

What's New in November 2024

A monthly look at what's new and what's coming for the Webex platform



webexone²⁴

EXPERIENCE, AMPLIFIED.

WebexOne 2024 Keynote Highlights

Experience Amplified with the Power of Webex and AI

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Resource to help you make the most of Webex

<https://www.essentials.webex.com/>

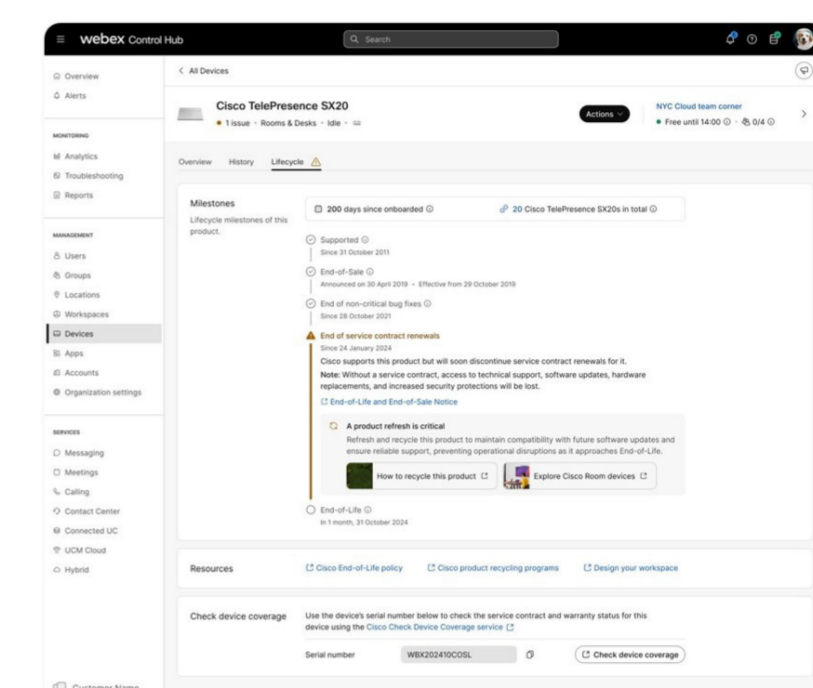


What's New In RoomOS

Life Cycle Management for Devices in Control Hub

Control Hub will now show relevant points of the lifecycle for RoomOS devices. Admins will be notified about all steps shown in UI in the Lifecycle from End-of-Sale Notice to Out-of-Support.

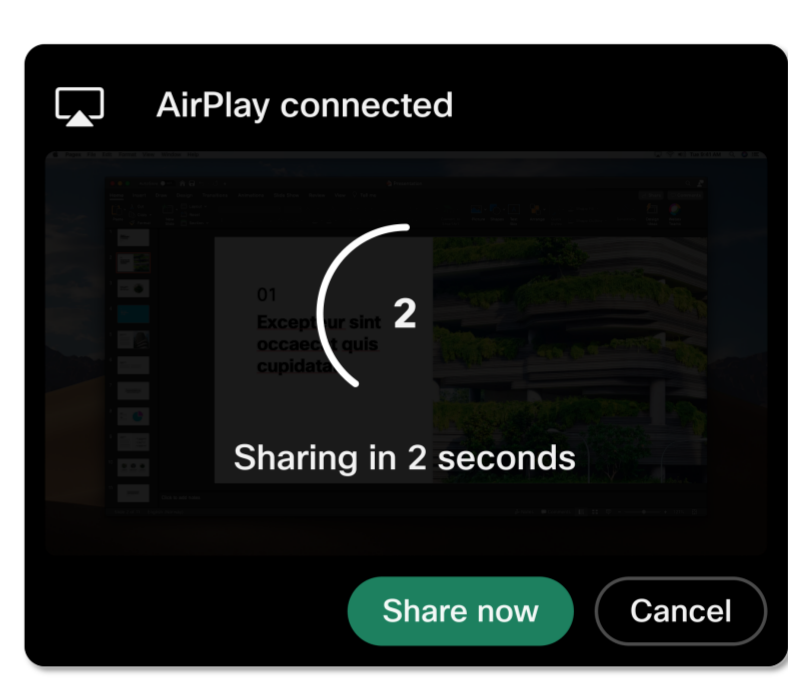
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AirPlay Auto-Share in Meetings

The new auto share pop up will automatically begin sharing into the call or meeting after the five second timer. This happens right after you successfully connect to the device using the AirPlay pin.

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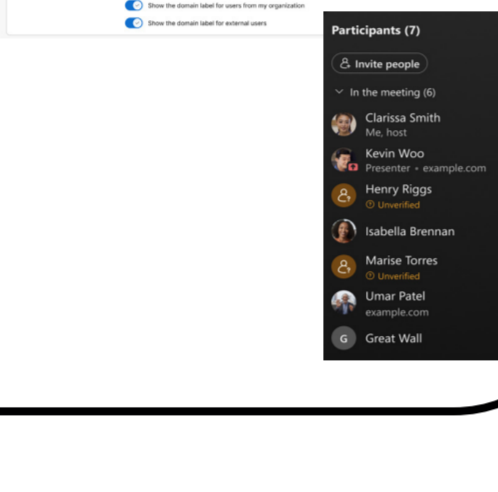


What's New in Webex Suite Meetings Platform

Meeting Participant List Hide/ Present Participant Identity labels

The presentation of identity labels in the meeting participant list is configurable

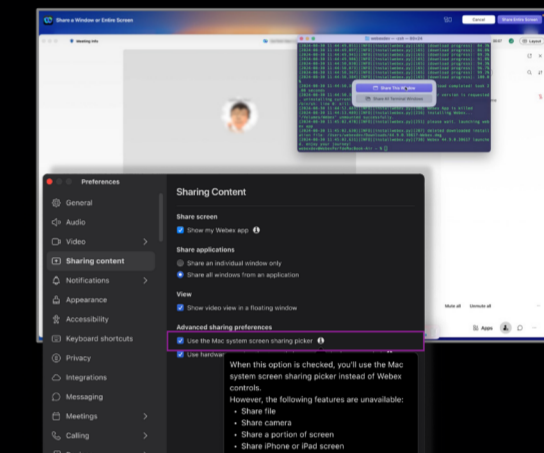
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macOS15 Screen Sharing Picker integration

Once turned on "Use the Mac system screen sharing picker", when the user clicks the "Share" button, the user can share screen/window/application with macOS15's native screen sharing.

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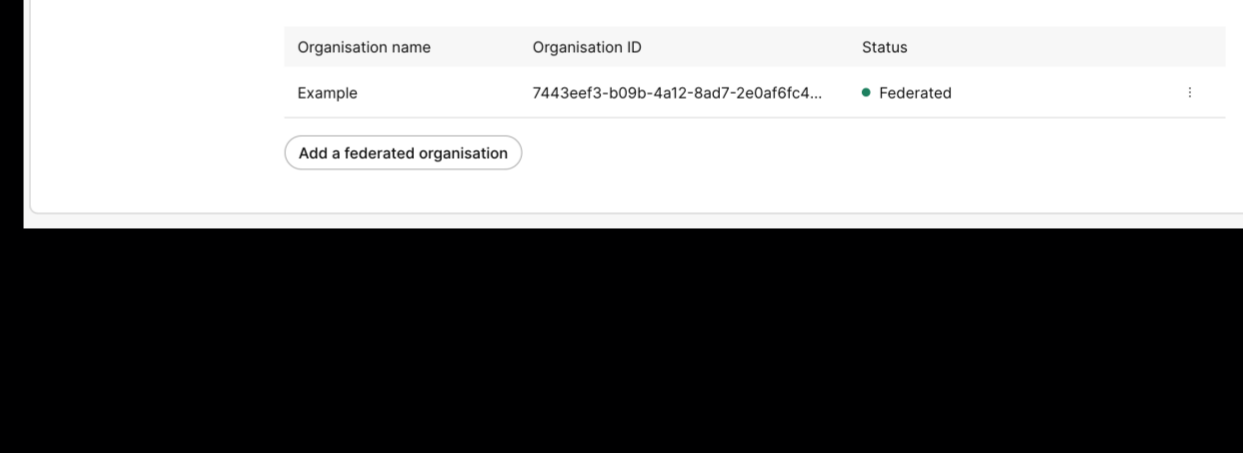


What's New in Webex Control Hub

Create a federated relationship between organizations

We're giving you the option to establish a federated relationship between organizations in Control Hub. This means that two trusted organizations can agree to link their systems, allowing users to search across both organizations.

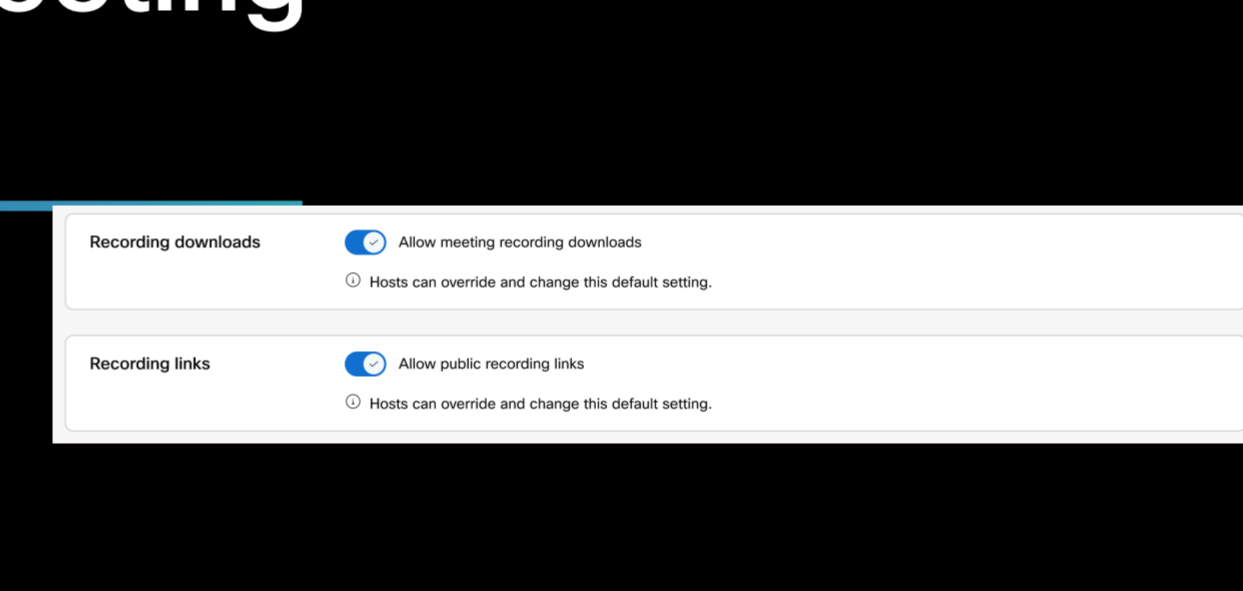
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Additional Control over Meeting Recordings

Admins can choose to set recording links as private by default (hosts can choose to make links public).

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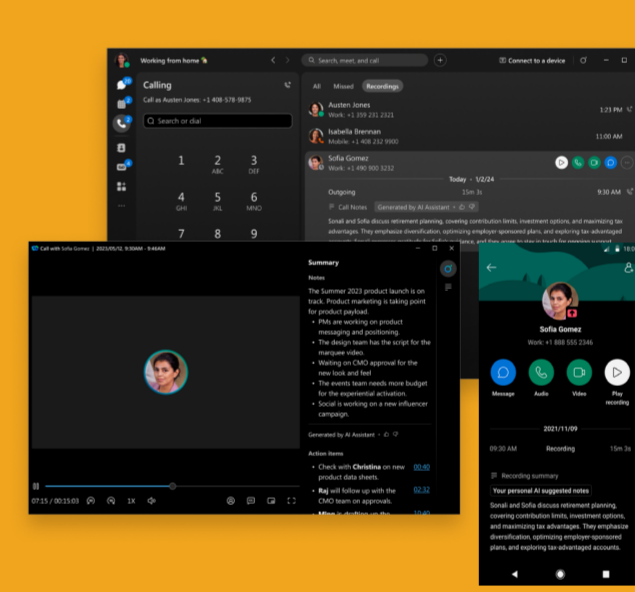


What's New in Webex Calling

Post Call Recording Summarization

Generates Transcripts, AI Generated Summary and Action Items for recorded Webex MT calls

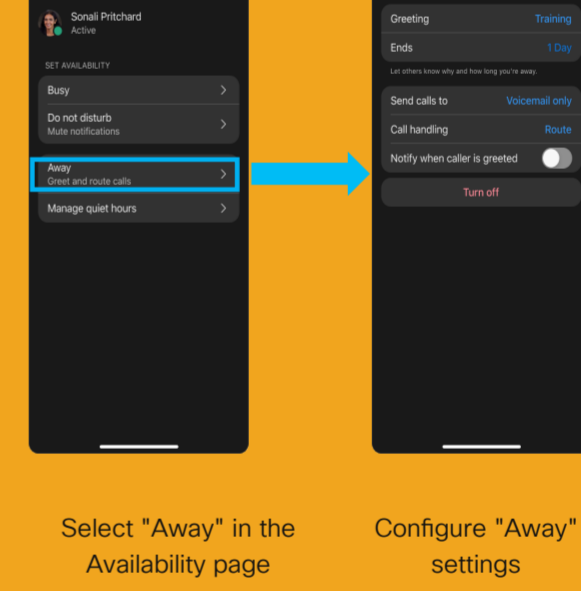
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Personal Call Routing (Away)

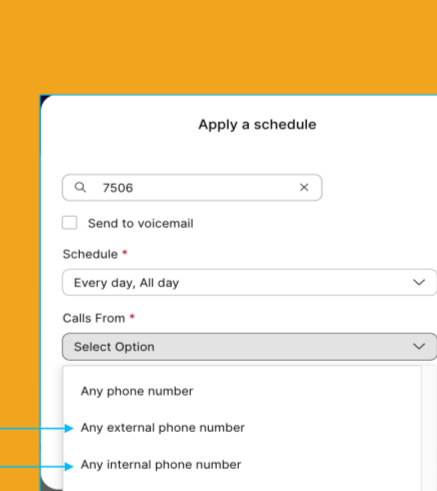
User can set up personal call routing rules when you're away from work and want to forward your calls or send them to voicemail.

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Enhanced Settings to Include External and Internal Calls as Options in Call Routing Rules

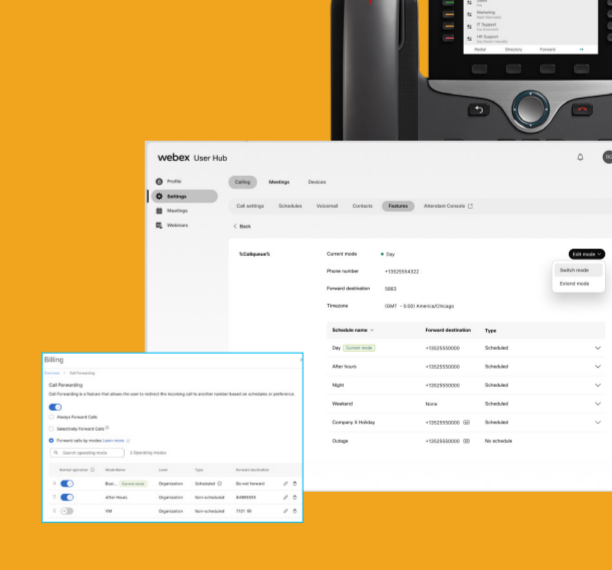
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User controlled Time of Day Routing based on Operation Mode

This feature enables a Webex Calling administrator to create rules based on the time of day and day of the week and with an associated routing action for each of the rules (operation modes).

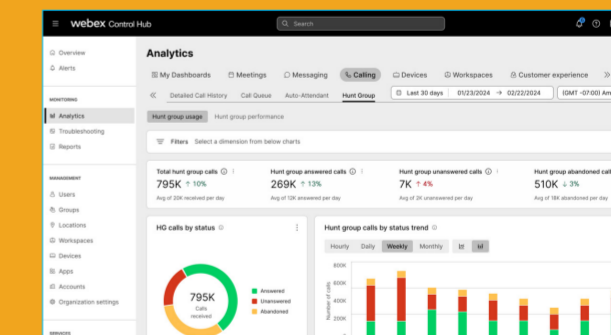
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Hunt Group Analytics in Control Hub

Provide analytics view with detailed reporting information on Webex Calling Hunt Groups. Detailed Hunt Group Analytics in CH added as a new tab under Calling Analytics.

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Customer Experience Essentials: Provisioning API - Call Queues, Agents, and Supervisors

New (updated) public API endpoints to support provisioning for Customer Experience Essentials call queues, agents, and supervisors

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Get to know the Webex Beta Program

Be among the first to explore what is coming from Webex. You will get to use features and play around with new releases before anyone else. All you need to get started is a Webex account.

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