

# HOW TO MOVE CUSTOMERS FROM SPARK CALL TO THE NEW WEBEX CALLING

COLLABORATION.  
A LEVEL UP.

With the end-of-sale date for Webex Calling (formerly Spark Call) past, it's time to start moving your Spark Call customers over to the new Webex Calling. End of change/renewal and last date of support will be here before you know it, but if you are still a bit hesitant to make the switch, keep reading.

Let me reassure you, there are many reasons to help your customers move to the new Webex Calling. Everything from access to new features and potentially better pricing, to a team at Cisco who are available to help make the migration go smoothly for you and your customers.

If you would like to talk about the benefits in detail, please reach out to [Matthew.White@ingrammicro.com](mailto:Matthew.White@ingrammicro.com) at Ingram Micro's Business Transformation Center. However, if you are ready to make the switch, I've included some great links you will want to use.

- 1 FIRST STEP:** Click, review and become familiar with the following. It will give you some great information about the Spark to Webex Calling migration process.

Cisco Webex Calling - Migration Support:  
<https://callinghelp.webex.com/customer-migration/>

Spark Call to Webex Calling Migration FAQ:  
<https://www.cisco.com/c/dam/en/us/products/se/2020/6/Collateral/spark-wc-faq.pdf>

- 2 SECOND STEP:** When creating your deal in CCW be certain to choose "Yes" to the question about migration from Spark.



Migration from Webex Calling (Formerly Known as Spark Call)

Yes

No

- 3 THIRD STEP:** Once the deal has gone through, but before it is provisioned, it will be necessary to submit the migration form to contact the Cisco Calling help desk. This migration team will reach out to you within 24 to 48 hours to set up a kick-off call to go over the process, timing, expectations, etc.

Here is the form to complete:

Cisco Webex Calling - Customer Migration Request Form:  
<https://callinghelp.webex.com/migration-form/>

**A LEVEL UP.**