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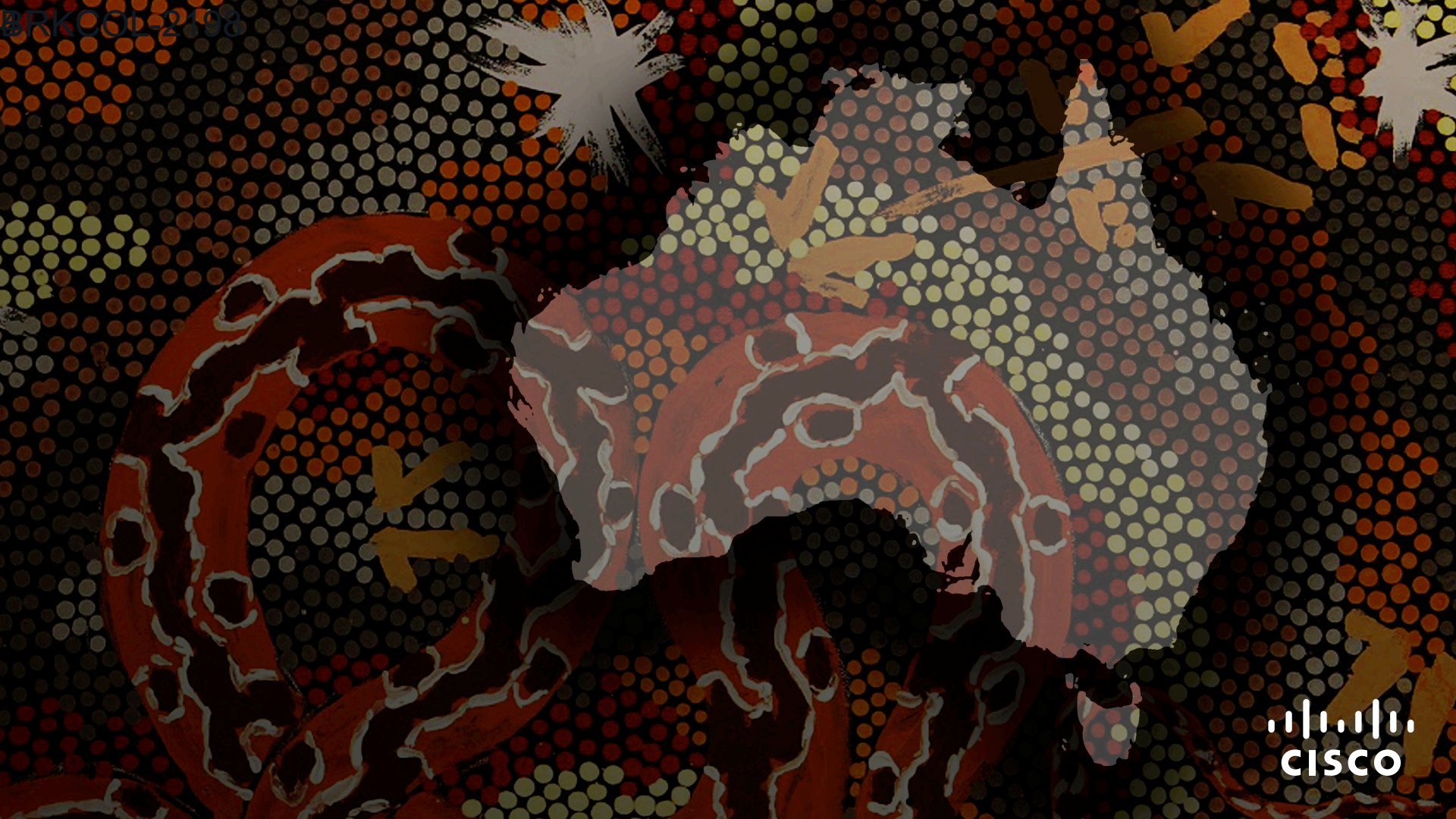
The bridge to possible

# Deploying the Webex App to Your Organization

Adrian Wang  
Technical Marketing Engineer  
BRKCOL-2198



#CiscoLiveAPJC



# Cisco Webex App

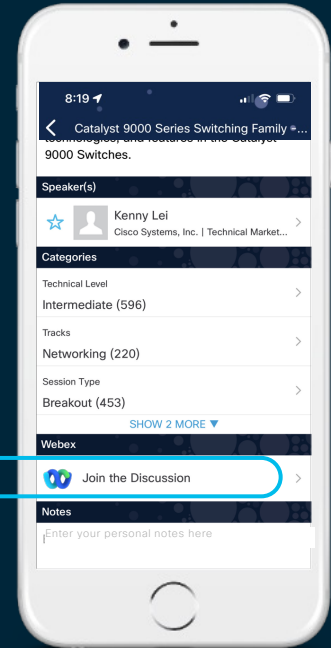
## Questions?

Use Cisco Webex App to chat with the speaker after the session

## How

- 1 Find this session in the Cisco Live Mobile App
- 2 Click “Join the Discussion”
- 3 Install the Webex App or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

Webex spaces will be moderated by the speaker until Thursday 22 December, 2022.



<https://ciscolive.ciscoevents.com/ciscolivebot/#BRKCOL-2198>

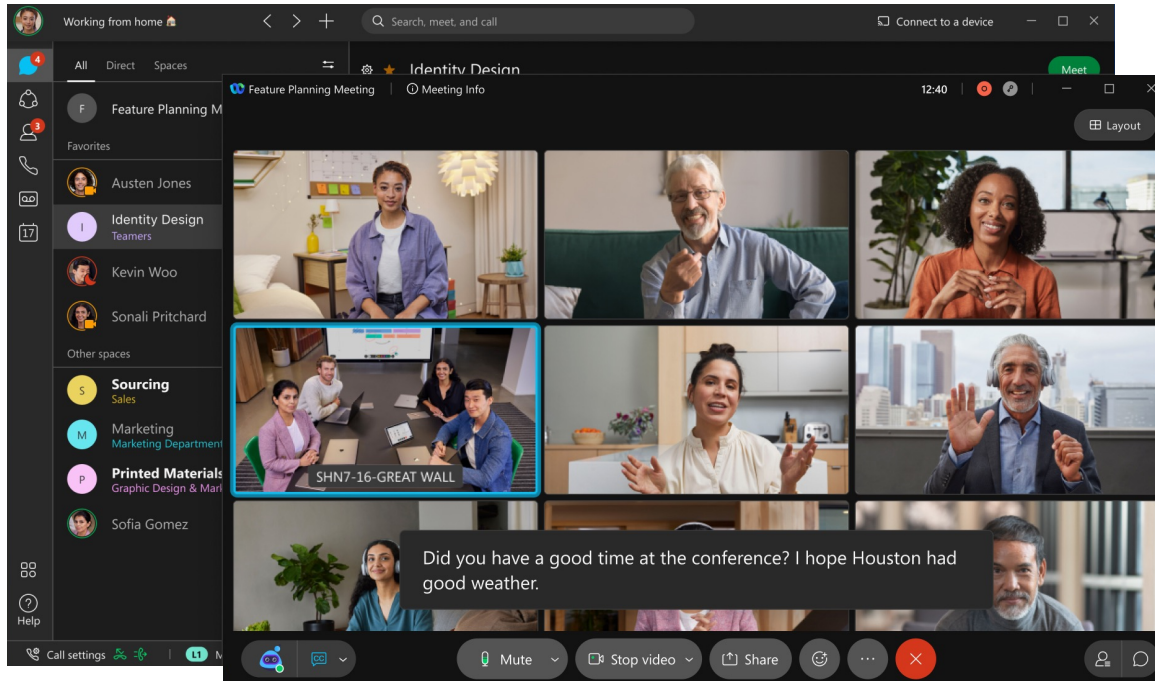


# Agenda

- Webex App Architecture
- User Management and Identity
- Calling Service
- Meetings Service
- Messaging Service
- App Deployment
- App Integrations
- Roadmap Items

# The Webex App

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



**Full Webex meetings experience** including breakout sessions, background blur/virtual backgrounds, Webex Assistant, etc.

**Enterprise Grade Calling**  
Register Webex app to Unified CM or Webex Calling to enable calling capabilities from the knowledge worker to the contact center agent

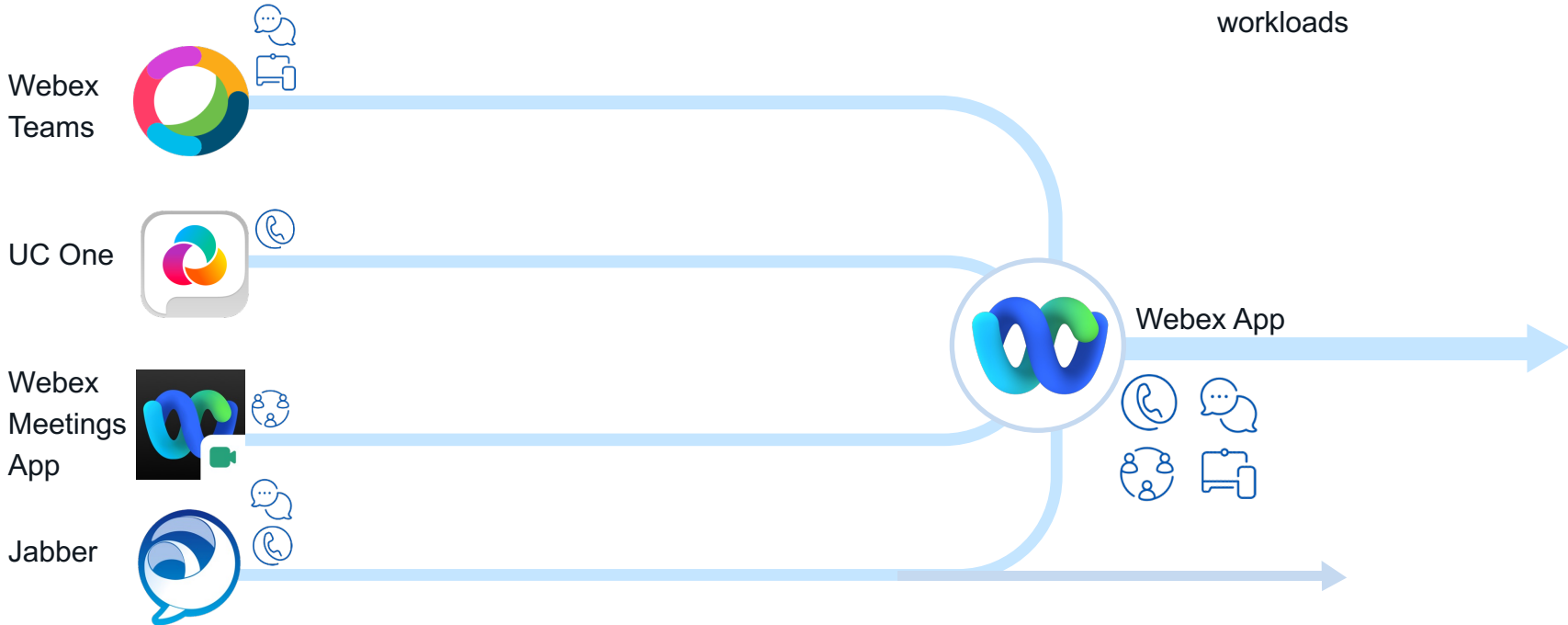
**Modern messaging capabilities**  
1:1 and group persistent spaces for messaging, file and meeting content sharing.

**Customizable app experience**  
Customizable appearance and themes, including dark mode

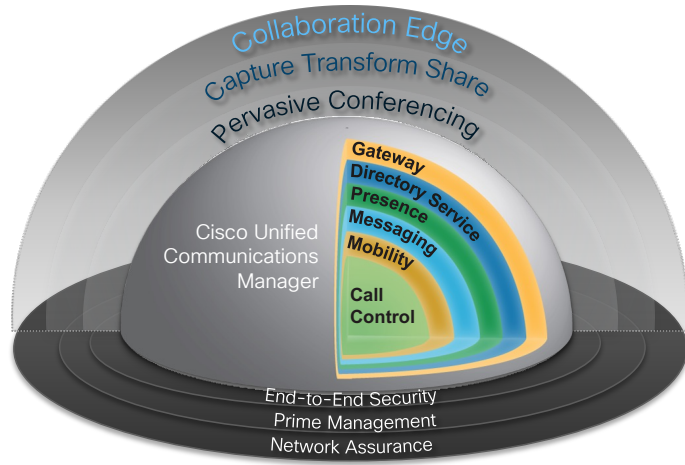
# Convergence to a Single App

## A single modern app

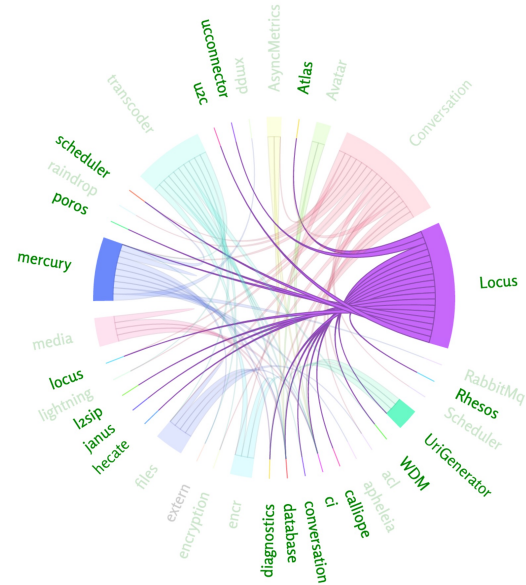
- **Webex App** delivers the **BEST EXPERIENCE** for all collaboration workloads



# Different Architecture for collaboration workloads

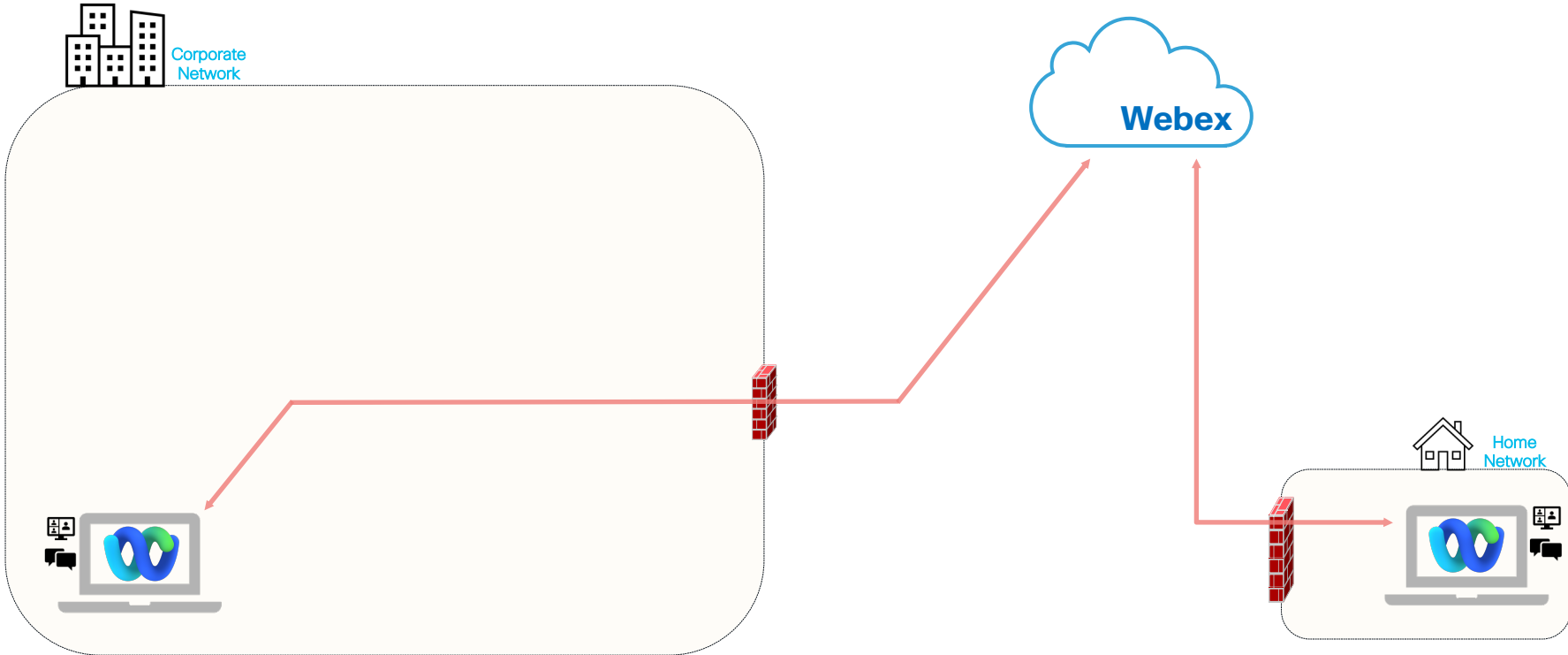


**CUCM**  
Centralized  
Architecture

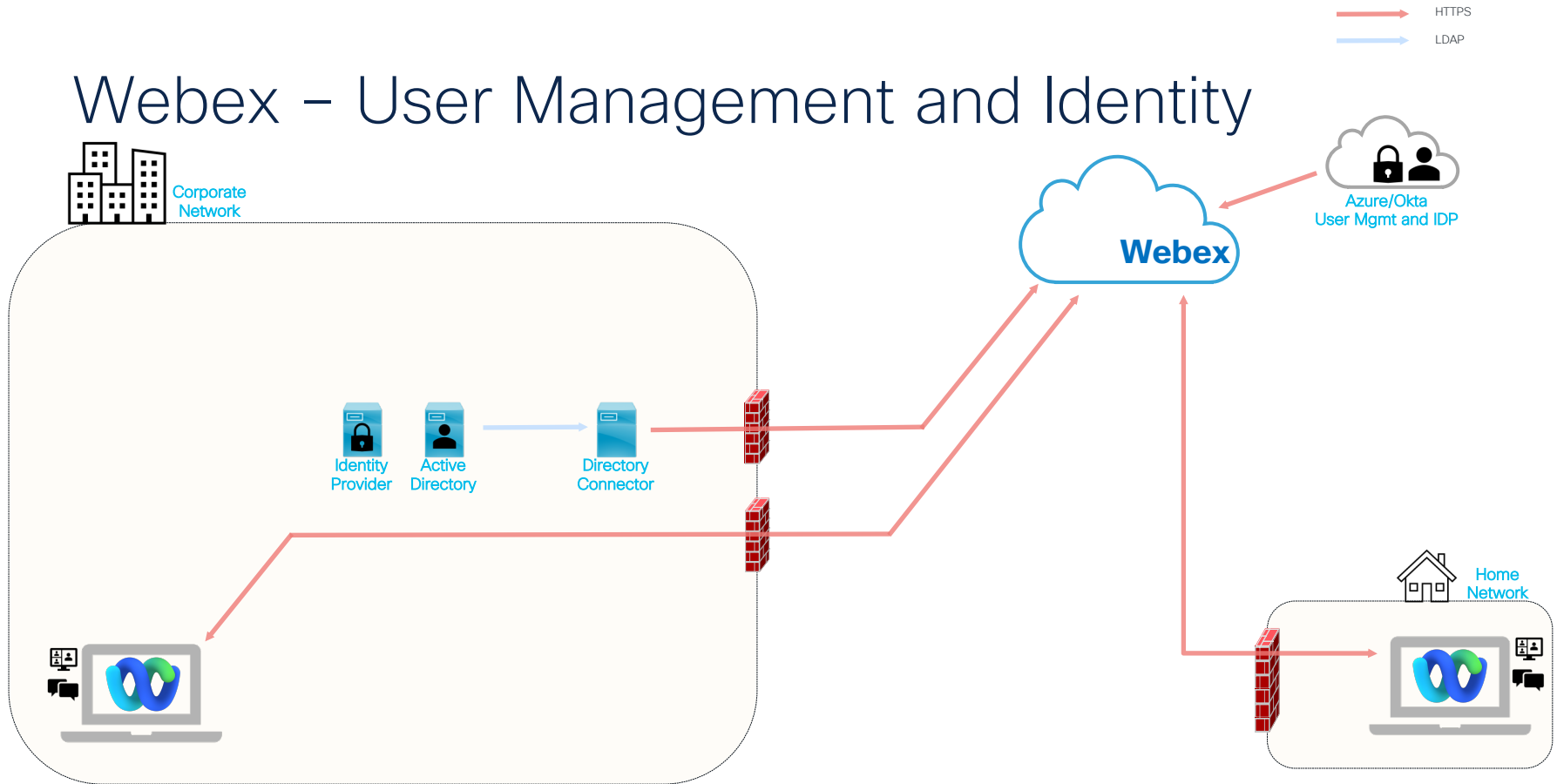


**Webex**  
Microservice-based  
Architecture

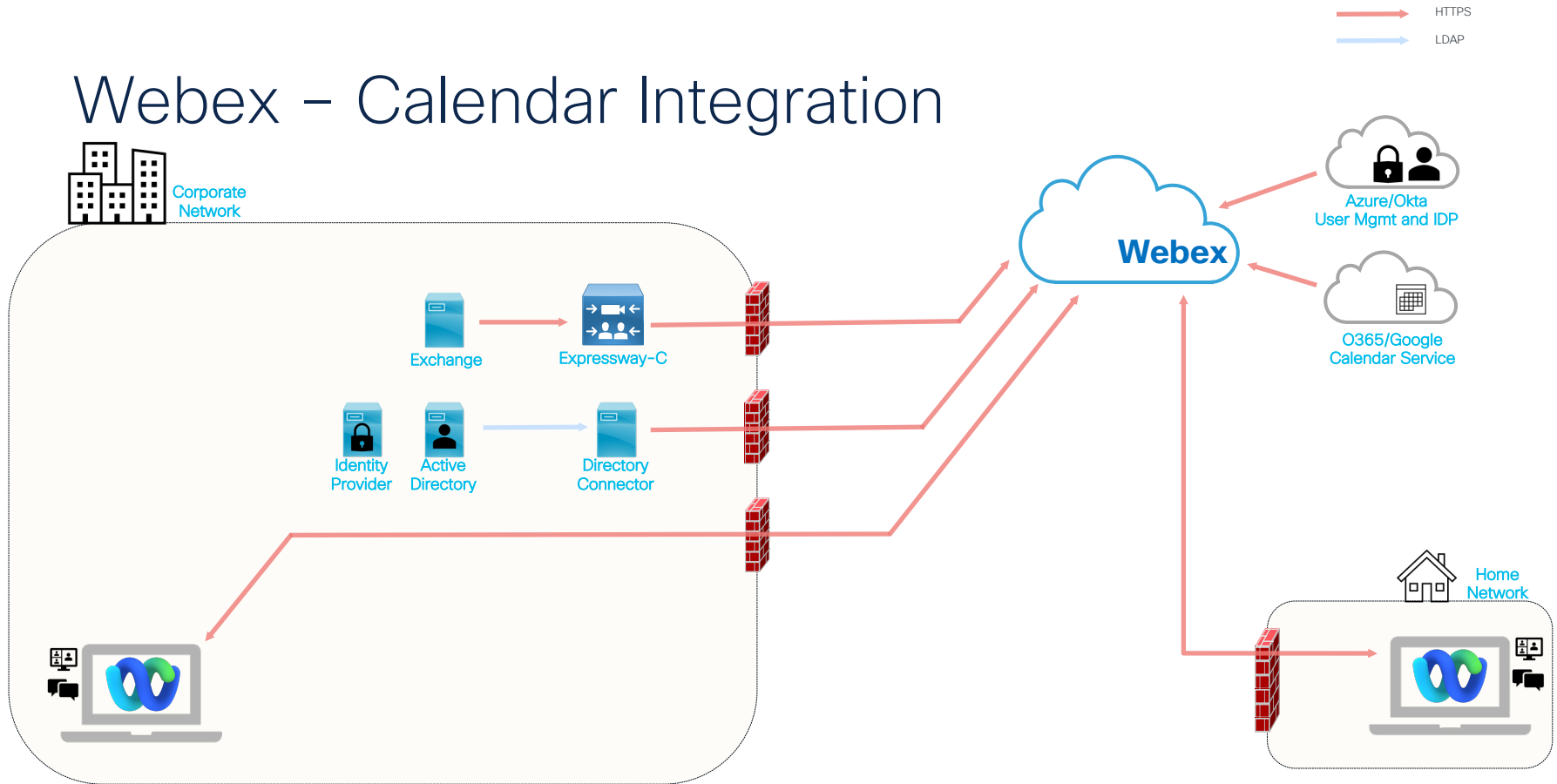
# Webex – Base Architecture



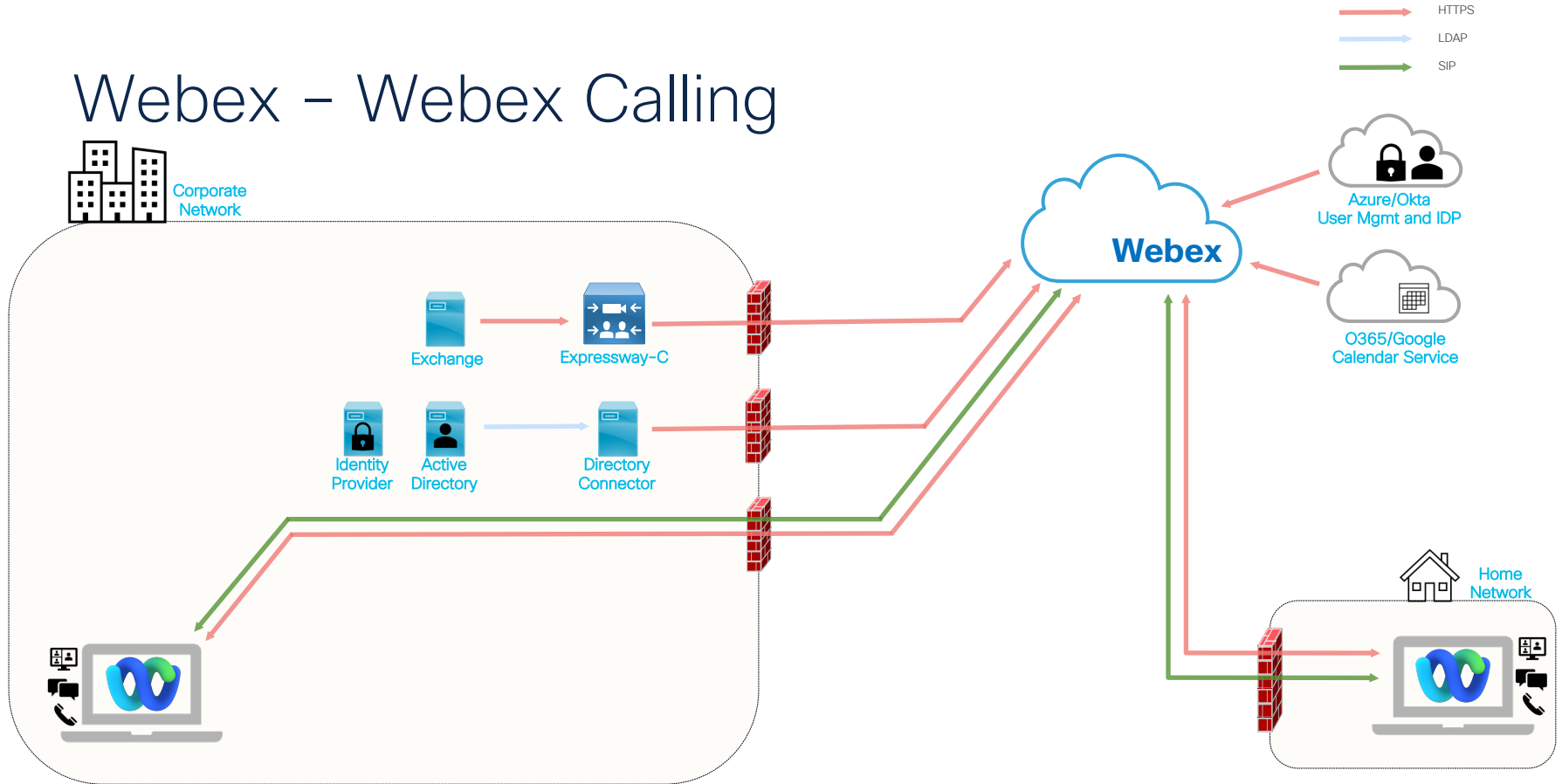
# Webex – User Management and Identity



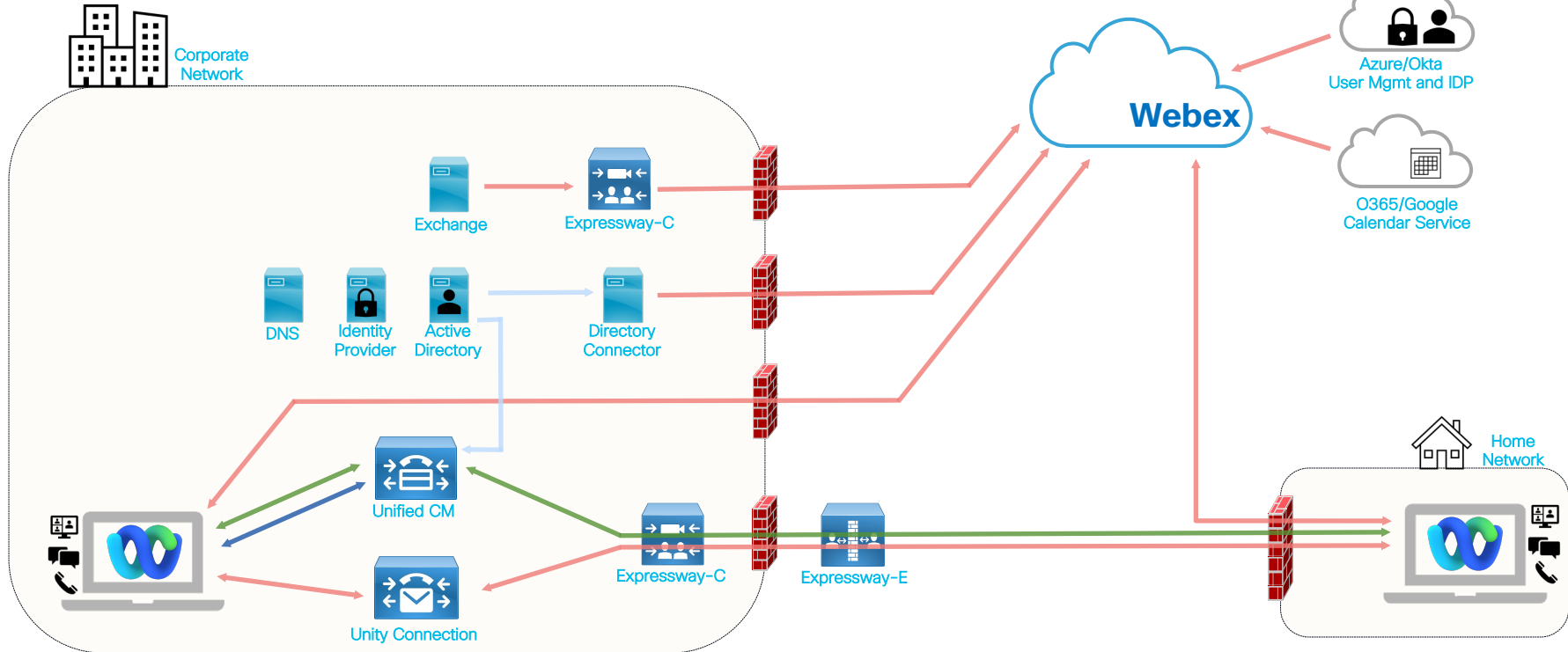
# Webex – Calendar Integration



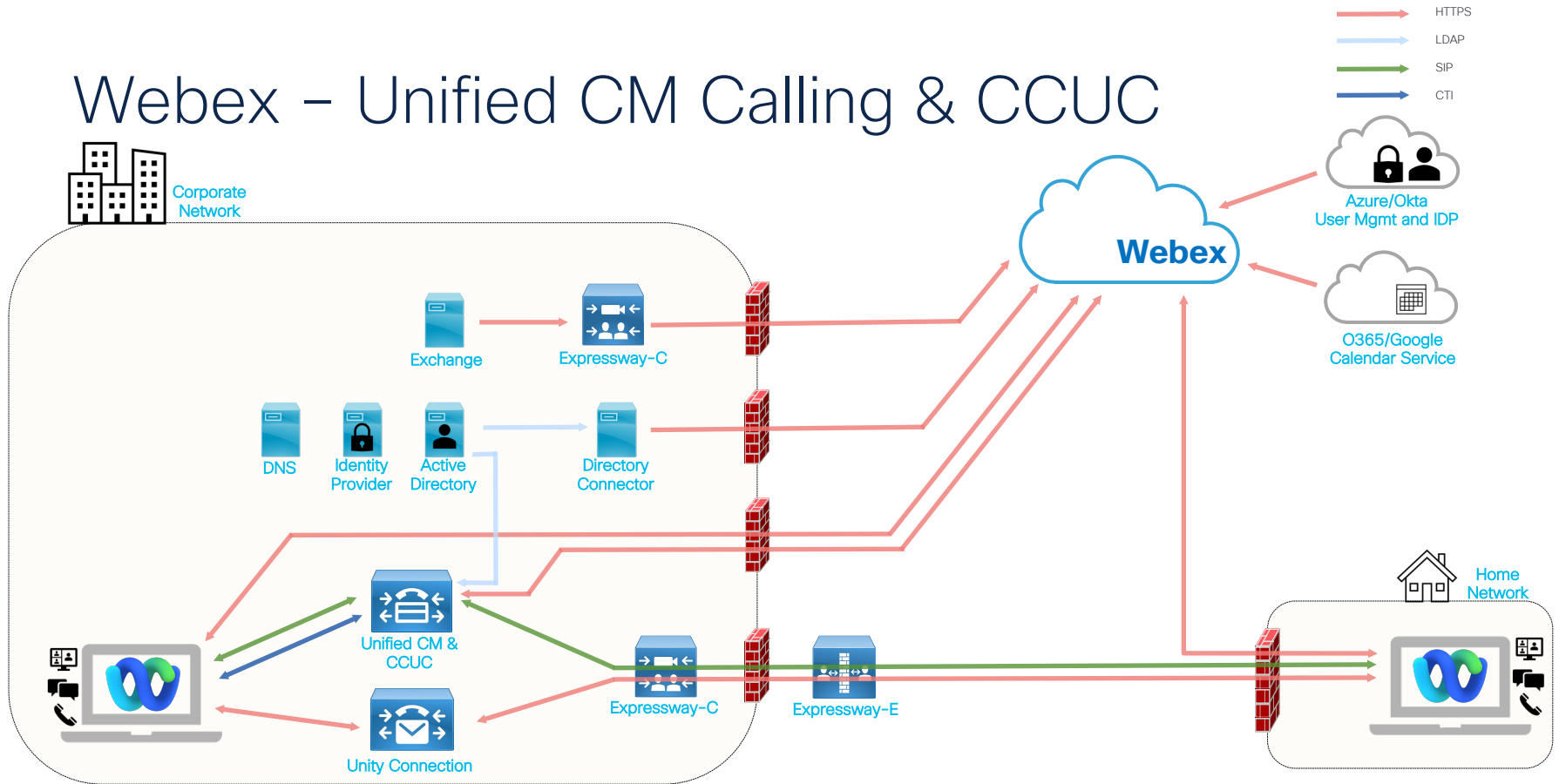
# Webex – Webex Calling



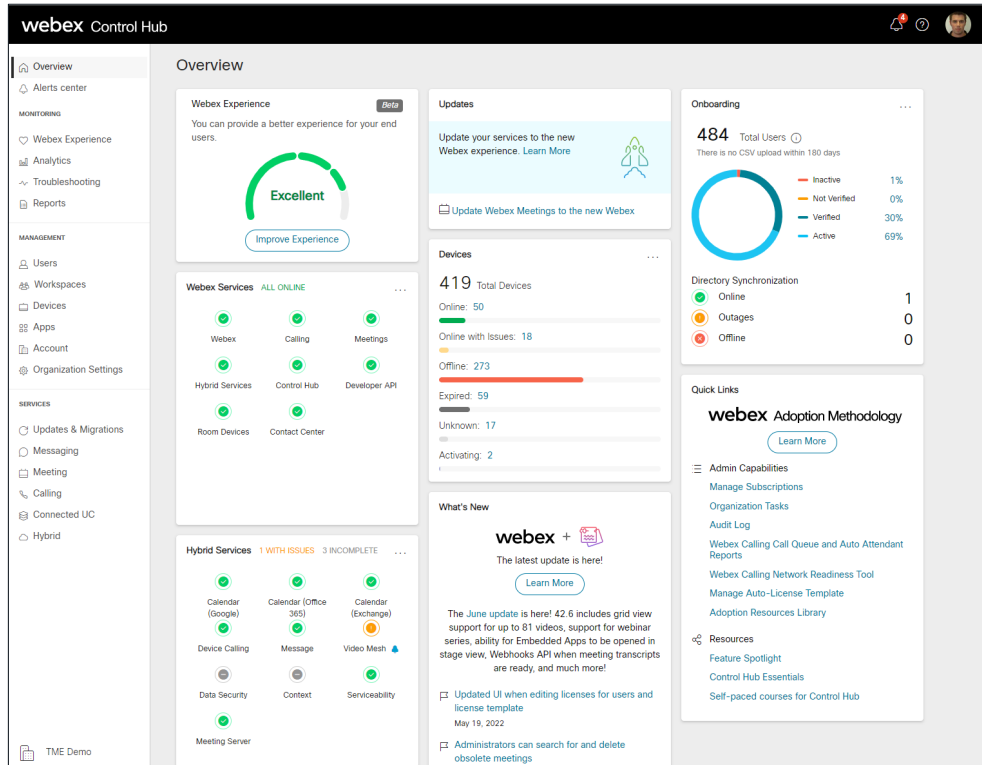
# Webex – Unified CM Calling



# Webex – Unified CM Calling & CCUC



# Control Hub

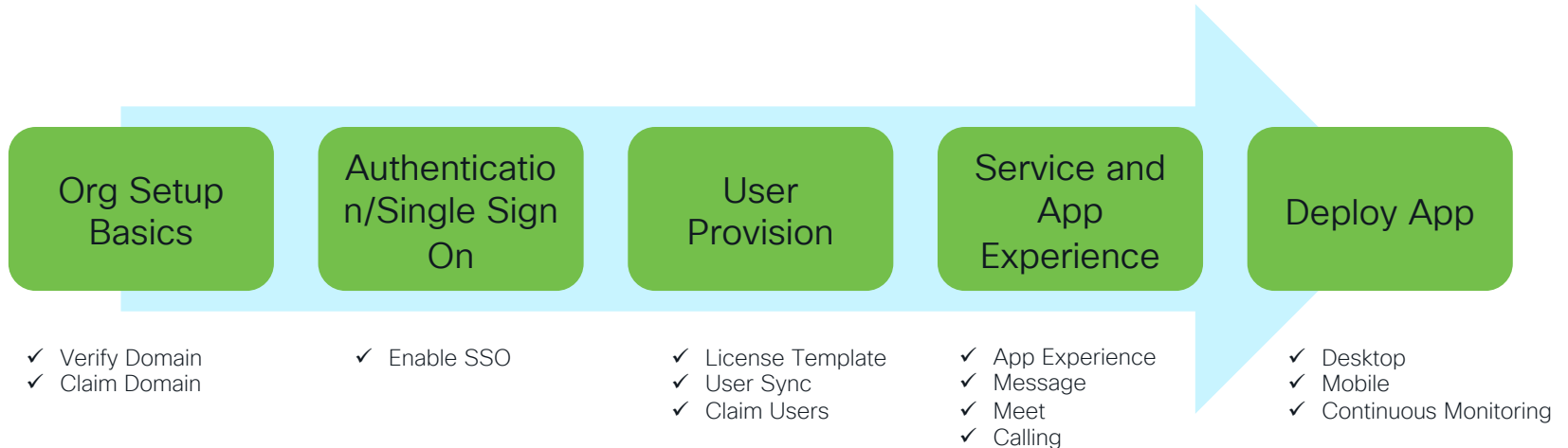


- Control Hub is the Webex Admin portal
  - <https://admin.webex.com>
- Manage
  - Webex User Accounts
  - Webex Services
  - Webex App
  - Integrations
- Monitor
  - Analytics
  - Troubleshooting
  - Unified CM/CCUC

# Webex Org and User Identity



# Typical Webex App Deployment



# User Authentication

## Basic Authentication

Email & Webex password  
Optional integration with Duo for MFA



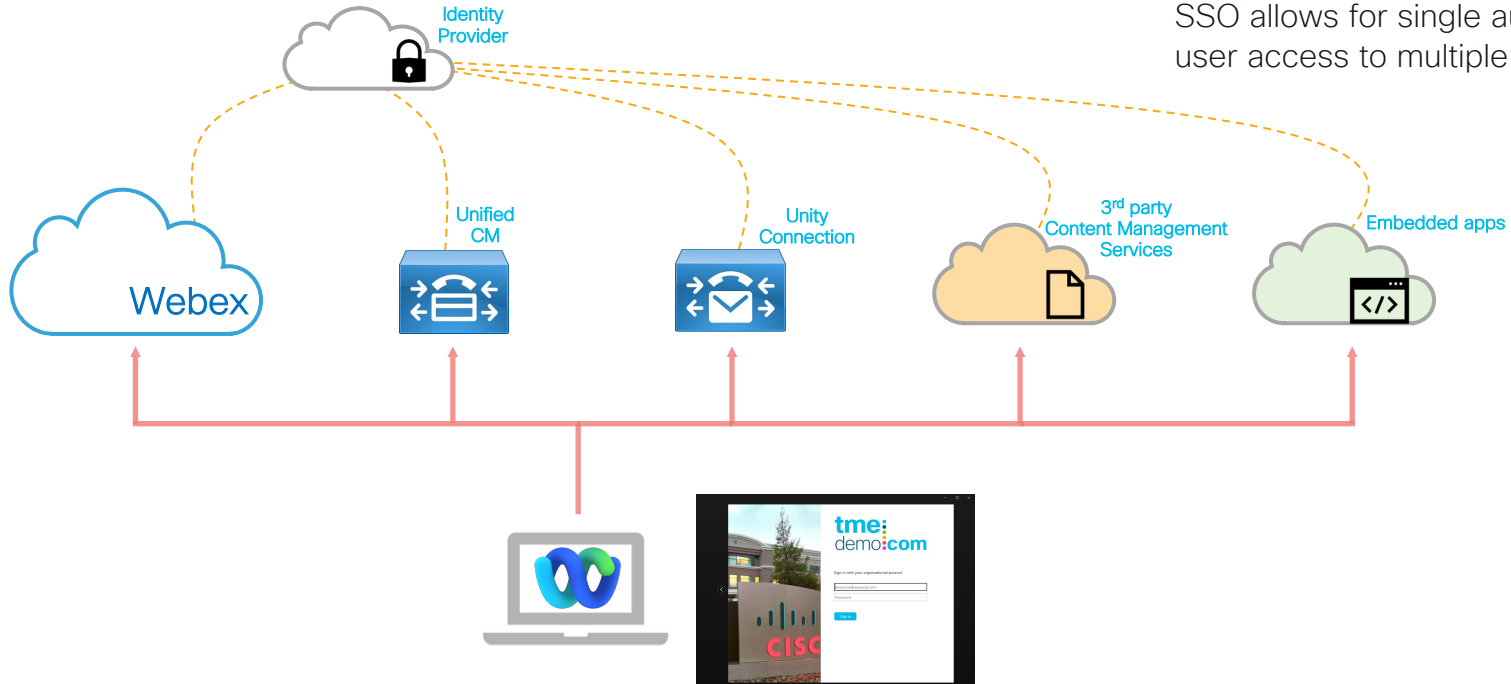
## Single Sign On

Any auth type supported by the IDP  
MFA  
Common user identity across all services/platforms

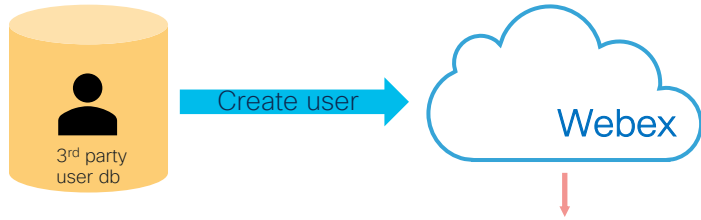


# Single Sign On

Webex App can connect to multiple services and platforms  
SSO allows for single authentication, granting user access to multiple platforms services



# Webex User Provisioning



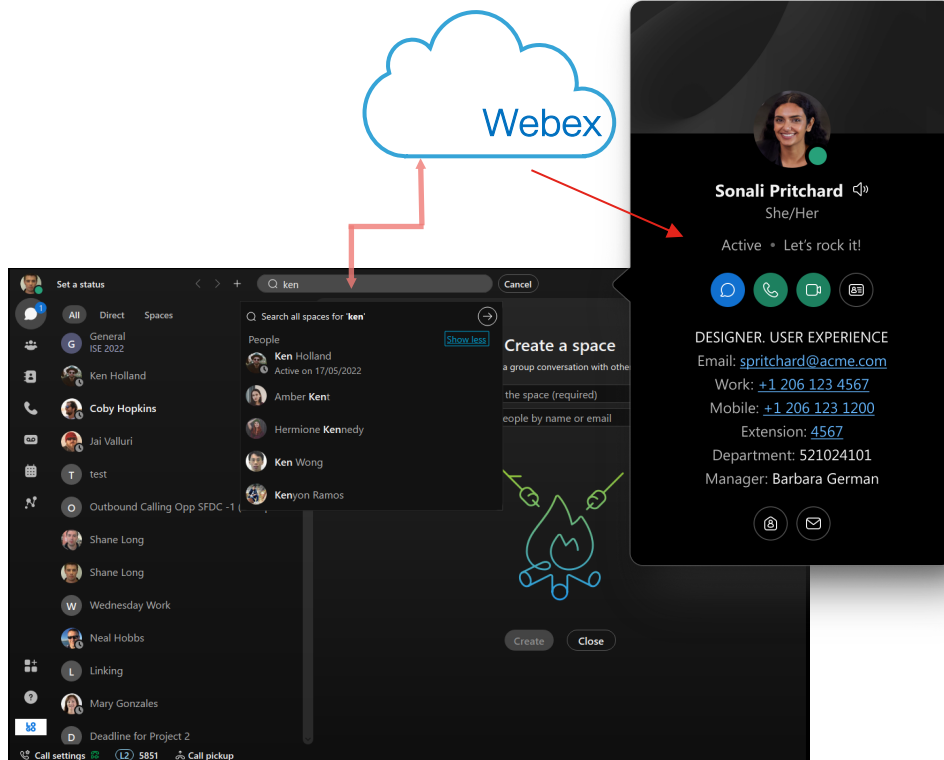
The screenshot shows the 'Users' page in the Webex Control Hub. The page has a sidebar with navigation options like Overview, Alerts center, Webex Experience, Troubleshooting, Reports, Workspaces, Devices, Apps, Account, Organization Settings, Updates & Migrations, Messaging, Meeting, Calling, Connected UC, and Hybrid. The main content area shows a list of users with columns for First / Last name, Email, Status, and Admin roles. There are 483 users in total.

First / Last name	Email	Status	Admin roles
Aimee Hewitt	ahewitt@tmedemo.com	Active	Meet-only admin
Ajay Pawar	ajpawar@tmedemo.com	Active	Full admin
Aladdin Gordon	agordon@tmedemo.com	Verified	Read-only admin
Alan Glowacki	aglowack@tmedemo.com	Active	Full admin
Alan Lane	alane@tmedemo.com	Active	Read-only admin
Albert Amparan	alampara@tmedemo.com	Active	Full admin
Alec Walker	alecwalk@tmedemo.com	Verified	Read-only admin
Alexa Williamson	awilliam@tmedemo.com	Verified	Read-only admin
Alexa Glover	aglover@tmedemo.com	Active	Read-only admin
Alexander Robbins	arobbins@tmedemo.com	Active	Read-only admin
Alfreda Valdez	avaldez@tmedemo.com	Verified	Read-only admin
Aline Merritt	ameritt@tmedemo.com	Active	Read-only admin
Alison Cassidy	cassidy@tmedemo.com	Active	
Allegra Cameron	acameron@tmedemo.com	Active	Read-only admin
Allison Cassidy	acassidy@tmedemo.com	Active	
Allstair Santana	asantana@tmedemo.com	Active	Read-only admin

## Webex User Attributes



- **avatar**
- buildingName
- **c**
- departmentNumber
- **displayName**
- ds-pwp-account-disabled
- employeeNumber
- employeeType
- externalID
- facsimileTelephoneNumber
- givenName
- jabberID
- |
- locale
- **manager**
- **mobile**
- O
- ou
- phoneNumbers;type-work\_extension
- physicalDeliveryOfficeName
- postalCode
- preferredLanguage
- sipAddresses;type-enterprise
- sn
- st
- Street
- **telephoneNumber**
- **title**
- **uid**

# Webex User Search/Resolution

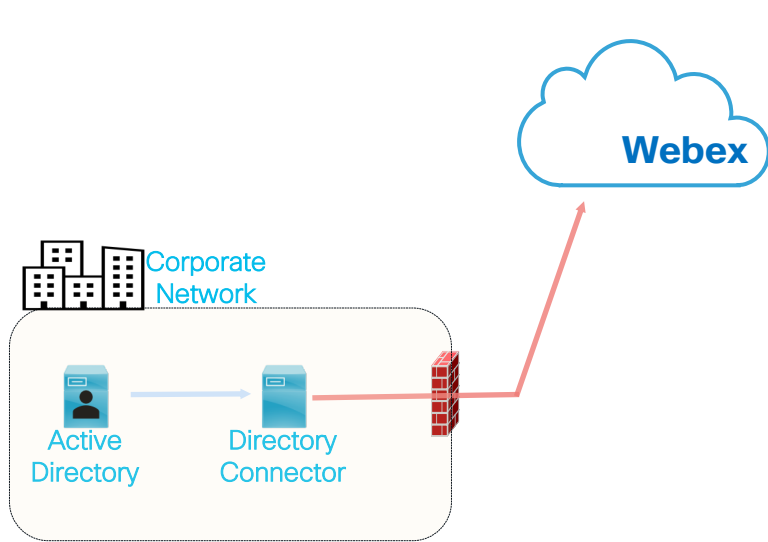


- Webex App will perform directory queries against the Webex Directory Search Service
  - User search
  - User Resolution
  - Phone Number Resolution
  - Avatar Display
- Ensure all necessary user attributes are synced to Webex via user provisioning process

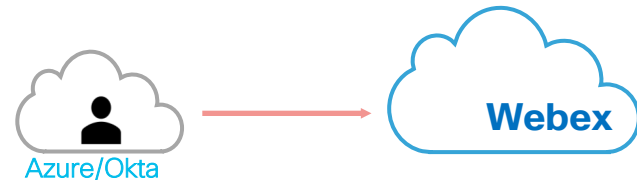
# Webex User Account Management Solutions

Method	Description
Meetings Site User Linking	Automatically link Site Admin user accounts to Control Hub
Directory Connector 	Automatic method for creating, updating and deactivating user accounts and groups via Active Directory or AD LDS
SCIM/Azure AD Wizard 	Automatic method for creating, updating and deactivating user accounts via Azure AD or 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

# Directory Connector Vs Azure AD / SCIM

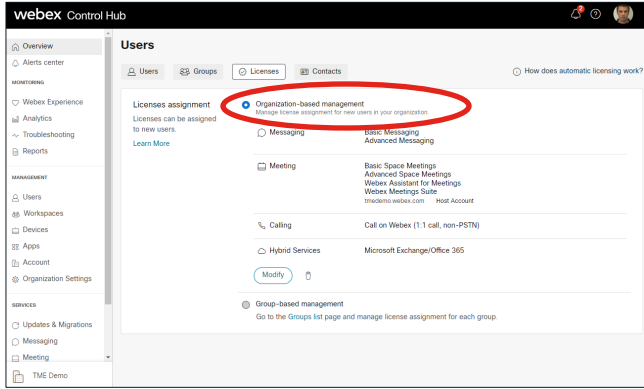


Directory Connector



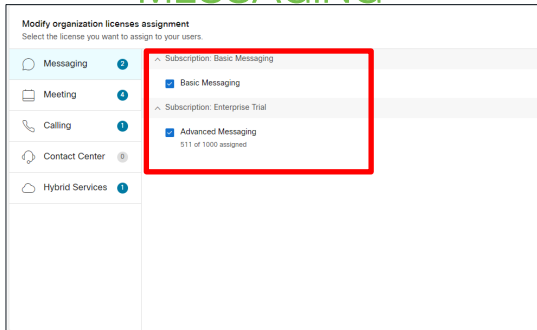
Azure AD / SCIM

# License Template

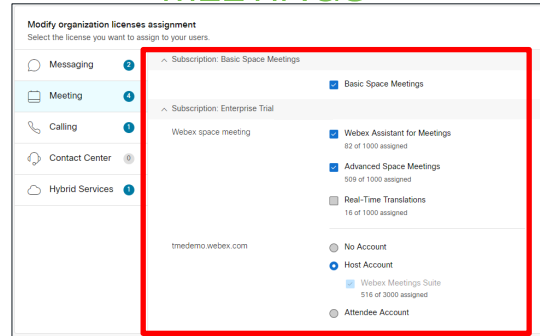


- Create an org wide License Template
- Newly created user accounts will be automatically licensed for selected services
- License changes can be made on an org wide, group or individual user basis

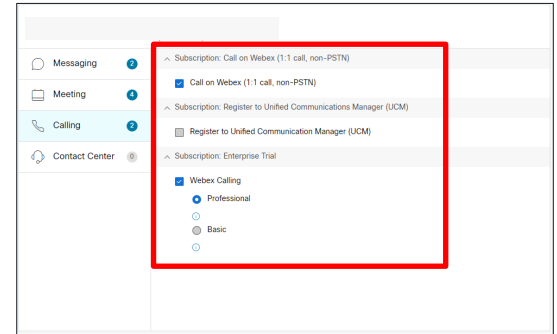
## MESSAGING



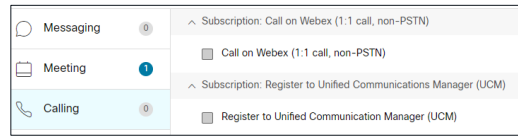
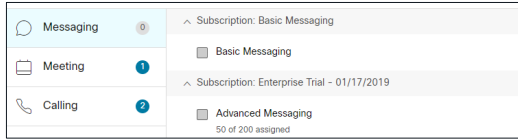
## MEETINGS



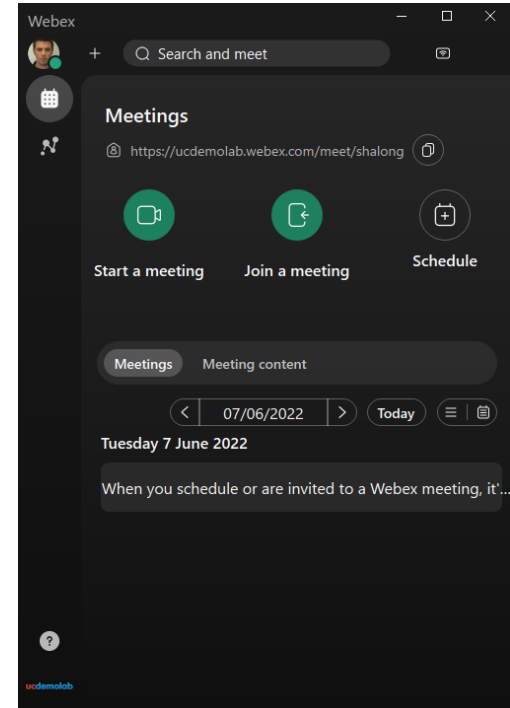
## CALLING



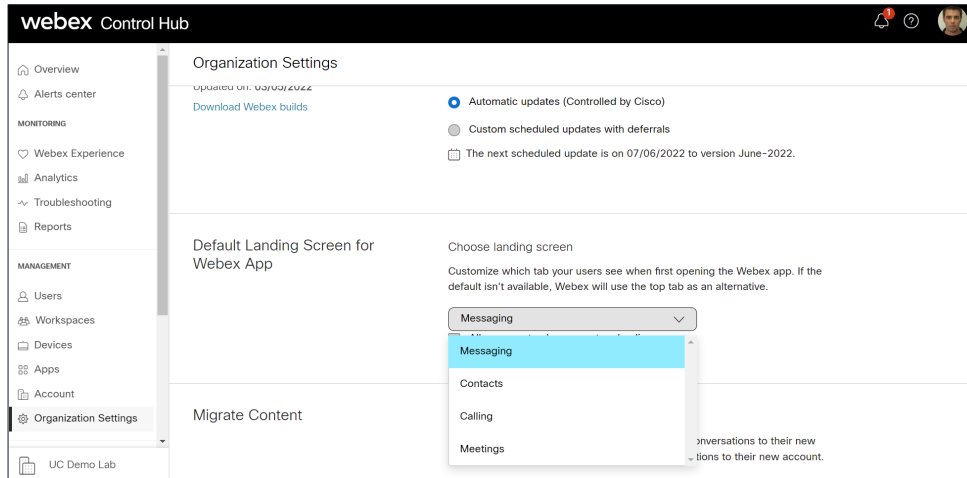
# Service Entitlement



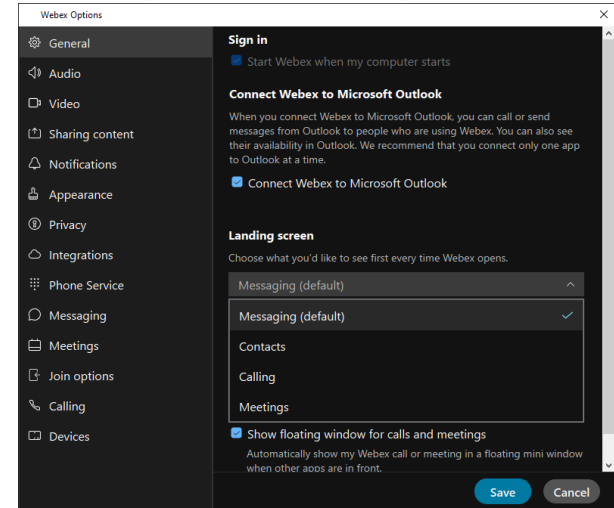
- Services can be unchecked in the license (Per org, group, user)
- e.g. To deploy a Meetings ONLY configuration, remove messaging service and calling service
- BEWARE!
  - Removing messaging will also remove space meeting functionality (e.g. scheduling)
  - Users existing messages/files will be retained as per your orgs retention policy



# Default Landing Screen

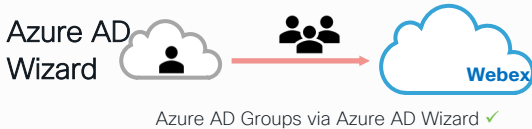
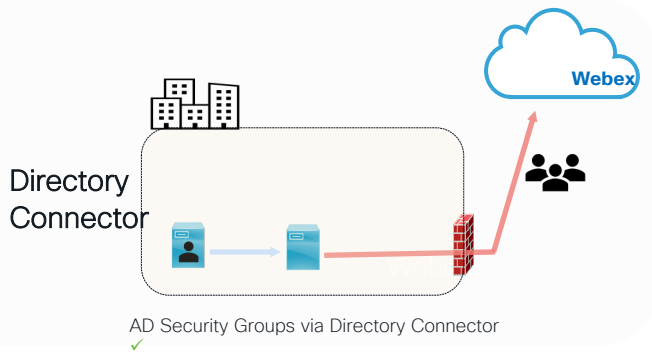


Control Hub Admin can choose the default landing screen  
Admin can also allow/deny the user from changing the default screen in the app



User can set their preferred default landing screen (if allowed by admin)

# Groups



- User groups can be synced to Webex
  - Directory Connector ✓
  - Azure AD Wizard ✓
- Licensing Templates can be set on a per group basis
  - Changing a license template will apply to new and existing users

The screenshot shows the 'Users' page in the Webex Control Hub. The 'Licenses' tab is selected, displaying a table of license assignments. The 'Group-based management' option is selected, and a red circle highlights the text: 'Go to the Groups list page and manage license assignment for each group.'

Category	License Name	Host Account
Organization-based management	Basic Messaging Advanced Messaging	
Meeting	Basic Space Meetings Advanced Space Meetings Webex Assistant for Meetings Webex Meetings Suite	Host Account
Calling	Call on Webex (1-1 call, non-PSTN)	
Hybrid Services	Microsoft Exchange/Office 365	

# Templates

## Meetings Template

The screenshot shows the 'Create template' interface for Meetings Template. At the top, there is a progress bar with two steps: 'Configure settings' (active) and 'Apply to groups'. Below the progress bar, there is a 'Description' field with a text input box. The main content area is divided into three sections: 'Meeting', 'Recording', and 'Remote Control'. Each section contains several toggle switches for enabling various features. At the bottom, there is a 'Cancel' button and a 'Create template and next' button.

**Create template**

Configure settings | Apply to groups

Description

**Meeting**

- Enable chat
- Enable participant list
- Enable users to take presenter
- Enable file transfer

**Recording**

- Enable cloud recording
- Enable local recording

**Remote Control**

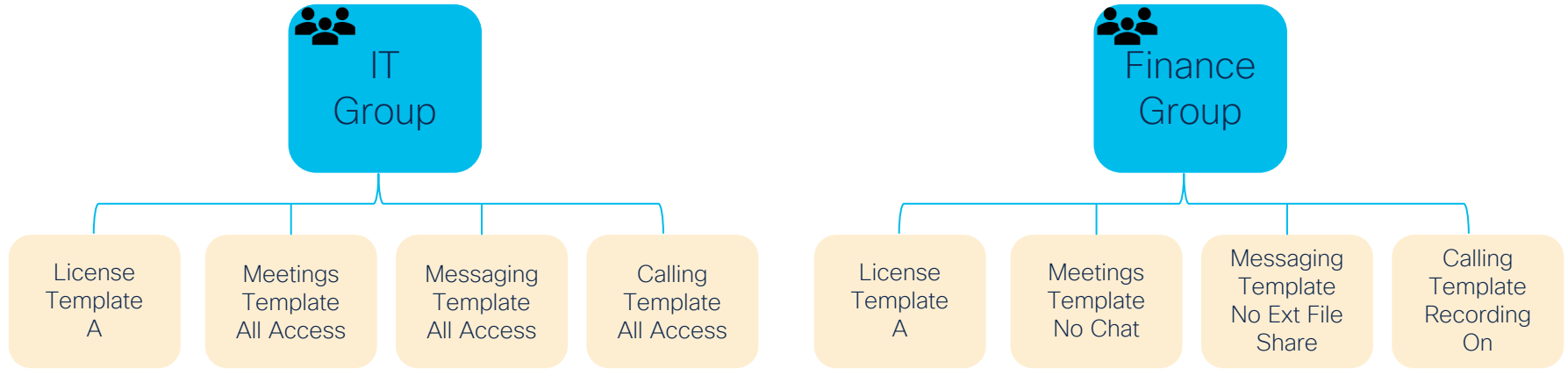
- Enable application remote control
- Enable desktop remote control
- Enable web browser remote control

Settings will only apply to CI enabled sites that have been configured to support the options or settings provided in this template.

Cancel | Create template and next

- In Control Hub, create meetings, messaging and calling configuration templates
- Templates can be used to set licensing and service configuration preferences and apply to groups of users

# Templates Example



# Templates Example

The screenshot shows the Cisco Webex Control Hub interface for the 'ctgFinance' group. The left sidebar contains navigation options: Overview, Alerts center, MONITORING (Webex Experience, Analytics, Troubleshooting, Reports), MANAGEMENT (Users, Workspaces, Devices, Apps, Account, Organization Settings), and SERVICES (Updates & Migrations, Messaging, Meeting). The main content area shows the group 'ctgFinance' with details: Usage: Policy, Source: On-premise Active Directory, and Number of members: 3. Below this is a 'Settings templates' section with a table of applied templates. The 'Group Members' section shows a table of three members: Cleo Peters, Cybil Alexander, and Jono Luk.

Settings templates	Type	Template
Applied to existing and future users	General	--
	Messaging	<a href="#">messaging_templ...</a>
	Meeting	<a href="#">No file sharing</a>
	Calling	<a href="#">Finance Calling U...</a>
	Vidcast	--

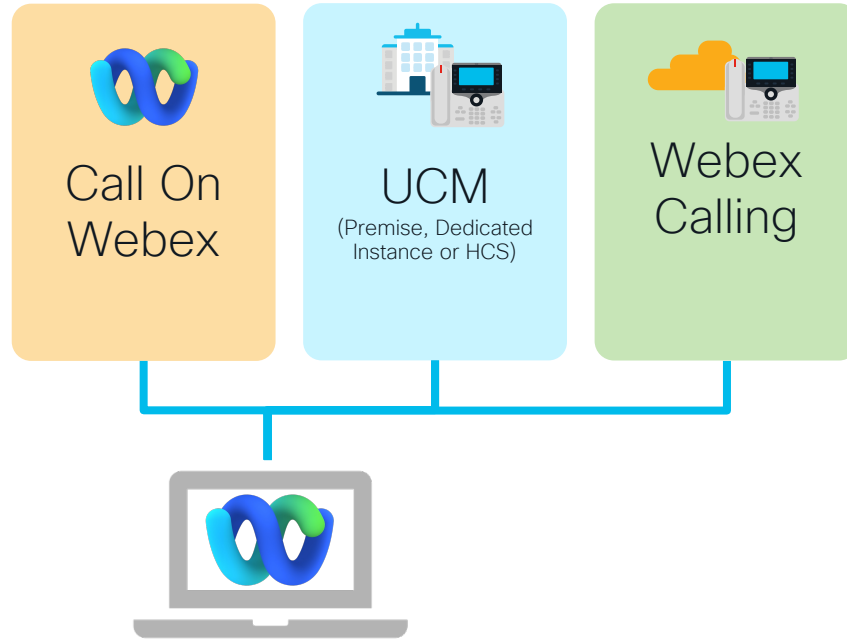
Group Members	First name	Last name	Email address
	Cleo	Peters	cpeters@tmedemo.com
	Cybil	Alexander	cyalexan@tmedemo.com
	Jono	Luk	jonluk@tmedemo.com

- View Group Members
- Apply License Template
- Apply Settings Template

# Calling

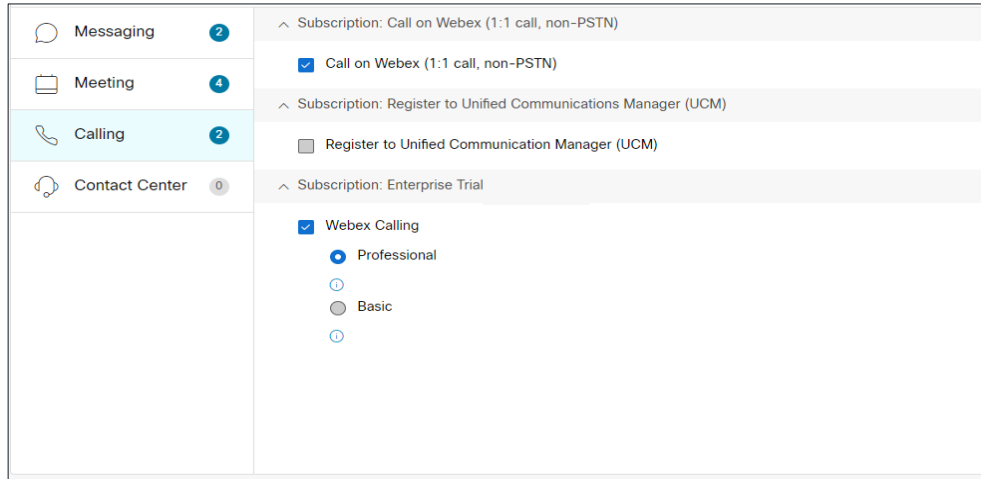


# Webex App Calling



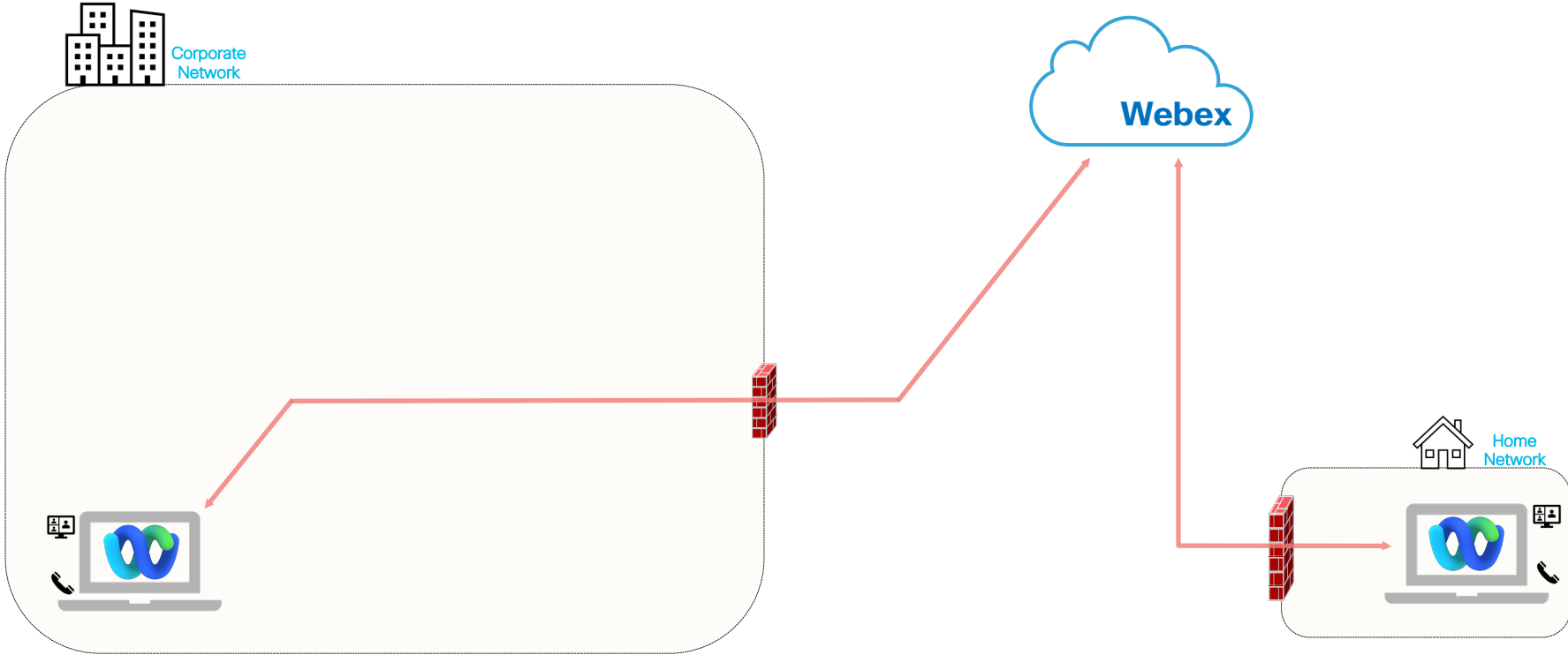
- Webex provides a number of different calling options that can be deployed to meet different customer needs.
- Calling experience is defined via user licensing
  - **NEW:** Unified CM “Calling Behaviour” is now defined in the license
- Call on Webex
  - Basic and free 1:1 in-app calling service
  - On by default
- Add Enterprise Calling to the Webex App. Choose between
  - Unified CM Calling
  - Webex Calling

# Webex App Calling



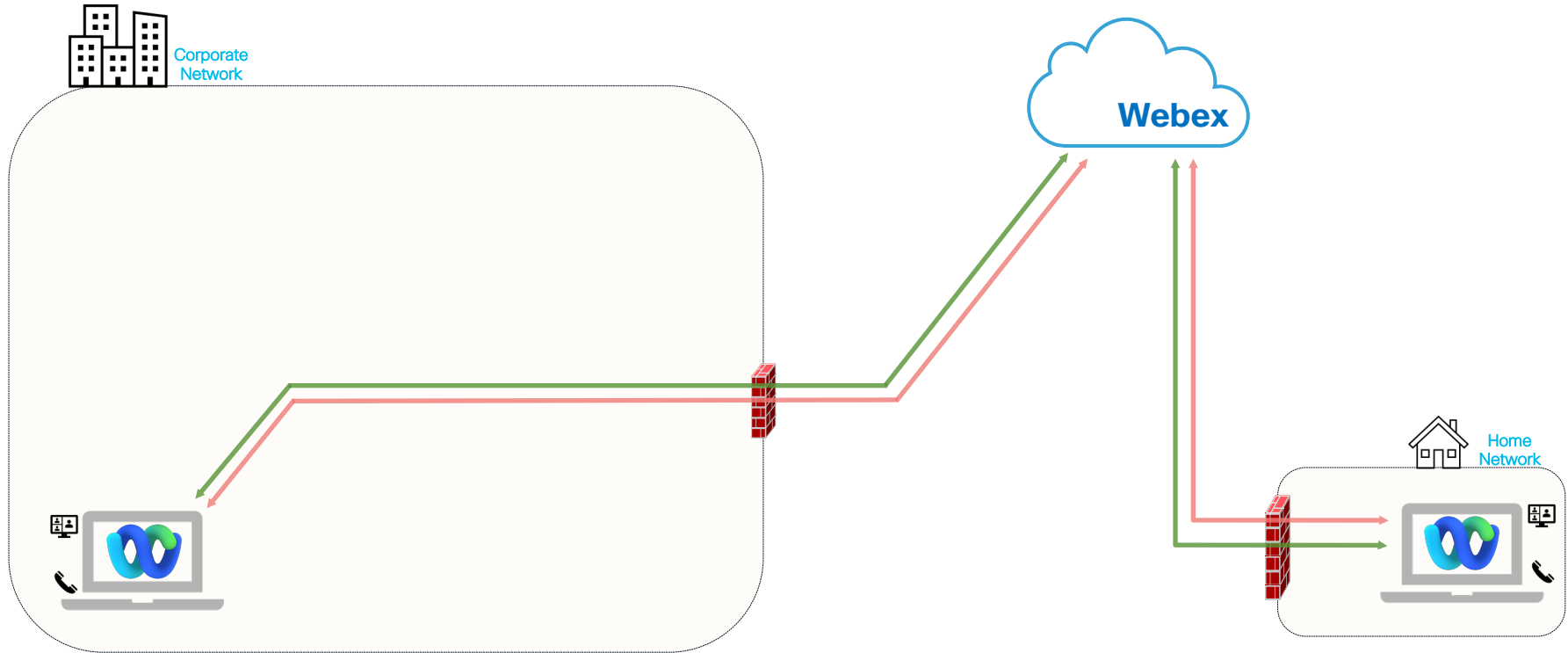
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- Call on Webex
  - Basic and free 1:1 in-app calling service
  - On by default
- Add Enterprise Calling to the Webex App. Choose between
  - Unified CM Calling
  - Webex Calling

# Call On Webex Architecture



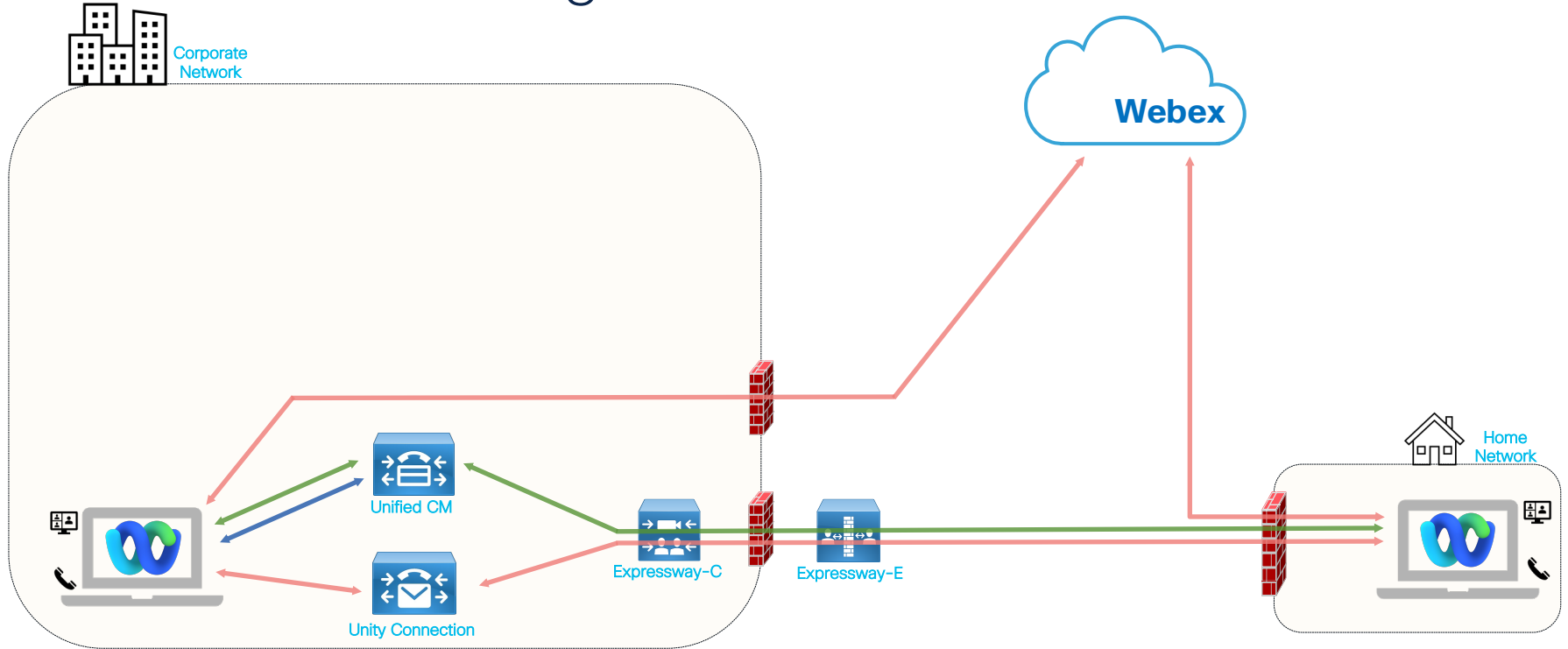
# Webex Calling Architecture

→ HTTPS  
→ SIP

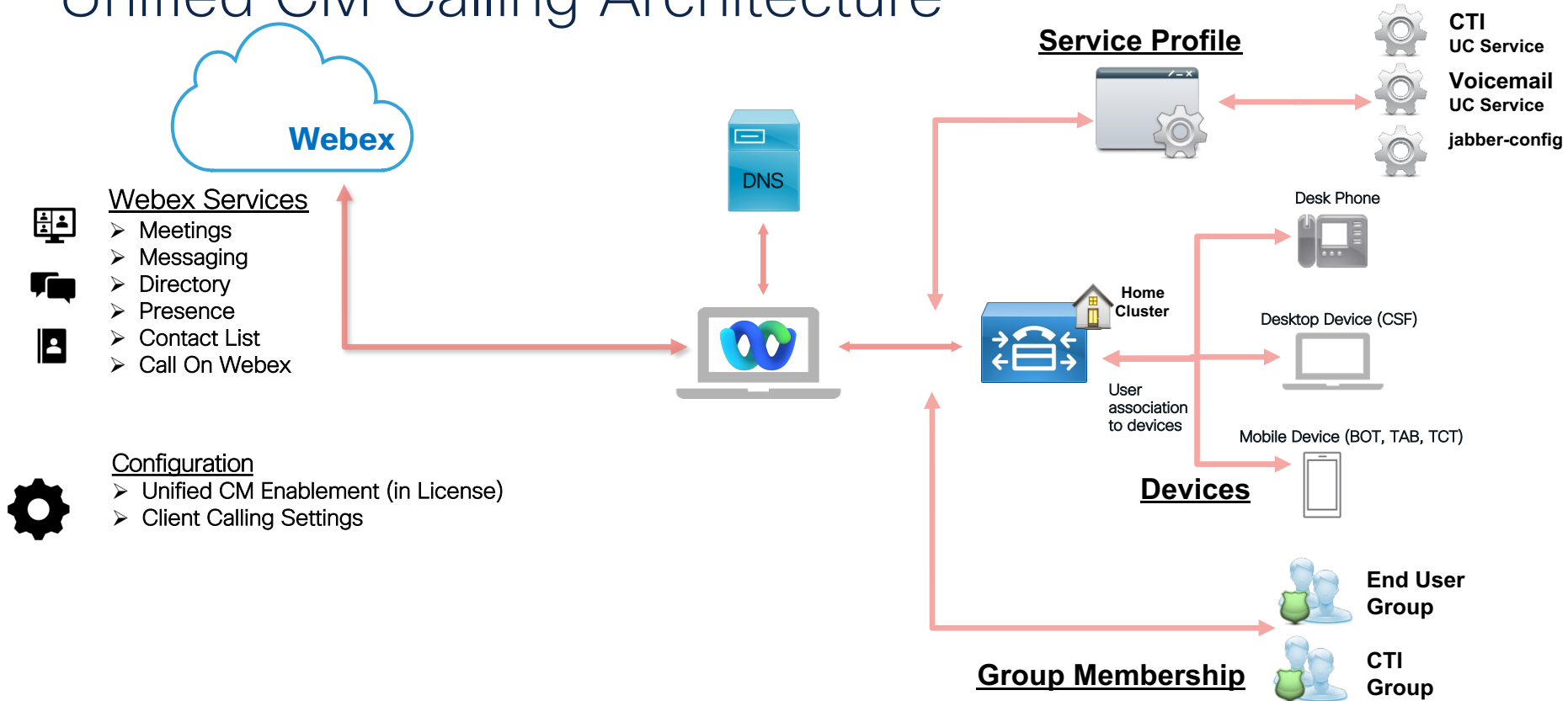


# Unified CM Calling Architecture

- HTTPS
- SIP
- CTI

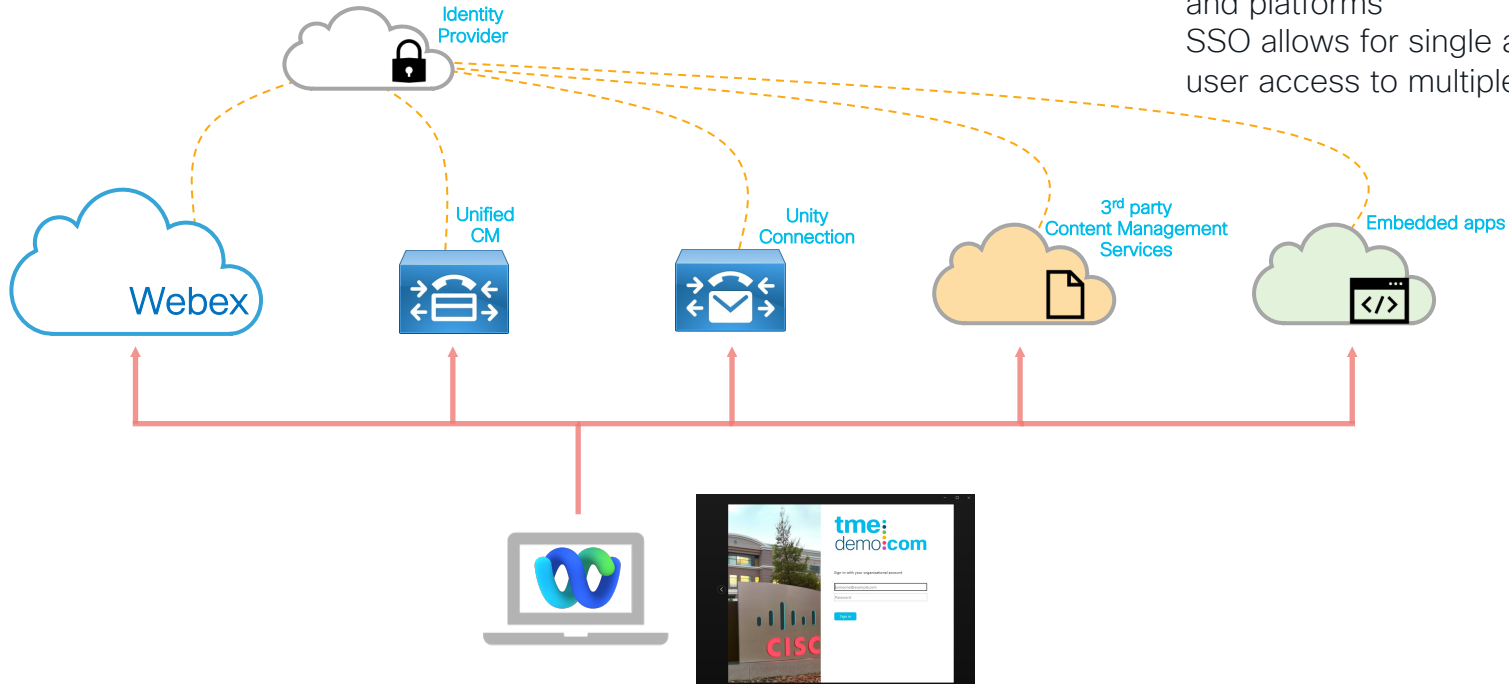


# Unified CM Calling Architecture



# Single Sign On with Unified CM Calling

Webex App can connect to multiple services and platforms  
SSO allows for single authentication, granting user access to multiple platforms services



# Unified CM Calling Setting has moved to Calling License

## Calling Behavior

User > Calling Behavior

### Calling Behavior

Choose how this user makes calls in Webex Teams.

- Organization Setting: Calling In Webex Teams (Unified CM)  
Use the setting you've specified at the organization level.
- Calling in Webex Teams  
Make calls directly in Webex Teams, backed by Webex Calling or Hybrid Calling.
- Calling in Webex Teams (Unified CM)  
Make calls in Webex Teams registered to Unified CM for midcall features.
- Webex Calling app  
Make calls in the Webex Calling app or through a cross-launch from Webex Teams.
- Cisco Jabber app  
Make calls in Cisco Jabber or through a cross-launch from Webex Teams.
- Third-Party app  
Make calls in a third-party calling app or through a cross-launch from Webex Teams.



## Calling License Template

Messaging 2

Meeting 4

Calling 2

Contact Center 0

Subscription: Call on Webex (1:1 call, non-PSTN)

- Call on Webex (1:1 call, non-PSTN)

Subscription: Register to Unified Communications Manager (UCM)

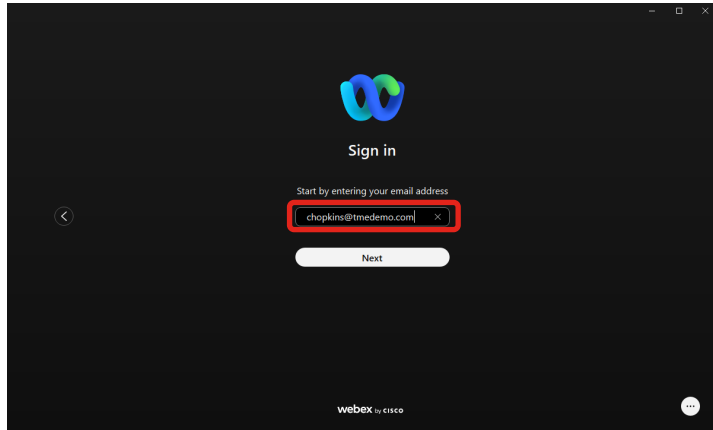
- Register to Unified Communication Manager (UCM)

Subscription: Enterprise Trial - 09/20/2018

Webex Calling

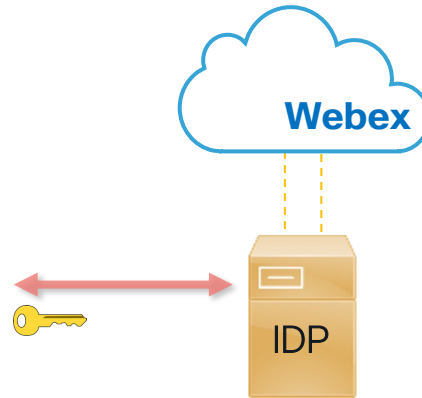
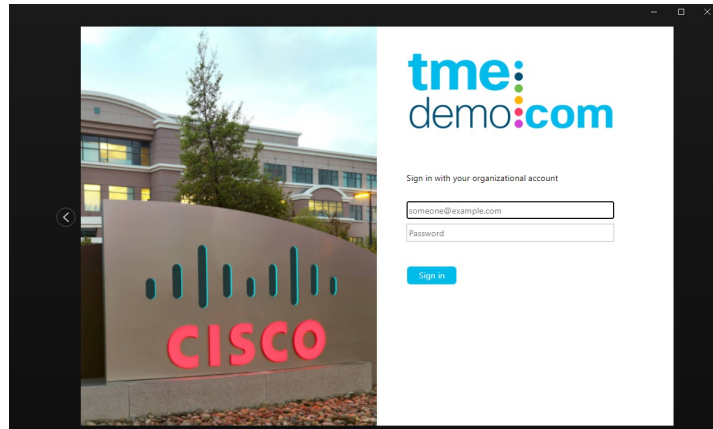
- Professional
- Basic

# Unified CM Discovery



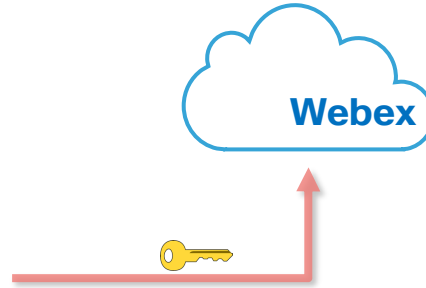
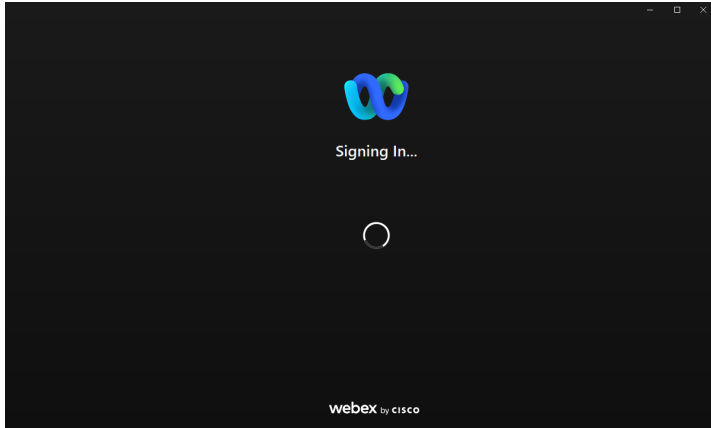
- Webex App first time start
- User enters email address
  - [chopkins@tmedemo.com](mailto:chopkins@tmedemo.com)
- Webex App connects to Webex login service

# Unified CM Discovery



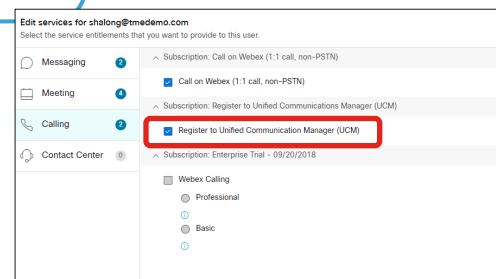
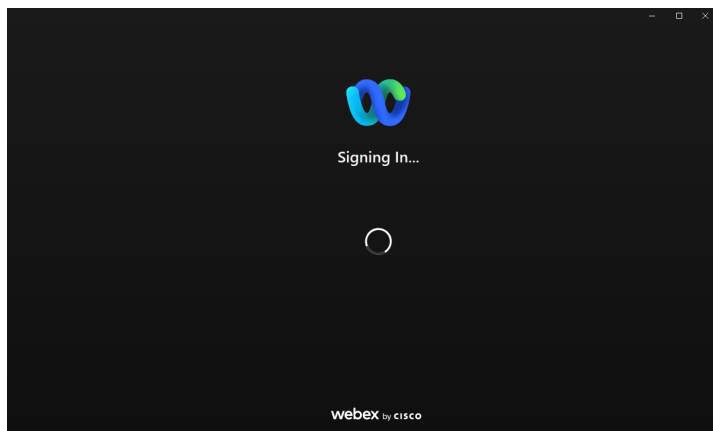
- Webex Org is SSO enabled.
- Webex app enters SSO mode
  - Embedded browser displayed
  - Embedded browser connects to the IDP
- User authenticates
- IDP issues SAML assertion

# Unified CM Discovery



- Webex App uses SAML assertion to authenticate to Webex service
- Webex grants Webex app Access (issues OAuth tokens)

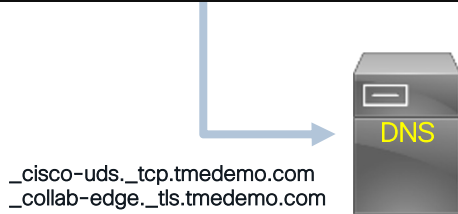
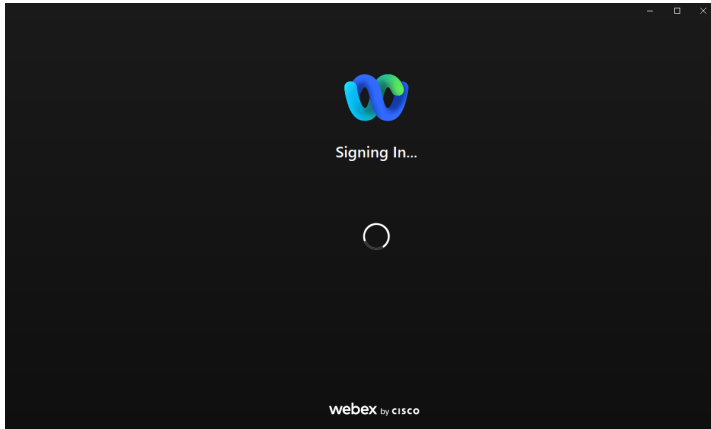
# Unified CM Discovery



- Webex App retrieves user config including licensing
- Webex App connects to applicable cloud services
- Webex App retrieves calling setting “Register to Unified Communication Manager (UCM)”

# Unified CM Discovery

Initial Email = chopkins@**medemo.com**

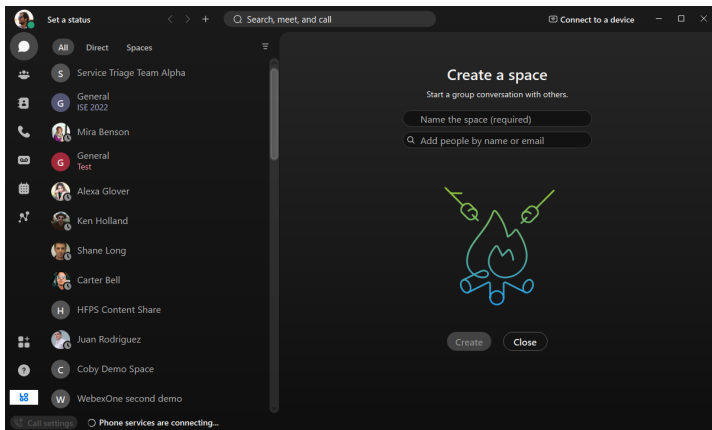


- Webex App queries DNS
  - `_cisco-uds._tcp.tmedemo.com`
  - `_collab-edge._tls.tmedemo.com`
- Internal DNS Server:
  - `_cisco-uds` -> UCM A record
- External DNS Server:
  - `_collab-edge` -> Expressway-E A record

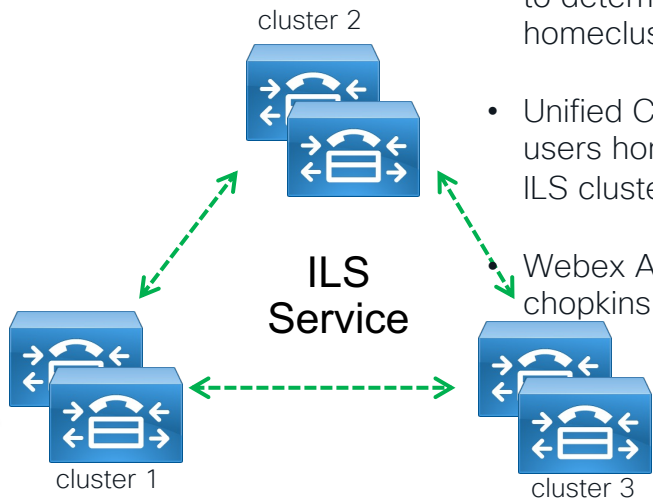
## Voice Services Domain = tmedemo.com

- If the Unified CM domain is different to the Webex domain, additional Voice Services Domains can be configured (per user/org) in Control Hub

# Unified CM Discovery



chopkins@tmedemo.com



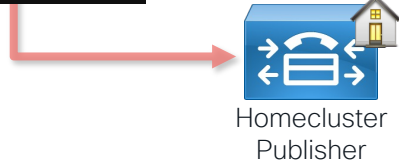
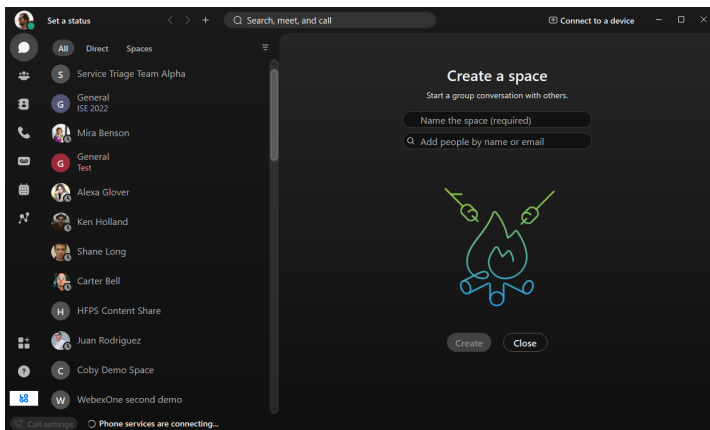
- Webex App queries for **homecluster** against the Unified CM node returned from DNS query
- Query uses the users Webex ID to determine Unified CM homecluster
- Unified CM is aware of every users homecluster for the entire ILS cluster
- Webex App is redirected to chopkins home cluster

<https://ucm1-clusters1.tmedemo.com:8443/cucm-uds/clusterUser?username=chopkins>

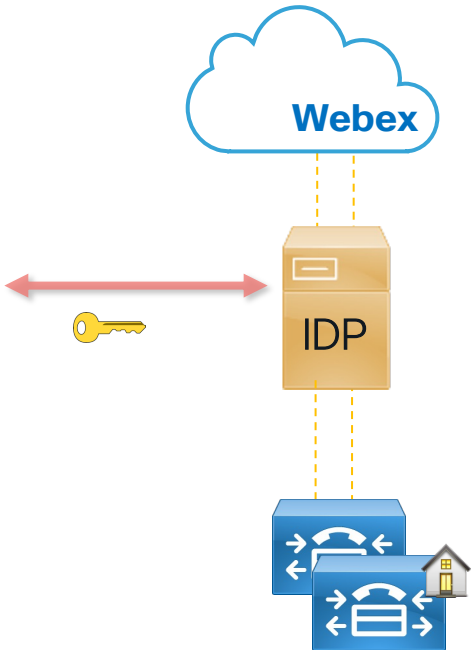
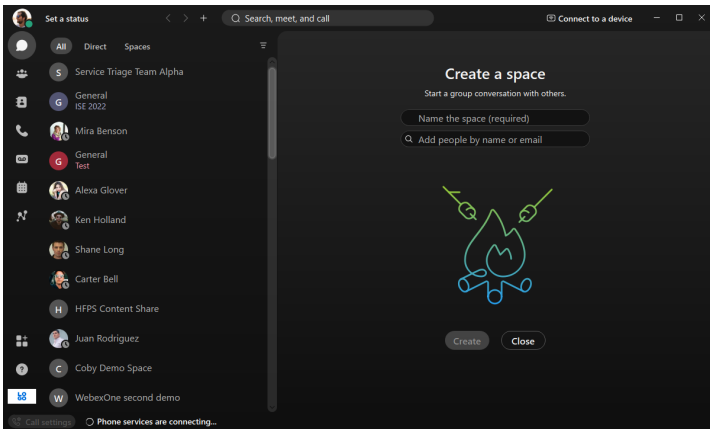
<https://ucm1-clusters1.tmedemo.com:8443/cucm-uds/clusterUser?email=chopkins@tmedemo.com>

# Unified CM Discovery

- Webex App connects to homecluster publisher node
- Unified CM challenges for authentication

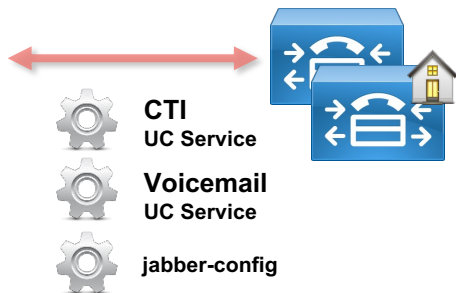
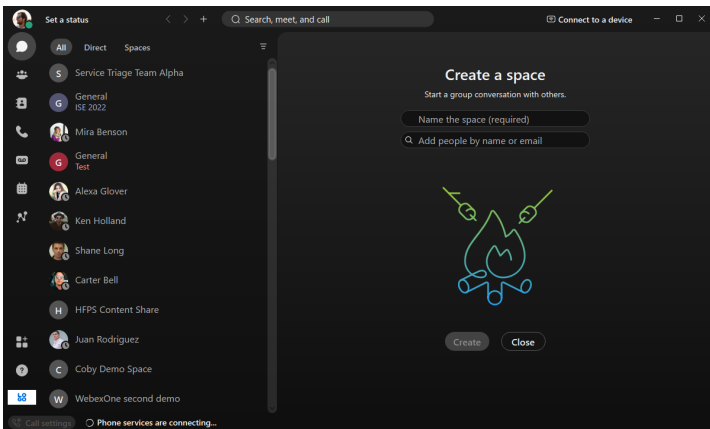


# Unified CM Discovery



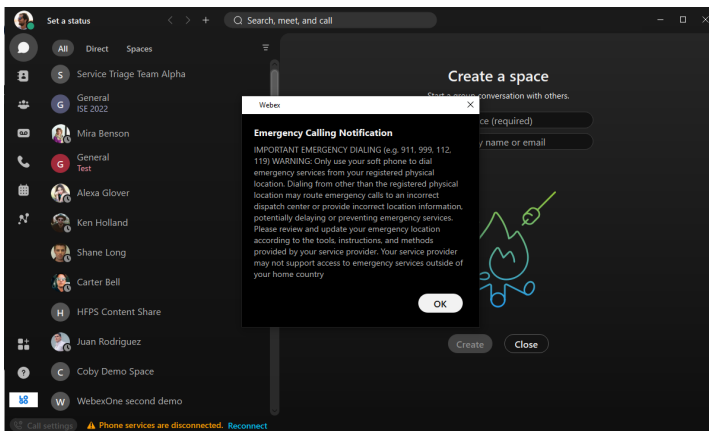
- Homecluster is SSO enabled
- Webex App uses the existing SAML token to gain access to Unified CM without the need for the user to manually authenticate
- Without SSO the user would have a secondary login requirement

# Unified CM Discovery



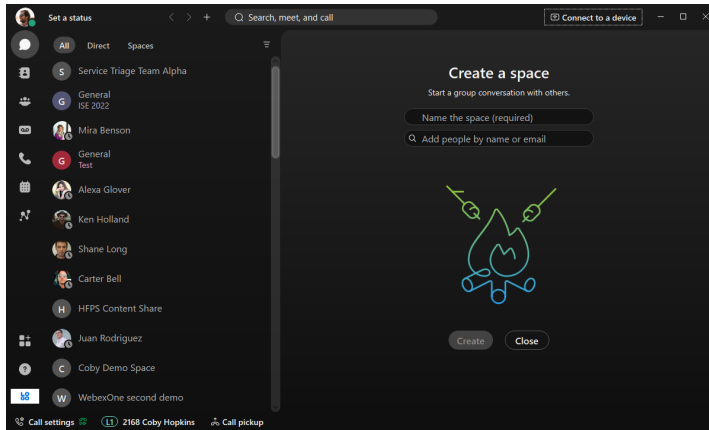
- Webex App downloads Service Profiles and jabber-config
- Webex App connects to available services
  - SIP/CTI
  - Voicemail

# Unified CM Discovery

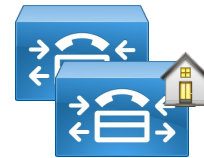


- User is prompted to accept Emergency Calling Notification Message before they can make a call
- By default the prompt is shown on first login only, but the admin can change this to never or every login
- The Emergency Notification message is customizable

# Unified CM Discovery



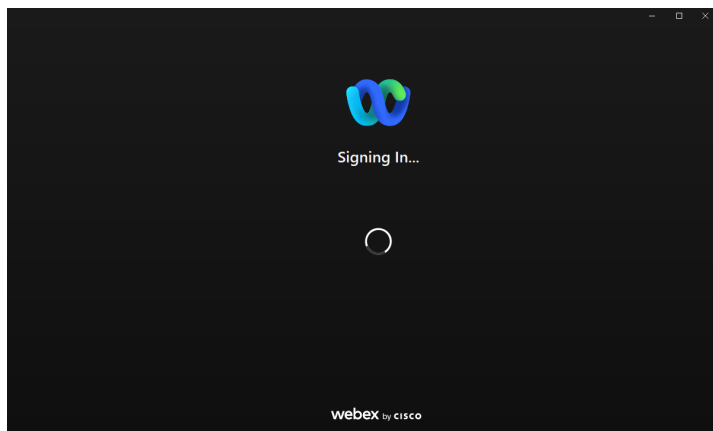
- Webex App performs SIP registration against a node as per UC Manager Group preferences
- Appropriate device type must be configured
  - Desktop: CSF
  - Tablet: TAB
  - iPhone: TCT
  - Android Phone: BOT



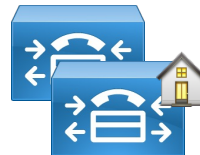
# Unified CM Discovery Best Practices

- Voice Services Domain
  - Keep it simple – try to use the Webex/email domain as the Voice Services Domain. Remember, the \_cisco-uds and \_collab-edge SRV domains, do not need to be the same as the Unified CM/Expressway domains
- Certificate Validation
  - Webex App will validate a TLS certificate from each Expressway/Unified CM/Unity Connection node it connects to. Ensure that the certificates installed on each of these services is trusted i.e. CA signed
- Webex and Unified CM User Identity
  - Webex App will use the users Webex identity as the Unified user identity (userID or email). Ensure that the Unified CM email attribute is populated for each user (with the email address matching the Webex identity)
- Authentication
  - SSO enable both the Webex Org and Expressway/Unified CM/Unity Connection (using the same IDP!). Without this, users will have multiple login prompts when signing into the app. For Webex App on mobile deployments, ensure Unified CM is 12.5(1)su4 and later, Expressway X14 and later (SSO redirect URI)
- Unified CM OAuth Refresh Token Flow
  - Enable OAuth Refresh token flow on Unified CM. User will not need to reauthenticate to Unified CM for defined period of token (default = 60 days). Allows admin to enable secure SIP calling (SIP OAuth)
- See [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cloudCollaboration/wbxt/ucmcalling/unified-cm-wbx-teams-deployment-guide.pdf](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cloudCollaboration/wbxt/ucmcalling/unified-cm-wbx-teams-deployment-guide.pdf)

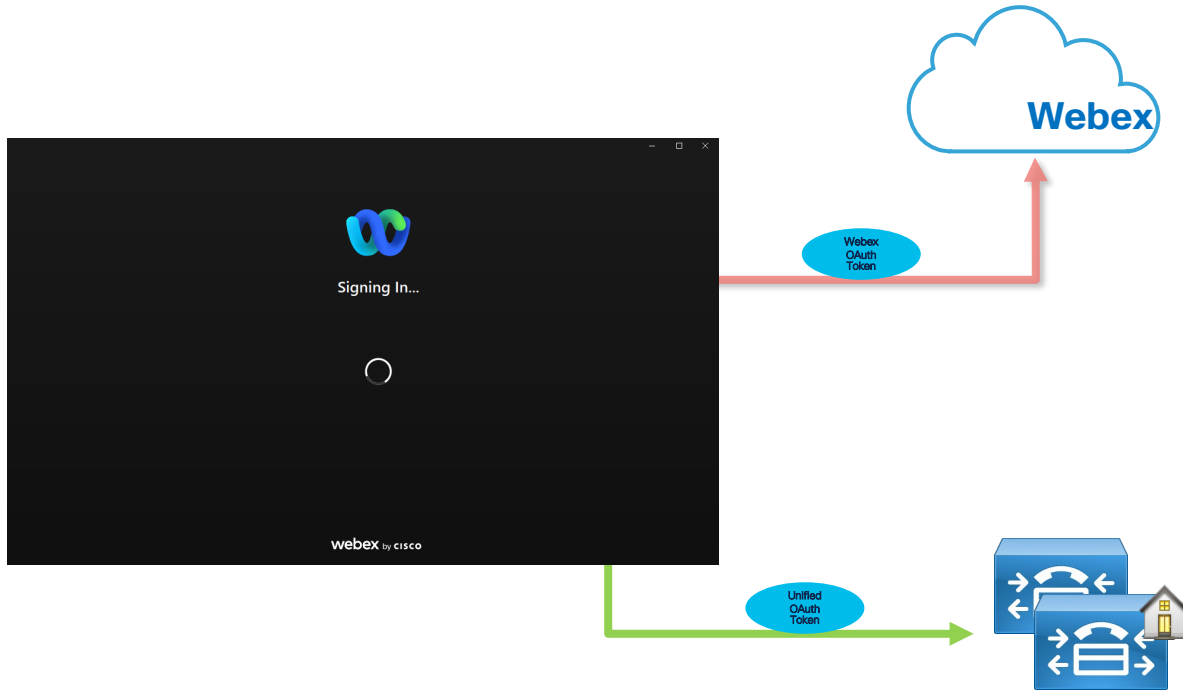
# Subsequent Logins



- The first time Webex App login is a serial login
  1. Connect to Webex
  2. Connect to Unified CM
- After the first time login, Webex App connects to services in parallel (based on cached config)

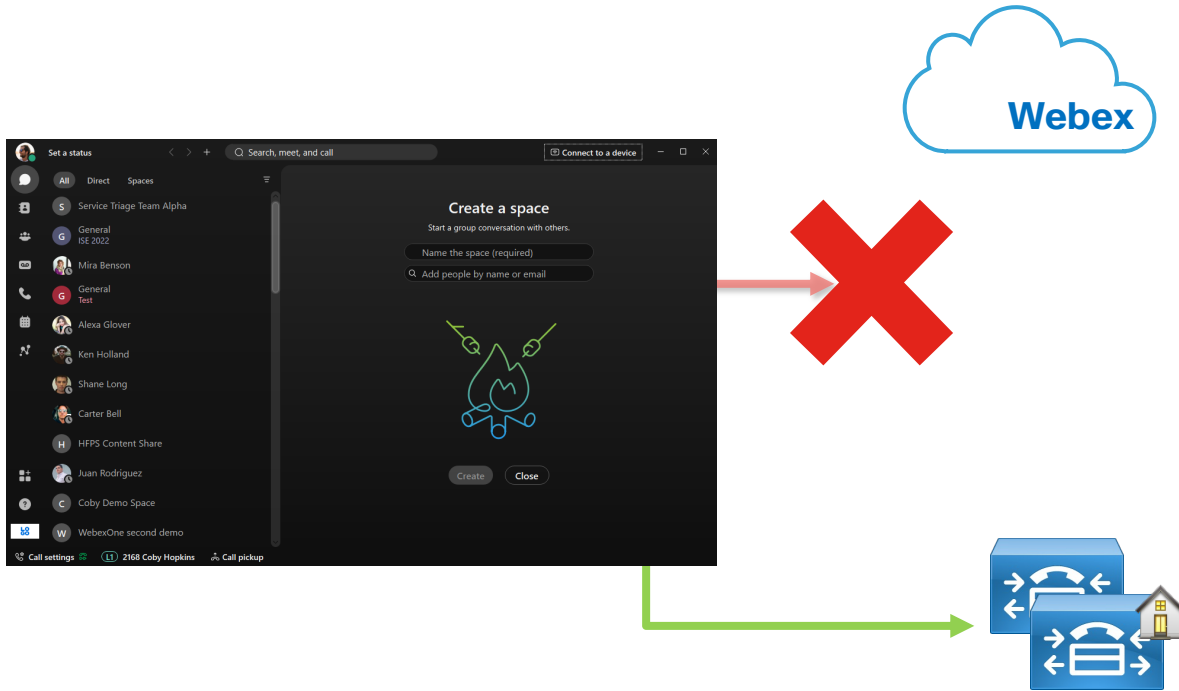


# Subsequent Logins



- The first time Webex App login is a **serial** login
  1. Connect to Webex
  2. Connect to Unified CM
- After the first time login, Webex App connects to services in **parallel** (based on cached config)

# Calling Redundancy



- If Webex services are inaccessible (e.g. WAN outage, loss of internet access), Webex App will still be able to register to on premise Unified CM for calling
- Features dependent on Webex services will be unavailable e.g. presence, directory search (previous directory lookups will be cached locally)



# Jabber to Webex App Migration



## Contact center features

### Webex App

supports advanced calling features for Contact Center environments (UCCE and UCCX)

- Make/receive call
- Hold/resume
- Transfer
- Conference
- DTMF
- Recording (BIB)
- Multi-line
- Silent monitoring
- Call notification control for admin
- Call windows control for user and admin
- Zip tone for auto pickup
- Whisper Announcement
- cBarge
- Agent greeting

# Jabber to Webex App Migration



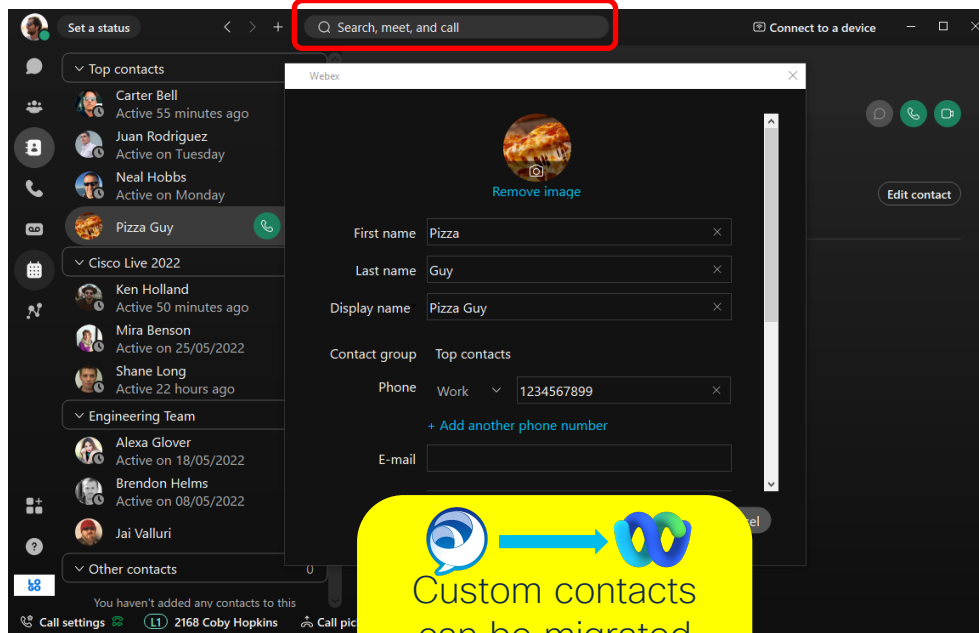
## Incremental features

**Webex App** delivers many more new calling and meetings features comparing to Cisco Jabber

- Group chat escalation to a meeting
- Wireless share & whiteboard with cloud devices
- Proximity pair with Joining Meeting and 1:1 calling
- Seamless move between device and Webex app
- Seamless call handover between networks
- B2B2C app-to-app calling with annotation and whiteboard
- App share with desk-phone control
- Move call to meeting
- Blur, virtual & custom background
- Noise removal and music mode
- Cisco headset management / control
- Quick call window (coming)
- E911RedSky native support (coming)
- Auto device provisioning (coming)

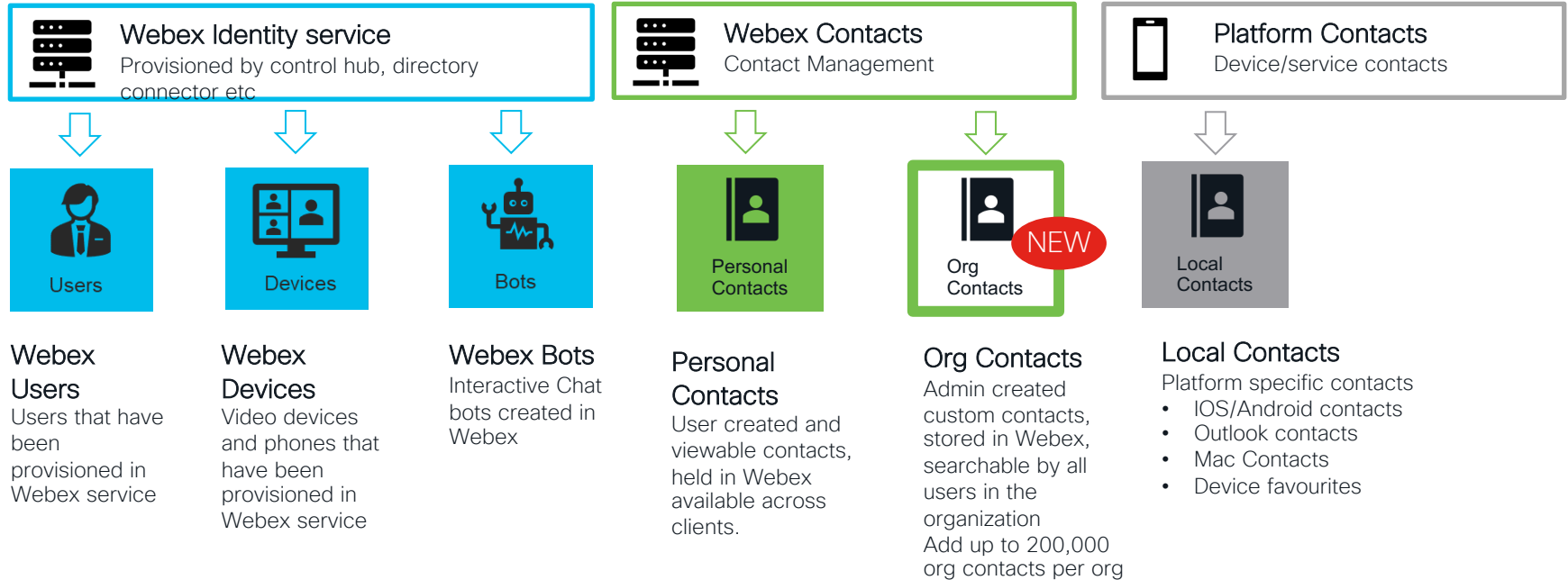
... and many more to come!

# Contacts and Search



- Users can add Webex contacts and Custom contacts to their personal contact list
- Webex Contacts
  - A Webex user
- Custom Contacts
  - A user who does not have a Webex account. User can add a number of attributes including 4 phone numbers
  - The custom contact is private to the user who adds
- Users can search for Webex for Webex users, Webex contacts and Custom contacts in the search bar
- Users can also search for org Webex devices and allowed bots using the search bar

# Introducing Org Contacts



# Populating Org Contacts

The screenshot shows the Cisco Webex Control Hub interface. The left sidebar contains navigation options: Overview, Alerts center, MONITORING (Webex Experience, Analytics, Troubleshooting, Reports), MANAGEMENT (Users, Workspaces, Devices, Apps, Account, Organization Settings), and SERVICES (Galway Experience Centre). The main content area is titled 'Users' and has tabs for Users, Groups, Licenses, and Contacts. The 'Contacts' tab is active, showing a search bar, a filter button, and a 'Manage contacts' button. Below is a table with 3 contacts:

<input type="checkbox"/>	Name	Contact
<input type="checkbox"/>	Cheese Supplier	1408123456
<input type="checkbox"/>	Flour Mill	1408567890
<input type="checkbox"/>	Tomatoes Grower	1408234568

A modal window titled 'CSV bulk add or edit contacts' is open. It contains the following sections:

- Download contact attributes or sample template**: Use the template to add new contacts, then upload the CSV file. Includes a dropdown menu set to 'All editable contacts' and a 'Download' button.
- Upload CSV data**: If your CSV file contains Unicode characters (e.g. Æ, φ, İ, ü, ß), import your file in the UTF-8 format. Learn more. Includes a dashed box for file upload, an upward arrow icon, the text 'Drag and drop your CSV file to upload or', a 'Choose a file' button, and 'Cancel' and 'Next' buttons at the bottom right.

- New Contacts section in Users tab
- Manage Org contacts via CSV file
- Org contacts can have many attributes
  - Display Name
  - Up to 5 phone numbers per contact
  - Email
  - Address
- Org Contacts sync via CCUC is also available

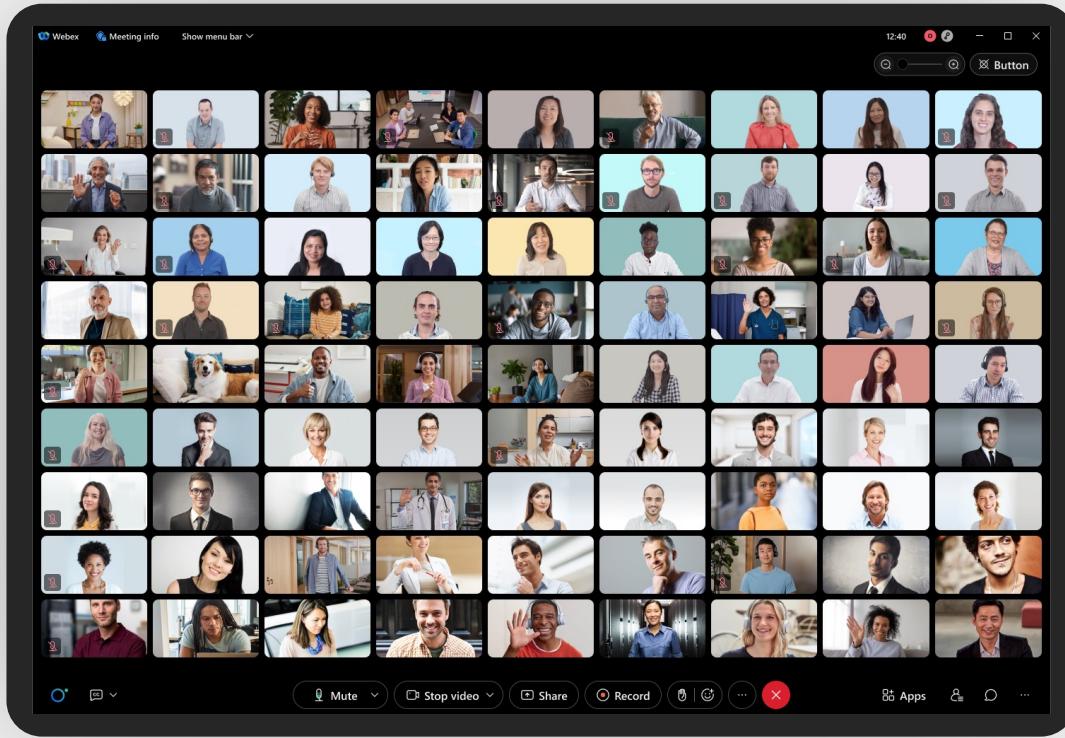
# Org Contacts

The screenshot displays the Cisco Webex interface. On the left, a sidebar shows navigation options: 'Set a status', 'All', 'Direct', 'Spaces', 'My Space', 'Project X', 'New System Project', 'Search Space', and another 'My Space'. A search bar at the top contains 'ed' and a 'Cancel' button. Below the search bar, a dropdown menu shows 'Search all spaces for 'ed' →'. Underneath, a list of people is shown: 'Ed Walker' (with call and video call icons) and 'Edward Warren'. A tooltip for 'Ed Walker' displays contact information: 'ed.walker@example.com Work', '1271751651 Work', '118847826 Mobile', '1466757147 Home', and '2623644006 Other'. A message at the bottom of the list reads 'We can't find that match your search.' On the right, a 'Contact profile' window for 'Ed Walker' is open, showing a profile picture with the letter 'E', a 'Profile' section, and a 'Phone' section with a 'Show fewer' button. The phone numbers listed are: 'Work: ed.walker@example.com', 'Mobile: 118847826', 'Work: 5579769914', 'Other: 2623644006', 'Work: 1271751651', and 'Home: 1466757147'.

# Meetings

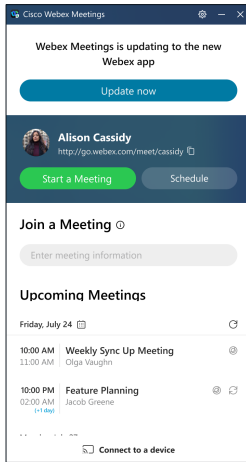


# Webex Meetings

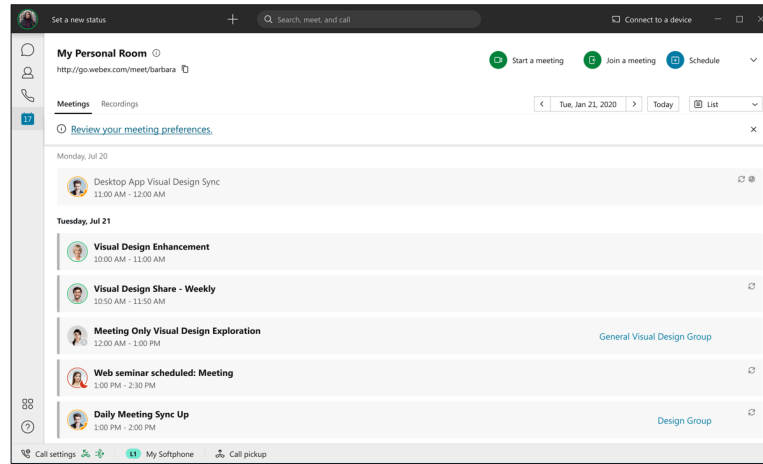


- Webex Meetings Desktop App to Webex App Update Program
- Full Features Meetings
- Converged backend

# Webex Meetings Desktop App to Webex App



Webex Meetings Desktop App

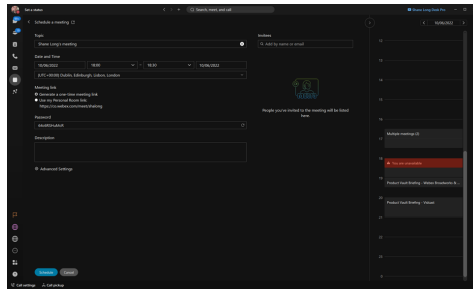


Webex App

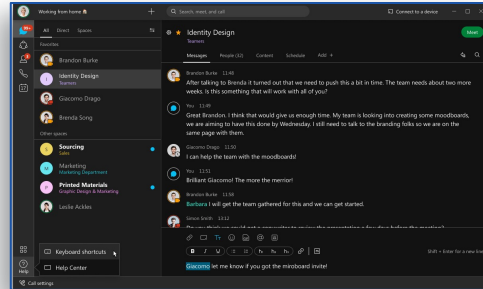
## Applies to

- Control Hub Managed ✓
- Site Linked Webex Orgs ✓
- Slow Channel ✓

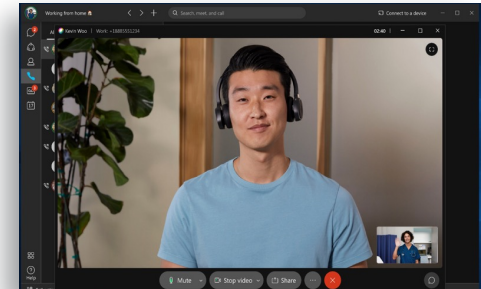
# Updated set of Capabilities



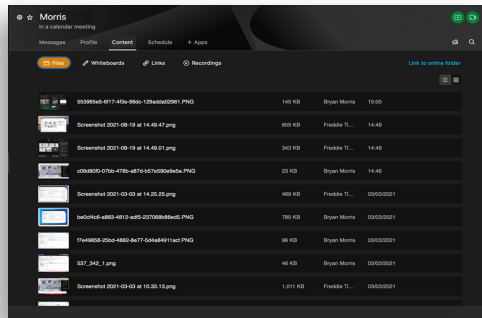
View your schedule and schedule meetings



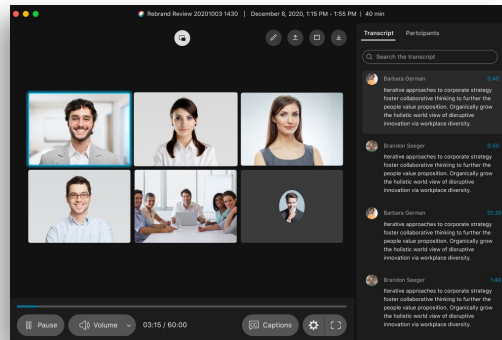
Continue the conversation with messaging



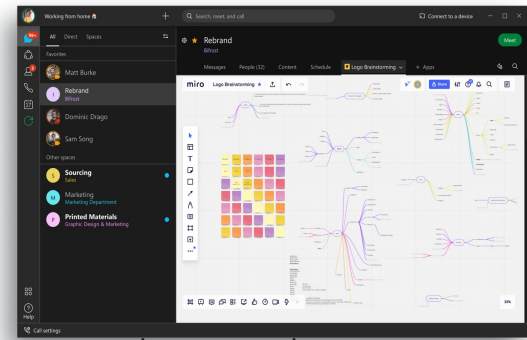
Call contacts with voice & Video



Share content from OneDrive, Box and Google



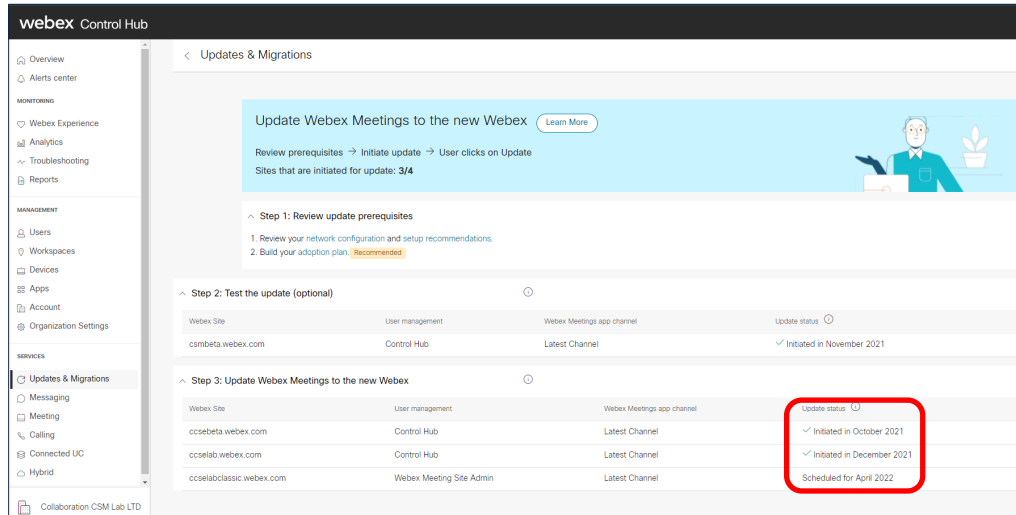
View Meeting Artifacts



Integrate other apps

# Update Timetable

2022

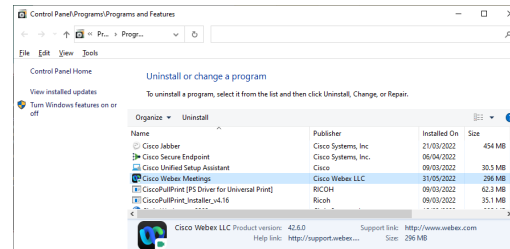
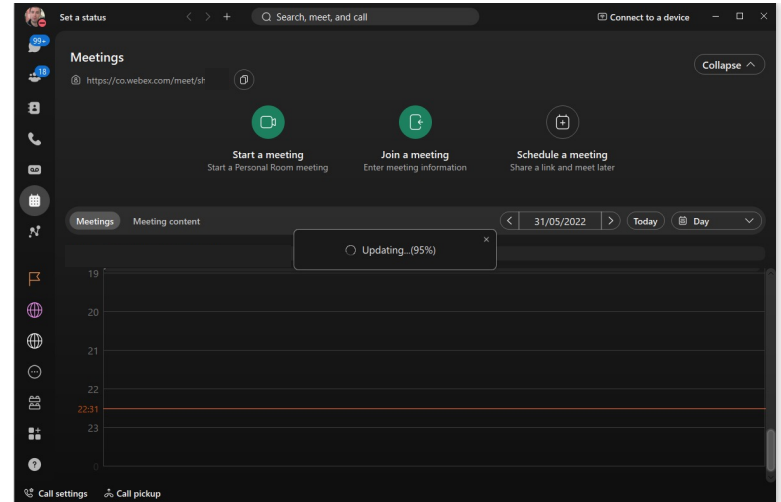


Set your preferred update month in Control Hub

Month	Date of Update	Last Day to Select	Last Day to Defer
Jan	Jan 14	Jan 7	Jan 13
Feb	Feb 11	Feb 4	Feb 10
Mar	Mar 4	Mar 5	Mar 3
Apr	Apr 1	Apr 25	Apr 3-
May	May 6	**	**
Jun	Jun 10	Jun 3	Jun 9
Jul	Jul 15	Jul 8	Jul 14
Aug	Aug 12	Aug 5	Aug 11
Sep	Sep 16	Sep 9	Sep 15
Oct	Oct 14	Oct 7	Oct 13
Nov	Nov 18	**	**

# Full Featured Meetings

- Webex MC plugin is packaged into the Webex App installer – same in meeting experience as Webex Meetings Desktop App
  - Version matches Webex App version
- If a user joins a meeting on a different Webex Site version, a compatible version of MC plugin will be downloaded
  - Files written to `c:\users\user\ID\AppData\Local\WebEx\`
  - Entry in Add/Remove Programs (this is not the Webex Meetings Desktop App)
- Launching a Webex meeting on Webex App for mobile will cross launch the Webex Meetings App



# Site Admin to Control Hub Migration

Manage, analyze, and secure your Webex site in Control Hub

- Improved sign-in experience for users  
Common sign-in across all Webex services
- Unified management  
One platform to manage all Webex sites and services
- Modern administrator controls  
User management, Directory sync and AD groups
- Stronger security  
Consistent security policies across all Webex services

Step 1: Review prerequisites for updating administration

> Review impacted users

▼ Review impacted features  
Make sure that you review the following features before updating this site to Control Hub. [Learn more](#)

Feature	Consequences	Information
SSO with automatic account creation	⛔ You must disable this feature before updating this site.	ⓘ
Host account sign-up	⛔ You must disable this feature before updating this site.	ⓘ
Mandatory fields for new users	⛔ You must disable this feature before updating this site.	ⓘ
Administrator control of user name changes	⚠ Administrators can't block user profile changes for Webex identity in Control Hub.	ⓘ
Deactivate inactive hosts	⚠ This feature is disabled. Control Hub provides an inactive users report instead.	ⓘ
Password management	⚠ Password management in Webex identity works differently in Control Hub.	ⓘ
API integration	⚠ User creation and licensing will need to use the PEOPLE API.	ⓘ

Step 2: Convert to Control Hub

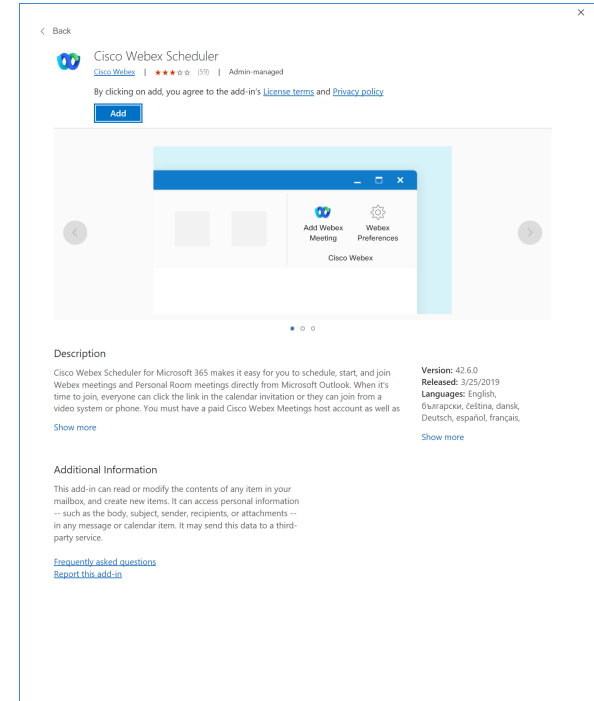
Updating administration from Site Admin to Control Hub is seamless

All Meetings data (upcoming Meetings, recordings, site settings, user preferences) will be retained!

- Do site readiness assessment to determine
  - Any admin features being used that are not supported on CH sites
  - Users that may need attention

# Productivity Tools EOL

- Productivity Tools for Mac is already end of life
- 42.6 update is the final release of Productivity Tools for Windows
- Productivity Tools will continue to work until Microsoft blocks the plugin architecture (expected)
- Customers should migrate from Productivity Tools to Webex Scheduler (M365 add-in). For migration detail, check out this
  - <https://help.webex.com/en-us/article/nvx0mw4/Migrate-from-Productivity-Tools-to-the-Webex-Scheduler-add-in>
- Applies to both Latest and Slow channel organizations



# Webex Meetings Converged Platform

Converged Meeting Platform

One App

One Architecture

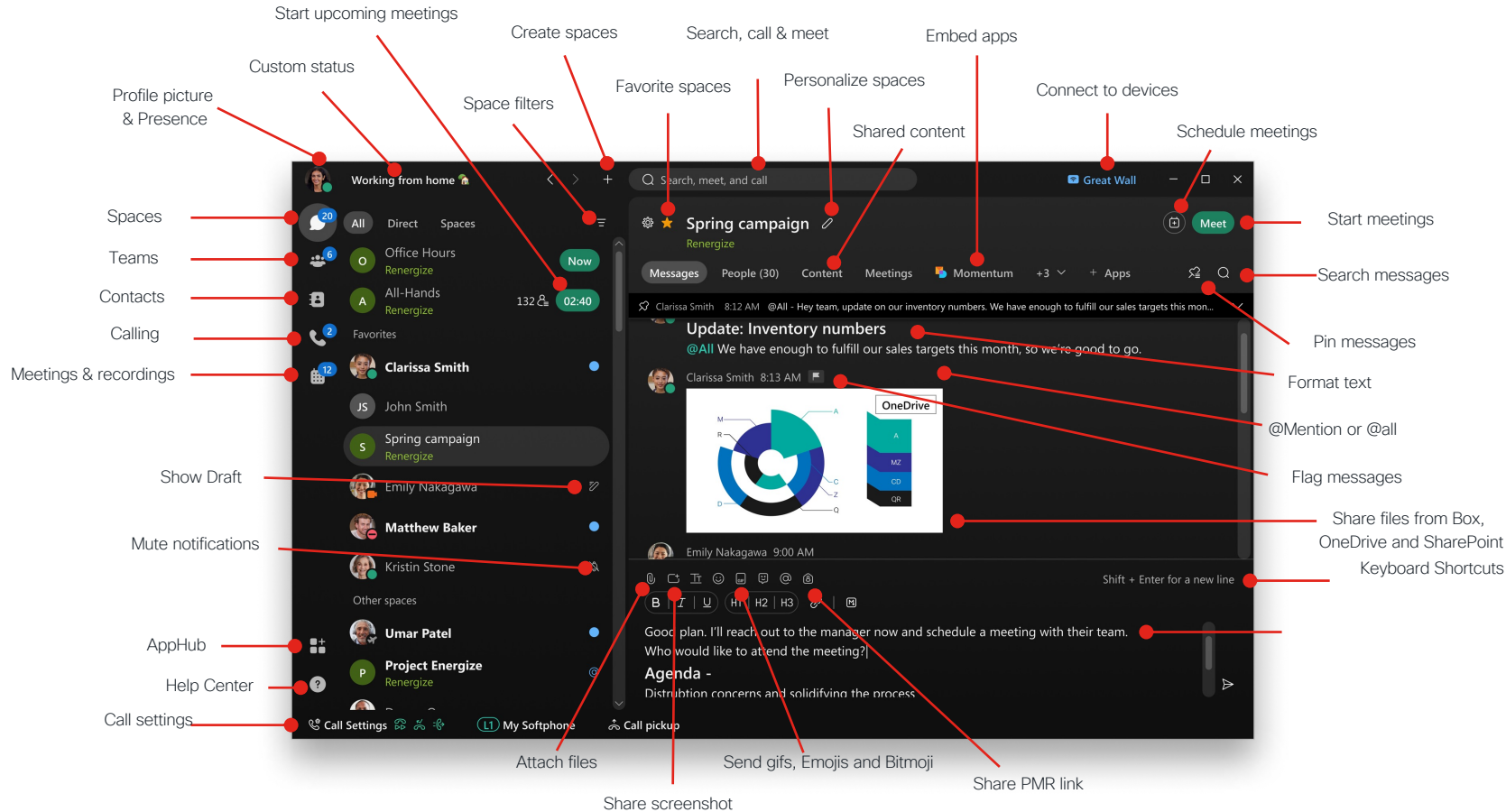
One Platform

Coming Soon

Beta is available

# Messaging





# Content Storage and Retention

## Webex Org Location

- When a user sends content using Webex (a message or a file), that content is stored in the Webex conversation service
- Organizations can choose whether to store their content in a US or EU based datacenter

Data Type	Covered Data	Data Location
> Meetings	Recordings, transcripts, files, meeting titles, attendee names and emails, and user profiles in Webex site administration portal	
Messaging	Messages, files, spaces, and organization metadata	Americas
Common Application Data	All Webex identity platform data, such as full user profiles (name, email, avatar), user groups, and other org settings	Americas

## Webex Messaging Data Retention

- Message and file content will be stored for a period of time defined by the retention period
- Control Hub admin can set retention period as desired
  - Indefinite
  - 1 to 3600 days
- From October, admins can set a different retention policy for direct messages, to what is set for spaces.

**Webex Space retention policy**

Retention time period for data (messages and shared files) in all Webex spaces

Indefinitely

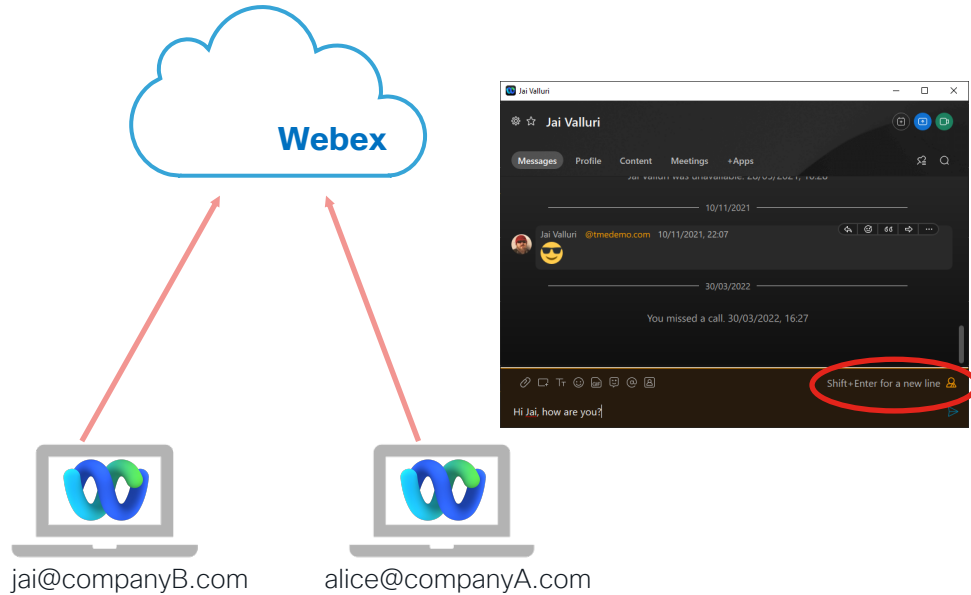
Custom retention time between 1 and 3600 days

days

## Tip

- Setting a very low retention period will diminish user experience - users enjoy having access to long term persistent messaging and file sharing
- Take care with any changes to Retention policy. Once data meets the retention period, it is hard deleted

# Open Federation



- Webex messaging supports open federation by default
  - Webex users in different organizations can message and participate in spaces with each other
- When a space contains an external participant, the external participant UI is displayed for that space (external participant icon and space color change)
- Open federation settings can be managed by the Control Hub admin
  - Block all external messaging
  - Limit external messaging
  - Create and allow list of orgs where external messaging is permitted

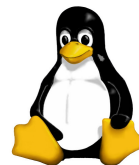
# Control Hub Messaging Restrictions Controls

Restriction	Purpose
Restrict external file sharing	This setting ensures that users can only post, preview or download files on your organizations network. (Organizations network can be defined using subnets/IP addressing)
Block file upload, preview and download in space owned by my organization	This setting can block file sharing in your organization based on specific client types (e.g. block file sharing on mobile). External users can also be blocked from file sharing to your organizations spaces
File type restriction	This setting can be used to specify a list of file types that are allowed to be shared in your organization
File upload size restriction	Sets the maximum file size that can be shared (max=2048 MB)
Share Animated GIFs	Allows for enablement /disablement of GIPHY integration
GIPHY content rating	Choose between "General acceptance" or "Parental guidance" rated GIFS
Allow Bitmoji sticker sharing	Allows for enablement /disablement of Bitmoji integration
Preview Shared Links	Enablement/disablement of preview of links share in Webex
Team Guest Restrictions	Control level of space access a team guest has
Webex classified spaces	Allows for marking of spaces with a classification level e.g. Company Confidential etc
Real-time data loss prevention for files	DLP integration. Allows for detection and blocking of file content violations based on DLP policy
Mobile Application Security	Allows for disablement of message preview on mobile device lock screen
Internal Communication (requires extended security pack)	Allows for blocking of selected groups from communicating with each other (ethical wall)
External Communication	Block your users from communicating with external orgs/users (messaging) Specify an allow list of domains for external messaging Limit access to join only spaces owned by your organization (excludes 1:1 spaces)
Instant Messaging	Enablement/disablement of XMPP or SIP federation
Anti-Malware File Scanning (requires extended security pack)	Enable virus and malware scanning of files posted to Webex (via Cisco Talos)

# App Deployment



# Webex App Platform Support



## Desktop

### Windows

Windows 10  
Windows 11

### MacOS

MacOS 10.13 and later  
Intel CPU  
Apple M1 CPU

### Linux

Red Hat EL 8.2, 8.3  
Ubuntu 18.04, 20.04

### Web App

Last 2 major releases  
Chrome  
Firefox  
Edge  
Safari



## Mobile

### iOS/iPadOS

iPhone7 and later  
iOS 13.7 and later  
Various iPad Releases

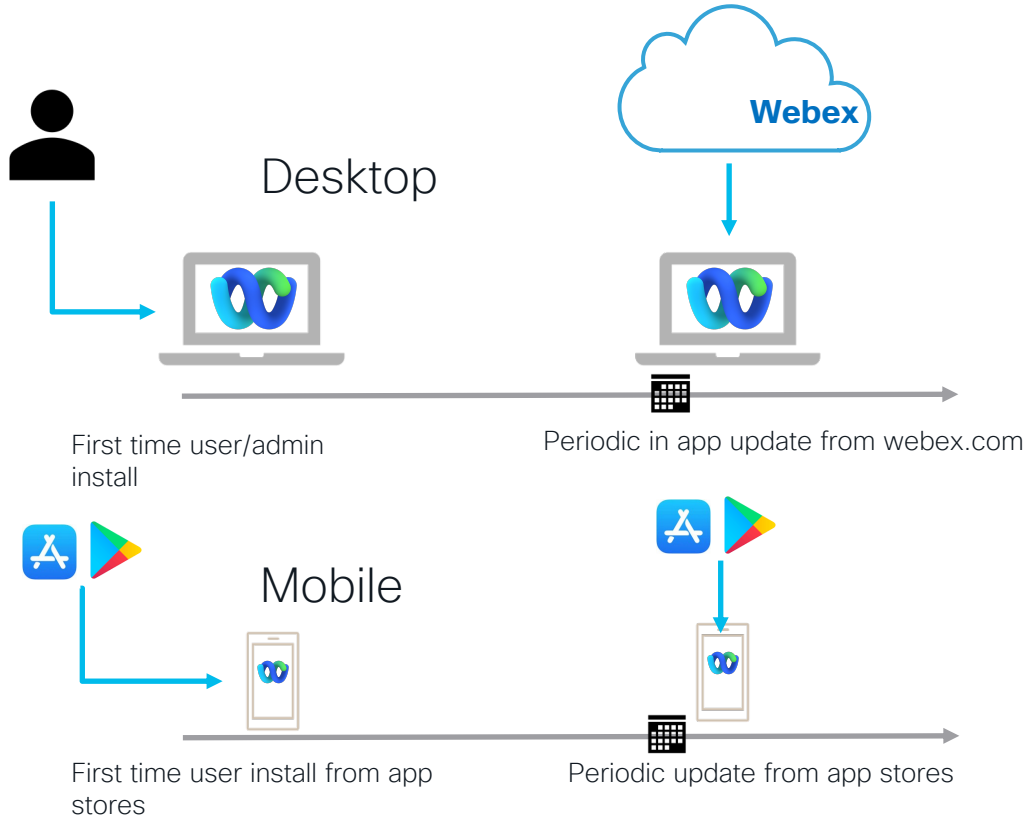
### Android

8.0 and later

### ChromeOS

(Android app emulated on  
ChromeOS)

# Webex App Release Cycle



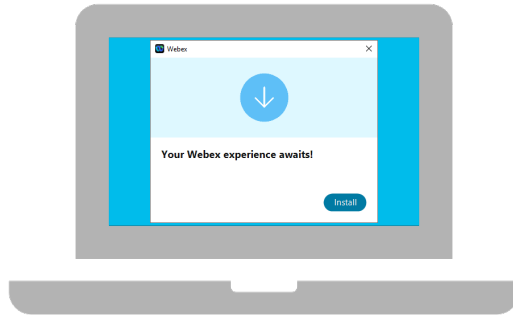
- A new major release of Webex App is delivered monthly
- App versioning is based on time e.g. May 2022 release 42.5.0.22083
  - **Year** : 42.x.x.xxxx
  - **Month** : 42.5.x.xxxxx
  - **Build** : 42.5.0.22083
- Webex App monthly release is typically delivered on the first Tuesday of the month
  - App auto update make take a number of days to occur after release

## Update Management

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

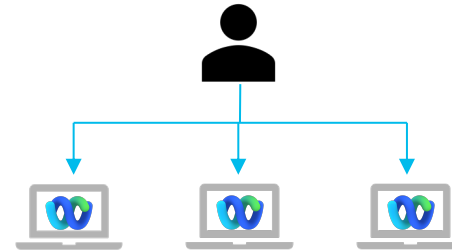
# Webex App for Windows

## User Install



- User downloads the .exe installer from Webex.com
- Runs the installer
- Webex App is installed to  
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

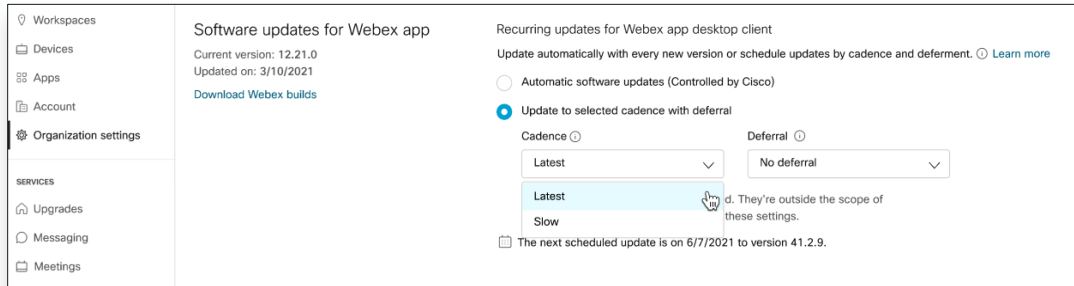
- Installer switches can be set to configure the first time experience as well as enabling Outlook integration

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
INSTALLWV2=1	Installs Microsoft WebView2 embedded browser
EMAIL=\$userPrincipalName	Prepopulates the Webex App with user UPN for login. Restricts access to the app current Windows user only
ENABLEOUTLOOKINTEGRATION=1	Enables Outlook integration at install time (registry key). Admin permissions required

See  
[tinyurl.com/wbxwininstall](https://tinyurl.com/wbxwininstall)  
for more

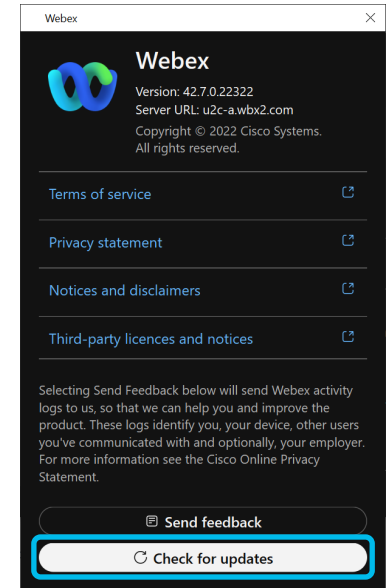
# Upgrade Management Setting

- 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)
- Slow Channel releases every 4 months (user is updated to version from 4 months previous)
- Software update cadence is an org wide setting. Individual users update cadence can be overridden

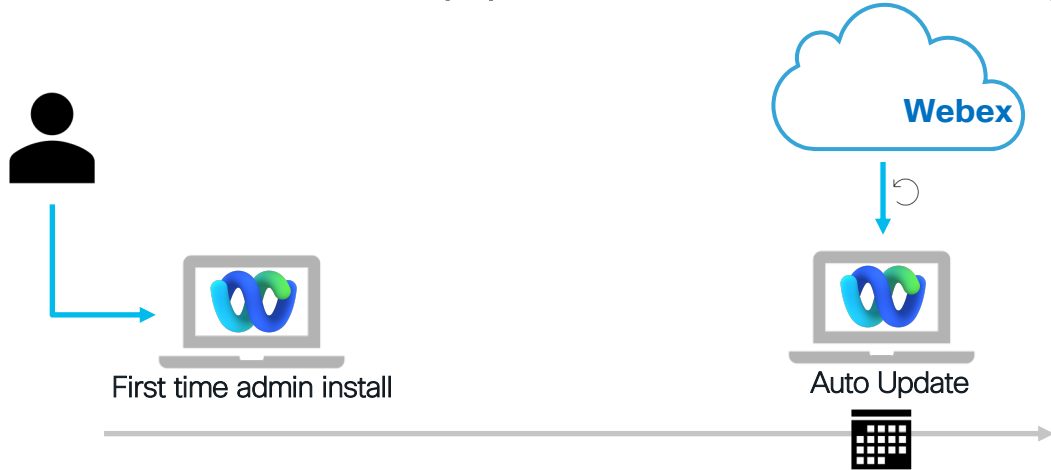


- NOTE: Meeting site version is configured separately

## Did you know?



# Windows App for Windows Update Process



## Note

Webex App will only update the Windows registry at install time (first time install) As such, the registry key detailing the app version will not be updated upon Webex App auto update. Software inventory tools or Add/Remove Programs will report the original install version only, even though many auto updates may have occurred. The current app version is written to **C:\users\userID\appdata\local\CiscoSparkLauncher\version.txt**. Software inventory tools can use this file to determine latest installed version on machine

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

- Webex App downloads update from webex.com
- Update package written to C:\users\userID\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 – its simply an update package downloaded to %appdata%, that is loaded at runtime by CiscoCollabHost.exe
- **No admin permissions are required to autoupdate**

# 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

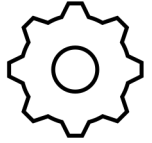
## AppConfig

- 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 App for Windows WebView2 Requirement

- From Webex App 42.6 (June 2022), WebView2 will be required to use the Webex App on Windows
  - WebView2 is an embedded browser created by Microsoft.
  - Webex App uses WebView2 to display content. Use of WebView2 within the Webex App will ensure lower memory usage and better performance

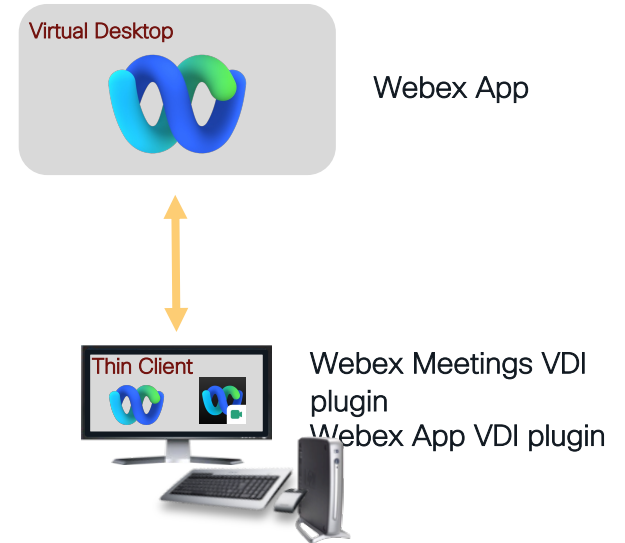
- **Action Required**

- Admins can push WebView2 to Windows devices via
  - Windows Update
  - [Microsoft Evergreen Installer](#) 
- Webex App can also install WebView2 (from microsoft.com).
  - From **42.3**, Webex App can silently download and install WebView2
  - From **42.4**, any new installs of Webex App can be set to also install WebView2 by using the INSTALLWV2=1 installer switch
  - WebView2 install is silent, and does not require admin permissions
  - NOTE: Webex App will not install WebView2 to VDI environments. Administrators must install via the Microsoft Evergreen Installer.

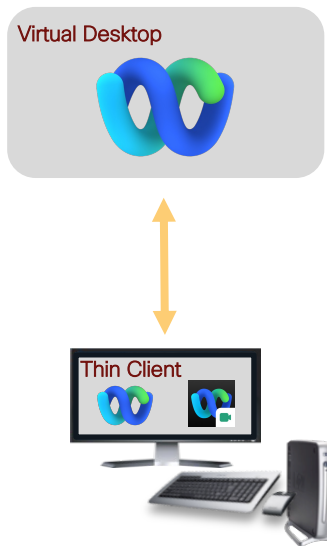
Microsoft 365 Apps for enterprise - en-us	Microsoft Corporation	16/05/2022	16.0.15128.20224
Microsoft Edge	Microsoft Corporation	16/05/2022	101.0.1210.47
Microsoft Edge WebView2 Runtime	Microsoft Corporation	18/05/2022	101.0.1210.47
Microsoft Intune Management Extension	Microsoft Corporation	08/05/2022	10.8 MB 1.54.3.2

# Webex App for VDI

- Webex App can be deployed in a VDI environment
- In VDI, real time media workloads need special consideration
- Webex utilizes local plugins to offload real time media termination
- Webex Meetings VDI plugin
  - Webex Meetings
- Webex App VDI plugin
  - Call on Webex
  - Webex Calling
  - Unified CM Calling



# Supported Deployments



## Supported Virtualization Services

Citrix Virtual Desktops

Citrix Virtual Apps

VMware Horizon

VMware Cloud

Azure Virtual Desktop (meetings not supported)

## Supported Thin Clients

Windows / Windows Embedded

MacOS

Ubuntu

Unicon eLux

HP Thin Pro

IGEL OS

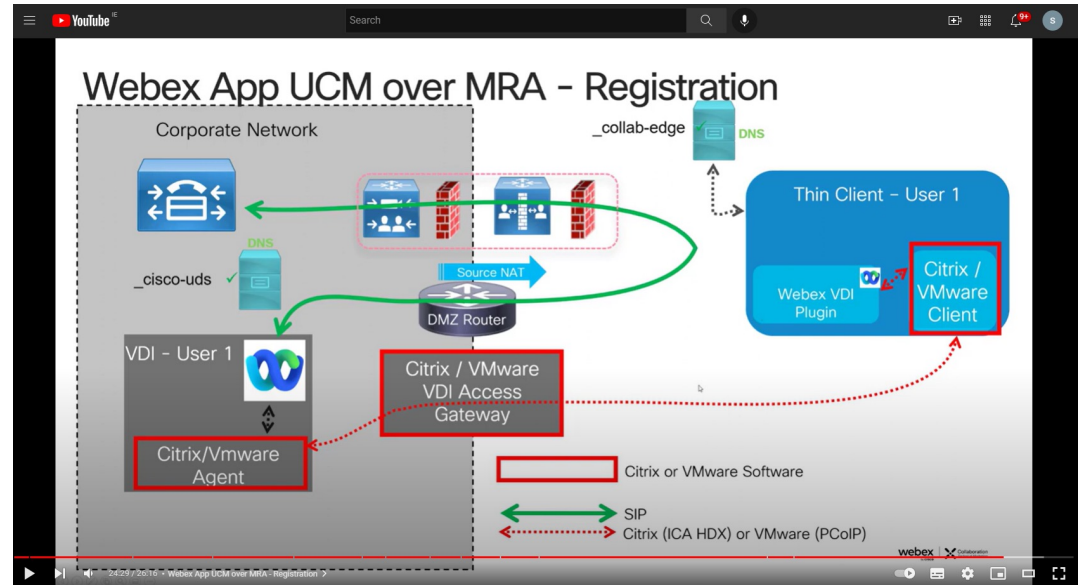
Dell Wyse ThinOS

10ZiG Thin Clients

Stratodesk No Touch OS

# Webex VDI Call Flows

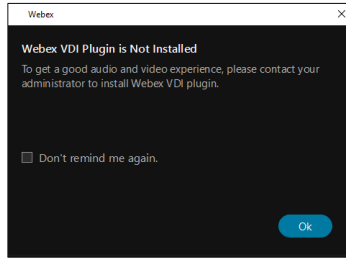
- Check out the Webex App VDI media flows overview
  - Webex Meetings
  - Call on Webex
  - Webex Calling
  - Unified CM Calling



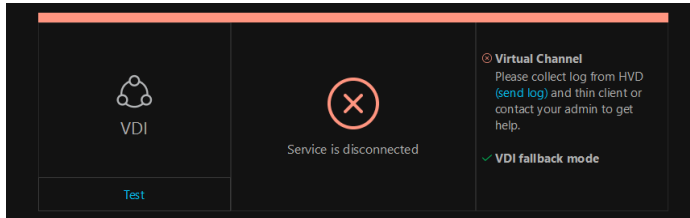
[https://www.youtube.com/watch?v=UF\\_A8X5tZdQ](https://www.youtube.com/watch?v=UF_A8X5tZdQ)

# VDI Fallback Mode

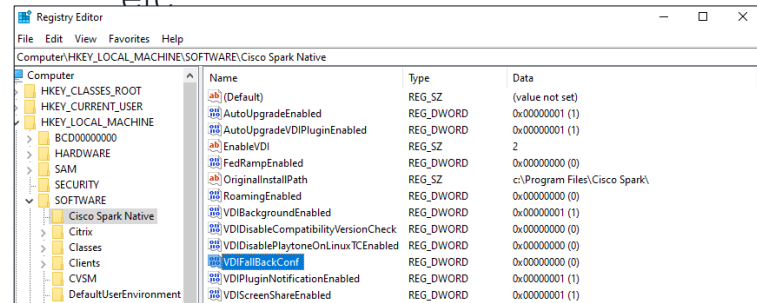
User notified at login



Health Check displays error

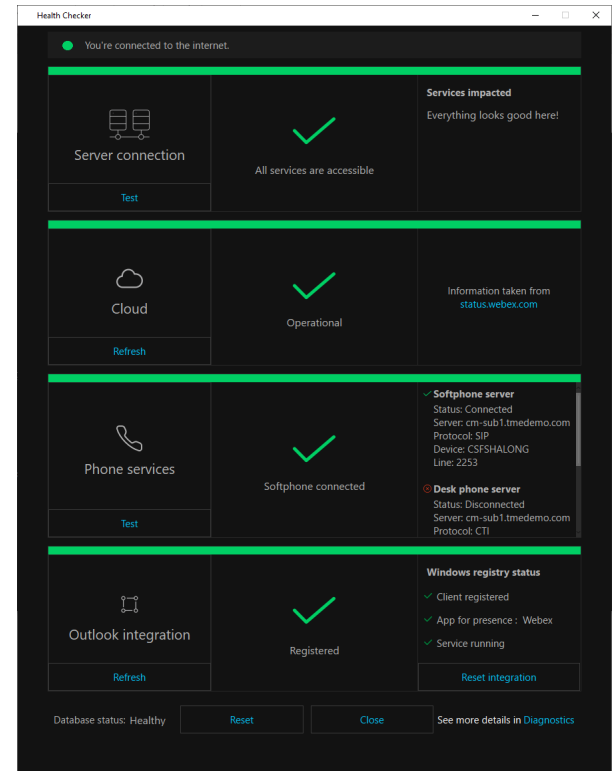


- If Webex VDI is broken (e.g. plugins not installed), Webex App in VDI will run in VDI fallback mode
- Fallback mode allows the user continue to join meeting and make calls, but in unoptimized mode
  - Media terminated on VDI
  - Media flows through display protocol
  - May result in poor audio/video experience
- Admin can control Fallback mode experience (via VDI registry)
  - E.g. disable video, disable screen sharing etc.



# Health Checker

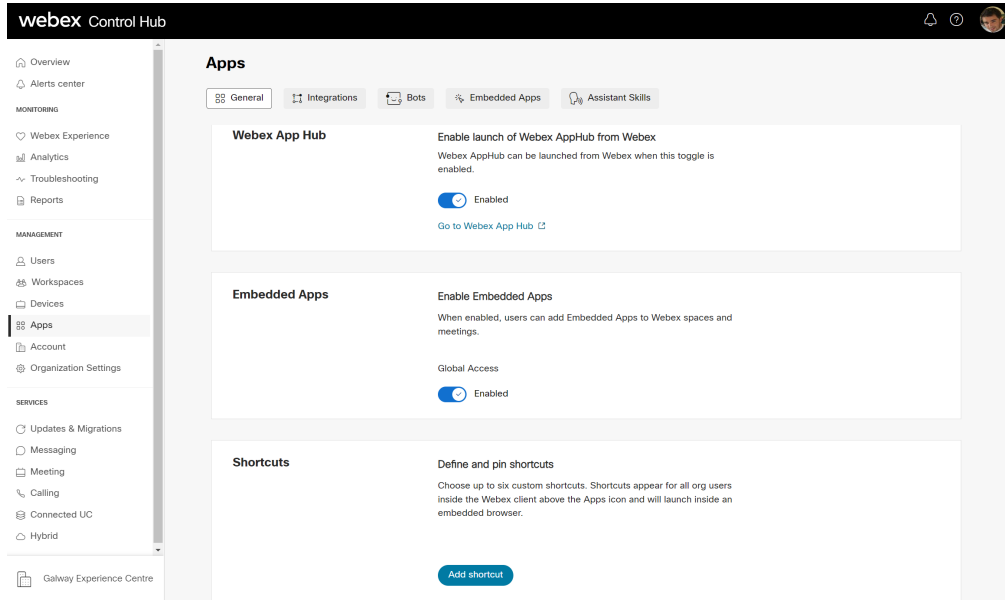
- Control Hub offers powerful analytics dashboards and reports to monitor adoption and use of Webex in your organization
- In App Health Checker is a great tool for a user/IT to validate users experience
- Users can use the Send Logs option in the Help menu. Logs will be sent to Cisco TAC direct. Quoting the user email address will allow TAC to retrieve logs



# App Integrations



# Integrations - Integrations and Bots



## Webex App Hub

- Launch Webex App hub (via browser) direct from Webex App

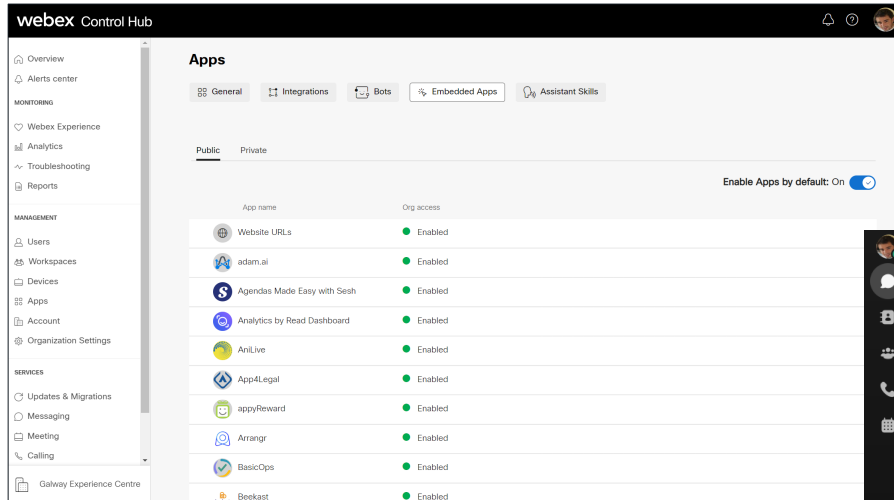
## Embedded Apps

- Users can add embedded web apps to a Webex space. Apps are available to all users in the space only

## Shortcuts

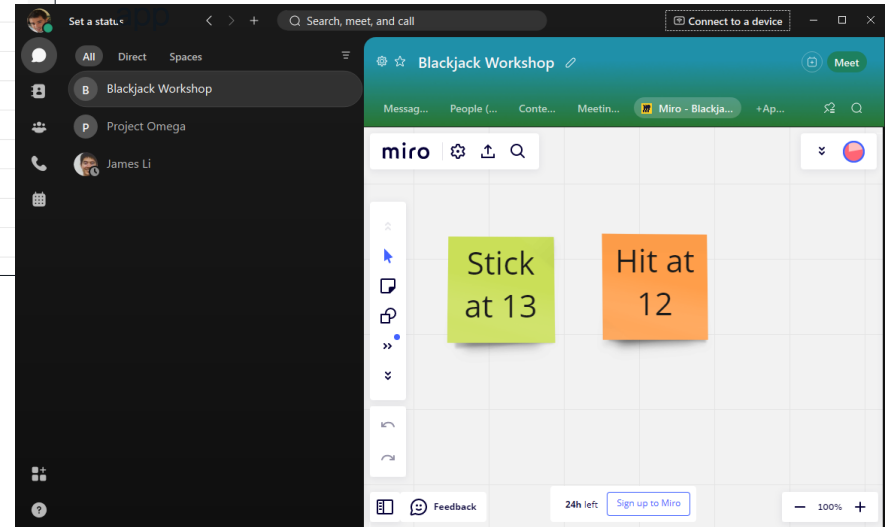
- Admins can embed web sites/apps within the Webex App.

# Integrations – Embedded Apps



Admin controls the list of apps available to users

Example: Adding a Miro board as an embedded



# Integrations - Shortcuts

**webex Control Hub**

**Add shortcut**

Display Name \*

Webex App Youtube Video

URL \*

https://www.youtube.com/watch?v=

Favicon \*

Select an icon or upload an image to represent this shortcut in the Webex app.

Select predefined icon

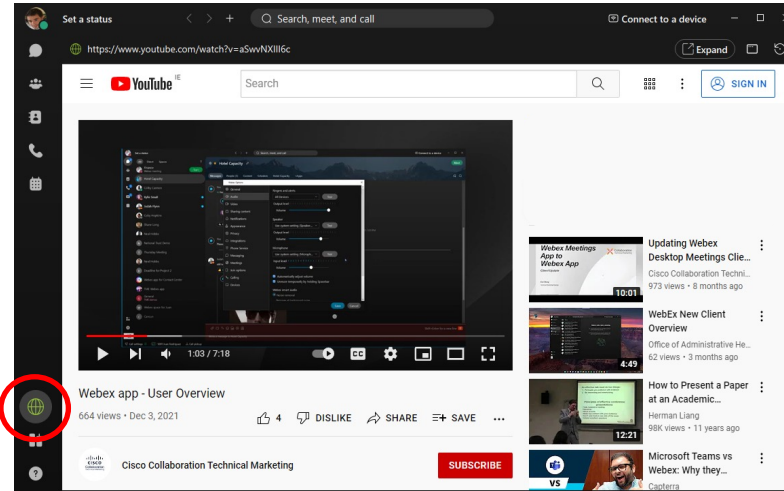
Icon

Color

Upload custom image

300 x 300 px transparent PNG. Max size 1 MB. Ensure the icon is visible on a dark and light background.

Cancel Save



- Add up to 6 shortcuts
- Global setting – group Shortcuts are planned

# Roadmap Items



# Commercial: Webex App (desktop and mobile)

	November GA	December	January	February/March
Messaging	<ul style="list-style-type: none"> <li>• More ways to react to messages</li> <li>• Hosts can search and book a room from Webex</li> </ul>	<ul style="list-style-type: none"> <li>• Business texting (SMS) - Desktop only</li> <li>• Beta: Space Groups (expand/collapse and drag/drop functionality)</li> </ul>	<ul style="list-style-type: none"> <li>• No release scheduled*</li> </ul>	<ul style="list-style-type: none"> <li>• Space Groups (expand/collapse and drag/drop functionality)</li> </ul>
App Experience & Platform updates	<ul style="list-style-type: none"> <li>• Font scaling: Small size added*</li> <li>• Increased width for search to fully see names of spaces that are long.</li> <li>• MacOS: Ventura support*</li> <li>• Joining meetings from Webex app directly on mobile (not from meetings app): In-meeting chat support added for group chat*</li> </ul>	<ul style="list-style-type: none"> <li>• CSAT survey*</li> <li>• Set your pronouns</li> <li>• Granular notification controls</li> <li>• Visual updates to Settings/Preferences*</li> <li>• Default landing screen (mobile) support*</li> <li>• Joining meetings from Webex app directly on mobile(not from meetings app): In-meeting chat support added for 1:1chat*</li> <li>• Apple car play support*</li> </ul>	<ul style="list-style-type: none"> <li>• No release scheduled*</li> </ul>	<ul style="list-style-type: none"> <li>• Mute notification schedule (Quiet Hours)</li> </ul>

\* Item does not have a feature slide in this deck

This is a forward-facing roadmap and delivery dates are subject to change

# Commercial: Calling in Webex App (desktop and mobile)

November

December

February

March

## Common Features

## Webex Calling / Webex for BroadWorks

- Extension as secondary work number in user profile
- Search Workspace/MPP phones

### Mobile

- Noise removal for PSTN calls\*

- BiB-based Whisper Coaching

- Remove meetings from call history

### Desktop

- Small call window and remember position\*

- Hunt Group / Call Queue names displayed in unified call history

### Desktop

- Business texting (SMS)
- Shared Line Support
- Webex Calling site survivability (LA)\*

### Mobile

- Dual Persona Calling ID (MNO)\*
- Move participants into a meeting from a native mobile call (Webex Go/MNO)\*
- Call Queue Agent: Set Status, Login/Logout

- Redsky E911 Enhancement\*

### Mobile

- Disable incoming call notifications\*

### Desktop

- Webex Calling site survivability (GA)\*

### Mobile

- Business texting (SMS)\*

- IPv6 Support for UCM & DI\*

- BLF/Call Pickup in Multi Call Window\*

- Local Push Notification w/ iOS\*
- Noise removal for PSTN calls\*

# Commercial: Calling/Meetings Common Features & Device Integration

November

- Share portion of the whole screen\*
- Music mode on iOS\*
- Support receiving 1080p video on mobile\*

December

- Improved device pairing FTE\*
- Admin control of disabling ultra sound for device pairing (default off or locked)\*
- Resize the "Shared Content" window

February

- Dedicated device control window during a call or meeting\*
- [Win] Share application from the taskbar on Windows 11\*

March

- Share the computer audio only without sharing screen content\*
- Remote Desktop Control during meetings\*

Common Calling / Meeting features & Device Integration

# Commercial : Scheduling & Calendaring

## November GA

- Hosts can search and book a room from Webex
- Support for Webinar scheduling in 'Webex Scheduler' for Microsoft 365 Cloud Customers
- In modern view page, warn a user with free license when scheduling meetings beyond 40 mins

## December

- Invitees can add room to a scheduled meeting from Webex app

### Mobile:

- 'Join' button on Meetings tab List View [iOS]
- Display all of the meeting join information in the meeting detail page on mobile Webex app

## January

## February/March

- Support for scheduling recurring meetings from Webex app
- Allow user to schedule and update meetings from all scheduling interfaces

### Mobile:

- 'Join' button on Meetings tab List View [Android]

# Commercial: Meetings

## November GA

- Personal Room Lobby - Separate controls for unverified users and external verified users
- Trusted Domains for Personal Rooms
- User/group/org level settings to block second camera content share
- Block ability to turn ON/OFF notes in meetings via knobs in CH at user/group and org level
- Notify host for expiring recordings (Moved from October)
- Cross-org policy : When joining/hosting meetings with company device with registry key installed - Most restrictive policy across user's policy and device policy will be applied to the user.
- Edit in-meeting display name
- Change "Enable WXA" admin setting to default ON
- Control Hub Admin Support for Custom dictionary / vocabulary (moved from Oct)
- VDI - CVAD 7 2112/2203/2206 support (HVD)

## December

- E2EE: Increase scale from 200 up to 1000 participants
- Co-host can record, view, and share cloud recording & support meeting participants can record (moved from Nov)
- New Self-view Display Settings
- Make the share control bar expand/collapse manually and move horizontally
- Replace WXA native player with unified recording player
- Support NDI video export for meetings
- Cross-org policy when using company device - Most restrictive policy should apply
- VDI - Video Blur, Background support on Linux VDI plugin on Thin Client with Intel GPU (iGeLOS)
- When host turns on Webex Assistant, don't automatically turn on CC for host (CC on/off status should follow each user's previous selection for CC)

### Mobile

- Meetings iPad only: Apple+Webex UX design improvement
- Meetings iPhone only: Apple+Webex UX design improvement
- Apple CarPlay - listen to audio recordings while on the go

## January

- Update interstitial UX - move and adjust audio and video menus
- Custom Dictionary (with beta tag)
- Accessibility Fix: User able to regain control from keyboard (remote control)
- Recording policy enhancement for CH templates to address gaps for cohost and anyone can record
- Reassign meeting host for scheduled meeting on Webinar meeting - Phase 1
- User on a shared room device can start an ad-hoc Webex meeting
- Change recordings storage retention policy for standard customers
- VDI - Windows server 2022 support (HVD)
- Web App: Virtual Background (Blur)

## February

- Admit participant from lobby directly to breakout session
- Ability for IT admin to custom select VB background for cross-org policy
- [WXA] Save Transcript - In Meeting
- Audio Watermarking Phase I
- Co-host can perform local recording
- Breakout rooms supports local recording
- Allow users and admins to turn on/off PiP while sharing
- VDI - Windows server 2019 support (HVD)
- VDI - Citrix/VMware Universal Architecture framework support
- VDI - Video Blur, Virtual Background support on Mac Thin Client
- VDI - Ubuntu 22.04 Support (Thin-client)
- Override user/participant policy when joining certain host's meeting.

# Commercial: Webinars

## November GA

- Outlook add-in
- Add "Return to Pending" in "Manage registration"
- Authenticated sign-in before joining Webex meetings – Webcast
- Attendee view improvement in Webcast view

## December

- Producer in webinars (stage background, log, speaker name label)
- Support NDI video export for webinars (from Nov)
- Cohost can launch and manage polling
- Panelist can initiate chat with attendees
- Registration and approval in webinar series
- Admin can re-assign host for webinars

## January

- BO support pre-assign attendees for the first time
- Add a "first name", "last name", "role" column in post webinar attendance report
- Polling report to include actions per use

## February

- Device join as attendees
- Recurring webinars with registration (from Jan)
- Registration on demand (target)
- SimuLive (target)

# Key Takeaways



# Continue your education



Visit the Cisco Showcase for related demos



Book your one-on-one Meet the Expert meeting



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