

Webex Admin - Control Hub Overview

Overview - Webex Control Hub

You can view the licenses across all your services. See notifications to stay updated with new functions to set up in Control Hub.

When you get started with your organization in Control Hub, we recommend adding users to join Webex via the U flow verification link. Encourage them to use the services you provide, and submit feedback. At any point, you can always add more users via ossmosis and have Evolve enable webex services.

It is recommended that you use the latest desktop version of Google Chrome, Microsoft Edge, or Mozilla Firefox to access Control Hub.* Other browsers may produce unexpected results



Control Hub doesn't support Internet Explorer.



Control Hub isn't designed for mobile devices.

* Control Hub supports Microsoft Edge Version 79.0.309.71 (Official build) (64-bit) and later.

[All system requirements can be viewed here](#)

To get started:

After the admin has completed provisioning the webex seat via the verification link, they will be able to access the webex Control Hub site for their ORG.

Control Hub Admin Link [HERE](#)

The first user provisioned for each customer org will be provisioned as the Full Admin for that org.

The screenshot shows the 'Profile' tab selected in the top navigation bar. Below the navigation bar, there is a 'Profile' header with a back arrow. The main content area is titled 'Administrator roles' and is divided into three sections: 'Organizational', 'Functional', and 'Services'. Under 'Organizational', there is a checkbox for 'Organization administrator' which is checked, and two radio buttons for 'Full administrator' (selected) and 'Read-only administrator'. Under 'Functional', there are checkboxes for 'Support administrator', 'User and device administrator', and 'Device administrator', all of which are checked. There are also checkboxes for 'Compliance officer' and 'Advanced troubleshooting access', which are not checked. Under 'Services', there are checkboxes for 'Contact center service administrator' (not checked) and 'Webex site administrator roles' (checked). A link labeled 'Edit' is next to the 'Webex site administrator roles' checkbox.

Administrator roles	Organizational	Functional	Services
	<input checked="" type="checkbox"/> Organization administrator		
	<input checked="" type="radio"/> Full administrator ⓘ	<input checked="" type="checkbox"/> Support administrator ⓘ	<input type="checkbox"/> Contact center service administrator
	<input type="radio"/> Read-only administrator ⓘ	<input checked="" type="checkbox"/> User and device administrator ⓘ	<input checked="" type="checkbox"/> Webex site administrator roles Edit
		<input checked="" type="checkbox"/> Device administrator ⓘ	
		<input type="checkbox"/> Compliance officer ⓘ	
		<input type="checkbox"/> Advanced troubleshooting access ⓘ	

What settings are Restricted?

Restricted Mode is enabled so that EIP can continue to manage the Billable Settings and minimize support issues that may inadvertently be created when making changes.

Restricted by Partner Mode

Enable Restricted by Partner mode



WHAT: A setting that restricts changes that can be made by customer admins so that they cannot:

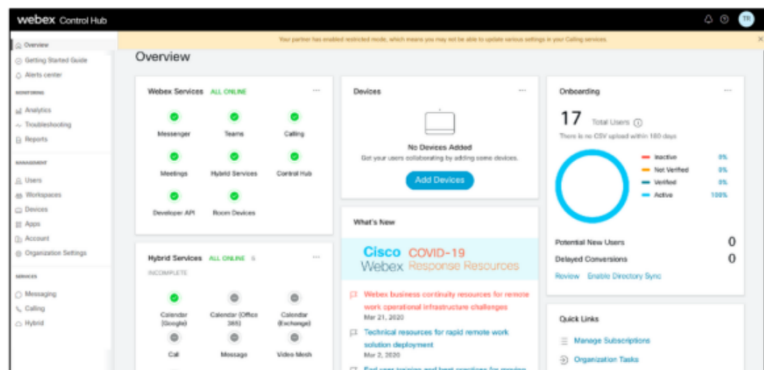
- Make changes to Account Name
- Make changes to billable settings- Add Users, Change License types, Change User services,
- Edit Directory Sync settings
- Make changes to provisioning and authentication settings
- Make changes to the way calling is configured and phone numbers

What Can I do as a Webex Admin for my ORG?

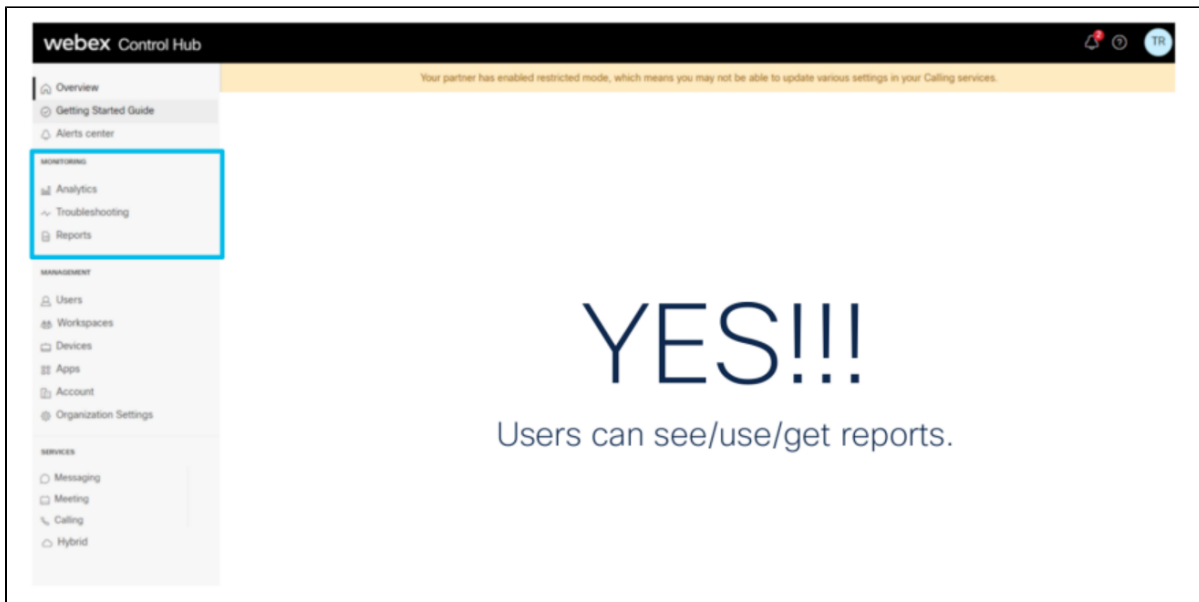
What can the customer admin do?

- See their users status (Active, Verified, Not Verified, Inactive)
- See Webex Services status
- Access troubleshooting
- Access Analytics and reports
- Manage Devices
- Manage Webex App settings for their org
- Manage Meeting Sites settings

Customer admin: (Control Hub)
admin.webex.com



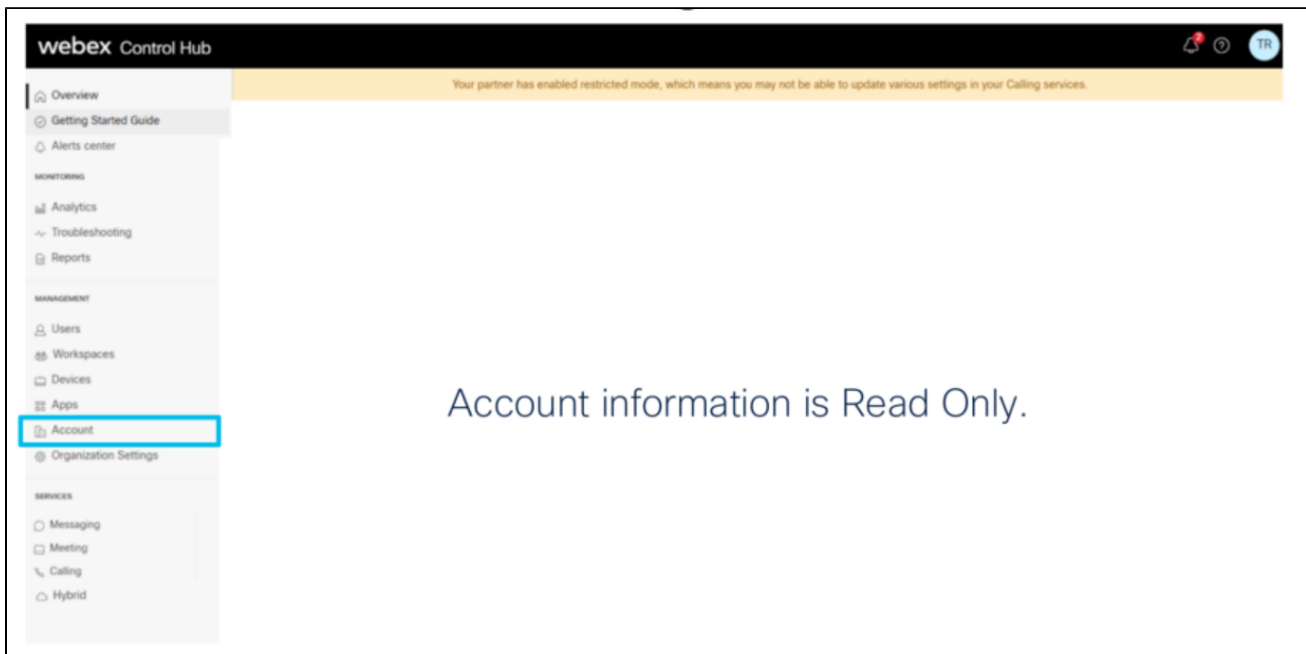
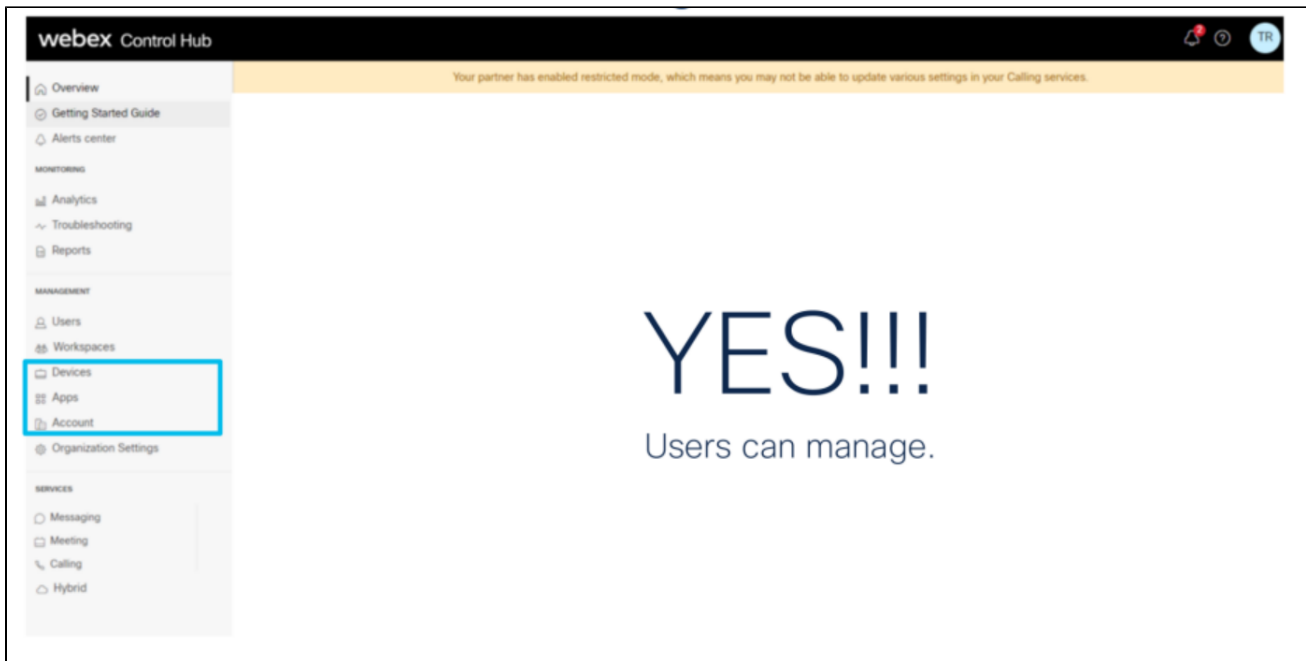
- Analytics
- troubleshooting
- Reports



What User settings can I change?

- application passwords and user seats will still need to be created via ossmosis.

Setting	Can Admin Change?
Manage Users (Add or Delete Users)	No
User Profile	
Modify Name (First/Last)	No
Modify Display Name	No
Modify Email	No
Adjust Preferred email language	No
Change Package	No
Edit Licenses	No
Assign Administrator Roles	Yes
Manage Security	No
Manage General, Meetings, Calling, or Messaging Settings	No
See and Manage Hybrid Services	Yes
Manage Devices	Yes



What Org settings can I change?

webex Control Hub			
Your partner has enabled restricted mode, which means you may not be able to update various settings in your Calling services.			
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Hybrid			

Organization Settings	Can Admin Change?	Organization Settings	Can Admin Change?
Security	No	Manage Activation Emails	No
Idle Timeouts	No	Update Branding	No
Adjust External Communication Controls	No	Customize Support Information	Yes
Turn On Face Recognition	Yes	Retention Management- Spaces	No
Control Privacy Setting	Yes	Retention Management-Meetings	Yes
Manage Domains	No	Adjust Scheduling Settings in the Webex App	Yes
Manage Self-Registration	No	Manage Apps	Yes
Add SIP Address for Cisco Webex Calling	Yes	Allow Simultaneous Interpretation	No
Manage UC Manager Profiles	Yes	Manage Virtual Background Settings	Yes
Manage Directory Synchronization	No	Manage Virtual Camera Settings	Yes
Setup Microsoft Azure AD Integration	Yes	Enable VDI for Webex App	Yes
Webex User Profile Management	Yes	Manage Default Landing Screen for Webex App	Yes
Change Authentication Method	No	Define your Network Location	Yes
Manage Alerts via Webhook	Yes		

What Service settings can I change?

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Messaging Settings	Can Admin Change?
Manage Collaboration Restrictions	No
Manage Bitmoji Sticker Sharing	Yes
Enable Messaging Federation	No
Manage Content Management Platforms	Yes
Enable Team Guest Restrictions	Yes
Enable Webex Classified Spaces	No
Enable Anti-malware File Scanning	No
Enable Real-Time data loss prevention for files	No
Manage Mobile Application Security	Yes
Manage Webex app software release cycles	Yes

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Your partner has enabled restricted mode, which means you may not be able to update various settings in your Calling services.

Meeting Settings	Can Admin Change?
Configure Webex Meetings Sites	Yes
Manage External Webex Meeting Settings	Yes
Customize Meeting Join Details	Yes
Manage Specific Meetings	Yes

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Calling Setting	Can Admin Change?
App Call Options Priority	Read only
Enable Single Click-to-Call	Yes
Manage Calling Behavior	Yes
Allow Unified CM registration without trusted certificate	Yes
Unified CM Sip Address Routing	Yes
In-Call Experience Settings	Yes

