

# Webex Go: Powerful Business Calling on Your Mobile Device

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Speakers: Sneha Rajendran, Shawn O'Neill and Ed Schermerhorn

# Agenda

- 01 Overview of Webex Go
- 02 Provisioning Webex Go
- 03 Activating Webex Go
- 04 Using Webex Go on your Mobile
- 05 Webex Go Demo
- 06 Wrap up

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# Overview of Webex Go

# Webex Go

Make your personal phone part of your business phone system

Adds your Webex number as a **second line** on a mobile device

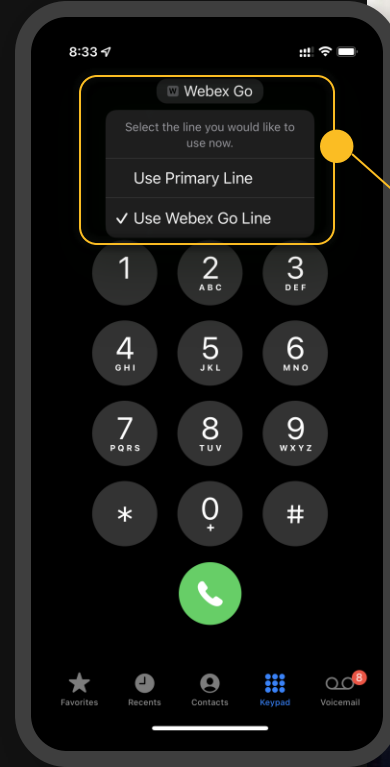
Make and receive **high quality** business calls using cellular network

Simple to administer and activate through Webex **Control Hub**

Use **familiar native dialer** for consistent calling experience (No App to download)

Your personal identity and **privacy** is never compromised

Admins can apply call control, security and **compliance** policies in Control Hub



# Webex Go Initial Offer Summary

	Details
Availability	U.S. region and U.S. locations at launch
GTM	Webex Calling certified partners (Trial & Paid)
Mobile plans	Bring Your Own Device (BYOD)
Pre-requisites	Requires user to have unique PSTN compatible phone number Requires user to have a carrier unlocked, eSIM compatible mobile device
Compatible Phone Numbers	Cisco Calling Plan phone numbers Cloud Connected Calling Provider (CCP) phone numbers Local gateway
Capabilities	Make and receive voice calls from the mobile dialer
International roaming	Use Webex App - will be available from native dialer in the future
Data bundles	Data service included to access apps when on business calls
Onboarding	IT admin driven in Control Hub
Webex App experience	Companion App enabling dialing mode, directory, extension settings, mid-call controls, messaging, and meetings

# End user calling experience

## Incoming/Outgoing Calls

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- Make/receive calls through native dialer on mobile device
- Call extension numbers and emergency services
- Receive calls made to extension and alternate numbers
- Name and number matches caller ID configuration
- All devices ring for an incoming call
- Rejected calls processed through WxC busy service
- Unanswered calls processed through WxC no answer service

## Mid Call

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- Native Hold/Resume
  - WxC Music on hold in future
- Conference/Merge Call
  - WxC Conference experience in future
- Call park/retrieve:
  - Supported through FAC code
  - Webex App control in future
- Call pull: Pull call to MPP devices or dial \*11 on mobile phone
  - Webex App control in future
- Blind Transfer via Webex App

## Additional Features

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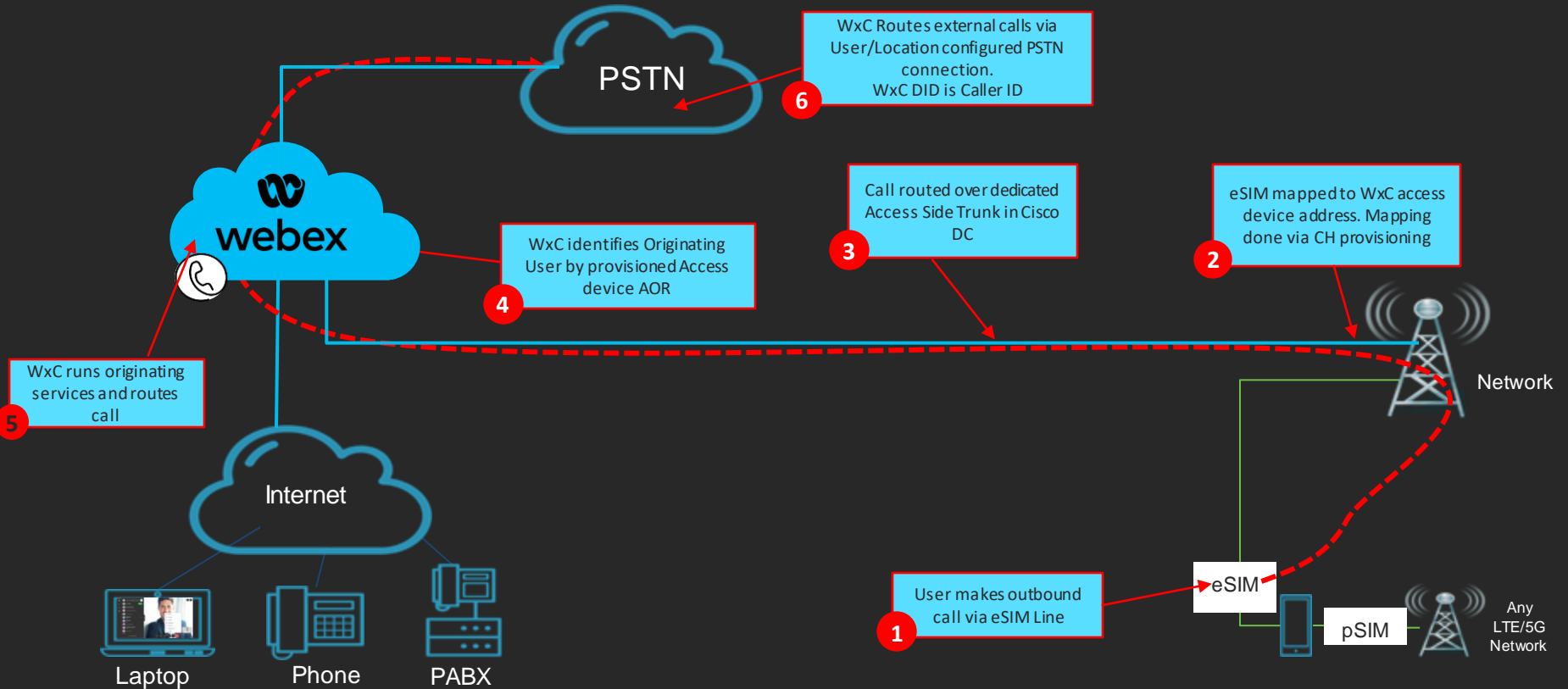
- Do Not Disturb (DND) extensibility for calling on mobile native dialer
- Call recording
- Feature Access Code (FAC) dialing
- Native Voice assistant integration support (Siri/Alexa)
- Webex app presence updates for native mobile calls
- Call history
  - Includes calls on mobile device
  - Complete call history in Webex app
- Webex Voicemail
  - Accessible on webex app and on native device through push notification / FAC code / Long press 1
- VoIP Calling through app, when roaming

# Attach Business Line to Mobile Device

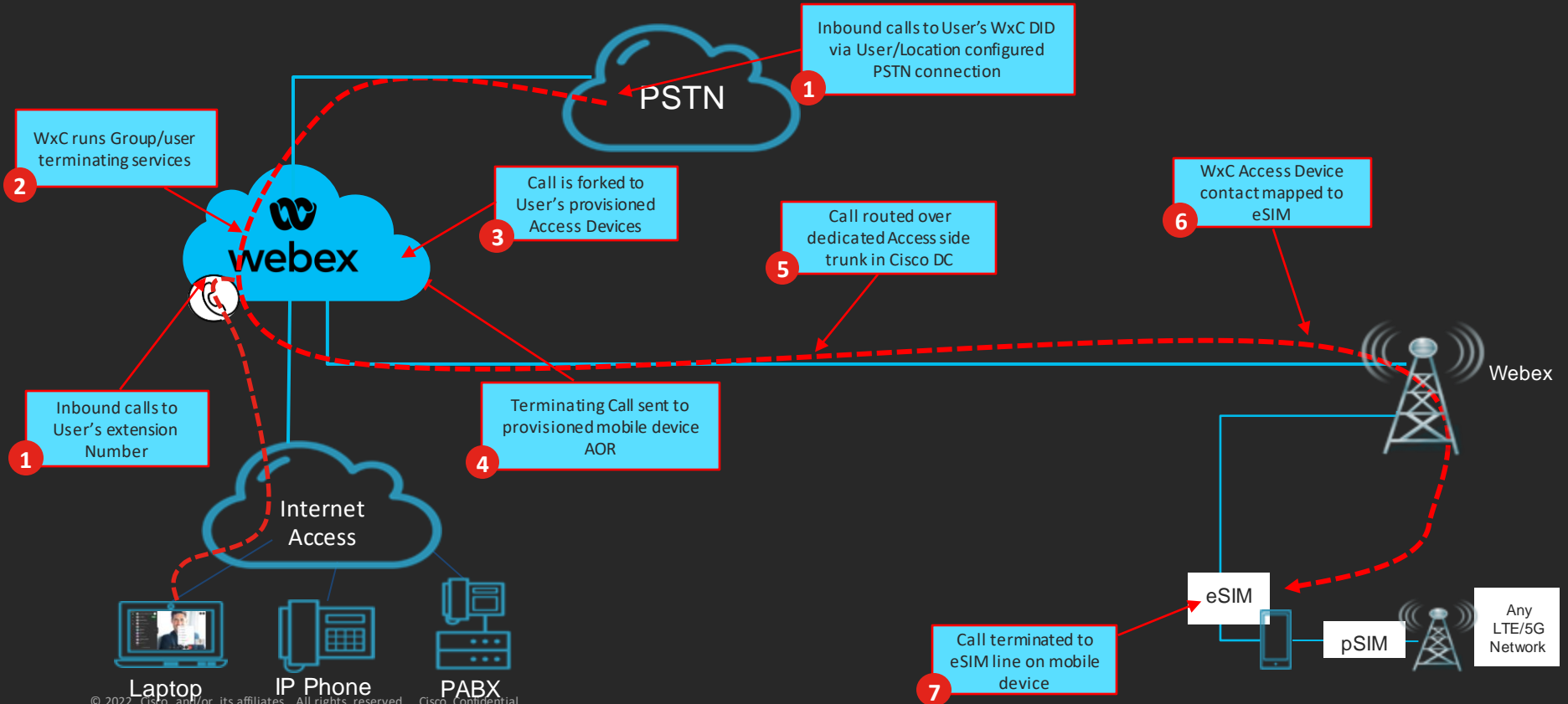




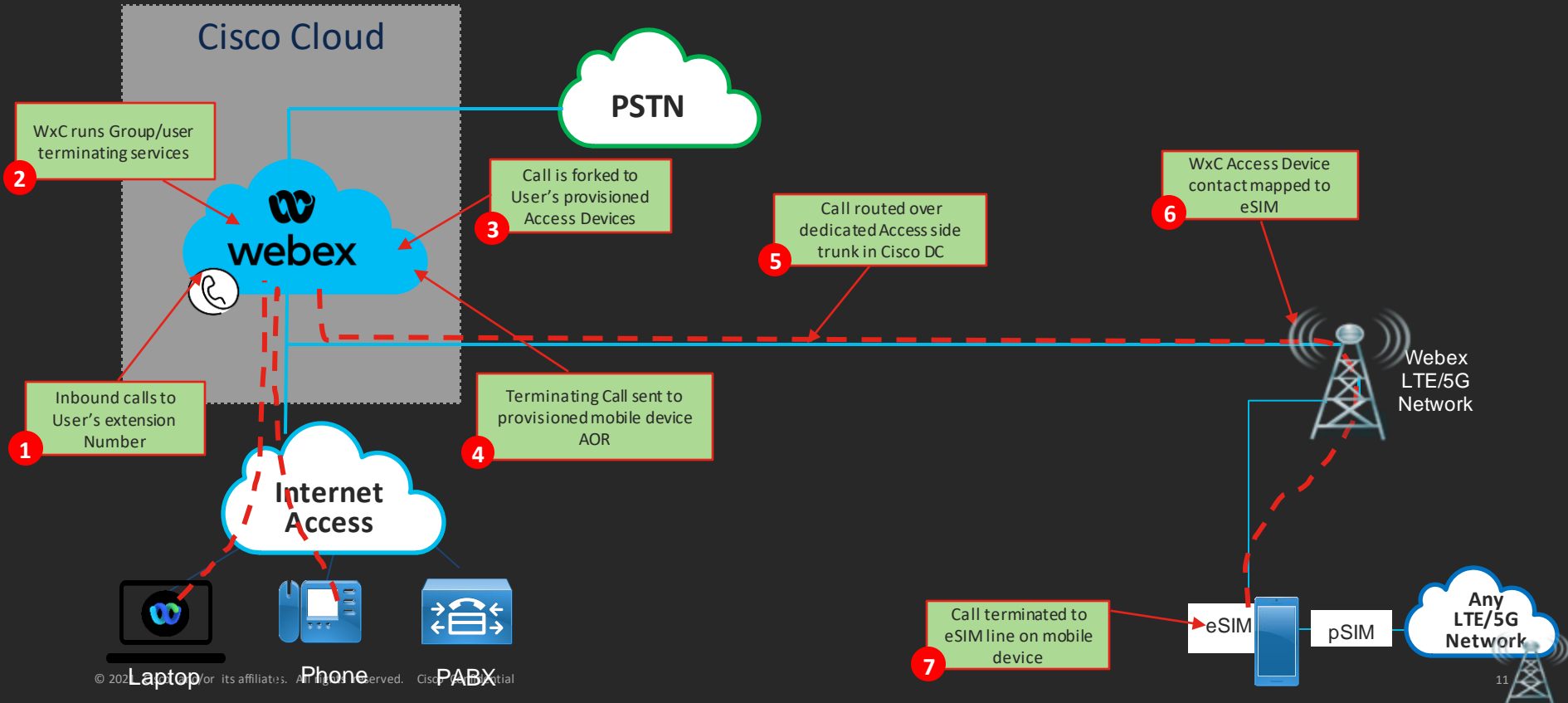
# Webex Go General Outbound Call Flow



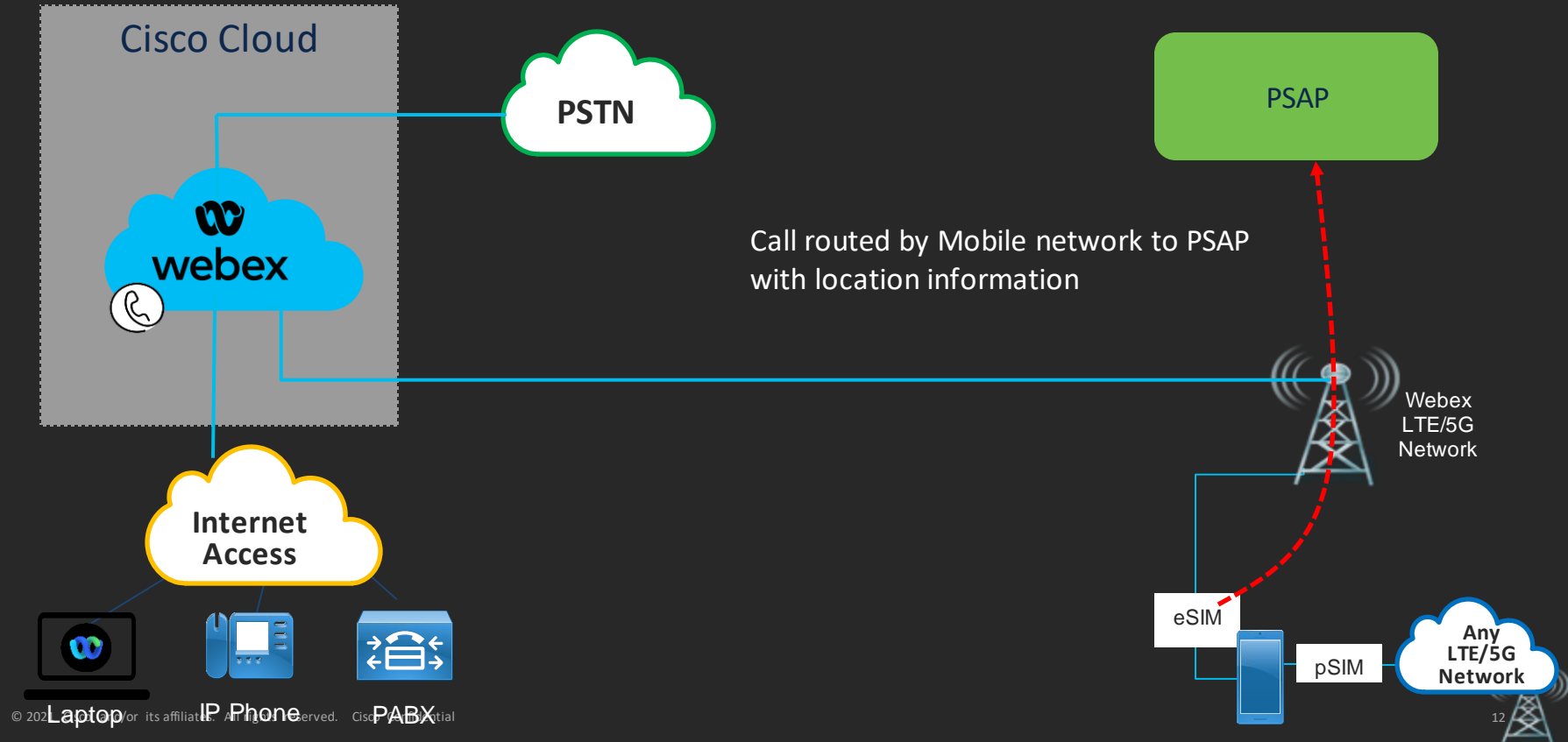
# Webex Go General Inbound Call Flow



# Intra-organization calling



# Emergency Calling



# Configuring Webex Go

# Admin experience in Control Hub

## Provision

Provision service for single user from User/Device view

Bulk provision service for multiple users

## Manage

Support device upgrade

Support lost device scenario

Remove service for a user

## Analyze

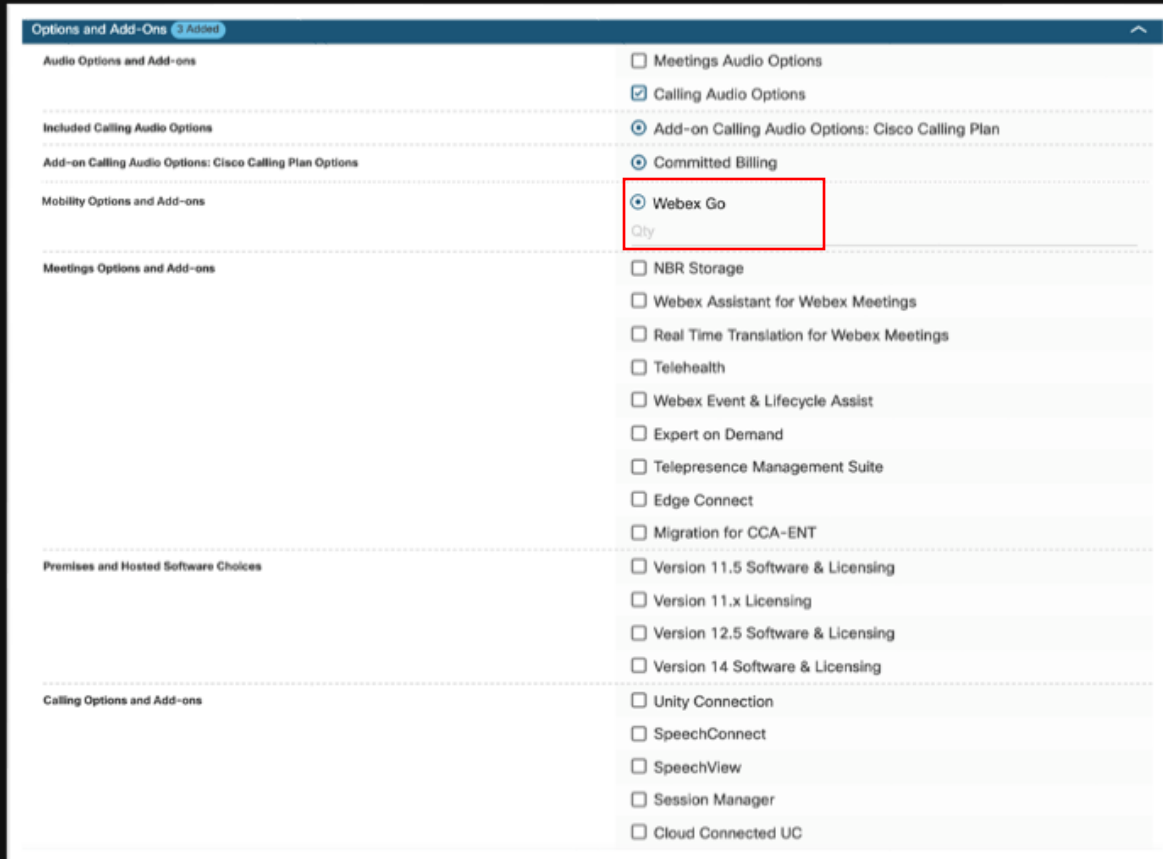
View calls made on mobile endpoint

View license usage

View users provisioned with the mobile capability

- End user device compatibility checked offline (eSIM compatible, carrier unlocked device)
- Requires user to have PSTN number (extension numbers alone not sufficient)
- Service associated with primary number
- Once provisioned, user's mobile phone shown as a device in the user view

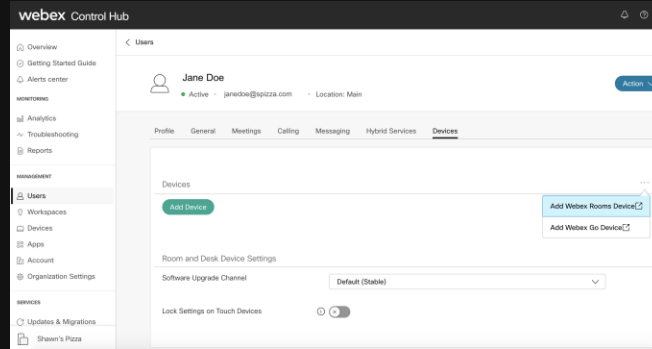
# Webex Go Licensing



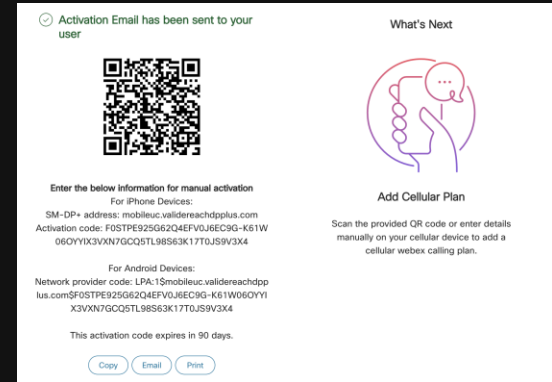
- Users need to have a professional calling license
- License for Webex Go separately
- Added as another device to the user

# Provisioning flow in Control Hub

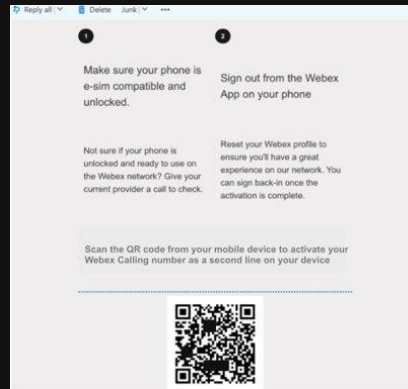
## 1. Admin enables an end user for mobility



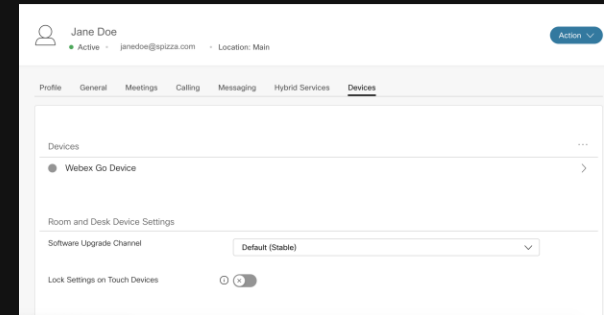
## 2. Activation code sent to the user



## 3. User receives the email with QR code & scans on mobile device

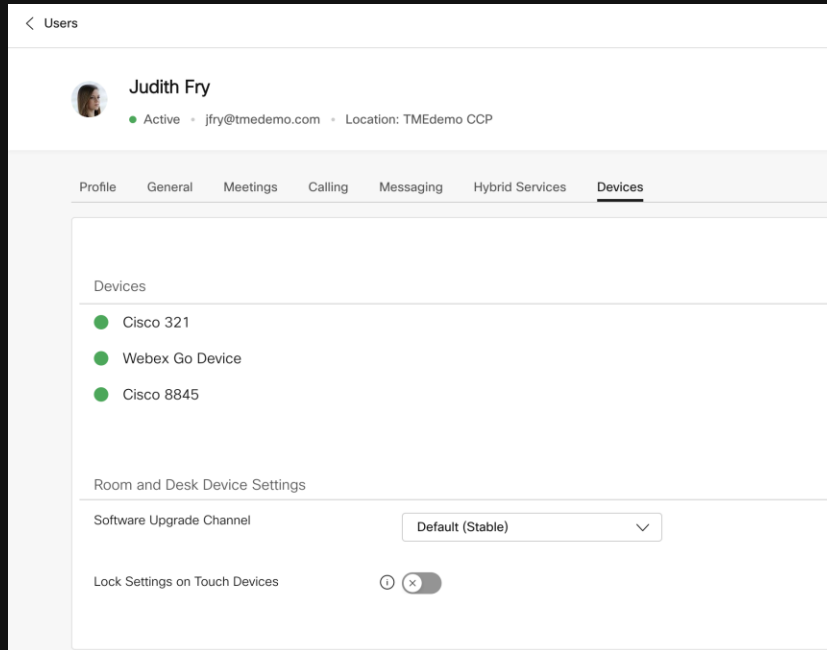


## 4. Mobile device shows up under user's devices





# List of devices for a user:



The screenshot shows the user profile page for Judith Fry. The page is titled "Users" and includes a navigation menu with tabs for Profile, General, Meetings, Calling, Messaging, Hybrid Services, and Devices. The Devices tab is selected, displaying a list of three devices: Cisco 321, Webex Go Device, and Cisco 8845. Below the device list, there are settings for "Room and Desk Device Settings", including a "Software Upgrade Channel" dropdown set to "Default (Stable)" and a "Lock Settings on Touch Devices" toggle switch.

< Users

**Judith Fry**  
● Active · jfry@tmedemo.com · Location: TMEdemo CCP

Profile General Meetings Calling Messaging Hybrid Services **Devices**

Devices

- Cisco 321
- Webex Go Device
- Cisco 8845

Room and Desk Device Settings

Software Upgrade Channel

Lock Settings on Touch Devices

# Webex Go devices can be searched under devices menu

The screenshot displays the 'Devices' management page in the Webex Go interface. The left sidebar contains navigation options: Overview, Alerts center, MONITORING (Webex Experience, Analytics, Troubleshooting, Reports), and MANAGEMENT (Users, Workspaces, Devices, Apps, Account, Organization Settings). The 'Devices' menu item is highlighted.

The main content area is titled 'Devices' and includes a search bar with the query 'Product= Webex Go Device'. Below the search bar, it indicates '3 Devices found'. A status summary table shows the following counts:

Online	0
Expired	0
Offline	0
Issues	0
Status unavailable	3

Below the summary, there are three devices listed in a table. Each device is a 'Webex Go' type and is currently 'Status unavailable'. The devices are assigned to Jackson Sherman, Judith Fry, and Stephanie Hewitt.

Type	Product	Status	Belongs to
Webex Go	Webex Go Device	Status unavailable	Jackson Sherman
Webex Go	Webex Go Device	Status unavailable	Judith Fry
Webex Go	Webex Go Device	Status unavailable	Stephanie Hewitt

# Compliance settings maintained

The screenshot displays the 'Calling' settings page in a mobile application. The 'Calling' tab is selected in the top navigation bar. The 'Call Recording' setting is highlighted with a red border and is currently set to 'On'. Other settings include Applications, Barge In (Off), Call Intercept (Off), Outgoing and Incoming Permissions, Compression Options, Executive / Executive Assistant (Off), Hoteling (Off), Monitoring, Privacy, Push-to-Talk (On), and Receptionist Client (Off).

Setting	Status
Applications	>
Barge In	Off >
Call Intercept	Off >
Outgoing and Incoming Permissions	>
Compression Options	>
Executive / Executive Assistant	Off >
<b>Call Recording</b>	<b>On &gt;</b>
Hoteling	Off >
Monitoring	>
Privacy	>
Push-to-Talk	On >
Receptionist Client	Off >

# User details to remember

## What is required

- US-based user
- Professional license on Webex Calling
- Webex Go license
- Needs DID number assigned (Can not be extension only user)
- Unlocked cell phone with available eSIM

## What “does not matter”

- Native carrier of user’s device
- Contract or “pay as you go” native SIM

# Installing Webex Go on Mobile

# Activate iPhone for Webex Go

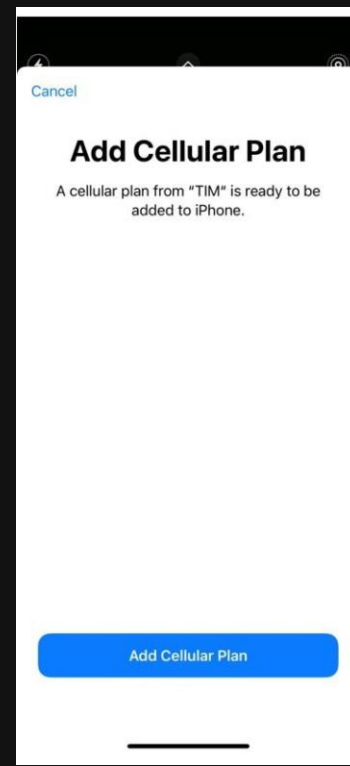
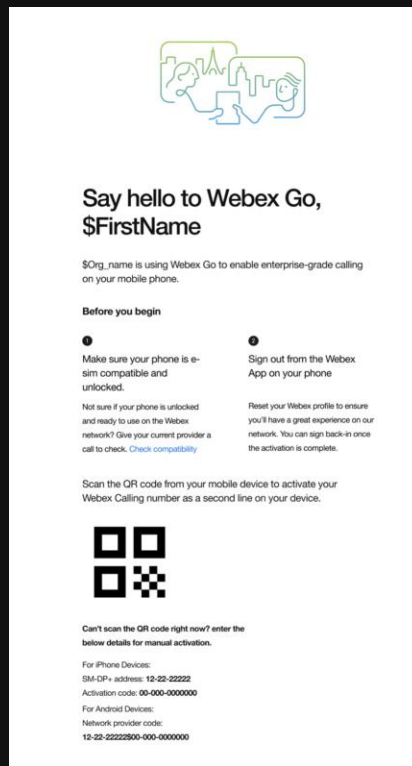
Note: Webex Go works on Apple, Samsung and Google devices (Refer [here](#) for list of supported devices)

- **Supported iPhone Models:** iPhone XS/XR series and later
- **Device Lock Status:**
  - Go to **Settings** → **General** → **About**
  - Under **Carrier Lock** you should see **No SIM restrictions**. If you don't see the message, contact:
    - your IT administrator (if you are on corporate plan)
    - Carrier (if you are on a personal plan)

# Add Cellular Plan

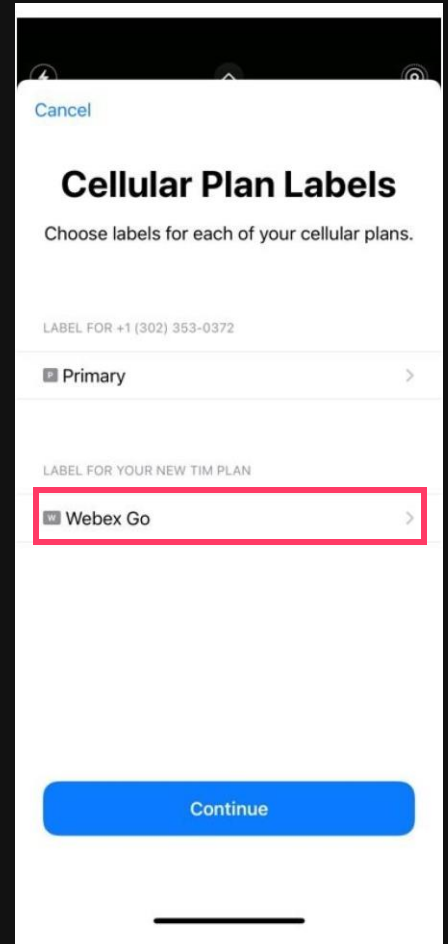
Navigate to Settings → Cellular Data → Add Cellular Plan.

Scan the QR code included in the activation e-mail.



# Label the Plan

Label your plan: Pick an existing label or create a custom label and click Continue.





# Select the default line

Set your default number: The default line will be used when you call or send a message to someone who isn't in your Contacts application.

If selecting Webex as default line – Please note that your organization security and compliance policies will apply for calls going over the business cellular plan. (e.g. call recording)

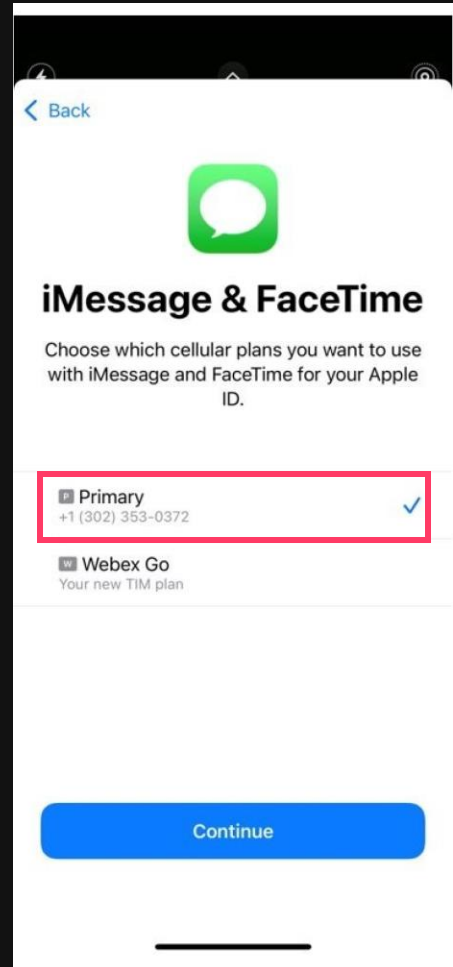
Also, texting is not currently available with your business plan.



# Set line for iMessage and FaceTime

Set cellular plan for iMessage and FaceTime: If you are on iOS 13 and later, you can choose which cellular plan you want to use for iMessage and FaceTime.

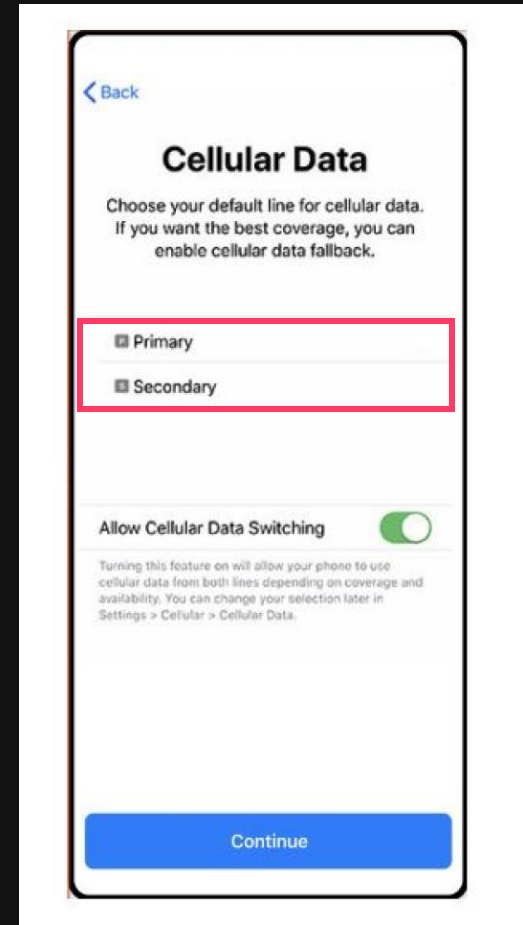
It is recommended to set it to existing plan active on your device.



# Set default data line for Cellular data.

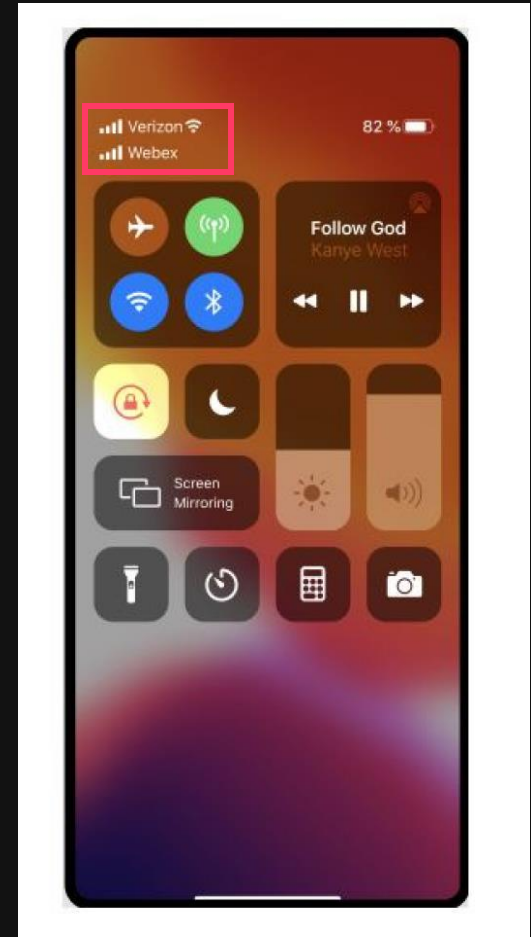
Set default line for cellular data.

It is recommended to set it to existing plan active on your device. However, turn on Allow Cellular Data Switching to access applications when on a call on your business line.



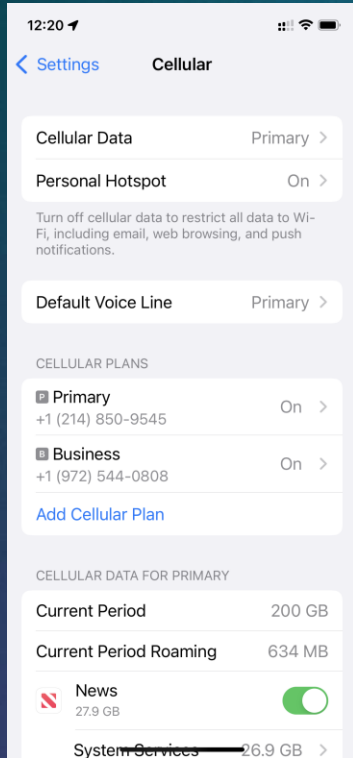
# Verify Webex Network

Once the setup is complete, you should see Webex network in the Control center. To open control center, swipe down from the top right corner of your iPhone screen.

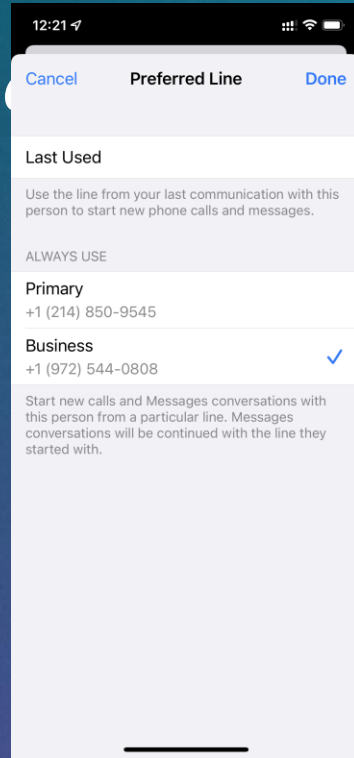


# Using Webex Go on Mobile Phone

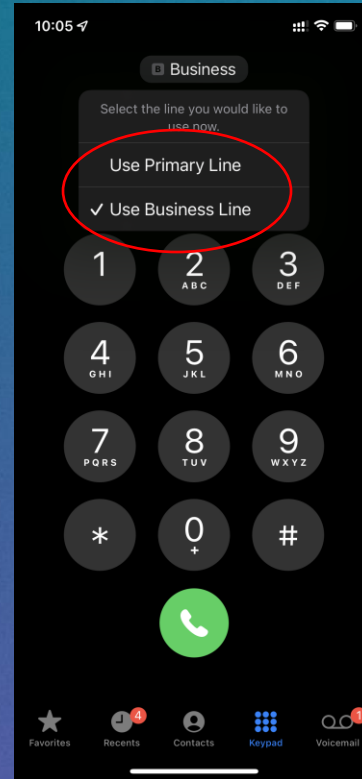
# Native Experience iPhone



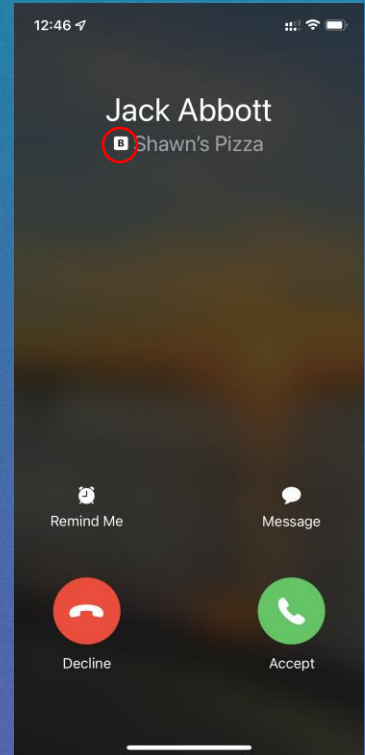
Set Default Line for the Device



Set Preferred Line for a contact

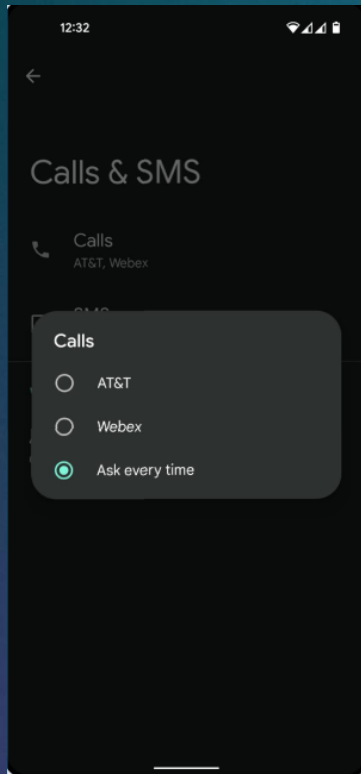


Outgoing Call Line Selection

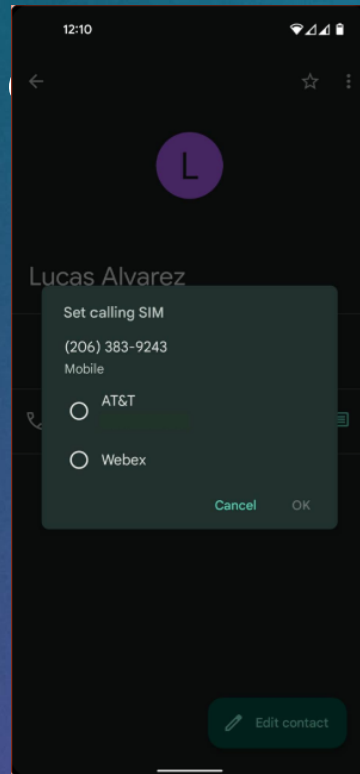


Inbound Call

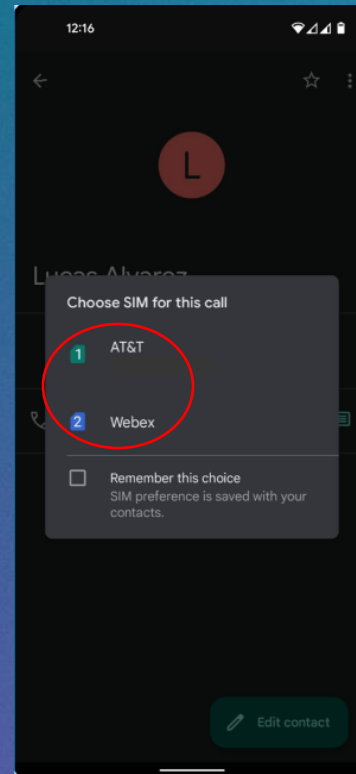
# Native Experience Android



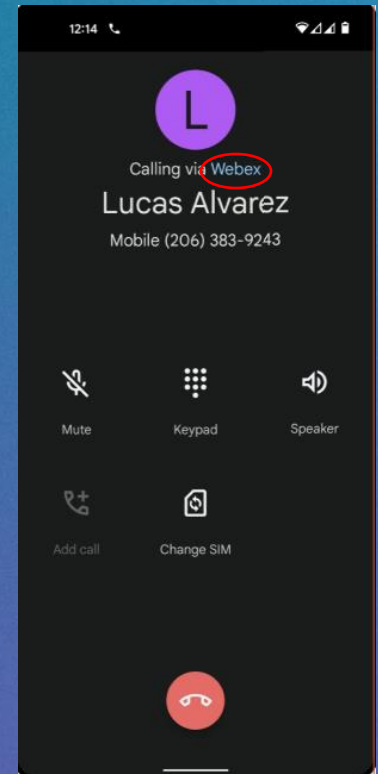
Set Default Line for the Device



Set Preferred Line for a contact



Outgoing Call Line Selection



Inbound Call

# Demonstration



# Summary

# Webex Go benefits for end users

- Adds your Webex number as a second line on a **mobile device**
- Use the familiar native dialer for **consistent** calling experience
- High **quality** mobile business calls using standard cellular voice network
- Protect your personal identity and **privacy** with the business line caller ID
- Simple to administer and provision through **Control Hub**

# Resources

- [Help articles](#)
- [Product Page](#)
- [Demo video](#)
- [FAQ](#)
- [Sales Playbook](#)
- [At-a-glance](#)

# Thank You

