

	Common Area Calling	Standard Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist (AKA Customer Experience Essentials)	Webex Meetings	Attendant Console
Pricing Per User Per Month Includes PSTN Support and Management	\$12	\$16	\$18	\$25	\$50	\$18	\$50
Onboarding One Time Fee Standard / Premium	\$50/100	\$100/200	\$100/200	\$100/200	\$200/300	\$100/200	\$200
Inclusions	Calling Deskphone Only No Webex App	Calling Deskphone or Webex App	Calling, Meetings & Messaging	Calling, Meetings & Messaging	Calling, Meetings, Messaging & Customer Experience	Meetings	Attendant Console
Meeting Capabilities See Data Retention Table for Retention Periods			Meeting Capacity (PMR): 100 Space Meeting Participants: 100 Meeting Duration: 24 Hours Cloud Meeting Recording: 0	Meeting Capacity (PMR): 1000 Space Meeting Participants: 300 Meeting Duration: 24 Hours Cloud Meeting Recording: 10GB*	Meeting Capacity (PMR): 100 Space Meeting Participants: 100 Meeting Duration: 24 Hours Cloud Meeting Recording: 0	Meeting Capacity (PMR): 1000 Space Meeting Participants: 300 Meeting Duration: 24 Hours Cloud Meeting Recording: 10GB*	
Presence							
Presence (On Call, in a Meeting, Presenting, DND)		On App	●	●	●	●	
Manually Set Presence Availability		On App	●	●	●	●	
Set a custom status		On App	●	●	●	●	
Set Quiet Hours		On App	●	●	●	●	
Hide Availability Status		On App	●	●	●	●	

AI Features	Common Area Calling	Standard Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist <small>(AKA Customer Experience Essentials)</small>	Webex Meetings	Attendant Console
Calling AI							
HD Voice for External Caller		<div></div>	<div></div>	<div></div>	<div></div>		
Live Call Summaries			2H '25	2H '25	2H '25		
Transfer Summary with Call Transfer			2H '25	2H '25	2H '25		
Post-Call Summaries			2H '25	2H '25	2H '25		
Summaries for recorded Calls			2H '25	<div></div>	<div></div>		
Messaging AI							
Space Summaries			<div></div>	<div></div>	<div></div>	<div></div>	
Rewrite Messages			<div></div>	<div></div>	<div></div>	<div></div>	
Translate messages			<div></div>	<div></div>	<div></div>	<div></div>	
Meetings AI							
Auto Step Away				<div></div>		<div></div>	
Identify each speaker in the room				Roadmap		Roadmap	
Catch me up (in meeting summary)				<div></div>		<div></div>	
Was my name mentioned				<div></div>		<div></div>	

AI Features	Common Area Calling	Standard Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist <small>(AKA Customer Experience Essentials)</small>	Webex Meetings	Attendant Console
Meetings AI (cont.)							
What are the action items				●		●	
Ask me anything about this meeting				●		●	
Language support for English, Spanish, Italian, French, and German				●		●	
Post meeting Summaries & Transcripts				●		●	
Automatic Highlights and Chapters in Recordings				●		●	
Other AI							
Remove your background noise & speech from calls and meetings		●	●	●	●		
Webex AI Codec for Calling & Meetings		●	●	●	●		
Vidcast Automatic Highlights			●	●	●	●	
Vidcast Automatic Chapters			●	●	●	●	
Slido AI Generated Polls			●	●	●	●	

Calling	Common Area Calling	Standard Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist <small>(AKA Customer Experience Essentials)</small>	Webex Meetings	Attendant Console
Calling Features	Setup in App or user.webex.com						
App Dialpad		●	●	●	●		
Extension Dialing, Variable Length	●	●	●	●	●		
Seamless call handover between networks		●	●	●	●		
Inbound Caller ID (Name and Number)	●	●	●	●	●		
Call Waiting ID	●	●	●	●	●		
N-Way Calling (6)		●	●	●	●		
Select Outbound External Caller ID		●	●	●	●		
<u>Place Calls (PSTN)</u>	●	●	●	●	●		
<u>Place Calls (VoIP/Video)</u>	●	●	●	●	●		
<u>Receive Calls (PSTN/VoIP/Video)</u>	●	●	●	●	●		
<u>User Block Calls from specific number</u>		●	●	●	●		
<u>Mute/Unmute</u>		●	●	●	●		
<u>Hold/Resume</u>	●	●	●	●	●		
<u>Call Transfer (Attended, Semi Attended, Blind)</u>	●	●	●	●	●		

Calling Features (cont.)	Common Area Calling	Standard Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist (AKA Customer Experience Essentials)	Webex Meetings	Attendant Console
HD Audio/Bandwidth Extension		●	●	●	●		
Remove background noise from other party		●	●	●	●		
Merge (N-Way Audio Call)		●	●	●	●		
Conference (N-Way Audio Call)		●	●	●	●		
Call Pull		●	●	●	●		
Group Call Park / Retrieve			●	●	●		
Directed Call Park/Retrieve			Roadmap	Roadmap	Roadmap		
Call Pickup		Desktop Only	Desktop Only	Desktop Only	Desktop Only		
Group Call Pickup			Desktop Only	Desktop Only	Desktop Only		
Team Telephony / BLF Monitoring plus Call Pickup			Desktop Only	Desktop Only	Desktop Only		
Executive Assistant (aka Boss Admin)			Desktop Only	Desktop Only	Desktop Only		
Feature Access Codes (FAC)		●	●	●	●		
Call Redial via FAC *66	●	●	●	●	●		
"Desk Phone Control (DPC): Incoming/outgoing calling, Mid-Call Control, Share"		●	●	●	●		
Desk Phone Control (DPC) with Hot Desk Device		Roadmap	Roadmap	Roadmap	Roadmap		

Calling Features (cont.)	Common Area Calling	Standard Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist (AKA Customer Experience Essentials)	Webex Meetings	Attendant Console
Sharing during a Call Screen & application		Desktop Only	Desktop Only	Desktop Only	Desktop Only		
Sharing - whiteboard			Roadmap	Roadmap	Roadmap		
Remote Desktop Control		Desktop Only	Desktop Only	Desktop Only	Desktop Only		
Call Recording (Dubber Go)			●	●	●		
Webex Call Recording			●	●	●		
Shared Lines for Webex App			●	●	●		
Multi-Line (Virtual Lines)			●	●	●		
"Click to Dial/ Protocol Handler/ Register for tel: and SIP: links"		●	●	●	●		
Move call to a Meeting			●	●	●		
Spam call indication with incoming Calls		●	●	●	●		
Spam call indication in Call History		●	●	●	●		
E911 Calling & Emergency Services Location Update (Redsky)		●	●	●	●		
Mobile Calling Widgets		●	●	●	●		
Call Through (Mobile)		Roadmap	Roadmap	Roadmap	Roadmap		
Call Back		Available on Mobile Desktop on Roadmap	Available on Mobile Desktop on Roadmap	Available on Mobile Desktop on Roadmap	Available on Mobile Desktop on Roadmap		

Calling	Common Area Calling	Standard Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist <small>(AKA Customer Experience Essentials)</small>	Webex Meetings	Attendant Console
Calling Settings	Setup in App or user.webex.com						
Anonymous Call Rejection		●	●	●	●		
Automatic Answer		●	●	●	●		
Away Announcement (Personal Assistant)		●	●	●	●		
Block Your Caller ID	●	●	●	●	●		
Call Forwarding Always	●	●	●	●	●		
Call Forwarding: Busy, No Answer, Not Reachable	●	●	●	●	●		
Call Waiting (for up to 4 calls)	●	●	●	●	●		
Single Number Reach (Office Anywhere)		●	●	●	●		
Do Not Disturb - native, across all devices		●	●	●	●		
Selective Call Capabilities: Accept, Reject, Forward		●	●	●	●		
Remote Office			●	●	●		
Sequential Ring			●	●	●		
Shared Call Appearance			35	35	35		
Simultaneous Ring			●	●	●		

Calling Settings (cont.)	Common Area Calling	Standard Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist <small>(AKA Customer Experience Essentials)</small>	Webex Meetings	Attendant Console
SIP URI Dialing		Roadmap	Roadmap	Roadmap	Roadmap		
Video Call Virtual Background		●	●	●	●		
Privacy		●	●	●	●		
Call Notify		●	●	●	●		
T.38 Fax Support	●	ATA only	ATA only	ATA only	ATA only		
Deskphone Only Settings (MPP)							
Alternate Numbers with Distinctive Ring			●	●	●		
Barge-In Exempt		●	●	●	●		
Busy Lamp Field (Monitoring)	●	●	●	●	●		
Directed Call Pickup with Barge In			●	●	●		
Hoteling Host		●	●	●	●		
Hoteling Guest		●	●	●	●		
Multiple Line Appearance			●	●	●		
Priority Alert		●	●	●	●		

Deskphone Only Settings (MPP) (cont.)	Common Area Calling	Standard Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist (AKA Customer Experience Essentials)	Webex Meetings	Attendant Console
Push to Talk		●	●	●	●		
Speed Dial 100		●	●	●	●		
Personal Contact							
View/Add Contacts: New, from Common Identity, from Enterprise Directory		●	●	●	●		
Manage Groups & Favorites		●	●	●	●		
View Contact Profile		●	●	●	●		
Call History / Voicemail							
Call Logs Unified Call History (Local & Server based)		●	●	●	●		
Delete Call Logs - Individual Calls and all Calls		●	●	●	●		
Call Logs: Missed Calls Counter, Show Duration of Calls, Click to call & Show Hunt Group Calls		●	●	●	●		
Call Voicemail		●	●	●	●		
Visual Voicemail View, Play, Delete, Call Back, Mark as read		●	●	●	●		
Visual Voicemail - Confidential or Urgent Indicator		●	●	●	●		
Voicemail transcriptions		●	●	●	●		
Forward/Reply Voicemails		Roadmap	Roadmap	Roadmap	Roadmap		

Search	Common Area Calling	Standard Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist <small>(AKA Customer Experience Essentials)</small>	Webex Meetings	Attendant Console
CI Search		●	●	●	●		
Universal Search		●	●	●	●		
Outlook Contact Search		Desktop Only	Desktop Only	Desktop Only	Desktop Only		
Local Mobile Contact Search		●	●	●	●		
Google Contact Search		Mobile Only	Mobile Only	Mobile Only	Mobile Only		
Enterprise Directory Search		●	●	●	●		
Calling Integrations							
Microsoft Teams Integration for Calling		●	●	●	●		
Microsoft Outlook Integration for Calling		●	●	●	●		
Slack Integration for Calling		●	●	●	●		

Customer Experience	Common Area Calling	Standard Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist <small>(AKA Customer Experience Essentials)</small>	Webex Meetings	Attendant Console
			Basic	Basic	Customer Assist <small>Dedicated Webex App Experience</small>		
Webex App Experience							
Agent					Dedicated Experience		
Supervisor					Dedicated Experience		
Capacity							
Agents availability			50	50	500		
Max Queued Calls			125	125	250		
Call Types Supported							
Inbound Call			●	●	●		
OutboundCall			●	●	●		
Browser Based Click-to-Call			Audio Video on Roadmap	Audio Video on Roadmap	Audio Video on Roadmap		
AI							
AI Assistant for Agents					2H '25		
Call Sentiment for Supervisors					Q4 CY '25		

Agent	Common Area Calling	Standard Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist <small>(AKA Customer Experience Essentials)</small>	Webex Meetings	Attendant Console
Agent App Experience (Desktop & Mobile)							
Set availability status			●	●	●		
Join/Un-Join queues			●	●	●		
Agent Wrap Up codes					●		
Automatic timed wrap-up at completion of ACD call					●		
Call Handling							
Answer calls			●	●	●		
Make Outbound call			●	●	●		
Agent Set Outbound Calling Line ID			●	●	●		
Conference call			●	●	●		
Transfer call			●	●	●		
Forward Call			●	●	●		
Call back to callers			●	●	●		
Access multi call window			●	●	●		

Call Handling (cont.)	Common Area Calling	Standard Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist (AKA Customer Experience Essentials)	Webex Meetings	Attendant Console
Microsoft Teams integration			●	●	●		
Live Contacts in Queue Trend					●		
Live Queue Stats (calls in queue, Longest wait time, agents total, agents idle, agents available, agents unavailable)					●		
View Screen Pop					●		
Supervisor App Experience	Common Area Calling	Standard Calling	Enhanced Calling (Webex Voice)	Webex Calling	Webex Suite	Webex Calling Customer Assist (AKA Customer Experience Essentials)	Webex Meetings
Agent Management							
View Agents					●		
Join/Unjoin agent to queue					●		
Set Agent Status					●		
Sign out an agent					●		
Agent Monitoring & Coaching							
Silent Monitor active call			FAC Codes	FAC Codes	FAC Codes	●	
Silent Monitor next call						Roadmap	
Message agent						●	

Agent Monitoring & Coaching (cont.)	Common Area Calling	Standard Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist (AKA Customer Experience Essentials)	Webex Meetings	Attendant Console
Barge-into agent call			FAC Codes	FAC Codes	●		
Coach			FAC Codes	FAC Codes	●		
Takeover			FAC Codes	FAC Codes	FAC Codes		
In App Analytics/Reporting							
View real-time agent status					●		
View real-time queue status					●		
View historical agent statistics					●		
View historical queue statistics					●		
Administration via Control Hub	Common Area Calling	Standard Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist	Webex Meetings	Attendant Console
Agents & Supervisors							
Agents and supervisors management			●	●	●		
Set agent status			●	●	●		
Join/Unjoin agent to queue			●	●	●		

Queue Settings	Common Area Calling	Standard Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist <small>(AKA Customer Experience Essentials)</small>	Webex Meetings	Attendant Console
Number of Calls in queue			●	●	●		
Caller ID			●	●	●		
Distinctive Ring			●	●	●		
Language and time zone			●	●	●		
Call back			●	●	●		
Call Overflow			●	●	●		
Screen Pop					●		
Queue Recording					2H '25		
Greetings & Announcements							
Welcome Message			●	●	●		
Estimated wait time Message			●	●	●		
Comfort Messaging			●	●	●		
Comfort Message Bypass			●	●	●		
Music on hold			●	●	●		
Call Whisper Message			●	●	●		

Call Routing Policies	Common Area Calling	Standard Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist <small>(AKA Customer Experience Essentials)</small>	Webex Meetings	Attendant Console
Priority Based			●	●	●		
Skills Based			●	●	●		
Bounced call routing			●	●	●		
Stranded call routing			●	●	●		
Call Forwarding			●	●	●		
Holiday Service			●	●	●		
Non- business hours			●	●	●		
Forced Forwarding			●	●	●		
Analytics							
Call queue status			●	●	●		
Call queue agent status			●	●	●		
Live queue status			●	●	●		

Reporting	Common Area Calling	Standard Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist <small>(AKA Customer Experience Essentials)</small>	Webex Meetings	Attendant Console
Call Queue Stats Report			●	●	●		
Call Queue agent stats report			●	●	●		
Wrap Up Reason					●		
Call queue call details					Roadmap		
Agents availability					Roadmap		

Messaging	Common Area Calling	Standard Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist	Webex Meetings	Attendant Console
Spaces							
Create Spaces			●	●	●	●	
Custom Space Notification: Off/On/@mentions only/Sounds			●	●	●	●	
Space Filters			●	●	●	●	
Space Sections for Organization			●	●	●	●	
Peek Into a Space			●	●	●	●	

Spaces (cont.)	Common Area Calling	Standard Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist <small>(AKA Customer Experience Essentials)</small>	Webex Meetings	Attendant Console
Space Shortcuts: Add to Favorites , Add People , Start Meeting , Mark as Read , Copy Space Link , Hide , Leave			●	●	●	●	
Inter-team/org messaging with Indicator			●	●	●	●	
Space member management: Add people , remove people , Space Settings			●	●	●	●	
Delete Space			●	●	●	●	
Public Spaces			●	●	●	●	
Teams			●	●	●	●	
Messaging Features							
Persistent Chat History			●	●	●	●	
Is Typing Indicator			●	●	●	●	
Spell Check			●	●	●	●	
Share Files			●	●	●	●	
Screen capture			●	●	●	●	
Rich Text			●	●	●	●	
Emojis			●	●	●	●	

Messaging Features (cont.)	Common Area Calling	Standard Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist <small>(AKA Customer Experience Essentials)</small>	Webex Meetings	Attendant Console
Gifs			●	●	●	●	
@ Mentions			●	●	●	●	
Vidcast Video Messaging			●	●	●	●	
Read Reciept			●	●	●	●	
Forward Messages (with Attachements)			●	●	●	●	
Quoting			●	●	●	●	
Threading			●	●	●	●	
Reply Directly			●	●	●	●	
Schedule Message Send			●	●	●	●	
Copy Message Link			●	●	●	●	
Edit Messages			●	●	●	●	
Reactions			●	●	●	●	
Search within a Space			●	●	●	●	
Pin Messages in a Space			●	●	●	●	

Messaging Features (cont.)	Common Area Calling	Standard Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist <small>(AKA Customer Experience Essentials)</small>	Webex Meetings	Attendant Console
Send a Space Link			●	●	●	●	
Flag Messages			●	●	●	●	
Mark as Unread			●	●	●	●	
Message Reminders			●	●	●	●	
Delete your Message			●	●	●	●	
Shared Files: View, Download, Embedded Previews			●	●	●	●	
Embedded Video Playback			●	●	●	●	
Push Notifications			●	●	●	●	
Schedule Space Meeting with everyone in Space			●	●	●	●	
Share Content while Messaging			●	●	●	●	
Whiteboard in a Space			●	●	●	●	
Add Apps/Website to a space			●	●	●	●	

Hammer Cloud

Webex Included Services | Messaging



Advanced Messaging Features	Common Area Calling	Standard Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist <small>(AKA Customer Experience Essentials)</small>	Webex Meetings	Attendant Console
Moderate Spaces			●	●	●	●	
Moderator Add / Remove people			●	●	●	●	
Moderator Edit space name & settings			●	●	●	●	
Moderator Add / Remove Moderator			●	●	●	●	
Moderator Delete others Messages			●	●	●	●	
Turn On Announcement Mode			●	●	●	●	

Hammer Cloud

Webex Included Services | Meetings

Meetings	Common Area Calling	Standard Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist <small>(AKA Customer Experience Essentials)</small>	Webex Meetings	Attendant Console
Settings Via Webex App or user.webex.com							
Join via VoIP			●	●	●	●	
Call In Audio (Toll Named User)			●	●	●	●	
Call me Local / Call Me Intl							
Virtual backgrounds			●	●	●	●	
Video Layout options: grid, stack, side by side, full screen			●	●	●	●	

Hosting Meetings	Common Area Calling	Standard Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist <small>(AKA Customer Experience Essentials)</small>	Webex Meetings	Attendant Console
Meeting Participant Capacity			100	1000	100	1000	
Number of Participants in Space Meetings			100	300	100	300	
Personal Meeting Room (PMR)			●	●	●	●	
Webex (PMR & One Time) meeting scheduling in Webex			●	●	●	●	
Mute all/participant			●	●	●	●	
Manage Participants			●	●	●	●	
Meeting Lobby			●	●	●	●	
Presenter Controls for all Attendees			●	●	●	●	
Delegate your meetings (Assign Cohost)			●	●	●	●	
Locking			●	●	●	●	
Password Protection			●	●	●	●	
Let other users to schedule meetings on their behalf			●	●	●	●	
Allow PMR URL change			●	●	●	●	
Connect to Google or O365 Calendar Service			●	●	●	●	

Attending Meetings	Common Area Calling	Standard Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist <small>(AKA Customer Experience Essentials)</small>	Webex Meetings	Attendant Console
One Button to Join			●	●	●	●	
Web Guest Experience			●	●	●	●	
Remove Background Noise and Speech			●	●	●	●	
Music Mode			●	●	●	●	
Support pairing with Cisco Webex Devices			●	●	●	●	
Join from a video system (CMR)			●	●	●	●	
Media Quality Statistics			●	●	●	●	
Common Meeting Features							
HD video			●	●	●	●	
Multi-party Chat			●	●	●	●	
Animated meeting reactions & hand gestures			●	●	●	●	
Raise Hand			●	●	●	●	
Breakout Sessions			●	●	●	●	
Content Sharing: Screen, Window, Application, File, Webex, Portion of Screen			●	●	●	●	

Common Meeting Features	Common Area Calling	Standard Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist <small>(AKA Customer Experience Essentials)</small>	Webex Meetings	Attendant Console
Content Sharing on Mobile: Entire Screen, Image, PDF, Rear Camera			●	●	●	●	
Immersive Share (Show me in front of presentation)			●	●	●	●	
Whiteboard			●	●	●	●	
Annotation			●	●	●	●	
Remote Desktop Control			●	●	●	●	
Meetings Recording			Local	Cloud + Local	Local	Cloud + Local	
Recording Transcriptions				●		●	
In-meeting participant search			●	●	●	●	
Advanced Meeting Features							
Closed Captions				●		●	
Real Time Transcription (English, French, German, Spanish, Italian)				●		●	
Live Polling by Slido				●		●	
Q&A by Slido				●		●	

Additional	Common Area Calling	Standard Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist <small>(AKA Customer Experience Essentials)</small>	Webex Meetings	Attendant Console
General							
Search			<div></div>	<div></div>	<div></div>	<div></div>	
Location			Roadmap	Roadmap	Roadmap	Roadmap	
Keyboard shortcuts			<div></div>	<div></div>	<div></div>	<div></div>	
Personal Insights			<div></div>	<div></div>	<div></div>	<div></div>	
Add-Ons							
Setup Assist	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	
Webex GO			<div></div>	<div></div>	<div></div>		
Webex Attendant Console			<div></div>	<div></div>	<div></div>		
App Protocols, Security and Troubleshooting							
TLS v1.2	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	
SRTP/SRTCP			<div></div>	<div></div>	<div></div>		
Dynamic Proxy Discovery			<div></div>	<div></div>	<div></div>		

App Protocols, Security and Troubleshooting (cont.)	Common Area Calling	Standard Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist <small>(AKA Customer Experience Essentials)</small>	Webex Meetings	Attendant Console
Failover Support (SIP, XMPP, Xsi)			●	●	●	●	
Version Control			●	●	●	●	
Forgot/Update Password (CI Auth)			●	●	●	●	
SAML SSO			●	●	●	●	
Client Software Auto Update			●	●	●	●	
Regular check for config updates			●	●	●	●	
Troubleshooting Logs			●	●	●	●	
RTCP-XR			●	●	●	●	
App Accessibility							
Color Contrast			●	●	●	●	
Dictation (Chat Message Entry)			●	●	●	●	
Screen Reader			●	●	●	●	
Highlight to call/hot key			●	●	●	●	
Keyboard Navigation			Desktop Only	Desktop Only	Desktop Only	Desktop Only	
Text Size			Mobile Only	Mobile Only	Mobile Only	Mobile Only	

Devices & Peripherals	Common Area Calling	Standard Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist <small>(AKA Customer Experience Essentials)</small>	Webex Meetings	Attendant Console
Partner Managed Devices	●		●	●	●		
Hot Desking			RoomOS MPP 88xx, 8875, 9800	RoomOS MPP 88xx, 8875, 9800	RoomOS MPP 88xx, 8875, 9800	RoomOS MPP 88xx, 8875, 9800	
Webex Cloud connectivity on Cisco MPP			●	●	●	●	
"Cisco Webex Devices connectivity (Webex + SIP) (SIP connectivity only applicable for RoomOS Devices)"			●	●	●	●	
USB Headsets			●	●	●	●	
Bluetooth Headsets			●	●	●	●	
USB Cameras			Desktop Only	Desktop Only	Desktop Only	Desktop Only	
App Calling configurability by End User							
Audio Input Device (Mic)			●	●	●	●	
Audio Output Device (Speaker)			●	●	●	●	
Video Input Device (Camera)			Desktop Only	Desktop Only	Desktop Only	Desktop Only	
Incoming Call Notification Audio			●	●	●	●	
Incoming Chat Notification Audio			●	●	●	●	

App CODECs Audio	Common Area Calling	Standard Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist <small>(AKA Customer Experience Essentials)</small>	Webex Meetings	Attendant Console
PCMU (G.711)	●		●	●	●	●	
PCMA (G.711)	●		●	●	●	●	
G.722	●		●	●	●	●	
G.729	●		●	●	●	●	
OPUS	MPP Phones Only		●	●	●	●	

*Meeting Cloud Storage limit is per site
Receptionist Console is End of Life January 31, 2026

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

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