



Deploying the Webex App to your Organization

Shane Long - Technical Marketing Engineer
BRKCOL-2198

CISCO *Live!*



Webex App

Questions?

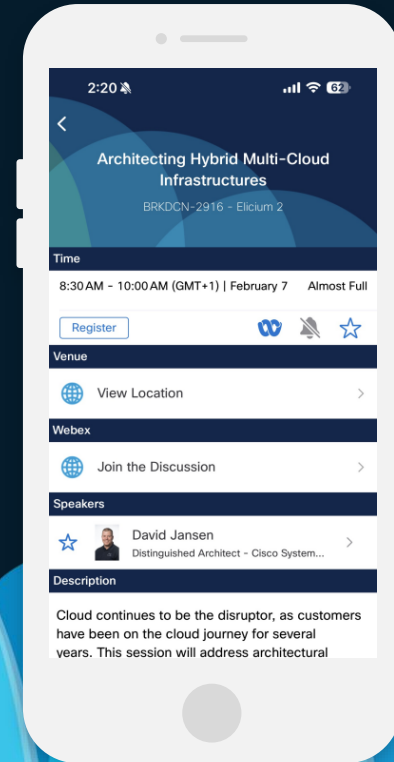
Use the Webex app to chat with the speaker after the session

How

- 1 Find this session in the Cisco Events 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

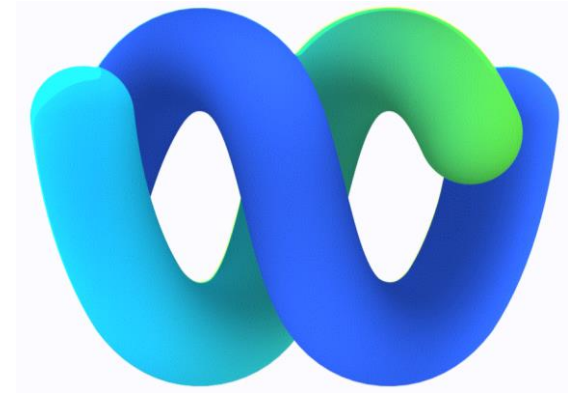
Webex spaces will be moderated by the speaker until February 28, 2025.

CISCO *Live!*



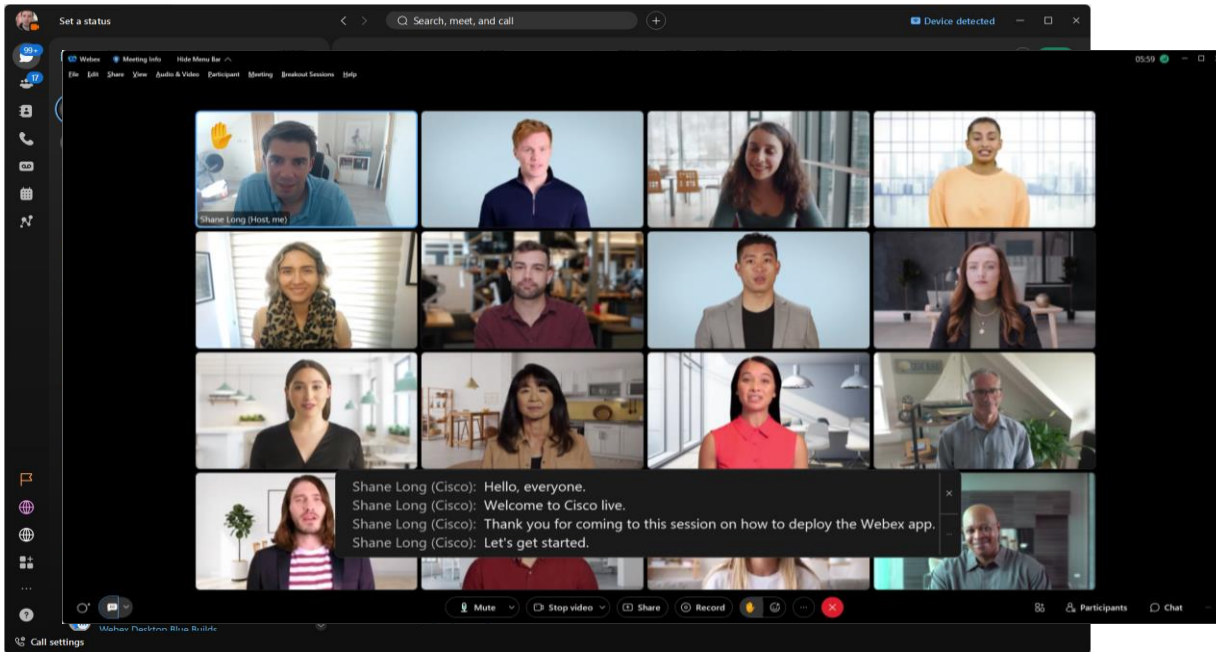
Agenda

- Introduction
- Webex Organization Setup
- Calling (Unified CM Focus)
- App Deployment
- Cisco AI Assistant



The Webex App

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



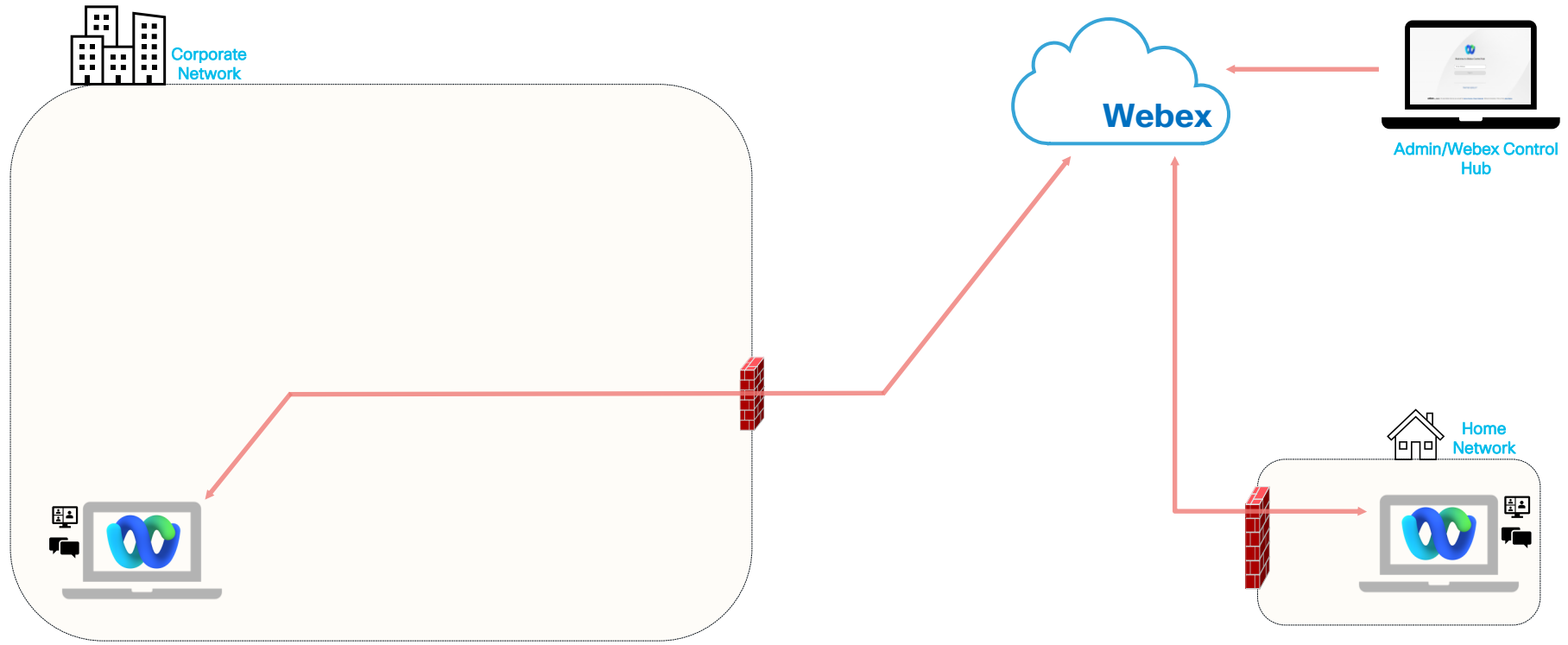
Full Webex meetings experience
Webex meetings platform evolution

Enterprise Grade Calling
Unified CM
Webex Calling

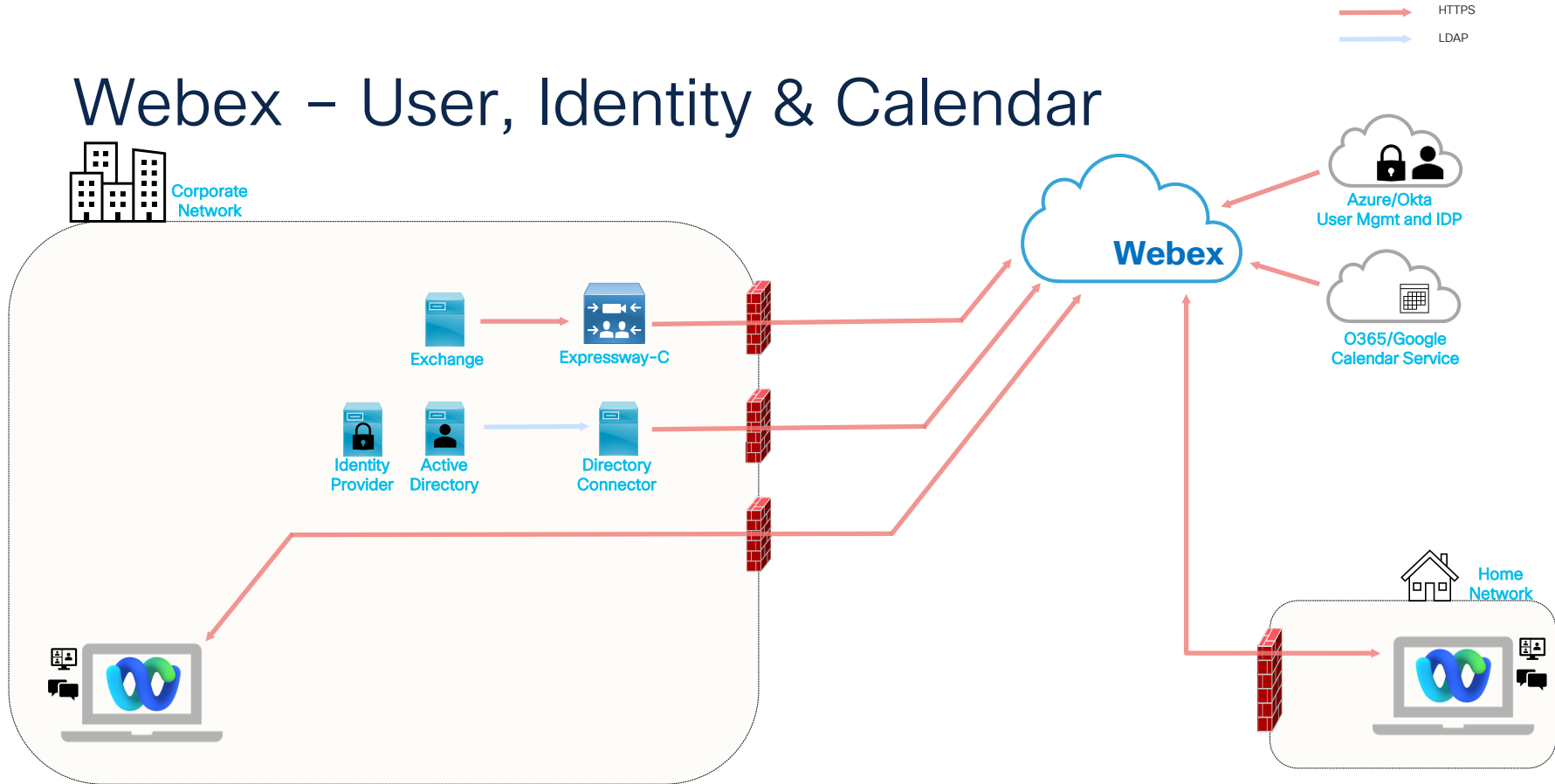
Modern messaging capabilities
Powerful 1:1 and 1:many messaging
and sharing capabilities

Customizable app experience
Enable the features and services that
you need

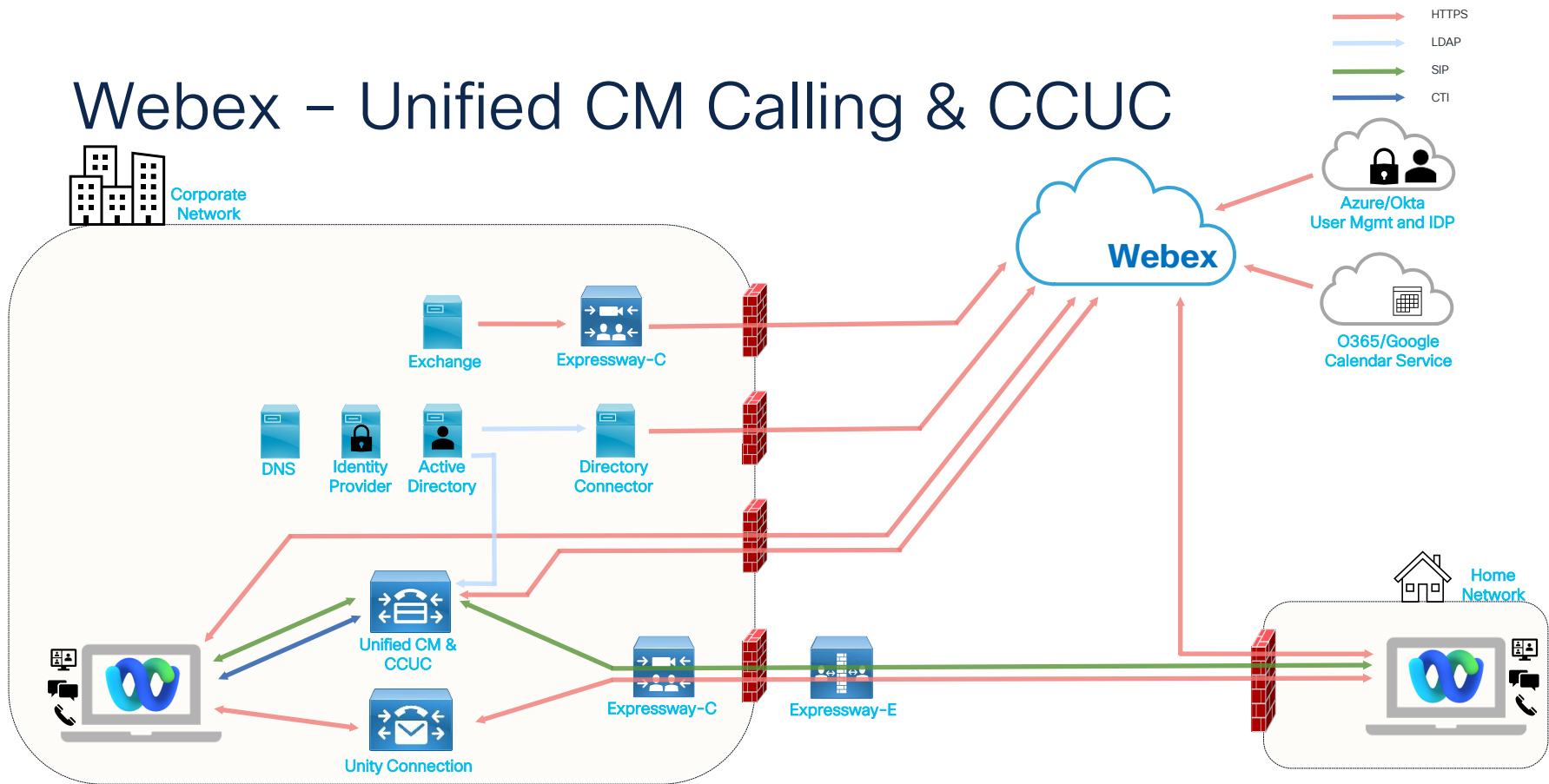
Webex – Architecture



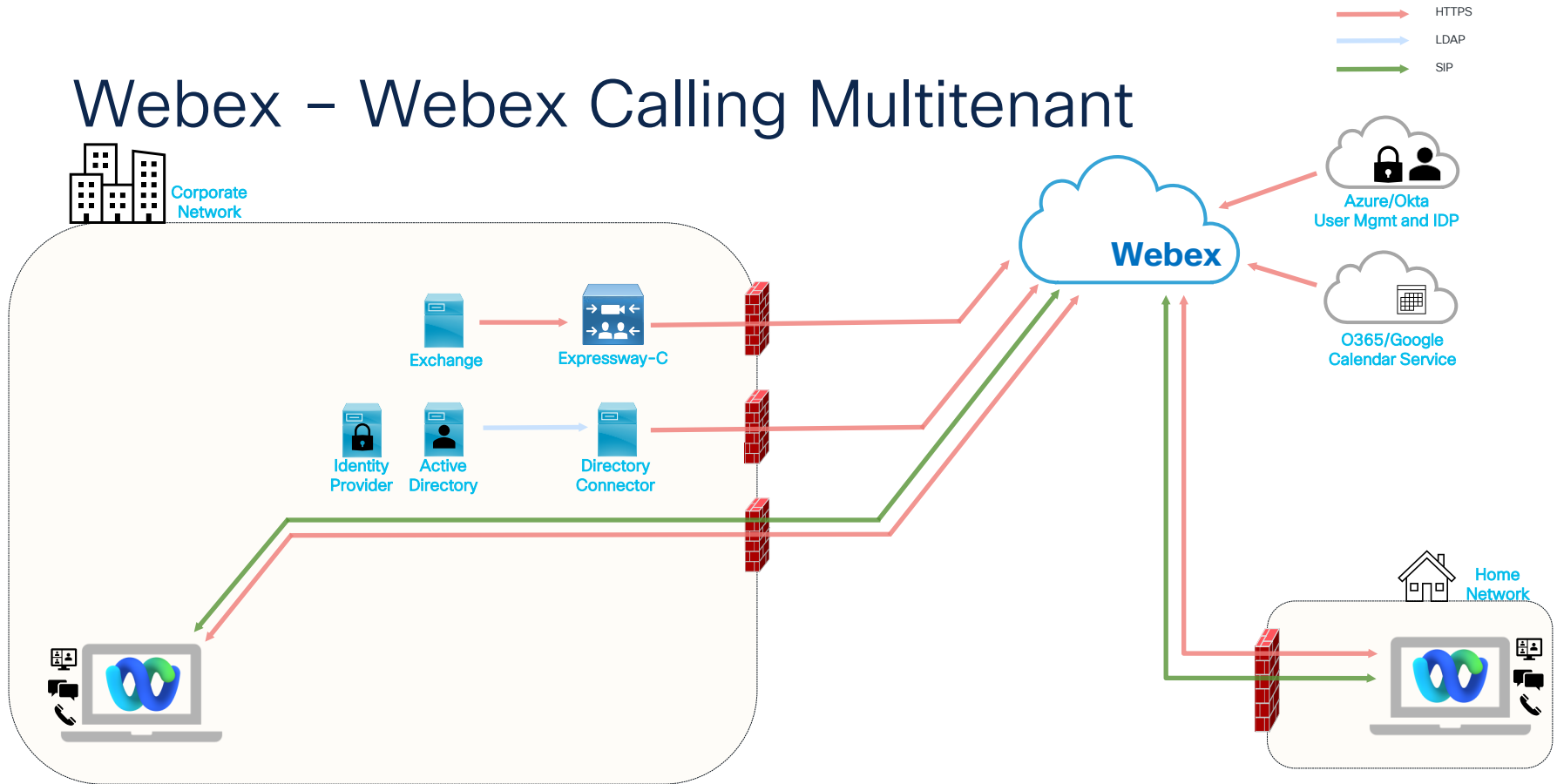
Webex – User, Identity & Calendar



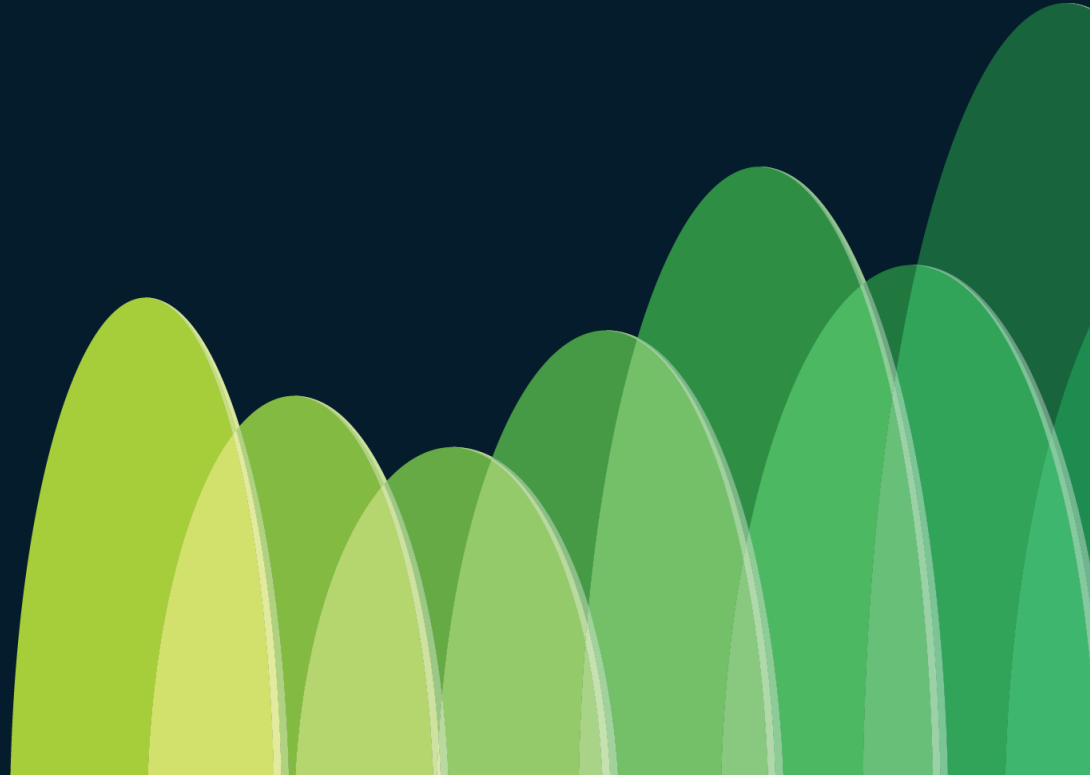
Webex – Unified CM Calling & CCUC



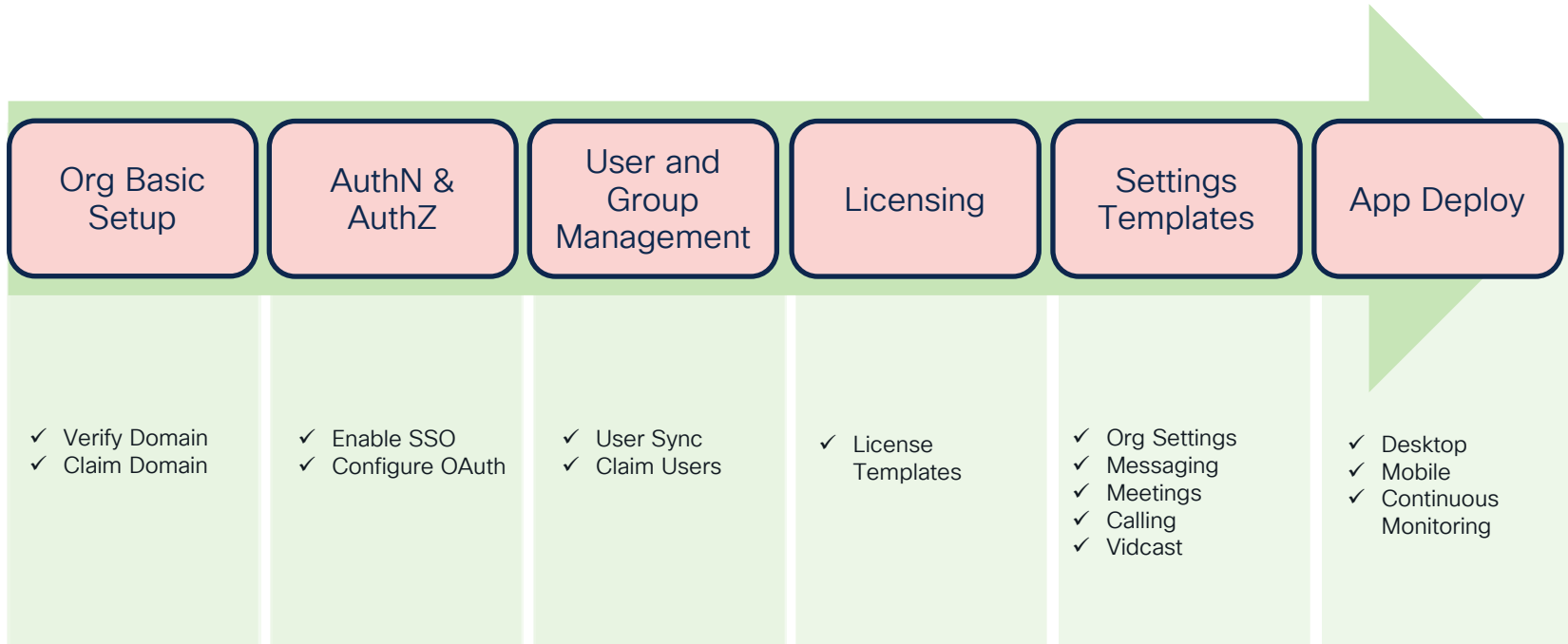
Webex – Webex Calling Multitenant



Webex Org and User Identity



Webex Organization Checklist



Authentication

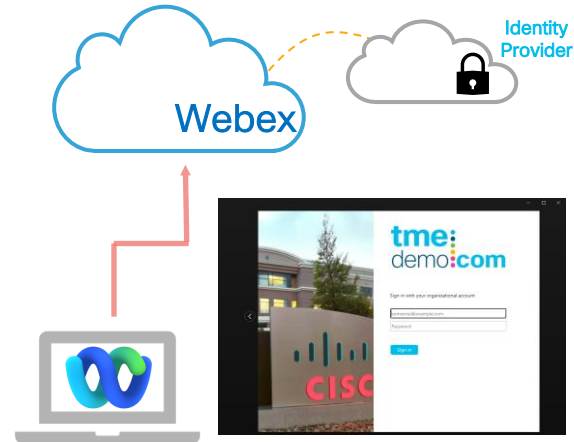
Basic Authentication

- Email & Webex password
- Duo Integration



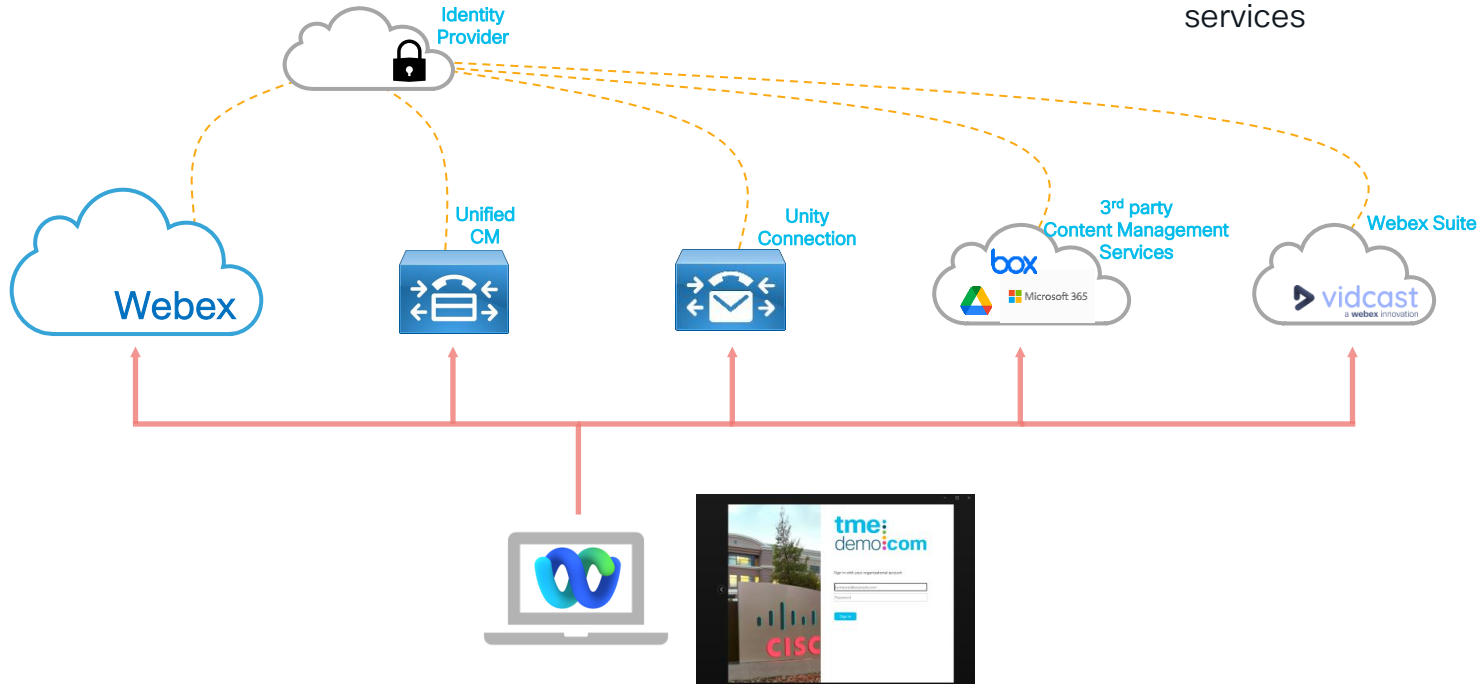
Single Sign On

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



Single Sign On

- SSO allows for a single user authentication, granting access to multiple platforms & services



Authorization (OAuth)

Client type	Client access	Auto extend refresh token	Refresh token TTL	Max. num of refresh tokens	Access token TTL
iOS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1440 hour(s)	100 token(s)	1080 minute(s)
Android	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1440 hour(s)	100 token(s)	1080 minute(s)
Windows	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1440 hour(s)	100 token(s)	1080 minute(s)
MAC	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1440 hour(s)	100 token(s)	1080 minute(s)
Web Client	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1440 hour(s)	100 token(s)	1080 minute(s)

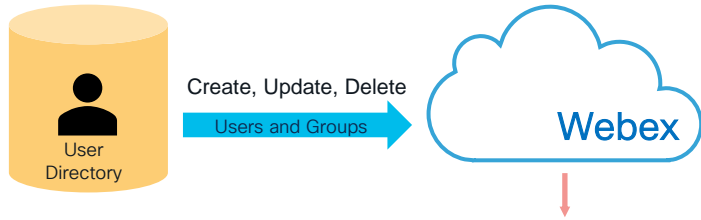
- The Control Hub Admin can define the OAuth settings for the Webex App
 - The **Refresh Token TTL** defines the duration a user can use the app on a device without having to reauthenticate
 - Webex App can **auto extend** its Refresh token each login (achieving a perpetual Refresh token)
- Admin can use this tool to **BLOCK** users from signing into their company managed Webex App on a specific OS

Authorization (OAuth)

Client type	Client access	Auto extend refresh token	Refresh token TTL	Max. num of refresh tokens	Access token TTL
IOS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1440 hour(s)	100 token(s)	1080 minute(s)
Android	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1440 hour(s)	100 token(s)	1080 minute(s)
Windows	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1440 hour(s)	100 token(s)	1080 minute(s)
MAC	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1440 hour(s)	100 token(s)	1080 minute(s)
Web Client	<input type="checkbox"/>	<input checked="" type="checkbox"/>	1440 hour(s)	100 token(s)	1080 minute(s)

- The Control Hub Admin can define the OAuth settings for the Webex App
 - The Refresh Token TTL defines the duration a user can use the app on a device without having to reauthenticate
 - Webex App can auto extend its Refresh token each login (achieving a perpetual Refresh token)
- Admin can use this tool to **BLOCK** users from signing into their company managed Webex App on a specific OS
- **EXAMPLE:** *“I don’t want my users to have access to the Webex Web App”*

Webex User Provisioning



The screenshot shows the 'webex Control Hub' interface. The left sidebar has a 'Users' section highlighted. The main content area shows a 'Users' page with a search bar and a list of users. The interface includes various navigation options like Overview, Alerts center, Webex Experience, Analytics, Troubleshooting, Reports, Workspaces, Devices, Apps, Account, and Organization Settings.

TIP

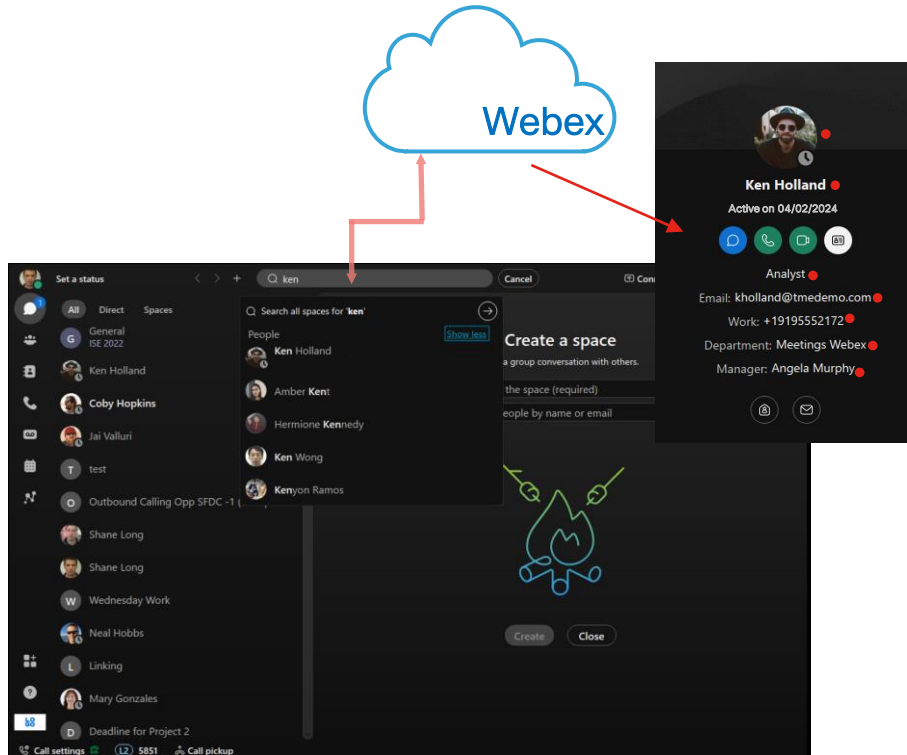
Directory Connector (Active Directory) and Azure AD Wizard are the most powerful methods for Webex user management

If you use Directory Connector (AD), it acts as a single source of truth meaning users cannot be added or removed from Control Hub manually, via csv or API.

Azure AD Wizard allows user sync from Azure/Entra ID, but also allows the admin add/remove users manually, via csv or API

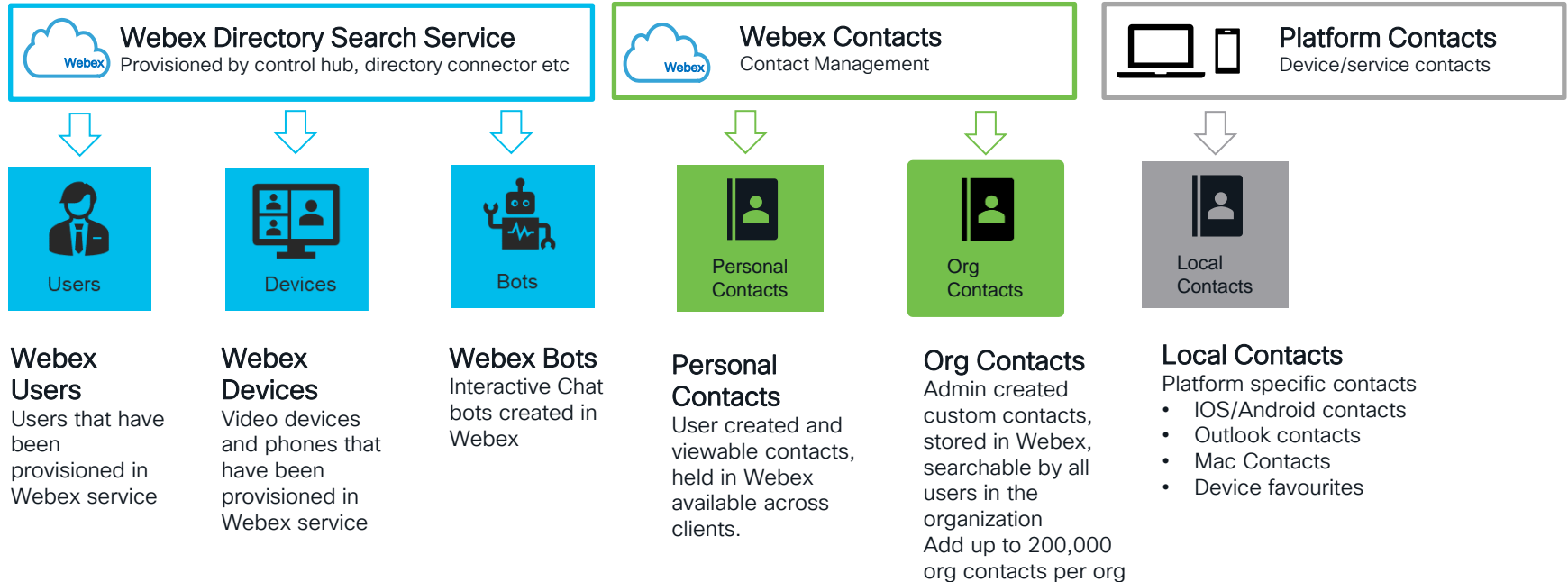
Webex Attributes	Details
avatar	Image sourced from a resource server or directory binary data
buildingName	
c	
departmentNumber	
displayName	How user name is displayed in Webex
ds-pwp-account-disabled	
employeeNumber	
employeeType	
externalID	Used to specify a users Azure ID
facsimileTelephoneNumber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

Webex User Search/Resolution

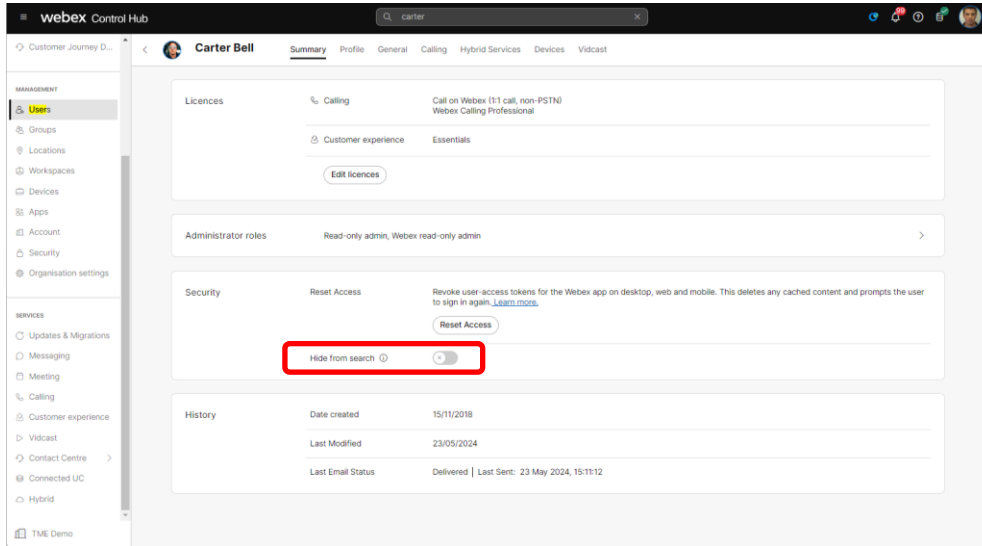


- Webex App will perform directory queries against the Webex Directory Search Service
 - User search
 - User Resolution
 - Phone Number Resolution
 - Avatar Display
- Ensure all necessary user attributes are synced to Webex via user provisioning process

Webex App Contact Search

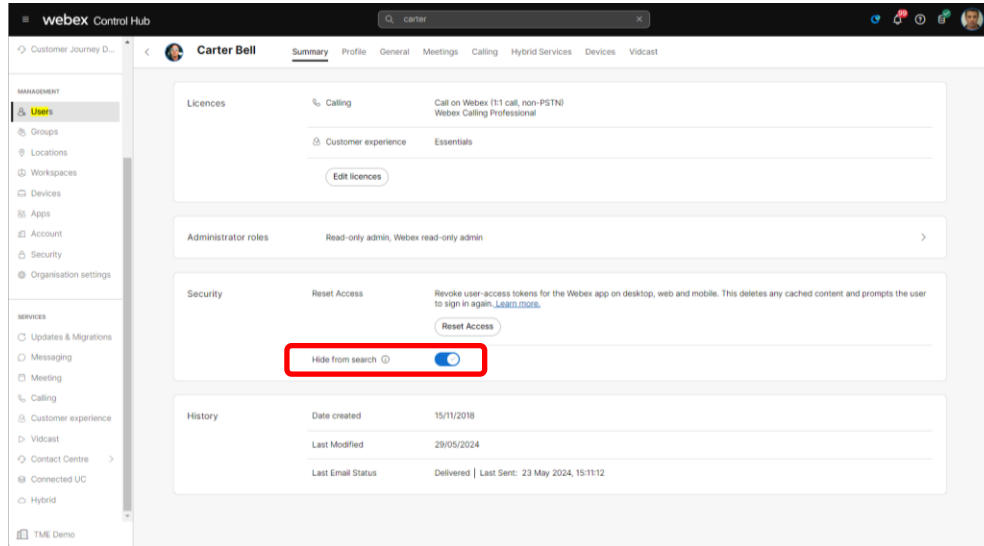


Hide from Webex App Search



- When enabled, the user and their registered devices cannot be searched from the Webex App
- This setting also hides users and devices from search results on Video endpoints
- This does NOT make a user uncontactable – you can still call or message the user if you know their details

Hide from Webex App Search

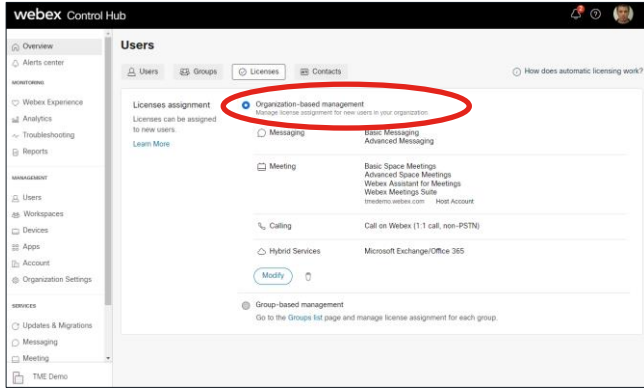


- **EXAMPLE:** *Carter Bell is the CEO. He does not want employees to be able to search for him in Webex / Video device*

Webex User Account Management Solutions

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

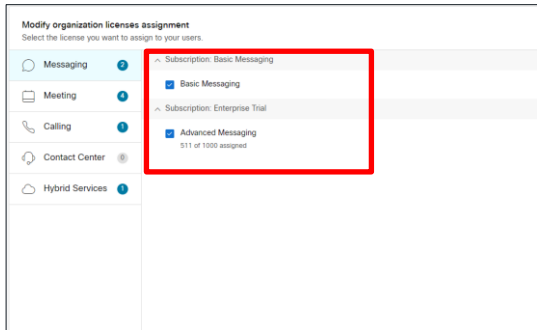
License Template



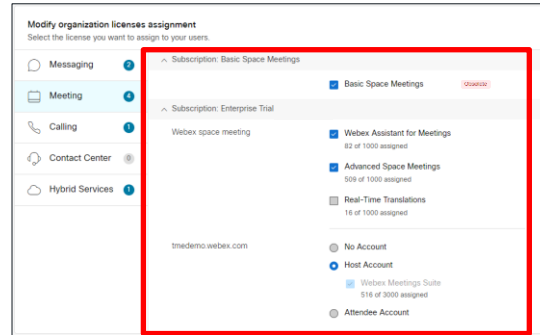
License Templates allow for configuring of a common licensing model per

- Organization
- Group
- User

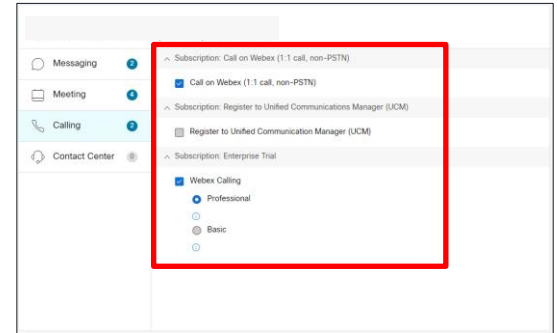
MESSAGING



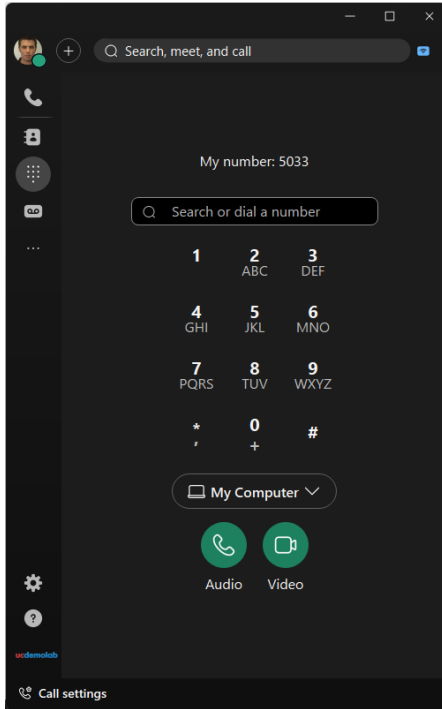
MEETINGS



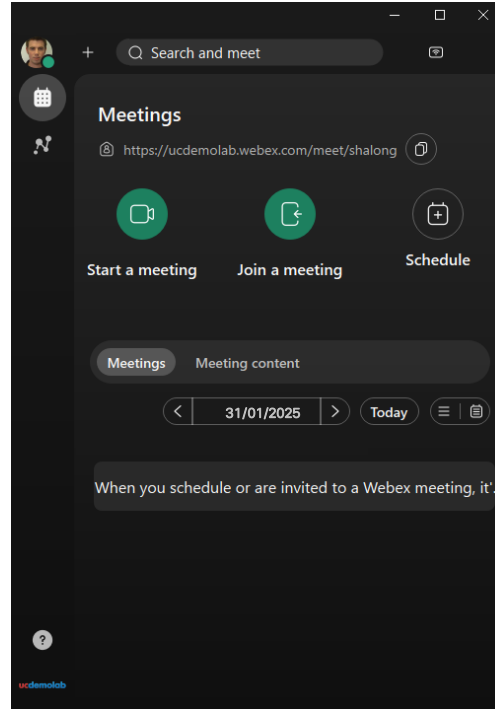
CALLING



Service Entitlement



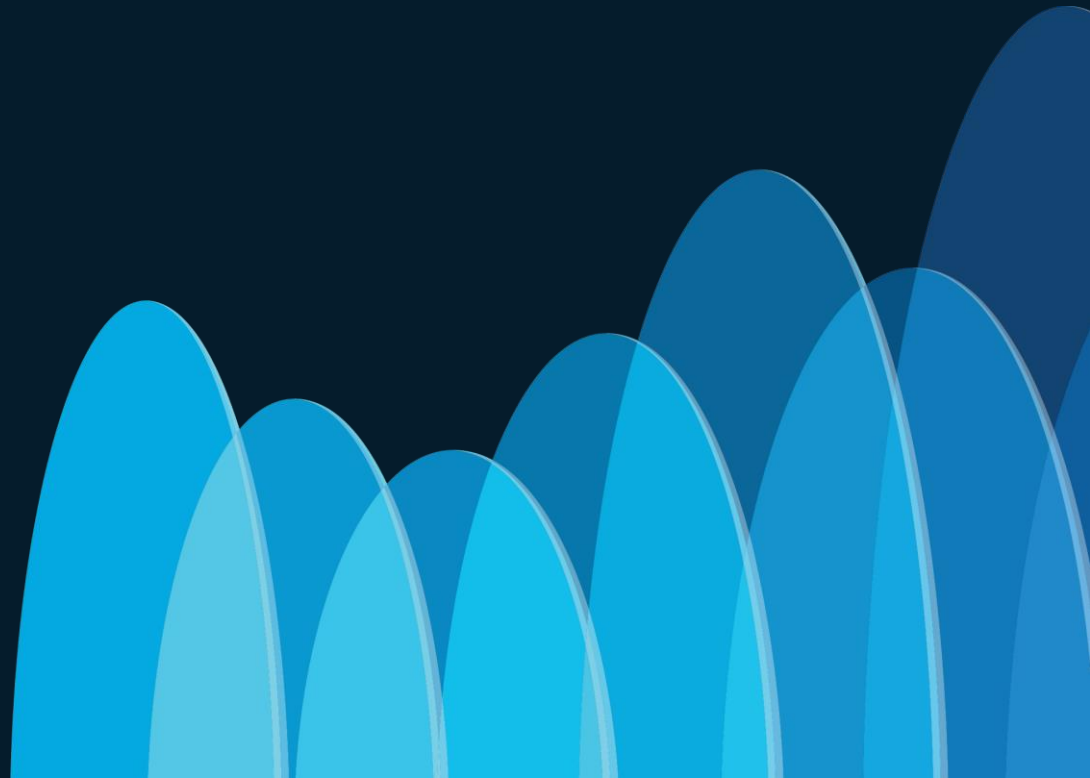
Calling Only Mode



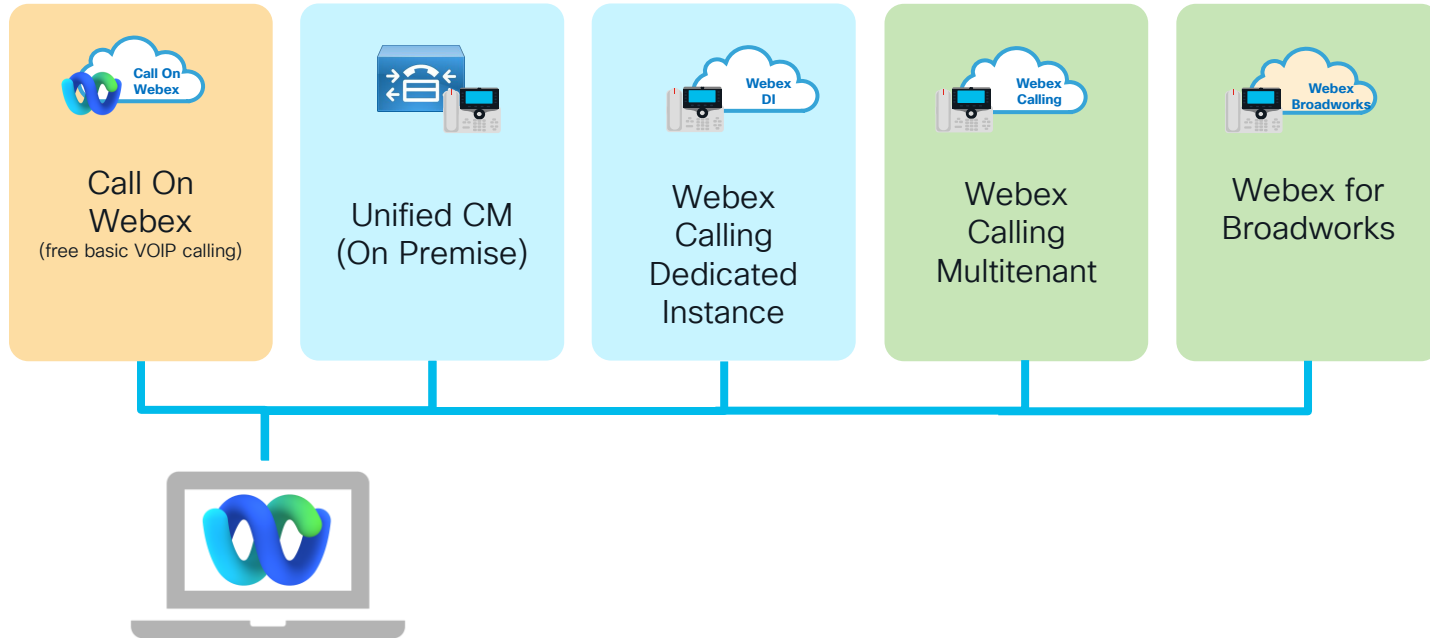
Meetings Only Mode

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

Calling



Webex App Calling



Webex provides flexible calling deployment models to meet your organizations needs

Webex App Calling

Modify licence assignment

Modify organisation licences assignment

Select the licence you want to assign to your users.

- Messaging
- Meeting
- Calling**
- Hybrid Services

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

- Webex Calling
 - Professional

Apply scope

- Future users
- Existing users

Cancel Save

Calling experience is defined via user licensing

Call on Webex

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

Register to Unified Communication Manager

- Unified CM on-premise
- Webex Calling Dedicated Instance

Webex Calling

- Webex Calling Multitenant

Webex for Broadworks is managed by your Service Provider

Webex Calling Multitenant

Recommended Sessions to attend/stream

BRKCOL-2787 Planning and Designing Successful Cloud Calling Deployments with Webex Calling (**TOMORROW at 11.15am**)

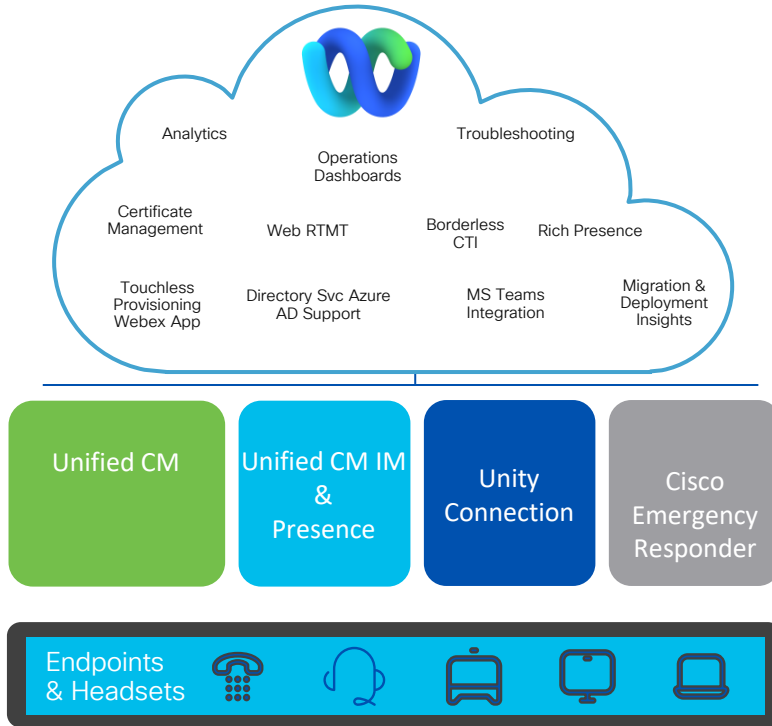
BRKCOL-2698 Webex Calling Multi-Tenant Architecture

BRKCOL-2094 Webex Edge Connect Design and Deployment for Webex Meetings, Calling and Dedicated Instance

BRKCOL-2481 Successful Migrations from Unified CM to Webex Calling

BRKCOL-2065 Webex Calling - How Do I Begin?

Cloud-Connected UC (CCUC)



Provisioning

- User Provisioning
- Unified CM Device Provisioning
- Cert Management
- Analytics

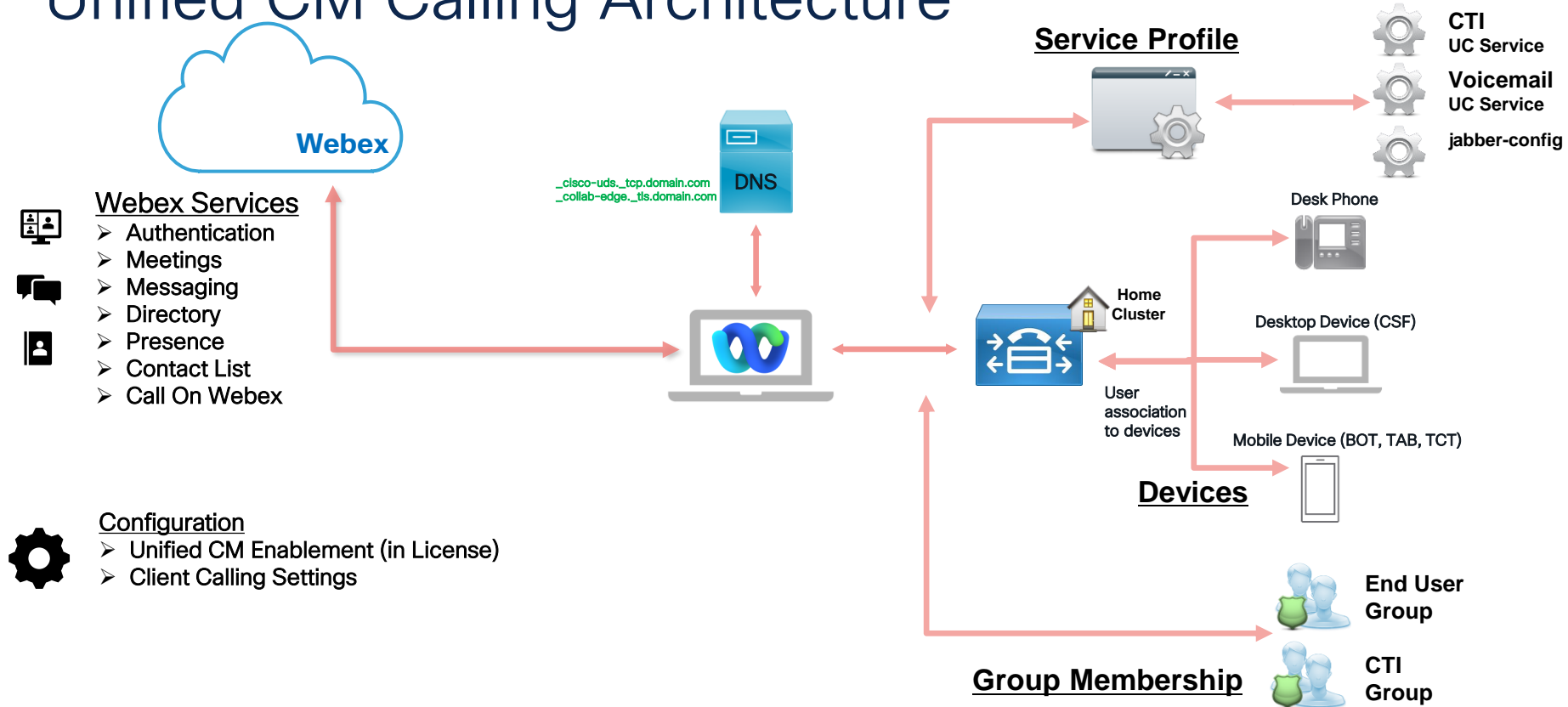
Calling Features

- Phone Presence for Webex App
- Borderless CTI
- Common Call History

Microsoft Teams Integration

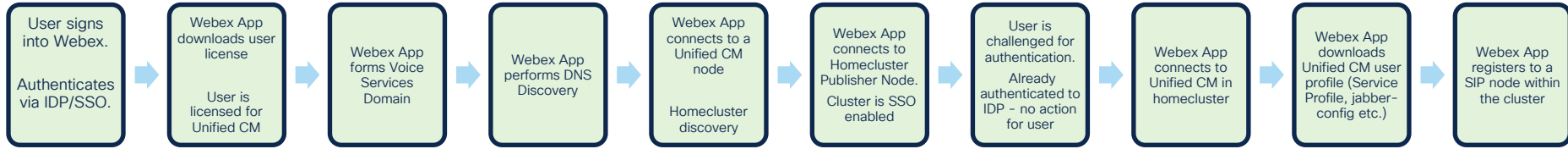
- Call History
- Voicemail (Unity Connection)
- Presence Sync – Webex <-> Microsoft

Unified CM Calling Architecture



Unified CM Calling First Time Sign In

Unified CM On-Premise and Webex Calling Dedicated Instance



cbell@tmedemo.com

tmedemo.com

Voice Services Domain

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

DNS Discovery

Webex App sends 2 DNS SRV queries to locate Unified CM or Expressway-E

`_cisco-uds._tcp.tmedemo.com`

`_collab-edge._tls.tmedemo.com`

Homecluster Discovery

Process to find the users cluster in a multi cluster Unified CM deployment. Webex sends 2 queries to Unified CM using the email address the user entered in the Webex App first screen e.g. cbell@tmedemo.com

<https://ucmFQDN:8443/cucm-uds/clusterUser?username=cbell>

<https://ucmFQDN:8443/cucm-uds/clusterUser?email=cbell@tmedemo.com>

Homecluster Discovery

Ensure the attributes match

The screenshot shows the Webex Control Hub interface for user management. The user profile for Carter Bell is displayed, with the email address 'cbell@tmedemo.com' highlighted in a red box. The interface includes a navigation sidebar on the left and a main content area with tabs for Summary, Profile, General, Meetings, Calling, Messaging, Hybrid Services, and Devices. A warning banner at the top indicates a delay in user migration starting on February 14th, 2025.

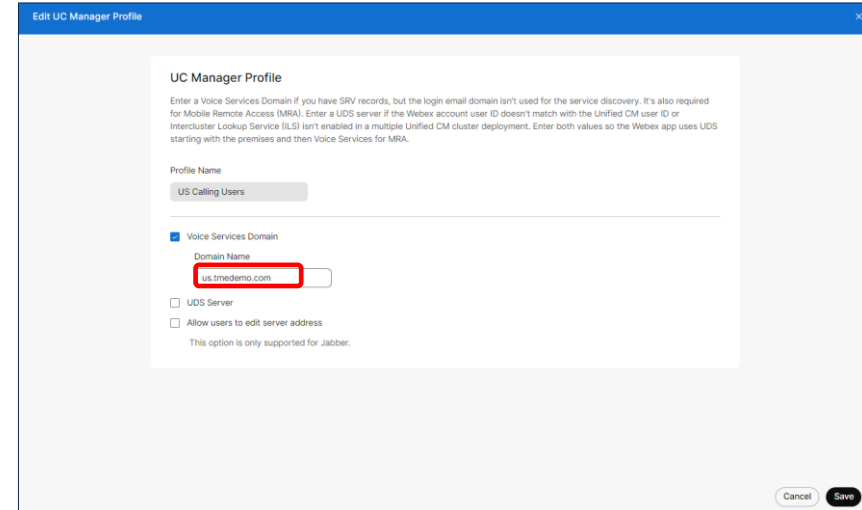
Webex uid

The screenshot shows the Cisco Unified CM Administration interface for user configuration. The 'Mail ID' field is highlighted in a red box. The interface includes a navigation bar at the top and a main content area with tabs for System, Call Routing, Media Resources, Advanced Features, Device, Application, User Management, and Bulk Administration. The 'End User Configuration' section is active, showing user details and configuration options.

Unified CM mail ID

Voice Services Domain

- Voice Services Domain can be specified in situations where the email domain does **not** match the domain where calling SRV records are deployed
- Voice Service Domain is created inside a UC Manager Profile and can be associated with all or a group of users
- UDS Server setting is where the Unified CM FQDN is specified manually (bypassing service discovery). This can be used in situations where the Webex uid does not match the Unified CM uid or mail ID attribute.
- **Avoid using this setting if possible, ensure Webex uid and Unified CM mail ID attributes match!!**

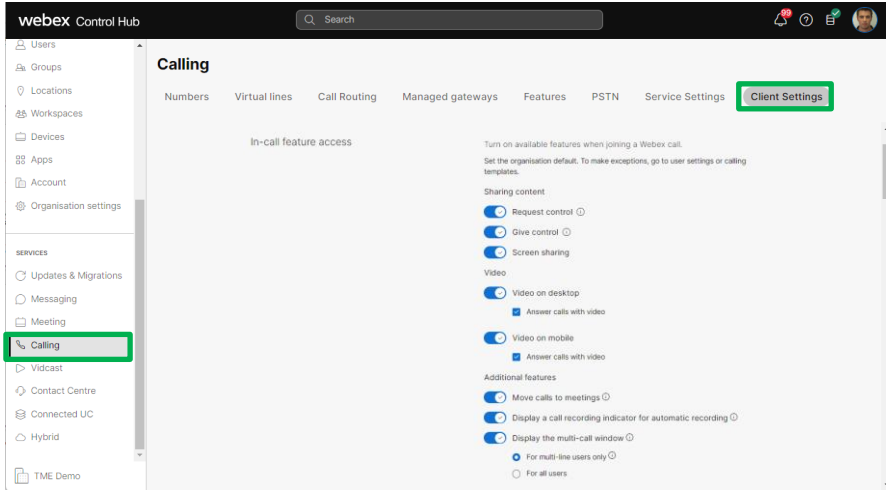


The screenshot shows the 'Edit UC Manager Profile' window. The 'Profile Name' is 'US Calling Users'. Under the 'Voice Services Domain' section, the 'Domain Name' is set to 'us.tmedemo.com', which is highlighted with a red box. There are also checkboxes for 'UDS Server' and 'Allow users to edit server address', both of which are currently unchecked. A note below these checkboxes states: 'This option is only supported for Jabber.' At the bottom right of the window are 'Cancel' and 'Save' buttons.

_cisco-uds._tcp.us.tmedemo.com
_collab-edge._tls.us.tmedemo.com

Unified CM Calling Configuration

Control Hub



NOTE

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

Call Settings

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

Unified CM Settings

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

Unified CM SIP Address Routing

- Configure if SIP URI calls be routed through Unified CM or Call on Webex service

In-call feature access

- Control mid call settings

Microsoft Teams integration

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

Do Not Disturb (DND) status sync

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

Unified CM Calling Configuration

User and Device Configuration

User

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

e.g. sign into Webex App with chopkins@tmedemo.com

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

User ID: chopkins

Mail ID: chopkins@tmedemo.com

Service Profile

Voicemail

Voicemail Profile	
Primary	ucxn-pub.tmedemo.com
Secondary	ucxn-sub.tmedemo.com
Tertiary	<None>
Credentials source for voicemail service* Not set	

Deskphone Control Mode

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

Calling Feature Configuration

Jabber Client Configuration (jabber-config.xml) Profile	
Common	common01-webexapp
Desktop	<None>
Mobile	<None>

Device

Platform	Device Type
Windows	CSF
Mac	CSF
Linux	CSF
VDI	CSF
iPad	TAB
Android Tablet	TAB
Chromebook	TAB
iPhone	TCT
Android Phone	BOT

Unified CM Calling Configuration

Webex App will use the Jabber Client Configuration

The screenshot displays the 'UC Service Configuration' window for 'Jabber Client Configuration (jabber-config.xml)'. It shows a list of parameters categorized by sections like Options, Policies, Phone, Client, and Directory. Each parameter has a description, a value field, and a delete button. For example, 'multiline1_ringtone' is set to 'Classic Ringer', and 'E911EdgeLocationPolicy' is set to 'true'.

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

Parameter	Description and Values	Supported platforms
E911EdgeLocationWhiteList	<p>Parameter: E911EdgeLocationWhiteList</p> <p>Specifies a whitelist of up to 30 Service Set IDs (SSIDs) separated by a semicolon.</p> <p>You must configure this parameter when the E911EdgeLocationPolicy parameter is set to true. Then the client monitors users who connect to the corporate network through Expressway for Mobile and Remote Access network.</p> <p>Example:</p> <pre><whitelist>E911EdgeLocationPolicyName/FirstE911EdgeLocationID</whitelist></pre>	Desktop and mobile
EnableCallPark	<p>Parameter: EnableCallPark</p> <p>Specifies whether the call park feature is available in the client.</p> <p>To access the call park feature, users can choose the More option in the call window.</p> <ul style="list-style-type: none"> true (default)—Call park is enabled. false—Call park is disabled. There is no call park option under the More button. 	Desktop
EnableCallPickup	<p>Parameter: EnableCallPickup</p> <p>Specifies if a user can pickup a call in their call pickup group.</p> <ul style="list-style-type: none"> true—Enables call pickup. false—Disables call pickup (default). 	Desktop and mobile

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

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cloudCollaboration/wbxt/ucmcalling/unified-cm-wbx-teams-deployment-guide.pdf

Webex App Subsequent Logins

Webex OAuth

The screenshot shows a 'Configure token policy' dialog box with the title 'Configure token policy for all the Webex clients'. It contains a table with columns for Client type, Client access, Auto extend refresh token, Refresh token TTL, Max. num of refresh tokens, and Access token TTL. The table lists four client types: IOS, Android, Windows, MAC, and Web Client. All client access and auto extend refresh token options are turned on. The Refresh token TTL is set to 1440 hours for all clients, the Max. num of refresh tokens is 100, and the Access token TTL is 1080 minutes. There are 'Cancel' and 'Save' buttons at the bottom right.

Client type	Client access	Auto extend refresh token	Refresh token TTL	Max. num of refresh tokens	Access token TTL
IOS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1440 hour(s)	100 token(s)	1080 minute(s)
Android	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1440 hour(s)	100 token(s)	1080 minute(s)
Windows	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1440 hour(s)	100 token(s)	1080 minute(s)
MAC	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1440 hour(s)	100 token(s)	1080 minute(s)
Web Client	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1440 hour(s)	100 token(s)	1080 minute(s)

Default refresh token TTL: 1440 hours = 60 days

Remember the Webex OAuth Refresh token?

- The Refresh Token TTL defines the duration that a user can use the Webex App on a device without having to reauthenticate
- The default Refresh token duration is 1440 hours
- Webex App can auto extend its Refresh token each login (achieving a perpetual Refresh token)
- When consuming Unified CM services, we must also configure the Refresh token TTL for Unified CM, Expressway and Unity Connection

Webex App Subsequent Logins

Unified CM OAuth

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

Enterprise Parameters Configuration

Save Set to Default Reset Apply Config

SSO and OAuth Configuration

OAuth Access Token Expiry Timer (minutes) *	60
Client OAuth Refresh Token Expiry Timer (days) *	60
Dynamic OAuth Refresh Token Expiry Timer (days) *	60
Redirect URIs for Third Party SSO Client	
SSO Login Behavior for IOS *	Use embedded browser (WebView)
OAuth with Refresh Login Flow *	Enabled
Use SSO for RIRP *	True
OAuth Access Token for Devices *	Implicit - Already registered devices
Auto Renew Refresh Token *	Enabled

Directory Search Parameters

Directory Search Scope *	All Users in the System
Search Behavior for Users with no Customer Mapping *	Only search within Users with no Customer mapping

Phone Migration

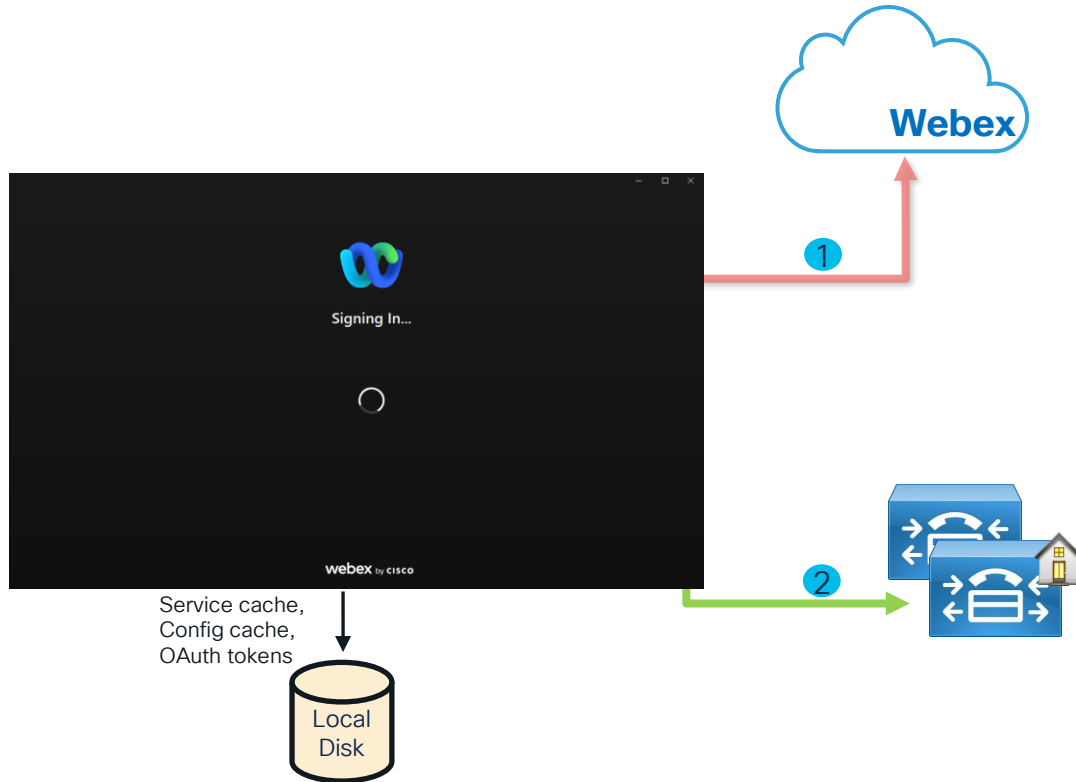
When Provisioning a Replacement Phone for an End User *	Retain Existing Phone(s)
Security Profile for Migrated Phone *	Secure
Phone Migration User Identification Prompt *	Use Enduser Primary Extension

- The Unified CM Refresh Token TTL defines the duration that a user can use Unified CM services via the Webex App, on a device, **without having to reauthenticate**
- Default Refresh token duration is 60 days (can be extended to 5 years)
- Webex App now can now auto renew the Unified CM OAuth refresh token
 - Renewed after 50% of the Refresh Tokens' lifetime
 - When enabled a user will have *perpetual* access to Webex App Unified CM services from a device without having to reauthenticate – as long as the user uses the App regularly

Requirements for Auto Renew of Refresh Token

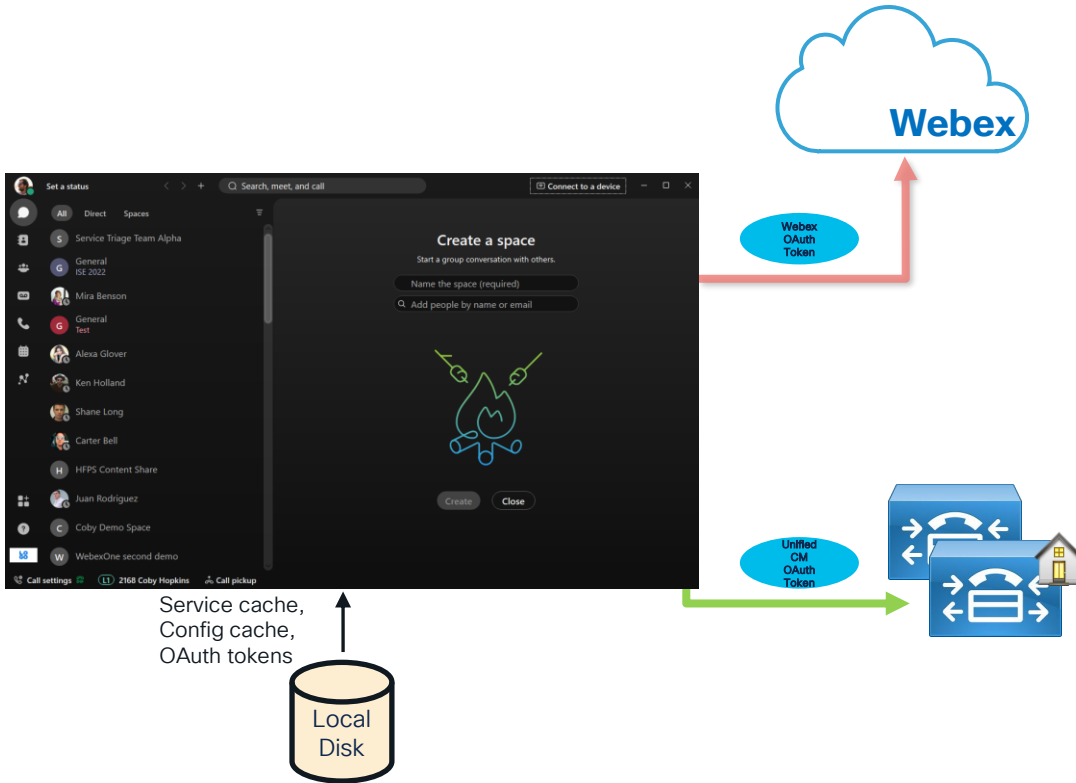
- Unified CM 14.0 SU4 or Unified CM 15
- Expressway X14.3.1
- OAuth Refresh Token flow and Auto Renew Refresh token must be enabled

First Time Login



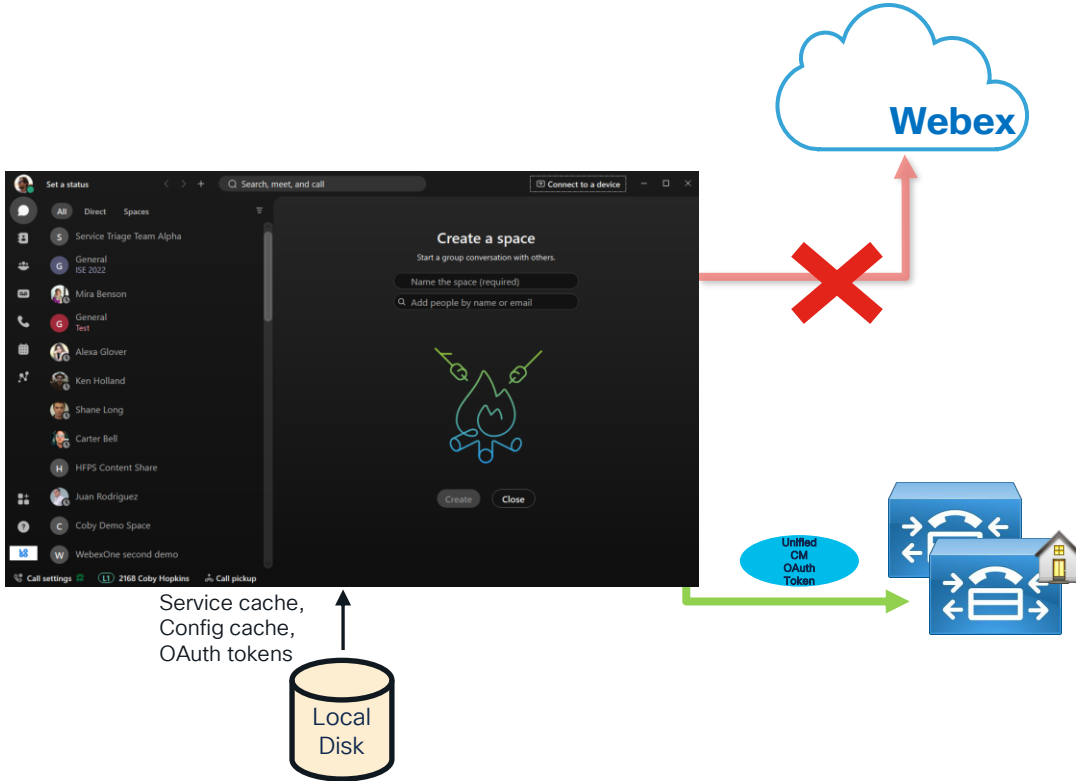
- The **first-time** Webex App login is a **serial** login
 1. Webex App connects to Webex cloud
 2. Webex App connects to Unified CM
- Webex App must authN with Webex and Unified CM on the first login, in that order.
- Webex App will store details of these sessions to local disk

Subsequent Logins



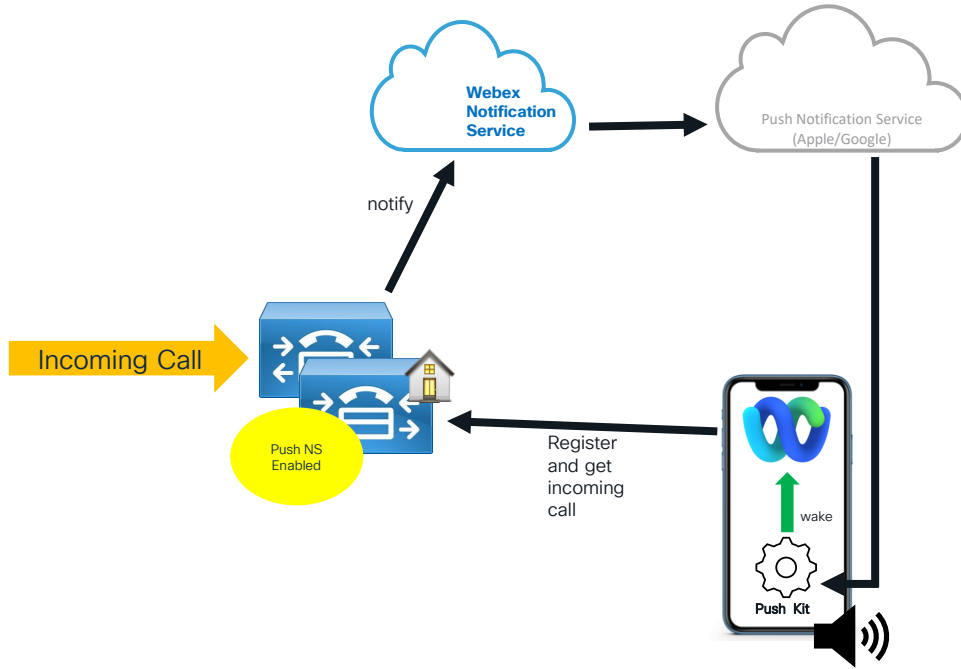
- On a subsequent login on a device, Webex App connects to services in **parallel** (based on cached config and OAuth tokens)
- Webex App will authZ with Webex and Unified CM on subsequent logins.
- authZ can happen in any order

Calling Redundancy



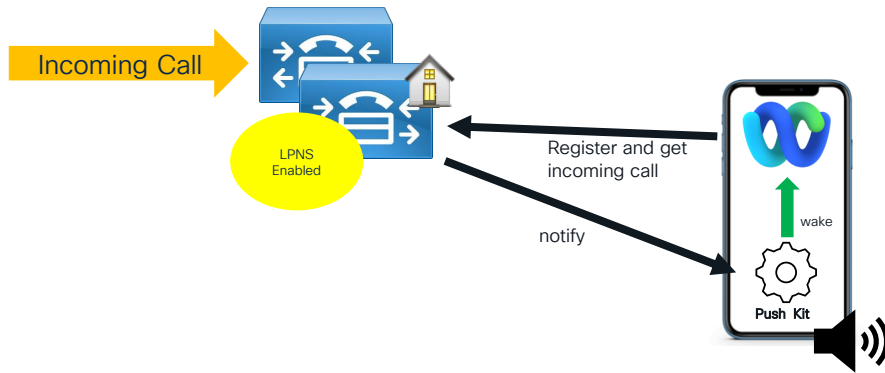
- On a subsequent login, if Webex services are inaccessible (e.g. WAN outage, loss of internet access), Webex App will still be able to register to Unified CM for calling
- Features dependent on Webex services will be **unavailable** during this time e.g.
 - Presence
 - Directory search (previous directory lookups will be cached locally)
 - Move call to meeting

Push Notification Support (Cloud Delivered)



- Webex App for iOS and Android relies on Push Notifications to receive incoming call alerts
- Once Webex App is put to background, the mobile device OS may kill the app process to preserve battery life/memory, meaning Webex App does not maintain a session with Webex/Unified CM
- Push Notifications are automatically enabled on Webex Services.
- Push Notifications need to be enabled by the admin on Unified CM
- Android and iOS devices need an internet connection (to FCM/APNS) for Push Notifications to function successfully

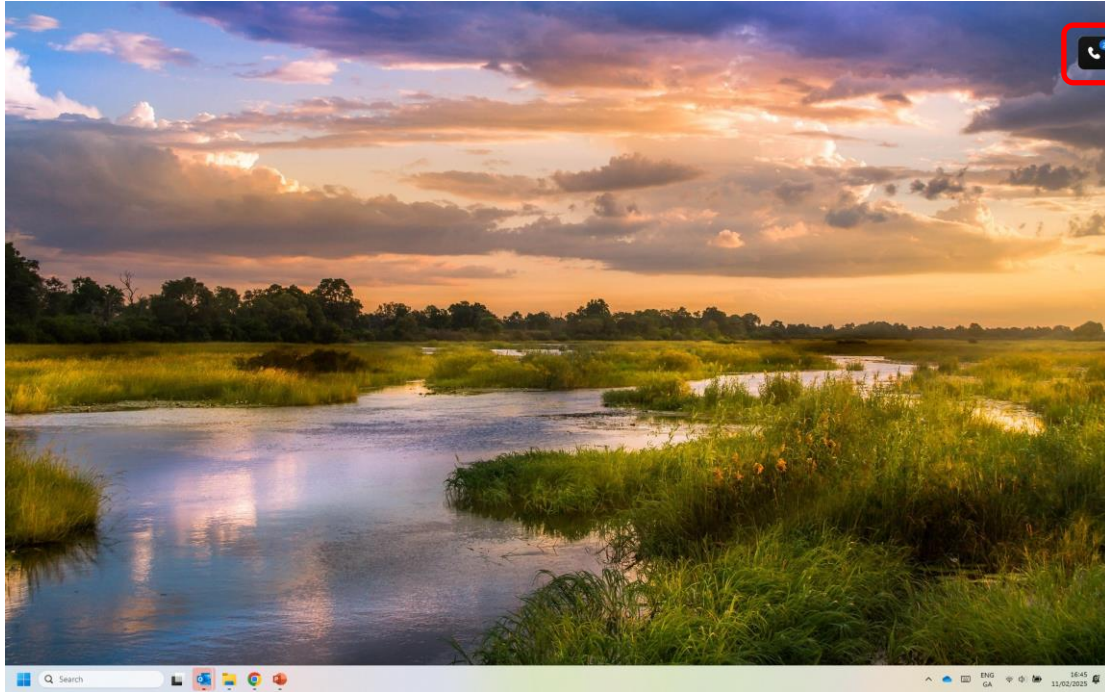
Local Push Notification Service (Apple Only)



- In public internet constrained environments, cloud based push notifications may not reach the device meaning users will not receive incoming call notifications e.g. Cruise Ships, Hospitals etc
- Unified CM and Webex App for iOS support LPNS
- In this mode, on an incoming call Unified CM will send the wake command to the iOS device directly, meaning the device does not need an internet connection
- Local Push Notifications and Cloud Push Notifications can be enabled on Unified CM simultaneously. LPNS will be attempted first and if that is not successful APNS will be used. LPNS settings do not affect Android devices
- LPNS is only supported on specified wifi SSIDs (in jabber-config)
- LPNS requires Unified CM 14su3 and above

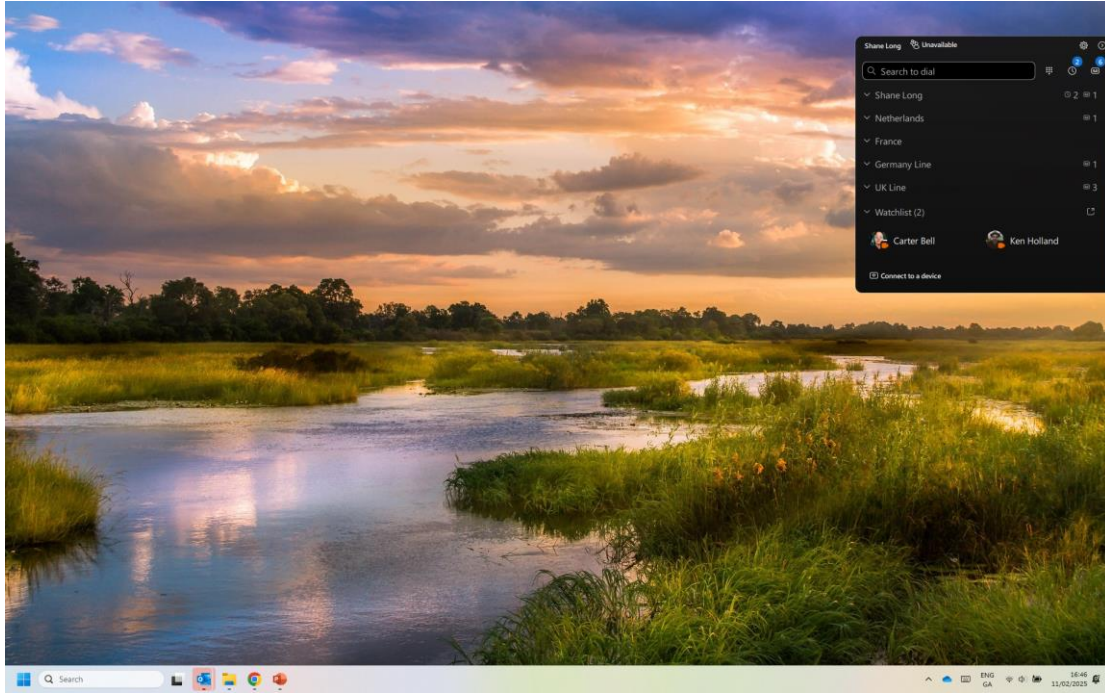
Calling Dock

Previously known as the Multi Call Window



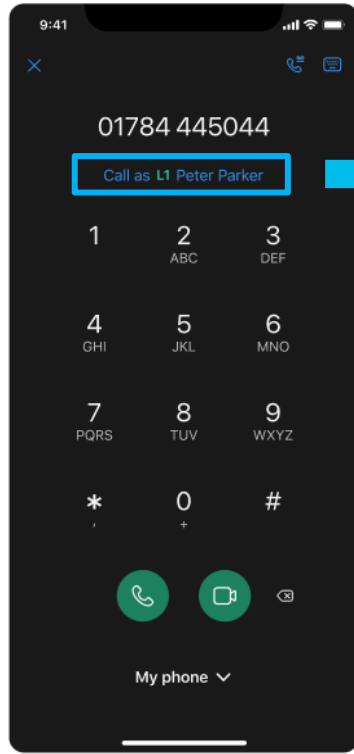
- Calling Dock can be enabled to save on screen real estate
- Call Dock can attach to any screen edge
- Webex App running from System Tray
- Windows Only

Calling Dock

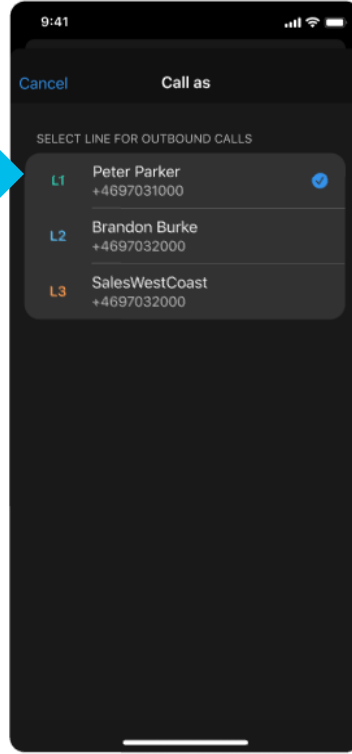


- The Calling Dock can provide quick access to lots of calling power user functionality
- Newly added includes
 - Directory Search and call
 - Dialpad
 - Device Pairing
 - Multi Line Monitoring
 - Hunt Group/Pickup/Queue login/logout
 - etc

Multi Line Support Updates



Multi Line Entry Point in the Dialpad



Line ID Selection

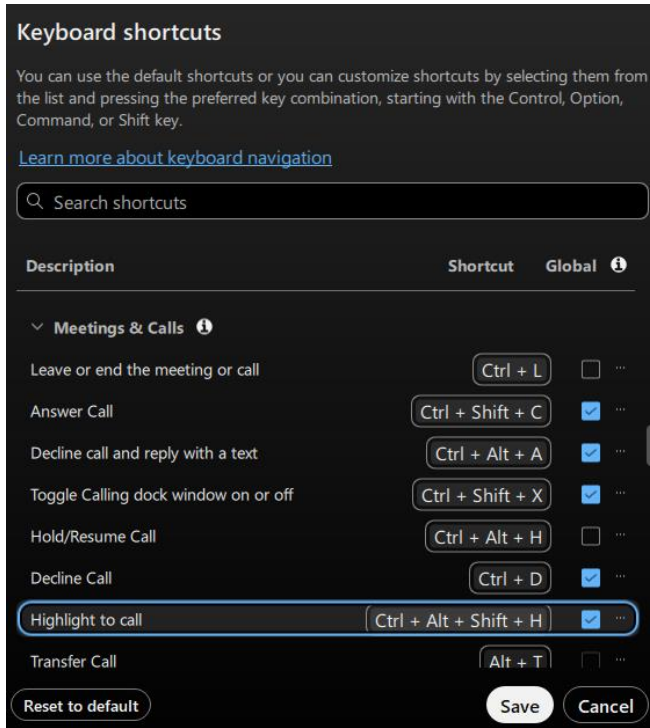
Unified CM Multi Line Support Update

- Multi line supported on Webex App for mobile
- Unified CM 15 su2 required
- Support for up to 8 lines (same as desktop)

Webex Calling MT Multi Line Support Update

- Support for up to 10 lines
- Desktop and Mobile

Highlight to Call



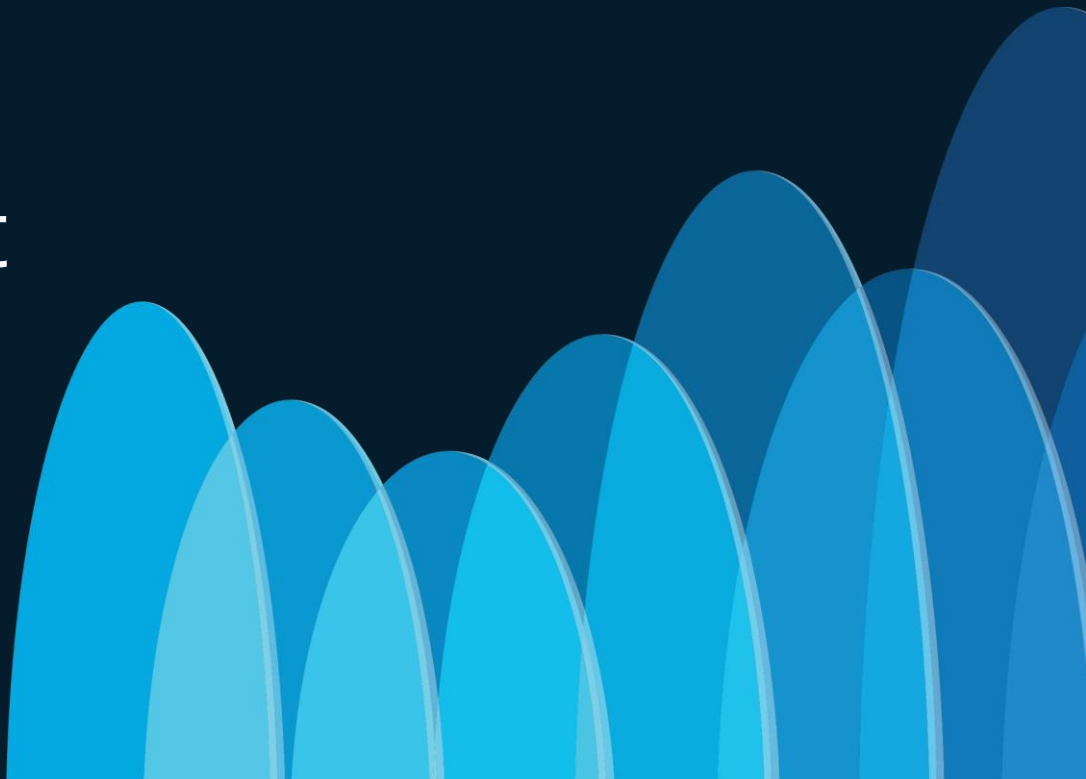
- This feature allows the user to highlight a number from another application and use a keyboard shortcut sequence to make a call with the Webex App
- Users can edit the keyboard shortcut sequence
- Users also have an option to review the selected number before calling
- Windows and MacOS

Common Call History



- With Common Call History, the Webex App Call History is populated with placed, missed and received calls
- Allows the Webex App to have a consistent call history even if the app is not running when calls are made
- CCUC required

App Deployment



Webex App Platform Support



Desktop

Windows

MacOS

Red Hat
Ubuntu

Web App



chromeOS

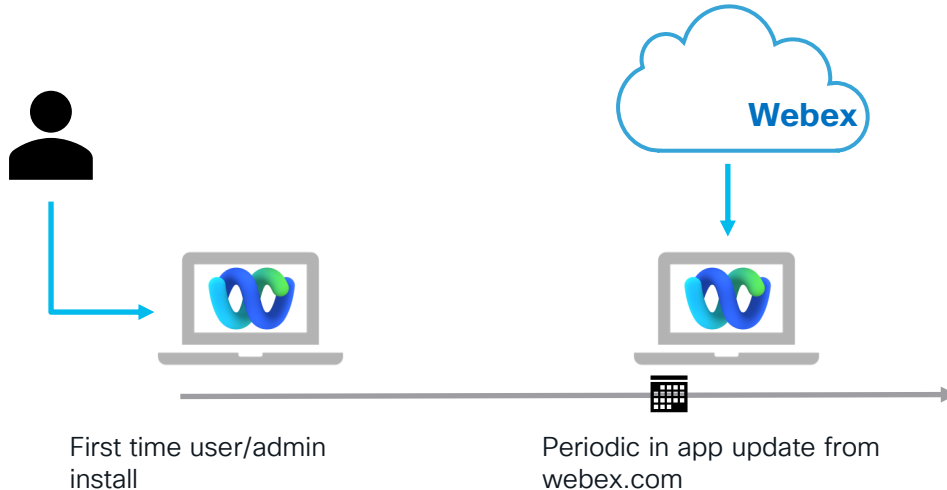
Mobile

iOS/iPadOS

Android

ChromeOS

Webex App Release Cycle



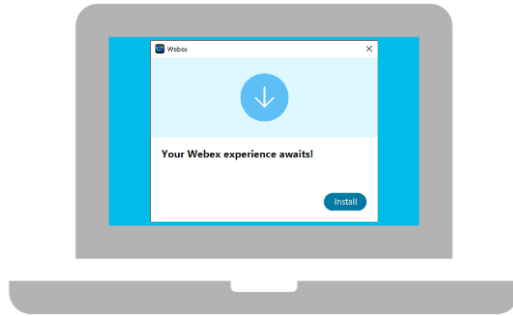
- A new major release of Webex App is delivered monthly
- Desktop App versioning is based on time e.g. January 2025 release 45.1.0.31549
 - **Year** : 45.x.x.xxxx
 - **Month** : 45.1.x.xxxxx
 - **Build** : 45.1.0.31549

Update Management

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

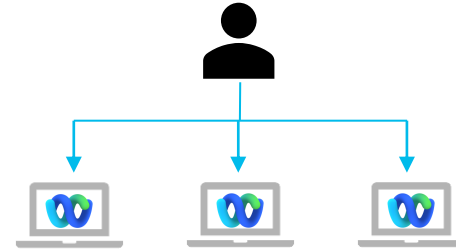
Webex App for Windows

User Install



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

Admin Install



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

Webex App for Windows Installation

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

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

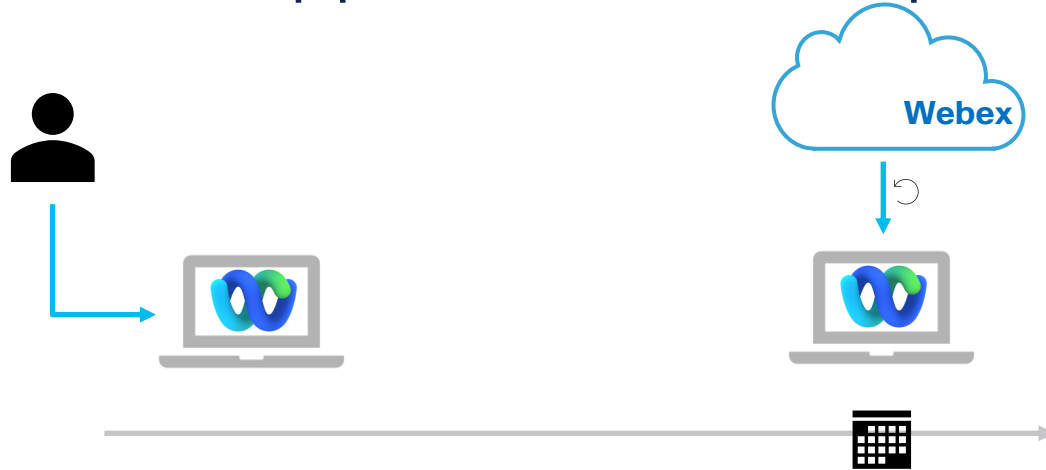
Example Webex App for Windows Installation

Example Installation

```
msiexec /i Webex.msi ALLUSERS=1 ACCEPT_EULA=true AUTOSTART_WITH_WINDOWS=true EMAIL=$mail /quiet
```

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

Windows App for Windows Update Process



First time admin install

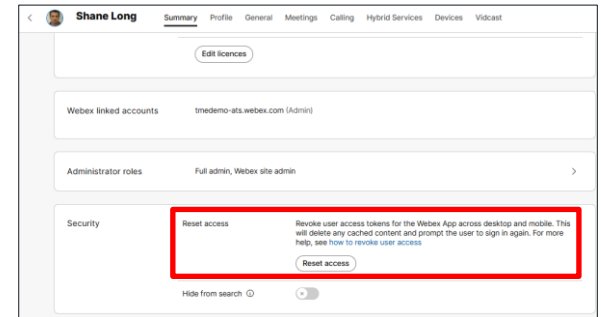
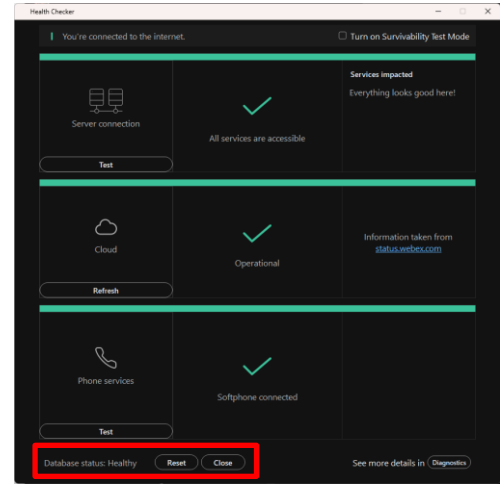
- `msiexec /i webex.msi ALLUSERS=1 /quiet`
- Webex App installed to “C:\Program Files\Cisco Spark”
- **CiscoCollabHost.exe** is the main Webex binary running from C:\Program Files\Cisco Spark\

Auto Update

- Webex App downloads update from webex.com
- Update package written to the user profile
`C:\users\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 – it’s simply an update package downloaded to the %appdata% directory, that is loaded at runtime by CiscoCollabHost.exe
- **No admin permissions are required to autoupdate**

Config Changes

- Most Control Hub config changes will take ~24 hours to reflect in the app
- For urgent config changes or when testing user/admin can take action
- User
 - Restart the app twice (1st to pull the new config, 2nd to apply change)
 - Reset the App from the Help Menu
 - Delete the apps cached content forcing a new sign in (C:\users\user\ID\AppData\local\Cisco Spark*)
- Admin
 - Reset the users access token. This will sign the user out of the app during at the end of the current Access tokens lifetime (up to 6 hours) Cached content will be deleted on mobile devices.



Website Shortcuts

The screenshot shows the 'Apps' configuration page in the Cisco Webex Admin Center. The 'General' tab is selected, and the 'Website shortcuts' section is expanded. It shows a table of configured shortcuts with columns for Display name, URL, and Access. Below the table is an 'Add website shortcut' button.

Display name	URL	Access		
Attendant Console	https://ac.wbx.imagicle.cloud/	Selected groups		
Digital Fax	https://wxc-cisco-public.ima...	Selected groups		
Call Recordings	https://wxc-cisco-public.ima...	Selected groups		
OneDrive	https://tmedemo-my.sharepo...	All users		
LUCID	https://lucid.app/lucidspark/b...	All users		

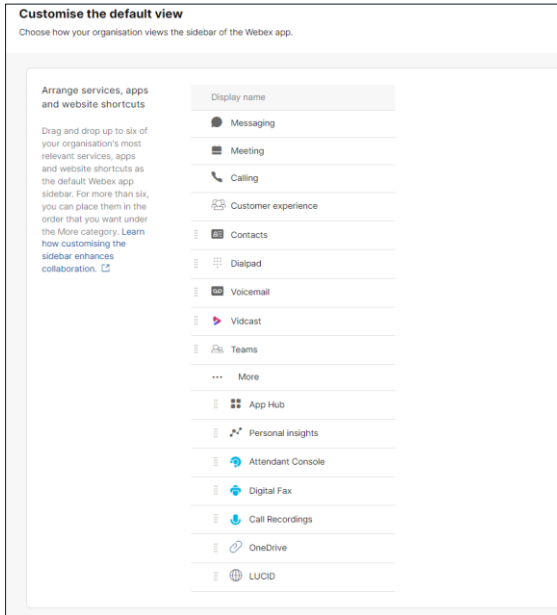
- Website shortcuts is a feature that allows admin embed Cisco and 3rd party web applications into the left hand sidebar of the Webex App
- Admin can create a shortcut in Control Hub and publish to Webex App users at org and group levels
- Create and deploy up to six Website shortcuts for the Webex App
- Shortcuts can be deployed to Webex App for Windows and Mac
- **NEW:** Admin controls to customize how the side bar is ordered

Webex sidebar customisation

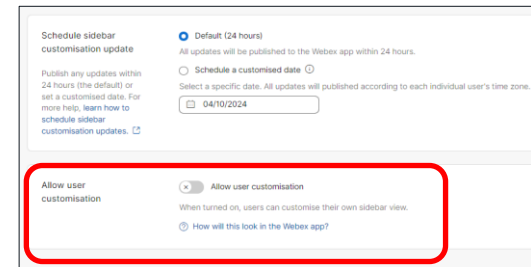
Customise your organisation's Webex sidebar by displaying relevant services and apps, co-brand logos and more.

[Customise the default view](#)

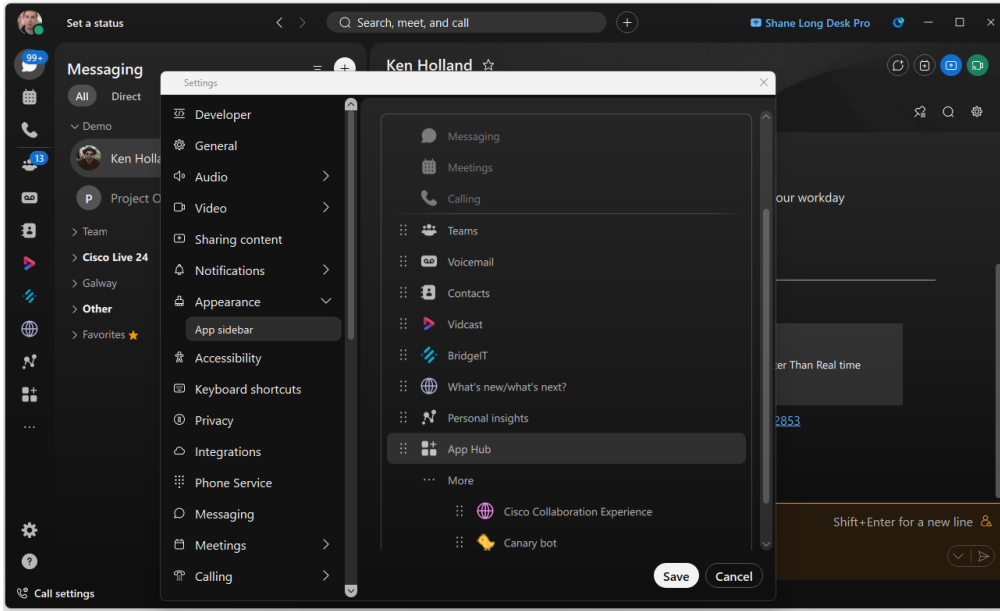
Sidebar Customization – Control Hub Admin



- Control Hub Admin can customize the layout of the Webex App sidebar
- Tabs can be dragged to the preferred location in the list and will be displayed as such.
- Apps can be moved into “More” section and will be displayed as such in Webex App
- Messaging, Meetings, Calling and Customer Experience tabs are controlled by licensing and cannot be moved using this tool
- Sidebar customization can be locked so the enduser cannot change admin settings



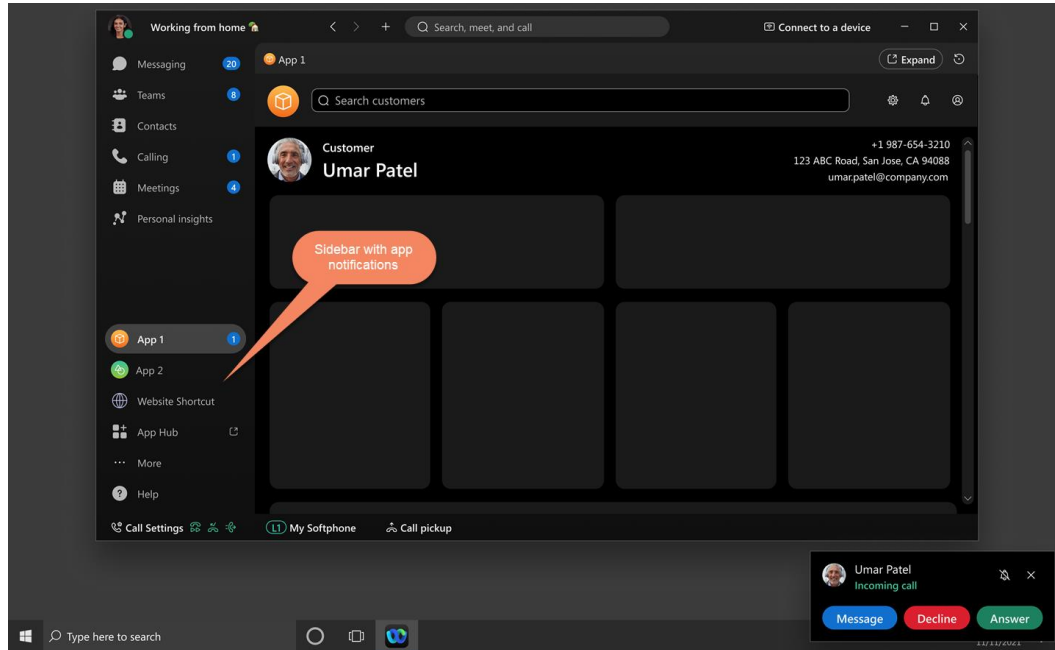
Sidebar Customization – Enduser



- Webex App enduser can customize their sidebar from the Appearance menu (if enabled by CH admin)
- User can drag and drop sidebar tabs to their desired location
- If the user is enabled for Vidcast, a Vidcast tab will be available
- The user cannot change the order of Messaging, Meetings, Calling or Customer Experience tabs – these are set by the admin via licensing
- Available on Windows and Mac

Sidebar API Example

Populate CRM with Caller information



- The sidebar has an API that can provide your integrations with incoming call data
 - Call type
 - Call state
 - Local and remote caller information
- CRM application added as sidebar app
- On incoming call, CRM will be populated with relevant data

[CRM Example](#)

Cisco AI Assistant for Messaging, Meetings and Calling

CISCO *Live!*



Cisco AI Assistant for Messaging

Space Summaries

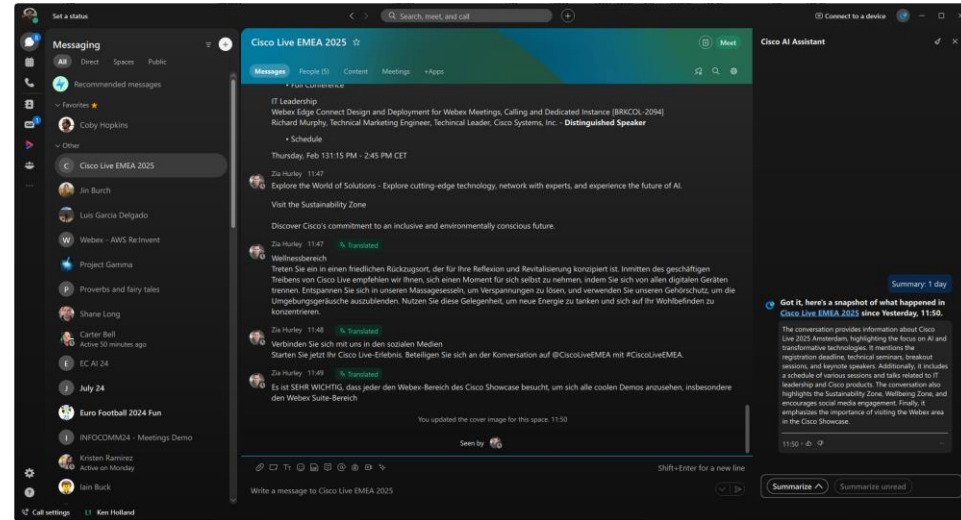
- AI Assistant to summarize spaces, unreads, and threads across multiple languages

Rewrite Message

- AI Assistant that can be used to format or rephrase an outbound message

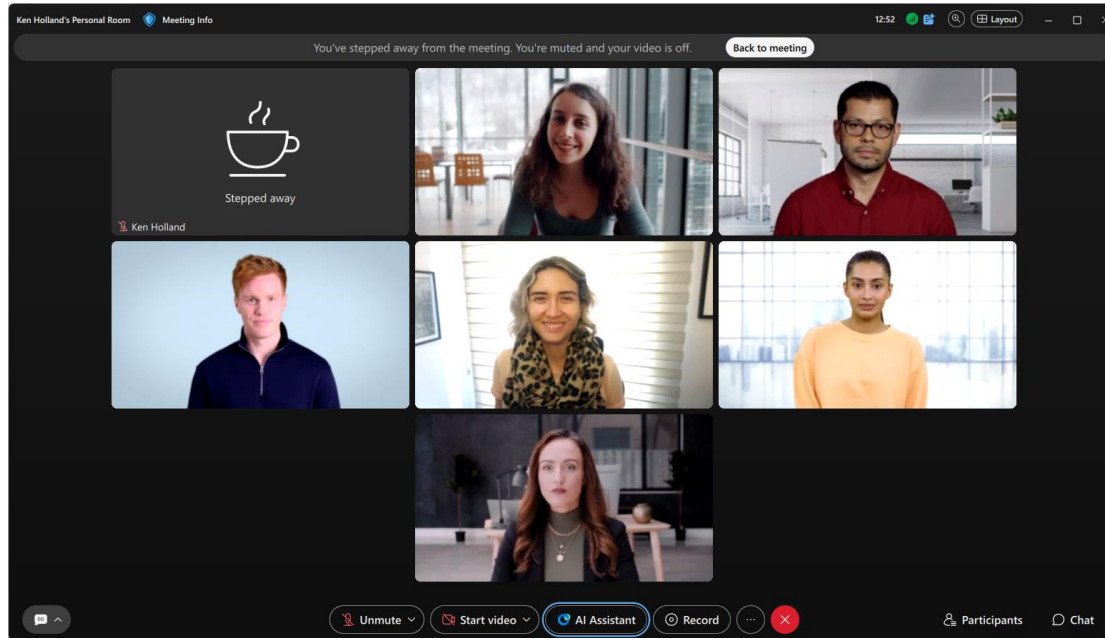
Message Translation

- AI Assistant to translate messages within a space to your preferred language. Choose from over 140 languages



Available today in Webex App for Windows and Mac

Step Away from the Meeting



Step away from the meeting

- User can click on the coffee cup to step away from the meeting
- When stepped away, users audio and video devices are muted, and other participants will see a Stepped away avatar

Automatic Step away from the meeting

- When a users camera has not detected a face for 5 seconds, the user is automatically placed into stepped away
- Off by default, can be turned on by user
- After stepping away for > 60s, the user is prompted if they want to “catch up”

Cisco AI Assistant for Meetings

In Meeting Summaries

- AI Assistant to summarize what was discussed in the meeting

Ask me Anything

- As the assistant anything about the context of the meeting

Custom Dictionary

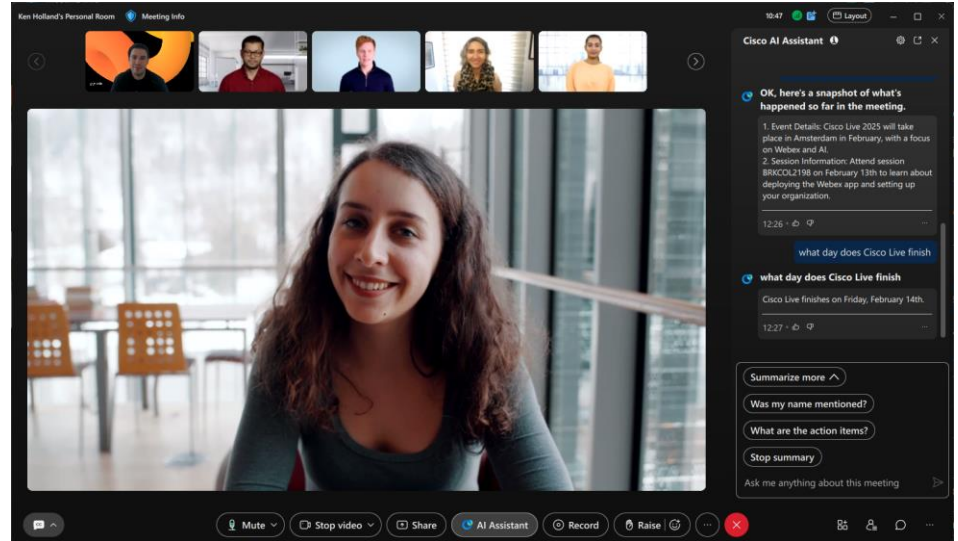
- Add words or acronyms that are not part of the standard dictionary so they can be transcribed more accurately (e.g. medical jargon)

Recording Summaries

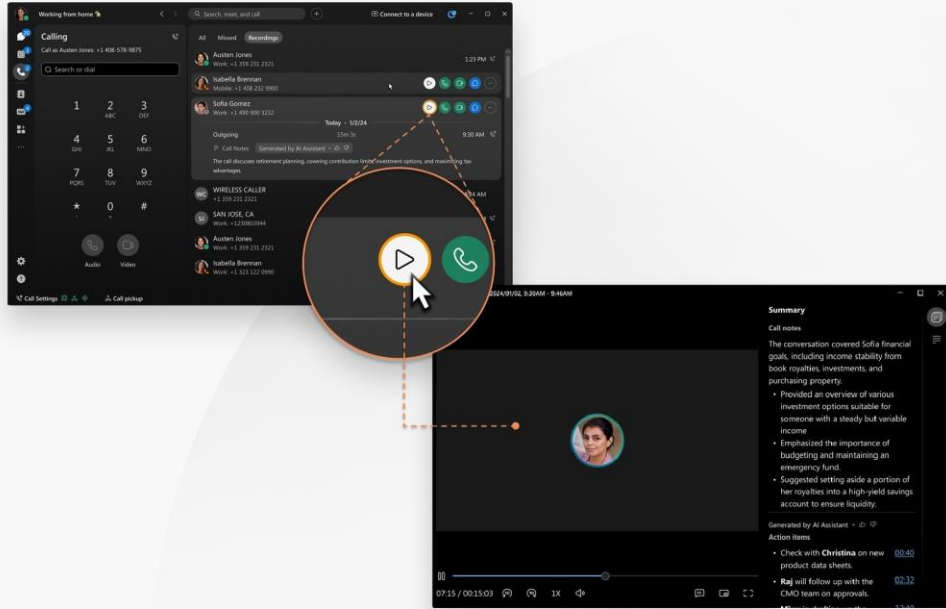
- Meeting recording can be summarized and chapterized making them more consumable in a shorter time

Don't forget about AI features that were added in recent years

- Meeting Transcription
- Real Time Translations



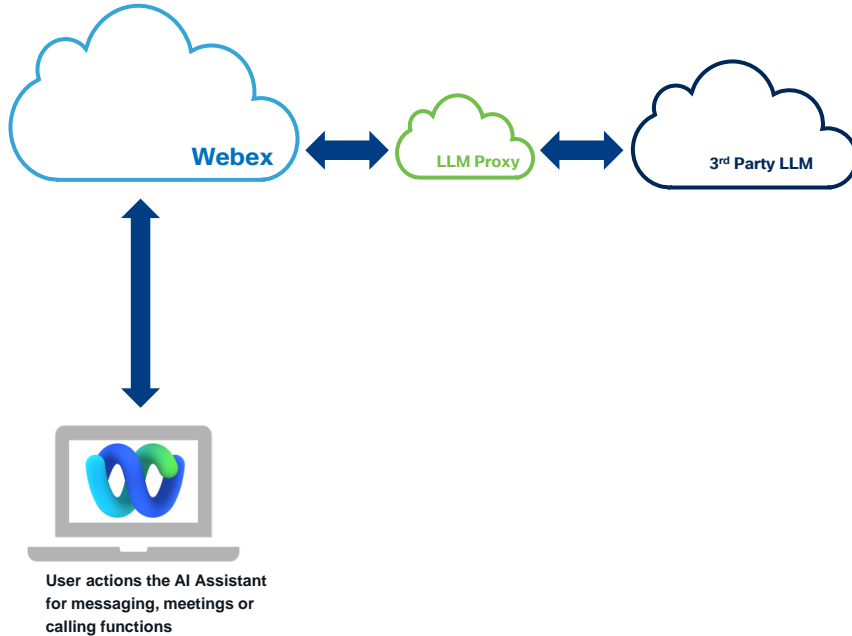
AI Generated Summaries for Call Recordings



AI Generated Summaries for Call Recordings

- Recorded calls are accessible from the Webex App
- When the user selects to play a recording, the AI Assistant will generate a call summary including a full transcript and a list of action items
- Available on Webex Calling only today
- Desktop and Mobile

Cisco AI Assistant Security and Privacy



- The AI Assistant is powered by a hybrid of Cisco AI technology as well as a 3rd party large language model
 - Cisco LLM Proxy is in region and is used to build the prompt for the 3rd party LLM
 - The current 3rd party model being used is GPT-3.5 Turbo via the Microsoft Azure OpenAI Service API
- Key points
 - AI services reside in same region as Webex organization
 - LLM does not store conversations
 - LLM does not use conversations for training data

AI Assistant Admin Controls

- Control Hub admin can control enablement of AI Assistant
- AI Assistant can be enabled for:
 - Org
 - Group
 - User
- AI Assistant will be on by default where applicable
- User will require an Advanced Messaging License to be entitled to use Messaging AI Assistant

Organisation settings > Cisco AI Assistant

Cisco AI Assistant & AI features
Choose how your organisation uses the AI Assistant and other AI features across the Webex Suite.

Ask Me Anything for AI Assistant Allow Ask Me Anything
Need help catching up quickly? Start a conversation and ask the AI Assistant about missed meeting action items, summaries for calls and spaces, how a new feature works and more. For more help, [see how to use Ask Me Anything](#) ?

Control Hub Allow the Assistant in Control Hub
The Assistant can support you and other admins with Control Hub management tasks by providing detailed guidance at every step of the way. For more help, [see how to use the Assistant in Control Hub](#) ?

Messaging
Access AI-generated Messaging features through the Assistant. With space summaries, save time on unread messages and conversations. You can also enhance all communications with message translation and rewriting.

- Space summaries [How does this work?](#) ?
- Rewrite message [How does this work?](#) ?
- Message translation [How does this work?](#) ?

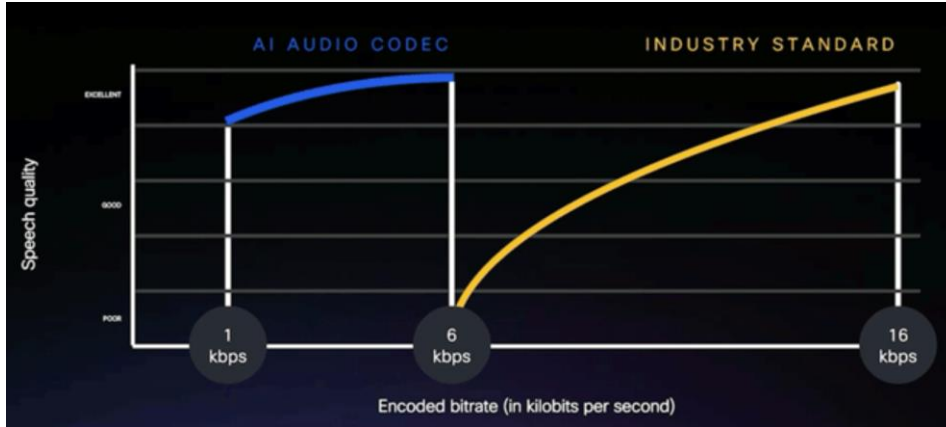
Meetings
Access AI-generated Meetings features through the Assistant. If you're late to a meeting, catch up with summaries during or after the meeting and with Ask Me Anything. For more details, [see how to use the AI Assistant in Meetings](#) ?

Turn on closed captioning in the [Meeting settings](#) to create meeting summaries.

In-meeting summaries and Ask Me Anything Internal meeting ?
Summaries and transcripts after the meeting Host only External meeting ?
Not applicable

Calling Enable AI-generated summaries for call recordings
Generate transcripts and summaries for the recorded calls. [More Details](#)

Webex AI Audio Codec



- Improve audio quality in poor network conditions (low bandwidth and high packet loss), by encoding at low bitrates and increasing redundancies
- Webex App will use Opus as the default audio codec. The App will automatically change encoder to Webex AI Audio Codec if 30% packet loss is detected
- AI Audio Codec is supported for Webex Meetings, Webex Calling (App to App) and certain Cisco devices
 - Not supported for VDI, web app, Non-Noise Removal Smart audio settings, devices with ultra low performing clients

Webex Suite Meetings Platform

Webex Meetings Platform Evolution

MC Meeting Platform

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

Challenges

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

Platform Update

Webex Suite Meetings Platform

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

Benefits

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

Webex App

Questions?

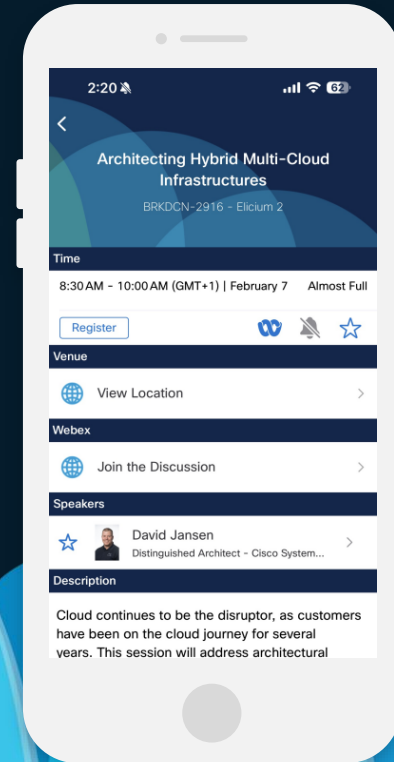
Use the Webex app to chat with the speaker after the session

How

- 1 Find this session in the Cisco Events 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 February 28, 2025.

CISCO *Live!*



Fill Out Your Session Surveys



Participants who fill out a minimum of 4 session surveys and the overall event survey will get a unique Cisco Live t-shirt.

(from 11:30 on Thursday, while supplies last)



All surveys can be taken in the Cisco Events mobile app or by logging in to the Session Catalog and clicking the 'Participant Dashboard'



Content Catalog

Continue your education

- Visit the Cisco Showcase for related demos
- Book your one-on-one Meet the Engineer meeting
- Attend the interactive education with DevNet, Capture the Flag, and Walk-in Labs
- Visit the On-Demand Library for more sessions at ciscolive.com/on-demand. Sessions from this event will be available from March 3.



Thank you

CISCO *Live!*

CISCO *Live!*

GO BEYOND

A series of overlapping, vertically-oriented ovals in various shades of blue, ranging from light to dark, positioned on the right side of the image.