

Leveling up communication: A follow-along Webex Calling Lab

LAB-1251

webexone²⁵

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the Webex space for Q&A and
more



Agenda

01 Customer Introduction

Virtual Lines

02 Organization Settings

Calling Features

03 Location Settings

09 Call Queues

04 Users

10 Admin Control User Features

Devices

11 User Portal Settings

Workspaces

Let's meet our Subject Matter Expert



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Enablement Specialist



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Enablement Specialist

Customer Introduction

Paw Pet Supply Solutions

Global powerhouse in the pet care industry

Specializes in the end-to-end production, distribution, and retail of high-quality pet food and innovative pet toys

Mission Statement:

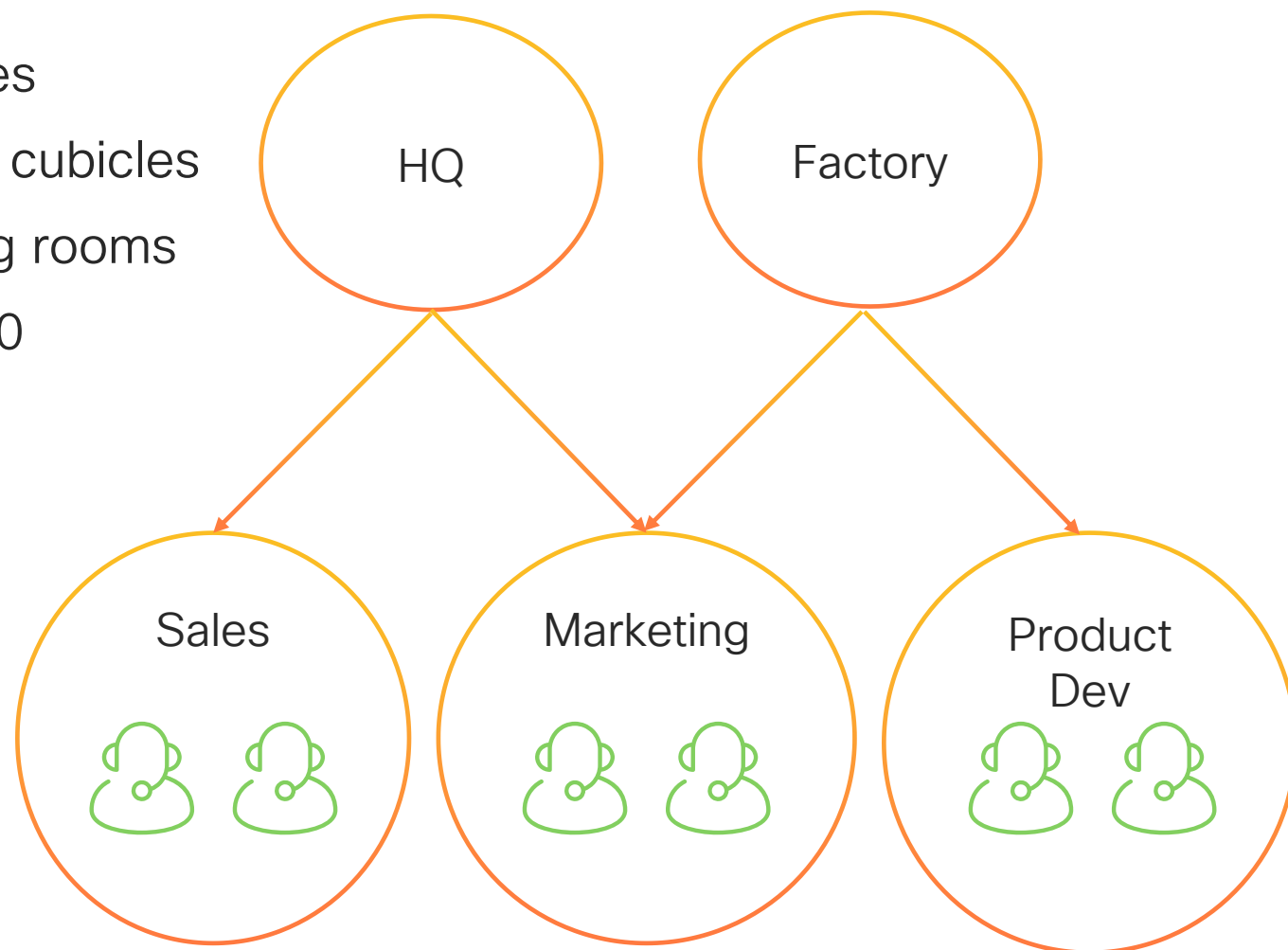
Fulfilling animal needs from anywhere in the world



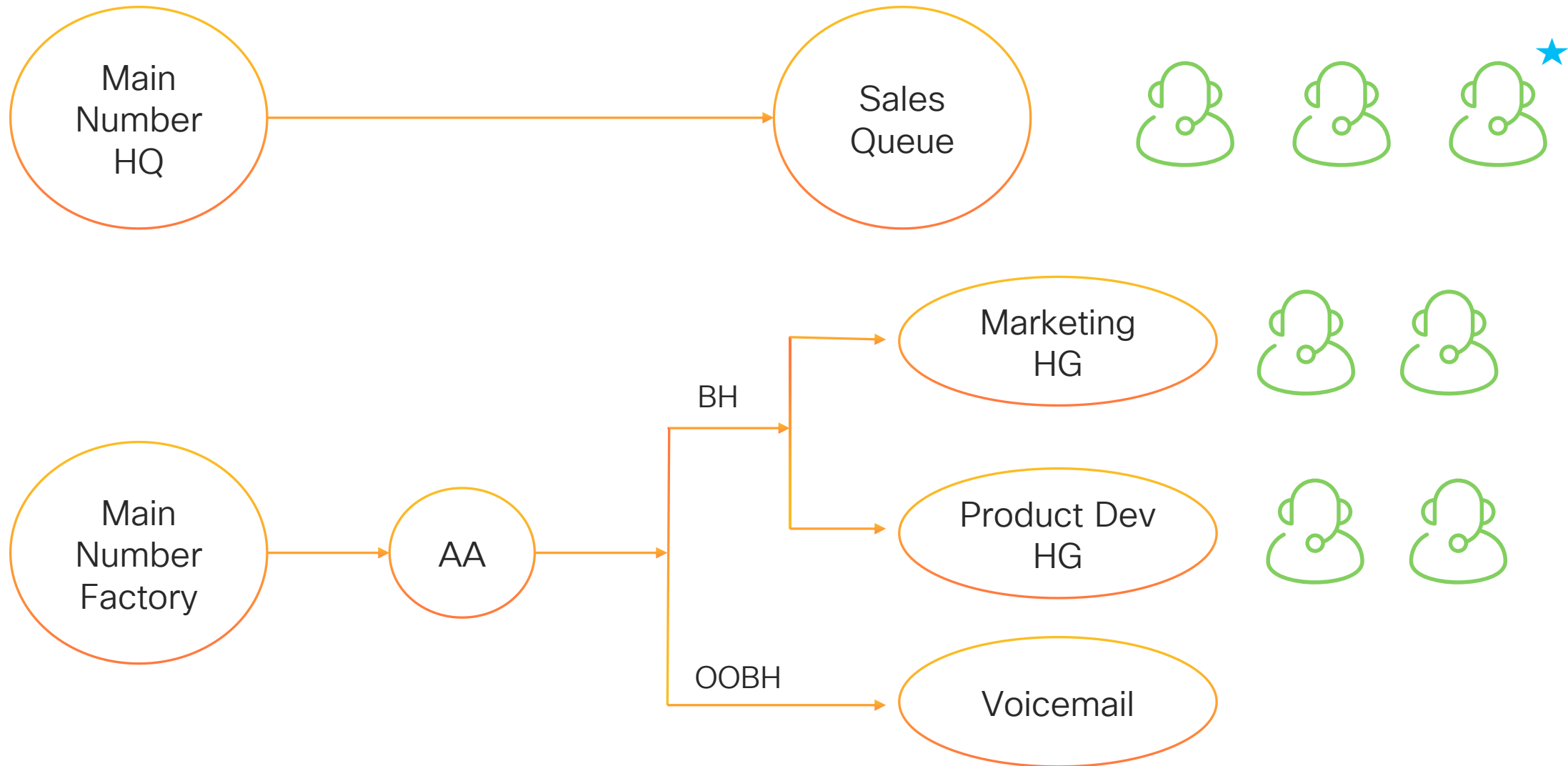
Paw Pet Supply Solutions

- Locations
 - HQ – California
 - Factory – Texas
- Departments
 - Sales
 - Marketing
 - Product Development
- PSTN: Cisco Calling Plan
- Users
 - 16 Calling users
 - 1 administrators

- Workspaces
 - 2 Shared cubicles
 - 2 Meeting rooms
- Devices: 20



Call Flow



Lab Guide Link:

<https://webexcc-sa.github.io/LAB-1251>

Organization Settings

Internal dialing

Optional

Used for enterprises with multiple locations with mirrored extensions

Ex: Sales at each location is 1000

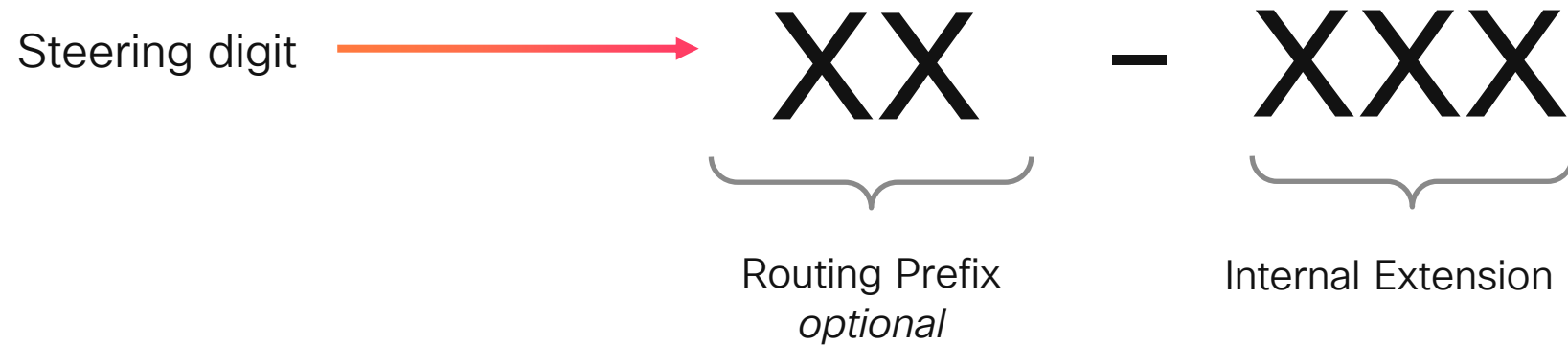
Set number for internal dialing between locations

Customize the length of the routing prefix

Set up the length of the extension dialing

Internal dialing

These rules then apply to all locations

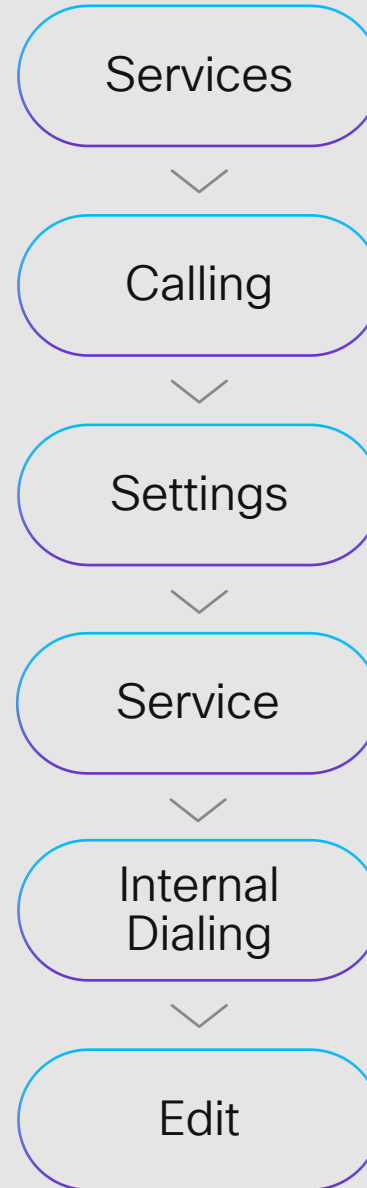


If routing prefixes are configured, you must then configure the internal routing prefix for each location

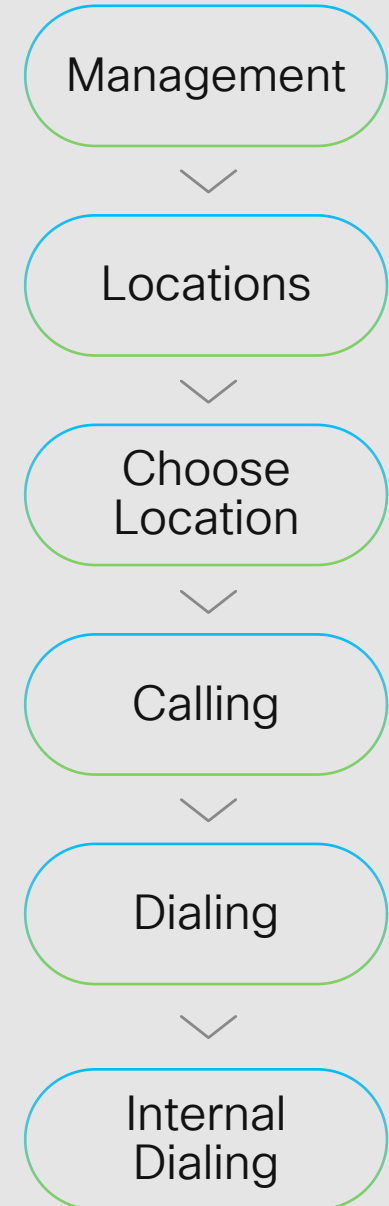
Length of Routing Prefix includes Steering Digit

Internal dialing

Step 1:
Enterprise



Step 2:
Location



Voicemail settings

Services



Calling



Settings



Service



Voicemail

Organization-wide voicemail settings

- Voicemail forwarding
- Voicemail deletion
- Set default passcode for user voicemail access
- Set passcode expiration timeframe
- Announcement language

Voice portal passcode restrictions

Trivial passcodes

No repeated digits

Example: 11111 or 22222

Repeated sequences

A sequence of digits cannot be repeated

Neither ascending or descending

Example: 234234 or 432432

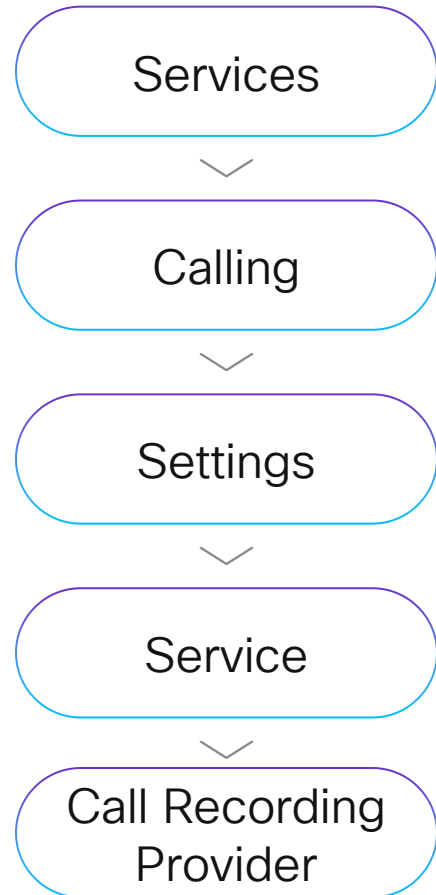
Sequential digits

No sequences of more than 2 digits

Neither ascending or descending

Example: 1234, 4321

Call Recordings



Set up options

Record incoming and outgoing calls for users and virtual lines

Example Use Cases:

- Quality Assurance
- Security
- Training

Recording modes:

- On-demand
- Always
- Always with Pause/Resume

Call Recording options in Webex Calling

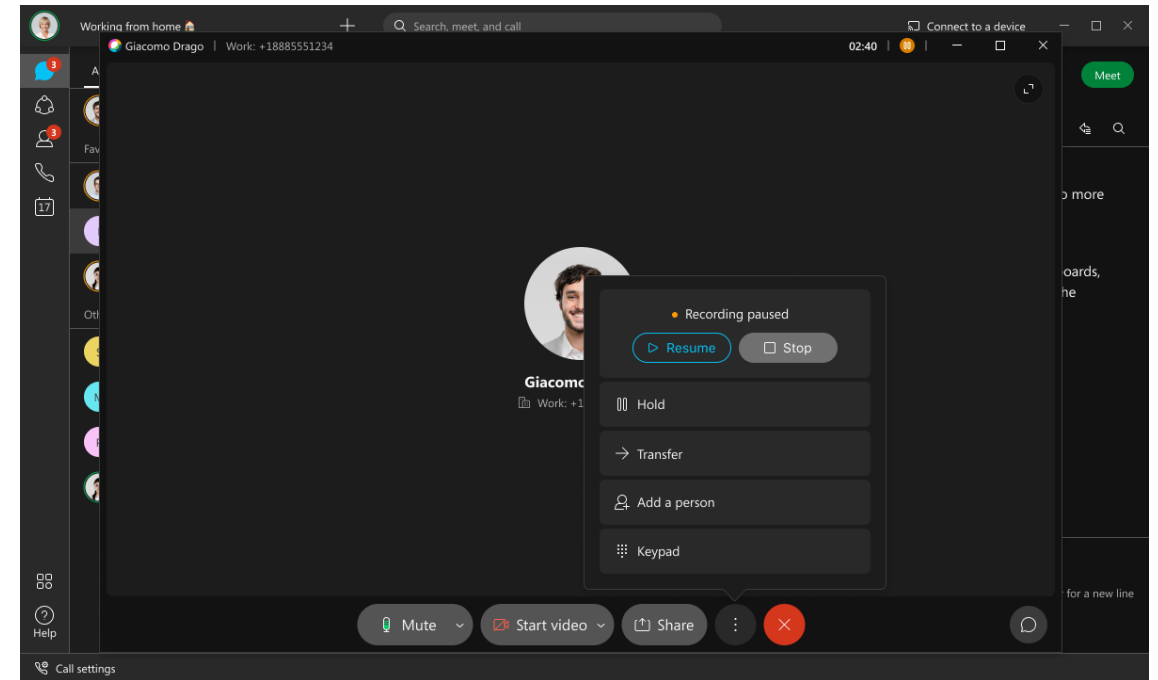
Webex Calling includes 2 options for convenient user-based recording

- Webex Call Recording
- Dubber Go

Customers can also choose an integrated 3rd party call recording service via Control Hub

- Dubber Teams and Premier
- Imagicle
- CallCabinet
- Eleveo
- MiaRec

Note: Commercial agreements for 3rd party Call Recording services are between the vendor and the customer



Location Settings

Webex Calling PSTN options

Consume calling the way you want



Cisco Calling Plans

Cisco-provided PSTN provides a bundled Cisco solution that simplifies your cloud calling experience with easy PSTN ordering and full support from Cisco and our Partners



On-Premises based PSTN

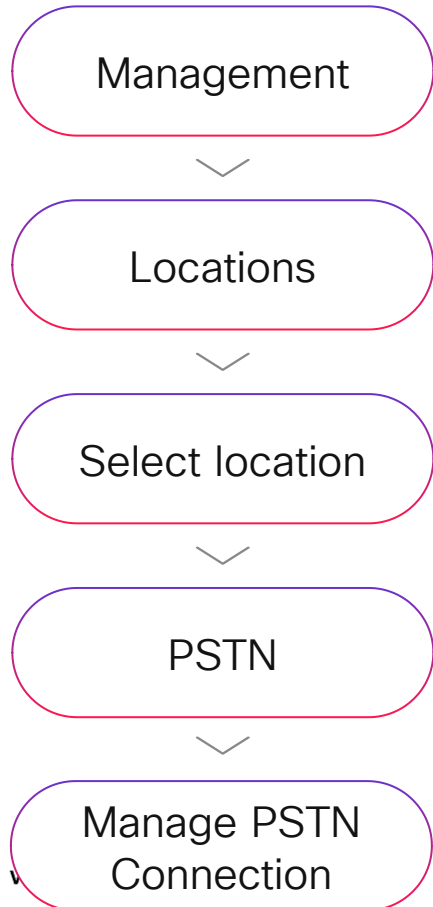
Bring Your Own Carrier by interconnecting any Service Provider's PSTN with a on-premise based local gateway that tightly integrates to Cisco's Webex Calling cloud



Cloud Connect for Webex Calling

Select Cisco Cloud Connected PSTN partners that provide flexible global PSTN solutions fully integrated with Cisco's Webex Calling cloud

Manage PSTN connection



Setup options

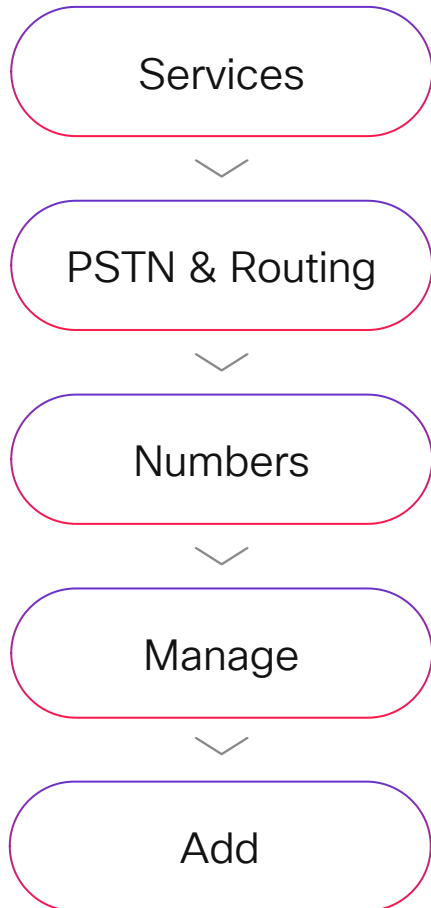
PSTN option is at each location level

Mix and match as many options across the organization, but each location will have one option

- Premises-based PSTN
- Cloud Connect for Webex Calling
- Cisco Calling Plan

Numbers can be added now or later

Adding numbers



Setup options

Numbers come from the PSTN provider and cannot be added until PSTN connection is configured

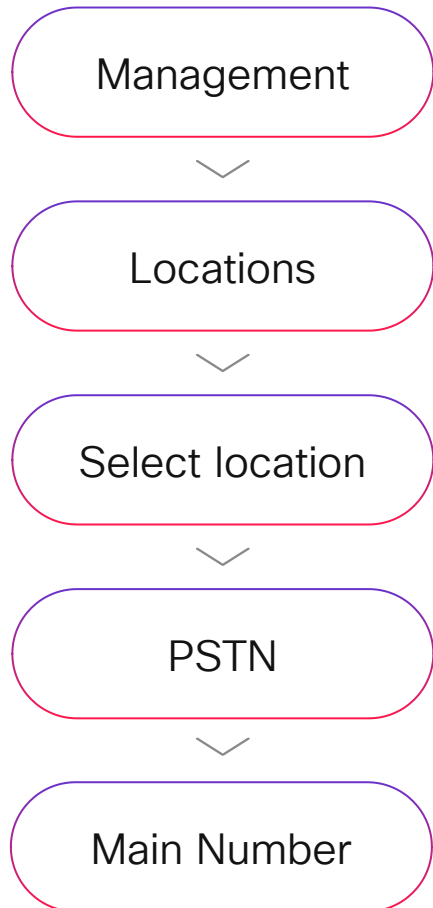
Activate now or later – Bulk activation speeds number porting process

Manual limit: 1000 at one time

Activate later for porting numbers in future

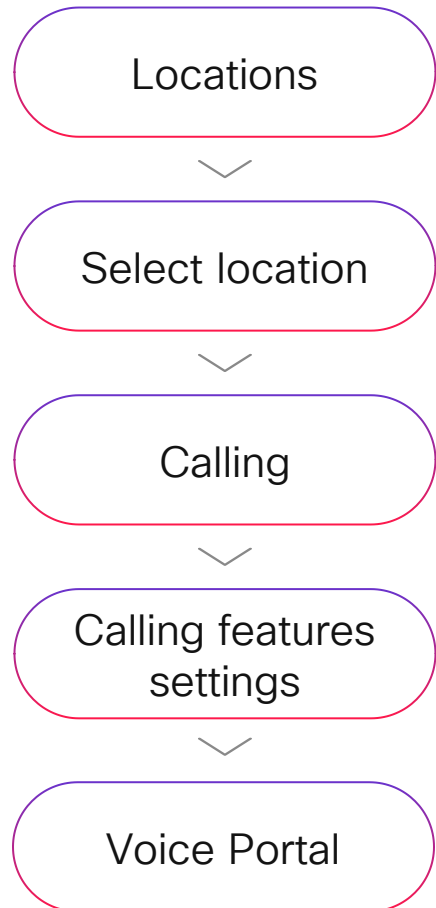
Add mobile numbers for Webex Go Primary line users

Location main number



A location must be assigned a main number
otherwise calls cannot be made or received

Voice portal

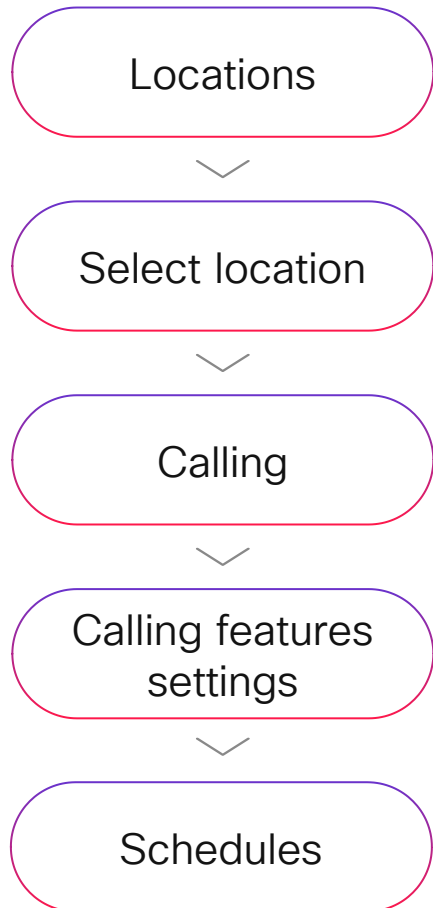


Enabled at the location level

Admins call this phone number to record auto attendant greetings

Users access voicemail messages and settings at this number

Schedules



Used to route incoming calls

- Time of day
- Day of week
- Reoccurrence

Assigned to other location features

- Auto attendant
- Call queues
- Call forwarding selective

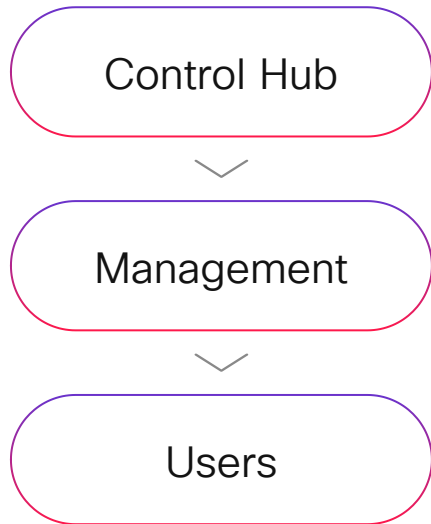
Classified as Business Hours or Holiday

Can be imported with CSV

- Allows for multi-location schedule management

Users

User management



Add new users

Modify existing users

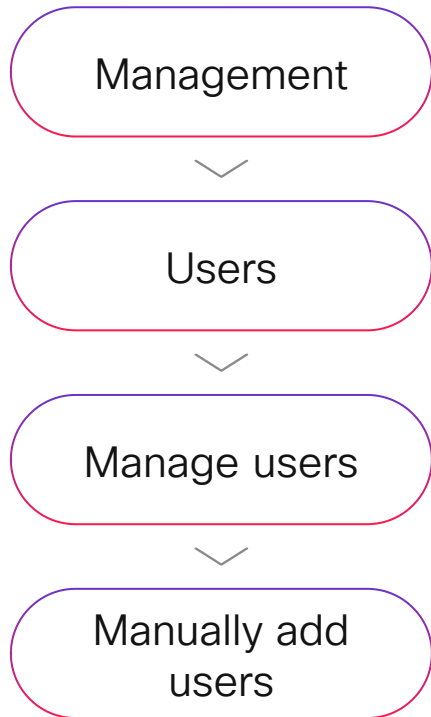
Claim users (Messaging & Meetings)

Assign and upgrade user licenses

Send invitations

Move user from one location to another (including PSTN Number)

Manually adding users



Add or modify up to 25 users

Service entitlements

- Messaging
- Meeting
- Calling

User email address required

User calling requirements

- User location
- Phone number and/or extension

First & last name optional

Adding users in bulk

Management



Users



Manage users



CSV add or edit

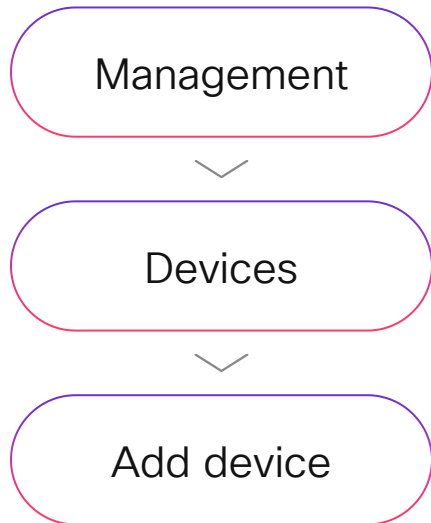
Add or modify up to 20,000 users at one time

Export user list for template

Adjust exported .csv file for import

Devices

Adding devices



Set up options

- Device assignment for users and workspaces
- MPP Phones: Activate by MAC address or activation code
- Board, Room, and Desk series devices: Activate by activation code
 - Activation codes expire after 7 days
 - Generate a new one at any time
- After device activation, configure and manage in Control Hub

Adding devices

Cisco Managed Devices

Cisco branded IP phones, DECT devices, Desk phones, Wi-Fi phones, Conference phones, Headsets
Webex Board and Desk devices

Cisco Managed 3rd Party Devices

Supported non-Cisco devices: Yealink and Poly phones
Requires Cisco account manager approval

Customer Managed Devices

3rd party SIP devices: door phones, overhead pagers and ATAs, and digital fax solutions

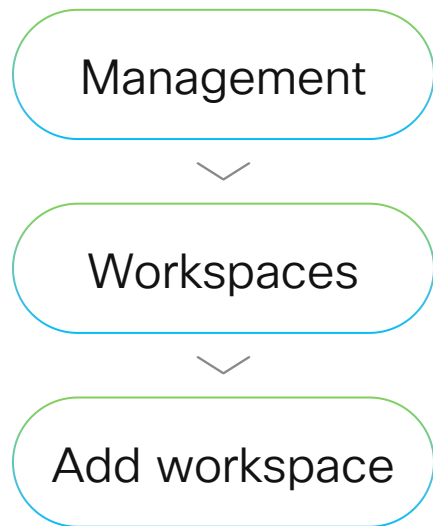
Partner Managed Devices

Support non-Cisco devices at scale, using an external device management (DM) tool

Security compliant 3rd party SIP devices (gateways & phones)

Workspaces

Creating a Workspace



Set up options

- Optional: assigning type, capacity, and physical location
- Create manually or using Directory Sync
- Can also create from the add device process
- Add device upon creation or later
- Assign services
 - Cisco Webex Calling
 - Scheduling

Assigning devices to Workspaces

Management



Workspaces



Select
Workspace



Overview



Add device

Set up options

- Cisco Desk Phone
 - 9800 series
- Cisco phone, ATA, or 3rd party device
 - Cisco 8845, 8865, 8800 and Analog Telephone
- Cisco Room and Desk device
 - Room Kit, Bar, Board or Desk series
- Activate the device by code or MAC address
 - Varies by device type
 - Can also assign from the add device process

Workspace with Hot desking

Management



Workspaces



Select
Workspace



Scheduling



Hot Desking

webex

Set up options

People using shared workspaces can sign in and book a shared phone for their workday

- Allows users to sign in and book shared devices using a QR Code
- User's primary line used by default
 - User Hot Desking profile allows for more lines
- Devices enabled for Hoteling cannot be used for Hot Desking and vice versa
- Supported models
 - Cisco Video Phone 8875
 - Cisco Desk Phone 9800 Series
 - Cisco IP Phone 8800 Series

Virtual Lines

Virtual Lines

Phone power users may need to communicate on multiple lines

Primary Telephone Number

Virtual Telephone Number



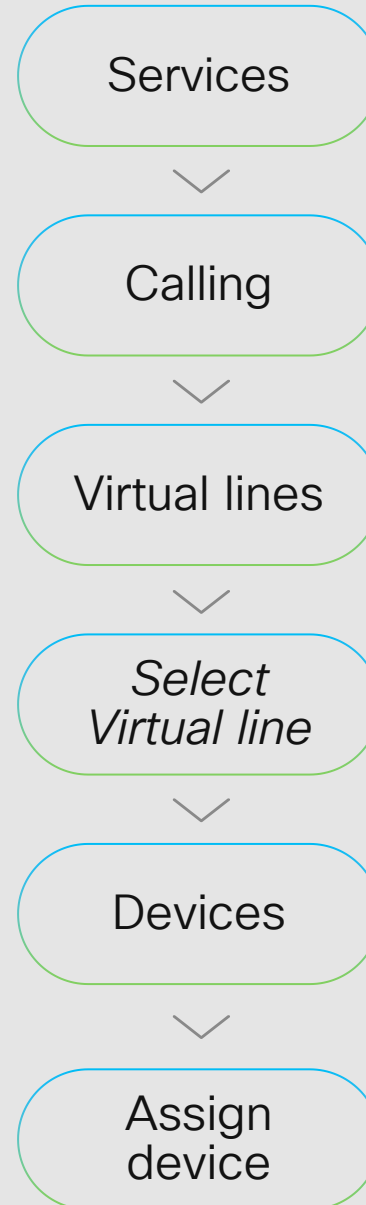
It's easy to place and receive calls with different assigned directory numbers and thus helps users to manage their busy day much more efficiently.

Full set of business calling features without requiring additional licenses

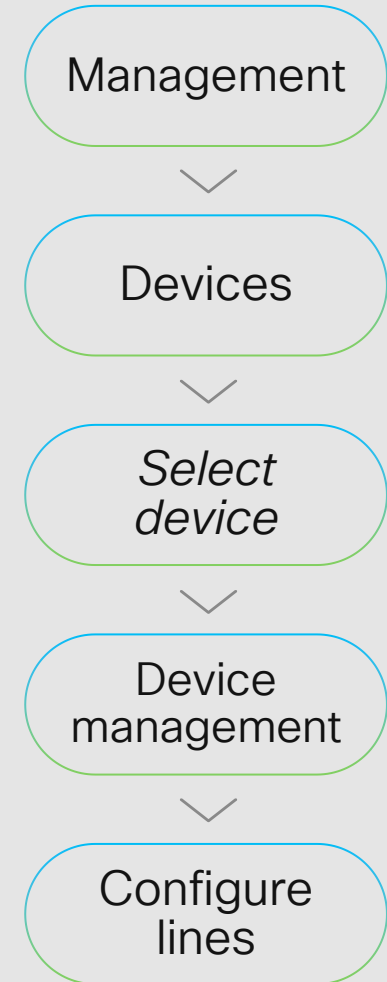
- Voicemail
- Call forwarding
- Call waiting

Virtual line device assignment

Option 1:
Calling
Section

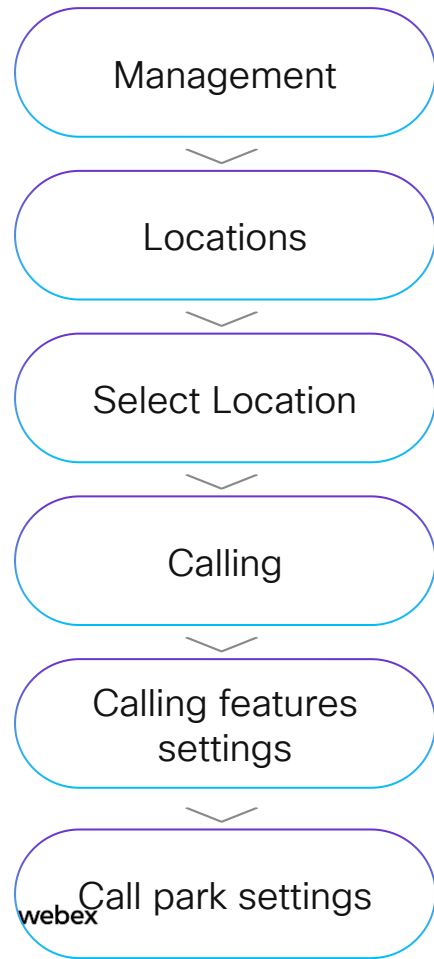


Option 2:
Device
Section



Calling Features

Location call park settings



Set up options

Recall options for direct park

Ring Pattern

Recall Timer

Alert hunt group Wait Time

Call park extensions

Services



Calling



Features



Call Park
Extension

Set up options

Manually add up to 100 per location

Bulk add via CSV up to 1000 at one time

Each location can have up to 100 Call Park Extensions

Used to create park destinations for Call Park Groups

Call park group

Services



Calling



Features



Call Park Group

Set up options

Created in bulk or manually

When a call is parked:

The service automatically hunts for the first available call park destination of the Call Park Group

The caller will receive an announcement with the extension the call is parked against

Call pickup

Services



Calling



Features



Call Pickup

Set up options

Enables a user to answer any ringing line within their pickup group

A Pickup Group is an administrator-defined set of users within a location to which the call pickup feature applies

Helpful for shared call handling tasks

Users can only be assigned to one call pickup

Paging group

Services



Calling



Features



Paging Group

Set up options

Allows a user to place a one-way call or group page to up to 75 target users by dialing a number or extension assigned to a specific paging group

Locations can have multiple paging groups

Members can be from any location

Voicemail group

Services



Calling



Features



Voicemail
Group

Set up options

Create and manage a shared voicemail and fax inbox

Voicemails accessible through the voice portal and/or email

Use Cases

- Call queue
- Hunt group overflow
- Auto attendant

Hunt group

Services



Calling



Features



Hunt Group

Set up options

Route incoming calls to specific employees in a predetermined pattern

Best for internal calling

Bulk upload through CSV

Five patterns of ring order

- Same patterns as Call Queues

Administrators can define a distinctive Caller ID label to each hunt group

Hunt group options

Advance when busy

Won't ring members when they are on another call, and advances to the next member in the hunt group

Forward after a set number of rings

Unanswered calls after a defined number of rings forward to a designated number

Divert calls when all agents are unreachable

Unanswered calls divert to a defined phone number

Divert calls when all agents are busy or if the hunt group is busy

Unanswered calls are forwarded to the defined number when the hunt group is busy

Enable hunt group busy

Sets the hunt group status to busy, and all new calls receive the busy treatment

Call forwarding

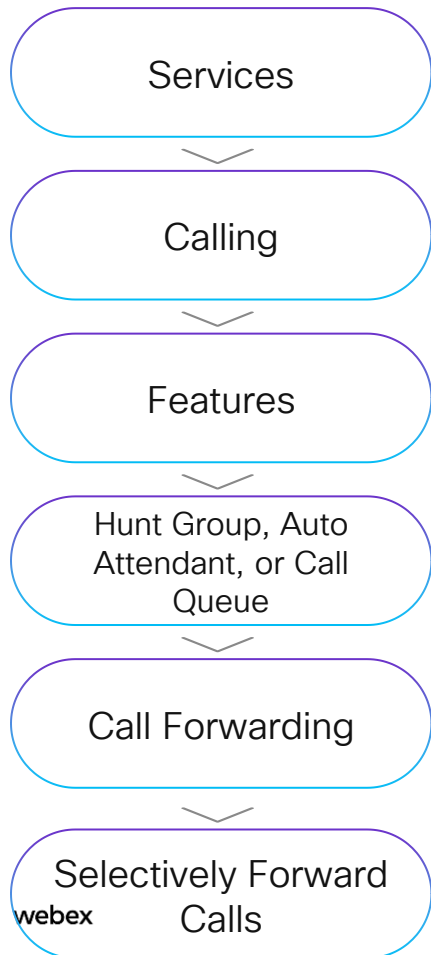
Selectively forward based on criteria such as schedules and types of phone numbers

Hunt Group routing options

Priority Based

- Circular
 - Cycles through all agents after the last agent that took a call. It sends calls to the next available Hunt Group agent.
- Top Down
 - Sends calls through the queue of agents in order, starting from the top each time.
- Longest Idle
 - Sends calls to the agent that has been idle the longest. If they don't answer, proceeds to the next agent who has been idle the second longest, and so on until the call is answered.
- Weighted*
 - Sends calls to agents based on percentages you assign to each agent in the Hunt Group profile (up to 100%).
- Simultaneous
 - Sends calls to all agents in a Hunt Group at once.

Call forwarding



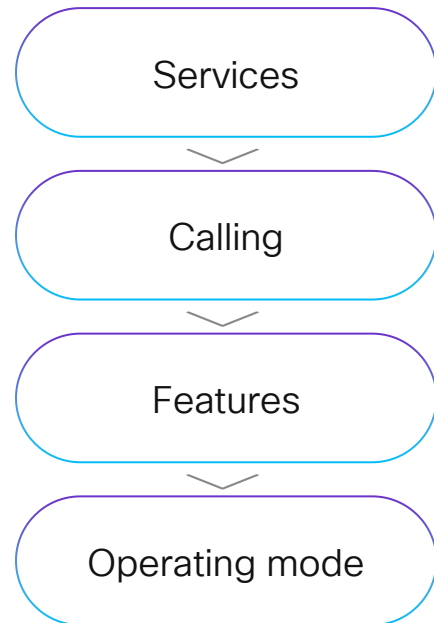
Set up options

Available for hunt group, auto attendant, and call queue

Forward incoming calls dependent on defined criteria

- Always
- Selectively by schedule, number type or specific numbers
- Operating mode

Operating modes



Set up options

Manage call flow efficiently based on time, day, and business needs

Authorize users to manage the routing process from a desk phone or User Hub

Create modes at the organization or location level

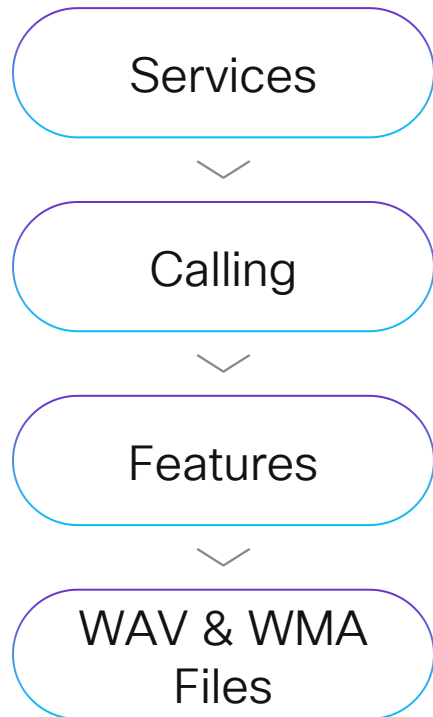
Assign modes to features under Call Forwarding

- Call Queues
- Customer Assist Call Queues
- Auto Attendants
- Hunt Groups

Use Case

- During business hours, calls may be routed to a receptionist
- After business hours, weekend and holiday calls may be routed to an auto attendant or a voicemail
- Occasionally, agents work late, and the supervisor needs to change the mode to business hours

Announcement files



Set up options

Organizations and/or locations can use shared announcements for auto attendants, call queues, or music on hold

- Add, update, and delete audio files
- Upload files or record directly in Control Hub
- Replace existing announcement files
- Filter and Sort capability to view the files
- Displays the file information and the feature instance attached with an announcement
- Supports localization of the announcements
- WAV and WMA

Auto attendant

Services



Calling



Features



Auto Attendant

Set up options

Ensure that calls are answered to meet callers' needs

Custom greetings

Menus to route calls as needed

Create schedules

Each Auto Attendant is assigned a unique telephone number and/or extension

Bulk creation and management available

Call Queues

Call queues

Services



Calling



Features



Call Queue

Included with Webex Calling Professional License

Route incoming voice-only calls based on predefined criteria, placing them on hold until the next agent becomes available

Advanced call queue capabilities (request call-back, skills-based routing)

Supervisor experience: monitor, coach, barge-in, takeover

Best suited for customers who need simple voice-centric call center capabilities

Reporting and analytics in Control Hub

Call queue features



Customers

- Welcome greeting
- Comfort greeting
- Request callback
- Enhanced queue routing policies (for night service, holidays, and forced forwarding)
- Additional IVR functions—call whisper message and comfort bypass message



Agents

- One-step login / logout of queue
- Personal readiness status management
- Multi-queue operations
- Intuitive options for desk phone and Webex App



Supervisors

- Monitor / coach / barge / takeover active calls
- Agent status management
- Call queue reporting and analytics dashboard
- Assign call queue staff per queue
- Assign skills-based routing ratings of staff, per queue

Call queue routing options

Priority Based – Same as Hunt Groups

- Circular
 - Cycles through all agents after the last agent that took a call. It sends calls to the next available call queue agent.
- Top Down
 - Sends calls through the queue of agents in order, starting from the top each time.
- Longest Idle
 - Sends calls to the agent that has been idle the longest. If they don't answer, proceeds to the next agent who has been idle the second longest, and so on until the call is answered.
- Weighted*
 - Sends calls to agents based on percentages you assign to each agent in the call queue profile (up to 100%).
- Simultaneous
 - Sends calls to all agents in a call queue at once.

Skill Based – Call Queues only

When you select skill-based call routing, by default, routing will happen only based on the skill level.

If there is more than one agent with the same skill level, then the selected routing pattern is followed to resolve the contention to choose the next agent for call routing

Available patterns

- Circular
- Top Down
- Longest Idle

*Weighted routing not supported in Customer Assist – defaults to Top Down

Call queue agent tab

Professional License

Services



Calling



Features



Call Queue



webex Agents

Customer Assist

Services



Customer Assist



Agents

Capabilities

- A single view of agents across all Call Queues
- Filter information of agents based on Call Queues, Join/Unjoin status, or location
- One-click toggle of join/unjoin status of the agent
- Export to CSV

Call queue supervisor tab

Professional License

Services



Calling



Features



Call Queue



weber
Supervisors

Customer Assist

Services



Customer Assist



Supervisors

Capabilities

- Users who manage assigned call queue agents
- Perform monitoring and coaching functions
- Can manage agents in multiple call queues
- View list of assigned agents by supervisor

Admin Controlled User Features

Calling settings

Management



Users

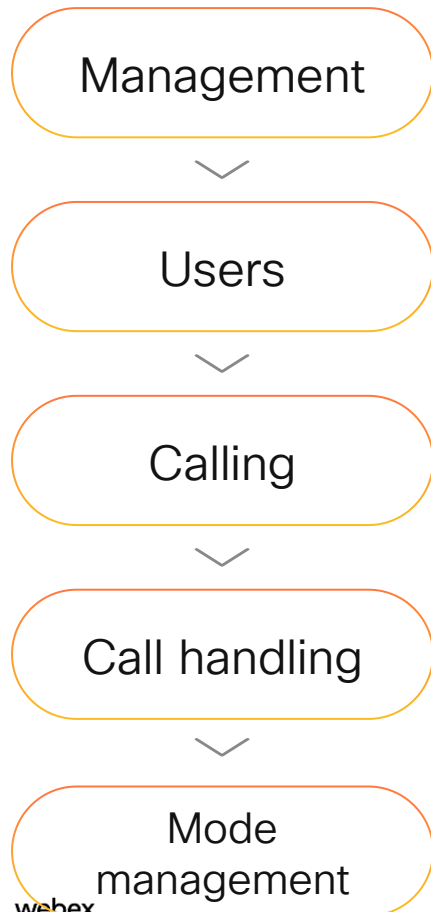


Calling

Admin Controlled user feature Options

- Voicemail Transcription
- Business Texting
- Outgoing calling permissions
- Push – to – Talk
- Attendant Console
- Call Recording settings
- And more!

Mode management



webex

Set up options

Administrators can grant users, such as an office manager or receptionist, the authority to manage modes for specific features if the **forward calls by modes** option is enabled for the feature

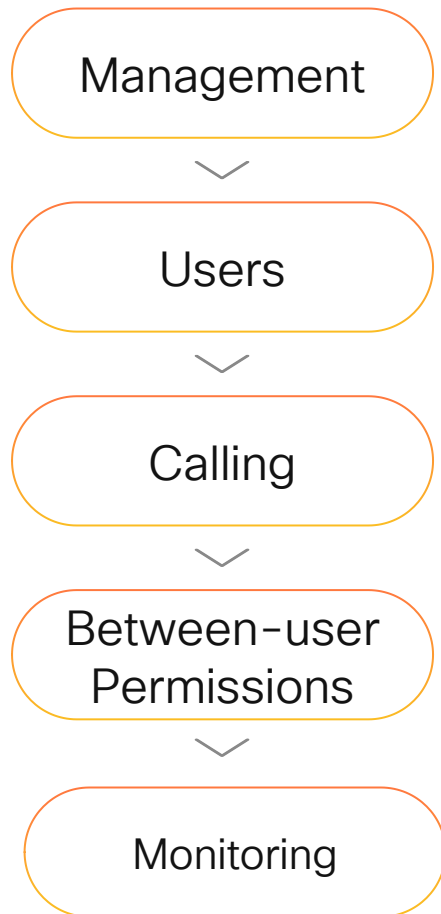
Users can select features individually, either within a specific office location or across the entire organization

The features are presented to the user for mode management in User Hub and on supported MPP and PhoneOS devices in the same order as assigned

Use Case

- During business hours, calls may be routed to a receptionist
- After business hours, weekend and holiday calls may be routed to an auto attendant or a voicemail
- Occasionally, agents work late, and the supervisor needs to change the mode to business hours

Monitoring



Set up options

- Allow user to monitor the line status of specified users, places or call park extensions
- Enable notifications of calls parked on monitored lines
- Add and remove monitored lines and/or call park extensions
- Reorder the display sequence on user's phone

Use Case

Sales team members are part of a call park group and want to receive notifications about parked calls

Hot Desking

Management



Users



Calling



Between-user
Permissions



Hot Desking

Set up options

- Gives the user the ability to temporarily transfer their hot desk profile to Cisco 8875, 9800 and 8800 series video phones
- By default, the user's primary line is used
- Add more lines for the user to use on a shared phone
- Configure the device layout on the user's Hot Desking phone profile
- Webex App required for the user

Use Case

People using shared workspaces can sign in and book a shared phone for their workday

User portal settings

Calling settings

user.webex.com



Settings



Calling



Call settings

Options

- Do Not Disturb
- Call Forwarding
- Call Waiting
- Anonymous call rejection
- Single number reach
- Hoteling
- And more!

Schedules

user.webex.com



Settings



Calling



Schedules

Options

- Create schedules to be used for features
 - Call forwarding
 - Call acceptance
 - Priority alerts
 - Call notify
 - Sequential ring
 - Simultaneous ring
- Corporate schedules available for use, but not editable

Voicemail

user.webex.com



Settings



Calling



Voicemail

Options

- Listen to and manage voicemail messages
- Reset voicemail PIN
- Choose when to send callers to voicemail
- Choose where to store messages
- Enable notifications
- Voicemail transcription settings
- Allow callers to transfer from your voicemail greeting
- Set up voicemail greetings

Hoteling

user.webex.com



Settings



Calling



Hoteling

Set up options

Allow users to use configured devices to send and receive calls, appearing from their number

Device must be configured as a hoteling host

Use Case

Some users will come into the office a few days a week. They no longer have their own assigned desk, but still want to use a desk phone while in the office

Mode Management

user.webex.com



Settings



Calling



Features

Options

- Manage the call-forwarding settings of features with the scheduled operation mode
- Edit mode to switch the mode or extend the mode
- Must be given access by an administrator
- Can be done in bulk
- Useful when calls should be directed elsewhere outside of the typical automated schedule



Any Questions?

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Share your experience!

Scan the QR code for the
post-session survey





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