Cisco Webex Work
Data Sheet

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Cisco Webex Work bundle

Cisco Webex® Work provides meetings, team messaging, and calling capabilities in a single, simple-to-buy subscription. The Webex Work bundle provides Webex Teams™ messaging, Webex Meetings (Webex Meetings Center 1000), and Webex Calling (VAR or SP) on a single subscription for an affordable price. The Webex Work bundle streamlines the purchasing process, while still providing flexibility. The unique element of this new offer is the utility model, that offers both committed and non-committed named user counts.

Deployment model

Cisco® Webex Work is a Cloud Named User deployment.

Features and benefits

Table 1.   Included features

Feature	Benefit
Messaging in Cisco Webex Teams*	Secure, all-in-one team collaboration from Cisco Webex, Cisco Webex Teams is an app for continuous teamwork. Move work forward in secure workspaces where everyone can contribute anytime with messaging, file sharing, white boarding, video meetings, calling, and more. This feature is also available as a uncommitted/committed add-on for additional teams messaging only users.
Cisco Webex Meetings	Get Cisco Webex Meetings service with a capacity of 1000 attendees per session. Branded microsite is included. • See supported languages
Cisco Webex Calling **Or** **Cisco Webex Calling for SP**	Cisco Webex Calling is the latest cloud calling offering that delivers proven enterprise-class Cisco hosted calling functionality. Cisco Webex Calling for SP is a cloud calling offer targeting service providers, delivering a proven enterprise-class cloud PBX.
Content management	Provides each site with unlimited* gigabytes of Network-Based Recording (NBR) storage for Cisco Webex meetings and unlimited* Webex Teams file storage. *Unlimited storage of recorded meetings provided for up to one year, after which recordings will be deleted. For storage longer than one year, recordings may be downloaded directly.
Cisco Webex Conferencing Audio (voice over IP [VoIP])	Each named user has unlimited access to voice over IP (VoIP). Cisco Webex VoIP capabilities may not be available to participants in certain countries. Refer to the "Important Information Regarding Audio Services" section of the Cisco Webex Audio Offering data sheet for more details.

Feature	Benefit
Cisco Webex Conferencing Audio (toll dial-in audio) **Or** **Cisco Cloud Connected Audio Service Provider User**	Each named user has unlimited access to global toll call-in services. Local toll call-in numbers are provided for participants in covered countries to join a Cisco Webex meeting. Refer to Table 2 in the Cisco Webex Audio Offering data sheet for a list of covered countries. Or, Under the Cloud Connected Audio Service Provider (CCA SP User) audio option, a service provider partner peers with Cisco and provides the transport and access (phone numbers) to a customer, while Cisco provides audio bridging. The service provider partner also provides lifecycle support–that is, day-0, day-1, and day-2 support. Full voice and call control (call hold, forward, transfer); 10 devices per user. Voicemail supports Cisco, third-party, and analog devices.
Pro Pack for Cisco Webex Control Hub	With Pro Pack for Cisco Webex Control Hub, administrators can provision, manage, and analyze the entire Cisco Webex experience. Pro Pack delivers additional levels of security controls, compliance management, and business insights to meet the needs of customers who are looking for advanced capabilities. .
Common area device calling[*]	Add-on licenses for common are a phone and desktop devices are available for customers who have common are a devices not associated with Named Users. A common-area phone option is available for Webex Calling or Cisco Webex Calling for SP, providing analog phone-type functionality with a minimal set of additional feature capabilities. This feature is available as an uncommitted/committed add on.
Cisco Webex Events[*]	Get Cisco Webex Events service with a capacity of 1000 attendees per session with Audio Broadcast. Audio broadcast is available when additional webex audio PSTN options are selected. Audio Broadcast is seamlessly interwoven into the Webex meeting experience with hosts able to monitor the number of active Audio Broadcast attendees in real time. The Audio Broadcast client starts automatically for attendees, and hosts are able to promote individual attendees to full speaking privileges at any time during the meeting. Attendee promotion is provided by presenting PSTN dial-in information to promoted attendees. The promoted attendees then become full speaking attendees. This feature is available as an uncommitted/committed add on.
Cloud device registration[*]	The cloud device registration provides the ability to register Cisco video devices purchased up front to the Cisco Webex cloud or Hardware as a Service, with no need for on-premises infrastructure. This feature is available as an uncommitted/committed add on.
[*]These features are automatically defaulted to uncommitted.	

Table 2.   Add-on features

Feature	Benefit
Cisco Webex Audio (Bridge Country Callback Audio)[*]	Each Knowledge Worker has unlimited access to global toll call-in plus bridge country callback services. Local toll call-in number(s) are provided for participants to join a Cisco Webex meeting. A Bridge Country Callback Audio plan allows participants in the bridge country to join a Cisco Webex meeting by having the meeting call them at the number they specify once they've joined over the web. The Bridge Country Callback Audio plan is available only to participants in certain countries. Refer to the "Important

Feature	Benefit
	Information Regarding Audio Services" section of the [Cisco Webex Audio data sheet](#) for a list of covered countries.
[Cisco Webex Conferencing Audio (Bridge Country Callback+Toll-Free Audio) for the U.S. and Canada](#)*	Each Knowledge Worker has unlimited access to global toll call-in plus bridge country callback and bridge country toll-free services. Local toll call-in number(s) are provided for participants to join a Cisco Webex meeting. A Bridge Country Callback Audio plan allows participants in the bridge country to join a Cisco Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Bridge Country Toll-Free Audio provides participants toll-free call-in number(s) to join the Webex meeting. Bridge country callback + toll-free audio is available only to participants in the United States and Canada. Refer to the "Important Information Regarding Audio Services" section of the [Cisco Webex Audio Offering data sheet](#) for a list of covered countries.
Cisco Webex Audio (Global Callback Audio)*	Each knowledge Worker has unlimited access to global toll call-in plus global callback. Local toll call-in number(s) are provided for participants joining a Cisco Webex meeting. A Global Callback Audio plan allows participants in covered countries to join a Cisco Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Refer to Table 3 in the Cisco Webex Audio data sheet for a list of covered countries.
Cisco Webex Audio (per-minute)*	The following Cisco Webex Audio services are available for purchase on a per-minute basis: • Bridge country toll-free call-in: **Toll-free call-in number(s) are provided for participants in the bridge country to join a Cisco Webex meeting. • Bridge country callback: **Participants in the bridge country can join a Cisco Webex meeting by having the meeting call them at the number they specify once they've joined over the web. • Global toll-free call-in: Toll-free call-in number(s) are provided for participants in covered countries to join a Cisco Webex meeting. Refer to Table 3 in the [Cisco Webex Audio data sheet](#) for a list of covered countries. • Global premium toll call-in: Local toll call-in number(s) are provided for participants in covered countries to join a Cisco Webex meeting. Refer to [Cisco Webex Audio data sheet](#) for a list of covered countries. • Global callback: Participants in covered countries can join a Cisco Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Refer to [Cisco Webex Audio data sheet](#) for a list of covered countries. **Per-minute bridge country audio services are available only to participants in certain countries. Refer to the "Important Information Regarding Audio Services" section of the [Cisco Webex Audio data sheet](#) for more details. Each of these services can be included in or excluded from the order and subsequent site provisioning. All included services will be made available to all site Knowledge Workers by default, and Knowledge Worker-level entitlements can be selectively modified using site administration tools. You will be required to choose one of the following billing models with your order: • Uncommitted billing - Invoiced monthly in arrears, based on actual usage over the billing period. Per-use fees are subject to change. The subscriber will be charged at the applicable rate in effect at the time the service is used. Committed billing - Invoiced monthly in advance for the duration of the audio service subscription term, based on a monthly committed dollar amount (minimum of $226 per month). Usage in excess of committed amounts is invoiced monthly in arrears at the discounted rate. Committed amounts that are not used by the subscriber during the month may not be carried forward into the next month.

Technical support and customer success services

Cisco offers support services covering the areas of problem resolution, customer success and adoption, and designated support management. Basic support is included at no additional cost for the duration of your subscription.

Ordering information

To place an order, contact your local Cisco certified partner ("partner") or Cisco sales agent. If you need help finding a partner in your area, use the Partner Locator tool. Your partner or Cisco sales agent can also assist with any modifications to your subscription after your initial order is placed.

Utility billing

Webex Work bundle utility billing gives customers flexibility in purchasing. Webex Work bundle is billed on a per-user basis with the ability to commit to a desired number of users each month with overage billing. Overage billing is applied to additional users above the committed minimum or pure usage/utility by selecting uncommitted users to be billed in arrears for each user entitled for the prior month. There are two ways to consume the work bundle. Customers can choose to be either committed or uncommitted.

Committed Billing

Committed customers subscribe to a specific number of bundle licenses for a term period. The number of licenses will stay constant throughout the term, unless a commerce transaction is made to increase the quantity. If you specify in Control Hub committed billing, you will have access to uncommitted consumption. You can choose to add or delete uncommitted users and your monthly bill in arrears will reflect an overage price for the uncommitted users or users that are above your committed number (overage) or increase your committed users, and uncommited usage will decrease.

Uncommitted Billing

Uncommitted consumption should be selected if a customer does not anticipate a minimum guaranteed number of users and wishes to pay only for those users entitle on a monthly basis. Uncommitted usage ise based on daily rates, provisioned in Webex Control Hub, and billed on usage in arrears on a monthly basis. Uncommitted customers are allowed to change "Flex up and Flex down" and will incur an additional 10 percent cost.

The Webex Work bundle also automatically enables "Uncommitted" add-on options for the following features and services: additional Webex Teams messaging users, common area calling entitlement for Webex Calling and Webex Calling for SP, Cloud Device Registration entitlement, and Webex Events 1000. Customers have the option to commit to a minimum number of users for any of these add-on options if they desire.

Change/modify process

Customers who wish to increase the committed number of monthly users should perform a change/modify request through Cisco Commerce Workspace (CCW). You can move from uncommitted to committed users by performing a change/modify request. Keep in mind that Cisco will not allow a reduction of the number of committed users during your current subscription term.

Change/replace process

This offer (A-WORK) is not enabled to allow a change/replace request of the subscription moving from an existing Cisco subscription to the A-WORK offer. Change/replace to the Webex Work offer is not enabled. Only new subscriptions can be created for the Webex Work offer.

Cisco environmental sustainability

Information about Cisco's environmental sustainability policies and initiatives for our products, solutions, operations, and extended operations or supply chain is provided in the "Environment Sustainability" section of Cisco's Corporate Social Responsibility (CSR) Report.

Reference links to information about key environmental sustainability topics (mentioned in the "Environment Sustainability" section of the CSR Report) are provided in the following table:

Sustainability topic	Reference
Information on product material content laws and regulations	Materials
Information on electronic waste laws and regulations, including products, batteries, and packaging	WEEE compliance

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Flexible payment solutions to help you achieve your objectives

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