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Cloud PBX with Webex Features
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SUMMARY	Common Area Calling	Enhanced Calling	Webex Calling	Webex Suite	Webex Meetings
	Deskphone Only No Webex App	Webex App- softphone capability only + Deskphone	Meeting Capacity (PMR): 100 Space Meeting Participants: 100 Meeting Duration: Up to 40 Minutes Cloud Meeting Recording: 0 See Data Retention Table for Retention Periods	Meeting Capacity (PMR): 1,000 Space Meeting Participants: 300 Meeting Duration: Unlimited Cloud Meeting Recording: 10GB See Data Retention Table for Retention Periods	Meeting Capacity (PMR): 1,000 Space Meeting Participants: 300 Meeting Duration: Unlimited Cloud Meeting Recording: 10GB* See Data Retention Table for Retention Periods
Calling					
Calling Features					
Place/Recieve Audio Call (PSTN/VoIP)	✓	✓	✓	✓	
App Dialpad		✓	✓	✓	
Call Hold and Resume	✓	✓	✓	✓	
Extension Dialing, Variable Length	✓	✓	✓	✓	
Inbound Caller ID (Name and Number)	✓	✓	✓	✓	
Call Park			✓	✓	
Call Pickup/Directed Call Pickup			✓(Desktop only)	✓(Desktop only)	
Call Pull		✓	✓	✓	
Call Recording (Dubber Go)		✓	✓	✓	
Call Redial (FAC)	✓	✓	✓	✓	
Call Return (FAC)		✓	✓	✓	
Call Transfer (Attended, Semi Attended, Blind)	✓	✓	✓	✓	
Call Waiting (for up to 4 calls)	✓	✓	✓	✓	
Call Waiting ID	✓	✓	✓	✓	
Desk Phone Control (DPC) - Basic incoming/outgoing calling		✓	✓	✓	
Desk Phone Control (DPC) - Mid-call features		✓	✓	✓	
Desk Phone Control (DPC) - Share		✓	✓	✓	
Do Not Disturb		✓	✓	✓	
Executive/Executive Assistant (Boss-Admin)			✓(Desktop only)	✓(Desktop only)	
Shared Lines for Webex App		✓(Desktop only)	✓(Desktop only)	✓(Desktop only)	
Multi-Line (Virtual Lines)		✓(Desktop only)	✓(Desktop only)	✓(Desktop only)	
Feature Access Codes	✓	✓	✓	✓	
Mute/Unmute		✓	✓	✓	
N-Way Calling (6)			✓	✓	
Spam call indication		✓	✓	✓	
Seamless call handover between networks		✓	✓	✓	
Sharing - Screen, application		✓(Desktop only)	✓(Desktop only)	✓(Desktop only)	
Remote Desktop Control		✓(Desktop only)	✓(Desktop only)	✓(Desktop only)	
Video (Point to Point)	✓	✓	✓	✓	
Video Call - Virtual Background		✓	✓	✓	
Emergency (911) Calling		✓	✓	✓	
Emergency (911) Location Update URL		✓	✓	✓	
Redsky- E911(Emergency Services Location Update)		✓	✓	✓	
Call Back		✓(Mobile only)	✓(Mobile only)	✓(Mobile only)	
Mobile Calling Widgets		✓	✓	✓	
Call Center Agent- App capabilities					
Agent Login/logout		✓	✓	✓	
Agent Set Availability Status		✓	✓	✓	
Agent Set Outbound Calling Line ID		✓(Desktop only)	✓(Desktop only)	✓(Desktop only)	
Calling Settings	Setup in App or settings.webex.com				
Anonymous Call Rejection		✓	✓	✓	
Automatic Callback		✓	✓	✓	
Background Noise Reduction		✓	✓	✓	
Music Mode		✓	✓	✓	
Block Your Caller ID		✓	✓	✓	
Call Forwarding Always		✓	✓	✓	
Call Forwarding Busy	✓	✓	✓	✓	
Call Forwarding No Answer	✓	✓	✓	✓	
Call Forwarding Selective		✓	✓	✓	
Call Forwarding When Not Reachable (Business Continuity)			✓	✓	
Call Notify		✓	✓	✓	
Connected Line ID Restriction		✓	✓	✓	
Single Number Reach (Office Anywhere)			✓	✓	
Outbound Caller ID Blocking	✓	✓	✓	✓	
Privacy		✓	✓	✓	
Remote Office			✓	✓	
Selective Call Acceptance			✓	✓	
Selective Call Rejection			✓	✓	
Sequential Ring			✓	✓	
Shared Call Appearance		✓ (5)	✓ (35)	✓ (35)	
Simultaneous Ring			✓	✓	
User Web Portal		✓	✓	✓	
Inbound Fax to email			✓	✓	
T.38 Fax Support	✓	ATA only	✓	✓	
Deskphone Only Settings					
Alternate Numbers with Distinctive Ring			✓	✓	
Barge-In Exempt		✓	✓	✓	
Busy Lamp Field (Monitoring)	✓	✓	✓	✓	
Directed Call Pickup with Barge In			✓	✓	
Hoteling Host		✓	✓	✓	
Hoteling Guest			✓	✓	

Feature				
Multiple Line Appearance		✓	✓	
Priority Alert	✓	✓	✓	
Push to Talk	✓	✓	✓	
Call History / Voicemail				
Call Logs - Local	✓	✓	✓	
Call Logs - Server based/Unified Call History	✓	✓	✓	
Call Logs - Delete All	✓	✓	✓	
Call Logs - Delete Individual Calls	✓	✓	✓	
Call Logs (Basic) - Missed Calls Counter	✓	✓	✓	
Call Logs with Click to Dial	✓	✓	✓	
Call Logs (Enhanced): Show Duration of Calls	✓	✓	✓	
Call Logs (Enhanced): Show Hunt Group Calls	✓	✓	✓	
Voicemail	✓	✓	✓	
Visual Voicemail	✓	✓	✓	
Voicemail transcriptions	✓	✓	✓	
Personal Contacts				
View/Add Contacts	✓	✓	✓	
Manage Favorites	✓	✓	✓	
Manage Groups	✓	✓	✓	
View Profile	✓	✓	✓	
Enterprise Phone Directory	✓	✓	✓	
Add Contacts from Common Identity	✓	✓	✓	
Speed Dial 100	✓	✓	✓	
Search				
CI Search	✓	✓	✓	
Universal Search	✓	✓	✓	
Outlook Contact Search	✓(Desktop only)	✓(Desktop only)	✓(Desktop only)	
Local Mobile Contact Search	✓	✓	✓	
Google Contact Search	✓(Mobile only)	✓(Mobile only)	✓(Mobile only)	
Enterprise Directory Search	✓	✓	✓	
Calling Integrations				
Microsoft Teams Integration for Calling	✓	✓	✓	
Microsoft Outlook Integration for Calling	✓	✓	✓	
Slack Integration for Calling	✓	✓	✓	
Messaging				
Presence				
Calling Presence (On Call)	✓	✓	✓	✓
Meeting Presence (in Meeting, Presenting)	✓	✓	✓	✓
Presence (Active, Last Active)	✓	✓	✓	✓
Manually Set Presence - Do Not Disturb	✓	✓	✓	✓
Personal Message Status	App only	App only	App only	App only
Basic Messaging Features				
Chat - View History		✓	✓	✓
Chat - Delete Space		✓	✓	✓
Chat - Delete Message Thread		✓	✓	✓
Chat - Delete Individual Message		✓	✓	✓
Chat - Mark As Viewed		✓	✓	✓
1-1 Chat		✓	✓	✓
Spaces (Group Chat)		✓	✓	✓
Read Reciept		✓	✓	✓
Hide availability status		✓	✓	✓
Is Typing Indicator		✓	✓	✓
File Sharing		✓	✓	✓
Screen capture		✓	✓	✓
Filters		✓	✓	✓
Mentions		✓	✓	✓
Message fowarding between a Space		✓	✓	✓
Set a custom status		✓	✓	✓
Search within a Space		✓	✓	✓
Pin Messages in a Space		✓	✓	✓
Send a Space Link		✓	✓	✓
Mark as Unread		✓	✓	✓
Rich Text		✓	✓	✓
Quoting		✓	✓	✓
Threading		✓	✓	✓
Edit Messages		✓	✓	✓
Drag & Drop Files		✓	✓	✓
Gifs		✓	✓	✓
Emojis & Emoticons		✓	✓	✓
Reactions		✓	✓	✓
Mark as Viewed		✓	✓	✓
Favorites		✓	✓	✓
Embedded Previews (pdf, gifs)		✓	✓	✓
Embedded Video Playback		✓	✓	✓
Push Notifications		✓	✓	✓
Custom Space Notification-Off/On/@mentions only		✓	✓	✓
Add Integrations & Bots to Spaces		✓	✓	✓
File Viewer - Show file in Conversation		✓	✓	✓
File Viewer - Download		✓	✓	✓
External Participant Indicator		✓	✓	✓
Space member management		✓	✓	✓
Inter-team/org messaging		✓	✓	✓
Keyboard shortcuts		✓	✓	✓
Personalize message notification sounds		✓	✓	✓
Video messaging by Vidcast		✓	✓	✓
Advanced Messaging Features				
Schedule Space Meeting with everyone in Space		✓	✓	✓
Add link shortcut to a Space		✓	✓	✓
Space cover photo		✓	✓	✓
Sharing- screen, application, whiteboard, annotation		✓	✓	✓
Embedded Apps		✓	✓	✓

Feature				
Moderator - Add / Remove people			✓	✓
Moderator - Edit space name			✓	✓
Moderator - Add / Remove Moderator			✓	✓
Moderator - Edit space image			✓	✓
Turn On Announcement Mode			✓	✓
Pro Pack**			✓	✓

Meetings

Common Meeting Features

Feature				
Number of Participants in PMR Meetings		100	1000	1000
Number of Participants in Space Meetings		100	300	300
Desktop Sharing		✓	✓	✓
Application Sharing		✓	✓	✓
Screen Sharing on Mobile		✓	✓	✓
Whiteboard		✓	✓	✓
Annotation		✓	✓	✓
One-click & Scheduled meetings		✓	✓	✓
Join via VoIP		✓	✓	✓
HD video		✓	✓	✓
Full screen and gallery view		✓	✓	✓
Mute all/participant		✓	✓	✓
Dismiss all/participant		✓	✓	✓
In-meeting participant search		✓	✓	✓
Multi-party Chat		✓	✓	✓
Web Guest Experience		✓	✓	✓
Video Layout options (5x5 grid, stack, side by side, full screen)		✓	✓	✓
Virtual backgrounds		✓	✓	✓
Background noise reduction		✓	✓	✓
Music Mode		✓	✓	✓

Advanced Meeting Features

Feature				
Webex Assistant			✓	✓
Animated meeting reactions		✓	✓	✓
Immersive Share (Show me in front of presentation)		✓	✓	✓
Gestures		✓	✓	✓
Raise Hand		✓	✓	✓
Breakout Sessions		✓	✓	✓
Notes		✓	✓	✓
File Transfer while in a Meeting			✓	✓
Polling		✓	✓	✓
Live Polling and Q&A by Slido			✓	✓
Persistent Meetings link		✓	✓	✓
Meetings Site Access		✓	✓	✓
Locking			✓	✓
Password Protection		✓	✓	✓
Call me Local / Call Me Intl			✓	✓
Personal Meeting Room (PMR)		✓	✓	✓
Personal Conference Number (PCN)			✓	✓
Join from a video system (CMR)		✓	✓	✓
Support pairing with Cisco Webex Devices		✓	✓	✓
Meetings Recording (local & cloud)		Local Only	✓	✓
Recording Transcriptions			✓	✓
Default Presenter Controls for all Attendees			✓	✓
Remote Desktop Control			✓	✓
Webex (PMR & Scheduled) meeting scheduling			✓	✓
In-app meeting scheduling		✓	✓	✓
Enable Content sharing with External Integrations			✓	✓
Let other users to schedule meetings on their behalf			✓	✓
Delegate your meetings (Cohost, In-meeting host control)			✓	✓
SiriKit Integration			✓	✓
Media Quality Statistics			✓	✓
Personal Insights			✓	✓
Closed Captions (Spoken Languages:English, French, German, Spanish, Italian)			✓	✓

ADDITIONAL

App Protocols, Security and Troubleshooting

Feature				
TLS v1.2	✓	✓	✓	✓
SRTP/SRTCP	✓	✓	✓	✓
Dynamic Proxy Discovery	✓	✓	✓	✓
Failover Support (SIP, XMPP, Xsi)	✓	✓	✓	✓
Version Control	✓	✓	✓	✓
Forgot/Update Password (CI Auth)	✓	✓	✓	✓
SAML SSO	✓	✓	✓	✓
Client Software Auto Update	✓	✓	✓	✓
Regular check for config updates	✓	✓	✓	✓
Troubleshooting Logs	✓	✓	✓	✓
RTCP-XR	✓	✓	✓	✓

App Accessibility

Feature				
Color Contrast	✓	✓	✓	✓
Dictation (Chat Message Entry)	✓	✓	✓	✓
Screen Reader	✓	✓	✓	✓
Keyboard Navigation	✓(Desktop only)	✓(Desktop only)	✓(Desktop only)	✓(Desktop only)
Text Size	✓(Mobile only)	✓(Mobile only)	✓(Mobile only)	✓(Mobile only)

Devices & Peripherals

Feature				
Webex Cloud connectivity on Cisco MPP	✓	✓	✓	✓
Cisco Webex Devices connectivity (Webex + SIP) (SIP connectivity only applicable for RoomOS Devices)		✓	✓	✓
USB Headsets	✓	✓	✓	✓
Bluetooth Headsets	✓	✓	✓	✓
USB Cameras	✓(Desktop only)	✓(Desktop only)	✓(Desktop only)	✓(Desktop only)

App Calling configurability by End User					
Audio Input Device (Mic)		✓	✓	✓	✓
Audio Output Device (Speaker)		✓	✓	✓	✓
Video Input Device (Camera)		✓(Desktop only)	✓(Desktop only)	✓(Desktop only)	✓(Desktop only)
Incoming Call Notification Audio		✓(Desktop only)	✓(Desktop only)	✓(Desktop only)	✓(Desktop only)
Incoming Chat Notification Audio			✓(Desktop only)	✓(Desktop only)	✓(Desktop only)
App CODECs - Audio					
PCMU (G.711)	✓	✓	✓	✓	✓
PCMA (G.711)	✓	✓	✓	✓	✓
G.722	✓	✓	✓	✓	✓
G.729	✓	✓	✓	✓	✓
OPUS	MPP Phones Only	✓	✓	✓	✓

Meeting Cloud Storage limit is per site

*Pro Pack**:When Webex Suite or Webex Meetings is assigned to a user in the org, Pro Pack is applied to the org and applies to all users.*

Group Features	Group features are available to all customer organizations that have at least one Enhanced Calling, Webex Calling, or Webex Suite package. Some of the group features do require users to have a specific package to be able to use them, i.e call park/pickup, while others have no association with a user package, i.e. auto attendant.			
	Auto Attendant	Authentication	Internal Calling Line ID Delivery	Hunt Group
	Call Pickup	Receptionist Client	External Calling Line ID Delivery	Music on Hold
	Call Park Group	Voice Portal	Intercept Group	Voice Mail Group
	Group Paging	Call Queue	Call Intercept	

Data Retention Period Options	Data Type	Pro Pack	Default	Min	Max
	Messages, Files, Whiteboards	No	360 days	1 day	360 days
		Yes	360 days	1 day	3600 days
	Recordings, Transcripts	No	360 days	7 days	360 days
		Yes	360 days	7 days	3600 days