

CISCO *Live!*

GO BEYOND

#CiscoLiveAPJC





Enabling the Right Calling Platform for your Organisation

Prem to Cloud where is Cisco going?

Justin Jordan, Senior Product Manager
@justincollab
BRKCOL-1527

Cisco Webex App

Questions?

Use Cisco Webex App to chat with the speaker after the session

How

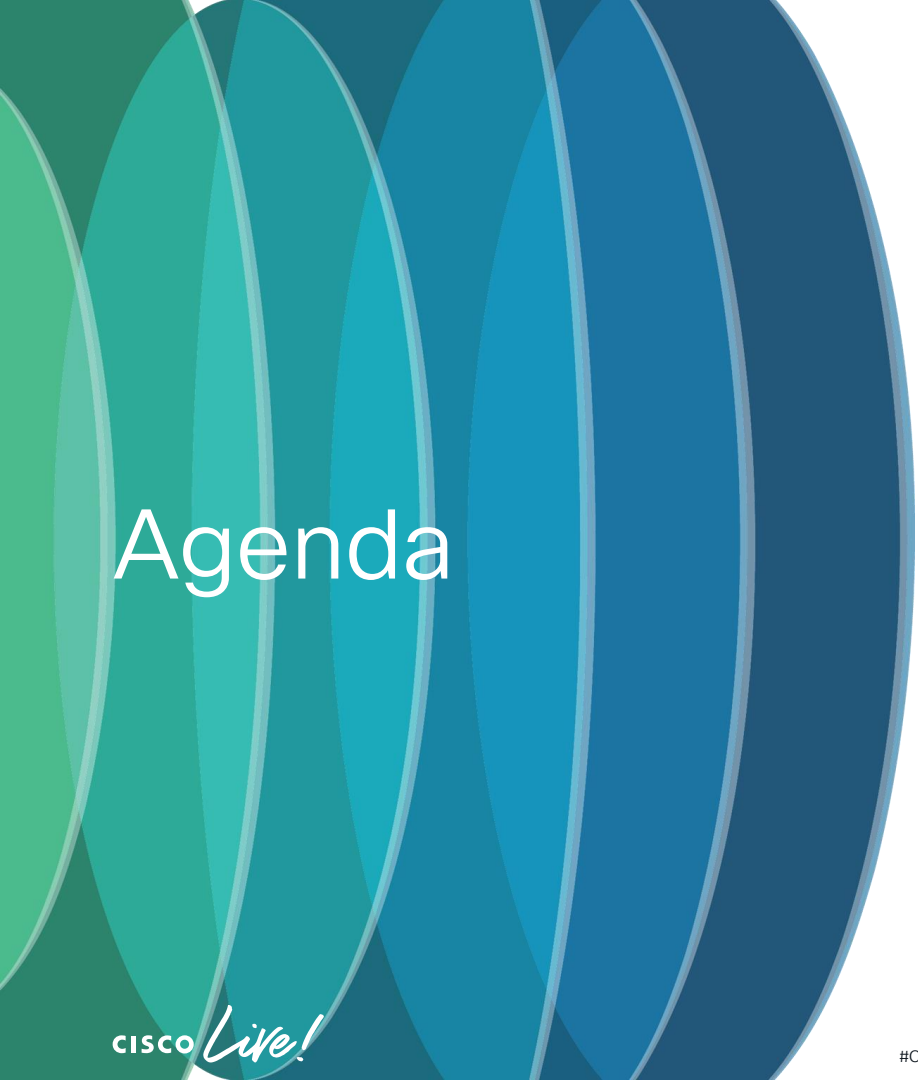
- 1 Find this session in the Cisco Live Mobile App
- 2 Click “Join the Discussion”
- 3 Install the Webex App or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

Webex spaces will be moderated by the speaker until November 15, 2024.



<https://ciscolive.ciscoevents.com/ciscolivebot/#BRKCOL-1527>

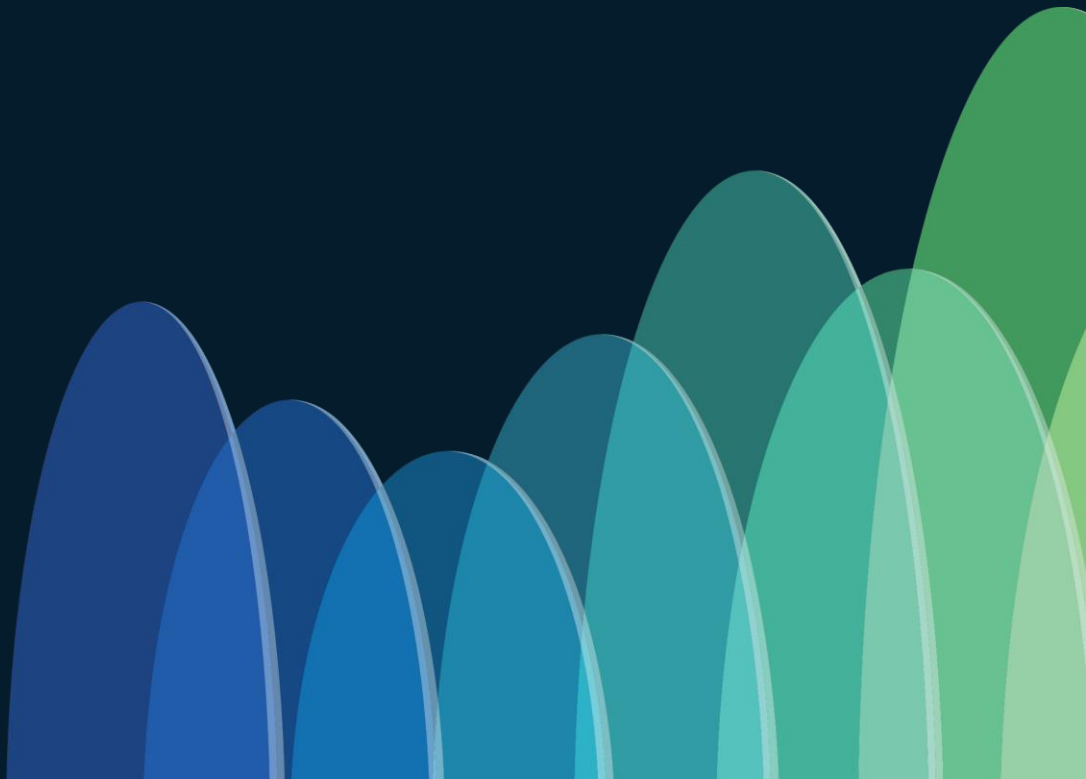




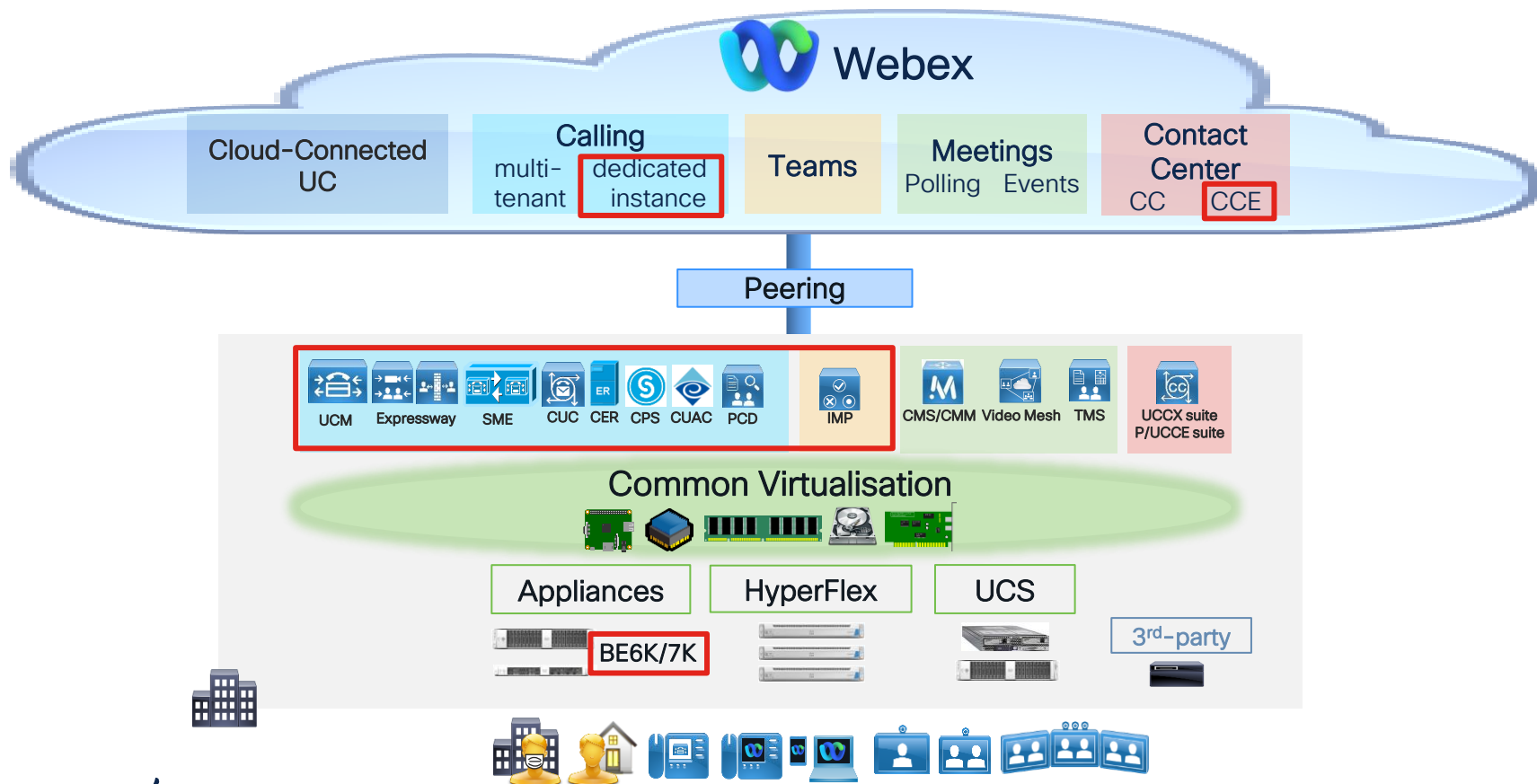
Agenda

- CUCM Platform and Premise update
- How to make good decisions on what is next.
- Webex Calling Dedicated Instance
- Webex Calling
- Bring it all together

Premise and CUCM updates

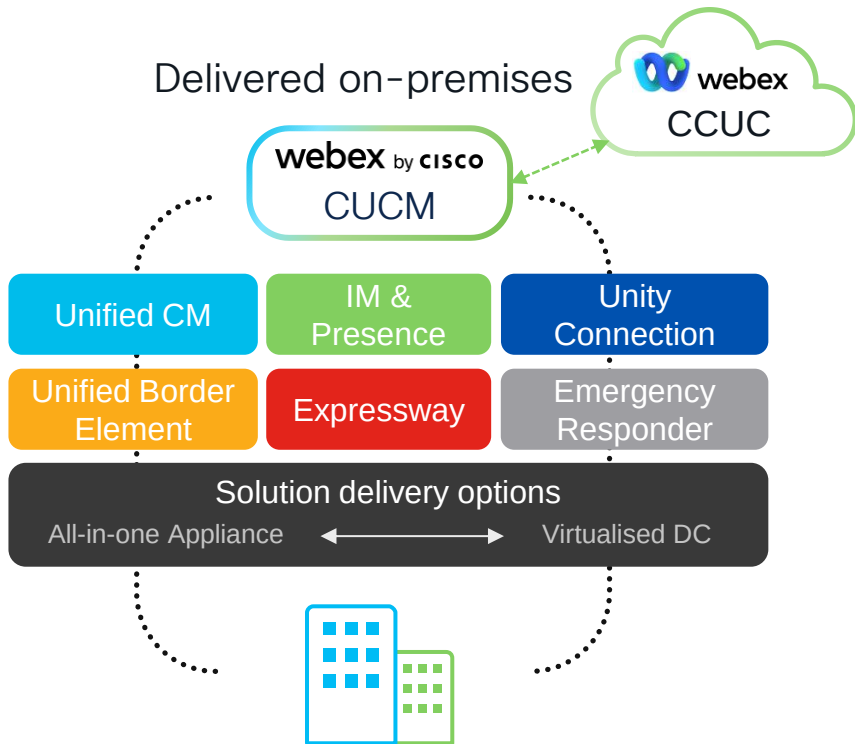
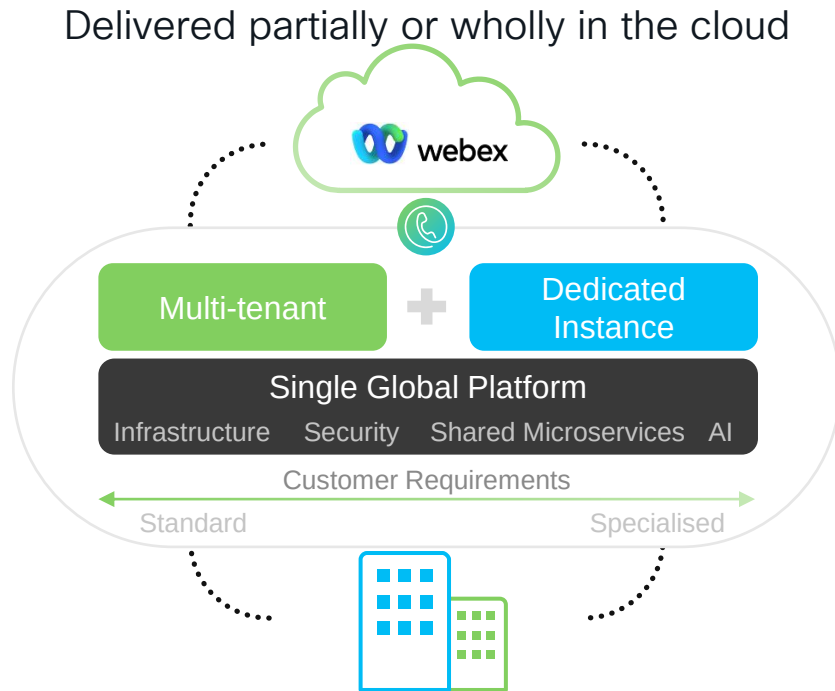


UCM “Where Used” in Collaboration Portfolio



Cisco Unified Communications Manager (CUCM)

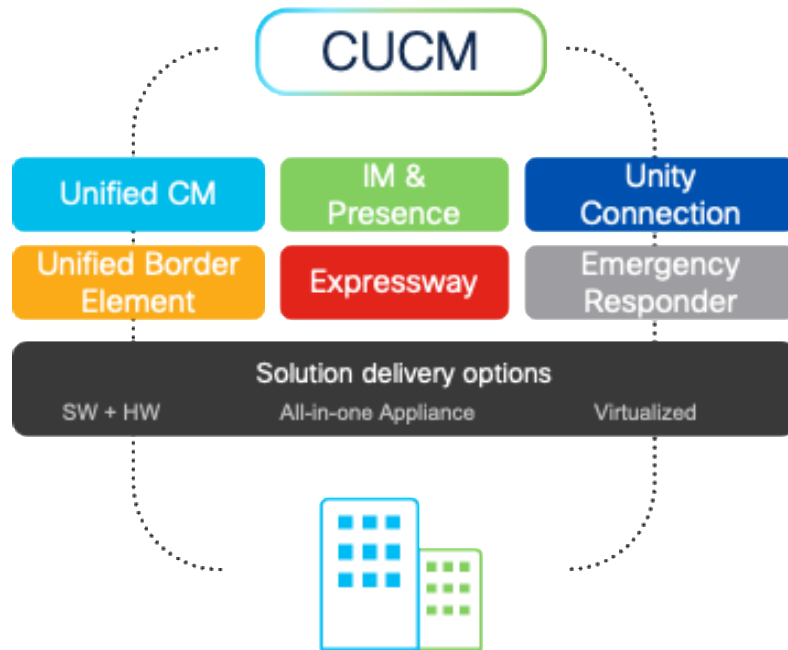
The most complete and flexible enterprise-grade calling experience is now part of the Webex Suite



Unified Communication Manager

The “glue” that binds it all together

- Unified delivery of calling, meetings, and messaging, with 1:1 redundancy
- Rich IM, presence and unified messaging
- Integrated contact center
- Centralised dial plan authority
- Centralised SIP endpoint registration
- Firewall traversal and mobile and remote access
- Rich APIs enabling management and interop
- LDAP/Azure AD provisioning and authentication
- Emergency communications services
- Remote site survivability

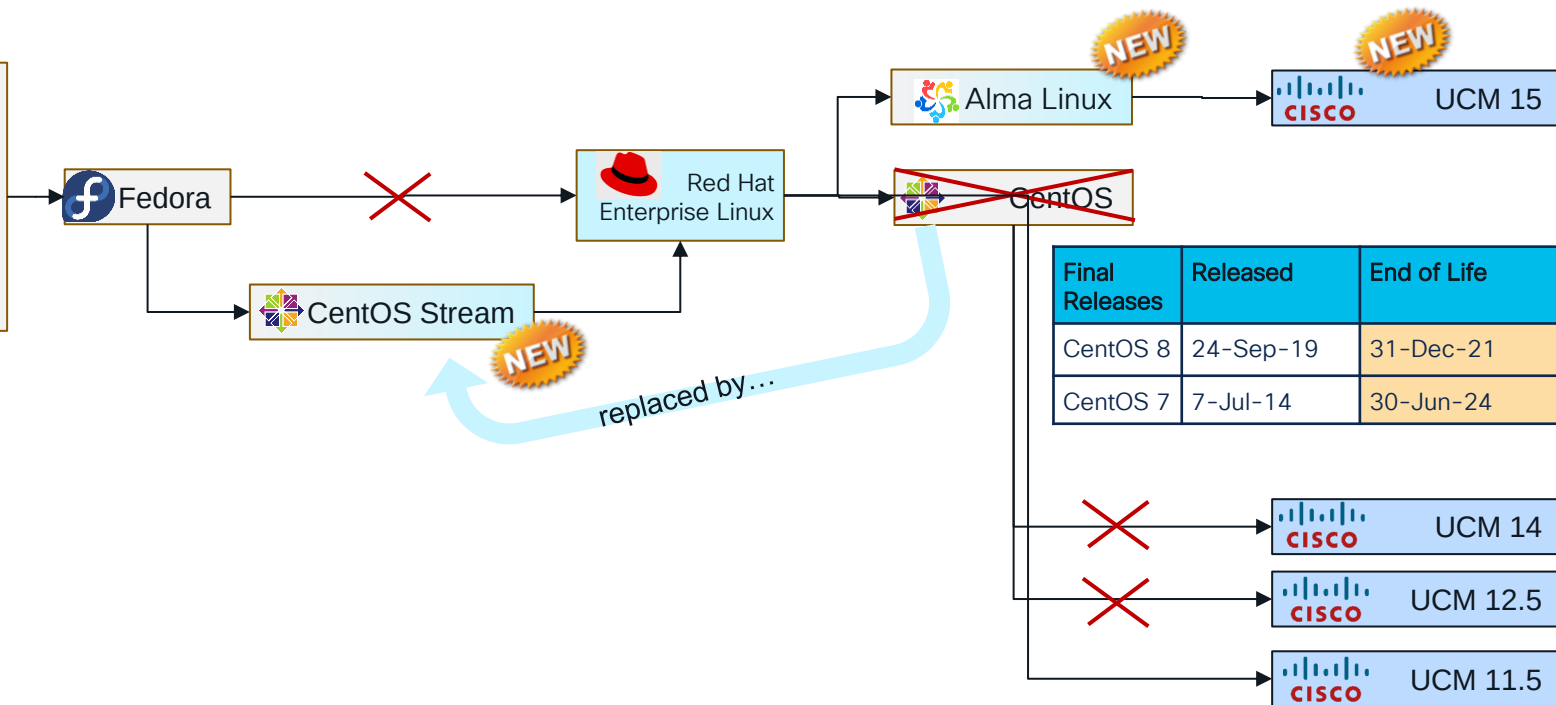


End of Support for CentOS Linux distro

(Industry/Macro Event)

Kernel.org Linux.org

- Linux kernel
- GNU tools & libs
- Others add to for “complete OS” = distro



CUCM 12.5 End of Life

<https://www.cisco.com/c/en/us/products/collateral/unified-communications/unified-communications-manager-callmanager/v-12-5-on-premises-calling-applications-eol.html>

How to BuyPartnersLog in

Products and ServicesSolutionsSupportLearnExplore Cisco

... / Cisco Unified Communications Manager (CallManager) / End-of-Life and End-of-Sale Notices /

End-of-Sale and End-of-Life Announcement for the Cisco Version 12.5 of On-premises Calling applications (including Cisco Unified Communications Manager) and associated On-premises Flex subscriptions

Updated: March 2, 2023

Table of Contents

Table of Contents

Overview

End-of-life milestones

Product part numbers

Product migration options

For more information

Bias-Free Language

SaveDownloadPrint

Overview

EOL14949

Cisco announces the end-of-sale dates for the Cisco Version 12.5 of On-premises Calling applications (including Cisco Unified Communications Manager) and associated On-premises Flex subscriptions. The last day to order the affected product(s) is August 31, 2023. The last day to renew or add to an existing subscription is August 31, 2025. Customers with active service contracts and subscriptions (as applicable)

CUCM 14 Release End of Life (recently announced)

... / Cisco Unified Communications Manager (CallManager) / End-of-Life and End-of-Sale Notices /

End-of-Sale and End-of-Life Announcement for the Cisco Version 14 of On-premises Calling applications (including Cisco Unified Communications Manager) and associated On-premises Flex subscriptions

Updated: October 7, 2024

Bias-Free Language

Table of Contents
Table of Contents
Overview
End-of-life milestones
Product part numbers
Product migration options
For more information

Save Download Print

Overview

EOL15219

Cisco announces the end-of-sale and end-of-life dates for the Cisco Version 14 of On-premises Calling applications (including Cisco Unified Communications Manager) and associated On-premises Flex subscriptions. The last day to order the affected product(s) is April 7, 2025. The last day to renew or add to an existing subscription is April 7, 2027. Customers with active service contracts and subscriptions (as applicable) will continue to receive support from the Cisco Technical Assistance Center (TAC) as shown in Table 1 of the EoL bulletin. Table 1 describes the end-of-life milestones, definitions, and dates for the affected product(s). Table 2 lists the product part numbers affected by this announcement. For customers with active and paid service and support contracts and subscriptions (as applicable), support will be available under the terms and conditions of customers' service contract and subscription.

Version 14 of CUCM only.

- CUCM the product continues via version 15.
- On-premises continues.

End of Life milestone dates:

- External Announce 7-Oct-CY24
- End of Bug/Security Fix 7-Apr-CY26
- End of TAC Support 30-Apr-CY27

EOL bulletins:

Release 14 in Subscription: <https://www.cisco.com/c/en/us/products/collateral/unified-communications/unified-communications-manager-callmanager/v-14-premises-flex-subscriptions-eol.html>

Release 14 in Perpetual: <https://www.cisco.com/c/en/us/products/collateral/unified-communications/unified-communications-manager-callmanager/v-14-premises-calling-applications-eol.html>



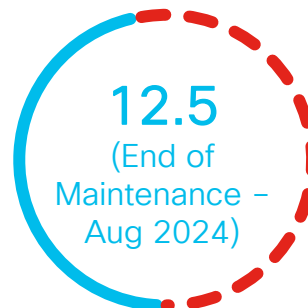
Supported UCM Versions

Available releases for

- UCM – Unified Communications Manager

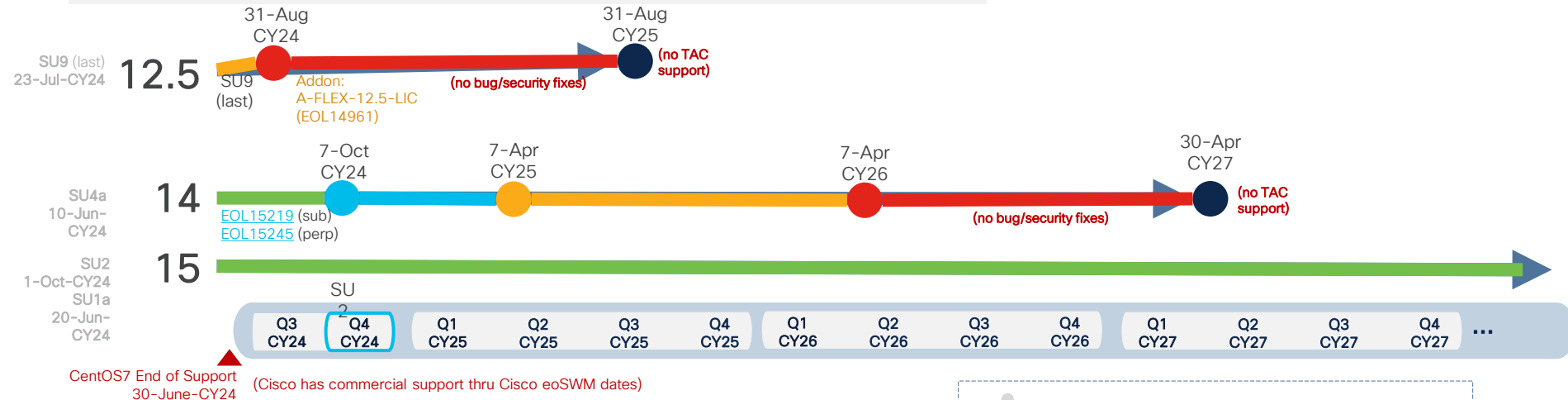
To which these applications and cloud services also align:

- SME – Session Management Edition
- IM&P – Instant Messaging & Presence service
- CUC – Unity Connection
- CER – Cisco® Emergency Responder
- PCD – Prime Collaboration Deployment
- And parts of
 - UCCX – Contact Center Express
 - P/UCCE – Packaged/Unified Contact Center Enterprise
 - UCM-powered clouds (Webex Calling dedicated instances, UCMC-G, Webex Contact Center Enterprise)



CUCM Release FCS/EOL

12.0, 11.5, 11.0, 10.5 and older are already end of support.



Products that this timing applies to:

- UCM - Unified Communications Manager
- SME - Session Management Edition
- IM&P - Instant Messaging & Presence service
- CUC - Unity Connection
- CER - Cisco® Emergency Responder
- PCD - Prime Collaboration Deployment
- Elements of Webex Calling dedicated instances, UCMC-G, Webex Contact Center Enterprise

cisco Live!

- GA
- End of Life (EOL) Announcement
- End of Sale
- End of Software Maintenance (no bug/ securityfix)
- End of Support (no TAC support)

CUCM Solution – 15

User Experience

- Improved Webex App experience with persistent CUCM login flow

Admin Simplicity

- Core Linux Transition
 - Python 3
 - IDS
 - Kernel crypto
 - FIPS Toolkit
- 64-bit Support
- Support for VG410

Security & Compliance

- Certificate based Multi Factor Authentication for RTMT
- FIPS 140-2 certification
- USGv6 R1 certification
- V6 Ready logo

Bridges to the Cloud

- Microsoft Teams Integration (via CCUC) – Call History, Voicemail, Bi-directional Presence, Call Forwarding Status and more

Low new Feature
Content

Focus on Quality

Accelerate
migration to
CUCM 15

UCM Solution – UCM, CUC, CER, BE6K/7K

15 SU1 (Q1CY24)

15SU2 (Q3CY24)

15SU3* (H1CY25)

Admin Simplicity



- CER : IPv6 subnet-based tracking
- CUCM: PUSH Notification Service enhancements
- UCM: Cisco Desk Phone 9800 Series Support
- UCM, CUC : Licensing SDK Agent upgrade

- CUCM enhancements to optimise MTP insertion in IPv4/ Ipv6 SME case
- CUCM Resilient CTI Manager Service
- SCH Deprecation and Smart Receiver support
- PAWS API to Simple Upgrades
- CER : config REST API enhancements

- On-Prem calling Hypervisor
- CER: Fresh Install with data import
- HW GW based CFB in CUCM in IPv6
- ESN : Support for 11 nodes per cluster
- Mobility Devices in Line group
- NSE Fax Modem Pass thru
- KEM support for 130 lines [9800 phone]
- Muti-geo Redirect URL with O365

Client and User Experience



- Multi Line support for Webex App on Mobile
- Enhanced Serviceability Node (ESN) : TAPI/TSP Support
- CUCM : Common Call History – WxApp
- CUC 15 SU2 / 14SU4 : Migration to Webex In house transcription service

- Webex App X-Codec support
- Webex App Local Survivability for On-Prem UCM Calling

Security and Compliance



- CUCM : SQL Injection + XSS Vulnerability Mitigation
- CUCM Autocomplete Disablement

- TLS1.3
- BC-FIPS
- FCC Accessibility mandate
- DOD-IN APL Certification (H2CY24)

- Alternate Hypervisor Support
- FIPS 140-3 Certification
- Common Criteria Certification
- Secure Communications Interoperability Protocol (SCIP)
- IPVMS SHA2
- Fedramp CCUC
- FCC Accessibility mandate
- Deprecation of SHA1 signed certs

Cloud Enablement



- CCUC: Azure-AD Directory Connector Delta / On-Demand Sync

*Details and delivery timeframes are subject to change.

UCM 15SU1 – UCM, CUC, CER, BE6K/7K

15 SU1 (Q1CY24)

Admin Simplicity



- CER : IPv6 subnet-based tracking
- CUCM: PUSH Notification Service enhancements
- UCM: Cisco Desk Phone 9800 Series Support
- UCM, CUC : Licensing SDK Agent upgrade

Client and User Experience



Security and Compliance



- CUCM : SQL Injection + XSS Vulnerability Mitigation
- CUCM Autocomplete Disablement

Cloud Enablement



15SU1 (Mar 2024)

- Focus on Quality
- Mostly Bug Fix
- Allow you to get upgraded to 15 to remove CentOS7 from your environment

Action to take

- Start 15SU1 Certification Process
- Start your upgrades to 15SU1

UCM 15SU2 – UCM, CUC, CER, BE6K/7K

15SU2 (Oct 2024)

Admin Simplicity



- CUCM enhancements to optimise MTP insertion in IPv4/ IPv6 SME case
- CUCM Resilient CTI Manager Service
- **SCH Deprecation and Smart Receiver support**
- PAWS API to Simple Upgrades
- CER : config REST API enhancements

Client and User Experience



- **Multi Line support for Webex App on Mobile**
- Enhanced Serviceability Node (ESN) : TAPI/TSP Support
- **CUCM : Common Call History – WxApp**
- **CUC 15 SU2 / 14SU4 : Migration to Webex In house transcription service**

Security and Compliance



- **TLS1.3**
- BC-FIPS
- **FCC Accessibility mandate**
- **DOD-IN APL Certification (H2CY24)**

Cloud Enablement



15SU2

- Focus on US Federal Certification
- Higher Security
- Call History for Webex App

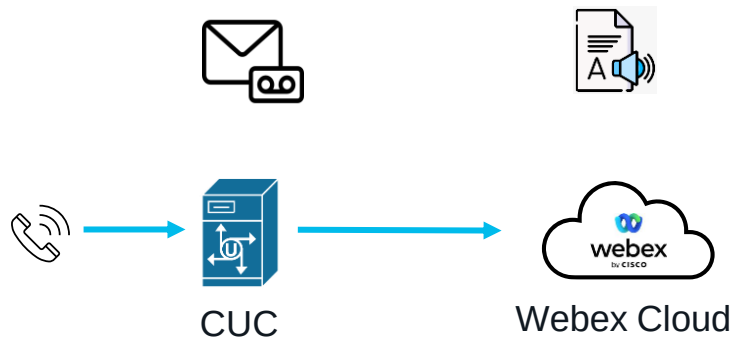
Action to take

- US Federal Customers
- Customers with higher security profile.
- Upgrade to 15SU2

Cisco Unity Connection SpeechView – Migration to Webex in-house Transcription Service

SpeechView enables voice mail and its transcript sent in email.

The 3rd party service used for transcription will shut down End of 2024.



- Migration of SpeechView transcription service to Webex in-house transcription.
- Reduce the complexity of configuring SMTP and leverage the capabilities of Webex.

Specific Platform releases/dates:

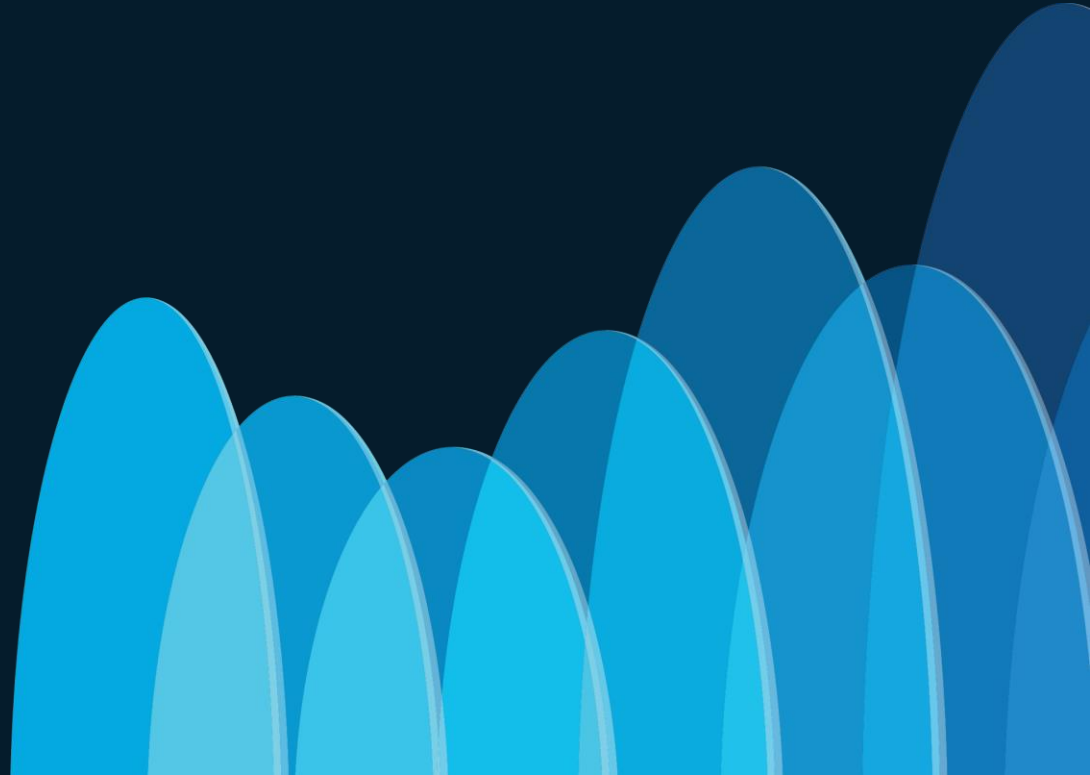
CUC 14 SU4: July 2024

CUC 15 SU2: Sep 2024

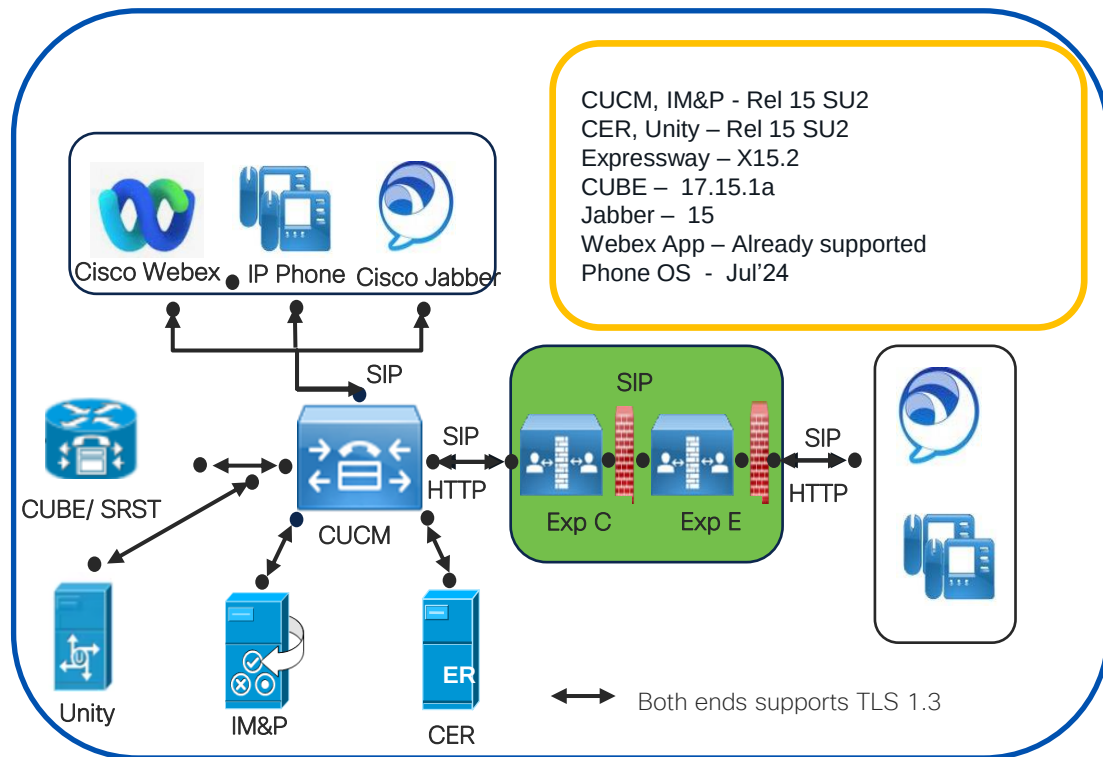
Pre-requisite: Cisco Unity Connection onboarded to Webex Cloud-Connected UC (CCUC)

Caveats: Transcription available for English and specific foreign languages.

Hypervisor Update



Cisco UC - TLS 1.3 support



Benefits

- Improved Security - TLS 1.3 more secured than TLS 1.0, 1.1 and 1.2.
- Improved performance - Shorter handshake mechanism
- Simplified Cipher Suites - Use of simple and stronger Cipher suites

Salient Features

- Solution is backward compatible with older TLS version
- End to end support at solution level.
- Support applicable to both inbound & outbound connections.

Cisco on Cisco Hypervisor – Concept

Limited-purpose

- “Appliance”: Cisco-controlled pricing, release lifespan, experience.
- Only supports Cisco Collaboration apps on select Cisco hardware.
- Simple admin experience (for “Telecom Tom” persona).

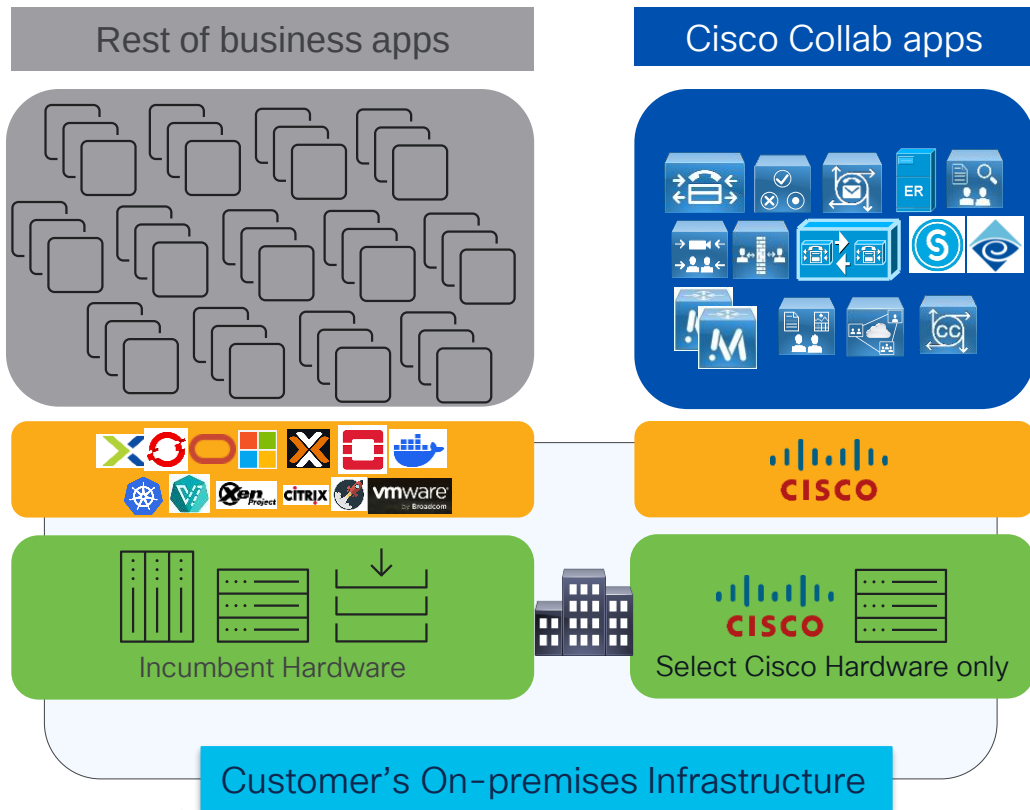
Technology

- KVM-based (vs. bare-metal, containers, KubeVirt, non-KVM-based hypervisors).
- Must be “air-gap-able” (military, regulated, etc.). Not public cloud.

Simple approach, like today’s.

- Simple capacity planning (e.g. Hardware for Hypervisor vs. Applications)
- Simple rules (e.g. HCL, min hardware spec, VM Placement)
- Consistent behavior over changing hardware generations / software versions.

Cisco on Cisco Hypervisor – Deployment Implications



- Carve out Cisco Collab, run on mandated Cisco infra.
- Do what you need to for rest of environment.
- Cisco on Cisco solution will not target parity with 3rdparty hypervisor products (doesn't need to).

Cisco on Cisco Hypervisor – Supported Applications / Workloads

Initial Support



UCM, IMP, CUC, CER,
Expressway, SME, DI ESN

Future Release(s)



CPS, CUACA
CMS, CMM, VMN
UCCX/UCCE suites & OEMs

No plans to support



CUBE, SRST, CME
Non-Collaboration apps



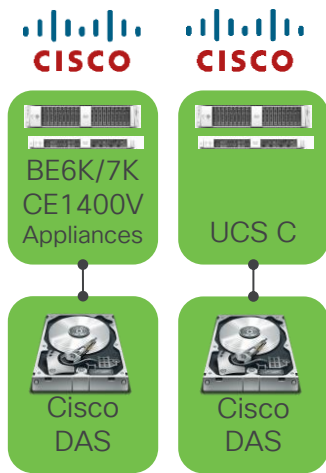
Non-OEM 3rd-party

Rely on these applications'
hypervisor support policy for
ESXi alternatives.

- Expect phased Cisco x-application support over multiple Cisco versions.
- Minimum application version = a TBD 15 SU or higher.

Cisco on Cisco Hypervisor – Supported Hardware

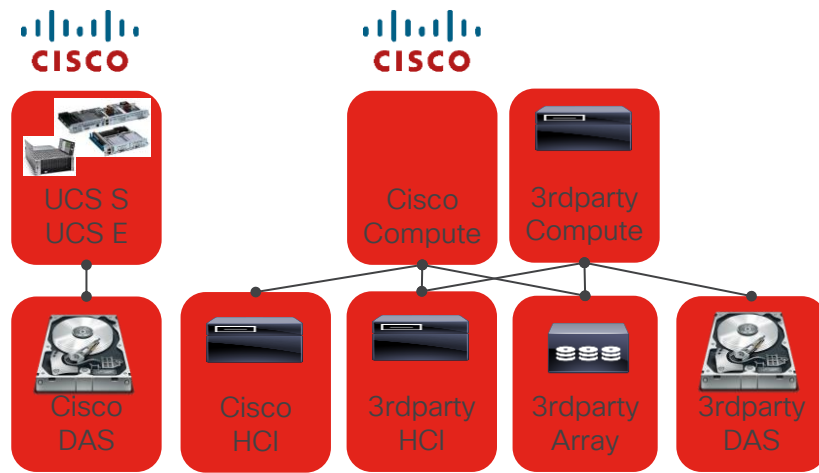
Initial support



Highly Desired, but don't consider till some future release



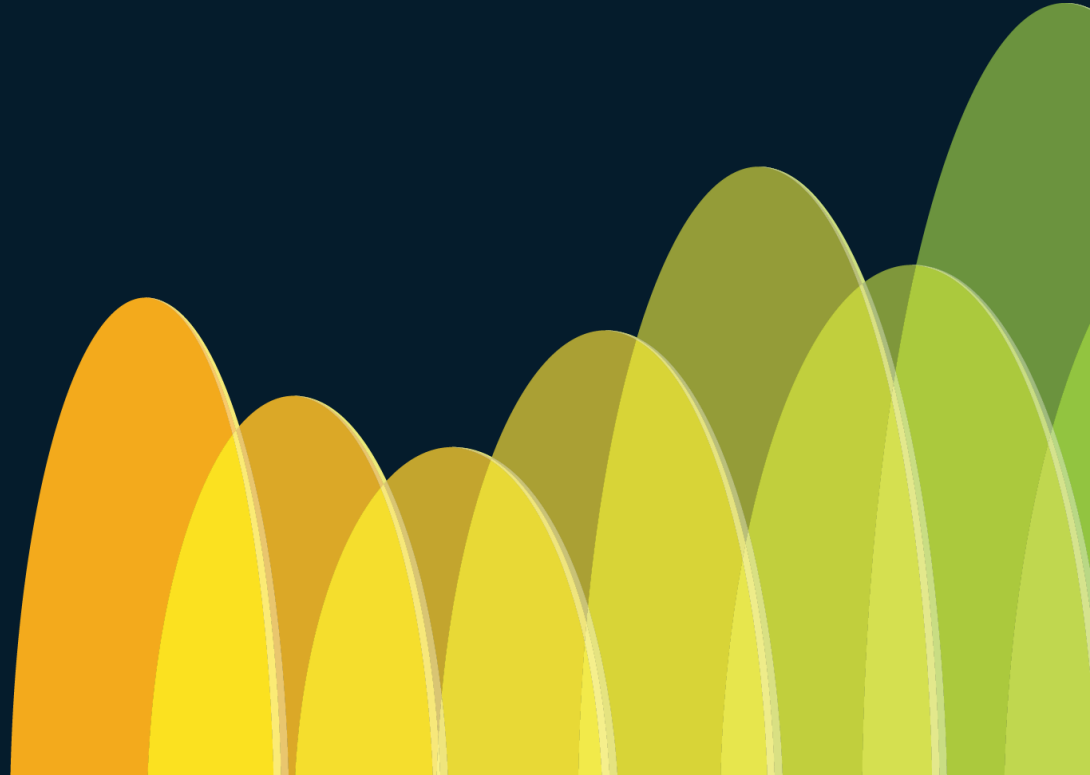
No plans to support



- At FCS, only select compute/storage combinations available.
- Expect “allow lists” for most components (CPU, disks, NIC/VIC).

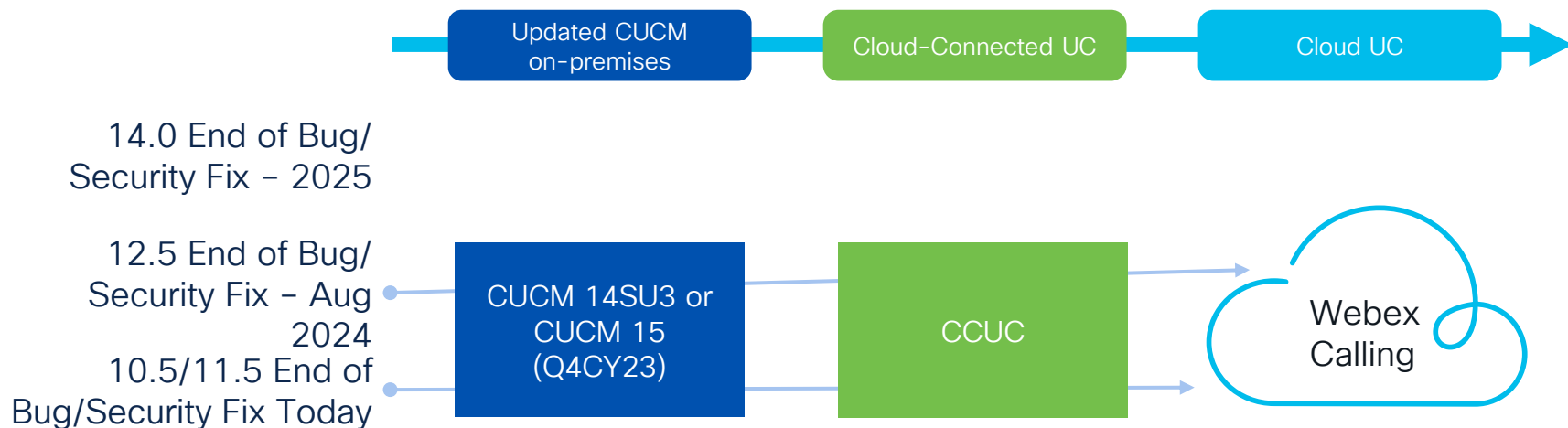
- No HCI (HX, CCHC-NX, 3rdparty).
- No SAN/NAS.
- No 3rdparty compute.
- No Cisco UCS E or UCS S

Decisions on
your path
forward



Get current or go cloud

Cisco Unified Communication Manager



What's makes up a group?

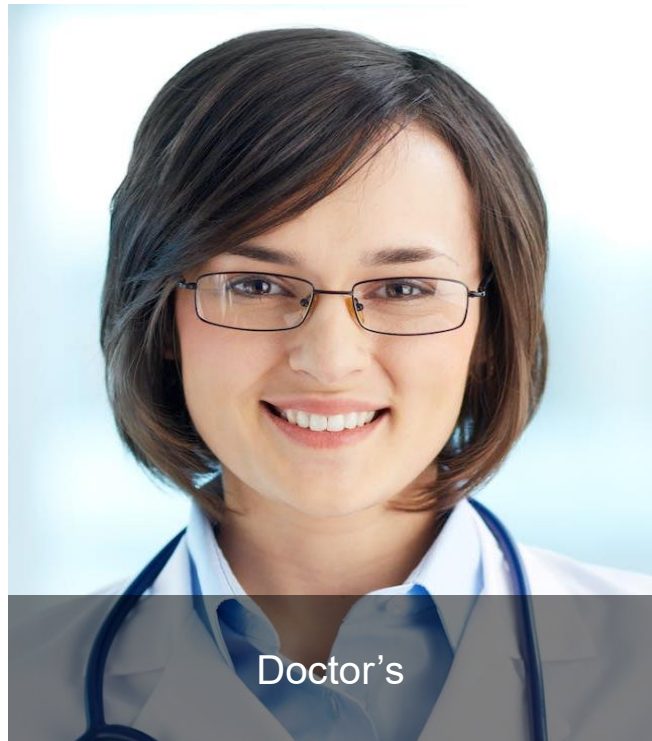


Gathering your Persona's and identifying their use and product need

 Doctor	 Office Worker	 Factory Worker	 Nurse
 Administrator	 Teacher	 Maintenance Worker	 Bus Driver
Calling, Messaging, Meetings		Mobile first, Calling, Messaging	Messaging, Calling

Healthcare – Doctor – Product Persona

- Highly Mobile Individual – Mobile device always in their possession
- Collaborates with multiple groups, individuals many times a day.
- Is reachable 24 x 7
- No significant use of Office Applications
- Might do some remote consultation, patient visits.
- Uses shared resources in the Clinic, Hospital



Doctor's

Webex Calling – with Webex Go

Webex App on Mobile/Desktop/Tablet

Webex Meetings (for consultation/patient care)

Webex Messaging

Healthcare – Nurse Product Persona



- Highly Mobile Individual – Mobile device always in their possession
- Collaborates with multiple groups, individuals many times a day.
- No significant use of Office Applications
- Uses shared resources/workspace in the Clinic, Hospital
- Nurse's station needs ability to answer multiple calls at once

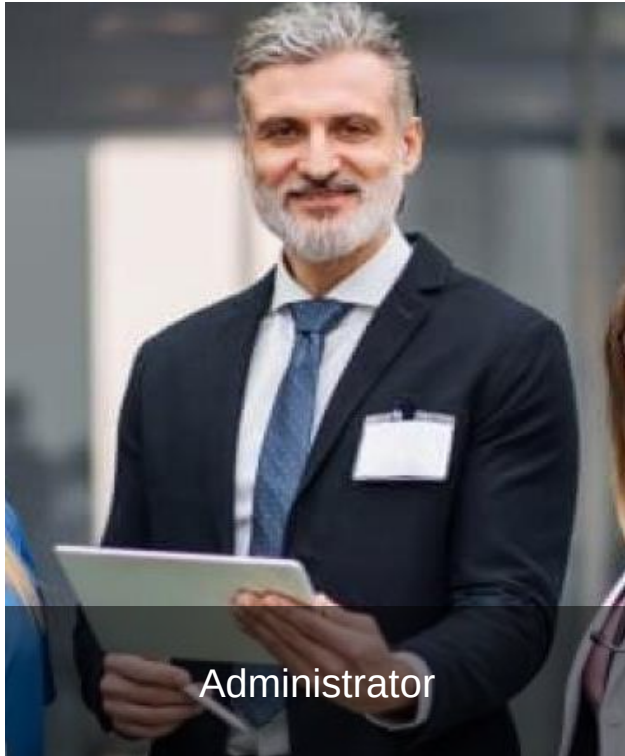
Webex Calling with Workspace or Hotdesking Device

Webex App on Mobile/Desktop/Tablet

Integration with Hospital Systems- Nurse Call, Paging,
Epic/Cerner

Webex Messaging

Healthcare – Administrator Product Persona



- Typical office worker, hybrid worker
- Collaborates with multiple groups, individuals many times a day.
- Significant use of Office Applications
- Certain business needs for Meetings and Webinars
- Prefers a soft client, mobile experience
- Dedicated workspace

Webex Calling with Webex Go

Webex App on Mobile/Desktop/Tablet

Webex Meetings and Webinar

Webex Messaging

Webex Calling Dedicated Instance



Dedicated Instance – UC apps



Cisco Unified
Communications
Manager



Cisco Emergency
Responder (CER)



Cisco Unity
Connection



Expressway



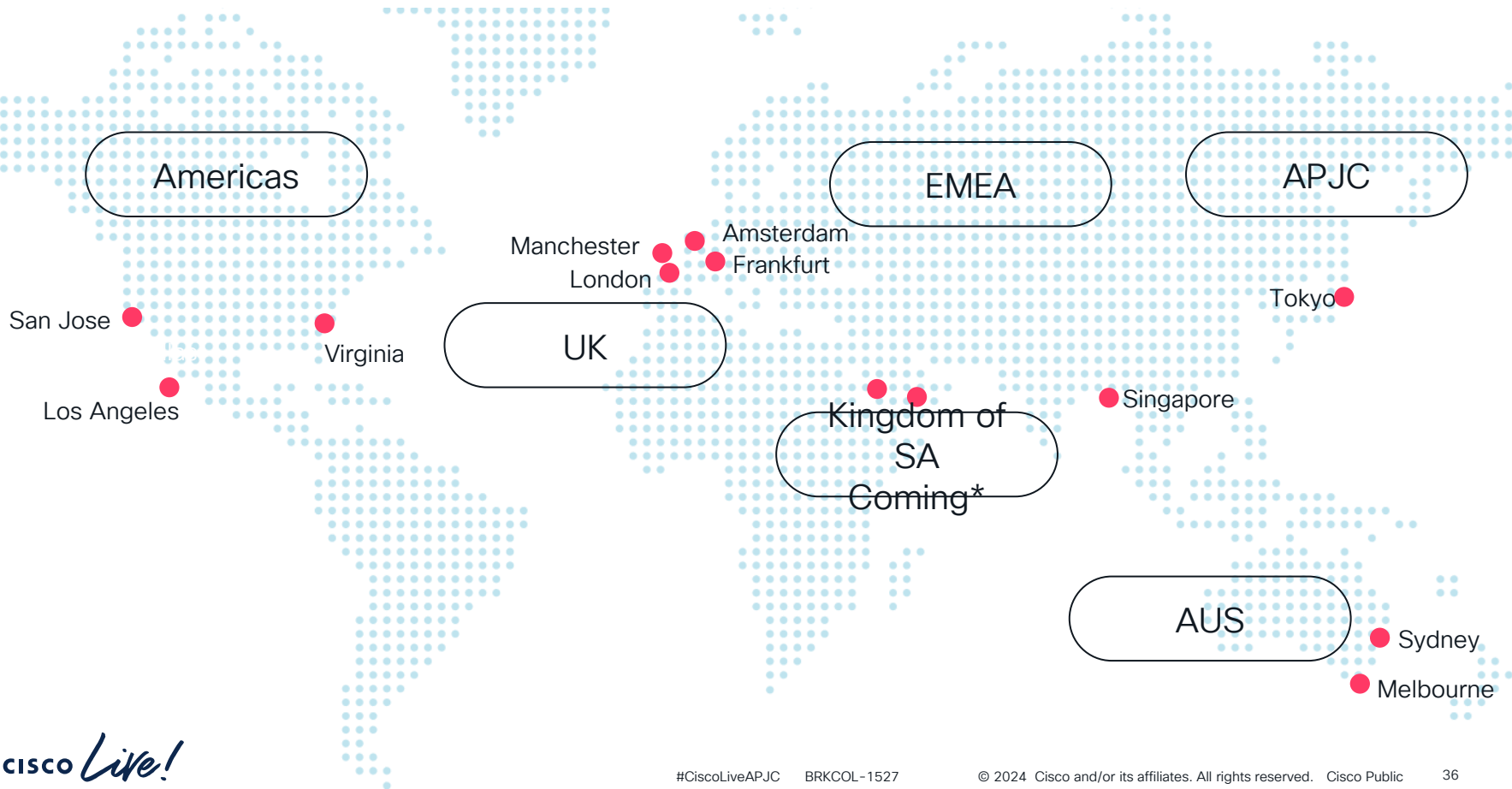
Cisco Jabber
IM&P



Cisco Webex app

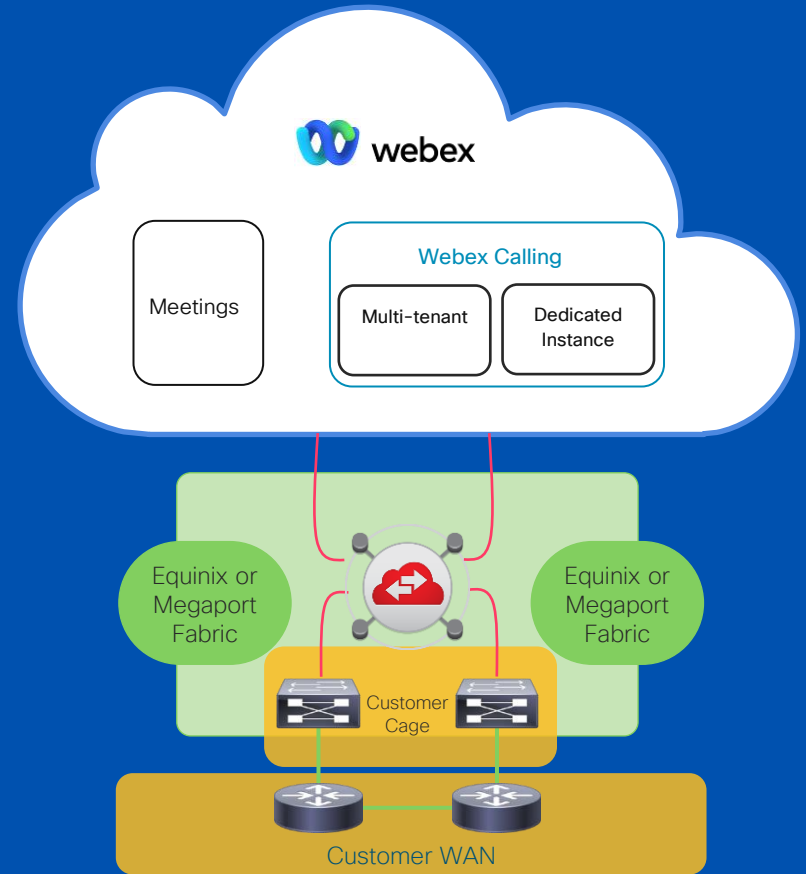
- UC apps included in Dedicated Instance are hosted and operated by Cisco in Webex cloud.
- Contact Center Express and 3rd party applications can be hosted in Cisco IaaS.
- Webex app with Webex messaging is the preferred soft client, but Jabber with IM&P is supported.

Dedicated Instance Regions



Webex Edge Connect

- Customer places a single "Edge Connect" order on CCW with bandwidth accommodating both Dedicated Instance and Webex Meetings / Webex Calling traffic
- A single virtual circuit on Cloud Fabric for Dedicated Instance and Webex Meetings / Webex Calling.
- Cloud Provider handles network flow from peering point to the Webex data center
- Internet access is also provided for MRA/OTT users in the region
- A minimum of 1 link to each Dedicated Instance data center within a region is required (2 links in total)



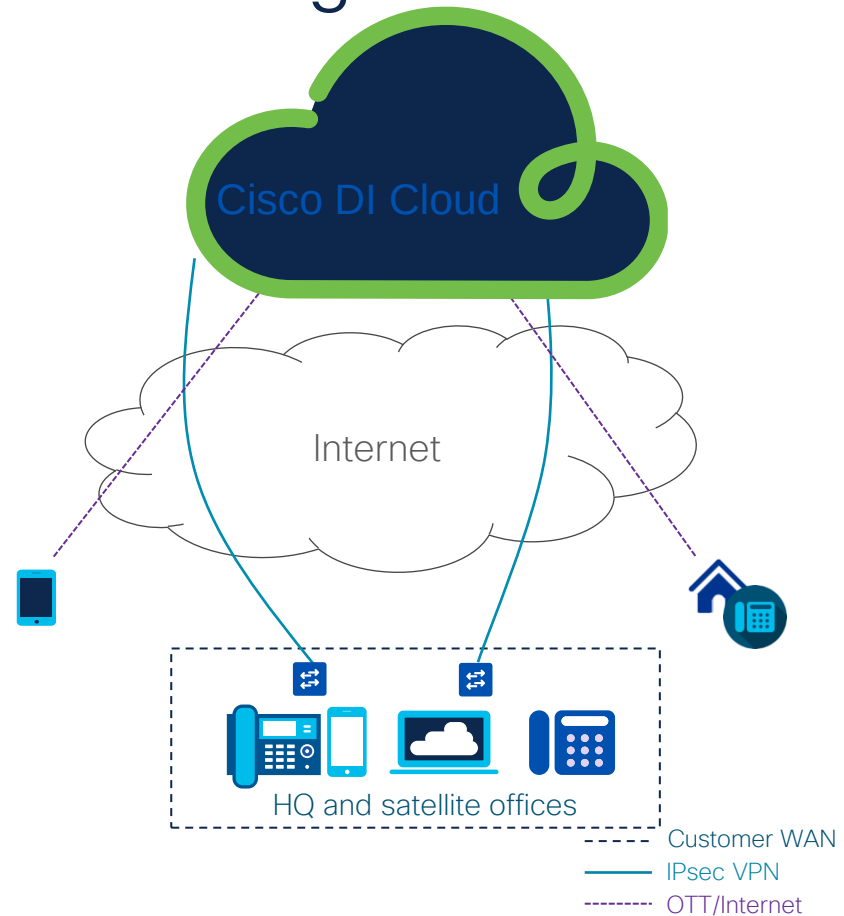
Virtual Connect (VPN) Private Peering

Customer can extend their network via point-to-point VPN to Dedicated Instance Cloud

- Cisco® provides and manages dedicated customer VPN termination points in Dedicated Instance for customers to connect their WAN.
- Traffic is encrypted and travels between the two networks over the public internet.
- Requires connecting to the customer WAN. No need to individually connect each customer site, so long as it is accessible by the WAN (approx. 300ms RTT).
- Internet access is also provided for MRA/OTT users in the region.
- Available in all regions

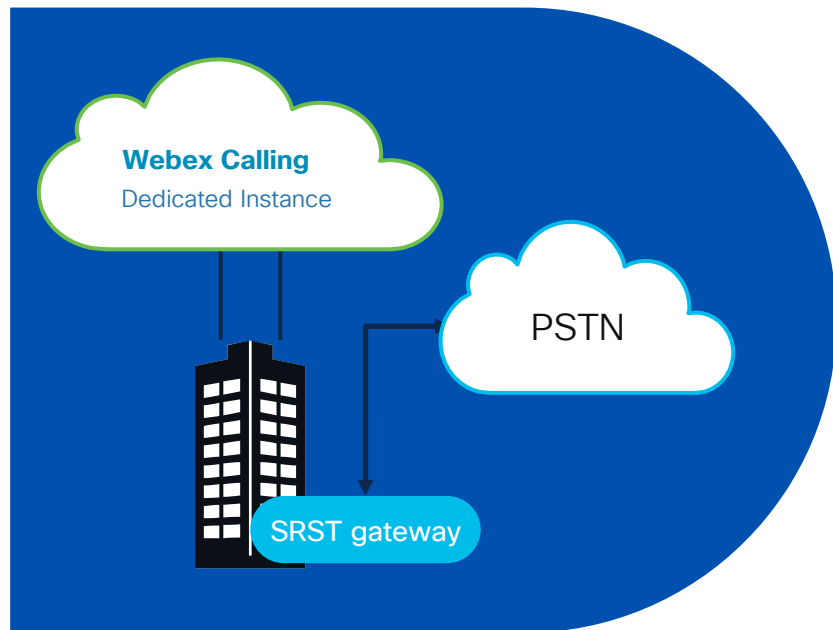
Partner/Customer Responsibilities:

- Customer premises VPN router.
- Keys, certificates, etc. that are required to secure the connection.



Dedicated Instance – Survivable telephony

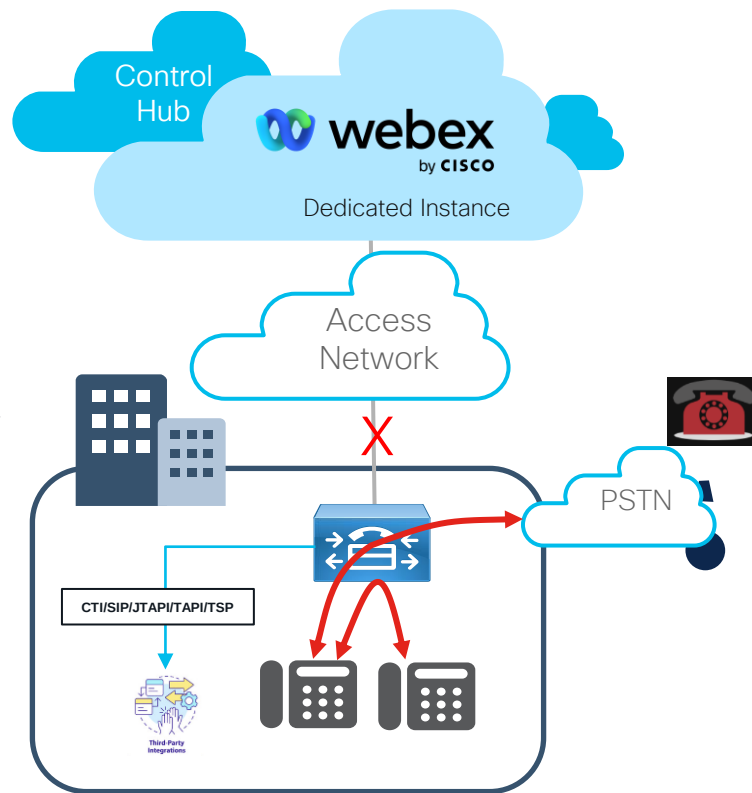
- SRST provides telephony survivability during network outages for seamless transitions for endpoint registrations
- SRST provides Dedicated Instance with fallback support for Cisco IP phones that are attached to a Cisco router on customer's network



Enhanced Survivability Solution Overview

- Deployed on-premises and connects to Dedicated Instance in the cloud
- Devices register to the enhanced survivability node when cloud services are unavailable
- All call control functions, and 3rd party integrations (SIP/CTI/JTAPI/TAPI/TSP) are preserved in failover mode (3rd party client needs to support tertiary UCM node configuration).
- High density survivability - supports up to 7500 devices per node
- Maximum 8 enhanced survivability nodes per cluster
- Cloud managed from Control Hub
- It is supported only over Partner Connect or Webex Edge Connect

** Hardware requirements: Must meet UCM v14SU3(+) HW virtualisation requirements



Dedicated Instance – PSTN options

Partner Bundled PSTN

- Partner provides PSTN service via an SBC in partner network

*Local Gateway

- Local Gateway via customer premises
- Customer/Partner responsibility to manage the connection

Cloud Connected PSTN

- Unified CCP with Webex Calling – Multi Tenant

*Not limited to CUBE. Includes all voice gateways supported by Unified CM including ISR and ASR.

Use Case 1 – Health Care

Hospital – Critical Care

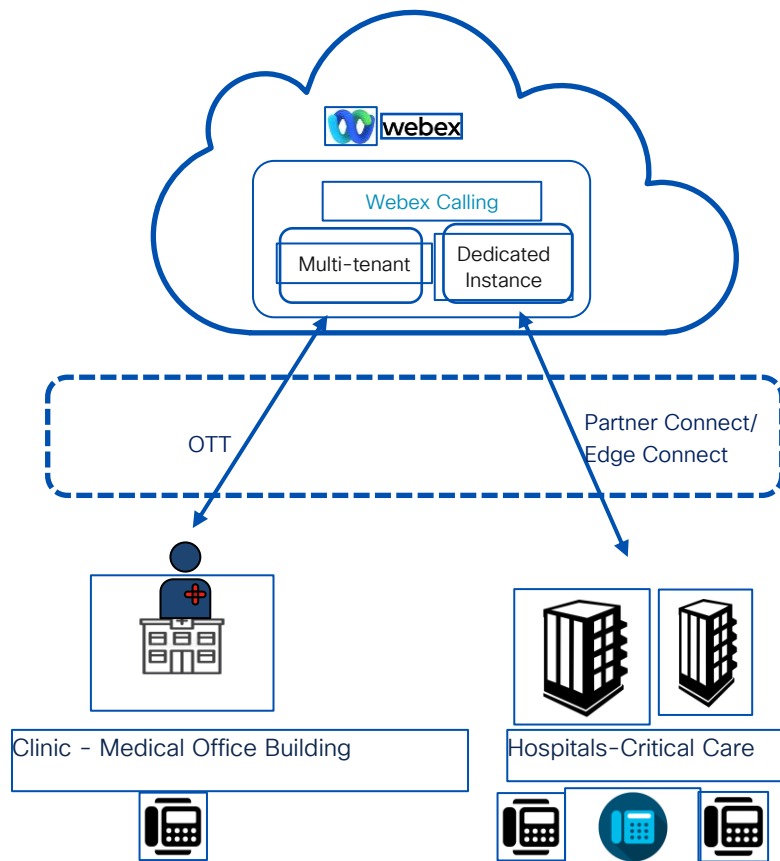
Personas: Doctors, Nurses, Admins

- Deployed in Dedicated Instance
- Connected over a Partner or Edge Connect to Cisco
- Enhanced Survivability for full failover capability
- Support for legacy end points and 3rd party integrations

Clinic – Medical Office Building

Personas: Doctors, Admins, Clinical Staff

- Clinicians are highly mobile now, go between Clinic and Hospital locations regularly
- Webex Go for doctors
- OTT Connectivity with local survivability



Epic

Cerner

vocera

Hill-Rom

Raoulnd

VALCOM

BOGEN COMMUNICATIONS, INC.

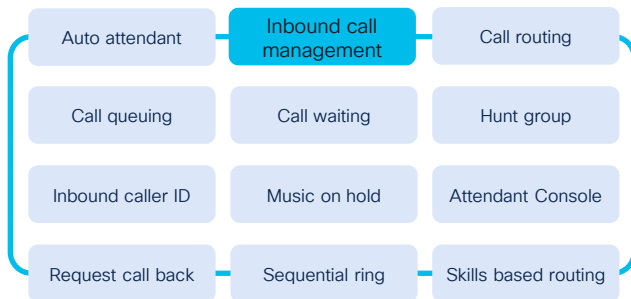
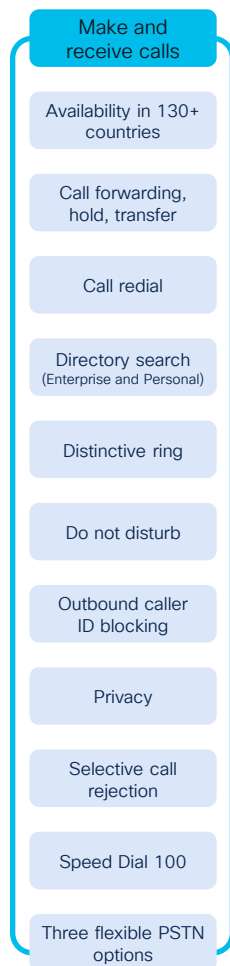
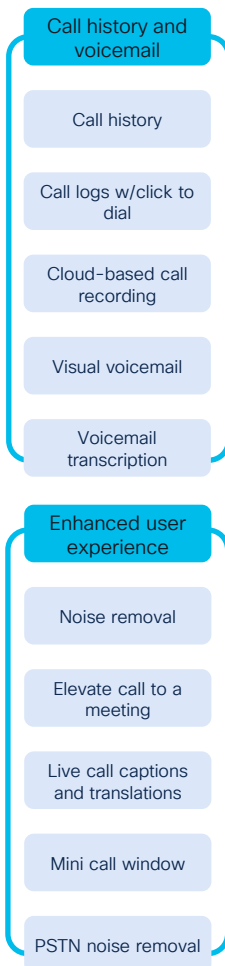
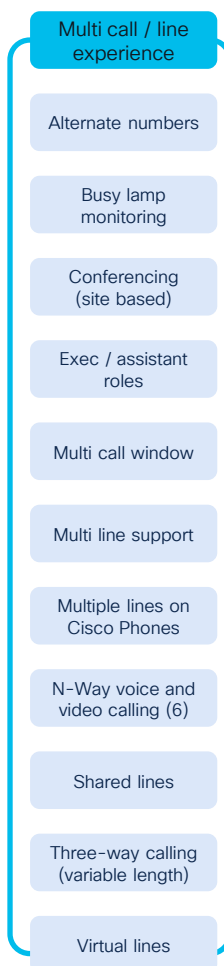
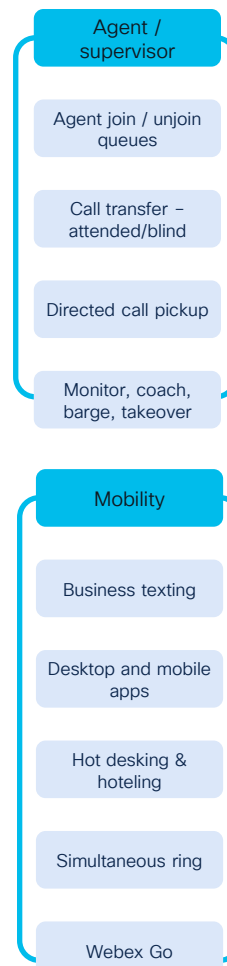
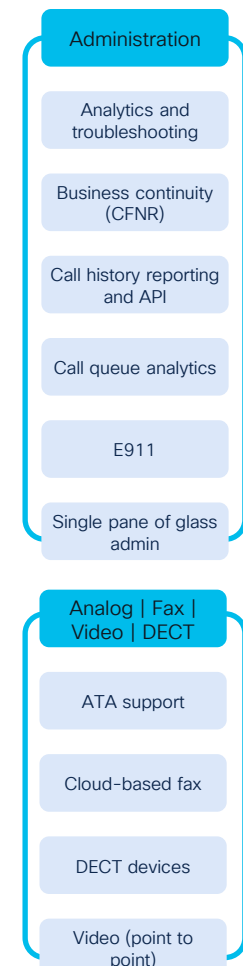
Webex Calling (Multitenant)



Enterprise-grade calling

95%

Feature parity with Cisco UCM



Calling features you need, available anywhere

Visual voicemail with transcriptions

Call-forwarding, single number reach

Open call preferences

AI-powered Audio Intelligence: Noise removal, optimise for my voice

Hold / resume, transfer, merge / conference, and elevate to a meeting

Audio and video calls with sharing

Optional call on Webex App

Desk phone & room device pairing and control

cisco *Live!*

Webex Calling for Microsoft Teams

Call Tab

Access dial pad, contact search and speed dials

Dialpad

Access to dialpad to key in numbers

Add Speed dial

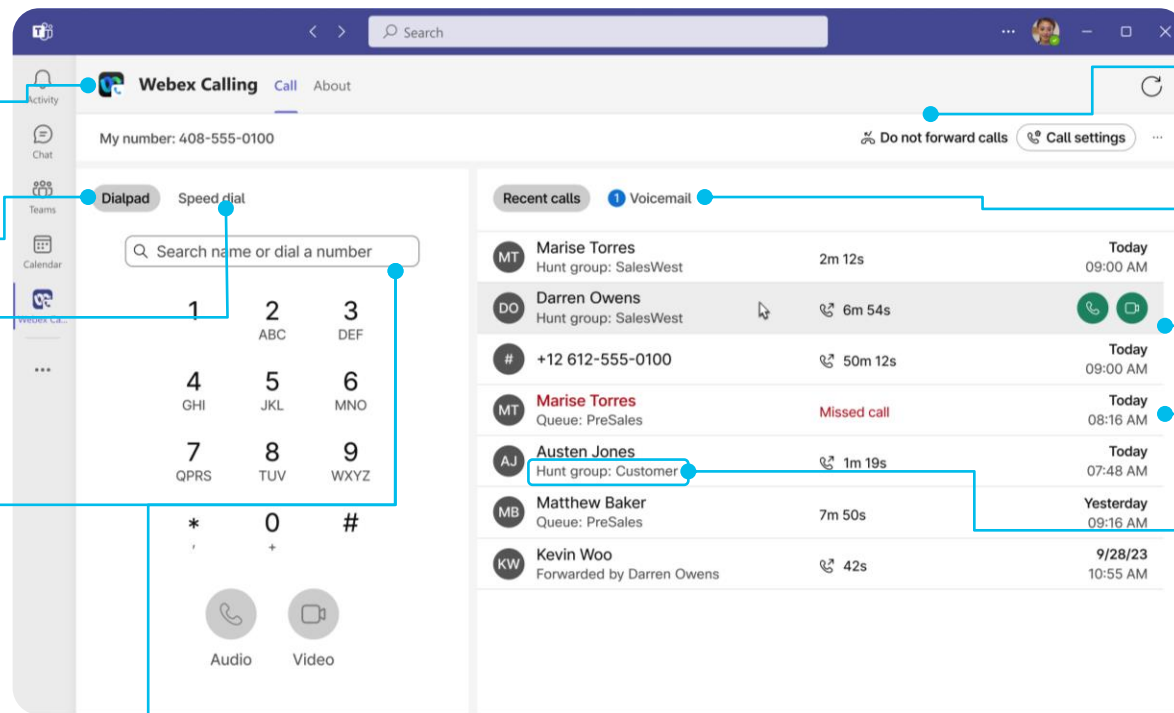
Click to add up to 25 speed dial cards

Contact Search

Search for personal and corporate contacts
Azure AD Contacts
Outlook 365 Contacts

Contact Resolution

Resolves the incoming call identifier to Azure AD



Call/Search Input

Enter a number, SIP address or type a name to search for an Azure AD/Outlook contact

Call Forwarding status

See your call forwarding status at a single glance

Voicemail

Access and play back the voicemail

Call

Select number and call contact

Call History

See history of incoming/outgoing/missed calls and if the call comes from a Hunt Group or a Call Queue



For Calling

Live call summaries

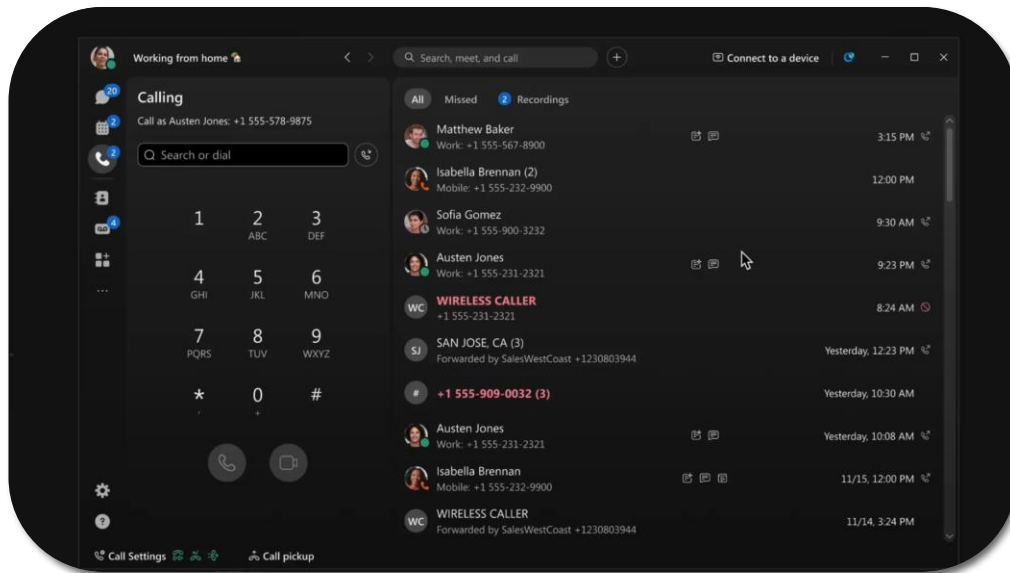
Notes and action items
Coming soon

Share summaries

Efficient transfers
Coming soon

Post-call

AI Call Summaries
Available now



Conclusion



Keynote Deep Dives

Wednesday
10:30am – 11:30am



Experiences Amplified:
How AI Can Fuel Better Employee and Customer Experiences

Level 1
Room 106



Smart, Secure, Seamless:
Transforming Experiences with Next-Generation Networking

Level 2
Room 204



Harness a Bold New Era:
Transform Data Centre and Service Provider Connectivity

Level 2
Room 203



Securing User to Application and Everything in Between

Level 2
Melbourne Room 2



Unlocking Digital Resilience through Unified Observability

The HUB
Centre Stage

Complete Your Session Evaluations



Complete a minimum of 4 session surveys and the Overall Event Survey to claim a **Cisco Live T-Shirt**.



Complete your surveys in the **Cisco Live mobile app**.



Continue your education



- Visit the Cisco Stand for related demos
- Book your one-on-one Meet the Expert meeting
- Attend the interactive education with DevNet, Capture the Flag, and Walk-in Labs
- Visit the On-Demand Library for more sessions at www.CiscoLive.com/on-demand



Thank you

CISCO *Live!*

#CiscoLiveAPJC

CISCO *Live!*

GO BEYOND

#CiscoLiveAPJC