

# Management and Operations with the Smarter Control Hub

**cisco** Live !

Robert McAffery  
Solutions Engineer

Session ID: BRKCOL-2529

# Cisco Webex App

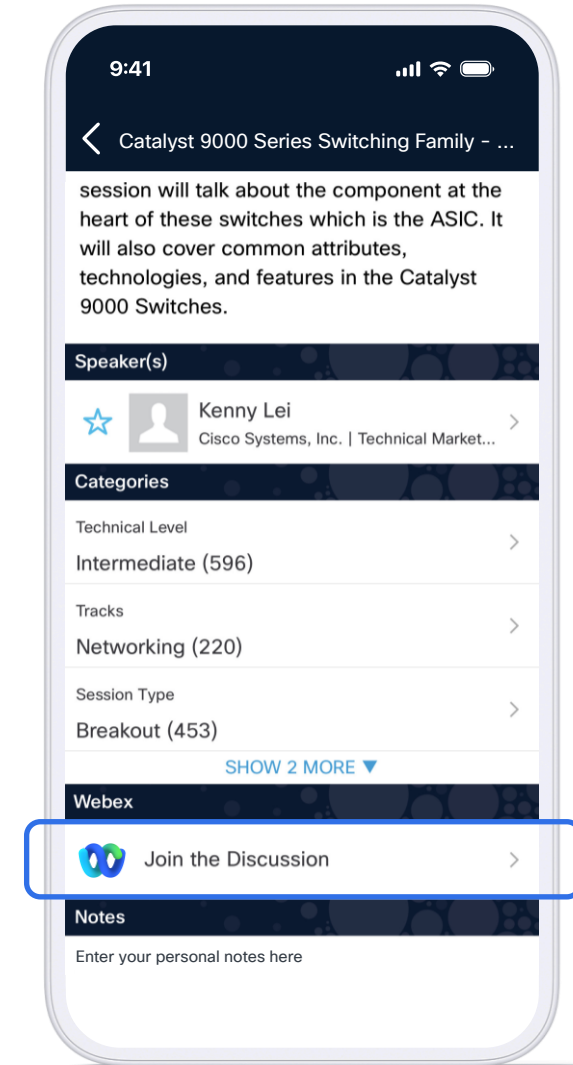
## Questions?

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

## How

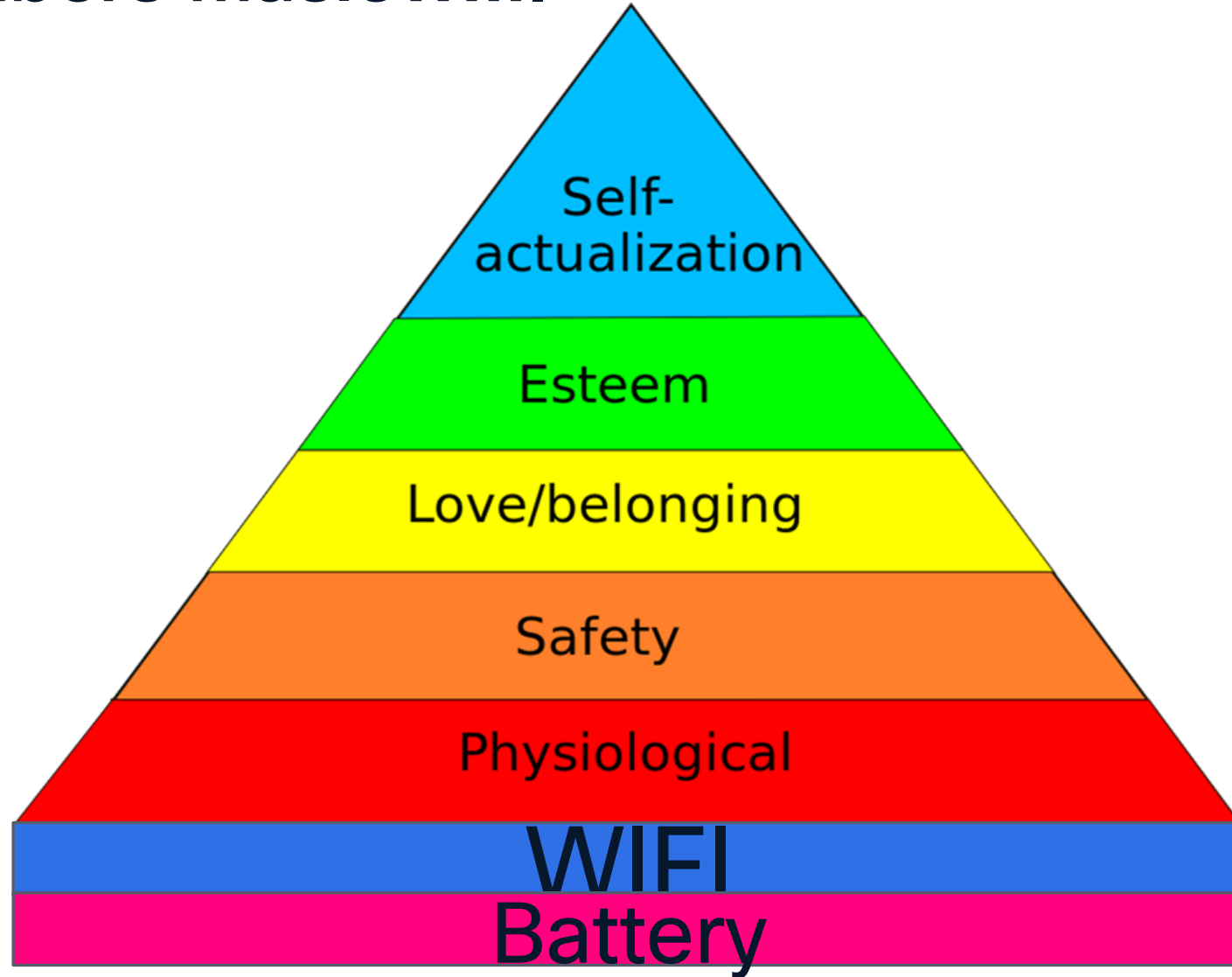
- 1 Find this session in the Cisco Live Mobile App
- 2 Click “Join the Discussion”
- 3 Install the Webex App or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

**Webex spaces will be moderated by the speaker until 14 November 2025.**



<https://ciscolive.ciscoevents.com/ciscolivebot/#BRKCOL-2529>

# Who Remembers Maslow....



# My Control Hub Edition...

## ROB'S HIERARCHY OF WEBEX CONTROL HUB SUCCESS





# Agenda

- 01 Management Fundamentals**
- 02 Webex Calling**
- 03 Devices and Workspaces**
- 04 Integrated Monitoring & Troubleshooting**
- 05 New and Coming Soon**

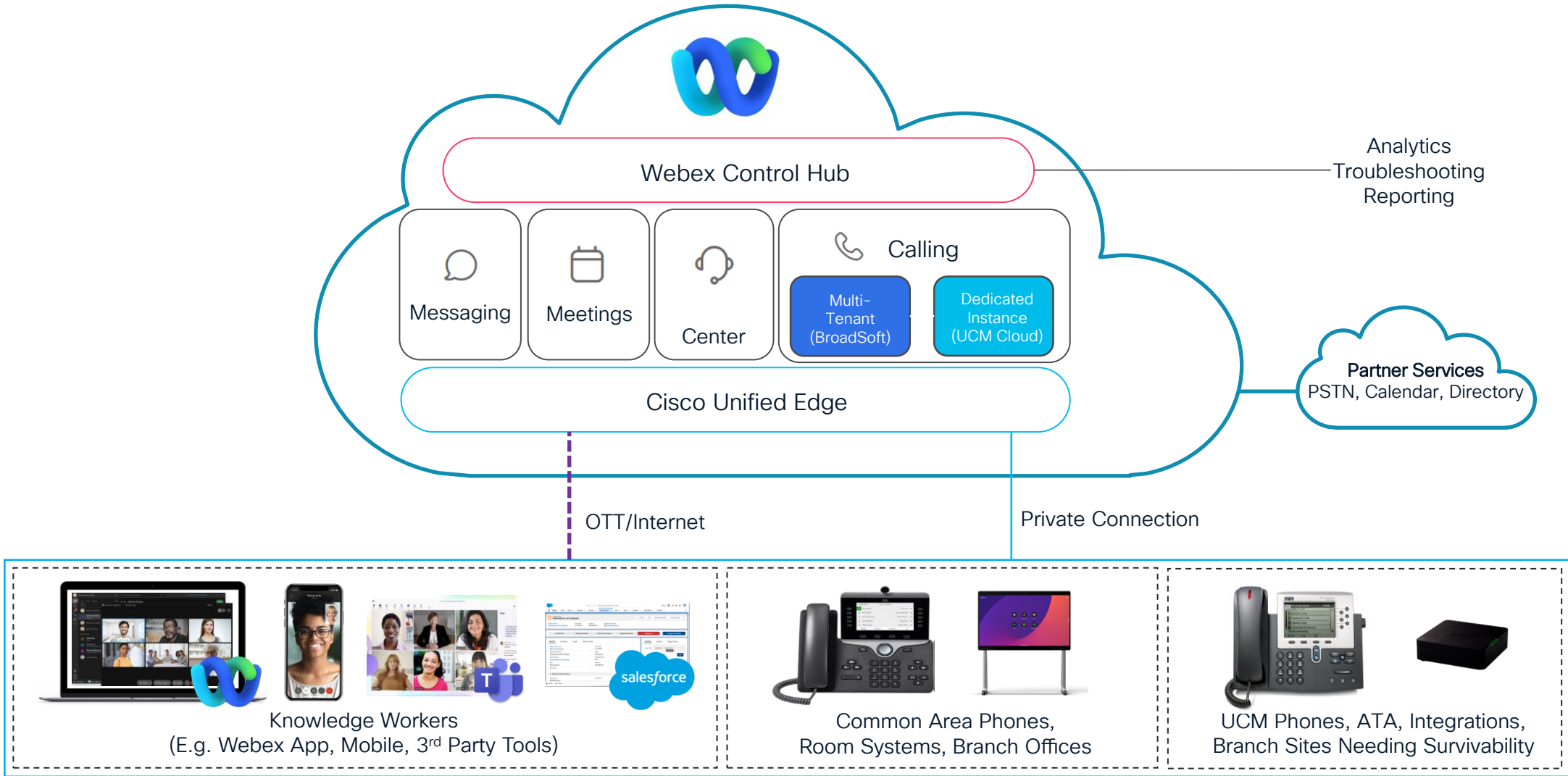
# Level 1 - Fundamentals



# Level 1- Fundamentals Level



# Webex Platform





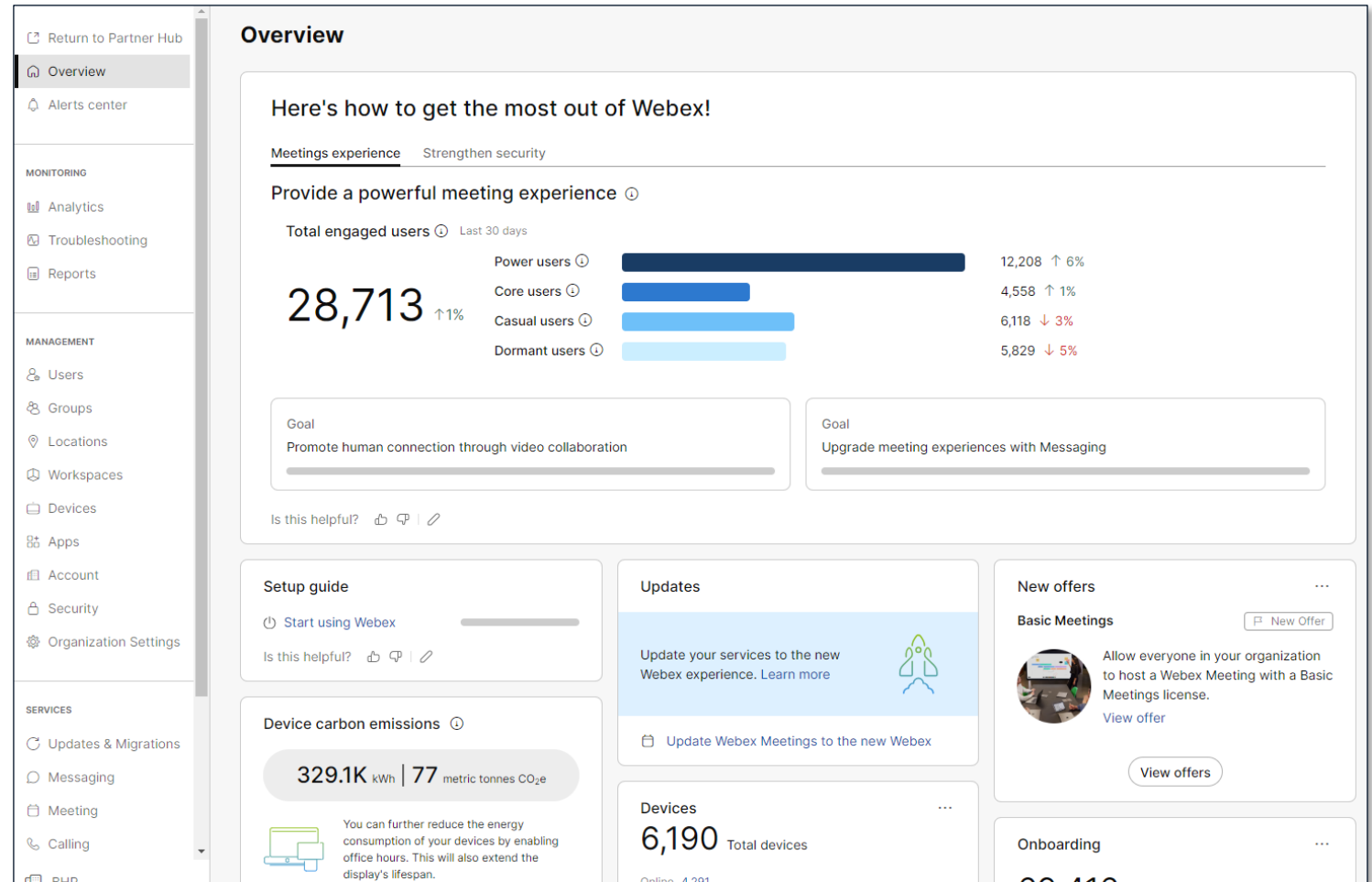
# Webex Control Hub

<https://admin.webex.com>

Webex Control Hub is the management interface.

A single pane of glass to manage every aspect of the service starting from users, licensing, general settings, on-premises integrations, analytics, reporting and more.

Within Webex Control Hub, Webex site(s) are displayed under Services/Meetings and can be managed from there.



# Management Fundamentals



Domains



Users & Groups



Locations



# Domains

- Prove to Webex that you own the organisation's domain and its users.
- Free user sign-ups get redirected to your Control Hub!

The screenshot shows the Cisco Webex Control Hub interface. On the left, the 'Organisation settings' menu item is highlighted with a red box and a red circle containing the number 1. In the main content area, the 'Domains' tab is selected, also highlighted with a red box and a red circle containing the number 2. Below the 'Domains' tab, there is a table of domains and two buttons: 'Add manually' and 'Add with Entra ID'. The 'Add with Entra ID' button is highlighted with a red box and a red circle containing the number 3. A red arrow points from this button to a permissions dialog on the right. Below the 'Domains' section, the 'Self-Registration' section has a toggle switch for 'Allow self-registration' which is turned on. A red arrow points from this toggle to a black box at the bottom containing a 'Custom DNS record' with a TXT value. The permissions dialog on the right is titled 'Permissions requested' and lists various permissions for 'Cisco Webex Identity Integration'. It includes a 'Cancel' button and an 'Accept' button.

**webex Control Hub**

AI-powered smart search

Reports  
Customer Journey Da...

**MANAGEMENT**

- Users
- Groups
- Locations
- Workspaces
- Devices
- Apps
- Account
- Security
- Organisation settings**

**SERVICES**

- Updates & Migrations
- Messaging
- Meeting
- Calling

### Organisation settings

Settings Templates

#### Domains

Manage your organization's domains

Add, verify and claim your organisation's domains. [See how to manage your domains.](#)

| Domain                          | Status   |
|---------------------------------|----------|
| barkwood.onmicrosoft.com        | verified |
| collabaustralia.onmicrosoft.com | verified |

Add manually Add with Entra ID

#### Self-Registration

☒ Allow self-registration

When disabled, new users will be prevented from self-registering for an account. Existing users will also be prevented from inviting users that do not have claimed one or more of your domains. This feature is only applicable when you have claimed one or more of your domains.

**TXT value** Custom DNS record

cisco-ci-domain-verification=2984fb731994dfa18f3453801ebd0376835aeb236e1...

**Microsoft**

admin@m365x23995562.onmicrosoft.com

### Permissions requested

Review for your organization

**Cisco Webex Identity Integration**

This app would like to:

- Read directory data
- Sign in and read user profile
- Manage apps that this app creates or owns
- Read all audit log data
- Read domains
- Read all groups
- Read all group memberships
- Read all company places
- Read all users' full profiles

If you accept, this app will get access to the specified resources for all users in your organization. No one else will be prompted to review these permissions.

Accepting these permissions means that you allow this app to use your data as specified in their [terms of service](#) and [privacy statement](#). You can change these permissions at <https://myapps.microsoft.com>. [Show details](#)

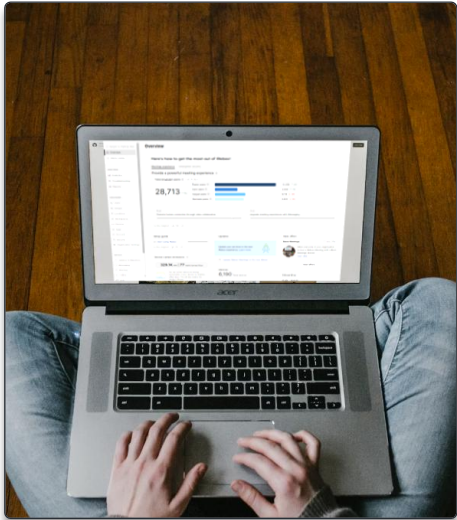
Does this app look suspicious? [Report it here](#)

Cancel Accept

© 2025 Cisco and/or its affiliates. All rights reserved. BRKCOL-2529

Cisco Confidential

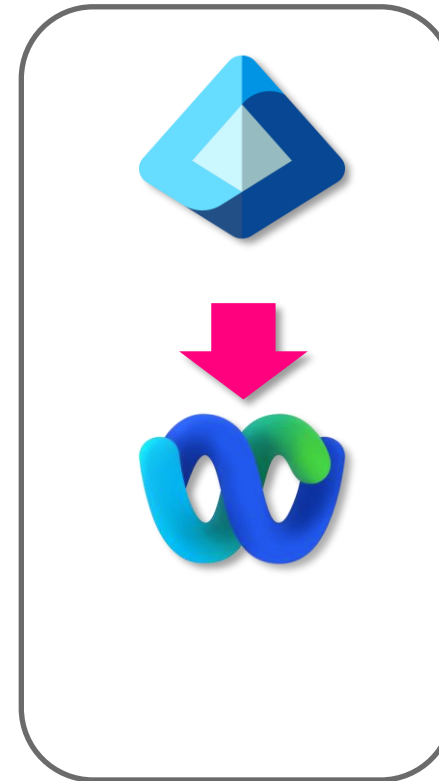
# Users – How to provision them into Webex?



Manual



CSV



Most Common Method



API

# Preferred Architecture for Identity Sync



The initial Microsoft Entra ID sync is **triggered immediately** after you enable provisioning. Subsequent syncs are **triggered every 20-40 minutes** depending on the number of users and groups in the application.



# Entra ID (Azure AD) Wizard for Users + Groups

webex Control Hub

AI-powered smart search

Overview

Alert Centre

MONITORING

Analytics

Troubleshooting

Reports

Customer Journey Data

MANAGEMENT

Users

Groups

Locations

Workspaces

Devices

Apps

Account

Security

Organisation settings

Organisation settings

Settings

Templates

Cisco Directory Connector

New users will be automatically added from your directory when it synchronises. Updates can be made via the [Directory Connector set-up](#).

Directory synchronisation has been disabled

Turn off Directory Synchronisation

Download the Directory Synchronisation app

Force authentication when users change passwords

Force authentication when users change passwords

Force logout all sessions of a user when the user changes one's password in Cisco directory sync or E

Microsoft Entra ID Wizard App

Formerly known as Azure AD, Entra ID helps you manage users and groups. Activating Entra ID integration requires more help, [see how to set up the Microsoft Entra ID Wizard App](#).

Set up

Manage inactive users

Delete inactive users

Microsoft

admin@moderncomms090877.onmicrosoft.com

Permissions requested

Review for your organization

Cisco Webex Identity Integration

Cisco

This app would like to:

Sign in and read user profile

Read all groups

Read all company places

Read all users' full profiles

Read all audit log data

Manage apps that this app creates or owns

Read all group memberships

Read domains

If you accept, this app will get access to the specified resources for all users in your organization. No one else will be prompted to review these permissions.

Accepting these permissions means that you allow this app to use your data as specified in their [terms of service](#) and [privacy statement](#). You can change these permissions at <https://myapps.microsoft.com>. [Show details](#)

Does this app look suspicious? [Report it here](#)

Cancel

Accept

# Groups – Example



Frontline  
Workers

1000 Members



Basic Messaging  
Free Meetings  
Webex Calling



Knowledge  
Workers

500 Members



Messaging  
Meetings  
Webex Calling



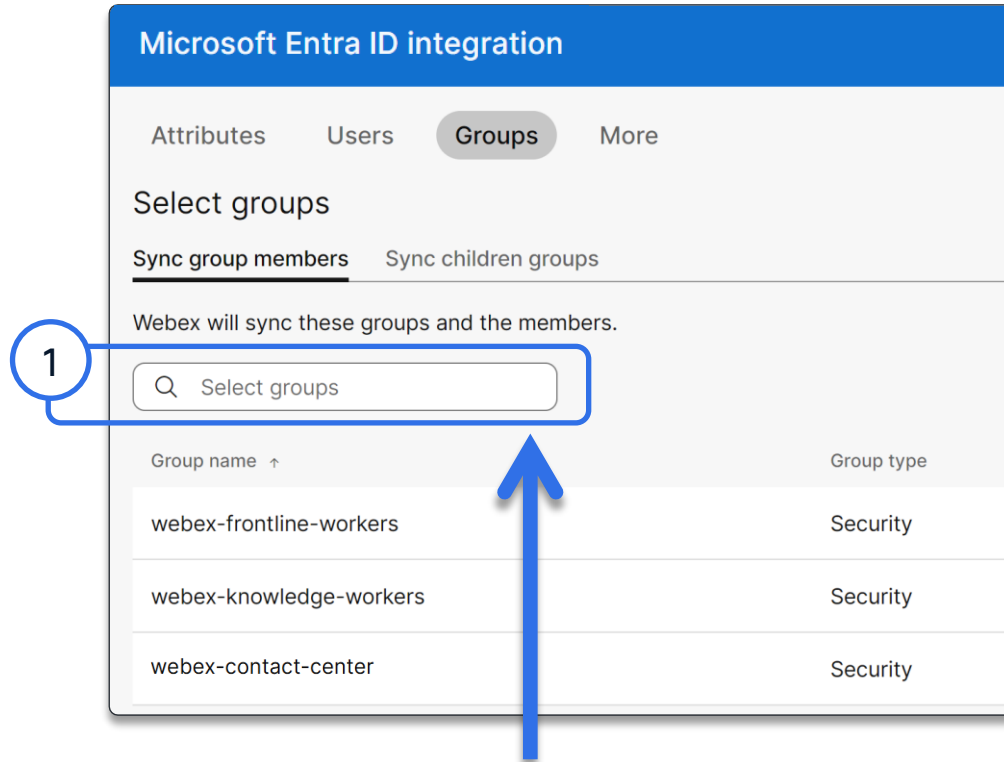
Customer  
Experience

100 Members

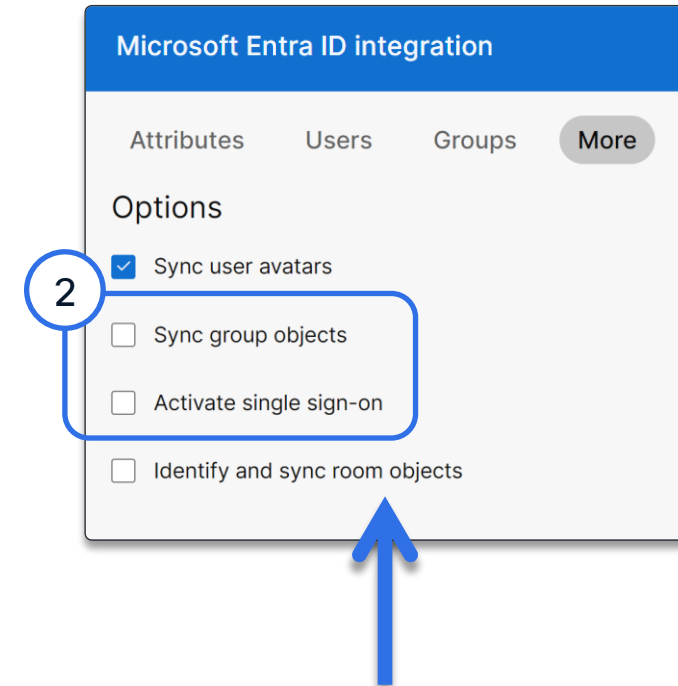


Messaging  
Meetings  
Webex Calling  
+ Contact Center Premium

# Enable SSO and Import Entra ID (Azure AD Groups)



Search for the groups which you wish to Sync to Webex



Import Groups and Activate SSO via single click!

# On-premise Directory Connector

The screenshot displays the Cisco Directory Connector web interface. The top navigation bar includes the Cisco logo, the product name "Cisco Directory Connector", and a user welcome message with a "Sign Out" link. Below this, there are tabs for "Dashboard" and "Configuration", with "Configuration" being the active tab. A secondary navigation bar contains "Actions" and "Help". A "Launch Event Viewer" link is also present. The main content area shows the "Cloud Organization" and "Active Directory Domain" fields. Below these, there are tabs for "General", "Object Selection", "Policy", "Schedule", "User Attribute Mapping", "Notification", and "Avatar". The "Object Selection" tab is currently selected. It contains two columns of checkboxes: "Object Type" with "Users" and "Groups" (both checked), and "LDAP Filters" with "Identify Room", "Security" (checked), and "Distribution" (checked). A blue rectangular box highlights the "Groups" checkbox and the "Security" and "Distribution" checkboxes. At the bottom, there is a section titled "On Premises Base DN's to Synchronize" with a text area containing "OU=Groups,OU=MOE," and "OU=People,OU=MOE," and a "Select" button.

Cisco Directory Connector

Welcome, [redacted] | Sign Out

Dashboard Configuration

Actions Help

Launch Event Viewer

Cloud Organization: [redacted] Active Directory Domain: [redacted]

General Object Selection Policy Schedule User Attribute Mapping Notification Avatar

Object Type : LDAP Filters :

☒ Users ☐ Identify Room

☒ Groups ☒ Security ☒ Distribution

On Premises Base DN's to Synchronize

OU=Groups,OU=MOE,[redacted]  
OU=People,OU=MOE,[redacted]

Select



# Applying License Templates to your Group

1

Users

Groups

Locations

Workspaces

webex Control Hub

Search

Overview

Alerts center

MONITORING

Analytics

Troubleshooting

Reports

MANAGEMENT

2

Groups

Webex groups

Synchronized groups

Search by name

5 groups

| Name ↑                  | Source ⓘ               |
|-------------------------|------------------------|
| webex-contact-center    | Azure Active Directory |
| webex-frontline-workers | Azure Active Directory |
| webex-knowledge-workers | Azure Active Directory |
| webex-super-users       | Azure Active Directory |
| Webex-Users             | Azure Active Directory |

3

webex-contact-center

3 members

Overview

Members

Assignments

Licenses

This group doesn't have a license yet.

Set up

Settings templates

| Type      | Template |
|-----------|----------|
| General   | None     |
| Messaging | None     |
| Meeting   | None     |
| Calling   | None     |
| Vidcast   | None     |

# License Assignment

Modify licenses assignment

Group licenses assignment

Select the licenses you want to assign to your users.

Messaging

2

Meeting

5

Calling

2

Customer Experience

1

^

Subscription: Call on Webex (1:1 call, non-PSTN)

☒

Call on Webex (1:1 call, non-PSTN)

^

Subscription: Register to Unified Communications Manager (UCM)

☐

Register to Unified Communication Manager (UCM)

^

Subscription: Enterprise Trial - 09/17/2024

☒

Webex Calling ⓘ

☒

Professional

© 2025 Cisco and/or its affiliates. All rights reserved.

BRKCOL-2529

# License Assignment

MANAGEMENT

Users

**Groups**

Locations

Workspaces

Devices

Apps

Account

Security

Organization Settings

SERVICES

Updates & Migrations

Messaging

Meeting

Calling

Vidcast

< Groups

webex-contact-center

3 members

Overview

Members

**Assignments**

Licenses

Based on your settings, applied to future and/or existing users.

[How does this work?](#)

Messaging

Basic Messaging  
Advanced Messaging

Meeting

Basic Space Meetings  
Advanced Space Meetings  
Real-Time Translations  
Webex Assistant for Meetings  
Webex Meetings Suite  
collabau.webex.com   Host account

Calling

Call on Webex (1:1 call, non-PSTN)  
Webex Calling Professional

Contact Center

Premium Agent

Edit

# Applying Settings Templates to Groups/Locations

1

Users

Groups

Locations

Workspaces

webex Control Hub

Search

Overview

Alerts center

MONITORING

Analytics

Troubleshooting

Reports

MANAGEMENT

2

Groups

Webex groups

Synchronized groups

Search by name

5 groups

| Name ↑                  | Source ⓘ               |
|-------------------------|------------------------|
| webex-contact-center    | Azure Active Directory |
| webex-frontline-workers | Azure Active Directory |
| webex-knowledge-workers | Azure Active Directory |
| webex-super-users       | Azure Active Directory |
| Webex-Users             | Azure Active Directory |

3

webex-frontline-workers

2 members

Overview

Members

Assignments

Licenses

Based on your settings, applied to future and/or existing users.

How does this work? ⓘ

Messaging

Basic Messaging

Meeting

Basic Space Meetings

Calling

Call on Webex (1:1 call, non-PSTN) Webex Calling Professional

Edit ⓘ

Settings templates

Applied to existing and future members

How does this work? ⓘ

| Type      | Template |
|-----------|----------|
| General   | None     |
| Messaging | None     |
| Meeting   | None     |
| Calling   | None     |
| Vidcast   | None     |



# Settings Template - Example



|                                                                                                                   |                              |          |         |                    |
|-------------------------------------------------------------------------------------------------------------------|------------------------------|----------|---------|--------------------|
|  <b>webex-frontline-workers</b> |                              | Overview | Members | <u>Assignments</u> |
| Type                                                                                                              | Template                     |          |         |                    |
|  General                       | None                         |          |         |                    |
|  Messaging                     | Restricted Messaging         |          |         |                    |
|  Meeting                       | Restricted External Meetings |          |         |                    |
|  Calling                       | Restricted Calling           |          |         |                    |
|  Vidcast                       | None                         |          |         |                    |

Hierarchy of setting assignments:  
**Organization Setting < Group level setting via templates < User overrides**

# Locations



# Locations – Example Deployment



Brisbane  
Operations Site



Users 150



Phones 50



VC Units 2

Local PSTN Breakout  
Survivable Gateway  
No International Dialling



Sydney Head  
Office



Users 350



Phones 10



VC Units 25

Cloud Connected PSTN  
Call Recording

# Locations



Sydney Head Office

Location ID: bb3cae41-a22b-4ee5-83a5-8fc7be005af3

3 users • 0 workspaces

Overview

Floors

Calling

Calling connection

PSTN connection ⓘ

Cloud Connected PSTN [Manage](#)

Main number ⓘ

+61292755011

Emergency calling

Callback number ⓘ

Location main number: +61292755011

Emergency call notification ⓘ

Off

Dialing

Internal dialing ⓘ

External dialing ⓘ

Call handling

Outgoing call permissions

Music on hold or park ⓘ

Call intercept ⓘ

Call Recording ⓘ

Disabled

Organization's default Dubber

Location Calling Settings

PSTN Settings

Main Number

Dialing Restrictions

Call Recording

Handset Defaults

# Delegated Location Admins

Offload management activities to partners or site-based contacts

Locations

Sydney Head Office

Location ID: bb3cae41-a22b-4ee5-83a5-8fc7be005af3

3 users • 0 workspaces

OverviewFloorsCalling

Location info

Address  
177 Pacific Hwy, North Sydney NSW 2060, Australia

Timezone  
Australia/Sydney

Email language  
English - Australian English

Workspaces summary

0workspaces

2floors

0total capacity

0devices

Meeting Room

Open Space

Huddle

Focus

Desk

Other

Admins

Search admins by name or email

1 admins

First / Last name

Email

Robert McAffery

romcaffe@MODERN...

Add

Notes

Sydney Head Office

https://www.cisco.com/c/en\_au/about/contacts.html

Executive staff are based in this office!

Actions

© 2025 Cisco and/or its affiliates. All rights reserved.

BRKCOL-2529



# Enhanced Admin Roles

Out Now!

- Fine-grained access control for all services in Webex
- New APIs for role assignment for users/groups
- Custom Role Builder allowing customers to craft their own roles
- New built-in Webex roles

Create admin role

Step 2: Add permissions

Select permissions directly from the list below or quickly filter it by keywords.

Available permissions (39)

Q Search permissions by keywords

Manage users and licenses

▼ Licence management

View licenses

Manage licenses

▼ Device Management

View workspace insights

> Messaging

▼ Calling

Manage Settings

Manage users

Manage workspaces

Configure Customer Assist

▼ PSTN

Added permissions (3)

User Management

View users and licenses

Calling

Manage features

Configure Calling locations

© 2025 Cisco and/or its affiliates. All rights reserved.

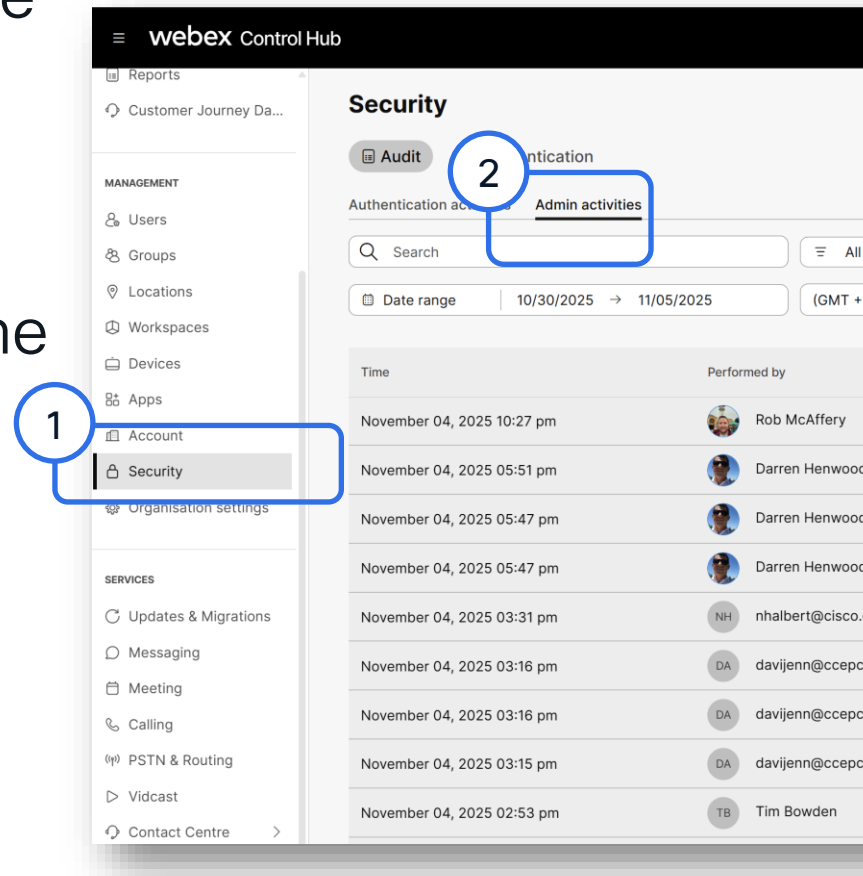
BRKCOL-2529

 CISCO

# Admin Audit Activities

Understand changes that have been made by administrators

- Who performed the change
- Which resource
- When it occurred
- IP Address



November 04, 2025 10:27 pm

Event details

Category

Logins

Change

An Admin logged in

Action

Rob McAffery logged into organization 8f6d3eb8-c213-4097-8687-f1d0a39baa6b.

Performed by

Display Name

Rob McAffery

Email Address

[REDACTED]

IP Address

175.32.36.2

Impacted resource

Type

ORG

Name

Collaboration Australia

ID

8f6d3eb8-c213-4097-8687-f1d0a39baa6b

# Bonus level – Multifactor Authentication MFA

1

## Multi-factor authentication (MFA)

☒ Allow multi-factor authentication

For another layer of security, all users can choose to sign in with their mobile phone in addition to their password. Each mobile phone needs a TOTP-compliant authenticator, and we recommend using Duo Authenticator.

☐ Allow users to configure their own MFA settings

Individual users can choose to turn MFA on or off, but with admin intervention. For example, an admin can always reset a user's authenticator by overriding a user's password reset.

☒ Require mandatory MFA for selected apps

Require MFA only when users access select apps connected to Webex. They can sign in with just their passwords for all other apps.

| App name    | Allow MFA                           |
|-------------|-------------------------------------|
| Control Hub | <input checked="" type="checkbox"/> |

☐ Enforce mandatory MFA for your organization

Enforce MFA when users access Webex and all connected apps. They can't turn off this mandatory setting through their profile settings.

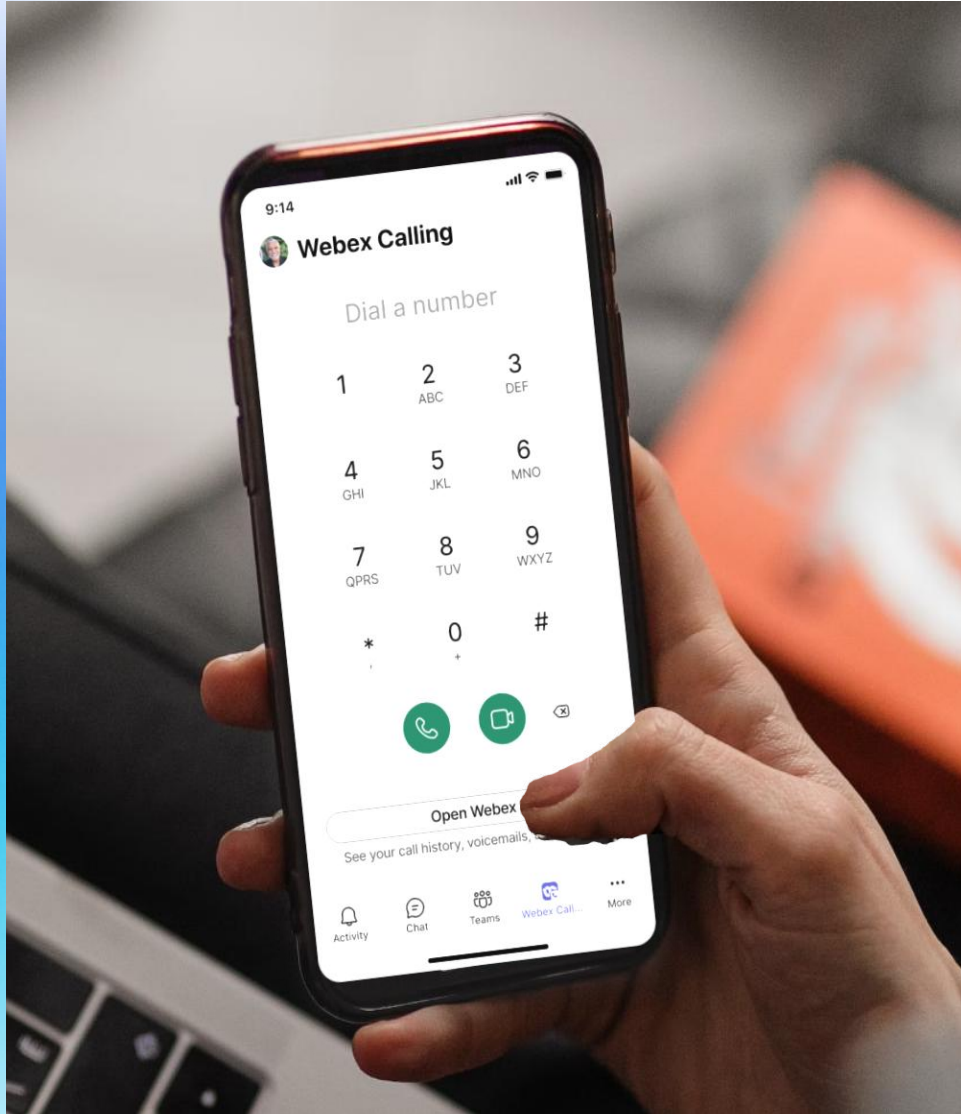
# Level 2 – Webex Calling



# Level 2 – Webex Calling







Ian is the new sales manager at the company.

We want to get him up and running as quickly as possible!

# User Settings (Calling)

The screenshot shows the Cisco Webex Control Hub interface. On the left sidebar, the 'Users' option under the 'MANAGEMENT' section is highlighted with a blue circle and the number '1'. In the main content area, the 'Calling' tab is selected and highlighted with a blue circle and the number '2'. The user profile for Ian Hawkins is shown at the top, with tabs for Summary, Profile, General, Meetings, Calling, Messaging, Hybrid Services, Devices, and Vidcast. The 'Calling' tab displays the following information:

- Calling template applied: None
- Numbers section:
  - Directory numbers table:

| Type    | Number       | Extension |
|---------|--------------|-----------|
| Primary | +61792755032 |           |
  - Caller ID: User's phone number : +61792755032
  - Emergency callback number: User's phone number : +61792755032
- Business texting: User is not eligible for texting capabilities. [Learn more.](#)
- Voicemail, fax, announcement section:

| Voicemail |  |
|-----------|--|
| Enabled   |  |

Voicemail  
Music on Hold  
Call Handling  
Between-user Permissions  
In-call Features (e.g. Video)  
MS Teams Integration  
Reception Client  
Call Recording

# Sync numbers directly from Entra ID!

Microsoft Entra ID integration

Attributes

Users

Groups

More

Attributes

[Learn more](#) about attribute mapping.

| Azure AD Attribute name      | Webex cloud directory attribute name    |
|------------------------------|-----------------------------------------|
| <div>userPrincipalName</div> | userName                                |
| <div>displayName</div>       | displayName                             |
| <div>givenName</div>         | name.givenName                          |
| <div>surname</div>           | name.familyName                         |
| <div>jobTitle</div>          | title                                   |
| <div>objectId</div>          | externalId                              |
| <div>telephoneNumber</div>   | phoneNumbers[type eq "work"].value      |
| <div>mobile</div>            | phoneNumbers[type eq "mobile"].value    |
| <div></div>                  | phoneNumbers[type eq "fax"].value       |
| <div></div>                  | addresses[type eq "work"].streetAddress |
| <div></div>                  | addresses[type eq "work"].postalCode    |
| <div></div>                  | addresses[type eq "work"].country       |

Cancel

Save

[Overview](#)[Alerts center](#)

## MONITORING

[Analytics](#)[Troubleshooting](#)[Reports](#)

## MANAGEMENT

[Users](#)[Groups](#)[Locations](#)[Workspaces](#)[Devices](#)[Apps](#)[Account](#)[Organization Settings](#)

## SERVICES

[Updates & Migrations](#)[Justin CiscoLive Lab](#)[Users](#)**Ian Hawkins**

• Verified • ianhawki@MODERNCOMMS090877.onmicrosoft.com • Member of webex-knowledge-workers • Member of Brisbane

Actions ▾

2

Summary

**Profile**

General

Meetings

Calling

Messaging

Hybrid Services

Devices

Vidcast

## Identity

First name

Ian

Last name

Hawkins

Display name

Ian Hawkins

Primary email \*

ianhawki@MODERNCOMMS090877.onr

Alternative emails ⓘ

⊕ Add email

Title

Manager of Excellence

Department

Enter a department

## Phone

Work phone

+61792755032

Mobile phone

61400000005

Alternate phone 1

Enter a number





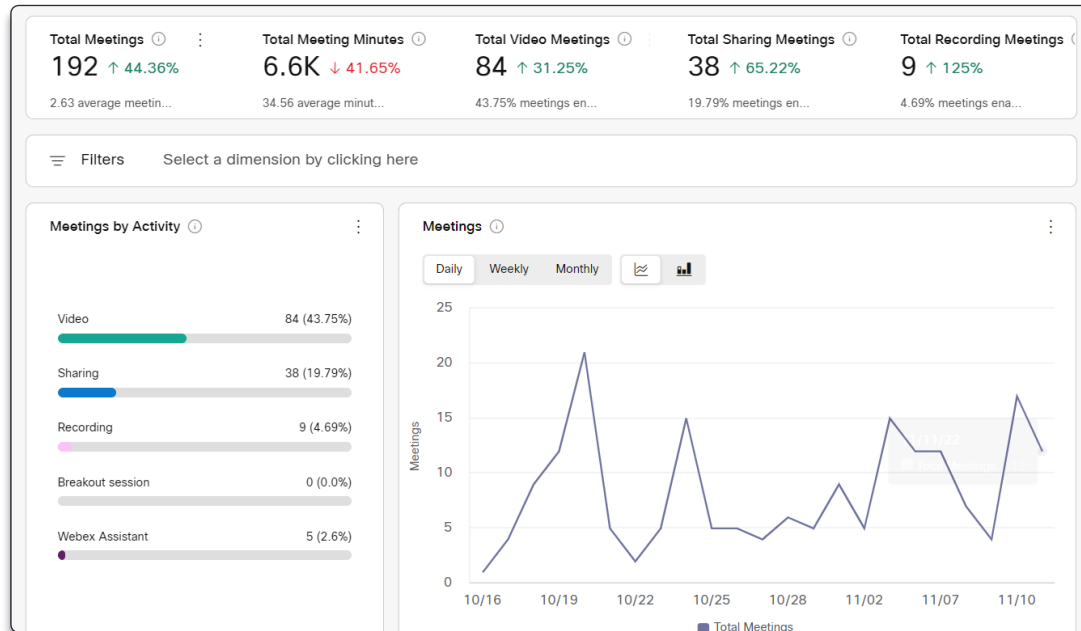
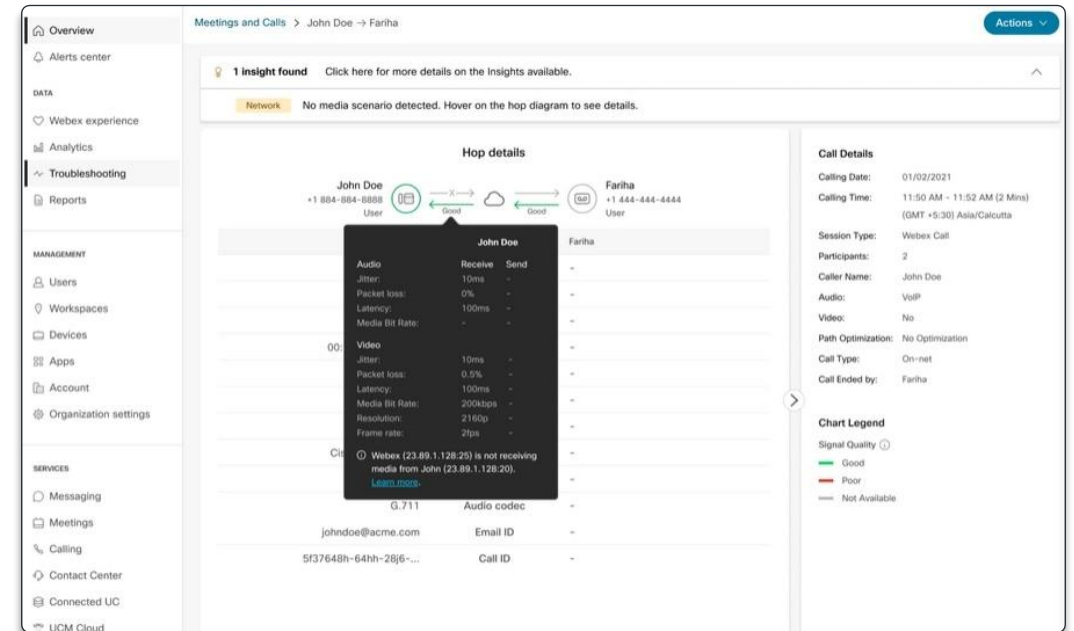
The company has users connecting from potentially all over the world.

We rarely hear about issues and don't know who might be having a problem.

# Control Hub Analytics vs Troubleshooting

Trending historical charts are aggregated and updated every 24 hours (Meetings every 10 minutes)

Real-time Troubleshooting is updated in near real-time (~1 min)

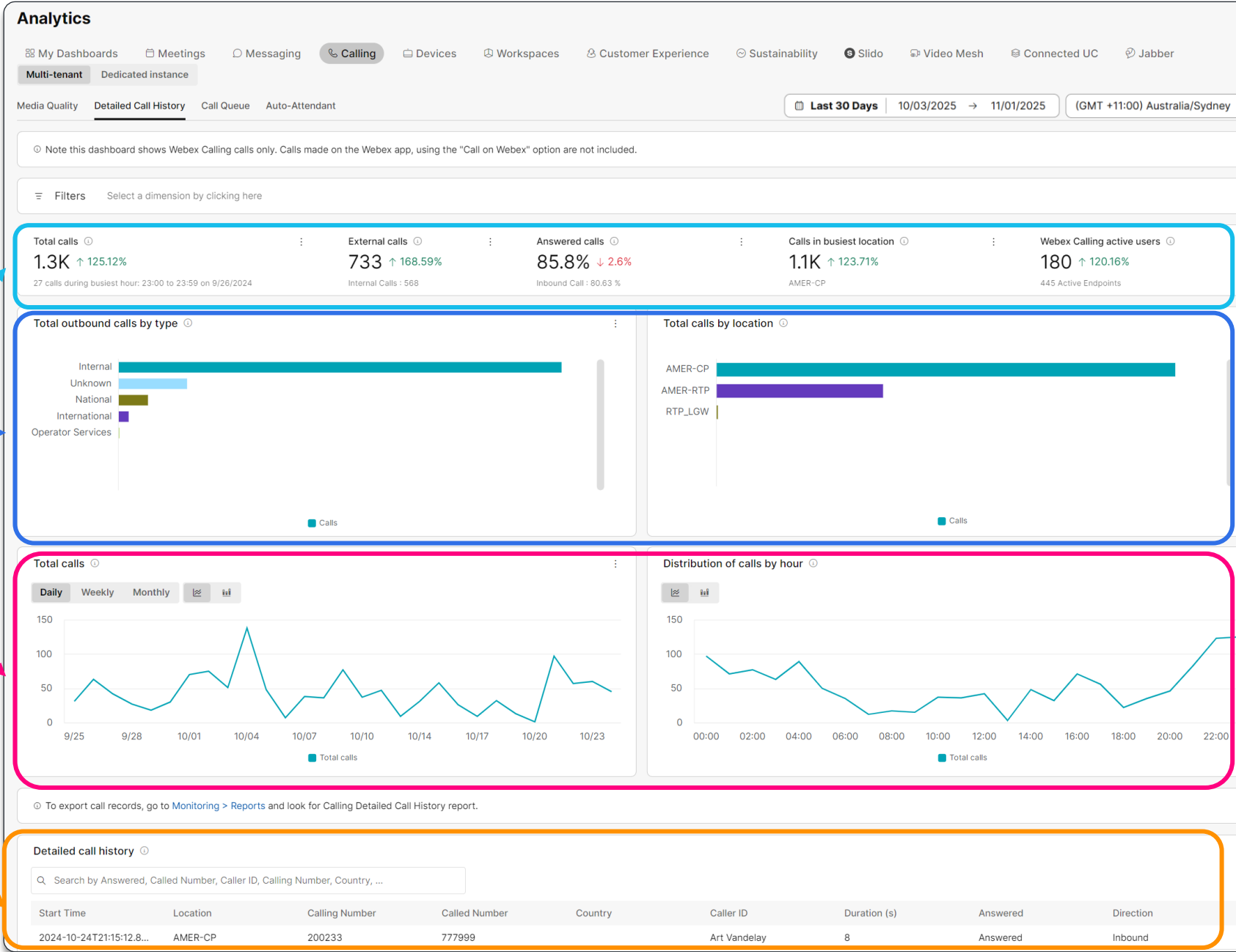


# Webex Calling

## Multi-tenant

### Call History

- Internal vs external calls
- Which locations made the most calls?
- What time of day/week/month do the calls occur?
- Table: Drill down on individual calls
- More details available within “calling detailed call history” report

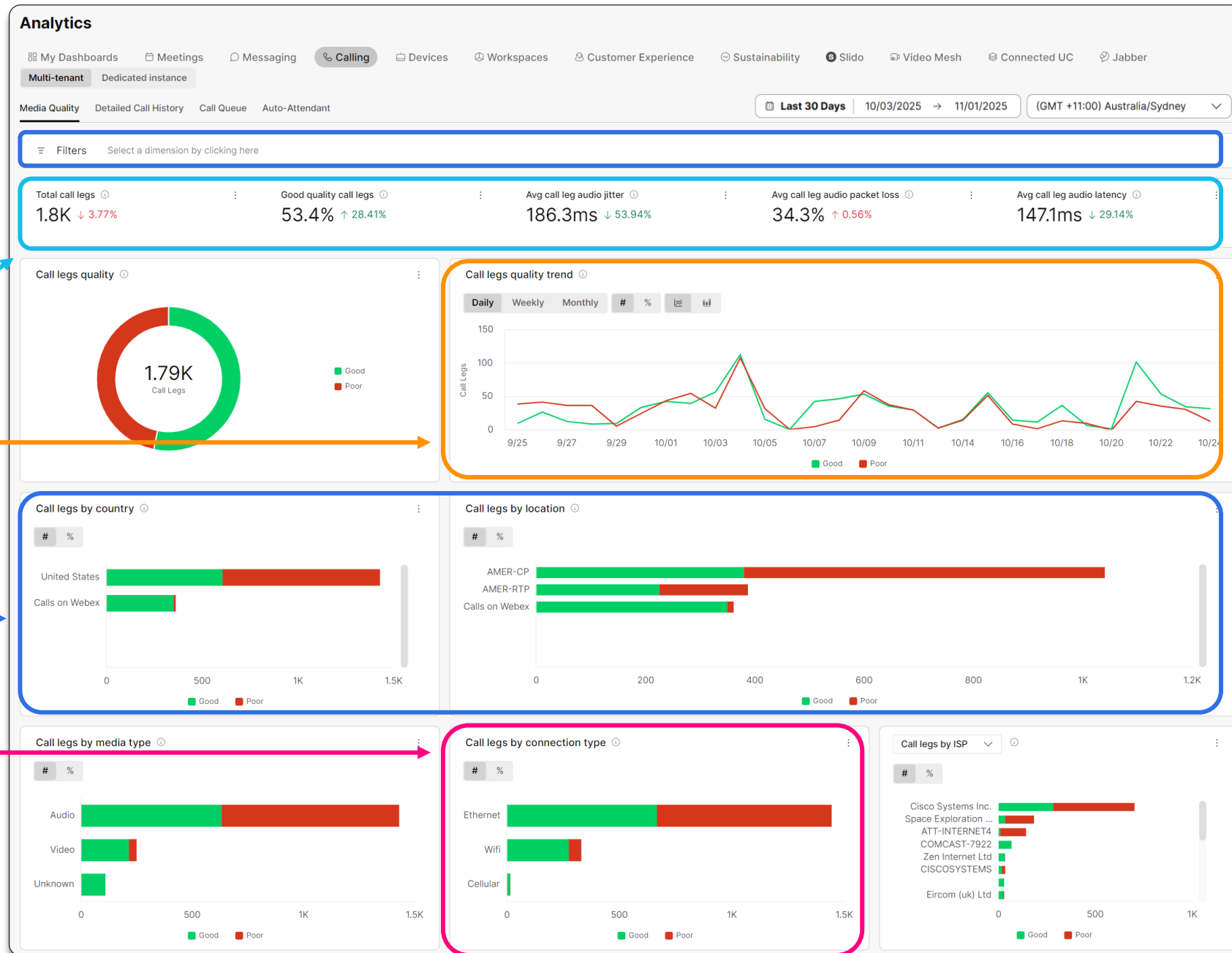


# Webex Calling

## Multi-tenant

## Media Quality

- Measure latency/jitter and packet loss
- Daily / weekly / monthly quality trends
- Which locations experienced the worst call quality?
- Connection types: Wired / wireless / cellular

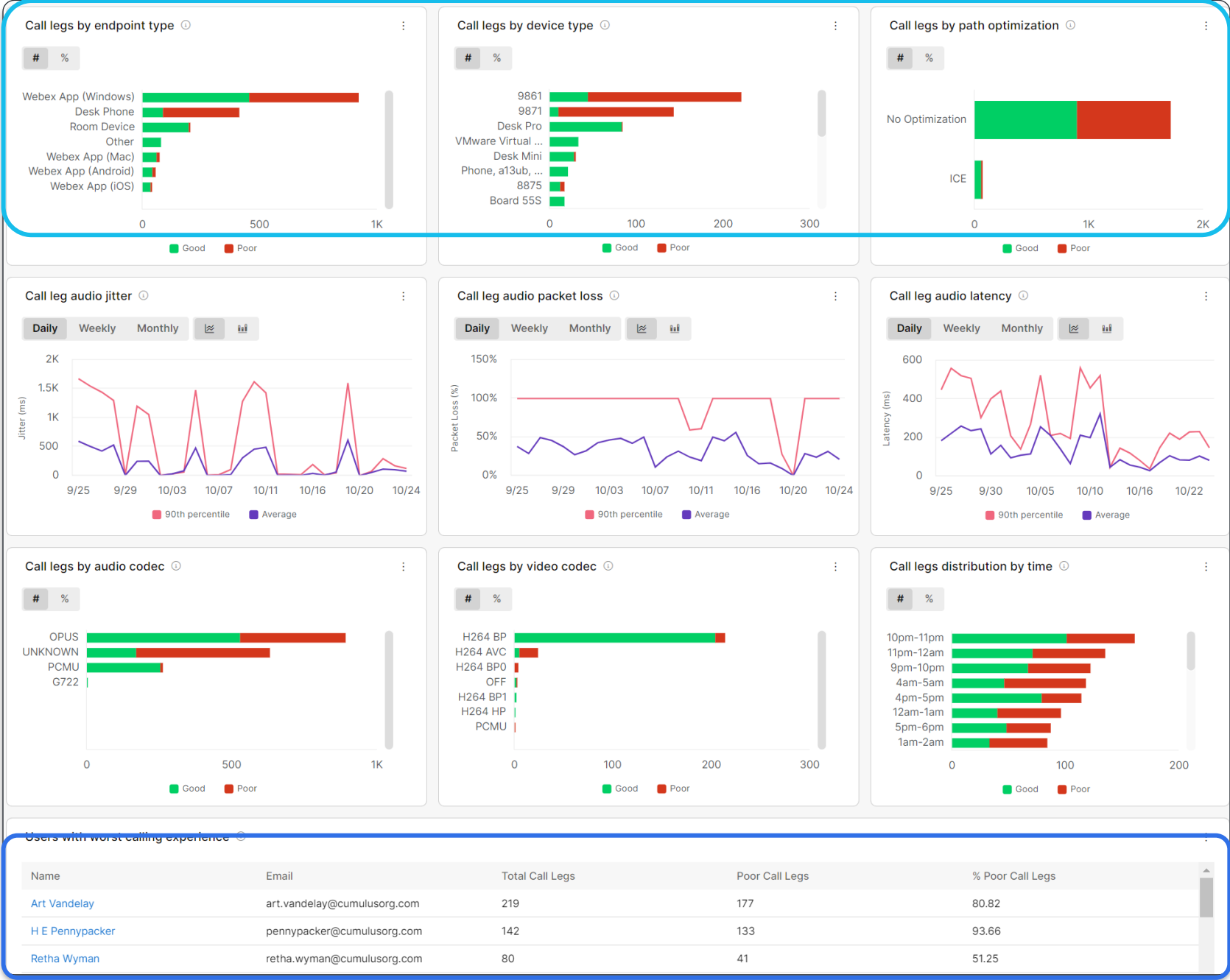


# Webex Calling

## Multi-tenant

## Media Quality (cont.)

- Poor quality call count based on device type & path optimisation
- Average vs 90<sup>th</sup> percentile quality metrics
- Which codecs performed poorly and when did it occur?
- Drill down to individuals with poor quality calls





# Troubleshoot Webex Calling

1

MONITORING

Analytics

Troubleshooting

Reports

MANAGEMENT

Users

Groups

Locations

Workspaces

Devices

Apps

Account

Security

Overview

Alert Center

2

Meetings & Calls

Live Meetings

Status

Video Mesh

Connected UC

Dedicated Instance

Logs

Watermark Analysis

Q

User = Art Vandelay

✕

≡

186 Records

Last 7 Days

11/04/2025 → 11/10/2025

(GMT +11:00) Australia/Sydney

Download

Meetings (93)

Webex Calling (93)

Total calls ⓘ

93

Total call segments ⓘ

93

Failed call segments ⓘ

0

Refused call segments ⓘ

0

Poor quality call segments ⓘ

83

What is a call and a call segment?

| Status  | Overall quality ⓘ | Personal quality ⓘ | Timestamp              | Caller number | Caller name  | Callee number | Callee name     | Duration | Location | Correlation ID       |
|---------|-------------------|--------------------|------------------------|---------------|--------------|---------------|-----------------|----------|----------|----------------------|
| Success | Poor              | Poor               | 2025-11-08 10:53:42 AM | 200233        | Art Vandelay | 200237        | H E Pennypacker | 10:00    | AMER-CP  | 09d256a3-023a-4b...  |
| Success | Poor              | Poor               | 2025-11-08 10:13:34 AM | 200233        | Art Vandelay | 200237        | H E Pennypacker | 03:45    | AMER-CP  | 76f27350-0754-41f... |
| Success | Poor              | Poor               | 2025-11-08 09:25:53 AM | 200233        | Art Vandelay | 200237        | H E Pennypacker | 07:12    | AMER-CP  | ae5a613b-252c-48...  |
| Success | Poor              | Poor               | 2025-11-08 08:57:40 AM | 200233        | Art Vandelay | 200237        | H E Pennypacker | 09:38    | AMER-CP  | eb871c50-22fe-40b... |
| Success | Poor              | Poor               | 2025-11-08 08:19:33 AM | 200233        | Art Vandelay | 200237        | H E Pennypacker | 09:39    | AMER-CP  | f6af657c-d577-4e4... |

2 insights found

- NetworkHigh Packet loss at Art Vandelay, H E Pennypacker's end. High Jitter at H E Pennypacker's end.
- ICEPath optimization by ICE unsuccessful due to network connectivity test failures. [Learn more](#)

Call summary



Hop detail



End to end experience

Audio

Latency: 46 ms

Packet loss: 20.62%

Jitter: -

End to end experience

Audio

Latency: 44 ms

Packet loss: 17.61%

Jitter: 1319 ms

|                                        | Metric           |                            |
|----------------------------------------|------------------|----------------------------|
|                                        | Endpoint         |                            |
|                                        | Hardware/version |                            |
|                                        | Location         |                            |
|                                        | MAC address      | 84:5a:3e:c2:5d:67          |
| 10.10.30.3                             | Local IP         | 192.168.1.141              |
| 143.105.247.174                        | Public IP        | 69.216.16.143              |
| -                                      | Geolocation      | Frisco, TX, US             |
| -                                      | ISP              | ATT-INTERNET4              |
| Ethernet                               | Connection       | Ethernet                   |
| <a href="#">Check Meraki dashboard</a> | Meraki data      | -                          |
| OPUS                                   | Audio codec      | OPUS                       |
| art.vandelay@cumulusorg.com            | Email ID         | pennypacker@cumulusorg.com |

Call details

Correlation ID: 09d256a3-023a-4bca-b4db-85c7dd05d3ef

Calling date: 11/08/2025

Calling time: 10:53 AM - 11:03 AM (10 minutes) (GMT +11:00) Australia/Sydney

Session type: Webex Call

Participants: 2

Caller name: Art Vandelay

Caller number: 200233

Audio: VoIP

Video: No

Path optimization: No Optimization

Calling type: SIP\_ENTERPRISE

Call ended by: Art Vandelay

Dialed digits: 200237

Related reason: -

Chart legend

Media quality

Good

Poor

Not available

Call status

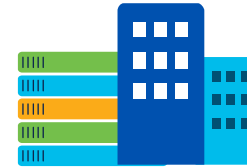
Failure

Refusal

# Understanding telephony usage for critical operations



# Why consider on-premise UCM based platforms?

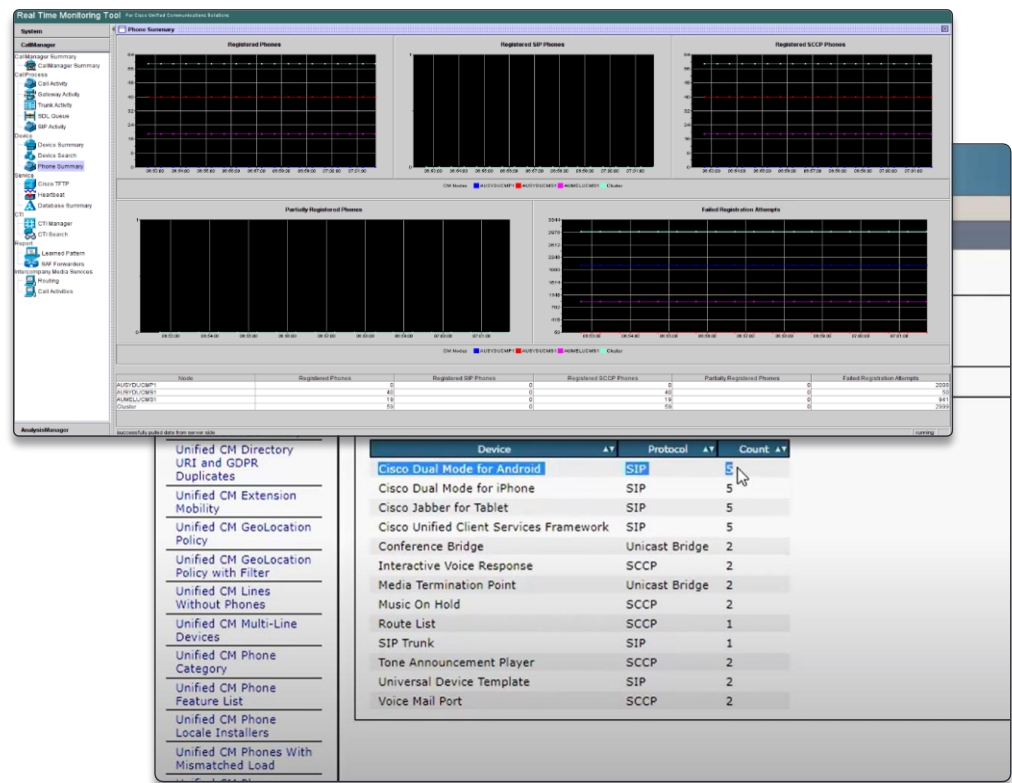


Unified  
Communications  
Manager (UCM)

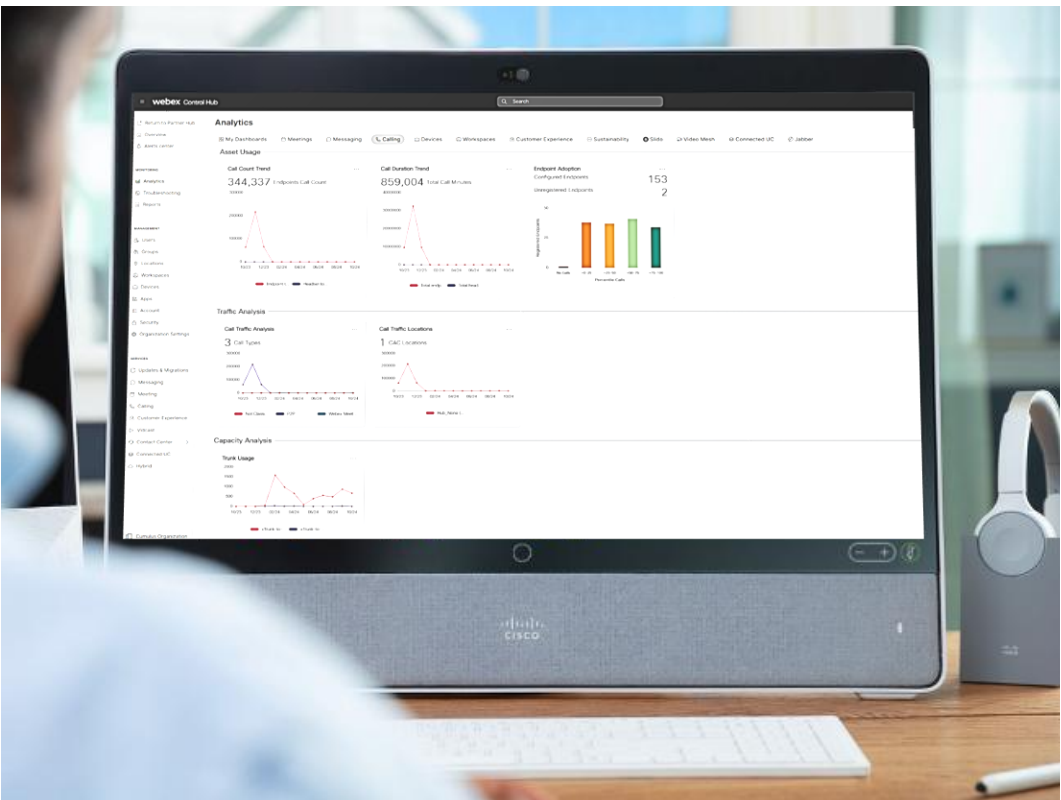


Webex Calling  
Dedicated Instance  
(UCM Cloud)

# How do we analyse UCM based platforms?



CUCM Traditional Analytics



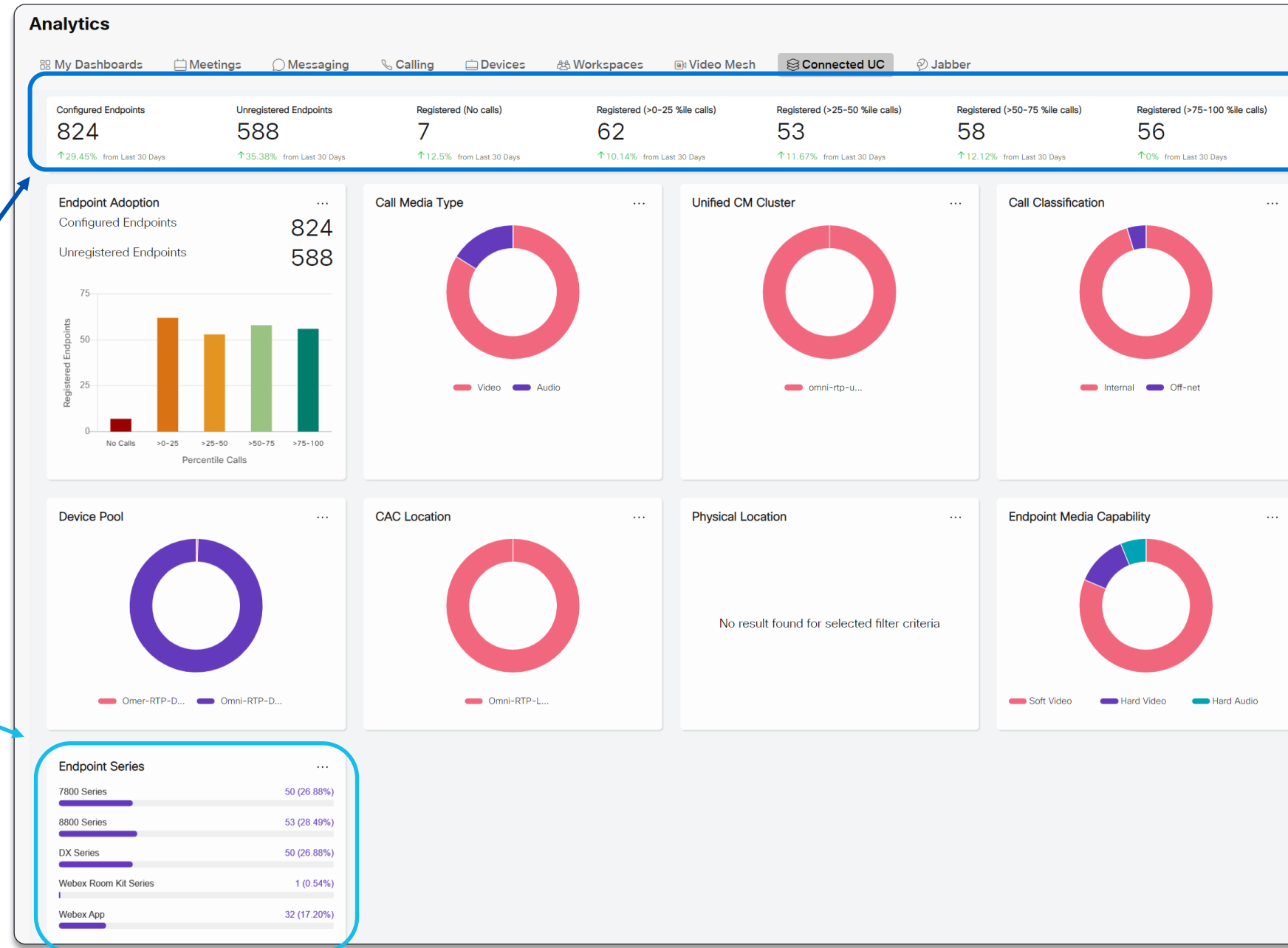
Cloud Connected UC (CCUC)



# UCM

## On-prem or DI Asset Usage

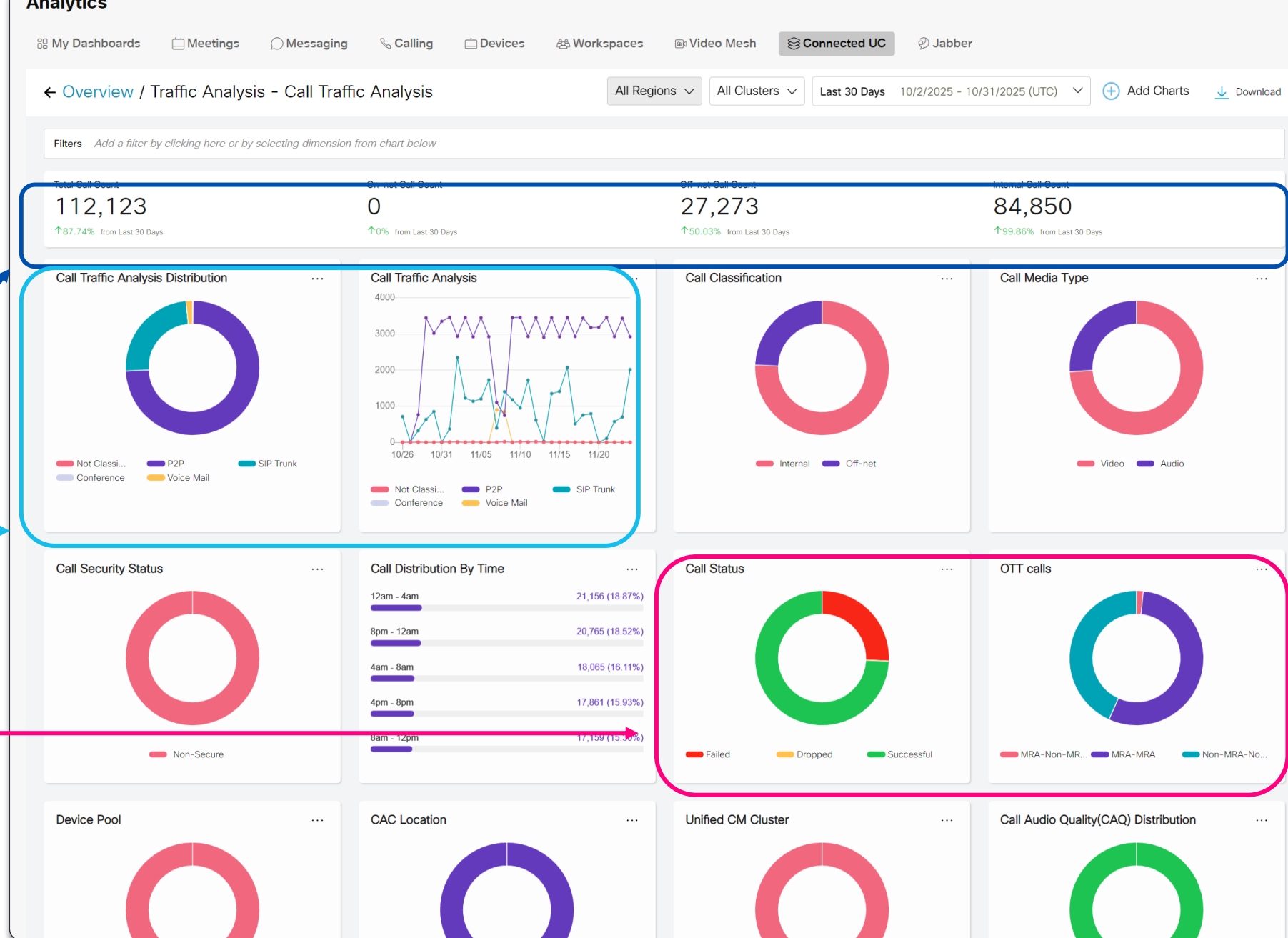
- Endpoint adoption
- Quickly compare configured vs registered vs idle phones
- Breakdown of different device types in the environment
- Useful for licensing optimisation!



# UCM

## On-prem or DI Traffic Analysis

- Total calls, on-net vs off-net calls, internal vs external
- Call-type analysis
- Failed and successful calls
- Mobile and remote user utilisation

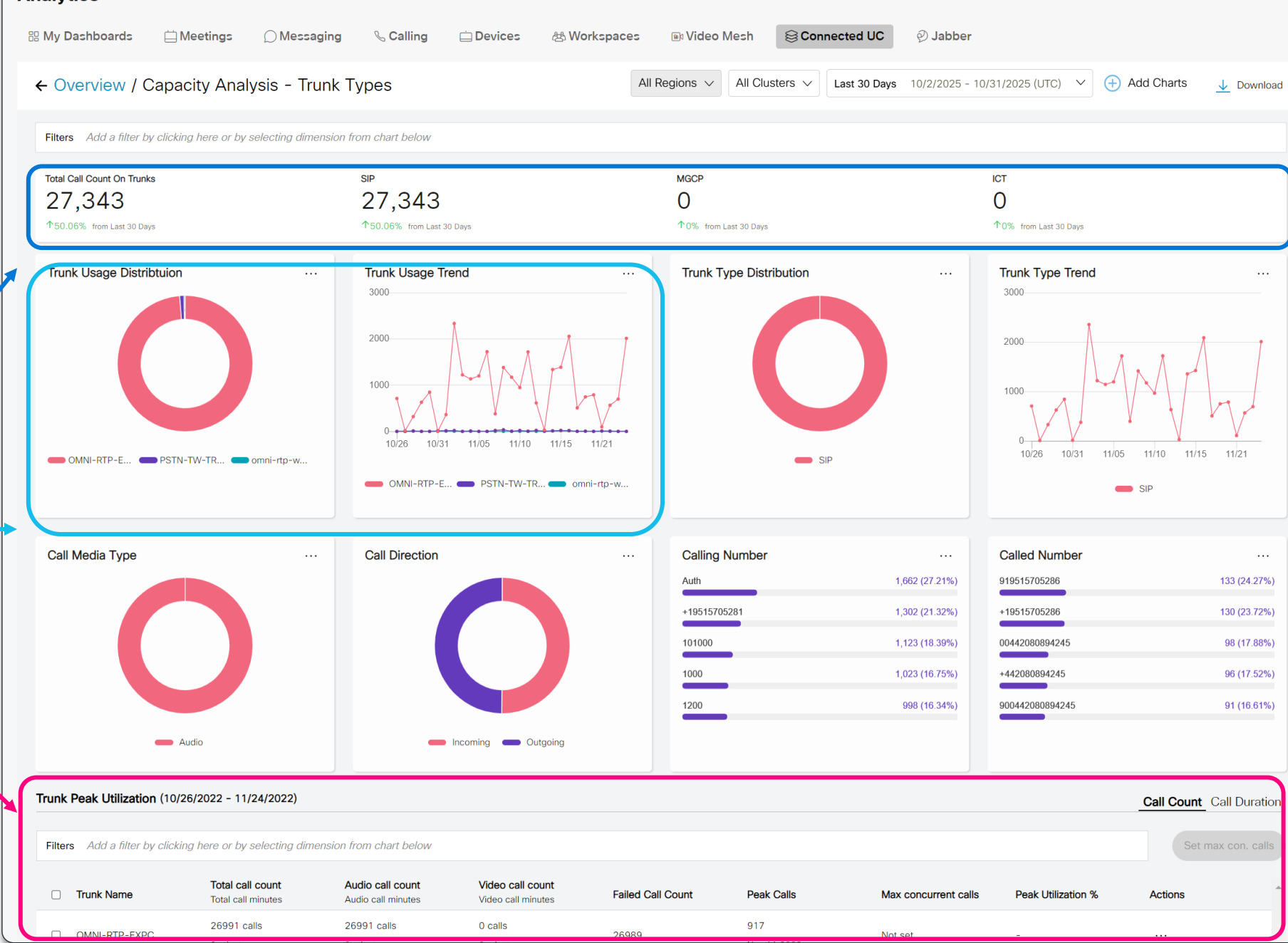


# UCM

## On-prem or DI

## Trunk Utilisation

- Total calls that traversed a trunk
- Compare top-5 trunks on UCM
- Protocols used (SIP / MGCP / ICT)
- Table: Detailed trunk utilisation



# A storm is rolling into the Brisbane office...



# Configure Contact Centre via Control Hub!

The image shows two side-by-side screenshots of the Cisco Webex Control Hub interface. The left screenshot shows the 'webex Control' navigation menu with a red circle and the number '1' highlighting the 'Contact Center' option. The right screenshot shows the 'webex Control Hub' interface with the 'Contact Center Overview' page selected. The 'Contact Center' menu item is highlighted in the left sidebar, and the 'Contact Center Overview' page is displayed on the right. The 'Contact Center Overview' page shows license usage statistics for the current cycle, including 'Standard license under usage' (107) and 'Premium license under usage' (47). It also includes a 'What's new' section with links to Multimedia Profiles, Sites, Teams, Skill Profiles, and Desktop Profiles.

**webex Control**

- Users
- Groups
- Locations
- Workspaces
- Devices
- Apps
- Account
- Security
- Organization Settings
- SERVICES**
- Updates & Migrations
- Messaging
- Meeting
- Calling
- Vidcast
- Contact Center**
- Events
- Connected UC
- Hybrid

**webex Control Hub**

Search

**Contact Center Overview**

Current cycle agent license usage

Billing cycle: 09/26/2024 - 10/25/2024

View daily details

Agent license

Standard license under usage

under **107**

- Standard license usage: 43
- Standard license purchased: 150

Premium license under usage

under **47**

- Premium license usage: 3
- Premium license purchased: 50

**What's new**

- Multimedia Profiles**  
Create new and manage existing Multimedia Profiles.
- Sites**  
Create new and manage existing Site. Associate your sites with multimedia profiles.
- Teams**  
Create new and manage existing Team. Associate your teams with sites.
- Skill Profiles**  
Create new and manage existing Skill Profiles.
- Desktop Profiles**



# Configure Contact Centre via Control Hub!

webex Control Hub

Search

JK

< Main Menu

Contact Center

Overview

CUSTOMER EXPERIENCE

Channels

Queues

Business Hours

Audio Prompts

Flows

Call Recording Schedules

Surveys

Flows

Subflows

Search by name

All

20 Flows

Manage Flows

| Flow                        | Description                  | Status    | Last modified                |
|-----------------------------|------------------------------|-----------|------------------------------|
| Cars_Backup                 | Public version of Cisco Cars | Published | May 31, 2024 14:49 PM        |
| Cars_Production             | Public version of Cisco Cars | Published | September 10, 2024 07:26 ... |
| Cisco_carsv3                | Demo for car booking scen... | Draft     | March 08, 2024 19:43 PM      |
| CiscoFinance_CallDeflect    |                              | Published | April 12, 2024 11:16 AM      |
| Copy_flow_tts1_6168e59b3... |                              | Published | January 20, 2022 09:15 AM    |
| CSSE_Q                      |                              | Draft     | February 11, 2022 12:19 PM   |

Cisco Webex Flow Designer

Cars\_Production Draft Edit: On

Activity Libr... Subflo...

Call Handling

Blind Transfer

Feedback

Disconnect Contact

Virtual Agent

Play Music

Play Message

Collect Digits

Main Flow

Event Flows

Help

Search Flow

Ctrl K

NewPhoneCo... Start Flow

Event = NewPhoneContact

WelcomeMes... Play Message

Welcome message "Thank...

Error Handling

Undefined Error

Text-to-Speech Message

Thank you for calling Cisco Cars.

Unfortunately due to cyclone weather conditions in Brisbane, our wait times are longer than usual.

Please stay on the line and we will be with you as soon as possible.

Add Audio File

Add Audio Variable

Add Text-to-Speech Message

Text-to-Speech Settings

Autosave Enabled

Application Version: 0.4.541-0

Debug

Autosave

Validation: Off

Publish Flow



# Level 3 – Devices & Workspaces

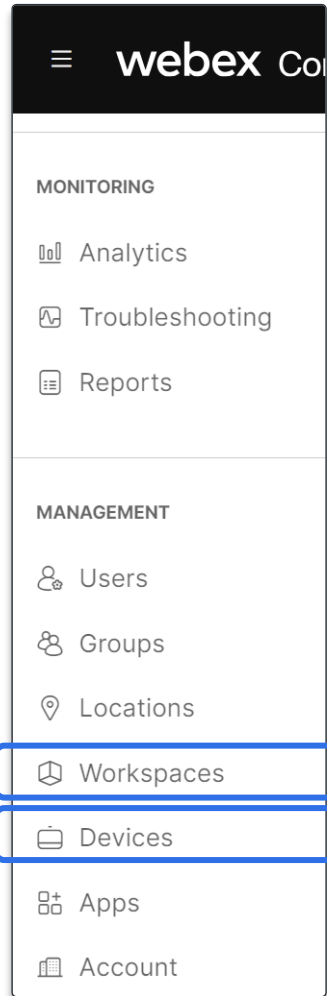


# Level 3 – Devices & Workspaces





# Workspaces vs Devices



## Workspaces

Shared Spaces, i.e.

- Meeting Room (6-20pax)
- Huddle Space (2-5pax)
- Focus Area (1-2pax)
- Open Space (2-100pax)
- Desk (1pax)

## Devices

- Room/Board/Desk Series
- Room Navigator Panels
- PTZ4K Camera
- Table Mic Pro
- Desk Phones
- Headsets



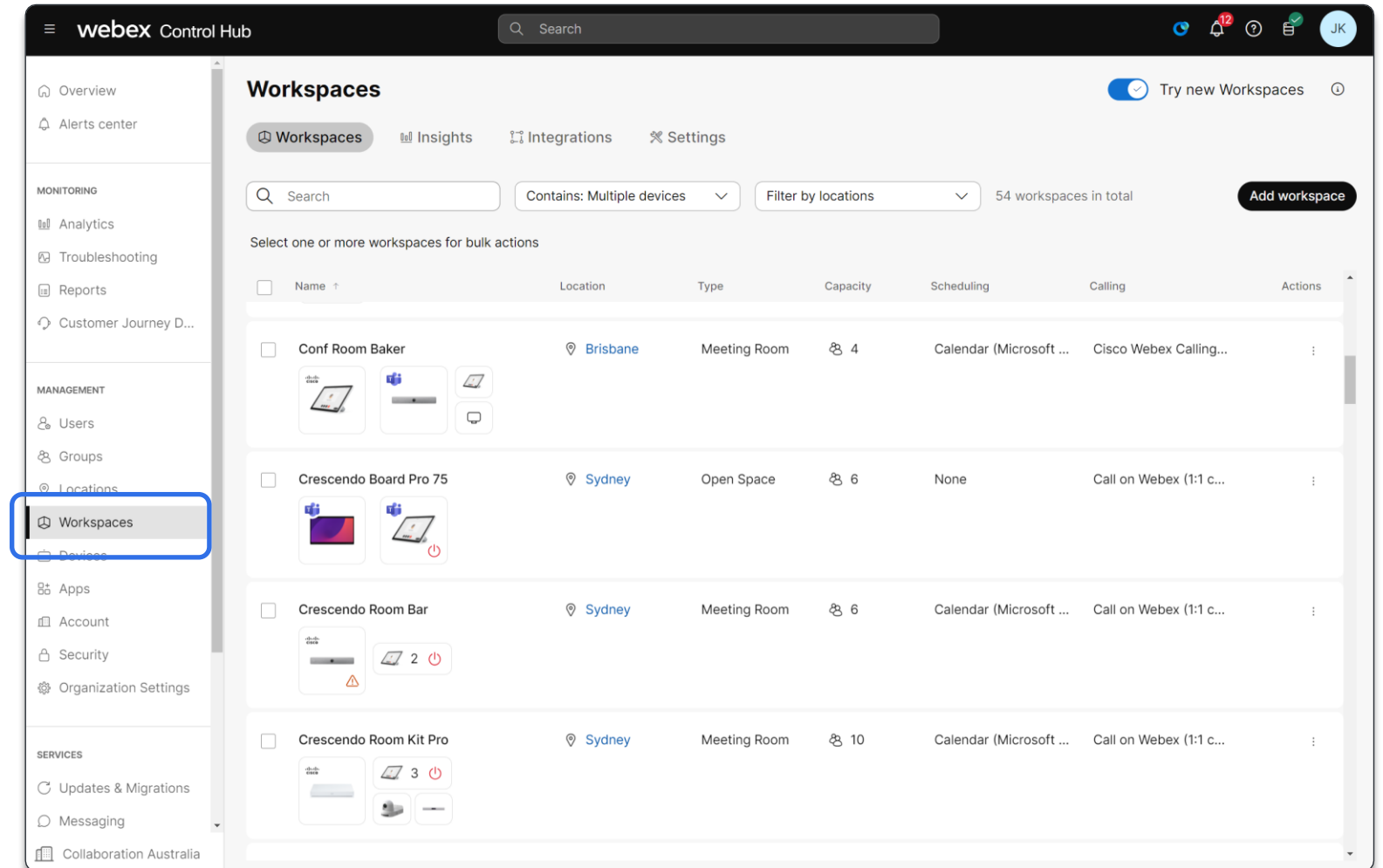
# VIP Boardroom – Someone has reported an issue!





# Workspaces View

- A visual overview of your collaboration devices and 3rd-party peripherals.
- Actionable, real-time insights – right at your fingertips.
- Predict and resolve issues – before they arise.



# Workspaces View (Detailed)

The screenshot displays the 'Crescendo Room Bar Pro MTR' interface, which is divided into several sections. The top navigation bar includes 'Overview', 'Scheduling', and 'Meetings'. The 'Overview' section is currently active, showing 'Issues & Information' with a notification for 'QM55C offline' and a 'Devices' list. The 'Devices' list includes 'Cisco Room Bar Pro', 'SAM SAMSUNG', 'Cisco Room Navigator', and 'QM55C'. A callout box for 'QM55C' shows its serial number, frame rate, resolution, and screen size. The 'Real-Time Utilisation Metrics' section shows 'Devices' as 'Idle', 'Occupied' as 'No', and 'Occupants' as '0'. The 'Real-Time Environmental Metrics' section shows 'Sound Level' as '28 dBA', 'Ambient Noise' as '28 dBA', 'Reverb. Time' as '0', 'Temperature' as '22/72 °C', 'Relative Humidity' as '53%', and 'Air quality (TVOC)' as '1.0'. The 'Location' section shows the room's address in Sydney and a map. The 'Scheduling' section shows the room is 'Activated' and 'Hot Desking' is 'Disabled'. Annotations with blue boxes and lines highlight specific features: 'NEW Reverb Test' points to the 'Reverb. Time' metric; 'Peripherals' points to the 'Issues & Information' section; 'Room Utilisation' points to the 'Real-Time Utilisation Metrics' section; 'Environmental Metrics' points to the 'Real-Time Environmental Metrics' section; 'Calling' points to the 'Location' section; and 'Calendar & Room Booking' points to the 'Scheduling' section.

**Crescendo Room Bar Pro MTR**  
Meeting Room • Capacity: 6 people

**Overview** | Scheduling | Meetings

**Issues & Information**

QM55C offline  
2 days ago (November 7, 2025)

**Devices**

- Cisco Room Bar Pro  
Online
- SAM SAMSUNG  
Online
- Cisco Room Navigator  
Online
- QM55C  
Offline

**Serial number**: 0QVSHNDX700377Y  
**Frame rate**: 60 Hz  
**Resolution**: 3840×2160  
**Screen size**: 55"

**Real-Time Utilisation Metrics**

|           |      |        |               |
|-----------|------|--------|---------------|
| Devices   | Idle | Booked | Not available |
| Occupied  | No   |        |               |
| Occupants | 0    |        |               |

**Real-Time Environmental Metrics**

|               |        |                    |          |
|---------------|--------|--------------------|----------|
| Sound Level   | 28 dBA | Temperature        | 22/72 °C |
| Ambient Noise | 28 dBA | Relative Humidity  | 53%      |
| Reverb. Time  | 0      | Air quality (TVOC) | 1.0      |

**Location**

Sydney  
177 Pacific Hwy, North Sydney NSW 2060, Australia, Floor 24

Indoor navigation  
Add URL

**Scheduling**

Office 365  
Activated - since October 23, 2025

Email Address: CrescendoRoomBarPro@CollabAustralia.onmicrosoft.com

Hot Desking: Disabled

**NEW Reverb Test**

**Peripherals**

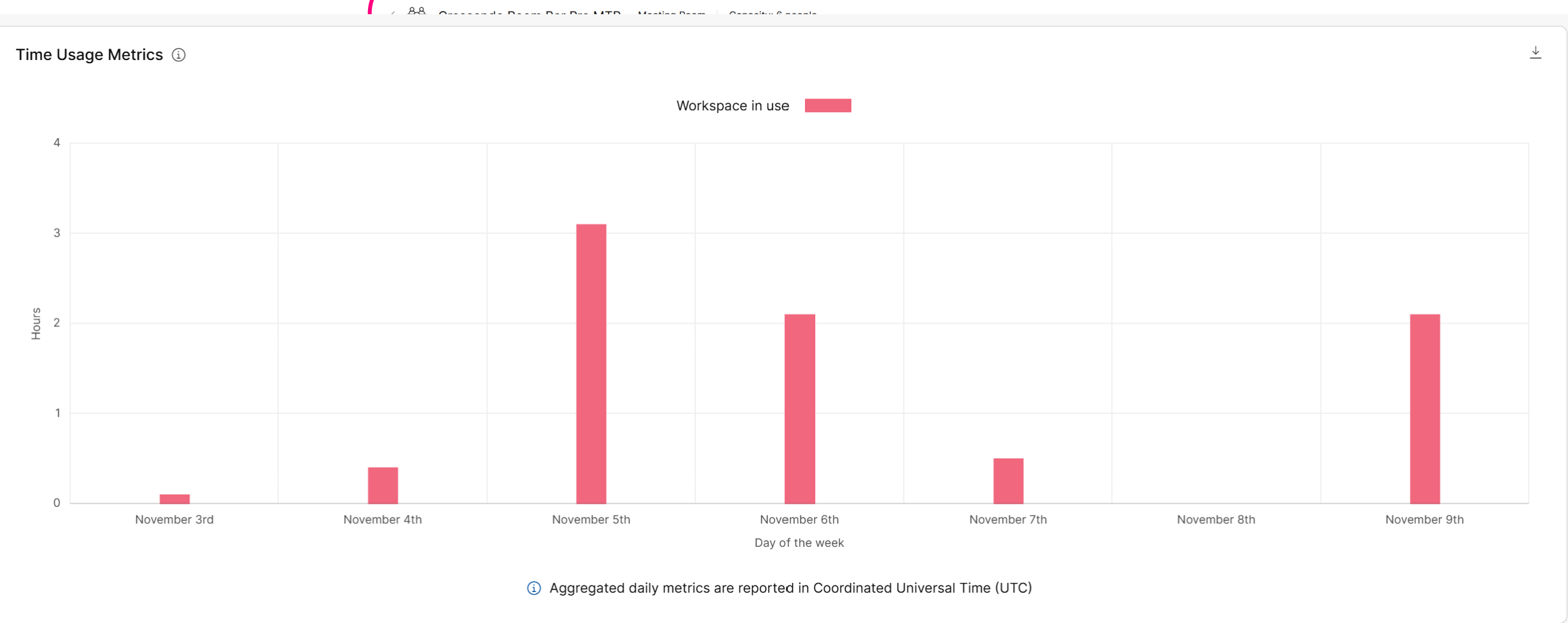
**Room Utilisation**

**Environmental Metrics**

**Calling**

**Calendar & Room Booking**

# Workspace Metrics



Data privacy protection

This data may be processed by Cisco for historical analytical reports, which will be accessible by organisation and partner administrators. This data is stored in compliance with the [Cisco Webex Platform data locality standards](#), and depends on the location of your organisation. The stored data is anonymous.

# Workspace Metrics – Environment Metrics

<  Crescendo Room Bar Pro MTR Meeting Room | Capacity: 6 people

Utilisation Metrics **Environment Metrics**

Last 7 days

Sound **Temperature** Relative Humidity Air quality (TVOC)

Celsius

### Insights

Average Temperature ⓘ

22.4 °C ↑ 2%

All at the same location: 22.8

Min temperature ⓘ

19.1 °C ↑ 4%

All at the same location: 15.2

Max temperature ⓘ

26.3 °C ↑ 4%

All at the same location: 28.1



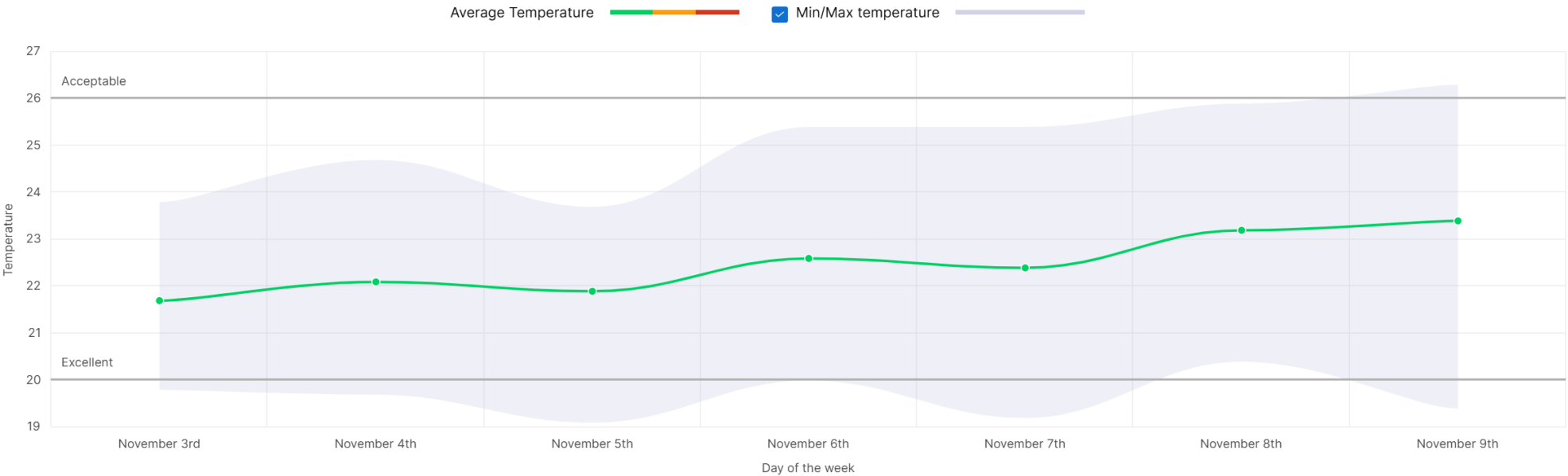
### Data sources

Temperature sensor ⓘ

On

Cisco Room Navigator, Cisco Room Navi...

### Temperature Metrics ⓘ





# VIP User's Screen Sharing Frustrations



# Devices (Detailed)

Overview

Alert Centre

MONITORING

Analytics

Troubleshooting

Reports

Customer Journey Data

MANAGEMENT

Users

Groups

Locations

Workspaces

Devices

Apps

Account

Security

Organisation settings

SERVICES

Updates & Migrations

Messaging

Meeting

Calling

PSTN & Routing

Customer Assist

Vidcast

Events

Connected UC

Hybrid

Collaboration Australia

< Devices

Cisco Room Kit EQ

Online • Idle • Rooms & Desks • Device platform:

Actions

Selsius EQ

Occupied: No • Occupants: 0

Overview

History

Lifecycle

Details

Wired

Network connectivity

10.66.114.6

IP address

20:DB:EA:89:1B:B3

20:DB:EA:89:1B:B4

WLAN MAC ⓘ

FOC2845JCXY

Serial number

selsius\_eq@collabau.rooms.webex.com

selsius\_eq@collabau.room.ciscospark.com

SIP address

Primary

Software

Microsoft Teams Rooms

Platform

Cisco

Software upgrade provider

Beta

Channel

RoomOS November 2025

Release

RoomOS 26.0.1.3 4f523823202

Version

1449/1.0.96.2025223801

Teams app

Alerts

Not monitored

No alert rules set for this device.

Create rule

Planned Maintenance ⓘ

Issues & Information

Signal interference from other devices

Connected Peripherals

2 Cisco PTZ 4Ks

Online

Cisco Quad Camera

Online

Cisco Room Navigator

Online

3 Cisco Table Microphone Pros

Offline

Cisco Room Vision PTZ

Offline

Configurations

All configurations

1390

Configuration templates

Digital signage

Navigator-persistent web app

Disabled

Macros

6

Support

Meetings and Calls

New ⓘ

Go to Troubleshooting

Device logs ⓘ

Manage

Remote access ⓘ

Available ⓘ • Open

Local Device Controls ⓘ

Launch

User access ⓘ

Manage

Network

Issues

Peripherals

Configuration

Software

# Configure a Device (e.g. Miracast)

1

Configurations

⚙️ All configurations916>

📄 Configuration templates>

🖨️ Digital signageDisabled>

📱 Navigator persistent web appDisabled>

🔌 Macros1>

Support

Device Logs ⓘManage>

Remote access ⓘManage>

Local Device Controls ⓘLaunch🔗

Cisco Support ⓘRemote Access Key>

2

Device configurationsCisco Room Bar ProBrisbane Room Bar ProIssi

ConfigureReviewSummary

Select configurations

Select one or more configurations to apply to the selected device.

🔍 Miracast918 configurations

Video > Input > Miracast > Max Bitrate

Video > Input > Miracast > Mode

Video > Input > Miracast > Pin Length

Video > Input > Miracast > Presentation Selection

Video > Input > Miracast > Quality

Video > Input > Miracast > Transport

Whiteboard Url

Audio

Default Volume

Input

Microphones

Output

Panning Mode

Placement

Sounds And Alerts

USB

Next

3

Device configurationsCisco Room Bar ProBrisbane Room Bar ProIssi

ConfigureReviewSummary

Select configurations

Select one or more configurations to apply to the selected device.

All > Video > Input > Miracast > Mode

Mode

Mode

Supported device types

Configuration value

Default ⓘ

Undo

Cisco Room Bar Pro

Off (Default)

Manual

Off

On

Next

# Remote Access



## Cisco Board Pro 55 G2

Online • Idle • Rooms & Desks • Device platform:

Overview History Lifecycle

### Details

|                                                                                                                                                                                                         |                              |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| Wired<br>Network connectivity                                                                                                                                                                           | 10.66.114.47<br>IP address   |
| 8C:44:A5:87:7A:5A<br>8C:44:A5:87:7A:5B<br>MAC address                                                                                                                                                   | WZS2828L04A<br>Serial number |
| crescendo_board_pro_g2_mtr050706@collabau.rooms.webex.com<br>crescendo_board_pro_g2_mtr_2i3z1y@collabau.rooms.webex.com<br>crescendo_board_pro_g2_mtr050706@collabau.room.ciscospark.com<br>SIP address | Primary                      |

### Software

|                                         |                                     |
|-----------------------------------------|-------------------------------------|
| Microsoft Teams Rooms<br>Platform       | Cisco<br>Software upgrade provider  |
| Stable<br>Channel                       | n/a<br>Release                      |
| RoomOS 26.0.0.48 97a5baa2212<br>Version | 1449/1.0.96.2025223801<br>Teams app |

### Alerts



## Start the remote access session

Things to know before you start the session

- ⓘ Users can decline the access request or end the session at any time.
- ⚡ Everything that you do on the device's interface will be visible to the end user.
- 📹 You can access the device's camera feed.
- 📺 You will see the shared content on the device.
- 🔇 You won't hear what's going on on the other side.

Start the session

< Go back



# Remote Access

Cisco Board Pro 55 G2

Crescendo Board Pro G2 MTR

0

End session

Connected devices/displays

Cisco Board Pro 55 G2



Cisco Board Pro 55 G2

Room & Desk device

MAC address: 8C:44:A5:87:7A:5A

Serial Number: WZS2828L04A

Resolution: 3840x2160

Screen size: 55

Revoke access

FRIDAY, NOVEMBER 7

9:27 AM

Crescendo Board Pro

Join your meeting with this room



Meet now

Call

Share

Whiteboard

Join with an ID

More

Available

All day

November 08 Tomorrow

Available

All day

Share options

Call

Webex

Zoom

Report Issue

Camera

Microphone

Device Info

Standby

View full screen

© 2025 Cisco and/or its affiliates. All rights reserved.

BRKCOL-2529

CISCO

Cisco Confidential

# Imagine doing that 1000 times!





# Devices Templates

MANAGEMENT

Users

Groups

Locations

1

Workspaces

2

Devices

Apps

Account

Security

Organisation settings

SERVICES

Updates & Migrations

Messaging

Meeting

webex Control Hub

AI-powered smart search

More on templates

Devices

2

Templates

XOD devices

Settings

Software

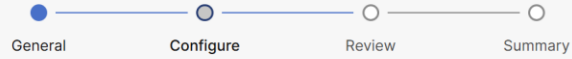
Resources

Search

31 templates

Create template

| Template                   | Number of configurations ⓘ | Last edited ↓ |                                     |
|----------------------------|----------------------------|---------------|-------------------------------------|
| VIC-Device-Template_RoomOS | 16                         | 10/28/2025    | <div></div> <div></div> <div></div> |
| Miracast_Airplay_Enable    | 2                          | 10/25/2025    | <div></div> <div></div> <div></div> |
| New Zoom Experience        | 1                          | 10/21/2025    | <div></div> <div></div> <div></div> |
| Melbourne MTR Template     | 11                         | 09/18/2025    | <div></div> <div></div> <div></div> |
| QCS VPV Test               | 8                          | 08/14/2025    | <div></div> <div></div> <div></div> |
| Lizzies                    | 11                         | 03/26/2025    | <div></div> <div></div> <div></div> |
| Enable Signage             | 9                          | 02/10/2025    | <div></div> <div></div> <div></div> |
| Xmas Theme                 | 1                          | 12/01/2024    | <div></div> <div></div> <div></div> |

**Select configurations for template**

Select configurations to add to the template. Configuration options vary based on the filters applied.

Template information

Filter by device type ✓

Search by configuration name

1860 configurations ⓘ

## Apps

WallpaperBundles &gt; HalfwakeImage

Whiteboard &gt; Url

## Audio

Bandwidth

Conference

DefaultVolume

Input

Microphones

Output

Panning

Placement

SoundsAndAlerts

USB

Ultrasound &gt; MaxVolume

BYOD

1860 Device  
Configurations available  
via Cloud xAPI !



# Bulk Templates

AI-powered smart search

Devices

Devices Templates XOD devices Settings Software Resources

Tags= sydneyxcx 7 devices

Filter by Online (4) Expired (0) Offline: maintenance (0) Offline (0) Issues (3) Offline: deep sleep (0)

7 devices selected

| Type          | Product               | Status |
|---------------|-----------------------|--------|
| Rooms & Desks | Cisco Board Pro 55 G2 | Online |
| Rooms & Desks | Cisco Room Kit EQ     | Issues |
| Rooms & Desks | Cisco Room Bar        | Issues |
| Rooms & Desks | Cisco Room Bar Pro    | Issues |
| Rooms & Desks | Cisco Room Bar Pro    | Online |
| Rooms & Desks | Cisco Room Kit EQ     | Online |
| Phones        | Cisco 9861            | Online |

7 devices selected

5 device types

|                       |   |
|-----------------------|---|
| Cisco Room Kit EQ     | 2 |
| Cisco Room Bar Pro    | 2 |
| Cisco 9861            | 1 |
| Cisco Board Pro 55 G2 | 1 |
| Cisco Room Bar        | 1 |

Select an action for all devices selected.

Resync (1) Export CSV Delete

Configurations

All configurations Edit

Configuration templates Apply

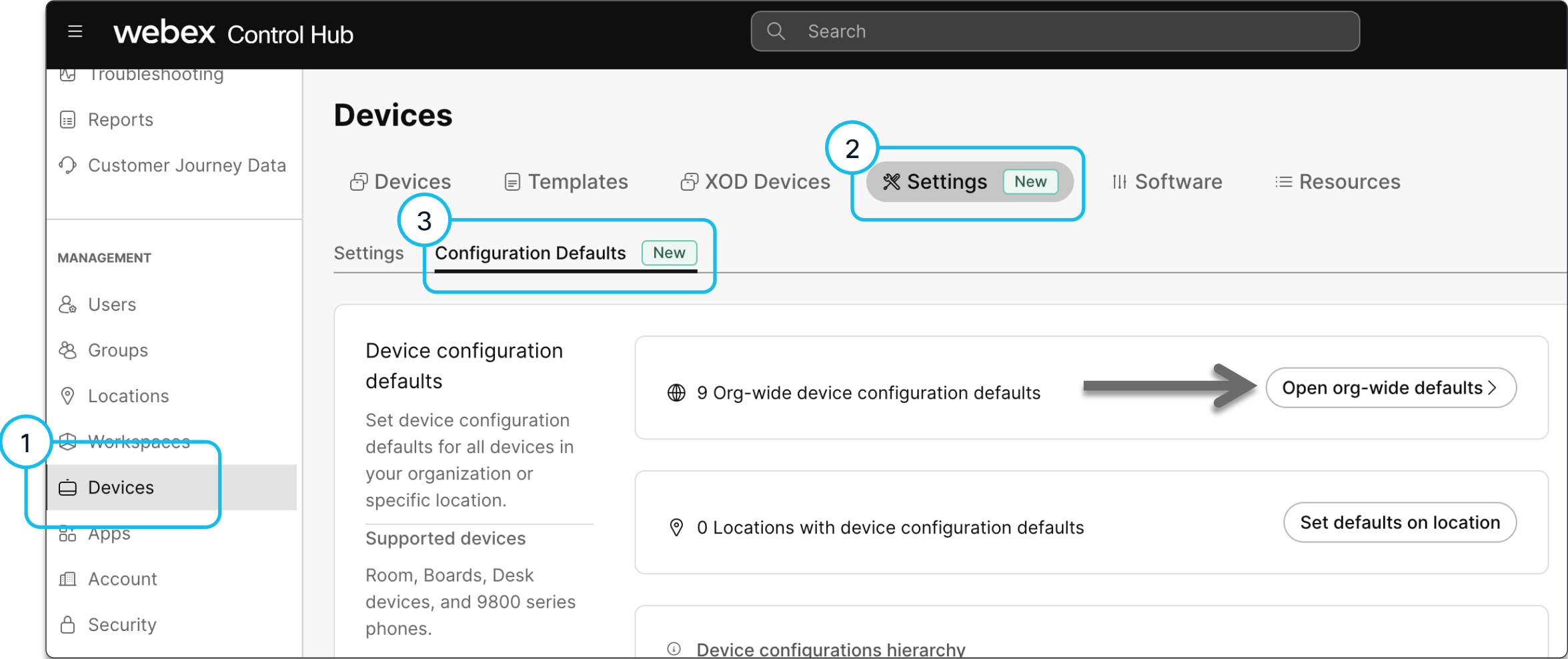
Digital signage Edit

Navigator-persistent web app Edit

Tags

1 tag in common Edit

# Global and Location Devices Templates





Active org-wide device configuration defaults

Device configurations listed below are applied to all devices in your organization.

**Note:** Note: Location and device configurations override global device configurations. [More on device configurations hierarchy](#)

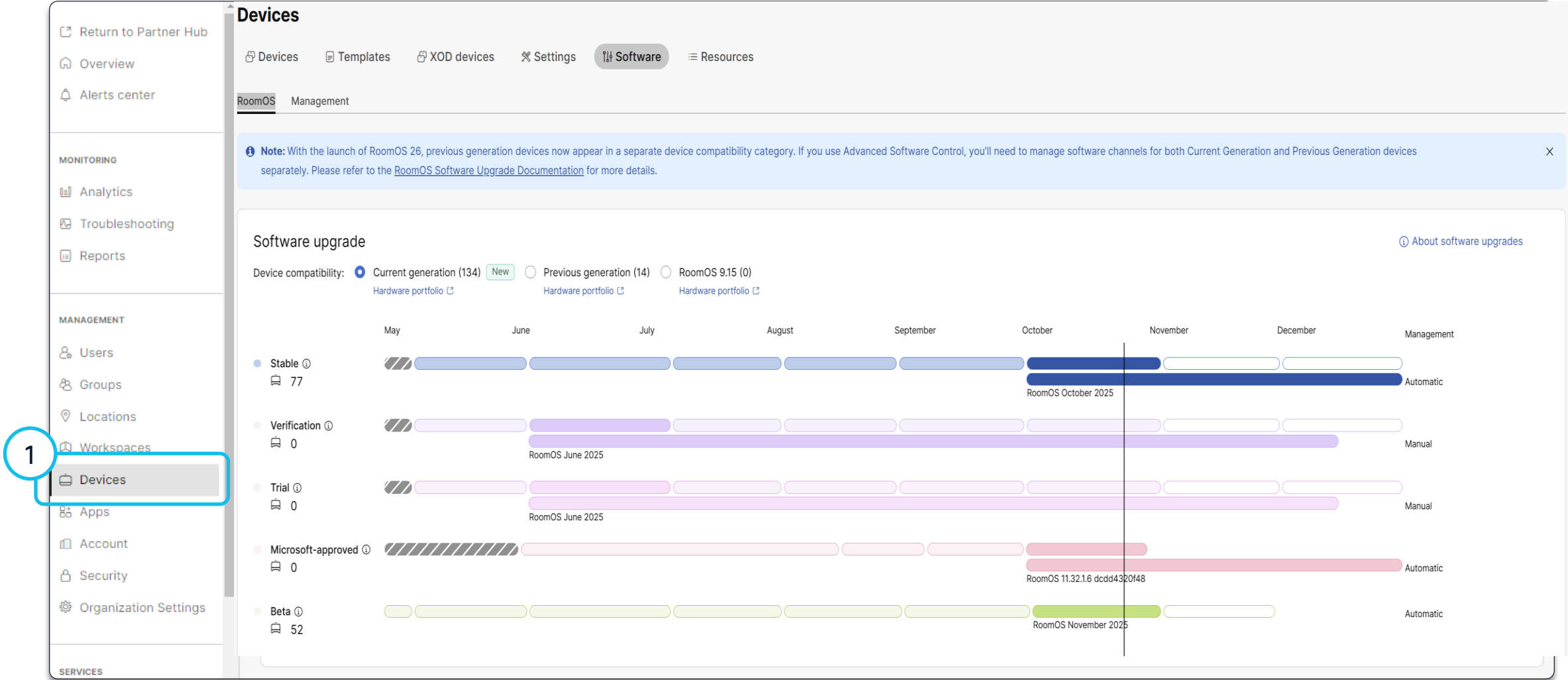
8 active configurations

Add configurations

| Configuration                                | Value                                     | Actions           |
|----------------------------------------------|-------------------------------------------|-------------------|
| Macros Provisioning Mode                     | On                                        | <a href="#">✎</a> |
| Room Analytics Ambient Noise Estimation Mode | On                                        | <a href="#">✎</a> |
| Room Analytics People Count Out Of Call      | On                                        | <a href="#">✎</a> |
| Room Analytics People Presence Detector      | On                                        | <a href="#">✎</a> |
| Thousand Eyes Connection String              | S3FD77CY+VOrk+4fbbgjBS0qLaB4III0kbbpau... | <a href="#">✎</a> |
| Thousand Eyes Enabled                        | True                                      | <a href="#">✎</a> |
| User Interface Features Call Join Zoom       | Auto                                      | <a href="#">✎</a> |
| WebRTC Provider Google Meet Mode             | On                                        | <a href="#">✎</a> |

Close

# Advanced Software Management





Devices

Devices Templates XOD devices Settings S

Microsoft-approved ⓘ  
0

Beta ⓘ  
52

Preview ⓘ  
0

Latest ⓘ  
5

Microsoft-provided software

Devices using Microsoft-provided software ⓘ  
0 /134 devices

Stable ⓘ

Software version

Manage software release

☒ Automatic software upgrade

☐ Manually select software

☐ RoomOS October 2025  
Supported platforms:  

☐ RoomOS September 2025  
Supported platforms:  

☐ RoomOS August 2025  
Supported platforms:  

☐ RoomOS July 2025  
Supported platforms:  

☐ RoomOS June 2025  
Supported platforms:   

☐ RoomOS May 2025  
Supported platforms:  

Time of upgrade

☒ Upgrade night-time ⓘ

☐ Upgrade now ⓘ

Stable  
Channel

77/134  
Devices

Automatic or  
Manual  
Software  
Updates

Time-of-day  
Installation

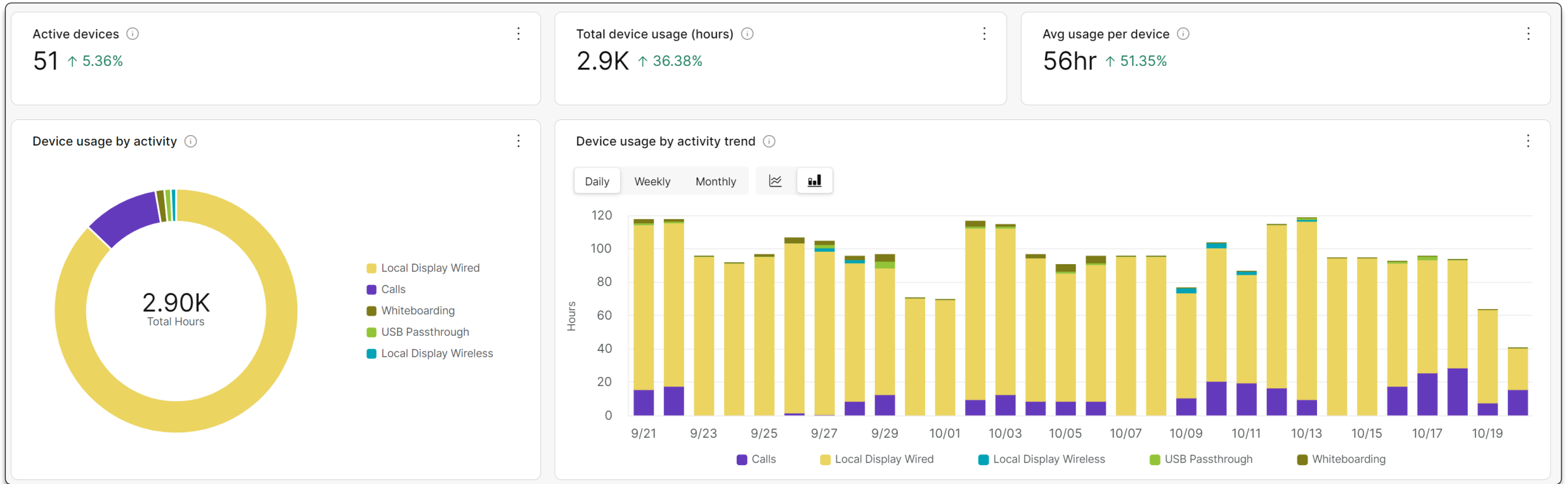
Cancel

Save

# Understanding and Optimising VC Spaces

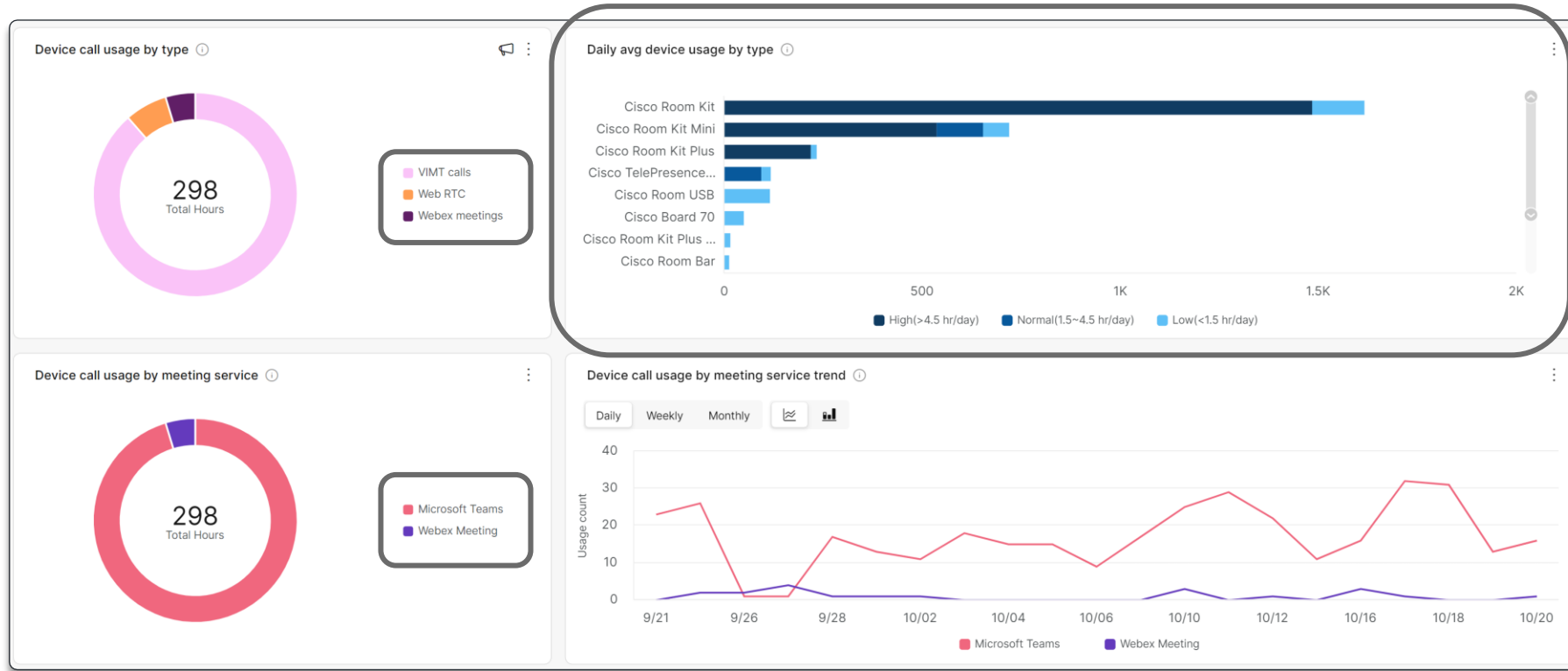


# Devices Activity Utilisation



- Local (Wired) Sharing via HDMI is the most common activity performed on the devices.
  - This could be due to Room PC's or laptops permanently plugged in to share screen
- Calling (e.g. Webex or Teams Meetings) is the second most common activity

# Meeting Platform Utilisation



- Microsoft Teams is the most prominent meeting platform, and the most prominent call type is “VIMT” (aka CVI) which provides the best quality experience.
- CVI Cross Tenant join provides better experience than WebRTC and should be enabled.
- Room Kit, Room Kit Mini, and Room Kit Plus are the device types which account for the highest amount of usage.



# Devices making the highest number of calls (Top 10)

Device details ⓘ

Q Search by Assigned To, Device ID, Device Type, Status...

| Assigned To         | Device Type        | Tags | IP Address   | Status               | Hours Used | Calls  |
|---------------------|--------------------|------|--------------|----------------------|------------|--------|
| MEL03-14-BLUES      | Cisco Room Kit     |      | 10.72.60.14  | CONNECTED            | 177.71     | 173.29 |
| Perth Bloch         | Cisco Board Pro 55 |      | 10.103.22.16 | CONNECTED            | 173.52     | 170.59 |
| Perth APR4          | Cisco Board Pro 55 |      | 10.103.22.15 | CONNECTED            | 170.37     | 163.27 |
| Perth APR1          | Cisco Board Pro 55 |      | 10.103.22.12 | CONNECTED            | 160.3      | 157.23 |
| MEL03-14-DEMONS     | Cisco Board 85S    |      | 10.72.60.255 | CONNECTED_WITH_IS... | 139.25     | 127.43 |
| Perth Sulikowski    | Cisco Board Pro 55 |      | 10.103.22.26 | CONNECTED            | 134.52     | 121.07 |
| Chris Anderson Desk | Cisco Desk Pro     |      | 10.1.1.144   | CONNECTED            | 333.44     | 115.29 |
| PowerCor_RBar       | Cisco Room Bar     |      | 10.20.4.53   | CONNECTED_WITH_IS... | 166.82     | 107.17 |

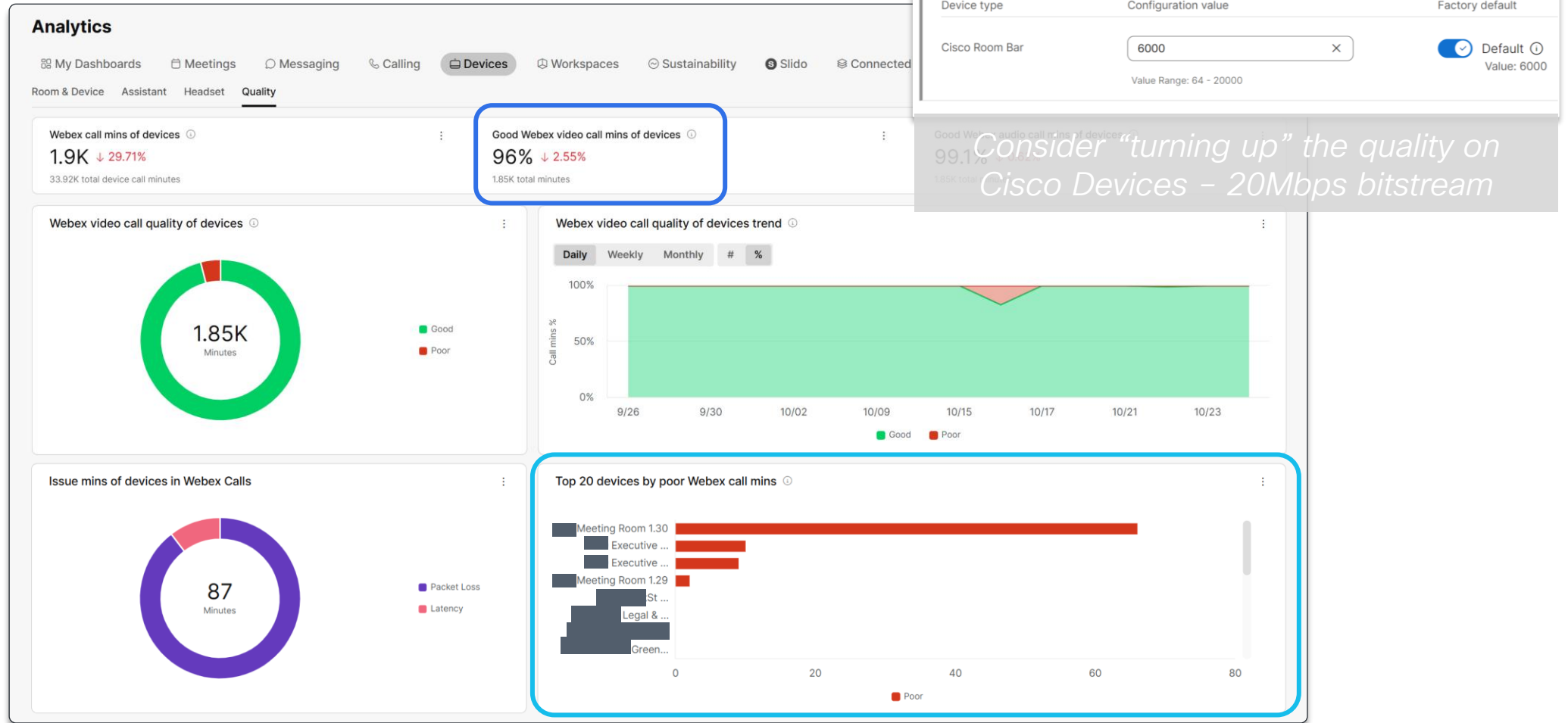
- Try to promote more rooms like this

# Devices making the least number of calls (Top 10)

| Assigned To                  | Device Type        | Tags    | IP Address     | Status               | Hours Used | Calls | Digital Signage |
|------------------------------|--------------------|---------|----------------|----------------------|------------|-------|-----------------|
| Mark Valters                 | Cisco Desk         |         | 10.66.212.201  | CONNECTED_WITH_IS... | 83.42      | 0     | 0               |
| Robert Executive             | Cisco Desk Pro     |         | 10.10.10.33    | CONNECTED            | 2.78       | 0     | 0               |
| RES-100                      | Cisco Board 70     |         | 10.72.60.254   | CONNECTED_WITH_IS... | 127.83     | 0     | 121.33          |
| RES-100 BCS Meeting Room 112 | Cisco Desk Pro     |         | 192.168.1.76   | CONNECTED            | 14.15      | 0     | 0               |
| RES-100 DDC 3A Office        | Cisco Room Bar Pro |         | 10.66.212.62   | CONNECTED_WITH_IS... | 0          | 0     | 0               |
| RES-100 DDC 3A Office        | Cisco Desk Pro     |         | 10.15.32.144   | CONNECTED_WITH_IS... | 1.88       | 0     | 0               |
| RES-100 DDC 3A Office        | Cisco Desk         |         | 10.103.22.13   | CONNECTED_WITH_IS... | 0.01       | 0     | 0               |
| RES-100 DDC 3A Office        | Cisco Room Bar Pro |         | 192.168.10.112 | CONNECTED            | 0          | 0     | 0               |
| RES-100 DDC 3A Office        | Cisco Room Bar     | AOSP-DM | 10.66.234.43   | CONNECTED            | 91.24      | 0     | 91.24           |

- Investigate these devices – possibly repurpose or relocate equipment. Additional training may be required.

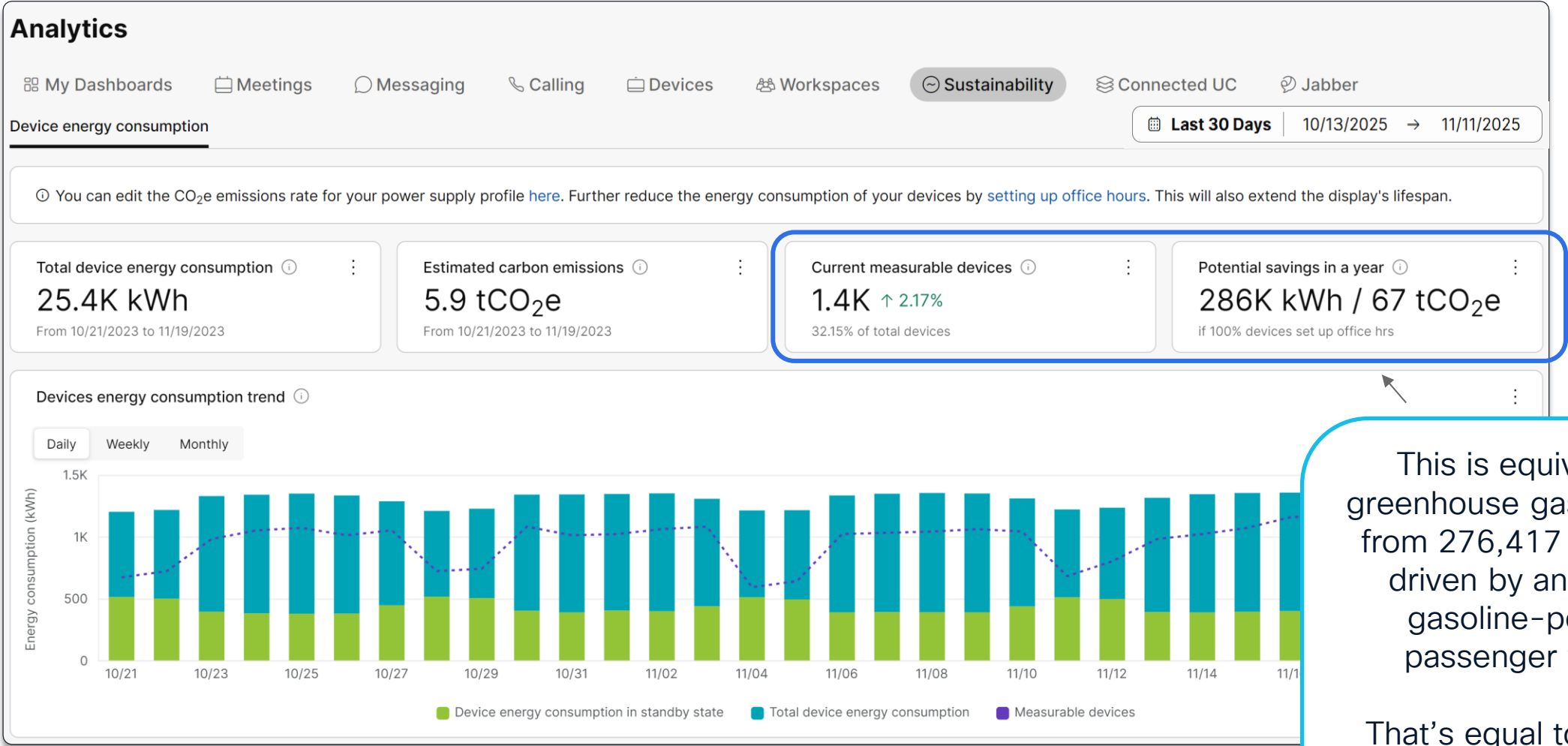
# Call Quality and Performance



- Call Quality for Cisco Devices is rated as excellent – 96% of calls performed with optimal network conditions.

# Sustainability

## Potential Energy Savings per year by using “Office Hours” auto-standby feature.



This is equivalent to greenhouse gas emissions from 276,417 kilometers driven by an average gasoline-powered passenger vehicle.

That's equal to driving 7 times around the globe.



# Optimise your investment in Room OS

webex Control Hub

AI-powered smart search

Overview

Alert Centre

MONITORING

Analytics

Troubleshooting

Reports

Customer Journey Da...

MANAGEMENT

Users

Groups

Locations

Workspaces

Devices

Apps

Account

Security

Organisation settings

SERVICES

Devices

Templates

XOD devices

Settings

Software

Resources

Settings

Configuration defaults

Meeting providers

Gives third party meeting providers access to the device camera and microphone.

Supported devices

Room, board and desk series

Enable Microsoft Teams

Enable Google Meet

Interoperability token not set

Enable Zoom

Enable devices to join meetings hosted by third-party providers. This gives the individual the device camera and microphone. Cisco Webex services will provide calendar integration through One Button to Push on the devices.

Required device configuration

Microsoft Teams and Google Meet require Web Engine to be turned on. The setting can be found in device configurations: Web engine > Mode

For Webex Edge devices, Allow Control Hub to manage configurations must be enabled.

Official Web Engine support will exist in supported software versions listed under the Devices Software tab

3rd Party Meeting Join

Pin Lock

Digital Signage

Branding

ThousandEyes

# **Level 4 - Integrated Monitoring and Troubleshooting**



# Level 4 - Integrated Monitoring and Troubleshooting







# Proactive Quality Alerts

Overview

Alerts center

MONITORING

Analytics

Troubleshooting

Reports

MANAGEMENT

Users

Groups

Locations

Workspaces

Devices

Apps

Account

Security

Organization Settings

SERVICES

Updates & Migrations

Cumulus Organization

Alerts center

AlertsRequestsManage

All alertsMy alerts

Search

AllUnresolvedAllHighMediumLowFilter

268 alerts

Export

|                          | Severity | Alerts                                                                                       | Action                           | Date           |
|--------------------------|----------|----------------------------------------------------------------------------------------------|----------------------------------|----------------|
| <input type="checkbox"/> | High     | Vandelay Board Room Issues - Audio Packet Loss was 89% which exceeded the threshold ...      | <a href="#">View diagnostics</a> | Today, 8:45 PM |
| <input type="checkbox"/> | High     | Device live meeting alert (https://eurl.io/#abkTpBYof) - Audio Packet Loss was 83% which ... | <a href="#">View Diagnostics</a> | Today, 8:43 PM |
| <input type="checkbox"/> | High     | Live Meeting Alerts (https://eurl.io/#abkTpBYof) - Audio Packet Loss was 83% which exce...   | <a href="#">View diagnostics</a> | Today, 8:43 PM |
| <input type="checkbox"/> | High     | Vandelay Board Room Issues - Audio Packet Loss was 69% which exceeded the threshold ...      | <a href="#">View diagnostics</a> | Today, 8:21 PM |
| <input type="checkbox"/> | High     | Live Meeting Alerts (https://eurl.io/#abkTpBYof) - Audio Packet Loss was 74% which exce...   | <a href="#">View diagnostics</a> | Today, 8:20 PM |
| <input type="checkbox"/> | High     | Device live meeting alert (https://eurl.io/#abkTpBYof) - Audio Packet Loss was 74% which ... | <a href="#">View Diagnostics</a> | Today, 8:20 PM |
| <input type="checkbox"/> | High     | Vandelay Board Room Issues - Audio Packet Loss was 79% which exceeded the threshold ...      | <a href="#">View diagnostics</a> | Today, 7:04 AM |
| <input type="checkbox"/> | High     | Device live meeting alert (https://eurl.io/#abkTpBYof) - Video Packet Loss was 12% which ... | <a href="#">View Diagnostics</a> | Today, 6:56 AM |
| <input type="checkbox"/> | High     | Live Meeting Alerts (https://eurl.io/#abkTpBYof) - Video Packet Loss was 14% which exce...   | <a href="#">View diagnostics</a> | Today, 6:54 AM |
| <input type="checkbox"/> | High     | Vandelay Board Room Issues - Audio Packet Loss was 75% which exceeded the threshold ...      | <a href="#">View diagnostics</a> | Today, 6:15 AM |
| <input type="checkbox"/> | High     | Device live meeting alert (https://eurl.io/#abkTpBYof) - Audio Packet Loss was 75% which ... | <a href="#">View Diagnostics</a> | Today, 6:06 AM |



# Proactive Alerts: Configuration

- Monitor specific users, devices or everyone!
- Rules based on packet loss, latency, jitter and cpu
- Alert sensitivity based on accumulated or consecutive time
- Notify via Email, Webex Space, Webhook or PagerDuty

The screenshot shows the configuration interface for Proactive Alerts, divided into three main sections highlighted with colored boxes and arrows:

- Target (Blue box):** Contains options to monitor specific users or devices. It includes a radio button for "User email(s)" (selected) and "Device name(s)". Below is a text input field "Enter user emails separated by commas" and a "Clear All" button. A checkbox "Monitor all participants" is also present.
- Rules (Cyan box):** Contains a table of rules for triggering alerts based on thresholds and duration. The table is organized by category (Audio, Video, Hardware) and metric (Packet Loss, Latency, Jitter, CPU).

|          |                                                 | Thresholds |     | Duration |
|----------|-------------------------------------------------|------------|-----|----------|
| Audio    | <input checked="" type="checkbox"/> Packet Loss | >=         | 8   | %        |
|          | <input checked="" type="checkbox"/> Latency     | >=         | 800 | ms       |
|          | <input type="checkbox"/> Jitter                 | >=         | 800 | ms       |
| Video    | <input checked="" type="checkbox"/> Packet Loss | >=         | 8   | %        |
|          | <input checked="" type="checkbox"/> Latency     | >=         | 800 | ms       |
|          | <input type="checkbox"/> Jitter                 | >=         | 800 | ms       |
| Hardware | <input type="checkbox"/> CPU                    | >=         | 90  | %        |
- Delivery channel (Magenta box):** Contains options for how alerts are delivered. It includes checkboxes for "Email", "Webex space", "Webhook", and "PagerDuty". The "Email" option is selected. Below the "Email" checkbox is a text input field "Enter user emails separated by commas" and a "Clear All" button. The "Webex space" option is also selected, showing sub-options for "Space name", "Space ID", and "1 to 1 bot".

# Proactive Webex Message Alerts

Sydney CXC Device Alerts ☆

Messages

People (7)

Content

Meetings

+Apps

Meet

Please do not reply, the space is not monitored.

22/10/2025

controlhub-alertcenter-bot

22/10/2025, 11:04 AM

Sydney CXC Devices - Medium is triggered

[View device](#)

Summary

Severity: Medium

Service: Devices

Type: Offline and online events

Trigger time(UTC): 2025-10-22 00:03:59

Description: Device is now offline

Details

Device Name: Crescendo Board Pro G2 MTR

Please do not reply, the space is not monitored.

23/10/2025

New messages

“That user” is reporting an issue again...



# Device Centric Troubleshooting

## Troubleshooting

Q Meetings and calls   Live meetings   Status   Video Mesh   Connected UC   UCM Cloud   Logs   Watermark analysis

Q Device = Crescendo Room Bar Pro x 44 Records   Last 21 Days   10/22/2025 → 11/11/2025   (GMT +11:00) Australia/Sydney v

### Crescendo Room Bar Pro

Status: Issues

Workspace: Crescendo Room Bar Pro

Product name: Cisco Room Bar Pro

Device platform: CISCO

Location: 177 Pacific Hwy, North Sydney ...

### Details

|                                        |                                                  |                                                              |
|----------------------------------------|--------------------------------------------------|--------------------------------------------------------------|
| Wired<br>Network connectivity          | 28:6B:5C:1E:19:87<br>MAC address                 | FOC2841JA1C<br>Serial number                                 |
| Rooms & Desks<br>Type                  | 10.66.114.13<br>IP Address                       | crescendo_room_bar_pro@collabau.rooms.webe...<br>SIP address |
| RoomOS December 2025<br>RoomOS release | RoomOS 26.1.0.17 f76347652be<br>Software version | Beta<br>Software channel                                     |

Meetings (10)   Call on Webex (34)   Download

Poor Webex meetings ⓘ  
0  
2 total Webex meetings

Poor Webex meeting minutes ⓘ  
0  
3 total Webex meeting minutes

Poor WebRTC meetings ⓘ  
0  
3 total WebRTC meetings

Poor WebRTC meeting minutes ⓘ  
0  
5 total WebRTC meeting minutes

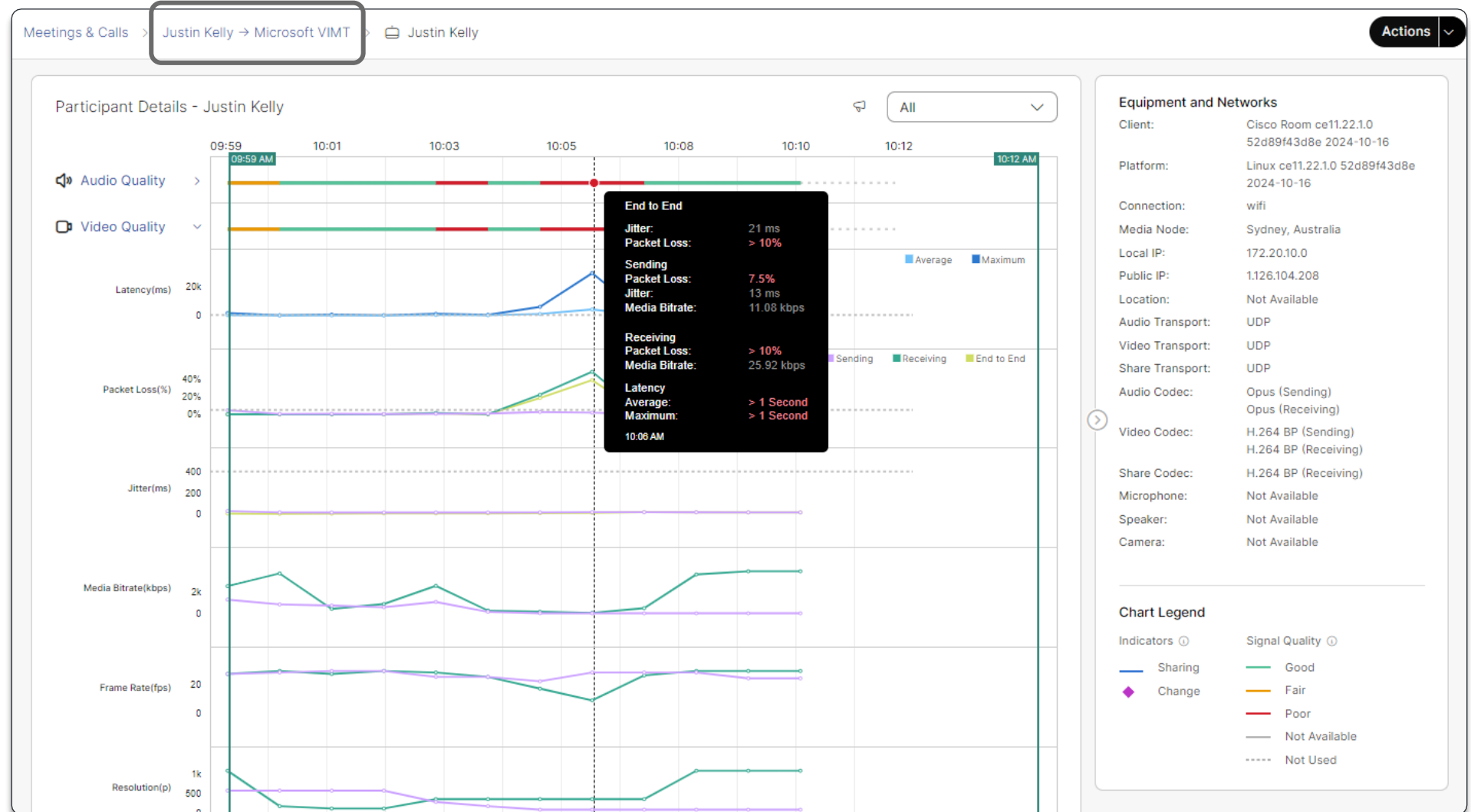
| Overall quality ⓘ | Personal quality ⓘ | Meeting number | Start time             | Meeting name           | Host name | Participants | Duration | Site | Platform | Conference ID        |
|-------------------|--------------------|----------------|------------------------|------------------------|-----------|--------------|----------|------|----------|----------------------|
| Good              | Good               | N/A            | 2025-11-09 04:05:05 PM | WebRTC Call            | N/A       | 1            | 03:49    | N/A  |          | 1043bad7-3597-4d...  |
| Good              | Good               | N/A            | 2025-11-05 12:43:19 PM | WebRTC Call            | N/A       | 1            | 01:31    | N/A  |          | 83376cb2-7ebc-46...  |
| Good              | Good               | N/A            | 2025-11-05 10:18:17 AM | Crescendo Room Bar ... | N/A       | 1            | 39:21    | N/A  |          | 5cada0b5-faca-475... |
| Good              | None               | N/A            | 2025-10-27 02:56:14 PM | WebRTC Call            | N/A       | 1            | 01:00    | N/A  |          | 70ee79a5-f64f-414... |





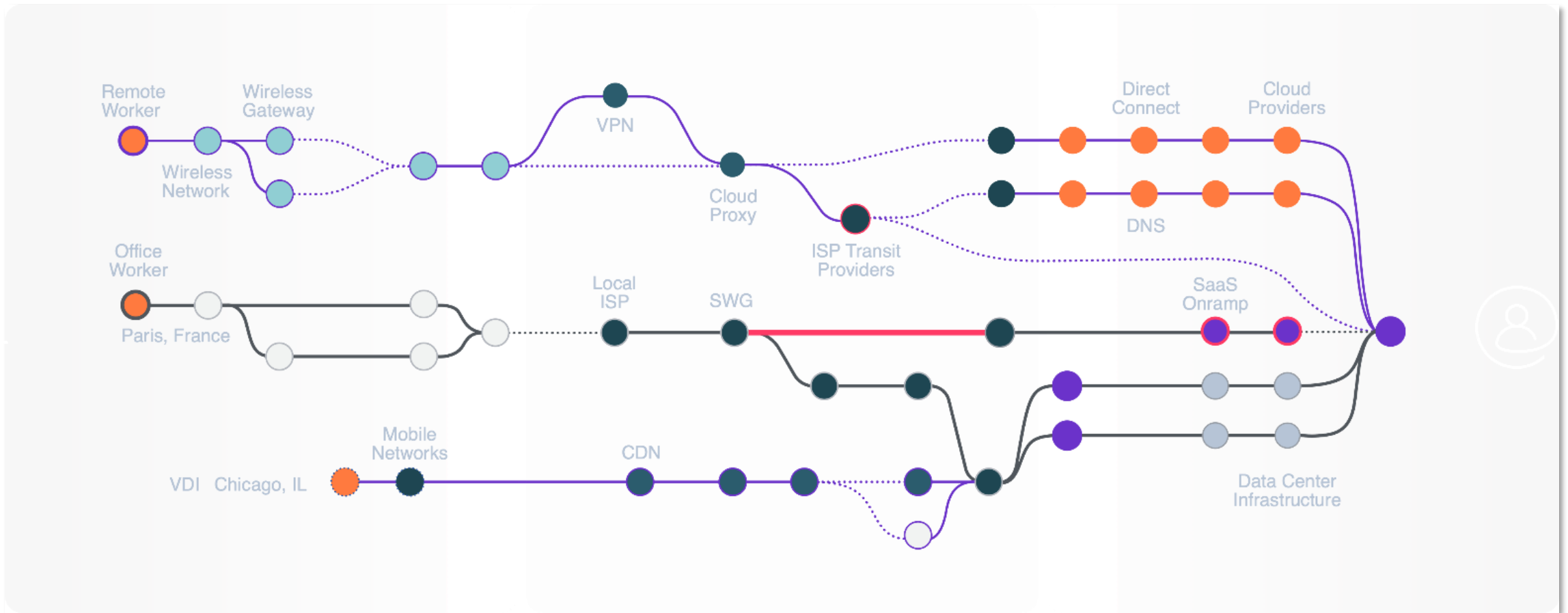
# Device troubleshooting for Microsoft CVI

- Search by device name
- Stats per device real-time or historic
- Cloud registered or Webex Edge for Devices



# Webex and ThousandEyes Integration

- The issue could be anywhere!



Webex Control Hub

admin.webex.com/support/live-meeting

Incognito

webex Control Hub

2

?

Overview

Alerts center

MONITORING

Webex Experience

Analytics

Troubleshooting

Reports

MANAGEMENT

Users

Workspaces

Devices

Apps

Account

Organization Settings

SERVICES

Updates & Migrations

Messaging

Meeting

Calling

Connected UC

Hybrid

Cumulus Organization

Troubleshooting

Meetings & Calls

Live Meetings

Status

Connected UC

Logs

All Sites

Export as JSON

Total Live Meetings 2

Total Live Participants 7

Meetings with Good Network 1

Participants with Good Network 6

Live Meetings Map

Network Performance

Audio

Video

IP by Network Performance

72.49.7.216/30

173.39.243.144/30

92.109.77.40/30

72.49.7.208/30

SiteName = All Sites

Email/Meeting #/Conf ID/Device Name

2 meetings

(GMT -04:00) America/New\_Y...

| Quality | Service | Start Time             | Conference ID      | Meeting Number | Host Name      | Meeting Name               | Participa... | Duration | Status      |
|---------|---------|------------------------|--------------------|----------------|----------------|----------------------------|--------------|----------|-------------|
| Poor    |         | 2022-07-05 07:24:05 AM | 231610992555993461 | 25903155265    | isom.adams@... | Isom Adams's Personal Room | 7            | 48:18    | In Progress |

© 2025 Cisco and/or its affiliates. All rights reserved.

BRKCOL-2529

8:12 AM

7/5/2022

76°F Sunny

Webex Control Hub

Dashboards - ThousandEyes

admin.webex.com/support/live-meeting

Incognito

webex Control Hub

2

?

Overview

Alerts center

MONITORING

Webex Experience

Analytics

Troubleshooting

Reports

MANAGEMENT

Users

Workspaces

Devices

Apps

Account

Organization Settings

SERVICES

Updates & Migrations

Messaging

Meeting

Calling

Connected UC

Hybrid

Cumulus Organization

Troubleshooting

Meetings & Calls

Live Meetings

Status

Connected UC

Logs

IP by Network Performance

72.49.7.216/30

173.39.243.144/30

92.109.77.40/30

72.49.7.208/30

0

5

SiteName = All Sites

Email/Meeting #/Conf ID/Device Name

2 meetings

(GMT -04:00) America/New\_Y...

| Quality | Service | Start Time             | Conference ID                      | Meeting Number | Host Name        | Meeting Name                | Participa... | Duration | Status      |
|---------|---------|------------------------|------------------------------------|----------------|------------------|-----------------------------|--------------|----------|-------------|
| Poor    |         | 2022-07-05 07:24:05 AM | 231610992555993461                 | 25903155265    | isom.adams@...   | Isom Adams's Personal Room  | 7            | 48:18    | In Progress |
| Good    |         | 2022-07-05 07:21:16 AM | 2022-07-05 07:24:05 AM 87272579866 | 25906281381    | alice.adams@c... | Alice Adams's Personal Room | 2            | 51:08    | In Progress |

https://admin.webex.com/#

76°F Sunny

8:12 AM

7/5/2022

© 2025 Cisco and/or its affiliates. All rights reserved.

BRKCOL-2529



Unexpected drops ⓘ

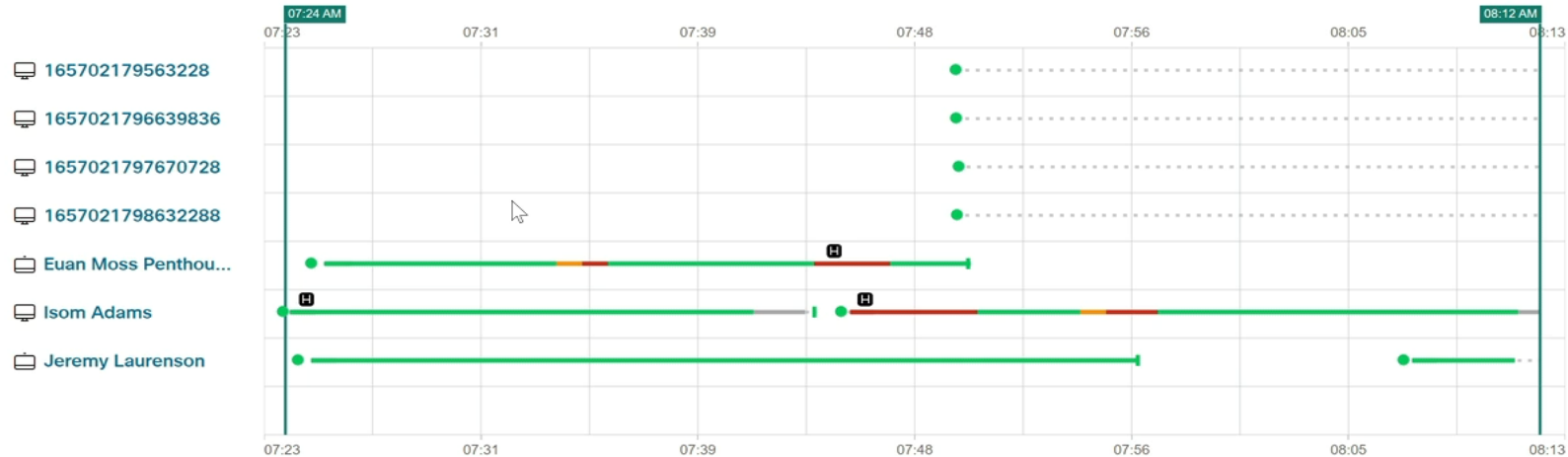
0%

≡ 0 participants

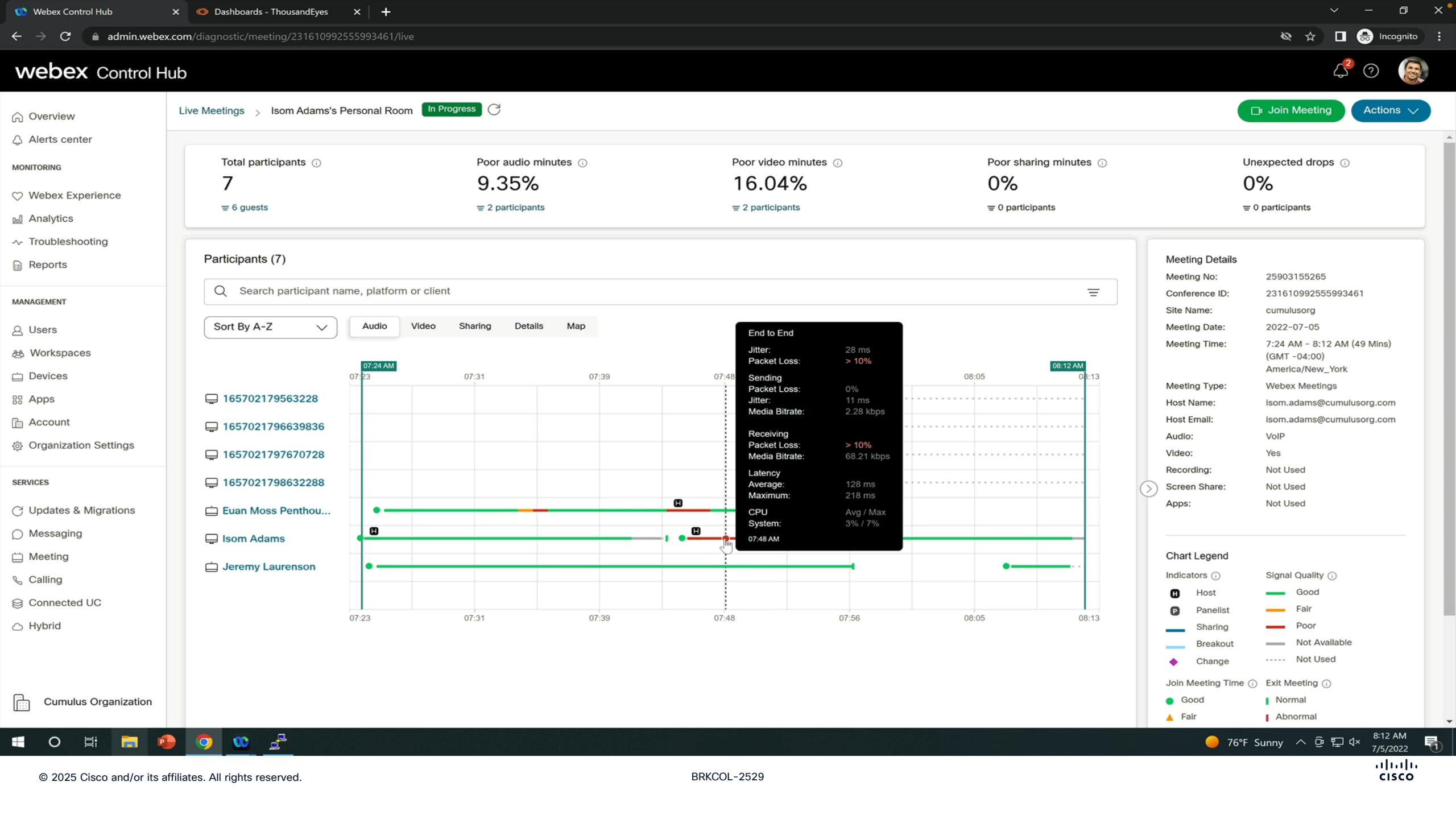
🔍 Search participant name, platform or client

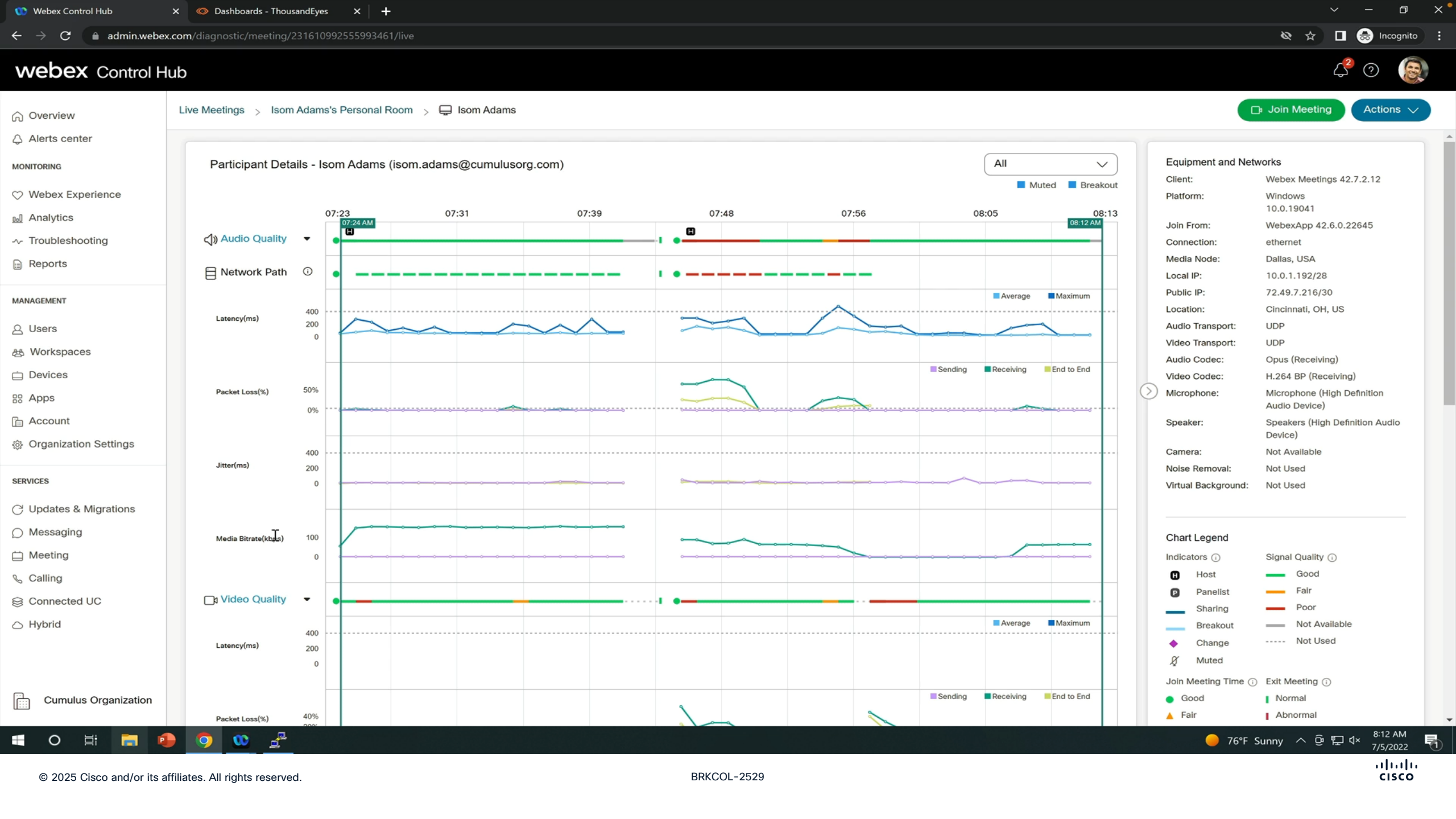
Sort By A-Z 

Audio Video Sharing Details Map



|                |                                                                 |
|----------------|-----------------------------------------------------------------|
| Meeting No:    | 25903155265                                                     |
| Conference ID: | 231610992555993461                                              |
| Site Name:     | cumulusorg                                                      |
| Meeting Date:  | 2022-07-05                                                      |
| Meeting Time:  | 7:24 AM - 8:12 AM (49 Mins)<br>(GMT -04:00)<br>America/New_York |
| Meeting Type:  | Webex Meetings                                                  |
| Host Name:     | Isom.adams@cumulusorg.com                                       |
| Host Email:    | Isom.adams@cumulusorg.com                                       |
| Audio:         | VoIP                                                            |
| Video:         | Yes                                                             |
| Recording:     | Not Used                                                        |
| Screen Share:  | Not Used                                                        |
| Apps:          | Not Used                                                        |

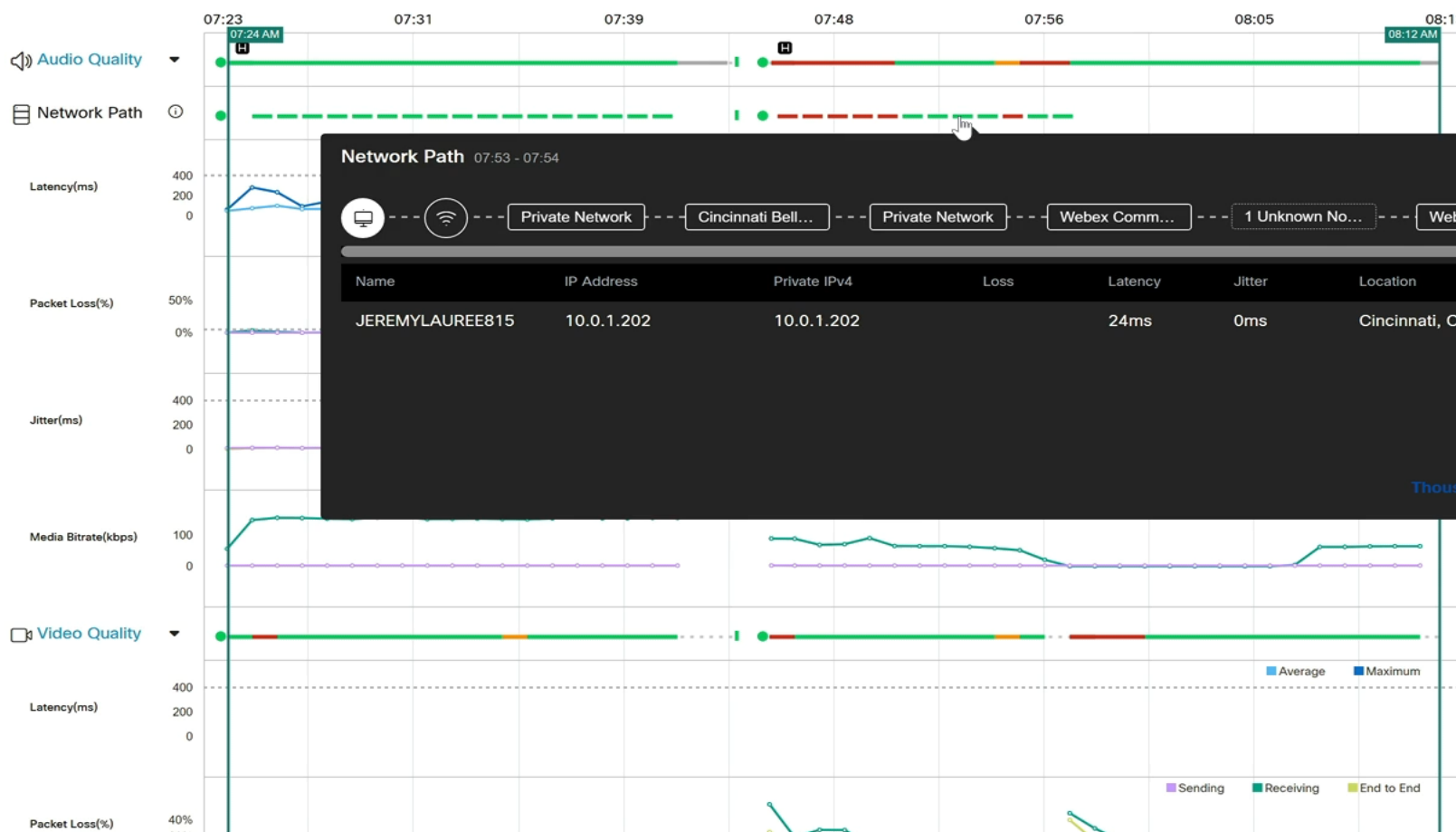




## Participant Details - Isom Adams (isom.adams@cumulusorg.com)

All 

■ Muted   ■ Breakout



## Equipment and Networks

|             |                                           |
|-------------|-------------------------------------------|
| Client:     | Webex Meetings 42.7.2.12                  |
| Platform:   | Windows<br>10.0.19041                     |
| Join From:  | WebexApp 42.6.0.22645                     |
| Connection: | ethernet                                  |
| Media Node: | Dallas, USA                               |
| Local IP:   | 10.0.1.192/28                             |
| IP:         | 72.49.7.216/30                            |
| Location:   | Cincinnati, OH, US                        |
| Transport:  | UDP                                       |
| Transport:  | UDP                                       |
| Codec:      | Opus (Receiving)                          |
| Codec:      | H.264 BP (Receiving)                      |
| Device:     | Microphone (High Definition Audio Device) |
| Device:     | Speakers (High Definition Audio Device)   |
| Device:     | Not Available                             |
| Removal:    | Not Used                                  |
| Background: | Not Used                                  |

Chart Legend

The legend is divided into two main sections: Indicators and Signal Quality.

**Indicators:**

- H** Host
- P** Panelist
- Sharing** (Blue bar)
- Breakout** (Light blue bar)
- Change** (Purple diamond)
- Muted** (Muted icon)

**Signal Quality:**

- Good** (Green bar)
- Fair** (Yellow bar)
- Poor** (Red bar)
- Not Available** (Grey bar)
- Not Used** (Dashed line)

**Join Meeting Time:**

- Good** (Green triangle)
- Fair** (Yellow triangle)

**Exit Meeting:**

- Normal** (Green bar)
- Abnormal** (Red bar)



Webex Control Hub

Dashboards - ThousandEyes

admin.webex.com/diagnostic/meeting/231610992555993461/live

Incognito

webex Control Hub

Join Meeting

Actions

Overview

Alerts center

MONITORING

Webex Experience

Analytics

Troubleshooting

Reports

MANAGEMENT

Users

Workspaces

Devices

Apps

Account

Organization Settings

SERVICES

Updates & Migrations

Messaging

Meeting

Calling

Connected UC

Hybrid

Cumulus Organization

Live Meetings > Isom Adams's Personal Room > Isom Adams

Participant Details - Isom Adams (isom.adams@cumulusorg.com)

All

Muted Breakout

07:23 07:31 07:39 07:48 07:56 08:05 08:13

07:24 AM 08:12 AM

Audio Quality

Network Path

Latency(ms)

Packet Loss(%)

Jitter(ms)

Media Bitrate(kbps)

Video Quality

Latency(ms)

Packet Loss(%)

Chart Legend

Indicators

Signal Quality

Join Meeting Time

Exit Meeting

Network Path 07:53 - 07:54

Private Network Cincinnati Bell Private Network Webex Comm... 1 Unknown No... Webex Comm...

| Name                  | IP Address    | Prefix         | Latency       | Network              | Location          |
|-----------------------|---------------|----------------|---------------|----------------------|-------------------|
| 66.163.37.58          | 66.163.37.58  | 66.163.32.0/19 | 14 ms (+0ms)  | Webex Communicati... | San Jose, CA, ... |
| iad02-wxbb-crt02-t... | 173.243.4.58  | 173.243.0.0/20 | 26 ms (+12ms) | Webex Communicati... | Chicago, IL, US   |
| iad02-wxbb-pe01-b...  | 64.68.117.186 | 64.68.96.0/19  | 29 ms (+3ms)  | Webex Communicati... | San Jose, CA, ... |

ThousandEyes

Client: Webex Meetings 42.7.2.12

Platform: Windows 10.0.19041

Join From: WebexApp 42.6.0.22645

Connection: ethernet

Media Node: Dallas, USA

Local IP: 10.0.1.192/28

72.49.7.216/30

Cincinnati, OH, US

transport: UDP

transport: UDP

codec: Opus (Receiving)

codec: H.264 BP (Receiving)

one: Microphone (High Definition Audio Device)

Speakers (High Definition Audio Device)

Not Available

removal: Not Used

background: Not Used

76°F Sunny

8:13 AM 7/5/2022

CISCO

© 2025 Cisco and/or its affiliates. All rights reserved.

BRKCOL-2529

Webex Control Hub

Dashboards - ThousandEyes

admin.webex.com/diagnostic/meeting/231610992555993461/live

webex Control Hub

Join Meeting

Actions

Overview

Alerts center

MONITORING

Webex Experience

Analytics

Troubleshooting

Reports

MANAGEMENT

Users

Workspaces

Devices

Apps

Account

Organization Settings

SERVICES

Updates & Migrations

Messaging

Meeting

Calling

Connected UC

Hybrid

Cumulus Organization

Live Meetings > Isom Adams's Personal Room > Isom Adams

Participant Details - Isom Adams (isom.adams@cumulusorg.com)

All

Muted Breakout

07:23 07:31 07:39 07:48 07:56 08:05 08:13

07:24 AM 08:12 AM

Audio Quality

Network Path

Latency(ms)

Packet Loss(%)

Jitter(ms)

Media Bitrate(kbps)

Video Quality

Latency(ms)

Packet Loss(%)

ThousandEyes

Equipment and Networks

Client: Webex Meetings 42.7.2.12

Platform: Windows 10.0.19041

Join From: WebexApp 42.6.0.22645

Connection: ethernet

Media Node: Dallas, USA

Local IP: 10.0.1.192/28 72.49.7.216/30 Cincinnati, OH, US

UDP

UDP

Opus (Receiving)

H.264 BP (Receiving)

Microphone (High Definition Audio Device)

Speakers (High Definition Audio Device)

Not Available

Not Used

Not Used

Indicators

Signal Quality

Host

Panelist

Sharing

Breakout

Change

Muted

Join Meeting Time

Exit Meeting

Good

Normal

Fair

Abnormal

Good

Fair

Poor

Not Available

Not Used

Network Path 07:55 - 07:56

We detected packet loss issue, click each end point to view details.

Private Network 1 Unknown No... Cincinnati Bell... 3 Unknown No... Webex Comm... 2 Unknown No...

| Name            | IP Address | Private IPv4 | Loss | Latency | Jitter | Location             |
|-----------------|------------|--------------|------|---------|--------|----------------------|
| JEREMYLAUREE815 | 10.0.1.202 | 10.0.1.202   | 20%  | 39ms    | 29ms   | Cincinnati, Ohio, US |

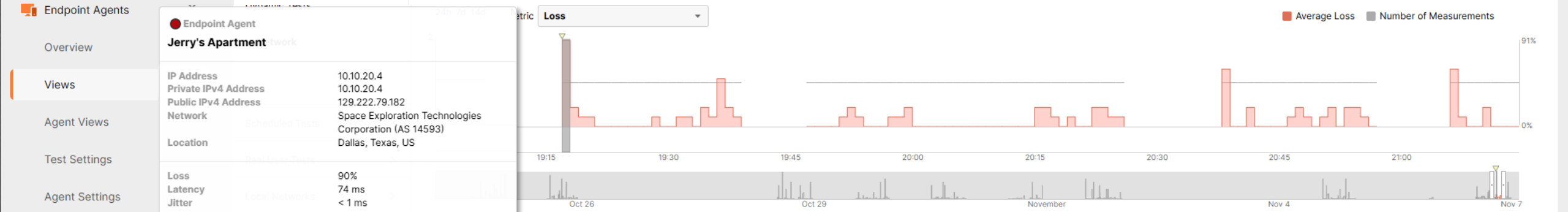
© 2025 Cisco and/or its affiliates. All rights reserved.

BRKCOL-2529

8:13 AM 7/5/2022

76°F Sunny

CISCO

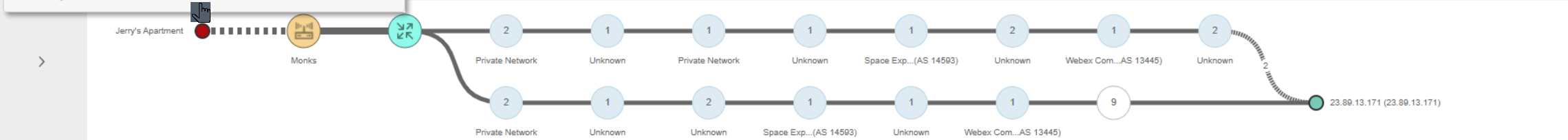


**Endpoint Agent**  
**Jerry's Apartment**

IP Address: 10.10.20.4  
Private IPv4 Address: 10.10.20.4  
Public IPv4 Address: 129.222.79.182  
Network: Space Exploration Technologies Corporation (AS 14593)  
Location: Dallas, Texas, US

Loss: 90%  
Latency: 74 ms  
Jitter: < 1 ms  
CPU Load: 17.1%  
Memory: 63.7%  
Protocol: TCP  
Probing Mode: SACK  
Path Trace Mode: DATA\_IN\_SESSION (with decrementing TTL)

Show only this agent  
Show traceroute style output  
Show in Agent View



# Levels Completed! Achievements in Control Hub

## Fundamentals



Domains



Users  
And Groups



Locations



Admins

## Calling



Calling  
Setup



Number  
Sync



Calling  
Analytics



Contact  
Center

## Devices



Identified  
AV Issues



Configured  
Miracast



VC Room  
Audit



Managed  
Headsets

## Troubleshooting



Proactive  
Alerts



User  
Diagnostics



VC Room  
Diagnostics



Network  
Observability





**Level 5 – New & Coming Soon**

# New reports and dashboards

## REPORTS

### Webex app version

Identify users using end-of-life Webex App versions

### Hunt group stats

Details about call activities for a hunt group

### Queue agent stats

Details on calls being handled by the agent

### Workspace usage

Details on how workspaces are being used

### Hunt group agent stats

Details on calls being handled by the agent

### Hunt group analytics

Hunt group usage and performance analytics

### Desk phones detail

Phone usage data and adoption rates

### Wrap-up reason

Data on how agents are wrapping up calls

### AI assistant analytics

Analytics on AI assistant feature usage in Meetings

# Manage the entire room deployment, without blind spots for IT

NETWORK SWITCHES IN  
CONTROL HUB: GA Q2  
CY26

OSL Cloud board room

Type: Meeting Room • Capacity: 8

Overview

Meetings

Calling

Scheduling

Devices

Cisco Room Kit EQ

Online

Cisco Catalyst 9200CX

Online • Ports: 8/12

2 LG 49UH5C-BF

Online

2 Cisco Room Navigator

Online

2 Cisco Room Vision PTZ

Online

2 Cisco Ceiling Microphon...

Online

Cisco Room Navigator

Online

webex Control Hub

Search

Overview

Favorites

Alerts

MONITORING

Analytics

Troubleshooting

Reports

MANAGEMENT

Users

Groups

Locations

Workspaces

Devices

Apps

Account

Security

Organization settings

< All Devices

Cisco Catalyst 9200CX

Online • Network switch

Overview

History

Details

Network Connectivity

Wired

IP Address

192.168.1.10

MAC Address

00:25:96:FF:EE:DD

Serial Number

ABC123XYZ456

Hostname

switch-room-a.company.com

Connected devices

Cisco Quad Camera

Online • Port: 5

Samsun QMC65R-N

Online • Port: 8

2 Cisco PTZ 4K

Online

2 Cisco Table Microp...

Online

# Your rooms just became plug-and-play

## ZERO TOUCH PROVISIONING

Simplify device onboarding at scale with plug-and-play setup, automated deployments, and centralized management.

With pre-provisioning in Control Hub, devices arrive ready to use—no manual configuration needed. Letting your team deploy faster, reduce errors, and get up and running with minimal IT expertise.





# You Have Completed Control Hub





# Complete your session evaluations



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



**Earn** up to 800 points by completing all surveys and climb the Cisco Live Challenge leaderboard.



**Level up** and earn exclusive prizes!



**Complete your surveys** in the Cisco Live Events 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 Capture the Flag, and Walk-in Labs



**Visit** the On-Demand Library for more sessions at [www.CiscoLive.com/on-demand](https://www.CiscoLive.com/on-demand)

**Thank you**

**CISCO** Live !





# Control Hub: Getting Started

[Read the full article here](#)



July 31, 2024 1304870 view(s) 1294 people thought this was helpful

[View change log](#)

## Get started with Control Hub

Welcome to Control Hub, a single dashboard to manage users, permissions, calling, meetings, messaging, and devices.

We recommend adding users by entering their email addresses, so that they can join Webex Meetings and use Webex App. We encourage them to use the services and to provide feedback. You can add more users at any time.

Control Hub fully supports Mozilla Firefox 66 and later, Google Chrome 89 and later, Microsoft Edge 89 and later, and Apple Safari 15.1 and later.



- Control Hub doesn't support Internet Explorer.
- Control Hub isn't designed for mobile devices.

### Get started

[Sign in to Control Hub](#) to manage your users, services, and devices.

Once your organization has been created, you will receive an email with instructions to get started with the administrative functions in Control Hub.

Whether you're starting a trial or a paid subscription, click **Get Started** to set up your admin account and to have access to the Control Hub. The email address used for activation is also used to sign in, where you'll be prompted to set the administrator password.

First-time wizard for trials