud-Connected UC achieves this with plugins that are installed on the individual UCM applications that send telemetry data to the Webex cloud. Plugins register with the Webex cloud during onboarding and are authenticated to the cloud using the Webex Common Identity framework. After initial onboarding and installation, subsequent updates to these plugins are automatically managed through the cloud.



**Figure 1.**  
Cisco Webex Cloud-Connected UC solution overview

The Webex Cloud-Connected UC services suite provides a cost-effective, cloud-managed admin experience, with multi-cluster visibility. It provides business metrics essential for capacity planning and optimizing resources. It helps system administrators maintain and communicate service-related KPIs. It provides automated workflows for end-to-end troubleshooting and change management tasks, such as upgrades and certificate management.

## Features and benefits

**Table 1.** Webex Cloud-Connected UC analytics reports

Feature	Benefit
<b>Analytics - technology adoption</b>	Endpoint KPIs, headset KPIs, endpoint deployment distribution, headset deployment distribution
<b>Analytics - service experience</b>	Call quality, call status
<b>Analytics - asset usage</b>	Call count, call duration, endpoint utilization, headset utilization
<b>Analytics - performance and capacity</b>	CPU utilization, memory utilization, disk utilization, cluster and node availability, Cisco Unified Border Element (CUBE) Session Initiation Protocol (SIP) trunk utilization, Cisco Expressway™ traversal / non-traversal peak capacity
<b>Custom reports</b>	Ability to download reports for a window of time
<b>Custom dashboard</b>	Ability to create analytics charts based on custom filters
<b>Smart actionable insights</b>	Insights based on underlying statistical data patterns

## Multi-cluster visibility with actionable insights

Webex Cloud-Connected UC provides visibility across all the customer deployment, including multiple clusters, and provides actionable insights, based on patterns we see in the underlying data. Consolidating all customer data into a set of visual analytics charts can improve admin productivity and enable the IT team to clearly observe usage data and detect recurring patterns that may require attention, all from an interactive dashboard.

## Licensing

Cloud-Connected UC is offered to Cisco Collaboration Flex Plan customers. It is free for Enterprise Agreement (FLEX EA) and Named User (FLEX NU) customers.

## System requirements

**Table 2.** System requirements

<b>Software</b>	UCM versions: Unified CM 11.5(x), 12.0(x), 12.5(x)
<b>Memory</b>	The UC Analytics service runs with nice level 19 and average io-nice with CPU affinity restricted to one CPU core. This helps to restrict the UC Analytics service to low CPU usage. The service uses approximately 488 MB of virtual memory
<b>Disk</b>	The UC Analytics service, when installed, takes around 760 KB of disc space for Voice Operating System (VOS) based products. The logging takes approximately 10 MB for log files and 10 MB for audit log files. Log and audit files are rotated every 1 MB
<b>Bandwidth requirements</b>	For a larger cluster, ensure that you have at least 2 Mbps of bandwidth. Lab calculation for a system with 4000 CDR per minute, 8000 CMR per minute, with 80,000 phones, two trunks, and no headset. The bandwidth required is 1.19 Mbps. The total data sent, per day, from an on-premises deployment, per customer, is approximately 120 MB

## Ordering Information

Ordering instructions are provided in the Cisco Collaboration Flex Plan Ordering Guide, here:

<https://www.cisco.com/c/en/us/products/collateral/customer-collaboration/guide-c07-740917.html>

## 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	<a href="#">Materials</a>
Information on electronic waste laws and regulations, including products, batteries, and packaging	<a href="#">WEEE compliance</a>

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