

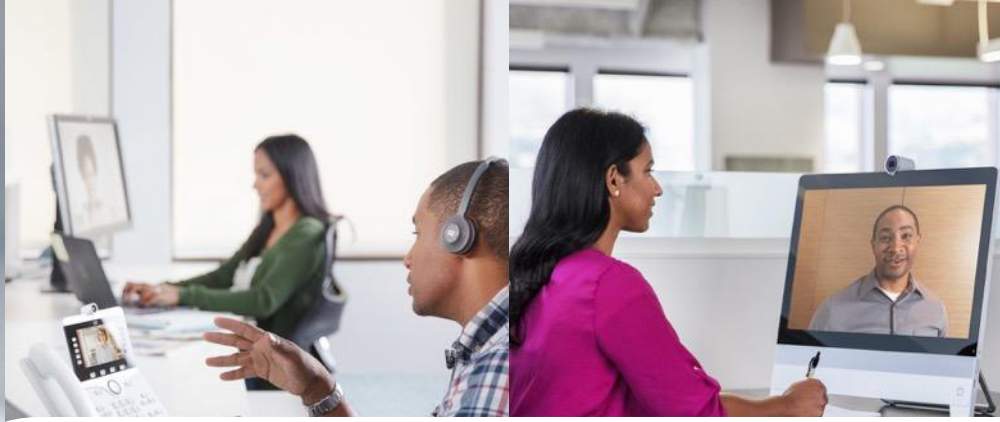


IPFone with Cisco Webex



Product overview

IPFone with Cisco Webex



IPHONE WITH CISCO WEBEX



What is the
unified app?

A single app to connect your team

Modern team collaboration happens all in one place, from anywhere with **Webex**



Call



Message

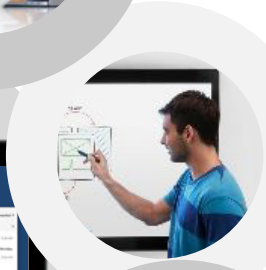
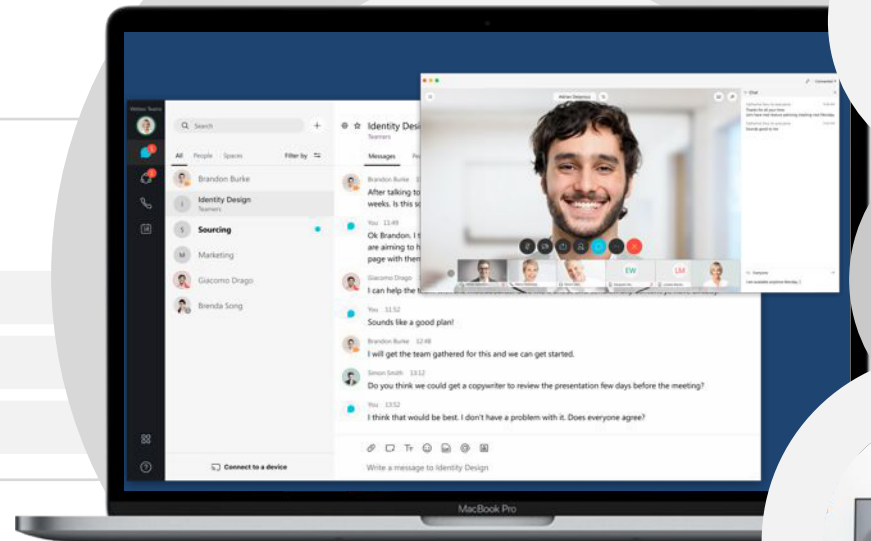


Meet

PC/Mac, tablet, and company or personal smartphones

Pair and share with Cisco Webex devices

Integrate with 3rd party applications



Webex Teams – The Unified Team Collaboration App

The image displays two overlapping screenshots of the Webex Teams application. The top screenshot shows a chat window for a channel named "Development agenda". The bottom screenshot shows a video call in progress with a participant named Giacomo Drago.

Annotations and Features:

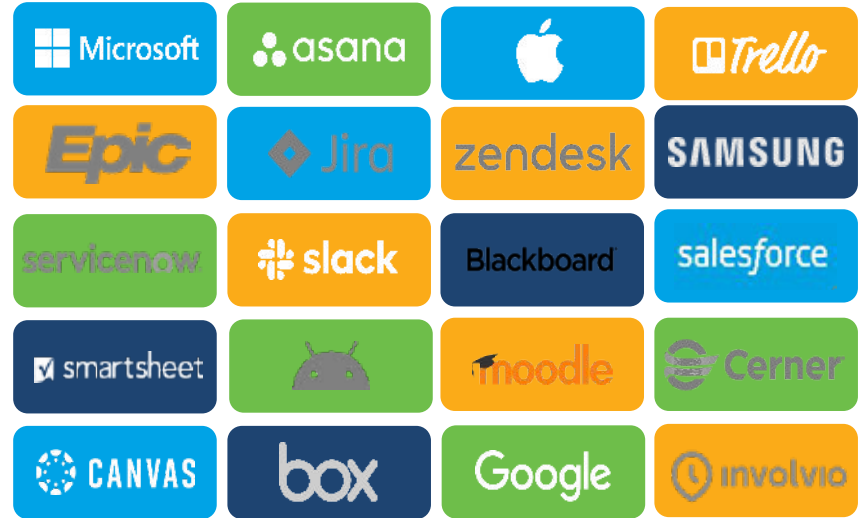
- Custom status:** Points to the "Working from home" status indicator in the top left of the chat window.
- Filters + Hide spaces:** Points to the "All", "People", "Spaces", and "Teams" tabs in the top left of the chat window.
- People and Spaces Tabs:** Points to the "People" and "Spaces" tabs in the top left of the chat window.
- Personal Contacts:** Points to the list of personal contacts in the left sidebar of the chat window.
- Softphone Mode:** Points to the softphone icon in the bottom left of the chat window.
- App Hub Integration:** Points to the "App Hub" icon in the bottom left of the chat window.
- In App Help Tours:** Points to the help icon in the bottom left of the chat window.
- Animated Reactions:** Points to the reaction icons (heart, thumbs up, etc.) in the chat window.
- Enterprise Content Management (MSFT, Box, Google Drive) + Buttons and Cards Integration for in-line actions:** Points to the "Reply to thread" button in the chat window.
- Threading, Edit messages:** Points to the "Reply to thread" button in the chat window.
- Video & Desk Devices Pairing:** Points to the "Connect to a Device" button in the top right of the chat window.
- Embedded Apps:** Points to the "Meet" button in the top right of the chat window.
- Video or Audio Calling with Enterprise Rich Calling Features:** Points to the video call window showing a participant and a "Control the call remotely" button.

Building bridges, not islands

Meeting our customers with APIs and SDKs, Bots, Buttons and Cards, Embedded apps, and native integrations to enable seamless workflows

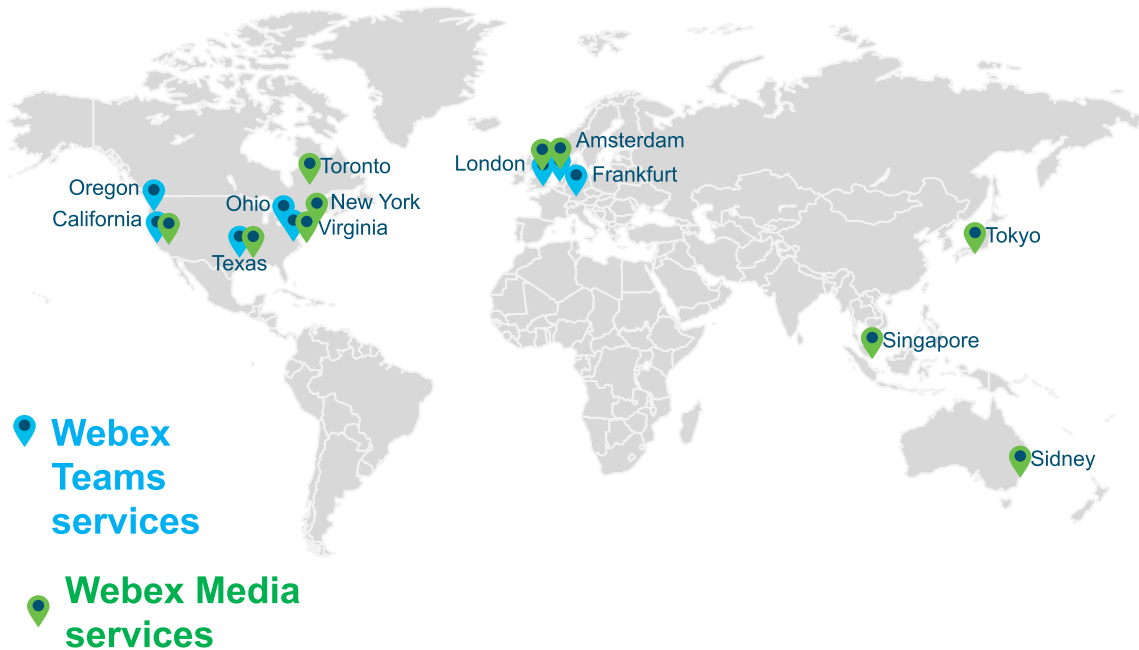
Our approach:

- ✓ Integration of 3rd party apps into Webex workflows
- ✓ Native integration into 3rd party app workflows
- ✓ The collaboration platform that powers vertical-specific applications



See application integrations at apphub.webex.com

Data Center Locations



Webex Teams Services

- Microservices and content storage for Messages, Files, Whiteboards etc.

Two geographical areas (GEOs) :

- **EMEA GEO:** Data Centers in London, Frankfurt, and Amsterdam
- **North America & Rest-of-World GEO:** Multiple Data Centers in USA

Webex Media Services

- Media Nodes for Webex Meetings and Webex Teams :
- Voice, Video and Content Sharing services
- Multiple data center locations worldwide

Webex Cloud Security

Secure Messaging & Meetings

“Privacy is a fundamental human right, and we need security and transparency to protect it.”



Chuck Robbins
Chairman and CEO, Cisco
February 7, 2019

Cisco's Security Principals:

Privacy

Committed to the privacy of your data

Security

Secure by design and by default

Transparency

Transparent about security

Cisco's Security & Trust Organization



Data
Protection
Program



Privacy by Default :
Cisco's Secure
Development Lifecycle



Independent
Compliance
Reviews

More information:

https://www.cisco.com/c/dam/en_us/about/doing_business/trust-center/docs/cisco-security-and-trust.pdf

https://www.cisco.com/c/dam/en_us/about/doing_business/trust-center/docs/data-protection-program-solution.pdf

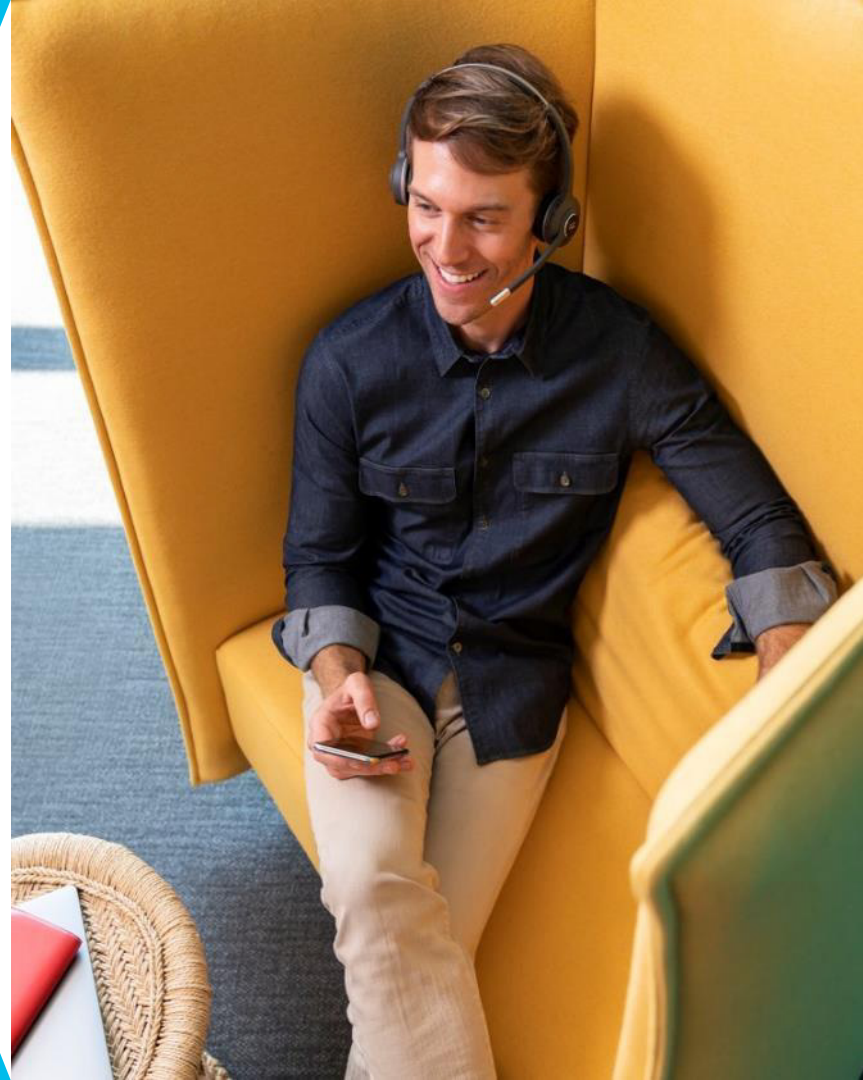
https://www.cisco.com/c/dam/en_us/about/doing_business/trust-center/docs/cisco-secure-development-lifecycle.pdf

<https://www.cisco.com/c/en/us/about/trust-center/webex.html>

The Webex Teams experience

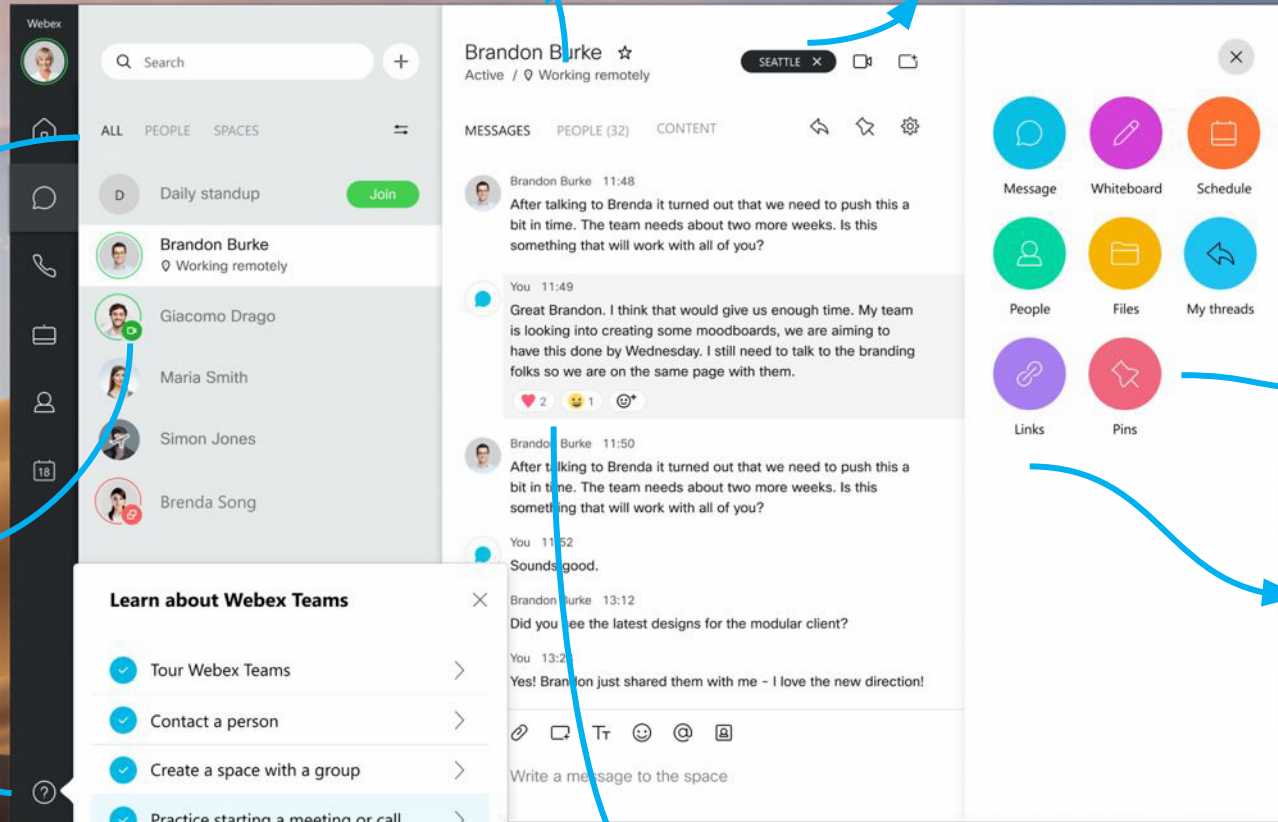
Team collaboration, meetings & calling

Team Collaboration



Custom status

Private space tagging



People & Spaces tabs

Presence updates

WalkMe Tours

- Learn about Webex Teams**
- Tour Webex Teams >
 - Contact a person >
 - Create a space with a group >
 - Practice starting a meeting or call >
- More questions? Check out our [Help Center](#).

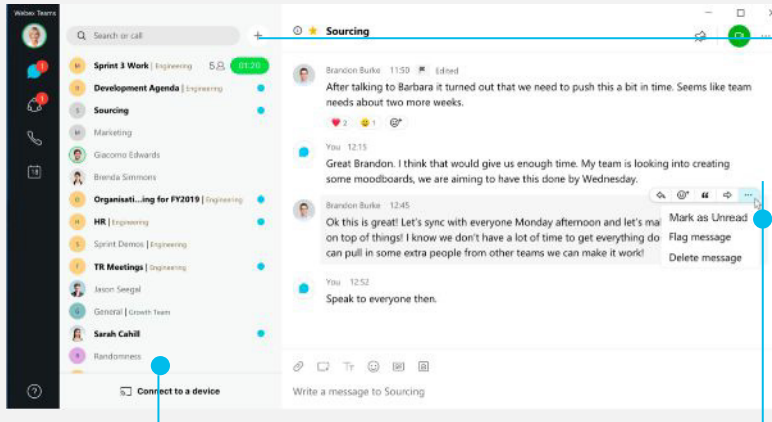
Reactions

Space pins

Link activity

Spaces: organize work to suit your team

Get more work done when content is easy to find and easy to share



Compact mode allows users see more spaces by compressing space list

Mark a message as unread marks a Space as unread in the space list and provide a navigation element back to this message - NOTE: does not revoke read receipts
GA: Q2 CY20



Reduce space sprawl by **checking for duplicate spaces** at space creation

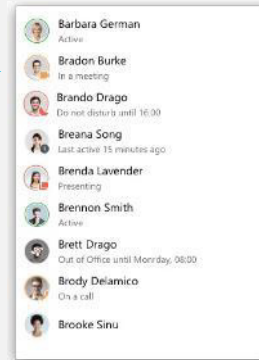
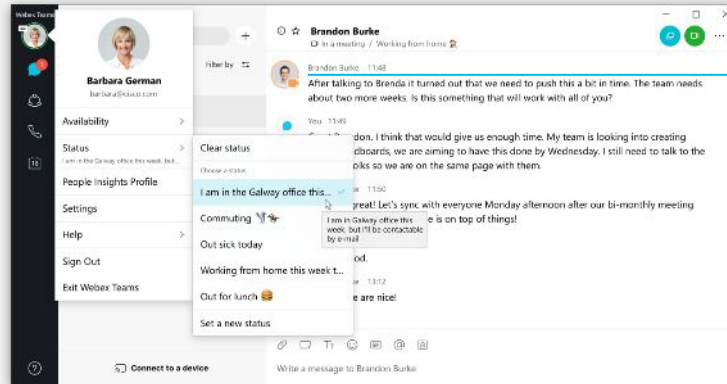


Presence: customize your status

Let colleagues know a little about who you are and what you're up to

Setting a **custom status** provides your colleagues with more information about your current status – working remotely, out to lunch, etc.

Demonstrate your personality with your custom status.

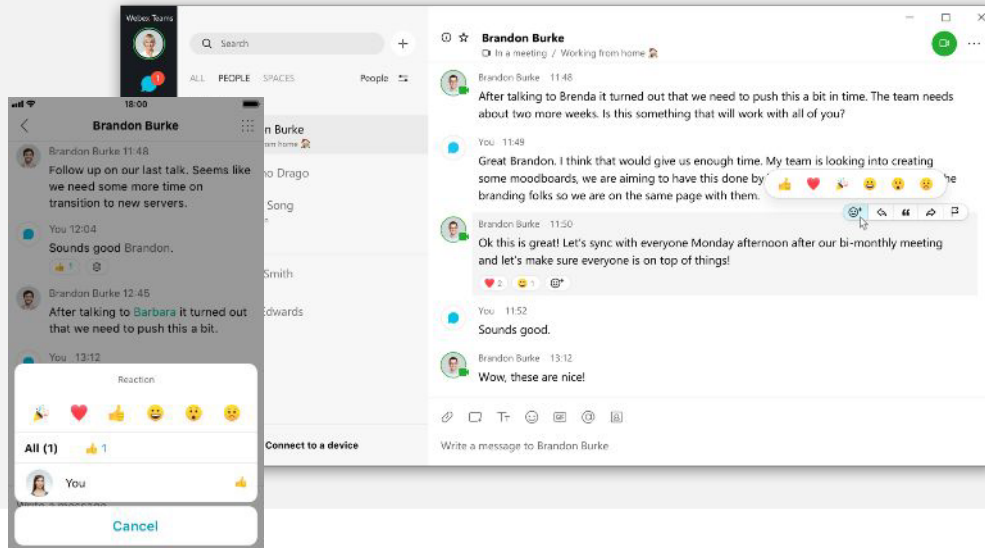


Presence visual updates will ease transitions into team collaboration for users who are familiar with tools like Jabber and Skype for Business



Reactions: express yourself with a click

A quick and simple way to give feedback and have a little fun

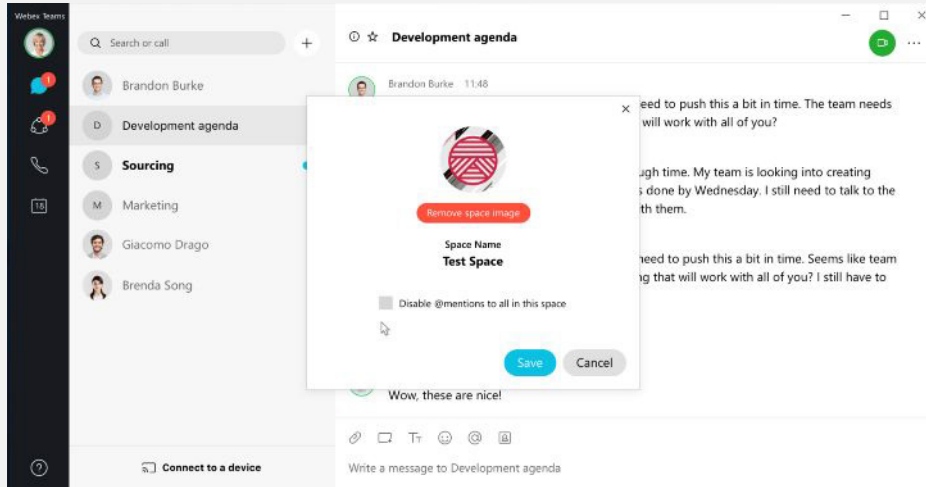


- Quick and simple responses to a message to provide feedback increasing overall message engagement
- Use reactions instead of shorter acknowledgement messages thus reducing “noise” in spaces
- Not only a useful feature, but also fun 🎉



Disable @All in moderated spaces

Zero in on what's important and remove unnecessary distractions



- Moderators can disable the @all mentions capability
- Helps users focus and not be distracted by superfluous @all mentions
- Highly requested feature enhancement

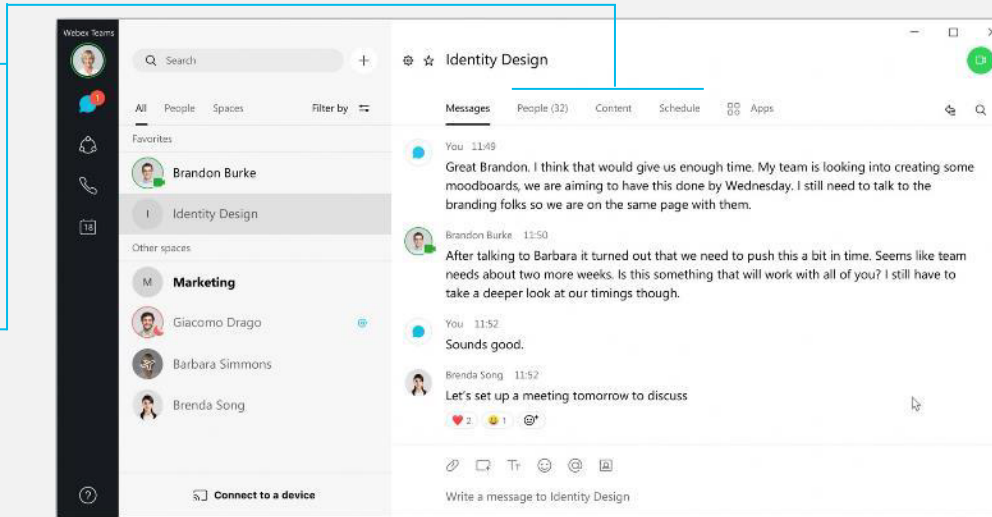


In-Space navigation and search

Sharing is intuitive with new navigation and content search

More intuitive experience for navigating to space participant list, content and schedule tab

Files, Whiteboards and Links can be accessed from the content tab

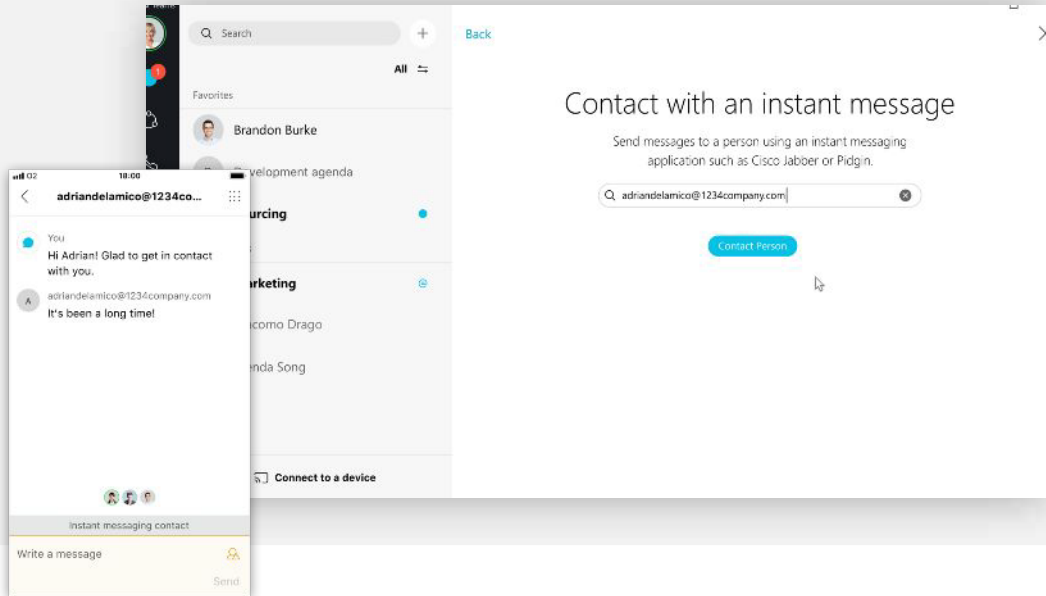


Search for content in the space



Native XMPP Messaging interop from Webex Teams app

Users can message with colleagues on other XMPP-based clients!



- Users can collaborate easily with partners using XMPP Messaging clients (e.g. Jabber, Pidgin)
- Customers who migrate to Teams can still maintain connections with existing contacts
- Leverage 3rd party solutions to extend XMPP messages to other platforms
- Supported for 1:1 plain-text messaging

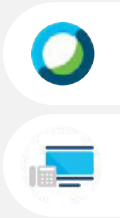


Share whiteboard content from your Webex Board

Improve brainstorming and idea capture with a digital whiteboard



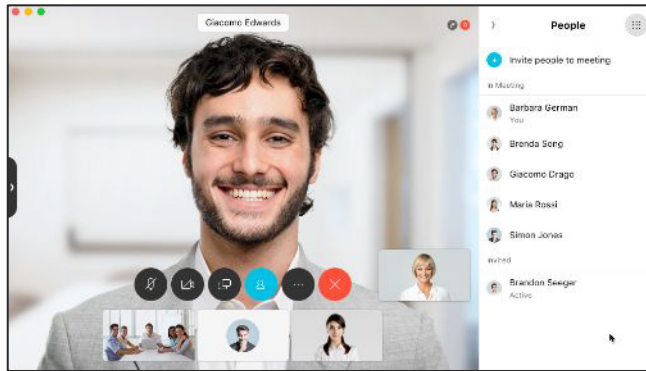
- On-prem registered Webex Boards can now share whiteboarding content in calls and meetings!
- Boards support 1-way sharing of whiteboarding
- Whiteboards can be viewed by anybody capable of receiving content
- After the session, whiteboards can be saved and sent via email



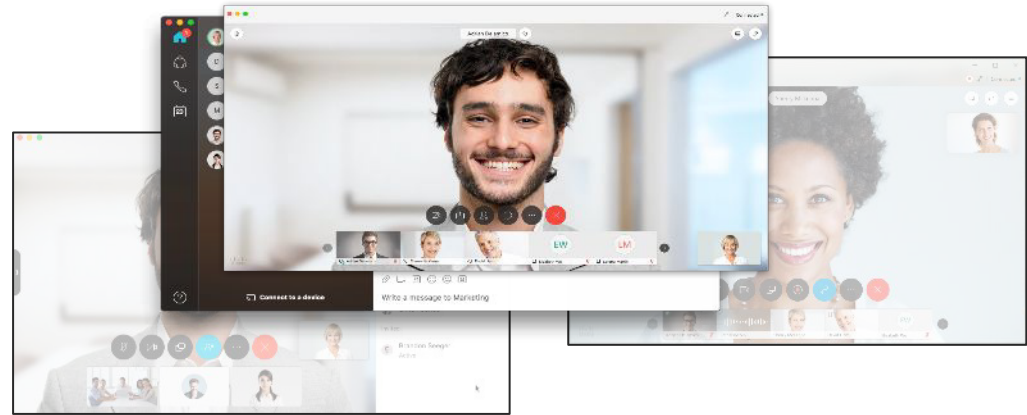
Meetings



Meetings in Webex Teams



Core meetings
experience in teams



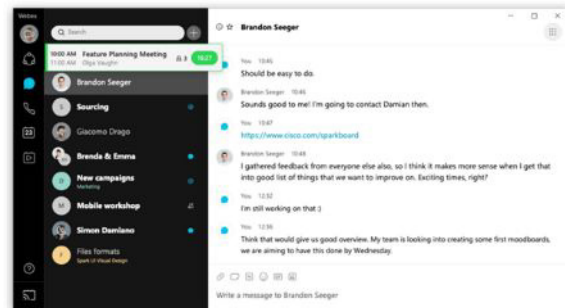
Unified Meetings experience
for all meetings



New Meetings Experience

Attend meetings with the ability to multi-task and stay productive

- Join and participate in Meetings in one window while you continue to collaborate in another
- Single-click access to meetings and connected devices from anywhere in the app
- Allows users to participate in Meetings while staying productive in Webex Teams



Concept Design



New Meetings Experience

Choose audio & video options easily to quickly join meetings

- Join meetings with your preferred audio & video options including:
 - Camera off
 - Muted
 - No audio
- View at a glance on desktop, how you are connected on speaker, mic & camera
- Easily join the meeting using phone for audio or pair with a video device

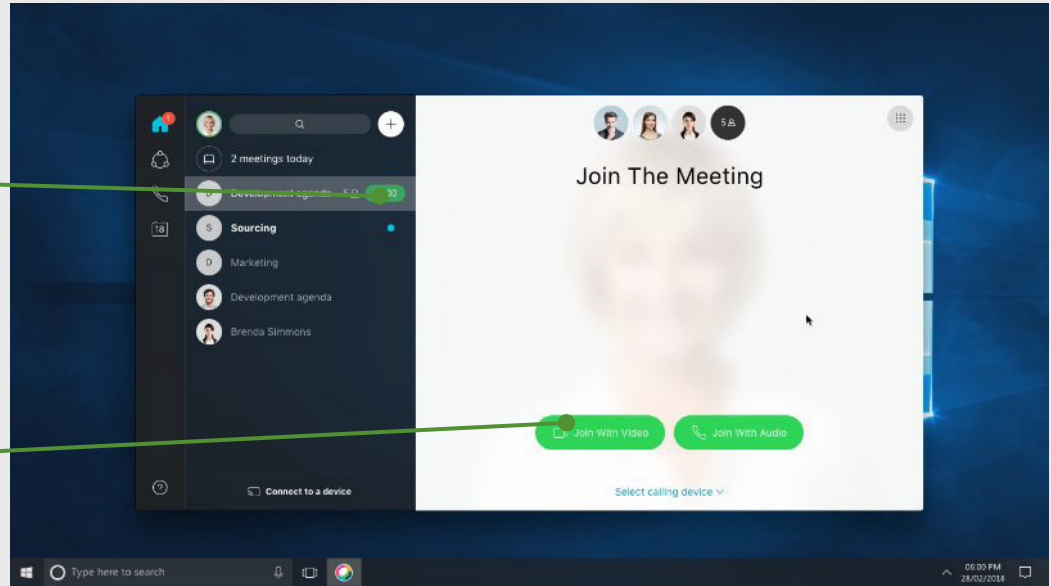


Cisco Webex Teams

Consistent experience

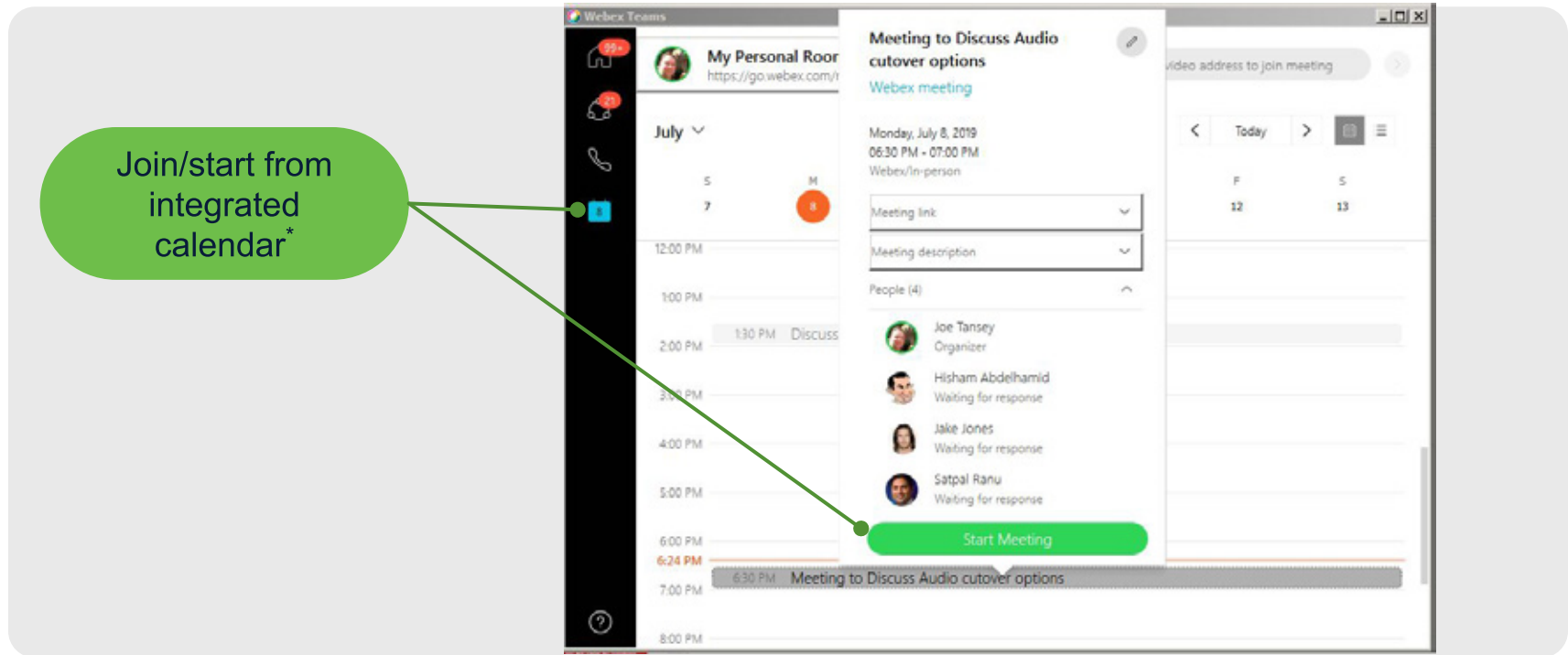
Hover over and see who's already joined

Click to join/start meeting



Cisco Webex Teams

Consistent experience

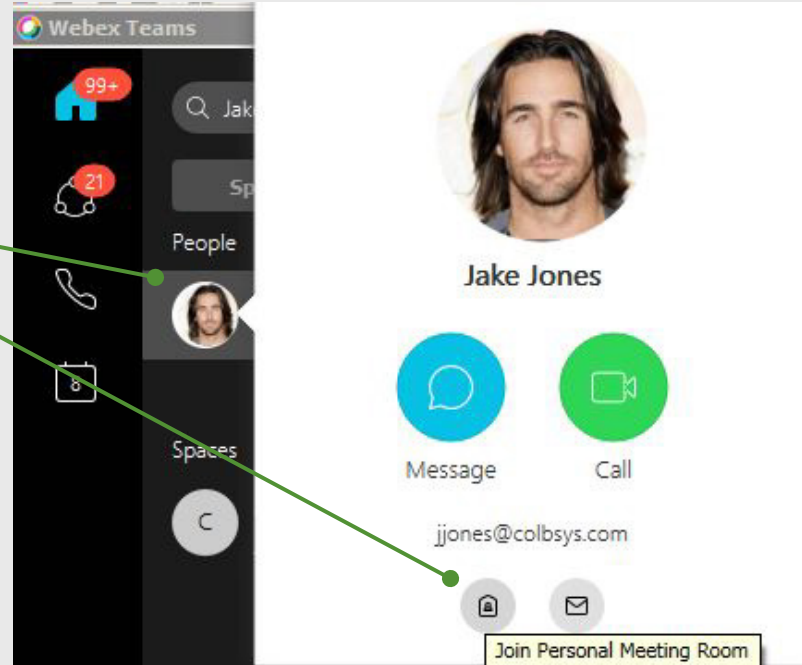


* Requires Hybrid Calendar Integration

Cisco Webex Teams

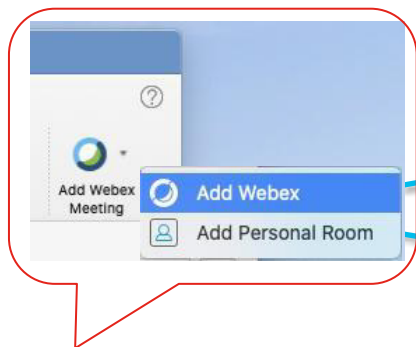
Consistent experience

Hover over an avatar to
join a personal room



Webex Meeting Scheduling

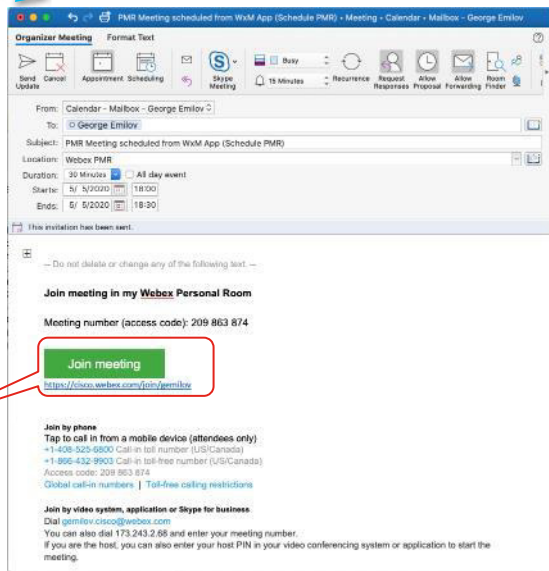
Schedule Webex or PMR meeting from MS Outlook



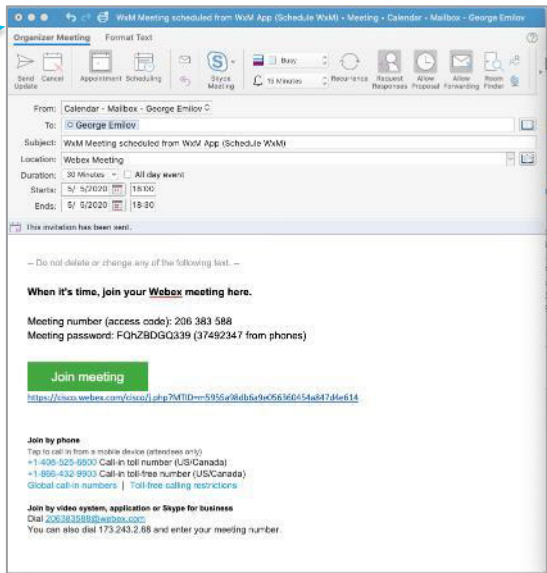
Use **Productivity Tools** plug-in for MS Outlook to schedule Webex or Personal Room meetings

Join meeting by single click on the **Join Meeting** button in the calendar invite

Personal Room Meeting

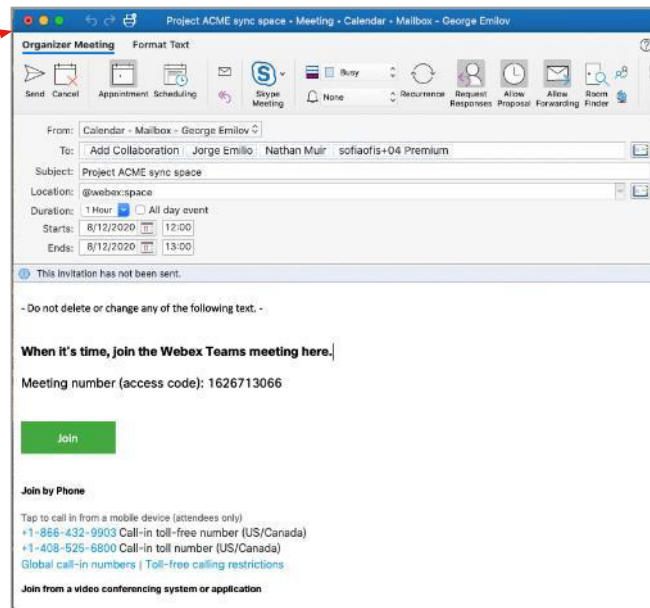
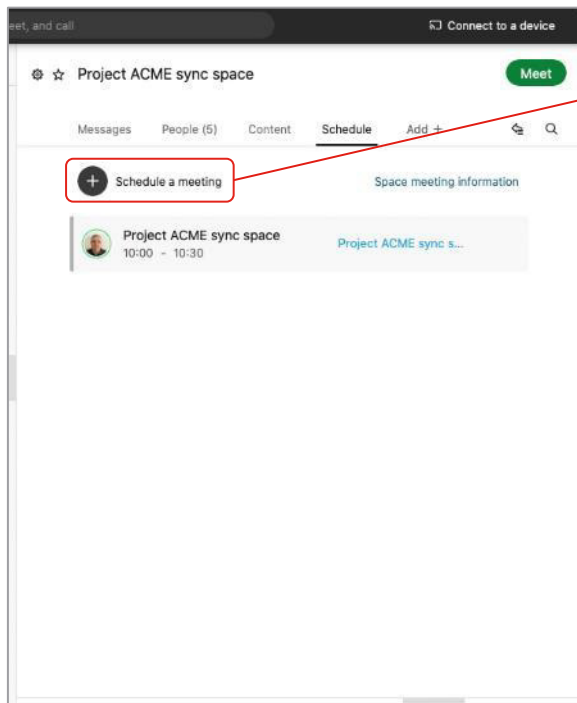


Webex Meeting



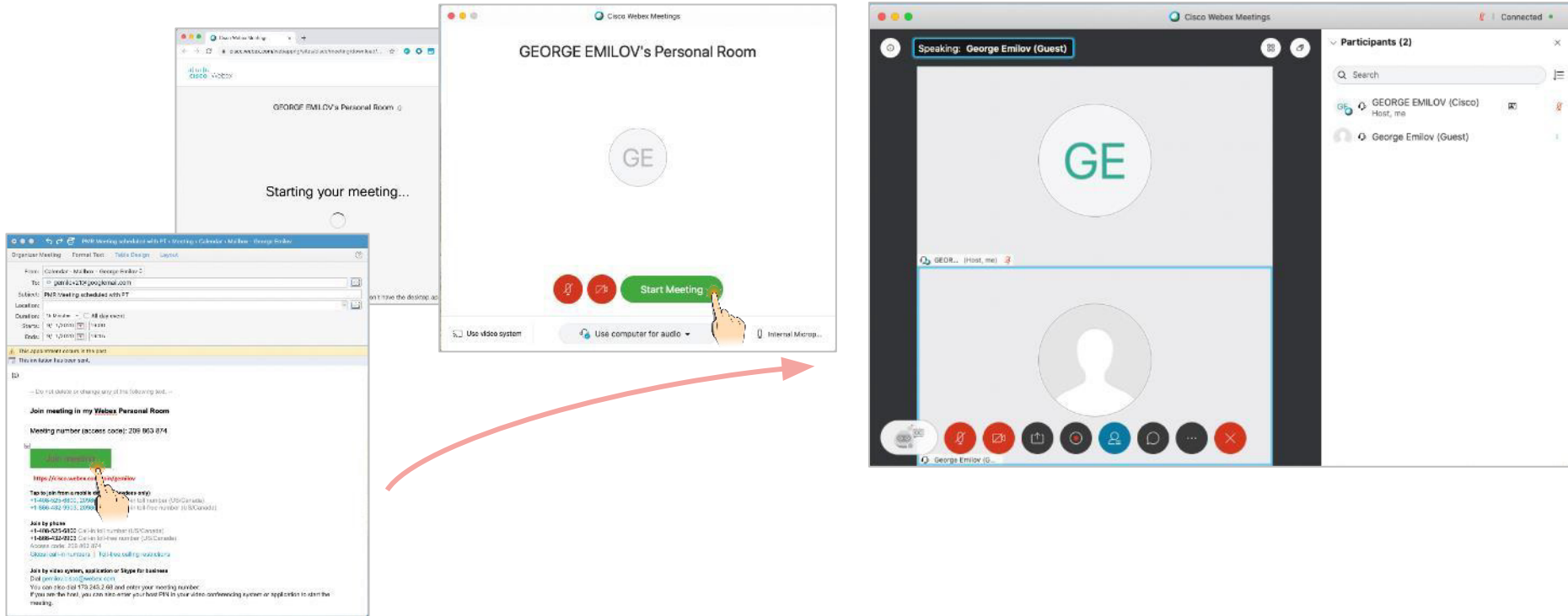
Space Meeting Scheduling

Schedule from within a space in Webex Teams



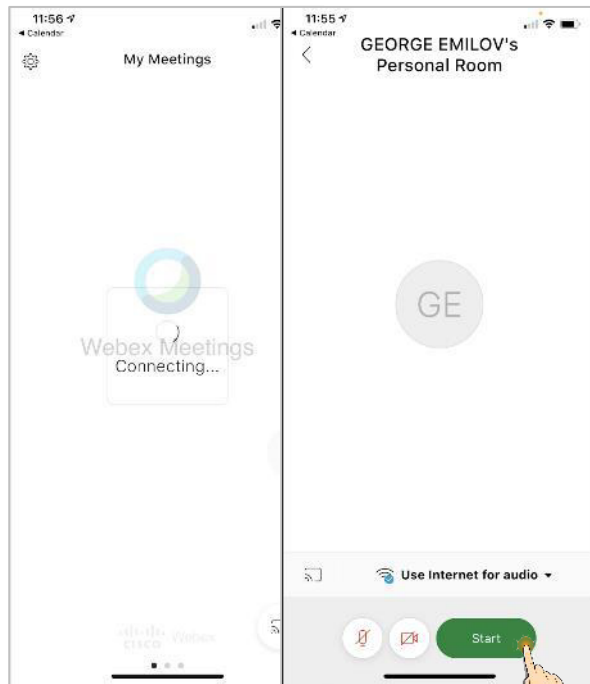
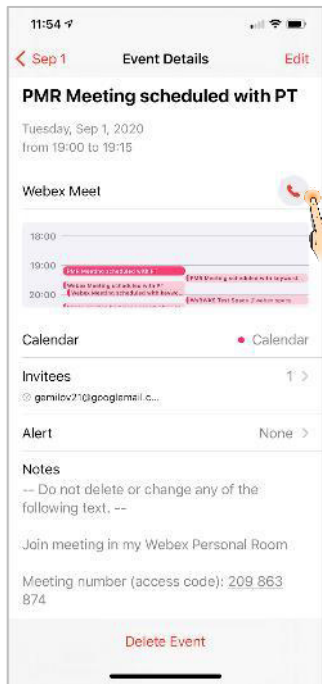
Desktop Meeting Join Experience

Join Meeting from Invite (new Cross-launch experience)



Mobile Meeting Join Experience

Join Meeting from Invite (new Cross-launch experience)



Webex Meeting Types and Capabilities









Difference between Webex Scheduled Meeting and Webex PMR

Meeting Capability	Webex Scheduled Meeting	Webex Personal Room Meeting
Add alternate hosts	✓	✓
Allow attendees to join before the meeting starts	✓	
Allow other hosts to schedule meetings on my behalf	✓	
Can require attendees to register	✓	
Join by video system	✓	✓
Link to join the meeting	Unique URL	Your Personal Room URL
Maximum number of participants	25 with Standard package 1,000 with Premium package	25 with Standard package 1,000 with Premium package
Schedule single occurrence and recurring meetings	✓	✓

Additional information: [Compare Cisco Webex Meeting Types](#)

Webex Teams Space Meetings & Sponsors

Space Meeting capabilities based on Space Creator

Space Meeting Capability	Full Space Meeting Capabilities	Limited Space Meeting Capabilities
Space Creator	Space creator has Webex Meetings host account and becomes Meeting sponsor	Space creator doesn't have Webex Meetings host account
Space Meeting sponsor	 Yes	 No
Space Meeting size	25	3
Phone audio options	 Available	 Not available
Guest meeting access	 Available	 Not available
Recording	 Available with Premium package	 Not available

Additional information: [Webex Teams | Meeting Capabilities and Meeting Sponsors](#)

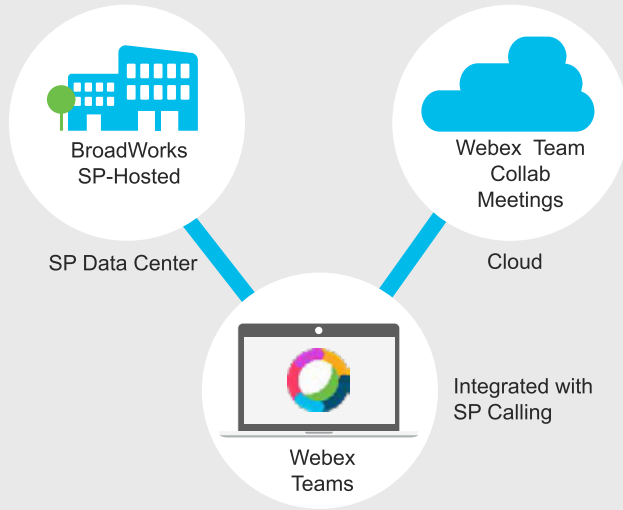
Calling



Integrated SP Calling in Webex Teams

GA Late Q3 CY 2020

Cloud innovation with Service Provider call control

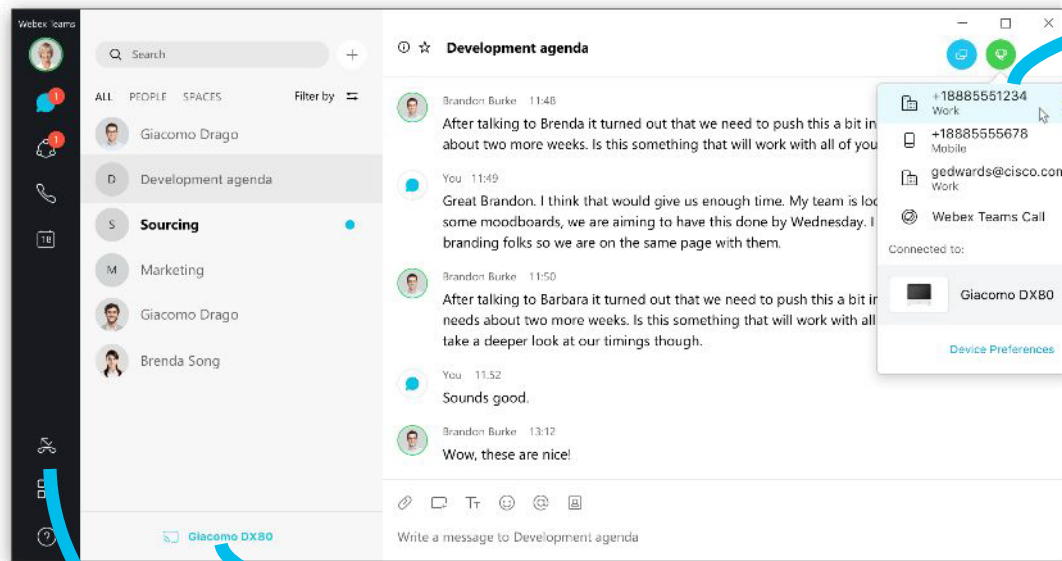


The world's most popular business calling platforms combine with the power of Webex Teams collaboration

- Now includes ALL of Cisco's collaboration platforms
- Provides soft phone plus desk phone and room system control*
- Desktop and Mobile Apps
- Calling features are continuously added in monthly releases



Calling Experience in Teams



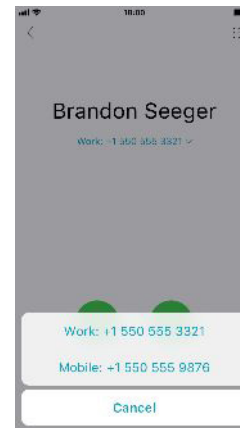
Integrated Corporate Directory

Audio or Video option

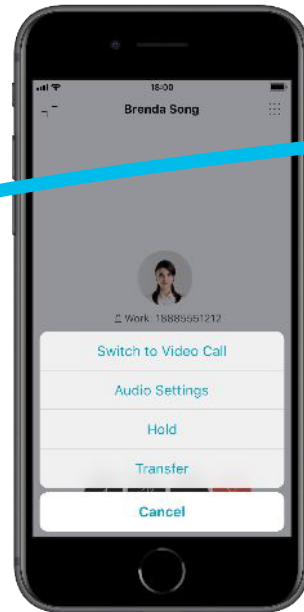
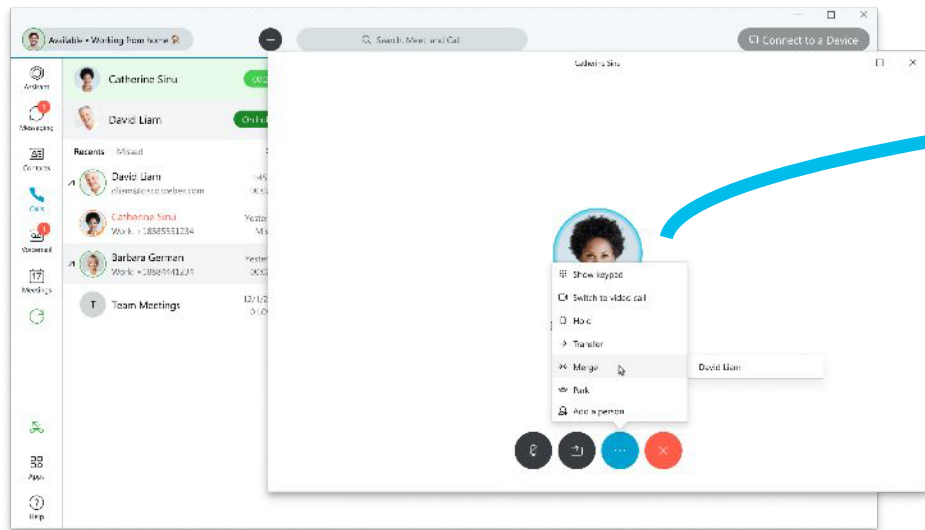
Teams Calling option for 1:1 Meeting experience

Call settings

Device Proximity & Desk phone Control



Mid-Call Controls



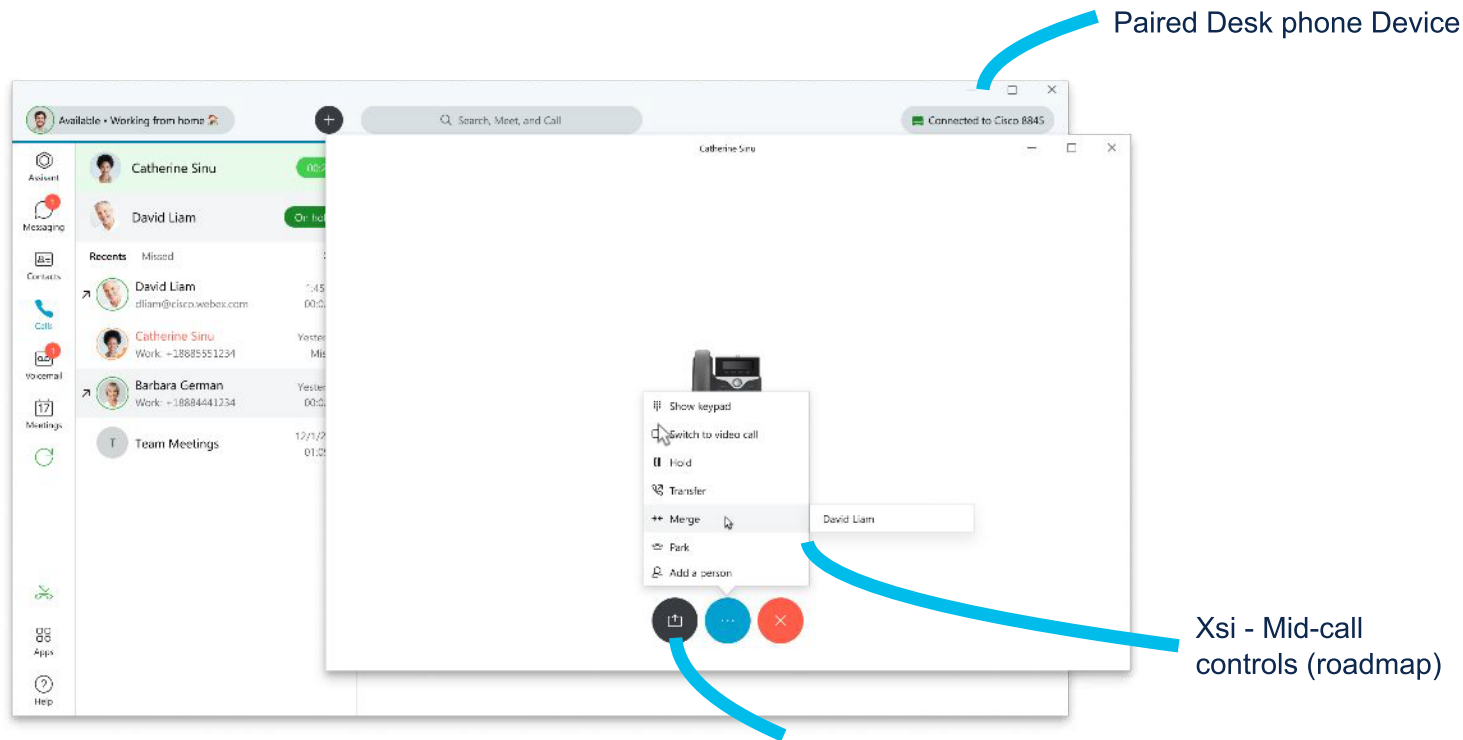
Now Available:

- Hold/Resume
- Call Waiting
- Call Transfer
- Merge & Conference

Roadmap:

- Call Recording
- Call Park
- Call Pickup
- Exec-Assistant

Desk Phone Control (XSI mode*)



Xsi - Mid-call controls (roadmap)

In-call Teams sharing option (roadmap)

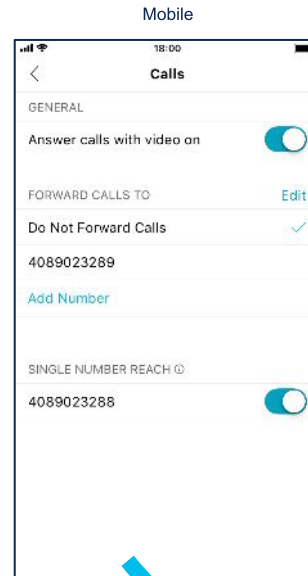
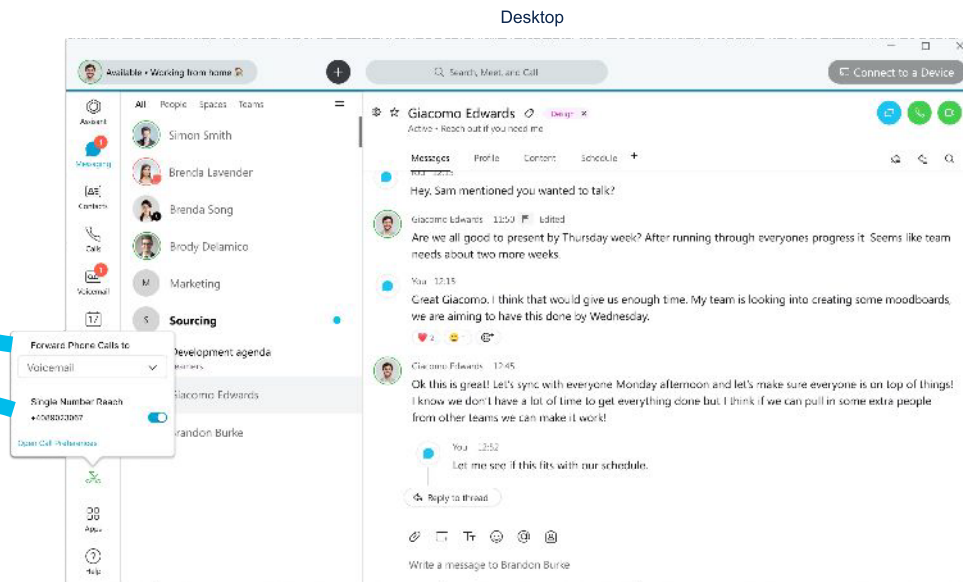
*XSI only mode on roadmap

Refer to Roadmap for release date

Call Settings – Call Forwarding / Single Number Reach (BroadWorks Anywhere)

Set forwarding preference

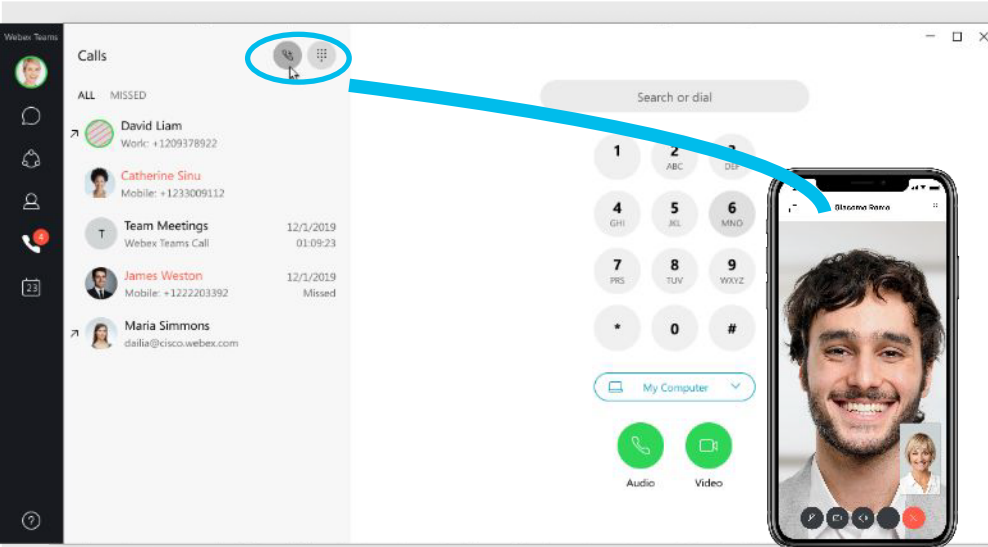
Single number reach capability (BroadWorks Anywhere) enable or disable



Call Back – coming soon

Call Pull

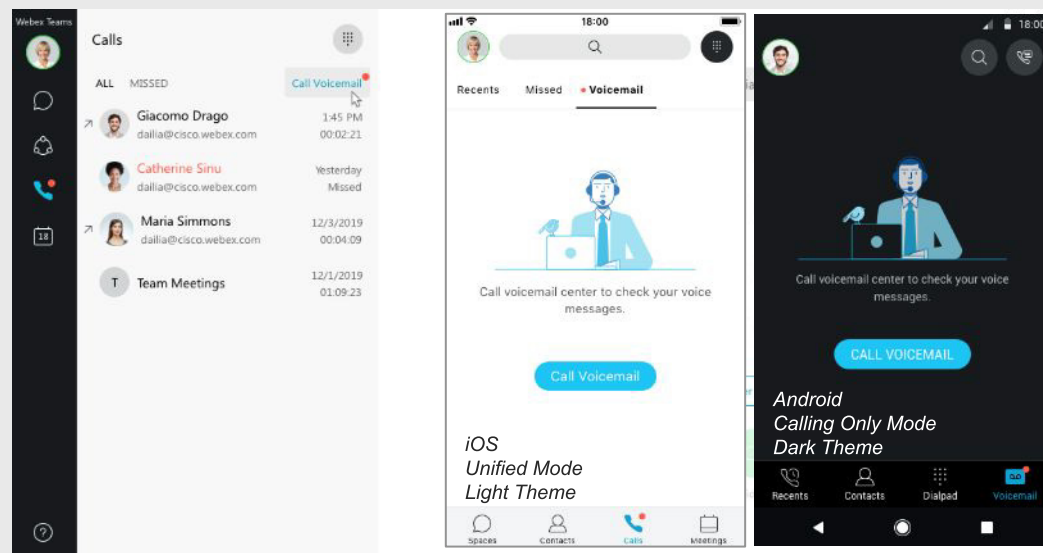
One button to quickly move calls from one device to another



- With Webex Calling, seamlessly switch your active calls from one device to another
- Pull your call from your mobile to your desktop or vice-versa with no interruption to the call

Voicemail – Non-Visual

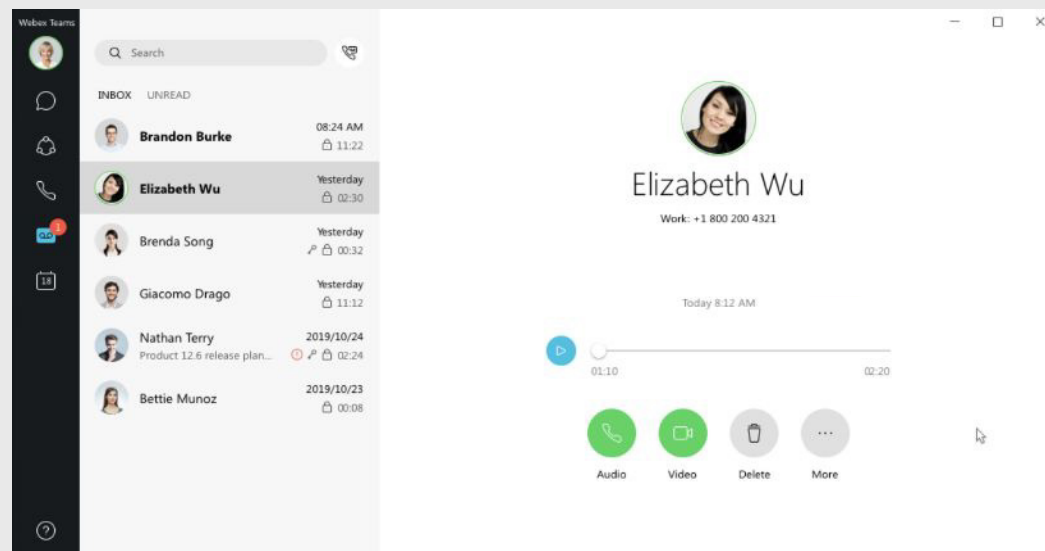
“Call Voicemail” button with Message Waiting Indicator



- Message waiting indicator and 1-click access to call voicemail portal to access messages, create a personalized greeting and more

Voicemail – Visual

New tab for quick access to visual voicemail



- Integrated visual voicemail
- Message waiting indicator and new voicemail tab to view voicemails
- View new and old messages, each with listen, delete or call back options

Seamless Call Handover from Wifi-LTE

Provide a robust mobile calling experience by seamlessly moving an active call to another network

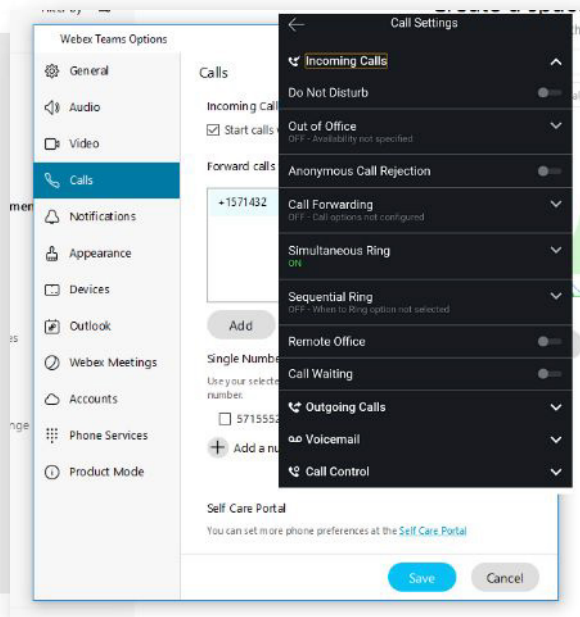


- Ensure calls are not dropped when user is moving from a Wifi network to LTE or vice-versa
- Also alerts the user if the connection is degrading
- Also applicable to desktop for switching Wifi networks



Call Settings Web View

Users can access many call settings with Call Settings Web View*

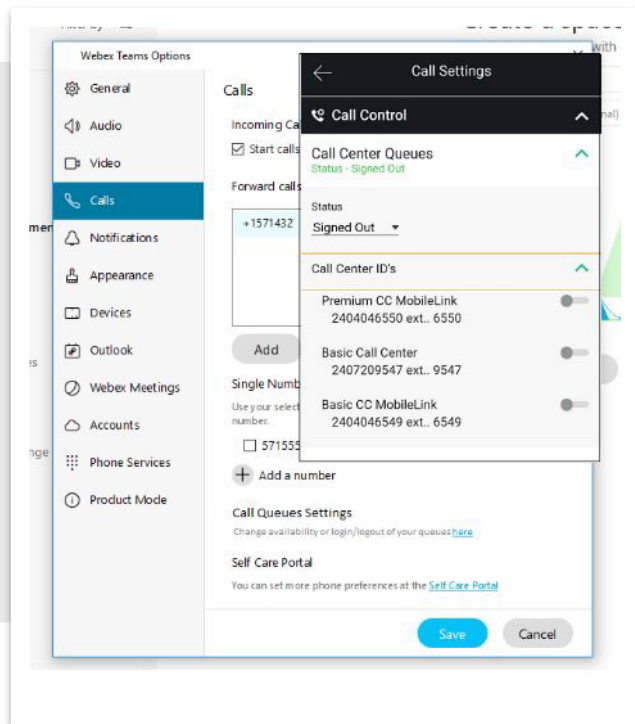


- There are many call settings that are not used frequently by users.
- The self care portal link provides access to these settings.
- The self care portal link in the call settings page can be configured to link to a customer's end user settings portal or to Call Settings Web View.

* Requires Call Settings Web App (CSW) deployed on BroadWorks. For more information see [CSW Solution Guide](#)

Call Center Queues Login/Logout

Allow Call Center agents to easily join/unjoin their queues and set status

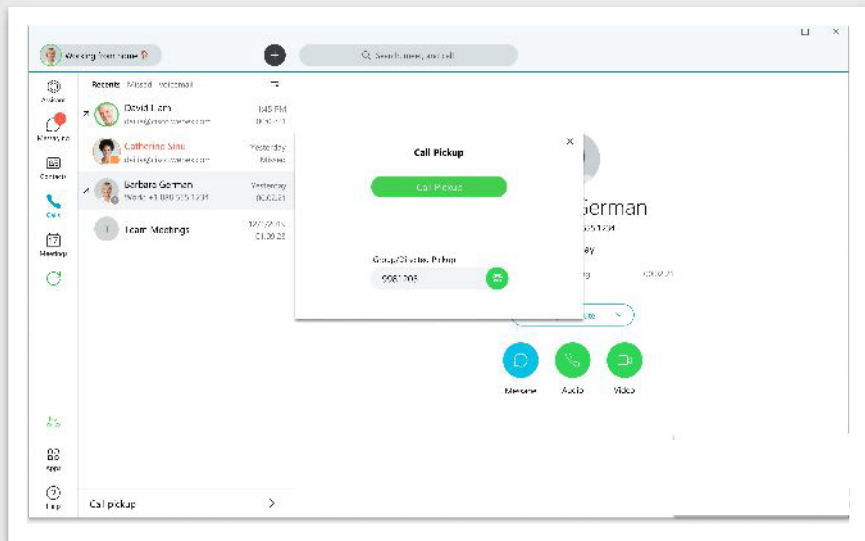


- Users who are provisioned for BroadWorks Call Center can see the queues they are a member of, and login or logout of the queues.
- Users who are member of Call Center Basic and Premium can set their availability.
- Leverages Call Settings Web View*

* Requires Call Settings Web App (CSW) deployed on BroadWorks. For more information see [CSW Solution Guide](#)

Call Pickup

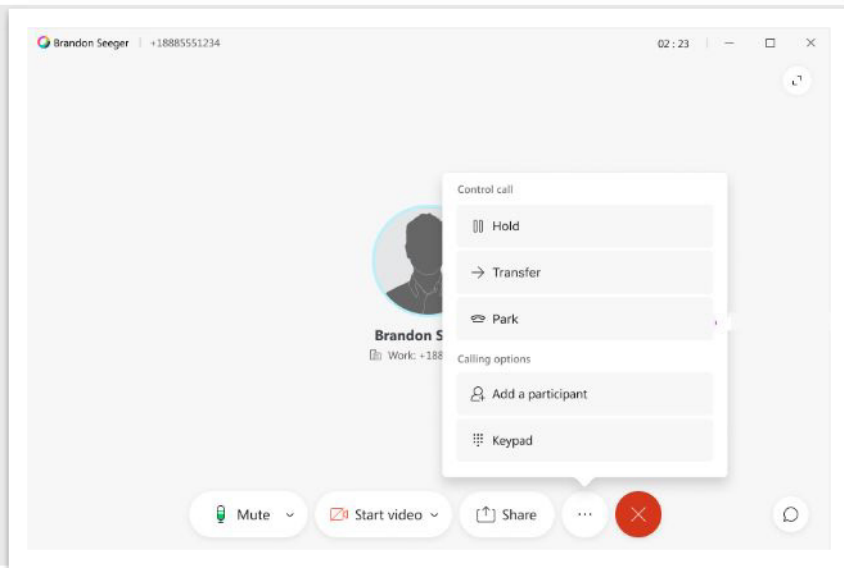
Pick up the call ringing on your coworker's phone.



- Call Pickup is a popular PBX feature for customer service role
- Supports both pickup options –
 - group call pickup – pick up the call in your group ringing the longest
 - directed call pickup – pick up a call ringing at a specific number

Call Park

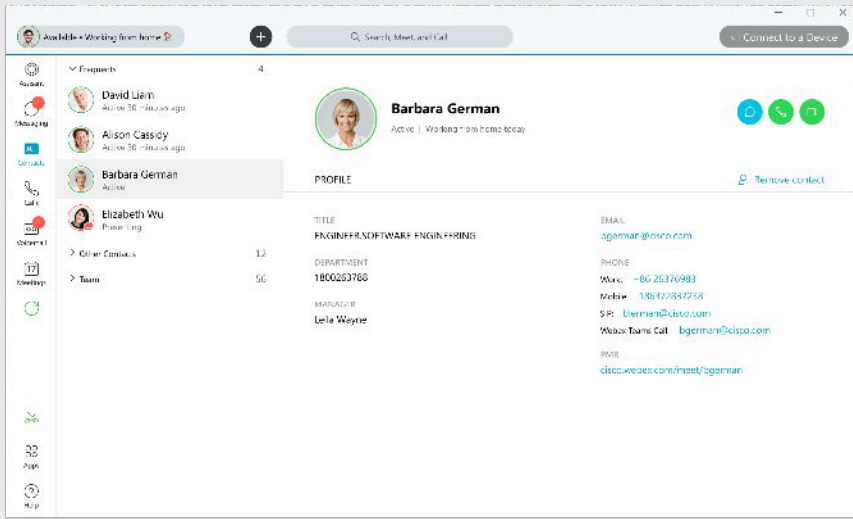
Enable frontline worker to place a customer call on hold and let another employee resume the call from a different phone



- Group Call Park is a popular PBX feature for frontline workers.
- Park a customer call on a system designated extension
 - Frontline employee typically uses an intercom system to page for help
 - The parked call can be retrieved from a different phone by selecting call park retrieve

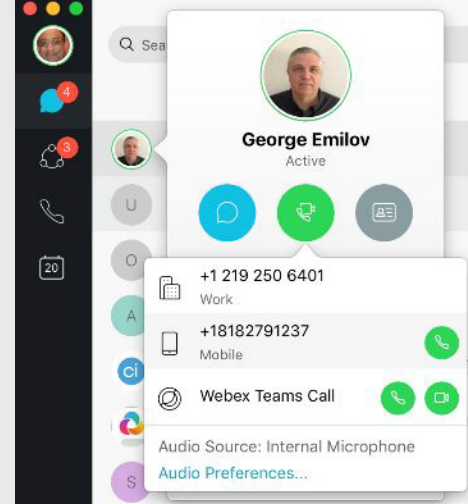
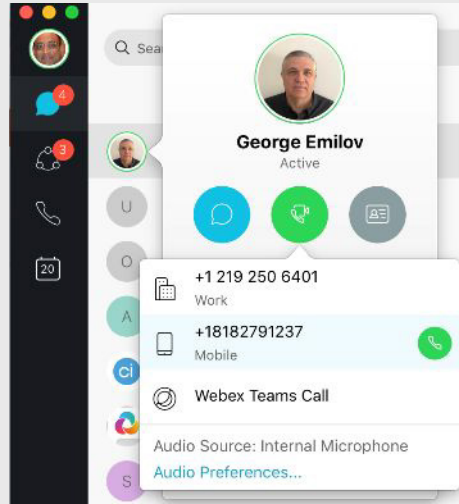
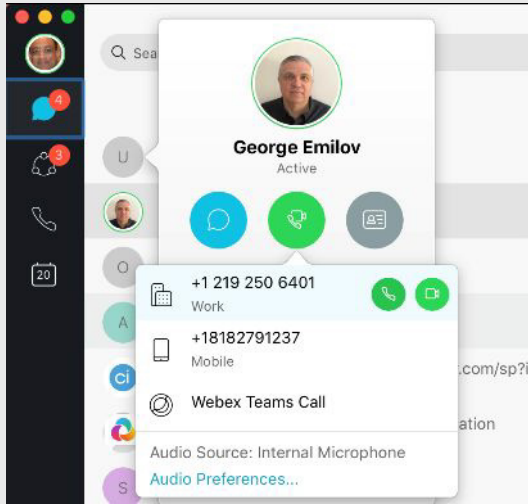
Contact search & management

Quickly connect with your business colleagues or personal contacts via new Contact Tab



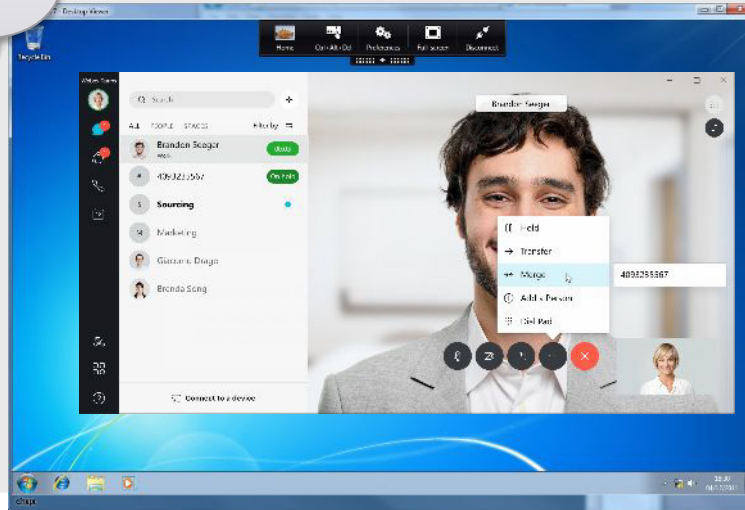
- New Contact Tab for quick access
- Ability to manage in Groups
- Ability to create personal contacts
- Ability to search for local contacts from Outlook or local Mac and mobile address book

Calling Options from Contacts Profile



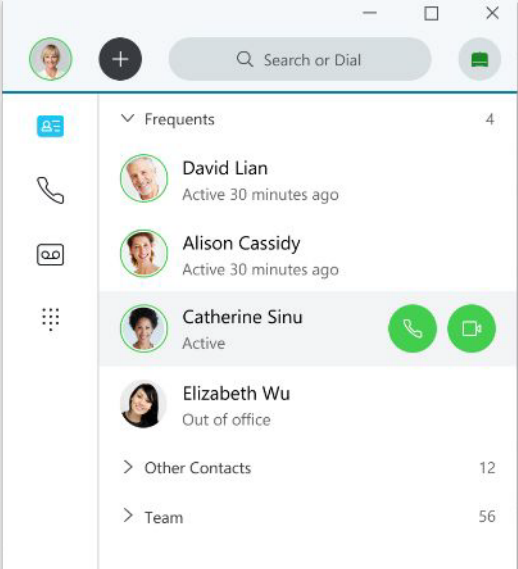
Virtual Desktop Infrastructure (VDI)

Teams VDI supports Webex Calling and Webex for BroadWorks



- VDI with Teams native call
- Supports Citrix and VMware on-premise deployment
- Supports Windows OS, Dell Wyse ThinOS, HP ThinPro, iGel, eLux and Ubuntu for the thin-client.

Webex Teams – Calling Only Mode



Contact

Call History

Voicemail

Dial Pad

Universal Search / Header

Single click – Voice / Video call

Contact Name	Status	Count
David Lian	Active 30 minutes ago	4
Alison Cassidy	Active 30 minutes ago	
Catherine Sinu	Active	
Elizabeth Wu	Out of office	
Other Contacts		12
Team		56

- Same calling capabilities as Unified Mode optimized experience for calling (Voice / Video)
- Users can join Meetings
- Cisco Webex Device / Headset support
- Easy upgrade to include other Collaboration workloads (Messaging, Meetings) via cloud management (Control Hub)

Interoperability plays

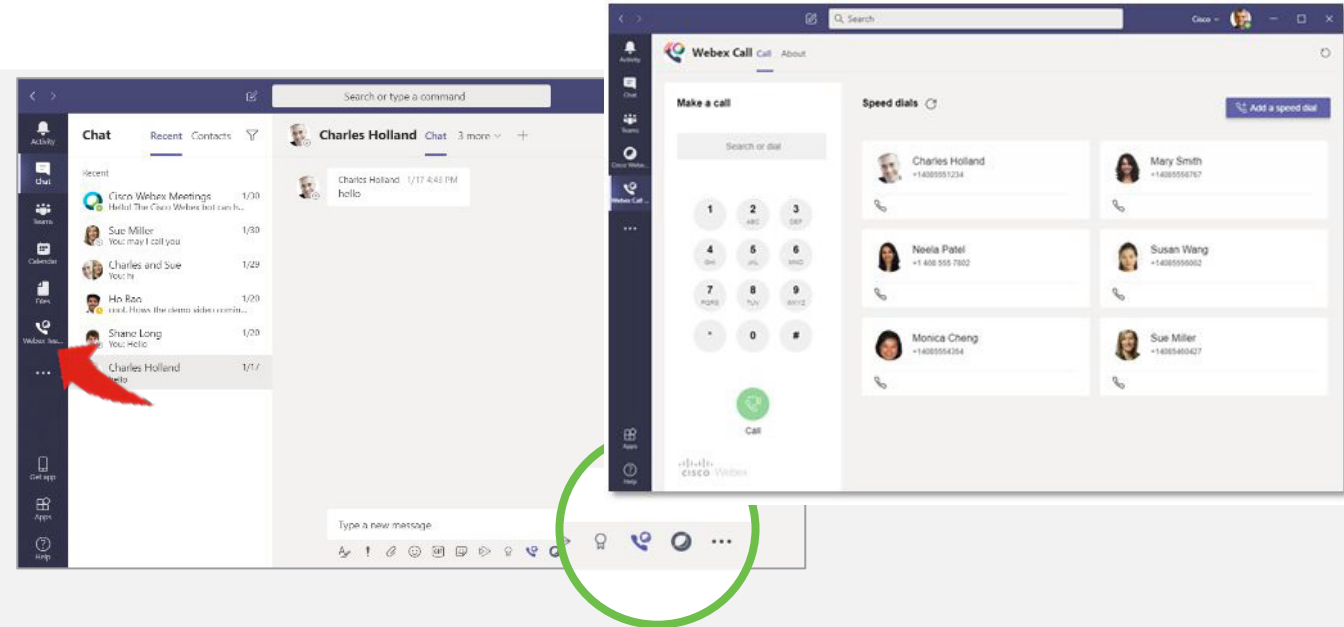
Cisco and Microsoft
Cisco and Slack

At Cisco we don't build silos, we build bridges.

Here are some examples of Cisco interop initiatives with other vendors, and how the Unified app modules can be deployed with some 3rd-party apps.

Place Calls from Microsoft Teams

Easily cross launch Cisco Voice/Video from Microsoft Teams



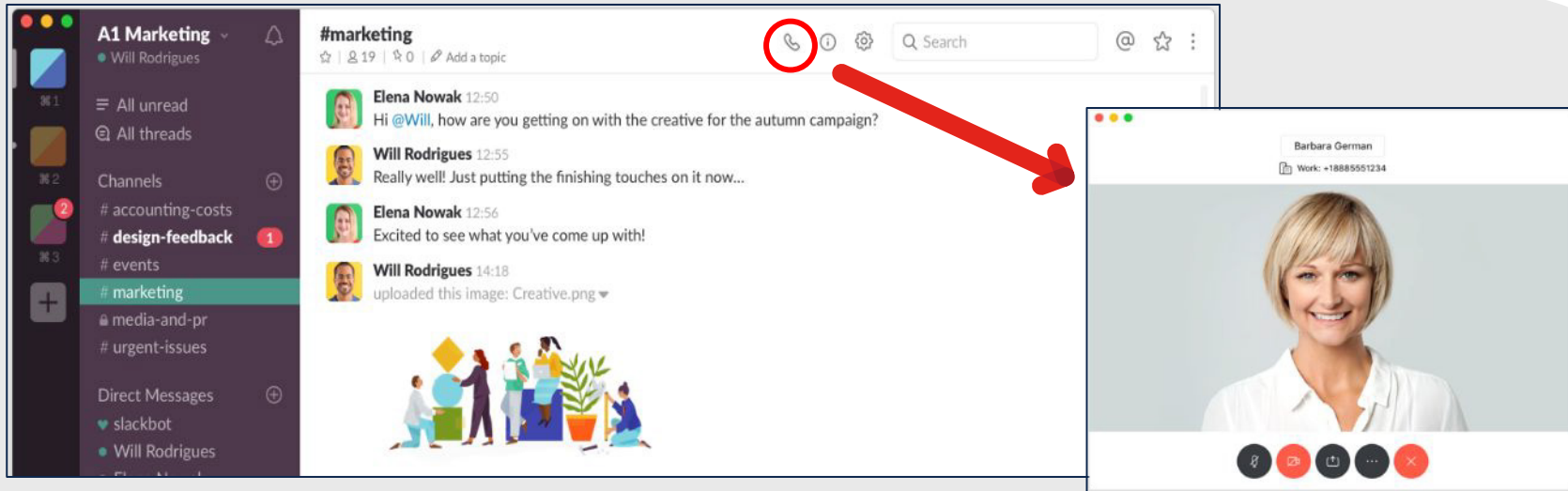
- Cross launch to Webex Teams (calling-only or full UC)
- Works with Cisco Unified Communications Manager (UCM), HCS, UCM Cloud, and BroadWorks (leverages Webex Teams Unified client as part of Webex Calling and Webex for BWKS)
- Soft phone and Desk phone control support



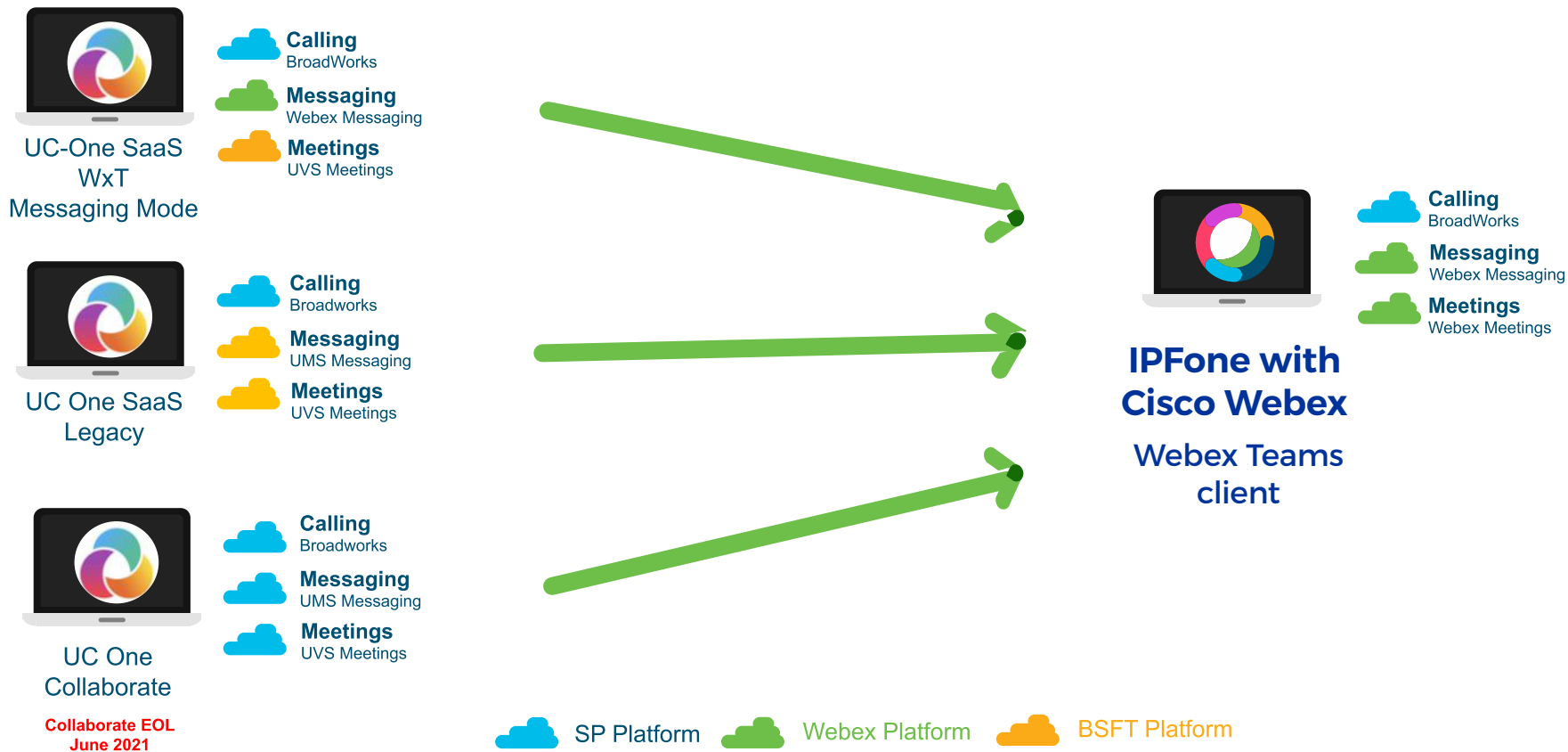
*Designs are work in progress and are subject to change

Launch Cisco Calls from Slack

Easily cross launch Cisco Calling Application from Slack Direct Messages and channels



All paths lead to IPFone with Cisco Webex





IPHONE WITH CISCO WEBEX



- Your brand, expertise and call control
- Cisco's single platform and unified client experience
- Easy ordering, provisioning and management
- A clear path to future success



ipfone
Your Business Connection.

CISCO

**Thank
you!**

