Feature-Tabelle

Webex for Gamma

1. AI-Features

Features	Common Area	Enhanced Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist	Webex Meetings
Calling AI						
HD Voice for External Caller		✓	✓	✓	✓	
Call Summaries		✓	✓	✓	✓	
Summaries for recorded Calls		✓	✓	✓	✓	
Messaging AI						
Space Summaries			✓	✓	✓	✓
Rewrite Messages			✓	✓	✓	✓
Translate messages			✓	✓	✓	✓
Meetings AI						
Auto Step Away				✓		✓
Catch me up (in meeting summary)				✓		✓
Was my name mentioned				✓		✓
What are the action items				✓		✓
Ask me anything about this meeting				✓		✓
Language support for English, Spanish, Italian, French, and German				✓		✓
Post meeting Summaries & Transcripts				✓		✓
Post Meeting Summary Translation				✓		✓

Automatic Highlights and Chapters in Recordings				✓		✓
Schedule meetings via AI Assistant				✓		✓
Other AI						
Unified Ask AI Assistant		✓	✓	✓	✓	✓
Remove your background noise & speech from calls and meetings		✓	✓	✓	✓	✓
Webex AI Codec for Calling & Meetings		✓	✓	✓	✓	✓
Salesforce & Jira Agent		✓	✓	✓	✓	✓
Meeting Scheduler		✓	✓	✓	✓	✓
Vidcast Automatic Highlights		✓	✓	✓	✓	✓
Vidcast Automatic Chapters		✓	✓	✓	✓	✓

2. Presence-Features

Features	Common Area	Enhanced Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist	Webex Meetings
Webex App						
Presence						
Presence (On Call, in a Meeting, Presenting, DND)		✓	✓	✓	✓	✓
Manually Set Presence Availability		✓	✓	✓	✓	✓
Set a custom status		✓	✓	✓	✓	✓

Set Quiet Hours		✓	✓	✓	✓	✓
Hide availability status		✓	✓	✓	✓	✓

3. Calling-Features

Features	Common Area	Enhanced Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist	Webex Meetings
App Dialpad		✓	✓	✓	✓	
Call Back		✓	✓	✓	✓	
Extension Dialing, Variable Length	✓	✓	✓	✓	✓	
Seamless call handover between networks		✓	✓	✓	✓	
Inbound Caller ID (Name and Number)	✓	✓	✓	✓	✓	
Call Waiting ID	✓	✓	✓	✓	✓	
N-Way Calling (6)		✓	✓	✓	✓	
Select Outbound External Caller ID		✓	✓	✓	✓	
Place Calls (PSTN)	✓	✓	✓	✓	✓	
Place Calls (VoIP/Video)	✓	✓	✓	✓	✓	
Receive Calls (PSTN/VoIP/Video)	✓	✓	✓	✓	✓	
User Block Calls from specific number		✓	✓	✓	✓	
Feature Access Codes (FAC)		✓	✓	✓	✓	
Hold/Resume	✓	✓	✓	✓	✓	

Call Transfer	✓	✓	✓	✓	✓	
(Attended, Semi Attended, Blind)		✓	✓	✓	✓	
Closed Caption/Transcription		✓	✓	✓	✓	
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	✓*	✓*	✓	✓*	✓*	
Call Pickup	✓*	✓ *	✓*	✓*	✓*	
Group Call Pickup		✓ *	✓*	✓*	✓*	
Team Telephony / BLF Monitoring plus Call Pickup		✓ *	✓*	✓*	✓*	
Executive Assistant (aka Boss Admin)		✓ *	✓*	✓*	✓*	
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		✓*	✓*	✓*	✓*	
Sharing during a Call - Screen & application		✓	✓	✓	✓	
Remote Desktop Control		✓	✓	✓	✓	
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		✓	✓	✓	✓	
Mobile Calling Widgets		✓	✓	✓	✓	

4. Calling-Settings

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

Deskphone Only Settings (MPP)						
Alternate Numbers with Distinctive Ring		✓	✓	✓	✓	
Barge-In Exempt		✓	✓	✓	✓	
Busy Lamp Field (Monitoring)	✓	✓	✓	✓	✓	
Directed Call Pickup with Barge In		✓	✓	✓	✓	
Hoteling Host		✓	✓	✓	✓	
Hoteling Guest		✓	✓	✓	✓	
Multiple Line Appearance		✓	✓	✓	✓	
Priority Alert		✓	✓	✓	✓	
Push to Talk		✓	✓	✓	✓	
Speed Dial 100		✓	✓	✓	✓	
Personal Contacts						
View/Add Contacts		✓	✓	✓	✓	
Manage Groups & Favorites		✓	✓	✓	✓	
View Contact Profile		✓	✓	✓	✓	
Call History / Voicemail						
Call Logs - Unified Call History (Local & Server based)		✓	✓	✓	✓	
Delete Call Logs - Individual Calls and all Calls		✓	✓	✓	✓	
Call Logs:		✓	✓	✓	✓	
Missed Calls Counter, Show Duration of Calls,		✓	✓	✓	✓	
Click to call & Show Hunt Group Calls		✓	✓	✓	✓	
Call Voicemail		✓	✓	✓	✓	

Visual Voicemail - View, Play, Delete, Call Back, Mark as read		✓	✓	✓	✓	
Visual Voicemail - Confidential or Urgent Indicator		✓	✓	✓	✓	
Voicemail transcriptions		✓	✓	✓	✓	
Search						
CI Search		✓	✓	✓	✓	
Universal Search		✓	✓	✓	✓	
Outlook Contact Search		✓*	✓*	✓*	✓*	
Local Mobile Contact Search		✓	✓	✓	✓	
Google Contact Search		✓**	✓**	✓**	✓**	
Enterprise Directory Search		✓	✓	✓	✓	
Calling Integrations						
Microsoft Teams Integration for Calling		✓	✓	✓	✓	
Microsoft Outlook Integration for Calling		✓	✓	✓	✓	
Slack Integration for Calling		✓	✓	✓	✓	

5. Customer Experience

Features	Common Area	Enhanced Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist	Webex Meetings
Customer Experience		Basic	Basic	Basic	Customer Assist Dedicated Webex App Experience	
Webex App Experience					Dedicated Webex App Experience	
Agent					Dedicated Experience	
Supervisor					Dedicated Experience	
Capacity						
Agents availability		50	50	50	500	
Max Queued Calls		125	125	125	250	
Call Types Supported						
Inbound Call		✓	✓	✓	✓	
Outbound Call		✓	✓	✓	✓	
Browser Based Click-to-Call		✓ Audio	✓ Audio	✓ Audio	✓ Audio	

6. Agent

Features	Common Area	Enhanced Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist	Webex Meetings
Agent App Experience						
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		✓	✓	✓	✓	
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					✓	
Agent Management						
View Agents					✓	
Join/Unjoin agent to queue					✓	
Set Agent Status					✓	
Sign out an agent					✓	
Agent Monitoring and Coaching						

Silent Monitor active call		FAC Codes	FAC Codes	FAC Codes	✓	
Message agent					✓	
Barge-into agent call		FAC Codes	FAC Codes	FAC Codes	✓	
Coach		FAC Codes	FAC Codes	FAC Codes	✓	
Takeover		FAC Codes	FAC Codes	FAC Codes	FAC Codes	
In App Analytics/Reporting						
View real-time agent status					✓	
View real-time queue status					✓	
View historical agent statistics					✓	
View historical queue statistics					✓	

7. Administration via Control Hub

Features	Common Area	Enhanced Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist	Webex Meetings
Agents & Supervisors						
Agents and supervisors management		✓	✓	✓	✓	
Set agent status		✓	✓	✓	✓	
Join/Unjoin agent to queue		✓	✓	✓	✓	
Queue Settings						
Number of Calls in queue		✓	✓	✓	✓	
Caller ID		✓	✓	✓	✓	
Distinctive Ring		✓	✓	✓	✓	
Language and time zone		✓	✓	✓	✓	
Call back		✓	✓	✓	✓	
Call Overflow		✓	✓	✓	✓	
Screen Pop					✓	
Queue Recording					✓	
Greetings and Announcements						
Welcome Message		✓	✓	✓	✓	

Estimated wait time Message		✓	✓	✓	✓	
Comfort Messaging		✓	✓	✓	✓	
Comfort Message Bypass		✓	✓	✓	✓	
Music on hold		✓	✓	✓	✓	
Call Whisper Message		✓	✓	✓	✓	
Call Routing Policies						
Priority Based		✓	✓	✓	✓	
Skills Based		✓	✓	✓	✓	
Bounced call routing		✓	✓	✓	✓	
Stranded call routing		✓	✓	✓	✓	
Call Forwarding		✓	✓	✓	✓	
Holiday Service		✓	✓	✓	✓	
Non- business hours		✓	✓	✓	✓	
Forced Forwarding		✓	✓	✓	✓	
Analytics						
Call queue status		✓	✓	✓	✓	
Call queue agent status		✓	✓	✓	✓	
Live queue status		✓	✓	✓	✓	
Reporting						
Call Queue Stats Report		✓	✓	✓	✓	
Call Queue agent stats report		✓	✓	✓	✓	
Wrap Up Reason					✓	
Call queue call details					✓	
Agents availability					✓	

8. Messaging-Features

Features	Common Area	Enhanced Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist	Webex Meetings
Spaces						
Create Spaces			✓	✓	✓	✓
Custom Space Notification:			✓	✓	✓	✓
Off/On/@mentions only/Sounds			✓	✓	✓	✓
Space Filters			✓	✓	✓	✓
Space Sections for Organization			✓	✓	✓	✓
Peek Into a Space			✓	✓	✓	✓
Space Shortcuts:			✓	✓	✓	✓
Add to Favorites, Add People, Start Meeting, Mark as Read, Copy Space Link, Hide, Leave)			✓	✓	✓	✓
Inter-team/org messaging with Indicator			✓	✓	✓	✓
Space member management:			✓	✓	✓	✓
Add people, remove people, Space Settings			✓	✓	✓	✓
Delete Space			✓	✓	✓	✓
Public Spaces			✓	✓	✓	✓
Teams			✓	✓	✓	✓
Messaging Features						
Persistent Chat History			✓	✓	✓	✓
Is Typing Indicator			✓	✓	✓	✓
Spell Check			✓	✓	✓	✓
Share Files			✓	✓	✓	✓
Screen capture			✓	✓	✓	✓
Rich Text			✓	✓	✓	✓
Emojis			✓	✓	✓	✓
Gifs			✓	✓	✓	✓
@ Mentions			✓	✓	✓	✓

Vidcast Video Messaging (Basic)			✓	✓	✓	✓
Read Receipt			✓	✓	✓	✓
Forward Messages (with Attachments)			✓	✓	✓	✓
Quoting			✓	✓	✓	✓
Threading			✓	✓	✓	✓
Reply Directly			✓	✓	✓	✓
Schedule Message Send			✓	✓	✓	✓
Copy Message Link			✓	✓	✓	✓
Edit Messages			✓	✓	✓	✓
Reactions			✓	✓	✓	✓
Search within a Space			✓	✓	✓	✓
Pin Messages in a Space			✓	✓	✓	✓
Send a Space Link			✓	✓	✓	✓
Flag Messages			✓	✓	✓	✓
Mark as Unread			✓	✓	✓	✓
Message Reminders			✓	✓	✓	✓
Delete your Message			✓	✓	✓	✓
Shared Files: View, Download, Embedded Previews			✓	✓	✓	✓
Embedded Video Playback			✓	✓	✓	✓
Push Notifications			✓	✓	✓	✓
Schedule Space Meeting with everyone in Space			✓	✓	✓	✓
Share Content while Messaging			✓	✓	✓	✓
Whiteboard in a Space			✓	✓	✓	✓
Add Apps/Website to a space			✓	✓	✓	✓
Advanced Messaging Features						
Moderate Spaces			✓	✓	✓	✓
Moderator - Add / Remove people			✓	✓	✓	✓

Moderator - Edit space name & settings			✓	✓	✓	✓
Moderator - Add / Remove Moderator			✓	✓	✓	✓
Moderator- Delete others Messages			✓	✓	✓	✓
Turn On Announcement Mode			✓	✓	✓	✓

9. Meetings-Features

Features	Common Area	Enhanced Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist	Webex Meetings
Settings						
Join via VoIP			✓	✓	✓	✓
Call In Audio (Toll Named User)				✓		✓
Call me Local / Call Me Intl						
Virtual backgrounds			✓	✓	✓	✓
Video Layout options: grid, stack, side by side, full screen			✓	✓	✓	✓
Hosting Meetings						
Meeting Participant Capacity			100	1000	100	1000
Number of Participants in Space Meetings			100	300	100	300
Personal Meeting Room (PMR)			✓	✓	✓	✓
Webex(PMR & One Time) meeting scheduling in Webex			✓	✓	✓	✓
Mute all/participant			✓	✓	✓	✓

Manage Participants			✓	✓	✓	✓
Meeting Lobby			✓	✓	✓	✓
Presenter Controls for all Attendees			✓	✓	✓	✓
Delegate your meetings (Assign Cohost)			✓	✓	✓	✓
Locking			✓	✓	✓	✓
Password Protection			✓	✓	✓	✓
Let other users to schedule meetings on their behalf			✓	✓	✓	✓
Allow PMR URL change			✓	✓	✓	✓
Connect to Google or O365 Calendar Service			✓	✓	✓	✓
Attending Meetings						
One Button to Join			✓	✓	✓	✓
Web Guest Experience			✓	✓	✓	✓
Remove Background Noise and Speech			✓	✓	✓	✓
Music Mode			✓	✓	✓	✓
Support pairing with Cisco Webex Devices			✓	✓	✓	✓
Join from a video system (CMR)			✓	✓	✓	✓
Media Quality Statistics			✓	✓	✓	✓
Common Meeting Features						
HD video			✓	✓	✓	✓
Multi-party Chat			✓	✓	✓	✓

Animated meeting reactions & hand gestures			✓	✓	✓	✓
Raise Hand			✓	✓	✓	✓
Breakout Sessions			✓	✓	✓	✓
Content Sharing: Screen, Window, Application, File, Webex, Portion of Screen			✓	✓	✓	✓
Content Sharing on Mobile: Entire Screen, Image, PDF, Rear Camera			✓	✓	✓	✓
Immersive Share (Show me in front of presentation)			✓	✓	✓	✓
Whiteboard			✓	✓	✓	✓
Annotation			✓	✓	✓	✓
Remote Desktop Control			✓	✓	✓	✓
Meetings Recording			Local	Cloud + Local	Local	Cloud + Local
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				✓		✓

10. Additional

Features	Common Area	Enhanced Calling	Webex Calling	Webex Suite	Webex Calling Customer Assist	Webex Meetings
General						
Search		✓	✓	✓	✓	✓
Keyboard shortcuts		✓	✓	✓	✓	✓
Personal Insights			✓	✓	✓	✓
Add-Ons						
Setup Assist	✓	✓	✓	✓	✓	✓
Webex GO			✓	✓	✓	
Webex Attendant Console			✓	✓	✓	
App Protocols, Security and Troubleshooting						
End-to-End Encryption for calling		✓	✓	✓	✓	
TLS v1.2/1.3		✓	✓	✓	✓	✓
SRTP/SRTCP		✓	✓	✓	✓	✓
Dynamic Proxy Discovery		✓	✓	✓	✓	✓
Failover Support (SIP, XMPP, Xsi)		✓	✓	✓	✓	✓
Version Control		✓	✓	✓	✓	✓
Forgot/Update Password (CI Auth)		✓	✓	✓	✓	✓
SAML SSO		✓	✓	✓	✓	✓
Client Software Auto Update		✓	✓	✓	✓	✓
Regular check for config updates		✓	✓	✓	✓	✓
Troubleshooting Logs		✓	✓	✓	✓	✓
RTCP-XR		✓	✓	✓	✓	✓
App Accessibility						
Color Contrast		✓	✓	✓	✓	✓

Dictation (Chat Message Entry)		✓	✓	✓	✓	✓
Screen Reader		✓	✓	✓	✓	✓
Highlight to call/hot key		✓	✓	✓	✓	✓
Keyboard Navigation		✓*	✓*	✓*	✓*	✓*
Text Size		✓**	✓**	✓**	✓**	✓**
Devices & Peripherals						
Partner Managed Devices	✓	✓	✓	✓	✓	
Hot Desking		RoomOS, MPP 88xx, 8875, 9800	RoomOS, MPP 88xx, 8875, 9800	RoomOS, MPP 88xx, 8875, 9800	RoomOS, MPP 88xx, 8875, 9800	RoomOS, MPP 88xx, 8875, 9800
Webex Cloud connectivity on Cisco MPP		✓	✓	✓	✓	✓
Cisco Webex Devices connectivity (Webex + SIP) (SIP connectivity only applicable for RoomOS Devices)			✓	✓	✓	✓
USB Headsets		✓	✓	✓	✓	✓
Bluetooth Headsets		✓	✓	✓	✓	✓
USB Cameras		✓*	✓*	✓*	✓*	✓*
App Calling configurability by End User						
Audio Input Device (Mic)		✓	✓	✓	✓	✓
Audio Output Device (Speaker)		✓	✓	✓	✓	✓
Video Input Device (Camera)		✓*	✓*	✓*	✓*	✓*
Incoming Call Notification Audio		✓	✓	✓	✓	✓
Incoming Chat Notification Audio			✓	✓	✓	✓
App CODECs - Audio						
PCMU (G.711)	✓	✓	✓	✓	✓	✓
PCMA (G.711)	✓	✓	✓	✓	✓	✓
G.722	✓	✓	✓	✓	✓	✓
G.729	✓	✓	✓	✓	✓	✓

OPUS	MPP Phones only	MPP Phones only	✓	✓	✓	✓

11. Gruppen-Features

Gruppenfunktionen stehen allen Kundenorganisationen zur Verfügung, die über mindestens ein „Enhanced Calling“-, „Webex Calling“- oder „Webex Suite“-Paket verfügen. Einige dieser Gruppenfunktionen erfordern, dass die Benutzer über ein bestimmtes Paket verfügen, um sie nutzen zu können (z. B. das Parken/Heranholen von Anrufen), während andere an kein Benutzerpaket gebunden sind (z. B. die automatische Anrufannahme).			
Auto Attendant	Authentication	Internal Calling Line ID Delivery	Hunt Group
Call Pickup	Browser Based Click-to-Call	External Calling Line ID Delivery	Music on Hold
Call Park Group	Voice Portal	Intercept Group	Voicemail Group
Group Paging	Call Queue	Call Intercept	Pro Pack

12. Dauer der Datenspeicherung

Data Type		Pro Pack	Default	Min	
Messages, Files, Whiteboards		Nein	360 Tage	1 Tag	360 Tage
		Ja	360 Tage	1 Tag	3600 Tage
Recordings, Transcripts		Nein	360 Tage	7 Tage	360 Tage
		Ja	360 Tage	7 Tage	360 Tage



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