

Control Hub roles

One page pulled from the Canon rooms named in the source column. Open the room before you quote a number in a design. This is not a copy of a Cisco document.

Check	What the room says	Source
What is Control Hub?	Cisco's management console for one Webex organization: users, permissions, calling, meetings, messaging, and devices. [cite:1]	T1-R01-control-hub-foundations.html
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]	T1-R01-control-hub-foundations.html
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]	T1-R01-control-hub-foundations.html
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]	T1-R01-control-hub-foundations.html
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	T1-R01-control-hub-foundations.html
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]	T1-R01-control-hub-foundations.html
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.	T1-R01-control-hub-foundations.html

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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
- **Release notes** [What's new in Webex Calling](#) last checked 2026-10
- **Vendor doc** <https://help.webex.com/article/nkhozs6/Get-Started-with-Control-Hub> last checked 2026-10
- **Vendor doc** <https://help.webex.com/en-us/article/fs78p5/Assign-organization-account-roles-in-Control-Hub> last checked 2026-10
- **Vendor doc** <https://help.webex.com/en-us/article/ajh6iy> last checked 2026-10
- **Vendor doc** <https://help.webex.com/en-us/article/njvdjf2/Configure-Webex-Calling-for-your-organization> last checked 2026-10
- **Vendor doc** <https://help.webex.com/en-us/article/nuylwki/Control-Hub> last checked 2026-10
- **Vendor doc** <https://help.webex.com/article/z3elky/Devices-page-in-Control-Hub> last checked 2026-10
- **Vendor doc** <https://developer.webex.com/docs/api/v1/workspace-locations> last checked 2026-10
- **Vendor doc** <https://help.webex.com/en-us/article/x7l1qbb/Customized-roles-in-Control-Hub> last checked 2026-10
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