Cloud Connected Audio (CCA) Portal for Service Provider Partners

Using CCA Portal 3.0, Service Provider (SP) Partners can manage telephony domains and callback groups, view, manage and trend ports usage, and create users and associate them with groups.

The changes made on CCA Portal are submitted to Cisco Audio and Video Operations Team (AVOPS) for approval and execution.

The following is a description of some of the terms used in the guide:

- WebEx Site or URL : A WebEx site name is a unique site URL that has its own database index. It is, typically, the name of a company where employees host meetings which attendees join. This specific site URL can have a unique configuration such as version, permissions, list of hosts, page branding, and telephony configuration.

- WebEx Cluster: Each WebEx site URL is linked to a specific cluster. A cluster is a group of servers in a pool that share a primary and a secondary location of service across different data centers.

- WebEx Audio Bridge: Unique to its own configuration, a WebEx audio bridge can host a certain number of calls at one time and is assigned to a specific telephony configuration called a Telephony Domain. That specific telephony domain is assigned to a WebEx site. Bridges can have unique configurations including multiple tenants and call-in and callback parameters.

- Telephony Domain (TD): Telephony domains define specific details for a unique partner or customer configuration and can be shared amongst sites on the same WebEx cluster. Within the telephony domain, a phone number group set, WebEx Cluster, and Audio bridge are assigned. These configurations are static. There may be multiple telephony domains for a partner or customer if they have unique WebEx sites on different bridges.

- Callback Group: A callback group defines which countries or regions can receive a callback from the system during a meeting.

Contact your Partner Success Manager for CCA Portal account access, and sign in here:

http://ccaportal.webex.com/