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Let's go



## Deploying the Webex App to your Organization

Shane Long, Technical Marketing Engineer

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BRKCOL-2198

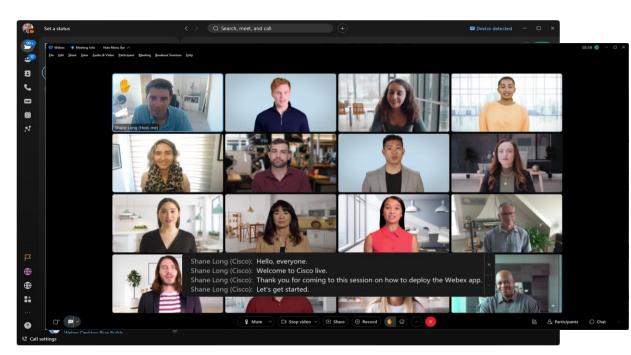
## Agenda

- Introduction
- Webex Organization Setup
- Meetings Platform Update
- Webex App Calling
- App Deployment
- Messaging Demo



### The Webex App

One easy-to-use and secure app to call, message, meet and get work done.



Full Webex meetings experience Webex meetings platform evolution

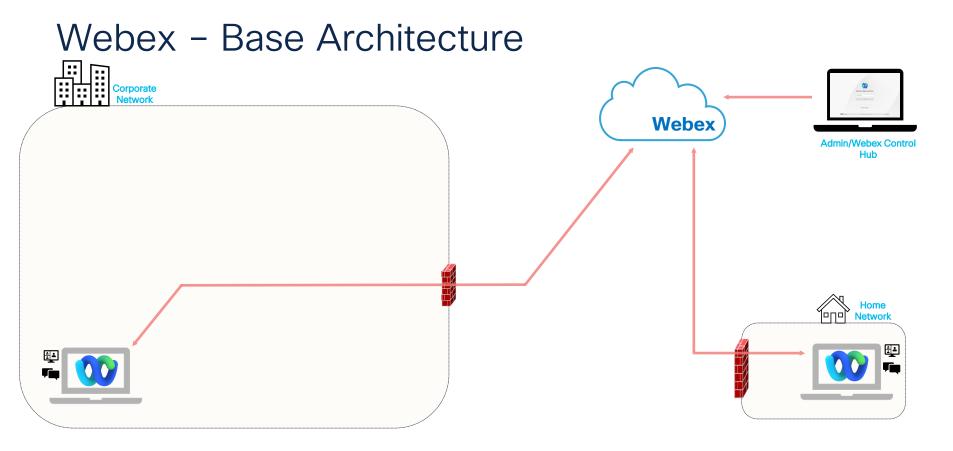
Enterprise Grade Calling Unified CM Webex Calling

#### Modern messaging capabilities

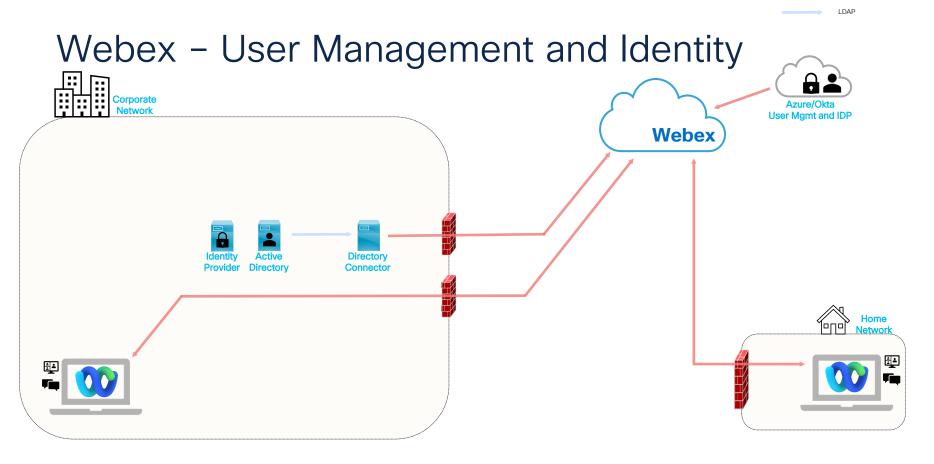
Powerful 1:1 and 1:many messaging and sharing capabilities

#### Customizable app experience

Enable the features and services that you need

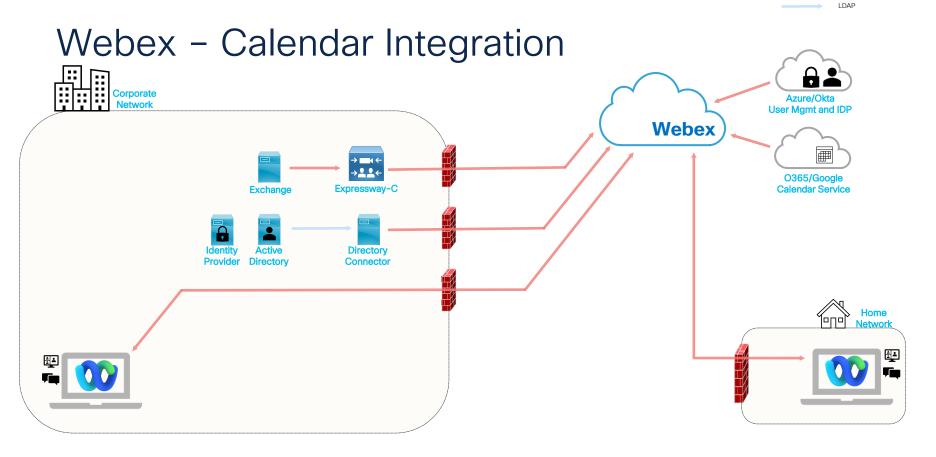






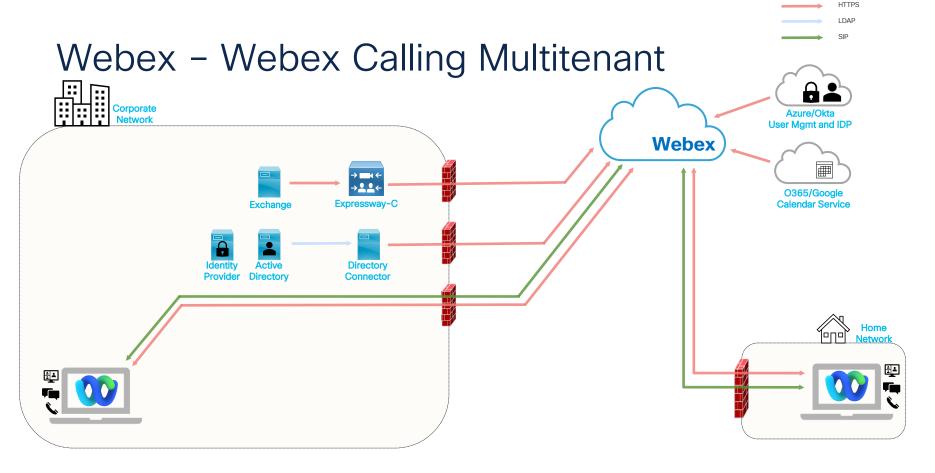


HTTPS

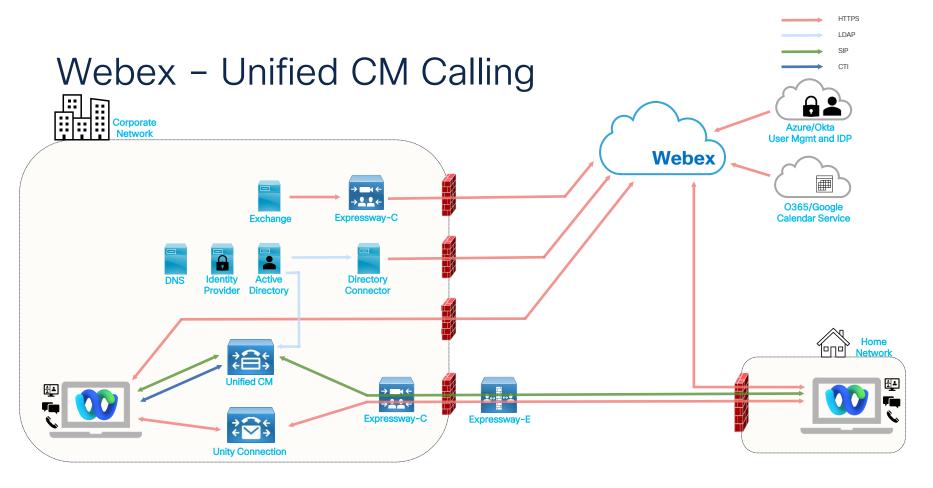




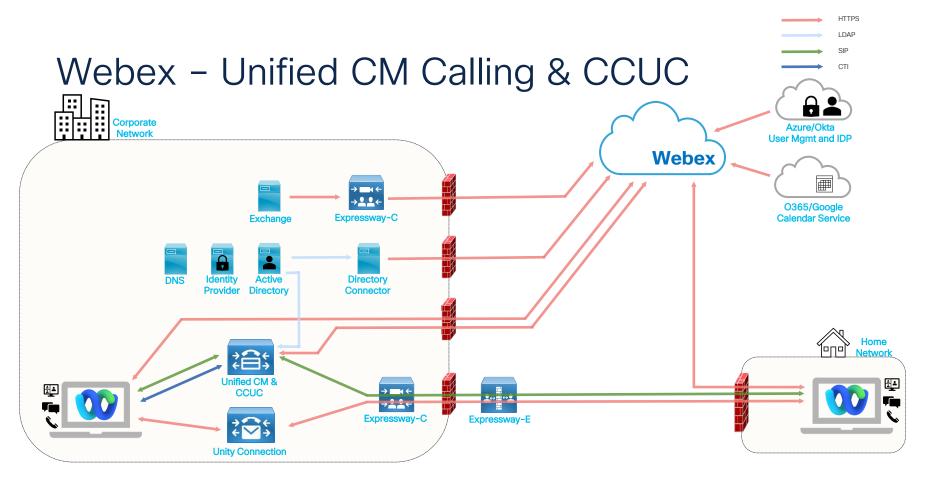
HTTPS







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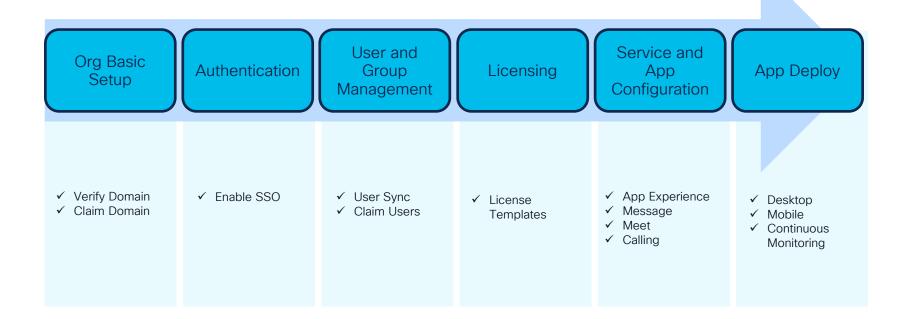


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## Webex Org and User Identity



### Typical Webex App Deployment





### User Authentication

#### **Basic Authentication**

- Email & Webex password
- Duo Integration

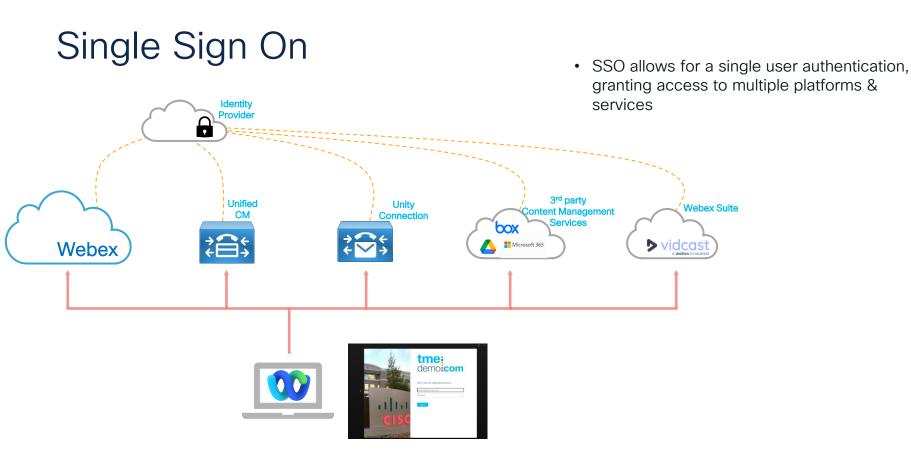


#### Single Sign On

- Any auth type supported by the IDP, MFA
- Common user identity across all services/platforms
- NEW Support for Multiple IDPs per org (Extended Security Pack Required)

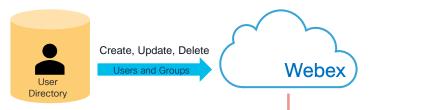






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### Webex User Provisioning

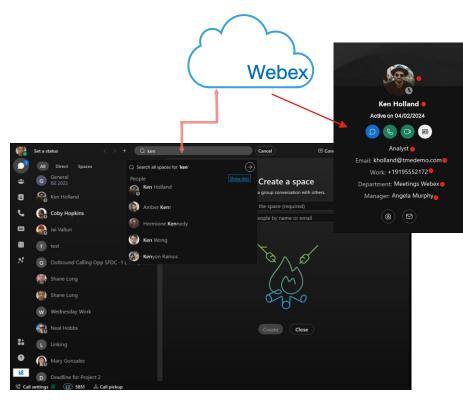


⊘ Overview	Users				
Alerts center	으 Users 왕용 Groups ② License	s III Contacts			
MONITORING	A press	E Contacts			
Webex Experience	Q Search by name or email	Filter 483 users			Manage use
Analytics					
· Troubleshooting	First / Last name +	Emai	Status	Admin roles	
Reports	Almee Hewitt	anewittgtmedemo.com	<ul> <li>ACOVE</li> </ul>	read-only admin	
	🧕 Ajay Pawar	ajpawar@tmedemo.com	<ul> <li>Active</li> </ul>	Full admin	
AANAGEMENT	Aladdin Gordon	agordon@tmedemo.com	<ul> <li>Verified</li> </ul>	Read-only admin	
Morkspaces	Alan Glowacki	aglowack@tmedemo.com	<ul> <li>Active</li> </ul>	Full admin	
Devices	2 Alan Lane	alane@tmedemo.com	<ul> <li>Active</li> </ul>	Read-only admin	
Apps Account	Albert Amparan	alampara@tmedemo.com	<ul> <li>Active</li> </ul>	Full admin	
Organization Settings	Alec Walker	alecwalk@tmedemo.com	<ul> <li>Verified</li> </ul>	Read-only admin	
ERVICES	Alexa Williamson	awiliam@tmedemo.com	<ul> <li>Verified</li> </ul>	Read-only admin	
Updates & Migrations	Alexa Glover	aglover@tmedemo.com	<ul> <li>Active</li> </ul>	Read-only admin	
<ul> <li>Messaging</li> <li>Meeting</li> </ul>	Alexander Robbins	arobbins@tmedemo.com	<ul> <li>Active</li> </ul>	Read-only admin	
, Calling	Alfreda Valdez	avaidez@tmedemo.com	<ul> <li>Verified</li> </ul>	Read-only admin	
<ul> <li>Connected UC</li> <li>Hybrid</li> </ul>	Aline Merritt	amerritt@tmedemo.com	<ul> <li>Active</li> </ul>	Read-only admin	
	Alison Cassidy	cassidy@tmedemo.com	<ul> <li>Active</li> </ul>		
	Allegra Cameron	acameron@tmedemo.com	<ul> <li>Active</li> </ul>	Read-only admin	
	Allison Cassidy	acassidy@tmedemo.com	<ul> <li>Active</li> </ul>		
TME Demo	Allistair Santana				

Webex Attributes	Details
avatar	Image sourced from a
avalai	resource server or directory binary data
buildingName	
с	
departmentNumber	
displayName	How user name is displayed in Webex
ds-pwp-account-disabled	
employeeNumber	
employeeType	
externalID	Used to specify a users Azure ID
facsimileTelephoneNumber	
givenName	
jabberID	Used for XMPP messaging
1	
locale	
manager	
mobile	
0	
ou	
phoneNumbers;type-work_extension	
physicalDeliveryOfficeName	
postalCode	
preferredLanguage	
sipAddresses;type-enterprise	
sn	
st	
street	
telephoneNumber	Default Work Phone Number
timezone	Appears in People Ingsights profile
title	
uid	Used to sign into Webex, can be
ulu	mail or UserPrincipalName

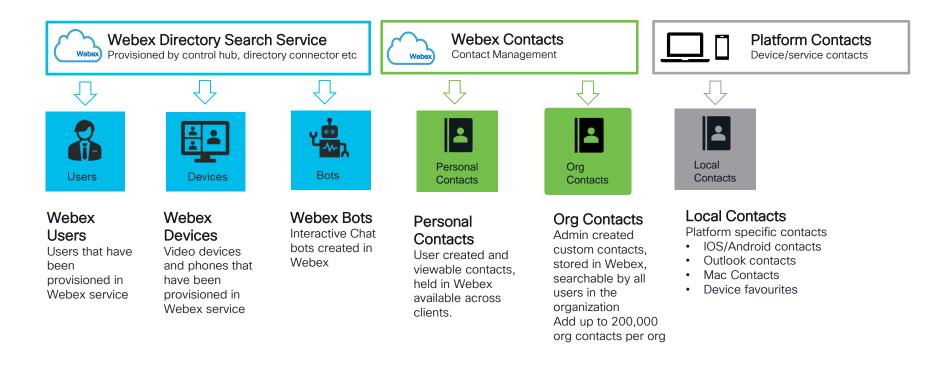


### Webex User Search/Resolution



- Webex App will perform directory queries
   against the Webex Directory Search Service
  - User search
  - User Resolution
  - Phone Number Resolution
  - Avatar Display
- Ensure all necessary user attributes are synced to Webex via user provisioning process

### Webex App Contact Search



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### NEW: Hide from Webex App Search

webex Control Hub		Q Search	<i>(</i> *	0 🗉 🌔
Overview	Carter Bell	Summary Profile General	Meetings Calling Hybrid Services Devices Vidcast	
	Groups	This user isn't a member of	any group.	
		Add to Webex groups		
MONITORING				
10 Analytics				
✓ Troubleshooting	Licences	% Calling	Call on Webex (1:1 call, non-PSTN) Webex Calling Professional	
Reports			Webex Galling Professional	
Q Customer Journey D		Edit licences		
MANAGEMENT				
요 Users	Webex linked accounts	tmedemo-bts.webex.com	(Host) Preferred Webex Meetings Site	
A Groups				
O Locations				
송 Workspaces	Administrator roles	Read-only admin, Webex	read-only admin	>
Devices				
BB Apps				
Account	Security	Reset Access	Revoke user-access tokens for the Webex app on desktop, web and mobile. This deletes any cached content and prompts the user to sign in again. Learn more.	
Organisation settings			Reset Access	
SERVICES		Hide from search 🛈	×	
C Updates & Migrations				

- When enabled, the user and their registered devices cannot be searched from the Webex App
- Example usage: *"I do not want my CxO to be searchable from the Webex App"*
- This does NOT make a user uncontactable
   you can still call or message the user if you know their details

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### Webex User Account Management Solutions

Method	Description
Directory Connector	Automatic method for creating, updating and deactivating user accounts and groups via Active Directory or AD LDS
Microsoft Azure Active Directory Wizard	Automatic method for creating, updating and deactivating user accounts and groups via Microsoft Azure
SCIM	Automatic method for creating, updating and deactivating user accounts via SCIM compliant systems (e.g. Okta)
SAML JIT	Automatic account creation based on SSO login
Self Registration	User can self register to create their Webex account in a claimed org
CUCM User Sync	Create Webex user accounts based on CUCM endusers (via CCUC)
Social Login	Automatic account creation via sign in to third party service for claimed domain (Apple, Google, Facebook, Microsoft)
CSV file	Admin can create and update users by importing a CSV file into Control Hub
API	Admin can create, update delete and list users by using Webex API's
Manual	Admin can use Control Hub to manage user accounts
Meetings Site User Linking	Automatically link Site Admin user accounts to Control Hub



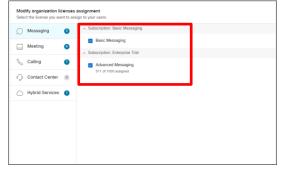
### License Template

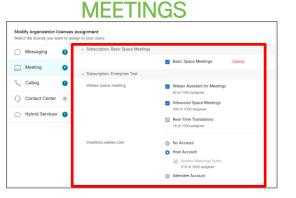
webex Control	Hub			4 💿 🍘
Overview	Users			
Alerts center	은 Users 왕 Groups	⊘ Licenses 🛛 🗃 Contacts		How does automatic licensing work?
Webex Experience     Analytics	Licenses assignment Licenses can be assigned	Organization-based manage Manage license accignment for	perment new users in your organization	
~ Troubleshooting	to new users. Learn More	Messaging	Basic Messaging Advanced Messaging	
L. Users		🖾 Meeting	Basic Space Meetings Advanced Space Meetings Webex Assistant for Meetings Webex Meetings Suite Imedemovebex.com Host Account	
B Workspaces		۹. Calling	Call on Webex (1:1 call, non-PSTN)	
Apps     Account     Organization Settings		Hybrid Services     Modify	Microsoft Exchange/Office 365	
Circle Construction Security S	7	Group-based management	and manage license assignment for each group.	
Messaging				
Meeting TME Demo	-			

### License Templates allow for configuring of a common licensing model per

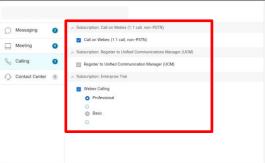
- Organization
- Group
- User

#### MESSAGING





#### CALLING

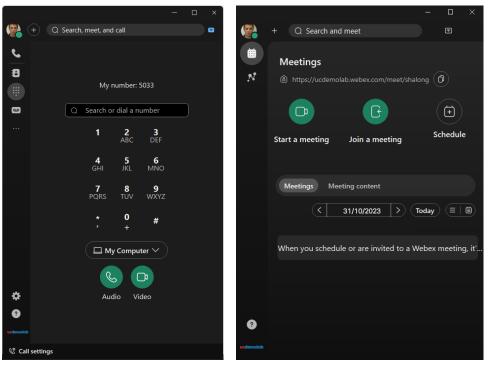


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### Service Entitlement

Calling Only Mode



Meetings Only Mode

- Services can be selected as needed in the license template
- Permutations of Calling, Messaging and Meetings can be configured

### Groups

#### User Groups can be synced to Webex

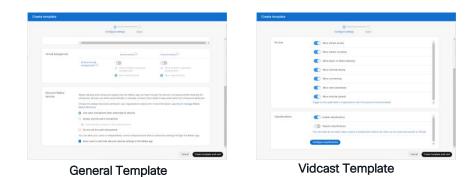
- Directory Connector
- Azure AD Wizard
- Groups dev API
- Created Manually in Control Hub

Groups can be used to apply license templates and settings templated to users with common requirements

webex Control Hub		Q Search		4 🖓 🔊 🖻 👰
Overview	Groups			⑦ What's a group?
	o Webex groups	Synchronised groups		
MONITORING	Q Search by name	6 groups		
al Analytics	Name +	Source ①	Last Modified	Licence assignment
✓ Troubleshooting	ctgFinance	On-premise Active Directory	05/08/2022	No
Reports	ctgoffshoreDev	On-premise Active Directory	05/08/2022	No
MANAGEMENT	ctgOpsEngineering	On-premise Active Directory	20/06/2023	No
은 Users	ctgOpsPM	On-premise Active Directory	10/06/2023	No
Groups     Locations	ctgWebexPM	On-premise Active Directory	05/08/2022	No
25 Workspaces	ctgWxCallingUsers	On-premise Active Directory	20/06/2023	Yes
📋 Devices				
BB Apps				
Account				
Organisation settings				
SERVICES				
C Updates & Migrations				
Messaging				
Meeting				
L Calling				
TME Demo				



#### Settings Templates

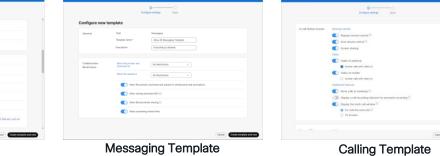


Create a Settings Template to control specific settings for

- General (Organisation Settings)
- Vidcast
- Meetings
- Messaging
- Calling

		O	
Calaboration tools	longen		
	Falling	•	
	DEA.		
in meeting	Dat		
	Download toring		
	File paraller.	•	
	Personal Int		
	Tana provantar		•
	Netwo		
	Parton Antidara	Chosed captoring must be to water comments and highlights in	The second secon

Meetings Template





### **Groups and Settings Templates**

The Groups tab allows the admin to assign License Templates and Settings Templates to the User Group

webex Control Hub	Q Search			4" 🔿 💕
MONITORING	CtgWxCallingU 2 members - Synce	Sers d from On-premise Active Di	rectory	
	Overview Members Assig	nments		
MANAGEMENT	Licences Based on your settings,	Ø Messaging	Basic messaging Advanced messaging	
요 Users 윤 Groups	applied to future and/or existing users.	Meeting	Basic space meetings Advanced space meetings	
② Locations 참 Workspaces	How does this work? 🖄		Real-time translations Webex Assistant for Meetings Webex Meetings Suite tmedemo.webex.com Host account	
Devices Apps		% Calling	Call on Webex (1:1 call, non-PSTN) Webex Calling Professional	
Account     Organisation settings		Edit		
SERVICES	Settings templates Applied to existing and	Туре	Template	
C Updates & Migrations	future members	General     General	TME Demo General	E
🗇 Meeting	How does this work? 🖸	Messaging	Wx Messaging General D	÷
S Calling		📋 Meeting	Wx Meeting General Demo	1
D Vidcast		% Calling	Wx Calling General Demo	1
Connected UC		C> Vidcast	Vidcast Enabled	1
Hybrid TME Demo				



## Meetings Platform Update



#### Webex Meetings Platform Evolution

#### MC Meeting Platform

Platform Update

Collection of services delivering a meetings platform to a range of endpoint types

#### Challenges

- Multiple apps on desktop, mobile and VDI (cross launch experience)
- Admins need to track 2 monthly release schedules
- Video Mesh not supported
- No native Linux meetings app
- Space Meetings vs Webex Meetings
- Ephemeral Meetings Chat

#### Webex Suite Meetings Platform

A modern meetings platform delivering a consistent experience no matter what device a user joins from

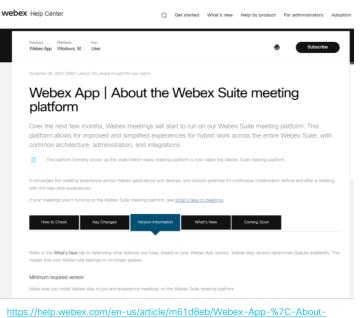
#### **Benefits**

- Single app on desktop, mobile and VDI
- Single update schedule for admins to track
- Video Mesh is supported for all Webex
   Meetings
- Native meetings app on Linux (Webex App)
- Consistent meetings experience when scheduled from a space or a PMR
- Chats & recordings available post meeting to continue collaboration
- Faster join experience
- Increased Video Mesh Capacity
- Join from two devices, appear in the roster once
- Al Ready
- more....

### Webex Suite Meetings Platform Readiness

Арр	Detail
Windows	Webex App
Мас	Webex App
iOS	Webex App
Android	Webex App
VDI	Webex App Webex App VDI plugin
Minimum Version	42.10

Webex Webinar will still run on the MC platform – cross launch experience Webinar will be updated to the Webex Suite Meetings Platform in CY 2024



#### https://help.webex.com/en-us/article/m61d8eb/Webex-App-%7C-Aboutthe-Webex-Suite-meeting-platform#reference-template\_55097a65-b894-403e-bf11-0713ad03855e



#### Webex Suite Meetings Platform – Key Changes In-Meeting Chat

your Webex org resides

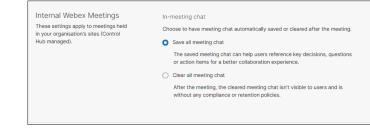
Rich in-meeting messaging is available for meetings hosted on a site enabled for Webex Suite Meetings Platform

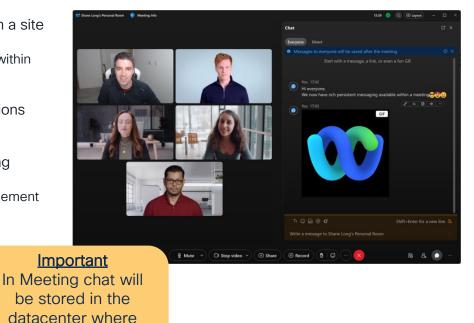
• Stored persistently and will be accessible by users from within their Webex App meetings tab

In-meeting messaging content will be subject to the organizations **Meeting Retention Policy** 

In-meeting chat enablement is independent Webex ,messaging enablement (via license)

· Control Hub admin can control this In-meeting chat enablement



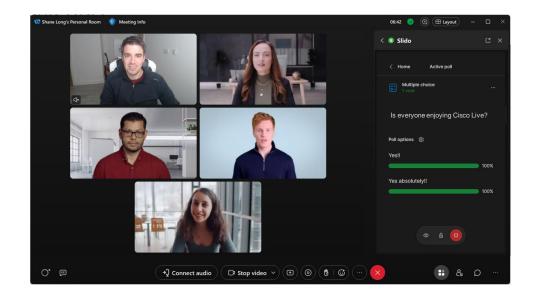




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#### Webex Suite Meetings Platform – Key Changes Polling and Q&A

- Polling and Q&A are delivered via Slido for meetings hosted on a Webex Suite Meetings Platform enabled site
- Slido admin and moderation is performed via slido.com





### Meeting Center Meeting Firewall Requirements



Meetings signalling and media traffic is Webex App initiated. Outbound firewall rules only need be applied (Firewall should allow return traffic from Webex services)

App Process (Windows)	atmgr.exe
Protocol	UDP
Source Address	Local IP Address
*Source Port Audio	52,000 to 52,049
*Source Port Video	52,100 to 52,199
Destination Address	See <u>Network Requirements for Webex Services</u> for media services IP subnets
Destination Port	9000 (fallback: TLS 443)

\*Source ports ranges apply only when dedicated source port settings in place. Otherwise, source ports will be ephemeral



#### Webex Suite meeting platform Firewall Requirements



Meetings signalling and media traffic is Webex App initiated. Outbound firewall rules only need be applied (Firewall should allow return traffic from Webex services)

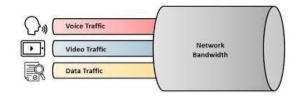
App Process (Windows)	ciscocollabhost.exe
Protocol	UDP
Source Address	Local IP Address
*Source Port Audio	52,000 to 52,049
*Source Port Video	52,100 to 52,199
Destination Address	See <u>Network Requirements for Webex Services</u> for media services IP subnets
Destination Port	5004 (fallback: UDP 9000, TCP 5004, TCP 443)

\*Source ports ranges apply only when dedicated source port settings in place. Otherwise, source ports will be ephemeral



## Quality of Service

- If a Windows application marks a packet with a DSCP value, Windows will remark the DSCP value to 0
- A Group Policy is required for Windows applications to mark audio, video and screen share with appropriate DSCP markings e.g.
  - Audio DSCP: EF
  - Video and Screen Share DSCP: AF41
- The Group Policy setting typically is configured to mark any packets with a DSCP markings based on:
  - Application Process Path
  - Source/Destination Port
- Action may be required to reimplement a QoS Group Policy, as the in-meeting Windows process is now different, and source port may be different
- Webex App for Mac and mobile can mark audio, video and screen share packets with appropriate DSCP markings as default



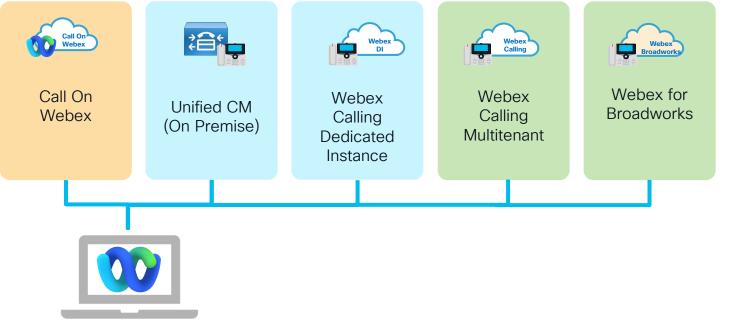
<u>Action</u>

Update any Webex Group Policy to allow DSCP markings for CiscoCollabHost.exe

# Calling

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### Webex App Calling



Webex provides flexible calling deployment models to meet your organizations needs

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### Webex App Calling

Modify licence assignment			×
	Modify organisat	ion licences assignment	
	Select the licence you war	t to assign to your users.	
	O Messaging	3 A Subscription: Call on Webex (1:1 call, non-PSTN)	
	Meeting	Call on Webex (1:1 call, non-PSTN)	
	🖌 Calling	A Subscription: Register to Unified Communications Manager (UCM)	
	11.1.24	Register to onimication Manager (UCW)     Subsected and Extension	
	Services	A subscription. Envelopme     Webex Calling ①	
	Apply scope	Professional  Future users  Kuture users  Kuture users	
			Cancel Save

Calling experience is defined via user licensing

#### Call on Webex

- Basic and free 1:1 in-app calling service
- On by default

#### Register to Unified Communication Manager

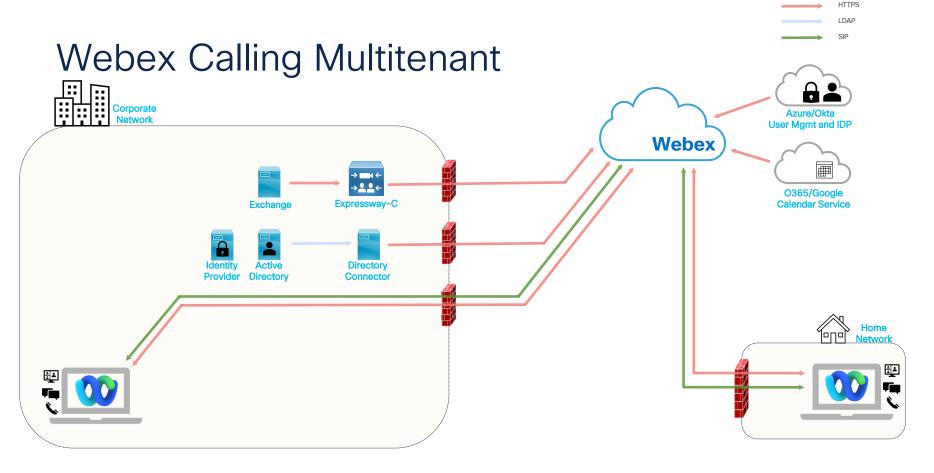
- Unified CM on-premise
- Webex Calling Dedicated Instance

#### Webex Calling

Webex Calling Multitenant

Webex for Broadworks is managed by your Service Provider







# Webex Calling Multitenant

## A partial list of supported calling features

Alternate numbers	Call logs w/click to dial	Directed call pickup	Inbound caller ID	Pre-alert announcement	Simultaneous ring
ATA support	Call redial	Directed call pickup barge in	Inbound fax to email	Privacy	Speed Dial 100
Auto attendant	Call restrictions	Distinctive ring	Main number outbound call ID	Webex Go	T-38 Fax
Barge-in exempt	Call routing and queuing	Do not disturb	Mobility	Reports and metrics	Three-way calling (variable length)
Business continuity (CFNR)	Call transfer - attended	Enterprise phone directory	Music on hold (site)	Receptionist client	Video (point to point)
Busy lamp monitoring	Call transfer-blind	Exec / assistant	N-Way voice and video calling (6)	Schedules	Virtual extensions
Call forwarding	Call waiting - Up to 4 calls	Feature access codes	Single number reach (Office anywhere)	Selective call rejection	Visual voicemail
Call history	Conferencing (site based)	Hoteling (guest)	Outbound caller ID blocking	Sequential ring	Voicemail transcription
Call hold and resume	Convenience call recording	Hunt group	Personal phone directory	Shared line appearance	Video N Way



# Webex Calling Multitenant

## App Configuration

webex Control Hub		Q Search		4" 💿 💣 🚇
은 Users	Calling			
As Groups				
O Locations	Numbers Virtual lines 0	Call Routing Managed gateways	PSTN Servic	client Settings
战 Workspaces	Auto Attendant Call Queue Hunt	Group Call Park Extension Call Park Group Call Pic	k-up DECT Network	Single Number Reach Paging Group 📎
Devices	Call Park Extension			
88 Apps	Park a call at any extension and cho help, see how to use call park extension	ose which users can pick up that call. For more		Create Call Park Extension
Account	neip, see now to use call park exten:	ions 🖵		
Organisation settings	Q Search Call Park Extension	6 call park extensions		All Locations
SERVICES	Name	Location	Extension	Actions
C Updates & Migrations	WX1 Call Park	TME Demo	72	
Messaging				
📋 Meeting	Call park demo 4	TMEdemo CCP	7577	
% Calling	Call park demo 5	TMEdemo CCP	7588	
▷ Vidcast	Call park demo1	TMEdemo CCP	7757	
Ontact Centre				
Connected UC	Call park demo2	PSTN free trial	7758	
🛆 Hybrid	Call park demo3	PSTN free trial	7759	
TME Demo				

### Numbers

· Acquire phone numbers for your organization

### **Virtual Lines**

 Configure multiple lines/shared lines (up to 8 lines. Desktop only, mobile coming soon

### Features

 Configure calling features such as Call Queues, Hunt Groups, Call Pickup, Call Park

### Service Settings

 Configure services such as E911 settings, Call Recording, Business Texting, Voicemail etc

### **Client Settings**

 Configure the App In-Call feature access as well as MS Teams integration settings



# Webex Calling Multitenant Client Settings

webex Control Hub		C	λ Search					4" 🔿 💣	' 😨
A Users									
🖳 Groups	Calling								
Locations	Numbers	Virtual lines	Call Routing	Managed gateways	Features	PSTN	Service Settings	Client Settings	
战 Workspaces	Rambers	vir taar in co	ountouting	managea gaterrays	reatures	10111	bervice bertings	Concile Octaings	
Devices		In-call featur	0 200200		on available feature		-		
8 Apps		in cui routui	6 666633				a webex call. tions, go to user settings or c	alling	
Account				temp	lates.				
Organisation settings				Shar	ing content				
gi organisadori setangs					Request control	0			
					Give control 🛈				
SERVICES									
C Updates & Migrations				Vide					
Messaging				<u> </u>	Video on desktop				
🛱 Meeting					-				
% Calling				•	Video on mobile				
Vidcast					Answer calls w	ith video			
Contact Centre					Move calls to me				
S Connected UC							or for automatic recording	0	
Hybrid								0	
					<ul> <li>Display the multi-</li> <li>For multi-line u</li> </ul>				
TME Demo					<ul> <li>For all users</li> </ul>	and any C			

Remember You can use templates to manage Client Settings for different groups of users

### Call Settings

 Control how calling options are displayed when a user selects to make an audio or video call. Remove a calling option that you do not want to present to your users (e.g. Call on Webex)

### In-call feature access

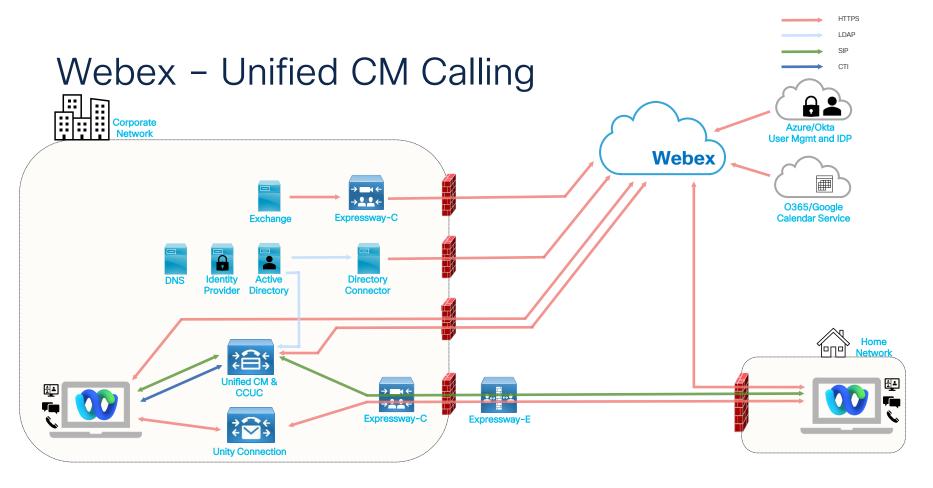
· Control mid call settings

### **Microsoft Teams integration**

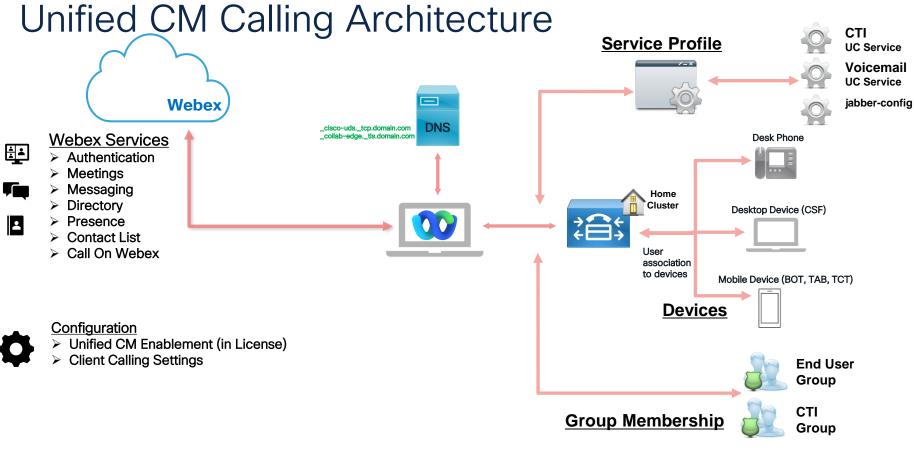
 Configure MS Teams integration features such as presence interop

### Do Not Disturb (DND) status sync

Enable/Disable synchronization between deskphone and Webex App DND

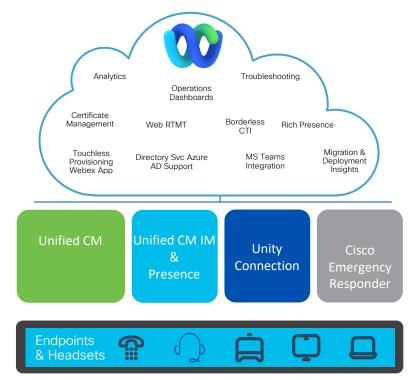


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# Cloud-Connected UC (CCUC)



## Provisioning

- User Provisioning
- Unified CM Device Provisioning

## **Calling Features**

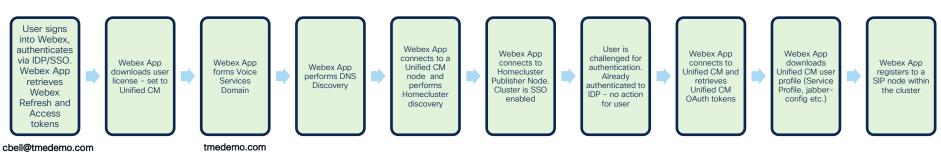
- Phone Presence for Webex App
- Borderless CTI

## **Microsoft Teams Integration**

- Call History
- Voicemail (Unity Connection)
- Presence Sync Webex <-> Microsoft



## Unified CM Calling First Time Sign In Unified CM On-Premise and Webex Calling Dedicated Instance



#### Voice Services Domain

RHS of email address entered in the Webex App first screen or domain name specified by admin in Control Hub

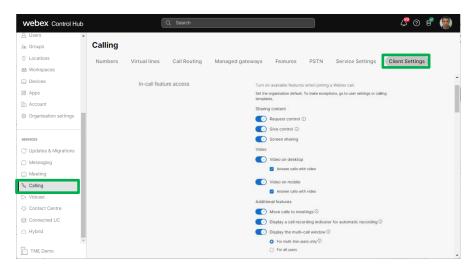
#### **DNS Discovery**

Webex App sends 2 DNS SRV queries to locate Unified CM or Expressway-E \_cisco-uds.\_tcp.*tmedemo.com* collab-edge. tls.*tmedemo.com* 

#### Homecluster Discovery

Process to find the users cluster in a multi cluster Unified CM deployment. Webex sends 2 queries to Unified CM using the email address the user entered in the Webex App first screen e.g. cbell@tmedemo.com <u>https://ucmFQDN:8443/cucm-uds/clusterUser</u>?username=cbell https://ucmFQDN:8443/cucm-uds/clusterUser?email=cbell@tmedemo.com

# Unified CM Calling Configuration



Remember You can use templates to manage Client Settings for different groups of users

### Call Settings

 Control how calling options are displayed when a user selects to make an audio or video call. Remove a calling option that you do not want to present to your users (e.g. Call on Webex)

### **Calling Behavior**

Manage UC Profiles to configure a Voice Services Domain

### **Unified CM Settings**

- · Option to disable Webex App certificate validation
- Enable automatic Unified CM device provisioning (via CCUC)

### Unified CM SIP Address Routing

Control how SIP URI calls are routed

### In-call feature access

Control mid call settings

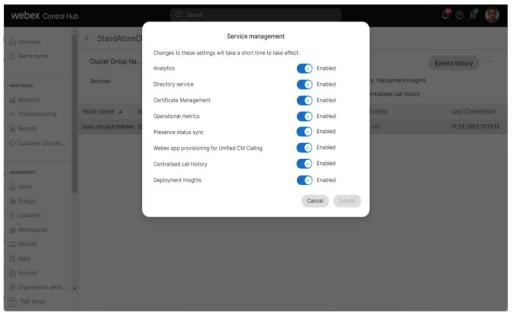
### **Microsoft Teams integration**

• Configure MS Teams integration features such as presence interop (via CCUC)

### Do Not Disturb (DND) status sync

 Enable/Disable synchronization between deskphone and Webex App DND (via CCUC)

# Unified CM Calling Configuration Cloud Connected UC



# Cloud Connected UC is highly recommended for deployments

- Webex App Unified CM Calling
- Webex App with Webex Calling Dedicated Instance (CCUC is installed by default)
- Jabber to Webex App migrations
- Webex Calling for MS Teams



# Unified CM Calling Configuration

## User and Device Configuration

## <u>User</u>

The user will use their email address or UPN to sign into Webex App. Webex App will use this address to locate user in Unified CM

e.g. sign into Webex App with <u>cbell@tmedemo.com</u>

Unified CM user account must have one of the following attributes matched

User ID: *cbell* Mail ID: *cbell@tmedemo.com* 

## Service Profile

#### Voicemail Primary uckn-pub.tmedemo.com v Secondary ucknosub.tmedemo.com v Tertiary (Uknos> v Credentials source for voicemail service\* "Hot set v

#### Deskphone Control Mode

-CTI Profile						
Primary	cm-sub1	~				
Secondary	cm-sub2	~				
Tertiary	cm-pub	~				

### Calling Feature Configuration

– Jabber Client Configuration (jabber-config.xml) Profile—						
Common	common01-webexapp	~				
Desktop	<none></none>	~				
Mobile	<none></none>	~				

## <u>Device</u>

Platform	Device Type
Windows	CSF
Мас	CSF
Linux	CSF
VDI	CSF
iPad	TAB
Android Tablet	TAB
Chromebook	TAB
iPhone	ТСТ
Android Phone	BOT



# Unified CM Calling Configuration Webex App will use the Jabber Client Configuration

IC Service Conf	iguration					Related Links: Back To Find/List 💙
💷 Save 🗡 D	Delete 📄 Copy	Add New				
	<u> </u>	U				
UC Service Info	rmation					
UC Service Type Product Type:	a: Jabber Client Jabber	Configuration (jabber-config.xml)				
Name*	Multiline-shan	•				
Description	Jabber config	created for both desktop and mobile				
	ration Paramete	Parameter		Parameter Description	Value	Coverations
Options	ection V	multiline1_ringtonename	¥	Specifies the ringtone name	Classic Ringer	Delete
Options	~	multiline2_ringtonename	· ·	Specifies the ringtone name	Ascent	Delete
Options	*	DockedWindowVisible	•	Displays the docked windows	true	Delete
Options	•	DockedWindowPosition	•	The position of the docked windows		Delete
	*		*		TopRight	Delete
Options		EnableBridgeConferencing	· ·	Enables bridge conferencing	true	
CUCM	~	EnableJabber2TeamsMigration			true	Delete
Policies	~	EnableSIPURIDialling	×	Enables SIP URI dialling	true	
Policies	~	EnableGroupCallPickup	~	Enables pick up incoming calls	true	Delete
Policies	~	EnableCallPickup	*	Enables call pickup group	true	Delete
Policies	~	EnableHuntGroup	~	Enables hunt group	true	Delete
Policies	*	TelemetryCustomerID	۲	Specifies the source of analytic information.	ef70fae6-b079-45e6-901e-i	Delete
Policies	~	TelemetryEnabled	*	Enables to gather the analytics data	true	Delete
Phone	~	EnableE911OnPremLocationPolicy	*	Enables E911 onPrem location policy	true	Delete
Phone	*	EnableE911EdgeLocationPolicy	*	Enables E911 edge location policy	true	Delete
Phone	*	E911EdgeLocationWhiteList	*	A whitelist of SSIDs separated by a semicolon	#Collaboration	Delete
Phone	~	EnableMeetingPowerUp			true	Delete
Client	~	pChatShare	¥	Enables screen capabilities	true	Delete
Client	*	Persistent_Chat_Enabled	*	Enables persistent chat feature	true	Delete
Client	*	Persistent_Chat_Mobile_Enabled	*	Specifies if persistent chat is available in the mobile device	true	Delete
Directory	*	PresenceDomain	*	Specifies the domain of the presence node	tmedemo.com	Delete
Directory	×	UdsPhotoUriWithToken	*	Specifies a photo URI with a directory attribute	http://www.tmedemo.com/	Delete
Not Selected	*	Not Selected	*			Add Add Custom

Any Jabber parameters that are not applicable to the Webex App will be ignored

Parameter	Description and Values	Supported platforms
E911EdgeLocationWhiteList	Parameter: E911EdgeLocationWhiteList Specifies a whitelist of up to 30 Service Set IDs (SSIDs) separated by a semicolon. Vou must configure this parameter when the E911EdgeLocationPolicy parameter is set to true. Then the elient monitors users who connect to the corporate network through Expresswap for Mohile and Remote Access network. Example: dmistedInterformerbilisperons/InteleffUltingtonics/ebloyd	Desktop and mobile
EnableCallPark	Parameter: EnableCallPark Specifies whether the call park feature is available in the client. To access the call park feature, users can choose the More option in the call window. • true (default)—Call park is enabled. • fate—Call park is disabled. There is no call park option under the More button.	Desktop
EnableCallPickup	Parameter: EnableCallPickup Specifies if a user can pickup a call in their call pickup group. • true—Enables call pickup. • false—Disables call pickup (default).	Desktop and mobile

See Deployment guide for Calling in WebexApp (Unified CM) for a full list of parameters

https://www.cisco.com/c/en/us/td/docs/voice\_ip\_c omm/cloudCollaboration/wbxt/ucmcalling/unifiedcm-wbx-teams-deployment-guide.pdf

# Webex App Subsequent Logins Webex OAuth At initial logi

webex Control Hub	Q Search						\$ 0	e" 🛞
Overview	Organisation settings							
Alerts centre	Settings 🗋 Tomplates Bear							
MONITORING		Token policy						
ad Analytics		Set the maximum time to clients.	hat a user will s	stay logged in c	in Webex app	desktop or mobile		
~ Troubleshooting			Mobile ①		Desktop			
Reports     Customer Journey D		Auto extend refresh				2		
customer Journey b		token 🛈						
MANAGEMENT		Refresh token TTL 🛈	1440	hour(s)	1440	hour(s)		
Q. Users		Max. num of refresh tokens ①	100	token(s)	100	token(s)		
Groups		Access Token TTL 🛈	720	minute(s)	720	minute(s)		
Locations     Workspaces		Save						
Devices TME Demo		_						

Default refresh token TTL: 60 days

At initial login, the Webex authorization service issues the Webex App OAuth refresh and access tokens The access token is used to access Webex services

- The refresh token is used to fetch a new access token at regular intervals.
- The refresh token is stored securely on the Webex App device

This will allow the App to access Webex services across sessions, without the user having to authenticate each time

Once the refresh token expires, the user will need to reauthenticate

Admin can choose to auto extend the refresh token each time the user has a Webex App session

- If the user uses the app before the refresh token expires, the user will not have to reauthenticate
- NOTE: Auto extend is off by default for desktop and mobile

Webex OAuth tokens will allow the App to access Webex services only – Unified CM family OAuth is seperate

# Webex App Subsequent Logins

CISCO Unified CM Administration For Cisco Unified Communications Solutions		Skip to Content	t Navigation Cisco Unified CM Administration shalong About	Go Logout
System - Call Routing - Media Resources - Advanced Features	Device      Application      User Management	Bulk Administratio	on 🕶 Help 🕶	
Enterprise Parameters Configuration				
🔚 Save 🧬 Set to Default				
Cisco Jabber				
Never Start Call with Video *	False	~	False	
Cisco Directory Number Alias				
DSCP for LDAP (all services using Directory Number Alias port) *	default DSCP (000000)	~	default DSCP (000000)	
SSO and OAuth Configuration				
OAuth Access Token Expiry Timer (minutes) *	60		60	
Client OAuth Refresh Token Expiry Timer (days) *	60		60	
Physical Phone OAuth Refresh Token Expiry Timer (days) *	120		60	
Redirect URIs for Third Party SSO Client				
SSO Login Behavior for iOS *	Use native browser (iOS 9+: embedded Safari .	pre-i0! ¥	Use embedded browser (WebView)	
OAuth with Refresh Login Flow.*	Enabled	~	Disabled	
Use SSO for RTMT *	False	~	True	
OAuth Access Token for Devices *	Implicit: Already registered devices	~	Implicit: Already registered devices	
Directory Search Parameters				
Directory Search Scope *	All Users in the System			
Search Behavior for Users with no Customer Mapping *	Only search within Users with no Customer mapp	ing		_
Phone Migration				
When Provisioning a Replacement Phone for an End User *	Retain Existing Phone(s)	~	Retain Existing Phone(s)	
Security Profile for Migrated Phone *	Secure	~	Secure	Ψ.

Default refresh token TTL: 60 days

As the Webex App logs into Unified CM, Unified CM will issue the App with refresh and access tokens.

This will allow the App to access Unified CM services across sessions without the user needing to authenticate with Unified CM each time

NOTE: OAuth refresh token flow is disabled by default and will need to be enabled for the best experience

Unified CM, Unity Connection and Expressway are all part of the same OAuth. OAuth refresh token flow should be enabled on all these platforms

# Webex App Subsequent Logins

system 👻 Call Roman 👻 Media Resources 👻 Advanced Features 👻 🛛	Device  Application  User Management  Bulk Adr	ninistration - Help -
nterprise Par s Configuration		
🔜 Save 🧞 🛛 tault 🎱 Reset 🖉 Apply Config		
OAu. NEWr (minutes).*	60	
Client piry Timer (days) *	60	
Phys Token Expiry Timer (days).*	60	
Re as for Third . Client		
Sogin Behavior for iOS	Use embedded browser (WebView)	~
OAuth with Refresh Login Flow.*	Enabled	~
Use SSO for RTMT *	True	~
OAuth Access Token for Devices *	Implicit: Already registered devices	~
Auto Renew Refresh Token *	Enabled	~
Directory Search Parameters	All Users in the System	
Search Behavior for Users with no Customer Mapping.*	Only search within Users with no Customer ma	pping
Phone Migration		
When Provisioning a Replacement Phone for an End User *	Retain Existing Phone(s)	~
Security Profile for Migrated Phone *	Secure	~
Phone Migration User Identification Prompt.*	Use Enduser Primary Extension	~

Unified CM/Webex App now can auto extend the Unified CM OAuth refresh token

Webex App will auto refresh the refresh token after 50% of the tokens' lifetime

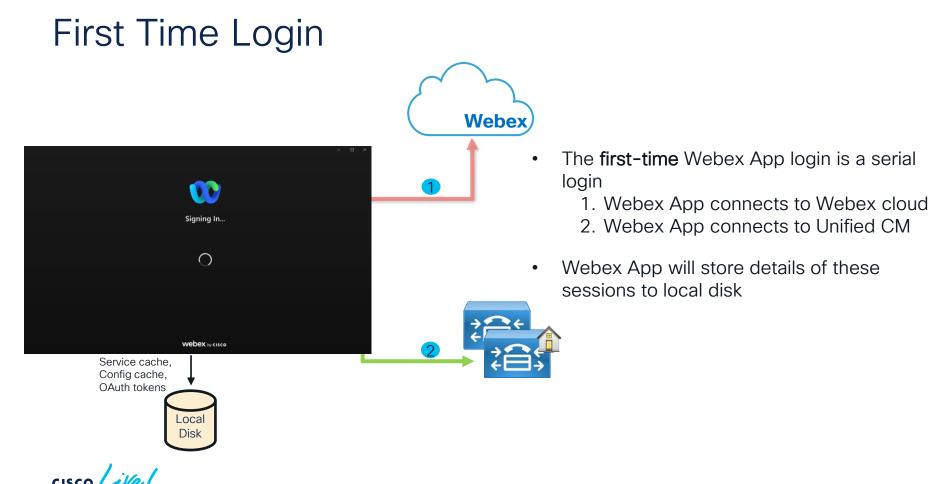
• The refresh should never expire as long as the Webex App is active inside the tokens 50% timeline

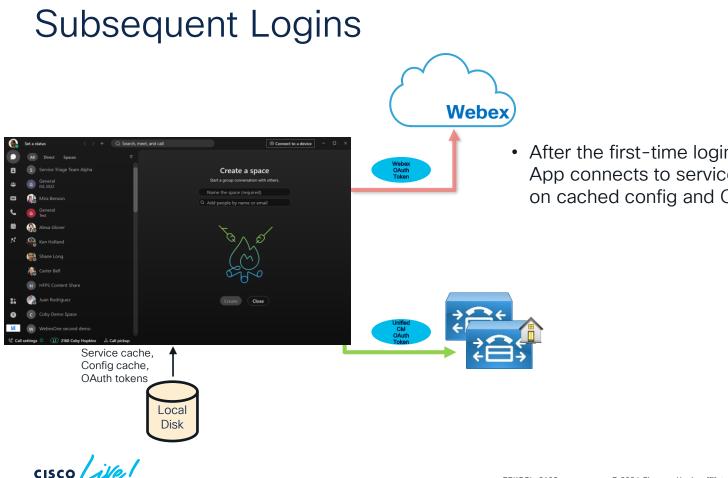
EXAMPLE: If the Unified CM refresh token TTL is set to 60 days, the Webex App will renew for another 60 days, as long as the Webex App is active between day 30 and 60

### Requirements

- Unified CM 14.0 SU4 or Unified CM 15
- Expressway X14.3.1
- OAuth Refresh Token flow and Auto Renew Refresh token must be enabled







 After the first-time login on a device, Webex App connects to services in parallel (based on cached config and OAuth tokens)

	Calling	Redundan	СУ	
	Set a status < > + Q Search, meet, and cal All Direct Spaces S Service Triage Team Alpha	Create a space	Webex	Subsequent lo <ul> <li>If Webex ser</li> <li>WAN outage</li> </ul>
: E & E :	General       Init 2022       Init 2023	Start a group conversation with others. Name the space (required) Q. Add people by name or email	<b>×</b>	Webex App Unified CM f
N 	Image: Share Long       Image	Crost Cose		<ul> <li>Features dep will be unava presence, di</li> </ul>
୧ ୪୪ ୯୯ Call	C Coby Demo Space W Webex/Die second demo textitings C T2 2166 Ceby Hepkins A Call pickup Service cache, Config cache, OAuth tokens	1		directory loo
		ocal Disk		

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gins

- rvices are inaccessible (e.g. e, loss of internet access), will still be able to register to for calling
- pendent on Webex services ailable at the time e.g. irectory search (previous kups will be cached locally)



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# Feature parity

Webex App has surpassed feature parity with Cisco Jabber for most knowledge

		Webex App (Unified CM)	Cisco Jabber
	IM-only Share	✓	✓
Messaging	Remote Desktop Control (Mouse & Keyboard)	✓	✓
Device	Desk-phone Control	<ul> <li>Image: A set of the set of the</li></ul>	✓
	HD Video & Audio Softphone	✓	✓
	Contacts (Corporate, Personal, Local Search)		✓
	In-a-call Presence, DND	✓	✓
	Hold/Resume, Consultative Transfer, Conference	✓	✓
	Call History		✓
	Voicemail (Visual & MWI & Call VM)		✓
	Hunt Group	<b>V</b>	✓
	Call Pickup	<b>V</b>	
Calling	Call Park	<b>V</b>	
Calling	Extend & Connect & Dial-via Office	<b>V</b>	
	In-Call Sharing		
	Call Recording	<b>V</b>	
	Multi-Line		
	FECC (Far End Camera Control)	V	V
	ICE Media Optimization	<b>V</b>	✓
	3rd Party Headset Control	<b>~</b>	✓
	CTI-Control by Other Application		✓
	Enterprise Contact Center (UCCE/X) Support		✓
	Virtual Desktop Integration (VDI)	✓	✓



# Incremental features in Webex App

## Calling

- Virtual & custom background
- Noise removal and music mode
- Remote side (PSTN) noise removal
- Local push notifications
- Business texting
- Multi call window
- Seamless call handover between networks (Wi-Fi, LTE/4G)
- B2B2C app-to-app calling with annotation and whiteboard
- Move call to meeting
- E911 RedSky native support
- App share with desk phone control
- Desk phone control over MRA
- Whisper coaching
- Barge in for shared line
- Realtime closed captions and translation

## Messaging

• Group chat escalation to meeting

## Admin/Deployment

- Cisco headset management
- App auto update
- Auto device provisioning
- Epic Rover integration

## **Device Integration**

- Proximity pair with Joining Meeting and 1:1 calling
- Seamless move between device and Webex App
- · Wireless share & whiteboard with cloud devices
- 3rd party headset control on Mac
- Cisco headset control

## End User Experience

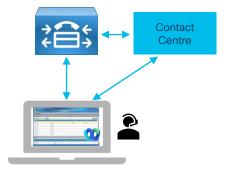
• Single app for calling and meetings

# Contact Centre features in Webex App

## **Contact Centre**

- Control Webex App via
   CC application
- Suppress Webex App call window
- Multi Call Window
- Hold/resume
- Transfer
- Conference
- DTMF
- Recording (BIB)
- Multi-line
- Call notification control for admin

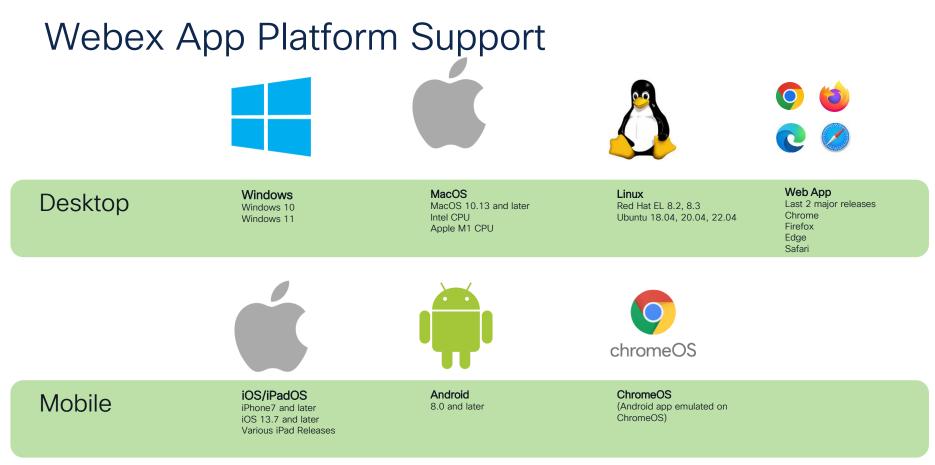
- Silent monitoring
- Call windows control for user and admin
- Zip tone for auto pickup
- Whisper announcements
- cBarge
- Agent greetings
- Whisper coaching



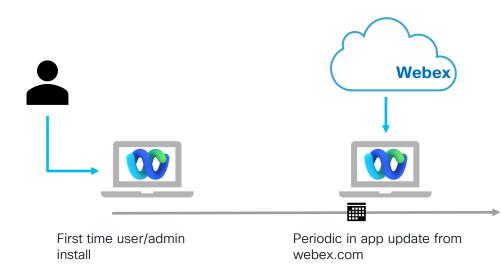
# App Deployment







# Webex App Release Cycle



- A new major release of Webex App is delivered monthly
- App versioning is based on time e.g. January 2024 release 44.1.0.28423
  - Year : 44.x.x.xxxx
  - Month : 44.1.x.xxxx
  - Build : 44.1.0.28423
- Webex App monthly release is typically delivered on the first Tuesday of the month
  - App auto update may take a number of days to occur after release

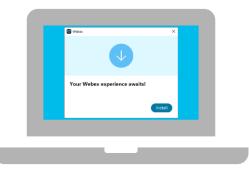
### Update Management

- Desktop Update Schedule: Control Hub
- Mobile Update Schedule: App Store Setting



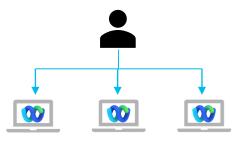
# Webex App for Windows

## **User Install**



- User downloads the .exe installer from Webex.com
- Runs the installer
- Webex App is installed to USER PROFILE C:\users\userID\AppData\Local\CiscoSparkLauncher
- Admin permissions NOT required

## Admin Install



- Admin installs the Webex App msi installer to Windows machines via deployment tool (e.g. SCCM)
  - msiexec /i webex.msi ALLUSERS=1 /quiet
- Webex App installed to C:\Program Files\Cisco Spark\
- Admin permissions required

# Webex App for Windows Installation

• Installer switches can be set to configure the first time experience as well as enabling Outlook integration

Switch	Purpose
ALLUSERS=1	Admin install to C:\Program Files\Cisco Spark\
ACCEPT_EULA=true	Automatically accept EULA so user does not have to
AUTOSTART_WITH_WINDOWS=true	App auto starts on Windows login. User cannot change within the app
DEFAULT_THEME="Light"	Sets theme to light. User can set their preference in the app
DELETEUSERDATA=1	Removes all existing cache is app is already installed
EMAIL=\$mail	Prepopulates the Webex App with user email for login (retrieved from AD). Restricts access to the app current Windows user only
ENABLEOUTLOOKINTEGRATION=1	Enables Outlook integration at install time (registry key). Admin permissions required. On by default



# Example Webex App for Windows Installation

## **Example Installation**

msiexec /i Webex.msi ALLUSERS=1 ACCEPT\_EULA=true AUTOSTART\_WITH\_WINDOWS=true EMAIL=\$mail /quiet

- Webex App autostarts with Windows login  $\checkmark$
- User email is automatically populated  $\checkmark$
- EULA is accepted ✓
- Next step is authentication...

Consider implementing a seamless authenticating mechanism such as Kerberos

# Update Management Setting

- Webex App for desktop software update cadence is set in Control Hub
  - Default is automatic (monthly)
- Organizations can request that Slow channel option is enabled (Only available upon request)
- Software update cadence is an org wide setting. Individual users update cadence can be overridden

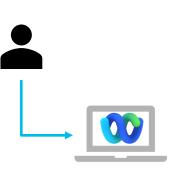




Webex		×
	Webex	
	Version: 44.3.0.28654 Server URL: u2c-a.wbx2.com	
	Copyright © 2024 Cisco Systems. All rights reserved.	
Terms of Se	rvice	C
Privacy Stat	ement	C
Notices and	disclaimers	C
Third-party	licences and notices	Ľ
	Report an issue	
	${\mathbb C}$ Check for updates	



# Windows App for Windows Update Process





### First time admin install

- msiexec /i webex.msi ALLUSERS=1 /quiet
- Webex App installed to "C:\Program Files\Cisco Spark"
- CiscoCollabHost.exe is the main Webex binary running from C:\Program Files\Cisco Spark\

### Auto Update

- Webex App downloads update from webex.com
- Update package written to the user profile C:\users\userlD\appdata\local\CiscoSparkLauncher\
- The main Webex binary continues to be CiscoCollabHost.exe running from C:\Program Files\Cisco Spark\ (the original install)
- The auto update process does not reinstall the app it's simply an update package downloaded to the %appdata% directory, that is loaded at runtime by CiscoCollabHost.exe
- · No admin permissions are required to autoupdate



# Webex App Version Inventory

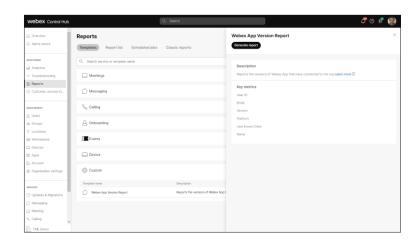
## Windows Software Inventory

- Windows software inventory tools typically retrieve the installed app version from a registry key
- Webex App will only write to the registry at first time install
- Software inventory tools may report the first time install version of Webex App (not the active version based on automatic update)
- The latest app version on a Windows machine is written to *C:\users\userID\appdata\local\CiscoSparkLauncher\version.txt*
- Software inventory tools can use this file to determine latest active version of Webex App on the machine

## **Control Hub Reports**

- Create a Report to retrieve the versions of Webex App active in the organization
- Report can be customized to display specific details
- Report will detail users/versions who have connected to the Webex org





# Admin Managed Webex App for Mobile Deployment



### Webex for Intune

- Webex for Intune allows in app enforcement of policies pushed to a mobile device by the admin e.g.
  - VPN on demand
  - Conditional Access
  - Disable copy/paste



## AppConfig

- Webex App for iOS/Android supports AppConfig derived policies
- Policy can be pushed to Webex via an AppConfig compliance EMM e.g. Cisco Meraki, MobileIron etc
- Many policies can be set which will be adhered to by Webex e.g.
  - Disable copy/paste
  - Disable screen capture
  - Login Hint



## App Wrapping

- Admins can obtain the Webex App iOS (ipa) and Android (apk) installer files from Cisco
- Admins can then wrap the Webex App installer using their own MDM process and push to mobile devices
- NOTE: Any discovered issues will need to be reproduced using an app store Webex App installer to gain support from Cisco

# Webex Network Requirements Tool

webex Help Center	Q. Get s	tarted What's new Help by product For administrators Ado	ption Support 💮 English 🗸	8
	Webex Netwo	rk Requirements		
	Available Services Select which services and subservices you would like to deploy.	Selected Services Confirm your selected services and generate when feedy.		
	Webex App O	Webex App ①		
	Add Service Reset All Webex App deployment network requirements upones 2020-0-0-2 Core App Services ()	Core App Services () • Performance Tracking • Usar distance • Google Push Notifications • Centricas Valdation • General Ap Services		
	Performance Tracking     User Guidance	Apple Push Notifications     Connectivity Test Calling ①		
	Google Push Notifications	Webex Calling		
	Certificate Validation General App Services. Apple Push Notifications	Additional Services  O		
	Connectivity Test	Messaging () - Siphy Integration - Link Untuit Safety Check		
	Calling () Webex Calling Call On Webex Unified CM Calling (including Dedicated Instance)	Weber Hie Sharing Meetings      Wikber Meetings     Sado		đ

## https://help.webex.com/nrt

- Define what Webex/3<sup>rd</sup> party services your Webex App users will consume
- Tool generates a report detailing the network requirements specific to your deployment

Function		Ip Blo	ck		Description		
Apple Push N	otification Service	17.0.0.0	0/8 TCP 443 an	d TCP 5223	Push Notifications Set	vice for Apple De	vices
all On	Webex						
Vebex I	Meetings	Media					
Protocol And Port	Ip Address I	Range				Function	Source
UDP 5004	20.57.87.0/24, 1 170.72.0.0/16, 2 40.119.234.0/24	14.29.192.0/19.2	0.68.154.0/24, 0.133.128.0/18 44.234.52.192		20.76.127.0/24, .39.224.0/19, 19, 52.232.210.0/24,	Call On Webex Media	Ephemeral
	Cm Mod				Description		
Inified (	Cm Mod	el	uding [	Dedicated	l Instance)	covery and login to	o Unified CM (
Protocol A TCP 8443 TCP 6972 (Sr	Cm Mode	El Function Discovery and	uding E <sub>Source</sub>	Dedicated Destination Address Any Unified CM or Expressway-E	Description		
TCP 8972 (Sr TCP 6972 (Sr TCP 6970 (Nr TCP 5061 (E)	Cm Mode and Port acure TFTP), on Secure TFTP) opressway-E and (Non	El Function Discovery and Login	Source	Dedicated Destination Address Any Unified CM or Expressivay-E Node Any Unified	Description Used during service dist Expressivary-E App connectivity to TFTI	P server to downlo	oad device an

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routed directly

to the other

ANY (media is UDP media port range to send audio video and screen

share traffic to other parties (including other App users

UDP 16384 to 32766

Softphone

Media (Audio

Video Screen

Ephemeral

# Messaging Demo

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# Thank you

cisco live!

cisco live!

Let's go