

2021 Release Notes: Cisco Webex WFO

May 17, 2021

These notes list new features and bug fixes for Cisco Webex WFO that came out in 2021.

May

Here's what's happening in Webex WFO in May 2021.

Product features and enhancements

We added these new features and enhancements to Webex WFO in May 2021.

Suite-Wide/Platform

Additional language options (May 4): The Webex WFO interface is now available in Swedish, Norwegian, Danish, and Finnish.

Call Recording and QM

Improved performance on Agent Monitoring page (May 4): We've changed the way the Agent Monitoring page gathers data, resulting in faster load times.

Notifications for signaling server status (May 4): Users with the Administer Tenant permission can now subscribe to a variety of notifications about the activation and deactivation of signaling servers.

WFM

Maximum schedule percentage now generally available (May 11): Schedulers can now set a maximum amount of time that an agent can be scheduled for a certain task, allowing the task to be spread out to the wider team to avoid burnout. For example, if the department is taking difficult calls, those calls can be limited to two hours per shift.

Updated UI text for maximum scheduling percentages (May 11): On the Planning > Schedule Request page, the descriptions for the Prioritized scheduling method and the Multiskill Groups section now explain that these options do not use maximum scheduling percentages.

Data Explorer and Advanced Reporting

Dashboard content panel—list panel (May 11, Data Explorer only): We’ve added “list” as a dashboard content panel option, something previously available in Advanced Reporting only. With list content panels, you can add a list of relevant reports and dashboards to a dashboard, making reporting faster and more efficient.

Repack materialization database microservice (May 11): This new service makes customers’ databases more efficient, resulting in better throughput and faster report-processing times (results will vary).

NOTE Beginning May 11, this feature is available to customers in Cisco’s Canada region only.

Resolved issues

These tables list the issues that we fixed in each release in May. The most recent release is first.

May 18 (build 920)

Issue	Component	Subcomponent	Issue Description
32267	Data Explorer	Agent Profile Dashboards	The left pane in the dashboard was not updating if a user selected a different agent.
27470	QM	Screen Recording	(Cisco CJP/Webex CC integrations) The Video File Upload State column was blank for contacts that should have had screen recordings.
31253	QM	Smart Desktop Record Service	Screen recordings were not uploading correctly and were stuck in a “pending upload” state.
30129	QM	Text Analytics	Chat contacts were not displaying line breaks.
29869	WFM	Dynamic Scheduling	Agents were not able to select voluntary time off in intraday dynamic scheduling events.

May 11 (build 919)

Issue	Component	Subcomponent	Issue Description
30067	Data Explorer	Model	Time measures were displaying as ending at 60 seconds instead of the next full minute.
30515	Data Explorer / Advanced Reporting	Data Library	Data was not transferring properly from Data Explorer to the Cisco database or UI, causing problems with reporting.

May 4 (build 918)

Issue	Component	Subcomponent	Issue Description
26847	QM	Agent Explorer	Made a fix to reduce the mismatches between URLs and documents when a user navigates to a new page before the one they were on fully loads.
27338	QM	Audio Recording	On recordings of outbound calls, the recording of the called party was sped up, resulting in the screen and audio recordings being out of sync.
28272	QM	Evaluations	Contact goals were not correctly assigning contacts to users.

April

Here's what happened in Webex WFO in April 2021.

Product features and enhancements

We added these new features and enhancements to Webex WFO in April 2021.

Suite-Wide/Platform

Upgraded Java version (April 13): We've upgraded to Java version 1.8.0_282 (Amazon Corretto) to apply the latest security patches.

Call Recording and QM

Smarter gathering of historical data (April 27): If Webex WFO's backend query for historical data times out when attempting to retrieve data, Webex WFO now ends the query and retries. This enhancement prevents problems with gathering data.

Smarter use of Smart Desktop Client extension (April 6): If the Capture Desktop Analytics and Capture Desktop Events permissions are disabled via the Webex WFO Roles page, the Smart Desktop browser extension is also disabled, improving performance.

Analytics

"Title change" event trigger (April 6): You can now create desktop events that are triggered when a window's title changes. This enhancement is especially helpful for customers who use Epic software.

Data Explorer and Advanced Reporting

Enhanced word cloud (April 27): We've improved our existing word cloud view option to provide better visualization of the data within the word cloud, making it easier for you to compare the general frequency of words within the data set and interpret the overall results.

NOTE This is a new feature that is not yet generally available. If you would like early access to this feature, contact your Cisco Account Manager.

More resilient tenant provisioning (April 27): Data Explorer/Advanced Reporting now stores the full details of a tenant creation request, allowing for easier recovery in the event of errors in provisioning tenants or tasks.

Additional list formula functions (April 20): We've added productOfList, repeat, take, drop, dropLast, splitAt, tails, and group formula functions to help you work with and manipulate lists more precisely.

Updated Amazon Connect plugin in Agency service (April 13, Advanced Reporting only): This enhancement improves performance for high-load jobs and improves resilience with the addition of file archiving.

Updates to data set contribution configuration (April 13): The data set Contribution Usage field on the Data tab is now read-only. You can set the actual configuration by editing the data set and making the change on the Data Set Details tab.

Resolved issues

These tables list the issues that we fixed in each release in April. The most recent release is first.

April 27 (build 917)

Issue	Component	Subcomponent	Issue Description
26602	WFM	Agent Report Card	The Agent Report Card was not displaying Average Handle Time, Average Talk Time, Average Work Time, Average Hold Time, or Average Ready Time correctly if any of these averages were 9 minutes or more.
27845 / SAAS-66126	WFM	Application Management	If an agent's request for a full week of vacation was approved, the HRMS export file was showing only the hours for the first day of the request.
28036	WFM	Intraday Dynamic Scheduling	Agents could not see the expiration time or parameters for intraday dynamic scheduling events.

April 20

There are no resolved issues in this release.

April 13 (build 916)

Issue	Component	Subcomponent	Issue Description
26710	QM	Recording-Capture	If an agent was connected to Citrix and was using monitors with different screen resolutions, the mouse would behave unpredictably while Webex WFO was recording the screens.

April 6 (build 915)

Issue	Component	Subcomponent	Issue Description
5659 / PQMUI-523	QM	Application UI	If a user exported the Recordings page table data to CSV, the exported file did not include all the columns that were displayed on the page.
18229 / SAAS-	QM	Data Movement	Contacts exported in .wav format were not properly handling offset data.

Issue	Component	Subcomponent	Issue Description
63497			
26006	QM	Recording-Capture	If a user had multiple Chrome windows open and jumped between them, the Document and URL fields in Agent Explorer would not match.
26735	WFM	Platform	Agents were not receiving schedule change notifications after being logged in to Webex WFO for two hours.

March

Here's what happened in Webex WFO in March 2021.

Product features and enhancements

We added these new features and enhancements to Webex WFO in March 2021.

Suite-Wide/Platform

Call Recording and QM

Enhanced WebSocket reconnect logic (March 30): We've reduced the time to wait before retrying when Smart Desktop has WebSocket connection problems.

Smarter handling of duplicate device names (March 16): If multiple devices in the same signaling group have the same name, Webex WFO now logs the issue and configures only one of the devices.

Hold information added to bulk contact export (March 16): The bulk contact export CSV file now contains these fields: Total Hold Duration, Hold Events, Max Hold Duration, Min Hold Duration, Average Hold Duration, and % of Hold.

WFM

Maximum schedule percentage (March 30): Schedulers can now set a maximum amount of time that an agent can be scheduled for a certain task, allowing the task to be spread out to the wider team to avoid burnout. For example, if the department is taking difficult calls, those calls can be limited to two hours per shift.

NOTE Beginning March 30, this feature is available to customers in Cisco’s US East region only.

Data Explorer and Advanced Reporting

Last formula function (March 30): Users working with list values can now access the last element of a list via the formula function.

Tail formula function (March 23): Users working with list values can now access the tail of a list via the formula function.

Greater message broker resources (March 9): We’ve increased our message broker’s memory resources, improving product stability.

Resolved issues

These tables list the issues that we fixed in each release in March. The most recent release is first.

March 30 (build 912)

Issue	Component	Subcomponent	Issue Description
16710 / CARS-3314	Advanced Reporting	Data Connectors	(Amazon Connect integrations) The order of queue data metrics in Amazon Connect was changed, resulting in mismatching queue data in Advanced Reporting.
23432 / PREP-7118	Data Explorer and Advanced Reporting	Engine	If a report involved more than one grouping which required a to-multiple expansion, Webex WFO would not handle either grouping. Now it will handle the grouping with the simplest binding. Values for the other groupings may still be populated if the grouping subjects are related. Also, if grouping and filtering on the same subject (involving a to-multiple expansion), extra groupings were appearing in the output. Now, only the filtered subject instances should appear.
SAAS-65787	QM	Contacts	If a customer used the “Display contacts in user’s time zone” setting, the Specific Date filter and the Today and Yesterday criteria for the Date Range filter would still display contacts using the tenant time zone.

March 23 (build 910)

Issue	Component	Subcomponent	Issue Description
18251	QM	Recording Capture	Fixed a logging issue that could cause the CPU to spike on a voice record server.
SAAS-65713	QM	Smart Desktop Record Service	Made a change that allows screen recording chunks (that were damaged by a prior bug) to be processed.
3414 / SAAS-65269	WFM	Forecast Service	Users were seeing the error message, "Could not save an interval to the database for service queues, named forecast, and forecast period" when attempting to use advanced forecasting.
3433 / SAAS-65647	WFM	Forecasting	If a forecast predicted a decimal number of contacts (for example, 21.5 contacts forecasted for a one-hour period), this number would be rounded up to the nearest whole number (for example, 22) on the Planning page, but the number of agents forecasted would reflect the decimal number.

March 16 (build 903)

Issue	Component	Subcomponent	Issue Description
PREP-7197	Advanced Reporting	Front End	For customers who did not have Webex WFO, the UI text was defaulting to English even if it was configured to be a different language.
PREP-6880	Data Explorer	Engine	The dashboard member picker would not function correctly if items in the pick list contained both single and double quotation marks.
PREP-7221	Data Explorer	Front End	The data tooltip was not appearing on tables or charts for numbers 1,000 and greater.
PREP-7229	Data Explorer	Front End	Languages with a region specified (for example, Canadian French) were defaulting to English in the UI.

Issue	Component	Subcomponent	Issue Description
PREP-7059	Data Explorer	Front End	If a user clicked a report on the Sentiment Analysis dashboard, the report would not load.
3398 / SAAS-53799	WFM	Data Explorer Widgets	Webex WFO was assigning colors to series based on the order the user selected them, making it difficult to use the same color for a series across different widgets or dashboards.
3390 / SAAS-51211	WFM	Data Explorer Widgets	If an agent's display time zone as configured in Webex WFO differed from the time zone on their computer, the My Schedule widget would not show the current event indicator for their currently scheduled activity.
3399 / SAAS-54257	WFM	Data Explorer Widgets	If a user selected a service queue group in the Service Queue Performance widget, the widget would still display "queue: All."

March 9 (build 901)

Issue	Component	Subcomponent	Issue Description
SAAS-53318	Analytics	Desktop Analytics	On the Desktop Manager page, if a user used the Shift key to select multiple apps or websites and then changed the status for all the selected items, items that were not selected would also change.
SAAS-65938	QM	Server-Based Recording Service	Fixed a problem with a proxy service.

March 2 (build 900)

Issue	Component	Subcomponent	Issue Description
SAAS-65718	QM	Evaluations	Users were receiving Evaluation Audit notifications for evaluations they did not complete.

February

Here's what happened in Webex WFO in February 2021.

Product features and enhancements

We added these new features and enhancements to Webex WFO in February 2021.

Call Recording and QM

Cisco shared ACD lines (February 9): For integrations with Cisco Unified Contact Center Enterprise (UCCE) version 12 or 12.5, you can now use the Webex WFO Device Associations page to associate a single agent to two devices that share the same ACD line (DN). This enhancement is especially helpful for organizations with agents who use physical phones when in the office and softphones when working from home. Most of the configuration for this feature takes place within the Cisco ACD.

WFM

Net agents in forecast summary line (February 2): The Planning page now shows net agents and net agents with shrinkage in the Summary line of all forecasts.

Data Explorer

Renamed WFM tag (February 9): In preparation for the launch of New WFM, we have changed the existing "WFM" tag to "CWFM." If you filter reports or data by the WFM tag, you will now use the CWFM tag.

Resolved issues

These tables list the issues that we fixed in each release in February. The most recent release is first.

February 23 (build 895)

Issue	Component	Subcomponent	Issue Description
SAAS-53926	Platform	General	The "root recording end of call workflow" query was running slowly. This fix optimizes this query's performance.
SAAS-56748	QM	General	The User Recording Status report was causing an out-of-memory error.

Issue	Component	Subcomponent	Issue Description
SAAS-65737	QM	Recording Client Monitoring	Worked around a Windows and WebRTC issue that caused screens to not scale correctly in live monitoring for some user-selectable options.
SAAS-65742	QM	Server-Based Recording Service	Fixed an issue that prevented Webex WFO from sending some types of notifications.
SAAS-65637	QM	Smart Desktop Record Service	Fixed a problem caused by the computer going to sleep before Smart Desktop Capture had fully started up.
SAAS-65809	QM	Smart Desktop Record Service	Fixed a problem that AES-256 recordings encryption was causing with other file types.
SAAS-65562	WFM	Planning	Users were not able to import a forecast for an email service queue.

February 16 (build 892)

Issue	Component	Subcomponent	Issue Description
SAAS-65443	Analytics	Desktop Analytics	Added a check for duplicate event names to prevent users from giving an event a name that already exists.
SAAS-60721	QM	Evaluations	If an evaluator clicked Add Comment or Update Comment more than once, the comment would be duplicated on the evaluation form.
SAAS-65798	QM	Smart Desktop Record Service	Fixed a recording problem caused by a conflict with the exclusion list.
SAAS-65445	WFM	Pentaho Reports	The Agent Report Card and the Agent Productivity Report were reporting different average handle times for agents with cross-midnight calls.
SAAS-65532	WFM	Scheduler Service	The number of “Hours Approved But Not Yet Taken” on the Users page did not match the number in the Assigned Exception report.

February 9 (build 886)

Issue	Component	Subcomponent	Issue Description
SAAS-65622	QM	Contact Explorer	If users exported a contact, a notification told them the exported file would be automatically deleted after 24 hours, even if the user's system was configured to delete files after a different amount of time.
SAAS-65702	QM	Server-Based Recording Service	Updated the SDC and VRS to use current WebRTC capabilities to reduce issues other applications (that use WebRTC) can cause.
SAAS-65308	QM	Workflows	Users could not add secondary conditions to an existing workflow condition or import a list of conditions that use the "Contained in list" operator.
SAAS-65499	WFM	Planning	The number of agents forecasted with shrinkage in imported forecasts was rounding down (for example, a forecasted need for 8.7 agents was rounding down to 8 agents) instead of rounding up for better coverage.

February 2 (build 884)

Issue	Component	Subcomponent	Issue Description
SAAS-65604	QM	Contact Explorer	Ad-hoc review tasks that required the assignee to listen to 100% of the call were not removed from the Contact Queue when completed.
SAAS-65591	QM	Recording Reconciliation	(Cisco Unified Contact Center Enterprise integrations) Metadata was not correctly attaching to calls.
SAAS-65648	QM	Workflows	Users were not able to save workflows if the Is or Contains conditions contained special characters. This fix allows special characters with these operators.
SAAS-65456	WFM	Agent Schedules	Agents with a specific copied schedule were showing 0% adherence in the adherence drawer and in the Agent and Team Productivity report despite having adherence

Issue	Component	Subcomponent	Issue Description
			in the Adherence Details screen.
SAAS-65399	WFM	Compile Service	Agent adherence details were not consistently appearing in Data Explorer.
SAAS-64127	WFM	Data Explorer Widgets	If a user configured the Agent Call Volumes widget to group by day, the Range drop-down would be disabled with 1 Month as the only option.
SAAS-63405	WFM	Intraday Dynamic Scheduling	If the difference between an agent's display time zone and the tenant time zone caused the agent's shift to cross midnight in the tenant time zone, intraday dynamic scheduling events were not displaying correctly to the agent.

January

Here's what happened in Webex WFO in January 2021.

Product features and enhancements

We added these new features and enhancements to Webex WFO in January 2021.

Call Recording and QM

Support for Secure RTP transmission of Acme Packet recordings (January 19): This enhancement allows audio files to be securely sent from the SBC to Cisco Record Servers. It functions similarly to how we handle Cisco network recordings.

Root recording retention separated for audio and screen files (January 6): On the QM Global Settings page, you can now set separate retention periods for root audio and root screen recordings.

Easier to create ad-hoc tasks (January 5): In the Ad-Hoc Task Configuration window, you can now type in the Assign To and Evaluation Form fields to narrow down the list of options and more quickly assign evaluation, calibration, and review tasks. This enhancement is especially helpful for organizations with large numbers of agents or forms.

WFM

More information for schedule edit management (January 26): The Schedule Edit Management approval page now shows the type of queue and submission type for each pending schedule edit. This information was previously available only on the list page.

Data Explorer

Beginner's guide to Data Explorer dashboards (January 12): This text guide helps people new to Data Explorer understand and start using dashboards.

Data Explorer quick start guide: Build a QM evaluation report (January 5): This text guide gives step-by-step instructions for building a report on question-level evaluation scores.

Data Explorer quick start guide: Build a speech analytics report (January 5): This text guide gives step-by-step instructions for building a report on phrase hits for a specific phrase category.

Data Explorer quick start guide: Build a WFM performance report (January 4): This text guide gives step-by-step instructions for building a report on number of contacts handled, average handle time, and more.

Resolved issues

These tables list the issues that we fixed in each release in January. The most recent release is first.

January 26 (build 882)

Issue	Component	Subcomponent	Issue Description
SAAS-65569	QM	Application Management	If a search on the Device Associations page returned no results, the Device Name option would disappear from the list of search options.
SAAS-65514	QM	Contact Explorer	If a user clicked the Time column to sort recordings, contacts would order from oldest to newest. If the user clicked Time again to sort from newest to oldest, the order would not change.
SAAS-65322	QM	Contacts	Recording files were too large to be played despite being reported as a normal size in the database and in the logs when recorded.

Issue	Component	Subcomponent	Issue Description
SAAS-65401	QM	Contacts	The Contact API was returning a “Resource not found” error.
SAAS-65545	QM	Evaluations	If a user completed an evaluation form with the Evaluation panel undocked, they could not use any of the UI until they redocked the panel.
SAAS-65585	QM	Evaluations	Text that users entered into custom metadata fields would disappear when users clicked Save, requiring users to refresh the page to see the text.
SAAS-65396	QM	Recording Reconciliation	Added a fix to reschedule reconciliation jobs if another job already in progress doesn’t work correctly.
SAAS-65410	WFM	Data Server Plugins	In the event of a brief CMS outage, the Webex WFO real-time adherence feed would stop listening for agent state changes.

January 19 (build 877)

Issue	Component	Subcomponent	Issue Description
SAAS-63925	WFM	Data Explorer Widgets	If a user hovered over a data point in a line chart within a widget, the tooltip would say “undefined.”
SAAS-65432	WFM	Data Explorer Widgets	If a user hovered over a bar chart in the Agent Calls Per Hour widget, the tooltip showed incorrect data.

January 15

NOTE This release applies to the US East and US West regions only. It does not have a new build number. Other regions received this bug fix on January 19.

Issue	Component	Subcomponent	Issue Description
PREP-6906	Data Explorer	Engine	Cisco rest API jobs were failing with an “invalid status” error.

January 12 (build 875)

Issue	Component	Subcomponent	Issue Description
SAAS-65397	Analytics	Transcription	If an ad-hoc transcription task had no phrase categories assigned, the task would fail.
SAAS-65436	QM	Workflows	If a workflow rule's name contained a hyphen, users could not save the rule.
SAAS-63422	WFM	Application Management	If a user created a new WFM workflow rule and clicked another rule before they clicked Save, the Save button would be disabled.
SAAS-45591	WFM	Application Management	If a user deleted a WFM view, the Select View drop-down menu would still display the name of the just-deleted view.
SAAS-65409	WFM	My Availability	If a scheduler denied an agent's dynamic availability request, the notification to the agent said that the request was approved.
SAAS-65474	WFM	Schedule Edit Management	In the coverage pop-ups on the Schedule Edit Management page, the Actual number would change if the user switched between the current and pending schedules. The Scheduled number should be what changes.
SAAS-64848	WFM	Schedule Edit Management	If a user subject to schedule edit approval changed the schedule for an agent with a cross-midnight shift and the agent's time zone was different from the tenant time zone, the coverage drawer on the Schedule Edit Management page would not show correct coverage for the pending change.

January 5 (build 871)

Issue	Component	Subcomponent	Issue Description
SAAS-	Data Explorer	Database	Data for contact centers in the Southern Hemisphere was

Issue	Component	Subcomponent	Issue Description
65340		Schema Management	not reflecting Daylight Saving Time.
SAAS-65345	QM	Evaluations	If a user attempted to save an invalid evaluation form (for example, the percentages did not equal 100%), the Close button in the warning dialog was not always visible.
SAAS-50374	WFM	Messaging	Agents were able to submit mentoring requests without specifying a start or end time.
SAAS-65267	WFM	Messaging	If an agent with shifts that crossed midnight requested vacation for a partial day and the entire following day, the partial-day request would not be scheduled.
SAAS-65202	WFM	Planning	Users were seeing the error message, "Could not get historical data due to a problem with the data server" when accessing specific dates on the Planning page and the View and Edit Historical Data page.
SAAS-64785	WFM	Scheduler Service	If an agent assigned to a project had their ACD ID removed from their user profile, users would see the error message, "The agent ACD was null" when attempting to view or edit the project on the Projects page.

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