

Cisco Webex Configuration Report

Customer Sample Report

As-Built Documentation for project

May 5, 2025



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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 mode through the Webex API.

Report Info for Webex by Cisco	
Report Date	05-May-25 9:09:31 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	15.0.5 / 05 May 2025
Report Tool license	Licensed [Ent all]

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.webx.ai	admin	admin	admin	person	sw-2xfb.webex.com	admin@sw-2xfb.webx.ai			25901177793@sw-2xfb.webex.com [personal-room] admin@sw-2xfb.calls.webex.com [cloud-calling] admin06@sw-2xfb.webex.com [personal-room]	Y2lzY29zcGFyazovL3VzL1JPTeUvaWRfZnVsbF9hZG1pbG	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	05-May-25 7:45:46 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.c		Advanced Messaging	sw-2xfb.webex.com	true	09-Dec-22	22-Dec-22	01-Jan-01

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
											om [personal-room] 25999253046@sw-2xfb.webex.com [personal-room] support@sw-2xfb.calls.webex.com [cloud-calling]		ng Webex Meetings Suite Call on Webex (1:1 call, non-PSTN) Basic Space Meetings Advanced Space Meetings Free screen share Basic Messaging	x.com [default]		10:25:08 AM	8:40:56 PM	12:00:00 AM
UXTEST	Front 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	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

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	Logi n Enabled	Created	Last Modified	Last Activity
													call, non-PSTN) Basic Space Meetings Advanced Space Meetings Free screen share Basic Messaging					
UXTEST	Fremont Loc 1	Test 101	Test 101	Test 101	Test 101	person	sw-2xfb.webex.com	sw101@uplinx.com		12101 [work_exten-sion]	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	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

Users - Summary																		
Organization	Location	Display Name	Nick Name	First Name	Last Name	Type	Site Urls	Emails	Extension	Phone Numbers	SIP Addresses	Roles	License s	Assigned Sites	Logi n Enabled	Created	Last Modified	Last Activity
													Advanced Space Meetings Free screen share Basic Messaging					
UXTEST	Front 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	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

Users - Summary																		
Organization	Location	Display Name	Nick Name	First Name	Last Name	Type	Site Urls	Emails	Extension	Phone Numbers	SIP Addresses	Roles	License s	Assigned Sites	Logi n Enabled	Created	Last Modified	Last Activity
													share Basic Messaging					
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

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	Loggin Enabled	Created	Last Modified	Last Activity
UXTEST	Fremont Loc 1	Test 104	Test 104	Test 104	Test 104	person	sw-2xfb.webe x.com	sw104@uplin x.com		12104 [work_exte nsion]	sw104@sw-2xfb.webex.c om [personal-room] sw104@sw-2xfb.calls.we bex.com [cloud-calling] 26646076687 @sw-2xfb.webex.c om [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.webe x.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.webe x.com	sw105@uplin x.com		12105 [work_exte nsion]	sw105@sw-2xfb.calls.we bex.com [cloud-calling] 26628527470 @sw-		Advanced Messaging Webex Calling -	sw-2xfb.webe x.com [default]	true	30-Jan-24 10:16 :10 PM	30-Jan-24 10:16 :15 PM	01-Jan-01 12:00 :00 AM

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	Loggin Enabled	Created	Last Modified	Last Activity
											2xfb.webex.com [personal-room] sw105@sw-2xfb.webex.com [personal-room]		Professional Webex Meetings Suite Call on Webex (1:1 call, non-PSTN) Basic Space Meetings Advanced Space Meetings Free screen share Basic Messaging					
UXTEST	Front 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	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

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
													(1:1 call, non-PSTN) Basic Space Meetings Advanced Space Meetings Free screen share Basic Messaging					
UXTEST	Front 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 Meeting	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

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
													s Advanc ed Space Meeting s Free screen share Basic Messagi ng					

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	Y2lzY29zcGFyazovL3VzL1JPTEUvaWRfZnVsbF9hZG1pbG
			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	05-May-25 7:45:46 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	

Users																																															
Organization	Location	Display Name	Details																																												
			<table border="1"> <tr> <td>Licenses</td> <td>Advanced Messaging Webex Meetings Suite Call on Webex (1:1 call, non-PSTN) Basic Space Meetings Advanced Space Meetings Free screen share Basic Messaging</td> </tr> <tr> <td colspan="2">Assigned Sites</td> </tr> <tr> <td>Assigned Sites</td> <td>sw-2xfb.webex.com [default]</td> </tr> <tr> <td>Login Enabled</td> <td>true</td> </tr> <tr> <td colspan="2">Actions</td> </tr> <tr> <td>Created</td> <td>09-Dec-22 10:25:08 AM</td> </tr> <tr> <td>Last Modified</td> <td>22-Dec-22 8:40:56 PM</td> </tr> <tr> <td>Last Activity</td> <td>01-Jan-01 12:00:00 AM</td> </tr> </table>	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																												
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UXTEST	Fremont Loc 1	Test 100	<table border="1"> <tr> <td colspan="2">Basic User Info</td> </tr> <tr> <td>Display Name</td> <td>Test 100</td> </tr> <tr> <td>Nick Name</td> <td>Test 100</td> </tr> <tr> <td>First Name</td> <td>Test 100</td> </tr> <tr> <td>Last Name</td> <td>Test 100</td> </tr> <tr> <td>Type</td> <td>person</td> </tr> <tr> <td>Site Urls</td> <td>sw-2xfb.webex.com</td> </tr> <tr> <td colspan="2">Addresses</td> </tr> <tr> <td>Emails</td> <td>sw100@uplinx.com</td> </tr> <tr> <td>Extension</td> <td></td> </tr> <tr> <td>Phone Numbers</td> <td>12100 [work_extension]</td> </tr> <tr> <td>SIP Addresses</td> <td>sw100@sw-2xfb.calls.webex.com [cloud-calling] sw100@sw-2xfb.webex.com [personal-room] 26609210783@sw-2xfb.webex.com [personal-room]</td> </tr> <tr> <td colspan="2">Privileges</td> </tr> <tr> <td>Roles</td> <td></td> </tr> <tr> <td>Licenses</td> <td>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</td> </tr> <tr> <td colspan="2">Assigned Sites</td> </tr> <tr> <td>Assigned Sites</td> <td>sw-2xfb.webex.com [default]</td> </tr> <tr> <td>Login Enabled</td> <td>true</td> </tr> <tr> <td colspan="2">Actions</td> </tr> <tr> <td>Created</td> <td>30-Jan-24 10:15:51 PM</td> </tr> <tr> <td>Last Modified</td> <td>30-Jan-24 10:15:59 PM</td> </tr> <tr> <td>Last Activity</td> <td>01-Jan-01 12:00:00 AM</td> </tr> </table>	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
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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]																																														
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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]																																														
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UXTEST	Fremont Loc 1	Test 102	<table border="1"> <tr> <td colspan="2">Basic User Info</td> </tr> <tr> <td>Display Name</td> <td>Test 102</td> </tr> <tr> <td>Nick Name</td> <td>Test 102</td> </tr> <tr> <td>First Name</td> <td>Test 102</td> </tr> <tr> <td>Last Name</td> <td>Test 102</td> </tr> <tr> <td>Type</td> <td>person</td> </tr> <tr> <td>Site Urls</td> <td>sw-2xfb.webex.com</td> </tr> <tr> <td colspan="2">Addresses</td> </tr> <tr> <td>Emails</td> <td>sw102@uplinx.com</td> </tr> <tr> <td>Extension</td> <td></td> </tr> <tr> <td>Phone Numbers</td> <td>12102 [work_extension]</td> </tr> <tr> <td>SIP Addresses</td> <td>sw102@sw-2xfb.calls.webex.com [cloud-calling] sw102@sw-2xfb.webex.com [personal-room] 26649426044@sw-2xfb.webex.com [personal-room]</td> </tr> <tr> <td colspan="2">Privileges</td> </tr> <tr> <td>Roles</td> <td></td> </tr> <tr> <td>Licenses</td> <td>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</td> </tr> <tr> <td colspan="2">Assigned Sites</td> </tr> <tr> <td>Assigned Sites</td> <td>sw-2xfb.webex.com [default]</td> </tr> <tr> <td>Login Enabled</td> <td>true</td> </tr> <tr> <td colspan="2">Actions</td> </tr> <tr> <td>Created</td> <td>30-Jan-24 10:15:59 PM</td> </tr> <tr> <td>Last Modified</td> <td>30-Jan-24 10:16:06 PM</td> </tr> <tr> <td>Last Activity</td> <td>01-Jan-01 12:00:00 AM</td> </tr> </table>	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
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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	<table border="1"> <tr> <td colspan="3">Basic User Info</td> </tr> <tr> <td rowspan="5">Settings</td> <td>Display Name</td> <td>admin@sw-2xfb.wbx.ai</td> </tr> <tr> <td>Nick Name</td> <td>admin</td> </tr> <tr> <td>First Name</td> <td>admin</td> </tr> <tr> <td>Last Name</td> <td>admin</td> </tr> <tr> <td>Type</td> <td>person</td> </tr> </table>	Basic User Info			Settings	Display Name	admin@sw-2xfb.wbx.ai	Nick Name	admin	First Name	admin	Last Name	admin	Type	person
Basic User Info																	
Settings	Display Name	admin@sw-2xfb.wbx.ai															
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UXTEST		Test2 Test2	<table border="1"> <tr> <td colspan="2">Basic User Info</td> </tr> <tr> <td rowspan="7">Settings</td> <td>Display Name</td> <td>Test2 Test2</td> </tr> <tr> <td>Nick Name</td> <td>Test2</td> </tr> <tr> <td>First Name</td> <td>Test2</td> </tr> <tr> <td>Last Name</td> <td>Test2</td> </tr> <tr> <td>Type</td> <td>person</td> </tr> <tr> <td>Site Urls</td> <td>sw-2xfb.webex.com</td> </tr> <tr> <td>Extension</td> <td></td> </tr> <tr> <td>Calling</td> <td>Calling License</td> <td>User does not have a calling license</td> </tr> </table>	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																																															
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Calling	Calling License	User does not have a calling license																																																																				
UXTEST	Fremont Loc 1	Test 100	<table border="1"> <tr> <td colspan="2">Basic User Info</td> </tr> <tr> <td rowspan="7">Settings</td> <td>Display Name</td> <td>Test 100</td> </tr> <tr> <td>Nick Name</td> <td>Test 100</td> </tr> <tr> <td>First Name</td> <td>Test 100</td> </tr> <tr> <td>Last Name</td> <td>Test 100</td> </tr> <tr> <td>Type</td> <td>person</td> </tr> <tr> <td>Site Urls</td> <td>sw-2xfb.webex.com</td> </tr> <tr> <td>Extension</td> <td></td> </tr> <tr> <td colspan="2">Calling Behavior</td> </tr> <tr> <td>Settings</td> <td>effectiveBehaviorType</td> <td>NATIVE_WEBEX_TEAMS_CALLING</td> </tr> <tr> <td colspan="2">Phone Numbers List</td> </tr> <tr> <td rowspan="2">Settings</td> <td>Distinctive Ring Enabled</td> <td>Y</td> </tr> <tr> <td>PhoneNumber# 1</td> <td>directNumber: Extension: 100 ringPattern: primary: True</td> </tr> <tr> <td colspan="2">Caller ID Settings</td> </tr> <tr> <td>Settings</td> <td>Enabled</td> <td>N</td> </tr> <tr> <td colspan="2">Voicemail Settings</td> </tr> <tr> <td rowspan="15">Settings</td> <td>Enabled</td> <td>Y</td> </tr> <tr> <td colspan="2">Send calls to voicemail</td> </tr> <tr> <td colspan="2">Send all incoming calls to voicemail</td> </tr> <tr> <td>Send all incoming calls to voicemail</td> <td>N</td> </tr> <tr> <td>Send calls to voicemail during a busy line</td> <td>Y</td> </tr> <tr> <td>Message</td> <td>Default message</td> </tr> <tr> <td colspan="2">Send calls to voicemail when unanswered</td> </tr> <tr> <td>Send calls to voicemail when unanswered</td> <td>Y</td> </tr> <tr> <td>Number of rings before playing the "no answer" message</td> <td>3</td> </tr> <tr> <td>Message</td> <td>Default message</td> </tr> <tr> <td colspan="2">Voicemail > Additional settings</td> </tr> <tr> <td>Transfer on '0' to another line</td> <td>N</td> </tr> <tr> <td>Email a copy of voicemail message</td> <td>N</td> </tr> <tr> <td colspan="2">Voicemail > Notifications</td> </tr> <tr> <td colspan="2">Receive notification of any new voice messages.</td> </tr> </table>	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.	
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UXTEST	Fremont Loc 1	Test 102	Basic User Info <table border="1"> <tr> <td rowspan="7">Settings</td> <td>Display Name</td> <td>Test 102</td> </tr> <tr> <td>Nick Name</td> <td>Test 102</td> </tr> <tr> <td>First Name</td> <td>Test 102</td> </tr> <tr> <td>Last Name</td> <td>Test 102</td> </tr> <tr> <td>Type</td> <td>person</td> </tr> <tr> <td>Site Urls</td> <td>sw-2xfb.webex.com</td> </tr> <tr> <td>Extension</td> <td></td> </tr> </table> Calling Behavior <table border="1"> <tr> <td>Settings</td> <td>effectiveBehaviorType</td> <td>NATIVE_WEBEX_TEAMS_CALLING</td> </tr> </table> Phone Numbers List <table border="1"> <tr> <td rowspan="2">Settings</td> <td>Distinctive Ring Enabled</td> <td>Y</td> </tr> <tr> <td>PhoneNumber# 1</td> <td>directNumber: Extension: 102 ringPattern: primary: True</td> </tr> </table> Caller ID Settings <table border="1"> <tr> <td>Settings</td> <td>Enabled</td> <td>N</td> </tr> </table> Voicemail Settings <table border="1"> <tr> <td rowspan="20">Settings</td> <td>Enabled</td> <td>Y</td> </tr> <tr> <td colspan="2">Send calls to voicemail</td> </tr> <tr> <td colspan="2">Send all incoming calls to voicemail</td> </tr> <tr> <td>Send all incoming calls to voicemail</td> <td>N</td> </tr> <tr> <td>Send calls to voicemail during a busy line</td> <td>Y</td> </tr> <tr> <td>Message</td> <td>Default message</td> </tr> <tr> <td colspan="2">Send calls to voicemail when unanswered</td> </tr> <tr> <td>Send calls to voicemail when unanswered</td> <td>Y</td> </tr> <tr> <td>Number of rings before playing the "no answer" message</td> <td>3</td> </tr> <tr> <td>Message</td> <td>Default message</td> </tr> <tr> <td colspan="2">Voicemail > Additional settings</td> </tr> <tr> <td>Transfer on '0' to another line</td> <td>N</td> </tr> <tr> <td>Email a copy of voicemail message</td> <td>N</td> </tr> <tr> <td colspan="2">Voicemail > Notifications</td> </tr> <tr> <td colspan="2">Receive notification of any new voice messages.</td> </tr> <tr> <td>Receive notification of any new voice messages.</td> <td>N</td> </tr> <tr> <td colspan="2">Voicemail > Message storage</td> </tr> <tr> <td>Destination</td> <td>Use internal mailbox</td> </tr> <tr> <td>Use new message indicator on phone</td> <td>Y</td> </tr> <tr> <td colspan="2">Voicemail > Fax messaging</td> </tr> <tr> <td colspan="2">Receive fax messages</td> </tr> <tr> <td>Receive fax messages</td> <td>N</td> </tr> </table> Incoming Permission Settings	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		Settings	effectiveBehaviorType	NATIVE_WEBEX_TEAMS_CALLING	Settings	Distinctive Ring Enabled	Y	PhoneNumber# 1	directNumber: Extension: 102 ringPattern: primary: True	Settings	Enabled	N	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
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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
Group 1	Group Info	
	Name	Group 1
	Organization	UXTEST
	Member Size	0
	Members	
	Creation	
	Created	02-May-25 1:47:47 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 Room Kit	0	5	trialSub.8a543e62-314d-474a-a1ef-187571e3d4ff
Webex Calling - Workspaces	3	100	trialSub.8a543e62-314d-474a-a1ef-187571e3d4ff
Advanced Space Meetings	10	100	trialSub.8a543e62-314d-474a-a1ef-187571e3d4ff
Real-Time Translations	1	100	trialSub.8a543e62-314d-474a-a1ef-187571e3d4ff
Advanced Messaging	10	100	trialSub.8a543e62-314d-474a-a1ef-187571e3d4ff
Webex Meetings Suite	10	100	trialSub.8a543e62-314d-474a-a1ef-187571e3d4ff
Webex Calling - Professional	8	100	trialSub.8a543e62-314d-474a-a1ef-187571e3d4ff
Webex Calling - Hot desk only	0	24	
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 - Always	

Workspaces with Cisco Webex Calling	
Workspace Name	Details
	Enabled N
	Ring Reminder Enabled N
	Destination Voicemail Enabled N
Call Forwarding - Busy	
	Enabled N
	Destination Voicemail Enabled N
Call Forwarding - No Answer	
	Enabled N
	Number of Rings 3
	System Max Number of Rings 20
	Destination Voicemail Enabled N
Business Continuity	
	Enabled N
	Destination Voicemail Enabled N
Call Waiting	
	Enabled Y
Call Waiting	
Caller ID Settings	
Types	LOCATION_NUMBER CUSTOM
Selected	LOCATION_NUMBER
Display Name	Floor5
Display Detail	.
Block In Forward Calls Enabled	N
External Caller ID Name Policy	DIRECT_LINE
Location External Caller ID Name	Site1
Monitoring Settings	
Call Park Notification Enabled	N
Incoming Permission Settings	
Use Custom Enabled	N
External Transfer	ALLOW_ALL_EXTERNAL
Internal Calls Enabled	Y
Collect Calls Enabled	Y
Outgoing Permission Settings	
Use Custom Enabled	N
Use Custom Permissions	N
Calling Permission - INTERNAL_CALL	
Call Type	INTERNAL_CALL
Action	ALLOW
Transfer Enabled	Y
Call Type Restriction Enabled	N
Calling Permission - TOLL_FREE	
Call Type	TOLL_FREE
Action	ALLOW
Transfer Enabled	Y
Call Type Restriction Enabled	N
Calling Permission - NATIONAL	
Call Type	NATIONAL
Action	ALLOW
Transfer Enabled	Y
Call Type Restriction Enabled	N
Calling Permission - INTERNATIONAL	

Workspaces with Cisco Webex Calling		
Workspace Name	Details	
	Call Type	INTERNATIONAL
	Action	BLOCK
	Transfer Enabled	N
	Call Type Restriction Enabled	Y
	Calling Permission - OPERATOR_ASSISTED	
	Call Type	OPERATOR_ASSISTED
	Action	ALLOW
	Transfer Enabled	Y
	Call Type Restriction Enabled	N
	Calling Permission - CHARGEABLE_DIRECTORY_ASSISTED	
	Call Type	CHARGEABLE_DIRECTORY_ASSISTED
	Action	ALLOW
	Transfer Enabled	Y
	Call Type Restriction Enabled	N
	Calling Permission - SPECIAL_SERVICES_I	
	Call Type	SPECIAL_SERVICES_I
	Action	ALLOW
	Transfer Enabled	Y
	Call Type Restriction Enabled	N
	Calling Permission - SPECIAL_SERVICES_II	
	Call Type	SPECIAL_SERVICES_II
	Action	ALLOW
	Transfer Enabled	Y
	Call Type Restriction Enabled	N
	Calling Permission - PREMIUM_SERVICES_I	
	Call Type	PREMIUM_SERVICES_I
	Action	BLOCK
	Transfer Enabled	N
	Call Type Restriction Enabled	Y
	Calling Permission - PREMIUM_SERVICES_II	
	Call Type	PREMIUM_SERVICES_II
	Action	BLOCK
Transfer Enabled	N	
Call Type Restriction Enabled	Y	
Calling Permission - CASUAL		
Call Type	CASUAL	
Action	BLOCK	
Transfer Enabled	N	
Call Type Restriction Enabled	N	
Calling Permission - URL_DIALING		
Call Type	URL_DIALING	
Action	ALLOW	
Transfer Enabled	Y	
Call Type Restriction Enabled	N	
Calling Permission - UNKNOWN		
Call Type	UNKNOWN	
Action	ALLOW	
Transfer Enabled	Y	
Call Type Restriction Enabled	N	
Access Code Settings		
Use Custom Access Codes	N	
Access Codes	None	

Workspaces with Cisco Webex Calling		
Workspace Name	Details	
	Transfer Numbers Settings	
	Use Custom Access Codes	N
	Access Codes	None
	Call Intercept Settings	
	Enabled	N
	Incoming Settings	
	Type	INTERCEPT_ALL
	Voicemail Enabled	N
	Incoming Announcements	
	Greeting	DEFAULT
	New Number Enabled	N
	Zero Transfer Enabled	N
	Outgoing Settings	
	Type	INTERCEPT_ALL
Transfer Enabled	N	
Fremont Meeting Rm	Workspace Info	
	Name	Fremont Meeting Rm
	Type	Place
	Location	Site1
	Extension Members	1234
	Call Forwarding - Always	
	Enabled	N
	Ring Reminder Enabled	N
	Destination Voicemail Enabled	N
	Call Forwarding - Busy	
	Enabled	N
	Destination Voicemail Enabled	N
	Call Forwarding - No Answer	
	Enabled	N
	Number of Rings	3
	System Max Number of Rings	20
	Destination Voicemail Enabled	N
	Business Continuity	
	Enabled	N
	Destination Voicemail Enabled	N
	Call Waiting	
	Enabled	Y
	Call Waiting	
	Caller ID Settings	
	Types	LOCATION_NUMBER CUSTOM
	Selected	LOCATION_NUMBER
	Display Name	Fremont Meeting Rm
	Display Detail	.
	Block In Forward Calls Enabled	N
	External Caller ID Name Policy	DIRECT_LINE
	Location External Caller ID Name	Site1
	Monitoring Settings	
Call Park Notification Enabled	N	
Incoming Permission Settings		
Use Custom Enabled	N	
External Transfer	ALLOW_ALL_EXTERNAL	

Workspaces with Cisco Webex Calling		
Workspace Name	Details	
	Internal Calls Enabled	Y
	Collect Calls Enabled	Y
	Outgoing Permission Settings	
	Use Custom Enabled	N
	Use Custom Permissions	N
	Calling Permission - INTERNAL_CALL	
	Call Type	INTERNAL_CALL
	Action	ALLOW
	Transfer Enabled	Y
	Call Type Restriction Enabled	N
	Calling Permission - TOLL_FREE	
	Call Type	TOLL_FREE
	Action	ALLOW
	Transfer Enabled	Y
	Call Type Restriction Enabled	N
	Calling Permission - NATIONAL	
	Call Type	NATIONAL
	Action	ALLOW
	Transfer Enabled	Y
	Call Type Restriction Enabled	N
	Calling Permission - INTERNATIONAL	
	Call Type	INTERNATIONAL
	Action	BLOCK
	Transfer Enabled	N
	Call Type Restriction Enabled	Y
	Calling Permission - OPERATOR_ASSISTED	
	Call Type	OPERATOR_ASSISTED
	Action	ALLOW
	Transfer Enabled	Y
	Call Type Restriction Enabled	N
	Calling Permission - CHARGEABLE_DIRECTORY_ASSISTED	
	Call Type	CHARGEABLE_DIRECTORY_ASSISTED
	Action	ALLOW
	Transfer Enabled	Y
	Call Type Restriction Enabled	N
	Calling Permission - SPECIAL_SERVICES_I	
	Call Type	SPECIAL_SERVICES_I
	Action	ALLOW
	Transfer Enabled	Y
	Call Type Restriction Enabled	N
	Calling Permission - SPECIAL_SERVICES_II	
	Call Type	SPECIAL_SERVICES_II
Action	ALLOW	
Transfer Enabled	Y	
Call Type Restriction Enabled	N	
Calling Permission - PREMIUM_SERVICES_I		
Call Type	PREMIUM_SERVICES_I	
Action	BLOCK	
Transfer Enabled	N	
Call Type Restriction Enabled	Y	
Calling Permission - PREMIUM_SERVICES_II		
Call Type	PREMIUM_SERVICES_II	

Workspaces with Cisco Webex Calling			
Workspace Name	Details		
	Action	BLOCK	
	Transfer Enabled	N	
	Call Type Restriction Enabled	Y	
	Calling Permission - CASUAL		
	Call Type	CASUAL	
	Action	BLOCK	
	Transfer Enabled	N	
	Call Type Restriction Enabled	N	
	Calling Permission - URL_DIALING		
	Call Type	URL_DIALING	
	Action	ALLOW	
	Transfer Enabled	Y	
	Call Type Restriction Enabled	N	
	Calling Permission - UNKNOWN		
	Call Type	UNKNOWN	
	Action	ALLOW	
	Transfer Enabled	Y	
	Call Type Restriction Enabled	N	
	Access Code Settings		
	Use Custom Access Codes	N	
	Access Codes	None	
	Transfer Numbers Settings		
	Use Custom Access Codes	N	
	Access Codes	None	
	Call Intercept Settings		
	Enabled	N	
	Incoming Settings		
	Type	INTERCEPT_ALL	
	Voicemail Enabled	N	
	Incoming Announcements		
	Greeting	DEFAULT	
	New Number Enabled	N	
	Zero Transfer Enabled	N	
	Outgoing Settings		
	Type	INTERCEPT_ALL	
	Transfer Enabled	N	
	MeetingRm1	Workspace Info	
		Name	MeetingRm1
		Type	Place
		Location	Site1
Extension Members		6000	
Call Forwarding - Always			
Enabled		N	
Ring Reminder Enabled		N	
Destination Voicemail Enabled		N	
Call Forwarding - Busy			
Enabled		N	
Destination Voicemail Enabled		N	
Call Forwarding - No Answer			
Enabled		N	
Number of Rings	3		

Workspaces with Cisco Webex Calling	
Workspace Name	Details
	System Max Number of Rings 20
	Destination Voicemail Enabled N
	Business Continuity
	Enabled N
	Destination Voicemail Enabled N
	Call Waiting
	Enabled Y
	Call Waiting
	Caller ID Settings
	Types LOCATION_NUMBER CUSTOM
	Selected LOCATION_NUMBER
	Display Name MeetingRm1
	Display Detail .
	Block In Forward Calls Enabled N
	External Caller ID Name Policy DIRECT_LINE
	Location External Caller ID Name Site1
	Monitoring Settings
	Call Park Notification Enabled N
	Incoming Permission Settings
	Use Custom Enabled N
	External Transfer ALLOW_ALL_EXTERNAL
	Internal Calls Enabled Y
	Collect Calls Enabled Y
	Outgoing Permission Settings
	Use Custom Enabled N
	Use Custom Permissions N
	Calling Permission - INTERNAL_CALL
	Call Type INTERNAL_CALL
	Action ALLOW
	Transfer Enabled Y
	Call Type Restriction Enabled N
	Calling Permission - TOLL_FREE
	Call Type TOLL_FREE
	Action ALLOW
	Transfer Enabled Y
	Call Type Restriction Enabled N
	Calling Permission - NATIONAL
	Call Type NATIONAL
	Action ALLOW
	Transfer Enabled Y
	Call Type Restriction Enabled N
	Calling Permission - INTERNATIONAL
	Call Type INTERNATIONAL
	Action BLOCK
	Transfer Enabled N
	Call Type Restriction Enabled Y
	Calling Permission - OPERATOR_ASSISTED
	Call Type OPERATOR_ASSISTED
	Action ALLOW
	Transfer Enabled Y
	Call Type Restriction Enabled N

Workspaces with Cisco Webex Calling	
Workspace Name	Details
	Calling Permission - CHARGEABLE_DIRECTORY_ASSISTED
	Call Type: CHARGEABLE_DIRECTORY_ASSISTED
	Action: ALLOW
	Transfer Enabled: Y
	Call Type Restriction Enabled: N
	Calling Permission - SPECIAL_SERVICES_I
	Call Type: SPECIAL_SERVICES_I
	Action: ALLOW
	Transfer Enabled: Y
	Call Type Restriction Enabled: N
	Calling Permission - SPECIAL_SERVICES_II
	Call Type: SPECIAL_SERVICES_II
	Action: ALLOW
	Transfer Enabled: Y
	Call Type Restriction Enabled: N
	Calling Permission - PREMIUM_SERVICES_I
	Call Type: PREMIUM_SERVICES_I
	Action: BLOCK
	Transfer Enabled: N
	Call Type Restriction Enabled: Y
	Calling Permission - PREMIUM_SERVICES_II
	Call Type: PREMIUM_SERVICES_II
	Action: BLOCK
	Transfer Enabled: N
	Call Type Restriction Enabled: Y
	Calling Permission - CASUAL
	Call Type: CASUAL
	Action: BLOCK
	Transfer Enabled: N
	Call Type Restriction Enabled: N
	Calling Permission - URL_DIALING
	Call Type: URL_DIALING
	Action: ALLOW
	Transfer Enabled: Y
	Call Type Restriction Enabled: N
	Calling Permission - UNKNOWN
	Call Type: UNKNOWN
	Action: ALLOW
	Transfer Enabled: Y
	Call Type Restriction Enabled: N
	Access Code Settings
	Use Custom Access Codes: N
Access Codes: None	
Transfer Numbers Settings	
Use Custom Access Codes: N	
Access Codes: None	
Call Intercept Settings	
Enabled: N	
Incoming Settings	
Type: INTERCEPT_ALL	
Voicemail Enabled: N	
Incoming Announcements	

Workspaces with Cisco Webex Calling		
Workspace Name	Details	
	Greeting	DEFAULT
	New Number Enabled	N
	Zero Transfer Enabled	N
	Outgoing Settings	
	Type	INTERCEPT_ALL
	Transfer Enabled	N

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		America/Los_Angeles
Preferred Language		en_US
Address		
Address 1		340 Whipple Rd, Union City, CA 94587, USA
Address 2		
City		Union City
Postal Code		94587
Country		US
Floors		Floor# 1: Floor 1 Floor# 2: Floor 2
Fremont Loc 1		Locations Info

Locations > Addresses																									
Location	Details																								
	<table border="1"> <tr><td>Name</td><td>Fremont Loc 1</td></tr> <tr><td>Organization</td><td>UXTEST</td></tr> <tr><td>Time Zone</td><td>America/Los_Angeles</td></tr> <tr><td>Preferred Language</td><td>en_us</td></tr> <tr><td colspan="2">Address</td></tr> <tr><td>Address 1</td><td>Perry Rd</td></tr> <tr><td>Address 2</td><td>2nd floor</td></tr> <tr><td>City</td><td>Fremont</td></tr> <tr><td>Postal Code</td><td>85000</td></tr> <tr><td>Country</td><td>US</td></tr> <tr><td>Floors</td><td>Floor# 1: Floor# 2:</td></tr> </table>	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	Floor# 1: Floor# 2:		
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	Floor# 1: Floor# 2:																								
Site1	<table border="1"> <tr><td colspan="2">Locations Info</td></tr> <tr><td>Name</td><td>Site1</td></tr> <tr><td>Organization</td><td>UXTEST</td></tr> <tr><td>Time Zone</td><td>America/Los_Angeles</td></tr> <tr><td>Preferred Language</td><td>en_us</td></tr> <tr><td colspan="2">Address</td></tr> <tr><td>Address 1</td><td>170 W Tasman Dr</td></tr> <tr><td>Address 2</td><td></td></tr> <tr><td>City</td><td>San Jose</td></tr> <tr><td>Postal Code</td><td>95134</td></tr> <tr><td>Country</td><td>US</td></tr> <tr><td>Floors</td><td></td></tr> </table>	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	
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	<table border="1"> <tr><td colspan="2">Location Calling Settings</td></tr> <tr><td>Name</td><td>Alameda Campus</td></tr> <tr><td>Announcement Language</td><td>en_us</td></tr> <tr><td>Routing Prefix</td><td></td></tr> <tr><td colspan="2">Location Calling - Calling Line ID</td></tr> <tr><td>Name</td><td>sw-2xfb</td></tr> <tr><td>Phone Number</td><td>+19785551212</td></tr> <tr><td colspan="2">Location Calling - Connection</td></tr> <tr><td>Type</td><td>TRUNK</td></tr> <tr><td>External Caller ID Name</td><td>Alameda Campus</td></tr> <tr><td>User Limit</td><td>500000</td></tr> </table>	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
Location Calling Settings																									
Name	Alameda Campus																								
Announcement Language	en_us																								
Routing Prefix																									
Location Calling - Calling Line ID																									
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Phone Number	+19785551212																								
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Type	TRUNK																								
External Caller ID Name	Alameda Campus																								
User Limit	500000																								

Locations > Call Handling																																			
#	Location	Item	Details																																
			<table border="1"> <tr><td>Outside Dial Digit</td><td></td></tr> <tr><td>P Access Network Info</td><td></td></tr> <tr><td>Default Domain</td><td>98303641.us10.bcl.d.webex.com</td></tr> <tr><td>Charge Number</td><td></td></tr> <tr><td>Enforce Outside Dial Digit</td><td>N</td></tr> </table>	Outside Dial Digit		P Access Network Info		Default Domain	98303641.us10.bcl.d.webex.com	Charge Number		Enforce Outside Dial Digit	N																						
Outside Dial Digit																																			
P Access Network Info																																			
Default Domain	98303641.us10.bcl.d.webex.com																																		
Charge Number																																			
Enforce Outside Dial Digit	N																																		
1	Alameda Campus	Emergency	<table border="1"> <tr><td colspan="2">Location Emergency</td></tr> <tr><td colspan="2">Location Emergency Info</td></tr> <tr><td>Phone Number</td><td>+19785551212</td></tr> <tr><td>Name</td><td>Alameda Campus</td></tr> <tr><td>Effective Level</td><td>LOCATION_NUMBER</td></tr> <tr><td>Effective Value</td><td>+19785551212</td></tr> <tr><td>Quality</td><td>NOT_RECOMMENDED</td></tr> <tr><td colspan="2">Location Emergency Member Info</td></tr> <tr><td>Phone Number</td><td></td></tr> <tr><td>First Name</td><td></td></tr> <tr><td>Last Name</td><td></td></tr> <tr><td>Member Id</td><td></td></tr> <tr><td>Member Type</td><td></td></tr> <tr><td>Effective Level</td><td>LOCATION_NUMBER</td></tr> <tr><td>Effective Value</td><td>+19785551212</td></tr> <tr><td>Quality</td><td>NOT_RECOMMENDED</td></tr> </table>	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
Location Emergency																																			
Location Emergency Info																																			
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Location Emergency Member Info																																			
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Member Id																																			
Member Type																																			
Effective Level	LOCATION_NUMBER																																		
Effective Value	+19785551212																																		
Quality	NOT_RECOMMENDED																																		
1	Alameda Campus	Music On Hold	<table border="1"> <tr><td colspan="2">Location Music On Hold</td></tr> <tr><td>Call Hold Enabled</td><td>Y</td></tr> <tr><td>Call Park Enabled</td><td>Y</td></tr> <tr><td>Greeting</td><td>SYSTEM</td></tr> <tr><td colspan="2">Location MoH Audio File</td></tr> <tr><td>File Name</td><td></td></tr> <tr><td>Media File Type</td><td></td></tr> <tr><td>Level</td><td></td></tr> </table>	Location Music On Hold		Call Hold Enabled	Y	Call Park Enabled	Y	Greeting	SYSTEM	Location MoH Audio File		File Name		Media File Type		Level																	
Location Music On Hold																																			
Call Hold Enabled	Y																																		
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Greeting	SYSTEM																																		
Location MoH Audio File																																			
File Name																																			
Media File Type																																			
Level																																			
1	Alameda Campus	Private Network Connect	<table border="1"> <tr><td colspan="2">Location - Private Network Connect</td></tr> <tr><td>Connection Type</td><td>PUBLIC_INTERNET</td></tr> </table>	Location - Private Network Connect		Connection Type	PUBLIC_INTERNET																												
Location - Private Network Connect																																			
Connection Type	PUBLIC_INTERNET																																		
1	Alameda Campus	Internal Dialing Route Policy	<table border="1"> <tr><td colspan="2">Location - Internal Dialing Route Policy</td></tr> <tr><td>Enabled</td><td>N</td></tr> </table>	Location - Internal Dialing Route Policy		Enabled	N																												
Location - Internal Dialing Route Policy																																			
Enabled	N																																		
1	Alameda Campus	Intercept	<table border="1"> <tr><td colspan="2">Location - Intercept</td></tr> <tr><td>Enabled</td><td>N</td></tr> </table>	Location - Intercept		Enabled	N																												
Location - Intercept																																			
Enabled	N																																		
1	Alameda Campus	Auto Transfer Number	<table border="1"> <tr><td colspan="2">Outgoing Permission Auto Transfer Number</td></tr> <tr><td>Auto Transfer Number 1</td><td></td></tr> <tr><td>Auto Transfer Number 2</td><td></td></tr> <tr><td>Auto Transfer Number 3</td><td></td></tr> </table>	Outgoing Permission Auto Transfer Number		Auto Transfer Number 1		Auto Transfer Number 2		Auto Transfer Number 3																									
Outgoing Permission Auto Transfer Number																																			
Auto Transfer Number 1																																			
Auto Transfer Number 2																																			
Auto Transfer Number 3																																			
1	Alameda Campus	Access Code	<table border="1"> <tr><td colspan="2">Outgoing Permission Location Access Code</td></tr> <tr><td>Access Code</td><td></td></tr> </table>	Outgoing Permission Location Access Code		Access Code																													
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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																												
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3	Fremont Loc 1	#2 Summer Holidays	<table border="1"> <tr> <th colspan="2">Schedule #2 Details</th> </tr> <tr> <td>Name</td> <td>Summer Holidays</td> </tr> <tr> <td>Type</td> <td>holidays</td> </tr> <tr> <th colspan="2">Schedule #2 Events</th> </tr> <tr> <td>[1]: Name</td> <td>Summer Holidays</td> </tr> <tr> <td>[1]: Start Date</td> <td>2023-01-01</td> </tr> <tr> <td>[1]: Start Time</td> <td>09:00</td> </tr> <tr> <td>[1]: End Date</td> <td>2023-01-01</td> </tr> <tr> <td>[1]: End Time</td> <td>12:36</td> </tr> <tr> <td>[1]: All Day Enabled</td> <td>N</td> </tr> <tr> <th colspan="2">[1]: Recurrence</th> </tr> <tr> <td>[1]: Recur For Ever</td> <td>Y</td> </tr> <tr> <td>[1]: Day Of Month</td> <td>1</td> </tr> <tr> <td>[1]: Month</td> <td>JANUARY</td> </tr> </table>	Schedule #2 Details		Name	Summer Holidays	Type	holidays	Schedule #2 Events		[1]: Name	Summer Holidays	[1]: Start Date	2023-01-01	[1]: Start Time	09:00	[1]: End Date	2023-01-01	[1]: End Time	12:36	[1]: All Day Enabled	N	[1]: Recurrence		[1]: Recur For Ever	Y	[1]: Day Of Month	1	[1]: Month	JANUARY
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#	Location	Schedule Name	Details
			Type businessHours
			Schedule #3 Events
			[1]: Name Friday 1
			[1]: Start Date 2022-12-23
			[1]: Start Time 09:00
			[1]: End Date 2022-12-23
			[1]: End Time 12:00
			[1]: All Day Enabled N
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			[1]: Recur For Ever Y
			[1]: Day Of Month
			[1]: Month
			[2]: Name Friday 2
			[2]: Start Date 2022-12-23
			[2]: Start Time 13:00
			[2]: End Date 2022-12-23
			[2]: End Time 17:00
			[2]: All Day Enabled N
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			[2]: Day Of Month
			[2]: Month
			[3]: Name Monday 1
			[3]: Start Date 2022-12-19
			[3]: Start Time 09:00
			[3]: End Date 2022-12-19
			[3]: End Time 12:00
			[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]: Start Time 13:00
			[4]: End Date 2022-12-19
			[4]: End Time 17:00
			[4]: All Day Enabled N
			[4]: Recurrence
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			[4]: Day Of Month
			[4]: Month
			[5]: Name Thursday 1
			[5]: Start Date 2022-12-22
			[5]: Start Time 09:00
			[5]: End Date 2022-12-22
			[5]: End Time 12:00
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			[5]: Month

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#	Location	Schedule Name	Details
			[6]: Name Thursday 2
			[6]: Start Date 2022-12-22
			[6]: Start Time 13:00
			[6]: End Date 2022-12-22
			[6]: End Time 17:00
			[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]: Start Time 09:00
			[7]: End Date 2022-12-20
			[7]: End Time 12:00
			[7]: All Day Enabled N
			[7]: Recurrence
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			[7]: Day Of Month
			[7]: Month
			[8]: Name Tuesday 2
			[8]: Start Date 2022-12-20
			[8]: Start Time 13:00
			[8]: End Date 2022-12-20
			[8]: End Time 17:00
			[8]: All Day Enabled N
			[8]: Recurrence
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			[8]: Day Of Month
			[8]: Month
			[9]: Name Wednesday 1
			[9]: Start Date 2022-12-21
			[9]: Start Time 09:00
			[9]: End Date 2022-12-21
			[9]: End Time 12:00
			[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]: Start Time 13:00
			[10]: End Date 2022-12-21
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			[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																															
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			<table border="1"> <tr> <td>Enabled</td> <td>Y</td> </tr> <tr> <td>Number Of Days</td> <td>0</td> </tr> <tr> <td colspan="2">Failed Attempts</td> </tr> <tr> <td>Enabled</td> <td>Y</td> </tr> <tr> <td>Attempts</td> <td>3</td> </tr> <tr> <td colspan="2">Block Previous Passcodes</td> </tr> <tr> <td>Enabled</td> <td>Y</td> </tr> <tr> <td>Number Of Passcodes</td> <td>10</td> </tr> <tr> <td>Block Repeated Patterns Enabled</td> <td>Y</td> </tr> <tr> <td>Block User Number Enabled</td> <td>Y</td> </tr> <tr> <td>Block Reversed User Number Enabled</td> <td>Y</td> </tr> <tr> <td>Block Reversed Old Passcode Enabled</td> <td>Y</td> </tr> </table>	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
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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:

Rooms																																		
Name	Details																																	
Collaboration Toolbox Alert Bot	<table border="1"> <tr> <td colspan="2">Room Info</td> </tr> <tr> <td>Title</td> <td>Collaboration Toolbox Alert Bot</td> </tr> <tr> <td>Description</td> <td></td> </tr> <tr> <td>Type</td> <td>direct</td> </tr> <tr> <td>Is Locked</td> <td>N</td> </tr> <tr> <td>Is Announcement Only</td> <td>N</td> </tr> <tr> <td>Is Read Only</td> <td>N</td> </tr> <tr> <td>Is Public</td> <td>N</td> </tr> <tr> <td>Team</td> <td></td> </tr> <tr> <td>Creator</td> <td></td> </tr> <tr> <td>Owner</td> <td>UXTEST</td> </tr> <tr> <td>Classification Id</td> <td></td> </tr> <tr> <td colspan="2">Activity</td> </tr> <tr> <td>Created</td> <td>02-Mar-25 12:35:53 AM</td> </tr> <tr> <td>Made Public</td> <td>01-Jan-01 12:00:00 AM</td> </tr> <tr> <td>Last Activity</td> <td>02-Mar-25 12:35:54 AM</td> </tr> </table>		Room Info		Title	Collaboration Toolbox Alert Bot	Description		Type	direct	Is Locked	N	Is Announcement Only	N	Is Read Only	N	Is Public	N	Team		Creator		Owner	UXTEST	Classification Id		Activity		Created	02-Mar-25 12:35:53 AM	Made Public	01-Jan-01 12:00:00 AM	Last Activity	02-Mar-25 12:35:54 AM
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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	meeting;phone			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	<table border="1"> <thead> <tr> <th colspan="2">Devices Info</th> </tr> </thead> <tbody> <tr> <td>Name</td> <td>MeetingRm1</td> </tr> <tr> <td>Product</td> <td>Cisco 8841</td> </tr> <tr> <td>Type</td> <td>phone</td> </tr> <tr> <td>Serial</td> <td></td> </tr> <tr> <td>Connection Status</td> <td>unknown</td> </tr> <tr> <td>Tags</td> <td>meeting phone</td> </tr> <tr> <th colspan="2">Interface</th> </tr> <tr> <td>Active Interface</td> <td></td> </tr> <tr> <td>IP</td> <td></td> </tr> <tr> <td>MAC</td> <td>DCEB94BC1C52</td> </tr> <tr> <th colspan="2">Addresses</th> </tr> <tr> <td>Primary SIP URL</td> <td></td> </tr> <tr> <td>SIP URLs</td> <td></td> </tr> <tr> <th colspan="2">Software</th> </tr> <tr> <td>Software</td> <td>unknown</td> </tr> <tr> <td>Upgrade Channel</td> <td>Stable</td> </tr> <tr> <th colspan="2">Owner</th> </tr> <tr> <td>User</td> <td></td> </tr> <tr> <td>Managed By</td> <td>CISCO</td> </tr> <tr> <td>Location</td> <td>Site1</td> </tr> <tr> <td>Workspace</td> <td>MeetingRm1</td> </tr> <tr> <td>Organization</td> <td>UXTEST</td> </tr> <tr> <th colspan="2">Action</th> </tr> <tr> <td>Created</td> <td>09-Dec-22 11:50:53 AM</td> </tr> <tr> <td>First Seen</td> <td>09-Dec-22 11:50:53 AM</td> </tr> <tr> <td>Last Seen</td> <td>01-Jan-01 12:00:00 AM</td> </tr> </tbody> </table>	Devices Info		Name	MeetingRm1	Product	Cisco 8841	Type	phone	Serial		Connection Status	unknown	Tags	meeting phone	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
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Software	unknown																																																							
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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 (summary and detail)
- Agents
- Supervisors
- Hunt Groups
- Call Pickup

8.1 Numbers

This chapter contains a list all the phone numbers for the given organization along with the status and owner (if any).

Numbers can be standard, service, or mobile. Both standard and service numbers are PSTN numbers. Service numbers are considered as high-utilization or high-concurrency phone numbers and can be assigned to features like auto-attendants, call queues, and hunt groups. Phone numbers can be linked to a specific location, be active or inactive, and be assigned or unassigned. The owner of a number is the person, workspace, or feature to which the number is assigned. Only a person can own a mobile number.

The following phone numbers are configured 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]
Alameda Campus	4500	4500		N	N	Hunt Group, HuntGroup1 [HUNT_GROUP]
Fremont Campus				N	N	
Fremont Campus				Y	N	
Fremont Campus				N	N	
Fremont Campus				N	N	
Fremont Campus	45016	45016		N	N	Group Paging, PG1 [PAGING_GROUP]
Fremont Loc 1			12	Y	N	
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]

Phone Numbers						
Location	External Support Number	Extension	Prefix	Main Number	Toll-Free Number	Owner
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	1245001	45001	12	N	N	Call Center, CallQueue 1 [CALL_QUEUE]
Fremont Loc 1	1245002	45002	12	N	N	Call Center, CQ2 [CALL_QUEUE]
Fremont Loc 1	124501	4501	12	N	N	Auto Attendant, AA 1 [AUTO_ATTENDANT]
Fremont Loc 1	1245014	45014	12	N	N	BroadWorks Anywhere, Portal1 [OFFICE_ANYWHERE]
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]

8.2 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.

8.3 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.

< No records found >

8.4 Calling Routing

Call routing in Webex Calling is the process of directing inbound and outbound calls through dial plan configurations, route patterns, and route lists. The system uses preconfigured rules based on E.164 patterns, location-based routing policies, and call control settings to determine call paths. Routing decisions are executed through the Webex Calling cloud platform, utilizing SIP-based call processing to connect endpoints via the most appropriate path.

The 'Call Routing chapter' contains:

- Route Lists
- Route Groups

- Trunks
- Dial Plans
- Translation Patterns

8.4.1 Trunks

A Trunk is a connection between Webex Calling and the premises, which terminates on the premises with a local gateway or other supported device. The trunk can be assigned to a Route Group - a group of trunks that allow Webex Calling to distribute calls over multiple trunks or to provide redundancy.

The following Trunks are configured:

< No records found >

8.4.2 Route Lists

A Route List is a list of numbers that can be reached via a Route Group. It can be used to provide cloud PSTN connectivity to Webex Calling Dedicated Instance.

The following Route Lists are configured:

< No records found >

8.4.3 Route Groups

A Route Group is a collection of trunks that allows further scale and redundancy with the connection to the premises. Route groups can include up to 10 trunks from different locations.

The following Route Groups are configured:

< No records found >

8.4.4 Dial Plans

In Webex Calling, the Dial Plan allows Webex Calling to route calls to on-premises extension. Dial Plan can point directly to Trunks or Route Groups. A dial pattern represents 3 types of on-premises extensions: A.) ESN/on-net numbers; B.) +E164 patterns and C.) SIP URI domains.

They are configured globally for an enterprise and apply to all users, regardless of location. A dial plan also specifies the routing choice (trunk or route group) for calls that match any of its dial patterns. Specific dial patterns can be defined as part of your dial plan.

The following Dial Plan is configured:

< No records found >

8.4.5 Translation Patterns

A Translation Pattern lets you manipulate dialed digits before routing a call and applies to outbound calls only. You can configure translation patterns to manipulate dialed digits before routing a call. You can define these patterns at organization and location levels for outbound calls.

Webex Calling manipulates digits before routing a call using translation patterns. The system applies these translation patterns to outbound and redirected calls, including transfers and forwards. However, translation patterns are not applied to the emergency, repair calls, and call center call backs. When applying translation patterns, patterns at the location level take precedence over those at the organization level

The following Translation Patterns are configured:

< No records found >

8.5 Features

In Cisco Webex Calling, Features are configurable telephony capabilities that enhance call management and user experience, including options like Auto Attendant, Call Queue, Hunt Group, Single Number Reach, and Voicemail. These features allow administrators to customize call routing, handling, and user settings through Webex Control Hub or APIs, tailoring functionality to organizational needs. They support efficient communication by enabling advanced call flows, shared lines, and integration with devices or external systems.

The 'Features' section contains:

- Auto Attendants
- Hunt Groups
- Call Queue (Summary + Detailed)
- Agents
- Supervisors
- Call Park Extensions
- Call Park Groups
- Call Pickups
- Announcements
- DECT Network
- Operating Modes
- Recordings
- Paging Groups
- Single Number Reach

8.5.1 Auto Attendant

Auto Attendants																																																																						
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Fremont Loc 1	AA 1	<table border="1"> <thead> <tr> <th colspan="2">Auto Attendants Info</th> </tr> </thead> <tbody> <tr> <td>Name</td> <td>AA 1</td> </tr> <tr> <td>Location</td> <td>Fremont Loc 1</td> </tr> <tr> <td>Phone Number</td> <td></td> </tr> <tr> <td>Extension</td> <td>4501</td> </tr> <tr> <td>Routing Prefix</td> <td>12</td> </tr> <tr> <td>ESN</td> <td>124501</td> </tr> <tr> <td>Toll Free Number</td> <td>N</td> </tr> <tr> <th colspan="2">Additional Details</th> </tr> <tr> <td>Enabled</td> <td>Y</td> </tr> <tr> <td>First Name</td> <td>AA1</td> </tr> <tr> <td>Last Name</td> <td>AA1 Last</td> </tr> <tr> <td>Language</td> <td>English</td> </tr> <tr> <td>Language Code</td> <td>en_us</td> </tr> <tr> <td>Business Schedule</td> <td>Mondays only</td> </tr> <tr> <td>Holiday Schedule</td> <td></td> </tr> <tr> <td>Extension Dialing</td> <td>ENTERPRISE</td> </tr> <tr> <td>Name Dialing</td> <td>ENTERPRISE</td> </tr> <tr> <td>Time Zone</td> <td>America/Los_Angeles</td> </tr> <tr> <th colspan="2">Business Hours Menu</th> </tr> <tr> <td>Greeting</td> <td>DEFAULT</td> </tr> <tr> <td>Extension Enabled</td> <td>Y</td> </tr> <tr> <td>Key Configurations</td> <td>Key: 0, Action: EXIT Key: 1, Action: PLAY_ANNOUNCEMENT Key: 2, Action: TRANSFER_WITH_PROMPT Key: 3, Action: TRANSFER_WITHOUT_PROMPT Key: 4, Action: EXTENSION_DIALING</td> </tr> <tr> <th colspan="2">After Hours Menu</th> </tr> <tr> <td>Greeting</td> <td>DEFAULT</td> </tr> <tr> <td>Extension Enabled</td> <td>Y</td> </tr> <tr> <td>Key Configurations</td> <td>Key: 0, Action: EXIT</td> </tr> <tr> <th colspan="2">Call Forwarding Settings</th> </tr> <tr> <th colspan="2">Always Forward</th> </tr> <tr> <td>Enabled</td> <td>N</td> </tr> <tr> <td>Destination</td> <td></td> </tr> <tr> <td>Ring Reminder Enabled</td> <td>N</td> </tr> <tr> <td>Send To Voicemail Enabled</td> <td>N</td> </tr> <tr> <th colspan="2">Selective Forward</th> </tr> </tbody> </table>	Auto Attendants Info		Name	AA 1	Location	Fremont Loc 1	Phone Number		Extension	4501	Routing Prefix	12	ESN	124501	Toll Free Number	N	Additional Details		Enabled	Y	First Name	AA1	Last Name	AA1 Last	Language	English	Language Code	en_us	Business Schedule	Mondays only	Holiday Schedule		Extension Dialing	ENTERPRISE	Name Dialing	ENTERPRISE	Time Zone	America/Los_Angeles	Business Hours Menu		Greeting	DEFAULT	Extension Enabled	Y	Key Configurations	Key: 0, Action: EXIT Key: 1, Action: PLAY_ANNOUNCEMENT Key: 2, Action: TRANSFER_WITH_PROMPT Key: 3, Action: TRANSFER_WITHOUT_PROMPT Key: 4, Action: EXTENSION_DIALING	After Hours Menu		Greeting	DEFAULT	Extension Enabled	Y	Key Configurations	Key: 0, Action: EXIT	Call Forwarding Settings		Always Forward		Enabled	N	Destination		Ring Reminder Enabled	N	Send To Voicemail Enabled	N	Selective Forward	
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		Enabled	N
		Destination	
		Ring Reminder Enabled	N
		Send To Voicemail Enabled	N
Fremont Loc 1	Auto Attendant 1	Auto Attendants Info	
		Name	Auto Attendant 1
		Location	Fremont Loc 1
		Phone Number	
		Extension	80000
		Routing Prefix	12
		ESN	1280000
		Toll Free Number	N
		Additional Details	
		Enabled	Y
		First Name	Jon
		Last Name	Attendant
		Language	German
		Language Code	de_de
		Business Schedule	Weekday Schedule
		Holiday Schedule	
		Extension Dialing	ENTERPRISE
		Name Dialing	ENTERPRISE
		Time Zone	America/Los_Angeles
		Business Hours Menu	
		Greeting	DEFAULT
		Extension Enabled	Y
		Key Configurations	Key: 0, Action: EXIT Key: 1, Action: TRANSFER_WITHOUT_PROMPT Key: 2, Action: REPEAT_MENU Key: 3, Action: NAME_DIALING
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		Ring Reminder Enabled	N
		Send To Voicemail Enabled	N
		Selective Forward	
		Enabled	N
		Destination	
		Ring Reminder Enabled	N
		Send To Voicemail Enabled	N
Fremont Loc 1	Auto Attendant 2	Auto Attendants Info	
		Name	Auto Attendant 2
		Location	Fremont Loc 1
		Phone Number	
		Extension	7000
		Routing Prefix	12

Auto Attendants																																																																		
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8.5.2 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.

The following Hunt Groups are configured:

Hunt Groups														
Location	Name	Details												
Alameda Campus	Hunt Group 1	<table border="1"> <tr> <td colspan="2">Hunt Groups Info</td> </tr> <tr> <td>Name</td> <td>Hunt Group 1</td> </tr> <tr> <td>Location</td> <td>Alameda Campus</td> </tr> <tr> <td>Phone Number</td> <td></td> </tr> <tr> <td>Enabled</td> <td>Y</td> </tr> <tr> <td colspan="2">Hunt Group Basic Settings</td> </tr> </table>	Hunt Groups Info		Name	Hunt Group 1	Location	Alameda Campus	Phone Number		Enabled	Y	Hunt Group Basic Settings	
Hunt Groups Info														
Name	Hunt Group 1													
Location	Alameda Campus													
Phone Number														
Enabled	Y													
Hunt Group Basic Settings														

Hunt Groups							
Location	Name	Details					
		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					
		Agents					
		Agents	First Name	Last Name	Type	Phone Number	Extension
			Floor5	.	PLACE		55000
			Test 101	Test 101	PEOPLE		101
Alameda Campus	HuntGroup1	Hunt Groups Info					
		Name	HuntGroup1				
		Location	Alameda Campus				
		Phone Number					
		Enabled	Y				
		Hunt Group Basic Settings					
		Name	HuntGroup1				
		Enabled	Y				
		Extension	4500				
		Distinctive Ring	False				
		Language	English				
		Language Code	en_us				
		Calling First Name					
		Calling Last Name					

Hunt Groups							
Location	Name	Details					
		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					
		Agents					
		Agents	First Name	Last Name	Type	Phone Number	Extension
			Fremont Meeting Rm	.	PLACE		1234
			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						
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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							
Agents							
Agents	First Name	Last Name	Type	Phone Number	Extension		
	Test 103	Test 103	PEOPLE		103		

Hunt Groups							
Location	Name	Details					
			Test 105	Test 105	PEOPLE		105
			Test5	Test5	PEOPLE		6666

8.5.3 Call Queues (Summary)

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.

This chapter is the summary of the Call Queues that is linked to each detailed Call Queue configuration.

Summary of Call Queues					
Location	Queue Name	Queue Enabled	Queue Extension	# Agents	# Supervisors
Alameda Campus	Test Q	Y	1212	1	8
Fremont Loc 1	CallQueue 1	Y	45001	0	8
Fremont Loc 1	CQ2	Y	45002	0	8

8.5.4 Call Queues (Detailed)

This chapter is the detailed Call Queue configuration. 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.

The following Call Queues are configured:

Call Queues		Details																																															
Location	Name	Details																																															
Alameda Campus	Test Q	<table border="1"> <thead> <tr> <th colspan="2">Call Queue Info</th> </tr> </thead> <tbody> <tr> <td>Name</td> <td>Test Q</td> </tr> <tr> <td>Location</td> <td>Alameda Campus</td> </tr> <tr> <td>Phone Number</td> <td>+19785551212</td> </tr> <tr> <td>Enabled</td> <td>Y</td> </tr> <tr> <th colspan="2">Queue Detailed Settings</th> </tr> <tr> <td>Language</td> <td>English</td> </tr> <tr> <td>Language Code</td> <td>en_us</td> </tr> <tr> <td>First Name</td> <td>Test</td> </tr> <tr> <td>Last Name</td> <td>Q</td> </tr> <tr> <td>Time Zone</td> <td>America/New_York</td> </tr> <tr> <td>Routing Prefix</td> <td></td> </tr> <tr> <td>ESN</td> <td>1212</td> </tr> <tr> <td>Calling Line ID Policy</td> <td>DIRECT_LINE</td> </tr> <tr> <td>Calling Line ID Phone Number</td> <td>+19785551212</td> </tr> <tr> <td>Allow Call Waiting For Agents</td> <td>N</td> </tr> <tr> <td>Allow Agent Join</td> <td>N</td> </tr> <tr> <td>Phone Number For Outgoing Calls</td> <td>N</td> </tr> <tr> <th colspan="2">Queue Agents</th> </tr> <tr> <td>Agents</td> <td>Test 100 Test 100 (Ext: No Ext), Join: Y, Skill: 0</td> </tr> <tr> <th colspan="2">Alternate Number Settings</th> </tr> <tr> <td>Distinctive Ring Enabled</td> <td>Y</td> </tr> <tr> <th colspan="2">Call Policies</th> </tr> </tbody> </table>		Call Queue Info		Name	Test Q	Location	Alameda Campus	Phone Number	+19785551212	Enabled	Y	Queue Detailed Settings		Language	English	Language Code	en_us	First Name	Test	Last Name	Q	Time Zone	America/New_York	Routing Prefix		ESN	1212	Calling Line ID Policy	DIRECT_LINE	Calling Line ID Phone Number	+19785551212	Allow Call Waiting For Agents	N	Allow Agent Join	N	Phone Number For Outgoing Calls	N	Queue Agents		Agents	Test 100 Test 100 (Ext: No Ext), Join: Y, Skill: 0	Alternate Number Settings		Distinctive Ring Enabled	Y	Call Policies	
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- Call Forwarding Settings -																																																																																																						
Always Forward Settings																																																																																																						
Enabled	N																																																																																																					
Destination																																																																																																						
Busy Forward Settings																																																																																																						
Enabled	N																																																																																																					
Destination																																																																																																						
No Answer Forward Settings																																																																																																						
Enabled	N																																																																																																					
Destination																																																																																																						
Number of Rings	0																																																																																																					
- Holiday Service -																																																																																																						
Enabled	N																																																																																																					
Holiday Schedule																																																																																																						
Play Announcement	N																																																																																																					
Announcement File																																																																																																						
Transfer Number																																																																																																						
- Night Service -																																																																																																						
Enabled	N																																																																																																					
Time Schedule																																																																																																						
Play Announcement	N																																																																																																					
Announcement File																																																																																																						
Transfer Number																																																																																																						
- Forced Forward -																																																																																																						
Enabled	N																																																																																																					
Destination																																																																																																						
- Stranded Calls -																																																																																																						
Action	NONE																																																																																																					
Destination																																																																																																						
Announcement File																																																																																																						

8.5.5 Agents with Supervisors and Queues

Agents can be users, workplace or virtual lines assigned to a call queue. Calls from the call queue are routed to agents based on configuration. An agent can be assigned to one or more call queues and can be managed by supervisors.

Agents in a call queue can be associated with a supervisor who can silently monitor, coach, barge in or to take over calls that their assigned agents are currently handling.

The following is the list of agents for this organization:

Agents and their Supervisors, Queues				
Agent	Agent Details		Assigned to Supervisors	Member of Queue
Test 103 Test 103	Display Name	Test 103 Test 103		
	Type	PEOPLE		
	Email	sw103@uplinx.com		
	CX Essentials	N		
	Location	Alameda Campus		
Test5 Test5	Display Name	Test5 Test5		
	Type	PEOPLE		
	Email	sw2@uplinx.com		
	CX Essentials	N		
	Location	Alameda Campus		
Test 100 Test 100	Display Name	Test 100 Test 100		Test Q
	Type	PEOPLE		
	Email	sw100@uplinx.com		
	CX Essentials	N		
	Location	Alameda Campus		
Fremont Meeting Rm .	Display Name	Fremont Meeting Rm .		
	Type	PLACE		
	Email	fremont_meeting_rm@sw-2xfb.rooms.webex.com		
	CX Essentials	N		
	Location	Alameda Campus		
Test 105 Test 105	Display Name	Test 105 Test 105		
	Type	PEOPLE		
	Email	sw105@uplinx.com		
	CX Essentials	N		
	Location	Alameda Campus		
Test 101 Test 101	Display Name	Test 101 Test 101		
	Type	PEOPLE		
	Email	sw101@uplinx.com		
	CX Essentials	N		
	Location	Alameda Campus		
Test 102 Test 102	Display Name	Test 102 Test 102		
	Type	PEOPLE		
	Email	sw102@uplinx.com		
	CX Essentials	N		
	Location	Alameda Campus		
Test 104 Test 104	Display Name	Test 104 Test 104		
	Type	PEOPLE		
	Email	sw104@uplinx.com		
	CX Essentials	N		
	Location	Alameda Campus		

Agents and their Supervisors, Queues				
Agent	Agent Details		Assigned to Supervisors	Member of Queue
First VirtualLine1	Display Name	First VirtualLine1		
	Type	VIRTUAL_LINE		
	Email			
	CX Essentials	N		
	Location	Alameda Campus		
MeetingRm1 .	Display Name	MeetingRm1 .		
	Type	PLACE		
	Email	meetingrm1@sw-2xfb.rooms.webex.com		
	CX Essentials	N		
	Location	Alameda Campus		
Test4 Test4	Display Name	Test4 Test4		
	Type	PEOPLE		
	Email	sw@uplinx.com		
	CX Essentials	N		
	Location	Alameda Campus		
Floor5 .	Display Name	Floor5 .		
	Type	PLACE		
	Email	floor5@sw-2xfb.rooms.webex.com		
	CX Essentials	N		
	Location	Alameda Campus		

8.5.6 Supervisors with Agents Members and Queues

Agents in a call queue can be associated with a supervisor who can silently monitor, coach, barge in or to take over calls that their assigned agents are currently handling.

The following is the list of available supervisors for this organization:

< No records found >

8.5.7 Call Park Extensions

Call Park allows call recipients to place a call on hold so that it can be retrieved from another device. A Call Park Extension in Cisco Webex Calling is a specific extension number or range configured to temporarily hold (park) incoming calls, allowing them to be retrieved from another device within the same organization. It is a key component of a Call Park Group, enabling shared access to parked calls among designated users or workspaces.

The following Call Park Extensions are configured:

Call Park Extensions		
Location	Name	Extension
Fremont Loc 1	45010	45010
Fremont Loc 1	9998	9998
Fremont Loc 1	9999	9999

8.5.8 Call Park Groups

Call Park allows call recipients to place a call on hold so that it can be retrieved from another device. It allows users to park incoming calls on a shared set of extensions, enabling other users within the group to retrieve them from any device. The main components include a group of Call Park Extensions (specific numbers or ranges for parking calls), group members (users or workspaces assigned to retrieve parked calls), and configuration settings like recall timers and notifications.

The following Call Park Groups are configured:

Call Parks				
Location	Call Park	Details		
Fremont Loc 1	CPG1	Call Park Details		
		ID	Y2lzY29zcGFyazovL3VzL0NBTExfUEFSSy9RMUJITVE9PQ	
		Name	CPG1	
		Park On Agents Enabled	N	
		Recall Settings		
		Hunt Group ID		
		Hunt Group Name		
		Option	ALERT_PARKING_USER_ONLY	
		Agent - Test 103 Test 103		
		ID	Y2lzY29zcGFyazovL3VzL1BFT1BMRS8zN2FINTIYy1jODE1LTQ2ZWUtODdjOS04ZWl2MWYyNDk4MWI	
		First Name	Test 103	
		Last Name	Test 103	
		Display Name	Test 103 Test 103	
		Type	PEOPLE	
		Email	sw103@uplinx.com	
		Agent Number - 103		
		External		
		Extension	103	
		Routing Prefix	12	
		ESN	12103	
		Primary	true	
		Agent - Test 101 Test 101		
		ID	Y2lzY29zcGFyazovL3VzL1BFT1BMRS84NmY1MDYyNC03NGJlLTQ2YmMtYjhhMi05NjM3NjBkMTcwYjM	
		First Name	Test 101	
		Last Name	Test 101	
		Display Name	Test 101 Test 101	
		Type	PEOPLE	
		Email	sw101@uplinx.com	
		Agent Number - 101		
		External		
		Extension	101	
		Routing Prefix	12	
ESN	12101			
Primary	true			
Call Park Extension - 9998				
ID	Y2lzY29zcGFyazovL3VzL0NBTExfUEFSS19FWFRFTINJT04vNzRkMjVlYTU4ZTI4ZS00Y2MzLTg3ZTI4YmNjYTJhNGZjM2U5			
Extension	9998			
Name	9998			

Call Parks																																						
Location	Call Park	Details																																				
		Call Park Extension - 9999 <table border="1"> <tr> <td>ID</td> <td>Y2lzY29zcGFyazovL3VzL0NBTExfUEFSS19FWFRFTINJT04vZmU3MGVkJmZmYtMDBhYy00NTA1LTgzNDgtYmE0MDMwMDFjMjNk</td> </tr> <tr> <td>Extension</td> <td>9999</td> </tr> <tr> <td>Name</td> <td>9999</td> </tr> </table>	ID	Y2lzY29zcGFyazovL3VzL0NBTExfUEFSS19FWFRFTINJT04vZmU3MGVkJmZmYtMDBhYy00NTA1LTgzNDgtYmE0MDMwMDFjMjNk	Extension	9999	Name	9999																														
ID	Y2lzY29zcGFyazovL3VzL0NBTExfUEFSS19FWFRFTINJT04vZmU3MGVkJmZmYtMDBhYy00NTA1LTgzNDgtYmE0MDMwMDFjMjNk																																					
Extension	9999																																					
Name	9999																																					
Site1	CPG_Site1	Call Park Details <table border="1"> <tr> <td>ID</td> <td>Y2lzY29zcGFyazovL3VzL0NBTExfUEFSSy9RMUJlWDFOcGRHVXg</td> </tr> <tr> <td>Name</td> <td>CPG_Site1</td> </tr> <tr> <td>Park On Agents Enabled</td> <td>N</td> </tr> </table> Recall Settings <table border="1"> <tr> <td>Hunt Group ID</td> <td></td> </tr> <tr> <td>Hunt Group Name</td> <td></td> </tr> <tr> <td>Option</td> <td>ALERT_PARKING_USER_ONLY</td> </tr> </table> Agent - MeetingRm1 . <table border="1"> <tr> <td>ID</td> <td>Y2lzY29zcGFyazovL3VybjpURUFNOvZlXdlc3QtMI9yL1BMQUFL2Y1MDhhYzNkLTQwNjltNGI5ZS1iYWwvM3NTAwY2EyYjJiOQ==</td> </tr> <tr> <td>First Name</td> <td>MeetingRm1</td> </tr> <tr> <td>Last Name</td> <td>.</td> </tr> <tr> <td>Display Name</td> <td>MeetingRm1 .</td> </tr> <tr> <td>Type</td> <td>PLACE</td> </tr> <tr> <td>Email</td> <td>meetingrm1@sw-2xfb.rooms.webex.com</td> </tr> </table> Agent Number - 6000 <table border="1"> <tr> <td>External</td> <td></td> </tr> <tr> <td>Extension</td> <td>6000</td> </tr> <tr> <td>Routing Prefix</td> <td></td> </tr> <tr> <td>ESN</td> <td>6000</td> </tr> <tr> <td>Primary</td> <td>true</td> </tr> <tr> <td>Call Park Extensions</td> <td>None</td> </tr> </table>	ID	Y2lzY29zcGFyazovL3VzL0NBTExfUEFSSy9RMUJlWDFOcGRHVXg	Name	CPG_Site1	Park On Agents Enabled	N	Hunt Group ID		Hunt Group Name		Option	ALERT_PARKING_USER_ONLY	ID	Y2lzY29zcGFyazovL3VybjpURUFNOvZlXdlc3QtMI9yL1BMQUFL2Y1MDhhYzNkLTQwNjltNGI5ZS1iYWwvM3NTAwY2EyYjJiOQ==	First Name	MeetingRm1	Last Name	.	Display Name	MeetingRm1 .	Type	PLACE	Email	meetingrm1@sw-2xfb.rooms.webex.com	External		Extension	6000	Routing Prefix		ESN	6000	Primary	true	Call Park Extensions	None
ID	Y2lzY29zcGFyazovL3VzL0NBTExfUEFSSy9RMUJlWDFOcGRHVXg																																					
Name	CPG_Site1																																					
Park On Agents Enabled	N																																					
Hunt Group ID																																						
Hunt Group Name																																						
Option	ALERT_PARKING_USER_ONLY																																					
ID	Y2lzY29zcGFyazovL3VybjpURUFNOvZlXdlc3QtMI9yL1BMQUFL2Y1MDhhYzNkLTQwNjltNGI5ZS1iYWwvM3NTAwY2EyYjJiOQ==																																					
First Name	MeetingRm1																																					
Last Name	.																																					
Display Name	MeetingRm1 .																																					
Type	PLACE																																					
Email	meetingrm1@sw-2xfb.rooms.webex.com																																					
External																																						
Extension	6000																																					
Routing Prefix																																						
ESN	6000																																					
Primary	true																																					
Call Park Extensions	None																																					

8.5.9 Call Pickups

A Call Pickup enables a user (agent) to answer any ringing line within their pickup group.

The following Call Pickups are configured:

Call Pickups (Details)								
Location	Name	Details						
Fremont Loc 1	CP1	Call Pickup - Basic Settings <table border="1"> <tr> <td>Name</td> <td>CP1</td> </tr> <tr> <td>Notification Type</td> <td>AUDIO_AND_VISUAL</td> </tr> <tr> <td>Notification Delay Timer (sec)</td> <td>6</td> </tr> </table> Call Pickup - Agents	Name	CP1	Notification Type	AUDIO_AND_VISUAL	Notification Delay Timer (sec)	6
Name	CP1							
Notification Type	AUDIO_AND_VISUAL							
Notification Delay Timer (sec)	6							

Call Pickups (Details)																																														
Location	Name	Details																																												
		<table border="1"> <thead> <tr> <th colspan="2">Agent [1]</th> </tr> </thead> <tbody> <tr> <td>Name</td> <td>Test 101 Test 101</td> </tr> <tr> <td>Display Name</td> <td>Test 101 Test 101</td> </tr> <tr> <td>Type</td> <td>PEOPLE</td> </tr> <tr> <td>Email</td> <td>sw101@uplinx.com</td> </tr> <tr> <th colspan="2">Number [1]</th> </tr> <tr> <td>External</td> <td></td> </tr> <tr> <td>Extension</td> <td>101</td> </tr> <tr> <td>Routing Prefix</td> <td></td> </tr> <tr> <td>ESN</td> <td></td> </tr> <tr> <td>Primary</td> <td>Y</td> </tr> <tr> <th colspan="2">Agent [2]</th> </tr> <tr> <td>Name</td> <td>Test 104 Test 104</td> </tr> <tr> <td>Display Name</td> <td>Test 104 Test 104</td> </tr> <tr> <td>Type</td> <td>PEOPLE</td> </tr> <tr> <td>Email</td> <td>sw104@uplinx.com</td> </tr> <tr> <th colspan="2">Number [1]</th> </tr> <tr> <td>External</td> <td></td> </tr> <tr> <td>Extension</td> <td>104</td> </tr> <tr> <td>Routing Prefix</td> <td></td> </tr> <tr> <td>ESN</td> <td></td> </tr> <tr> <td>Primary</td> <td>Y</td> </tr> </tbody> </table>	Agent [1]		Name	Test 101 Test 101	Display Name	Test 101 Test 101	Type	PEOPLE	Email	sw101@uplinx.com	Number [1]		External		Extension	101	Routing Prefix		ESN		Primary	Y	Agent [2]		Name	Test 104 Test 104	Display Name	Test 104 Test 104	Type	PEOPLE	Email	sw104@uplinx.com	Number [1]		External		Extension	104	Routing Prefix		ESN		Primary	Y
Agent [1]																																														
Name	Test 101 Test 101																																													
Display Name	Test 101 Test 101																																													
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Number [1]																																														
External																																														
Extension	104																																													
Routing Prefix																																														
ESN																																														
Primary	Y																																													

8.5.10 Announcements

Announcement Repository support reading and writing of Webex Calling Announcement Repository settings for a specific organization.

The following announcement greetings are configured for this organization and its locations:

Announcements																
Level	Name	Details														
Organization	OrgAnn	<table border="1"> <thead> <tr> <th colspan="2">Announcements Info</th> </tr> </thead> <tbody> <tr> <td>Name</td> <td>OrgAnn</td> </tr> <tr> <td>File Name</td> <td>OrgAnn.wav</td> </tr> <tr> <td>File Size</td> <td>176</td> </tr> <tr> <td>Media File Type</td> <td>WAV</td> </tr> <tr> <td>Level</td> <td>ORGANIZATION</td> </tr> <tr> <td>Last Updated</td> <td>2025-05-02 11:24:31</td> </tr> </tbody> </table>	Announcements Info		Name	OrgAnn	File Name	OrgAnn.wav	File Size	176	Media File Type	WAV	Level	ORGANIZATION	Last Updated	2025-05-02 11:24:31
Announcements Info																
Name	OrgAnn															
File Name	OrgAnn.wav															
File Size	176															
Media File Type	WAV															
Level	ORGANIZATION															
Last Updated	2025-05-02 11:24:31															
Location: Fremont Loc 1	Ann1	<table border="1"> <thead> <tr> <th colspan="2">Announcements Info</th> </tr> </thead> <tbody> <tr> <td>Name</td> <td>Ann1</td> </tr> <tr> <td>File Name</td> <td>1746185013000.wav</td> </tr> <tr> <td>File Size</td> <td>126</td> </tr> <tr> <td>Media File Type</td> <td>WAV</td> </tr> <tr> <td>Level</td> <td>LOCATION</td> </tr> <tr> <td>Last Updated</td> <td>2025-05-02 11:23:40</td> </tr> </tbody> </table>	Announcements Info		Name	Ann1	File Name	1746185013000.wav	File Size	126	Media File Type	WAV	Level	LOCATION	Last Updated	2025-05-02 11:23:40
Announcements Info																
Name	Ann1															
File Name	1746185013000.wav															
File Size	126															
Media File Type	WAV															
Level	LOCATION															
Last Updated	2025-05-02 11:23:40															
Location: Fremont Loc 1	Test1	<table border="1"> <thead> <tr> <th colspan="2">Announcements Info</th> </tr> </thead> <tbody> <tr> <td>Name</td> <td>Test1</td> </tr> <tr> <td>File Name</td> <td>Test1.wav</td> </tr> <tr> <td>File Size</td> <td>108</td> </tr> <tr> <td>Media File Type</td> <td>WAV</td> </tr> <tr> <td>Level</td> <td>LOCATION</td> </tr> </tbody> </table>	Announcements Info		Name	Test1	File Name	Test1.wav	File Size	108	Media File Type	WAV	Level	LOCATION		
Announcements Info																
Name	Test1															
File Name	Test1.wav															
File Size	108															
Media File Type	WAV															
Level	LOCATION															

Announcements			
Level	Name	Details	
		Last Updated	2025-05-02 13:34:32

8.5.11 DECT Networks

DECT Networks provide roaming voice services via base stations and wireless handsets. A DECT network can be provisioned up to 1000 lines across up to 254 base stations.

The following DECT networks are configured for this organization and its locations:

DECT Networks			
Location	Name	Details	
Alameda Campus	DECT #1	DECT Network Info	
		Name	DECT #1
		Display Name	Name
		Chain Id	3070024560
		Model	DMS Cisco DBS110
		Default Access Code Enabled	Y
		Default Access Code	1234
		Number Of Base Stations	1
		Number Of Handsets Assigned	2
		Number Of Lines	2
Site1	DECT_Site1	DECT Network Info	
		Name	DECT_Site1
		Display Name	
		Chain Id	2700730756
		Model	DMS Cisco DBS210
		Default Access Code Enabled	Y
		Default Access Code	4567
		Number Of Base Stations	1
		Number Of Handsets Assigned	0
		Number Of Lines	0

8.5.12 Operating Modes

Operating Modes help manage calls more efficiently by routing them based on predefined settings. Operating Modes are flexible call routing configurations that direct incoming calls to specific destinations (e.g., receptionist, auto attendant, or voicemail) based on predefined schedules, times, or business scenarios like holidays or after-hours. They enhance call management efficiency by allowing authorized users to customize and switch modes via desk phones or Webex Control Hub, ensuring calls are routed appropriately to match operational needs.

The following Operating Modes are configured for this organization and its locations:

Operating Modes			
Location	Name	Details	
Organization	Operating Mode Org	Operating Modes Info	
		Name	Operating Mode Org
		Type	NONE
		Level	ORGANIZATION
		Call Forwarding	
		Enabled	Y
		Destination	Y
		Destination Voicemail Enabled	N

Operating Modes																		
Location	Name	Details																
Location: Fremont Loc 1	Operating Mode 2	<table border="1"> <thead> <tr> <th colspan="2">Operating Modes Info</th> </tr> </thead> <tbody> <tr> <td>Name</td> <td>Operating Mode 2</td> </tr> <tr> <td>Type</td> <td>NONE</td> </tr> <tr> <td>Level</td> <td>LOCATION</td> </tr> <tr> <th colspan="2">Call Forwarding</th> </tr> <tr> <td>Enabled</td> <td>N</td> </tr> <tr> <td>Destination</td> <td>N</td> </tr> <tr> <td>Destination Voicemail Enabled</td> <td>N</td> </tr> </tbody> </table>	Operating Modes Info		Name	Operating Mode 2	Type	NONE	Level	LOCATION	Call Forwarding		Enabled	N	Destination	N	Destination Voicemail Enabled	N
Operating Modes Info																		
Name	Operating Mode 2																	
Type	NONE																	
Level	LOCATION																	
Call Forwarding																		
Enabled	N																	
Destination	N																	
Destination Voicemail Enabled	N																	

8.5.13 Recordings

The Call Recording feature enables authorized agents to record any active call that Webex Contact Center manages. A Cisco Webex Call Recording setting contains configurations that enable or disable call recording, specify recording options (e.g., on-demand, always-on, or paused), and define storage and compliance settings for recorded calls within an organization or location.

The following Call Recording settings are configured for this organization and its locations:

Features: Call Recording																																					
Name	Details																																				
Call Recording Settings	<table border="1"> <thead> <tr> <th colspan="2">Call Recording Settings</th> </tr> </thead> <tbody> <tr> <td>Organization</td> <td>sw-2xfb</td> </tr> <tr> <td>Enabled</td> <td>Y</td> </tr> <tr> <td>Vendor Id</td> <td>Y2lzY29zcGFyazovL3VzL1JFQ09SREIOR19WRU5ET1vZmVjYjYzNGUtYzMyZS00ZWJmLTlhYzMtMmVhYjk3Y2lyNjNk</td> </tr> <tr> <td>Vendor Name</td> <td>Dubber</td> </tr> <tr> <td>Terms Of Service Url</td> <td>https://www.dubber.net/terms</td> </tr> </tbody> </table>	Call Recording Settings		Organization	sw-2xfb	Enabled	Y	Vendor Id	Y2lzY29zcGFyazovL3VzL1JFQ09SREIOR19WRU5ET1vZmVjYjYzNGUtYzMyZS00ZWJmLTlhYzMtMmVhYjk3Y2lyNjNk	Vendor Name	Dubber	Terms Of Service Url	https://www.dubber.net/terms																								
Call Recording Settings																																					
Organization	sw-2xfb																																				
Enabled	Y																																				
Vendor Id	Y2lzY29zcGFyazovL3VzL1JFQ09SREIOR19WRU5ET1vZmVjYjYzNGUtYzMyZS00ZWJmLTlhYzMtMmVhYjk3Y2lyNjNk																																				
Vendor Name	Dubber																																				
Terms Of Service Url	https://www.dubber.net/terms																																				
Compliance Announcement Setting	<table border="1"> <thead> <tr> <th colspan="2">Call Recording Compliance Announcement Setting</th> </tr> </thead> <tbody> <tr> <td>Inbound PSTN Calls Enabled</td> <td>False</td> </tr> <tr> <td>Outbound PSTN Calls Enabled</td> <td>False</td> </tr> <tr> <td>Outbound PSTN Calls Delay Enabled</td> <td>N</td> </tr> <tr> <td>Delay in Seconds</td> <td>10</td> </tr> </tbody> </table>	Call Recording Compliance Announcement Setting		Inbound PSTN Calls Enabled	False	Outbound PSTN Calls Enabled	False	Outbound PSTN Calls Delay Enabled	N	Delay in Seconds	10																										
Call Recording Compliance Announcement Setting																																					
Inbound PSTN Calls Enabled	False																																				
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Outbound PSTN Calls Delay Enabled	N																																				
Delay in Seconds	10																																				
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8.5.14 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	<table border="1"> <tr><td colspan="2">Paging Group - Basic Settings</td></tr> <tr><td>Name</td><td>Paging Group 1</td></tr> <tr><td>Phone Number</td><td></td></tr> <tr><td>Extension</td><td>1003</td></tr> <tr><td colspan="2">Paging Group - Details</td></tr> <tr><td>Enabled</td><td>Y</td></tr> <tr><td>Language</td><td>English</td></tr> <tr><td>Language Code</td><td>en_us</td></tr> <tr><td>First Name</td><td>Paging Group 1</td></tr> <tr><td>Last Name</td><td>Paging Group 1</td></tr> <tr><td>Originator Caller Id Enabled</td><td>N</td></tr> <tr><td colspan="2">[1]: Paging Group - Originator</td></tr> <tr><td>[1]: First Name</td><td>Fremont Meeting Rm</td></tr> <tr><td>[1]: Last Name</td><td>.</td></tr> <tr><td>[1]: Type</td><td>PLACE</td></tr> <tr><td>[1]: Phone Number</td><td></td></tr> </table>	Paging Group - Basic Settings		Name	Paging Group 1	Phone Number		Extension	1003	Paging Group - Details		Enabled	Y	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	
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8.5.15 Single Number Reach

Single Number Reach (SNR) in Cisco Webex Calling allows users to receive calls to their work number on multiple devices, such as their desk phone and a mobile phone, using a single primary phone number, with the ability to push or pull calls between devices while displaying the primary number as the caller ID.

The following service and standard PSTN numbers are available to be assigned as the primary phone number for Single Number Reach. These numbers are associated with the location specified in the request URL, can be active or inactive, and are unassigned:

Single Number Reach Primary Available Phone Numbers						
Location	Phone Number	State	Is Main#	Type	Is Toll Free#	Is Service#
Fremont Campus	+19255552000	Y	N	PSTN_NUMBER	N	N
Fremont Campus	+19255552001	Y	Y	PSTN_NUMBER	N	N
Fremont Campus	+19255552002	Y	N	PSTN_NUMBER	N	N
Fremont Campus	+19255552003	Y	N	PSTN_NUMBER	N	N
Fremont Loc 1	+19255551000	Y	Y	PSTN_NUMBER	N	N

8.6 Service Settings

This section contains various Webex Calling settings that are in the Webex Control Hub > Services > Calling > Service Settings. Please note that this section is incomplete as the API does not offer all settings.

The 'Service Settings' section contains:

- Voicemail Settings
- Voicemail Rules
- Voicemail MoH
- Voicemail Announcements

8.6.1 Voicemail Settings

Organizational voicemail settings determines what voicemail features a person can configure and automatic message expiration.

Voicemail Settings	
Voicemail Settings	
Message Expiry Enabled	N
Number of Days for Message Expiry	15
Strict Deletion Enabled	N
Voice Message Forwarding Enabled	Y

8.6.2 Voicemail Rules

Organizational voicemail rules specify the default passcode requirements. They are provided for informational purposes only and cannot be modified.

Voicemail Rules Settings	
Default Voicemail Pin Rules	
Block Repeated Patterns Enabled	Y
Default Voicemail Pin Enabled	N
Block Repeated Digits	
Enabled	Y
Max	3
Block Contiguous Sequences	
Enabled	Y
Number of Ascending Digits	3
Number of Descending Digits	3
Pin Length	
Min	6
Max	30

Expire Passcode	
Enabled	Y
Number of Days	180
Change Passcode	
Enabled	N
Number of Days	1
Block Previous Passcodes	
Enabled	Y
Number of Passcodes	10

8.6.3 Voicemail MoH

Voicemail MOH	
Voicemail MOH	
Default Org MOH	LEGACY

8.6.4 Voicemail MoH

List all languages supported by Webex Calling for announcements and voice prompts.

Voicemail MOH	
ar_ae	Arabic (United Arab Emirates)
ar_sa	Arabic (Saudi Arabia)
bg_bg	Bulgarian (Bulgaria)
ca_es	Catalan (Spain)
cs_cz	Czech (Czech Republic)
da_dk	Danish (Denmark)
de_de	German
en_au	English (Australia)
en_ca	English (Canada)
en_gb	English (United Kingdom)
en_nz	English (New Zealand)
en_us	English
es_co	Spanish (Colombia)
es_es	Spanish (Spain)
es_mx	Spanish (Mexico)
fi_fi	Finnish (Finland)
fr_ca	Canadian French(Canada)
fr_fr	French
hr_hr	Croatian (Croatia)
hu_hu	Hungarian (Hungary)
id_id	Indonesian (Indonesia)
it_it	Italian
iw_il	Hebrew (Israel)
ja_jp	Japanese
ko_kr	Korean (South Korea)
nb_no	Bokmal Norwegian(Norway)
nl_nl	Dutch (Netherlands)
pl_pl	Polish (Poland)
pt_br	Portuguese (Brazilian)
pt_pt	Portuguese
ro_ro	Romanian (Romania)
ru_ru	Russian (Russia)
sr_rs	Serbian Cyrillic (Serbia)
sv_se	Swedish (Sweden)
th_th	Thai (Thailand)

tr_tr	Turkish (Turkey)
vi_vn	Vietnamese (Vietnam)
zh_cn	Chinese (China)
zh_tw	Chinese (Taiwan)

8.7 Client Settings

Client Call Settings supports reading and writing of Webex Calling client settings for a specific organization. This is for the organization's MS Teams settings.

MS Teams Settings	
Client Settings	
Level	GLOBAL
Organization ID	Y2lzY29zcGFyazovL3VzL09SR0FOSVpBVEIPTi9kZTYzODMxNy1kZjc0LTRIOTUtYjg0YS01MWWY5OGlxMmRhYjc
Setting - PRESENCE_SYNC	
Setting Name	PRESENCE_SYNC
Value	N
Last Modified	2024-11-22T18:40:07.269Z
Setting - HIDE_WEBEX_APP	
Setting Name	HIDE_WEBEX_APP
Value	N
Last Modified	2024-11-22T18:38:21.420Z