

September 2022

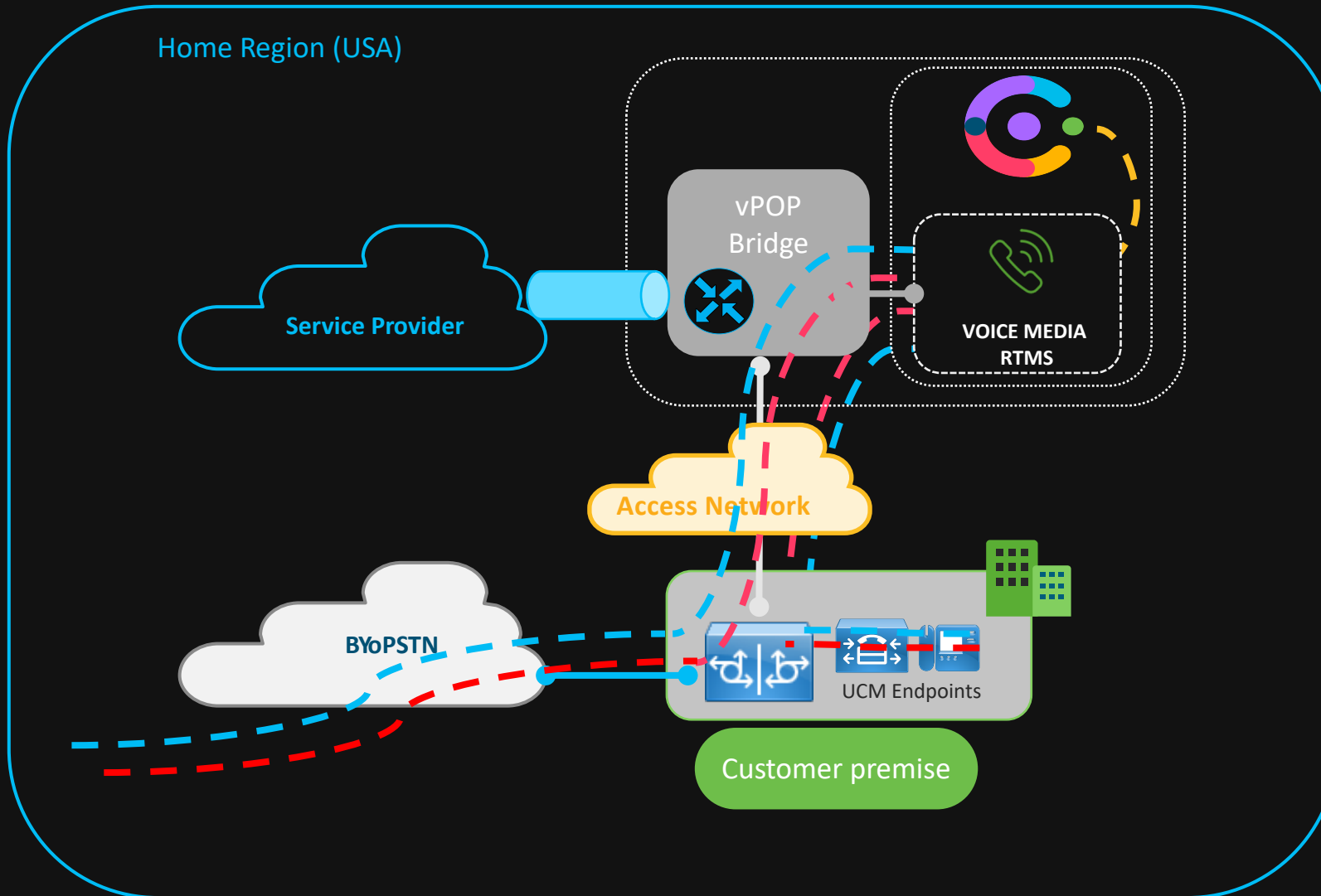
# Real Time Media Services

## Regional Media – Early Access

Alex Hannah

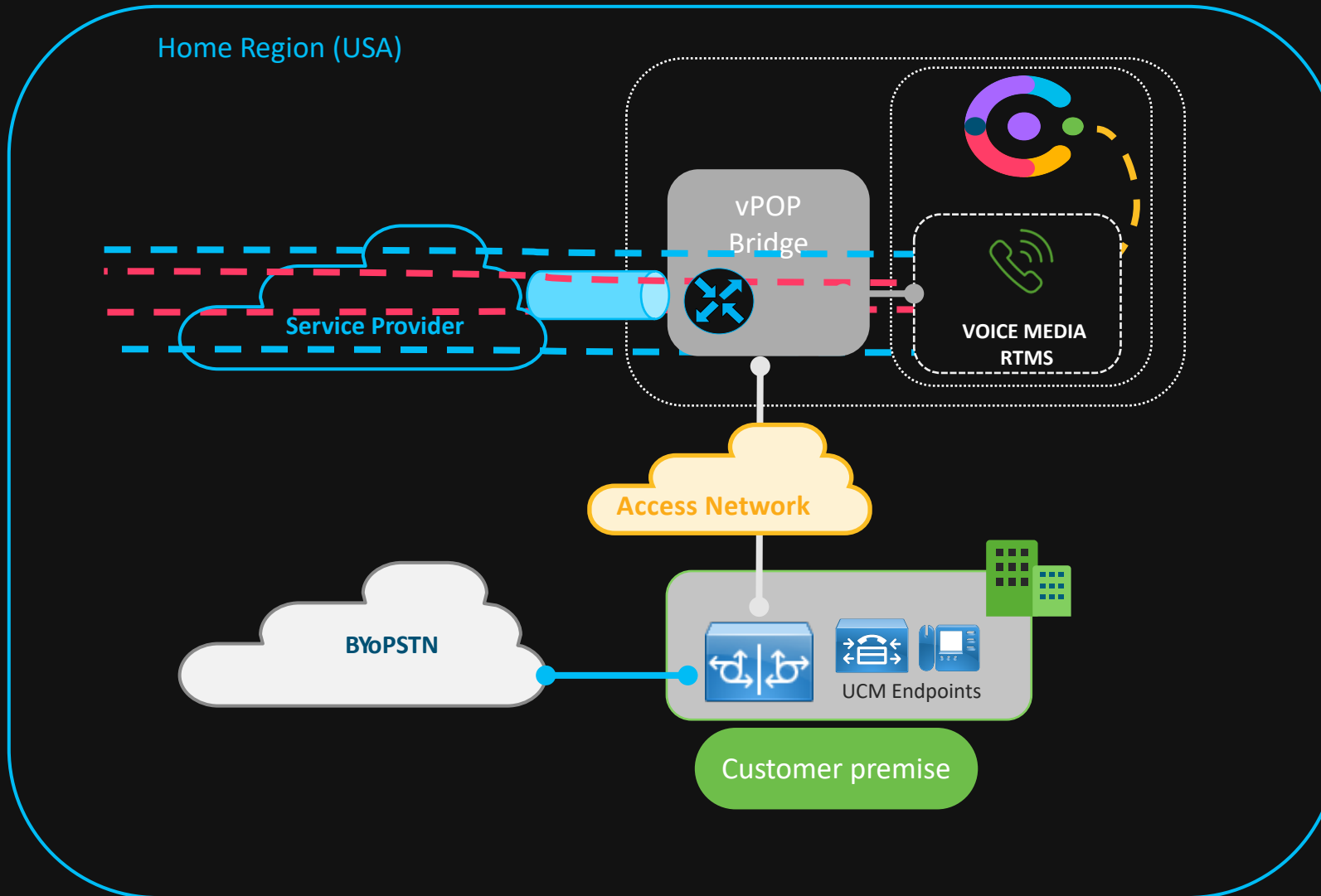
Product Manager, CCBU

# Real Time Media Services – Regional Media



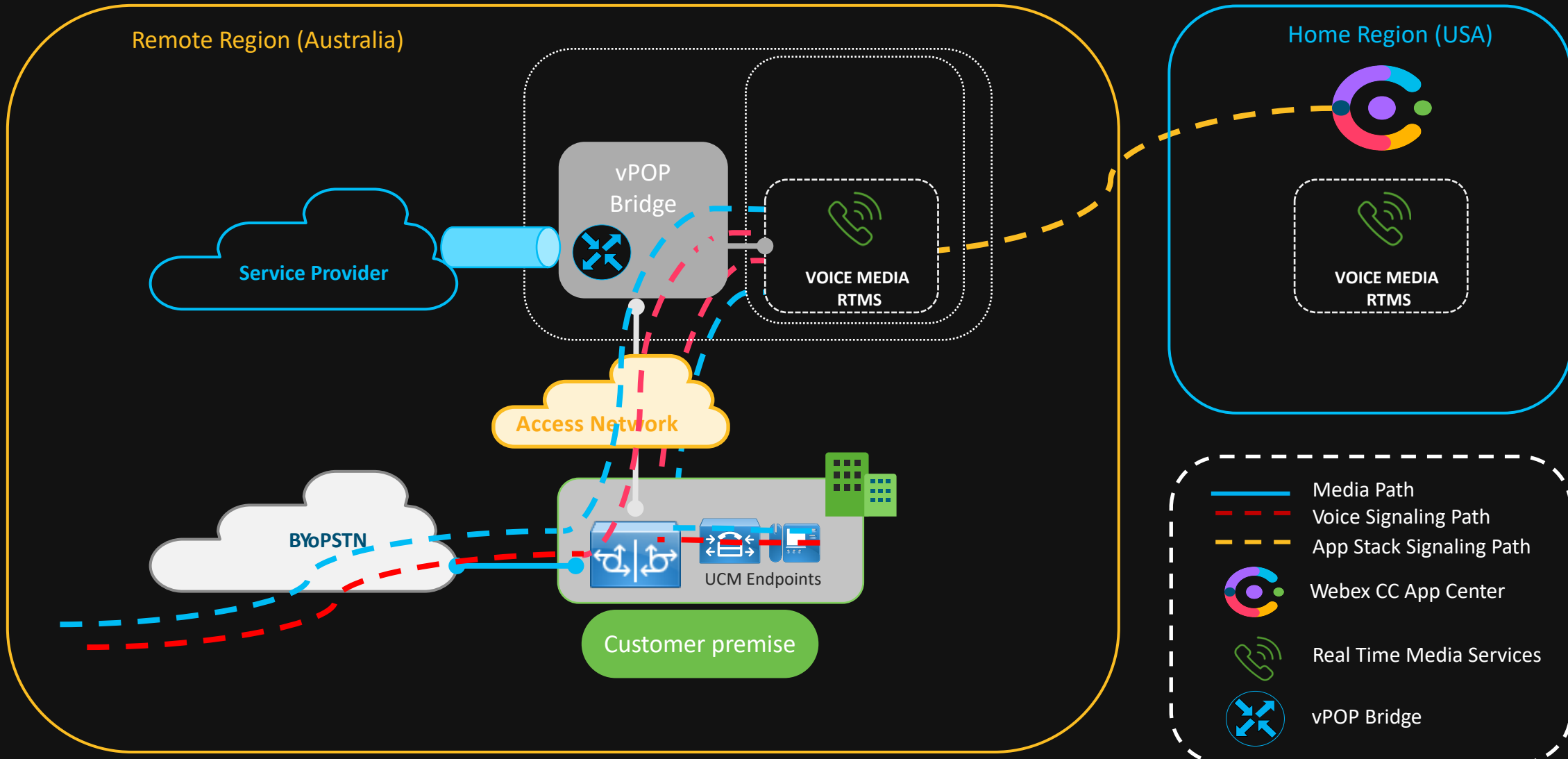
Inbound Call in via BYoPSTN ( caller via customer PSTN )  
Agent Call Leg out via BYOPSTN ( agent behind On-Prem PBX )

# Real Time Media Services – Regional Media



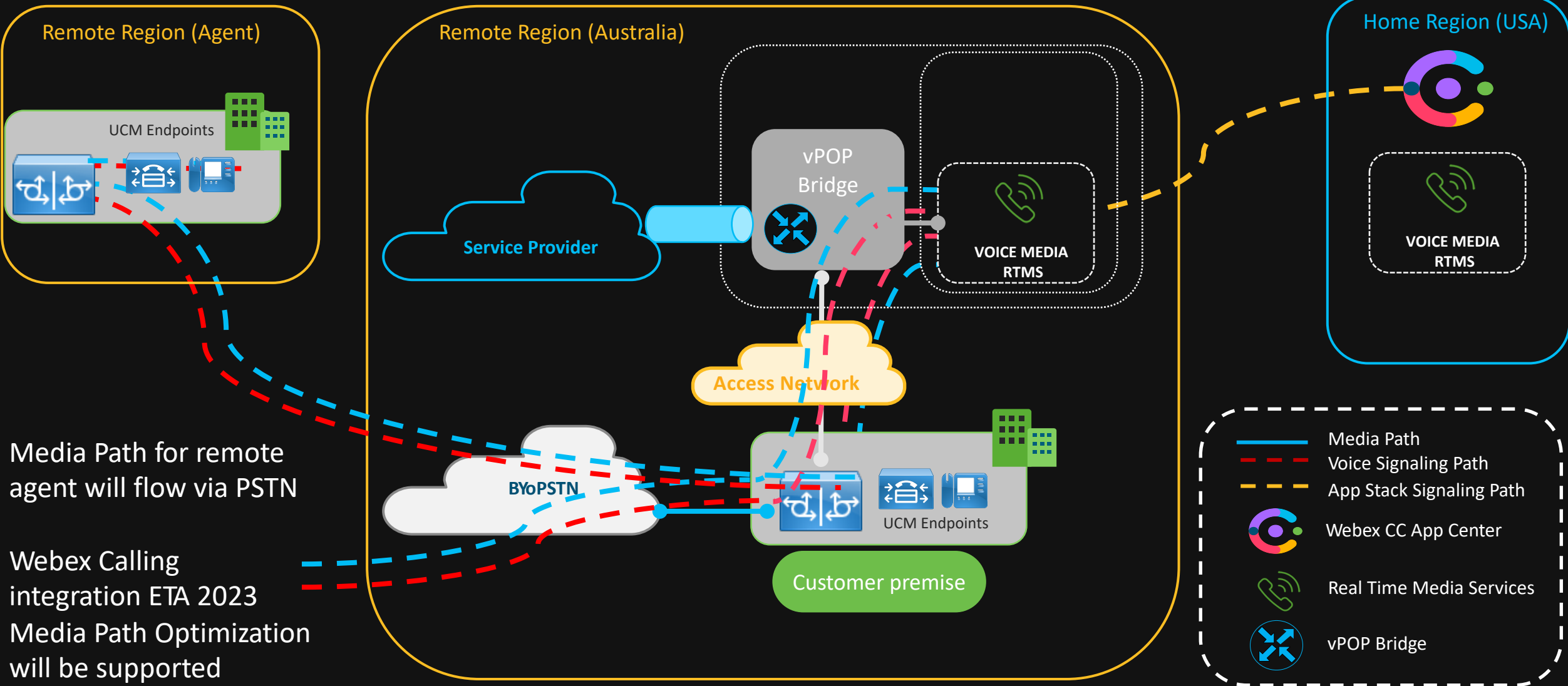
Inbound Call in via Service Provider (caller & agent are in same region)  
Agent Call Leg out via Service Provider ( agent on mobile device )

# Real Time Media Services – Regional Media



Inbound Call in via BYoPSTN ( caller via customer PSTN )  
Agent Call Leg out via BYOPSTN ( agent behind On-Prem PBX )

# Real Time Media Services – Regional Media



Media Path for remote agent will flow via PSTN

Webex Calling integration ETA 2023  
Media Path Optimization will be supported

Inbound Call in via BYoPSTN (caller via customer PSTN )  
Agent Call Leg out via BYOPSTN ( agent in a different region)

# Feature Flags

- Regional Media is activated via a Feature Flag set on your Tenant.
  - Work with your Cisco Account Team or Partner to enable this flag.
- The following feature flag must be 'on' to enable the feature:  
[wxcc\\_rtms\\_regional\\_media](#)
- It is recommended to work with your Cisco Account Team or Partner to verify eligibility for RTMS Regional Media.

# Regional Media Onboarding & Configurations

trial-org-feb16 Dashboard × Entry Point Mappings ×


## New Dialed Number Mapping

Service Provider Voice

Service Provider Voice

DN

Entry Point

PSTN Region  

- Default
- Australia

Entry Point Mapping in Webex Contact Center Administration Portal

# Regional Media Onboarding & Configurations

trial-org-feb16   Dashboard ×   Entry Point Mappings ×

## Entry Point Mappings

Dialed Numbers

Select Entry Point:

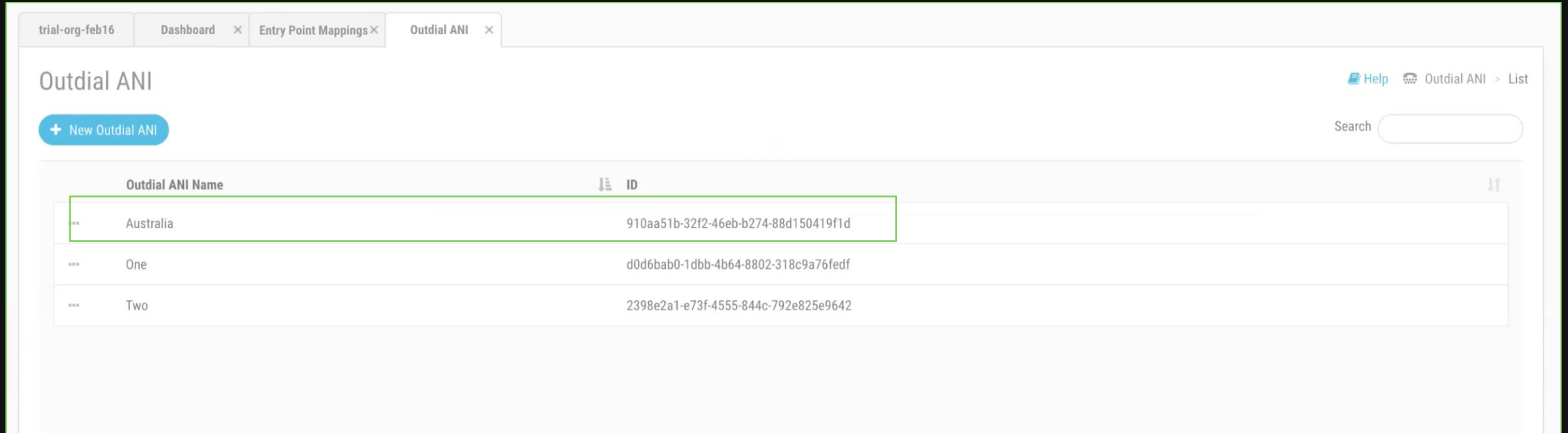
[+ New Mapping](#)

	DN	Entry Point	PSTN Region	ID
	5165179760	rtmsProdEP	Default	627fb03e-5597-4578-8670-03fd40176011
---	5596948001	rtmsProdEP	Default	23511e0c-a84a-419a-a212-b7a331e0ac67
---	5596948002	rtmsProdEP2	Default	cbf150a7-303b-4056-92d5-9b8796dad0a7
---	+15165179760	rtmsProdEP	Default	23a9d8c8-e3c7-45ad-9070-163cdcc725c3
---	+15596948002	rtmsProdEP2	Default	714c705e-fe45-40dc-84fa-8f8f2f27b368
---	+15596948003	rtmsProdEP2	Default	318b175a-d7bd-4f3f-995a-ba3d8737f4fa
---	+15596948005	rtmsProdEP	Default	010b83e5-523c-4f24-b86c-776faf3f79b4
---	+61370363925	rtmsProdEP	Australia	dc76e26c-e852-4078-b497-0e51f32b023f

EP Mapped to 'Remote' Region



# Regional Media Onboarding & Configurations



trial-org-feb16 Dashboard × Entry Point Mappings × Outdial ANI ×

## Outdial ANI

[Help](#) [Outdial ANI](#) > [List](#)

[+ New Outdial ANI](#) Search

Outdial ANI Name	ID
Australia	910aa51b-32f2-46eb-b274-88d150419f1d
One	d0d6bab0-1dbb-4b64-8802-318c9a76fedf
Two	2398e2a1-e73f-4555-844c-792e825e9642

Outdial ANI configuration in Portal

# Regional Media Onboarding & Configurations

trial-org-feb16 Dashboard × Entry Point Mappings × Outdial ANI ×



## Outdial ANI Help Outdial ANI > Edit

**General Settings**

Name:

Description:

**Outdial ANI Entry List**

#	Name	Number	Action
1	AUS - One	+61370363925	 

Outdial ANI configuration in Portal