



Collaboration
Technical Marketing

What's New in Webex App, Meetings, Devices & Control Hub

Release 42.8

Cisco Collaboration Cloud

July 2022



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Webex 42.7 Update Review

M	W	FedRAMP	VDI
✓	✓	✓	

Assign Meetings Site Account for External Users

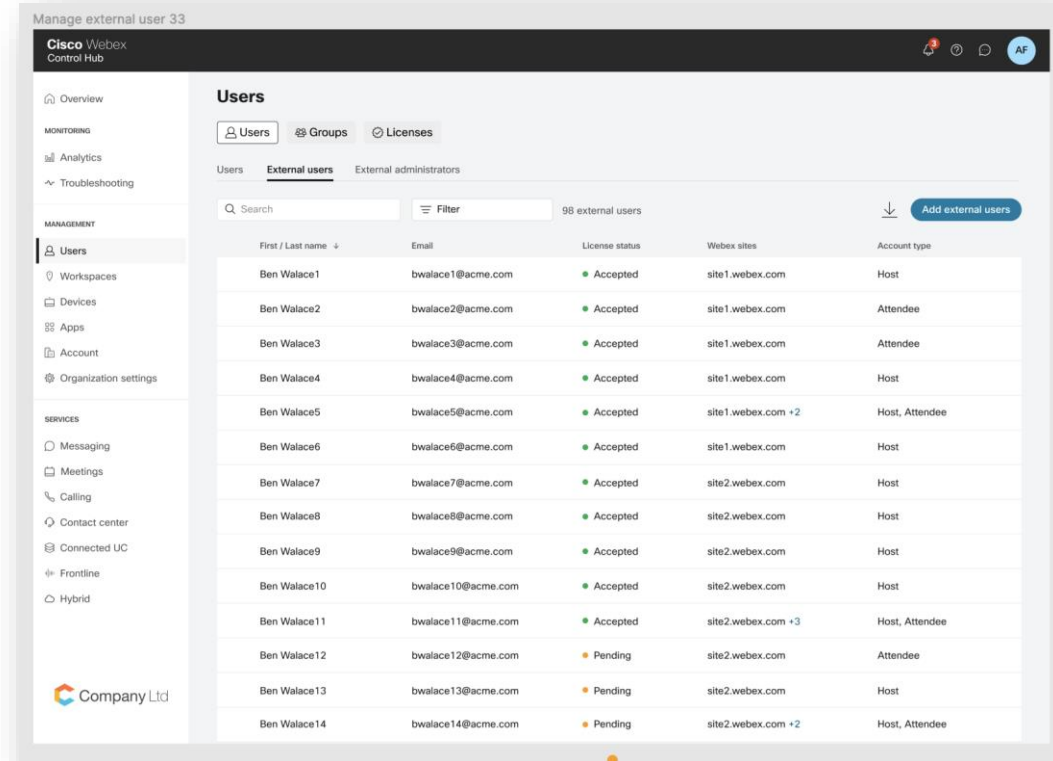
For Control Hub Managed Sites

Allow admin to create meeting site host/ attendee account for external users (existing feature for Site Admin sites)

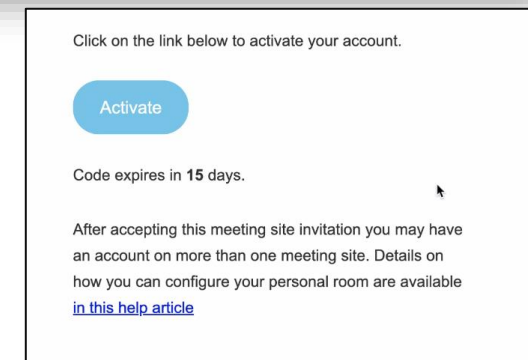
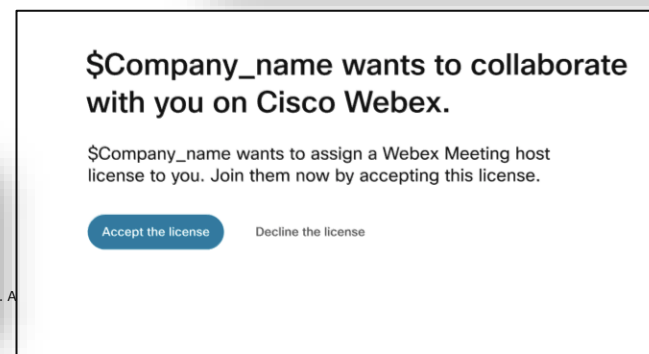
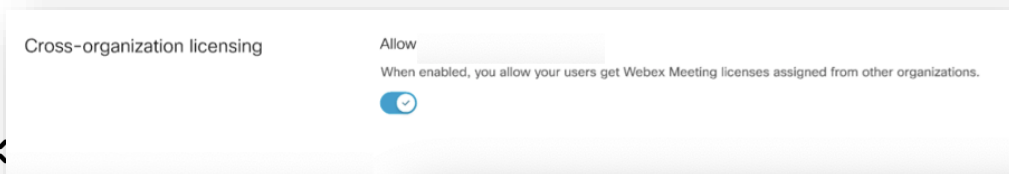
Users must accept the license to gain access

Admin can block their users from getting a meeting site account from an external org in Control Hub (see bottom picture)

Note: Ability to use XML API forward compatibility, People API and CSV will be in upcoming release



**Beta in August
GA few weeks after successful beta test**



M	W	FedRAMP	VDI
✓	✓	✓	

Self Signup Meetings Site Host Account Support

For Control Hub Managed Sites

Admin can enable the option for self signup for host account on the Meeting site, so users can request an account themselves (existing feature in Site Admin sites)

Note: Support internal users only

Admin can process the signup request by

- Set up rules to auto approve/reject the request
- Admin can review and approve/reject the request in the Alerts Center

GA in August

Cisco Webex Meetings Sites > Configure sqwd-ms0524-kafka1.dmz.webex.com > Common Settings

Account Management Settings

Allow host account signup

approve requests from these email domains: (Note: To add multiple email domains, separate each value with a comma)

reject requests *not* from these email domains: *.webex.net, webex.org)

Based on the approval and rejection specifications above:

Automatically approve or reject host account requests
(Note: Requests that do not meet the approval and rejection specifications must be manually reviewed.)

Review host account requests. Send review notification email to:

https://sqci02.dmz.webex.com/webex

webex by CISCO

English | Sign up | Sign In

webex Control Hub

Alerts center

Alerts | Requests | Manage

Search by name | 2 filters selected | 2 requests

Requested by	Email address	Service	Type	Date	Status	Actions
wentaotest342141236@...	wentaotest342141236@...	Meetings	Account Request	03/24/2022	Pending	Approve Reject
wentaotest342141236@...	wentaotest342141236@...	Meetings	Account Request	03/24/2022	Pending	Approve Reject

Milestones

Milestones: Webex Release 42.8

These dates, and features shown, are still subject to change.



Snapshot

Webex Meetings Suite Feature Snapshot: 42.8 Update

Meetings/Webinar Experience



Webinars

- Promote Webex Webinars in Webex Events Classic page
- Free Premium Assist to All New Webinars Subscribers
- Registration page enhancements
- Webinar template scope improvement
- Post webinar survey
- No email/registration ID entering before joining

Pre-Meeting:

- Secure Join
- Single Sign On (SSO) for Webex Scheduler Outlook add-in
- Webex Scheduler for Outlook add-in automatically updates meetings
- Reset Webex Sessions

In-Meeting

- Recordings layout follows stage layout
- Keyboard shortcuts for Simultaneous interpretation

- Enhanced Experience when sharing a camera as content
- Removal of Verify Rich Media Player
- Right-to-left (RTL) Language Support

Slido Update

- Global Deployment of our US Servers

Video Device and Media Enhancement:

- Hide non-video users on video devices
- Simultaneous Interpretation improvements
- Change device video layout for paired device
- On-prem registered devices can join Breakout Sessions

Post Meeting:

- Select and download multiple recordings

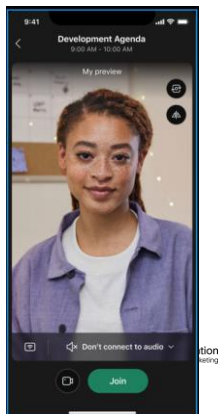
Webex Meetings VDI:

- Support customizable registration forms
- Administrator's ability to retrieve recordings of all users per site

Webex for Government

- Webex Scheduler now supports GCC and GCC High environments

Mobile app



Android

- Prevent real time communication when on a restricted IP range
- Change device video Layout for paired device
- Simultaneous Interpretation improvements
- Support Right-to-left (RTL) Languages
- Host Stage View support for recordings and streaming
- Attendee doesn't need to re-enter email or registration ID before joining a webcast meeting

iOS

- Prevent real time communication when on a restricted IP range
- Change device video Layout for paired device
- Simultaneous Interpretation improvements
- Support Right-to-left (RTL) Languages
- Host Stage View support for recordings and streaming
- Attendee doesn't need to re-enter email or registration ID before joining a webcast meeting

Webex App & Devices Snapshot: 42.8 Update

Webex App

General Update

- Public Spaces
- Font Scaling

Messaging

- Reply Directly
- Link to Quote

Calling

- Noise Removal for PSTN Call (RX Side Noise Removal)
- Swap Calls During Call Transfer
- Call Control Support for Poly Headset 3220 Series

Devices

RoomOS August

- Zoom Join button
- QR Code Hotdesk Pairing (delayed from July)
- Control Hub
 - Software alert for RoomOS force upgrade
 - Workspace Integration Framework
 - DNA Spaces
 - Synergy SKY

Webex Monitoring, Troubleshooting & More - July

Configuration

- Synchronize User and Organizational Contacts to Webex through Cloud Connected UC
- Settings Templates for Groups
- Prevent internal users from sharing files with external users

Monitoring

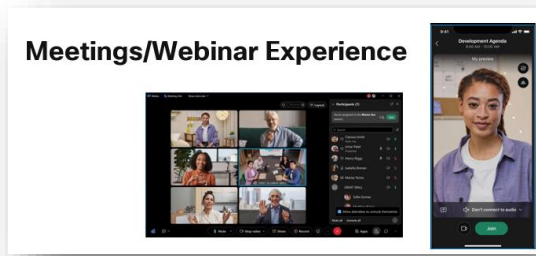
- Aggregate Workspace Analytics

Troubleshooting

- ThousandEyes Integration with Meeting Troubleshooting

Agenda for Meeting

Contents



- Enhanced Experience when sharing a camera as content
- Removal of Verify Rich Media Player
- Right-to-left (RTL) Language Support

Slido Update

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Video Device and Media Enhancements

- Hide non-video users on video devices
- Simultaneous Interpretation improvements
- Change device video layout for paired device
- On-prem registered devices can join Breakout Sessions

Post Meeting Features

- Select and download multiple recordings

Webex APIs

- Support customizable registration forms
- Administrator's ability to retrieve recordings of all users per site

Webex Meetings VDI

- Video Blur and Background support

Webex for Government

- Webex Scheduler now supports GCC and GCC High environments

Announcement

- Secure Join

Webex Webinars

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- Free Premium Assist to All New Webinars Subscribers
- Registration page enhancements
- Webinar template scope improvement
- Post webinar survey
- No email/registration ID entering before joining

Pre-Meeting Features

- Single Sign On (SSO) for Webex Scheduler Outlook add-in
- Webex Scheduler for Outlook add-in automatically updates meetings
- Reset Webex Sessions

In-Meeting Features

- Recordings layout follows stage layout
- Keyboard shortcuts for Simultaneous interpretation

Announcements

42.8: Available for LA customers

42.9: GA for all

Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
✓	✓	✓	✓	✓	✓	X	✓	

Auto Admit

Bypass the lobby with the auto admit feature!

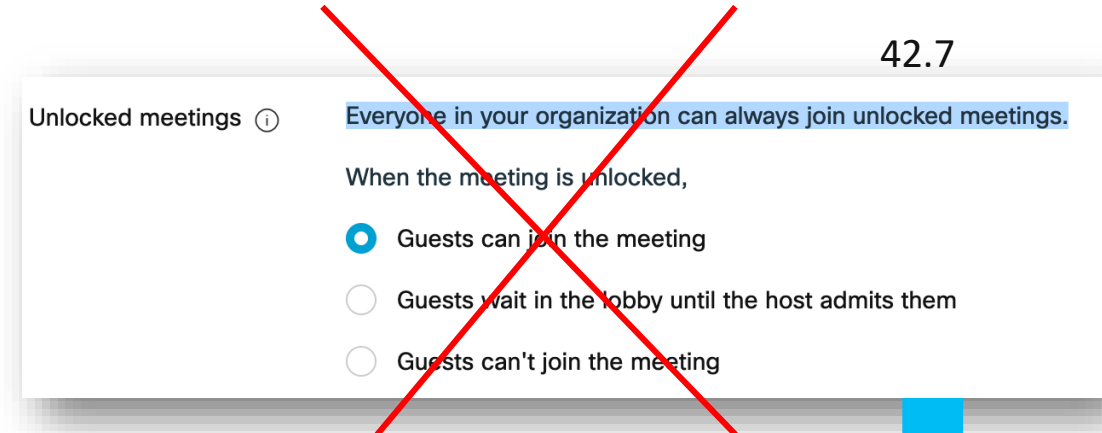
If you are invited to a meeting and join as an authenticated user or Webex Room, you will join the meeting directly

No more having to Admit users/Webex Room systems into an unlocked Scheduled Meeting

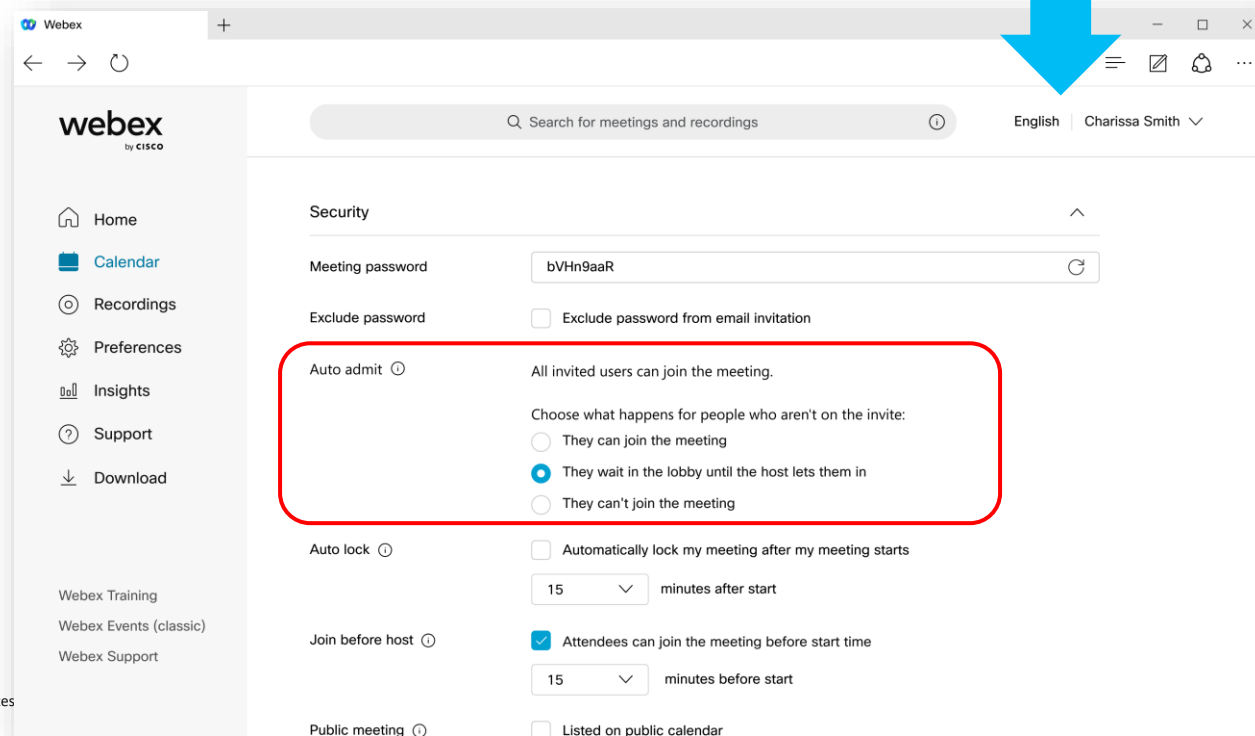
Authenticated means part of the Webex org

Non-authenticated participants will go to the secure lobby and must be admitted.

This is ON by default, no additional effort for the host, cohost, or meeting organizer



42.7



42.8: Available for LA customers
42.9: GA for all

Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
✓	✓	✓	✓	✓	✓	X	✓	

Auto Admit

Bypass the lobby with the auto admit feature!

It doesn't apply to Personal Room

New Admin settings in Control Hub

Auto admit All invited users can join the meeting.

Choose what happens for people who aren't on the invite:

- They can join the meeting
- They wait in the lobby until the host lets them in
- They can't join the meeting

- Setting: **Allowing participants internal to the org to always join unlocked meetings**
 - If setting unchecked, Non-invited org users are no longer permitted to join unlocked meetings
- Setting: **Enforce meeting password when joining from video conferencing systems** is now ON by default.
 - On-premise video devices are still prompted for a meeting password.
- Setting: **Video conferencing systems in my organization can start and join meetings without a prompt**
 - If setting unchecked, Video conferencing systems will be prompted for a host key or password

Webex Webinars

M	W	FedRAMP	VDI
X	✓	✓	

42.8
Available at GA

Promote Webex Webinars in Webex Events Classic page

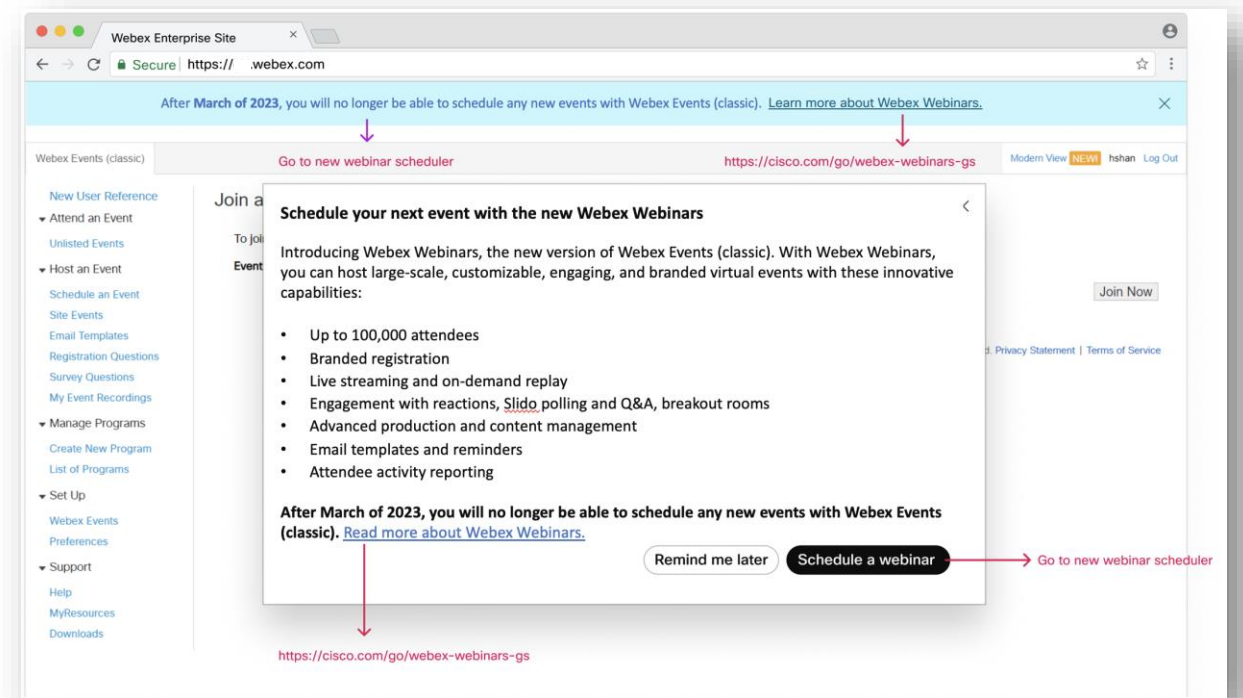
Webex Webinars will replace Events (classic) in **March 2023**

Webex Events (classic) users will see in-app notification, stating the Events (classic) will be replaced by Webex Webinars.

With the new Webinars, you can host large scale, customizable, engaging and branded virtual events with these innovation capabilities.

Note

- After March 2023 you'll no longer be able to schedule any new events.
- Events already scheduled will be supported
- Webex Events (classic) can be disabled today with following steps, [https://help.webex.com/en-us/article/es2zts/Turn-Webex-Events-\(classic\)-on-or-off](https://help.webex.com/en-us/article/es2zts/Turn-Webex-Events-(classic)-on-or-off)



Free Premium Assist to All New Webinars Subscribers

Have customers **new to Webex Webinars** or **migrating to Webinars** from Classic Events?

Production Services is now offering a **free Premium Assist to all new subscribers to Assist Services**.

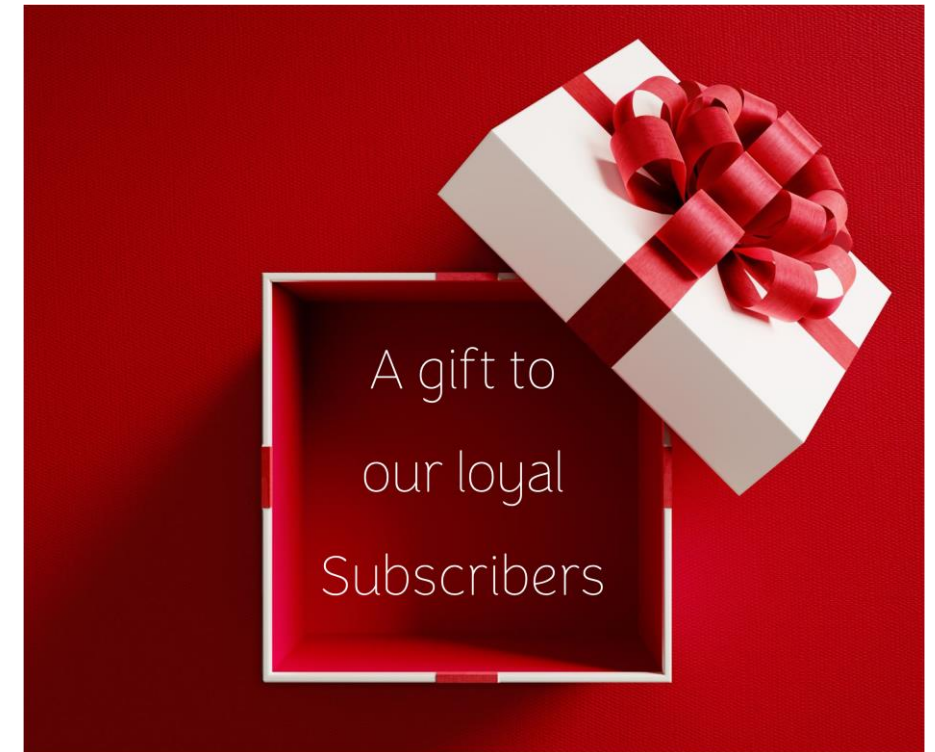
Webinars have added significant functionality over the last year, increasing complexity and making expert support in the critical first uses even more valuable. **Get your customers 1:1 support specific to their use cases and requirements** to start them off with success using this Production Services promo.

No additional purchase is required; Production Services subscriptions are no MRR, uncommitted, usage billing only, so no reason for them not to take advantage of this custom support. Support is also available for Meetings and Trainings.

To take advantage of this promo, please [click on this link to make reservations, request support, and learn more about this offer](#).

To learn more about Production Services and what they offer, [please watch a Vidcast by Kara Barclay here](#).

Please use the [Ask Production Services space](#) for any questions.



Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
✓	✓	X	X	X	✓	✓	✓	

42.8
Available at GA

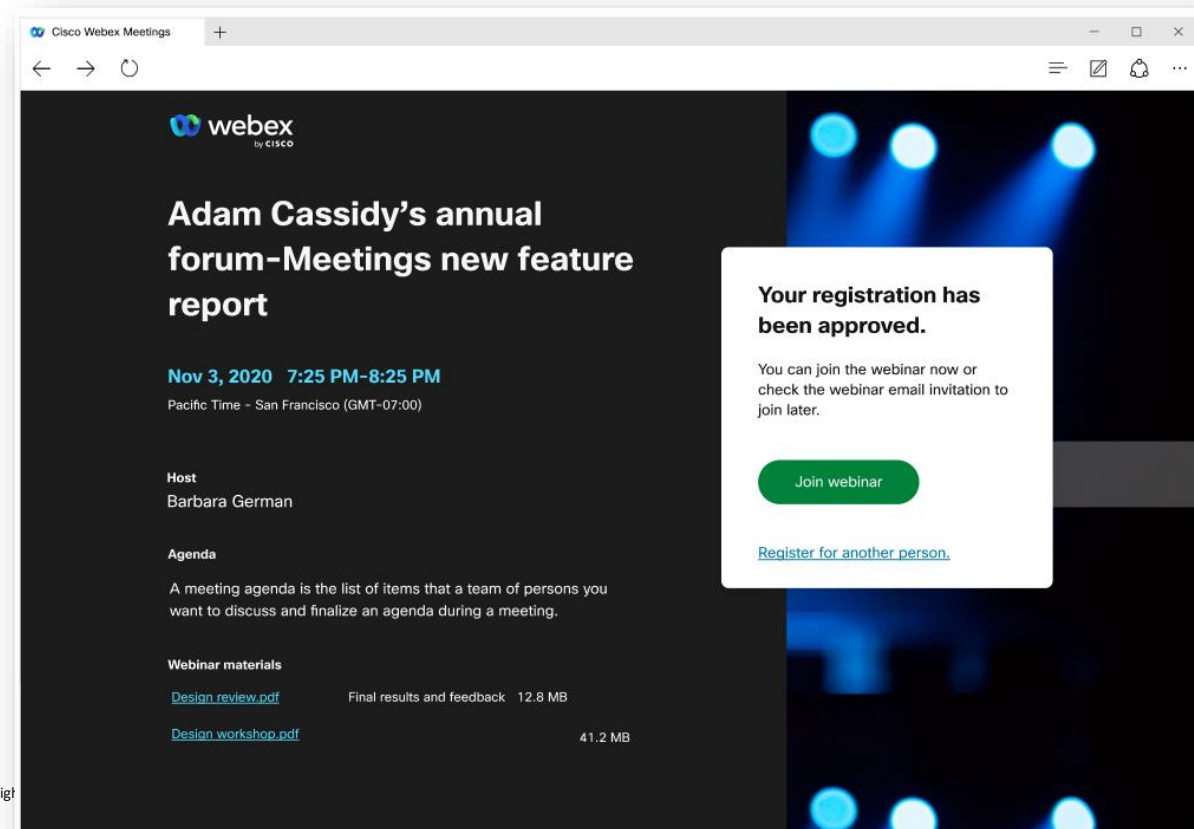
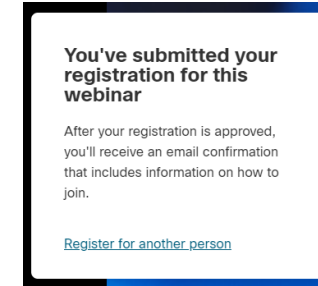
Registration Page Enhancements

When you register for a webinar:

- While you enter your information and click **Submit**, you'll not see the **Submit** button while your approval is pending to avoid confusion for double registering.
- If your submission is approved, then you see the **Join** instead of the **Submit** button, and you can download webinar materials if the host has it setup.

Note

- This applies to Webex Events Classic as well



Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
✓	✓	✗	✗	✗	✓	✓	✓	

42.8

Delayed Schedule

Webinar Template Scope Improvement

Avoid making the same settings multiple times

Previously, webinar templates only saved the settings on the scheduling page (except registration setting and panelists).

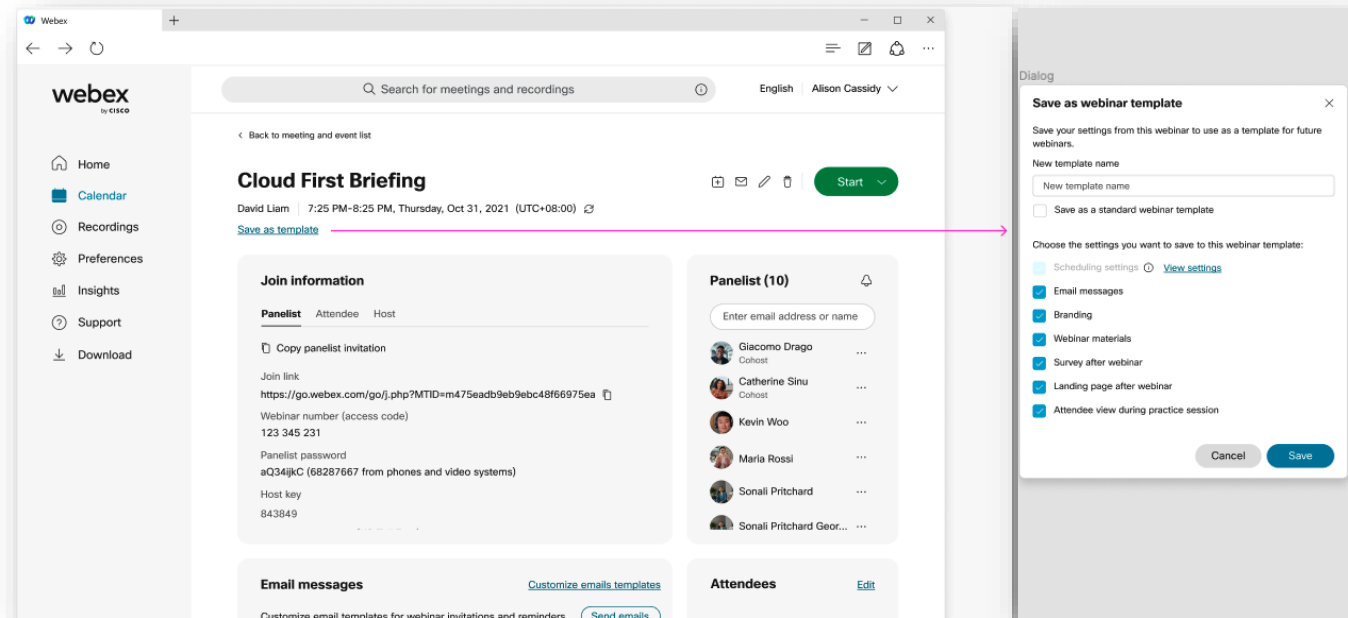
In this update, additional settings can be part of a webinar templates

During the scheduling process, we are adding in the template the customized registration questions and the approval rules

After scheduling, we are adding in the template:

- Panelists, email template, registration landing page-branding, webinar materials, Post-webinar survey, Post-webinar landing page and practice session setup.

If any of these fields don't need to be saved, you can exclude them before saving



Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
✓	✓	✗	✗	✗	✗	✓	✓	

42.8

Delayed Release Schedule

Post webinar survey

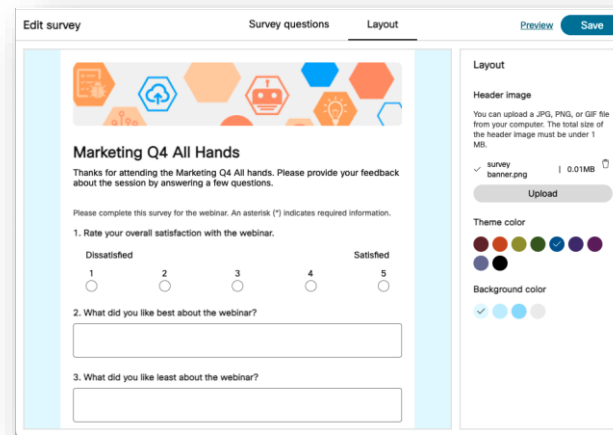
Not for webcast webinar

Hosts can define the survey questionnaire and layout when they setup a webinar.

When the webinar ends, attendees see the survey on their main browser.

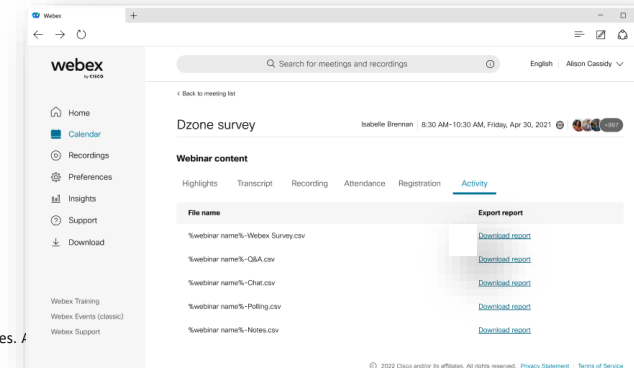
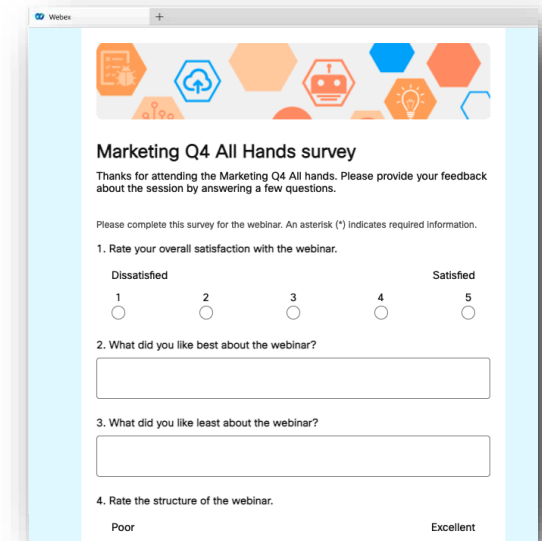
After their responses are submitted, hosts can download the responses from the completed webinar portal.

Host define the survey questionnaire and layout when they setup a webinar.



Host can download responses from completed webinar portal.

When webinar ends, attendees see the survey on their main browser



Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
✓	✓	✓	✓	X	X	✓	X	

42.8

Delayed Release Schedule

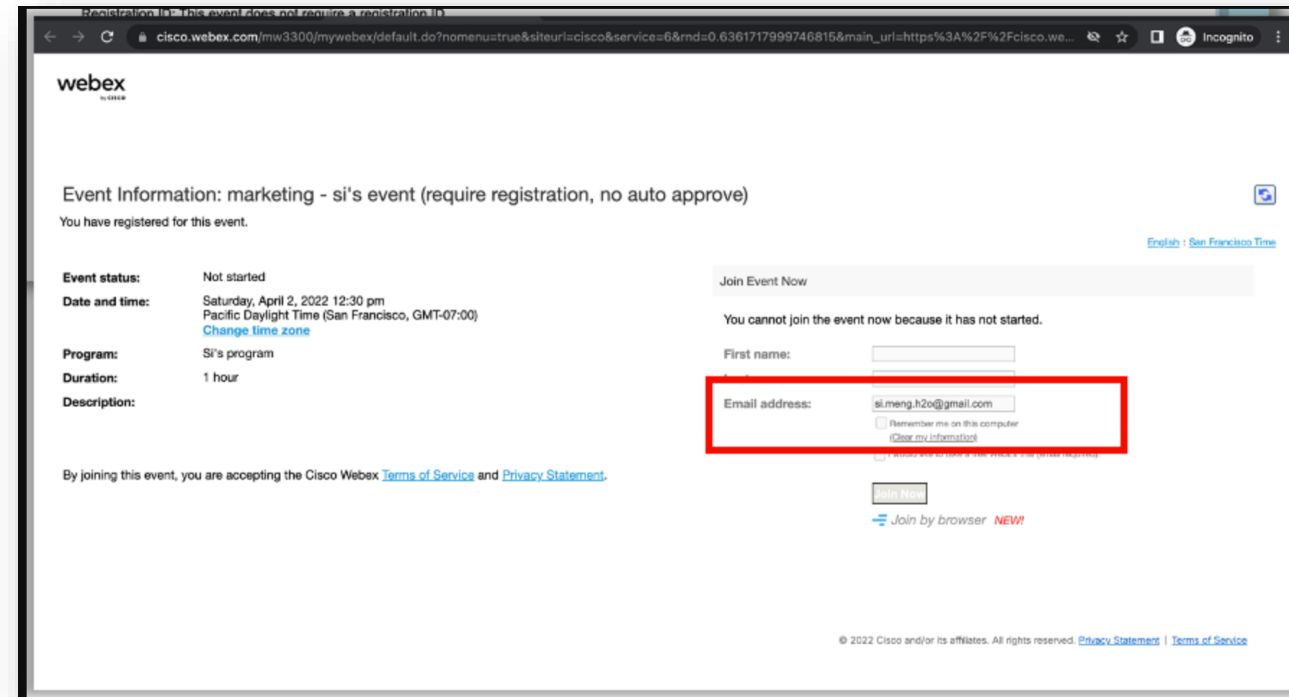
No Email/Registration ID Entering Before Joining

For attending a webinar with or without the webcast view option

When you join as an attendee, you won't need to re-enter your email or registration ID before joining a webinar or a webcast webinar

Following cases:

- If you have a Webex account on the current site and you received a join link after the host invited you to the webinar
- If you registered for the webinar and are approved by the host.
- If you already joined or registered for another webinar/webcast webinar earlier on this site and the username and mail is retrieved from the cookies on the computer



Webex Meetings Pre-Meeting Experience

Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
✓	✓	✗	✗	✗	✓	✓	✓	

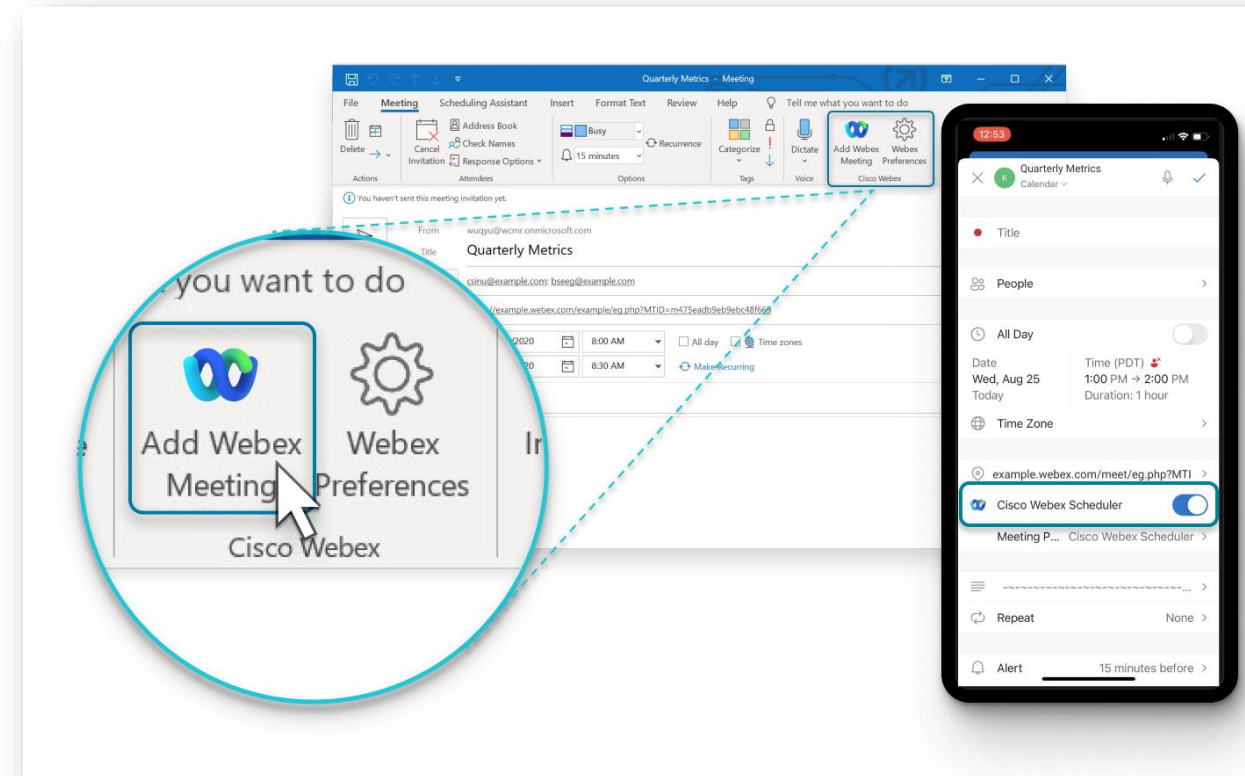
42.8
Available at GA

Single Sign On (SSO) for Webex Scheduler Outlook Add-in

Sign in once, no need to re-authenticate with your Microsoft Outlook credentials when you use the Webex Scheduler Outlook add-in for the first time.

Note:

- Only works for cloud-based and administrator authorized users
- Not for on-premises Exchange or individual authorization.



Webex Scheduler for Outlook Add-in Automatically Updates Meetings

For on-prem Exchange

Outlook on-premises Exchange users scheduling Webex meetings with the Webex Scheduler (Add-in) can now have their meetings automatically updated to Webex without needing to press the **Update** button when deployed by the Webex and Exchange administrators.

Note

- Customers need to deploy hybrid calendar service for Exchange first
- https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cloudCollaboration/spark/hybridservices/calendarservice/cmgt_b_deploy-spark-hybrid-calendar-service/cmgt_b_deploy-spark-hybrid-calendar-service_chapter_010.html#task_5072CDE804C0AC75DF7D1F659681672D

Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
✓	✓	X	X	X	✓	X	✓	

42.8

Delayed Release Schedule

Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
✓	✓	✓	✓	✓	✓	✓	✓	

42.8
Available at GA

Webex Mobile App: Airline Wi-Fi Enhancements

For in-flight Wi-Fi

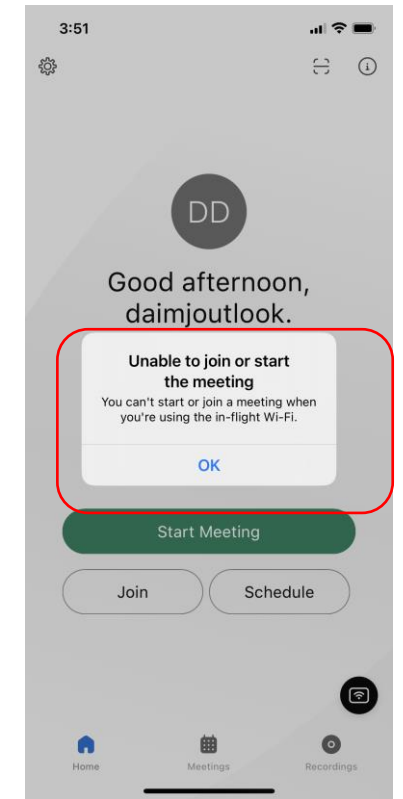
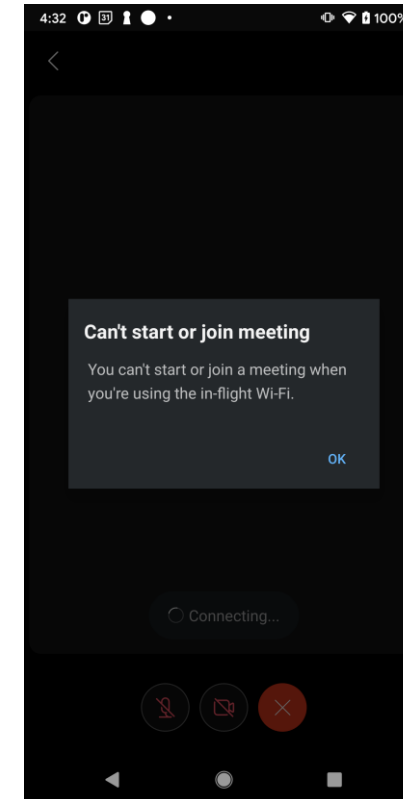
Many airline Wi-Fi providers have completely blocked Webex and other real-time collaboration tools to preserve in-flight bandwidth.

Webex is partnering with these providers to change policies to allow Webex users to work effectively using non-real-time capabilities while flying.

Messaging, scheduling and more are now available

- meetings and calling that would consume significant bandwidth—particularly upload bandwidth—will now be restricted by Webex and not by the wi-fi provider.
- Blocked traffic: Webex Meetings, Webex Webinars, Webex Events Classic, Webex Training

This feature was made available for PC & Mac in 42.6



Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
✓	✓	✗	✗	✗	✓	✓	✓	

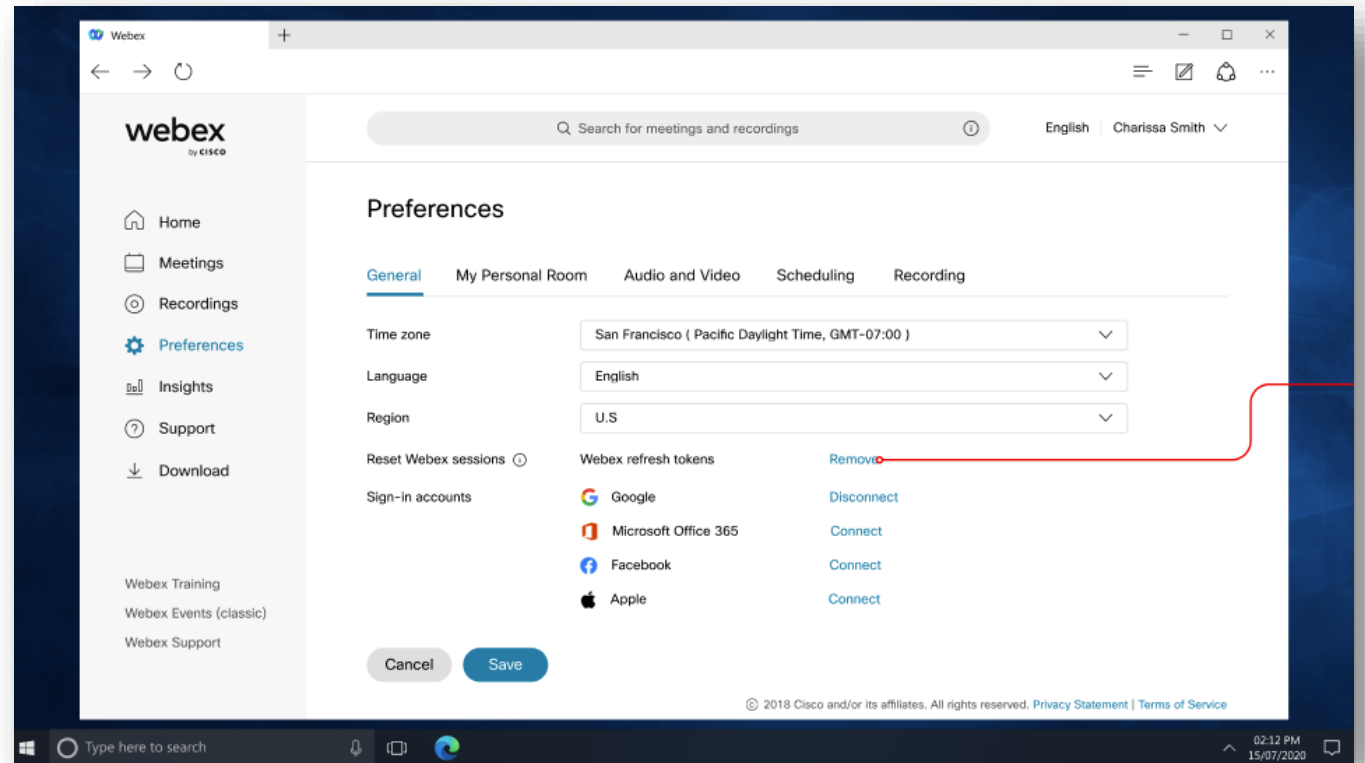
42.8

Delayed Release Schedule

Reset Webex Sessions

Users can log themselves out of all instances of their Webex Meetings App.

Removing Webex Refresh Tokens, forces a logout for the user on any Webex Meetings App instance that they are signed into.



Webex Meetings In-Meeting Experience

Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
✓	✓	✓	✓	X	✓	✓	✓	

42.8

Delayed Release Schedule

Recordings Layout Follows Stage Layout

During the meeting or webinar, you can now choose to

- change the recording layout
- or follow the synced stage

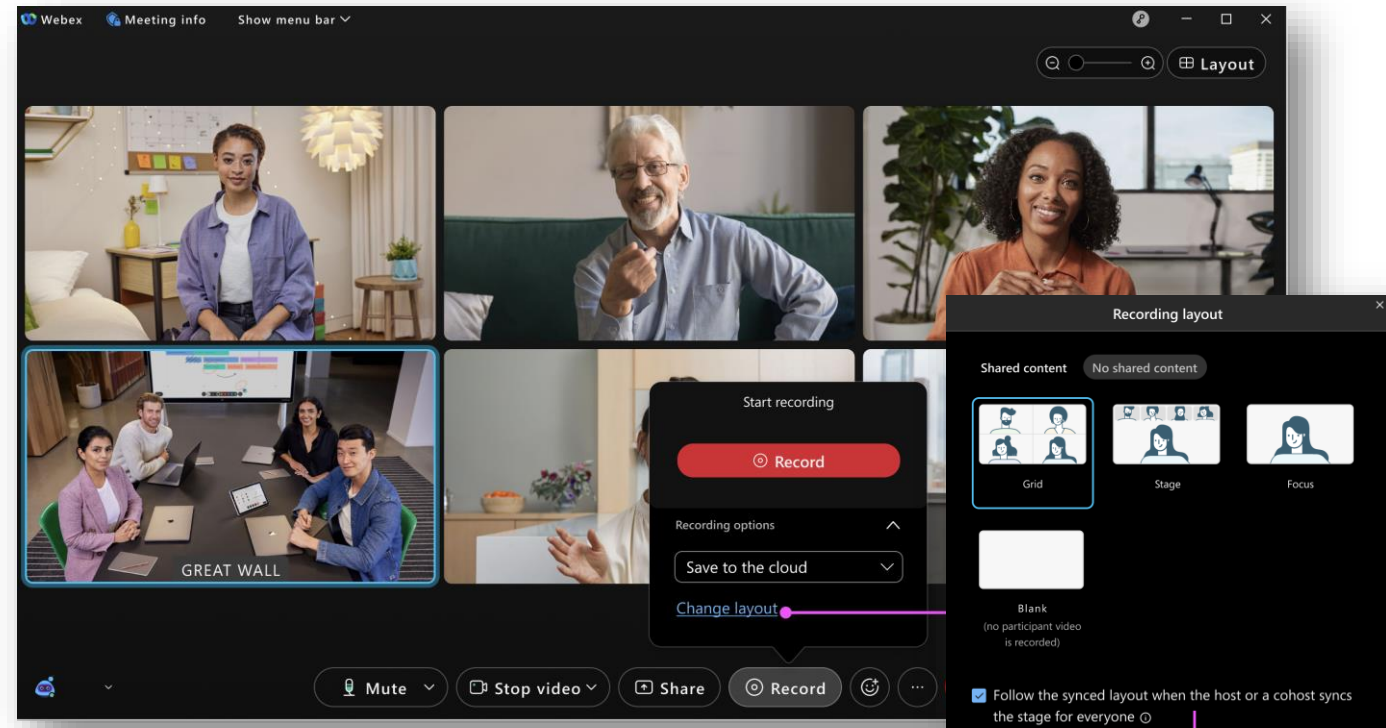
Just click on “change layout” to see the options

The stage needs to be synced across ALL participants for this feature.

This especially helps when recording classrooms where the recorded videos need to be set in a certain way, or when recording all-hands sessions where a sign language interpreter needs to be present on stage.

Note

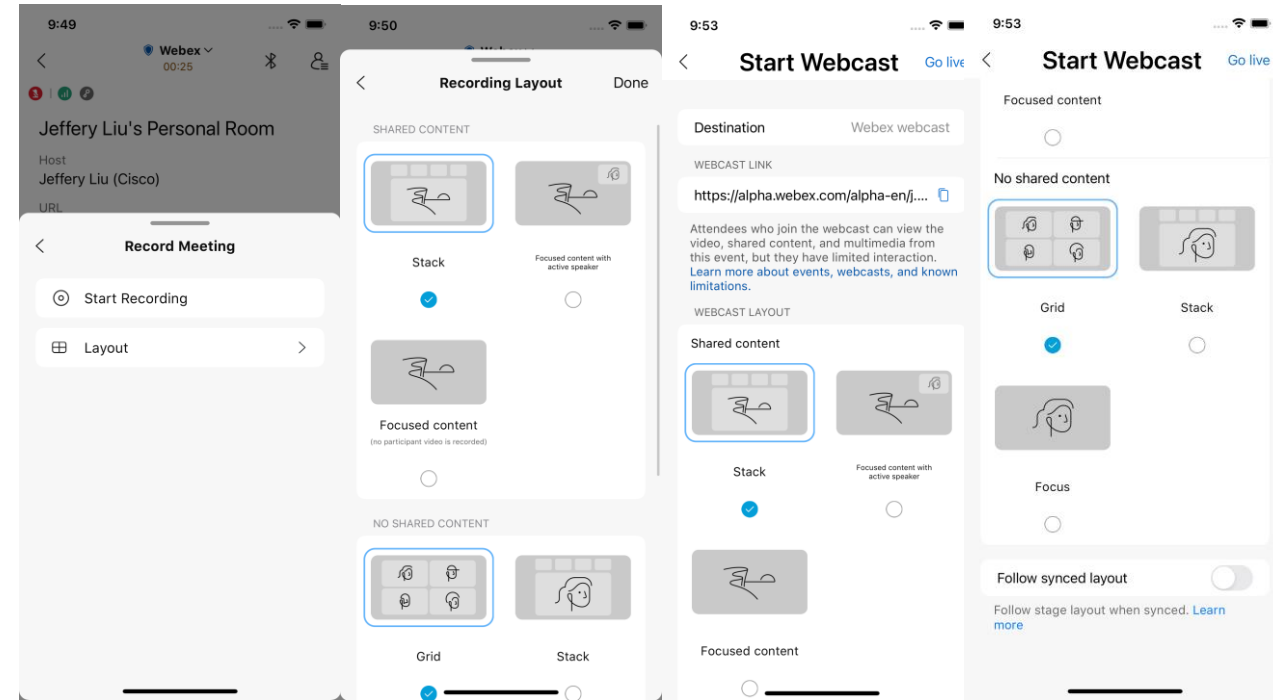
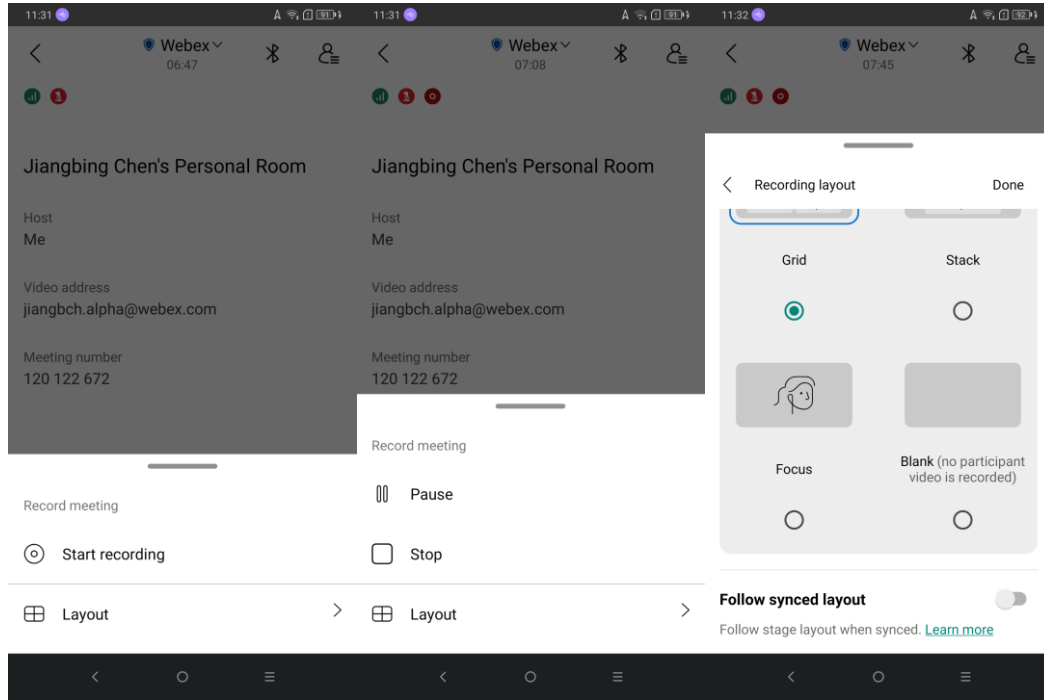
- This applies to the streaming option as well!



Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
✓	✓	✓	✓	X	✓	✓	✓	

Recordings Layout Follows Stage Layout

On Mobile



Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
✓	X	X	X	X	✓	✓	✓	

42.8
Available at GA

Keyboard Shortcuts for Simultaneous Interpretation

For Windows platforms

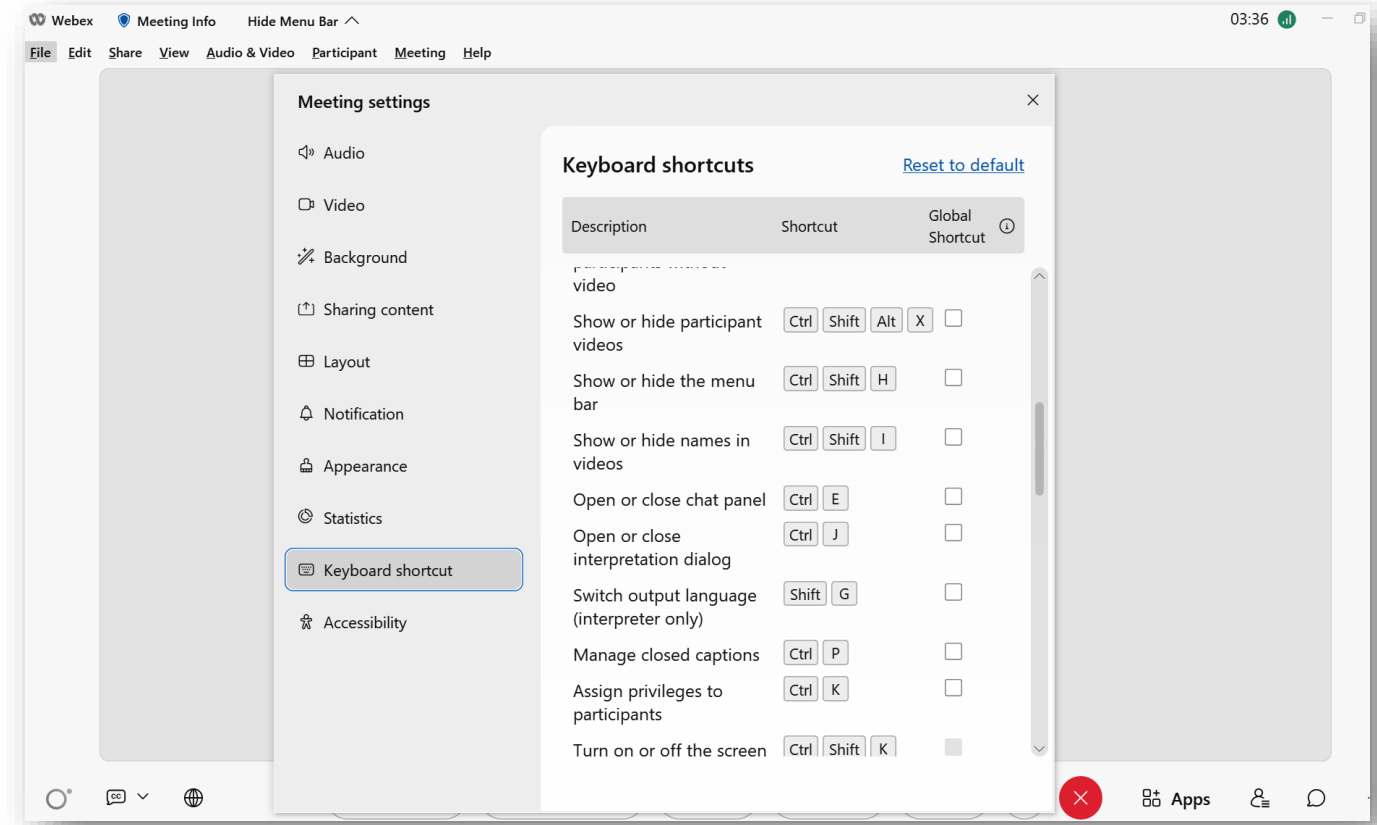
New keyboard shortcuts are added

For Personal Room and scheduled Meetings

- **Ctrl+J**—To open the Simultaneous Interpretation console.
- **Shift+G**—For interpreters to switch their target language.

Note

- Mac coming in 42.9



Enhanced Experience when Sharing a Camera as Content

For Windows & Mac – phase 2

In this release we're improving the experience when sharing a *camera* as content.

Now, when sharing a camera as content, it will show directly within the meeting window itself.

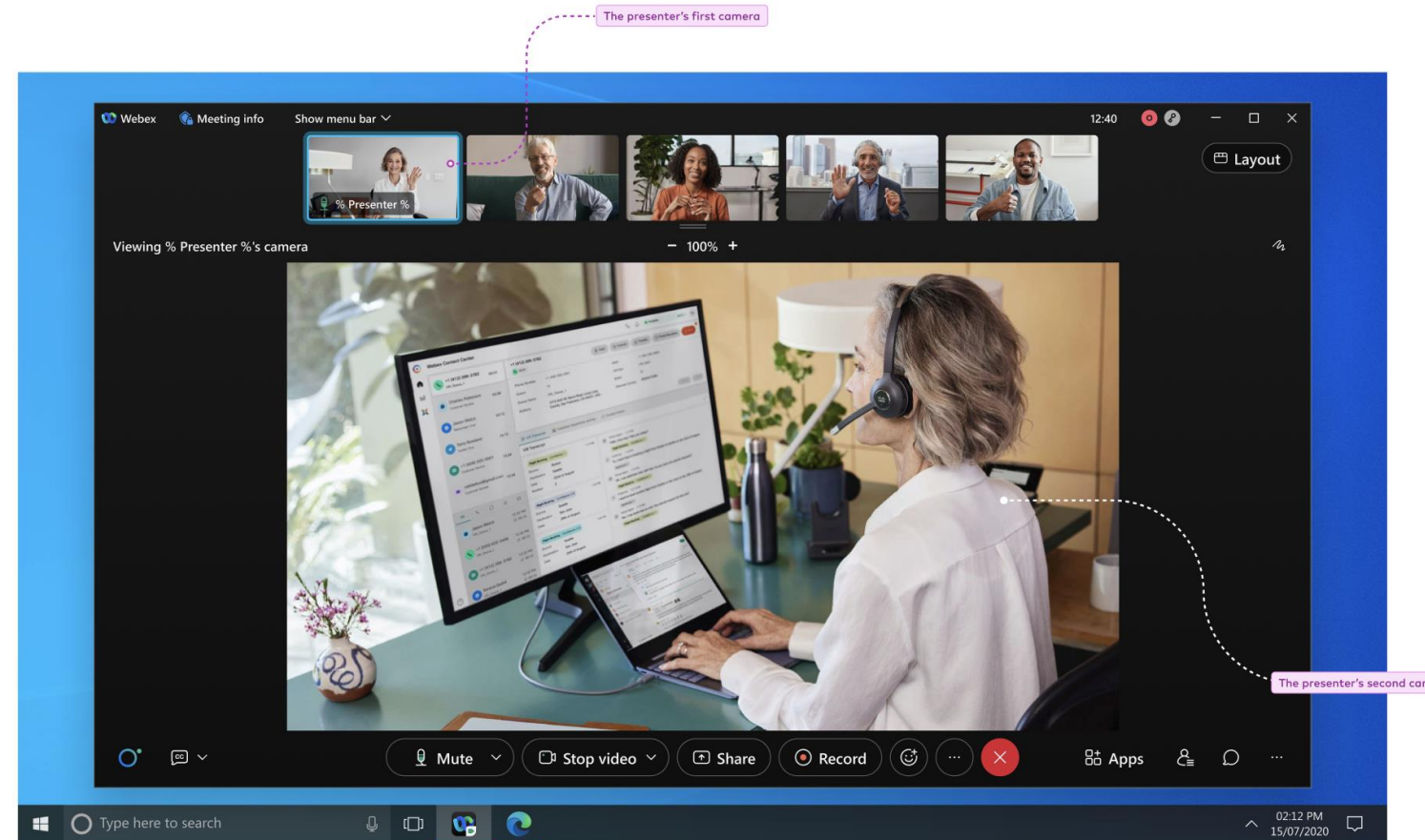
This makes it easier to keep an eye on participant videos, panels, apps, and more!

Note:

- This does not work for Webex Events Classic & Training
- Any Files or Whiteboards that are currently being shared will be stopped when choosing to share a camera. Similarly, if you are sharing a camera as content, it will be stopped if a File or Whiteboard is shared.

Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
✓	✓	✗	✗	✗	✓	✓	✓	

42.8
Available at GA



Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
✓	✗	✗	✗	✗	✓	✓	✓	

42.8
Available at GA

Removal of Verify Rich Media Player

From the Help Menu

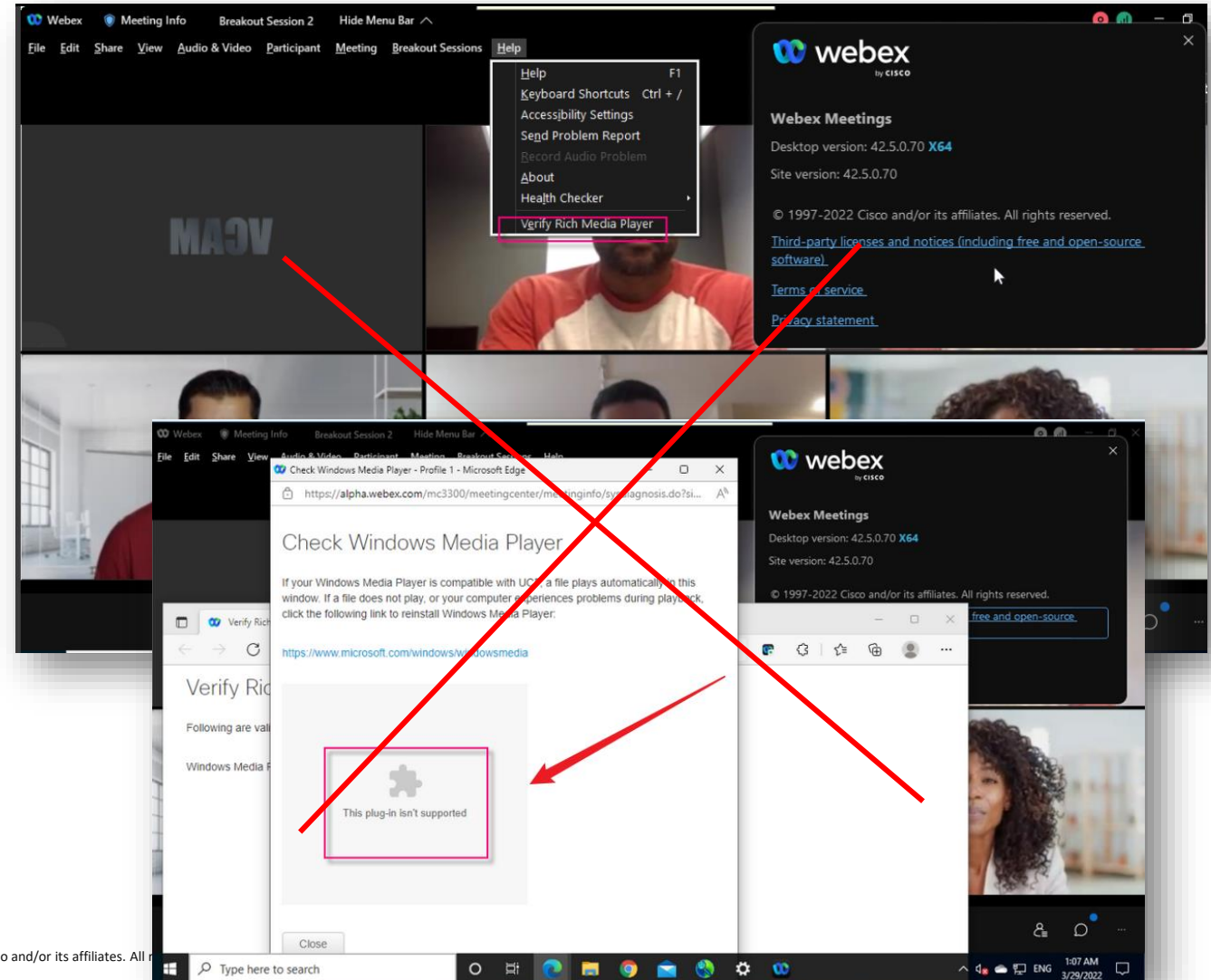
In this update we're removing **Verify Rich Media Player** from the Help menu in

- Webex Meetings, Webinars, Events (classic), and Training,

Option now obsolete.

Rich Media Player is

- No longer supported by web browsers
- Doesn't work in Windows 10



Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
✓	✓	✓	✓	X	✓	✓	✓	X

42.8
Available at GA

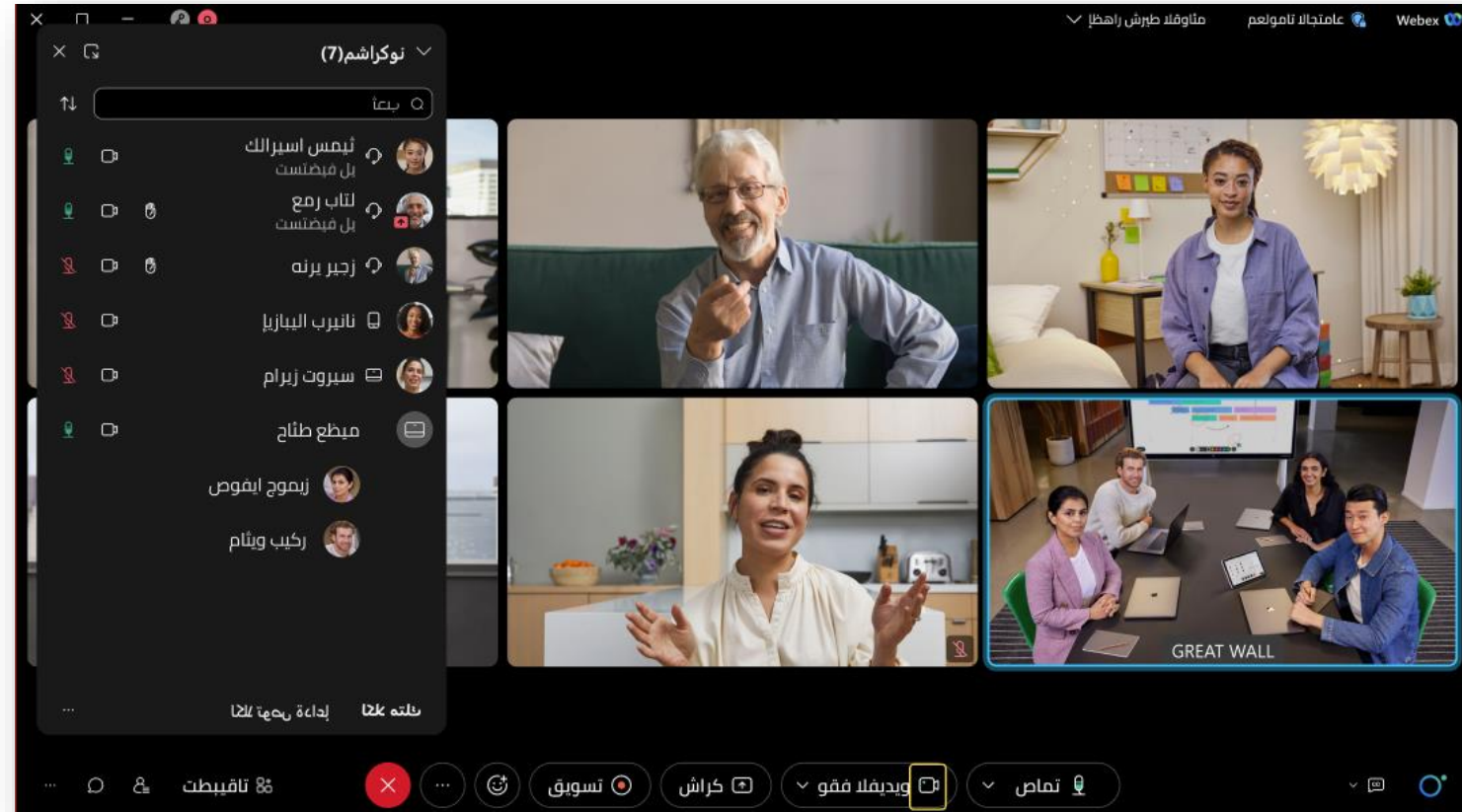
Right-to-left (RTL) Language Support

Support two RTL(Right to left) languages

- Arabic
- Hebrew

Note:

- This doesn't apply to Webex event Classic, Webex training or support



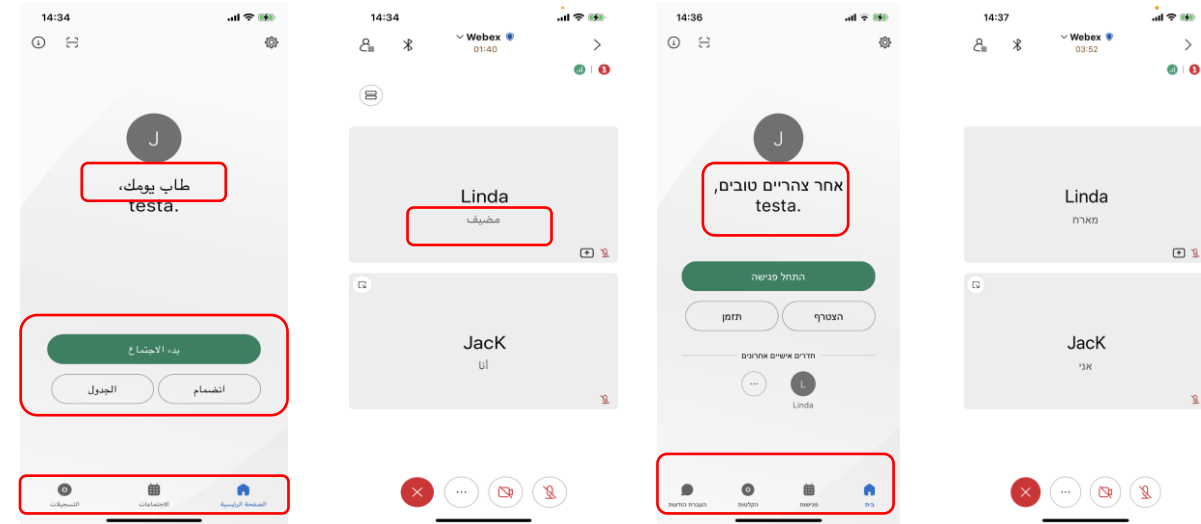
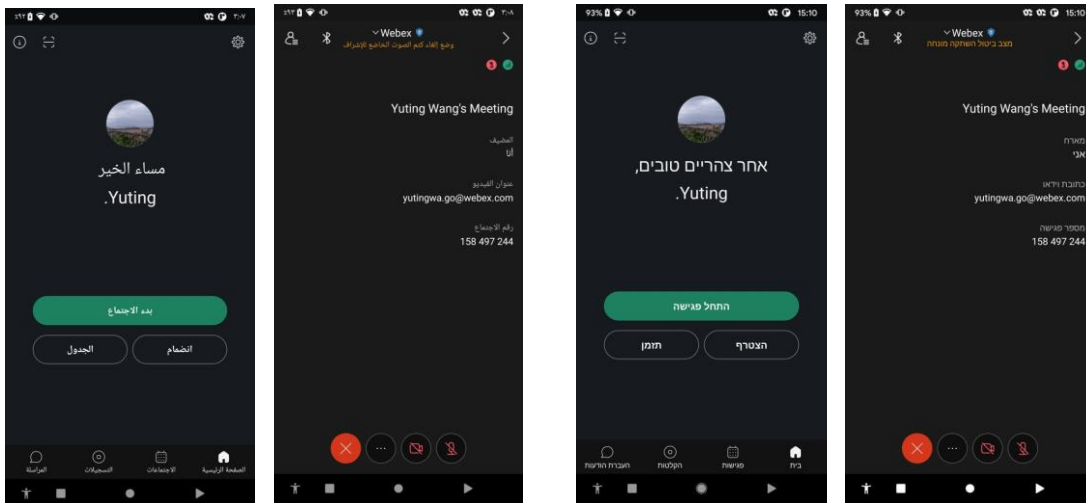
Right-to-left (RTL) Language Support (on Mobile)

Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
✓	✓	✓	✓	✗	✓	✓	✓	✗

42.8
Available at GA

Support two RTL(Right to left) languages

- Arabic
- Hebrew



Slido Update

more product details see <https://community.sli.do/product-news-23>.

Slido Announcement

Global Deployment of our US Servers is now taking requests for organizations to host their data within the US.

By default, all Slido data is hosted on EU servers.

For Slido data on US Servers

- recommended for organizations that haven't yet turned on Slido for all users.
- No Migration from EU to US servers: organizations will lose all prior data

Post your request here: <https://slido.typeform.com/USserver>

Please take some time to read **[this help article](#)** on the requirements and limitations of hosting data on US servers

Configuration will take 2 weeks for completion and will be handled manually by Slido engineers.

Video Device and Media Enhancements

Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
✓	✓	X	X	X	✓	✓	✓	

42.8
Available at GA

Hide Non-video Users on Video Devices

For a more engaging video experience

Hide people who have disabled their video

- For on on-premises registered video devices and cloud registered DX, SX, and MX series video devices

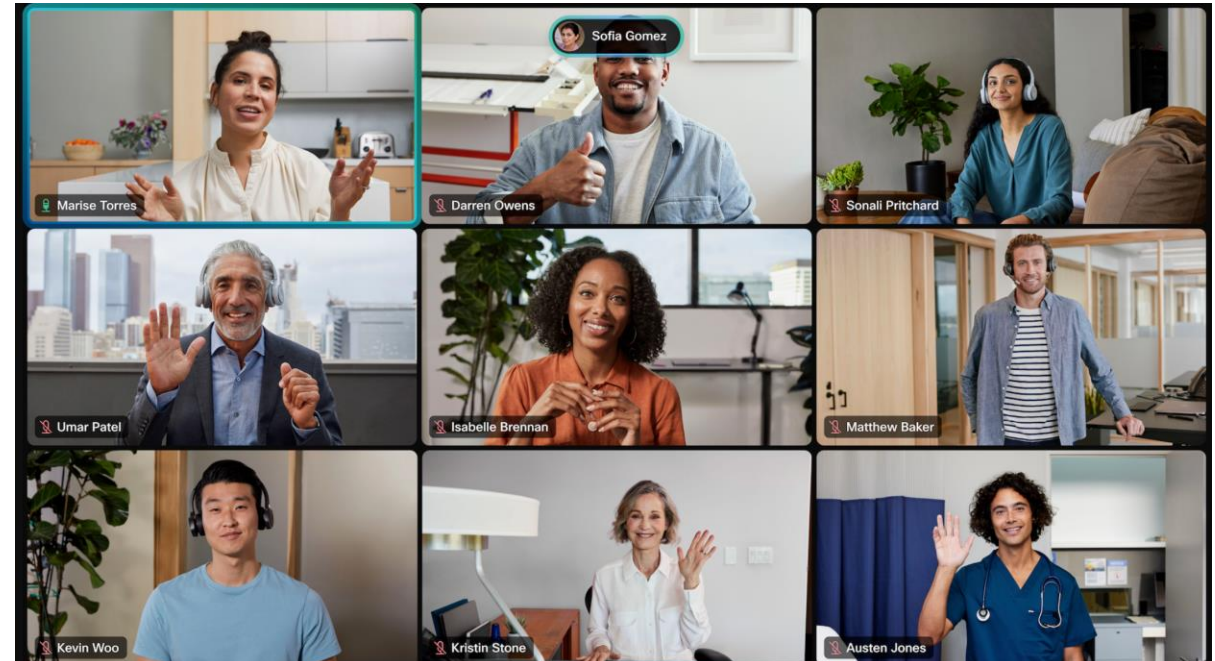
This allows for a more engaging video experience, similar to the same capability that exists in the app.

When someone without video becomes the active speaker, they are shown with an active speaker bubble on the screen with their name.

- After they stop talking, the bubble disappears.

Users on their devices can toggle this behavior using #5 on their numeric keypad interface.

- For both Cloud and on-prem devices



Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
✓	✓	✓	✓	✓	✓	✓	✓	

42.8
Available at GA

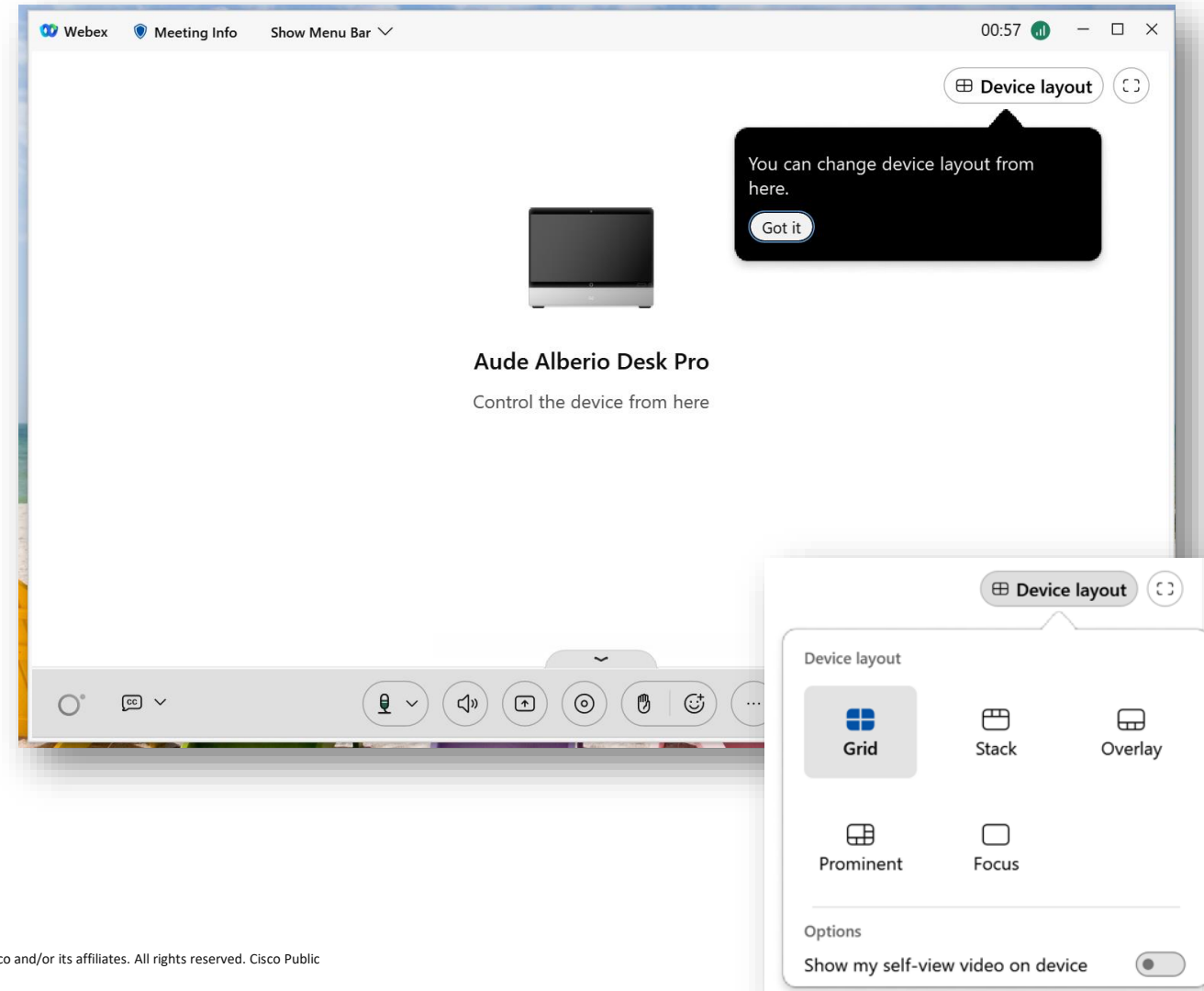
Change Device Video Layout for Paired Device

From the Webex app

If you join a meeting from a paired Cisco room or desk device, you can change the layout on the device just from the Webex App and for the Meeting mobile app

Note:

- Doesn't apply to shared devices

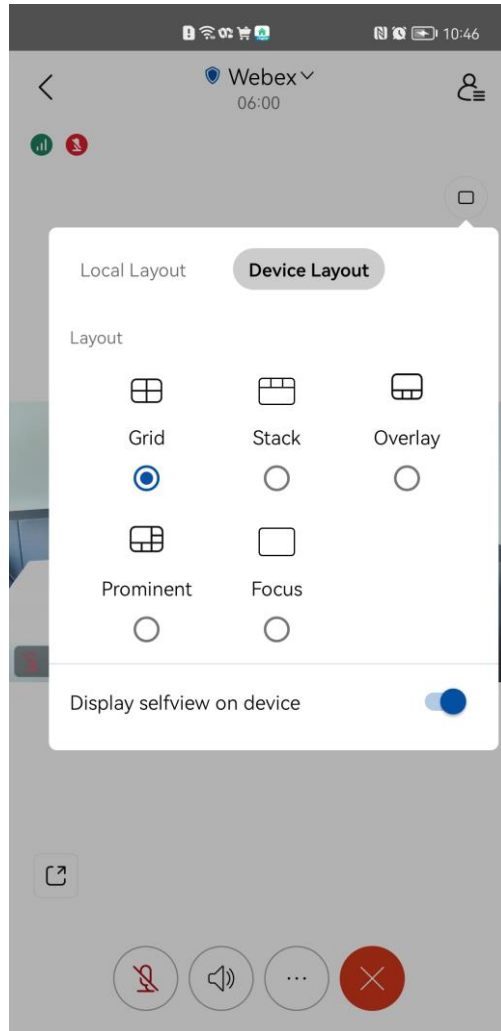


Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
✓	✓	✓	✓	✓	✓	✓	✓	

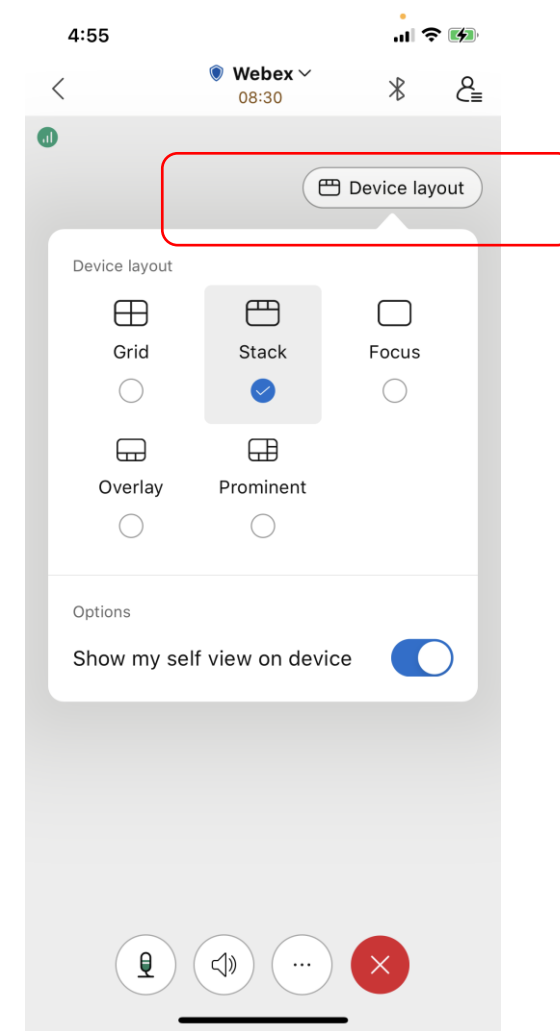
42.8
Available at GA

Change device video layout for paired device

On Mobile



Android



iOS

On-prem Registered Devices can Join Breakout Sessions

M	W	FedRAMP	VDI
✓	✓	✓	

42.8

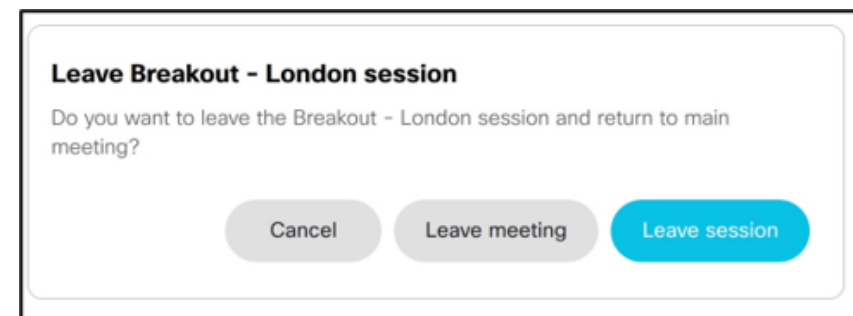
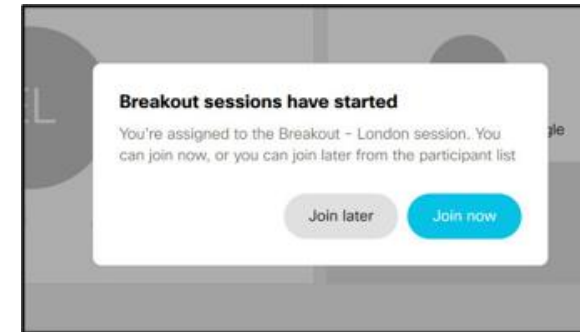
Delayed Release Schedule

On- premises registered video devices can now be moved to breakout sessions in meetings and webinars.

People using video device can move between main session and their assigned breakout sessions with the DTMF-*2 command.

Note:

- People using on-premises video device don't currently have a mechanism to choose breakout sessions that are open for anyone to join.
- In those instances, hosts or cohost need to assign the video device to the desired breakout sessions.
- Webex Cloud devices or Webex Edge devices are supported since 42.3



Webex Meetings Post Meeting Experience

Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
✓	✓	NA	NA	NA	✓	✓	✓	

42.8
Available at GA

Select and Download Multiple Recordings

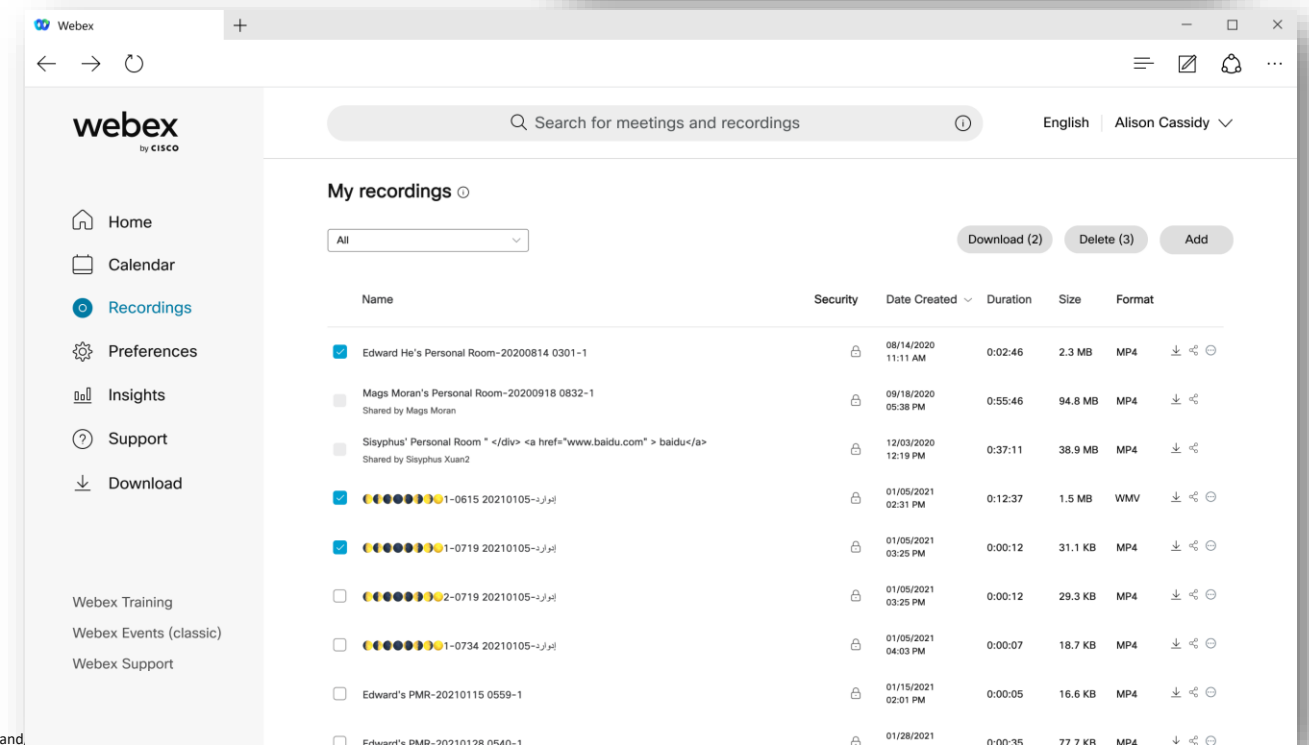
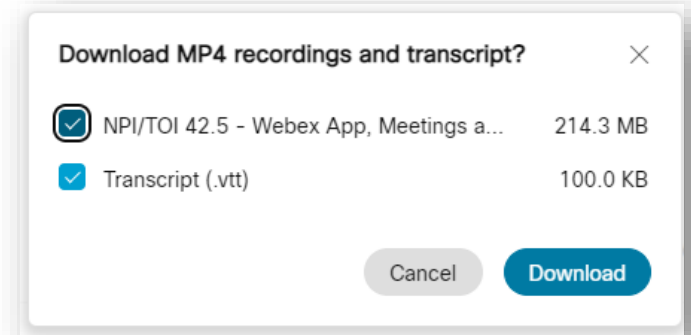
From the Web Portal

Webex users can select and download multiple recordings from the web portal from **Recordings** tab

Only for mp4 recordings

- Legacy recording formats (ARF, WRF, WMV) will need to be downloaded one at a time.

This makes it very easy for users to manage their recordings in bulk.



Webex Meetings API

Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
✓	✓	X	X	X	✓	✓	✓	

42.8
Available at GA

Webex APIs

API for both Meetings and Webinars

Custom registration questions for Webinars and Meetings

In this update, the APIs are enhanced, to allow you to

- Retrieve list of custom questions that are created on Webex sites
- Choose which of these custom created questions are required for registration when scheduling a meeting/webinar.
- Collect the answer to customizable registration questions

Administrator's ability to retrieve recordings of all users per site

- For administrators and compliance officers
- Through the new administrator recordings endpoint.
- With this feature we further strengthen the security and compliance of our platform.

Webex Meetings VDI

M	W	FedRAMP	VDI
✓	✗	✓	✓

42.8

Delayed Release Schedule

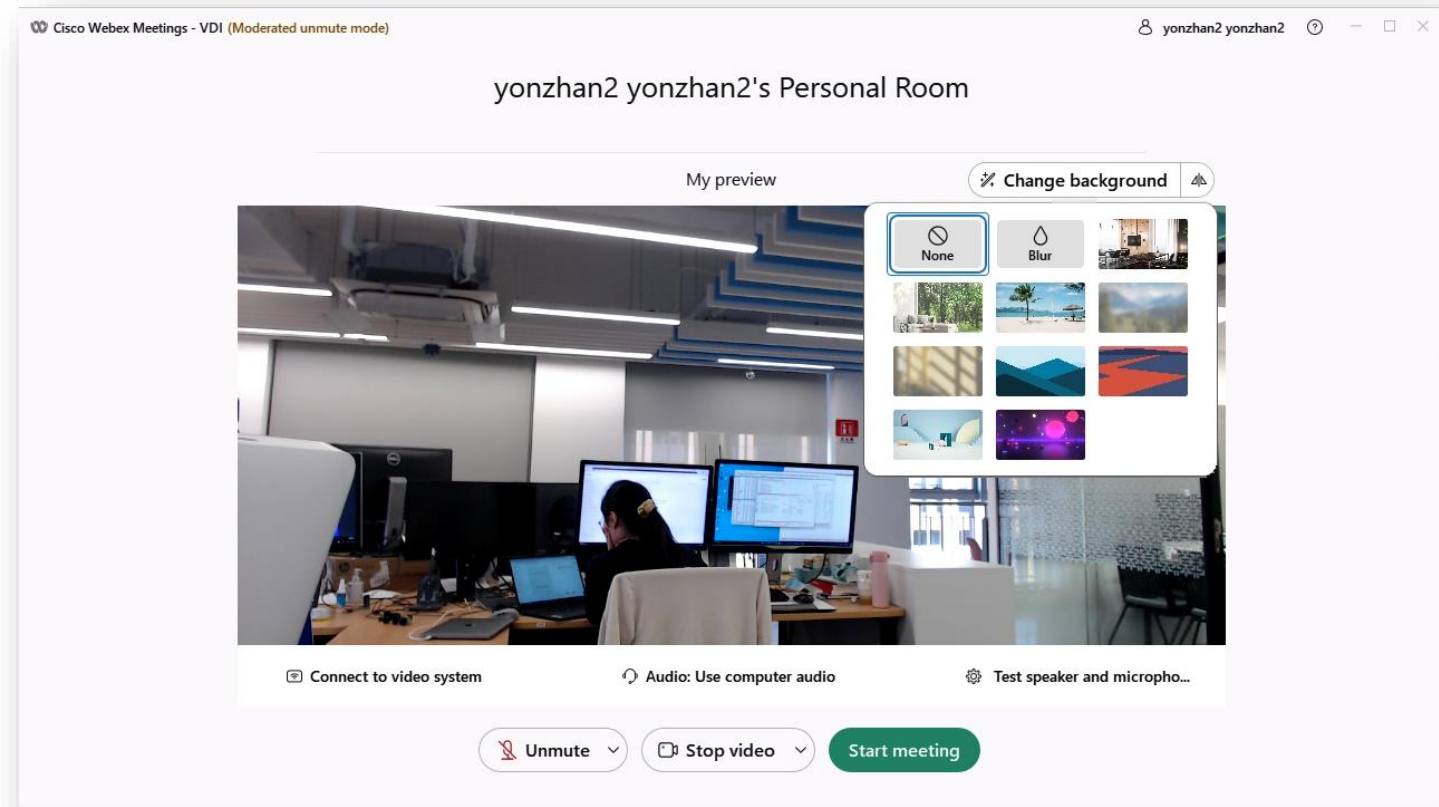
Video Blur and Background Support

For Webex Meetings VDI app for Dell ThinOS VDI plugin with Intel GPU

Video Blur and Background image is now available on Webex Meetings VDI for Dell ThinOS VDI plugin with Intel GPU.

Note:

- System should meet the hardware requirement of video background feature.
- Feature only supports the default video blur and background image
 - Doesn't support: customized video background image or video background animation.



Webex for Gouvernement

Webex Scheduler now Supports GCC and GCC High Environments

Office 365 Government GCC

Webex Scheduler now supports Microsoft Office 365 Government Community Cloud (GCC) and GCC High users

Outlook Features supported: schedule, edit, and delete Webex meeting

To enable this feature, site administrators need to

- choose either GCC or GCC High based on the Microsoft account in their organization
- and authorize the administrators to consent to Webex.

This feature is only enabled for Webex for Government.

M	W	FedRAMP	VDI
✓	X	✓	✓

42.8

Available at GA



Office 365 US Government

Webex Devices

August RoomOS Tol

Contents

- 01 Introduction
- 02 Recap on RoomOS June
- 03 Features being announced
- 04 Webex Control Hub update

01 Introduction

Software Versions - RoomOS August

On-premises registration. Webex Edge for Devices <u>without</u> Cloud Upgrade Mode enabled		Webex Edge for Devices linked devices <u>with</u> Cloud Upgrade Mode enabled		Cloud Registration	
DX, MX, SX	Room Series Board Series * Desk Series *	DX, MX, SX	Room Series Board Series Desk Series	DX, MX, SX	Room Series Board Series Desk Series
CE 9.15.13.0	RoomOS 10.15.3.0	CE 9.15.14.7	RoomOS 10.18.1.x	RoomOS 9.15.14.7	RoomOS 10.18.1.x

- CE 9.15.13.0 released May 18th, 2022
- RoomOS 10.15.3.0 released July 6th, 2022
- CE/RoomOS 9.15.14.7 released June 15th, 2022
- RoomOS 10.17.1.1 released July 7th, 2022

* Board Pro, Desk Hub, and Desk Mini will require 10.11.2.x or later

Availability Key



**Webex cloud
registered**

C



**Webex Edge for
Devices**

(assuming Cloud Upgrade mode
and Optimized Webex Meeting
experience enabled)

H



**On-premises
registered**

P



**Webex cloud
registered
(FedRAMP)**

FR

02 Recap RoomOS July

Released in RoomOS July

Released

- Support for 4k content share to Webex meetings 😊
- Reactions phase 3 👍
- Frames 🙌
- People presence for RoomOS devices in Personal Mode 🗒️
- HDMI to USB Hub for Camera/Microphone passthrough 😎

Bonus

- Standby hours – Energy saving and screen protection 🌿
- RoomOS 11 UI – Opt-in on Room systems 🙌

Delayed

- Hotdesk pairing using QR code 😞



RoomOS 11 UI

- Currently available on Board, Desk and **now Room Series (Room Panorama excluded)**
 - Cloud-registered or Webex Edge for Devices.
- Org-level Enablement
 - Control Hub – Devices – Settings - Enable RoomOS 11 UI Experience as default.
- Device Level Enablement
 - Control Hub – Devices - <Select Device> - All Configurations
 - UserInterface > Concept Mode > Compositor (From Desktop)
 - UserInterface > Concept > Tablet Mode (command to be depreciated)
 - Device needs to have Cloud Upgrade Mode enabled.
- Software release will still show RoomOS 10.x.x.x
 - Will move to RoomOS 11.x.x.x later this CY.

RoomOS 11 UI Experience

[Send us your feedback](#)

Enable RoomOS 11 UI Experience for Room, Desk & Board series

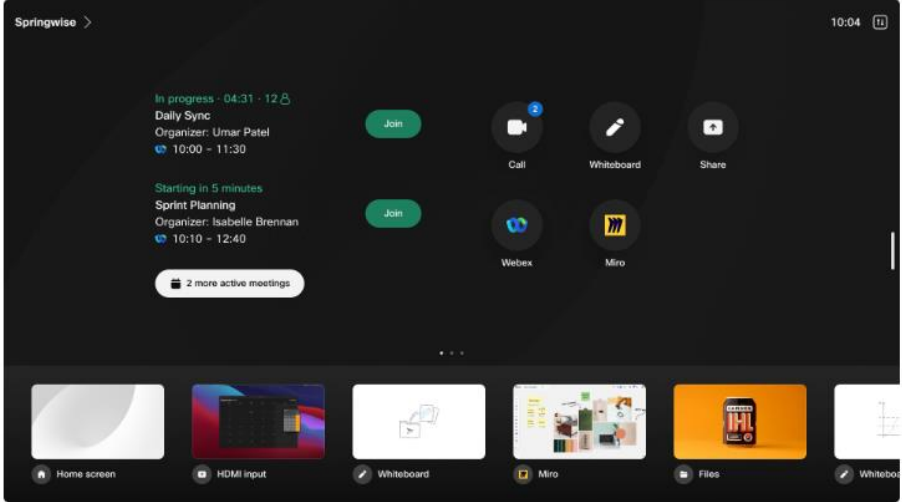
Enable RoomOS 11 UI Experience for Desk & Board series

The new RoomOS 11 UI Experience gives devices a modernised experience with an app-centric navigation paradigm. Future features will only be available when this experience is enabled.

Requirements:

- RoomOS July (10.17) or newer
- Room Panorama, Room USB and Webex on Flip are not yet supported
- Other caveats apply - See documentation for more info

Enabling the RoomOS 11 UI Experience changes the default interface on the devices immediately unless the device is in-call.



The screenshot shows the RoomOS 11 UI interface. At the top, it displays the time 10:04. Below that, there's a section for "Springwise" with a right arrow. The main content area shows a meeting agenda with two items: "Daily Sync" (04:31 - 12:00) and "Sprint Planning" (10:10 - 12:40). Each item has a "Join" button. To the right of the agenda are icons for "Call", "Whiteboard", "Share", "Webex", and "Miro". At the bottom, there's a navigation bar with icons for "Home screen", "HDMI input", "Whiteboard", "Miro", "Files", and another "Whiteboard" icon. A status bar at the very bottom shows "2 more active meetings".

RoomOS 11 UI

RoomOS 10 UI – Desk Pro



User Interface>Concept Mode>Desktop

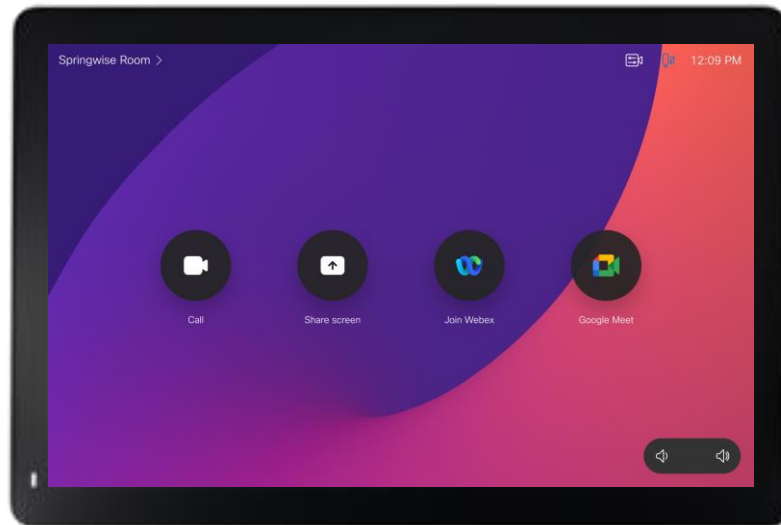
RoomOS 11 UI - Desk Pro



User Interface>Concept Mode>Compositor

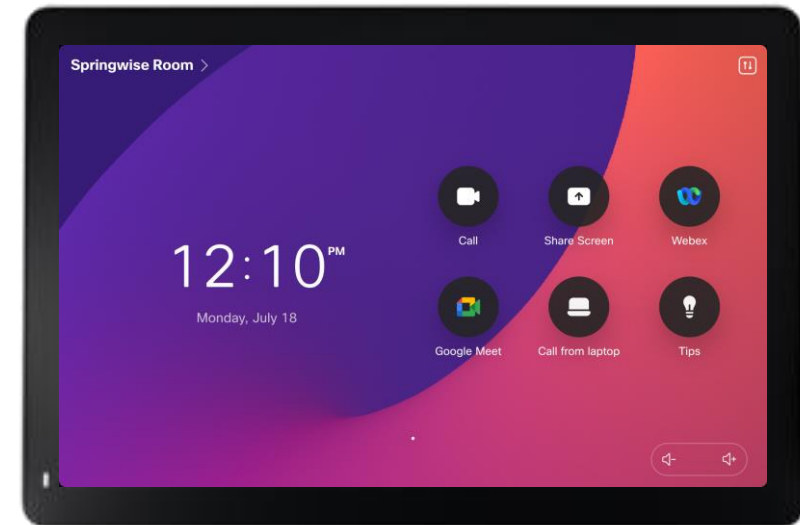
RoomOS 11 UI

RoomOS 10 UI – Navigator



User Interface>Concept Mode>Desktop

RoomOS 11 UI - Navigator



User Interface>Concept Mode>Compositor

03

New Features RoomOS August

RoomOS August

- Join Zoom button
- Hotdesk – QR Code Pairing (delayed from July release)
- Control Hub:
 - Alert Center – notify customers on Advanced Upgrade when they are to be force upgraded
 - DNA Spaces Integration into Control Hub
 - SynergySky Integration into Control Hub
 - Workspace Analytics






Zoom Join Button

Provides a button similar to the Webex join button allowing a user to open a dialogue box and input meeting number and passcode.

- RoomOS 11 UI is required!
 - Cloud registered.
 - Webex Edge for Devices with Cloud Upgrade mode enabled.
- Please note:
 - This is still a SIP meeting join.
 - Zoom meeting host requires Zoom CRC to be available and assigned.
 - This is not a WebRTC join!
 - Currently not possible to add meeting URL to pass extra information such as dual screen license or host key.

Meeting providers
Gives third party meeting providers access to the device camera and microphone.

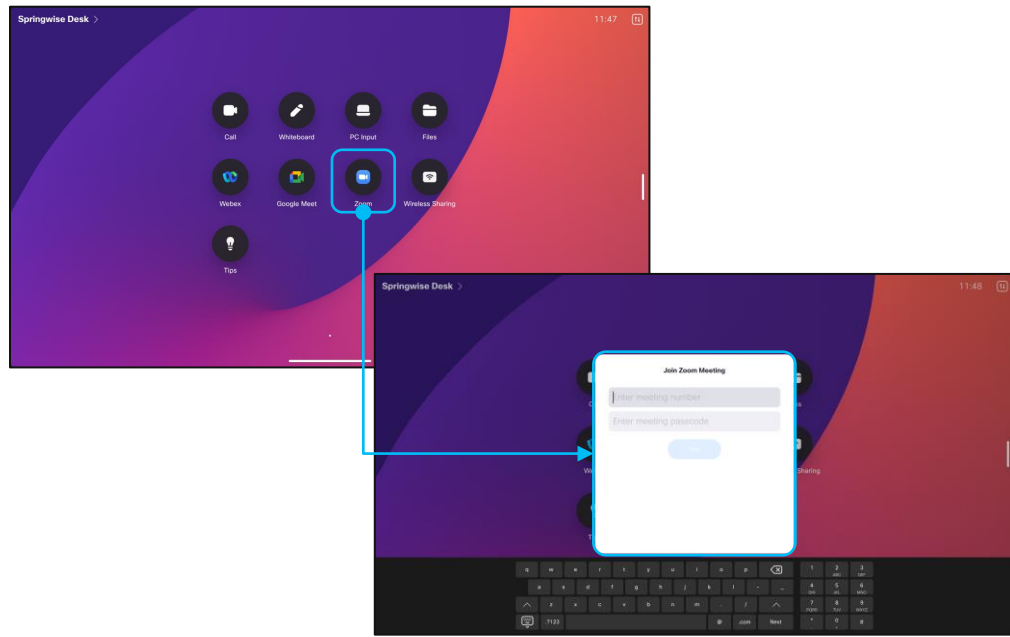
Enable all room, board and desk series devices to join meetings hosted by third party providers. This gives the individual services access to the device camera and microphone. Cisco Webex services will provide calendar integration and easy join through One Button to Push on the devices. For Webex Edge devices, [Allow Control Hub to manage configurations](#) must be enabled.

-  Enable Microsoft Teams ⓘ
-  Enable Google Meet ⓘ
Interoperability service lets users join the meeting without waiting to be admitted as a guest.
Interoperability token active [Edit token](#)
-  Enable Zoom
This meeting provider requires [RoomOS 11 UI Experience](#) to be enabled.

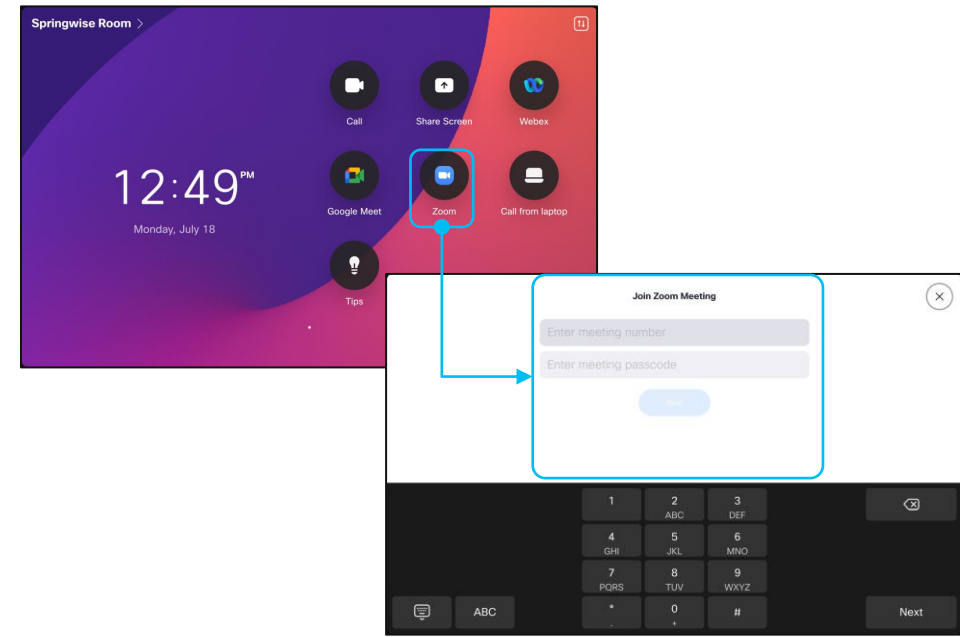


Zoom Join

Webex Desk and Board series



Webex Room series



04

Webex Control Hub

Webex Control Hub Updates

- Notification on Software expiry in Control Hub (Alert Center)
- Workspace Analytics
- Workspace Integration Framework
 - DNA Spaces Integration
 - Synergy SKY Integration

The screenshot displays the Webex Control Hub interface. The left sidebar contains navigation options: Overview, Alerts centre, MONITORING (Webex Experience, Analytics, Troubleshooting, Reports), MANAGEMENT (Users, Workspaces, Devices, Apps, Account, Organisation settings), SERVICES (Updates & Migrations, Messaging, Meeting, Calling, Connected UC, Hybrid), and TME Demo. The main content area is titled 'Analytics' and includes tabs for My Dashboards, Meetings, Messaging, Calling, Care, and Devices. Under the 'Utilization' section, there is a message: 'Set up workspace details to get more enhanced data about utilization of the workplace in your organization'. Below this is a 'Filters' section with the text 'Select a dimension by clicking here'. The dashboard features several key metrics: 'Total workspaces' at 330 (up 3.77% from the last 30 days), 'Occupied workspaces' at 8 (2% of total workspaces), and 'Booked workspaces' at 0. A 'Workspaces by setup' section uses horizontal bars to show the distribution of workspace configurations: Fully setup (61, 18.48%), Location setup (73, 22.12%), Type setup (191, 57.88%), Capacity setup (139, 42.12%), and No Location/Type/Capacity setup (137, 41.52%). At the bottom, there is a section for 'Occupied workspaces by type trend' with filters for Daily, Weekly, and Monthly views, and a line graph showing trends over time.

Alert Center – Software Alerts

Alert Center will offer the ability to create an alert to be notified when a customer has the Advanced Software Upgrade enabled and the chosen software is about to be force upgraded.

- Rule can be set from either Alert Center or direct from the Software page (Devices>Software).
- Applicable to:
 - Stable.
 - Verification.
- Alert sent out 14 days and 3 days before software version expires:
 - Email alert.
 - Webex space alert.

The screenshot shows the 'Alerts' section of the interface. At the top, there is a header 'Alerts' with the subtext 'Room, board and desk series'. To the right, a paragraph explains that software-related alerts can be configured in the Alerts center and delivered via email, webhooks, or Webex. A blue button labeled 'Create alert rule' is highlighted with a red box and a red arrow pointing to the configuration form below.

Alerts
Room, board and desk series

Keep up to date with your software versions by setting up alerts. Software related alerts can be configured in the Alerts center to be delivered through email, webhooks or in a Webex app space.
[More on alerts](#)

Create alert rule

Summary

Service: Devices

Type: Software version expiry

Severity: Medium

Title: Enter a title

Enabled:

Rules
Alerts will be sent 14 and 3 days before the software version expires.

Software channel:
 Verification channel
 Stable channel

Delivery channel
Control Hub automatically receives all alerts

Email
Enter user emails separated by commas
0/30 items Clear All

Webex space
Create a Webex space name, e.g. 'Live'

Webhook
In order to enable this option, you must specify a Webhook callback URL in [Organisation settings](#).

Workspace Analytics

Charts and graphs:

- Workspaces by type
- Workspace usage by frequency
- Occupied workspaces by type
- Booked workspaces meeting occupancy trend
- Top 20 occupied workspaces by occupancy
- Least occupied workspaces

Analytics

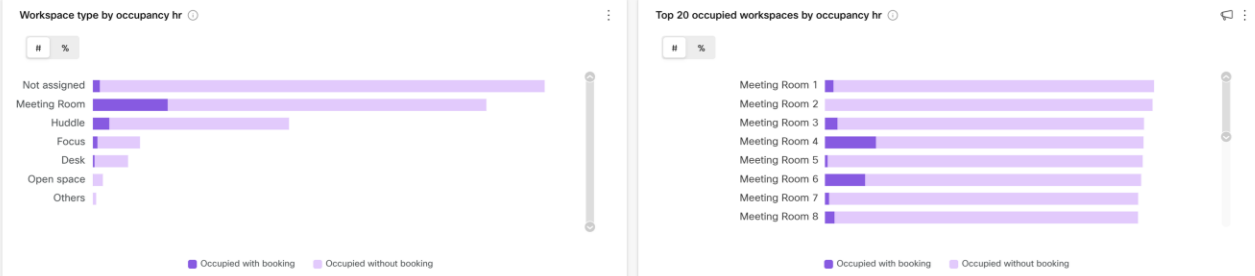
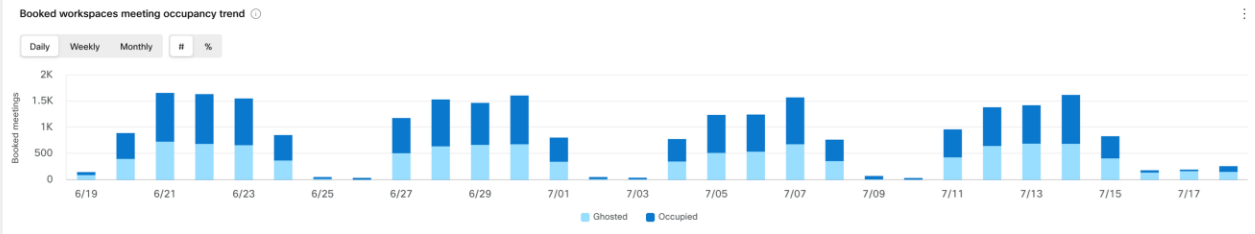
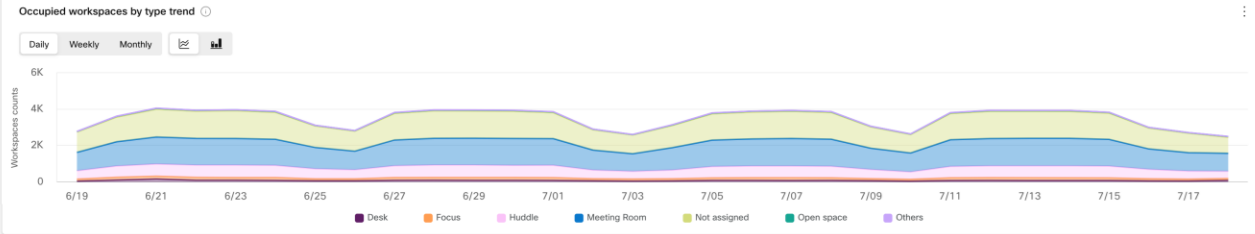
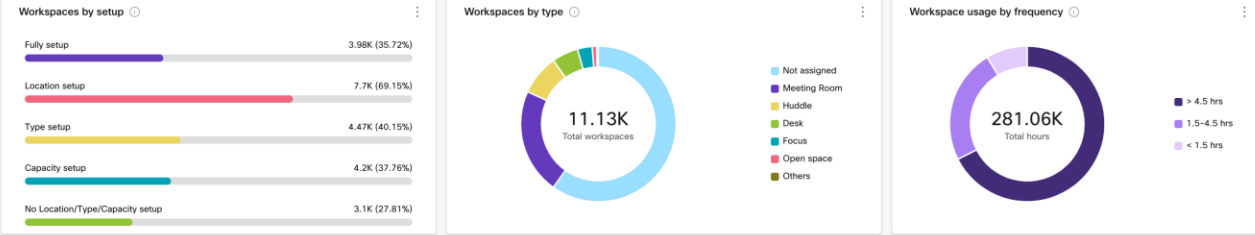
My Dashboards Meetings Messaging Calling Devices Workspaces Video Mesh Connected UC UCM Cloud Jabber

Utilization

30 days Jun 19, 2022 - Jul 18, 2022

Set up workspace details to get more enhanced data about utilization of the workplace in your organization. [Workspaces settings](#)

Filters Select a dimension by clicking here



Workspaces > Integrations Framework

Workspaces within Webex Control Hub is the prime location for workspace and device management.

Now with the integrations framework we are allowing organizations to extend their capabilities by allowing third party services to access Webex API's in an accessible, scalable, secure and manageable way.

Each integration provides detail that is easy to understand around what access is being granted.

The screenshot displays the Webex Control Hub interface. The browser address bar shows the URL <https://admin.webex.com/workspaces/integrations>. The page header includes the 'webex Control Hub' logo. A left-hand navigation menu lists various sections: Overview, Getting Started Guide, Alerts centre, MONITORING (Analytics, Troubleshooting, Reports), MANAGEMENT (Users, Workspaces, Devices, Apps, Account, Organisation settings), SERVICES (Updates & Migrations, Messaging, Meeting, Calling, Connected UC, Hybrid), and TME Demo. The main content area is titled 'Workspaces' and features tabs for Workspaces, Locations (marked as Beta), Integrations, and Settings. Below this, the 'Integrations' section explains that it allows third-party services to access Webex APIs. Under the 'Available' heading, two integration cards are shown: 'Cisco Smart Workspaces' (Digital signage) and 'Synergy SKY management'. Each card includes a brief description and a 'Details' button with a right-pointing arrow.

DNA Spaces Integration

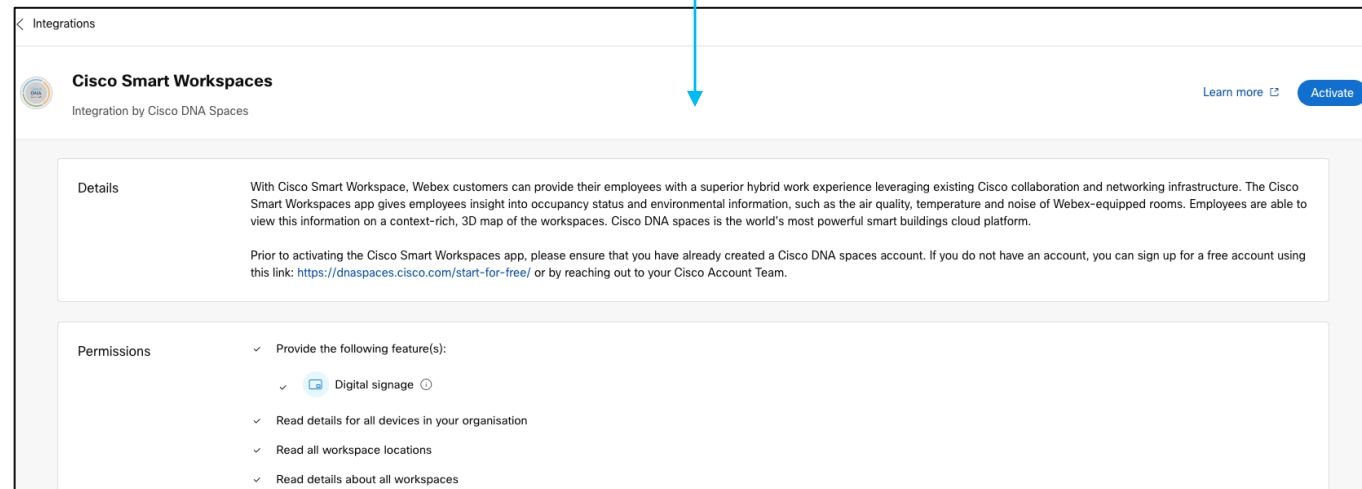
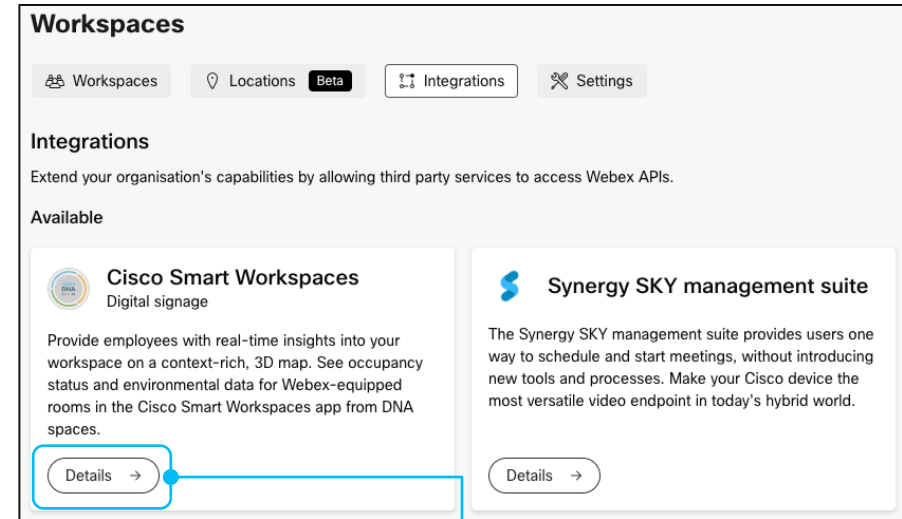
Exposure of SmartSpaces integration by Cisco DNA Spaces.

Workspace Integration Framework will display:

- What controls are exposed
- What data is exposed

Customers will need a DNA SmartSpaces account set up for access to be granted from Control Hub.

SmartSpaces will among other things ask for access to the RoomAnalytics AP's. SmartSpaces will also install itself as a Digital Signage Provider to our devices.



Synergy SKY integration

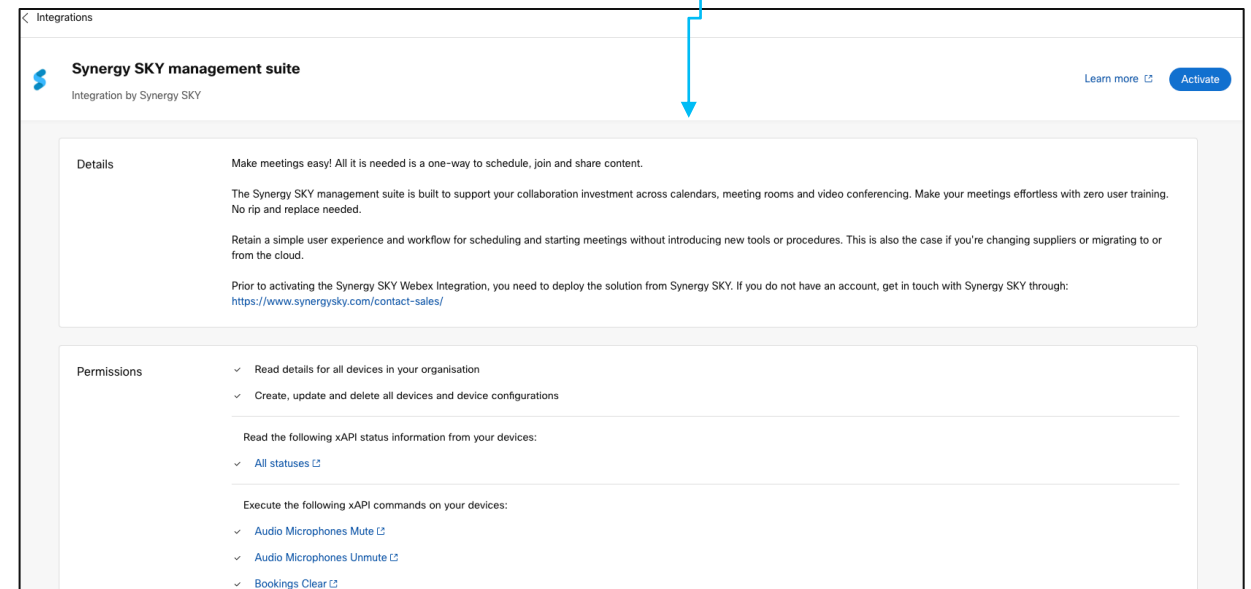
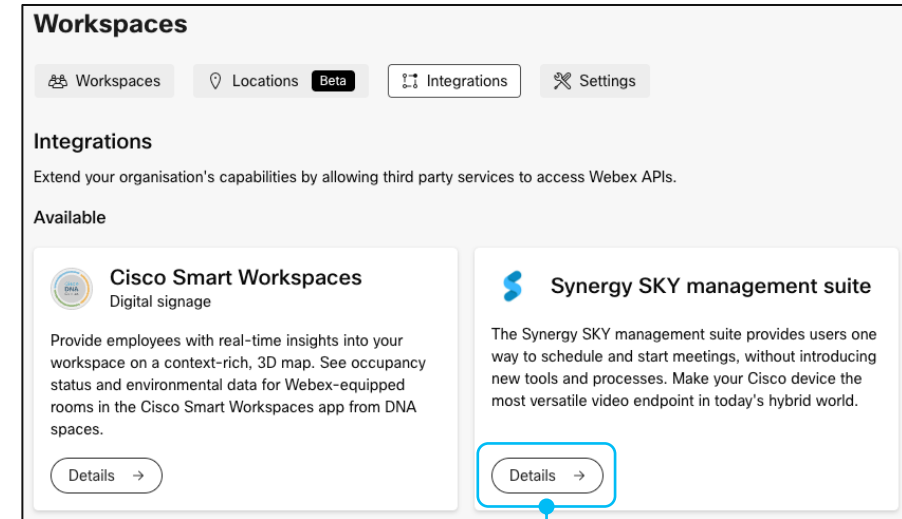
Exposure of Synergy SKY integration into Webex Control Hub

Workspace Integration Framework will display:

- What controls are exposed
- What data is exposed

Customers will need a Synergy SKY account set up for access to be granted from Control Hub.

Synergy SKY will among other things ask for access to the Booking API's. The full set of API access will be exposed when the integration is enabled.



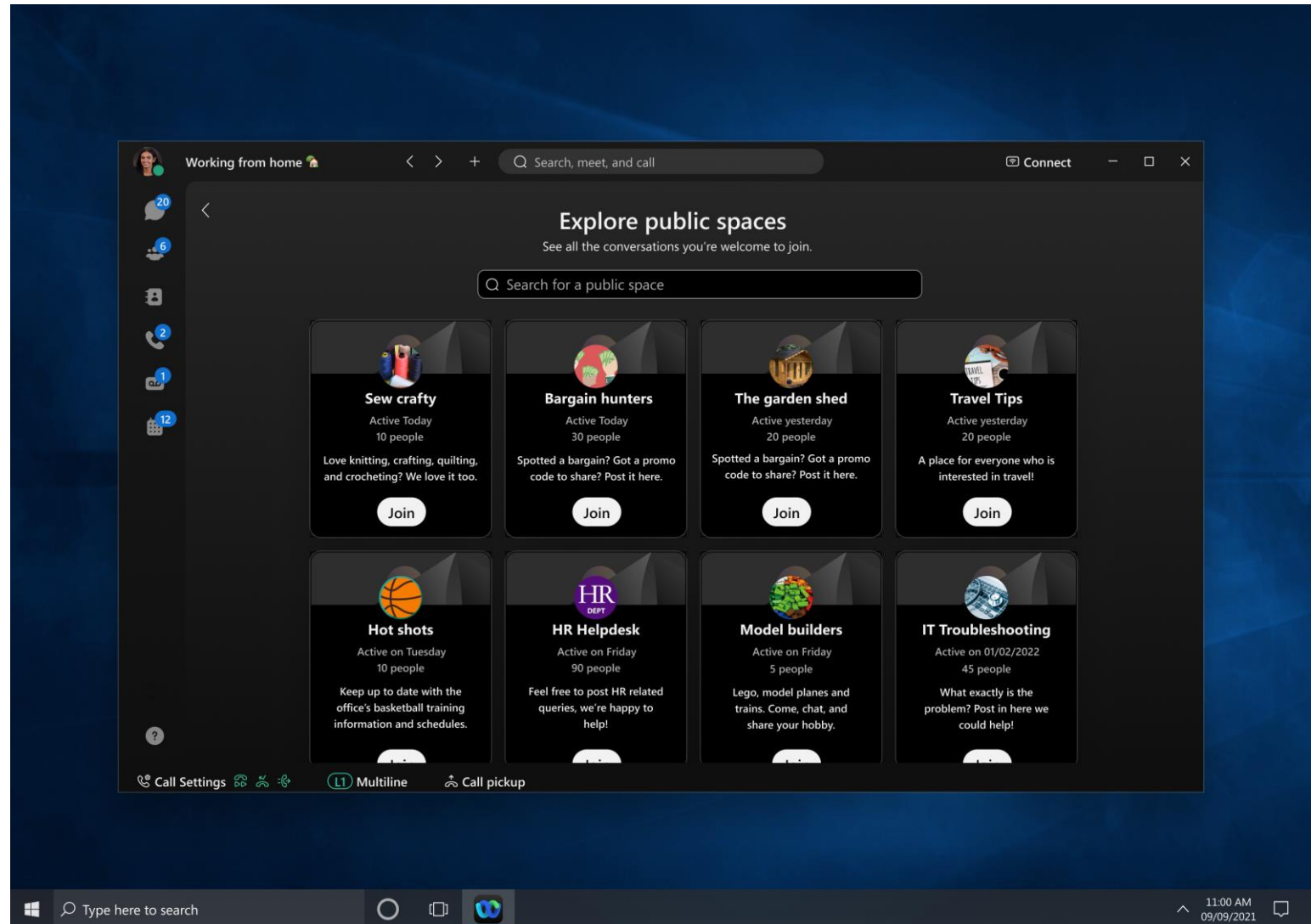
Webex App Update

Win	Mac	iOS	Android	Web
✓	✓	✗	✗	✗

Public Spaces

Users want a way to discover and join spaces in Webex App, outside the teams they are in.

- When you create a new space you will have the ability to make it a public or private.



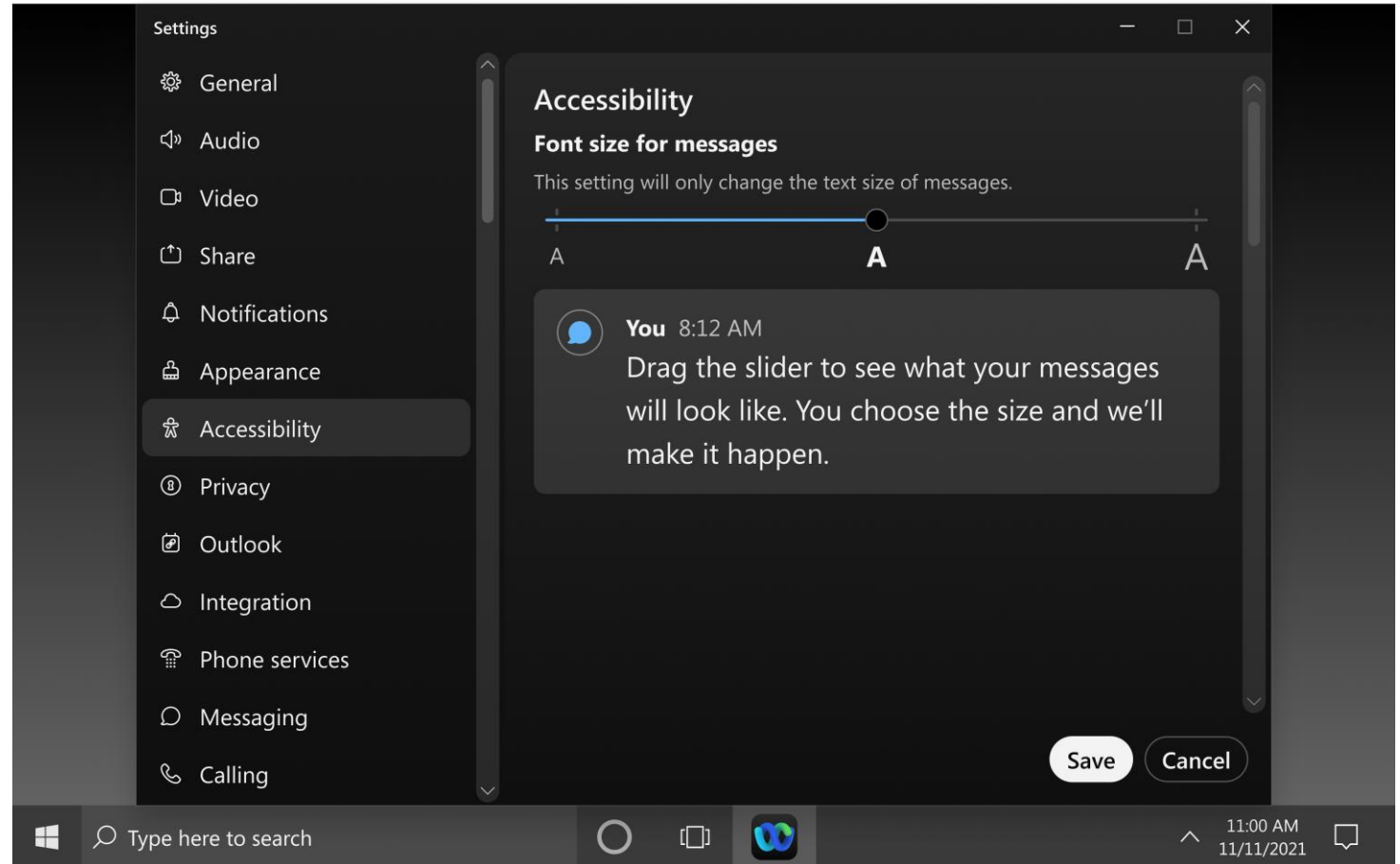
Win	Mac	iOS	Android	Web
✓	✓	✗	✗	✗

Font Scaling

This feature is to work with Inclusivity and Accessibility for the users that need to increase the font display size in the Webex App.

Note:

- This will increase the font size of all the Webex App, not just the messaging workload
- This feature already exist in the meeting workload, we are now making it available in the whole Webex App Experience.



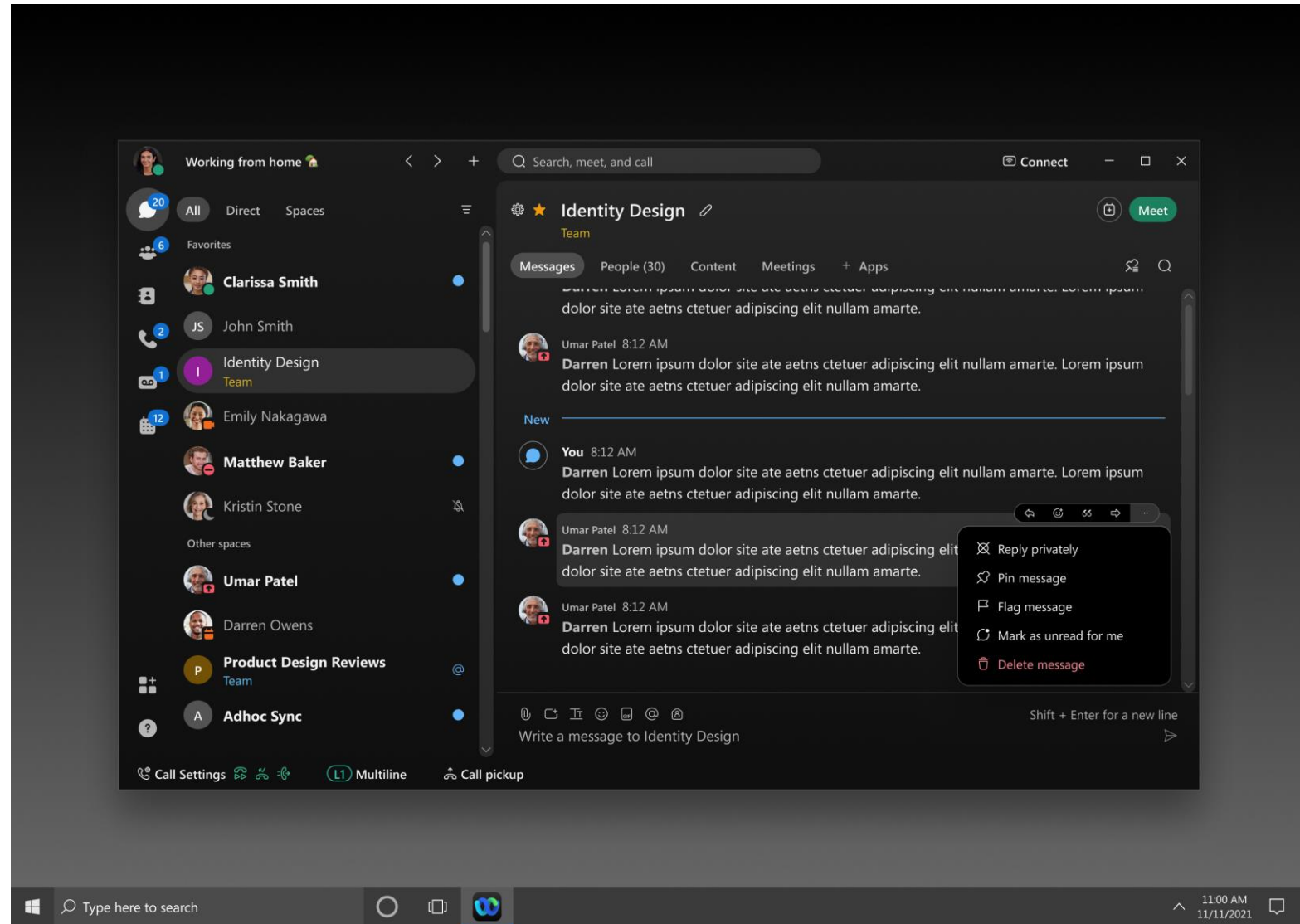
Messaging

Win	Mac	iOS	Android	Web
✓	✓	✗	✗	✗

Reply Directly

Users would like a way to reply to a message in a space but privately to the person who sent the original message.

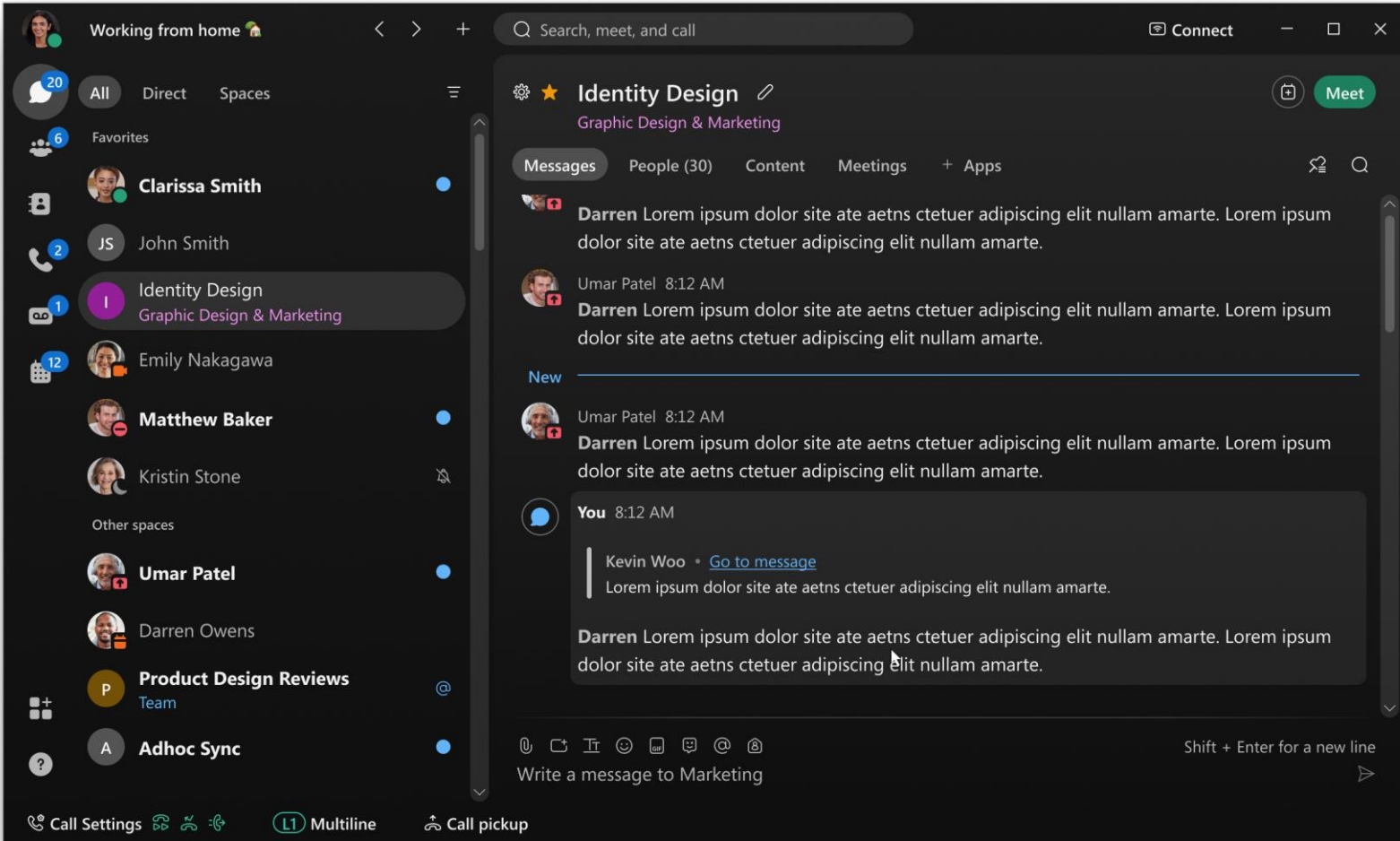
- When you reply, there will be no notice in the group space that you had reply, so no other user will know you had a reply.
- The Direct reply will bring the message you originally had from the space, but will not tell the user from what space is coming from.



Win	Mac	iOS	Android	Web
✓	✓	✗	✗	✗

Link to Quote

When viewing a quoted message within a space there is currently no way for a user to access the original message without scrolling through the message area. Users may want to access the original message to gain additional context i.e replies/reactions to the original message.



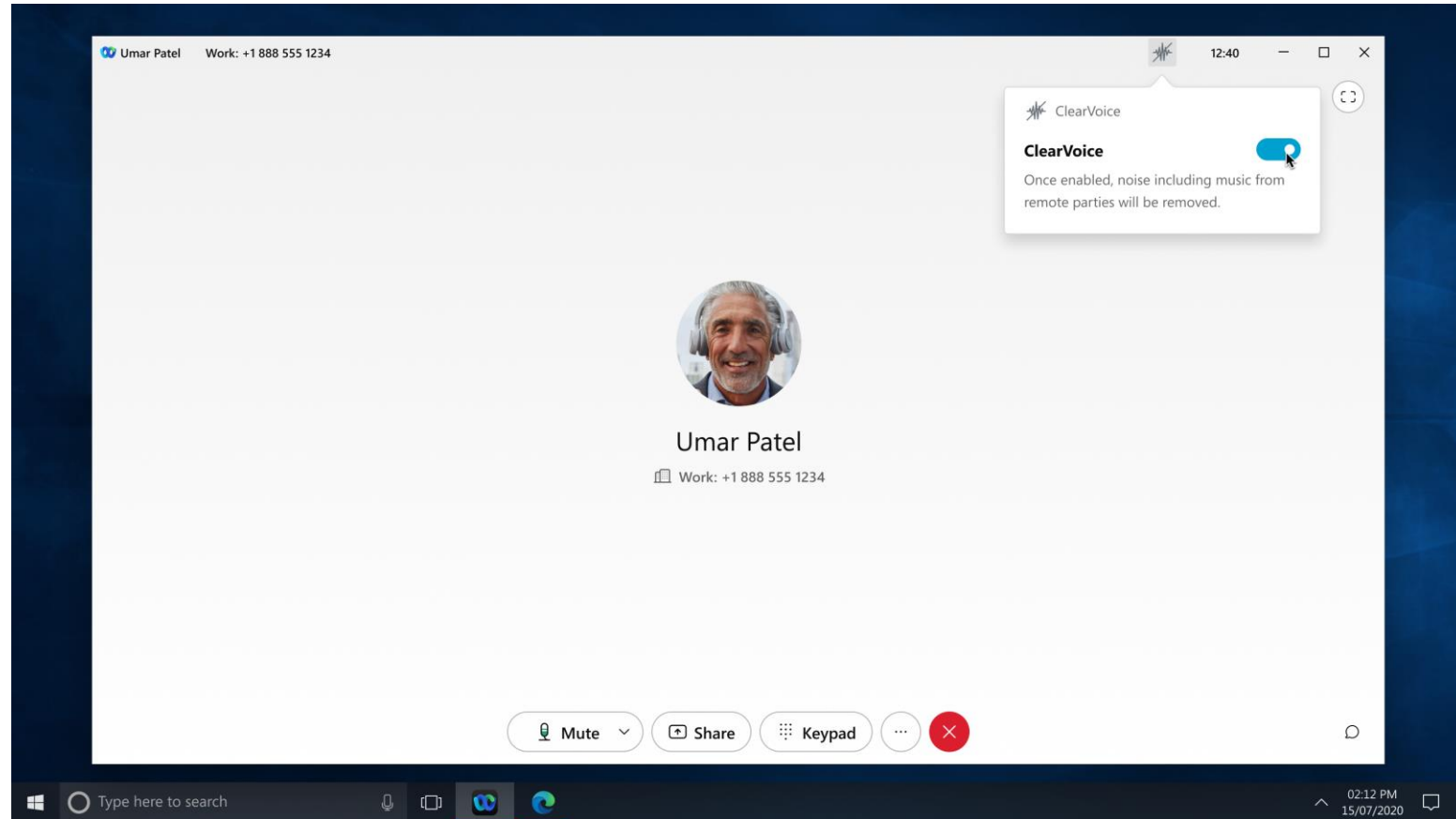
Calling

Win	Mac	iOS	Android	Web
✓	✓	✗	✗	✗

Noise Removal for PSTN calls (RX Side Noise Removal)

As a Webex App user, I would like to be able to take advantage of Noise Removal capability when I talk to other users / devices that do not have Noise Removal such as Webex App. This will enhance the users calling experience when remote user is on PSTN or mobile.

- This may impact some cases that user really want to be able to hear what is on the remote side so we need ability to disable RX noise suppression if required.



Webex Calling	UCM	Broadsoft	Calling on Webex
✓	✗	✗	✗

Win	Mac	iOS	Android	Web
✓	✓	✓	✓	X

Swap Calls During Call Transfer

Scenario of Feature

1. User A places call to User B.
2. User B picks up and puts user A on hold
3. User B starts a transfer to user C
4. User C picks up
5. At this point User B wants to check something with user A before completing transfer.
6. He goes back to the window for User A and presses resume.
7. This puts user C on hold.
8. User B can then resume back to User C and complete transfer

Webex Calling	UCM	Broadsoft	Calling on Webex
✓	X	✓	X

Win	Mac	iOS	Android	Web
✓	✓	✗	✗	✗

Call Control Support for Poly Headset 3220 series

3rd Party Headset

Details:

- As a user, I should be able to End / Answer the call / meeting from the headset
- As a user, when I use the mute/unmute controls on my headset, it should mute/unmute my audio in a Webex call/ meeting. (And vice-versa.)



Webex Calling	UCM	Broadsoft	Calling on Webex
✓	✗	✓	✗

Webex Monitoring, Troubleshooting and More

July Update

Agenda

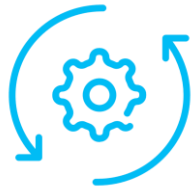
Introduction

Recently Released

July Features

Administration Workflows

Configuration



Monitoring

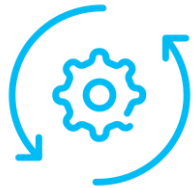


Troubleshooting



Webex Services

Configuration



Monitoring



Troubleshooting



The Dashboard

Control Hub

Configuration



Monitoring



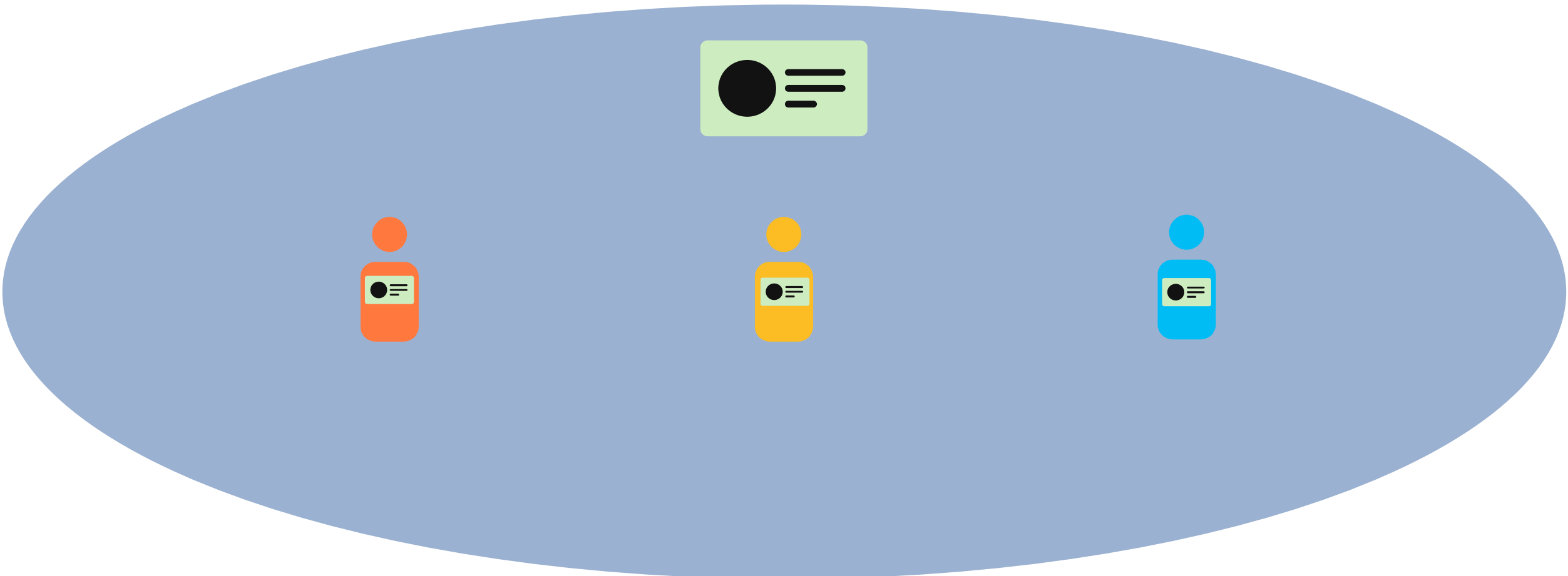
Troubleshooting



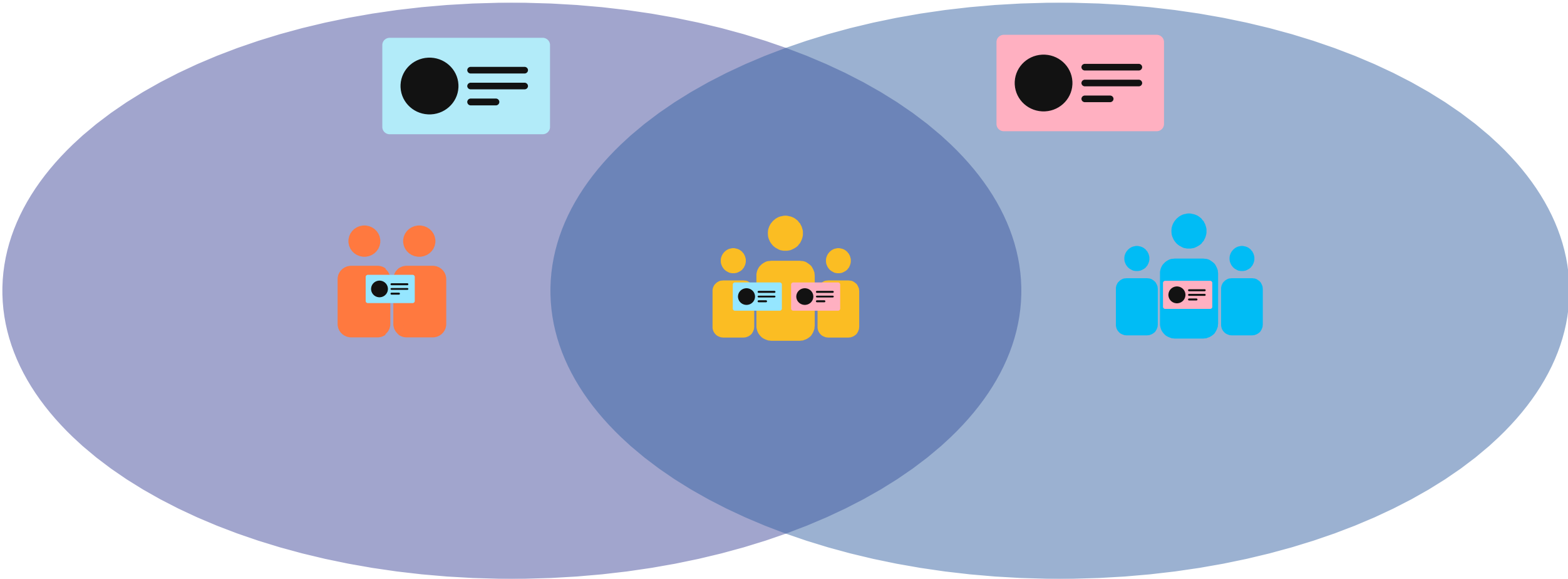
Recently Released

Groups API - April

Organization-based



Group-based



Group APIs

APIs

- Configure groups via API
- Create, update, delete Groups
- Assign Members
- Full Details: <https://developer.webex.com/docs/api/v1/groups>



Method		Description
POST	https://webexapis.com/v1/groups	Create a Group
PATCH	https://webexapis.com/v1/groups/{groupId}	Update a Group
GET	https://webexapis.com/v1/groups/{groupId}	Get Group Details
GET	https://webexapis.com/v1/groups	List and Search Groups
GET	https://webexapis.com/v1/groups/{groupId}/members	Get Group Members
DELETE	https://webexapis.com/v1/groups/{groupId}	Delete a Group

My Dashboards - April

Analytics

My Dashboards

Meetings

Messaging

Calling

Care

Devices

Video Mesh

Connected UC

Jabber

Sum... Demo + Add Dashboard

Edit Dashboard

to.webex.com

365 days Apr 27, 2021 - Apr 26, 2022

How are my users using Webex?

Total Meetings

550 ↓ 50.14%

9.48 average meetings per host

+1

Total Meeting Minutes

7.2K ↓ 69.23%

13.02 average minutes per meeting

+1

Total Messages Sent

0 --

Total Call Legs

2.3K ↑ 117.53%

Average 6 call legs per active users

Total Call Minutes

4K ↑ 404.77%

Average 2 minutes per call

Meetings

Daily Weekly Monthly



Site = tmedemo.webex.com

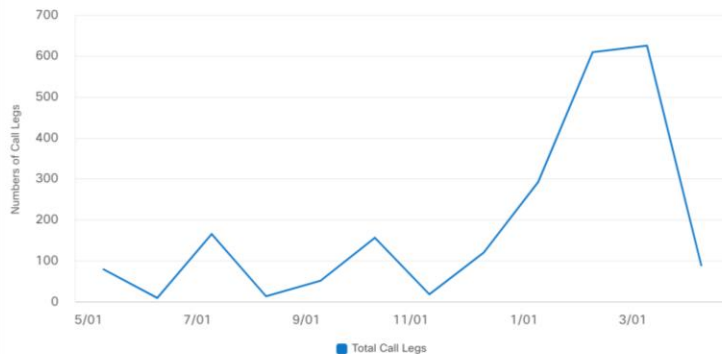
Active Users on Webex app

Daily Weekly Monthly



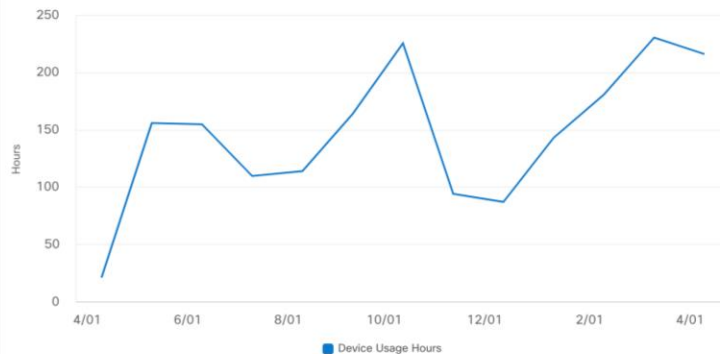
Total Call Legs

Daily Weekly Monthly



Device Usage

Daily Weekly Monthly



How is Webex performing?

Good Participants VoIP Quality

99.6% ↑ 1.14%

+1

Good Participant Mins VoIP Quality

99.5% ↑ 1.54%

+1

Call Legs with Good Audio Quality

90% ↓ 3.23%

3.01K Total Audio Call Legs

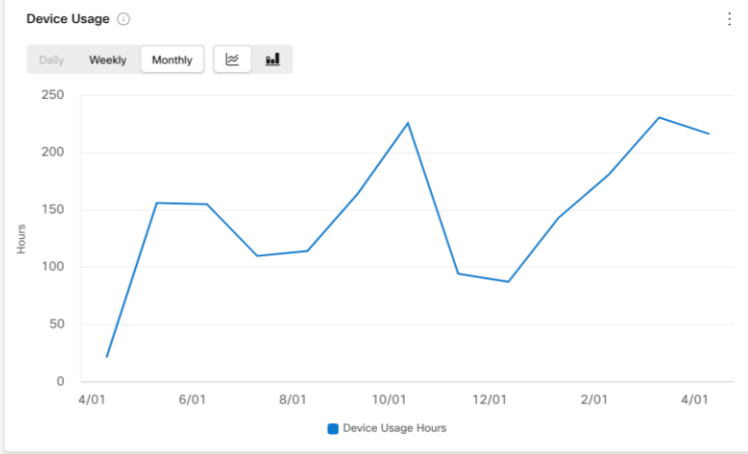
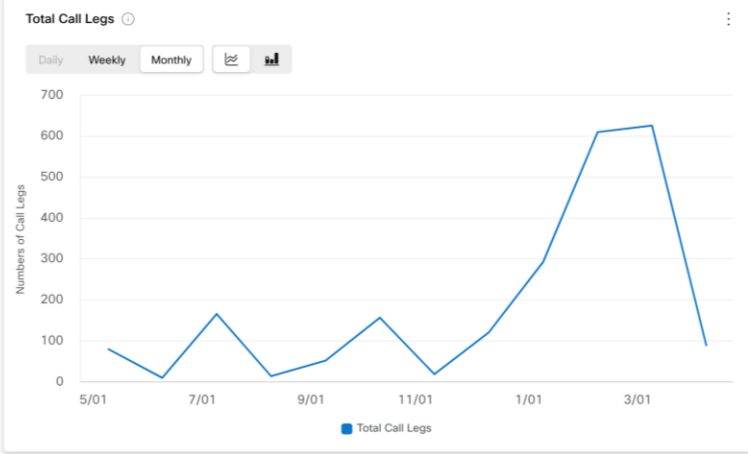
Good Webex video call mins of devices

99% --

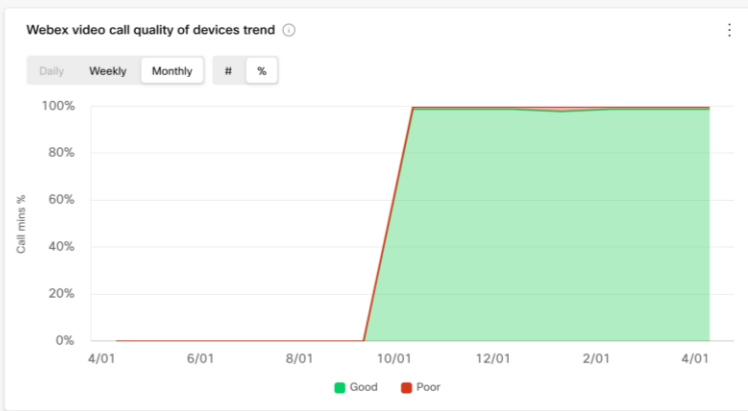
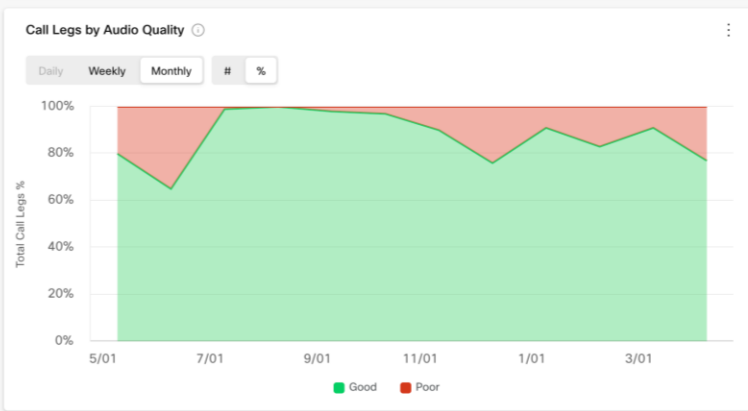
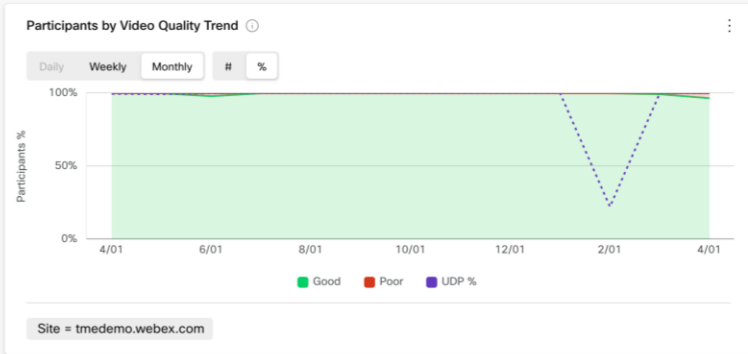
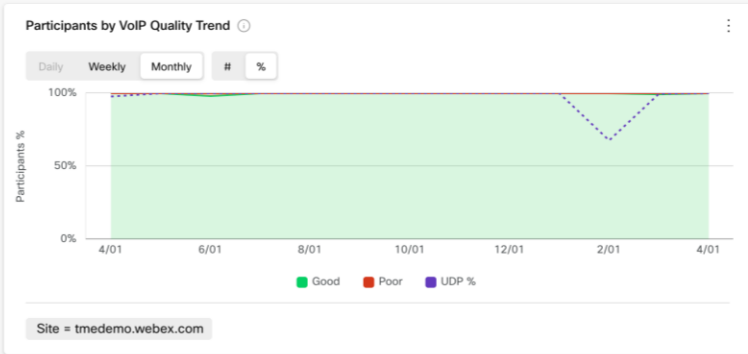
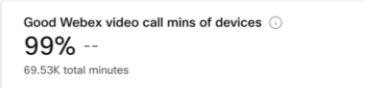
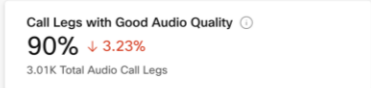
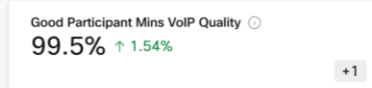
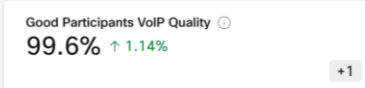
69.53K total minutes

Participants by VoIP Quality Trend

Participants by Video Quality Trend



How is Webex performing?



Analytics

My Dashboards Meetings Messaging Calling Care Devices Video Mesh Connected UC Jabber

Sum... Demo **+ Add Dashboard**

Edit Dashboard io.webex.com 365 days Apr 27, 2021 - Apr 26, 2022

How are my users using Webex?

Total Meetings

550 ↓ 50.14%

9.48 average meetings per host

+1

Total Meeting Minutes

7.2K ↓ 69.23%

13.02 average minutes per meeting

+1

Total Messages Sent

0 --

Total Call Legs

2.3K ↑ 117.53%

Average 6 call legs per active users

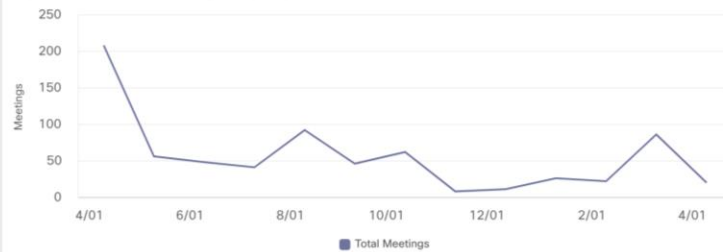
Total Call Minutes

4K ↑ 404.77%

Average 2 minutes per call

Meetings

Daily Weekly Monthly



Site = tmedemo.webex.com

Active Users on Webex app

Daily Weekly Monthly



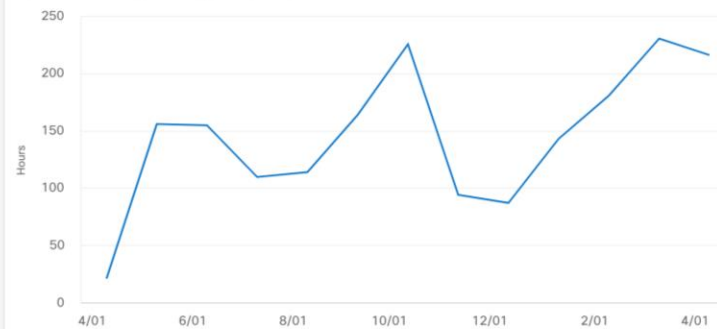
Total Call Legs

Daily Weekly Monthly



Device Usage

Daily Weekly Monthly



How is Webex performing?

Good Participants VoIP Quality

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+1

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3.01K Total Audio Call Legs

Good Webex video call mins of devices

99% --

69.53K total minutes

Participants by VoIP Quality Trend

Participants by Video Quality Trend

Analytics

- My Dashboards
- Meetings
- Messaging
- Calling
- Care
- Devices
- Video Mesh
- Connected UC
- Jabber

Summary : Demo : New Dash :

no.webex.com

365 days Apr 27, 2021 - Apr 26, 2022

Section Name 1



Go to the service dashboard

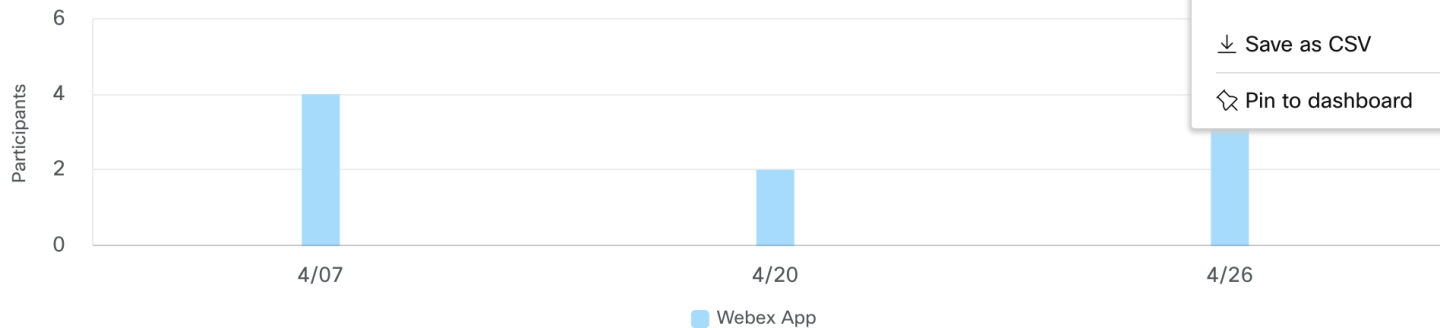
To pin the charts on your dashboard, click on the 3 dots.



Exit

Participants by Join Method ⓘ

Daily Weekly Monthly



- ↓ Save as PDF
- ↓ Save as PNG
- ↓ Save as CSV
- 📌 Pin to dashboard

Join Method = Webex App ✕




Pin chart to dashboard?

Select the dashboard and section to pin the chart. You can also pin the chart to the top or bottom of each section.


Dashboard

Section

Add to



Top of section



Bottom of section

Cancel

Pin to dashboard

Analytics

- My Dashboards
- Meetings
- Messaging
- Calling
- Care
- Devices
- Video Mesh
- Connected UC
- Jabber

Sum... Demo + Add Dashboard

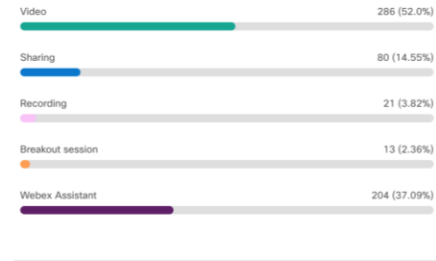
Edit Dashboard

mo.webex.com

365 days Apr 27, 2021 - Apr 26, 2022

Meetings

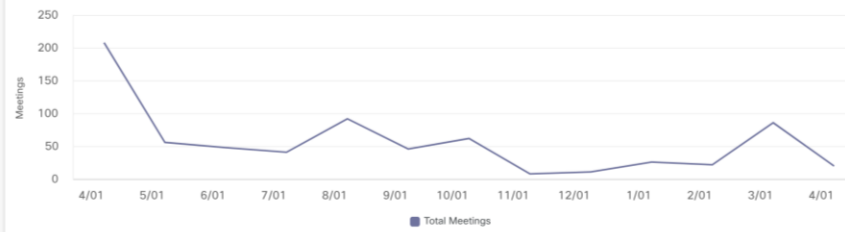
Meetings by Activity



Site = tmedemo.webex.com

Meetings

Daily Weekly Monthly



Site = tmedemo.webex.com

Participants by Join Method

Daily Weekly Monthly

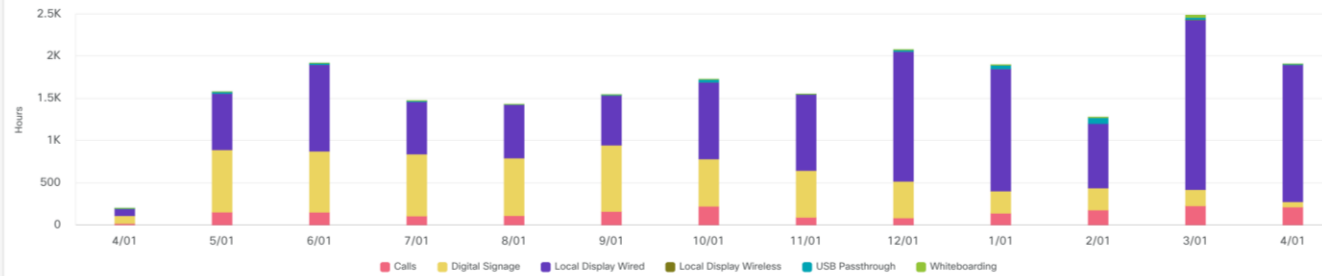


Site = tmedemo.webex.com Join Method = Webex App

Devices

Device Usage by Activity

Daily Weekly Monthly



Analytics

My Dashboards Meetings Messaging Calling Care Devices Video Mesh Connected UC Jabber

Sum... Demo + Add Dashboard

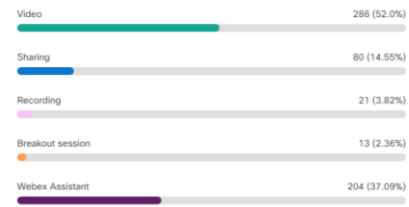
Edit Dashboard

no.webex.com

365 days Apr 27, 2021 - Apr 26, 2022

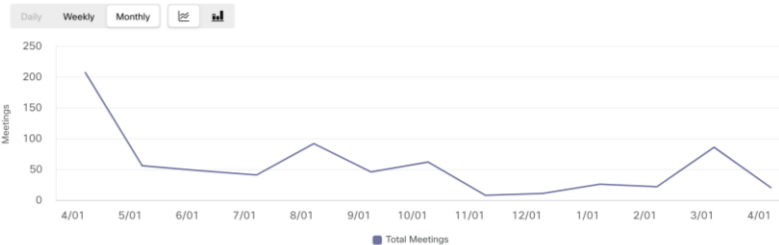
Meetings

Meetings by Activity



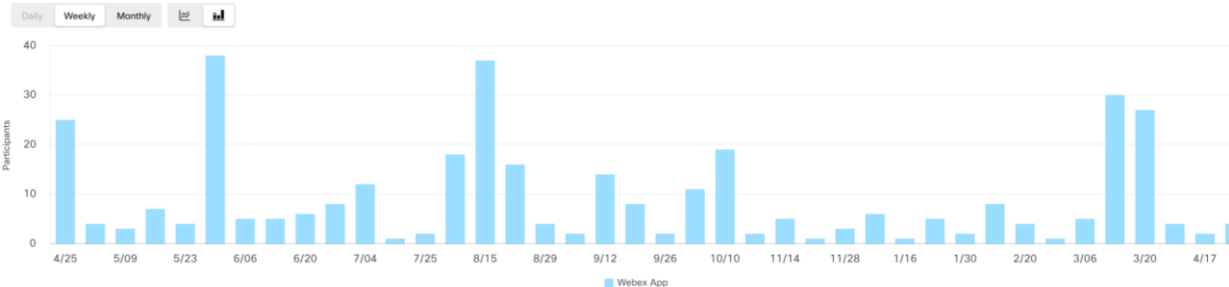
Site = tmedemo.webex.com

Meetings



Site = tmedemo.webex.com

Participants by Join Method

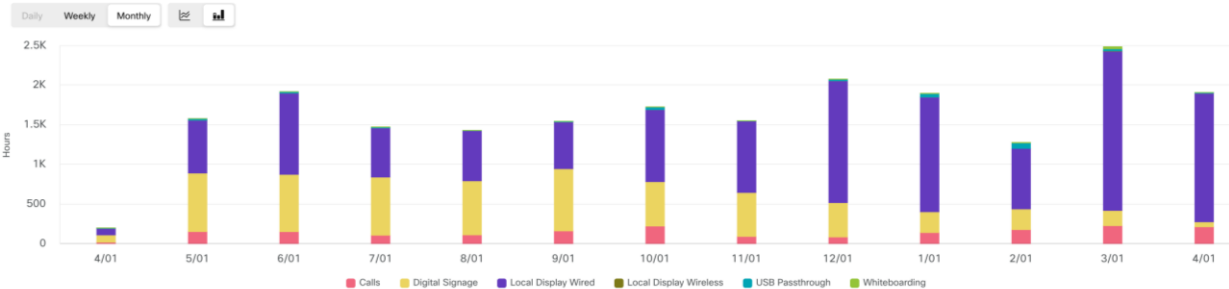


Site = tmedemo.webex.com

Join Method = Webex App

Devices

Device Usage by Activity



Licensing Enhancements - May

Updated User Interface

Services enabled for Example User

Messaging	Meeting	Calling
Free Public Collaboration Services		
Cisco Webex Teams Free Messaging	Cisco Webex Teams Free Meetings	Cisco Webex Free Calling
Licensed Collaboration Services		
Messaging <input type="checkbox"/> Webex Teams	Meetings <input checked="" type="checkbox"/> Cisco Webex Team Meetings <input checked="" type="checkbox"/> example.webex.com <small>(Attendee)</small> Webex Enterprise Edition <input type="checkbox"/> example2.webex.com Webex Enterprise Edition	



Edit services for example@example.com

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

Messaging	Meeting	Calling
2	5	2

- Subscription: Basic Messaging
 - Basic Messaging
- Subscription: Example sub 1 - 10/11/2020
 - Advanced Messaging
19 of 20000 assigned
- Subscription: Example sub 2 - 1/1/2021
 - Advanced Messaging
1 of 20000 assigned
- Subscription: Example sub 3 - 03/20/2022
 - Advanced Messaging
0 of 20000 assigned
- Subscription: Example sub 4 - 09/26/2021
 - Advanced Messaging
3 of 20000 assigned

Cancel Save

Edit Organization Licenses Assignment

Add Services for Users
 Select the services that you want to provide to new users.
 Note: If you select more than one Message, Teams Meeting or Call license, only one license will be assigned to each user.

Messaging	Meeting	Calling
Free Public Collaboration Services		
<input checked="" type="checkbox"/> Cisco Webex Free Messaging	<input type="checkbox"/> Cisco Webex Free Meetings	<input checked="" type="checkbox"/> Cisco Webex Free Calling
Additional Capabilities		
Messaging <input type="checkbox"/> Register to Unified Communication Manager (UCM)	Meeting <input type="checkbox"/> Register to Unified Communication Manager (UCM)	Calling <input type="checkbox"/> Register to Unified Communication Manager (UCM)
Subscriptions: sub-1@csco.com		
Messaging <input type="checkbox"/> Webex Teams 0 of 500 Assigned	Meeting <input type="checkbox"/> Webex Teams Meetings 0 of 500 Assigned <input type="checkbox"/> Webex Enterprise Edition sub-1@csco.com 0 of 500 Assigned	Calling <input type="checkbox"/> Webex Calling <input type="checkbox"/> Enterprise <input type="checkbox"/> Basic <input type="checkbox"/> Webex Calling (Formerly Spark Call)

Close



Modify licenses assignment

Modify organization licenses assignment
 Select the license you want to assign to your users.

Messaging	Meeting	Calling	Hybrid Services
2	3	1	1

- Subscription: Basic Messaging
 - Basic Messaging
- Subscription: Example sub 1 - 10/11/2020
 - Advanced Messaging
19 of 20000 assigned
- Subscription: Example sub 2 - 12/09/2020
 - Advanced Messaging
1 of 20000 assigned
- Subscription: Example sub 3 - 03/20/2022
 - Advanced Messaging
0 of 20000 assigned
- Subscription: Example sub 4 - 09/26/2021
 - Advanced Messaging
3 of 20000 assigned




Apply scope: Future users, Existing users

Cancel Save

Automatic License Assignment Improvements

Scope

Group licenses assignment
Select the licenses you want to assign to your users.

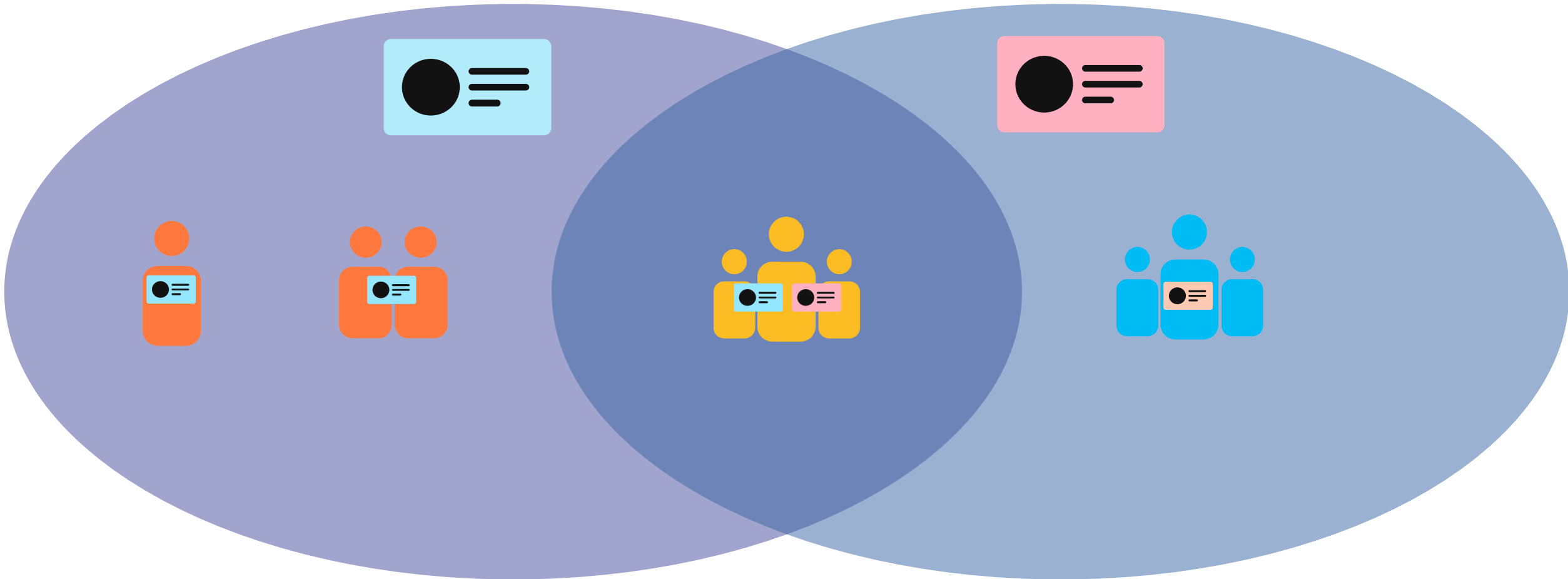
 Messaging 1	^ Subscription: Basic Messaging
 Meeting 1	<input checked="" type="checkbox"/> Basic Messaging
 Calling 1	^ Subscription: Enterprise Trial - 11/02/2021
	<input type="checkbox"/> Advanced Messaging 2 of 100 assigned

Apply scope

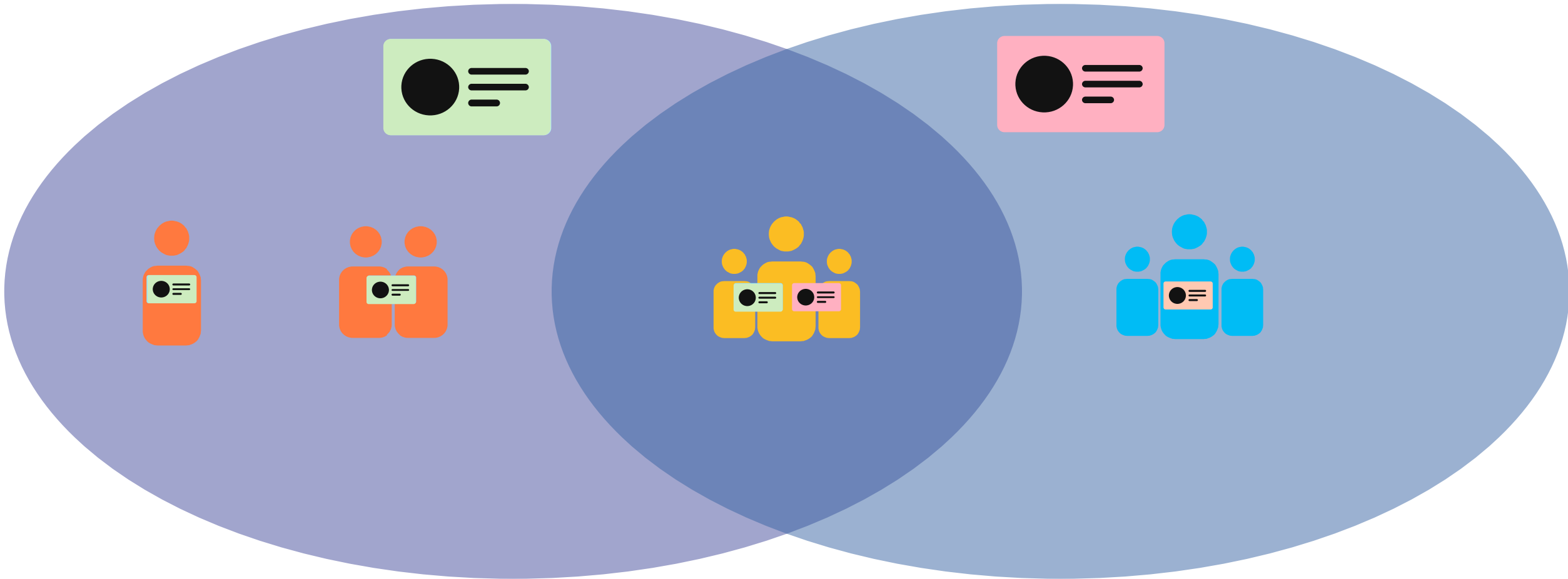
Future users

Existing users

Future Users




Existing Users



Preserve Licenses

Users

-  Users
-  Groups
-  Licenses
-  Contacts

 How does automatic licensing work?

Licenses assignment

Licenses can be assigned to new users.

[Learn More](#)

Organization-based management
Manage license assignment for new users in your organization.

[Set up](#)

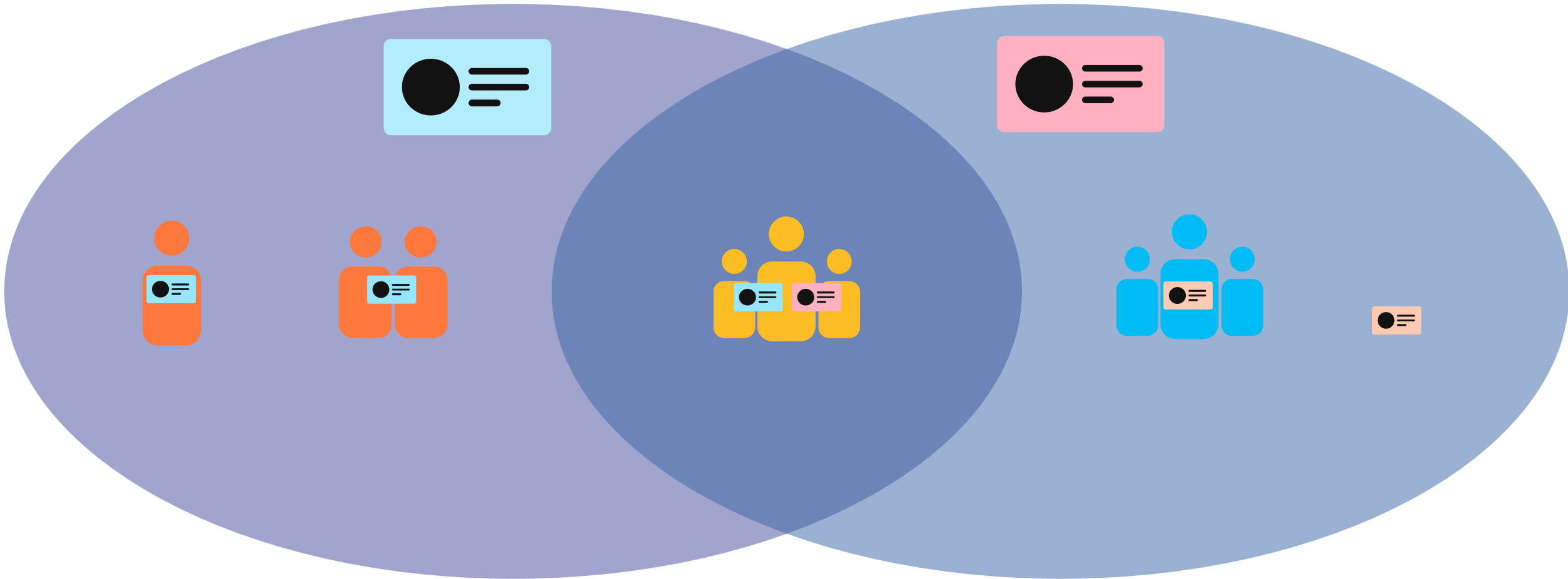
Group-based management
Go to the [Groups list](#) page and manage license assignment for each group.

Preserve licenses

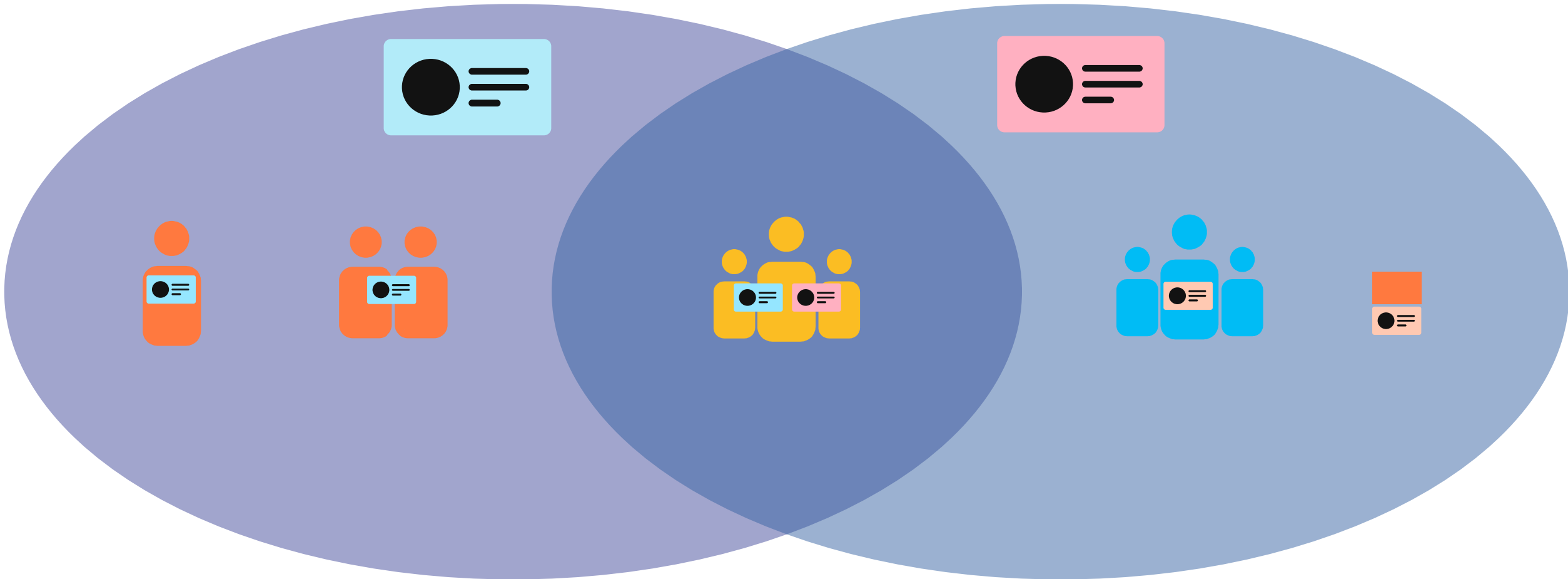
Preserve licenses when a user transfers to another group

Users who move to a different will keep the assigned licenses from the previous group and will acquire additional licenses from the new group they are added to.

Moving Groups – Preserve Licenses Enabled



Moving Groups – Preserve Licenses Disabled



Learn More

Automatic License Assignment:

<https://help.webex.com/en-us/article/n3ijtao/Set-up-automatic-license-assignments-in-Control-Hub>

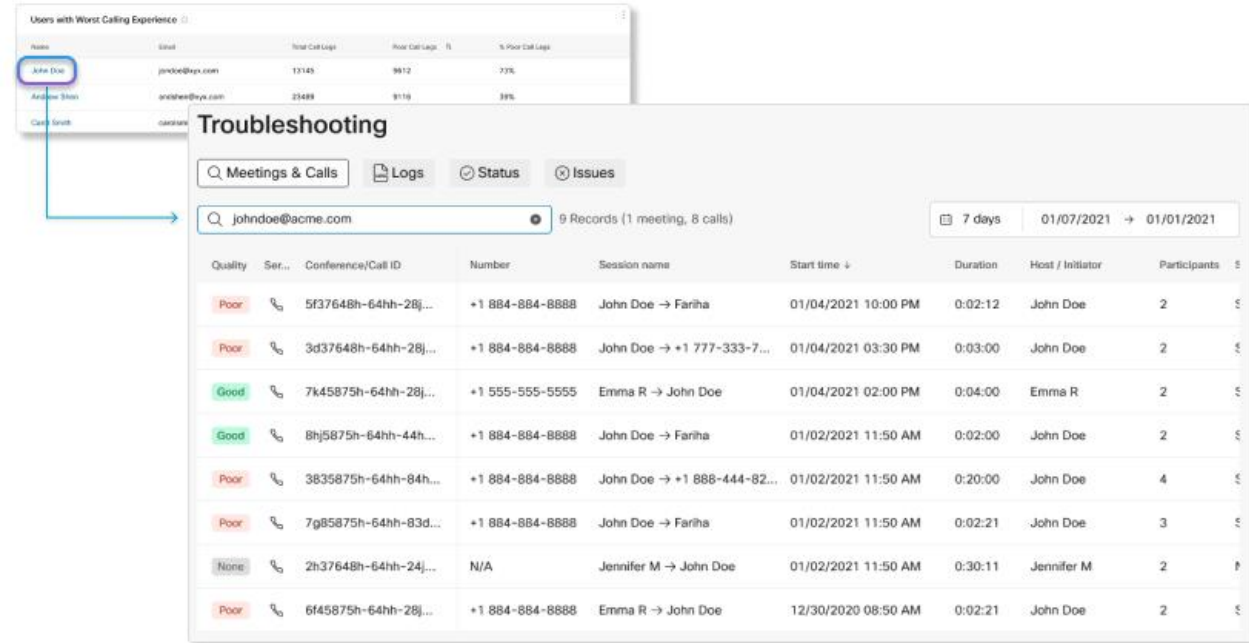
Calling Analytics Media Quality Enhancements - June

Calling Analytics Media Quality Enhancements

“Users with worst calling experience” table added

Cross launch from new table directly to troubleshooting to show user’s call legs

Filter page to show information for specific user(s)



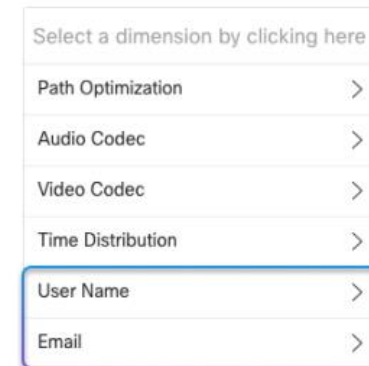
Users with Worst Calling Experience

Name	Email	Total Call Legs	Poor Call Legs	% Poor Call Legs
John Doe	johndoe@acme.com	13145	9812	73%
Andrew Sims	andsims@acme.com	25488	9110	35%
Cardi Smith	cardis@acme.com			

Troubleshooting

Search: johndoe@acme.com (9 Records (1 meeting, 8 calls))

Quality	Ser...	Conference/Call ID	Number	Session name	Start time	Duration	Host / Initiator	Participants
Poor		5f37648h-64hh-28j...	+1 884-884-8888	John Doe → Fariha	01/04/2021 10:00 PM	0:02:12	John Doe	2
Poor		3d37648h-64hh-28j...	+1 884-884-8888	John Doe → +1 777-333-7...	01/04/2021 03:30 PM	0:03:00	John Doe	2
Good		7k45875h-64hh-28j...	+1 555-555-5555	Emma R → John Doe	01/04/2021 02:00 PM	0:04:00	Emma R	2
Good		8hj5875h-64hh-44h...	+1 884-884-8888	John Doe → Fariha	01/02/2021 11:50 AM	0:02:00	John Doe	2
Poor		3835875h-64hh-84h...	+1 884-884-8888	John Doe → +1 888-444-82...	01/02/2021 11:50 AM	0:20:00	John Doe	4
Poor		7g85875h-64hh-83d...	+1 884-884-8888	John Doe → Fariha	01/02/2021 11:50 AM	0:02:21	John Doe	3
None		2h37648h-64hh-24j...	N/A	Jennifer M → John Doe	01/02/2021 11:50 AM	0:30:11	Jennifer M	2
Poor		6f45875h-64hh-28j...	+1 884-884-8888	Emma R → John Doe	12/30/2020 08:50 AM	0:02:21	John Doe	2



Select a dimension by clicking here

- Path Optimization >
- Audio Codec >
- Video Codec >
- Time Distribution >
- User Name >
- Email >

July Features

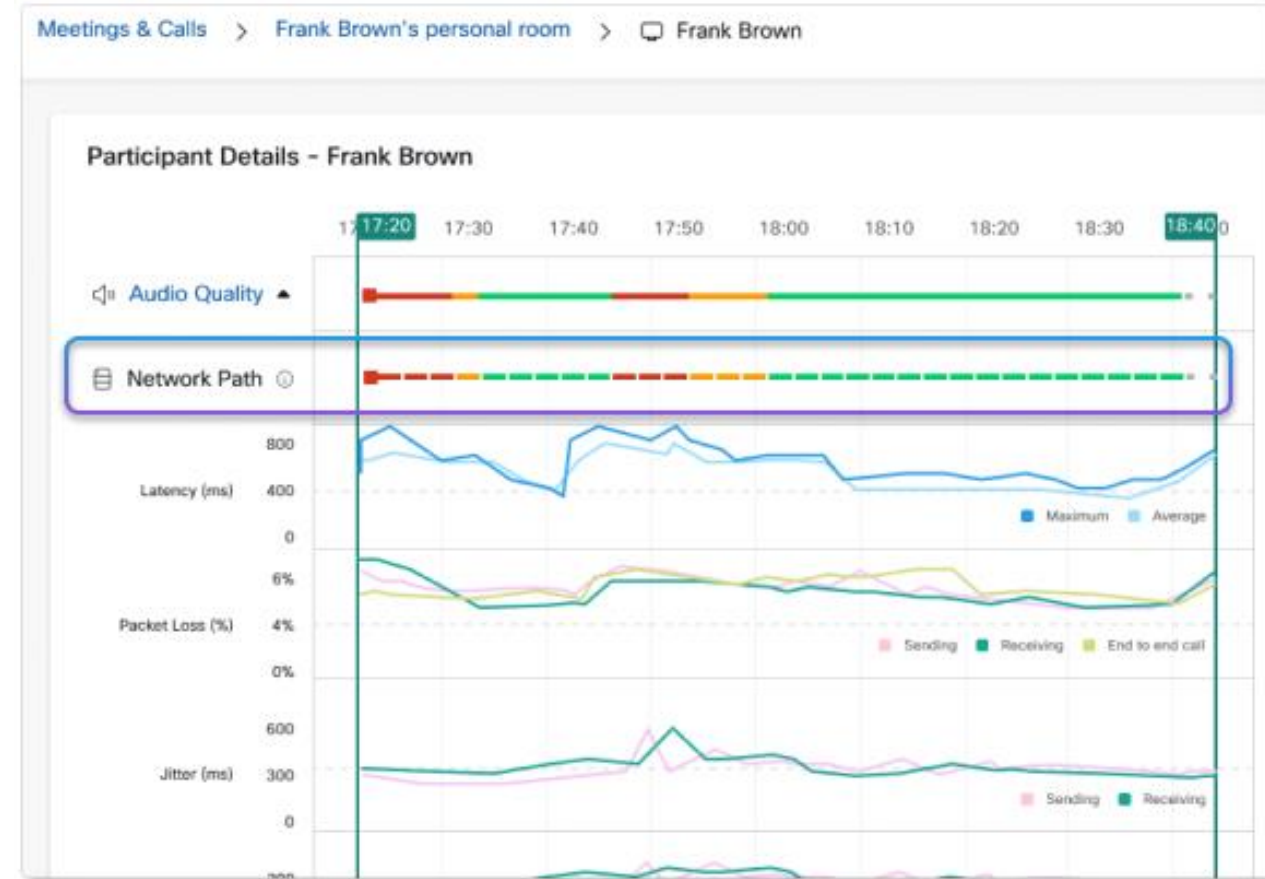
ThousandEyes Integration with Troubleshooting

ThousandEyes in Troubleshooting

Supports Webex App desktop version 42.7 and later.

Requires installation of ThousandEyes endpoint agent on the Webex user's desktop.

Network path provides the total round-trip loss, latency from the client to each hop, and any delays from one hop to the next.



Setup

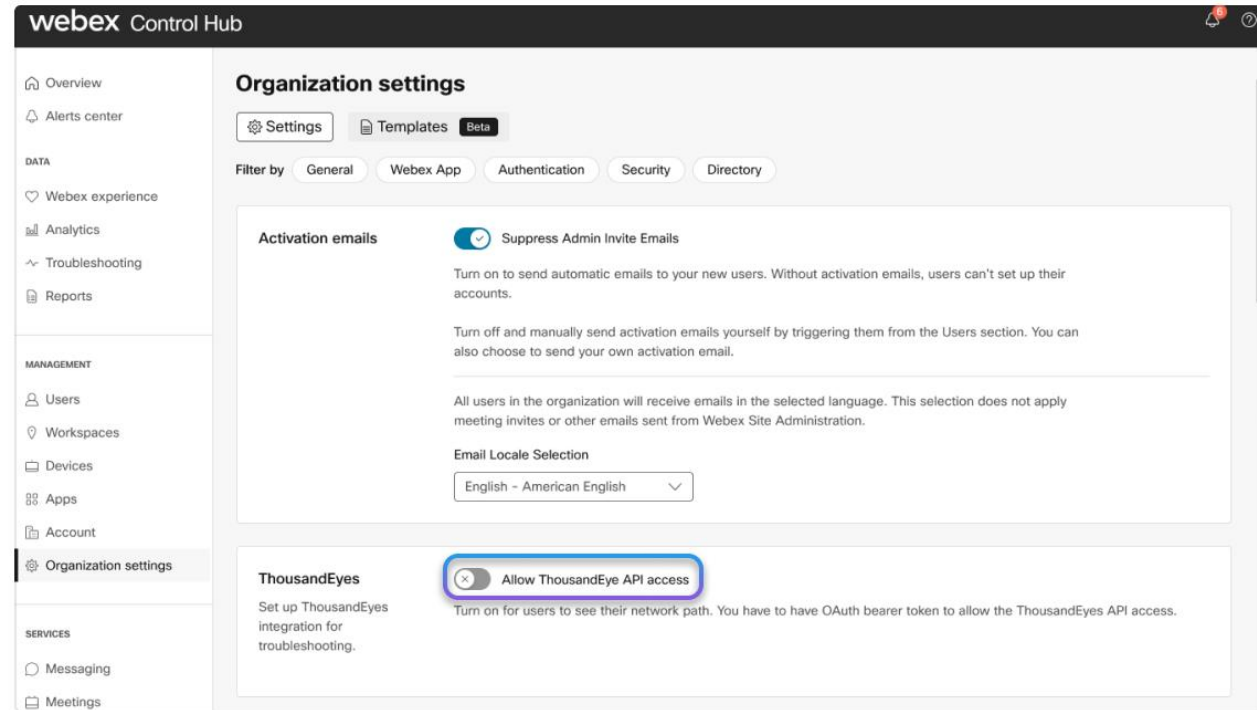
Configure Groups and Automatic Session Tests in ThousandEyes portal.

Install endpoint agents on the desktops for which you want to view ThousandEyes data.

Create an API token in ThousandEyes portal.

Enable ThousandEyes API access in Control Hub and enter token generated in the previous step.

Details: <https://help.webex.com/en-us/article/nymfj2d/Integrate-ThousandEyes-with-Troubleshooting-in-Control-Hub>

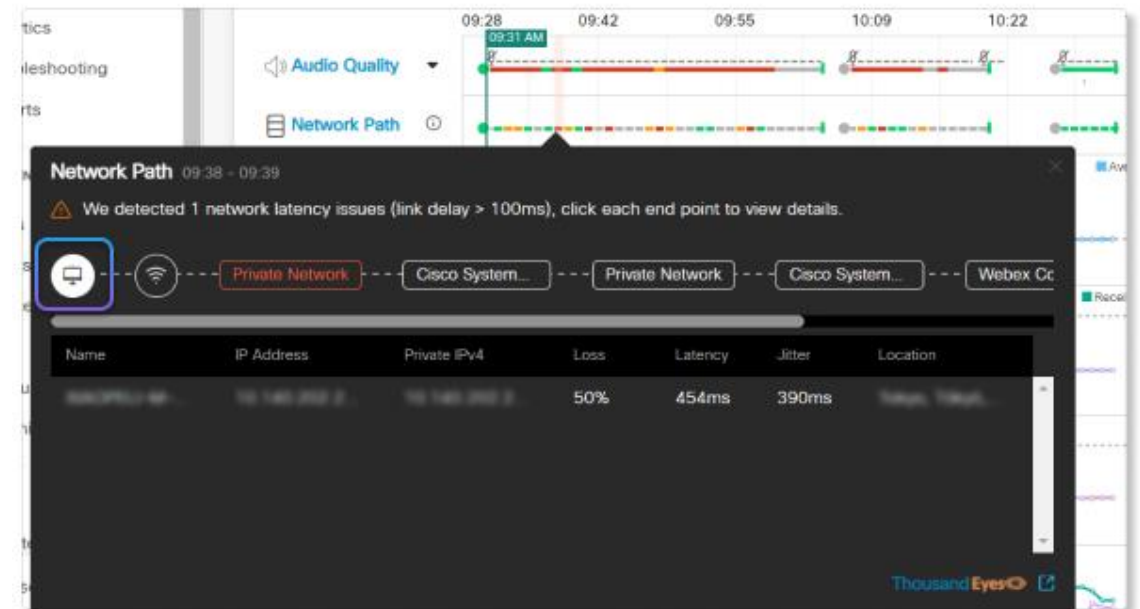
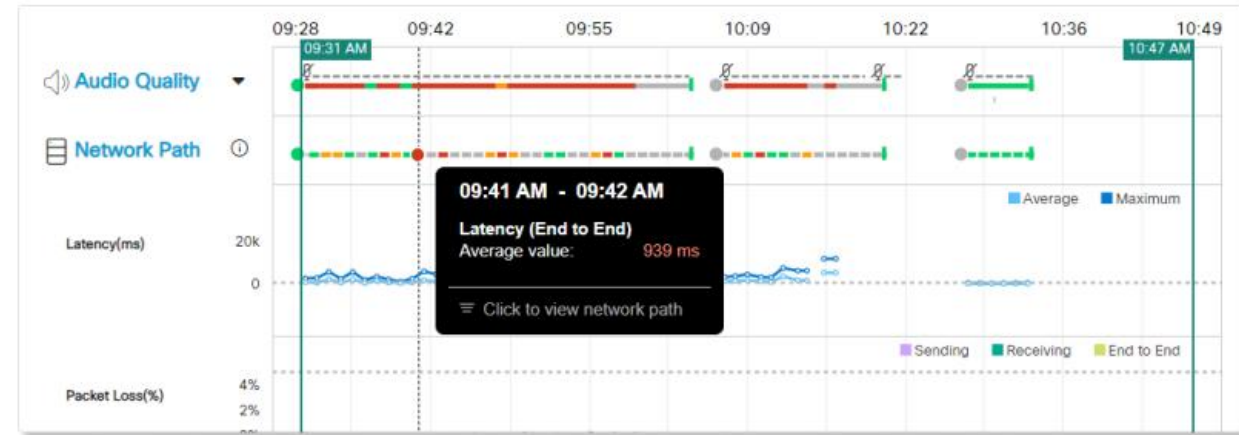


Experience

Mouse over a segment to see a summary of the time period.

Click to see more detail about each hop in the flow.

Click the ThousandEyes logo to cross launch to the ThousandEyes portal for the full ThousandEyes diagnostic experience.



Synchronize User and Organizational Contacts to Webex through Cloud Connected UC

Synchronize User and Organizational Contacts

Users and Org contacts can now be directly synced into Webex from Unified CM or LDAP .

This provides a seamless user or contact search experience for Webex users and fills the gap to sync contacts from directories which are not provided by any existing tools.

Details: <https://help.webex.com/en-us/article/nk5whej/Synchronize-User-and-Organizational-Contacts>

The screenshot displays the 'Unified CM enduser list' configuration page in the Webex Control Hub. The page is divided into several sections:

- Unified CM enduser list:** Settings to synchronize from the Unified CM enduser list to Webex.
- Rules to identify contacts and users:** A section for defining rules. The 'Custom' rule is selected. It includes a note: "Unified CM endusers may contain both users and contacts. You must set the rules to separate contacts from the users." The rule configuration includes several checkboxes:
 - Synchronize all records as contacts
 - Synchronize all records as users
 - CustomBelow this, a note states: "If any of the checked statement is true, the tool will classify Unified CM enduser record as a contact. Rest of the identities will be considered as users." The rule configuration includes the following checkboxes:
 - Not synced from LDAP server to Unified CM database
 - Manager user ID is missing
 - No device associated
 - Department is missing
 - Department ID contains
 - User ID containsInput fields for LDAP search strings are provided for each rule.
- Import:** A section for importing data. It includes a table with columns for 'Import' and 'Contact'. The 'Import users' toggle is turned off, and the 'Import contact' toggle is turned on.
- Select the cluster:** A dropdown menu set to 'All Cluster'.
- Periodic audit:** A section for scheduling audits, set to 'Every 1 days at 11:44:08 AM (GMT +05:30) Asia/Calcutta'.
- Enable audit:** A section for enabling audits, with a toggle switch turned on.
- Set time:** A section for setting the time, set to 'Every 1 days at 11:44 AM (GMT +05:30) Asia/Calcutta'.

Setting Templates for Groups

Templates

You can now bulk manage service settings through groups with setting templates. Setting templates allow admins to create policies for different services, such as messaging, meeting, or calling, and apply them to a group of users. With setting templates, admins have the flexibility to manage users through a simplified user experience.

Create template

Configure settings | Apply to

General	Type	Meeting
	Template name *	<input type="text"/>
	Description	<input type="text"/>

Meetings <small>Host is the person who owns the meeting space and manages the meeting.</small> <small>Participant is the person who joined a meeting.</small> <small>All settings apply to hosts and participants, except where otherwise indicated.</small>	Internal	For meetings from your organization's sites. Meeting templates are only for MC and EC2 sites as well as for host and participant privileges. More on internal meetings 🔗
		<input type="text" value="Allow external users to join meetings in my organization sites"/> ▼
	External	For meetings from sites outside of your organization. You can approve certain domains and email addresses for extra security. More on external meetings 🔗
		<input type="text" value="Allow external meetings on all sites"/> ▼

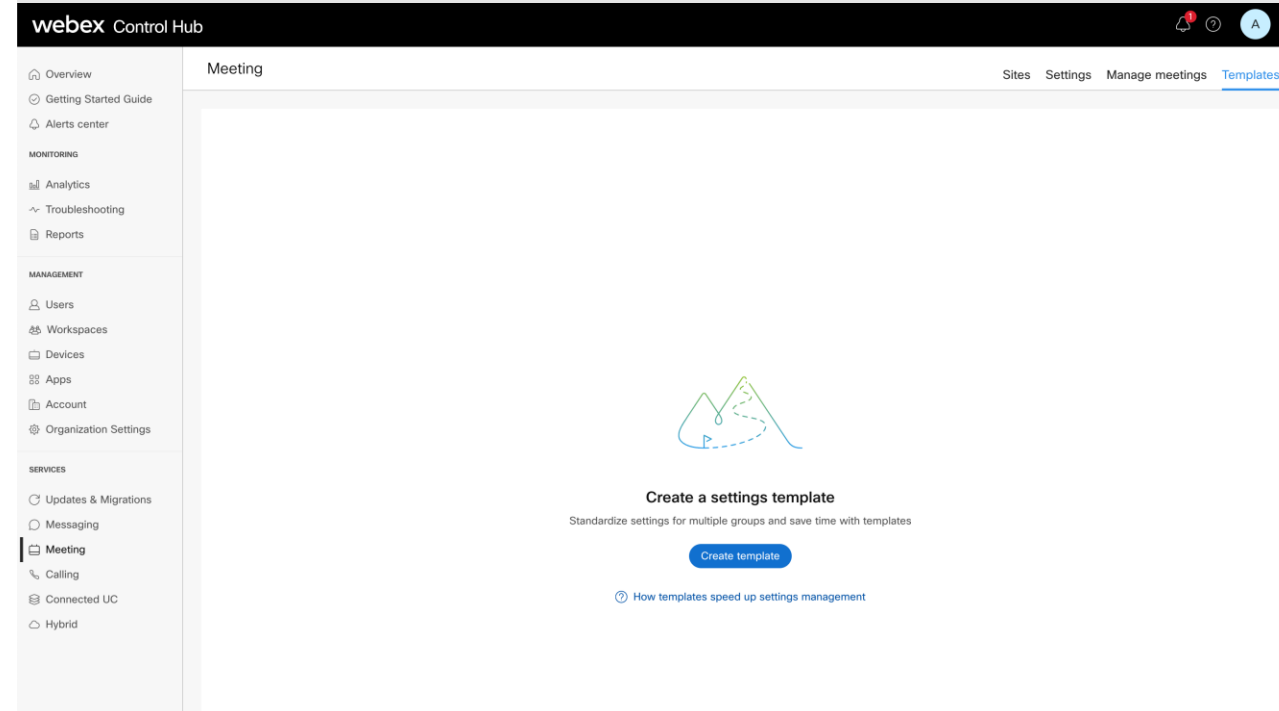
Internal meetings | External meetings

Collaboration tools	Annotation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Polling	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Q&A	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Types of Settings Templates

Settings templates are of the following types:

- Messaging
 - Messaging > Templates
- Meeting
 - Meeting > Templates
- Calling
 - Calling > Client Settings > Templates
- General template that uses settings that apply across services.
 - Organization Settings > Templates



The screenshot displays the webex Control Hub interface. The top navigation bar includes 'webex Control Hub' and a user profile icon. The left sidebar lists various settings categories: Overview, Getting Started Guide, Alerts center, MONITORING (Analytics, Troubleshooting, Reports), MANAGEMENT (Users, Workspaces, Devices, Apps, Account, Organization Settings), and SERVICES (Updates & Migrations, Messaging, Meeting, Calling, Connected UC, Hybrid). The 'Meeting' page is active, showing a 'Create a settings template' button and a link to 'How templates speed up settings management'.

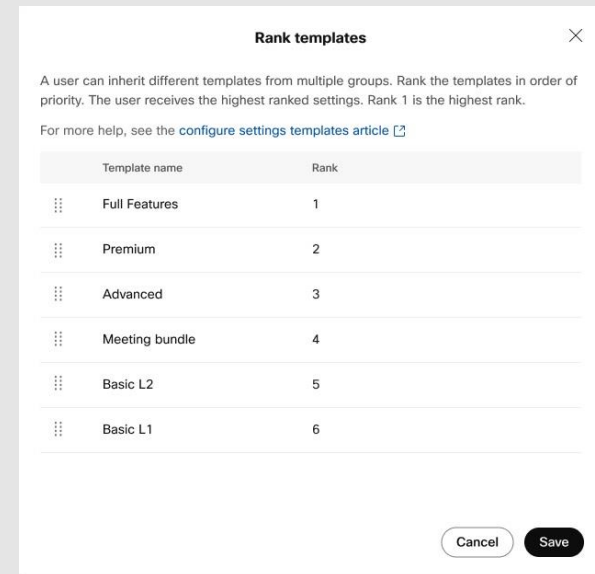
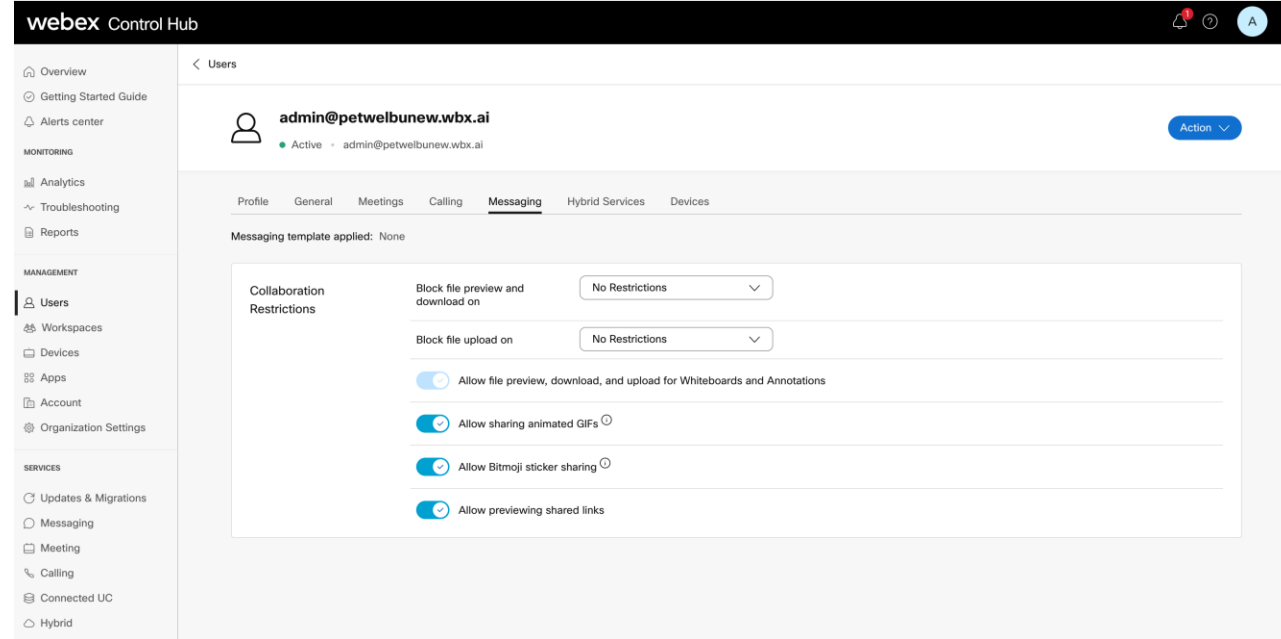
Hierarchy

Group Settings are overridden by User Settings.

In the case of Meeting settings, site restrictions take precedent – if a site has a feature disabled, setting the feature to enabled at the group level will have no effect.

You can add a user to multiple groups. When you add a user to two or more groups with templates assigned, Control Hub utilizes a template ranking to identify which template's setting values is applied to the user. Templates with smaller number are ranked higher and get higher priority. For example, rank 1 is higher than rank 2, and so on. Typically, you place the most restrictive template at higher rank so that it is applied in case of a conflict.

Details: <https://help.webex.com/en-us/article/n5uf91x/Configure-settings-templates>



Prevent Internal Users from Sharing Files with External Users

Prevent Internal Users from Sharing Files with External Users

You can now prevent internal users from file upload or previewing and downloading files from external users and group spaces owned by external organizations.

This feature requires Pro Pack and is supported at the Organization level only.

Block file preview and download in space owned by my organization

Block file preview and download for

- Internal users in externally-owned spaces (both group and direct message)
- External users in internal group spaces
- Any users on these client types

0 Restrictions Selected

Block file upload for

- Internal users in externally-owned spaces (both group and direct message)
- External users in internal group spaces
- Any users on these client types

0 Restrictions Selected

Links

What's New in Control Hub: <https://help.webex.com/en-us/article/u9dlxd/What's-new-in-Control-Hub>

What's New in Webex Analytics and Troubleshooting: <https://help.webex.com/en-us/article/n45okcs/What's-New-in-Webex-Analytics-and-Troubleshooting>

Support Resources

Please bookmark these sites and share them with others.

- Webex Help Page: <https://help.webex.com>
- WBS 42 Release Notes: <https://help.webex.com/n0mq1ae>
 - Contains links to what's new, bug fixes, known issues, and SO MUCH more!
- Real-Time Status Page: <https://status.webex.com>
- Support Utilities: <https://webexsupport.com>
- Service calendar: <https://status.webex.com/maintenance>



