KONICA MINOLTA

Cloud PBX with Webex Features
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	Common Area Calling	Enhanced Calling (Webex Voice)	Webex Calling	Webex Suite	Customer Experience Essentials	Webex Meetings
Package	Calling Deskphone Only No Webex App	Calling Webex App (softphone only) + Deskphone	Calling, Meetings & Messaging	Calling, Meetings & Messaging	Calling, Meetings, Messaging & Customer Experience	Meetings
Meetings Capabilities			Meeting Capacity (PMR): 100 Space Meeting Participants: 100 Meeting Duration: Up to 70 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 Pro Pack**	Meeting Capacity (PMR): 100 Space Meeting Participants: 100 Meeting Duration: Up to 70 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 Pro Pack**

Webex App

Presence

	Common Area Calling	Enhanced Calling	Webex Calling	Webex Suite	Customer Experience Essentials	Webex Meetings
Presence (On Call, in a Meeting, Presenting, DND)		●	●	●	●	●
Manually Set Presence Availability		●	●	●	●	●
Set a custom status		●	●	●	●	●
Set Quiet Hours		●	●	●	●	●
Hide availability status		●	●	●	●	●

Calling

Calling Features

	Common Area Calling	Enhanced Calling	Webex Calling	Webex Suite	Customer Experience Essentials	Webex Meetings
App Dialpad		●	●	●	●	
Extension Dialing, Variable Length	●	●	●	●	●	
Seamless call handover between networks		●	●	●	●	
Inbound Caller ID (Name and Number)	●	●	●	●	●	
Call Waiting ID	●	●	●	●	●	
N-Way Calling (6)		●	●	●	●	
Select Outbound External Caller ID		●	●	●	●	
Place Calls (PSTN)	●	●	●	●	●	
Place Calls (VoIP/Video)	●	●	●	●	●	
Receive Calls (PSTN/VoIP/Video)	●	●	●	●	●	
User Block Calls from specific number		●	●	●	●	
Mute/Unmute		●	●	●	●	
Hold/Resume	●	●	●	●	●	
Call Transfer (Attended, Semi Attended, Blind)	●	●	●	●	●	
HD Audio/Bandwidth Extension		●	●	●	●	
Remove your background noise & speech from calls		●	●	●	●	
Remove background noise from other party		●	●	●	●	
Merge (N-Way Audio Call)		●	●	●	●	
Conference (N-Way Audio Call)		●	●	●	●	
Call Pull		●	●	●	●	
Group Call Park / Retrieve		●	●	●	●	
Call Pickup		● (Desktop only)	● (Desktop only)	● (Desktop only)	● (Desktop only)	
Group Call Pickup		● (Desktop only)	● (Desktop only)	● (Desktop only)	● (Desktop only)	
Team Telephony / BLF Monitoring plus Call Pickup			● (Desktop only)	● (Desktop only)	● (Desktop only)	
Executive Assistant (aka Boss Admin)			● (Desktop only)	● (Desktop only)	● (Desktop only)	
Feature Access Codes (FAC)		●	●	●	●	
Call Redial via FAC *66	●	●	●	●	●	
Desk Phone Control (DPC): Incoming/outgoing calling, Mid-Call Control, Share		●	●	●	●	
Sharing during a Call - Screen & application		● (Desktop only)	● (Desktop only)	● (Desktop only)	● (Desktop only)	
Remote Desktop Control		● (Desktop only)	● (Desktop only)	● (Desktop only)	● (Desktop only)	
Call Recording (Dubber Go)		●	●	●	●	
Webex Call Recording		●	●	●	●	
Shared Lines for Webex App		● (Desktop only)	● (Desktop only)	● (Desktop only)	● (Desktop only)	
Multi-Line (Virtual Lines)		● (Desktop only)	● (Desktop only)	● (Desktop only)	● (Desktop only)	
Register for tel: and SIP: links		●	●	●	●	
Move call to a Meeting			●	●	●	
Spam call indication with incoming Calls		●	●	●	●	
Spam call indication in Call History		●	●	●	●	
E911 Calling &Emergency Services Location Update (Redsky)		●	●	●	●	
Mobile Calling Widgets		●	●	●	●	
Call Back		● (Mobile only)	● (Mobile only)	● (Mobile only)	● (Mobile only)	

Calling Settings — Setup in App or user.webex.com

	Common Area Calling	Enhanced Calling	Webex Calling	Webex Suite	Customer Experience Essentials	Webex Meetings
Anonymous Call Rejection		●	●	●	●	
Automatic Answer		●	●	●	●	
Away Announcement (Personal Assistant)		● (Mobile only)	● (Mobile only)	● (Mobile only)	● (Mobile only)	
Block Your Caller ID	●	●	●	●	●	
Call Forwarding Always	●	●	●	●	●	
Call Forwarding: Busy, No Answer, Not Reachable	●	●	●	●	●	
Call Waiting (for up to 4 calls)	●	●	●	●	●	
Single Number Reach (Office Anywhere)		●	●	●	●	
Do Not Disturb - native, across all devices		●	●	●	●	
Selective Call Capabilities: Accept, Reject, Forward		●	●	●	●	
Remote Office			●	●	●	
Sequential Ring			●	●	●	
Shared Call Appearance		● (5)	● (35)	● (35)	● (35)	
Simultaneous Ring		●	●	●	●	
Video Call - Virtual Background		●	●	●	●	
Privacy		●	●	●	●	
Call Notify		●	●	●	●	
T.38 Fax Support	●	ATA only	ATA only	ATA only	ATA only	

Deskphone Only Settings (MPP)

	Common Area Calling	Enhanced Calling	Webex Calling	Webex Suite	Customer Experience Essentials	Webex Meetings
Alternate Numbers with Distinctive Ring		●	●	●	●	
Barge-In Exempt		●	●	●	●	
Busy Lamp Field (Monitoring)	●	●	●	●	●	
Directed Call Pickup with Barge In		●	●	●	●	
Hoteling Host		●	●	●	●	
Hoteling Guest		●	●	●	●	
Multiple Line Appearance		●	●	●	●	
Priority Alert		●	●	●	●	
Push to Talk		●	●	●	●	
Speed Dial 100		●	●	●	●	

Feature	Basic	Basic	Basic	Essentials	
Personal Contacts					
View/Add Contacts: New, from Common Identity, from Enterprise Directory	•	•	•	•	
Manage Groups & Favorites	•	•	•	•	
View Contact Profile	•	•	•	•	
Call History / Voicemail					
Call Logs - Unified Call History (Local & Server based)	•	•	•	•	
Delete Call Logs - Individual Calls and all Calls	•	•	•	•	
Call Logs: Missed Calls Counter, Show Duration of Calls, Click to call & Show Hunt Group Calls	•	•	•	•	
Call Voicemail	•	•	•	•	
Visual Voicemail - View, Play, Delete, Call Back, Mark as read	•	•	•	•	
Visual Voicemail - Confidential or Urgent Indicator	•	•	•	•	
Voicemail transcriptions	•	•	•	•	
Search					
CI Search	•	•	•	•	
Universal Search	•	•	•	•	
Outlook Contact Search	(Desktop only)	(Desktop only)	(Desktop only)	(Desktop only)	
Local Mobile Contact Search					
Google Contact Search	(Mobile only)	(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	•	•	•	•	
Customer Experience	Basic	Basic	Basic	**Essentials** Dedicated Webex App Experience	
Webex App Experience				Dedicated Webex App Experience	
Agent				Dedicated Experience	
Supervisor				Dedicated Experience	
Capacity					
Agents availability	50	50	50	500	
Max Queued Calls	125	125	125	250	
Call Types Supported					
Inbound Call	•	•	•	•	
OutboundCall	•	•	•	•	
Agent					
Agent App Experience (Desktop & Mobile)					
Set availability status	•	•	•	•	
Join/Un-Join queues	•	•	•	•	
Call Handling					
Answer calls	•	•	•	•	
Make Outbound call	•	•	•	•	
Agent Set Outbound Calling Line ID	•	•	•	•	
Conference call	•	•	•	•	
Tranfer call	•	•	•	•	
Forward Call	•	•	•	•	
Call back to callers	•	•	•	•	
Access multi call window	•	•	•	•	
Microsoft Teams integration	•	•	•		
Live Contacts in Queue Trend				•	
Live Queue Stats (calls in queue, Longest wait time, agents total, agents idle, agents available, agents unavailable)				•	
View Screen Pop				•	
Supervisor App Experience					
Agent Management					
View Agents				•	
Join/Unjoin agent to queue				•	
Set Agent Status				•	
Sign out an agent				•	
Agent Monitoring and Coaching					
Silent Monitor active call	FAC Codes	FAC Codes	FAC Codes	•	
Message agent				•	
Barge-into agent call	FAC Codes	FAC Codes	FAC Codes	•	
Coach	FAC Codes	FAC Codes	FAC Codes	•	
Takeover	FAC Codes	FAC Codes	FAC Codes	FAC Codes	
In App Analytics/Reporting					
View real-time agent status				•	
View real-time queue status				•	
View historical agent statistics				•	
View historical queue statistics				•	
Administration via Control Hub					
Agents & Supervisors					
Agents and supervisors management	•	•	•	•	
Set agent status	•	•	•	•	
Join/Unjoin agent to queue	•	•	•	•	
Queue Settings					
Number of Calls in queue	•	•	•	•	
Caller ID	•	•	•	•	
Distinctive Ring	•	•	•	•	
Language and time zone	•	•	•	•	
Call back	•	•	•	•	
Call Overflow	•	•	•	•	
Screen Pop				•	
Greetings and Announcements					
Welcome Message	•	•	•	•	
Estimated wait time Message	•	•	•	•	
Comfort Messaging	•	•	•	•	
Comfort Message Bypass	•	•	•	•	
Music on hold	•	•	•	•	
Call Whisper Message	•	•	•	•	
Call Routing Policies					
Priority Based	•	•	•	•	
Skills Based	•	•	•	•	
Bounced call routing	•	•	•	•	
Stranded call routing	•	•	•	•	
Call Forwarding	•	•	•	•	
Holiday Service	•	•	•	•	
Non- business hours	•	•	•	•	
Forced Forwarding	•	•	•	•	
Analytics					
Call queue status	•	•	•	•	
Call queue agent status	•	•	•	•	
Live queue status	•	•	•	•	
Reporting					
Call Queue Stats Report	•	•	•	•	
Call Queue agent stats report	•	•	•	•	
Messaging					
Spaces					
Creat Spaces				•	•
Custom Space Notification: Off/On/@mentions only/Sounds		•	•	•	•
Space Filters				•	•
Space Sections for Organization		•	•	•	•

Feature	C1	C2	C3	C4	C5
Peek Into a Space		•	•	•	•
Space Shortcuts:		•	•	•	•
Add to Favorites, Add People, Start Meeting, Mark as Read, Copy Space Link, Hide, Leave)					
Inter-team/org messaging with Indicator		•	•	•	•
Space member management:					
Add people, remove people, Space Settings		•	•	•	•
Delete Space		•	•	•	•
Public Spaces		•	•	•	•
Teams		•	•	•	•
Messaging Features					
Persistant Chat History		•	•	•	•
Is Typing Indicator		•	•	•	•
Spell Check		•	•	•	•
Cisco AI Assistant: Space Summaries		•	•	•	•
Cisco AI Assistant:Rewrite Messages		•	•	•	•
Cisco AI Assistant:Translate messages		•	•	•	•
Share Files		•	•	•	•
Screen capture		•	•	•	•
Rich Text		•	•	•	•
Emojis		•	•	•	•
Gifs		•	•	•	•
@ Mentions		•	•	•	•
Vidcast Video Messaging		•	•	•	•
Cisco AI Assistant: Vidcast Automatic Highlights		•	•	•	•
Cisco AI Assistant: Vidcast Automatic Chapters		•	•	•	•
Read Reciept		•	•	•	•
Forward Messages (with Attachements)		•	•	•	•
Quoting		•	•	•	•
Threading		•	•	•	•
Reply Directly		•	•	•	•
Schedule Message Send		•	•	•	•
Copy Message Link		•	•	•	•
Edit Messages		•	•	•	•
Reactions		•	•	•	•
Search within a Space		•	•	•	•
Pin Messages in a Space		•	•	•	•
Send a Space Link		•	•	•	•
Flag Messages		•	•	•	•
Mark as Unread		•	•	•	•
Message Reminders		•	•	•	•
Delete your Message		•	•	•	•
Shared Files: View, Download, Embedded Previews		•	•	•	•
Embedded Video Playback		•	•	•	•
Push Notifications		•	•	•	•
Schedule Space Meeting with everyone in Space		•	•	•	•
Share Content while Messaging		•	•	•	•
Whiteboard in a Space		•	•	•	•
Add Apps/Website to a space		•	•	•	•
Advanced Messaging Features					
Moderate Spaces		•	•	•	•
Moderator - Add / Remove people		•	•	•	•
Moderator - Edit space name & settings		•	•	•	•
Moderator - Add / Remove Moderator		•	•	•	•
Moderator- Delete others Messages		•	•	•	•
Turn On Announcement Mode		•	•	•	•
Meetings — Via Webex App or user.webex.com					
Settings					
Join via VoIP		•	•	•	•
Call In Audio (Toll Named User)					•
Call me Local / Call Me Intl					
Virtual backgrounds		•	•	•	•
Video Layout options: grid, stack, side by side, full screen		•	•	•	•
Hosting Meetings					
Meeting Participant Capacity		100	1000	100	1000
Number of Participants in Space Meetings		100	300	100	300
Personal Meeting Room (PMR)		•	•	•	•
Webex(PMR & One Time) meeting scheduling in Webex		•	•	•	•
Mute all/participant		•	•	•	•
Manage Participants		•	•	•	•
Meeting Lobby		•	•	•	•
Presenter Controls for all Attendees		•	•	•	•
Delegate your meetings (Assign Cohost)		•	•	•	•
Locking		•	•	•	•
Password Protection		•	•	•	•
Let other users to schedule meetings on their behalf		•	•	•	•
Allow PMR URL change		•	•	•	•
Connect to Google or O365 Calendar Service		•	•	•	•
Attending Meetings					
One Button to Join		•	•	•	•
Web Guest Experience		•	•	•	•
Remove Background Noise and Speech		•	•	•	•
Music Mode		•	•	•	•
Support pairing with Cisco Webex Devices		•	•	•	•
Join from a video system (CMR)		•	•	•	•
Media Quality Statistics		•	•	•	•
Common Meeting Features					
HD video		•	•	•	•
Multi-party Chat		•	•	•	•
Animated meeting reactions & hand gestures		•	•	•	•
Raise Hand		•	•	•	•
Breakout Sessions		•	•	•	
Content Sharing: Screen, Window, Application, File, Webex, Portion of Screen		•	•	•	•
Content Sharing on Mobile: Entire Screen, Image, PDF, Rear Camera		•	•	•	
Immersive Share (Show me in front of presentation)		•	•	•	•
Whiteboard		•	•	•	•
Annotation		•	•	•	•
Remote Desktop Control		•		•	
Meetings Recording		Local	Cloud + Local	Local	Cloud + Local
Cisco AI Assistant: Automatic Highlights and Chapters in Recordings			•		
Recording Transcriptions			•		•
In-meeting participant search		•	•	•	•
Advanced Meeting Features					
Closed Captions			•		•
Real Time Transcription (English, French, German, Spanish, Italian)			•		•
Cisco AI Assistant: Auto Step Away			•		•
Cisco AI Assistant in Meetings: Catch Me Up, Summaries & Transcripts			•		•
Live Polling by Slido			•		•
Q&A by Slido			•		•
Additional					
General					
Search	•	•	•	•	•
Keyboard shortcuts	•	•	•	•	•
Personal Insights		•	•	•	•

App Protocols, Security and Troubleshooting						
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						
Color Contrast		•	•	•	•	•
Dictation (Chat Message Entry)		•	•	•	•	•
Screen Reader		•	•	•	•	•
Highlight to call/hot key		•	•	•	•	•
Keyboard Navigation		• (Desktop only)	• (Desktop only)	• (Desktop only)	• (Desktop only)	• (Desktop only)
Text Size		• (Mobile only)	• (Mobile only)	• (Mobile only)	• (Mobile only)	• (Mobile only)
Devices & Peripherals						
Partner Managed Devices	•	•	•	•	•	•
Hot Desking		RoomOS, MPP 88xx, 8875,9800	RoomOS, MPP 88xx, 8875,9800	RoomOS, MPP 88xx, 8875,9800	RoomOS, MPP 88xx, 8875,9800	RoomOS, MPP 88xx, 8875,9800
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)	• (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)	• (Desktop only)
Incoming Call Notification Audio		•	•	•	•	•
Incoming Chat Notification Audio		•	•	•	•	•
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 at least 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