

Call flows

Four flows you should be able to draw without opening a tenant.

Item	What to remember	Source
On-net app to app	Register to Calling. If ICE succeeds, media can go direct.	b2exve
Outbound PSTN	Location routing choice, then Cisco Calling Plan, CCP, or the Local Gateway.	t9xctu
Contact center	Entry point, flow, queue, agent. Not a CUCM route pattern.	utqcm7
Emergency	Phone or app to RedSky on 443, then the emergency network. Test with 933.	av6oo3

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- **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
- **RFC** [RFC 3550 RTP](#) last checked 2026-10
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- **RFC** [RFC 4566 SDP](#) last checked 2026-10
- **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
- **Vendor doc** [help.webex.com article nbedetf](#) last checked 2026-10
- **Vendor doc** [help.webex.com article 0xvuwab](#) last checked 2026-10

- **Vendor doc** [help.webex.com article n0xb944](https://help.webex.com/article/n0xb944) last checked 2026-10
- **Wikipedia** [Call centre \(Wikipedia\)](#) last checked 2026-10
- **Wikipedia** [Interactive voice response \(Wikipedia\)](#) last checked 2026-10
- **Release notes** [What's new for administrators in Webex Contact Center](#) last checked 2026-10
- **Vendor doc** [Routing a Call](#) last checked 2026-10
- **Vendor doc** [CVP Call Flow Models](#) last checked 2026-10

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