Collaboration
Technical Marketing

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

Release 42.12

Cisco Collaboration Cloud

November 2022

webex
by CISCO

Cisco Safe Harbor Statement

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.

These statements are based on estimates and information available to us at the time of this presentation and are not guarantees of future performance. Actual results could differ materially from our current expectations as a results of many factors, including but not limited to: the unpredictable nature of our rapidly evolving market and quarterly fluctuations in our business; the effects of competition; and any adverse changes in our indirect channel relationships. These and other risks and uncertainties associated with our business are described in the company's annual report on Form 10-K. The forward-looking statements in this presentation are made as of the date of the initial publication of this presentation, and we disclaim any obligation to update these statements at any time in the future.

Milestones 42.12

Milestones: Webex Release 42.12

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

Limited Availability Deployment	General Availability Start Date	General Availability End Date
Nov. 14, 2022	Dec. 5, 2022	Dec. 20, 2022

webex
by CISCO | Collaboration
Technical Marketing

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.

webex | Collaboration Technical Marketing

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 by CISCO | Collaboration Technical Marketing

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

Schedule a Webinar from within a Series

42.12
GA

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

Manage Registration in a Webinar Series

42.12
GA

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 Update

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

42.12
GA

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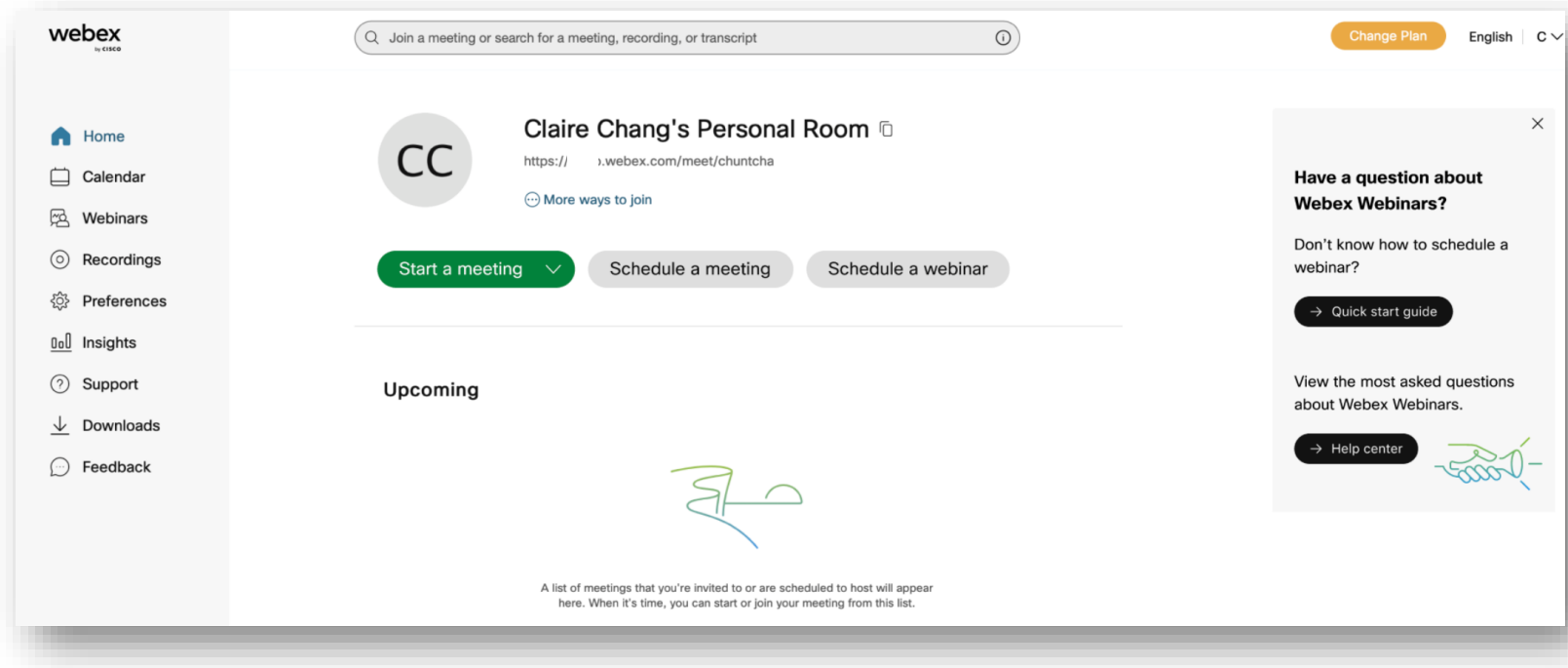
Note: Users can dismiss this component, however, once dismissed, they can't see it again.

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

42.12 GA

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

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

42.12
Custom Schedule

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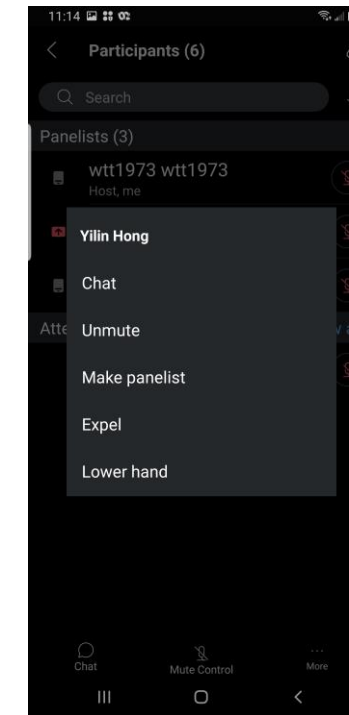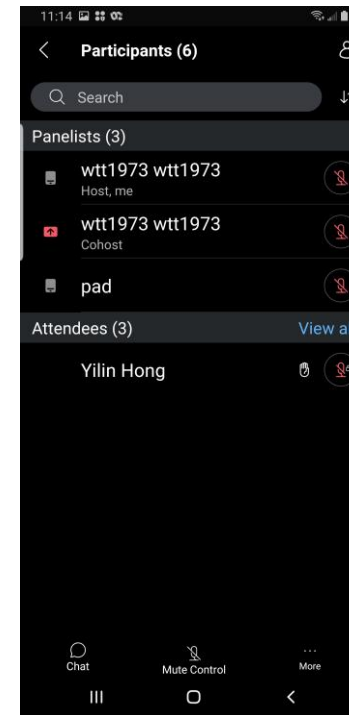
Note: The feature will be released for the desktop client and android users in 42.12. iOS customers will see this feature in 43.1

Webex Meetings
In-Meeting Experience

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

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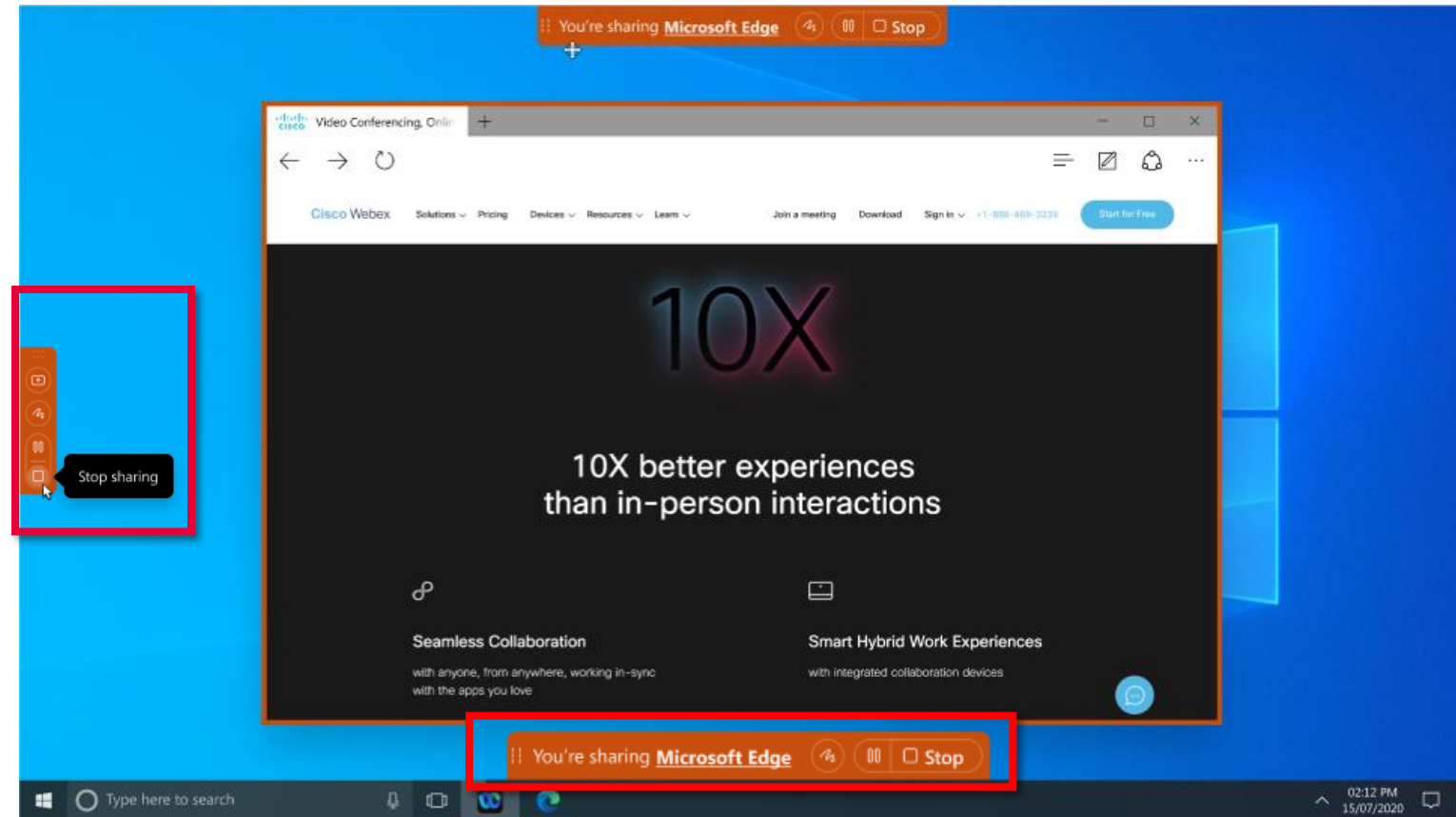
Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
✓	✓	✓	✓	✓	✓	✓	✓	X

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.

Polling on Mobile for Attendees

Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
✔	✔	✔	✔	✔	✔	✔	✔	X
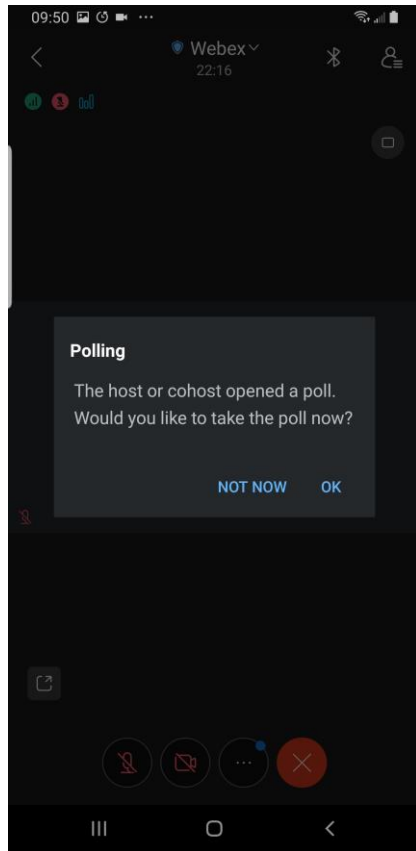
42.12
GA

Host/cohost Initiates the poll
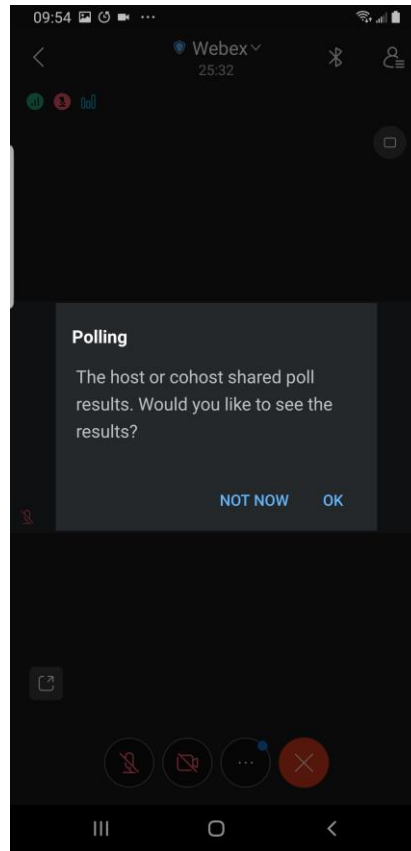
Host/cohost shows the result
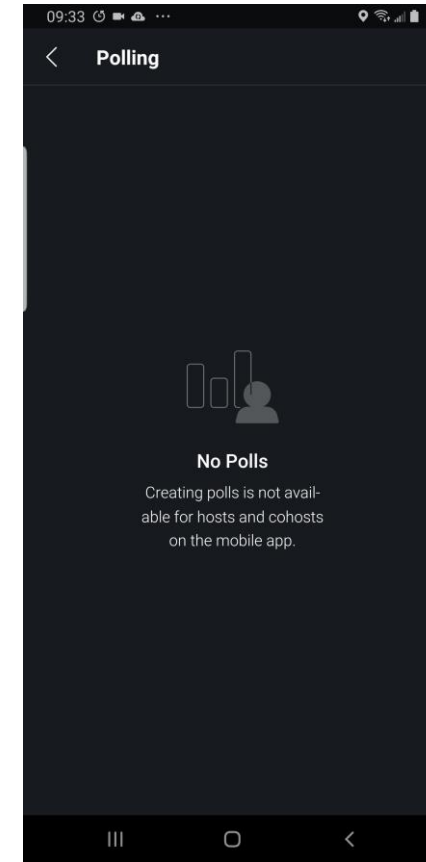
Mobile user can't initiate polling yet

webex by CISCO | ✕ Collaboration Technical Marketing

Easily Control how Your Self-view Displays

42.12
GA

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.
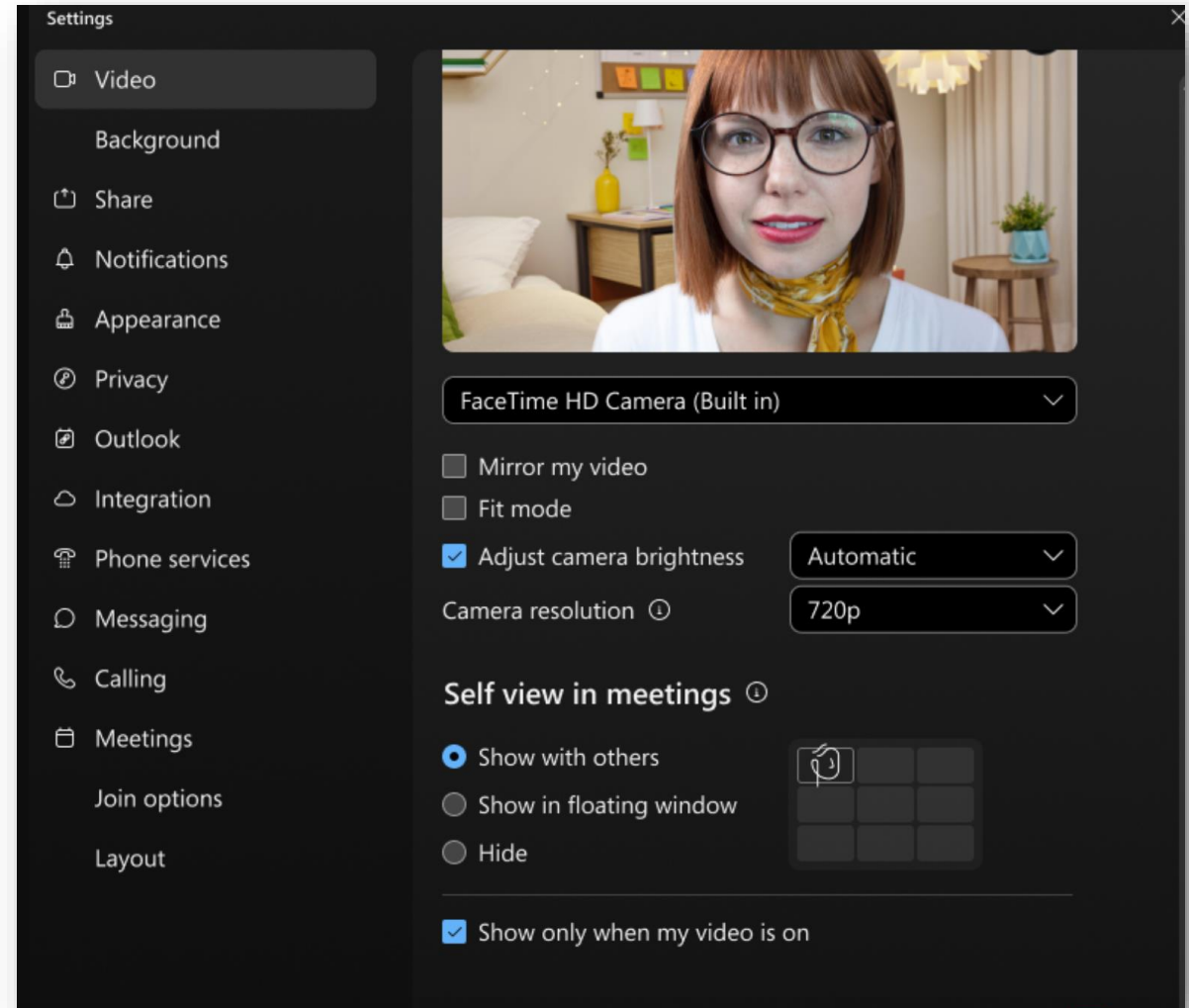
Easily Control how Your Self-view Displays
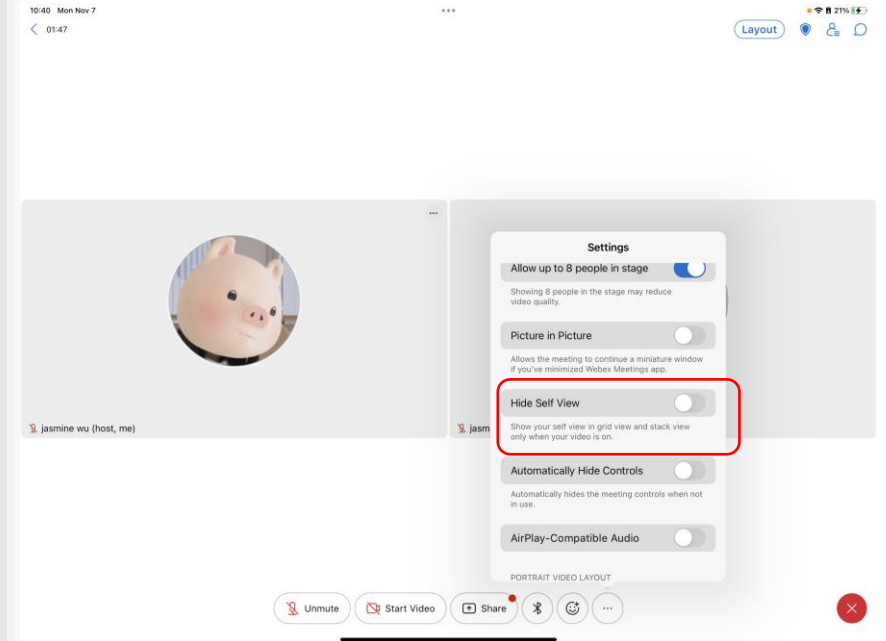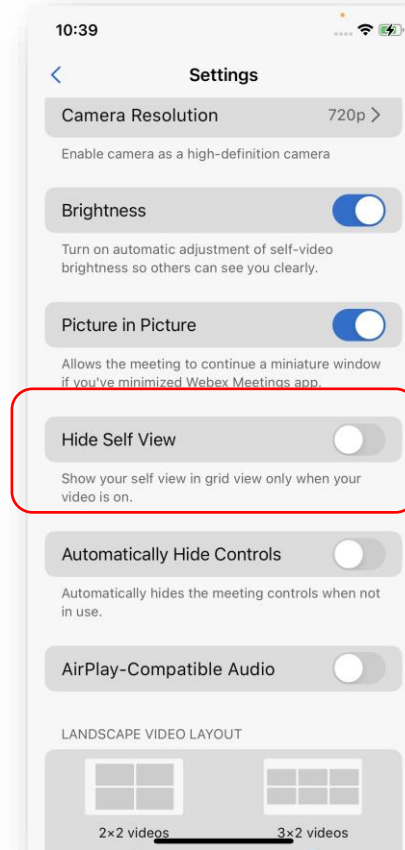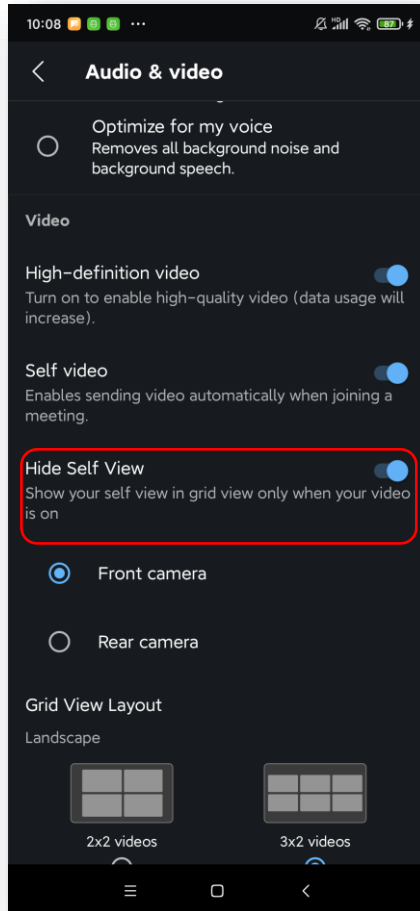
Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
X	X	✓	X	X	✓	✓	✓	X

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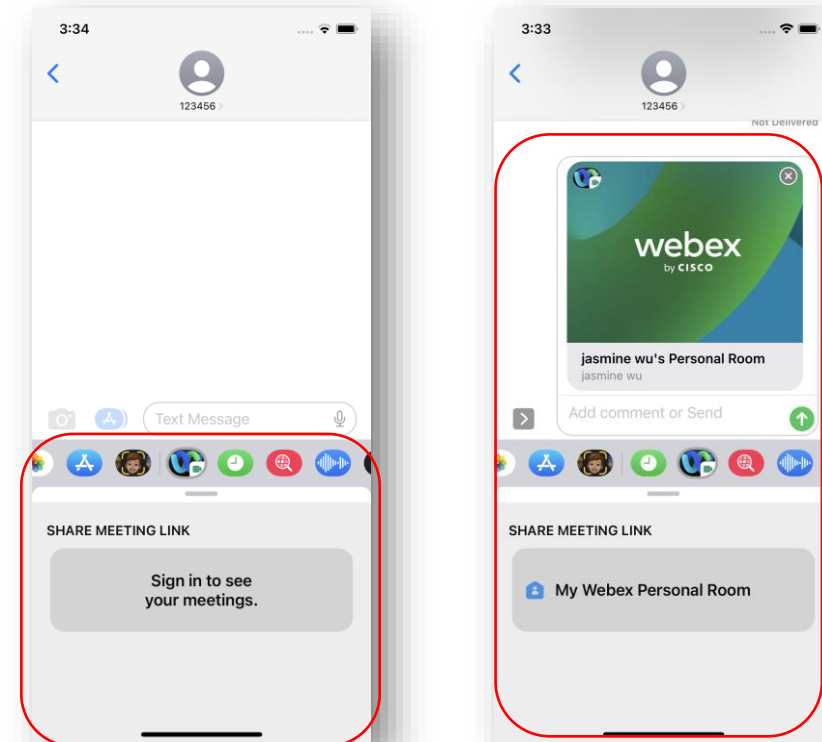
Win	Mac	iOS	Android	Web	M	W	FedRAMP	VDI
X	X	✓	X	X	✓	✓	✓	X

42.12

UX design enhancements for Apple iPhone & iPad

Settings style change for iPhone & iPad
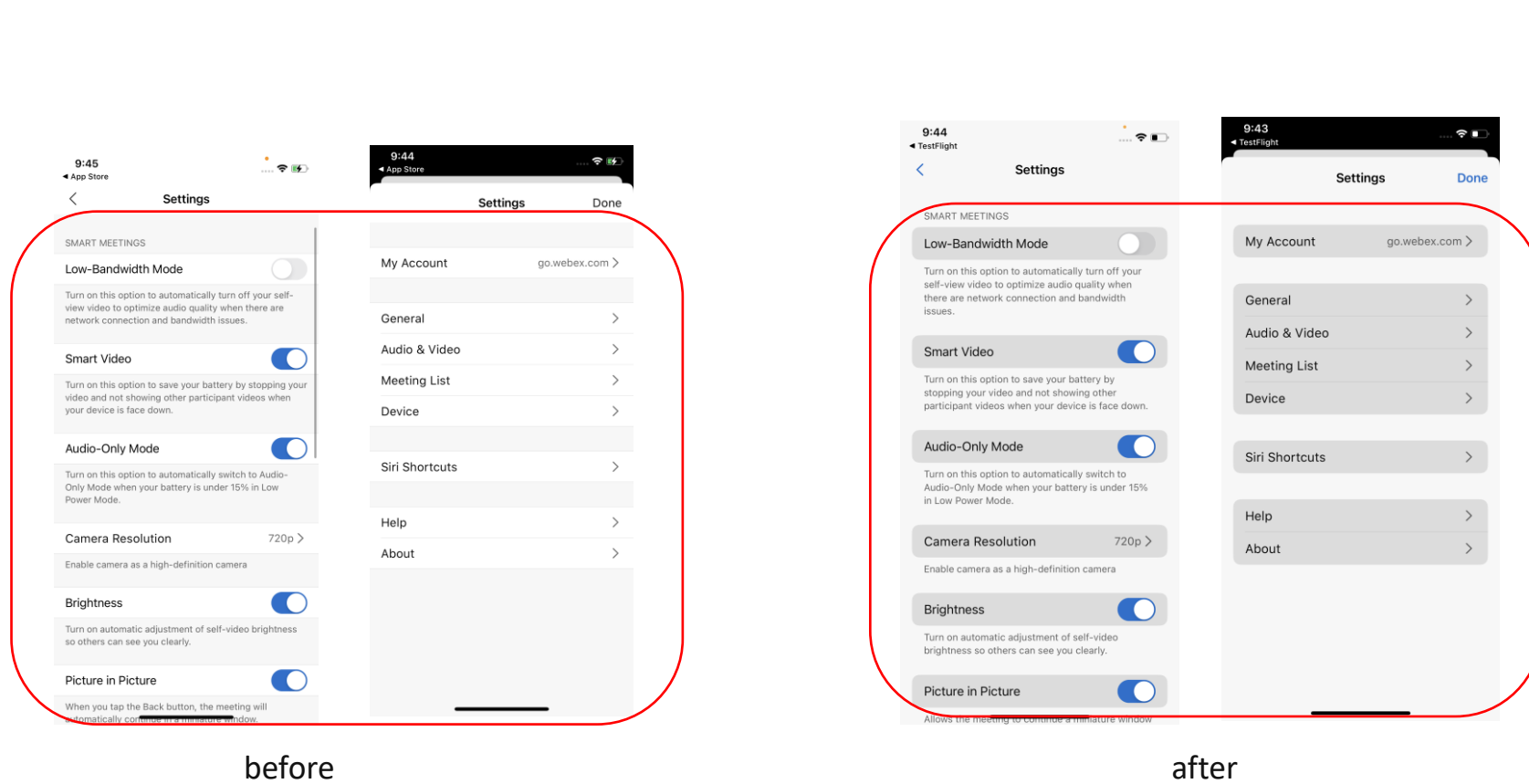
before

after

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

42.12

UX Design Enhancements for Apple iPhone & iPad

Interstitial

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

You can change virtual background on interstitial page
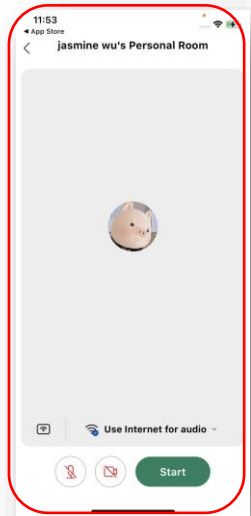
before
after
before
after
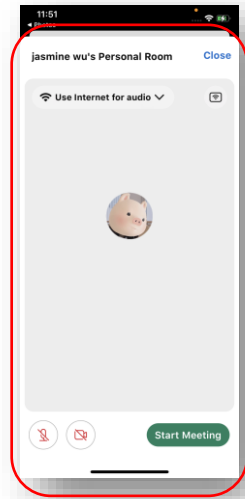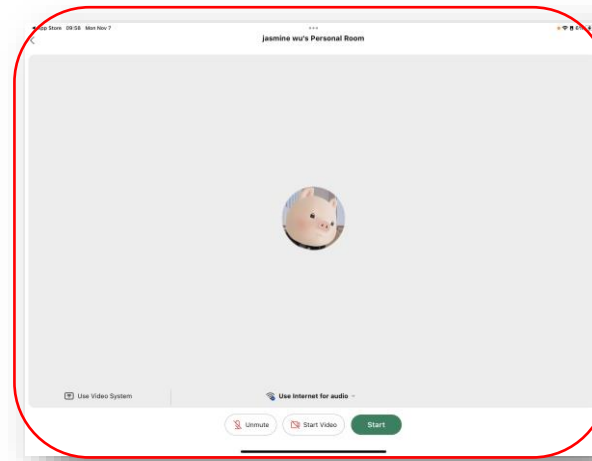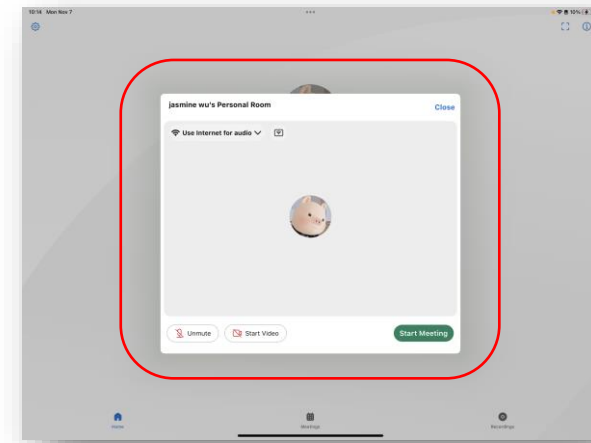
42.12
GA

UX Design Enhancements for Apple iPhone & iPad

Side Panel for iPad

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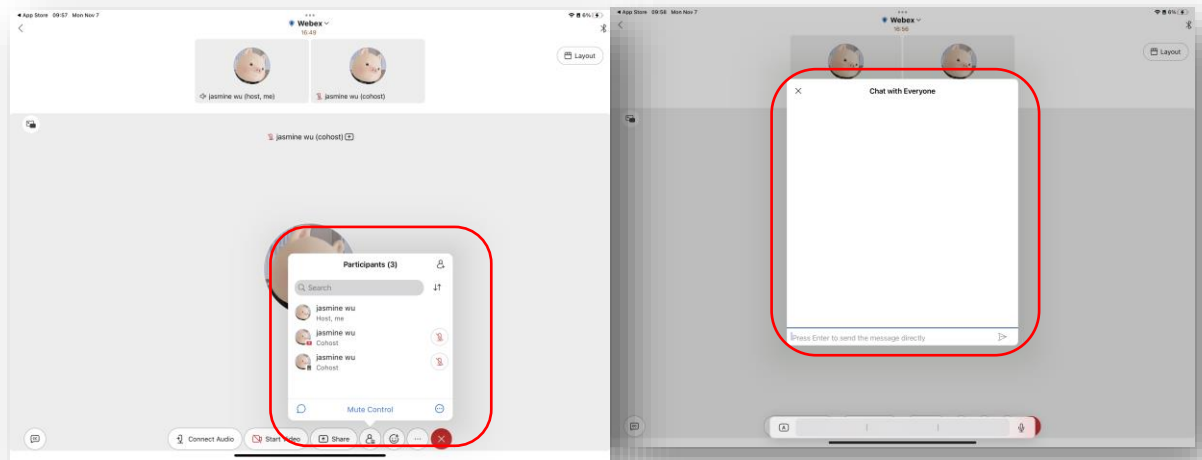
before
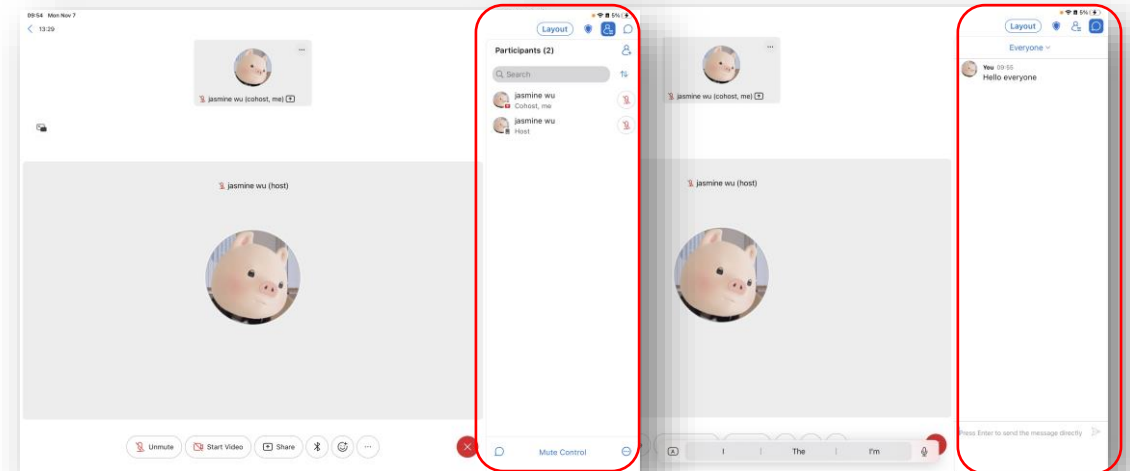
after

UX Design Enhancements for Apple iPhone & iPad

42.12
GA

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
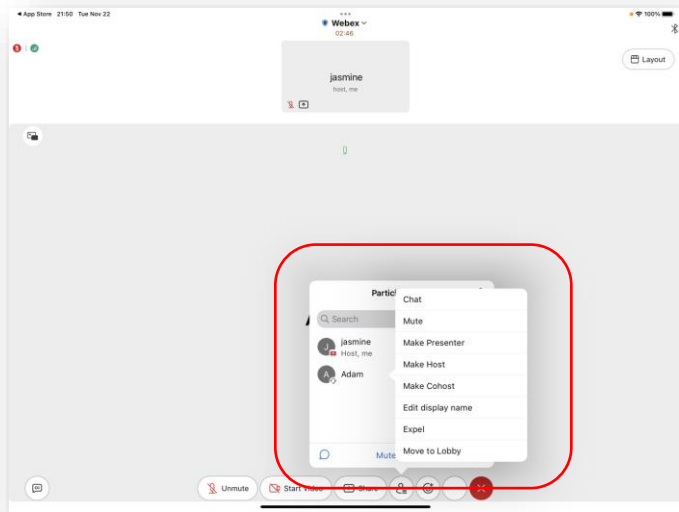
before
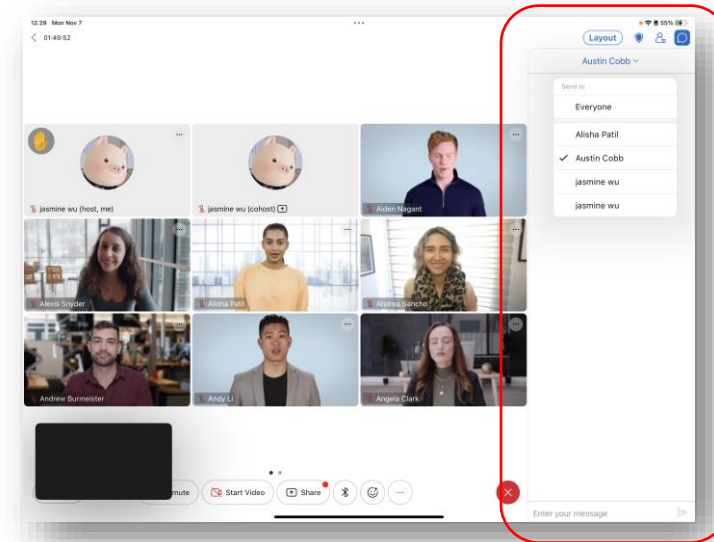
after

42.12
GA

UX Design Enhancements for Apple iPhone & iPad

Indicator center is moved at bottom left corner
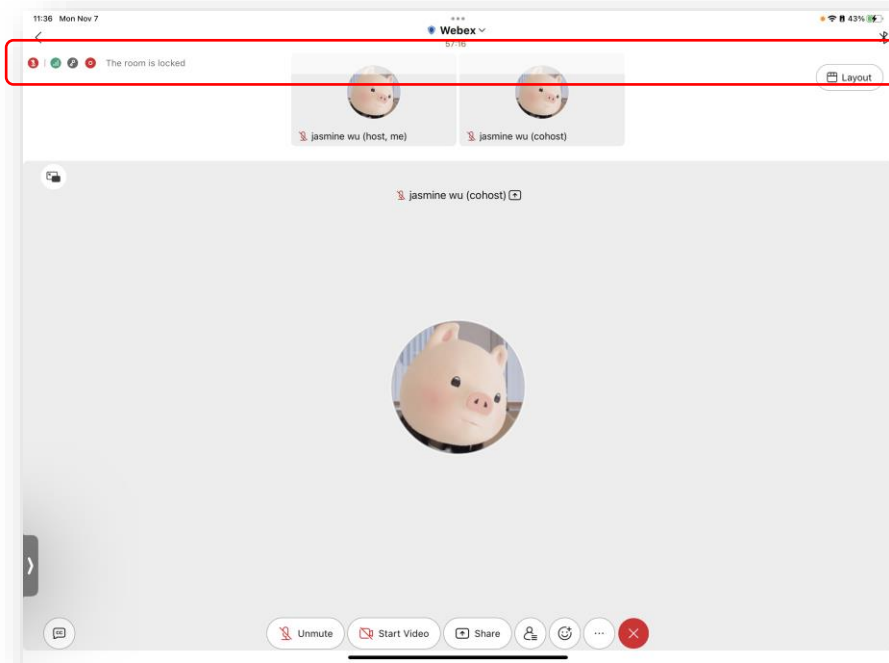
before
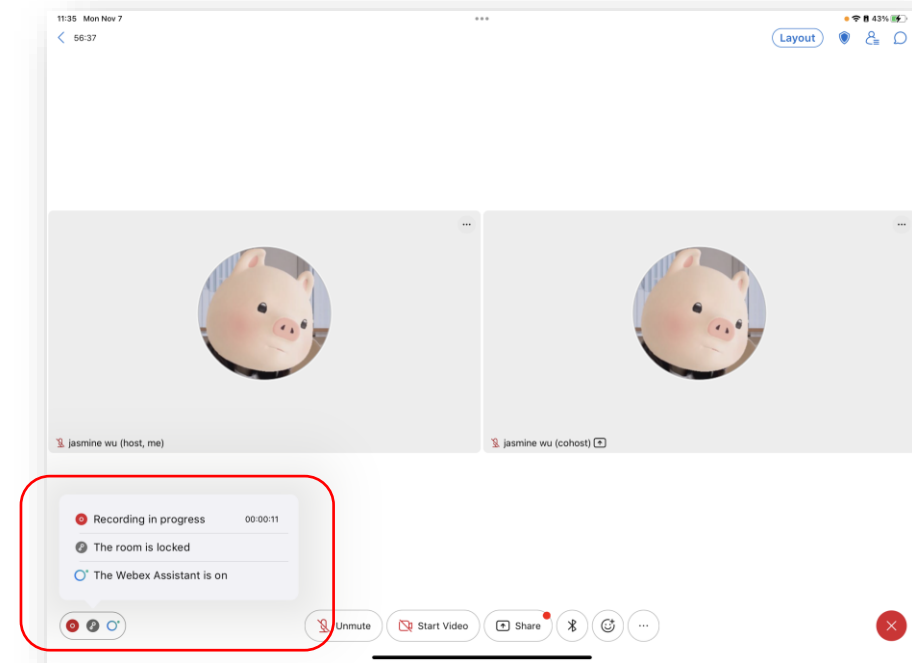
after

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.
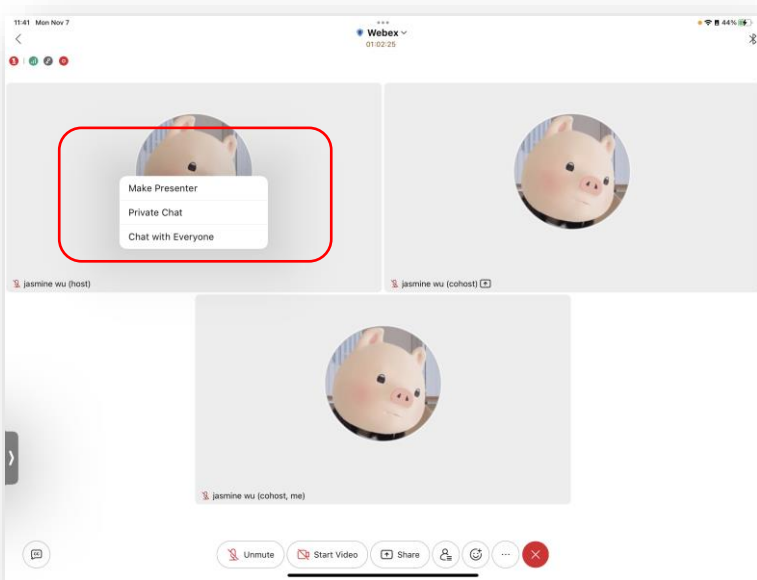
before
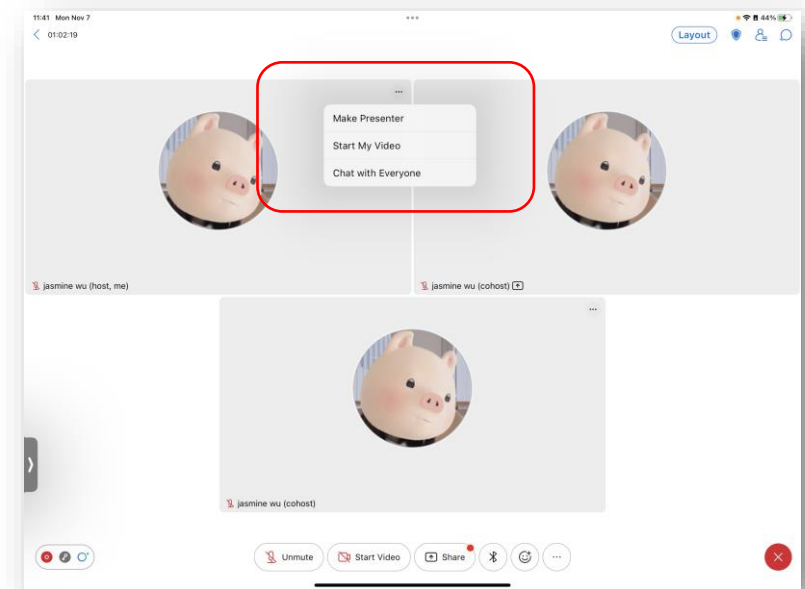
after

UX Design Enhancements for Apple iPhone & iPad

42.12
GA

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.
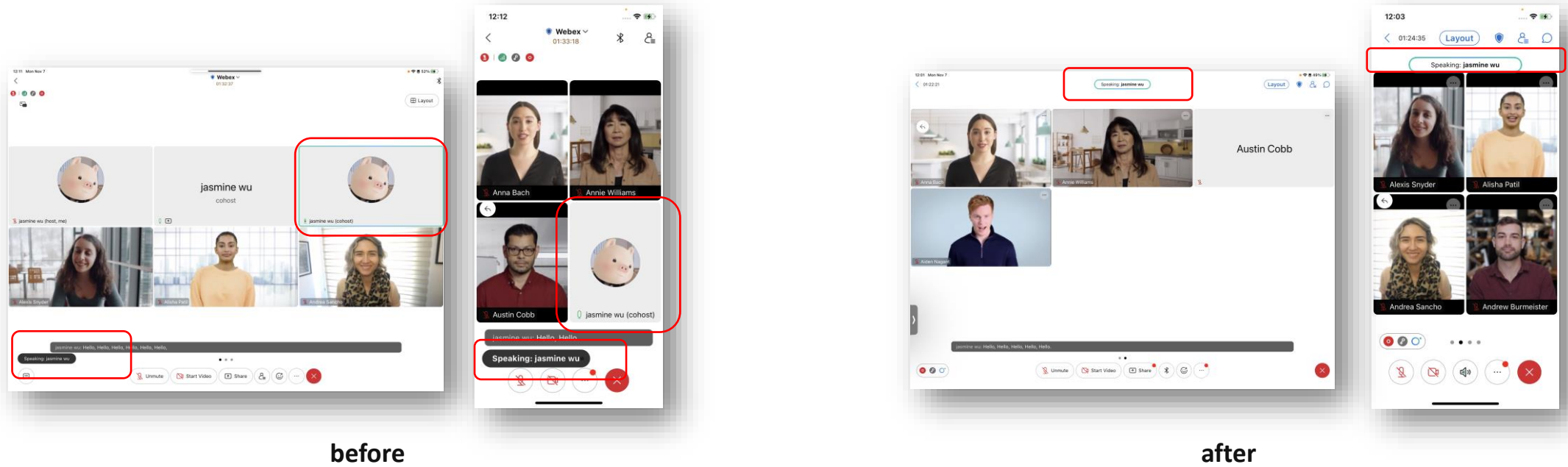
before

after

42.12
GA

UX Design Enhancements for Apple iPhone & iPad

Notification system

Show notifications uniformly at the top center of the screen
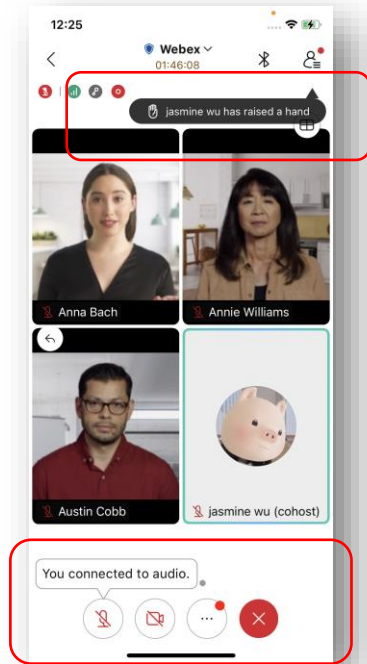
before
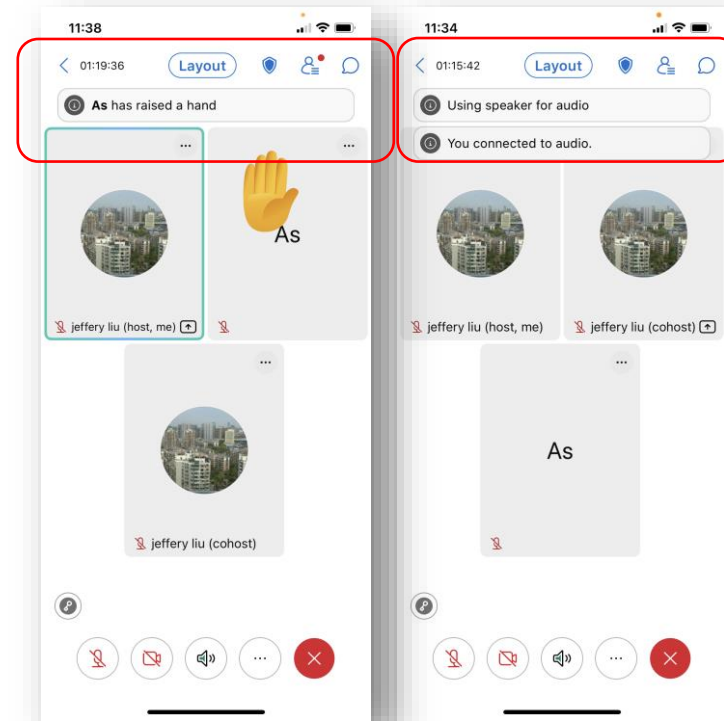
after

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

Polls

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

42.12
GA

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.
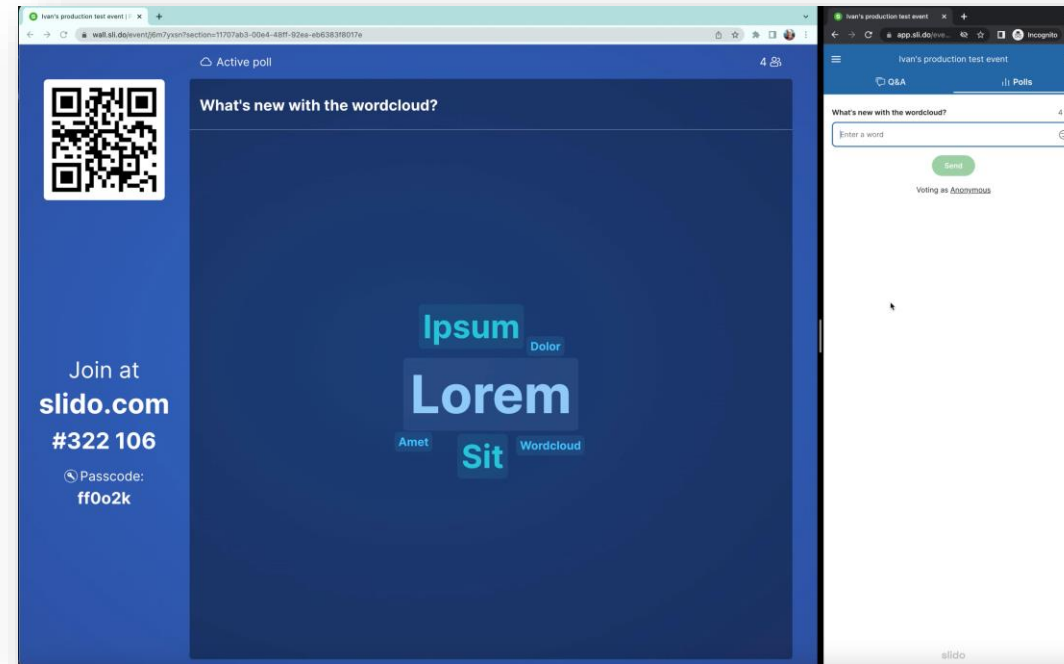
Multiple Rooms Supported

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

42.12
GA

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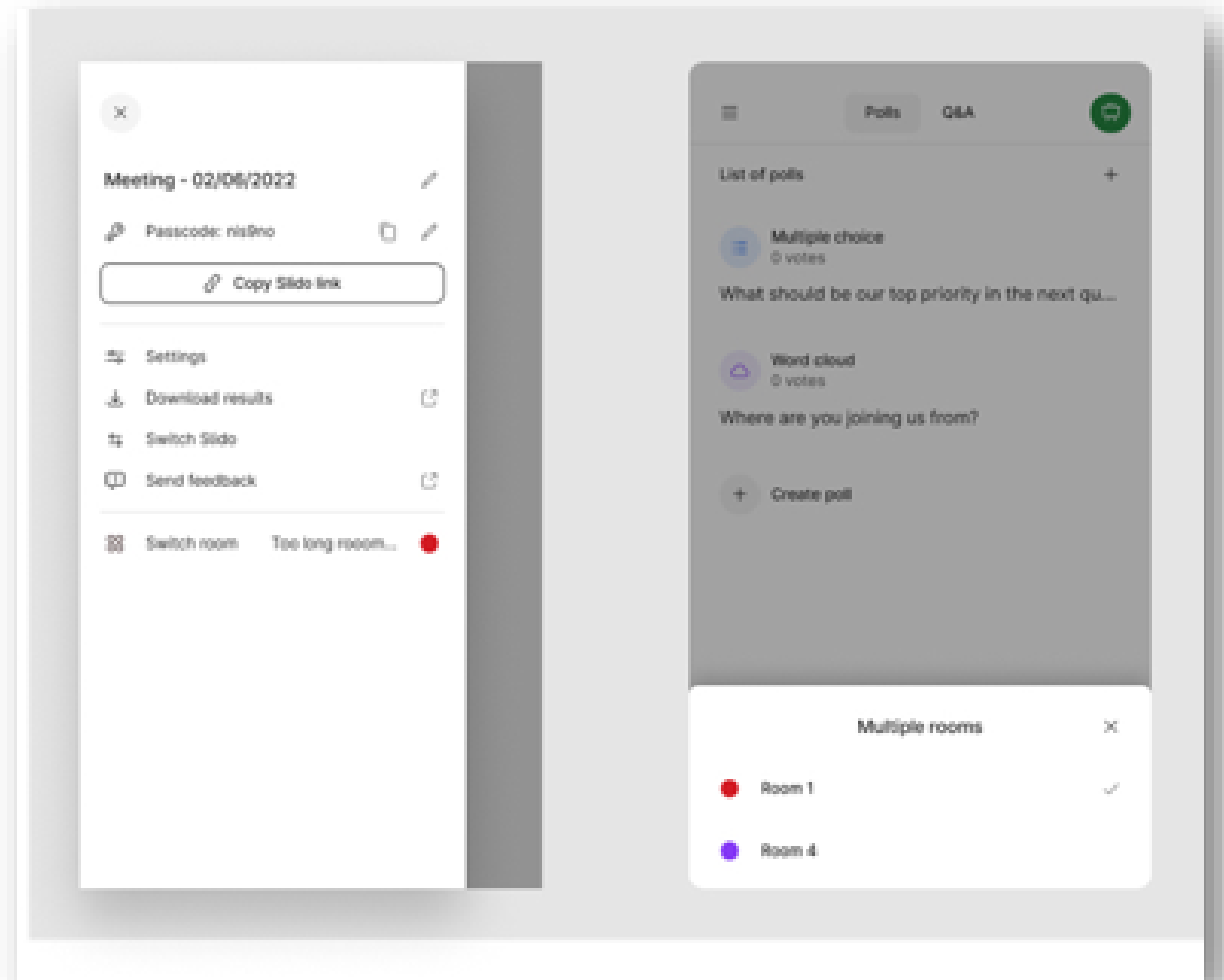
Webex Typing Indicator

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

42.12
GA

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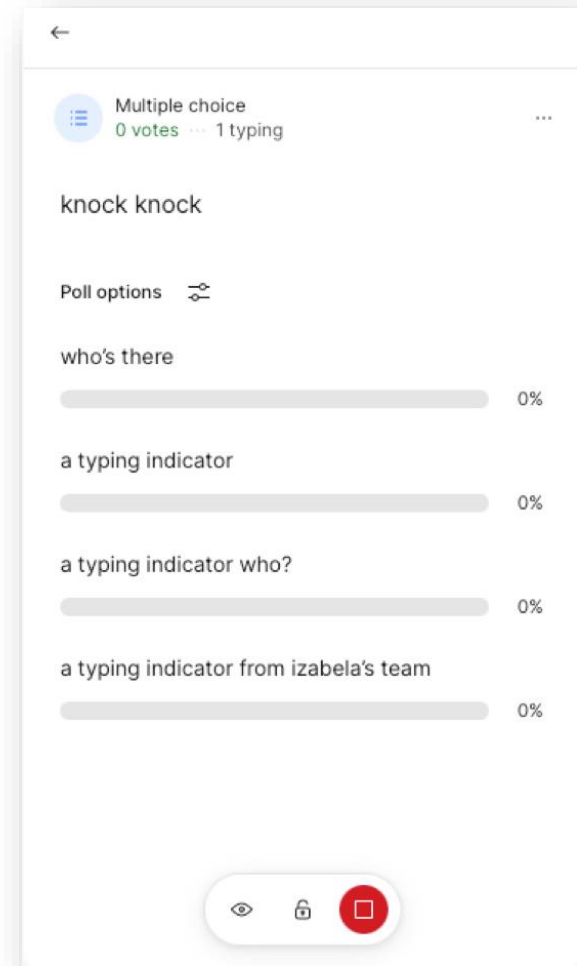
Webex Devices

December RoomOS TOI

Collaboration
Technical Marketing

webex
by CISCO

Contents

webex
by CISCO | Collaboration
Technical Marketing

01
Introduction

webex | Collaboration
by CISCO | Technical Marketing

Software Versions - RoomOS December

Latest Versions Recap

On-premises registration. Webex Edge for Devices without Cloud Upgrade Mode enabled		Webex Edge for Devices linked devices with 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

Webex Edge for Devices

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

On-premises registered

Webex cloud registered (FedRAMP)

C	H	P	FR

webex by CISCO | Collaboration Technical Marketing

02
Recap
RoomOS November

webex by CISCO | Collaboration Technical Marketing

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

webex | Collaboration
by CISCO | Technical Marketing

More Ways to React to Messages
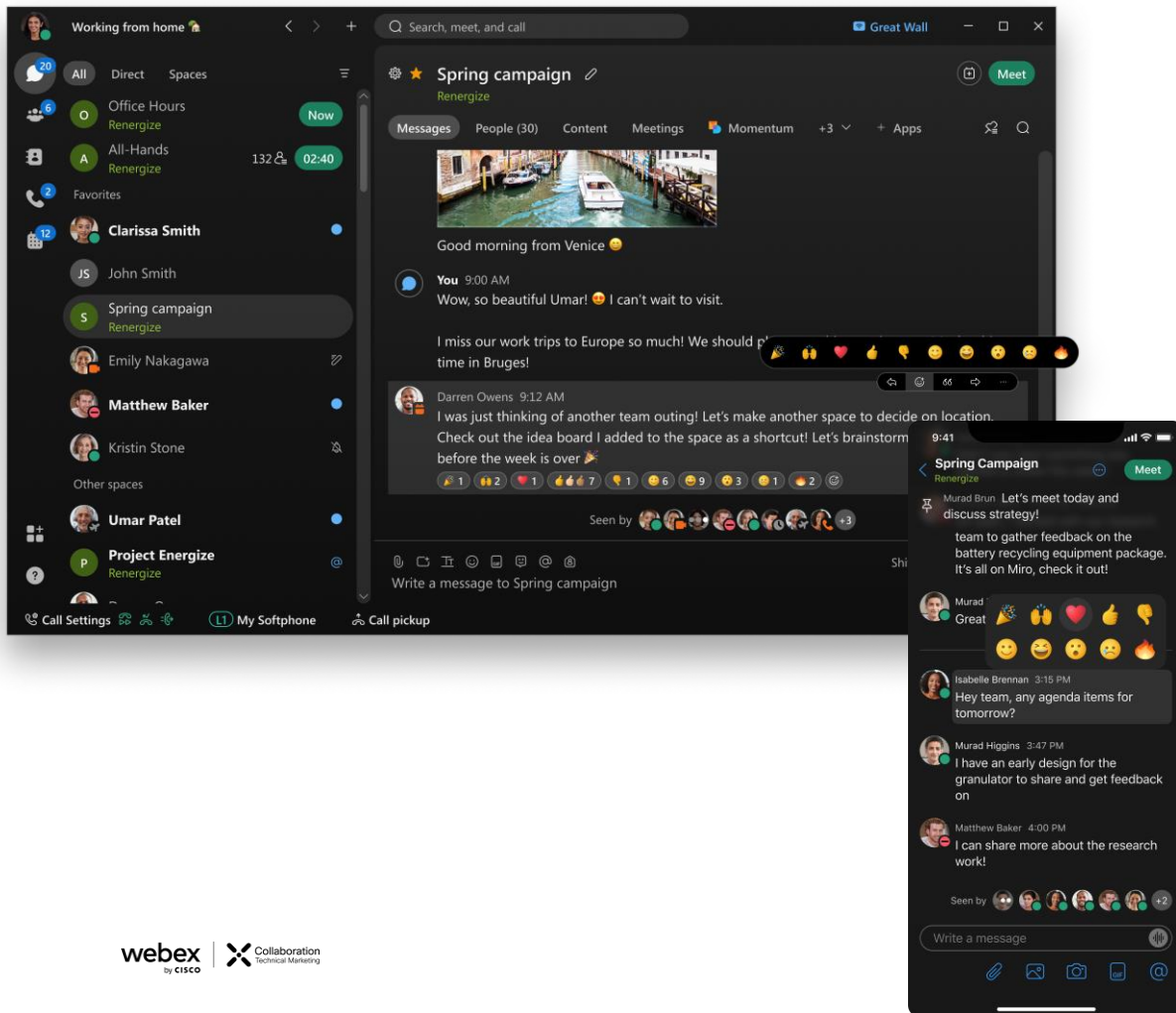
- Even more ways to express yourself on messages 🙌

- 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
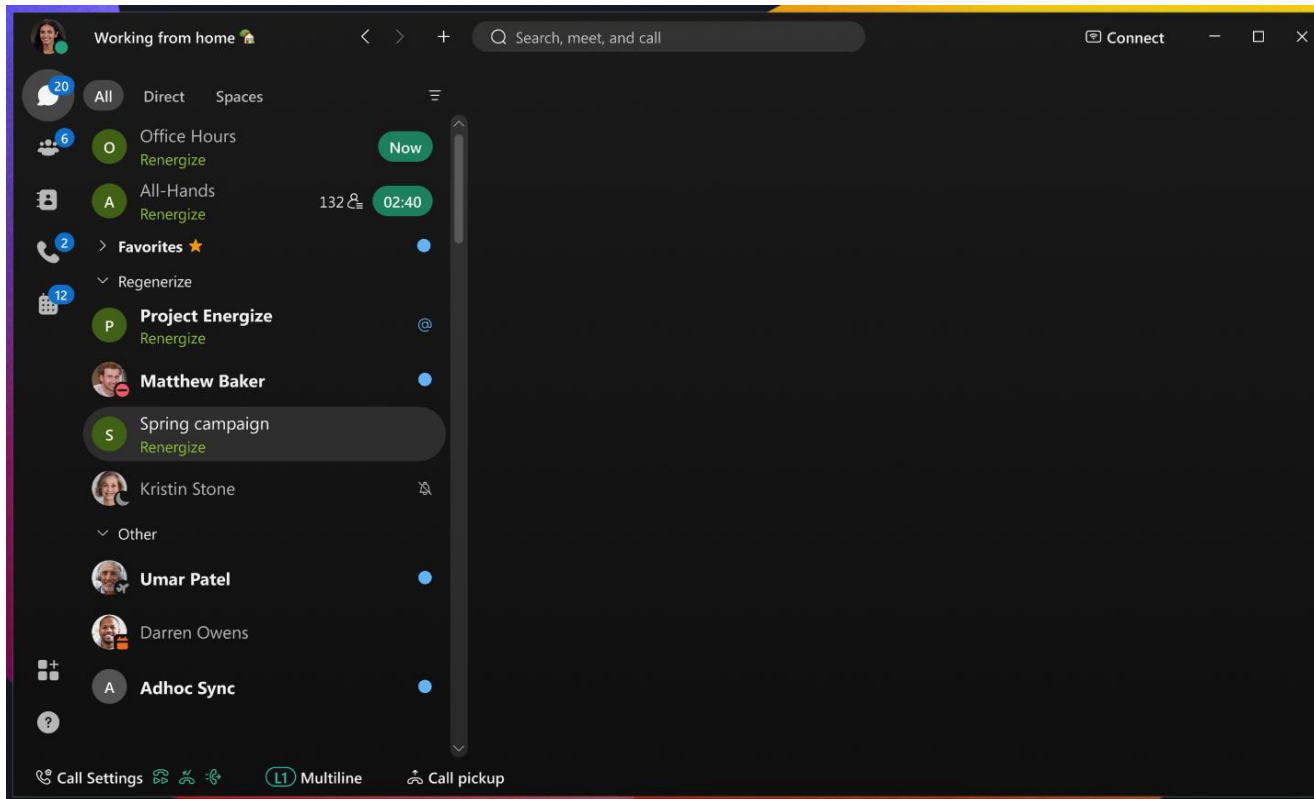
- Improving usability of existing space groups that will enhance the future space organization experience

  - 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
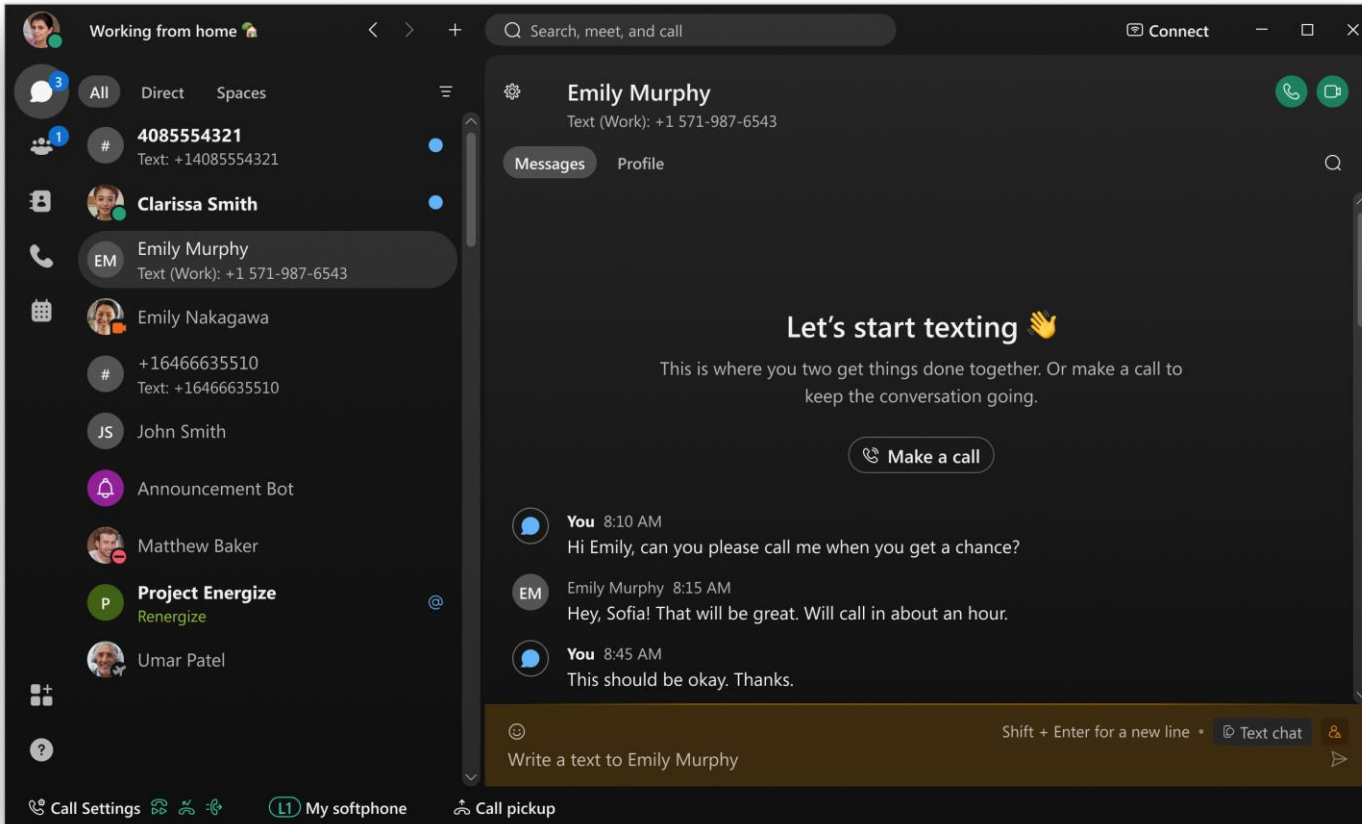
- provide Webex Calling users with 1:1 (direct) texting over their Webex Calling number in the Webex App

- Desktop in Dec, mobile in Feb 2023

- US and Canada only

- Cisco Calling Plans only; no additional

- Need a Webex calling Plan.

Whisper Coaching
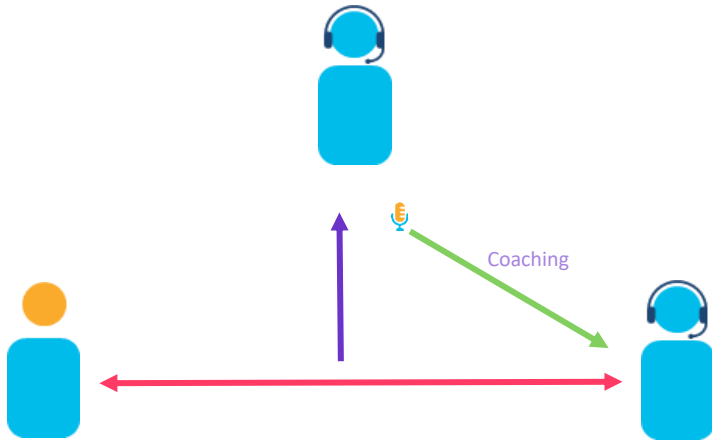
Coaching

- 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
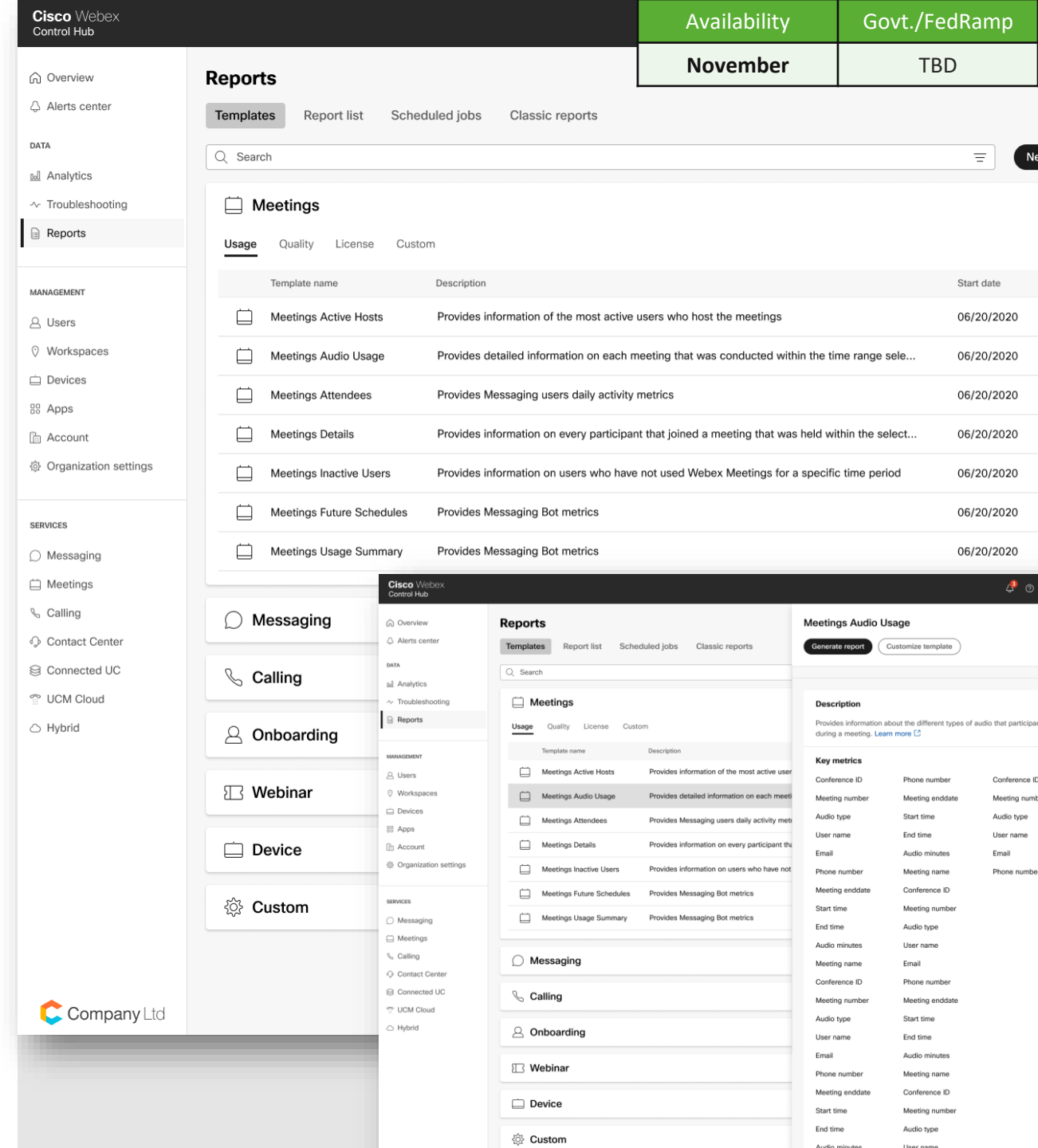
In-Meeting Feature Report

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

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.
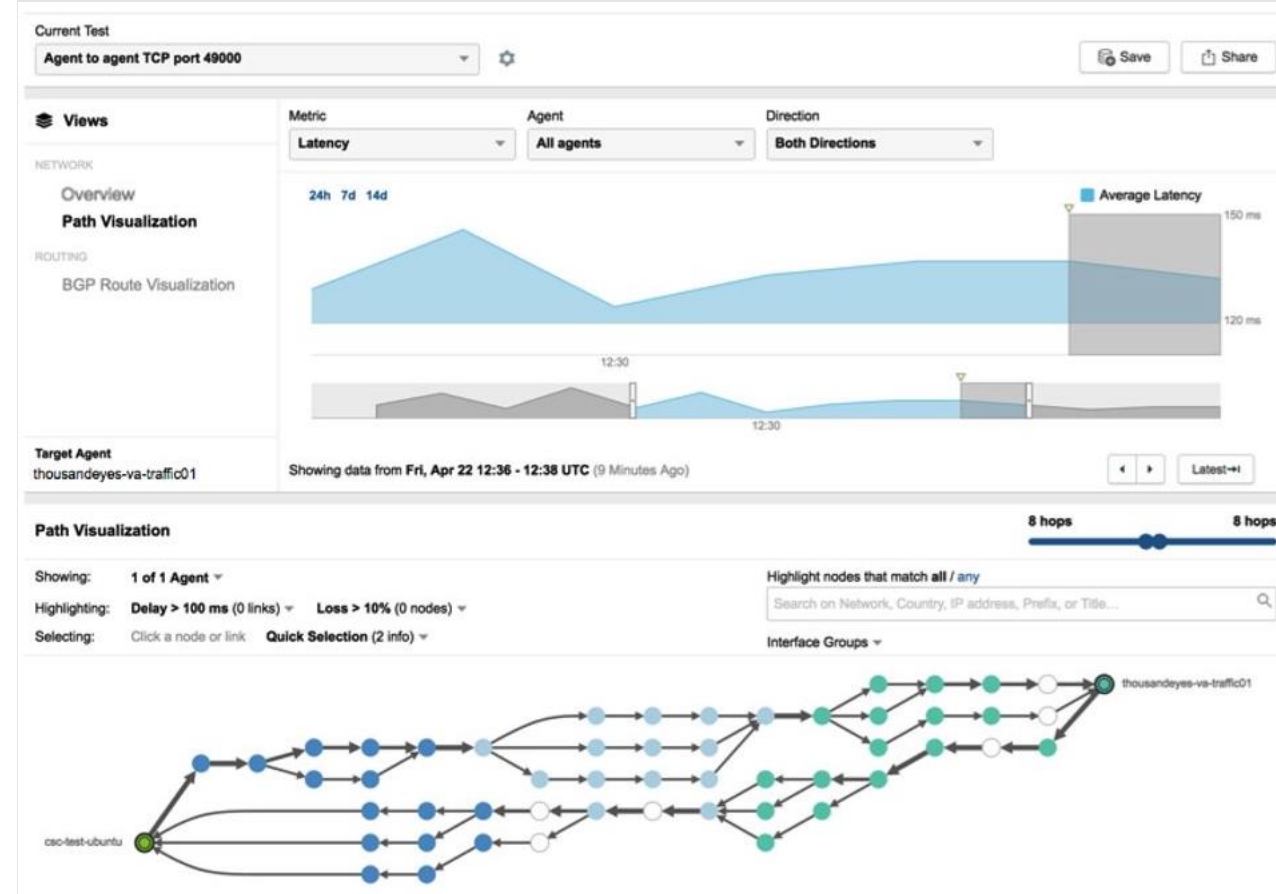
Minor Report updates

Meetings Future Schedules Report

- Show the End Date/Time of a meeting series

Meeting Attendee Details Report

- Specify if user is a co-host

webex | Collaboration Technical Marketing

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

webex | Collaboration
by CISCO | Technical Marketing

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

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

Availability	Govt./FedRamp
Beta Now	Yes

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

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

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

webex by cisco | Collaboration Technical Marketing

Thank You.