Calling Interoperability with Microsoft Teams

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Global Collaboration Solutions Engineering
BRKCOL-2067

Agenda

1. Introduction
2. Using Cisco Phones and Peripherals with Microsoft Teams
3. Direct Routing for Microsoft Teams Phone (overview)
4. Cisco Call for Microsoft Teams
5. Comparison matrixes

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What this session is about

- Overview of Cisco Phones and Peripherals support on MSFT Teams (10%)
- Overview of Direct Routing (15%)
- Client-side integration: Cisco Call for MSFT Teams (75%)
  - Features
  - Architecture and Deployment

What this session is NOT about

- ✗ Deep dive on Cisco Peripherals → BRKCOL-2068
- ✗ Deep dive on Direct Routing → BRKCOL-2314
- ✗ Design and Troubleshooting

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- Introduction
- Using Cisco Phones and Peripherals with Microsoft Teams
- Direct Routing for Microsoft Teams Phone
- Cisco Call for Microsoft Teams
- Comparison matrixes

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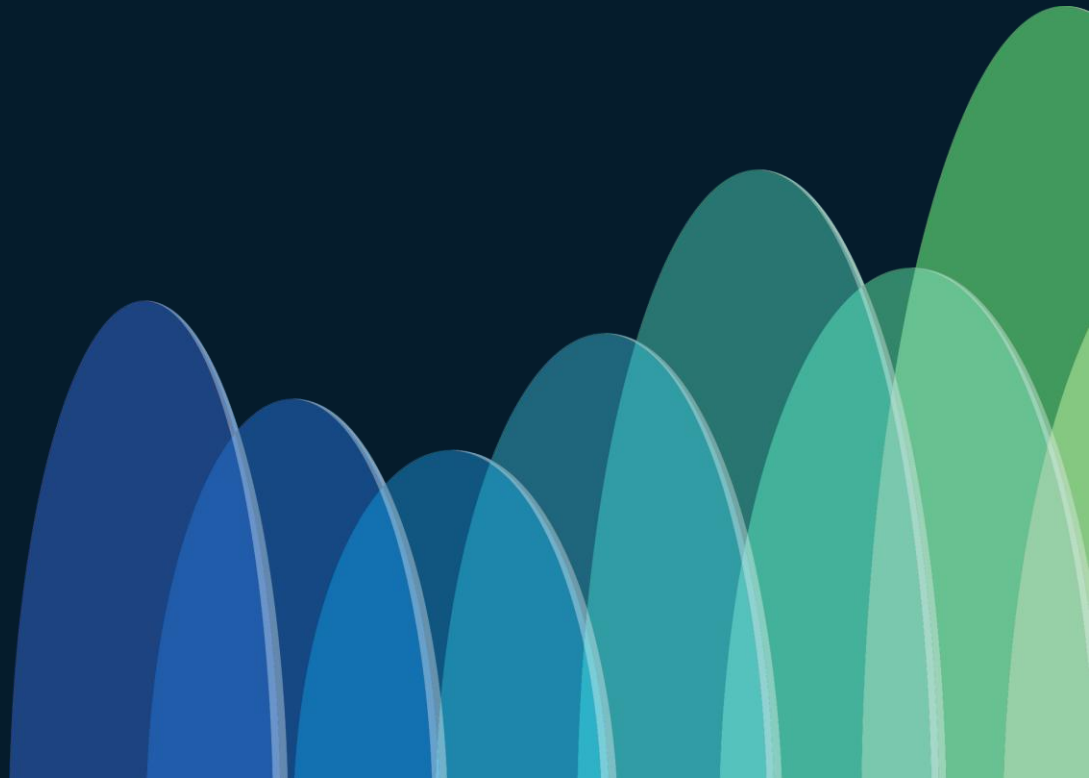
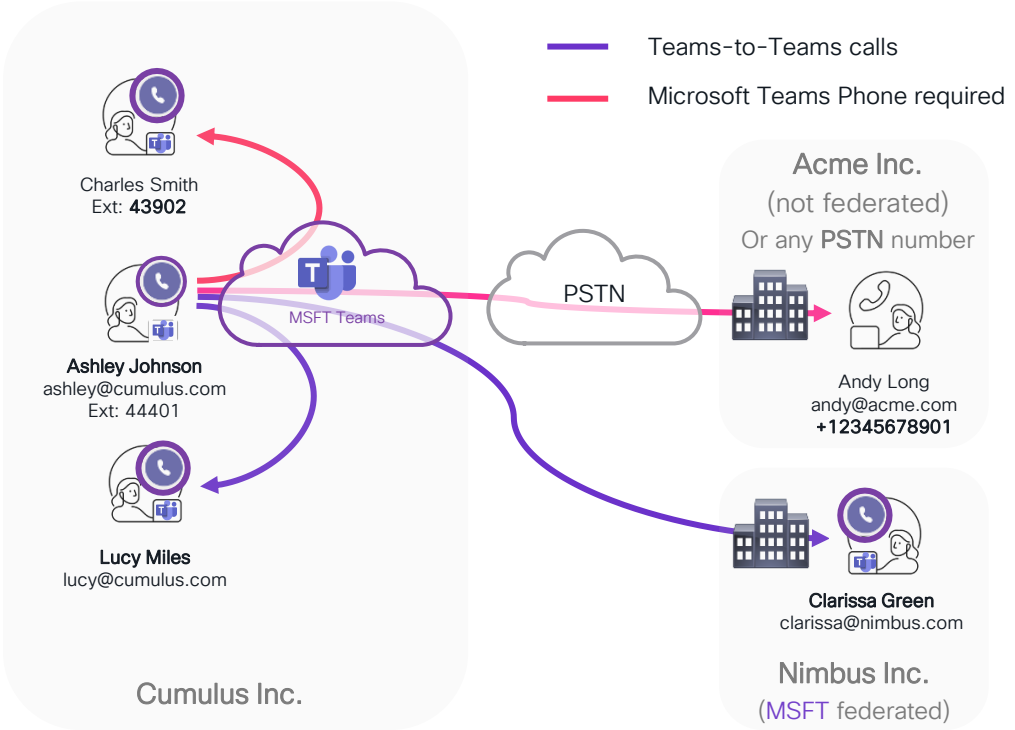
Introduction



Microsoft Teams calling experience with Microsoft Teams Phone

Experience using Microsoft Teams for Teams-to-Teams calls and Microsoft Teams Phone.

We will see different scenarios adding Cisco components such as MPP phones, CUBE, or a Cisco Call Control (replacing Microsoft Teams Phone or co-existing with it)



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Types of integrations with Microsoft Teams

	Cisco MPP phones and Microsoft SIP Gateway		Cisco Calling and Microsoft Teams Phone System		Cisco Call for Microsoft Teams	
Use case	Preserve Cisco phones while using Microsoft Teams Phone system as the call control		A mixed environment of Webex Calling/CUCM and Microsoft Teams Phone system as call controls		Use a Cisco Calling platform when having Microsoft Teams for Messaging / Meetings	
Cisco components		MPP Phones		Cisco Calling and CUBE		Cisco Calling
Microsoft components		Teams Phone		Teams Phone		Microsoft Teams

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- Introduction
- **Using Cisco Phones and Peripherals with Microsoft Teams**
  - Microsoft Teams certified peripherals
  - Cisco Phones and the Microsoft SIP Gateway
- Direct Routing for Microsoft Teams Phone
- Cisco Call for Microsoft Teams
- Comparison matrixes

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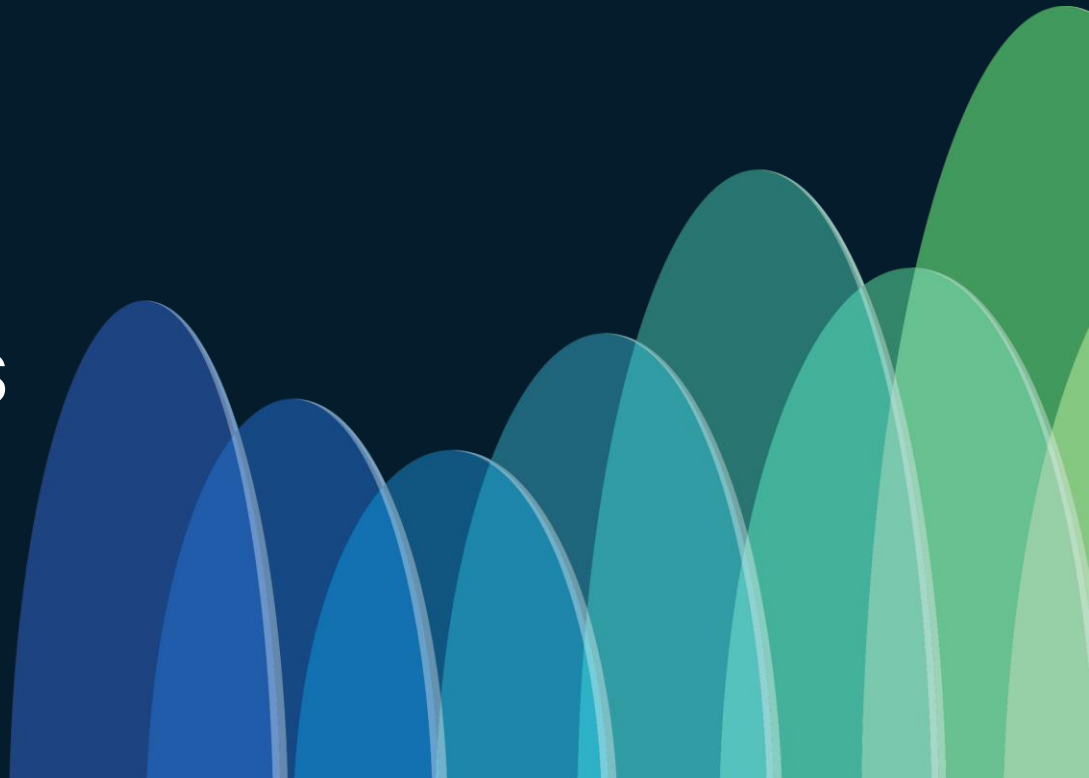
Using Cisco Phones and Peripherals with Microsoft Teams



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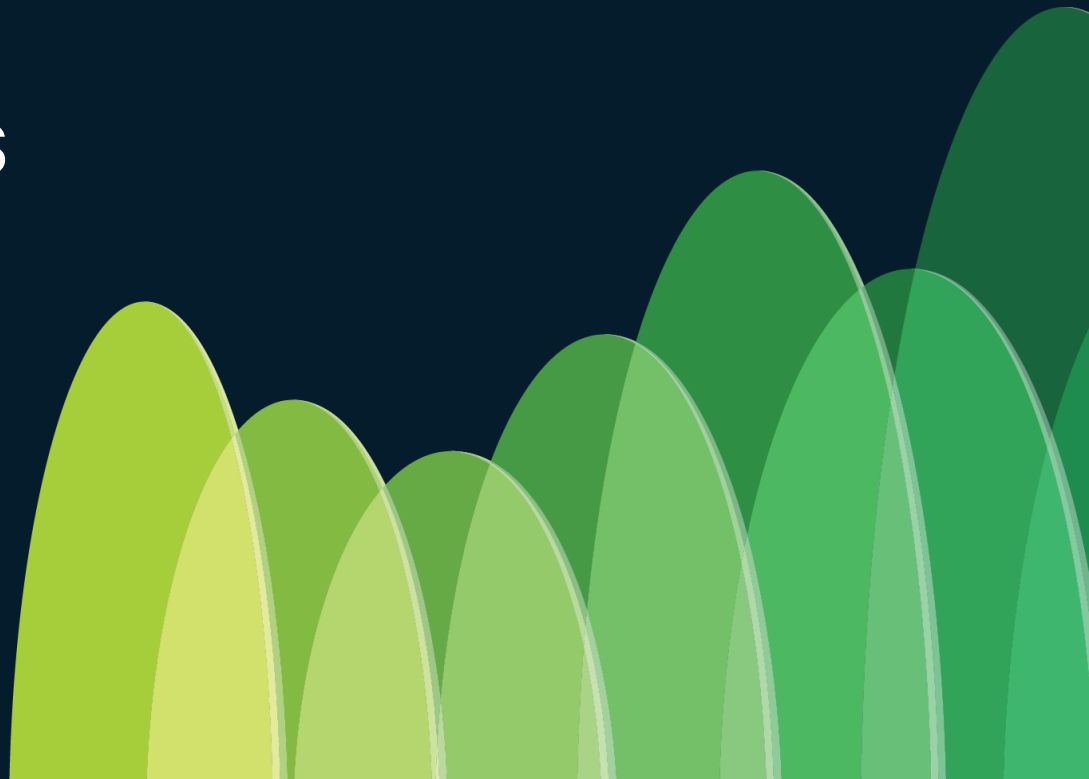
Microsoft Teams certified peripherals



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Microsoft Teams certified peripherals

Desk Camera 4K

Up to 4K UHD intelligent USB webcam. Supports Windows Hello

Certified for Microsoft Teams

Headset 320 series

Affordable dual or mono headset with USC-A, USB-C, or RJ-9 connections and in-line Microsoft Teams button

Certified for Microsoft Teams

Headset 720 series

Everyday dual or mono Bluetooth® wireless headset with Voice Activated Microphones and on-ear Microsoft Teams button

Certified for Microsoft Teams

Bang & Olufsen Cisco 950

Headphones equipped for business communications, excels in immersive sound, and designed with elegance.

Certified for Microsoft Teams

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Microsoft Certification Explained

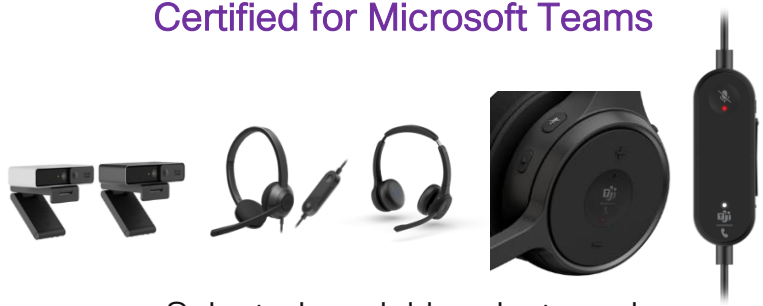
Certified for Microsoft Teams

Cisco Headsets & Webcams

All headsets and webcams are tested with Microsoft Teams by Cisco

- Microsoft and Webex headset still work for most functions on the other platform
- Webex buttons can't invoke Microsoft Teams app and Teams button can't invoke the Webex app

Cisco Headsets & Webcams Certified for Microsoft Teams



Selected model headsets and webcams are certified for Teams

- Tested and certified for Microsoft Teams by Microsoft
- The device meets additional design requirements

Non-certified peripherals are part of a broader portfolio and can generally be used in most cases, since they are compatible with Microsoft Teams

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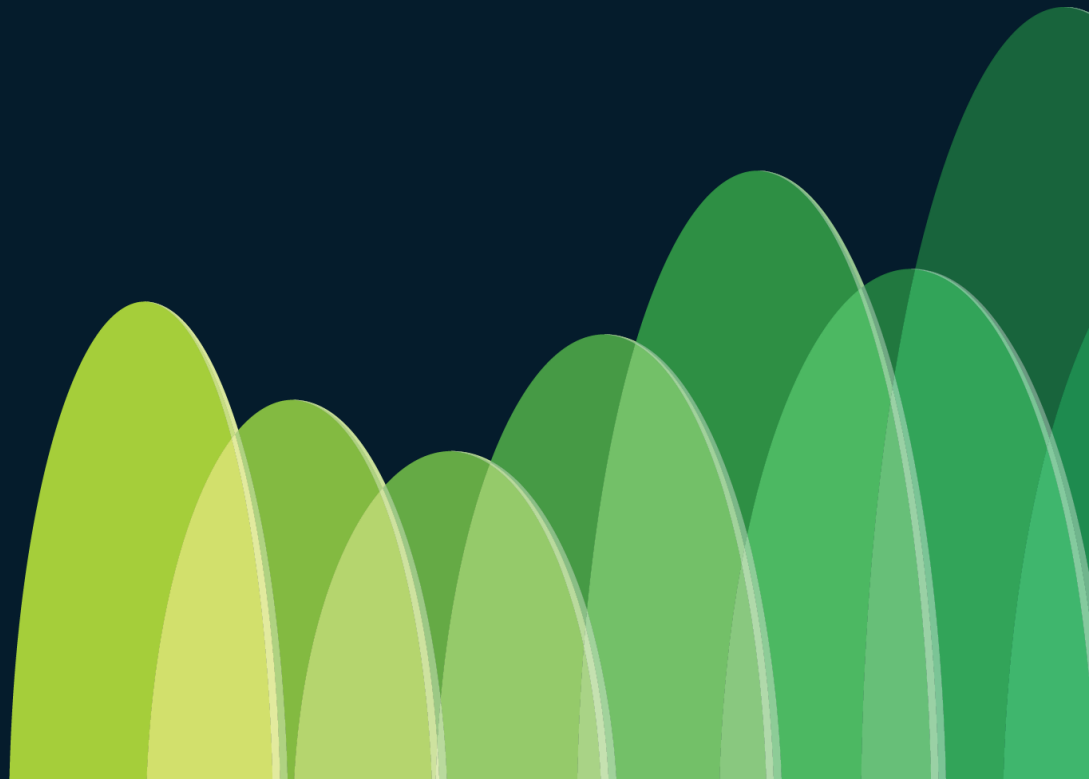
Cisco Phones and the Microsoft SIP Gateway



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Microsoft SIP Gateway

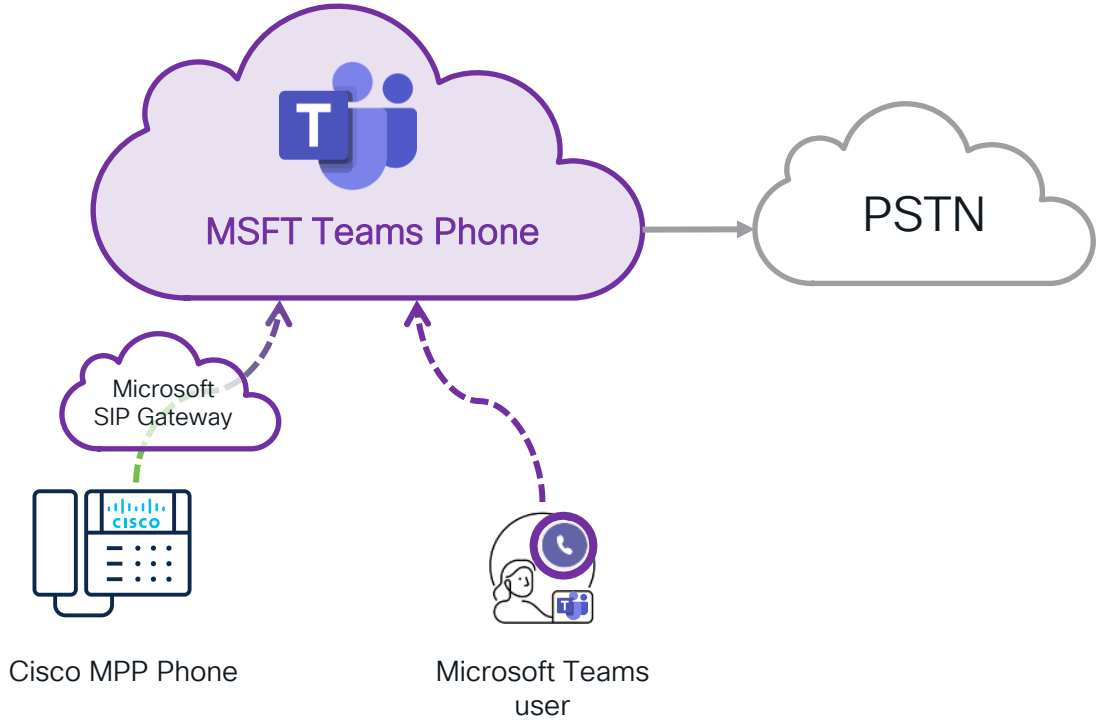
Concept

Microsoft SIP Gateway allows registration of SIP Phones in Microsoft Teams Phone.

Cisco MPP phones are listed as compatible with Microsoft SIP Gateway, although this solution is not certified by Cisco.

Limitations include:

- No Presence on Call Queues
- No softkey templates
- No survivability (SBA)
- No shared-lines
- Incomplete device info on Teams Admin Center
- ...



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- Using Cisco Phones and Peripherals with Microsoft Teams
- ➢ **Direct Routing for Microsoft Teams Phone (overview)**
- Cisco Call for Microsoft Teams
- Comparison matrixes

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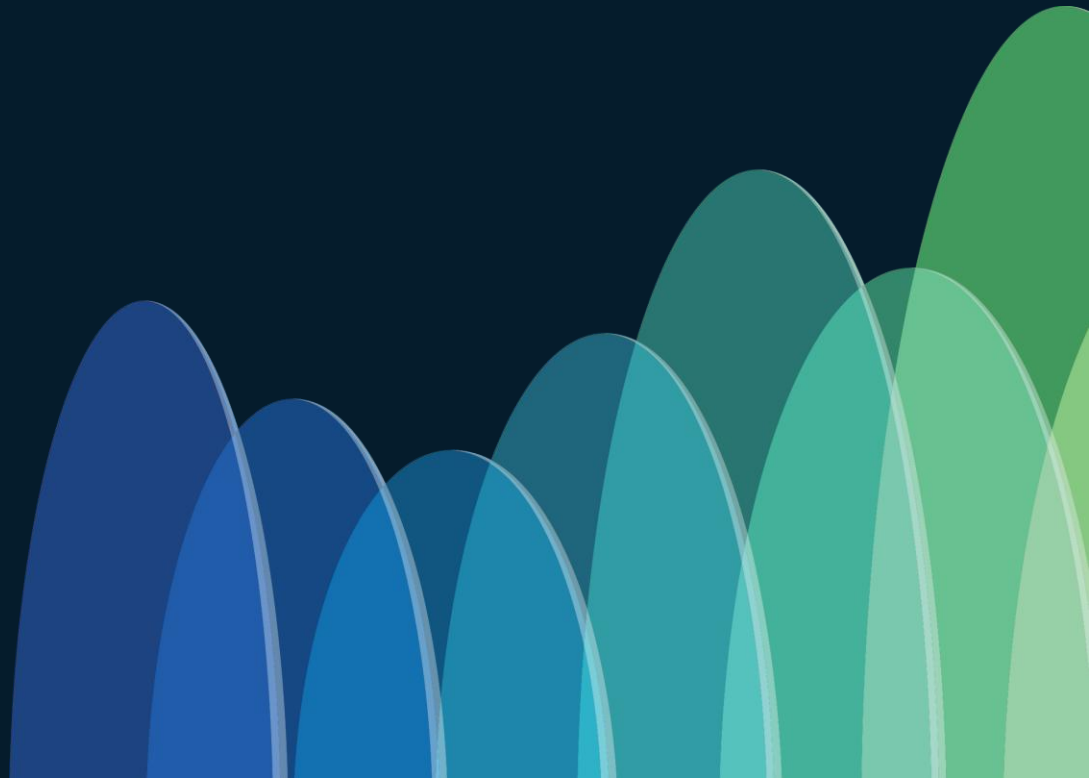
Direct Routing for Microsoft Teams Phone



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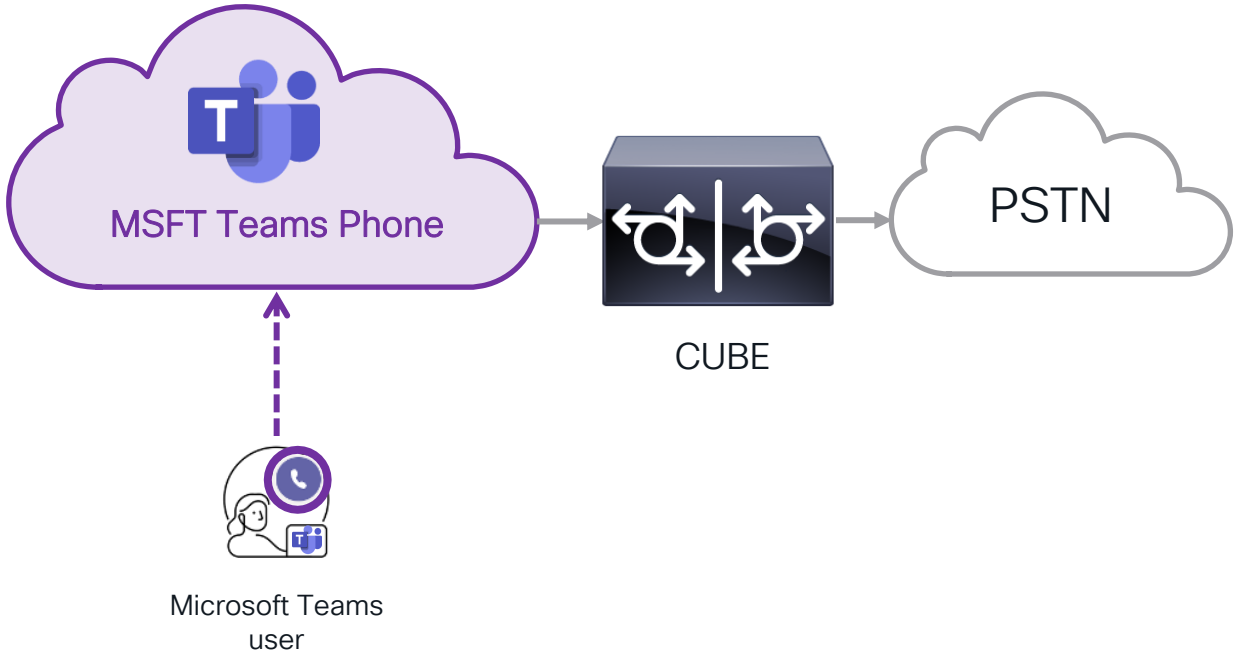
Microsoft Direct Routing with CUBE

Concept

With Microsoft Direct Routing, you can configure on-premises PSTN connectivity with Microsoft Teams client.

CUBE is a certified SBC for Microsoft Direct Routing



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For your reference

CUBE for Direct Routing to the PSTN

CUBE certification supports:

- Calls between Teams Phone System and PSTN SIP trunks
- Media Bypass
- High Availability
- E911 Calling with Intrado and Bandwidth
- Interworking with Cisco Telephony Adapters

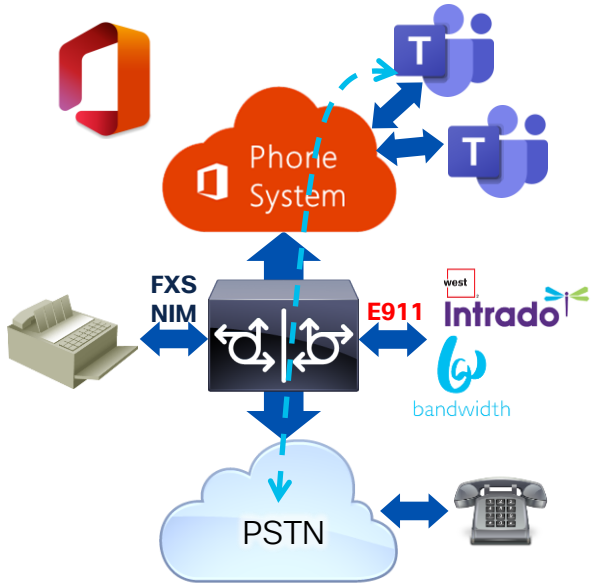
CUBE version tested:

- 14.4 (IOS-XE 17.6.1a or later)

Requires CUBE trunk licenses

Documentation:

- Use the Direct Routing PSTN application note
- Additional, application-specific configuration notes to simplify your deployment



https://www.cisco.com/c/dam/en/us/solutions/collateral/enterprise/interoperability-portal/direct-routing-with-cube.pdf

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Microsoft Direct Routing with CUCM via CUBE

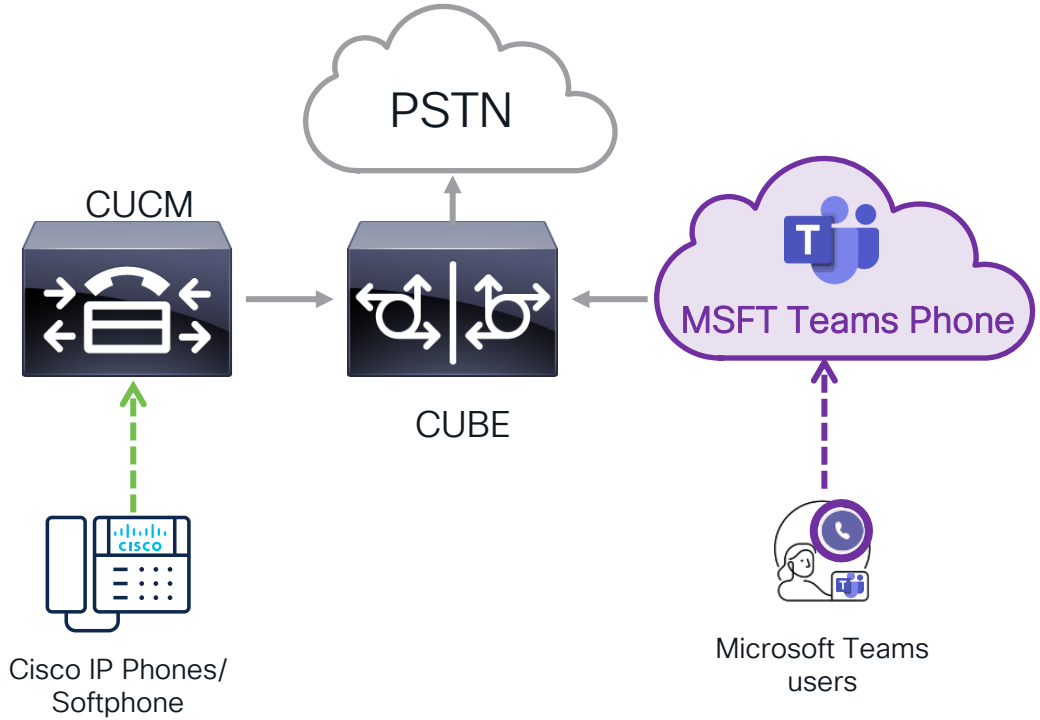
Tested Network Topology

CUBE can also be connected to an internal phone system such as Cisco Unified Communications Manager.

Supported topologies:

- Co-resident CUBE for Direct Routing
- Dedicated CUBE instance for Direct Routing and an additional gateway for connection to the PSTN

This is not the Cisco preferred solution for Calling Interoperability due to complexity and cost, but it is documented and supported



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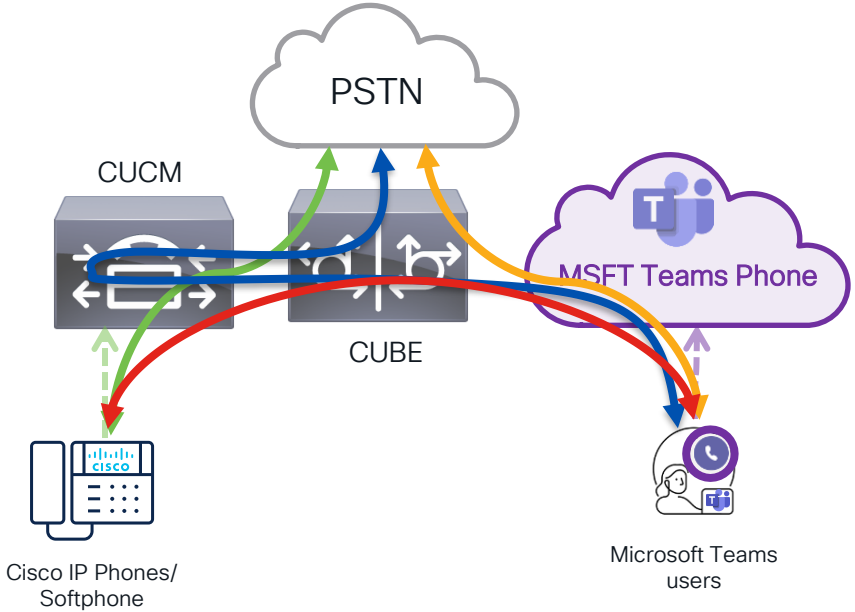
Direct Routing through CUCM via CUBE and Interworking with CUCM

Supported Call Paths

- Calls between Cisco Phones/Softphone and the PSTN
- Calls between MSFT Teams users and the PSTN via CUBE (Direct Routing)
- Calls between MSFT Teams users and the PSTN via CUCM and CUBE (Direct Routing)
- Calls between Cisco Phones and MSFT Teams users (limitations apply)



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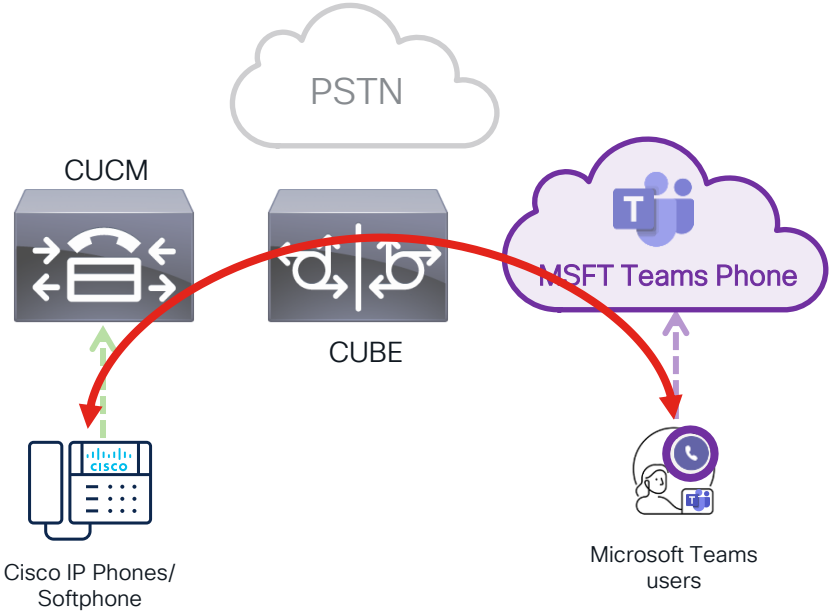
Interworking Cisco UCM with Microsoft Teams Phone via CUBE

Limitations highlights

- Direct routing for Microsoft Teams Phone does not support video codecs, therefore only audio calls can be established between Cisco UCM and Microsoft Teams Phone clients using this solution.
- Lines cannot be shared between Cisco UCM and Microsoft Teams Phone clients.
- Call completion (callback, automatic callback) is not possible when calling a Microsoft Teams Phone number from Cisco UCM.
- ...



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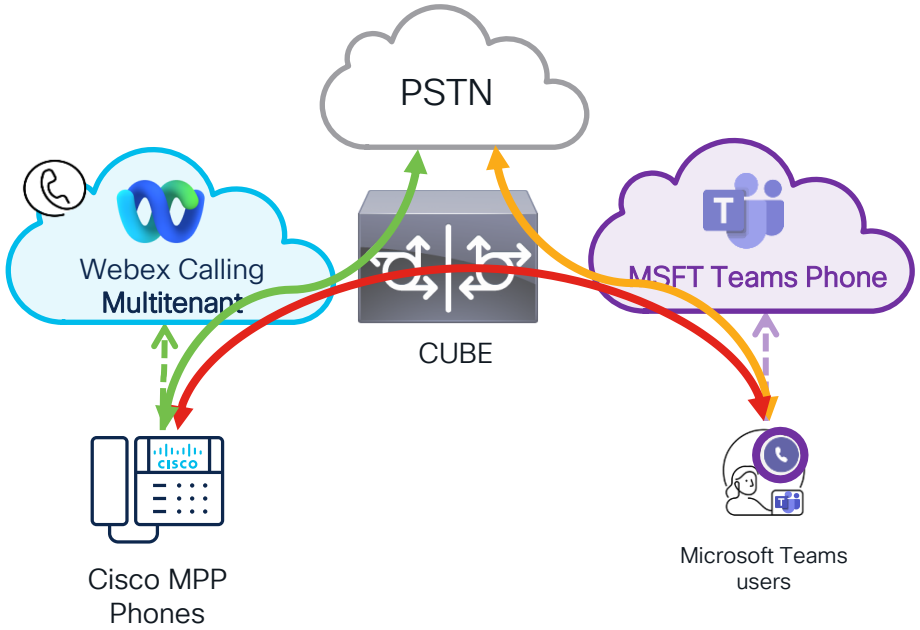
Interworking Webex Calling with Microsoft Teams via CUBE

Customers can use CUBE to allow communication between Microsoft Teams Phone users and Webex Calling users.

- Use the documentation created for CUCM to deploy this solution
- PSTN Access through Webex Calling is not allowed (Microsoft Teams Phone should have its own PSTN access)



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- Introduction
- Using Cisco Phones and Peripherals with Microsoft Teams
- Direct Routing for Microsoft Teams Phone
- ➢ Client-side integration: Cisco Call for Microsoft Teams
  - Solution Overview
  - Solution Architecture
  - Solution Deployment
  - Webex App and Microsoft Teams customization
- Comparison matrixes and FAQ

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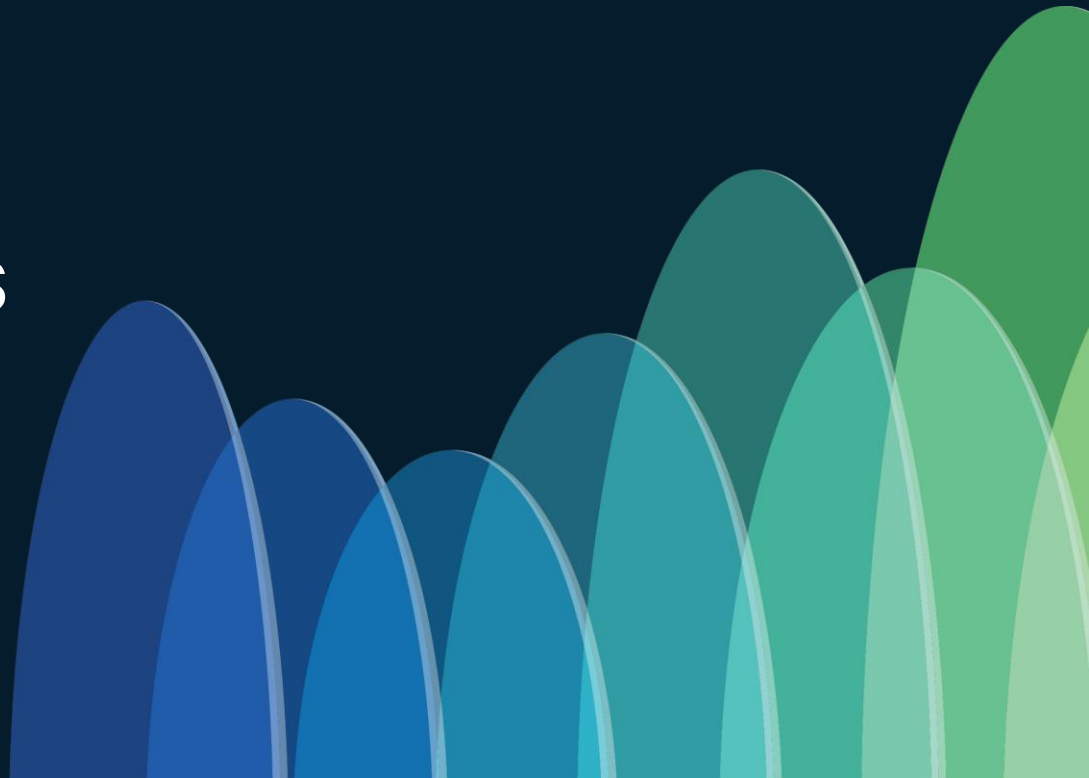
Cisco Call for Microsoft Teams



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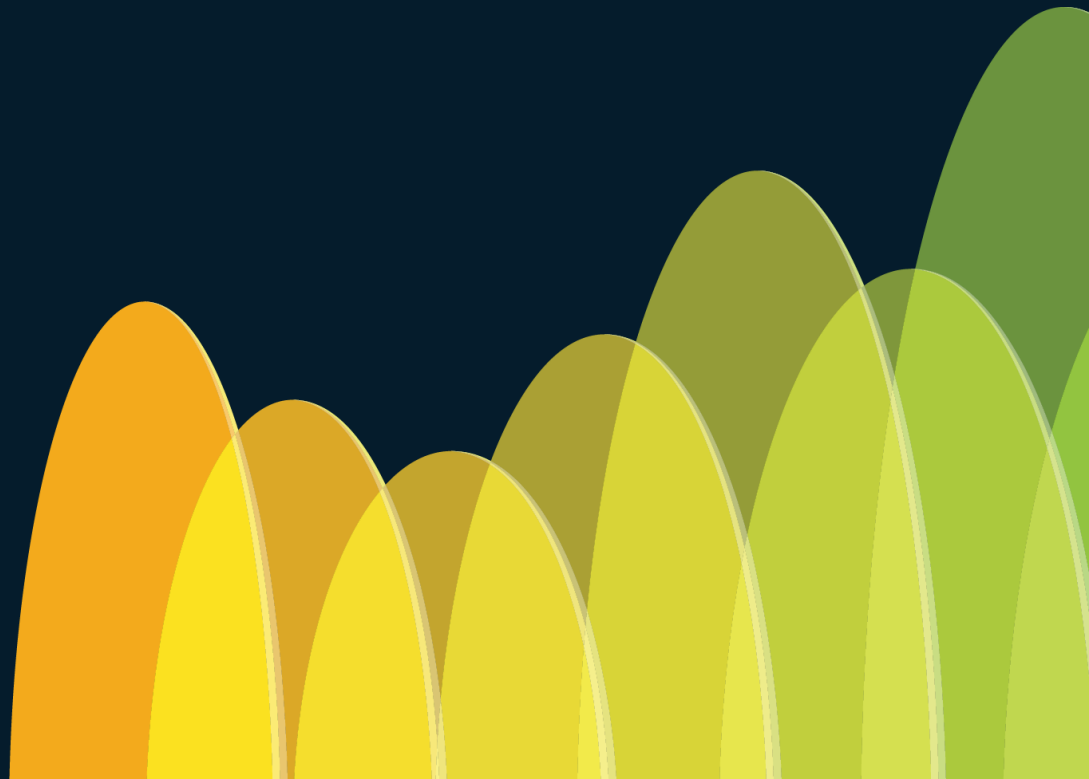
Solution Overview



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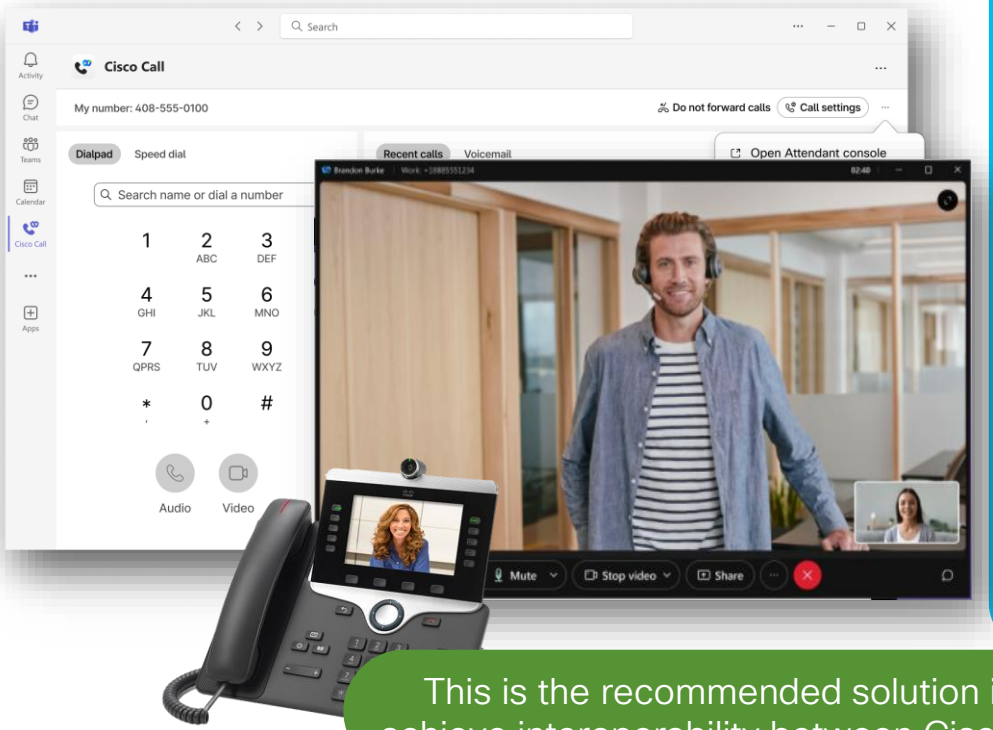
Cisco Call for Microsoft Teams



The simplest way to integrate Microsoft Teams Messaging and Cisco Calling

- Use existing Cisco calling infrastructure: Webex Calling (including Multitenant and Dedicated Instance), Webex for Broadworks or CUCM
- Click to call with your existing Cisco phones from MS Teams
- No compromise on calling features
- No dial plan or routing re-configuration required
- No additional license costs

This is the recommended solution in which Cisco is investing the most to achieve interoperability between Cisco Calling platforms and Microsoft Teams

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Webex App or Jabber?

Cisco Call for Microsoft Teams

Webex App running in the background

Full set of features

Calling Infrastructures:

- Webex Calling Multitenant
- CUCM
- Webex Calling Dedicated Instance
- Webex for BroadWorks

Cisco Jabber for Microsoft Teams

Cisco Jabber running in the background

Limited set of features

- No Presence Sync; No Call History; No Voicemail

Calling Infrastructures:

- CUCM
- Webex Calling Dedicated Instance

Call to action: migrate from Jabber to the Webex App to experience the Calling Integration at its best

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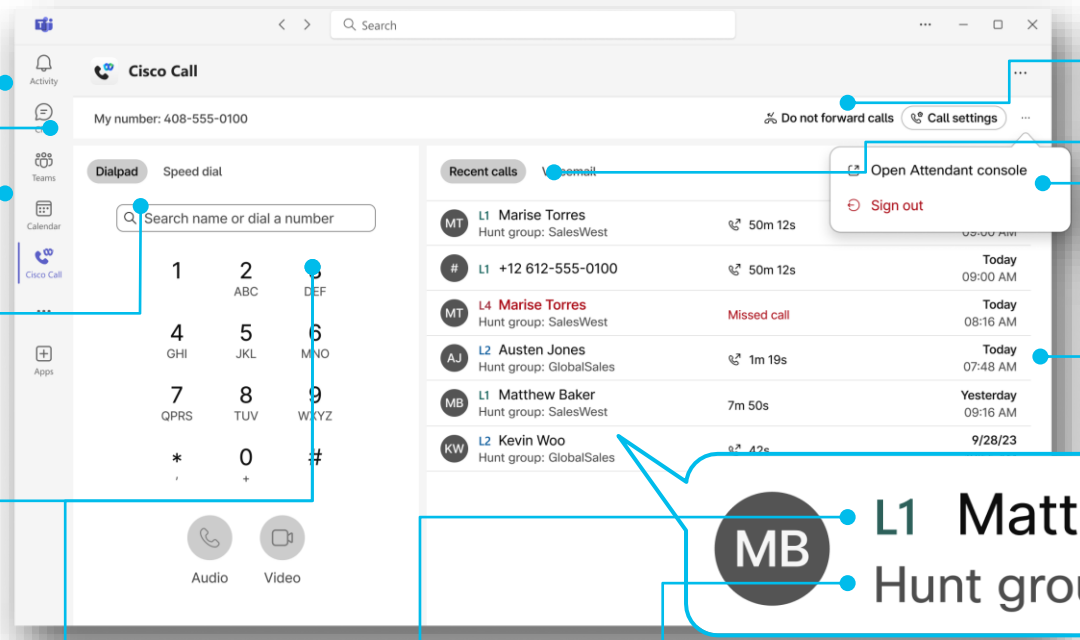
Cisco Call for Microsoft Teams



Call Tab

My Number

Dialpad

Add Speed dial

Contact Search

Entra ID Contacts

Outlook 365 Contacts

Call/Search Input

Multi-line visibility (CUCM only)

Call Queues / Hunt Groups visibility

Call Forwarding status

Voicemail

Attendant Console access

Call History

UCM - Pre-Req:
UCM 12.5 SU7 / UCM 14 SU3 / UCM 15 SU2
CUC - 12.5 / 14 SU3
On-premises: Webex Cloud-Connected UC (CCUC)

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Demo

Video demo

(February 2025)

https://app.vidcast.io/share/dce08b2d-b7e6-4461-80e6-1a59ac749d83

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What's available on Cisco Call for MSFT Teams

Click to Call from MSFT Teams
Audio/video calls

Make a call by keying in the number in the dial pad

Available on Desktop and mobile

Deploy Webex App in Calling Only mode

Make 1:1 calls from MSFT Teams Chat and Channels

See Call History

Search contacts from Outlook/Entra

Listen to voicemails

Use your existing Calling infrastructure

Hide Webex App option keeps the Webex App hidden

Bidirectional Presence status sync

Use Calling Dock

Simplified login

Call Forwarding status

VDI support

NEW!

Multi-line visibility for CUCM

NEW!

Attendant Console and CX Essentials access

NEW!

Simplified Call Settings

NEW!

Single App experience

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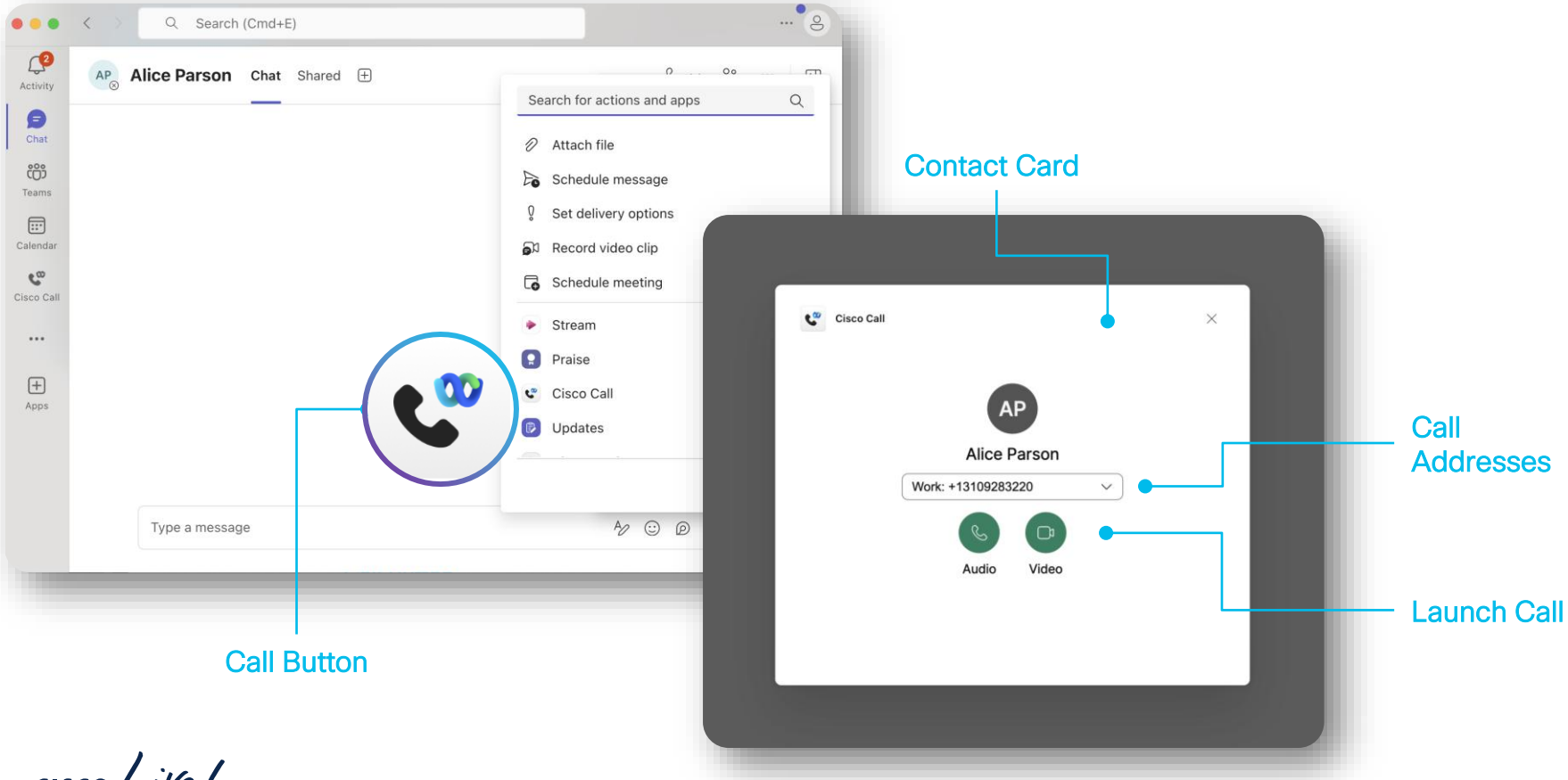
Cisco Call from a MS Teams conversation



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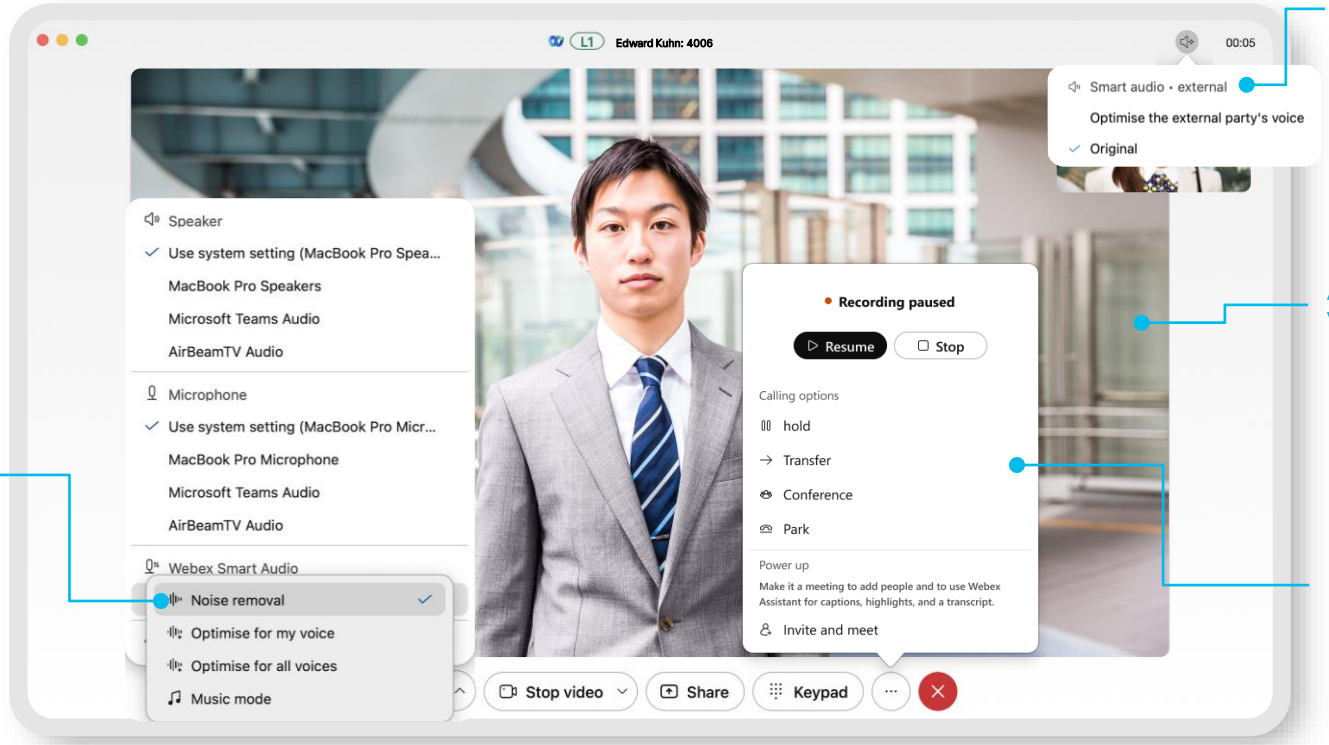
In-Call Window

In-Call window provides complete Webex Calling capability set



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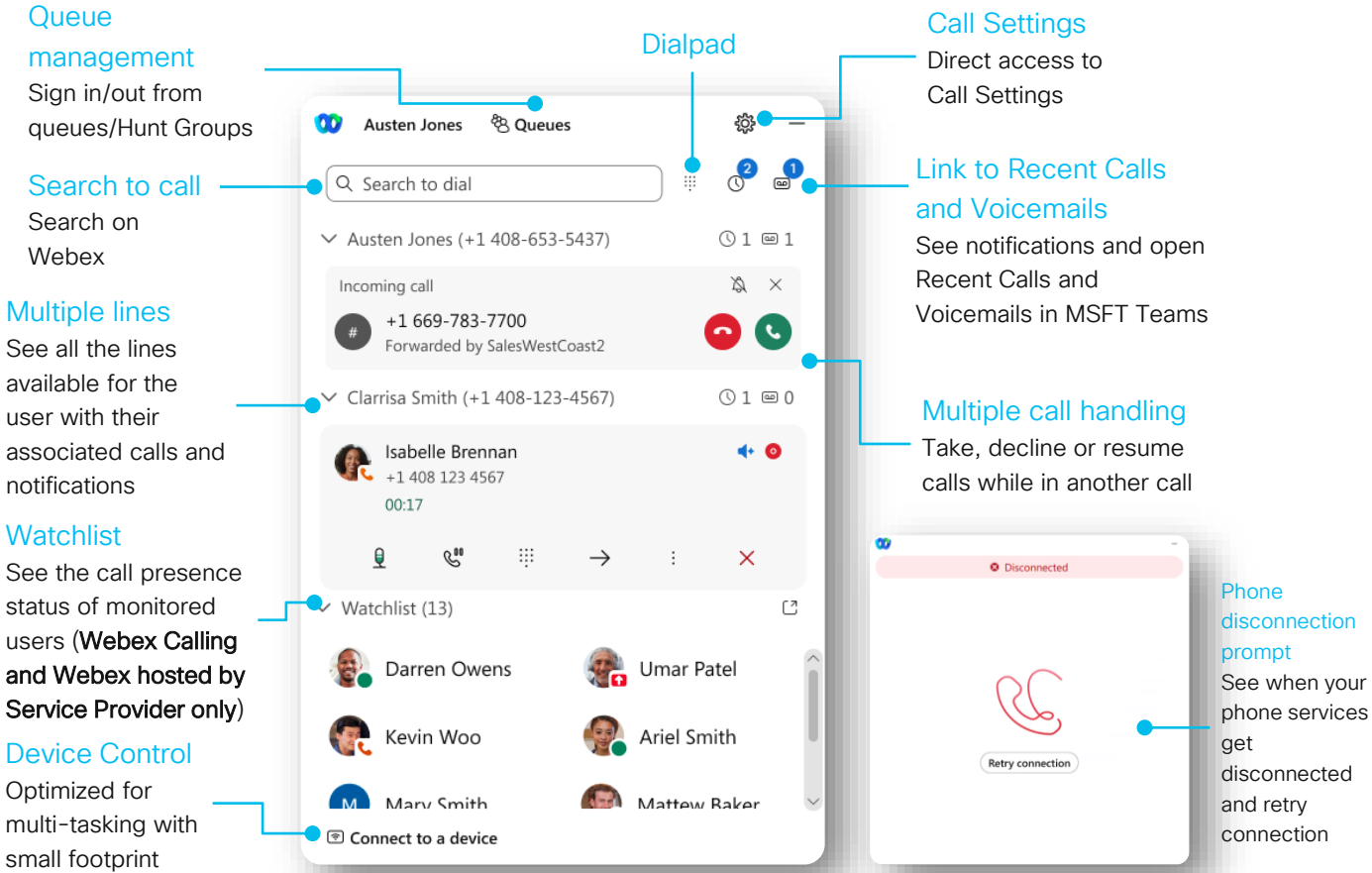
Webex Calling dock

The Webex Calling dock (formerly multi call window) is a user enabled setting to **maximize calls for multiple lines and manage calls effectively.**

It is part of the Webex App and it works with **all the Calling platforms**. It can act as a companion app for Microsoft Teams.

Only available on Windows machines today.



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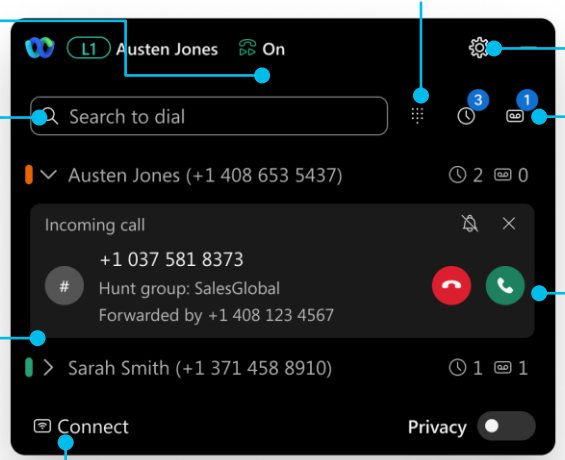
Webex Calling dock - UCM

The Webex Calling Dock is available on CUCM and Webex Calling Dedicated Instance with the following features

Hunt Groups
Sign in/out from Hunt Groups

Search to call
Search on Webex

Multiple lines
See all the lines available for the user with their associated calls and notifications



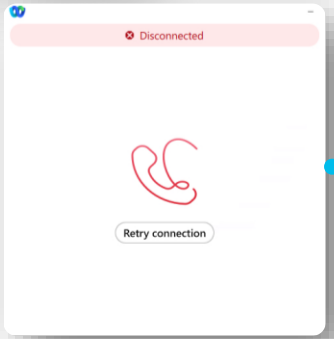
Dialpad

Call Settings
Direct access to Call Settings

Link to Recent Calls and Voicemails
See notifications and open Recent Calls and Voicemails in MSFT Teams

Multiple call handling
Take, decline or resume calls while in another call

Device Control
Optimized for multi-tasking with small footprint



Phone disconnection prompt
See when your phone services get disconnected and retry connection

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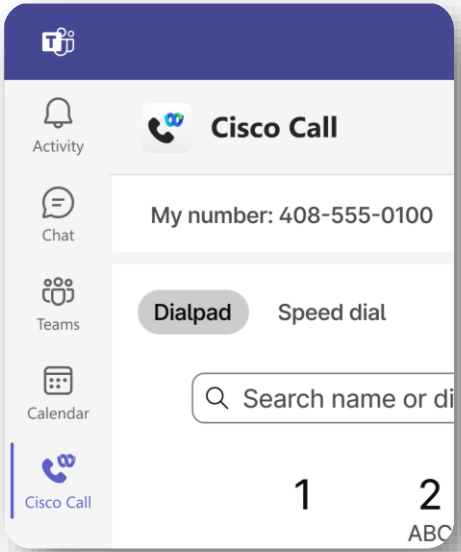
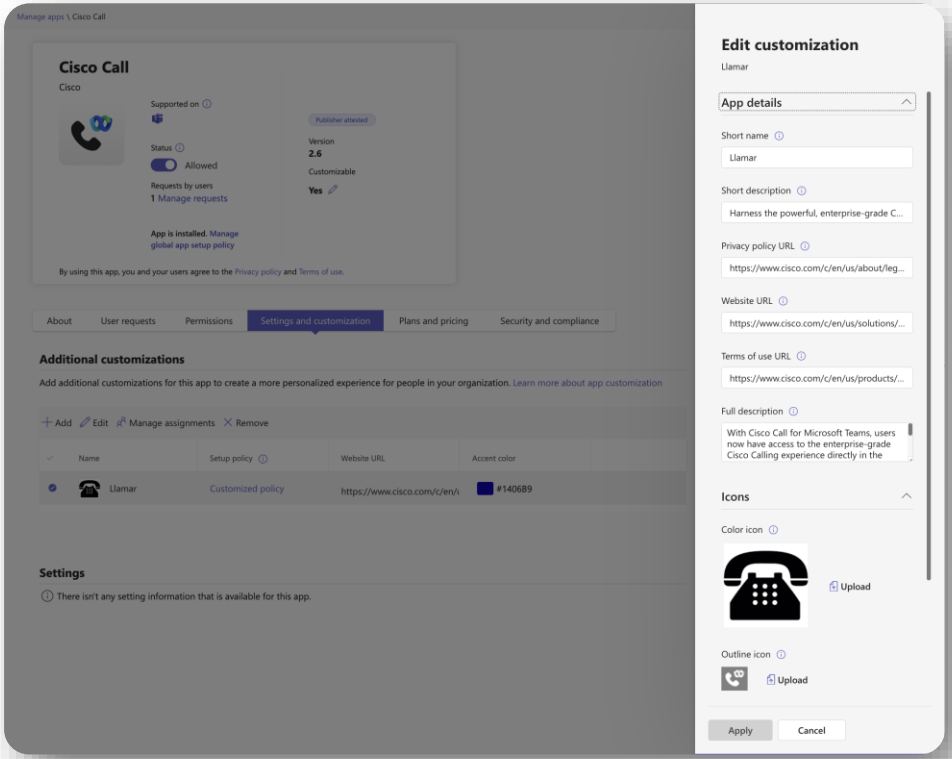
NEW!

App rename

Webex Calling for Microsoft Teams is now Cisco Call for Microsoft Teams



App customization for name and logo is also possible



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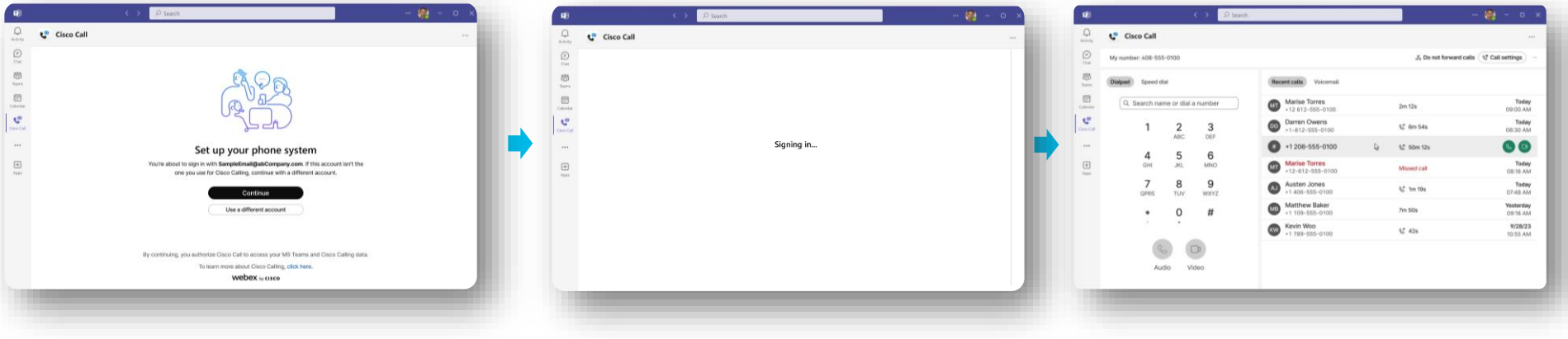
New!

Simplified login experience

A single login to the integration is leveraged if Microsoft Teams and Webex are SSO enabled or if the login session is valid.



Note: Webex App will pop up for user to login

Watch a demo

Note: token expires every 90 days

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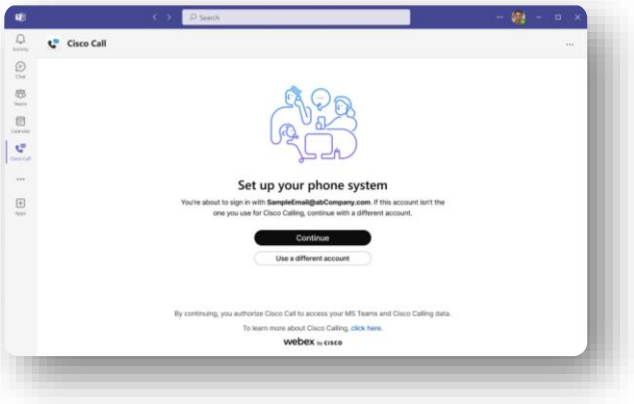
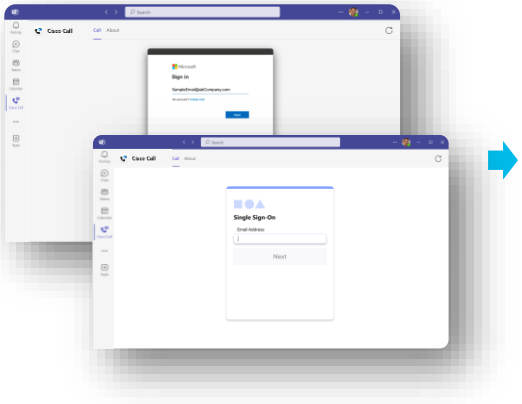
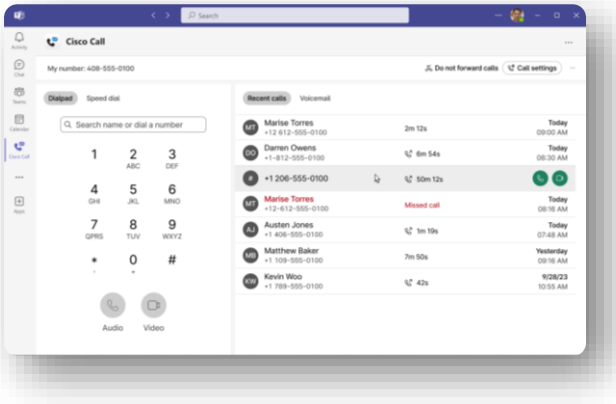
For your reference

Sign in experience with no valid login session

Assuming no valid login session and no valid Microsoft & Webex login token







Step 1: Sign in using the same account used to login on Microsoft Teams

Step 2: Login to the integration

Webex Calling App is ready to use

Note: Webex App will pop up for user to login

Note: token expires every 90 days

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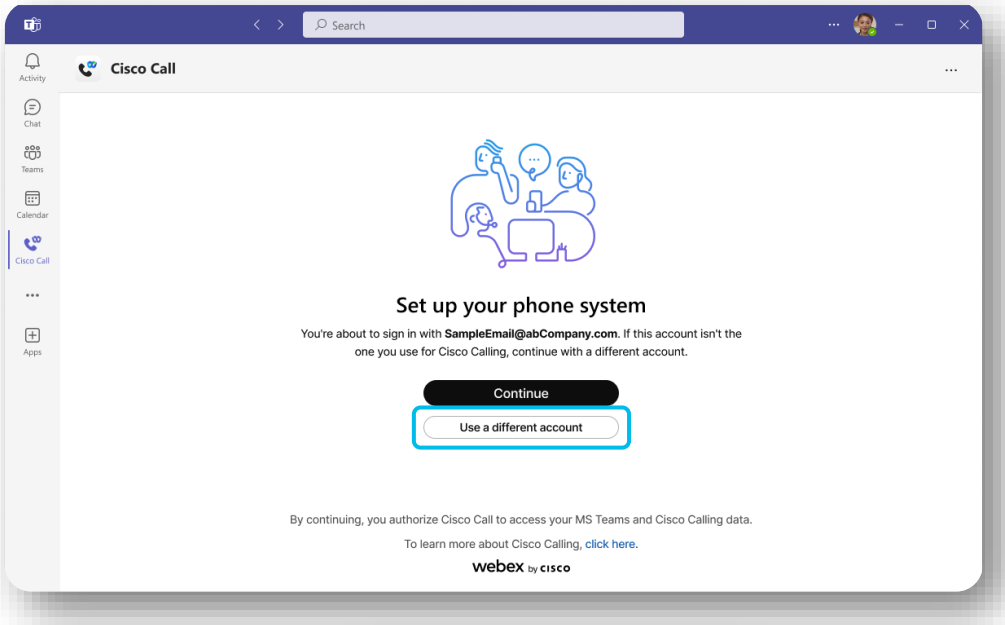
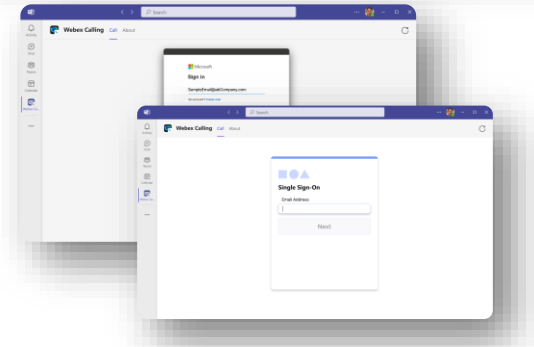
Using a different login account

Login details are retrieved from Microsoft Teams login.

If user prefers to use a different email address to log in, they can hit “Use a different account”

The user will be prompted with a login prompt window.





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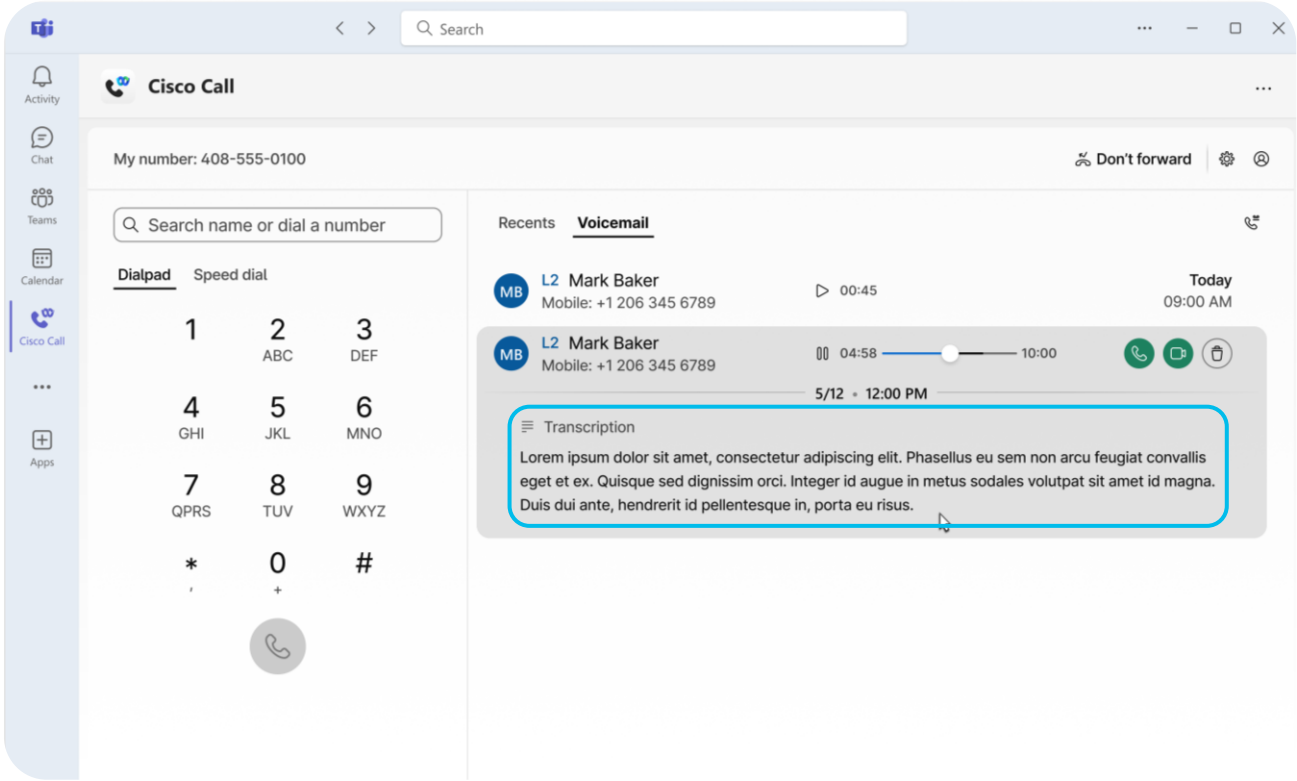
Voicemail enhancements

New!

See voicemail transcriptions on the Voicemail tab.

Call your voicemail



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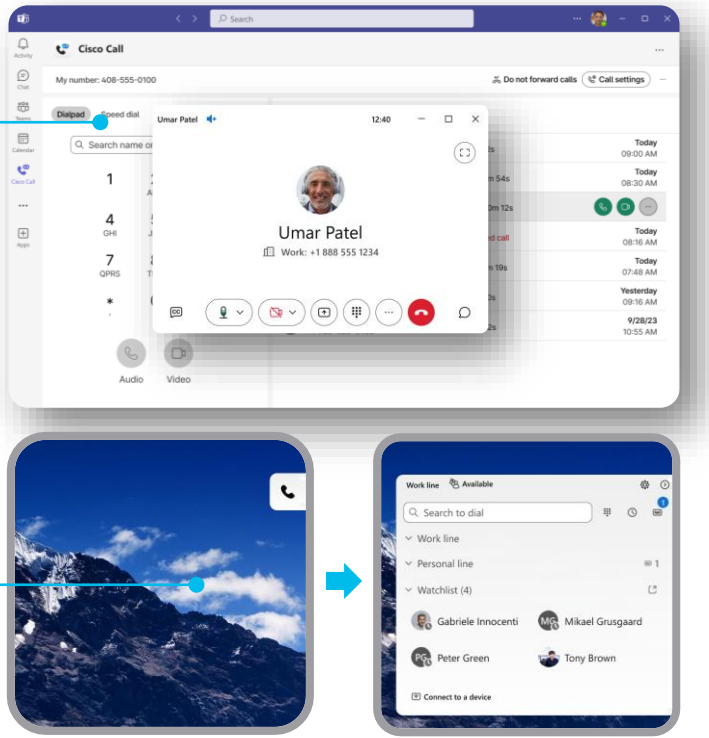
NEW!

Single App experience

Removing the Webex logo from the In-call window, Calling Dock and taskbar

Webex icon in the System Tray opens the Calling Dock (not the entire Webex App)



Watch a demo

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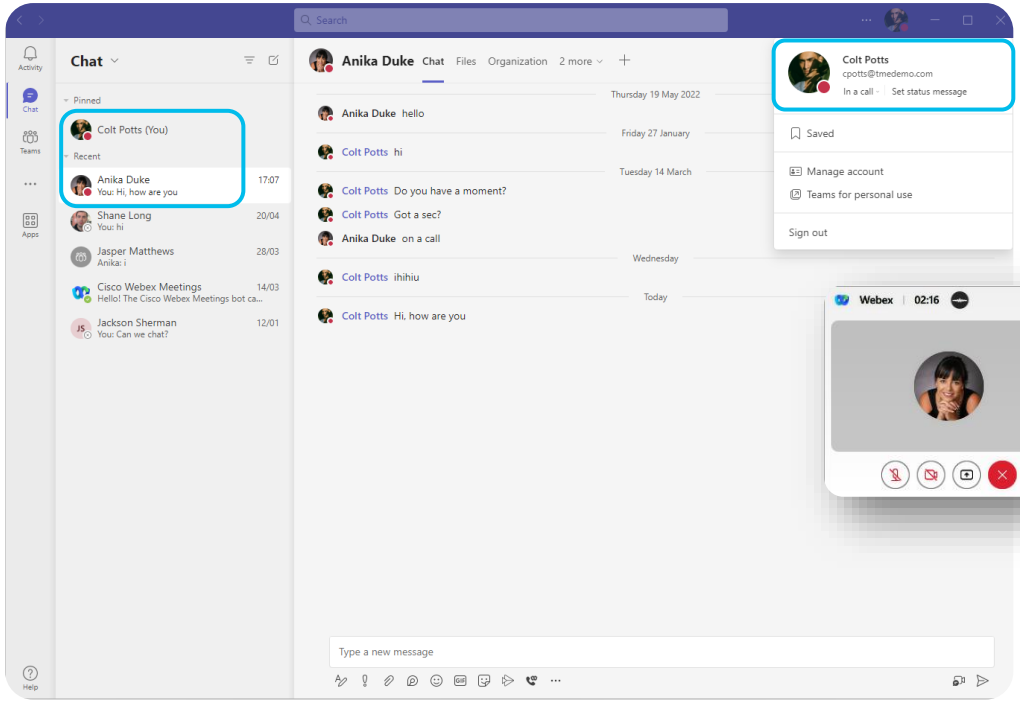
Bidirectional Presence Sync

The following presence status will be synchronized between Webex and Microsoft Teams:

On a call	→	In a call
DND	→	DND
Presenting	→	Presenting
In a meeting	→	In a call

In a call	→	On a call
DND	→	DND
Presenting	→	Presenting

When in a MSFT Teams meeting, MSFT sets the status as In a call



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Mute Webex Call when on a Teams meeting/call

Watch a demo

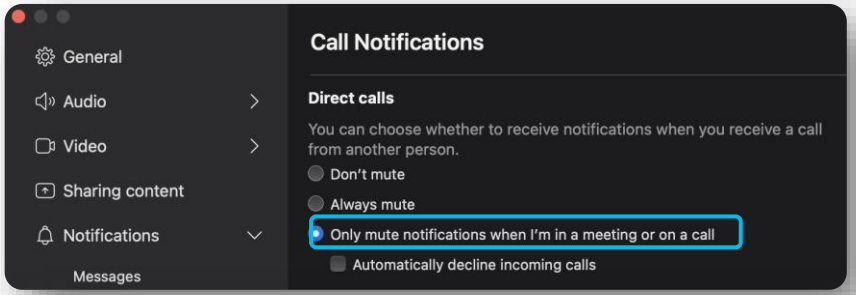
New!

When on a Teams Meeting or call, call Notifications will follow the Call Settings from the Webex App.

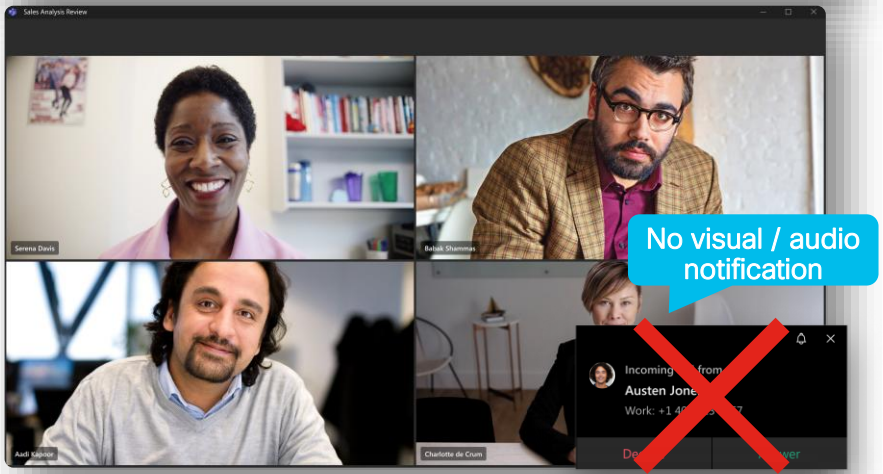
Example:

- Alice is in a Microsoft Teams Meeting
- Austen calls Alice using the integration (Webex Calling/CUCM)
- If Alice set the Call Notifications to mute notifications when on a meeting or call, Alice won't see/hear the call
- Alice will see a missed call from Austen later

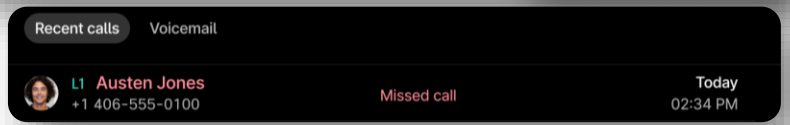
Call Settings on Webex App



Microsoft Teams Meeting



Recent Calls tab from the integration



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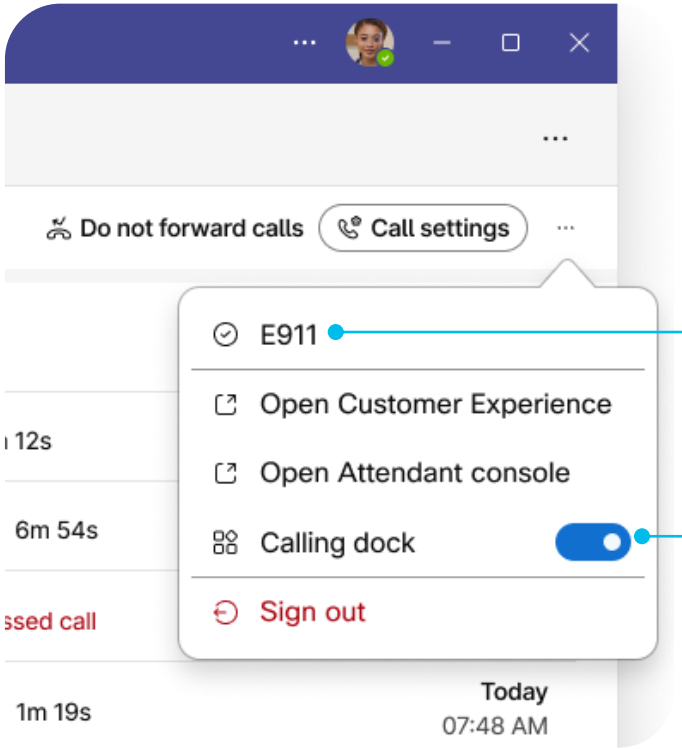
New features accessible from the *More* menu



E911 visibility

For US/Canada users only

Calling dock toggle

Enable or disable the Calling Dock

Watch a demo

March 2025

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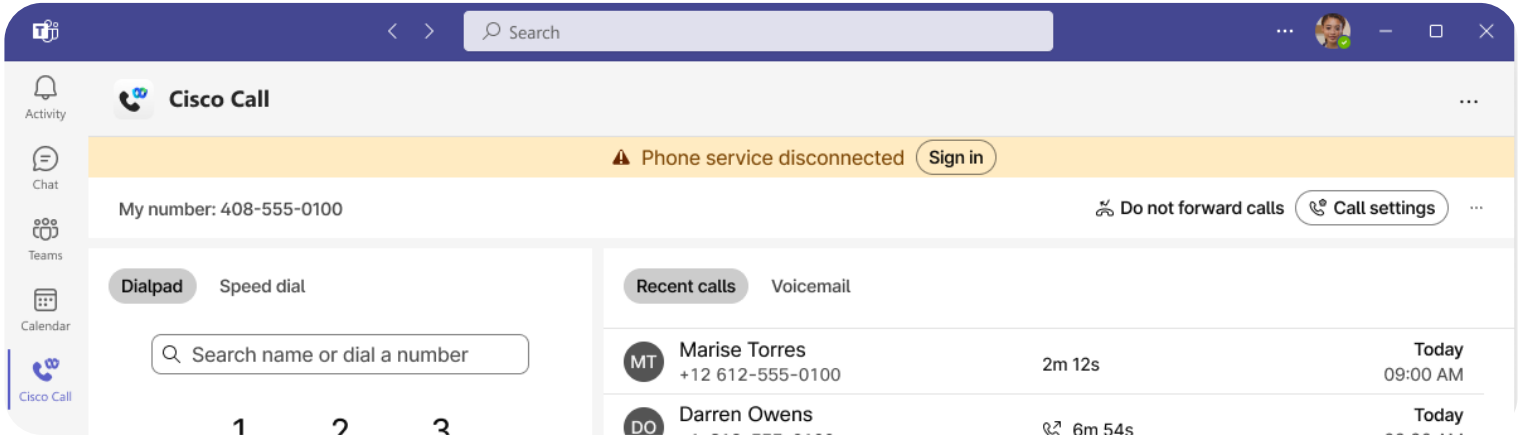
Phone services banner

It shows if phone services are disconnected.

If Webex App is logged out, the Sign in button opens it to login



Watch a demo

March 2025

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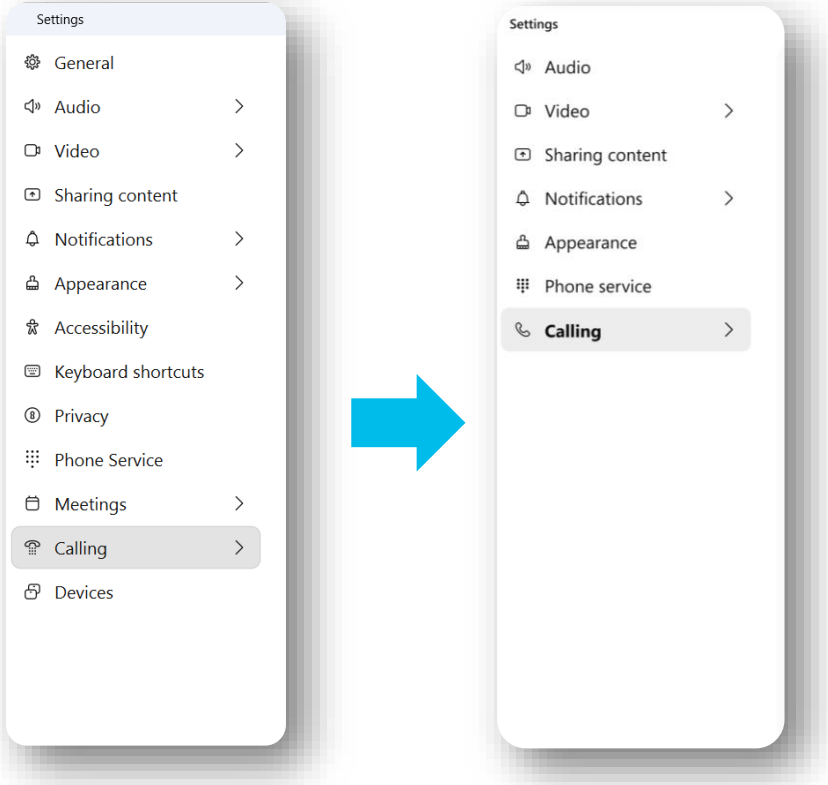
Simplified Call Settings

Keeping only the most relevant options on Webex Call Settings when using the integration



March 2025

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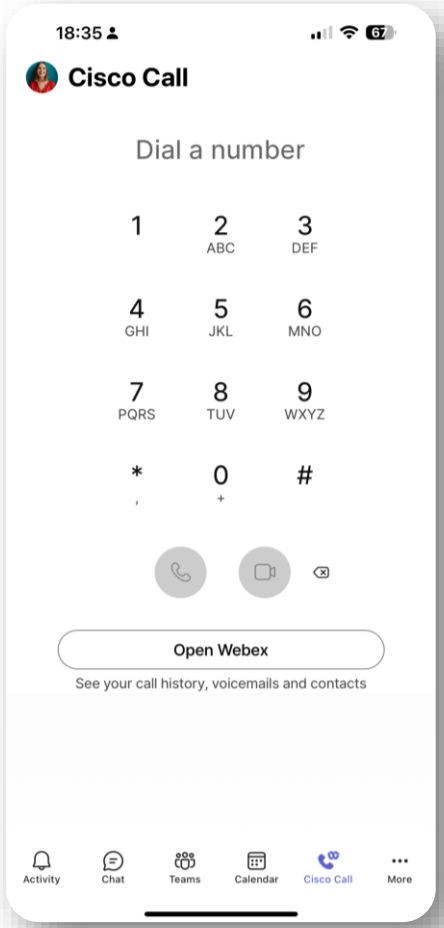
Mobile experience

Cisco Call app is available from the Microsoft Teams apps on mobile.

To access Call History, Voicemails and Contacts, Webex App must be open.

Presence sync is supported on mobile.



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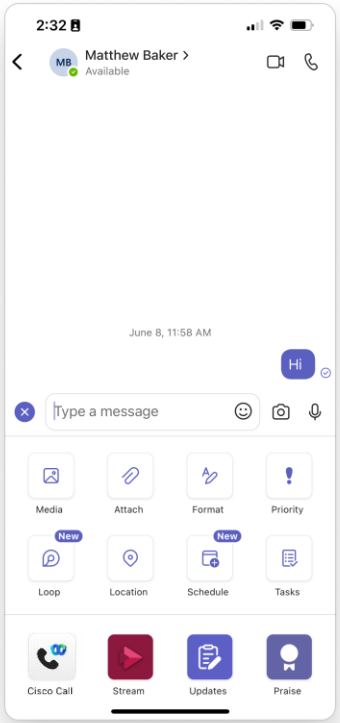
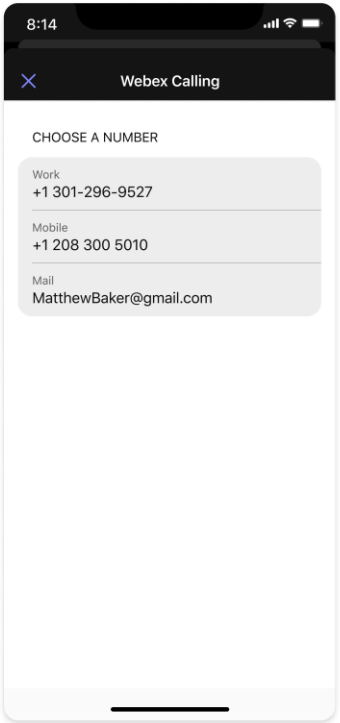
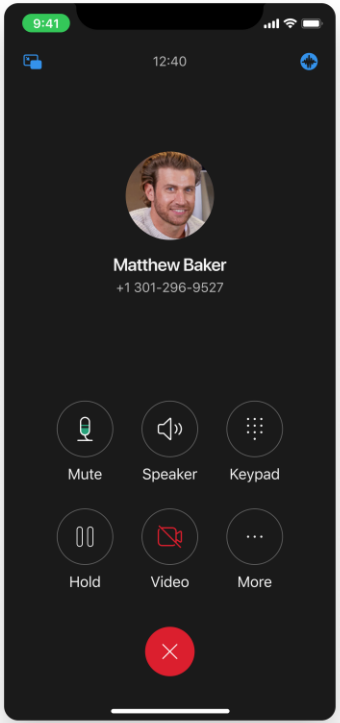
Mobile experience from chat

Call a user from 1:1 chats using the integration.







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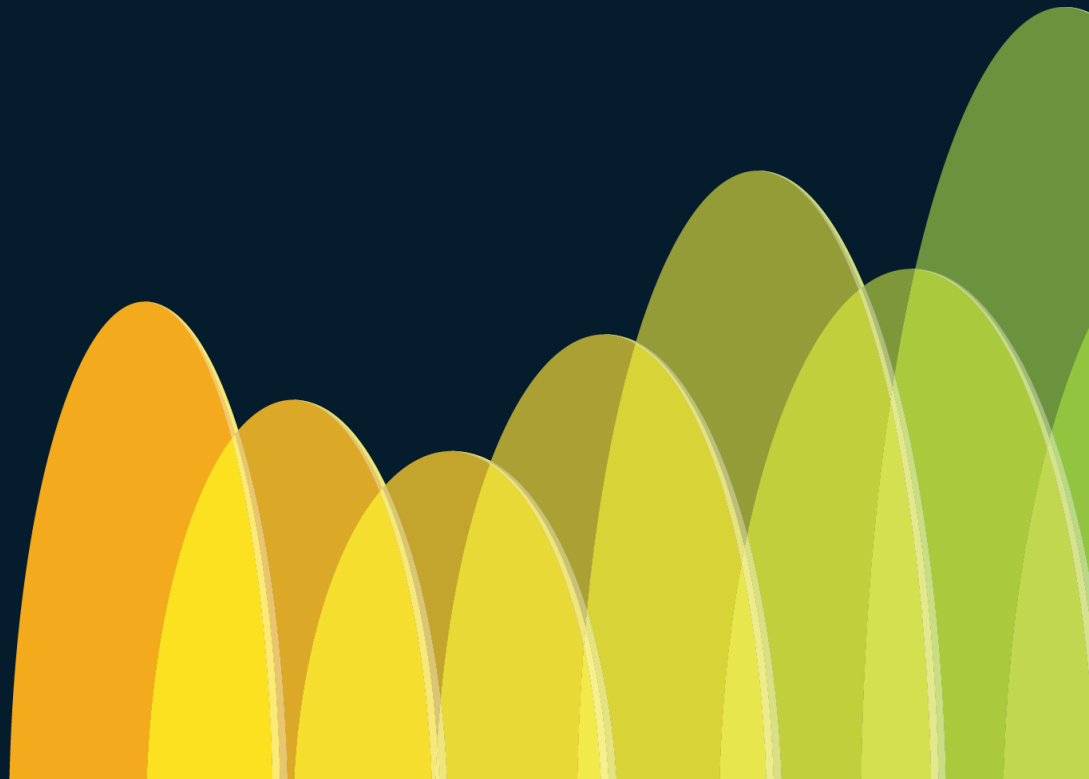
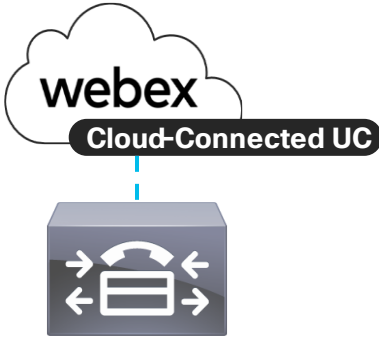
Solution Architecture



Cisco Calling Infrastructures

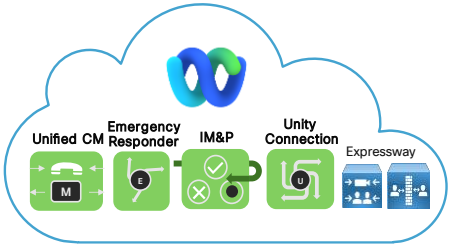
Webex Calling Multitenant (preferred)



Cisco Unified Communication Manager (CUCM)

+

Webex Cloud Connected UC (CCUC)



Webex Calling Dedicated Instance

Note: Webex for BroadWorks is also supported, but not covered in this presentation

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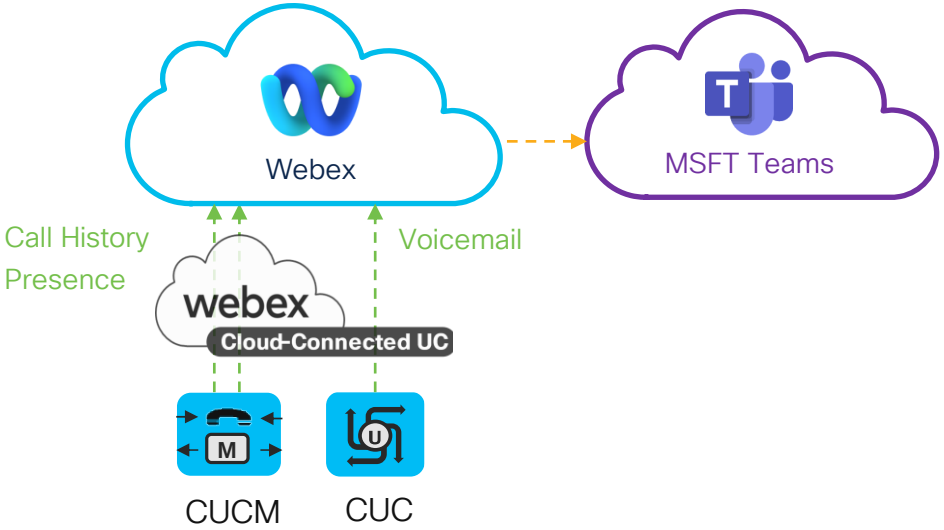
Why do we need CCUC with CUCM?

Cisco Call for Microsoft Teams is a Cloud solution, and some services are taken from the Cloud.

We need a connector: Webex Cloud Connected UC

If CCUC is not enabled, a user can still make calls through the integration, but Call History, Voicemail and Presence won't be synced.



CCUC is required to push Call History, Presence and Voicemail from CUCM and CUC to the Webex Cloud

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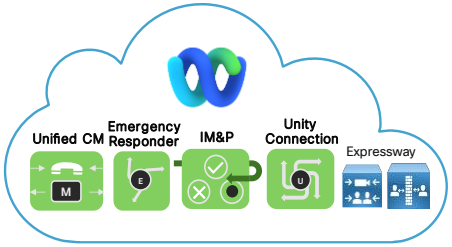
For your reference

What's Webex Calling Dedicated Instance?

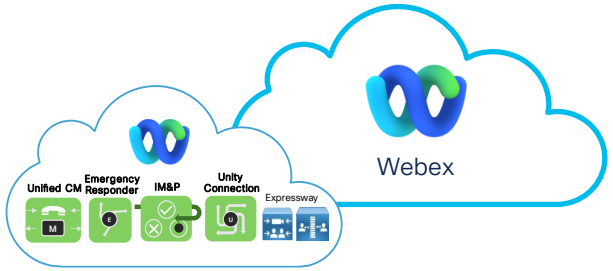


Webex Calling Dedicated Instance (DI)

A dedicated cloud instance option based on Cisco Unified Communications Manager architecture.

Integrated into Webex Calling

Takes advantage of Webex platform services



As this solution sits in the Webex Cloud, Call History, Presence and Voicemail are already available and there is no need to configure a connector.

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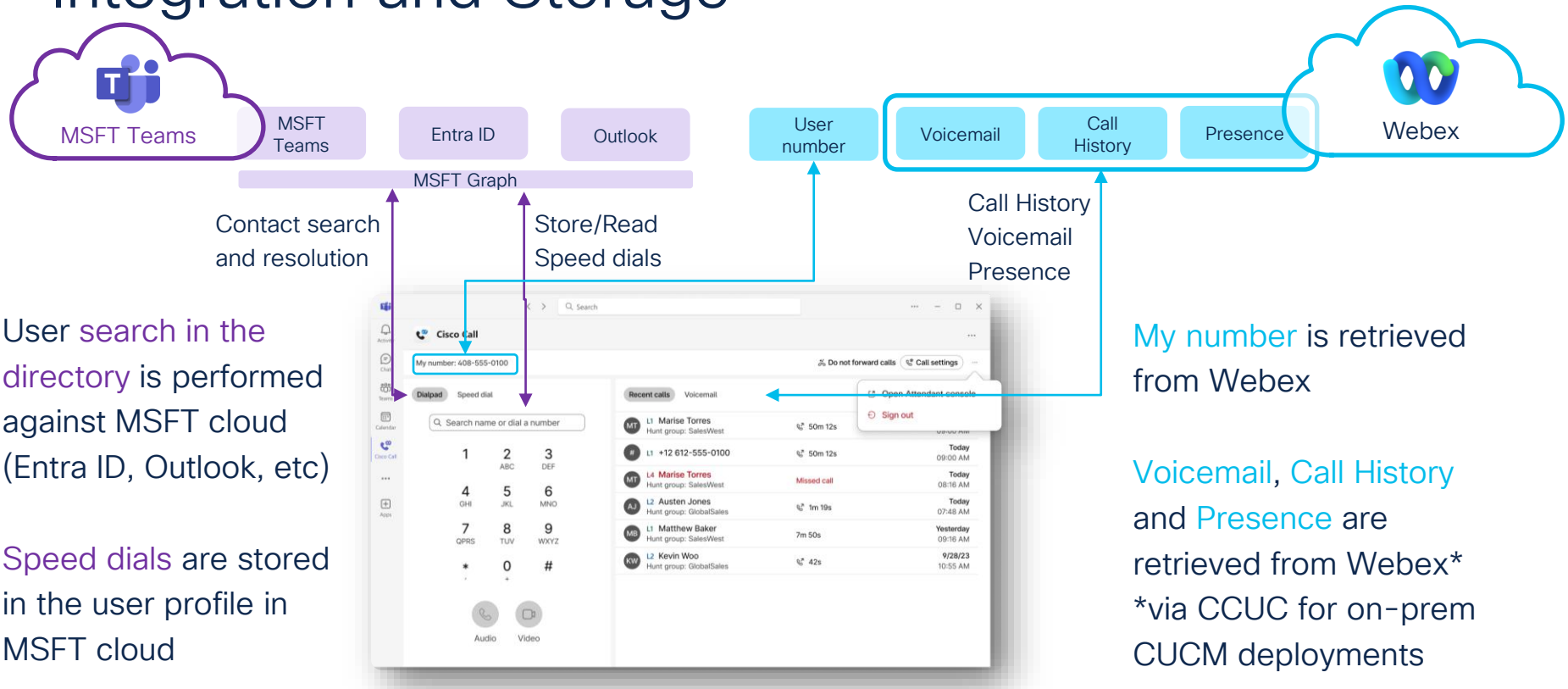
Integration and Storage



User search in the directory is performed against MSFT cloud (Entra ID, Outlook, etc)

Speed dials are stored in the user profile in MSFT cloud

My number is retrieved from Webex

Voicemail, Call History and Presence are retrieved from Webex*
*via CCUC for on-prem CUCM deployments

This means that Contact Resolution for Dialpad/speed dial comes from Microsoft, while for Call History/Voicemail it comes from Webex/UCM

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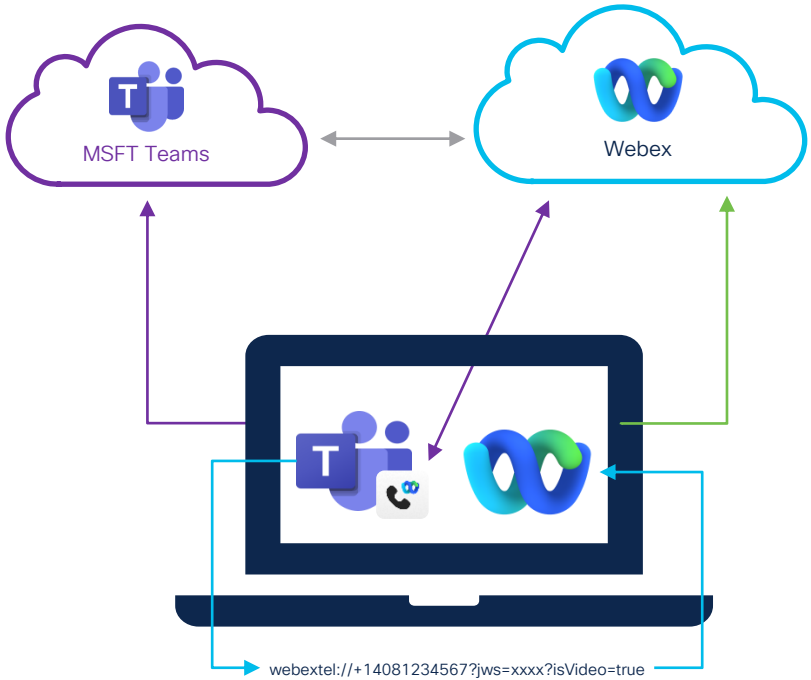
Cisco Call for Microsoft Teams Architecture

For Webex Calling (Multitenant and DI)

1. User launches MSFT Teams
2. Webex App registers to Webex Calling
3. User signs in and authorizes Webex Calling integration. Integration downloads and displays Speed Dials, Call History, Voicemail, etc
4. Users makes a call via the integration. webextel:// protocol handler launches Webex App call window to make the call.



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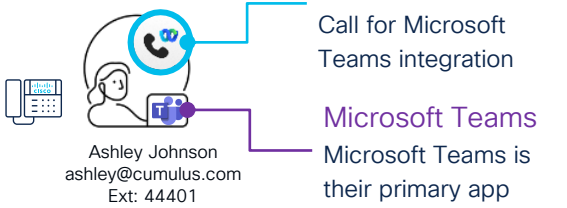
For your reference

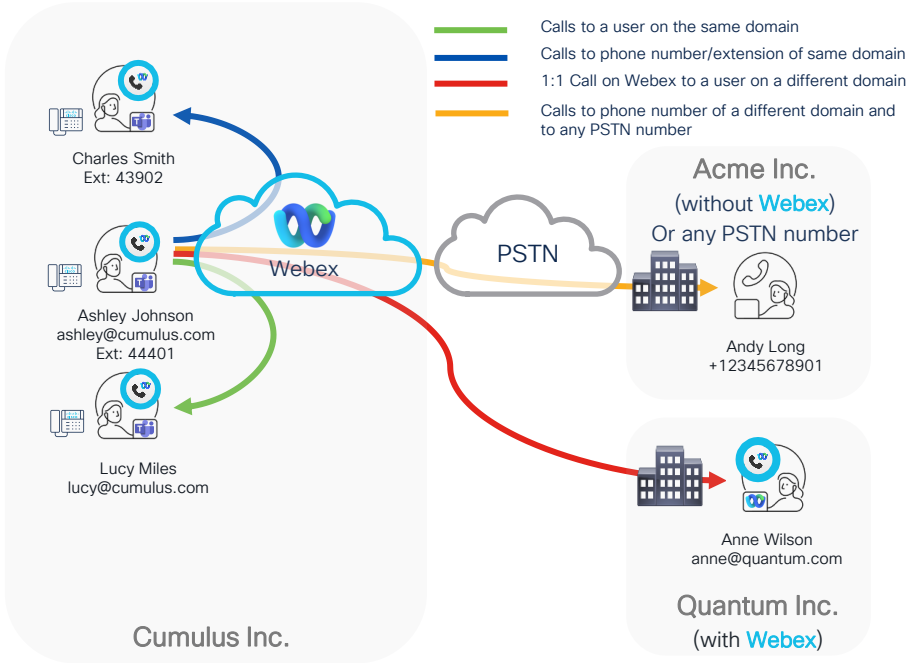
Supported call flows through the integration

Webex scenario



Cumulus Inc. users have Microsoft Teams with the Webex Calling integration installed.

Their Calling platform is Webex Calling, and 1:1 Call on Webex is also enabled.



Users can be paired with a phone while using the integration (only supported for number calling)

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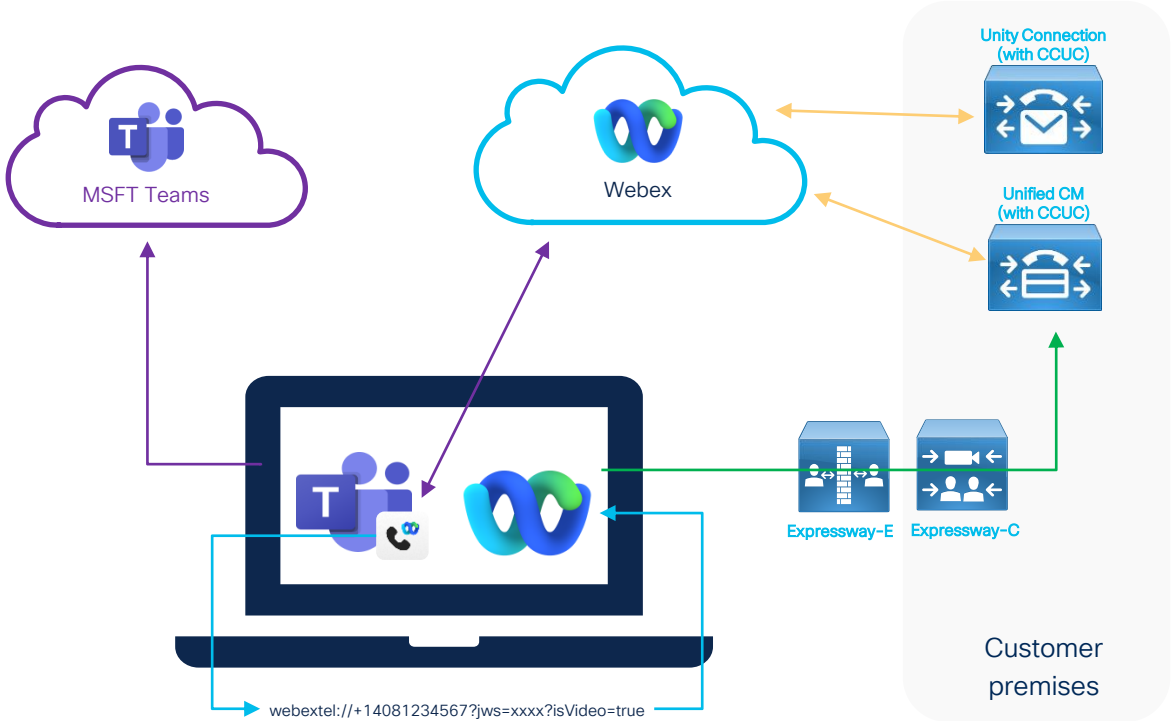
Cisco Call for Microsoft Teams Architecture

For CUCM

1. User launches MSFT Teams
2. Webex App registers to Unified CM
3. User signs in and authorizes Webex Calling Integration. Integration downloads and displays Speed Dials, etc
4. If Unified CM is CCUC enabled, Call History and My number will be retrieved and displayed on Integration tab, and Presence will be synced
5. If Unity Connection is CCUC enabled, Voicemail will be retrieved and displayed on the Integration tab
6. Users makes a call via the integration. webextel:// protocol handler xlaunches Webex App call window to make the video call.



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Supported call flows through the integration

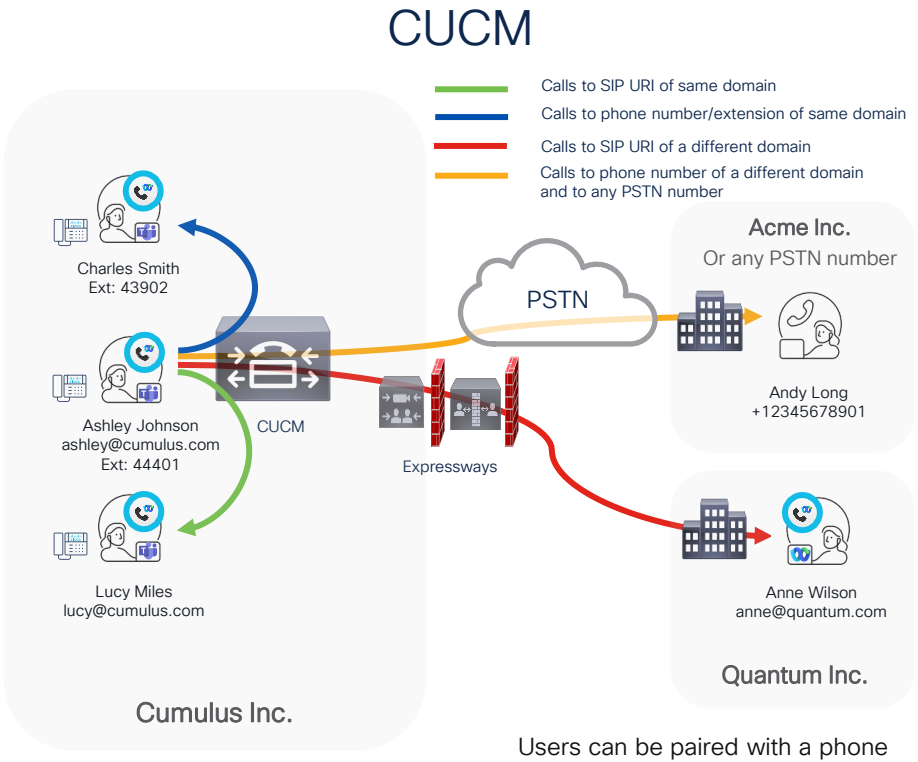
CUCM scenario

Webex Calling App
Users have the Cisco Call for Microsoft Teams integration

Microsoft Teams
Microsoft Teams is their primary app

Cumulus Inc. users have Microsoft Teams with the Webex Calling integration installed.

Their Calling platform is CUCM, and CUCM is used for SIP Calling



Users can be paired with a phone while using the integration

Note: This scenario uses CUCM for SIP calls behavior

For your reference

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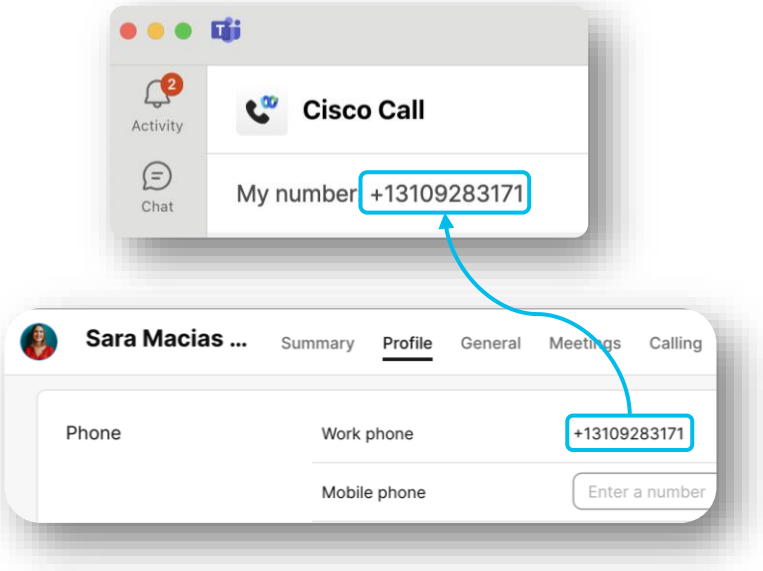
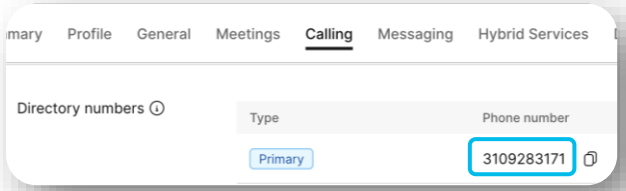
Where does the field My number comes from?

The field My number comes from the field Work phone of the user found in their profile

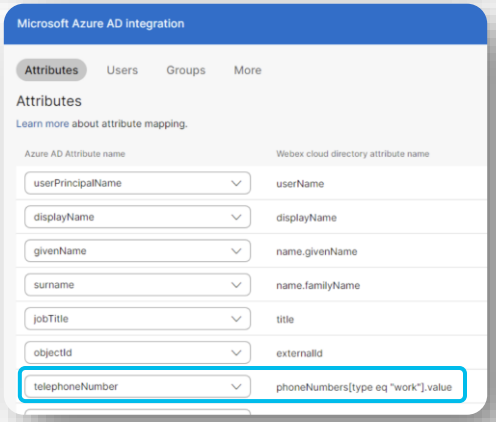


The field Work Number under the user profile commonly comes from:

- The Primary phone number assigned to the user under Calling



- Entra ID, mapping the attribute telephoneNumber with Phone Number (this option overwrites the previous one, so make sure the numbers match)



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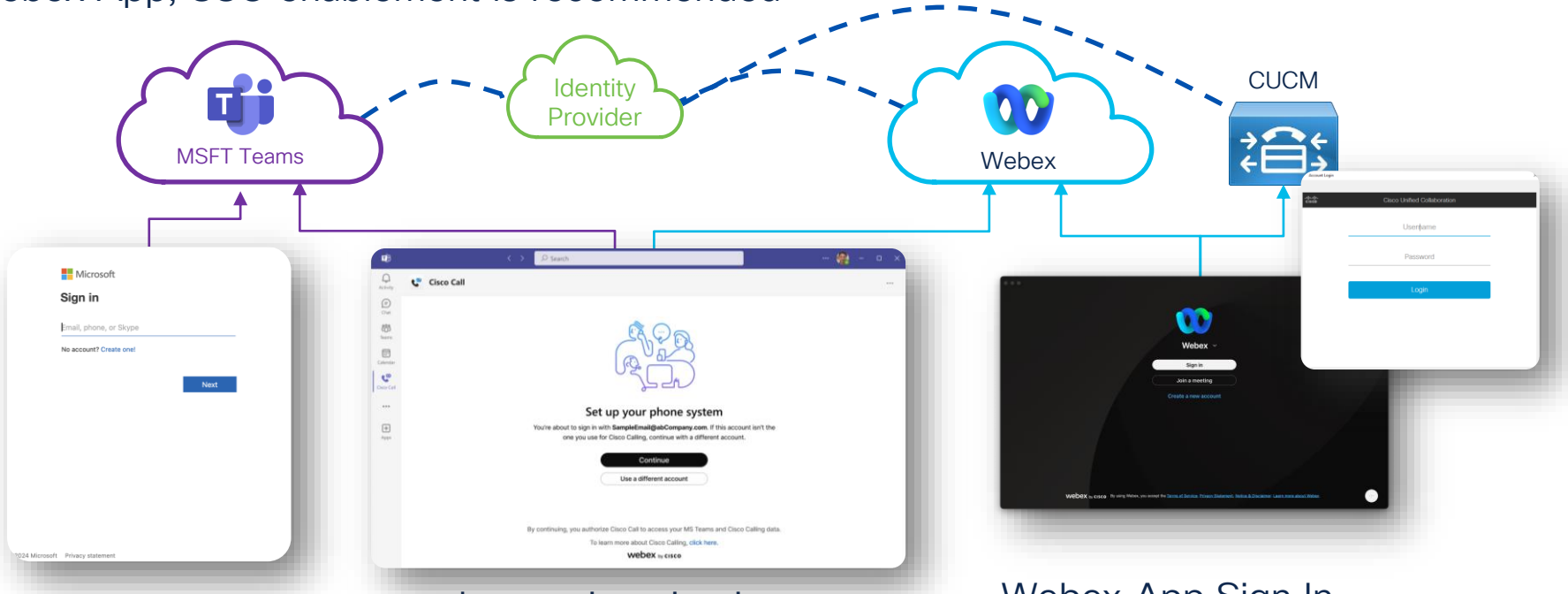
Single Sign On Architecture

Single Sign On across Microsoft and Webex

As users need to sign in to Microsoft Teams, to the integration and to the Webex App, SSO enablement is recommended



MSFT Teams Sign In

Integration sign in to Microsoft and Webex

Webex App Sign In

(Webex Calling or UCM)

+ sign in to CUCM for on-prem deployments

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Call History architecture for CUCM

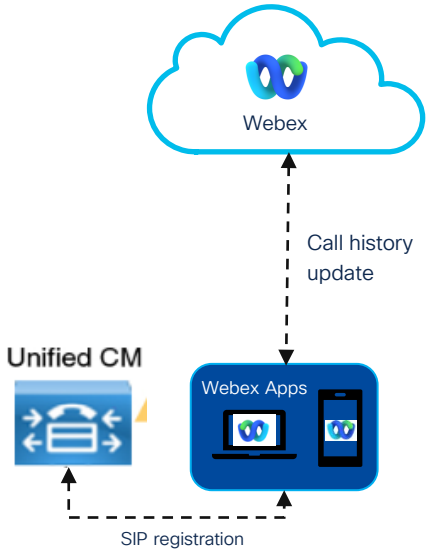
cisco Live!

Local Call History vs Common Call History

For UCM Calling

Local Call History

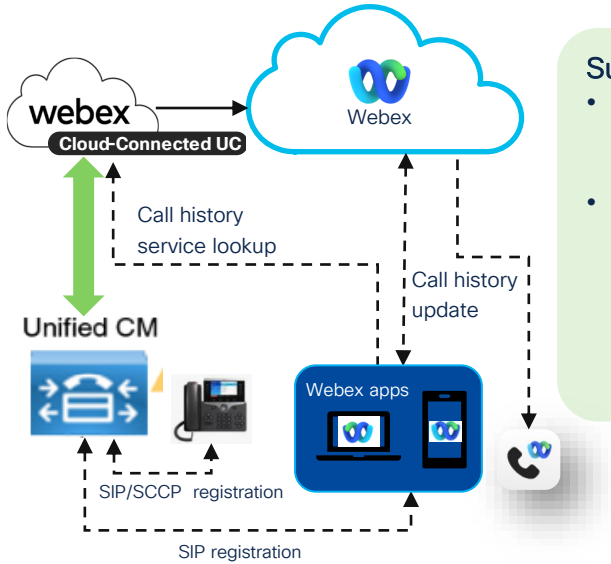
- Records from calls made/received by Webex apps.
- No synchronization with other devices



Supported on:
- Webex App registered to CUCM

Common Call History

Synchronized call history across Webex apps and phones which are registered to CUCM.



Supported on:
- Cisco Call for Microsoft Teams
- **(NEW!)** Webex App registered to CUCM
  - **Requirements:**
    - Webex CCUC
    - UCM 14 SU4 / UCM 15 SU2
    - Webex App 44.11

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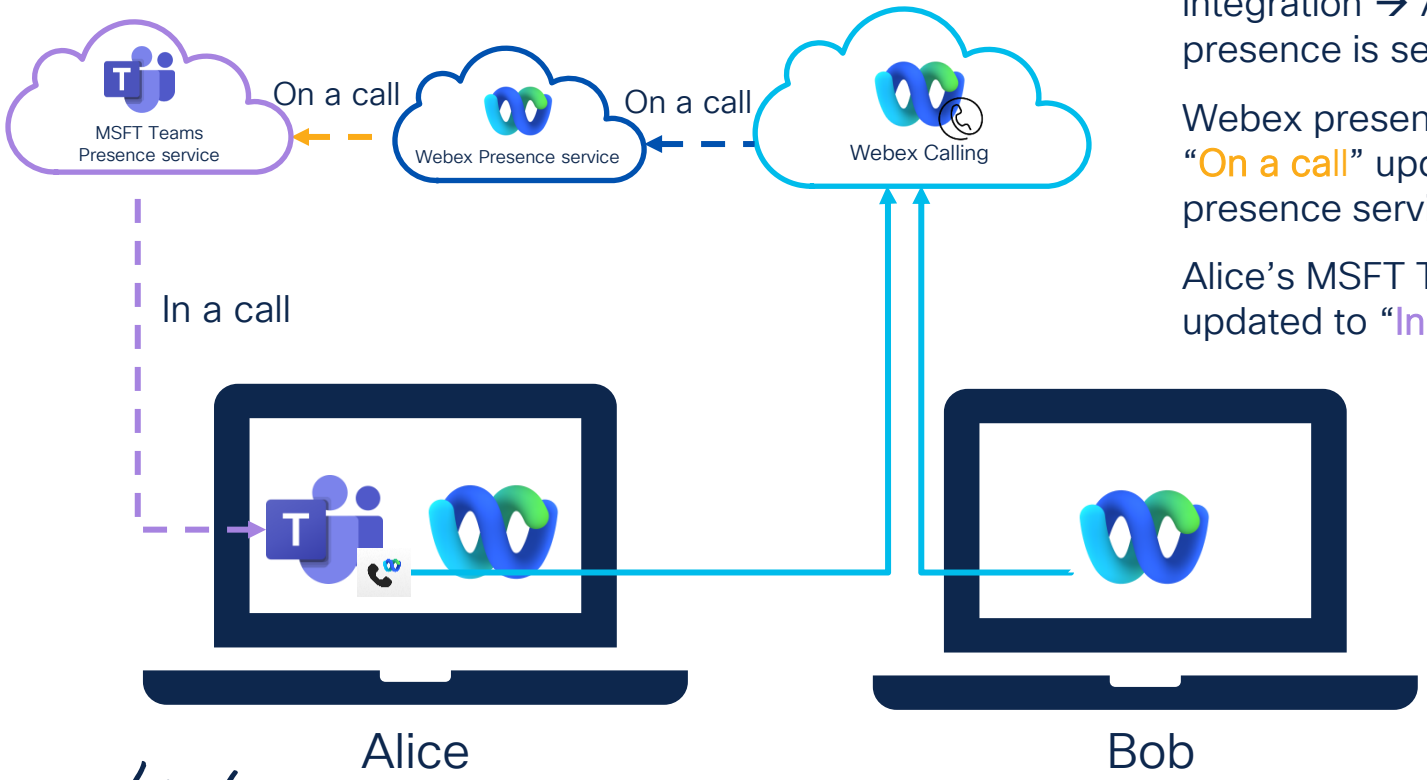
Presence Sync architecture

Presence Sync Architecture

Making calls through the Calling integration



Alice calls Bob using the integration → Alice's Webex presence is set to "On a call"

Webex presence service pushes "On a call" update to MSFT Teams presence service for Alice

Alice's MSFT Teams **presence** is updated to "In a call"

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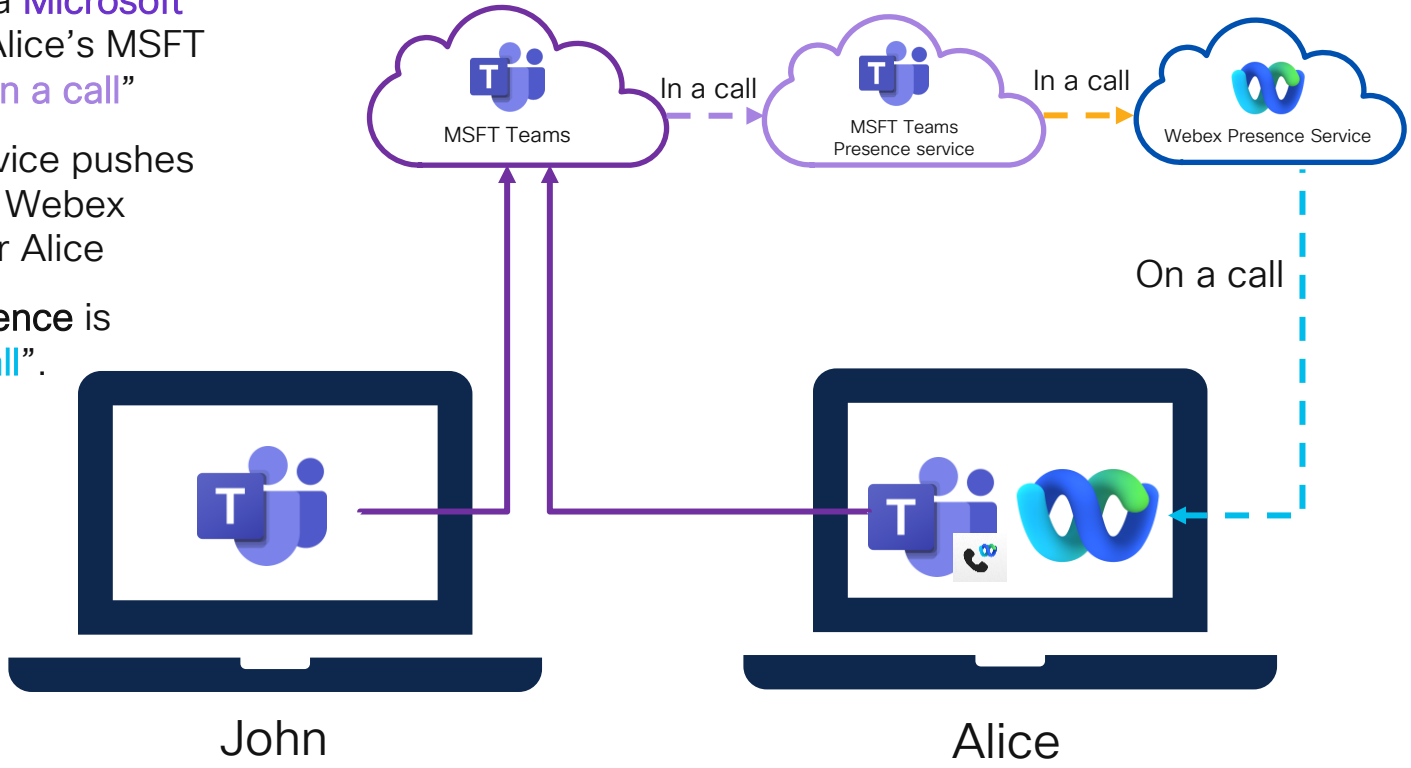
Presence Sync Architecture

Joining a Microsoft Teams meeting

Alice and John join a Microsoft Teams meeting → Alice's MSFT presence is set to "In a call"

MSFT presence service pushes "In a call" update to Webex **presence service** for Alice

Alice's Webex **presence** is updated to "On a call".



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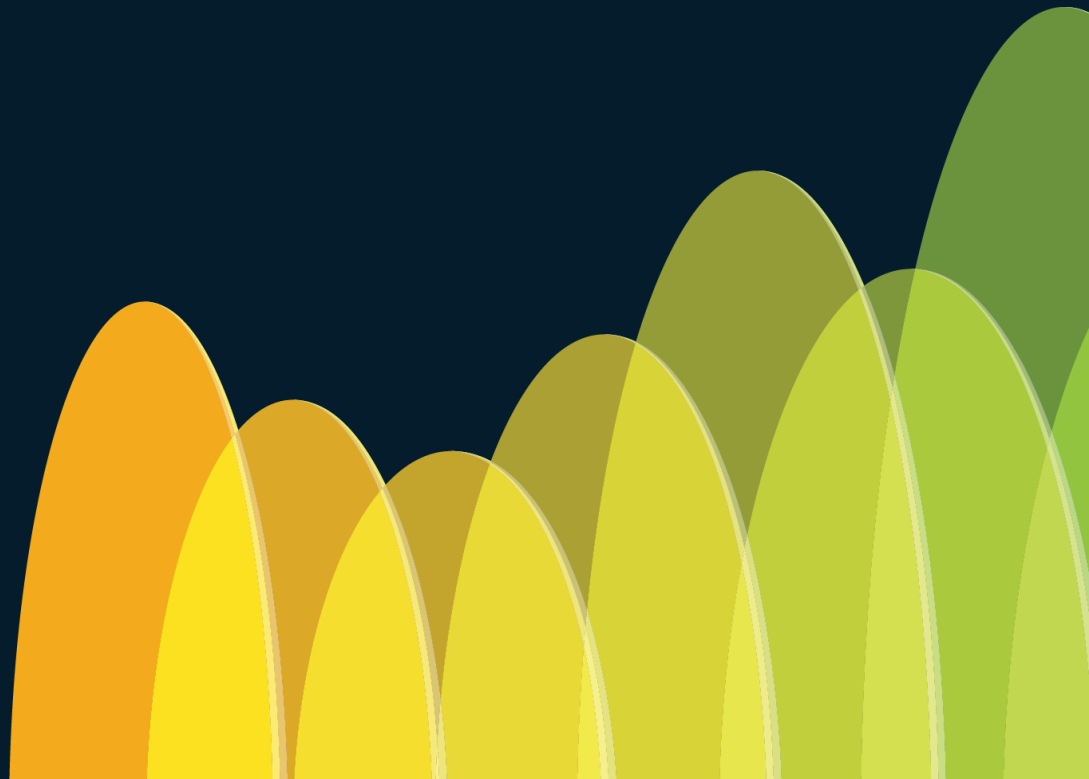
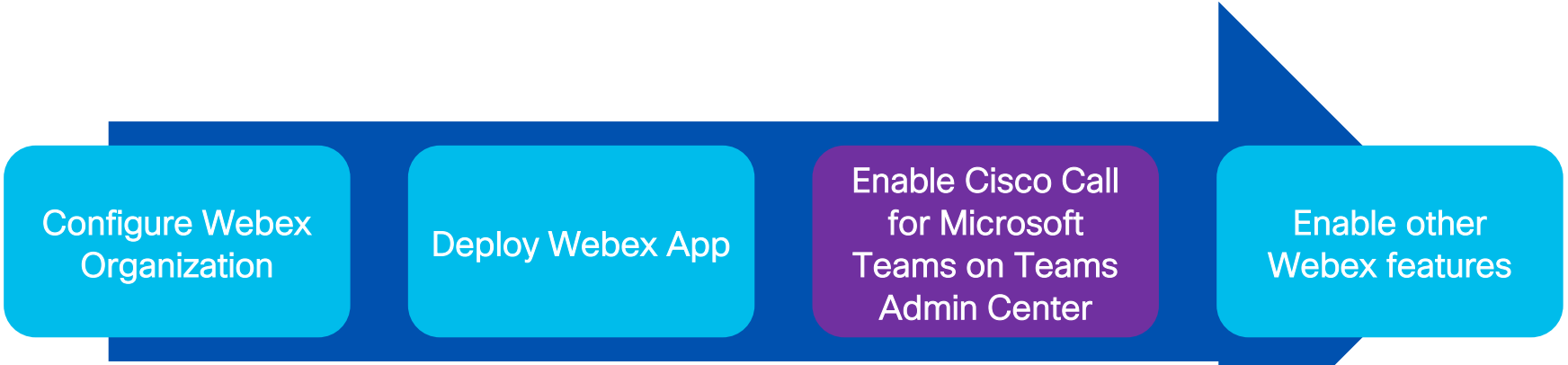
Solution deployment



Cisco Call for Microsoft Teams Deployment



- Configure Single Sign On
- Assign Calling licenses
- Enable Presence Sync
- Enable Single App experience

- Push App to devices

- Enable Integration
- Assign policies
- Optional: Customize the integration

- Enable Calling Dock
- Enable Call Queues
- Enable multi-line
- Etc

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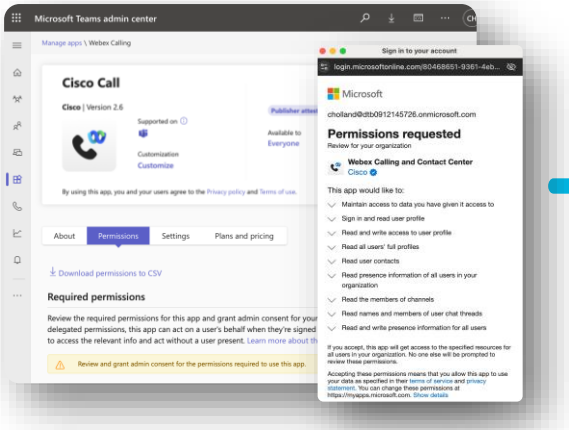
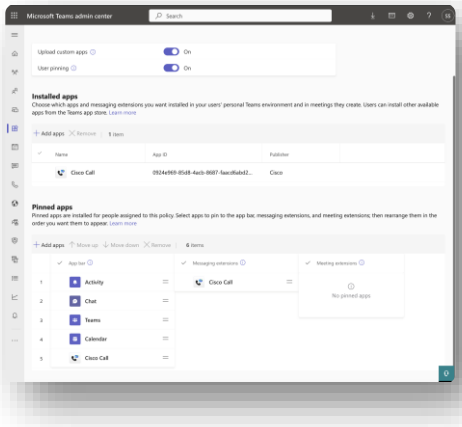
Enable Cisco Call for Microsoft Teams



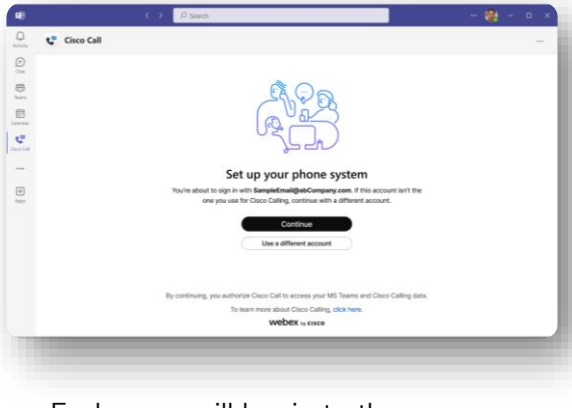
Customer admin allows Cisco Call app.

Admin can grant Microsoft permissions



Customer admin can pre-install Cisco Call App or allow users to install it themselves

Cisco Call App can be deployed to all or groups of users with MS Teams App Setup policy



End users will log in to the integration for the first time. Webex permissions will be auto-accepted in the back end.

Admin will also accept Microsoft permissions at this step if they have not been granted by admin from Teams Admin Center

Configure Cisco Call for MS Teams

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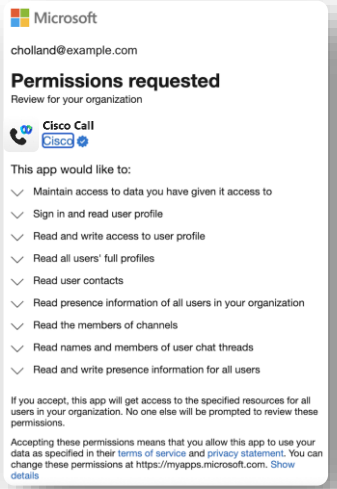
Webex Calling Integration Authorization Scope

For your reference

Microsoft Graph API Scope

The integration will ask for the following MSFT Teams permissions during authorization

https://learn.microsoft.com/en-us/graph/permissions-reference



Some permissions have delegated access, which require action from the user.

Permission	Purpose	Delegated?
offline_access	Allows the Integration Tab to generate a new access token without asking the user to re–authorize often	No
User.Read	Allows the Integration Tab to read the user's basic information such as the email address	No
User.ReadWrite	Allows the integration Tab to store speed dials in user profiles	No
User.Read.All	Allows the Integration Tab to search for users in the active directory to make calls	Yes
Contacts.Read	Allows the Integration Tab to search for the user‘s outlook contacts to make calls	No
Presence.Read.All	Allows the integration Service to subscribe for presence status changes	Yes
Presence.ReadWrite.All	Allows the Integration Service to subscribe for presence status change notifications	No
ChannelMember.Read.All	Allows the Integration Message Extension to read members of a channel so that the user can search for a specific channel member to call	Yes
Chat.ReadBasic	Allows the integration Message Extension to read members of a group chat so that the user can search for a specific member to call	No

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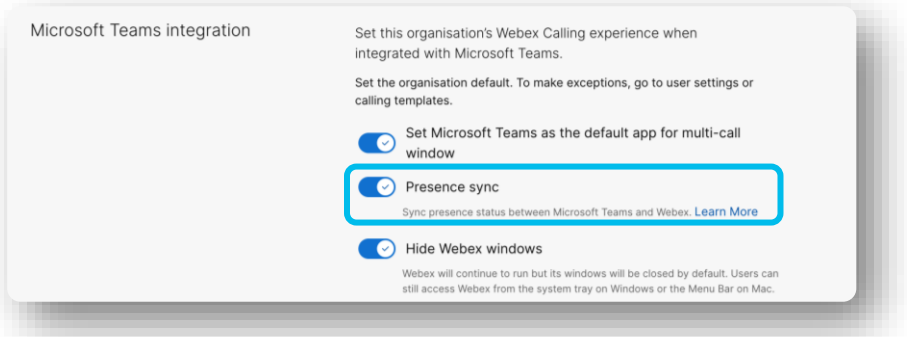
Presence Sync configuration

Admin tasks

Enable Presence Sync on Control Hub



Accept Microsoft related permissions*

- Read Presence information of all users in your organization
- Read and write Presence information for all users

*These Microsoft permissions are accepted when enabling the integration on MSFT Teams. They won't need to be accepted again after enabling Presence Sync on Control Hub

End user tasks

Sign in to the integration at least once after enabling presence sync

Sign in to the integration once every 90 days

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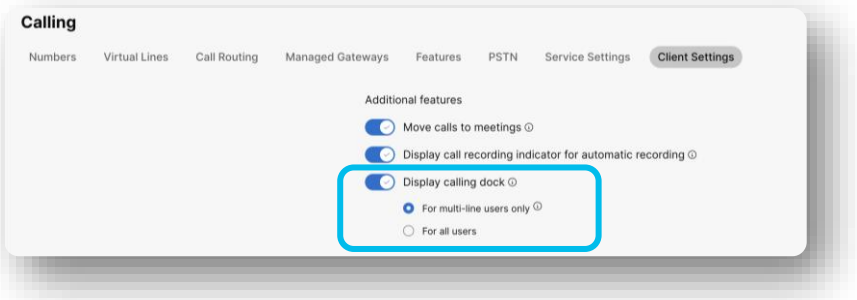
Calling dock configuration

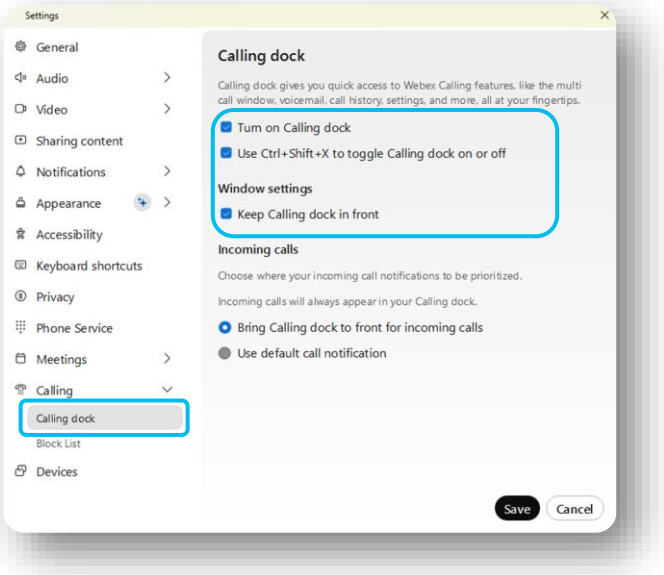
Admin

Admin can enable Calling Dock on Control Hub per users, groups or organization



End user

Users can decide whether to show it or not from the Webex App Calling Settings



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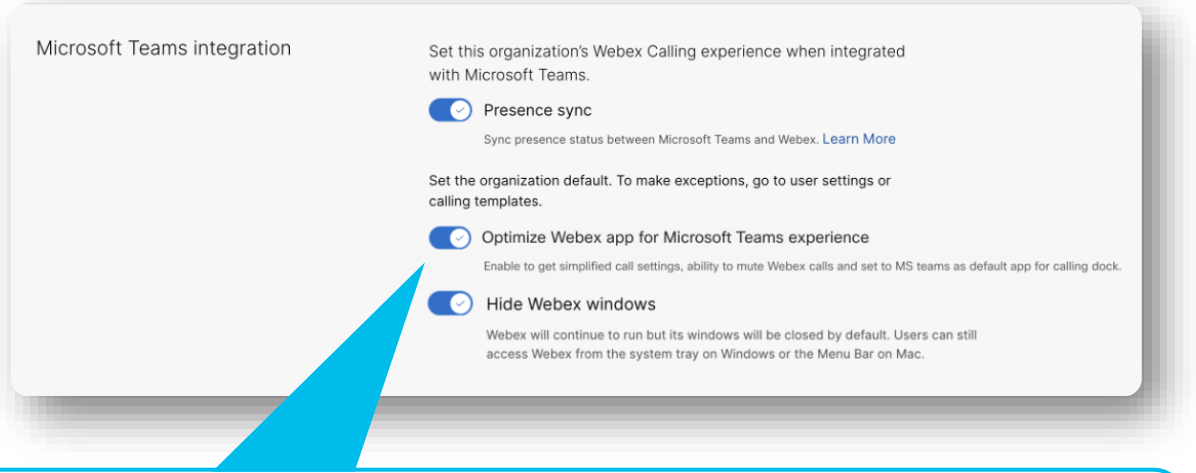
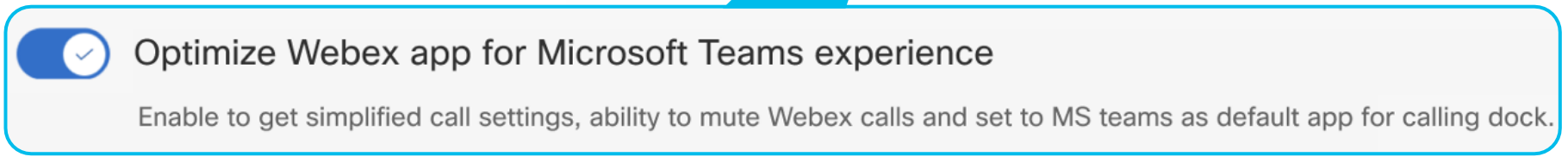
Optimize Webex App for Microsoft Teams experience

- Remove Webex branding from In-Call window and Calling Dock
- Link Calling Dock to MS Teams
- Ability to mute Webex calls when on Teams meetings
- User can only open the Calling Dock (not the full Webex App)
- Enable E911 warning

Coming in March 2025:

- Phone Disconnection banner
- Simplified Call Settings
- Calling Dock toggle





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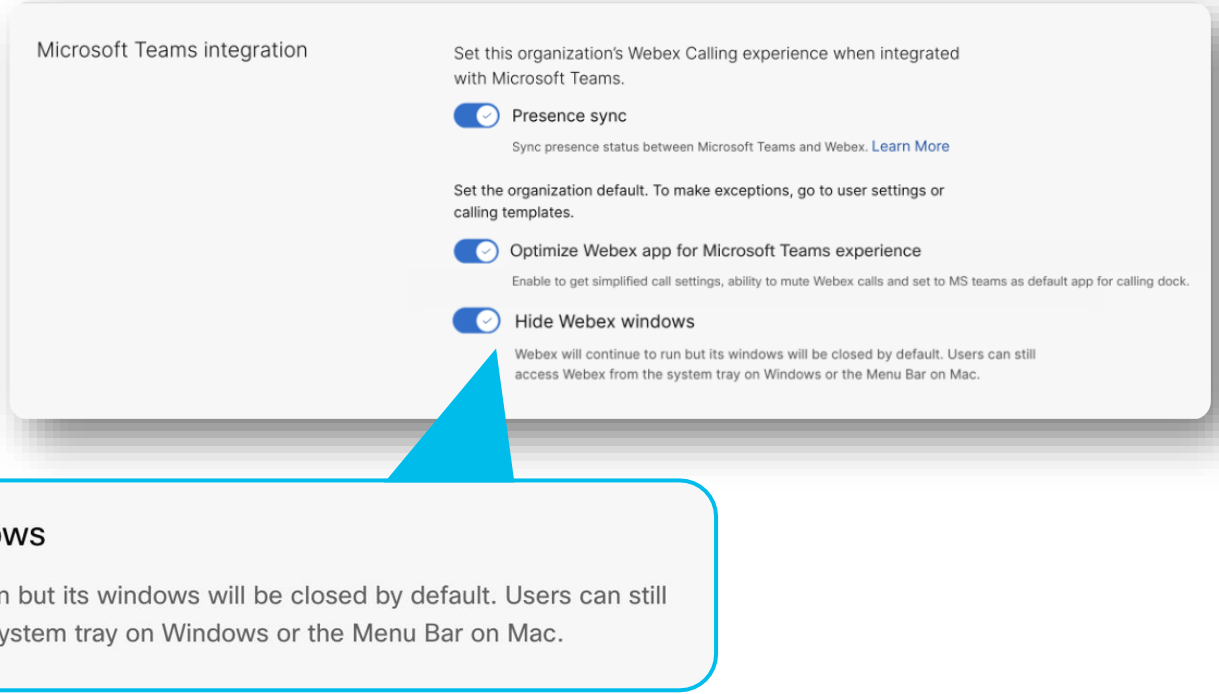
Hiding Webex App

Configure setting to hide Webex App in Webex Control Hub

- Webex App running in the background



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Best Practices for a better User Experience

Webex App login

For first time login:

- ✗ Don’t create a shortcut of the Webex App on the users’ desktops
- ✓ The Webex App login page will pop-up when signing in to the integration

Contact Resolution

Entra ID required for contact search:

- ✓ Sync Entra ID with Webex Common Identity

Single Sign On

- ✓ Enable SSO for easier user login

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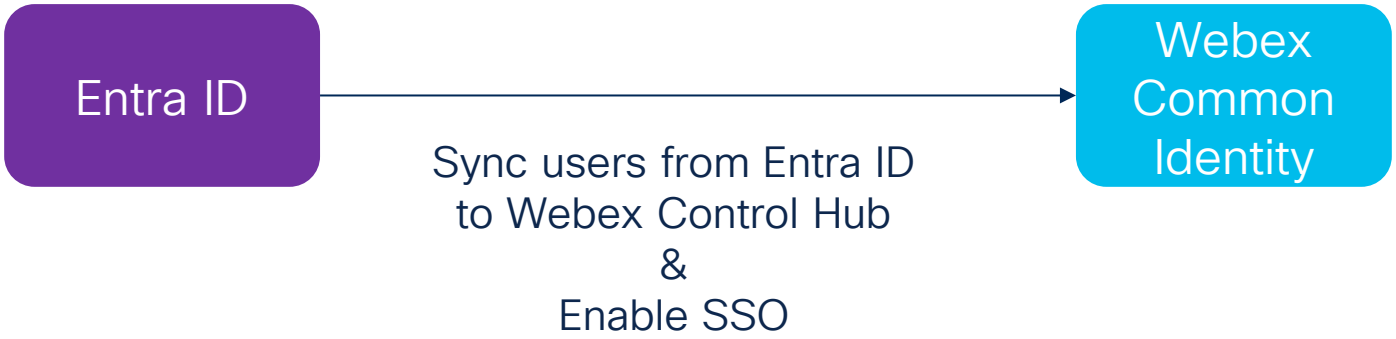
Directory sync best practices

Syncing users from Entra ID to Webex Common Identity service

Directory sync allows to have the same contact resolution on the dial pad and on the call window.



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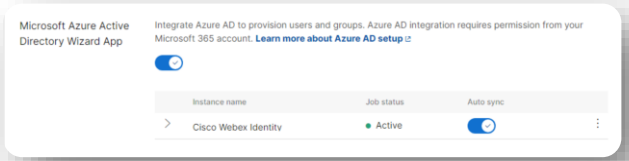
Directory sync best practices

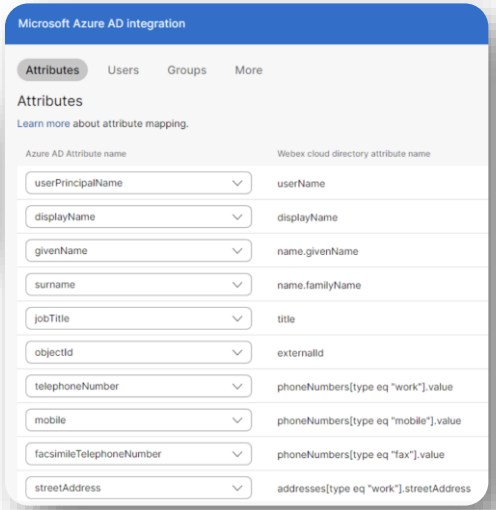
Entra ID and Webex Common Identity sync & SSO

1) Set up Directory Synchronization with Microsoft Entra ID (formerly Azure AD) Wizard App on Webex Control Hub.

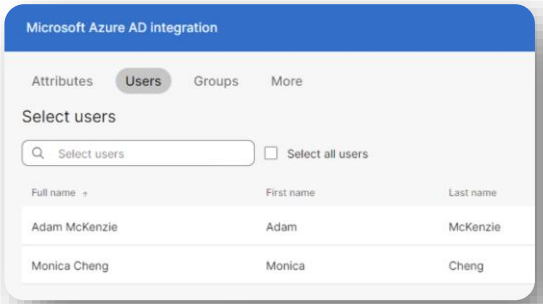


2) Select Default Sync for a default attribute mapping and user sync. Otherwise, customize those values (3 and 4)

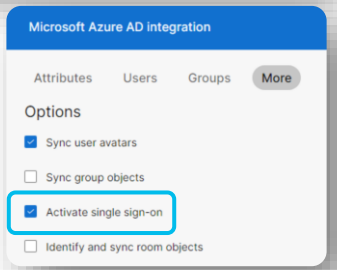
3) If no default sync, customize the attributes to map between Entra ID and Webex CI.



4) If no default sync, choose which users to bring from Entra ID to Webex CI (individual users or Entra ID groups)



5) Enable Single Sign-On



Synchronize Azure Active Directory users into Control Hub

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Extra configuration for CUCM and Webex Calling DI as the Calling platform

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Using on-prem CUCM or Webex Calling DI as the calling platform

Pre-requisites

Access to Control Hub

Set up Webex Cloud-Connected UC for CUCM (for Call History, My Number and Presence) and Unity Connection (for Voicemail)

For Webex Calling DI, these are enabled by default.

CUCM configuration
(also valid for Webex Calling DI)

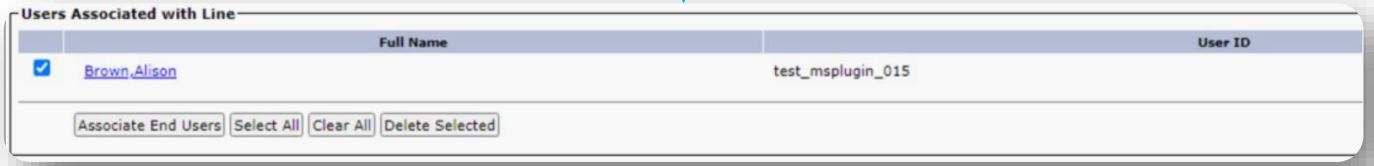
CUCM Version: 12.5 SU7+, 14 SU3+ or 15 SU2+

The line number on CUCM needs to be associated to the User ID for the call presence to be populated with the username

Users sync to Control Hub

Users should be synced either from on-prem Active directory or from Cloud AD such as Entra ID to Control Hub common identity (CI).

The User ID and Mail ID of the users in CUCM should be aligned with the user's email address in Control Hub.



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Using CUCM as the calling platform

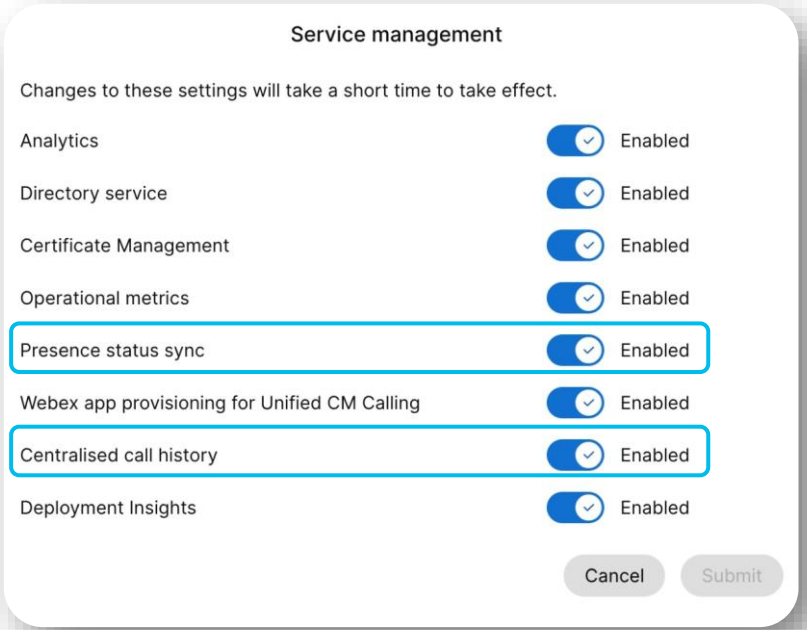
Enable Voicemail, Call History and Presence Sync

To enable Call History, Voicemail or Presence for CUCM, extra configuration is required from Cloud Connected UC settings (under UC Management/Inventory)

- Enable Centralised call history and Presence Sync on Cisco Unified CM (CUCM) cluster groups
- Enable Voicemail toggle on Cisco Unity Connection (CUC) cluster group

Note: After enabling Presence/Call History/Voicemail for the first time, It takes up to 8-12 hours for changes to be reflected

CUCM cluster group



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For your reference

Common issues with Call History

For CUCM/Webex Calling DI customers

Problem	Reason	Resolution
Call History not showing any number	CCUC misconfiguration	• Ensure clusters are online • Ensure “Call History” is checked under Service Management for CUCM cluster
Call History not matching numbers with usernames (only numbers appear)	Directory sync misconfiguration	• Ensure the line number on CUCM is associated to the User ID • Ensure user’s Mail ID in CUCM matches the user’s email in Control Hub

Roadmap: We are documenting more cases to help customers use CUCM with CCUC

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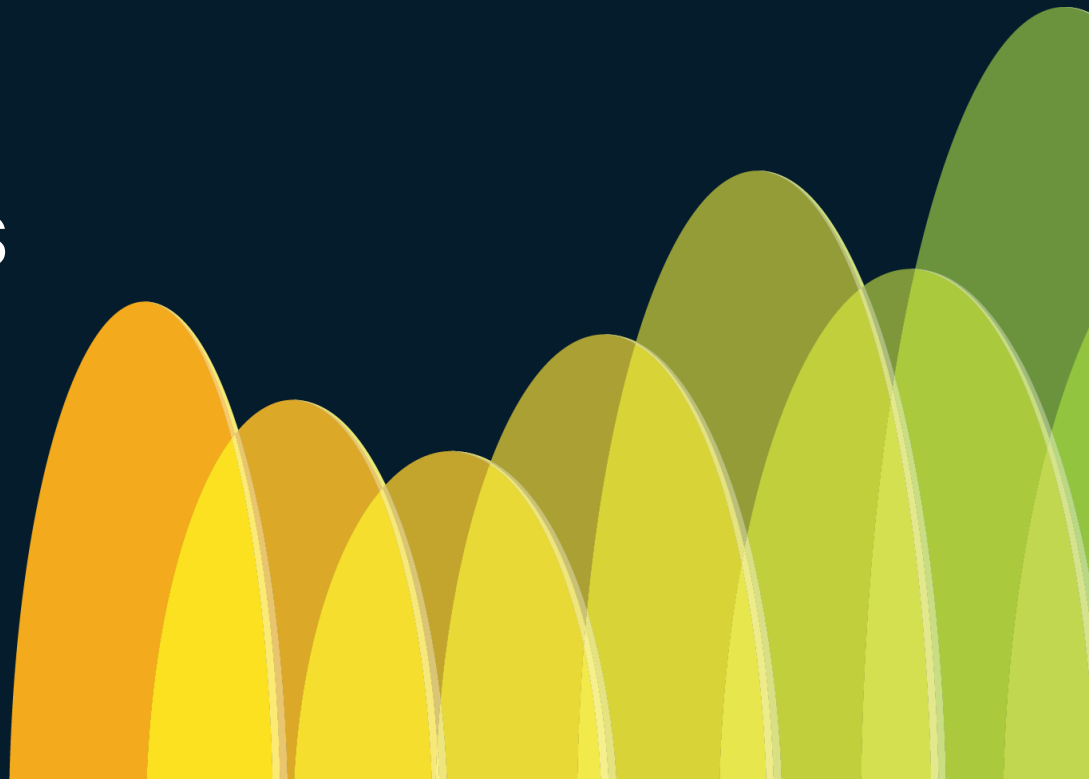
Webex App and Microsoft Teams customization



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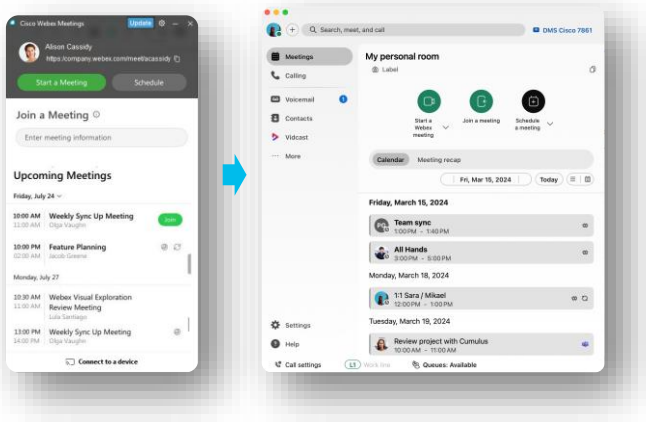
Webex Meetings + Calling customers

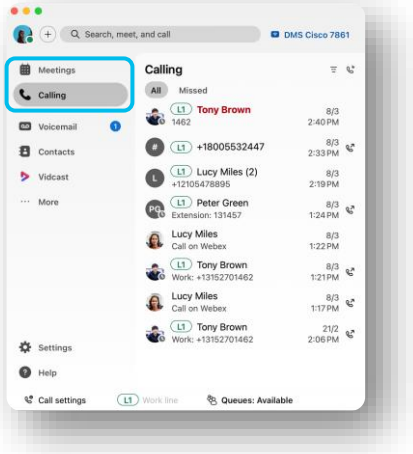
New Webex Suite Meeting Platform

With Webex Suite Meeting Platform, the Webex App is used for Webex Meetings.



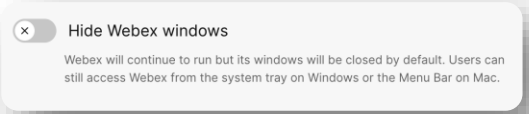
Webex App customization

The Webex App can be customized to show only the services needed



Keep the Webex App visible

Customers can keep keep the Webex App unhidden for easy access.



Meetings can also be scheduled from Outlook

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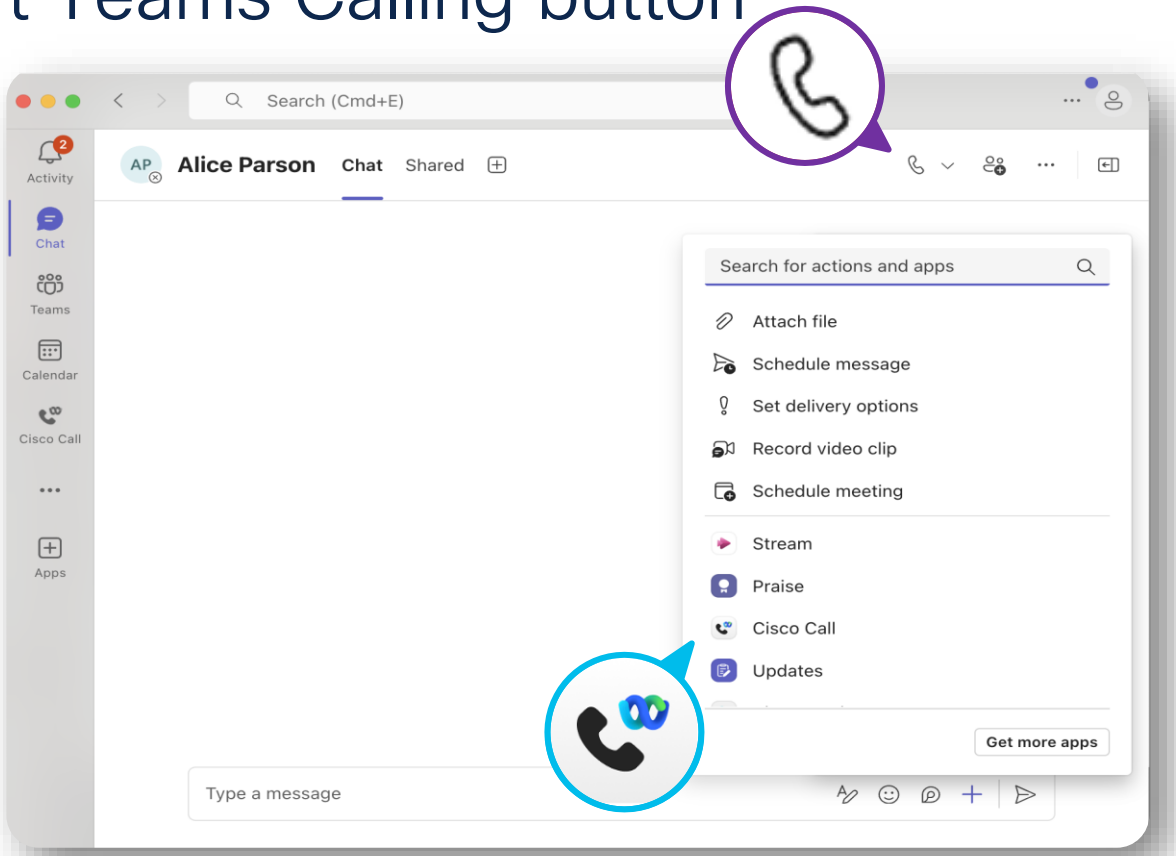
Hiding the Microsoft Teams Calling button

Finding MSFT Teams-to-Teams calling button and the Cisco Call button on a chat window could be confusing.

We will look at different scenarios to evaluate when to hide the MSFT Teams calling button.



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Calling scenarios

Ideally **Microsoft Teams-to-Teams Calling button should be disabled**

But depending on the customer scenario, we can customize Microsoft Teams calling policies to hide or show the Microsoft Teams-to-Teams calling button.

The following scenarios are considered:

Full Cisco Calling scenario

Only Cisco Call button is used

Hybrid scenario

Both Cisco Call and MSFT Teams-to-Teams calling buttons are used

Full Cisco Calling scenario

For customers who:

- Use **Cisco Call** for internal, external and PSTN calls
- Rarely use **MSFT Teams-to-Teams** calling to call external (Microsoft federated) users from a conversation

Hybrid scenario (suboptimal)

For customers who:

- Use **Cisco Call** for enhanced VoIP and PSTN calls
- Use **MSFT Teams-to-Teams** to call internal and external (Microsoft federated) users from a conversation

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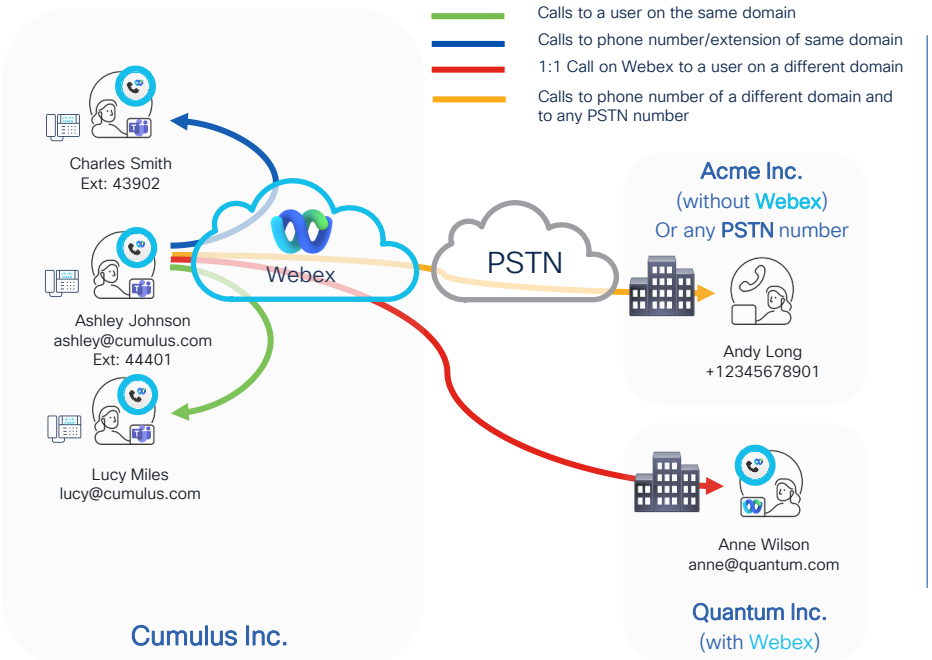
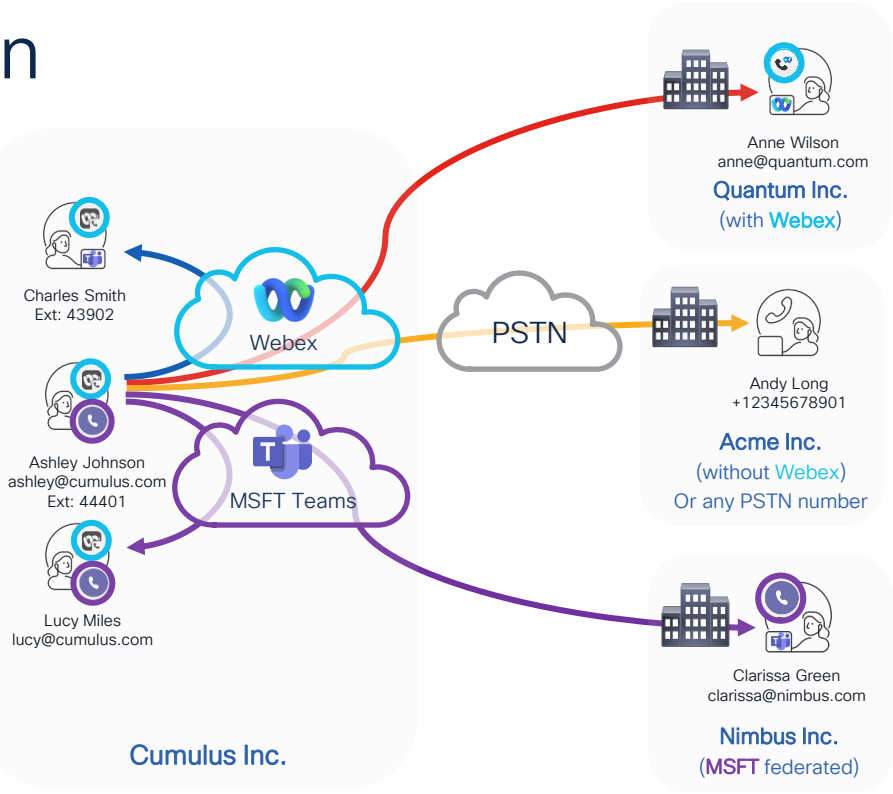
Scenarios for customization



Full Cisco Calling scenario



Hybrid scenario (suboptimal)

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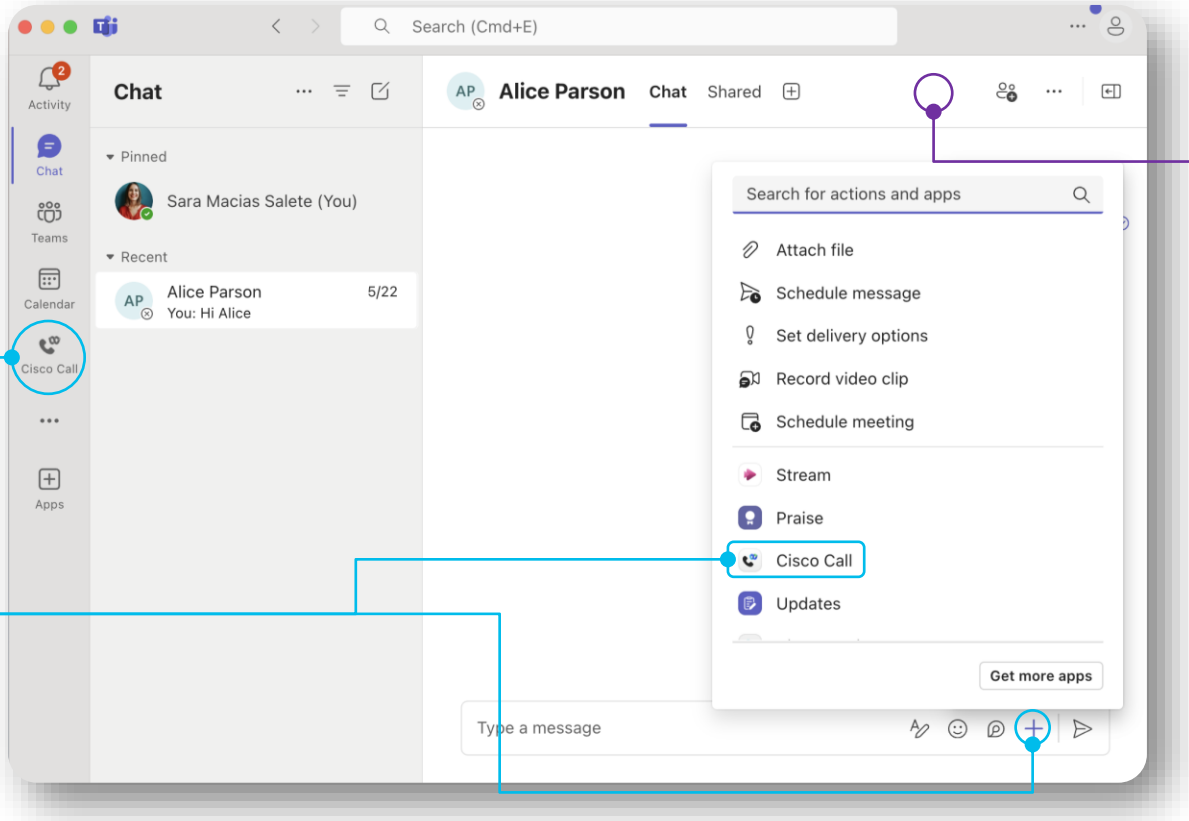
Recommendations for Full Webex scenario

Webex for internal, external and PSTN calls

Cisco Call button
available from the apps bar

Cisco Call
available from the messaging extension (clicking on the + button)



Teams-to-Teams calling button
disabled

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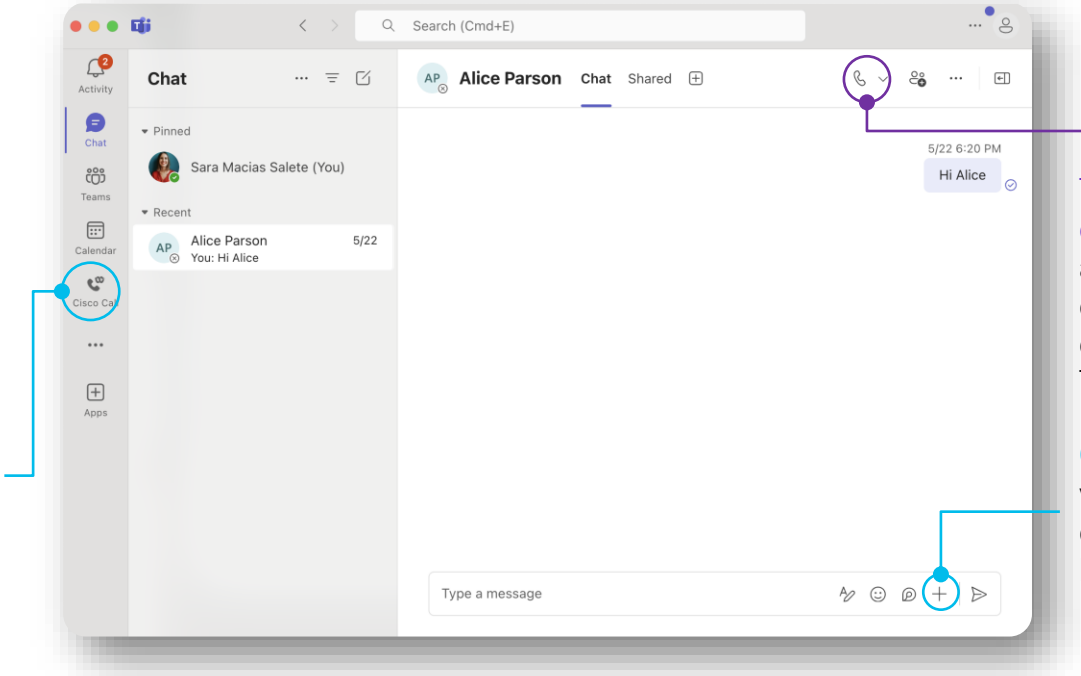
Recommendations for Hybrid scenario (suboptimal)

Webex for enhanced VoIP and PSTN and Teams-to-Teams for VoIP

Teams-to-Teams calls will be used for VoIP calls

Cisco Call will be used for PSTN Calling or any VoIP calls with enhanced capabilities

Cisco Call button available from the bar to make PSTN or internal calls with advanced capabilities



Teams-to-Teams calling button available from the chat when chatting with any Teams user

Cisco Call only visible when clicking on the + button*

*Cisco Call (and all the apps) is disabled by default on chats with external (federated) users

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Setup workflows – MSFT Teams Admin Center

For your reference

Full Cisco Calling scenario

1. Disallow Teams Calling
2. Pre-install Cisco Call app for all users

Hybrid scenario

1. Add Teams Calling app
2. Pre-install Cisco Call app for all users
3. Remove Teams Calling from the App bar
4. Disable Microsoft Teams Phone (optional)

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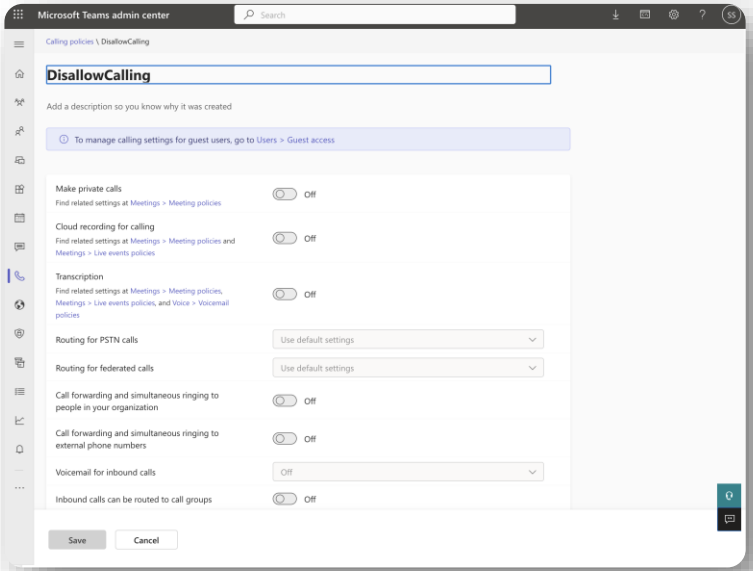
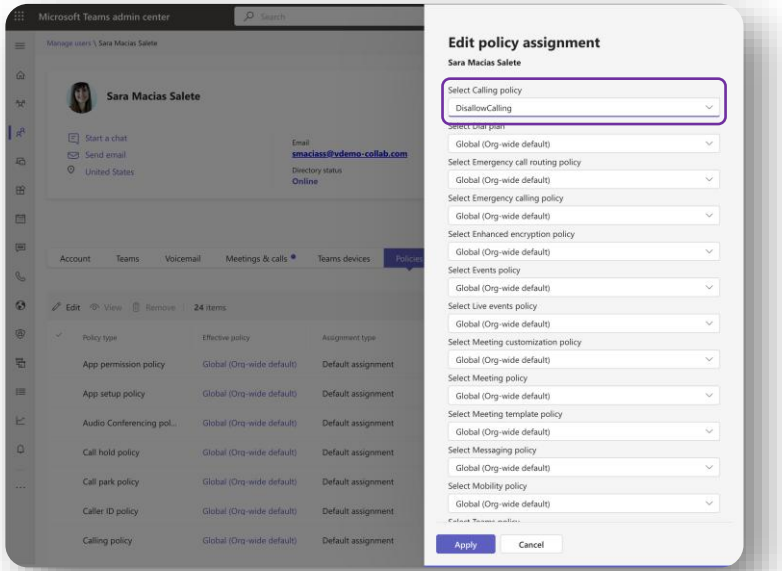
Disabling all Microsoft calling

Disabling MSFT Teams Phone (Call Control and PSTN) and Teams-to-Teams Calling

On the Calling policies for Voice, there is a policy named DisallowCalling, which disables Teams to Teams voice and video calling and Teams Calling



On **Manage users**, apply the Calling policy DisallowCalling to all users or to a subset of users



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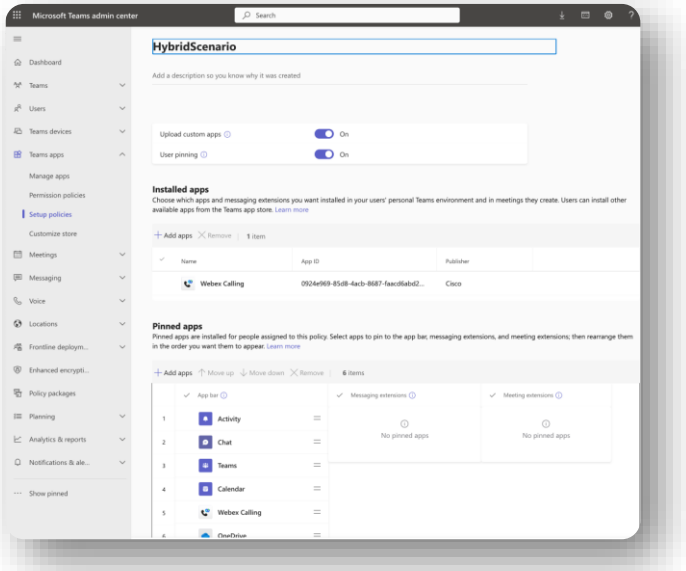
Configuration for Hybrid scenario

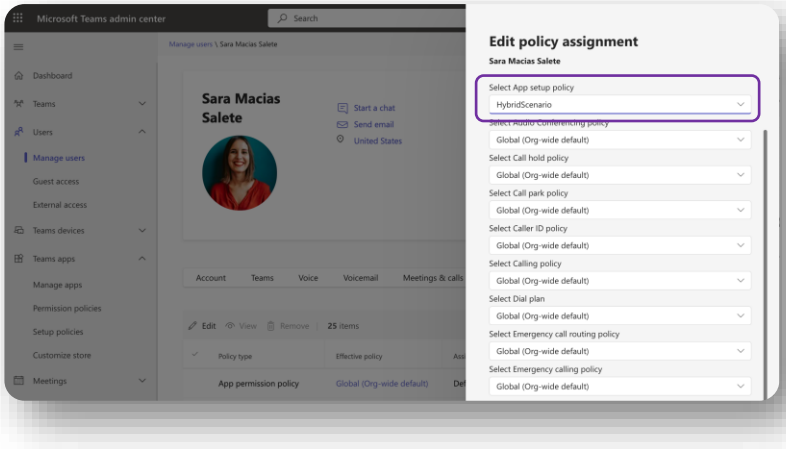
Creating a new App policy

For your reference

On the **App policies**, create a new policy called **HybridScenario.** Remove Teams Calling from the App bar.



On **Manage users**, apply the new App policy **HybridScenario** to all users or to a subset of users



Note: you can also remove “Webex Calling App” from the messaging extension, but today there will be no changes to the UI as it will still show when clicking on the + button from the chat

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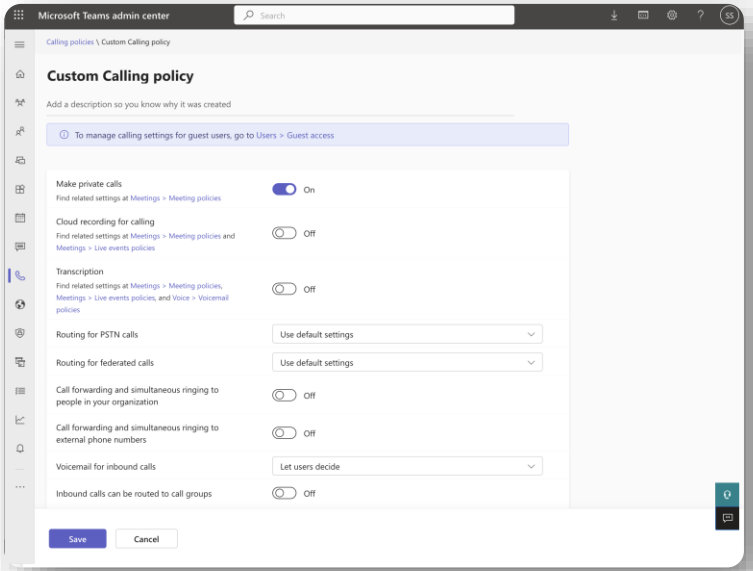
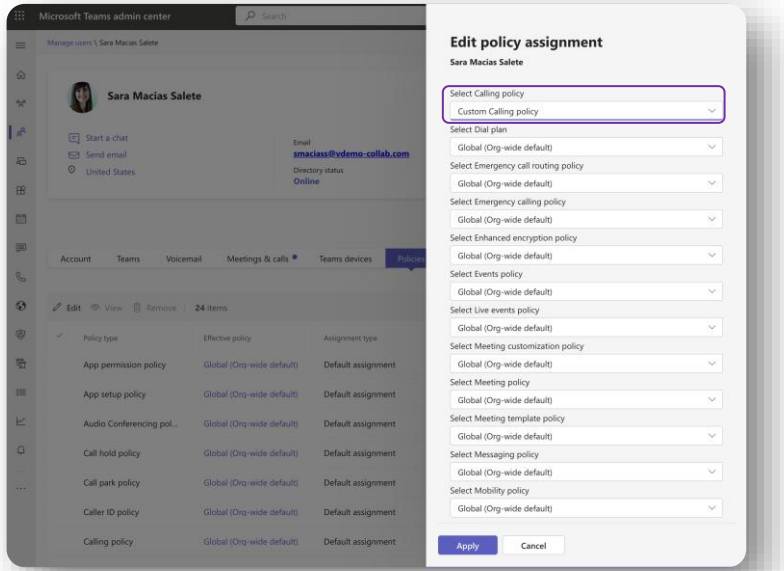
For your reference

Disabling Microsoft Teams Phone only

Create a customized Calling policy for Voice, disabling only some features for Teams Calling (Call Control features). Users will still be able to make private Teams to Teams calls



On **Manage users**, apply the new **Calling policy** to all users or to a subset of users



More info on Calling policies: https://docs.microsoft.com/en-us/microsoftteams/teams-calling-policy

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Agenda

- Introduction
- Using Cisco Phones and Peripherals with Microsoft Teams
- Direct Routing for Microsoft Teams Phone
- Cisco Call for Microsoft Teams
- Comparison matrixes
  - The added value of Webex Calling vs Teams-to-Teams Calling
  - All Calling Integrations comparison

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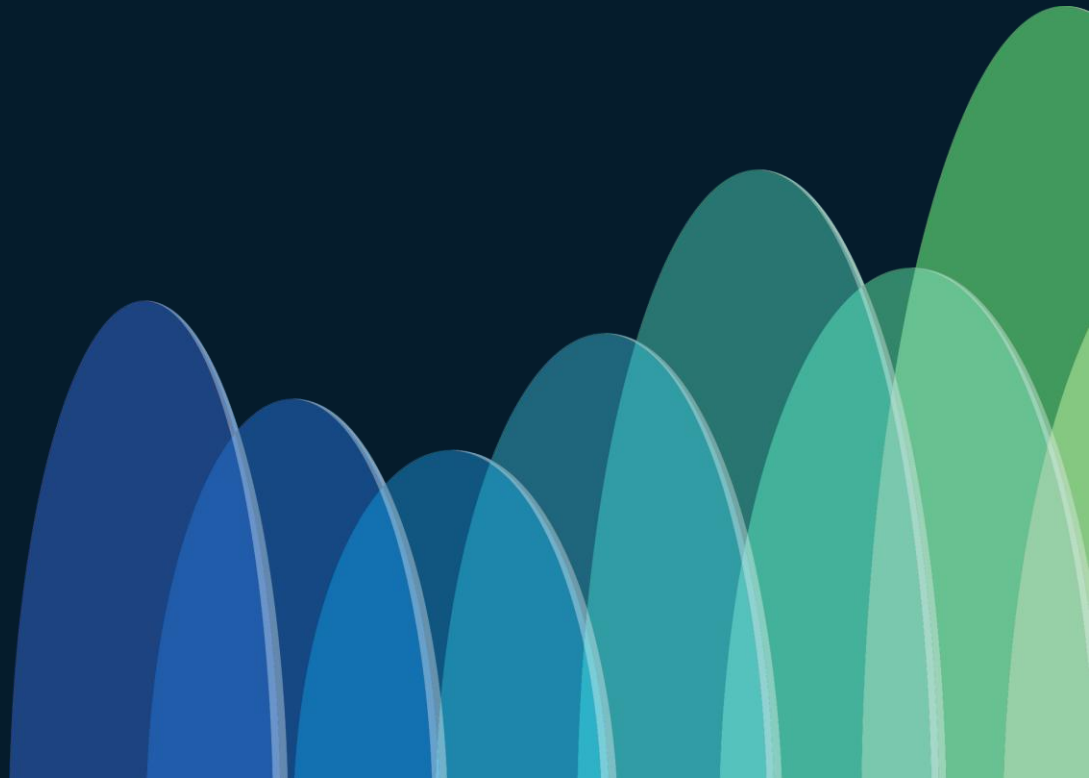
Comparison matrixes



Cisco Call for Microsoft Teams

The added value vs Teams-to-Teams Calling

	Cisco Call for Microsoft Teams	MSFT Teams-to-Teams Calling
Call internal users (VoIP)	✔	✔
Call external users (VoIP)	✔	✔
Call to/from PSTN	✔	✘
Survivability	✔	✘
IP Phones	✔	✘
Multi line	✔	✘
Queues/Hunt Groups	✔	✘
Watchlist (Webex Calling)	✔	✘
Mid call controls	✔	Limited
Intelligent Call Routing	✔	✘
Smart Audio	✔	✘
AI codec	✔	✘

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All integrations Comparison Matrix

	Microsoft SIP Gateway	MS Direct Routing with CUBE	Interworking between UCM/Webex Calling and MS Teams Phone	Cisco Call for MS Teams
Calling platform	MS Teams Phone	MS Teams Phone	Cisco UCM/Webex Calling + MS Teams Phone	Webex Calling, CUCM
Cisco licensing	None	CUBE	Calling licenses + CUBE	Calling licenses
Microsoft licensing	Teams + Calling or Teams + E5 (if Teams not included)	Teams + Calling or Teams + E5 (if Teams not included)	Teams + Calling or Teams + E5 (if Teams not included)	Min E1 or Teams licensing
Who is this solution intended for?	Customers who want/have MS Teams Phone and Cisco phones	Customers who want/have MS Teams Phone and need an SBC for PSTN access	Customers who want/have both Cisco UCM/Webex Calling and MS Teams Phone	Customers who want/have Cisco Calling while using MS Teams for messaging
Challenges	Associated costs to convert Cisco Phones to MPP	No access to Cisco Calling platform advantages	Limitations apply, more complex deployment and higher cost	User will have two apps installed, although they will only see MS Teams

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Frequently Asked Questions

For your reference

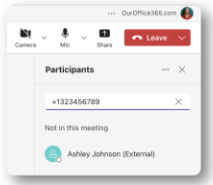
Including some extra slides with FAQs for your reference

Q: With Cisco Call for Microsoft Teams, can I add to a Microsoft Teams Meeting a user that is on Webex but not on Microsoft Teams?

A: No. Call Controls are independent

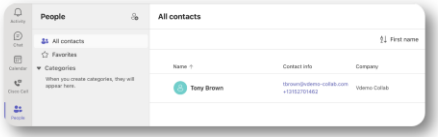
Options:

- Add user with PSTN number → Call back or Microsoft Teams Phone needed
- Deploy interworking between Cisco Call control and Microsoft Teams Phone (Microsoft Teams Calling license and SBC required)



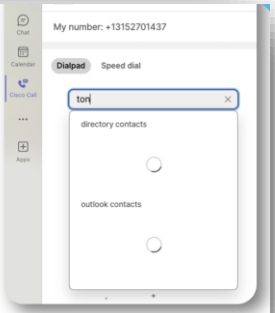
Q: Can I use these integrations to make a call from my People tab on Microsoft Teams or Outlook?

A: User must click on the phone number. The call will follow the protocol handler *tel:*, which can be configured locally to use the Webex App to make the call



Q: I have an on-prem Active Directory with LDAP. Can I search users in my directory on Cisco Call for Microsoft Teams?

A: User search for Cisco Call for Microsoft Teams works with Entra ID only



Q: If I cannot login to Microsoft Teams, can I still make calls?

A: If using Cisco Call for Microsoft Teams, users can still make calls using the Webex App

Q: What if I lose internet connection?

A: Survivability can be deployed for Webex Calling or CUCM

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Frequently Asked Questions

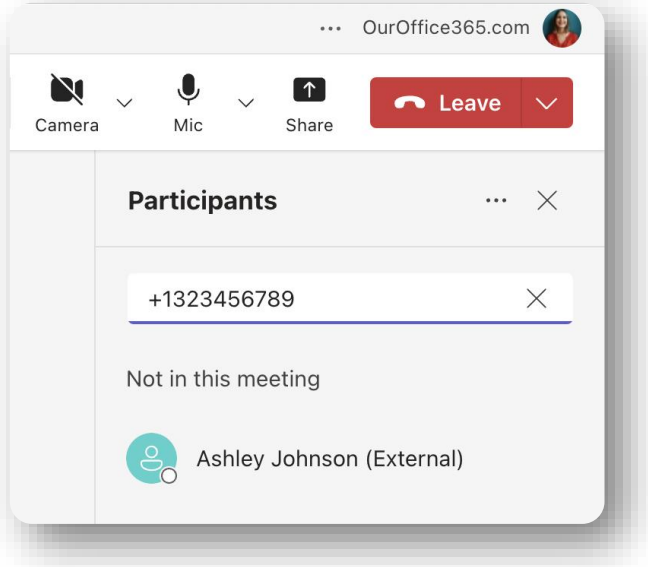
For your reference

Q: With Cisco Call for Microsoft Teams, can I add to a Microsoft Teams Meeting a user that is on Webex but not on Microsoft Teams?

A: No. Call Controls are independent

Options:

- Add user with PSTN number → Call back or Microsoft Teams Phone needed
- Deploy interworking between Cisco Call control and Microsoft Teams Phone (Microsoft Teams Calling license and SBC required)



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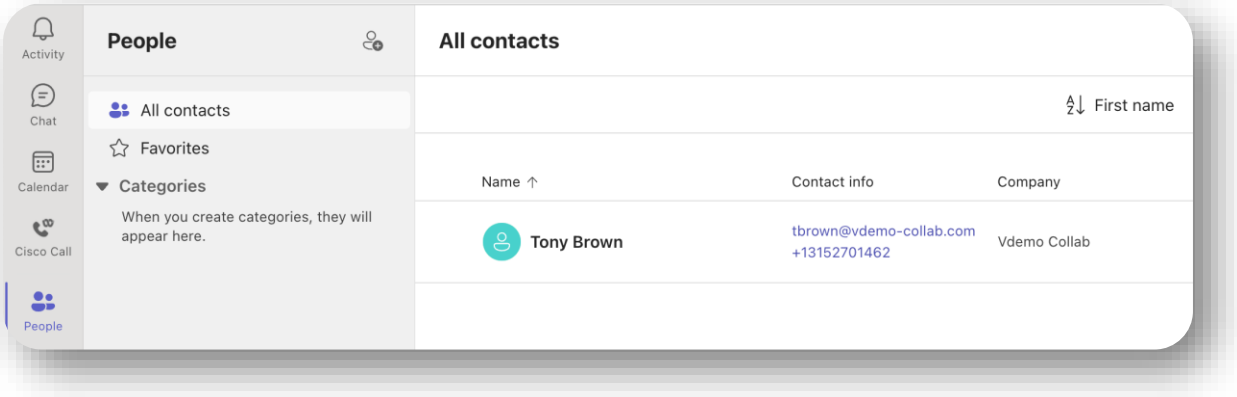
For your reference

Frequently Asked Questions

Q: Can I use these integrations to make a call from my People tab on Microsoft Teams or Outlook?

A: User must click on the phone number. The call will follow the protocol handler ***tel:***, which can be configured locally to use the Webex App to make the call



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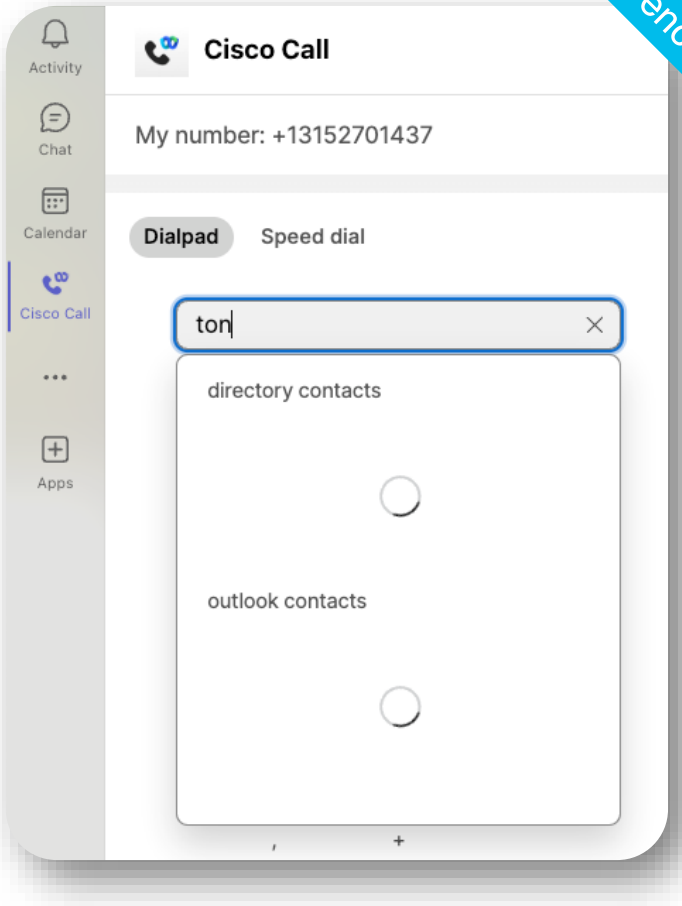
Frequently Asked Questions

Q: I have an on-prem Active Directory with LDAP. Can I search users in my directory on Cisco Call for Microsoft Teams?

A: User search for Cisco Call for Microsoft Teams works with Entra ID only



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Frequently Asked Questions

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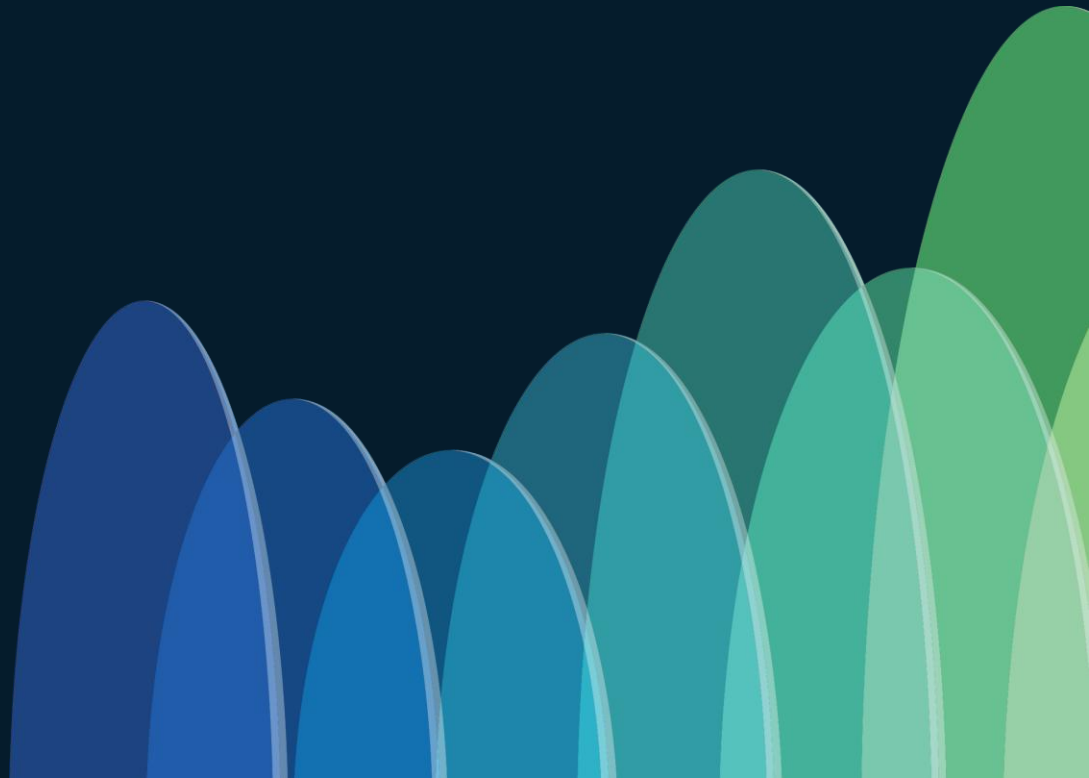
Closing



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Related sessions

- **LTRCOL-2492** – Implementing Cisco Calling Interoperability with Microsoft Teams
- **BRKCOL-2184** – Webex Video Interoperability with Microsoft Teams – UPDATES and ROADMAP session!
- **BRKCOL-2185** – Cisco Video Devices for Microsoft Teams – Zero to Fully Deployed made easy! (Live demo!)
- **BRKCOL-2314** – CUBE v14 Updates
- **BRKCOL-2697** – How Cisco Devices can Make your Microsoft and Zoom Meetings Better

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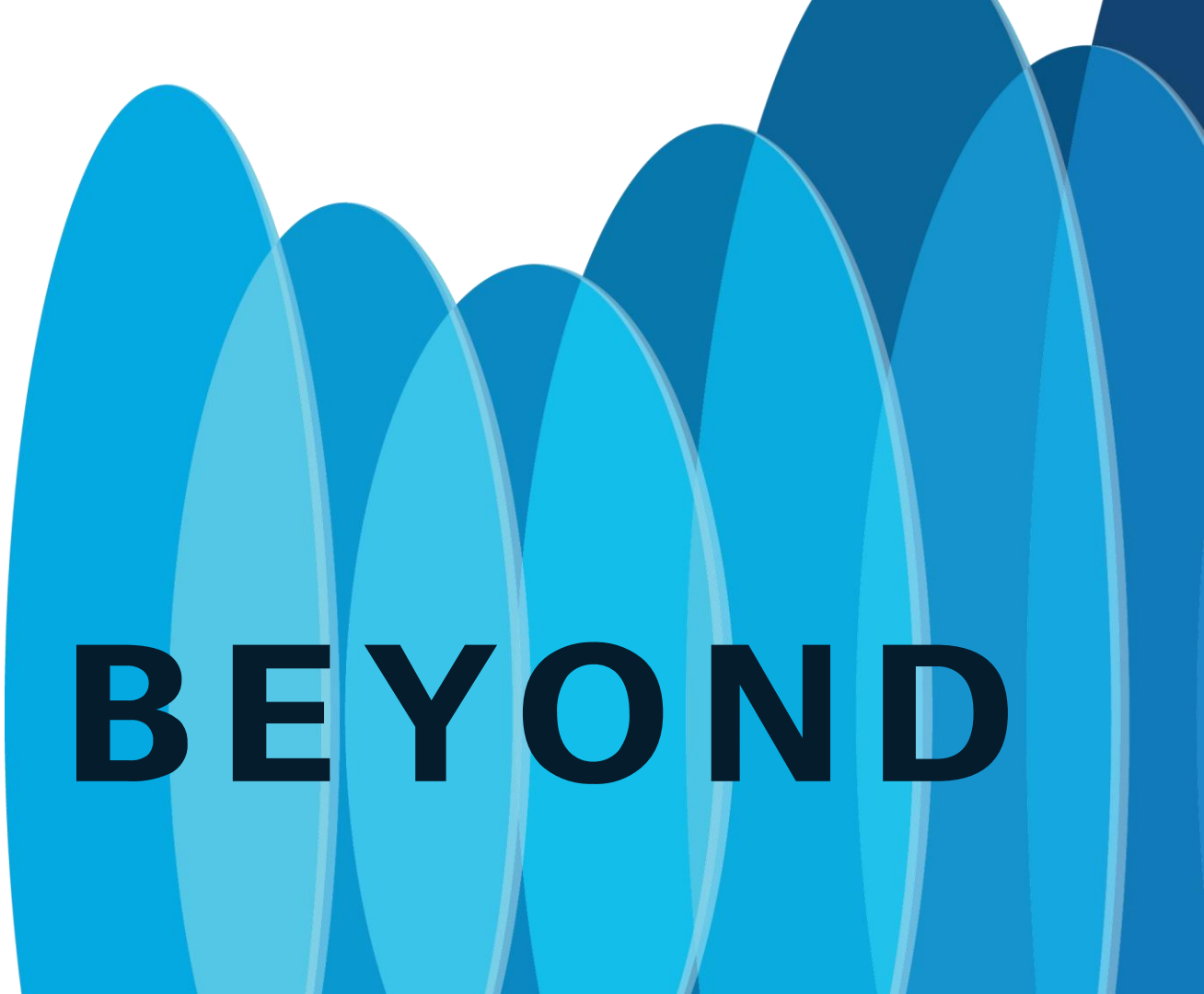
Thank you

cisco Live!



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