



# Control Hub

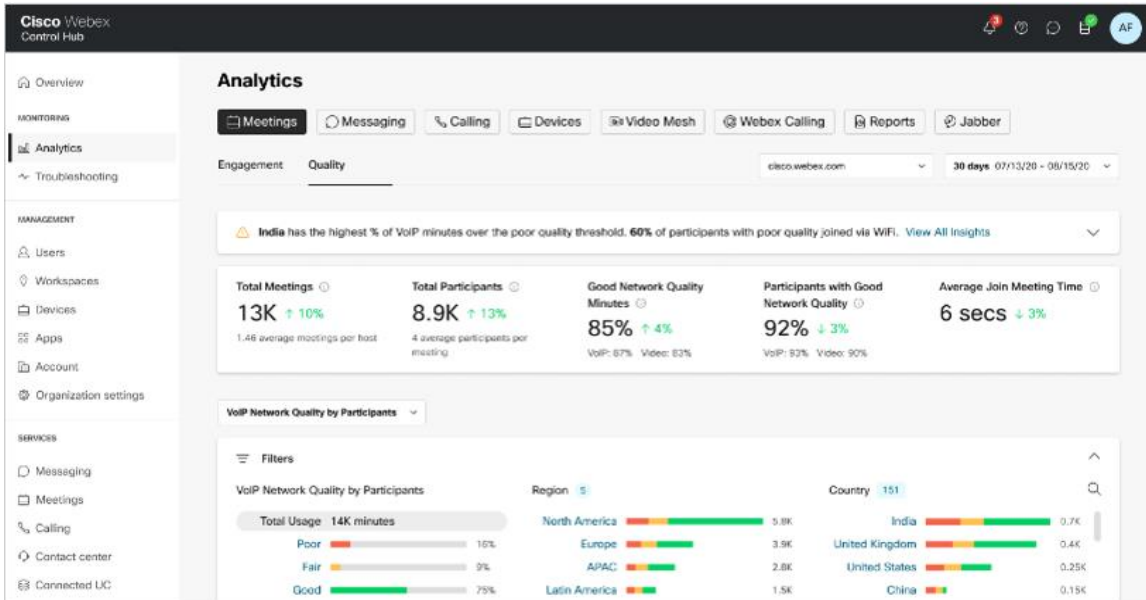
## Management and analytics

---

# Contents

Management and analytics overview	3
User, identity, and access management	4
Devices and workplaces	9
Global settings	9
Single-pane-of-glass service management	10
Additional capabilities	13
Analytics	13
Cisco environmental sustainability	16
Cisco Capital	17

Control Hub is a web-based, intuitive, single-pane-of-glass management portal.



**Above:** Control Hub dashboard

Control Hub enables you to provision, administer, and manage Webex services and Webex Hybrid Services, such as Hybrid Call Service, Hybrid Calendar Service, Hybrid Directory Service, and Video Mesh.

## Management and analytics overview

Pro Pack for Control Hub is a premium offer for customers that require more advanced capabilities, or even integrations with their existing security, compliance, and analytics software. Access can be provided specifically to those that need these more advanced capabilities—for example, information security professionals, compliance officers, or business analysts.

Pro Pack can be purchased on Annuity only as an add-on to A-WX and A-SPK SKUs. In either offer, site linking will be required for Control Hub analytics to display the Webex sites managed by the site administrator. For sites managed by Control Hub natively, analytics will be available automatically.

Control Hub also enables customers to configure and enforce security policies to secure users and devices, and prevent accidental misuse of data. View the [Data Security and Privacy datasheet](#) for more information.

---

## User, identity, and access management

### User management

The identity and access management service provides one of the key pillars of security protection for the cloud. The ability to provision, authenticate, and authorize users to the service and the appropriate spaces underpins the industry-leading security model used by the cloud for Webex. Only users who successfully authenticate and are authorized to join a space or meeting are given the unique keys provided by the Key Management Service (KMS) to encrypt or decrypt content in that space.

Control Hub makes user onboarding simple. Customers and partners have the ability to manage identities during the creation, updating, and deletion process, either manually via a Comma-Separated Values (CSV) upload, with the Active Directory synchronization tool,<sup>1</sup> or via APIs that follow the industry-standard System for Cross-Domain Identity Management (SCIM).



There is also a Convert Users flow for bringing users who already have a free Webex account into the paid organization to be managed by the customer. In today's security-conscious environment, the ability to deprovision users and remove access when needed is critical. Each of those mechanisms can be used to delete or remove access for a user or device.

Once users are added, it is very easy to manage all user settings from Control Hub. All service settings for each user provisioned on Webex can be managed from Control Hub's user detail pane.

### Automatic license assignment

With automatic license assignment, users that are added to Control Hub can automatically start using their assigned services. An administrator can create a license template to automatically assign licenses to new users in Control Hub using either the Active Directory synchronization tool, Messenger Sync, manual addition, the People API, a third-party identity provider via SCIM, Webex site linking, uploads of CSV files, sideboarding, or conversion of a user from consumer to the enterprise organization. For the administrator's convenience, an onboarding report is available to view user onboarding history and trends.

### Role-based access control

Control Hub provides role-based access so that different levels of administrator access can be set up for customers and partners. Table 1 lists the roles that are currently available in Control Hub:

**Table 1.** Roles and permissions

ROLE	PERMISSIONS
<b>User and device administrator</b>	Manage users, end-user devices, shared devices

---

<sup>1</sup> Organizations can synchronize their Microsoft Active Directory on-premises with the Webex platform. This directory synchronization automatically adds and deletes users and securely eliminates the need to manage multiple directory databases for Webex services.

ROLE	PERMISSIONS
Device administrator	Manage end-user devices, shared devices
Full administrator	Manage users, end-user devices, shared devices, bots, spaces, company policy and templates, analytics and reports, support metrics and notifications, licenses, and upgrades, and assign admin roles to users
Read-only administrator	Read-only view of the portal. No changes will be accepted
Help Desk support*	Allows access to the Help Desk Support Tool
Compliance administrator	Compliance officers can perform searches to extract content to support legal cases and meet regulatory requirements
Sales administrator*	Manage trials, customers and their organization, including overview and reports
Support administrator	Access to platform availability and troubleshooting tools

\* For partners only

## Single Sign-On

With Control Hub, customers can turn on Single Sign-On (SSO) for their users to help ensure that they enter their IT-approved password to access Webex. SSO integration using Security Assertion Markup Language (SAML) v2 Federation is supported with Microsoft Active Directory Federation Services (ADFS) or Azure Active Directory (Azure AD), Okta, Ping Identity, ForgeRock, or other industry-leading identity providers.

Authentication to the Webex is easy once a user has been provisioned on the platform. Depending on a choice made at the administrator level, a user can either authenticate with a username and password stored in Webex or authenticate to another identity provider and, through the SAML 2.0 protocol, use federated authentication to gain access. Federated SSO improves usability and security for customers, as the cloud does not store a password for the user. Federated SSO also reduces the total cost of ownership for enterprises, as it saves administrators time and reduces the number of calls to help desk related to password reset or lockout events because of forgotten passwords.

Webex also can provide Multifactor Authentication (MFA) by integrating with SAML v2 identity providers that support this mechanism. This capability is critical, as many organizations deploy MFA mechanisms across their enterprise for all services or for services that require special additional factors during the authentication: something you know (such as your password) and something you have (such as a x509 certificate), HMAC-based One-Time Password (HOTP), Time-based One-Time Password (TOTP), device fingerprinting, or any other mechanism supported by the identity provider.



The cloud uses the OAuth 2.0 protocol to provide authorization across services, allowing for longer-lived user sessions and more specific security when accessing APIs. The OAuth 2.0 implementation provides API security used for devices and integration of third-party APIs, bots, and integrations. This critical protocol allows the

Webex Depot and developers to extend the cloud to use additional services such as Box, IFTTT, Salesforce, Github, and many other bots or integrations.

Table 2 summarizes the Control Hub features available to manage users, authentication, and authorization for the enterprise.

**Table 2.** Identity and Access management features and benefits

FEATURE*	BENEFITS
<b>User provisioning</b>	Users can be provisioned into Webex in several ways. A user can be created via manual entry or CSV upload into Control Hub. You can also create a user via Directory Connector, which synchronizes users from your on-premises Active Directory.
<b>SCIM</b>	User provisioning can also be performed from a number of enterprise identity providers that support the SCIM v1 protocol. This allows enterprise administrators to provision users just in time and, more importantly, to deprovision users so that they no longer have access to the service.
<b>Active Directory (AD) synchronization with the Directory Connector</b>	Use this software in a virtual machine or on a bare-metal Windows machine to provision and deprovision users based on a synchronization schedule that meets your enterprise requirements. You can choose from your AD containers and use Lightweight Directory Access Protocol (LDAP) filters to select smaller groups of users to start a proof of concept quickly and expand when ready to roll out to the entire organization.
<b>AD synchronization Multidomain and multiforest with the Directory Connector</b>	Organizations that have users in multiple forests or across multiple domains can use the Webex AD Connector to synchronize users into the cloud
<b>Room synchronization</b>	Managing devices such as Webex Boards or scheduling a meeting in a room that contains a Webex room device is much easier when you can use rooms that already exist in AD. Use the Directory Connector to synchronize rooms to the cloud.
<b>Profile picture synchronization</b>	Use Directory Connector to synchronize profile pictures to the cloud so users can see who they are inviting to Webex spaces or searching for from within the directory. All user attributes imported from AD are unalterable by the end user on the Webex platform.
<b>Basic authentication</b>	Webex supports authentication via username (email) and password
<b>Password policy enforcement</b>	The default password policy requires a user to enter 1 uppercase letter, 1 number, and 1 special character and must be 8 characters long. It also filters out common names and words that might be used in creating a strong password with entropy.
<b>SAML 2.0 federated SSO</b>	Webex supports federated SSO with the SAML 2.0 protocol. After the cloud and the identity provider exchange metadata that creates a circle of trust between them, all authentication for the users in the Webex tenant will be redirected to the identity provider for authentication. This gives you the freedom to define an authentication method that is appropriate for your users and that meets industry security requirements.
<b>Multifactor Authentication (MFA)</b>	Webex supports MFA via SAML 2.0 federated SSO. If you require this feature, you usually require it for more than just one application. Therefore, supporting this capability through the identity provider enables you to apply the MFA method across multiple applications, reducing cost and increasing security.

FEATURE*	BENEFITS
<b>Authorization (OAuth 2.0)</b>	Webex supports OAuth 2.0 to allow users, after authentication, to receive an industry-standard OAuth 2.0 token that has the appropriate scopes for the role, license, and micro-service the user is accessing on the cloud. This capability also allows devices, bots, and integrations to access the appropriate APIs and microservices to provide the capabilities needed on Webex.
<b>Role-Based Access Control (RBAC)</b>	Control Hub uses RBAC to make sure administrators have access to the right set of features and functions to manage the services their role requires. Webex supports the following roles: full administrator, user and device administrator, device administrator, read-only administrator, support administrator, and compliance officer.

\*All features in this table are standard offer

## Directory Connector

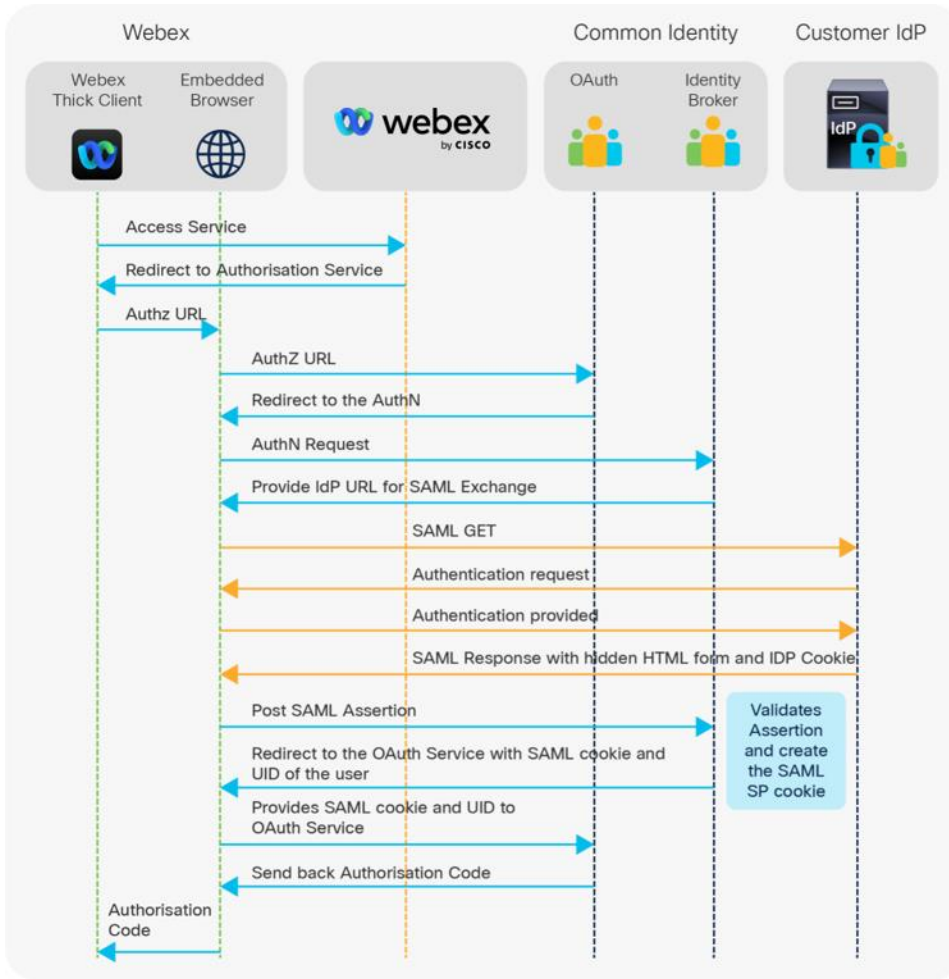
Provisioning and deprovisioning users in an enterprise environment is critical to managing access, especially in large organizations. In these cases, Directory Connector can synchronize user information on an hourly, daily, or weekly basis. Additionally, an administrator can synchronize attributes such as directory profile image and room objects to manage devices and improve scheduling of meetings. Lastly, Directory Connector also supports multidomain and multiforest implementations of Active Directory.

## Authentication and authorization flow

Figure 1 illustrates the flow between the user on a Webex App, the Webex service, and your identity Provider (IdP) when you configure Webex for authentication and authorization with a SAML identity provider for federated SSO. This is a typical industry standard for SSO authentication.

Users gain access to Webex services after successful authentication and authorization. Administrators must consider employee lifecycle use cases to maintain the overall security of their Webex services.

You can use features such as the manual delete via Control Hub, Webex Directory Connector, or the SCIM API to help ensure that users are deprovisioned and lose access after an HR event.



**Figure 1.**  
Authentication and authorization flow via Webex

### Webex identity management partners

Cisco has worked with the leading identity providers in the market for both on-premises and identity-as-a-service integration for the purpose of SAML v2 federated SSO. We have either created integration guides or confirmed customer integrations for the following partners:

On-premises identity providers	Identity-as-a-service vendors
<ul style="list-style-type: none"> <li>• Microsoft ADFS</li> <li>• Oracle Access Manager</li> <li>• Ping Identity</li> <li>• OpenAM</li> <li>• IBM Security Access Manager</li> <li>• CA Siteminder</li> <li>• F5 - BigIP</li> <li>• Shibboleth</li> </ul>	<ul style="list-style-type: none"> <li>• Okta</li> <li>• PingOne</li> <li>• Salesforce</li> <li>• Microsoft Azure</li> <li>• Oracle Identity Cloud Service</li> <li>• Centify</li> <li>• OneLogin</li> </ul>



## Devices and workplaces

### Device management

Control Hub provides a simple interface to onboard and activate Webex personal and shared devices. Device onboarding can be done easily using a 16-digit activation code or a QR code generated in Control Hub. Once the devices are onboarded, an administrator has visibility into the details and states of those devices and is able to update selected configuration settings from Control Hub, such as turn on a settings lock to prevent end users from changing a room system configuration using a touch panel. If there are any issues with a device that need attention (such as an unplugged cable or upgrade requirements), the administrator can see those issues listed in Control Hub on that device's detail panel.

### Workplace optimization

Workspaces in Control Hub is a real-time capability that helps you understand the activity that's happening in your meeting rooms, open spaces and even with your Webex Rooms devices at home. You can attribute each space to a "workspace" in Control Hub. This allows you to filter metrics by the type of workspace—for example by huddle spaces, meeting rooms, focus rooms, etc.

Workspaces tab gives you rich insight into every type of activity, even during local meetings when Webex Rooms devices are not being used. You will find analytics on devices in use, occupancy count, and environmental data including room acoustics, room air quality, temperature and humidity, and room lighting.

With historical utilization tracking, you can view historical data from each space, or select a holistic view of the whole organization. Analyze both room utilization metrics and room environment metrics such as rooms booked but not used, median occupancy across your spaces, and ambient noise levels. You will be able to view data from the last 24 hours or for a 7, 30, or 90-day period.

The quality of service metrics are being expanded over time.

## Global settings

Table 3 lists global settings that can be edited by an administrator from Control Hub.

**Table 3.** Global settings available from Control Hub

SETTING NAME	ADMINISTRATION CAPABILITIES
<b>Security</b>	Restrict Webex App launch to those mobile devices that are protected with locked screens
<b>Privacy</b>	Set Support access to your portal in read-only mode, enable automatic crash reports for devices to be uploaded to Support
<b>Domains</b>	Add and verify SIP domains
<b>Webex SIP address</b>	Set SIP address subdomains for Webex services
<b>Directory synchronization</b>	Enable or disable directory synchronization
<b>Authentication</b>	Enable or disable SSO
<b>Email</b>	Control whether Webex sends invite emails to end users

SETTING NAME	ADMINISTRATION CAPABILITIES
Support	Configure support parameters for the organization

Control Hub also provides an easy interface for an administrator to manage the organization's subscriptions. The My Company page provides access to the organization's current subscriptions and licenses as well as visibility into usage levels for each. This page provides details on the account (company name, account number, etc.), as well as a detailed order history.

## Single-pane-of-glass service management

### Control Hub is the strategic management portal for all of Webex

Control Hub provides an interface for management of all Webex services that an organization has signed up for, whether they are in trial state or purchased. It allows the administrator to set up and manage Hybrid Services. For example, an administrator can register Hybrid Services connectors and schedule software upgrades for those connectors.

Table 4 lists Webex services that can be managed from Control Hub and the high-level administration capabilities for each service.

**Table 4.** Webex services available from Control Hub

SETTING NAME	ADMINISTRATION CAPABILITIES
Webex Calling	Set up service, configure settings
Webex App	Set up service, configure settings
Webex Meetings	For new orders, set up service and configure settings; for existing sites administer specific settings via site linking
Hybrid Call Service	Register or deregister connectors, view resources, schedule software upgrades, view service or resource errors, upload certificates, verify SIP domains, deactivate service
Hybrid Calendar Service	Activate service with Google Calendar or Microsoft Exchange, register or deregister connectors, view resources, schedule software upgrades, view service or resource errors, deactivate service
Edge Video Mesh	Onboard or remove Hybrid Media servers, view resources, view service or resource errors, configure video quality for on-premises meetings, schedule upgrades, deactivate service
Hybrid Data Security	Manage and store keys used for encrypting content and services that operate on generating search index hashes
Context Service	Register or deregister connectors, view resources, deactivate service
On-premises resources*	View all resources from a single location, perform cluster-level configuration, such as setting time zone and defining resource groups

\*Hybrid Services

Whereas the services settings apply to specific Webex services only, the administrator can also enable and manage settings that affect the entire organization. For example, an administrator may need to modify security and privacy settings, SIP domain, and branding settings. An administrator can also manage directory synchronization and SSO settings, and enable or disable SSO.

### Enterprise Content Management (ECM)

In addition to its native file sharing and storage, Control Hub also offers IT administrators the flexibility to enable Microsoft OneDrive, SharePoint Online and Box as an Enterprise Content Management (ECM) solution to their users. So users can share, edit, and grab the latest OneDrive, SharePoint Online and Box (editing not supported) files right within work spaces.

The setup is a single toggle in [Control Hub](#) and IT administrators have full control to select which SharePoint Online or OneDrive domains or Microsoft Azure Tenant ID they want to enable without having to change their existing file-sharing permissions and Data Loss Prevention (DLP) policies. IT administrators can configure settings for their enterprise content management platform and manage access to Webex standard storage. This ensures that only IT-approved domains are available and users cannot use personal OneDrive folders. This not only eliminates data loss risk, but also protects against malware threats. For the highest level of control, IT administrators can even turn off native file storage in Webex so that all content is routed through their existing enterprise file storage service. New files and folders can be uploaded to OneDrive, SharePoint Online or Box right from Webex as well as share, view, and co-edit files within Webex. If everyone in the space is working on files in a Microsoft OneDrive or SharePoint Online folder, the space can be linked to that folder and files within the linked folder can directly be accessed from the Webex space.

Control Hub ECM controls:

- Allow IT administrators to enable Webex native file storage or Microsoft OneDrive, SharePoint Online and Box
- Block personal or shadow IT OneDrive or SharePoint Online folders, and only allow approved instances
- Allow IT administrators to enable or disable ECM entitlement to a subset of users or an entire organization
- Allow IT administrators to Link folders to spaces for OneDrive / SharePoint Online
- Enable / disable screen capture when native storage is turned off

### Webex Messaging management

**Table 5.** Messaging settings available from Control Hub

SETTING NAME	ADMINISTRATION CAPABILITIES
<b>File sharing control</b>	Set download and preview restrictions for internal users for Webex app and bots
<b>Preview shared links</b>	Controls whether link previews are shown in Webex
<b>Share animated GIFs</b>	Control GIPHY integration, which controls the GIF option in Webex

---

## Webex Meetings management

Historically Webex Meetings Sites were managed via Site Administration tool. IT administrators can now fully manage new Meetings Sites via Control Hub.

Control Hub now provides access to most controls available in the Site Administration Tool such as user license assignment, session types, tracking codes, site configuration and more. Once transitioned from Site Administration Tool, Control Hub becomes the main unified administration portals for managing all your Webex Services.

## Cloud-Connected UC

Webex Cloud-Connected UC offers a centralized, global administrative view of unified communications applications deployment such as UCM, UCM cloud, and Hosted Collaboration Solution (HCS). Cloud-Connected UC centralizes important administrative operations functions for these systems in the cloud using Control Hub. These operations include system health checks, analytics, troubleshooting, and service and certificate updates.

Cloud-Connected UC is designed for customers with on-premises UCM deployments that would like to augment their CUCM with some management features from the cloud while keeping their calling workload on the premises. Customers can use dashboards in the Control Hub to review, assess, and manage operations of their deployment. Analytics and cluster software upgrades for CUCM are the first set of features that will be available in Control Hub.

## Webex Calling management

Webex Calling Analytics in Control Hub provide call quality and engagement details for the organization to track the adoption of Webex Calling. Call information can be tracked by individuals, with filtering by end-points, including Cisco IP Phones, Webex Room Devices, and soft clients. Media quality data is available all calls, with threshold tracking based on packet loss, latency, and jitter. Trend analysis available for daily, weekly, and monthly views.

## Contact Center management

Webex Contact Center is integrated with Control Hub to provide a unified administration experience. Service provisioning is fully automated and integrated into the common on boarding flow of Webex. Once provisioned, all the user, license, security, and feature management operations can be executed by partner and customer administrators from within Control Hub. Additionally all contact center applications provide a single-sign-on experience powered by the Identity platform. For advanced administrative options, users can seamlessly cross launch to the Contact Center Management Portal.

---

## Additional capabilities

### Help Desk

The Help Desk feature allows an IT support person with the help desk administrator role to look up users, devices, and services activated in an organization and see selected settings in read-only mode. Using this information, the IT support person can troubleshoot end users' problems – for example, whether devices are registered with the platform or if services are properly activated for a specific user.

Partners can additionally use the Help Desk feature to provide Tier 1 support to their customers' user bases. Search results provide relevant details at a glance, along with the ability to view the customer's Control Hub in read-only mode if the customer has opted in for this feature. Partners can also look up customer orders to see their status and to help with customer inquiries. To use the order lookup tool, a user must be assigned the order administrator role.

### Partner portal

#### For customer trials and customer management

With trials for Webex services, partners can easily demonstrate the business value of Webex by creating 30-, 60-, and 90-day trials at no cost for potential customers through Control Hub. The full collaboration suite of services offered within Webex is available for trial, including Webex Meetings, Messaging, and Calling (with public switched telephone network [PSTN] services).

Partners can view and manage their paying customers and their customer trials in Control Hub. The customer list provides a simple way for partner administrators to view their customers' services and account status, and the number of licenses the customer has purchased. Partner administrators can edit the terms of the trial (for example, changing the length of the trial or adding services), in addition to managing the customer's settings, with the Set Up Customer button.

### Audit administrator activity

The admin audit log provides the data for forensic queries or for archiving. A log of admin actions is a requirement for compliance in many organizations and industries. Full administrators can view significant actions (such as changes to ORG settings) done by any administrator via the admin audit log stored in Control Hub. These admin audit logs can be viewed in Control Hub, where you can search for admin actions during a specific date range or specific action or specific administrator to narrow search results. You can also download the logs to a Comma Separated Values (CSV) file.

## Analytics

Control Hub Analytics provides usage trends and valuable insights that can be used to help with strategies to promote and optimize adoption across. Advanced analytics capabilities are integrated as part of Control Hub. Customers are able to understand how different services are being used across the organization and effectively grow adoption to maximize productivity gains. Administrators are able to monitor capacity and performance to optimize resource utilization as part of proactive management. Administrators or IT help desk staff can diagnose and shorten case resolution time.

An intuitive graphical interface allows administrators access to usage, adoption, and other important information. Interactive data visualizations explore data as it automatically adapts to parameters specified in real time.

Access to historical data for the last 90 days is standard. Data is aggregated and presented in multiple reports. Administrators may access these reports at any time within Control Hub.

Pro Pack for Control Hub provides support for up to 13 months of data. Additionally, it provides more in-depth per-meeting, per-participant detail, which can be leveraged for deeper data exploration and insight, as well as the ability to export the detailed data.

Table 6 summarizes the analytics features:

**Table 6.** Analytics features

FEATURE	STANDARD OFFER/PRO PACK REQUIRED	BENEFITS
<b>Flexible historical reports</b>	Standard offer	Daily aggregated metrics up to 90 days are visualized in summary reports for Webex Meetings, Webex Messaging, Hybrid Media Service, and Webex Devices. Engagement and quality reports are available.
<b>Drill-down</b>	Pro Pack required	Individual session and user-level metrics are available You can zoom in from a monthly report to an individual meeting record
<b>13 months of data</b>	Pro Pack required	Access up to 13 months of historical data
<b>Multidimensional pivots and data exploration</b>	Standard offer	The advanced analytics engine allows users to manipulate data in real time via the reporting interface Selection of any data set will update all associated reports
<b>Meeting troubleshooting</b>	Standard offer	Real-time search of the last 21 days of Webex Meetings details Locate meetings with participant details by searching for the participant email or meeting ID
<b>Workspaces</b>	Standard offer	Real-time metrics from meeting rooms or open spaces. Gives you a comprehensive overview of the activity in your office spaces, so you can make informed, data-driven decisions about future adoption

### Historical analytics dashboards

Historical reports are standard in Control Hub. They are available in daily, weekly, and monthly format. Up to 90 days of daily aggregated metrics are accessible by users with full administrator or read-only privileges.

Administrators may view different types of reports for Webex Messaging, Webex Meetings, Video Mesh, and Webex Devices when applicable to the deployed configuration.

- Webex Meetings reports include meeting and audio usage, average meeting join time, and media quality
- Webex Messaging reports include space usage, active users, and files shared
- Video Mesh reports include total calls, resource utilization, and cluster status
- Webex Devices utilization reports include usage and most and least used devices

Identify anomalies with historical trends. Engagement, quality, and diagnostic data are readily available. To help you understand your system at a glance, top metrics are easily visible. Trending and visualizations make key patterns clear and apparent.

---

## Drill-down

With Pro Pack Control Hub, meeting session and user-level details are available. Administrators can drill down from monthly total meeting usage to individual call details with one click. This capability allows administrators to filter unwanted data so that they can focus on the information that matters most to them.

## Data exploration

The advanced analytics data architecture captures information in an internal data model that allows real-time, on-the-fly data exploration. Any manipulation or selection of a data set will automatically update all associated reports. Multidimensional pivots change how information is visualized, enabling boundless manipulation of data in real time.

## Troubleshooting

Control Hub also offers a Webex meeting troubleshooting capability. Technical staff can quickly resolve support requests and search for meetings in real time as they occur. Host email address, participant email address, conference ID, device name and meeting ID are valid search criteria; meetings can be searched and diagnosed up to 21 days. When a meeting is located, start time, duration, meeting name, number of participants, and status are reported. Control Hub Administrators will be able to see the quality of service, client version information, peripherals information, audio quality, video quality and Join Meeting Time per participant with near real time (1 minute) latency.

## Advanced Diagnostics

Advanced Diagnostics provide access to insights that can help IT administrators pinpoint user experience issues and troubleshoot them quickly. It provides a drill down to per participant level in the meeting with detailed network information such as latency, packet loss, jitter for audio, video, sharing quality of the meeting, memory utilization and CPU utilization data of the device used to join the meeting. Data is updated every minute so problems can be diagnosed as they arise. IT Admins can also track end of meeting and mute status per participant.

## Reports

Control Hub enables IT administrators to generate CSV formatted reports of detailed data that shows Webex services usage for their organization. With standard license for Control Hub, IT administrators have access to reports going back up to 3 months in the past.

- Webex Meeting Usage Summary Report
- Webex Active Hosts Report
- Webex Inactive Users Report

With ProPack for Control Hub, IT administrator have access to 11 reports with ability to go back up to 13 months in the past.

- Webex Meeting Usage Summary Report
- Webex Active Hosts Report
- Webex Inactive Users Report
- Webex Meeting Report
- Webex Attendee Report

- Webex Meeting Audio Usage Report
- Webex Bots Activity Report
- Webex User Activity Report
- Webex Summary Report – Bots Activity Report
- Webex Summary Report – User Activity Report
- Webex Client Version Report

## Cisco environmental sustainability

Information about Cisco’s environmental sustainability policies and initiatives for our products, solutions, operations, and extended operations or supply chain is provided in the “Environment Sustainability” section of Cisco’s [Corporate Social Responsibility](#) (CSR) Report.

Reference links to information about key environmental sustainability topics (mentioned in the “Environment Sustainability” section of the CSR Report) are provided in the following table.

**Table 7.** Environmental sustainability reference links

SUSTAINABILITY TOPIC	REFERENCE
Information on product material content laws and regulations	<a href="#">Materials</a>
Information on electronic waste laws and regulations, including products, batteries, and packaging	<a href="#">WEEE compliance</a>

Cisco makes the packaging data available for informational purposes only. It may not reflect the most current legal developments, and Cisco does not represent, warrant, or guarantee that it is complete, accurate, or up to date. This information is subject to change without notice.



---

## Cisco Capital

### Flexible payment solutions to help you achieve your objectives

Cisco Capital makes it easier to get the right technology to achieve your objectives, enable business transformation and help you stay competitive. We can help you reduce the total cost of ownership, conserve capital, and accelerate growth. In more than 100 countries, our flexible payment solutions can help you acquire hardware, software, services and complementary third-party equipment in easy, predictable payments. [Learn more.](#)

**Americas Headquarters**  
Cisco Systems, Inc.  
San Jose, CA

**Asia Pacific Headquarters**  
Cisco Systems (USA) Pte. Ltd.  
Singapore

**Europe Headquarters**  
Cisco Systems International BV Amsterdam,  
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at <https://www.cisco.com/go/offices>.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: <https://www.cisco.com/go/trademarks>. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)