Best practices for deploying Webex Calling

Use this guide to learn about the best practices for the following configuration settings:

· Determine your PSTN providers (cloud or on-prem) based on your market expansion plans

· Configure your external routing rules and internal extension rules for your organization before you start adding locations

· Configure your organizational device settings (e.g., background of devices)

· Configure your default organization voicemail pin (if applicable)

· Configure your emergency services calling, including E911

· Level up your Webex Calling deployment with integrations and add-ons

· Lean on Control Hub for monitoring and analytics data

webex
by CISCO

Determine your PSTN providers

You can set up local gateway configuration in Control Hub. When this gateway is registered to the cloud, you can use it on one or more of your Webex Calling locations to provide routing toward an enterprise PSTN service provider.

Configure your routing and extension rules

Configure Webex Calling to manage calls between Webex Calling hosted users and premises PBX(s) users. This solution lets you configure users to use Cloud PSTN (Cloud Connected PSTN or Cisco Calling Plans) or Premises-based PSTN.

Configure your devices settings

You can assign devices to users or workspaces in Control Hub.

Configure your voicemail pin

Set up voicemail and voicemail settings for your users in Control Hub. Send all calls to voicemail when the user is busy or when there is no answer. You can also enable voicemail notifications via email or text, store voice messages in a preferred location, and configure additional voicemail settings.

Emergency Services Calling

Emergency Services Address (ESA) change occurs based on customer PSTN solutions. By default, the ESA specified for a location during the Cisco Calling Plans and integrated Cloud Connected PSTN providers setup applies to all of the phone numbers under that location. If you need to modify this, for example, if you have remote employees, you can associate different ESAs with the phone numbers assigned to those users.

Level up your Webex Calling functionality

Enable call recording with Dubber Go
All Webex Calling customers have access to the Dubber Go - free subscription. With Dubber Go, users get convenience call recording. Paid subscriptions are available, offering more options like compliance call recording, unlimited retention, AI analysis, and administrator access.

Receptionist Client
Help support the needs of your front-office personnel. You can set up users as telephone attendants so that they can screen all incoming calls to certain people within your organization. The Receptionist client feature enhances business processes and delivers rich services in a user-friendly way.

Enable Executive Assistant
Users, with the executive service enabled for them in Control Hub, can select from a pool of assistant, who have been assigned the executive assistant service, and can answer or place calls on their behalf.

Adoption Trends and Usage Reports for Webex Calling.

Control Hub analytics, monitoring and troubleshooting
You have a number of reports and dashboards at your fingertips to gain insight into your calling deployment. You can quickly monitor call quality across your organization and conduct detailed analysis. The troubleshooting tool also provides additional insight into individual phone calls.