

Webex Lab flashcards

Harvested from Canon room ladders and quizzes, plus the ports deck. Open the named room before you quote a figure.

Certificate trunk destination

TCP 5062 toward Webex Calling.

help.webex.com article b2exve, retrieved 2026-10-15

Registration trunk destination

TCP 8934 toward Webex Calling.

b2exve, retrieved 2026-10-15

Phone SIP source ports

5060–5280. Expanded from 5060–5080 on September 07, 2026.

b2exve revision history

Local gateway media source

UDP 8000–48199 toward 5004, 9000, 8500–8699, and 19560–65535.

b2exve

Optimized Webex App media

Audio UDP 8500–8599. Video UDP 8600–8699, when ICE succeeds.

b2exve

Optimized device media

UDP 19560–19661 between devices when ICE succeeds.

b2exve

Room Series media

Audio UDP 52050–52099. Video UDP 52200–52299.

b2exve

VG400 ATA media

UDP 19560–19849.

b2exve

RedSky hosts

api.wxc.e911cloud.com and wxc.e911cloud.com, port 443.

b2exve and the emergency calling article av6003

933

US and Canada test number. It does not alert public safety.

Canon room T2-R06, citing the emergency articles

SIP ALG

Turn it off for Webex Calling.

b2exve

Calling media transport

UDP with SRTP. TCP and TLS media are not supported in production.

b2exve

DNS and NTP

DNS UDP and TCP 53. Device NTP UDP 123 to the Calling subnets. App NTP UDP 123.

b2exve

App configuration ports

TCP 443 and 8443. 8443 is for the Webex App on a Unified CM setup that also uses Calling.

b2exve

Device firmware ports

TCP 443, 6970, and 80. Port 80 is called out for older MPP MIC renewal on [sudirenewal.cisco.com](https://www.cisco.com/c/en/us/td/docs/voice/ipvoice/sdirenewal/sudirenewal.cisco.com).

b2exve

CScan

TCP 8934 and 443, plus UDP 19569–19760.

b2exve

QoS audio

Webex App audio DSCP EF 46 on 8500–8599.

b2exve

QoS video

Webex App video DSCP AF41 34 on 8600-8699.

b2exve

Three PSTN choices

Cisco Calling Plan, Cloud Connected PSTN, or premises PSTN on a Local Gateway. Per location.

help.webex.com article t9xctu, as used in the Canon

Endpoints and the gateway

Phones do not register through the Local Gateway.

Canon T2-R02, citing the local-gateway getting-started article

Calling E2EE

Opportunistic and off by default. Recording disables it.

help.webex.com article 5h5d8ab, as used in T2-R06

SRTP suite named for Calling

AES_CM_128_HMAC_SHA1_80 in the SIP security article.

help.webex.com article jwkbt2

Webex recording retention

One year and 100 GB per organization in the Calling recording article.

help.webex.com article nhvl4hw

Dubber Go

30 days, user access in the Dubber portal.

nhvl4hw

Edge SRV versus trunk

The security article's SRV example uses 5061 for endpoint discovery. That is not trunk 5062 or 8934.

jwkbt2 and b2exve

Org SSO claim

Map an attribute to uid, matching one of the user's emails.

help.webex.com article lfu88u

Partner SSO claim

Uses mail, not uid.

lfu88u, as recorded in the Canon

New Control Hub user

Starts with no administrative privileges.

Control Hub article nuylwki, as recorded in T1-R01

BYO virtual agent

Escalate with AGENT_TRANSFER.

developer.webex.com bring-your-own-virtual-agent

Salesforce connector

Lightning only. Chat and email are not supported on that connector.

help.webex.com article dyidod

Dynamics connector

CIF 1 single-session, CIF 2 multi-session. On-premises Dynamics is unsupported.

help.webex.com article n1lsquv

WFO SKU scope

Article py6u9h is scoped to Webex Contact Center Enterprise, Contact Center Enterprise, and Contact Center Express. Multi-tenant use is unverified.

help.webex.com article py6u9h

Troubleshooting history

The Canon records 21 days for the Calling troubleshooting view.

Room T1-R06. Re-check the live article before you quote a retention number in a design.

Start Flow

Cannot be removed. Validation starts off.

Flow Designer article nhovcy4, as taught in the labs

MTU

Keep the default 1500 bytes.

b2exve

IP filtering alone

Not supported for Calling, because some pools change. Do not filter by region.

b2exve

What is Control Hub?

Cisco's management console for one Webex organization: users, permissions, calling, meetings, messaging, and devices. [cite:1]

Canon room T1-R01-control-hub-foundations.html ladder. Citations stay in that room.

Why does it exist — what breaks without a single org console?

Services, identities, and devices would be administered as separate products. The overview exists so an admin sees which services are actually provisioned before configuring them. [cite:1] [cite:5]

Canon room T1-R01-control-hub-foundations.html ladder. Citations stay in that room.

What breaks if only one person holds full administrator?

Cisco recommends more than one full administrator so the org stays operable. The partner's administrator is the first full administrator and is expected to create more. [cite:2]

Canon room T1-R01-control-hub-foundations.html ladder. Citations stay in that room.

How does an admin action work end to end?

Sign in, change a user or location or device, and the org record is what later services read. Role grants can take up to 10 minutes. A device is not in the org until its activation code is used. [cite:2] [cite:1]

Canon room T1-R01-control-hub-foundations.html ladder. Citations stay in that room.

Where do licenses sit relative to users?

The Get Started article says the overview is where you view licenses across services and administer licenses to users. Organization-based and group-based license assignment are full-admin privileges in the role matrix. The SKU catalog is T1-R03. Read the strings on the subscription in Control Hub. They follow the order, and the role matrix only covers privileges. [cite:1] [cite:2]

Canon room T1-R01-control-hub-foundations.html ladder. Citations stay in that room.

Are locations only a calling idea?

No. The locations article says you can use one location for both calling and workspaces, and that settings templates can apply to groups and locations. [cite:3]

Canon room T1-R01-control-hub-foundations.html ladder. Citations stay in that room.

What are the failure modes, and how do I prove which one?

Prove it from the user role page, the group membership, the location caution icon, and the Devices state — not from the symptom sentence. The matrix in this room is the checklist.

Canon room T1-R01-control-hub-foundations.html ladder. Citations stay in that room.

How do I prove a role conflict versus a delay?

If Save was moments ago, the 10-minute window is still open. If the user already holds location admin or read-only, combination rules explain a refused or ignored grant. [cite:2]

Canon room T1-R01-control-hub-foundations.html ladder. Citations stay in that room.

How do I prove Calling is “missing” because of role, not because the subscription lacks Calling?

Check the overview for whether Calling is provisioned [cite:1] , then check whether the signed-in admin is a device administrator or user and device administrator, who can't administer Webex Calling. [cite:2]

Canon room T1-R01-control-hub-foundations.html ladder. Citations stay in that room.

How does this admin model differ across Calling, WxCC, WxCCE, and Dedicated Instance?

Control Hub remains the org console. Webex Calling configuration is a service inside it, and device-centric admins are explicitly blocked from administering Calling. [cite:2] Contact Center adds a Contact Center Service Administrator role; a customer full administrator can administer contact-center features, while a customer read-only administrator cannot access the Webex Contact Center administrative interfaces. [cite:2] WxCCE and Dedicated Instance Open Calling → Dedicated Instance for the private UC apps, or the

Canon room T1-R01-control-hub-foundations.html ladder. Citations stay in that room.

What is different about external contact-center admins?

A partner full administrator can perform contact-center admin similar to a customer full admin, except they cannot add or revoke Contact Center Service Administrator from other external administrators. A read-only admin from a partner org can access contact-center admin interfaces in read-only mode; a customer read-only admin cannot access them at all. [cite:2]

Canon room T1-R01-control-hub-foundations.html ladder. Citations stay in that room.

If I redesigned Control Hub roles, what would I change, and what stops me?

I would want one location-scoped role that can also hold a narrow custom permission. The product constraint that stops me is explicit: location administrator cannot be combined with other roles, including custom roles. The supported escape hatch is a custom role that includes the needed view, not a stack of badges. [cite:2] [cite:8]

Canon room T1-R01-control-hub-foundations.html ladder. Citations stay in that room.

What would I not automate?

Role assignment via the administrator CSV. The article says you can't manage administrator roles through that CSV. [cite:2] Read developer.webex.com for which roles the API can assign. Coverage changes when Cisco adds a role, so check that page before any script is trusted.

Canon room T1-R01-control-hub-foundations.html ladder. Citations stay in that room.

A brand-new user in the organization can do what in Control Hub?

B. Users you add have no administrative privileges at first. [cite:2]

Canon room T1-R01-control-hub-foundations.html quiz. Citations stay in that room.

Which combination does the role article forbid?

B. Location administrator is exclusive, including versus custom roles. More than one full admin is recommended. [cite:2]

Canon room T1-R01-control-hub-foundations.html quiz. Citations stay in that room.

A user-and-device administrator says Webex Calling settings are missing. The overview shows Calling is provisioned. What do you check before you open a TAC case?

The role itself. User and device administrators and device administrators can't administer Webex Calling. [cite:2]

Canon room T1-R01-control-hub-foundations.html quiz. Citations stay in that room.

After you save a new role, the article allows access to lag up to:

B. Up to 10 minutes. [cite:2]

Canon room T1-R01-control-hub-foundations.html quiz. Citations stay in that room.

You assign a role to a Webex group, then remove Jordan from that group. What happens to the admin rights that came only from the group?

Jordan loses those permissions. Group membership is the grant. [cite:2]

Canon room T1-R01-control-hub-foundations.html quiz. Citations stay in that room.

Redirect user support, when enabled, does not apply to:

B. Organization administrators, as defined in the roles article. [cite:1]

Canon room T1-R01-control-hub-foundations.html quiz. Citations stay in that room.

On paper, draw one organization containing overview, users, locations, services, devices, and org settings. Place Partner Hub outside the box. Then check the map in this room.

The dashed frame in the map is the customer org. Partner Hub manages orgs; it is not a folder inside one org. [cite:2] [cite:5]

Canon room T1-R01-control-hub-foundations.html quiz. Citations stay in that room.

A caution beside a calling location most directly means:

B. [cite:4]

Canon room T1-R01-control-hub-foundations.html quiz. Citations stay in that room.

You need a person who can see almost everything but also export the admin audit log, and they must not be a full admin. Which documented direction do you take?

Read-only cannot be combined with a custom role. Create a custom role that includes the access required, including the audit-log style permission if it is in the custom-role catalog. Confirm the permission exists in the UI. Security activity administrator is the prebuilt role tied to the admin actions audit log in the matrix. [cite:2] [cite:8]

Canon room T1-R01-control-hub-foundations.html quiz. Citations stay in that room.

The functional role “Webex Calling Detailed Call History API access” is:

B. [cite:2] re-check after that date.

Canon room T1-R01-control-hub-foundations.html quiz. Citations stay in that room.

A customer read-only administrator cannot open contact-center administration, but a partner read-only administrator can open it read-only. Is that a contradiction?

No. The contact-center role table documents those two rows differently. [cite:2]

Canon room T1-R01-control-hub-foundations.html quiz. Citations stay in that room.

In one sentence: what is a workspace, and how is a device bound to the org?

A workspace is a place (room, desk, lobby) that can hold devices and services. Control Hub issues an activation code that is entered on the device to link it. [cite:3] [cite:1]

Canon room T1-R01-control-hub-foundations.html quiz. Citations stay in that room.

What is Directory Connector?

Windows software from Control Hub that synchronizes one Active Directory domain into the Webex organization. [cite:1]

Canon room T1-R02-identity-directory-sync.html ladder. Citations stay in that room.

Why does a dry run exist?

The guide says you must do a dry run before a full synchronization. [cite:1]

Canon room T1-R02-identity-directory-sync.html ladder. Citations stay in that room.

What breaks if SSO is skipped and invites are suppressed?

Invite suppression requires the SSO integration, so the suppression step is not available as a standalone switch. [cite:1]

Canon room T1-R02-identity-directory-sync.html ladder. Citations stay in that room.

How does an organization SSO assertion name the user?

The IdP claim includes the uid attribute, and NameID format is transient. [cite:2]

Canon room T1-R02-identity-directory-sync.html ladder. Citations stay in that room.

How does partner SSO differ?

The claim is mail, rather than uid. [cite:2]

Canon room T1-R02-identity-directory-sync.html ladder. Citations stay in that room.

Which SCIM generation synchronizes groups and still skips rooms?

SCIM 2.0. Rooms and avatars are Wizard-only, through Microsoft Graph. [cite:3]

Canon room T1-R02-identity-directory-sync.html ladder. Citations stay in that room.

How long is the manual SCIM bearer token valid?

365 days. [cite:3]

Canon room T1-R02-identity-directory-sync.html ladder. Citations stay in that room.

Why would SAML JIT create fail while Directory Connector is healthy?

If Directory Sync or Entra ID is enabled, SAML JIT create or update will not work. [cite:4]

Canon room T1-R02-identity-directory-sync.html ladder. Citations stay in that room.

What proves a second IdP is configured and still unused?

Control Hub can add the IdP and leave it inactive until a routing rule exists. [cite:4]

Canon room T1-R02-identity-directory-sync.html ladder. Citations stay in that room.

Where does the Calling routing prefix belong?

In the location dialing settings, not already inside the Directory Connector extension. T2-R03 cites that rule. [cite:7]

Canon room T1-R02-identity-directory-sync.html ladder. Citations stay in that room.

Can this identity move to another GEO later?

The residency article says Webex does not currently support migrating between GEO locations. The country choice permanently sets the GEO for users and encryption keys. [cite:5]

Canon room T1-R02-identity-directory-sync.html ladder. Citations stay in that room.

What does an automatic license assignment do?

It grants the selected Webex licenses to new users without a manual assignment for each person. [cite:1]

Canon room T1-R03-licensing-subscriptions.html ladder. Citations stay in that room.

When can the person use the service?

When they become Active, at first sign-in, unless verified domains, SSO, and suppressed invites already made that possible. [cite:1]

Canon room T1-R03-licensing-subscriptions.html ladder. Citations stay in that room.

Why would a template ignore a brand-new user?

A specific license was assigned at creation. API and CSV follow the same rule. [cite:1]

Canon room T1-R03-licensing-subscriptions.html ladder. Citations stay in that room.

Which subscription is used first?

The oldest, until its licenses are used, then the next oldest. [cite:1]

Canon room T1-R03-licensing-subscriptions.html ladder. Citations stay in that room.

What is the union rule?

Organization and group templates combine. A license added by one and removed by the other is still received. [cite:1]

Canon room T1-R03-licensing-subscriptions.html ladder. Citations stay in that room.

Do nested groups inherit?

No. The assignment applies to direct members. The hierarchy is flat. [cite:1]

Canon room T1-R03-licensing-subscriptions.html ladder. Citations stay in that room.

What does Preserve licenses protect?

Licenses already on existing users when you remove them from the assignment. Clear it to remove those licenses, including manually assigned ones. [cite:1]

Canon room T1-R03-licensing-subscriptions.html ladder. Citations stay in that room.

Which Contact Center license wins a group collision?

The Premium agent license. [cite:1]

Canon room T1-R03-licensing-subscriptions.html ladder. Citations stay in that room.

Why can Calling stay off after the template is correct?

The user needs a location and an extension or number. Auto-assign looks up an E.164 work number that is pre-provisioned and free. [cite:4]

Canon room T1-R03-licensing-subscriptions.html ladder. Citations stay in that room.

What does a professional workspace upgrade refuse afterward?

A downgrade to the common area workspace license, including when you switch subscriptions. [cite:3]

Canon room T1-R03-licensing-subscriptions.html ladder. Citations stay in that room.

What is lost on a professional-to-standard user downgrade?

All provisioning and configuration information for the affected users. The article says to treat that as a last resort. [cite:3]

Canon room T1-R03-licensing-subscriptions.html ladder. Citations stay in that room.

Which Calling client versions lose Calling services?

Webex Calling versions 44.3 or earlier. [cite:3]

Canon room T1-R03-licensing-subscriptions.html ladder. Citations stay in that room.

What is a location?

A physical address that organizes users and workspaces, and can hold calling and workspace management together. [cite:1]

Canon room T1-R04-locations-sites.html ladder. Citations stay in that room.

Who generates the Location ID?

Webex, when you create the location. [cite:1]

Canon room T1-R04-locations-sites.html ladder. Citations stay in that room.

Why can't a Calling location be deleted immediately?

You click Disable calling first. Calling users and workspaces also need the Calling license removed. [cite:1]

Canon room T1-R04-locations-sites.html ladder. Citations stay in that room.

What does a manual add from the location allow?

Up to 25 users, or a CSV. [cite:1]

Canon room T1-R04-locations-sites.html ladder. Citations stay in that room.

What is required on a floor?

The floor number. The name is optional. [cite:1]

Canon room T1-R04-locations-sites.html ladder. Citations stay in that room.

Which API replaced the previous calling locations API?

/v1/locations . Floors are on the workspace-locations API. [cite:1]

Canon room T1-R04-locations-sites.html ladder. Citations stay in that room.

What does the -CALL suffix mean?

A migrated calling location whose name collided. Duplicate names are not allowed. [cite:1]

Canon room T1-R04-locations-sites.html ladder. Citations stay in that room.

Why would changing the location time zone leave the auto attendant alone?

The auto attendant, hunt group, and call queue take the location time zone at creation, and that feature time zone cannot be altered afterward. [cite:1]

Canon room T1-R04-locations-sites.html ladder. Citations stay in that room.

When does location membership change licenses?

When an organization template exists and preserve license is off. Group templates, CSV, and the API are excluded. [cite:1]

Canon room T1-R04-locations-sites.html ladder. Citations stay in that room.

How do you move a Calling workspace?

Remove the Calling license, move the workspace, then entitle Calling again. [cite:1]

Canon room T1-R04-locations-sites.html ladder. Citations stay in that room.

Where do territory-specific numbers fail?

When Puerto Rico, Guam, American Samoa, or the U.S. Virgin Islands is given the United States as the country. [cite:1]

Canon room T1-R04-locations-sites.html ladder. Citations stay in that room.

Who becomes full administrator on first setup?

The administrator from the partner organization. [cite:1]

Canon room T1-R05-admin-roles-partner.html ladder. Citations stay in that room.

Why is location administrator exclusive?

The role article says you can't assign any other administrator role to a location administrator, and a full administrator can't hold it at the same time. [cite:1]

Canon room T1-R05-admin-roles-partner.html ladder. Citations stay in that room.

How long can a new role take?

Up to 10 minutes. [cite:1]

Canon room T1-R05-admin-roles-partner.html ladder. Citations stay in that room.

Who can assign roles to users?

The matrix marks full administrator as yes, and read-only as read-only. User and device administrators can assign the location administrator role and cannot assign other administrator roles. [cite:1]

Canon room T1-R05-admin-roles-partner.html ladder. Citations stay in that room.

Who sees the admin actions audit log?

Full administrator and security activity administrator. [cite:1]

Canon room T1-R05-admin-roles-partner.html ladder. Citations stay in that room.

How many groups can carry admin roles?

Up to 100. One group can have up to 20 roles. [cite:1]

Canon room T1-R05-admin-roles-partner.html ladder. Citations stay in that room.

What is the location scale for a Calling administrator?

Up to 250 assigned locations. The drop-down in one save is up to five. One location can receive up to 5 administrators at a time. [cite:2]

Canon room T1-R05-admin-roles-partner.html ladder. Citations stay in that room.

Can a location administrator add a hunt-group agent from another site?

They can delete any assigned agent, including agents from other locations, and they can add new users only from their assigned locations. [cite:2]

Canon room T1-R05-admin-roles-partner.html ladder. Citations stay in that room.

Can a customer read-only administrator open Contact Center admin?

No. The table says they cannot access the Webex Contact Center administrative interfaces. [cite:1]

Canon room T1-R05-admin-roles-partner.html ladder. Citations stay in that room.

What replaces the obsolete Calling CDR role?

A custom role for the Detailed Call History CDR APIs, including stream and feed. The old role remains operational until December 31, 2026. [cite:1]

Canon room T1-R05-admin-roles-partner.html ladder. Citations stay in that room.

Can the administrator CSV change roles?

No. You can't manage administrator roles through the CSV file. [cite:1]

Canon room T1-R05-admin-roles-partner.html ladder. Citations stay in that room.

Where do you open Webex Calling troubleshooting?

Control Hub, Monitoring → Troubleshooting. [cite:1]

Canon room T1-R06-analytics-troubleshooting.html ladder. Citations stay in that room.

How far back does that view go?

21 days. [cite:1]

Canon room T1-R06-analytics-troubleshooting.html ladder. Citations stay in that room.

What is a call segment for?

Each segment can succeed, fail, or be refused on its own, so a transfer is not one blob. [cite:1]

Canon room T1-R06-analytics-troubleshooting.html ladder. Citations stay in that room.

What path-optimization values does the article list?

ICE, PNC, and No optimization. [cite:1]

Canon room T1-R06-analytics-troubleshooting.html ladder. Citations stay in that room.

How many troubleshooting records fit in one CSV?

100. And only the tab you are viewing. [cite:1]

Canon room T1-R06-analytics-troubleshooting.html ladder. Citations stay in that room.

Why did filters vanish?

The search was a phone number or a correlation ID. [cite:1]

Canon room T1-R06-analytics-troubleshooting.html ladder. Citations stay in that room.

What is the difference between 13 months and a 3-month picker?

Pro Pack keeps 13 months. Starting January 27, 2026 the article says you select at most 3 months at a time. [cite:2]

Canon room T1-R06-analytics-troubleshooting.html ladder. Citations stay in that room.

What does the worst-experience click do?

Opens Troubleshooting for that user's media sessions in the chosen dates, up to 21 days. [cite:2]

Canon room T1-R06-analytics-troubleshooting.html ladder. Citations stay in that room.

How do you collect Webex App logs?

Troubleshooting → Logs, search the email, Collect logs, then Collect. [cite:3]

Canon room T1-R06-analytics-troubleshooting.html ladder. Citations stay in that room.

How long are uploaded logs kept, and who else can send them?

30 days. The user can send them from the app. An offline user cannot be collected. [cite:3]

Canon room T1-R06-analytics-troubleshooting.html ladder. Citations stay in that room.

Can you bill from Analytics?

No. The article says the data is for general use and should not be used for billing. [cite:2]

Canon room T1-R06-analytics-troubleshooting.html ladder. Citations stay in that room.

Which calling history sentence is only about Webex App?

Pro Pack gets 13 months, and others 3 months, for calls based in Webex App. Read the dashboard you actually opened before you repeat it. [cite:2]

Canon room T1-R06-analytics-troubleshooting.html ladder. Citations stay in that room.

What does the Country Selector set?

The GEO for the organization's users and encryption keys, plus organization identity and encrypted user-generated content. [cite:1]

Canon room T1-R07-data-residency-security.html ladder. Citations stay in that room.

Where do you read Meetings and Messaging residency?

Account > Info > Data Locations. [cite:1]

Canon room T1-R07-data-residency-security.html ladder. Citations stay in that room.

Can you move the org to another GEO later?

The article says Webex does not currently support migrating between GEO locations. [cite:1]

Canon room T1-R07-data-residency-security.html ladder. Citations stay in that room.

Which Messaging regions does the FAQ name?

Europe, hosted in Frankfurt and Amsterdam, and North America and the rest of the world, hosted in the United States. [cite:1]

Canon room T1-R07-data-residency-security.html ladder. Citations stay in that room.

Where do EU-city Meetings go?

Frankfurt. Other time zones use the closest data center. [cite:1]

Canon room T1-R07-data-residency-security.html ladder. Citations stay in that room.

What sets Calling residency?

The data center closest to the principal place of business the partner provided at order time. [cite:1]

Canon room T1-R07-data-residency-security.html ladder. Citations stay in that room.

Who owns a group space?

The organization of the person who created it. Content is stored in that region. [cite:1]

Canon room T1-R07-data-residency-security.html ladder. Citations stay in that room.

Where is a cross-org 1:1 stored if one user is in North America or RoW?

In the North America or rest-of-world GEO. [cite:1]

Canon room T1-R07-data-residency-security.html ladder. Citations stay in that room.

How long can you search the audit log?

The past year. Retention is 12 months in most regions and three years in India. [cite:1]

Canon room T1-R07-data-residency-security.html ladder. Citations stay in that room.

Where is AI-generated content stored?

In the same data center as the user-generated content. [cite:1]

Canon room T1-R07-data-residency-security.html ladder. Citations stay in that room.

Which spreadsheet cells answer the country question?

B3 is the country. B4 is the region. [cite:2]

Canon room T1-R07-data-residency-security.html ladder. Citations stay in that room.

Does compliance stop at the region border?

The article says compliance officers continue to have visibility of user content regardless of where it is stored. [cite:1]

Canon room T1-R07-data-residency-security.html ladder. Citations stay in that room.

What does Webex Calling mean in the migration guide?

The multi-tenant cloud call service. [cite:1]

Canon room T2-R01-calling-architecture.html ladder. Citations stay in that room.

Where do you administer the bundled offer?

Control Hub at admin.webex.com. re-check [cite:2]

Canon room T2-R01-calling-architecture.html ladder. Citations stay in that room.

What registers to Unified CM in the before picture?

Desk, Room, and Board devices, IP phones, and Jabber. [cite:1]

Canon room T2-R01-calling-architecture.html ladder. Citations stay in that room.

What do the Expressway pairs do in that picture?

Mobile and remote access, and business-to-business. [cite:1]

Canon room T2-R01-calling-architecture.html ladder. Citations stay in that room.

What does the local gateway bridge?

PSTN for cloud-registered endpoints, and calls between Unified CM-registered and cloud-registered endpoints. [cite:1]

Canon room T2-R01-calling-architecture.html ladder. Citations stay in that room.

Which cloud PSTN options need no on-premises equipment?

Cisco Calling Plan and Cloud Connect for Webex Calling. [cite:1]

Canon room T2-R01-calling-architecture.html ladder. Citations stay in that room.

Where does a trunk terminate?

On a local gateway or another supported device. [cite:3]

Canon room T2-R01-calling-architecture.html ladder. Citations stay in that room.

Who does cloud PSTN serve?

Webex Calling users. [cite:3]

Canon room T2-R01-calling-architecture.html ladder. Citations stay in that room.

Which directory tool does the guide name for Entra ID?

The Entra ID Wizard, instead of Directory Connector. [cite:1]

Canon room T2-R01-calling-architecture.html ladder. Citations stay in that room.

Which location details does the migration section list?

Emergency response address, number of users, internet access, and PSTN access. [cite:1]
Canon room T2-R01-calling-architecture.html ladder. Citations stay in that room.

Name one reason the guide gives for keeping call control on premises.

Phone models Webex Calling does not support, complex on-premises integrations, a complex dial plan or highly granular class of service, restrictive or unreliable internet, stringent data privacy, on-premises or in-country recording, a third-party integration without a Webex Calling alternative, or a contact-center integration that is not moving yet. [cite:1]

Canon room T2-R01-calling-architecture.html ladder. Citations stay in that room.

Why is the March 20, 2025 workflow marked?

That header is older than 12 months, so its feature list is re-check until the article is read again. [cite:2]

Canon room T2-R01-calling-architecture.html ladder. Citations stay in that room.

What is a Local Gateway?

The premises SBC that terminates a Webex Calling trunk so a location can use premises-based PSTN or reach a non-cloud site. [cite:1] [cite:2]

Canon room T2-R02-local-gateway-pstn.html ladder. Citations stay in that room.

Why does it exist?

Cisco PSTN and Cloud Connected PSTN replace the carrier in the cloud. Local Gateway exists when you keep your carrier, your analog, or a PBX next door. Without it, that location has no documented premises PSTN path. [cite:1]

Canon room T2-R02-local-gateway-pstn.html ladder. Citations stay in that room.

What breaks if I also expect phones to register to it?

You will troubleshoot the wrong box. Endpoints register to Webex Calling. The gateway is a trunk, not a proxy registrar. [cite:5]

Canon room T2-R02-local-gateway-pstn.html ladder. Citations stay in that room.

How does a premises call work end to end?

Carrier ↔ LGW ↔ TLS/SRTP ↔ Webex Calling ↔ endpoint. The location's numbers and route selection decide whether step three has anywhere to go. [cite:4] [cite:1]

Canon room T2-R02-local-gateway-pstn.html ladder. Citations stay in that room.

What is different on a certificate trunk?

Trust is the FQDN in the certificate, not a digest password. SIP from the LGW carries that FQDN in Contact. OPTIONS drive the online status in Control Hub. [cite:2] [cite:3]

Canon room T2-R02-local-gateway-pstn.html ladder. Citations stay in that room.

Where do route groups sit?

In Control Hub, with trunks and dial plans. A trunk that is not selected as the location's premises PSTN does not carry that location's calls just because the CUBE is up. [cite:2] [cite:1]

Canon room T2-R02-local-gateway-pstn.html ladder. Citations stay in that room.

How do I prove which failure I have?

Four evidence piles: Control Hub trunk status, location number list, CUBE registration or TLS/OPTIONS, and whether the endpoint is registered in Control Hub. Audio failures are a fifth pile (RTP), after signaling succeeds.

Canon room T2-R02-local-gateway-pstn.html ladder. Citations stay in that room.

How do I prove a scale miss versus a bug?

If the trunk is registration-based, the documented ceiling is 250 concurrent calls and max-conn should not be set above 250. Crossing that is a design miss. [cite:3] [cite:4]

Canon room T2-R02-local-gateway-pstn.html ladder. Citations stay in that room.

How do I prove a certificate identity miss?

Read the CN/SAN and the Control Hub FQDN as strings. They must match. Wildcards are unsupported. Public DNS must resolve the name. [cite:2] [cite:10] [cite:3]

Canon room T2-R02-local-gateway-pstn.html ladder. Citations stay in that room.

How does this differ across Calling, WxCC, WxCCE, and Dedicated Instance?

This room is multi-tenant Webex Calling. Contact-center voice can ride Webex Calling PSTN services even without a Calling subscription for the contact-center order itself — that claim belongs to the WxCC architecture article and is taught in T3-R01. [cite:12] Dedicated Instance has its own Local Gateway patterns and, for DI-to-multi-tenant contact-center support, help says certificate-based trunks are required because registration-based trunks are no longer supported on that interop. [cite:13] WxCCE PSTN is not thi

Canon room T2-R02-local-gateway-pstn.html ladder. Citations stay in that room.

Is Survivability Gateway just a second name for LGW?

No. BRKCOL-2312 treats SGW as the outage path for endpoints when the cloud is unreachable, managed from Control Hub, and lists co-location constraints that include provisioning the gateway as Survivability Gateway rather than as Local Gateway. Detail is T2-R07. [cite:5]

Canon room T2-R02-local-gateway-pstn.html ladder. Citations stay in that room.

If I redesigned PSTN attachment, what would I change?

I would want one trunk type so labs stop splitting digest and certificates. The constraint is scale and device support: registration is the simple CUBE model at 250 calls, and certificate exists because that model does not scale. The partner-hosted article says certificate trunking was created to solve registration's scale limits. [cite:8] [cite:3]

Canon room T2-R02-local-gateway-pstn.html ladder. Citations stay in that room.

What would I refuse to hard-code?

Firewall ports from a 2024 Cisco Live slide are replaced by b2exve as of 2026-10-14. The country list from the undated at-a-glance PDF stays marked in the limits table. [cite:21] against current help before a build. [cite:9] [cite:7]

Canon room T2-R02-local-gateway-pstn.html ladder. Citations stay in that room.

How many PSTN options can one location use at a time?

One. Mix across locations, not inside one. [cite:1]

Canon room T2-R02-local-gateway-pstn.html quiz. Citations stay in that room.

Registration-based Local Gateway concurrent calls, per trunk:

Up to 250. [cite:3]

Canon room T2-R02-local-gateway-pstn.html quiz. Citations stay in that room.

Registration-based trunks support which SBC?

CUBE only. Third-party SBCs are a certificate-trunk conversation, and only if Control Hub lists them. [cite:3] [cite:2]

Canon room T2-R02-local-gateway-pstn.html quiz. Citations stay in that room.

A designer sends phones to the Local Gateway's registrar "so the branch survives." What is wrong in the steady state?

Endpoints register to Webex Calling, not through the LGW. Survivability is a different gateway service. [cite:5]

Canon room T2-R02-local-gateway-pstn.html quiz. Citations stay in that room.

Wildcard certificates on a certificate-based LGW are:

Not supported. [cite:3]

Canon room T2-R02-local-gateway-pstn.html quiz. Citations stay in that room.

Control Hub shows a certificate trunk offline. Signaling config “looks right.” What transaction does the getting-started article single out?

OPTIONS from the Local Gateway. [cite:3]

Canon room T2-R02-local-gateway-pstn.html quiz. Citations stay in that room.

Webex-facing media and signaling in the IOS-XE guide are:

SIP/TLS and SRTP. [cite:4]

Canon room T2-R02-local-gateway-pstn.html quiz. Citations stay in that room.

Draw three locations: Austin on Cisco Calling Plan, Berlin on CCP, Denver on LGW. Show phones registering to the cloud in all three.

Only Denver’s PSTN hairpins through an SBC. All endpoints still register to Webex Calling. [cite:1] [cite:5]

Canon room T2-R02-local-gateway-pstn.html quiz. Citations stay in that room.

Cisco PSTN does not appear for a location that already used a Local Gateway. Name two documented reasons besides “the UI is broken.”

Pre-existing locations that already had another PSTN capability are not eligible in the article’s conditions, and Cisco PSTN may be unavailable after another option was assigned. Also check committed OCP, country, and data center. [cite:1]

Canon room T2-R02-local-gateway-pstn.html quiz. Citations stay in that room.

For a registration trunk, max-conn should be:

250 or lower. [cite:4]

Canon room T2-R02-local-gateway-pstn.html quiz. Citations stay in that room.

Why was certificate-based trunking created, according to the partner-hosted gateway article?

To solve the scale limitations of the registration-based model. [cite:8]

Canon room T2-R02-local-gateway-pstn.html quiz. Citations stay in that room.

Someone pastes TCP 5062 and UDP 19560–65535 into a firewall request and cites “Cisco Live.” What do you do?

Recognize BRKCOL-2812 (2024), mark it re-check, and open b2exve (retrieved 2026-10-14) before you build an ACL. [cite:21] the current port reference before the change window. [cite:9]

Canon room T2-R02-local-gateway-pstn.html quiz. Citations stay in that room.

What is the default extension length?

4 digits, and the allowed range is 2–10. [cite:1]

Canon room T2-R03-dial-plans-pstn-routing.html ladder. Citations stay in that room.

What three PSTN choices can a location have?

Cisco PSTN, Cloud Connected PSTN, or premises-based PSTN. [cite:2]

Canon room T2-R03-dial-plans-pstn-routing.html ladder. Citations stay in that room.

Who can place a call through cloud PSTN?

Webex Calling users. Premises-originated calls cannot. [cite:2]

Canon room T2-R03-dial-plans-pstn-routing.html ladder. Citations stay in that room.

What is an ESN?

Location routing prefix plus extension, used when inter-location extension dialing is disabled. [cite:1]

Canon room T2-R03-dial-plans-pstn-routing.html ladder. Citations stay in that room.

How many trunks can a route group hold?

1 to 10. [cite:2]

Canon room T2-R03-dial-plans-pstn-routing.html ladder. Citations stay in that room.

What does priority level 1 on two trunks mean?

Calls are distributed randomly across them. Trunk 3 at level 2 is the fallback when a level-1 trunk is unavailable. [cite:2]

Canon room T2-R03-dial-plans-pstn-routing.html ladder. Citations stay in that room.

Where may ! appear?

Once, at the end, and only on an E.164 pattern. [cite:2]

Canon room T2-R03-dial-plans-pstn-routing.html ladder. Citations stay in that room.

Does *.example.com match example.com?

No. It matches hosts that are subdomains, such as eu.example.com. [cite:2]

Canon room T2-R03-dial-plans-pstn-routing.html ladder. Citations stay in that room.

Why would incoming PSTN be treated as a local premises call?

Extension length was increased and the provider is not sending E.164. Enforce E.164 first. [cite:2]

Canon room T2-R03-dial-plans-pstn-routing.html ladder. Citations stay in that room.

What does Verify Call Routing show beyond the pattern?

Outgoing permissions, fraud prevention, digit patterns, intercept, and translation. [cite:2]

Canon room T2-R03-dial-plans-pstn-routing.html ladder. Citations stay in that room.

Is partition order the tie-break here?

No. That is the CUCM CSS rule in T6-R02. This room's engine is the Webex pattern language. [cite:3]

Canon room T2-R03-dial-plans-pstn-routing.html ladder. Citations stay in that room.

Which export label is misspelled in the article?

Export Dial Patters CSV. Quote it that way. [cite:2]

Canon room T2-R03-dial-plans-pstn-routing.html ladder. Citations stay in that room.

What two claims does Control Hub offer?

MAC address, or an activation code. A blank MAC generates the code. [cite:1]

Canon room T2-R04-devices-provisioning.html ladder. Citations stay in that room.

How long is the code?

16 digits. [cite:2]

Canon room T2-R04-devices-provisioning.html ladder. Citations stay in that room.

How long does an MPP code last?

30 days. A Room device code lasts 7 days. [cite:2]

Canon room T2-R04-devices-provisioning.html ladder. Citations stay in that room.

Which firmware can type the code?

MPP firmware 11.3.1 SR2 or later. [cite:1]

Canon room T2-R04-devices-provisioning.html ladder. Citations stay in that room.

How many devices on a professional workspace?

Up to five of the phone types the article names. [cite:3]

Canon room T2-R04-devices-provisioning.html ladder. Citations stay in that room.

What is the default calling service for a Room or Desk workspace?

Call on Webex, which is 1:1 and non-PSTN. [cite:3]

Canon room T2-R04-devices-provisioning.html ladder. Citations stay in that room.

Which CSV device types cover RoomOS?

WEBEX or WEBEX_CALLING. IP is for MPP, ATA, and DECT. [cite:1]

Canon room T2-R04-devices-provisioning.html ladder. Citations stay in that room.

What must you set on an ATA before activation?

Network settings, including VLAN, IP address, and subnet mask. [cite:2]

Canon room T2-R04-devices-provisioning.html ladder. Citations stay in that room.

Who may generate a code?

Only specific roles. The article points at the organization-role article rather than listing them. [cite:2]

Canon room T2-R04-devices-provisioning.html ladder. Citations stay in that room.

What happens to an online MPP when its workspace is deleted?

The phone is deleted and factory-reset, and it returns to the activation-code screen. [cite:3]

Canon room T2-R04-devices-provisioning.html ladder. Citations stay in that room.

When can a Board and a Room Series device share a workspace?

Companion Mode. A standalone Room Navigator can also be added beside other devices. [cite:3]

Canon room T2-R04-devices-provisioning.html ladder. Citations stay in that room.

Where are these features created?

Services > Calling > Features. [cite:1]

Canon room T2-R05-call-features.html ladder. Citations stay in that room.

What is the simultaneous hunt-group cap?

50 agents. Weighted is 100. Circular, Top Down, and Longest Idle are 1,000. [cite:1]

Canon room T2-R05-call-features.html ladder. Citations stay in that room.

Is hunt group busy on by default?

No. An administrator turns it on. Agents use FAC codes only if they are allowed. [cite:1]

Canon room T2-R05-call-features.html ladder. Citations stay in that room.

What license includes Call Queue?

The Webex Calling professional license. The offering is voice-only. [cite:2]

Canon room T2-R05-call-features.html ladder. Citations stay in that room.

What queue size does the article warn against?

Zero. Incoming calls are not allowed. The maximum in the table is 250. [cite:2]

Canon room T2-R05-call-features.html ladder. Citations stay in that room.

Which skill level is highest?

1. Level 20 is the lowest. The default is 1. [cite:2]

Canon room T2-R05-call-features.html ladder. Citations stay in that room.

Can you change an auto attendant's location?

No. The article says you cannot change it after creation. [cite:3]

Canon room T2-R05-call-features.html ladder. Citations stay in that room.

What is the default no-input timer?

10 seconds. The CSV range is 1–60. [cite:3]

Canon room T2-R05-call-features.html ladder. Citations stay in that room.

How many pickup groups can a user join?

One, and the group is a single location. [cite:4]

Canon room T2-R05-call-features.html ladder. Citations stay in that room.

What do you dial to park and to retrieve?

*68 to park after hold and a dial tone. *88 to retrieve. # parks or retrieves against your own extension. [cite:5]

Canon room T2-R05-call-features.html ladder. Citations stay in that room.

Why might India agents not see the hunt-group caller ID?

The hunt group's location and the agent's location must share PSTN provider, country, and zone. [cite:1]

Canon room T2-R05-call-features.html ladder. Citations stay in that room.

What is the 50-agent sentence on a queue?

A recommendation for voice queues. The maximum table still lists 1,000, 100, or 50 by pattern. [cite:2]

Canon room T2-R05-calling-features.html ladder. Citations stay in that room.

Which TLS versions does jwkb2 list?

TLS 1.2 and TLS 1.3. [cite:1]

Canon room T2-R06-calling-security-compliance.html ladder. Citations stay in that room.

Which SRTP suite does that article list?

AES_CM_128_HMAC_SHA1_80. [cite:1]

Canon room T2-R06-calling-security-compliance.html ladder. Citations stay in that room.

Is Calling E2EE on by default?

No. Turn on Enable end-end encryption when making calls. [cite:2]

Canon room T2-R06-calling-security-compliance.html ladder. Citations stay in that room.

What does opportunistic mean?

Start on SRTP, upgrade when clients can, downgrade if the service must process media. [cite:2]

Canon room T2-R06-calling-security-compliance.html ladder. Citations stay in that room.

Name three call types that do not get Calling E2EE.

1:1 PSTN, 1:1 premises trunk, conference mixer. Also recording, auto attendant, voice portal, shared or virtual lines. [cite:2]

Canon room T2-R06-calling-security-compliance.html ladder. Citations stay in that room.

What does recording do to E2EE?

Disables it. [cite:2]

Canon room T2-R06-calling-security-compliance.html ladder. Citations stay in that room.

What does the recording article say is the default?

Both Webex and Dubber, in different sentences. Webex retention is one year and 100 GB. Dubber Go is 30 days. [cite:3]

Canon room T2-R06-calling-security-compliance.html ladder. Citations stay in that room.

Which RedSky hosts and port?

api.wxc.e911cloud.com and wxc.e911cloud.com, port 443. b2exve does not name TCP on that row. [cite:4]

Canon room T2-R06-calling-security-compliance.html ladder. Citations stay in that room.

What is 933?

933 on the Calling notification test, nj0abhbb header September 24, 2025, checks emergency-call email generation in the United States and Canada without alerting public safety personnel. [cite:6] nvfbjts says place 933 calls, then activate Emergency call routing. [cite:5] Read nvfbjts for whether that WxCC test reaches a PSAP. The article does not say.

Canon room T2-R06-calling-security-compliance.html ladder. Citations stay in that room.

How is a WxCC agent identified in RedSky?

Device User Id equal to the agent email, then myE911. [cite:5]

Canon room T2-R06-calling-security-compliance.html ladder. Citations stay in that room.

Why is edge port 5061 not the trunk port?

jwkb2's SRV example is endpoint discovery. Trunk destinations in b2exve are 5062 and 8934. [cite:1] [cite:4]

Canon room T2-R06-calling-security-compliance.html ladder. Citations stay in that room.

Are zero-trust meetings the same as Calling E2EE?

No. Meetings use MLS. Calling E2EE is the opportunistic SRTP upgrade, and escalation into a meeting ends the Calling session. [cite:2]

Canon room T2-R06-calling-security-compliance.html ladder. Citations stay in that room.

Where do endpoints register in Active mode?

To the Webex cloud. [cite:1]

Canon room T2-R07-survivability-gateway.html ladder. Citations stay in that room.

Where do they register in Survivability mode?

To the local Survivability Gateway. [cite:1]

Canon room T2-R07-survivability-gateway.html ladder. Citations stay in that room.

How long must the cloud path be back?

At least 30 seconds. [cite:1]

Canon room T2-R07-survivability-gateway.html ladder. Citations stay in that room.

What IOS starts the feature set?

IOS XE Dublin 17.12.3. Hunt group, call forward, and auto attendant start at 17.18.2. [cite:1]
Canon room T2-R07-survivability-gateway.html ladder. Citations stay in that room.

What certificate types are refused?

Private or enterprise CAs, and wildcard certificates. [cite:1]
Canon room T2-R07-survivability-gateway.html ladder. Citations stay in that room.

What hunt-group cap applies in this mode?

100 groups, 32 users each. Weighted routing is not supported. [cite:1]
Canon room T2-R07-survivability-gateway.html ladder. Citations stay in that room.

What does Webex App support during the outage?

Internal extensions, PSTN in and out, outgoing emergency, hold and resume, transfer, inbound caller ID, and shared call appearance. [cite:2]
Canon room T2-R07-survivability-gateway.html ladder. Citations stay in that room.

What happens to a live Webex Calling call when the site switches?

That call is terminated. A call that is up when the outage ends continues. [cite:2]
Canon room T2-R07-survivability-gateway.html ladder. Citations stay in that room.

How do five shared DN's on five phones count?

As 25 toward max-dn. [cite:1]
Canon room T2-R07-survivability-gateway.html ladder. Citations stay in that room.

Can a third-party phone use the gateway?

Third-party devices are not supported. [cite:1]
Canon room T2-R07-survivability-gateway.html ladder. Citations stay in that room.

What history does Calling analytics keep for Webex App calls?

13 months with Pro Pack. 3 months without. [cite:1]
Canon room T2-R08-calling-analytics-cdr.html ladder. Citations stay in that room.

What did January 27, 2026 change?

The maximum range you select is 3 months at a time. The 13-month history sentence stays. [cite:1]
Canon room T2-R08-calling-analytics-cdr.html ladder. Citations stay in that room.

How many table rows is that when both are registered?

Two. Originating and terminating. [cite:1]

Canon room T2-R08-calling-analytics-cdr.html ladder. Citations stay in that room.

What row exists when Alice is PSTN?

The terminating record for Bob. [cite:1]

Canon room T2-R08-calling-analytics-cdr.html ladder. Citations stay in that room.

When is a media session good?

Both audio and video under 150 ms jitter, 400 ms latency, and 5% loss. [cite:1]

Canon room T2-R08-calling-analytics-cdr.html ladder. Citations stay in that room.

Does voicemail count as answered?

Yes, on the KPI example and on the leg. [cite:1]

Canon room T2-R08-calling-analytics-cdr.html ladder. Citations stay in that room.

When does the Direction filter apply?

Only when Call classification is External. [cite:1]

Canon room T2-R08-calling-analytics-cdr.html ladder. Citations stay in that room.

What is a bounced call?

Presented and not answered. A decline is not a bounce. [cite:1]

Canon room T2-R08-calling-analytics-cdr.html ladder. Citations stay in that room.

Why do park and consultative transfer add an internal call?

Those CDRs have a different correlation id. [cite:1]

Canon room T2-R08-calling-analytics-cdr.html ladder. Citations stay in that room.

How often does n5zr85e say the partner webhook delivers records?

Every 5 minutes. The extract had no header date. [cite:2]

Canon room T2-R08-calling-analytics-cdr.html ladder. Citations stay in that room.

Is Analyzer this page?

No. Analyzer is the contact-center reporter in tajemk. [cite:3]

Canon room T2-R08-calling-analytics-cdr.html ladder. Citations stay in that room.

What is Webex Contact Center in this track?

Cisco's cloud CCaaS contact center: entry points, flows, queues, teams, and Agent Desktop, provisioned from Control Hub. The Canon calls it multi-tenant because Cisco Live does.

[cite:1] [cite:2]

Canon room T3-R01-wxcc-multitenant-overview.html ladder. Citations stay in that room.

Why is it a separate product from Webex Calling queues?

Calling queues are a calling feature. This platform answers the call in a flow, queues across sites, mixes digital channels through Connect, and builds Analyzer datasets from service events. [cite:1] A side-by-side of queue math is T7-R06, not a guess in this answer.

Canon room T3-R01-wxcc-multitenant-overview.html ladder. Citations stay in that room.

What breaks if I design it as “UCCE in the cloud”?

You will look for Router, Logger, and CVP. Those names belong to the Enterprise / on-prem heritage track. This article's nouns are entry point, flow, queue, team, site. [cite:1] [cite:2]

Canon room T3-R01-wxcc-multitenant-overview.html ladder. Citations stay in that room.

How does a voice contact move?

Number → entry point → flow instance → queue → team → the phone number the agent registered at login. Events branch off to Analyzer. [cite:1]

Canon room T3-R01-wxcc-multitenant-overview.html ladder. Citations stay in that room.

What does the flow do if no agent is free?

The contact parks on the queue and the treatment attached to the queueing activity continues until an agent is offered the contact and the handler is interrupted. [cite:1]

Canon room T3-R01-wxcc-multitenant-overview.html ladder. Citations stay in that room.

Where does chat enter?

Webex Connect, not the PSTN edge. Connect can bot-treat the thread and must explicitly queue it into Webex Contact Center. [cite:1]

Canon room T3-R01-wxcc-multitenant-overview.html ladder. Citations stay in that room.

How do I prove a routing failure?

Check entry-point match, flow reached Queue Contact, team is in the active distribution group, agent skills if the queue is skill-based, and the login station is dialable. Profile scope explains “I cannot see it,” which is not the same as “it did not route.”

Canon room T3-R01-wxcc-multitenant-overview.html ladder. Citations stay in that room.

How do I prove the login station?

Call the number the agent typed, from outside the queue. The article says an invalid number means the agent cannot receive incoming calls. [cite:1]

Canon room T3-R01-wxcc-multitenant-overview.html ladder. Citations stay in that room.

How do I prove I am in the wrong admin UI?

If the task is “create a queue” and you are in a legacy portal module the setup guide itself retired, switch to Contact Center → Customer experience → Queues and re-check. [cite:8] [cite:4]

Canon room T3-R01-wxcc-multitenant-overview.html ladder. Citations stay in that room.

Do I need a Webex Calling subscription to land a PSTN call on WxCC?

The architecture article says calls route in using Webex Calling PSTN services and that this allows routing to the contact center without a Webex Calling subscription. It also says all new Webex Contact Center subscriptions include those PSTN services automatically. [cite:1] Read the PSTN choice on the subscription and on the location in Control Hub. The architecture article says new subscriptions can include Webex Calling PSTN, and the SKU follows the order.

Canon room T3-R01-wxcc-multitenant-overview.html ladder. Citations stay in that room.

If I redesigned the object model, what would I change?

I would want queues to be site-scoped so a supervisor grant could not forget a global queue. The article’s constraint is that queues and entry points are global at organization level; site scoping is done with user profiles and by creating separate queues per geography. [cite:1]

Canon room T3-R01-wxcc-multitenant-overview.html ladder. Citations stay in that room.

What would I not copy into a sizing spreadsheet?

The 300 / 6000 / 10500 figures from the setup guide, and the 400 / 48,000 phrases from the 2025 deck, until each is verified against a current limit document. [cite:4] [cite:3]

Canon room T3-R01-wxcc-multitenant-overview.html ladder. Citations stay in that room.

In Cisco’s architecture article, Webex Contact Center is described as:

B. CCaaS, cloud native, services on Kubernetes in AWS. [cite:1]

Canon room T3-R01-wxcc-multitenant-overview.html quiz. Citations stay in that room.

The Canon phrase “multi-tenant” for this track is anchored on:

B. PSOCCT-1014 and BRKCCT-2031. re-check the decks. [cite:2] [cite:3]

Canon room T3-R01-wxcc-multitenant-overview.html quiz. Citations stay in that room.

Every team must belong to:

A site. [cite:1]

Canon room T3-R01-wxcc-multitenant-overview.html quiz. Citations stay in that room.

Chat is not reaching agents. Where do you look first?

Webex Connect: the asset, the Connect flow, and whether it queues into WxCC. [cite:1]

Canon room T3-R01-wxcc-multitenant-overview.html quiz. Citations stay in that room.

QueueToAgent is documented for:

Voice. The architecture article says agent-specific queue is supported only for telephony/voice. [cite:1]

Canon room T3-R01-wxcc-multitenant-overview.html quiz. Citations stay in that room.

An agent is Available in the right team and the queue never offers. You call their login number and it fails. Diagnosis?

The station number is not routable, so the platform cannot deliver the call. [cite:1]

Canon room T3-R01-wxcc-multitenant-overview.html quiz. Citations stay in that room.

Draw PSTN and Connect as two doors into one entry-point/flow/queue building. Put Analyzer beside the building, fed by events, not in the voice path.

Match the map in this room. Analyzer is a data plane. [cite:1]

Canon room T3-R01-wxcc-multitenant-overview.html quiz. Citations stay in that room.

The setup guide's "300 active sites" figure should be used as:

B. [cite:4]

Canon room T3-R01-wxcc-multitenant-overview.html quiz. Citations stay in that room.

Search API scope for the documented GraphQL search is:

B. And the role must be Administrator or Supervisor. [cite:9]

Canon room T3-R01-wxcc-multitenant-overview.html quiz. Citations stay in that room.

A colleague says new contact-center orders cannot receive PSTN calls unless the customer also buys Webex Calling. What does the architecture article actually say?

Calls route using Webex Calling PSTN services, which can land on the contact center without a Webex Calling subscription, and new WxCC subscriptions include those PSTN services automatically. Confirm the order's SKU separately. [cite:1]

Canon room T3-R01-wxcc-multitenant-overview.html quiz. Citations stay in that room.

Name three flow activities without opening the designer.

Any three from the article's set: play messages, collect, transfer, virtual agent, queue, callback, GetQueueInfo, QueueToAgent. [cite:1]

Canon room T3-R01-wxcc-multitenant-overview.html quiz. Citations stay in that room.

The whiteboard already has "Side A Router" and "CVP." Which Canon track do you move to?

T4 Webex Contact Center Enterprise. This room's model does not use those components. [cite:2]

Canon room T3-R01-wxcc-multitenant-overview.html quiz. Citations stay in that room.

Who can run the wizard?

A partner or a customer administrator. The experience is the same for trial and subscription. [cite:1]

Canon room T3-R02-tenant-provisioning-setup.html ladder. Citations stay in that room.

What does the customer click in email?

Get Started, then password, Save & Sign In, then Terms of Service. [cite:1]

Canon room T3-R02-tenant-provisioning-setup.html ladder. Citations stay in that room.

Which field locks?

Country of operation, after confirm. [cite:1]

Canon room T3-R02-tenant-provisioning-setup.html ladder. Citations stay in that room.

What does that country decide?

The data center, via the Data Locality article. [cite:1]

Canon room T3-R02-tenant-provisioning-setup.html ladder. Citations stay in that room.

What is Common Edge on this page?

A shared edge between Webex Calling and Webex Contact Center. [cite:1]

Canon room T3-R02-tenant-provisioning-setup.html ladder. Citations stay in that room.

What do you download at the end?

The order summary, then Close. [cite:1]

Canon room T3-R02-tenant-provisioning-setup.html ladder. Citations stay in that room.

Where is the follow-up button?

Contact Center, Settings, Set up Cisco Webex Contact Center. [cite:1]

Canon room T3-R02-tenant-provisioning-setup.html ladder. Citations stay in that room.

What three follow-ups does the article name?

Entities, voice channels, digital channels. [cite:1]

Canon room T3-R02-tenant-provisioning-setup.html ladder. Citations stay in that room.

Who handles an incompatible location?

Cisco Solution Assurance. [cite:1]

Canon room T3-R02-tenant-provisioning-setup.html ladder. Citations stay in that room.

Why is the header marked re-check?

February 28, 2025 is older than 12 months on 2026-10-14. [cite:1]

Canon room T3-R02-tenant-provisioning-setup.html ladder. Citations stay in that room.

What does an entry point represent for a phone call?

The number the call arrives on. The flow tied to that entry point through a routing strategy handles it. [cite:1]

Canon room T3-R03-entry-points-queues-routing.html ladder. Citations stay in that room.

What is a queue?

Where the contact waits until an eligible agent is selected or picks it up. [cite:2]

Canon room T3-R03-entry-points-queues-routing.html ladder. Citations stay in that room.

Which patterns can a non-skill team queue use?

The routing article lists Longest Available for that queue type. The queue article says Longest Available is the default. [cite:2] [cite:3]

Canon room T3-R03-entry-points-queues-routing.html ladder. Citations stay in that room.

Which patterns can a non-skill agent-assignment queue use?

Longest Available, Circular, and Linear/Top-down. Circular is the default. There is no timed target expansion. [cite:2] [cite:3]

Canon room T3-R03-entry-points-queues-routing.html ladder. Citations stay in that room.

When is Best Available a choice?

Skill-based queues. It ranks agents who fully meet the requirements by proficiency score. [cite:2] [cite:3]

Canon room T3-R03-entry-points-queues-routing.html ladder. Citations stay in that room.

How does a call distribution group expand?

The contact searches the first group. If nobody matches, it parks for the configured duration, then the next group's teams are added. A later free agent in an earlier group can still be chosen. [cite:2]

Canon room T3-R03-entry-points-queues-routing.html ladder. Citations stay in that room.

What does Check Agent Availability change?

An empty current group is skipped immediately, from the Queue Contact activity. [cite:2]

Canon room T3-R03-entry-points-queues-routing.html ladder. Citations stay in that room.

How is top-down different from circular?

Top-down always starts at the beginning of the ordered list. Circular resumes after the last selected agent. [cite:2]

Canon room T3-R03-entry-points-queues-routing.html ladder. Citations stay in that room.

What does a less-than-or-equal skill do to a Best Available score?

That skill's value is inverted: 10 minus the actual value. Only proficiency skills enter the score. [cite:2]

Canon room T3-R03-entry-points-queues-routing.html ladder. Citations stay in that room.

Why would a variable queue not honor Best Available?

The flow article says you cannot enter skill requirements on a variable queue, and the contact is routed Longest Available, overriding the queue algorithm. [cite:5]

Canon room T3-R03-entry-points-queues-routing.html ladder. Citations stay in that room.

Where is the flow chosen for WhatsApp or email?

The architecture article says non-telephony flows are chosen in the Webex Connect configuration, not only on the telephony routing strategy. [cite:1]

Canon room T3-R03-entry-points-queues-routing.html ladder. Citations stay in that room.

Is the Labs Erlang number the product's estimated wait?

No. Get Queue Info uses the article's sample rules, including -1 when wait does not apply. The Erlang panel is labeled a study model. [cite:5]

Canon room T3-R03-entry-points-queues-routing.html ladder. Citations stay in that room.

What display size does the sign-in article require?

Greater than 500 by 500 pixels, zoom 100%. [cite:1]

Canon room T3-R04-agent-desktop-supervisor.html ladder. Citations stay in that room.

When can an agent sign out?

From Idle, with no active conversation and no monitoring task. [cite:1]

Canon room T3-R04-agent-desktop-supervisor.html ladder. Citations stay in that room.

What are the three telephony choices?

Desktop, Extension, and Dial Number, when the profile includes them. Digital-only users do not see them. [cite:1]

Canon room T3-R04-agent-desktop-supervisor.html ladder. Citations stay in that room.

What is a capacity-based team for?

Voicemail or agent groups that Webex Contact Center does not manage. It has a dial number and a capacity. [cite:2]

Canon room T3-R04-agent-desktop-supervisor.html ladder. Citations stay in that room.

Do skill-profile edits force a new sign-in?

No. The article says the changes apply without sign-out and sign-in. [cite:2]

Canon room T3-R04-agent-desktop-supervisor.html ladder. Citations stay in that room.

Where did listen and barge go?

The Interactions page. They were removed from Team Performance. [cite:3]

Canon room T3-R04-agent-desktop-supervisor.html ladder. Citations stay in that room.

When is barge allowed?

After listen has started, and not while the agent is in consult. [cite:3]

Canon room T3-R04-agent-desktop-supervisor.html ladder. Citations stay in that room.

What ends a monitoring session besides End Listen?

The agent transfers to a different team or queue. Disconnected desktop telephony makes monitoring unavailable. [cite:3]

Canon room T3-R04-agent-desktop-supervisor.html ladder. Citations stay in that room.

What is the granular state toggle's published window?

April 30, 2026 through October 29, 2026, then general availability. Off keeps Webex WFO. [cite:3]

Canon room T3-R04-agent-desktop-supervisor.html ladder. Citations stay in that room.

Why is chat missing in the Salesforce gadget?

CRM connectors do not support chat and email. [cite:4]

Canon room T3-R04-agent-desktop-supervisor.html ladder. Citations stay in that room.

Is this desktop Finesse?

No. Finesse gadget parity is marked in T6-R04. This room cites the Agent Desktop sign-in article.

Canon room T3-R04-agent-desktop-supervisor.html ladder. Citations stay in that room.

What must every tenant have for voice?

At least one PSTN connection and at least one agent delivery method. [cite:1]

Canon room T3-R05-voice-options.html ladder. Citations stay in that room.

Name the cloud PSTN options.

Webex Contact Center PSTN, Cloud Connected PSTN, and Cisco Calling Plan within the limits of the article. [cite:1]

Canon room T3-R05-voice-options.html ladder. Citations stay in that room.

Where does Contact Center PSTN work?

Contiguous United States and Canada. No international dialing. [cite:1]

Canon room T3-R05-voice-options.html ladder. Citations stay in that room.

What does a new subscription include for Common Edge?

Webex Calling PSTN services, added automatically. [cite:1]

Canon room T3-R05-voice-options.html ladder. Citations stay in that room.

What might a pre-October 2024 tenant need?

A partner to add Webex Calling PSTN service. [cite:1]

Canon room T3-R05-voice-options.html ladder. Citations stay in that room.

Where is WebRTC unavailable?

Customers hosted in the Japan data center. [cite:1]

Canon room T3-R05-voice-options.html ladder. Citations stay in that room.

What does an extension match unlock?

Preferred device selection. [cite:1]

Canon room T3-R05-voice-options.html ladder. Citations stay in that room.

Why configure Calling before the tenant?

The article says that accelerates and simplifies Contact Center configuration when both are deployed. [cite:1]

Canon room T3-R05-voice-options.html ladder. Citations stay in that room.

Why is the location main number missing?

gsmsaeb says it does not appear in the Webex Calling list. [cite:2]

Canon room T3-R05-voice-options.html ladder. Citations stay in that room.

What are the CCP and Local Gateway counts in this article?

Over 65 countries, and over 140 markets. Re-check. [cite:1]

Canon room T3-R05-voice-options.html ladder. Citations stay in that room.

Where do short-call threshold digits live?

Not in the extract used here. TODO-verify. [cite:2]

Canon room T3-R05-voice-options.html ladder. Citations stay in that room.

Name the six channels.

Facebook Messenger, Livechat, Email, SMS, Apple Messages for Business, WhatsApp. [cite:1]

Canon room T3-R06-digital-channels.html ladder. Citations stay in that room.

Who can use them?

Customers who planned onboarding with Cisco Solution Assurance. Controlled GA. [cite:1]

Canon room T3-R06-digital-channels.html ladder. Citations stay in that room.

How long to open Connect?

Within 7 days of the administrator being added. [cite:1]

Canon room T3-R06-digital-channels.html ladder. Citations stay in that room.

Which nodes must be Authorized?

Webex CC Task and Webex CC Engage. [cite:1]

Canon room T3-R06-digital-channels.html ladder. Citations stay in that room.

Where is the email asset created?

Control Hub. The other four messaging assets in the setup step are created in Connect. [cite:1]

Canon room T3-R06-digital-channels.html ladder. Citations stay in that room.

Where does a skill profile go?

On the agent. Not on the team. [cite:1]

Canon room T3-R06-digital-channels.html ladder. Citations stay in that room.

What is a proficiency skill's range?

0 to 10. [cite:1]

Canon room T3-R06-digital-channels.html ladder. Citations stay in that room.

What does a dropped attachment look like?

Unknown file, no download. [cite:1]

Canon room T3-R06-digital-channels.html ladder. Citations stay in that room.

Name two WhatsApp limits.

No voice messages, and no customer-side read receipts. The article lists more. [cite:1]

Canon room T3-R06-digital-channels.html ladder. Citations stay in that room.

Which email providers does nrelvg3 name?

Gmail and Microsoft 365. Re-check. [cite:2]

Canon room T3-R06-digital-channels.html ladder. Citations stay in that room.

Where do stock reports live?

Under Visualizations. They are read-only. [cite:1]

Canon room T3-R07-analyzer-reporting.html ladder. Citations stay in that room.

How long does a real-time report stay open?

Indefinitely, because it refreshes. [cite:1]

Canon room T3-R07-analyzer-reporting.html ladder. Citations stay in that room.

How long does a historical report stay active?

8 hours, then you may need to re-authenticate. Visible rows do not expire if you do not scroll or reload. [cite:1]

Canon room T3-R07-analyzer-reporting.html ladder. Citations stay in that room.

What refresh can you pick on a new real-time visualization?

5 to 60 seconds, step 5, default 5. Older reports under 5 seconds move to 5. [cite:1]

Canon room T3-R07-analyzer-reporting.html ladder. Citations stay in that room.

What does the agent-statistics widget do?

Historical every 24 hours. Real-time every 60 seconds. [cite:2]

Canon room T3-R07-analyzer-reporting.html ladder. Citations stay in that room.

Name one stock path.

Stock Reports > Historical Reports > Agent Reports. [cite:3]

Canon room T3-R07-analyzer-reporting.html ladder. Citations stay in that room.

Why is Sudden Disconnected Count empty?

The article says the field is not used and will not be populated. [cite:3]

Canon room T3-R07-analyzer-reporting.html ladder. Citations stay in that room.

What can you export?

Historical visualizations, Excel or CSV. Not real-time. Not compound. [cite:1]

Canon room T3-R07-analyzer-reporting.html ladder. Citations stay in that room.

How often do threshold alerts refresh?

Every 3 minutes, unless you stop auto-refresh. [cite:1]

Canon room T3-R07-analyzer-reporting.html ladder. Citations stay in that room.

Which AI Assistant reports does ioqbvd name?

Agent Wellness Breaks, Auto CSAT, Dropped Call Summaries, Agent Summary, Real-time Transcriptions, Topic Analytics, Real-Time Assist KPIs. [cite:4]

Canon room T3-R07-analyzer-reporting.html ladder. Citations stay in that room.

Why can Supervisor Desktop and Analyzer disagree on freshness?

Desktop cards are push. Analyzer is pull. [cite:5]

Canon room T3-R07-analyzer-reporting.html ladder. Citations stay in that room.

Does cleanup convert CUIC?

No. WxCC 1.0 cleanup exposes legacy Analyzer data. CUIC stays marked in T6-R04.

Canon room T3-R07-analyzer-reporting.html ladder. Citations stay in that room.

Name the four personas.

Supervisor plus Agent, Supervisor only, Licensed Administrator, Unlicensed Administrator. [cite:1]

Canon room T3-R08-supervisor-experience.html ladder. Citations stay in that room.

What are the two supervisor landing sentences?

Monitor, Overview, and the Queues page is the default landing page for supervisors. [cite:1]

Canon room T3-R08-supervisor-experience.html ladder. Citations stay in that room.

Who has My Workspace?

Supervisor plus Agent, and the licensed admin. Not supervisor-only. [cite:1]

Canon room T3-R08-supervisor-experience.html ladder. Citations stay in that room.

When can you barge?

After listening has started, and not during a consultation. [cite:2]

Canon room T3-R08-supervisor-experience.html ladder. Citations stay in that room.

Where are the controls?

The Interactions page, not the Team Performance widget. [cite:2]

Canon room T3-R08-supervisor-experience.html ladder. Citations stay in that room.

What ends monitoring besides a hang-up?

A transfer to a different team or queue. Sign-out is blocked until monitoring finishes. [cite:2]

Canon room T3-R08-supervisor-experience.html ladder. Citations stay in that room.

How long can the schedule run?

Six months. [cite:3]

Canon room T3-R08-supervisor-experience.html ladder. Citations stay in that room.

Is WebRTC available in VDI?

No, in okxzd1. [cite:1]

Canon room T3-R08-supervisor-experience.html ladder. Citations stay in that room.

How often does okxzd1 say coaching recommendations generate?

Weekly, after per-team thresholds. [cite:1]

Canon room T3-R08-supervisor-experience.html ladder. Citations stay in that room.

Why are the headers marked re-check?

The extracts used on 2026-10-14 did not include header dates. [cite:1]

Canon room T3-R08-supervisor-experience.html ladder. Citations stay in that room.

Which SKUs does 6m6r3fb name?

A-FLEX-AI-QM and A-FLEX-AI-QMMB. [cite:1]

Canon room T3-R09-wfo-ai-features.html ladder. Citations stay in that room.

Which features are organization scope?

Evaluation and Speech Analytics, and Coaching Insights. [cite:1]

Canon room T3-R09-wfo-ai-features.html ladder. Citations stay in that room.

What has to be true before sentiment?

Real-time transcription on those queues, and flows that start it. [cite:1]

Canon room T3-R09-wfo-ai-features.html ladder. Citations stay in that room.

Where do you click Auto CSAT?

Queue level settings, even though the scope cell says Agent. [cite:1]

Canon room T3-R09-wfo-ai-features.html ladder. Citations stay in that room.

What event precedes Start Media Stream for all queues?

AgentAnswered. [cite:1]

Canon room T3-R09-wfo-ai-features.html ladder. Citations stay in that room.

What custom-layout visibility shows transcripts?

RT_TRANSCRIPT, on agent, supervisor, and agent-supervisor. [cite:1]

Canon room T3-R09-wfo-ai-features.html ladder. Citations stay in that room.

What does Basic WFM forecast?

Voice, digital, and back-office. [cite:2]

Canon room T3-R09-wfo-ai-features.html ladder. Citations stay in that room.

Is live screen monitoring in Basic QM?

No. It is on the existing QM column. [cite:2]

Canon room T3-R09-wfo-ai-features.html ladder. Citations stay in that room.

Why is nmzg380 re-check?

Header August 13, 2025. [cite:2]

Canon room T3-R09-wfo-ai-features.html ladder. Citations stay in that room.

Why are Enterprise WFO SKUs unmarked as fact?

py6u9h was not re-fetched. TODO-verify. [cite:3]

Canon room T3-R09-wfo-ai-features.html ladder. Citations stay in that room.

Is Dubber Go this room's retention?

No. That sentence is the Calling recording article. [cite:5]

Canon room T3-R09-wfo-ai-features.html ladder. Citations stay in that room.

What one sentence defines Webex Contact Center Enterprise in the DI article?

A cloud contact center for large enterprises. Details are deferred to the data sheet, which this room does not invent. [cite:1]

Canon room T4-R01-wxcc-enterprise-overview.html ladder. Citations stay in that room.

Which names does that article refuse to merge?

UCCX, UCCE, PCCE, Webex CCE, and WxCC. [cite:1]

Canon room T4-R01-wxcc-enterprise-overview.html ladder. Citations stay in that room.

Who is the Quick Deployment Solution for, geographically, at the start?

The initial solution is available in the U.S. only, and agents must also be in the U.S. [cite:2]

Canon room T4-R01-wxcc-enterprise-overview.html ladder. Citations stay in that room.

What does Standard include on day 1 of that offer?

Inbound and outbound voice, a browser-based agent desktop, and web and voice callbacks. [cite:2]

Canon room T4-R01-wxcc-enterprise-overview.html ladder. Citations stay in that room.

What does Premium add that Standard's day-1 list does not?

Email and web chat, multi-channel reporting and analytics, and supervisor monitoring and barge-in. DTMF IVR, Virtual Assistant-Voice, and nailed-up mobile agent are day-1 items for the offer, not Premium-only. [cite:2]

Canon room T4-R01-wxcc-enterprise-overview.html ladder. Citations stay in that room.

Where do customizations go?

Assurance to Quality (A2Q). They are not part of the initial quick deployment, and they add time. [cite:2]

Canon room T4-R01-wxcc-enterprise-overview.html ladder. Citations stay in that room.

Can the first cut trunk to an existing on-premises contact center?

Not in the initial deployment. The page says that interconnection can be added after go-live. [cite:2]

Canon room T4-R01-wxcc-enterprise-overview.html ladder. Citations stay in that room.

What is the 5,000-agent figure?

Part of one U.S. customer story: 20,000 users, 5,000 of whom are call-center agents. Not a published product maximum. [cite:3]

Canon room T4-R01-wxcc-enterprise-overview.html ladder. Citations stay in that room.

What media path does that example describe?

Both Dedicated Instance and WxCCE use a Local Gateway for PSTN. Inbound media flows from the LGW to the agent. After the agent transfers, media flows from the LGW to the Dedicated Instance back-office user. Edge Connect 3.0 can be a single peer to both. [cite:3]
Canon room T4-R01-wxcc-enterprise-overview.html ladder. Citations stay in that room.

Why is utqcm7 the wrong architecture page?

It is the Webex Contact Center architecture article used in T3. The DI article treats WxCC and Webex CCE as different models. [cite:4] [cite:1]
Canon room T4-R01-wxcc-enterprise-overview.html ladder. Citations stay in that room.

Which WFO article names Enterprise on purpose?

py6u9h, scoped to Webex Contact Center Enterprise, Contact Center Enterprise, and Contact Center Express. [cite:7]
Canon room T4-R01-wxcc-enterprise-overview.html ladder. Citations stay in that room.

What will you not claim about Router, Logger, CVP, or Finesse?

That they are components of cloud Webex CCE. The articles read here do not say that. Read the component names on the Enterprise data sheet itself. The help articles read here do not say what that sheet lists, and the sheet changes on its own revision. [cite:1]
Canon room T4-R01-wxcc-enterprise-overview.html ladder. Citations stay in that room.

Webex Contact Center Enterprise, in the DI contact-center article, is:

B. [cite:1]
Canon room T4-R01-wxcc-enterprise-overview.html quiz. Citations stay in that room.

The Quick Deployment range of 500 to 24,000 concurrent agents applies to:

B. [cite:2]
Canon room T4-R01-wxcc-enterprise-overview.html quiz. Citations stay in that room.

A sponsor wants agents in London on the initial quick deployment. What does the article allow?

The initial solution is U.S. only, and agents must be in the U.S. Other locations are described as possible later, not as part of that initial solution. [cite:2]
Canon room T4-R01-wxcc-enterprise-overview.html quiz. Citations stay in that room.

Email and web chat on the quick offer's day-1 list sit with:

B. [cite:2]
Canon room T4-R01-wxcc-enterprise-overview.html quiz. Citations stay in that room.

The customer wants a custom desktop gadget in the first 10 business days. Where does that request go?

A2Q. Customizations are not in the initial deployment and add time. The short calendar assumes no customizations. [cite:2]

Canon room T4-R01-wxcc-enterprise-overview.html quiz. Citations stay in that room.

The 5,000-agent figure in the DI deployment article is:

B. It is the agent count inside a 20,000-user U.S. customer story, not a product maximum. [cite:3]

Canon room T4-R01-wxcc-enterprise-overview.html quiz. Citations stay in that room.

Draw five boxes: UCCX, UCCE, PCCE, Webex CCE, WxCC. Put the quick offer inside the Webex CCE story, not inside WxCC.

That is the separation nmhk7ve's list supports, with nyosarq as an Enterprise offer. [cite:1] [cite:2]

Canon room T4-R01-wxcc-enterprise-overview.html quiz. Citations stay in that room.

py6u9h's WFO SKUs are stated for:

B. [cite:7]

Canon room T4-R01-wxcc-enterprise-overview.html quiz. Citations stay in that room.

A colleague pastes "services in Kubernetes" into the Enterprise overview. Which article did they actually read?

The multi-tenant architecture article, utqcm7, which is T3's source. It is not the Enterprise definition. [cite:4]

Canon room T4-R01-wxcc-enterprise-overview.html quiz. Citations stay in that room.

Initial interconnection to an existing on-premises deployment, on the quick offer, is:

B. [cite:2]

Canon room T4-R01-wxcc-enterprise-overview.html quiz. Citations stay in that room.

You are asked to list Router, Logger, CVP, and Finesse as cloud Webex CCE components because "that is CCE." What do you answer?

The help articles read for this room do not say that. UCCE and PCCE have their own component documentation. The data sheet was not copied. Read the component list on the Enterprise data sheet the day you design. It changes when Cisco revises the sheet, so this room points at the sheet instead of freezing a copy. [cite:1]

Canon room T4-R01-wxcc-enterprise-overview.html quiz. Citations stay in that room.

Edge Connect 3.0 in ny65x1bb is described as:

B. [cite:3]

Canon room T4-R01-wxcc-enterprise-overview.html quiz. Citations stay in that room.

What are the four major components?

Router, Logger, Peripheral Gateway, Administration and Data Server. [cite:1]

Canon room T4-R02-core-components.html ladder. Citations stay in that room.

Which PBX does this chapter's CCE integrate with?

Unified CM only. [cite:1]

Canon room T4-R02-core-components.html ladder. Citations stay in that room.

Which logger does Router A use?

Logger A. [cite:1]

Canon room T4-R02-core-components.html ladder. Citations stay in that room.

Are both router sides in service?

Yes. They lock step with MDS. [cite:1]

Canon room T4-R02-core-components.html ladder. Citations stay in that room.

Are both PIMs active?

No. One side per peripheral. [cite:1]

Canon room T4-R02-core-components.html ladder. Citations stay in that room.

Who is primary for agent state on Unified CM?

The PG, because Unified CM knows lines. [cite:1]

Canon room T4-R02-core-components.html ladder. Citations stay in that room.

What protocol does the VRU PIM use?

GED-125. [cite:1]

Canon room T4-R02-core-components.html ladder. Citations stay in that room.

What happened to direct GED-188 desktops?

The chapter says that use is deprecated. [cite:1]

Canon room T4-R02-core-components.html ladder. Citations stay in that room.

How big is a CUIC cluster?

Up to eight nodes: one Controller and up to seven Members. [cite:1]

Canon room T4-R02-core-components.html ladder. Citations stay in that room.

What is the standard CUIC data source?

AW-HDS. CVP Reporting Server is also allowed. [cite:1]

Canon room T4-R02-core-components.html ladder. Citations stay in that room.

Which AW type has call detail?

AW-HDS-DDS. HDS-DDS has call detail without real-time or configuration. [cite:1]

Canon room T4-R02-core-components.html ladder. Citations stay in that room.

Where is Finesse in this chapter?

It is not named. TODO-verify. [cite:1]

Canon room T4-R02-core-components.html ladder. Citations stay in that room.

What three systems route the call?

Routing client, system software, and the peripheral. [cite:1]

Canon room T4-R03-call-flow-wxcce.html ladder. Citations stay in that room.

What is pre-routing?

An IXC asking for the initial destination. [cite:1]

Canon room T4-R03-call-flow-wxcce.html ladder. Citations stay in that room.

What fields make a voice call type?

Dialed number, and optionally CED and CLID. [cite:1]

Canon room T4-R03-call-flow-wxcce.html ladder. Citations stay in that room.

What fields make a non-voice call type?

Script Type Selector, Application String 1, and Application String 2. [cite:1]

Canon room T4-R03-call-flow-wxcce.html ladder. Citations stay in that room.

What is a route?

A skill target plus a service. [cite:1]

Canon room T4-R03-call-flow-wxcce.html ladder. Citations stay in that room.

What happens if the script finds no destination?

The default target on the DN, then the DN default label, or an error. [cite:1]

Canon room T4-R03-call-flow-wxcce.html ladder. Citations stay in that room.

What does the routing client do on a timeout?

Its own default action. [cite:1]

Canon room T4-R03-call-flow-wxcce.html ladder. Citations stay in that room.

What does CVP Comprehensive for ICME combine?

Call Director using SIP and the VRU-Only model. [cite:2]

Canon room T4-R03-call-flow-wxcce.html ladder. Citations stay in that room.

Which Network VRU type serves both legs?

Type 10. [cite:2]

Canon room T4-R03-call-flow-wxcce.html ladder. Citations stay in that room.

Which node connects the call to that VRU?

SendToVRU. [cite:2]

Canon room T4-R03-call-flow-wxcce.html ladder. Citations stay in that room.

Basic versus Advanced?

Wav and DTMF, versus ASR/TTS and VXML Server applications. [cite:2]

Canon room T4-R03-call-flow-wxcce.html ladder. Citations stay in that room.

Why is the routing chapter re-check?

Updated April 30, 2025. [cite:1]

Canon room T4-R03-call-flow-wxcce.html ladder. Citations stay in that room.

What does File, New ask?

Routing script or Administrative script. [cite:1]

Canon room T4-R04-scripting-icm-routing.html ladder. Citations stay in that room.

Where do you schedule it?

Script, Call Type Manager, Schedules. [cite:1]

Canon room T4-R04-scripting-icm-routing.html ladder. Citations stay in that room.

What does a Type 10 Router do?

A two-step transfer, unless CVP already front-ended the call. [cite:2]

Canon room T4-R04-scripting-icm-routing.html ladder. Citations stay in that room.

Does the Queue node play audio?

No. It exits immediately. [cite:2]

Canon room T4-R04-scripting-icm-routing.html ladder. Citations stay in that room.

What node plays the hold treatment?

Run External Script. [cite:2]

Canon room T4-R04-scripting-icm-routing.html ladder. Citations stay in that room.

What does Call.VRUStatus 2 mean?

The VRU is likely not functioning. Avoid more external scripts on that failure branch. [cite:2]
Canon room T4-R04-scripting-icm-routing.html ladder. Citations stay in that room.

What is the 20-second failure?

The routing client did not respond to Send To VRU or Translation Route to VRU. [cite:2]
Canon room T4-R04-scripting-icm-routing.html ladder. Citations stay in that room.

What interval does the sample use?

An announcement every 30 seconds. [cite:2]
Canon room T4-R04-scripting-icm-routing.html ladder. Citations stay in that room.

Which nodes are interruptible?

Wait, and an interruptible Run External Script. Other nodes are not. [cite:2]
Canon room T4-R04-scripting-icm-routing.html ladder. Citations stay in that room.

What must you not put in that cycle?

Route Select. [cite:2]
Canon room T4-R04-scripting-icm-routing.html ladder. Citations stay in that room.

Why re-check the node chapter?

Updated April 30, 2025. [cite:2]
Canon room T4-R04-scripting-icm-routing.html ladder. Citations stay in that room.

What is the VXML Server?

A J2EE-compliant application server for dynamic VoiceXML applications. It can run without the Call Server. [cite:2]
Canon room T4-R05-cvp-vxml-ivr.html ladder. Citations stay in that room.

What breaks if you want reports and you picked VXML Server (Standalone)?

That option does not require a Call Server or a Reporting Server. Reporting needs the other option plus both servers. [cite:1]
Canon room T4-R05-cvp-vxml-ivr.html ladder. Citations stay in that room.

Which three components does standalone require before reporting is added?

VXML Server, Call Studio, and a gateway. [cite:1]
Canon room T4-R05-cvp-vxml-ivr.html ladder. Citations stay in that room.

What are the four steps in the standalone VVB figure?

PSTN or provider to the ingress gateway or CUBE. SIP invite to VVB. HTTP request to the VXML Server. VoiceXML back to VVB, optionally pointing at ASR, TTS, or .wav files. [cite:1]

Canon room T4-R05-cvp-vxml-ivr.html ladder. Citations stay in that room.

What does each comprehensive leg do?

Switch leg: gateway does TDM-to-VoIP and call switching. VRU leg: Cisco VVB does VRU voice treatment. [cite:1]

Canon room T4-R05-cvp-vxml-ivr.html ladder. Citations stay in that room.

Why must micro-application VoiceXML return to one Call Server?

The IVR Service of the Call Server that has the switch leg receives the fetches. The guide says the traffic must return only to that Call Server. [cite:1]

Canon room T4-R05-cvp-vxml-ivr.html ladder. Citations stay in that room.

How do you prove a Reference Design is using the allowed CVP flow?

The design guide says Comprehensive is the only call flow you can use in a Reference Design. Standalone is listed under non-reference. [cite:3] re-check

Canon room T4-R05-cvp-vxml-ivr.html ladder. Citations stay in that room.

Basic ports are quiet when the caller speaks. What do you check?

Basic supports .wav and DTMF. ASR and TTS are Advanced. [cite:1]

Canon room T4-R05-cvp-vxml-ivr.html ladder. Citations stay in that room.

Where did the Call Server IVR service go?

To the VXML Server, beginning with 11.5(1). Microapplication pages are created there. [cite:2]

Canon room T4-R05-cvp-vxml-ivr.html ladder. Citations stay in that room.

How is comprehensive different from multi-tenant Flow Designer?

This room's script tool is Call Studio, and the queue handoff the guide names is SendToVRU. Flow Designer is the Webex Contact Center flow article. [cite:1] [cite:6]

Canon room T4-R05-cvp-vxml-ivr.html ladder. Citations stay in that room.

What does the January 2025 Webex CCE note add?

Custom code applications can be hosted on Webex CCE, including a move of CVP applications that use VXML and Call servers. The note is older than 12 months. [cite:5] re-check

Canon room T4-R05-cvp-vxml-ivr.html ladder. Citations stay in that room.

What constraint stops you from treating standalone as a full contact-center queue?

The design guide describes standalone as a VRU with no integration to Unified CCE for queuing control or subsequent call control, and it excludes that flow from Reference Designs. [cite:3] re-check

Canon room T4-R05-cvp-vxml-ivr.html ladder. Citations stay in that room.

Standalone without reporting requires:

B. [cite:1]

Canon room T4-R05-cvp-vxml-ivr.html quiz. Citations stay in that room.

The standalone minimum, before reporting, is:

A. [cite:1]

Canon room T4-R05-cvp-vxml-ivr.html quiz. Citations stay in that room.

The gateway sends a SIP invite to Cisco VVB. What must that invite carry, according to the standalone figure?

The trigger number configured in Cisco VVB for the self-service application. [cite:1]

Canon room T4-R05-cvp-vxml-ivr.html quiz. Citations stay in that room.

Cisco VVB gets VoiceXML instructions by:

A. [cite:1]

Canon room T4-R05-cvp-vxml-ivr.html quiz. Citations stay in that room.

Comprehensive Basic ports support:

A. Advanced adds ASR/TTS and VXML Server applications. [cite:1]

Canon room T4-R05-cvp-vxml-ivr.html quiz. Citations stay in that room.

Micro-application VoiceXML is fetched from a different Call Server than the switch leg. What does the guide require?

VoiceXML for micro-applications must return only to the same Call Server as the switch leg. [cite:1]

Canon room T4-R05-cvp-vxml-ivr.html quiz. Citations stay in that room.

The only CVP call flow the design guide allows in a Reference Design is:

C. The chapter was updated March 15, 2025, so this stays re-check. [cite:3]

Canon room T4-R05-cvp-vxml-ivr.html quiz. Citations stay in that room.

Draw two legs. Label which one is the gateway and which one is Cisco VVB.

Switch leg on the gateway. VRU leg on Cisco VVB. [cite:1]

Canon room T4-R05-cvp-vxml-ivr.html quiz. Citations stay in that room.

From CVP 11.5(1), microapplication VXML pages are created by:

A. The Call Server IVR service moved to the VXML Server. [cite:2]

Canon room T4-R05-cvp-vxml-ivr.html quiz. Citations stay in that room.

A script needs an ICM label from a standalone Call Studio app. Which element does the guide name?

ReqICMLabel. Peripheral Variables 1–10 are taken as is. [cite:1]

Canon room T4-R05-cvp-vxml-ivr.html quiz. Citations stay in that room.

SendToVRU connects the call to:

A. Type 10 serves both legs in the comprehensive ICME section. [cite:1]

Canon room T4-R05-cvp-vxml-ivr.html quiz. Citations stay in that room.

Someone cites Flow Designer as the Unified CVP builder. Which article did they open?

The Webex Contact Center flow article, nhovcy4. This room's builder is Call Studio. [cite:6]
[cite:1]

Canon room T4-R05-cvp-vxml-ivr.html quiz. Citations stay in that room.

What is a Finesse gadget?

An OpenSocial XML document placed on the Finesse desktop. [cite:1]

Canon room T4-R06-finesse-desktop-gadgets.html ladder. Citations stay in that room.

Why does the layout have two role blocks?

The XML defines the desktop for agents and for supervisors. Supervisor-only tabs go under the Supervisor tag. [cite:1]

Canon room T4-R06-finesse-desktop-gadgets.html ladder. Citations stay in that room.

What fails if a third-party gadget assumes Finesse will log it into the CRM?

The guide says the gadget must implement its own authentication for third-party REST services. Shindig only proxies the call. [cite:1]

Canon room T4-R06-finesse-desktop-gadgets.html ladder. Citations stay in that room.

How does a gadget file on the Finesse server get referenced?

A relative path. The third-party chapter's example is /3rdpartygadget/files/HelloWorld.xml . [cite:3]

Canon room T4-R06-finesse-desktop-gadgets.html ladder. Citations stay in that room.

When is an absolute URL required?

When the gadget is hosted on a server other than the Finesse server. [cite:2]

Canon room T4-R06-finesse-desktop-gadgets.html ladder. Citations stay in that room.

What are the duplex prerequisites for CTI failover?

Unified CCE in duplex mode, and the B-side CTI host and port configured in Finesse administration. [cite:4]

Canon room T4-R06-finesse-desktop-gadgets.html ladder. Citations stay in that room.

How do you prove a 503 is failover rather than a bad gadget?

Finesse is OUT_OF_SERVICE and does not send events. After IN_SERVICE it publishes the last call control, call data, and agent state. [cite:4]

Canon room T4-R06-finesse-desktop-gadgets.html ladder. Citations stay in that room.

Why can Test Connection fail on one side and still be valid?

CTI is active-passive. The inactive node refuses the CTI port. Both sides succeeding together is the error case. [cite:5]

Canon room T4-R06-finesse-desktop-gadgets.html ladder. Citations stay in that room.

What does a CTI settings change do to signed-in agents?

You restart Finesse Tomcat on all nodes. Agents sign out and sign in again. [cite:5]

Canon room T4-R06-finesse-desktop-gadgets.html ladder. Citations stay in that room.

How is this desktop different from multi-tenant Agent Desktop?

This room follows the Finesse administration guide. Multi-tenant Agent Desktop is a different product surface, covered in T3-R04. [cite:8]

Canon room T4-R06-finesse-desktop-gadgets.html ladder. Citations stay in that room.

What does the March 2022 VPN-less note exclude?

FIPPA, and multiple devices accessing the desktop through NAT. The note is older than 12 months. [cite:7] re-check

Canon room T4-R06-finesse-desktop-gadgets.html ladder. Citations stay in that room.

What constraint stops you from promising every conference will redraw cleanly after failover?

The failover chapter says conferences that include devices not associated with another agent or supervisor can produce unpredictable desktop notifications. The phone can still be used. The desktop returns to usual after the agent drops the conference. [cite:4]

Canon room T4-R06-finesse-desktop-gadgets.html ladder. Citations stay in that room.

A Finesse gadget is:

A. [cite:1]

Canon room T4-R06-finesse-desktop-gadgets.html quiz. Citations stay in that room.

Manage Desktop Layout uploads XML for:

A. [cite:1]

Canon room T4-R06-finesse-desktop-gadgets.html quiz. Citations stay in that room.

You uploaded HelloWorld.xml onto the Finesse server. Which path does the third-party chapter show?

/3rdpartygadget/files/HelloWorld.xml inside the Agent and Supervisor layouts. [cite:3]

Canon room T4-R06-finesse-desktop-gadgets.html quiz. Citations stay in that room.

A gadget hosted on another server must be:

A. [cite:2]

Canon room T4-R06-finesse-desktop-gadgets.html quiz. Citations stay in that room.

Shindig's job in this chapter is:

A. The gadget still authenticates to the third-party service. [cite:1]

Canon room T4-R06-finesse-desktop-gadgets.html quiz. Citations stay in that room.

During CTI failover, a gadget API call returns an error. Which status does the guide name?

503 Service Unavailable, while Finesse is OUT_OF_SERVICE. [cite:4]

Canon room T4-R06-finesse-desktop-gadgets.html quiz. Citations stay in that room.

CTI failover prerequisites include:

A. [cite:4]

Canon room T4-R06-finesse-desktop-gadgets.html quiz. Citations stay in that room.

Three missed heartbeats means the interval in the guide is:

A. [cite:4]

Canon room T4-R06-finesse-desktop-gadgets.html quiz. Citations stay in that room.

Test Connection works on side A and fails on side B. Is that automatically a broken pair?

No. The inactive CTI node refuses the port. The administrator still needs a valid host and port on the failed side. Both sides succeeding together is the error case. [cite:5]

Canon room T4-R06-finesse-desktop-gadgets.html quiz. Citations stay in that room.

The Agent PG peripheral ID on A and B should be:

A. [cite:5]

Canon room T4-R06-finesse-desktop-gadgets.html quiz. Citations stay in that room.

Draw Finesse alternating between two CTI servers until one connects. Label the state names.

OUT_OF_SERVICE while it alternates. IN_SERVICE after a successful connection. [cite:4]

Canon room T4-R06-finesse-desktop-gadgets.html quiz. Citations stay in that room.

A client takes longer than 2 minutes to reconnect. What does the design guide say Finesse does?

It signs the agent out. The agent signs in again when the client reconnects. The chapter date is March 15, 2025, so this stays re-check. [cite:6]

Canon room T4-R06-finesse-desktop-gadgets.html quiz. Citations stay in that room.

What is CUIC in the reporting user guide?

A web-based reporting platform with Historical, Real-time, and Live Data reporting and dashboards. [cite:1]

Canon room T4-R07-reporting-cuic.html ladder. Citations stay in that room.

Why import stock reports instead of writing SQL on day one?

Cisco ships the templates. They show data already saved in the Unified CCE database. Custom work starts from Save As or the customization guide. [cite:1] [cite:2]

Canon room T4-R07-reporting-cuic.html ladder. Citations stay in that room.

What fails if you promise a sub-3-second Historical report?

That refresh sentence is about Live Data templates, which the guide says are much faster than Realtime or Historical reports. [cite:1]

Canon room T4-R07-reporting-cuic.html ladder. Citations stay in that room.

Name the Live Data reports in the stock list.

Agent, Agent Skill Group, Precision Queue, Skill Group, Recent State History, and Recent Call History. [cite:1]

Canon room T4-R07-reporting-cuic.html ladder. Citations stay in that room.

When do you import Outbound templates?

When the deployment includes Outbound Option. [cite:1]

Canon room T4-R07-reporting-cuic.html ladder. Citations stay in that room.

What is the difference between Transitional and All Fields?

Transitional templates are simplified introductions. All Fields templates expose database fields and include precision-queue routing data. [cite:1]

Canon room T4-R07-reporting-cuic.html ladder. Citations stay in that room.

How do you prove a report is stock rather than a broken custom query?

Stock reports have one default grid view. A few also have a chart. They were imported from Cisco's bundles. [cite:2]

Canon room T4-R07-reporting-cuic.html ladder. Citations stay in that room.

A display clips the report. What resolution does the chapter require?

1366×768 or higher. [cite:1]

Canon room T4-R07-reporting-cuic.html ladder. Citations stay in that room.

Why can an upgraded system show wrong totals?

The 11.6 support note says mismatched stock reports can remain after upgrades because schemas change. Import the current version's templates. [cite:4] re-check

Canon room T4-R07-reporting-cuic.html ladder. Citations stay in that room.

How is CUIC different from Analyzer?

This guide is Unified CCE reporting. Analyzer is the multi-tenant Webex Contact Center surface in T3-R07. [cite:3]

Canon room T4-R07-reporting-cuic.html ladder. Citations stay in that room.

What does the February 2022 Webex CCE note add about permissions?

Non-administrative entity owners can view the All Users group in the permission modal and assign permissions. The date is re-check. [cite:5]

Canon room T4-R07-reporting-cuic.html ladder. Citations stay in that room.

What stops you from sizing a custom report from memory?

The reporting chapter sends customization to the Cisco Unified Intelligence Center Report Customization Guide. This room does not invent the query. [cite:1]

Canon room T4-R07-reporting-cuic.html ladder. Citations stay in that room.

CUIC in the reporting user guide provides:

A. [cite:1]

Canon room T4-R07-reporting-cuic.html quiz. Citations stay in that room.

Live Data refresh is described as:

A. The chapter date is April 30, 2025, so this stays re-check. [cite:1]

Canon room T4-R07-reporting-cuic.html quiz. Citations stay in that room.

A new supervisor wants a simple report that resembles other contact-center templates. Which stock family fits?

Realtime and Historical Transitional templates. [cite:1]

Canon room T4-R07-reporting-cuic.html quiz. Citations stay in that room.

Precision-queue routing data is called out on:

A. [cite:1]

Canon room T4-R07-reporting-cuic.html quiz. Citations stay in that room.

Import Outbound templates when:

A. [cite:1]

Canon room T4-R07-reporting-cuic.html quiz. Citations stay in that room.

Name two Live Data reports from the stock list.

Any two of Agent, Agent Skill Group, Precision Queue, Skill Group, Recent State History, and Recent Call History. [cite:1]

Canon room T4-R07-reporting-cuic.html quiz. Citations stay in that room.

The default view of a stock report is:

A. Some stock reports also have a chart view. [cite:2]

Canon room T4-R07-reporting-cuic.html quiz. Citations stay in that room.

Minimum screen resolution in that chapter:

A. [cite:1]

Canon room T4-R07-reporting-cuic.html quiz. Citations stay in that room.

You want to change a stock report. What does the user guide tell you to do first?

Clone it with Save As, then customize the clone. [cite:2]

Canon room T4-R07-reporting-cuic.html quiz. Citations stay in that room.

Contact Sharing templates help you see:

A. [cite:1]

Canon room T4-R07-reporting-cuic.html quiz. Citations stay in that room.

Draw three boxes: Historical, Realtime, Live Data. Put “usually under 3 seconds” on one box only.

Live Data. [cite:1]

Canon room T4-R07-reporting-cuic.html quiz. Citations stay in that room.

A colleague uses an Analyzer refresh number as the CUIC Live Data interval. What do you correct?

Analyzer is the multi-tenant reporting surface. CUIC’s Live Data sentence is the one in the Unified CCE reporting guide, and that chapter is marked re-check because it was updated April 30, 2025. [cite:3] [cite:1]

Canon room T4-R07-reporting-cuic.html quiz. Citations stay in that room.

What are Side A and Side B for?

Redundancy. Not load-balancing. Either side can run the full load, and both process every call. [cite:1]

Canon room T4-R08-sizing-ha.html ladder. Citations stay in that room.

What breaks if the private and public networks share one failure domain?

The design requires two independent physical networks so a single failure does not look like both a dead component and a dead path. A simultaneous failure of both is called catastrophic. [cite:1]

Canon room T4-R08-sizing-ha.html ladder. Citations stay in that room.

Why is Side B’s majority test stricter?

Side A needs at least half of its enabled PGs. Side B needs more than half. [cite:1]

Canon room T4-R08-sizing-ha.html ladder. Citations stay in that room.

What moves on the private network?

Synchronized data, control messages, MDS client communication, and the state transfer used to recover from isolation. [cite:1]

Canon room T4-R08-sizing-ha.html ladder. Citations stay in that room.

What does isolated-enabled mean?

The router has device majority and continues handling traffic. Isolated-disabled means it stops. [cite:1]

Canon room T4-R08-sizing-ha.html ladder. Citations stay in that room.

How long can the private network stay down before logger resync is manual?

14 days, the retention of Config_Message_Log. After that, use Unified ICMDBA. [cite:1]

Canon room T4-R08-sizing-ha.html ladder. Citations stay in that room.

How do you prove an agent sign-out was the split-registration case?

Desktop on one side, phone on the other, public network failed, phone did not rehome, PG could not see the phone. [cite:1]

Canon room T4-R08-sizing-ha.html ladder. Citations stay in that room.

A call is already with an agent when the router peer fails. What does the guide say happens to that call?

A router failure does not affect in-progress calls that have already reached a VRU or an agent. [cite:1]

Canon room T4-R08-sizing-ha.html ladder. Citations stay in that room.

Why can public QoS be a bad idea on a 12,000 Agent Reference Design?

The chapter says QoS on those public links can delay detection of server failures. It allows public QoS in the 2000 and 4000 Agent Reference Designs. [cite:1]

Canon room T4-R08-sizing-ha.html ladder. Citations stay in that room.

How is CUIC HA different from Router HA?

CUIC uses a publisher and up to 7 subscribers and spreads processing around failed nodes. The Router pair does not load-balance. [cite:1]

Canon room T4-R08-sizing-ha.html ladder. Citations stay in that room.

Where does 48,000 come from?

The January 2025 Webex CCE what's-new entry: 48,000 concurrent agents and 300 calls per second on a single tenant. It is not the Finesse 2,000 line. [cite:2] re-check

Canon room T4-R08-sizing-ha.html ladder. Citations stay in that room.

What constraint stops you from treating both isolated-enabled routers as a permanent design?

The guide calls a dual-network failure catastrophic. If both sides are isolated-enabled, Side B restarts when connectivity returns so it can re-establish communication with its peer. [cite:1]

Canon room T4-R08-sizing-ha.html ladder. Citations stay in that room.

Side A and Side B exist for:

A. [cite:1]

Canon room T4-R08-sizing-ha.html quiz. Citations stay in that room.

Side B has device majority when it can see:

A. Side A's test is at least half. [cite:1]

Canon room T4-R08-sizing-ha.html quiz. Citations stay in that room.

Private traffic for one component is split into a high-priority link and a low-priority link. What does the guide say that does?

It disables the component failover behavior. All private traffic for the component must use the same link. [cite:1]

Canon room T4-R08-sizing-ha.html quiz. Citations stay in that room.

QoS is required on:

A. [cite:1]

Canon room T4-R08-sizing-ha.html quiz. Citations stay in that room.

Logger automatic resync applies if the private network returns within:

A. Config_Message_Log retention. After that, Unified ICMDDBA. [cite:1]

Canon room T4-R08-sizing-ha.html quiz. Citations stay in that room.

The agent desktop is on Side A and the phone is on Side B. The public network fails. What happens to the agent?

Unified CCE signs the agent out because the PG can no longer direct calls to that phone. [cite:1]

Canon room T4-R08-sizing-ha.html quiz. Citations stay in that room.

Users across the two Finesse servers on one Agent PG cannot exceed:

A. 48,000 is a different sentence. 7 is the CUIC subscriber count. [cite:1]

Canon room T4-R08-sizing-ha.html quiz. Citations stay in that room.

CUIC high availability in this chapter is:

A. [cite:1]

Canon room T4-R08-sizing-ha.html quiz. Citations stay in that room.

Both public and private networks fail, and both routers are isolated-enabled. What does the note say Side B does when the network returns?

Side B's service restarts to re-establish communication with its peer. [cite:1]

Canon room T4-R08-sizing-ha.html quiz. Citations stay in that room.

The 48,000-agent figure is from:

A. It also states 300 calls per second on a single tenant. Re-check. [cite:2]

Canon room T4-R08-sizing-ha.html quiz. Citations stay in that room.

Draw two networks. Put MDS on one and Central Controller-to-PG traffic on the other.

MDS on the private network. Central Controller to PG on the public network. [cite:1]

Canon room T4-R08-sizing-ha.html quiz. Citations stay in that room.

Where does the design guide prefer you not to run CTI Manager?

On the Unified CM publisher, where possible, along with devices and call processing. [cite:1]

Canon room T4-R08-sizing-ha.html quiz. Citations stay in that room.

Which four components does the serviceability chapter call major?

Router, Logger, Peripheral Gateway, and Administration & Data Server. [cite:1]

Canon room T4-R09-classroom-index.html ladder. Citations stay in that room.

Are both Router sides in service at once?

Yes. They stay in lock-step through MDS and both are concurrently in service. [cite:1]

Canon room T4-R09-classroom-index.html ladder. Citations stay in that room.

Which Logger does Side B Router talk to?

Only the Side B Logger. [cite:1]

Canon room T4-R09-classroom-index.html ladder. Citations stay in that room.

What is a Central Controller?

A Router and Logger combination, often on the same server. [cite:1]

Canon room T4-R09-classroom-index.html ladder. Citations stay in that room.

Which PG process is lock-step, and which is not?

OPC is lock-step. The PIM is not. One PIM side is active per peripheral. [cite:1]

Canon room T4-R09-classroom-index.html ladder. Citations stay in that room.

What does a VRU PG maintain?

Call state, not agent state. An MR PG maintains task state. [cite:1]

Canon room T4-R09-classroom-index.html ladder. Citations stay in that room.

Where is the authoritative configuration database?

On the Logger. ADS databases are copies. [cite:1]

Canon room T4-R09-classroom-index.html ladder. Citations stay in that room.

What does SendToVRU do, in the sentence the CVP guide gives?

It connects the call to the Network VRU. [cite:2]

Canon room T4-R09-classroom-index.html ladder. Citations stay in that room.

Why is Unified CM agent state different from ACD agent state?

Unified CM knows lines. The PG is primary for agent state. An ACD PG mirrors the ACD. [cite:1]

Canon room T4-R09-classroom-index.html ladder. Citations stay in that room.

How does a configuration change reach the Logger?

ADS client to DBAgent, DBAgent to Router through MDS, Router validates and sends it to the Logger, Logger confirms, Router distributes to clients. [cite:1]

Canon room T4-R09-classroom-index.html ladder. Citations stay in that room.

Which Canon room owns the 2,000-user Finesse line?

T4-R08, from the design-guide high-availability chapter. This index does not merge it with 24,000 or 48,000. [cite:3]

Canon room T4-R09-classroom-index.html ladder. Citations stay in that room.

What would you need before you write a session-by-session map?

The classroom pack in the repository, cited in the source map's internal style, beside the Cisco chapter. Until then the map is TODO-verify.

Canon room T4-R09-classroom-index.html ladder. Citations stay in that room.

The four major components in the serviceability chapter are:

A. [cite:1]

Canon room T4-R09-classroom-index.html quiz. Citations stay in that room.

MDS is used so that duplex processes:

A. [cite:1]

Canon room T4-R09-classroom-index.html quiz. Citations stay in that room.

The PIM is:

A. [cite:1]

Canon room T4-R09-classroom-index.html quiz. Citations stay in that room.

Side A Router fails. What does the chapter say the other Router side does?

The opposite side assumes sole responsibility for routing decisions. Both sides had the same data. [cite:1]

Canon room T4-R09-classroom-index.html quiz. Citations stay in that room.

SendToVRU is:

A. [cite:2]

Canon room T4-R09-classroom-index.html quiz. Citations stay in that room.

The authoritative configuration database is:

A. [cite:1]

Canon room T4-R09-classroom-index.html quiz. Citations stay in that room.

You want a session-by-session classroom map. What is the status of that map in this room?

TODO-verify. Use the official chapter.

Canon room T4-R09-classroom-index.html quiz. Citations stay in that room.

A VRU PG maintains:

A. [cite:1]

Canon room T4-R09-classroom-index.html quiz. Citations stay in that room.

CTI Server activity is:

A. [cite:1]

Canon room T4-R09-classroom-index.html quiz. Citations stay in that room.

Unified CM does not track agent state. Who is primary?

The PG attached to Unified CM. [cite:1]

Canon room T4-R09-classroom-index.html quiz. Citations stay in that room.

Draw the configuration update after the Router validates it.

Router to Logger, Logger confirms, Router distributes to clients. [cite:1]

Canon room T4-R09-classroom-index.html quiz. Citations stay in that room.

The product-architecture chapter used here was updated:

A. [cite:1]

Canon room T4-R09-classroom-index.html quiz. Citations stay in that room.

What are the two March 2022 hybrid model names?

SBC Peering Hybrid Model and Localized RTP Hybrid Model. [cite:1]

Canon room T4-R10-hybrid-cloud-connected.html ladder. Citations stay in that room.

Where do their internals live?

The partner technical guide's Customer Premise PSTN section and the named white paper. [cite:1]

Canon room T4-R10-hybrid-cloud-connected.html ladder. Citations stay in that room.

What does VPN-less Finesse refuse?

FIPPA, and multiple devices through NAT. [cite:1]

Canon room T4-R10-hybrid-cloud-connected.html ladder. Citations stay in that room.

What is the Hybrid IVR example?

OTP generation on-premises, other tasks in the cloud, beside Dialogflow CX. [cite:1]

Canon room T4-R10-hybrid-cloud-connected.html ladder. Citations stay in that room.

How long can the CX static partial response run?

Up to 30 seconds. [cite:1]

Canon room T4-R10-hybrid-cloud-connected.html ladder. Citations stay in that room.

In the July 2024 U.S. tenant example, what stays in Europe?

European calls. Control signals are what the example sends to the U.S. region. [cite:1]

Canon room T4-R10-hybrid-cloud-connected.html ladder. Citations stay in that room.

Which channels does July 2023 name, and which does January 2025 add?

July 2023 names email, chat, and SMS. January 2025 adds WhatsApp and Facebook Messenger to Email, Live Chat, and SMS. [cite:1]

Canon room T4-R10-hybrid-cloud-connected.html ladder. Citations stay in that room.

What is the 48,000 figure attached to?

Concurrent agents on a single Webex CCE tenant, with 300 calls per second, January 2025. [cite:1]

Canon room T4-R10-hybrid-cloud-connected.html ladder. Citations stay in that room.

When can custom SIP headers move in the August 2023 note?

On the initial INVITE only, standalone, SIP trunk on VVB. [cite:1]

Canon room T4-R10-hybrid-cloud-connected.html ladder. Citations stay in that room.

Why is the January 2025 Edge Connect sentence not the current definition?

It is an early-access paragraph that also says “through Virtual Connect via VPN.” The September 17, 2026 article defines private peering that bypasses the public Internet. [cite:1] [cite:2]

Canon room T4-R10-hybrid-cloud-connected.html ladder. Citations stay in that room.

What must be true before the no-extra-cost regional media line applies?

The customer opts for Cisco CCAI and the tenant is enabled for the enhanced media platform. The line covers Webex CCE and on-premises customers. [cite:1]

Canon room T4-R10-hybrid-cloud-connected.html ladder. Citations stay in that room.

What would you need before you draw SBC peering hop by hop?

The partner technical guide section the what’s-new page names. Until that section is read, the drawing is TODO-verify. [cite:1]

Canon room T4-R10-hybrid-cloud-connected.html ladder. Citations stay in that room.

The March 2022 hybrid models are:

A. Internals are deferred. [cite:1]

Canon room T4-R10-hybrid-cloud-connected.html quiz. Citations stay in that room.

VPN-less Finesse does not support:

A. [cite:1]

Canon room T4-R10-hybrid-cloud-connected.html quiz. Citations stay in that room.

Hybrid IVR’s published on-premises example is:

A. [cite:1]

Canon room T4-R10-hybrid-cloud-connected.html quiz. Citations stay in that room.

The CX static partial response may run up to:

A. [cite:1]

Canon room T4-R10-hybrid-cloud-connected.html quiz. Citations stay in that room.

A U.S. CCAI tenant has a caller in Europe. Where does the July 2024 example keep that call's media?

In Europe. Control signals go to the U.S. region in the example. [cite:1]

Canon room T4-R10-hybrid-cloud-connected.html quiz. Citations stay in that room.

48,000 and 300 CPS are:

A. [cite:1]

Canon room T4-R10-hybrid-cloud-connected.html quiz. Citations stay in that room.

Custom SIP headers in the August 2023 note are allowed on:

A. [cite:1]

Canon room T4-R10-hybrid-cloud-connected.html quiz. Citations stay in that room.

Someone quotes "private circuit through Virtual Connect via VPN" as today's Edge Connect definition. What do you open?

n68tcpb, September 17, 2026, whose opening sentence is private peering that bypasses the public Internet. Keep the January 2025 sentence as early-access wording. [cite:2]

Canon room T4-R10-hybrid-cloud-connected.html quiz. Citations stay in that room.

July 2023 digital channels named in the Connect section are:

A. Later sections add more channels. [cite:1]

Canon room T4-R10-hybrid-cloud-connected.html quiz. Citations stay in that room.

Windows 11 64-bit is listed for:

A. [cite:1]

Canon room T4-R10-hybrid-cloud-connected.html quiz. Citations stay in that room.

Draw regional media and control as two arrows.

Media stays in the caller's region. Control may go to the tenant home, per the U.S. example. [cite:1]

Canon room T4-R10-hybrid-cloud-connected.html quiz. Citations stay in that room.

Kari's Law is mentioned. Where does the article send you for the compliance section?

The Cisco Webex CCE 9-1-1 Compliance section in the Partner Technical Guide. [cite:1]

Canon room T4-R10-hybrid-cloud-connected.html quiz. Citations stay in that room.

What is Dedicated Instance, in the introduction's first definition?

A dedicated cloud instance based on Unified CM, integrated with Webex Calling, and an add-on. [cite:1]

Canon room T5-R01-what-dedicated-instance-is.html ladder. Citations stay in that room.

Which application is Americas-only?

Cisco Emergency Responder. [cite:1]

Canon room T5-R01-what-dedicated-instance-is.html ladder. Citations stay in that room.

Can a Webex Calling user join a Dedicated Instance hunt group?

No. The article uses that as the example of features that are not harmonized. [cite:1]

Canon room T5-R01-what-dedicated-instance-is.html ladder. Citations stay in that room.

What sets the call-processing node count?

Knowledge Workers and Common Area devices from the First Time Setup Wizard. The Dedicated Instance team sizes the apps. [cite:1]

Canon room T5-R01-what-dedicated-instance-is.html ladder. Citations stay in that room.

What is the full-cluster device figure?

Up to 8 call-processing servers or approximately 50,000 devices on version 14 and above, and 50,000 configured devices as the partner limit. [cite:1]

Canon room T5-R01-what-dedicated-instance-is.html ladder. Citations stay in that room.

How many end users can be in the cluster?

A maximum of 160,000, configured or synchronized over LDAP. [cite:1]

Canon room T5-R01-what-dedicated-instance-is.html ladder. Citations stay in that room.

When is SME eligible, and whose network carries SME replication?

At three clusters. Replication traverses the Cisco backbone, not the customer network. [cite:1]

Canon room T5-R01-what-dedicated-instance-is.html ladder. Citations stay in that room.

What is MRA on day one versus the entitlement?

Deployed at 20 percent of Knowledge Workers. Entitled to 100 percent. B2B entitlement is 5 percent. [cite:1]

Canon room T5-R01-what-dedicated-instance-is.html ladder. Citations stay in that room.

Who can use the nightly backups?

Cisco, for disaster recovery. You do not have access, and they are not a backout tool. [cite:1]
Canon room T5-R01-what-dedicated-instance-is.html ladder. Citations stay in that room.

What happens if the location has no main number?

Users cannot make or receive calls through the route group associated with that location. [cite:2]
Canon room T5-R01-what-dedicated-instance-is.html ladder. Citations stay in that room.

Why do inbound B2B calls fail on a new Expressway-E?

A call policy blocks all inbound B2B calls until you update it for valid sources. [cite:2]
Canon room T5-R01-what-dedicated-instance-is.html ladder. Citations stay in that room.

Where do you go for the two-link peering rule?

T5-R02. This room defines the add-on. Connectivity choices are T5-R03. [cite:1]
Canon room T5-R01-what-dedicated-instance-is.html ladder. Citations stay in that room.

Dedicated Instance is:

A. [cite:1]
Canon room T5-R01-what-dedicated-instance-is.html quiz. Citations stay in that room.

Emergency Responder in the add-on list is:

A. [cite:1]
Canon room T5-R01-what-dedicated-instance-is.html quiz. Citations stay in that room.

A full cluster's call-processing servers top out at:

A. 160,000 is the end-user figure. [cite:1]
Canon room T5-R01-what-dedicated-instance-is.html quiz. Citations stay in that room.

A Webex Calling user must join a Dedicated Instance hunt group. What does the article say?

Webex Calling users cannot be part of a hunt group on Dedicated Instance. Features are not harmonized. [cite:1]
Canon room T5-R01-what-dedicated-instance-is.html quiz. Citations stay in that room.

IM and Presence is:

A. [cite:1]
Canon room T5-R01-what-dedicated-instance-is.html quiz. Citations stay in that room.

MRA at activation is deployed for:

A. Entitlement is 100 percent. B2B entitlement is 5 percent. [cite:1]

Canon room T5-R01-what-dedicated-instance-is.html quiz. Citations stay in that room.

Cisco-provided subnets support up to:

A. [cite:1]

Canon room T5-R01-what-dedicated-instance-is.html quiz. Citations stay in that room.

You want last night's backup to undo a route-pattern change. What does the article allow?

Nothing for you. Backups are for disaster recovery, you have no access, and they are not a change backout. [cite:1]

Canon room T5-R01-what-dedicated-instance-is.html quiz. Citations stay in that room.

Default interop trunks:

A. Pattern WXC-DI-*TRK-. [cite:2]

Canon room T5-R01-what-dedicated-instance-is.html quiz. Citations stay in that room.

Expressway-E ships with a call policy that:

A. Update it during B2B testing. [cite:2]

Canon room T5-R01-what-dedicated-instance-is.html quiz. Citations stay in that room.

Draw SME traffic.

Node-to-node and database replication on the Cisco backbone, not the customer network. Eligible at three clusters. [cite:1]

Canon room T5-R01-what-dedicated-instance-is.html quiz. Citations stay in that room.

The introduction article header used here is:

A. The base-configuration article is the May 27, 2025 one, and those rows stay re-check. [cite:1] [cite:2]

Canon room T5-R01-what-dedicated-instance-is.html quiz. Citations stay in that room.

What do you buy before you can activate Dedicated Instance?

The optional add-on. Activation is not available as a substitute for the purchase. [cite:1]

Canon room T5-R02-di-architecture-peering.html ladder. Citations stay in that room.

Which UC applications does the activation article say it deploys?

Unified CM, Unity Connection, Expressway Core and Edge, and Emergency Responder only in AMER. [cite:1]

Canon room T5-R02-di-architecture-peering.html ladder. Citations stay in that room.

Can you move a live region to another region later?

No. The activation article says it cannot be reversed or moved. [cite:1]

Canon room T5-R02-di-architecture-peering.html ladder. Citations stay in that room.

What happens to the voice service domain on the second region?

The domain from the first activation applies to later regions in that org, and the UC applications domain cannot be edited after submit or activate. [cite:1]

Canon room T5-R02-di-architecture-peering.html ladder. Citations stay in that room.

Why is EMEA not a choice for a new customer?

The activation article says there are no new Dedicated Instance deployments in EMEA. Choose EU or UK. [cite:1]

Canon room T5-R02-di-architecture-peering.html ladder. Citations stay in that room.

Where do you open the UC applications?

Calling → Dedicated Instance → Manage → UC application. Cross-launch works before peering is done. [cite:2]

Canon room T5-R02-di-architecture-peering.html ladder. Citations stay in that room.

How many Edge Connect links does Dedicated Instance require?

Two. The redundancy option is mandatory on that order, and the practice article calls two links a must. [cite:3] [cite:4]

Canon room T5-R02-di-architecture-peering.html ladder. Citations stay in that room.

What ASN does Edge Connect publish for Webex?

13445. Retrieved again on 2026-10-14, the location table still prints 13445 on most rows and 399937 on Melbourne. Both prints stay. [cite:3] [cite:6]

Canon room T5-R02-di-architecture-peering.html ladder. Citations stay in that room.

What prefix do you use on the BGP peering link itself?

A public /30 or /31. That is the link subnet, not the UC application /25. [cite:3]

Canon room T5-R02-di-architecture-peering.html ladder. Citations stay in that room.

Why does a private ASN prepend fail?

Webex strips the private ASN after ingress. Use the local-preference communities instead. [cite:3]

Canon room T5-R02-di-architecture-peering.html ladder. Citations stay in that room.

How can one sentence say a single Edge Connect 3.0 path and another require two DI links?

ny65x1bb describes consolidating services on the Edge Connect 3.0 capability, including a single peer used for DI and WxCCE in that customer story. n68tcpb and tf6kpb still require two Dedicated Instance connections to two data centers. Quote both. Do not delete either. [cite:5] [cite:3] [cite:4]

Canon room T5-R02-di-architecture-peering.html ladder. Citations stay in that room.

What must a CM group contain?

The deployment guidelines say a CM group must include Unified CM nodes from both data centers in the region, and that you should not start the CallManager service on the publisher. [cite:7]

Canon room T5-R02-di-architecture-peering.html ladder. Citations stay in that room.

Which three articles define the options in this room?

Partner Connect, Virtual Connect, and Edge Connect. [cite:1] [cite:2] [cite:3]

Canon room T5-R03-connectivity-options.html ladder. Citations stay in that room.

What must already be true before a Partner Connect or Virtual Connect request?

Dedicated Instance is activated in that region. [cite:1] [cite:2]

Canon room T5-R03-connectivity-options.html ladder. Citations stay in that room.

What are the two Partner Connect bandwidth pairs?

Direct is 1 G or 10 G. Fabric is 200 MB to 10 GB. [cite:1]

Canon room T5-R03-connectivity-options.html ladder. Citations stay in that room.

Why is Virtual Connect's combined ceiling equal to one tunnel?

Failover puts all traffic on the remaining tunnel, and that tunnel is 250 Mbps. [cite:2]

Canon room T5-R03-connectivity-options.html ladder. Citations stay in that room.

What does the CPE advertise on Virtual Connect?

A default route on each tunnel. Cisco advertises a /25 per data center. [cite:2]

Canon room T5-R03-connectivity-options.html ladder. Citations stay in that room.

Which Control Hub role activates Virtual Connect?

Customer Full admin. Read-only admin can view status. [cite:2]

Canon room T5-R03-connectivity-options.html ladder. Citations stay in that room.

What is Webex's public BGP ASN, and what prefix length is the peering link?

13445. A public /30 or /31. [cite:3]

Canon room T5-R03-connectivity-options.html ladder. Citations stay in that room.

Which community is the most desirable Edge Connect path?

13445:900. The set runs from 13445:200 through 13445:900. [cite:3]

Canon room T5-R03-connectivity-options.html ladder. Citations stay in that room.

Can Partner Connect carry Meetings without Dedicated Instance?

No. The article says it cannot be leveraged for Webex Calling and Meetings without the Dedicated Instance add-on. [cite:1]

Canon room T5-R03-connectivity-options.html ladder. Citations stay in that room.

How do you hold both Edge Connect 3.0 sentences at once?

One peering capability can carry multi-tenant, Dedicated Instance, and Meetings. Cisco still requires two sites in the region. [cite:4]

Canon room T5-R03-connectivity-options.html ladder. Citations stay in that room.

What happens to a private ASN on Edge Connect?

Webex strips it after ingress. AS-path prepending is not supported. Use link-priority communities. [cite:3]

Canon room T5-R03-connectivity-options.html ladder. Citations stay in that room.

Which numbers are you forbidden to treat as the same ceiling?

250 Mbps is Virtual Connect. 1 G or 10 G and 200 MB to 10 GB are Partner Connect. Edge Connect does not reuse the 250 Mbps sentence. [cite:1] [cite:2] [cite:3]

Canon room T5-R03-connectivity-options.html ladder. Citations stay in that room.

Partner Connect Direct bandwidth is:

A. Fabric is 200 MB to 10 GB. [cite:1]

Canon room T5-R03-connectivity-options.html quiz. Citations stay in that room.

Virtual Connect tunnels per region are:

A. [cite:2]

Canon room T5-R03-connectivity-options.html quiz. Citations stay in that room.

Both Virtual Connect tunnels are up and each is carrying 200 Mbps. What does the failure rule say?

Combined traffic must not exceed 250 Mbps, because failover puts everything on one tunnel. This design is over the ceiling. [cite:2]

Canon room T5-R03-connectivity-options.html quiz. Citations stay in that room.

Cisco's Virtual Connect private ASN range is:

A. 13445 is the Webex public ASN on Edge Connect. [cite:2]

Canon room T5-R03-connectivity-options.html quiz. Citations stay in that room.

Edge Connect's Webex public BGP ASN is:

A. [cite:3]

Canon room T5-R03-connectivity-options.html quiz. Citations stay in that room.

For Dedicated Instance, the Edge Connect redundancy checkbox is:

A. [cite:3]

Canon room T5-R03-connectivity-options.html quiz. Citations stay in that room.

The most desirable link-priority community is:

A. [cite:3]

Canon room T5-R03-connectivity-options.html quiz. Citations stay in that room.

Edge Connect 3.0 is described as one peering capability for multi-tenant, Dedicated Instance, and Meetings. How many sites does that article still require?

Two sites in the region. [cite:4]

Canon room T5-R03-connectivity-options.html quiz. Citations stay in that room.

Partner Connect for Webex Calling and Meetings without Dedicated Instance is:

A. [cite:1]

Canon room T5-R03-connectivity-options.html quiz. Citations stay in that room.

Who can activate Virtual Connect?

A. [cite:2]

Canon room T5-R03-connectivity-options.html quiz. Citations stay in that room.

Draw Virtual Connect addressing.

One /24, split into two /25s, one advertised per data center. CPE sends a default route on each tunnel. [cite:2]

Canon room T5-R03-connectivity-options.html quiz. Citations stay in that room.

Edge Connect rejects:

A. [cite:3]

Canon room T5-R03-connectivity-options.html quiz. Citations stay in that room.

What does Dedicated Instance operations decide first?

Which RACI column owns the activity: customer, partner, or Cisco. [cite:1]

Canon room T5-R04-di-admin-operations.html ladder. Citations stay in that room.

What breaks if the partner column is empty?

Nothing in the matrix moves to Cisco. The customer assumes the partner responsibilities. [cite:1]

Canon room T5-R04-di-admin-operations.html ladder. Citations stay in that room.

Why advertise a default route?

The Dedicated Instance side does not accept more specific routes than 0.0.0.0/0 from the customer. [cite:1]

Canon room T5-R04-di-admin-operations.html ladder. Citations stay in that room.

Where is a Day-1 request opened?

Calling → Dedicated Instance → Service Request. [cite:3]

Canon room T5-R04-di-admin-operations.html ladder. Citations stay in that room.

Who may restart a service?

The customer or partner, after they inform Cisco. TAC cannot. [cite:1]

Canon room T5-R04-di-admin-operations.html ladder. Citations stay in that room.

How do you prove a fault is Cisco's?

Show it is a non-configuration issue on 100 percent of a UC cluster, or across clusters. Smaller configuration faults stay with the customer or partner, while cluster restore stays with Cisco in both rows. [cite:1]

Canon room T5-R04-di-admin-operations.html ladder. Citations stay in that room.

What evidence shows a maintenance window was announced?

Written notice at least 10 calendar days ahead for work that disrupts calling, sent to partners enrolled for Maintenance and outages. [cite:2]

Canon room T5-R04-di-admin-operations.html ladder. Citations stay in that room.

How is certificate ownership different from multi-tenant Calling?

On Dedicated Instance, Cisco manages UC application certificates and rejects custom SANs. A UCM Cloud conversion keeps customer-managed certificates until the domain and CA transfer. This room does not restate multi-tenant trunk certificates. [cite:1]

Canon room T5-R04-di-admin-operations.html ladder. Citations stay in that room.

Who owns CCP numbers versus the CCP link?

Customer or partner owns procurement and configuration. Cisco owns connectivity to the Cloud Connected PSTN provider. [cite:1]

Canon room T5-R04-di-admin-operations.html ladder. Citations stay in that room.

Why will you not use DRS as the rollback for a dial-plan change?

The RACI says Cisco does not do on-demand restores and does not allow a restore as a change backout. Partners also have no DRS access. [cite:1] [cite:2]

Canon room T5-R04-di-admin-operations.html ladder. Citations stay in that room.

Which n-1 sentence do you teach?

Both, until you re-read them. October 09, 2026 RACI allows n-1 of the deployed applications and names v15SU4a, with a security exception. The partner operations table prints v14.0 as n-1 and v15.0-SU4a as n, then says that n-1 is end of support. [cite:1] [cite:2]

Canon room T5-R04-di-admin-operations.html ladder. Citations stay in that room.

What is the TAC technology pair?

Collaboration and Conferencing, then UCM Cloud / Dedicated Instance (DI). High severity is a 60-minute response target. Call frontline for P1 and P2. [cite:4]

Canon room T5-R04-di-admin-operations.html ladder. Citations stay in that room.

What connects Dedicated Instance to multi-tenant calling?

Certificate-based SIP trunks over the Webex backbone, created at activation. [cite:1]

Canon room T5-R05-di-webex-calling-coexistence.html ladder. Citations stay in that room.

Why is activation not enough for a test call?

You still incorporate the elements into both dial plans, and the default location needs a PSTN connection and a main number. [cite:1] [cite:2]

Canon room T5-R05-di-webex-calling-coexistence.html ladder. Citations stay in that room.

Which prefixes do you protect?

WXC-DI on multi-tenant and xWxC on Dedicated Instance Unified CM. [cite:1]

Canon room T5-R05-di-webex-calling-coexistence.html ladder. Citations stay in that room.

How many interop trunks does the base article describe in a region?

One to each Dedicated Instance data center. [cite:2]

Canon room T5-R05-di-webex-calling-coexistence.html ladder. Citations stay in that room.

How do you prove a registration trunk is still in the path?

The route pattern or route list still targets it. The fix is the certificate route group. [cite:1]

Canon room T5-R05-di-webex-calling-coexistence.html ladder. Citations stay in that room.

What header identifies the cluster on the Webex Calling side?

X-DI-WxC-otg, added by the normalization script. [cite:2]

Canon room T5-R05-di-webex-calling-coexistence.html ladder. Citations stay in that room.

How is this different from a Unified CM to multi-tenant migration coexistence?

That path uses a local gateway between on-premises Unified CM and Webex Calling. This path is Dedicated Instance already in the cloud, with Cisco's certificate trunks. T6-R07 is the on-premises coexistence room. [cite:1]

Canon room T5-R05-di-webex-calling-coexistence.html ladder. Citations stay in that room.

Can one person be a calling user on both?

No. The deployment-model article says not both. [cite:3]

Canon room T5-R05-di-webex-calling-coexistence.html ladder. Citations stay in that room.

Why might you still migrate everyone to Dedicated Instance before you split?

The same article says Dedicated Instance can come first, and then you divide the user base. Contiguous numbers and group features stay together when you divide. [cite:3]

Canon room T5-R05-di-webex-calling-coexistence.html ladder. Citations stay in that room.

When do you reorder codecs?

The contact-center integration says to reorder only for WxCC. The interop article already limits Dedicated Instance-directed calls to those three codecs. Do not treat the two sentences as one procedure. [cite:4] [cite:1]

Canon room T5-R05-di-webex-calling-coexistence.html ladder. Citations stay in that room.

What does a missing main number block?

Make and receive through the route group for that default location. [cite:1] [cite:2]

Canon room T5-R05-di-webex-calling-coexistence.html ladder. Citations stay in that room.

Why does SSO sit in a dial-plan room?

Because Dedicated Instance user sync from Control Hub is unsupported without it, so the split never becomes real on the cluster. [cite:3]

Canon room T5-R05-di-webex-calling-coexistence.html ladder. Citations stay in that room.

What is the Dedicated Instance migration sequence?

Seven gates, ending in Transfer to Day 2. [cite:1]

Canon room T5-R06-di-migration-path.html ladder. Citations stay in that room.

Why does the assistant exist if it does not migrate?

It assesses readiness and compares clusters so a certified provider tool can do the move. [cite:2]

Canon room T5-R06-di-migration-path.html ladder. Citations stay in that room.

Which gates have no production impact?

Project Initiation, Discovery and Assessment, and Planning. [cite:1]

Canon room T5-R06-di-migration-path.html ladder. Citations stay in that room.

How long is freeze, and how long is cutover?

Freeze is a recommended 2–3 weeks. The assistant cutover window should not exceed ten hours. [cite:1] [cite:2]

Canon room T5-R06-di-migration-path.html ladder. Citations stay in that room.

How do you prove phones moved?

They are registered on Dedicated Instance. The assistant also has a post-registration report. [cite:1] [cite:2]

Canon room T5-R06-di-migration-path.html ladder. Citations stay in that room.

What DHCP change does the practice article name?

Option 150, then a reset from the on-premises call manager. [cite:1]

Canon room T5-R06-di-migration-path.html ladder. Citations stay in that room.

How is this different from the multi-tenant Unified CM tool?

That tool imports a tar and builds Webex Calling users. This assistant compares clusters and schedules a Dedicated Instance cutover. T6-R03 is the other tool. [cite:2]

Canon room T5-R06-di-migration-path.html ladder. Citations stay in that room.

Does the seven-gate article migrate a third-party PBX by itself?

It names third-party PBX as a source the method has covered. It does not print the object map. [cite:1]

Canon room T5-R06-di-migration-path.html ladder. Citations stay in that room.

Why is rollback not a restore?

The practice article says rollback mirrors the cutover steps and must finish inside the maintenance window. [cite:1]

Canon room T5-R06-di-migration-path.html ladder. Citations stay in that room.

What would you refuse to add to the test list?

A recorder cutover step these articles do not print. That stays TODO-verify . [cite:1]

Canon room T5-R06-di-migration-path.html ladder. Citations stay in that room.

When can you open the network questionnaire?

After Setup Assist approves the source readiness report and you agree. [cite:2]

Canon room T5-R06-di-migration-path.html ladder. Citations stay in that room.

What is the 2,000?

A scenario size for this exercise. Not a Cisco limit.

Canon room T6-R01-enterprise-cutover-capstone.html ladder. Citations stay in that room.

Is this runbook a Cisco document?

No. It is marked Canon planning.

Canon room T6-R01-enterprise-cutover-capstone.html ladder. Citations stay in that room.

Where do Calling moves start?

The Unified CM migration introduction, T6-R02. [cite:1]

Canon room T6-R01-enterprise-cutover-capstone.html ladder. Citations stay in that room.

How do you size the trunk?

From concurrent calls, using t9xctu Table 5 as of 2026-10-14. [cite:2]

Canon room T6-R01-enterprise-cutover-capstone.html ladder. Citations stay in that room.

Can a CUCM phone use cloud PSTN?

No. Premises-originated calls cannot. [cite:3]

Canon room T6-R01-enterprise-cutover-capstone.html ladder. Citations stay in that room.

What does not import?

ICM scripts, CVP applications, skill groups, CUIC, Finesse gadgets. See T6-R04. [cite:4]
Canon room T6-R01-enterprise-cutover-capstone.html ladder. Citations stay in that room.

What do you build beside the old estate?

Entry points, flows, queues, and teams. [cite:5]
Canon room T6-R01-enterprise-cutover-capstone.html ladder. Citations stay in that room.

When do WebRTC agents go live?

After 933 and Emergency call routing. [cite:7]
Canon room T6-R01-enterprise-cutover-capstone.html ladder. Citations stay in that room.

What happens if you also want E2EE?

Recording disables it. Decide first. [cite:8]
Canon room T6-R01-enterprise-cutover-capstone.html ladder. Citations stay in that room.

How many numbers move in a step?

One, after that flow answers. Canon planning.
Canon room T6-R01-enterprise-cutover-capstone.html ladder. Citations stay in that room.

What stays up for reports?

CUIC, until a human comparison is written down.
Canon room T6-R01-enterprise-cutover-capstone.html ladder. Citations stay in that room.

What is the rollback?

The old route was not removed. Send the number back. Canon planning, not a Cisco command.
Canon room T6-R01-enterprise-cutover-capstone.html ladder. Citations stay in that room.

What does the introduction forbid as a method?

A lift-and-shift of the current Unified CM deployment. Redefine requirements. [cite:1]
Canon room T6-R02-cucm-to-webex-calling.html ladder. Citations stay in that room.

What does PPDIO stand for in this guide?

Prepare, Plan, Design, Implement, Optimize. [cite:1]
Canon room T6-R02-cucm-to-webex-calling.html ladder. Citations stay in that room.

When are users split across both platforms?

During a phased move, until everyone has transitioned. [cite:3]

Canon room T6-R02-cucm-to-webex-calling.html ladder. Citations stay in that room.

Which three places need dial-plan updates for each group?

Unified CM, Webex Calling, and the Local Gateways. [cite:3]

Canon room T6-R02-cucm-to-webex-calling.html ladder. Citations stay in that room.

What does Webex Calling do with a Unified CM extension it cannot see?

It sends the call to the Local Gateway, along with other unmatched destinations such as PSTN numbers. [cite:8]

Canon room T6-R02-cucm-to-webex-calling.html ladder. Citations stay in that room.

How does the configuration workflow describe Unified CM numbering?

The Unified CM dial plan normalizes numbers as +E.164. [cite:8]

Canon room T6-R02-cucm-to-webex-calling.html ladder. Citations stay in that room.

Who should use dual-step Jabber migration?

Larger customers. Step 1 moves Jabber to the Webex App while the app still registers to Unified CM. Step 2 moves calling. Single-step is the small-population option. [cite:3]

Canon room T6-R02-cucm-to-webex-calling.html ladder. Citations stay in that room.

What batching does Cisco recommend, and what overrides it?

Physical sites or departments together. Feature dependencies such as a shared hunt pilot, call queue, shared line, pickup, or call park can force a tighter batch. [cite:4]

Canon room T6-R02-cucm-to-webex-calling.html ladder. Citations stay in that room.

Which 8800 models are not eligible for MPP?

8821 and 8831. 8832NR can migrate with a feature caveat. V15 and later need at least 11.3.3 MPP and cannot downgrade. [cite:7]

Canon room T6-R02-cucm-to-webex-calling.html ladder. Citations stay in that room.

Where do you import a Unified CM .tar?

Control Hub → Services → Upgrades & Migrations → Migration Insights, then Step 3 Migrate to Webex Calling → Start New Task. [cite:5]

Canon room T6-R02-cucm-to-webex-calling.html ladder. Citations stay in that room.

Name two reasons the introduction gives for considering staying on premises.

Any two from the printed list. A complex dial plan or highly granular classes of service is one. A contact center that is not moving yet is another. [cite:1]

Canon room T6-R02-cucm-to-webex-calling.html ladder. Citations stay in that room.

What will you not claim about CSS order?

An evaluation algorithm. It is not in these articles. The labs explorer is a teaching model. Read closest-match on the Unified CM that still routes the call. The labs explorer is a teaching model, and it is not the order that cluster uses. [cite:1]

Canon room T6-R02-cucm-to-webex-calling.html ladder. Citations stay in that room.

The introduction's instruction about the current Unified CM design is:

B. [cite:1]

Canon room T6-R02-cucm-to-webex-calling.html quiz. Citations stay in that room.

Each group transition requires routing updates on:

C. [cite:3]

Canon room T6-R02-cucm-to-webex-calling.html quiz. Citations stay in that room.

A 200-person site still on Jabber wants the smallest blast radius. Which option does the plan article recommend for larger customers?

Dual step. Webex App registers to Unified CM first. Calling moves in step 2. Single step is described for a small number of users. [cite:3]

Canon room T6-R02-cucm-to-webex-calling.html quiz. Citations stay in that room.

8821 and 8831 are:

B. [cite:7]

Canon room T6-R02-cucm-to-webex-calling.html quiz. Citations stay in that room.

Webex Calling's treatment of a Unified CM extension it cannot see is:

B. [cite:8]

Canon room T6-R02-cucm-to-webex-calling.html quiz. Citations stay in that room.

You want to migrate people alphabetically and a hunt pilot has members in three letters. What does the implement article push you toward?

Keep users who share the hunt pilot together. Sites or departments are the recommended unit when dependencies allow. [cite:4]

Canon room T6-R02-cucm-to-webex-calling.html quiz. Citations stay in that room.

Migration Insights import of Unified CM data uses:

A. [cite:5]

Canon room T6-R02-cucm-to-webex-calling.html quiz. Citations stay in that room.

do_not_move_phone is documented as:

B. [cite:9]

Canon room T6-R02-cucm-to-webex-calling.html quiz. Citations stay in that room.

Draw Unified CM, the Local Gateway, and Webex Calling. Mark unmatched calls moving toward the gateway.

That is the configuration-workflow picture: unmatched PSTN numbers and unseen Unified CM extensions go to the gateway, and the gateway routes between the two. [cite:8]

Canon room T6-R02-cucm-to-webex-calling.html quiz. Citations stay in that room.

A complex dial plan or highly granular class of service is:

B. [cite:1]

Canon room T6-R02-cucm-to-webex-calling.html quiz. Citations stay in that room.

Phase 2 has not finished and someone wants the Unified CM publisher powered off tonight. What does the plan article say?

On-premises UC comes out after all users, soft clients, and devices have moved. [cite:3]

Canon room T6-R02-cucm-to-webex-calling.html quiz. Citations stay in that room.

The main number of a location can be assigned to:

B. [cite:4]

Canon room T6-R02-cucm-to-webex-calling.html quiz. Citations stay in that room.

What are the three migration families in the December 2025 guide?

Control Hub tools, certified migration providers, and Webex Setup Assist. [cite:1]

Canon room T6-R03-migration-tools.html ladder. Citations stay in that room.

Why run Insights before a task?

The group CSVs show shared lines and hunt, queue, park, and pickup relationships that should move together. [cite:2]

Canon room T6-R03-migration-tools.html ladder. Citations stay in that room.

What is the user-task cap?

1,000 users and 1,000 devices, and a task name of at least 8 characters. [cite:2]

Canon room T6-R03-migration-tools.html ladder. Citations stay in that room.

Which licenses can that task assign to a user?

Calling professional or CX Essentials. Not Standard. [cite:2]

Canon room T6-R03-migration-tools.html ladder. Citations stay in that room.

How do you prove the phone job was aimed correctly?

Unified CM target is Phone and the transaction is Update Phone - Custom File. [cite:2]

Canon room T6-R03-migration-tools.html ladder. Citations stay in that room.

Why would pickup be missing after a successful feature import?

The feature tool does not currently support CallPickupgroup.csv. The Python script creates it. [cite:3]

Canon room T6-R03-migration-tools.html ladder. Citations stay in that room.

How is this different from the Dedicated Instance assistant?

That assistant assesses and schedules. It does not migrate. These tiles import a tar into multi-tenant Webex Calling, and two of the articles also say their steps apply to Dedicated Instance. [cite:5] [cite:2]

Canon room T6-R03-migration-tools.html ladder. Citations stay in that room.

Which phones never become MPP in the firmware article?

8821 and 8831. 8832NR can, with limitations. V15 and later need 11.3.3 and cannot downgrade. [cite:4]

Canon room T6-R03-migration-tools.html ladder. Citations stay in that room.

Why keep the call-park sentences from contradicting each other?

The overview lists call park as mapped. The script section says the tool does not currently support the park and pickup CSVs and that the script creates them. Quote both. [cite:3]

Canon room T6-R03-migration-tools.html ladder. Citations stay in that room.

What will you not claim about a third-party PBX?

That these tar tools ingest it. That crosswalk is TODO-verify and lives in T6-R05. [cite:2]

Canon room T6-R03-migration-tools.html ladder. Citations stay in that room.

What does A-FLEX-P-CALL buy you, in that article?

Temporary licensing for up to 18 months while both calling environments are in use. [cite:2]

Canon room T6-R03-migration-tools.html ladder. Citations stay in that room.

When are both number buttons grey?

When the task mixes premises PSTN locations with cloud or Cisco PSTN locations. [cite:2]
Canon room T6-R03-migration-tools.html ladder. Citations stay in that room.

Which article migrates Unified CCX?

0hd75db. It is a discovery tool plus Control Hub bulk import. [cite:1]
Canon room T6-R04-ucce-pcce-to-wxcc.html ladder. Citations stay in that room.

Which article upgrades Webex Contact Center 1.0?

nb2ve0e. Three stages, from Contact Center > Settings. [cite:2]
Canon room T6-R04-ucce-pcce-to-wxcc.html ladder. Citations stay in that room.

Which article copies a Webex CCE portal?

n2puc5z. Portal data between tenants, including a POD move and a UCCE upgrade case. [cite:3]
Canon room T6-R04-ucce-pcce-to-wxcc.html ladder. Citations stay in that room.

What does flag 1 do on the CCE tool?

It replaces that class on the target. Routing controls of all types are deleted first. [cite:3]
Canon room T6-R04-ucce-pcce-to-wxcc.html ladder. Citations stay in that room.

Does the CCE tool copy wav files?

No. It copies audio groups, prompts, languages, and versions. An engineer copies the files. [cite:3]
Canon room T6-R04-ucce-pcce-to-wxcc.html ladder. Citations stay in that room.

What is the CCX CSV row cap?

5000 rows per file. [cite:1]
Canon room T6-R04-ucce-pcce-to-wxcc.html ladder. Citations stay in that room.

Why are 1.0 routing strategies recreated?

The article says legacy strategies are incompatible and are not copied. You create them with flow scripts. [cite:2]
Canon room T6-R04-ucce-pcce-to-wxcc.html ladder. Citations stay in that room.

Can a 1.0 agent sit on both desktops?

No. Agents cannot simultaneously access both desktops. When they move, set Contact Center Enabled to False on the legacy platform and True on the new one. [cite:2]
Canon room T6-R04-ucce-pcce-to-wxcc.html ladder. Citations stay in that room.

What does Webex CCE Bulk Request do with peripherals?

It migrates agents from one peripheral to another, by person or by team, and identifies skill groups. [cite:4]

Canon room T6-R04-ucce-pcce-to-wxcc.html ladder. Citations stay in that room.

Is a UCCE dialed number an entry point?

The 1.0 article moves a DN-EP pair inside Webex Contact Center. A UCCE dialed number has no published equivalence here. The row stays marked. [cite:2]

Canon room T6-R04-ucce-pcce-to-wxcc.html ladder. Citations stay in that room.

Where do ICM scripts go?

Nowhere in these articles. Flow Designer is built beside the old estate. That is the Canon method, not a Cisco import.

Canon room T6-R04-ucce-pcce-to-wxcc.html ladder. Citations stay in that room.

What will you refuse to say in an interview?

That CUIC is Analyzer, that Finesse is Agent Desktop, or that the calling migration's batch rule moves a script. [cite:5] [cite:6]

Canon room T6-R04-ucce-pcce-to-wxcc.html ladder. Citations stay in that room.

What does this room decide first?

Whether Cisco printed a procedure, or only named the source. Third-party PBX is named. The object map is not. [cite:1]

Canon room T6-R05-third-party-pbx-cc.html ladder. Citations stay in that room.

What file does Migration Insights read?

A Unified CM tar. DeviceEligibility.csv then flags third-party devices among others. [cite:2]

Canon room T6-R05-third-party-pbx-cc.html ladder. Citations stay in that room.

Who configures a third-party phone that has no firmware conversion?

You provision it in Control Hub, and the implement article says to work with the vendor. [cite:2] [cite:5]

Canon room T6-R05-third-party-pbx-cc.html ladder. Citations stay in that room.

Which agent endpoints does the voice-channel article list?

Webex PSTN, Webex Calling devices, Webex App, a premises PBX, and Microsoft Teams. [cite:3]

Canon room T6-R05-third-party-pbx-cc.html ladder. Citations stay in that room.

Is +E.164 mandatory on a dial number?

It is typical. It is not mandatory. The number must be reachable. [cite:3]

Canon room T6-R05-third-party-pbx-cc.html ladder. Citations stay in that room.

How do you prove a Teams agent design is the supported one?

Show a registration or certificate Local Gateway, CUBE or a third-party SBC, +E.164 on that gateway, and no direct PSTN-to-Teams hop. [cite:3]

Canon room T6-R05-third-party-pbx-cc.html ladder. Citations stay in that room.

What evidence shows UCCX can stay on premises?

Round-trip time under 60 ms to the Unified CM that owns call control. The article warns that AMER customer premises often miss it. [cite:4]

Canon room T6-R05-third-party-pbx-cc.html ladder. Citations stay in that room.

How is this different from T6-R04?

T6-R04 is UCCE and PCCE into Webex Contact Center. This room is the third-party and UCCX-beside-Dedicated-Instance path those pages actually print. Do not import a fifth queue name. [cite:4]

Canon room T6-R05-third-party-pbx-cc.html ladder. Citations stay in that room.

Which trunk type does Dedicated Instance use toward Webex Contact Center?

Certificate-based. Registration-based trunks are no longer supported for that inter-op. [cite:4]

Canon room T6-R05-third-party-pbx-cc.html ladder. Citations stay in that room.

Why will you not draw an Avaya station-to-Webex user table?

No cited page prints it. The cell stays TODO-verify. [cite:1]

Canon room T6-R05-third-party-pbx-cc.html ladder. Citations stay in that room.

What will you not copy from the CUBE PDF into this room?

The voice-channel article points at the PDF and says detailed SBC steps are not in the article. This room stops at that pointer. [cite:3]

Canon room T6-R05-third-party-pbx-cc.html ladder. Citations stay in that room.

Where do third-party calling products get catalogued?

The deployment guide sends you to the Webex App Hub calling collection. That is a catalog, not a migration procedure. [cite:2]

Canon room T6-R05-third-party-pbx-cc.html ladder. Citations stay in that room.

What is a port?

A transfer from the losing carrier to the winning carrier. [cite:1]

Canon room T6-R06-number-porting-cutover.html ladder. Citations stay in that room.

What two documents prove you may port?

A bill from the last 30 days and an LOA or eLOA. [cite:1]

Canon room T6-R06-number-porting-cutover.html ladder. Citations stay in that room.

How many numbers does one license allow?

One. The port count cannot exceed purchased licenses. [cite:1]

Canon room T6-R06-number-porting-cutover.html ladder. Citations stay in that room.

When is the requested date real?

When the losing carrier returns an FOC. Until then it is a request. [cite:1]

Canon room T6-R06-number-porting-cutover.html ladder. Citations stay in that room.

What happens to numbers on the same account?

They port together, even if they were typed on different orders. [cite:1]

Canon room T6-R06-number-porting-cutover.html ladder. Citations stay in that room.

How do you prove you can still edit the order?

FOC has not arrived. After FOC, Control Hub edits stop and PTS is the path. [cite:1]

Canon room T6-R06-number-porting-cutover.html ladder. Citations stay in that room.

What evidence shows a port-out was ignored?

One business day passed on PSTN & Routing → PSTN Orders. The article says the request is then accepted automatically. [cite:2]

Canon room T6-R06-number-porting-cutover.html ladder. Citations stay in that room.

Why are there two menus?

Port-in support is Calling → PSTN → Orders. Port-out processing is PSTN & Routing → PSTN Orders. The articles print both. Do not collapse them. [cite:1] [cite:2]

Canon room T6-R06-number-porting-cutover.html ladder. Citations stay in that room.

What does a US port not move?

Messaging. Get Started says only Calling services port in the United States and Canada. [cite:3]

Canon room T6-R06-number-porting-cutover.html ladder. Citations stay in that room.

Which order-type cell will you not “fix”?

Complex is headed “Any of the following” and starts with “> 1 TN,” while Standard is 1–50 TNs. Quote both. Do not invent precedence. [cite:1]

Canon room T6-R06-number-porting-cutover.html ladder. Citations stay in that room.

What day count will you not invent?

How long “a reasonable period” is before unported numbers are released after Calling Plan cancellation. [cite:1]

Canon room T6-R06-number-porting-cutover.html ladder. Citations stay in that room.

When may you cancel the losing carrier?

After the port completes and you have verified it. [cite:1]

Canon room T6-R06-number-porting-cutover.html ladder. Citations stay in that room.

What does a phased migration do to the user population?

It splits users across Unified CM and Webex Calling until the move finishes. [cite:1]

Canon room T6-R07-coexistence-interop.html ladder. Citations stay in that room.

What is the difference between single-step and dual-step?

Single-step moves the soft client and the calling service together. Dual-step moves the soft client first. [cite:1]

Canon room T6-R07-coexistence-interop.html ladder. Citations stay in that room.

Why does the Webex Calling partition exist on Unified CM?

So +E.164 destinations that live on Webex Calling have route patterns, and so you can build a class of service that reaches them. [cite:2]

Canon room T6-R07-coexistence-interop.html ladder. Citations stay in that room.

Which calling search space must not see that partition?

The inbound calling search space on the trunk from the Local Gateway. That is the loop avoidance rule. [cite:2]

Canon room T6-R07-coexistence-interop.html ladder. Citations stay in that room.

How long is a Webex Calling extension?

One global length. Control Hub allows any value between two and ten. [cite:2]

Canon room T6-R07-coexistence-interop.html ladder. Citations stay in that room.

When does abbreviated inter-site extension dialing work?

Only when the dialed extension is unique. Overlaps need a steering digit and site code. [cite:2]

Canon room T6-R07-coexistence-interop.html ladder. Citations stay in that room.

Can a call queue have members on both platforms?

q0pgpb says you cannot split shared services across the Local Gateway connection. Move the dependent users together. [cite:3]

Canon room T6-R07-coexistence-interop.html ladder. Citations stay in that room.

Who can use cloud PSTN?

Webex Calling users. Calls originating from premises users cannot access cloud PSTN. [cite:6]

Canon room T6-R07-coexistence-interop.html ladder. Citations stay in that room.

How does a route group choose a trunk?

Same priority is random load balancing. If those trunks are unavailable, a lower priority is tried. Maximum 10 trunks. [cite:6]

Canon room T6-R07-coexistence-interop.html ladder. Citations stay in that room.

What must the Dedicated Instance interop location have?

A PSTN connection and a main number. Otherwise users cannot place or receive calls through that location's route group. [cite:4]

Canon room T6-R07-coexistence-interop.html ladder. Citations stay in that room.

What does ofrt6u change for older registration-based interop?

Relink the route list and dial plan to the route group on the certificate-based trunk. The article's example moves xWxC_ _RL to xWxC_MT_ _RG. [cite:7]

Canon room T6-R07-coexistence-interop.html ladder. Citations stay in that room.

Why keep contiguous numbers on one call control?

ny65x1bb says that simplifies dial plan and routing when you split multi-tenant and Dedicated Instance. Group features are not fully harmonized. [cite:5]

Canon room T6-R07-coexistence-interop.html ladder. Citations stay in that room.

What do you test first?

A representative pilot that includes voicemail, attendants, queues, and hunts, using the same tools as the full move. [cite:1]

Canon room T6-R08-post-migration-validation.html ladder. Citations stay in that room.

What does a number check include?

Extension, external number, on-net, PSTN, and overlaps. [cite:1]

Canon room T6-R08-post-migration-validation.html ladder. Citations stay in that room.

Is the acceptance list complete?

The article says it is not exhaustive. [cite:1]

Canon room T6-R08-post-migration-validation.html ladder. Citations stay in that room.

Which queue phrase belongs in this room?

Round robin, longest idle, or simultaneous ring, as examples of configured Calling queue logic. [cite:1]

Canon room T6-R08-post-migration-validation.html ladder. Citations stay in that room.

What is Unified CM's job after every user has moved and PSTN is still local?

Transit between the PSTN gateways and Webex Calling through the Local Gateway. [cite:2]

Canon room T6-R08-post-migration-validation.html ladder. Citations stay in that room.

How do you prove a Cloud Connect cutover was sequenced?

A test location was validated and deprovisioned, all trunk numbers ported together, then every location was switched and tested both ways. [cite:2]

Canon room T6-R08-post-migration-validation.html ladder. Citations stay in that room.

When is there no extra PSTN step?

When hybrid trunking was used from the start. The remaining work is decommissioning Unified CM and the Local Gateways. [cite:2]

Canon room T6-R08-post-migration-validation.html ladder. Citations stay in that room.

Which DNS names do you remove, and from where?

cisco_uds._tcp and cup_login._tcp on premises. collab_edge._tls in public DNS. [cite:2]

Canon room T6-R08-post-migration-validation.html ladder. Citations stay in that room.

Why a hidden partition?

So calling search spaces prefer the cloud path of the same directory numbers. [cite:2]

Canon room T6-R08-post-migration-validation.html ladder. Citations stay in that room.

Which report names will you not recite here?

The Dedicated Instance post-migration and post-registration reports. Those belong to T5-R06. [cite:2]

Canon room T6-R08-post-migration-validation.html ladder. Citations stay in that room.

What voicemail promise will you not make?

That Unity Connection messages and greetings moved natively. The guide says they do not. [cite:2]

Canon room T6-R08-post-migration-validation.html ladder. Citations stay in that room.

Where is the call-troubleshooting procedure?

The guide points at Troubleshoot Webex Calling calls in Control Hub, article frj1efb. This room does not reprint it. [cite:2]

Canon room T6-R08-post-migration-validation.html ladder. Citations stay in that room.

What secures the Local Gateway trunk to Webex Calling?

SIP TLS for signaling and SRTP for media. [cite:1]

Canon room T7-R01-sip-fundamentals-webex.html ladder. Citations stay in that room.

Which cipher does commercial Webex Calling get in the article's crypto class?

AES_CM_128_HMAC_SHA1_80. The article says Webex Calling only supports SHA1_80. [cite:1]

Canon room T7-R01-sip-fundamentals-webex.html ladder. Citations stay in that room.

What is different for Webex for Government?

Certificate-based, CUBE only, and GCM (AEAD_AES_256_GCM) instead of the SHA1_80 step. [cite:1] [cite:2]

Canon room T7-R01-sip-fundamentals-webex.html ladder. Citations stay in that room.

Why is max-conn 250 on the sample Webex dial-peer?

Registration trunks max out at 250 concurrent calls. The article says the configured maximum should be 250. [cite:1]

Canon room T7-R01-sip-fundamentals-webex.html ladder. Citations stay in that room.

What is BAD.BAD?

A dummy destination-pattern required when an inbound dial-peer group routes the outbound leg. [cite:1]

Canon room T7-R01-sip-fundamentals-webex.html ladder. Citations stay in that room.

Why does a certificate trunk need OPTIONS?

Control Hub uses those OPTIONS transactions, with the FQDN in Contact, to show the gateway online. [cite:2]

Canon room T7-R01-sip-fundamentals-webex.html ladder. Citations stay in that room.

What is the inbound SIP match order?

URI via, URI request, URI to, URI from, called number, calling number, then destination-pattern on the ANI. First matching criterion wins. [cite:3]

Canon room T7-R01-sip-fundamentals-webex.html ladder. Citations stay in that room.

What does dial-peer hunt 0 do?

Longest match, then the lower preference number, then random. [cite:3]

Canon room T7-R01-sip-fundamentals-webex.html ladder. Citations stay in that room.

Which debug does the routing article name for a hunting failure?

debug voip ccapi inout. show dial-peer voice summary shows the hunt. debug voip uri is also printed for URI matches. [cite:3]

Canon room T7-R01-sip-fundamentals-webex.html ladder. Citations stay in that room.

What does the Local Gateway article want in place before debugs?

Diagnostic signatures, including DS 64224, which disables debugs at 75 percent CPU. [cite:1]

Canon room T7-R01-sip-fundamentals-webex.html ladder. Citations stay in that room.

What will Config Validation refuse to judge?

The PSTN and on-prem PBX dial plan. It is registration-based Local Gateway config only. [cite:4]

Canon room T7-R01-sip-fundamentals-webex.html ladder. Citations stay in that room.

Why is a recorded call a bad ICE example?

The article says media that needs a cloud service such as recording cannot be optimized. [cite:1]

Canon room T7-R01-sip-fundamentals-webex.html ladder. Citations stay in that room.

What two codecs does voice class codec 100 list first?

g711ulaw, then g711alaw. [cite:1]

Canon room T7-R02-cube-deep-dive.html ladder. Citations stay in that room.

Where do you put an outgoing translation?

translation-profile outgoing on the outbound dial-peer. [cite:2]

Canon room T7-R02-cube-deep-dive.html ladder. Citations stay in that room.

How long may the incoming translation-profile name be?

Thirty-one characters. [cite:2]

Canon room T7-R02-cube-deep-dive.html ladder. Citations stay in that room.

What command proves a rule?

test voice translation-rule. [cite:2]

Canon room T7-R02-cube-deep-dive.html ladder. Citations stay in that room.

What does DS 64224 do at 75 percent CPU?

It disables all debugs and uninstalls diagnostic signatures. [cite:1]

Canon room T7-R02-cube-deep-dive.html ladder. Citations stay in that room.

Why is the CUBE chapter not the whole inbound order?

211306 is the longer list. This room does not merge them. [cite:3]

Canon room T7-R02-cube-deep-dive.html ladder. Citations stay in that room.

When may you add a codec?

When originating and terminating systems both support it. [cite:1]

Canon room T7-R02-cube-deep-dive.html ladder. Citations stay in that room.

Is DSP transcoding in the Local Gateway guide?

It is supported and not included in that guide. [cite:1]

Canon room T7-R02-cube-deep-dive.html ladder. Citations stay in that room.

What is stun-usage 100 for?

ICE on the Webex Calling trunk. [cite:1]

Canon room T7-R02-cube-deep-dive.html ladder. Citations stay in that room.

What is wrong with the FTP line in the DS steps?

It contains a sample username and password. Do not copy them. [cite:1]

Canon room T7-R02-cube-deep-dive.html ladder. Citations stay in that room.

What is the Lumen PDF for?

One carrier example of translation rules. Not every dial plan. [cite:4]

Canon room T7-R02-cube-deep-dive.html ladder. Citations stay in that room.

What stays TODO-verify?

Translation syntax on a non-Cisco SBC.

Canon room T7-R02-cube-deep-dive.html ladder. Citations stay in that room.

Which devices does nt6eyxb include?

Desk phones except DECT and ATA, Webex App, and Local Gateway. [cite:1]

Canon room T7-R03-codecs-media-nat.html ladder. Citations stay in that room.

Is optimization on by default for the app?

Yes. The article says it usually needs no extra configuration. [cite:1]

Canon room T7-R03-codecs-media-nat.html ladder. Citations stay in that room.

Name the four phases.

Candidate discovery, candidate exchange, connectivity checks, media path optimization. [cite:1]

Canon room T7-R03-codecs-media-nat.html ladder. Citations stay in that room.

What minimum does that article give for CUBE?

17.3 or 16.12.5. [cite:1]

Canon room T7-R03-codecs-media-nat.html ladder. Citations stay in that room.

Where does interorganization media go?

Through the PSTN. [cite:1]

Canon room T7-R03-codecs-media-nat.html ladder. Citations stay in that room.

What happens to a recorded call?

Media goes to the cloud and is not optimized. [cite:1]

Canon room T7-R03-codecs-media-nat.html ladder. Citations stay in that room.

Webex App optimized audio ports?

8500–8599. Video is 8600–8699. [cite:3]

Canon room T7-R03-codecs-media-nat.html ladder. Citations stay in that room.

Device-to-device optimized ports?

19560–19661. [cite:3]

Canon room T7-R03-codecs-media-nat.html ladder. Citations stay in that room.

What did September 07, 2026 change?

Phone source signaling from 5060–5080 to 5060–5280. [cite:3]

Canon room T7-R03-codecs-media-nat.html ladder. Citations stay in that room.

Why is SIP ALG marked re-check?

The revision line that added it is January 21, 2025, more than 12 months before 2026-10-14. The sentence is still on the page. [cite:3]

Canon room T7-R03-codecs-media-nat.html ladder. Citations stay in that room.

What is the August 13, 2026 NAT sentence?

Validate NAT pool size so port exhaustion does not stop users and devices. [cite:3]

Canon room T7-R03-codecs-media-nat.html ladder. Citations stay in that room.

What will you not teach?

A Teams media-bypass equivalent. TODO-verify .

Canon room T7-R03-codecs-media-nat.html ladder. Citations stay in that room.

What does equal priority do?

Random load balancing. [cite:1]

Canon room T7-R04-sip-trunk-design.html ladder. Citations stay in that room.

Define impaired.

At least one edge proxy failed. Online means all of them succeeded. [cite:1]

Canon room T7-R04-sip-trunk-design.html ladder. Citations stay in that room.

How often does status update?

Every 3 minutes. [cite:1]

Canon room T7-R04-sip-trunk-design.html ladder. Citations stay in that room.

What is error 6?

The Control Hub FQDN is missing from CN or SAN. [cite:1]

Canon room T7-R04-sip-trunk-design.html ladder. Citations stay in that room.

What does the london.lgw.cisco.com:5061 example prove?

The certificate must contain london.lgw.cisco.com, not the port. [cite:2]

Canon room T7-R04-sip-trunk-design.html ladder. Citations stay in that room.

Are wildcard certificates allowed?

t9xctu says no. [cite:3]

Canon room T7-R04-sip-trunk-design.html ladder. Citations stay in that room.

Does Webex require Client Authentication ECU?

No. Some third-party SBCs still reject a server-only ECU. [cite:2]

Canon room T7-R04-sip-trunk-design.html ladder. Citations stay in that room.

How many media PoPs is a gateway assigned?

Two, in the same region, via SRV. [cite:3]

Canon room T7-R04-sip-trunk-design.html ladder. Citations stay in that room.

When do errors 2, 6, 11, and 12 show?

When all edge proxy nodes have the issue. [cite:1]

Canon room T7-R04-sip-trunk-design.html ladder. Citations stay in that room.

What breaks above 1000 trunks in search?

You cannot sort or search within those results. [cite:1]

Canon room T7-R04-sip-trunk-design.html ladder. Citations stay in that room.

What is still TODO-verify?

Peer SBC priority syntax.

Canon room T7-R04-sip-trunk-design.html ladder. Citations stay in that room.

What does this room refuse to call estimated wait?

The labs Erlang study model.

Canon room T7-R05-queue-theory-contact-center.html ladder. Citations stay in that room.

What happens before the routing pattern runs on a skill queue?

Agents must entirely satisfy the skill requirement. [cite:1]

Canon room T7-R05-queue-theory-contact-center.html ladder. Citations stay in that room.

What clears a longest-available position?

An offer of any media type. [cite:1]

Canon room T7-R05-queue-theory-contact-center.html ladder. Citations stay in that room.

Does circular have a pointer?

Yes. Top-down does not. [cite:1]

Canon room T7-R05-queue-theory-contact-center.html ladder. Citations stay in that room.

How is a $\leq$ skill scored?

10 minus the value. [cite:1]

Canon room T7-R05-queue-theory-contact-center.html ladder. Citations stay in that room.

Which skills are not scored?

Boolean, text, and enum. [cite:1]

Canon room T7-R05-queue-theory-contact-center.html ladder. Citations stay in that room.

Which non-skill queues does np2fdx list for Circular?

Agent assignment. [cite:1]

Canon room T7-R05-queue-theory-contact-center.html ladder. Citations stay in that room.

What is the default pattern ubg5qd names for non-skill team assignment?

Longest available. [cite:3]

Canon room T7-R05-queue-theory-contact-center.html ladder. Citations stay in that room.

Hunt-group simultaneous cap?

50 agents. [cite:2]

Canon room T7-R05-queue-theory-contact-center.html ladder. Citations stay in that room.

What does a capacity-based team not use?

Agent Desktop. It sends voice to a DN. [cite:1]

Canon room T7-R05-queue-theory-contact-center.html ladder. Citations stay in that room.

Which Calling object provides IVR?

Auto attendant. [cite:1]

Canon room T7-R06-routing-strategies-compared.html ladder. Citations stay in that room.

Which Calling object adds callers to a queue?

Call queue. [cite:1]

Canon room T7-R06-routing-strategies-compared.html ladder. Citations stay in that room.

Can a hunt group take members from another location?

Yes, in the comparison table. An auto attendant cannot. [cite:1]

Canon room T7-R06-routing-strategies-compared.html ladder. Citations stay in that room.

What does the hunt-group skill cell actually say?

Yes, not based on skills. [cite:1]

Canon room T7-R06-routing-strategies-compared.html ladder. Citations stay in that room.

Simultaneous cap?

50 agents. [cite:2]

Canon room T7-R06-routing-strategies-compared.html ladder. Citations stay in that room.

What happens to member 51 when you switch to Simultaneous?

Only the first 50 are kept. [cite:2]

Canon room T7-R06-routing-strategies-compared.html ladder. Citations stay in that room.

Non-skill team default?

Longest available. [cite:3]

Canon room T7-R06-routing-strategies-compared.html ladder. Citations stay in that room.

Non-skill agent-assignment default?

Circular. Maximum 1,000 agents. [cite:3]

Canon room T7-R06-routing-strategies-compared.html ladder. Citations stay in that room.

Skill patterns?

Longest available or Best available. [cite:3]

Canon room T7-R06-routing-strategies-compared.html ladder. Citations stay in that room.

Where do you create the Contact Center queue?

Services > Contact Center > Customer experience > Queues. [cite:3]

Canon room T7-R06-routing-strategies-compared.html ladder. Citations stay in that room.

How are CCP numbers stored?

+E.164, for DID and toll-free. [cite:2]

Canon room T7-R07-sip-trace-reading-lab.html ladder. Citations stay in that room.

Is a dial plan per location?

No. It is global for the enterprise and applies to all users, regardless of location. [cite:1]

Canon room T7-R07-sip-trace-reading-lab.html ladder. Citations stay in that room.

Where do Cisco Calling Plan customers open Verify Call Routing?

Services → Calling → Call Routing. Other customers use Services → PSTN & Routing → Gateway configurations. [cite:1]

Canon room T7-R07-sip-trace-reading-lab.html ladder. Citations stay in that room.

What does the routing result include?

Outgoing call permissions, fraud prevention, digit patterns, call intercept, and translation patterns. [cite:1]

Canon room T7-R07-sip-trace-reading-lab.html ladder. Citations stay in that room.

How do you tell CCPP media from Local Gateway media?

CCPP relays the PSTN party over the provider interconnect. Local Gateway media comes through the enterprise, from a hosted user or from enterprise PSTN. [cite:3]

Canon room T7-R07-sip-trace-reading-lab.html ladder. Citations stay in that room.

Why is the PSTN caller's receive stream blank?

Those metrics are not transmitted to the Webex Calling cloud. [cite:3]

Canon room T7-R07-sip-trace-reading-lab.html ladder. Citations stay in that room.

What is LocalGatewayLoop?

A refusal: a loop between the local gateway and Webex Calling. [cite:3]

Canon room T7-R07-sip-trace-reading-lab.html ladder. Citations stay in that room.

Why must contact-center phones stay out of the PSTN location?

The voice article says Cisco does not support endpoint devices in that location, and that sharing it might cause unexpected overage charges. [cite:2]

Canon room T7-R07-sip-trace-reading-lab.html ladder. Citations stay in that room.

Where is the CCP country list?

The global-availability page the voice article links. "Over 65 countries" is the sentence. The page is the list, and it changes. [cite:2]

Canon room T7-R07-sip-trace-reading-lab.html ladder. Citations stay in that room.

Premises-originated calls and cloud PSTN:

B. [cite:1]

Canon room T7-R07-sip-trace-reading-lab.html quiz. Citations stay in that room.

A Webex Calling dial plan applies to:

B. [cite:1]

Canon room T7-R07-sip-trace-reading-lab.html quiz. Citations stay in that room.

Verify Call Routing shows an outgoing-permission block. What do you edit first?

The permission the tool displayed. The refusal article lists outgoing permissions as a reject reason. Do not start by rewriting the pattern. [cite:1] [cite:3]

Canon room T7-R07-sip-trace-reading-lab.html quiz. Citations stay in that room.

CCP DID in Control Hub are saved as:

B. [cite:2]

Canon room T7-R07-sip-trace-reading-lab.html quiz. Citations stay in that room.

Off-net media through CCPP means:

B. The PSTN party's receive metrics are not transmitted. [cite:3]

Canon room T7-R07-sip-trace-reading-lab.html quiz. Citations stay in that room.

The call summary will not open the PSTN participant. What does the article say?

PSTN and Local Gateway user types are not clickable. Use the Webex participant and the hop. [cite:3]

Canon room T7-R07-sip-trace-reading-lab.html quiz. Citations stay in that room.

LocalGatewayLoop is:

B. [cite:3]

Canon room T7-R07-sip-trace-reading-lab.html quiz. Citations stay in that room.

Endpoint phones on the Webex Contact Center PSTN location:

B. [cite:2]

Canon room T7-R07-sip-trace-reading-lab.html quiz. Citations stay in that room.

What does Flow Designer route?

Real-time calls, including how agents are assigned and what happens at each stage. [cite:1]

Canon room T8-R01-flow-designer-essentials.html ladder. Citations stay in that room.

Can you delete Start Flow?

No. It is on the main canvas by default. [cite:1]

Canon room T8-R01-flow-designer-essentials.html ladder. Citations stay in that room.

What is true while the validation toggle is off?

Errors do not appear, and Publish stays disabled. [cite:1]

Canon room T8-R01-flow-designer-essentials.html ladder. Citations stay in that room.

When does Success fire on Get Queue Info?

When both EWT and PIQ are positive. [cite:1]

Canon room T8-R01-flow-designer-essentials.html ladder. Citations stay in that room.

When does Insufficient Information fire?

PIQ is valid and EWT is -1. [cite:1]

Canon room T8-R01-flow-designer-essentials.html ladder. Citations stay in that room.

When is EWT always –1?

Queues with team assignment and skills assigned in the flow. EWT does not apply. [cite:1]
Canon room T8-R01-flow-designer-essentials.html ladder. Citations stay in that room.

What priority is used if the variable is 12?

10. Only 1 through 9 are in range. [cite:1]
Canon room T8-R01-flow-designer-essentials.html ladder. Citations stay in that room.

When is the fallback queue used?

Only if the queue variable fails to return a valid queue ID. [cite:1]
Canon room T8-R01-flow-designer-essentials.html ladder. Citations stay in that room.

What do you insert between Queue Contact and HTTP Request?

A short delay such as Play Message or Play Music. Otherwise the request may not retrieve the data. [cite:1]
Canon room T8-R01-flow-designer-essentials.html ladder. Citations stay in that room.

A caller dials extension 1234 and the entry point also has an E.164 number. What DNIS should the flow expect?

The E.164 number, not the extension. [cite:1]
Canon room T8-R01-flow-designer-essentials.html ladder. Citations stay in that room.

Name both flow-opening cascades in the article.

Services → Contact Center → Flows, and Contact Center → Customer Experience → Flows. [cite:1]
Canon room T8-R01-flow-designer-essentials.html ladder. Citations stay in that room.

What is BRE Request?

A utility activity. The Business Rules Engine user guide says a flow can invoke it. [cite:2]
Canon room T8-R01-flow-designer-essentials.html ladder. Citations stay in that room.

With validation off:

B. [cite:1]
Canon room T8-R01-flow-designer-essentials.html quiz. Citations stay in that room.

Start Flow:

B. [cite:1]
Canon room T8-R01-flow-designer-essentials.html quiz. Citations stay in that room.

PIQ is 6 and EWT is -1. Which branch?

Insufficient Information. Success needs both values positive. [cite:1]

Canon room T8-R01-flow-designer-essentials.html quiz. Citations stay in that room.

EWT on a team-assignment queue with skills assigned in the flow:

B. [cite:1]

Canon room T8-R01-flow-designer-essentials.html quiz. Citations stay in that room.

A priority variable of 0 becomes:

C. Out of range 1–9 defaults to 10. [cite:1]

Canon room T8-R01-flow-designer-essentials.html quiz. Citations stay in that room.

HTTP Request is the next box after Queue Contact and returns nothing. What does the article tell you to insert?

Play Message or Play Music, as a short delay, so the request can see the data. [cite:1]

Canon room T8-R01-flow-designer-essentials.html quiz. Citations stay in that room.

Fallback queue is used when:

B. [cite:1]

Canon room T8-R01-flow-designer-essentials.html quiz. Citations stay in that room.

Entry point has E.164 and an extension. DNIS presented to the receiving flow is:

B. [cite:1]

Canon room T8-R01-flow-designer-essentials.html quiz. Citations stay in that room.

The article's national-to-E.164 example is:

B. For an entry point configured with an E.164 number only. [cite:1]

Canon room T8-R01-flow-designer-essentials.html quiz. Citations stay in that room.

A colleague says the only legal path is Services → Contact Center → Flows. What else does the same article print?

Contact Center → Customer Experience → Flows. Functions use Services → Contact Center → Customer Experience → Functions. [cite:1]

Canon room T8-R01-flow-designer-essentials.html quiz. Citations stay in that room.

Event flows are:

B. [cite:1]

Canon room T8-R01-flow-designer-essentials.html quiz. Citations stay in that room.

BRE Request is:

A. [cite:2]

Canon room T8-R01-flow-designer-essentials.html quiz. Citations stay in that room.

Where do you place Callback?

After Queue Contact or Queue To Agent. [cite:1]

Canon room T8-R02-flow-design-patterns.html ladder. Citations stay in that room.

What does a different callback queue do to skills?

The contact goes to the end of that queue with no skills and with default priority. [cite:2]

Canon room T8-R02-flow-design-patterns.html ladder. Citations stay in that room.

What must exist before Schedule Callback is useful?

The Callback Default Entry Point under Channel Settings in Control Hub. [cite:2]

Canon room T8-R02-flow-design-patterns.html ladder. Citations stay in that room.

Which Business Hours branch wins over the shift?

Overrides and holidays, when their times coincide with the shift. Default is the leftover. [cite:1]

Canon room T8-R02-flow-design-patterns.html ladder. Citations stay in that room.

What is P1?

The highest static priority. P9 is the lowest. [cite:1]

Canon room T8-R02-flow-design-patterns.html ladder. Citations stay in that room.

A priority variable returns 15. What priority is used?

10. Only 1 through 9 are in range. [cite:1]

Canon room T8-R02-flow-design-patterns.html ladder. Citations stay in that room.

Set Contact Priority is before Queue Contact, and Queue Contact also sets P5. Which one is used?

The queue activity's priority. A later explicit priority overrides the earlier activity. [cite:2]

Canon room T8-R02-flow-design-patterns.html ladder. Citations stay in that room.

Why can a lower-priority Billing contact beat a higher-priority Sales contact?

Queue ranking. Billing is offered first while it still has waiting contacts. [cite:2]

Canon room T8-R02-flow-design-patterns.html ladder. Citations stay in that room.

How many callback retries, and over what span?

Up to 10 attempts across 14 days. Each Wait is between 10 seconds and 72 hours. [cite:2]
Canon room T8-R02-flow-design-patterns.html ladder. Citations stay in that room.

Where does Call Progress Analysis go on a scheduled callback?

It can be placed after NewPhoneContact in the main flow. Courtesy callback can place it after Callback. [cite:2]
Canon room T8-R02-flow-design-patterns.html ladder. Citations stay in that room.

Callback belongs:

B. [cite:1]
Canon room T8-R02-flow-design-patterns.html quiz. Citations stay in that room.

The callback is sent to a different queue. What happens to skills and place in line?

End of the selected queue, no skills, default priority. The original queue would have kept position, skills, and priority. [cite:2]
Canon room T8-R02-flow-design-patterns.html quiz. Citations stay in that room.

For best results, immediately after Schedule Callback the article recommends:

B. [cite:2]
Canon room T8-R02-flow-design-patterns.html quiz. Citations stay in that room.

Static priority P9 is:

B. P1 is highest. Unset priority is 10, which is outside P1–P9. [cite:1]
Canon room T8-R02-flow-design-patterns.html quiz. Citations stay in that room.

Billing is ranked above Sales. Sales holds an older P1 contact. Billing holds a P9 contact. Who does Team A get first?

The Billing contact, while Billing still has waiting contacts. Queue ranking is applied before that priority comparison. [cite:2]
Canon room T8-R02-flow-design-patterns.html quiz. Citations stay in that room.

A holiday that falls inside the shift takes:

B. Holidays win regardless of the shift when today is on the holiday list. [cite:1]
Canon room T8-R02-flow-design-patterns.html quiz. Citations stay in that room.

Agent-assignment overflow on a timer:

B. Timed target expansion is the team-queue call distribution group. [cite:2]
Canon room T8-R02-flow-design-patterns.html quiz. Citations stay in that room.

Call Progress Analysis is after Callback on a personal scheduled callback. Where can the article place it instead?

It can be placed after NewPhoneContact in the main flow. After Callback is a placement the article names for courtesy callback. [cite:2]

Canon room T8-R02-flow-design-patterns.html quiz. Citations stay in that room.

What is Webex Connect?

A programmable CPaaS with APIs, SDKs, and low-code tools, organized as six areas. [cite:1]

Canon room T8-R03-apis-webhooks-connect.html ladder. Citations stay in that room.

What is a service?

The workspace for assets, integrations, credentials, flows, and rules. [cite:1]

Canon room T8-R03-apis-webhooks-connect.html ladder. Citations stay in that room.

Which assets does the page put in Control Hub?

Email and Chat. Other channels have portal docs. [cite:1]

Canon room T8-R03-apis-webhooks-connect.html ladder. Citations stay in that room.

Inbound versus outbound webhook?

Inbound starts a flow or a rule. Outbound delivers receipts and incoming messages. [cite:1]

Canon room T8-R03-apis-webhooks-connect.html ladder. Citations stay in that room.

What is a Task?

Agent work. A call, a chat session, or an email chain. [cite:2]

Canon room T8-R03-apis-webhooks-connect.html ladder. Citations stay in that room.

Which scopes list tasks?

cjp:config or cjp:config_read. [cite:2]

Canon room T8-R03-apis-webhooks-connect.html ladder. Citations stay in that room.

Which recording events can you name?

recordingStarting, recordingStarted, recordingPaused, recordingResumed, recordingStopped, on telephony_calls. [cite:3]

Canon room T8-R03-apis-webhooks-connect.html ladder. Citations stay in that room.

What scope do those recording events use?

spark-admin:calls_read. [cite:3]

Canon room T8-R03-apis-webhooks-connect.html ladder. Citations stay in that room.

Why is serviceType required?

List Events requires it when the resource is convergedRecordings. [cite:3]

Canon room T8-R03-apis-webhooks-connect.html ladder. Citations stay in that room.

Is Flow Builder the same canvas as Flow Designer?

No. Flow Designer is T8-R01. Flow Builder is Connect. [cite:1]

Canon room T8-R03-apis-webhooks-connect.html ladder. Citations stay in that room.

Where is the subscription limit?

Webhooks guide, retrieved 2026-10-14: 30000 personal per user, and org-wide limit 1 with extra registrations per resource and filter. [cite:6]

Canon room T8-R03-apis-webhooks-connect.html ladder. Citations stay in that room.

Can the Salesforce gadget show the WhatsApp thread?

No. CRM connectors exclude chat and email. Connect holds the digital channel. [cite:4]

Canon room T8-R03-apis-webhooks-connect.html ladder. Citations stay in that room.

What does the connector launch?

Desktop, from inside Salesforce, Dynamics, or ServiceNow. [cite:1]

Canon room T8-R04-crm-integrations.html ladder. Citations stay in that room.

Which channels are excluded?

Chat and email, on every CRM integration that uses these connectors. [cite:1]

Canon room T8-R04-crm-integrations.html ladder. Citations stay in that room.

Which Salesforce editions qualify?

Development, Enterprise, and Ultimate. Group and Professional do not. [cite:1]

Canon room T8-R04-crm-integrations.html ladder. Citations stay in that room.

Is Salesforce Classic supported?

No. Lightning from App Manager. [cite:1]

Canon room T8-R04-crm-integrations.html ladder. Citations stay in that room.

Which browsers does Salesforce name for WebRTC?

Firefox and Google Chrome. Edge is not supported. [cite:1]

Canon room T8-R04-crm-integrations.html ladder. Citations stay in that room.

Which browsers does Dynamics name for WebRTC?

Microsoft Edge and Google Chrome. [cite:2]

Canon room T8-R04-crm-integrations.html ladder. Citations stay in that room.

When is CIF 2 required?

Multi-session apps, such as Omnichannel for Customer Service or Customer Service Workspace. A single-session app such as Customer Service Hub uses CIF 1. [cite:2]

Canon room T8-R04-crm-integrations.html ladder. Citations stay in that room.

What does Validate using Dial Plans do inside the gadget?

Nothing in the current gadget. The article says the setting has no effect. [cite:1]

Canon room T8-R04-crm-integrations.html ladder. Citations stay in that room.

Which timeout logs the connector out?

A custom Desktop Profile Desktop Timeout. The tenant Desktop Inactivity Timeout does not. [cite:1]

Canon room T8-R04-crm-integrations.html ladder. Citations stay in that room.

Which campaign fields does Salesforce require?

CAMPAIGN_CRM_ID. FirstName and LastName are optional. The modes are Predictive and Progressive. [cite:1]

Canon room T8-R04-crm-integrations.html ladder. Citations stay in that room.

What extra campaign field do Dynamics and ServiceNow require?

CAMPAIGN_CRM_TABLE, along with CAMPAIGN_CRM_ID. [cite:2] [cite:3]

Canon room T8-R04-crm-integrations.html ladder. Citations stay in that room.

What happens when a Dynamics screen pop sends both recordType and crmId?

The defined URL is ignored. The URL must be relative to open a Dynamics record. [cite:2]

Canon room T8-R04-crm-integrations.html ladder. Citations stay in that room.

Why can the same agent fail WebRTC in Edge on one CRM and succeed on another?

Salesforce and ServiceNow say Edge is not supported. Dynamics names Edge and Chrome. [cite:1] [cite:2] [cite:3]

Canon room T8-R04-crm-integrations.html ladder. Citations stay in that room.

Chat inside the Salesforce gadget is:

B. [cite:1]

Canon room T8-R04-crm-integrations.html quiz. Citations stay in that room.

Salesforce Classic is:

B. [cite:1]

Canon room T8-R04-crm-integrations.html quiz. Citations stay in that room.

Salesforce WebRTC in Microsoft Edge is:

B. Firefox and Chrome are the named browsers. [cite:1]

Canon room T8-R04-crm-integrations.html quiz. Citations stay in that room.

Dynamics WebRTC names:

B. [cite:2]

Canon room T8-R04-crm-integrations.html quiz. Citations stay in that room.

Omnichannel for Customer Service is the app. Which CIF version does the article require?

CIF 2. CIF 1 is the single-session app, such as Customer Service Hub. [cite:2]

Canon room T8-R04-crm-integrations.html quiz. Citations stay in that room.

On-premises Dynamics is:

B. [cite:2]

Canon room T8-R04-crm-integrations.html quiz. Citations stay in that room.

Validate using Dial Plans is selected in Control Hub. What does the gadget do with that list?

Nothing. The current gadget does not check or restrict the DN from that list. [cite:1]

Canon room T8-R04-crm-integrations.html quiz. Citations stay in that room.

The tenant Desktop Inactivity Timeout is set. What does that setting do to the connector?

It does not log the connector out. Configure a custom Desktop Profile Desktop Timeout when you want that logout. [cite:1]

Canon room T8-R04-crm-integrations.html quiz. Citations stay in that room.

Salesforce campaign identification requires:

A. Dynamics and ServiceNow add CAMPAIGN_CRM_TABLE. [cite:1] [cite:2]

Canon room T8-R04-crm-integrations.html quiz. Citations stay in that room.

A Dynamics screen pop includes both recordType and crmId. What happens to the URL?

The defined URL is ignored. The URL that opens a Dynamics record is relative. [cite:2]
Canon room T8-R04-crm-integrations.html quiz. Citations stay in that room.

Is AI Assistant a Flow Designer activity?

No. It is a paid desktop add-on with an icon. [cite:1]
Canon room T8-R05-ai-wxcc.html ladder. Citations stay in that room.

Name four Assistant features.

Summaries, wellness breaks, real-time transcripts, Real-Time Assist. Also Auto CSAT, sentiment, and Topic Analytics. [cite:1]
Canon room T8-R05-ai-wxcc.html ladder. Citations stay in that room.

Where are scripted and autonomous agents built?

AI Agent Studio. [cite:3]
Canon room T8-R05-ai-wxcc.html ladder. Citations stay in that room.

Which products can use them?

WxCC, WxCCE, UCCE, PCCE, and UCCX (Alpha), for both scripted and autonomous, as that table prints. [cite:3]
Canon room T8-R05-ai-wxcc.html ladder. Citations stay in that room.

How do you attach one to a voice flow?

Virtual Agent V2. Choose Webex AI Agent Scripted or Autonomous and a published agent. [cite:2]
Canon room T8-R05-ai-wxcc.html ladder. Citations stay in that room.

What are the VAV2 outcomes?

Handled, Escalated, Errored. [cite:2]
Canon room T8-R05-ai-wxcc.html ladder. Citations stay in that room.

How do you override language?

Set Global_Language, for example fr-CA, before the activity. Global_VoiceName overrides the voice. [cite:2]
Canon room T8-R05-ai-wxcc.html ladder. Citations stay in that room.

Which digital channels does the integration article name?

WhatsApp, SMS, Email, Facebook Messenger, Apple Messages for Business, Live Chat. As of 2026-10-14. [cite:2]

Canon room T8-R05-ai-wxcc.html ladder. Citations stay in that room.

Where do custom events work?

Voice only, for scripted and autonomous agents. [cite:2]

Canon room T8-R05-ai-wxcc.html ladder. Citations stay in that room.

What must you not upload?

PCI, PII, PHI, and other sensitive or regulated information. [cite:3]

Canon room T8-R05-ai-wxcc.html ladder. Citations stay in that room.

What is the Connect node timeout?

s0qro1 names onTimeout when the agent hasn't responded in not more than 15 seconds. The node-outcomes list on that page does not print a timer field. Read that list before you teach a timeout you can set. [cite:2]

Canon room T8-R05-ai-wxcc.html ladder. Citations stay in that room.

How is the add-on ordered, in the Studio guide's words?

AI Agent units under the Collaboration Flex 3.0 Contact Center offering. Digital agents activate with the voice subscription. Do not invent a part number. [cite:3]

Canon room T8-R05-ai-wxcc.html ladder. Citations stay in that room.

When does the call show up?

After it ends. [cite:1]

Canon room T8-R06-troubleshooting-methodology.html ladder. Citations stay in that room.

Which roles?

Full admin, read-only admin, support admin. [cite:1]

Canon room T8-R06-troubleshooting-methodology.html ladder. Citations stay in that room.

Name the three statuses.

Successful, Refusal, Failure. [cite:1]

Canon room T8-R06-troubleshooting-methodology.html ladder. Citations stay in that room.

Name the quality grades.

Poor, Good, None / Not available. [cite:1]

Canon room T8-R06-troubleshooting-methodology.html ladder. Citations stay in that room.

What ties Alice's two segments?

The correlation ID. [cite:1]

Canon room T8-R06-troubleshooting-methodology.html ladder. Citations stay in that room.

Online versus impaired?

All proxies, versus at least one. [cite:2]

Canon room T8-R06-troubleshooting-methodology.html ladder. Citations stay in that room.

Which errors need every proxy?

2, 6, 11, and 12. [cite:2]

Canon room T8-R06-troubleshooting-methodology.html ladder. Citations stay in that room.

What does validation refuse to grade?

The PSTN and PBX dial plan. [cite:3]

Canon room T8-R06-troubleshooting-methodology.html ladder. Citations stay in that room.

How long are validation results kept?

Two years. Config data leaves after 8 hours. [cite:3]

Canon room T8-R06-troubleshooting-methodology.html ladder. Citations stay in that room.

What does DS 64224 do at 75 percent?

Disables all debugs and uninstalls diagnostic signatures. [cite:4]

Canon room T8-R06-troubleshooting-methodology.html ladder. Citations stay in that room.

What is still unmarked?

QM retention and any client-log window this pass did not open.

Canon room T8-R06-troubleshooting-methodology.html ladder. Citations stay in that room.

What JSON file is on the details page?

The call report. [cite:1]

Canon room T8-R07-logs-and-tools.html ladder. Citations stay in that room.

What else is on that page?

Participant details as CSV. [cite:1]

Canon room T8-R07-logs-and-tools.html ladder. Citations stay in that room.

Which phones does the PRT overview name?

WxC MPP phones and DECT base stations. [cite:2]

Canon room T8-R07-logs-and-tools.html ladder. Citations stay in that room.

Online MPP action?

Report Problem. [cite:2]

Canon room T8-R07-logs-and-tools.html ladder. Citations stay in that room.

DECT menu path?

Management > Devices, then Support, Manage. [cite:2]

Canon room T8-R07-logs-and-tools.html ladder. Citations stay in that room.

Why can a base refuse a remote PRT?

No connected handset, so no SIP registration. [cite:2]

Canon room T8-R07-logs-and-tools.html ladder. Citations stay in that room.

Where are DECT PRTs stored?

Under the base station's device ID. [cite:2]

Canon room T8-R07-logs-and-tools.html ladder. Citations stay in that room.

Two logging levels?

Standard and Debug. [cite:3]

Canon room T8-R07-logs-and-tools.html ladder. Citations stay in that room.

How wide is Debug?

The entire DECT network. [cite:3]

Canon room T8-R07-logs-and-tools.html ladder. Citations stay in that room.

When may bases restart?

When applying a logging change that also has other queued configuration. [cite:3]

Canon room T8-R07-logs-and-tools.html ladder. Citations stay in that room.

What is re-check or TODO-verify?

The July 01, 2025 PRT page. App client log retention. status.xml counts were omitted.

Canon room T8-R07-logs-and-tools.html ladder. Citations stay in that room.

Which page restricts Cisco Calling Plan toll-free?

g1gtsdb. [cite:2]

Canon room T8-R08-latest-features-radar.html ladder. Citations stay in that room.

Name two October 2026 Calling items.

DECT logging on October 13. The country list on October 7. [cite:1]

Canon room T8-R08-latest-features-radar.html ladder. Citations stay in that room.

Who can receive a virtual line on September 24?

Eligible Cisco-managed third-party phones. Not ATAs or DECT handsets. [cite:1]

Canon room T8-R08-latest-features-radar.html ladder. Citations stay in that room.

What did star do before September 23?

It could open the voice portal during deposit and lock the mailbox. [cite:1]

Canon room T8-R08-latest-features-radar.html ladder. Citations stay in that room.

Toll-free on Cisco Calling Plan, which locations?

U.S. and Canada. [cite:2]

Canon room T8-R08-latest-features-radar.html ladder. Citations stay in that room.

License name?

BCIBTFTN. [cite:2]

Canon room T8-R08-latest-features-radar.html ladder. Citations stay in that room.

AutoCSAT value source?

The system. Not a hand-entered agent value. [cite:3]

Canon room T8-R08-latest-features-radar.html ladder. Citations stay in that room.

Export length?

Up to 36 months, beyond the 13-month window, when extended retention is enabled. [cite:3]

Canon room T8-R08-latest-features-radar.html ladder. Citations stay in that room.

Default routing for existing WhatsApp flows?

Webex Connect Flow Builder. [cite:3]

Canon room T8-R08-latest-features-radar.html ladder. Citations stay in that room.

Agent media types on the October 6 page?

Voice, Chat, Email, and Social. [cite:4]

Canon room T8-R08-latest-features-radar.html ladder. Citations stay in that room.

When is granular state optional?

Until October 29, 2026. [cite:4]

Canon room T8-R08-latest-features-radar.html ladder. Citations stay in that room.

W70 version and the user action?

146.87.254.37. Reboot after the maintenance date or wait for Thursday morning local resync. [cite:6]

Canon room T8-R08-latest-features-radar.html ladder. Citations stay in that room.

Sources and go deeper

Checked links were opened this month. A confirm row has no address because that page was not opened.

- **Wikipedia** [Webex \(Wikipedia\)](#) last checked 2026-10
- **Vendor doc** [Webex Help Center](#) last checked 2026-10
- **DevDocs** [Webex developer documentation](#) last checked 2026-10
- **DevDocs** [Webex developer getting started](#) last checked 2026-10
- **Community** [Webex community](#) last checked 2026-10
- **SRND** [Cisco Collaboration design zone](#) last checked 2026-10
- **RFC** [RFC 3261 SIP: Session Initiation Protocol](#) last checked 2026-10
- **Port table** [IANA service name and port number registry](#) last checked 2026-10
- **Port table** [Port reference for Webex Calling](#) last checked 2026-10
- **RFC** [RFC 3263 Locating SIP Servers](#) last checked 2026-10
- **RFC** [RFC 3264 An Offer/Answer Model with SDP](#) last checked 2026-10
- **Wikipedia** [Session Initiation Protocol \(Wikipedia\)](#) last checked 2026-10
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- **RFC** [RFC 4733 RTP payload for DTMF](#) last checked 2026-10
- **Wikipedia** [Real-time Transport Protocol \(Wikipedia\)](#) last checked 2026-10
- **Release notes** [What's new in Webex Calling](#) last checked 2026-10
- **RFC** [RFC 8446 TLS 1.3](#) last checked 2026-10
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