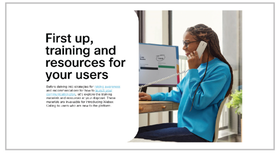
Webex Calling

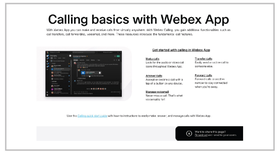
Your journey continues: Launch and drive user adoption

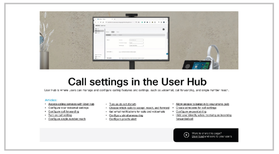
Download the guidebook for optimal interactivity.

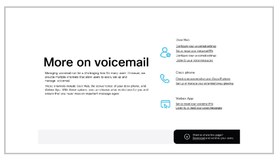
The launch guidebook

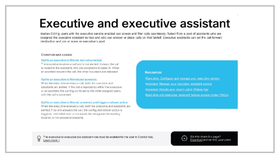
Click on a slide to jump to that part of the guidebook.

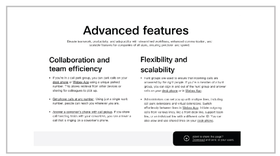


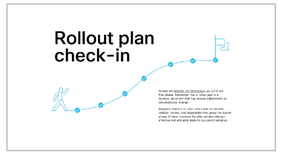


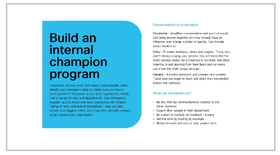


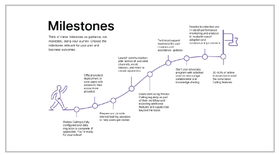


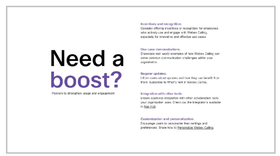


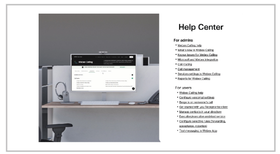


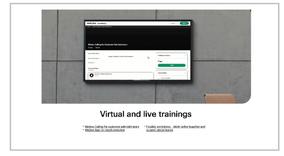


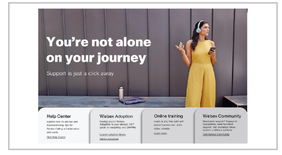












Our approach to your launch experience

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Launch Webex Calling

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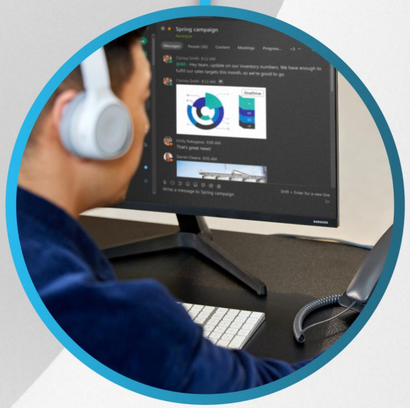

Share your success

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01

Our approach to your launch experience

Your adoption journey, plan your next steps

Plan

Onboard and implement

In this stage we'll help you define your business outcomes and implement Webex Calling. There are four milestones in this stage:

- Determine your vision for Webex Calling
- Engage with executive sponsors
- Install & configure your Webex Calling services
- Prepare for launch

Launch

Use, engage, adopt

After implementation, it's time to onboard your users and then identify early adopters. These milestones help your users get the most out of Webex Calling services:

- Deploy Webex Calling to your organization
- Host adoption events and training
- Recognize and reward champions
- Success tracking and monitoring
- Help users meet their intended use cases

Grow

Maximize your investment

The third stage of adoption is where the refinement happens. New features and additional solutions help to optimize and expand Webex Calling. Only a few milestones left in this final stage:

- Roll out new features and services
- Explore and attach adjacent solutions
- Engage and become a subject matter expert

It’s launch time!

Our launch strategy is designed to increase your adoption rate by at least 20% within the initial 60 to 90 days of applying our recommendations.

You’ve completed implementation, now let's guide your users on how to start using Webex Calling. In this phase, we’ll walk you through our three stages of launch:

- **Use** - All users now have a Webex account and frequently use Webex Calling’s core features to achieve their goals.
- **Engage** - Users are embracing Calling, discovering its value and depth of features, and providing valuable feedback for improvement.
- **Adopt** - Your core users have fully integrated Calling. Now it’s time to expand the solution to other users and departments.

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Let’s get started >

02

Launch Webex Calling

Launch

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Launch Webex Calling

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— Preview of what's ahead

First up

Calling basics with Webex App

Calling basics with phones

Calling with Cisco devices

Beyond the basics

Call settings in User Hub

More on voicemail

Admin launch kits

Executive and executive assistant

Advanced features

Build a training strategy

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Preview of what's ahead

Use this checklist to get a preview of the important steps we'll walk you through for launching Webex Calling.

- [ ] Deploy to your first line of business or organization, depending on your chosen deployment path.
- [ ] Execute your communication and education plan.
- [ ] Host an adoption event to get users feeling excited and energized.
- [ ] Ensure users have made their first calls and set up their voicemail.
- [ ] Identify Adoption champions from early adopters and engage them in promoting Webex Calling.
- [ ] Survey end users to gauge satisfaction and make improvements where necessary.
- [ ] Analyze usage consistency in Control Hub to identify areas for improvement.
- [ ] Introduce additional features to meet and expand on initial use cases.
- [ ] Launch advanced communications such as Ask Anything sessions with Executive Sponsor or champions or ongoing and new feature promotions to maximize adoption and success.

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First up, training and resources for your users

Before delving into strategies for raising awareness and recommendations for how to launch your communication plan, let's explore the training materials and resources at your disposal. These materials are invaluable for introducing Webex Calling to users who are new to the platform.

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Calling basics with Webex App

With Webex App you can make and receive calls from virtually anywhere. With Webex Calling, you gain additional functionalities such as call transfers, call forwarding, voicemail, and more. These resources introduce the fundamental call features.

Get started with calling in Webex App

Make calls
Look for the audio or video call icons throughout Webex App.

Answer calls
Accept or decline a call with a tap of a button on any device.

Manage voicemail
Never miss a call. That's what voicemail is for!

Transfer calls
Easily send an active call to someone else.

Forward calls
Forward calls to another number to stay connected when you're away.

Use this Calling quick start guide with how-to instructions to easily make, answer, and manage calls with Webex App.

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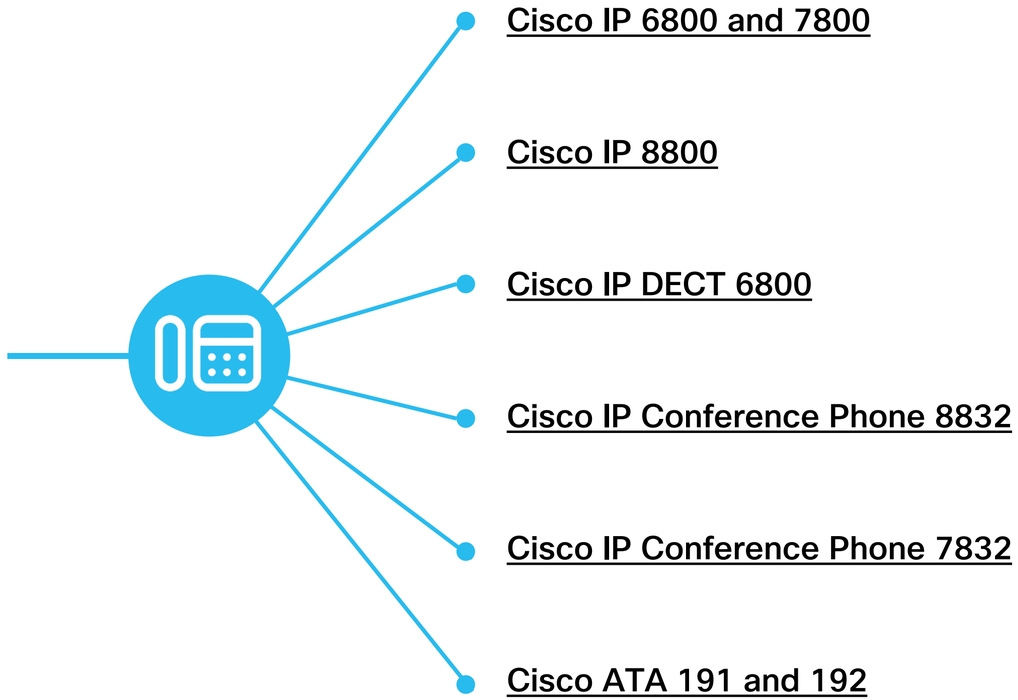
Calling basics with phones

These comprehensive help articles cover a range of topics, from basic functions to more advanced features, such as call park and retrieve, call pull, and more.



Quick reference for how to make basic calls from your desk phone.

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Calling with Cisco devices

You can easily make calls using Cisco Room, Board, and Desk series devices. And with Webex Calling enabled on these devices, you're not limited to just calling within your network, you can make calls to mobile phones and landlines.

- **Call someone from a Cisco Room device**
- **Call someone from a Cisco Board device**
- **Call someone from your Cisco Desk device**

Using these devices, there are several ways to make calls – call by a name or video address, from the directory, or from Webex App. Use this quick start guide to get started making calls on Cisco devices.

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Beyond the basics

You're more independent with the fundamental calling features. Let's now explore some of the more advanced features to make your workday more seamless.

Webex App & User Hub: Personalize your Webex Calling

Webex App: Manage your advanced call settings

Webex App and desk phone: Hold and park calls

Webex App: Manage multiple lines

Desk phone: Call hold and resume

Desk phone: Call return

Webex App: Start a conference call

Webex Go: Videos, best practices and GIFs

Level up with Webex Go: Make and receive business calls using your mobile phone's native dialer, with Webex Go. Use Webex Go and Webex App for an enhanced business calling experience—they're built to work together. Learn more >

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Call settings in User Hub

User Hub is where users can manage and configure calling features and settings, such as voicemail, call forwarding, and single number reach.

Articles:

- Access calling services with User Hub
- Configure your voicemail settings
- Configure call forwarding
- Turn on call waiting
- Configure single number reach
- Turn on do not disturb
- Choose which calls to accept, reject, and forward
- Get email notifications for calls and voicemails
- Configure simultaneous ring
- Configure priority alert
- Allow people to barge in to your phone calls
- Create schedules for call settings
- Configure sequential ring
- Hide your identity when receiving an incoming forwarded call

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More on voicemail

Managing voicemail can be a challenging task for many users. However, we provide multiple channels that allow users to easily set up and manage voicemail.

These channels include User Hub, the convenience of your desk phone, and Webex App. With these options, you can choose what works best for you and ensure that you never miss an important message again!

User Hub

Configure your voicemail settings

Set or reset your voicemail PIN

Listen to your voice messages

Cisco phone

Check your voicemail on your Cisco IP phone

Set up or manage your extended away greeting

Webex App

Set or reset your voicemail PIN

Listen to or read your voice messages

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Admin launch kits and resources

Now that you've got the basics covered, we recommend diving into these launch kits and resources designed to help roll out features. Tip: Refer to the business drivers and use cases you outlined in the Plan stage. Consider how you can leverage these features to meet those objectives.

Auto attendant

Auto attendants help a wide variety of industries like customer service, hotels, hospitals, and medical practices streamline the process of directing callers to the appropriate resources or departments, eliminating the need for manual call transfers by receptionists.

Download launch kit

Webex Attendant Console

Attendant Console gives front-line staff instant visibility into incoming calls, waiting calls, voice queues, parked calls, calling KPIs, contact presence, and call controls right within the Webex App.

Attendant Console - At a glance

Get started with Attendant Console

Call queue

Call queues hold calls in the cloud when agents are unavailable. Once agents are free, calls are routed based on your queue settings.

Download launch kit

Webex Go

Webex Go extends Webex Calling to the built-in dialer of an end user's phone, by leveraging eSIM technology. Once Webex Go eSIM is activated, users have a Webex branded mobile network, dedicated for business calling on their device.

Download launch kit

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Executive and executive assistant

Webex Calling users with the executive service enabled can screen and filter calls seamlessly. Select from a pool of assistants who are assigned the executive assistant service and who can answer or place calls on their behalf. Executive assistants can set the call forward destination and join or leave an executive's pool.

Common use cases:

Call to an executive is filtered, but not screened.
The executive receives a call and is not alerted. Instead, the call is routed to the assistants who are assigned and opted in. When an assistant answers the call, the other assistants are released.

Call to an executive is filtered and screened.
When the executive receives a call, both the executive and assistants are alerted. If the call is rejected by either the executive or an assistant, the alerting continues to the other assigned users, until the call is accepted.

Call to an executive is filtered, screened, and triggers rollover action.
When the executive receives a call, both the executive and assistants are alerted. If no one answers the call, the configured rollover action is triggered and rolled over to voicemail, the designated forwarding location, or no-answer processing.

Resources:

- Executive: Configure and manage your executive service
- Assistant: Manage your executive assistant service
- Assistant: Handle your boss's call in Webex App
- Executive and executive assistant feature access codes (FACs)

The executive or executive assistant services must be enabled for the user in Control Hub.
Learn more >

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Advanced features

Elevate teamwork, productivity, and adaptability with streamlined workflows, enhanced communication, and scalable features for companies of all sizes, ensuring precision and speed.

Collaboration and team efficiency

- If you're in a call park group, you can park calls on your desk phone or Webex App using a unique parked number. This allows retrieval from other devices or sharing for colleagues to pick up.
- Get phone calls at any number. Using just a single work number, people can reach you wherever you are.
- Answer a coworker's phone with call pickup. If you share call handling tasks with your coworkers, you can answer a call that is ringing on a coworker's phone.

Flexibility and scalability

- Hunt groups are used to ensure that incoming calls are answered by the right people. If you're a member of a hunt group, you can sign in and out of the hunt group and answer calls on your desk phone or in Webex App.
- Administrators can set you up with multiple lines, including call park extensions and virtual extensions. Switch effortlessly between lines in Webex App. Initiate outgoing calls from various lines, like a front desk line, support team line, or an individual line with a different caller ID. You can also view and use shared lines on your desk phone.

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Build a training strategy for your team

If you have a training lead, this is a perfect opportunity for them to help create a resource repository for your users to explore, all in one place. Utilize the resources on the previous slides or curate a custom library that best suits your needs and those of your users. You can also share the Webex Calling adoption page for a collection of resources for admins and users.

Consider some best practices when building a resource library.

- **Categorize and organize** – Create clear and intuitive categories to group related resources together. If you have subsets of users who are using different products, consider grouping the information by the type of user. For example, receptionists and executive assistants.
- **Provide descriptions** – Include a brief summary of each resource to give users a quick overview of the content.
- **Measure success** – Implement tracking tools to monitor usage patterns and gather insights into which resources are most popular or helpful.

Tip: Use Vidcast to create short videos for async updates and trainings. Learn more >

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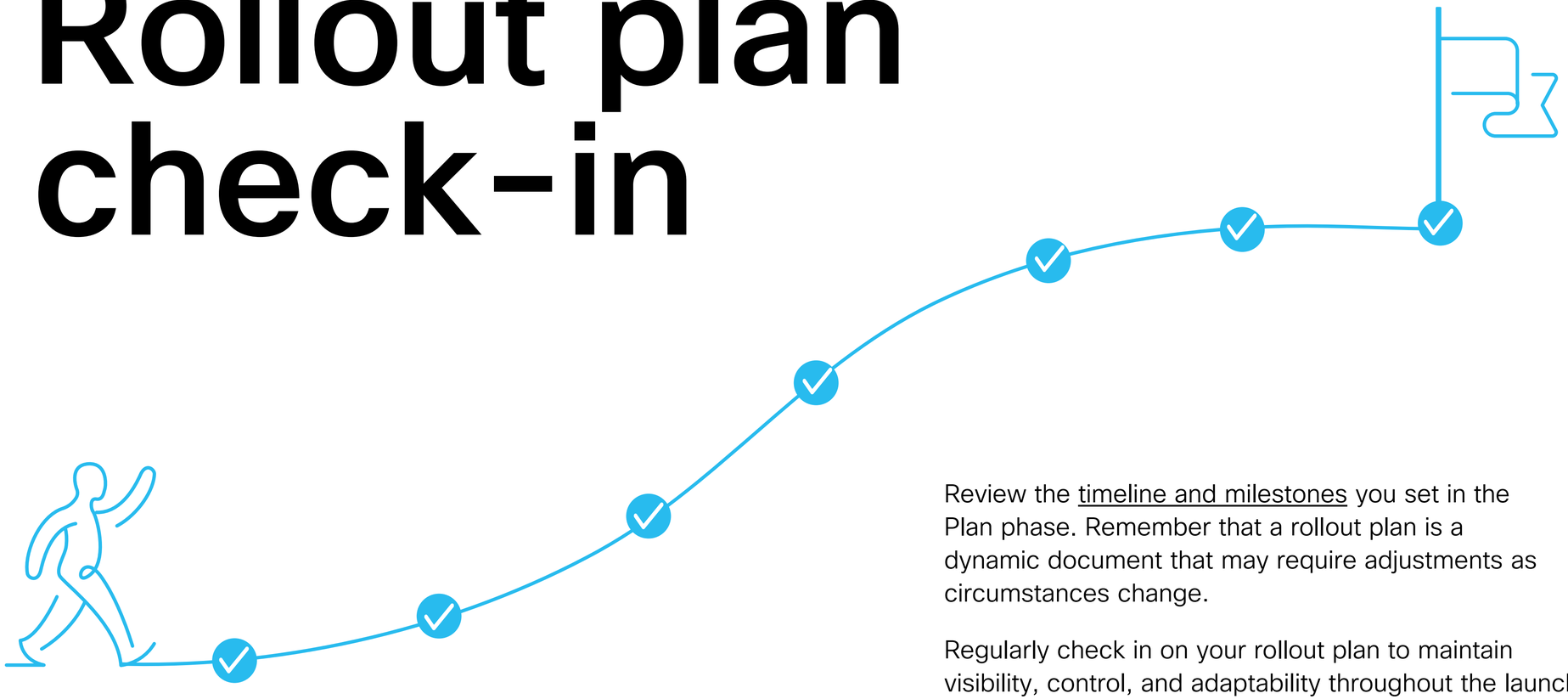
Rollout plan check-in



Review the timeline and milestones you set in the Plan phase. Remember that a rollout plan is a dynamic document that may require adjustments as circumstances change.

Regularly check in on your rollout plan to maintain visibility, control, and adaptability throughout the launch phase. It helps to ensure the plan remains relevant, effective and ultimately leads to successful adoption.

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Training and resources

Drive awareness

- Launch communication plan
- Launch events
- Gamification

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Next stop, drive awareness

Having thoroughly reviewed the resources at your disposal for educating your users about maximizing Webex Calling, let's now delve into the strategies for capturing their interest and ensuring the information sticks.

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Launch your communication plan

Successful adoption relies on great communication. Without it, your team won't understand why you're introducing new tools—or why they should use them. Engage with your communication lead and focus on these three aspects when it comes to communication:

Understand your audience

Recognize how different questions will land to help develop communications that truly assist your adoption efforts.

Questions to think about:

- Who are the communications going to?
- What is their current working world like?
- What's in it for them?
- How can I capture and serve their interest?
- How will the changes impact them?
- Are there specific use cases that are relevant to them?
- How can I apply to my entire organization and beyond?

Channels to deliver communications

Email is often the go-to communication channel, but it isn't always the most effective. The average office worker receives 90 emails every day!

Use the other communication channels you have available to you and try to get the most out of them:

- Imagery or video on digital signage units
- Blog articles on intranet
- Posters around the office

Tip: Use Vidcast to record training materials and messaging to deliver

Messaging hierarchy

Define key messages you want to deliver to focus your communications – making them clearer and more concise.

Build key messages and communication themes:

- If your key message is to "Meet anytime, anywhere," your theme will be working on the go and breaking down silos
- If your key message is promoting work life balance, the theme can be "be home in time for dinner every day" or "meet globally without the air travel"

Tip: Leverage your executive sponsors.
Have them be part of video messages, blogs, or intranet articles.

Download communication plan resource

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Communications checklist

Checklist Items	Resources	Owner	Status
We understand the personas and groups in our audience; how they different in their goals, challenges, modifications, work habits, needs, etc.			
We have defined our key message hierarchy; the core of what we want our audience to understand.			
We have defined our communications launch plan.			
We have planned for communications to the business as a whole.			
We have planned for communications to senior leaders.			
We have planned for communications to Executive or Personal Assistants (EAs/PAs).			
We have planned for communications to the Service Desk staff so that they understand about the change and how to support.			
We have planned for communications to local IT staff so that they understand about the change and how to support.			
We have planned for communications relevant to our use cases.			
We have planned for communications for our champions network.			
We have circulated the communications plan to project stakeholders for feedback.			
We have drafted all communications and obtained internal sign-off.			
We have secured a communications launch budget for things like design, printing, video production, shipping, etc.			
We have fully designed and finalized all of our communications assets ready for sending.			
Keep adding your own...			

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Create launch events

Proactive communication is crucial when implementing new technologies like Webex Calling within an organization. Have your communication lead work with your internal communications team to plan proactive updates about Webex Calling adoption.

Adoption events encourage milestone moments, driving communication efforts and engaging teams in the journey. Learn more about adoption events.

Use these communication ideas to keep your team up-to-date and excited about your adoption process:

- Initial Webex Calling announcement to your organization
- Internal newsletter blurbs
- Announcements posted
- Deploy digital signage on Cisco devices and other screens
- Webex Calling Tech Talk sessions
- Post intranet materials (Webex Calling help)
- Video from an executive sponsor
- Communicate a go-to email for users to reach out to with any issues or questions.

Tip: Use Webex Webinars to host your launch event!.

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Gamification

Incorporate games into the user experience to engage users with Webex Calling products and features. It not only makes the learning process more enjoyable but also allows users to see the practical applications of the platform in a fun and interactive way.

Game ideas:

- **Scavenger hunt**: Create a list of tasks or features within Webex Calling that users need to find and use. Provide clues or hints to guide them.
- **Trivia quiz**: Host a trivia quiz related to Webex Calling features, tips, and best practices.
- **Challenge bingo**: Create a bingo card with various tasks or features related to Webex Calling. As users complete these tasks, they mark them off on their card.
- **Feature showdown**: Have users compete in tasks that utilize specific features of Webex Calling. For example, they could be tasked with setting up a conference call, creating a shared document, or using advanced call settings. The quickest wins.
- **Feedback raffle**: Encourage users to provide feedback on their experience with Webex Calling. Each submission could enter them into a raffle for a chance to win a prize.
- **Weekly challenges**: Set up weekly challenges where users are given specific tasks to complete using Webex Calling. Those who successfully complete the challenges are entered into a drawing for prizes.

Prize ideas:

Offer a mix of tangible and intangible rewards.

- A half-day off work
- Winning team gets free lunch
- Gift cards from favorite vendors
- Recognition at all-hands meeting
- Writing a guest post on your blog
- Promotional material and swag
- Parties or gatherings

Gamifying Webex adoption >

Tips:
Communicate the rules and guidelines clearly and ensure that participation is inclusive and accessible to all users. This initiative not only promotes engagement but also builds a sense of community around your product.

Consider periodically refreshing the games and challenges to keep the engagement level high and maintain user interest over time.

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Final steps to finish strong

You've gathered the resources for your users, raised awareness, and executed your communication plan. Now, let's ensure you complete the loop on your launch plan by capturing success stories, promoting further learning, establishing a feedback loop, and consistently monitoring usage.

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Capture success stories

Facts and figures tell us a lot, but few things demonstrate success, quite like compelling stories. It's important to identify instances when Webex adoption facilitates exceptional outcomes, and then share those stories often.

Focus on one team within one department and talk about their efforts. Or concentrate on a group of people with a specific problem and showcase how the technology served as the solution.

Usage analytics, backed up by business outcomes, then brought to life with real success stories, are all you need to demonstrate success!

Remember your network of champions are an excellent source for success stories.

First, think about these questions:

Why must you tell THIS story?

What greater purpose does this story serve?

What can others learn from it?

What makes this the most compelling story you must tell?

Tip: Don't wait to share the good news. Identify and communicate success stories early on.

Use the story "spine" method to be the best storyteller you can be. Define your Webex success story

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Distribute best practices

When users start out knowing and understanding the best way to use a new product or service, you can better ensure adoption.

Step 1

Identify target user groups

Determine which user groups will benefit most from best practices. Level up by customizing some of the best practices for specific groups.

Step 2

Compile best practices

For a full list of best practices and helpful resources, send users here. Make sure users know they can personalize their Webex Calling features.

Step 3

Distribute best practices across different user groups

Tip: Encourage knowledge sharing among user groups with peer-to-peer learning opportunities. This could be in the form of informal discussions, brown bag sessions, or dedicated forums.

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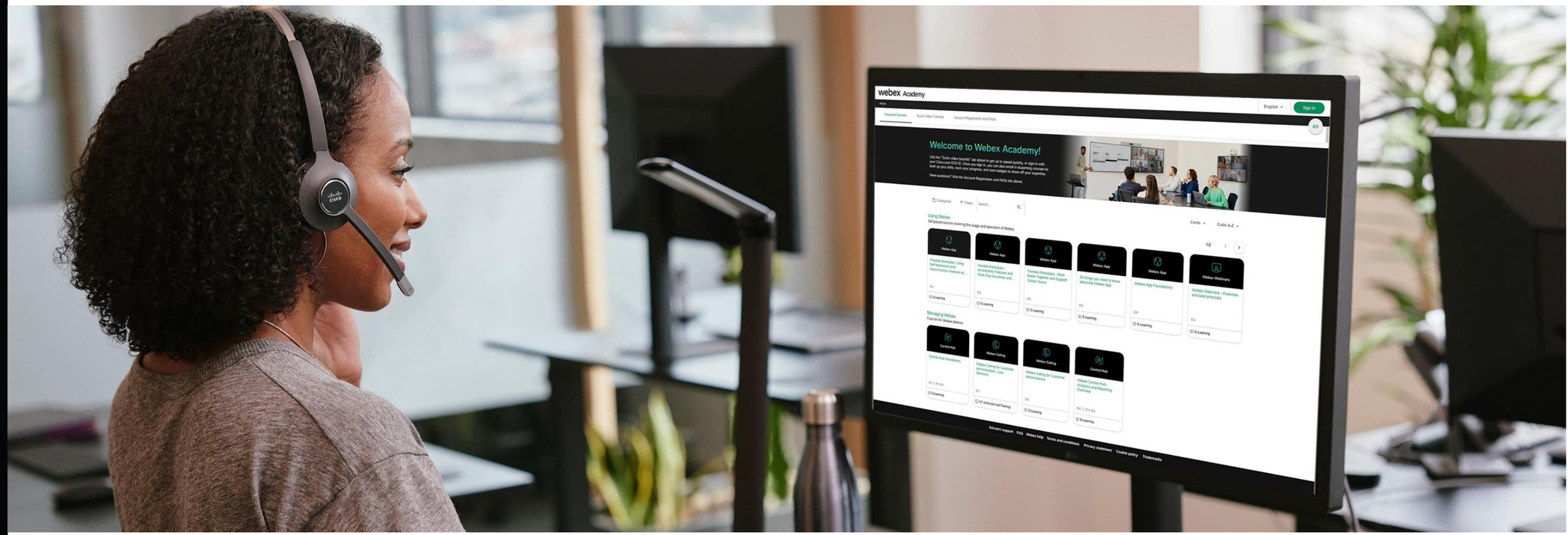
Encourage more learning opportunities

Continuous education and engagement are vital strategies for a successful adoption. Help ensure that your organization is well-informed, motivated, and engaged throughout the process.

Grow at your own pace

Webex Academy is where you and your users can access free self-paced courses and quick video tutorials on all things Webex or register for an upcoming live class. Learn more >



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Develop a feedback loop

When you successfully establish a feedback loop, you can gather, analyze, and utilize feedback for continuous improvement. A feedback loop is a process for reporting issues, providing suggestions, and sharing experiences. Use these tips to help create a feedback loop that works for you:

- **Define the purpose and scope.** Clearly articulate the goals and objectives of the feedback loop.
- **Select feedback channels.** Determine which communication channels to use to collect feedback.

  Tip: Use Webex and Slido to take a poll, host a Q&A, or deliver surveys.

- **Set a timeline.** Establish a schedule for when feedback is collected. This could be ongoing, periodic, or tied to specific events. A good time to launch a survey is after 60-90 days.
- **Show appreciation and acknowledgement.** Acknowledge and appreciate the contributors or stakeholders who provided feedback. Recognize their role in driving positive change.
- **Track open feedback.** Schedule a meeting with users who have open feedback to learn more about their experience.

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Examine reports and monitor usage

Discover how your users are adopting Webex services and Cisco devices. Use reports in Control Hub for a clear picture of user interaction and behavior. With useful data visuals and charts, it's never been easier to understand your Webex users better.

Webex Calling data

Gain insight into how people are using Webex Calling, and the quality of their calling experience. We keep historical data for up to 13 months for calls involving Webex Calling desk phones and the Webex apps for both desktop and mobile.

Device usage reports

Discover which devices are most popular with your users. With active devices, hours active, headset usage reports, and more, you can make sure that the more commonly used devices are available for your users.

Real-time analytics

The Cloud-Connected UC cloud collects data and sends it to the Analytics UI. You can view the analytics data for your on-premises applications and devices in Control Hub.

Analytics

Use analytics for information about who's using Webex meetings, regardless of whether it's a Personal Room meeting or a standard Webex meeting. You can find out how people join a meeting, how many minutes people are spending in meetings, the quality of those meetings, and what type of audio people are using.

Log in to Control Hub and begin experimenting to generate valuable data visualizations and charts.

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Stuck? We're here to help!

If you encounter any issues, we have a range of resources available to help troubleshoot.

Check for known issues for Webex Calling

If you're experiencing an issue with Webex Calling, check to see if it's something that we already know about and have a recommended workaround.

Identify and resolve calling issues

Use the Diagnostic Tool and these tips to troubleshoot and resolve connection issues and error messages quickly and confidently.

Search the repository of help articles

Use Help Center to access how-to articles and troubleshooting tips for both administrators and end users.

Webex Status

Check to see if there are any disruptions impacting your Webex service, including Webex Calling, Control Hub, and more.

Open a case

When you need more support, it's simple to open a case, provide details about what you need, and we'll connect with you through email, phone, or Webex message.

Chat with Webex Chat Assistant

Ready to chat now? Support is available, and we can connect you with an agent when you need one.

Speak to an expert

If you prefer to speak to an expert, you can select your country or region and speak with an expert to help solve your issue.

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Build an internal champion program

Champions are your early enthusiasts and invaluable critics. Identify your champions early on. Make sure you have a good spread of champions across your organization, ideally from a variety of roles and departments. Your champions shouldn't just be those who have experience with Webex Calling or have volunteered themselves – they can also include your biggest critics, and those who naturally connect people around your organization.

Characteristics of a champion

Connector – Amplifies conversations and word of mouth. Can bring people together and may already have an influence over a large number of people. Can include senior leadership.

Critic – Provides feedback, ideas and insights. Those who aren't always singing your praises may not seem like the most obvious choice for a Champions Network. But often, listening to and learning from their fears and concerns can make the wider group stronger.

Creator – Answers questions and creates new content. Those who are eager to learn and share their knowledge around the business.

What can champions do?

- Be the informal communications channel to the wider business
- Coach other people in their department
- Be a point of contact for feedback / testing
- Set the tone by leading by example
- Being the eyes and ears of your project team

03

Share your success

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Sharing your success
— Understand success stories
Manage usage success
Report your success

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Understand success

It's important to check in on your success and make sure you're on the right track to meet your goals.

Your success is not only about tracking usage and having high user adoption, but it's important that your users and organization are getting value from the solutions you're using, ultimately ensuring you're getting a return on your investment (ROI).

To do this, success should be measured in three ways:

01 Usage

02 Business outcomes

03 Internal success stories

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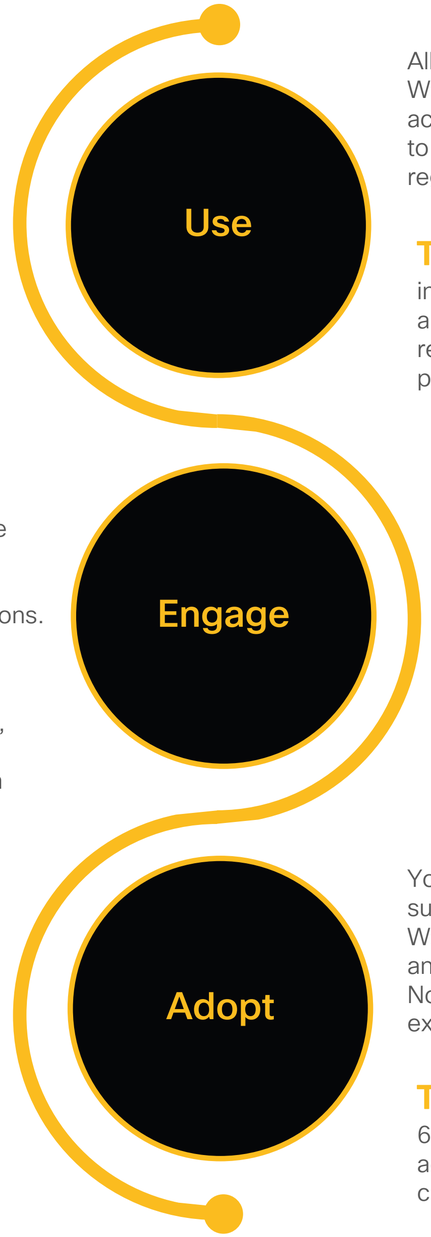
Measure usage success

The Webex Control Hub analytics page helps you track how many members of your organization are adopting Webex Calling.

There are several different data points to observe. In addition to the number of calls made, you can see high-level key performance indicators (KPIs) for a quick view of global call quality. Charts provide detailed views of this data by location, IP address, media type, connection type, codec, endpoint type, and IP phone model.

Analytics for your cloud collaboration portfolio >

Webex Academy course >



All of your users now have a Webex account and are actively using core features to achieve their goals regularly and effectively.

Tip: Aim for a steady increase in adoption, usage, and feature configuration, reaching the 0-20th percentile.

Users are improving their experience through feature exploration and feedback, becoming more confident using Webex Calling solutions.

Tip: Strive for consistent growth in adoption, usage, and feature configuration, targeting a range between the 20-40th percentile.

Your early adopters have successfully integrated Webex into their daily tasks and are maximizing benefits. Now, you're prepared to extend to other teams.

Tip: Try to ensure a 40-60th percentile growth in adoption, usage, and feature configuration.

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Report your success

Share up and out

Communicating your adoption success to those in your organization allow people to see a tangible example of what's possible. Be sure to check in with your executive sponsors and leadership so they can see the ROI. And know we're always happy to hear your success stories at Webex, too!

Reward and recognize

Recognizing the hard work of your Champions and others who contributed to success stories in your organization can be as simple as a shout-out in a meeting or a quick note to their manager to let them know you appreciate the time they're taking.

Identify and optimize

Find opportunities to expand or scale success across the organization, whether it's applying a use case to new teams or rolling out additional features to drive new business outcomes. Adoption is a continuous process, so revisit the journey each time you embark on a new destination.

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Milestones and tips

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Milestones and tips

- Milestones
- Hurdles
- Strengthen engagement

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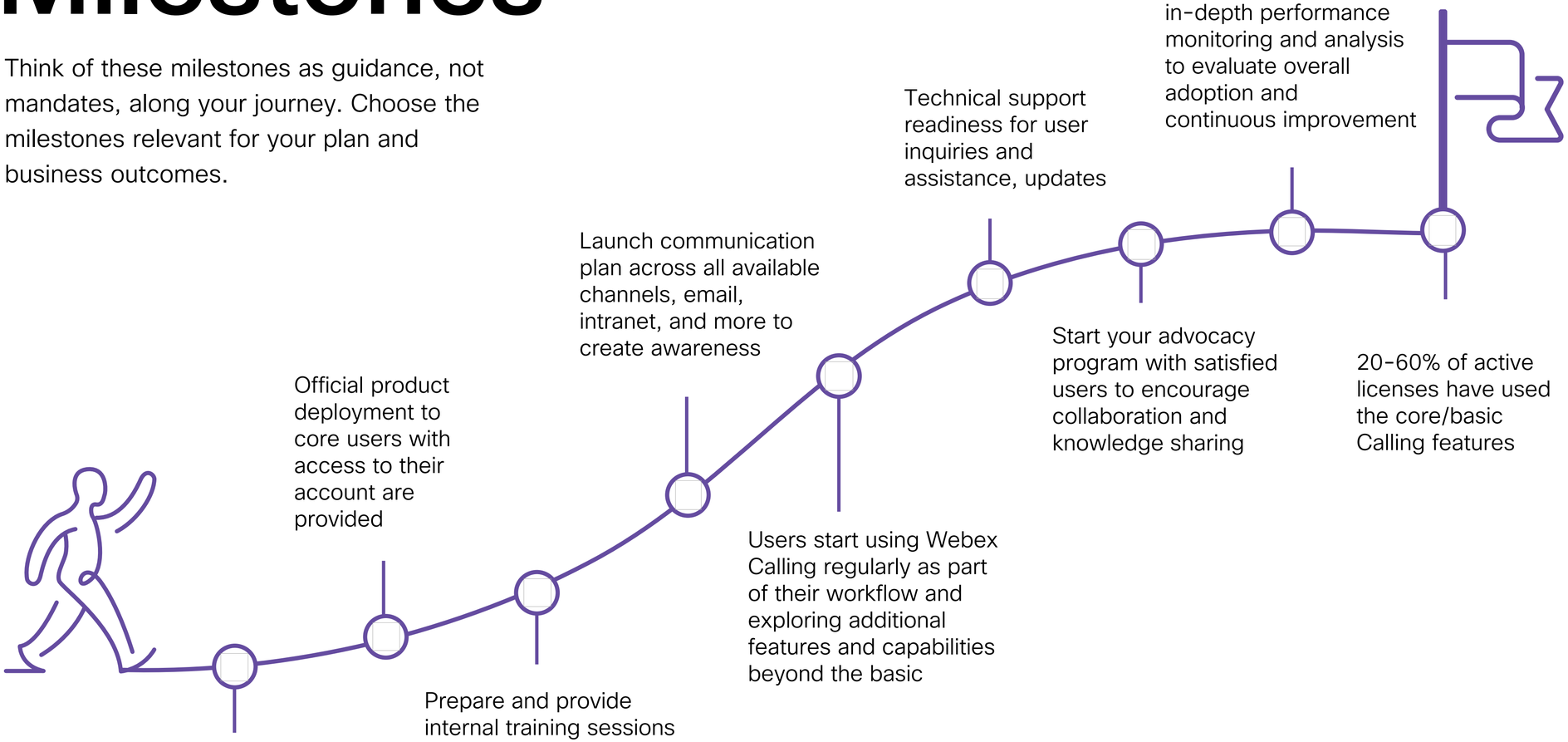
Milestones

Think of these milestones as guidance, not mandates, along your journey. Choose the milestones relevant for your plan and business outcomes.



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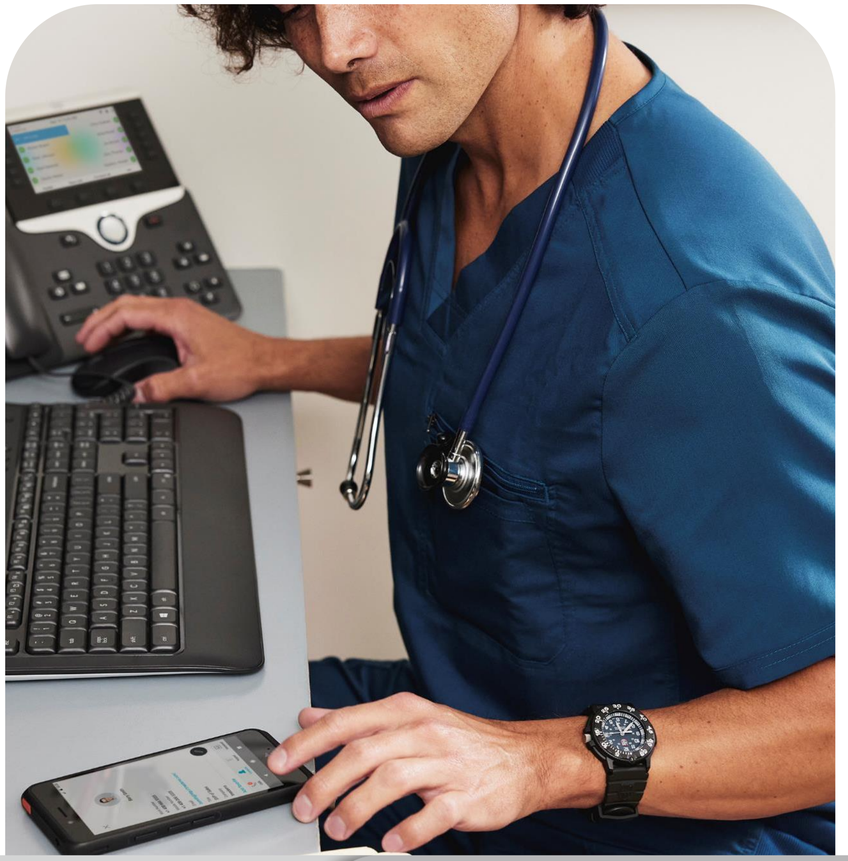
Tips for conquering hurdles along the way

Milestones make it easy to track your adoption goals. But if you're not where you want to be, we'll help you get back on track.



Lack of user awareness

When you hit this hurdle, revisit your communication plan, or consider gamifying adoption. If you've got champions, leverage them as well to get the word out about Webex.

Reluctance to change

It's common for people to resist change. Reassure users of the many benefits of Webex Calling. Reach inactive users, slow adopters, and other groups facing blocks with targeted campaigns.

Technical Literacy

Check in with your users to ensure they're not feeling overwhelmed or confused with using their devices and Webex Calling. Share resources to shake off any uncertainties, doubts, or frustrations.

Tip: Use Webex messaging to send weekly tips to your users.

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Need a boost?

Pointers to strengthen usage and engagement

Incentives and recognition.
Consider offering incentives or recognition for employees who actively use and engage with Webex Calling, especially for innovative and effective use cases.

Use case demonstrations.
Showcase real-world examples of how Webex Calling can solve common communication challenges within your organization.

Regular updates.
Inform users about updates and how they can benefit from them. Subscribe to What's new in Webex Calling.

Integration with other tools.
Ensure seamless integration with other collaboration tools your organization uses. Check out the integrations available in App Hub.

Customization and personalization.
Encourage users to personalize their settings and preferences. Share how to Personalize Webex Calling.

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Resources and more

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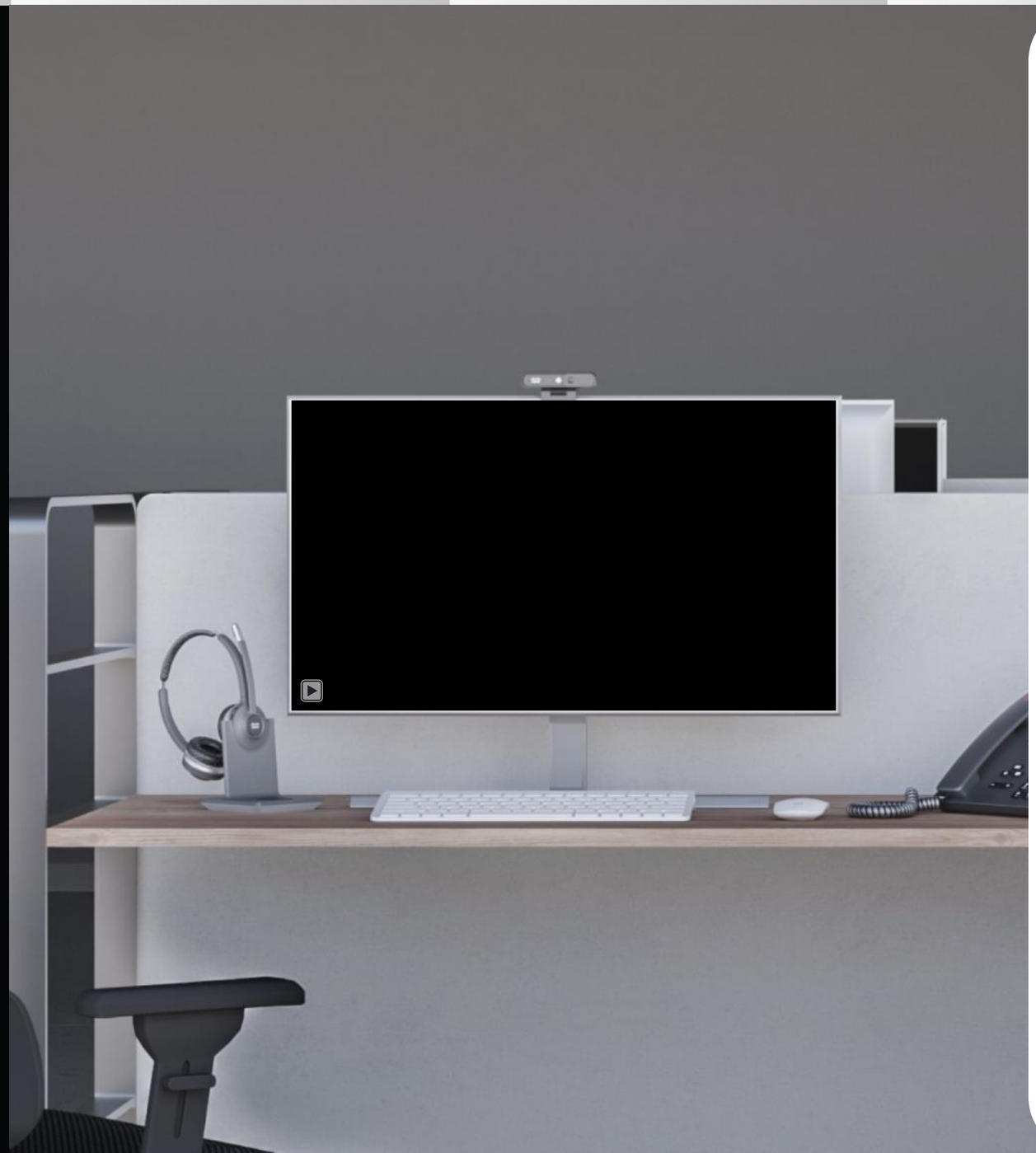
— Resources

Support



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Help Center

For admins

- Webex Calling help
- What's new in Webex Calling
- Known issues for Webex Calling
- Microsoft and Webex integration
- Call routing
- Call management
- Services settings in Webex Calling
- Reports for Webex Calling

For users

- Webex Calling help
- Configure voicemail settings
- Barge in on someone's call
- Get started with you Receptionist client
- Manage contacts in your directory
- Executive/executive assistant service
- Configure selective rules (forwarding, acceptance, rejection)
- Text messaging in Webex App

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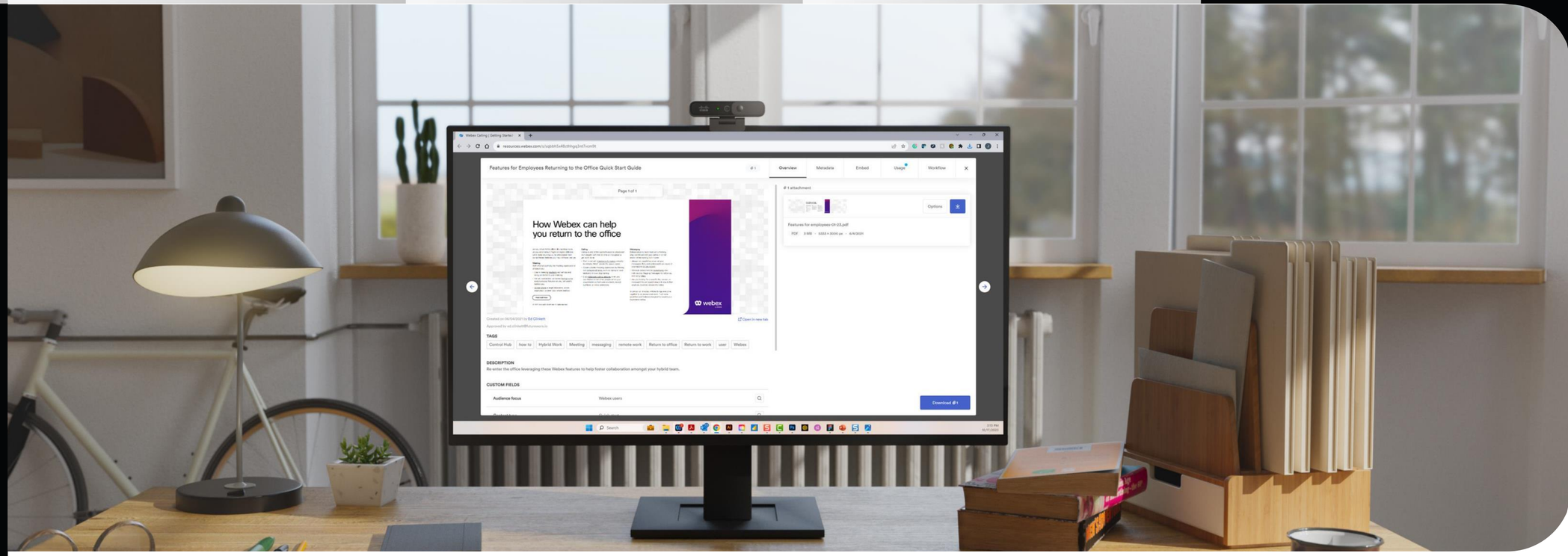

Webex Adoption resources

Launch Kits

- Webex Calling launch kit for IT admins
- Webex Calling launch kit for end users
- Auto attendant launch kit
- Live answer launch kit
- Call queue launch kit
- Webex Go launch kit
- Webex Calling in Microsoft Teams

Best practices and use cases

- Personalize your Webex Calling features
- Webex Calling features

Quick Start Guides

- Manage calls in Webex App
- Hold and park calls
- Manage multiple lines
- Use voicemail in Webex App

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Support

Virtual and live trainings

- Webex Calling for customer administrators
- Webex App: In-depth overview
- Flexible workstyles - Work better together and support global teams

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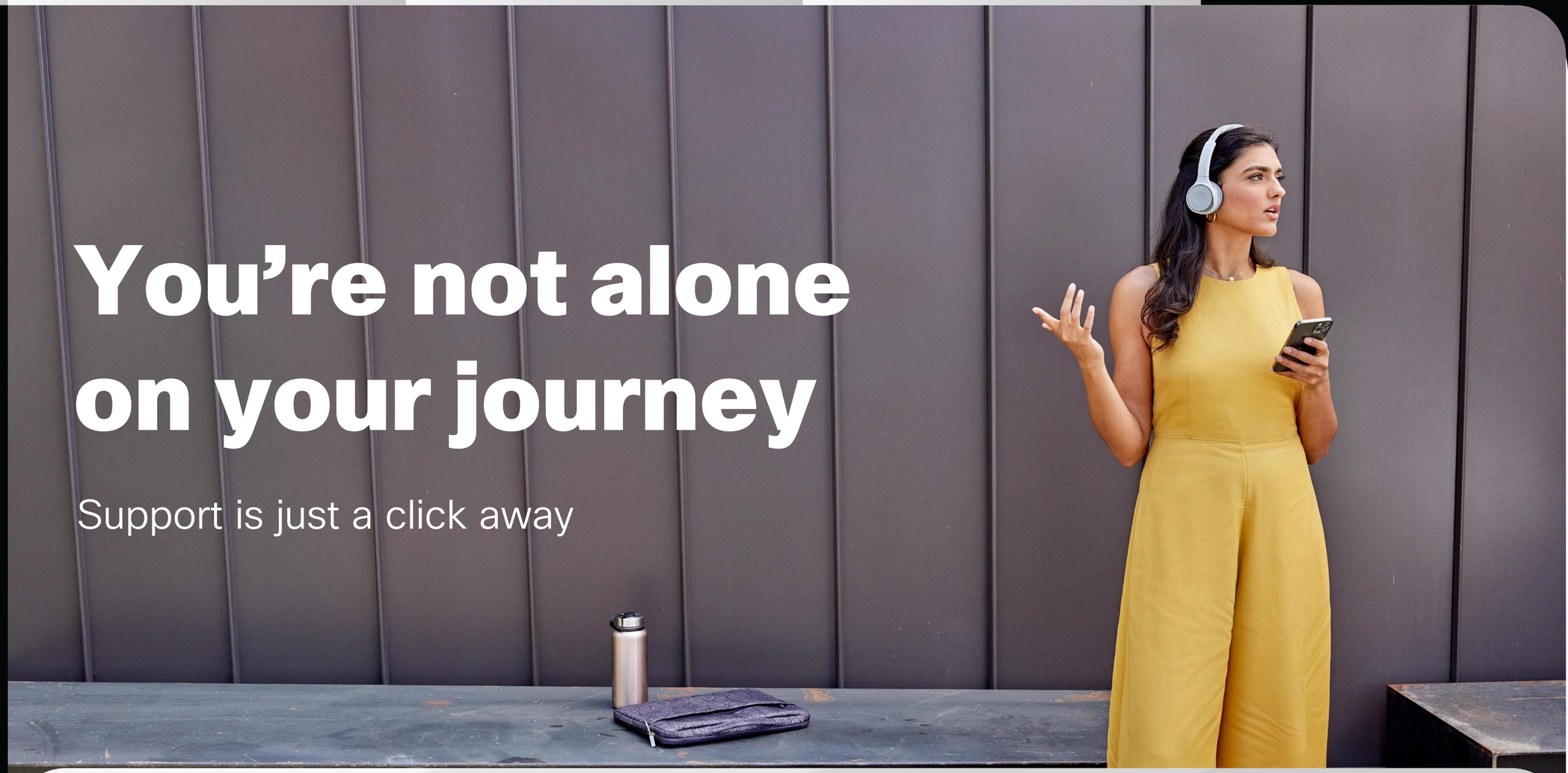

You’re not alone on your journey

Support is just a click away

Help Center

Explore how-to articles and troubleshooting tips for Webex Calling administrators and users.

Visit Help Center

Webex Adoption

Feeling stuck? Webex Adoption is your ultimate 24/7 guide to navigating your journey.

Launch adoption library

Admin resources

Online training

Learn at any time with self-paced courses and quick video tutorials.

Learn more

Webex Community

Need peer support? Engage in discussions, seek technical support, and exchange ideas related to Webex services.

Visit Webex Community

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Congratulations! You did it!

Celebrate this pivotal stage as it holds tremendous significance. Take a moment to acknowledge your accomplishment in successfully onboarding users, enabling them to utilize the fundamental features of Webex Calling. Your commitment to tracking and monitoring success, along with offering continuous resources and learning opportunities, has brought you to this point.

Now, let's optimize your investment even further!

Ready to grow?

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