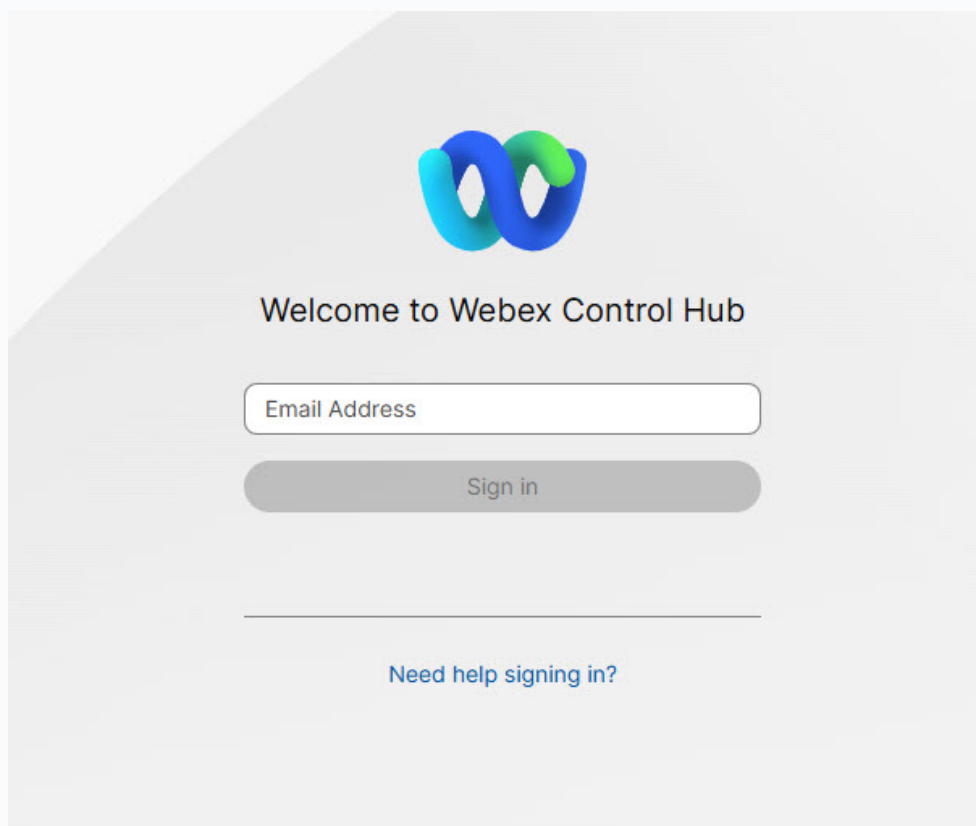


Provisioning Webex for Gamma via the Gamma Portal

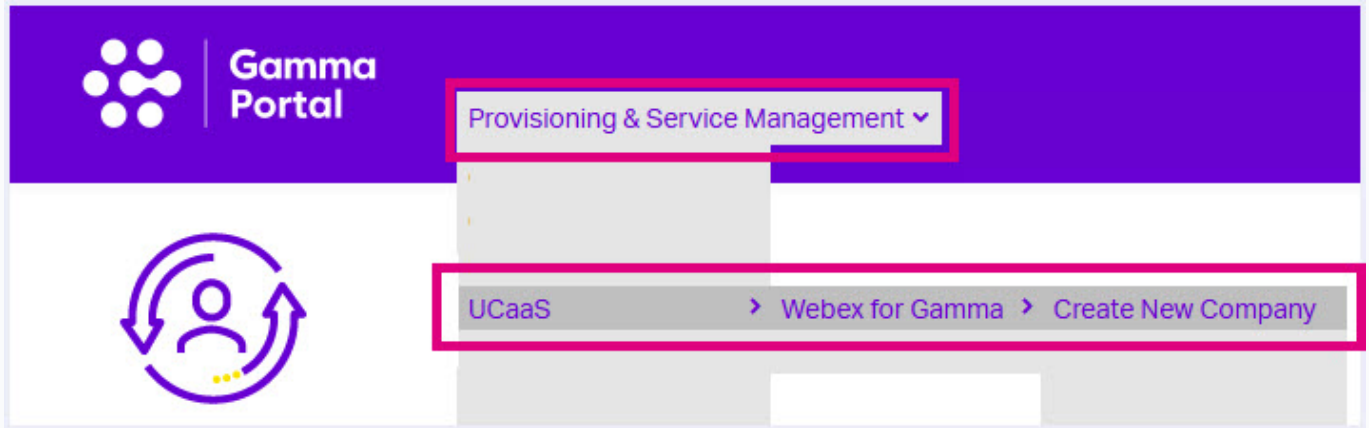
Introduction

Once you have provisioned your first Webex company, you will gain access to **Webex Control Hub**, where you can configure services for your end-user customers. This guide provides step-by-step instructions to help you complete the provisioning process efficiently.



Step 1: Access the Gamma Portal

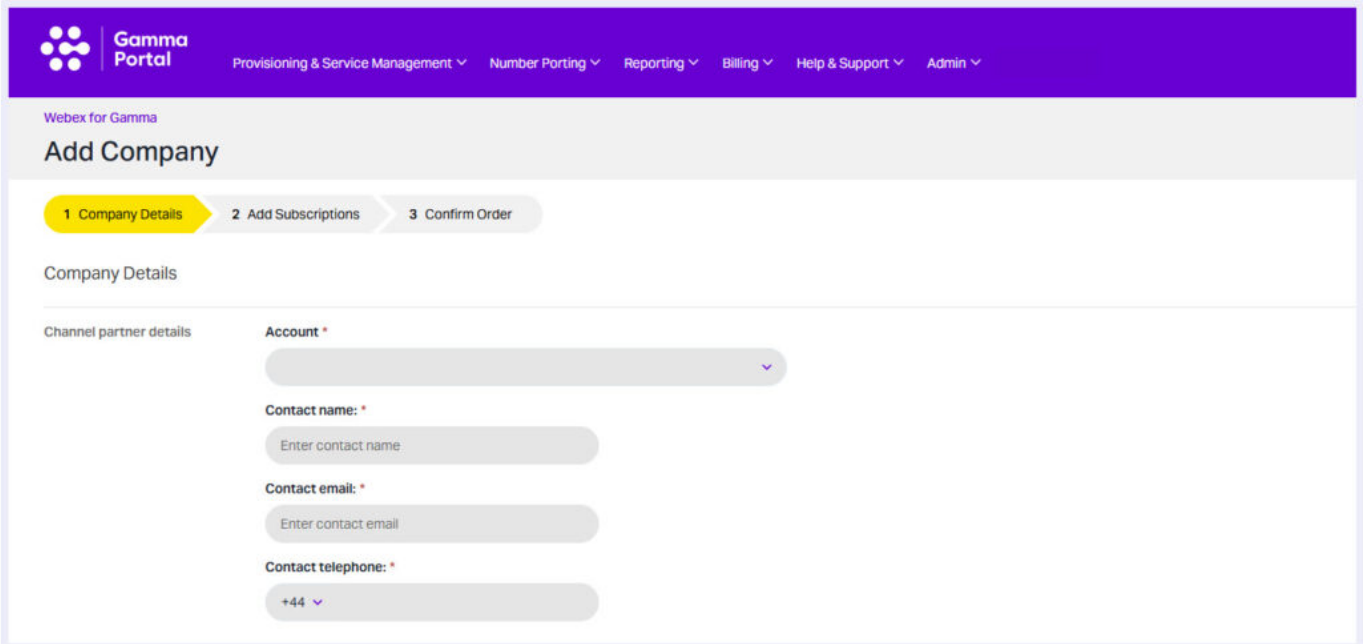
Log in to the **Gamma Portal**. Navigate to **Provisioning and Service Management**, select **UCaaS**, then click **Webex for Gamma**.



Step 2: Create a New Company

Click **Create New Company** or go to **Company Management** and select **+ Add Company**. Complete the **Channel Partner details**, including:

- Partner account
- Main contact name
- Email address
- Telephone number.



Gamma Portal

Provisioning & Service Management | Number Porting | Reporting | Billing | Help & Support | Admin

Webex for Gamma

Add Company

1 Company Details | 2 Add Subscriptions | 3 Confirm Order

Company Details

Channel partner details

Account *

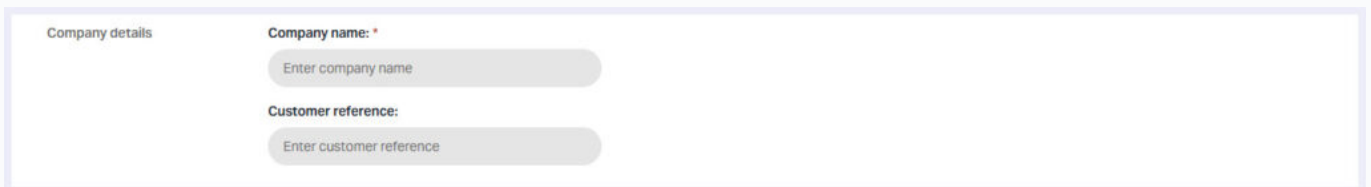
Contact name: *

Contact email: *

Contact telephone: *

Step 3: Add Customer Company Details

Enter the **customer company name**. Optionally, add a **customer reference number** (free text field) to help manage Webex orders.



Company details

Company name: *

Customer reference:

Step 4: Configure Fraud Management

Webex for Gamma allows custom fraud management settings:

- Set a **daily spending limit** and a **percentage threshold** for alerts.
- Add contact channels (email or SMS) for notifications.

- **Important:**

- Warning threshold must be **10% or above**
- There is **no limit on daily spend**
- Suspensions cannot be enforced if the spend limit is exceeded
- Monitor alerts via your chosen contact method.

The screenshot shows a 'Fraud Management' configuration panel. On the left, under the heading 'Fraud Management', there is a checked checkbox for 'Fraud management enabled'. Below it are three input fields: 'Daily spend: *' with a currency symbol '£', 'Warning: *' with a percentage symbol '%', and 'Contact email(s): *' with a plus icon. At the bottom left is a checkbox for 'Send SMS'. On the right, under the heading 'Fraud management', there is a link: 'See [terms and conditions](#) of the Webex for Gamma fraud management service.'

Step 5: Add Site Details

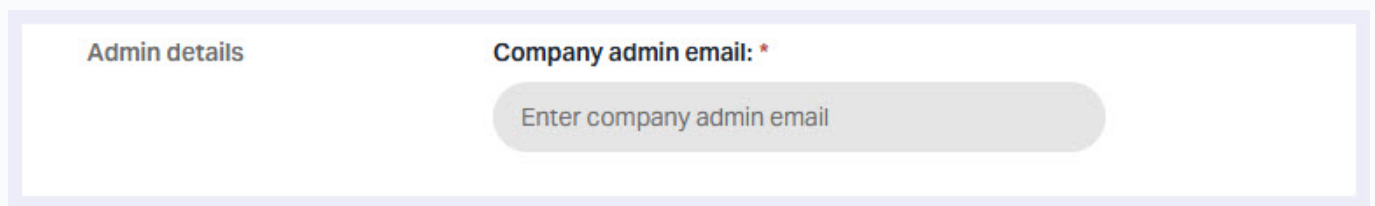
Define a **default site** or primary location for the Webex company.

The screenshot shows a 'Site details' configuration panel. It has two main sections: 'Site name: *' with a text input field containing the placeholder 'Enter site name', and 'Address *' with three input options: a text field for 'Type postcode...', a button with a magnifying glass icon and the text 'Find address', and a button with the text 'Enter manually'.

Step 6: Add Administrator Details

- Provide a **unique administrator email address** for the end-user company. This email will be used to set up the Webex Control Hub account.

Click **Continue** when ready to proceed.



The screenshot shows a form titled "Admin details". On the right side, there is a label "Company admin email:" followed by a red asterisk. Below this label is a text input field with the placeholder text "Enter company admin email".

Step 7: Purchase Webex Subscriptions

You can:

- **Buy new subscriptions** for a company order, or
- **Allocate subscriptions** from an existing pool.

Subscription Options

Webex for Gamma packages include:

- Common Area Calling
- Webex Voice
- Webex Calling
- Webex Calling: Customer Assist
- Webex Suite
- Webex Meetings

Discuss options with your customer to ensure they select the most suitable package.

The screenshot displays the 'Add Company' interface for 'Webex for Gamma'. It features a progress bar with three steps: '1 Company Details', '2 Add Subscriptions', and '3 Confirm Order'. The 'Add Subscriptions' step is active, showing options to 'Add subscription method' with radio buttons for 'Order new subscriptions' (selected) and 'Allocate existing subscription'. Below this, there are three tabs for subscription durations: '1 Month Rolling', '36 Months', and '60 Months'. The main content area lists six subscription packages, each with a quantity selector (minus, 0, plus) and a description:

- WTG - Common Area Calling**: This package enables calling in common areas from phones in hallway, door, simple retail stations, and conference rooms. It supports basic calling features and doesn't include meetings or messaging capabilities.
- WTG - Webex Calling**: This package includes calling, messaging, and meeting capabilities in the Webex App. Users enjoy advanced calling and messaging features enhanced by the Cisco AI Assistant providing space summaries, messaging translations, and message rewrites on demand. Meetings capabilities allow for 100 participants with a duration of up to 70 minutes in a personal meeting room or a one-time scheduled meeting. This package is intended for users who need advanced calling and collaboration features.
- WTG - Webex Meetings**: The Webex Meetings package is a standalone package that includes Webex App for messaging, and Webex Meetings for up to 1,000 participants. This package doesn't include point-to-point calling capabilities. It's intended for users who need only meetings and messaging capabilities.
- WTG - Webex Suite**: Webex Suite is the most feature-rich package that includes all capabilities of the Webex Calling package and enhances the meeting experience with meeting duration up to 24 hours, 1,000 participants, cloud storage for meeting recordings with the AI Assistant providing catch-up and step-away for individual participants during meetings, summaries and transcripts, and automatic highlights and chapters after meetings are completed. This package is designed for professionals with advanced calling and large meeting requirements.
- WTG - Webex Voice**: This calling-only package includes a standard set of the most common calling features available via the Webex App. Users have the option of using the Webex App softphone and/or a device. It doesn't include the meeting and messaging functionality providing a calling-focused package for customers looking for a simple voice solution.
- WTG - Webex Calling Customer Assist**: Customer Assist includes all the Webex Calling professional capabilities and some additional key features accessible through the Webex App for both agents and supervisors. The features like screen pop, supervisor experience in Webex App, and real-time and historical agent and queue view make the Customer Assist distinct from the Webex Calling Call Queue.

At the bottom right, there is a summary: 'Order Total: Added to hardware fund:'.

For New Webex Customers

- Choose a **contract term**:
 - 1-month rolling
 - 36 months
 - 60 months
- Select the **quantity of subscriptions**.
- Review your basket and click **Continue**.

Hardware Fund

When provisioning a company on a **36** or **60 month contract**, you'll have the option to include a hardware fund contribution.

If your customer wishes to source their own hardware, then these contracts will be offered at a lower monthly rate. Prices per month vary based on the contract term you choose. These details will be visible next to each subscription type.

Next, select the quantity of subscriptions needed. If you wish to add or remove any later, you can do so from the basket the right of the screen. If your company has selected a hardware fund, the contribution will be calculated here and shown again at the end of the ordering process before you continue.

For Existing Webex Customers

- Allocate existing subscriptions to the new Webex company.

Step 8: Review and Confirm

- Double-check all details.
- Accept the **terms and conditions**.
- Click **Confirm Order**.



Order Total:

Added to hardware fund:

Order Tracking

- Track your order on the **Manage Companies** page.
- You will receive confirmation emails from Gamma and Cisco.
- Processing may take up to **24 hours**.

