webex
by CISCO

Enhanced Survivability for Webex Calling Dedicated Instance

Delivering an unprecedented level of reliability in the cloud communications industry

Calling is mission critical. To deliver cloud calling reliably to customers worldwide, we've built Dedicated Instance for Webex Calling on geographically redundant infrastructure, with two mandatory connections, to deliver 99.99% uptime guaranteed by a service level agreement.
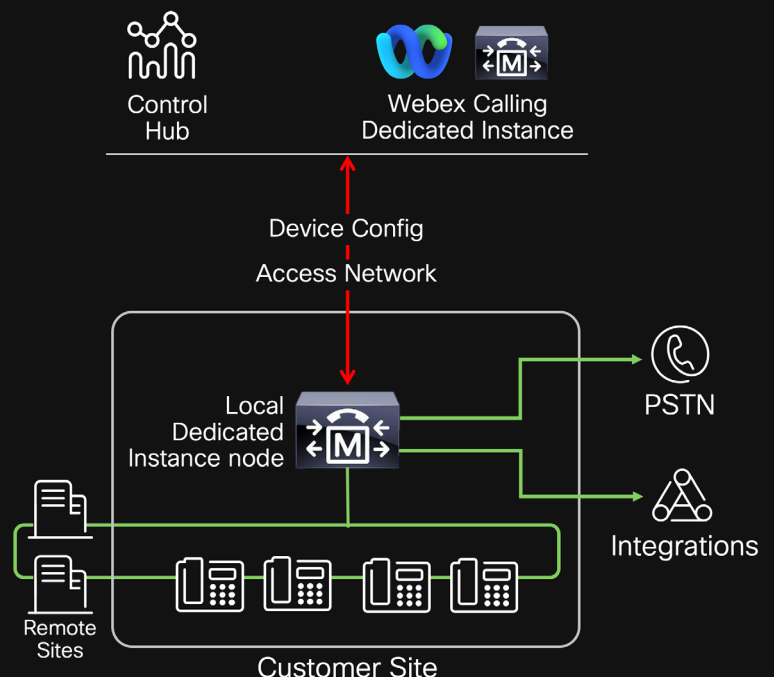
However, many businesses, including those in healthcare, finance, emergency services, transportation, and logistics industries, need uninterrupted access to the complete calling feature set even during extreme and unpredictable events like natural disasters. These requirements have been a longstanding barrier to cloud calling, since catastrophic events can result in network outages that prevent businesses from connecting to cloud calling services.

Enhanced Survivability for Dedicated Instance is an industry-first innovation that enables businesses to leverage the benefits of cloud calling while also ensuring that telephony services to always be available without fail. Enhanced Survivability for Dedicated Instance enables full failover capability in the event of a network outage.

Enhanced Survivability supports high density deployments of up to 8 survivability nodes connected to a Dedicated Instance cloud cluster, with up to 7,500 devices per node. The vast scalability and unrivaled reliability of Enhanced Survivability makes cloud calling accessible for the world's global, mission critical organizations that need calling to always be available.

How Enhanced Survivability for Dedicated Instance works:

- A local Dedicated Instance node is deployed on-premises that connects as a remote node to the Dedicated Instance cloud service.

- When cloud services **are unavailable**, devices register to the local Dedicated Instance node.

- All call control functions, including PSTN, call routing, third-party integrations, are preserved in **failover mode**.

Control Hub · Webex Calling Dedicated Instance · Device Config · Access Network · Local Dedicated Instance node · PSTN · Integrations · Remote Sites · Customer Site

Calling features supported with Enhanced Survivability

- Intra-site extension dialing – for supported endpoints (alternate numbers and virtual extensions not supported)

- Inbound/outbound PSTN calling – using either SIP trunk or PSTN circuit

- Call routing

- Emergency calling

- Call hold, resume, transfer, conference

- Inbound caller ID – name and number

- Shared line appearance – for Webex App and desk phones

- CRM integrations

- CTI integrations (3rd party Contact Center)

- SIP Integrations (3rd party PBX)

Enhanced Survivability is part of the holistic Webex Calling survivability strategy for businesses of all sizes and cloud deployment models. Customers with Webex Calling multi-tenant can leverage Site Survivability.

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📧 **To learn more, reach out to your Cisco account team**
or visit http://cs.co/enhancedsurvivability

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