

A photograph of four call center agents in a modern office. They are all wearing headsets and smiling. The agent in the foreground is a man with a beard, wearing a grey blazer over a light blue shirt. Behind him are three other agents, two men and one woman, also smiling. The background is blurred, showing office lights and windows.

PARTNER GUIDE

AudioCodes Voice Solutions for Webex Calling

Certified Connectivity for Webex Calling, Cloud Connect
and Webex Go



Market Overview

With more than 18 million Webex Calling users and over 30 million Cisco Unified Communications Manager (CUCM) users across [190+ markets](#), [Webex Calling](#) is trusted by organizations worldwide for its enterprise-grade reliability, flexibility, security and AI-powered innovations.¹ Backed by a [99.999% SLA](#), it delivers the performance required for mission-critical communication across any deployment model.

Today, there are many customers who are looking at adopting Webex as their UCaaS voice solution, generally falling into the following groups:

- Customers with a legacy PBX/UC platform (usually on-premises) who are considering migrating to Webex Calling.
- Cisco customers currently using CUCM, BroadWorks, BroadCloud (Webex Calling for Service Providers), Cisco Hosted Collaboration Solution or other earlier Cisco solutions, and want to either migrate to Webex Calling or keep the same unified communications solution and upgrade their voice infrastructure and management for BYOC capabilities.
- Existing UCaaS customers looking to switch platforms for reasons of cost, functionality, etc.

Webex Calling represents an ideal opportunity for partners to grow their UCaaS business and increase revenues. In this document, we will focus on how AudioCodes' solutions and services enable partners to achieve that by helping their customers to simplify and accelerate the adoption of Webex Calling.



AudioCodes is a certified provider for Webex Calling that delivers seamless, reliable PSTN connectivity to enable you to build a complete, AI-powered business phone system for your Webex Calling customers.

AudioCodes Voice Solutions for Webex Calling

AudioCodes is a certified provider for Webex Calling that delivers seamless, reliable PSTN connectivity to enable you to build a complete, AI-powered business phone system for your Webex Calling customers. This certification is valid for the following Webex solutions: Webex Calling Multi-Tenant, Webex Calling Dedicated Instance, Webex Wholesale and Webex Contact Center, with CUCM already on Webex's roadmap.

More specifically, AudioCodes holds three certifications: [Certified Calling Provider](#), Cloud Connect [Enablement Provider](#) and Certified [Mobile Calling Provider](#) (Webex Go). In addition, we provide a range of Webex Calling solutions, including [Webex Local Gateway](#) for BYOC integration with other voice systems and [analog gateways](#) to incorporate legacy analog devices into Webex Calling.





AudioCodes solutions for Webex Calling are available via our global network of partners.

Let's take a closer look at each certification and the benefits provided by AudioCodes.

¹<https://blog.webex.com/collaboration/whats-new-webex-calling-highlights-cisco-live-san-diego-2025/>

Calling Provider

As a Certified Calling Provider for Cloud Connect, AudioCodes offers extensive global calling coverage for Webex customers. AudioCodes essentially acts as the backbone, allowing partners to offer enterprise-grade voice without having to build, host or manage their own stack. The key benefits for partners include:

-  Providing end-to-end voice solutions for complex customer requirements
-  Support for partner trunks or customer trunks, verified and monitored by AudioCodes
-  Quick implementation and high scalability to grow with their customers' needs
-  A reliable and monitored calling experience







As a Certified Calling Provider for Cloud Connect, AudioCodes offers extensive global calling coverage for Webex customers.



Enablement Provider

With its certification as a Webex Cloud Connect Enablement Provider, AudioCodes enables service providers to become certified Cloud Connect Calling Providers and rapidly onboard their customers to Webex Calling. Service providers can benefit from:

-  AudioCodes' global footprint
-  A white-label, multi-tier (service provider-reseller-customers) and multi-tenant solution
-  Hybrid deployment with a dedicated SBC (cloud and data center)
-  A flexible peering option powered by Equinix, Microsoft Azure Express Route and Amazon Web Services



With its certification as a Webex Cloud Connect Enablement Provider, AudioCodes enables service providers to become certified Cloud Connect Calling Providers and rapidly onboard their customers to Webex Calling.



Mobile Calling Provider (Webex Go)

AudioCodes is a Certified Mobile Calling Provider for Webex Go through our Mobile Connect solution, powered by Tango Networks. It enables the seamless integration of mobile devices into the Webex Calling environment via a quick and easy eSIM installation. This solution is relevant for workers with limited communication coverage such as drivers, warehouse staff and other frontline workers. Benefits include:



Eliminating the need for frontline workers to carry separate mobile phones for business and personal use



Making all calls over the cellular network, ensuring reliability, corporate data security, regulatory compliance and quality control



Reducing IT departments' device workload for BYOD enrollment



Support for enterprise-grade calling features such as extension dialing, business voicemail and call recording directly from the mobile phone's native dialer



Robust protection for employees' private information

webex
by CISCO

**Certified Mobile
Calling Provider**

POWERED BY **TANGO**
NETWORKS

AudioCodes is a Certified Mobile Calling Provider
for Webex Go through our Mobile Connect
solution, powered by Tango Networks.

AudioCodes Live Platform – Our All-in-One Solution for Webex Calling

[AudioCodes Live Platform](#) is a unique service delivery platform that combines certified solutions for unified communications and contact center environments, while leveraging AI and cloud services to enhance user, agent and customer experience.

Live Platform includes advanced onboarding automation and management tools that enable seamless PSTN connectivity for Webex Calling, as well as Microsoft Teams and Zoom Phone, making it a truly multi-UCaaS offering. It also offers a range of AI-powered voice application add-ons designed to enhance employee experience (EX) and customer experience (CX).

This innovative, cloud-based platform streamlines the deployment, onboarding and management of the organization’s voice environments, regardless of whether the voice infrastructure is located on-premises, in the cloud or in a hybrid deployment. This not only reduces costs and complexity, but also ensures a seamless and efficient experience.

With Live Platform, partners can effortlessly deliver Webex Calling Cloud Connect services, benefiting from a robust, reliable and easy-to-manage voice solution.

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* Roadmap

Complementary Products and Services for Webex Calling

AudioCodes offers a suite of complementary solutions that enhance Webex Calling deployments by supporting legacy integration, regulatory compliance and global voice connectivity. These products and services help simplify migration, extend functionality and enable flexible, scalable implementations.



AudioCodes offers a suite of complementary solutions that enhance Webex Calling deployments by supporting legacy integration, regulatory compliance and global voice connectivity.

Webex Local Gateway

For customers who want to keep their legacy solution or need to connect their SIP trunks locally due to regulatory or compliance needs, AudioCodes offers versatile Local Gateway connectivity solutions for Webex Calling, ideal for:

- Local breakout
- PBX coexistence scenarios
- On-net traffic (where traffic is kept inside the network)
- SIP header manipulation

Analog Device Integration (ATA)

AudioCodes' analog gateway solutions ensure seamless integration with legacy systems such as analog phones, fax machines, intercoms and other analog devices.

AudioCodes Calling Plans

Via our partners, AudioCodes offers flexible calling plans to meet diverse customer needs and support their business operations across the globe. This capability enables partners to extend their geographic reach with no need for additional contracts. It also enables local partners to support multinational companies in countries where they don't have service.

AudioCodes in Action

Some Real-World Use Cases

The following use cases demonstrate how AudioCodes' certified solutions for Webex address a wide range of real-world deployment needs.

1

Flexible PSTN Connectivity Options: **SaaS vs. Local Network (Cloud Connect)**

Scenario

A partner/service provider requires a multi-tenant SBC for its Webex Calling service to be deployed within its own network for reasons of internal organizational policy, compliance or regulation.

Solution

Multiple deployment options with AudioCodes Live Platform

Unlike Webex Calling enablement providers who can only offer multi-tenant SBCs hosted in their cloud, AudioCodes' multi-tenant SBC solution can be deployed via the SaaS-based Live Platform or, in this particular case, locally in a partner or service provider's data center, private cloud or even on-premises.

Key Benefits

- **Flexibility:** Choose the deployment model that best fits your needs.
- **Solves Compliance/Regulation Issues:** Ensure adherence to internal policies and regulatory requirements.
- **Security:** Comply with the service provider's security policy.
- **Hybrid Capability:** Seamlessly integrate with existing infrastructure and cloud services.

2

Local Breakout for Global Enterprise (Local Gateway)

Scenario

An enterprise with a global footprint (multi-regional or multinational organization) requires a local PSTN breakout in each office or branch due to local regulations or the carrier's connectivity limitations.

Solution

Cloud and on-prem SBCs managed by AudioCodes Live Platform

In addition to support for Cloud Connect, Live Platform can support on-premises SBCs that are managed via the Platform. AudioCodes' SBCs are certified for Webex Local Gateway enabling flexible, on-premises voice connectivity. This solution also includes the ability to manage and monitor all gateways and SBCs in the network.

Key Benefits

- **Flexibility:** A one-stop shop for enabling deployments for any customer requirements.
- **Local BYOC Connectivity:** Retain local BYOC connectivity via Webex Local Gateway.
- **Unified Management:** Orchestrate all offices and regions using the same management system.

3

Enhanced Webex Contact Center with Voice AI Solutions

Scenario

A partner wants to enhance Webex contact center with voice solutions such as virtual agents, agent assist, conversational IVR and call screening.

Solution

Bridge the contact center with AI services via AudioCodes Live Platform

AudioCodes Live Platform is one of the only solutions that offers integration of AI platforms and services with voice calls to deliver a superior customer experience.

Key Benefits

- **One-Stop Shop:** One platform that unifies Webex Calling and voice AI solutions.
- **Call Screening:** Implement advanced call screening for security, compliance and call branding.
- **Enhanced CX:** Deliver a superior customer experience with virtual agent, agent assist and conversational IVR.

4

Seamless Integration of Legacy Analog Devices and PBXs with Webex Calling

Scenario

An enterprise needs to seamlessly integrate a large number of analog devices such as intercoms, analog phones, fax machines and other devices into Webex Calling.

Solution

Support for analog devices via AudioCodes Live Platform

AudioCodes Live Platform can integrate cloud SBCs with on-prem analog devices, all orchestrated and managed under the same platform.

Key Benefits

- **Flexibility:** Offer flexible SBC deployment options.
- **Local BYOC Connectivity:** Provide support for legacy devices and PBXs via AudioCodes analog gateways.
- **Seamless Integration:** Ensure smooth integration of analog devices into modern IP environments.

5

CUCM and Legacy PBX/UC Migration to Webex Calling

Scenario

A customer with an existing Cisco Unified Communications Manager (CUCM) (or other legacy PBX solution) wants to adopt Webex Calling cloud telephony with PSTN connectivity while ensuring a smooth migration for its users.

Solution

Co-existence support for any PBX/UC platform with AudioCodes Live Platform

AudioCodes support for Webex Local Gateway allows enterprises to connect their legacy CUCM or other UC platform to the PSTN in parallel to introducing Cloud Connect connectivity for Webex Calling. This enables enterprises to have the two UC platforms operate in tandem enabling a smooth migration to cloud telephony at a pace that the enterprise can control. In the future, Webex's new PSTN Trunking service will enable on-prem UC solutions to connect to the PSTN via Cloud Connect making the transition to Webex Calling even easier.

Key Benefits

- **BYOC Flexibility:** Maintain existing carrier contracts when moving to Live Platform, keeping communication costs under control.
- **Controlled Migration:** Migrate to Webex Calling at a pace that suits their needs with minimum user disruption.
- **Cost Reduction:** Eliminate the need for legacy PSTN infrastructure and local breakout in different regions.

Why AudioCodes for Webex Calling?

With over 30 years of field-proven voice and networking expertise, AudioCodes is a trusted partner for enterprises and service providers worldwide. Our certified voice solutions are backed by global support and services across 120+ countries and trusted by 65 Fortune 100 companies.

As a market leader in enterprise SBCs, we offer flexible connectivity and deployment options that adapt to any environment. Our unmatched in-house expertise in Webex voice and connectivity solutions, built entirely on cutting-edge AudioCodes technologies, ensures seamless integration and reliability.

Combined with powerful service automation for deployment, onboarding, monitoring and management, and native support for multi-UCaaS environments like Microsoft Teams and Zoom, AudioCodes delivers a complete solution for modern voice transformation.

In this way, AudioCodes enables partners like you to offer Webex services the easy way, expanding your solutions portfolio and helping you tap into lucrative new revenue streams without incurring the expenses associated with building your own voice infrastructure.



Speak to us to start boosting your revenues with
AudioCodes' certified Webex Calling solutions
for partners

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