Cisco Webex Provider SIP Trunk Configuration Guide

1 Introduction ... 3
2 Requirements & Information ... 3
2.1 CISCO WEBEX BYOC ... 3
3 Portal Configuration ... 3
3.1 PORTAL LOGIN ... 4
3.2 ADD SIP TRUNK ... 4
4 Cisco Webex BYOC Enterprise Configuration ... 6
4.1 PARTNER HUB ... 6
4.2 CUSTOMERS ... 6
4.3 PSTN CONNECTION ... 7
4.4 NUMBERS ... 11
4.5 MAIN LINE ... 12
4.6 USERS ... 14

1 Introduction

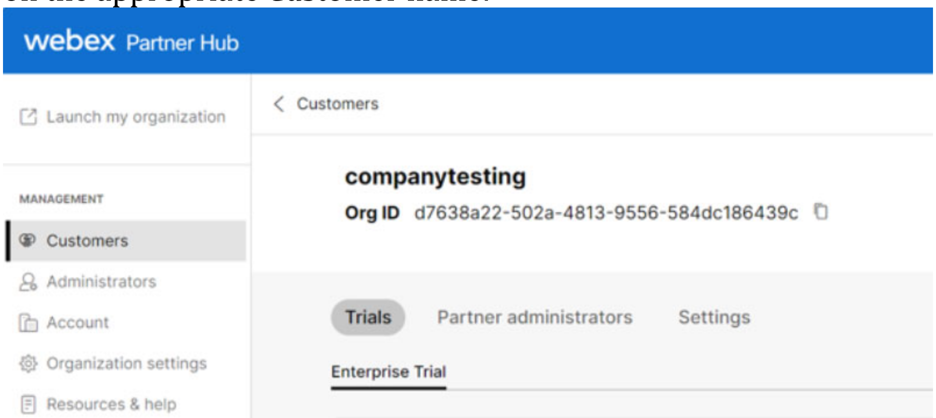
The intended purpose of this document is to provide a general guideline to configure your Cisco Webex Provider SIP Trunk to Portal. This document does not cover advanced SIP configurations that could be used. To access the Portal, follow the link below:

https://portal.infobip.com/apps/voice-and-webrtc/sip-trunks

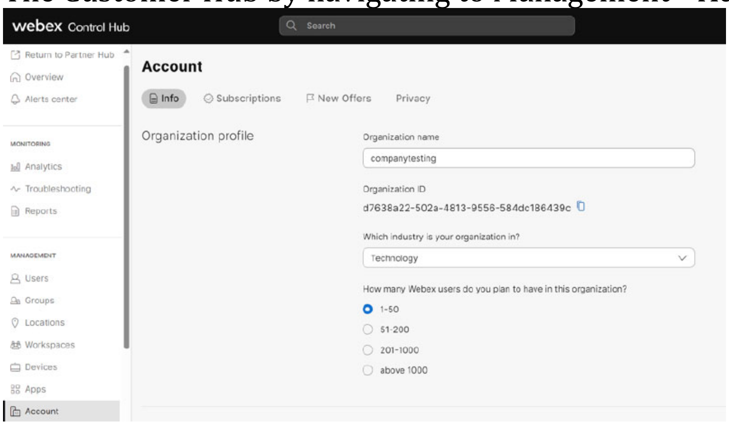
2 Requirements & Information

2.1 CISCO WEBEX BYOC

- Your Customer Organizational ID (UUID) is unique for each Customer. This UUID is found in one of two places:
    - The Partner Hub by navigating to Management->Customers and clicking on the appropriate Customer name:



    - The Customer Hub by navigating to Management->Account:



    - Incoming calls to BYOC are authenticated by IP Access Control List
    - BYOC requires E.164 format phone numbers

3 Portal Configuration

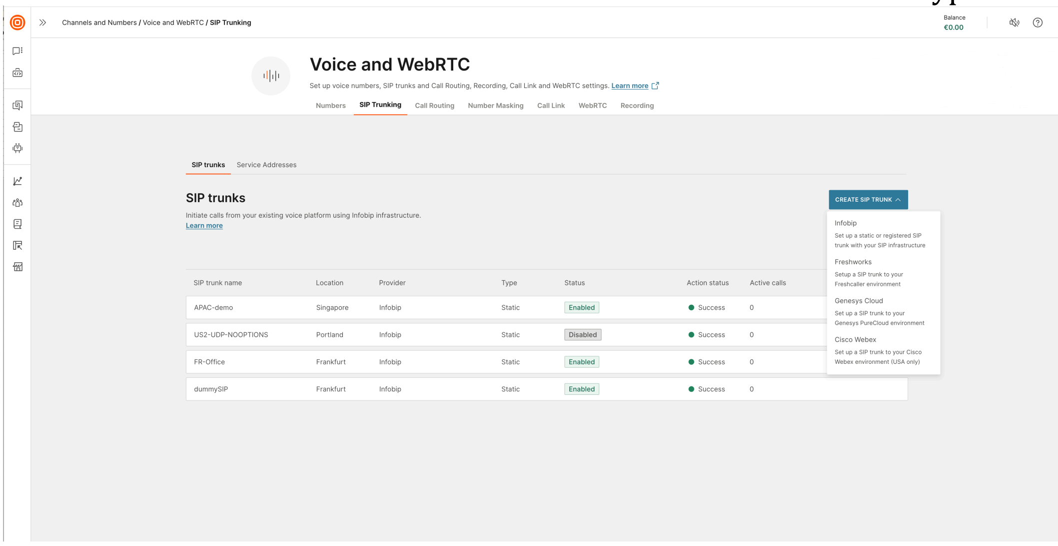
We will assume that you have created an Infobip Portal account and will purchase at least one DID.

3.1 PORTAL LOGIN

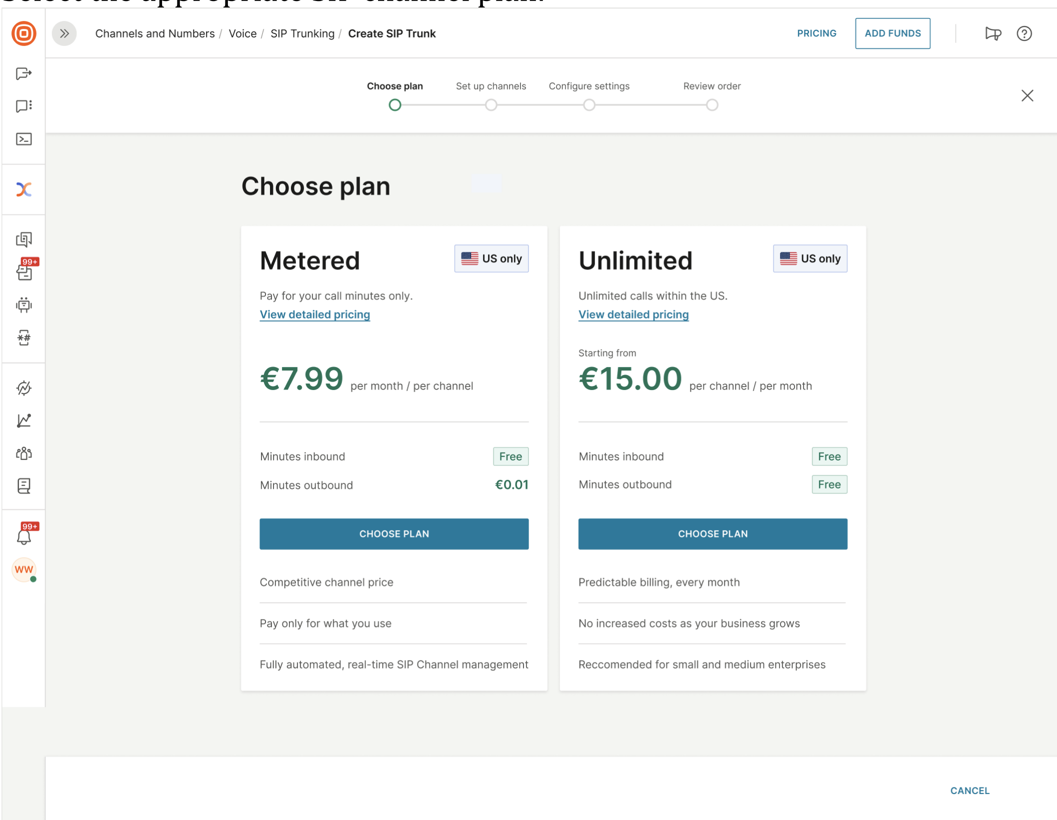
Login to the Portal using your login credentials. https://portal.infobip.com/apps/voice-and-webrtc/sip-trunks

3.2 ADD SIP TRUNK

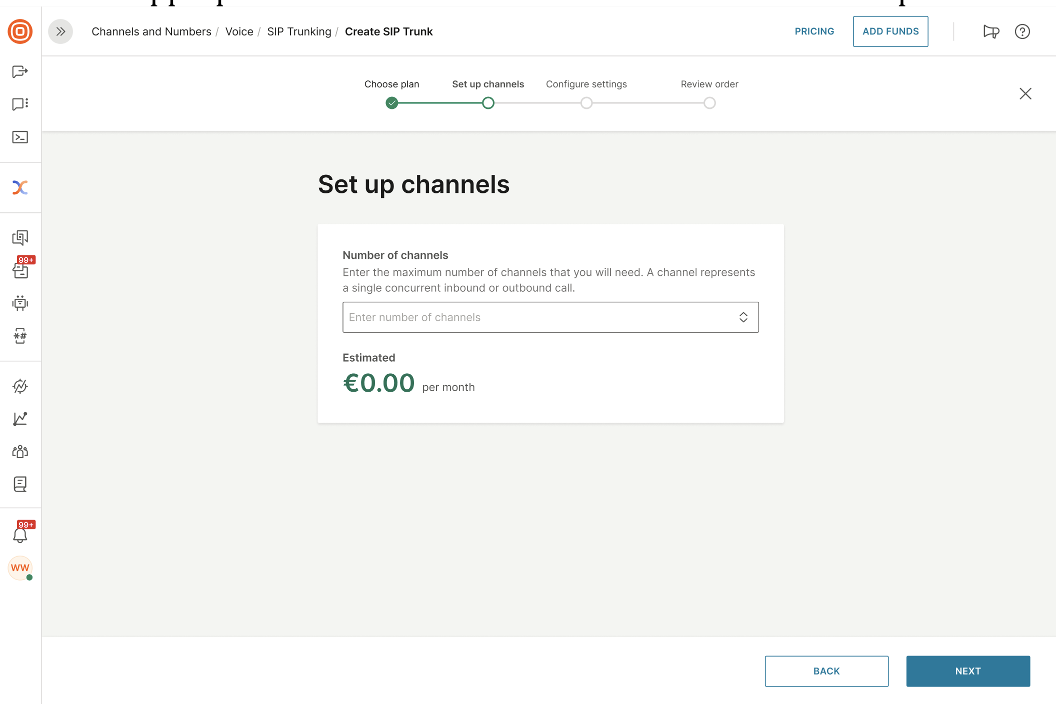
- Click the "Create SIP Trunk" button and select “Cisco Webex” trunk type:



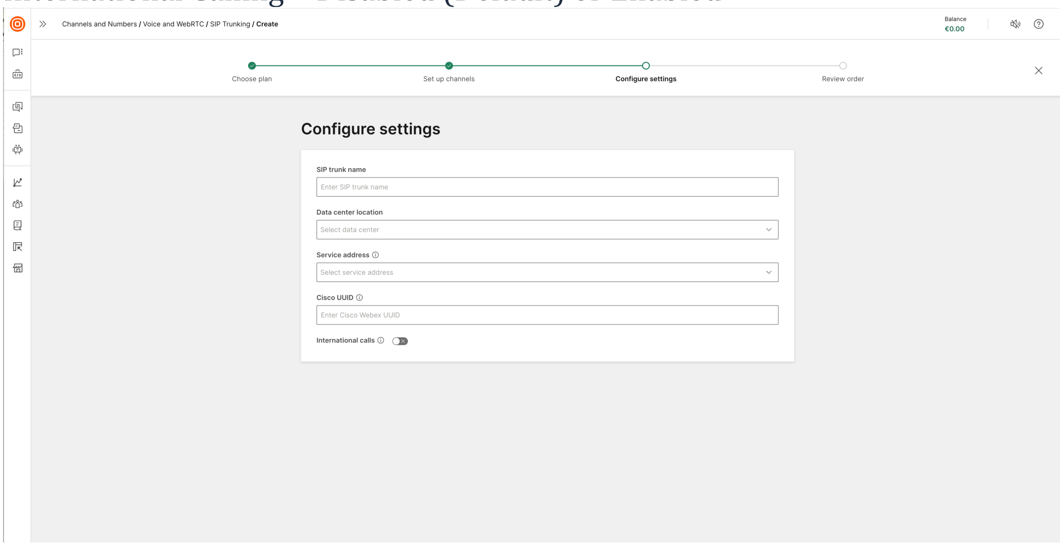
- Select the appropriate SIP channel plan:



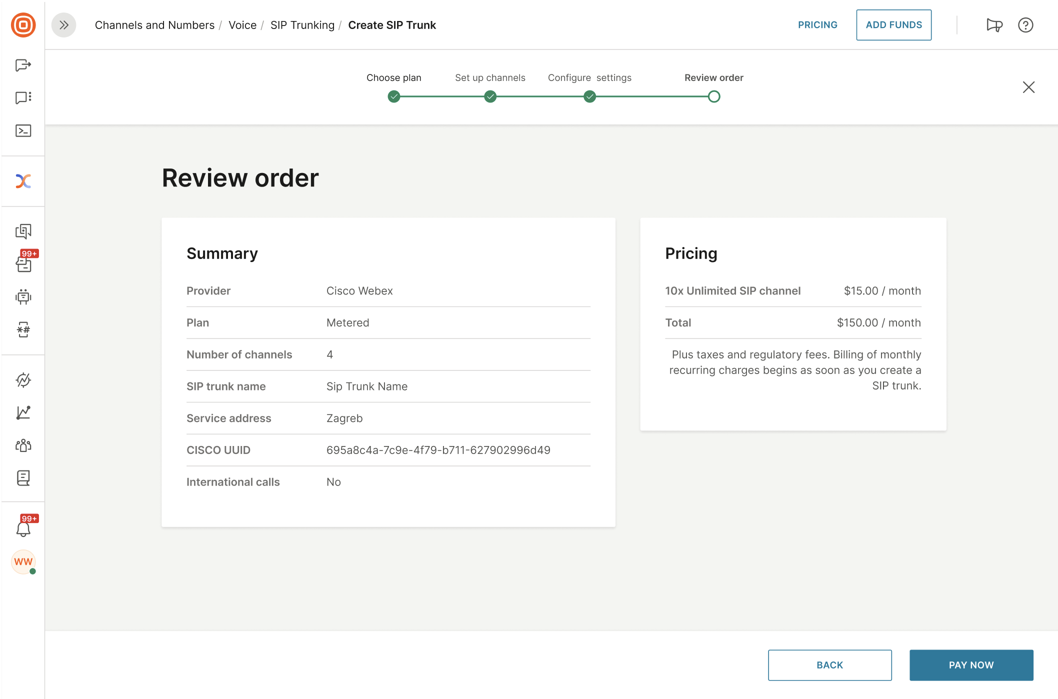
- Enter the appropriate number of channels for the chosen channel plan:



- Choose the following trunk settings and click the “Next” button
    - A SIP Trunk name
    - Cisco UUID = Your unique Customer Organizational ID (UUID)
    - Service Address = the primary place of use for this trunk. For more information on service addresses and why these should be correctly defined, see https://www.infobip.com/docs/voice-and-video/sip-trunking#service-address
    - The Infobip datacenter location (New York or Portland)
    - International Calling = Disabled (Default) or Enabled



- Validate that the trunk name, settings and Charges are the expected values and click the "Pay Now" button.



- Upon returning to the list of SIP trunk, monitor the status of your newly created Cisco Webex trunk until it is in status **Enabled** with an action status **Success**.
- Proceed to the Cisco Webex Admin Portal

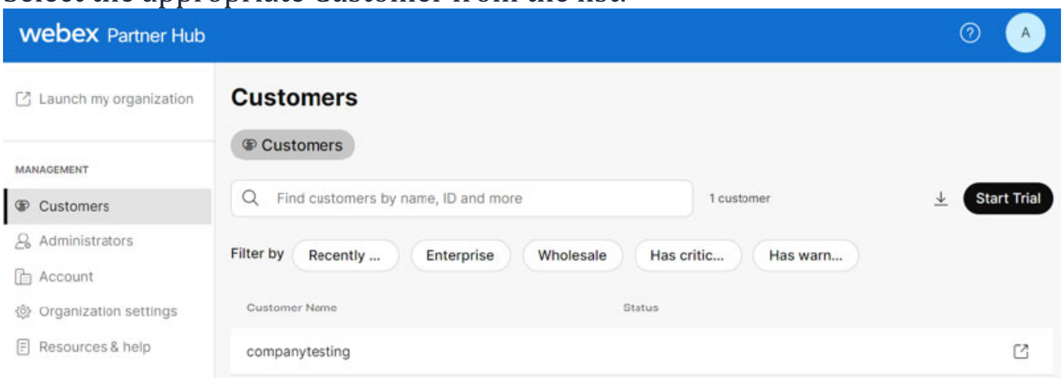
4 Cisco Webex BYOC Enterprise Configuration

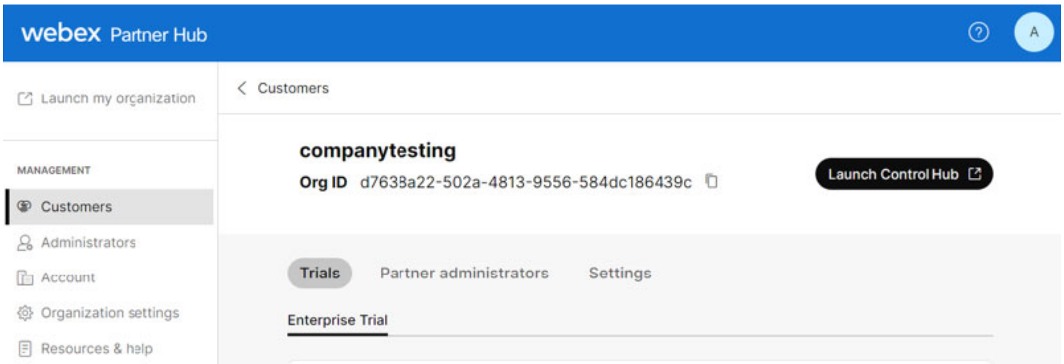
4.1 PARTNER HUB

- Login to the Partner Hub using your Admin credentials.
- https://admin.webex.com/partner/

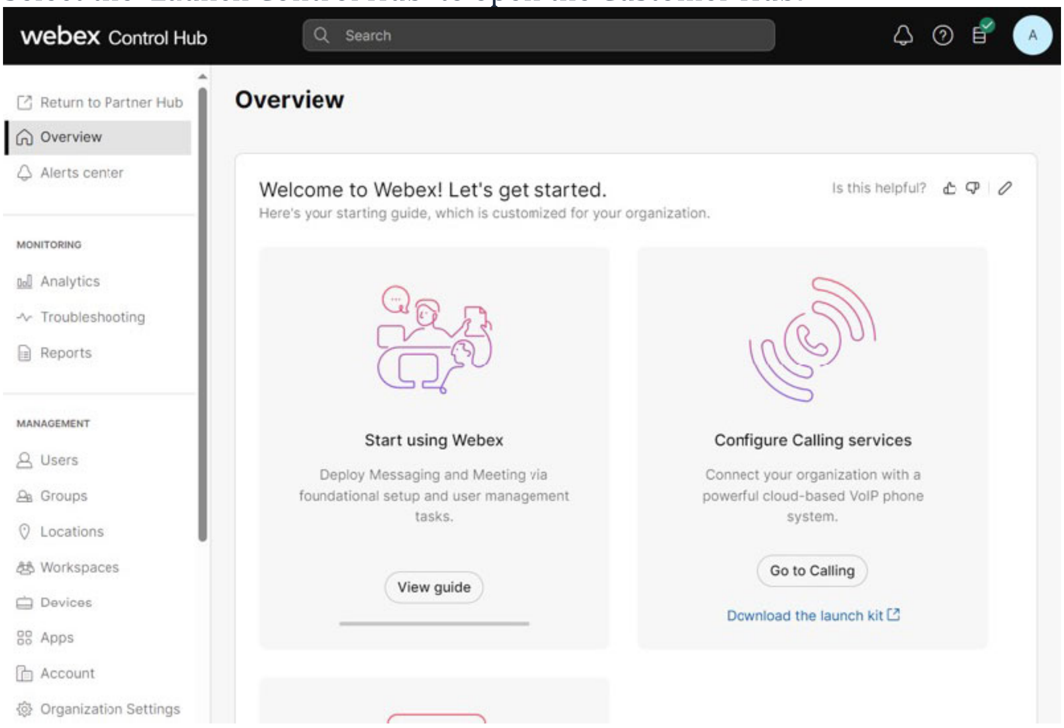
4.2 CUSTOMERS

- Navigate to Management->Customers
  - Select the appropriate Customer from the list:



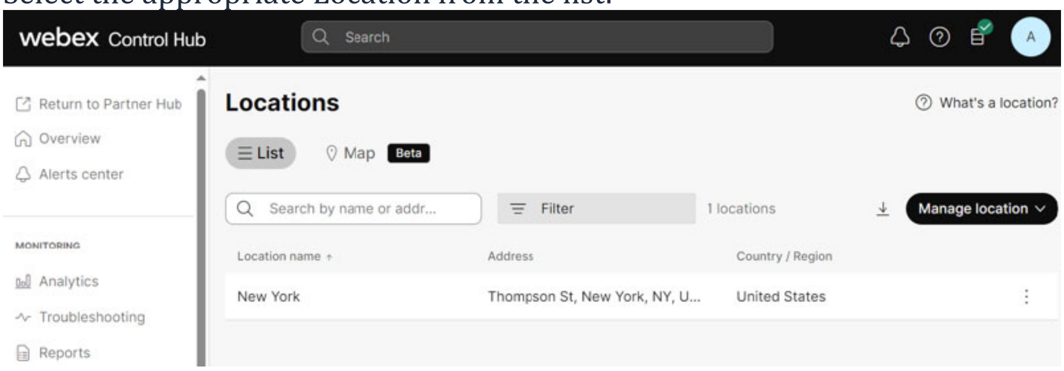


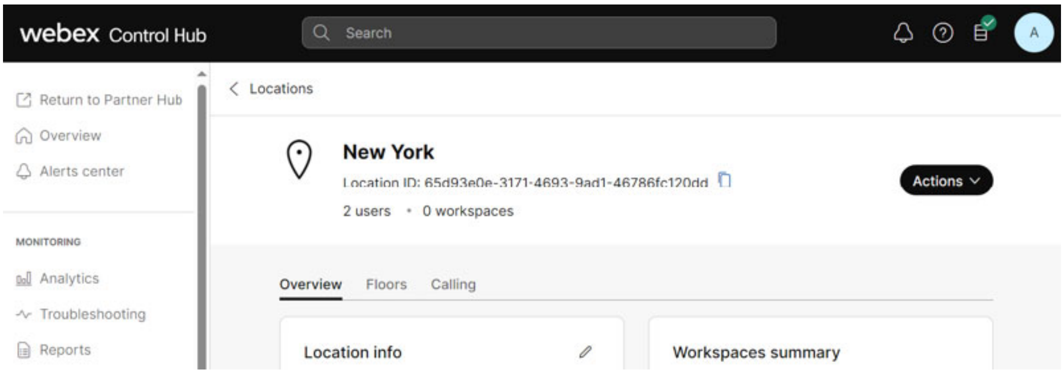
- Select the 'Launch Control Hub' to open the Customer Hub:



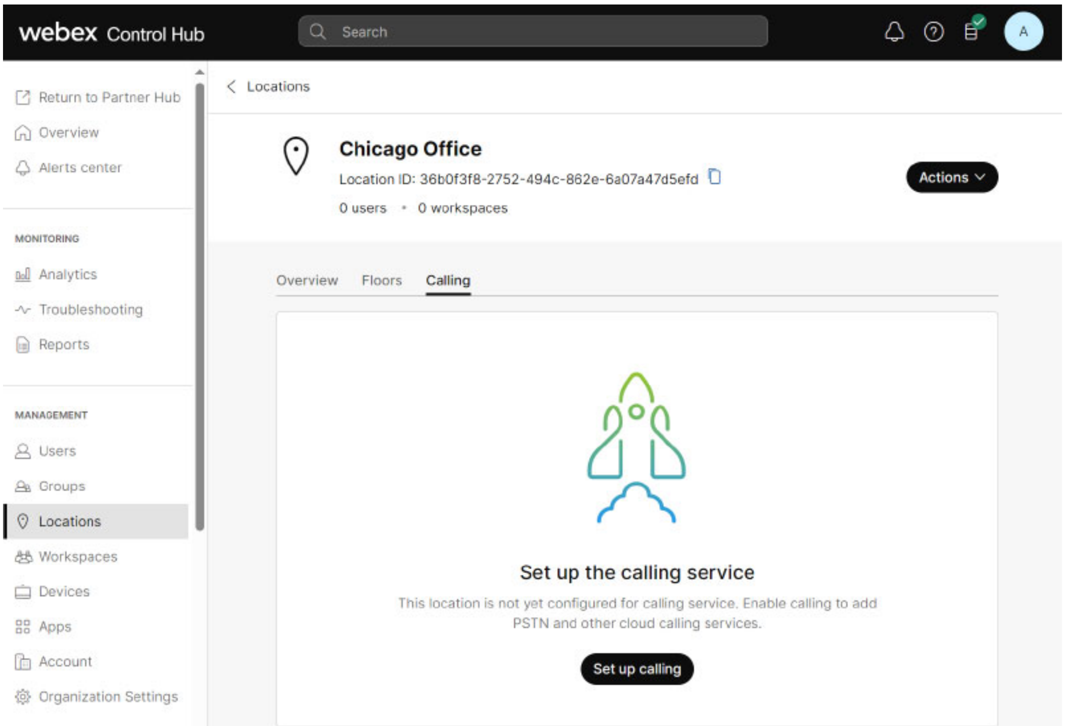
4.3 PSTN CONNECTION

- Navigate to Management->Locations
  - Select the appropriate Location from the list:

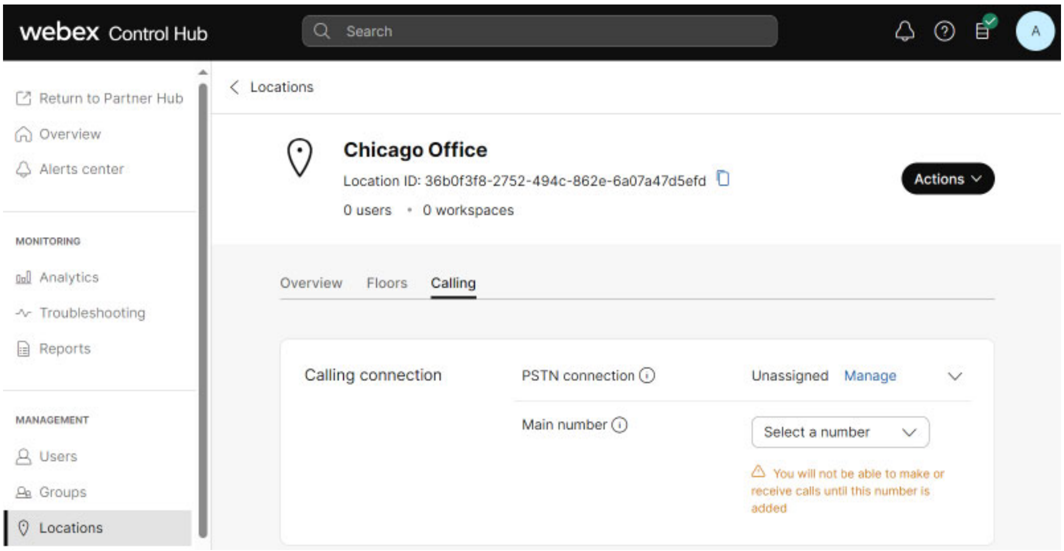




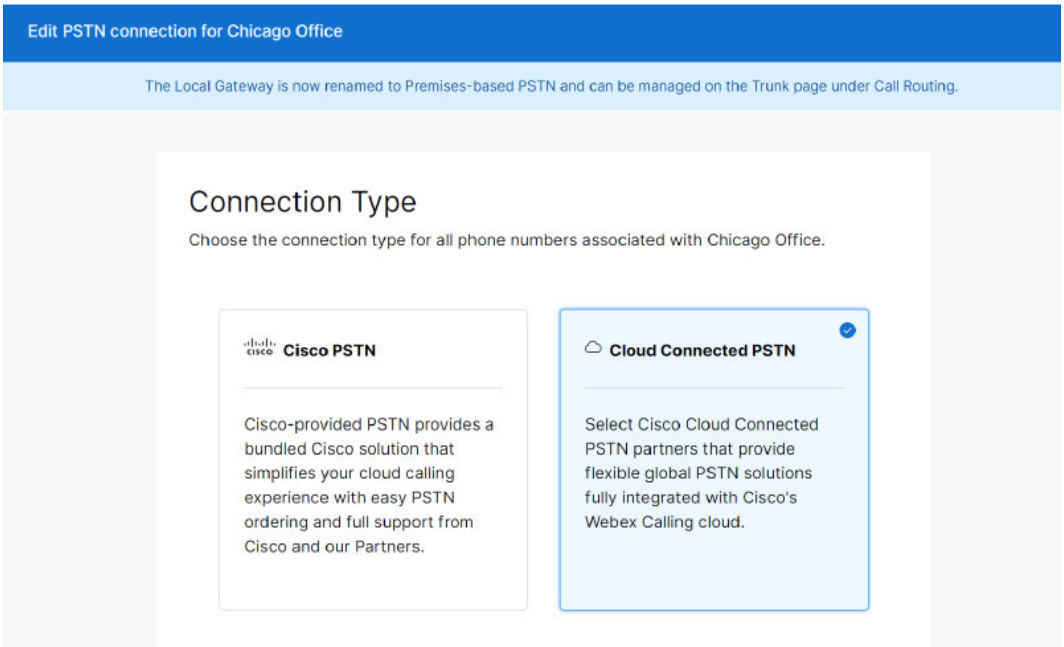
- Select 'Calling' tab from within the Location
- If the Location was newly created, please select the "Set up calling" button like below:



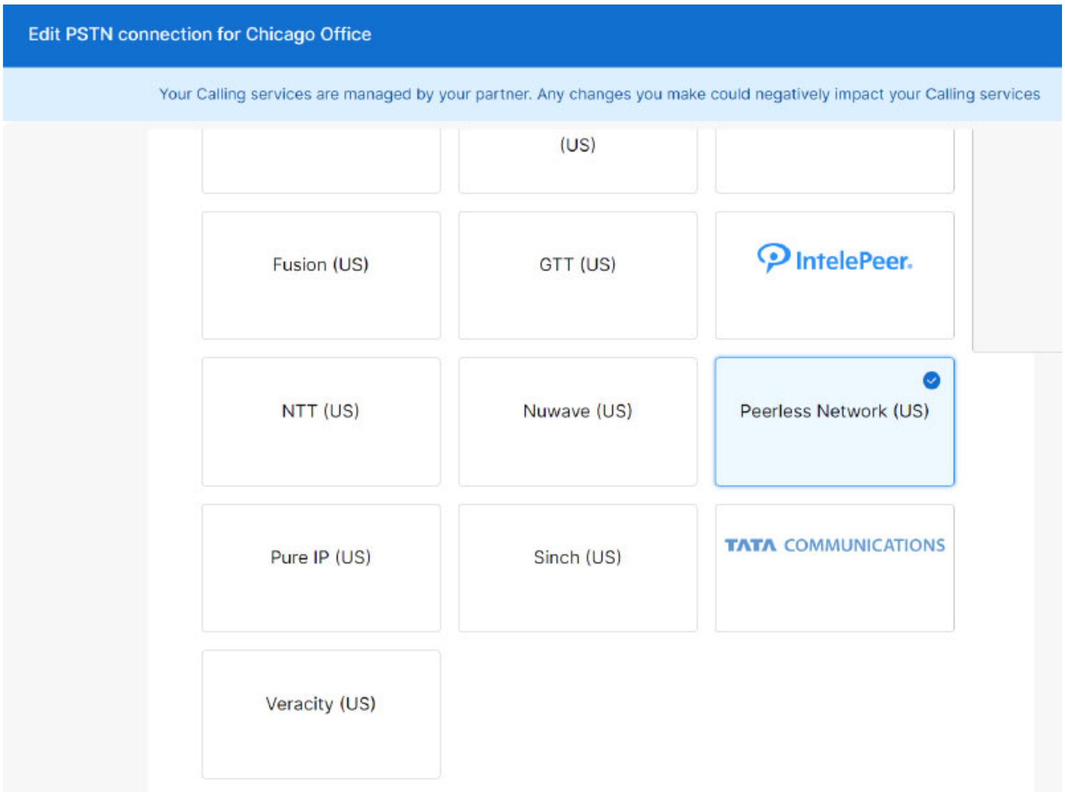
- If this is a previously established Location, please select the 'Manage' for PSTN connection in the Calling connection section like below:



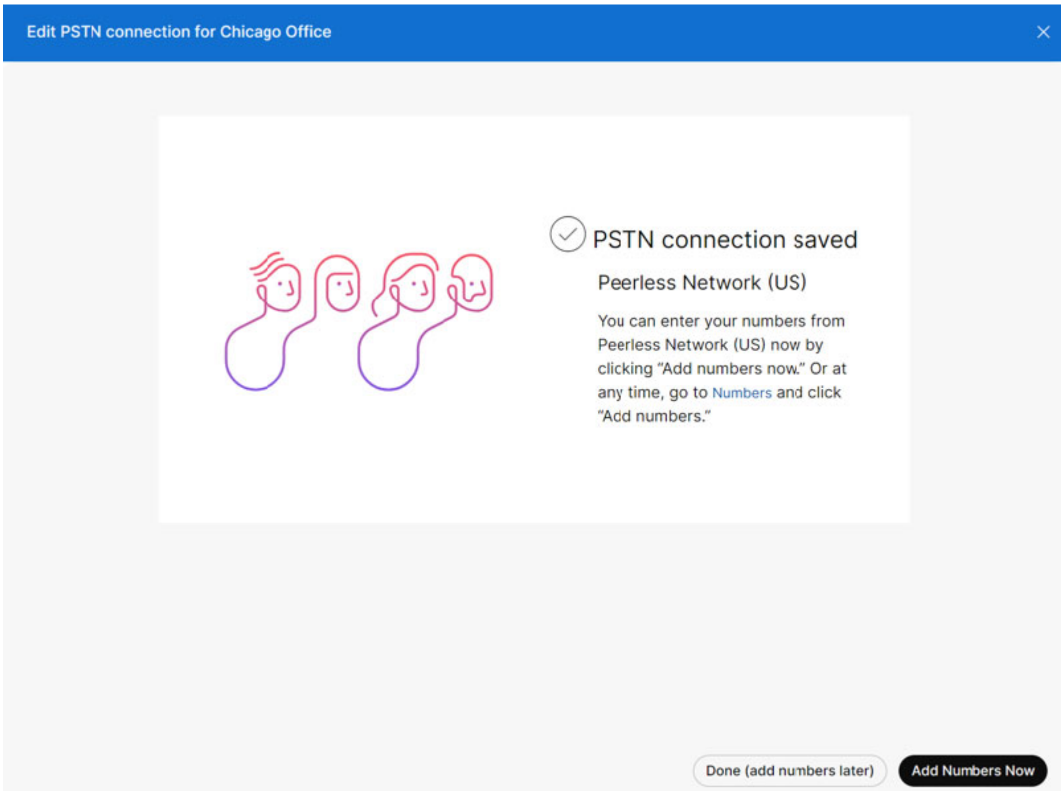
- Select 'Cloud Connected PSTN' as the Connection Type, and select 'Next' to continue



- Select 'Peerless Network (US)' from the Provider list, and select 'Next' to continue (Peerless Networks is an Infobip company)



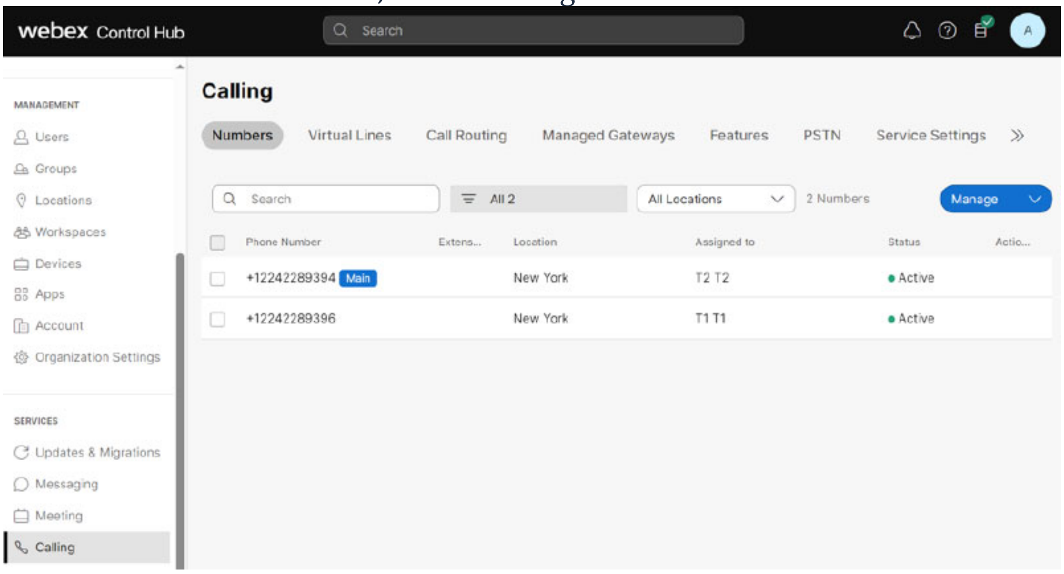
- The following page should be displayed showing Peerless Network as the PSTN Connection.



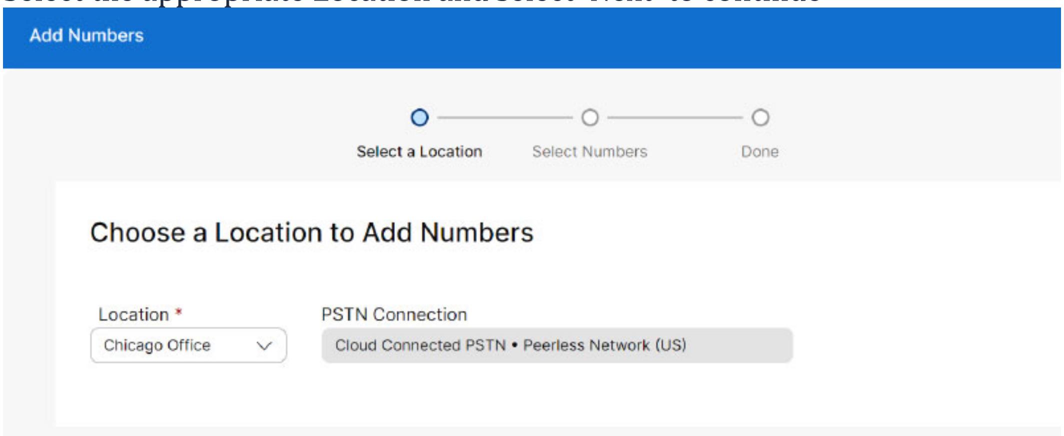
- Select 'Add Numbers Now' to begin number provisioning, or select 'Done' (add numbers later) to add numbers later.

4.4 NUMBERS

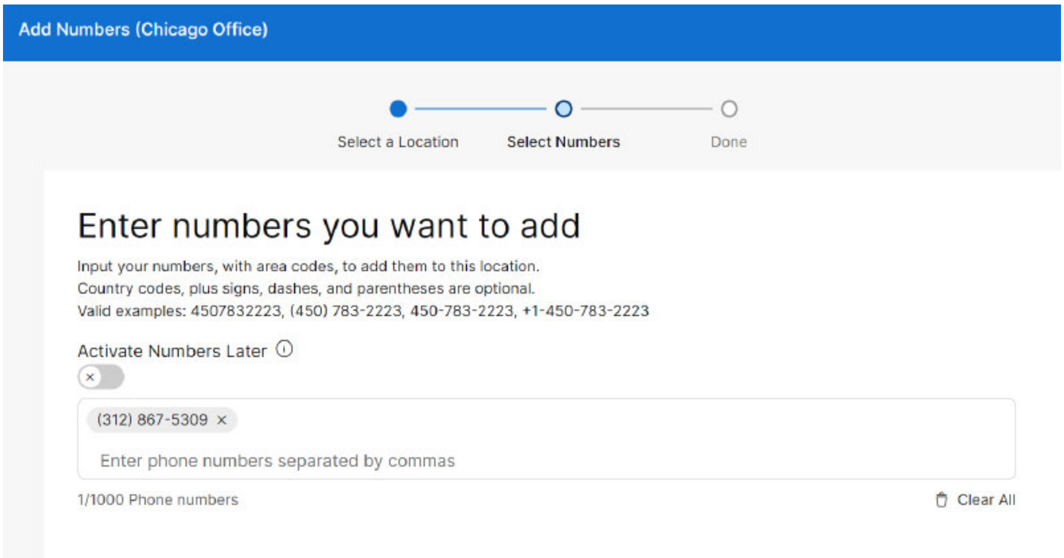
- Navigate to Services->Calling
    - Under the Numbers section, select 'Manage' and 'Add'



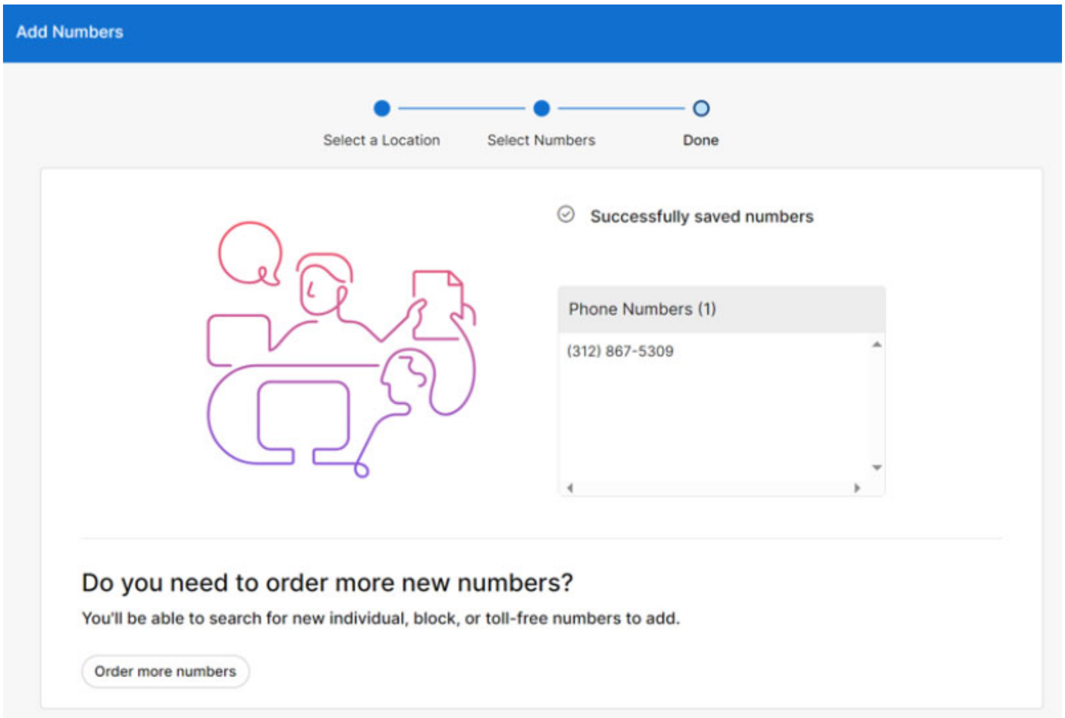
    - Select the appropriate Location and select 'Next' to continue



    - Enter in all the Numbers/DID's you purchased in Step 3.2 and select 'Save' to continue



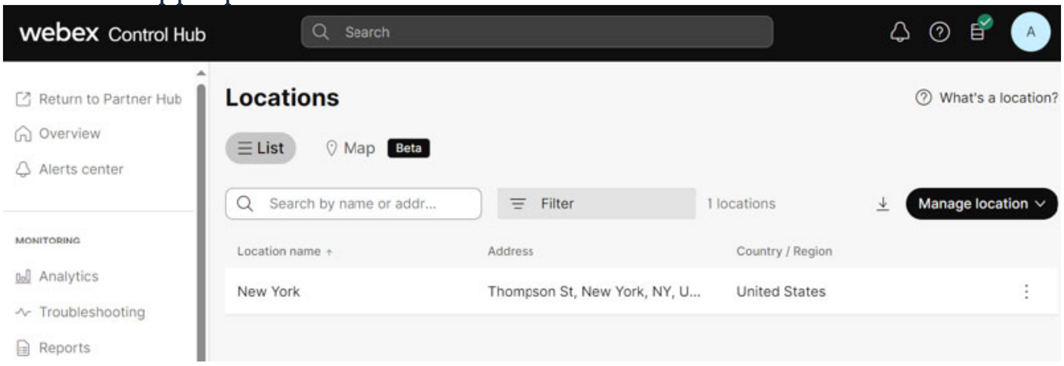
- You will see the following screen when the numbers are successfully added. Select 'Close' to continue.

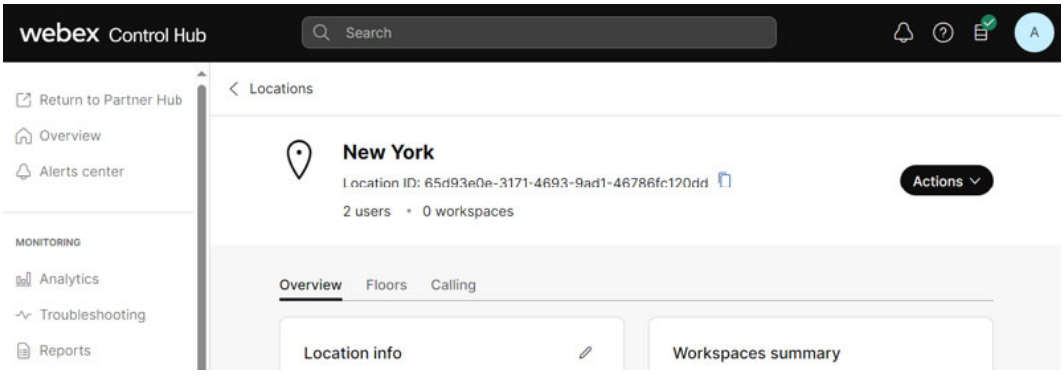


4.5 MAIN LINE

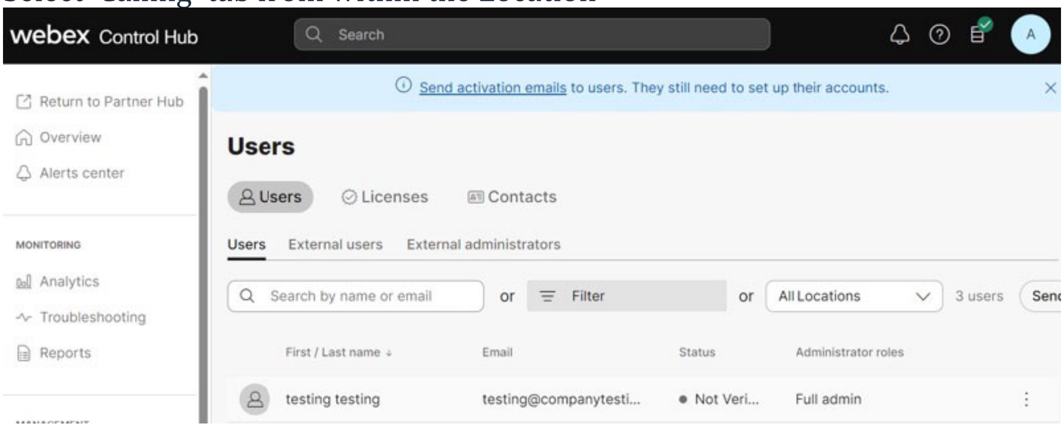
- Navigate to Management->Locations

- Select the appropriate location from the list:

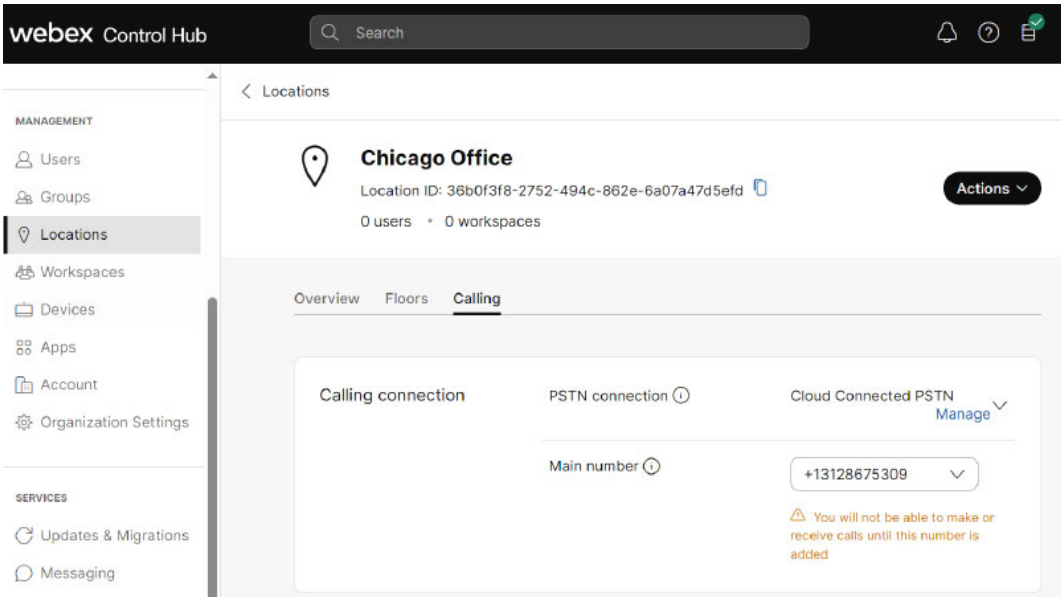




- Select 'Calling' tab from within the Location

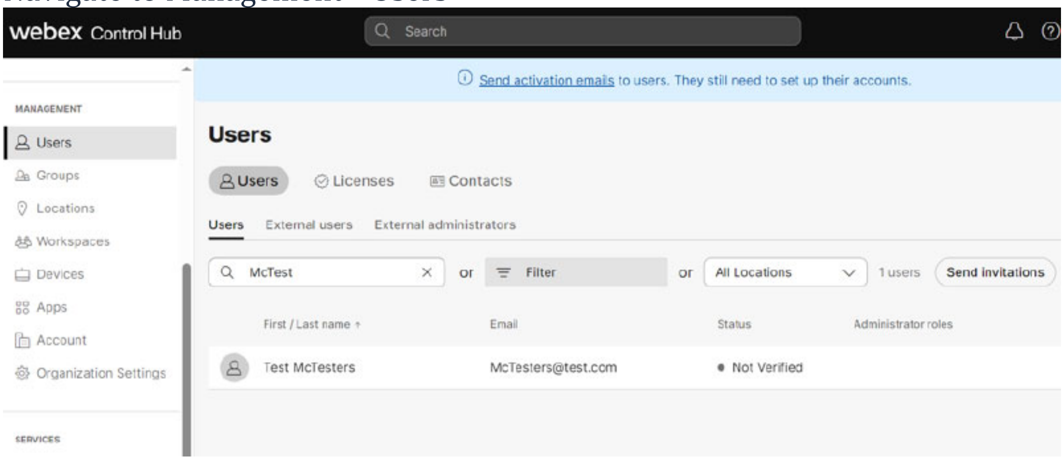


- Select a previously added number as the Main number and select 'Save' to continue.

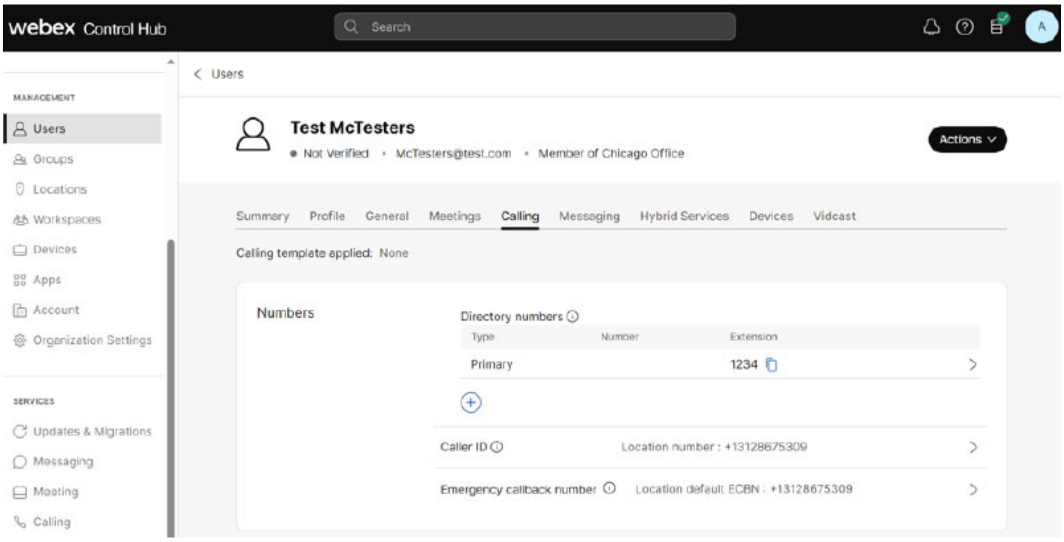


4.6 USERS

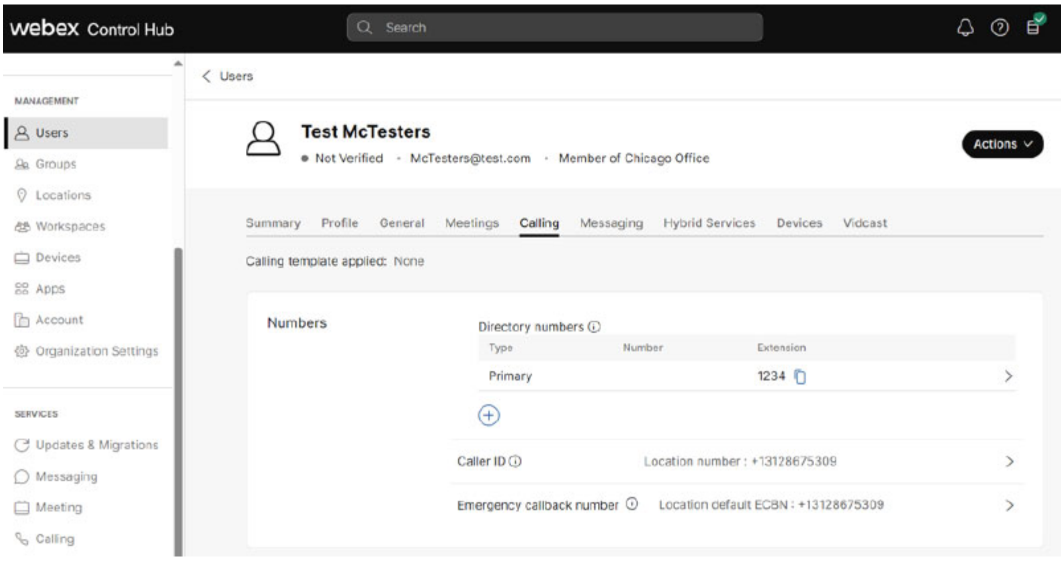
- Navigate to Management->Users



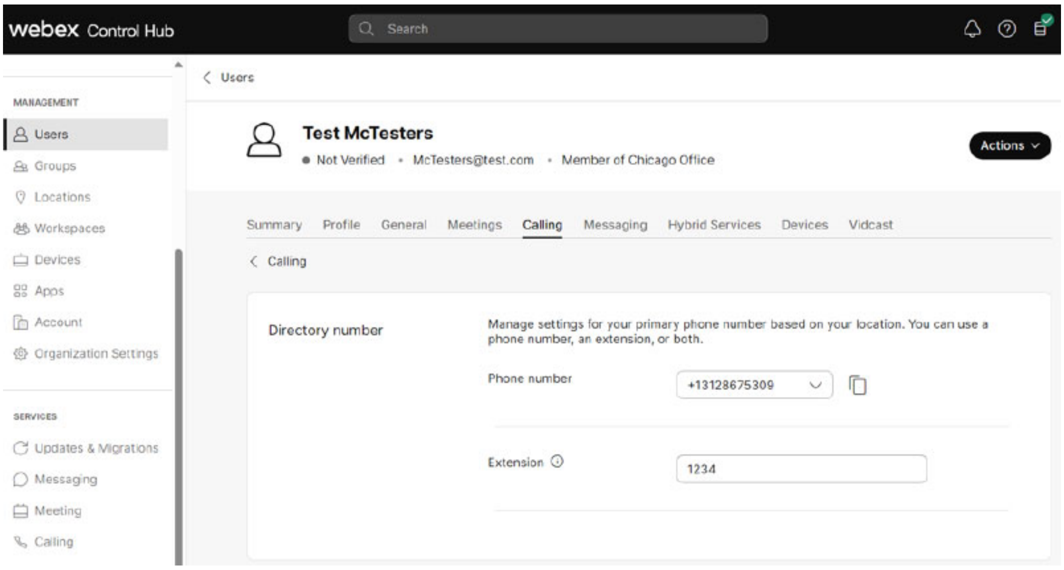
- Create a new user, or select an existing user. In this example we will select an existing user.



- Select the 'Calling' tab to apply Calling changes.
- Select the '>' button under Directory numbers to provision a previously added Number.



- Select a previously added Number from the Phone number dropdown and select 'Save' to continue.



4.7 VERIFICATION

- Navigate to Services->Calling->Call Routing->Verify Call Routing
    - Select an appropriate User
    - Enter in an appropriate PSTN number in Select Call Destination field
    - Select 'See Routing Result' to verify it shows it routes via Cloud Connected PSTN using Peerless Network (US)