



Collaboration
Technical Marketing

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

Release 42.12

Cisco Collaboration Cloud

November 2022



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This presentation contains “forward-looking” statements that involve risks, uncertainties and assumptions. If the risks or uncertainties ever materialize or the assumptions prove incorrect, our results may differ materially from those expressed or implied by such forward-looking statements. All statements other than statements of historical fact could be deemed forward-looking, including, but not limited to, any projections of financial information; any statements about historical results that may suggest trends for our business; any statements of the plans, strategies, and objectives of management for future operations; any statements of expectation or belief regarding future events, technology developments, or enforceability of our intellectual property rights; and any statements of assumptions underlying any of the foregoing.

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Milestones 42.12

Milestones: Webex Release 42.12

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



Mobility: Program Milestones

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



Milestone	Android	iOS
Submit to Store	Dec. 2, 2022*	Dec. 12, 2022**

* **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.



Snapshot

Webex Meetings Suite Feature Snapshot: 42.12 Update

Meetings/Webinar Experience



Webinars

- Schedule a Webinar from within a series
- Manage registration in webinar series
- Webinar update
- Hosts, cohosts, and panelists to initiate private chat with attendees

In-Meeting

- Share control bar expandable and collapsible manually
- Polling to be managed by both host and cohost
- Easily control how your self-view displays
- Host's closed captions status independent of host's Webex Assistant status

Slido

- Animated Wordcloud Poll
- Emoji rating poll
- Multiple rooms supported
- Webex typing indicator

Mobile app



Android

- Support cohost and anyone can record (all platforms)
- Polling need be managed by host/cohosts (all platforms)
- Hosts, cohosts, and panelists to initiate private chat with attendees (all platforms)
- Easily control how your self-view displays
- E2EE: Stepped increase scale from 200 up to 1000 participants

iOS

- Support cohost and anyone can record
- Polling need be managed by host/cohost
- Host, cohosts, and panelists to initiate private chat with attendees
- Easily control how your self-view displays
- E2EE: Stepped increase scale from 200 up to 1000 participants
- UX design enhancements for Apple iPhone & iPad for in-meetings & webinars experience
- iOS 11 & iOS 12 will not be supported from December 2022

Webex App & Devices Snapshot: 42.12 Update

Webex App

General Update

- Default Landing Screen for Mobile Platform
- Set Your Pronouns
- Granular Notification Control (Beta)

Messaging

Calling

- Move Mobile Call to Meeting (Webex Go)
- Music Mode on iOS
- Misc Webex App Calling Deliveries

Devices

RoomOS October Unannounced but Released Features

- Webex Assistant Support for Portuguese
- Calling Features for Video Devices
- Allow List Support for Camera and Microphone Access (Webview)
- New Whiteboarding Experience

RoomOS November Features

- New in-room Booking UI and Support for Desk Series
- Provisioning Macros from Control Hub
- RoomOS 11 Full GA
- AirPlay Support
- Zoom Button and In-Meeting Experience
- Navigator Support for Room Analytics and Occupancy Status
- Sync Room Resources into Workspaces

Webex Administration, Troubleshooting & More - Nov

1. New Reports User Interface
2. In-Meeting Feature Report
3. Admin Activity Filter
4. Webex Calling / ThousandEyes Cloud Agent Integration
5. Minor Report updates

Webex Webinars



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

42.12
GA

Schedule a Webinar from within a Series

Series owners can now schedule a new webinar from within their series.

“schedule a new webinar”

- Series owners redirected to the scheduling page and goes through the process of scheduling a webinar as per usual
- Webinar series pre-populated with the series name within which the webinar is being created

New employee training sessions

David Liam

Webinar series information

Webinars Basic information

📄 Copy series invitation
+ Add webinars to this series

	Welcome to the Design Team Amanda Sinu	Add existing webinars A	AM	
	How to set up your profile Amanda Sinu	Schedule a new webinar	AM	
	Meet with your mentor Amanda Sinu	10:00 AM - 11:00 AM Mon, Feb 8		

Webinar series

New employee training sessions [Edit](#) [Delete](#)



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

42.12
GA

Manage Registration in a Webinar Series

Manage registration of individual webinars in the series through the series information page.

- View how many people have registered for each webinar, including the number of pending, approved, and rejected registrants.
- Quickly respond to registrations from the series information page
 - Click on the hyperlinked pending, approved, or rejected numbers listed by the webinar name
 - It redirects to the registration page of that webinar.

Webinar series information

Webinars Basic information

Copy series invitation

Add webinars to this series

	Welcome to the Design Team Amanda Sinu	10:00 AM - 11:00 AM Mon, Feb 8 10 12 0
	How to set up your profile Amanda Sinu	10:00 AM - 11:00 AM Mon, Feb 8
	Meet with your mentor Amanda Sinu	10:00 AM - 11:00 AM Mon, Feb 8



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

42.12
GA

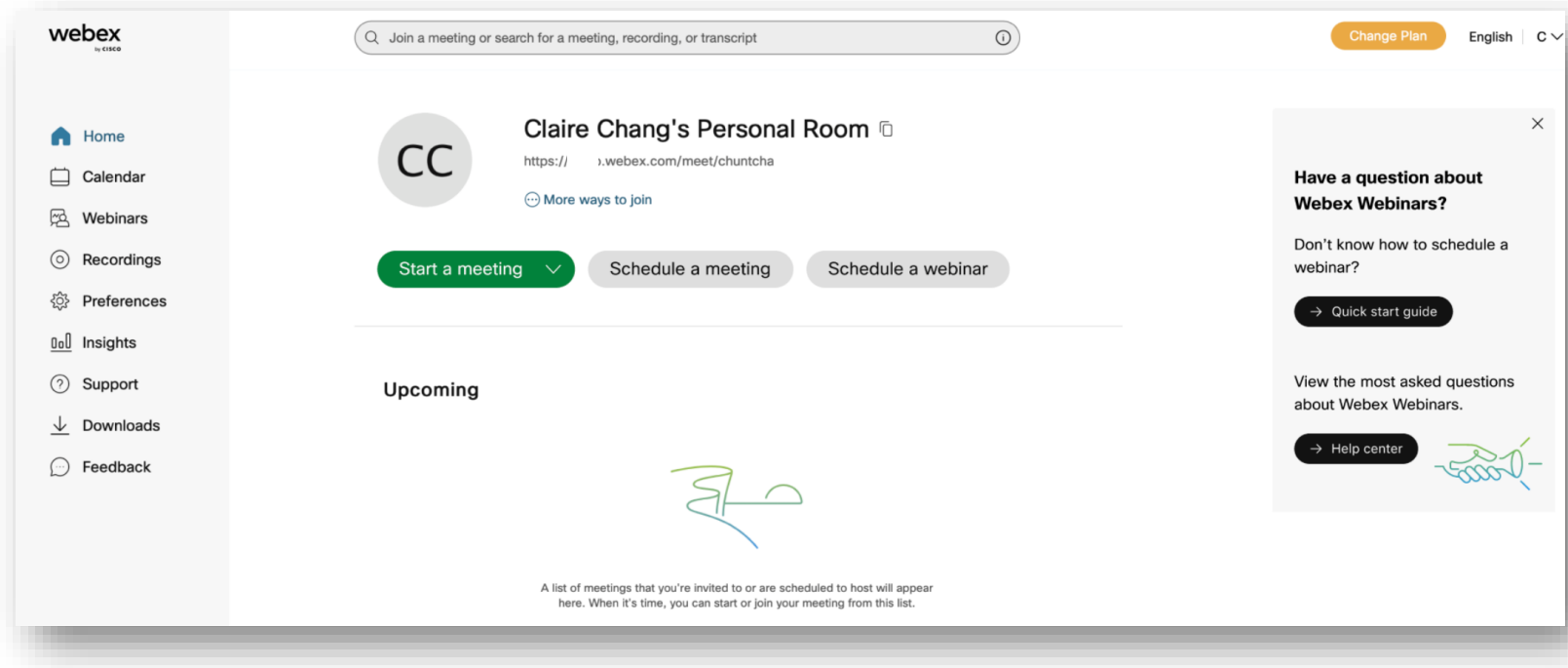
Webinar Update

New component on the webinar scheduling page,

- links to a webinars quick start guide
- other help documents.

For new webinar users scheduling a webinar

- How to enhance their pre, post, and in-webinar experience



Note: Users can dismiss this component, however, once dismissed, they can't see it again.



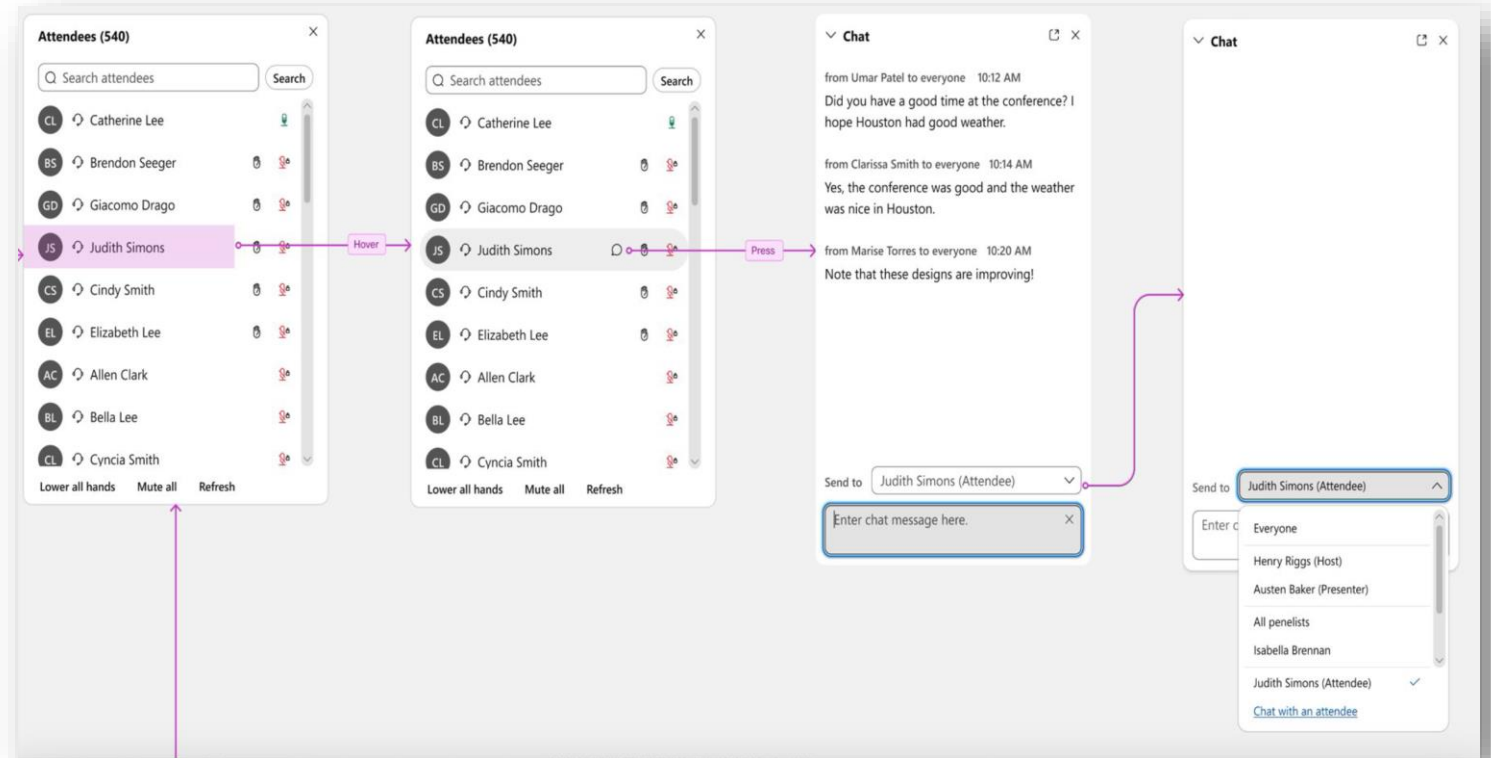
Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
✓	✓	✓	✓	✓	✓	✓	✓	✗

42.12
GA

Hosts, Cohosts, and Panelists to Initiate Private Chat with Attendees

Webinar hosts, cohosts, and panelists can now initiate a private chat with attendees using the chat panel or the participant list.

Initiate communication with attendees proactively without requiring attendees to reach out to them first.



Note: The feature will be released for the desktop client and android users in 42.12. iOS customers will see this feature in 43.1



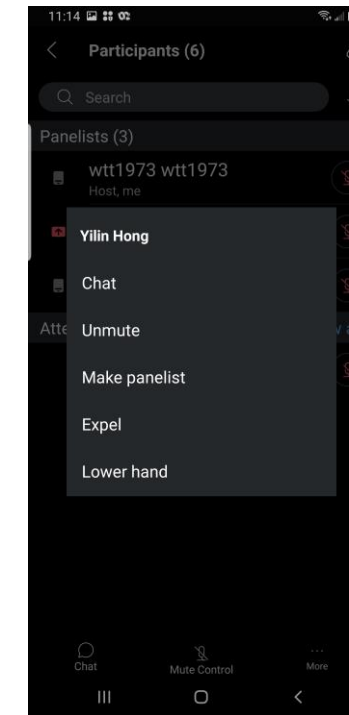
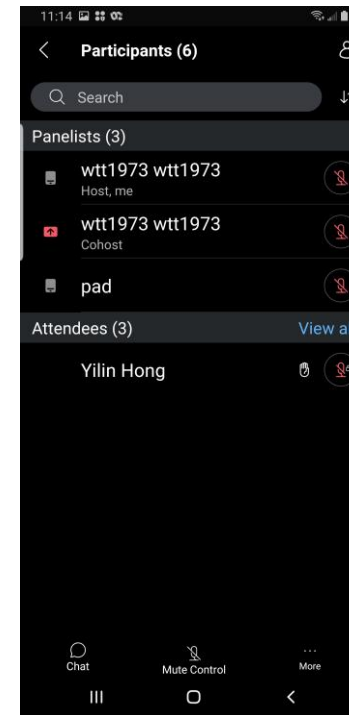
Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
✓	✓	✓	✓	✓	✓	✓	✓	✗

42.12

Custom Schedule

Hosts, Cohosts, and Panelists to Initiate Private Chat with Attendees

Webinar hosts, cohosts, and panelists can now initiate a private chat with attendees using the chat panel or the participant list. This enables them to initiate communication with attendees proactively without requiring attendees to reach out to them first.



Note: The feature will be released for the desktop client and android users in 42.12. iOS customers will see this feature in 43.1

Webex Meetings In-Meeting Experience



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

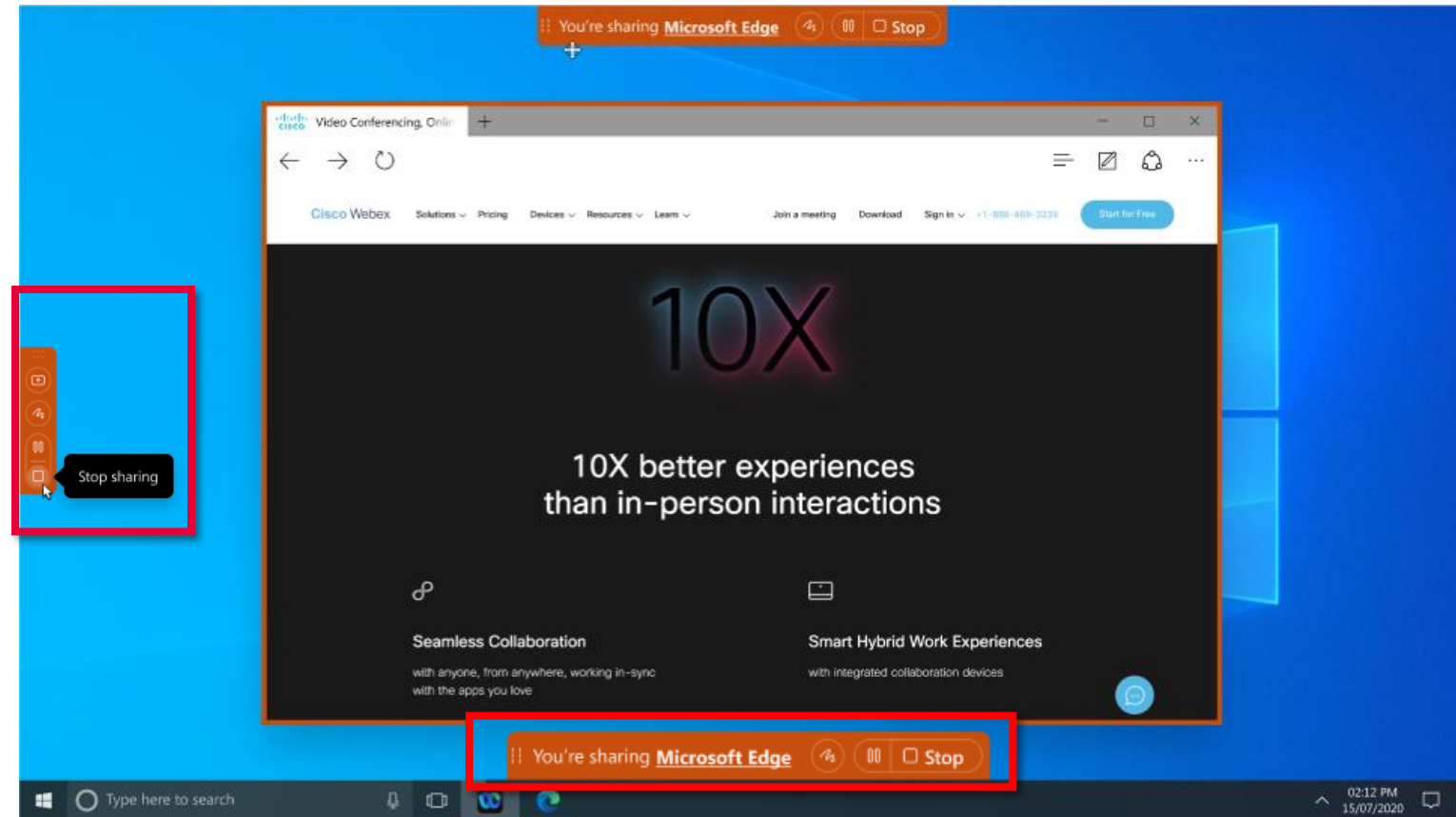
42.12
GA

Share Control Bar Expandable and Collapsible Manually

When sharing the screen, sometimes the control bar gets in the way of content and the automatic opening and closing can be distracting.

Bar can be dragged left and right across the screen to see content behind.

Openable manually for better control of the menu





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

42.12
GA

Polling to be Managed by Both Host and Cohost

Not for Webcast view

Native polling – this feature is not about Slido

Hosts and cohosts can both manage native polling during meetings and webinars.

- Presenters can't edit or manage the poll anymore

Hosts and cohosts can edit polls at the same time and receive notifications

- who is editing the poll
- who has already made edits to the poll

This makes async collaboration much easier.

Note: This feature isn't available in Webcast View.

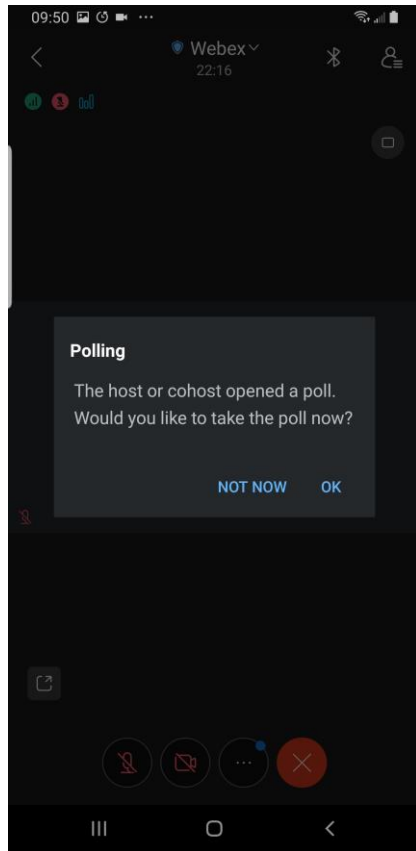




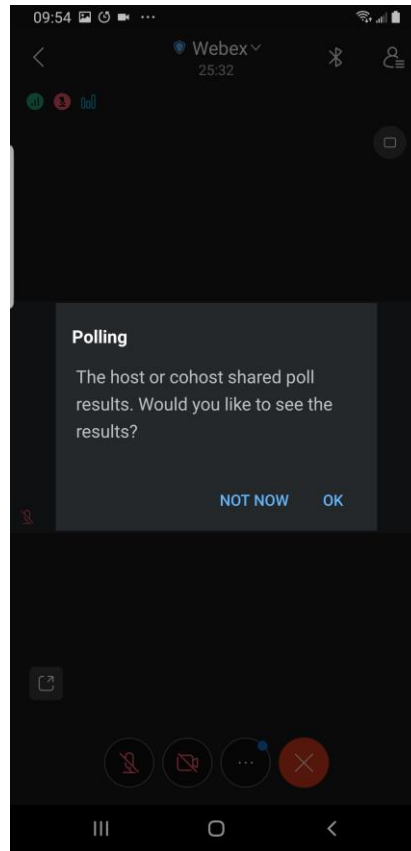
Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
✓	✓	✓	✓	✓	✓	✓	✓	✗

42.12
GA

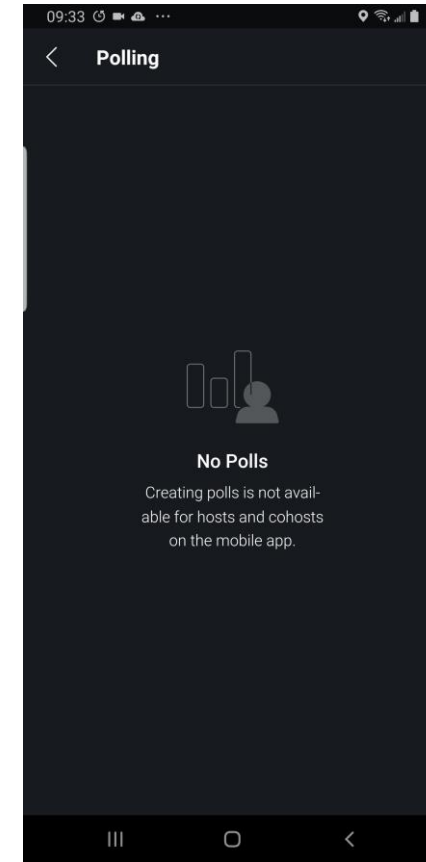
Polling on Mobile for Attendees



Host/cohost Initiates the poll



Host/cohost shows the result



Mobile user can't initiate polling yet



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

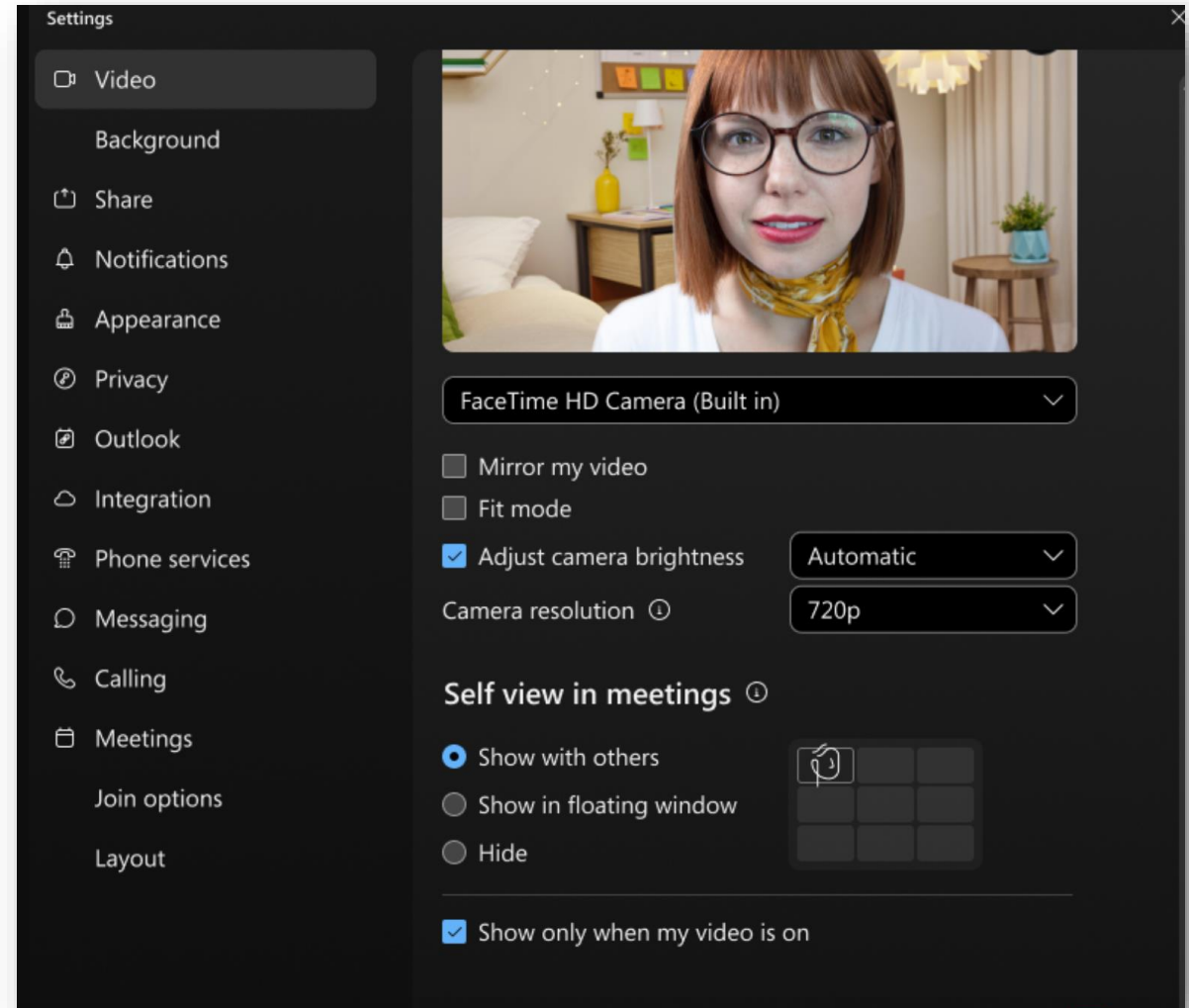
42.12
GA

Easily Control how Your Self-view Displays

More control over where and when you want to see your own video in Meetings, Webinars, and Webcasts.

Still: Choose to either show your self-view with others or show your self-view in a floating window.

New option: hide your self-view altogether, or only hide it when video is off.

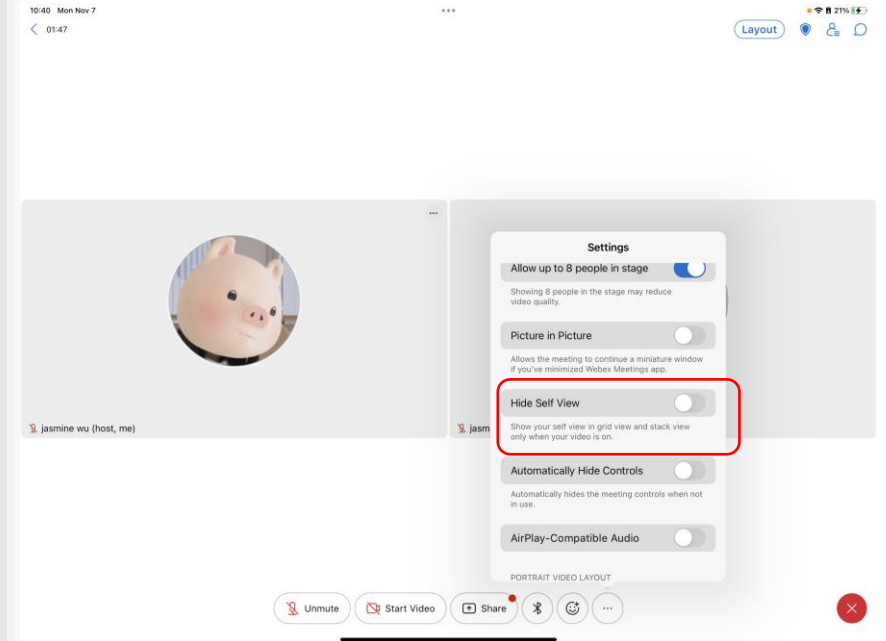
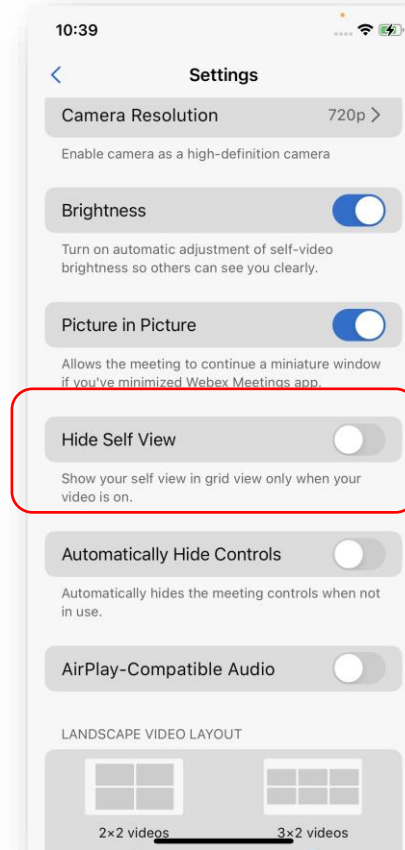
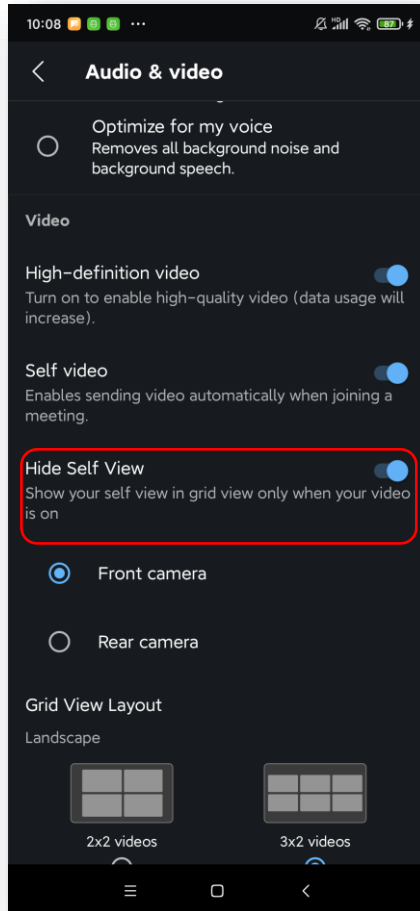




Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
✓	✓	✓	✓	✓	✓	✓	✓	✗

Easily Control how Your Self-view Displays

42.12
Custom Schedule



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

42.12

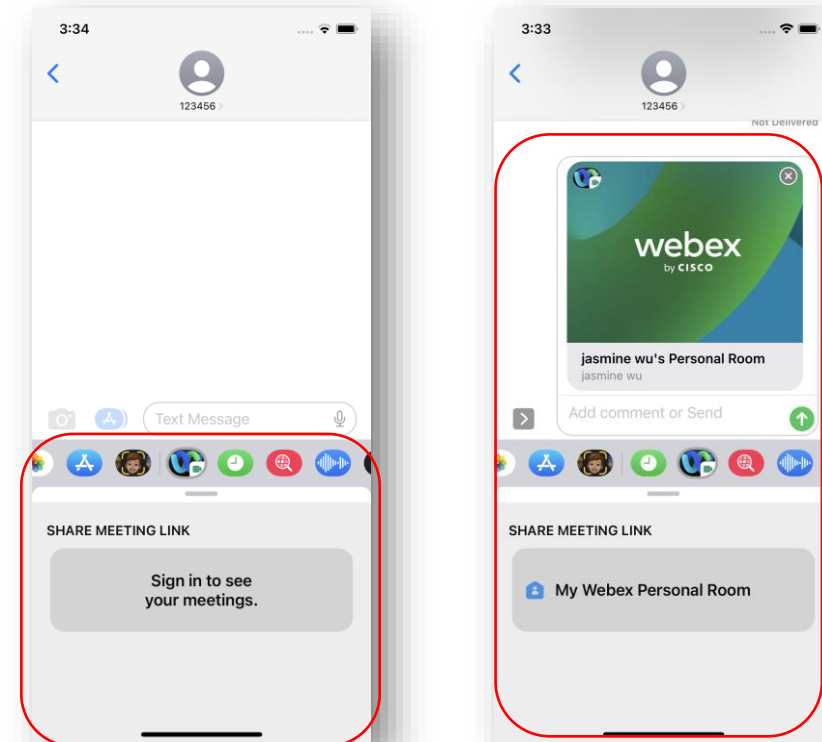
UX Design Enhancements for Apple iPhone & iPad

iMessage link optimization

The Webex Meet app supports working as an iMessage app.

Guest users need to log in first.

Logged in user can share personal room link from iMessage, the link will direct user to Webex Meet App and join the personal room meeting.

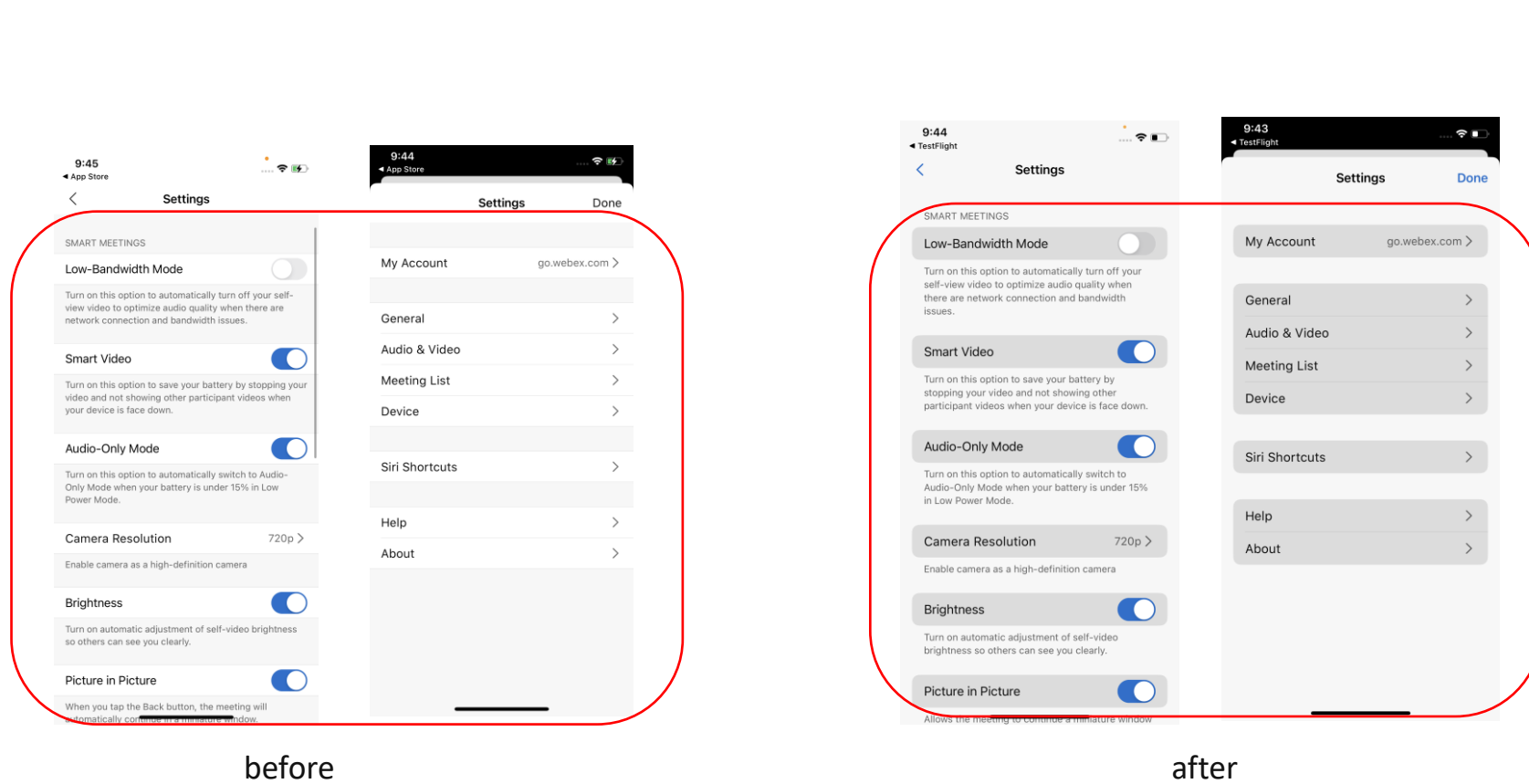


Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
X	X	✓	X	X	✓	✓	✓	X

42.12

UX design enhancements for Apple iPhone & iPad

Settings style change for iPhone & iPad



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

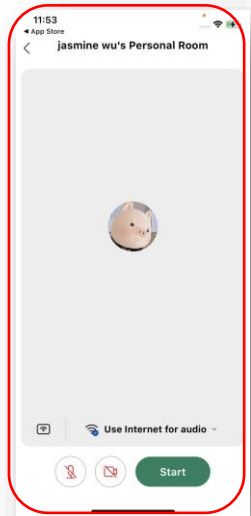
42.12

UX Design Enhancements for Apple iPhone & iPad

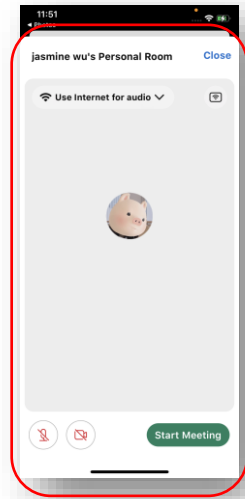
Interstitial

Interstitials will pop up as dialogs instead of full screen on iPad

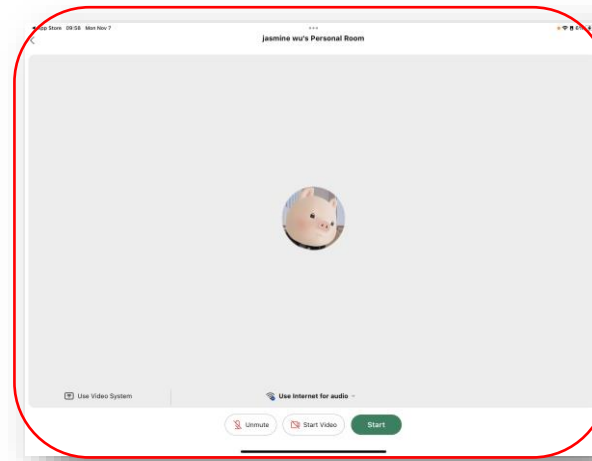
You can change virtual background on interstitial page



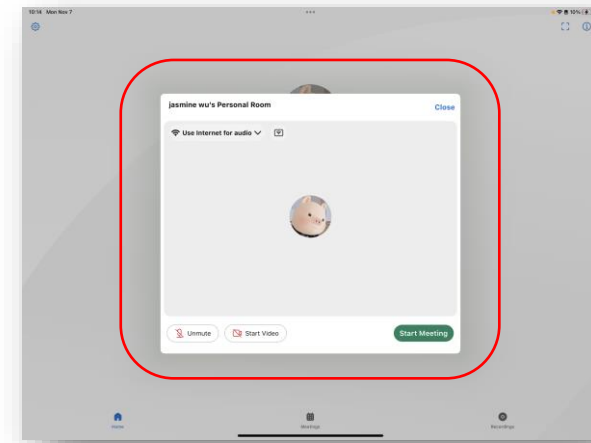
before



after



before



after

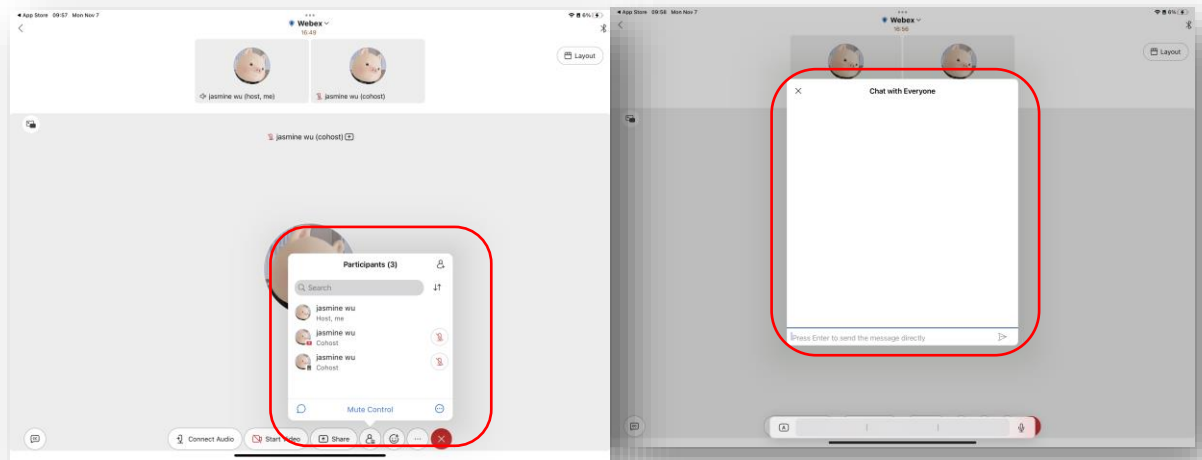
Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
X	X	✓	X	X	✓	✓	✓	X

42.12
GA

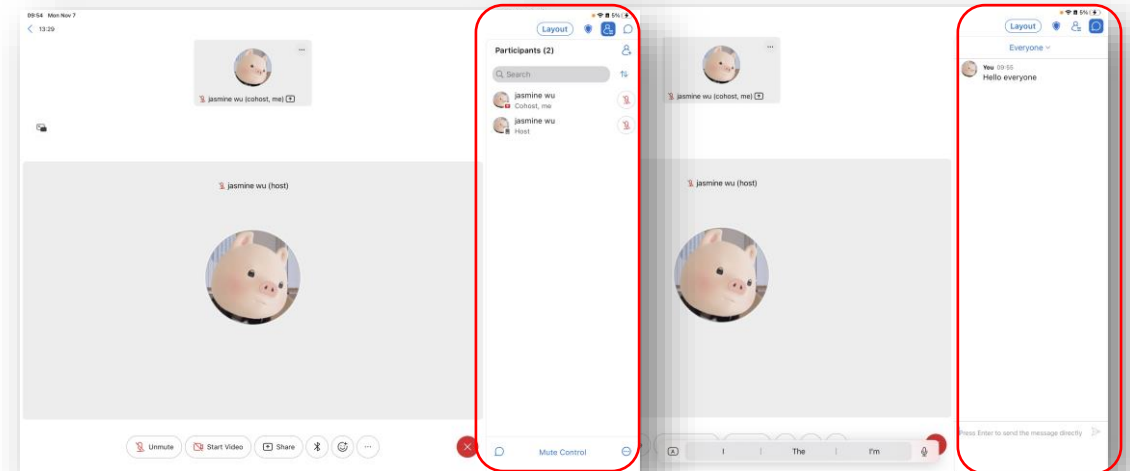
UX Design Enhancements for Apple iPhone & iPad

Side Panel for iPad

"Participants Lists", "Chat" and " Apps" modal will show as side panel on iPad.



before



after

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

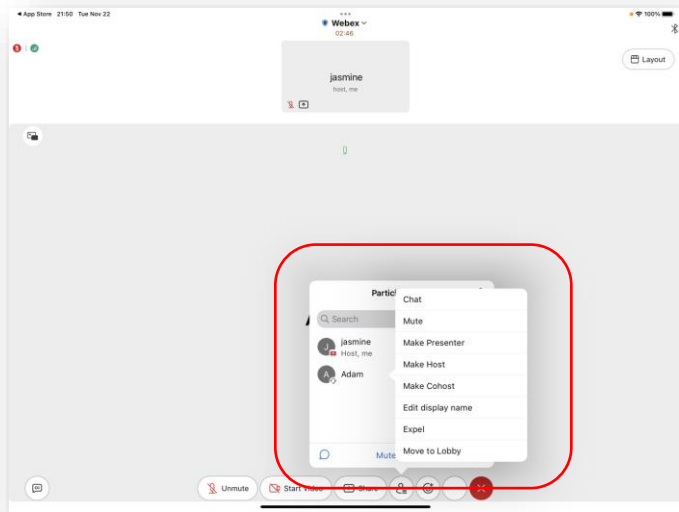
42.12
GA

UX Design Enhancements for Apple iPhone & iPad

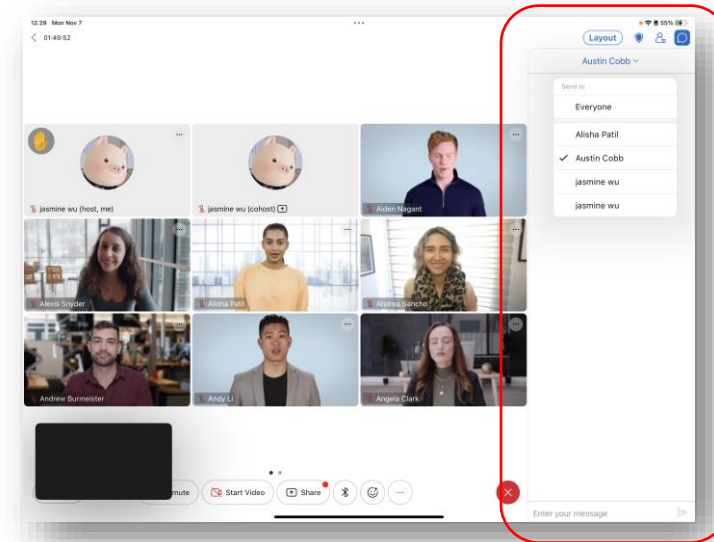
Chat enhancement

Users can switch between public chat or private chats with specific participants via the menu.

User can disable in-meeting chat notifications on mobile using settings



before



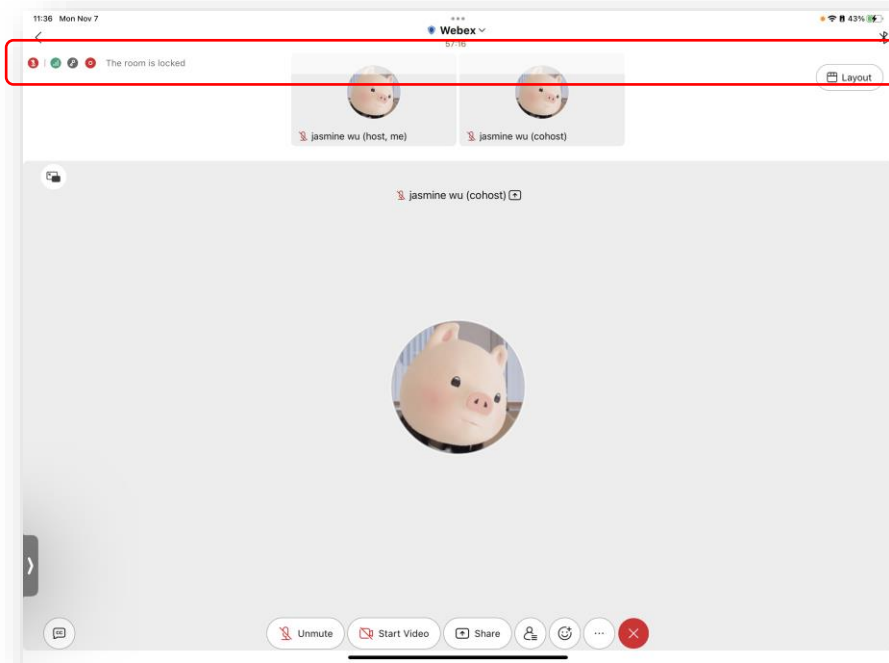
after

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

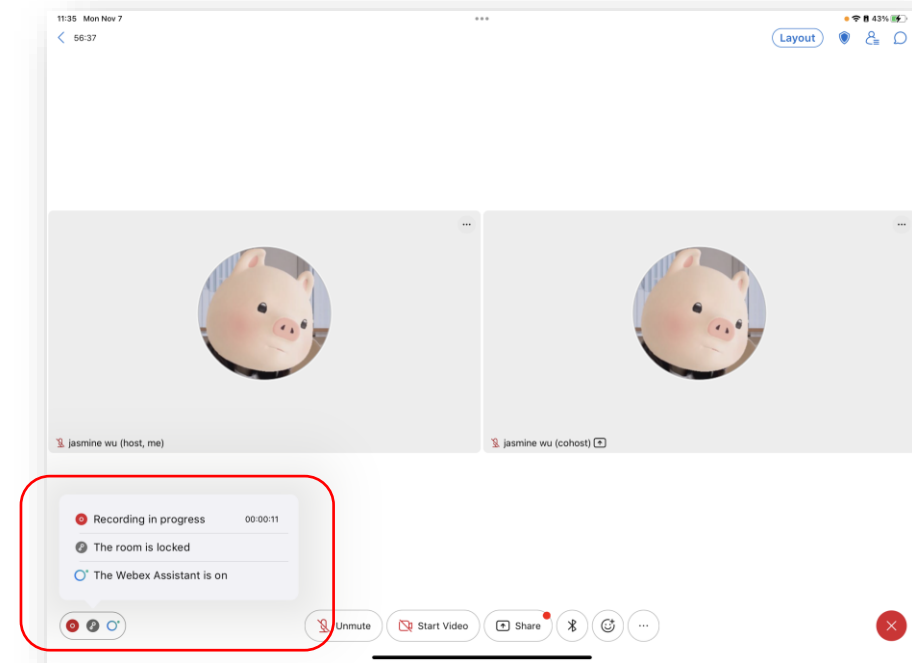
42.12
GA

UX Design Enhancements for Apple iPhone & iPad

Indicator center is moved at bottom left corner



before



after

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

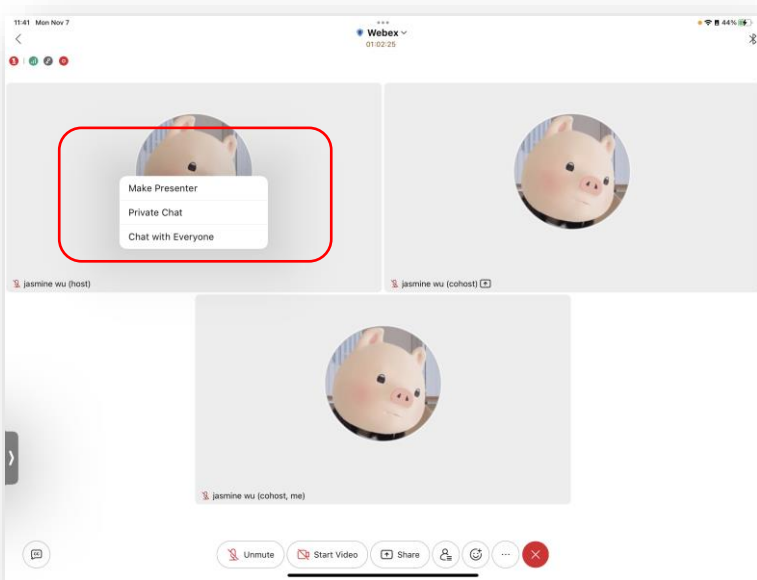
42.12

UX Design Enhancements for Apple iPhone & iPad

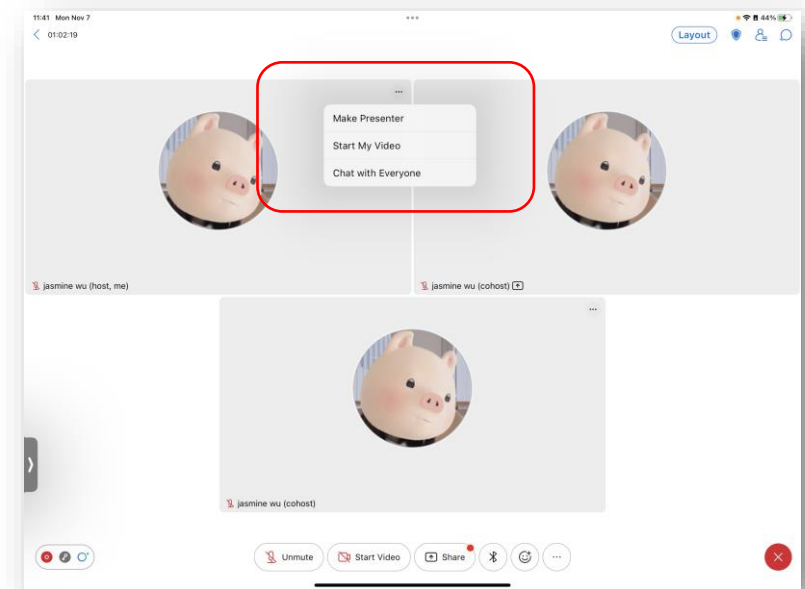
Video layout

Tap “... (more)” button on pip instead of tap the video view to show more menu.

No “...(more)” button on video pip means no more actions available.



before



after

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

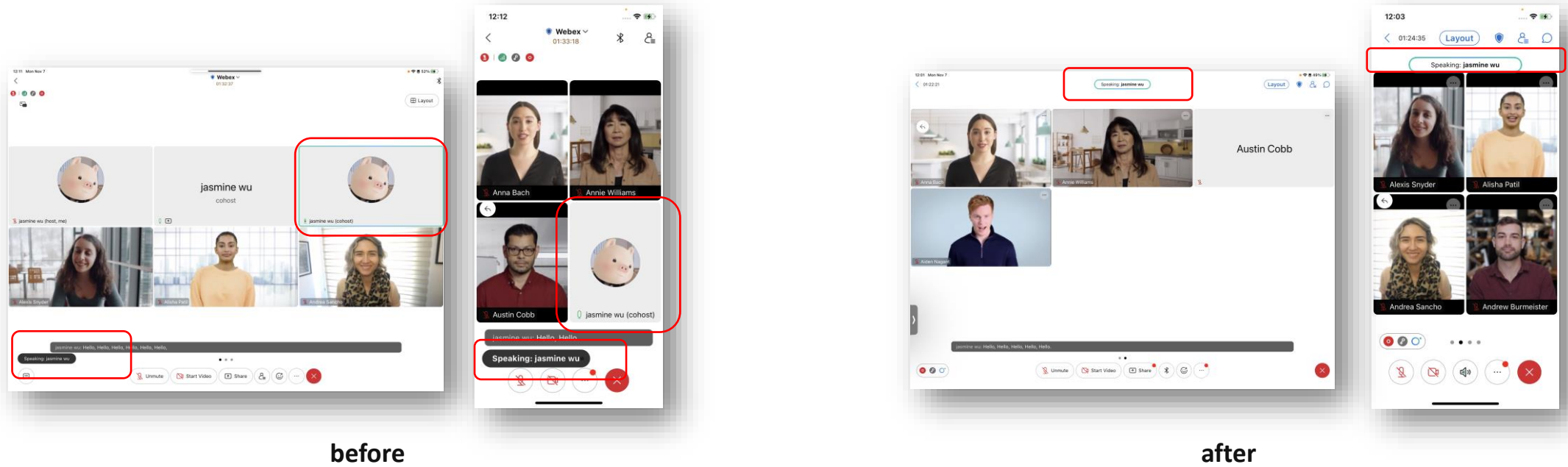
42.12
GA

UX Design Enhancements for Apple iPhone & iPad

Speaking bubble

Change the position and style of Speaking bubble.

Show the speaker's name on Speaking bubble only when the speaker is not on the screen.



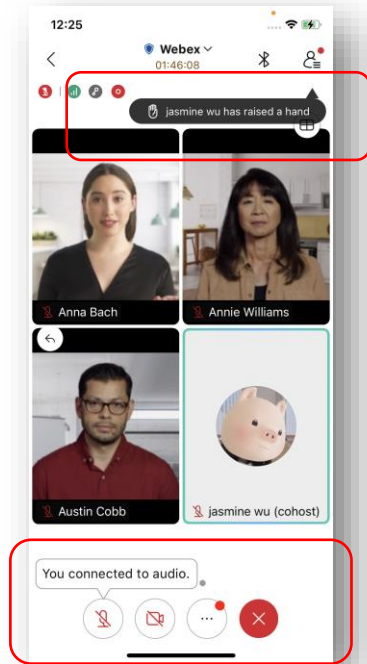
Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
X	X	✓	X	X	✓	✓	✓	X

UX Design Enhancements for Apple iPhone & iPad

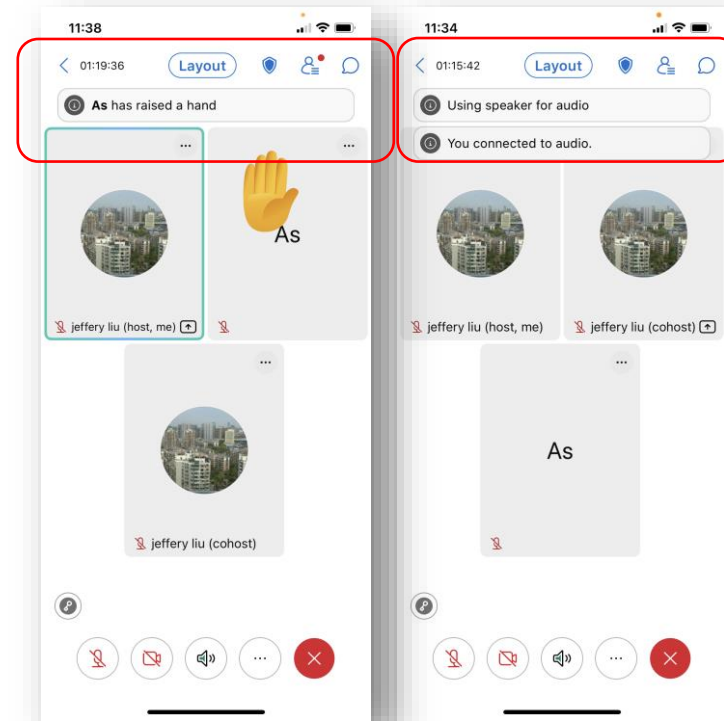
42.12
GA

Notification system

Show notifications uniformly at the top center of the screen



before



after

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

42.12

iOS 11 & iOS 12 will not be supported from
December 2022

Slido Update

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



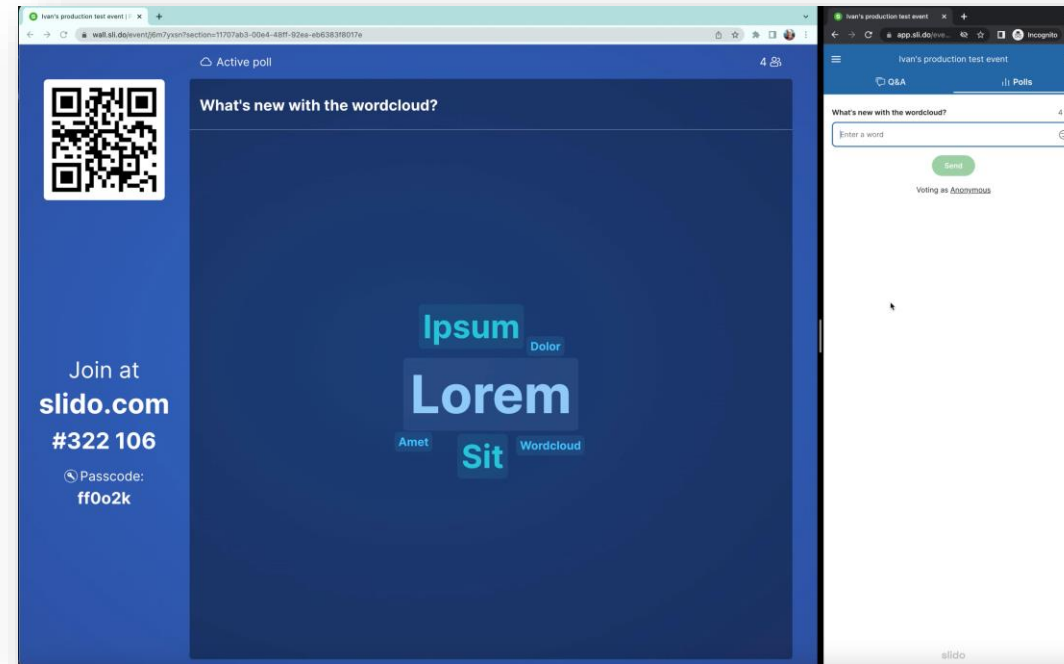
Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
✓	✓	✓	✓	✓	✓	✓	✓	✗

42.12
GA

Polls

Animated Wordcloud Poll
Present and Participant mode displays an animated arrangement of the submissions.

Emoji rating poll
The ability to change from Stars to Emojis, you can find this setting in the **Additional Poll Settings**.



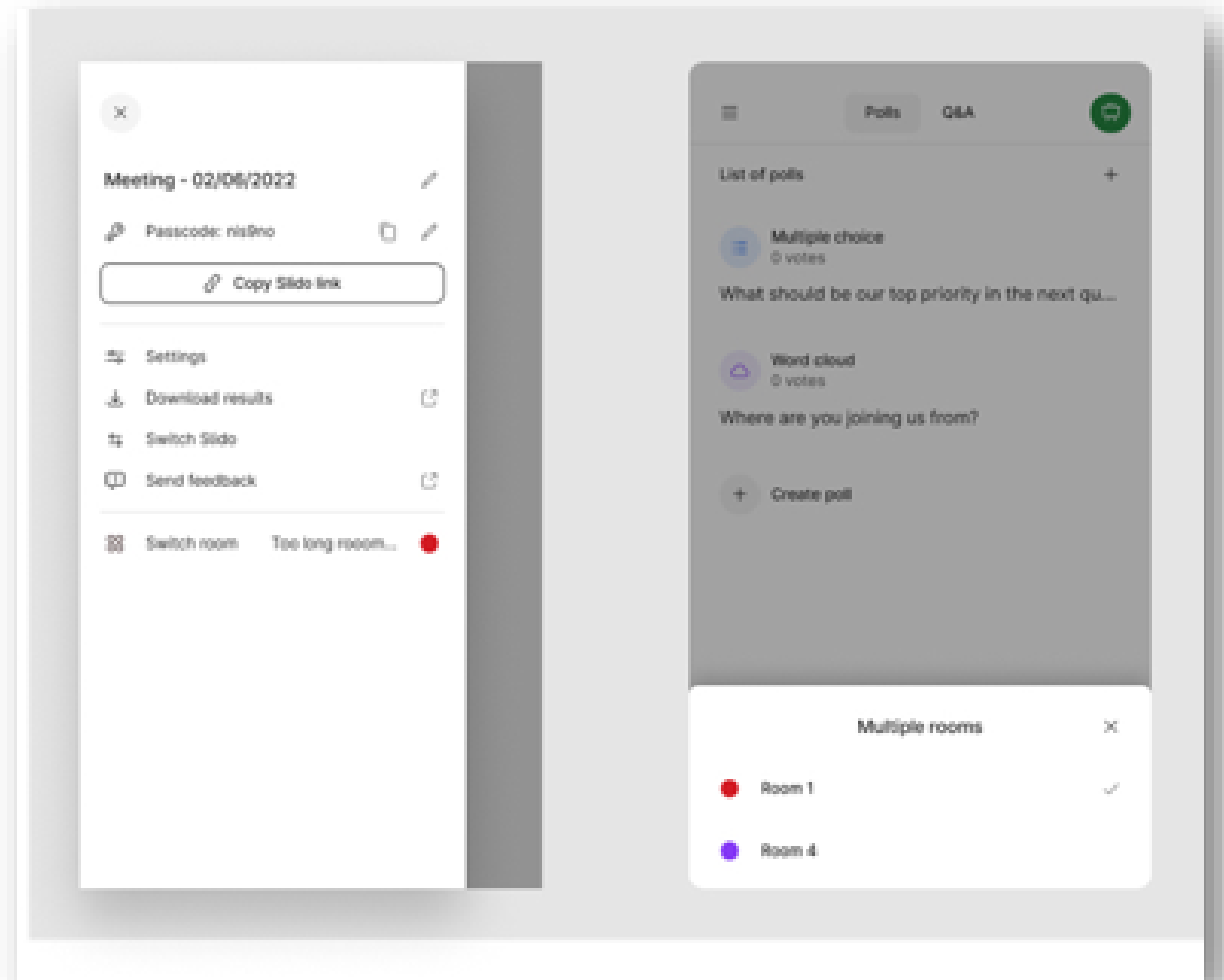


Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
✓	✓	✓	✓	✓	✓	✓	✓	✗

42.12
GA

Multiple Rooms Supported

The possibility to change Rooms in your Slido event is now supported within Webex integration.



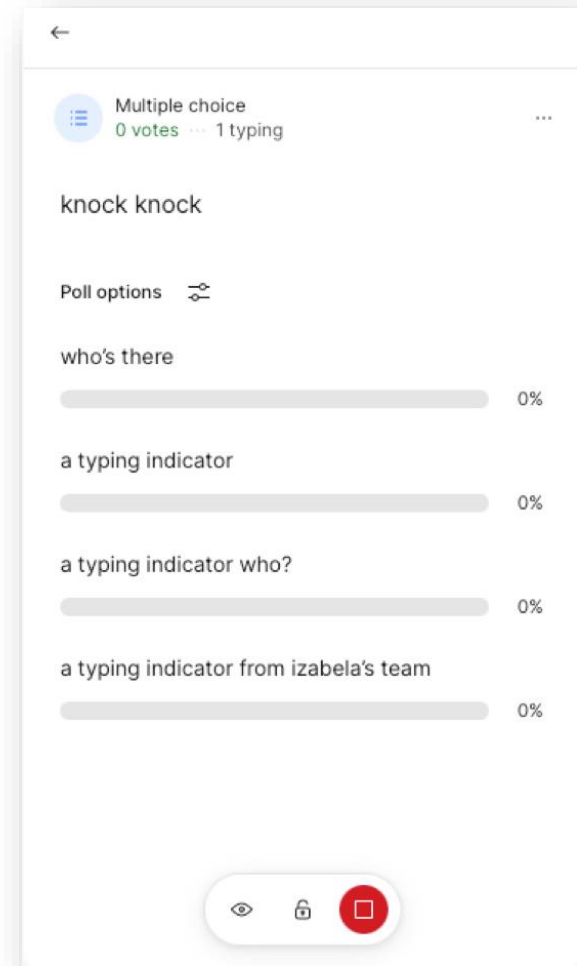


Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
✓	✓	✓	✓	✓	✓	✓	✓	✗

42.12
GA

Webex Typing Indicator

Typing indicator for rating poll and multiple-choice poll. Webex and Site Administrators have this feature.



Webex Devices

December RoomOS TOI



Contents

- 01 Introduction
- 02 Recap on RoomOS November
- 03 RoomOS Status Update

01 Introduction

Software Versions - RoomOS December

Latest Versions Recap

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 9.15.15.4	RoomOS 10.19.3.0	CE 9.15.15.4	RoomOS 11.0.1.X	RoomOS 9.15.15.4	RoomOS 11.0.1.X

- CE 9.15.15.4 released November 2nd, 2022
- RoomOS 10.19.3.0 released October 20th, 2022
- RoomOS 11.1.X.Y scheduled for end of January
- CE/RoomOS 9.15.15.4 released November 15th, 2022
- RoomOS 10.20.1.6 released October 18th, 2022
- RoomOS 11.0.1.X scheduled for November 30th, 2022

- Board Pro, Desk Hub, and Desk Mini will require 10.11.2.x or later
- Room Bar will require 10.19.1.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 November

RoomOS November Recap

Features

- New in-room Booking UI and Support for Desk series (October)
- Provisioning Macros from Control Hub (February)
- AirPlay Support
- Zoom Button and In-Meeting Experience
- Navigator support for Room Analytics and Occupancy Status
- Sync Room Resources into Workspaces

Notes

- RoomOS 11 will be the only experience
 - Except for Panorama, Room USB, and Flip (all on roadmap)
 - Panorama and Room USB will automatically be held at 10.20.1.6
 - Flip will need to be manually held on RoomOS October
- RoomOS 11.0.1.X is scheduled for November 30th, 2022
- Use Advanced Software Control in Control Hub to stay on RoomOS October until February 10th, 2023



03

RoomOS Status Update

RoomOS Status Update

There is NO RoomOS December release

- October and November RoomOS delays
- January will restore the normal release schedule (January 9th)
- This extends RoomOS October until February 10th
 - Via Advanced Software Control in Control Hub

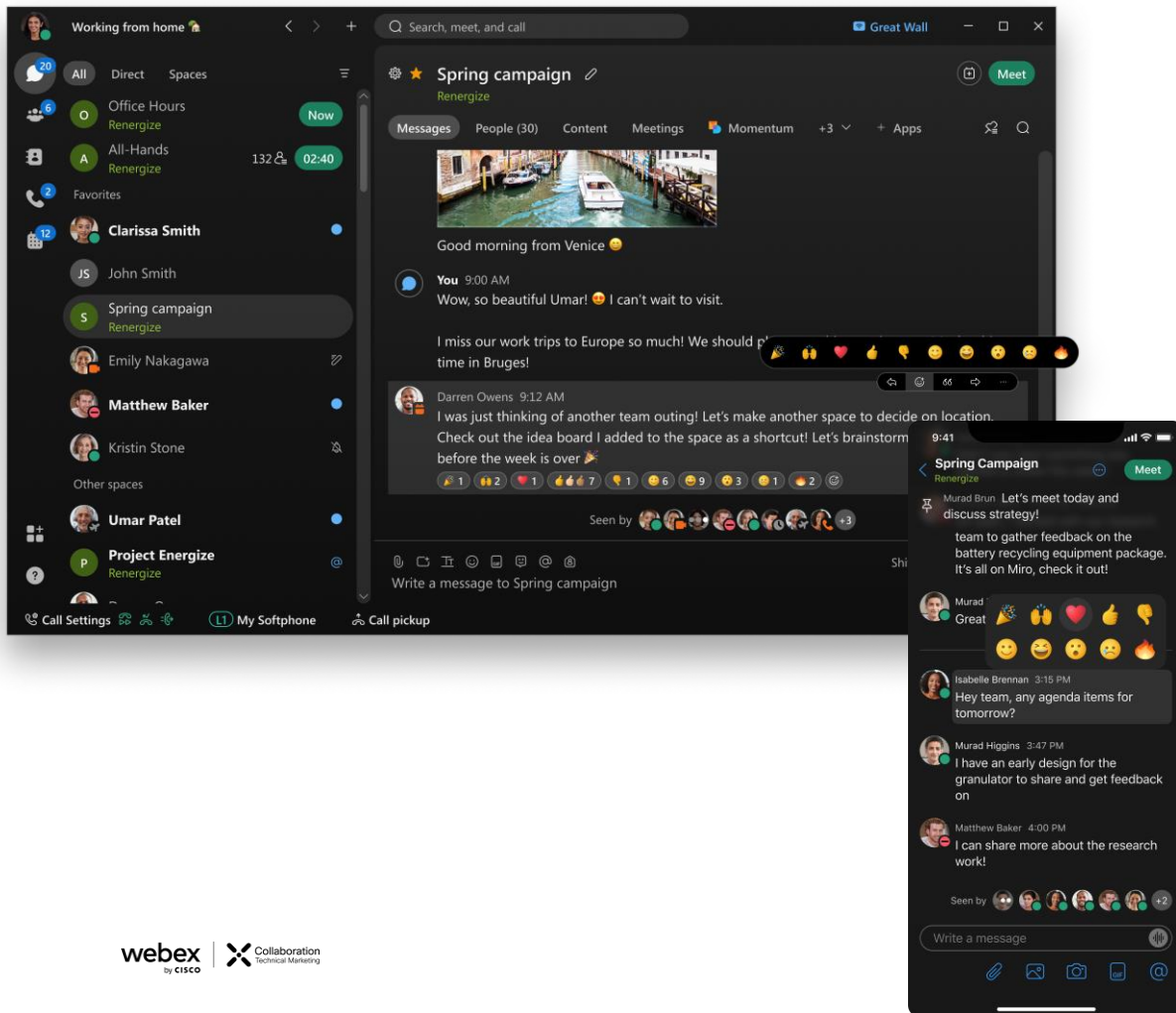
All future features will be RoomOS 11 only

RoomOS January will be covered as normal at next Webex TOI



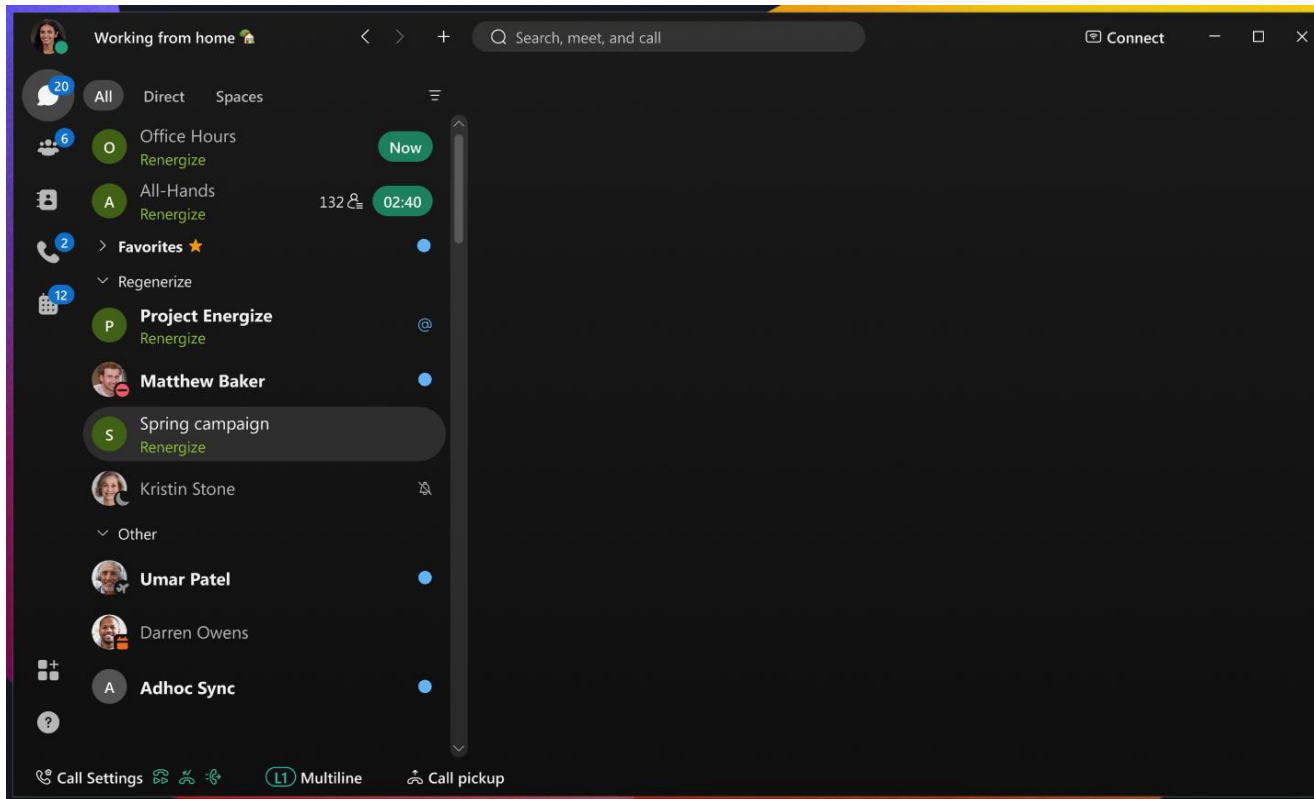
Webex App update

More Ways to React to Messages



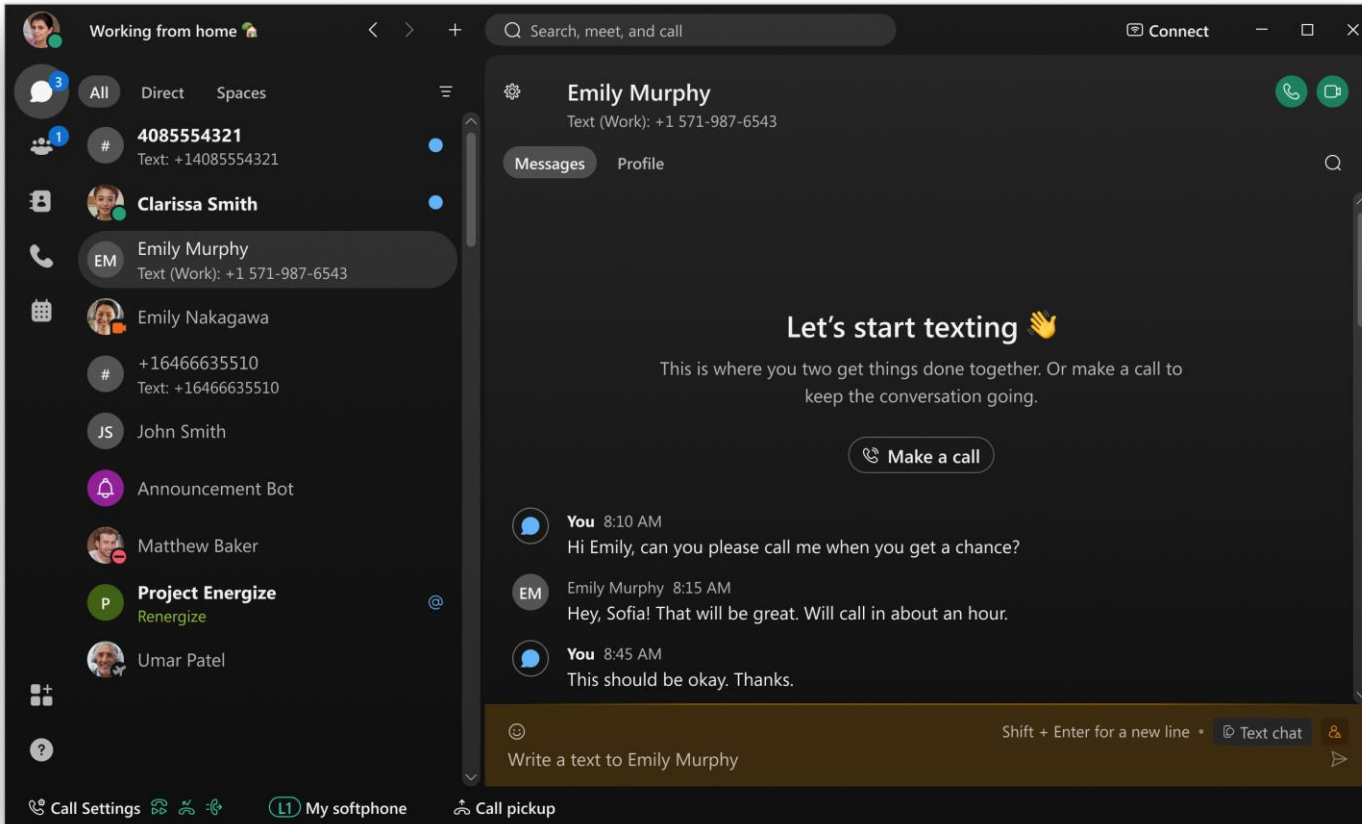
- Even more ways to express yourself on messages 🙌
- Our reactions palette has been extended to include 🙌 🙏 👎
- For Commercial orgs who have not opt-out, in December we will have our traditional seasonal reactions

Space Groups



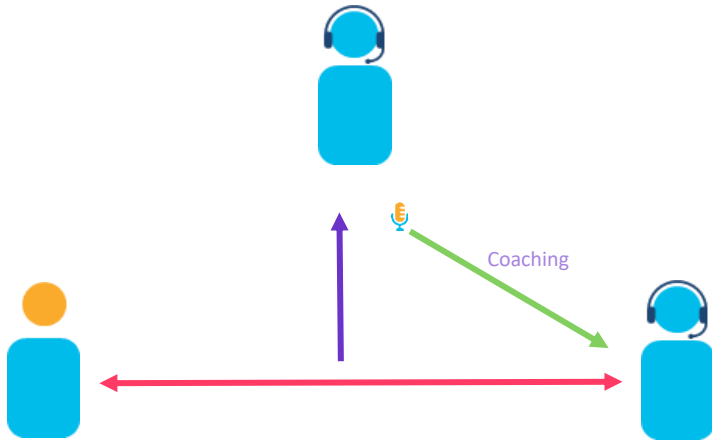
- Improving usability of existing space groups that will enhance the future space organization experience
- Ability to expand and collapse Favorites and Other Space groups
- Ability to drag and drop spaces between favorites and other
- Boosts efficiency for users organizing spaces and increase productivity for messaging users.
- Beta in Dec

Business Texting



- provide Webex Calling users with 1:1 (direct) texting over their Webex Calling number in the Webex App
- Desktop in Dec, mobile in Feb 2023
- US and Canada only
- Cisco Calling Plans only; no additional
- Need a Webex calling Plan.

Whisper Coaching



- Supervisors can use Whisper Coaching to listen in on an agent's call, and Publicly share advice when appropriate.
- Compatible with Contact Center Finesse application
- Available for UCM

Webex Monitoring, Troubleshooting and More

November Update

Peter Welburn

Collaboration Technical Marketing Engineer



Webex Administration, Troubleshooting & More - Nov

1. New Reports User Interface
2. In-Meeting Feature Report
3. Admin Activity Filter
4. Webex Calling / ThousandEyes Cloud Agent Integration
5. Minor Report updates

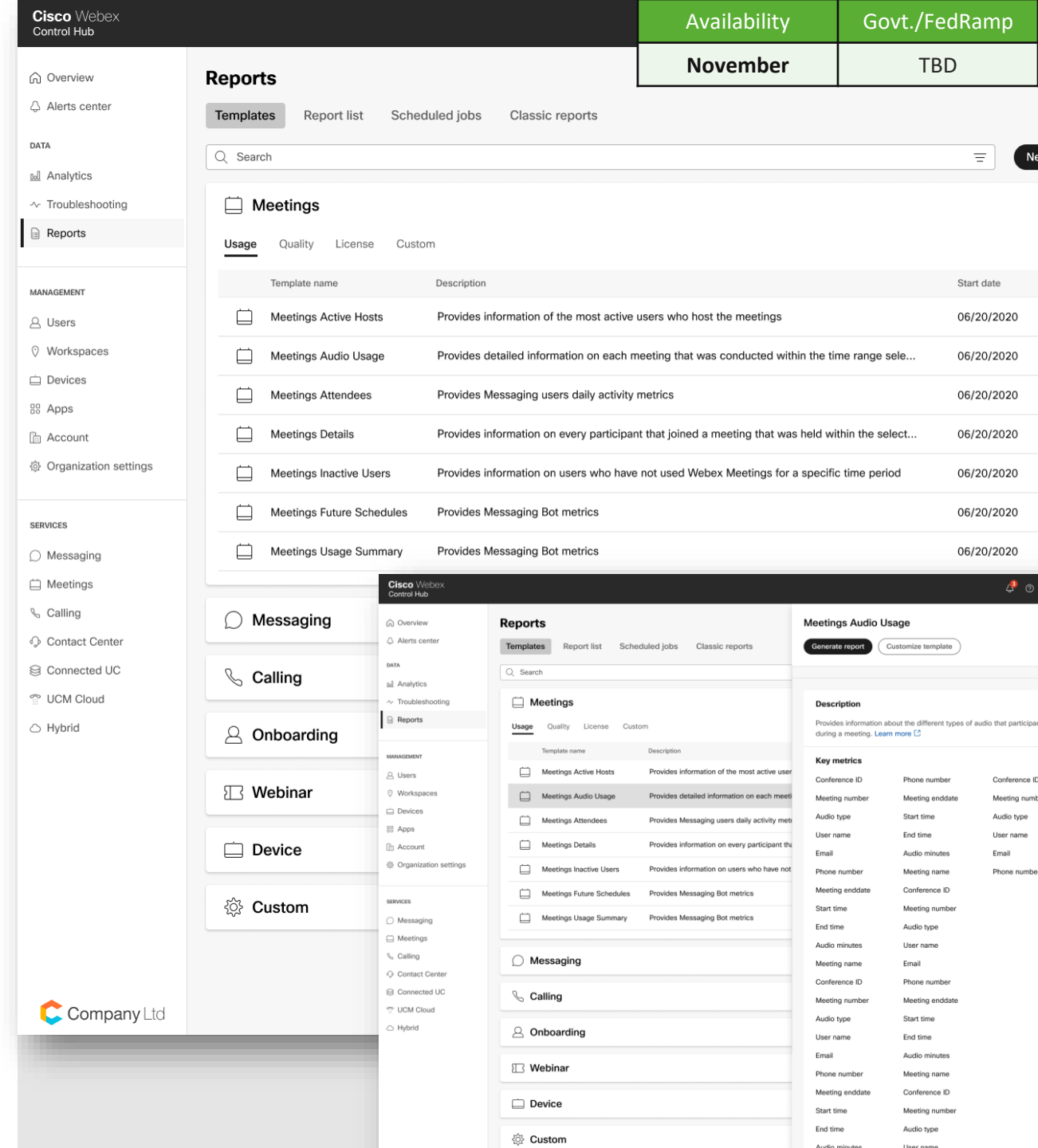
New Reports User Interface

Benefit:

- Simplified report workflow and Next Generation user experience and optimal information review

Features:

- New report categories and sub-categories for report grouping
- New hover action for viewing and deleting templates
- New quick generate report button
- Enhanced report search based on category and free-text
- New streamlined panel for report description, report help, report generation and template customization



In-Meeting Feature Report

Benefit

- Understand what features users are taking advantage of in their meetings.

Feature

- View what features were used during a meeting on a user basis.

Setting Name
Audio Options
Recording
In-meeting Chat
Sharing
Remote Control
File Transfer
Video Settings
Participant List
Closed Captioning

Category Filter in View of Admin Audit Events in Control Hub

Benefit

- View event types of interest and remove unwanted information

Feature

- Ability to filter event categories in CH admin audit view

The screenshot displays the webex Control Hub interface. At the top right, there are two tabs: "Availability" and "Govt./FedRamp", both showing "November". The main header is "webex Control Hub" with a search bar. The left sidebar contains navigation options: Overview, Alerts center, MONITORING (Webex Experience, Analytics, Troubleshooting, Reports), and MANAGEMENT (Customers, Users, Groups, Workspaces, Devices, Apps, Ramesh_BFC2-2). The main content area is titled "Troubleshooting" and includes tabs for Meetings & Calls, Live Meetings, Status, Admin Activities, and Connect. A search bar and a date range selector (7 Days, 10/29/2022 to 11/04/2022) are present. A table lists events with columns for Time and Performed by. A dropdown menu is open, showing a list of categories with checkboxes: Org Settings, Org Templates, Places, Subscriptions, Users (checked), Webex Calling, Webex sites, Webex for bwks, and Workspaces. A "Reset" button is at the bottom right of the dropdown.

Time	Performed by
November 03, 2022 05:34 PM	Ramesh temp17
November 03, 2022 05:34 PM	Ramesh temp17
November 03, 2022 05:34 PM	Ramesh temp17
November 03, 2022 12:20 PM	Ramesh temp17
November 03, 2022 12:19 PM	Ramesh temp17
November 03, 2022 11:55 AM	Ramesh temp17
November 03, 2022 11:55 AM	Ramesh temp17

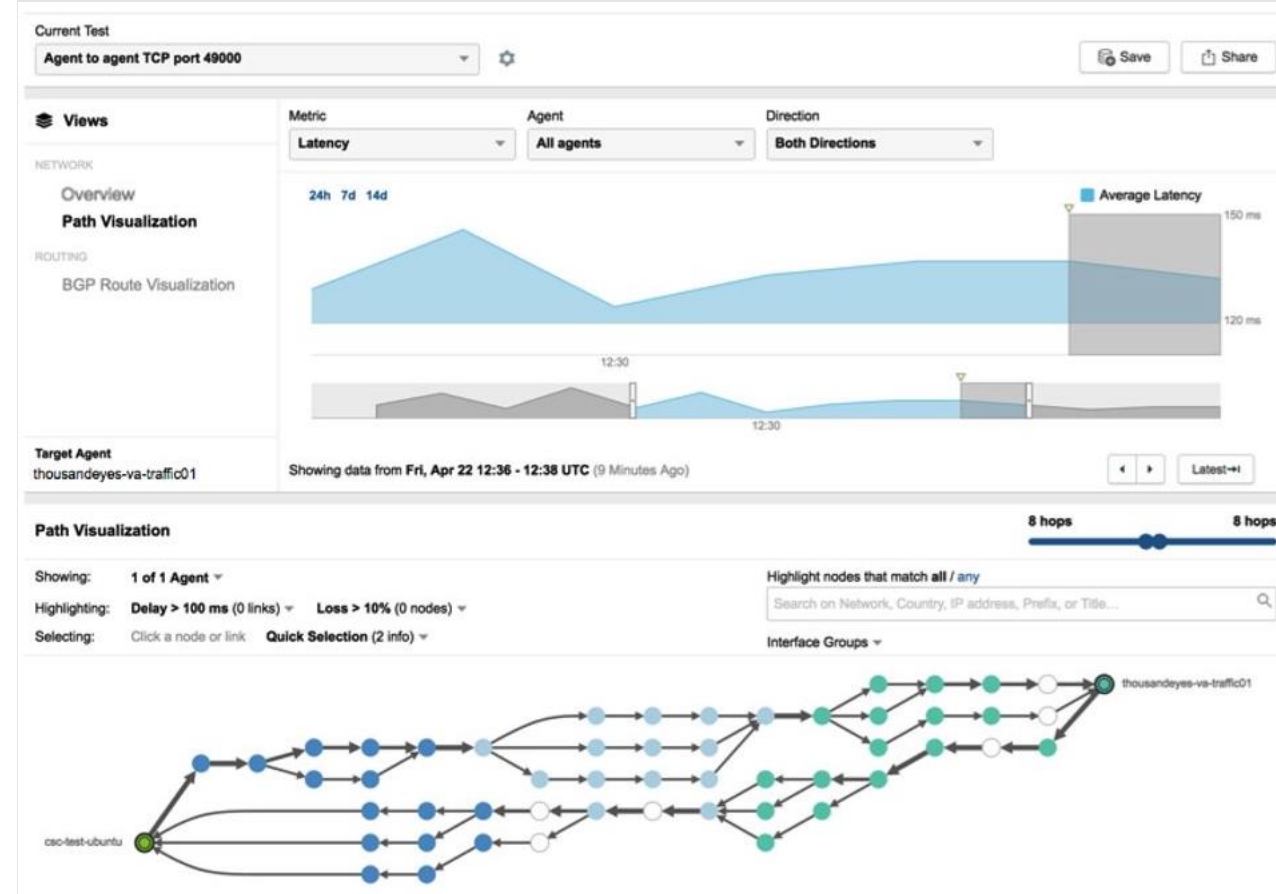
Webex Calling / ThousandEyes Cloud Agent Integration

Benefit

- Enhance monitoring for Webex Calling flows between the enterprise and Webex cloud.

Feature

- Customers can connect ThousandEyes Enterprise Agents to Cloud Agents located in the Cisco Webex Calling Cloud globally to perform bi-directional network performance testing.
- Supports Singapore, Frankfurt and Amsterdam Data Centers. Remaining 11 Data Centers will be added in future releases.
- Managed and accessed via ThousandEyes Dashboard.



Minor Report updates

Meetings Future Schedules Report

- Show the End Date/Time of a meeting series

Meeting Attendee Details Report

- Specify if user is a co-host

Meetings Future Schedules ×

Generate report

Customise template

Description

Provides information about upcoming scheduled meetings within the next 90 days from the date that you run the report. You can also see meetings that were scheduled within the previous 30 days. [Learn more](#) ↗

Key metrics

MeetingNumber

ServiceType

HostName

Email

MeetingName

StartTime

EndTime

CreatedOn

InviteeCount

PasswordSet

SeriesType

ExpirationDate

LastModifiedDate

ExceptionMeeting

Beta

User Centric Troubleshooting

Benefits:

- Save time with fewer clicks and easy navigation

Feature:

- Search by email will return more user information
- 7 days meetings performance summary and KPI
- Alternative view for Meetings & Calls list
- One click to filter Meetings and Calls of poor quality

webex Control Hub

Troubleshooting

Search: frank.brown@acme.com | 15 Meetings & 7 Calls | (GMT-7:00) America | 7 days | 11/08/2022 → 11/14/2022

3 insights found We detected 3 issues from 11/08/2022 to 11/12/2022.

Frank Brown VIP Active

Growth Marketing Operations Manager
frank.brown@acme.com
Philip Pedersens vei 11366 Lysaker, Norway

Meetings with poor quality 4 out of 15
[Check 4 poor meetings](#)

Calls with poor quality 2 out of 7
[Check 2 poor calls](#)

Device issues 2
[Check device issues](#)

Personal Alert History (2)

Software Upgrade Override High
Frank Brown's DX80 has been configured to not automatically upgrade by an engineer.
[Check](#) 11/12, at 08:00 AM

Device Network Connection High
Frank Brown's DX80 has potential high connection load.
[Check](#) 11/12, at 10:00 AM

All meetings & calls | [List](#) | [Visualization](#)

Search by meeting / call number, conference / call ID | 13 Meetings & 6 Calls

Service	Start time	Meeting / Caller	Name	Device	Duration	Poor minutes	Site / Location	Conference / Call ID
Poor	11/12/22 17:20 PM	549295096	Frank's personal room	Webex DX80	on going	13 min	go.webex.com	220950167506467
Fair	11/12/22 4:01 PM	+1 777-333-7777	Frank B -> Fariha	Webex DX80	1:22:03	3 min	go.webex.com	220950167366753
Poor	11/12/22 3:30 PM	549295096	Frank's personal room	Webex DX80	0:58:29	18 min	go.webex.com	22095016750...
Poor	11/12/22 11:00 AM	549295096	Frank's personal room	Webex DX80	0:58:29	22 min	go.webex.com	22095016750...
Poor	11/11/22 9:00 AM	+91 555-555-555	Frank B -> Sara	Webex DX80	0:26:04	21 min	Norway	8hj5875h-64hh-44h...
Poor	11/10/22 4:42 PM	+1 884-884-8888	Frank B -> John Doe	Webex DX80	0:45:10	13 min	go.webex.com	22095016750...
Good	11/10/22 4:42 PM	549295096	Emma's personal room	Webex DX80	1:03:12	0 min	meet.webex.com	220950167366753
Good	11/10/22 2:01 PM	549295523	Sara's personal room	Webex DX80	1:01:23	0 min	meet.webex.com	220950167366245
Good	11/10/22 12:40 PM	549295121	Eliza's personal room	Webex DX80	0:15:25	0 min	meet.webex.com	220950167366000

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Control Hub Group Management

Benefits:

Now customers can manage groups directly instead of relying on synchronization of groups from external sources such as Active Directory

Feature:

Allow customers to manually manage groups in Control Hub

webex Control Hub

Availability: Beta Now | Govt./FedRamp: Yes

Overview Alerts center DATA Webex experience Analytics Troubleshooting Reports MANAGEMENT Users Groups Locations Workspaces Devices Apps Account Organization settings

Groups

Marketing staff 800 members Created in Webex

Overview Members Assignment

Basic information Name * Marketing staff

Description This group contains all employees in the Marketing department across the whole organization.

Source Webex

Usage Policy

Last modified 3/8/22

webex Control Hub

Overview Alerts center DATA Webex experience Analytics Troubleshooting Reports MANAGEMENT Users Groups Locations Workspaces Devices Apps Account Organization settings

Groups

Marketing staff 800 members Created in Webex

Overview Members Assignment

Search by name or email Filter 800 users

First / Last name ↓	Email	Status	Admin roles
Ben Wallace	bwalace@acme.com	Active	
Christina Smith	bwalace@acme.com	Active	
Douglas Jackson	bwalace@acme.com	Active	
Edna Fields	bwalace@acme.com	Not Verified	Device admin
Frank Brown	bwalace@acme.com	Active	Full admin
Sebastian Hanumanthaiah	bwalace@acme.com	Active	
Heather Jones	bwalace@acme.com	Active	User admin

Workspace Insights

Workspace Insights is your hub for real-time data and data-driven decision-making. It's where intelligent management takes place.

The new Workspaces Insights dashboard will be delivered in multiple phases, where Phase 1 consists of:

- Inventory insights of how many workspaces contain Type, Capacity, and Location attributes
- Overview of Devices, Scheduling, and Calling services in workspaces

Workspaces

Workspaces Insights New Locations Beta Integrations Settings

Inventory Utilization

Select locations Select types

Type
Defines how the workspace is used.
7,920 (58%)
workspaces has a type set

Assign type

Not set Desk Focus Huddle Meeting Room Open Space Other

Capacity
Sets the number of people the workspace can fit.
12,643 (92.5%)
workspaces have a capacity set

Set capacity

Top capacity	Workspaces
2	5,036
1	3,105
4	1,728

Locations
Helps identify where workspaces are located.

7,382 (54.1%) Location assigned 3,104 (22.7%) Floor assigned

Assign location and floor

Top locations	Floors	Work...
Cisco Canada	2	2,947
Cisco Barcelona	133	1,566
Cisco Helsinki	3	1,501
Cisco Italy	0	1,293

Devices
Located in workspaces.

0 92 114

Cisco Webex devices Cisco IP phones Accessories

Top Cisco Webex devices	Count	Top Cisco IP phones	Count	Top Accessories	Count
Cisco TelePresence SX10	15	No data available		Cisco Webex Room Navigator	10
Cisco Webex Codec Plus	14	Add Cisco IP phones to workspaces to get the top chart.		Cisco 520	5
Cisco Webex Room Kit Mini	9			Cisco 730	4
Cisco Webex DX80	8			Cisco Webex Desk Camera	2

Scheduling services
Used in workspaces.

13,655 workspaces

None Calendar (Microsoft Exchange/Office 365) Calendar (Google) Hot Desking

Calling services
Used in workspaces.

None Call on Webex (1:1 call, non-PSTN) Cisco Webex Calling Cisco BroadWorks Calling Hybrid Calling Premises Calling Third-party SIP calling

Device Alerts in Alert Center

Benefits:

- Centralized Alert Configuration and Notification workflows

Feature:

- New report device alert feature in Alert Center
- Custom groups per rule or all devices (1-30)
- Monitor offline/online or all issues
- New delivery channels: webhooks, shared Webex spaces and email
- Admins set their own severity for alerts

Create rule ✕

Summary

Service:

Type:

Severity:

Title:

Enabled:

Target

You can monitor by device tags

Device name(s) All devices

1/30 items Clear All

Delivery channel

Control Hub automatically receives all alerts

Email

Enter user emails separated by commas

1/30 items Clear All

Webex space

Cancel Save

Support Resources

Please bookmark these sites and share them with others.

- Webex Help Page: <https://help.webex.com>
- Webex Meetings Suite Announcements: <https://help.webex.com/en-us/article/np1t7y6/Announcements-for-the-Cisco-Webex-Meetings-Suite>
- 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>



Thank You.

