



The bridge to possible

Deploying the Webex App to your Organization

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Technical Marketing Engineer

BRKCOL-2198

cisco Live!

#CiscoLive

Cisco Webex App

Questions?

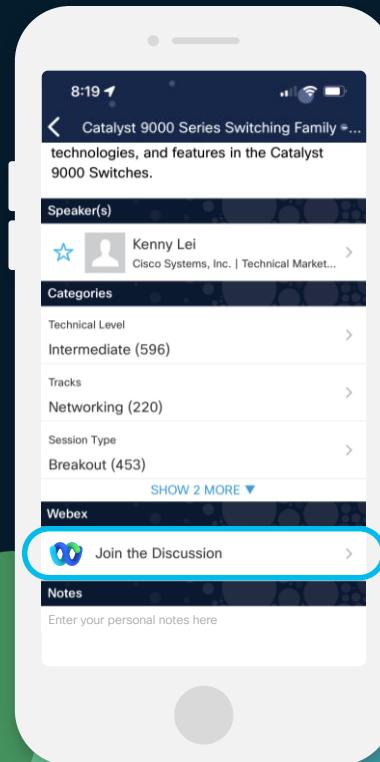
Use Cisco Webex App to chat with the speaker after the session

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

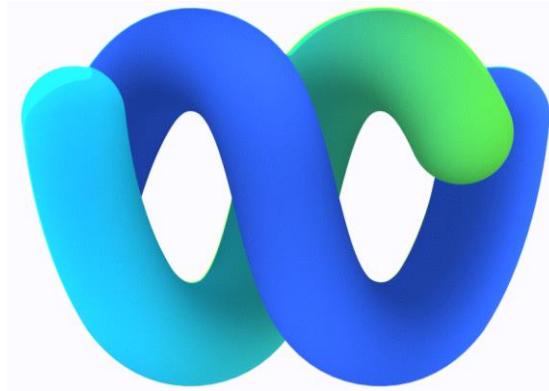
Webex spaces will be moderated by the speaker until June 7, 2024.

[https://ciscolive.ciscoevents.com/
ciscoalivebot/#BRKCOL-2198](https://ciscolive.ciscoevents.com/ciscoalivebot/#BRKCOL-2198)



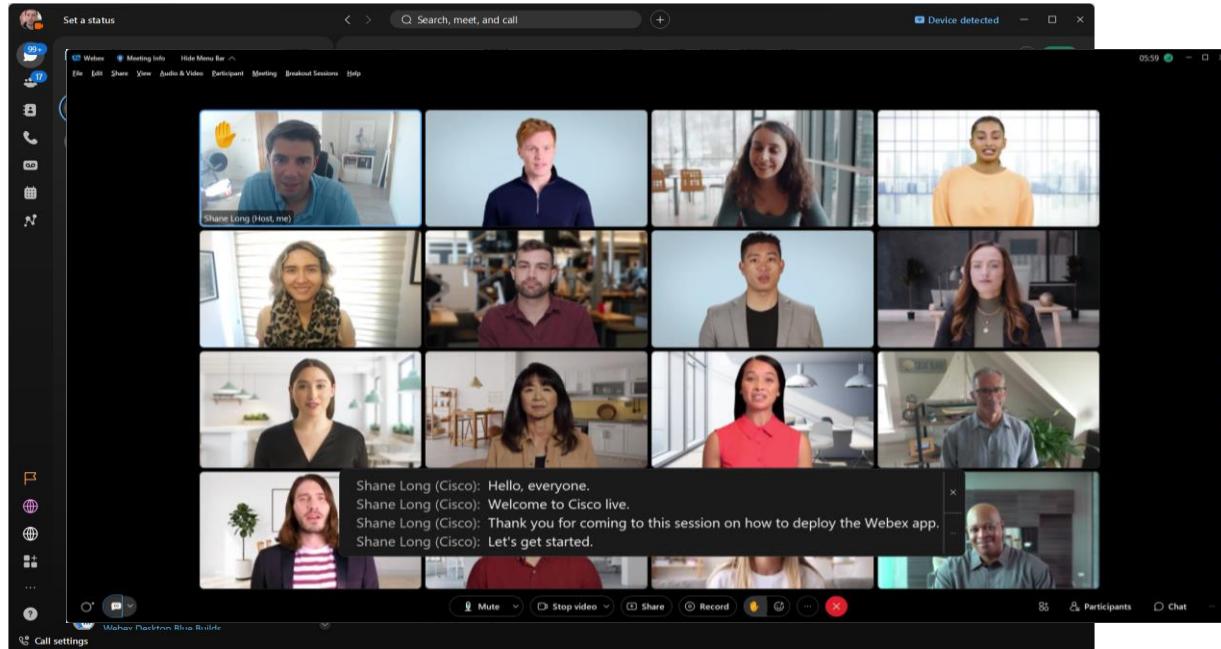
Agenda

- 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.



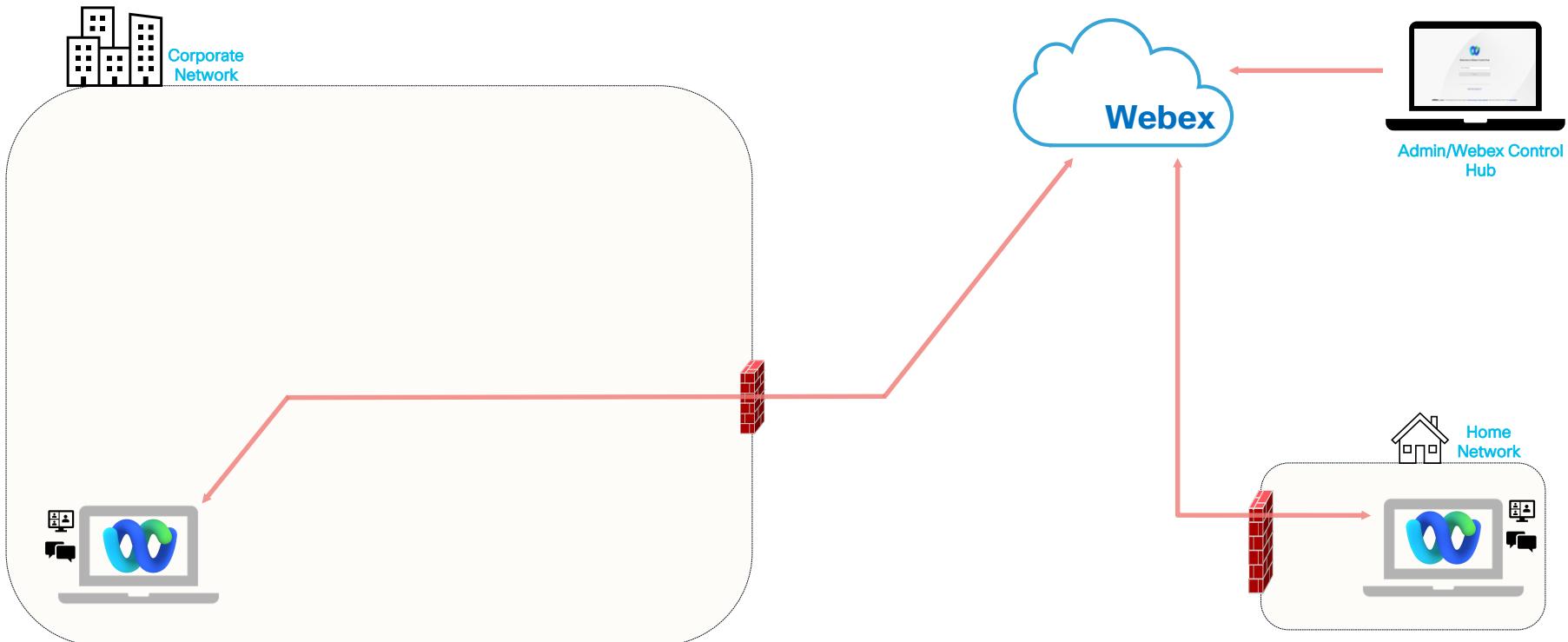
Full Webex meetings experience
Webex meetings platform evolution

Enterprise Grade Calling
Unified CM
Webex Calling

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

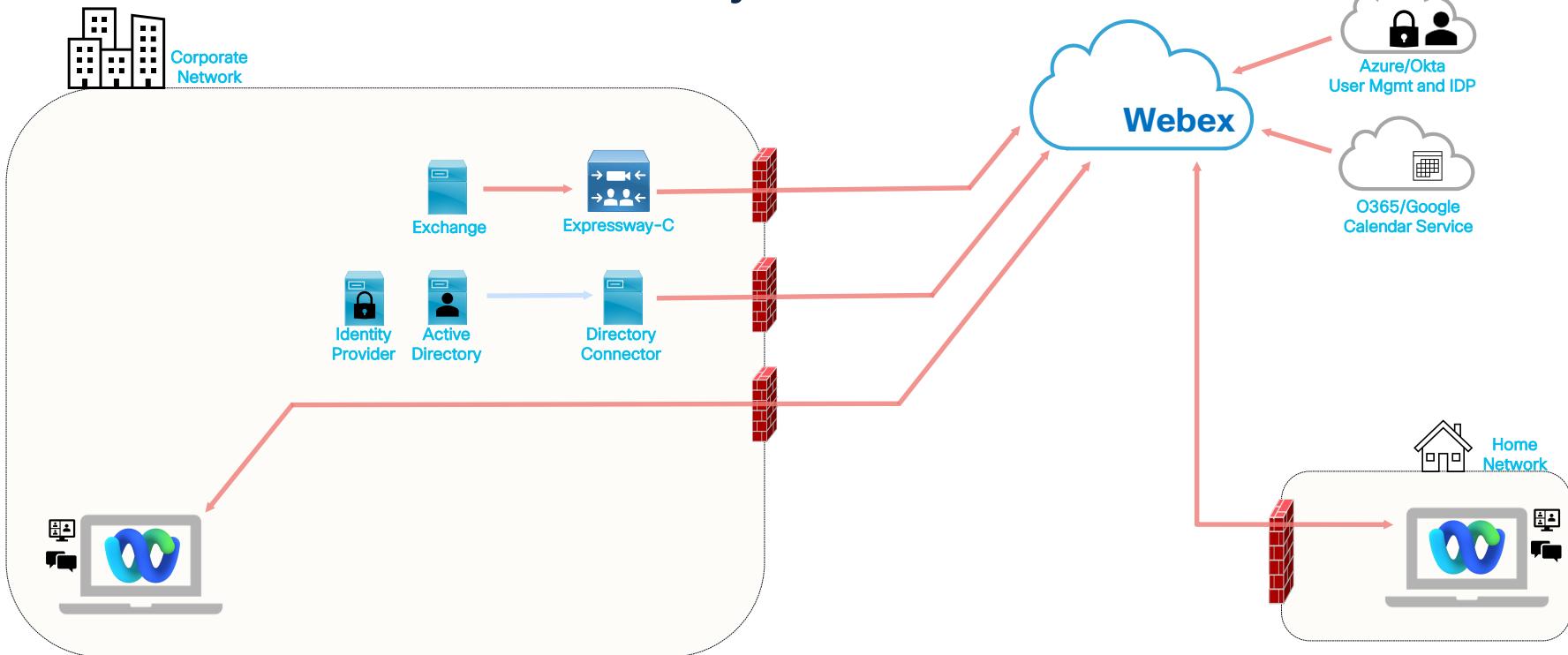
Customizable app experience
Enable the features and services that you need

Webex – Architecture



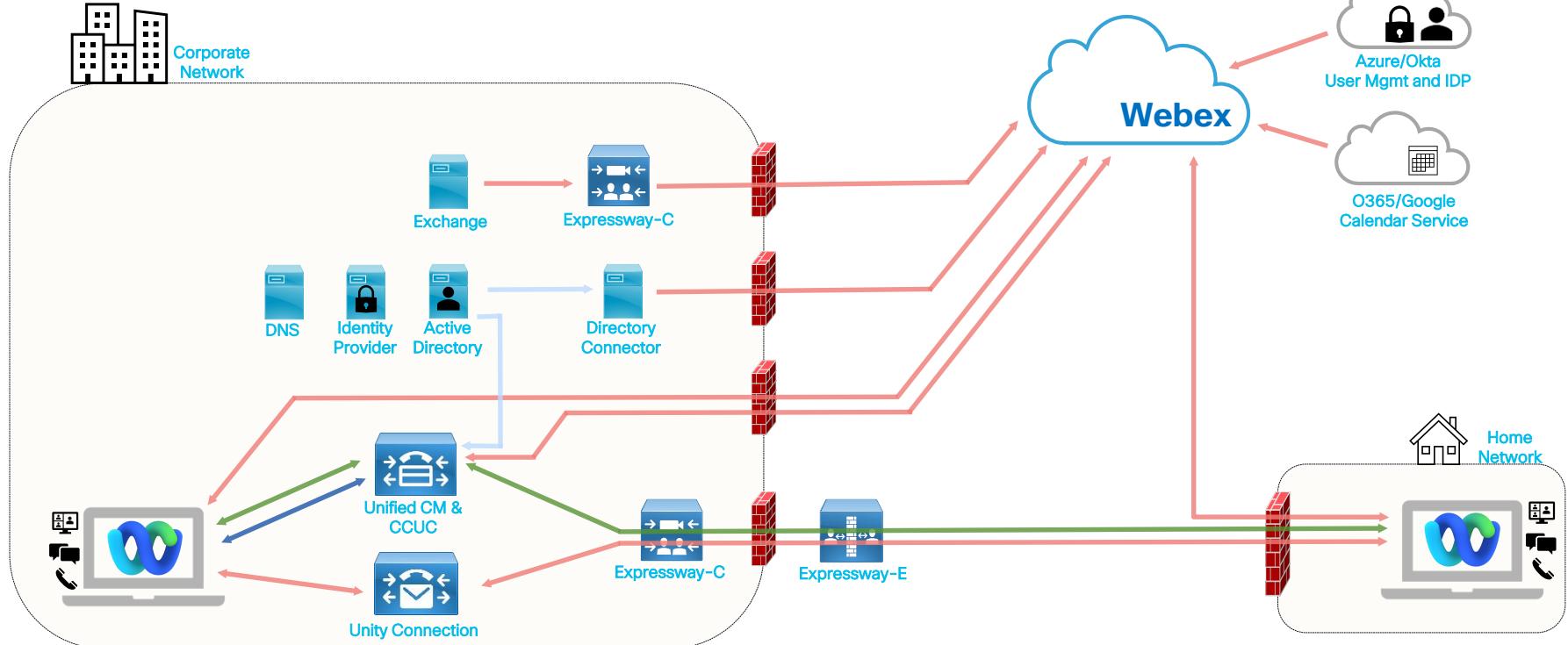
Webex – User, Identity & Calendar

HTTPS
LDAP

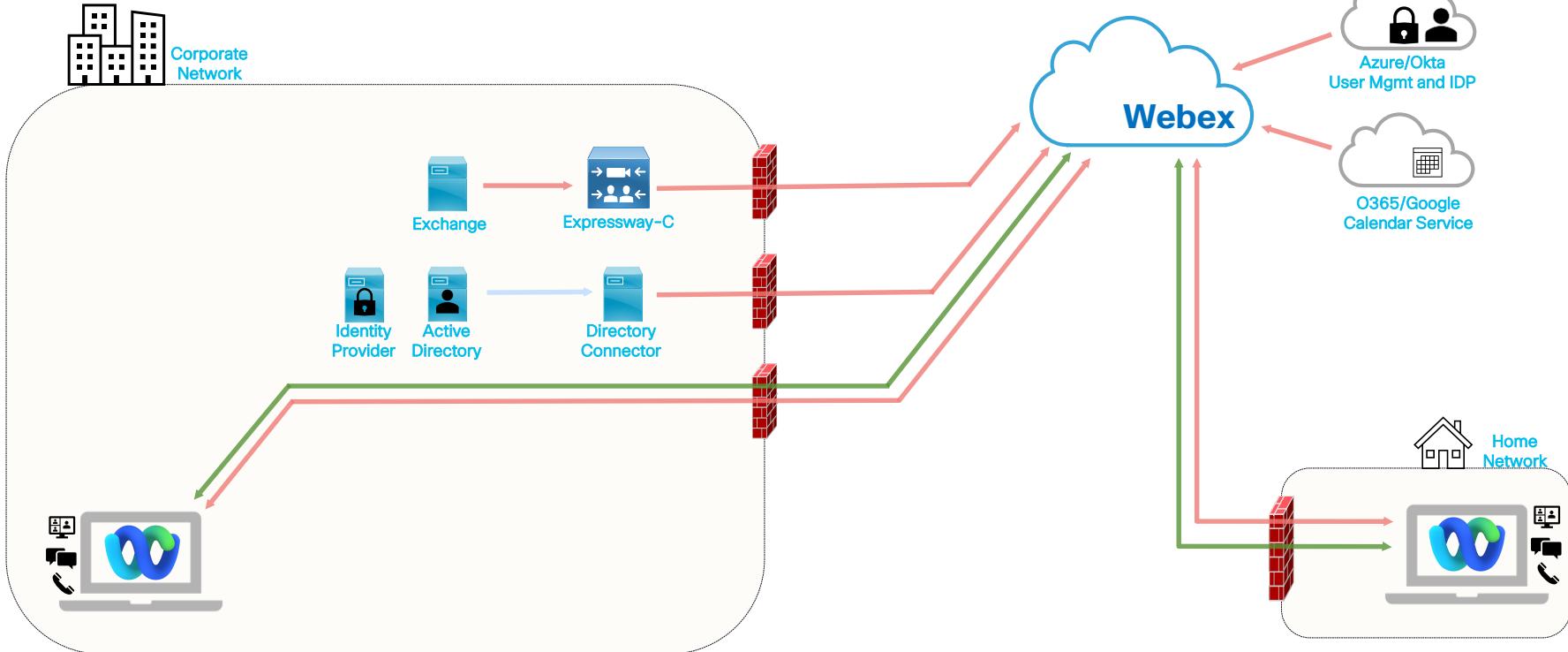


Webex – Unified CM Calling & CCUC

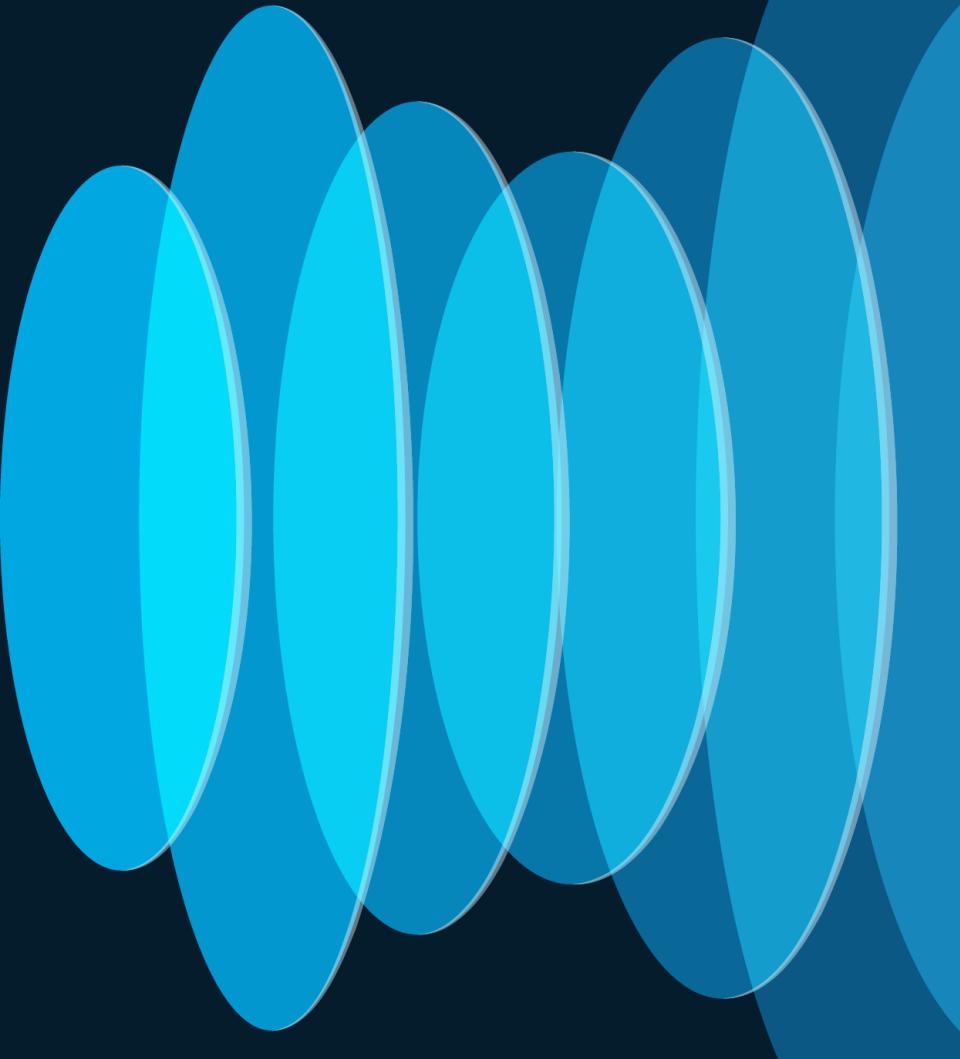
HTTPS
LDAP
SIP
CTI



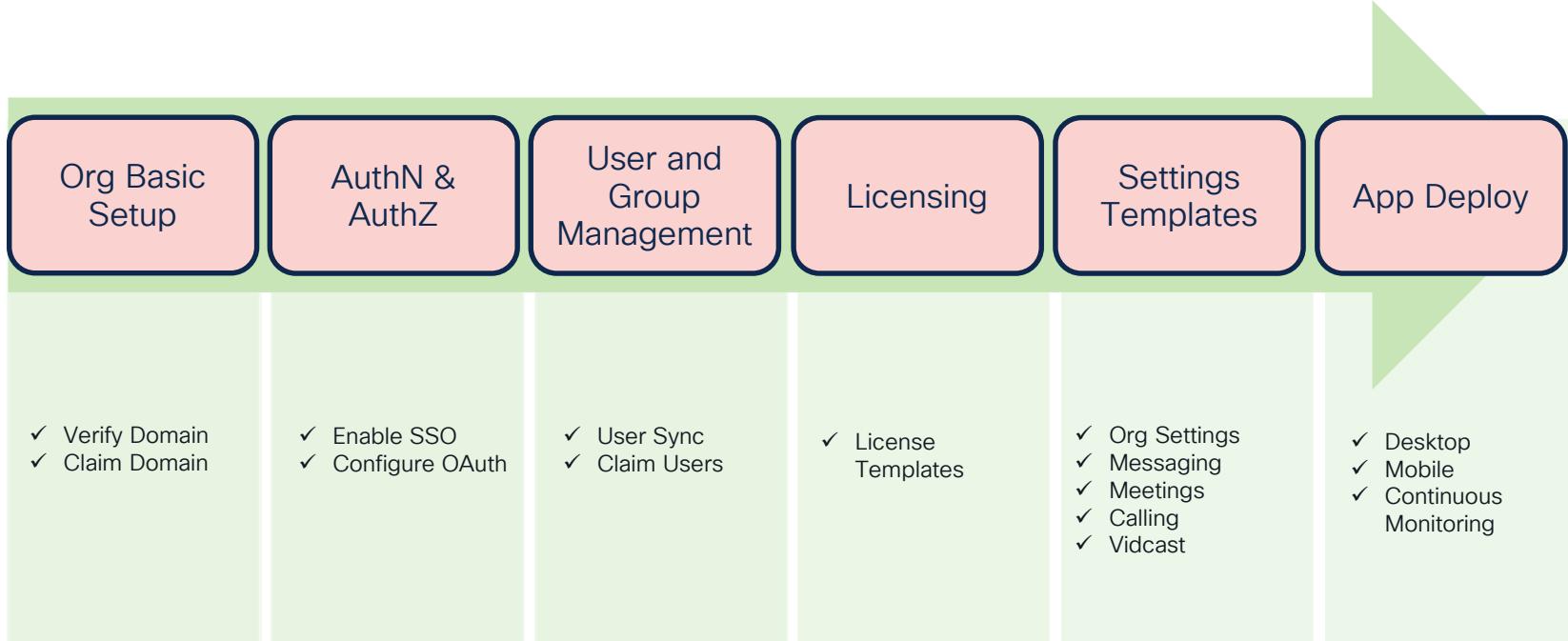
Webex – Webex Calling Multitenant



Webex Org and User Identity



Webex Organization Checklist



Authentication

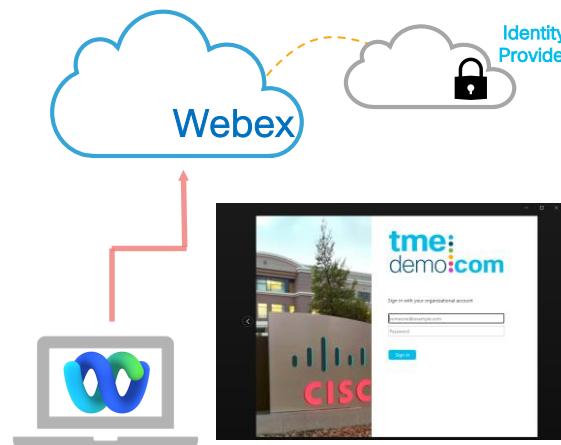
Basic Authentication

- Email & Webex password
- Duo Integration



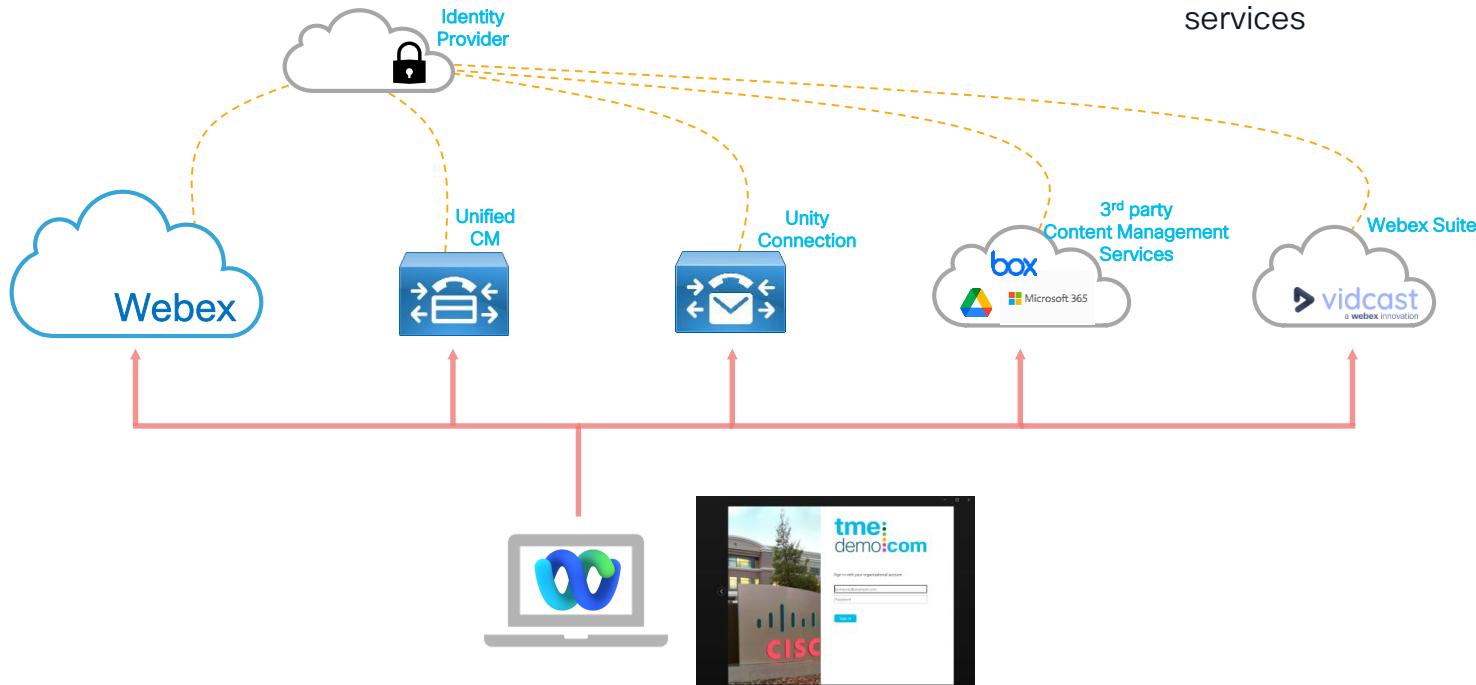
Single Sign On

- 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)



- 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

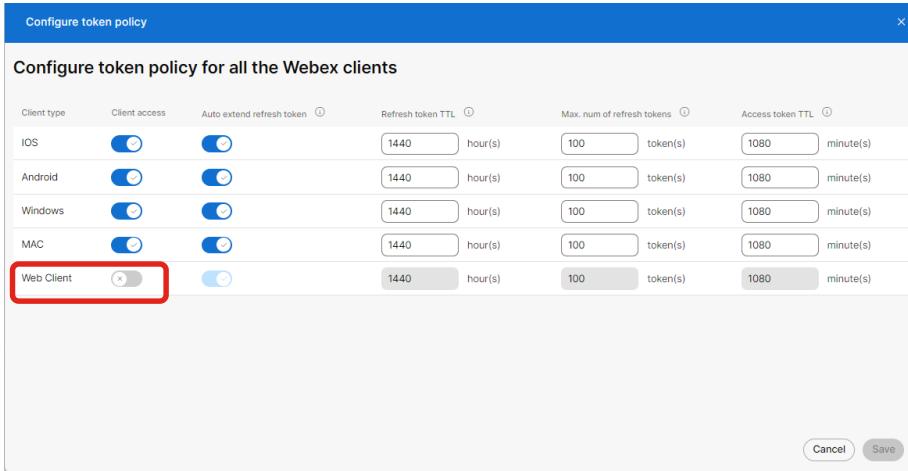
Authorization (OAuth)

Configure token policy

Configure token policy for all the Webex clients

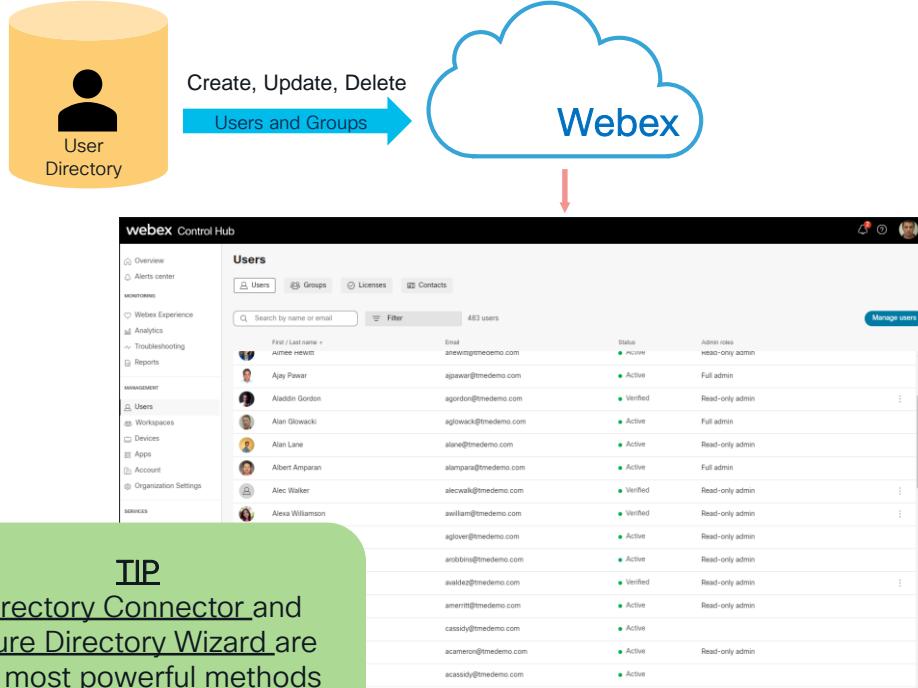
Client type	Client access	Auto extend refresh token	Refresh token TTL	Max. num. of refresh tokens	Access token TTL
IOS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1440 hour(s)	100 token(s)	1080 minute(s)
Android	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>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

Cancel Save



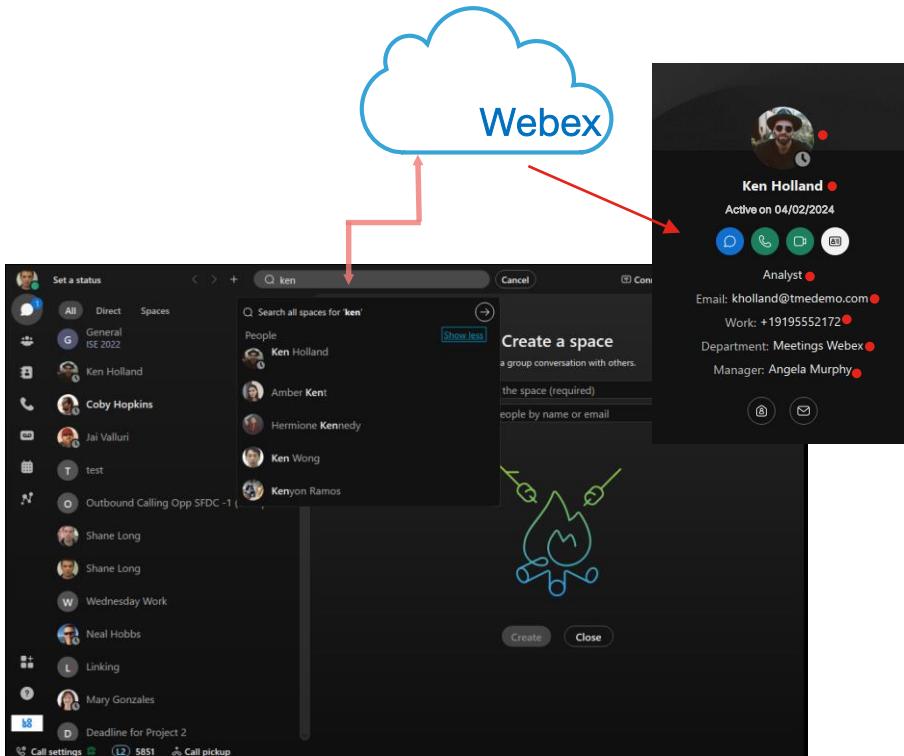
- The Control Hub Admin can define the OAuth settings for the Webex App
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- **NEW:** Admin can use this tool to **BLOCK** users from signing into their company managed Webex App on a specific OS
- **EXAMPLE:** *"I don't want my users to be able to use the Webex Web App (web.webex.com)"*

Webex User Provisioning



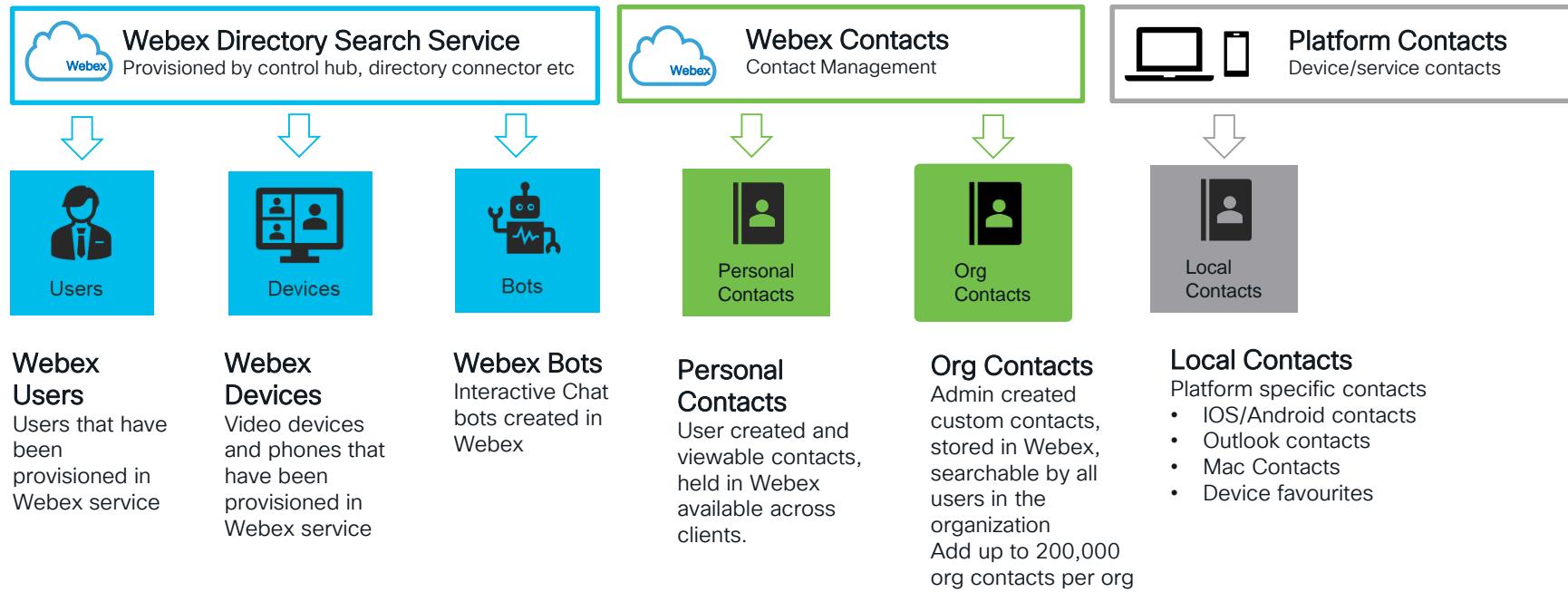
Webex Attributes	Details
avatar	Image sourced from a resource server or directory binary data
buildingName	
c	
departmentNumber	
displayName	How user name is displayed in Webex
ds-pwp-account-disabled	
employeeNumber	
employeeType	
externalID	Used to specify a users Azure ID
facsimileTelephoneNumber	
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

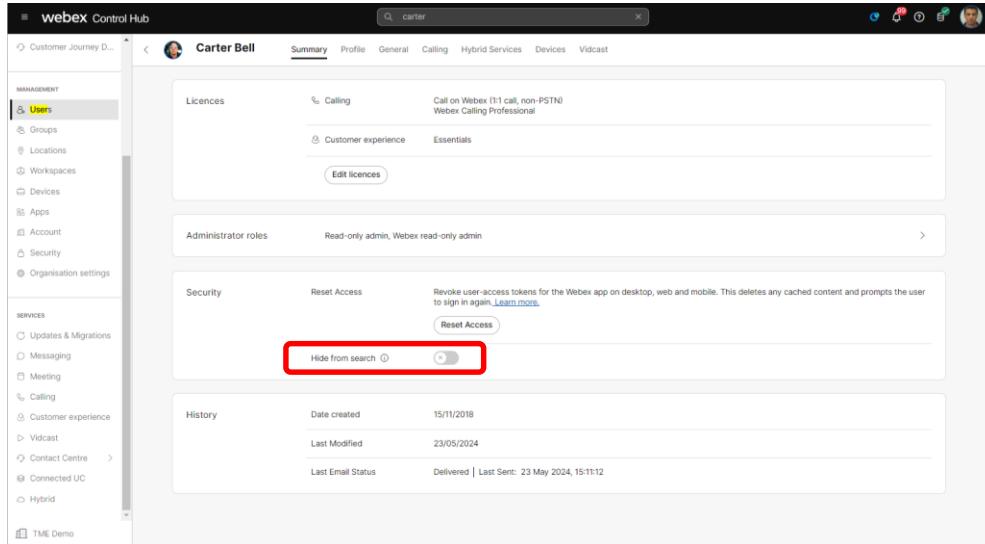


- Webex App will perform directory queries against the Webex Directory Search Service
 - User search
 - User Resolution
 - Phone Number Resolution
 - Avatar Display
- Ensure all necessary user attributes are synced to Webex via user provisioning process

Webex App Contact Search



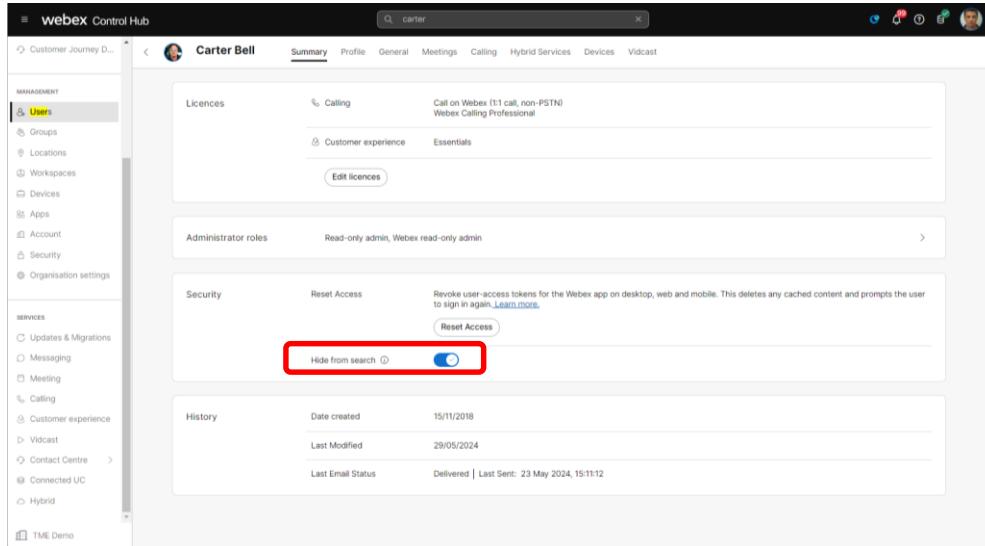
Hide from Webex App Search



The screenshot shows the Webex Control Hub interface. On the left, a sidebar lists various management categories like Customer Journey, Groups, Locations, Workspaces, Devices, Apps, Account, Security, and Organisation settings. The 'Users' category is selected and highlighted in yellow. The main content area is titled 'Carter Bell' and shows a summary for this user. It includes sections for Licences (Call on Webex (1:1 call, non-PSTN) - Webex Calling Professional), Customer experience (Essentials), Administrator roles (Read-only admin, Webex read-only admin), and Security (Reset Access, Hide from search toggle switch highlighted with a red box). Below these are sections for History (Date created: 15/11/2018, Last Modified: 23/05/2024, Last Email Status: Delivered | Last Sent: 23 May 2024, 15:11:12).

- 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



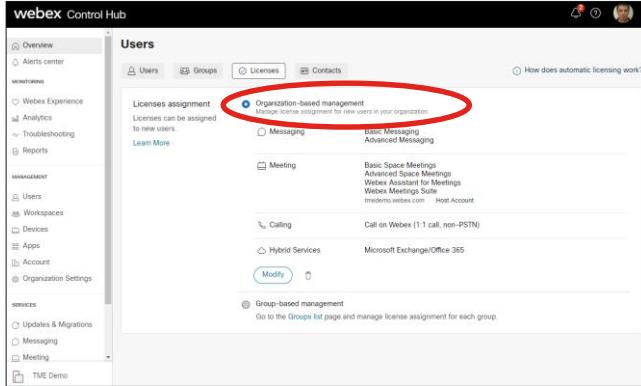
The screenshot shows the Cisco Webex Control Hub interface. On the left, a sidebar lists various management categories like Customer Journey, Groups, Locations, Workspaces, Devices, Apps, Account, Security, and Organisation settings. The main content area is titled 'Carter Bell' and shows the 'Summary' tab. Under 'Licences', it lists 'Call on Webex (1:1 call, non-PSTN)' and 'Webex Calling Professional'. Under 'Administrator roles', it shows 'Read-only admin, Webex read-only admin'. In the 'Security' section, there is a 'Reset Access' button and a 'Hide from search' toggle switch, which is highlighted with a red box. Under 'History', it shows 'Date created: 15/11/2018' and 'Last Modified: 29/05/2024'. The 'Last Email Status' is 'Delivered | Last Sent: 23 May 2024, 15:11:12'.

- 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



webex Control Hub

Users

Licenses assignment

Organization-based management

Licenses can be assigned to new users.

Learn More

Messaging

Meeting

Calling

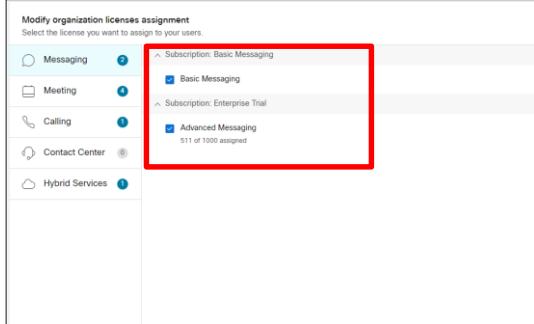
Hybrid Services

Modify

Group-based management

Go to the Groups list page and manage license assignment for each group.

MESSAGING



Modify organization licenses assignment

Select the license you want to assign to your users.

Messaging

Subscription: Basic Messaging

Basic Messaging

Subscription: Enterprise Trial

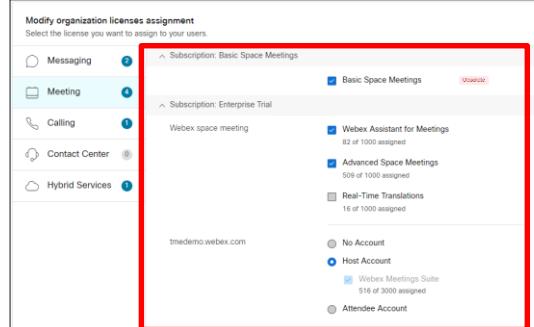
Advanced Messaging

511 of 1000 assigned

License Templates allow for configuring of a common licensing model per

- Organization
- Group
- User

MEETINGS



Modify organization licenses assignment

Select the license you want to assign to your users.

Messaging

Subscription: Basic Space Meetings

Basic Space Meetings

Subscription: Enterprise Trial

Webex space meeting

Webex Assistant for Meetings

82 of 1000 assigned

Advanced Space Meetings

509 of 1000 assigned

Real-Time Translations

16 of 1000 assigned

No Account

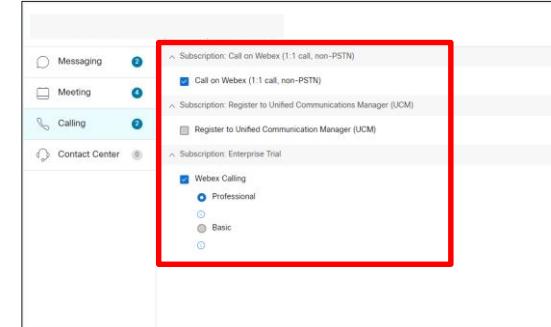
Host Account

Webex Meetings Suite

518 of 3000 assigned

Attendee Account

CALLING



Modify organization licenses assignment

Select the license you want to assign to your users.

Messaging

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 Communications Manager (UCM)

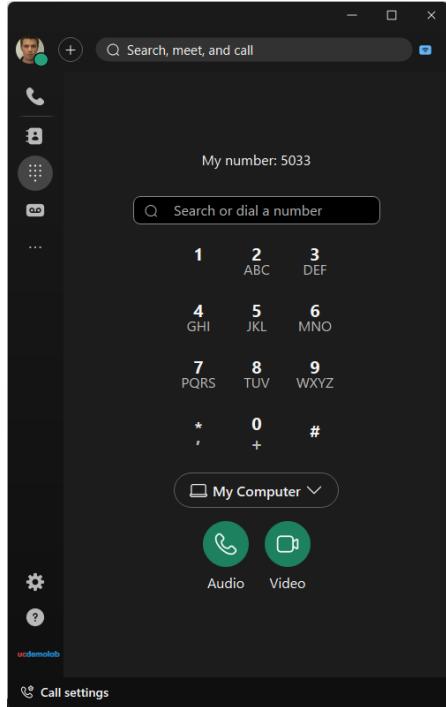
Subscription: Enterprise Trial

Webex Calling

Professional

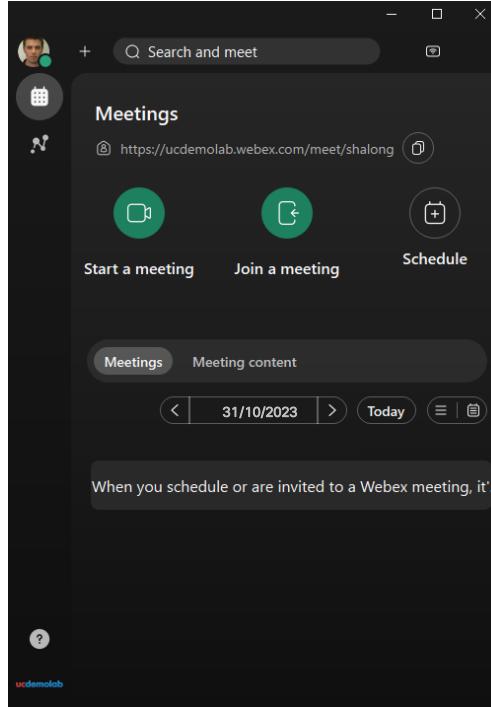
Basic

Service Entitlement



Calling Only Mode

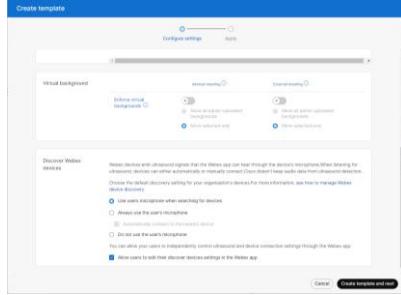
CISCO *Live!*



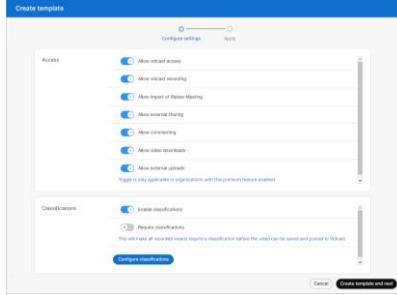
Meetings Only Mode

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

Settings Templates



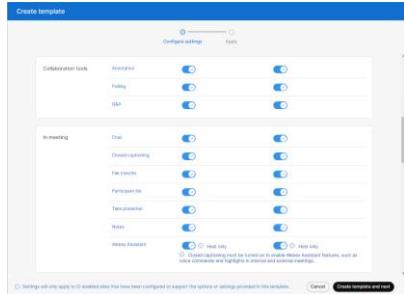
General Template



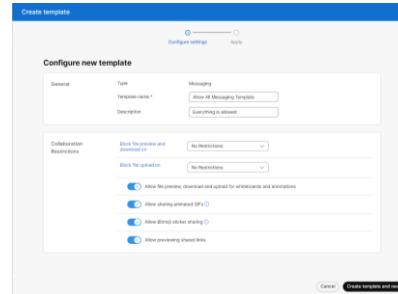
Vidcast Template

Create a Settings Template to control specific settings for

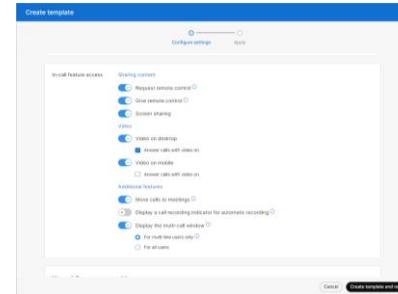
- General (Organisation Settings)
- Vidcast
- Meetings
- Messaging
- Calling



Meetings Template



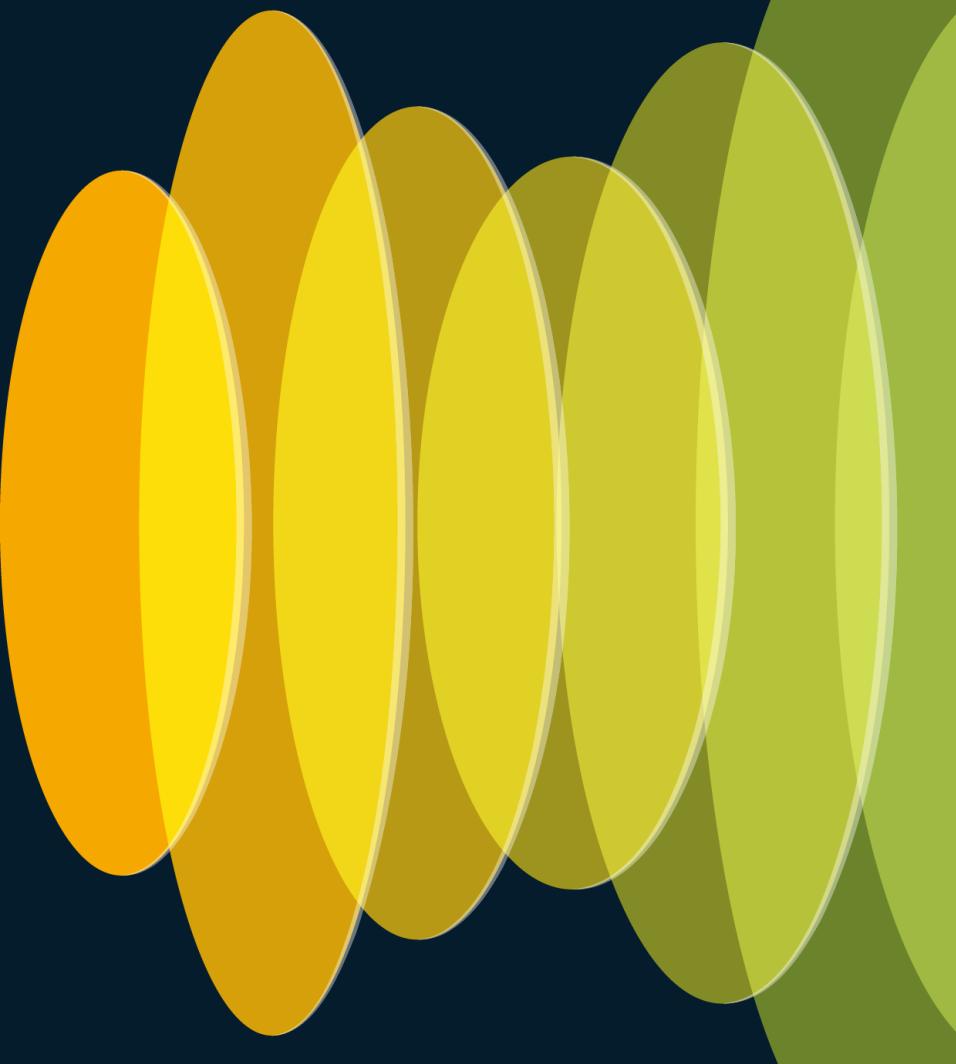
Messaging Template



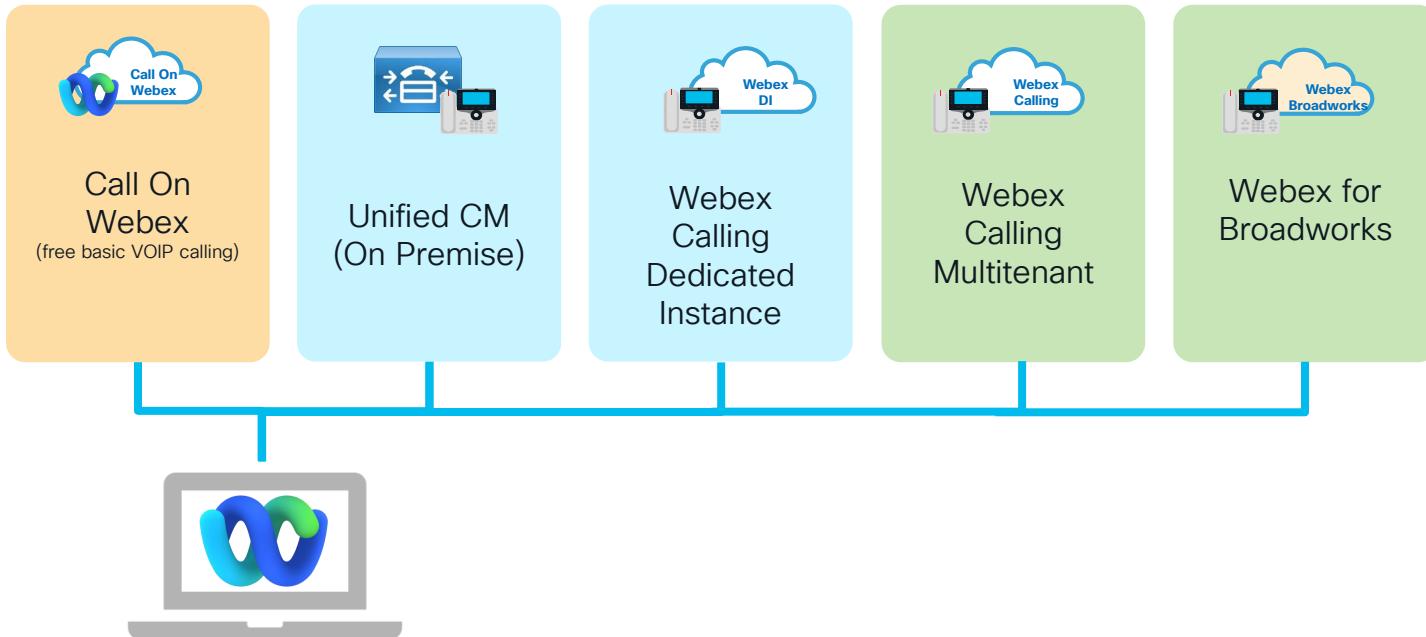
Calling Template

Templates can be applied to groups so streamline configuration

Calling

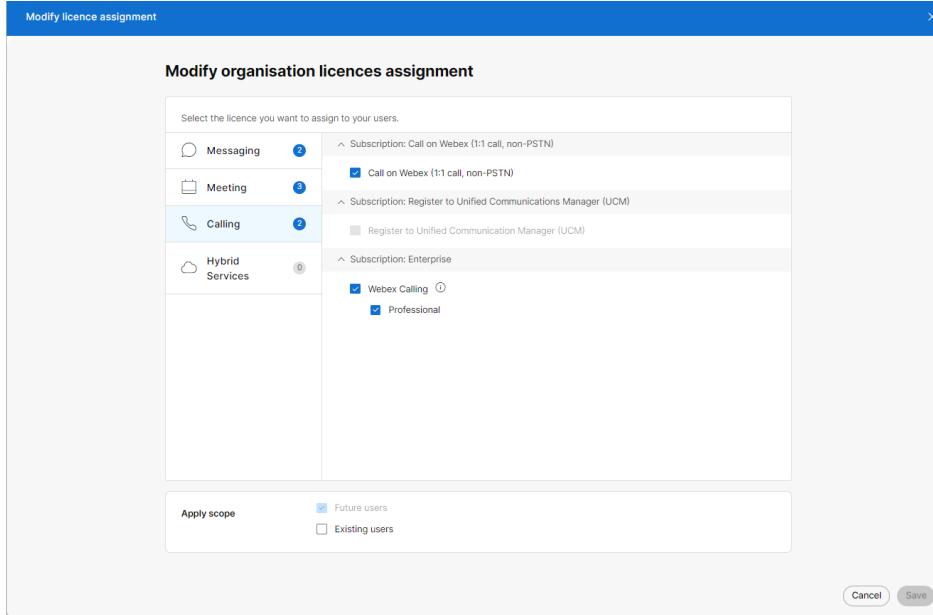


Webex App Calling



Webex provides flexible calling deployment models to meet your organizations needs

Webex App Calling



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

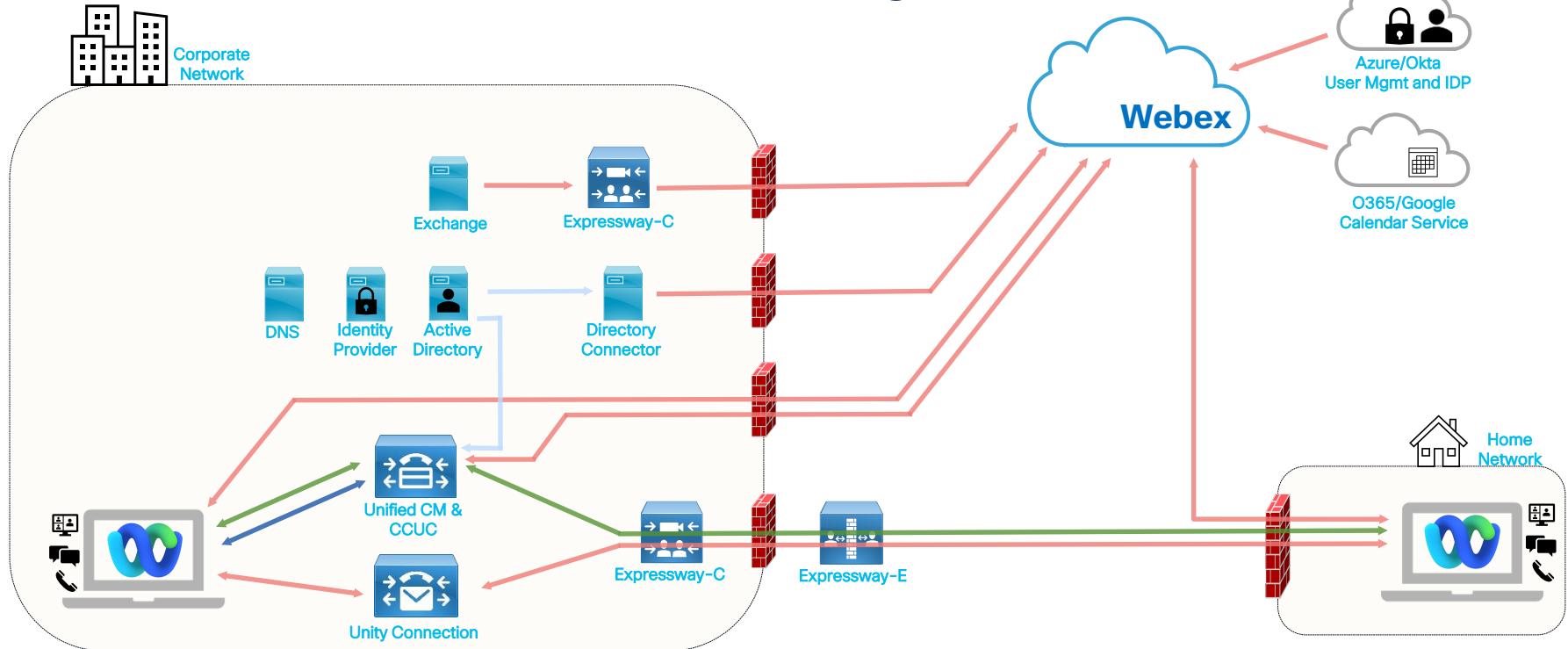
Webex Calling Multitenant

Recommended Sessions

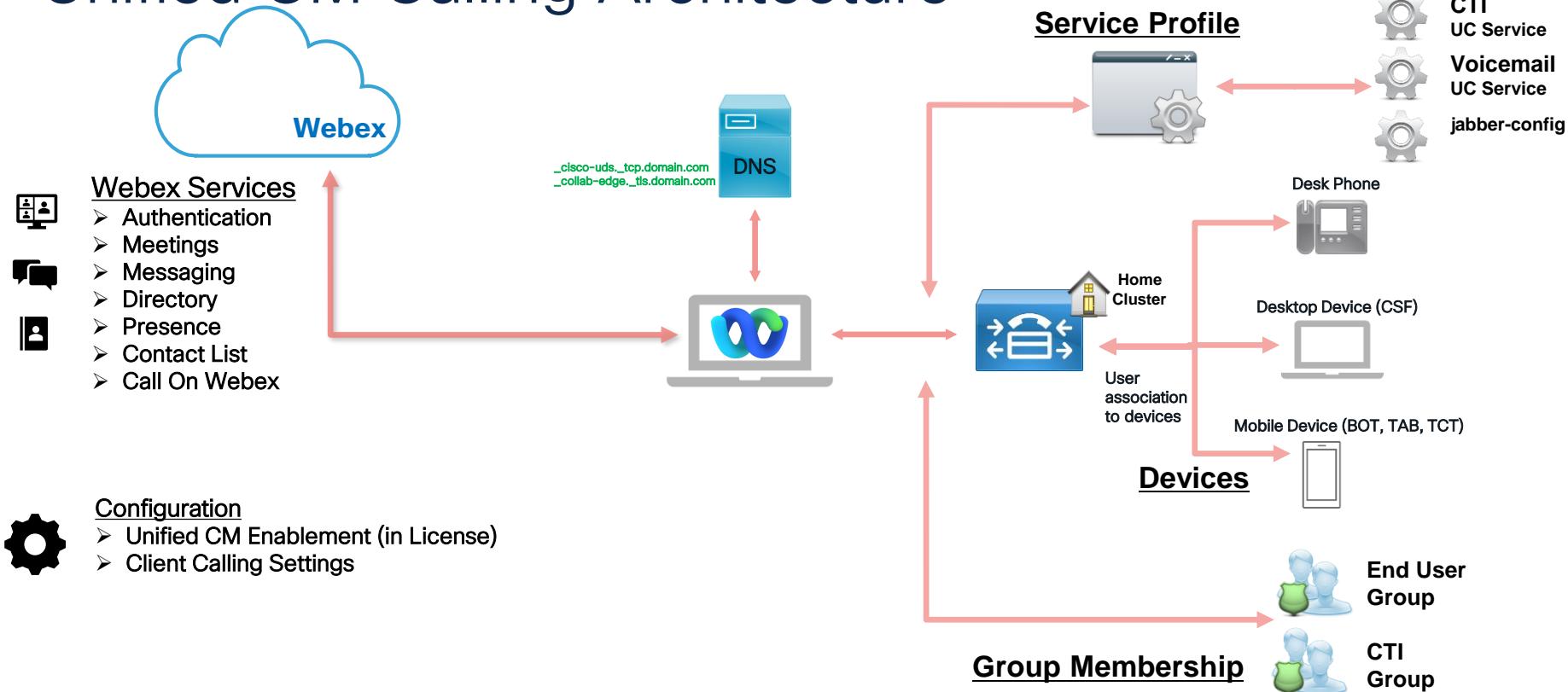
BRKCOL-1005	Understanding the Webex Customer Experience Basic & Essential solutions, configurations and Supervisor/Agent Experience
BRKCOL-2064	Migrating IP phones from Unified Communications Manager (on-premises) to Webex Calling (cloud) by a TAC Engineer
BRKCOL-2065	Webex Calling – How do I begin?
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

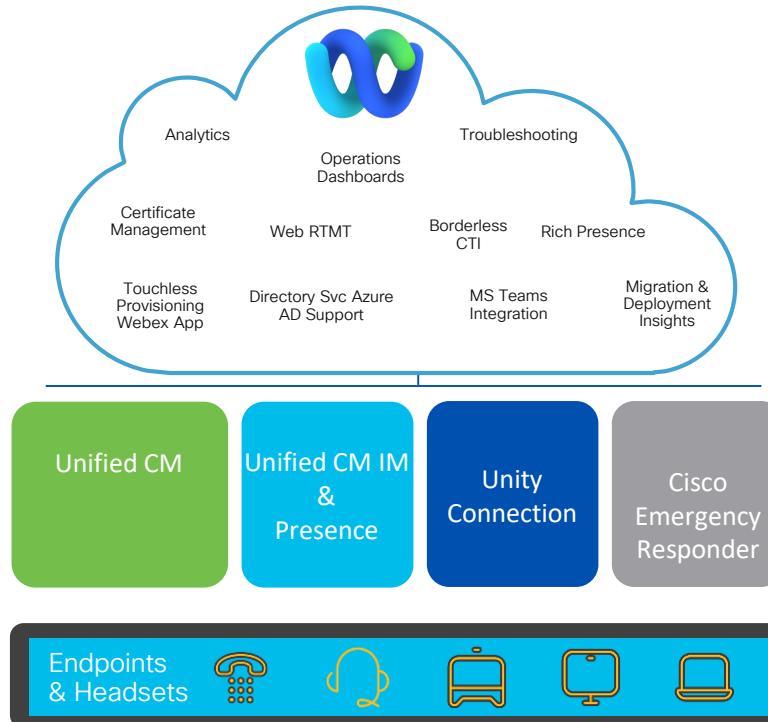
HTTPS
LDAP
SIP
CTI



Unified CM Calling Architecture



Cloud-Connected UC (CCUC)



Provisioning

- User Provisioning
- Unified CM Device Provisioning

Calling Features

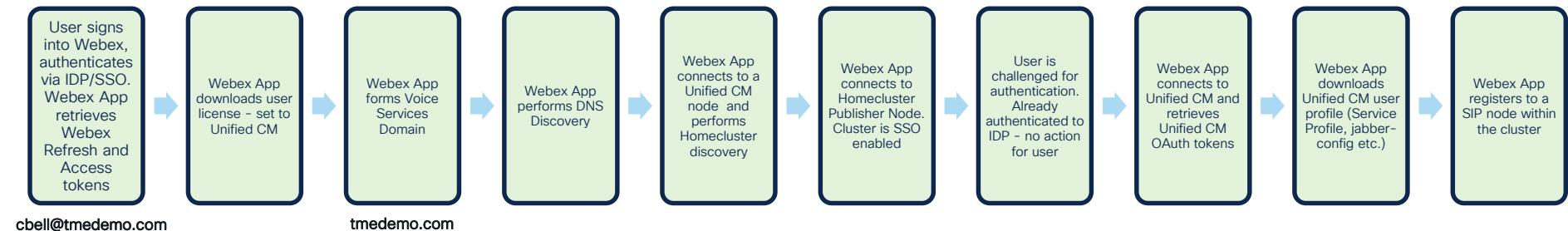
- Phone Presence for Webex App
- Borderless CTI

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

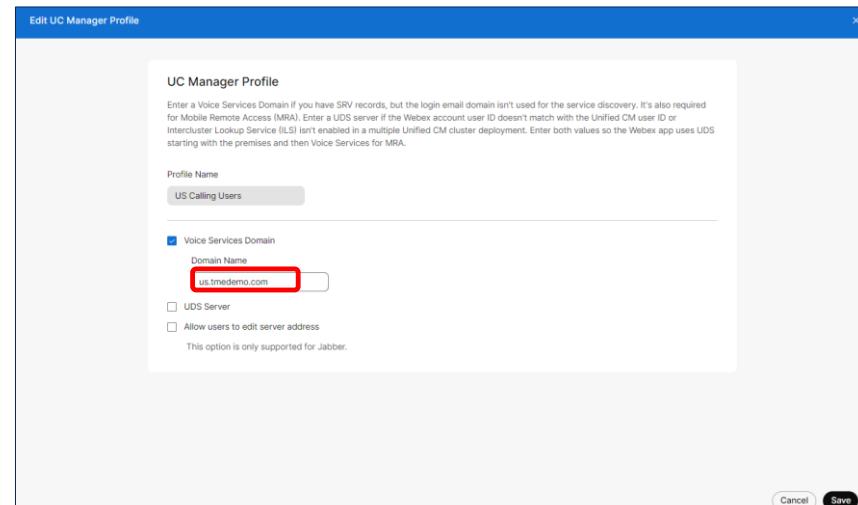
Process to find the users cluster in a multi cluster Unified CM deployment. Webex sends 2 queries to Unified CM using the email address the user entered in the Webex App first screen e.g. cbell@tmmedemo.com

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

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



`_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@tmmedemo.com

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

User ID: chopkins
Mail ID: chopkins@tmmedemo.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

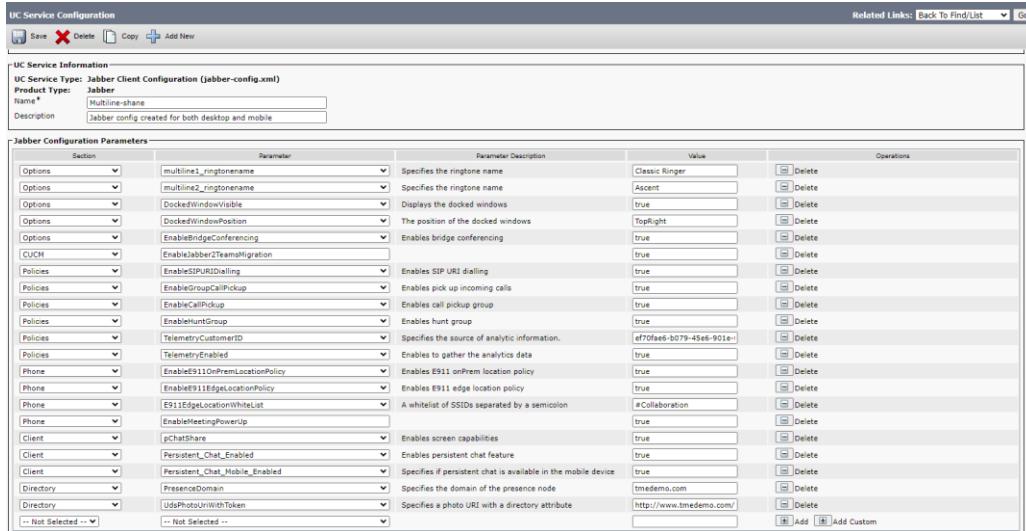
Common	common01-webapp
Desktop	<None>
Mobile	<None>

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



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

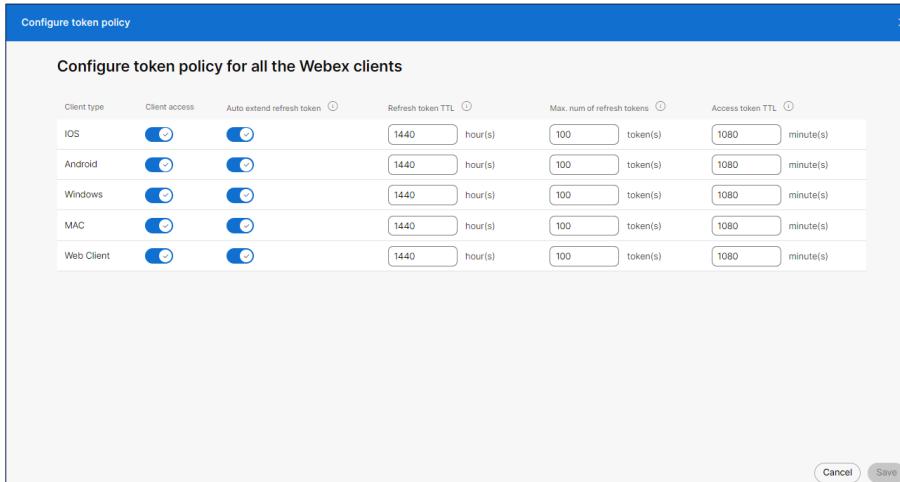
Parameter	Description and Values	Supported platforms
E911Edge.locationWhiteList	<p>Parameter: E911Edge.locationWhiteList</p> <p>Specifies a whitelist of up to 30 Service Set IDs (SSIDs) separated by a semicolon.</p> <p>You must configure this parameter when the E911Edge.locationPolicy parameter is set 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><rule@0>locationPolicy=true</rule@0>locationWhiteList<rule@1>locationWhiteList<rule@2>locationWhiteList<rule@3>locationWhiteList</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



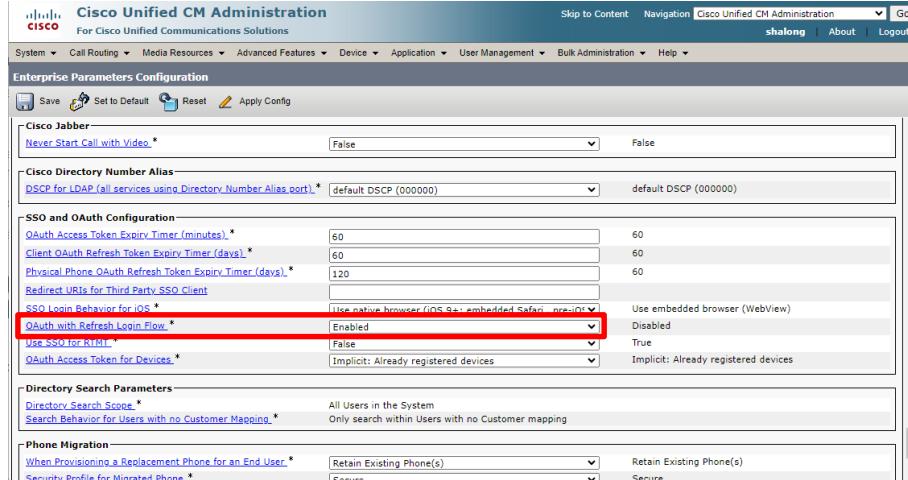
Default refresh token TTL: 1440 hours = 60 days

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



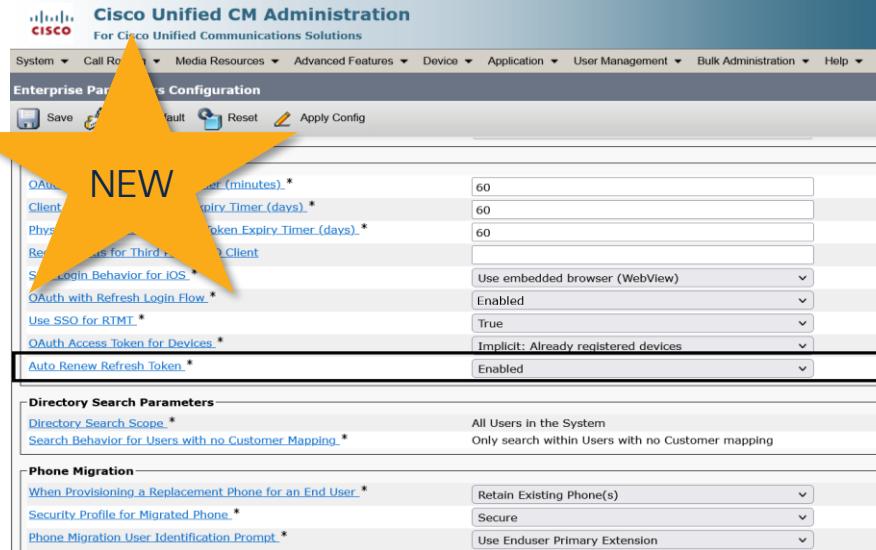
The screenshot shows the Cisco Unified CM Administration interface. The 'Enterprise Parameters Configuration' section is open, specifically the 'SSO and OAuth Configuration' tab. A red box highlights the 'OAuth with Refresh Login Flow' dropdown, which is set to 'Enabled'. Other configuration options visible include 'OAuth Access Token Expiry Timer (minutes)' (60), 'Client OAuth Refresh Token Expiry Timer (days)' (60), 'Physical Phone OAuth Refresh Token Expiry Timer (days)' (120), and 'SSO Login Behavior for iOS' (Use native browser (iOS 9+) / embedded Safari (pre-iOS)). The 'OAuth Access Token for Devices' dropdown is set to 'Implicit: Already registered devices'. The 'Directory Search Parameters' and 'Phone Migration' sections are also partially visible.

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



The screenshot shows the Cisco Unified CM Administration interface under the 'Enterprise Parameters Configuration' section. A yellow star points to the 'OAuth with Refresh Login Flow' section, specifically the 'Auto Renew Refresh Token' configuration. The configuration table includes the following rows:

OAuth Client	Refresh Token Expiry (minutes) *	60
Physical Tokens for Third Party Client	Refresh Token Expiry Timer (days) *	60
OAuth with Refresh Login Flow *	Token Expiry Timer (days) *	60
OAuth with Refresh Login Flow *	OAuth Behavior for iOS *	Use embedded browser (WebView)
OAuth with Refresh Login Flow *	Use SSO for RTMT *	Enabled
OAuth with Refresh Login Flow *	Use SSO for RTMT *	True
OAuth with Refresh Login Flow *	OAuth Access Token for Devices *	Implicit: Already registered devices
Auto Renew Refresh Token *	OAuth Access Token for Devices *	Enabled

Below this, there are 'Directory Search Parameters' and 'Phone Migration' sections.

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

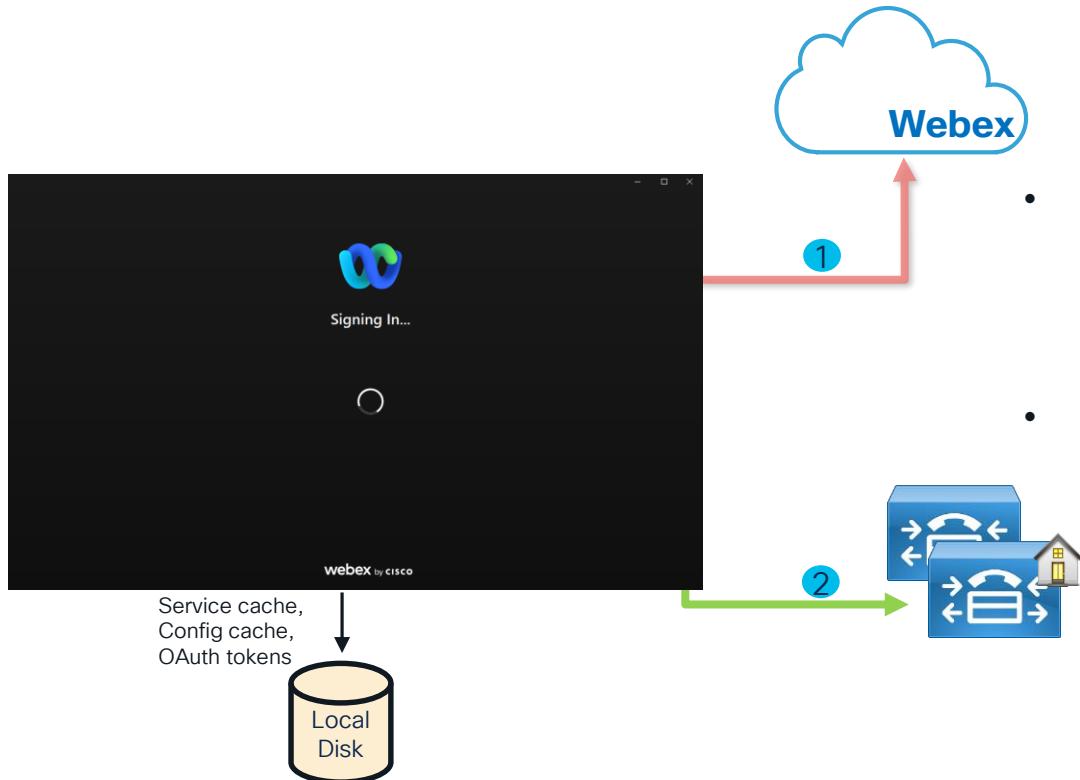
- The refresh should never expire as long as the Webex App is active inside the tokens 50% timeline

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

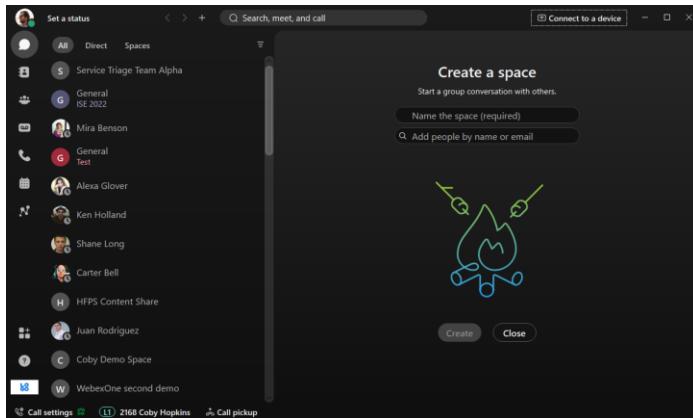
- Unified CM 14.0 SU4 or Unified CM 15
- Expressway X14.3.1
- OAuth Refresh Token flow and Auto Renew Refresh token must be enabled

First Time Login

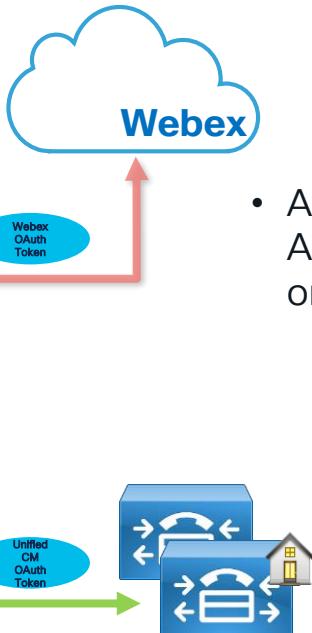
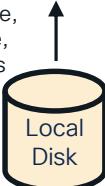


- The **first-time** Webex App login is a serial login
 1. Webex App connects to Webex cloud
 2. Webex App connects to Unified CM
- Webex App will store details of these sessions to local disk

Subsequent Logins

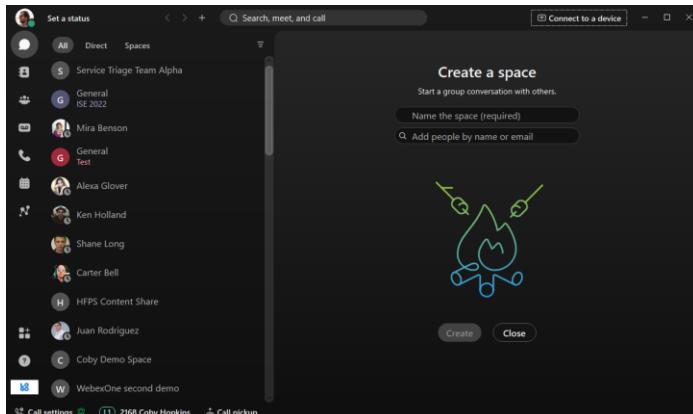


Service cache,
Config cache,
OAuth tokens

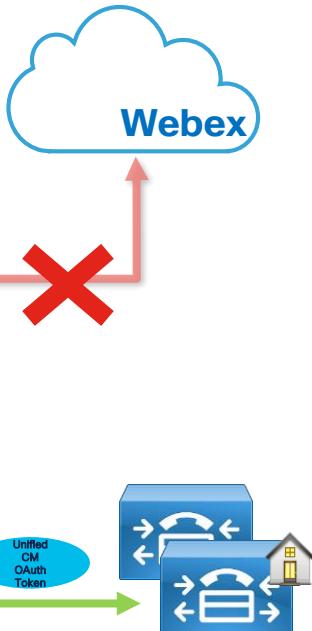
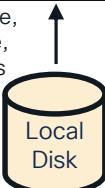


- After the first-time login on a device, Webex App connects to services in **parallel** (based on cached config and OAuth tokens)

Calling Redundancy



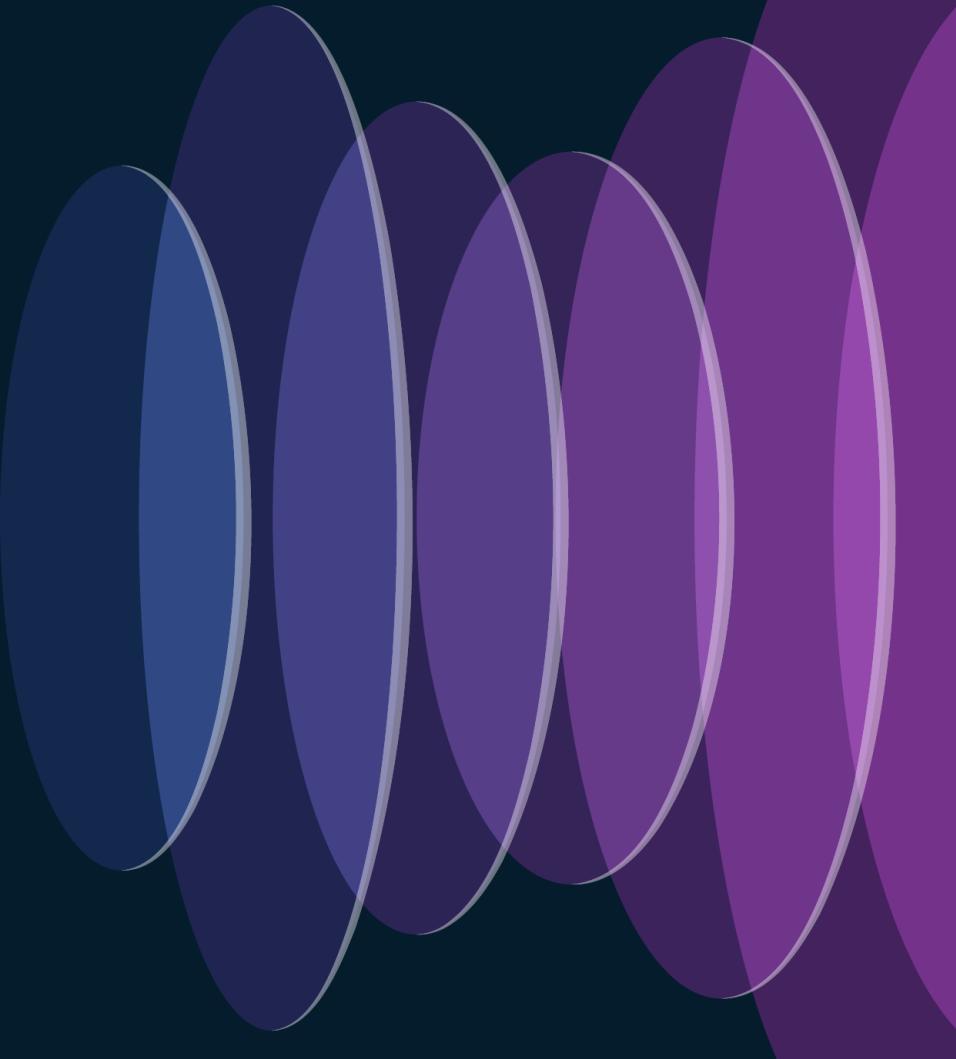
Service cache,
Config cache,
OAuth tokens



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

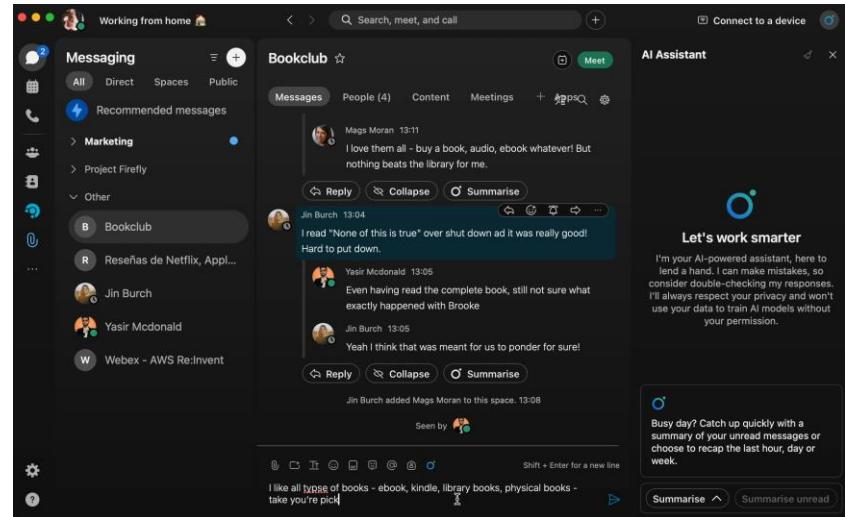
- AI Assistant to summarize spaces, unread, and threads across multiple languages

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/{licenseld}

Edit services for kholland@tmedemo.com

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

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

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

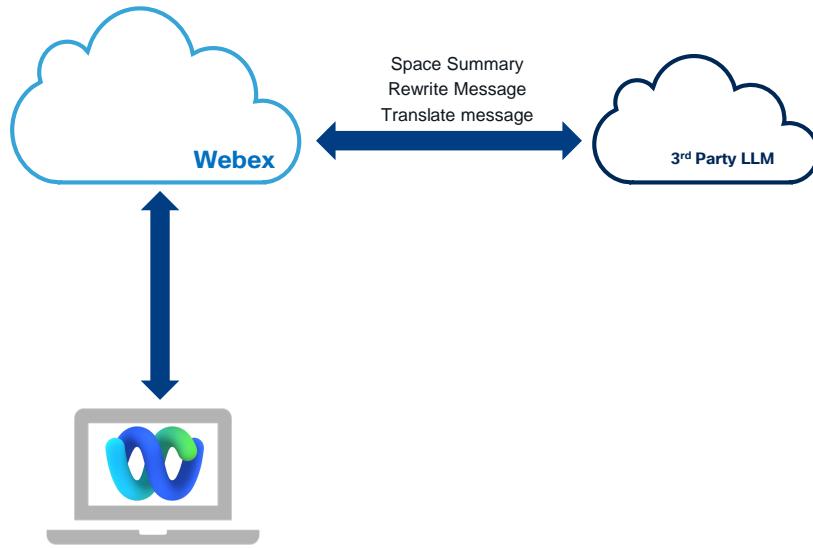
Communicate more effectively and enhance team collaboration and co-creation. Translate space messages instantly to your native language and rewrite messages by adjusting the tone and vocabulary. You'll also save time and catch up on unread messages with detailed space summaries.

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 a 3rd party large language model (LLM)
 - The current 3rd 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
 - 3rd 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

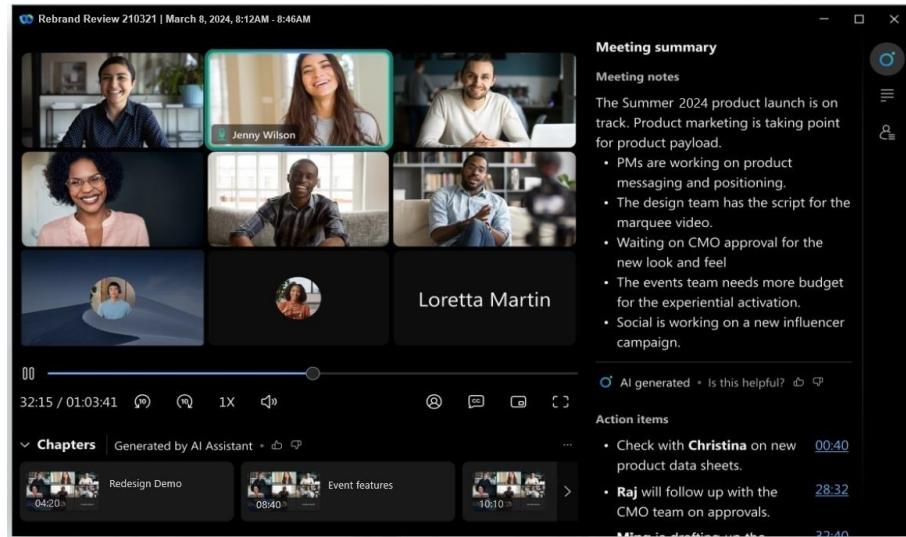
Coming Soon

Available Today

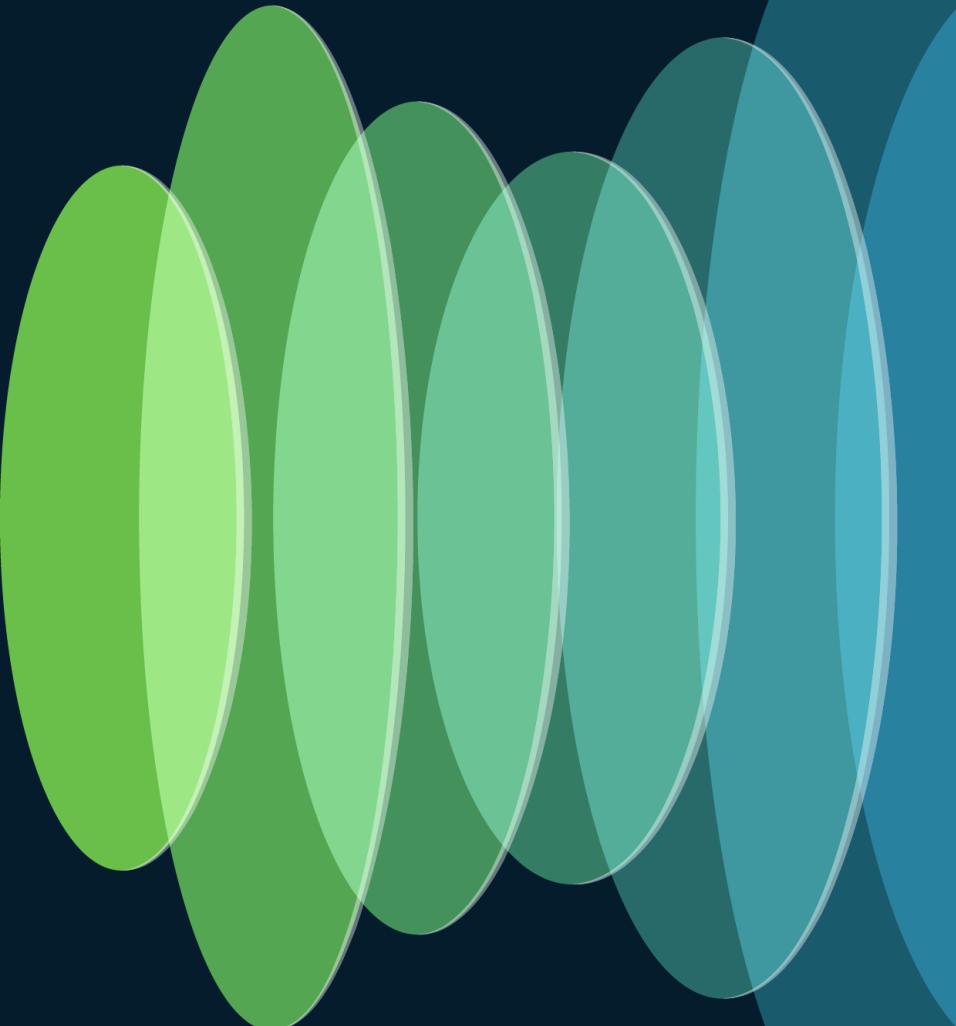
- Post meeting Recording Summaries
- Closed Captioning
- Real Time Translations

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

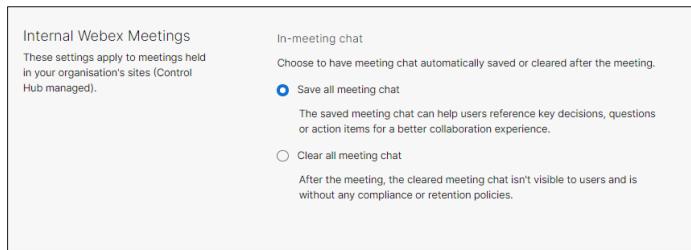
Rich in-meeting messaging is available for meetings hosted on a site enabled for Webex Suite Meetings Platform

- 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

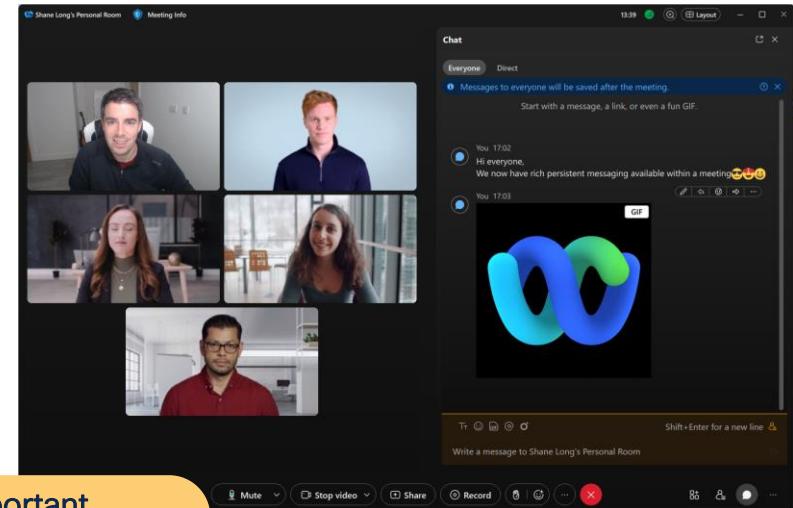
Choose to have meeting chat automatically saved or cleared after the meeting.

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.

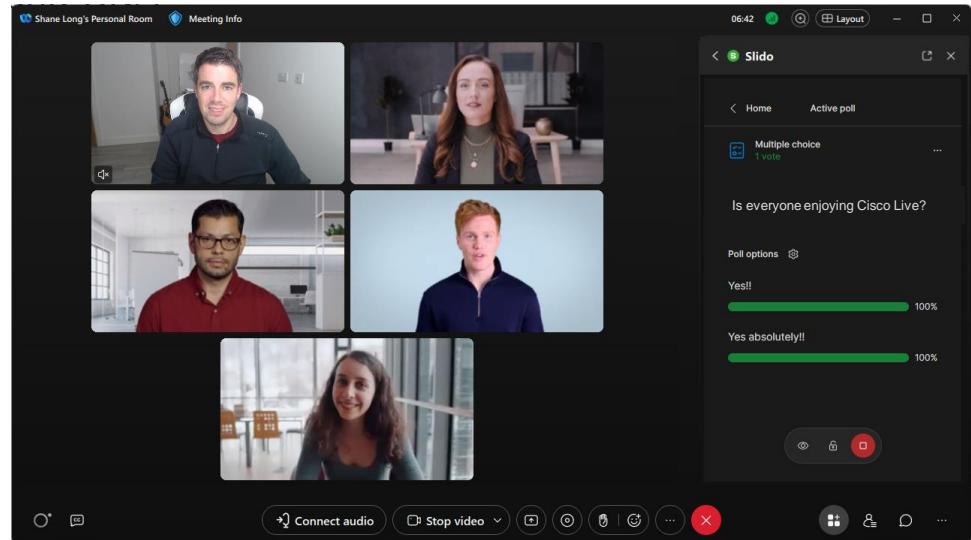


Important
In Meeting chat will be stored in the datacenter where your Webex org resides

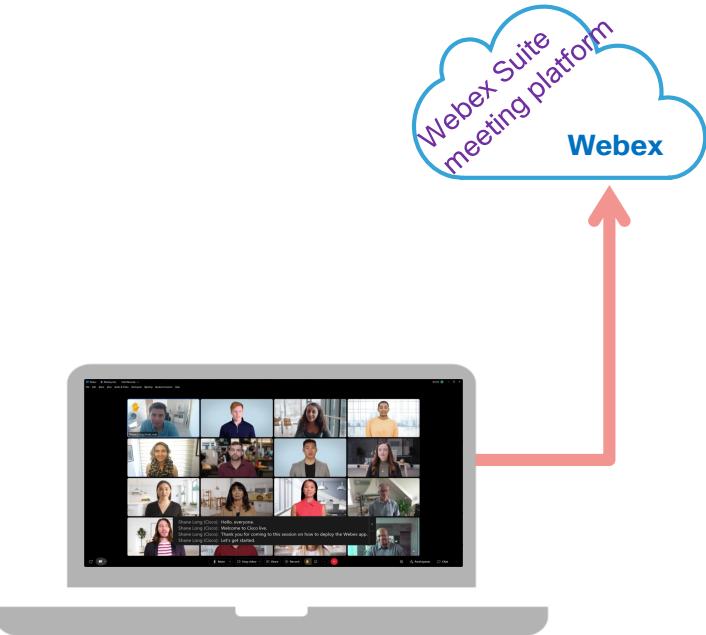
Webex Suite Meetings Platform – Key Changes

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



Webex Suite meeting platform Firewall Requirements

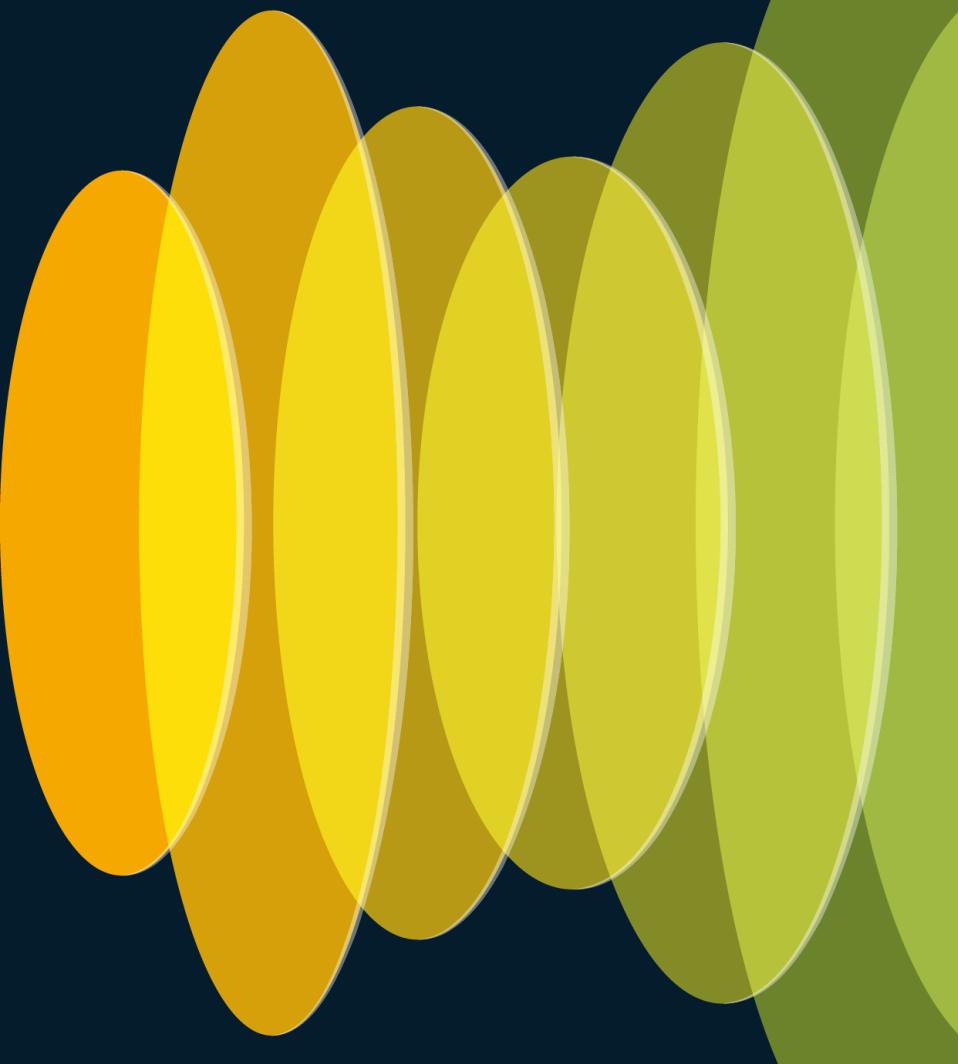


Meetings signalling and media traffic is Webex App initiated. Outbound firewall rules only need be applied (Firewall should allow return traffic from Webex services)

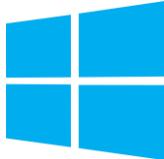
App Process (Windows)	<code>ciscocollabhost.exe</code>
Protocol	UDP
Source Address	Local IP Address
*Source Port Audio	52,000 to 52,049
*Source Port Video	52,100 to 52,199
Destination Address	See Network Requirements for Webex Services for media services IP subnets
Destination Port	5004 (fallback: UDP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

iPhone 7 and later
iOS 13.7 and later
Various iPad Releases

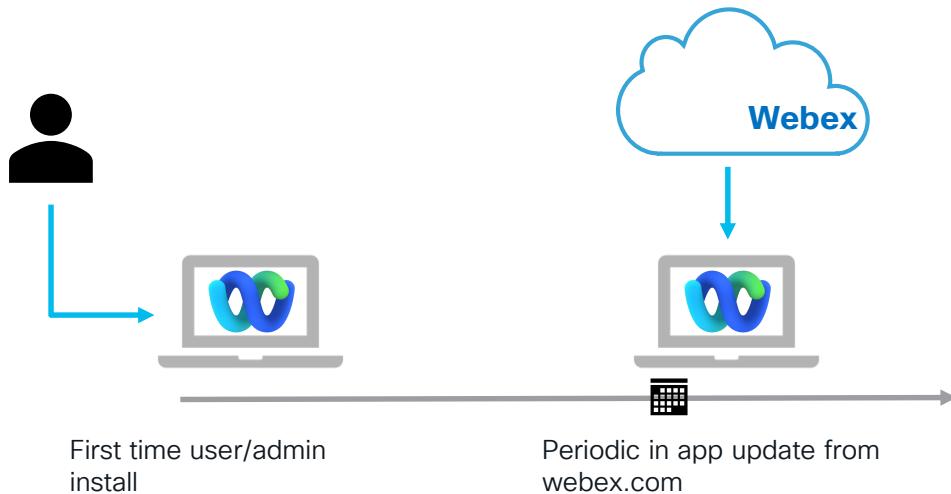
Android

8.0 and later

ChromeOS

(Android app emulated on
ChromeOS)

Webex App Release Cycle



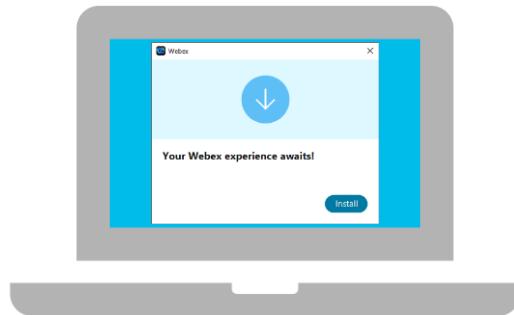
- A new major release of Webex App is delivered monthly
- App versioning is based on time e.g. May 2024 release 44.5.0.29672
 - Year : 44.x.x.xxxx
 - Month : 44.5.x.xxxxx
 - Build : 44.1.0.29672

Update Management

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

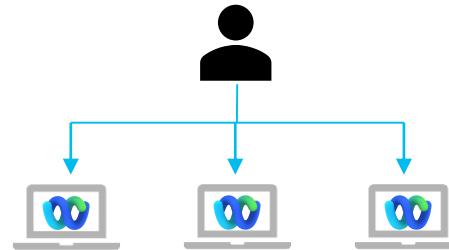
Webex App for Windows

User Install



- User downloads the .exe installer from Webex.com
- Runs the installer
- Webex App is installed to **USER PROFILE** C:\users\user*ID*\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 if 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

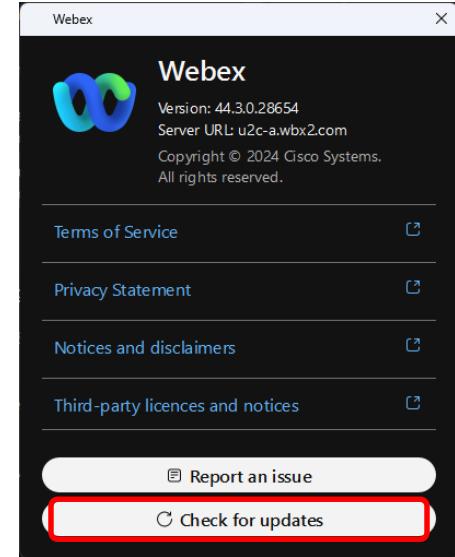
[Download Webex builds](#)

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

Automatic updates (controlled by Cisco)

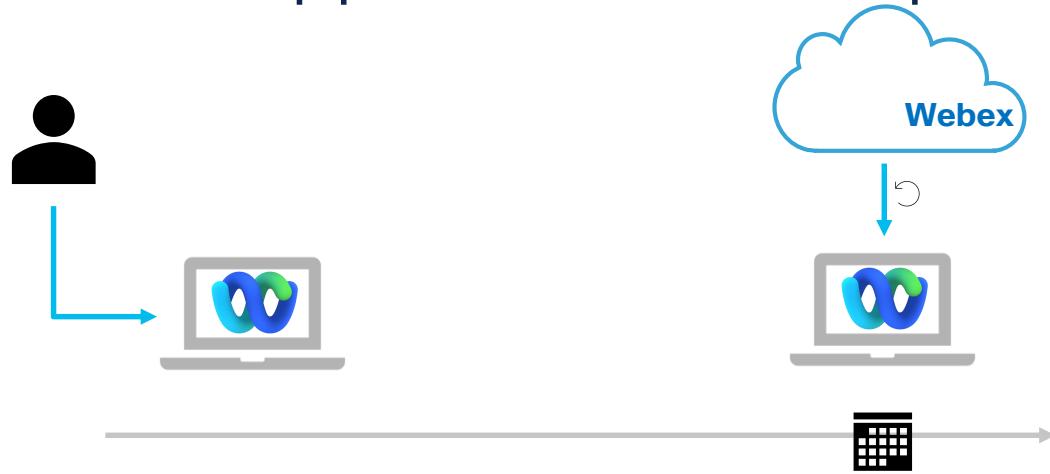
Customised scheduled updates with deferrals

📅 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\`

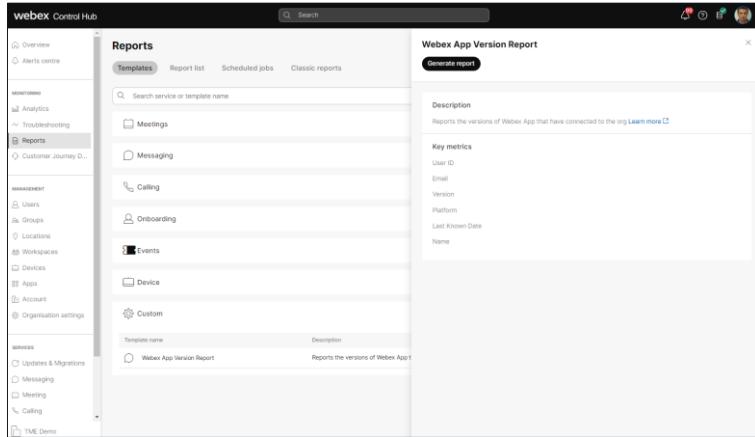
Auto Update

- 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

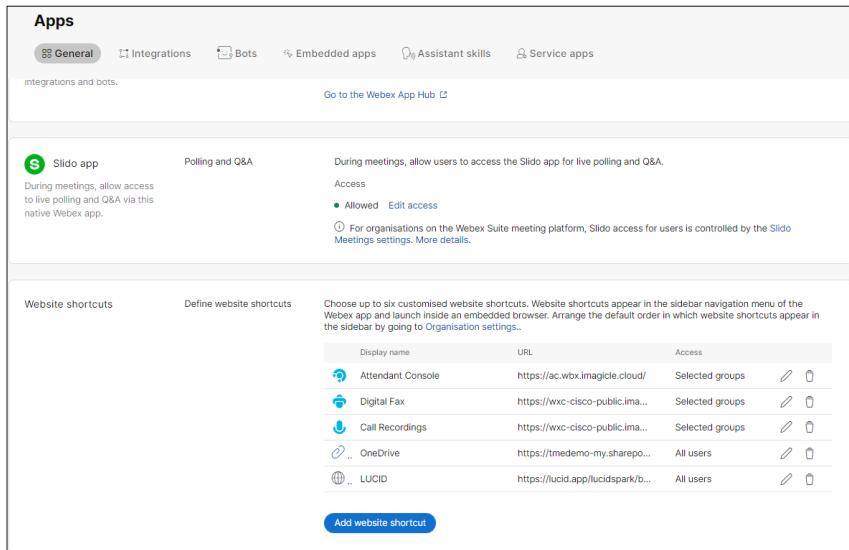


The screenshot shows the 'Reports' section of the Webex Control Hub. On the left, a sidebar lists various categories: Overview, Alerts centre, Analytics, Troubleshooting, Reports (which is selected and highlighted in blue), Customer Journey D..., Management (Users, Groups, Locations, Workspaces, Devices, Apps, Account, Organisation settings), and Services (Updates & Migrations, Messaging, Meeting, Calling, TME Demo). The main content area is titled 'Reports' and shows a list of report templates. One template is highlighted: 'Webex App Version Report' (Template name: Webex App Version Report, Description: Reports the versions of Webex App). To the right of this template, there is a 'Key metrics' section with fields for User ID, Email, Version, Platform, Last Known Date, and Name. A button labeled 'Generate report' is visible at the top right of the report card.

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 Cisco Webex Control Hub interface. The top navigation bar includes 'General', 'Integrations', 'Bots', 'Embedded apps', 'Assistant skills', and 'Service apps'. Below this, a sub-navigation bar shows 'Integrations and bots' and a link to 'Go to the Webex App Hub'. The main content area is titled 'Website shortcuts' and contains a sub-section titled 'Define website shortcuts'. It explains that website shortcuts appear in the sidebar navigation menu of the Webex app and can be arranged in the sidebar by going to 'Organisation settings'. A table lists five website shortcuts with their display names, URLs, and access settings (Selected groups or All users). The table includes columns for 'Display name', 'URL', and 'Access'. The 'Access' column for each row contains edit and delete icons. The rows are: 'Attendant Console' (URL: https://ac.wbx.imagicle.cloud/), 'Digital Fax' (URL: https://wxc-cisco-public.ima...), 'Call Recordings' (URL: https://wxc-cisco-public.ima...), 'OneDrive' (URL: https://tmdedemo-my.sharepo...), and 'LUCID' (URL: https://lucid.app/lucidspark/b...). A blue 'Add website shortcut' button is located at the bottom of the table.

- 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

Customise the default view
Choose how your organisation views the sidebar of the Webex app.

Arrange services, apps and website shortcuts

Drag and drop up to six of your most frequently used relevant services, apps and website shortcuts as the default Webex app sidebar. For more than six, you can place them in the order that you want under the More category. Learn how customising the sidebar enhances collaboration. [Learn more](#)

Display name

- Messaging
- Meeting
- Calling
- Customer experience
- Contacts
- Dialpad
- Voicemail
- Vidcast
- Teams
- ... More
- App Hub
- Personal insights
- Attendant Console
- Digital Fax
- Call Recordings
- OneDrive
- LUCID

- 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

Schedule sidebar customisation update

Default (24 hours)
All updates will be published to the Webex app within 24 hours.

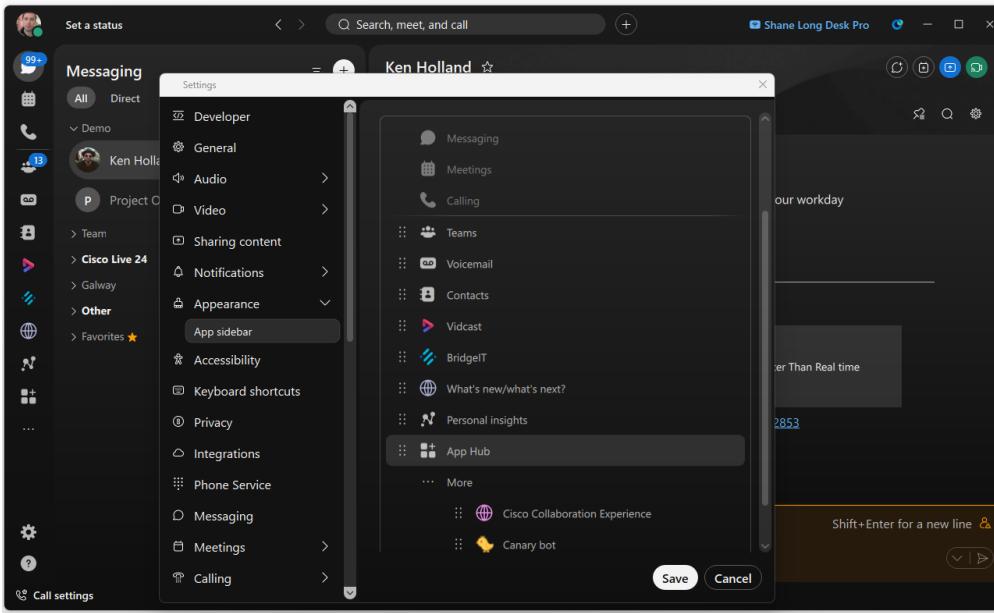
Schedule a customised date [Learn more](#)
Select a specific date. All updates will be published according to each individual user's time zone.

04/10/2024

Allow user customisation Allow user customisation
When turned on, users can customise their own sidebar view.

How will this look in the Webex app?

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



CISCO *Live!*

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- 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

Contact me via Webex : shalong@cisco.com



The bridge to possible

Thank you

cisco Live!

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