Webex Calling features
Real-life scenarios

Feature	Also called	Definition	Uses cases	Resources
Auto Attendant	Integrated Voice Response (IVR), Virtual attendant, Automated receptionist	Automated call answering, caller messaging, and call transfer of inbound callers to individual users or groups or other automated informational messages within a business phone system. Provide callers with your company greeting and dialing menu options. Informational messages often provide callers with what they want to know, such as business hours, location, directions, and more. The auto attendant has two primary modes, one for business hours and the other for after-hours. In addition to the primary modes, an administrator can create a holiday schedule for special closures and/or holidays. Each mode allows administrators to set up options 1 – 9, #, and * to present callers with different options from which to select.	Auto attendants can be used by customer service teams to direct callers to resources that can help them solve their problems. This eliminates the need for receptionists who manually transfer calls between internal departments.	**Help Center** • Manage auto attendants in Control Hub **Video** • Create a new auto attendant in Control Hub **Adoption Resource Library (PDF Resource)** • What is an auto attendant and the benefits of using one • Auto attendant checklist • Greeting samples for your auto attendant, operator, and voicemails **Adoption Resource Library (Email Templates)** • Generic post-activation - Tips and tricks • Auto attendant special closure - Closed for a weather emergency • Auto attendant special closure - Closed for a company event • Auto attendant special closure - Holiday closure

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Feature	Also called	Definition	Uses cases	Resources
Call Park	Call park group, Call park extension	The call park feature allows you to place a call on hold and have that call retrieved from another device. This can be done by creating a call park group or by creating a call park extension. **Call park group** - A call park group allows a defined group of users to park a call against other available members of a call park group, which may be picked up by other members of the group at their phone. **Call park extension** - With this feature, administrators can create an extension for users to park/retrieve calls to/from. Once set up, administrators can assign the call park extension to a user's monitoring list, so that the user can seamlessly use a line to park and retrieve calls from a call park extension.	A team of administrative assistants who handles calls for multiple executives may all be part of one call park group. That way, when the administrative assistants answer calls on behalf of an executive, the call can be parked until the executive is ready to answer, without taking up the main admin office phone line. Each member of a call park group can retrieve or park a call against another available member of a call park group. The calls are parked for a given amount of time and can be picked up by any user within that park group. When the timer expires, the call will ring back at the original phone that parked the call. If the original device that parked the call is unreachable, the call will be routed to voicemail.	**Help Center** • Call Park in Control Hub • Call Park Extensions • Park Calls on Your Phone • Webex App | Park and retrieve calls
Call Pickup	Group call pickup	The call pickup service enables a user to answer any ringing line within their pickup group. The purpose of the call pickup feature is to enable a group of users who are seated near each other to cover incoming calls as a group. When a member of the group receives a call and is not available to answer it, any other member of the group can pick up the call from their own phone by using the pickup softkey. A pickup group is a group administrator-defined set of users within a location, to which the call pickup feature applies. The call pickup feature requires call pickup groups to be added, modified, and removed as well as assigning specific users to that pickup group.	Useful in large offices when there are fewer staff than telephone sets. An insurance agency working in a small office may pick up each other's phones using a call pick up. Manager/assistants where a manager may not be at their desk so their assistant could pick up that call from their own desk.	**Help Center** • Call pickup in Control Hub • Webex Calling call pickup CSV file format reference • Answer a coworker's phone (call pickup) • Webex App | Pick up someone else's phone call **Video** • Create and modify a call pickup group in Control Hub

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Feature	Also called	Definition	Uses cases	Resources
Call Queue	Call center, Contact center, Contact queue	Call queues temporarily hold calls in the cloud when all users (agents) assigned to receive calls from the queue are unavailable. When agents become available, the queued calls are routed according to the call routing settings you have determined for the call queue.	You call customer service to help with a recent order that you placed. You will first hit the auto attendant to press a selection to be routed to the appropriate person to help you. All agents are already on the phone handling other calls. The call queue will provide the caller with a message indicating that agents are busy and to standby until someone becomes available to accept your call. "Thank you for calling. Our Agents are assisting other customers. Your call with be answered in the order it was received."	**Help Center** • Manage call queues in Control Hub • Webex Calling call queue CSV file format reference • Webex App | Change your call queue status **Video** • Create a new call queue in Control Hub **Adoption Resource Library (PDF Resources)** • What is an call queue and the benefits of using one • Call queue checklist • Prepare your call queue agents **Adoption Resource Library (Email Templates)** • Using a call queue? Try different routing strategies
Executive and Executive Assistant	Boss/admin, Boss-admin, Boss admin	The executive / executive assistant service is designed to help executives and assistants seamlessly screen, filter, and manage calls. Webex Calling users with the executive service enabled select from a pool of assistants who have been 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. Some of the solutions that this feature provides: • Calls to an executive can be filtered and screened. • The filtered calls can be transferred or shared to the opted-in assistant. • The assistant can push a call to the executive or initiate a call on behalf of an executive. Administrators can turn on executive or executive assistant services for a Webex Calling user in Control Hub. Executive and executive assistant settings are managed on the user level in the Calling User Portal.	**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 executive is filtered and screened.** The executive receives a call. This time, both the executive and assistants for that executive are alerted. If the call is accepted by the executive or an assistant, the alerting stops. However, if the call is rejected by either the executive or an assistant, the alerting continues to the other assigned users. **Call to executive is filtered, screened and triggers rollover action.** The executive receives a call. Both the executive and the opt-in assistants are alerted for the call. If no one answers the call, the rollover action is triggered, according to the executive service configuration. The call is then rolled over to voicemail, the designated forwarding location, or no-answer processing.	**Help Center** • Enable executive or executive assistant services for a Webex Calling user • Configure and manage your executive service in the calling user portal • Calling User Portal | Opt-in or out of the executive assistant service • Forward your executive assistant calls in the calling user portal • Executive and executive assistant Feature Access Codes (FACs) **Videos** • Enable executive or executive assistant services for a user in Control Hub • Set up and configure your executive assistant

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Feature	Also called	Definition	Uses cases	Resources
Hoteling	Hot desking, Extension mobility	Hoteling allows a user to associate their calling service profile (phone number, features, and calling plan) with a host user and use the host user's device as their primary device. The hoteling feature has two parts — hoteling host and hoteling guest — that work together to allow you to designate specific phones (hosts) that users (guests) can temporarily log in to and use as their phone. When a guest logs in to a hosted phone, their user profile is automatically transferred to the device. The host device then becomes the user's primary device while they are logged in to it.	The hoteling feature is useful for companies with traveling users, which enables employees to be in a remote office but still have the functionality of their main desk phone with the same features. It is also useful in a call center environment where a site may have a limited number of phones. With the hoteling feature, employees can share phones over multiple shifts while being able to maintain their profile (for example, acting as their agent identity in the call center).	**Help Center** • Hoteling in Control Hub • Access your calling profile from anywhere using the calling user portal **Videos** • Configure hoteling for a user in Control Hub • Set up and configure hoteling
Hunt Group	Ring group	You can use hunt groups to ensure that all of your incoming calls are answered by the right people or routed to voicemail for later response. Hunt groups route incoming calls to specific employees in a predetermined pattern. This is done by assigning a phone number to a group of employees and then setting rules that define how the call is answered, how long the call remains on hold, and who to forward the call to.	With different hunt groups, a sales team can assign sequential routing, so that an incoming call rings one phone, but if there's no answer, the call goes to the next hunt group member in the list. A support team can then have phones ring all at once, so that the first available member can take the call.	**Help Center** • Manage hunt groups in Control Hub • Webex Calling hunt group CSV file format reference **Video** • Create a new hunt group in Control Hub

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Feature	Also called	Definition	Uses cases	Resources
Monitoring	Busy lamp field, BLF, Monitor	The monitoring feature allows users to observe the line status (for example, active or inactive) of other phones through the additional line keys on their phone. Users can also quickly dial a monitored phone simply by pressing the associated line key on their desktop phone. Administrators manage monitoring privileges, activate the feature, and modify settings for users. Administrators can also enable users to monitor call park extensions, and see if any calls are parked.	Use the monitoring feature for departmental calling. A receptionist might use this with a key expansion module, configured with the most commonly called or monitored users configured on their keys.	**Help Center** • Allow a user to see the line status on someone else's phone or on a call park extension • Prevent someone from monitoring a user's line status **Videos** • Manage privacy settings for a user in Control Hub • Manage monitoring settings for a user in Control Hub
Music on Hold	Hold music	With music on hold, you are able to play a recording of music and/or speech when an inbound caller is placed on hold.	Use music on hold to deliver marketing messages while customers wait.	**Help Center** • Configure music-on-hold settings for your location **Video** • Configure music-on-hold settings for your location in Control Hub

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Feature	Also called	Definition	Uses cases	Resources
Paging Group	Group page, Group paging	Group paging allows a user to place a one-way call or group page to up to 75 target users and workspaces by dialing a number or extension assigned to a specific paging group. You can create a paging group so that users can send an audio message to a person, a department, or a team. The group paging service makes a simultaneous call to all the assigned targets and announces to the originator that the system is ready for paging. After speaking, the originator ends the page by hanging up the call.	If a grocery store manager needs to relay a message to the entire deli department, all of the deli employees can be added to a single group. That way, when the manager has an announcement or needs to reach the department, the group paging service is available to reach the group by dialing one number or extension.	**Help Center** • Configure a paging group in Control Hub
Privacy		With the privacy feature, administrators can manage users' privacy settings and determine if and how their lines can be monitored by other users. The privacy feature also determines if a user can be reached by the auto-attendant service, for example, the dial-by-name directory.	An executive may want an administrative assistant to be able to monitor their phone status but not necessarily all other users. Additionally, some businesses may want the dial-by-name directory to only route to select users.	**Help Center** • Allow a user to see the line status on someone else's phone or on a call park extension • Prevent someone from monitoring a user's line status **Video** • Manage privacy settings for a user in Control Hub

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Feature	Also called	Definition	Uses cases	Resources
Push to Talk	Press-to-transmit, Intercom	The push-to-talk feature allows users to treat their desktop phones as either a one-way or two-way inter-com. When enabled, the administrator can create an allowed or blocked user list.	You can create a list of customer service representatives who can chat with Jim in the warehouse using push-to-talk on their phones. This way, the reps can quickly chat with Jim about things like inventory and delivery schedules.	**Help Center** • Configure push-to-talk for Webex Calling users **Video** • Configure push to talk for a user in Control Hub
Receptionist Client	Receptionist console, Receptionist	Receptionist is an Internet Protocol (IP) Telephony Attendant Console, specifically developed for hosted environments. It is used by "front-of-house" receptionists or telephone attendants, who screen inbound calls for enterprises. The Receptionist client realizes the promise of IP telephony by enhancing business processes and delivering rich services in a user-friendly way.	Help support the needs of your front-office personnel. You can set up users as telephone attendants so they can screen incoming calls to certain people within your organization.	**Help Center** • Receptionist clients in Control Hub • Receptionist Client | Get started with your Receptionist Client • Receptionist Client | Answer a call • Receptionist Client | Place a call • Receptionist Client | Place an active call on hold • Receptionist Client | Transfer a call • Receptionist Client | Transfer a call directly to voicemail • Receptionist Client | Place a conference call • Receptionist Client | Monitor calls in queue

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Feature	Also called	Definition	Uses cases	Resources
Single Number Reach	Office Anywhere, Anywhere, SNR	The single number reach (SNR) feature allows users to make, receive, and move calls to or from any designated device. For example, when a user is on a call using their desktop phone, they can push or pull that call to or from their mobile phone. This means you only give out one number and people can reach you on either device. When users place long distance or international calls from a single number reach phone, usage is tracked and reflected on your invoice.	When a user is on a call using their desktop phone, but they have to leave for an appointment, that user can push or pull that call to or from their mobile phone. Single Number Reach allows you to move an active call between your desk phone and your mobile phone without hanging up or transferring.	**Help Center** • Office Anywhere in Cisco Webex Control Hub • Configure and manage single number reach (Office Anywhere) in the calling user portal • Handle work calls from any phone • Webex App | Get phone calls at any number **Video** • Set up and configure single number reach
Virtual Extension		If you have phone numbers outside your organization that users call on a frequent basis, administrators can make users' lives easier by assigning extensions to those numbers. You can set up virtual extensions at the organization level or the location level. The organization level enables everyone across your organization to dial the same extension number to reach someone. The location level virtual extension can be dialed like any other extension assigned to the same location. Users in the same location only have to dial the extension, while users at other locations can reach the virtual extension by dialing the location routing prefix plus the extension.	Maybe you have remote workers on a separate telephony system or a key customer that you want to be able to reach easily. You can associate an extension with their external phone number. You can then contact them using their extension just like you'd contact anybody else in your organization with an assigned extension. And when someone who has been assigned a virtual extension calls into your organization, their assigned internal extension and name appear on the caller ID.	**Help Center** • Virtual extension configuration in Control Hub • Change your virtual extension mode

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Feature	Also called	Definition	Uses cases	Resources
Voicemail Group	Shared voicemail	The voicemail group feature allows administrators to create a shared voicemail box and inbound fax box to assign to users or services like auto attendant, call queues, or hunt groups. You can set up message notifications, choose where you want messages stored, and customize the mailbox greeting.	You might use a voicemail group for any of the following scenarios: · You need a general purpose voicemail for a department or workgroup. · You'd like to add a voicemail option to an auto attendant or hunt group. · You'd like to send the overflowed incoming calls from a call queue to a shared voicemail box. · You have users who only need a voicemail box.	**Help Center** · <u>Manage a shared voicemail and inbound fax box for Webex Calling</u>
Voice Portal	Voicemail portal	The voice portal feature is an interactive voice response (IVR) system, which provides an easy way to manage your voicemail box, record auto attendant greetings, and remotely modify call-forwarding options from any telephone by calling the voice portal number, logging in, and following the audio prompts.	Users can use the voice portal to check their voicemail and manage their greetings from any device.	**Help Center** · <u>Configure voice portals for Webex Calling in Control Hub</u> **Video** · <u>Configure your voice portal in Control Hub</u>

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Feature	Also called	Definition	Uses cases	Resources
Webex Go		Webex Go brings together the power of Webex collaboration and enterprise calling with the familiar, intuitive user experience of any mobile device. By enabling their business line natively on their mobile device, users can make and answer business calls and take advantage of enterprise-grade calling features without the use of an app. Administrators can centrally manage provisioning and managing these devices in Control Hub and apply policies such as compliance recording providing enterprise-level control and security. **Note**: Webex Go is an add-on service to Webex Calling. Customers need to purchase the SKU via CCW or start a trial from Partner Hub before being able to use the product. Please note that Webex Go trial is available only to already-existing Webex Calling customers.	Users no longer need to manage a business phone and a separate personal device. Webex Go enables you to make and receive business calls using your mobile phone's native dialer, without an app. You instantly connect over the cellular voice network providing higher call quality when you're on-the-go like driving, or a train. When you call your colleagues, it presents your business number, keeping your personal information private. Finally, your business calls made to local or international numbers won't cost you any money since it is tied to your company and never charges or leverages your personal account.	**Help Center** • What is Webex Go • Getting started with Webex Go • Provisioning Webex Go • Manage Webex Go device • Activate Webex Go in your mobile phone • Using Webex Go on mobile • View Webex Go device status • Remove Webex Go line from mobile phone • Known issues and limitations for Webex Go **Video** • Provision Webex Go users in Control Hub

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