

Masergy UCaaS with Webex

Technical Brief

Data Sheet: Masergy UCaaS with Webex

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Product Overview

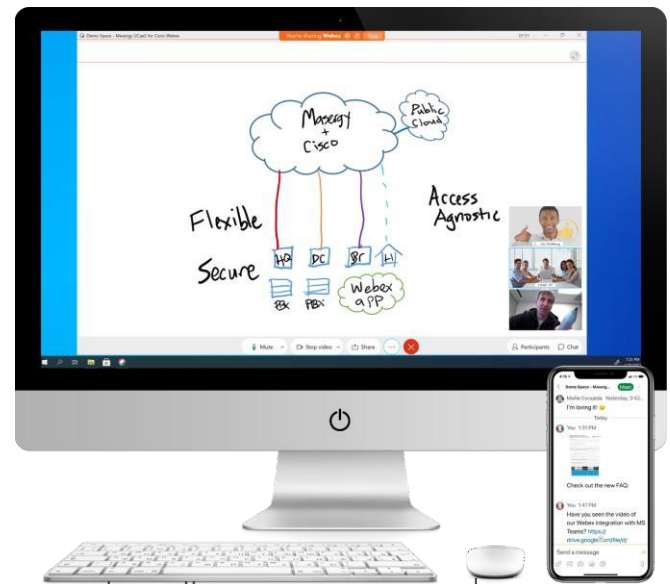
Masergy UCaaS with Webex provides a fully integrated collaboration experience, combining Masergy's Hosted UC Voice business calling platform with Cisco's advanced collaboration and messaging capabilities, all within the single cross-platform application experience of Webex.

Masergy UCaaS is a best-of-breed solution that includes cloud calling, virtual meetings, team messaging, SIP trunking, and IP phones.

When you partner with Masergy, your business can transform with certainty. Our network, named a Visionary in the Gartner Magic Quadrant for six years in a row, was purpose-built to deliver voice over IP (VoIP) phone calls and video conferencing to global enterprises. Masergy embeds Cisco's proven business VoIP calling technology directly into our software-defined network platform, so your users all over the world get pristine communications backed by industry-leading service level agreements. Combined with Masergy's secure and service level agreement-backed global network, hosted UC VoIP platform, and our award-winning operations centers, Masergy UCaaS with Webex brings the best of Masergy and Cisco together.

Webex is a communications and collaboration cloud-based service for calling, messaging, and meeting with anyone from any device. It includes HD video, Masergy voice, messaging, file sharing, screen sharing, and conferencing in a single easy-to-use application that can connect with the other tools you use to simplify life.

Whether on the go, at a desk, or together in a meeting room, Masergy UCaaS with Webex helps people solve business challenges, build better relationships, and speed up projects. It's got all the team collaboration tools you need to keep work moving forward.



Features and Benefits

Masergy UCaaS with Webex is a platform that provides all the tools, all the time, everywhere. Call, message, meet, and share—all from a collaborative space in the Webex app experience.

- **Any device** – Webex works on PC and Macs, as well as iOS and Android tablets and smartphones so you can be highly productive from anywhere.
- **Always on** – With persistent spaces, you never lose your content. Search across people, spaces, messages, and files to find what you need quickly and easily.
- **Always secure** – Webex keeps your information safe and secure

* The use of Webex is governed by the End User License Agreement found at:
https://www.cisco.com/c/dam/en_us/about/doing_business/legal/eula/cisco_end_user_license_agreement-eng.pdf

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Masergy UCaaS Key Capabilities

Enterprises get an all-in-one UCaaS solution that delivers reliable connectivity for global business communications, all managed with built-in security services provided by Masergy.

Masergy UCaaS embedded into Masergy's software-defined network and provides the ability to be the one-stop shop for any customer's needs, from:

- [Cloud Calling](#) – Feature-rich cloud calling capabilities on various hardware and soft clients.
- [Integration with Microsoft Teams](#) – Use an integrated PSTN replacement solution for Microsoft Teams PBX that delivers top-quality voice performance alongside cost efficiency. Likewise, Masergy can replace your Microsoft Teams PBX with Masergy UCaaS while you still leverage Microsoft Teams as your collaboration client.
- [Intelligent SIP Trunking](#) – Deploy VoIP services both on premise and in the cloud, allowing you to migrate away from your existing phone system at your pace.
- [Cloud Contact Center](#) – Transform your customer experience with virtual agents, predictive routing, and workforce optimization embedded in Masergy's software-defined network.
- [Phones and Video Conferencing](#) – Empower your users to communicate with the latest phones, conferencing, and collaboration devices from trusted partners such as Cisco, Poly, and more.
- [Global Presence](#) – Masergy enables global enterprises to operate all their domestic and international locations with a unified dial plan over a single call platform, providing service to over 120 countries.
 - Global Office – Complete in-country inbound and outbound telephony experience
 - Global DID (Direct Inward Dialing) – Inbound-only virtual DID service that gives companies local phone numbers in countries they don't have physical presence in
 - International Toll-Free Service – Inbound-only virtual toll-free service for a specific country only.
 - Global Gateway – A solution for countries where the Global Office product is not available but both inbound DID and outbound termination is required. Masergy deploys a Local Enterprise Gateway (LEG) that customers can use to connect to a local PSTN provider for inbound and outbound call termination while leveraging Masergy UCaaS to preserve the ability to use a corporate dial plan to connect them to their other global locations.

Webex Key Capabilities

Webex is your one easy-to-use and secure app to call, message, meet and get work done. Hosted in secure Cisco cloud infrastructure, Webex works on any device, from PCs and Macs, to iOS and Android tablets and smartphones, providing an intuitive user experience regardless of medium that enables:

- [Team messaging](#) – Collaborate and stay connected with employees working in the office, at home, or remotely on any device. Webex connects people through video, messaging, file sharing, and white boarding along with voice powered by the Masergy Hosted UC voice platform.
- [Meetings](#) – Host secure online meetings with HD video, audio, and screen sharing.

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Webex voice and video calling experience

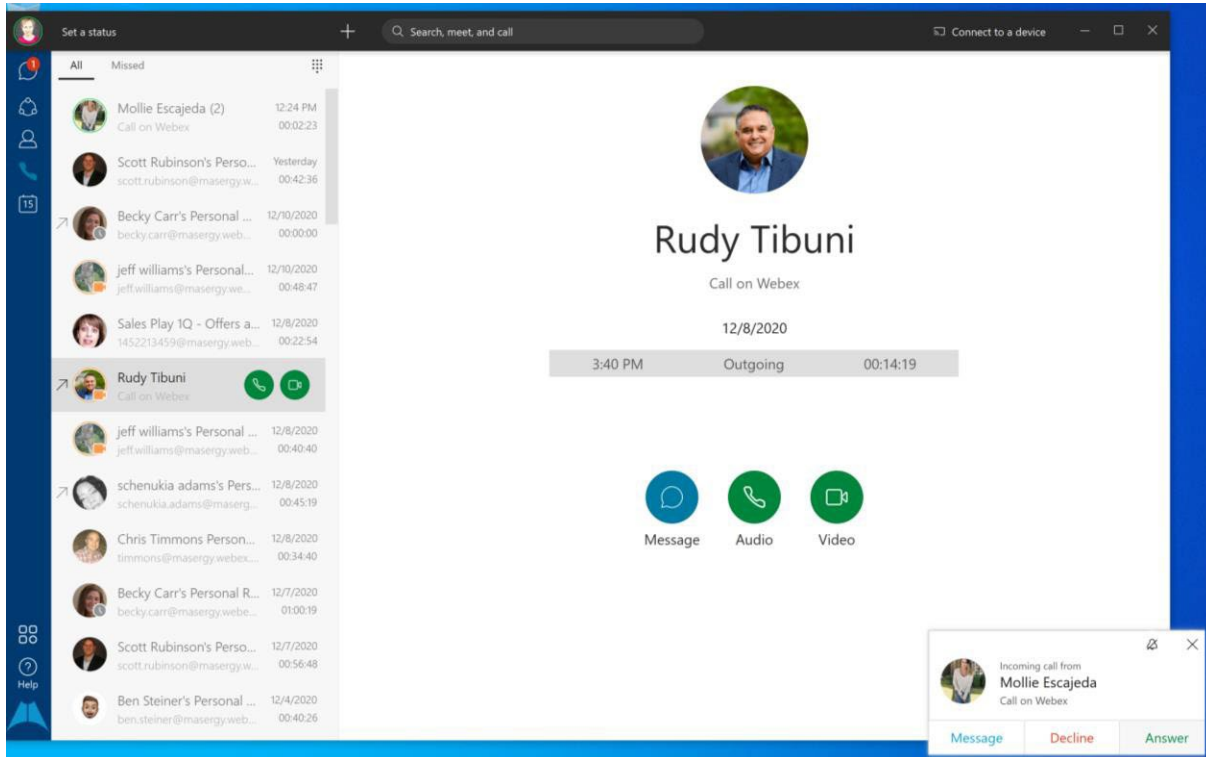


Table 1 Key Calling Features in Masergy UCaaS with Webex

Features	Specifications
One Number	All business calls will go to the device of your choice: desktop, tablet, or smartphone.
Mobile Calling	Place and receive business calls using the Webex mobile app using VoIP over a WiFi network or the mobile network using your business phone number.
VoIP Handover	Automatically keep your VoIP calls active as you move between data networks, such as WiFi to LTE.
Multiple Calls	Handle two calls at the same time and even merge them into a three-way conversation.
HD Video	Turn a voice call into a high-definition video and wideband audio call on demand.
Corporate Directory	Easily access your corporate directory with a simple search from any device.
Call Pull	Seamlessly move active calls from a desktop to mobile or the reverse with a single click, without interruption.
Masergy Hosted UC	Masergy's all-in-one Hosted UC Voice solution delivering reliable calling around the globe.

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Webex Messaging and Team Collaboration

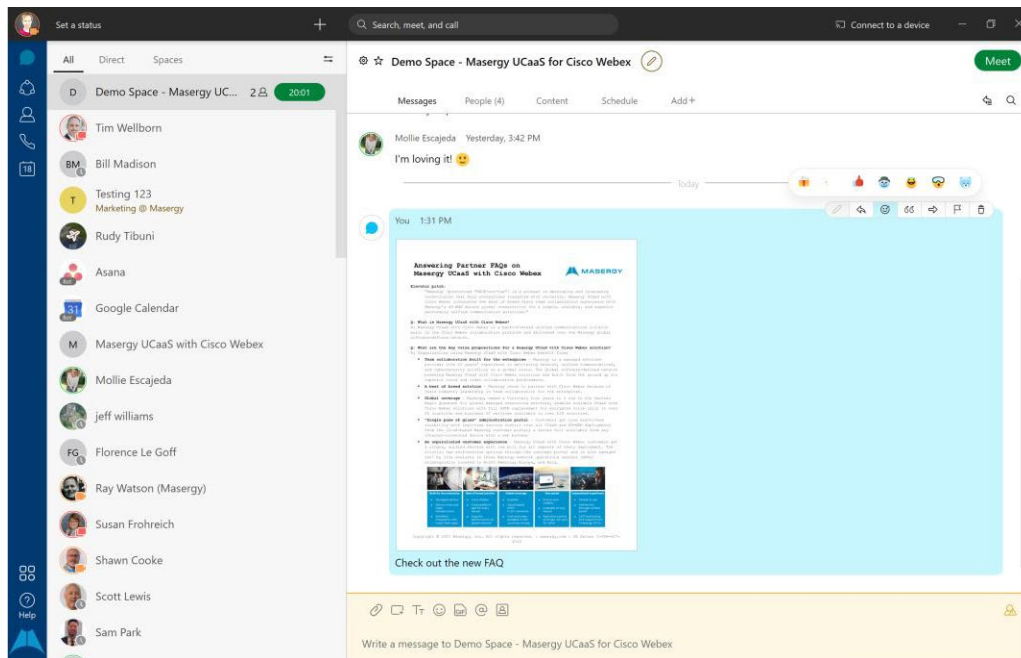


Table 2 Key Messaging/Collaboration features in Masergy UCaaS with Webex

Features	Specifications
Chats (Direct and Group)	Easily exchange messages with direct and group chats on any platform.
Messaging Capabilities	Enjoy extra flexibility with your chat messages: deleting, forwarding, flagging for follow-up, quoting, reactions, and threading.
History	All message content and file sharing is saved and safely archived.
Notifications	Customizable notifications to minimize distractions without missing critical messages.
Presence Status	Always know the current status of your contact so that you can communicate with them using the best medium.
Offline Mode	View your existing messages and listen to your voicemail when you don't have a data network connection.
External Collaboration	Collaborate with people outside your company by adding the directly to spaces and federating with other XMPP applications.
Spaces	Create virtualized, persistent, and secure online spaces to stay organized around the people and subjects that make sense for you and how you work.
Moderator Control	Control who is joining specific spaces and what is posted in that space.
File Sharing	Simply drag and drop files with a colleague or in a space for your whole team. Shared files are persistently saved, organized, and always searchable from inside the Webex app.
White boarding	Create whiteboards to share ideas.
Powerful Search	Easily search across people, spaces, messages, and files to find what you need.
Application Integration	No-code integration with popular cloud-based enterprise apps such as Microsoft 365, Google Workspaces, Salesforce, and dozens more.

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Webex Meetings

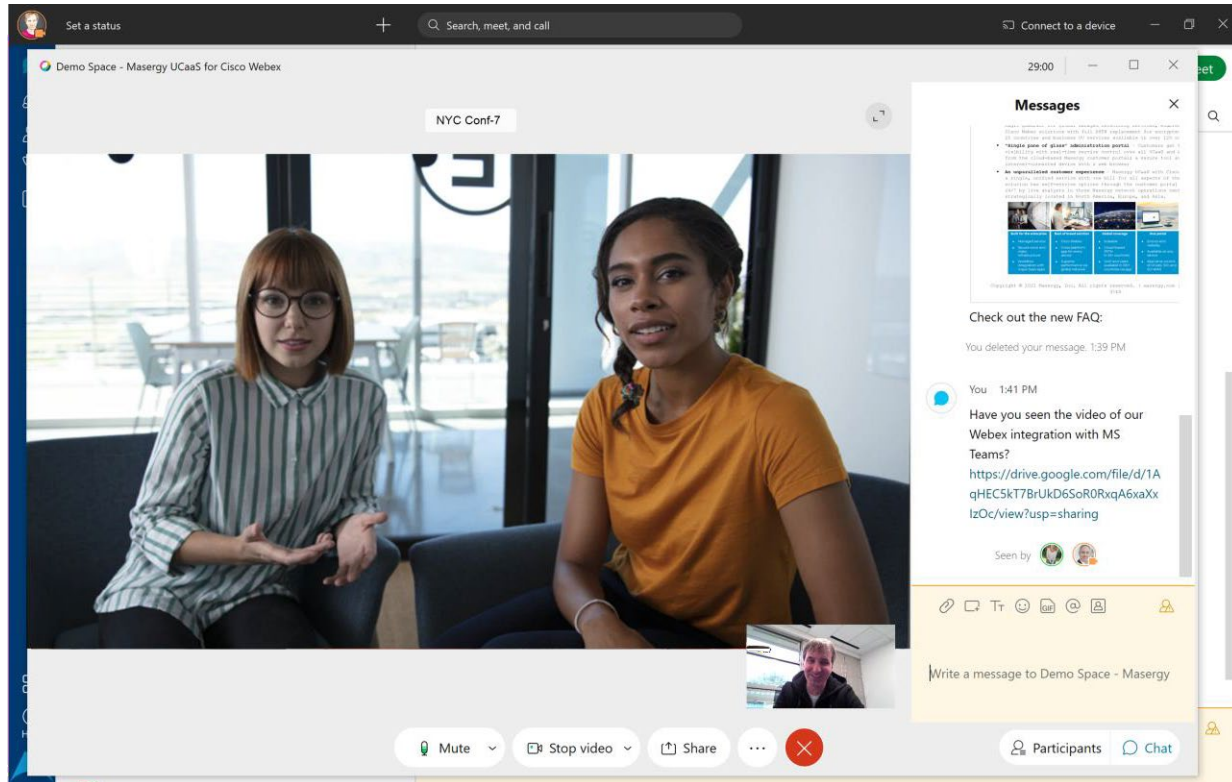


Table 3 Key Meetings Features in Masergy UCaaS with Webex

Features	Specifications
Space Meetings	Schedule a meeting or start an ad-hoc meeting with everyone in your space with a single click.
Personal Meeting Rooms	Your own private and secure meeting room with a dedicated phone number.
Screen Sharing	Share your entire screen or a specific application to all meeting participants.
In-meeting Chat	During meetings, desktop and mobile participants can chat with each other.
Guest Collaboration	Invite external people to collaborate with you in a meeting.
Recordings	Record meetings for people who can't attend or for those who want to refer back to what was discussed.
Presenter Controls	Control various aspects of the meeting to manage the administrative side of the meeting.
Connect with Intelligent Webex Devices	Join and share content wirelessly using Webex devices even when not in a meeting.

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Solution Bundles and User Features

Masergy UCaaS with Webex provides the flexibility to meet the needs of every customer from a softphone-only voice option up to full-featured UCaaS with enterprise-level meetings.

Table 4 Product Ordering Information

Product SKU	Description
Hosted Enterprise User	<p>Masergy's all-in-one Hosted UC Voice user license that delivers reliable business calling features around the globe.</p> <p>Includes Emergency Calling, Hunt Group, Outbound Call Plan (Domestic Unlimited and International call plan), and Voicemail Service with Transcription.</p> <p>For a summary of all available UC features, click here.</p>
Masergy UCaaS with Webex – Basic Softphone Only	<p>Masergy Hosted Enterprise User plan using a Webex-based softphone app to make and receive voice calls on PC, Mac, and mobile devices. Users with these plans cannot access collaboration features such as video calling, instant messaging, and persistent meeting spaces from the Webex app.</p> <p>Includes Emergency Calling, Hunt Group, Outbound Call Plan (Domestic Unlimited and International call plan), and Voicemail Service with Transcription.</p>
Masergy UCaaS with Webex – Basic	<p>Combines Hosted Enterprise User voice calling with Webex collaboration for up to 25 people in cloud-based "Spaces" with video, chat, and messaging.</p> <p>Includes Emergency Calling, Hunt Group, Outbound Call Plan (Domestic Unlimited and International call plan), and Voicemail Service with Transcription features for business voice calls.</p>
Masergy UCaaS with Webex – Standard	<p>Bundle with all Hosted Enterprise User and UCaaS with Webex – Basic features that adds the ability to host up to 100 users in a "Personal Meeting Room" (PMR) with a dedicated dial-in number.</p> <p>Includes Emergency Calling, Hunt Group, Outbound Call Plan (Domestic Unlimited and International call plan), and Voicemail Service with Transcription features for business voice calls.</p>
Masergy UCaaS with Webex – Premium	<p>Bundle with Hosted Enterprise User voice and UCaaS with Webex – Standard features that increases the PMR count to 1000 attendees with up to 300 users per Space along with Apple Siri voice assistant integration.</p> <p>Includes Emergency Calling, Hunt Group, Outbound Call Plan (Domestic Unlimited and International call plan), and Voicemail Service with Transcription features for business voice calls.</p>
Intelligent SIP Trunking	<p>Masergy's Intelligent Session Initiation Protocol (SIP) Trunking service gives enterprises the ability to easily transform their voice systems into unified communications (UC) platforms, without eliminating legacy PBX equipment.</p> <ul style="list-style-type: none">• Includes the options for Basic DID and Enhanced Trunk User Features.• Available in metered/bundled minutes (500, 1000, 1500, 2000, 3000, 5000, and 10000)• Microsoft Teams Direct Routing supported• Encryption supported
Global Gateway	<p>Global Gateway provides a complete cloud calling solution in countries where Masergy's Global Office is not available. Includes Automated Attendant, Hunt Group, and Voicemail Service with Transcription. In many cases, end users require a soft client. However, Masergy UCaaS with Webex has four new SKUs created for this use case and have the same features from a Webex perspective:</p> <ul style="list-style-type: none">• Global Gateway – UCaaS with Webex – Basic Softphone Only• Global Gateway – UCaaS with Webex – Basic• Global Gateway – UCaaS with Webex – Standard• Global Gateway – UCaaS with Webex – Premium
Utility Line	<p>Utility Line is a solution for companies needing common-area phones, as well as, paging interface units and door entry. Includes Emergency Calling and Outbound Call Plan with unlimited domestic and international calling options.</p>

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Enhanced Services	
Additional Conference Bridge Ports	Allows an administrator/Bridge moderator to create, configure, and manage multi-party conference bridge calls.
Basic DID	DID is a public phone number that users use to place and receive calls directly. For a list of supported countries, click here .
Call Center	Call Center solution is natively integrated into Masergy's global UC platform, providing an expansive, scalable call center application. For more information, click here .
Call Center Agent – Standard	Standard agents can be part of priority routing ACD/Queuing and optional call center clients.
Call Center Agent – Premium	Premium agents get enhanced skill-based ACD/Queuing and optional call center clients
Call Center Client – Supervisor	Supervisors can manage call center agents and monitor agent calls. Standard 19 canned real-time and historical reporting
Call Recording	Easily record all incoming and outgoing calls with 100% recording and Record on Demand (ROD).
Call Recording – Agent Evaluation	Call center supervisors can create templates to score the agents calls to improve both customer service and agent performance.
Call Reports	Call Reports provide a view of both internal and inbound/outbound calling traffic patterns.
Enhanced Trunk User Features	Provides additional UCaaS services to Basic DID such as Last Number Redial, Speed Dial, 3-Way Conference Calling, Do Not Disturb, and Call Transfer. Also the suite of Call Forwarding (CF) Always, CF no answer, and CF not reachable (for disaster recovery, immediately forward calls if the power goes out.) plus mobility and shared call appearance for up to five devices.
Fax Line	Fax Line offers the ability of connecting existing analog fax machines and multifunction printer/copiers to your business enterprise IP network. The fax machine is connected via an adapter called a Fax Terminal Adapter (FTA).
Global DID Service	Global DID is an inbound-only service that allows enterprises to receive calls from international locations using a country-specific telephone number so that it is a local call. For a list of supported countries, click here .
Global ITFS Number	Global International Toll-Free Service (ITFS) Number. For supported countries, click here .
Group Call	Join multi-way conferences on your timetable with Masergy Instant Group Call . When this service is enabled, a user calls the assigned Instant Group Call number to have up to 20 members of the group alerted. As the members answer, they are instantly joined into a multi-way
IVR Services	Cloud interactive voice response (IVR) application that enables true omni-channel customer service.
Cloud IVR Studio Service	Inference Studio is a web based visual tool for people that build conversational experiences.
IVR Basic Session	This enables one concurrent Virtual Agent to be processed within Studio in DTMF mode (no TTS & ASR) for inbound/outbound interactions.
IVR Standard Session	This enables one concurrent Virtual Agent to be processed within Studio with full multiple language TTS and ASR capabilities for inbound/outbound interactions.
IVR Virtual Agent Session	All the features of a Standard Virtual Agent additionally enabled with selectable Open Speech / Natural Language Processing (NLP) artificial intelligence capabilities
IVR Virtual Agent Session – Voice Biometrics	All the features of an IVR Virtual Agent Session additionally enabled with voice biometrics for user authentication in security solutions.

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Enhanced Services	
Q4ME Waiter	Queue-For-Me waiters allows callers to leave a busy call center queue and allowing them to maintain their place in line. When it is their turn, the waiter (virtual placeholder) is delivered to an agent for a callback. This empowers your customers and reduces abandoned calls, thereby, improving customer satisfaction and service. Available in multiples of 5 waiters.
IVR SMS Services	Enhance your Cloud IVR Standard or Virtual Agent customer experience by combining voice and SMS channels.
IVR SMS Short Codes	Short codes are typically 5 digits in length and intended for one to many, such as applications needing to send time-sensitive messages to many users at once, such as marketing communications.
IVR SMS Long Codes	Long Codes are 10 digits in length and intended for person-to-person communications.
IVR SMS Credits	Each SMS message incurs a credit amount and Masergy provides flexible credit options based on the amount of SMS traffic used. Available in increments of 10000, 250000, 50000, or 100000 credits.
Local Directory Listing	Extension dialing allows a user to dial an abbreviated digit string to call another user in the user's group. Extensions can be associated to users and virtual users. Users without a phone number can have just an extension. The Directory listings are located in many places, such as the Auto Attendant name Dialing Directory, Call Control Client software, and the telephone directory
Receptionist Desktop Client	Receptionist is a web-based application enabling a user to monitor a configurable set of users in the enterprise business group.
Toll Free Call Plan	Calling plan for toll free number for United States.
Unity Client Suite	Unity client suite provides state of the art control functions directly from the end-user's desktop/browser and works with the Masergy phones including CRM integration.
Unity Client – Enterprise	Unity Desktop combines call control, Instant Messaging, telephony service configuration, click-to-dial and unified directories to enhance the user experience and improve workgroup collaboration on the MS Windows Desktop.
Unity Client – Enterprise Web	Unity Desktop Web is a web based application that combines call control, Instant Messaging, telephony service configuration, click-to-dial and unified directories to enhance the user experience and improve workgroup collaboration.
Unity Client – Reception	Unity Reception is an attendant console client for Windows for the front desk or receptionist user.
Unity Client – Agent	The Unity Call Center Agent desktop client helps agents manage and handle calls in the call center providing visibility of queue statistics and allowing them to manage their ACD status
Unity Client – Agent Web	Unity Call Center Agent Web empowers users by simplifying call handling and escalation, providing visibility of queue statistics and allowing them to manage their ACD status all from within the familiar internet browsers
Unity Client – Supervisor	The Unity Call Center Supervisor desktop client helps managers to view the call center queues, the agents they manage, run call center reports and handle calls in the call center.
Unity Client – Dashboard	The Unity Dashboard is a real-time call center statistical display available in both tabular and graphical views. Highly customizable, Unity Dashboard can accommodate different size screens and different customer requirements for both queue and agent statistics.
Unity CRM Connector	Unity CRM Connector integrates with CRM applications to facilitate contact lookup & “popping” for inbound/outbound calls, contact lookup, & click-to-dial. Unity CRM Connector is only available for Microsoft Windows PCs running Agile, Dynamics, Salesforce, SugarCRM, Zendesk, and Zoho CRM apps.

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Enhanced Services	
Utility Automated Attendant – Standard	Auto Attendant is a powerful and flexible tool to field inbound calls and deliver them to the intended destination through interactions with the caller. Once connected, the caller received a greeting that provides a menu of options to complete call routing
Utility Hunt Group	Allows utility line to be part of a hunt group .
Utility Line	Utility Line is an IP-based service mimicking common business phone features.
Utility Voicemail	Allows utility line to provide voicemail .
Virtual Fax	Virtual Fax allows your business to have published a 10-digit phone number for a fax assigned by Masergy. When someone sends a fax to this number, Masergy automatically sends you a Fax file (.PDF) attached to an email address for your choice.
CPE – Hardware	
Handsets, Conference Room, and Other Devices	Purchase and rental options for a variety of IP phones, conference room systems, and other business communications hardware from Cisco, Poly, and more. For more info, click here .
Premise Equipment	Purchase and rental options for session border controllers (SBC) and the Algo 8301 paging adapter and speakers.



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