webex
by CISCO

Webex Calling: Enterprise-grade cloud calling

Webex Calling delivers an enterprise-grade cloud phone system that enables businesses to dramatically reduce costs by eliminating premises calling infrastructure. Purpose built for hybrid work, Webex Calling scales infinitely to support an agile, global workforce on any device.

Webex Calling is an enterprise-grade phone system with over 15 million users globally. Available in over 160 markets, Webex Calling enables businesses to make a seamless move to cloud calling while minimizing cost, complexity, and business disruption.

Benefits

Flexible migrations
Webex Calling enables businesses to move to the cloud at their own pace with flexible migration options that minimize cost, complexity, and business disruption.

Globally available
Webex Calling is available in over 160 markets around the world through a global network of 17 data centers.

Proven reliability
Webex Calling delivers proven 99.999% availability. Enhanced Survivability and Site Survivability options to ensure that calling is available, even when the cloud is inaccessible due to unforeseen events like natural disasters.

Easy administration
Webex Calling is managed through Control Hub, our single pane of glass admin experience for the complete Webex Suite.

Cloud innovation
The Webex Calling cloud is always up-to-date with our latest innovations. We've launched over 90 innovations in the past 12 months that bring powerful new features to our Webex Calling users.

Webex Calling is delivered through a global cloud platform that delivers proven 99.999% availability. Protected by Cisco's world-class, end-to-end security, Webex Calling offers encrypted, secure calling, delivered on best-in-class cloud infrastructure. With global regulatory expertise and compliance across all markets served, the Webex cloud platform implements audited and professional security practices.

Webex Calling meets the need of any worker, in any industry, on any device. Webex Calling supports the complete range of Cisco IP phones, desk devices, and room systems, including the latest Cisco Desk Phone 9800 Series. Webex Calling provides a complete collaboration experience with the Webex App on desktop and mobile devices and enables users to seamlessly elevate a call to a rich Webex Meeting experience.

A complete cloud calling system available anywhere on any device

Webex Calling brings enterprise grade calling to users around the world. It extends seamlessly to a complete collaboration experience with the Webex Suite, including Meetings, Messaging, Polling, Async video, and Contact Center.

- **Globally available**: Webex Calling is available in over 160 markets globally through three, flexible PSTN options.

- **Unmatched availability**: The Webex Calling global cloud platform delivers proven 99.999% availability. For an added level of reliability, Enhanced Survivability and Site Survivability solutions ensure that calling is always available, even when the cloud is not.

- **Seamless experience in the Webex App**: Webex Calling delivers a complete collaboration experience through the Webex App and enables users to seamlessly elevate a Webex Call to a Webex Meeting.

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- **Modern devices**: Cisco offers a complete range of IP Phones, Desk devices, and Room Systems for Webex Calling, including our latest Cisco Desk Phone 9800 Series that support both UCM and Webex Calling.

- **Specialized devices**: Webex Calling supports specialized devices, like Cisco IP DECT phones, Cisco Wireless Phones, Cisco ATAs, as well as third party devices.

- **Customer experience built-in**: Customer Experience Basic is included with the Webex Calling Professional License and provides a core selection of call center tools including Voice Queues, multi-line support, Agent and Supervisor roles, and priority and skills-based routing. Our Customer Experience Essentials offer provides a complete agent, supervisor, and analytics experience in the Webex App that enables businesses to manage more sophisticated customer interactions.

- **Secure and compliant mobility**: Webex offers a complete range of mobile calling solutions, including Webex Go BYOD and Webex Go with AT&T that deliver secure, compliant, and private mobile calling.

- **Easily manage high call volume**: Agents and attendants can easily manage a high volume of calls across multiple lines and queues with our multi call window and Webex Attendant Console.

- **Crystal clear audio**: Webex Calling users can hear and be heard with artificial intelligence noise removal technology. Our HD Voice technology is an industry-first innovation that improves audio quality on both ends of the call.

- **Level-up with partners and integrations**: Webex Calling is built on an open platform with SDKs and APIs that facilitate a rich partner ecosystem. Our native integrations enable users to experience Webex Calling in other productivity tools like Microsoft Teams and Google Chrome.

- **Part of a complete suite**: Webex Calling is part of the Webex Suite, which includes Meetings, Messaging, Polling, Webinars, Events, Whiteboarding, and Video Messaging.

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To learn more about Webex Calling,
schedule a personalized demo

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