Webex Calling

Turn cloud calling into smarter collaboration with Webex Calling

Your customers have big expectations when it comes to calling and customer experiences. They have come to expect flexibility in anytime, any device communication. At the same time, your employees need your support with their ability to work from home, in the office or anywhere between.

Enabling quality collaboration, real connection and clear communication, has therefore become the cornerstone of business success. Your employees need tools that are flexible, secure and integrated to drive real-time, remote collaboration.

Webex Calling from Cisco makes it possible for you to meet the expectations of your customers and employees. It provides the most flexible and agile enterprise-grade options, with less complexity in communications and more dynamic ways to collaborate.

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by CISCO

78%

Of office employees have long term mandatory or optional work from home arrangements

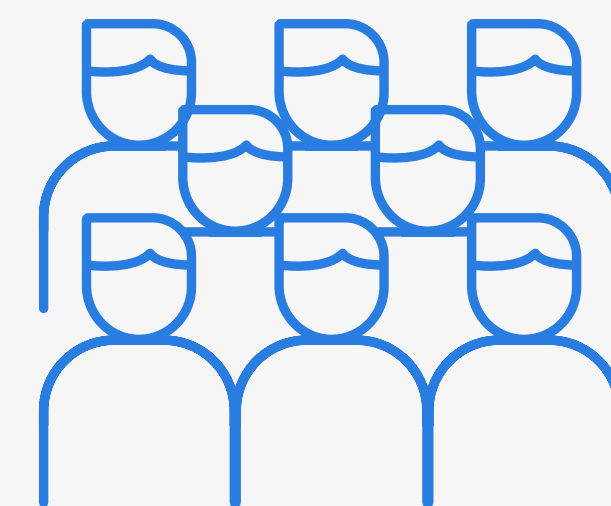(Source: Metrigy Workplace Collaboration: 2021-22 Benchmark Study. Irwin Lazar, Robin Gareiss)

Webex has

51%

of the market share of Cloud UC calling users **(No.1 in Market)**

85%

Of the Fortune 500 use Webex

39m

Cloud UC calling users

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What is Webex Calling?

Move to cloud calling with confidence with the market leader as your cloud partner.

Cisco Webex Calling is part of the Cisco Webex collaboration suite. The full-stack bundle provides the essential business calling features your business needs in all collaboration activities.

Whether you are calling, creating, viewing, messaging, sharing, conferencing, or using voice or presence capabilities, Webex integrates devices and software into a seamless experience. From desk phone and laptop to room monitor and mobile device.

It gives you the cloud benefits of quality, predictable costs and reduced administrative complexity, with the power of cloud calling.

- Empowers more integrated, collaborative work style
- Enables calling anywhere and anytime
- Connects to your on-premises PBXs
- Delivers a common global dial plan
- Enables a phased transition to the cloud

How it works

Call and connect anywhere and anytime

Transform the user experience before, during, and after the call, and empower your workforce with a fully connected, seamless collaboration experience.

All in one app, you can access enterprise-calling features, market-leading virtual meetings technology and messaging. Pull active calls from desktop to mobile or to an intelligent Cisco desk phone or headset.

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Automate tasks and personalise experiences with AI

Instantly elevate a call to a meeting and take advantage of AI transcriptions, real-time translations, notes, action items and recordings. Use a digital in-meeting assistant to automate these common tasks so you can focus on the meeting. Post-meeting, you can share the content for additional follow-up.

Leverage AI-powered noise detection and suppression to make and receive calls with your business number wherever you are without worrying about background noise.

Make the most of scalability and efficiency

Webex Calling optimises calls within your organisation, streamlines bandwidth usage and improves call quality and performance.

You have the ability to configure your enterprise network how you want, thanks to intelligent route optimization.
For even greater control of global traffic, you can add geo-redundant routing policies based on location. Call routing is enhanced to support redundant routes to on-premises PBXs and premises based PSTN, providing load balancing as well as resiliency against a route failure.

When you use the cloud, you always have access to the latest capabilities and features, without the requirement for maintenance windows or complex upgrade processes. Release cycles run in weeks, not years, so there's no waiting for the newest update.

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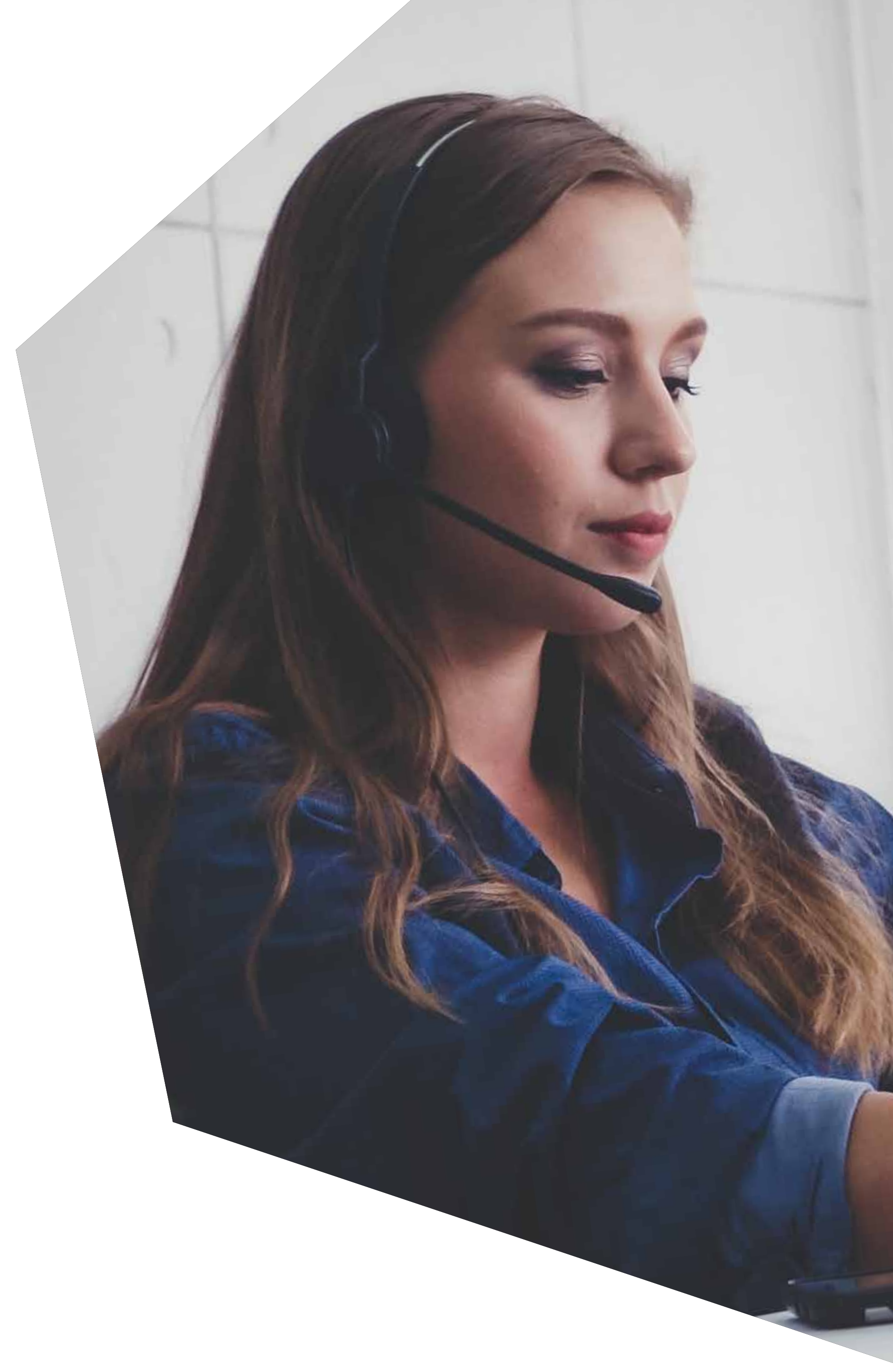
Incorporate Cisco's secure solutions with confidence

Powered by Cisco Webex, the industry's most trusted and secure cloud platform, Webex Calling is backed by Cisco global security protocols.

Webex Calling features a security descriptor definition language (SDDL) approach to product security, data protection, and privacy, as well as fraud detection mechanisms. As a fully geo-redundant platform with no single point of failure, it is more reliable, scalable and secure than any on-premises option.

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Manage quality and performance with centralised administration

Get a centralised view of administration and analytical capabilities through Control Hub. You can create new user accounts and devices, manage your services and users, and drill down to see analytics and performance metrics for individual users, even down to each call.

With the Control Hub platform IT managers have the visibility and control to manage a remote workforce and ensure everyone has access to the network.

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Seamlessly integrate devices and apps

Control and connect your paired desk phone or room system through the Webex app and move calls between devices easily, with shared lines.

As an open platform, Webex has a growing catalogue of integrations, bots, and apps that connect third party tools with the Webex App, Webex Meetings, and Webex Calling. You can take advantage of pre-existing integrations or design your own integration with Webex Calling.

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Begin the powerful cloud migration journey

Move to the cloud on your terms with a flexible, phased approach to Webex Calling integration and cloud migration. You can integrate cloud-based services into existing on-premises platforms and when the time is right, plan for a full cloud transition.

You will be able select a model that works best for your business: on-premises, hybrid, or cloud. And then, decide who moves and when whether by site, by group, by office, or by individual.
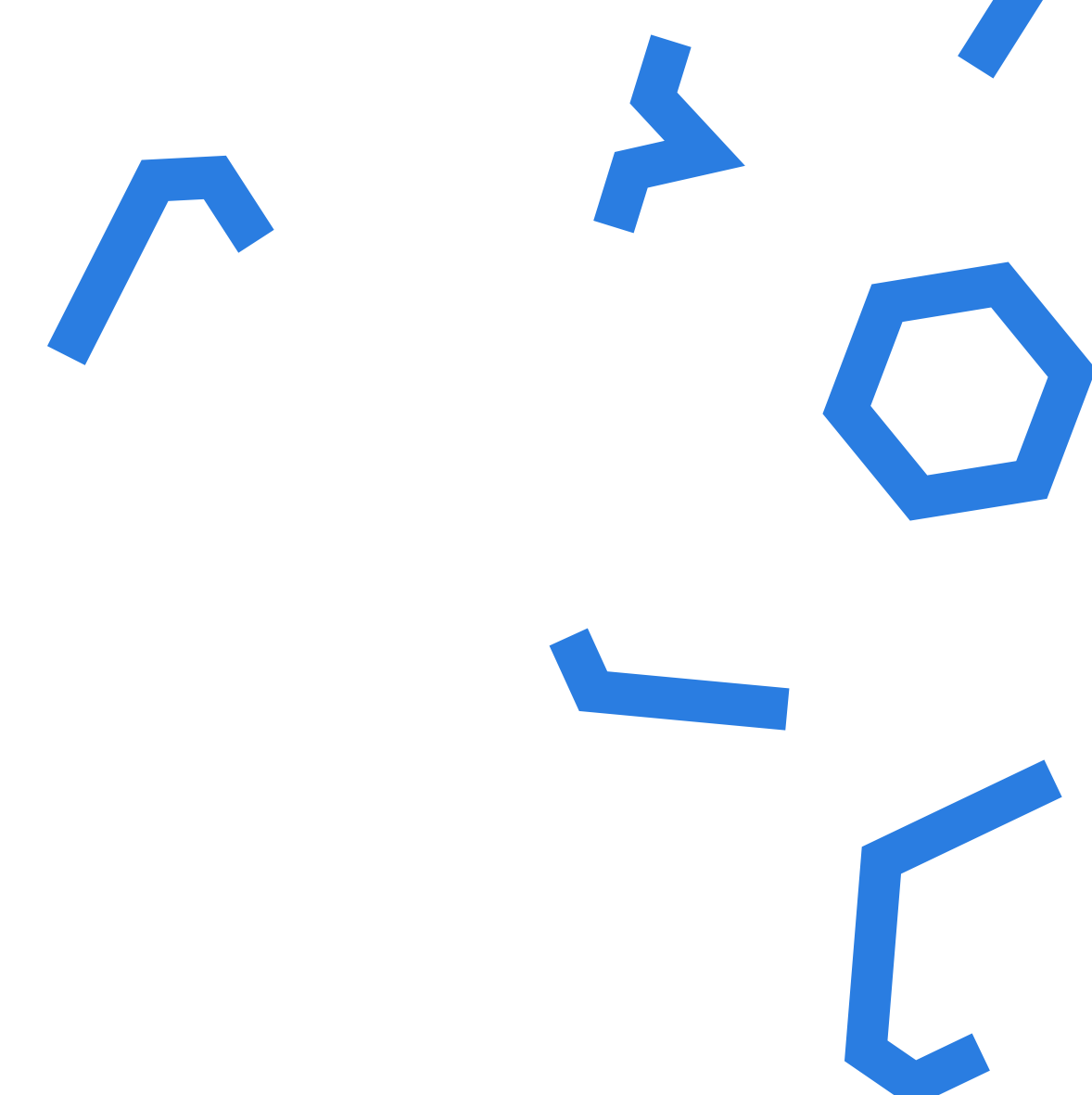
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Choose the right plan for your business

Choose from a variety of plans to best serve your calling and collaboration needs.

As an example, here is what's included in the **Standard Call plan** from Webex

- **Audio and video calls:** Instantly place crystal clear audio or video calls with quick-to-call buttons

- **Background noise removal:** Feel free to pick up calls while you're in a busy environment and not worry

- **Call forwarding:** On the go, forward your calls to another phone number or to voicemail

- **Call hold/resume:** Easily place a call on hold and resume again

- **Call waiting/call transfer:** View who is calling and seamlessly transfer calls to another colleague

- **Elevate a call to a meeting:** If you're on a 1:1 telephone call you can easily elevate it into a full-featured meeting* to take advantage of transcriptions and recordings

- **Extensions and phone menu:** Automatically route calls where they need to go

- **Merge and conference:** Merge calls or easily go from 1:1 to a conference and add additional people without setting up a meeting

- **Move/pull calls:** Quickly move your call between laptop, mobile or tablets for the flexibility you need

- **Single number reach:** Set your business calls to ring at any number

- **Virtual/custom backgrounds:** Choose a background to give you more privacy, remove distractions, and share your creativity

- **Voicemail:** Connect to your voicemail, view waiting messages, and access visual or non-visual voicemail, all with a single click

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Are you ready to equip your business with an industry-leading cloud phone solution from Webex by Cisco?

Contact BrightCloud Group's experts today via your Account Manager.