

Press Release

## Badajoz Provincial Council modernises its voice communications with Telefónica

- Telefónica is implementing the 'Webex Calling' cloud-based calling solution to enable the public body to make and receive calls from any device and location without the need for additional investment in physical infrastructure.
- 'Webex Calling' features built-in security and artificial intelligence capabilities to ensure maximum availability and quality of communications across all work environments.

**Madrid, 19 May 2026-** Badajoz Provincial Council has launched a technology project to modernise its corporate communications in partnership with Telefónica, through its digital business unit Telefónica Tech. The company, which aims to become the leading gateway to digital technologies, has implemented an advanced voice communications service within the public body that delivers high levels of flexibility, security and resilience across all working environments (hybrid and remote).

Telefónica has supported the Badajoz Provincial Council in its migration to 'Webex Calling', a Cisco cloud-based calling solution that promotes collaboration and features built-in security and artificial intelligence capabilities. This advanced communications solution facilitates employee interactions and improves organisational performance by including, amongst other things, business calls, messaging and tools for team collaboration and meetings.

'Webex Calling' offers scalability and adaptability to hybrid and remote working without requiring additional investment in physical infrastructure. It is characterised by its customisation and interoperability, allowing integration with applications and systems the customer already has, as well as by its constant technological evolution thanks to automatic updates carried out without interrupting the service.

The Provincial Council's new voice communications platform incorporates advanced encryption and failover mechanisms and features two redundant data centres (Frankfurt and Amsterdam) to ensure maximum service availability and security, as well as AI-based Audio Intelligence capabilities that automatically eliminate background noise. Furthermore, the AI assistant promotes, amongst other things, more effective communication and helps staff to be more productive by automating some of their daily tasks and providing summaries of both long message threads and conversations that take place during a meeting.

The Badajoz Provincial Council will have access to statistics, reports and proactive alerts to monitor and optimise the call platform. Thanks to 'Webex Control Hub', the platform

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from which all services and devices are monitored and managed, the Provincial Council's IT team will be able, for example, to analyse service usage in real time (assessing whether calls are being made correctly, whether they are of good quality, their frequency, etc.) and make decisions to resolve any potential issues.

Eladio Maqueda Gil, head of the IT systems section at the Badajoz Provincial Council, says: "The migration to Webex Calling has allowed us to always work with the most up-to-date version, without interruptions or disruptive updates. For the end user, the transition has been completely seamless. Furthermore, we now have greater availability and accessibility to communication resources, which is essential in an environment with a high number of remote workers."

Vicente Quintero, Global Head of Workplace Solutions and Enterprise Applications at Telefónica Tech, says: "By migrating to 'Webex Calling', the Badajoz Provincial Council is enhancing the flexibility, security and availability of its corporate communications, enabling its staff to make and receive calls and collaborate from anywhere and on any device. At Telefónica, our aim is to offer more and better services to customers, and with this solution we are promoting flexibility, customisation and interoperability, whilst enhancing security levels."

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