



Webex Calling Location Migration Playbook

Version 1.4

**Resolving duplicate locations after the launch of Webex Locations
July 2023**

Safe Harbor

This document contains “forward-looking” statements that involve risks, uncertainties and assumptions. If the risks or uncertainties ever materialize or the assumptions prove incorrect, our results may differ materially from those expressed or implied by such forward-looking statements. All statements other than statements of historical fact could be deemed forward-looking, including, but not limited to, any projections of financial information; any statements about historical results that may suggest trends for our business; any statements of the plans, strategies, and objectives of management for future operations; any statements of expectation or belief regarding future events, technology developments, or enforceability of our intellectual property rights; and any statements of assumptions underlying any of the foregoing.

These statements are based on estimates and information available to us at the time of this presentation and are not guarantees of future performance. Actual results could differ materially from our current expectations as a result of many factors, including but not limited to: the unpredictable nature of our rapidly evolving market and quarterly fluctuations in our business; the effects of competition; and any adverse changes in our indirect channel relationships. These and other risks and uncertainties associated with our business are described in the company’s annual report on Form 10-K. The forward-looking statements in this presentation are made as of the date of the initial publication of this presentation, and we disclaim any obligation to update these statements at any time in the future.

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Overview

In mid-March, Cisco introduced a new feature, **Webex Locations**. Webex Locations combines two concepts of locations that already exist within Webex: **Webex Calling locations** and **Workspace locations**. With the new, unified concept of Webex Locations, Control Hub administrators will have improved management and organization of users, devices, and workspaces. For more information, see the [FAQ section](#) below.

As part of the roll out of the new Webex Locations, Cisco has *migrated* existing Webex Calling and existing Workspace locations to this unified location concept. As part of our pre-assessment, we identified certain organizations that are using *both* Webex Calling locations *and* Workspace locations *for the same set of Workspaces*.

One or more of your organizations has been identified as having one or more workspaces in a Workspace location and a Webex Calling locations.

Cisco is reaching out to you as a courtesy to be as transparent as possible with our migration process. With this new unified concept of Webex Locations, each workspace (and user, and device, and other associated elements) can only exist in *one and only one location*. But because you have both locations—we want to give you the option to **choose where you want your workspaces to live: either in the calling location (which is now a Webex location enabled with calling) or the workspace location (which is now a Webex Location not enabled with calling)**.

This Vidcast ([Location Duplication Issue – 03/22/23](#)) steps through these two options.

The new Location Concept

If a greenfield account would ask us how we should model their location architecture, we would have suggested to have locations modelled after a specific physical address, and to have a separate user locations modeled with a more flexible location definition. This is our suggestion, and the baseline of how we are thinking about locations. However, the location concept is very flexible, and it allows you to build the model, with the granularity you would like. We do not have a hierarchy of locations. The above is something to be aware of as we introduce new features around the location construct going forward.

Understanding Your Options

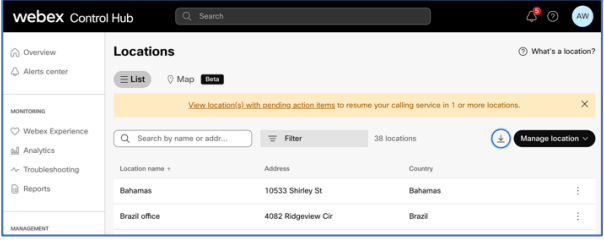
Basically, each workspace, after we enable the toggle for you, can exist in one and only one location. Today there are a few of your workspaces that exist in both. There are **two options for each workspace that is dual-location-ed**:

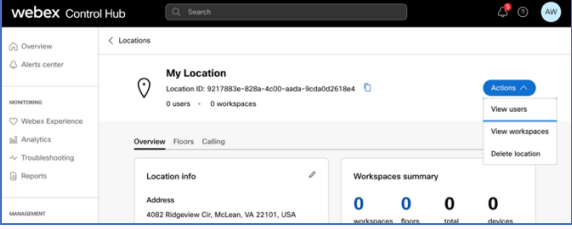
- [Option 1: Move dual-location-ed Workspaces to a Calling Location](#)
 - See also: [Alternate 'Workspace' Location Approaches](#)
- [Option 2.a \(Operational Impact\): Move a dual-location-ed Workspaces with a Video Device to a Workspace Location](#)
- [Option 2.b \(Operational Impact\): Move a dual-location-ed Workspaces with a Phone to a Workspace Location](#)

In each of the options below, the penultimate step is to let us know when you are done with your preparatory steps, at which point we will fully toggle (and launch) the unified location feature for you. The last, optional step is to delete any duplicate locations that are no longer needed.

Option 1: Move Dual-Location-ed Workspaces to a Calling Location

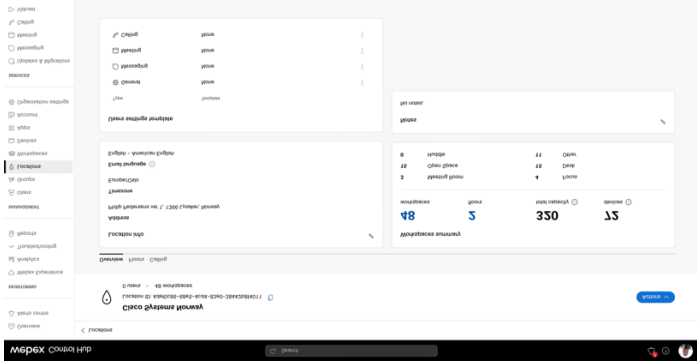
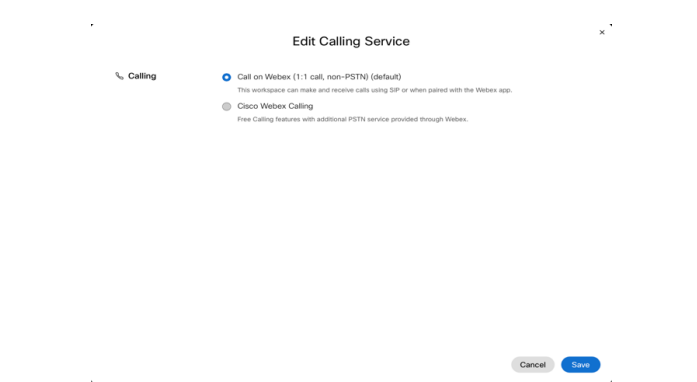
The default option is to put all workspaces that are existing in *both* a calling location *and* a workspace location can be automatically moved to the calling location by Cisco. After the exemption removal request (in step 3 below), you can safely delete your workspace locations that are duplicates.

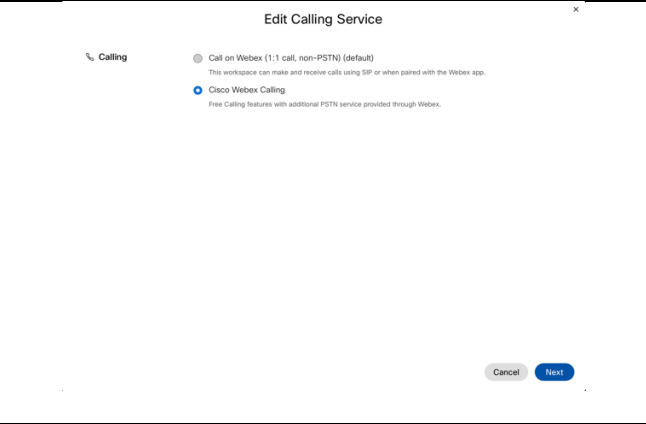
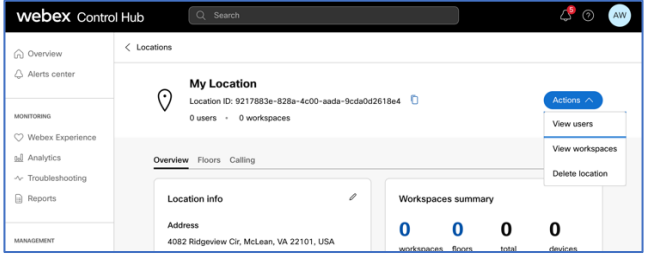
| <p>1</p> | <p>Export the list of your locations. Go to Locations, and then select the export button in the upper right.</p> |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| <p>2</p> | <p>Get a list of duplicate locations. If you have duplicate records (e.g., a “workspace” location and a “calling” location) you’ll want the list of workspace locations that are duplicative of the calling location. You can sort by name, address, and the “References” field (which indicates calling vs. workspace).</p> | <table border="1"> <thead> <tr> <th>Location Name</th> <th>Address line</th> <th>Address line</th> <th>City / Town</th> <th>State / Provi</th> <th>ZIP / Postal</th> <th>Country (Req)</th> <th>Latitude</th> <th>Longitude</th> <th>Preferred Lai</th> <th>Timezone</th> <th>Notes</th> <th>References</th> </tr> </thead> <tbody> <tr> <td>Bahamas</td> <td>10533 Shirley St</td> <td></td> <td>Omaha</td> <td>BR-AC*</td> <td>68124</td> <td>BS</td> <td></td> <td></td> <td>ar_SA</td> <td>America/Nassau</td> <td>calling</td> <td></td> </tr> <tr> <td>Brazil office</td> <td>4082 RIDGEVIEW #13</td> <td></td> <td>Mclean</td> <td>BR-AC</td> <td>22101</td> <td>BR</td> <td></td> <td></td> <td>en_US</td> <td>America/Sao_Paulo</td> <td>calling</td> <td></td> </tr> <tr> <td>Cisco PSTN</td> <td>4082 RIDGEVIEW CIRCLE</td> <td></td> <td>Mclean</td> <td>VA</td> <td>22101</td> <td>US</td> <td></td> <td></td> <td>es_mx</td> <td>America/New_York</td> <td>calling</td> <td></td> </tr> <tr> <td>DC Office</td> <td>4082 Ridgeview Cir</td> <td></td> <td>Mclean</td> <td>VA</td> <td>22101</td> <td>US</td> <td></td> <td></td> <td>en_au</td> <td>America/New_York</td> <td>calling</td> <td></td> </tr> <tr> <td>HQ</td> <td>4082 Ridgeview Cir</td> <td></td> <td>Mclean</td> <td>VA</td> <td>22101</td> <td>US</td> <td>38.9304673</td> <td>-77.126337</td> <td>en_us</td> <td>America/New_York</td> <td>calling</td> <td></td> </tr> <tr> <td>HQ3</td> <td>4082 Ridgeview #</td> <td></td> <td>Mclean</td> <td>VA</td> <td>22101</td> <td>US</td> <td></td> <td></td> <td>it_it</td> <td>Pacific/Honolulu</td> <td>calling</td> <td></td> </tr> <tr> <td>HQ-CALL</td> <td>4082 Ridgeview Circle</td> <td></td> <td>Mclean</td> <td>VA</td> <td>22101</td> <td>US</td> <td></td> <td></td> <td>en_us</td> <td>America/New_York</td> <td>calling</td> <td></td> </tr> <tr> <td>HQ (duplicat</td> <td>4082 Ridgeview Cir</td> <td></td> <td>Mclean</td> <td>VA</td> <td>22101</td> <td>US</td> <td>38.9304673</td> <td>-77.126337</td> <td>en_us</td> <td>America/New_York</td> <td>calling</td> <td></td> </tr> <tr> <td>Intelipeer Lo</td> <td>4082 Ridgeview Cir</td> <td></td> <td>Mclean</td> <td>VA</td> <td>22101</td> <td>US</td> <td></td> <td></td> <td>fr_fr</td> <td>America/New_York</td> <td>calling</td> <td></td> </tr> <tr> <td>Japan Locati</td> <td>4082 RIDGEVIEW CIR</td> <td></td> <td>Mclean</td> <td>JP-23</td> <td>22101</td> <td>JP</td> <td></td> <td></td> <td>en_US</td> <td>Asia/Tokyo</td> <td>calling</td> <td></td> </tr> </tbody> </table> | Location Name | Address line | Address line | City / Town | State / Provi | ZIP / Postal | Country (Req) | Latitude | Longitude | Preferred Lai | Timezone | Notes | References | Bahamas | 10533 Shirley St | | Omaha | BR-AC* | 68124 | BS | | | ar_SA | America/Nassau | calling | | Brazil office | 4082 RIDGEVIEW #13 | | Mclean | BR-AC | 22101 | BR | | | en_US | America/Sao_Paulo | calling | | Cisco PSTN | 4082 RIDGEVIEW CIRCLE | | Mclean | VA | 22101 | US | | | es_mx | America/New_York | calling | | DC Office | 4082 Ridgeview Cir | | Mclean | VA | 22101 | US | | | en_au | America/New_York | calling | | HQ | 4082 Ridgeview Cir | | Mclean | VA | 22101 | US | 38.9304673 | -77.126337 | en_us | America/New_York | calling | | HQ3 | 4082 Ridgeview # | | Mclean | VA | 22101 | US | | | it_it | Pacific/Honolulu | calling | | HQ-CALL | 4082 Ridgeview Circle | | Mclean | VA | 22101 | US | | | en_us | America/New_York | calling | | HQ (duplicat | 4082 Ridgeview Cir | | Mclean | VA | 22101 | US | 38.9304673 | -77.126337 | en_us | America/New_York | calling | | Intelipeer Lo | 4082 Ridgeview Cir | | Mclean | VA | 22101 | US | | | fr_fr | America/New_York | calling | | Japan Locati | 4082 RIDGEVIEW CIR | | Mclean | JP-23 | 22101 | JP | | | en_US | Asia/Tokyo | calling | |
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| DC Office | 4082 Ridgeview Cir | | Mclean | VA | 22101 | US | | | en_au | America/New_York | calling | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| HQ3 | 4082 Ridgeview # | | Mclean | VA | 22101 | US | | | it_it | Pacific/Honolulu | calling | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| <p>3</p> | <p>Provide an alternative approach to using Workspace Locations. If you were previously using Workspace Locations and still want to use that as an organizational construct, then there are two options discussed in the section Alternate Workspace Location Approaches.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>4</p> | <p>Request to be removed from exempt list. Send an email to webex_location_migration@cisco.com with your org. Cisco will turn off your exempt toggle and assign all dual-location-ed workspaces to their calling locations.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>5</p> | <p>Copy any non-calling data (e.g. floors, schedules) you may have in your original location to your new location.</p> | <p>See this video for more information:</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>6</p> | <p>Delete your workspace locations. After the toggle from the previous step has been completed, you can now delete all your duplicate workspace locations. Go to</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| | <p>Locations and select each location from your exported location list. Note in the location detail that zero workspaces should be associated with this location (after the toggle is updated). Go to Actions/Delete.</p> |  |
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Option 2. a (Operational Impacting): Move Dual-Location-ed Workspaces with a Video Device to a Workspace Location

If you have already invested in a workspace location structure you would like to keep, and rather move/split the calling configuration into these locations, this approach is for you.

| | | |
|-----------------|--|--|
| <p>1</p> | <p>Make sure you plan a number structure per location, and that you add the calling details and number ranges for the locations you want to keep using for Workspaces</p> |  |
| <p>2</p> | <p>Go to the duplicate workspaces, then set calling to Free Webex calling and save</p> |  |

| | | |
|-----------------|--|---|
| <p>3</p> | <p>The in the same workspace, re-enable Webex Calling, and now make sure you select the new location and the correct number for your workspace</p> |  |
| <p>4</p> | <p>Request to be removed from exempt list. Send an email to <code>webex_location_migration@cisco.com</code> with your org. Cisco will turn off your exempt toggle</p> | |
| <p>5</p> | <p>Copy any non-calling data (e.g. floors, schedules) you may have in your original location to your new location.</p> | <p>See this video for more information:</p> |
| <p>6</p> | <p>Delete your duplicate locations. After the toggle from the previous step has been completed, you can now delete all your duplicate locations. Go to Locations and select each location from your exported location list. Note in the location detail that zero workspaces should be associated with this location (after the toggle is updated). Go to Actions/Delete.</p> |  |

Note, the process above can also be partly instrumented via APIs. Our suggestion would however be that you carefully and manually migrate the affected rooms one by one, to make sure that both service and number mapping is restored as intended.

Option 2. b (Operational Impacting): Move Dual-Location-ed Workspaces with a Phone to a Workspace Location

The second option alternative b is to move all workspaces with Phones that are existing in *both* a calling location *and* a workspace location to a workspace location.

Customer wants to keep existing Workspace-location assignments. For example, Workspace XYZ exists in *workspace* location A and *calling* location B; customer wants to keep the workspace in location A, effectively moving the user from *calling* location B to *workspace* location A.

| | |
|----------|---|
| 1 | <p>Contact Us. The process for moving a calling workspace with Phones from one location to another is production impacting, and a big change.</p> <p>While we refine the process, we recommend you reach out to us to discuss the location migration. Please send an email to webex_location_migration@cisco.com</p> |
|----------|---|

Alternate ‘Workspace’ Location Approaches

In many cases, organizations that are using the Workspace locations may have a more granular level of organization than a Calling location. For example, the calling administrator may opt to create a single location for an entire region (e.g., the Location A), but use the multiple locations to designate office buildings, which contain workspaces (Location B-E). See **Figure 1**.

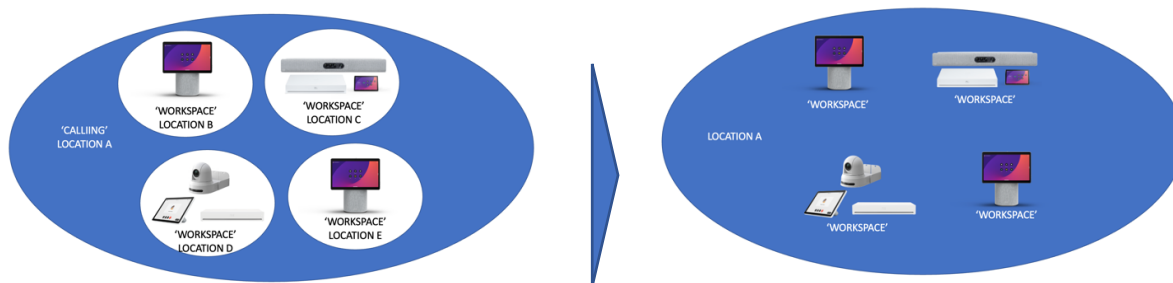


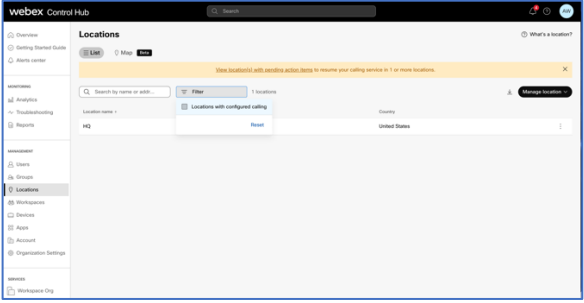
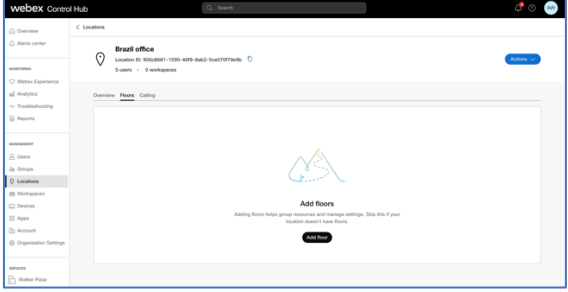
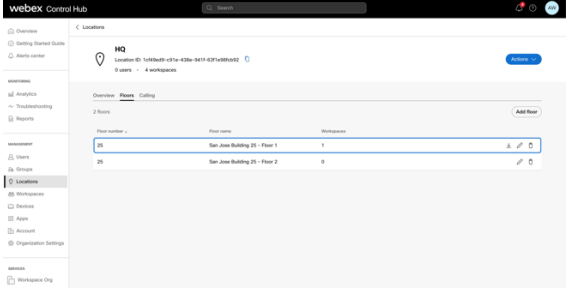
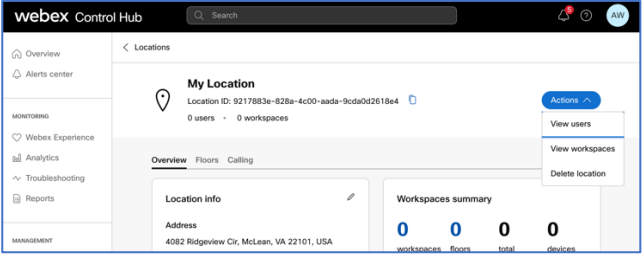
Figure 1 – Multiple workspaces in ‘Calling’ and ‘Workspace’ locations.

So, in the case described above, how can you retain the organization construct of workspace locations if all the workspaces are now moved to a single, calling location as in the right-most model in **Figure 1**?

Alternate ‘Workspace’ Location Approaches: Floors

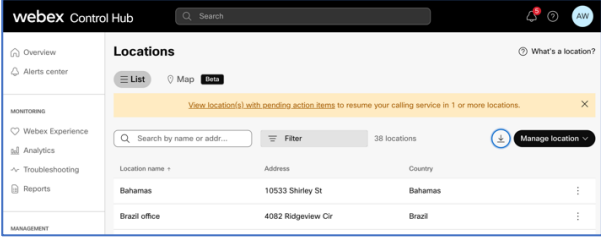
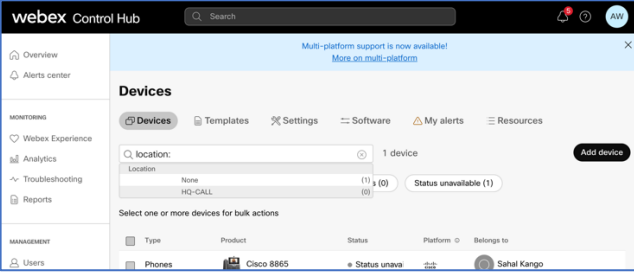
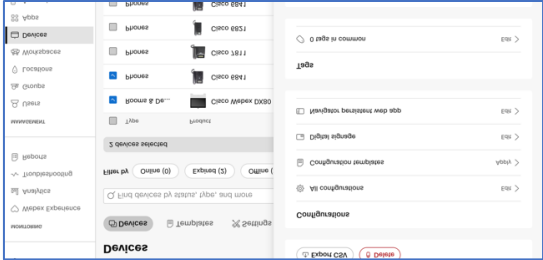
To provide the expansive scope of a larger location and maintain the organizational structure of your existing workspaces, you can use [Location Floors](#). With floors, you define *whatever name and number convention you want* for your floors. So, if you have a calling location “San Jose offices” and a series of workspace locations “San Jose 1” and “San Jose 2” (each with two floors), you can now create floors on the calling location to represent what were the previous workspace locations (e.g. ‘San Jose offices’ location can be configured with floors “San Jose 1 – Floor 1” “San Jose 1 – Floor 2” “San Jose 2 – Floor 1” and “San Jose 2 – Floor 2.” This provides the more granular analytics and reporting previously available only with the workspace locations.

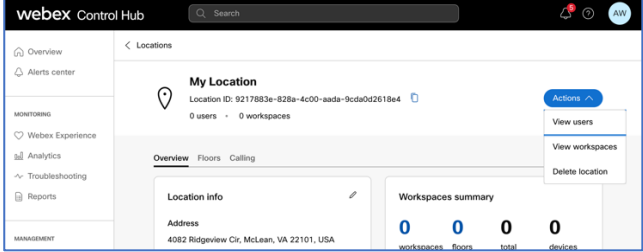
| | | |
|----------|--|--|
| 1 | <p>Filter locations to view calling locations. Filter the display for</p> | |
|----------|--|--|

| | | |
|----------|--|--|
| | <p>all calling-enabled locations list of locations.</p> |  |
| <p>2</p> | <p>Open up each calling location in Control Hub to add floors. Select the calling location, which you want to “contain” other workspace locations. Select the “Floors” tab of that location.</p> |  |
| <p>3</p> | <p>For each workspace location and workspace location floor, add a floor to the calling location. The floors field for each location is a free-form field. Use a naming convention that indicates both the workspace location name and the floor.</p> |  |
| <p>4</p> | <p>Request to be removed from exempt list. Send an email to <code>webex_location_migration@cisco.com</code> with your org. Cisco will turn off your exempt toggle so all locations will automatically be viewable only in your calling locations.</p> | |
| <p>5</p> | <p>Delete your workspace locations. After the toggle from the previous step has been completed, you can now delete all your “empty” workspace locations. Go to Locations and select each location from your exported location list. Note in the location detail that zero workspaces should be associated with this location (after the toggle is updated). Go to Actions/Delete.</p> |  |

Alternate 'Workspace' Location Approaches: Device Tags

To provide the expansive scope of a larger location and maintain the organizational structure of your existing workspaces, you can use [Device Tags](#). With device tags, you can filter devices by the *name* of your original location.

| <p>1</p> | <p>Export the list of your locations. Go to Locations, and then select the export button in the upper right.</p> |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----------------|---|--|--------------|-------------|---------------|--------------|--------------|---------------|--------------|--------------|----------|-------------------|-----------|------------|----------|-------|------------|---------|--|------------------|--|-------|--------|-------|----|--|--|-------|--|----------------|---------|--|---------------|--|--------------------|--|--------|-------|-------|----|--|--|-------|--|-------------------|---------|--|------------|--|--------------------|--|--------|----|-------|----|--|--|-------|--|------------------|---------|--|-----------|--|--------------------|--|--------|----|-------|----|--|--|-------|--|------------------|---------|--|----|--|--------------------|--|------|--------|--|----|------------|------------|--|--|--|--|--|-----|--|------------------|--|--------|----|-------|----|--|--|-------|--|------------------|---------|--|---------|--|-----------------------|--|--------|----|-------|----|--|--|-------|--|------------------|---------|--|--------------|--|--------------------|--|--------|--------|--|----|------------|------------|--|--|--|--|--|---------------|--|--------------------|--|--------|----|-------|----|--|--|-------|--|------------------|---------|--|--------------|--|--------------------|--|--------|-------|-------|----|--|--|-------|--|------------|---------|--|
| <p>2</p> | <p>Get a list of non-calling locations. Delete all records from the exported CSV where the "References" column is not set to calling.</p> | <table border="1"> <thead> <tr> <th>Location</th> <th>Nar</th> <th>Address line</th> <th>Address line</th> <th>City / Town</th> <th>State / Provi</th> <th>ZIP / Postal</th> <th>Country (Rec</th> <th>Latitude</th> <th>Longitude</th> <th>Preferred</th> <th>Lai</th> <th>Timezone</th> <th>Notes</th> <th>References</th> </tr> </thead> <tbody> <tr> <td>Bahamas</td> <td></td> <td>10533 Shirley St</td> <td></td> <td>Omaha</td> <td>B5-RC*</td> <td>68124</td> <td>BS</td> <td></td> <td></td> <td>ar_SA</td> <td></td> <td>America/Nassau</td> <td>calling</td> <td></td> </tr> <tr> <td>Brazil office</td> <td></td> <td>4082 Ridgeview #13</td> <td></td> <td>Mclean</td> <td>BR-AC</td> <td>22101</td> <td>BR</td> <td></td> <td></td> <td>en_US</td> <td></td> <td>America/Sao_Paulo</td> <td>calling</td> <td></td> </tr> <tr> <td>Cisco PSTN</td> <td></td> <td>4082 RIDGEVIEW CIR</td> <td></td> <td>Mclean</td> <td>VA</td> <td>22101</td> <td>US</td> <td></td> <td></td> <td>es_mx</td> <td></td> <td>America/New_York</td> <td>calling</td> <td></td> </tr> <tr> <td>DC Office</td> <td></td> <td>4082 Ridgeview Cir</td> <td></td> <td>Mclean</td> <td>VA</td> <td>22101</td> <td>US</td> <td></td> <td></td> <td>en_au</td> <td></td> <td>America/New_York</td> <td>calling</td> <td></td> </tr> <tr> <td>HQ</td> <td></td> <td>4082 Ridgeview Cir</td> <td></td> <td>McLe</td> <td>Mclean</td> <td></td> <td>US</td> <td>38.9304673</td> <td>-77.126337</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>HQ3</td> <td></td> <td>4082 Ridgeview #</td> <td></td> <td>Mclean</td> <td>VA</td> <td>22101</td> <td>US</td> <td></td> <td></td> <td>en_us</td> <td></td> <td>America/New_York</td> <td>calling</td> <td></td> </tr> <tr> <td>HQ-CALL</td> <td></td> <td>4082 Ridgeview Circle</td> <td></td> <td>Mclean</td> <td>VA</td> <td>22101</td> <td>US</td> <td></td> <td></td> <td>it_it</td> <td></td> <td>Pacific/Honolulu</td> <td>calling</td> <td></td> </tr> <tr> <td>HQ (duplicat</td> <td></td> <td>4082 Ridgeview Cir</td> <td></td> <td>Mclean</td> <td>Mclean</td> <td></td> <td>US</td> <td>38.9304673</td> <td>-77.126337</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Intelipeer Lo</td> <td></td> <td>4082 Ridgeview Cir</td> <td></td> <td>Mclean</td> <td>VA</td> <td>22101</td> <td>US</td> <td></td> <td></td> <td>fr_fr</td> <td></td> <td>America/New_York</td> <td>calling</td> <td></td> </tr> <tr> <td>Japan Locati</td> <td></td> <td>4082 RIDGEVIEW CIR</td> <td></td> <td>Mclean</td> <td>JP-23</td> <td>22101</td> <td>JP</td> <td></td> <td></td> <td>en_US</td> <td></td> <td>Asia/Tokyo</td> <td>calling</td> <td></td> </tr> </tbody> </table> | Location | Nar | Address line | Address line | City / Town | State / Provi | ZIP / Postal | Country (Rec | Latitude | Longitude | Preferred | Lai | Timezone | Notes | References | Bahamas | | 10533 Shirley St | | Omaha | B5-RC* | 68124 | BS | | | ar_SA | | America/Nassau | calling | | Brazil office | | 4082 Ridgeview #13 | | Mclean | BR-AC | 22101 | BR | | | en_US | | America/Sao_Paulo | calling | | Cisco PSTN | | 4082 RIDGEVIEW CIR | | Mclean | VA | 22101 | US | | | es_mx | | America/New_York | calling | | DC Office | | 4082 Ridgeview Cir | | Mclean | VA | 22101 | US | | | en_au | | America/New_York | calling | | HQ | | 4082 Ridgeview Cir | | McLe | Mclean | | US | 38.9304673 | -77.126337 | | | | | | HQ3 | | 4082 Ridgeview # | | Mclean | VA | 22101 | US | | | en_us | | America/New_York | calling | | HQ-CALL | | 4082 Ridgeview Circle | | Mclean | VA | 22101 | US | | | it_it | | Pacific/Honolulu | calling | | HQ (duplicat | | 4082 Ridgeview Cir | | Mclean | Mclean | | US | 38.9304673 | -77.126337 | | | | | | Intelipeer Lo | | 4082 Ridgeview Cir | | Mclean | VA | 22101 | US | | | fr_fr | | America/New_York | calling | | Japan Locati | | 4082 RIDGEVIEW CIR | | Mclean | JP-23 | 22101 | JP | | | en_US | | Asia/Tokyo | calling | |
| Location | Nar | Address line | Address line | City / Town | State / Provi | ZIP / Postal | Country (Rec | Latitude | Longitude | Preferred | Lai | Timezone | Notes | References | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Brazil office | | 4082 Ridgeview #13 | | Mclean | BR-AC | 22101 | BR | | | en_US | | America/Sao_Paulo | calling | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cisco PSTN | | 4082 RIDGEVIEW CIR | | Mclean | VA | 22101 | US | | | es_mx | | America/New_York | calling | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| DC Office | | 4082 Ridgeview Cir | | Mclean | VA | 22101 | US | | | en_au | | America/New_York | calling | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| HQ | | 4082 Ridgeview Cir | | McLe | Mclean | | US | 38.9304673 | -77.126337 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| HQ3 | | 4082 Ridgeview # | | Mclean | VA | 22101 | US | | | en_us | | America/New_York | calling | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| HQ-CALL | | 4082 Ridgeview Circle | | Mclean | VA | 22101 | US | | | it_it | | Pacific/Honolulu | calling | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| HQ (duplicat | | 4082 Ridgeview Cir | | Mclean | Mclean | | US | 38.9304673 | -77.126337 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Intelipeer Lo | | 4082 Ridgeview Cir | | Mclean | VA | 22101 | US | | | fr_fr | | America/New_York | calling | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Japan Locati | | 4082 RIDGEVIEW CIR | | Mclean | JP-23 | 22101 | JP | | | en_US | | Asia/Tokyo | calling | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>3</p> | <p>Filter Devices by Workspace Location. Go to Devices. In the filter form, fill in Location: and type in the name of each location from the export list.</p> |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>4</p> | <p>Tag Each Device. When you are filtered by the workspace location, select the checkbox <input checked="" type="checkbox"/> next to each device. Select edit in the upper right for the selected devices. Set the tag for the devices to the name of the location.</p> |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>5</p> | <p>Request to be removed from exempt list. Send an email to webex_location_migration@cisco.com with your org. Cisco will turn off your exempt toggle so all locations will automatically be viewable only in your calling locations.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>6</p> | <p>Delete your workspace locations. After the toggle from the previous step has been</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| <p>completed, you can now delete all your “empty” workspace locations. Go to Locations and select each location from your exported location list. Note in the location detail that zero workspaces should be associated with this location (after the toggle is updated). Go to Actions/Delete.</p> |  |
|---|--|

Frequently Asked Questions

What is a Webex Location?

A Webex Location, accessible on the left-hand panel of Control Hub, is a physical location identified by an address. Users and workspaces can be assigned to a location. For example, you may want to create a “Headquarters” location identified by an address in San Jose. Users in your organization can be assigned that location as their home office, and workspaces may be physical workspaces within that location (e.g., “Main conference room” workspace in the “Headquarters” location).

Why do Webex Locations matter?

Webex Locations are a great way to organize your organization’s workforce. Multi-national enterprises, for example, may have multiple offices across the globe, each with markedly different Webex collaboration requirements. Locations allows an end-customer to segment their organization into logical groupings.

What are the advantages of Webex Locations?

In addition to the organizational advantages of a location, locations are also a type of “Groups”. Webex has introduced several administrative features that can be applied against Groups (and therefore, locations), including service templates. Using these Webex templates, an administrator can create a licensing and service provisioning profile such that all users in a specific location will be provisioned the same.

Roadmap

Now that Webex Locations has launched, there are several fast-follow-on features that are in the Roadmap:

- **Location Admin.** Assign a specific location administrator that manages all the calling-related details (users, workspaces, devices, call settings) specific to that location.
- **Move Users from One Location to Another.** Move users—including voicemail, numbers, and calling services, to a new location. Services may be limited to those features that can be transferred from one location to another.
- **Move Workspace from One Location to Another.** This is a similar feature to the move users—except this is applicable to workspaces, as well.
- **Workspace Feature CSV.** Similar to the user feature CSV, this will allow the export and import of features related to workspaces.