Cisco Webex
Control Hub Essentials

Your complete guide to efficient administration and designing user experience for long-term success.

Your toolkit for long term success with Cisco Webex Control Hub

This toolkit provides you, as an administrator, a quick start to configure the best Webex experience for you and your users. You may be here because:

- You're a brand new Webex customer.
- You're revisiting the health of your Webex configuration.
- You recently linked your Webex Site Admin site to Control Hub.

By following this guidance, you will streamline user management, enable a consistent end-user experience, and have a solid foundation to integrate your workflow.

This book has been created with you in mind to make you aware of the most important parts of Webex Control Hub and the best order to configure them.

Talk with other administrators like you

Join our Webex Community to connect with other Control Hub administrators. Post your questions and thoughts in an open forum.

In this toolkit, you will find

- Guidance to get started with Control Hub or optimize your existing configuration.
- Clearly outlined path with a start and endpoint.
- Links to other resources to take you that extra mile.

Made for you

We'd love to hear your feedback on how this toolkit has helped you and your colleagues to configure the Control Hub to match your specific needs.

Love this?

What is the Cisco Webex Control Hub?

Webex Control Hub is the single interface for Administrators to manage and realize the value of all that Webex has to offer.

In Webex Control Hub, you can

- Manage user accounts.
- Control access and authorization.
- Assign Webex services and licenses.
- Setup Webex Devices.
- View usage analytics.
- Gain insights into user adoption.
- Configure organization-wide settings.
- Troubleshoot possible issues.

Check out the complete Getting Started guide.

Want to follow along? View the how-to videos.

Site linking

Site linking enables Webex Meetings customers to continue using the Site Admin interface while accessing new analytics and troubleshooting tools from Control Hub. We encourage you to also link users to access the latest enhancements for the best Cisco Webex experience.

Administrator permissions

You can set up users in your organization with different administrator permission levels. Administrator roles are also available to partners.
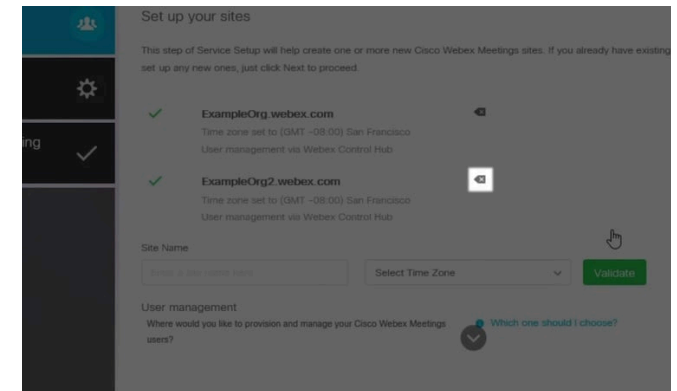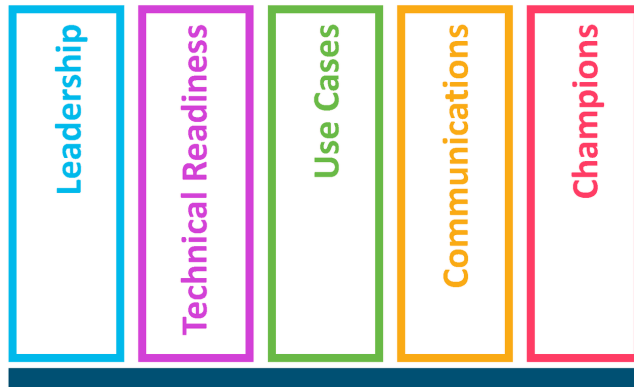

Tip: If you don't currently have a Webex site managed in Cisco Webex Control Hub and you want to explore the capabilities further, ask your Cisco partner or sales contact to create a test site for you.

The Webex adoption framework

The Pillars of Success: Driving Webex adoption

Leadership | Technical Readiness | Use Cases | Communications | Champions

Make Adopting Webex in your organization easy, with Cisco's Industry-leading approach:
The 5 Pillars of Success.

The Pillars of Success are designed to guide you through your adoption journey, so you can help your colleagues get the most from Webex. The chapters of this adoption toolkit guide you through the following:

Leadership

Support from the senior leadership team is key to adoption. Engage with the right people to make a plan for getting the organization started with Webex, the way they need.

Technical Readiness

First impressions are everything when it comes to new technology, so ensure you have all the technical resources and information required to make everything work the first time.

Use Cases

Define the best ways Webex will work in your organization and clearly show how colleagues will benefit. Sharing the right 'dream future' story is the best way to get everyone on board.

Communications

Spread the word! Make a plan to get the news out, about how Webex will work for everyone in your organization. Promote the value.

Champions

Your early users can really help grow adoption and engagement, so empower them to go out across your organization, to deliver support and best practices to others like them.

There's so much more for you to learn, to find out more see the full Adoption Master eBook.

You are here: Technical Readiness

Leadership | **Technical Readiness** | Use Cases | Communications | Champions
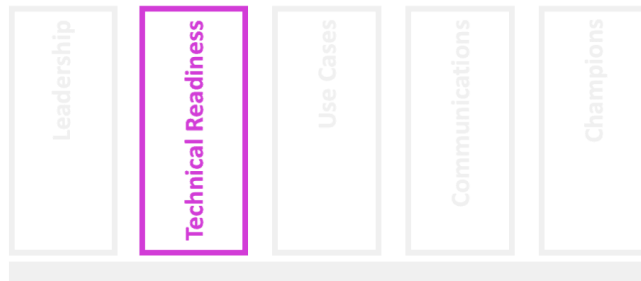
The adoption framework includes five Pillars of Success and this eBook is mostly about the Technical Readiness pillar.

What is Technical Readiness?

This pillar addresses the due diligence required to ensure that your services are deployed to reduce risks and meet the specific requirements of your organization.

But there's more to Technical Readiness than getting the configuration right. It's also about thoroughly testing the experience from the point of view of users and removing bumps in the road.

**This eBook guides you on a clear path to configure Control Hub:**
· Laying the foundations
· Taking the user experience from good to amazing.
· Going above and beyond.

Use our Technical Readiness checklist, to keep you on track.

Your map to long-term success

We've mapped out Cisco Webex Control Hub best practices to align with your business requirements and needs.

Each step builds on the last and should be completed in sequence. Completing the steps in this order will streamline the configuration process and reduce the need for hands-on management.
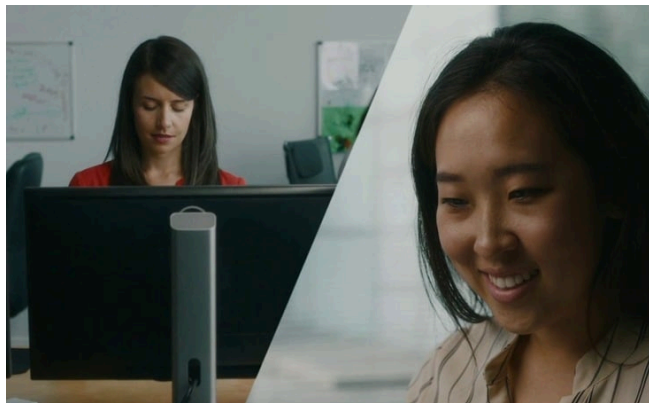
See how you can make Webex even better for your users with Control Hub

Laying the foundations: Your 'must-do'

We recommend that all businesses - regardless of size or maturity - complete these steps for long-term success. If you've been around the block before, now's the time to review your site configuration to make sure you've completed these steps.

01. Set-up wizard	02. Network tests	03. Verify domains	04. Auto-assign template	05. Claim users	06. Add users

Taking user experience from good to amazing: Your 'should do'

Level up your organization to take advantage of integrations that will make the whole Webex experience simpler and faster for everyone.

07. Claim domains	08. Single sign-on (SSO)	09. Directory sync	10. Webex audio	11. Calendar service	12. Devices

Going above and beyond: Your 'could do'

Custom enhancements for specific business objectives and requirements.

Laying the foundations

The 'must-do' steps for
flawless configuration.

Laying the foundations: Your 'must-do' steps

| 01. Set-up wizard | 02. Network tests | 03. Verify domains | 04. Auto-assign template | 05. Claim users | 06. Add users |

Want to know the secret of Webex success in your organization?

Lay good foundations!

It's the difference between endless firefighting and being everyone's favorite technical wizard.

By following these 'must-do' steps you'll be set up for long-term success and have confidence in a consistently great experience for your users. All Webex activity will be safe, secure, and vetted.

Join our Control Hub Essentials: Foundations online class.

Why is the order important?
Each step builds on the previous and should be completed in sequence. Completing the steps in this order will streamline the configuration process and reduce the need for hands-on management down the road.
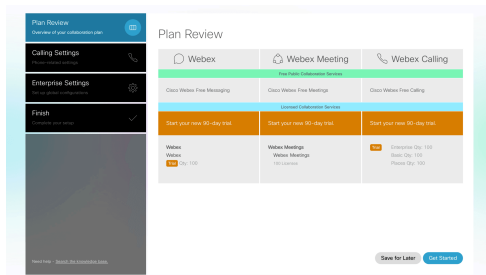
When your Webex site is ready, the designated contact will receive an email with a link that allows them to sign in. They will then be prompted to complete the Plan Review set up wizard.

Points to note

- This step sets your global site URL and videoconferencing SIP address.
- The Service Setup wizard can be skipped but will continue to pop up until completed.
- Your Cisco partner may have completed this step on your behalf.
- Once completed, the Service Setup Wizard will disappear. If you don't see it, move to the next step.

Impact for you

- Confirm what you have purchased from Cisco.
- Make important choices about service configuration as early as possible.

Impact for users

- Purchased services will be ready to use faster.

What to do

Complete the three sections in the setup wizard:

1. **Plan Review**. Confirm the Webex, Webex Meetings, Webex Calling, and Webex Devices services in your plan.
2. **Calling Settings**. Confirm phone-related settings.
3. **Enterprise Settings**. Set up global configurations, such as SIP Address and Webex Assistant.

One complete, click **Finish**.

Learn more here.

| 01. Set-up wizard | 02. Network tests | 03. Verify domains | 04. Auto-assign template | 05. Claim users | 06. Add users |

This step is all about ensuring that your organization's network is ready for the deployment of Webex. Especially key for organizations that are new to Webex.

Points to note

- If your Webex services are already deployed and working well in all locations, you can move past this step.
- If your Webex services have not been fully tested in your environment, we recommend following this step closely.
- To get the best video experience, enable Webex Collaboration Meeting Rooms for all hosts. This step and the Bandwidth requirements document allows you to plan for the optimal experience.

Impact for you

- Have confidence that Webex will work and scale in your environment.
- Identify underperforming parts of the network and make the case for improving or upgrading them.

Impact for users

- Reduced likelihood of bandwidth frustrations and blocked functionality.

What to do

Cisco Webex
Access the network test tool.

Cisco Webex Meetings
Test meeting.
Bandwidth requirements.

Allow Webex Meetings Traffic on My Network
Find out more.

01. Set-up wizard	02. Network tests	**03. Verify domains**	04. Auto-assign template	05. Claim users	06. Add users

This step is vital for security and user management. It allows you to discover all users who have already created free Webex accounts, so that you can convert them to your organization in the following steps.

Points to note

- If you have users across different domains – for example, .com, .co.uk, .au – be sure to verify all of these domains.
- Verifying your domains **does not** prevent people in your organization from creating free Webex accounts.
- In the next section, you will learn how to Claim Domains, which will prevent the creation of free user accounts with your company domains.

Impact for you

- See instantly who in your organization has created free Webex accounts.
- Prepare for converting free accounts into your organization for better management and access to paid services.

Impact for users

- Access to the full range of paid services instead of being stuck with limited free accounts.
- This is a prerequisite for more advanced features later.

What to do

To verify domains, we provide a token to add to your domain host's DNS TXT record. To confirm that you own the domain, we check for this token on the DNS server.

Follow the steps in this guide under "Add and verify domains".

Tip: If you are not the admin for your DNS server, you will need help from that person or team to complete this step.

Note: Once you have verified domains, don't proceed to claim domains just yet. It's better to complete all foundational steps first.

| 01. Set-up wizard | 02. Network tests | 03. Verify domains | **04. Auto-assign template** | 05. Claim users | 06. Add users |

The auto-assign template ensures a consistent experience for all new users only, by automatically applying the correct license from your subscription.

If you have existing users you can update them manually, or use a CSV file to modify many users and account attributes at once.

Points to note

- If you do this in advance of adding the bulk of user accounts they'll all be created with the same features assigned.
- Currently, Control Hub supports one template. If you need to apply a variety of license attributes, configure auto-assign for the most common account type and change others manually or by CSV batch file.
- We recommend enabling Webex Collaboration Meeting Rooms for everyone so that they can enjoy consistent video collaboration experiences from mobile, desktop, or room systems.

Impact for you

- Consistent, streamlined license assignments.
- Users will have access to the right features.

Impact for users

- Everyone has the intended Webex experience per their role in your organization.

What to do

- Follow this guide to modify your auto-assign template for the most common account type.
- Modify users by CSV.

Note: You can modify or deactivate this template at any time.

| 01. Set-up wizard | 02. Network tests | 03. Verify domains | 04. Auto-assign template | 05. Claim users | 06. Add users |

If some people in your organization signed up for free Webex accounts, you can claim them, so that they're managed from your organization. After claiming, you can assign licenses to people so they can use the features included in your subscription.

Points to note

- Users cannot exist in multiple Webex organizations with the same email address.
- This step is critical for domain claim, Directory Synchronization, SSO, assigning security services, and more.

Impact for you

- Peace of mind that all of your users are securely managed under your Control Hub instance.
- Ensure that converted users have the right licenses assigned to them.

Impact for users

- No confusion over why some colleagues can access Webex features while others can't.

What to do

Follow this guide to firstly claim users from free accounts and then assign the appropriate licenses.

Tip: Ensure that you have set up the auto-assign template to streamline license provisioning for newly added users.

Note: Before you begin you must have an active administrator email address with the same domain as the accounts you're converting. If you have multiple domains, you can create an admin login for each domain to manage the convert function.

01. Set-up wizard	02. Network tests	03. Verify domains	04. Auto-assign template	05. Claim users	06. Add users

If you've completed all of the other foundational steps, congratulations! Adding and managing users will be much easier for you going forward. Now you can decide if you want to add the bulk of your users manually, by CSV batch file, or Directory Synchronization.

Points to note

- How you add users will be influenced by the size of your organization. Adding users manually works for many small organizations, whereas CSV batch files are necessary when user numbers grow. Directory Synchronization streamlines adding and managing users to your Control Hub site but requires Microsoft Azure or Active Directory.
- You can also change information and license settings for many users at once by using the CSV batch file method.
- Directory Sync is required for activating some advanced features like People Insights.

Impact for you

- Quickly create new user accounts "on the fly" with manual add.
- Add with CSV batch files that run in the background while you perform other tasks or even leave Control Hub while they complete.
- Have complete peace of mind regarding leavers and joiners with Directory Synchronization (next section).

Impact for users

- Shorter waits for users when they request or need changes to their setup.

What to do

- Add user accounts manually.
- Modify users accounts manually.
- Add users by CSV
- Modify users by CSV.
- Manage users in Control Hub.
- For directory synchronization, see the next section: Taking user experience from good to amazing.

Taking user experience from good to amazing

The 'should do' steps for an integrated experience.

Taking user experience from good to amazing: Your 'should do' steps

| 07. Claim domains | 08. Single sign-on (SSO) | 09. Directory sync | 10. Webex audio | 11. Calendar service | 12. Devices |

Completing the steps in this order will streamline the configuration process and reduce the need for hands-on management.

Level up your organization to take advantage of integrations that will make the whole Webex experience simpler and faster for everyone.

Enhance user management and create an integrated experience for scheduling and joining meetings for your whole team.

| 07. Claim domains | 08. Single sign-on (SSO) | 09. Directory sync | 10. Webex audio | 11. Calendar service | 12. Devices |

In the foundational steps, you will have verified your domains in order to streamline the activation of converted accounts for any people who had signed up for free Webex. But this doesn't stop others from signing up for free accounts. In this step, you will claim your domain(s) to ensure that everyone is securely managed with your organization.

Points to note

- Completing this step is the only way to prevent your users from creating free Webex accounts when using their corporate email account/domain outside of your primary Control Hub site.
- For Webex Hybrid Call Service and Webex-registered devices, you must verify domains that are contained in the on-premises directory URIs for end-user accounts on Cisco Unified Communications Manager (Unified CM).

Impact for you

- Peace of mind that none of your people are using Webex outside of your purview.
- Avoid messy user management issues.
- Be ready to turn on more advanced features and integrations.

Impact for users

- Remove the confusion about where their accounts are managed.

What to do

- Follow the steps in this guide under "To claim domains"

Note: Before you claim your domains, you will first have verified them in the Laying The Foundations steps.

| 07. Claim domains | 08. Single sign-on (SSO) | 09. Directory sync | 10. Webex audio | 11. Calendar service | 12. Devices |

Single Sign-on (SSO) lets your people use just one set of login credentials for Webex Meetings, Webex, and other applications in your organization, enhancing overall security.

This step improves the user experience for organizations of any size.

[here](#)

Points to note

- SSO is only available if you have purchased an identity provider (IdP) such as Microsoft Azure or Duo.
- Invitation emails can be disabled for new users once SSO is enabled, giving you control to send your own welcome emails when new accounts are created.

Impact for you

- Eliminate helpdesk queries about forgotten Webex passwords.
- Better security compliance with centrally managed identity and access and Multi-Factor Authentication (MFA) via your IdP.
- PII compliance.

Impact for users

- Seamless login experience as they move between applications.
- Less frustration at having to remember many usernames and passwords.
- Less time logging in means greater productivity.

What to do

- Review the following article for [guidance with your specific IdP](#).
- If your IdP is not listed, follow the high-level steps under the "SSO Setup" tab.

Tip: Onboard your users "silently" and manage their settings before they sign in using the combination of AD, auto-assign license, domain verification, and SSO, as documented [here](#).

Cisco Directory Synchronization automatically synchronizes users between Microsoft Active Directory and Webex Control Hub. This is especially relevant for larger organizations to streamline user on-boarding and off-boarding by saving you time and reducing administrative effort.

Points to note

- It can be configured for on-premises Active Directory, or Azure Active Directory (no on-premises infrastructure required).

Impact for you

- Simplifies the Webex on-boarding experience and day-to-day user management.
- Reduce admin overhead by automatically reflecting changes made in Active Directory.
- Automatically add and remove users to reduce manual effort.

Impact for users

- No delay for new joiners. They'll be able to use Webex services soon after they're added to Active Directory.

What to do

- Review the requirements for the on-premises Cisco Directory Synchronization.
- Or Azure Active Directory (no on-premises infrastructure required).

Cisco Webex Audio is a part of your Cisco Webex Meetings subscription. It allows a seamless join and in-meeting experience, whether connecting by computer (VoIP), video device, mobile, or desk phone.

As a cloud-based PSTN audio option, Cisco Webex Meetings Audio provides a broad coverage footprint with toll dial-in, toll-free dial-in, and call-me capabilities for local and global connections.

Points to note

- Webex PSTN dial-in and call-me options are set site-wide but may be restricted at the user level.
- Administrators can assign two default call-in numbers for all users and can also allow meeting hosts to change the call-in numbers to better suit the people joining their meetings.
- We recommend enabling all users with all audio options in your plan to ensure attendees can join in the fastest, most convenient, and highest quality way.

Impact for you

- You can limit which users have global and toll-free call-in in order to control toll charges (realize additional PSTN cost savings by deploying Webex Edge Audio).

Impact for users

- VoIP provides the highest quality audio at the lowest cost and adapts to changing network conditions. Call-me is the easiest join experience for PSTN users. Dial-in PSTN options provide even more flexibility.
- Recordings and audio transcripts can be made available post-meeting.

What to do

- Review the following article: Configure Teleconferencing Options for a Webex Site in Cisco Webex Control Hub.
- Cisco UCM customers can realize additional PSTN cost savings by deploying Webex Edge Audio.
- Maintain a relationship with your existing Cisco-certified CCA-SP (Cloud Connected Audio – Service Provider) partner for audio services.

Cisco Webex Hybrid Calendar Service connects your Microsoft or Google calendar services to Cisco Webex Meetings and Webex, to make scheduling Webex meetings super easy. Users just need to add @webex or @meet to the location field of their calendar invites to automatically include Webex join details. This step is beneficial for organizations of all sizes!

Points to note

- You can enable Hybrid Calendar. Service for one or more of Office 365 (cloud), Exchange (on-premises), or Google suite.
- This service enables One Button To Push (OBTP) on the user's personal devices.
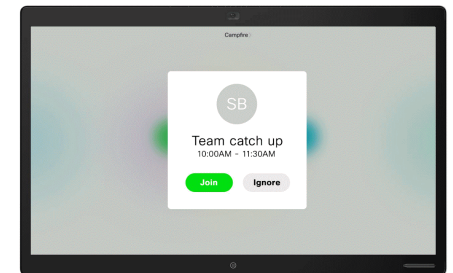
Impact for you

- Remove the need for maintaining calendar plugins as @webex / @meet trigger scheduling at the server level.
- Fewer scheduling issues from users owing to the simplicity of typing @webex / @meet.

Impact for users

- Much simpler scheduling and fewer steps.
- Easy scheduling when on the move from mobile calendar apps.
- Ease of choice between Webex Meetings Personal Room (@webex) and Webex meetings (@meet).

What to do

- Start by reviewing the requirements for the Hybrid Calendar Service (On-premises).
- If using Microsoft Azure, see here.
- For general information about the Hybrid Calendar Service.

07.
Claim domains

08.
Single sign-on (SSO)

09.
Directory sync

10.
Webex audio

11.
Calendar service

12.
Devices

Cisco Webex Devices combine state of the art audio, video, touchscreens, UX, and AI to amplify the way your organization communicates and collaborates with Webex services.

Points to note

- You can set up Webex Devices one at a time as either Place (for use by many users) or Personal (for use by one user).
- Webex Devices include:
  Cisco Webex Board
  Cisco Webex Room Devices
  Cisco Webex Desk Devices

Impact for you

- Complete the journey from good to amazing.
- Be responsible for supercharging the quality of conferencing and collaboration in your organization.
- Ability to see online/offline devices and troubleshoot from Control Hub.

Impact for users

- Even more Webex value with devices designed for better collaboration.
- More immersive, engaging meetings as the quality lifts from good to amazing.
- With Calendar Service enabled, One Button To Push makes joining meetings incredibly easy – just push the big green button!
- Greater office mobility as it's easy to transfer meetings from personal devices to Webex Devices.
- Collaboration tools like screen sharing, annotation, and whiteboarding and access to AI options.

What to do

- Add a Personal Webex Device.
- Add a Place Webex Device. Best experience for devices that will be shared by many users i.e. in a conference room that can be reserved by employees.
- Generate activation codes. Each new device requires an activation code from the Control Hub.
- Search for Webex Devices. This will allow you to manage devices and run usage reports.
- Lock settings. Using this option, only the administrator will be able to apply changes to Webex Device settings.
- Enable One Button To Push. Make it easier for users to join meetings from Webex Devices.

Going above and beyond

The 'could do' steps based on your business objectives.

Going above and beyond:

This section covers additional enhancements that can be leveraged to drive your specific business objectives and compliance requirements.

Pick one or all enhancements to customize your Control Hub configuration.

Learn more about:
- Security and compliance
- Workflow-specific integrations
- Incorporating on-prem investments
- Introducing Cognitive Collaboration and artificial intelligence

Calling Services

Calling Services for Cisco Webex and Cisco Cloud registered devices (IP phones, video systems, and Webex Boards) may leverage a customer's existing Cisco Unified Communications Manager (UCM), HCS calling service or Webex Cloud enterprise-grade calling, in order to enable meetings, messaging and calling from a single integrated client for desktop and mobile.

I want to

- Maximize the value of my Cisco UCM on-premises calling investment.
- Minimize my CapEx and control my OpEx.
- Use my existing PSTN service while leveraging cloud services.
- Replace my on-prem PBX and offload my PSTN service to the cloud.
- Provide my cloud-registered Cisco Webex video devices with a Cisco UCM directory number or extension for calling to/from other Cisco UCM registered devices and external PSTN numbers.

Impact for you

- Bring the goal of Unified Communications (UC) one giant leap closer.
- Keep using your existing call control, and get all the additional benefits of Cisco Webex services.

Impact for users

- Make and receive the same calls from either desk phones or Webex Teams.
- True flexibility in how to receive business calls: from office desk, home, or mobile. No need to miss calls when away from the desk!
- Blend Cisco Webex features and benefits with traditional calling.

What to do

- Learn about Cisco Webex Calling.
- Read the Webex Calling datasheet.
- Learn about integration with Cisco UCM for Calling in Webex Teams.
- Learn about integration with Cisco UCM for Calling with cloud-registered Cisco Video Devices.

Webex Edge Video Mesh

Boost video quality and reduce internet bandwidth by using local media nodes that overflow to the cloud.

I want to

- Reduce meeting bandwidth on my network.
- Reduce packet loss and jitter.
- Improve video quality.
- Reduce internet costs.
- Fully utilize my on-premises media hardware.
- Still have the reliability and scalability of the cloud.
- Allow my users to join from wherever they are – no need to configure users as mobile or on-prem.
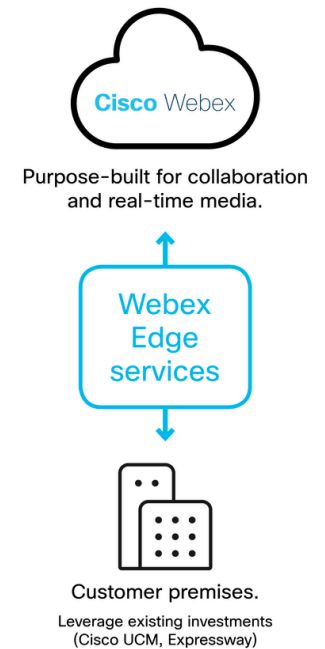
Impact for you

- Increase available bandwidth.
- Demonstrate to the business that you're maximizing quality and reducing costs at the same time.
- Enhanced security.

Impact for users

- Even better video quality that doesn't depend on internet conditions.
- The ability to join from anywhere.

What to do

- Read the datasheet.
- Read the deployment guide.
- Read the Cisco Webex Edge eBook.

Cisco Webex

Purpose-built for collaboration and real-time media.

Webex Edge services

Customer premises.
Leverage existing investments (Cisco UCM, Expressway)

✳ ✳ ✳ ✳ ✳

Enhanced, consistent quality.
Cost saving.
No change in user behavior.

Webex Edge Audio

Webex Edge Audio will intelligently route Webex Meetings call-in and call-back audio via VoIP, avoiding the public telephone network (PSTN).

I want to
- Dramatically reduce the cost of call-in and call-back for Webex Meetings.
- Improve the audio quality for meetings joined by phone.
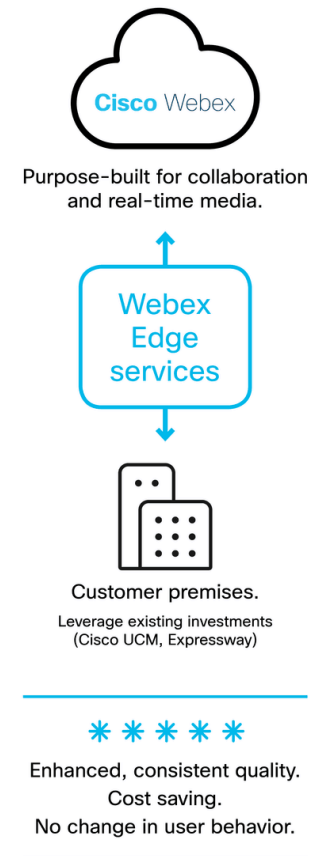
Impact for you
- Intelligently route Webex Meetings call-in and call-back audio via VoIP over the internet or directly to the Webex cloud with Webex Edge Connect direct peering, avoiding additional costs and complexity of the PSTN.
- Leverage your existing Cisco Unified Communications Manager (CM) environment to manage calls.

Impact for users
- No change in user behavior required.
- Better audio quality.
- Continue to use dial-in and call-back without knowing it avoids the public telephone network (PSTN).

What to do
- Read the datasheet.
- Read the prerequisites.
- Read the configuration guide.
- Learn about call-back routing options.
- Read the Cisco Webex Edge eBook.

Cisco Webex

Purpose-built for collaboration and real-time media.

Webex Edge services

Customer premises.
Leverage existing investments (Cisco UCM, Expressway)

✳ ✳ ✳ ✳ ✳

Enhanced, consistent quality.
Cost saving.
No change in user behavior.

Webex Edge Connect

Webex Edge Connect enables all of your Webex media to traverse a direct peering link to the Webex cloud providing dedicated bandwidth and end-to-end QoS for all meeting VoIP, video, and content sharing traffic.

I want to

- Scale video adoption with direct peering to the Webex cloud for on-premises quality and performance.
- Improve the security of online meetings.

Impact for you

- All Webex media traffic traverses the direct peering link from your premises to the Webex cloud providing dedicated bandwidth and end-to-end QoS for all VoIP, video and content sharing traffic.
- Without exposure to the public internet, you have better protection from security threats and attacks.

Impact for users

- Greater stability and quality in meetings.
- More productive and satisfying collaboration owing to fewer connectivity issues.

What to do

- Read the datasheet.
- Read the deployment guide.
- Read the Cisco Webex Edge eBook.

Cisco Webex

Purpose-built for collaboration and real-time media.

Webex Edge services

Customer premises.
Leverage existing investments (Cisco UCM, Expressway)

✳ ✳ ✳ ✳ ✳
Enhanced, consistent quality.
Cost saving.
No change in user behavior.

Hybrid Data Security Service

All Cisco Webex customers get end-to-end encryption with dynamic keys stored separately in the cloud Key Management Service (KMS). Cisco Webex Hybrid Data Security moves the KMS and other security-related functions to your data center, so nobody but you holds the keys to your encrypted content.

My goals are

- Move some aspects of cloud security in house.
- Further improve our security posture around Cisco services.

Impact for you

- Even more confidence around your organization's security posture.
- Increased ability to meet internal compliance and Information Security requirements.

Impact for users

- Users will not notice a difference in service, but you can communicate additional assurances around security.
- Especially useful for highly regulated projects where users may have data security concerns around using Webex to collaborate.

What to do

- [Read the deployment guide](#)

Hybrid Context Service

Cisco Webex Hybrid Context Service stores your customer interaction data in the cloud enabling flexibility in how you store and use data. Contextual "breadcrumbs" allow customer service agents to better understand the customer journey and provide a better service.

My goals are
- Provide history and contextual information for all customer interactions to customer service agents.
- Convert traditional, isolated multichannel interactions from separate channels, into seamless omnichannel journeys.

Note: Available only to customers using Webex as part of their customer service function.

Impact for you
- Personal achievement of helping your business better understand and respond to the needs of customers.
- Out-of-the-box integration with the Cisco Contact Center portfolio adds value to existing investments.

Impact for users
- Customer service agents are enabled to provide a better service through better understanding and access to contextual information.

What to do
- Read the overview.
- Read the setup guide.

Hybrid Message Service

Cisco Webex Hybrid Message Service connects your Cisco Unified Communications Manager IM and Presence service to enable interoperability with Cisco Webex.

I want to

- Provide interoperability between on-premises Jabber deployment and Cisco Webex users.

Impact for you

- A bridge between legacy on-premises investments and cloud services.
- Make small, manageable steps towards the cloud.

Impact for users

- A more unified experience across applications.

What to do

- [Read the deployment guide](#).

Webex Assistant

Webex Assistant is an AI-powered voice assistant that enables people to verbally engage with meeting spaces. Voice can be used to accomplish a range of tasks such as starting scheduled meetings, joining a Webex Personal Room, or calling anyone in the company directory.

I want to
- Improve our AI posture.
- Offer voice command options to users.

Note: Webex Assistant is for Webex Meetings customers with cloud registered endpoints. We recommend Webex Edge Connect to help scale the adoption of the required cloud video endpoints.

Impact for you
- Further enhance the usefulness of Webex investments.
- One more step on the road to AI enablement.

Impact for users
- A more natural, voice-based interface with Webex services.
- Easy to remember activation phrases: "OK Webex" or "Hey Webex".

What to do
- Access the Webex Assistant toolkit.
- Enable Webex Assistant in Control Hub.

People Insights

People Insights helps Webex users get up to speed with the people in their meetings. It shows rich profiles of attendees, their professional backgrounds, real-time news, and much more.

I want to

- Surface more AI capabilities to users.

Note: Only applies to US-hosted Webex Meetings customers.

Impact for you

- Further enhance the usefulness of Webex investments.
- One more step on the road to AI enablement.

Impact for users

- Gain useful insights on everyone present in meetings.
- Less time prepping before meetings.

What to do

- Watch the video.
- Access the People Insights eBook.
- Enable People Insights in Control Hub.
- Read the security whitepaper.

Webex Education Connector

The Cisco Webex Education Connector brings the best of Cisco Webex and Webex Meetings to your students, teachers, and administrators inside your LMS.

I want to
- Provide a more integrated collaboration experience for students and teachers.

Points to note
- Works with LMS platforms such as Canvas by Instructure, Blackboard Learn, Moodle, Brightspace by D2L, Sakai, and more.
- PII compliance requires SSO for access and authorization, but not directory synchronization.

Impact for you
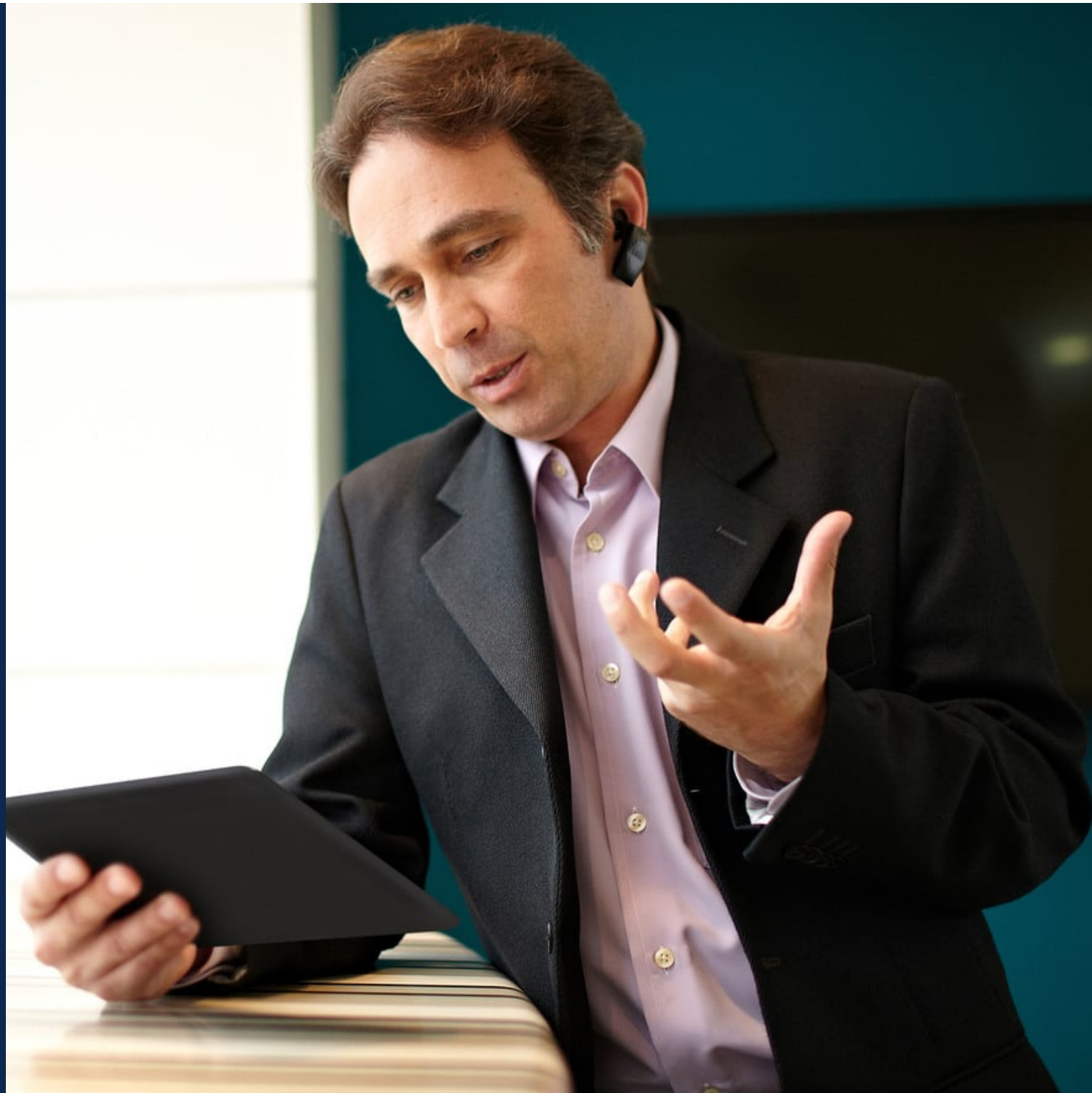- Another step on the path to smarter integration and interoperability.

Impact for users
- Students can learn anytime, anywhere, on any device.
- Teachers can innovate faster around how they deliver courses.
- All collaboration needs to be met without leaving the LMS.

What to do
- General overview.
- Learn how to install.
- Learn how to use.

Security and compliance

Rest assured that security is always top of mind for Cisco, and Cisco Webex baseline security for user-generated data is among the strongest in the collaboration solutions market. No other collaboration enterprise messaging service offers the end-to-end encryption that is part of Cisco Webex.

Resources

- Start at the Cisco Trust Center for a comprehensive answer to the question "Why trust Cisco?"
- Read the Cisco Webex Control Hub Compliance Data Sheet.
- Read the Cisco Webex Control Hub Data Security Data Sheet.
- Read the Webex privacy datasheet.
- Read the Webex Meetings privacy datasheet.

Helpful
resources

Control Hub helpful resources

Learn
- cs.co/onlineclasses
- help.webex.com
- status.webex.com

Connect
- cs.co/webexadoption
- Join our Webex Community
- Join Cisco Webex Ambassadors
- Explore App Hub integrations and bots

Tell us what you think!

Love this?

Tip: Subscribe to Webex Meetings, Webex, and Webex Control Hub 'What's New articles' on help.webex.com!
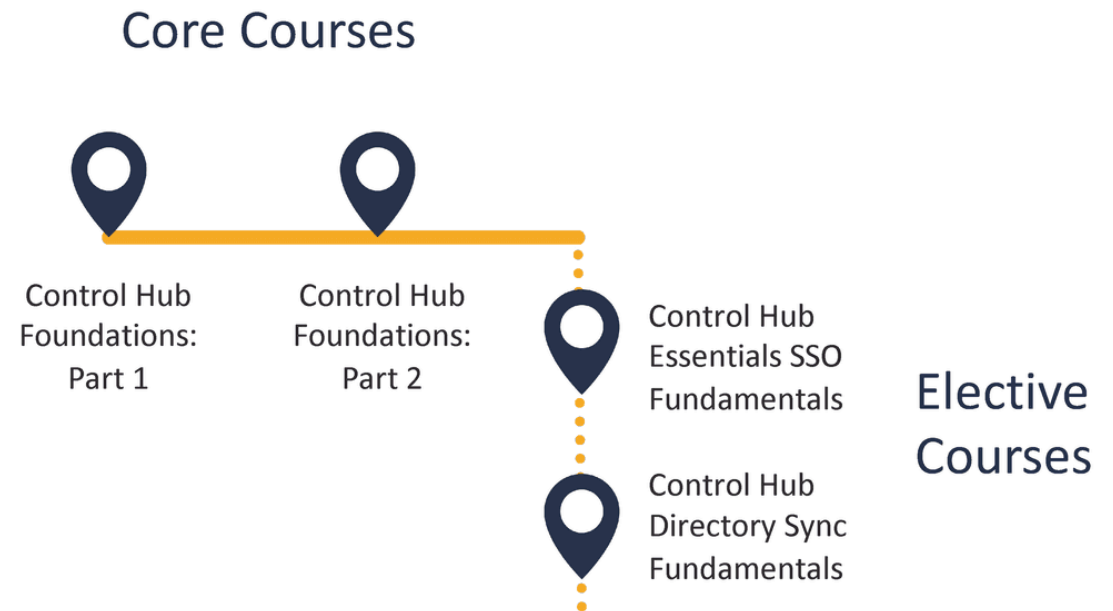
Webex Control Hub Essentials Learning Path

Embark on your Webex Control Hub Essentials journey through free, in-product online courses. As an Admin, use this specifically designed Webex Control Hub Essentials learning path to guide you in the right direction towards a better understanding of the critical elements needed for a successful control hub environment.

Then dive into the next three courses that will go more in-depth into these critical elements.

Start your Webex Control Hub Essentials courses learning path today!

Core Courses

Control Hub Foundations: Part 1

Control Hub Foundations: Part 2

Control Hub Essentials SSO Fundamentals

Control Hub Directory Sync Fundamentals

Elective Courses

Thank you for reading

Cisco Webex
Control Hub Essentials