

CUCM war gestern - Webex Calling heute

Wie wir lernten, die Wolke zu lieben und warum sie nicht vom Himmel fiel

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Solutions Engineer
Cisco Systems

Maximilian Schriewersmann

Leitung IT Infrastruktur
TH OWL



18. März 2026

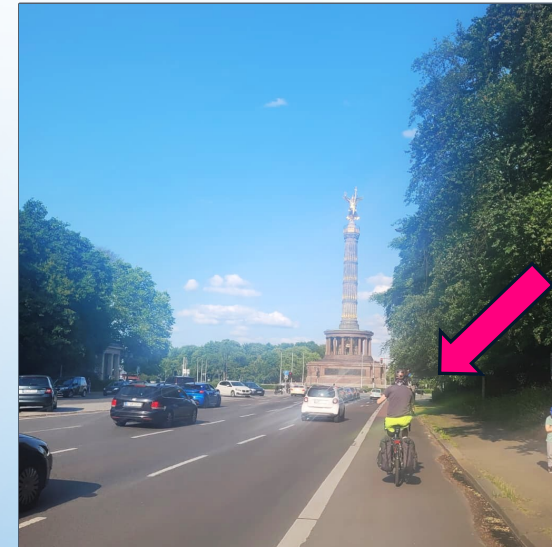
Ihre Referenten



Lena Uhl

Solutions Engineer
Cisco Systems

 lenauhl@cisco.com



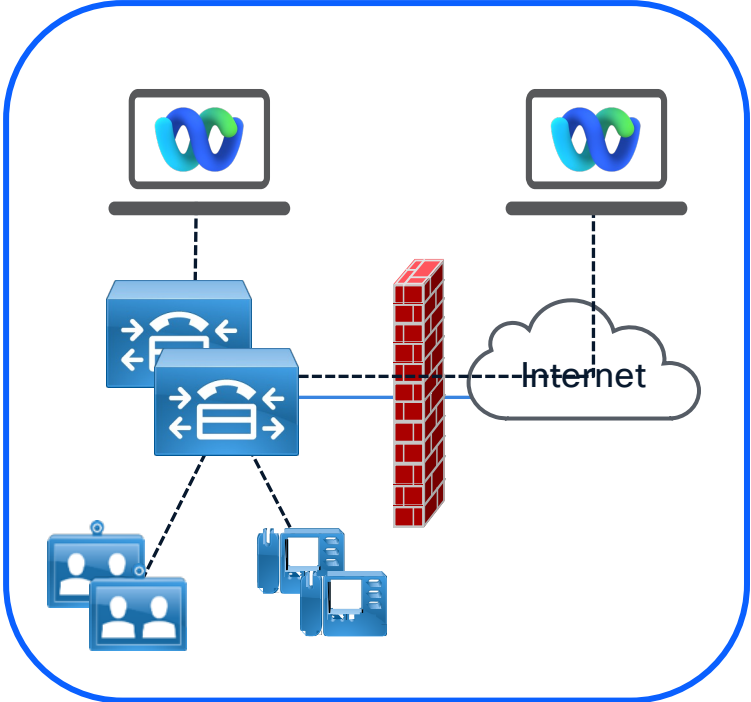
Maximilian Schriewersmann

Leitung IT Infrastruktur
TH OWL

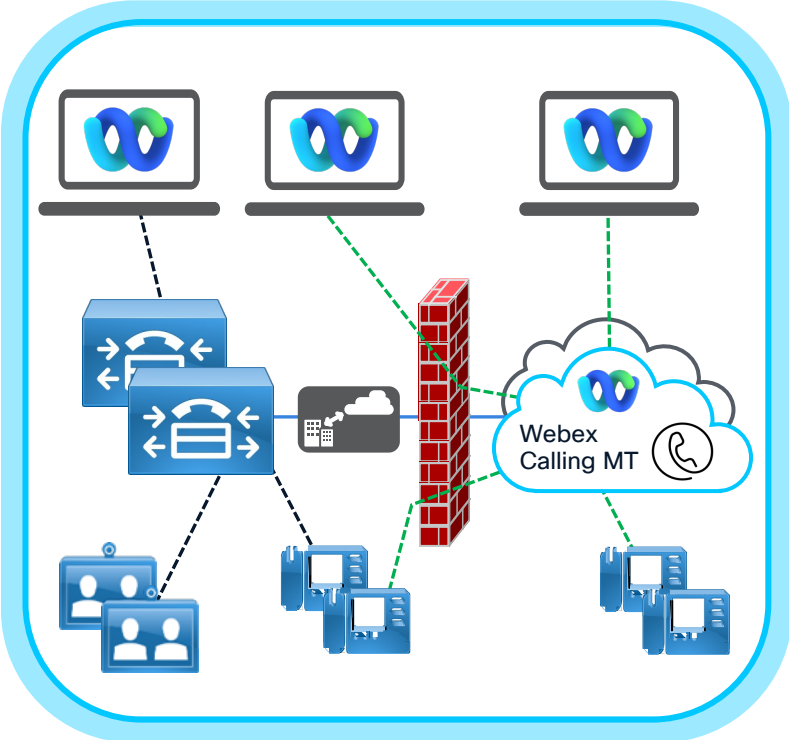
 maximilian.schriewersmann@th-owl.de

Cisco Telefonie Optionen

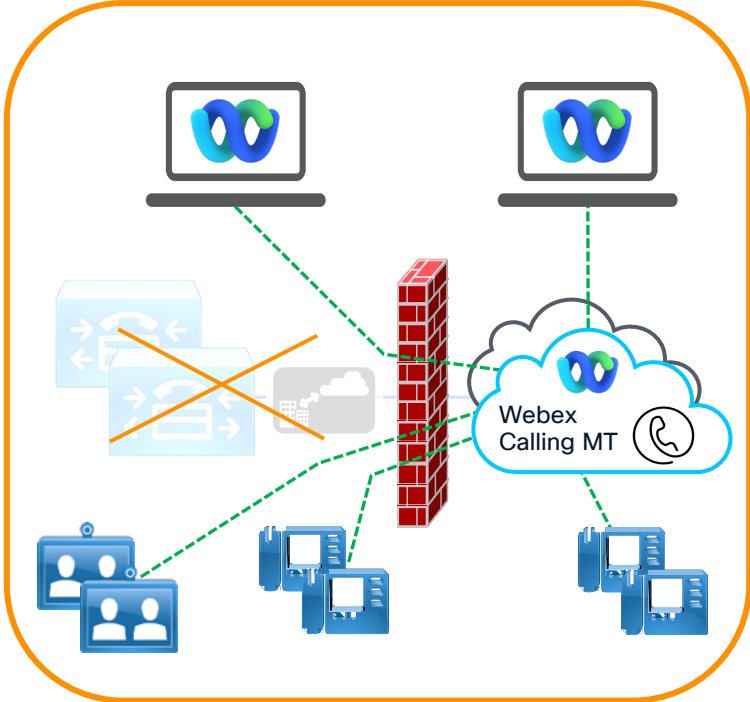
1. CUCM On-Premise Calling



2. CUCM + Webex Calling



3. Webex Calling





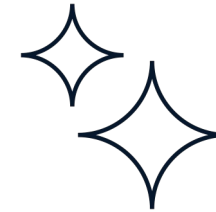
Beweggründe



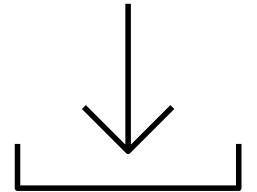
Herausforderungen



Anforderungen & Demo



Webex Calling KI



Fazit



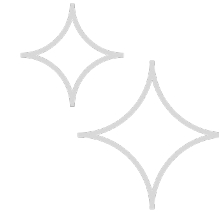
Beweggründe



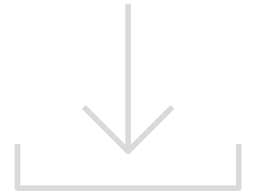
Herausforderungen



Anforderungen & Demo

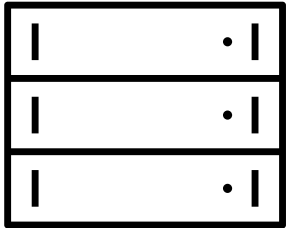


Webex Calling KI

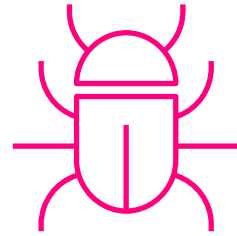


Fazit

Die Ausgangslage war nicht rosig



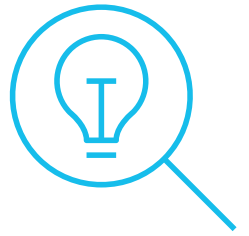
CUCM 11.5



Sicherheitsrisiko



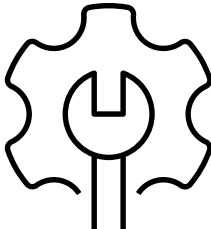
Ressourcenproblem



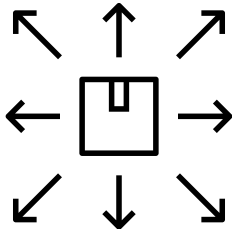
Brainstorming



Aller guten Dinge sind drei



Update



Andere Hersteller



Cloud Calling





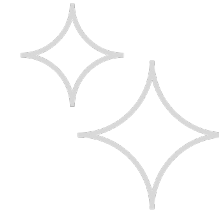
Beweggründe



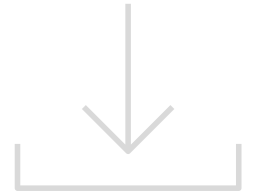
Herausforderungen



Anforderungen & Demo



Webex Calling KI

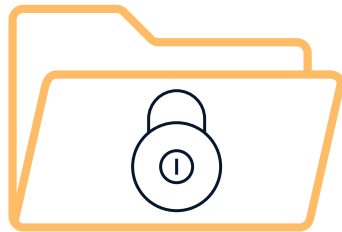
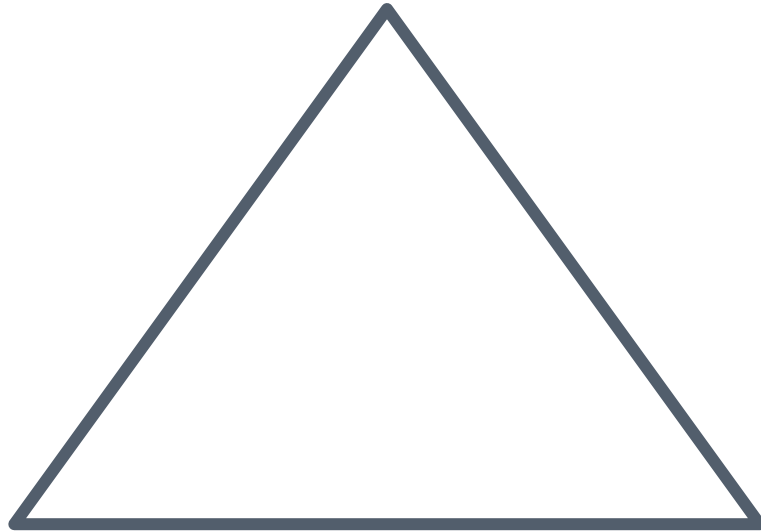


Fazit

Es gilt einen rechtlichen Rahmen zu schaffen



Dienstvereinbarung



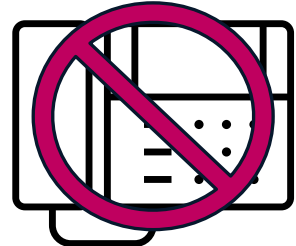
Datenschutz



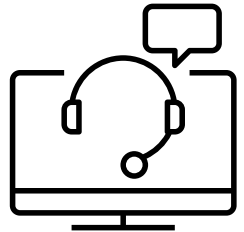
Informationssicherheit



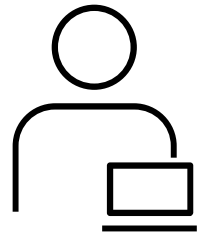
Begrenzt in seinem Wesen, unbegrenzt in seinen Wünschen...



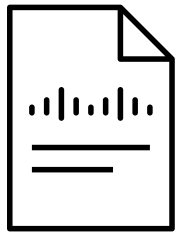
Tisch-Telefone



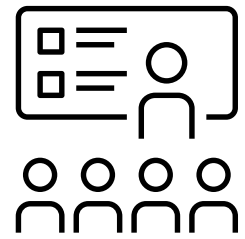
Soft-Telefon Client



Endanwender



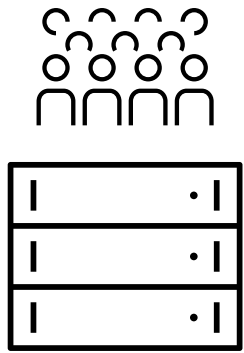
Bedienungsanleitung



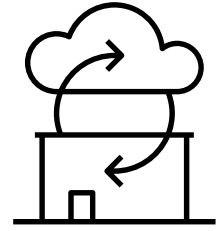
Schulungen



Jede Medaille hat zwei Seiten



CUCM 11.5



Mischbetrieb



Cloud Calling





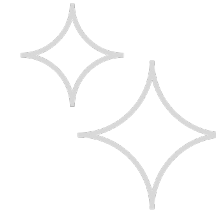
Beweggründe



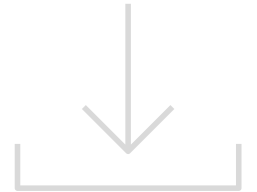
Herausforderungen



Anforderungen & Demo



Webex Calling KI



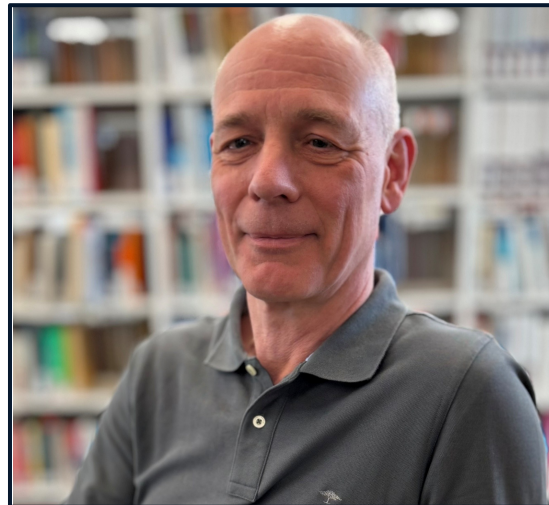
Fazit

Wer bin ich und wenn ja wie viele?



Standarduser

- Persönliche
 - Rufnummer
 - Voicemail



Abteilungsleitung

- Persönliche
 - Rufnummer
 - Voicemail
- Funktionale
 - Rufnummer
 - Voicemail



ATK

- Persönliche
 - Rufnummer
 - Voicemail
- Gruppennummer
 - einwählbar



- Favoriten
- Alert Center
- ÜBERWACHUNG
- Analysen
- Fehlerbehebung
- Berichte
- MANAGEMENT
- Benutzer**
- Gruppen
- Arbeitsbereiche
- Geräte
- DIENSTE
- Meeting

< Benutzer



• Aktiv

• Mitglied von 11 Gruppen

• Mitglied von THO Calling Main Site

Aktionen

- Zusammenfassung**
- Profil
- Allgemein
- Meetings
- Calling
- Messaging
- Hybrid-Dienste
- Geräte
- Vidcast

Benutzerdetails

Name

Primäre E-Mail-Adresse

Standort THO Calling Main Site

Bevorzugte E-Mail-Sprache Deutsch - German Standorteinstellungen werden verwendet

Bevorzugte Meetings-Site th-owl.webex.com

Namensschilder Status: Nicht registriert | Einstellung der Organisation: Aus

Gruppen

Gruppenname	Quelle	
LIC_PRD_IDM_Calling	Webex	
LIC_PRD_IDM_Hybrid	Webex	
APP_PRD_IDM_Conceptboard	Webex	
APP_PRD_IDM_Default	Webex	
APP_PRD_IDM_Slido	Webex	

Zu Webex-Gruppen hinzufügen

- Return to Partner Hub
- Overview
- Alert Center
- MONITORING
- Analytics
- Troubleshooting
- Reports
- MANAGEMENT
- Users**
- Groups
- Locations
- Workspaces
- Devices
- Apps
- Account
- Security & Privacy
- Organization Settings
- SERVICES
- Updates & Migrations
- Webex Calling Integrations

Send activation emails to users. They still need to set up their accounts.

Users

- Users**
- Licenses
- Contacts

- Users**
- External users
- External administrators

or
 or
 3 users

Download icon | Add users

Display name ↑	Email	Status ⓘ	Administrator roles
Abteilungsleiter	alu@wxc-integrations.wbx.ai	● Active	
Aktiver Ticket Koordinator	atku@wxc-integrations.wbx.ai	● Active	
Standard User	su@wxc-integrations.wbx.ai	● Verified	

jjakel-lab-layout_v3 (1) (1).json

Messaging

Meetings

Calling

Whiteboards

Contacts

Voicemail 1

Vidcast

Teams

More

Settings

Help

Call settings

Calling



My number: +12099192818

Search or dial

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
* ,	0 +	#



Video device

All

Missed

Recordings



Aktiver Ticket Koordinator

Extension: 3000

12.03.26, 16:09

- Messaging
- Meetings
- Calling** 1

- Whiteboards
- Contacts
- Voicemail** 1
- Vidcast
- Teams
- More

- Settings
- Help
- Call settings
- Available

Calling

My number: +12099193139

Search or dial

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
* ,	0 +	#



All Missed

- SU** Standard User
Forwarded by Leitung IT-Servi... 22:36
- SU** Standard User
Forwarded by Leitung IT-Servi... 22:35
- AKG** Aktiver Ticket Koordinator
Extension: 3000 12.03.26, 16:10
- AKG** Aktiver Ticket Koordinator
Forwarded by VIP +12099193... 12.03.26, 16:08
- AKG** Aktiver Ticket Koordinator
Extension: 3000 12.03.26, 15:56
- VS** VM - Site1
Extension: 1001 12.03.26, 15:55
- CA** Campus IT Support AA
Work: +12099193147 12.03.26, 15:50

Connected to: Lena Uhl Desk Pro

Forwarded by Leitung IT-Services

Standard User

Extension: 1000

✓ Verified caller

Answer on my computer

Message
Decline



Calling

My number: 3000

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
* ,	0 +	#



Video device



Call settings

Wrapping up

All

Missed

- Standard User (4)** 22:48
Forwarded by IT Support +12099192812
- Standard User** 22:44
Forwarded by IT Support +12099192812
- Standard User (4)** 22:40
Forwarded by Leitung IT-Services +12099...
- Abteilungsleiter** 12.03.26, 16:10
Extension: 2000
- Standard User** 12.03.26, 16:09
Extension: 1000
- VIP** 12.03.26, 16:08
Extension: 6000
- Abteilungsleiter** 12.03.26, 15:56
Extension: 2000
- Abteilungsleiter** 12.03.26, 15:50
Forwarded by VIP +12099193144


- PROVISIONING
- Reports
- MANAGEMENT
- Users
- Groups
- Locations
- Workspaces
- Devices
- Apps
- Account
- Security & Privacy
- Organization Settings
- SERVICES
- Updates & Migrations
- Messaging
- Meeting
- Calling**
- PSTN & Routing
- Customer Assist
- Vidcast
- Webex Calling Integrations

Numbers, PSTN, Call routing and Gateway configurations are under Services > PSTN & Routing in the left nav bar.

Calling

- Overview**
- Numbers
- Virtual Lines
- Call Routing
- Managed Gateways
- Features
- PSTN
- Settings

PSTN



Cisco Calling Plans
Preferred

- ✓ Business Texting
- ✓ Standard Numbers
- ✓ Service Numbers
- ✓ Toll Free Numbers

[Learn more](#)

- Providers
- Orders
- Numbers
- Settings
- Business Texting

Calling features


[View all](#)

- Call queue** Send the right call to the right agent. Automatically route calls to available agents based on policy, or hold calls with messages, music, and announcements. [Manage](#)
- Auto attendant** Set up custom greetings, schedules and menus to help callers, and route their calls to answering services. [Manage](#)
- Hunt group** Fine-tune call direction by automatically routing calls from one number to a group, and define how the calls are managed based on how the group works. [Manage](#)

Gateway configurations

- Managed gateways
- Trunk
- Route groups
- Dial plans

Feature highlight



Single number reach

Useful resources

- [Getting started with calling](#)
- [Using group call management](#)
- [Multi line support using virtual lines](#)
- [Manage auto attendants](#)
- [Manage hunt groups](#)
- [How to use call park extensions](#)
- [Manage virtual extensions](#)
- [Manage voicemail groups](#)



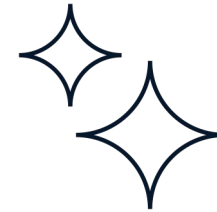
Beweggründe



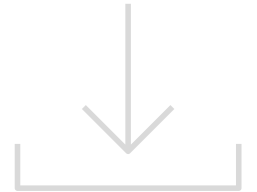
Herausforderungen



Anforderungen & Demo

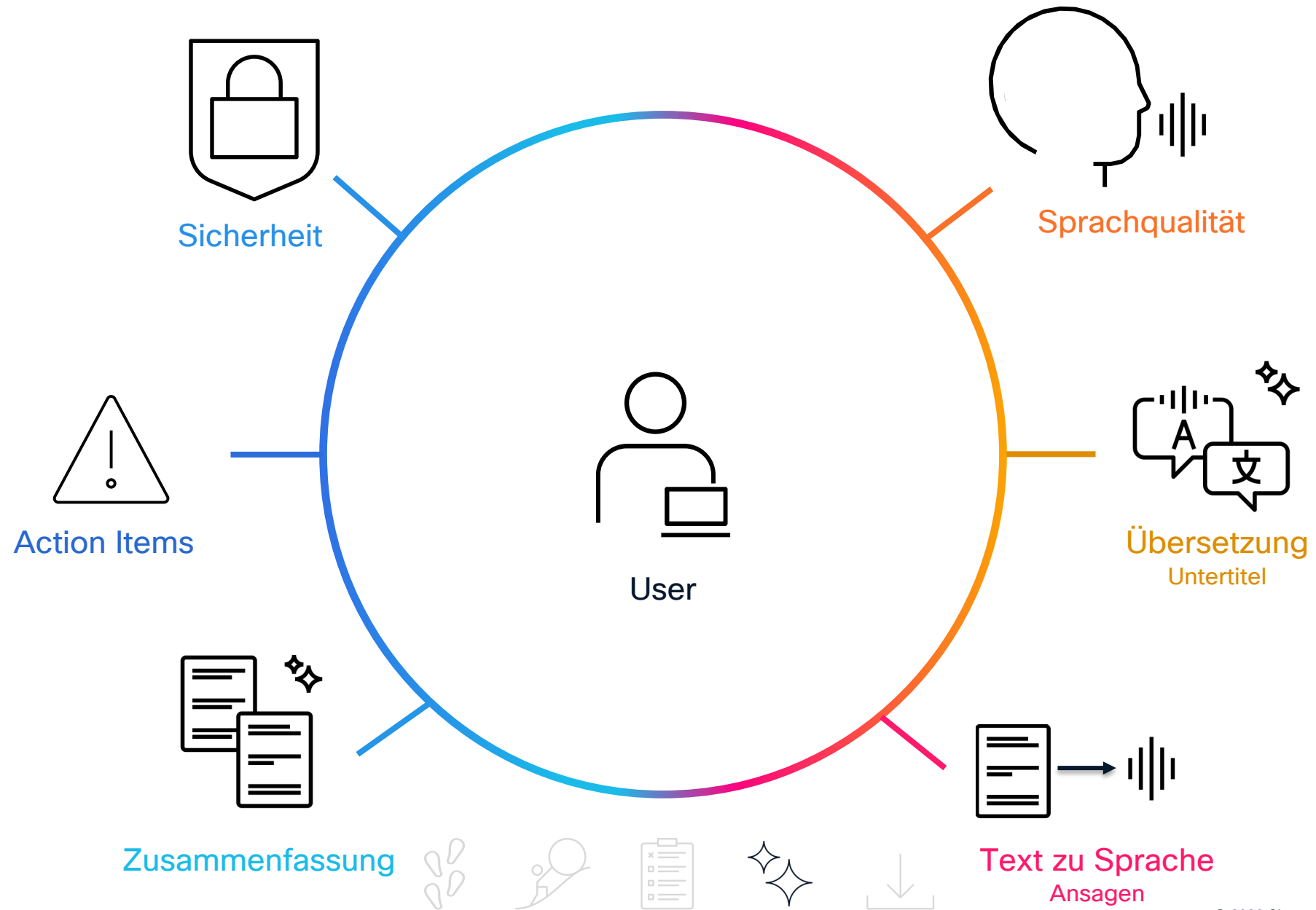


Webex Calling KI



Fazit

Wo wir heute stehen



Wie sich Kommunikation verändert



Mensch & Mensch



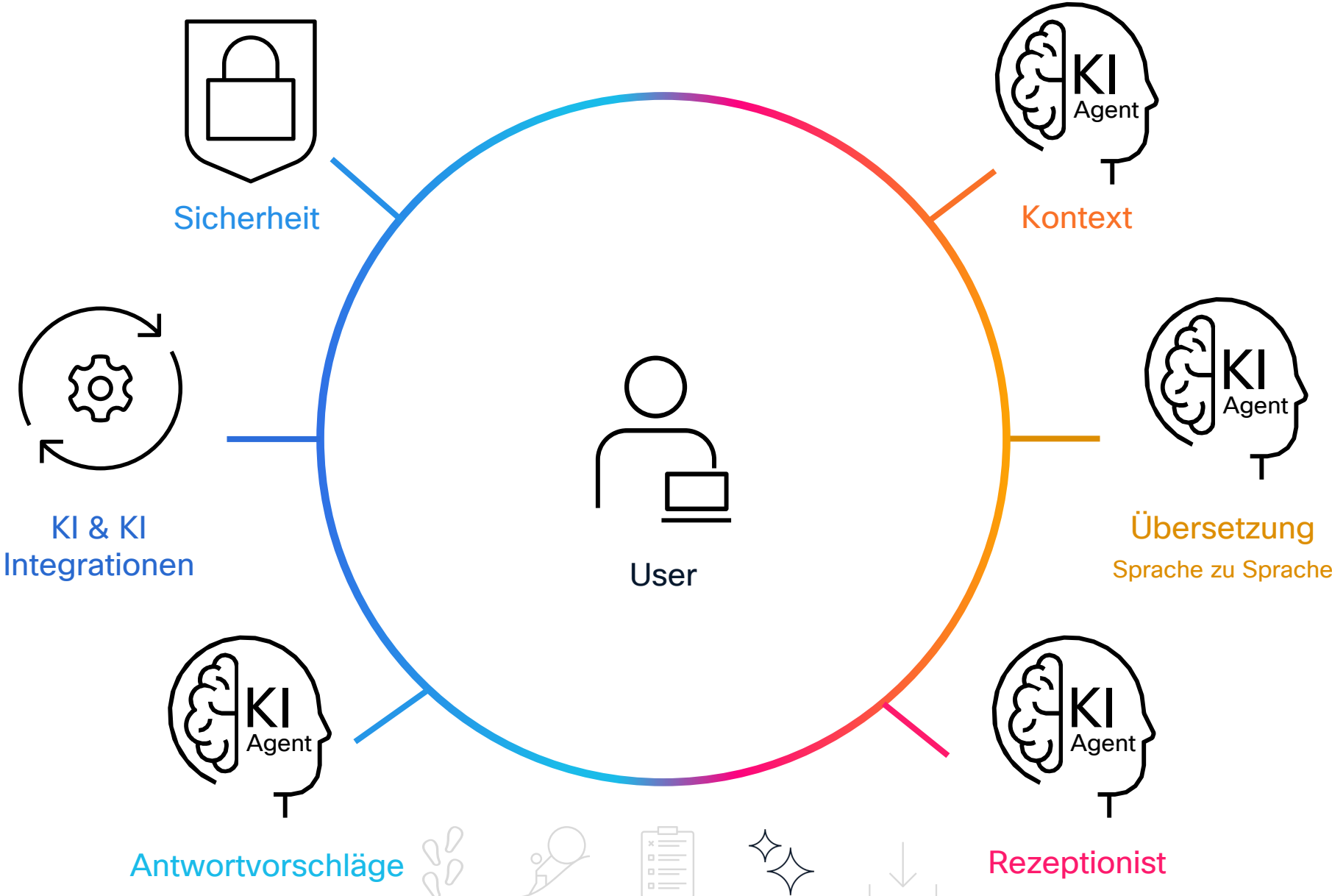
Mensch & KI



KI & KI



Wie wir morgen gestalten





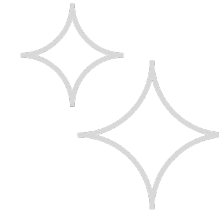
Beweggründe



Herausforderungen



Anforderungen & Demo



Webex Calling KI

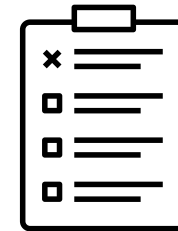


Fazit

Kurz & Knapp



Wolken fallen nicht vom Himmel



Erfüllen die Anforderungen



