

# Calling Interoperability with Microsoft Teams

**CISCO** Live !

**Sara Macías Saleté** - Solutions Engineer  
Global Collaboration Center of Excellence

# Cisco Webex App

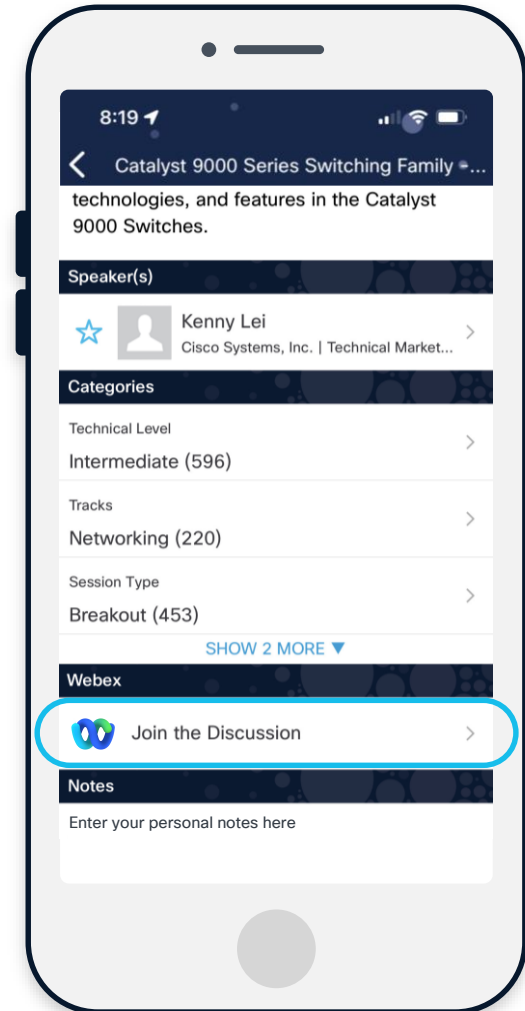
## Questions?

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 13, 2025.**



# Agenda

- 01 Introduction
- 02 Using Cisco Phones and Peripherals with Microsoft Teams
- 03 Direct Routing for Microsoft Teams Phone (overview)
- 04 Cisco Call for Microsoft Teams
- 05 Comparison matrixes and FAQ

## What this session **IS** about

- ✓ Overview of Cisco Phones and Peripherals support on Microsoft Teams (10%)
- ✓ Overview of Direct Routing (10%)
- ✓ Client-side integration: Cisco Call for Microsoft Teams (80%)
  - Features
  - Architecture and Deployment
  - Best Practices and customization

## What this session **is NOT** about

- ✗ Deep dive on Cisco Peripherals → BRKCOL-2068
- ✗ Deep dive on Direct Routing → BRKCOL-2314 (past Cisco Live's)
- ✗ Troubleshooting Cisco Call for Microsoft Teams → BRKCOL-3018

# Agenda

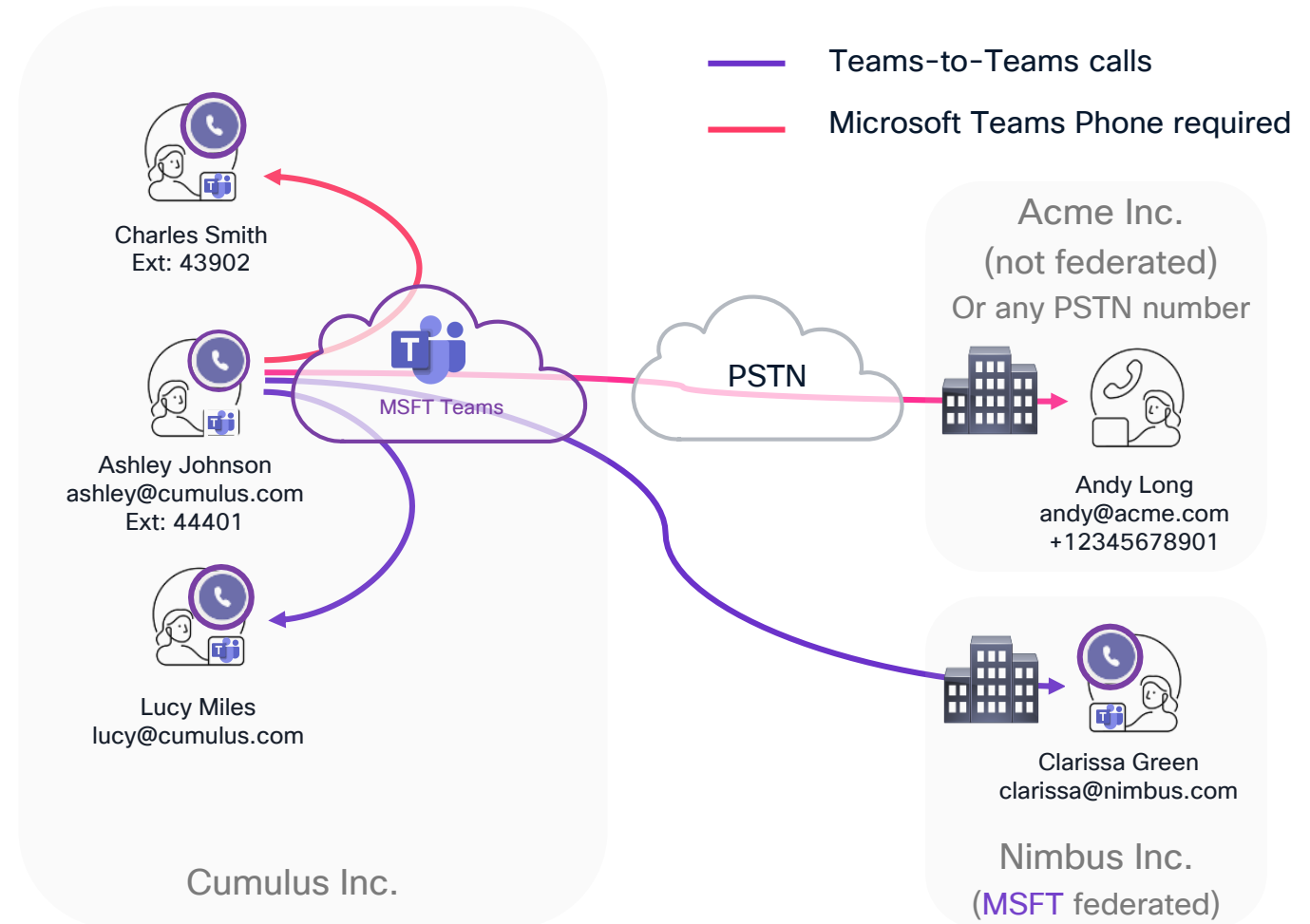
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# Introduction

# Microsoft Teams calling experience with Microsoft Teams Phone

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

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



# Types of integrations with Microsoft Teams

## Cisco MPP phones and Microsoft SIP Gateway

## Cisco Calling and Microsoft Teams Phone System

## Cisco Call for Microsoft Teams

Use case	Cisco MPP phones and Microsoft SIP Gateway		Cisco Calling and Microsoft Teams Phone System		Cisco Call for Microsoft Teams	
Cisco components		MPP Phones		Cisco Calling and CUBE		Cisco Calling
Microsoft components		Teams Phone		Teams Phone		Microsoft Teams

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- 02 Using Cisco Phones and Peripherals with Microsoft Teams**
  - Microsoft Teams certified peripherals
  - Cisco Phones and the Microsoft SIP Gateway
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# Using Cisco Phones and Peripherals with Microsoft Teams

# Microsoft Teams certified peripherals

# Microsoft Teams certified peripherals

## Desk Camera 4K



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



## Headset 320 series



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



## Headset 720 series



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



## Bang & Olufsen Cisco 950



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



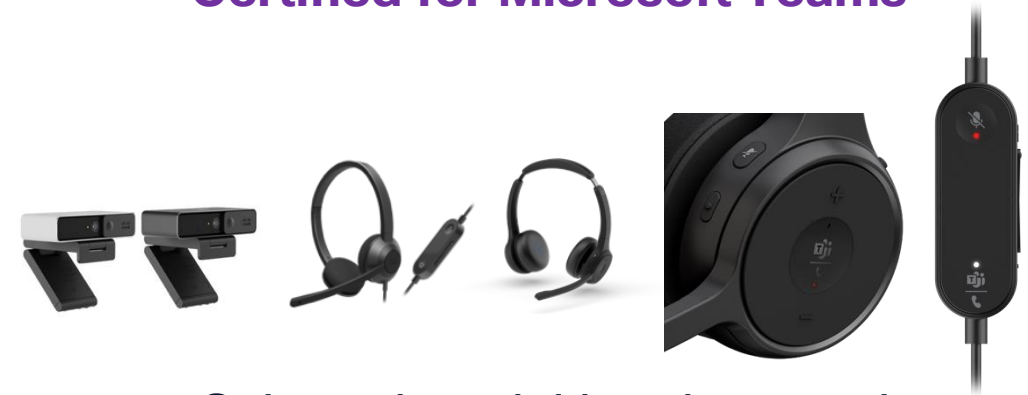
# Microsoft Certification Explained



## Cisco Headsets & Webcams



## Cisco Headsets & Webcams Certified for Microsoft Teams



All headsets and webcams are **tested** with Microsoft Teams by Cisco

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

Selected model headsets and webcams are **certified** for Teams

- **Tested and certified** for Microsoft Teams by Microsoft
- Device meets **additional design requirements**

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

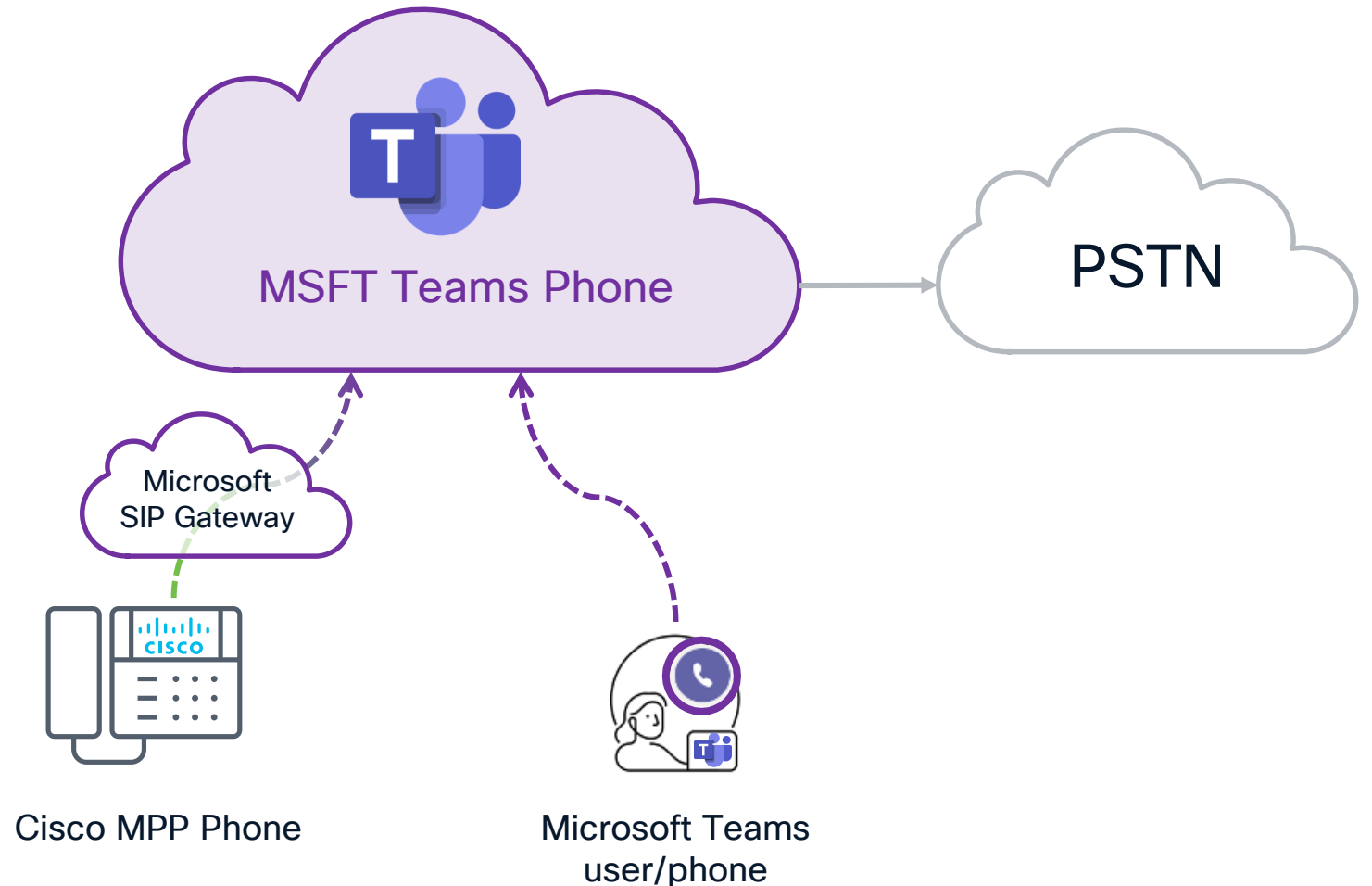
# Cisco Phones and the Microsoft SIP Gateway

# Microsoft SIP Gateway

## Concept

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

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



# Supported Cisco phone models on SIP Gateway

## Microsoft listed models:

- Cisco ATA 191/192 series (MPP)
- Cisco 6800 series (sold as MPP only)
- Cisco 7800 series (MPP)
- Cisco 8800 series (MPP)

## Cisco Desk Phone **9800** series:

- Compatible and tested with SIP Gateway
- Waiting for Microsoft to add them to their

Vendor	Model	Minimum firmware version	Approved firmware version	Remarks	Links
Cisco				Devices running enterprise firmware must be converted to multiplatform firmware. Read the guide at the right to learn how.	<a href="#">Cisco firmware conversion guide</a>
	8832 <sup>1</sup>	11.3.5MPP	12-0-3MPP		
	6821 <sup>1</sup>	11.1.1MPP	12-0-3MPP		
	6841 <sup>1</sup>	11.1.1MPP	12-0-3MPP		
	6851 <sup>1</sup>	11.1.1MPP	12-0-3MPP		
	6861 <sup>1</sup>	11.1.1MPP	12-0-3MPP		
	6871 <sup>1</sup>	11.1.1MPP	12-0-3MPP		
	7811 <sup>1</sup>	11.1.1MPP	12-0-3MPP		
	7821 <sup>1</sup>	11.1.1MPP	12-0-3MPP		
	7841 <sup>1</sup>	11.1.1MPP	12-0-3MPP		
	7861 <sup>1</sup>	11.1.1MPP	12-0-3MPP		
	8811 <sup>1</sup>	11.1.1MPP	12-0-3MPP		
	8841 <sup>1</sup>	11.1.1MPP	12-0-3MPP		
	8845 <sup>1</sup>	11.1.1MPP	12-0-3MPP		
	8851 <sup>1</sup>	11.1.1MPP	12-0-3MPP		
	8861 <sup>1</sup>	11.1.1MPP	12-0-3MPP		
	8865 <sup>1</sup>	11.1.1MPP	12-0-3MPP		
	ATA191-MPP <sup>3</sup>	11.2.2MPP	11-2-2MPP0101-013		
	ATA192-MPP <sup>3</sup>	11.2.2MPP	11-2-2MPP0101-013		

# PhoneOS 3.3

## Microsoft Teams SIP Gateway Support

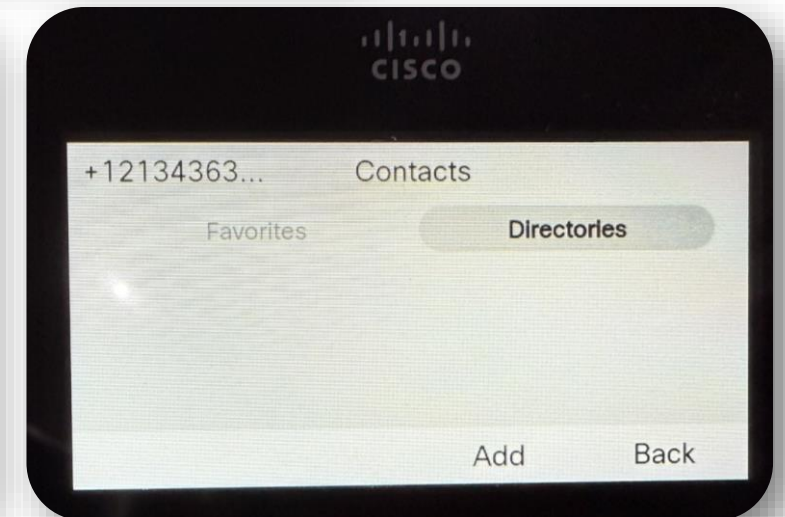
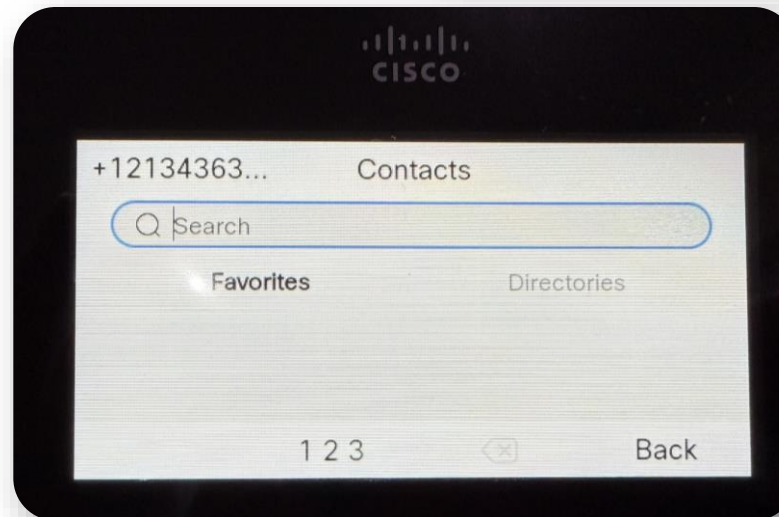
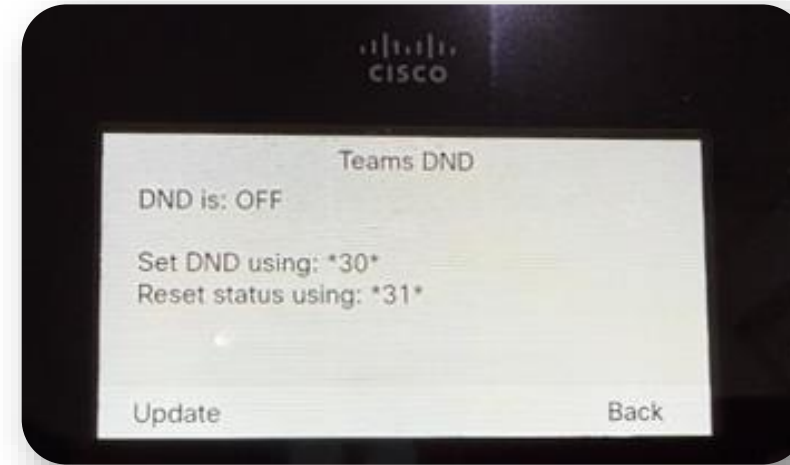
Provisioned as a SIP phone and registered to Microsoft Teams SIP Gateway

- ✓ Make and Receive Calls
- ✓ Hold/Resume/Transfer
- ✓ Voicemail and Call Forwarding
- ✓ Join Teams Meetings via PSTN Dialing



# SIP Gateway: Limitations

- ✗ No Presence on Call Queues
- ✗ No softkey templates
- ✗ No survivability (SBA)
- ✗ No shared-lines
- ✗ Need DTMF tones for some features (e.g. DND)
- ✗ Not showing all contacts (only personal contacts created on the phone)
- ✗ Incomplete device info on Teams Admin Center
- ✗ ...



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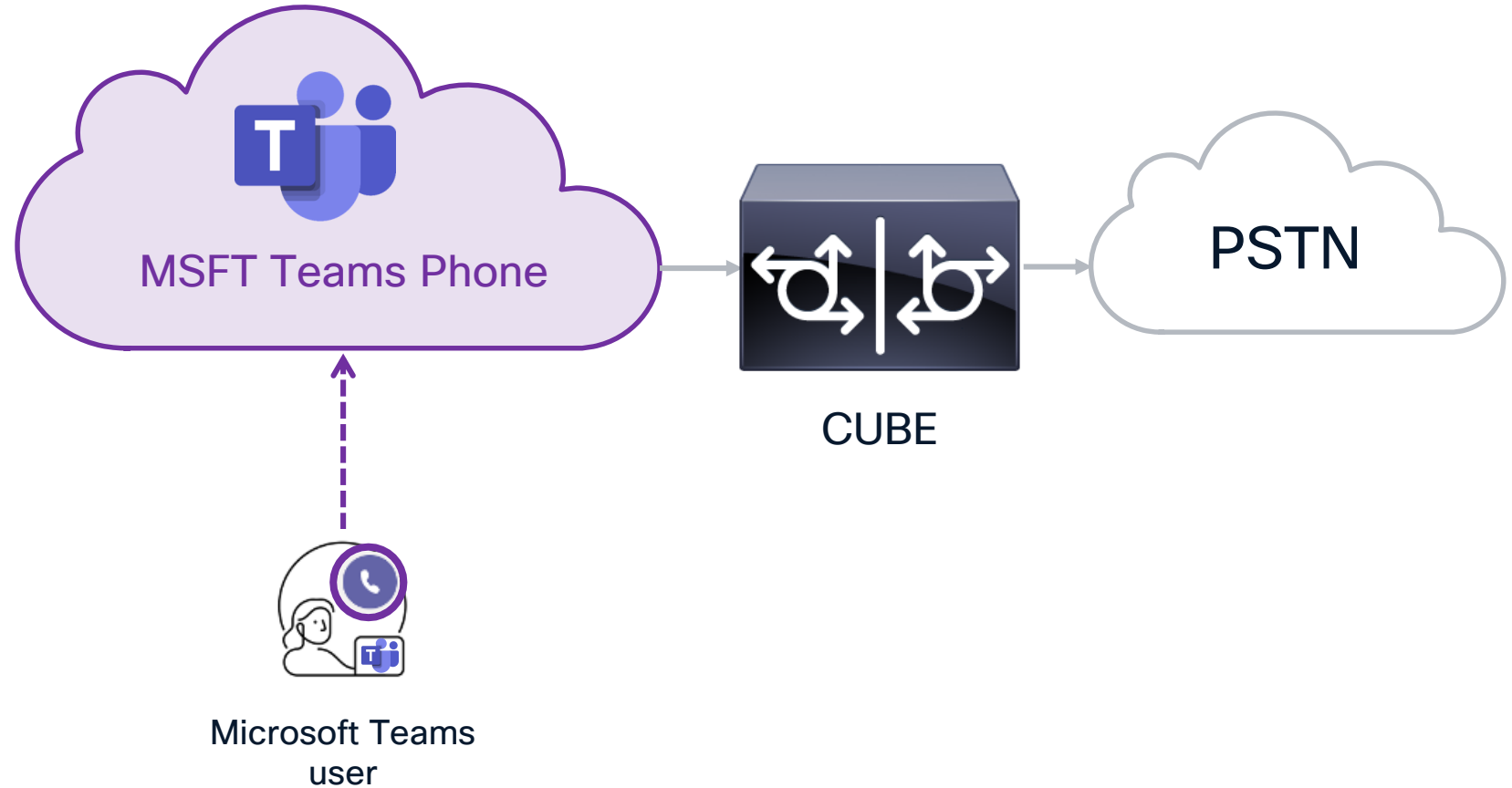
# Direct Routing for Microsoft Teams Phone

# Microsoft Direct Routing with CUBE

## Concept

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

**CUBE** is a certified SBC for Microsoft Direct Routing



# CUBE for Direct Routing to the PSTN

For your  
reference

## CUBE certification supports:

Calls between Teams Phone System and PSTN SIP trunks

Media Bypass

High Availability

E911 Calling with Intrado and Bandwidth

Interworking with Cisco Telephony Adapters

## CUBE version tested:

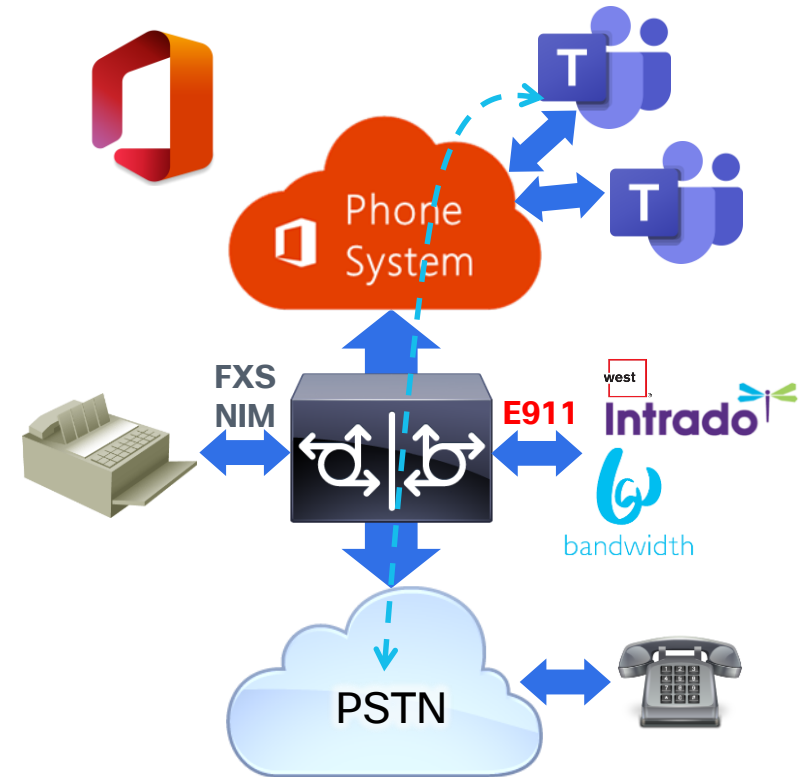
14.4 (IOS-XE 17.6.1a or later)

Requires CUBE trunk licenses

## Documentation:

Use the Direct Routing PSTN [application note](#)

Additional, application-specific [configuration notes](#) to simplify your deployment



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

# Microsoft Direct Routing with CUCM via CUBE

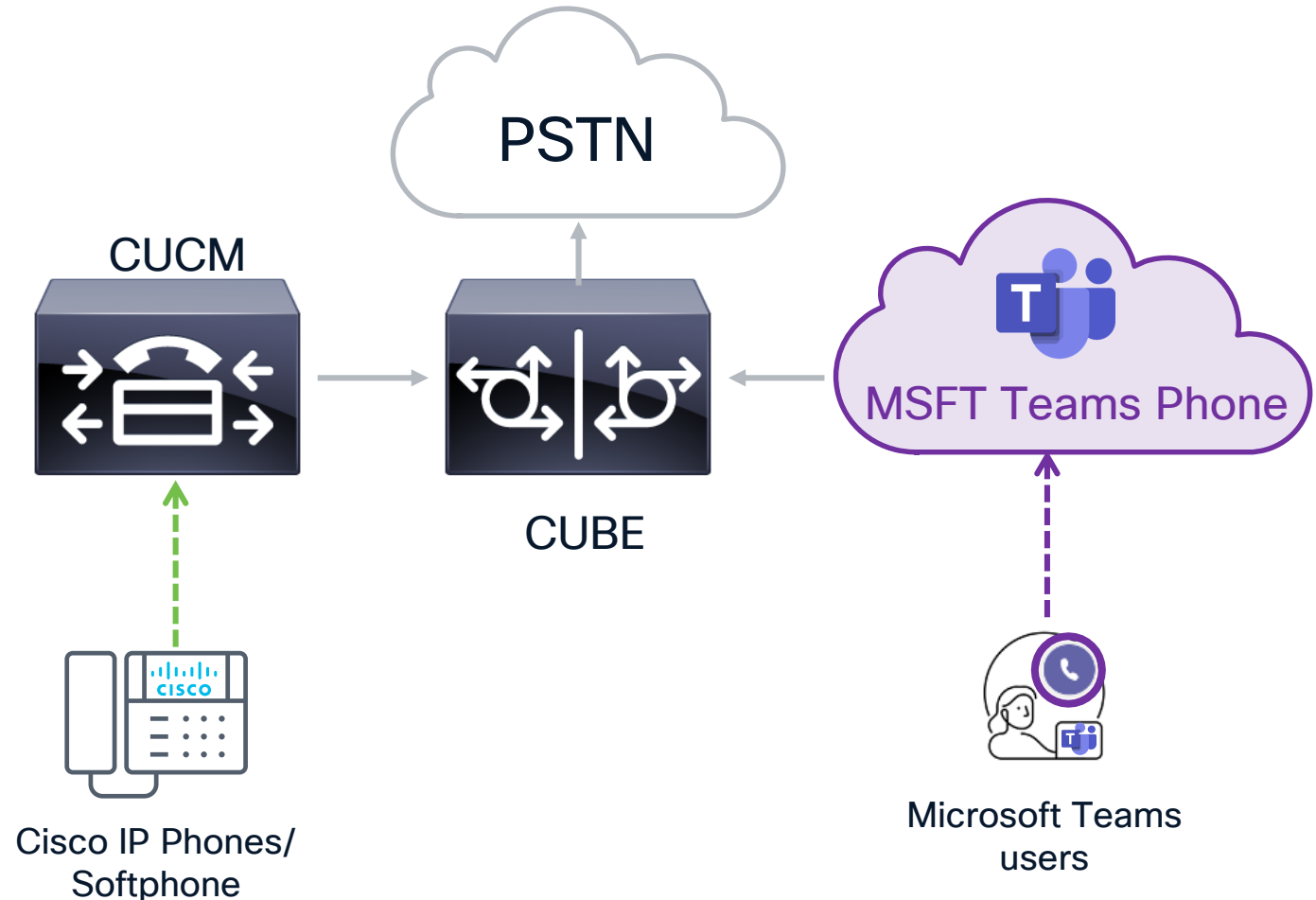
## Tested Network Topology

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

Supported topologies:

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

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

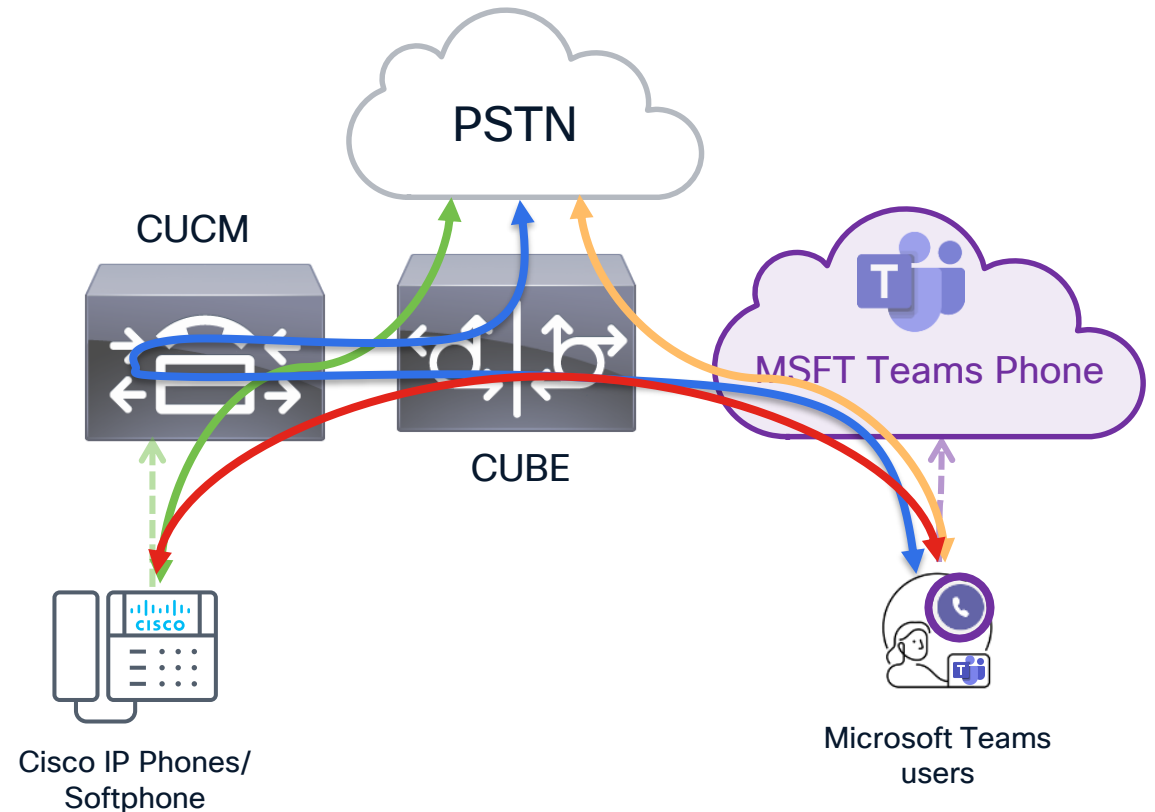


<https://www.cisco.com/c/dam/en/us/solutions/collateral/enterprise/interop-erability-portal/direct-routing-for-communications-manager-via-cube.pdf>

# Microsoft Direct Routing with CUCM via CUBE

## Supported Call Paths

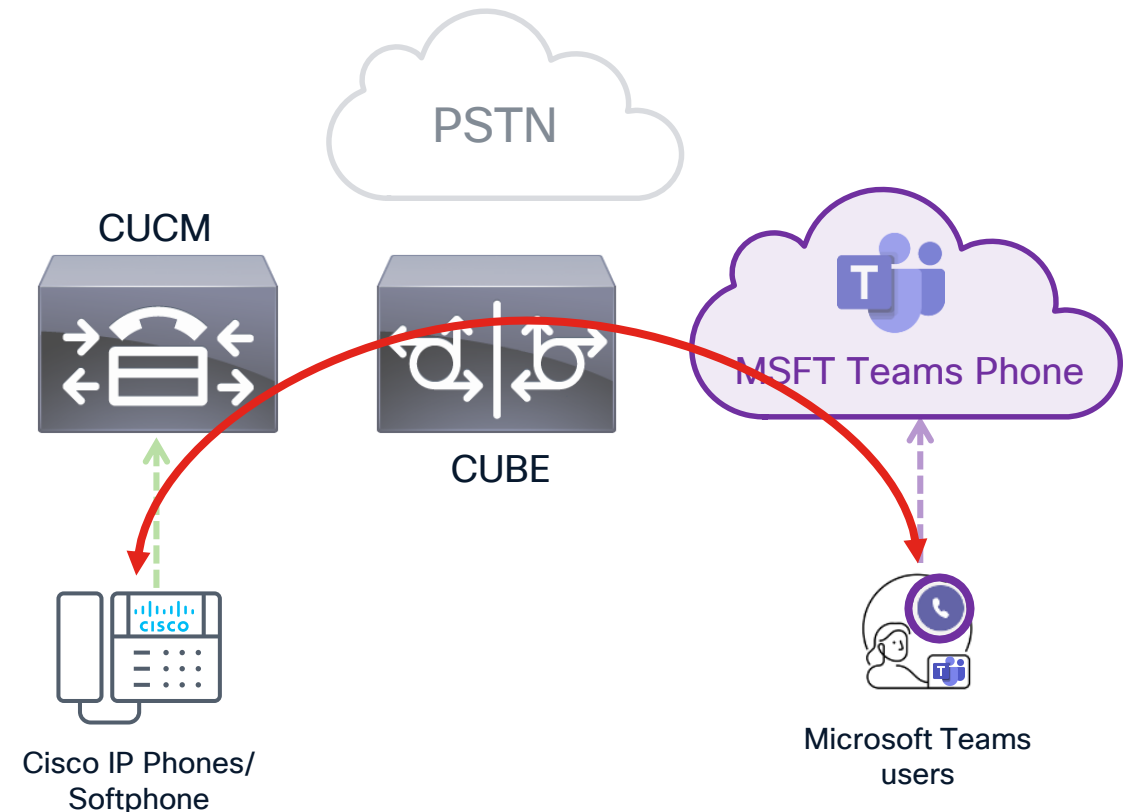
- Calls between Cisco Phones/Softphone and the PSTN
- Calls between MSFT Teams users and the PSTN via CUBE (Direct Routing)
- Calls between MSFT Teams users and the PSTN via CUCM and CUBE (Direct Routing)
- Calls between Cisco Phones and MSFT Teams users (limitations apply)



# Microsoft Direct Routing with CUCM via CUBE

## Limitations highlights

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

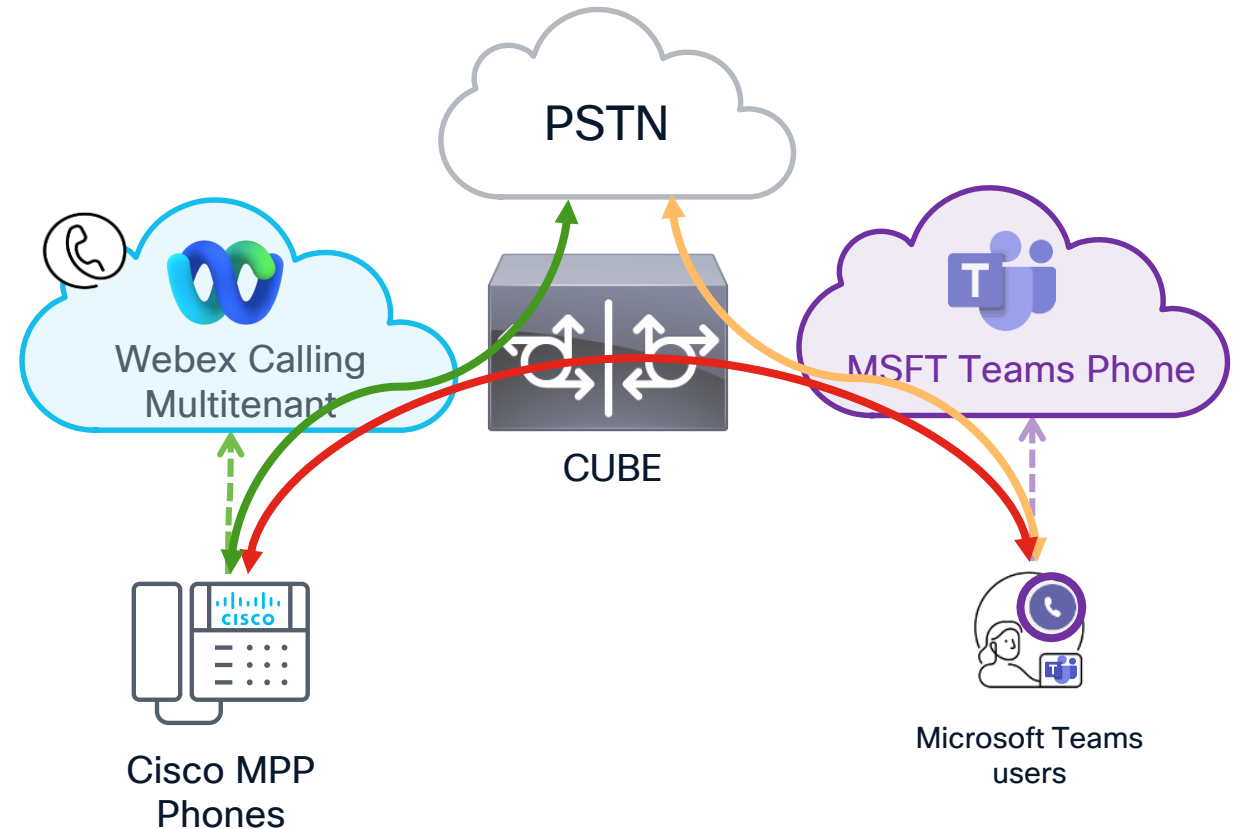


<https://www.cisco.com/c/dam/en/us/solutions/collateral/enterprise/interoperability-portal/direct-routing-for-communications-manager-via-cube.pdf>

# Microsoft Direct Routing with Webex Calling via CUBE

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

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



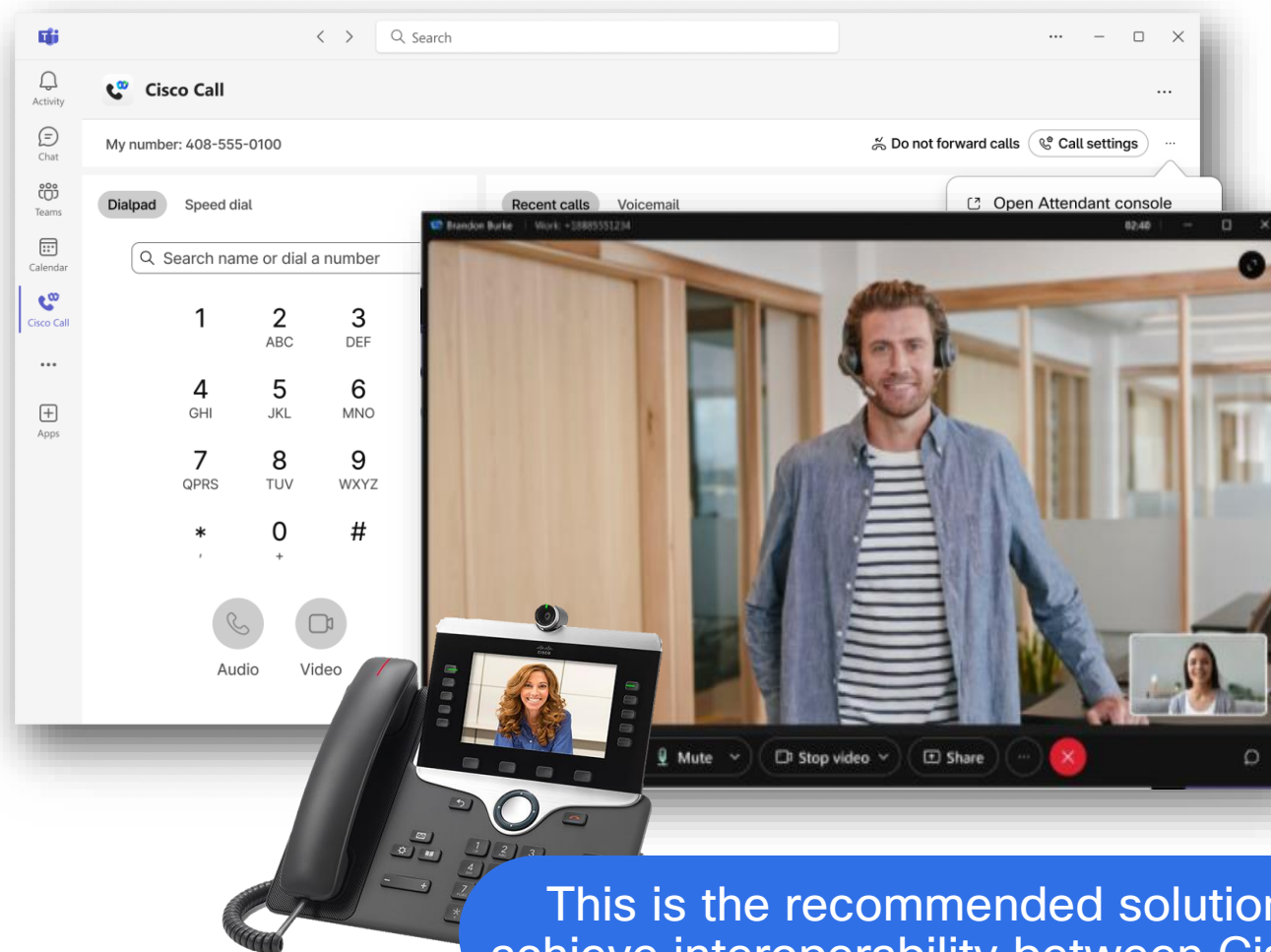
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  - Solution Deployment
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# Cisco Call for Microsoft Teams

# Solution Overview

# Cisco Call for Microsoft Teams



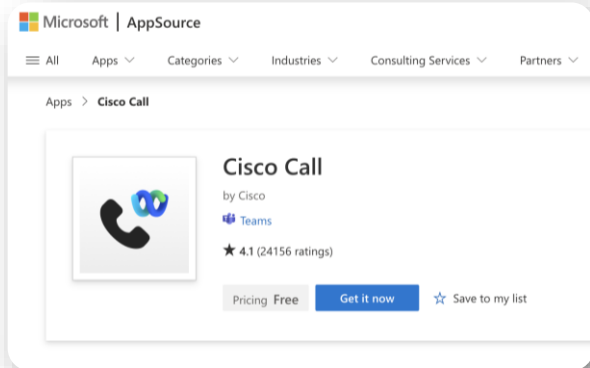
The simplest way to integrate Microsoft Teams Messaging and Cisco Calling

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

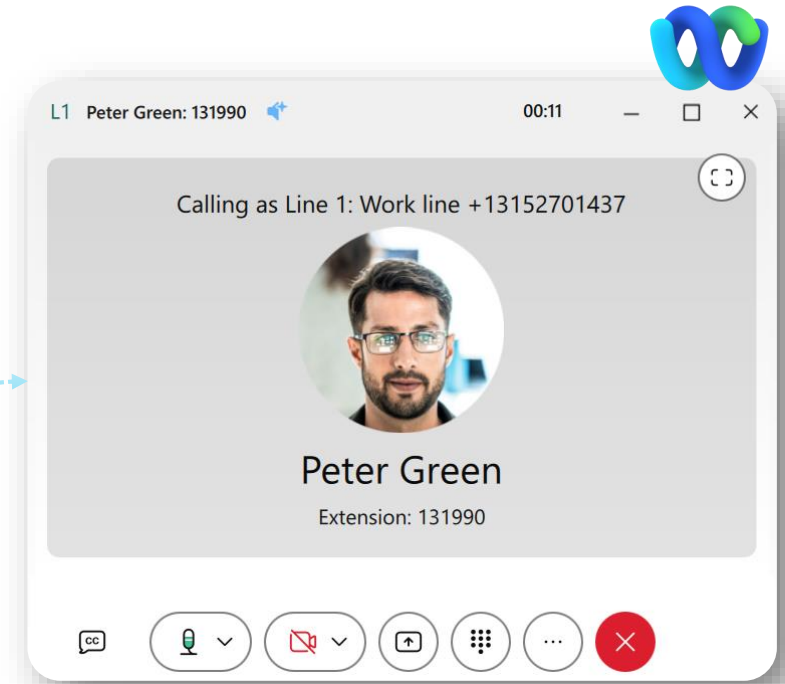
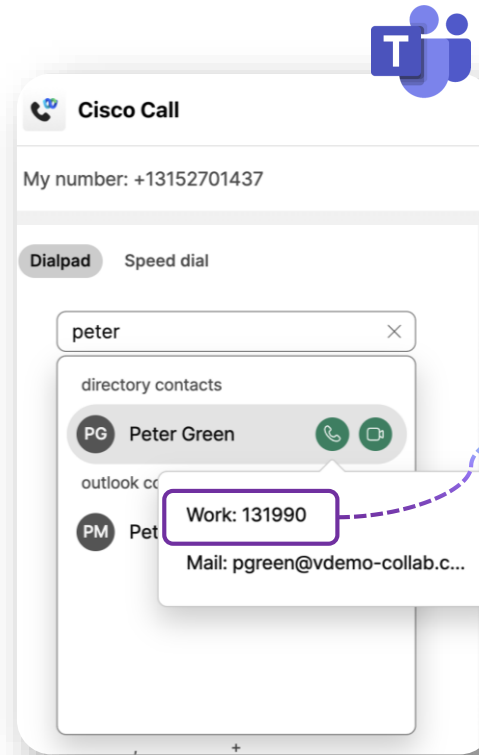
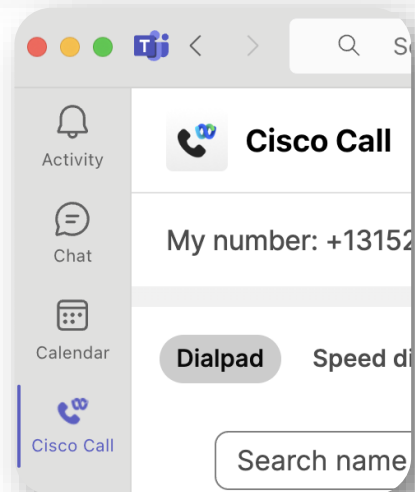
This is the recommended solution in which Cisco is investing the most to achieve interoperability between Cisco Calling platforms and Microsoft Teams

# Why do we need the Webex App?

Cisco Call for Microsoft Teams is an [approved Microsoft Teams App](#)



Cisco Call App is installed within Microsoft Teams



User clicks on a **calling number** from the Cisco Call App:

- ✓ A **Webex App** in-call window opens to make the call.
- ✓ The Webex App remains hidden from the user's view.
- ✓ User has access to all the **features supported by Cisco calling platforms** in the Webex App, launching the call from **MSFT Teams**

# Webex App or Jabber?



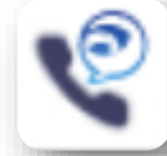
Cisco Call for  
Microsoft Teams

Webex App running in the background

**Full set** of features

Calling Infrastructures:

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



Cisco Jabber for  
Microsoft Teams

Cisco Jabber running in the background

**Limited** set of features

- No Presence Sync; No Call History; No Voicemail

Calling Infrastructures:

- CUCM
- Webex Calling Dedicated Instance

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

# Cisco Call for Microsoft Teams

Call Tab

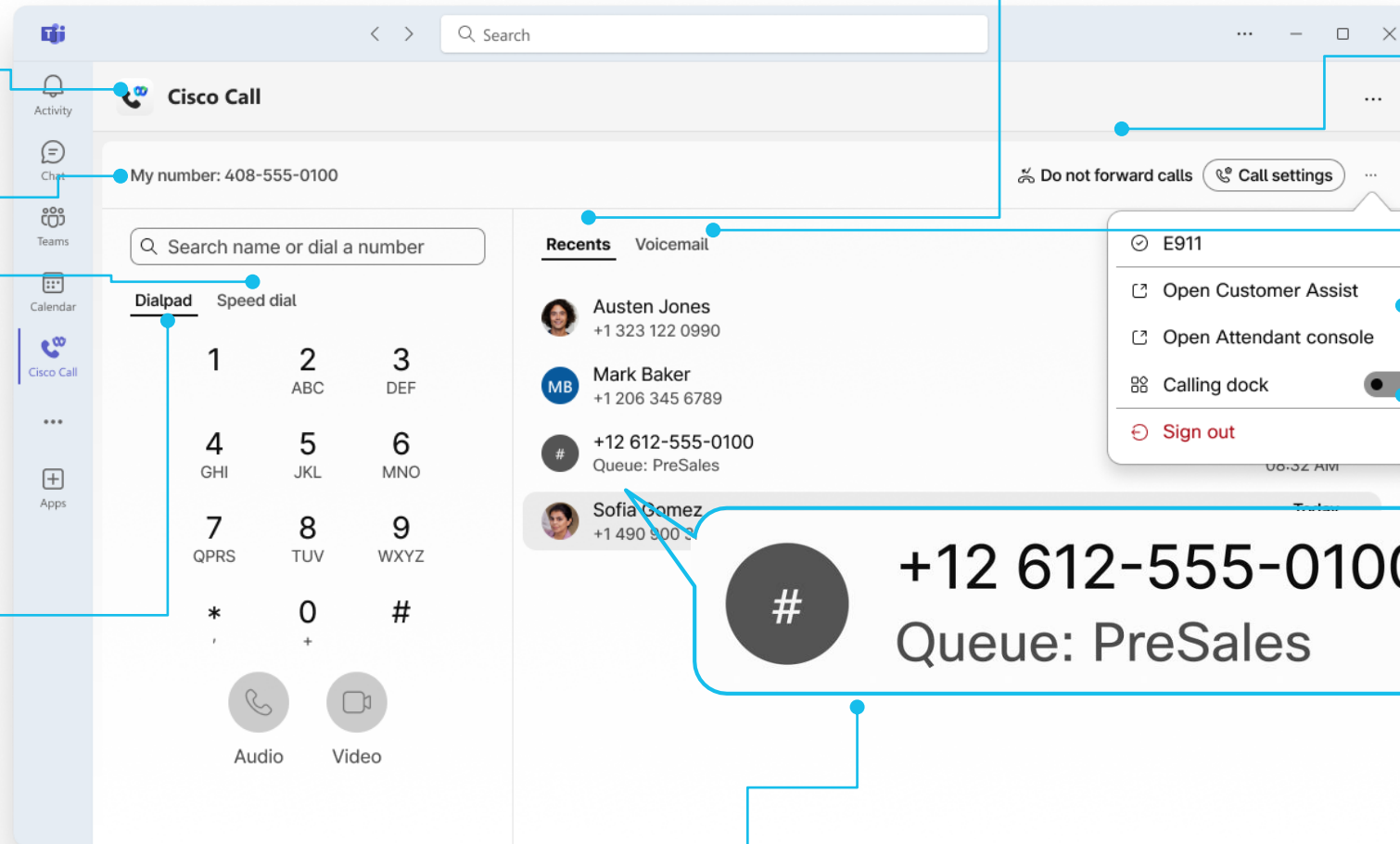
My Number

Speed dials

Contact Search

Entra ID Contacts

Outlook 365 Contacts



Call History

Call Forwarding status

Voicemail

E911 indicator

Customer Assist and Attendant Console access

Calling dock toggle

Call Queues / Hunt Groups visibility

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

**Demo**

# Video demo

(June 2025)

<http://cs.co/ciscocalmsteamsdemo-june25>

# What's available on Cisco Call for MSFT Teams



Click to Call from MSFT Teams  
Audio/video calls



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



Available on Desktop and mobile



Search contacts from Outlook/Entra



Make 1:1 calls from MSFT Teams Chat and Channels



Use your existing Calling infrastructure



See Call History



Bidirectional Presence status sync



Enable Calling Dock



Hide Webex windows



Simplified login



Call Forwarding status



VDI support



Multi-line visibility for CUCM



**New!**

Listen to voicemails and see transcriptions



**New!**

Attendant Console and Customer Assist access



**New!**

Simplified Call Settings



**New!**

Single App experience



**New!**

Phone Disconnection banner



**New!**

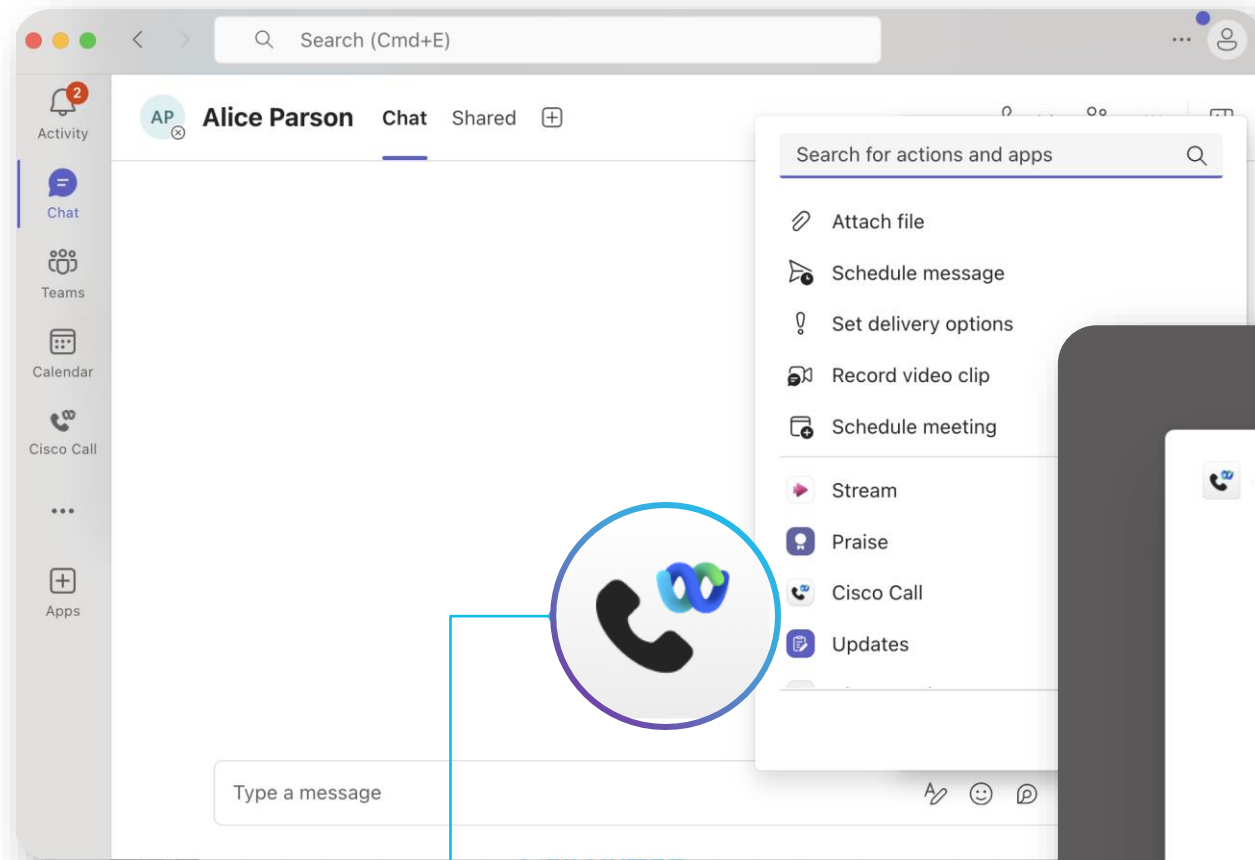
E911 warning



**New!**

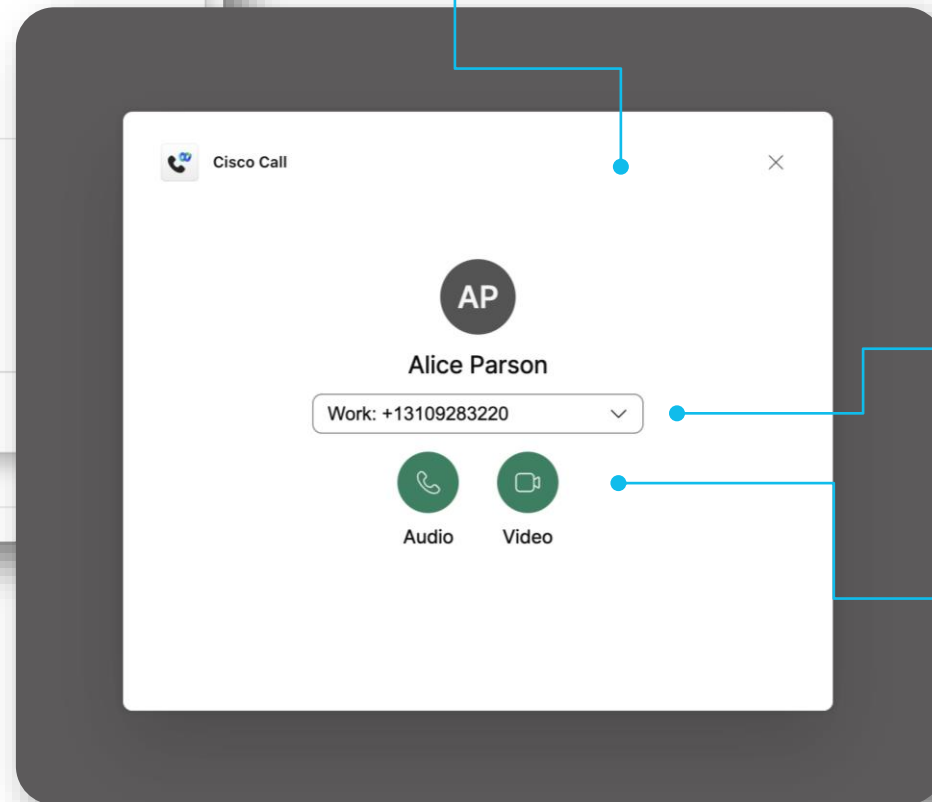
Activity/Notifications bot

# Cisco Call from a MS Teams conversation



Call Button

Contact Card



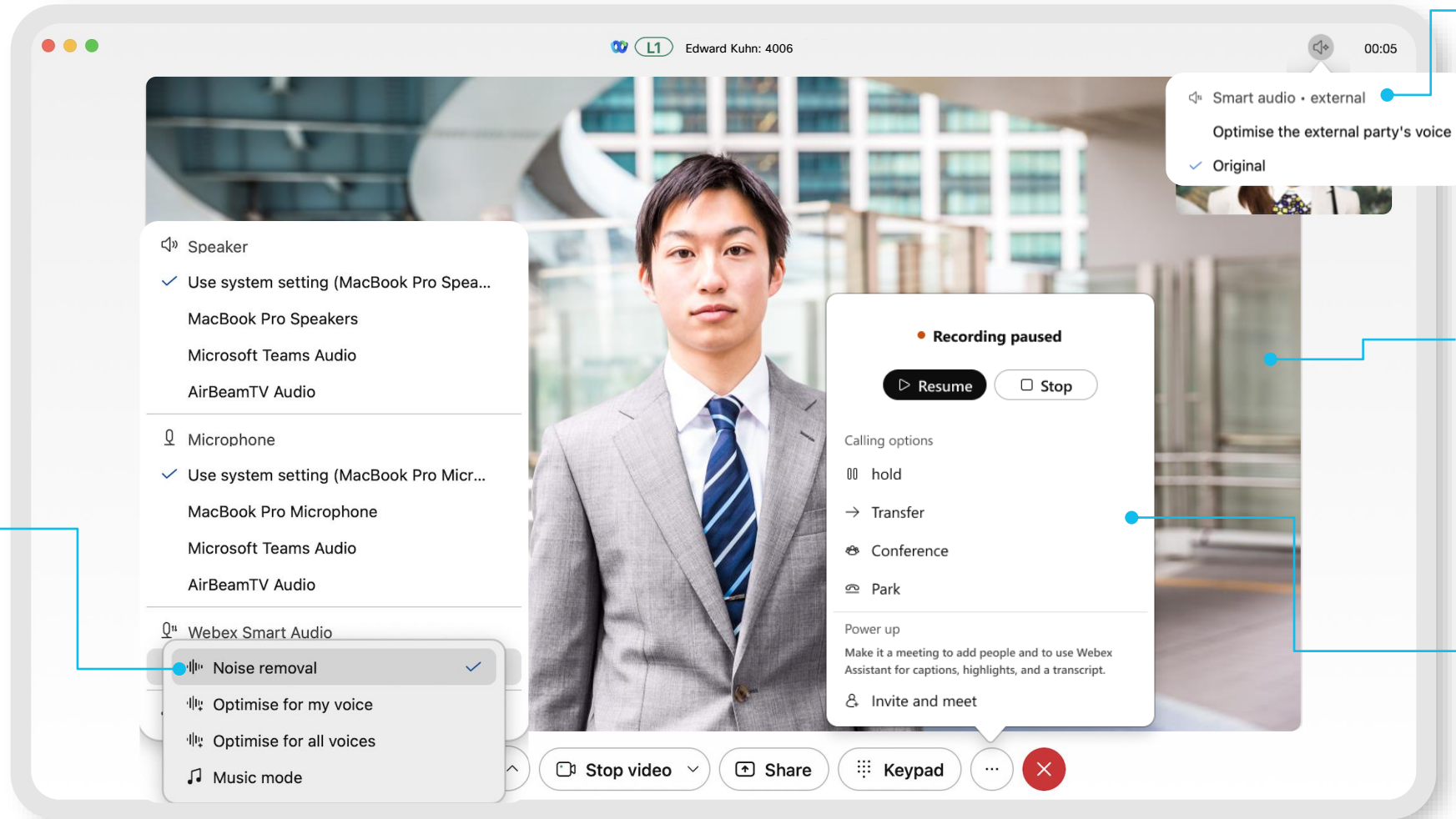
Call Addresses

Launch Call

# In-Call Window

In-Call window provides complete Webex Calling capability set

Noise Removal



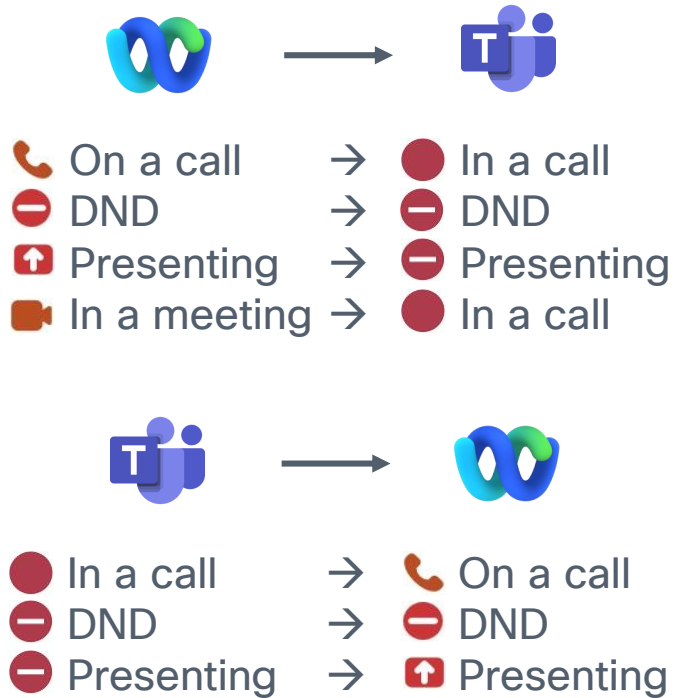
Smart Audio

Audio and Video Calling

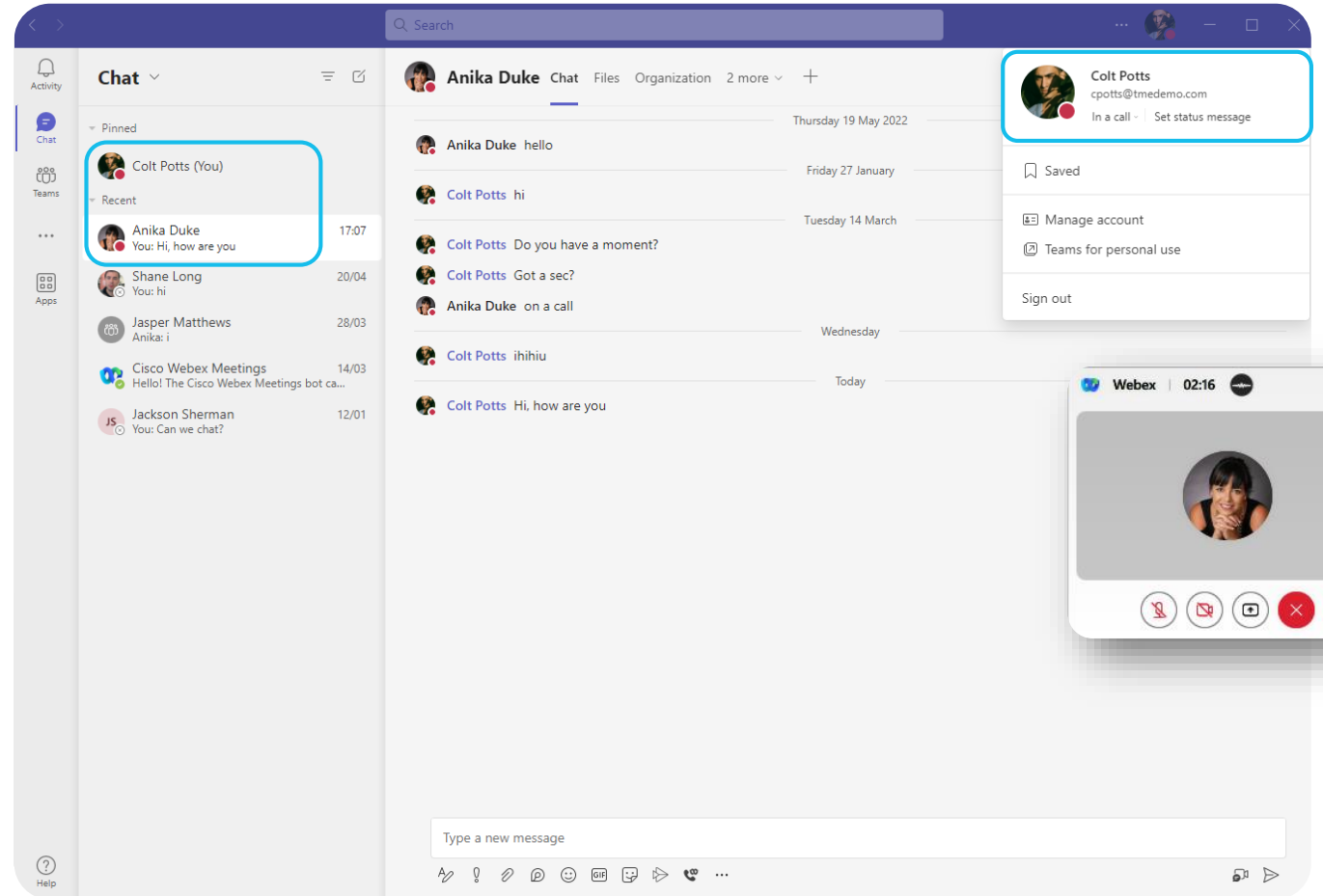
Mid-Call Controls

# Bidirectional Presence Sync

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



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



# Webex Calling dock

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

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

Only available on Windows machines today.

## Queue management

Sign in/out from queues/Hunt Groups  
**Search to call**  
Search on Webex

## Multiple lines

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

## Watchlist

See the call presence status of monitored users (Webex Calling and Webex hosted by Service Provider only)

## Device Control

Optimized for multi-tasking with small footprint

## Dialpad

## Call Settings

Direct access to Call Settings

## Link to Recent Calls and Voicemails

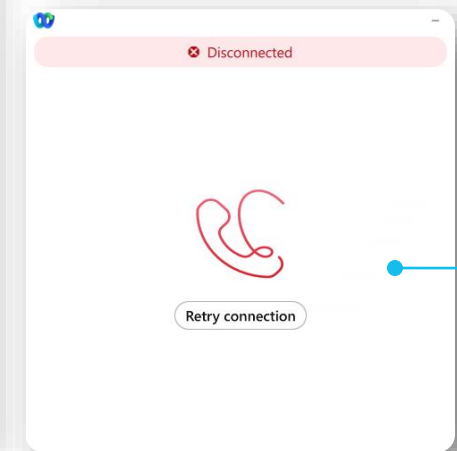
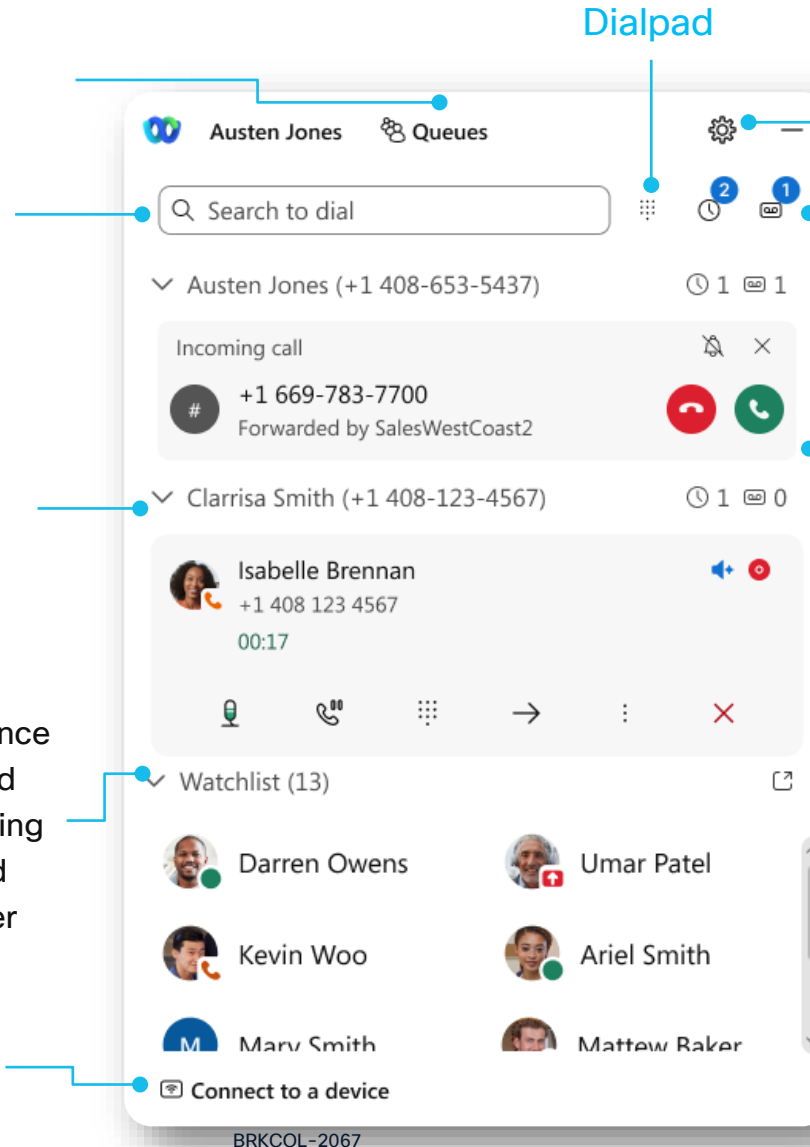
See notifications and open Recent Calls and Voicemails in MSFT Teams

## Multiple call handling

Take, decline or resume calls while in another call

## Phone disconnection prompt

See when your phone services get disconnected and retry connection



# Webex Calling dock - UCM

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

## Hunt Groups

Sign in/out from Hunt Groups

## Search to call

Search on Webex

## Multiple lines

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

## Device Control

Optimized for multi-tasking with small footprint

## Dialpad

## Call Settings

Direct access to Call Settings

## Link to Recent Calls and Voicemails

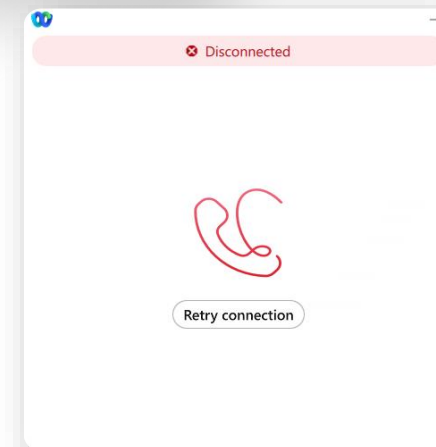
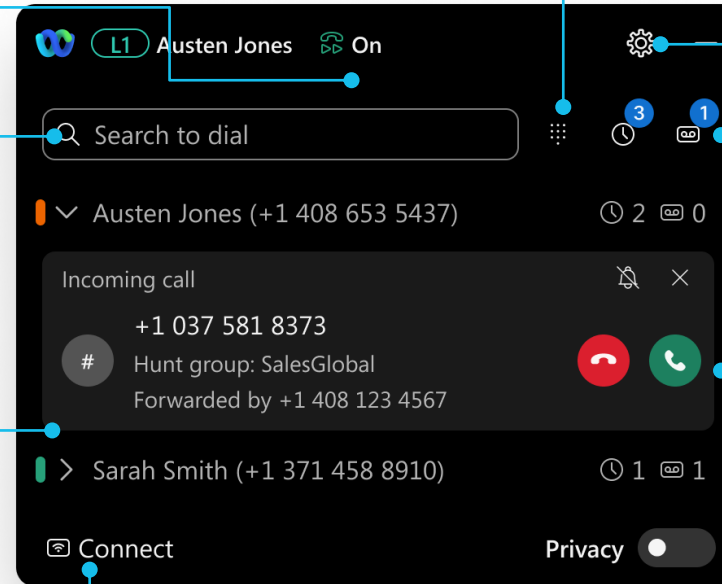
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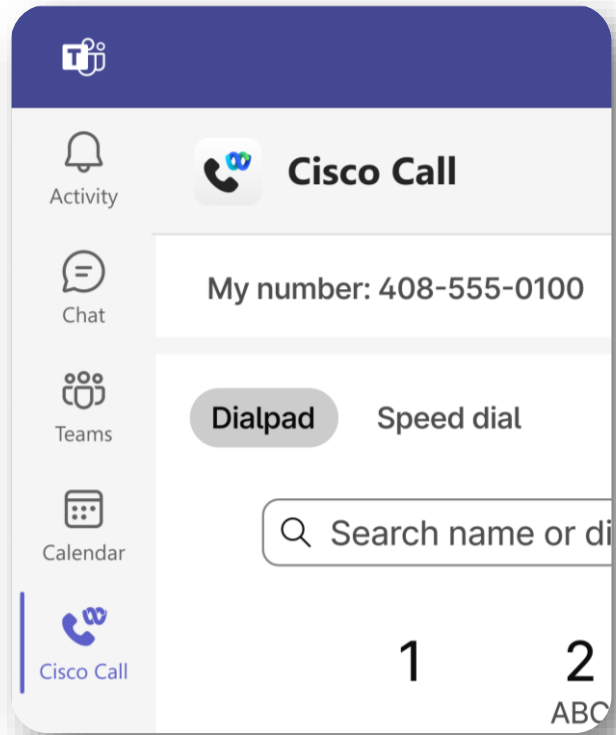
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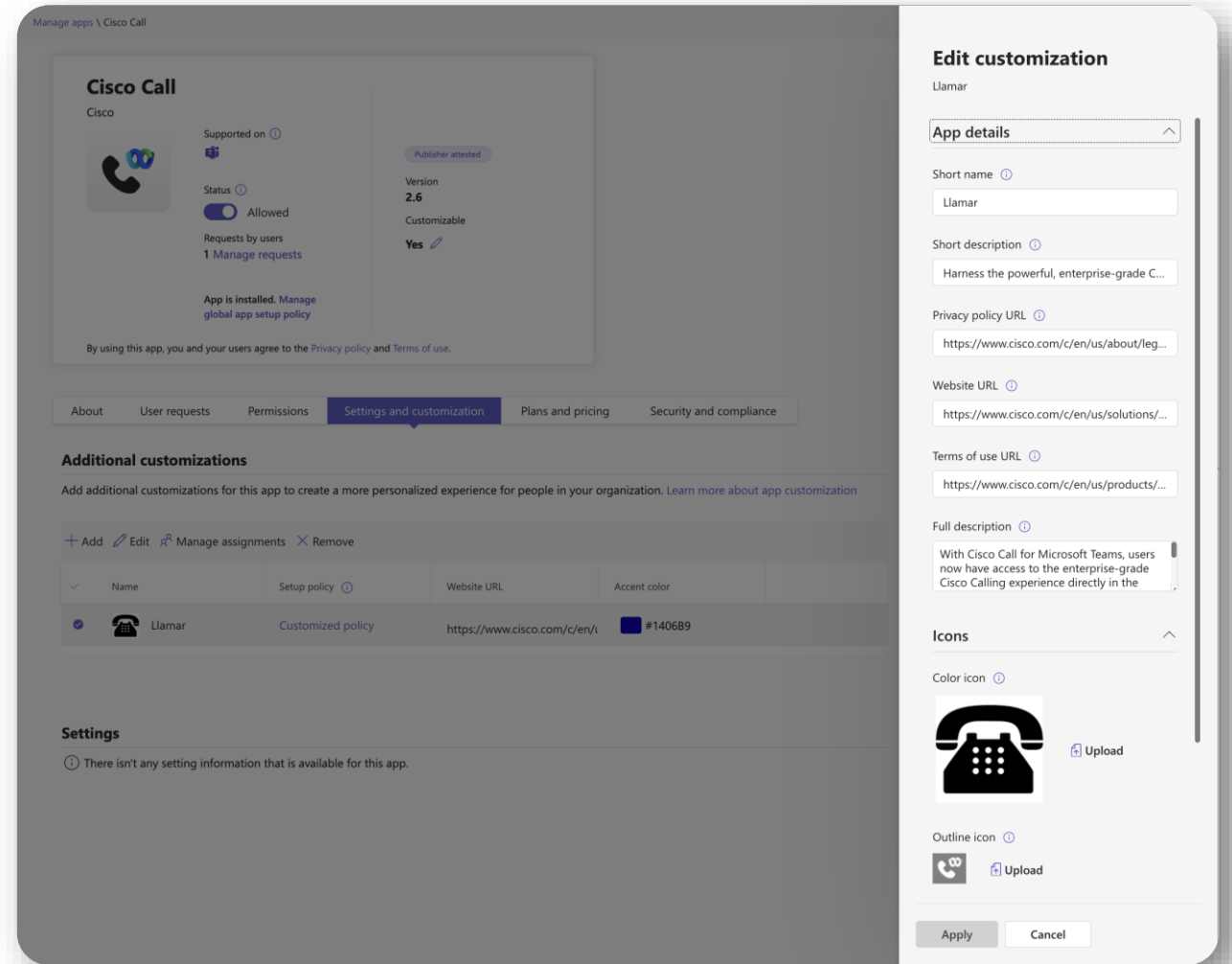
# App rename

New!

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

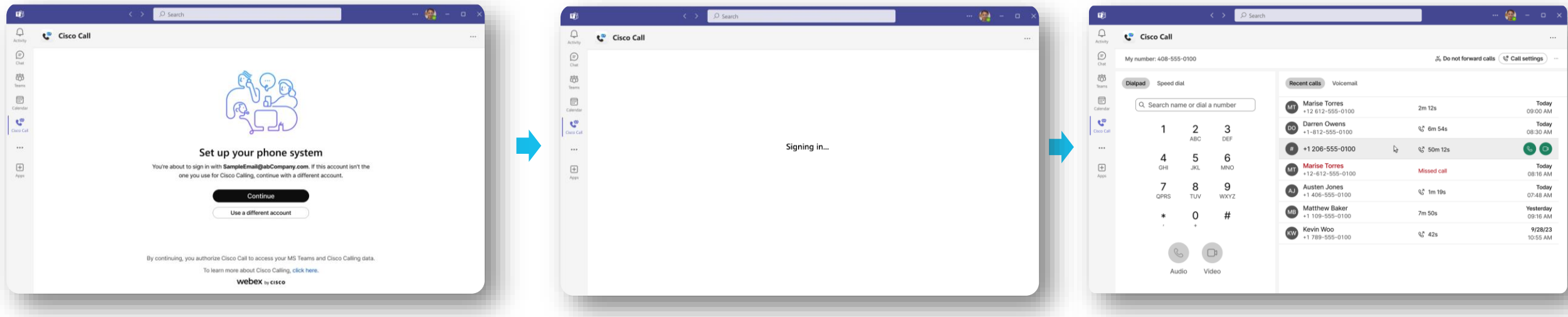


**App customization** for name and logo is also possible



# Simplified login experience

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



Note: Webex App will pop up for user to login

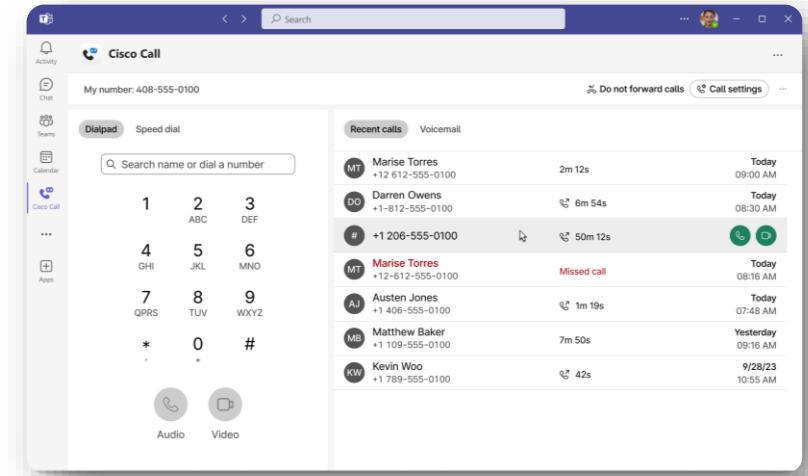
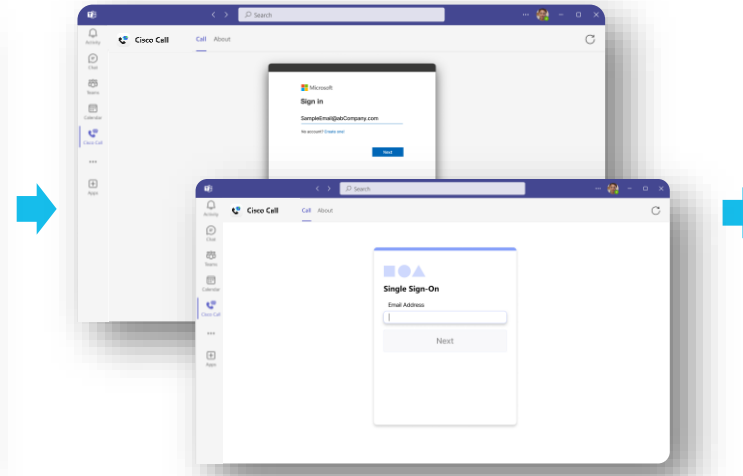
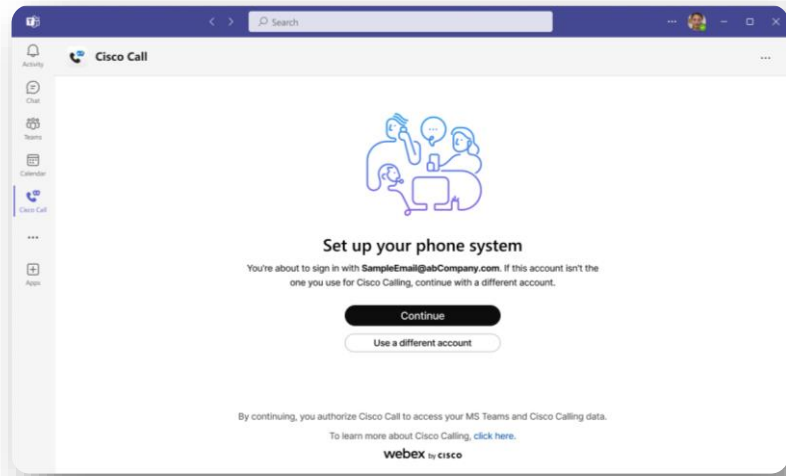
Watch a demo

Note: token expires every 90 days

# Sign in experience with no valid login session

For your reference

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



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

Step 2: Login to the integration

Webex Calling App is ready to use

**Note:** Webex App will pop up for user to login

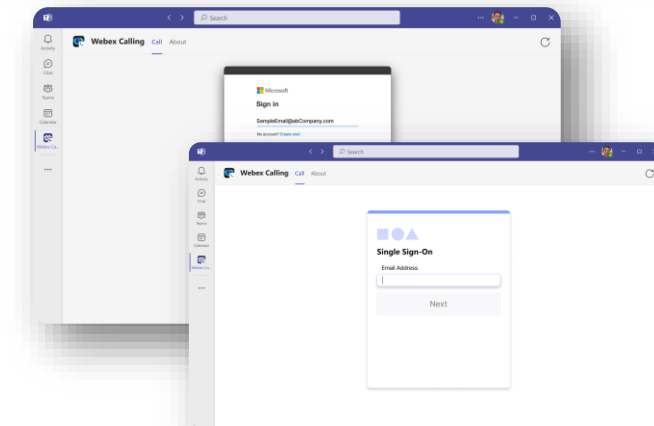
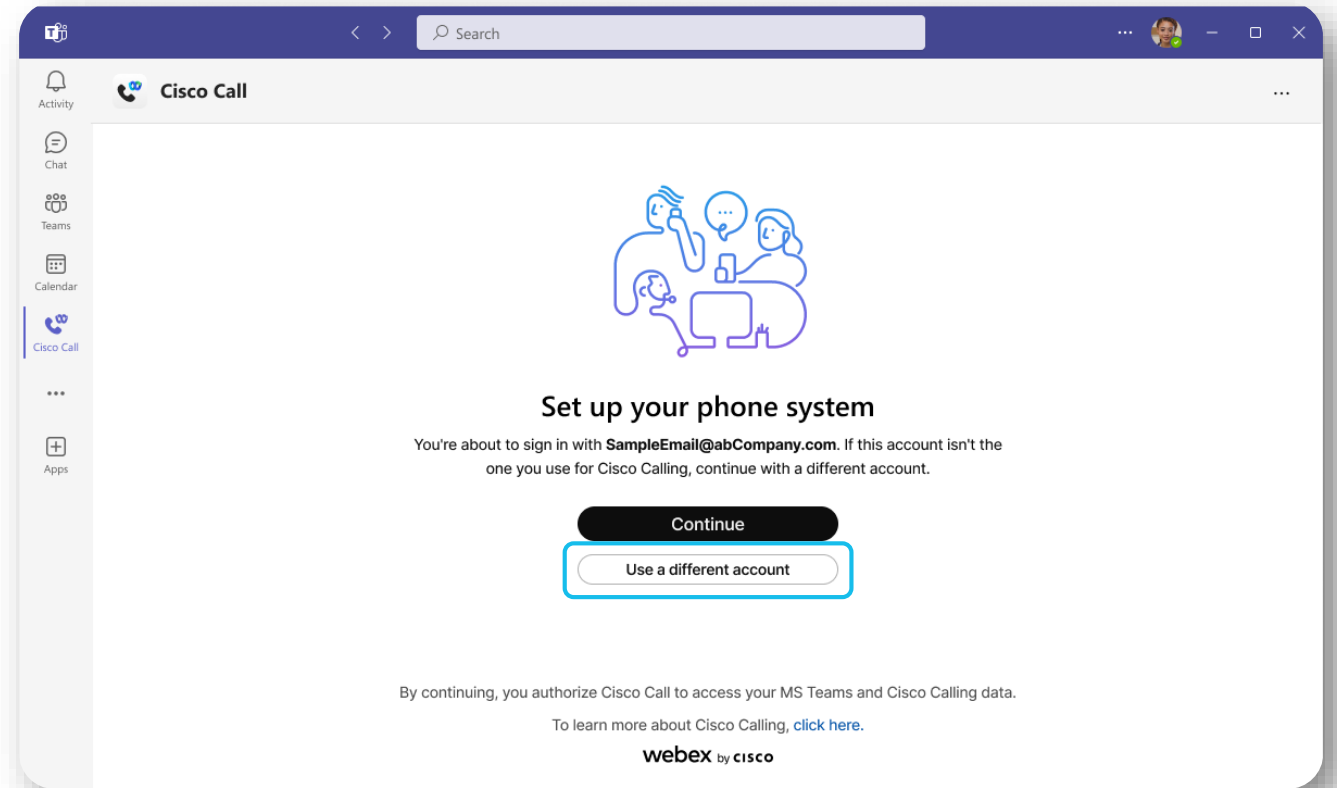
Note: token expires every 90 days

# Using a different login account

Login details are retrieved from Microsoft Teams login.

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

The user will be prompted with a login prompt window.

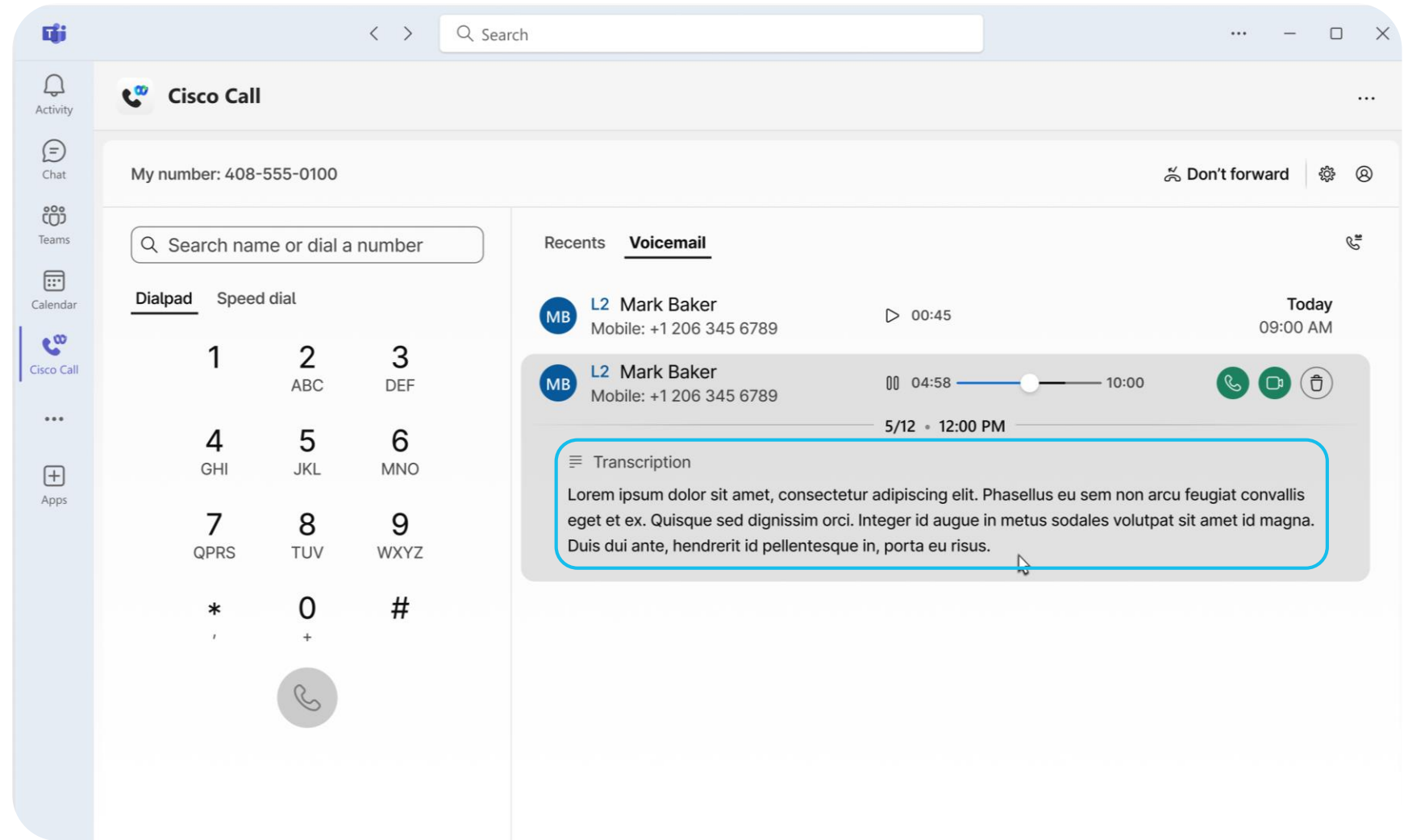


# Voicemail enhancements

New!

See [voicemail transcriptions](#) on the Voicemail tab.

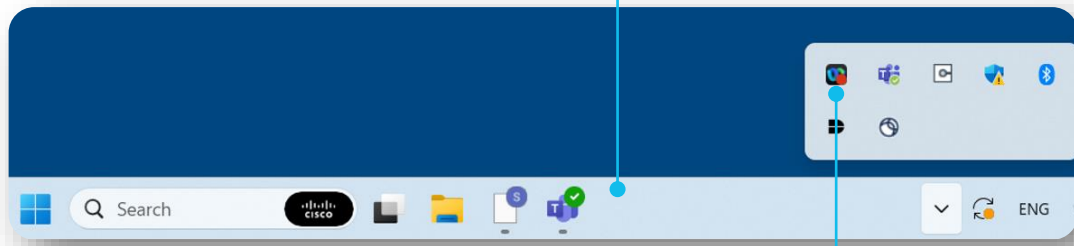
[Call your voicemail](#)



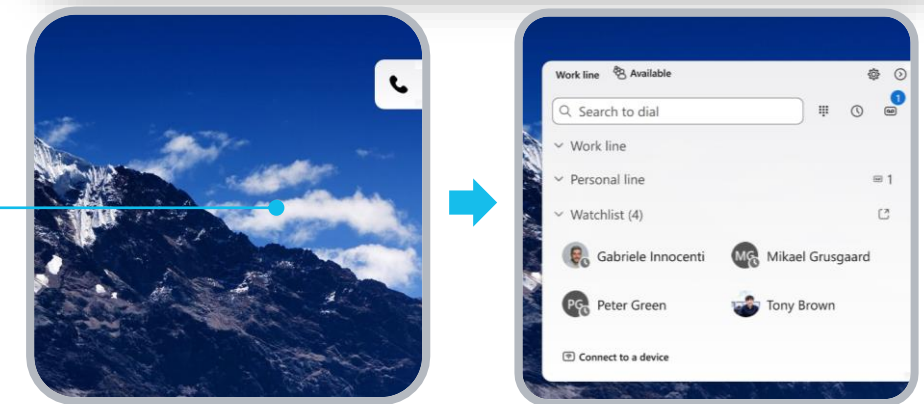
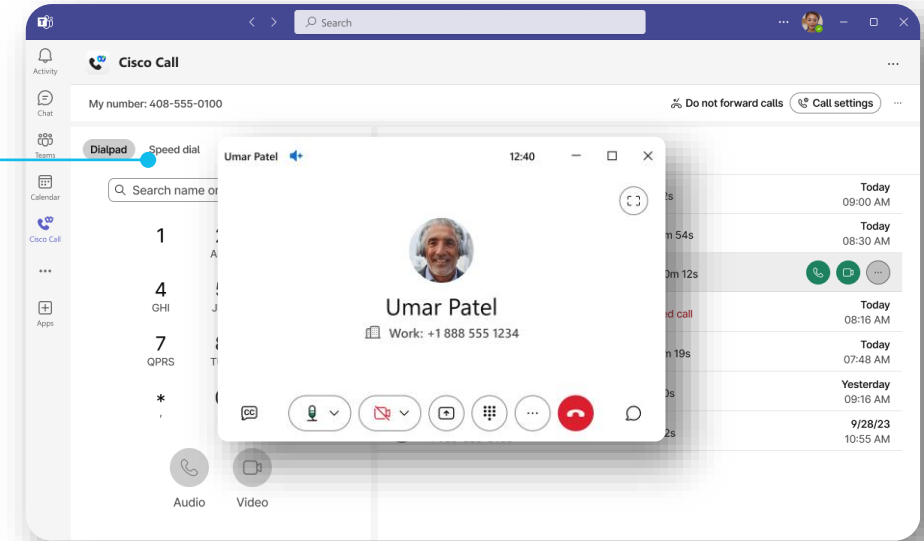
# Single App experience

New!

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



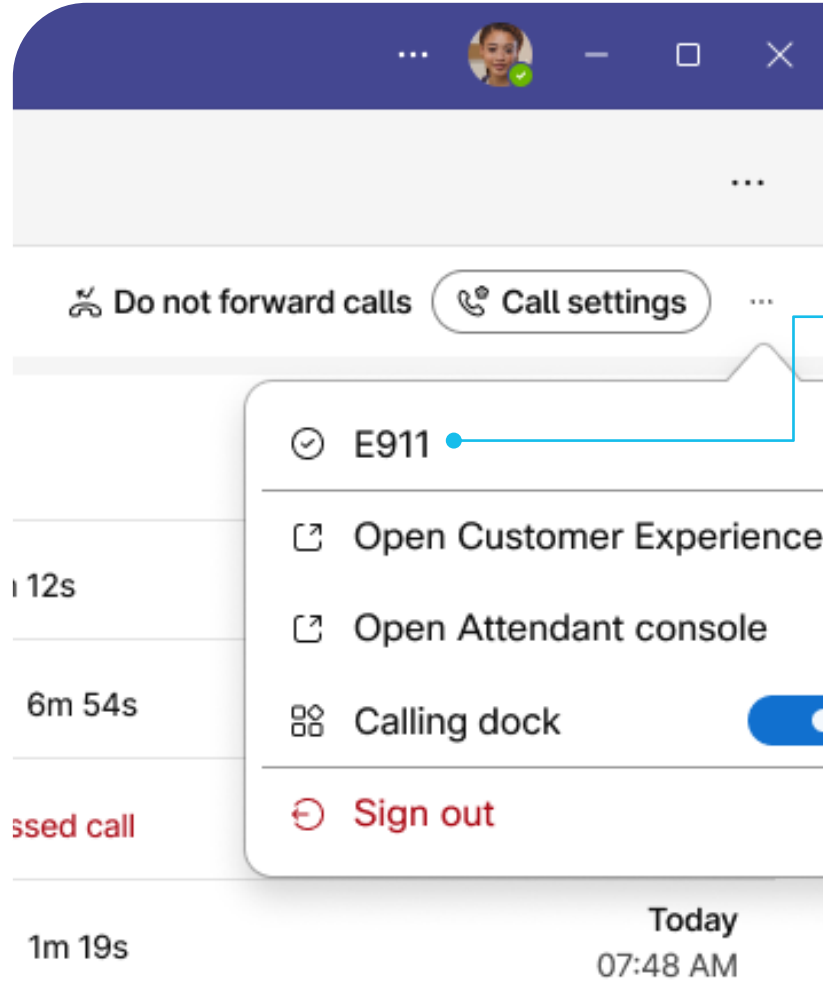
**Future:** Webex icon in the System Tray will open the **Calling Dock** (not the entire Webex App)



Watch a demo

# New features accessible from the *More* menu

New!



**E911 visibility**  
For US/Canada users only

**Calling dock toggle**  
Enable or disable the Calling Dock

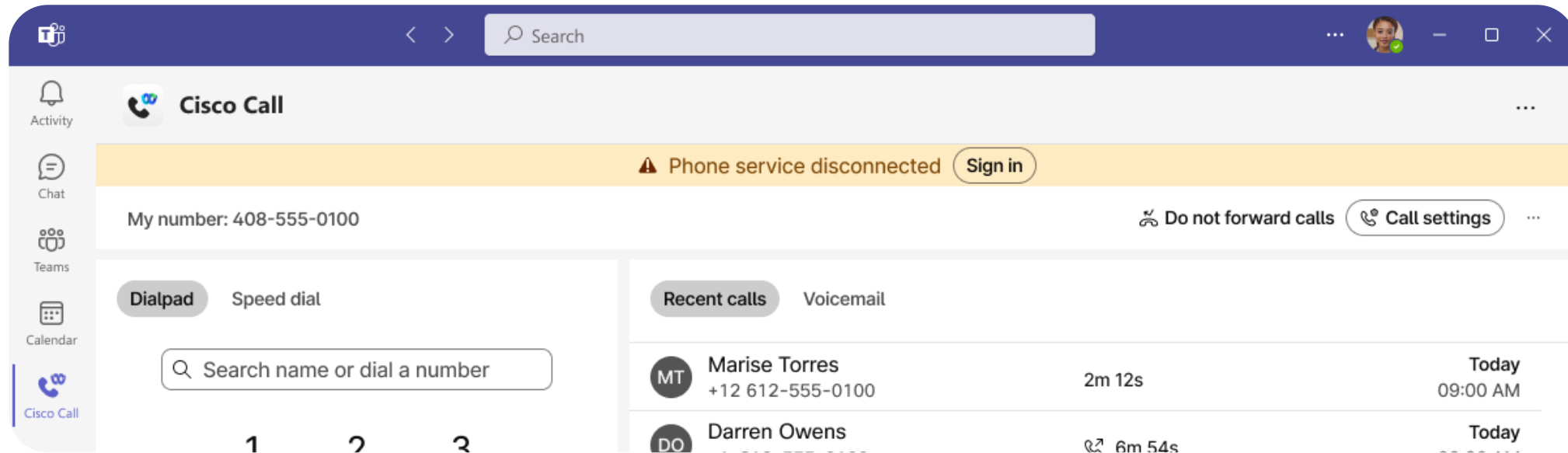
Watch a demo

# Phone services banner

New!

It shows if phone services are disconnected.

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

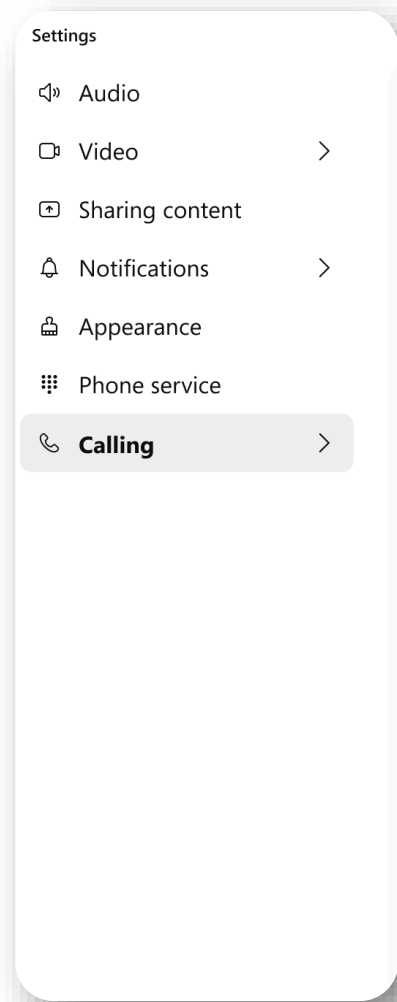
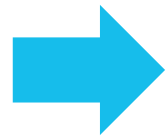
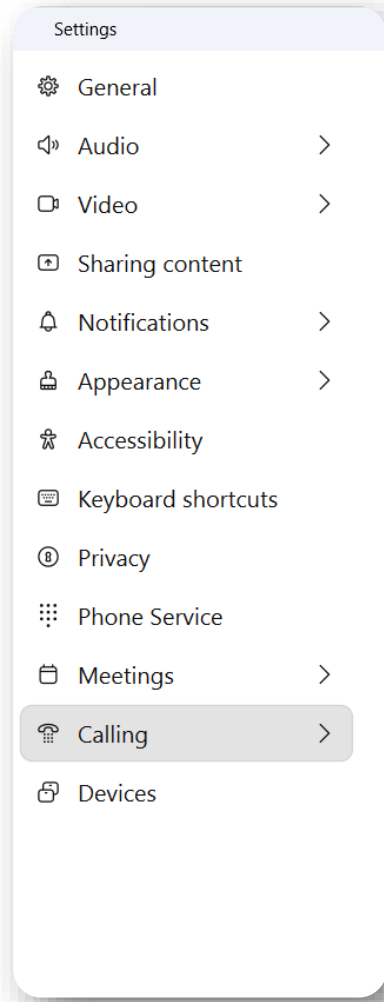


Watch a demo

# Simplified Call Settings

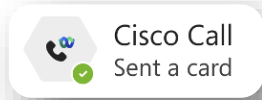
New!

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



# Activity/Bot notifications

New!



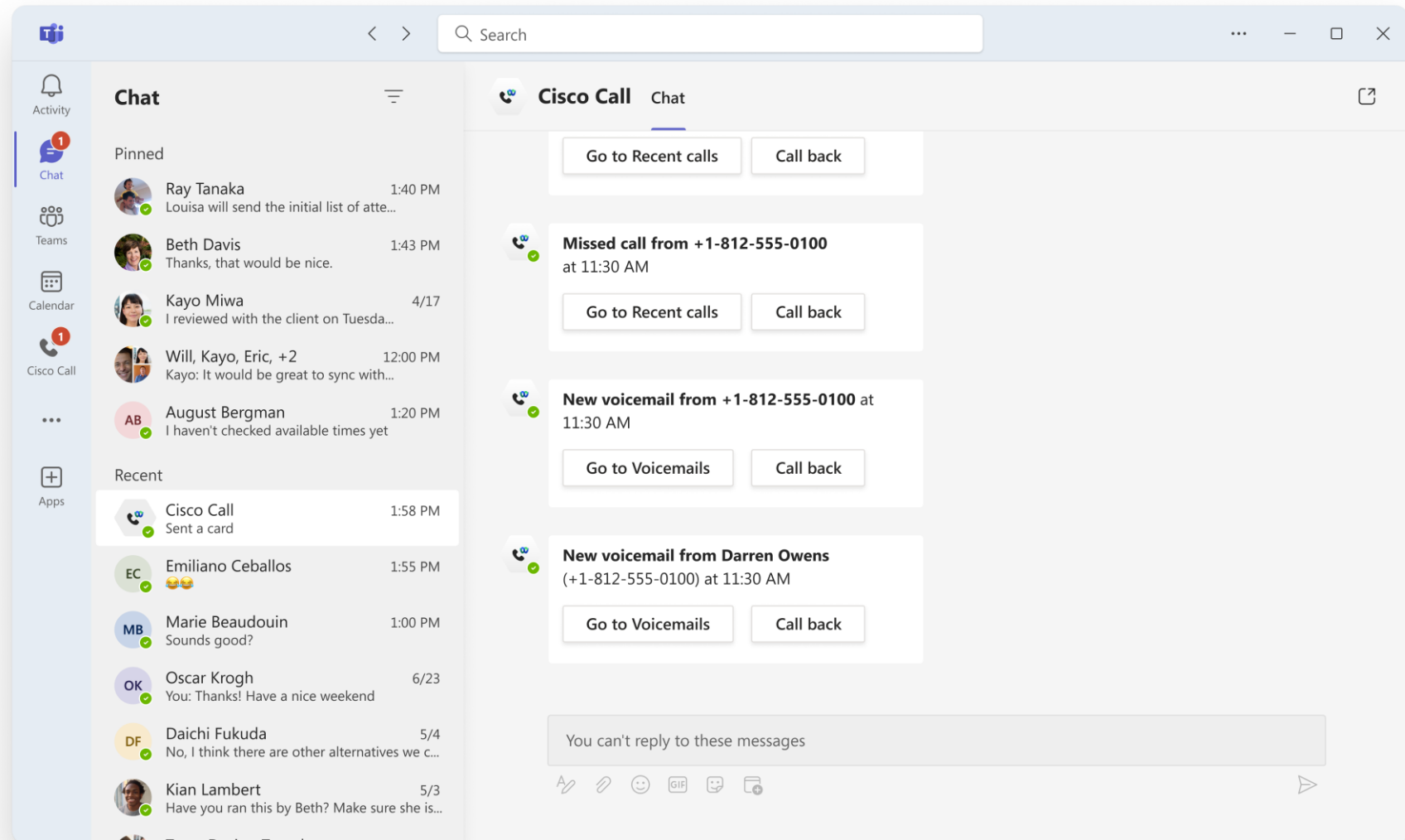
## Chat Bot notifies about:

- Missed Calls
- Voicemails



## Notification badge in Cisco Call app:

- Badge shows a **1** when there are notifications
- It's an indicator only: not showing the number of notifications

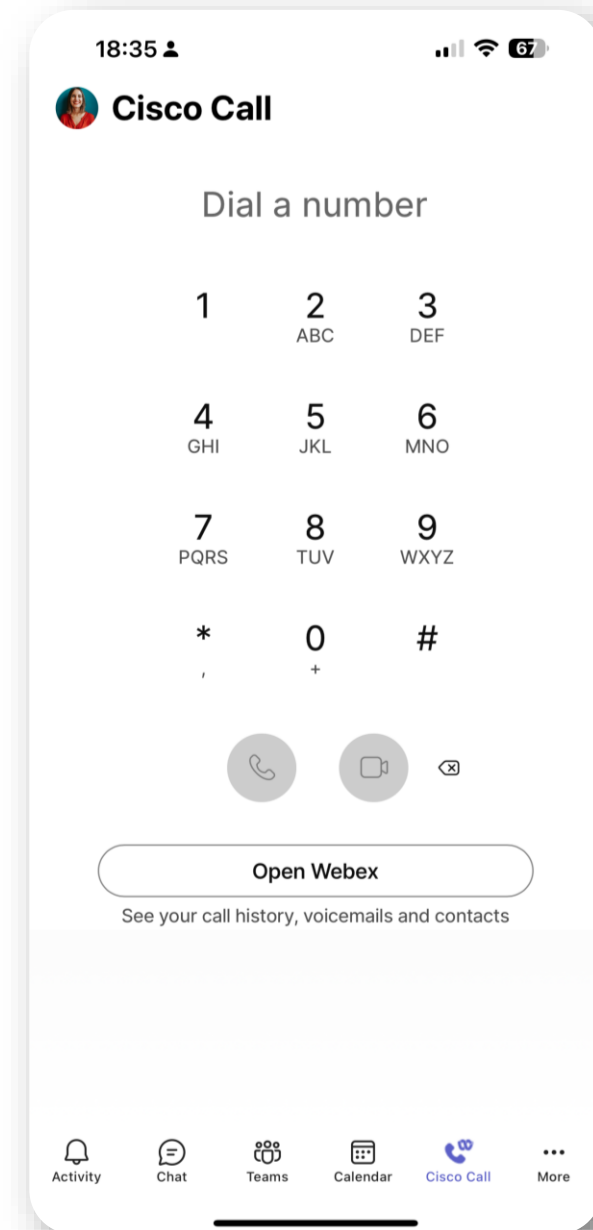


# Mobile experience

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

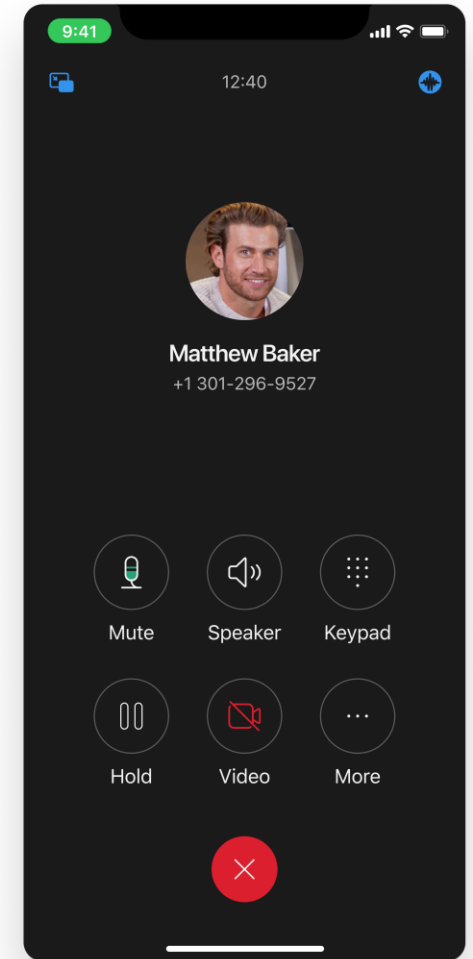
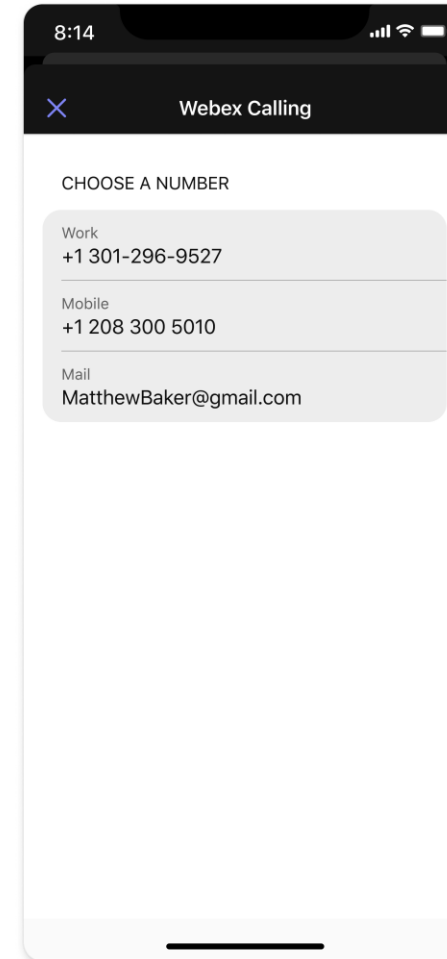
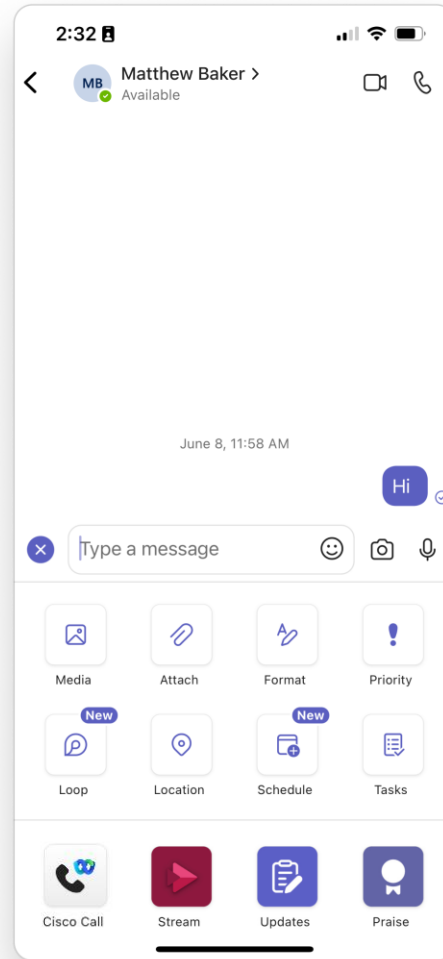
To access Call History, Voicemails and Contacts, Webex App must be open.

Presence sync is supported on mobile.



# Mobile experience from chat

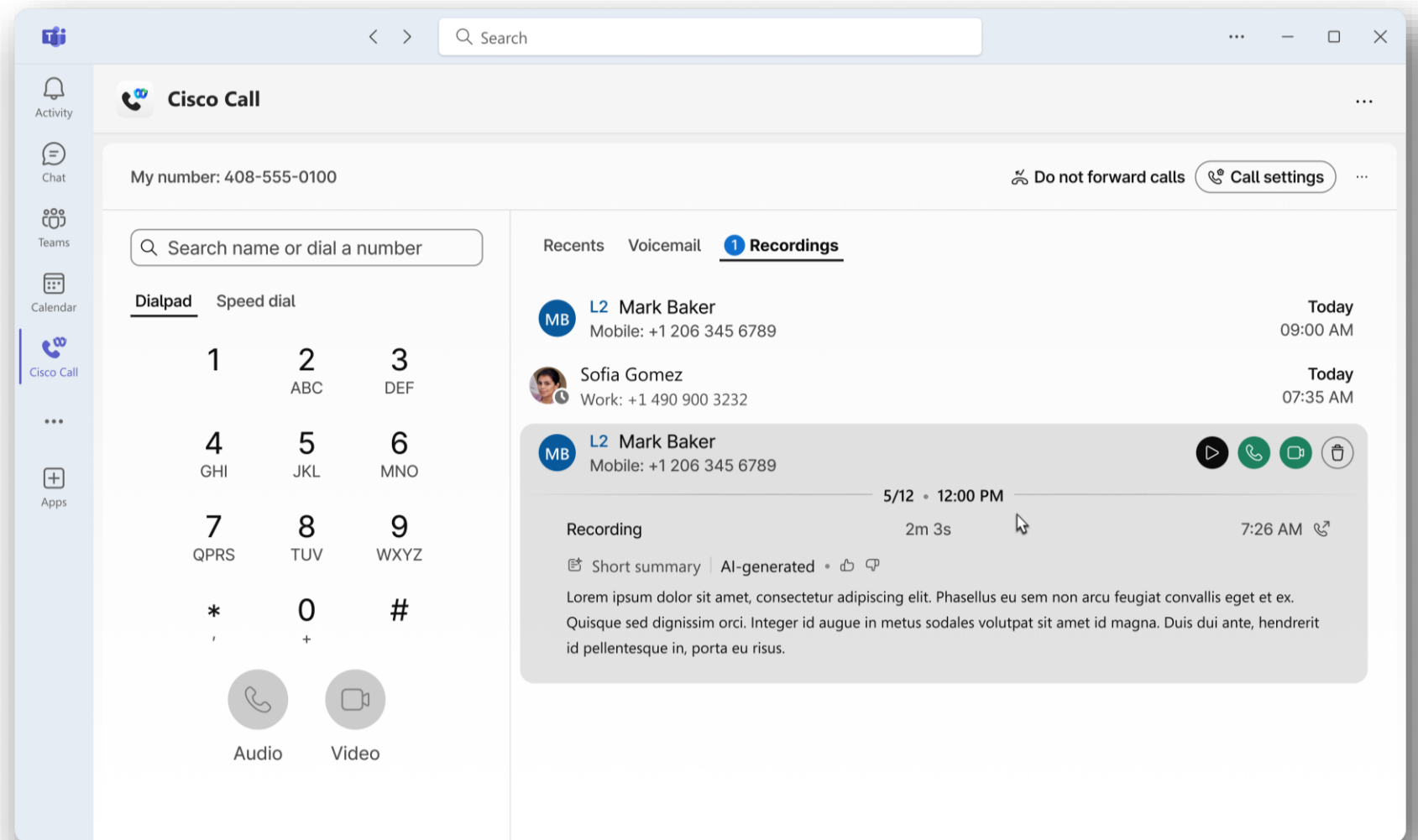
Call a user from 1:1 chats using the integration



# Call Recordings

Q3 - CY25

A new tab for Call Recordings (Q3CY25) and summaries (Q4CY25)



# Line selection and Call Queue

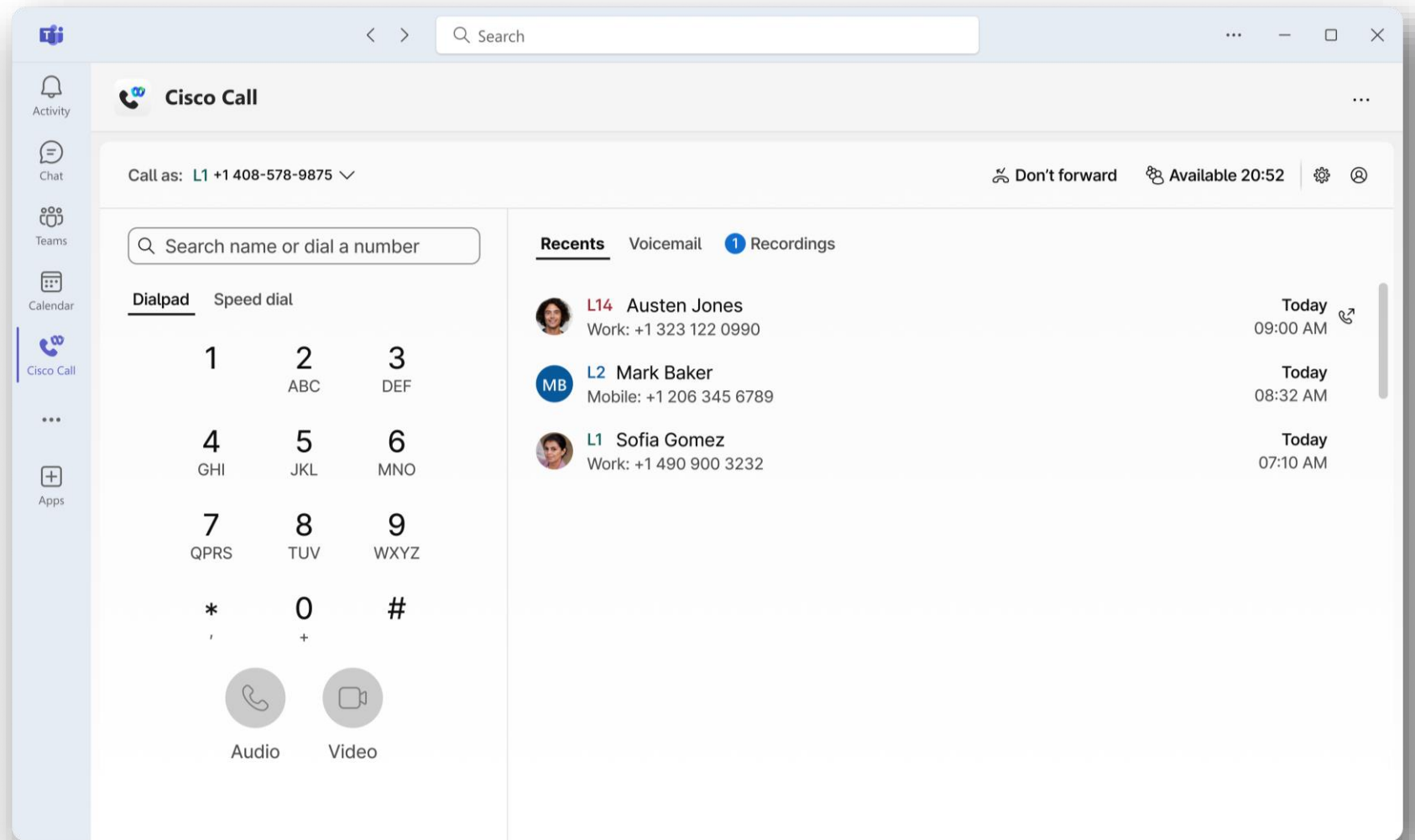
Call as: L1 +1 408-578-9875

Select the line to call from

Available 20:52

Queue management

Log in/out from Queues



# Call Summaries

Q4 - CY25

Showing Call Summaries provided by AI inside the Call History

The screenshot displays the Cisco Call interface. On the left is a navigation sidebar with icons for Activity, Chat, Teams, Calendar, Cisco Call (highlighted), and Apps. The main content area is titled 'Cisco Call' and shows 'My number: 408-555-0100'. Below this is a search bar and a 'Dailpad' section with a numeric keypad. To the right, the 'Recents' tab is active, showing a list of recent calls. The most recent call is with 'L2 Sofia Gomez (3)', a verified caller, dated 'Today - 1/2/24' at '5:30 AM'. The call duration is '1m 3s'. An 'AI Summary' is provided for this call, detailing a conversation about retirement planning, including 401(k)s, IRAs, and investment options. At the bottom of the call record, there are buttons for 'Call summary', 'Transcript', and '1 Recording'.

Activity

Chat

Teams

Calendar

Cisco Call

Apps

Search

My number: 408-555-0100

Do not forward calls Call settings

Search name or dial a number

Dailpad Speed dial

1 2 3  
4 ABC 5 DEF  
6 MNO  
7 QPRS 8 TUV 9 WXYZ  
\* 0 #  
,

Recents Voicemail Recordings

L14 Austen Jones  
Work: +1 323 122 0990  
Today 09:00 AM

L2 Mark Baker  
Mobile: +1 206 345 6789  
Today 09:00 AM

L2 Sofia Gomez (3)  
Work: +1 490 900 3232  
Verified caller  
Today - 1/2/24  
5:30 AM 1m 3s

Outgoing

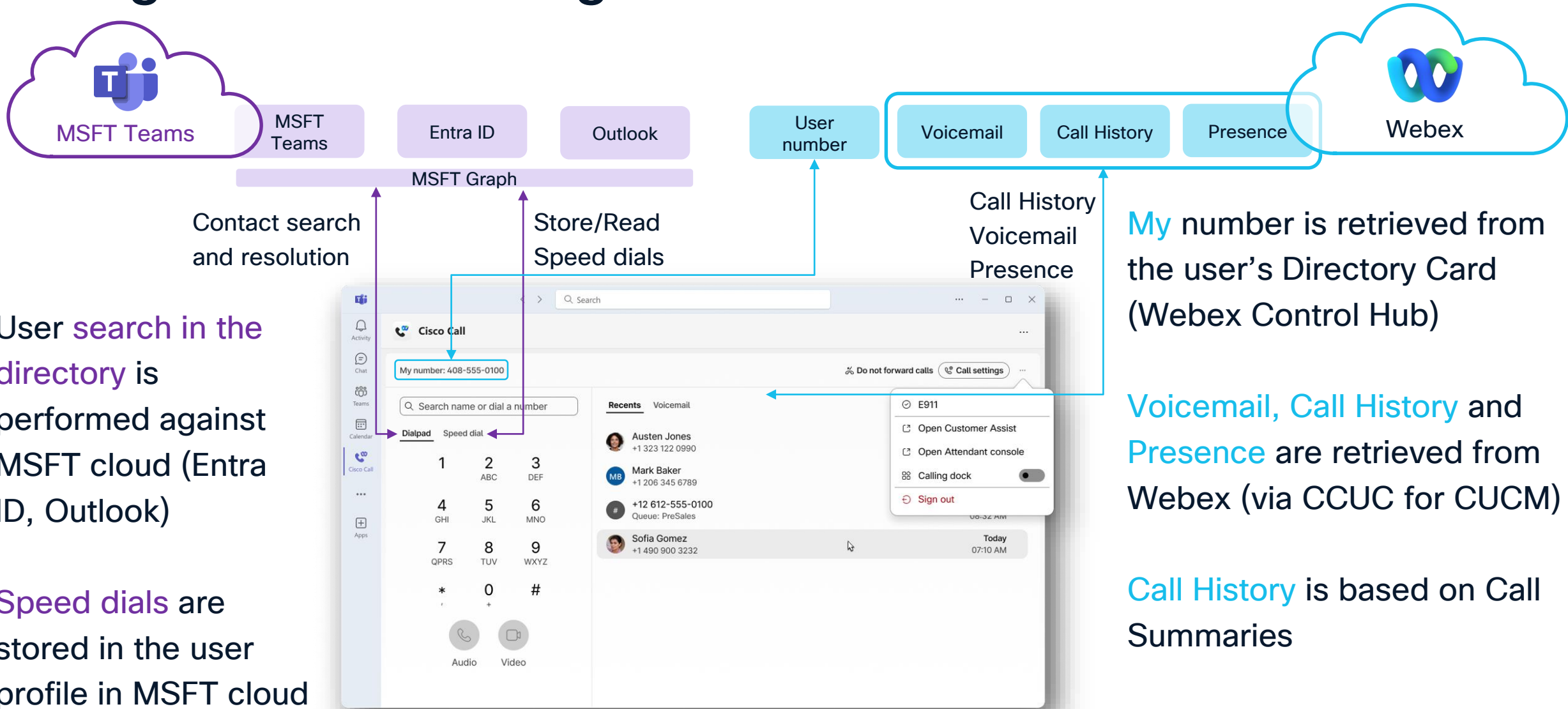
AI Summary

The conversation covered retirement planning aspects like contribution limits for 401(k)s and IRAs, investment options, and the importance of a diversified portfolio. They discussed strategies to maximize tax advantages, including tax-deferred growth and Roth accounts. The significance of optimizing employer-sponsored plans and company match programs was highlighted, along with exploring various tax-advantaged accounts. Gratitude was expressed for Austen's guidance, and an agreement was made to stay in touch for ongoing support and future discussions.

Call summary Transcript 1 Recording

# Solution Architecture

# Integration and Storage



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

Speed dials are stored in the user profile in MSFT cloud

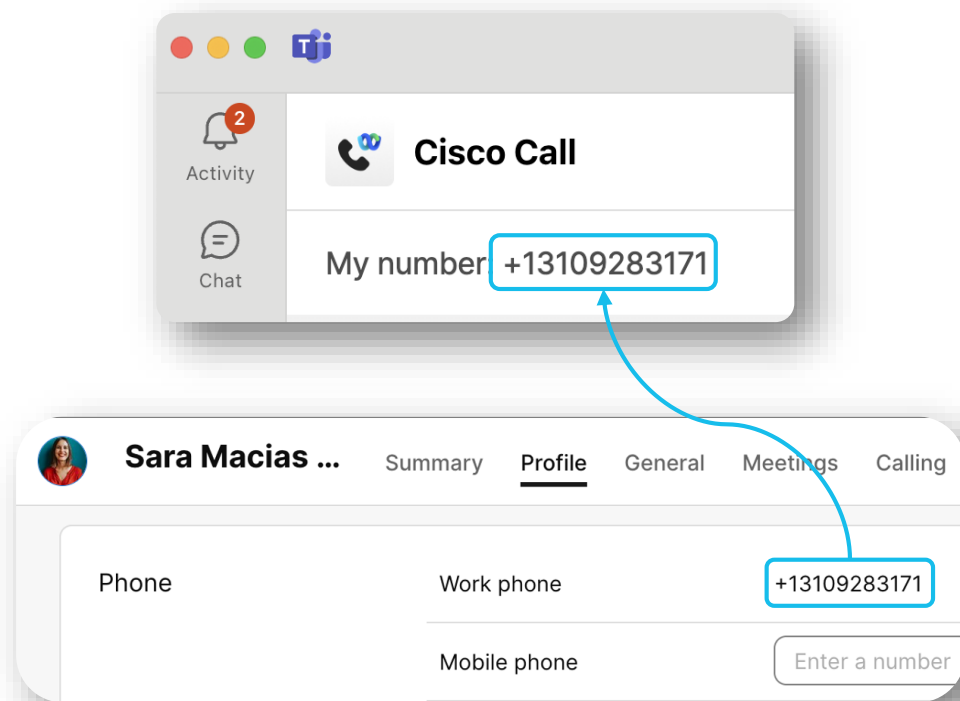
My number is retrieved from the user's Directory Card (Webex Control Hub)

Voicemail, Call History and Presence are retrieved from Webex (via CCUC for CUCM)

Call History is based on Call Summaries

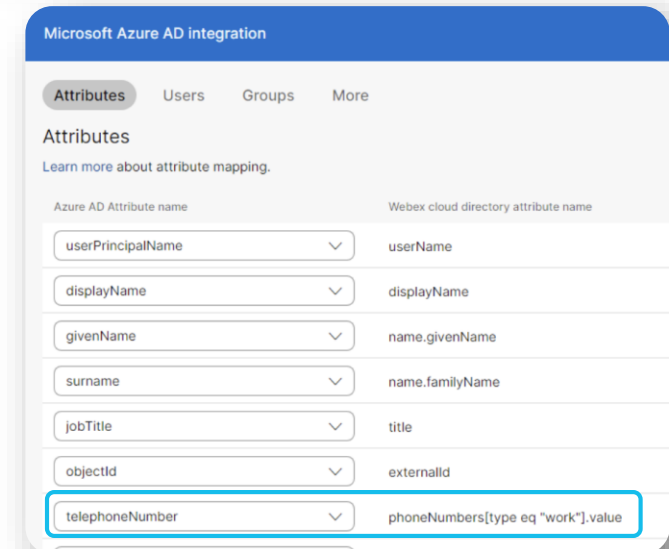
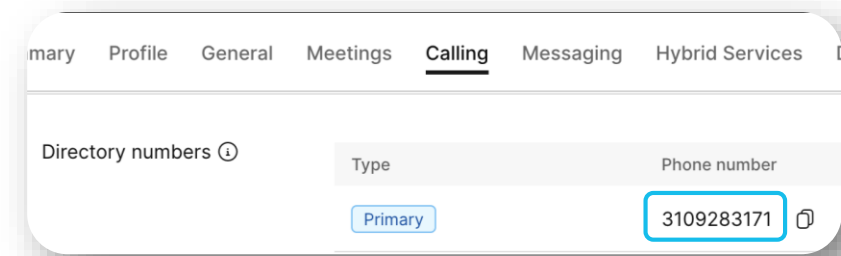
# Where does the field **My number** come from?

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

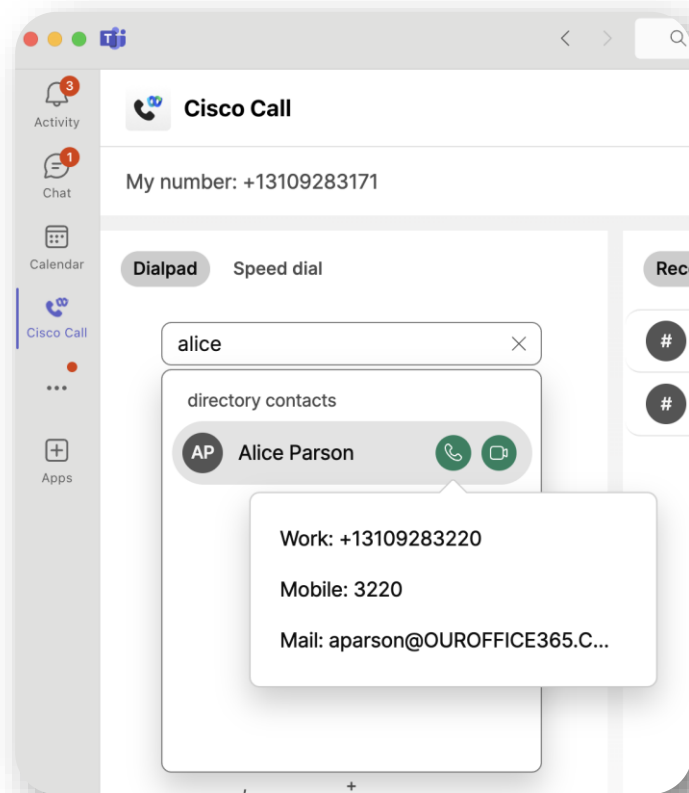


The field **Work Phone** under the user profile **commonly** comes from:

- The **Primary phone** number assigned to the user under **Calling**
- Entra ID, mapping the attribute **telephoneNumber** with **Phone Number** (this option overwrites the previous one). Recommended for CUCM scenarios
- Other Directory sync, etc

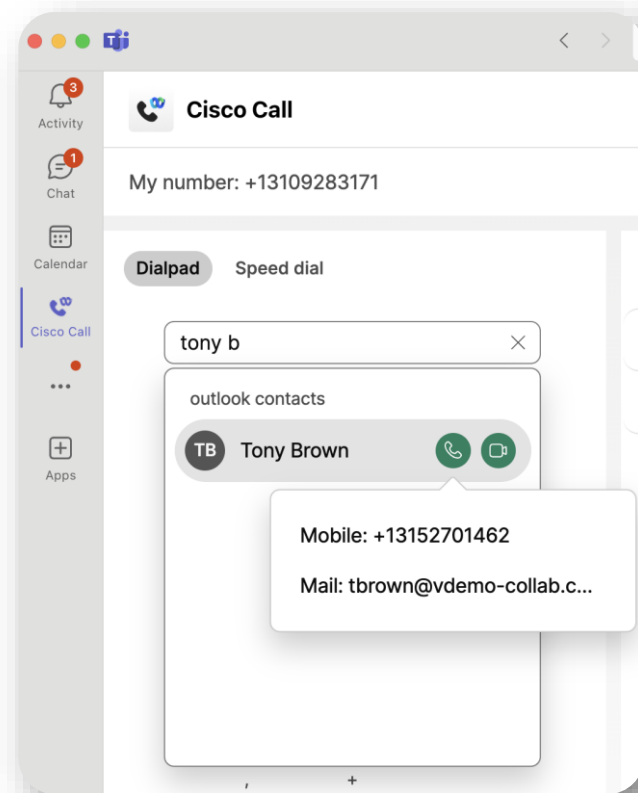


# Dialpad and Speed Dials



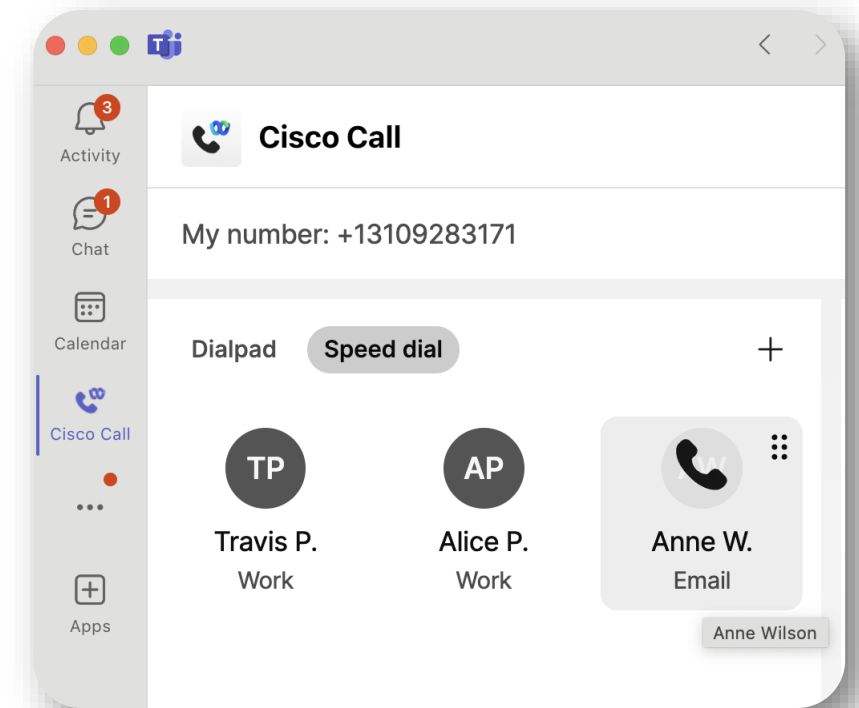
## Directory contacts

- Contacts from **Entra ID** directory
- Choose from different fields to call



## Outlook contacts

- Contacts saved in **Outlook**
- Choose from different fields to call

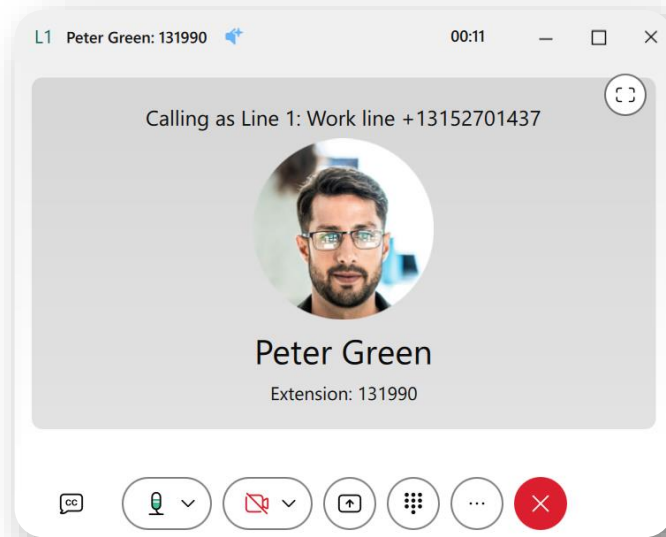


## Speed Dials

- Contacts created **locally** in the integration
- Direct dial to a specific number or email

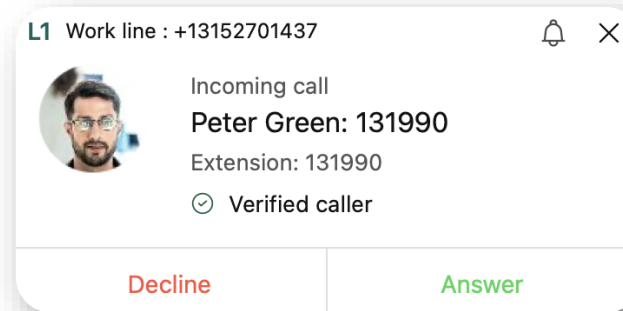
# Contact resolution

Directory Sync between Entra ID and Webex CI becomes crucial to show the same contact information everywhere



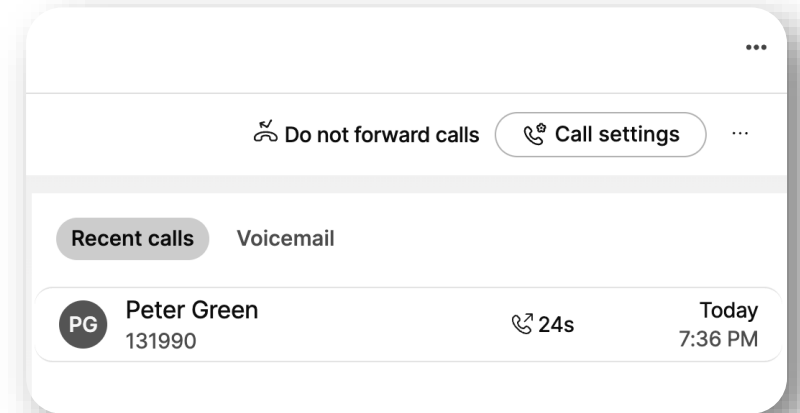
## Ongoing calls

- Calls happening in the Webex App
- Contact resolution follows the Calling Platform logic (looking at Webex Cloud DB and local contacts)



## Incoming Calls

- Calls happening in the Webex App
- Contact resolution follows the Calling Platform logic (looking at Webex Cloud DB and local contacts)



## Call History

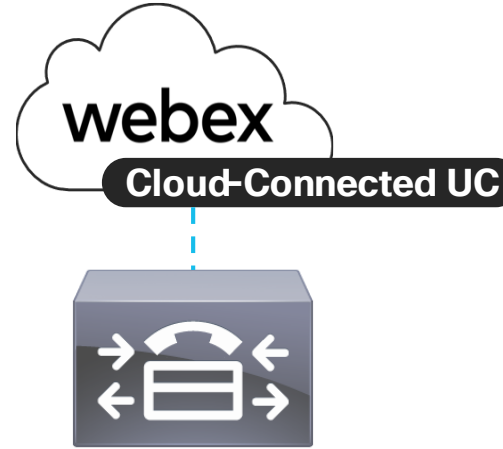
- Contacts retrieved from **Call Summaries** (CDRs –Call Detail Records).
- For Webex Calling, Call Summaries are coming from Webex CI.

Architecture per platform

# Supported Cisco Calling Platforms



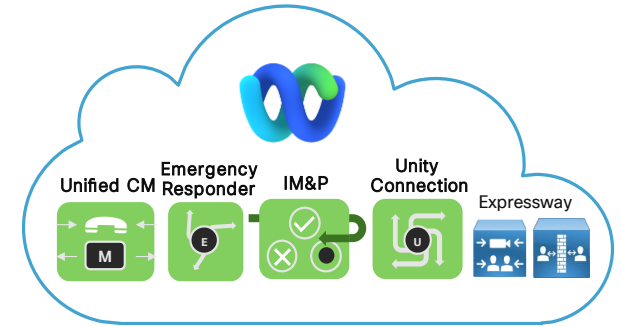
Webex Calling Multitenant  
(preferred)



Cisco Unified  
Communication Manager  
(CUCM)

+

Webex Cloud Connected  
UC (CCUC)



Webex Calling Dedicated  
Instance

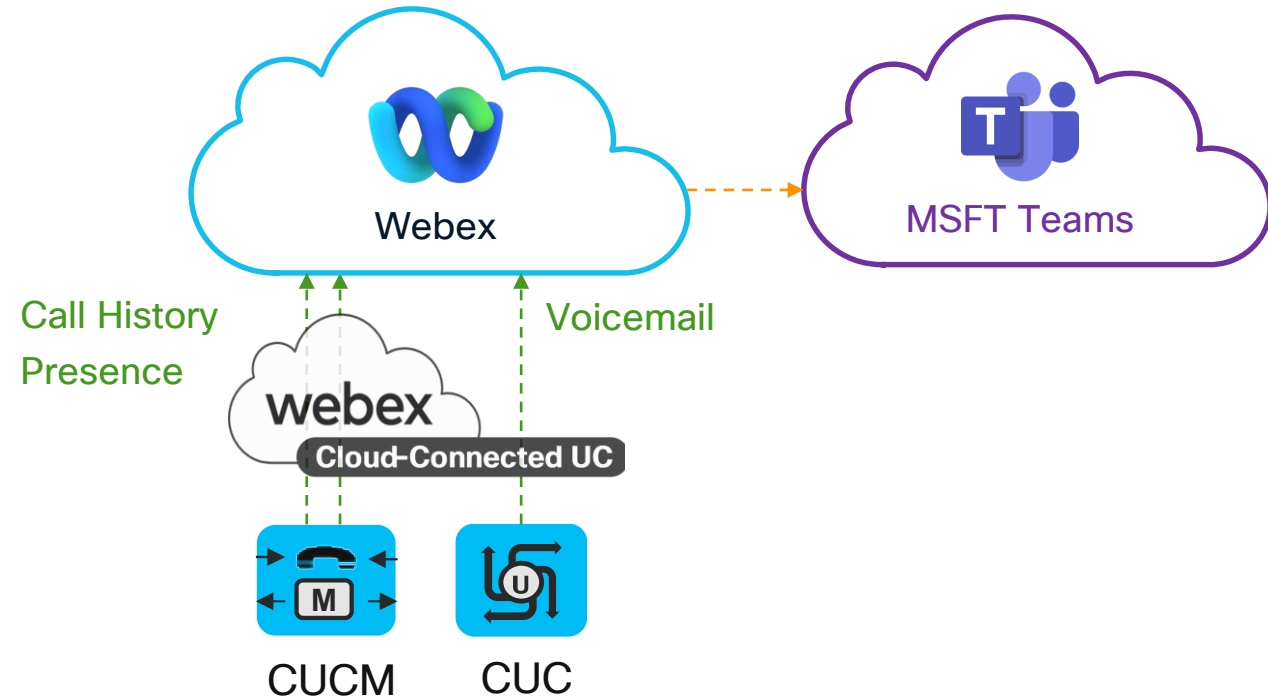
Note: Webex for BroadWorks is also supported, but not covered in this presentation

# Why do we need CCUC with CUCM?

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

We need a connector: [Webex Cloud Connected UC](#)

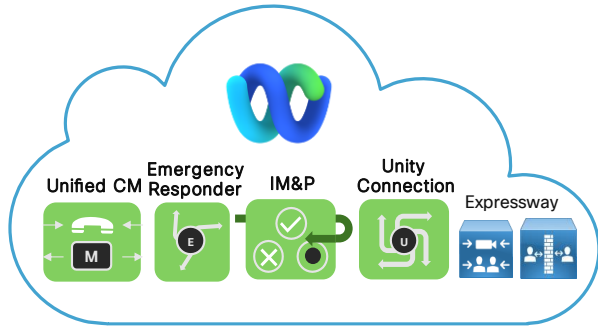
If CCUC is not enabled, a user can still make calls through the integration, but [Call History](#), [Voicemail](#) and [Presence](#) won't be synced.



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

# What's Webex Calling Dedicated Instance?

For your reference

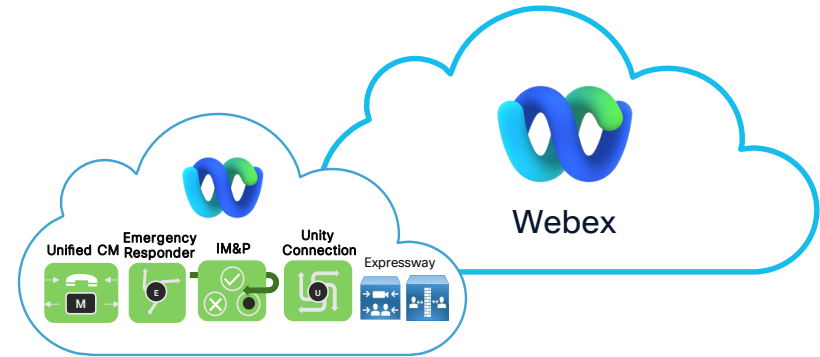


## Webex Calling Dedicated Instance (DI)

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

Integrated into **Webex Calling**

Takes advantage of Webex platform services



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

# Understanding Calling services

## CUCM and Webex Calling

**Edit services for tbrown@vdemo-collab.com**

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

Messaging	0	Subscription: Register to Unified Communications Manager (UCM)
Meeting	0	<input type="checkbox"/> Register to Unified Communication Manager (UCM)
Calling	2	Subscription: Call on Webex (1:1 call, non-PSTN)
Customer experience	0	<input checked="" type="checkbox"/> Call on Webex (1:1 call, non-PSTN)
		Subscription: Sub-demo-WAC-313A - 03/13/2024
		<input type="checkbox"/> Attendant Console 25 of 20 assigned
		Subscription: Enterprise trial - 12/04/2020
		<input checked="" type="checkbox"/> Webex Calling
		<input checked="" type="checkbox"/> Professional

### Register to Unified Communication Manager (CUCM)

- Registration to CUCM
- Consumes a CUCM license

### Webex Calling

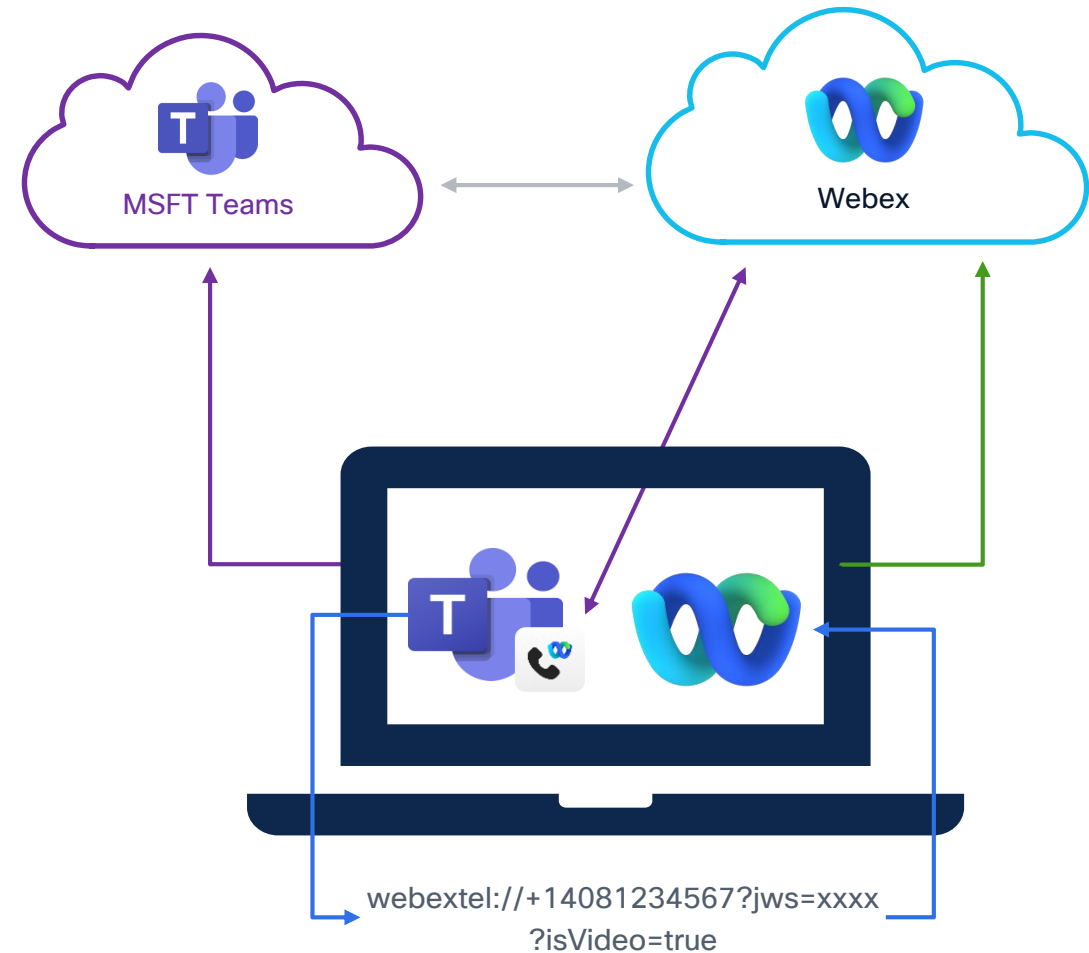
- Registration to Webex Calling
- Consumes a Webex Calling license

## Calling services on Webex Control Hub

# Cisco Call for Microsoft Teams Architecture

For Webex Calling (Multitenant and DI)

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



# Supported call flows through the integration

## Webex Calling Multitenant scenarios

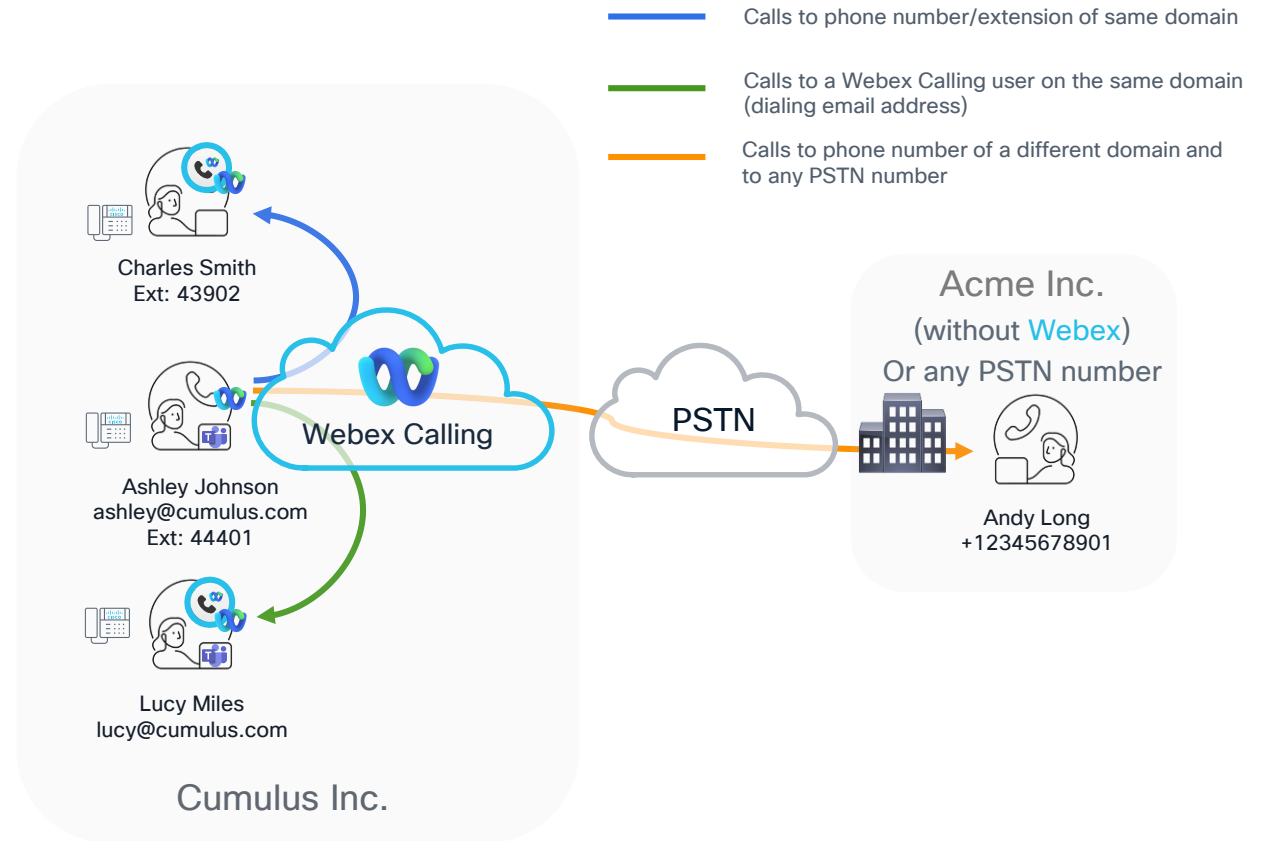


Webex Calling users with Cisco Call App can make calls to:

- Extensions
- +E.164 numbers

If dialling an email address of an internal user, the call will be made to the user's extension

## Webex Calling Multitenant

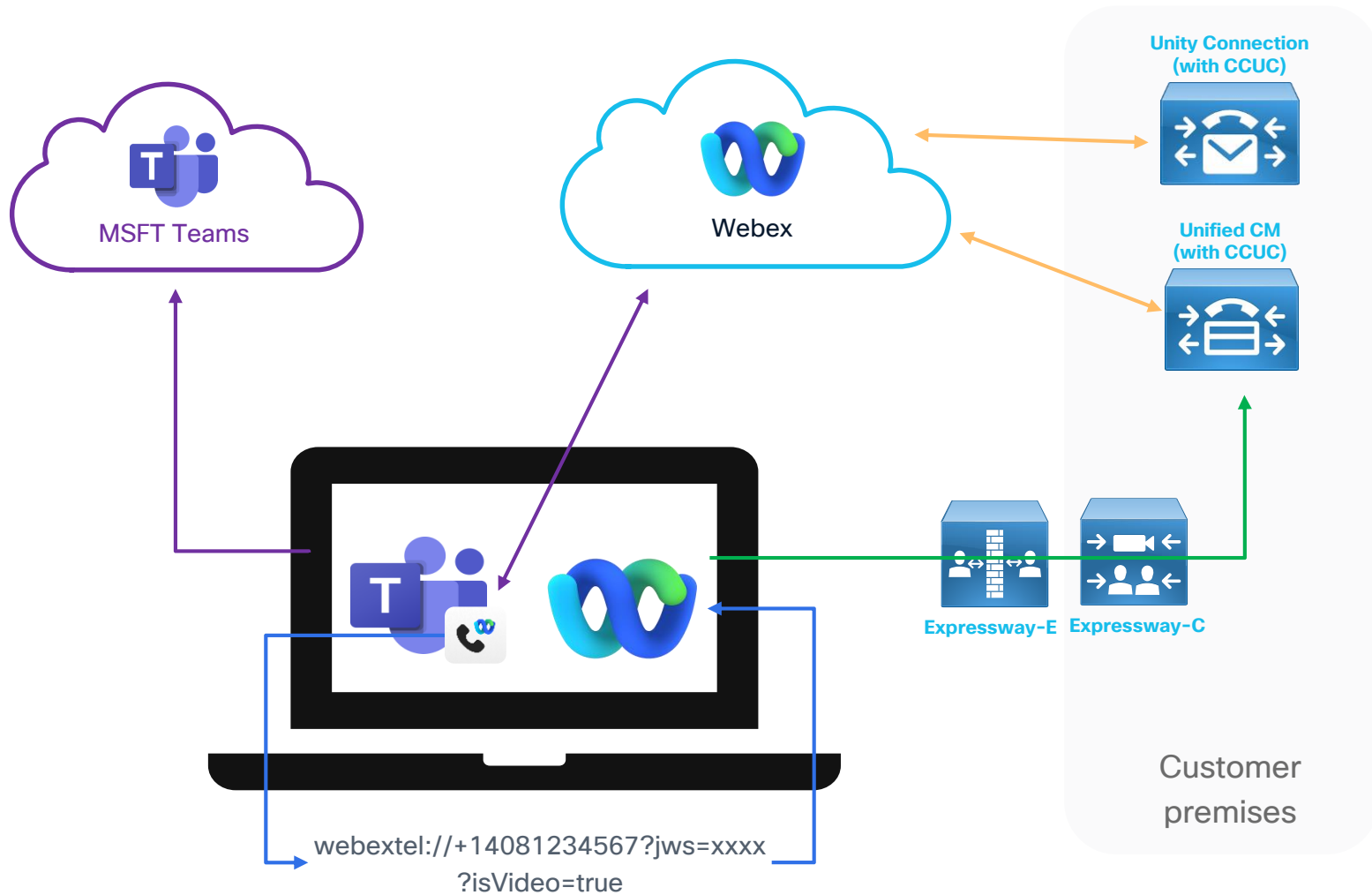


Users can be paired with a phone while using the integration (only supported for number calling)

# Cisco Call for Microsoft Teams Architecture

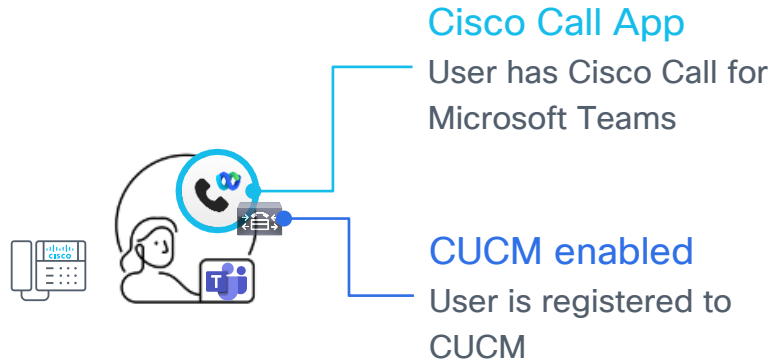
For CUCM

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



# Supported call flows through the integration

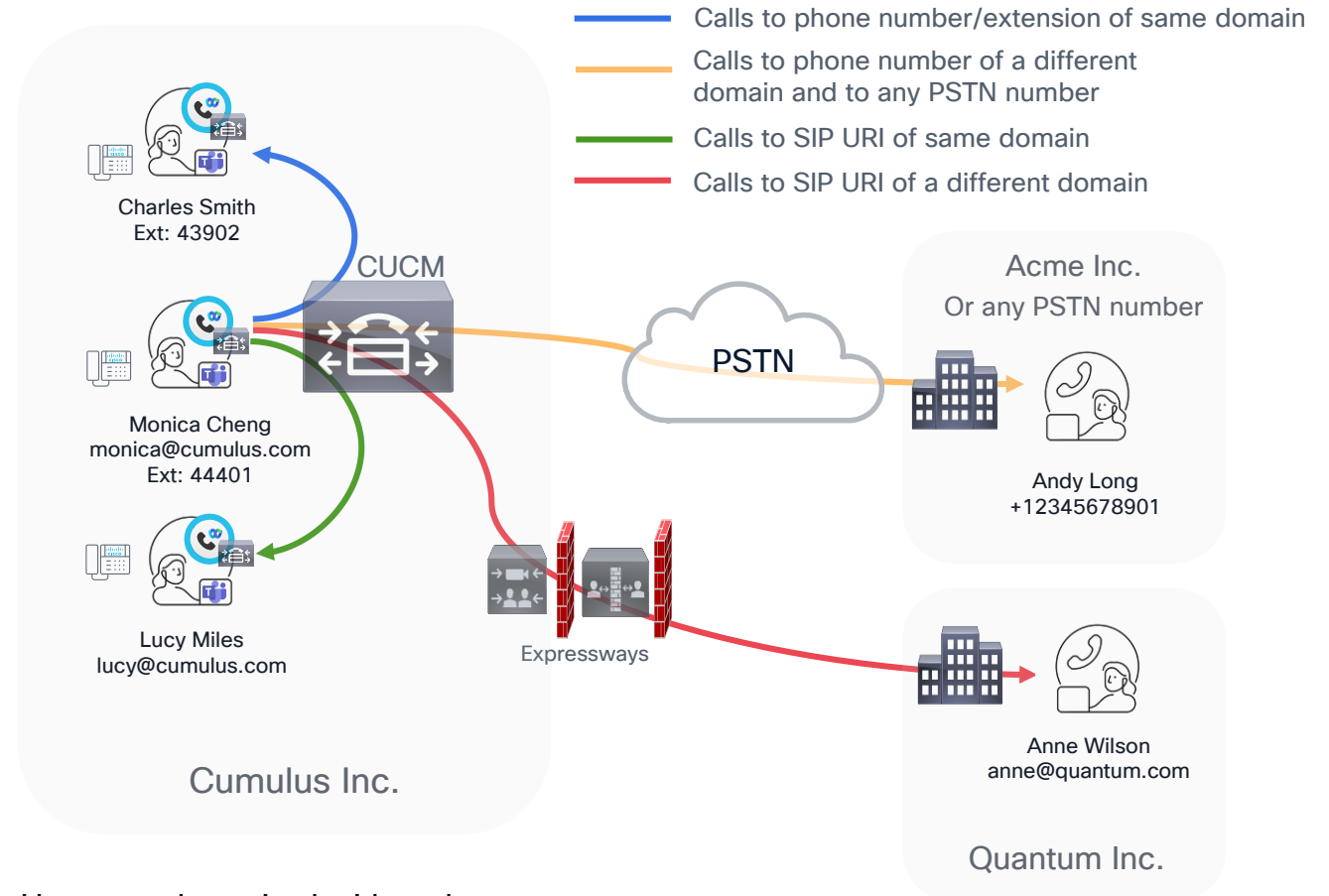
## CUCM scenario



Users with CUCM with Cisco Call App can make calls to:

- Extensions
- +E.164 numbers
- SIP URIs of same domain
- SIP URIs of different domains (CUBE or Expressways and RMS licenses might be required)

## CUCM



Users can be paired with a phone while using the integration

Note: This scenario uses the option “All SIP address calls, except for addresses that match cloud Webex services” for Unified CM SIP Address Routing

# Understanding Calling services

Call on Webex

**Edit services for tbrown@vdemo-collab.com**

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

Service Entitlement	Count	Subscription	Options
Messaging	0	Subscription: Register to Unified Communications Manager (UCM)	<input type="checkbox"/> Register to Unified Communication Manager (UCM)
Meeting	0	Subscription: Call on Webex (1:1 call, non-PSTN)	<input checked="" type="checkbox"/> Call on Webex (1:1 call, non-PSTN)
Calling	2	Subscription: Sub-demo-WAC-313A - 03/13/2024	<input type="checkbox"/> Attendant Console 25 of 20 assigned
Customer experience	0	Subscription: Enterprise trial - 12/04/2020	<input checked="" type="checkbox"/> Webex Calling <input checked="" type="checkbox"/> Professional

## Register to Unified Communication Manager (CUCM)

- Registration to CUCM
- Consumes a CUCM license

## Call on Webex

- User can make and receive calls using email address
- Users are provided with a SIP URI: `userid@<org-domain>.calls.webex.com`
- PSTN cannot be configured
- Doesn't consume a license

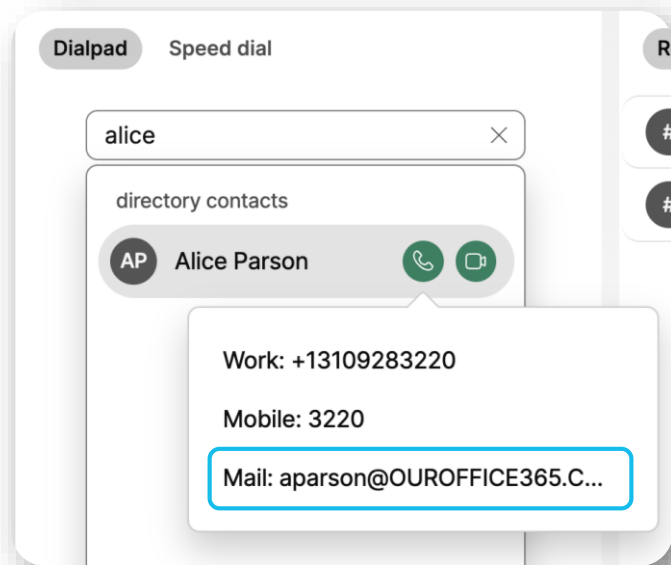
## Webex Calling

- Registration to Webex Calling
- Consumes a Webex Calling license

Calling services on Webex Control Hub

# Dialing a user's email address

Dialing the **email address** of a user has different behaviors depending on the Calling platform and licenses used:



## Webex Calling Multitenant:

- If there is a mix of users registered and not registered to Webex Calling, they can communicate if “Call on Webex” is enabled for both users
- If the user exists in Webex Calling, the call will happen on Webex Calling (the email will be converted to the users’ phone number or extension)
- If the user doesn’t exist in Webex Calling, the call falls back to 1:1 Call on Webex

## CUCM and Webex Calling Dedicated Instance:

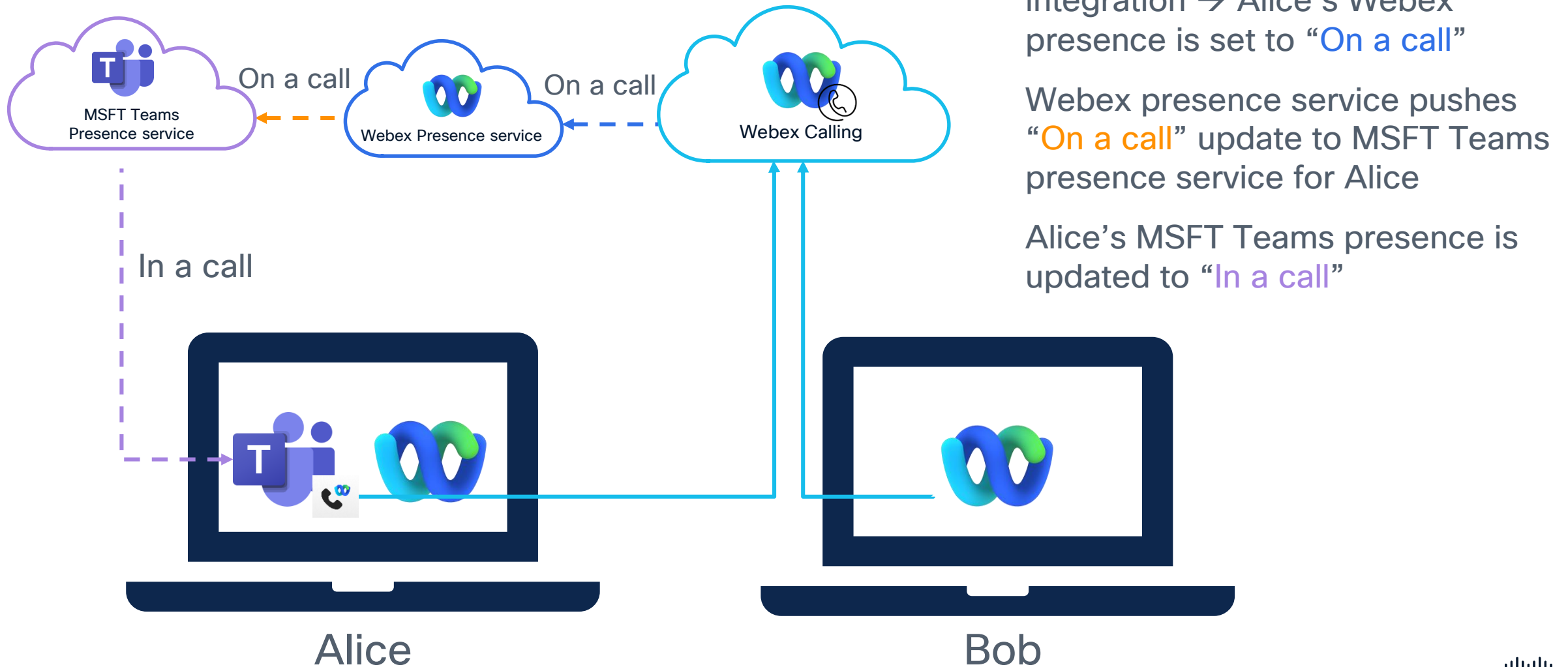
- Calling Email addresses means calling SIP URIs
- CUCM does not support 1:1 Call on Webex through the integration
- “Call on Webex” service provides users with a SIP URI, which can be used for calls: userid@<org-domain>.calls.webex.com
- If the SIP URI exists in CUCM or Webex and the user has a SIP URI configured, the call will happen on CUCM
- If the SIP URI doesn’t exist in CUCM or Webex, the call will fail
- If the SIP URI is external and it is published, the call will go through Expressways and RMS licenses might be required

For your reference

# Presence Sync architecture

# Presence Sync Architecture

Making calls through the Calling integration



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

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

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

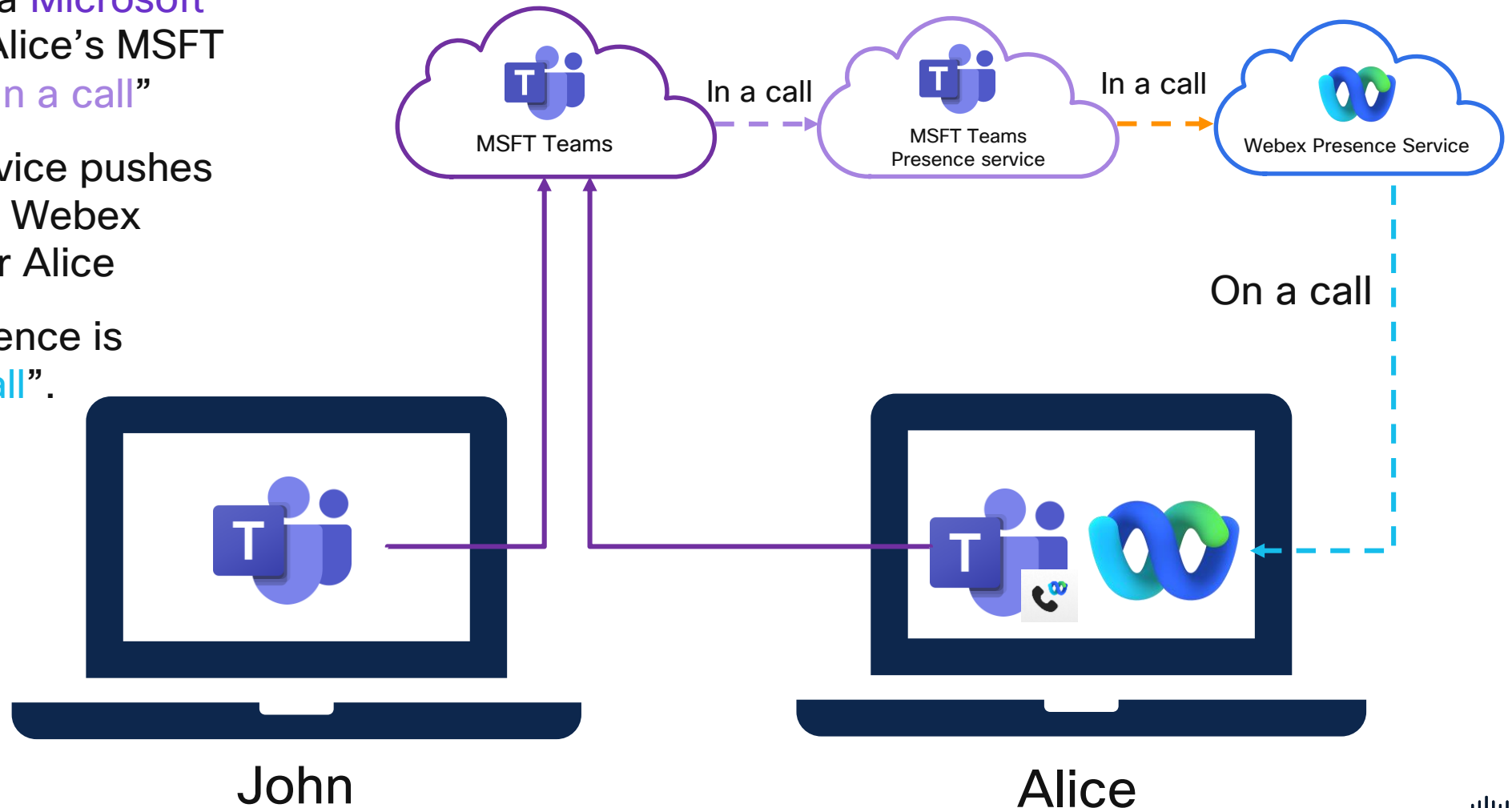
# Presence Sync Architecture

Joining a Microsoft Teams meeting

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

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

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



# Mute Webex Call when on a Teams meeting/call

Watch a demo

New!

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

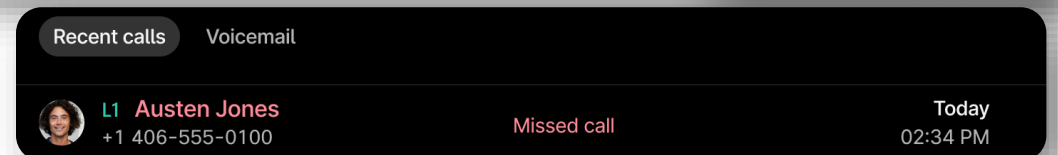
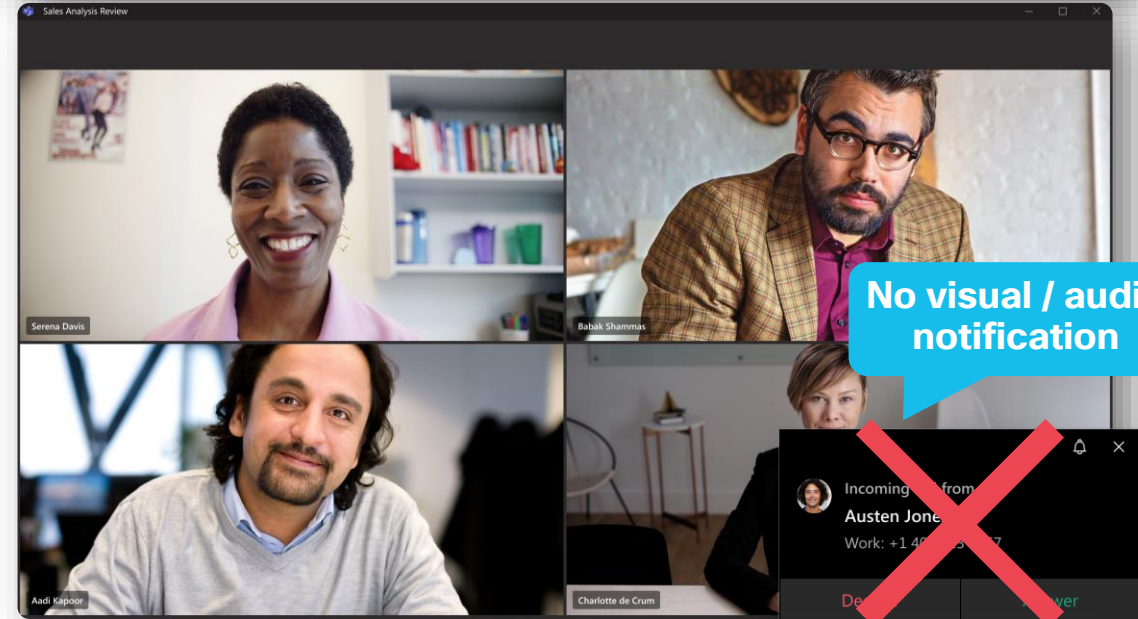
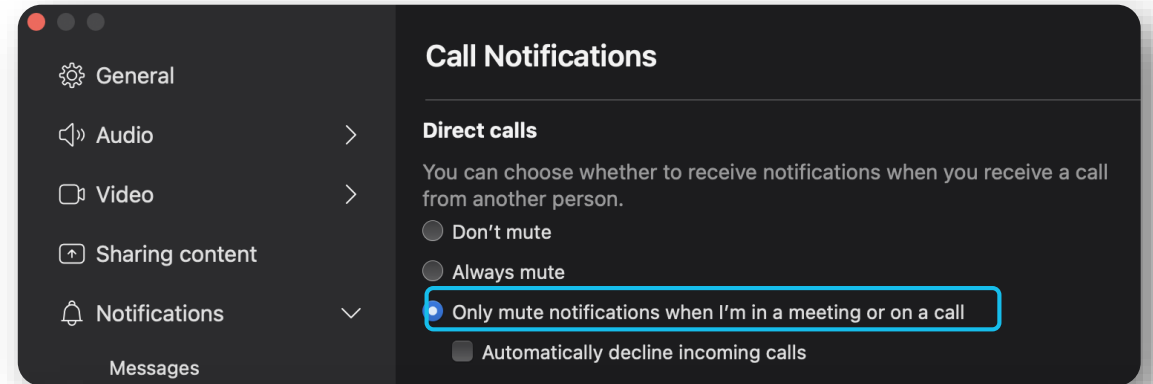
Call Settings on Webex App

Example:

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

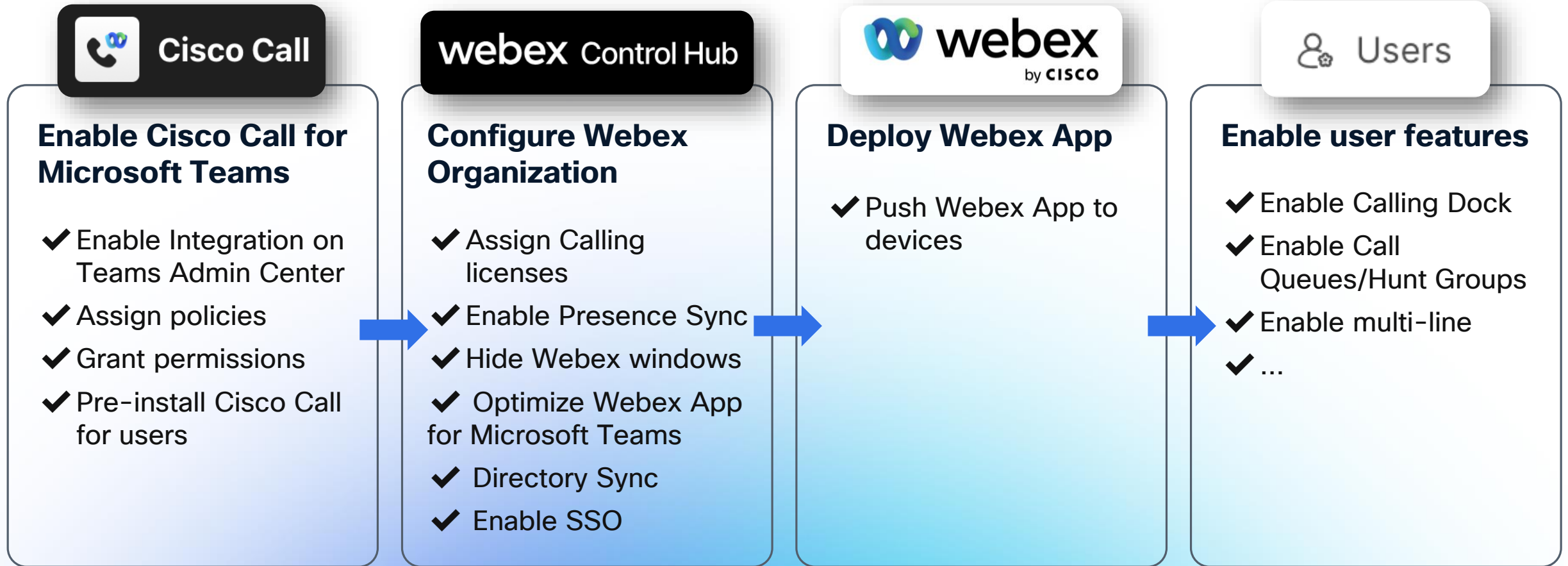
Microsoft Teams Meeting

Recent Calls tab from the integration

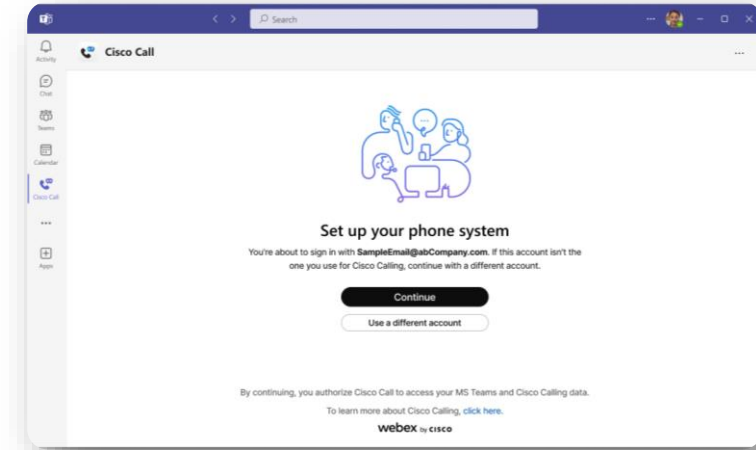
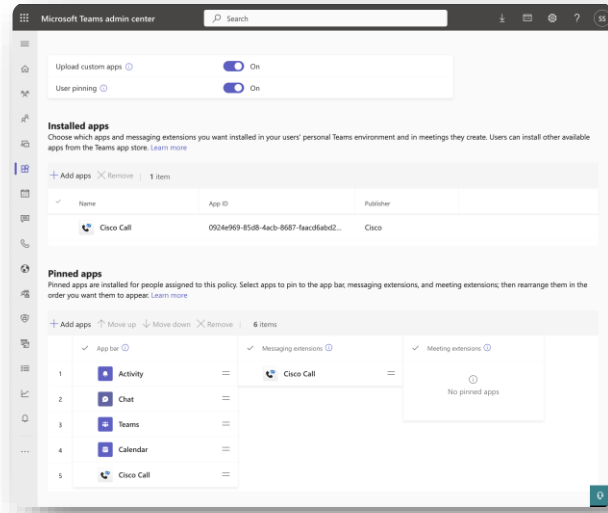
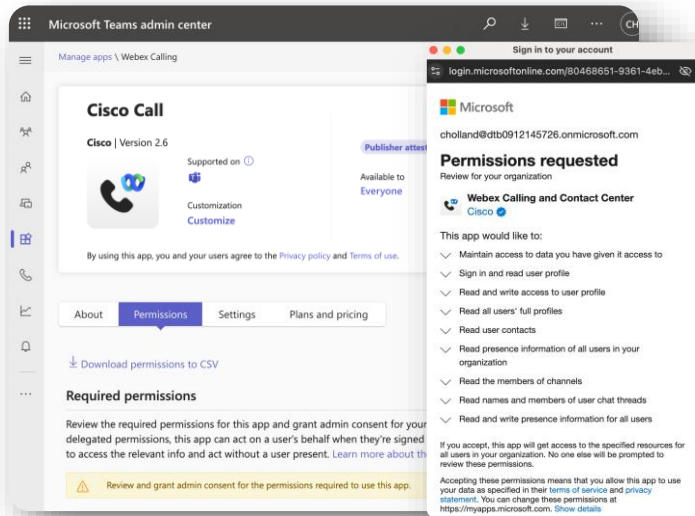


# Solution deployment

# Deploying Cisco Call for Microsoft Teams



# Enabling integration on Teams Admin Center



Admin allows Cisco Call app.

Admin can grant Microsoft permissions

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

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

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

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

## Configure Cisco Call for MS Teams

# Authorization Scope

## Microsoft Graph API Scope

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

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

For your reference

Microsoft  
cholland@example.com

**Permissions requested**  
Review for your organization

**Webex Calling and Contact Center**  
Cisco

This app would like to:

- ✓ Maintain access to data you have given it access to
- ✓ Sign in and read user profile
- ✓ Read and write access to user profile
- ✓ Read all users' full profiles
- ✓ Read user contacts
- ✓ Read presence information of all users in your organization
- ✓ Read the members of channels
- ✓ Read names and members of user chat threads
- ✓ Read and write presence information for all users

If you accept, this app will get access to the specified resources for all users in your organization. No one else will be prompted to review these permissions.

Accepting these permissions means that you allow this app to use your data as specified in their [terms of service](#) and [privacy statement](#). You can change these permissions at <https://myapps.microsoft.com>. [Show details](#)

Permission	Purpose	Delegated?
offline_access	Allows the Integration Tab to generate a new access token without asking the user to re-authorize often	Yes
User.Read	Allows the Integration Tab to read the user's basic information such as the email address	Yes
User.ReadWrite	Allows the integration Tab to store speed dials in user profiles	Yes
User.Read.All	Allows the Integration Tab to search for users in the active directory to make calls	Yes
Contacts.Read	Allows the Integration Tab to search for the user's outlook contacts to make calls	Yes
Presence.Read.All	Allows the integration Service to subscribe for presence status changes	Yes
Presence.ReadWrite.All	Allows the Integration Service to subscribe for presence status change notifications	Yes (June 2025)
ChannelMember.Read.All	Allows the Integration Message Extension to read members of a channel so that the user can search for a specific channel member to call	Yes
Chat.ReadBasic	Allows the integration Message Extension to read members of a group chat so that the user can search for a specific member to call	Yes

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

# Revoking Microsoft Graph permissions

Revoking Microsoft Graph permissions is possible from [Microsoft Entra Admin Center](#)

This is **NOT** a recommended action as the associated features will stop working for the entire organization

Home > Cisco Systems Inc > Enterprise applications | All applications > Webex Calling and Contact Center

## Webex Calling and Contact Center | Permissions

Enterprise Application

Review permissions Refresh Got feedback?

### Permissions

Below is the list of permissions that have been granted for your organization. As an administrator, you can grant permissions to this app on behalf of all users (delegated permissions). You can also grant permissions directly to this app (app permissions). [Learn more](#)

You can review, revoke, and restore permissions. [Learn more](#)

[Grant admin consent for Cisco Systems Inc](#)

Admin consent User consent

Search permissions

API name	Claim value	Permission	Type	Granted through	Granted by
<b>Microsoft Graph (9)</b>					
Microsoft Graph	<a href="#">Presence.ReadWrite.All</a>	Read and write presence information fo...	Application	Admin consent	An administrator
Microsoft Graph	<a href="#">offline_access</a>	Maintain access to data you have given ...	Delegated	Admin consent	An administrator
Microsoft Graph	<a href="#">User.Read</a>	Sign in and read user profile	Delegated	Admin consent	An administrator
Microsoft Graph	<a href="#">User.ReadWrite</a>	Read and write access to user profile	Delegated	Admin consent	An administrator
Microsoft Graph	<a href="#">User.Read.All</a>	Read all users' full profiles	Delegated	Admin consent	An administrator
Microsoft Graph	<a href="#">Contacts.Read</a>	Read user contacts	Delegated	Admin consent	An administrator
Microsoft Graph	<a href="#">Presence.Read.All</a>	Read presence information of all users i...	Delegated	Admin consent	An administrator
Microsoft Graph	<a href="#">ChannelMember.Read.All</a>	Read the members of channels	Delegated	Admin consent	An administrator
Microsoft Graph	<a href="#">Chat.ReadBasic</a>				

Revoke permission

# Microsoft Presence permissions changes

Q3 - CY25

## Presence permissions on Microsoft Graph API

### Presence.Read.All

- Allows the integration Service to subscribe for presence status changes

### Presence.ReadWrite.All

- Allows the Integration Service to subscribe for presence status change notifications

## Delegation: Application vs User level

Application permissions don't need the user to approve the application

User level permission (delegated) requires action from the user:

- User must login to the integration

## What's changing?

Permission Presence.ReadWrite.All is changing from App level to User level.

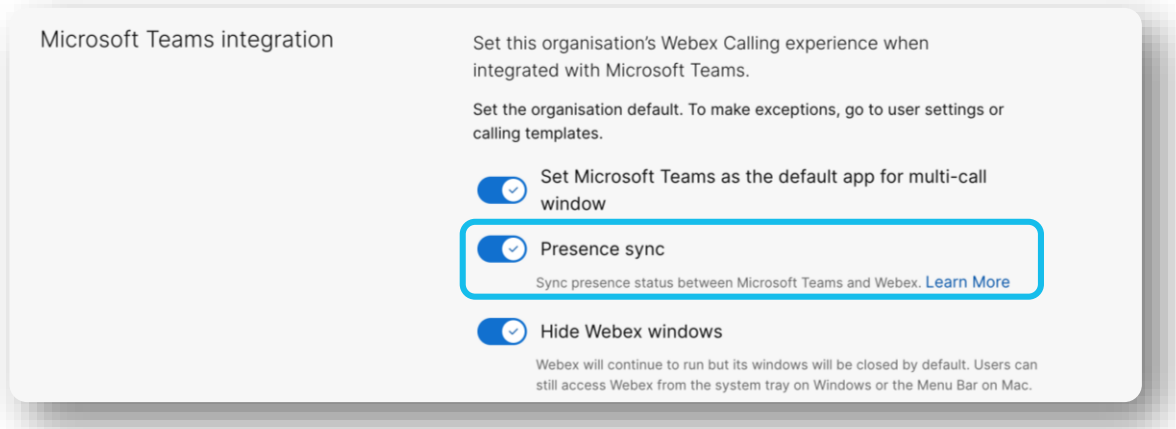
This means users can decide if they will share their presence by logging in to the integration

Permission	Delegation BEFORE	Delegation from June 2025
Presence.Read.All	User level	User level
Presence.ReadWrite.All	App level	<b>User level</b>

# Presence Sync configuration

## Admin tasks

### Enable Presence Sync on **Control Hub**



### Accept **Microsoft related permissions**\*

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

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

## End user tasks

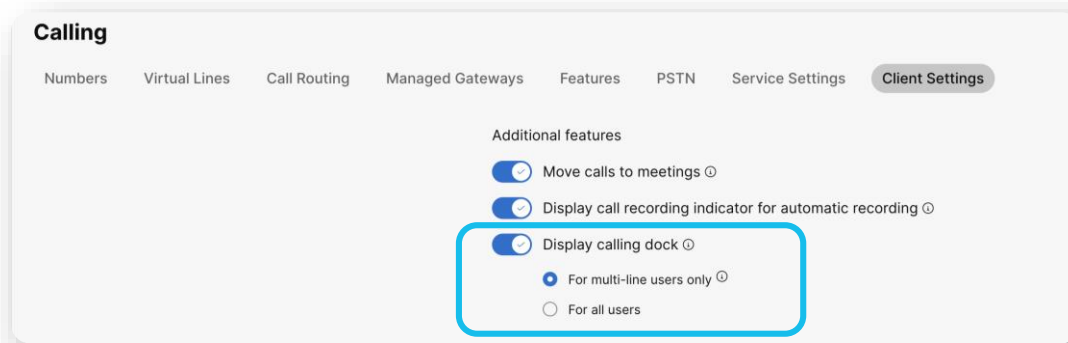
Sign in to the integration **at least once** after enabling presence sync → user accepts delegated permissions

Sign in to the integration **once every 90 days** of inactivity → length of the token

# Calling dock configuration

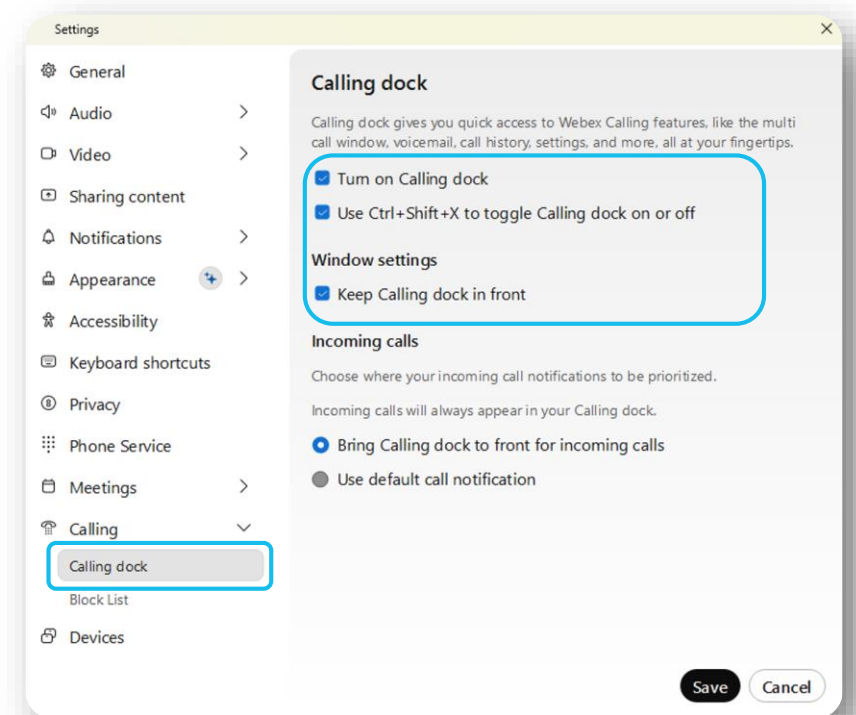
## Admin

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



## End user

Users can decide whether to show it or not from the Webex App [Calling Settings](#)



# Hide Webex windows

Configure setting to hide Webex App in Webex Control Hub

This setting on Webex Control Hub enables:

- ✓ **Hiding** Webex App from task bar
- ✓ Webex App running in the **background**

Microsoft Teams integration

Set this organization's Webex Calling experience when integrated with Microsoft Teams.

**Presence sync**  
Sync presence status between Microsoft Teams and Webex. [Learn More](#)

Set the organization default. To make exceptions, go to user settings or calling templates.

**Optimize Webex app for Microsoft Teams experience**  
Enable to get simplified call settings, ability to mute Webex calls and set to MS teams as default app for calling dock.

**Hide Webex windows**  
Webex will continue to run but its windows will be closed by default. Users can still access Webex from the system tray on Windows or the Menu Bar on Mac.

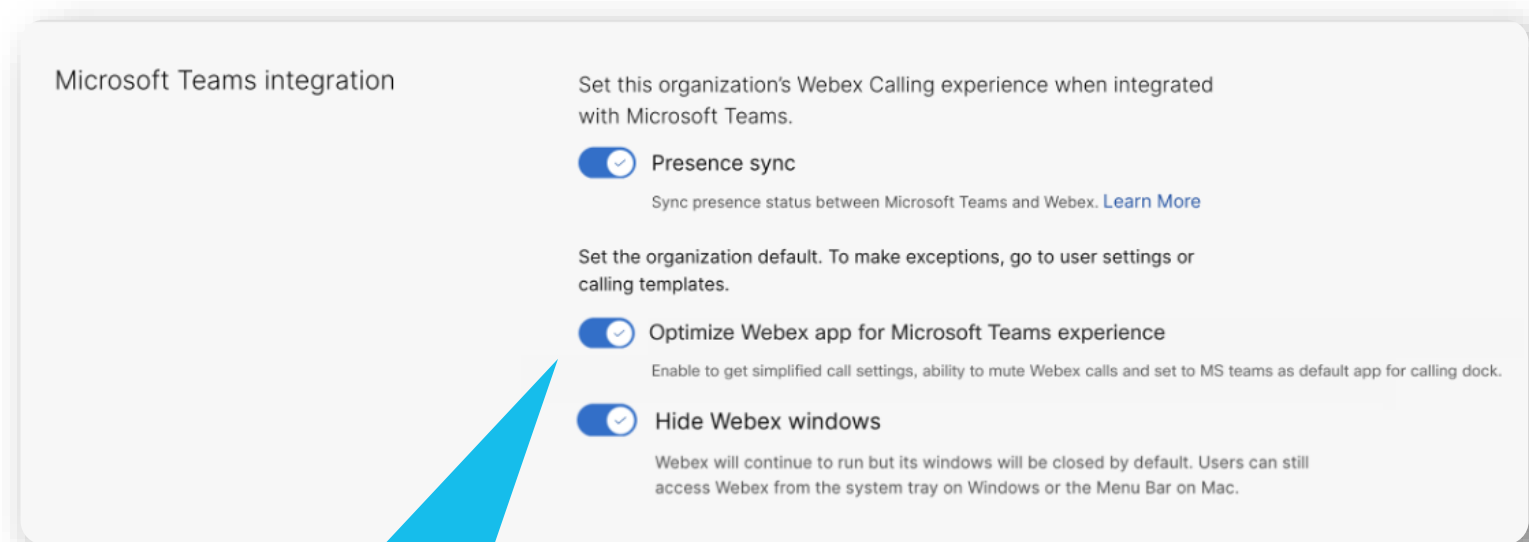
**Hide Webex windows**

Webex will continue to run but its windows will be closed by default. Users can still access Webex from the system tray on Windows or the Menu Bar on Mac.

# Optimize Webex App for Microsoft Teams experience

This setting on Webex Control Hub enables:

- ✓ Webex **branding** removal
- ✓ Linking **Calling Dock** to Microsoft Teams (shortcut to Call History, Voicemail and simplified settings)
- ✓ Ability to **mute** Webex calls when on **Teams** meetings\*



Optimize Webex app for Microsoft Teams experience

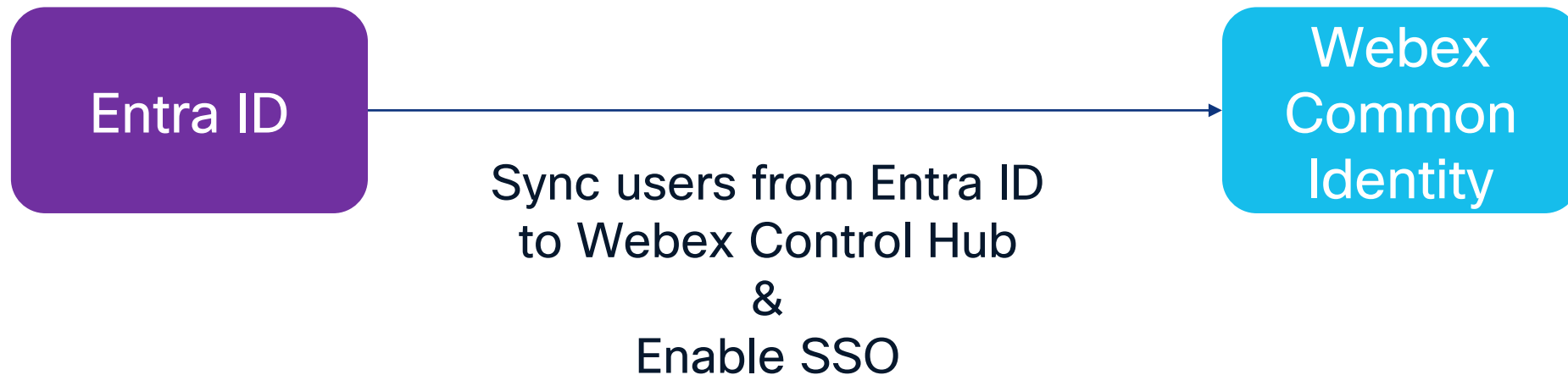
Enable to get simplified call settings, ability to mute Webex calls and set to MS teams as default app for calling dock.

\*Requires user to enable “mute incoming calls” option on Call Settings

# Directory sync

Syncing users from Entra ID to Webex Common Identity service

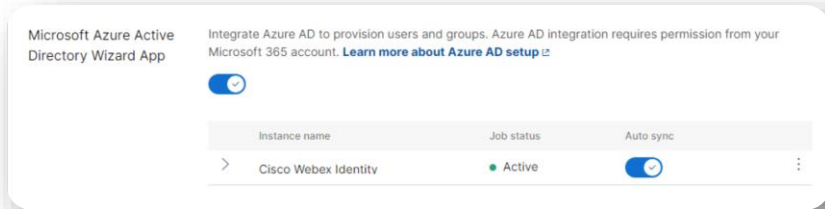
Directory sync allows to have the same contact information on the dial pad and on the ongoing/incoming calls



# Directory sync best practices

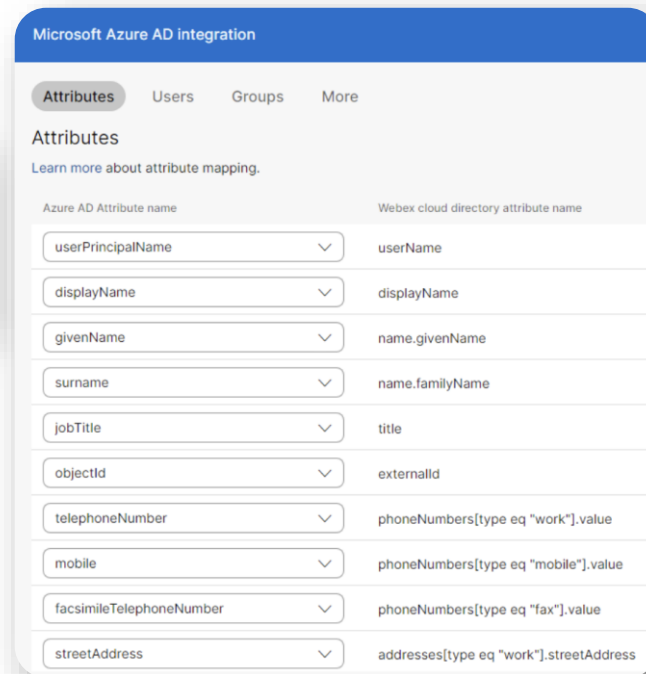
Entra ID and Webex Common Identity sync & SSO

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

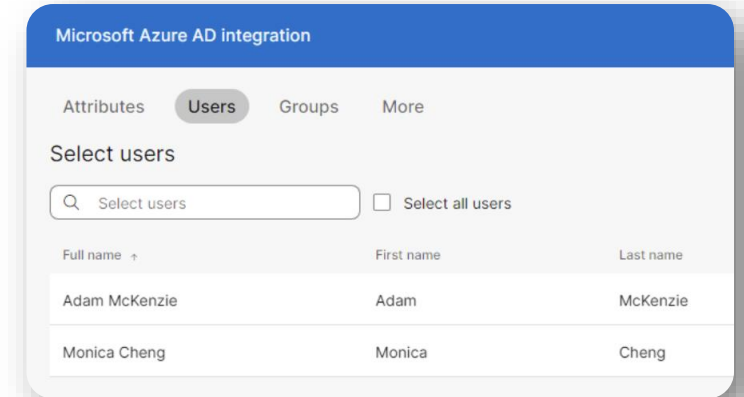


2) Select **Default Sync** for a default attribute mapping and user sync. Otherwise, customize those values (3 and 4)

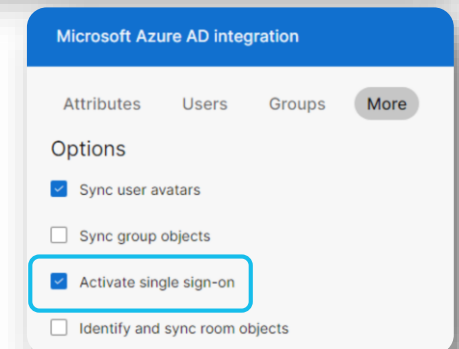
3) If no default sync, customize the **attributes to map** between Entra ID and Webex CI.



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



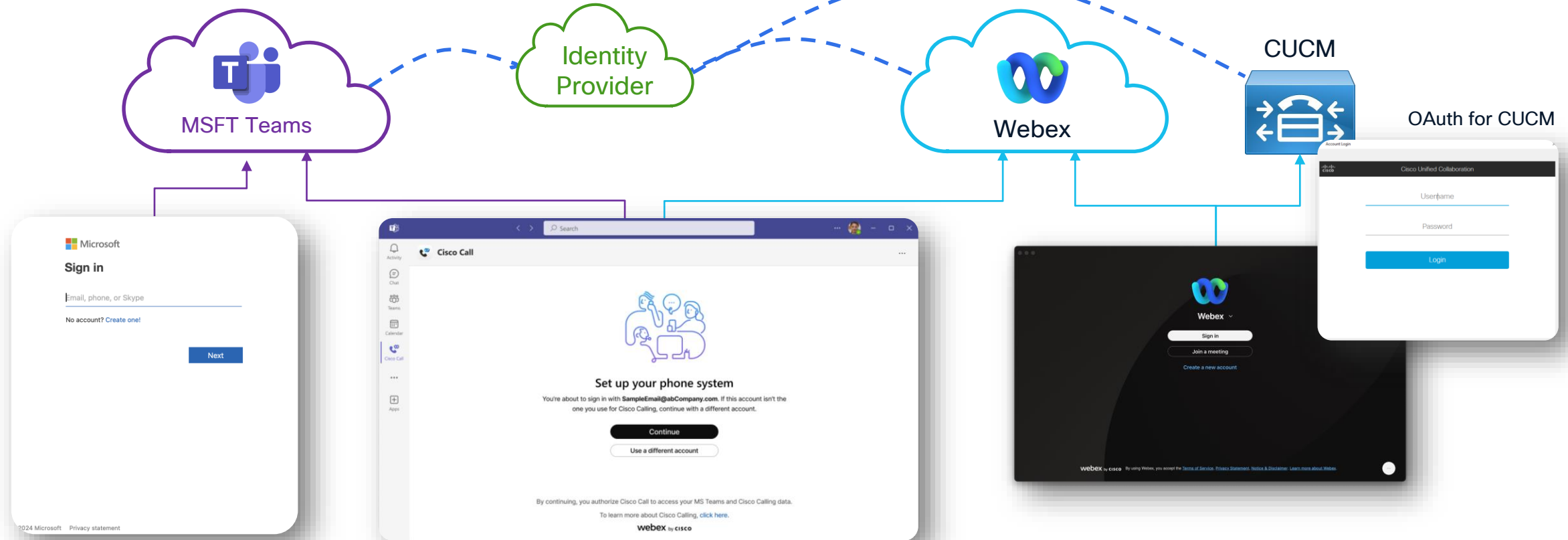
5) Enable **Single Sign-On**



Synchronize Azure Active Directory users into Control Hub

# Single Sign on across Microsoft and Webex

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



MSFT Teams Sign In

Integration sign in to Microsoft and Webex

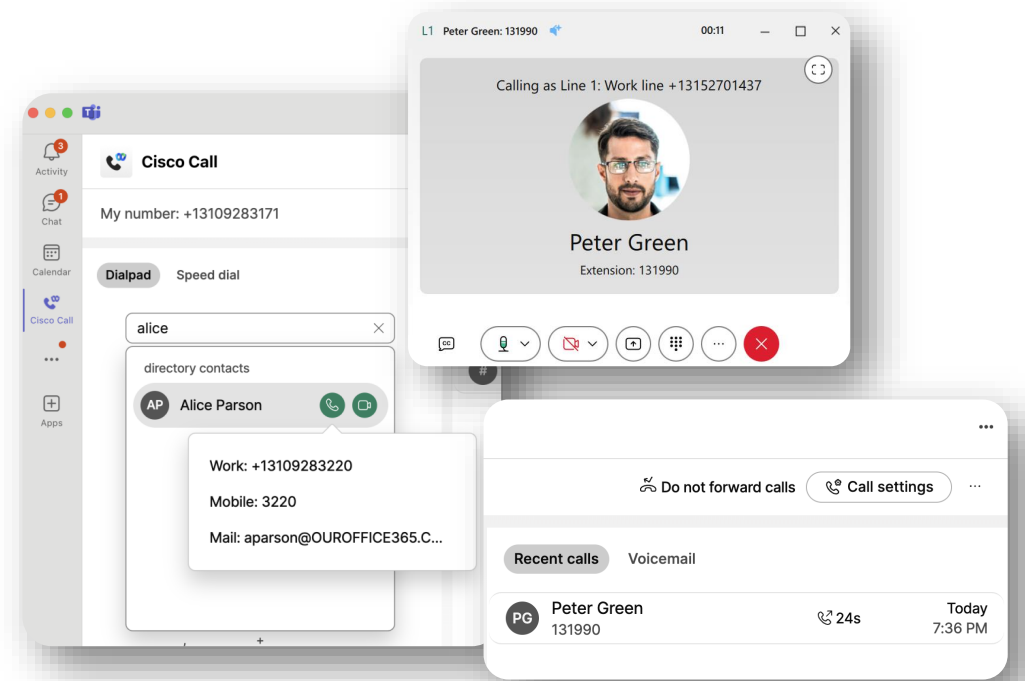
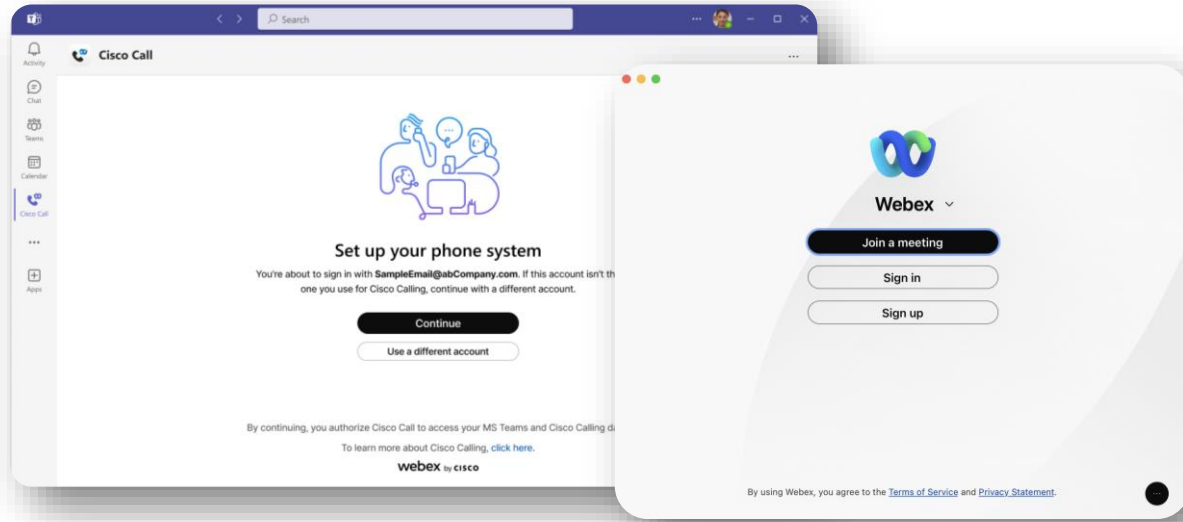
Webex App Sign In

(Webex Calling or UCM)

+ sign in to CUCM for on-prem deployments (SSO or OAuth)

# User tasks

## Using Cisco Call for Microsoft Teams



### First time or every 90 days of inactivity

- Sign in to the Calling integration
- Sign in to the Webex App
- Connect to phone services

### Daily

- Search for users
- Make calls
- View Call history, voicemails...
- ...

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

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

## Pre-requisites

### Access to Control Hub

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

For **Webex Calling DI**, these are enabled by default.

### CUCM configuration (also valid for Webex Calling DI)

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

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

### Users sync to Control Hub

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

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



	Full Name	User ID
<input checked="" type="checkbox"/>	<a href="#">Brown, Alison</a>	test_msplugin_015

Associate End Users   Select All   Clear All   Delete Selected

# Using CUCM as the calling platform

Enable Voicemail, Call History and Presence Sync

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

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

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

## CUCM cluster group

### Service management

Changes to these settings will take a short time to take effect.

Analytics	<input checked="" type="checkbox"/>	Enabled
Directory service	<input checked="" type="checkbox"/>	Enabled
Certificate Management	<input checked="" type="checkbox"/>	Enabled
Operational metrics	<input checked="" type="checkbox"/>	Enabled
Presence status sync	<input checked="" type="checkbox"/>	Enabled
Webex app provisioning for Unified CM Calling	<input checked="" type="checkbox"/>	Enabled
Centralised call history	<input checked="" type="checkbox"/>	Enabled
Deployment Insights	<input checked="" type="checkbox"/>	Enabled

# Best practices and customization

# Other Admin recommendations for a better UX

## Simplify Webex App login

- ✗ Avoid creating a desktop shortcut for the Webex App on users' computers
- ✓ The Webex App login page will automatically appear when signing into the integration
- ✓ Prepopulate the Webex App login with the user's email address (refer to session BRKCOL-2198 for details)

## Assign only necessary services

- ✓ Assign specific services to each user based on their needs.  
Examples:
  - Calling + Meetings
  - Calling + Customer Assist
  - ...

## Hide/Show Microsoft Calling Options

- Choose from the following:
- Disable Teams Calling buttons to display only Cisco Calling
  - Allow 1:1 Teams Calling only from chats

# Webex App for Windows Installation

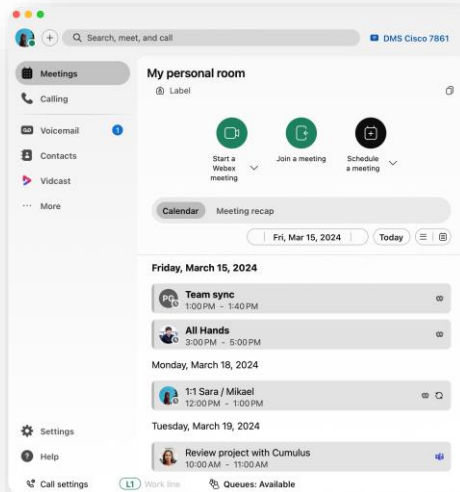
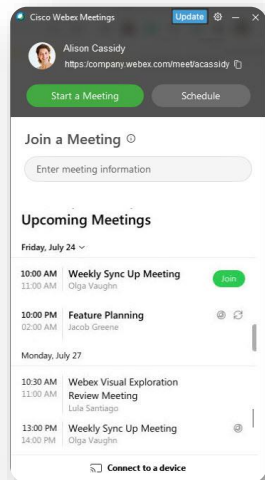
Installer switches can be set to configure the first time experience as well as enabling Outlook integration

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

# Webex Meetings + Calling customers

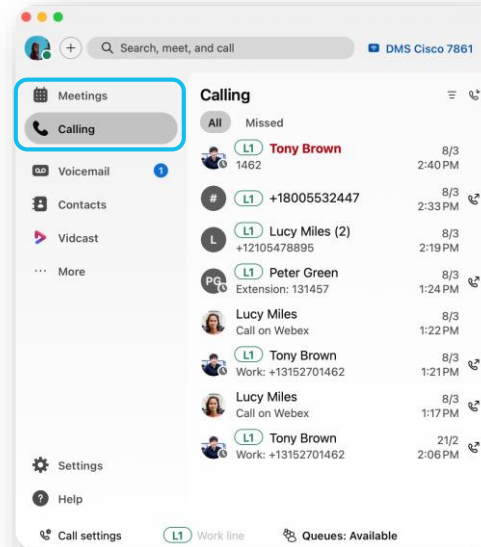
## New Webex Suite Meeting Platform

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



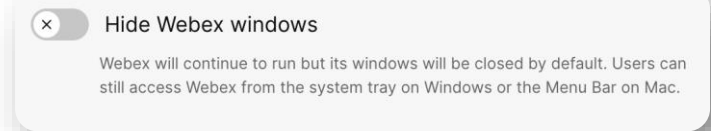
## Webex App customization

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



## Keep the Webex App visible

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

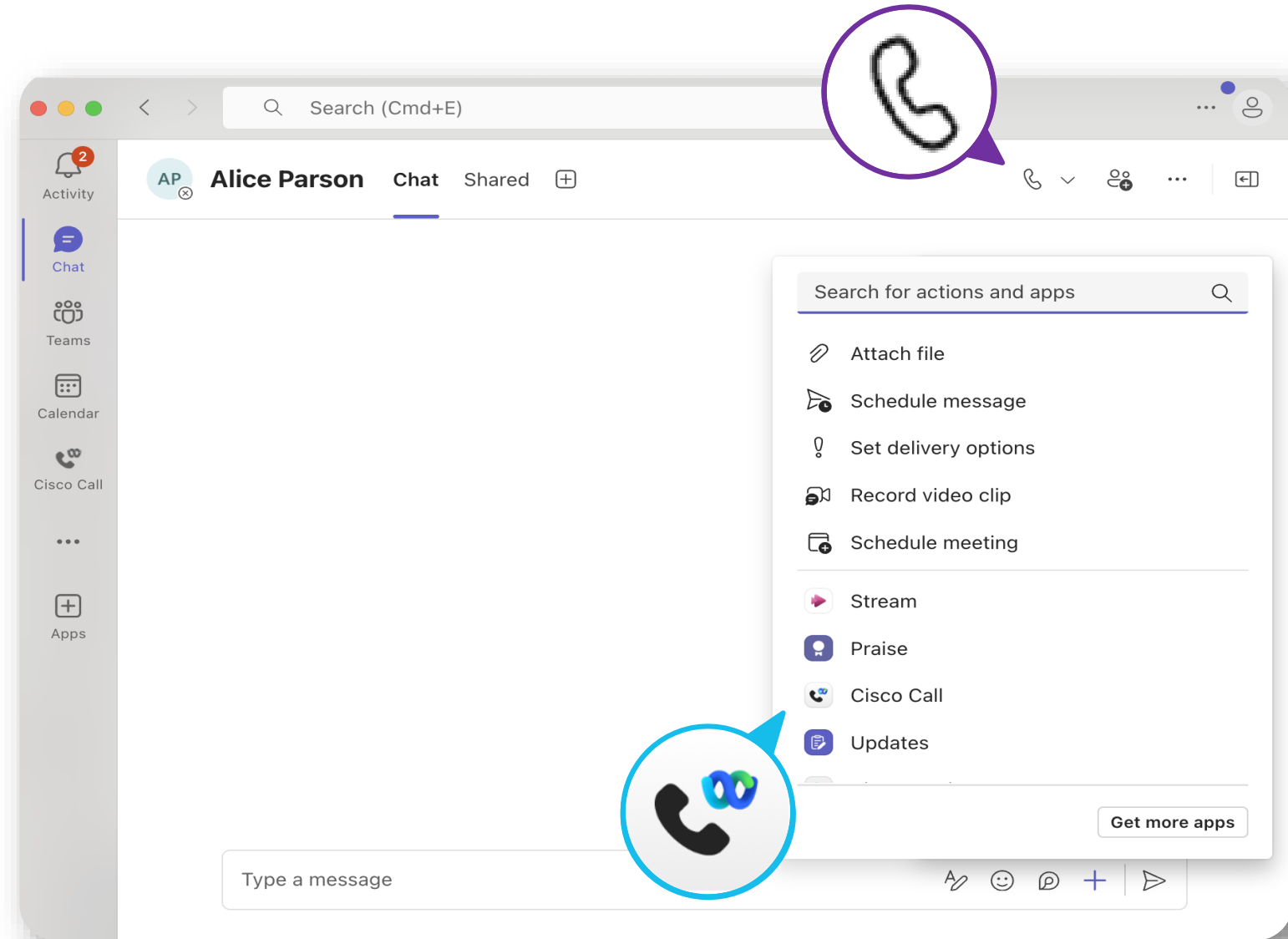


Meetings can also be scheduled from Outlook

# Hiding the Microsoft Teams Calling button

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

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



# Calling scenarios

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

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

The following **scenarios** are considered:

## Full Cisco Calling scenario

Only **Cisco Call** button is used

## Hybrid scenario

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

## Full Cisco Calling scenario

For customers who:

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

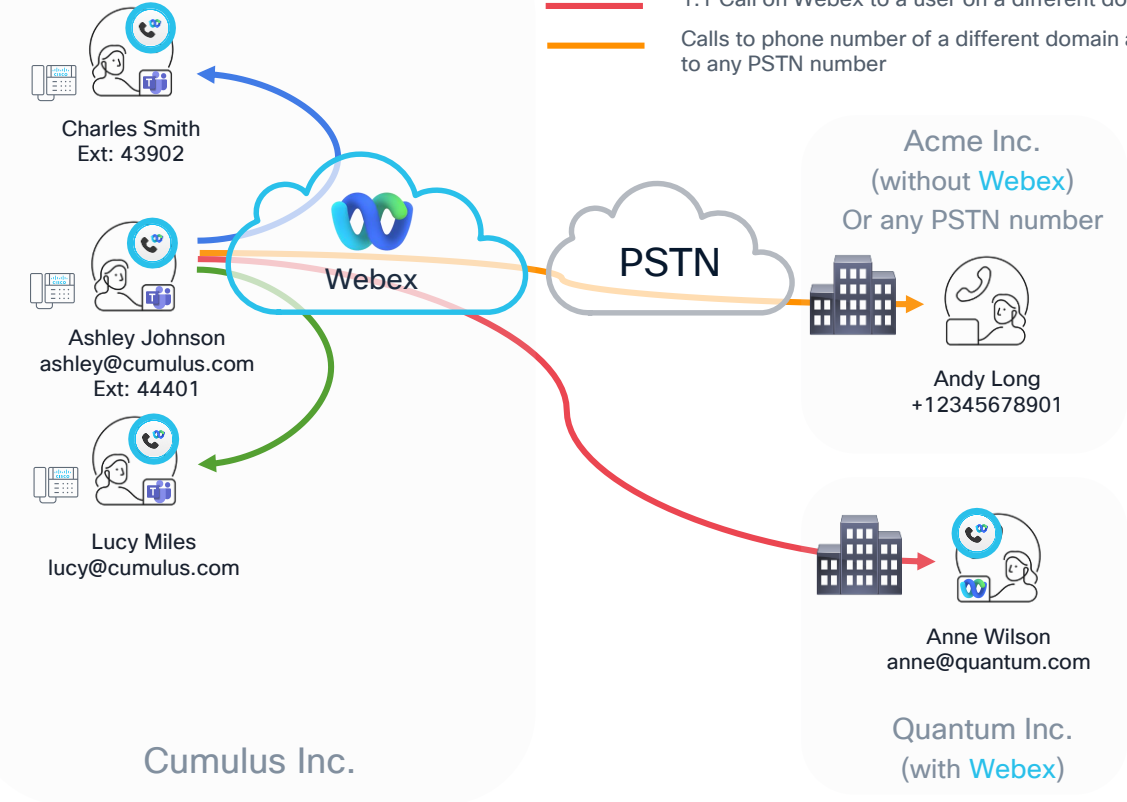
## Hybrid scenario

For customers who:

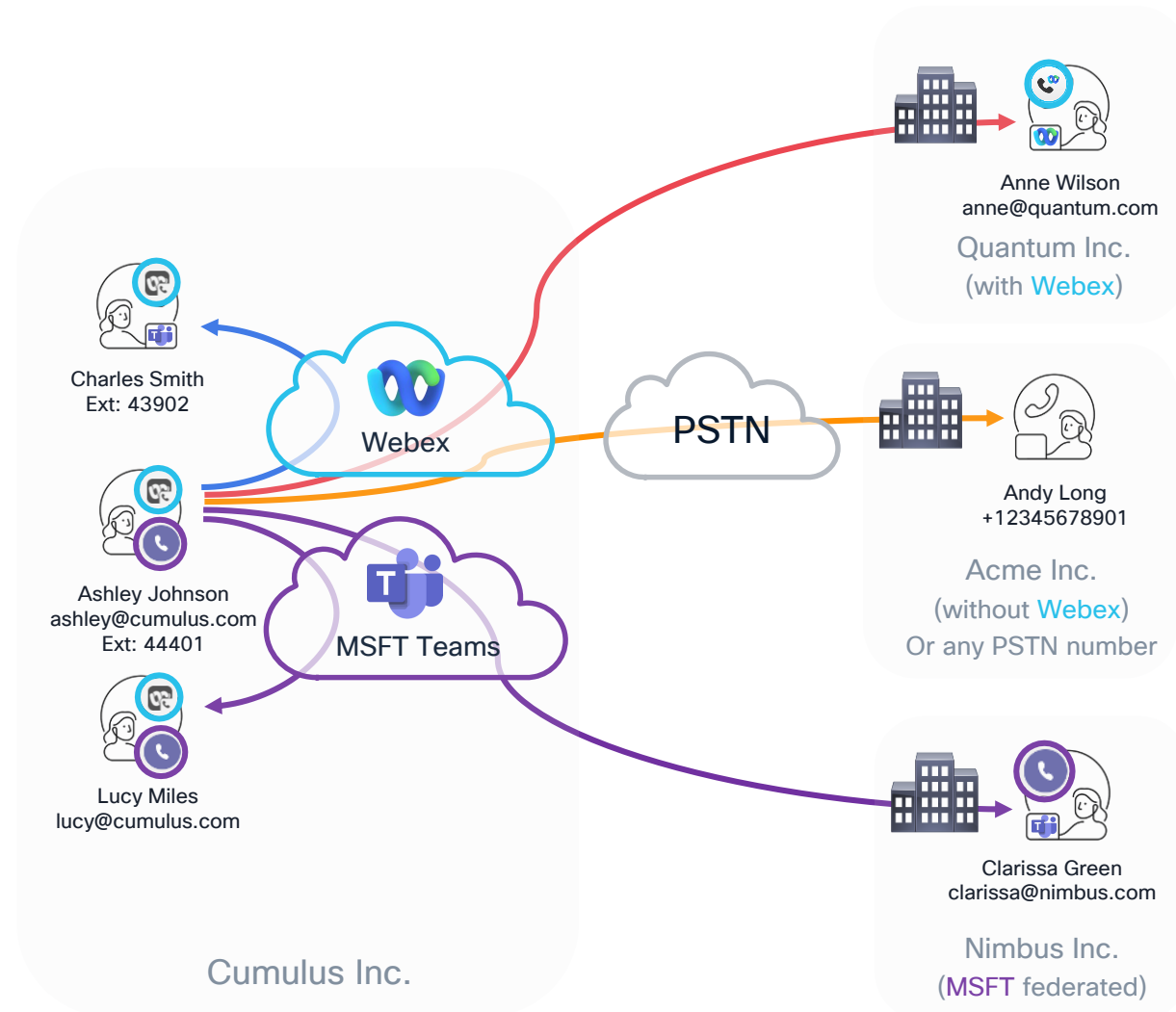
- Use Cisco Call for enhanced VoIP and PSTN calls
- Use MSFT Teams-to-Teams to call internal and external (Microsoft federated) users from a conversation

# Scenarios for customization

- Calls to a user on the same domain
- Calls to phone number/extension of same domain
- 1:1 Call on Webex to a user on a different domain
- Calls to phone number of a different domain and to any PSTN number



Full Cisco Calling scenario



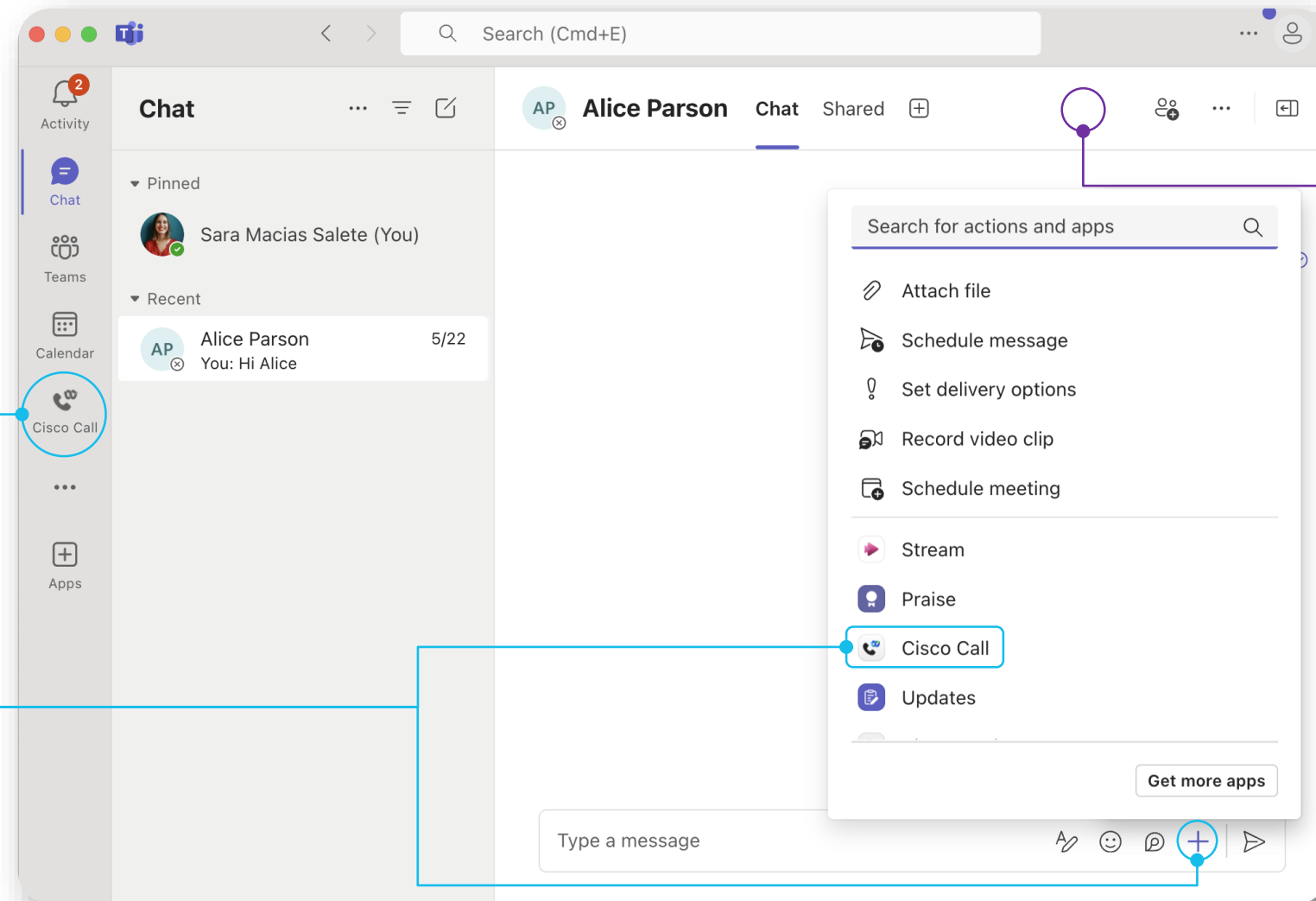
Hybrid scenario

# Recommendations for Full Cisco scenario

Webex for internal, external and PSTN calls

Cisco Call button available from the apps bar

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



Teams-to-Teams calling button disabled

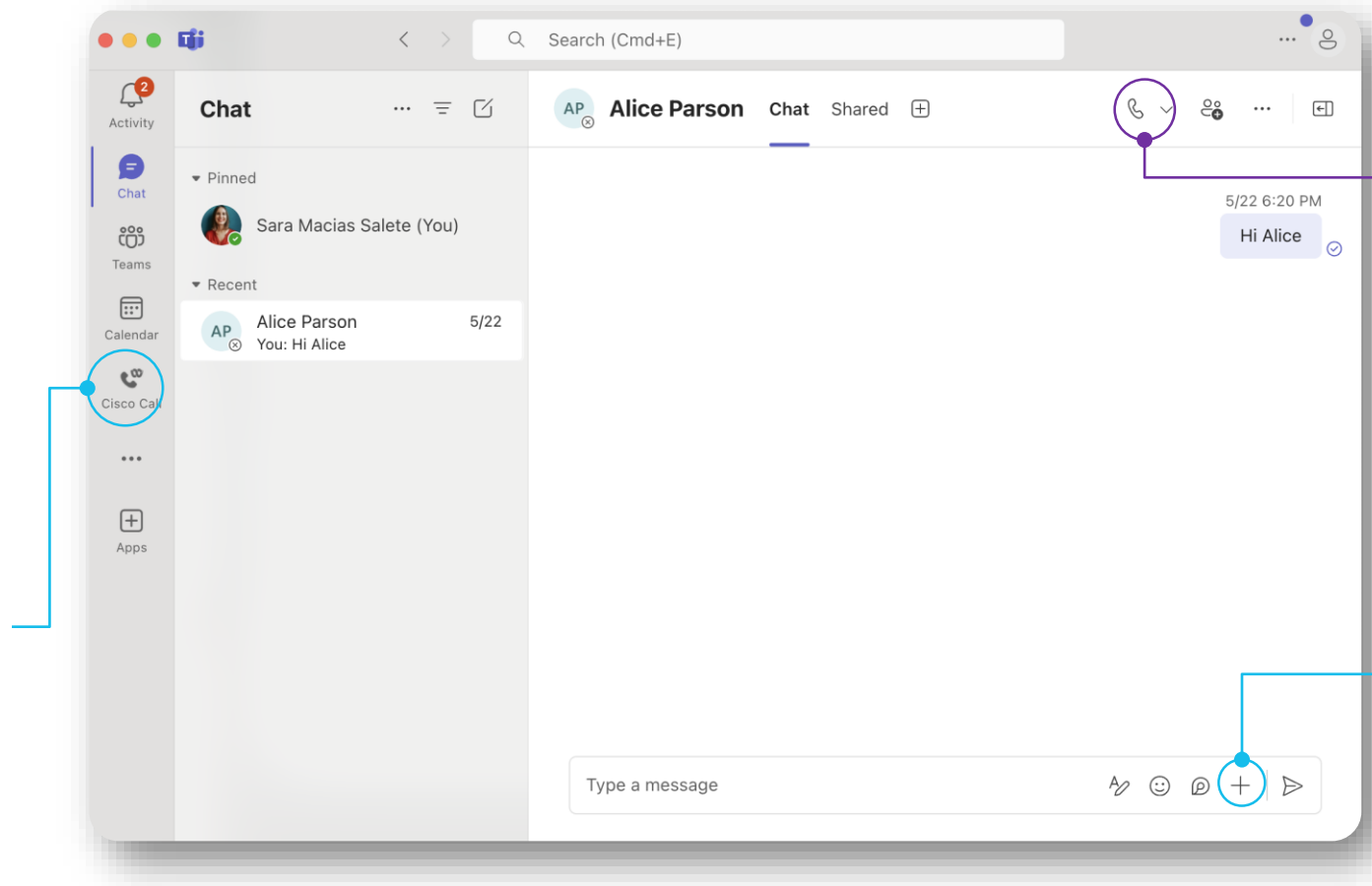
# Recommendations for Hybrid scenario (suboptimal)

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

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

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

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



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

Cisco Call only visible when clicking on the + button\*

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

# Setup workflows - MSFT Teams Admin Center

For your  
reference

## Full Cisco Calling scenario

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

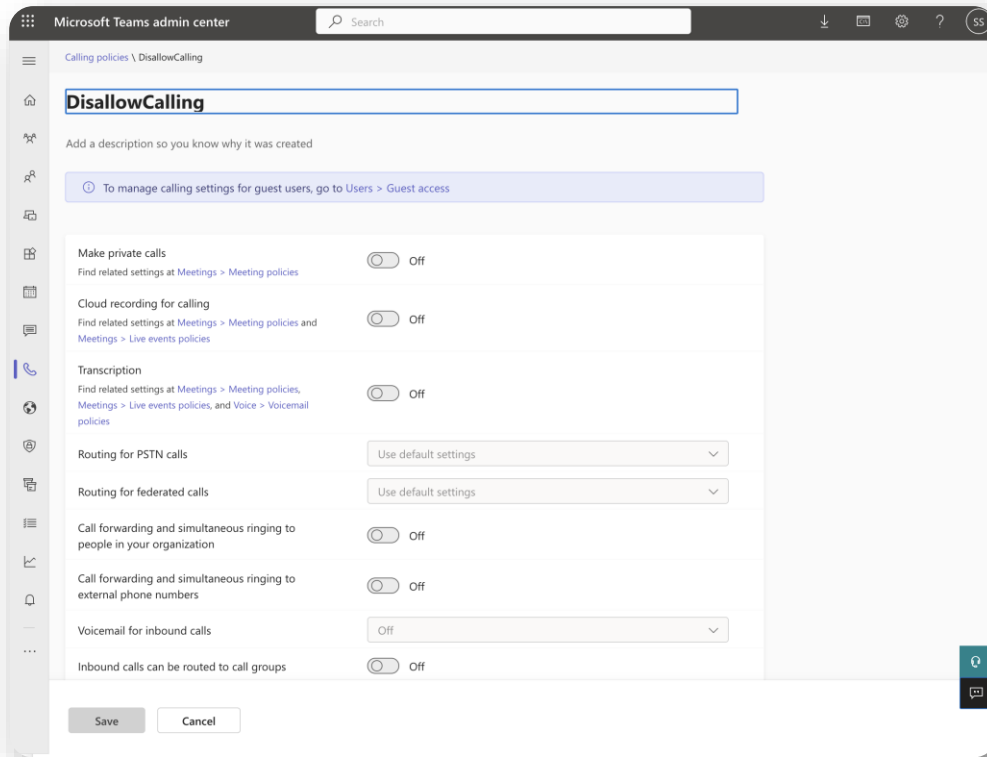
## Hybrid scenario

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

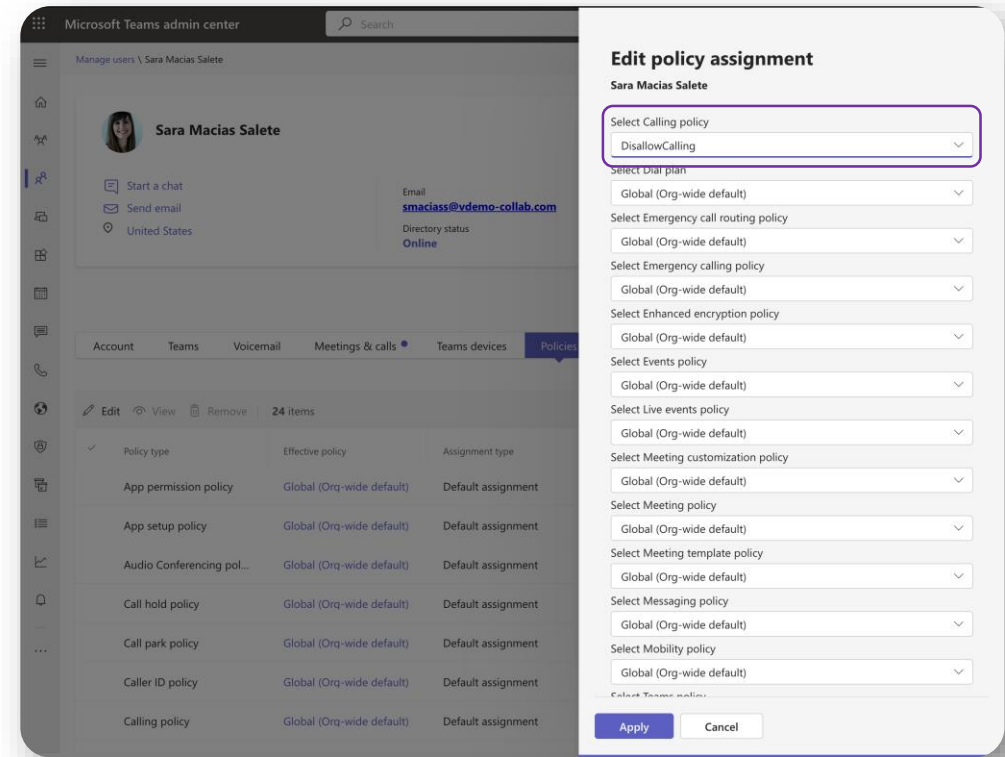
# Disabling all Microsoft calling

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

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



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

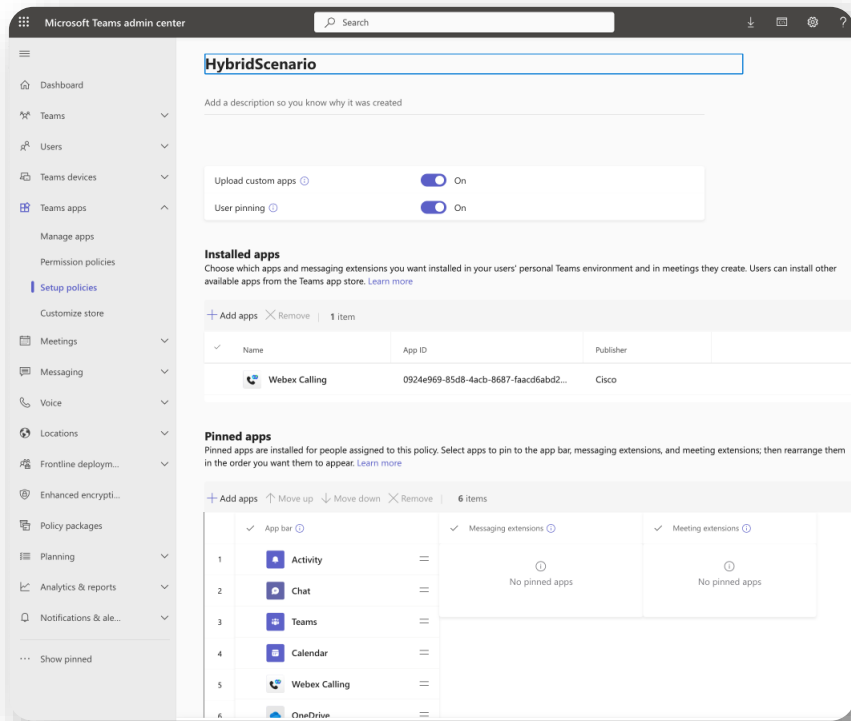


For your reference

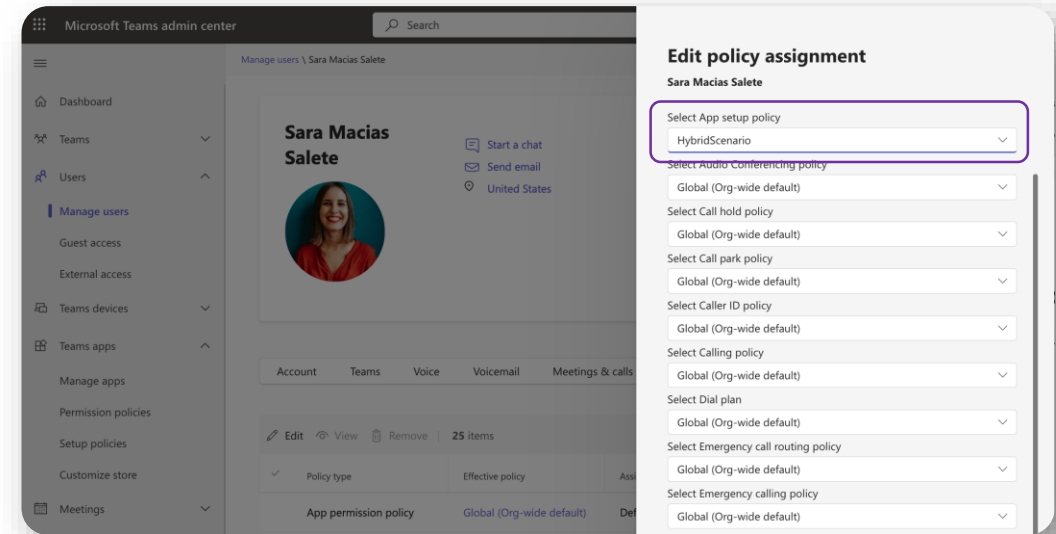
# Configuration for Hybrid scenario

## Creating a new App policy

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



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



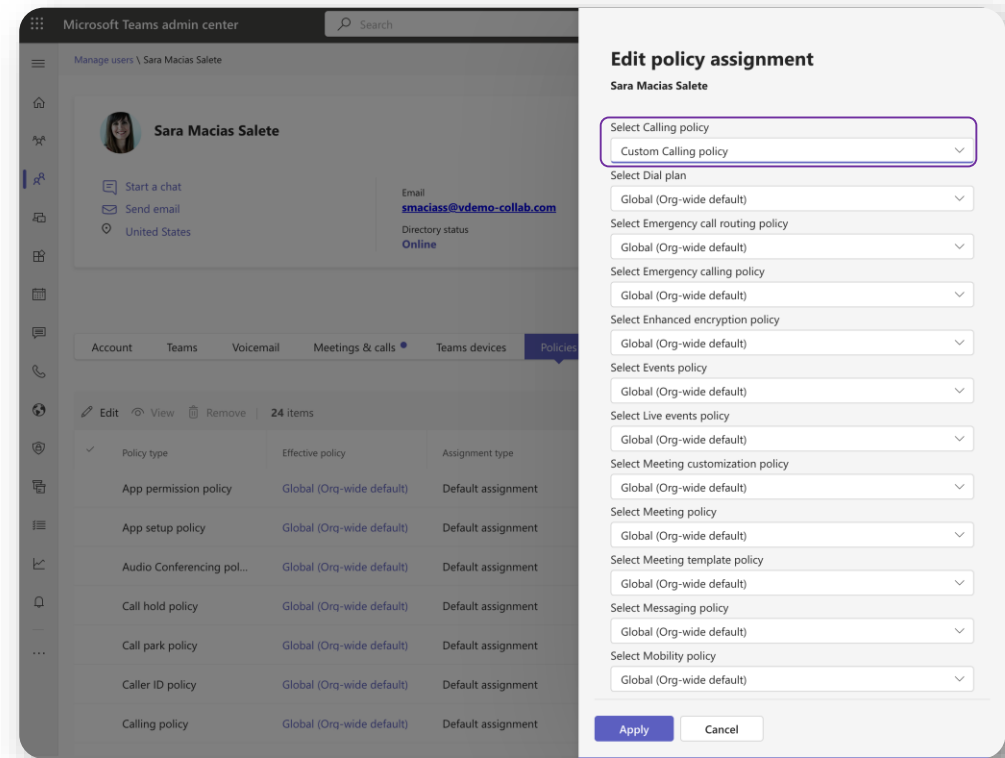
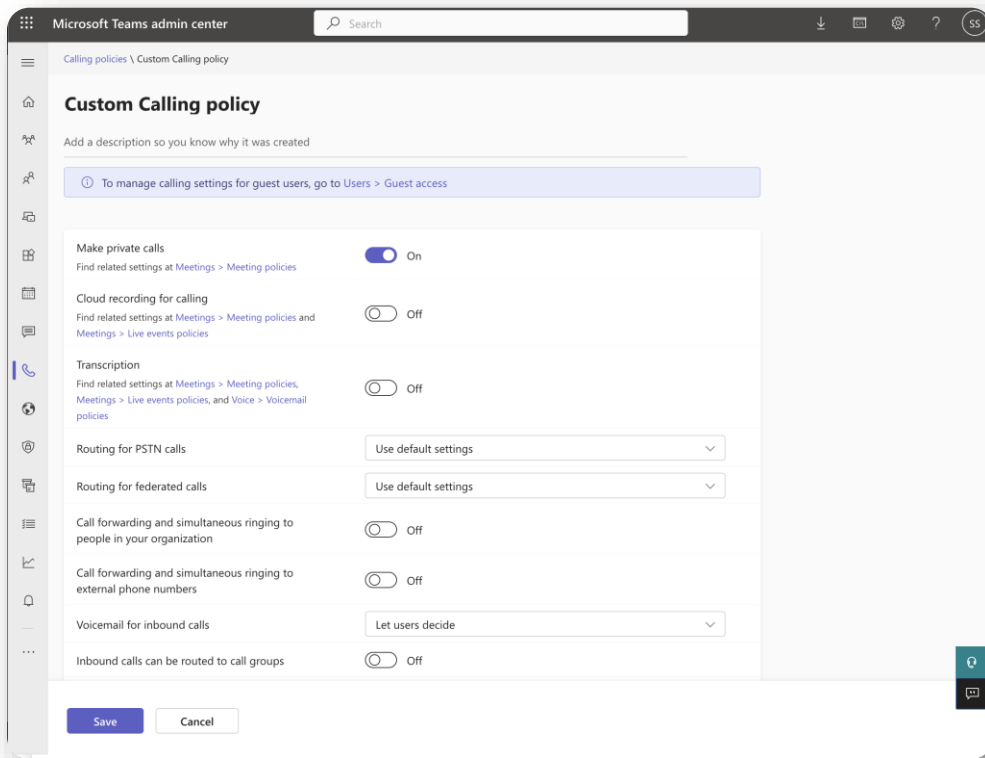
Note: you can also remove “Webex Calling App” from the messaging extension, but today there will be no changes to the UI as it will still show when clicking on the + button from the chat

# Disabling Microsoft Teams Phone only

For your reference

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

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



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

# Agenda

- 01 Introduction
- 02 Using Cisco Phones and Peripherals with Microsoft Teams
- 03 Direct Routing for Microsoft Teams Phone (overview)
- 04 Cisco Call for Microsoft Teams
- 05 Comparison matrixes and FAQ**

# Comparison matrixes and FAQ

# Cisco Call for Microsoft Teams

The added value vs Teams-to-Teams Calling

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

# Cisco Call for Microsoft Teams - Feature matrix

		Webex Calling Multitenant	Webex Calling Dedicated Instance	Cisco Unified CM	Webex for BroadWorks
Calling features	Call user from dialpad	✓	✓	✓	✓
	Call user from chat	✓	✓	✓	✓
	Call user from Call History	✓	✓	✓ CCUC required	✓
	Call user from Voicemail	✓	✓	✓ CCUC required	✗ Roadmap
	Call Forwarding status	✓	✗	✗	✓
Presence Sync	Bidirectional Presence Sync	✓	✓	✓ CCUC required	✓
	Ability to mute Webex calls when on a MS Teams Call or Meeting	✓	✓	✓ CCUC required	✗
	Presence sync in multi-line	✗	✓	✓	✗
Call History	'Call History' tab	✓	✓	✓ CCUC required	✓
	See multiline in Call History	✗ Roadmap	✓	✓ CCUC required	✗
Voicemail	'Voicemail' tab	✓	✓	✓ CCUC required	✗ Roadmap
	Call Voicemail number	✓	✓	✓ CCUC required	✗
	Voicemail transcriptions	✓	✗	✗	✗
Access to other apps	Access to Attendant Console	✓ *	✗	✗	✗
	Access to Customer Assist	✓ *	✗	✗	✗
Calling Dock	Multi-line	✓	✓	✓	✓
	Call Queues/Hunt Groups management	✓ Call Queues	✓ Hunt Groups	✓ Hunt Groups	✓
	Watchlist	✓	✗	✗	✓
	Pair to a desk phone	✓	✓	✓	✓
	Pair to video device	✓	✓	✓	✓
Notifications	Notifications badge and Activity tab/bot	✓	✓	✓ CCUC required	✓

# All integrations Comparison Matrix

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

# Frequently Asked Questions

For your reference

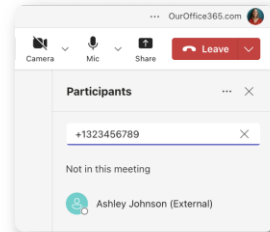
Including some extra slides with FAQs for your reference

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

A: No. Call Controls are [independent](#)

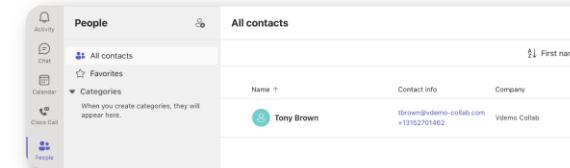
Options:

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



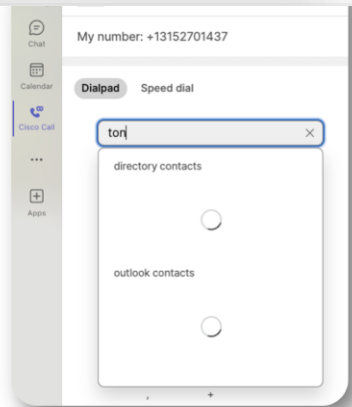
Q: Can I use these integrations to make a call from my [People tab](#) on Microsoft Teams or Outlook?

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



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

A: User search for Cisco Call for Microsoft Teams works with [Entra ID only](#)



Q: If I [cannot login](#) to Microsoft Teams, can I still make calls?

A: If using Cisco Call for Microsoft Teams, users can still make calls using the [Webex App](#)

Q: What if I [lose internet](#) connection?

A: [Survivability](#) can be deployed for Webex Calling or CUCM

# Closing

# 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 2026.



**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.

## Related sessions

**LTRCOL-2492** - Implementing Cisco Calling Interoperability with Microsoft Teams - [delivered](#)

**BRKCOL-2007** - Authentication, Authorization and Provision for Cisco Collaboration, what is new? - [delivered](#)

**BRKCOL-3018** - Troubleshooting Microsoft Teams Webex Calling Integration - [delivered](#)

**BRKCOL-2184** - Cisco video devices interoperability: Webex, Microsoft, Google, and Zoom - Get the latest updates! - [delivered](#)

**BRKCOL-2068** - Cisco IP Phones, Headsets, and Webcams: The Product Updates that we all Need to Know - [delivered](#)

**BRKCOL-2185** - Cisco collaboration devices with Microsoft Teams Rooms - Deployment and Best Practices - [Thursday](#)

# Webex Insider

Powered by Cisco Insider

## Form the Future of Webex

Participate in our continuous  
research and feedback program



Already part of the Cisco Insider Program?  
Expand your reach by joining the collaboration track



**Thank you**

**CISCO** Live !

# Appendix: FAQ

# Frequently Asked Questions

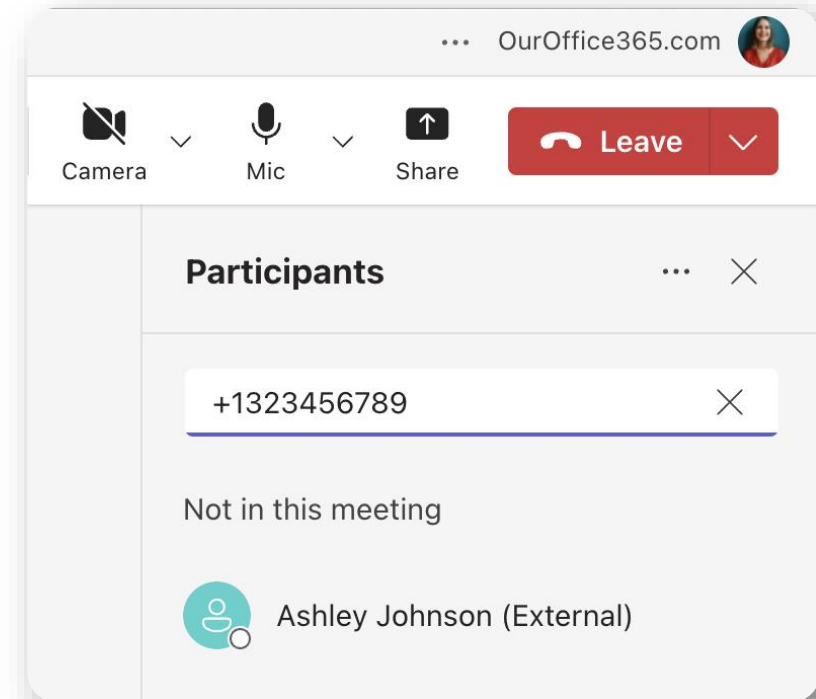
For your  
reference

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

**A:** No. Call Controls are **independent**

## Options:

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

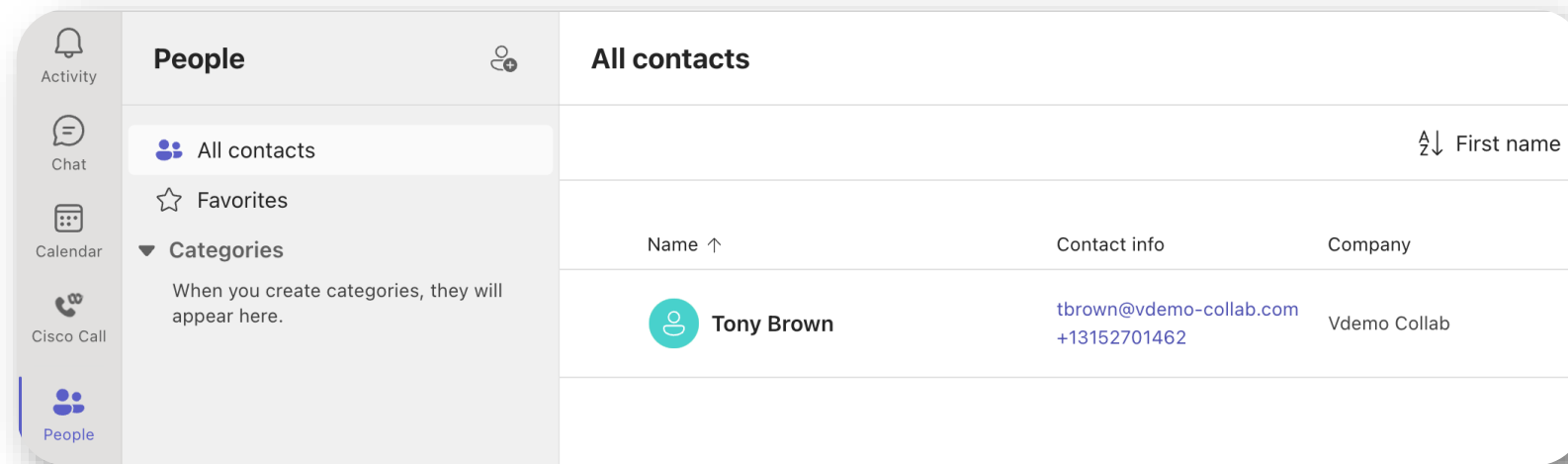


# Frequently Asked Questions

For your reference

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

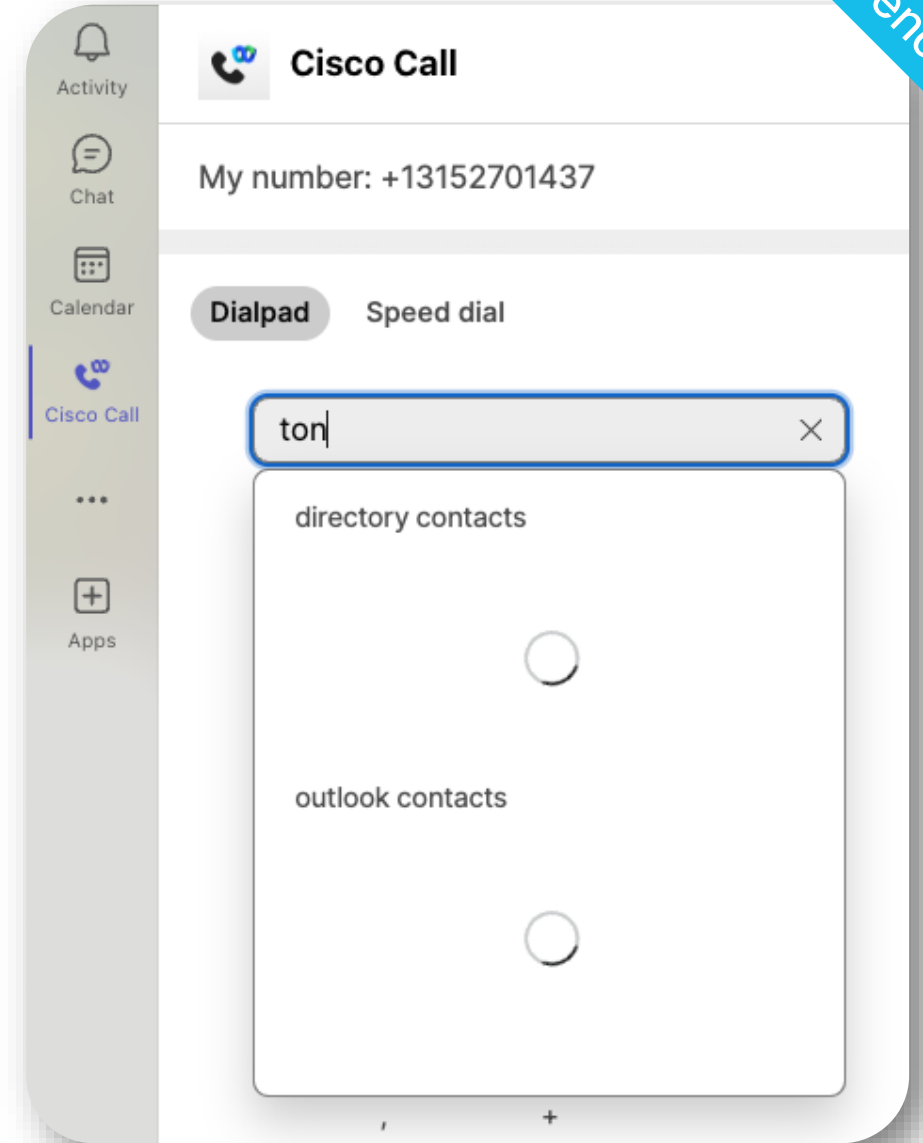
**A:** User must click on the **phone number**. The call will follow the protocol handler **tel:**, which can be configured locally to use the Webex App to make the call



# Frequently Asked Questions

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

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



# Frequently Asked Questions

For your  
reference

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

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

**Q:** What if I **lose internet** connection?

**A:** **Survivability** can be deployed for Webex Calling or CUCM

