

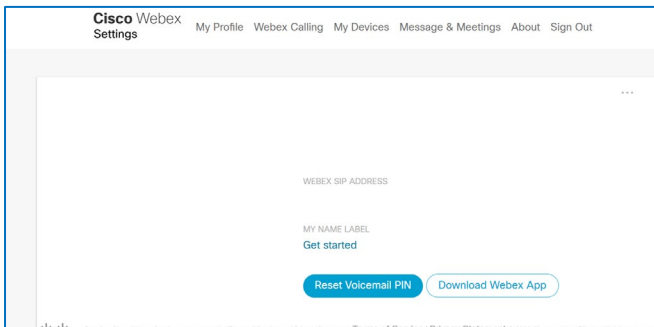
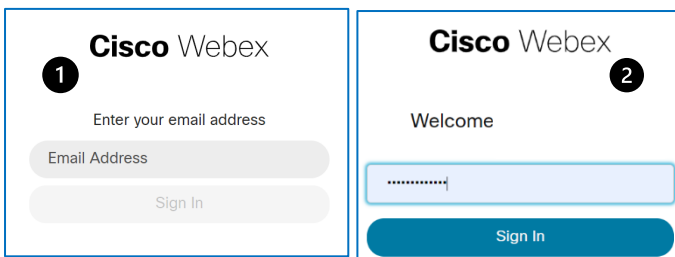
Agent Cisco Webex Calling

MY WEBEX PROFILE "GETTING STARTED"

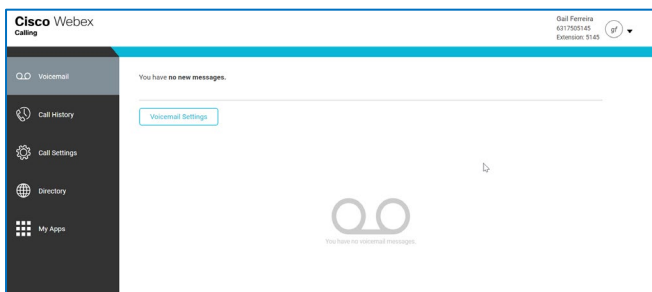
Open a Browser page in the address field,

1. type: <https://user.webex.com>

1. Enter your Email Address
2. Click the Sign In button
3. Enter your password
4. Click on the Sign In button



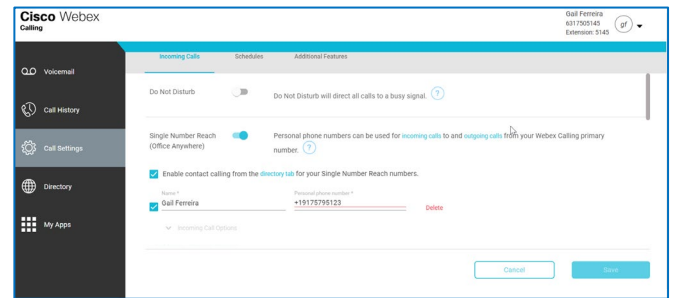
VOICEMAIL ACCOUNT



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

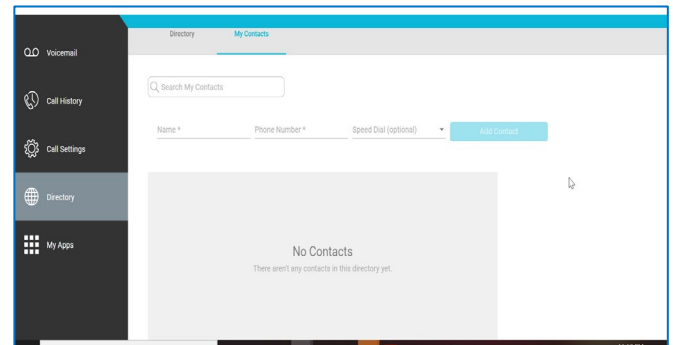
To call forward your desk phone, enable/disable DND, Speed dials, or Single Number Reach



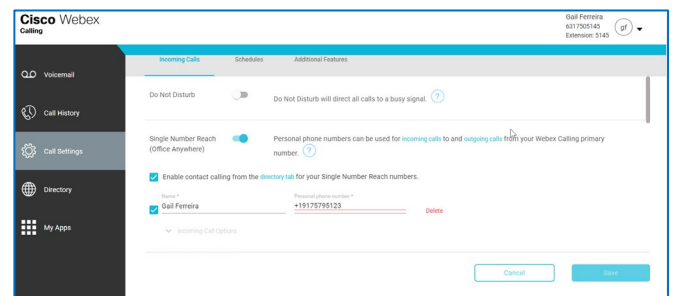
SPEED DIALS

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

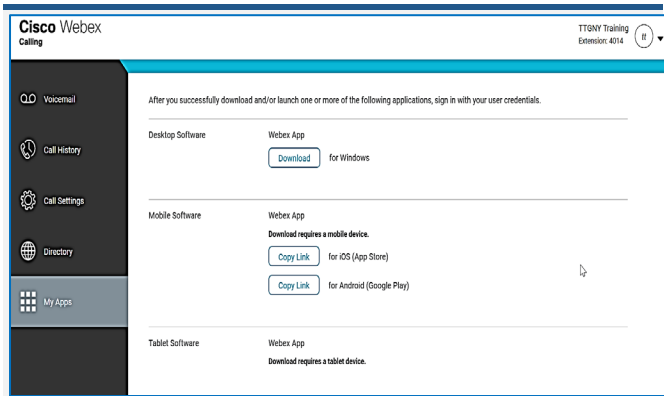


DO NOT DISTURB



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

WEBEX SETTINGS- MY APP



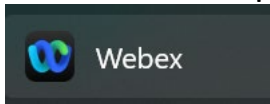
WEBEX SETTING ADDING MOBILE APP

To add the mobile or desktop “Webex App”

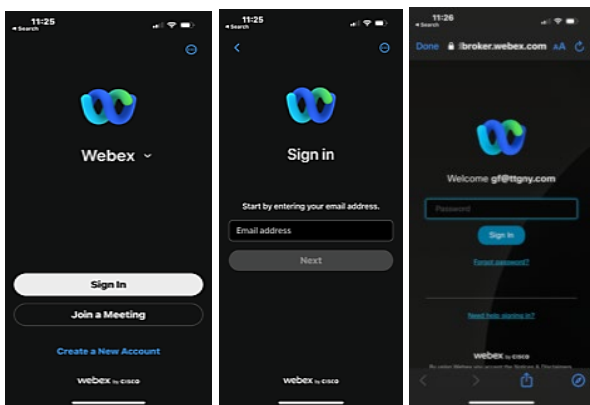
Click on the copy link or use the url:
<https://www.webex.com/downloads.html>

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



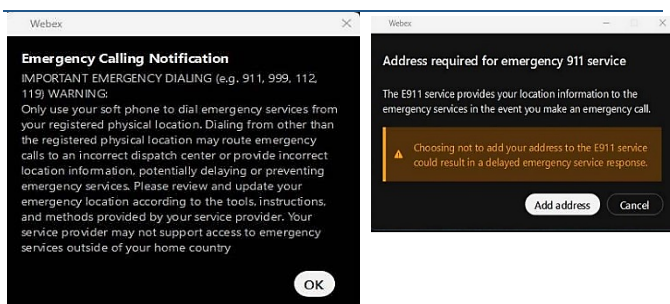
WEBEX SETTING SIGNING IN MOBILE APP



① ② ③

1. Enter email your email address
2. Click next
3. Enter your password
4. Click the “Sign In” button

WEBEX SETTING -E911 USA ONLY



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

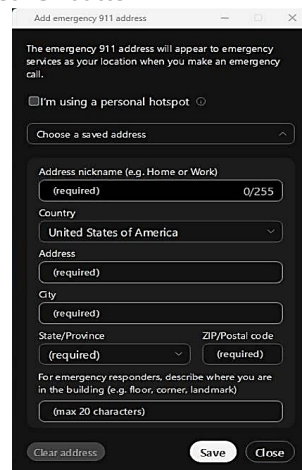
Street Address

City

State

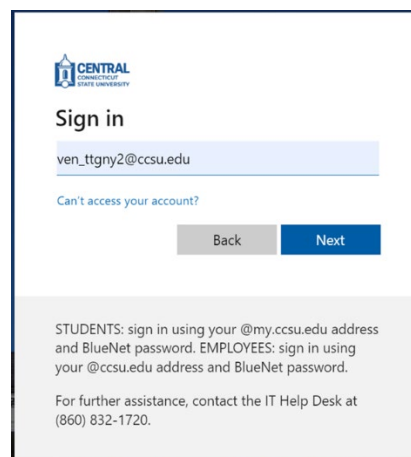
Then any specific room, suite, or landmark

Click the “Save” button



SIGNING ON YOUR DESKTOP

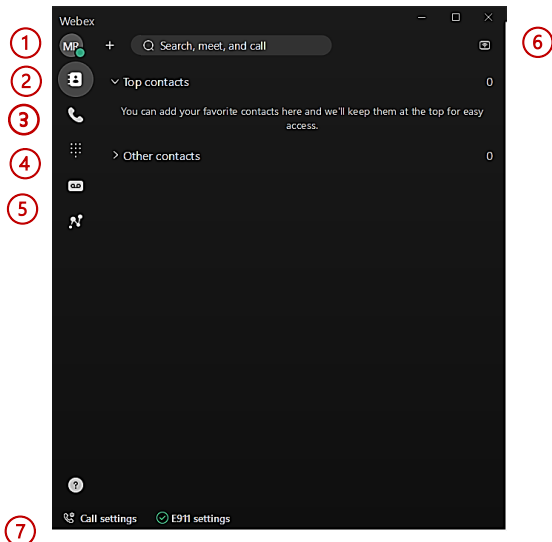
Click on desktop Icon



- Enter Your CCSU Email
- Click “Next”

WEBEX CALLING APP- OVERVIEW

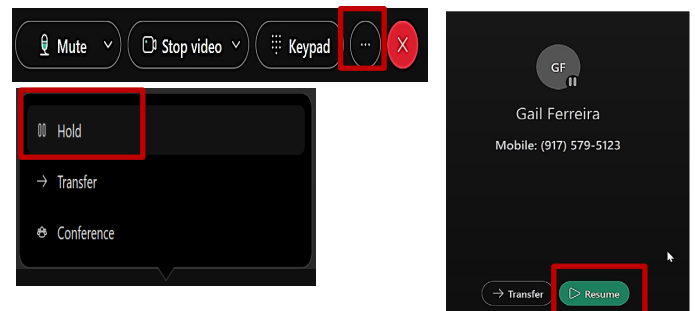
1. Profile menu button
2. Contacts Tab
3. Call History & Missed Calls
4. Dial Keypad
5. Voicemail
6. Dial search box
7. Call Settings & Forwarding



WEBEX CALLING APP- PLACING A CALL ON HOLD

To place a call on Hold during an active call

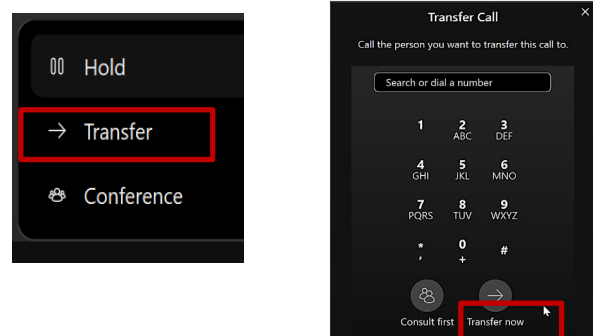
8. Click the More button “...”
9. Select **Hold** from the action menu
10. Select **Resume** to retrieve the call




WEBEX CALLING APP- BLIND TRANSFER

To directly transfer a call without speaking to the receiving party

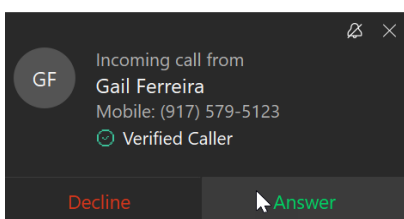
1. Click the More button “...”
2. Select “**Transfer**” from the action menu
3. Enter the name or number for the desired party
4. Select “**Transfer Now**” to send call



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.

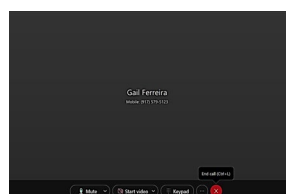
WEBEX CALLING APP- RECEIVING A CALL



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

WEBEX CALLING APP- ACTIVE CALL BUTTONS

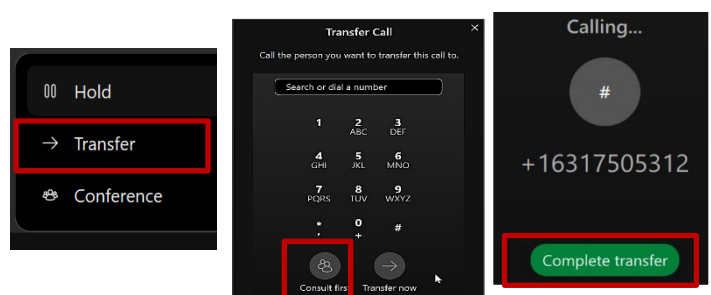
1. Mute/Un-Mute Microphone
2. Start/Stop Video
3. Display Keypad
4. More ... in call features
5. End Call



WEBEX CALLING APP-TRANSFER

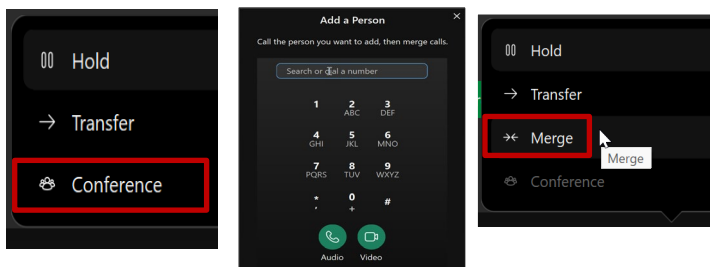
To transfer a call & speaking to the receiving party

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**”



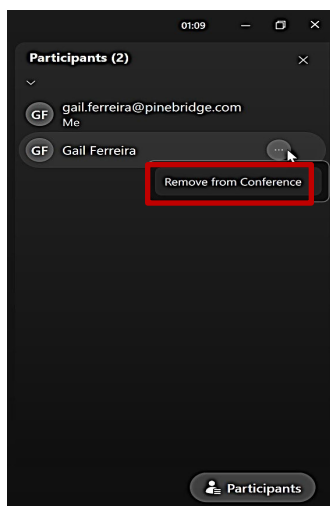
WEBEX CALLING APP- CONFERENCE

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"**



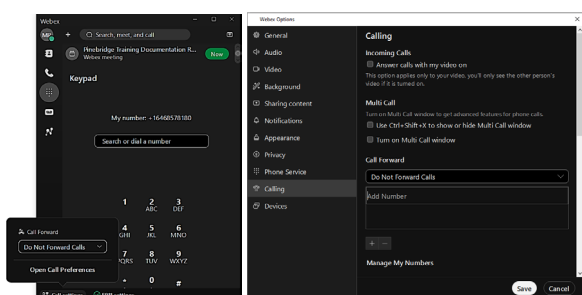
WEBEX CALLING APP- REMOVE CONFERENCE

To Remove a participant
 During a conference call
 1. Click the More button **"..."**
 2. Select **"Remove from Conference"**



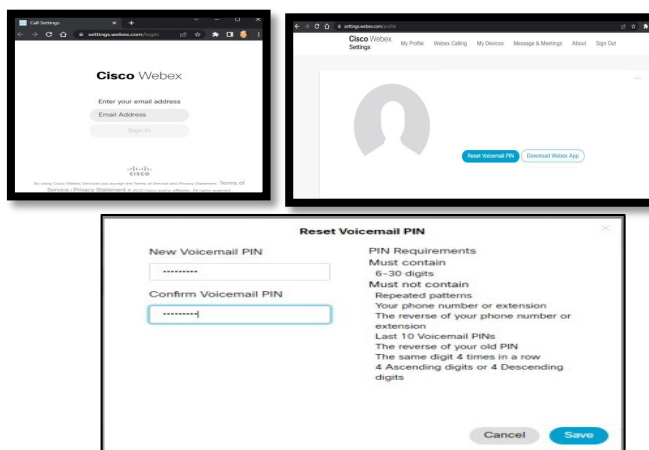
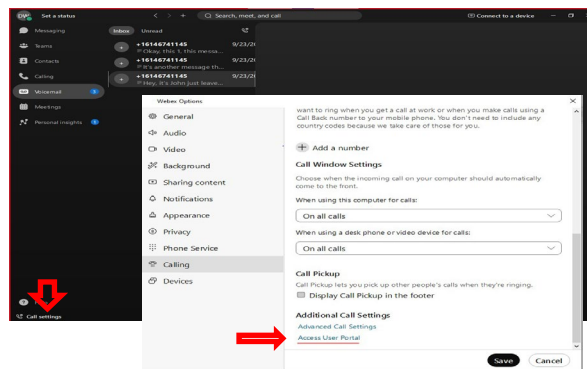
WEBEX CALLING APP- CALL FORWARDING

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"**

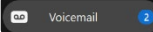




WEBEX CALLING APP- RESET VOICEMAIL PINS

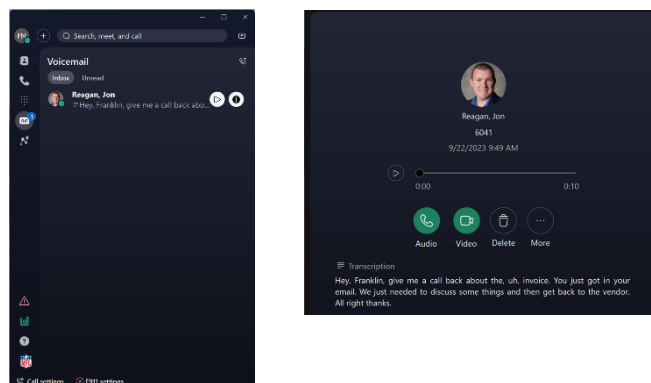
To reset you Voicemail Pin
 1. Click on **"Call Settings"**
 2. Scroll to bottom of the Calling tab and click on Access User Portal
 3. Sign in
 4. Select **"Reset Voicemail Pin"**
 5. Enter new pin number



WEBEX CALLING APP-LISTENING TO VOICEMAILS

Listening to Voicemail 

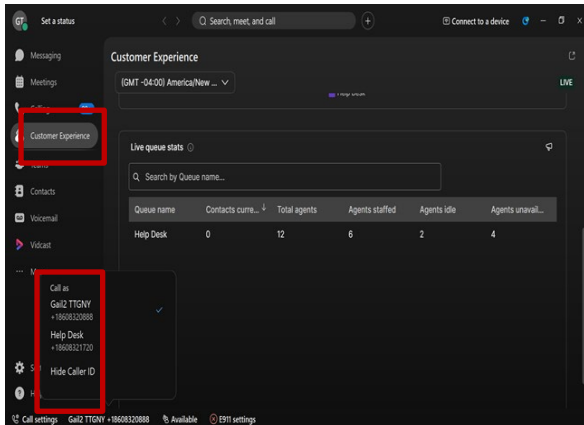
Click on **"Voicemail"** button 
 Click the **"Play"** button 



CISCO CALL AGENT

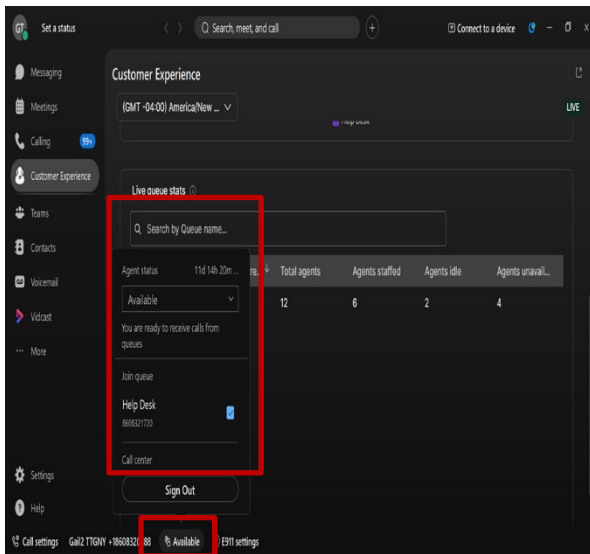
Click on “Customer Experience

Agents will have a personal line, and the queue line

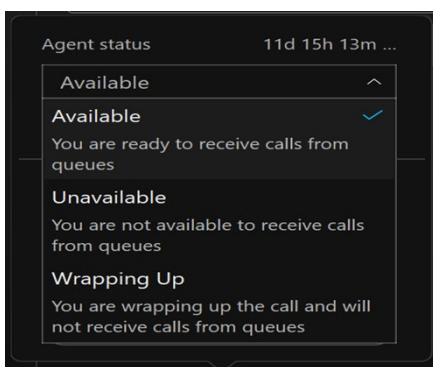


CISCO WEBEX AGENT RECEIVING CALLS

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

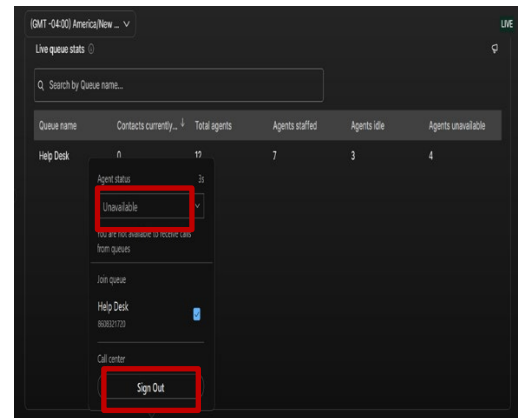


CISCO WEBEX AGENT STATES



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

