



Feature Toggle Exception Process

What is it?

When a new customer is created, if that customer requires a special feature that is provided at the partner level, the partner will need to open a request to enable the feature for the newly created customer.

Why?

Feature toggles set at the partner will no longer automatically be inherited by new customers created under that partner. The partner must request that the feature be enabled for the newly created customer.

How do I request a special feature for my new customers?

To request a toggle exception please email a request to webexcalling-phd@cisco.com with: Partner Name, Customer Name, Org ID, feature being requested and Partner Admin Contact Information.