Onboarding Process for Webex Calling Multi-Tenant*

Project initiation

Kick-off call
- Verify scope
- Define success
- Outcomes
- Metrics
- Objectives
- Feature set
- Timeline
- Adoption
- Onboarding
- Communication plan
- Next steps

Network & discovery

Network verification
- Network test port reference
- Requirements for calling

Discovery
- Configuration guide
- Users
- Phone numbers
- Licenses
- Features devices
- Call flow

Set up & configuration

Control hub
- Control hub overview

Enterprise
- Dial plans
- SSO
- Active directory
- Integrations

Location
- Users
- Phone numbers
- Features permissions
- Schedules
- Device registration

User training & testing

User training
- Calling

Testing
- Call flows
- Features and routing
- Device registration

Adoption
- Email templates
- Analytics

Go-live coordination

Go-live
- Complete testing plan checklist
- Address outstanding items

Phone numbers
- Port submission
- LOA's
- Requested port dates
- Number lists

Project completion

Service acceptance
- Testing and acceptance
- Process closure

Support transition
- Escalation process change requests

CISCO
Partner

* External CUCM / on-prem PBX / 3rd party configurations / local gateways are not part of standard configuration. Customers requiring assistance will need to purchase professional services

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