

VOICEMAIL ACCOUNT



- 1. Go to Settings.webex.com
- 2. Select Webex Calling
- 3. Click on the Voicemail Button
- 4. Select when voicemail pick ups and how many rings

Webex Settings- Call Settings

To call forward your desk phone, enable/disable DND, Speed dials, or Single Number Reach

Cisco Webex					Gail Ferreira 6317505145 Extension: 5145
QD Voicemail	Incoming Calls	Schedules	Additional Features		
Call History	Do Not Disturb	()	Do Not Disturb will direct all calls to a	a busy signal. 🧿	
없 Call Settings	Single Number Reach (Office Anywhere)	•	Personal phone numbers can be used number.		from your Webex Calling primary
Directory	Enable contact callir Name * Gail Ferreira	ng from the dia	Personal phone number * +19175795123	numbers.	
My Apps	 Incoming Call Opt 				
					Carricel Save

SPEED DIALS

To add a Speed Dial:

- 1. Click Call Settings
- 2. Select "Directory" from the menu
- 3. Click on "Contact"
- 4. Click on "Add Contact" button
- 5. Enter name, & number
- 6. Save

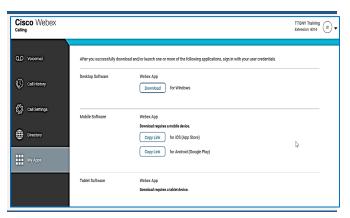
QLO Voicemail	Directory	My Contacts			
🚯 Call History	Q. Search My Contacts				
없 Call Settings	Name *	Phone Number *	Speed Dial (optional)	Add Contect	
Directory					¢
My Apps		No Con There aren't any contact			

DO NOT DISTURB

isco Webex				Gall Ferreira 6317505145 Extension: 5145
LØ Voicemail	Incoming Calls	Schedules	Additional Features	
Call History	Do Not Disturb	0	Do Not Disturb will direct all calls to a busy signal.	
Call Settings	Single Number Reach (Office Anywhere)	•	Personal phone numbers can be used for incorning calls to and outgoing on number.	satis from your Webex Calling primary
Directory	Enable contact callin Name * Oall Ferreira	g from the 📾	ectory tab for your Single Number Reach numbers. Personal phone number * +19175795123 Delete	
My Apps	 Incoming Call Opti 			
				Cancel Save

- 1. Click on "Call Settings"
- 2. Select "incoming call settings"
- 3. Select "DND" to turn on/off

WEBEX SETTINGS- MY APP



WEBEX SETTING ADDING MOBILE APP

To add the mobile or desktop "Webex App"

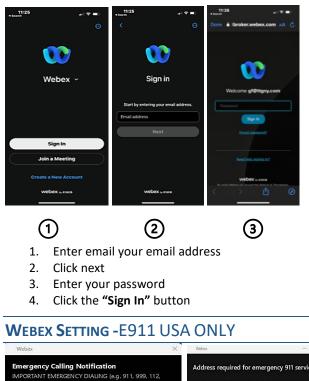
Click on the copy link or use the url: https://www.webex.com/downloads.html

Be aware if going directly to the app store or google play store there are multiple apps called Webex.

Please download the app with the Webex icon



WEBEX SETTING SIGNING IN MOBILE APP



ок

IMPORTANT EMERGENCY DIALING (e.g. 911, 999, 112, 119) WARNING: Only use your soft phone to dial emergency services from your registered physical location. Dialing from other than the registered physical location may route emergency calls to an incorrect dispatch center or provide incorrect location information, potentially delaying or preventing emergency services. Please review and update your emergency increation according to the tools, instructions, and methods provided by your service provider. Your service provider may not support access to emergency services outside of your home country



you will be asked to provide your address to allow emergency services to respond to any 911 calls made using Webex Call.

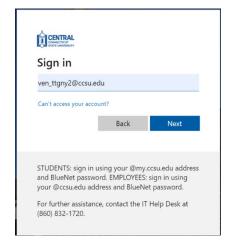
"Click OK" or you may not have phone services to move to the next screen For Emergency Services fill out the requested information Address Nickname Country Street Address City State Then any specific room, suite, or landmark Click the **"Save"** button

Choose a saved address	
Address nickname (e.g. Ho	me or Work)
(required)	0/255
Country	
United States of Amer	ica 🗸 🗸
Address	
(required)	
Gty	
(required))
State/Province	ZIP/Postal code
(required)	(required)

œ

SIGNING ON YOUR DESKTOP

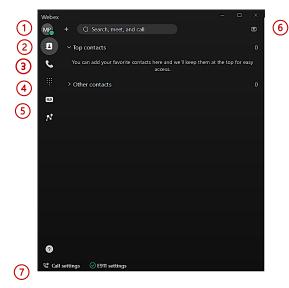
Click on desktop Icon



- Enter Your CCSU Email
- Click "Next"

WEBEX CALLING APP- OVERVIEW

- 1. Profile menu button
- 2. Contacts Tab
- 3. Call History & Missed Calls
- 4. Dial Keypad
- 5. Voicemail
- 6. Dial search box
- 7. Call Settings & Forwarding



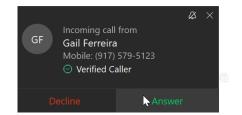
WEBEX CALLING APP- PLACING A CALL

To Place a call,

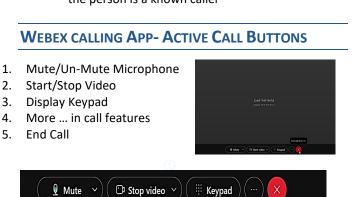
Click Call 💽 button next to the person's name.

Select Webex Call and then choose to make either an audio or video call.

WEBEX CALLING APP- RECEIVING A CALL



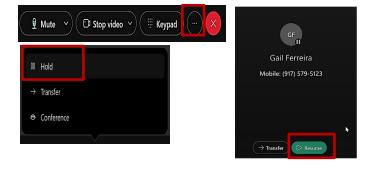
- 1. When receiving a call a notification box will pop up, you can choose to "Answer or Decline"
- Decline will send the caller to voicemail 2.
- 3. The Caller ID and Phone number are available if the person is a known caller



WEBEX CALLING APP- PLACING A CALL ON HOLD

To place a call on Hold during an active call

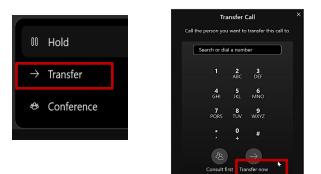
- 8. Click the More button "..."
- 9. Select Hold from the action menu
- 10. Select Resume to retrieve the call



WEBEX CALLING APP- BLIND TRANSFER

To directly transfer a call without speaking to the receiving party

- 1. Click the More button "..."
- Select "Transfer" from the action menu 2
- 3. Enter the name or number for the desired party
- 4. Select "Transfer Now" to send call



WEBEX CALLING APP-TRANSFER

To transfer a call & speaking to the receiving party

- 1. Click the "..." from the action menu
- 2. Select "Transfer"
- 3. Enter the name or number for the desired party
- 4. Select "Consult First"
- 5. Select if it's an Audio or Video Call
- 6. After speaking with the desired party
- 7. Select "Complete Transfer"



2.

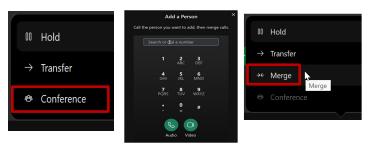
3

4.

5.

WEBEX CALLING APP- CONFERENCE

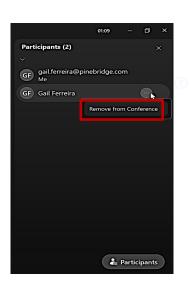
To initiate a multi-party call, during an active call Click the "..." More button Select "Conference" from the action menu Enter the name or number for the desired party Select "Merge"



WEBEX CALLING APP- REMOVE CONFERENCE

To Remove a participant During a conference call

- 1. Click the More button "..."
- 2. Select "Remove from Conference"



WEBEX CALLING APP- CALL FORWARDING

To setup a number that you want incoming calls forwarded to:

Click on the Call Settings on bottom left of the app Select Open "Call Preferences" Click the "+" button under Call Forward Enter the number Click "Save"

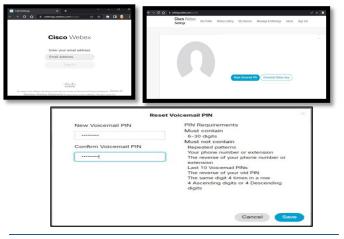


WEBEX CALLING APP- RESET VOICEMAIL PINS

To reset you Voicemail Pin

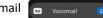
- 1. Click on "Call Settings"
- 2. Scroll to bottom of the Calling tab and click on Access User Portal
- 3. Sign in
- 4. Select "Reset Voicemail Pin"
- 5. Enter new pin number

Set a status		earch, meet, and call Connect to a device	
Messaging	Index Unread		
te Teama	• 16146741145		
Contacts	+16146741145 Fit's another message th	9/23/21	
Galling	+16146741145		
S Voicemail	P Hey, it's John Just leave		
Meetings	Webex Options		
Personal insights 🔹	@ General @ Audio	want to ring when you get a call at work or when you make calls using a Call Back number to your mobile phone. You don't need to include any country codes because we take care of those for you.	
	Q Video	+ Add a number	
	3 Background	Call Window Settings	
	Sharing content	Choose when the incoming call on your computer should automatically come to the front.	
	A Notifications	When using this computer for calls:	
	△ Appearance	On all calls	
	Privacy	When using a desk phone or video device for calls:	
	III Phone Service	On all calls	
	@ Devices	Call Pickup Call Pickup lets you pick up other people's calls when they're ringing.	
		Call Pickup lets you pick up other people's calls when they're ringing. Display Call Pickup in the footer	
Call settings		Additional Call Settings	
		Advanced Call Settings	
		Access User Portal	
		Save Ca	ncel

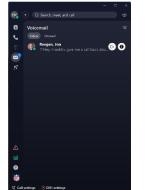


WEBEX CALLING APP-LISTENING TO VOICEMAILS

Listening to Voicemail 👩 🗤



Click on "Voicemail" button 😡 Click the "Play" button





CISCO CALL AGENT

Click on "Customer Experience

Agents will have a personal line, and the queue line

	Customer Experien	ce				
Meetings	(GMT -04:00) Americ	a/New ∨				uv
Customer Experience	Live queue stats					
	Q. Search by Qu	eue name				
Voicemail			Total agents	Agents staffed	Agents idle	Agents unavail
	Help Desk					
V Call as Gall2 TTGNY +18608320888						
Help Desk +18608321720 ^{S 1} Hide Caller ID						

CISCO WEBEX AGENT RECEIVING CALLS

- 1. Receive Calls from the queue
- 2. Click the Agent status button
- 3. Choose from the drop down

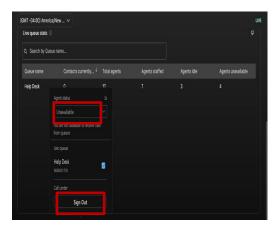
GT	Set a status	<	meet, and c	al		1 Connect	t to a device 🛛 😗	- Ø X
	Messaging	Customer Experience						C
Ð	Meetings	(GMT -04:00) America(New 🗸						UNE
6	Calling 🤢							
8	Customer Experience	Live queue stats ()						- j
\$		Q. Search by Queue name						
8								
8		Agent status 11d 14h 20m . Available 🗸	re. ↓	Total agents	Agents staffed	Agents idle	Agents unava	
		You are ready to receive calls from			0		4	
		queues						
		Jcin queue Help Desk 6608321720						
¢ 0	Settings Help	Call center Sign Out						

CISCO WEBEX AGENT STATES

Agent status	11d 15h 13m
Available	
Available	
You are ready to rec queues	eive calls from
Unavailable	
You are not available from queues	e to receive calls
Wrapping Up	
You are wrapping up not receive calls from	

CISCO WEBEX AGENT SIGN OUT

Agent must change state to "Unavailable" to "Sign Out"



CISCO WEBEX AGENT SIGN BACK INTO QUEUE

Must click on sign in then the queues

Agent status	8s
Unavailable	
You are signed out and will not reco calls from queues	eive
Join queue	
Help Desk 8608321720	
Call center	
Sign In	