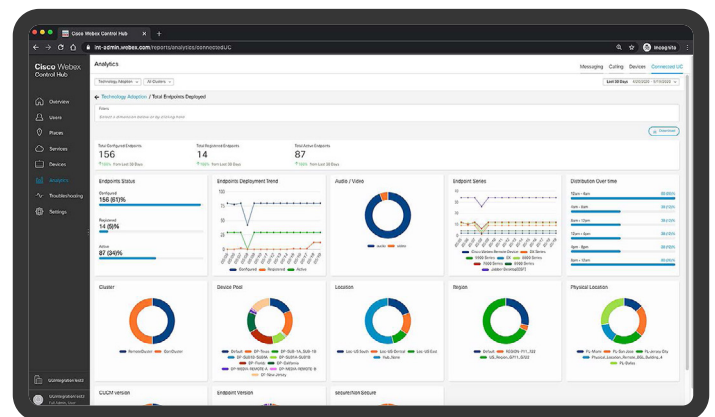


# Webex Cloud-Connected UC

The connectivity, flexibility, and adaptability of cloud services are major enablers of workplace transformation. For businesses that need a global, single-pane-of-glass view of systems operations, but still want to keep their Cisco® Unified Communications Manager (UCM) calling workload on-premises, Webex® Cloud-Connected UC is the bridge to getting the best of both worlds.



**Figure 1.** Interface view of initial analytics capabilities of Webex Cloud-Connected UC

## About Webex Cloud-Connected UC

- A Cisco cloud subscription service that provides a centralized, administrative single-pane view of the entire Cisco unified communications deployment
- Adds a cloud plugin for connecting on-premises Cisco UC apps and servers to the Webex cloud, with dashboard access through the Control Hub
- Included for free with the Cisco Collaboration Flex Plan Enterprise Agreement and Named User
- Requires Cisco Unified Communications Manager (UCM) Release 11.5 or newer software
- Available globally, except for US federally embargoed countries and China
- Services include historical analytics and operations dashboards
- Webex Cloud-Connected UC does not replace Cisco Prime Collaboration Assurance (PCA)

## Current features

- **Certificate management workflows.** These workflows provide the ability to manage (add, delete) certificates of all UC apps centrally, across multiple clusters
- **Web RTMT (webrtmt)** is a web client application that simplifies and enhances the administration and troubleshooting experience
- **Webex App autoprovisioning** for self-provisioning devices for Calling in Webex (Unified CM) with zero or minimal intervention
- **Troubleshooting workflows.** Gain actionable diagnostic insights and proactive troubleshooting workflows at the level of entire deployments to improve admin productivity

Webex Cloud-Connected UC offers a centralized, global administrative view of your Cisco unified communications applications deployment (Figure 1). Customers can use dashboards in the Webex Control Hub to review, assess, and manage operations of their deployment.

Analytics capabilities provide insights into:

- **Quality-of-service analytics,** for service improvements
- **Endpoint and headset usage adoption,** for usage trends
- **Performance and capacity utilization,** for planning
- **Asset utilization recommendations,** for optimization
- **Support for visualization,** with dynamic drill-down data filtering

Customer data security and privacy is assured by using end-to-end encryption for data at rest and in transit. For full transparency, our [Privacy Data Sheet](#) describes in detail how Webex Cloud-Connected UC processes PII shared with Cisco.

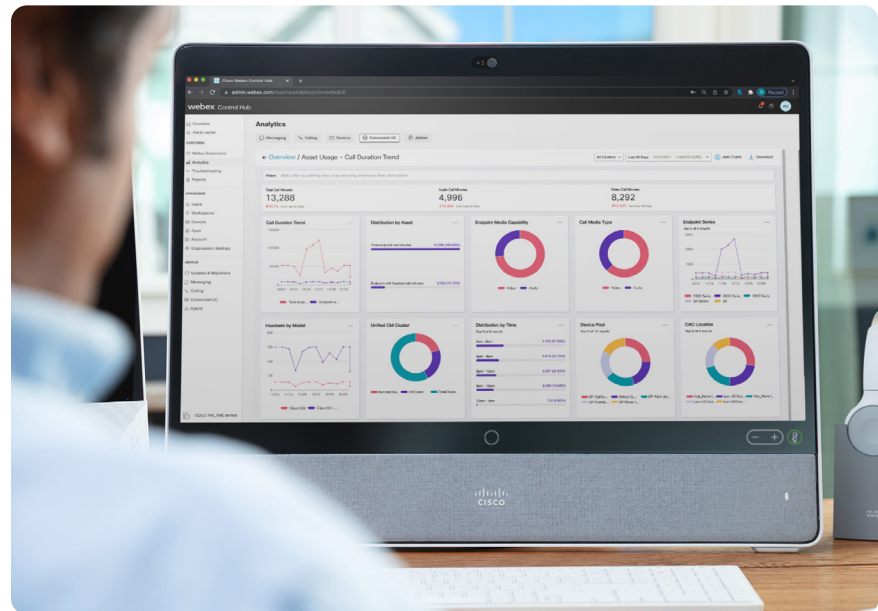


Figure 2. Administrative view of Webex Cloud-Connected UC



To learn more about Webex Cloud-Connected UC, talk to your Cisco account team or Cisco authorized partner

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