Cisco's Collaboration with Microsoft Entra ID and Microsoft 365
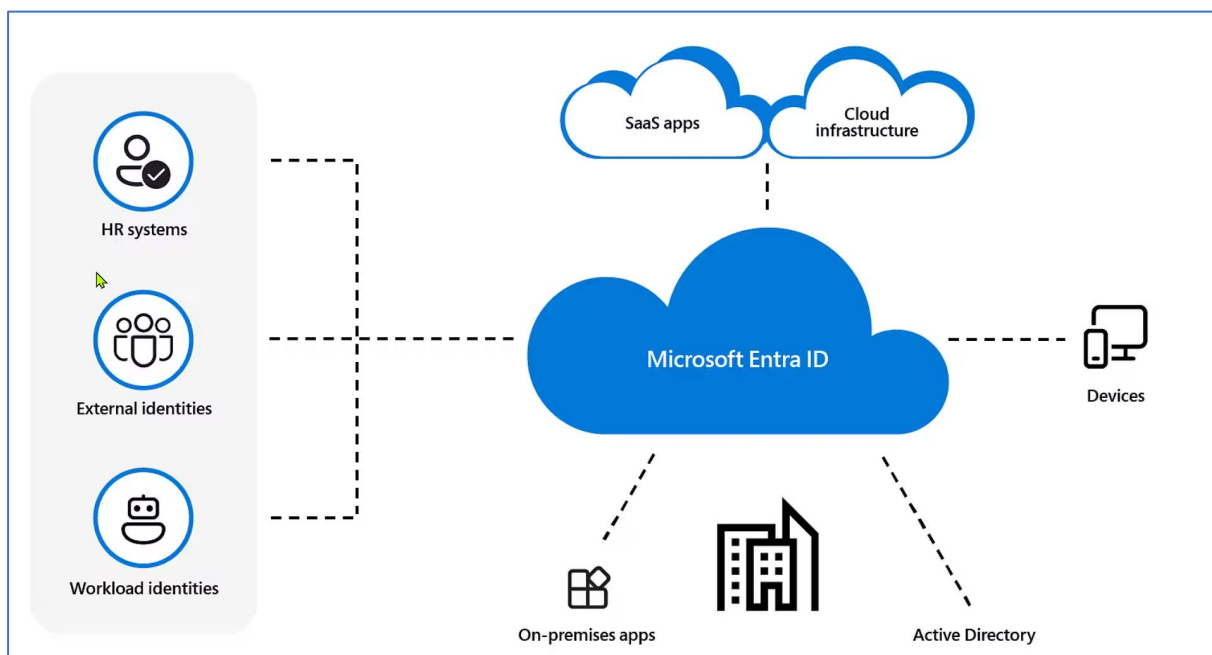
Contents

Integrating Cisco Collaboration solutions with Microsoft Entra ID ([formerly known as Azure Active Directory](#)) and Microsoft 365 (M365) represents a comprehensive approach to modern workplace collaboration. This integration offers businesses the tools to communicate effectively while ensuring secure and easy access to necessary applications and resources, regardless of whether they are hosted on-premises, in the cloud, or a hybrid environment.

Microsoft Entra ID

Microsoft Entra ID is a comprehensive cloud-based identity and access management solution. It provides secure authentication, adaptive access control, and centralized identity governance.

It provides features essential for managing a Collaboration solution, no matter if it is on-premises, Cloud or Hybrid.

The key characteristics of Microsoft Entra ID include:

Secure adaptive access

Protect access to resources and data using strong authentication and risk-based adaptive access policies without compromising user experience.

Seamless user experiences

Provide a fast, easy sign-in experience across your multicloud environment to keep your users productive, reduce time managing passwords, and increase productivity.

Unified identity management

Manage all your identities and access to all your applications in a central location, whether they're in the cloud or on-premises, to improve visibility and control.

Cisco Collaboration with Microsoft Entra ID and Intune

Auditing Cisco's on-premises, hybrid, and cloud collaboration solutions we realize that Microsoft Entra ID and Intune are among the leading identity and device management solutions utilized by our customers.

Microsoft Entra ID enables Cisco Collaboration to deliver a unified identity solution that bridges various collaboration workloads, ensuring organizational consistency and reliably identifying customer users, regardless of their connection origin or the devices they use.

Advantages for our joint customers include:

- **Enhanced Collaboration**: Users benefit from the smooth integration of Cisco's robust communication tools with Microsoft's comprehensive productivity and Identity suite, fostering seamless collaboration across different platforms.

- **Increased Security**: The integration of Microsoft Entra ID with Cisco and Microsoft 365 services guarantees secure, authenticated access that complies with organizational policies.

- **Unified Management**: IT departments can centrally manage user identities, access rights, and collaboration tools through a single interface, streamlining administrative tasks.

- **Flexibility and Choice**: Organizations are not confined to a single vendor, allowing them to select the best collaboration and productivity tools that suit their specific needs.

- **Scalability**: This integrated strategy effortlessly expands to support organizational growth, accommodating new users and services.

- **Compliance**: Centralized identity management and access controls enable organizations to more readily fulfil compliance mandates related to data protection and privacy.

Additionally, [Duo Security](#) deserves attention as a multi-factor authentication (MFA) and secure access provider designed to safeguard applications and increase the overall security of the solution. Duo ensures that only authenticated users can access protected applications. In the realm of collaboration applications, Duo supports the implementation of a Zero Trust security model, which adheres to the principle of "never trust, always verify."

By offering user verification, device trust, adaptive authentication, policy enforcement, visibility and monitoring, secure single sign-on, and end-to-end security, Duo assists collaboration applications in aligning with the Zero Trust framework. This ensures that every access request is thoroughly authenticated, authorized, and encrypted before granting access, irrespective of the request's origin. This level of security is particularly crucial for collaboration applications, which are potential targets for cyber-attacks due to the sensitive information they handle and their role in enabling communication both within and beyond an organization.

Duo and other Cisco Security tools are available for customers with the [Webex Extended Security Pack](#)

Webex Integration in Microsoft Entra ID
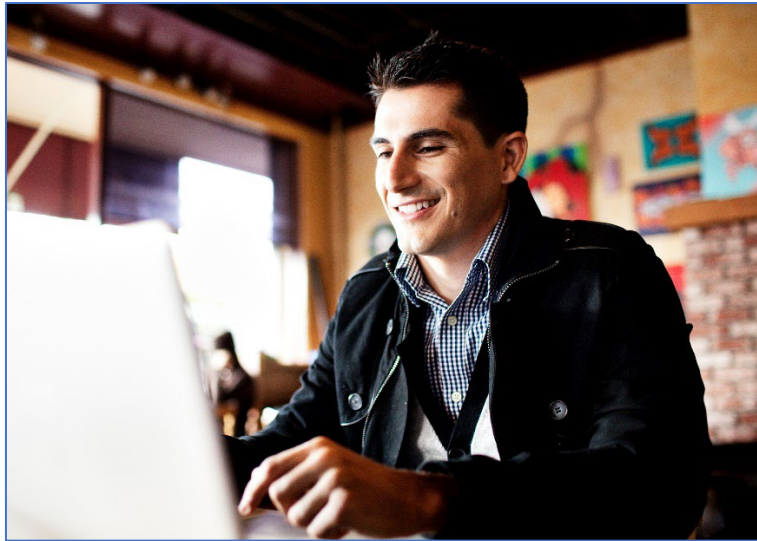
Microsoft Entra ID Wizard
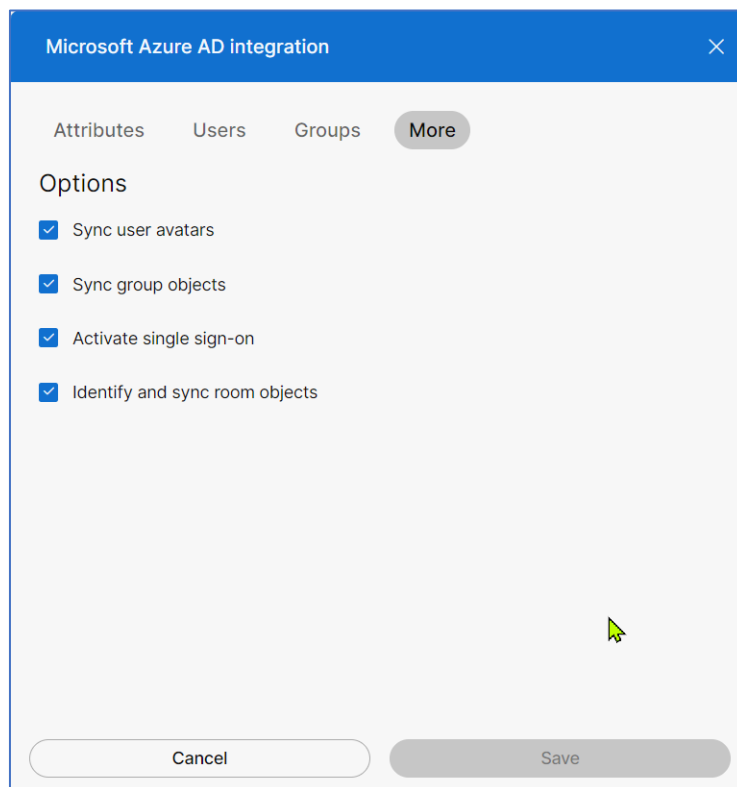
Webex Collaboration Administrators often face challenges with the configuration of Microsoft Entra ID for provisioning users and enabling Single Sign-On (SSO), mainly because the administration of Microsoft Entra ID is not within their IT structure responsibilities.

Also, there are specific identity tasks when managing collaboration applications that standard protocols do not cover, such as:

- Avatar synchronization
- Dry runs
- Access to synchronization logs
- On-demand user provisioning
- Provisioning of room objects
- Complex attributes that reference other attributes, like "Manager"

To address these challenges, Cisco has created a wizard that is fully driven from the Control Hub, addressing all the needs of a Customer Collaboration Administrator.

By leveraging Microsoft Graph APIs, Cisco complements standard protocols like SCIM (System for Cross-domain Identity Management), SAML (Security Assertion Markup Language), and OIDC (OpenID Connect) to simplify the management of users and devices between Webex and Microsoft Entra ID.

The Control Hub Microsoft Entra ID Wizard offers several advantages to our customers, especially in areas such as:

- **Simplified Integration**: The wizard guides administrators through the process of setting up integration between Microsoft Entra ID and Webex, providing a step-by-step approach that simplifies the experience for admins who may not be familiar with the technical aspects of SSO and user provisioning.

- **Single Sign-On (SSO)**: The integration with Microsoft Entra ID allows organizations to provide their users with SSO capabilities, enabling access to Webex services using Microsoft Entra ID credentials, thereby eliminating the need for separate login details.

- **Automated User Provisioning and Deprovisioning**: The integration supports automated user account provisioning. When a new user is added to Microsoft Entra ID, their Webex account can be automatically created, and vice versa, when a user leaves the organization, their Webex account can be automatically deactivated.

- **Security**: SSO enhances security by reducing the number of passwords that users need to remember, which decreases their exposure to phishing attacks. Additionally, Microsoft Entra ID's security features, such as Multi-Factor Authentication (MFA), can be utilized to secure access to Webex services.

- **Consistency**: Integration with Microsoft Entra ID allows for consistent management of user attributes and permissions across all applications, including Webex, ensuring accurate access rights, and reducing administrative work.

- **Compliance**: For organizations subject to regulatory requirements, the integration ensures that user access to Webex adheres to the same compliance policies that govern the entire organization's IT environment.
- **Scalability**: As an organization expands, the integration scales seamlessly to accommodate an increasing number of users, obviating the need for manual account and access rights management for each user.

Workspaces Directory Sync
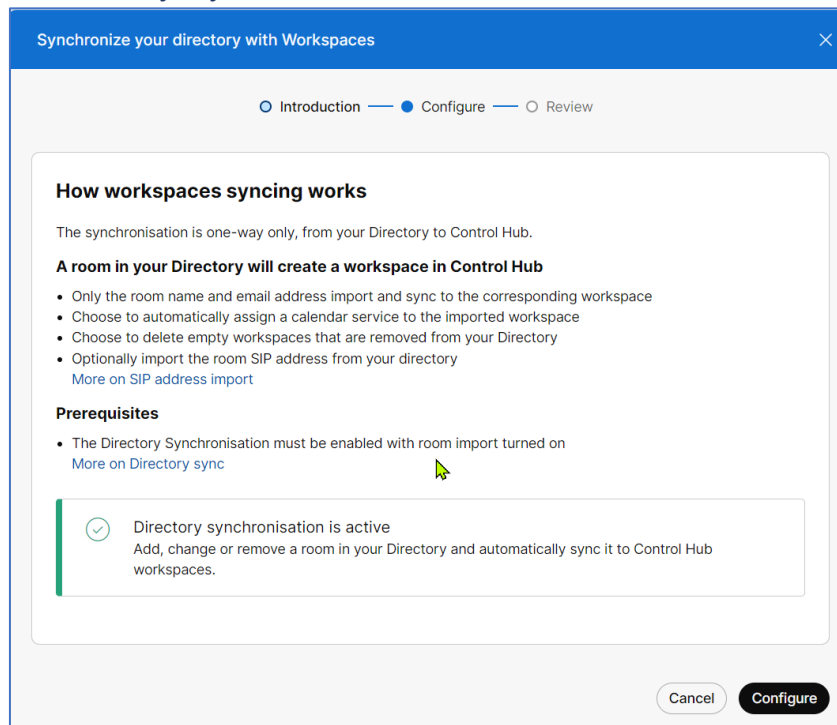
When some customers opt to deploy Microsoft Teams and Cisco video devices in MTR mode, they need to create the physical rooms as resources in Microsoft M365. It wouldn't make sense to duplicate the effort by creating them both in M365 and Control Hub. To avoid this, we facilitate the process for our customers by utilizing the Microsoft Entra ID Wizard and Workspace Directory synchronization. This simplifies the process to such an extent that the only remaining task is to associate the device with the workspace in Control Hub.

This also allows us to leverage other products like Cisco Spaces to bring additional value to our customers by utilizing the work already done on the Microsoft platform. Cisco Spaces is a next-generation indoor location services platform that utilizes existing Wi-Fi infrastructure and sensors within Cisco video devices to provide insights into people's behaviour within physical spaces. When Cisco customers use Cisco Spaces in conjunction with Cisco Webex, they gain significant advantages for the hybrid work environment.

The integration of Cisco Webex with Cisco Spaces and Microsoft Entra ID offers a unique combination that addresses most of our customers' demands.

Microsoft Entra ID Manual Integration Using SCIM, SAML, and OIDC Protocols

Where advanced customization is required, for instance, custom attributes for users or customized SAML Single Sign-On are needed, we can use the Cisco Webex application in the Microsoft Entra ID catalogue.

This approach will cater to those niche use cases of our customers that require configurations beyond the common requests in the Microsoft Entra ID to Webex integrations, using the SAML 2.0 and SCIM 1.1 protocols. Furthermore, there are even more specialized requirements that can only be addressed with protocols like SCIM 2.0 and/or OIDC. This would require organizations to go with a non-Gallery application and explore the full capabilities of these protocols to customize extensively across both platforms.

The Cisco Webex application in the Microsoft Entra ID applications catalogue allows for user provisioning using the SCIM protocol with greater flexibility than the Control Hub Microsoft Entra ID Wizard, it also enables SAML Single Sign-On to be configured, where you can change the default attribute mappings and also allow for SAML Just-In-Time (JIT) provisioning and its mappings.

The Cisco Webex application in the Microsoft Entra ID catalogue enables us to customize attributes that can be crucial for delivering features like tracking codes for meetings.

On-premises integration in Microsoft Entra ID
## Provision Users and Contacts

Traditionally, user identity synchronization in on-premises products was accomplished using protocols such as LDAPv3, which cannot be deployed securely over the Internet.

At the same time, protocols like SCIM would need access to the on-premises collaboration products. However, this access is not feasible since these products are typically deployed within private networks that are not reachable via the Internet. These two factors present a significant challenge when attempting to integrate on-premises collaboration systems with Microsoft Entra ID.

Webex offers hybrid components within our on-premises products, such as CCUC ([Webex Cloud Connected UC](#)), that securely establish a bridge between on-premises products and Webex, enabling us to leverage existing identity information within Webex, CCUC also offers other hybrid services like Certificate Management, Automated Upgrades, Centralized Troubleshooting, Analytics Insights and Global Operations from a single pane of glass that is Control Hub.

By using this method, we can securely utilize the Microsoft Entra ID connection to Control Hub and synchronize those user details with the on-premises products.

Single Sign-On
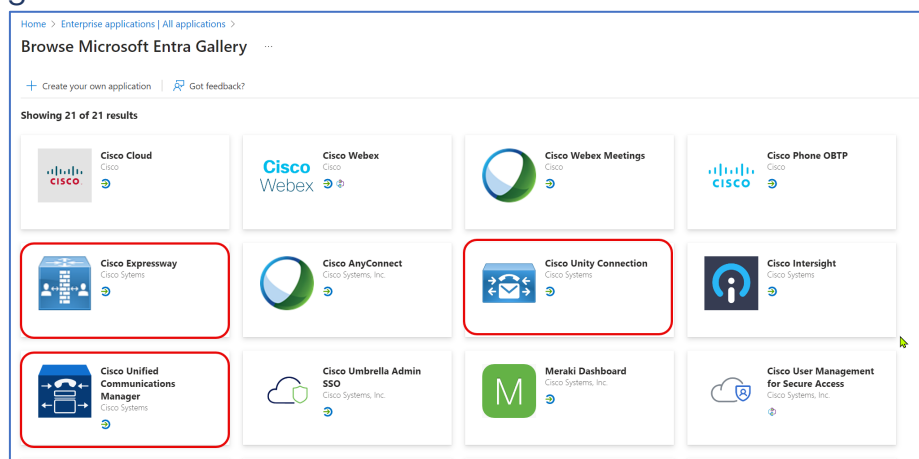
On-premises collaboration products achieve high availability and scalability by utilizing clustering, which necessitates that the Identity Provider (IdP) supports multiple nodes per agreement for Single Sign-On (SSO). Recently, through close collaboration between Microsoft and Cisco, Microsoft Entra ID has developed these capabilities, defined in the SAML standards. This advancement has enabled Cisco to include [Cisco Unified Communication Manager](#), [Cisco Unity Connections](#) and [Cisco Expressway](#) as applications in the Microsoft Entra ID Enterprise Applications catalogue, which make it easy to configure the SAML agreement between Cisco and Microsoft.

Benefits of This Integration:

- **Streamlined Access:** Users can sign into their on-premises Cisco collaboration tools using their Microsoft Entra ID credentials, simplifying access management.
- **Enhanced Security:** SSO reduces the potential for password-related security breaches and allows organizations to enforce consistent access policies across all services.
- **Reduced IT Overhead:** IT departments benefit from centralized management of user identities and access, reducing the complexity of managing multiple systems.
- **Improved User Experience:** Users experience less friction when accessing multiple collaboration tools, leading to increased productivity and satisfaction.

In summary, the integration between Microsoft Entra ID and Cisco's on-premises collaboration products resolves the complex challenges of SSO in a clustered environment. It ensures that users can have a consistent and secure sign-on experience, while IT administrators can manage identities and access efficiently across the organization's entire communication infrastructure.

With the Application created in the Microsoft Entra ID catalogue our customer just needs to upload the SAML metadata from the Cisco on-premises product and upload it in the Microsoft Entra ID application, and SSO is done.

Microsoft Teams integration for Webex Calling and Meetings

Seamless Identity integration
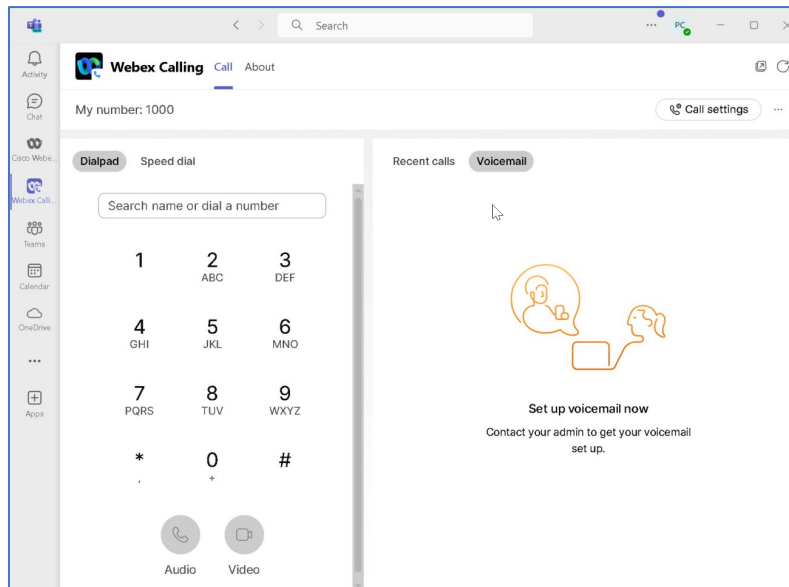
With the integration of Cisco Collaboration into the Microsoft Teams client, customers face the challenge of requiring their users to authenticate across multiple platforms (Cisco and Microsoft), resulting in a suboptimal experience.

With the latest improvements to the Microsoft Teams application, Cisco can leverage the WebView2 framework to create a solution to the issue of cross platform authentication. This allows Cisco to capture the information from the initial authentication to the Microsoft Teams application and prevent the need for re-authentication to the Cisco Collaboration platform. This enhancement increases user satisfaction and improves adoption among our customers' users.

Native integrations in Microsoft Entra ID

There are many other integrations between Cisco Collaboration products and Microsoft Entra ID. Many applications created by Cisco in Microsoft Entra ID utilize Microsoft Graph API to automatically authorize and configure the integration. This results in an enhanced integration of Cisco with Microsoft products that are accessible through the Microsoft Entra ID platform.

ECM integration with OneDrive/SharePoint Online
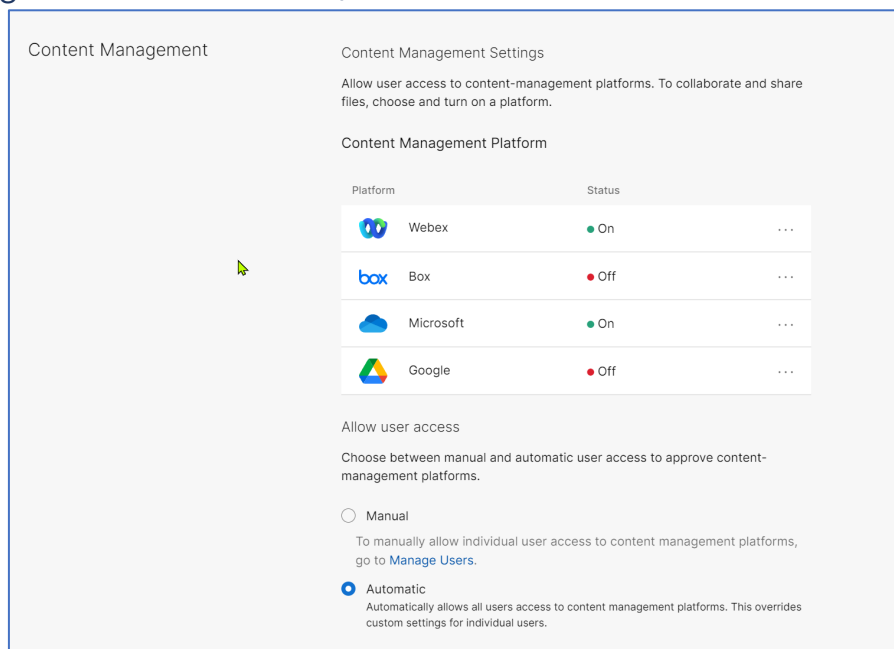
The integration with an [Enterprise Content Management](#) (ECM) system allows for the use of OneDrive/SharePoint as storage and integration points for files. By integrating Webex with OneDrive and SharePoint, users gain the ability to access, share, and collaborate on files directly within the Webex interface. This means that documents, spreadsheets, presentations, and other key files stored in OneDrive or SharePoint can be effortlessly incorporated into the workflow of a Webex space. Users can co-edit documents in real time, share content during meetings, and ensure all collaborators are aligned without the need to toggle between different applications.

Additionally [enables access to OneDrive from Cisco Devices](#), this convergence boosts productivity by creating a centralized location for both communication and document management.

OneDrive offers personal cloud storage that is tied to an individual's Microsoft account, providing a space to store and access personal work files from anywhere. In contrast, SharePoint is designed for team collaboration, serving as a platform for building intranet sites and establishing content management systems within an organization. When integrated with Webex, these services allow teams to securely store and manage content, while also facilitating convenient access to documents during virtual meetings and collaborative sessions. Additionally, the integration maintains the integrity of file permissions and security settings, ensuring that sensitive information stays secure as teams collaborate in Webex.

Microsoft 365 Groups for Webex App
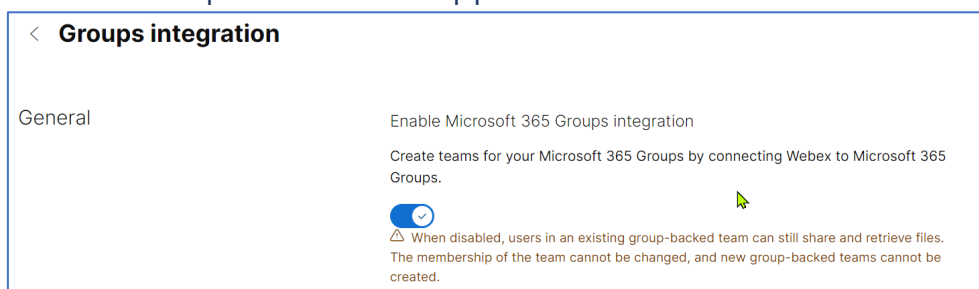
This [integration](#) empowers Webex users to create groups in Microsoft 365 simultaneously as they form teams in Webex.

The Webex hybrid groups integration with Microsoft Office 365 is a powerful fusion of Cisco's advanced communication technology with Microsoft's comprehensive productivity suite, specifically designed to enhance team collaboration. By linking Webex with Office 365, organizations can automatically establish dedicated Webex App spaces for each of their Microsoft 365 Groups. Consequently, a parallel Webex space is configured every time a group is initiated in Microsoft 365, facilitating seamless communication and collaboration across the two platforms.

Users can fully exploit Webex App's capabilities, including messaging, file sharing, whiteboarding, and persistent content, while simultaneously accessing the resources of Microsoft 365 Groups, such as shared mailboxes, calendars, and SharePoint-stored files. Members can transition effortlessly from the collaborative tools of Office 365 to the real-time communication features of Webex App, without interrupting their workflow. This smooth integration is crucial for delivering a unified user experience and diminishing the complexity often associated with navigating multiple collaboration platforms.

The hybrid groups model ensures that membership updates in Microsoft 365 Groups are automatically synchronized with the corresponding Webex App spaces, maintaining up-to-date rosters across both systems. Furthermore, meetings organized within Microsoft 365 Groups can be hosted on the Webex platform, leveraging its superior video conferencing features. This integration promotes not only a more efficient and collaborative work environment but also harnesses the strengths of Webex and Microsoft 365 to deliver a versatile suite of tools that meet diverse collaborative demands within an organization. With the cooperative functionality of Webex and Microsoft 365 Groups, teams are empowered to communicate and collaborate more effectively, regardless of whether they are remote or in a traditional office setting.

Webex integration with Exchange online
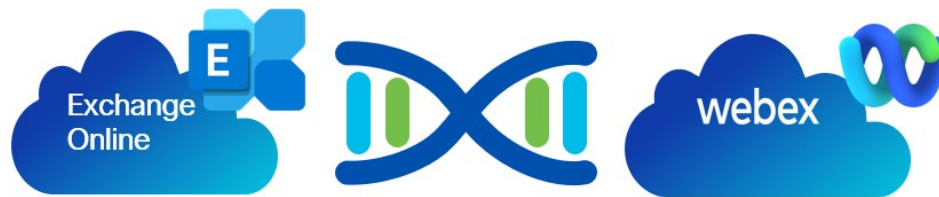
The integration of [Webex and Microsoft 365](#) for user calendars allows Webex and Exchange Online to collaborate seamlessly. Organizations can benefit from a more efficient, user-friendly, and unified approach to managing virtual meetings, leading to improved collaboration and productivity, it streamlines the meeting experience by allowing users to effortlessly schedule and join Webex meetings from their calendar app on the Webex App or with a single button press (OBTP) on Cisco video devices.

This integration offers several advantages that can boost productivity and streamline the scheduling and management of meetings. Here are some of the key benefits:

- **Seamless Scheduling**: Users can schedule Webex meetings directly from their Exchange Online calendar, eliminating the need to switch between applications. This integration simplifies meeting setup, saving time and effort.

- **Calendar Sync**: Any changes to meetings in the Exchange Online calendar, such as time adjustments or cancellations, are automatically reflected in the Webex meeting schedule. This synchronization ensures that all participants have up-to-date information.

- **Availability Visibility**: When organizing a Webex meeting through Exchange Online, organizers can view participants' availability, aiding in selecting a convenient time for everyone and reducing scheduling conflicts.

- **One-Click Join**: Participants can join Webex meetings with a single click from their Exchange Online calendar invitations, removing the need to input meeting IDs or passwords and facilitating quicker meeting access.

- **Meeting Reminders**: The Exchange Online calendar can be configured to send automatic reminders for upcoming Webex meetings, helping participants join on time.

- **Mobile Access**: Exchange Online calendars are accessible from mobile devices, enabling users to schedule, modify, and join Webex meetings while on the move. This is especially useful for remote workers and frequent travelers.

- **Centralized Management**: IT administrators can centrally manage Webex integration settings through the Exchange Online admin portal, easing deployment and ongoing maintenance.

- **Enhanced Security**: The Webex and Exchange Online integration leverages the security features of both platforms, ensuring a secure environment for scheduling and hosting meetings.
- **Customizable Experience**: Users can tailor their meeting settings when scheduling through the Exchange Online calendar, such as setting recurring meetings, selecting video layouts, and more.
- **Scalability**: As organizations expand, the integration can scale to support an increasing number of users and meetings, thanks to the robust infrastructure of Webex and Exchange Online.

Webex Calling integration into Microsoft Teams
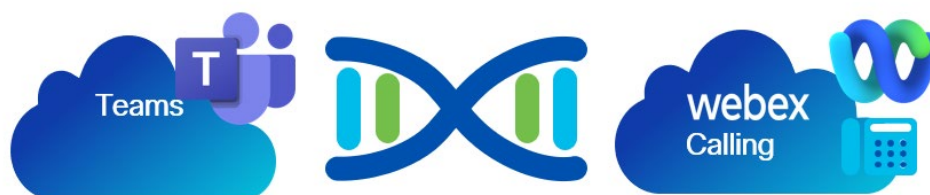
With [Webex Calling for Microsoft Teams](), users can access the enterprise-grade calling experience of Webex directly within the Microsoft Teams application. This integration is crafted to offer a unified communication experience by marrying the robust calling capabilities of Webex with the collaborative features of Teams.

The features available in this integration include:

- **Direct Calling from Teams**: Users can make and receive PSTN (Public Switched Telephone Network) calls directly within the Microsoft Teams interface, when their organization uses Webex Calling as its telephony infrastructure.
- **Unified Contact List**: Contacts from Webex Calling can be synchronized with Microsoft Teams, enabling users to maintain a single, integrated contact list for making calls.
- **Call Control Features**: A set of call control features, such as call hold, transfer, forwarding, and voicemail access, is available within Teams, offering a smooth call management experience.
- **Presence Synchronization**: Users' presence statuses (e.g., available, busy, in a call) are synchronized between Webex Calling and Microsoft Teams, providing accurate availability information on both platforms.
- **Consistent User Experience**: The integration of Webex Calling into Teams allows users to enjoy a consistent experience without the need to alternate between different applications for collaboration and telephony.

- **Centralized Administration**: IT administrators can manage telephony services and user provisioning from one central location, streamlining administration and reducing the complexity of managing disparate systems.
- **Enhanced Productivity**: By integrating calling capabilities into the collaboration platform where users spend a significant portion of their day, productivity is enhanced as less time is spent toggling between tools.
- **Scalability and Reliability**: Webex Calling is renowned for its scalability and reliability. By integrating these qualities with Microsoft Teams, organizations can strengthen their telephony services within their primary collaboration platform.

Webex Meetings integration into Microsoft Teams
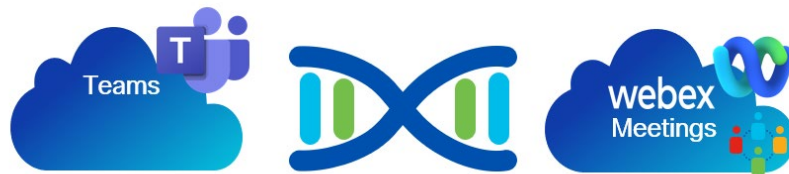
The Webex Meetings integration into Microsoft Teams is a feature that allows users to interconnect Cisco's Webex Meetings and Microsoft's Teams platform. This integration facilitates seamless collaboration and communication for users who are accustomed to using the Microsoft Teams Application for messaging but want to use Webex Meetings for their video conferencing needs and real-time collaboration needs, leveraging a far superior Webex Meeting Experience.

This integration enables the following for Microsoft Teams users:

- **Easy Meeting Creation**: Users can schedule, start, and join Webex Meetings directly from within Microsoft Teams. This can be done through a bot command or by using a tab within a Teams channel, which simplifies the process of setting up meetings.

- **Calendar Synchronization**: The integration syncs with users' calendars. When a Webex Meeting is scheduled, it appears alongside Teams meetings in the calendar, providing a unified view of all upcoming meetings.

- **One-Click Join**: With the integration, users receive notifications within Microsoft Teams when a Webex Meeting is about to start, allowing them to join with just one click.

- **Native Integration**: Users can leverage native Teams features to create and manage Webex Meetings, making the experience smoother and more familiar for those who regularly use Teams.

- **Intuitive Interface**: The integration provides an intuitive interface for managing Webex Meetings settings and features within the Teams environment.

From a customer perspective there are huge benefits for their users:

- **Unified Experience**: Users can enjoy the best of both worlds—Microsoft's team collaboration tools and Cisco's robust video conferencing capabilities—without having to switch between different applications or platforms.

- **Enhanced Productivity**: The integration saves time and reduces friction by streamlining the meeting setup process and making it easier to manage meetings from a single interface.

- **Flexibility**: Organizations can choose the right tools for their needs, ensuring that employees have access to Webex's powerful meeting features even as they continue to use Microsoft Teams for collaboration.

- **Broader Reach**: By connecting Webex Meetings with Teams, organizations can collaborate more effectively with external partners, clients, and vendors who may be using different platforms.

- **Consistent User Experience**: Users who are familiar with Microsoft Teams can schedule and join Webex Meetings without having to learn a new tool, which can help with adoption and reduce the need for training.

- **Improved Workflow**: The integration of Webex Meetings into Teams can help streamline communication and collaboration workflows, leading to more efficient project progression and decision-making.

- **Security and Compliance**: Webex Meetings is known for its strong security and compliance features, which remain in place when integrated with Microsoft Teams, giving organizations peace of mind when handling sensitive information.

Overall, the Webex Meetings integration into Microsoft Teams is designed to provide a seamless, secure, and efficient meeting experience that leverages the strengths of both Cisco and Microsoft's collaboration platforms.

Jabber integration into Microsoft Teams

With [Jabber for Microsoft Teams](#), users can access enterprise-grade on-premises calling capabilities directly within the Microsoft Teams application. Enhance your Microsoft Teams experience by installing the Jabber app, which enables you to initiate Jabber-enhanced voice and video calls from within Teams.

Customers can see benefits such as:

- **Easy Calling within Microsoft Teams**: Make calls using a dial pad or transform a chat conversation into a call with Microsoft Teams on Windows, Mac, Android, iPhone, iPad, or via a web browser. Call your directory-synchronized and Outlook contacts, or other custom contacts, and add them as speed dials for quick access.
- **Permissions**: The first time you use this Cisco app (or if you sign out of Microsoft Teams), you will be prompted to grant permission for the app to search contacts and interact with Microsoft Teams. You will also be asked to enter your username and password to verify your user identity.
- **Jabber Virtual Desktop Infrastructure (VDI)**: The Jabber calling integration for Microsoft Teams is compatible with VDI environments. In a VDI setup, both Cisco Jabber and Microsoft Teams must run within the same virtual machine. Additionally, Jabber must be deployed in VDI mode with both the Jabber VDI agent and client installed.

Webex Meeting Scheduler for Outlook

The [Webex Scheduler](#) allows Microsoft 365 users to schedule Webex meetings or Personal Room meetings directly from the Microsoft Outlook desktop, web, and mobile applications.

The Webex Meeting Scheduler for Outlook is an add-in that enables users to schedule, initiate, and manage Webex meetings directly within Microsoft Outlook. This integration is designed to simplify the organization of virtual meetings by using the familiar interface of Outlook, a widely utilized email and calendar application in many business settings.

Some of the key features and benefits of the Webex Meeting Scheduler for Outlook include:

- **Convenient Scheduling**: Users can schedule Webex meetings as easily as they create regular calendar events in Outlook. The add-in automatically inserts Webex meeting details, such as the link, meeting number, and password, into the calendar invitation.
- **One-Click Meeting Start**: Hosts can commence their scheduled Webex meetings with a single click from the Outlook calendar or the appointment reminder, streamlining the process of starting meetings.
- **Integration with Outlook Calendar**: The Webex Meeting Scheduler is fully integrated with the Outlook calendar, ensuring that all scheduled Webex meetings are displayed alongside other appointments for a complete overview of the user's agenda.
- **Invite Attendees Easily**: Hosts can effortlessly add attendees from their Outlook contacts or by entering email addresses directly, with the invitation including all essential Webex meeting details.
- **Customizable Meeting Options**: Users can customize various meeting settings when scheduling, such as enabling a lobby, requiring registration, setting entry and exit tones, and deciding whether to lock the meeting upon starting.
- **Support for Recurring Meetings**: The add-in supports the setup of recurring Webex meetings within Outlook, ideal for regular team gatherings, monthly check-ins, or any other events that occur periodically.

- **No Need to Switch Applications**: The Meeting Scheduler allows users to organize and manage their meetings without toggling between Webex and Outlook, which saves time and minimizes errors.
- **Cross-Platform Compatibility**: The Webex Meeting Scheduler for Outlook is compatible with both Windows and Mac, as well as Outlook on the web, ensuring usability across diverse operating systems and platforms.
- **Easy Access to Meeting Controls**: Hosts can manage meeting controls directly within Outlook, enabling them to cancel or update meetings, modify settings, and resend updated invitations as necessary.
- **Security**: The integration upholds the security protocols of both Webex and Outlook, guaranteeing the protection and confidentiality of meeting data.

Webex Social Login
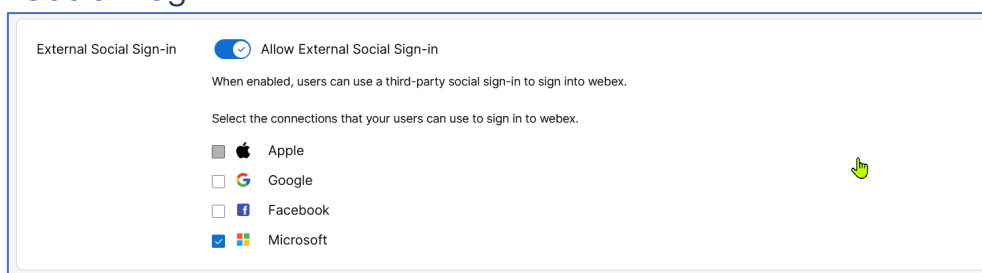
The integration allows for [Social Sign-in authentication](#), enabling users to use their Microsoft/Office 365 accounts to log in to Webex. Webex Online and Webex Enterprise customers can facilitate self-registration/authentication for users using their Microsoft personal or work accounts.

This feature also enables Single Sign-On (SSO) using social media accounts, allowing users of Webex services to sign in using their existing social media credentials, regardless of whether they are part of the consumer Webex organization or an enterprise customer organization.

Webex social login offers several benefits:

- **Convenience**: Users can sign in to Webex quickly and easily without the need to remember additional usernames and passwords, especially useful for those who frequently use social media platforms and are already logged in.
- **Simplified Account Management**: Social login means one less set of credentials for users to manage, helping to reduce the cognitive burden associated with tracking multiple usernames and passwords.
- **Faster Onboarding**: New users can start using Webex more swiftly as they can avoid the traditional account creation steps and instead, use their existing social media credentials to set up a new Webex account.

- **Reduced Password Fatigue**: Social login eliminates the need to create and remember a new, unique password for Webex, decreasing the risk of "password fatigue" and the security concerns that come with using weak or reused passwords.
- **Enhanced User Experience**: The streamlined sign-in process with social login improves the overall user experience by providing easy access to services without multiple authentication steps.
- **Improved Security**: When properly implemented, social login can bolster security. Many social media platforms have strong security features such as two-factor authentication (2FA), which can be leveraged when users log into Webex.
- **Mobile-Friendly**: Given that many users remain logged into their social media accounts on mobile devices, social login facilitates convenient access to Webex services on smartphones and tablets without manual credential entry.
- **Lower Support Costs**: Organizations can experience reduced support costs related to account recovery and password resets, as these issues are managed by the social media platforms.
- **Increased Registration and Conversion Rates**: Social login can enhance conversion rates for services that require registration by making the sign-up process quicker and more user-friendly, encouraging more users to register.

Webex for Intune
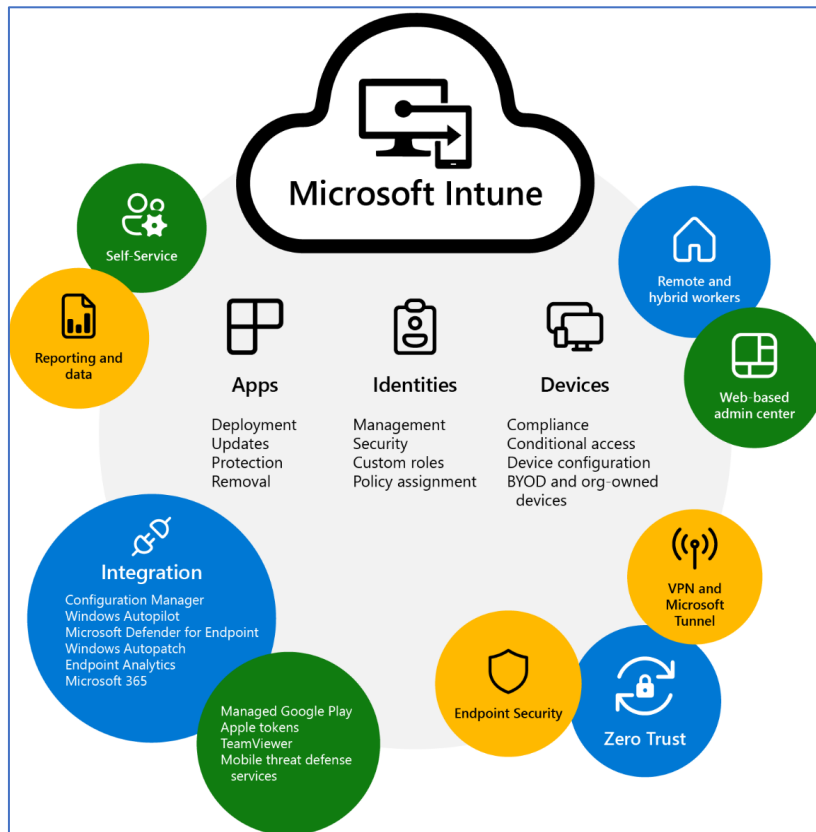
The [Webex App Intune](#) leverages the Intune SDK to enforce app policies set by Intune. Users can download the Webex App for Intune from the regular App Store on iOS or Android. By using the Intune SDK, the Webex App receives the configured application protection policy controls, which are designed to safeguard our customers' information.

Typically, the Webex App for Intune is deployed in environments where the customer wants to protect the IP (Intellectual Property) of the company, without having any ownership of the devices of their users, also known as BYoD (Bring your Own Device)

Microsoft Intune is a cloud-based service that specializes in mobile device management (MDM) and mobile application management (MAM). It is part of Microsoft's Enterprise Mobility + Security (EMS) suite and enables organizations to manage the mobile devices and applications their workforce utilize to access company data. Intune integrates with Microsoft Entra ID and Microsoft Purview Information Protection, offering a comprehensive solution for securing corporate data across a variety of devices, including mobile phones, tablets, and laptops.

The Webex App for Intune can take advantage of Intune's features without the need to manage the device directly. The Webex App can leverage the following benefits:

- **Enhanced Security**: Intune offers advanced security controls that IT administrators can implement on the Webex app, including management of data access and sharing to ensure that sensitive information is protected.

- **Device Management**: Organizations can manage the Webex application on both personal and corporate-owned devices. Intune enables administrators to enforce policies such as requiring a PIN or ensuring a device meets corporate standards before accessing the Webex app.

- **Conditional Access**: With Intune, administrators can set conditional access policies that either restrict or grant access to Webex based on criteria like user role, device compliance, network location, and risk profile.

- **Data Loss Prevention (DLP)**: Administrators can set policies to prevent data leakage. For instance, they can restrict copy-and-paste actions between the Webex app and personal applications or block the saving of corporate documents to personal storage.

- **App Configuration**: Intune allows for the centralized configuration of the Webex app settings before deployment, which may include default preferences, login credentials, or server settings.

- **Selective Wipe**: If a device is lost or stolen, or an employee departs from the company, Intune can selectively wipe corporate data from the Webex app without affecting the individual's personal data.

- **Compliance Reporting**: Intune provides reporting tools that assist in monitoring device and application compliance with corporate policies, crucial for auditing and compliance.

- **Streamlined Deployment**: Intune streamlines the distribution of the Webex app to users on various devices, ensuring consistent app versions and updates.

- **User Experience**: Employees can utilize their preferred devices for work, confident that their access to Webex is secure and supervised. This

aligns with a Bring Your Own Device (BYOD) policy, potentially enhancing user satisfaction and productivity.

- **Integrated Ecosystem**: For businesses already using Microsoft 365 and Intune, integrating Webex offers a unified and secure user experience without the necessity for additional EMM solutions.

Webex Video Integration for Microsoft Teams
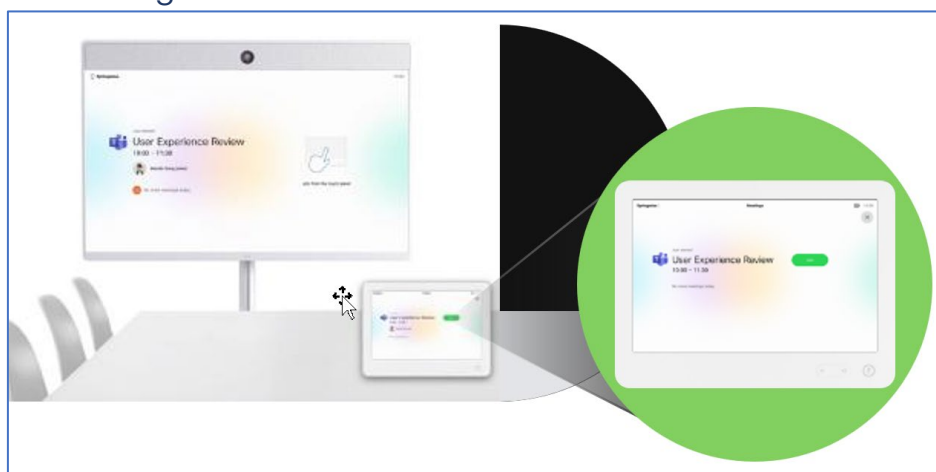
The integration allows your video devices to join Microsoft Teams meetings. It is compatible with Webex devices and other SIP-capable video devices, regardless of whether they are registered to Webex or your on-premises infrastructure.

Additionally enabling WebRTC and CVI on Webex video devices equips organizations with the functionality to seamlessly join Microsoft Teams meetings, bridging the gap between disparate collaboration platforms. This interoperability ensures that users can access meetings on different platforms directly from their Webex devices, without the need to switch hardware or juggle multiple conferencing systems. The streamlined integration simplifies the meeting process, offering features like one-button-to-push (OBTP) joining which significantly reduces the time and effort required to connect to meetings. By allowing direct participation in Teams meetings, Webex users enjoy a consistent and user-friendly experience that aligns with their familiar workflow on Webex devices.

For customers, the ability to join Microsoft Teams meetings from Webex video conferencing devices translates to an enhanced return on investment as it maximizes the utilization of existing equipment. This integration negates the necessity for additional investments in new hardware or software to support multiple collaboration platforms. It also minimizes the complexity of meeting setups, thereby limiting potential technical issues and support requirements. Ultimately, this capability promotes productivity by ensuring that team members can collaborate

effectively, regardless of the underlying technology, fostering a more inclusive and efficient communication environment across the organization.

Functionalities of the video integration into Microsoft Teams include:

- **One-Button-to-Join**: Webex devices can display a 'Join' button for scheduled Microsoft Teams meetings, simplifying the process of joining a Teams meeting as much as joining a Webex meeting.
- **Calendar Integration**: Webex devices can synchronize with the organization's calendar system, ensuring that Microsoft Teams meeting invitations are visible directly on the device's calendar for a seamless user experience.
- **Video Interop Services**: Cisco provides CVI services, like Cisco Webex Video Integration for Microsoft Teams, enabling these devices to connect to Teams meetings. The service facilitates communication by translating between the protocols used by Webex devices and those of Microsoft Teams.

Benefits of the video integration into Microsoft Teams include:

- **Utilize Existing Hardware:** Organizations can use their existing Cisco Webex hardware for Teams meetings, offering a high-quality video and audio experience without the need for new equipment.
- **Cross-Platform Collaboration:** Organizations often use multiple collaboration tools. Enabling WebRTC and CVI allows users to join Microsoft Teams meetings directly from Webex video devices, fostering seamless collaboration between users on different platforms.
- **Simplified Meeting Experience:** A consistent and streamlined meeting experience across Webex and Teams platforms reduces confusion and the need for extensive training.
- **High-Quality Video and Audio**: Known for superior video and audio quality, Webex devices enhance communication and collaboration during Microsoft Teams meetings.
- **Enhanced Features**: Users can benefit from advanced Webex device features like intelligent camera framing, noise suppression, and voice recognition to improve the Teams meeting experience.
- **Flexibility and Choice**: This hybrid service provides the flexibility to select the best collaboration tools without being restricted to one vendor's ecosystem.
- **Better Resource Utilization**: Companies can optimize their meeting rooms and video conferencing devices, ensuring compatibility with various meeting platforms, including Microsoft Teams.

- **Interoperability**: Effective collaboration with partners, clients, and vendors using different platforms is enabled through this service.
- **Scalability**: Cisco Webex devices cater to meetings of all sizes, from huddle spaces to large conference rooms, ensuring Teams meetings can be scaled to the space and participant count.
- **Ease of Management**: Managed through Control Hub, Webex devices offer centralized control, even when used for Microsoft Teams meetings.
- **Security**: Cisco's dedication to security is evident in its interoperability solutions, which maintain high standards of security and data protection.

For organizations utilizing both Webex and Microsoft Teams, these interoperability solutions bridge the gap between different platforms, enhancing collaboration. This implementation brings better user experience than a Cisco device in MTR mode, since the device features are natively in the Cisco platform.

This is particularly valuable in hybrid work environments where adaptable and compatible technological solutions are essential.

MTR devices
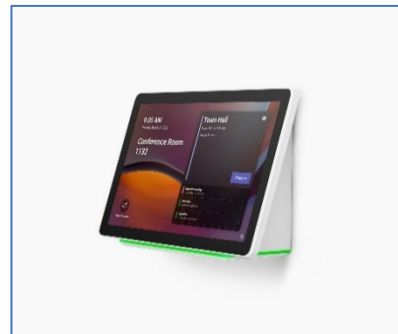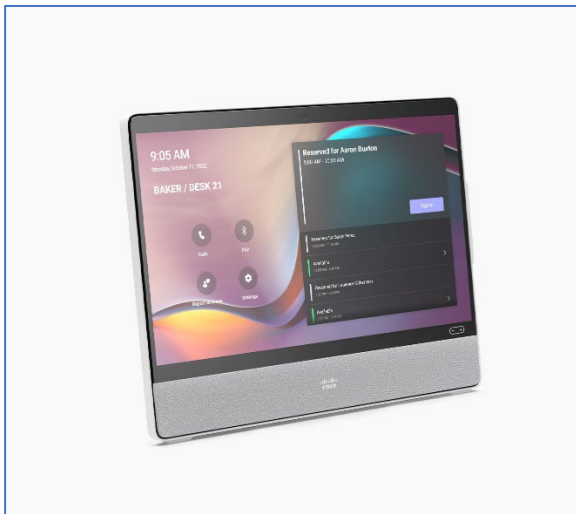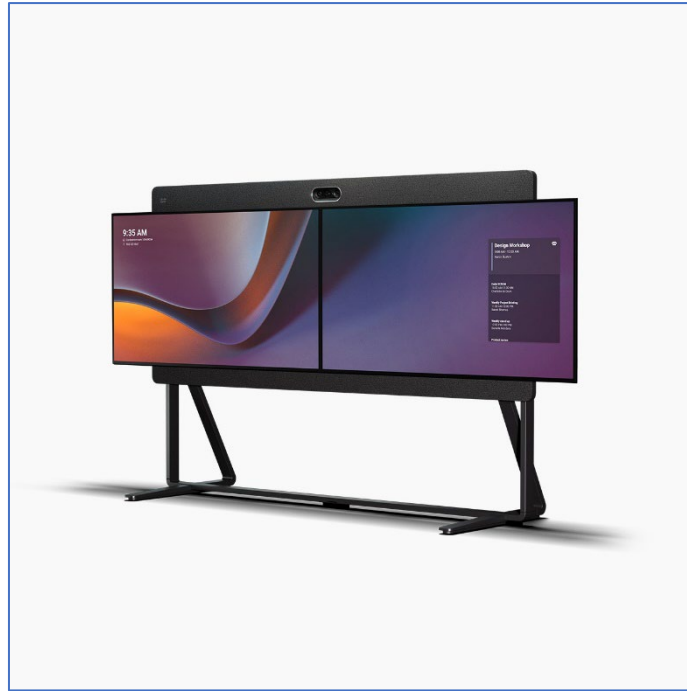
Cisco's collaboration devices can be configured to run in [Microsoft Teams Rooms (MTR) mode](), transforming them into native Microsoft Teams collaboration experiences.

When these devices are configured to leverage Microsoft Entra ID and Microsoft Intune, they gain several benefits in terms of security, manageability, and user experience.

Microsoft Entra ID delivers the following benefits for the Cisco MTR devices:

- **Authentication**: MTR devices use Microsoft Entra ID to authenticate users and devices. Users can sign in using their organizational accounts, which are managed in Microsoft Entra.
- **Single Sign-On (SSO)**: With Microsoft Entra ID integration, users experience SSO across Microsoft services, enabling them to access the MTR device and other services like Office 365 without the need to repeatedly enter their credentials.
- **Conditional Access**: Microsoft Entra ID allows administrators to implement conditional access policies that can restrict, or grant access based on user roles, device compliance, location, and other factors, enhancing security.
- **Security**: Microsoft Entra ID includes features such as multi-factor authentication (MFA) and risk-based conditional access, which can be applied to MTR devices for added security.

Microsoft Intune delivers the following benefits for the Cisco MTR devices:

- **Device Enrolment**: MTR devices can be enrolled in Intune, allowing them to be managed alongside other devices in the organization's fleet.
- **Compliance Policies**: Intune can enforce compliance policies on MTR devices to ensure they meet the organization's security standards. Devices that do not comply can be restricted from accessing corporate resources.

Overall, both Microsoft Entra ID and Intune provide the following benefits to Cisco Devices in MTR mode:

- **Enhanced Security**: Integration with Microsoft Entra ID and Intune provides multiple layers of security to protect both the device and the data it accesses.
- **Compliance and Reporting**: Intune offers tools for monitoring device compliance and generating reports, which are useful for auditing and regulatory compliance.
- **Improved User Experience**: Users benefit from SSO and other Microsoft Entra ID features, making it more convenient and secure to access and use MTR devices.
- **Centralized Control**: Both Microsoft Entra ID and Intune offer centralized control over devices, user access, and applications, reducing the complexity of managing distributed environments.

# How to migrate from on-premises Active Directory to Microsoft Entra ID and M365

Most customers currently have their collaboration, identity, and device management strategies based on-premises. However, they are now in the process of considering migration to the cloud, with the aim of consuming those services from the cloud instead of maintaining them on-premises.

Cisco with Microsoft have the right strategies to facilitate this transition by leveraging the best collaboration solutions in the market along with top-notch identity management for people and devices.

Cisco with Microsoft offer strategies that deliver a seamless transition for organizations that want to move their collaboration and identity services to the cloud, especially those that are predominantly on-premises today.

Microsoft's strategy for migrating users, groups, and device management to the cloud includes the following steps:
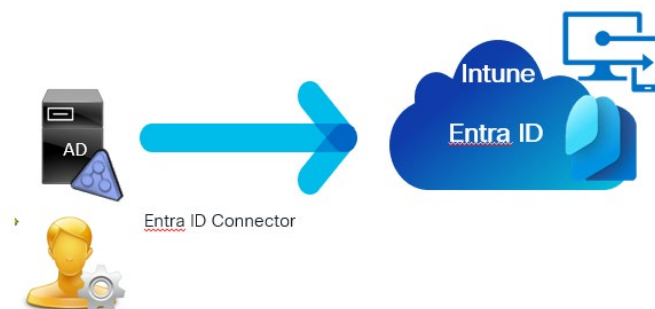
Step 1 - Microsoft recommends adopting a hybrid identity approach as the initial step for most organizations. This approach allows on-premises Active Directory (AD) to synchronize with Microsoft Entra ID using tools like Microsoft Entra ID Identity Connect. This hybrid setup ensures that users maintain a single identity that provides access to resources both on-premises and in the cloud.

At this stage, customers still manage identity and device management on-premises in Active Directory.
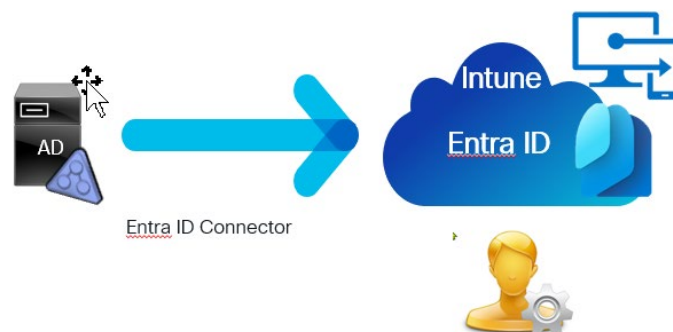
Step 2 – Microsoft anticipates that at some point, customers will begin to leverage the capabilities of Microsoft Entra ID and Intune for identity and device management in the cloud. At that stage, Active Directory will primarily be maintained due to legacy applications that cannot take advantage of cloud-based solutions. This transition also presents an opportunity for a clean-up process, as years of using Active Directory often result in accumulated legacy objects that are no longer in use. This is the perfect time to perform such a cleanup.


Step 3 – Eventually, after a gradual process of decommissioning, there will be no need for an on-premises Active Directory, as all IT applications, including collaboration tools, will be leveraging Microsoft Entra ID and Intune.

Cisco's Strategy for Migrating Collaboration to the Cloud, following Identity:
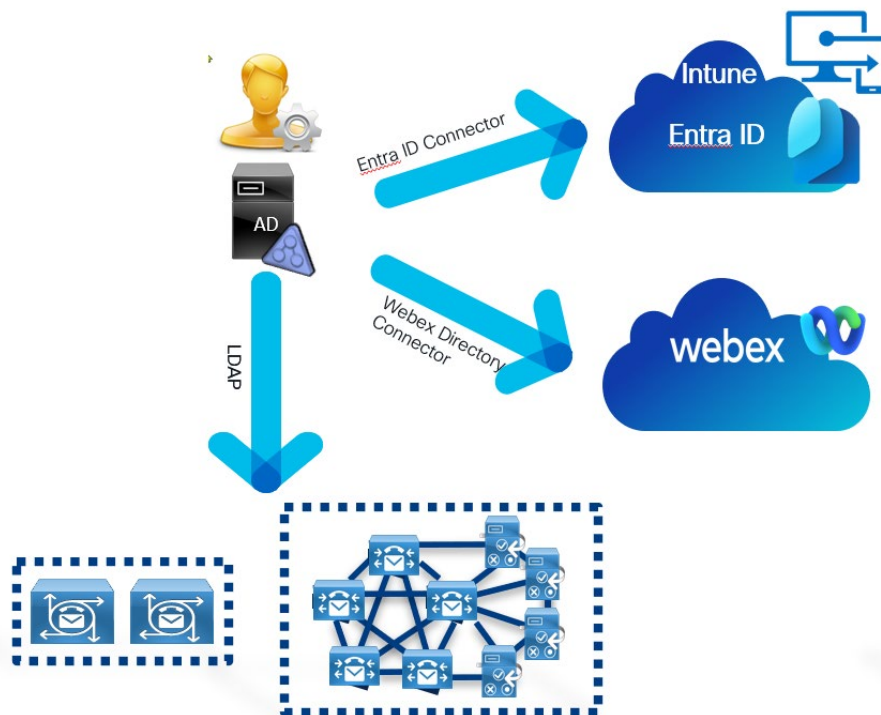

Step 1 – Cisco is also in the process of migrating its collaboration solutions to the cloud, similar to what was done with identity management by Microsoft. However, considering that Active Directory remains the single source of truth in customers' IT infrastructures, Cisco will use it as the source for Webex. This involves syncing users, groups, contacts, and device information to Webex, which is facilitated by a service called the Webex Directory Connector.

Cisco's on-premises collaboration system will continue to use Active Directory.
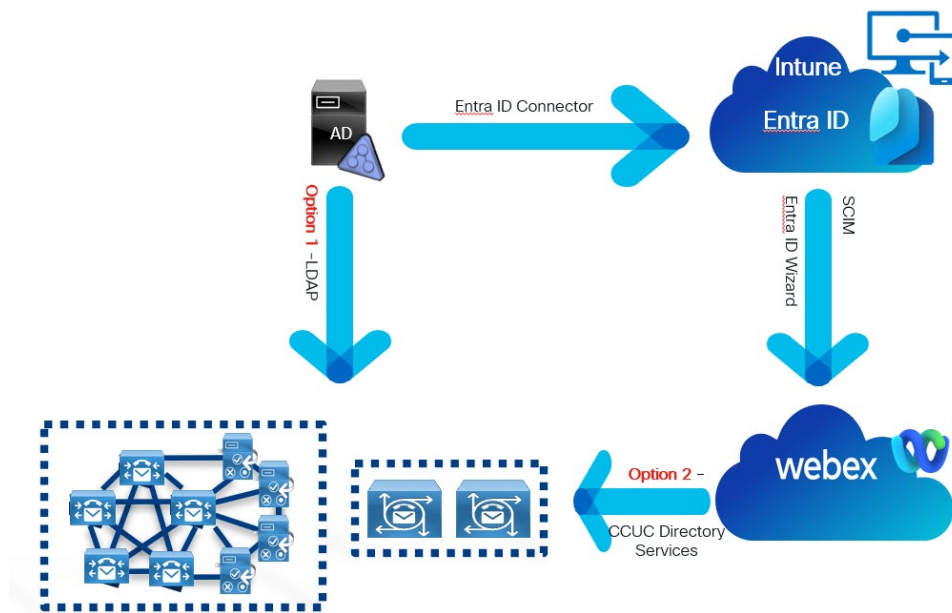
Step 2 – As the management of users within the customer's organization begins to be driven by the cloud, utilizing Microsoft Entra ID, Cisco's collaboration products also start to source information for users, groups, contacts, and devices from the cloud for cloud-based collaboration products.

For the on-premises collaboration products, a decision needs to be made whether the objects should come from the on-premises directory or from the cloud. It will really depend on how the customer has built their solution. If at some point the on-premises collaboration products require objects that only exist in the cloud (through Microsoft Entra ID and/or Intune), then the synchronization must be initiated from the cloud. However, if the on-premises products are also being migrated to the cloud and no new users will be created on those products, then no changes may be necessary.
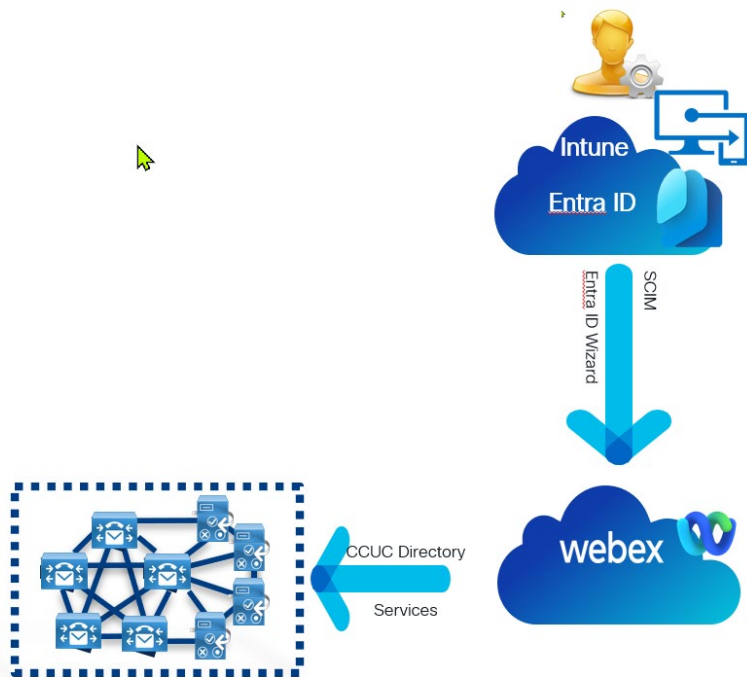
Step 3 – At this point, there is no longer an Active Directory, which means that all users, groups, contacts, and devices need to be synchronized from the cloud. Since the on-premises collaboration system includes hardware devices, it is likely that migrating or replacing all of those will take longer. Therefore, the migration of collaboration products to the cloud may take an extended period.
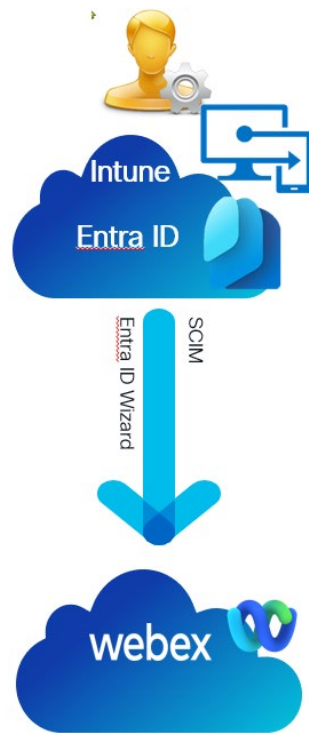
Eventually, at some point, the customer will have a fully cloud-based environment with identity and collaboration being delivered completely from the cloud.