



Cisco Webex

Configuration Report

**Customer**

**As-Built Documentation for project**



14 February 2024

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# 1 Report Summary

Webex by Cisco is the leading enterprise solution for video conferencing, online meetings, screen share, and webinars.

Cisco Webex Control Hub is a web-based, intuitive, single-pane-of-glass management portal that enables you to provision, administer, and manage Webex services.

This configuration report, generated by UPLINX Report Tool, aims to document the configuration of Webex and retrieves data in read-only mody through the Webex API.

|  |  |
| --- | --- |
| **Report Info for Webex by Cisco** | |
| Report Date | 14-Feb-24 4:47:08 PM |
| Report generated for | Customer |
| Description | As-Built Documentation for project |
| **Server Info** | |
| Webex Organization | UXTEST |
| **Report Settings** | |
| Report Type | Direct Report |
| Visual Style | Blu Dark.css |
| Report Content | All objects |
| Template HTML | WEBEX\_ReportTemplate.htm |
| Template Word | Bars\_Phones\_Green\_Blue.doc |
| **Report Tool Info** | |
| Report Tool Version | 15.0.1 / ?? Feb 2024 |
| Report Tool license | Expired |

# 2 Users

The admin section contains the users, groups and teams and its settings.

This chapter contains:

* Users Summary in wide table format
* Users Basic Settings such as contact details and assigned roles and licenses
* User's Webex Calling settings
* Groups
* Teams

## 2.1 Users Summary

This section contains the Users Summary in wide table format that is also exported to Excel.

| **Users - Summary** | | | | | | | | | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Organization** | **Location** | **Display Name** | **Nick Name** | **First Name** | **Last Name** | **Type** | **Site Urls** | **Emails** | **Extension** | **Phone Numbers** | **SIP Addresses** | **Roles** | **Licenses** | **Assigned Sites** | **Login Enabled** | **Created** | **Last Modified** | **Last Activity** |
| UXTEST |  | admin@sw-2xfb.wbx.ai | admin | admin | admin | person | sw-2xfb.webex.com | admin@sw-2xfb.wbx.ai |  |  | 25901177793@sw-2xfb.webex.com [personal-room] admin@sw-2xfb.calls.webex.com [cloud-calling] admin06@sw-2xfb.webex.com [personal-room] | Full Administrator | Real-Time Translations Advanced Messaging Webex Meetings Suite Call on Webex (1:1 call, non-PSTN) Basic Space Meetings Advanced Space Meetings Free screen share Basic Messaging | sw-2xfb.webex.com [default] | true | 08-Dec-22 2:25:36 PM | 13-Feb-24 9:13:52 AM | 01-Jan-01 12:00:00 AM |
| UXTEST |  | Test2 Test2 | Test2 | Test2 | Test2 | person | sw-2xfb.webex.com | support@uplinx.com |  | 11111 [work] | support12@sw-2xfb.webex.com [personal-room] 25999253046@sw-2xfb.webex.com [personal-room] support@sw-2xfb.calls.webex.com [cloud-calling] |  | Advanced Messaging Webex Meetings Suite Call on Webex (1:1 call, non-PSTN) Basic Space Meetings Advanced Space Meetings Free screen share Basic Messaging | sw-2xfb.webex.com [default] | true | 09-Dec-22 10:25:08 AM | 22-Dec-22 8:40:56 PM | 01-Jan-01 12:00:00 AM |
| UXTEST | Fremont Loc 1 | Test 100 | Test 100 | Test 100 | Test 100 | person | sw-2xfb.webex.com | sw100@uplinx.com |  | 12100 [work\_extension] | sw100@sw-2xfb.calls.webex.com [cloud-calling] sw100@sw-2xfb.webex.com [personal-room] 26609210783@sw-2xfb.webex.com [personal-room] |  | Advanced Messaging Webex Calling - Professional Webex Meetings Suite Call on Webex (1:1 call, non-PSTN) Basic Space Meetings Advanced Space Meetings Free screen share Basic Messaging | sw-2xfb.webex.com [default] | true | 30-Jan-24 10:15:51 PM | 30-Jan-24 10:15:59 PM | 01-Jan-01 12:00:00 AM |
| UXTEST | Fremont Loc 1 | Test 101 | Test 101 | Test 101 | Test 101 | person | sw-2xfb.webex.com | sw101@uplinx.com |  | 12101 [work\_extension] | sw101@sw-2xfb.webex.com [personal-room] sw101@sw-2xfb.calls.webex.com [cloud-calling] 26645694580@sw-2xfb.webex.com [personal-room] |  | Advanced Messaging Webex Calling - Professional Webex Meetings Suite Call on Webex (1:1 call, non-PSTN) Basic Space Meetings Advanced Space Meetings Free screen share Basic Messaging | sw-2xfb.webex.com [default] | true | 30-Jan-24 10:15:55 PM | 30-Jan-24 10:16:00 PM | 01-Jan-01 12:00:00 AM |
| UXTEST | Fremont Loc 1 | Test 102 | Test 102 | Test 102 | Test 102 | person | sw-2xfb.webex.com | sw102@uplinx.com |  | 12102 [work\_extension] | sw102@sw-2xfb.calls.webex.com [cloud-calling] sw102@sw-2xfb.webex.com [personal-room] 26649426044@sw-2xfb.webex.com [personal-room] |  | Advanced Messaging Webex Calling - Professional Webex Meetings Suite Call on Webex (1:1 call, non-PSTN) Basic Space Meetings Advanced Space Meetings Free screen share Basic Messaging | sw-2xfb.webex.com [default] | true | 30-Jan-24 10:15:59 PM | 30-Jan-24 10:16:06 PM | 01-Jan-01 12:00:00 AM |
| UXTEST | Fremont Loc 1 | Test 103 | Test 103 | Test 103 | Test 103 | person | sw-2xfb.webex.com | sw103@uplinx.com |  | 12103 [work\_extension] | sw103@sw-2xfb.webex.com [personal-room] sw103@sw-2xfb.calls.webex.com [cloud-calling] 26643927221@sw-2xfb.webex.com [personal-room] |  | Advanced Messaging Webex Calling - Professional Webex Meetings Suite Call on Webex (1:1 call, non-PSTN) Basic Space Meetings Advanced Space Meetings Free screen share Basic Messaging | sw-2xfb.webex.com [default] | true | 30-Jan-24 10:16:03 PM | 30-Jan-24 10:16:09 PM | 01-Jan-01 12:00:00 AM |
| UXTEST | Fremont Loc 1 | Test 104 | Test 104 | Test 104 | Test 104 | person | sw-2xfb.webex.com | sw104@uplinx.com |  | 12104 [work\_extension] | sw104@sw-2xfb.webex.com [personal-room] sw104@sw-2xfb.calls.webex.com [cloud-calling] 26646076687@sw-2xfb.webex.com [personal-room] |  | Advanced Messaging Webex Calling - Professional Webex Meetings Suite Call on Webex (1:1 call, non-PSTN) Basic Space Meetings Advanced Space Meetings Free screen share Basic Messaging | sw-2xfb.webex.com [default] | true | 30-Jan-24 10:16:07 PM | 30-Jan-24 10:16:11 PM | 01-Jan-01 12:00:00 AM |
| UXTEST | Fremont Loc 1 | Test 105 | Test 105 | Test 105 | Test 105 | person | sw-2xfb.webex.com | sw105@uplinx.com |  | 12105 [work\_extension] | sw105@sw-2xfb.calls.webex.com [cloud-calling] 26628527470@sw-2xfb.webex.com [personal-room] sw105@sw-2xfb.webex.com [personal-room] |  | Advanced Messaging Webex Calling - Professional Webex Meetings Suite Call on Webex (1:1 call, non-PSTN) Basic Space Meetings Advanced Space Meetings Free screen share Basic Messaging | sw-2xfb.webex.com [default] | true | 30-Jan-24 10:16:10 PM | 30-Jan-24 10:16:15 PM | 01-Jan-01 12:00:00 AM |
| UXTEST | Fremont Loc 1 | Test4 Test4 | Test4 | Test4 | Test4 | person | sw-2xfb.webex.com | sw@uplinx.com |  | 1255555 [work\_extension] | sw@sw-2xfb.calls.webex.com [cloud-calling] 25983429135@sw-2xfb.webex.com [personal-room] sw@sw-2xfb.webex.com [personal-room] |  | Advanced Messaging Webex Calling - Professional Webex Meetings Suite Call on Webex (1:1 call, non-PSTN) Basic Space Meetings Advanced Space Meetings Free screen share Basic Messaging | sw-2xfb.webex.com [default] | true | 09-Dec-22 10:25:08 AM | 30-Jan-24 9:52:09 PM | 01-Jan-01 12:00:00 AM |
| UXTEST | Fremont Loc 1 | Test5 Test5 | Test5 | Test5 | Test5 | person | sw-2xfb.webex.com | sw2@uplinx.com |  | 126666 [work\_extension] | sw2@sw-2xfb.webex.com [personal-room] sw2@sw-2xfb.calls.webex.com [cloud-calling] 26634505778@sw-2xfb.webex.com [personal-room] |  | Advanced Messaging Webex Calling - Professional Webex Meetings Suite Call on Webex (1:1 call, non-PSTN) Basic Space Meetings Advanced Space Meetings Free screen share Basic Messaging | sw-2xfb.webex.com [default] | true | 30-Jan-24 9:54:02 PM | 30-Jan-24 9:54:09 PM | 01-Jan-01 12:00:00 AM |

## 2.2 Users Basic Settings

This section contains the Users Basic Settings such as names, contact details and assigned roles and licenses.

| **Users** | | | |
| --- | --- | --- | --- |
| **Organization** | **Location** | **Display Name** | **Details** |
| UXTEST |  | admin@sw-2xfb.wbx.ai | |  |  | | --- | --- | | **Basic User Info** | | | Display Name | admin@sw-2xfb.wbx.ai | | Nick Name | admin | | First Name | admin | | Last Name | admin | | Type | person | | Site Urls | sw-2xfb.webex.com | | **Addresses** | | | Emails | admin@sw-2xfb.wbx.ai | | Extension |  | | Phone Numbers |  | | SIP Addresses | 25901177793@sw-2xfb.webex.com [personal-room] admin@sw-2xfb.calls.webex.com [cloud-calling] admin06@sw-2xfb.webex.com [personal-room] | | **Privileges** | | | Roles | Full Administrator | | Licenses | Real-Time Translations Advanced Messaging Webex Meetings Suite Call on Webex (1:1 call, non-PSTN) Basic Space Meetings Advanced Space Meetings Free screen share Basic Messaging | | **Assigned Sites** | | | Assigned Sites | sw-2xfb.webex.com [default] | | Login Enabled | true | | **Actions** | | | Created | 08-Dec-22 2:25:36 PM | | Last Modified | 13-Feb-24 9:13:52 AM | | Last Activity | 01-Jan-01 12:00:00 AM | |
| UXTEST |  | Test2 Test2 | |  |  | | --- | --- | | **Basic User Info** | | | Display Name | Test2 Test2 | | Nick Name | Test2 | | First Name | Test2 | | Last Name | Test2 | | Type | person | | Site Urls | sw-2xfb.webex.com | | **Addresses** | | | Emails | support@uplinx.com | | Extension |  | | Phone Numbers | 11111 [work] | | SIP Addresses | support12@sw-2xfb.webex.com [personal-room] 25999253046@sw-2xfb.webex.com [personal-room] support@sw-2xfb.calls.webex.com [cloud-calling] | | **Privileges** | | | Roles |  | | Licenses | Advanced Messaging Webex Meetings Suite Call on Webex (1:1 call, non-PSTN) Basic Space Meetings Advanced Space Meetings Free screen share Basic Messaging | | **Assigned Sites** | | | Assigned Sites | sw-2xfb.webex.com [default] | | Login Enabled | true | | **Actions** | | | Created | 09-Dec-22 10:25:08 AM | | Last Modified | 22-Dec-22 8:40:56 PM | | Last Activity | 01-Jan-01 12:00:00 AM | |
| UXTEST | Fremont Loc 1 | Test 100 | |  |  | | --- | --- | | **Basic User Info** | | | Display Name | Test 100 | | Nick Name | Test 100 | | First Name | Test 100 | | Last Name | Test 100 | | Type | person | | Site Urls | sw-2xfb.webex.com | | **Addresses** | | | Emails | sw100@uplinx.com | | Extension |  | | Phone Numbers | 12100 [work\_extension] | | SIP Addresses | sw100@sw-2xfb.calls.webex.com [cloud-calling] sw100@sw-2xfb.webex.com [personal-room] 26609210783@sw-2xfb.webex.com [personal-room] | | **Privileges** | | | Roles |  | | Licenses | Advanced Messaging Webex Calling - Professional Webex Meetings Suite Call on Webex (1:1 call, non-PSTN) Basic Space Meetings Advanced Space Meetings Free screen share Basic Messaging | | **Assigned Sites** | | | Assigned Sites | sw-2xfb.webex.com [default] | | Login Enabled | true | | **Actions** | | | Created | 30-Jan-24 10:15:51 PM | | Last Modified | 30-Jan-24 10:15:59 PM | | Last Activity | 01-Jan-01 12:00:00 AM | |
| UXTEST | Fremont Loc 1 | Test 101 | |  |  | | --- | --- | | **Basic User Info** | | | Display Name | Test 101 | | Nick Name | Test 101 | | First Name | Test 101 | | Last Name | Test 101 | | Type | person | | Site Urls | sw-2xfb.webex.com | | **Addresses** | | | Emails | sw101@uplinx.com | | Extension |  | | Phone Numbers | 12101 [work\_extension] | | SIP Addresses | sw101@sw-2xfb.webex.com [personal-room] sw101@sw-2xfb.calls.webex.com [cloud-calling] 26645694580@sw-2xfb.webex.com [personal-room] | | **Privileges** | | | Roles |  | | Licenses | Advanced Messaging Webex Calling - Professional Webex Meetings Suite Call on Webex (1:1 call, non-PSTN) Basic Space Meetings Advanced Space Meetings Free screen share Basic Messaging | | **Assigned Sites** | | | Assigned Sites | sw-2xfb.webex.com [default] | | Login Enabled | true | | **Actions** | | | Created | 30-Jan-24 10:15:55 PM | | Last Modified | 30-Jan-24 10:16:00 PM | | Last Activity | 01-Jan-01 12:00:00 AM | |
| UXTEST | Fremont Loc 1 | Test 102 | |  |  | | --- | --- | | **Basic User Info** | | | Display Name | Test 102 | | Nick Name | Test 102 | | First Name | Test 102 | | Last Name | Test 102 | | Type | person | | Site Urls | sw-2xfb.webex.com | | **Addresses** | | | Emails | sw102@uplinx.com | | Extension |  | | Phone Numbers | 12102 [work\_extension] | | SIP Addresses | sw102@sw-2xfb.calls.webex.com [cloud-calling] sw102@sw-2xfb.webex.com [personal-room] 26649426044@sw-2xfb.webex.com [personal-room] | | **Privileges** | | | Roles |  | | Licenses | Advanced Messaging Webex Calling - Professional Webex Meetings Suite Call on Webex (1:1 call, non-PSTN) Basic Space Meetings Advanced Space Meetings Free screen share Basic Messaging | | **Assigned Sites** | | | Assigned Sites | sw-2xfb.webex.com [default] | | Login Enabled | true | | **Actions** | | | Created | 30-Jan-24 10:15:59 PM | | Last Modified | 30-Jan-24 10:16:06 PM | | Last Activity | 01-Jan-01 12:00:00 AM | |
| UXTEST | Fremont Loc 1 | Test 103 | |  |  | | --- | --- | | **Basic User Info** | | | Display Name | Test 103 | | Nick Name | Test 103 | | First Name | Test 103 | | Last Name | Test 103 | | Type | person | | Site Urls | sw-2xfb.webex.com | | **Addresses** | | | Emails | sw103@uplinx.com | | Extension |  | | Phone Numbers | 12103 [work\_extension] | | SIP Addresses | sw103@sw-2xfb.webex.com [personal-room] sw103@sw-2xfb.calls.webex.com [cloud-calling] 26643927221@sw-2xfb.webex.com [personal-room] | | **Privileges** | | | Roles |  | | Licenses | Advanced Messaging Webex Calling - Professional Webex Meetings Suite Call on Webex (1:1 call, non-PSTN) Basic Space Meetings Advanced Space Meetings Free screen share Basic Messaging | | **Assigned Sites** | | | Assigned Sites | sw-2xfb.webex.com [default] | | Login Enabled | true | | **Actions** | | | Created | 30-Jan-24 10:16:03 PM | | Last Modified | 30-Jan-24 10:16:09 PM | | Last Activity | 01-Jan-01 12:00:00 AM | |
| UXTEST | Fremont Loc 1 | Test 104 | |  |  | | --- | --- | | **Basic User Info** | | | Display Name | Test 104 | | Nick Name | Test 104 | | First Name | Test 104 | | Last Name | Test 104 | | Type | person | | Site Urls | sw-2xfb.webex.com | | **Addresses** | | | Emails | sw104@uplinx.com | | Extension |  | | Phone Numbers | 12104 [work\_extension] | | SIP Addresses | sw104@sw-2xfb.webex.com [personal-room] sw104@sw-2xfb.calls.webex.com [cloud-calling] 26646076687@sw-2xfb.webex.com [personal-room] | | **Privileges** | | | Roles |  | | Licenses | Advanced Messaging Webex Calling - Professional Webex Meetings Suite Call on Webex (1:1 call, non-PSTN) Basic Space Meetings Advanced Space Meetings Free screen share Basic Messaging | | **Assigned Sites** | | | Assigned Sites | sw-2xfb.webex.com [default] | | Login Enabled | true | | **Actions** | | | Created | 30-Jan-24 10:16:07 PM | | Last Modified | 30-Jan-24 10:16:11 PM | | Last Activity | 01-Jan-01 12:00:00 AM | |
| UXTEST | Fremont Loc 1 | Test 105 | |  |  | | --- | --- | | **Basic User Info** | | | Display Name | Test 105 | | Nick Name | Test 105 | | First Name | Test 105 | | Last Name | Test 105 | | Type | person | | Site Urls | sw-2xfb.webex.com | | **Addresses** | | | Emails | sw105@uplinx.com | | Extension |  | | Phone Numbers | 12105 [work\_extension] | | SIP Addresses | sw105@sw-2xfb.calls.webex.com [cloud-calling] 26628527470@sw-2xfb.webex.com [personal-room] sw105@sw-2xfb.webex.com [personal-room] | | **Privileges** | | | Roles |  | | Licenses | Advanced Messaging Webex Calling - Professional Webex Meetings Suite Call on Webex (1:1 call, non-PSTN) Basic Space Meetings Advanced Space Meetings Free screen share Basic Messaging | | **Assigned Sites** | | | Assigned Sites | sw-2xfb.webex.com [default] | | Login Enabled | true | | **Actions** | | | Created | 30-Jan-24 10:16:10 PM | | Last Modified | 30-Jan-24 10:16:15 PM | | Last Activity | 01-Jan-01 12:00:00 AM | |
| UXTEST | Fremont Loc 1 | Test4 Test4 | |  |  | | --- | --- | | **Basic User Info** | | | Display Name | Test4 Test4 | | Nick Name | Test4 | | First Name | Test4 | | Last Name | Test4 | | Type | person | | Site Urls | sw-2xfb.webex.com | | **Addresses** | | | Emails | sw@uplinx.com | | Extension |  | | Phone Numbers | 1255555 [work\_extension] | | SIP Addresses | sw@sw-2xfb.calls.webex.com [cloud-calling] 25983429135@sw-2xfb.webex.com [personal-room] sw@sw-2xfb.webex.com [personal-room] | | **Privileges** | | | Roles |  | | Licenses | Advanced Messaging Webex Calling - Professional Webex Meetings Suite Call on Webex (1:1 call, non-PSTN) Basic Space Meetings Advanced Space Meetings Free screen share Basic Messaging | | **Assigned Sites** | | | Assigned Sites | sw-2xfb.webex.com [default] | | Login Enabled | true | | **Actions** | | | Created | 09-Dec-22 10:25:08 AM | | Last Modified | 30-Jan-24 9:52:09 PM | | Last Activity | 01-Jan-01 12:00:00 AM | |
| UXTEST | Fremont Loc 1 | Test5 Test5 | |  |  | | --- | --- | | **Basic User Info** | | | Display Name | Test5 Test5 | | Nick Name | Test5 | | First Name | Test5 | | Last Name | Test5 | | Type | person | | Site Urls | sw-2xfb.webex.com | | **Addresses** | | | Emails | sw2@uplinx.com | | Extension |  | | Phone Numbers | 126666 [work\_extension] | | SIP Addresses | sw2@sw-2xfb.webex.com [personal-room] sw2@sw-2xfb.calls.webex.com [cloud-calling] 26634505778@sw-2xfb.webex.com [personal-room] | | **Privileges** | | | Roles |  | | Licenses | Advanced Messaging Webex Calling - Professional Webex Meetings Suite Call on Webex (1:1 call, non-PSTN) Basic Space Meetings Advanced Space Meetings Free screen share Basic Messaging | | **Assigned Sites** | | | Assigned Sites | sw-2xfb.webex.com [default] | | Login Enabled | true | | **Actions** | | | Created | 30-Jan-24 9:54:02 PM | | Last Modified | 30-Jan-24 9:54:09 PM | | Last Activity | 01-Jan-01 12:00:00 AM | |

## 2.3 Users Calling Settings

Webex Calling provides advanced telephony services for its users. The following settings for Webex Calling are configured per user:

| **Webex Calling Person Settings** | | | |
| --- | --- | --- | --- |
| **Organization** | **Location** | **Name** | **Details** |
| UXTEST |  | admin@sw-2xfb.wbx.ai | |  |  | | --- | --- | | **Basic User Info** | | | Settings | |  |  | | --- | --- | | Display Name | admin@sw-2xfb.wbx.ai | | Nick Name | admin | | First Name | admin | | Last Name | admin | | Type | person | | Site Urls | sw-2xfb.webex.com | | Extension |  | | | Calling | |  |  | | --- | --- | | Calling License | User does not have a calling license | | |
| UXTEST |  | Test2 Test2 | |  |  | | --- | --- | | **Basic User Info** | | | Settings | |  |  | | --- | --- | | Display Name | Test2 Test2 | | Nick Name | Test2 | | First Name | Test2 | | Last Name | Test2 | | Type | person | | Site Urls | sw-2xfb.webex.com | | Extension |  | | | Calling | |  |  | | --- | --- | | Calling License | User does not have a calling license | | |
| UXTEST | Fremont Loc 1 | Test 100 | |  |  | | --- | --- | | **Basic User Info** | | | Settings | |  |  | | --- | --- | | Display Name | Test 100 | | Nick Name | Test 100 | | First Name | Test 100 | | Last Name | Test 100 | | Type | person | | Site Urls | sw-2xfb.webex.com | | Extension |  | | | **Calling Behavior** | | | Settings | |  |  | | --- | --- | | effectiveBehaviorType | NATIVE\_WEBEX\_TEAMS\_CALLING | | | **Phone Numbers List** | | | Settings | |  |  | | --- | --- | | Distinctive Ring Enabled | Y | | PhoneNumber# 1 | directNumber: Extension: 100 ringPattern: primary: True | | | **Caller ID Settings** | | | Settings | |  |  | | --- | --- | | Enabled | N | | | **Voicemail Settings** | | | Settings | |  |  | | --- | --- | | Enabled | Y | | **Send calls to voicemail** | | | **Send all incoming calls to voicemail** | | | Send all incoming calls to voicemail | N | | Send calls to voicemail during a busy line | Y | | Message | Default message | | **Send calls to voicemail when unanswered** | | | Send calls to voicemail when unanswered | Y | | Number of rings before playing the "no answer" message | 3 | | Message | Default message | | **Voicemail > Additional settings** | | | Transfer on ‘0’ to another line | N | | Email a copy of voicemail message | N | | **Voicemail > Notifications** | | | **Receive notification of any new voice messages.** | | | Receive notification of any new voice messages. | N | | **Voicemail > Message storage** | | | Destination | Use internal mailbox | | Use new message indicator on phone | Y | | **Voicemail > Fax messaging** | | | **Receive fax messages** | | | Receive fax messages | N | | | **Incoming Permission Settings** | | | Settings | |  |  | | --- | --- | | Custom settings Defined below. | Y | | Internal calls | Blocked | | Collect calls | Allowed | | External calls | ALLOW\_ALL\_EXTERNAL | | | **Outgoing Permission Settings** | | | Settings | |  |  | | --- | --- | | Custom settings. Defined below. | Y | | Custom Settings. | | **Outgoing call permissions** | | | | --- | --- | --- | | **Call type** | **Permission** | **Allow transfers / forwards** | | INTERNAL\_CALL | ALLOW | Y | | TOLL\_FREE | ALLOW | Y | | NATIONAL | ALLOW | Y | | INTERNATIONAL | BLOCK | N | | OPERATOR\_ASSISTED | ALLOW | Y | | CHARGEABLE\_DIRECTORY\_ASSISTED | ALLOW | Y | | SPECIAL\_SERVICES\_I | ALLOW | Y | | SPECIAL\_SERVICES\_II | ALLOW | Y | | PREMIUM\_SERVICES\_I | BLOCK | N | | PREMIUM\_SERVICES\_II | BLOCK | N | | CASUAL | BLOCK | N | | URL\_DIALING | ALLOW | Y | | UNKNOWN | ALLOW | Y | | | **Calling > Call Handling > Call Forwarding** | | | | **Outgoing Permission Settings** | | | Settings | |  |  | | --- | --- | | **Forward all calls** | | | Forward all calls | Disabled | | **Forward calls during busy lines** | | | Forward calls during busy lines | Disabled | | **Forward calls when unanswered** | | | Forward calls when unanswered | Disabled | | **Forward calls if the network is disconnected** | | | Forward calls if the network is disconnected | Disabled | | | **Call Waiting** | | | Settings | |  |  | | --- | --- | | Enabled | Y | | | **Call Intercept** | | | Settings | |  |  | | --- | --- | | Enabled | N | | Call Park Notification Enabled | N | | | **Barge In Settings** | | | Settings | |  |  | | --- | --- | | Enabled | N | | | **Hoteling Settings** | | | Settings | |  |  | | --- | --- | | Enabled | N | | | **Push-to-Talk Settings** | | | Settings | {     "allowAutoAnswer":  true,     "connectionType":  "TWO\_WAY",     "accessType":  "ALLOW\_MEMBERS" } | | **Privacy Settings** | | | Settings | {     "aaExtensionDialingEnabled":  true,     "aaNamingDialingEnabled":  true,     "enablePhoneStatusDirectoryPrivacy":  false } | | **Executive Assistant Settings** | | | Settings | |  |  | | --- | --- | | Type | UNASSIGNED | | | **Calling > User call experience > Application Line Assignment** | | | Settings | |  |  | | --- | --- | | **Ring settings** | | | Click to Dial calls are made | Y | | Group Pages are received | N | | A call the user parked is recalled back to the user’s line | Y | | **Webex application assignments** | | | Web | Y | | Desktop | Y | | Mobile | Y | | Table | Y | | availableLineCount | 31 | | **Shared Line Appearance on Webex App** | | | | **Call Recording Settings** | | | **Receptionist Client Settings** | | | **Do Not Disturb Settings** | | | Settings | |  |  | | --- | --- | | Enabled | N | | | **List of Call Queue Caller ID information** | | | **Call Queue Agent's Caller ID information** | | |
| UXTEST | Fremont Loc 1 | Test 101 | |  |  | | --- | --- | | **Basic User Info** | | | Settings | |  |  | | --- | --- | | Display Name | Test 101 | | Nick Name | Test 101 | | First Name | Test 101 | | Last Name | Test 101 | | Type | person | | Site Urls | sw-2xfb.webex.com | | Extension |  | | | **Calling Behavior** | | | Settings | |  |  | | --- | --- | | effectiveBehaviorType | NATIVE\_WEBEX\_TEAMS\_CALLING | | | **Phone Numbers List** | | | Settings | |  |  | | --- | --- | | Distinctive Ring Enabled | Y | | PhoneNumber# 1 | directNumber: Extension: 101 ringPattern: primary: True | | | **Caller ID Settings** | | | Settings | |  |  | | --- | --- | | Enabled | N | | | **Voicemail Settings** | | | Settings | |  |  | | --- | --- | | Enabled | Y | | **Send calls to voicemail** | | | **Send all incoming calls to voicemail** | | | Send all incoming calls to voicemail | N | | Send calls to voicemail during a busy line | Y | | Message | Default message | | **Send calls to voicemail when unanswered** | | | Send calls to voicemail when unanswered | Y | | Number of rings before playing the "no answer" message | 3 | | Message | Default message | | **Voicemail > Additional settings** | | | Transfer on ‘0’ to another line | N | | Email a copy of voicemail message | N | | **Voicemail > Notifications** | | | **Receive notification of any new voice messages.** | | | Receive notification of any new voice messages. | N | | **Voicemail > Message storage** | | | Destination | Use internal mailbox | | Use new message indicator on phone | Y | | **Voicemail > Fax messaging** | | | **Receive fax messages** | | | Receive fax messages | N | | | **Incoming Permission Settings** | | | Settings | |  |  | | --- | --- | | Custom settings Defined below. | Y | | Internal calls | Blocked | | Collect calls | Allowed | | External calls | ALLOW\_ALL\_EXTERNAL | | | **Outgoing Permission Settings** | | | Settings | |  |  | | --- | --- | | Custom settings. Defined below. | Y | | Custom Settings. | | **Outgoing call permissions** | | | | --- | --- | --- | | **Call type** | **Permission** | **Allow transfers / forwards** | | INTERNAL\_CALL | ALLOW | Y | | TOLL\_FREE | ALLOW | Y | | NATIONAL | ALLOW | Y | | INTERNATIONAL | BLOCK | N | | OPERATOR\_ASSISTED | ALLOW | Y | | CHARGEABLE\_DIRECTORY\_ASSISTED | ALLOW | Y | | SPECIAL\_SERVICES\_I | ALLOW | Y | | SPECIAL\_SERVICES\_II | ALLOW | Y | | PREMIUM\_SERVICES\_I | BLOCK | N | | PREMIUM\_SERVICES\_II | BLOCK | N | | CASUAL | BLOCK | N | | URL\_DIALING | ALLOW | Y | | UNKNOWN | ALLOW | Y | | | **Calling > Call Handling > Call Forwarding** | | | | **Outgoing Permission Settings** | | | Settings | |  |  | | --- | --- | | **Forward all calls** | | | Forward all calls | Disabled | | **Forward calls during busy lines** | | | Forward calls during busy lines | Disabled | | **Forward calls when unanswered** | | | Forward calls when unanswered | Disabled | | **Forward calls if the network is disconnected** | | | Forward calls if the network is disconnected | Disabled | | | **Call Waiting** | | | Settings | |  |  | | --- | --- | | Enabled | Y | | | **Call Intercept** | | | Settings | |  |  | | --- | --- | | Enabled | N | | Call Park Notification Enabled | N | | | **Barge In Settings** | | | Settings | |  |  | | --- | --- | | Enabled | N | | | **Hoteling Settings** | | | Settings | |  |  | | --- | --- | | Enabled | N | | | **Push-to-Talk Settings** | | | Settings | {     "allowAutoAnswer":  true,     "connectionType":  "TWO\_WAY",     "accessType":  "ALLOW\_MEMBERS" } | | **Privacy Settings** | | | Settings | {     "aaExtensionDialingEnabled":  true,     "aaNamingDialingEnabled":  true,     "enablePhoneStatusDirectoryPrivacy":  false } | | **Executive Assistant Settings** | | | Settings | |  |  | | --- | --- | | Type | UNASSIGNED | | | **Calling > User call experience > Application Line Assignment** | | | Settings | |  |  | | --- | --- | | **Ring settings** | | | Click to Dial calls are made | Y | | Group Pages are received | N | | A call the user parked is recalled back to the user’s line | Y | | **Webex application assignments** | | | Web | Y | | Desktop | Y | | Mobile | Y | | Table | Y | | availableLineCount | 31 | | **Shared Line Appearance on Webex App** | | | | **Call Recording Settings** | | | **Receptionist Client Settings** | | | **Do Not Disturb Settings** | | | Settings | |  |  | | --- | --- | | Enabled | N | | | **List of Call Queue Caller ID information** | | | **Call Queue Agent's Caller ID information** | | |
| UXTEST | Fremont Loc 1 | Test 102 | |  |  | | --- | --- | | **Basic User Info** | | | Settings | |  |  | | --- | --- | | Display Name | Test 102 | | Nick Name | Test 102 | | First Name | Test 102 | | Last Name | Test 102 | | Type | person | | Site Urls | sw-2xfb.webex.com | | Extension |  | | | **Calling Behavior** | | | Settings | |  |  | | --- | --- | | effectiveBehaviorType | NATIVE\_WEBEX\_TEAMS\_CALLING | | | **Phone Numbers List** | | | Settings | |  |  | | --- | --- | | Distinctive Ring Enabled | Y | | PhoneNumber# 1 | directNumber: Extension: 102 ringPattern: primary: True | | | **Caller ID Settings** | | | Settings | |  |  | | --- | --- | | Enabled | N | | | **Voicemail Settings** | | | Settings | |  |  | | --- | --- | | Enabled | Y | | **Send calls to voicemail** | | | **Send all incoming calls to voicemail** | | | Send all incoming calls to voicemail | N | | Send calls to voicemail during a busy line | Y | | Message | Default message | | **Send calls to voicemail when unanswered** | | | Send calls to voicemail when unanswered | Y | | Number of rings before playing the "no answer" message | 3 | | Message | Default message | | **Voicemail > Additional settings** | | | Transfer on ‘0’ to another line | N | | Email a copy of voicemail message | N | | **Voicemail > Notifications** | | | **Receive notification of any new voice messages.** | | | Receive notification of any new voice messages. | N | | **Voicemail > Message storage** | | | Destination | Use internal mailbox | | Use new message indicator on phone | Y | | **Voicemail > Fax messaging** | | | **Receive fax messages** | | | Receive fax messages | N | | | **Incoming Permission Settings** | | | Settings | |  |  | | --- | --- | | Custom settings Defined below. | Y | | Internal calls | Blocked | | Collect calls | Allowed | | External calls | ALLOW\_ALL\_EXTERNAL | | | **Outgoing Permission Settings** | | | Settings | |  |  | | --- | --- | | Custom settings. Defined below. | Y | | Custom Settings. | | **Outgoing call permissions** | | | | --- | --- | --- | | **Call type** | **Permission** | **Allow transfers / forwards** | | INTERNAL\_CALL | ALLOW | Y | | TOLL\_FREE | ALLOW | Y | | NATIONAL | ALLOW | Y | | INTERNATIONAL | BLOCK | N | | OPERATOR\_ASSISTED | ALLOW | Y | | CHARGEABLE\_DIRECTORY\_ASSISTED | ALLOW | Y | | SPECIAL\_SERVICES\_I | ALLOW | Y | | SPECIAL\_SERVICES\_II | ALLOW | Y | | PREMIUM\_SERVICES\_I | BLOCK | N | | PREMIUM\_SERVICES\_II | BLOCK | N | | CASUAL | BLOCK | N | | URL\_DIALING | ALLOW | Y | | UNKNOWN | ALLOW | Y | | | **Calling > Call Handling > Call Forwarding** | | | | **Outgoing Permission Settings** | | | Settings | |  |  | | --- | --- | | **Forward all calls** | | | Forward all calls | Disabled | | **Forward calls during busy lines** | | | Forward calls during busy lines | Disabled | | **Forward calls when unanswered** | | | Forward calls when unanswered | Disabled | | **Forward calls if the network is disconnected** | | | Forward calls if the network is disconnected | Disabled | | | **Call Waiting** | | | Settings | |  |  | | --- | --- | | Enabled | Y | | | **Call Intercept** | | | Settings | |  |  | | --- | --- | | Enabled | N | | Call Park Notification Enabled | N | | | **Barge In Settings** | | | Settings | |  |  | | --- | --- | | Enabled | N | | | **Hoteling Settings** | | | Settings | |  |  | | --- | --- | | Enabled | N | | | **Push-to-Talk Settings** | | | Settings | {     "allowAutoAnswer":  true,     "connectionType":  "TWO\_WAY",     "accessType":  "ALLOW\_MEMBERS" } | | **Privacy Settings** | | | Settings | {     "aaExtensionDialingEnabled":  true,     "aaNamingDialingEnabled":  true,     "enablePhoneStatusDirectoryPrivacy":  false } | | **Executive Assistant Settings** | | | Settings | |  |  | | --- | --- | | Type | UNASSIGNED | | | **Calling > User call experience > Application Line Assignment** | | | Settings | |  |  | | --- | --- | | **Ring settings** | | | Click to Dial calls are made | Y | | Group Pages are received | N | | A call the user parked is recalled back to the user’s line | Y | | **Webex application assignments** | | | Web | Y | | Desktop | Y | | Mobile | Y | | Table | Y | | availableLineCount | 31 | | **Shared Line Appearance on Webex App** | | | | **Call Recording Settings** | | | **Receptionist Client Settings** | | | **Do Not Disturb Settings** | | | Settings | |  |  | | --- | --- | | Enabled | N | | | **List of Call Queue Caller ID information** | | | **Call Queue Agent's Caller ID information** | | |
| UXTEST | Fremont Loc 1 | Test 103 | |  |  | | --- | --- | | **Basic User Info** | | | Settings | |  |  | | --- | --- | | Display Name | Test 103 | | Nick Name | Test 103 | | First Name | Test 103 | | Last Name | Test 103 | | Type | person | | Site Urls | sw-2xfb.webex.com | | Extension |  | | | **Calling Behavior** | | | Settings | |  |  | | --- | --- | | effectiveBehaviorType | NATIVE\_WEBEX\_TEAMS\_CALLING | | | **Phone Numbers List** | | | Settings | |  |  | | --- | --- | | Distinctive Ring Enabled | Y | | PhoneNumber# 1 | directNumber: Extension: 103 ringPattern: primary: True | | | **Caller ID Settings** | | | Settings | |  |  | | --- | --- | | Enabled | N | | | **Voicemail Settings** | | | Settings | |  |  | | --- | --- | | Enabled | Y | | **Send calls to voicemail** | | | **Send all incoming calls to voicemail** | | | Send all incoming calls to voicemail | N | | Send calls to voicemail during a busy line | Y | | Message | Default message | | **Send calls to voicemail when unanswered** | | | Send calls to voicemail when unanswered | Y | | Number of rings before playing the "no answer" message | 3 | | Message | Default message | | **Voicemail > Additional settings** | | | Transfer on ‘0’ to another line | N | | Email a copy of voicemail message | N | | **Voicemail > Notifications** | | | **Receive notification of any new voice messages.** | | | Receive notification of any new voice messages. | N | | **Voicemail > Message storage** | | | Destination | Use internal mailbox | | Use new message indicator on phone | Y | | **Voicemail > Fax messaging** | | | **Receive fax messages** | | | Receive fax messages | N | | | **Incoming Permission Settings** | | | Settings | |  |  | | --- | --- | | Custom settings Defined below. | Y | | Internal calls | Blocked | | Collect calls | Allowed | | External calls | ALLOW\_ALL\_EXTERNAL | | | **Outgoing Permission Settings** | | | Settings | |  |  | | --- | --- | | Custom settings. Defined below. | Y | | Custom Settings. | | **Outgoing call permissions** | | | | --- | --- | --- | | **Call type** | **Permission** | **Allow transfers / forwards** | | INTERNAL\_CALL | ALLOW | Y | | TOLL\_FREE | ALLOW | Y | | NATIONAL | ALLOW | Y | | INTERNATIONAL | BLOCK | N | | OPERATOR\_ASSISTED | ALLOW | Y | | CHARGEABLE\_DIRECTORY\_ASSISTED | ALLOW | Y | | SPECIAL\_SERVICES\_I | ALLOW | Y | | SPECIAL\_SERVICES\_II | ALLOW | Y | | PREMIUM\_SERVICES\_I | BLOCK | N | | PREMIUM\_SERVICES\_II | BLOCK | N | | CASUAL | BLOCK | N | | URL\_DIALING | ALLOW | Y | | UNKNOWN | ALLOW | Y | | | **Calling > Call Handling > Call Forwarding** | | | | **Outgoing Permission Settings** | | | Settings | |  |  | | --- | --- | | **Forward all calls** | | | Forward all calls | Disabled | | **Forward calls during busy lines** | | | Forward calls during busy lines | Disabled | | **Forward calls when unanswered** | | | Forward calls when unanswered | Disabled | | **Forward calls if the network is disconnected** | | | Forward calls if the network is disconnected | Disabled | | | **Call Waiting** | | | Settings | |  |  | | --- | --- | | Enabled | Y | | | **Call Intercept** | | | Settings | |  |  | | --- | --- | | Enabled | N | | Call Park Notification Enabled | N | | | **Barge In Settings** | | | Settings | |  |  | | --- | --- | | Enabled | N | | | **Hoteling Settings** | | | Settings | |  |  | | --- | --- | | Enabled | N | | | **Push-to-Talk Settings** | | | Settings | {     "allowAutoAnswer":  true,     "connectionType":  "TWO\_WAY",     "accessType":  "ALLOW\_MEMBERS" } | | **Privacy Settings** | | | Settings | {     "aaExtensionDialingEnabled":  true,     "aaNamingDialingEnabled":  true,     "enablePhoneStatusDirectoryPrivacy":  false } | | **Executive Assistant Settings** | | | Settings | |  |  | | --- | --- | | Type | UNASSIGNED | | | **Calling > User call experience > Application Line Assignment** | | | Settings | |  |  | | --- | --- | | **Ring settings** | | | Click to Dial calls are made | Y | | Group Pages are received | N | | A call the user parked is recalled back to the user’s line | Y | | **Webex application assignments** | | | Web | Y | | Desktop | Y | | Mobile | Y | | Table | Y | | availableLineCount | 31 | | **Shared Line Appearance on Webex App** | | | | **Call Recording Settings** | | | **Receptionist Client Settings** | | | **Do Not Disturb Settings** | | | Settings | |  |  | | --- | --- | | Enabled | N | | | **List of Call Queue Caller ID information** | | | **Call Queue Agent's Caller ID information** | | |
| UXTEST | Fremont Loc 1 | Test 104 | |  |  | | --- | --- | | **Basic User Info** | | | Settings | |  |  | | --- | --- | | Display Name | Test 104 | | Nick Name | Test 104 | | First Name | Test 104 | | Last Name | Test 104 | | Type | person | | Site Urls | sw-2xfb.webex.com | | Extension |  | | | **Calling Behavior** | | | Settings | |  |  | | --- | --- | | effectiveBehaviorType | NATIVE\_WEBEX\_TEAMS\_CALLING | | | **Phone Numbers List** | | | Settings | |  |  | | --- | --- | | Distinctive Ring Enabled | Y | | PhoneNumber# 1 | directNumber: Extension: 104 ringPattern: primary: True | | | **Caller ID Settings** | | | Settings | |  |  | | --- | --- | | Enabled | N | | | **Voicemail Settings** | | | Settings | |  |  | | --- | --- | | Enabled | Y | | **Send calls to voicemail** | | | **Send all incoming calls to voicemail** | | | Send all incoming calls to voicemail | N | | Send calls to voicemail during a busy line | Y | | Message | Default message | | **Send calls to voicemail when unanswered** | | | Send calls to voicemail when unanswered | Y | | Number of rings before playing the "no answer" message | 3 | | Message | Default message | | **Voicemail > Additional settings** | | | Transfer on ‘0’ to another line | N | | Email a copy of voicemail message | N | | **Voicemail > Notifications** | | | **Receive notification of any new voice messages.** | | | Receive notification of any new voice messages. | N | | **Voicemail > Message storage** | | | Destination | Use internal mailbox | | Use new message indicator on phone | Y | | **Voicemail > Fax messaging** | | | **Receive fax messages** | | | Receive fax messages | N | | | **Incoming Permission Settings** | | | Settings | |  |  | | --- | --- | | Custom settings Defined below. | Y | | Internal calls | Blocked | | Collect calls | Allowed | | External calls | ALLOW\_ALL\_EXTERNAL | | | **Outgoing Permission Settings** | | | Settings | |  |  | | --- | --- | | Custom settings. Defined below. | Y | | Custom Settings. | | **Outgoing call permissions** | | | | --- | --- | --- | | **Call type** | **Permission** | **Allow transfers / forwards** | | INTERNAL\_CALL | ALLOW | Y | | TOLL\_FREE | ALLOW | Y | | NATIONAL | ALLOW | Y | | INTERNATIONAL | BLOCK | N | | OPERATOR\_ASSISTED | ALLOW | Y | | CHARGEABLE\_DIRECTORY\_ASSISTED | ALLOW | Y | | SPECIAL\_SERVICES\_I | ALLOW | Y | | SPECIAL\_SERVICES\_II | ALLOW | Y | | PREMIUM\_SERVICES\_I | BLOCK | N | | PREMIUM\_SERVICES\_II | BLOCK | N | | CASUAL | BLOCK | N | | URL\_DIALING | ALLOW | Y | | UNKNOWN | ALLOW | Y | | | **Calling > Call Handling > Call Forwarding** | | | | **Outgoing Permission Settings** | | | Settings | |  |  | | --- | --- | | **Forward all calls** | | | Forward all calls | Disabled | | **Forward calls during busy lines** | | | Forward calls during busy lines | Disabled | | **Forward calls when unanswered** | | | Forward calls when unanswered | Disabled | | **Forward calls if the network is disconnected** | | | Forward calls if the network is disconnected | Disabled | | | **Call Waiting** | | | Settings | |  |  | | --- | --- | | Enabled | Y | | | **Call Intercept** | | | Settings | |  |  | | --- | --- | | Enabled | N | | Call Park Notification Enabled | N | | | **Barge In Settings** | | | Settings | |  |  | | --- | --- | | Enabled | N | | | **Hoteling Settings** | | | Settings | |  |  | | --- | --- | | Enabled | N | | | **Push-to-Talk Settings** | | | Settings | {     "allowAutoAnswer":  true,     "connectionType":  "TWO\_WAY",     "accessType":  "ALLOW\_MEMBERS" } | | **Privacy Settings** | | | Settings | {     "aaExtensionDialingEnabled":  true,     "aaNamingDialingEnabled":  true,     "enablePhoneStatusDirectoryPrivacy":  false } | | **Executive Assistant Settings** | | | Settings | |  |  | | --- | --- | | Type | UNASSIGNED | | | **Calling > User call experience > Application Line Assignment** | | | Settings | |  |  | | --- | --- | | **Ring settings** | | | Click to Dial calls are made | Y | | Group Pages are received | N | | A call the user parked is recalled back to the user’s line | Y | | **Webex application assignments** | | | Web | Y | | Desktop | Y | | Mobile | Y | | Table | Y | | availableLineCount | 31 | | **Shared Line Appearance on Webex App** | | | | **Call Recording Settings** | | | **Receptionist Client Settings** | | | **Do Not Disturb Settings** | | | Settings | |  |  | | --- | --- | | Enabled | N | | | **List of Call Queue Caller ID information** | | | **Call Queue Agent's Caller ID information** | | |
| UXTEST | Fremont Loc 1 | Test 105 | |  |  | | --- | --- | | **Basic User Info** | | | Settings | |  |  | | --- | --- | | Display Name | Test 105 | | Nick Name | Test 105 | | First Name | Test 105 | | Last Name | Test 105 | | Type | person | | Site Urls | sw-2xfb.webex.com | | Extension |  | | | **Calling Behavior** | | | Settings | |  |  | | --- | --- | | effectiveBehaviorType | NATIVE\_WEBEX\_TEAMS\_CALLING | | | **Phone Numbers List** | | | Settings | |  |  | | --- | --- | | Distinctive Ring Enabled | Y | | PhoneNumber# 1 | directNumber: Extension: 105 ringPattern: primary: True | | | **Caller ID Settings** | | | Settings | |  |  | | --- | --- | | Enabled | N | | | **Voicemail Settings** | | | Settings | |  |  | | --- | --- | | Enabled | Y | | **Send calls to voicemail** | | | **Send all incoming calls to voicemail** | | | Send all incoming calls to voicemail | N | | Send calls to voicemail during a busy line | Y | | Message | Default message | | **Send calls to voicemail when unanswered** | | | Send calls to voicemail when unanswered | Y | | Number of rings before playing the "no answer" message | 3 | | Message | Default message | | **Voicemail > Additional settings** | | | Transfer on ‘0’ to another line | N | | Email a copy of voicemail message | N | | **Voicemail > Notifications** | | | **Receive notification of any new voice messages.** | | | Receive notification of any new voice messages. | N | | **Voicemail > Message storage** | | | Destination | Use internal mailbox | | Use new message indicator on phone | Y | | **Voicemail > Fax messaging** | | | **Receive fax messages** | | | Receive fax messages | N | | | **Incoming Permission Settings** | | | Settings | |  |  | | --- | --- | | Custom settings Defined below. | Y | | Internal calls | Blocked | | Collect calls | Allowed | | External calls | ALLOW\_ALL\_EXTERNAL | | | **Outgoing Permission Settings** | | | Settings | |  |  | | --- | --- | | Custom settings. Defined below. | Y | | Custom Settings. | | **Outgoing call permissions** | | | | --- | --- | --- | | **Call type** | **Permission** | **Allow transfers / forwards** | | INTERNAL\_CALL | ALLOW | Y | | TOLL\_FREE | ALLOW | Y | | NATIONAL | ALLOW | Y | | INTERNATIONAL | BLOCK | N | | OPERATOR\_ASSISTED | ALLOW | Y | | CHARGEABLE\_DIRECTORY\_ASSISTED | ALLOW | Y | | SPECIAL\_SERVICES\_I | ALLOW | Y | | SPECIAL\_SERVICES\_II | ALLOW | Y | | PREMIUM\_SERVICES\_I | BLOCK | N | | PREMIUM\_SERVICES\_II | BLOCK | N | | CASUAL | BLOCK | N | | URL\_DIALING | ALLOW | Y | | UNKNOWN | ALLOW | Y | | | **Calling > Call Handling > Call Forwarding** | | | | **Outgoing Permission Settings** | | | Settings | |  |  | | --- | --- | | **Forward all calls** | | | Forward all calls | Disabled | | **Forward calls during busy lines** | | | Forward calls during busy lines | Disabled | | **Forward calls when unanswered** | | | Forward calls when unanswered | Disabled | | **Forward calls if the network is disconnected** | | | Forward calls if the network is disconnected | Disabled | | | **Call Waiting** | | | Settings | |  |  | | --- | --- | | Enabled | Y | | | **Call Intercept** | | | Settings | |  |  | | --- | --- | | Enabled | N | | Call Park Notification Enabled | N | | | **Barge In Settings** | | | Settings | |  |  | | --- | --- | | Enabled | N | | | **Hoteling Settings** | | | Settings | |  |  | | --- | --- | | Enabled | N | | | **Push-to-Talk Settings** | | | Settings | {     "allowAutoAnswer":  true,     "connectionType":  "TWO\_WAY",     "accessType":  "ALLOW\_MEMBERS" } | | **Privacy Settings** | | | Settings | {     "aaExtensionDialingEnabled":  true,     "aaNamingDialingEnabled":  true,     "enablePhoneStatusDirectoryPrivacy":  false } | | **Executive Assistant Settings** | | | Settings | |  |  | | --- | --- | | Type | UNASSIGNED | | | **Calling > User call experience > Application Line Assignment** | | | Settings | |  |  | | --- | --- | | **Ring settings** | | | Click to Dial calls are made | Y | | Group Pages are received | N | | A call the user parked is recalled back to the user’s line | Y | | **Webex application assignments** | | | Web | Y | | Desktop | Y | | Mobile | Y | | Table | Y | | availableLineCount | 31 | | **Shared Line Appearance on Webex App** | | | | **Call Recording Settings** | | | **Receptionist Client Settings** | | | **Do Not Disturb Settings** | | | Settings | |  |  | | --- | --- | | Enabled | N | | | **List of Call Queue Caller ID information** | | | **Call Queue Agent's Caller ID information** | | |
| UXTEST | Fremont Loc 1 | Test4 Test4 | |  |  | | --- | --- | | **Basic User Info** | | | Settings | |  |  | | --- | --- | | Display Name | Test4 Test4 | | Nick Name | Test4 | | First Name | Test4 | | Last Name | Test4 | | Type | person | | Site Urls | sw-2xfb.webex.com | | Extension |  | | | **Calling Behavior** | | | Settings | |  |  | | --- | --- | | effectiveBehaviorType | NATIVE\_WEBEX\_TEAMS\_CALLING | | | **Phone Numbers List** | | | Settings | |  |  | | --- | --- | | Distinctive Ring Enabled | Y | | PhoneNumber# 1 | directNumber: Extension: 55555 ringPattern: primary: True | | | **Caller ID Settings** | | | Settings | |  |  | | --- | --- | | Enabled | N | | | **Voicemail Settings** | | | Settings | |  |  | | --- | --- | | Enabled | Y | | **Send calls to voicemail** | | | **Send all incoming calls to voicemail** | | | Send all incoming calls to voicemail | N | | Send calls to voicemail during a busy line | Y | | Message | Default message | | **Send calls to voicemail when unanswered** | | | Send calls to voicemail when unanswered | Y | | Number of rings before playing the "no answer" message | 5 | | Message | Default message | | **Voicemail > Additional settings** | | | Transfer on '0’ to this phone number | 12345 | | Email a copy of voicemail message | N | | **Voicemail > Notifications** | | | **Receive notification of any new voice messages.** | | | Receive notification of any new voice messages. | Y | | Destination | sw@uplinx.com | | **Voicemail > Message storage** | | | Destination | Use internal mailbox | | Use new message indicator on phone | Y | | **Voicemail > Fax messaging** | | | **Receive fax messages** | | | Receive fax messages | N | | | **Incoming Permission Settings** | | | Settings | |  |  | | --- | --- | | Default settings Defined in organization’s or location’s settings. | Y | | | **Outgoing Permission Settings** | | | Settings | |  |  | | --- | --- | | Custom settings. Defined below. | Y | | Custom Settings. | | **Outgoing call permissions** | | | | --- | --- | --- | | **Call type** | **Permission** | **Allow transfers / forwards** | | INTERNAL\_CALL | ALLOW | Y | | TOLL\_FREE | ALLOW | Y | | NATIONAL | ALLOW | Y | | INTERNATIONAL | BLOCK | N | | OPERATOR\_ASSISTED | ALLOW | Y | | CHARGEABLE\_DIRECTORY\_ASSISTED | ALLOW | Y | | SPECIAL\_SERVICES\_I | ALLOW | Y | | SPECIAL\_SERVICES\_II | ALLOW | Y | | PREMIUM\_SERVICES\_I | BLOCK | N | | PREMIUM\_SERVICES\_II | BLOCK | N | | CASUAL | BLOCK | N | | URL\_DIALING | ALLOW | Y | | UNKNOWN | ALLOW | Y | | | **Calling > Call Handling > Call Forwarding** | | | | **Outgoing Permission Settings** | | | Settings | |  |  | | --- | --- | | **Forward all calls** | | | Forward all calls | Disabled | | **Forward calls during busy lines** | | | Forward calls during busy lines | 7000 | | Allow forwarded calls to leave voicemail | N | | **Forward calls when unanswered** | | | Forward calls during busy lines | 80000 | | Number of rings before forwarding | 5 | | Allow forwarded calls to leave voicemail | Y | | **Forward calls if the network is disconnected** | | | Forward calls to this phone number | 55555 | | Allow forwarded calls to leave voicemail | Y | | | **Call Waiting** | | | Settings | |  |  | | --- | --- | | Enabled | Y | | | **Call Intercept** | | | Settings | |  |  | | --- | --- | | Enabled | Y | | **Calling > Call handling > Call Intercept > Incoming calls** | | | Choose incoming calls permissions for this user | Intercept all incoming calls | | Send calls to voicemail | Y | | **Calling > Call handling > Call Intercept > Incoming calls > Announcements** | | | Announcements | DEFAULT | | Play new number announcements | 7778 | | Transfer on '0' to this phone number | 55555 | | **Calling > Call handling > Call Intercept > Outgoing calls** | | | How to handle this User's outgoing calls | Allow only national outgoing calls | | Transfer intercepted calls to a phone number |  | | Call Park Notification Enabled | N | | | **Barge In Settings** | | | Settings | |  |  | | --- | --- | | Enabled | N | | | **Hoteling Settings** | | | Settings | |  |  | | --- | --- | | Enabled | Y | | | **Push-to-Talk Settings** | | | Settings | {     "allowAutoAnswer":  true,     "connectionType":  "TWO\_WAY",     "accessType":  "ALLOW\_MEMBERS" } | | **Privacy Settings** | | | Settings | {     "aaExtensionDialingEnabled":  true,     "aaNamingDialingEnabled":  true,     "enablePhoneStatusDirectoryPrivacy":  false } | | **Executive Assistant Settings** | | | Settings | |  |  | | --- | --- | | Type | EXECUTIVE | | | **Calling > User call experience > Application Line Assignment** | | | Settings | |  |  | | --- | --- | | **Ring settings** | | | Click to Dial calls are made | Y | | Group Pages are received | N | | A call the user parked is recalled back to the user’s line | Y | | **Webex application assignments** | | | Web | N | | Desktop | Y | | Mobile | Y | | Table | Y | | availableLineCount | 32 | | **Shared Line Appearance on Webex App** | | | | **Call Recording Settings** | | | Settings | |  |  | | --- | --- | | Enabled | Y | | Enable Recording | Always | | Play recording start/stop announcement | N | | Record voice messaging | N | | Recording Reminder Tone every secs | Disabled | | Recording Platform Info | Service Provider: WEMQU619533 External Group: WEMQU619533L628095 External Identifier: zcsiak8c3g@98303641.us10.bcld.webex.com | | | **Receptionist Client Settings** | | | Settings | |  |  | | --- | --- | | Enabled | Y | | Monitored Members | | **Monitored Persons or Workspaces** | | | | | --- | --- | --- | --- | | **Display Name** | **Type** | **Email** | **Extensions** | | Fremont Meeting Rm . | PLACE | fremont\_meeting\_rm@sw-2xfb.rooms.webex.com | 1234 [Primary] | | | | **Do Not Disturb Settings** | | | Settings | |  |  | | --- | --- | | Enabled | N | | | **List of Call Queue Caller ID information** | | | **Call Queue Agent's Caller ID information** | | |
| UXTEST | Fremont Loc 1 | Test5 Test5 | |  |  | | --- | --- | | **Basic User Info** | | | Settings | |  |  | | --- | --- | | Display Name | Test5 Test5 | | Nick Name | Test5 | | First Name | Test5 | | Last Name | Test5 | | Type | person | | Site Urls | sw-2xfb.webex.com | | Extension |  | | | **Calling Behavior** | | | Settings | |  |  | | --- | --- | | effectiveBehaviorType | NATIVE\_WEBEX\_TEAMS\_CALLING | | | **Phone Numbers List** | | | Settings | |  |  | | --- | --- | | Distinctive Ring Enabled | Y | | PhoneNumber# 1 | directNumber: Extension: 6666 ringPattern: primary: True | | | **Caller ID Settings** | | | Settings | |  |  | | --- | --- | | Enabled | N | | | **Voicemail Settings** | | | Settings | |  |  | | --- | --- | | Enabled | Y | | **Send calls to voicemail** | | | **Send all incoming calls to voicemail** | | | Send all incoming calls to voicemail | N | | Send calls to voicemail during a busy line | Y | | Message | Default message | | **Send calls to voicemail when unanswered** | | | Send calls to voicemail when unanswered | Y | | Number of rings before playing the "no answer" message | 3 | | Message | Default message | | **Voicemail > Additional settings** | | | Transfer on ‘0’ to another line | N | | Email a copy of voicemail message | N | | **Voicemail > Notifications** | | | **Receive notification of any new voice messages.** | | | Receive notification of any new voice messages. | N | | **Voicemail > Message storage** | | | Destination | Use internal mailbox | | Use new message indicator on phone | Y | | **Voicemail > Fax messaging** | | | **Receive fax messages** | | | Receive fax messages | N | | | **Incoming Permission Settings** | | | Settings | |  |  | | --- | --- | | Custom settings Defined below. | Y | | Internal calls | Blocked | | Collect calls | Allowed | | External calls | ALLOW\_ALL\_EXTERNAL | | | **Outgoing Permission Settings** | | | Settings | |  |  | | --- | --- | | Custom settings. Defined below. | Y | | Custom Settings. | | **Outgoing call permissions** | | | | --- | --- | --- | | **Call type** | **Permission** | **Allow transfers / forwards** | | INTERNAL\_CALL | ALLOW | Y | | TOLL\_FREE | ALLOW | Y | | NATIONAL | ALLOW | Y | | INTERNATIONAL | BLOCK | N | | OPERATOR\_ASSISTED | ALLOW | Y | | CHARGEABLE\_DIRECTORY\_ASSISTED | ALLOW | Y | | SPECIAL\_SERVICES\_I | ALLOW | Y | | SPECIAL\_SERVICES\_II | ALLOW | Y | | PREMIUM\_SERVICES\_I | BLOCK | N | | PREMIUM\_SERVICES\_II | BLOCK | N | | CASUAL | BLOCK | N | | URL\_DIALING | ALLOW | Y | | UNKNOWN | ALLOW | Y | | | **Calling > Call Handling > Call Forwarding** | | | | **Outgoing Permission Settings** | | | Settings | |  |  | | --- | --- | | **Forward all calls** | | | Forward all calls | Disabled | | **Forward calls during busy lines** | | | Forward calls during busy lines | Disabled | | **Forward calls when unanswered** | | | Forward calls when unanswered | Disabled | | **Forward calls if the network is disconnected** | | | Forward calls if the network is disconnected | Disabled | | | **Call Waiting** | | | Settings | |  |  | | --- | --- | | Enabled | Y | | | **Call Intercept** | | | Settings | |  |  | | --- | --- | | Enabled | N | | Call Park Notification Enabled | N | | | **Barge In Settings** | | | Settings | |  |  | | --- | --- | | Enabled | N | | | **Hoteling Settings** | | | Settings | |  |  | | --- | --- | | Enabled | N | | | **Push-to-Talk Settings** | | | Settings | {     "allowAutoAnswer":  true,     "connectionType":  "TWO\_WAY",     "accessType":  "ALLOW\_MEMBERS" } | | **Privacy Settings** | | | Settings | {     "aaExtensionDialingEnabled":  true,     "aaNamingDialingEnabled":  true,     "enablePhoneStatusDirectoryPrivacy":  false } | | **Executive Assistant Settings** | | | Settings | |  |  | | --- | --- | | Type | UNASSIGNED | | | **Calling > User call experience > Application Line Assignment** | | | Settings | |  |  | | --- | --- | | **Ring settings** | | | Click to Dial calls are made | Y | | Group Pages are received | N | | A call the user parked is recalled back to the user’s line | Y | | **Webex application assignments** | | | Web | Y | | Desktop | Y | | Mobile | Y | | Table | Y | | availableLineCount | 31 | | **Shared Line Appearance on Webex App** | | | | **Call Recording Settings** | | | **Receptionist Client Settings** | | | **Do Not Disturb Settings** | | | Settings | |  |  | | --- | --- | | Enabled | N | | | **List of Call Queue Caller ID information** | | | **Call Queue Agent's Caller ID information** | | |

## 2.4 Groups

Groups contain a collection of members in Webex. A member represents a Webex user. A group is used to assign templates and settings to the set of members contained in a group.

The following Webex groups are defined:

| **Groups** | |
| --- | --- |
| **Name** | **Details** |
| Alameda Campus | |  |  | | --- | --- | | **Group Info** | | | Name | Alameda Campus | | Organization | UXTEST | | Member Size | 0 | | Members |  | | **Creation** | | | Created | 12-Dec-22 11:55:10 AM | |
| Fremont Campus | |  |  | | --- | --- | | **Group Info** | | | Name | Fremont Campus | | Organization | UXTEST | | Member Size | 0 | | Members |  | | **Creation** | | | Created | 18-Dec-22 9:49:51 AM | |
| Site1 | |  |  | | --- | --- | | **Group Info** | | | Name | Site1 | | Organization | UXTEST | | Member Size | 0 | | Members |  | | **Creation** | | | Created | 25-Feb-23 5:09:05 PM | |
| Fremont Loc 1 | |  |  | | --- | --- | | **Group Info** | | | Name | Fremont Loc 1 | | Organization | UXTEST | | Member Size | 0 | | Members |  | | **Creation** | | | Created | 25-Feb-23 5:09:07 PM | |

## 2.5 Teams and Members

Teams are groups of people with a set of rooms that are visible to all members of that team.

The following Webex teams are defined:

< No records found >

# 3 Licenses

An allowance for features and services that are provided to users on a Webex services subscription. Cisco and its partners manage the amount of licenses provided to administrators and users. This license resource can be accessed only by an admin.

The following licenses are present:

| **Licenses** | | | |
| --- | --- | --- | --- |
| **License Type** | **Consumed Units** | **Total Units** | **Subscription Id** |
| Webex Calling - Workspaces | 3 | 10 | trialSub.8a543e62-314d-474a-a1ef-187571e3d4ff |
| Advanced Space Meetings | 10 | 10 | trialSub.8a543e62-314d-474a-a1ef-187571e3d4ff |
| Real-Time Translations | 1 | 10 | trialSub.8a543e62-314d-474a-a1ef-187571e3d4ff |
| Advanced Messaging | 10 | 10 | trialSub.8a543e62-314d-474a-a1ef-187571e3d4ff |
| Webex Meetings Suite | 10 | 10 | trialSub.8a543e62-314d-474a-a1ef-187571e3d4ff |
| Webex Calling - Professional | 8 | 10 | trialSub.8a543e62-314d-474a-a1ef-187571e3d4ff |
| Hybrid - Exchange Calendar | 0 | 10 |  |
| Hybrid - Google Calendar | 0 | 10 |  |
| Basic Messaging | 10 | 10 |  |
| Free screen share | 10 | 10 |  |
| Call on Webex (1:1 call, non-PSTN) | 10 | 10 |  |
| Basic Space Meetings | 10 | 10 |  |
| Hybrid - Message | 0 | 10 |  |
| Unified Communication Manager (UCM) | 0 | 10 |  |

# 4 Workspaces

Workspaces can be rooms, lobbies, and conference rooms. You can set up shared Webex devices in these workspaces and add services. A device you choose to add to that workspace is assigned to the workspace, not a user. A locations and one or multiple floors are assigned to a Workspace. Assigning a device to a Workspace allows shared usage./p>

This chapter contains:

* Workspaces without Cisco Webex Calling
* Workspaces with Cisco Webex Calling
* User's Webex Calling settings
* Locations
* Rooms

## 4.1 Workspaces without Cisco Webex Calling

The following Webex workspaces without Cisco Webex Calling are defined:

## 4.2 Workspaces with Cisco Webex Calling

The following Webex workspaces with Cisco Webex Calling are defined:

| **Workspaces with Cisco Webex Calling** | |
| --- | --- |
| **Workspace Name** | **Details** |
| Floor5 | |  |  | | --- | --- | | **Workspace Info** | | | Name | Floor5 | | Type | Place | | Location | Site1 | | Extension Members | 55000 | | **Call Forwarding Settings** | | | Call Forwarding Settings | {     "callForwarding":  {         "busy":  {             "enabled":  false,             "destinationVoicemailEnabled":  false         },         "noAnswer":  {             "enabled":  false,             "numberOfRings":  3,             "systemMaxNumberOfRings":  20,             "destinationVoicemailEnabled":  false         },         "always":  {             "enabled":  false,             "ringReminderEnabled":  false,             "destinationVoicemailEnabled":  false         }     },     "businessContinuity":  {         "enabled":  false,         "destinationVoicemailEnabled":  false     } } | | **Call Waiting Settings** | | | Call Waiting Settings | {     "enabled":  true } | | **Caller ID Settings** | | | Caller ID Settings | {     "types":  [         "LOCATION\_NUMBER",         "CUSTOM"     ],     "selected":  "LOCATION\_NUMBER",     "displayName":  "Floor5",     "displayDetail":  ".",     "blockInForwardCallsEnabled":  false,     "externalCallerIdNamePolicy":  "DIRECT\_LINE",     "locationExternalCallerIdName":  "Site1" } | | **Monitoring Settings** | | | Monitoring Settings | {     "callParkNotificationEnabled":  false } | | **Incoming Permission Settings** | | | Incoming Permission Settings | {     "useCustomEnabled":  false,     "externalTransfer":  "ALLOW\_ALL\_EXTERNAL",     "internalCallsEnabled":  true,     "collectCallsEnabled":  true } | | **Outgoing Permission Settings** | | | Outgoing Permission Settings | {     "useCustomEnabled":  false,     "callingPermissions":  [         {             "callType":  "INTERNAL\_CALL",             "action":  "ALLOW",             "transferEnabled":  true         },         {             "callType":  "TOLL\_FREE",             "action":  "ALLOW",             "transferEnabled":  true         },         {             "callType":  "NATIONAL",             "action":  "ALLOW",             "transferEnabled":  true         },         {             "callType":  "INTERNATIONAL",             "action":  "BLOCK",             "transferEnabled":  false         },         {             "callType":  "OPERATOR\_ASSISTED",             "action":  "ALLOW",             "transferEnabled":  true         },         {             "callType":  "CHARGEABLE\_DIRECTORY\_ASSISTED",             "action":  "ALLOW",             "transferEnabled":  true         },         {             "callType":  "SPECIAL\_SERVICES\_I",             "action":  "ALLOW",             "transferEnabled":  true         },         {             "callType":  "SPECIAL\_SERVICES\_II",             "action":  "ALLOW",             "transferEnabled":  true         },         {             "callType":  "PREMIUM\_SERVICES\_I",             "action":  "BLOCK",             "transferEnabled":  false         },         {             "callType":  "PREMIUM\_SERVICES\_II",             "action":  "BLOCK",             "transferEnabled":  false         },         {             "callType":  "CASUAL",             "action":  "BLOCK",             "transferEnabled":  false         },         {             "callType":  "URL\_DIALING",             "action":  "ALLOW",             "transferEnabled":  true         },         {             "callType":  "UNKNOWN",             "action":  "ALLOW",             "transferEnabled":  true         }     ] } | | **Access Codes** | | | Access Codes | {     "accessCodes":  [] } | | **Transfer Numbers Settings** | | | Transfer Numbers Settings | {} | | **Call Intercept Settings** | | | Call Intercept Settings | {     "enabled":  false,     "incoming":  {         "type":  "INTERCEPT\_ALL",         "voicemailEnabled":  false,         "announcements":  {             "greeting":  "DEFAULT",             "newNumber":  {                 "enabled":  false             },             "zeroTransfer":  {                 "enabled":  false             }         }     },     "outgoing":  {         "type":  "INTERCEPT\_ALL",         "transferEnabled":  false     } } | |
| Fremont Meeting Rm | |  |  | | --- | --- | | **Workspace Info** | | | Name | Fremont Meeting Rm | | Type | Place | | Location | Site1 | | Extension Members | 1234 | | **Call Forwarding Settings** | | | Call Forwarding Settings | {     "callForwarding":  {         "busy":  {             "enabled":  false,             "destinationVoicemailEnabled":  false         },         "noAnswer":  {             "enabled":  false,             "numberOfRings":  3,             "systemMaxNumberOfRings":  20,             "destinationVoicemailEnabled":  false         },         "always":  {             "enabled":  false,             "ringReminderEnabled":  false,             "destinationVoicemailEnabled":  false         }     },     "businessContinuity":  {         "enabled":  false,         "destinationVoicemailEnabled":  false     } } | | **Call Waiting Settings** | | | Call Waiting Settings | {     "enabled":  true } | | **Caller ID Settings** | | | Caller ID Settings | {     "types":  [         "LOCATION\_NUMBER",         "CUSTOM"     ],     "selected":  "LOCATION\_NUMBER",     "displayName":  "Fremont  Meeting  Rm",     "displayDetail":  ".",     "blockInForwardCallsEnabled":  false,     "externalCallerIdNamePolicy":  "DIRECT\_LINE",     "locationExternalCallerIdName":  "Site1" } | | **Monitoring Settings** | | | Monitoring Settings | {     "callParkNotificationEnabled":  false } | | **Incoming Permission Settings** | | | Incoming Permission Settings | {     "useCustomEnabled":  false,     "externalTransfer":  "ALLOW\_ALL\_EXTERNAL",     "internalCallsEnabled":  true,     "collectCallsEnabled":  true } | | **Outgoing Permission Settings** | | | Outgoing Permission Settings | {     "useCustomEnabled":  false,     "callingPermissions":  [         {             "callType":  "INTERNAL\_CALL",             "action":  "ALLOW",             "transferEnabled":  true         },         {             "callType":  "TOLL\_FREE",             "action":  "ALLOW",             "transferEnabled":  true         },         {             "callType":  "NATIONAL",             "action":  "ALLOW",             "transferEnabled":  true         },         {             "callType":  "INTERNATIONAL",             "action":  "BLOCK",             "transferEnabled":  false         },         {             "callType":  "OPERATOR\_ASSISTED",             "action":  "ALLOW",             "transferEnabled":  true         },         {             "callType":  "CHARGEABLE\_DIRECTORY\_ASSISTED",             "action":  "ALLOW",             "transferEnabled":  true         },         {             "callType":  "SPECIAL\_SERVICES\_I",             "action":  "ALLOW",             "transferEnabled":  true         },         {             "callType":  "SPECIAL\_SERVICES\_II",             "action":  "ALLOW",             "transferEnabled":  true         },         {             "callType":  "PREMIUM\_SERVICES\_I",             "action":  "BLOCK",             "transferEnabled":  false         },         {             "callType":  "PREMIUM\_SERVICES\_II",             "action":  "BLOCK",             "transferEnabled":  false         },         {             "callType":  "CASUAL",             "action":  "BLOCK",             "transferEnabled":  false         },         {             "callType":  "URL\_DIALING",             "action":  "ALLOW",             "transferEnabled":  true         },         {             "callType":  "UNKNOWN",             "action":  "ALLOW",             "transferEnabled":  true         }     ] } | | **Access Codes** | | | Access Codes | {     "accessCodes":  [] } | | **Transfer Numbers Settings** | | | Transfer Numbers Settings | {} | | **Call Intercept Settings** | | | Call Intercept Settings | {     "enabled":  false,     "incoming":  {         "type":  "INTERCEPT\_ALL",         "voicemailEnabled":  false,         "announcements":  {             "greeting":  "DEFAULT",             "newNumber":  {                 "enabled":  false             },             "zeroTransfer":  {                 "enabled":  false             }         }     },     "outgoing":  {         "type":  "INTERCEPT\_ALL",         "transferEnabled":  false     } } | |
| MeetingRm1 | |  |  | | --- | --- | | **Workspace Info** | | | Name | MeetingRm1 | | Type | Place | | Location | Site1 | | Extension Members | 6000 | | **Call Forwarding Settings** | | | Call Forwarding Settings | {     "callForwarding":  {         "busy":  {             "enabled":  false,             "destinationVoicemailEnabled":  false         },         "noAnswer":  {             "enabled":  false,             "numberOfRings":  3,             "systemMaxNumberOfRings":  20,             "destinationVoicemailEnabled":  false         },         "always":  {             "enabled":  false,             "ringReminderEnabled":  false,             "destinationVoicemailEnabled":  false         }     },     "businessContinuity":  {         "enabled":  false,         "destinationVoicemailEnabled":  false     } } | | **Call Waiting Settings** | | | Call Waiting Settings | {     "enabled":  true } | | **Caller ID Settings** | | | Caller ID Settings | {     "types":  [         "LOCATION\_NUMBER",         "CUSTOM"     ],     "selected":  "LOCATION\_NUMBER",     "displayName":  "MeetingRm1",     "displayDetail":  ".",     "blockInForwardCallsEnabled":  false,     "externalCallerIdNamePolicy":  "DIRECT\_LINE",     "locationExternalCallerIdName":  "Site1" } | | **Monitoring Settings** | | | Monitoring Settings | {     "callParkNotificationEnabled":  false } | | **Incoming Permission Settings** | | | Incoming Permission Settings | {     "useCustomEnabled":  false,     "externalTransfer":  "ALLOW\_ALL\_EXTERNAL",     "internalCallsEnabled":  true,     "collectCallsEnabled":  true } | | **Outgoing Permission Settings** | | | Outgoing Permission Settings | {     "useCustomEnabled":  false,     "callingPermissions":  [         {             "callType":  "INTERNAL\_CALL",             "action":  "ALLOW",             "transferEnabled":  true         },         {             "callType":  "TOLL\_FREE",             "action":  "ALLOW",             "transferEnabled":  true         },         {             "callType":  "NATIONAL",             "action":  "ALLOW",             "transferEnabled":  true         },         {             "callType":  "INTERNATIONAL",             "action":  "BLOCK",             "transferEnabled":  false         },         {             "callType":  "OPERATOR\_ASSISTED",             "action":  "ALLOW",             "transferEnabled":  true         },         {             "callType":  "CHARGEABLE\_DIRECTORY\_ASSISTED",             "action":  "ALLOW",             "transferEnabled":  true         },         {             "callType":  "SPECIAL\_SERVICES\_I",             "action":  "ALLOW",             "transferEnabled":  true         },         {             "callType":  "SPECIAL\_SERVICES\_II",             "action":  "ALLOW",             "transferEnabled":  true         },         {             "callType":  "PREMIUM\_SERVICES\_I",             "action":  "BLOCK",             "transferEnabled":  false         },         {             "callType":  "PREMIUM\_SERVICES\_II",             "action":  "BLOCK",             "transferEnabled":  false         },         {             "callType":  "CASUAL",             "action":  "BLOCK",             "transferEnabled":  false         },         {             "callType":  "URL\_DIALING",             "action":  "ALLOW",             "transferEnabled":  true         },         {             "callType":  "UNKNOWN",             "action":  "ALLOW",             "transferEnabled":  true         }     ] } | | **Access Codes** | | | Access Codes | {     "accessCodes":  [] } | | **Transfer Numbers Settings** | | | Transfer Numbers Settings | {} | | **Call Intercept Settings** | | | Call Intercept Settings | {     "enabled":  false,     "incoming":  {         "type":  "INTERCEPT\_ALL",         "voicemailEnabled":  false,         "announcements":  {             "greeting":  "DEFAULT",             "newNumber":  {                 "enabled":  false             },             "zeroTransfer":  {                 "enabled":  false             }         }     },     "outgoing":  {         "type":  "INTERCEPT\_ALL",         "transferEnabled":  false     } } | |

# 5 Locations

Locations are used to organize Webex features. Users and workspaces can be assigned to a location, identified by a physical address.

This section contains the following chapters:

* Addresses
* Call Handling
* Schedule
* Voicemail

## 5.1 Locations > Addresses

Locations are used to organize Webex features. Users and workspaces can be assigned to a location, identified by a physical address.

The following physical addresses are defined per Location:

| **Locations > Addresses** | |
| --- | --- |
| **Location** | **Details** |
| Alameda Campus | |  |  | | --- | --- | | **Locations Info** | | | Name | Alameda Campus | | Organization | UXTEST | | Time Zone | America/New\_York | | Preferred Language | en\_US | | **Address** | | | Address 1 | 1 Main St | | Address 2 |  | | City | Alameda | | Postal Code | 67088 | | Country | US | | Floors | Floor# 1: Floor1 Floor# 2: Floor 2 | |
| Fremont Campus | |  |  | | --- | --- | | **Locations Info** | | | Name | Fremont Campus | | Organization | UXTEST | | Time Zone |  | | Preferred Language |  | | **Address** | | | Address 1 | Whipple Rd, Union City, CA, USA | | Address 2 |  | | City | Union City | | Postal Code |  | | Country | US | | Floors | Floor# 1: Floor 1 Floor# 2: Floor 2 | |
| Fremont Loc 1 | |  |  | | --- | --- | | **Locations Info** | | | Name | Fremont Loc 1 | | Organization | UXTEST | | Time Zone | America/Los\_Angeles | | Preferred Language | en\_us | | **Address** | | | Address 1 | Perry Rd | | Address 2 | 2nd floor | | City | Fremont | | Postal Code | 85000 | | Country | US | | Floors |  | |
| Site1 | |  |  | | --- | --- | | **Locations Info** | | | Name | Site1 | | Organization | UXTEST | | Time Zone | America/Los\_Angeles | | Preferred Language | en\_us | | **Address** | | | Address 1 | 170 W Tasman Dr | | Address 2 |  | | City | San Jose | | Postal Code | 95134 | | Country | US | | Floors |  | |

## 5.2 Call Handling

This chapter contains configurations of Webex Calling associated with a specific location. It provides information on call settings, emergency addresses, and calling privileges configured for each location.

This table list the followins settings per Location:

* Calling Details
* Emergency
* Music On Hold
* Private Network Connect
* Internal Dialing Route Policy
* Intercept
* Auto Transfer Number
* Outgoing Permission Location Access Code

| **Locations > Call Handling** | | | |
| --- | --- | --- | --- |
| **#** | **Location** | **Item** | **Details** |
| 1 | Alameda Campus | Calling Settings | |  |  | | --- | --- | | **Location Calling Settings** | | | Name | Alameda Campus | | Announcement Language | en\_us | | Routing Prefix |  | | **Location Calling - Calling Line ID** | | | Name | sw-2xfb | | Phone Number | +19785551212 | | **Location Calling - Connection** | | | Type | TRUNK | | External Caller ID Name | Alameda Campus | | User Limit | 500000 | | Outside Dial Digit |  | | P Access Network Info |  | | Default Domain | 98303641.us10.bcld.webex.com | | Charge Number |  | | Enforce Outside Dial Digit | N | |
| 1 | Alameda Campus | Emergency | |  |  | | --- | --- | | **Location Emergency** | | | **Location Emergency Info** | | | Phone Number | +19785551212 | | Name | Alameda Campus | | Effective Level | LOCATION\_NUMBER | | Effective Value | +19785551212 | | Quality | NOT\_RECOMMENDED | | **Location Emergency Member Info** | | | Phone Number |  | | First Name |  | | Last Name |  | | Member Id |  | | Member Type |  | | Effective Level | LOCATION\_NUMBER | | Effective Value | +19785551212 | | Quality | NOT\_RECOMMENDED | |
| 1 | Alameda Campus | Music On Hold | |  |  | | --- | --- | | **Location Music On Hold** | | | Call Hold Enabled | Y | | Call Park Enabled | Y | | Greeting | SYSTEM | | **Location MoH Audio File** | | | File Name |  | | Media File Type |  | | Level |  | |
| 1 | Alameda Campus | Private Network Connect | |  |  | | --- | --- | | **Location - Private Network Connect** | | | Connection Type | PUBLIC\_INTERNET | |
| 1 | Alameda Campus | Internal Dialing Route Policy | |  |  | | --- | --- | | **Location - Internal Dialing Route Policy** | | | Enabled | N | |
| 1 | Alameda Campus | Intercept | |  |  | | --- | --- | | **Location - Intercept** | | | Enabled | N | |
| 1 | Alameda Campus | Auto Transfer Number | |  |  | | --- | --- | | **Outgoing Permission Auto Transfer Number** | | | Auto Transfer Number 1 |  | | Auto Transfer Number 2 |  | | Auto Transfer Number 3 |  | |
| 1 | Alameda Campus | Access Code | |  |  | | --- | --- | | **Outgoing Permission Location Access Code** | | | Access Code |  | |
| 3 | Fremont Loc 1 | Calling Settings | |  |  | | --- | --- | | **Location Calling Settings** | | | Name | Fremont Loc 1 | | Announcement Language | en\_us | | Routing Prefix | 12 | | **Location Calling - Calling Line ID** | | | Name | sw-2xfb | | Phone Number |  | | **Location Calling - Connection** | | | Type |  | | External Caller ID Name | Fremont Loc 1 | | User Limit | 500000 | | Outside Dial Digit |  | | P Access Network Info |  | | Default Domain | 98303641.us10.bcld.webex.com | | Charge Number |  | | Enforce Outside Dial Digit | N | |
| 3 | Fremont Loc 1 | Emergency | |  |  | | --- | --- | | **Location Emergency** | | | **Location Emergency Info** | | | Phone Number |  | | Name | Fremont Loc 1 | | Effective Level | NONE | | Effective Value |  | | Quality | INVALID | | **Location Emergency Member Info** | | | Phone Number |  | | First Name |  | | Last Name |  | | Member Id |  | | Member Type |  | | Effective Level | NONE | | Effective Value |  | | Quality | INVALID | |
| 3 | Fremont Loc 1 | Music On Hold | |  |  | | --- | --- | | **Location Music On Hold** | | | Call Hold Enabled | Y | | Call Park Enabled | Y | | Greeting | SYSTEM | | **Location MoH Audio File** | | | File Name |  | | Media File Type |  | | Level |  | |
| 3 | Fremont Loc 1 | Private Network Connect | |  |  | | --- | --- | | **Location - Private Network Connect** | | | Connection Type | PUBLIC\_INTERNET | |
| 3 | Fremont Loc 1 | Internal Dialing Route Policy | |  |  | | --- | --- | | **Location - Internal Dialing Route Policy** | | | Enabled | Y | | Unknown Extension Route Identity | RouteGroup1 | | Unknown Extension Route Type | ROUTE\_GROUP | |
| 3 | Fremont Loc 1 | Intercept | |  |  | | --- | --- | | **Location - Intercept** | | | Enabled | Y | | **Location - Intercept - Incoming** | | | Type | INTERCEPT\_ALL | | Voicemail Enabled | N | | **Location - Intercept - Incoming Announcements New Number** | | | Enabled | N | | **Location - Intercept - Incoming Announcements Zero Transfer** | | | Enabled | N | | Outgoing Type | INTERCEPT\_ALL | | Outgoing Transfer Enabled | N | |
| 3 | Fremont Loc 1 | Auto Transfer Number | |  |  | | --- | --- | | **Outgoing Permission Auto Transfer Number** | | | Auto Transfer Number 1 |  | | Auto Transfer Number 2 |  | | Auto Transfer Number 3 |  | |
| 3 | Fremont Loc 1 | Access Code | |  |  | | --- | --- | | **Outgoing Permission Location Access Code** | | | Access Code |  | |
| 4 | Site1 | Calling Settings | |  |  | | --- | --- | | **Location Calling Settings** | | | Name | Site1 | | Announcement Language | en\_us | | Routing Prefix |  | | **Location Calling - Calling Line ID** | | | Name | sw-2xfb | | Phone Number |  | | **Location Calling - Connection** | | | Type |  | | External Caller ID Name | Site1 | | User Limit | 500001 | | Outside Dial Digit |  | | P Access Network Info |  | | Default Domain | 98303641.us10.bcld.webex.com | | Charge Number |  | | Enforce Outside Dial Digit | N | |
| 4 | Site1 | Emergency | |  |  | | --- | --- | | **Location Emergency** | | | **Location Emergency Info** | | | Phone Number |  | | Name | Site1 | | Effective Level | NONE | | Effective Value |  | | Quality | INVALID | | **Location Emergency Member Info** | | | Phone Number |  | | First Name |  | | Last Name |  | | Member Id |  | | Member Type |  | | Effective Level | NONE | | Effective Value |  | | Quality | INVALID | |
| 4 | Site1 | Music On Hold | |  |  | | --- | --- | | **Location Music On Hold** | | | Call Hold Enabled | Y | | Call Park Enabled | Y | | Greeting | SYSTEM | | **Location MoH Audio File** | | | File Name |  | | Media File Type |  | | Level |  | |
| 4 | Site1 | Private Network Connect | |  |  | | --- | --- | | **Location - Private Network Connect** | | | Connection Type | PUBLIC\_INTERNET | |
| 4 | Site1 | Internal Dialing Route Policy | |  |  | | --- | --- | | **Location - Internal Dialing Route Policy** | | | Enabled | N | |
| 4 | Site1 | Intercept | |  |  | | --- | --- | | **Location - Intercept** | | | Enabled | N | |
| 4 | Site1 | Auto Transfer Number | |  |  | | --- | --- | | **Outgoing Permission Auto Transfer Number** | | | Auto Transfer Number 1 |  | | Auto Transfer Number 2 |  | | Auto Transfer Number 3 |  | |
| 4 | Site1 | Access Code | |  |  | | --- | --- | | **Outgoing Permission Location Access Code** | | | Access Code |  | |

## 5.3 Schedule

A time schedule establishes a set of times during the day or holidays in the year in which a feature, for example auto attendants, can perform a specific action.n.

This table list the schedules per Location:

| **Locations > Schedule** | | | |
| --- | --- | --- | --- |
| **#** | **Location** | **Schedule Name** | **Details** |
| 3 | Fremont Loc 1 | #1 Mondays only | |  |  | | --- | --- | | **Schedule #1 Details** | | | Name | Mondays only | | Type | businessHours | | **Schedule #1 Events** | | | [1]: Name | Monday | | [1]: Start Date | 2022-12-19 | | [1]: End Date | 2022-12-19 | | [1]: All Day Enabled | N | | **[1]: Recurrence** | | | [1]: Recur For Ever | Y | | [1]: Day Of Month |  | | [1]: Month |  | |
| 3 | Fremont Loc 1 | #2 Summer Holidays | |  |  | | --- | --- | | **Schedule #2 Details** | | | Name | Summer Holidays | | Type | holidays | | **Schedule #2 Events** | | | [1]: Name | Summer Holidays | | [1]: Start Date | 2023-01-01 | | [1]: End Date | 2023-01-01 | | [1]: All Day Enabled | N | | **[1]: Recurrence** | | | [1]: Recur For Ever | Y | | [1]: Day Of Month | 1 | | [1]: Month | JANUARY | |
| 3 | Fremont Loc 1 | #3 Weekday Schedule | |  |  | | --- | --- | | **Schedule #3 Details** | | | Name | Weekday Schedule | | Type | businessHours | | **Schedule #3 Events** | | | [1]: Name | Friday 1 | | [1]: Start Date | 2022-12-23 | | [1]: End Date | 2022-12-23 | | [1]: All Day Enabled | N | | **[1]: Recurrence** | | | [1]: Recur For Ever | Y | | [1]: Day Of Month |  | | [1]: Month |  | | [2]: Name | Friday 2 | | [2]: Start Date | 2022-12-23 | | [2]: End Date | 2022-12-23 | | [2]: All Day Enabled | N | | **[2]: Recurrence** | | | [2]: Recur For Ever | Y | | [2]: Day Of Month |  | | [2]: Month |  | | [3]: Name | Monday 1 | | [3]: Start Date | 2022-12-19 | | [3]: End Date | 2022-12-19 | | [3]: All Day Enabled | N | | **[3]: Recurrence** | | | [3]: Recur For Ever | Y | | [3]: Day Of Month |  | | [3]: Month |  | | [4]: Name | Monday 2 | | [4]: Start Date | 2022-12-19 | | [4]: End Date | 2022-12-19 | | [4]: All Day Enabled | N | | **[4]: Recurrence** | | | [4]: Recur For Ever | Y | | [4]: Day Of Month |  | | [4]: Month |  | | [5]: Name | Thursday 1 | | [5]: Start Date | 2022-12-22 | | [5]: End Date | 2022-12-22 | | [5]: All Day Enabled | N | | **[5]: Recurrence** | | | [5]: Recur For Ever | Y | | [5]: Day Of Month |  | | [5]: Month |  | | [6]: Name | Thursday 2 | | [6]: Start Date | 2022-12-22 | | [6]: End Date | 2022-12-22 | | [6]: All Day Enabled | N | | **[6]: Recurrence** | | | [6]: Recur For Ever | Y | | [6]: Day Of Month |  | | [6]: Month |  | | [7]: Name | Tuesday 1 | | [7]: Start Date | 2022-12-20 | | [7]: End Date | 2022-12-20 | | [7]: All Day Enabled | N | | **[7]: Recurrence** | | | [7]: Recur For Ever | Y | | [7]: Day Of Month |  | | [7]: Month |  | | [8]: Name | Tuesday 2 | | [8]: Start Date | 2022-12-20 | | [8]: End Date | 2022-12-20 | | [8]: All Day Enabled | N | | **[8]: Recurrence** | | | [8]: Recur For Ever | Y | | [8]: Day Of Month |  | | [8]: Month |  | | [9]: Name | Wednesday 1 | | [9]: Start Date | 2022-12-21 | | [9]: End Date | 2022-12-21 | | [9]: All Day Enabled | N | | **[9]: Recurrence** | | | [9]: Recur For Ever | Y | | [9]: Day Of Month |  | | [9]: Month |  | | [10]: Name | Wednesday 2 | | [10]: Start Date | 2022-12-21 | | [10]: End Date | 2022-12-21 | | [10]: All Day Enabled | N | | **[10]: Recurrence** | | | [10]: Recur For Ever | Y | | [10]: Day Of Month |  | | [10]: Month |  | |

## 5.4 Voicemail

Voicemail settings per location define how users retrieve voicemail for a particular location. It contains information such as the voicemail pilot number, voicemail greeting settings, voicemail-to-email settings, and voicemail PIN policies tailored to each location.

This table list the Voicemail settings for each Location:

| **Locations > Voicemail** | | | |
| --- | --- | --- | --- |
| **#** | **Location** | **Item** | **Details** |
| 1 | Alameda Campus | Transcription | |  |  | | --- | --- | | **Voicemail Transcription** | | | Enabled | Y | |
| 1 | Alameda Campus | Voice Portal | |  |  | | --- | --- | | **Voice Portal** | | | Name | VM - Alameda Campus | | Language | English | | Language Code | en\_us | | Extension |  | | Phone Number |  | | First Name | VM | | Last Name | Alameda Campus | |
| 1 | Alameda Campus | Voice Portal - Passcode Rule | |  |  | | --- | --- | | **Voice Portal - Passcode Rule** | | | **Expire Passcode** | | | Enabled | Y | | Number Of Days | 0 | | **Failed Attempts** | | | Enabled | Y | | Attempts | 3 | | **Block Previous Passcodes** | | | Enabled | Y | | Number Of Passcodes | 10 | | Block Repeated Patterns Enabled | Y | | Block User Number Enabled | Y | | Block Reversed User Number Enabled | Y | | Block Reversed Old Passcode Enabled | Y | |
| 3 | Fremont Loc 1 | Transcription | |  |  | | --- | --- | | **Voicemail Transcription** | | | Enabled | Y | |
| 3 | Fremont Loc 1 | Voice Portal | |  |  | | --- | --- | | **Voice Portal** | | | Name | VM - Fremont Loc 1 | | Language | English | | Language Code | en\_us | | Extension | 7778 | | Phone Number |  | | First Name | VM | | Last Name | Fremont Loc 1 | |
| 3 | Fremont Loc 1 | Voice Portal - Passcode Rule | |  |  | | --- | --- | | **Voice Portal - Passcode Rule** | | | **Expire Passcode** | | | Enabled | Y | | Number Of Days | 0 | | **Failed Attempts** | | | Enabled | Y | | Attempts | 3 | | **Block Previous Passcodes** | | | Enabled | Y | | Number Of Passcodes | 10 | | Block Repeated Patterns Enabled | Y | | Block User Number Enabled | Y | | Block Reversed User Number Enabled | Y | | Block Reversed Old Passcode Enabled | Y | |
| 3 | Fremont Loc 1 | Voicemail Group #1: Voicemail Group | |  |  | | --- | --- | | **Voicemail Group #1 - Basic Info** | | | Name | Voicemail Group | | Last Name | Group | | Enabled | Y | | Phone Number |  | | Extension | 111111 | | Toll Free Number |  | | First Name | Voicemail | | Language Code | en\_us | | Greeting | DEFAULT | | Greeting Uploaded | N | | Greeting Description |  | | **Voicemail Group #1 - Message Storage** | | | Storage Type | INTERNAL | | External Email |  | | **Voicemail Group #1 - Notifications** | | | Enabled | N | | **Voicemail Group #1 - Fax Message** | | | Enabled | N | | **Voicemail Group #1 - Transfer To Number** | | | Enabled | N | | **Voicemail Group #1 - Email Copy Of Message** | | | Enabled | N | | **Voicemail Group #1 - Voice Message Forwarding** | | | Enabled | Y | |
| 3 | Fremont Loc 1 | Voicemail Group #2: Voicemail Group 1 | |  |  | | --- | --- | | **Voicemail Group #2 - Basic Info** | | | Name | Voicemail Group 1 | | Last Name | Group | | Enabled | Y | | Phone Number |  | | Extension | 1005 | | Toll Free Number |  | | First Name | Voicemail | | Language Code | en\_us | | Greeting | DEFAULT | | Greeting Uploaded | N | | Greeting Description |  | | **Voicemail Group #2 - Message Storage** | | | Storage Type | INTERNAL | | External Email |  | | **Voicemail Group #2 - Notifications** | | | Enabled | Y | | Destination | vm@test.com | | **Voicemail Group #2 - Fax Message** | | | Enabled | N | | **Voicemail Group #2 - Transfer To Number** | | | Enabled | N | | **Voicemail Group #2 - Email Copy Of Message** | | | Enabled | Y | | Email Id | vm@test.com | | **Voicemail Group #2 - Voice Message Forwarding** | | | Enabled | Y | |
| 4 | Site1 | Transcription | |  |  | | --- | --- | | **Voicemail Transcription** | | | Enabled | Y | |
| 4 | Site1 | Voice Portal | |  |  | | --- | --- | | **Voice Portal** | | | Name | VM - Site1 | | Language | English | | Language Code | en\_us | | Extension |  | | Phone Number |  | | First Name | VM | | Last Name | Site1 | |
| 4 | Site1 | Voice Portal - Passcode Rule | |  |  | | --- | --- | | **Voice Portal - Passcode Rule** | | | **Expire Passcode** | | | Enabled | Y | | Number Of Days | 0 | | **Failed Attempts** | | | Enabled | Y | | Attempts | 3 | | **Block Previous Passcodes** | | | Enabled | Y | | Number Of Passcodes | 10 | | Block Repeated Patterns Enabled | Y | | Block User Number Enabled | Y | | Block Reversed User Number Enabled | Y | | Block Reversed Old Passcode Enabled | Y | |

# 6 Rooms

Rooms are virtual meeting places where people post messages and collaborate to get work done. Rooms are associated with a team and can be public or private.

The following Webex workspaces with Cisco Webex Calling are defined:

< No records found >

# 7 Devices

Devices represent cloud-registered Webex RoomOS devices. Devices may be associated with Workspaces or users.

This chapter contains:

* Devices Summary in wide table format
* Devices Details

## 7.1 Devices Summary

This section contains the Devices Summary in wide table format that is also exported to Excel.

| **Device - Summary** | | | | | | | | | | | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Location** | **Name** | **Product** | **Type** | **Serial** | **Connection Status** | **Tags** | **Active Interface** | **IP** | **MAC** | **Primary SIP URL** | **SIP URLs** | **Software** | **Upgrade Channel** | **User** | **Managed By** | **Workspace** | **Organization** | **Created** | **First Seen** | **Last Seen** |
| Site1 | MeetingRm1 | Cisco 8841 | phone |  | unknown | phone;meeting |  |  | DCEB94BC1C52 |  |  | unknown | Stable |  | CISCO | MeetingRm1 | UXTEST | 09-Dec-22 11:50:53 AM | 09-Dec-22 11:50:53 AM | 01-Jan-01 12:00:00 AM |

## 7.2 Devices Details

This section contains the detailed Device settings.

| **Devices** | | |
| --- | --- | --- |
| **Location** | **Name** | **Details** |
| Site1 | MeetingRm1 | |  |  | | --- | --- | | **Devices Info** | | | Name | MeetingRm1 | | Product | Cisco 8841 | | Type | phone | | Serial |  | | Connection Status | unknown | | Tags | phone meeting | | **Interface** | | | Active Interface |  | | IP |  | | MAC | DCEB94BC1C52 | | **Addresses** | | | Primary SIP URL |  | | SIP URLs |  | | **Software** | | | Software | unknown | | Upgrade Channel | Stable | | **Owner** | | | User |  | | Managed By | CISCO | | Location | Site1 | | Workspace | MeetingRm1 | | Organization | UXTEST | | **Action** | | | Created | 09-Dec-22 11:50:53 AM | | First Seen | 09-Dec-22 11:50:53 AM | | Last Seen | 01-Jan-01 12:00:00 AM | |

# 8 Calling

The Calling chapter in the Webex contains the configuration of calling functionalities with features such as initiating calls, managing call sessions, and handling call events, call routing and handling call transfers.

This section contains the following chapters:

* Calling Organization Settings
* Phone Numbers
* Virtual Lines (summary and detail)
* Paging Groups
* Call Queues
* Hunt Groups

## 8.1 Calling Organizations Settings

Webex Calling provides advanced telephony services. Webex Calling Organization Settings support settings for a specific organization.

This chapter contains:

* Auto Attendants
* Call Parks

### 8.1.1 Auto Attendants

List all Auto Attendants for the organization. Auto attendants play customized prompts and provide callers with menu options for routing their calls. The following Auto Attendants are defined on this server:

| **Auto Attendants** | | |
| --- | --- | --- |
| **Location** | **Name** | **Details** |
| Fremont Loc 1 | Auto Attendant 1 | |  |  | | --- | --- | | **Auto Attendants Info** | | | Name | Auto Attendant 1 | | Location | Fremont Loc 1 | | Phone Number |  | | Extension | 80000 | | Toll Free Number | False | | **Call Forwarding Settings** | | | Call Forwarding Settings | {     "callForwarding":  {         "always":  {             "enabled":  false,             "ringReminderEnabled":  false,             "sendToVoicemailEnabled":  false         },         "selective":  {             "enabled":  false,             "ringReminderEnabled":  false,             "sendToVoicemailEnabled":  false         },         "rules":  []     } } | |
| Fremont Loc 1 | Auto Attendant 2 | |  |  | | --- | --- | | **Auto Attendants Info** | | | Name | Auto Attendant 2 | | Location | Fremont Loc 1 | | Phone Number |  | | Extension | 7000 | | Toll Free Number | False | | **Call Forwarding Settings** | | | Call Forwarding Settings | {     "callForwarding":  {         "always":  {             "enabled":  false,             "ringReminderEnabled":  false,             "sendToVoicemailEnabled":  false         },         "selective":  {             "enabled":  false,             "ringReminderEnabled":  false,             "sendToVoicemailEnabled":  false         },         "rules":  []     } } | |

### 8.1.2 Call Parks

Call Park allows call recipients to place a call on hold so that it can be retrieved from another device. The following Call Parks are defined on this server:

| **Call Parks** | |
| --- | --- |
| **Location Name** | **Details** |
| Site1 | |  |  | | --- | --- | | **Call Park List** | | | Call Park List | {     "callParks":  [] } | | **Call Park Settings** | | | Call Park Settings | {     "callParkRecall":  {         "option":  "ALERT\_PARKING\_USER\_ONLY"     },     "callParkSettings":  {         "ringPattern":  "NORMAL",         "recallTime":  45,         "huntWaitTime":  45     } } | | **Recall Hunt Groups** | | | Recall Hunt Groups | {     "huntGroups":  [] } | |

## 8.2 Phone Numbers

This chapter contains the Webex Calling phone numbers for this organization.

| **Phone Numbers** | | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Location** | **External Support Number** | **Extension** | **Prefix** | **Main Number** | **Toll-Free Number** | **Owner** |
| Alameda Campus | 1000 | 1000 |  | N | N | Hunt Group, Hunt Group 1 [HUNT\_GROUP] |
| Alameda Campus | 1003 | 1003 |  | N | N | Group Paging, Paging Group 1 [PAGING\_GROUP] |
| Alameda Campus | 1212 | 1212 |  | Y | N | Call Center, Test Q [CALL\_QUEUE] |
| Fremont Loc 1 | 12100 | 100 | 12 | N | N | Test 100, Test 100 [PEOPLE] |
| Fremont Loc 1 | 121000 | 1000 | 12 | N | N | First, VirtualLine1 [VIRTUAL\_LINE] |
| Fremont Loc 1 | 1210000 | 10000 | 12 | N | N | Hunt Group, Hunt Group 1 [HUNT\_GROUP] |
| Fremont Loc 1 | 121005 | 1005 | 12 | N | N | VMGroup, Voicemail Group 1 [VOICEMAIL\_GROUP] |
| Fremont Loc 1 | 12101 | 101 | 12 | N | N | Test 101, Test 101 [PEOPLE] |
| Fremont Loc 1 | 121015 | 1015 | 12 | N | N | Group Paging, Paging Group1 [PAGING\_GROUP] |
| Fremont Loc 1 | 12102 | 102 | 12 | N | N | Test 102, Test 102 [PEOPLE] |
| Fremont Loc 1 | 12103 | 103 | 12 | N | N | Test 103, Test 103 [PEOPLE] |
| Fremont Loc 1 | 12104 | 104 | 12 | N | N | Test 104, Test 104 [PEOPLE] |
| Fremont Loc 1 | 12105 | 105 | 12 | N | N | Test 105, Test 105 [PEOPLE] |
| Fremont Loc 1 | 12111111 | 111111 | 12 | N | N | VMGroup, Voicemail Group [VOICEMAIL\_GROUP] |
| Fremont Loc 1 | 1255555 | 55555 | 12 | N | N | Test4, Test4 [PEOPLE] |
| Fremont Loc 1 | 126666 | 6666 | 12 | N | N | Test5, Test5 [PEOPLE] |
| Fremont Loc 1 | 127000 | 7000 | 12 | N | N | Auto Attendant, Auto Attendant 2 [AUTO\_ATTENDANT] |
| Fremont Loc 1 | 127778 | 7778 | 12 | N | N | Voice Messaging Group, VM - Fremont Loc 1 [VOICE\_MESSAGING] |
| Fremont Loc 1 | 1280000 | 80000 | 12 | N | N | Auto Attendant, Auto Attendant 1 [AUTO\_ATTENDANT] |
| Site1 | 1234 | 1234 |  | N | N | Fremont Meeting Rm, . [PLACE] |
| Site1 | 55000 | 55000 |  | N | N | Floor5, . [PLACE] |
| Site1 | 6000 | 6000 |  | N | N | MeetingRm1, . [PLACE] |

## 8.3 Virtual Lines Summary

A Cisco Webex Virtual Line provides a virtual representation of a physical phone line, allowing users to make and receive calls. Virtual line allows configuring multiple lines to Webex Calling users.

Configuration options for a Cisco Webex Virtual Line typically include settings related to call routing, call forwarding, voicemail, caller ID presentation, call waiting, call blocking, call recording.

This chapter is the summary of the Virtual Lines. There is also a detailed chapter.

| **Virtual Lines - Summary** | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Location** | **Ext Support Number** | **Extension** | **Prefix** | **Primary** | **LastName** | **FirstName** | **CallerId LastName** | **CallerId FirstName** | **CallerId Policy** | **Devices#** |
| Fremont Loc 1 | 121000 | 1000 | 12 | Y | VirtualLine1 | First | VirtualLine1 | First | DIRECT\_LINE | 1 |

## 8.4 Virtual Lines Detail

A Cisco Webex Virtual Line provides a virtual representation of a physical phone line, allowing users to make and receive calls. Virtual line allows configuring multiple lines to Webex Calling users.

Configuration options for a Cisco Webex Virtual Line typically include settings related to call routing, call forwarding, voicemail, caller ID presentation, call waiting, call blocking, call recording.

This chapter is the detailed of the Virtual Lines. There is also a summary chapter.

| **Virtual Lines** | | |
| --- | --- | --- |
| **Location** | **Extension** | **Details** |
| Fremont Loc 1 | 121000 | |  |  | | --- | --- | | **Virtual Lines - Basic Settings** | | | Ext Support Number | 121000 | | Extension | 1000 | | Prefix | 12 | | Primary | Y | | Location | Fremont Loc 1 | | LastName | VirtualLine1 | | FirstName | First | | CallerId LastName | VirtualLine1 | | CallerId FirstName | First | | CallerId Policy | DIRECT\_LINE | | Display Name | First VirtualLine1 | | Directory Search Enabled | N | | Announcement Language | English | | Time Zone | America/Los\_Angeles | | **Virtual Line - Detail Number** | | | External |  | | Extension | 1000 | | Primary | True | | Devices# | 1 | | **[1]: Virtual Line on Device #1** | | | [1]: Model | Business Communicator - PC | | [1]: Mac |  | | [1]: Primary Owner | N | | [1]: Type | PRIMARY | | **[1]: Device Owner** | | | [1]: Last Name | Test 104 | | [1]: First Name | Test 104 | | [1]: Type | PEOPLE | | [1]: Activation State | ACTIVATED | | **Virtual Line - Detail Location** | | | Name | Fremont Loc 1 | | **Virtual Line - Detail Address** | | | Address1 | Perry Rd | | Address2 | 2nd floor | | City | Fremont | | State | CA | | Postal Code | 85000 | | Country | US | |

## 8.5 Paging Groups

Cisco Webex Paging Group facilitates instant broadcast of announcements or messages across multiple devices. A Paging Group contains devices such as IP phones, speakers, intercoms, or any other compatible endpoint that can receive broadcasted messages.

| **Paging Groups (Details)** | | |
| --- | --- | --- |
| **Location** | **Name** | **Details** |
| Alameda Campus | Paging Group 1 | |  |  | | --- | --- | | **Paging Group - Basic Settings** | | | Name | Paging Group 1 | | Location | Alameda Campus | | Phone Number |  | | Extension | 1003 | | Toll Free Number | False | | **Paging Group - Details** | | | Enabled | Y | | Name | Paging Group 1 | | Phone Number |  | | Extension | 1003 | | Language | English | | Language Code | en\_us | | First Name | Paging Group 1 | | Last Name | Paging Group 1 | | Originator Caller Id Enabled | N | | **[1]: Paging Group - Originator** | | | [1]: First Name | Fremont Meeting Rm | | [1]: Last Name | . | | [1]: Type | PLACE | | [1]: Phone Number |  | | [1]: Extension | 1234 | | **[1]: Paging Group - Target** | | | [1]: First Name | Fremont Meeting Rm | | [1]: Last Name | . | | [1]: Type | PLACE | | [1]: Phone Number |  | | [1]: Extension | 1234 | |
| Fremont Loc 1 | Paging Group1 | |  |  | | --- | --- | | **Paging Group - Basic Settings** | | | Name | Paging Group1 | | Location | Fremont Loc 1 | | Phone Number |  | | Extension | 1015 | | Toll Free Number | False | | **Paging Group - Details** | | | Enabled | Y | | Name | Paging Group1 | | Phone Number |  | | Extension | 1015 | | Language | English | | Language Code | en\_us | | First Name | Paging Group1 | | Last Name | Paging Group1 | | Originator Caller Id Enabled | N | | **[1]: Paging Group - Originator** | | | [1]: First Name | Fremont Meeting Rm | | [1]: Last Name | . | | [1]: Type | PLACE | | [1]: Phone Number |  | | [1]: Extension | 1234 | | **[1]: Paging Group - Target** | | | [1]: First Name | Test 103 | | [1]: Last Name | Test 103 | | [1]: Type | PEOPLE | | [1]: Phone Number |  | | [1]: Extension | 103 | |

## 8.6 Call Queues

Call Queues temporarily hold calls in the cloud when all agents, which can be users or agents, assigned to receive calls from the queue are unavailable. Queued calls are routed to an available agent when not on an active call.

Each call queue is assigned a Lead Number, which is a telephone number outside callers can dial to reach users assigned to the call queue. Call queues are also assigned an internal extension, which can be dialed internally to reach users assigned to the call queue.

| **Call Queues** | | |
| --- | --- | --- |
| **Location** | **Name** | **Details** |
| Alameda Campus | Test Q | |  |  | | --- | --- | | **Call Queues Info** | | | Name | Test Q | | Location | Alameda Campus | | Phone Number | +19785551212 | | Enabled | Y | | **Queue Basic Settings** | | | Name | Test Q | | Enabled | Y | | Language | English | | Language Code | en\_us | | First Name | Test | | Last Name | Q | | Time Zone | America/New\_York | | **Alternate Number Settings** | | | Distinctive Ring Enabled | Y | | Phone Number/Ring Pattern |  | | **Call Policies** | | | Policy | SIMULTANEOUS | | Routing Type | PRIORITY\_BASED | | **Call Policies - Call Bounce** | | | Call Bounce Enabled | Y | | Call Bounce Max Rings | 8 | | Agent Unavailable Enabled | N | | Alert Agent Enabled | N | | Alert Agent Max Seconds | Y | | Call Bounce On Hold Enabled | N | | Call Bounce On Hold Max Seconds | Y | | **Call Policies - Distinctive Ring** | | | Enabled | N | | Ring Pattern | NORMAL | | **Queue Settings** | | | Queue Size | 10 | | Call Offer Tone Enabled | Y | | Reset Call Statistics Enabled | Y | | **Queue Settings - Overflow** | | | Action | PERFORM\_BUSY\_TREATMENT | | Send To Voicemail | N | | Overflow After Wait Enabled | N | | Overflow After Wait Time | 30 | | Play Overflow Greeting Enabled | N | | Greeting | DEFAULT | | Is Transfer Number Set | N | | **Queue Settings - Wait Message** | | | Enabled | N | | Wait Mode | POSITION | | Handling Time | 100 | | Queue Position | 100 | | High Volume Message Enabled | N | | Default Handling Time | 5 | | **Queue Settings - Welcome Message** | | | Enabled | Y | | Always Enabled | N | | Greeting | DEFAULT | | **Queue Settings - Comfort Message** | | | Enabled | Y | | Time Between Messages | 10 | | Greeting | DEFAULT | | **Queue Settings - MOH Message** | | | Normal Source Enabled | N | | Alternate Source Enabled | N | |

## 8.7 Hunt Groups

Hunt groups ensure that incoming calls are answered by the right people or routed to voicemail. Hunt groups route incoming calls to specific employees or to a whole group. This is done by assigning a phone number to a group of employees and then setting rules that define how the call is answered, how long the call remains on hold, and who to forward the call to.

| **Hunt Groups** | | |
| --- | --- | --- |
| **Location** | **Name** | **Details** |
| Alameda Campus | Hunt Group 1 | |  |  | | --- | --- | | **Hunt Groups Info** | | | Name | Hunt Group 1 | | Location | Alameda Campus | | Phone Number |  | | Enabled | Y | | **Hunt Group Basic Settings** | | | Name | Hunt Group 1 | | Enabled | Y | | Extension | 1000 | | Distinctive Ring | False | | Language | Canadian French(Canada) | | Language Code | fr\_ca | | Calling First Name |  | | Calling Last Name |  | | Time Zone | America/New\_York | | **Hunt Group Call Policies** | | | Policy | CIRCULAR | | Waiting Enabled | N | | **Hunt Group Call Policies - No Answer** | | | Next Agent Enabled | N | | Next Agent Rings | 5 | | Forward Enabled | N | | Number Of Rings | 15 | | System Max Number Of Ring | 0 | | Destination Voicemail Enabled | False | | **Hunt Group Call Policies - Business Continuity** | | | Enabled | N | | Destination Voicemail Enabled | False | | **Agents** | | | Agents | | **First Name** | **Last Name** | **Type** | **Phone Number** | **Extension** | | --- | --- | --- | --- | --- | | Floor5 | . | PLACE |  | 55000 | | Test 101 | Test 101 | PEOPLE |  | 101 | | |
| Fremont Loc 1 | Hunt Group 1 | |  |  | | --- | --- | | **Hunt Groups Info** | | | Name | Hunt Group 1 | | Location | Fremont Loc 1 | | Phone Number |  | | Enabled | Y | | **Hunt Group Basic Settings** | | | Name | Hunt Group 1 | | Enabled | Y | | Extension | 10000 | | Distinctive Ring | False | | Language | English | | Language Code | en\_us | | Calling First Name |  | | Calling Last Name |  | | Time Zone | America/Los\_Angeles | | **Hunt Group Call Policies** | | | Policy | CIRCULAR | | Waiting Enabled | N | | **Hunt Group Call Policies - No Answer** | | | Next Agent Enabled | N | | Next Agent Rings | 5 | | Forward Enabled | N | | Number Of Rings | 15 | | System Max Number Of Ring | 0 | | Destination Voicemail Enabled | False | | **Hunt Group Call Policies - Business Continuity** | | | Enabled | N | | Destination Voicemail Enabled | False | | **Agents** | | | Agents | | **First Name** | **Last Name** | **Type** | **Phone Number** | **Extension** | | --- | --- | --- | --- | --- | | Test 103 | Test 103 | PEOPLE |  | 103 | | Test 105 | Test 105 | PEOPLE |  | 105 | | Test5 | Test5 | PEOPLE |  | 6666 | | |