September 2022
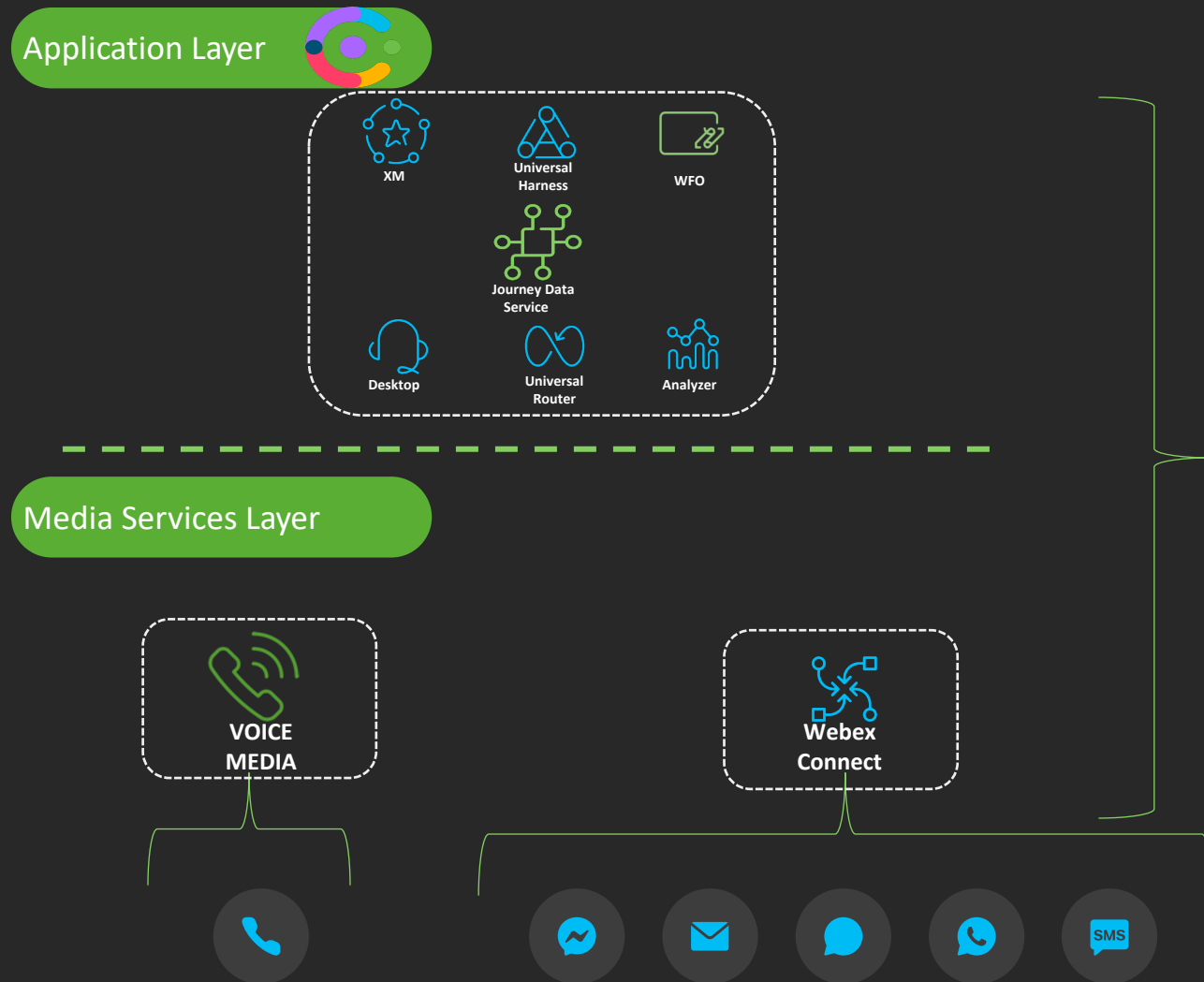
Real Time Media Services
General Availability

Alex Hannah

Product Manager, CCBU

webex
by CISCO

Webex Contact Center Architecture Overview

Application Layer

- XM
- Universal Harness
- WFO
- Journey Data Service
- Desktop
- Universal Router
- Analyzer

Media Services Layer

- VOICE MEDIA
- Webex Connect

Webex CC's architectural strength is in the separation of the application layer from media services layers
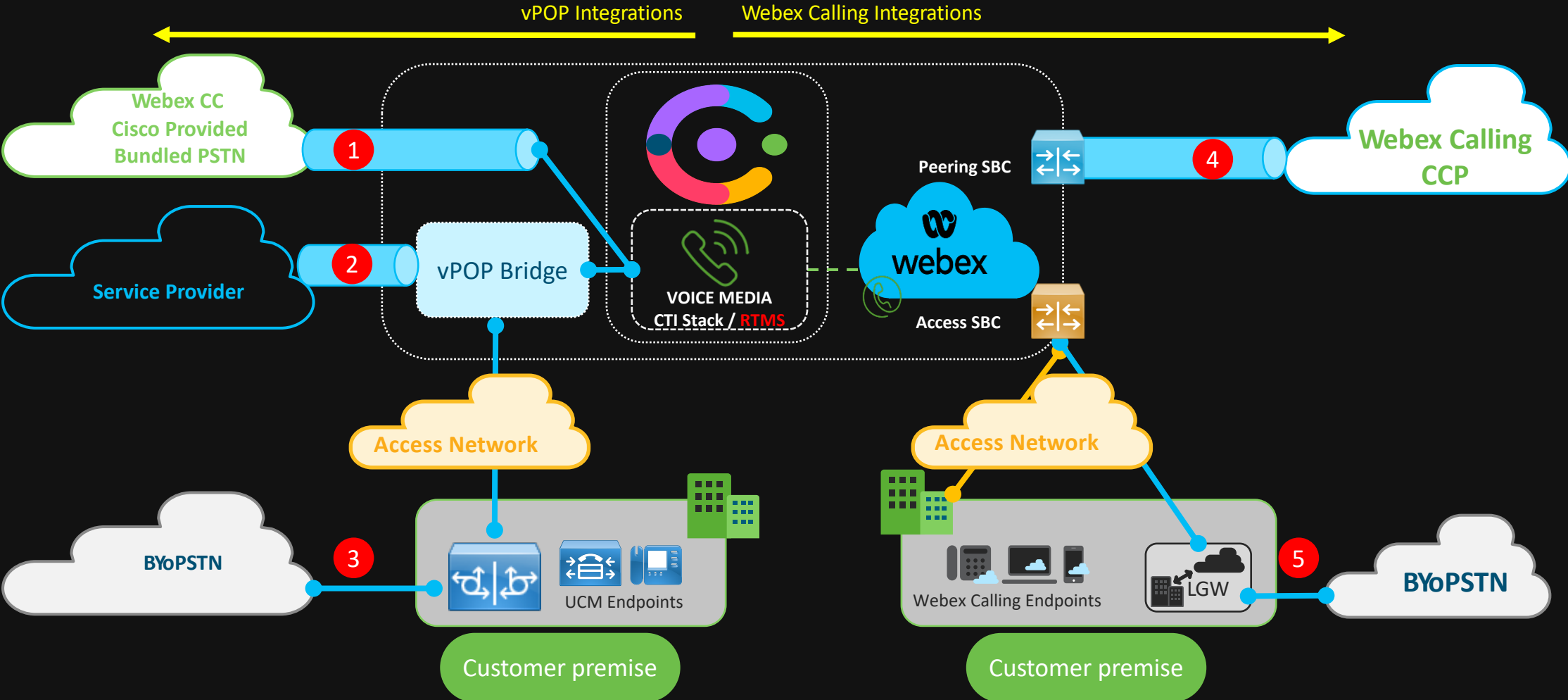
Application Layer:
- House Voice, Digital Channels and Analytics application stacks (microservices based architecture)
- App stack designed to be compatible with different voice media layers (Legacy, CTI Stack, and now RTMS)

Media Services Layer:
- Handles voice call media
- Includes IVR
- Call Control (answer, transfer, conference...)
- Recording
- AI integration
- PSTN integrations

webex

New Webex Contact Center

PSTN Integration Options (CTI Stack)

vPOP Integrations

Webex Calling Integrations

Webex CC
Cisco Provided
Bundled PSTN

1

Service Provider

2

vPOP Bridge

VOICE MEDIA
CTI Stack / RTMS

webex

Peering SBC

4

Webex Calling
CCP

Access SBC

Access Network

BYoPSTN

3

UCM Endpoints

Customer premise

Access Network

Webex Calling Endpoints

LGW

5

BYoPSTN

Customer premise

webex

Real Time Media Services (RTMS)

webex

Why New Media Layer?

VOICE MEIDA

1 Faster deployment & expansion / time to market

2 Auto scaling (up & down) / cost effective
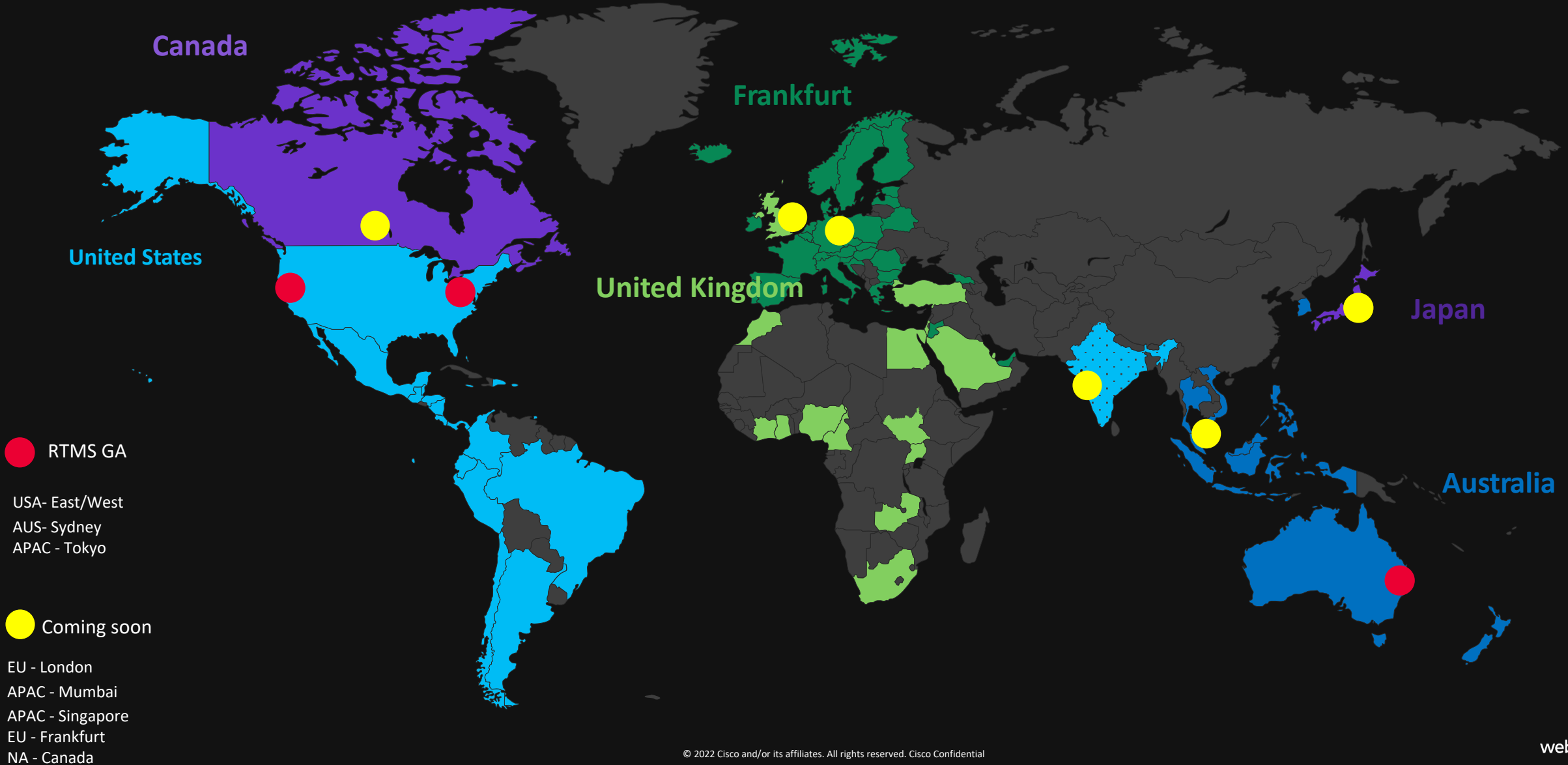
3 Additional media services and features

4 Enhance logging, analytics, troubleshooting

5 Increased global footprint

webex

Webex Contact Center RTMS Geo Availability FY22/23

Canada

Frankfurt

United States

United Kingdom

Japan

Australia

🔴 RTMS GA

USA- East/West
AUS- Sydney
APAC - Tokyo

🟡 Coming soon

EU - London
APAC - Mumbai
APAC - Singapore
EU - Frankfurt
NA - Canada

webex

RTMS General Availability, Features, and Activation

- Orderability follows Assurance 2 Quality (A2Q) process for validation

  - Led by Partners and Cisco Account Team

- RTMS is Generally Available in the following regions for new vPOP based customers:

  - United States - East and West via the JFK and LAX vPOPs

  - Australia via the MEL and SYD vPOPs

- Starting Nov 2022 RTMS will become default media layer for new vPOP customers meeting A2Q requirements

- Tenants can be provisioned with either RTMS or CTI Stack (no mixed deployment tenants)

webex

RTMS Feature Parity with CTI Stack and Road Map

- RTMS General Availability launch:

  - Net New vPOP customers only

  - Webex Calling Integration is planned for early 2023

  - Bundled PSTN vPOP offering support planned for early 2023

- Migrations and upgrade paths coming 2022/2023:

  - R9/10,

  - 1.0

  - 2.0 CTI stack customers

- Consult Transfer to Entry Point / EP-DN coming Q4 2022

- Post Call Surveys are not supported at this time

- VVA/CCAI via Universal Harness EA coming Q4 2022 (US Region)

- RTMS Road Map and Feature Enhancements:

  - Regional Media Support

  - Babble Labs Integration

  - Background Noise Reduction

  - WebRTC support

    - Video support

    - Co-Browse support

  - Storage and Recording enhancements

  - SIP/DTMF Interop enhancements

    - Custom Header Support

    - ANI enhancements

  - AI/ML/NLU enhancements

webex