

Webex Suite

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Webex Suite

The Webex® Suite is the most comprehensive and intelligent collaboration solution for today's hybrid work. It delivers exceptional value, world-class user experiences, and unmatched audio and video across various products in one unified experience, empowering users to connect, collaborate, and engage with colleagues, customers, and partners, from anywhere, on any device.

With Webex Suite, you can:

- Easily meet with the push of a button across any device, and connect with customers via high-quality video and audio.
- Connect to colleagues instantly with group chat, messaging, content sharing, two-way digital whiteboarding, and real-time co-editing.
- Stay connected with customers and team members with enterprise-grade calling anytime, anywhere.
- Host highly customizable webinars and engaging experiences for everyone.
- Host engaging events via a single platform, whether in person, hybrid, or virtual.
- Engage participants, capture views with Slido, and make everyone feel connected before, during and after event.

Buying models

Two buying models are available: Enterprise Agreement and Named User. You can choose different buying models for Meetings and Calling, but you may not have more than one buying model for either solution at any point.

- Embrace the power of video messaging to quickly record content, share the interactive link, and keep the work moving forward.

The Webex Suite is built on the enterprise-grade, secure Webex by Cisco® platform with AI-powered innovations such as background noise cancellation, speech enhancement, real-time translations, and more built in across all workflows. It is innovative, intuitive, secure, and easily managed via a single pane of glass management tool, Control Hub.

Requested start date

Determine your requested start date for the subscription, which can be set at a maximum of 90 days from the order date.

The billing for A-FLEX-3 offers will be triggered 7 days (at latest) after the requested start date, or when the first service is provisioned, whichever occurs first.

See Annuity (SaaS) Quoting guide for additional information relating to quoting.

An Enterprise Agreement (EA) covers all Knowledge Workers (KW) in an organization and allows for 15 percent growth with additional value-added benefits to cover organizational needs. A minimum of 250 KWs are required.

- **Growth allowance:** The Growth Allowance for the Cisco Collaboration Webex Suite EA is 15%. During the Suite Term, you may Consume up to 115% of the Initial Entitlement without incurring any additional charges. The True Forward is calculated once You exceed the Growth Allowance.
- **Downturn:** The Downturn ability for the Cisco Collaboration Webex Suite EA Enrollment is 20%. During the Suite Term, you may not reduce Your Knowledge Worker quantity below the minimum requirement of 250 Knowledge Workers. You may request only one Downturn after the first 12 months of the Suite Term for Calling and Meeting licenses in the Cisco Collaboration Webex Suite only. In the event You Downturn the Cisco Webex

Suite, you may be required to provide Cisco with a revised EUIF. No refunds or credits will be provided for any services that have been delivered and/or invoiced.

Named User (NU) is a per-user subscription that enables customers to provide Webex Meetings or Calling services for individuals, teams, or departments and add entitlements as adoption grows. Entitlements can be purchased per1 user with a minimum license requirement of 5. No growth is included.

Deployment models

Webex Suite is a cloud-only option, with the exception of on-premises calling.

Included features and benefits

When you choose the Webex Suite, you receive entitlements to a bundle of features. Table 1 describes the included features and the availability of each feature to users with the EA and NU buying models. Table 2 describes the add-on features that can be purchased on top of your subscription and the availability of each add-on feature based on the designated buying model.

Table 1. Included features and buying model availability

INCLUDED FEATURE	BENEFIT	BUYING MODEL AVAILABLE	
		EA	NU
Webex Centers bundle	<p>The following video and web conferencing solutions are included in a single bundle:</p> <p>Webex Meetings with a capacity of 1000 attendees per session</p> <p>Webex Training with a capacity of 1000 attendees per session</p> <p>Webex Webinars with a capacity of 1000 attendees per session</p> <p>Webex Support with a capacity of 5 attendees per session</p> <p>A branded microsite included</p> <p>See supported languages.</p>	X	X

Table 1. Included features and buying model availability

INCLUDED FEATURE	BENEFIT	BUYING MODEL AVAILABLE	
		EA	NU
Webex Meetings	<p>Host or join Webex Meetings natively from the Webex app with common meeting experiences and controls, no matter how participants join.</p> <p>Note: Calendar service must be enabled.</p>	x	x
Webex Calling	<p>Webex Calling is the latest Cloud Calling offering that delivers proven enterprise-class, Cisco hosted calling functionality.</p> <p>Webex Calling provides an enterprise license delivering a full-featured, robust offer targeted to an organization's knowledge workers. It includes unified communications (Webex Calling) and mobility (desktop and mobile clients with support for multiple devices).</p>	x	x
Webex Customer Experience Basic	A collection of core call center features that are included in our Webex Suite offer or with the Webex Calling Professional license.	x	x
On-Premises Calling (Unified Communications Manager)	Cisco Unified Communications Manager provides an enterprise-class IP telephony call-processing system. In addition to traditional telephony features, it provides advanced capabilities such as video	x	
Webex Webinars	<p>Host or join Webex Webinars natively from the Webex Meetings app with common meeting experiences and controls, no matter how participants join.</p> <p>With Webex Suite EA, Webinars 5000 is included with webinar and webcast mode. With Webex Suite NU, Webex Centers bundle entitlement includes Webinars 1000, webinar mode only.</p> <p>Note: Calendar service must be enabled.</p>	x	x

Table 1. Included features and buying model availability

INCLUDED FEATURE	BENEFIT	BUYING MODEL AVAILABLE																
		EA	NU															
Webex Events (formerly Socio)	Webex Events (formerly Socio) is a modern event platform designed to power virtual, in-person, and hybrid events of the future across the complete attendee lifecycle – from registration, badge printing, event check-in, agenda planning, attendance and participation in live sessions, and community engagement.	x																
	<table border="1"> <thead> <tr> <th>YEARLY ALLOTMENTS</th> <th>ONE-TIME ALLOTMENT</th> </tr> </thead> <tbody> <tr> <td>Unlimited events for all internal employees*</td> <td>Custom Event App license (SSO included)</td> </tr> <tr> <td>5x Knowledge Worker external attendees/year</td> <td>20 Lead Retrieval licenses</td> </tr> <tr> <td>Unlimited communities for all internal employees</td> <td>Streaming Hours based on Knowledge Workers (10 Streaming Hours per Knowledge Worker)</td> </tr> <tr> <td>5x Knowledge Worker external community members per year</td> <td></td> </tr> <tr> <td>Registrations/ticketing</td> <td></td> </tr> <tr> <td>Onsite Software</td> <td></td> </tr> <tr> <td colspan="2">* The max capacity for a Webex Event is 100,000 attendees.</td> </tr> </tbody> </table> <p>Pooled quantities listed above are available for use by employees or contractors in the same organization and are consumed across all events hosted by that organization within Control Hub.</p> <p>One-time Allotments are granted to You at the start of the first subscription term only; they are not re-allotted upon renewal.</p> <p>Lead Retrieval, Streaming Hours, and Allotments are described in the Webex Events Offer Description (OD).</p>	YEARLY ALLOTMENTS	ONE-TIME ALLOTMENT	Unlimited events for all internal employees*	Custom Event App license (SSO included)	5x Knowledge Worker external attendees/year	20 Lead Retrieval licenses	Unlimited communities for all internal employees	Streaming Hours based on Knowledge Workers (10 Streaming Hours per Knowledge Worker)	5x Knowledge Worker external community members per year		Registrations/ticketing		Onsite Software		* The max capacity for a Webex Event is 100,000 attendees.		
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Table 1. Included features and buying model availability

INCLUDED FEATURE	BENEFIT	BUYING MODEL AVAILABLE	
		EA	NU
Enhanced messaging in Webex app	Get secure, all-in-one team collaboration from Webex. Webex 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.	x	x
Webex Assistant	Webex Assistant interacts with you to help with note taking, action items, reminders, closed captioning, and more, all controlled by voice command.	x	x
Polling/Q&A (Slido)	Slido is an audience engagement platform with expanded polling/Q&A technology now integrated with Webex.	x	x
Cloud Device Registration	The cloud device registration provides the ability to register Cisco video devices purchased up front as well as Hardware as a Service to the Webex cloud, with no need for on-premises infrastructure.	x	x
Pro Pack for Webex Control Hub	With Pro Pack for Webex Control Hub, administrators can provision, manage, and analyze the entire Webex experience. Pro Pack delivers additional levels of security controls, compliance management, and business insights to meet the needs of customers that are looking for advanced capabilities.	x	x
Webex Conferencing Audio (Voice over IP [VoIP])	Each knowledge worker has unlimited access to VoIP. Webex VoIP capabilities may not be available to participants in certain countries. Refer to the "Important Information Regarding Audio Services" section of the Webex Audio Offering data sheet for more details.	x	x

Table 1. Included features and buying model availability

INCLUDED FEATURE	BENEFIT	BUYING MODEL AVAILABLE	
		EA	NU
Webex Conferencing Audio (toll dial-in audio) Or Cloud Connected Audio Service Provider User	<p>Each knowledge worker has unlimited access to global toll call-in services. Local toll call-in number(s) are provided for participants in covered countries to join a Webex meeting. Refer to the Webex Audio Offering data sheet (Table 2) for a list of covered countries.</p> <p>Or,</p> <p>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.</p>	x	x
Webex Hybrid Services	<p>Integrate your existing IT assets with Webex to provide a single, integrated experience. Webex Hybrid Services include Call Service, Calendar Service, Directory Service, Video Mesh, and Data Security Service.</p>	x	x
Webex Edge Audio	<p>Webex Edge Audio is suitable for customers that have a cloud meetings solution coupled with an on-premises calling solution. It provides an on-net path (VoIP) for participants to join meetings from their existing IP phones with no change in behavior or training required. Webex Edge Audio supports all Cisco Unified Communications solutions, providing high-quality audio (wideband codec) and cost savings by bypassing PSTN.</p>	x	x

*For EA, Common Area devices are included for 50 percent of the KW count, Access licenses are provided for 20 percent of the KW count, and Device registration is included for all KWs when cloud-registering, and up to 20 percent of KWs when registering on-premises.

Optional add-on features and benefits

Table 2. The add-on features that can be purchased on top of your subscription and the availability of each add-on feature based on the designated buying model are described in Table 2. For additional add-ons under the Flex 3.0 (A-FLEX-3) configuration, see our Flex 3.0 Data Sheet. Add-on features buying model availability

ADD-ON FEATURE	BENEFIT	BUYING MODEL AVAILABLE	
		EA	NU
Real-time Translation	<p>Real-time Translation is the ability to translate English in over 100+ languages natively within Webex.</p> <p>Also available in Active User model with EA Suite.</p>	x	x
Webex Calling - Dedicated Instance	<p>Webex Calling offers the ability to select a fully redundant dedicated cloud instance option based on the Cisco Unified Communications Manager architecture. Dedicated Instance is integrated with Webex Calling and takes advantage of Webex platform services, bringing cloud innovation and an enhanced experience to customers who need to support older Cisco endpoints, local survivability solutions, or existing integrations part of critical business workflows.</p>	x	x
Workspace/ Common Area add-on	<p>Get add-on licenses for Workspace/common-area phones not associated with knowledge workers. A common area (Places) phone option is also available for Webex Calling, offering analog phone type functionality with a minimal set of additional feature capabilities.</p>	x	x
Webex Edge Connect	<p>Webex Edge Connect is suitable for customers that have a cloud meetings solution coupled with an on-premises calling solution. It provides a dedicated, managed, Quality-of-Service (QoS)-enabled IP link from the customer's premises to the Webex Cloud through direct peering, leading to better and faster Webex meetings powered by the Webex backbone. The direct connection provides enhanced meeting quality with consistent network performance and added security. It is recommended that customers that deploy Webex Edge Audio purchase Webex Edge Connect to experience premium meeting quality and significant cost savings by combining audio and internet bandwidth.</p>	x	x

Table 2. The add-on features that can be purchased on top of your subscription and the availability of each add-on feature based on the designated buying model are described in Table 2. For additional add-ons under the Flex 3.0 (A-FLEX-3) configuration, see our Flex 3.0 Data Sheet. Add-on features buying model availability

ADD-ON FEATURE	BENEFIT	BUYING MODEL AVAILABLE	
		EA	NU
Network-based Recording Storage (NBR)	Additional Webex Meetings Network-Based Recording (NBR) storage is available in 500-GB and in 100-GB increments. This is incremental to the included 1 GB per-user NBR storage entitled with NU.	x	x
Content Management	Provides auto record functionality with unlimited storage. The default retention is 1 year.	Included with Webex Suite EA	x
Cisco Calling Plan	<p>The Cisco Calling Plan provides Cisco Public Switched Telephone Network (PSTN) connectivity to Webex Calling customers. Partners can now order outbound calling plans for their customers directly from Cisco on Cisco Commerce Workplace (CCW). Partners and customers can also order outbound calling plans and telephone numbers directly from Cisco on Webex Control Hub. Cisco Calling Plans are managed natively from Webex Control Hub and are billed from Cisco (through partners).</p> <p>With Cisco Calling Plans, partners and customers can benefit from a single vendor for cloud calling services and support and centralized trials and provisioning.</p>	x	x
Webex Conferencing 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 Webex meeting. Bridge Country Callback Audio allows participants in the bridge country to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Bridge Country Callback Audio is available only to participants in certain countries. Refer to the "Important Information Regarding Audio Services" section of the Webex Audio Offering data sheet for a list of covered countries.	x	x

Table 2. The add-on features that can be purchased on top of your subscription and the availability of each add-on feature based on the designated buying model are described in Table 2. For additional add-ons under the Flex 3.0 (A-FLEX-3) configuration, see our Flex 3.0 Data Sheet. Add-on features buying model availability

ADD-ON FEATURE	BENEFIT	BUYING MODEL AVAILABLE	
		EA	NU
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 Webex meeting. Bridge Country Callback Audio allows participants in the bridge country to join a 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 numbers 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.	x	x
Webex Conferencing Audio (global callback audio)*	Each knowledge worker has unlimited access to global toll call-in plus global callback. Local toll call-in numbers are provided for participants joining a Webex meeting. Global Callback Audio allows participants in covered countries to join a 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 Offering data sheet (Table 3) for a list of covered countries.	x	x

Table 2. The add-on features that can be purchased on top of your subscription and the availability of each add-on feature based on the designated buying model are described in Table 2. For additional add-ons under the Flex 3.0 (A-FLEX-3) configuration, see our Flex 3.0 Data Sheet. Add-on features buying model availability

ADD-ON FEATURE	BENEFIT	BUYING MODEL AVAILABLE	
		EA	NU
Webex Audio (per minute)*	<p>The following Webex Audio services are available for purchase on a per-minute basis:</p> <ul style="list-style-type: none"> • Bridge country toll-free call-in:** Toll-free call-in number(s) are provided for participants in the bridge country to join a Webex meeting. • Bridge country callback:** Allows participants in the bridge country to join a 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 numbers are provided for participants in covered countries to join a Webex meeting. Refer to the Webex Audio data sheet for a list of covered countries. • Global premium toll call-in: Local toll call-in numbers are provided for participants in covered countries to join a Webex meeting. Refer to the Webex Audio data sheet for a list of covered countries. • Global callback: Allows participants in covered countries to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Refer to the Webex Audio data sheet for a list of covered countries. <p>**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 Webex Audio Offering data sheet for more details.</p> <p>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.</p>	x	x
Webex Events Add-On	<ul style="list-style-type: none"> • Event App External Attendee (250 increments) • Streaming Hours (1000 increments) • Lead Retrieval License (10 annual exhibitors) 		

Technical support and customer success services

Cisco offers support services covering the areas of problem resolution, customer success and adoption, and designated support management in three service tiers: Basic, Enhanced, and Premium. Basic support is included at no additional cost for the duration of your subscription. For more information about the available technical support services, contact your partner or Cisco sales agent.

Ordering information

To place an order, contact your certified Cisco 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.

Entry-level Webex service

If you elect not to renew your subscription, your Webex account will be converted to an entry-level cloud service. The free cloud service has fewer features and differing usage limits than the paid cloud service. Cisco may at any time change those features and limits at our discretion and without notice. Cisco may also deactivate or delete your free account and any related data if you exceed the 5-GB storage limit per user.

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

Cisco makes the packaging data available for informational purposes only. It may not reflect the most current legal developments, and Cisco does not represent, warrant, or guarantee that it is complete, accurate, or up to date. This information is subject to change without notice.

Cisco Capital

Flexible payment solutions to help you achieve your objectives

Cisco Capital® financing makes it easier to get the right technology to achieve your objectives, enable business transformation, and help you stay competitive. We can help you reduce total cost of ownership, conserve capital, and accelerate growth. In more than 100 countries, our flexible payment solutions can help you acquire hardware, software, services, and complementary third-party equipment in easy, predictable payments. [Learn more.](#)

Appendix

Collaboration Webex Suite Ordering Guide

For information on how to order, see our [Webex Suite Ordering Guide](#).

For additional add-ons under the Flex 3.0 (A-FLEX-3) configuration, see our [Flex 3.0 Data Sheet](#).

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