

Extend Webex Calling with more ways to respond



Add implementation expertise, advanced call visibility, location-aware routing, and remote emergency support from RedSky.

INCLUDED IN CISCO WEBEX CALLING

Your RedSky foundation includes core emergency calling capabilities.

- Horizon Mobility portal
- Dynamic location assignment using HELD
- Native Webex app integration
- Unlimited dispatchable locations
- Email, SMS, and EON notifications
- MyE911 for Jabber users, where applicable
- ERC backup routing; Cisco charges may apply

Add only what your response model needs.

Deployment Support

SP-REDSKY-DS

Launch with confidence.

- Guided dispatchable-location setup and configuration.
- Support collecting and loading wiremap and device data.
- Guidance for location testing for go-live.

Best Fit: Complex, multi-site, or resource-constrained rollouts.

Enhanced Notification

SP-REDSKY-MRC | RS-HM-ENH-NOTIFY

Give responders more context and control.

- Call monitoring, call barge, call recording.
- Allow authorized responders to listen or join emergency calls.
- Connect to Everbridge Mass Notification or Singlewire InformaCast.

Best Fit: Security and GSOC teams that need active call participation.

Prime Routing

SP-REDSKY | SP-RS-HRZN-PRIME

Route by location and response workflow.

- Route to the PSAP, Security, or both.
- Deliver location to security using PIDF-LO
- Location based call routing and alerts filtering.

Best Fit: Campuses and organizations receiving 911 calls.

Horizon Assist

SP-REDSKY | RS-SP-HZ-ASST

Help people when the caller is somewhere else.

- Call for remote employees, customers, or patients.
- Route based on the incident location, not the agent location.
- Address validation, call records, API

Best Fit: Contact centers, GSOCs, telehealth, and monitoring centers.



Talk to your Cisco partner or RedSky representative

Ask about fit, availability, configuration, and pricing.

Learn more: <https://www.redskytech.com>
contactus@redskytech.com

PARTNER TRAINING

SP-REDSKY-MRC | RS-HM-ONBOARD

Equip the Cisco partner managing your deployment.

- Portal navigation and configuration
- Provisioning-interface testing
- Programmatic data loading
- Ongoing enablement

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About us

RedSky Technologies, an Everbridge company, is a leading provider of cloud-based E911 solutions that help organizations quickly and accurately connect to emergency services. With more than 20 years of experience, RedSky enables enterprises, schools, hospitals, and government entities to meet complex E911 regulations like Kari's Law, Ray Baum's Act, and NG911 initiatives across the U.S. and Canada. Our portfolio—featuring solutions like E911 Anywhere®, Horizon Mobility, and Horizon Assist™—delivers location intelligence, real-time alerting, and emergency call routing for today's hybrid, mobile, and multi-platform environments. RedSky empowers resilience by helping organizations find, route, and notify during emergencies—enhancing safety while enabling regulatory compliance.