Cisco Webex Hybrid Services from Telstra

Delivering a truly unified and integrated collaboration experience

Boost productivity and teamwork more easily than you thought possible with Cisco Webex Hybrid Services from Telstra.

Our enterprise-grade software client delivers a truly unified collaboration experience by integrated calling, meeting and messaging capabilities all in one. We have integrated our Cisco Hosted Collaboration Solution (HCS) and Jabber from Telstra with Cisco Webex Teams via our cloud collaboration platform and secure global data networks.

Now you can take advantage of complete, modern collaboration tools on one app for teams to chat, meet, schedule whiteboard and share files. Integrate the app, with calendars, contacts, and enterprise calling systems for a seamless user experience.

Enjoy effortless switching between communication modes. All with the convenience of one number across your Cisco phones.

Break down the barriers
Improving team efficiency is a priority for every business, especially with dispersed, mobile or time-poor staff.

Common issues include:

- impaired performance of mobile staff if they don't have full functionality on devices,

- wasted time and frustration switching tools to access different features,

- restricted collaboration outside company walls, and

- problems managing and securing multiple systems.

- Cisco Webex Hybrid Services from Telstra help to overcome these challenges.Your staff can more efficient and productive wherever they are, and so can the people who manage the solution.

Empower staff

Help staff save time performing daily tasks:

- Quickly schedule meetings

- Be easily contactable on any compatible device with a single number

- Respond faster on the communication mode that suits the moment

Get the most from Cisco Webex Hybrid Services with Telstra

Telstra Global IP & SIP Connect networks
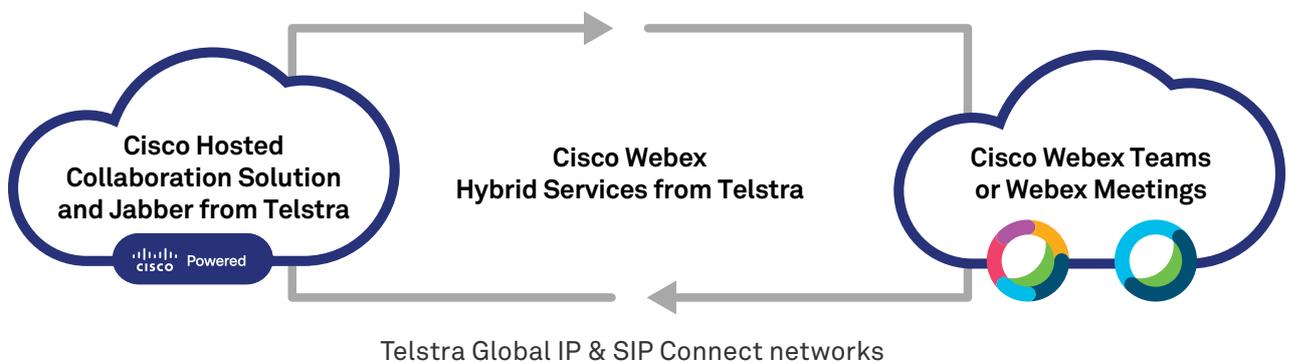
One app	Global reach	Consistent experience

Benefit from cloud-based voice and video calling, Cisco Jabber or Webex Teams persistent messaging for 1:1 or team chat, file sharing and basic meetings, or add advanced meeting features with Cisco Webex Meetings from Telstra – all in one unified communications ecosystem.

Features
Take advantage of the range of services that can be deployed together or individually

Hybrid Call Service

Cisco Webex Hybrid Services links the HCS and Jabber solutions with Cisco Webex Teams via our cloud collaboration platform and global networks to deliver a truly unified collaboration experience. Give your people access to all key collaboration tools in the palm of their hand – chat, meet, schedule, whiteboard and share files, with no need to switch between applications.

Add Hybrid Call Service to your Webex Teams and unified communication for these advantages:

Instant meetings

Instant desktop sharing with a single click when you call another Cisco Webex Teams user.

Reachability

Enterprise calling services across all devices with the app and your office phone number.

Simultaneous ring across Cisco IP phone, Cisco Jabber (answer on the application that best suits).

Unified call history

All calls across the Cisco Webex Teams app, Cisco desk phone, Cisco Jabber client, and the enterprise phone system are stored in the Cisco cloud – allowing you to keep track or return calls easily.

Communications history in one place

Call history as well as messaging is available from the Cisco Webex Teams app and your one- to-one Cisco Teams space, if the person you called is also a Cisco Teams user.

Mobile audio and video calling

Use the Cisco Webex Teams app as a soft phone.

Make and receive calls to co-workers on any number reachable by the desk phone.

"Click-to-call" is accessed within the app itself.

Video device calling

Webex Hybrid Services create a bridge between the HCS and Webex Teams platforms.

Make and receive calls to/from other Cisco Unified Communications Manager registered devices and external PSTN numbers using the assigned number

Hybrid Calendar Service

Cisco Webex Hybrid Calendar Service takes information from Microsoft Exchange, Office 365, or Google Calendar to make scheduling meetings more efficient. You don't require any plug-ins or manual cutting and pasting of information.

You can schedule meetings and create a Cisco Webex Teams space on any device. Adding the phrase "@ Webex Teams" to the location line of the meeting invitation automatically opens a new Cisco Webex Teams workspace with invitees.

Hybrid Directory Service

Cisco Webex Hybrid Directory Service simplifies administration. It takes the hassle out of updating user information in the cloud by automatically synchronising with Microsoft Active Directory on the Cisco Collaboration Cloud. Hybrid Directory Service also removes the need to manage multiple directory databases.

For end users, Hybrid Directory Service provides accurate and up-to-date directory content for all Cisco Webex Teams users. Since profile data in the Cisco Collaboration Cloud is synchronised with the premises (verified names, email addresses, and company avatars), it helps ensure your people communicate with the right people.

Hybrid Identity Management Service

You can set up Single Sign-On (SSO) between Cisco Webex Teams Services and your Identity Provider so users can sign in to Cisco Webex Teams through secure authentication. It also provides a Single Sign-On between Cisco Webex Teams and your Active Directory Federation Services.

Key features include:

- Ability to store your encryption keys on site
- Search indexer: Ability to securely search encrypted Cisco Webex Teams content
- Automatic upgrades, alerts, and notifications
- Local logs and audits of access to keys

The Telstra Advantage

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Full integration across platforms, applications, devices and networks

Cisco Webex Meetings and Webex Cloud Connected Audio-Service Provider (CCA-SP) from Telstra

Cisco Webex Teams from Telstra

Cisco Webex Hybrid Services from Telstra

Meeting Experiences

Hosted Calling

Modern Collaboration

Telstra Global IP & SIP Connect networks

Cisco Hosted Collaboration Solution (HCS) and Jabber from Telstra
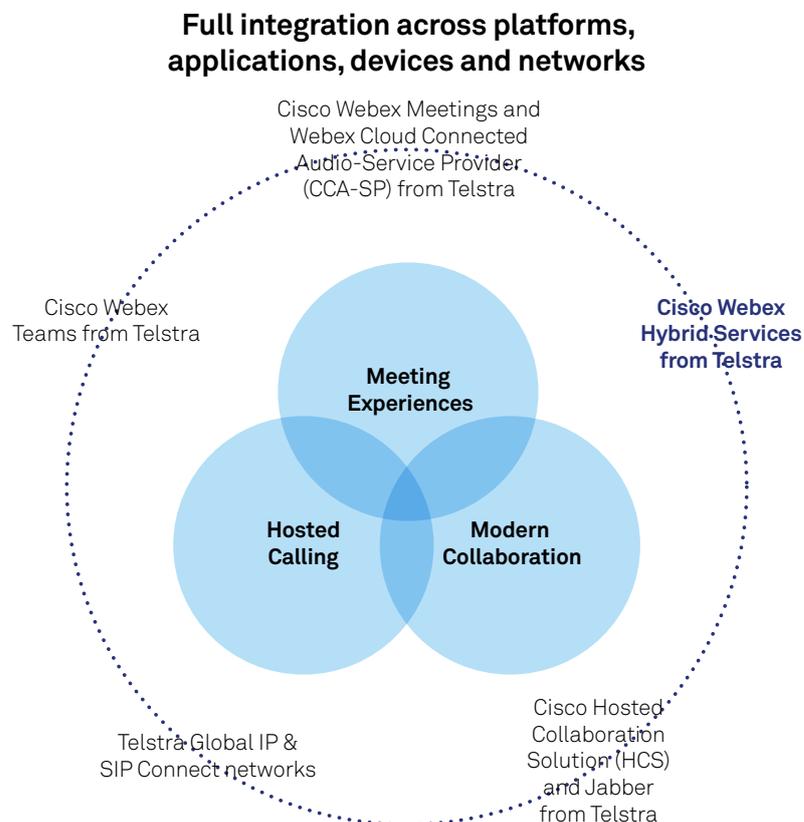
Truly complete, unified collaboration

To further enhance your collaboration experience, we have integrated Cisco HCS and Jabber with Cisco Webex Teams and Webex Meetings via Cisco Webex Hybrid Services and Cisco Webex Cloud Connected Audio-Service Provider.

This is all underpinned by our global IP and SIP Connect networks with functionality natively integrated, giving you a consistent, high-quality experience.

You can now enjoy complete and integrated collaboration spanning presence, instant and persistent messaging, content sharing, calling, video conferencing and advanced meeting experience.
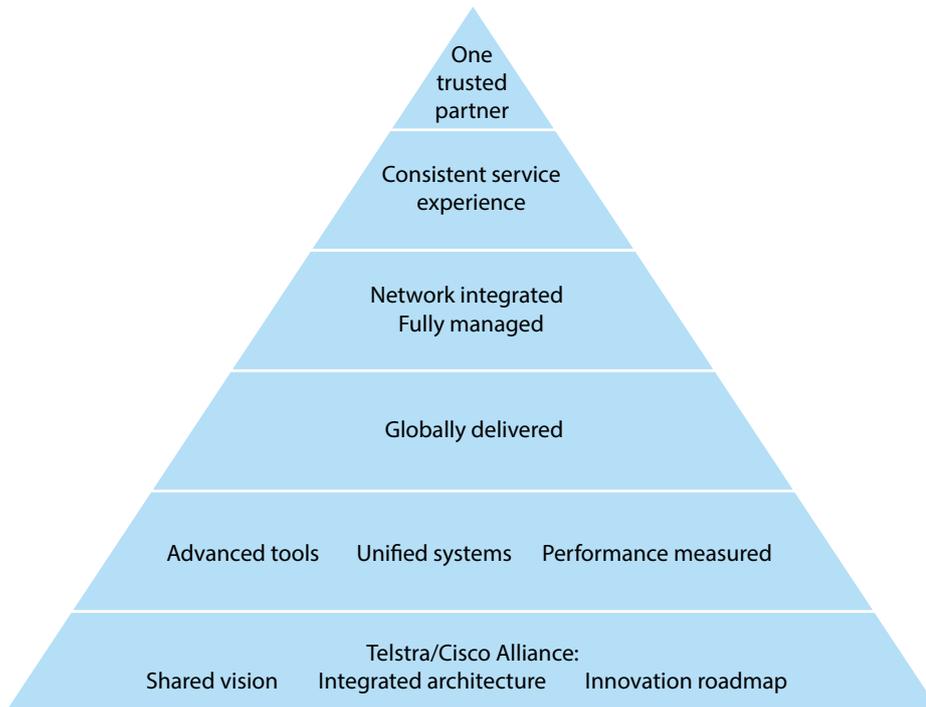
Why Telstra?

We offer a complete and fully managed Cloud Collaboration suite providing integrated voice, video and collaboration to simplify and enhance the way you work.

Wherever you are or aspire to be you can be assured of a consistent, high-quality experience.

This is made possible through integration of the Cisco platform with the secure Telstra cloud and our global IP networks with SIP Connect.

Ongoing innovation delivers the best and latest capabilities, and solutions are continually measured and optimised to ensure peak performance. All with the assurance of one point of expertise.

A fully integrated solution

One trusted partner

Consistent service experience

Network integrated
Fully managed

Globally delivered

Advanced tools   Unified systems   Performance measured

Telstra/Cisco Alliance:
Shared vision   Integrated architecture   Innovation roadmap