



The bridge to possible

# Deploying the Webex App to your Organization

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BRKCOL-2198

CISCO *Live!*

#CiscoLive

# Cisco Webex App

## Questions?

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

## How

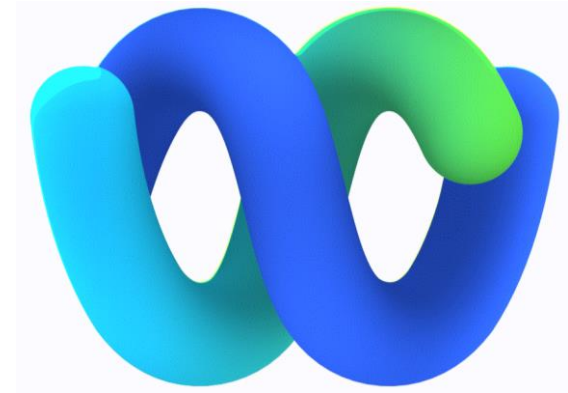
- 1 Find this session in the Cisco Live Mobile App
- 2 Click “Join the Discussion”
- 3 Install the Webex App or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

Webex spaces will be moderated by the speaker until June 7, 2024.



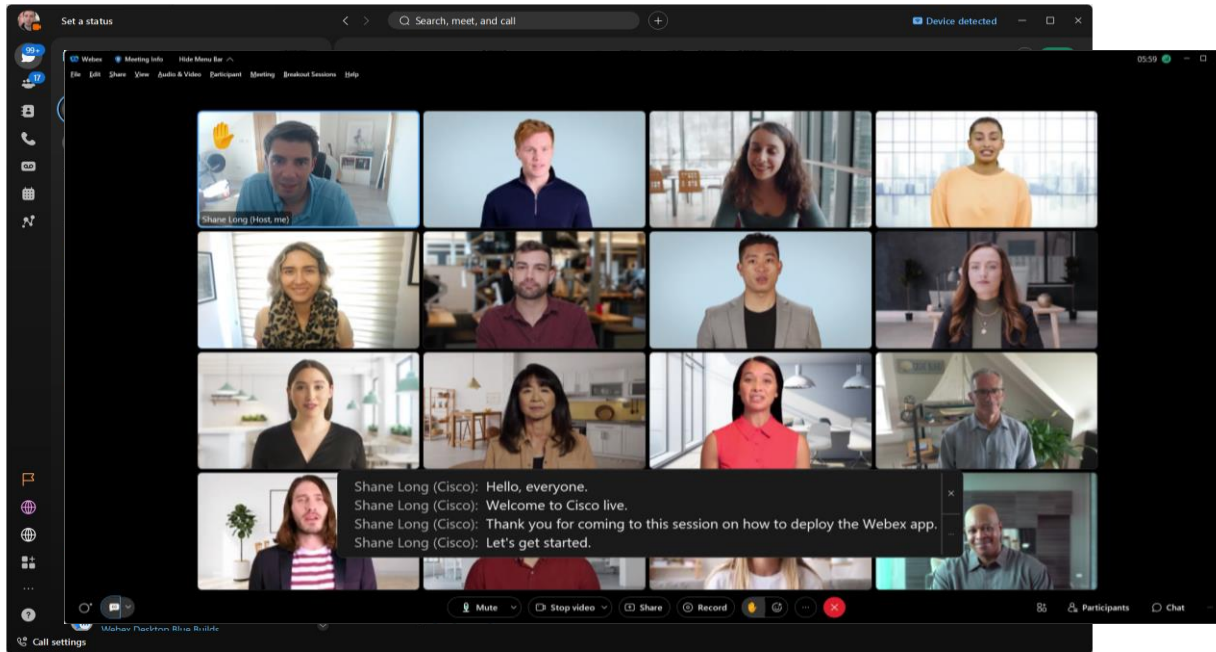
# Agenda

- Introduction
- Webex Organization Setup
- Calling
- Cisco AI Assistant
- Webex Suite Meetings Platform Update
- App Deployment



# The Webex App

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



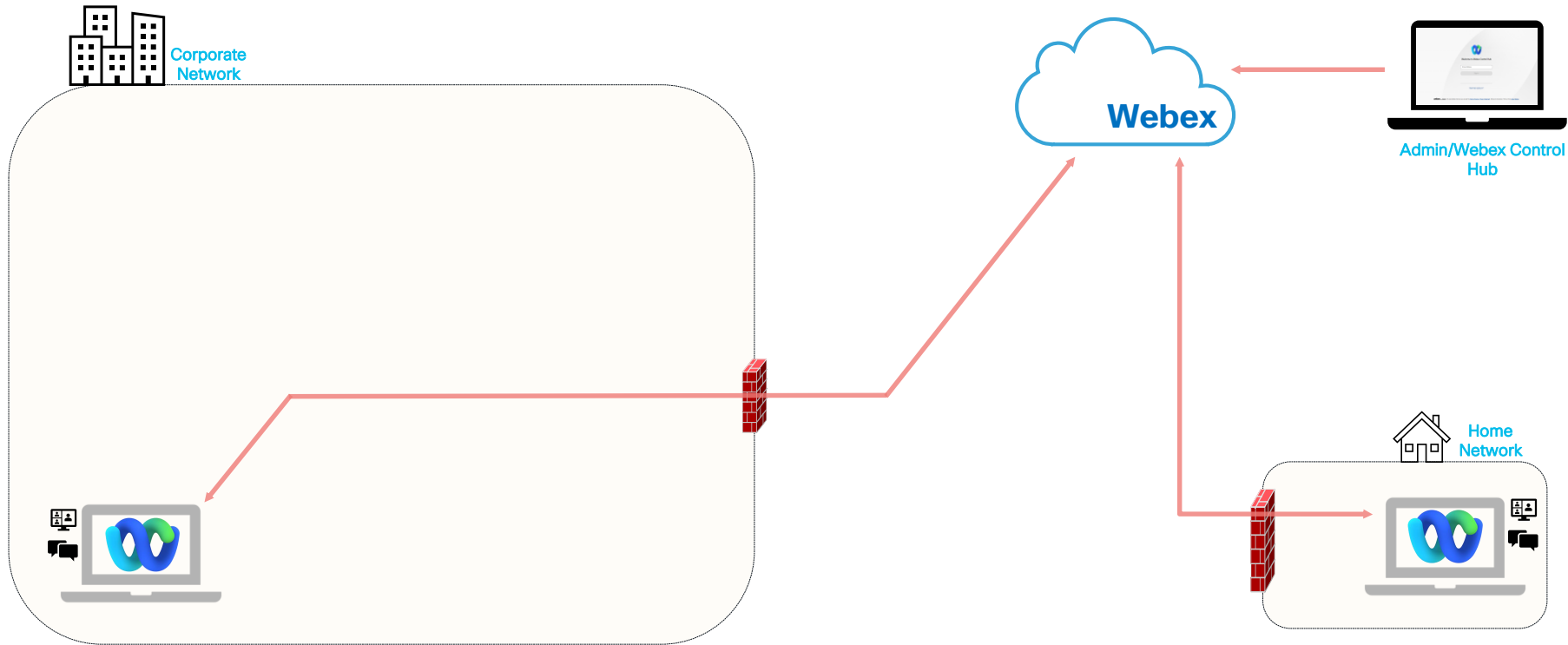
**Full Webex meetings experience**  
Webex meetings platform evolution

**Enterprise Grade Calling**  
Unified CM  
Webex Calling

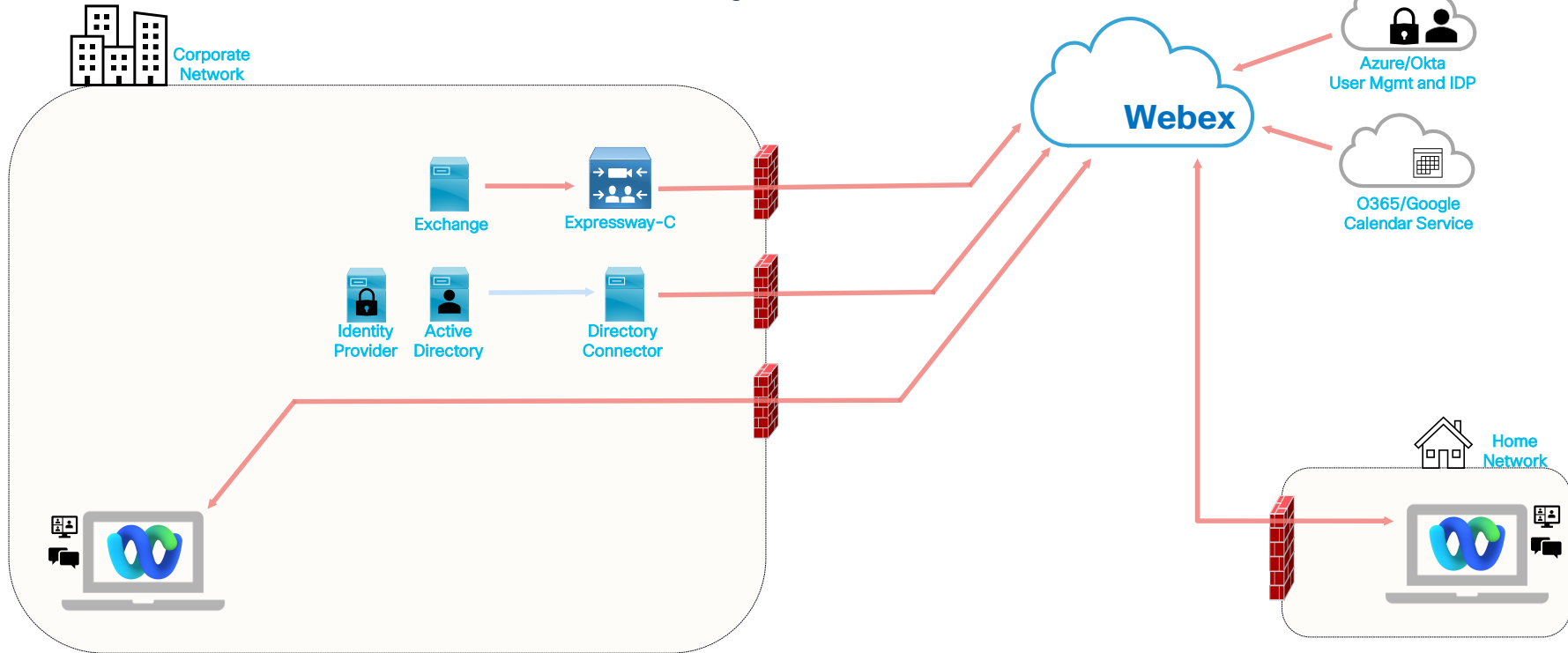
**Modern messaging capabilities**  
Powerful 1:1 and 1:many messaging  
and sharing capabilities

**Customizable app experience**  
Enable the features and services that  
you need

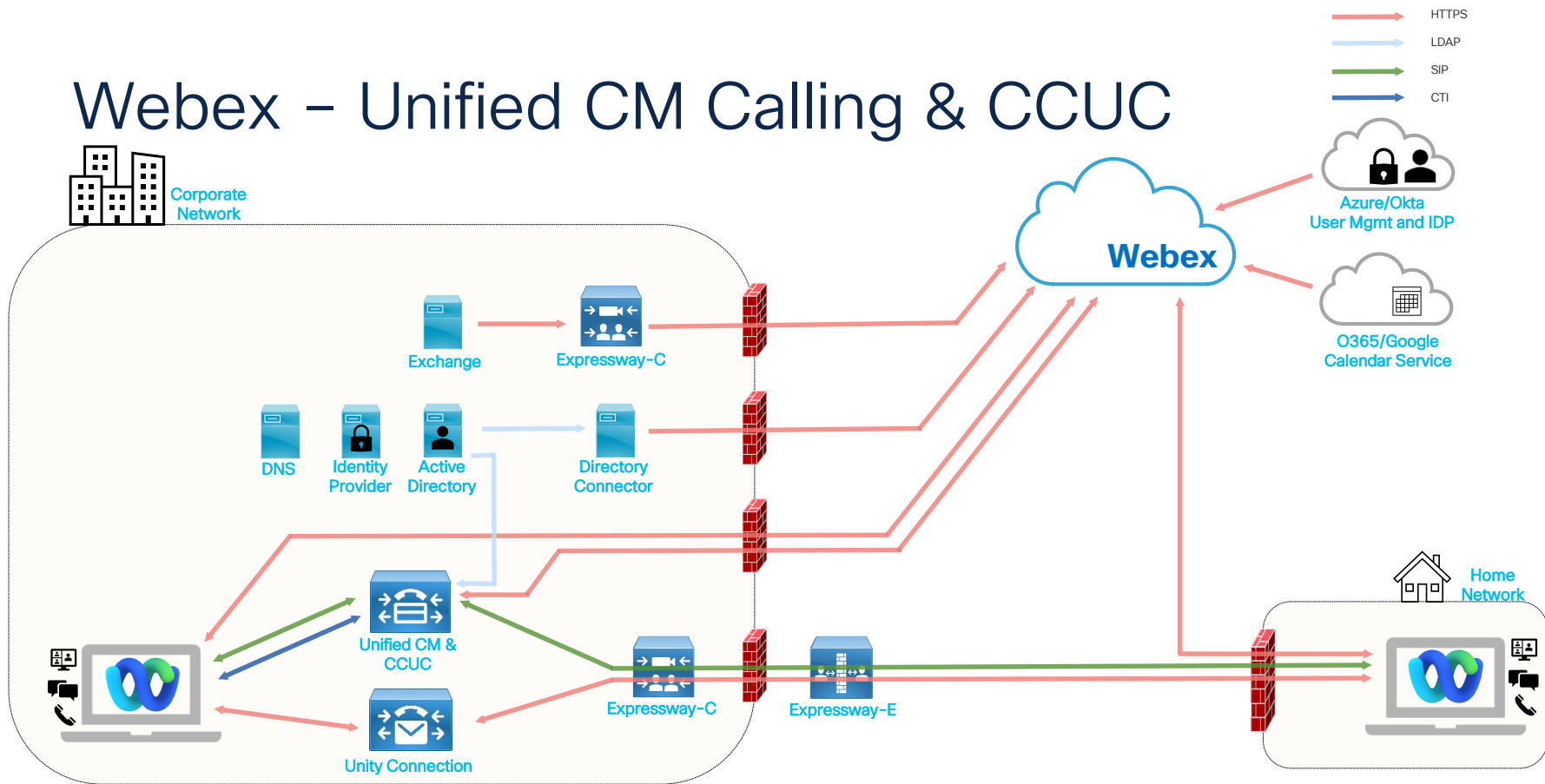
# Webex – Architecture



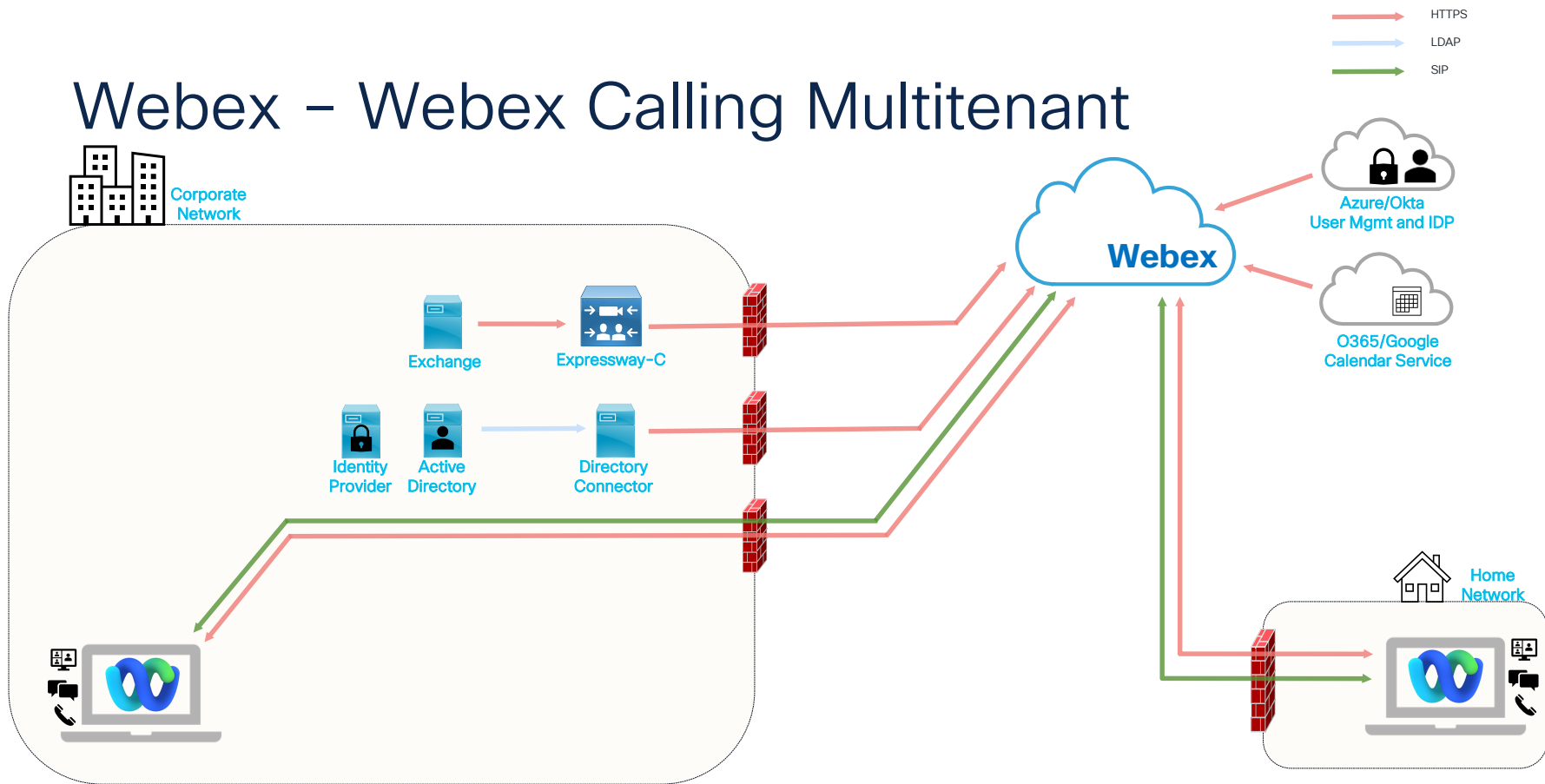
# Webex – User, Identity & Calendar



# Webex – Unified CM Calling & CCUC

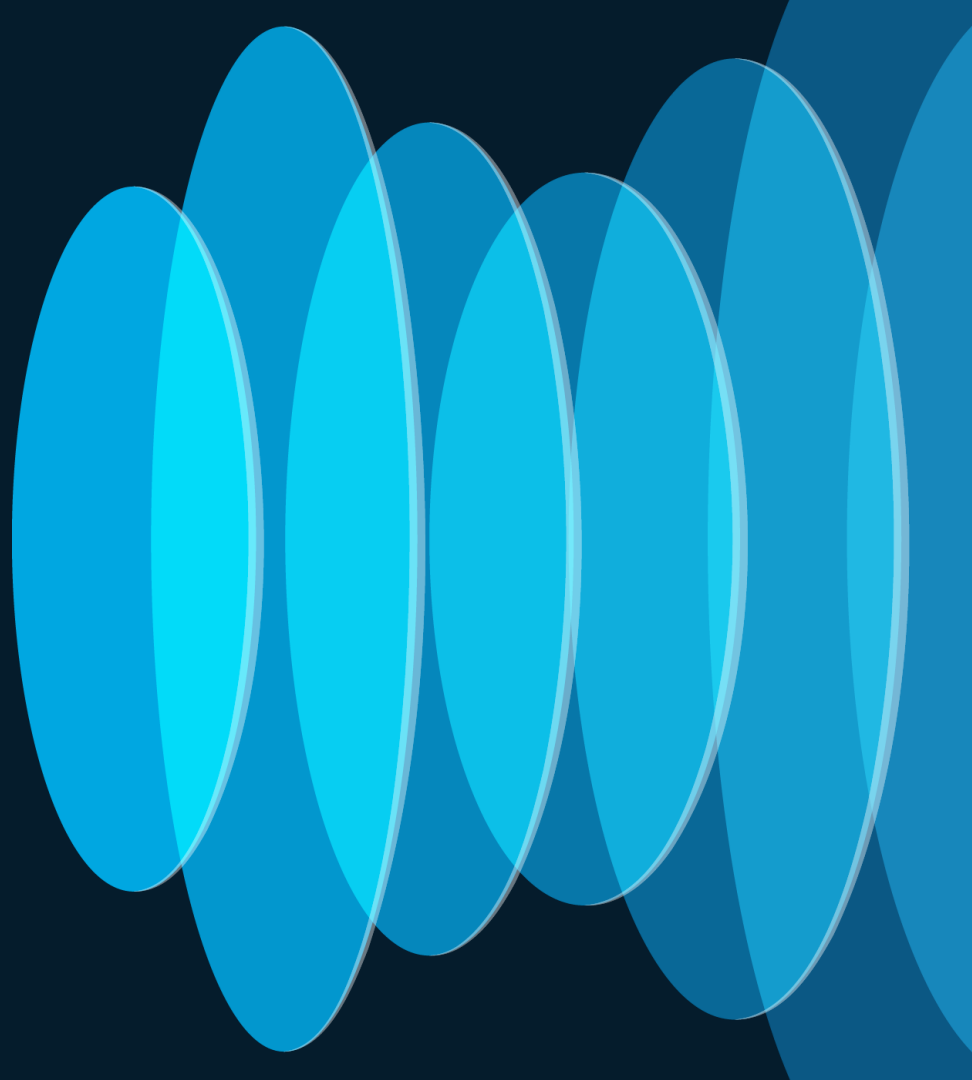


# Webex – Webex Calling Multitenant

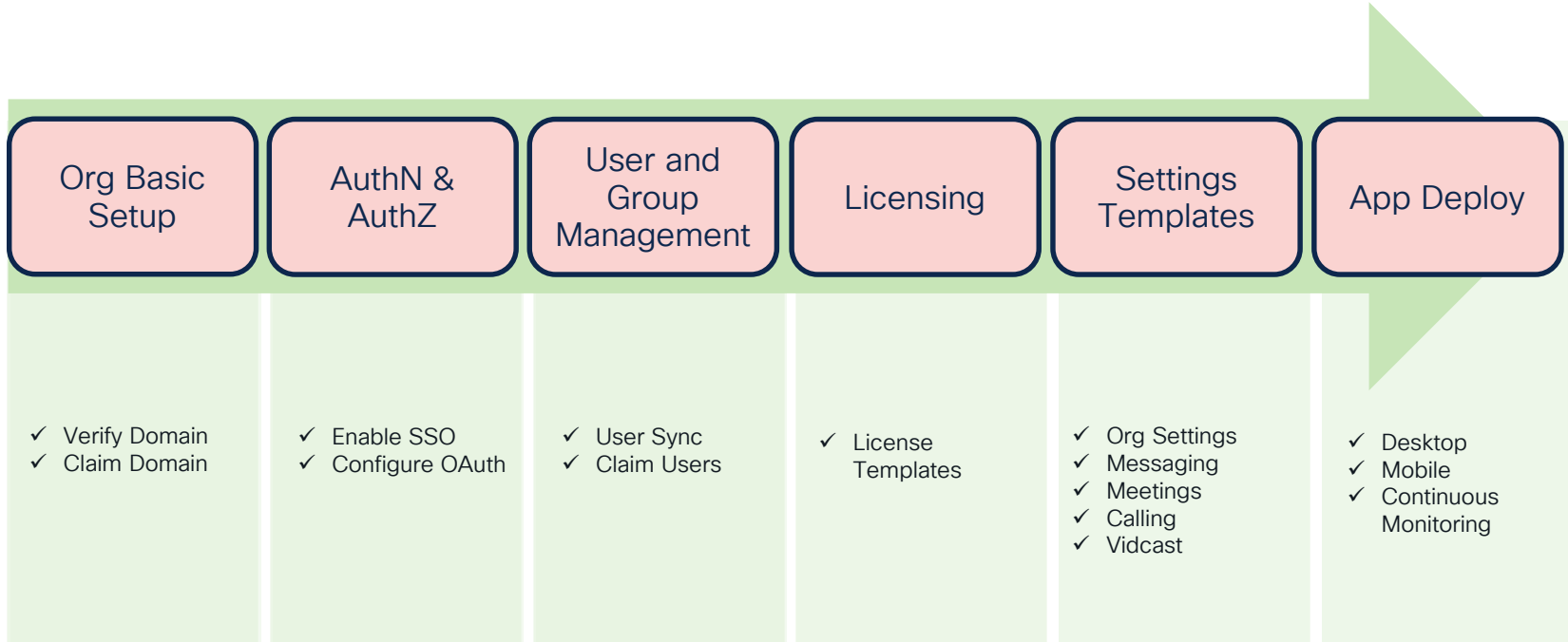




# Webex Org and User Identity



# Webex Organization Checklist



# Authentication

## Basic Authentication

- Email & Webex password
- Duo Integration



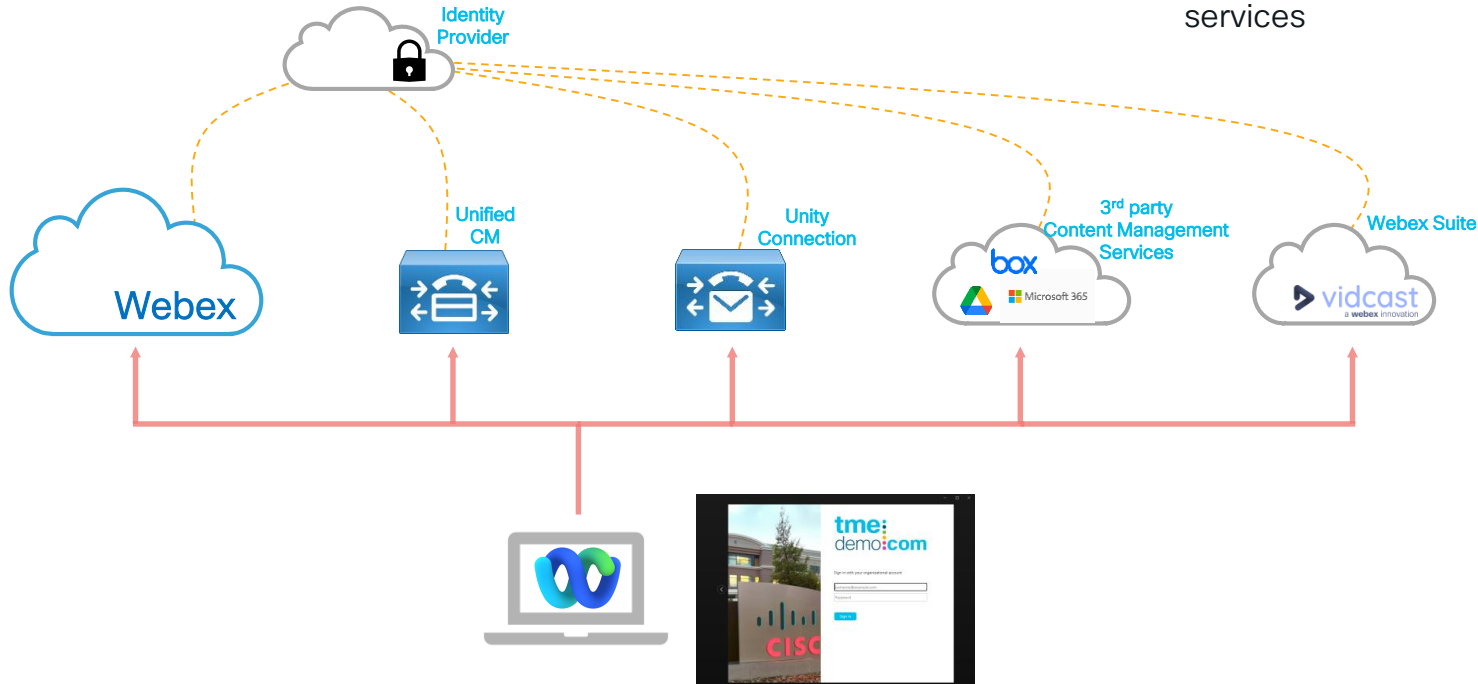
## Single Sign On

- 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)

Configure token policy

Configure token policy for all the Webex clients

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)

Cancel Save

- 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)
- **NEW:** Admin can use this tool to **BLOCK** users from signing into their company managed Webex App on a specific OS

# Authorization (OAuth)

The screenshot shows a 'Configure token policy' window with a table of settings for various client types. The 'Web Client' row is highlighted with a red box, indicating that its 'Client access' is disabled. The other rows (iOS, Android, Windows, MAC) have 'Client access' enabled. The table columns are: Client type, Client access, Auto extend refresh token, Refresh token TTL, Max. num of refresh tokens, and Access token TTL.

Client type	Client access	Auto extend refresh token	Refresh token TTL	Max. num of refresh tokens	Access token TTL
iOS	On	On	1440 hour(s)	100 token(s)	1080 minute(s)
Android	On	On	1440 hour(s)	100 token(s)	1080 minute(s)
Windows	On	On	1440 hour(s)	100 token(s)	1080 minute(s)
MAC	On	On	1440 hour(s)	100 token(s)	1080 minute(s)
Web Client	Off	On	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)
- **NEW:** 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 be able to use the Webex Web App (web.webex.com)”*

# Webex User Provisioning



**webex Control Hub**

**Users**

Overview Alerts center

Webex Experience

Analytics Troubleshooting Reports

Users Workspaces Devices Account Organization Settings

483 users

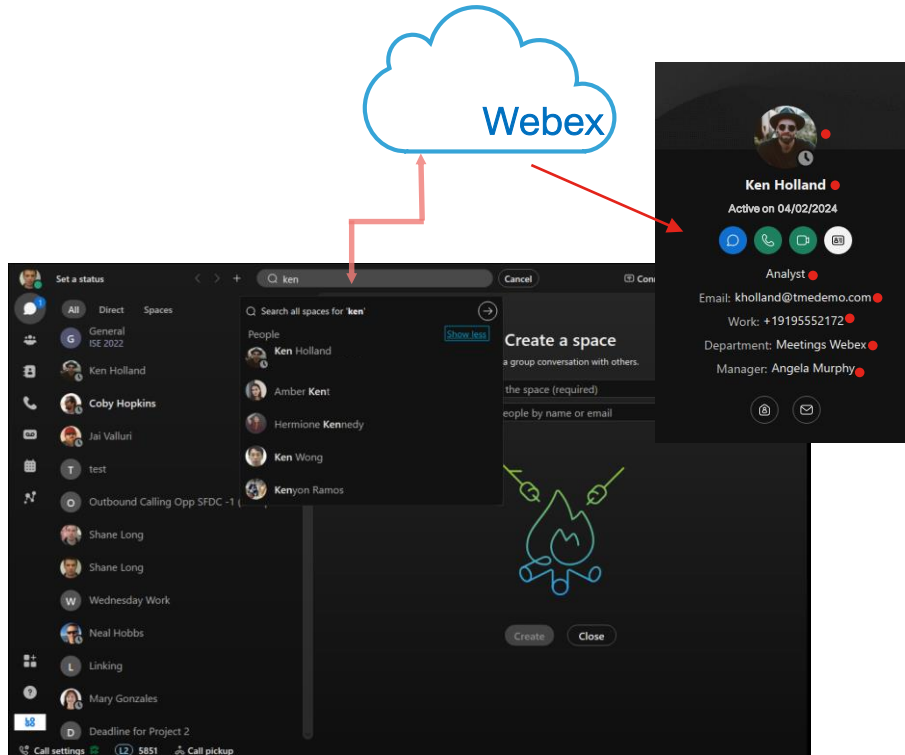
Search by name or email Filter

First / Last name	Email	Status	Admin roles
Aimee Hewitt	ahewitt@medemo.com	Active	Webex-only admin
Ajay Pawar	apawar@medemo.com	Active	Full admin
Aladdin Gordon	agordon@medemo.com	Verified	Read-only admin
Alan Glowacki	aglowacki@medemo.com	Active	Full admin
Alan Lane	alane@medemo.com	Active	Read-only admin
Albert Amparan	alampan@medemo.com	Active	Full admin
Alec Walker	alecwalk@medemo.com	Verified	Read-only admin
Alexa Williamson	awilliam@medemo.com	Verified	Read-only admin
	aglover@medemo.com	Active	Read-only admin
	arobbins@medemo.com	Active	Read-only admin
	awilke@medemo.com	Verified	Read-only admin
	ameritt@medemo.com	Active	Read-only admin
	cassidy@medemo.com	Active	Read-only admin
	acameron@medemo.com	Active	Read-only admin
	acassidy@medemo.com	Active	Read-only admin
	asartana@medemo.com	Active	Read-only admin

**TIP**  
Directory Connector and  
Azure Directory Wizard are  
the most powerful methods  
for Webex user management

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 mail or UserPrincipalName

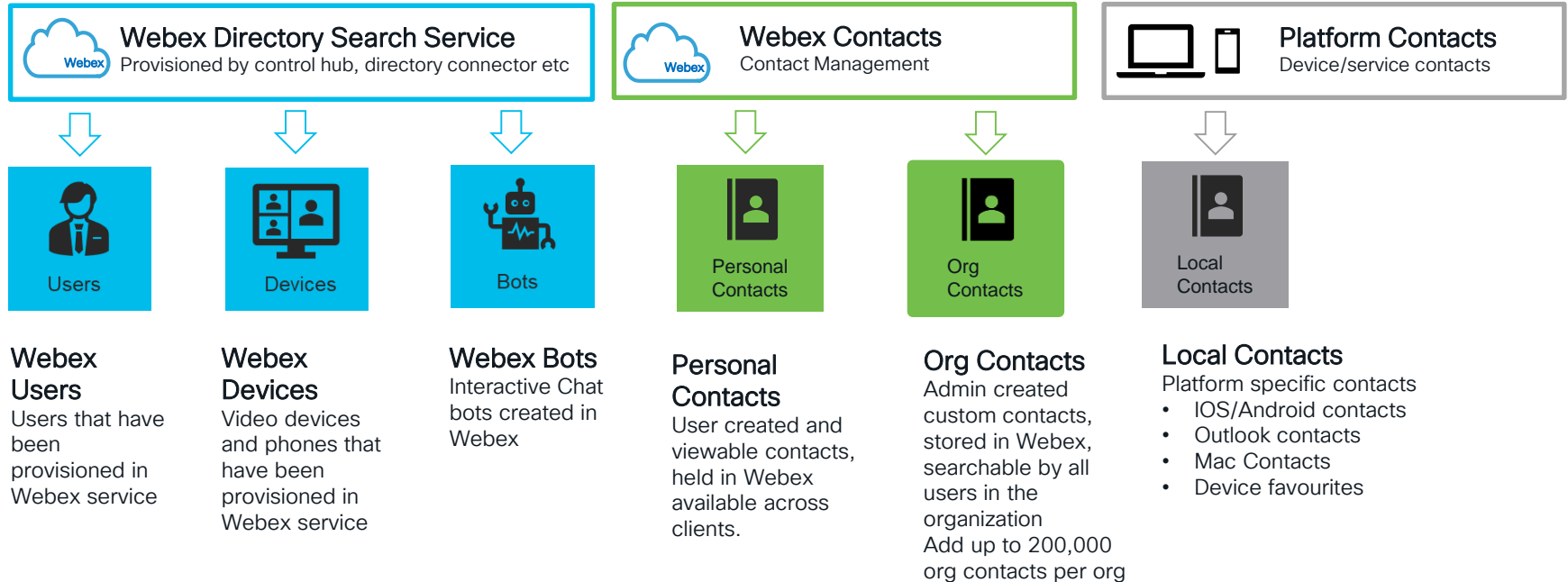
# Webex User Search/Resolution



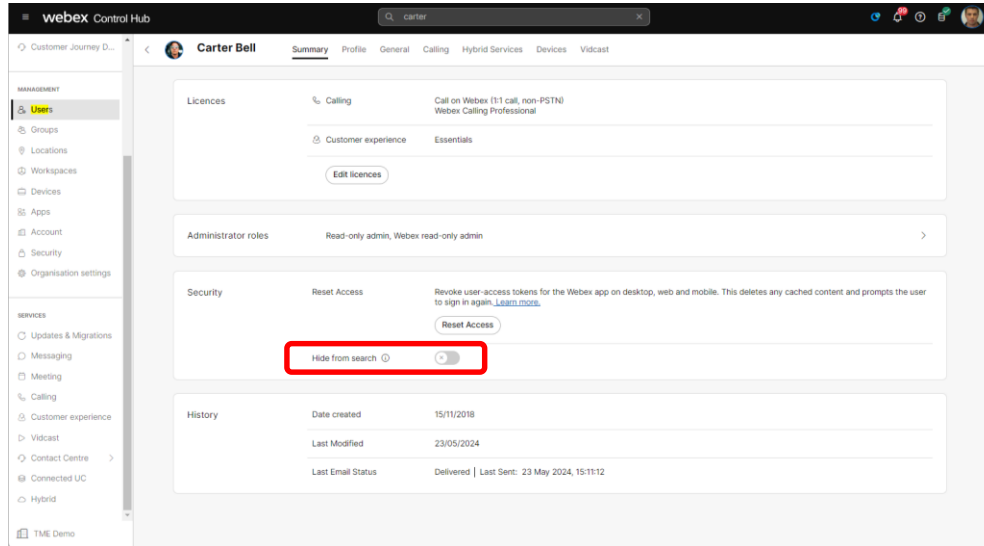
- Webex App will perform directory queries against the Webex Directory Search Service
  - User search
  - User Resolution
  - Phone Number Resolution
  - Avatar Display
- Ensure all necessary user attributes are synced to Webex via user provisioning process



# Webex App Contact Search

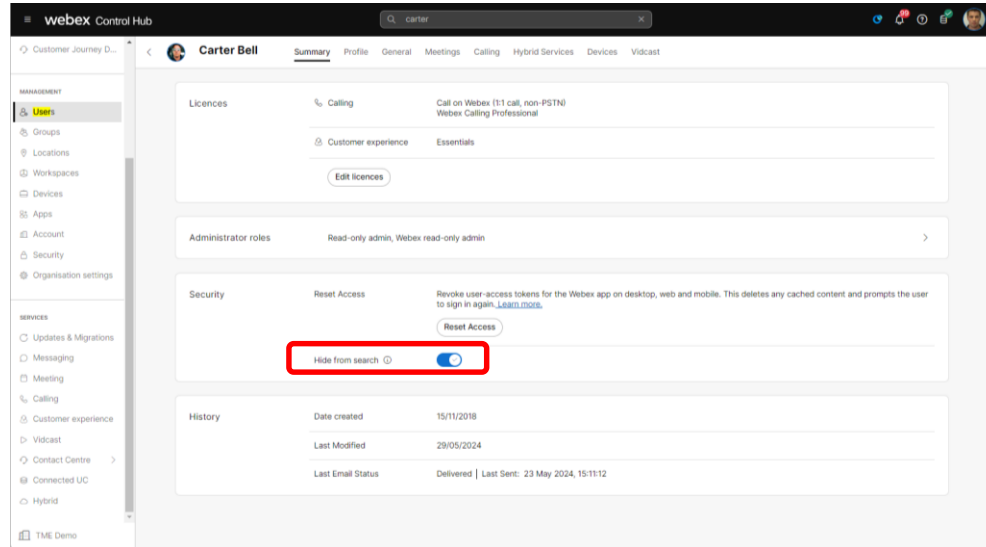


# Hide from Webex App Search



- 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

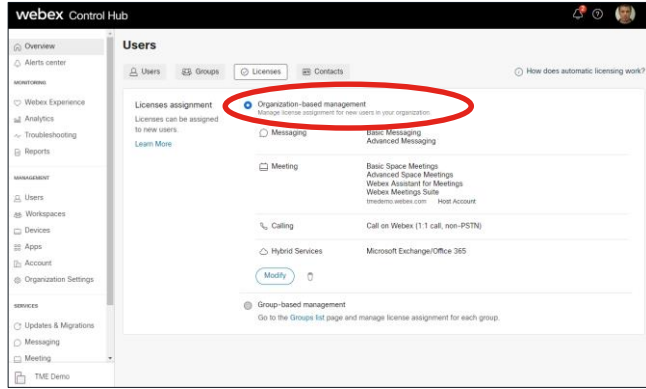


- When enabled, the user and their registered devices cannot be searched from the Webex App
- This setting also hides users and devices from search results on Video endpoints
- This does NOT make a user uncontactable – you can still call or message the user if you know their details
- **EXAMPLE:** “I do not want my CEO to be searchable from the Webex App”

# 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

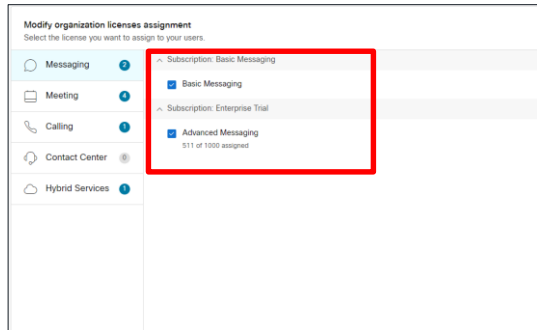
# License Template



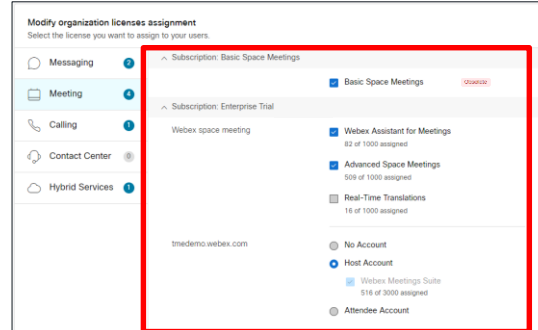
License Templates allow for configuring of a common licensing model per

- Organization
- Group
- User

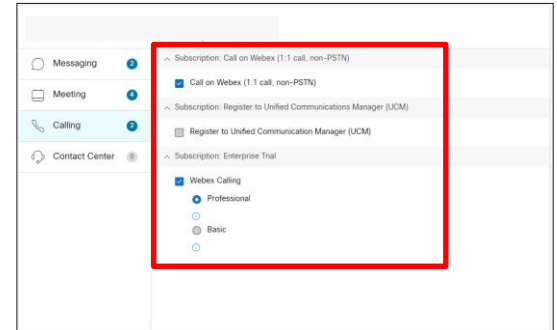
## MESSAGING



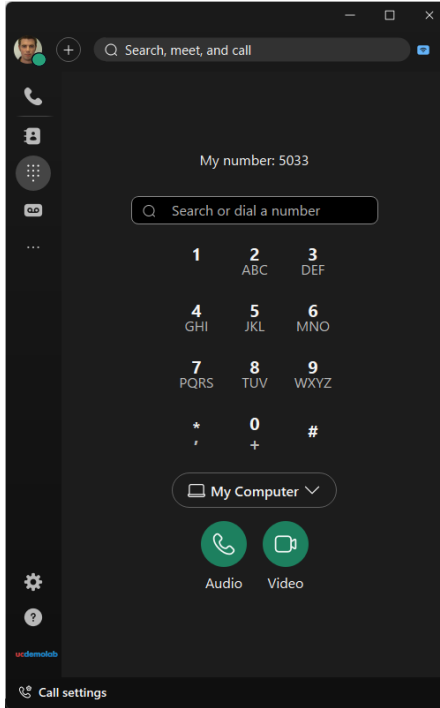
## MEETINGS



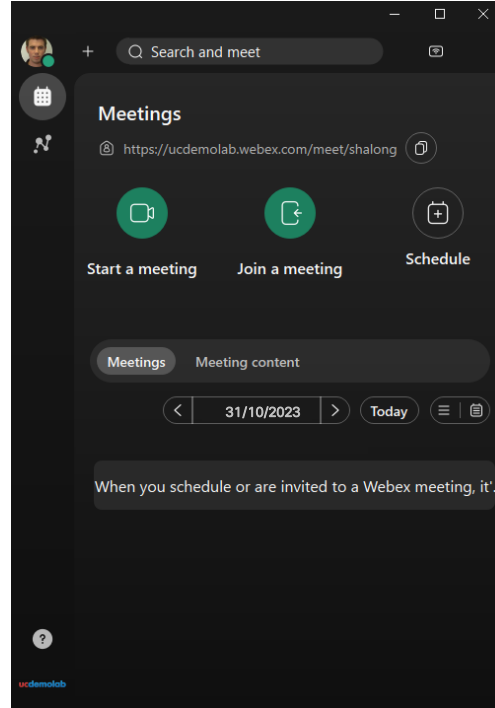
## CALLING



# Service Entitlement



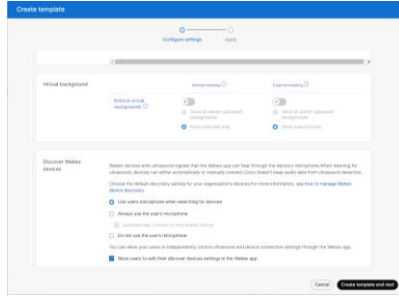
Calling Only Mode



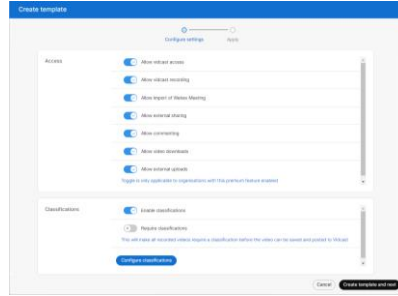
Meetings Only Mode

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

# Settings Templates



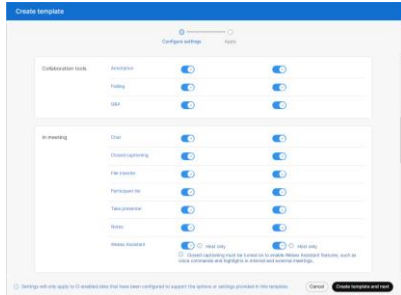
General Template



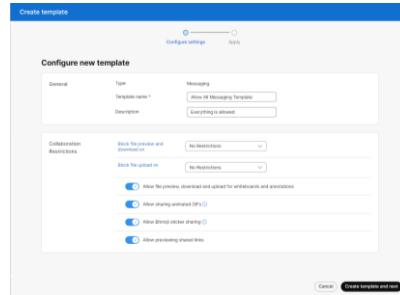
Vidcast Template

Create a Settings Template to control specific settings for

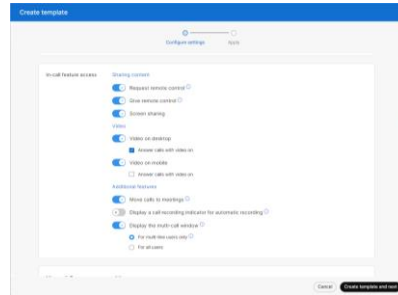
- General (Organisation Settings)
- Vidcast
- Meetings
- Messaging
- Calling



Meetings Template



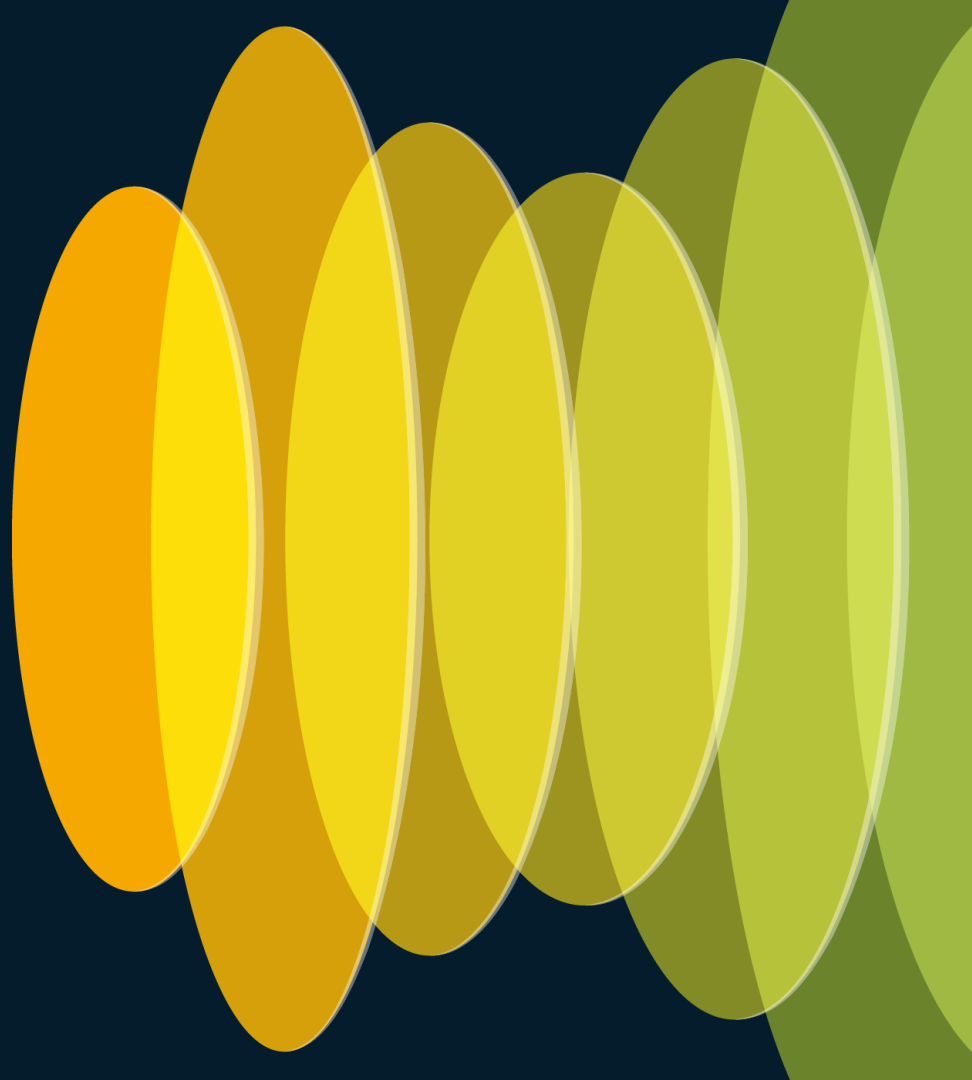
Messaging Template



Calling Template

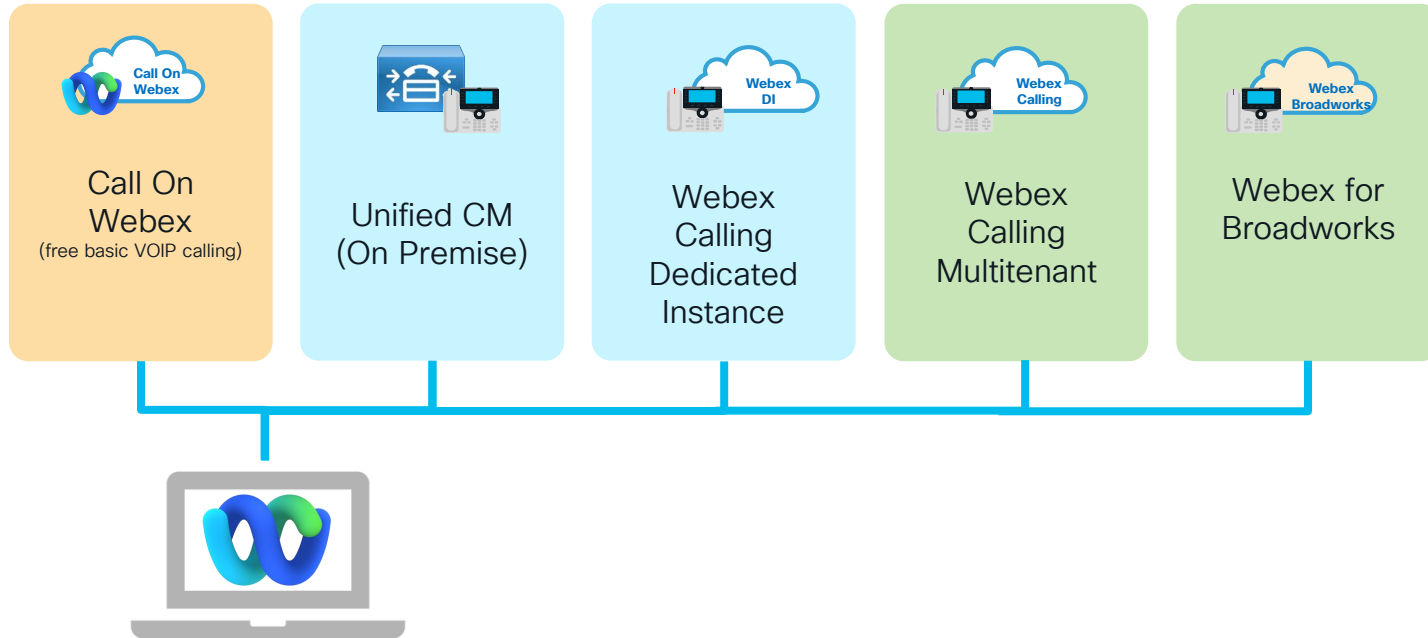
Templates can be applied to **groups** so streamline configuration

# Calling





# Webex App Calling



Webex provides flexible calling deployment models to meet your organizations needs

# Webex App Calling

Modify organisation licences assignment

Select the licence you want to assign to your users.

**Messaging** 1

**Meeting** 2

**Calling** 2

**Hybrid Services** 0

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

☒ Call on Webex (1:1 call, non-PSTN)

^ Subscription: Register to Unified Communications Manager (UCM)

☐ Register to Unified Communication Manager (UCM)

^ Subscription: Enterprise

☒ 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

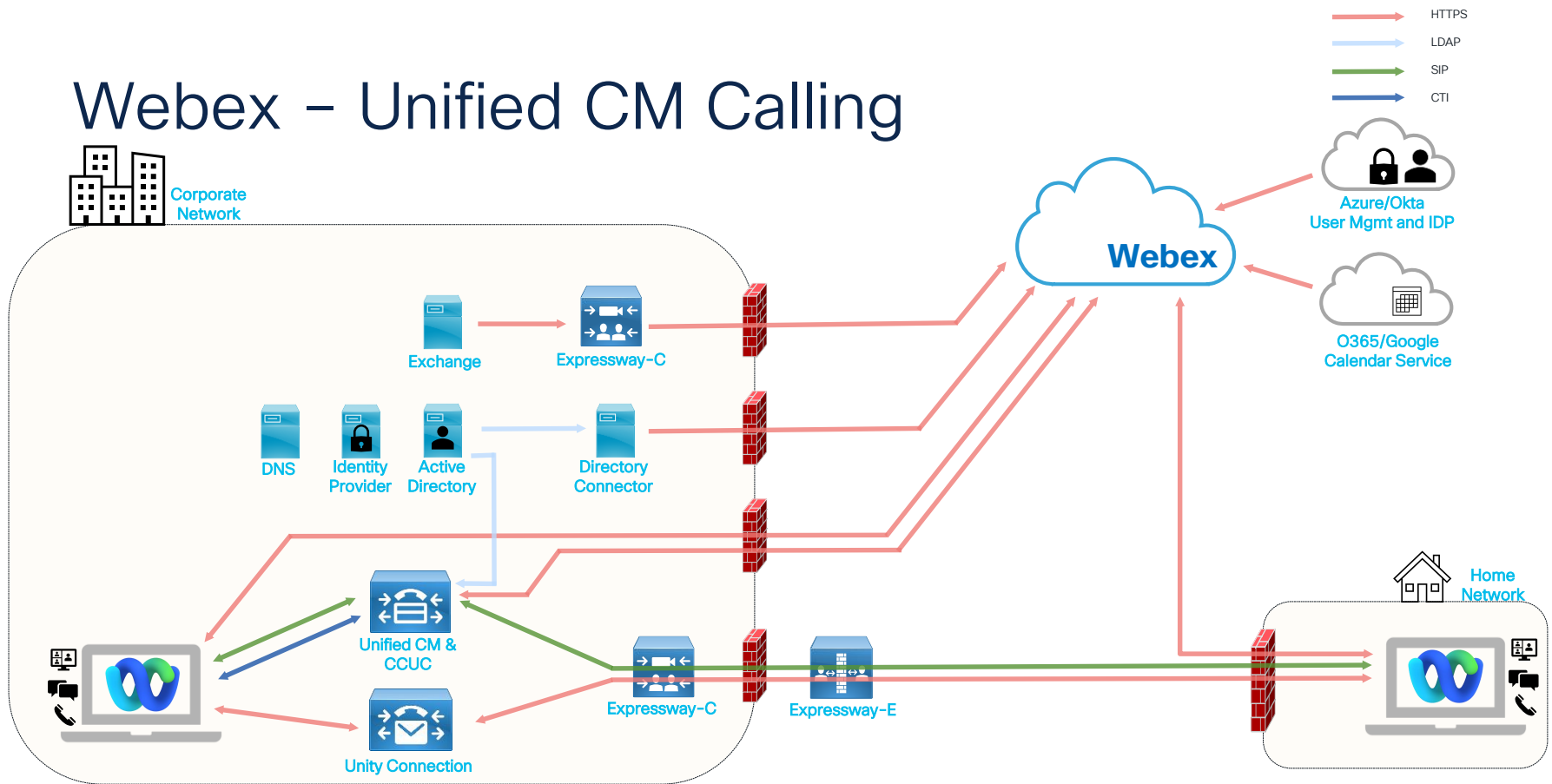
Webex for Broadworks is managed by your Service Provider

# Webex Calling Multitenant

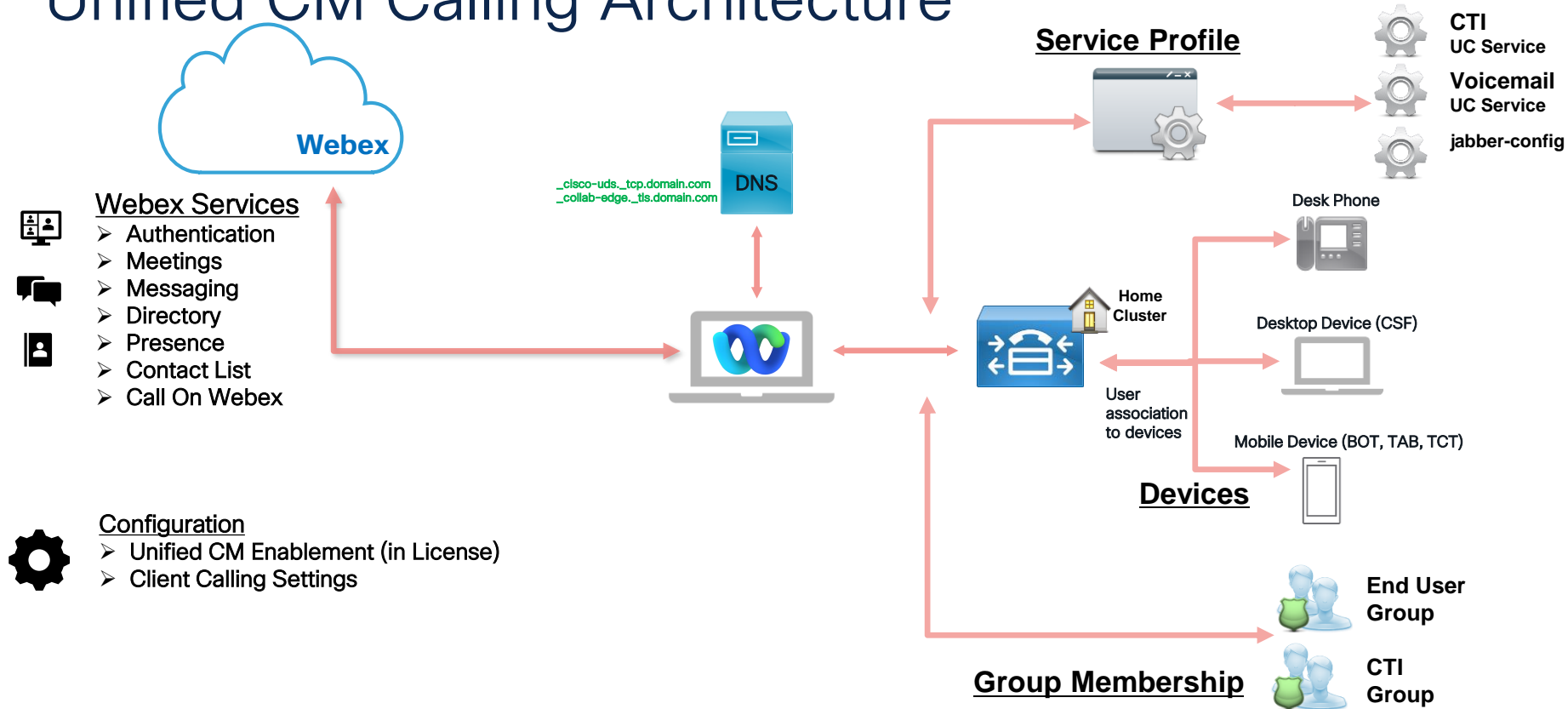
## Recommended Sessions

BRKCOL-1005	Understanding the Webex Customer Experience Basic & Essential solutions, configurations and Supervisor/Agent Experience
BRKCOL-2064	Migrating IP phones from Unified Communications Manager (on-premises) to Webex Calling (cloud) by a TAC Engineer
BRKCOL-2065	Webex Calling - How do I begin?
BRKCOL-2481	Successful Migrations from Unified CM to Webex Calling
BRKCOL-2787	Planning and Designing Successful Cloud Calling Deployments with Webex Calling
BRKCOL-2812	Troubleshooting Webex Calling Premises-based PSTN
IBOCOL-1120	Webex Calling: What Do You Want to Know?
IBOCOL-2010	Cloud Connected UC: The Bridge to Migrate Your On-Premises Solution to Webex Calling
IBOCOL-2420	Calling Migrations: an Interactive Session to Share Experiences, Ideas, Solutions, and Best Practices

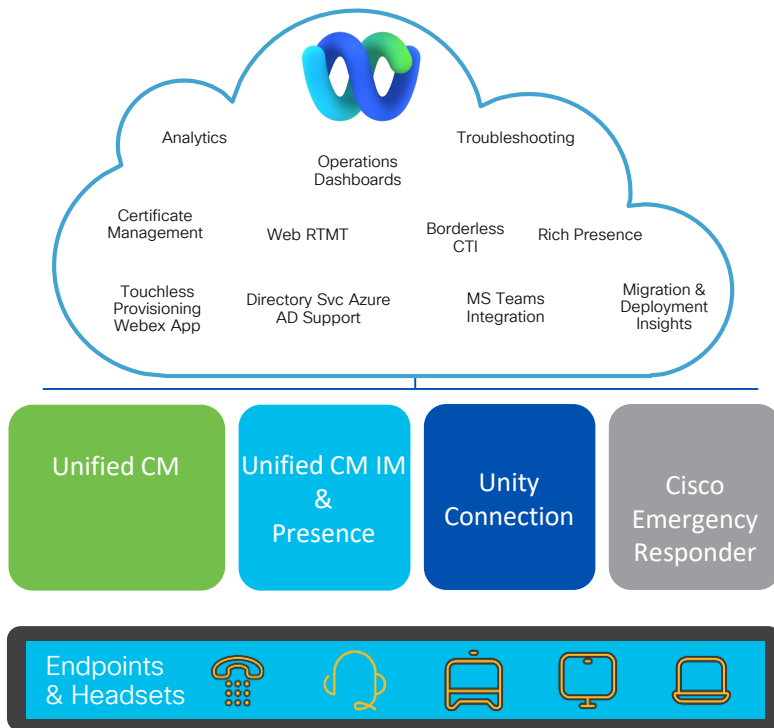
# Webex – Unified CM Calling



# Unified CM Calling Architecture



# Cloud-Connected UC (CCUC)



## Provisioning

- User Provisioning
- Unified CM Device Provisioning

## Calling Features

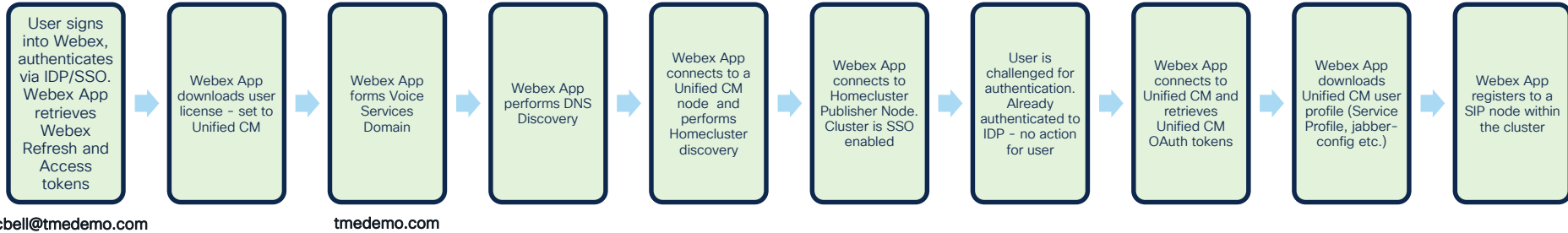
- Phone Presence for Webex App
- Borderless CTI

## Microsoft Teams Integration

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

# Unified CM Calling First Time Sign In

## Unified CM On-Premise and Webex Calling Dedicated Instance



### Voice Services Domain

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

### DNS Discovery

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

\_cisco-uds.\_tcp.tmedemo.com

\_collab-edge.\_tls.tmedemo.com

### Homecluster Discovery

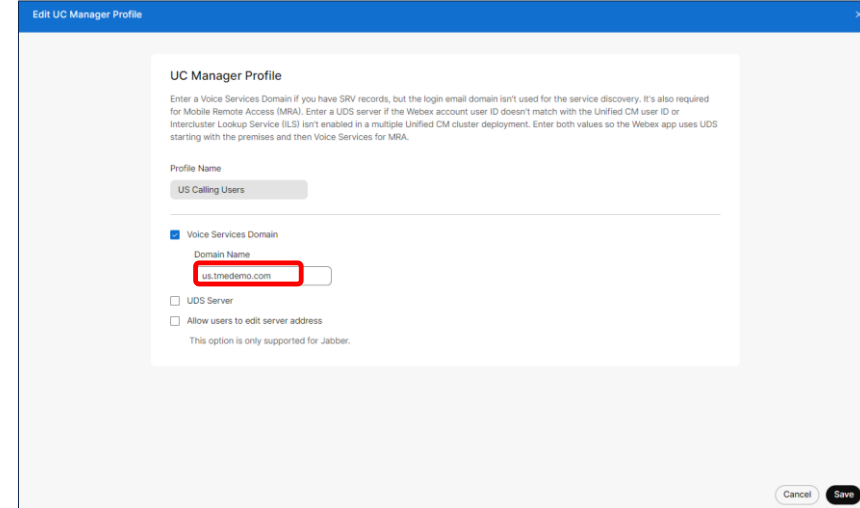
Process to find the users cluster in a multi cluster Unified CM deployment. Webex sends 2 queries to Unified CM using the email address the user entered in the Webex App first screen e.g. cbell@tmedemo.com

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

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

# Voice Services Domain

- Voice Services Domain can be specified in situations where the email domain does **not** match the domain where `_cisco-uds` or `_collab-edge` SRV records are located
- Voice Service Domain is created inside a UC Manager Profile – multiple UC Manager profiles can be created
- UDS Server setting is where the Unified CM FQDN is specified manually (bypassing service discovery). This can be used in situations where the email does not match the Unified CM UID nor mail attributes. NOTE – a Voice Services Domain specified via email or UC Manager Profile is required for MRA



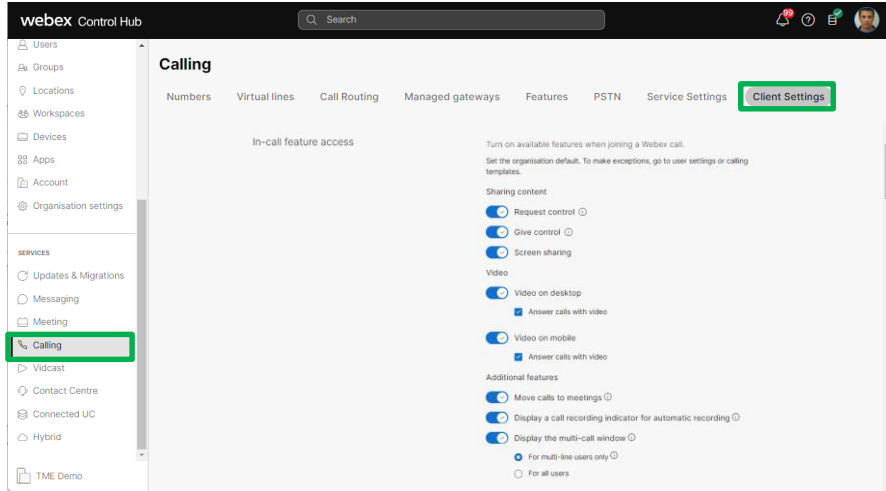
The screenshot shows the 'Edit UC Manager Profile' window. The 'Profile Name' is 'US Calling Users'. Under the 'Voice Services Domain' section, the 'Domain Name' is set to 'us.tmedemo.com', which is highlighted with a red box. There are also checkboxes for 'UDS Server' and 'Allow users to edit server address', both of which are currently unchecked. A note at the bottom of the section 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



### Remember

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

### Call Settings

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

### Calling Behavior

- Manage UC Profiles to configure a Voice Services Domain

### Unified CM Settings

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

### Unified CM SIP Address Routing

- Control how SIP URI calls are routed

### In-call feature access

- Control mid call settings

### Microsoft Teams integration

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

### Do Not Disturb (DND) status sync

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

# Unified CM Calling Configuration

## 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](mailto:chopkins@tmedemo.com)

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

**User ID:** [chopkins](mailto:chopkins@tmedemo.com)

**Mail ID:** [chopkins@tmedemo.com](mailto:chopkins@tmedemo.com)

### Service Profile

#### Voicemail

<b>Voicemail Profile</b>	
Primary	<input type="text" value="ucxn-pub.tmedemo.com"/>
Secondary	<input type="text" value="ucxn-sub.tmedemo.com"/>
Tertiary	<input type="text" value="&lt;None&gt;"/>
<a href="#">Credentials source for voicemail service</a> * <input type="text" value="Not set"/>	

#### Deskphone Control Mode

<b>CTI Profile</b>	
Primary	<input type="text" value="cm-sub1"/>
Secondary	<input type="text" value="cm-sub2"/>
Tertiary	<input type="text" value="cm-pub"/>

#### Calling Feature Configuration

<b>Jabber Client Configuration (jabber-config.xml) Profile</b>	
Common	<input type="text" value="common01-webexapp"/>
Desktop	<input type="text" value="&lt;None&gt;"/>
Mobile	<input type="text" value="&lt;None&gt;"/>

### 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

UC Service Configuration
Save
Delete
Copy
Add New

Related Links:
Back To Find/List
Go

UC Service Information

UC Service Type:
Jabber Client Configuration (jabber-config.xml)

Product Type:
Jabber

Name:
Multiline-shane

Description:
Jabber config created for both desktop and mobile

Jabber Configuration Parameters

Section	Parameter	Parameter Description	Value	Operations
Options	multiline1_ringtoneName	Specifies the ringtone name	Classic Ringer	Delete
Options	multiline2_ringtoneName	Specifies the ringtone name	Ascent	Delete
Options	DockedWindowVisible	Displays the docked windows	true	Delete
Options	DockedWindowPosition	The position of the docked windows	TopRight	Delete
Options	EnableBridgeConferencing	Enables bridge conferencing	true	Delete
CUCH	EnableJabber2TeamMigration		true	Delete
Policies	EnableSIPURIDialing	Enables SIP URI dialing	true	Delete
Policies	EnableGroupCallPickup	Enables pick up incoming calls	true	Delete
Policies	EnableCallPickup	Enables call pickup group	true	Delete
Policies	EnableHuntGroup	Enables hunt group	true	Delete
Policies	TelemetryCustomerID	Specifies the source of analytic information.	ef70fa6d-b079-456b-901e-	Delete
Policies	TelemetryEnabled	Enables to gather the analytics data	true	Delete
Phone	EnableE911OnPremLocationPolicy	Enables E911 onPrem location policy	true	Delete
Phone	EnableE911EdgeLocationPolicy	Enables E911 edge location policy	true	Delete
Phone	E911EdgeLocationWhitelist	A whitelist of SSIDs separated by a semicolon	#Collaboration	Delete
Phone	EnableHeatingPowerUp		true	Delete
Client	pChatShare	Enables screen capabilities	true	Delete
Client	Persistent_Chat_Enabled	Enables persistent chat feature	true	Delete
Client	Persistent_Chat_Mobile_Enabled	Specifies if persistent chat is available in the mobile device	true	Delete
Directory	PresenceDomain	Specifies the domain of the presence node	tmedemo.com	Delete
Directory	UdpPhotoUriWhitelist	Specifies a photo URI with a directory attribute	http://www.tmedemo.com/	Delete
-- Not Selected --	-- Not Selected --			Add Add Custom

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

Parameter	Description and Values	Supported platforms
E911EdgeLocationWhiteList	<p><b>Parameter:</b> 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>&lt;E911EdgeLocationPolicy&gt;true&lt;/E911EdgeLocationPolicy&gt; &lt;E911EdgeLocationWhiteList&gt;SSID1;SSID2;SSID3&lt;/E911EdgeLocationWhiteList&gt;</pre>	Desktop and mobile
EnableCallPark	<p><b>Parameter:</b> 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"> <li>• <b>true</b> (default)—Call park is enabled.</li> <li>• <b>false</b>—Call park is disabled. There is no call park option under the More button.</li> </ul>	Desktop
EnableCallPickup	<p><b>Parameter:</b> EnableCallPickup</p> <p>Specifies if a user can pickup a call in their call pickup group.</p> <ul style="list-style-type: none"> <li>• <b>true</b>—Enables call pickup.</li> <li>• <b>false</b>—Disables call pickup (default).</li> </ul>	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](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 a blue header. The title is 'Configure token policy for all the Webex clients'. Below the title is a table with columns: 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, and MAC, each with a 'Web Client' sub-entry. For each client type, the 'Auto extend refresh token' is enabled (blue toggle). The 'Refresh token TTL' is set to 1440 hours(s). The 'Max. num of refresh tokens' is set to 100 token(s). The 'Access token TTL' is set to 1080 minute(s). At the bottom right of the dialog are 'Cancel' and 'Save' buttons.

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 Webex services (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)
- 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

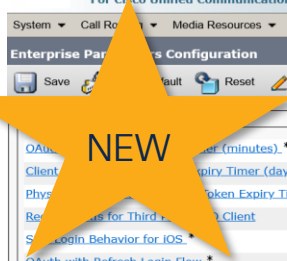
The screenshot shows the Cisco Unified CM Administration interface. The 'Enterprise Parameters Configuration' page is active. Under the 'SSO and OAuth Configuration' section, the 'OAuth with Refresh Login Flow' parameter is set to 'Enabled'. Other parameters in this section include 'OAuth Access Token Expiry Timer (minutes)' set to 60, 'Client OAuth Refresh Token Expiry Timer (days)' set to 60, 'Physical Phone OAuth Refresh Token Expiry Timer (days)' set to 120, 'Redirect URLs for Third Party SSO Client' (empty), 'SSO Login Behavior for iOS' set to 'Use native browser (iOS 9+; embedded Safari; non-iOS)', 'Use SSO for RHT' set to 'False', and 'OAuth Access Token for Devices' set to 'Implicit: Already registered devices'. The 'Directory Search Parameters' section shows 'Directory Search Scope' as 'All Users in the System' and 'Search Behavior for Users with no Customer Mapping' as 'Only search within Users with no Customer mapping'. The 'Phone Migration' section shows 'When Provisioning a Replacement Phone for an End User' set to 'Retain Existing Phone(s)' and 'Security Profile for Migrated Phone' set to 'Secure'.

Default refresh token TTL: 60 days

- The Unified CM Refresh Token TTL defines the duration that a user can use Unified CM services via the app, on a device, without having to reauthenticate
- NOTE: OAuth refresh token flow is disabled by default and will need to be enabled for the best experience
- A common Refresh token TTL should be configured on Webex (Control Hub), Unified CM, Unity Connection and Expressway

# Webex App Subsequent Logins

## Unified CM OAuth



**Cisco Unified CM Administration**  
For Cisco Unified Communications Solutions

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

**Enterprise Parameters Configuration**

Save [icon] Default [icon] Reset [icon] Apply Config [icon]

OAuth Access Token Expiry Timer (minutes) *	60
Client Authentication Token Expiry Timer (days) *	60
Physical Authentication Token Expiry Timer (days) *	60
Registration Timeout for Third Party Client	
Session Login Behavior for IOS *	Use embedded browser (WebView) ▾
OAuth with Refresh Login Flow *	Enabled ▾
Use SSO for RTMT *	True ▾
OAuth Access Token for Devices *	Implicit: Already registered devices ▾
<b>Auto Renew Refresh Token *</b>	<b>Enabled ▾</b>

**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 ▾

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

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

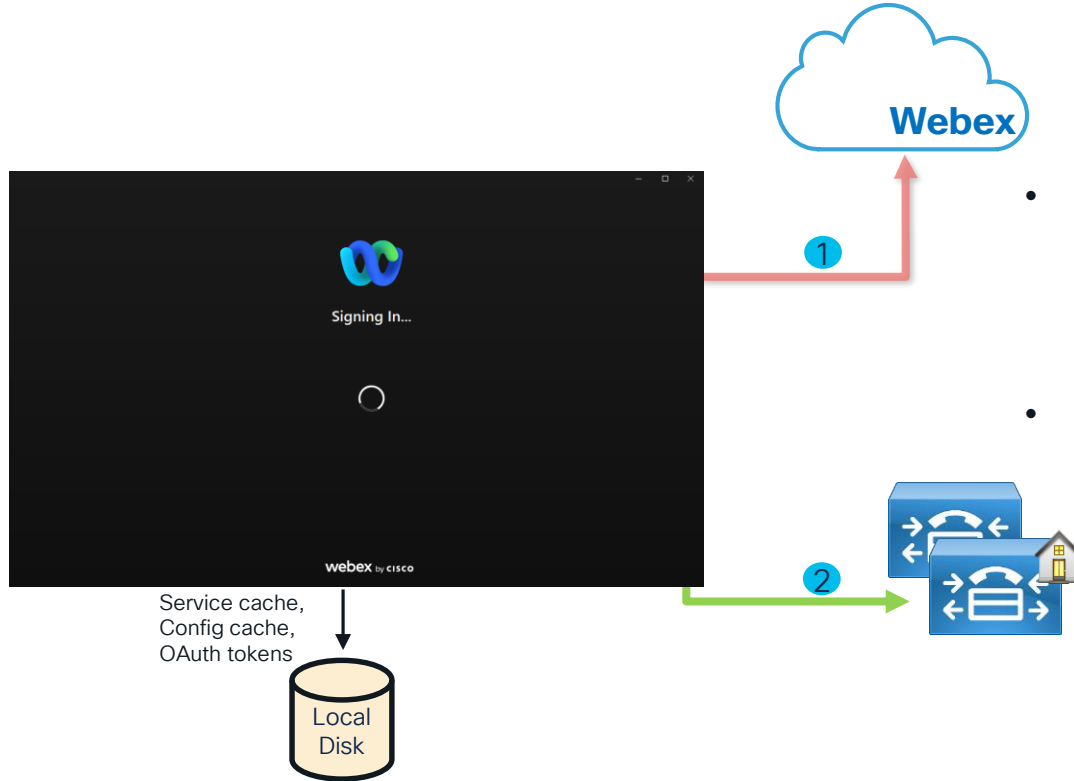
- The refresh should never expire as long as the Webex App is active inside the tokens 50% timeline

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

### Requirements

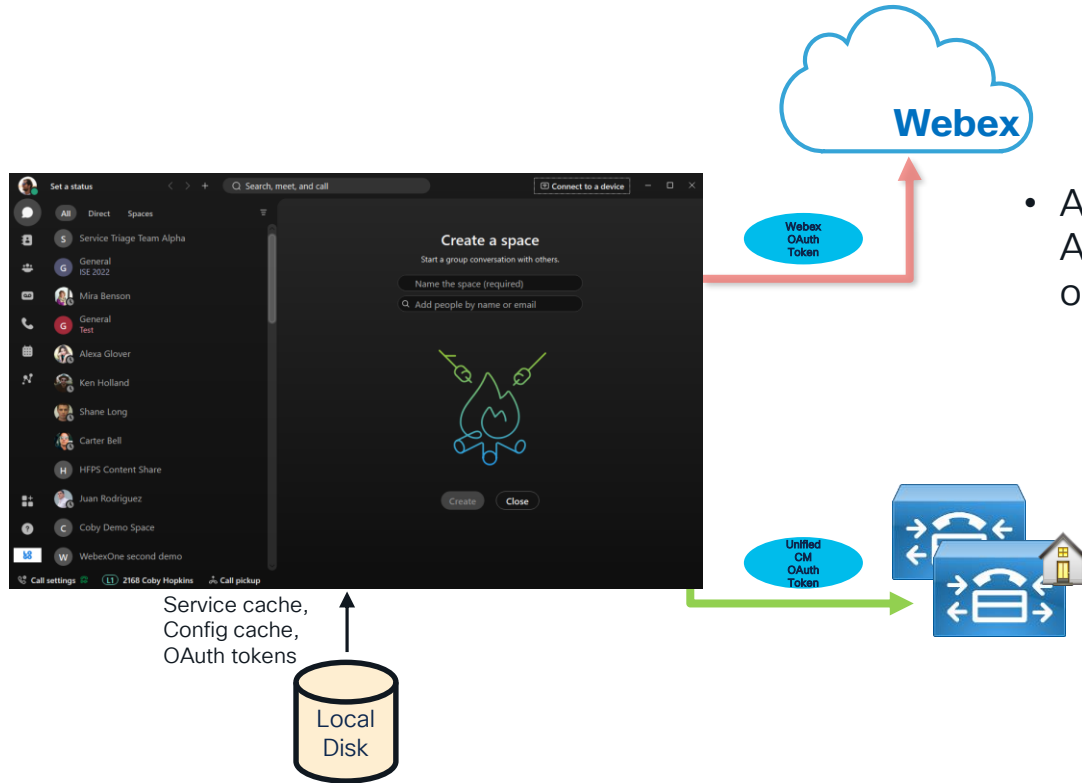
- Unified CM 14.0 SU4 or Unified CM 15
- Expressway X14.3.1
- OAuth Refresh Token flow and Auto Renew Refresh token must be enabled

# 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 will store details of these sessions to local disk

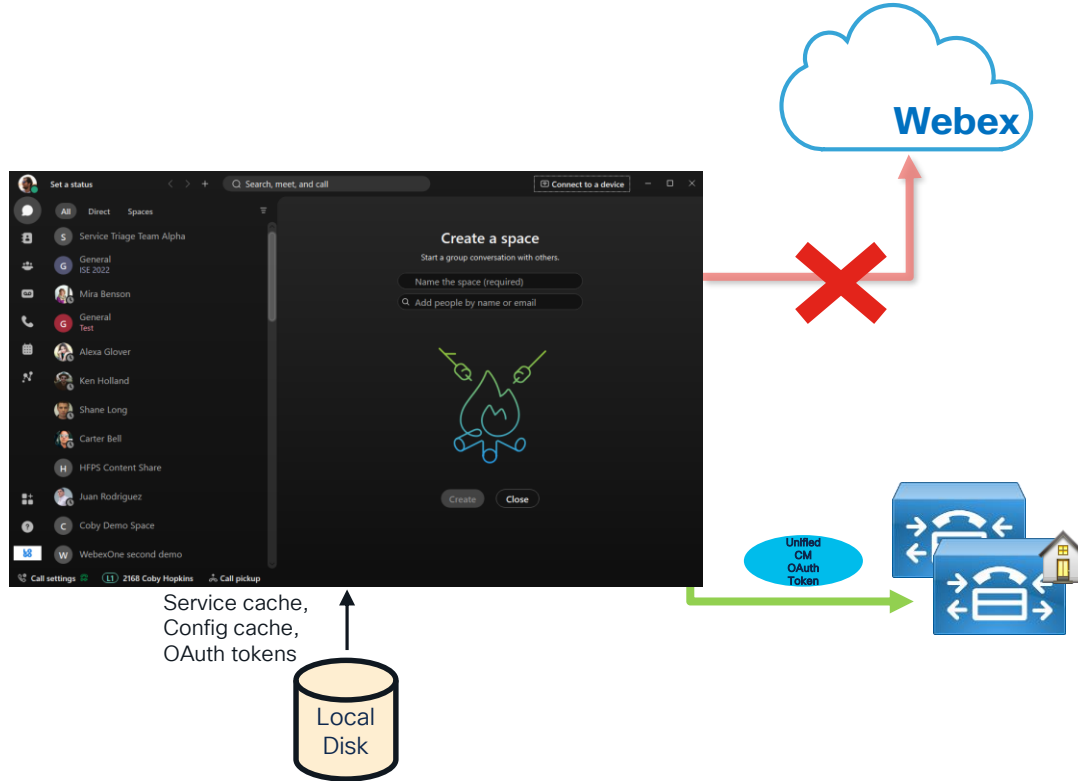
# Subsequent Logins



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



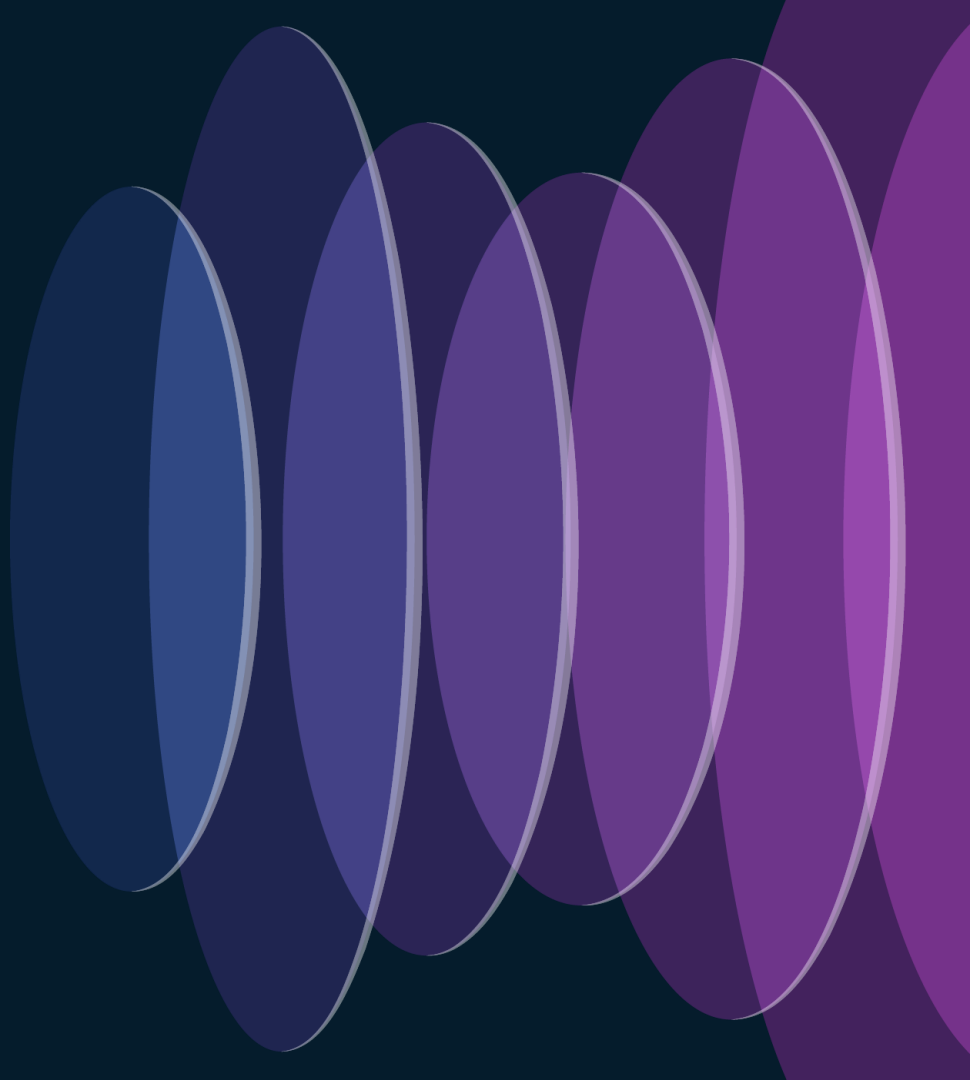
# Calling Redundancy



## Subsequent logins

- 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 at the time e.g. presence, directory search (previous directory lookups will be cached locally)

# Cisco AI Assistant for Messaging and Meetings



# Cisco AI Assistant for Messaging

## Space Summaries

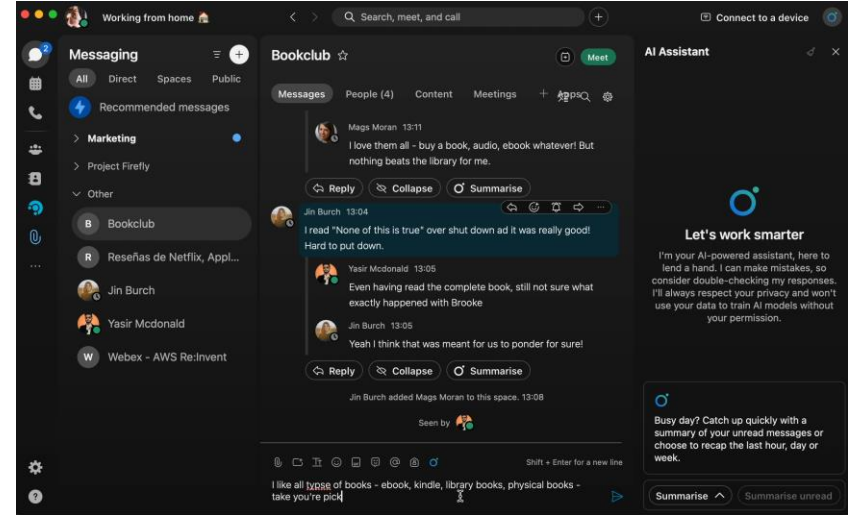
- AI Assistant to summarize spaces, unreads, and threads across multiple languages

## 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








Available today on Windows and Mac  
Other platforms are coming soon

# Messaging AI Assistant Licensing

- Messaging AI Assistant will be available to users with a paid messaging license
- Paid messaging is determined by the “Advanced messaging” license assignment
- Advanced Messaging licensing can be verified via
  - Control Hub (template/user)
  - CSV export of users  
Column: Advanced Messaging [Sub.xyz]
  - Developer API  
GET /v1/people/list-people{email}  
GET /v1/licenses/{licenseId}

**Edit services for kholland@tmedemo.com**

Select the service entitlements that you want to provide to this user.

 <b>Messaging</b> <span>2</span>	^ Subscription: Basic messaging
	<input checked="" type="checkbox"/> Basic messaging
 <b>Meeting</b> <span>5</span>	^ Subscription: Enterprise
 <b>Calling</b> <span>2</span>	<input checked="" type="checkbox"/> Advanced messaging
 <b>Contact Centre</b> <span>0</span>	
 <b>Customer experience</b> <span>0</span>	

# Admin Controls and Licensing

- Control Hub admin can control enablement of messaging AI features
- Messaging AI features can be enabled at levels
  - Org
  - Group
  - User
- Messaging AI features are **ON** by default

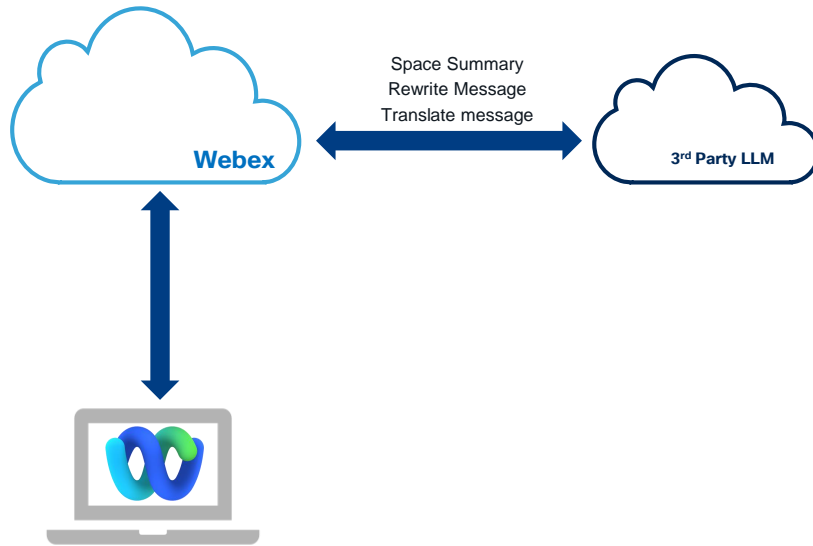
## Organisation settings > Cisco AI Assistant

### AI Assistant for Messaging

Communicate more effectively and enhance team collaboration and co-creation. Translate space messages instantly to your native language and rewrite messages by adjusting the tone and vocabulary. You'll also save time and catch up on unread messages with detailed space summaries.

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

# Messaging AI Assistant Security and Privacy



- The Messaging AI Assistant is powered by a hybrid of Cisco AI technology as well as a 3<sup>rd</sup> party large language model (LLM)
  - The current 3<sup>rd</sup> party model being used is GPT-3.5 Turbo via the Microsoft Azure OpenAI Service API
- See the AI transparency doc:
  - <https://trustportal.cisco.com/c/r/ctp/trust-portal.html#/19133205391278689>
- Key points
  - 3<sup>rd</sup> party LLM resides in same region as Webex messaging service (US/EMEA)
  - LLM does not store conversations
  - LLM does not use conversations for training data

# AI Assistant for Meetings

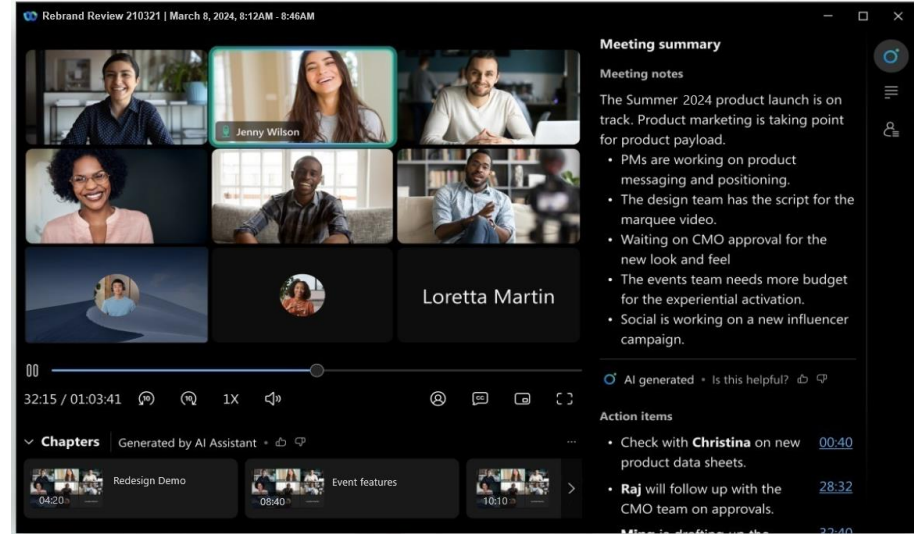
Coming Soon

## Available Today

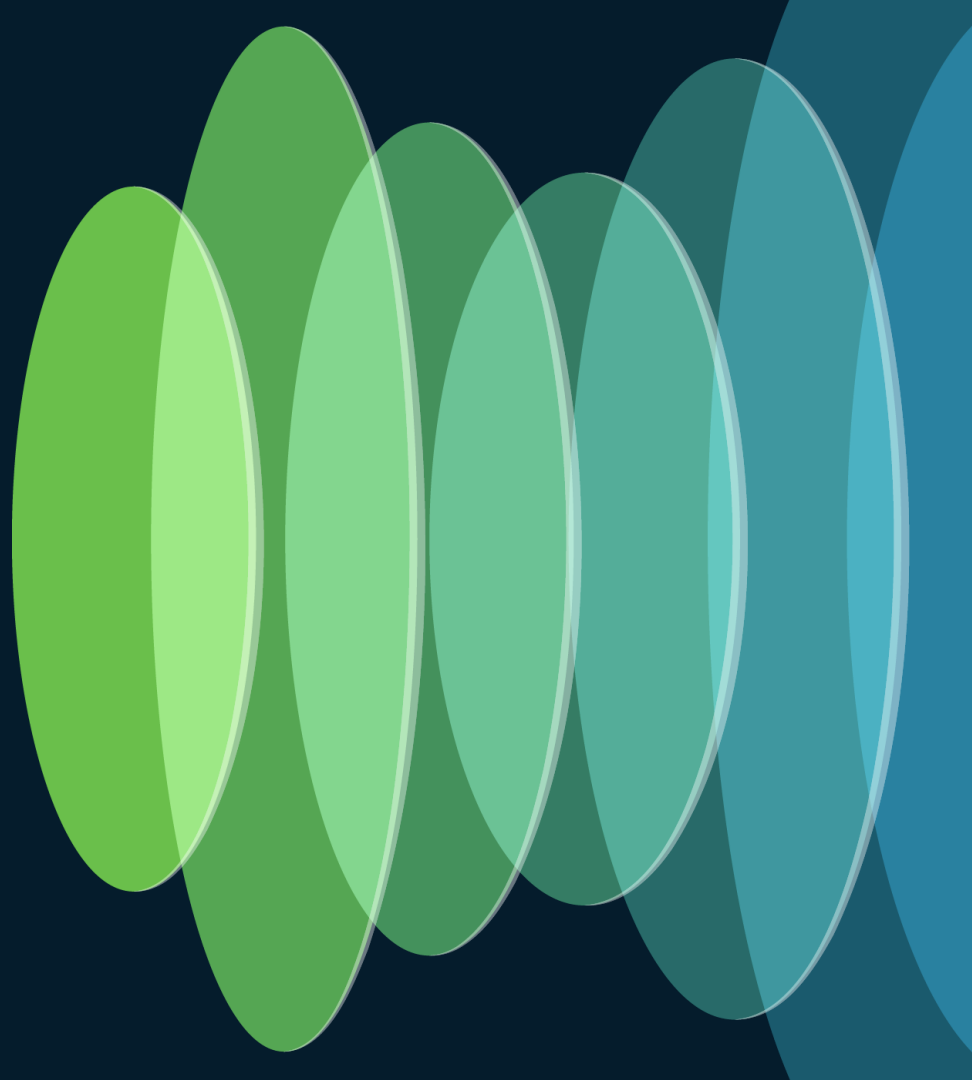
- Post meeting Recording Summaries
- Closed Captioning
- Real Time Translations

## Coming Soon

- Automatic Be Right Back
- In meeting catch-up
- Custom Dictionary



# 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 Suite Meetings Platform – Key Changes

## In-Meeting Chat

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

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

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

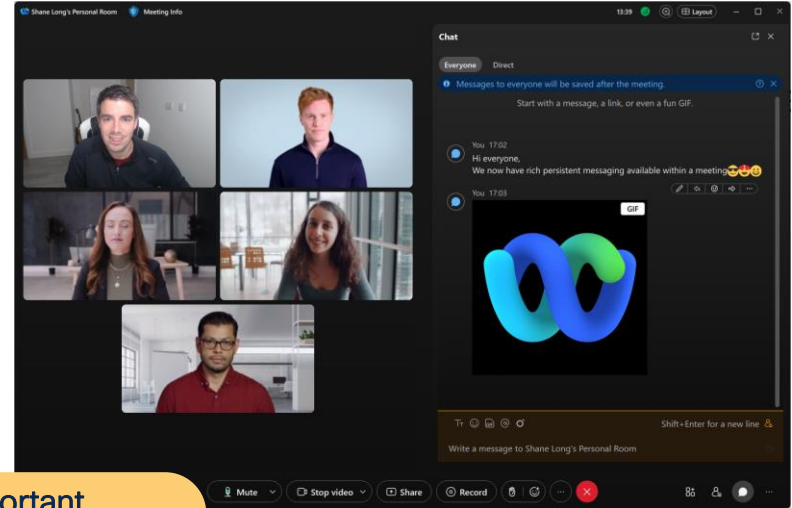
In-meeting chat enablement is independent to Webex messaging enablement (via license)

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

**Internal Webex Meetings**  
These settings apply to meetings held in your organisation's sites (Control Hub managed).

**In-meeting chat**  
Choose to have meeting chat automatically saved or cleared after the meeting.

- ☒ **Save all meeting chat**  
The saved meeting chat can help users reference key decisions, questions or action items for a better collaboration experience.
- ☐ **Clear all meeting chat**  
After the meeting, the cleared meeting chat isn't visible to users and is without any compliance or retention policies.



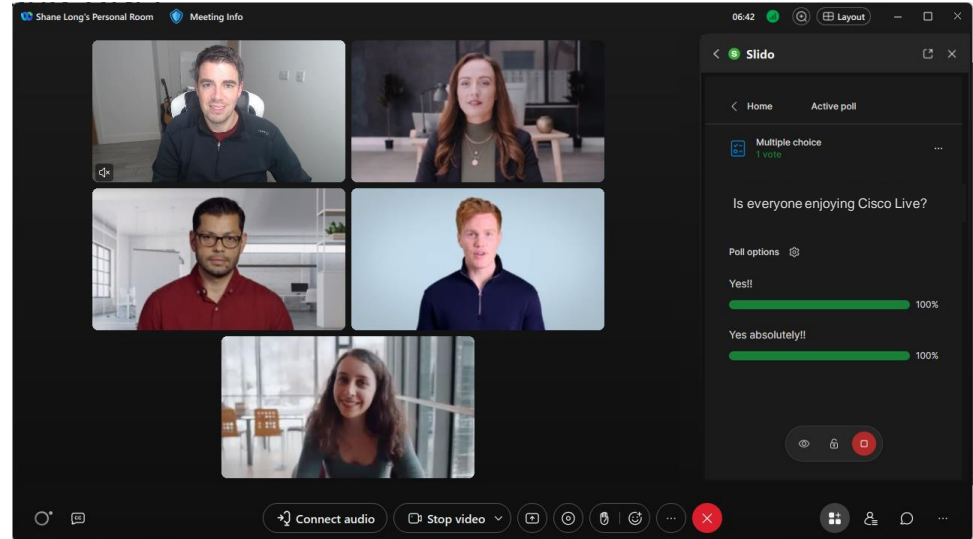
### Important

In Meeting chat will be stored in the datacenter where your Webex org resides

# Webex Suite Meetings Platform – Key Changes

## Polling and Q&A

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



# Webex Suite meeting platform Firewall Requirements

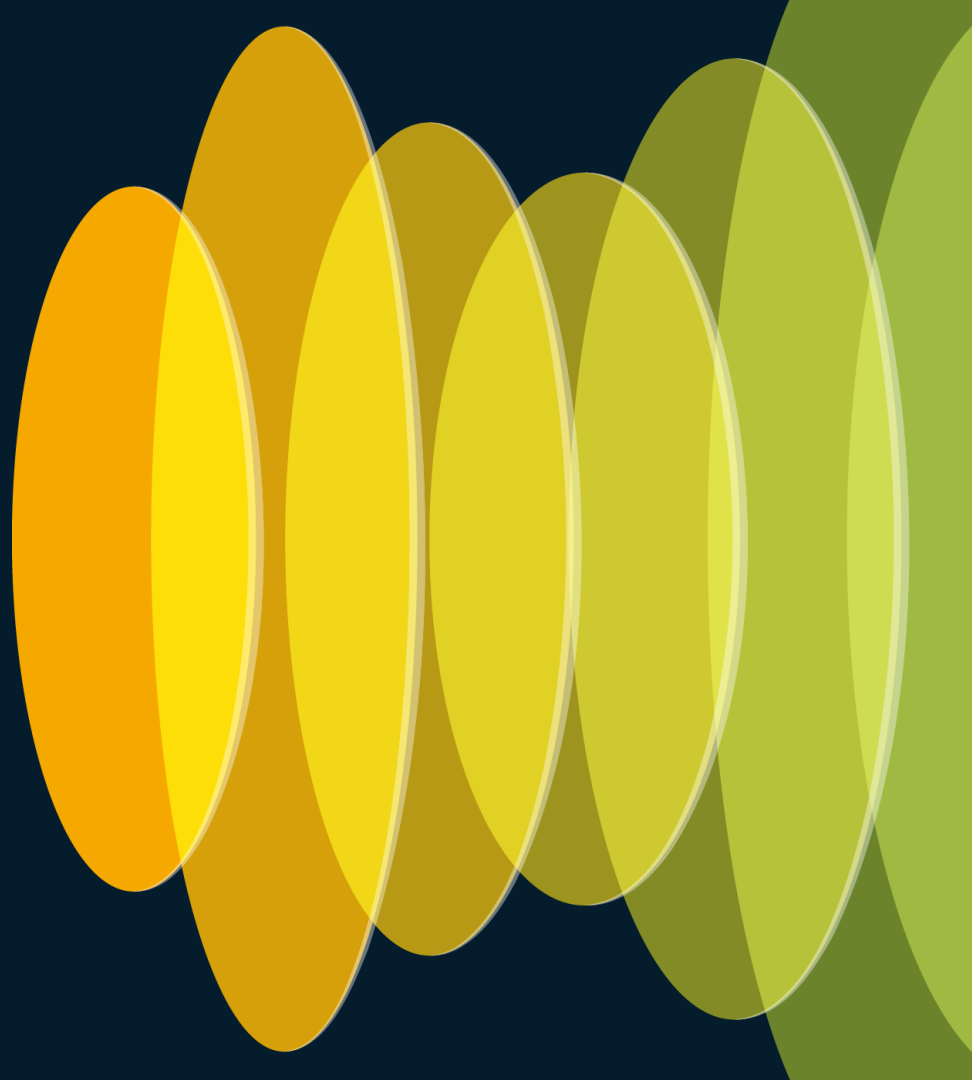


Meetings signalling and media traffic is Webex App initiated. Outbound firewall rules only need be applied (Firewall should allow return traffic from Webex services)

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

TIP: Windows application QoS policies may need to be updated based on new in-meeting process name

# App Deployment



# Webex App Platform Support



## Desktop

### Windows

Windows 10  
Windows 11

### MacOS

MacOS 10.13 and later  
Intel CPU  
Apple M1 CPU

### Linux

Red Hat EL 8.2, 8.3  
Ubuntu 18.04, 20.04, 22.04

### Web App

Last 2 major releases  
Chrome  
Firefox  
Edge  
Safari



## Mobile

### iOS/iPadOS

iPhone7 and later  
iOS 13.7 and later  
Various iPad Releases

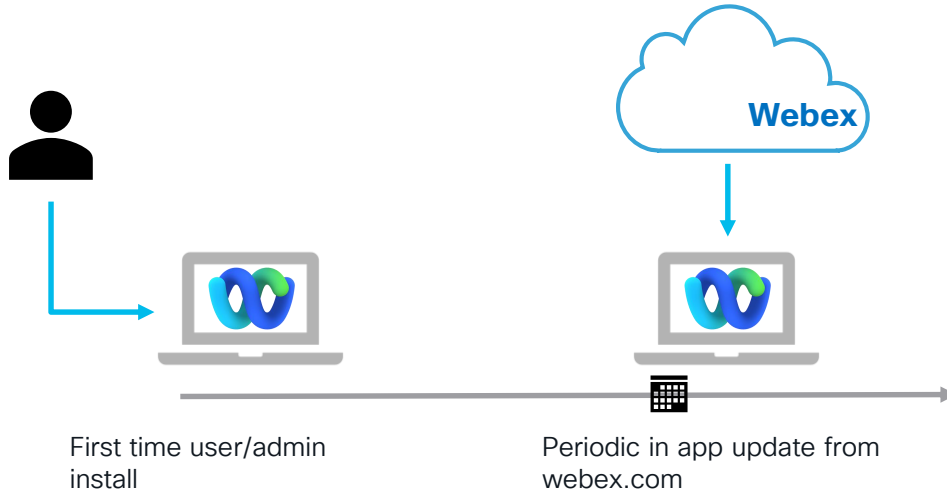
### Android

8.0 and later

### ChromeOS

(Android app emulated on  
ChromeOS)

# Webex App Release Cycle



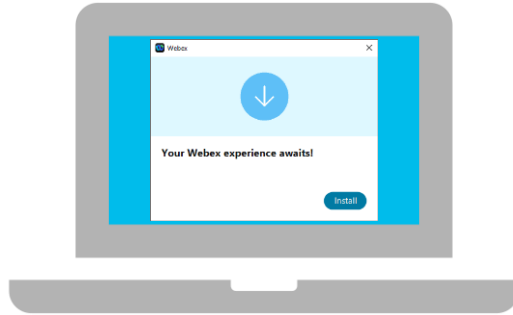
- A new major release of Webex App is delivered monthly
- App versioning is based on time e.g. May 2024 release 44.5.0.29672
  - **Year** : 44.x.x.xxxx
  - **Month** : 44.5.x.xxxxx
  - **Build** : 44.1.0.29672

## Update Management

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

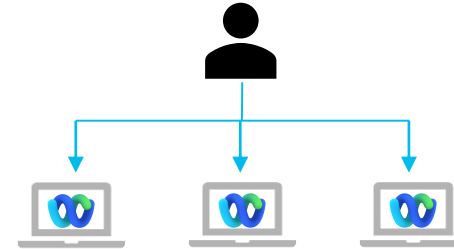
# Webex App for Windows

## 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...

# Update Management Setting

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

Recurring software updates for the Webex app

Current version: January-2024

Updated on: 11/01/2024

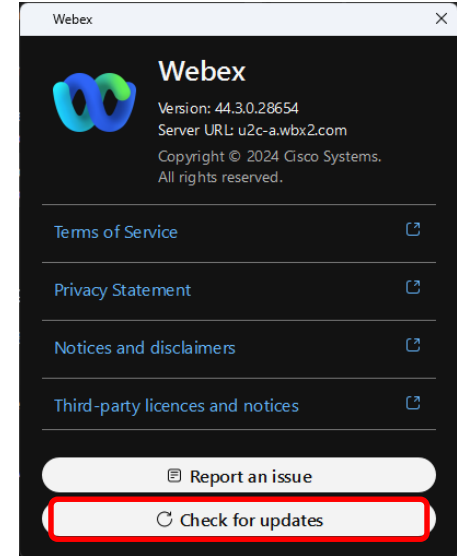
[Download Webex builds](#)

Update automatically with every new version, or schedule updates by cadence and deferral. [Learn more](#)

☒ Automatic updates (controlled by Cisco)

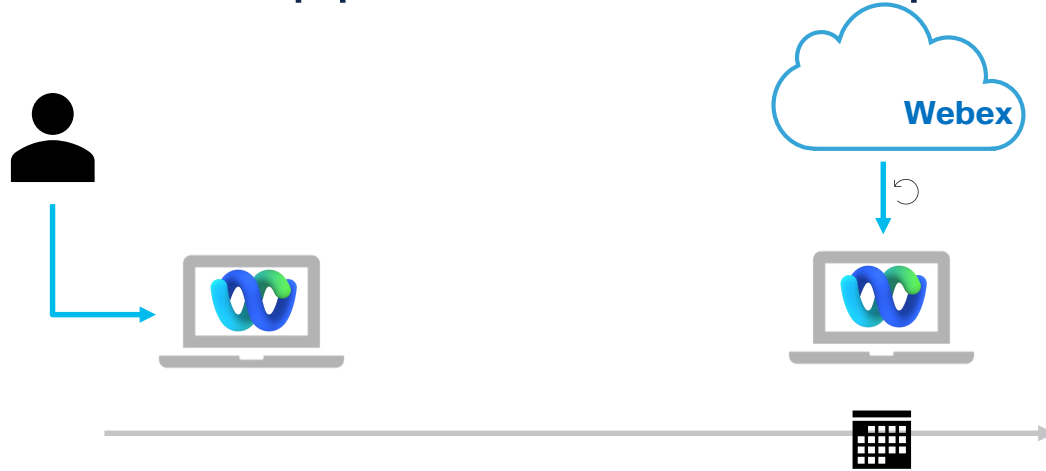
☐ Customised scheduled updates with deferrals

The next scheduled update is on 06/02/2024 to version February-2024.



User can trigger an available update from the help menu or from the login screen (User cannot bypass organization update settings)

# 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**

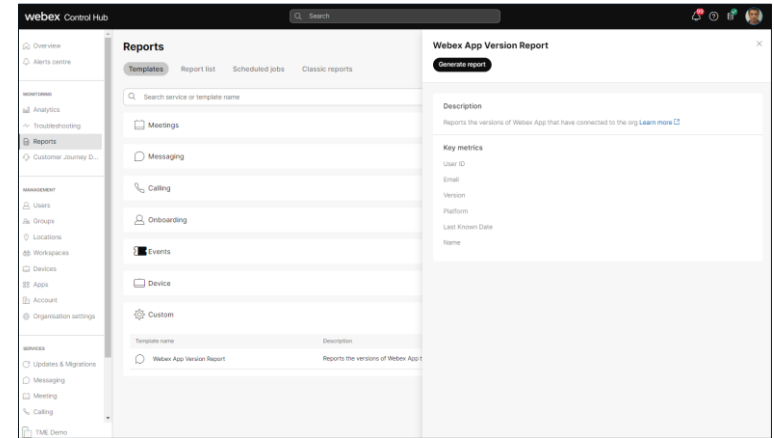
# Webex App Version Inventory

## Windows Software Inventory

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

## Control Hub Reports

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



# Website Shortcuts

The screenshot shows the 'Apps' configuration page in the Cisco Webex Admin Center. The 'General' tab is selected. Under 'Integrations and bots', the 'Slido app' is configured for 'Polling and Q&A'. Below this, the 'Website shortcuts' section allows defining up to six shortcuts. A table lists existing shortcuts with their display names, URLs, and access levels.

Display name	URL	Access		
Attendant Console	https://ac.wbx.imaginecloud/	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		

[Add website shortcut](#)

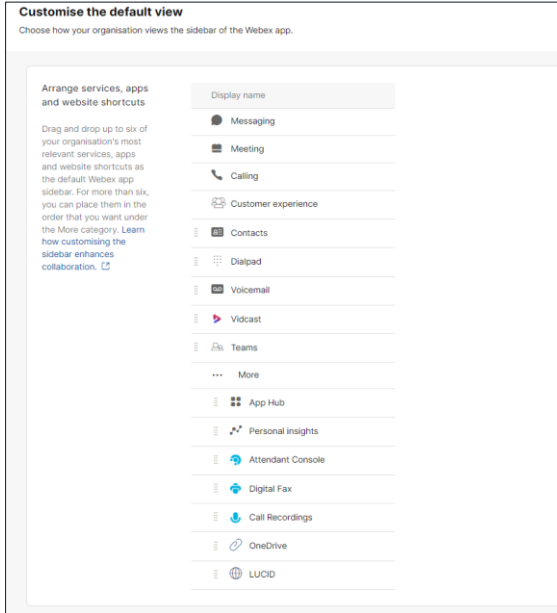
- Website shortcuts is a feature that allows admin embed Cisco and 3<sup>rd</sup> party web applications into the left hand sidebar of the Webex App
- Admin can create a shortcut in Control Hub and publish to Webex App users at org and group levels
- Create and deploy up to six Website shortcuts for 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

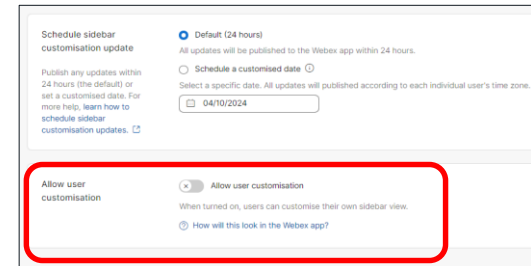
Customise your organisation's Webex sidebar by displaying relevant services and apps, co-brand logos and more.

[Customise the default view](#)

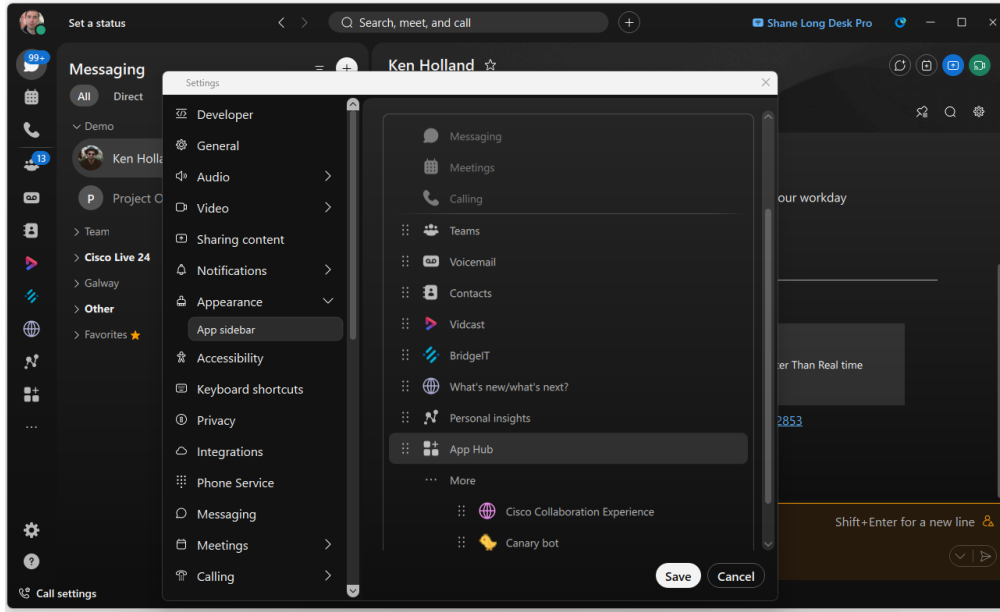
# Sidebar Customization – Control Hub Admin



- 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



# Complete Your Session Evaluations



Complete a minimum of 4 session surveys and the Overall Event Survey to be entered in a drawing to **win 1 of 5 full conference passes** to Cisco Live 2025.

---



**Earn 100 points** per survey completed and compete on the Cisco Live Challenge leaderboard.

---



Level up and earn **exclusive prizes!**

---



Complete your surveys in the **Cisco Live mobile app**.

# 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 [www.CiscoLive.com/on-demand](https://www.CiscoLive.com/on-demand)

Contact me via Webex : [shalong@cisco.com](mailto:shalong@cisco.com)



The bridge to possible

# Thank you

CISCO *Live!*

#CiscoLive