

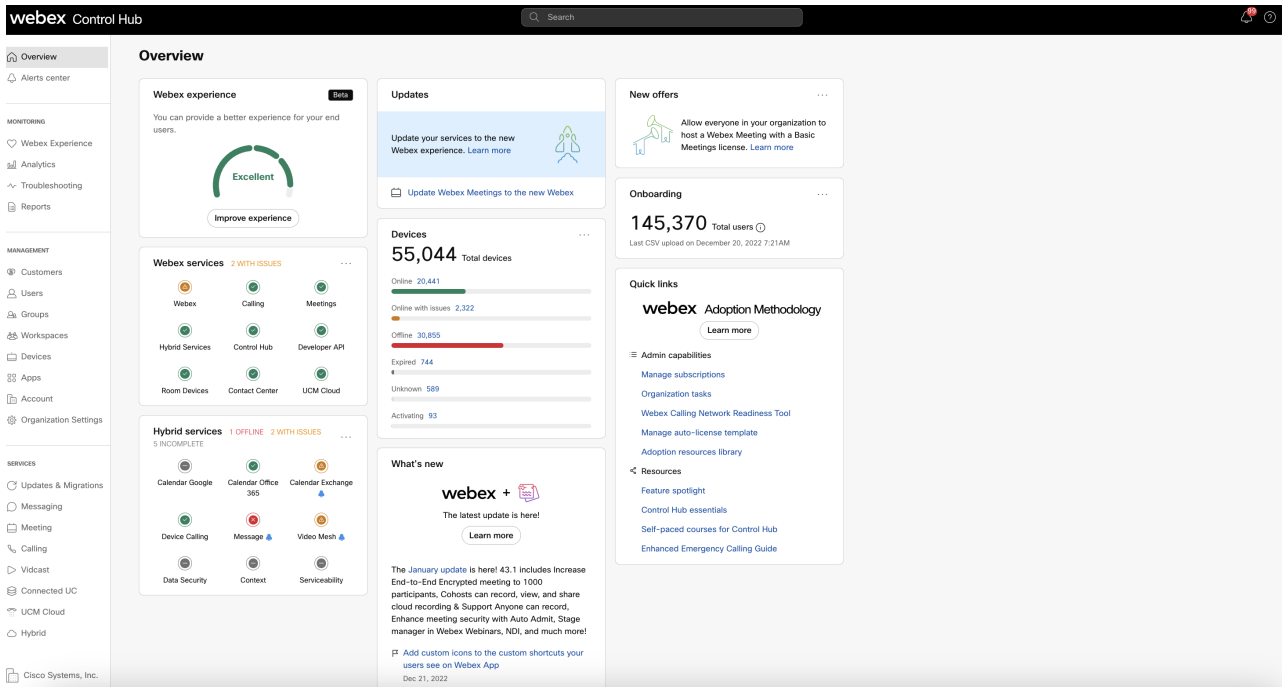


Control Hub

Identity, Access Control, Administration,
Troubleshoot, Analytics, and Reporting
for the Webex portfolio of products

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Above: Control Hub dashboard

Control Hub is a web-based, intuitive, management portal for the Webex portfolio of products

Control Hub enables you to provision, administer, and manage Webex services and Webex Hybrid Services, such as Hybrid Call Service, Hybrid Calendar Service, Hybrid Directory Service, and Video Mesh.

Overview

Control Hub offers key administrative capabilities such as user onboarding and management, workspace/device administration, security and compliance controls, a rich set of troubleshooting tools, license usage and adoption analytics, as well as a comprehensive list of reports that an IT administrator can run across all the Webex services – Meeting, Messaging, Calling, Contact Center, and Devices. IT administrators can access Control Hub by logging into admin.webex.com from a supported browser. Control Hub offers a rich set of controls,

configuration options, and automation capabilities to simplify the workflow of the IT administrator. Administrators can also troubleshoot meetings and calls or measure adoption using the analytics dashboards. Control Hub also offers the ability for administrators to configure security, legal, and compliance controls to manage corporate data and assets. In addition to standard controls, administrators can use the Pro Pack and Extended Security Packs for enhanced security settings and compliance controls.

Pro Pack is a premium offer for customers that require more advanced capabilities, or even integrations with their existing security, compliance, and analytics software. Access can be provided specifically to those that need these more advanced capabilities—for example, information security professionals, compliance officers, or business analysts. Pro Pack can be purchased as an add-on but is included with most Enterprise Agreement (EA) offers.

Extended Security Pack is another premium offer that provides organizations with key capabilities that protect them from malware, data-loss prevention, and provides finer grain control over how employees collaborate within the organization and externally with users outside of the organization. The [Data Security and Privacy datasheet](#) contains more information on the security features available on the Webex platform.

User, identity, and access management

User provisioning and administration

Control Hub makes user onboarding simple. Administrators have the ability to provision and manage user identities through various methods such as via the Control Hub UI, Comma-Separated Values (CSV) file upload, via the Active Directory synchronization tool, Azure AD Wizard, or via APIs that comply with the industry-standard System for Cross-Domain Identity Management (SCIM).

The identity and access management service provides one of the key pillars of user identity and access protection for the cloud. The ability to provision, authenticate, and authorize users to the service and the appropriate spaces underpins the industry-leading security model used by the cloud for Webex. Only users who successfully authenticate and are authorized can join a space or meeting or make calls. In today's security-conscious environment, the ability to deprovision users and remove access when needed is critical. All of this can be centrally managed through Control Hub. Control Hub's user details page provides the ability to assign licenses, enforce organization's policy, assign service specific roles, and troubleshoot issues.

There is also a Claim Users feature for bringing users who already have a free Webex account into an organization that is being managed by a company administrator.

User group creation and management

Administrators have been able to synchronize groups through the Active Directory synchronization tool. Recently, the ability to create and manage user groups was added to the Webex Developer APIs and the Azure AD Wizard. In addition, Groups can now be added using the Control Hub UI ("Webex Groups"). Groups allow administrators to configure auto-license assignment, by setting templates to enforce the organization's policies for groups of users. In addition, embedded apps may also be assigned or unassigned to groups of users in Control Hub.

Table 1. Summary of the Control Hub features available to provision users

FEATURE	BENEFIT
Control Hub UI	Users can be provisioned via the Control Hub UI. The add user wizard allows an admin to provision users, as well as assign them licenses.
People API & Groups API	Use People API and Groups API to add users and groups to an organization automatically. You can also use this API to assign licenses and admin roles to users.
Active Directory (AD) synchronization with the Directory Connector	Use this software in a virtual machine or on a bare-metal Windows machine to provision and deprovision users based on a synchronization schedule that meets your enterprise requirements. You can choose from your AD containers and use Lightweight Directory Access Protocol (LDAP) filters to select smaller groups of users to start a proof of concept quickly and expand when ready to roll out to the entire organization.
AD synchronization Multidomain and multiforest with the Directory Connector	Organizations that have users in multiple forests or across multiple domains can use the Webex AD Connector to synchronize users into the cloud
Azure AD synchronization with Wizard App	Azure AD Wizard App is a Control Hub native web app for customers to provision users and groups from Azure AD to Webex Identity. The Wizard App provides a step-by-step guide to complete configuration including managing users, groups, groups membership, users' profile pictures, and adding verified domains from Azure AD. Considering different user scenarios, the admin can sync users on demand for quick provisioning of users or troubleshooting problems. With this wizard Admins can enable SSO via OIDC (OpenID Connect) with one click Admins can view the sync summary and report to learn sync status.
Room synchronization	Managing devices such as Webex Boards or scheduling a meeting in a room that contains a Webex room device is much easier when you can use rooms that already exist in AD. Use the Directory Connector to synchronize rooms to the cloud.
Profile picture synchronization	<p>Use Directory Connector to synchronize profile pictures to the cloud so users can see who they are inviting to Webex spaces or searching for from within the directory. All user attributes imported from AD are unalterable by the end user on the Webex platform.</p> <p>Azure AD Wizard App provides the capability to sync users' profile pictures to Webex. The admin can enable profile picture synchronization option in the app according to what the customers need.</p>

Table 1. (continued) Summary of the Control Hub features available to provision users

FEATURE	BENEFIT
<p>Webex group management</p>	<p>Manage groups and group membership directly in Control Hub instead of relying on synchronization of groups from external sources such as Active Directory, Azure AD, or Webex Developer API's.</p>

Automatic license assignment

With automatic license assignment, users that are added to Control Hub are automatically assigned licenses specified beforehand and can immediately start using their assigned services. The auto-license assignment is available at either the organization level or the group level. Once auto-license assignment is set up, any users being provisioned into the organization are assigned the licenses without any administrator intervention. This includes adding users through all methods of user provisioning such as the Control Hub UI, directory synchronization, Webex Messenger sync, Webex site linking, CSV file upload, self-signup, and so on. For the administrator's convenience, an onboarding report is available to view user onboarding history and trends.

Auto-licensing can also be applied to existing users in the organization and is a convenient way to make bulk licensing changes. The administrator can choose to preserve any pre-assigned licenses or choose to remove licenses in bulk using the auto-licensing feature.

Basic Licenses

When users are onboarded, they are automatically assigned basic licenses for messaging, meetings, and 1:1 calling. Basic licenses have a reduced feature set but enough to allow for users to collaborate with each other without compromising their experience. Administrators

can always assign the purchased full featured licenses to all their users. However, in situations where the administrator assigns full feature licenses to some users, by tracking usage in Control Hub administrators can confidently forecast their full featured license needs without compromising their users' collaboration experience. Note that the administrator can always control what gets assigned to their users (including the basic licenses) through auto-licensing.

Licensing users outside your organization

Until recently you could only assign Meeting licenses to users in your own Control Hub Org. Now, you can also assign Meeting site licenses for users outside your org. [See this help article on how you can assign meeting licenses to users outside your org.](#)

Administrators who do not want their users to get licenses for Webex services from external organizations can choose to block this. [See this help doc](#) on how to block your users from getting licenses for external meeting sites.

Note: Licensing 'external' users, which was always possible onsite Administrator managed sites, and this block does not affect those sites or users. Those users will retain their licenses when those sites are converted to Control Hub managed sites. This control also does not remove licenses from external meeting sites for previous licenses.

Role-based access control

Control Hub provides role-based access so that distinct levels of administrator access can be set up for customers and partners. Table 2 lists the roles that are currently available in Control Hub:

Table 2. Roles and permissions

FEATURE	BENEFIT
Full administrator	Manage users, end-user devices, shared devices, BOTS, spaces, setting templates, analytics and reports, support metrics and notifications, licenses, and upgrades, and assign admin roles to users. This is a root role that allows for full read/write management access to Control Hub.
Read-only administrator	Read-only view of Control Hub.
Device administrator	Manage end-user devices, and shared devices
User and device administrator	Manage users, end-user devices, and shared devices
Meeting site administrator	Administrators can add, modify, and delete Webex sites if the partner enabled Webex site management for customers. For more information, please click here .
Contact center administrator	This role allows administrators to manage the contact center service and licenses
Help Desk support*	Allows access to the Help Desk support tool
Compliance officer	Compliance officers can perform searches to extract content to support legal cases and meet regulatory requirements
Sales administrator*	Manage trials, customers, and their organization, including overview and reports

* Available to partners only

¹ Organizations can synchronize their Microsoft Active Directory on-premises with the Webex platform. This directory synchronization automatically adds and deletes users and securely eliminates the need to manage multiple directory databases for Webex services.

Table 2. (continued) Roles and permissions

FEATURE	BENEFIT
Support administrator	Access to platform availability and troubleshooting tools
Advanced troubleshooting access	Access the Live Meeting page in the Troubleshooting tab and access to join in-progress meetings for troubleshooting meeting issues

External Administrators

Some organizations outsource management of certain IT services where the administrators may not have an account in that company’s directory and may not have an account in their Control Hub Organizations. These administrators can be added as “External Administrators” in your Control Hub Org. They just need a Webex account to be added as an external administrator– it can be a free Webex Account. [See this help doc](#) on how to add external administrators to your org.

Single Sign-On

With Control Hub, customers can turn on Single Sign-On (SSO) for their users to help ensure that they enter their IT-approved password to access Webex. SSO integration using Security Assertion Markup Language (SAML) v2 Federation is supported with Microsoft Active Directory Federation Services (ADFS) or Azure Active Directory (Azure AD), Okta, Ping Identity, ForgeRock, or other industry-leading identity providers.

Authentication to Webex is easy once a user has been provisioned on the platform. Depending on the choice made at the administrator level, a user can either

authenticate with a username and password stored in Webex or authenticate to another identity provider and, through the SAML 2.0 protocol, use federated authentication to gain access. Federated SSO improves usability and security for customers, as the cloud does not store a password for the user. Federated SSO also reduces the total cost of ownership for enterprises, as it saves administrators time and reduces the number of calls to the help desk for password reset or lockout events because of forgotten passwords.

Webex also can provide Multifactor Authentication (MFA) by integrating with SAML v2 identity providers that support this mechanism. This capability is critical, as many organizations deploy MFA mechanisms across their enterprise for all services or for services that require special or additional factors during the authentication: Factors may include something you know (such as your password), something you have (such as a x509 certificate), HMAC- based One-Time Password (HOTP), Time-based One-Time Password (TOTP), device fingerprinting, or any other mechanism supported by the identity provider. When a customer does not have an IDP that supports MFA, a customer can use built in MFA capabilities by either turning it on in Webex for all users, assigning it to specific users, or turning it on for just Control Hub, so all admins must use MFA to perform management tasks in Control Hub.



The cloud uses the OAuth 2.0 protocol to provide authorization across services, allowing for longer-lived user sessions and more specific security when accessing APIs. The OAuth 2.0 implementation provides API security used for devices and integration of third-party APIs, bots, and integrations. This critical protocol allows the Webex Depot and developers to extend the cloud to use additional services such as Box, IFTTT, Salesforce, Github, and many other bots or integrations.

Multiple Identity Providers (IDP) per Organization

Customers who purchase a ProPack license can use Control Hub to help them manage authentication when an administrator has users in different Identity Providers. This also supports situations where a customer has some users who must use SSO with their IDP and have some users who must use a username and password stored in Webex as their Identity Provider. Customers who have an OpenID based IDP can now simplify their configuration and reduce their total cost of ownership by not having to manage certificates needed to protect SAML based communication between the IDP and

their SP. Webex Identity will support the ability to bring your own OpenID based IDP by selecting from a list of supported OpenID based IDP (e.g., Microsoft, Google, OKTA, PingID, ForgeRock or Apple, etc.). If you wish to customize the configuration with providers like Microsoft or OKTA, you can bring your own ClientID and Secret to configure for extra security.

Table 3 summarizes the Control Hub features available for managing the authentication, and authorization of users.

Table 3. Access management features and benefits

FEATURE	BENEFIT
<p>Basic authentication</p>	<p>Webex supports authentication via username (email) and password</p>
<p>Password policy enforcement</p>	<p>The default password policy requires a user to enter 1 uppercase letter, 1 number, and 1 special character and must be 8 characters long. It also filters out common names and words that might be used in creating a strong password with entropy.</p>
<p>Token policy management</p>	<p>With Webex Pro Pack, you can create a custom token policy for your Webex App for web, mobile or desktop users and control how often users are required to login or re-authenticate on mobile, desktop, or web clients.</p>

*All features in this table are with the standard offer

Table 3. (continued) Access management features and benefits

FEATURE	BENEFIT
<p>SAML 2.0 federated SSO</p>	<p>Webex supports federated SSO with the SAML 2.0 protocol. After the cloud and the identity provider exchange metadata that creates a circle of trust between them, all authentication for the users in the Webex tenant will be redirected to the identity provider for authentication. This gives you the freedom to define an authentication method that is appropriate for your users and that meets industry security requirements.</p>
<p>Multifactor Authentication (MFA)</p>	<p>Webex supports MFA via SAML 2.0 federated SSO and when an IDP is not available a customer can turn on MFA for all users within the organization, per user or for all users who login to Control Hub. If customers are concerned about Zero Trust for their entire enterprise or for more applications beyond Webex, they can use Cisco Duo to provide endpoint security and Zero Trust security with new features like Wi-Fi-fingerprinting.</p>
<p>Authorization (OAuth 2.0)</p>	<p>Webex supports OAuth 2.0 to allow users, after authentication, to receive an industry-standard OAuth 2.0 token that has the appropriate scopes for the role, license, and micro-service the user is accessing on the cloud. This capability also allows devices, bots, and integrations to access the appropriate APIs and microservices to provide the capabilities needed on Webex.</p>
<p>Role-Based Access Control (RBAC)</p>	<p>Control Hub uses RBAC to make sure administrators have access to the right set of features and functions to manage the services their role requires. Webex supports the following roles: full administrator, user and device administrator, device administrator, read-only administrator, support administrator, and compliance officer.</p>
<p>Sign-in Logs</p>	<p>Sign-in Logs API allows admins to consume user sign-in data in SIEM, UEBA, or dashboarding tools of their choice. This data can help admins detect security incidents, get deep insights into users' sign-in patterns, understand Webex applications, and monitor application usage over time.</p>

*All features in this table are with the standard offer

Authentication and authorization flow

Figure 1 illustrates the flow between the user on a Webex App, the Webex service, and your identity Provider (IdP) when you configure Webex for authentication and authorization with a SAML identity provider for federated SSO. This is a typical industry standard for SSO authentication.

Users gain access to Webex services after successful authentication and authorization. Administrators must consider employee lifecycle use cases to maintain the overall security of their Webex services.

You can use features such as the manual delete via Control Hub, Webex Directory Connector, or the SCIM API to help ensure that users are deprovisioned and lose access after an HR event.

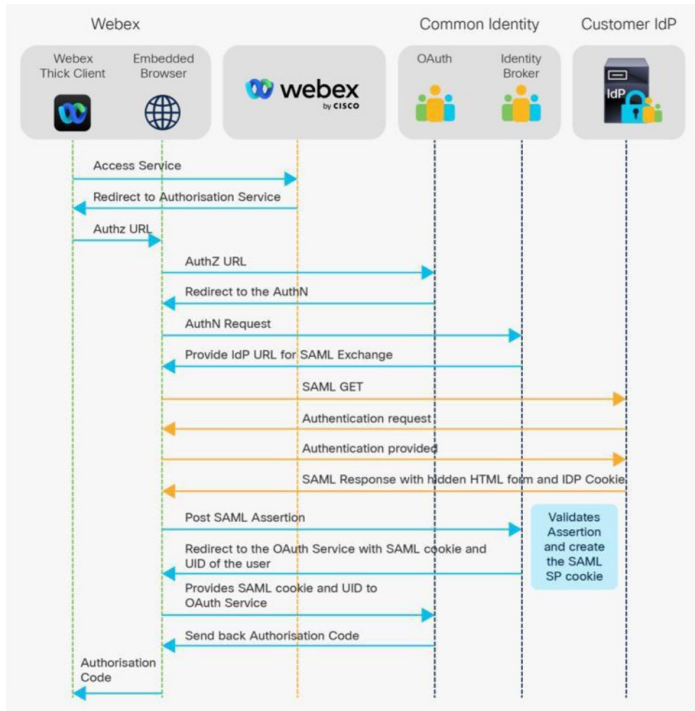


Figure 1. Authentication and authorization flow via Webex

Webex identity management partners

Cisco worked with the leading identity providers in the market for both on-premises and identity-as-a-service integration to provide SAML v2 federated SSO. We have either created integration guides or confirmed customer integrations for the following partners:

ON-PREMISE IDENTITY PROVIDERS	IDENTITY-AS-A-SERVICE VENDORS
<ul style="list-style-type: none"> • Microsoft ADFS • Oracle Access Manager • Ping Identity • OpenAM • IBM Security Access Manager • CA Siteminder • F5 – BigIP • Shibboleth 	<ul style="list-style-type: none"> • Okta • PingOne • Salesforce • Microsoft Azure • Oracle Identity Cloud Service • Centrify • OneLogin

Devices and workplaces

Device management

Control Hub provides a simple interface to onboard and activate Webex personal and shared devices. Device onboarding can be done easily using a 16-digit activation code or a QR code generated in Control Hub. Once the devices are onboarded, an administrator has visibility into the details and states of those devices and can update selected configuration settings from Control Hub, such as turn on a settings lock to prevent end users from changing a room system configuration using a touch panel. If there are any issues with a device that need attention (such as an unplugged cable or upgrade requirements), the administrator can see those issues listed in Control Hub on that device's detail panel.

Workplace optimization

Workspaces in Control Hub is a real-time capability that helps you understand the activity that is happening in your meeting rooms, open spaces and even with your Webex Rooms devices at home. You can attribute each space to a "workspace" in Control Hub. This allows you to filter metrics by the type of workspace—for example by huddle spaces, meeting rooms, focus rooms, etc.

The Workspaces tab gives you rich insight into every type of activity, even during local meetings when Webex Rooms devices are not being used. You will find analytics

on devices in use, occupancy count, and environmental data including room acoustics, room air quality, temperature and humidity, and room lighting.

With historical utilization tracking, you can view historical data from each space, or select a holistic view of the whole organization. Analyze both room utilization metrics and room environment metrics such as rooms booked but not used, median occupancy across your spaces, and ambient noise levels. You will be able to view data from the last 24 hours or for a 7, 30, or 90-day period.

The quality-of-service metrics are being expanded over time.

Control Hub is the single management portal for all Webex products

Control Hub provides an interface for management of all Webex services that an organization has deployed. Administrators can administer, license, configure, monitor, and troubleshoot all Webex services centrally in a single web tool.

Table 4 lists global settings that can be managed by an administrator from Control Hub.

Table 4. Global settings available from Control Hub within Organization Settings or Account Management

SETTING NAME	ADMINISTRATION CAPABILITIES
Account and Subscription Management	Within the accounts section on the left navigation, manage your organization name, organization profile and the subscriptions.
Security	Restrict Webex App launch to those mobile devices that are protected with locked screens
Privacy	Set Support access to your portal in read-only mode, enable automatic crash reports for devices to be uploaded to Support
Domains	Add and verify SIP domains
Webex SIP address	Set SIP address subdomains for Webex services
Directory synchronization	Enable or disable directory synchronization
Authentication	Enable or disable SSO
Email Management	Control whether Webex sends invite emails to end users
Branding Management	Add your organizations logo, color scheme, custom virtual background, and links to personalize the Webex app experience
Support	Configure support parameters for the organization

Table 4. (continued) Global settings available from Control Hub within Organization Settings or Account Management

SETTING NAME	ADMINISTRATION CAPABILITIES
Application Management	Manage the organizations preferred integrations, bots, and embedded applications
AI (Artificial Intelligence) Features	Face recognition, simultaneous translations, and Webex Assistant

Table 5 lists Webex services that can be managed from Control Hub and the high-level administration capabilities for each service.

Table 5. Webex services available from Control Hub

SETTING NAME	ADMINISTRATION CAPABILITIES
Webex Calling	Set up service, configure settings
Webex App	Set up service, configure settings
Webex Meetings and Webinar	For new orders, set up service and configure settings; for existing sites administer specific settings via site linking
Webex Contact Center	Set up service, manage agents and users, configure settings
Webex Messaging	Set up service, configure settings
Vidcast	Manage user policies and access

Table 5. (continued) Webex services available from Control Hub

SETTING NAME	ADMINISTRATION CAPABILITIES
Slido	Manage user policies and access
Events	Manage user policies and access
Hybrid Call Service	Register or deregister connectors, view resources, schedule software upgrades, view service or resource errors, upload certificates, verify SIP domains, deactivate service
Hybrid Calendar Service	Activate service with Google Calendar or Microsoft Exchange, register or deregister connectors, view resources, schedule software upgrades, view service or resource errors, deactivate service
Edge Video Mesh	Onboard or remove Hybrid Media servers, view resources, view service or resource errors, configure video quality for on-premises meetings, schedule upgrades, deactivate service
Hybrid Data Security	Manage and store keys used for encrypting content and services that operate on generating search index hashes
Context Service	Register or deregister connectors, view resources, deactivate service
On-premises resources*	View all resources from a single location, perform cluster-level configuration, such as setting time zone and defining resource groups

*Hybrid Services

Setting Templates for automated enforcement of organization policy

Setting templates provide an automated way for administrators to set policies on a group of users. Setting templates provides rich controls across meeting, messaging, calling, Vidcast, and for cross-service features. An administrator can apply a setting to all users in their organization, an individual user, or to specific groups using the setting template. Once set, the setting template will automatically apply to all users of the group.

Global search

Control Hub features Global search which makes it easy to navigate directly to a setting, user, or asset an administrator wants to manage.

Webex Meetings management

Historically Webex Meetings Sites were managed via the Site Administration tool. IT administrators can now fully manage new Meetings Sites via Control Hub.

Control Hub now provides access to all controls available in the Site Administration tool such as user license assignment, session types, tracking codes, site configuration and more. Once transitioned from Site Administration Tool, Control Hub becomes the main unified administration portal for managing all your meeting services.

Some features work differently on Control Hub managed sites than they did on Site Administration – this article describes those in detail.

Note: all meeting sites should transition to Control Hub management since the Site Administration tool will be retired at the end of 2023. This article walks you through everything related to [upgrading your meeting site management from Site Administration to Control Hub](#).

Webex Calling management

Webex Calling is a cloud-based phone system that is designed to provide an intuitive calling experience for the smallest Webex customer and yet provide advanced calling features that can scale to large, multi-national enterprise customers. Through Control Hub, customer and partner administrators can access key Webex Calling features, including:

- **User Calling Features:** Assign enterprise-class calling features to individual users, including voicemail settings, call forwarding settings, caller id, inbound and outbound calling permissions, number and extension dialing, and more.
- **Location Features:** Create and configure location features, including auto attendants, call queues, hunt groups, call park groups, and virtual on-next extensions. Configure your location settings, including inbound and outbound call routing and permissions. Manage new, differentiated solutions like Webex Calling's Group Call Management suite.
- **PSTN (Public Switched Telephone Network) and Number Management:** Establish PSTN connectivity across multiple options, including local gateway, cloud connected PSTN partners, and Cisco PSTN. Once PSTN is configured through Control Hub, order and assign numbers to users, workspaces, and Webex Calling services. Configure emergency service information, including emergency address and callback information.
- **Analytics:** Webex Calling Analytics in Control Hub provide call quality and engagement details for the organization to track the adoption of Webex Calling. Call information can be tracked by individuals, with filtering by endpoints, including Cisco IP Phones, Webex Room Devices, and soft clients. Media quality data is available for all calls, with threshold tracking based on packet loss, latency, and jitter. Trend analysis is available with daily, weekly, and monthly views.

Cloud-Connected UC

Webex Cloud-Connected UC offers a centralized, global administrative view of unified communications applications deployment such as UCM, UCM cloud, and Hosted Collaboration Solution (HCS). Cloud-Connected UC centralizes important administrative operations and functions for these systems in the cloud using Control Hub. These operations include system health checks, analytics, troubleshooting, and service and certificate updates.

Cloud-Connected UC is designed for customers with on-premises UCM deployments that would like to augment their CUCM (Cisco Unified Communication Manager) with some management features from the cloud while keeping their calling workload on the premises. Customers can use dashboards in Control Hub to review, assess, and manage operations of their deployment. Analytics and cluster software upgrades for CUCM are available in Control Hub.

Webex Messaging Management

Table 6. Messaging settings available from Control Hub (Pro Pack Required)

FEATURE	BENEFIT
File sharing control	Set upload, download and preview restrictions for file sharing in Webex based on internal vs external users, file type, file size, client type, Webex app and bots
Preview shared links	Controls whether link previews are shown in Webex
Share animated GIFs	Control GIPHY integration, which controls the GIF option in Webex
Giphy Content rating	Control the G vs PG rated Giphy content that can be shared in Webex
Share Whiteboard & Annotations	Controls upload, download & preview of whiteboards and annotations.
IP range control	Control IP range or address based restriction for file upload, preview, download and to whiteboards and annotations in Webex.

Contact Center Management

Webex Contact Center is integrated with Control Hub to provide a unified administration experience. Service provisioning is fully automated and integrated into the common onboarding flow of Webex. Once provisioned, all the user, license, security, and feature management operations can be executed by partner and customer

Enterprise Content Management (ECM)

In addition to its native file sharing and storage, Control Hub also offers IT administrators the flexibility to enable Microsoft OneDrive, SharePoint Online and Box as an Enterprise Content Management (ECM) solution to their users. So, users can share, edit, and grab the latest OneDrive, SharePoint Online and Box (editing not supported) files right within workspaces.

The setup is a single toggle in [Control Hub](#) and IT administrators have full control to select which SharePoint Online or OneDrive domains or Microsoft Azure Tenant ID they want to enable without having to change their existing file-sharing permissions and Data Loss Prevention (DLP) policies. IT administrators can configure settings for their enterprise content management platform and manage access to Webex standard storage. This ensures that only IT-approved domains are available, and users cannot use personal OneDrive folders. This not only eliminates data loss risk, but also protects against malware threats. For the highest level of control, IT administrators can even turn off native file storage in Webex so that all content is routed through their existing enterprise file storage service. New files and folders can be uploaded to

administrators from within Control Hub. Additionally, all contact center applications provide a single-sign-on experience powered by the Identity platform. For advanced administrative options, users can seamlessly cross launch to the Contact Center Management Portal.

OneDrive, SharePoint Online or Box right from Webex and share, view, and co-edit files within Webex. If everyone in the space is working on files in a Microsoft OneDrive or SharePoint Online folder, the space can be linked to that folder and files within the linked folder can directly be accessed from the Webex space.

Control Hub ECM controls:

- Allow IT administrators to enable Webex native file storage or Microsoft OneDrive, SharePoint Online and Box
- Block personal or shadow IT OneDrive or SharePoint Online folders, and only allow approved instances
- Allow IT administrators to enable or disable ECM entitlement to a subset of users or an entire organization
- Allow IT administrators to Link folders to spaces for OneDrive / SharePoint Online
- Enable / disable screen capture when native storage is turned off

Additional capabilities

Help Desk

The Help Desk feature allows a partner with the help desk administrator role to look up users, devices, and services activated in an organization and see selected settings in read-only mode. Using this information, the partner support person can troubleshoot end users' problems – for example, whether devices are registered with the platform or if services are properly activated for a specific user.

Partners can additionally use the Help Desk feature to provide Tier 1 support to their customers' users. Search results provide relevant details at-a-glance, along with the ability to view the customer's Control Hub in read-only mode if the customer has opted in to allow partner access. Partners can also look up customer orders to see their status and to help with customer inquiries. To use the order lookup tool, a user must be assigned the order administrator role.

Help Desk is only available to Cisco partners.

Partner Hub

For customer trials and customer management.

Through Partner Hub, partners can easily demonstrate the business value of Webex by creating 30-, 60-, and 90-day trials at no cost for potential customers through Control Hub. The full collaboration suite of services offered within Webex is available for trial, including Webex Meetings, Messaging, Calling (with public

switched telephone network [PSTN] services), and devices. Partner administrators can edit the terms of the trial (for example, changing the length of the trial or adding services).

Partners can view and manage their paying customers and their customer trials in Control Hub. The customer list provides an uncomplicated way for partner administrators to view their customers' services and account status, and the number of licenses the customer has purchased. Analytics in Partner Hub also provides a summary view of all subscriptions that have been sold to customers, with the ability to get more details about customers that need the partner's attention.

Partner Hub is only available to Cisco partners.

Audit administrator activity

The admin audit log provides the data for forensic queries or for archiving. A log of admin actions is a requirement for compliance in many organizations and industries. Full administrators can view significant actions (such as changes to ORG settings) done by any administrator via the admin audit log stored in Control Hub. These admin audit logs can be viewed in Control Hub, where you can search for admin actions during a specific date range or specific action or specific administrator to narrow search results. You can also download the logs to a Comma Separated Values (CSV) file. **Dedicated developer support is provided via <https://developer.webex.com/support>.**

APIs

Common admin operations done in Control Hub can also be done via APIs. This enables automation of onboarding and offboarding users and much more.

These links provide more information on those APIs:

- [User management](#)
- [Group management](#)
- [Device management](#)
- [Webex Calling management audit admin activity](#)
- [Compliance officer access to user activity](#)

The list above is a not a complete list – it is only a representative sample.

All APIs are available from developer.webex.com

Dedicated support for developers is provided via <https://developer.webex.com/support>

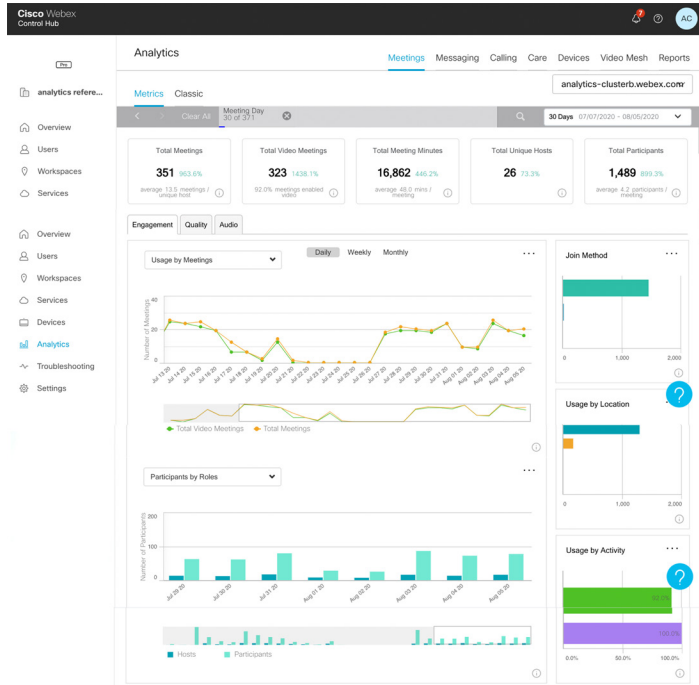
Analytics (UI sample screenshot)

Control Hub Analytics provides IT Admins with interactive data visualizations that provide valuable insights for usage trends and adoption statistics. These insights can be used to help with strategies that promote and optimize Webex services across the IT Admins organization. Advanced analytics capabilities as part of Control Hub enable customers to track, measure and understand how different services are being used across the organization. These analytics further drive how IT Admins or organizational executives can effectively maximize productivity gains through accurate operational

decision-making. Additionally, IT Admins can monitor capacity and performance to optimize resource utilization as part of proactive management. IT Admins or IT Help Desk Staff can use next-gen user-centric to diagnose and shorten case resolution time.

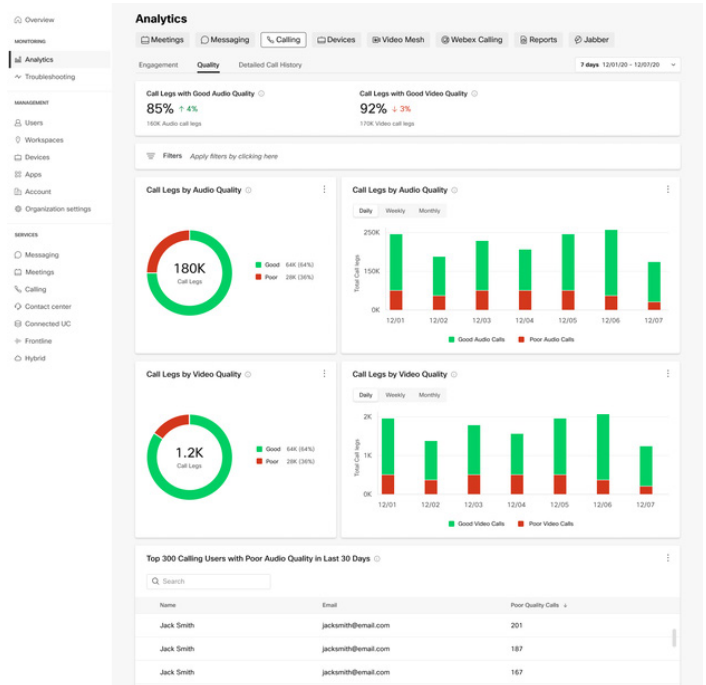
An intuitive next-gen UI along with default or customizable data visualizations allow IT Admins to review information over different time periods and specified parameters in real-time.

The below sample screenshots display dashboards being viewed by an IT Admin.



Above: Sample Dashboard 1

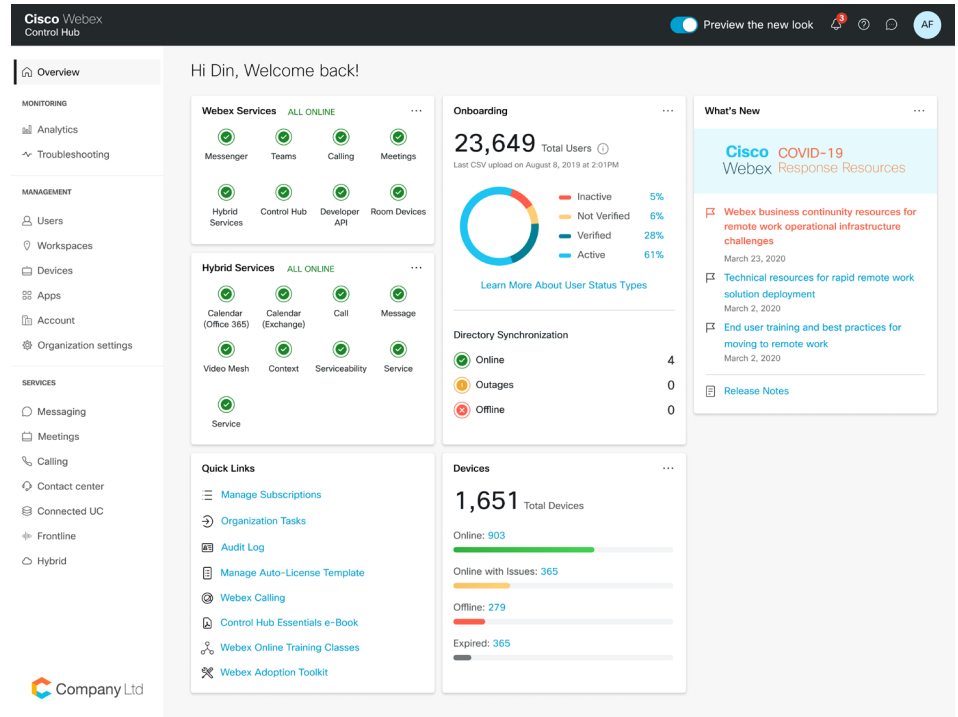
IT Admins have different dashboards for the following Webex service categories: Meetings, Messaging, Calling, Devices, Workspaces, Video Mesh, UCM Cloud, Connected UC, and Jabber. IT Admins also have the capabilities for creating their own dashboards with



Above: Sample Dashboard 2

different widgets, custom parameters and configuring dashboard elements. The sample screenshot below displays an IT Admin using a custom dashboard for monitoring Webex services in their organization.

Some Analytics categories have sub-categories allowing IT Admins to view detailed information, further facilitating better tracking and measurement of Webex services.



Above: IT Admins

CATEGORY	SUB-CATEGORIES
Meetings	Engagement, Participants, VoIP Quality, Video Quality, Join Meeting Time
Calling	Media Quality, Detailed Call history, Call Queue, Auto- Attendant
Devices	Room & Device, Assistant, Headset, Quality
Video Mesh	Live Monitoring, Engagement, Resources, Bandwidth Usage

The below table summarizes Analytics features:

Table 7. Analytics Dashboards

FEATURE	STANDARD OFFER/PRO PACK REQUIRED	BENEFITS
Flexible historical dashboards	Standard or Pro Pack offered	Daily aggregated metrics up to 90 days can be visualized for their trends, adoption, and usage
Drill-down	Pro Pack required	Individual session and user-level metrics are available. You can zoom in from a monthly report to an individual meeting record
13 months of data	Pro Pack required	Access up to 13 months of historical data
Multidimensional pivots and data exploration	Standard (90 days) or Pro Pack (13 months)	The advanced analytics engine allows users to manipulate data in real time to view associated analytical details
Devices and Workspace Dashboards	Standard (90 days) or Pro Pack (13 months)	Near real-time metrics from meeting rooms or open spaces give a comprehensive overview of the activity in your office spaces, to make informed, data-driven decisions about future adoption.
Calling Dashboards	Standard (90 days) or Pro Pack (13 months)	Near real-time metrics from media quality, detailed calling history, call queues and auto-attendants give a comprehensive overview of activities associated with calling activities along with call quality to make informed data-driven decisions for operational actions

Historical analytics dashboards

Historical charts are standard in Control Hub. Most charts are available in daily, weekly, and monthly format. The amount of data you have access to depends on the type of customer you are. If you are a standard customer, you have access to 3 months of data. If you are a Pro Pack customer, you have access to 13 months of data.

Historical dashboards make it easy to identify anomalies with historical trends. Engagement, quality, and diagnostic data are readily available. To help you understand your system briefly, top metrics or KPIs (key performance indicators) are easily visible, and clear trends as well as visualizations make key patterns clear and apparent.

Drill-Down

With Pro Pack Control Hub, meeting session and user-level details are available. Administrators can drill down from monthly total meeting usage to individual call details with one click. This capability allows administrators to filter unwanted data so that they can focus on the information that matters most to them.

Data exploration

The advanced analytics data architecture captures information in an internal data model that allows real-time, on-the-fly data exploration. Any manipulation or selection of a data set will automatically update all associated reports. Multidimensional pivots change how information is visualized, enabling boundless manipulation of data in real time.

Troubleshooting

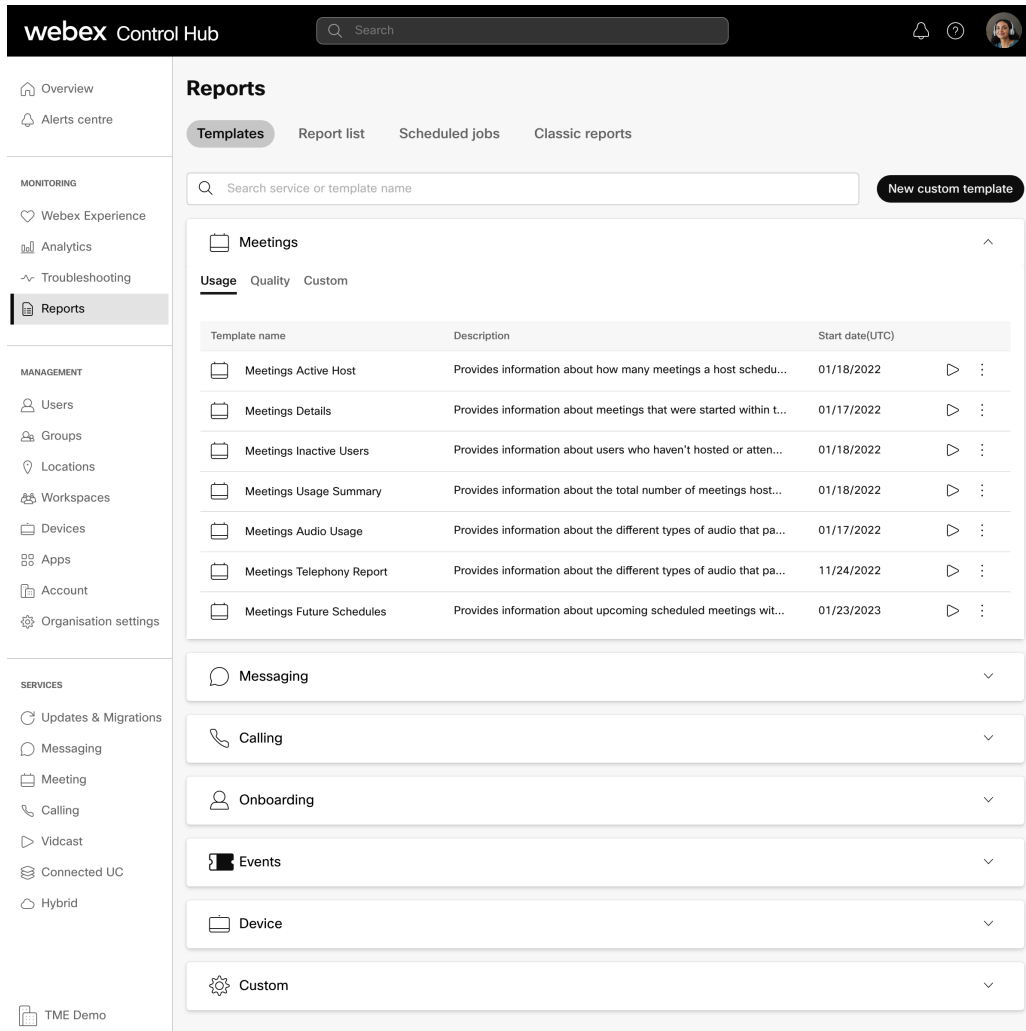
Control Hub also offers a Webex meeting troubleshooting capability. Technical staff can quickly resolve support requests and search for meetings in real time as they occur. Host email address, participant email address, conference ID, device name and meeting ID are valid search criteria; meetings can be searched and diagnosed for up to 21 days. When a meeting is located, start time, duration, meeting name, number of participants, and status are reported. Control Hub Administrators will be able to see the quality of service, client version information, peripherals information, audio quality, video quality and Join Meeting Time per participant with near real time latency.

Advanced Diagnostics

Advanced Diagnostics provide access to insights that can help IT administration pinpoint user experience issues and troubleshoot them quickly. It provides a drill down to per participant level in the meeting with detailed network information such as latency, packet loss, jitter for audio, video sharing quality of the meeting, memory utilization and CPU utilization data of the device used to join the meeting. Data is updated every minute so problems can be diagnosed as they arise. IT Admins can also track the end of a meeting and mute status per participant.

Reports

Control Hub Reports allow IT Admins to track and analyze the performance of Webex services in their organization. They can do this through CSV formatted reports of detailed Webex services data. The reports are provided through next-gen UI or APIs that enable simplified workflow, optimal report grouping, sorting, generation, and consumption for enhanced end-user IT Admin experiences.



Reports can also be scheduled to run automatically in a daily, weekly, or monthly format for periodic activities. API report generation is available only for Pro Pack customers. APIs provide report customization that IT Admins can use to meet organizational requirements of custom reporting. Additionally, default report templates can be customized through Control Hub for ensuring that IT Admins can use various sources for advanced reporting capabilities. Control Hub Reports also provides the ability to generate and store 50 reports in the reports list. These reports can be downloaded as needed and allow for flexible operational improvements by IT Admins using Control Hub.

Access to historical data for the last 90 days is standard. Data is aggregated and presented in multiple reports. IT Admins may access these reports at any time within Control Hub.

Pro Pack for Control Hub provides support for up to 13 months of data. Also, it provides more in-depth per-meeting, per-participant detail, which can be leveraged for deeper data exploration and insight, and the ability to export the detailed data.

The below table provides a detailed summary of Control Hub Reports.

Table 8. Summary of Control Hub Reports

REPORT	STANDARD LICENSE	PRE PACK LICENSE	AVAILABLE DATA DATE RANGE	STANDARD – DATE RANGE LIMIT PER DOWNLOAD	PRO PACK – DATE RANGE LIMIT PER DOWNLOAD
Onboarding User Activation and License Details Report	✓	✓	13 months from current date	3 months	13 months
Meetings Usage Summary Report	✓	✓	13 months from current date	3 months	13 months
Meetings High CPU Report	✓	✓	13 months from current date	3 months	13 months
Meetings Active Hosts Report	✓	✓	13 months from current date	3 months	13 months
Meetings Inactive Users Report	✓	✓	13 months from current date	3 months	13 months
Meetings Active User Rolling Average Report	✓	✓	13 months from current date	3 months	13 months
Enterprise Agreement Report	✓	✓	13 months from current date	3 months	13 months
Meetings Detail Report		✓	13 months from current date		31 days
Meetings Attendees Report		✓	13 months from current date		31 days

Table 8. (continued) Summary of Control Hub Reports

REPORT	STANDARD LICENSE	PRE PACK LICENSE	AVAILABLE DATA DATE RANGE	STANDARD – DATE RANGE LIMIT PER DOWNLOAD	PRO PACK – DATE RANGE LIMIT PER DOWNLOAD
Meetings Audio Usage Report		✓	13 months from current date		31 days
Meetings Telephony Report		✓	13 months from current date		31 days
Meetings License Consumption Report*		✓	N/A		N/A
Webinar Report	✓	✓	May 1, 2001	3 months	13 months
Messaging Bots Activity Report		✓	13 months from current date		31 days
Messaging User Activity Report		✓	13 months from current date		31 days
Messaging Bots Activity Summary Report		✓	13 months from current date		31 days
Messaging User Activity Summary Report		✓	13 months from current date		31 days
Messaging App Version Report		✓	13 months from current date		N/A

Table 8. (continued) Summary of Control Hub Reports

REPORT	STANDARD LICENSE	PRE PACK LICENSE	AVAILABLE DATA DATE RANGE	STANDARD – DATE RANGE LIMIT PER DOWNLOAD	PRO PACK – DATE RANGE LIMIT PER DOWNLOAD
Meetings Future Schedules Report		✓	N/A		90 days
Calling Engagement Report	✓	✓	13 months from current date	31 days	31 days
Calling Quality Report	✓	✓	13 months from current date	31 days	31 days
Calling Detailed Call History	✓	✓	13 months from current date Data available from April 12, 2022	31 days	31 days
Calling Detailed Call History Report	✓	✓	13 months from current date	31 days	31 days
Call Queue Stats Report	✓	✓	13 months from current date	3 months	13 months
Call Queue Agent Stats Report	✓	✓	13 months from current date	3 months	13 months
Auto Attendant Reports - Stats Summary, Business Hours Key Details, After-Hours Key Details	✓	✓	13 months from current date Data available from July 29, 2022	3 months	13 months

Table 8. (continued) Summary of Control Hub Reports

REPORT	STANDARD LICENSE	PRE PACK LICENSE	AVAILABLE DATA DATE RANGE	STANDARD – DATE RANGE LIMIT PER DOWNLOAD	PRO PACK – DATE RANGE LIMIT PER DOWNLOAD
Rooms and Desks Detail Report	✓	✓	13 months from current date	3 months	13 months
VIMT License Report	✓	✓	13 months from current date	3 months	13 months
VIMT Usage Report	✓	✓	13 months from current date	3 months	13 months

Cisco environmental sustainability

Information about Cisco’s environmental sustainability policies and initiatives for our products, solutions, operations, and extended operations or supply chain is provided in the “Environment Sustainability” section of Cisco’s [Corporate Social Responsibility](#) (CSR) Report.

Reference links to information about key environmental sustainability topics (mentioned in the “Environment Sustainability” section of the CSR Report) are provided in the following table.

Table 8. Environmental sustainability reference links

SUSTAINABILITY TOPIC	REFERENCE
Information on product material content laws and regulations Materials	Materials
Information on electronic waste laws and regulations, including products, batteries, and packaging	WEEE compliance

Cisco makes the packaging data available for informational purposes only. It may not reflect the most current legal developments, and Cisco does not represent, warrant, or guarantee that it is complete, accurate, or up to date. This information is subject to change without notice.

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February 2023



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