

Webex Calling

Connect from anywhere, on any device, with our all-in-one cloud calling and team collaboration solution.

The way we work is changing. Many businesses are looking to support long-term remote working, as well as modernise their interactions with the latest apps and devices, underpinned by cloud-based services.

Our Webex Calling solution provides complete enterprise-grade cloud calling, meetings and team collaboration tools in one app, giving your teams more choice as to when, where and how they communicate.

All-in-one communication platform for your teams

Avoid time wasted switching between apps or the risk of your teams turning to shadow IT for their collaboration needs.

Webex Calling extends from calling to a complete collaboration solution that includes messaging, meetings, contact centre and integrated devices – so your teams get that same, intuitive experience however they choose to communicate.

Service features

Webex Calling offers everything you'd expect from a traditional PBX network, with complete PSTN coverage and comprehensive PBX features. This keeps your workforce productive and your customer service responsive. Features include:

- Place a call
- Call recording
- Call hold/resume
- Call waiting
- Call transfer
- Call hand-off between devices
- Merge and conference
- Voicemail
- Virtual receptionist
- Deskphone control
- Individual routing plans

Team messaging

- **Chat 1:1** or in a group space, with rich text and expressive formatting to help you get your message across.
- **Share content, files and conversations in one space** so you can easily track and revisit your work.
- **Communicate securely**, safe in the knowledge that hosting is GDPR compliant.

Key Benefits

✓	Reliable Our underlying technology, Webex Cloud, is always on, globally available and up-to-date so you can focus on what matters most – your business.
✓	Flexible Enable your staff to call and collaborate from anywhere, on any device. They can even move between desktop and mobile without disruption to a call.
✓	Hybrid We offer synchronised directory and dial plans for mixed cloud and on-premises networks so that you can take a phased approach to cloud migration.
✓	Easy to manage The Webex Control Hub makes centralised management and reporting a breeze, while a self-service portal allows users to handle basic preferences.
✓	Integrated Users can work more productively, using one application for calling, messaging and meetings. Plus, Webex Calling integrates with their preferred apps.
✓	Secure Webex Calling has secure default settings out-of-the-box, so users can start collaborating straight away without having to worry about configurations.

Online meetings

- **Elevate calls** to full-featured meetings with high-quality video.
- **Make your meetings even more productive** with screen sharing, file sharing and even brainstorming on a digital whiteboard.
- **Forget note-taking** – calls can be recorded, automatically transcribed and circulated to all attendees.

For more information on Webex Calling or other products and services we offer please call our team today on **0115 748 8000** or email us at hello@n4engage.co.uk

Collaborate on any device, with anyone

Download the latest mobile app free of charge or invest in Cisco's range of intelligent devices for the best user experience. Choose from headsets, desk phones and meeting room devices.

Are your customers using different apps and tools? No problem! Cisco technology allows for third-party app integration, including support for Microsoft, Salesforce, ServiceNow, Box and more. We can even help you design your own integration using Webex Calling APIs.

Hassle-free deployment

To ensure minimum disruption to your business, with our expert guidance, you can have your new platform set up in minutes. We'll take care of porting your existing numbers and coordinating a smooth migration, as well as offering ongoing support, maintenance and management. All that on top of flexible contracts that allow for monthly cancellation and the ability to scale up or down depending on your business needs.

Why Cisco Webex?

Cisco is the world leader in enterprise calling, with a global market share of 61% and over 30m cloud calling users worldwide. With it also ranking as a market leader for collaboration, meetings and video, it's the obvious choice for your collaboration technology.

Why N4Engage?

We've been providing collaboration solutions for over 15 years, drawing on our in-house expertise and strong relationship with Cisco.

We're one of only a handful of organisations to hold the Cisco Cloud & Managed Service Provider designation, and an even more exclusive Cisco Powered Hosted Collaboration Service (HCS) accreditation.

This means we regularly undergo rigorous third-party audits of our operations, verifying that we have the expertise to provide reliable, secure and supported collaboration solutions.

	Webex Calling	Webex Meeting	Calling+ Meetings
Cloud-based	✓	✓	✓
Licensed per Named User	✓	✓	✓
Integration to 3rd party systems	✓	✓	✓
24x7 Support included	✓	✓	✓
Setup Assistance Included	2 hours	2 hours	2 hours
Calling			
Inbound DDI number provided	✓	✗	✓
Competitive Call Rates	✓	✗	✓
Optional Inclusive Call Bundles	✓	✗	✓
Auto Attendant	✓	✗	✓
Call Management and Reporting	✓	✗	✓
Call Forwarding and transfer	✓	✗	✓
Centralised directoy	✓	✗	✓
Messaging			
1:1 direct messaging	✓	✓	✓
Persistent Chat spaces	✓	✗	✓
File Sharing	✓	✓	✓
Meetings			
Desktop, screen & application sharing	✓	✓	✓
Personal virtual meeting room	✓	✓	✓
PSTN number for Dial-in to meeting	✗	✓	✓
Number of meeting participants	Up to 25	Up to 1000	Up to 1000
Record Meetings	✗	✓	✓
Live stream to Facebook and Youtube	✗	✓	✓
Remote Control of Desktop during meeting	✗	✓	✓

Optional Add-Ons for each package are also available. Get in touch to find out more

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