

Webex Calling

Simplified calling and collaboration

Webex Calling is a secure, simple to manage, true cloud calling solution that is fully integrated with the Cisco Webex collaboration platform and enhanced with AI capabilities. It provides business users with an unmatched, intelligent collaboration experience by combining cloud calling, meetings, scheduling, messaging, and video conferencing all in a single solution designed, implemented, and supported by the experts at CBTS.

Included in the package



Cloud PBX

- **Business Calling features:** Screening, transfer, park and pick-up, selective forwarding and more
- **HD Calling:** Wideband audio and HD video calling
- **Visual voicemail:** Cloud mailbox, voicemail to e-mail, and voice portal
- **Group features:** Multi-level auto attendant and IVR, hunt groups, and call queue
- **Webex Calling app:** HD Voice and Video soft clients for laptop, tablet, and mobile



Webex

- **HD Audio and Video conferencing:** One-click meeting start, seamless across devices
- **Instant messaging:** Real-time chat, group chat, activity status, and customized alerts
- **Screen sharing:** Share files, screens, and whiteboard with interactive drawing
- **Persistent collaboration rooms:** Chat history, file exchange, and manage user access
- **Security and control:** End-to-end encryption, secure search, lock and moderator controls



Available at additional cost

Endpoints and devices

- Cisco desktop phones in wired, wireless and DECT varieties
- Cisco Webex room devices

Benefits of Webex Calling + CBTS



- Economical PSTN connectivity provided and supported by CBTS, a Cisco Master Service Provider
- Vetted optional add-ons to complete the collaboration and calling ecosystem with business class:
 - Faxing
 - Compliance Call Recording
 - SMS
- Advanced Call Analytics
- Enterprise-caliber service and security

AI-empowered Audio Intelligence features

- **Background noise removal:** Make and receive calls from any location and device with the confidence that you will be heard
- Meeting **transcript** and **translation**
- Meeting **summary** and **action items** output
- **Optimize for my voice:** Even in a crowded environment, ensure your own voice comes through loud and clear
- **Noise removal for external callers:** Minimize background noise even for callers who are joining you from outside the Webex platform

Do more with Webex Calling from CBTS

- Boost agility and responsiveness
- Simplify communications management
- Refocus IT on strategic goals
- Enable mobility
- Drive down personnel demands and travel costs
- Refine the employee experience
- Transform customer service
- Never miss a call

Multiple profile offerings



Common Area

- A basic set of calling features to address the needs of common area phones, like conference rooms and lobbies
- No messaging or meetings included
- Shared line appearance



Webex Voice

- An extensive set of calling features for users who need calling on a desk phone and softphone app
- No messaging or meetings included



Webex Calling

- A complete unified communications solution
- Extensive calling features, full messaging capabilities, AI-driven Audio Intelligence call quality, and a personal meeting room for up to 100 attendees
- Includes Webex Assistant, Slido for live polling and Q&A, and Vidcast



Webex Suite

- Designed for users with advanced collaboration needs
- Complete set of calling features, messaging capabilities, and a personal meeting room with up to 1,000 attendees
- Includes Webex Events for large scale town hall type meetings or in person expo events



Support and training

- **24x7x365 support:** Staffed by U.S. based certified engineers and technicians
- **Training:** Virtual training and self-help
- **Self-service portal:** Secure access for user and admin-level service configuration

Contact CBTS today.

CBTS Webex Calling: Simplified calling and collaboration
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