Cisco WxC CPE Announcement

CPE Configuration Updates – Cisco, Polycom, Yealink

Service Platforms:	Webex Calling Carrier, SP, VAR
Markets:	NAMER, CANADA, EMEA, APAC, ~~JAPAN~~, FED **These changes will NOT be applied to the Webex Calling - Japan platform in order to maintain regulatory compliance for the region.**
Maintenance Window:	Maintenance Windows – June 9 - 11, 2020 US - CLOUD-14631, CA - CLOUD-14632, EU - CLOUD-14633, ~~JP - CLOUD-14634~~, AU - CLOUD-14635
Information:	The Webex Calling CPE Engineering Team will be making BroadWorks configuration changes to enable additional feature functionality for the devices listed below.
Affected Models:	• Cisco MPP 6800, 7800, 8800 Series IP Phones • Cisco DECT DBS-210 Base Station (CFWD Enhancement only) • Polycom VVX Series IP Phones • Yealink T4x and T5x Series IP Phones
What's Changing:	The following device configuration changes are being applied: **Device - Call Forwarding Enhancements** • Enable "Support Identity in UPDATE and ReINVITE" ~~**Device - Call Center Enhancements**~~ ~~• Enable "Support Call Center MIME Type"~~
Change Details:	1. **Call Forwarding-Support Identity in SIP Update and ReINVITE** a. <u>Currently</u> – When a User forwards a call to another User, the phone receiving the forwarded call incorrectly displays the call forwarder's information instead of the originator of the original call.

	b. <u>Changing to</u> - When a User forwards a call to another User, the phone receiving the forwarded call will now display the true originator of the original call.
	
	2. ~~Call Center - Support Call Center MIME Type~~
	     a. ~~Currently – When calls are sent to Call Center Agents, no call center call information is displayed on the Agent's phone.~~
	     b. ~~Changing to – When calls are sent to Call Center Agents, new enhanced call center call information will be sent to the Agent's phone including, wait time, number of calls in queue, longest wait time and other call stats.~~

End User Requirements	No End User actions required.