



WebEx for BroadWorks

Core Features v2.22

EVOLVE IP, LLC

WebEx for BroadWorks
Core Features v2.22

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Getting Started

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Introduction

Webex for Broadworks is an easy-to-use and secure app that allows you to call, meet, and message, from one control window and get work done:

- It brings everyone together to do exceptional work.
- It makes you smarter; it's personalized to you.
- It gives you options to choose how you work.
- It moves fluidly while you call, meet, and message.

Calling Features

In the Webex App, you get assigned a calling option that works best in your organization or for your individual needs. So, when you make a call from the app, your calling experience depends on your account settings.

You can make a call from many different places in the Webex for Broadworks App. Just look for the Audio  or Video  call icons whenever you're sending a direct message, looking at a contact card, or entering a name, email address, or video address into the Search bar.

***NOTE:** If you don't see the option to make a video call, it could be because your administrator only wants you making audio calls.

Making Calls

Calls in Webex App

Calling in Webex for Broadworks

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✓	✗	🔴	🔵	🔵

The screenshot shows the Webex app interface with a search bar at the top. Below the search bar, there are several call options for a contact named 'Bourke'. The options include 'Call on Webex', '+15554567123 Work', and '+15551234567 Mobile'. A red circle highlights the 'Call on Webex' option, and a red arrow points to it from the text 'Call on Webex' below the screenshot.

Making Calls: Types of Calls in Webex App

Where?

You can make a call from many different places in Webex. Just look for the Audio or Video call icons whenever you're **sending a direct message**, looking at a **contact card**, or entering a name or email address into the **Search** bar. Select either the work # for a SIP call, or call with Webex (OTT)

Type of Calls:

Call On Webex: Is a special type of call that does not leave the Webex platform. Available between users already on the Webex platform.

PSTN/SIP:

- Selecting the 'Work' or 'Mobile' entries with the persons phone number results in a PSTN call that transits the Broadworks environment to a public carrier.
- Selecting the 'user@domain' entry in email format results in a SIP URI call that also transits the Broadworks environment, but as a SIP call. (Configuration required in Broadworks)

CALL ON WEBEX

Calling in Webex for Broadworks

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✓	✗	🔴	🔵	🔵

The screenshot shows the Webex app interface with a search bar at the top. Below the search bar, there are several call options for a contact named 'Bourke'. The options include 'Call on Webex', '+15554567123 Work', and '+15551234567 Mobile'. A red circle highlights the 'Call on Webex' option, and a red arrow points to it from the text 'Call on Webex' below the screenshot.

Making Calls: Call on Webex (Free Calling)

Why?

- Easy and Convenient
- In call options include adding guests to the call, sharing your whiteboard and sharing your screen.

Requirements:

- Configuration Required in the Setup of Webex for Broadworks.
- This may be disabled to avoid confusion at the end-user level
- Supported Calling Features vary from standard BWKS calling features. See Table1 Feature comparison on [help](#).

SIP/PSTN CALLS

Cisco Webex Core Features

Calling in Webex for Broadworks

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✓	✗	🔴	🔵	🔵

SIP calls

PSTN calls

Making Calls: SIP/ PSTN Calling

• Why?

Person you are calling prefers to use desk phone.
 You just know you want to call them via telephone number for any number of reasons.
 Want to use Call Pull if you expect to change devices during the call.
 Want access to BWKS calling features

Requirements:

- User is provisioned with Webex for BroadWorks.
- If they do not have this option they may have inadvertently signed up for a Free Webex account.
- SIP calling may be disabled in BroadWorks.

Calling With A Phone

Cisco Webex Core Features

Calling in Webex for Broadworks

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✗	🔴	🔵	🔵

Call anyone with a Phone

What?

• You can call anyone with a phone number or answer calls from anyone calling your work number. When you make these types of calls, it's just like making a regular phone call from any other phone.

How?

• When it's time to make reservations for your team's celebration lunch, you can call the restaurant right from Webex too. Just go to Calls and enter the phone number.

Requirements:

- User is provisioned with Webex for Broadworks. If they do not have this option they may have inadvertently signed up for a Free Webex account. Please consult the Webex for Broadworks Solutions Guide for further guidance.

Add a Contact & Calling from Contact List

Cisco Webex Core Features

Calling in Webex for Broadworks

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✗	🔵	🔵	🔵

Make a Call from Your Contact List

What?

- You can call people directly from the My Contacts list, so that you never have to remember a phone number again

How?

- You create contacts here - Webex Calling app, go to Contacts > New Contact. Or use the '+' button next to the search window.
- To make a call to a contact, select Contacts & choose the person you want to call and then pick how you want to make the call:
 - Audio Call** – Make a voice call only.
 - Video Call** – Share your video during the call.
 - Call from Other Device** – Make the call from your desk phone or another device associated with your account.

Call Features

Hold/Resume

Cisco Webex Core Features

Calling in Webex for Broadworks

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✗	🔵	🔵	🔵

Hold/Resume

What?

- While you're on a phone call with someone, you can put them on hold so that you can make or answer another call or get more information.

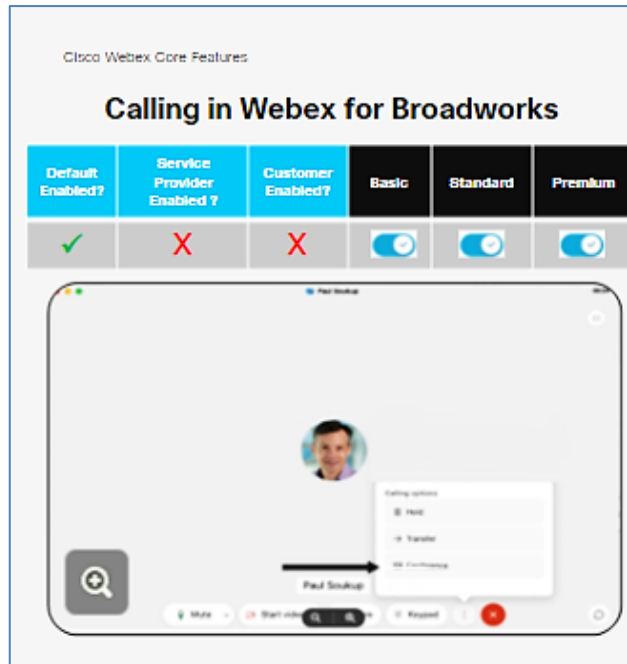
How?

- While on a phone call, select More or the three dots
- and then select Hold. After you put the call on hold, your spaces list shows that it's on hold
- To go back to your held call, select it from the spaces list and then select Resume

Requirements:

- This feature is available to every Webex for BroadWorks licensing package

Conference/Merge a Call



Conference/Merge a Call

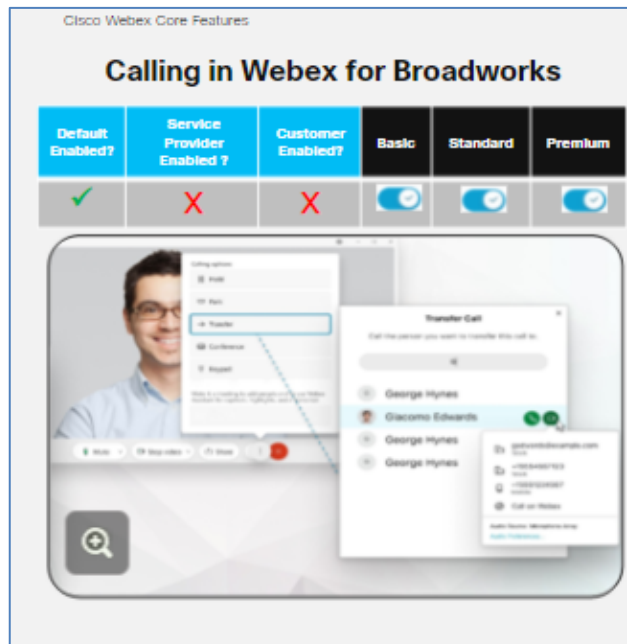
What?

- When you're on a phone call and you receive an incoming phone call in Webex, you can merge the two phone calls into one and have everyone in the same phone call. You may also use the conference option to add a 3rd person to your call.

How?

- When you're on a phone call with somebody, select More and then select Add a person.
- Enter number or type a name and then choose whether you want to make it an Audio or Video call.
- Select to join the two phone calls.
- Everyone is in a conference call and you can view all the participants by selecting .

Attended Transfer of a Call



Attended Transfer of a Call/ Warm Transfer

What?

- If an incoming call reaches the wrong department or you're not the right person to answer a question, you can transfer the call to someone else in your organization.

How?

- While you're on a phone call, select More and then select Transfer.
- Enter the number or the name of the person who you want to transfer the phone call to and then choose whether you want to make it an Audio or Video call. Your original phone call is put on hold.
- Let the other person know why you're transferring the call to them and then select **Complete Transfer**.

Important notes:

- You don't even have to wait for the other person to answer. You can complete the transfer as soon as it starts ringing.
- The CLID of the person transferring the call is what is delivered.

Blind Transfer

Calling in Webex for Broadworks

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✗	🔴	🔵	🔵

Blind Transfer of a Call

What?

- If an incoming call reaches the wrong department or you're not the right person to answer a question, you can transfer the call to someone else in your organization.

How?

- While you're on a phone call, select More and then select Transfer.
- Enter the number or the name of the person who you want to transfer the phone call to and then choose whether you want to make it an **Audio** or **Video** call. Your original phone call is put on hold.
- To transfer the call without an announcement (blind transfer), click Transfer after dialing the transfer destination.

Important notes:

- You don't even have to wait for the other person to answer. You can complete the transfer as soon as it starts ringing.
- The CLID of the person transferring the call is what is delivered.

Call Pull

Calling in Webex for Broadworks

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✗	✓	✗	🔴	🔵	🔵

Call Pull

What?

- You can move an active call from your desktop app to your mobile app and take your call on the go. Or if you were already on the go with a call and you return to the office, you can move the call from your mobile app to your desktop app.

How?

- From your mobile app, go to Calls, tap and then
- Select Pull Call.
- Then the call will be moved from your desktop app to your mobile app.

Desk Phone Control

Cisco Webex Core Features

Calling in Webex for Broadworks

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✓	🔴	🔵	🔵

Device pairing menu

*Cannot use for calling into a meeting unless BWKS is configured to allow SIP URI dialing

Desk Phone Control/Call from your Device (Basic Incoming/Outgoing Calls)

What?

When you're connected to your desk phone from Webex, you can dial a number or make a call in Webex and your call goes through your phone. Webex acts like a remote control for your phone so you don't need to shift your focus away from your computer when you want to make a call.

How?

Go to and make sure that your desk phone's selected. If you see My Computer instead of your desk phone, select it and switch to your desk phone. Once you are on a call with your deskphone, you can control it from the Webex App- hangup/hold/resume/other mid call features. The Webex app's device pairing menu is used to select the deskphone or Webex device you are presently paired with - use the device pairing feature to select your calling device.

Requirements:

- Users must 'pair' to their desk phone prior to using it. Optionally make your desk phone your default call handling device [incoming and outgoing]
- You can always go back to using the Webex app to handle the call instead, by selecting 'my computer' instead of your desk phone
- Cannot use for calling into a meeting unless BWKS is configured to allow SIP URI dialing

Mobile App

Mobility/Native Dialer Calling

Cisco Webex Core Features

Calling in Webex for Broadworks

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✗	✓	✗	🔵	🔵	🔵

- This popover comes out every time if 'Ask me every time.' is set

Webex Mobile: Native Dialer Calling

What?

• With Webex for Broadworks, users can use the 'native' dialing app from your mobile operator to send and receive phone calls in addition to the Webex mobile app.

Why?

• Provides better call quality when you're making calls via your mobile operator where data services are sometimes insufficient.

Requirements:

- Your service provider enables this in your BroadWorks environment via a configuration setting.
- Your Service Provider configures the options for native dialing or VoIP calling, or both.
- If both are enabled, a user can select between them for calls.

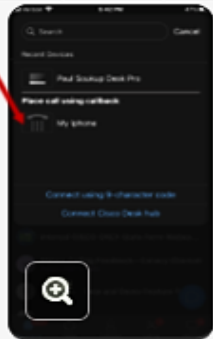
Call Back (Mobile)

Cisco Webex Core Features


Calling in Webex for Broadworks

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
X	X	X	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Mobile setting



configuration setting




Webex Mobile: Call Back

What?

• Call back lets you make a call using another device rather than the Webex App. This allows you to call without using the Internet or racking up calling costs/minutes. Your work number gets used as the caller ID so people can easily identify you. This is a mobile only feature

How?

- Call back works by calling one of the #'s you've set up for 'manage my numbers'. So, you first need to add your number(s) as in the screenshot to the right.
- To enable callback for outgoing calls, select the callback # or device in the mobile pairing menu:
 1. Tap  (mobile device pairing) and then select the number from the list
 2. Make your call from Webex.
 3. When your other phone starts to ring, answer the call.
 4. Your phone then rings the person you're trying to reach.

Call Settings


Call Settings: Call Forwarding

Cisco Webex Core Features

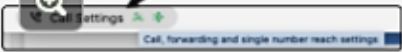
Calling in Webex for Broadworks

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
X	X	X	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

User Call Forward settings:
Mac in call preferences, Windows in call settings



Webex App indicator of call forwarding status (bottom left of app)



Call Settings - Call Forwarding

What?

• If you're going to be away from your desk but don't want to miss an important phone call, you can forward your calls to another phone number. Or, if you don't want to be interrupted, you can send all your calls to voicemail instead. If you forward your calls to another number, you won't get called in Webex or BroadWorks anymore. So, be sure to turn it off when you're ready to take calls in the app again.

How?

• Go to the phone icon and select where to forward your phone calls, such as to voicemail, another work line, or a number you've set up before. To add another number not listed, **open call preferences**

Requirements:

Phone and forwarding settings turns green and stays that way until you change the setting back to **Do Not Forward Calls**

Call Settings: Single Number Reach/Broadworks Anywhere

Cisco Webex Core Features

Calling in Webex for Broadworks

Default Enabled?	Service Provider Enabled ?	Customer Enabled?	Basic	Standard	Premium
X	X	X	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Call Settings – Single Number Reach/ BroadWorks Anywhere

What?

- Don't worry about missing that important phone call because you have to step away from your desk. You can have your work calls ring any phone number so when you get a call, Webex rings, plus any other numbers you set up. Using just a single work number, people can reach you wherever you are.

How?

1. Open Call Preferences
2. Go to the **Single Number Reach** tab and select **+ Add number**.
3. Add a number (without the country code) and description and then select **Save**.
4. You can then check or uncheck numbers directly in the **Single Number Reach** popout.

Do Not Disturb (DND)

Cisco Webex Core Features

Calling in Webex for Broadworks

Default Enabled?	Service Provider Enabled ?	Customer Enabled?	Basic	Standard	Premium
X	X	X	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Call Settings – Do Not Disturb (DnD)

What?

- Do Not Disturb (DND) **allows all incoming calls to be rejected automatically** and forward to voice mail.

How?

- Select Calling Preferences, Self Care Portal, and then slide the 'Do Not Disturb' toggle to On

Requirements:

- All Webex for Broadworks packages include DnD mode
- Note you can set a general availability in the Webex app but none of these function as a true calling DnD mode actually blocking incoming calls on all your devices like the user-directed option shown here. These other methods are merely informational for others who click on your contact card in direct messages or spaces, for them to get an idea of your availability.

Background Noise Detection

Calling in Webex for Broadworks

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
X	X	X	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Click here when in a call

Background Noise Detection

What?

Join your meetings and calls without worrying about noisy keyboards, doorbells, or online learning happening in the next room. When you remove background noise, it's removed from all calls and meetings, including any call or meeting that you're currently in.

Why?

Background noise disrupts conversations and is distracting. Now even users in noisy environments can successfully have calls and meetings via our built-in background noise cancellation algorithms.

Options?

- Noise removal- Removes all background noise
- Optimize for my voice- Removes all background noise and background speech.

Other Important Call Features/Settings

Call History

Calling in Webex for Broadworks

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
X	X	✓	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Call History

What?

- Missed a call in Webex and want to see who it was? Or, you might just need an easy way to get back to someone you've talked to before. Go to your call history where you can see up to 200 of the calls you've made, received, and missed in the last 30 days. You can see the meetings you've joined too.
- You can see if someone called you from their work or mobile number, and then call them back at the same number.
- Meetings show a Webex address (for example, bsong@<company name>.webex.com) or the name of a space you're in with two or more people.
- With Webex for BroadWorks, your call history synchronizes across your desktop and mobile apps as well as your desk phone. So, you can see the calls that you made from your computer in the call history of your mobile app.

Visual Voice Mail

Cisco Webex Core Features

Calling in Webex for Broadworks

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
X	✓	✓	🔴	🔵	🔵

Visual Voice Mail

What?

- No more overlooked voice messages in Webex. When you have a voice message waiting for you, you'll see a red badge counter (Message Waiting Indicator) next to your Voicemail (desktop) or Calls (mobile) icon letting you know how many messages you have waiting for you. After you listen to your messages (from the app or your desk phone), the badge counter disappears. You can also click into a call into your voicemail number to set up greetings, send voice messages, and more.

How?

- Go to Voicemail choose a message, and then listen to the message in one of the following ways:
- Right-click the message and choose Play voice message.
- Click Play in the window that opens to the right

Requirements:

- All Webex for BroadWorks packages include voicemail
- You do not need a PIN to access voice messages directly in Webex.

Call Recording

Cisco Webex Core Features

Calling in Webex for Broadworks

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
X	✓	X	🔴	🔵	🔵

Call Recording

What?

You may want to record the calls made and received by certain users for a variety of reasons, such as quality assurance, security, or training. Calls made to and received on desk phones, analog telephone adapters, the Webex Calling app, or the Webex app are recorded by the configured third-party partner. Call recording is configured at the user level.

How?

During a call, click More , then 'Start a Recording'

Requirements:

- Configure Call Recording during setup of Webex for Broadworks
- Make sure User has Call Recording Entitlements

Your third-party call recording platform setup determines the available call recording options per user:

- Never:** Call recording is unavailable to users
- Always:** All incoming/outgoing calls are automatically recorded
- Always w/Pause/Resume:** As above but users can pause/resume recordings
- Play Recording Start/Stop Announcement:** This option plays a recorded message indicating that recording is in progress or when it has stopped

Executive Assistant (Boss Admin)

Cisco Webex Core Features

Calling in Webex for Broadworks

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
X	✓	X	🔴	🔵	🔵

Executive Assistant (Boss Admin)

What?

- If your administrator has set you up as an Assistant with the Executive Assistant feature (also known as Boss-Admin), you can make and answer calls on your boss' behalf. If you have more than one boss, you can select the appropriate line when making a call. And you'll always know which boss an incoming call is intended for.

How?

- Make a call—Go to your active line **11 My Softphone** choose your boss' line from the list, and then proceed with a video or audio call. The lines are easily identifiable by the associated phone numbers and descriptions.
- Answer a call— When you have an incoming call, the notification includes a description that lets you know the call is intended for your boss. If appropriate, you may transfer the call to your boss.

Requirements:

- All Webex for BroadWorks packages include Executive Assistant

Group Call Park

Cisco Webex Core Features

Calling in Webex for Broadworks

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
X	✓	X	🔴	🔵	🔵

Group Call Park

What?

- If you're part of a call park group, you can park an ongoing call. When you park a call, the call gets assigned a parked number that's not your phone number. You can then use that parked number to retrieve the call from another device. Or you can share the number with people so that one of them can retrieve the call from their own device.

How?

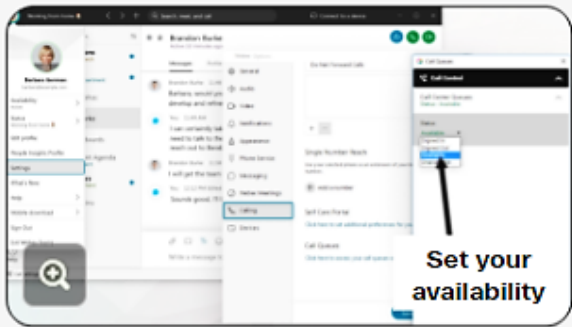
- To park a call to a group, the parking user selects the Call park option from the mid-call controls.
- The parked caller is placed on hold until a member retrieves the parked call using the call park retrieve option.
- If the parked call is not retrieved within the provisioned recall time, the parked call is returned and presented to the user that originally parked the call.

Call Queues Availability/Login/Logout

Cisco Webex Core Features

Calling in Webex for Broadworks

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
X	✓	X			



Set your availability

Call Settings – Call Queues availability /login/logout

What?

- When your administrator makes you a member of a call queue, you can check and change your call queue status in Webex.

How?

- Click your **profile picture** and then select Settings.
- Click Calling > Call Queues.
- You only see the Call Queues section if you're a member of a call queue.

Change your automatic call distribution status for your call queues

- **Signed In**—You've signed in, but you're not ready to receive calls.
- **Available**—You're ready to receive calls.
- **Unavailable**—You're not available to receive calls.
- **Signed Out**—You're signed out and will not receive calls.

You can also login/logout of the queues you are a member of.

Meeting Features

Get Started

How to Schedule a meeting

Cisco Webex Core Features

How to Schedule a Meeting For Meeting Host

What?

- Schedule a meeting from your Calendar icon in the app (Webex for BroadWorks Standard and Premium users)
- Schedule a meeting from a Space (Webex for BroadWorks Standard, Premium, and Basic users)

Type of Meetings

- PMR meetings give users with Webex for BroadWorks Standard or Premium licenses access to Advanced Meetings capabilities with Audio Dial in Options via the PSTN or VOIP.
- Space meetings are a great and easy way to schedule meetings targeted at a specific topic and content, such as recordings, whiteboards and chat are all contained in the space for later review and access.

FAQ: If a user does not have “Start a Meeting” or “Schedule a meeting” options in their calendar icon they are a Webex for BroadWorks Basic user and need to schedule their meetings from a space.

All Versions of Webex Meetings

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✗	🔴	🟢	🟢

webex

Copy Meeting Link

Cisco Webex Core Features

Copy Meeting Link Invite & remind participants

What?

- How to copy a meeting join link [URL]
- Copy Meeting Link simply ‘copies’ the meeting join URL into your systems clipboard, for ‘pasting’ into a messaging/ chat or other application to share
- ‘Invite & Remind’ gives you the option to send an email from Webex to your participant when you enter their email address, or if you click ‘use my local email’ it will create an email message with the join information. You can also have Web
- Webex can also call [via phone] your participant if you use the ‘phone’ icon under ‘invite & remind’ and enter their phone #

Why?

- To invite or remind a guest/participant in your meeting
- Email/message/text or otherwise send the link from Webex itself [enter their email address]

All Versions of Webex Meetings

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✗	🔴	🟢	🟢

Invite & Remind

Cisco Webex Core Features

Invite & Remind Options, Standard & Premium

Invite & Remind is a Space Notification for Basic

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✗	🔌	🔌	🔌

Invite/Remind Tab

What?

- Invite/Remind tab is the convenient way to invite (or remind) meeting participants about a Webex meeting in session
- Webex can send invites directly, or copy the meeting join link yourself (see image at right) from the meeting info page or Participant->Invite & Remind [pull-down menu]
- Enter a phone number, and Webex will ask the invitee to confirm their participation (Standard & Premium)

Why?

- Occasionally additional participants may be needed in a meeting even after everyone was scheduled. Time is of the essence to get needed participants in quickly

Requirements:

- For Standard and Premium, Webex for BroadWorks packages include the Invite/Remind tab, in Basic we use the Space for notifications and meeting join information for members of the space where a meeting is being held or scheduled

How to Start/Join a meeting

Cisco Webex Core Features

How to Start/Join a Meeting For Meeting Hosts and Participants

How?

You can join a meeting in several different ways, allowing users to choose the method that best suits their needs from the device that works best for them.

- From an Invite
- From the App Chat Icon
- From the App Calendar Icon
- From the App User profile
- From a Notification

Requirements?

- User must have access to Webex App or supported browser to start/join
- Host will be given options to Start Meeting

All Versions of Webex Meetings

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✗	🔌	🔌	🔌

Connect Audio (VoIP/PSTN)

Cisco Webex Core Features

Connect Audio VoIP/PSTN

What?

- Join the audio conference of your Webex Meeting
- 2 options: Call using Computer (VoIP) and PSTN options (call-in or call-back)
- The Webex app also has settings for controlling the default behavior

Why?

- Most meetings are an audio conference first, then sharing, then video

Requirements:

- During Scheduling, a host can disable PSTN [dial-in/dial-out], making the conference 'computer audio' only [VoIP]
- Call using Computer (VOIP) is available on Webex for Broadworks Basic, Standard, and Premium packages
- PSTN is only available on Webex for Broadworks Standard & Premium subscriptions.
 - The Service Provider platform provides call-in and call-out PSTN services for Webex Meetings

All Versions of Webex Meetings

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✓	✓	🔴	🟢	🟢

Camera Settings

Cisco Webex Core Features

Camera Settings (user)

What?

- Users control their camera status [on/off] in both the pre-meeting join page and the in-meeting app
- The Webex app also has settings for controlling the default behavior

Why?

- Users will need to control their camera for privacy, bandwidth, or similar reasons and knowing how to easily access this control is mandatory for all participants

Requirements:

- It is possible [but not common] for user webcam video to be disabled globally, so this feature will be unavailable in those cases
 - A Meeting Host can 'video mute' a user as well

All Versions of Webex Meetings

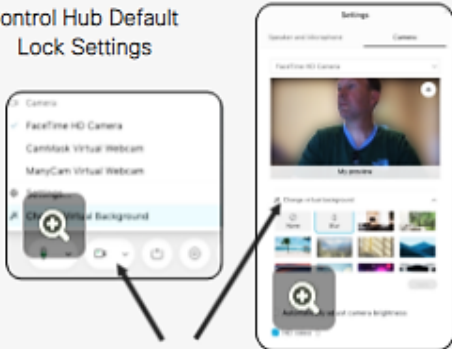
Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✗	🔴	🟢	🟢

Change Virtual Background

Cisco Webex Core Features

All Versions of Webex Meetings

Control Hub Default Lock Settings



From the 'camera' in meeting menu

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✓	🔴	🔵	🔵

Change Virtual Background

What?

- Change your virtual background from any of our pre-existing templates, as well as a neat 'blur' option to use your actual background.

Why?

- Users working from home occasionally have life getting in the way, or other distracting elements in the background. This option makes that problem disappear.

Requirements:

- All Webex for BroadWorks packages have this option
- Find this feature in your 'audio/video' settings in the Webex app
- Note: watch your CPU as the background blur /use of virtual backgrounds does utilize some extra processing power
- Partner/Admins can Disable Virtual Backgrounds and/ manage if users to add custom backgrounds

In Meeting Controls


Cisco Webex Core Features

In Meeting Controls

For Meeting Participants

Conducting successful meetings is easier if you know how to use all the great tools included in Webex.

Let's look at the most common and important features.



Change your video layout to control how you view video participants and panels on your screen.

Access the meeting info to get details about the meeting.

Meeting Controls are easy to find at a glance.

webex

Mute (and un-mute) - Self

Cisco Webex Core Features

Mute (& Unmute)-Self

What?

- How to mute yourself in a meeting
- Good general meeting best practice [join on mute/mute self before joining, verify you are muted]
- Mute setting follows Host [and user] preferences on entry

Why?

- Mute is incredibly important, erroneously un-muted users are the cause of most conference disruption. Most users are aware of the critical need to mute during a meeting when not speaking.

Webex Remembers Your Last Setting

- However you last exited a Webex meeting [muted/unmuted] your client remembers and picks this as the default.
- You will always see your mute/unmute status in the meeting join window - before you are actually 'in' the meeting.

All Versions of Webex Meetings



Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✗	🔘	🔘	🔘

Controlling Participant Mute/Unmute during a meeting

Cisco Webex Core Features

Controlling Participant Mute/Unmute

What?

- Controlling Meeting Participant Mute Status During a Meeting
- Taking it to the next level by keeping them on mute [not allowing them to unmute themselves] - uncheck the 'allow participants to unmute themselves'
- In Basic, which uses Space Meetings, all participants can control the mute-all/un-mute all function. For Standard and Premium which use Webex Meetings, only the host and current presenter can control this toggle.

Why?

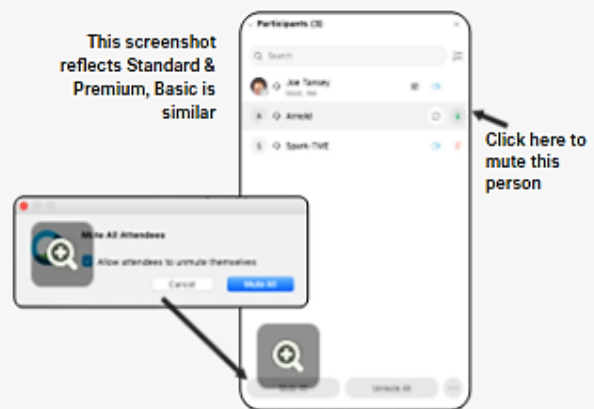
- Users may be disrupting conferences inadvertently/ and are not managing their own mute settings properly. Mute problematic users manually as Host/Co-host before things get out of control

Requirements:

- Have Host [or co-host] privileges in a meeting
- Have someone pass you Host privileges in a meeting
 - Use the Host PIN to take Host rights

All Versions of Webex Meetings

This screenshot reflects Standard & Premium, Basic is similar



Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✗	🔘	🔘	🔘

Mute on entry/Allow participants to unmute themselves (off/on)

Cisco Webex Core Features

Mute on Entry/ Allow Participants to Unmute

What?

- Controlling default behavior of meeting participants to start on mute
- Taking it to the next level by keeping them on mute [not allowing them to unmute themselves]


How?

- When you uncheck *Allow attendees to unmute themselves*, you turn on *Mute on entry*, so anyone who joins the meeting late is muted automatically.
- If you don't want to mute attendees as they join the meeting, go to *More options* in the participants list and uncheck *Mute on entry*.

Requirements:

- Webex for Broadworks, Standard, and Premium packages
- This is a per-host setting, where hosts configure the behavior they want during scheduling, or, set the options live once the meeting has started in the participant menu.
- Webex for Broadworks Basic subscribers do not have access to a 'mute on entry' capability for their meeting attendees (known as Space meetings, in the Webex App), they can however use 'mute all' during the meeting at any time, as well as muting individual users

All Versions of Webex Meetings

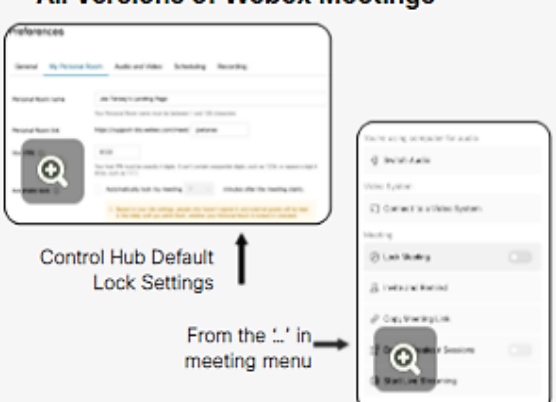


Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✓	🔇	🔊	🔊

Meeting/lock-meeting/un-lock meeting

Cisco Webex Core Features

All Versions of Webex Meetings



Control Hub Default Lock Settings

From the '...' in meeting menu

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✗	✗	✓	🔇	🔊	🔊

Meeting Lock (& Unlock)

What?

- Meeting Lock is an important feature in personal rooms, and in regular scheduled meetings to reduce meeting disruption.

Why?

- Primarily because personal rooms are a persistent join URL, a host with back-back meetings may have users ready for the next meeting 'barge' into a prior meeting

Defaults?

- Regular scheduled Webex meetings have no auto-lock enabled, but this can be set during scheduling if desired
- Personal rooms have a meeting auto-lock setting set to 5 minutes after meeting start time, and once a meeting is locked, new participants automatically land in the lobby the host is notified


Requirements:

- Only Webex for Broadworks Premium and Standard have personal rooms and utilize meetings locks
- Control Hub admin controls the default lock behavior settings
- Users are able to set their personal room preferred lock settings

Use Reactions

Cisco Webex Core Features

All Versions of Webex Meetings



Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✗	🔴	🔵	🔵

Reactions & Hand Gestures

What?
Animated reactions let participants express themselves without saying anything!

Gesture controls allow you to use reactions without having to select them from the **Reactions** menu. Get the meeting or webinar host's attention by physically raising your hand or encourage the speaker by giving them a thumbs up. Once Webex recognizes your gesture, it's shared with everyone in the meeting or webinar.


How?
Meeting Participants:

- Click on the reaction icon 🗨️
- Send a Reaction or turn on Recognize Hand Gestures.
 - There are three hand gestures that you can use to create a reaction: thumbs up, thumbs down, and clapping hands.

Sharing: Desktop sharing, app sharing

Cisco Webex Core Features

All Versions of Webex Meetings



Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✓	🔵	🔵	🔵

Sharing-Desktop(screen) & Application

What?
Sharing your desktop (or screen, or application) is fundamental to web conferencing. Webex gives a wide range of options for sharing content in a meeting

Why?

- Beyond 'audio only' conferencing, greater understanding is delivered to your audience when they can 'see' what is being discussed

Requirements:

- 'Anyone can share' is a default option automatically turned on in every Webex for BroadWorks Premium package.
- For **Basic** and **Standard** package users, the presenter role must be passed to them by the meeting Host
- Because presentation 'rights' or permissions is an area of potential problems in a meeting (participants behaving badly), hosts should understand how to control 'attendee privileges' when scheduling a meeting- and consider turning off the 'anyone can share' option.

*First person to join space meeting is the host

Sharing: Change /Make Presenter

Cisco Webex Core Features

Sharing: Change Role/ Make Presenter

What?

- Become a presenter at any point in a meeting without having to have the current host assign this role to you. Note basic meetings only allow the host to manually set the presenter

How?

- Find the next presenter in the participant list and click 'change role' to be presenter
- Some meetings are configured to require manual passing of the presenter role ['anyone can share' option is off]

Requirements:

- In meetings hosted by Webex for Broadworks Premium users all participants can assume the presenter role to share
- In Webex for Broadworks Standard & Basic*, the host or current presenter must 'pass' the presentation role to the next presenter (see screenshot at right)

*First person to join space meeting is the host

All Versions of Webex Meetings



Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	X	X	🔘	🔘	🔘

Sharing: Remote Desktop Control

Cisco Webex Core Features

All Versions of Webex Meetings



Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	X	X	🔘	🔘	🔘

Sharing - Remote Desktop Control



What?

Take control of the screen being shared or let someone take control of your screen.

Why?

Sometimes it's easier, and more effective, to show someone rather than tell them. You know when you were telling your co-worker to click on the red button right in the middle of the screen and they don't seem to see it?

How?

- When you're sharing your screen, click Give control  and then select the name.
- Request access to someone else's screen when they are sharing by clicking Request Control 

Requirements:

- Meeting Host requires Webex for BroadWorks Premium package.

Chat Panel

Cisco Webex Core Features

All Versions of Webex Meetings

Participant Privileges menu

Chat panel is here

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✗	🔌	🔌	🔌

Chat Panel

What?

- The chat panel can be used in a meeting to communicate with other participants, the panel, or the host directly.
- In our Basic package, chat is in the Webex Space itself. For Standard & Premium, it is in the Webex Meeting

Why?

- Easy to share quick information [links/URLs/etc] with everyone. Users can chat with each other privately.

Requirements:

- The default is that in-meeting chat is enabled
- The meeting host has the ability to turn on or off this feature both when scheduling the meeting and from the in-meeting participant privileges menu

Q&A Panel

Cisco Webex Core Features

All Versions of Webex Meetings

Host Controls [enabled/ disable Q&A Panel]

User side: show/hide Q&A Panel

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✗	🔌	🔌	🔌

Meeting Q&A Panel

What?

- Webex Meetings have a Question & Answer Panel [see the image]

Why?

- The meetings Question & Answer Panel is used for when a meeting/training that is running wants to allow participants to post questions to be handled as the presenters can get to them, so as to not to disrupt the flow of a meeting
- Also, the Q&A area can be 'copied' to file before the meeting ends to preserve it for all attendees [make sure to do this before the meeting closes]

Requirements:

- Meeting hosts always control which panels are active in a meeting—including the Q&A panel
- Webex Standard and Premium only have this Q&A Panel

Meeting Recording/Stop recording/pause recording

Cisco Webex Core Features

Record Meetings

What?

- Record a Webex Meeting - both in the cloud and locally
- Recording controls include start with in-meeting notification (red glowing button in most screens), as well as in-audio voice-over indication (Your meeting is being recorded) sent to all attendees, as well as 'pause' and 'stop' buttons


Why?

- For archival purposes, or compliance requirements [meetings must be recorded in certain scenarios], or for meeting participants who could not attend

Configuration:

- Recording policy settings are customizable in Control Hub
- Recording is only available for Webex for BroadWorks Premium subscribers
- If local recording is unavailable, this can be enabled via Control Hub

All Versions of Webex Meetings



Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✓	🔌	🔌	🔌

Where to find Recordings

Cisco Webex Core Features

Where to Find Recordings of Meetings

What?

How to find my recordings after a meeting has completed

- The host is always emailed a link to the recording
- The host can find their past recordings in the 'calendar' tab of their Webex app. When meetings are recorded, the default option is in our cloud but if local recordings are enabled, individual hosts can save the recordings locally.

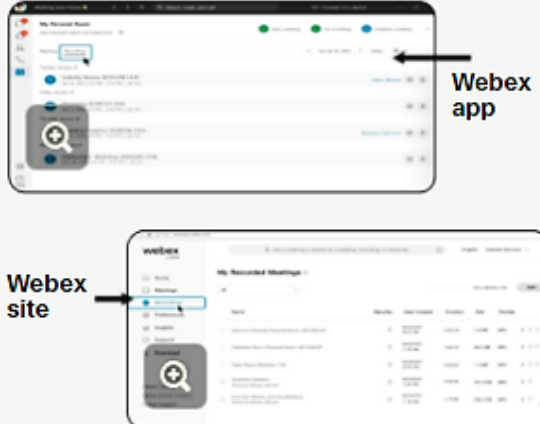
Where?

- In the app (calendar icon):
- In the app (in a space):
- Meeting site:

Configuration:

- Users control their own recordings and can decide how to share them
- A partner admin can re-assign a recording if the original host has left the company


All Versions of Webex Meetings



Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✗	🔌	🔌	🔌

Toggle Layout (adjust/re-size panels/conference view)

From the 'layout' in meeting menu



Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Toggle Layout (adjust/re-size panels/conference view)

What?

- Webex has a 'layout' button where participants can focus on who or what they'd like to see in a meeting
- Grid or full-screen, stack or side-by-side
- If the host is using a 'stage' layout, the conference view is forced for the participants which can be useful if you want a lecture-mode type environment for your audience

Why?

- Depending on your screen size/# of screens available, or just your preferred meeting view we give the user the control to select the viewing experience that best fits their needs

Requirements:

- All Webex for BroadWorks packages include user controls for toggling layout and host stage controls for fixing a conference view for all participants
- Layout option controls exist in the Customer admin portal
- Users of the 'Basic' subscription package have a slightly lower # of available layouts to choose from

Messaging Features

Connect with People

Presence

Cisco Webex Core Features

Presence

What?

- You can see other people's availability in the Webex app. If you need to contact someone, check to see if they're actively using the app.

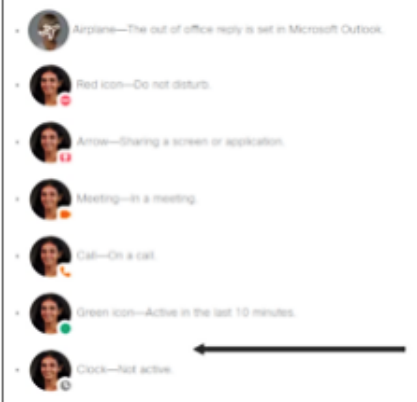
Why?

- This makes it easy to know if others are available to respond to messages.

Requirements:

- All Webex for BroadWorks packages include Webex Messaging
- Outlook Hybrid Calendar integration permits visibility into out-of-office replies being active
- Webex suppresses notifications for incoming messages or calls when people are sharing their screen or application while on a call or on a meeting.

For Webex Messaging



← Presence indicators

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Inter-team/org messaging

Cisco Webex Core Features

Inter Team / Inter Org Messaging (External)

What?
Inter-Org/Team messaging, aka communicating with external participants to your org is simple and easy – nothing for the users to do other than 'invite' a participant via their email address to a space or conversation.

You'll see some areas in those spaces highlighted, like the border, message background, and icon in the message area and their email addresses.

Why?
Communicating with external users is just as important as your internal teams

Requirements:

- All Webex for BroadWorks packages include the ability to communicate with guests

For Webex Messaging

Spaces change color, and make it obvious when external users are present (guests)

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✗	🔘	🔘	🔘

webex

Mentions

Cisco Webex Core Features

Mentions

What?

- In Webex, when you're in a space with lots of people, you can use an @mention to get someone's attention. If the person you mentioned wasn't already in the team space, they then get added to it automatically.
- Type @ and the first few letters of the person's name, pick them from the list, and then type and send your message.

Why?

- Notifications are a key way to send a message to someone without having to 1:1 message them first. Let everyone in a space know you are asking one or more individuals specifically a question – save them the trouble of getting in the middle of a conversation

Requirements:

- All Webex for BroadWorks packages include mentions as a key Messaging capability

For Webex Messaging

Just use @ and start typing their name.
Caution: @All notifies everyone in a space!

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✗	🔘	🔘	🔘

webex

Messaging 1.0

Messaging - Tools

Cisco Webex Core Features

Messaging Tool

What?
Webex Messaging has all the features your users need to collaborate in internal and external groups. Customize your messages by adding files, screen captures, formatting text, emojis, GIFs, @mentions, or add your PMR link.


Once a message has been sent there are more tools to make responding and effectively using that information easy.

- Threading allows you to respond in context to a message making it easier to follow a specific topic
- Reactions provide feedback without adding to the thread, helping keep clutter down.
- Forward messages to another space or person without having to copy and paste

Requirements:

- All Webex for Broadworks packages include full features enterprise grade Webex Messaging

For Webex Messaging



Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✗	🔘	🔘	🔘

webex

File Sharing

Cisco Webex Core Features

File Sharing

What?

- Add information and personality to your spaces by sharing files, attachments, photos, and videos in Webex.
- Drag and drop a file or choose a file source, to share them to the space:
- Your administrator can integrate with Google Drive, OneDrive, Box, and many more so you can share directly from those locations

Why?

- File sharing is important for any collaboration space to work effectively

Requirements:

- All Webex for Broadworks packages include File sharing, see the Webex for BroadWorks solution guide for any specific size limitations in your Subscriber package [Premium/Standard/Basic]
- Integration with cloud drives is done via Control Hub and may require customer admin to provide credentials and/or allow access.

For Webex Messaging
In Meeting pull-down menu

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✓	🔘	🔘	🔘

File Viewer - Download

Cisco Webex Core Features

File Viewer and Download

What?

- Access Content that has been shared in a space!
- All uploaded files are categorized/visible in the 'content' tab of a space
- You can also click **Content > Files**, select the files you want to share and drag and drop them to the **Files** tab.

Why?

- Everyone is looking for ways to find efficiencies in their day and the Content tab of a space provides easy access to all the files, links, recordings, and whiteboards in a space without having to scroll.

How?

- Hover over the shared file to download and open the file.
- Click on the Content tab to easily find all content posted to the space.

Requirements:

- This capability can be restricted in moderated spaces
- All Webex for Broadworks packages include the ability to share files

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✗	🔘	🔘	🔘

Screen Capture

Cisco Webex Core Features

Screen capture

What?

- Screen capture is a sub-capability of file sharing in Webex messaging
- Clicking this button then prompts the user to select a region/area of their screen to 'paste' into the space
- Yes, a user could use OS/device screen grab native capability instead, but that is an additional step [screengrab, attach as file to space]


Why?

- Some users will find it convenient to take a 'screen shot' using this method, as it conveniently has the capability to use crosshairs to select only the user-selected region

Requirements:

- All Webex for Broadworks packages include Screen Capture

For Webex Messaging



Screen capture [image] button


Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	X	X	🔵	🔵	🔵

Sharing - Screen, application, whiteboard, annotation

Cisco Webex Core Features

Share Your Screen While Messaging

What?

- You can share your screen when you're messaging in a space with one other person, without being in a call or meeting with them.
- From a Webex space, click **Screen Share** 

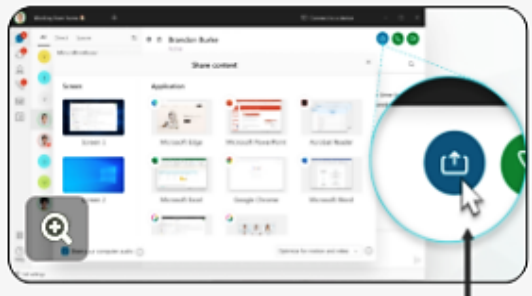
Why?

- It's not always necessary to have a meeting or a call to share what you are working on with others!

Requirements:

- All Webex for BroadWorks packages include Sharing/Annotation within Webex Messaging Spaces [and 1:1's]

All Versions of Webex Meetings



Messaging Share button

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	X	X	🔵	🔵	🔵

Find & Organize

General Search

Cisco Webex Core Features

Webex Message General Search

What?

- You can search through the history of your conversations in Webex to find messages, files, people, and spaces. You can search on everything, including space names, or refine your search with the filters, to narrow the results.
- Click to easily sort through the results using the lists of Messages, Files, People, and Spaces that match your text. To help you find a space, you can see the timestamp for the last message in that space.

Why?

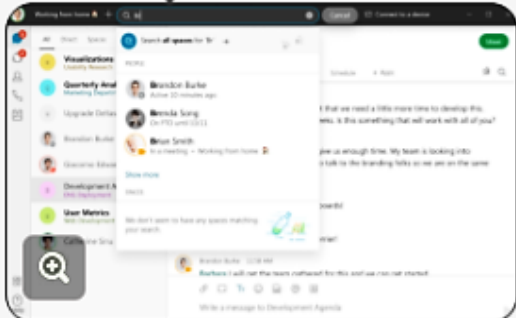
- Search is the most powerful way to find information useful to YOU

Requirements:

- All Webex for BroadWorks packages include this search capability

For Webex Messaging

Search Area



Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✗	🔘	🔘	🔘

Search within a space

Cisco Webex Core Features

Search within a space

What?

- In a space, search through the history of your conversations to find message and files, and use the filters to narrow your search.
- Search messages, files, people, and spaces individually
- Use keyword In: and start typing the space name to search within that space, From: to search for messages from an individual

Why?


- It is hard to underestimate just how critical search is to an organization. We have copied the best here and bring the power of search to Webex Messaging – relevance based on Webex Graph adjacencies and scoring

Requirements:

- All Webex for BroadWorks packages include search

For Webex Messaging

Searching within a specific space depicted



Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✗	🔘	🔘	🔘

Favorites

Cisco Webex Core Features

Add a Space to your Favorites List

What?

- In Webex, you can mark your important spaces as favorites. The spaces get added to your Favorites filter, where you can easily find them later.
- If you later want to remove the space from your favorites, click ★
- The space gets added to your favorites list. When you want to find the space again, click ≡ to filter your spaces and content, and then click Favorites

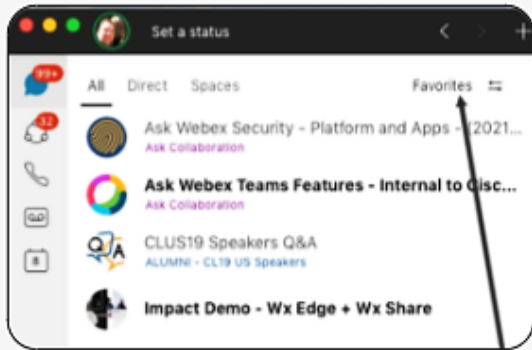
Why?

- There may be quite a few spaces you have been added to, 'favorites' are one way of the user taking control over what they pay attention to

Requirements:

- All Webex for BroadWorks packages include this feature

For Webex Messaging



Favorites used to sort spaces

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✗	🔘	🔘	🔘

Filters

Cisco Webex Core Features

Filters

What?

- You can use the filters to find the messages and spaces that matter most to you, such as unread spaces that you've chosen to be notified about, conversations with just one other person, or messages where someone has @mentioned you
- Click ≡ to view all the available filters. Then, select a filter to show just the messages or spaces you want to see

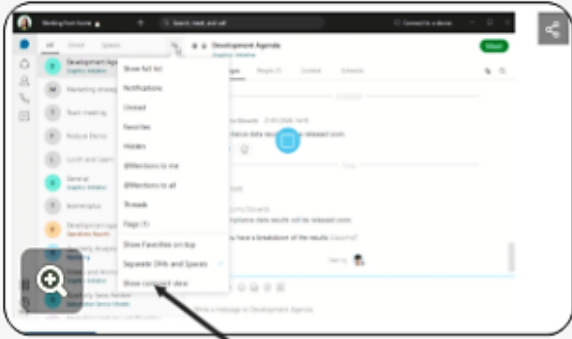
Why?

There can be an extensive list of spaces and conversations you may have been added to, filters allows you to focus your efforts to find where your attention is needed

Requirements:

- All Webex for BroadWorks packages include user-controlled message/space filtering

For Webex Messaging



Conversation Space filters being applied

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✗	🔘	🔘	🔘

Push Notifications

Cisco Webex Core Features

Push Notifications

What?

- How you set your notifications determines how and when you get alerted about new messages in Webex. By managing how you get notified about what's going on in Webex, you can avoid getting overwhelmed by too much information.
- Webex allows you to set notifications in two ways - for **All Spaces** or for **Certain Spaces**. These settings work together so that you don't miss anything and that you can keep up-to-date with what's happening.

Why?

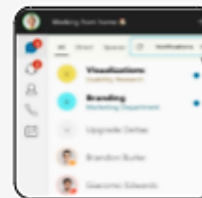
- Users can become inundated with spaces and messages, so users should understand how to control their notifications

How?

Notifications for ALL spaces are set in the user settings>Notifications

Requirements:

- All Webex for BroadWorks packages include at a minimum dial-in toll audio and VoIP/computer audio



For Webex Messaging

You may also select the 'Notifications' filter to sort your spaces and conversations using your current notifications filter



Notification iconography explained

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✗	🔘	🔘	🔘

Custom Space Notifications

Cisco Webex Core Features

Custom Space Notifications Off/On/@mentions only

What?

- Building on the 'filters' capability we just discussed, control your notifications in a specific space [globally on or globally off]
- Or, for a specific messaging space, set your notifications to @mentions only
- Settings are: Global vs Custom

Why?

- Users need to filter spaces based on their own requirements for monitoring conversations that they need to participate in or become aware of via notifications. Set less important rooms to @Mentions only, that way someone specifically mentioning you hits you as a notification

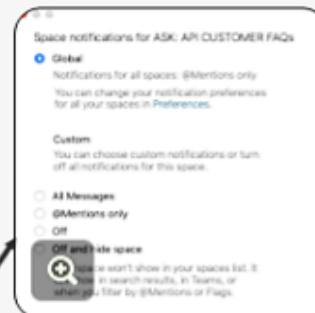
How?

Click on the settings icon  to the left of the space name.

Requirements:

- All Webex for BroadWorks packages include the capability to set these filters for individual spaces [and to set a global policy] which is driven by the user-nothing for the partner to do

For Webex Messaging



Own your engagement method with spaces

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✗	🔘	🔘	🔘

webex

Delete: Space, Messages and Files

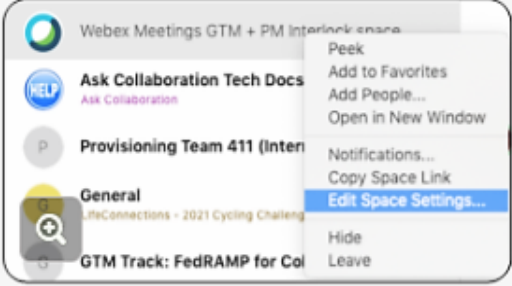
Clisco Webex Core Features

Delete

What?

- **Delete a Space:** While using Webex, you may want to get rid of an outdated or unneeded standalone space, if it's a team space you must remove it from the team first. A space gets deleted when all members leave it, including you. People can choose to leave, or you can remove people if you're the moderator or the space is unmoderated
- **Delete a Message (and file):** In Webex, if you mistype a message or send the wrong file, you can delete them even after you've sent them. And, if you're the space moderator, you can delete other people's messages and files, too. Hover over your message and click **<More Actions>**, then click **Delete Message**
- **Remember:** The space moderator can delete other people messages and files too.

For Webex Messaging



Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✗	🔘	🔘	🔘

Messaging 2.0

Add link shortcut to a Space

Clisco Webex Core Features

Add a Website Shortcut to a Space

What?

- By adding a website shortcut to a space, you can keep important information right where your team needs it. Space members click on a tab to open and browse any website from inside their Webex space.
- The meeting URL you enter in this manner, shows up in the space right next to the messages/people/content toolbar

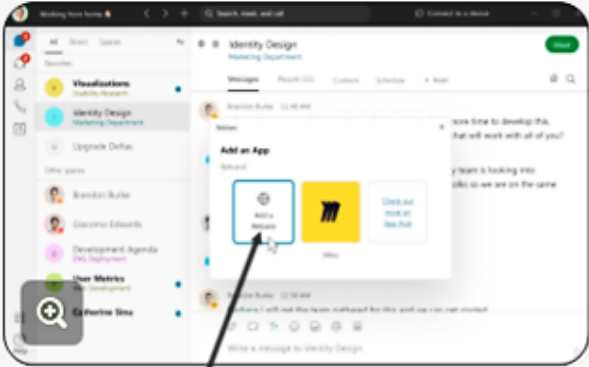
Why?

- Webex Messaging is a great way to add your docs, files, and resources you need directly within a space without having to leave and come back

Requirements:

- All Webex for BroadWorks packages include this

For Webex Messaging



Adding a Website to a space

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✗	🔘	🔘	🔘

Moderate a Space

Cisco Webex Core Features

Moderate a Space

What?

Sometimes you want to control who/what gets added to a Space.

Space Member

When you belong to a space that isn't moderated, you're all members of the space with the same privileges. You can add people and remove people to the space and change the space name.

Space Moderator

If you **moderate a space**, you remove other people's ability to add or remove people, edit space information, and make other people moderators

How?

Click on the space information gear icon ⚙️ to the left of the space name, then Moderate Space. *

For Webex Messaging



In-meeting method after clicking on 'Mic'

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✗	🔌	🔌	🔌

Announcement Mode

Cisco Webex Core Features

Turn on Announcement Mode

What?

- With Webex, you can use announcement mode in any moderated space just for announcements. On teams, the only space that's moderated is the General space so that's the only space where you can use announcements.
- When you make an announcement space, only moderators, bots, and integrations can post to it. Everyone else can just read the announcements, view files, and join meetings

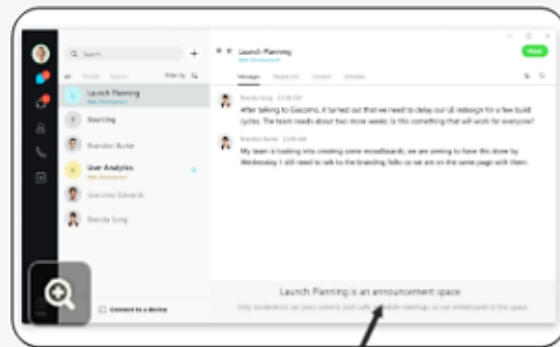
How?

- In the space where you're a moderator, go to **Space Information** ⚙️ and then select **Turn on announcement mode**

Why?

- Sometimes you need to share important information with your team, without the distraction from other conversations happening in the space.

For Webex Messaging



This is an announcement space

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✗	🔌	🔌	🔌

SMS (via BOT integration)

Cisco Webex Core Features

SMS via Bot

What?

- Bots are a way to extend Webex Messaging capability outside of our core offer. There are many SMS providers that can be used
- Create a Bot, Webhook, and action.

Why?

- Extend the reach of Webex Messaging to SMS for members that are on-call or similar urgent matters

Requirements:

- All Webex for BroadWorks packages include bot integration
- Basic coding experience, and an SMS provider to integrate with [examples at links below]
- Partners are the best way to provide this capability either as a bot or XMPP federation in Webex Messaging, they will configure/deploy this capability, but may require coordination with customer to complete setup.

For Webex Messaging

There are additional partner led SMS integrations, this is just one example

This is the SMS Bot, screen at right is mirroring the 'Red Teams' members mobile device

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✓	✗	🔘	🔘	🔘

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Apps & Bots

Cisco Webex Core Features

Add Bots to Spaces

What?

Bots & Apps add functionality/capability to Webex Messaging spaces and makes the messaging platform incredibly flexible. They can simplify daily activities and automate everyday tasks. For an Overview: <https://help.webex.com/en-US/article/n0qp3oeb/Webex-%7C-Connect-Your-Tools-and-Automate-Tasks>

Why?

ServiceNow is a classic example of a 'better together' Bot with Webex Messaging: investigate an issue in a Webex Space, decide if a support ticket is necessary, create the ServiceNow ticket directly in the Space—with a record of the conversation and details discussed/attachments

Requirements:

- Some Integrations require accounts, those need to be created before adding the integration.
- Some integrations may only require user credentials, others may require Administrative information and setup.

For Webex Messaging

Webex | ServiceNow Bot Administrator Setup

A administrator of your ServiceNow instance must configure the following access before other users can use the ServiceNow bot. Users can then use the ServiceNow bot to receive incident notifications, search for incidents, and create new incidents.

Your Control Hub admin sets this up, but users add the bot to spaces

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✓	🔘	🔘	🔘

Cisco Webex Core Features

Embedded App Integration

What?

- Webex Messaging supports a wide variety of 3rd party applications

Why?

- Extending the messaging platform to message 'where you work' is a continual need. Example: escalating a support incident to your ServiceNow portal directly within Webex Messaging

Requirements:

- The Webex partner or Service Provider will enable/turn these on for you via Control Hub.
- Each App Integration may have different requirements, it is always advised to research a specific integration before installation/setup.

For Webex Messaging



In-meeting method after clicking on 'Mic'

Default Enabled?	Service Provider Enabled?	Customer Enabled?	Basic	Standard	Premium
✓	✗	✓	🔴	🔵	🔵

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