Identify Webex Calling Professional License Management and Usage

Contents

Issue

An organization running low on Cisco Webex Calling Professional licenses needed to identify which licenses were not in use so they could be retrieved and reused for provisioning additional Webex Calling users. The organization required a method to distinguish between active and inactive license assignments to optimize their license allocation and continue user provisioning without purchasing additional licenses.

Environment

- Cisco Webex Calling service
- Webex Calling Professional licenses
- Webex Control Hub administration interface
- User CSV export functionality
- Workspaces Professional licenses (may also consume Webex Calling Professional licenses)

Resolution

The recommended approach to identify license usage and reclaim unused Cisco Webex Calling Professional licenses involves downloading and analyzing the user CSV report from Webex Control Hub. This method provides comprehensive visibility into current license assignments and usage patterns.

Step 1: Download User CSV Report

Access the Webex Control Hub and download the **user CSV report** to obtain detailed information about license assignments across all users and workspaces in the organization.

Step 2: Analyze License Usage Data

Review the **downloaded CSV file** to identify which users and workspaces are currently consuming Webex Calling Professional licenses. The report shows active license assignments and usage status for each entity.

Step 3: Identify Unused Licenses

Examine the data to locate users or workspaces that have been assigned Webex Calling Professional licenses but are not actively using the service. These represent opportunities for license reclamation.

Important Considerations

When analyzing license usage, be aware that Workspaces Professional can also consume Webex Calling Professional licenses. This dual usage can be factored into the analysis to ensure accurate identification of truly unused licenses.



Note: Licenses not in use are not accounted for in standard usage reports, making the user CSV download the most reliable method for comprehensive license visibility.

Cause

License inefficiency typically occurs when organizations assign Webex Calling Professional licenses to users or workspaces that subsequently become inactive or no longer require the service, but the licenses remain allocated. Without regular auditing of license assignments, these unused allocations can accumulate and create artificial scarcity.

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