



Cisco Webex Calling

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Get enterprise-grade cloud calling and team collaboration offered through a flexible subscription model. This solution provides your business with a smooth migration from on-premises deployments to the cloud at a pace that meets your business strategy.

Overview of Cisco Webex Calling

For businesses that have been waiting for a trusted brand to deliver a globally available, multi-tenant cloud-based alternative to their on-premises PBX, the wait is over. Cisco Webex® Calling delivers all the features of a traditional PBX through a monthly subscription service. Important qualities include:

- An advanced set of enterprise-grade PBX features
- A rich user experience that includes both the Cisco® Webex Calling app, for mobile and desktop users, integrated with the Cisco Webex Teams™ collaboration app
- Support for an integrated user experience with Cisco Webex Meetings and Webex devices, including Cisco IP Phones 6800, 7800, and 8800 Series desk phones and analog ATAs
- Delivery from a set of regionally distributed, geo-redundant data centers around the globe
- Service that is available across a growing list of countries in every region
- Protection of existing investment in any on-premises Cisco Unified Communications Manager (UCM) licenses, through the Cisco Collaboration Flex Plan
- A smooth migration to the cloud at your pace, through support of cloud and mixed cloud and on-premises deployments

Cisco Cloud Calling Features and Benefits

The addition of Webex Calling to the Cisco Collaboration Flex Plan gives every business with 100+ employees an intelligent and practical path for taking their business from on-premises to cloud communications and collaboration at their own pace, with an award-winning user experience at every step.

Flex Plan offers several important benefits for business:

- Access to a full-stack, enterprise-grade cloud collaboration bundle that includes everything a business needs - cloud calling, meetings, teams, customer care, and a broad portfolio of integrated devices
- Secure and reliable cloud service and implementation, supported by certified Cisco enterprise channel partners
- Flexibility to support a mix of on-premises and cloud system deployments, with financial protection for future migration of any included Cisco on-premises licenses
- Built to support multisite and global multi-national networking requirements
- Intelligent user experience that integrates customer collaboration applications and devices with other cloud applications you depend on, so you can streamline workflows and support a more intuitive way to work

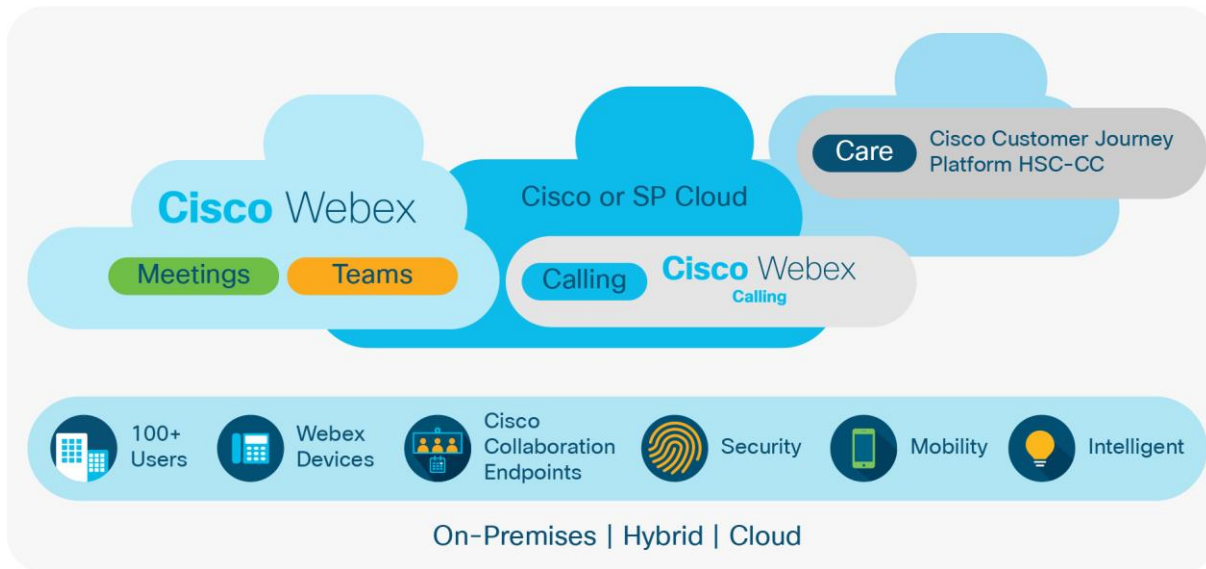


Figure 1.
Webex Collaboration Cloud Suite

Financial, Operational, and Bundling Advantages

The Flex Plan provides many important strategic business benefits on operational and financial fronts. With Flex Plan you can:

- Simplify buying and expansion
- Transform workforce productivity and responsiveness using an integrated suite of cloud communication and collaboration solutions and devices
- Reduce technology and operational cost and complexity, and gain a more agile, intuitive way to work
- Gain access to online Service Assurance utilities for monitoring and testing media quality and bandwidth performance, by site and by port
- Promote business continuity and security by subscribing to the latest services from the most innovative and trusted brands in cloud collaboration, networking, and security
- Migrate at your own pace and protect existing investments
- Improve global and multisite customer care, as well as remote and mobile workforce connectivity

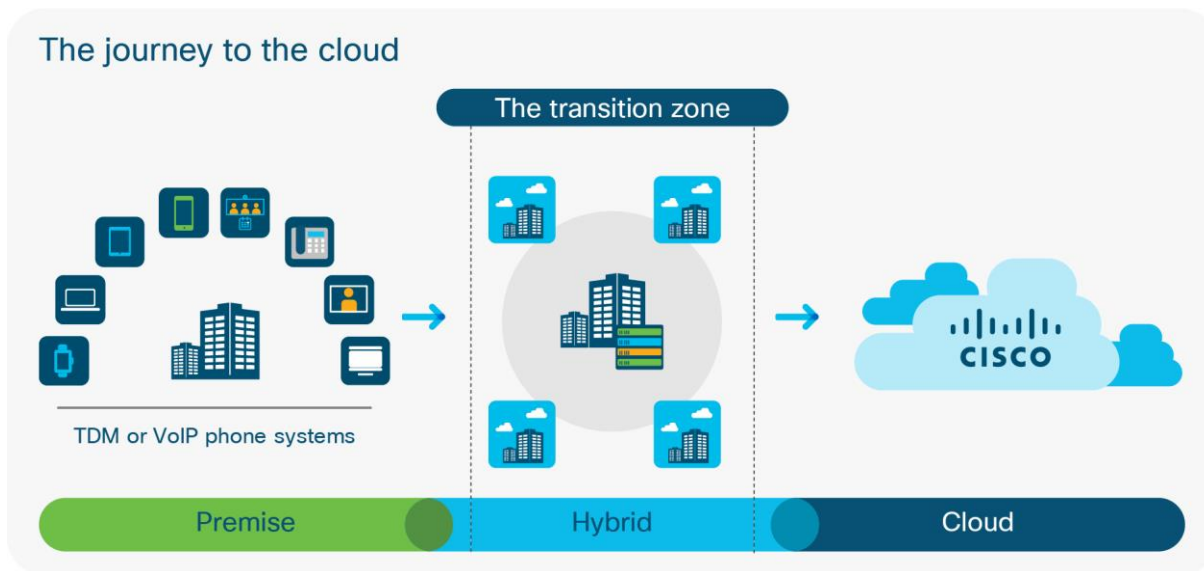


Figure 2.
Navigating the transition from on-premises to cloud communications

Simplify Customer Cloud Migration using the Collaboration Flex Plan

Cisco Webex Calling is offered as a bundled solution package under the Cisco Collaboration Flex Plan. Subscribing to the Flex Plan gives you the freedom and confidence of moving to the cloud at a pace that meets your business objectives, using OpEx budgets, while retaining capital for more strategic initiatives.

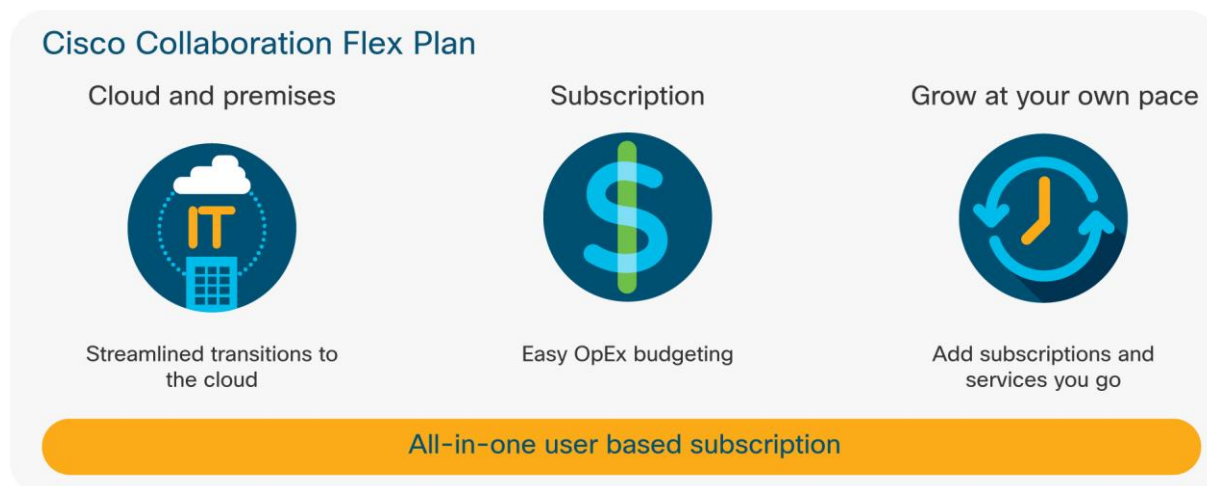


Figure 3.
Strategic Business Benefits of the Flex Plan

For added flexibility, Webex Calling offers two different station types:

- The **Enterprise station** is a full-featured calling and collaboration seat that includes all PBX telephony features and Webex Team collaboration features, and the option to add Webex Meetings conferencing services. The Enterprise station is suggested for use by knowledge workers within an organization.
- The **Common Area station** offers basic dial tone, with limited telephony features, intended for use in common area locations, like a lobby, breakroom, cafeteria, etc.

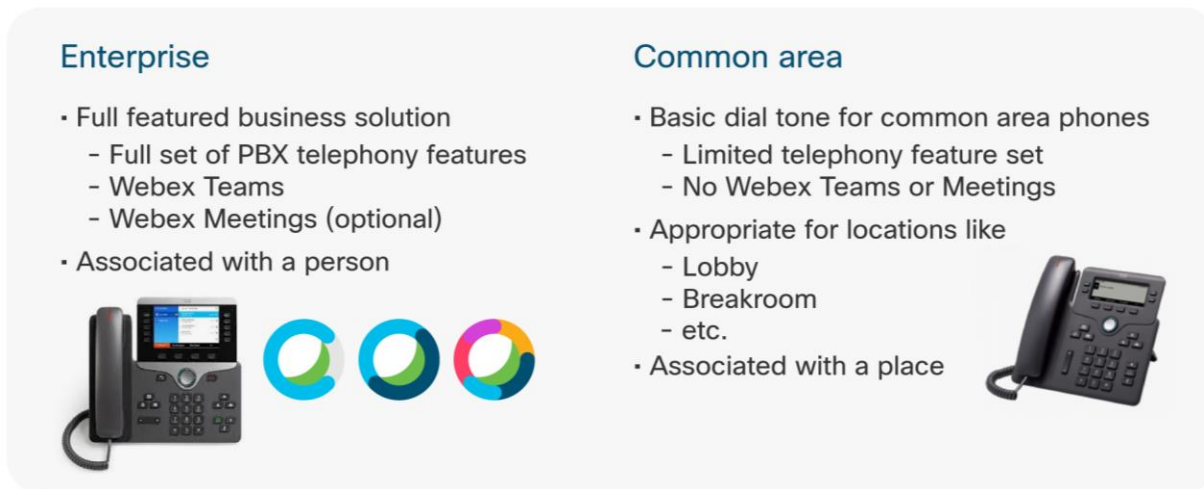


Figure 4.
Cisco Webex Calling Station Types

Webex Calling supports two Flex Plan customer subscription options: the Named User (NU) option and the Enterprise Agreement (EA). Choose the option most appropriate for your business.

The EA requires a minimum of 250 Knowledge Worker users/seats per subscription. EA subscriptions allow the addition of up to 50 percent Common Area seats, free of subscription fees, based on the Knowledge Worker count in your subscription (e.g. 1000 Knowledge Worker EA gives you up to 500 Common Area seats). EA also allows for 20 percent Knowledge Worker growth over the term of the contract.

The NU subscriptions have a minimum of 100 users/seats per subscription. Under the NU subscription, Common Area devices are available as an add-on option and any new users must be added to the subscription.



Figure 5.
Subscription Options for Webex Calling in the Flex Plan

PSTN Connectivity

Webex Calling enables your customer to connect their existing PSTN service to the Webex cloud using Cisco gateways. The following Cisco Unified Border Element (CUBE) devices are supported with Webex Calling to connect your customer's PSTN service:

- Cisco 4321, 4331, 4351, 4431, and 4451 Integrated Services Routers (ISR) using Cisco IOS® XE Software release 16.9(3)
- Cisco Cloud Services Router 1000 Series (CSR 1000V) with virtual CUBE and Cisco IOS XE Software release 16.9(3)
- Cisco 1100 ISR with Cisco IOS XE Software release 16.11

Note: CUBE calling licenses are included in the Cisco Webex Calling Flex Plan license. CUBE selection requirements are driven by encryption and decryption needs. (Signaling and media to Cisco BroadCloud is always secure.)

Webex Calling with less than 200 users should typically use the 4321 ISR with CUBE software. The 4321 ISR will support up to 40 sessions, hence 200 users using a 5:1 ratio. For sites with more than 200 users, we recommend a 4331 ISR and required CUBE software. The 4331 ISR will handle up to 200 sessions. At a 5:1 ratio, that can provide support for up to 1000 users. This will vary by customer.

Cisco Collaboration Flex Plan Supported Phones and Webex Collaboration Endpoints

Table 1 outlines the devices and apps that are supported on the Cisco Webex Calling solution as part of the Collaboration Flex Plan.

Table 1. Webex Devices Supported on the Webex Calling Cloud Platform

Product family	Models supported
Cisco Webex Calling app	The cloud PBX calling softclient, offering full enterprise PBX features and control from desktop, laptop, and mobile devices
Cisco IP phones with multiplatform firmware	<div>Cisco IP Phone 6800 Series<ul style="list-style-type: none">IP Phone 6841IP Phone 6851Cisco IP Phone 7800 Series<ul style="list-style-type: none">IP Phone 7811IP Phone 7821IP Phone 7841IP Phone 7861IP Conference Phone 7832Cisco IP Phone 8800 Series<ul style="list-style-type: none">IP Phone 8811IP Phone 8841IP Phone 8845IP Phone 8851IP Phone 8861IP Phone 8865IP Phone 8800 Key Expansion ModuleIP Phone 8851/8861 KEMUnified IP Conference Phone 8832Cisco 6825 DECT phone</div>
Additional Cisco Devices	<ul style="list-style-type: none">Analog Terminal Adapter (ATA) 191/192
Cisco Webex devices	<ul style="list-style-type: none">Cisco Webex Room 55Cisco Webex Room 70SCisco Webex Room 70DCisco Webex DX80Cisco Webex Room KitCisco Webex Room Kit PlusCisco SX10Cisco SX80Cisco MX700

Note: The devices in Table 1, which are used primarily for video or digital whiteboarding, are registered devices of Webex Teams. These devices will not support PSTN calling at initial launch. (The current plan is to add PSTN calling functionality for all supported devices later.)

Country Availability

General availability for sales of Cisco Webex Calling will begin in the U.S. on March 31, 2019. We will be finalizing country sales availability beginning in Australia, Canada, France, Germany, Italy, New Zealand, Portugal, Spain, and the U.K. in the weeks following the U.S. launch.

Additionally, with the March 31, 2019 general availability we will support the following satellite countries (for customer branch office locations): Australia, Austria, Belgium, Brazil, Canada, Czech Republic, Denmark, Finland, France, Germany, Hungary, Ireland, Italy, Luxemburg, Malta, Mexico, Netherlands, New Zealand, Norway, Portugal, Romania, Slovakia, Spain, Sweden, Switzerland, and the U.K., with more to follow throughout FY2019 and later.

Appendix

Subscriber Station Features Capability

Cisco Webex Calling is based on Cisco BroadCloud®. It is sold as part of the Cisco Collaboration Flex Plan subscriptions for Standard and Common Area station types, as outlined in Table 2.

Table 2. Standard and Common Area Station Types

Feature	Standard station	Common Area station
Cisco Webex Calling App (Desktop and Mobile)	Y	
Alternate Numbers with Distinctive Ring	Y	
Analog Hotline	Y	Y
Anonymous Call Rejection	Y	
Barge-In Exempt	Y	
Business Continuity (CFNR)	Y	
Busy Lamp Monitoring	Y	
Call Forwarding Always	Y	
Call Forwarding Busy	Y	
Call Forwarding No Answer	Y	
Call Forwarding Selective	Y	
Call History	Y	
Call Hold and Resume	Y	
Call Logs with Click to Dial	Y	
Call Notify	Y	
Call Queue Agent	Y	
Call Redial	Y	Y

Feature	Standard station	Common Area station
Call Return	Y	
Call Transfer (Attended and Blind)	Y	
Call Waiting for up to 4 Calls	Y	Y
Call Waiting ID	Y	Y
Directed Call Pickup	Y	
Directed Call Pickup with Barge In	Y	
Do Not Disturb	Y	
Enterprise Phone Directory	Y	
Executive / Executive Assistant	Y	
Extension Dialing, Variable Length	Y	Y
Feature Access Codes	Y	Y
Inbound Caller ID (Name)	Y	Y
Inbound Caller ID (Name & Number)	Y	Y
Inbound Fax to email	Y	
Multiple Line Appearance	Y	
N-Way Calling (6) ¹	Y	
Office Anywhere	Y	
Outbound Caller ID Blocking	Y	Y
Personal Phone Directory	Y	
Pre-alert Announcement	Y	
Priority Alert	Y	
Privacy	Y	
Push to Talk	Y	
Remote Office	Y	
Selective Call Acceptance	Y	
Selective Call Rejection	Y	
Sequential Ring	Y	

Feature	Standard station	Common Area station
Shared Call Appearance	Y (5)	
Simultaneous Ring	Y	
Speed Dial 100	Y	
T.38 Fax Support	Y	
Three-Way Calling ¹	Y	
Unified Messaging	Y	
User Web Portal	Y	
Video (Point to Point)	Y	Y
Visual Voicemail	Y	
Voice Mail	Y	

¹ Three-Way Calling supported directly by certain phones while N-Way Calling is supported via the Media Server

Calling App Feature Capability

The Cisco Webex Calling App bundle includes the functionality outlined in Table 3.

Table 3. Webex Calling App Bundle Features

Feature	Webex Calling (desktop)	Webex Calling (mobile)
Microsoft Windows Support	Y	
Apple OSX Support	Y	
Google Android Support		Y
Apple iOS Support		Y
Voice and Video Calling - VoIP	Y	Y
Native Mobile Network Calling ¹		Y
Call History	Y	Y
Call Settings Control ⁴	Y	Y
Click to Dial from Desktop Phone	Y	
Enterprise Phone Directory Integration	Y	Y
Headset support	Y	Y
In-Call Controls	Y	Y

Feature	Webex Calling (desktop)	Webex Calling (mobile)
Notifications	Y	Y
Outlook Add-In ²	Y	
Outlook Directory Integration	Y	
Twin to Office Phone	Y	Y
Configurable Web URL Button ³	Y	Y
Contact Management Tools ⁴	Y	Y
UC One Skype for Business Add-In ⁵	Y	

¹ Requires the device to have an active cellular service plan for native calling

² Outcalling only (contact presence not supported); supported only on Windows

³ Not enabled within the clients by default; requires a TAC ticket by the service provider to enable

⁴ Only Call Forward Always, Do Not Disturb, and Office Anywhere are supported on mobile. Presence Sharing and Contact synchronization between clients is not supported.

⁵ Supported on Windows version only; provisioned separately per site in Webex Control Hub

Site Features and Services

Each site/location will be provisioned with a standard package of group service, as defined in Table 4.

Table 4. Included Site/Location Features

Included site features		
Authentication	Group Call Park / Pickup	Music on Hold
Call Park / Retrieve	Intercept Group	Voice Portal
Calling Plan Management	Intercept User	
External Calling Line ID Delivery	Internal Calling Line ID Delivery	

Additional services listed in Table 5 may be provisioned as required.

Table 5. Services that can be Provisioned

Orderable site services (must be provisioned in Control Hub for activation)		
Auto Attendant	Group Paging	Receptionist Client
Call Queue	Hunt Group	Skype4Business (Lync) Integration

Technical Support Services

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. Under Basic Support

you are entitled 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 about Basic, Enhanced, and Premium Support, go to the services description for [Cisco Software Support Services](#).

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](#).

Find a Cisco Cloud Collaboration Partner

You can find a Cisco Cloud Collaboration Partner by using this online tool: <https://refreshcollab.cisco.com/collab-cloud-partners/>.

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.

Flex up on the Cloud Momentum

If your business needs a more intuitive way to work and a more predictable financial path to the cloud, talk to your Cisco representative about the Collaboration Flex Plan.

For additional information, visit cisco.com/go/collaborationflexplan.

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