



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

Release 42.9

Cisco Collaboration Cloud August 2022



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# Webex 42.8 Update Review



# Webex Meeting 42.8 Update Review

**Slipped Features** 

42.7 Features:

- Control Hub Audit Log Include Site Admin Activities (postponed to Sept)
- Devices Receive Immersive Share from Webex App (enable for all clusters on 8/15)
- Assign Meetings Site Account for External Users (beta in Sept)

42.8 Features:

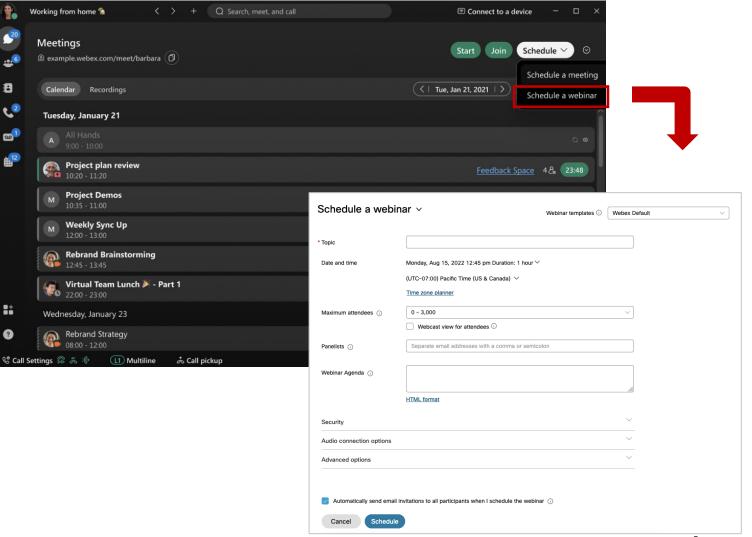
- None

# Schedule Webinar from Webex App

In 42.8, new option "Schedule a webinar" is available in Schedule button on the Meeting tab

Selecting the option will bring up the Webinar web scheduler for the site that the user has signed-in to

Create an entry point for the user to schedule a webinar from Webex App



# Schedule a one-time Webex Meeting using @webex:onetime

تے ا	То	Alison Cassidy; Adrian Delamic	0						
	Subject	Demo							
	Location	@webex:onetime							
	Start time	Thu 5/3/2018		12:00 PM	-	All day event			
	End time	Thu 5/3/2018		12:30 PM	•				

Previously, Hybrid Calendar only supports Personal Room with "@webex" keyword

Starting August, Hybrid Calendar supports one-time Webex Meeting scheduling in addition to Personal Room with @webex

Use new keyword "@webex:onetime" in the location field

Refer to the <u>help article</u> for more information

# Milestones



## Milestones: Webex Release 42.9

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



## Webex Meetings Feature Areas that might potentially apply

Webex Meetings Feature Areas	Slow Channel Customers	VDI Customers on Latest Channel
Webinars	X	$\checkmark$
Pre-Meeting Experience	✓	✓
In-Meeting Experience (except Web App or Progressive Web App on Chrome OS)	X	X
Web App or Progressive Web App (PWA) on Chrome OS	✓	✓
Slido	✓	✓
Video Device and Media Enhancement	X	✓
Post Meeting Experience	✓	✓
Administration Experience (Page Component)	✓	✓
Webex Meetings API	✓	✓
Webex Meetings VDI (aligned with slow channel release since 42.6)	~	✓
Mobile	✓	✓





# Webex Meetings Suite Feature Snapshot: 42.9 Update

#### Meetings/Webinar Experience



### Webinars

Invitation Source Support

#### **Pre-Meeting**

• Support MacOS 13 Beta Ventura

### In-Meeting

- 2-way Whiteboard Support in Meetings
- Enlarge Initial Content Share Area in Stage View
- Remove End Meeting Capability from Cohost
- High Frame Rate Content Compatibility Option to improve 30fps Share
- Turn on/off Simultaneous Interpretation Inside Meeting
- Simultaneous Interpretation: Set Default Language Channel
- Simultaneous Interpretation Keyboard Shortcuts on Mac
- Reorder Participant Videos on Stage View
- Web App/PWA: Annotate when Sharing an Application
- New Client Functions for Meetings with Paired Devices

### Slido Update

- Zoom in and out in Present Mode
- Open Text Poll Topics/Clusters
- New Settings Available in Webex Sidebar
- Open Text Poll Display Name

### **Post Meeting**

• Support Chapters in Webex Recordings

### Administration Experience:

• Self Signup for Meeting Site Host Account Support

### Mobile app



#### Android

- Day 0 Support for Android 13
- Support PDF File Sharing
- Filter In-Meeting Apps on Mobile
- Accessibility Improvement for Join and Sign-in

### iOS

- Day 0 Support for iOS 16, iPadOS 16 and WatchOS 9
- Filter In-Meeting Apps on Mobile

# Webex App & Devices Snapshot: 42.9 Update

Webex App	General Update <ul> <li>Set Your Pronouns</li> </ul>	Calling <ul> <li>Show Main Telephone Number in User Profile</li> </ul>
	<ul> <li>Messaging</li> <li>Public Spaces</li> <li>Reply Directly on Webex App for Mobile</li> </ul>	
Devices	RoomOS August Recap	
	@ 2023 Circo and/or its a	ffiliator All eighte reconved. Circo Dublic

# Webex Monitoring, Troubleshooting & More - August

Administration	<ul> <li>Global Search</li> <li>User Experience Improvements to Assignment of Tracking Codes</li> <li>Admin can remove invalid attribute values</li> <li>SAML JIT Update for Users</li> <li>SSO Admin Self Recovery</li> <li>Multiple Email Address for User Authentication</li> </ul>
Troubleshooting	<ul> <li>Read-only Admin Role can view Admin Activity Log</li> <li>Share Custom Analytics Dashboards</li> </ul>
Monitoring	

# Announcements



# Webex Webinars will replace Events (Classic)

For Latest and Slow Channel Customers starting April 1, 2023

Webex Webinars provides customers with more engaging experience and advanced functions, including:

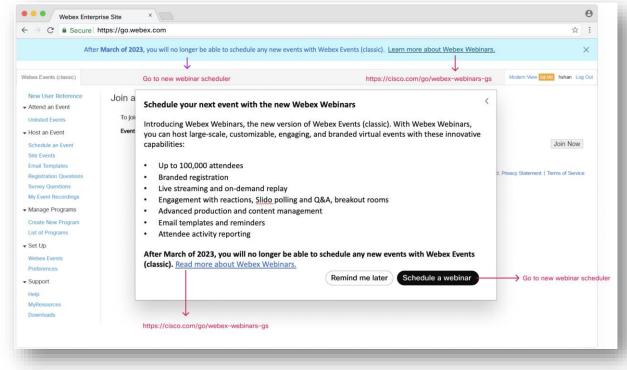
- Rich branding options
- High motion video and audio content share
- Engagement with reactions, Slido poll and Q&A, and breakout sessions
- Advanced production and content management

Events (classic) can't be scheduled past March 31, 2023

Beginning April 1, 2023

- No more Events (classic) can be scheduled but host can start all prescheduled sessions
- Host needs to schedule using Webinars

No need to wait till April 1 to stop scheduling using Events (classic). Events (classic) can be disabled today by following <u>these</u> <u>steps</u>



# Deprecation of Creating New Site Admin (SA) Managed Sites Starting End of August

Today, paid subscription customers have 2 options to provision a new site – SA or Control Hub managed site

As part of ongoing initiative to manage all Webex sites from Control Hub, we will deprecate the option to provision new Webex site as SA managed site

Date of deprecation will be <u>end of August</u>

## Enable Webex Assistant by Default

Starting November, Webex Assistant will be ON by default for all customers (including Slow Channel) unless it is manually set to OFF

Webex Assistant Configuration

Enable Webex Assistant

Existing customers who prefer to have this OFF, they can turn it ON and then set it back to OFF before November

## New Auto Admit Security Feature

## For Invited Attendees to Bypass the Lobby

Starting 42.10, meeting users who are invited directly or get forwarded by host and join as an authenticated user (including Webex Devices), can bypass the lobby to join an unlocked meeting without a PIN or password

Note: Invitees are treated as non-invited in the followiing cases:

- Invite forwarded by user other than the host
- Invite forwarded by the host via "Invite and remind" inside meeting

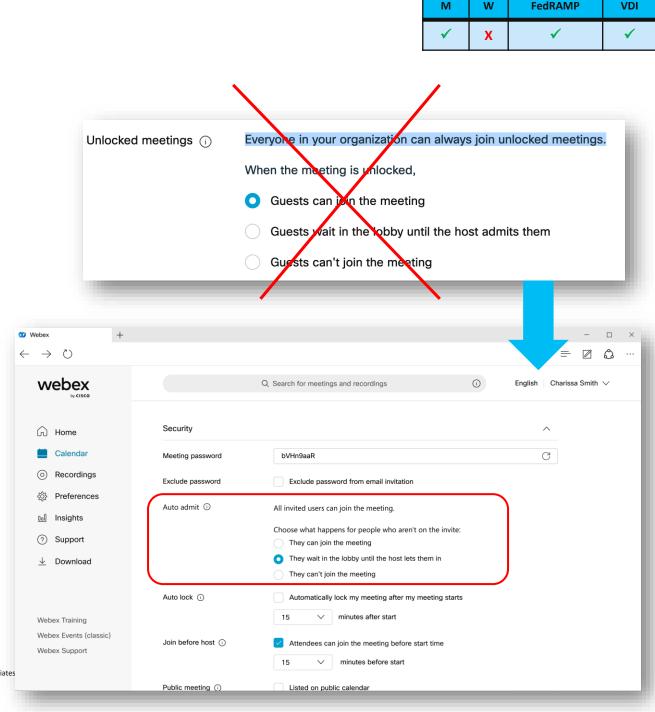
## Supportability:

- Control Hub managed or linked sites
- Meetings can be scheduled using any supported methods such as Web Scheduler, Webex Scheduler, Hybrid Calendar etc..
- Support Exchange, M365 or Google Workspace Calendars

Enabled by default and reduce host/cohosts' effort on lobby admission so they can focus on other meeting related tasks

Authenticated means signed-in to a Webex organization (internal or external)

Non-invited or non-authenticated participants will go through the secure lobby to be admitted webex X Comparison



м	w	FedRAMP	VDI
✓	X	✓	<ul> <li>Image: A second s</li></ul>

## New Auto Admit Security Feature

## For Invited Attendees to Bypass the Lobby

Auto admit All invited users can join the meeting.						
	Choose what happens for people who aren't on the invite:					
	<ul> <li>They can join the meeting</li> </ul>					
	O They wait in the lobby until the host lets them in					
	O They can't join the meeting					
Participants	in your organization can always join unlocked meetings					

Apply to Scheduled Meetings (not Personal Room)

Admin Settings Available:

- Choose the system default auto admit behavior for non-invited participants
- Setting: Participants in your organization can always join unlocked meetings
  - Checked → Internal users are treated as invited users who can join unlocked meetings directly without lobby admission as long as they are authenticated

## Web Scheduler Settings:

• Customize auto admit behavior for non-invited participants for the scheduled meeting webex veteo
v

# Webex Webinars



#### Μ w FedRAMP VDI X $\checkmark$

## 42.9

Available at GA

# **Invitation Source Support**

## For Webinars (not Webcast)

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<ul> <li>R</li> <li>O</li> </ul>	Branding Edit Customize your webinar pages	Atten
ت ا ا	Email messages     Customize email template       1 email invitation has been sent.     Send emails	
<u>↓</u>	Webinar materials Edit No file uploaded yet	
WT WE WS	Invitation sources Add Track where your attendees are coming from if your webinar has multiple invitition sources.	

Allow organizer to track the source that invited the attendees for webinar with multiple invitation sources

On Webinar detail page, host setup different sources (email with unique source ID) so a unique invitation link will be sent to each source who will use the link to invite people to register or join

Post Webinar, the organizer can use the Source ID in the registration and attendance reports to identify the source that invited the attendee

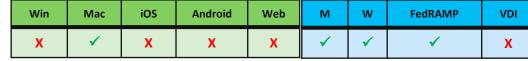
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	🐨 Webex	+					=	- 0 2 Å	
Invitation sources	×						_	فيه لك	
You can track where your attendees are c has multiple invitation sources. Each conta		_		Q Search for meeting	s and recordings	Ū	English Alison (	Cassidy ∨	
to receives an invitation with a unique link webinar. The contact can either forward to post the link on a website or social media	he invitation to attendees or	Attende	< Back to meeting list						
how many people registered or joined fro Learn more about tracking invitation source	m that invitation source.		Cloud First E	Briefing	Isabelle Brennan 8:30	AM-10:30 AM, Friday, Apr	30, 2021 🕀	+997	
Contact for invitation source Sour	ce ID		Webinar content						
-	end invitation to contact		Highlights Transo	cript Recording Attend	ance Registration		1		
			Name	Email address	Registration status	Registration time	Registration ID	Source	o
Previous source IDs			Bryan Romero	bryanrom@gmail.com	Pending	04/27/2021 11:00 PM	211148	12345	; —
Contact email address	Source ID		Justin Chapman	justichp@cisco.com	Pending	04/27/2021 10:30 PM	211147	12345	;
aanya@cisco.com	123456		Philip Wallace	phiwal@gmail.com	Accepted	04/27/2021 10:24 PM	211146	12345	3
smeng2@cisco.com	123		Maria Brennan	maribren@gmail.com	Rejected	04/27/2021 10:12 PM	211145	12345	3
			Brandon Ray	brandy_2@gmail.com	Rejected	04/27/2021 9:23 PM	211144	12345	3
			Joe Brewer	jobre@gmail.com	Accepted	04/27/2021 9:020 PM	211143	12345	3
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ll be sent to each					© 2018 Cisco and/or i	ts affiliates. All rights reserved.	Privacy Statement   Terr	ns of Service	
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## Note: This feature isn't supported in China Data Center

webex Collaboration Technical Marketing

# Webex Meetings Pre-Meeting Experience





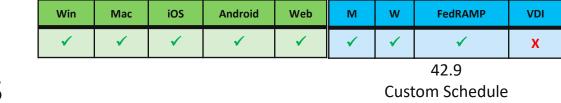
## Support MacOS 13 Beta Ventura

42.9 Available at GA



# Webex Meetings In-Meeting Experience





# 2-way Whiteboard Support in Meetings

For Webex App and Webex Meetings App on Desktop

Based off the web whiteboard whiteboard.webex.com

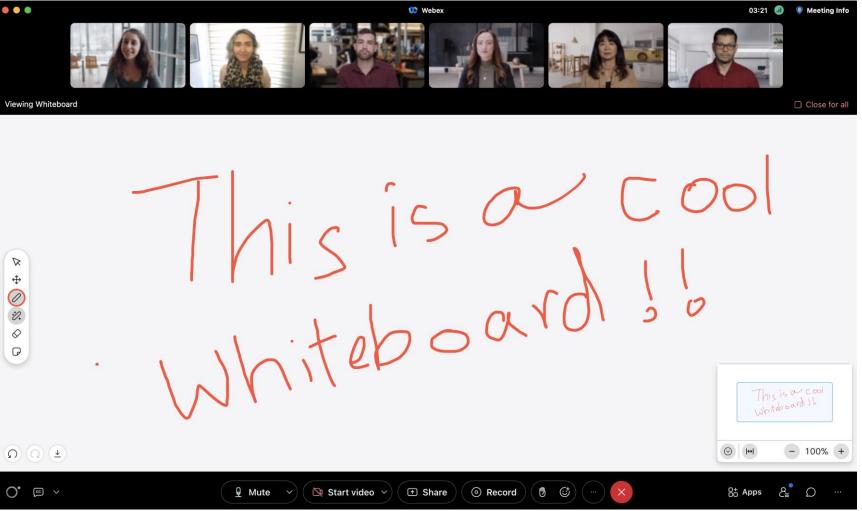
Start a whiteboard session in the more "..." menu

Users enter the session as they join (via clients or devices) the meeting and interact with each other

In Webinars, panelists & presenter can interact while attendees can view the whiteboard

Whiteboard is saved automatically in <u>whiteboard.webex.com</u> that the creator can access

Also, creator has the option to save the whiteboard as PDF





2-way Whiteboard Support in Meetings

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For Webex App and Webex Meetings App on Mobile

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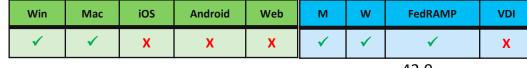
👃 Google Drive

Share content

Optimize for text and images

Optimize for motion and video

Start a new whiteboard Beta

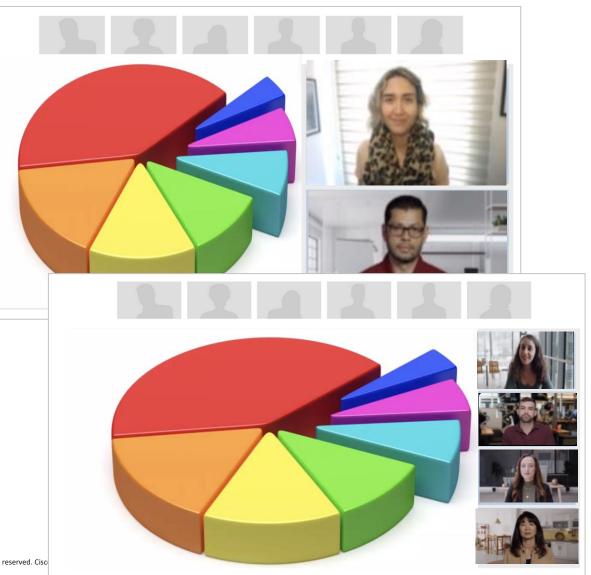


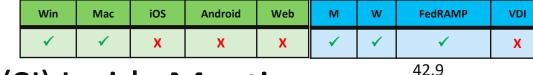
## Enlarge Initial Content Share Area in Stage View

Previously, initial content share area to speaker video ratio is 50:50 on stage

In 42.9, initial content share area is larger while speak video is smaller with the approximate content to speaker video ratio of 70:30

Actual ratio will depend on size of the screen and number of speaker videos on stage





**Custom Schedule** 

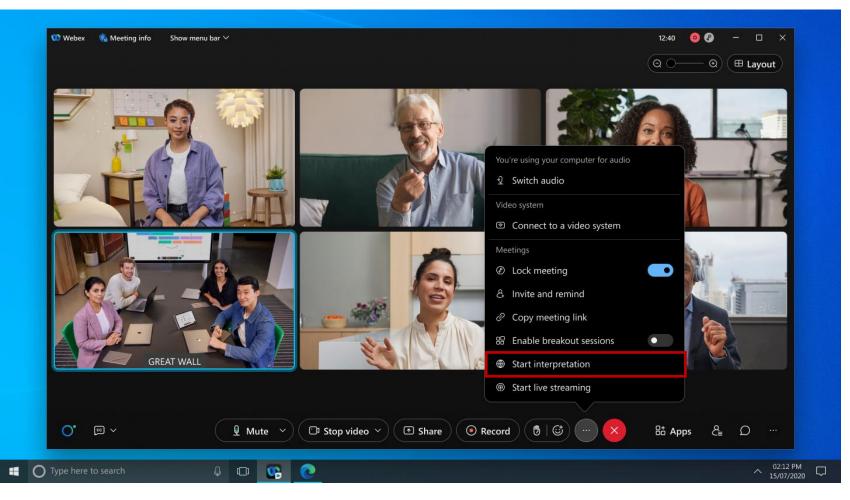
## Turn on/off Simultaneous Interpretation (SI) Inside Meetings

For Personal Room, Scheduled Meetings and Webinars (not Webcast)

Starting 42.9, SI is supported in PMR and can be enabled in user preferences

Enable simultaneous interpretation in my Personal Room meetings

Host can start and stop the interpretation instantly inside the meeting or webinar



Cancel

B ()

Bt Apps

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∧ 02:12 PM 15/07/2020

Record

Share

# Set Default Language Channel for All Attendees

For Simultaneous Interpretation (SI)

Host can set default language channel for attendees in the meeting - enhance the SI meeting experience for attendees especially those who are less techsavvy and don't know what to do

Default language can be set in 2 places:

- Set interpretation dialog after starting the interpretation inside the meeting

- Web scheduler when the meeting is being scheduled

Support in Personal Room, Scheduled Meetings and Webinars (not Webcast) Set interpretation Language 1 English Interpreter 1 Set an interpreter

Show menu bar N

© 20

🕨 Webex 🛛 🚯 Meeting info

& Add interpreter Add new language

Default language 🕕 None (original audio)

GREAT WAL

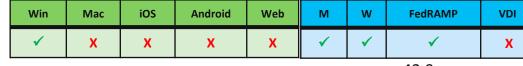
u 🛛 🚱 📀 🕂 🔿 Type here to search Interpretation (i) Enable simultaneous interpretation Assign interpreters Assign participants to the default channel when Interpretation is enabled None (origi... None (original audio) re meeting starts Email reminder Meeting options (i) Edit meeting options

🗇 Stop video 🗸

42.9

**Custom Schedule** 

Layout



## High Frame Rate Content Compatibility Option

42.9 Available at GA

## For Windows Desktop

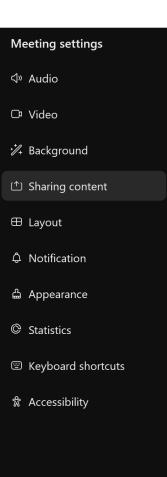
<u>Problem</u>: in some cases, when users share high frame rate content such as video (via Optimize for motion and video or Automatically optimize), they might encounter screen flickering

<u>Resolution</u>: reduce the content frame rate per second (fps) will eliminate the flickering so content fps is compatible with the system

In 42.9, desktop client has an option "Adjust compatibility of highframe-rate content sharing" in Advanced sharing settings that can be enabled when users encounter flickering during content share

When the option box is checked, content will be capped at 15 fps to eliminate the flickering

Unchecking the box will cap the content at 30 fps. If no flickering at 30 fps, recommend to keep it unchecked so attendees can have the best full motion content share experience possible



### $\leftarrow$ Back

#### **Content sharing**

- Revert to classic screen sharing ④
- ✓ Adjust compatibility of high-frame-rate conten... ④

#### File import

To ensure good-quality imaging for document and presentation sharing, select the appropriate file import option.

Universal Communications Format

Supports animations and slide transitions in Microsoft PowerPoint presentations

Printer driver

Advanced sharing settings

Provides better cross-platform imaging, but displays presentations without animations and slide transitions.

# Remove End Meeting Capability from Co-host

42.9 Available at GA

FedRAMP

VDI

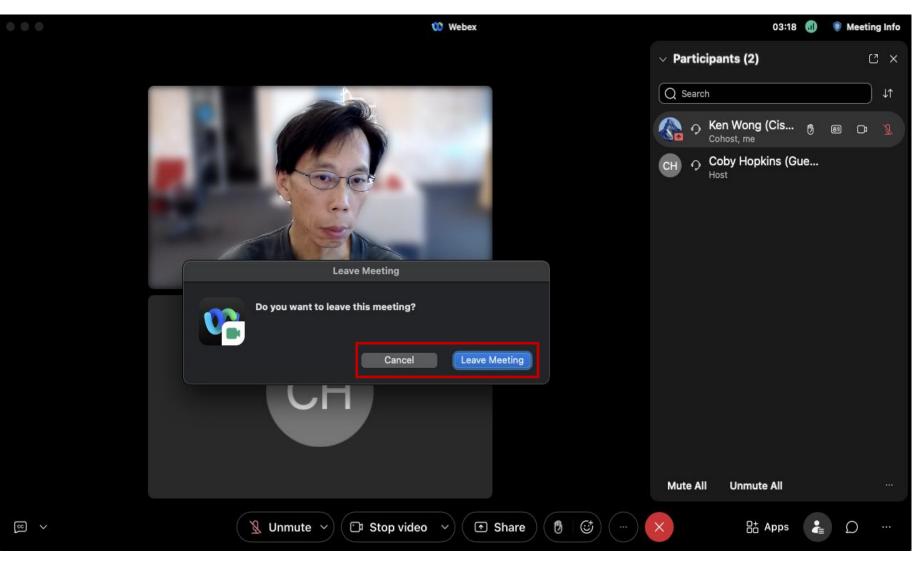
X

Previously, co-hosts have the capability to end the meeting

In 42.9, end meeting function will be removed from co-hosts so they can only leave the meeting (no more ending meeting by accident)

In case customers really want to keep the "end meeting" function for cohosts, their CSM can submit a provisioning request to disable the feature

Note: does not apply to Slow Channel customers



Win

Mac

 $\checkmark$ 

iOS

 $\checkmark$ 

Android

 $\checkmark$ 

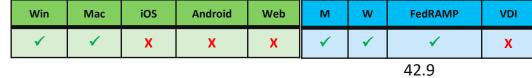
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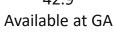
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Record

## **Reorder Participant Videos on Stage View**



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Host/cohosts can reorder participant videos by:

- drag and drop
- going to the more options "..." menu

Note: Attendees can't reorder the videos that are synced by host or cohosts



Share



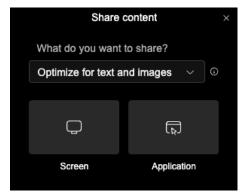
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42.9								

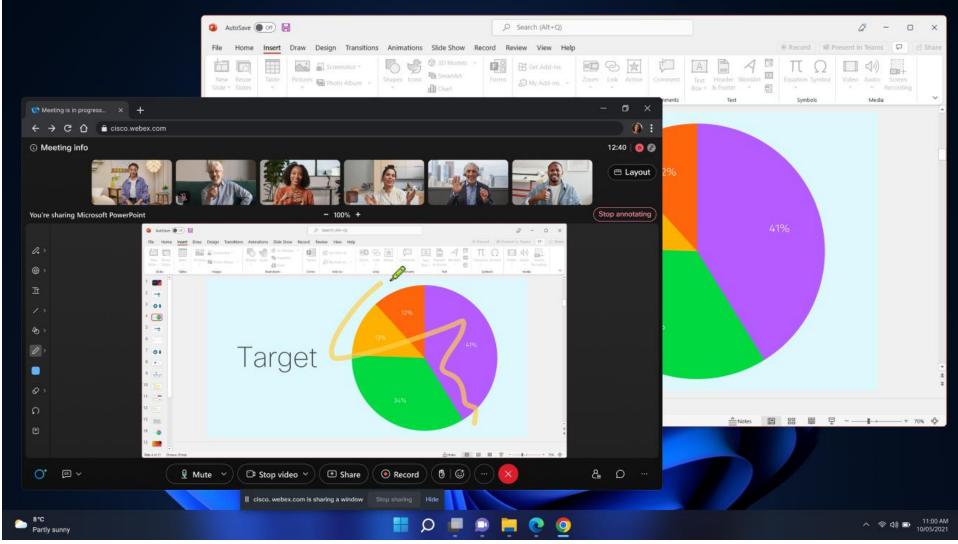
## Web App/PWA: Annotate When Sharing an Application

42.9 Available at GA

Allow users to annotate when doing application share in Meetings, Webinars and Webcast

Make sure to select "Application" share





## New Client Functions for Meetings with Paired Devices

42.9 Available at GA

FedRAMP

VDI

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When users join meetings with paired video device, new functions available on client: 1. Stop Video

- mute the device video from the client (instead of on the device)

2. Show Shared Content on Device

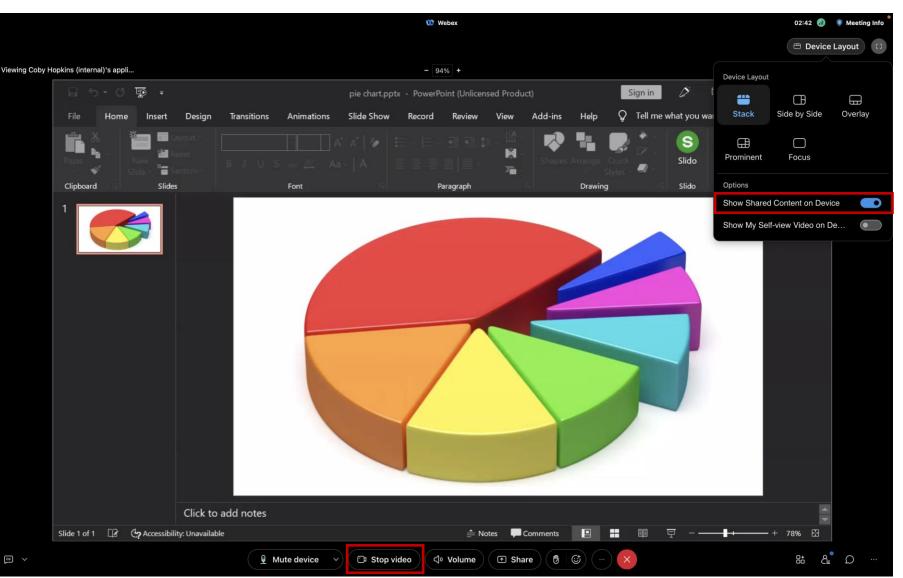
- ON (default) -> content show up on both client and device

- OFF  $\rightarrow$  content show up only on client with participant videos show up on device

On mobile devices:

- iOS supports both functions 1 & 2
- Android supports function 1 only

° >



Win

Mac

iOS

 $\checkmark$ 

Android

 $\checkmark$ 

Web

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# Slido Update

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

webex Collaboration



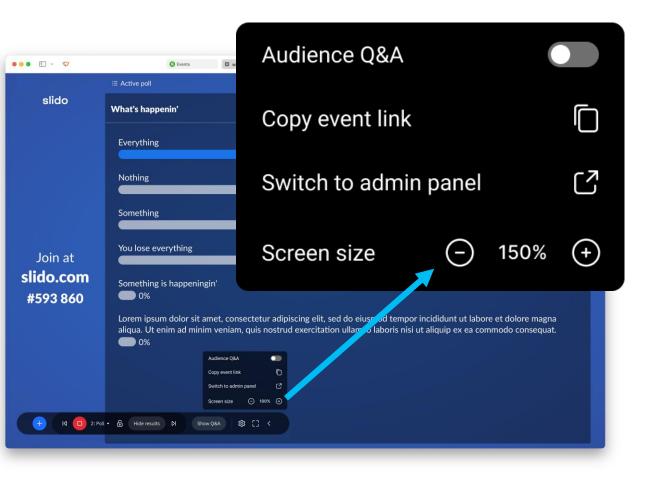


## Zoom in and out in Present Mode

## For Slido Standalone

Host can zoom in and out the content while in Present mode

- Allow attendees to see the content more clearly in case of smaller font size (zoom in)
- Host might want to fit more content on a single screen (zoom out)



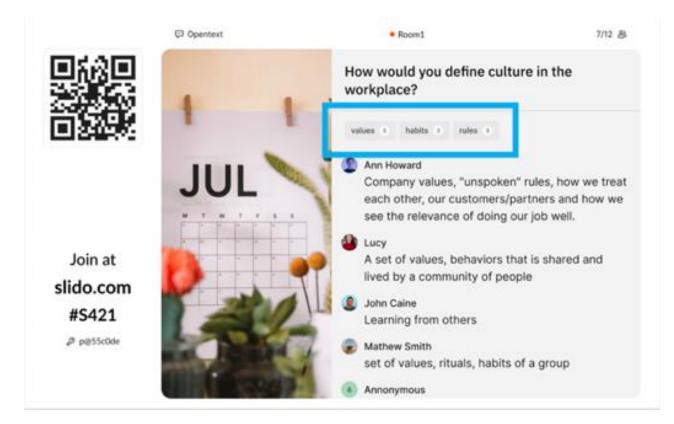


#### Open Text Poll – Topics/Clusters

For Slido Standalone and Slido in Webex

When using open text poll, Slido can organize or cluster all submitted responses into groups and show these topics on Present mode

Help the facilitator or organizer to better present or discuss about the responses





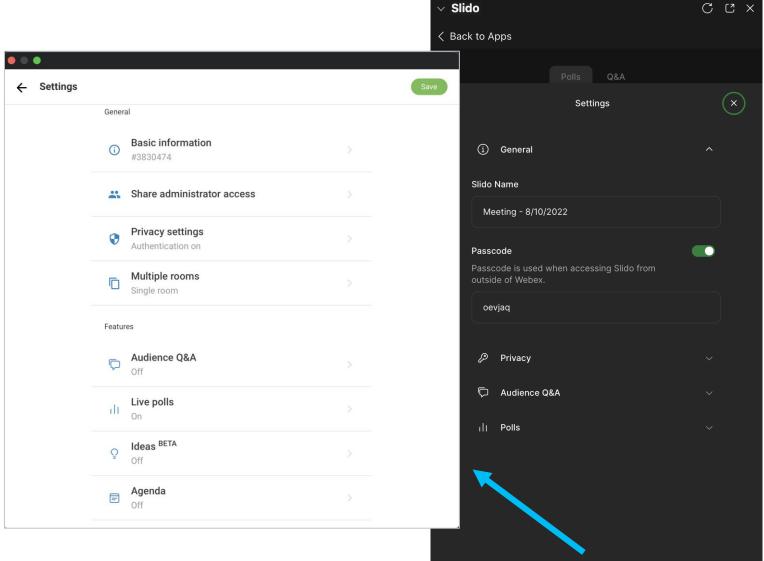
### New Settings Available in Webex Sidebar

For Slido in Webex

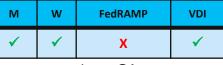
4 new expandable sections are available for setting up Slido on the sidebar:

-General (name, passcode)
-Privacy (participant privacy)
-Audience Q&A (set Q&A on/off)
-Polls (set poll on/off)

Clicking on **Advanced** settings will bring up a pop-out for additional Admin settings configurations



Advanced settings 🖸



June GA

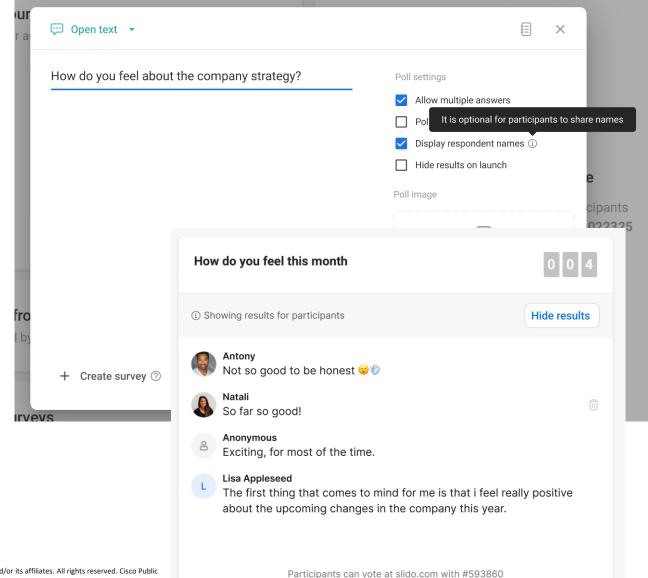
#### Open Text Poll – Display Name

For Slido Standalone and Slido in Webex

Show name of participant who gave the response to open text poll (participants) need to select the option of showing their names)

Participant names will be visible in admin, participant and present mode

Help organizer to follow-up with the respondents to address their issue



# Webex Meetings Post Meeting Experience



### Support Chapters on Webex Recordings

For Meetings, Webinars and Webcast

Users can add chapters to their own recordings for easier and faster view especially the long recordings

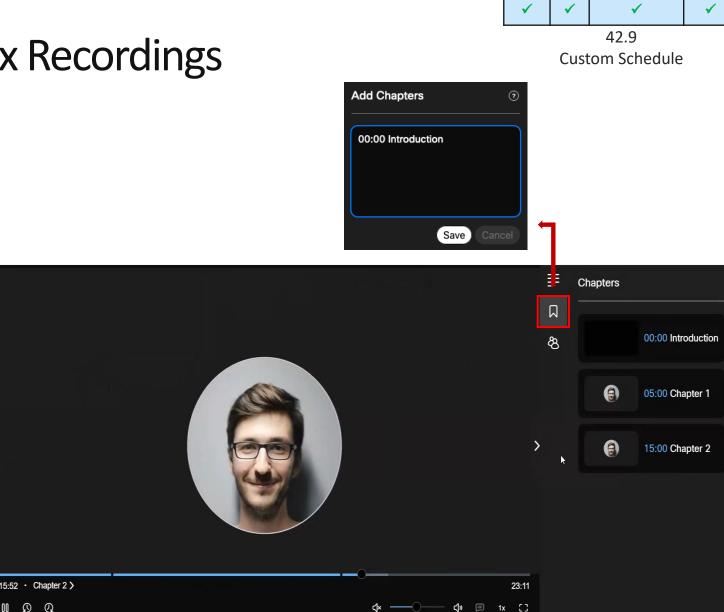
To add a chapter, click on A and specify a starting timestamp and title

Chapters will then appear on the recording playback bar and side panel

Chapters can be added to previously or newly created recordings

Apply to MP4 recordings

Note: applicable to Slow Channel customers



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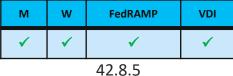
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FedRAMP

VDI

# **Administration Experience**





Available at GA

#### Self Signup Meetings Site Host Account Support

#### For Control Hub Managed Sites

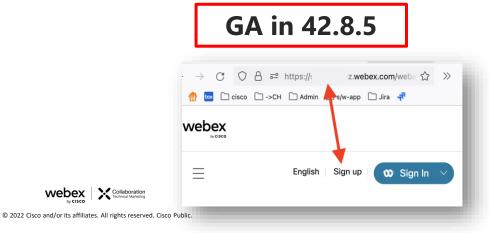
Admin can enable the option for self signup for host account on the Meeting site, so users can request an account themselves

- Existing feature in Site Admin sites

webex

- Enable Allow host account signup in site admin
- Allow users to request additional services is also part of this feature release
- 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

Account Manager	nent Settings	1	
Allow host account signup	7		
approve requests from these	e email domains:	afka1.com	(Note: To add multiple email de
reject requests <i>not</i> from the	se email domains:	afka1.com	separate each value with a cor *.webex.net, webex.org)
Based on the approval and	rejection specifications	above:	
<ul> <li>Automatically approve or r</li> </ul>	eject host account requ	ests	
(Note: Requests that do not me	et the approval and rejection	ו specifications must be man	ually reviewed.)
	ests. Send review notific		



webex Control Hub $2 \odot 2$							
Overview C Alerts center Monitoring Vebex Experience	Alerts center Alerts Requests Q. Search by name	Manage = 2 filters select	ed 2 requests				
Weebex Experience Analytics Troubleshooting Reports	Requested by	Email address	Service	Туре	Date 🕹	Status	Actions
	wentaotest342141236@	wentaotest342141236@	Meetings	Account Request	03/24/2022	Pending	Approve Reject
MANAGEMENT	wentaotest342141236@	wentaotest342141236@	Meetings	Account Request উয়	03/24/2022	Pending	Approve Reject

# Webex Devices

September RoomOS Tol

Charlie Thorpe

Technical Marketing Engineer - Collaboration





#### Contents

#### 01 Introduction

02 Recap on RoomOS August

#### 03 Features being announced

# 01 Introduction



### Software Versions - RoomOS September

Scheduled September 6<sup>th</sup> 2022 (subject to change)

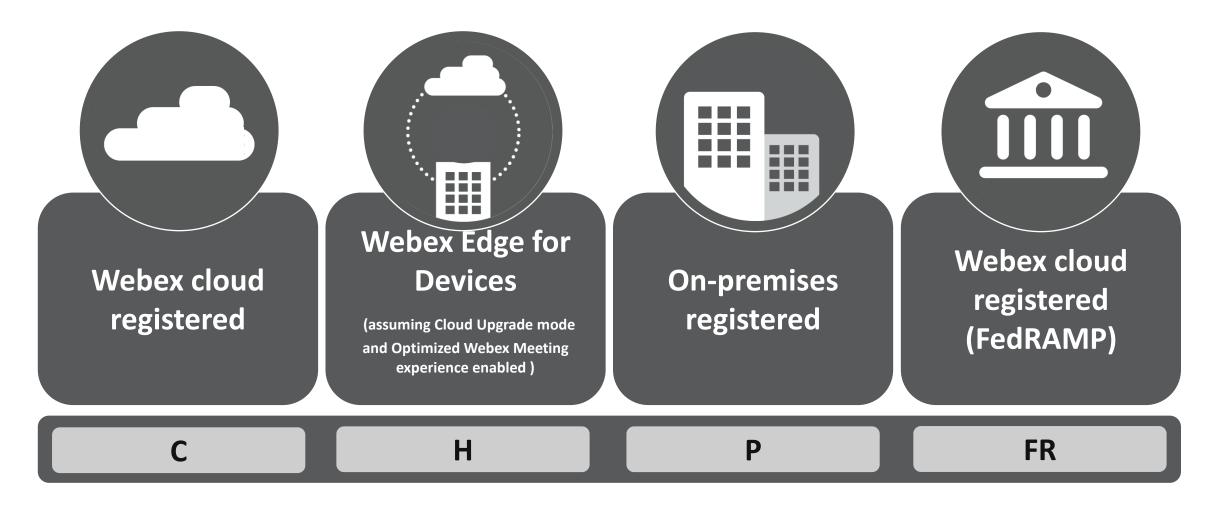
On-premises registration. Webex Edge for Devices <u>without</u> Cloud Upgrade Mode enabled		Webex Edge for Devices linked devices <u>with</u> Cloud Upgrade Mode enabled		Cloud Registration	
DX, MX, SX	Room Series Board Series * Desk Series *	DX, MX, SX	Room Series Board Series Desk Series	DX, MX, SX	Room Series Board Series Desk Series
CE 9.15.13.0	RoomOS 10.15.3.0	CE 9.15.14.9	RoomOS 10.19.1.x	RoomOS 9.15.14.9	RoomOS 10.19.1.x

- CE 9.15.13.0 released May 18<sup>th</sup>, 2022
- RoomOS 10.15.3.0 released July 6<sup>th</sup>, 2022

- CE/RoomOS 9.15.14.9 released July 12<sup>th</sup>, 2022
- RoomOS 10.18.1.3 released August 11<sup>th</sup>, 2022

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

### Availability Key



# 02 Recap RoomOS August



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50

## Released in RoomOS August

#### Released

• Hotdesk QR code pairing 😀

Delayed - estimated October

• Join Zoom button 😣

#### Control Hub

- Force Upgrade notification in Alert Center (still on-track for release W/C August 15)
- DNA Spaces Integration into Workspaces Integration Framework (still on-track for release W/C August 15)
- Workspace Integrations into FedRAMP (released)

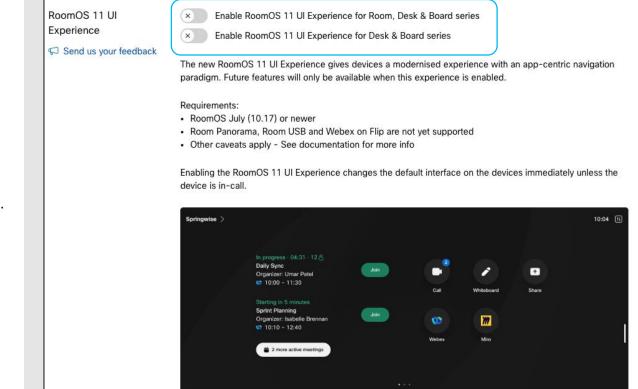
#### Delayed

• SynergySKY Integration into Workspaces Integration Framework



# 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 (Webex Edge for devices).
- Software release will still show RoomOS 10.x.x.x
  - Will move to RoomOS 11.x.x.x later this CY.



Miro

Whiteboa

Files

### 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 September



### RoomOS September



# Webex Meet Mobile App



### Mobility: Program Milestones

Dates and Features shown are still subject to change

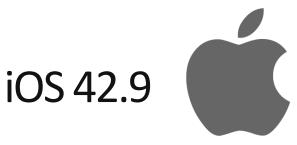


\*Android apps typically appear in the store within a few days of the submit date. \* \* Apple takes longer to approve apps, so we cannot provide a specific date/estimate.



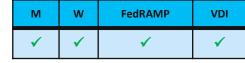
Android 42.9





- Day 0 Support for Android 13
- Support Share PDF File
- Filter In-Meeting Apps on Mobile
- Accessibility Improvement for Join and Sign-in

- Day 0 Support for iOS 16, iPadOS 16 & WatchOS 9
- Filter In-Meeting Apps on Mobile



#### Android 13: Day 0 Support

- Webex Meetings Android App will support Android 13 on Day 0 when it is released
- These release dates are not provided in advance, but based on past release dates, it will most likely be September or October

М	W	FedRAMP	VDI
×	×	✓	<ul> <li>Image: A second s</li></ul>

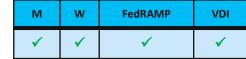
e E

1/7

## Support Share PDF File

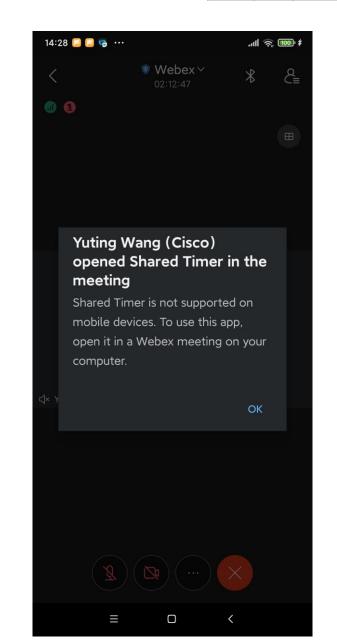
• Similar to desktop, Android users can now share a PDF file from their device

15:1	5 ʰʰ <b>G</b> 🕸 •	≌ ¥≀ н⊳ 5⊊ .⊪I 84%⊡	15:14 י'וי <b>G </b> •	<b>© </b> ¥{ ⊨⊳ <sup>56</sup> II 8.
<	Share content		Stop sharing	
<b>(</b>	Share screen	>	The meeting room is	unlocked.
	Optimize for text a	nd images	24	
	Optimize for motio	n and video	cisco	User License Agreement
Tap t	to see instruction			Table of Contents Section 8. Warranties and Representations Section 9. Liability
Ø	Whiteboard		Section 3. Additional Conditions of Use Section 4. Fees Section 5. Confidential Information and Use of Section 6. Ownership Section 7. Indemnification	Section 10. Termination and Suspension Section 11. Verification
box	Box		This End User License Agreement ("EULA") betwee ("Cisco Technology"). This document also incorpora You acquire. Definitions of capitalized terms are in	ULA through (a) Your download, installation, or use of the
	Google Drive		If You do not have authority to enter into this EUL You may request a refund for the Software within the Approved Source and disable or uninstall it. end user license terms with Cisco as part of a tran	A or You do not agree with its terms, do not use the Cisco Techr 30 days of Your initial purchase provided You return the Softv This paragraph does not apply where You have expressly agr
	Photo		permitted under the <u>Cisco Software Transfer a</u> the Cloud Services, both as acquired from an A set out in Your Entitlement and this EULA (coli 2.2. Use by Third Parties. You may permit Authoriz that You are responsible for (a) ensuring that as	non-exclusive, non-transferable (except with respect to Softw nd Re-Lize Patics) (a) license to use the Software; and (b) right poproved Source; for Your direct benefit during the Usage Term exclusive), the "Usage Rights". Need Third Parties to exercise the Usage Rights on Your behalf, pr touch Authorized Third Parties comply with this EULA and (b) any
PDF	File		other free-of-charge basis ("Evaluation Softw Services on a temporary basis for the period il period identified, such use is limited to 30 days If You fail to stop using and/or return the Evalu	lights in the applicable Cisco Technology on a trial, evaluation, i ware and Services <sup>*</sup> ). You may only use the Evaluation Softwa mitted by the license key or specified by Cisco in writing. If the s after the Evaluation Software and Services are made available attion Software and Services or the equipment on which it is auti attion Software and Services.
ţ	USB camera Beta		discretion, may stop providing the Evaluation have access to any related data, information, a Evaluation Software and Services may not have and may contain bugs, errors, or other issues. Software and Services into production use. Gis	be invoiced for its list price and agree to pay such invoice. Ciss Software and Services at any time, at which point You will no and files and must immediately cease using the Cisco Technolog been subject to Cisco' suusi testing and quality assurance pro Except where agreed to in writing by Cisco, You will not put to so provides Evaluation Software and Services "AS-55" without s nity for any problems or issues, and Cisco will not have any I and Services.
			Your license Entitlement if You have (a) acqu Software; or (b) You have purchased the right	ou may only use Upgrades or additional copies of the Software t ired such rights under a support agreement covering the app to use Upgrades or additional copies separately. w and upon Your request, Cisco will provide You with the infor
			needed to achieve interoperability between th Controlled Doc. # EDM-122	e Software and another independently created program, provid 1989354 Last Modified: Fri November 06, 2020 LIC INFORMATION, EULAdox
Pu			<b>2</b>	



## Filter In-Meetings Apps on Mobile

- Some embedded apps are not supported on Android. An alert will pop up when these apps are opened in a meeting
- Supported meeting type: Meetings and Webinars



м	w	FedRAMP	VDI
×	<ul> <li>✓</li> </ul>	✓	<ul> <li>Image: A second s</li></ul>

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neet/**username** 

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## Accessibility Improvement for Join and Sign-in

• UI changes for accessibility improvements for join and sign-in on Android

15:53	📮 🛄 🛄 🚥		ltır.	🤶 國 ‡	15:52	📵 🖸
<	Join Meet	ting		JOIN	<	Join Meetir
Mee	ting number or	URL		8	Meet	ing number or URL <del>–</del>
lf you you c	are invited to a l an enter the URL	Personal Roo	m,		lf vou	are invited to a Pe
com	pany.webex.cor	n/meet/ <b>us</b>	ername			an enter the URL.
Your	name				comp	bany.webex.com/
Ema	il address				You	ır name
					Em	ail address
	Ξ	D	<			Ξ

## Android Distribution

- Google Play Store
- Amazon App Store
- Samsung Galaxy Store
- Huawei Store
- Facebook Portal App Store
- SDLC App Catalog
- Internal Alpha Testing
- Google Play Store "alpha testers"

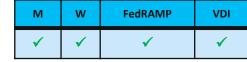


### iOS: What's New in 42.9

Features and Enhancements

- Day 0 Support for Apple iOS 16, iPadOS 16 & WatchOS9
- Filter In-Meetings Apps on Mobile





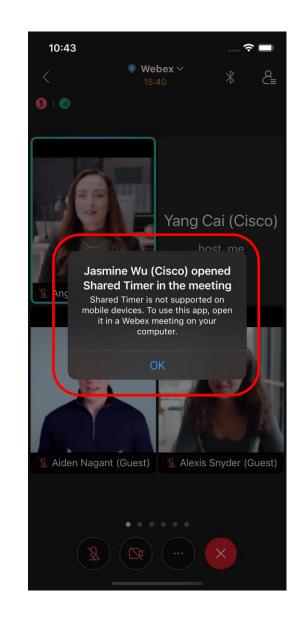
### Apple iOS 16, iPadOS 16 & WatchOS 9 : Day 0 Support

- Webex Meetings iOS App will support iOS 16, iPadOS 16 & WatchOS 9 on Day 0 when it is released
- These release dates are not provided in advance, but in the past Apple has released in their new OS in September

# M W FedRAMP VDI ✓ ✓ ✓ ✓

# Filter In-Meetings Apps on Mobile

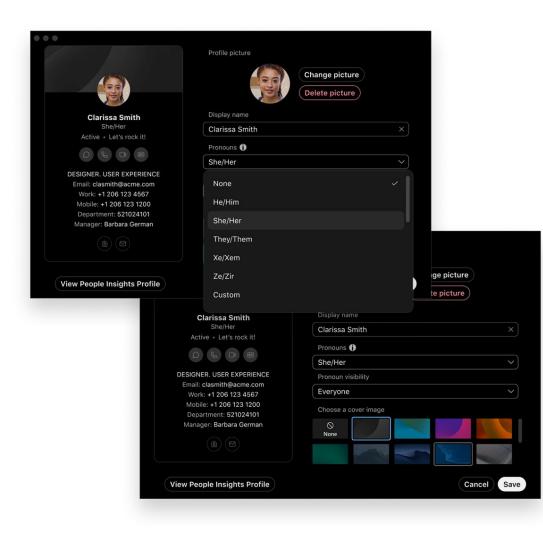
- Some embedded apps are not supported on iOS, an alert will pop up when these apps are opened in a meeting
  - Support Meeting type: Meetings and Webinars



# Webex App update



## Set Your Pronouns (Moved from 42.8 to 42.9)



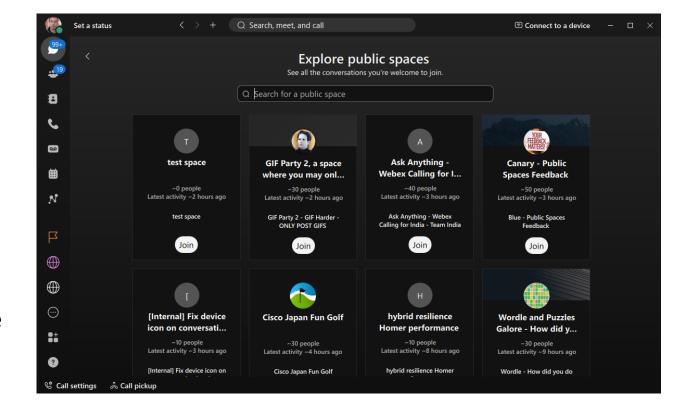
- Users can specify the pronouns that they associate with and choose what groups can see them via the Edit Profile dialog
- Choose from a list or specify a custom pronoun
- Pronouns will be visible in the Contact card and People Insights view
- Admin option to turn ON pronouns feature for your org in Control Hub

# Messaging

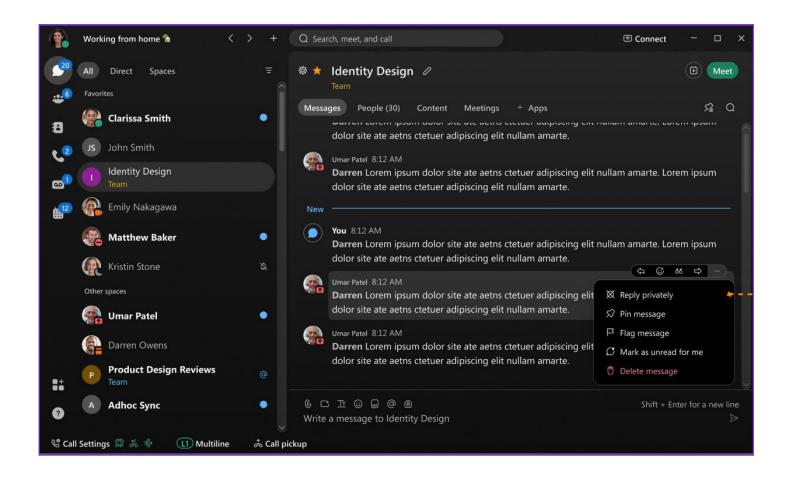


## **Public Spaces**

- Create spaces that are easily discoverable to people within your organization
- Public spaces have many uses:
  - Communications
  - Socialization (connect with like-minded people)
  - Ask questions/Seek feedback
- Desktop & Mobile
  - Desktop : explore, search, create and participate
  - Mobile: search and participate
- Admin option to turn off this feature for your org in Control Hub



## Reply Directly on Webex App for Mobile



 On desktop, we can already reply directly to a user who posts a message in a space

 In 42.9, this capability will be made available on mobile apps





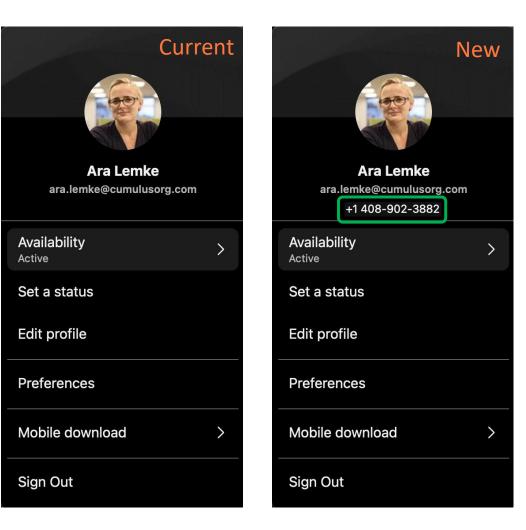
### Show Main Telephone Number in User Profile

### Problem

- Users own telephone number is not displayed on user profile today.
- To view own telephone number, user must select Edit profile

### Solution

- Main telephone number will be added to the user profile
- Desktop and Mobile
- Future plan to allow admin select which number is displayed e.g. extension vs full e.164 etc



# Webex Monitoring, Troubleshooting and More

August Update

Andrea Paulina Sancho

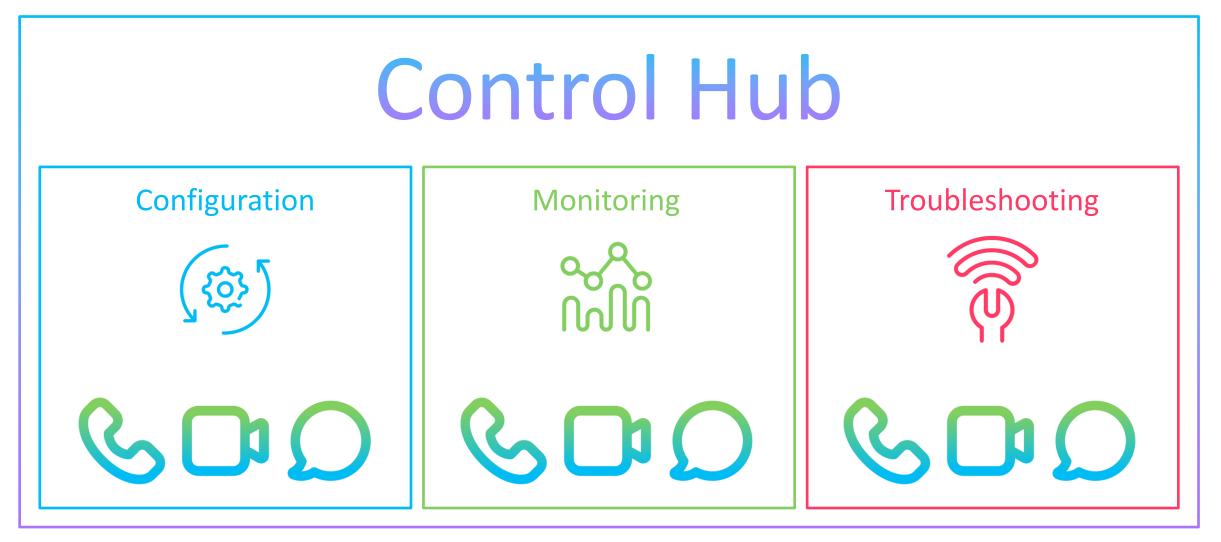
Scott Kiewert

**Collaboration Technical Marketing Engineer** 





# The Dashboard



### Webex Administration, Troubleshooting & More - August

Administration	1. 2. 3. 4. 5. 6.	Global Search User Experience Improvements to the assignment of tracking codes Admin can remove invalid attribute values SAML JIT Update for users SSO Admin Self Recovery Multiple email address for user authentication
Troubleshooting	1. 2.	The read-only admin role can now view the Admin Activity log Share Custom Analytics Dashboards
Monitoring		

# Control Hub Administration Features



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GAd - Slow Roll Out

yes

### **Global Search**

Reduce the amount of time you spend looking for items in Control Hub by typing at least three characters

- Settings
- Devices
- Users
- Groups
- Workspaces

webex Control H	Hub	Q Domain I ×
∩ Overview	Organization Settings	Settings
		Organizational Settings > Directory Synchronization Sign in as a full privileged administrator to view <b>domains</b> and
MONITORING	Domains	
♡ Webex Experience		Organizational Settings > Domains Add and verify the <b>domains</b> in your organization to use featu
<u>₪</u> Analytics		Organizational Settings > Domains Add, verify, or claim <b>domain</b> s for added security in your orga
∽ Troubleshooting		
Reports		Organizational Settings > External Communication Allow domains for external messaging
MANAGEMENT		Organizational Settings > External Communication           To allow external communication with specific domains, add
△ Users		+ 2 more .
卷 Workspaces		
-		Add manually Add with Azure AD
巻 Workspaces		Add manually Add with Azure AD
Devices     Apps		Add manually Add with Azure AD
Devices     Apps	Self-Registration	Add manually Add with Azure AD Allow users to self-register and/or allow non-admin users
Devices Apps Account	Self-Registration	
<ul> <li>Devices</li> <li>Apps</li> <li>Account</li> <li>Organization Settings</li> </ul>	Self-Registration	Allow users to self-register and/or allow non-admin users When disabled, new users will be prevented from self-registering users will also be prevented from inviting users that do not alread have email addresses with your domain. This feature is applicable
Devices Apps Account Organization Settings SERVICES	Self-Registration	Allow users to self-register and/or allow non-admin users When disabled, new users will be prevented from self-registering users will also be prevented from inviting users that do not alread have email addresses with your domain. This feature is applicable claimed one or more of your domains, and it applies to users with those domains. Before using this feature, make sure you have cla
Devices Apps Apps Carteria Account Organization Settings SERVICES Updates & Migrations	Self-Registration	Allow users to self-register and/or allow non-admin users When disabled, new users will be prevented from self-registering users will also be prevented from inviting users that do not alread have email addresses with your domain. This feature is applicable claimed one or more of your domains, and it applies to users with
<ul> <li>Devices</li> <li>Apps</li> <li>Account</li> <li>Organization Settings</li> </ul> SERVICES <ul> <li>Updates &amp; Migrations</li> <li>Messaging</li> </ul>	Self-Registration	Allow users to self-register and/or allow non-admin users When disabled, new users will be prevented from self-registering users will also be prevented from inviting users that do not alread have email addresses with your domain. This feature is applicable claimed one or more of your domains, and it applies to users with those domains. Before using this feature, make sure you have cla
<ul> <li>Devices</li> <li>Apps</li> <li>Account</li> <li>Organization Settings</li> </ul> SERVICES <ul> <li>Updates &amp; Migrations</li> <li>Messaging</li> <li>Meeting</li> </ul>	Self-Registration	Allow users to self-register and/or allow non-admin users When disabled, new users will be prevented from self-registering users will also be prevented from inviting users that do not alread have email addresses with your domain. This feature is applicable claimed one or more of your domains, and it applies to users with those domains. Before using this feature, make sure you have cla

yes

### User Experience Improvements to the Assignment of Tracking Codes

#### Context

 Tracking codes allows the identification of users within a Webex site

∩ Overview	Tracking C	odes				
⊘ Getting Started Guide			Orafarina dama urb			
		bex Meetings Sites	Configure demo.web	ex.com > Tracking Codes		
MONITORING						
Ind Analytics		Tracking Code				
∽ Troubleshooting	Track index	Group	Input Mode	Tracking code list	Host Profile	Schedule/start pag
Reports						All Services
	1	Division	Drop-down list	- Add/Edit Batch Add	AdminSet ~	Not used ~
MANAGEMENT	2	Department	Drop-down list	Add/Edit Batch Add	Optional ~	Not used ~
වු Users	3	Project	Select from List	- Add/Edit Batch Add	AdminSet -	Not used ~
路 Workspaces	4	Other	Text Input	Add/Edit Batch Add	Optional ~	Optional ~
Devices	5	pet name	Text Input	<ul> <li>Add/Edit Batch Add</li> </ul>	Not used ~	Not used ~
B Apps	6	Favorite Color	Text Input	Add/Edit Batch Add	Not used ~	Not used ~
Account	7	Custom7	Text Input	<ul> <li>Add/Edit Batch Add</li> </ul>	Not used ~	Not used ~
🔅 Organization Settings						
SERVICES	8	Custom8	Text Input	Add/Edit Batch Add	Not used ~	Not used ~
	9	Custom9	Text Input	Add/Edit Batch Add	Not used ~	Not used ~
C Updates & Migrations	10	Custom10	Text Input	<ul> <li>Add/Edit Batch Add</li> </ul>	Not used ~	Not used ~
Messaging	Note: Selectin	g Admin Set for Host	Profile or Schedule Meeting	will prevent the corresponding	tracking codes fron	n being displayed to the
Meeting						
Calling						Upda
S Connected UC						Opuz

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# User Experience Improvements to the Assignment of Tracking codes

### Manually Add users Wizard offers "Assign tracking code" steps

Tracking codes are now shown in the user details page.

These enhancements make it easier for admins to add users and manage their tracking codes.

ually add users	
	••••
	Basic information Licenses Assign tracking code Assign numbers Review
	Step 3: Meeting Configuration - Assign Tracking Codes
	You need to assign tracking codes for individual user per webex site. Each user may have multiple tracking codes because they har assigned multiple webex sites.
	User 1 of 6
	Webex site 1: squad.webex.com
	Division or team *
	Select a division V
	Department code *
	Enter a code
	Office Location
	New Gotham V
	Cohort
	Pink V
	Webex site 2: prev.webex.com
	Webex site 2: prey.webex.com Project *
	Select a project
	Pet name *
	Enter a pet name
	Favorite color
	1 Palent color

Already GA

## Admin can Remove Invalid Attribute Values

### Remove all avatars for users

cis	co Ci	sco D	irector	ry Con	necto	or		
shb	oard Conf	iguration						
Act	ons Help	)						
ô	Sync Now	/	•	c Dry Ru	0	aunch Event Viev	ver 🔂	Refresh [F
	Synchroni Enable Au		de ⊧	ΊNC Τ	ESTE	ENV#36	A	ctive Di
	Reset Con	nector Se	ecret			Last Synchr	ronizati	on
	Dry Run					Status	😔 Warn	inas
	Cancel Sy	nc Job				Connector		HENZH-LAI
	Switch Do	omain				Туре	Requ	ested Incre
	Set Domai	in Priority				Started	7/5/2	022 1:59 P
	Tools		•					22 1:59 P
÷	Refresh		F5	С	lear Avat	tar Hash 🗟		20
-	Exit		Alt+F4	R	emove C	loud Attribute Valu	es	gs NZH-LAI
×	EXIL	,	AII:+F4	- п	roubleSh	ooting		ted full
					1	~ · · ·		2 2:14 P

# Choose and remove mapped attributes that are no longer needed for users

Cisco Directory Connector	w
Dashboard Configuration	
Actions Help	
Remove Cloud Attribute Values	– – ×
Cloud Organization: DIRSY	
When you unmap an attribute in the	mapped attributes values from cloud. e attribute mapping and want to remove ud, you can choose the attribute and ralues on this attribute.
Connector Type Started	ute values if they have been removed.
Phase Attribute Name phoneNumbe	ers;type-work_extension ~
Affected Scope	
Only users synced by Director	ry Connector
Next Synchronization O All users	S
Full Not Scheduled Incremental 7/5/2022 6:14 PM	sa /er
	Cancel Apply
Configuration Summary	

To be announced

# Multiple email address for user authentication

- Users can login with validated alternate email address
- Allows admin to add additional email addresses to user accounts such as User Principal Name, etc. for **authentication**
- An admin can provision users with an alternate email address within the SAML JIT Creation or Update.

#### Pre-requisite:

That email should be from a verified/claimed domain in the organization

Profile	General	Meeting	Calling	Messaging	Hybrid services	Devices		
User de	etails		First name		Ben		]	
			Last name		Walace		]	
			Display name		Ben Walace		]	
		ſ	Email (i)		bwalace@cisco.com	1	) (i	
					bwalace@webex1.c	om	] 🛛	
					Add a new email ad	dress		
			Preferred email la	anguage (i)	English - American E	English 🗸 🗸	Using	g org
			Last email status		None			
			Name labels		Status: Not enrolled	Organization settings:	: On (i)	

August

## SAML JIT Provisioning for Users

- Create and activate users after SAML SSO authentication.
- Separate setting to allow updating user attributes after SAML SSO authentication.
  - Users are updated after each authentication.
- Supports 22 profile attributes for each user.
- Domain must be claimed to use this feature.
- SAML JIT does not support deprovisioning or token revocation.

Single Sign-On						
Modify your organizati	on's SSO authentication					
SAML certificate						
Certificate type	Status	Expiration date	Certificate usage (i)			
IdP 🕕	Primary	08/03/2032, 08:39:57 PM	Verifying SAML assertion signature	÷		
Cisco (SP)	Primary 🕕	09/13/2026, 03:35:38 AM	None			
Actions  Act	Ū					
Override all mapped a	tributes to user profile attri	butes at the IdP.				
Configure SAML mapping						
Just In Time (JIT) Se	ettings					
Create or activate	user (if no active user is fo	und)				

				ugust
sponse Mappin	g			
		SAML Response Mapping		
	Required attribues *			
	Webex Identity attribute name	SAML attribute name	Helper text	
	Username/ Primary email address	Example: uid	Webex requires the UID attribute to be mapped to the email, upn, edupersonprincipalname of the user provisioned into Webex	
	Profile attribues			
	Webex Identity attribute name	SAML attribute name	Helper text	
	externalld	Example: user.objectid	This is the unique identifier from your directory. This can be used to ensure we have the unique identity mapped between directories when other attributes may change.	
	employeenumber	Example: user.employeeid	This is the employeenumber that can be used to uniquely identify the user within their HR system. It should not be used for externalid as this is sometimes re-used or recycled	
	preferredLanguage	Example: user.preferredlanguage	This is the preferred language of the user within Webex	
	locale	Example: user.locale	This is the locale of the user within Webex	
	timezone	Example: user.timezone	This is the primary timezone for the user within Webex	
	displayName	Example: user.displayname	This is the displayname of the user within Webex	
	name.givenName	Example: user.givenname	This is the first name of the user also known as the given name	
	name.familyName	Example: user.surname	This is the last name of the user also known as surname or familyname	
	addresses.streetAddress	Example: user.streetaddress	This is the primary street address of the user's work location	
	addresses.state	Example: user.state	This is the state of the users work location	
	addresses.region	Example: user.region	This is the region of the users work location	
	addresses.postalCode	Example: user.postalcode	This is the postalcode or zip code of the users work location	
	addresses.country	Example: user.country	This is the country of the primary work location	
	phoneNumbers.work	Example: work phonenumber	This is the primary work phone number for the user. Please use an e.164 formated number or it may fail	
	phoneNumbers.extension	Example: mobile phonenumber	This is the work extension of the user. Please use an e.164 formatted number of it may fall	
		Evanalar risar aranaria	This is the pronoun of the user. The visibility	



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SAML Res

# Control Hub Troubleshooting Features



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## SSO: Recovery URL

- Admins can now bypass SSO to update the SSO config if SSO logins are failing.
- Admin enters email and receives a OTP. After entering the OTP, they can make changes to <u>SSO config only:</u>
  - Disable SSO
  - Update and download Webex metadata
  - Update IdP metadata
  - Test SSO
- Commercial URL:
  - <u>https://admin.webex.com/manage-sso</u>
- FedRAMP URL:
  - <u>https://admin-usgov.webex.com/manage-sso</u>

inter email and submit Check email	ogin	SSO Recovery Options		Govt/FedRamp	Aug- Sept
				August	
<u> </u>	D				
Welcome to We	ebex Control Hub	0			
Enter OTP					
S	ign In				
Need hel	p signing in?	_			
ge SSO		••-	o		•
Option 1: disable SSO  Modify your organization's S	ISO authentication	Enter email and submit Check email and ent login	er OTP to SSO Recovery Options		
Option 2: update certificate and download metadata					
self-signed by Cisco (recommended) Valid for 4 years	Signed by a public certificate Valid for 1 years	update metadata			
Less secure but you'll only update Cisco metadata every 4-5 years. Your identity provider (IdP) vendor must support self- signed certificates in metadata.	(unless your IdP vendor supports trus	st anchors).			
Upload IdP Metadata					
		T Drag and drop a file to Choose a fil			
					]

yes

### Read-only admin role can now View the Admin Activity Log

Including:

- External read admins
- Helpdesk admins

webex Control H	ub				4° (?) 💦	
ි Overview	1 Customers			Ramesh_BEC2-2		
<ul> <li>Getting Started Guide</li> <li>Alerts center</li> </ul>	Q Search customer detail	s 0		Organization ID: 2cfc0cef-be16-4c41-84	c4-68c345ed7f24 🗐	
MONITORING	Customer Name	Service	es	Overview		
Analytics	Ramesh_BEC2-2	Not Available		View Cust	omer	
🔒 Reports						
MANAGEMENT						
webex Control	Hub				ا © ا	
∩ Overview	Troubleshooting					
Alerts center	Q Meetings & Calls	Live Meetings 📀 Status	Q. Admin	Activities 📄 Logs		
<ul> <li>♡ Webex Experience</li> <li>nalytics</li> </ul>	Q Performed By	Q Description		Q Impacted Resource		
~ Troubleshooting	Jun 26, 2022	to 🛄 Jul 8, 2022		(GMT -07:00) America/Los An 🗸	56 records Export to CSV	
Reports	Time	Performed by	Category	Change	Impacted resour	
MANAGEMENT	June 27, 2022 03:51 PM	C ciconvert-Admin	LOGINS	An Admin logged in	eft051121ciconvert	
요 Users	June 27, 2022 01:46 PM	C ciconvert-Admin	USERS	User entitlements or li	cen ciconv-eft-test1-host	

Already GA

### Share Custom Analytics Dashboards

Full Administrators can create snapshots of a custom dashboard's current layout and share it with other administrators.

Admins can share the dashboard via email, the custom dashboard will appear in the view of the selected user

			Peter Welburn has shared a dashboard with you.
Analytics	Share	e dashboard ×	ControlHubAnalytics@cisco.com
7	Administrator list	Added users	
	Q Search	Amal Haynes · ahaynes@tmedemo.com	
8 My Dashboards		Allistair Schwartz      aschwart@tmedemo.com	🕨 webex
	Aline Merritt - amerritt@tmedemo.com	Allegra Cameron = acameron@tmedemo.com	by cisco
Summary : ngagement : + A	Allistair Santana - asantana@tmedemo.com	Alfreda Valdez      avaldez@tmedemo.com	
	Amanda Guthrie = aguthrie@tmedemo.com		
↓ Download as PDF	Amber Kent      Akent@tmedemo.com		Peter Welburn shared "Demo" with
E	Amena Kirk = akirk@tmedemo.com		you
	Amey Parandekar • ameyp@tmedemo.com     Amit Barave • amitb@tmedemo.com		
	Amit Barave - amitb@tmedemo.com     Anastasia Hopper - ahopper@tmedemo.com		webex Control Hub 🖉 💿 🧿
A 🗍 Remove dashboard	Anastasia Hopper      anopper@tmedemo.com     Andrea Sancho      ansancho@tmedemo.com		Augusta
2	Andrea Sancho • ansancho@umedemo.com     Andres Salgado • ansalgad@tmedemo.com		
	Andrew Byers - abvers@tmedemo.com		
			0 Belances C Device B Area
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			men O Baupy

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### Share Custom Analytics Dashboards

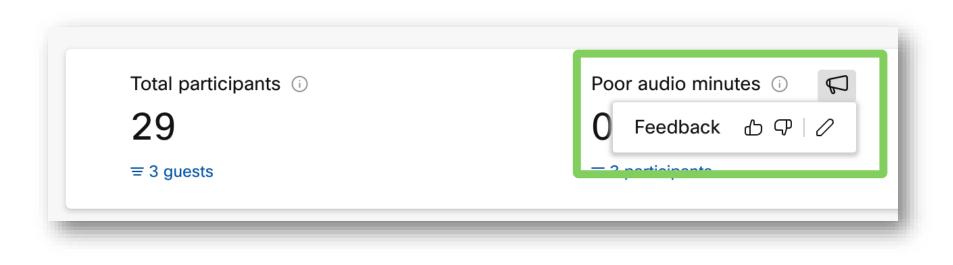
### People's view of your Custom Dashboard

용 My Dashboard	gs 🔘 Messaging 🗞 Calling g	⇒ Device 🛛 🕫 Wo	orkspaces 💿 Video Mesh	© Connected UC
Summary Leslie's dashboard C		Add dashboard	dit dashboard 🗎 30 days	04/01/2021 → 04/30/202
How are my users using	New dashboard shared with you			
Total meetings ○ : 120k ↑ 1.5%	Your got a new shared dashboard from Jane Cooper. Got it	jes sent    ⊙ : 10%	Total call legs ⊙ : 1.6M ↑ 10%	Total calling mins ○ ⋮ 32.8M ↓ 12%

If you updated a shared dashboard and you want other administrators to have the updated dashboard, you must share the dashboard again

## User Feedback in Troubleshooting

Administrators can now provide feedback on how Webex can improve Troubleshooting Stats



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# Support Resources

Please bookmark these sites and share them with others.

- Webex Help Page: <u>https://help.webex.com</u>
- Webex Meetings Suite Announcements: <u>https://help.webex.com/en-us/article/np1t7y6/Announcements-for-the-Cisco-Webex-Meetings-Suite</u>
- WBS 42 Release Notes: <u>https://help.webex.com/n0mq1ae</u>
  - Contains links to what's new, bug fixes, known issues, and SO MUCH more!
- Real-Time Status Page: <u>https://status.webex.com</u>
- Support Utilities: <u>https://webexsupport.com</u>

Service calendar: <u>https://status.webex.com/maintenance</u>



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# Thank You.





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