Your phone system in the cloud

Webex Calling is built for home,
the office, or anywhere in between

Transform the way your business works

The way the modern workforce operates is changing. Working from home, remotely or a hybrid of both is the new norm. Your employees need the right tools to be productive: tools that are flexible, secure, and purpose-built to drive remote collaboration.

Webex Calling is a critical component of a complete collaboration experience. It combines enterprise calling performance with market-leading virtual meetings technology and team collaboration all in a single app. Webex works with the tools you use and is built to ensure your business communications and data are protected. It uses intelligent native collaboration devices to deliver world class experiences at home, in the office or anywhere in between.

Home

- Unified experience
- Webex Calling
- Ultimate collaboration
- Integrations
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- Why Cisco

Unified experience

Supporting a more dynamic workforce

Webex delivers the ultimate collaboration experience, combining calling, meetings, team collaboration and contact center services all within a single unified app.

You can now manage all of these services, users and security settings in Control Hub, a single-pane of-glass solution for all your administrative functions.

We've put calling at the heart of our unified collaboration experience

Only Webex Calling brings you enterprise-grade calling in the cloud with a fully connected collaboration experience.

With the unified app and Webex Calling you can bring your business number with you wherever you go; transfer calls from desktop to mobile or to an Intelligent Cisco desk phone or headset.

Webex Calling can even connect to your existing on-premises equipment and enable calling through the Webex Teams unified app, unifying experiences for all employees.

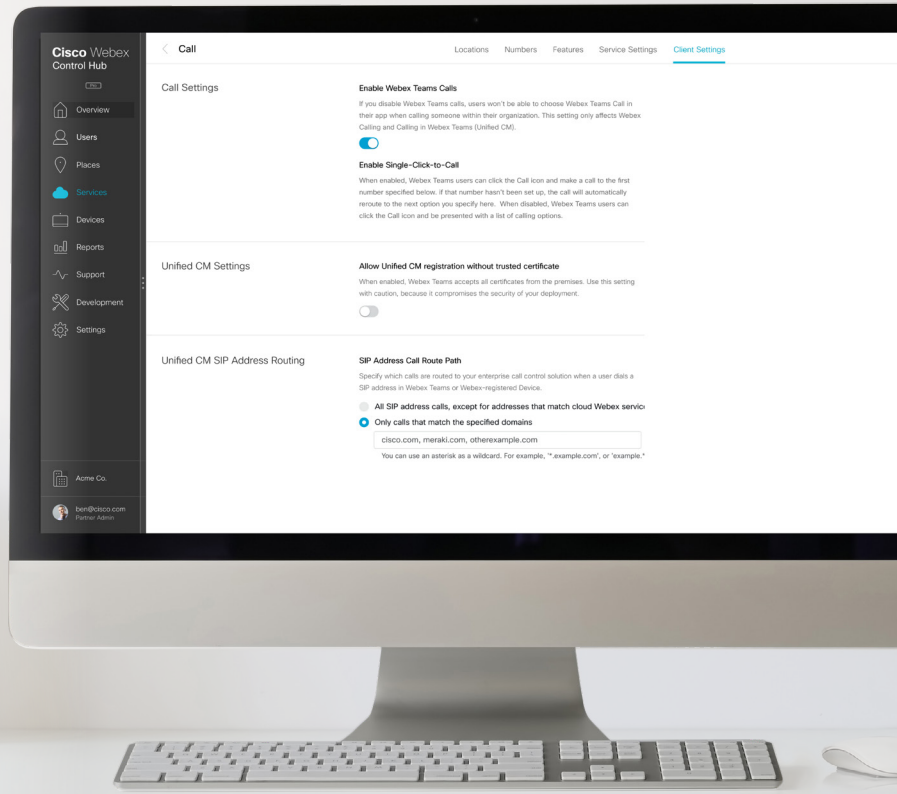
Seamless workflow integration with your preferred tools

Flexibility is important, so you can call, connect and collaborate with customers using their preferred tools and apps – even if they're not using Webex.

Our open and innovative approach to third party app integration includes support for Microsoft, Salesforce, ServiceNow, Box, and more.

You can even design your own integration with Webex Calling using Webex Calling APIs.

Microsoft box involvio Google moodle
Jira Software slack canvas Blackboard servicenow
Cerner asana Epic Trello SAMSUNG android



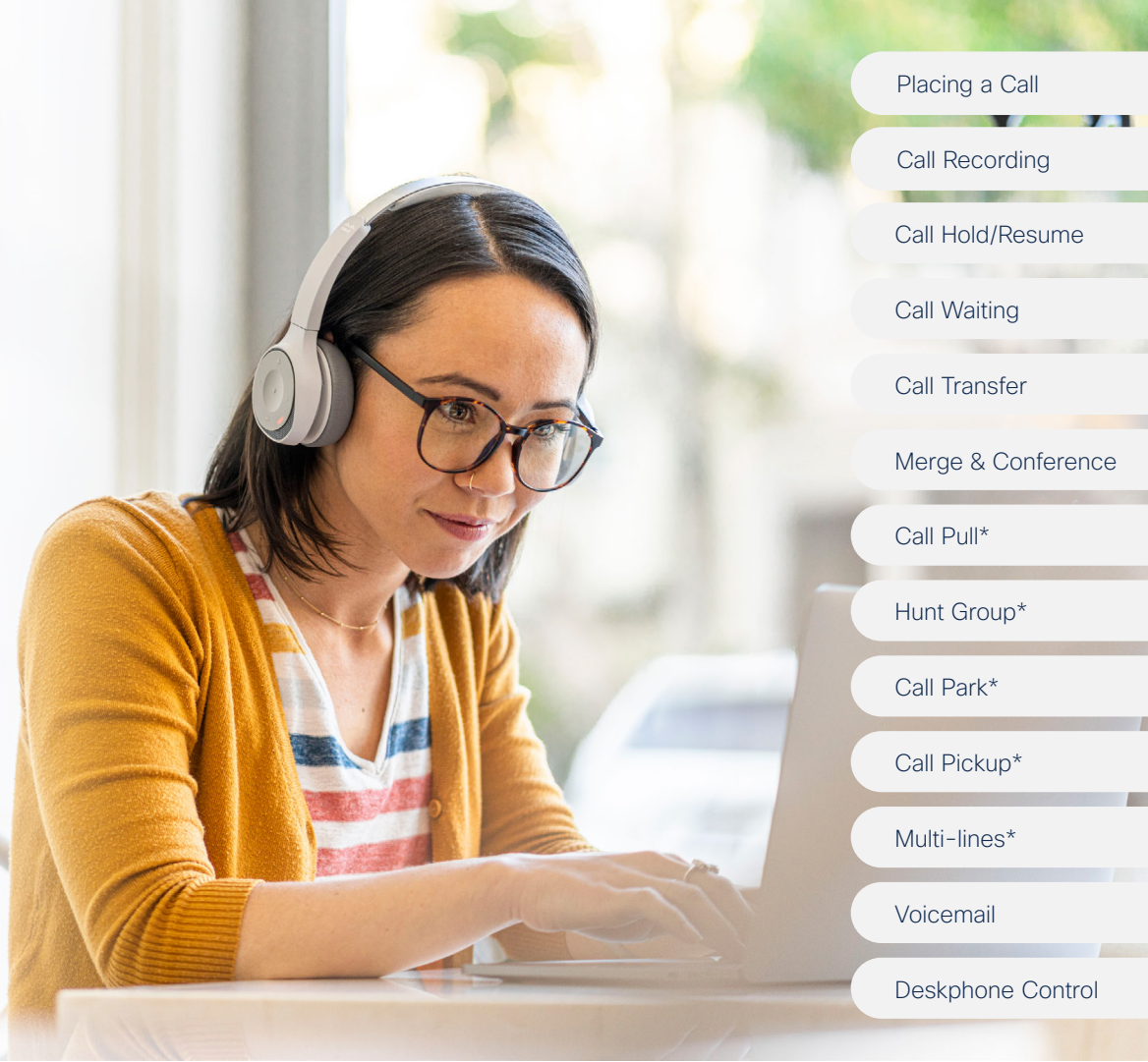
Webex Calling

Keep your business running without missing a beat

With Webex Calling in the Webex Teams unified app you can take calls with your business number from anywhere, on any device.

Webex Calling is packed with innovative and intuitive features to deliver an exceptional and unrivalled calling experience. No matter where you're working Webex Calling delivers all the enterprise calling features you expect to ensure your workforce is always productive and there is zero disruption to your business.

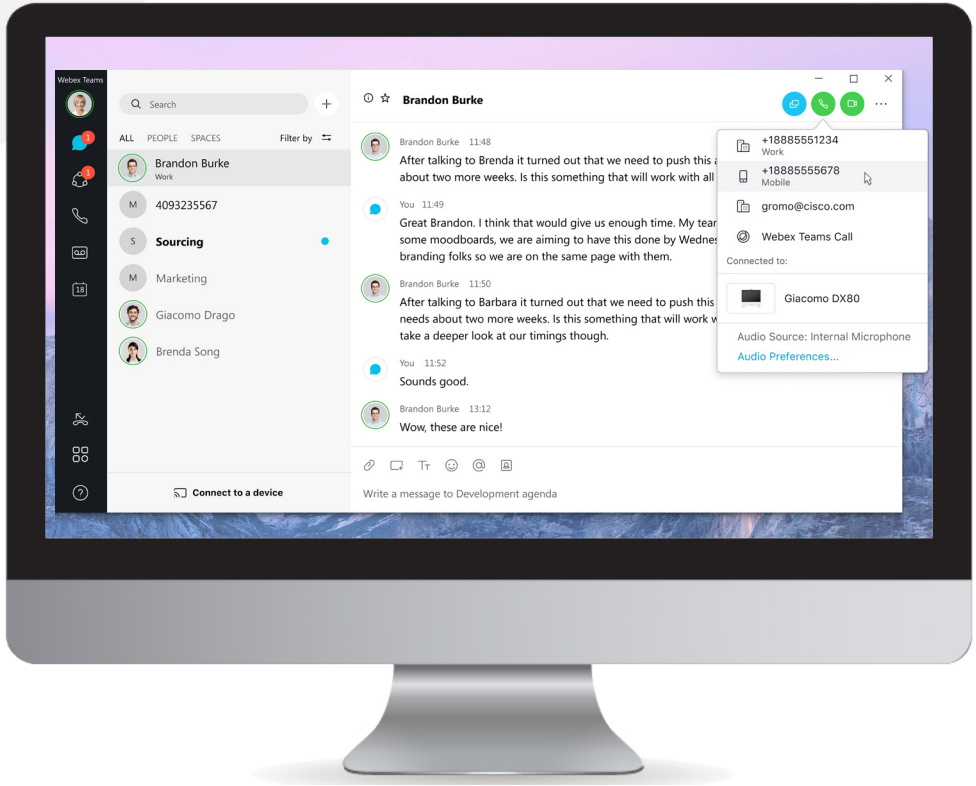
*Webex Calling features coming soon



- Placing a Call
- Call Recording
- Call Hold/Resume
- Call Waiting
- Call Transfer
- Merge & Conference
- Call Pull*
- Hunt Group*
- Call Park*
- Call Pickup*
- Multi-lines*
- Voicemail
- Deskphone Control

Placing a Call

Instantly place a call choosing between your stored contact details, a phone number or directly through Webex Teams.



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Call Recording

Call recording makes it easy to record and share meeting content with other team members. Access recordings from anywhere and gain a holistic view of customers by integrating into your CRM.

There's no limit to the calls you can store to drive quality assurance and comply with regulations.

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Call Hold/ Resume

Easily place a call on hold and resume again – giving you complete control.

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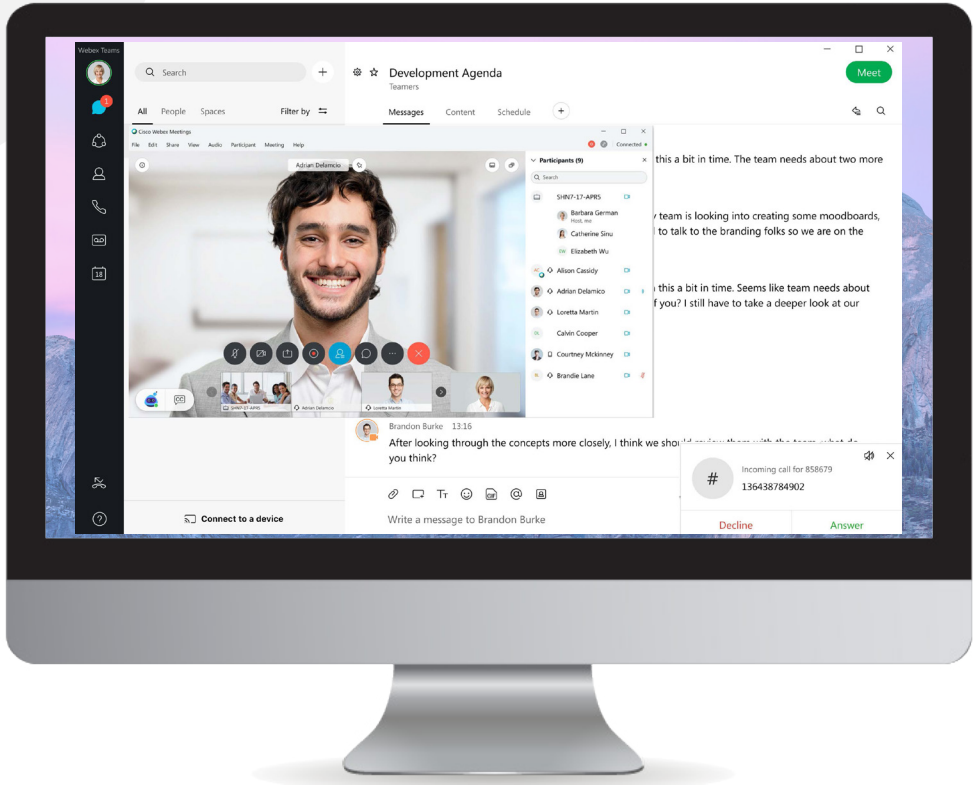
Call Waiting

Complete visibility when someone's trying to get in touch – so you can always see who's calling.



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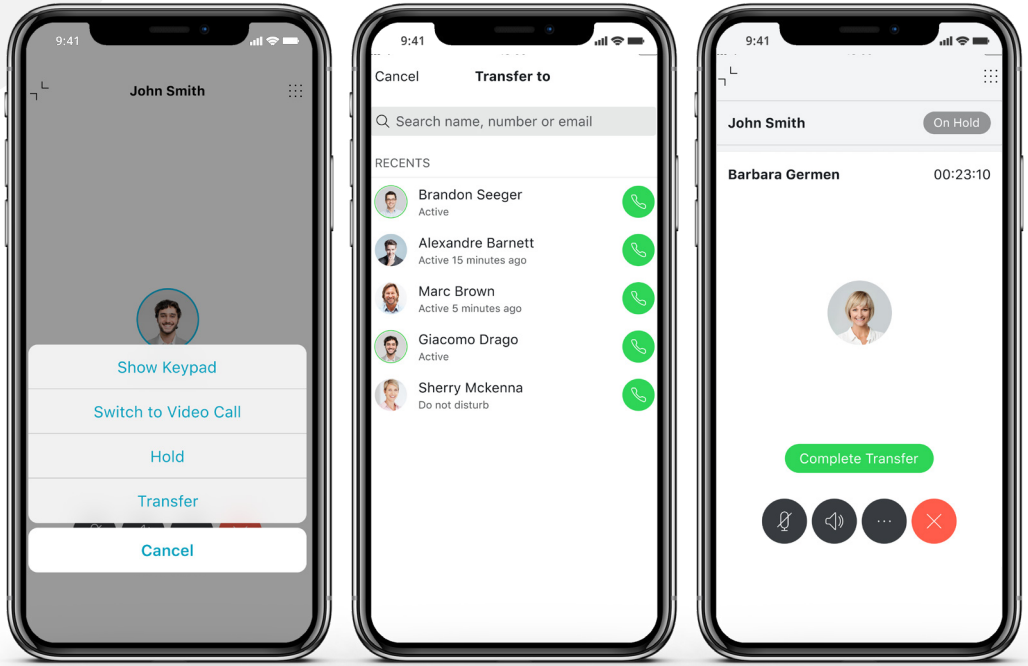
Call Transfer

Seamlessly transfer calls to another device or colleague – to help reduce disruption to internal or customer communications.



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Merge & Conference

Merge calls or easily go from 1:1 to conference mode. With Webex conference room phones you can amplify Webex Calling – for a seamless experience to elevate productivity.

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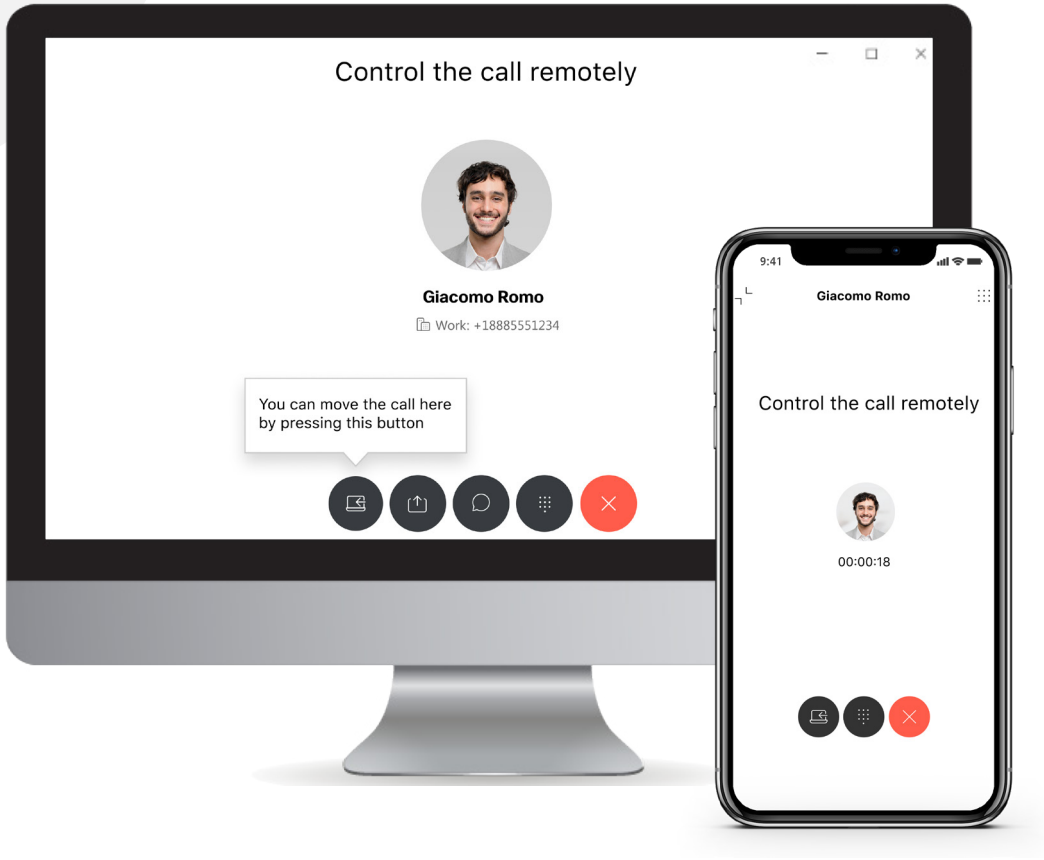
Call Pull

Quickly move your call from desktop to mobile when you're on your way out without missing a word.



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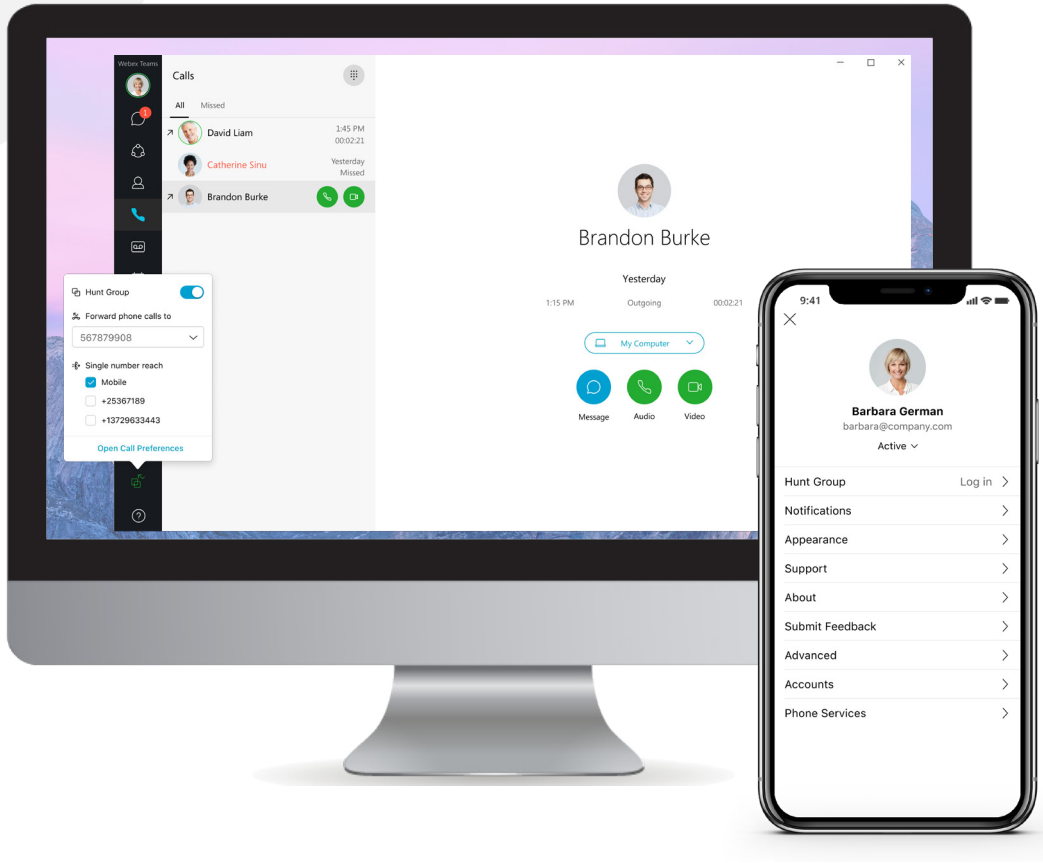
Hunt Group

Set up a Hunt Group to make sure every call is answered. You can see availability of all users and whether or not the call was made to a call center or hunt group.



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Call Park

Park your call to resume on another device or by another employee – for streamlined internal and external communications.

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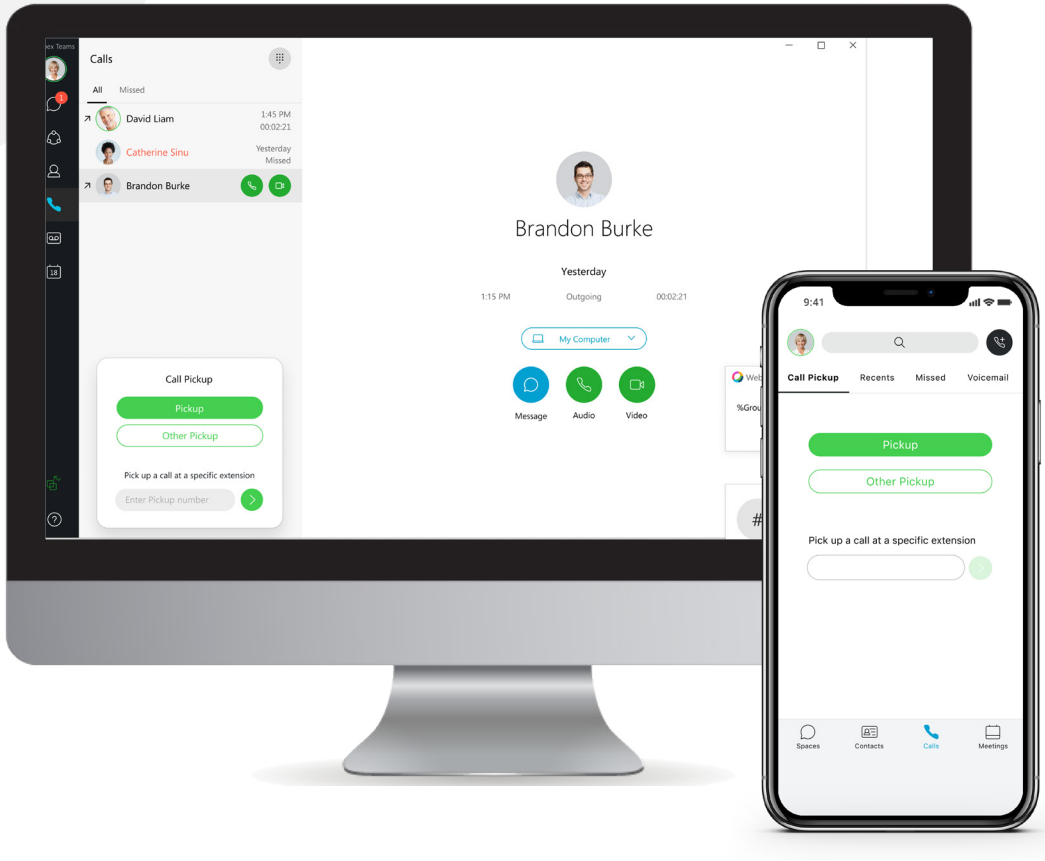
Call Pickup

Get notifications to pick up the call ringing on a colleagues' phone – to ensure no call is left unanswered.



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Multi-lines

Set-up multiple lines to easily manage personal calls as well as those in a shared workgroup – helping you simplify call tracking and expenditures.

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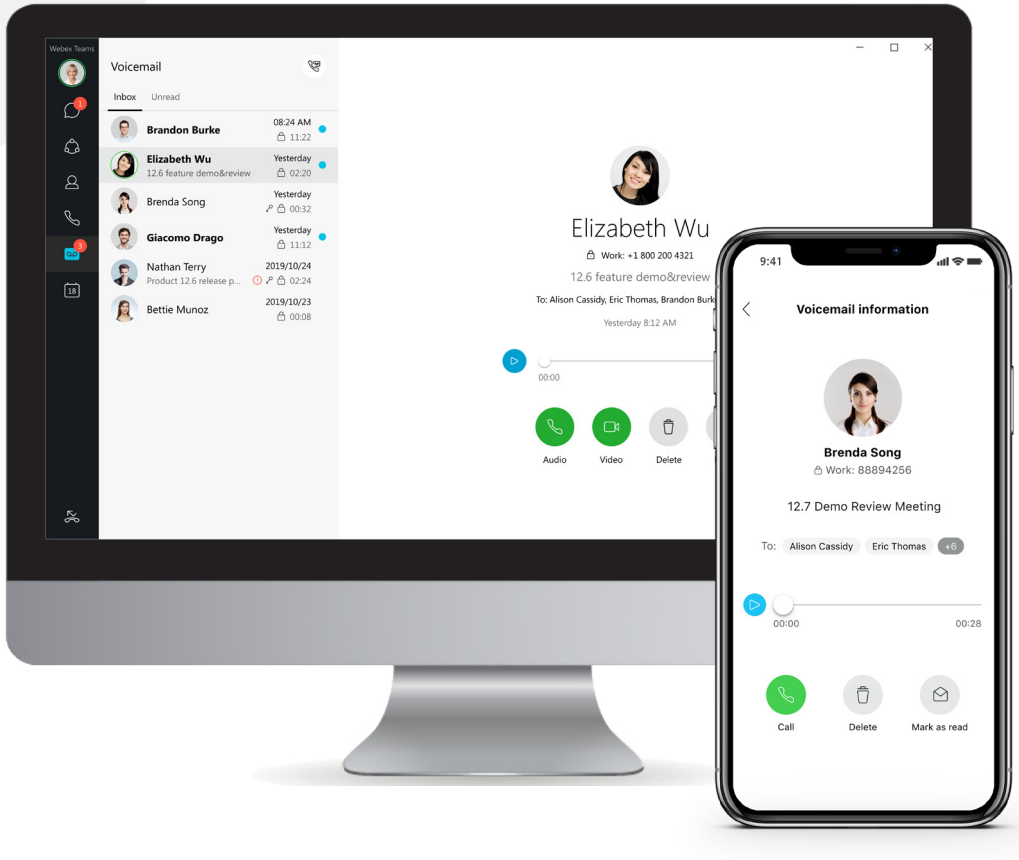
Voicemail

Connect to your voicemail, view waiting messages and access visual voicemail, all with a single click.



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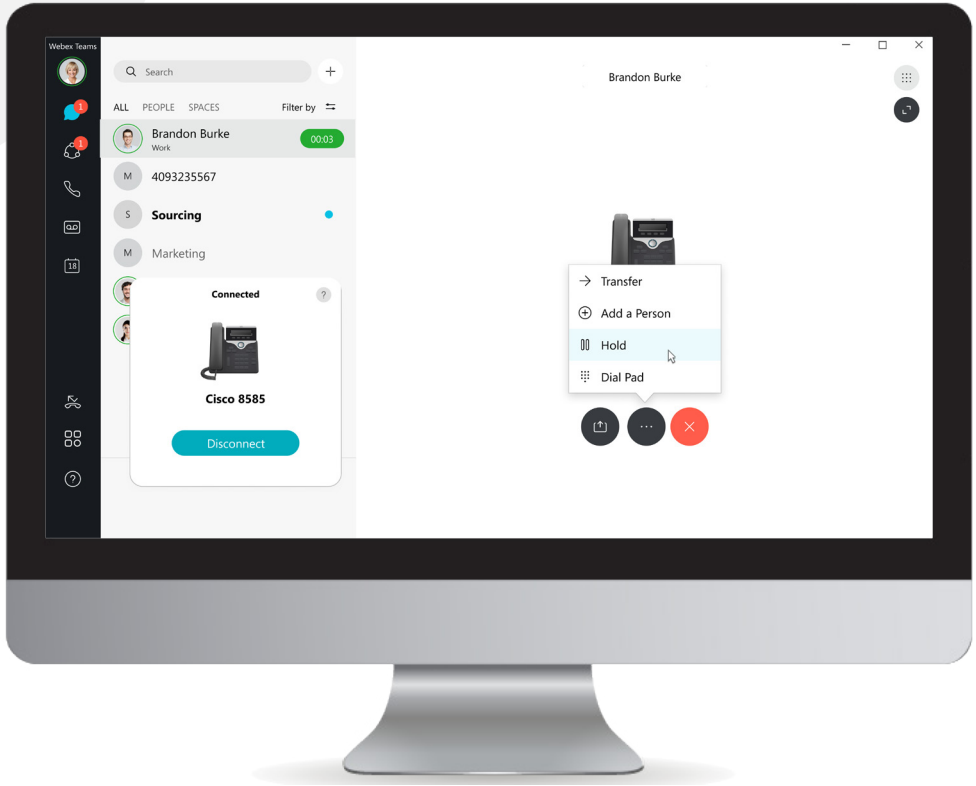
Deskphone Control

Fully control your desk or room phone remotely through the app to make or receive a call.



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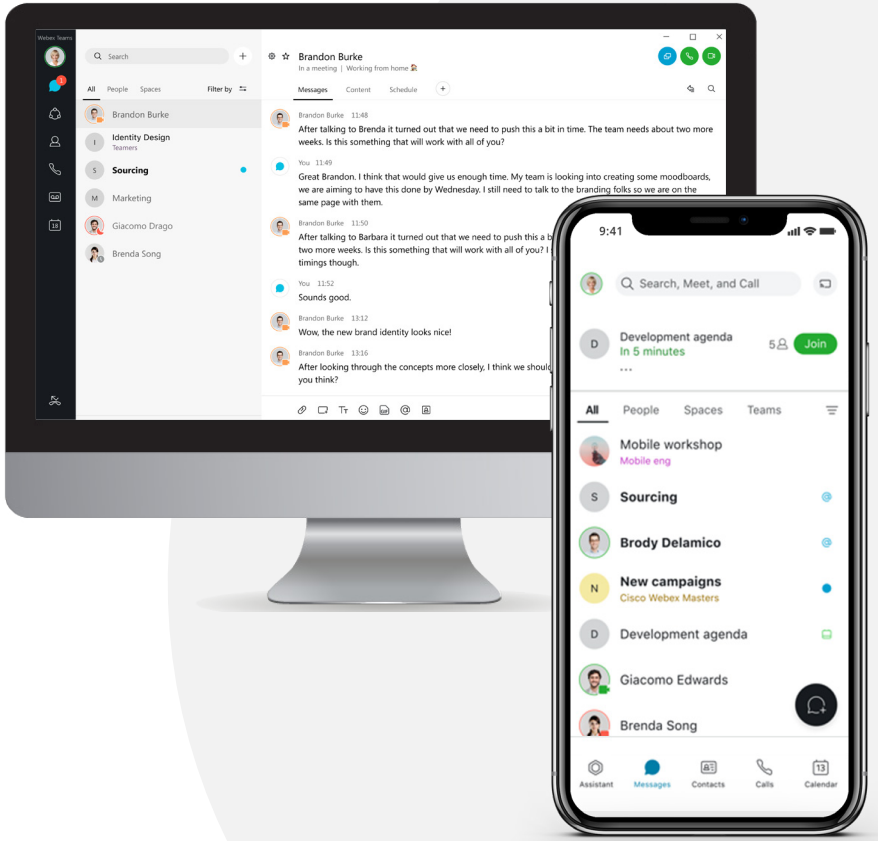
Ultimate collaboration

Messaging reimagined

Message and collaborate easily and more securely, with Webex. You can chat to others 1:1, or in a group space with rich text and expressive formatting to make sure your messages always stand out.

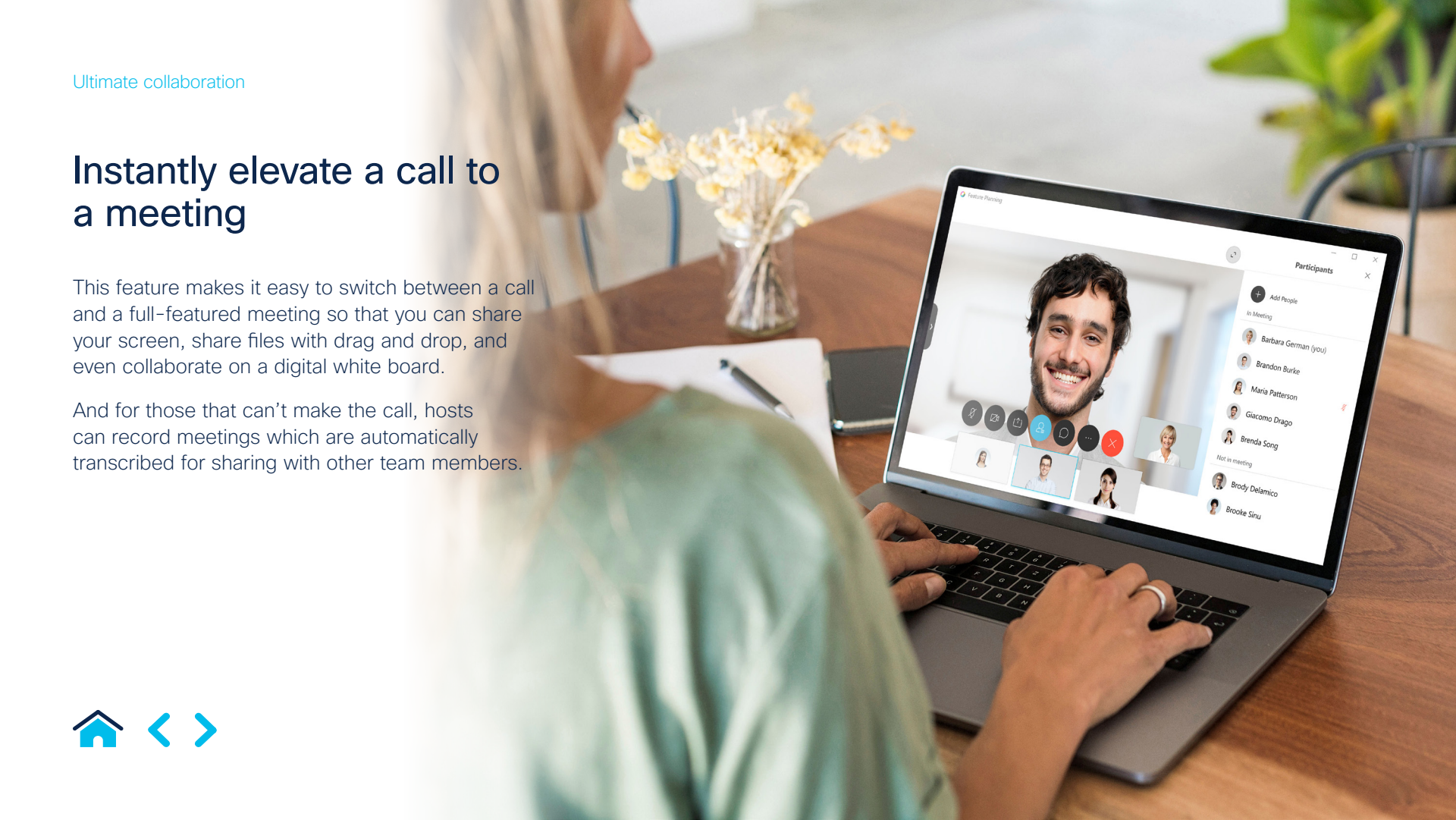
You can also share content, ideas and files via direct and team messages, where they can be read and responded to right away, or flagged for follow up later. All your conversations can be easily tracked – as messages are saved in the same space where you meet.



Instantly elevate a call to a meeting

This feature makes it easy to switch between a call and a full-featured meeting so that you can share your screen, share files with drag and drop, and even collaborate on a digital white board.

And for those that can't make the call, hosts can record meetings which are automatically transcribed for sharing with other team members.



Intelligent devices to enhance productivity

As the demand for a flexible work environment continues to rise so does the demand for the tools that make it possible. Our intelligent devices are designed for seamless integration and easy collaboration – no matter where you're working.

Equip your teams with integrated phones, intuitive headsets, and best-in-class video devices that further enhance the calling experience. With wireless 'pair and share' it's also easy to connect them.

Enhanced calling on a Cisco device

Pair Webex Calling with a Cisco Headset for a better calling experience with greater comfort, enhanced audio quality and improved noise isolation.

For an enhanced experience use a Cisco phone – fully integrated with the Webex platform.

Plus, switch from a Cisco phone to room device for 360-degree coverage, echo cancellation and noise reduction – removing all distractions with a single tap.

Integrations

Webex Calling for Microsoft Teams and Slack users

Our modular approach means we can provide our great calling experience from within other messaging apps too.

Scheduling, starting, or joining a Webex call or meeting from within Slack and Microsoft Teams is a seamless experience, so collaboration is always easy.

Slack

Microsoft Teams

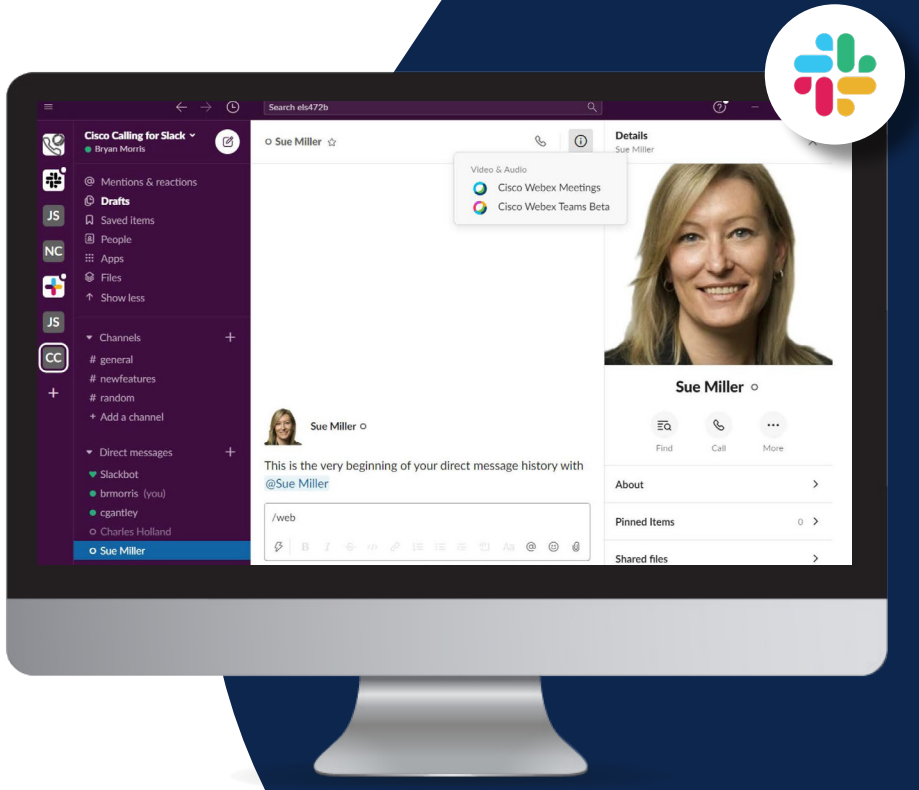
Slack users

Slack users can seamlessly start calls to Slack messaging colleagues using Slack native call controls, and also escalate Slack conversations to Webex calls.

They can schedule, join a Webex meeting and preview all upcoming meetings from their own channel. They'll also get automatic status alerts, and be able to see who's already joined meetings that have already started, as well as being able to play recordings that are posted in the channel.

Slack

Microsoft Teams



Microsoft Teams

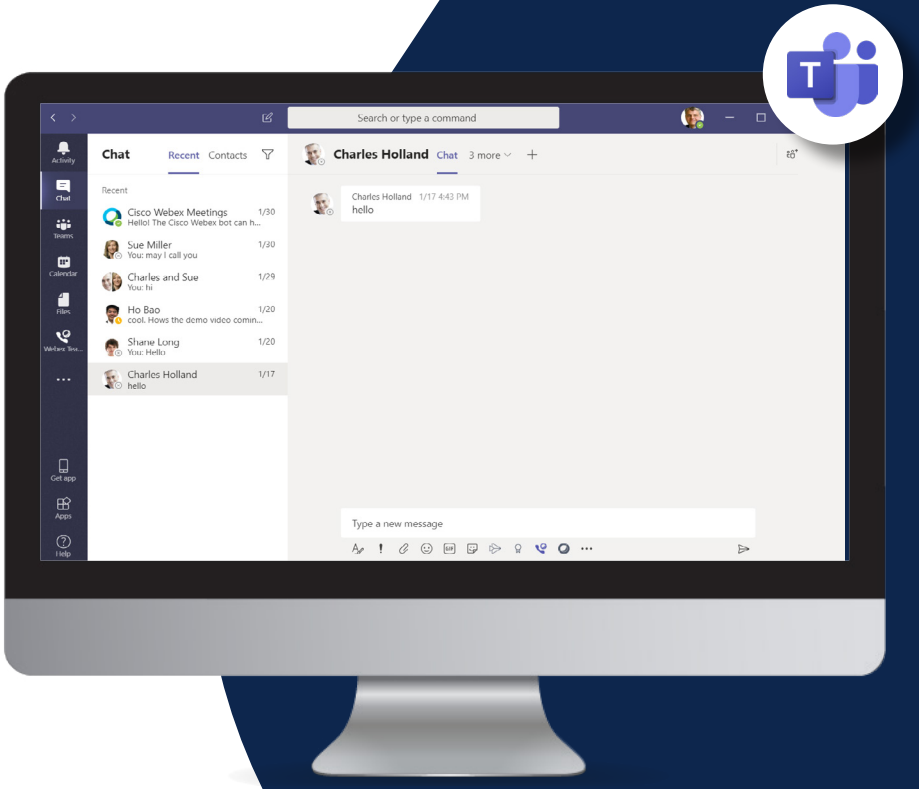
Communicating with remote Microsoft Teams users isn't a problem either.

Microsoft Teams users can search their company directory or Outlook contacts and start a call, use Webex dial pad or speed dials to call their contacts using Webex Calling.

They can also schedule, start or join a Webex meeting from within their own channel, as well as view and update upcoming meetings, and get real-time notifications when a meeting starts.

Slack

Microsoft Teams



Control Hub

Effortless management from anywhere with Control Hub

Control Hub gives you unparalleled control of your cloud environment with a single-pane-of-glass solution that provides one central cloud app for all Webex administrative functions.

The intuitive interface provides a simple way to manage all your devices, services, settings, security and analytics. Bulk managing phone numbers and checking the status on all provisioned devices is easy, enabling your administrators to take care of your entire Webex experience.

Migration Story

Our flexible approach to cloud migration

Every business has different needs with different infrastructure investments. Whether you're implementing new remote working practices or looking for ways to improve your existing remote work environment, Webex Calling can help.

With our flexible, phased approach to Webex Calling integration and cloud migration you can continue to use the PSTN provider you're most comfortable with. You can even integrate with existing apps and tools that make your team most productive.

Move to the cloud on your own terms

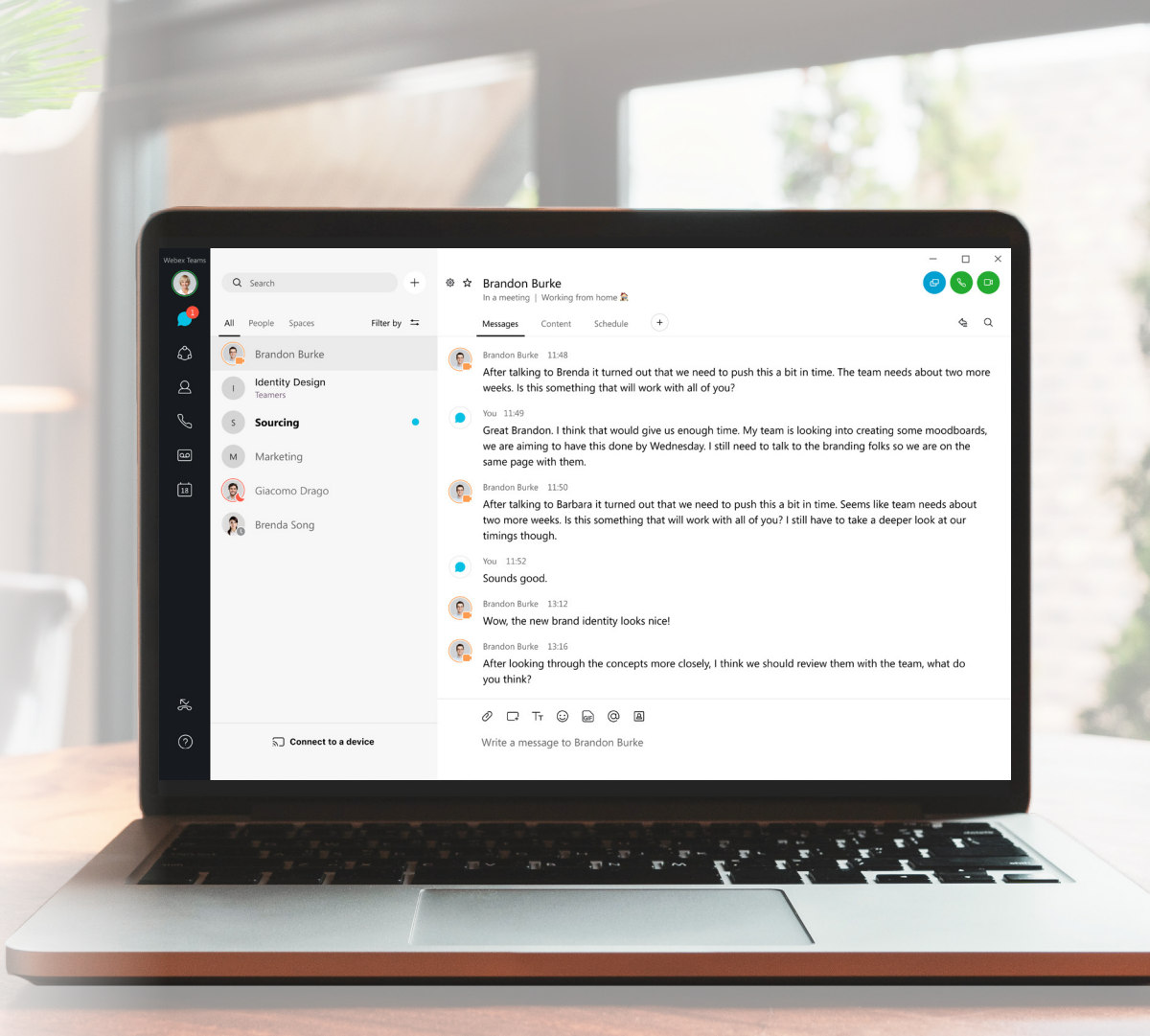
Choose a model that works best for your business – on-premises, hybrid or cloud. You decide who moves and when: by site, by group, by office or by individual.

With Webex Calling, you can upgrade your PBX network with a secure cloud solution, and empower your teams with a fully connected collaboration experience.

Complete collaboration tailored for you

Everything we do around collaboration is designed for easy integration with the tools you like to use.

We'll work with you to tailor the platform to suit your business needs, with APIs and SDKs, embedded apps, top of the range hardware and native integrations to create the best experience for you and your team – now and in the future.

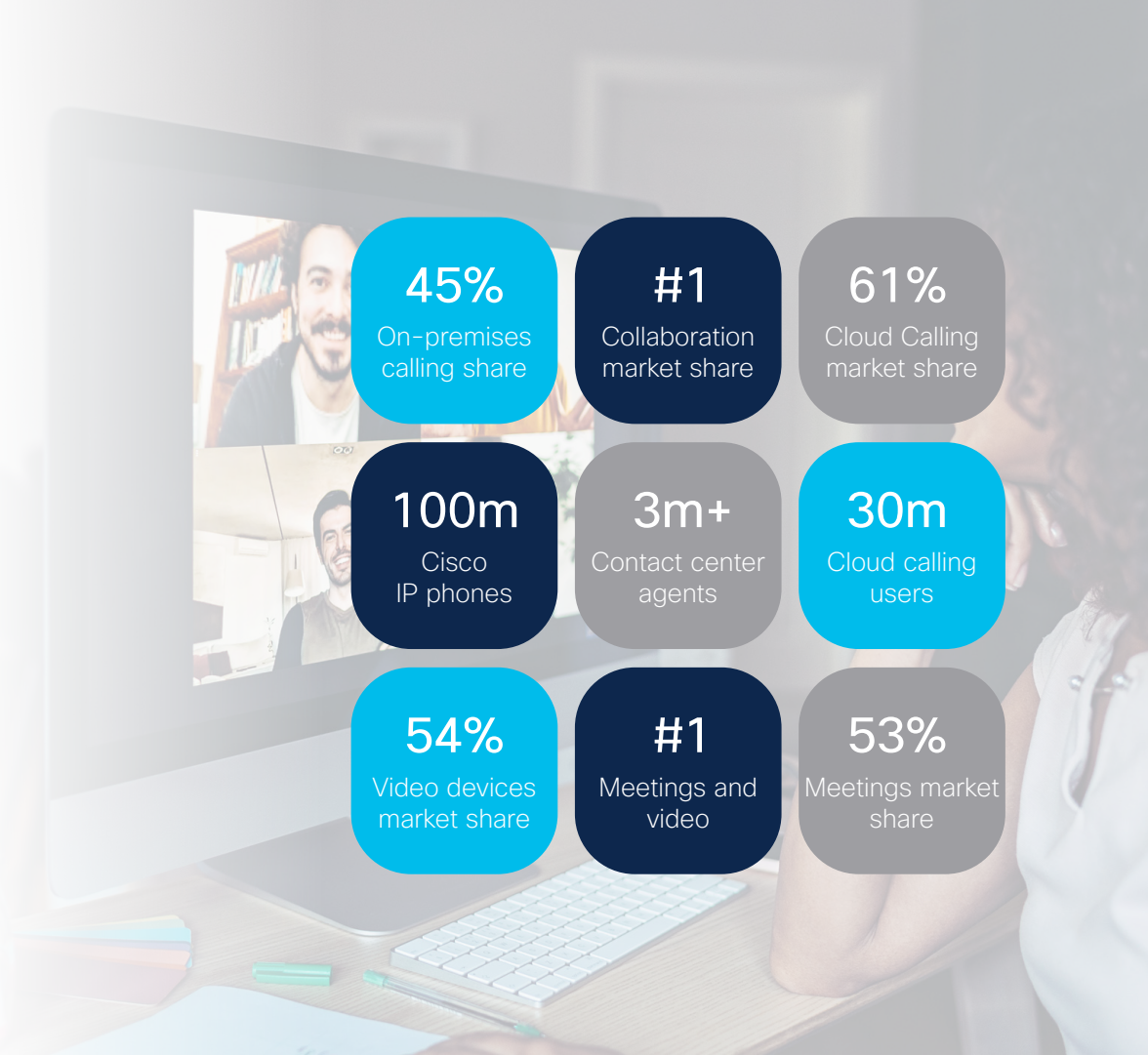


Why Cisco

Enterprise performance in the cloud

As a trusted, industry leading brand, we're uniquely positioned to businesses of all sizes including small businesses or large multinational enterprises.

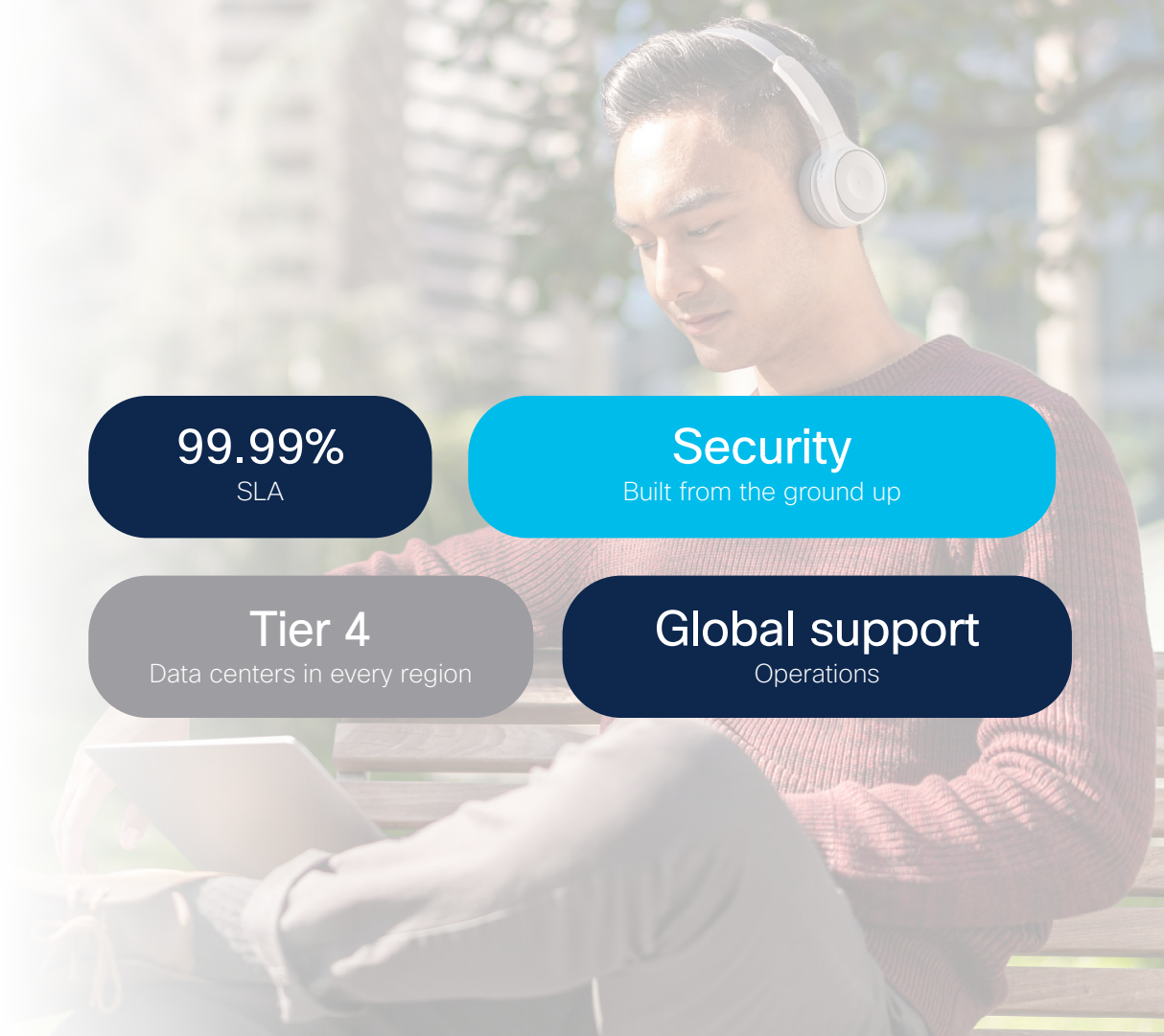
We can offer you proven, enterprise-grade cloud services that boost team engagement and productivity. Plus, improve your customer experience and optimize real estate while protecting your investments, reducing costs and streamlining organizational complexity.



A proven track record with global reach

Cisco is the world leader in enterprise calling with a global market share of 61% and a proven track record for delivering market-leading solutions for cloud, on-premises and hybrid deployments.

We're globally available for business. Wherever you and your teams operate, we're there to help you make the most of your cloud calling experience.



Find out how Webex Calling can help you

Contact our sales team today ›