



Webex Calling

Maximize your investment: Discover your path to growth and advocacy

[Download the guidebook for optimal interactivity.](#)

The grow guidebook

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

Your adoption journey, plan your next steps

Plan
Observe and implement

Launch
User, engage, adopt

Grow
Establish your momentum

You're almost there. Don't stop now. It's worth it!

Let's get started >

Preview of what's ahead

- 1. Plan your adoption journey
- 2. Act on key data points
- 3. Increase usage and engagement
- 4. Identify and resolve calling issues
- 5. Stay ahead
- 6. Gain valuable insights with our reporting tools
- 7. Create case studies and success stories
- 8. Transition calls into interactive meetings
- 9. Calling + Messaging
- 10. Keep work moving with messaging
- 11. Calling + Webinars
- 12. Calling + Events
- 13. Engage and connect with Webinars and Events
- 14. Advocate and become a subject matter expert
- 15. Meet the Webex Beta program
- 16. Become a Webex Insider
- 17. Be an advocate
- 18. Milestones
- 19. For admins
- 20. For users
- 21. You're not alone on your journey

Stay ahead

Gain valuable insights with our reporting tools

Webex Calling Reporting Insights

Create case studies and success stories

Case study template: Craft compelling success stories

Transition calls into interactive meetings

Act on key data points

Increase usage and engagement

Identify and resolve calling issues

Expand your calling solutions

But first, verify which licenses you have.

Calling + Meetings

Learn more advanced calling features on Webex Academy

Calling + Messaging

Keep work moving with messaging

Calling + Webinars

Calling + Events

Engage and connect with Webinars and Events

Advocate and become a subject matter expert

Learn more advanced calling features on Webex Academy

Meet the Webex Beta program

Become a Webex Insider

Be an advocate

Milestones

For admins

For users

You're not alone on your journey

Our approach to your growth

01



Optimize your Webex investment

02



Milestones

03



Resources and more

04



01

Our approach to
your growth



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

You're almost there. Don't stop now. It's worth it!

Companies that implemented solution adoption guidebooks from start to finish experience an average of 25% increase in ROI, according to a study by McKinsey.

You've successfully set up Webex Calling in Plan and effectively rolled it out to your organization in Launch. Now, let's maximize the benefits of Webex. Only 3 final milestones to your adoption journey: **optimize**, **expand**, and **advocate**. Use these resources and guidance to ensure that Webex Calling is being used effectively and efficiently.

[Let's get started >](#)

02

Optimize your
Webex investment



Grow

Our approach to your growth

Optimize your Webex investment

Grow your calling solution

— Preview of what's ahead

Stay ahead

Gain insights with reports

Create case studies

Case study templates

Act on data

Increase usage and engagement

Identify and resolve issues

Expand your calling solution

Engage with us

Milestones

Resources and more

Preview of what's ahead

Webex Calling is now a standard practice in your company, providing users with regular new features for effective daily use. Now, let's focus on refinement, growth, and advocacy. Before you get started, here's a preview of what to expect.

- Keep up with new releases, upcoming features, and announcements to make sure you're maximizing your resources.
- Track and analyze performance reports.
- Create case studies and success stories.
- Translate key usage data and reports into actionable insights to make informed decisions.
- Continue to drive adoption and strengthen engagement with individuals or departments who have been slower to adopt or engage with Webex Calling solutions.
- Know where to go to troubleshoot, when needed.
- Stay in the know with Webex Academy, Webex Insider, Webex Community, and Webex Beta.
- Review ways to expand to new products to maximize your investment.

Grow

Our approach to your growth

Optimize your Webex investment

Grow your calling solution

Preview of what's ahead

— Stay ahead

Gain insights with reports

Create case studies

Case study templates

Act on data

Increase usage and engagement

Identify and resolve issues

Expand your calling solution

Engage with us

Milestones

Resources and more

Stay ahead

Keep current and up to date with the latest announcements, upcoming releases, and new features to enhance your business operations and take advantage of all the benefits that come with your Webex solution.



What's new and coming soon in Webex Calling

Stay up to date on new features released for Webex Calling. You can also see a full list of what's coming soon and a list of announcements.

What's new and coming soon in Control Hub

As an administrator, it's also helpful to stay up to date on what's happening with Control Hub.

Features available by license type

Explore all available features to unlock the full potential of your team and ensure your organization is functioning at its optimal level. [View supported endpoints.](#)

Announcements for Webex Calling devices

Go here to see details about planned firmware upgrade releases and important information about features and support.

What's new in Webex Suite

See what's releasing each month for messaging, calling, meetings, and integrations in the app.

Tip: Subscribe to any and all of these articles to receive notifications when they're updated.

Grow

Our approach to your growth

Optimize your Webex investment

Grow your calling solution

Preview of what's ahead

Stay ahead

— Gain insights with reports

Create case studies

Case study templates

Act on data

Increase usage and engagement

Identify and resolve issues

Expand your calling solution

Engage with us

Milestones

Resources and more

Gain valuable insights with our reporting tools

Use the reports in Control Hub to see details on calls, call queues, auto attendants, and more. Choose from a list of pre-built [report templates](#) or [customize a template](#) to pull exactly what you need.

Webex Calling reporting metrics suggestions

- **Calling media quality**
Details about each call leg that had an established media session using Call on Webex or Webex Calling.
- **Calling engagement**
Data for the call legs that users made or received with Webex App using Call on Webex or Webex Calling.
- **Calling quality**
Data for the quality of calls made or received by users with the Webex desktop apps.
- **Call queue stats**
Details of call queues set up in your organization. Use this report to see the number of incoming calls to call queues and the status of those calls.
- **Call queue agent stats**
Details of all the agents that have been assigned to call queues in your organization. Use this report to see which agent gets the most calls and information about their calling stats.
- **Auto attendant stats summary**
Details about calls routed to auto-attendants in your organization.
- **Auto attendant business hours key details**
Details about calls routed to auto-attendants during your business regular hours.
- **Auto attendant after hours key details**
Details about calls routed to auto-attendants after your business regular hours.

Grow

Our approach to
your growth

Optimize your
Webex investment

Grow your calling solution

Preview of what's ahead

Stay ahead

Gain insights with reports

— Create case studies

Case study templates

Act on data

Increase usage and engagement

Identify and resolve issues

Expand your calling solution

Engage with us

Milestones

Resources and more

Create case studies and success stories

Impactful case studies and success stories are essential tools for showcasing your achievements and building credibility for Webex Calling.

Tips for effective storytelling:

Engage your audience:

Craft a narrative that resonates with your target audience's interests and challenges.

Focus on the journey:

Highlight the transformation or progress made from the initial challenge to the successful outcome.

Use compelling language:

Incorporate descriptive and emotive language to make the story more engaging and relatable.

Show, don't just tell:

Use concrete examples, anecdotes, and visuals to illustrate key points and demonstrate the impact of your solution.

Keep it clear and concise:

Avoid jargon or overly technical language. Ensure the story flows logically and is easy to follow.

Include supporting evidence:

Provide data, testimonials, or other forms of evidence to substantiate your claims.

Case study template: Craft compelling success stories

Follow this template and incorporate storytelling to create compelling case studies and success stories that effectively showcase a successful deployment of Webex Calling.

Title Concise and descriptive. Highlight the main outcome of the case study.		Results Outcomes and benefits achieved. Use measurable data and metrics.	
Introduction Brief overview of the situation. Include key players and objectives.		Testimonials or quotes Quotes from those involved to provide credibility and add a human touch to the case study.	
Challenge Specific challenges or issues faced. Sets the stage for demonstrating how your solution addressed these issues.		Visuals Relevant visuals such as images, graphs, charts, or videos.	
Solution Steps taken to address the challenges.		Lessons learned Insights gained and how these can be applied to future product launches.	
Implementation How the solution was implemented. Include hurdles overcome.		Conclusion Summary of the main takeaways. Reinforce the impact of your solution.	

Grow

Our approach to your growth

Optimize your Webex investment

Grow your calling solution

Preview of what's ahead

Stay ahead

Gain insights with reports

Create case studies

Case study templates

— Act on data

Increase usage and engagement

Identify and resolve issues

Expand your calling solution

Engage with us

Milestones

Resources and more

Act on key data points

Translate key usage data and reports into actionable insights to make informed decisions. Here are some tips to help you effectively analyze and act on data:



Select relevant metrics

Identify the key performance indicators (KPIs) that directly align with your objectives and goals established in the Plan stage. Avoid overwhelming your audience with too much data; instead, present a concise set of impactful metrics.

Tip: For example, if you're focused on call queue performance, review the KPIs already developed for call queues including total answered calls, abandoned calls, average wait time, etc.



Utilize data visualization

Graphs, charts, and dashboards can make complex data more understandable. Visualization tools in Control Hub can help you identify trends and outliers at a glance.



Compare periods

Compare current data with historical data to identify any significant changes or trends over time.



Demonstrate ROI

Whenever possible, show how the data and insights directly contribute to the organization's bottom line or other key performance indicators. This helps senior leadership see the tangible impact of your work.



Anticipate questions and concerns

Consider potential questions or concerns that senior leadership may have and be prepared to address them. This demonstrates that you've thoroughly thought through the data and its implications.



Elevate data to leadership

When it's time for quarterly reviews or renewal discussions, use these tips to present data to your leadership team.



Take [these courses](#) to learn how to create, modify, and generate reports in Control Hub. You'll also gain skills in monitoring through KPIs, performance graphs, supporting data, as well as troubleshooting to ensure user productivity.

Grow

Our approach to your growth

Optimize your Webex investment

Grow your calling solution

Preview of what's ahead

Stay ahead

Gain insights with reports

Create case studies

Case study templates

Act on data

— Increase usage and engagement

Identify and resolve issues

Expand your calling solution

Engage with us

Milestones

Resources and more

Increase usage and engagement

Some tips on capturing individuals or departments who have been slower to adopt or engage with Webex Calling solutions.

- **Identify pain points:** Understand the specific challenges or concerns that may be causing slow adopters to hesitate. Addressing these issues directly can help alleviate their reluctance.
- **Provide clear benefits:** Clearly communicate the value and benefits that come with adopting Webex Calling solutions. Show how it can solve their problems or make their lives easier.
- **Tailored communication:** Customize messages and information based on the individualized needs, preferences, and level of familiarity with the Webex Calling.
- **Offer personalized support:** Provide dedicated assistance and support to help slow adopters overcome any obstacles they may be facing. This could include one-on-one training, troubleshooting, or answering their questions.
- **Highlight user-friendly features:** Emphasize user-friendly aspects of the Webex Calling to make it seem less intimidating or complicated.



Tip: Keep users engaged. Use Webex messaging to create a space to announce new product releases and features.



Close the feedback loop with any surveys done in the launch stage. [Export and share poll results from Slido >](#)

Grow

Our approach to your growth

Optimize your Webex investment

Grow your calling solution

Preview of what's ahead

Stay ahead

Gain insights with reports

Create case studies

Case study templates

Act on data

Increase usage and engagement

— Identify and resolve issues

Expand your calling solution

Engage with us

Milestones

Resources and more

Identify and resolve calling issues

Enhance your experience by quickly and efficiently troubleshooting, when needed. Use these resources to help ensure things run smoothly, reducing frustration and maintaining excitement.

Top 6 common configuration issues

Check these settings to identify the issue and help your organization's operations get back to normal.

- Validation of hard phone or soft client registration
- Main number assigned
- Number activated and assigned
- Call forwarding configuration
- Voicemail settings
- Do not disturb configuration (DND)

Troubleshoot media quality in Control Hub

The troubleshooting view in Webex Calling allows administrators to troubleshoot media quality issue in a Webex call. You can search for information related to the call, view its media statistics, identify where the issue occurred and resolve the problem.

Are you taking steps to optimize your Webex Calling experience? Tell us which of these you've completed:



Grow

Our approach to
your growth

Optimize your Webex investment

Grow your calling solution

Expand your calling solutions

Verify your licenses

Calling + Meetings

Meetings resources

Calling + Messaging

Messaging resources

Calling + Webinars

Calling + Events

Webinar and Events resources

Engage with us

Milestones

Resources and more

Expand your calling solutions

As your company's collaboration needs and priorities evolve, you're ready to grow and scale your deployment of Webex Calling with additional solutions from the suite. Let's look at ways to expand to new products to maximize your investment to take full advantage of Webex capabilities.

[< Back](#)

[Continue >](#)

Grow

Our approach to your growth

Optimize your Webex investment

Grow your calling solution

Expand your calling solutions

— Verify your licenses

Calling + Meetings

Meetings resources

Calling + Messaging

Messaging resources

Calling + Webinars

Calling + Events

Webinar and Events resources

Engage with us

Milestones

Resources and more

But first, verify which licenses you have.

Go here for [licensing and subscription help](#). Need provisioning support? Read [this article](#).

Ready to deploy? Use these [launch kits](#) to get you going in Control Hub and to learn the basics for our most popular products.

In the next few slides, we'll take a look at some of the Webex Suite workloads that are often utilized with Calling to provide a seamless, unified collaboration experience.

- [Meetings](#)
- [Webinars](#)
- [Messaging](#)
- [Events](#)

Webex Suite



[Meetings](#)



[Messaging](#)



[Webinar](#)



[Polling/Q&A](#)



[Events](#)



[Devices](#)



[Contact Center](#)



[CPaaS](#)

Grow

Our approach to your growth

Optimize your Webex investment

Grow your calling solution

Expand your calling solutions

Verify your licenses

— Calling + Meetings

Meetings resources

Calling + Messaging

Messaging resources

Calling + Webinars

Calling + Events

Webinar and Events resources

Engage with us

Milestones

Resources and more



Calling + Meetings

Provide virtual meetings options to enhance flexibility, save time and costs, promote inclusivity, and adapt to changing work environments and circumstances.

Use cases:

- [Finance - End of quarter chaos](#)
- [Sales - Time is money](#)
- [HR - Scale to everyone](#)
- [Project managers - Effortless stakeholder management](#)

Resources:

- Ready to roll out meetings? [Get started](#)
- Easily manage users for Webex Meetings. Use [these articles](#) to learn more.
- Allow your users to move Webex calls into a full-featured meeting: [Configure moving a Webex call into a meeting](#)
- Once you've got the basics, use these admin launch kits to roll out features that level up your meeting experience: [Polls and Q&A](#), [Breakout sessions](#), [Webex Assistant](#)
- Need more help? Check out the library of help articles on [Webex Help Center - Meetings](#)

Grow

Our approach to your growth

Optimize your Webex investment

Grow your calling solution

Expand your calling solutions

Verify your licenses

Calling + Meetings

— Meetings resources

Calling + Messaging

Messaging resources

Calling + Webinars

Calling + Events

Webinar and Events resources

Engage with us

Milestones

Resources and more



Transition calls into interactive meetings

Boost engagement regardless of your physical location. With Webex Meetings, you can conduct comprehensive discussions, screen share, video conference, host brainstorming sessions, and more.

[Get started with the essentials](#)

Adoption resource library

- [Make scheduling the easy part](#)
- [Spark creativity with flexibility](#)

Help Center

- [Start a personal room meeting](#)
- [Join a meeting](#)
- [Share content in meetings and webinars](#)
- [Choose your audio and video settings before you join a meeting or webinar](#)
- [Change your video settings](#)
- [Record a meeting or webinar](#)
- [Use reactions in your meetings](#)



Grow

Our approach to your growth

Optimize your Webex investment

Grow your calling solution

Expand your calling solutions

Verify your licenses

Calling + Meetings

Meetings resources

— Calling + Messaging

Messaging resources

Calling + Webinars

Calling + Events

Webinar and Events resources

Engage with us

Milestones

Resources and more

Calling + Messaging

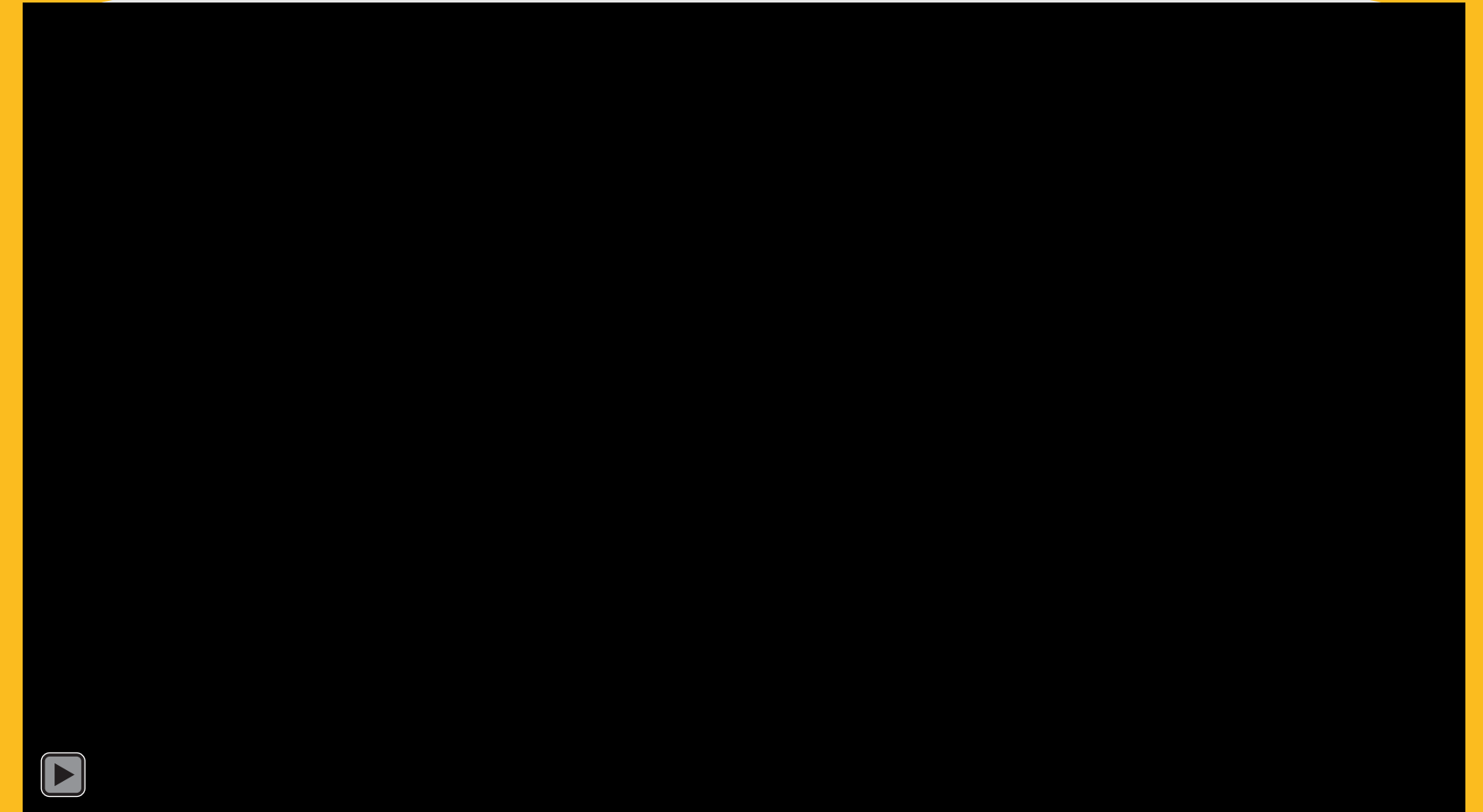
Effective collaboration doesn't always require a meeting. Ensure your users have the tools they need to keep work flowing smoothly through messaging in Webex.

Use cases:

- Transition your call conversation into an asynchronous exchange using messaging.
- Reach out with a message if scheduling a call isn't feasible due to time zone differences.
- Working with language barriers? Messaging provides the opportunity for individuals to take their time in understanding and composing responses.

Resources:

- Ready to roll out meetings? [Get started](#)
- [Secure data in Webex App spaces](#)
- Read [this article](#) to learn how to send messages, create new sections and spaces, share files, and more.
- Once you've got the basics, use these admin launch kits to roll out features that level up your meeting experience: [Use your favorite apps](#), [Share and edit files](#), [Create community](#)



Need more help?

Check out the library of help articles on [Webex Help Center - Message](#)

Grow

Our approach to your growth

Optimize your Webex investment

Grow your calling solution

Expand your calling solutions

[Verify your licenses](#)

[Calling + Meetings](#)

[Meetings resources](#)

[Calling + Messaging](#)

Messaging resources

[Calling + Webinars](#)

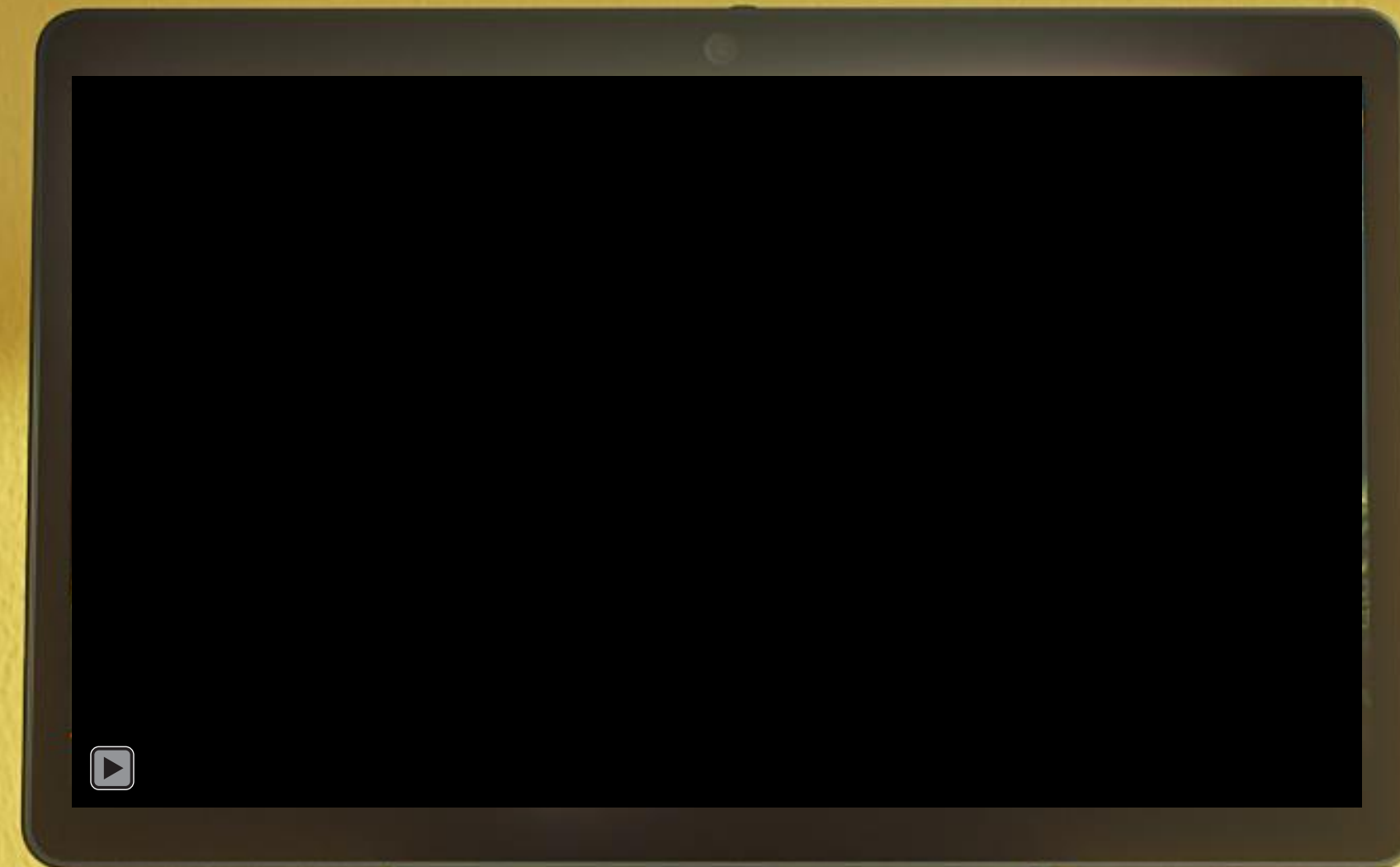
[Calling + Events](#)

[Webinar and Events resources](#)

Engage with us

[Milestones](#)

[Resources and more](#)



Keep work moving with messaging

Share information across teams quickly with messaging. With features like file sharing, threaded discussions, and mobile accessibility, seamless communication is at your fingertips.

[Get started with the essentials](#)

Adoption resource library

- [Say it in a message](#)
- [Record a Vidcast and skip the meeting](#)
- [Spark creativity with whiteboards](#)
- [Share and edit files without leaving Webex App](#)

Help Center

- [Read a message](#)
- [Send messages](#)
- [Create a space](#)
- [Organize your messages](#)
- [Get someone's attention with @mentions](#)
- [Reply in threads](#)
- [Find people, spaces, messages, files, and devices](#)
- [Space sections](#)
- [Move a call into a meeting](#)
- [Flag important messages](#)
- [Improve your work habits with personal insights](#)



Grow

Our approach to your growth

Optimize your Webex investment

Grow your calling solution

Expand your calling solutions

Verify your licenses

Calling + Meetings

Meetings resources

Calling + Messaging

Messaging resources

Calling + Webinars

Calling + Events

Webinar and Events resources

Engage with us

Milestones

Resources and more

Calling + Webinars

Create meaningful connections with audiences using Webinars. Whether you are gathering for an all-hands, training, marketing event, onboarding, or earnings call, having a simple yet robust tool can create an impactful and lasting impression on your audience.



Use cases:

Education

Provide remote and hybrid learning opportunities.

Training department

Offer continuing education courses and requirements.

Marketing

Drive customer engagement with LIVE product demos, lead generation through registration, expert Q&A sessions and more.

Internal communications

Offer all-hands meetings, town halls, or launch new processes, technology, or services.

Resources:

- Ready to configure Webinars for your users? [Get started](#)
- Learn more about the different [roles in Webinars](#).
- [Compare experiences](#) that might work best for your users and their audiences.
- Need more help? Check out the library of help articles on [Webex Help Center – Webinars](#)

Grow

Our approach to your growth

Optimize your Webex investment

Grow your calling solution

Expand your calling solutions

Verify your licenses

Calling + Meetings

Meetings resources

Calling + Messaging

Messaging resources

Calling + Webinars

Calling + Events

Webinar and Events resources

Engage with us

Milestones

Resources and more

Calling + Events

Whether the event is in-person, virtual, or hybrid, Webex Events is your team's gateway to host engaging events with flexible registration and pre-event content all in one place.



Use cases:

Sales

Schedule a live walkthrough event after a call. Take monthly calls to the next level with team-building events.

Education

Organize virtual career fairs and recruitment events, allowing real-time interactions.

Retail

Host large-scale virtual conferences or trade shows with keynote speeches, virtual booths, and breakout networking sessions.

Community events

Conduct meetings and knowledge-sharing sessions, allowing participants to connect, share ideas, and build relationships.

Resources:

- Ready to roll out Events? [Get started](#)
- [Enable Webex Events for your organization](#)
- [Add and manage teams, team members, and credits in the Webex Events platform](#)
- Need more help? Check out the Webex Events journey of help articles [here](#).



Grow

Our approach to your growth

Optimize your Webex investment

Grow your calling solution

Expand your calling solutions

Verify your licenses

Calling + Meetings

Meetings resources

Calling + Messaging

Messaging resources

Calling + Webinars

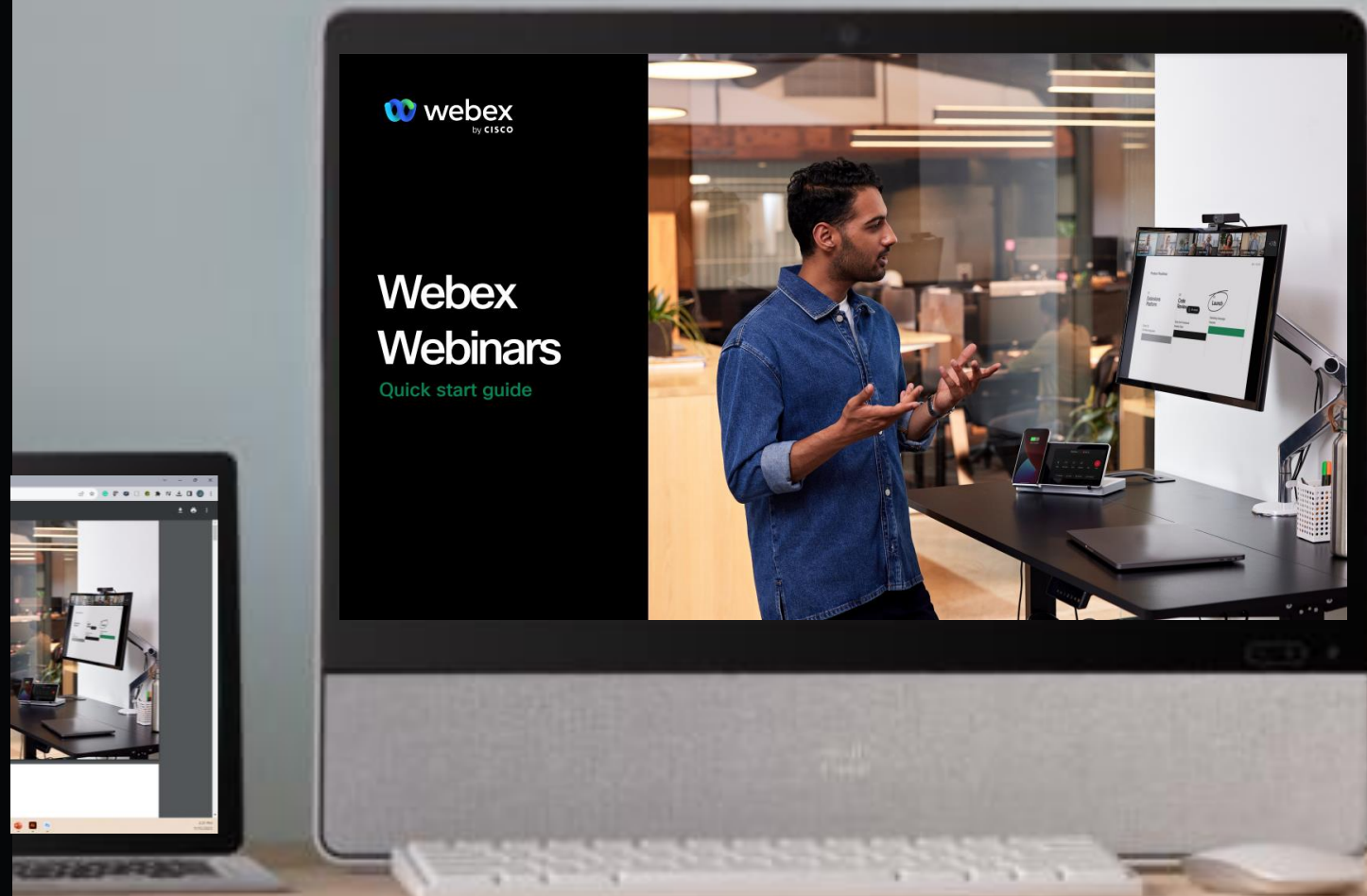
Calling + Events

— Webinar and Events resources

Engage with us

Milestones

Resources and more



Engage and connect with Webinars and Events

Whether it's a corporate event training session or virtual event, effortlessly bring everyone together and deliver informative, interactive sessions at any scale with live polling and Q&A features for an immersive experience.

Webinars

Adoption resource library

- [Quick start guide](#)
- [Best practices for your webinar](#)

Help Center

- [Get started with Webex Webinars](#)
- [Schedule Webex Webinars](#)
- [Join a webinar](#)
- [Record a meeting or webinar](#)
- [Share content in meetings and webinars](#)
- [Question and answer sessions in Webex Webinars](#)
- [Use virtual backgrounds in Webex Webinars](#)
- [Accessibility features for meetings and webinars](#)
- [Video layouts in meetings, webinars, and events](#)

Events

Adoption resource library

- [The ultimate guide to virtual event planning](#)
- [Case studies for event professionals](#)
- [Become a hybrid event expert: Your guide to planning events](#)

Webex Events knowledge base

- [Frequently asked questions](#)
- [How to register](#)
- [Event creation](#)
- [Best practices](#)

Webex Academy

- [Webex Events Training](#)

[Webex Events YouTube](#)

Tip: Use this chart of example event types to choose the right software for your event – [Webex Meetings, Webinars, and Events comparison.](#)



Grow

Our approach to
your growth

Optimize your
Webex investment

Grow your calling solution

Expand your calling solution

Engage with us

Webex Academy

Webex Beta program

Webex Insider

Be an advocate

Milestones

Resources and more

Advocate and become a subject matter expert

You've delved into the intricacies of Webex Calling and gained insights into its capabilities and the value it brings. Now, let's explore how you can leverage this knowledge to become a true advocate and expert in the know.

< Back

Continue >

Grow

Our approach to your growth

Optimize your Webex investment

Grow your calling solution

Expand your calling solution

Engage with us

— Webex Academy

Webex Beta program

Webex Insider

Be an advocate

Milestones

Resources and more



Learn more advanced calling features on Webex Academy

Whether you only have a few minutes or you're looking for full learning plans, [Webex Academy](#) is where you can find self-paced courses and quick video tutorials on all things Webex.

Grow

Our approach to your growth

Optimize your Webex investment

Grow your calling solution

Expand your calling solution

Engage with us

Webex Academy

— Webex Beta program

Webex Insider

Be an advocate

Milestones

Resources and more

Meet the Webex Beta program

Be among the first to explore what is coming from Webex Calling. You will get to use features and play around with new releases before anyone else.

Help shape the future of Webex by sharing feedback that will drive impactful changes, and ultimately, help us design a better product that powers work forward.

[Give Webex beta a try >](#)



Webex
Beta

Grow

Our approach to your growth

Optimize your Webex investment

Grow your calling solution

Expand your calling solution

Engage with us

Webex Academy

Webex Beta program

— Webex Insider

Be an advocate

Milestones

Resources and more



Become a Webex Insider

Discover opportunities to expand your network, learn alongside top experts in the field, and share feedback that fuels the future of Webex.

Advocate with Webex and elevate your global profile

A loyalty and rewards program to earn points for completing activities.

[Register for Advocacy >](#)

Accelerate your strategic planning

Engage with product teams and share best practices around Cisco technologies in private community forums.

[Apply for User Group >](#)

Shape products and experiences you need

Participate in research opportunities that are most important to your role, the products you won, and your business. [Register for User Research >](#)

Grow

Our approach to your growth

Optimize your Webex investment

Grow your calling solution

Expand your calling solution

Engage with us

Webex Academy

Webex Beta program

Webex Insider

— Be an advocate

Milestones

Resources and more

Be an advocate

Our most influential supporters are our customers, particularly those who have deployed the adoption framework for planning, launching, and expanding. Discover the various avenues to become a Webex advocate.



Sign up to participate in case studies to share your experiences with your product or service

Use [Webex Community](#) to share your knowledge and expertise with those who are just starting, ask questions, join an event, and help others.

Engage with us on social media to stay in the loop and showcase your success stories of how your product or service positively impacted you.

[Twitter](#)

[LinkedIn](#)

[Facebook](#)

[YouTube](#)

[Instagram](#)



03

Milestones



Grow

Our approach to your growth

Optimize your Webex investment

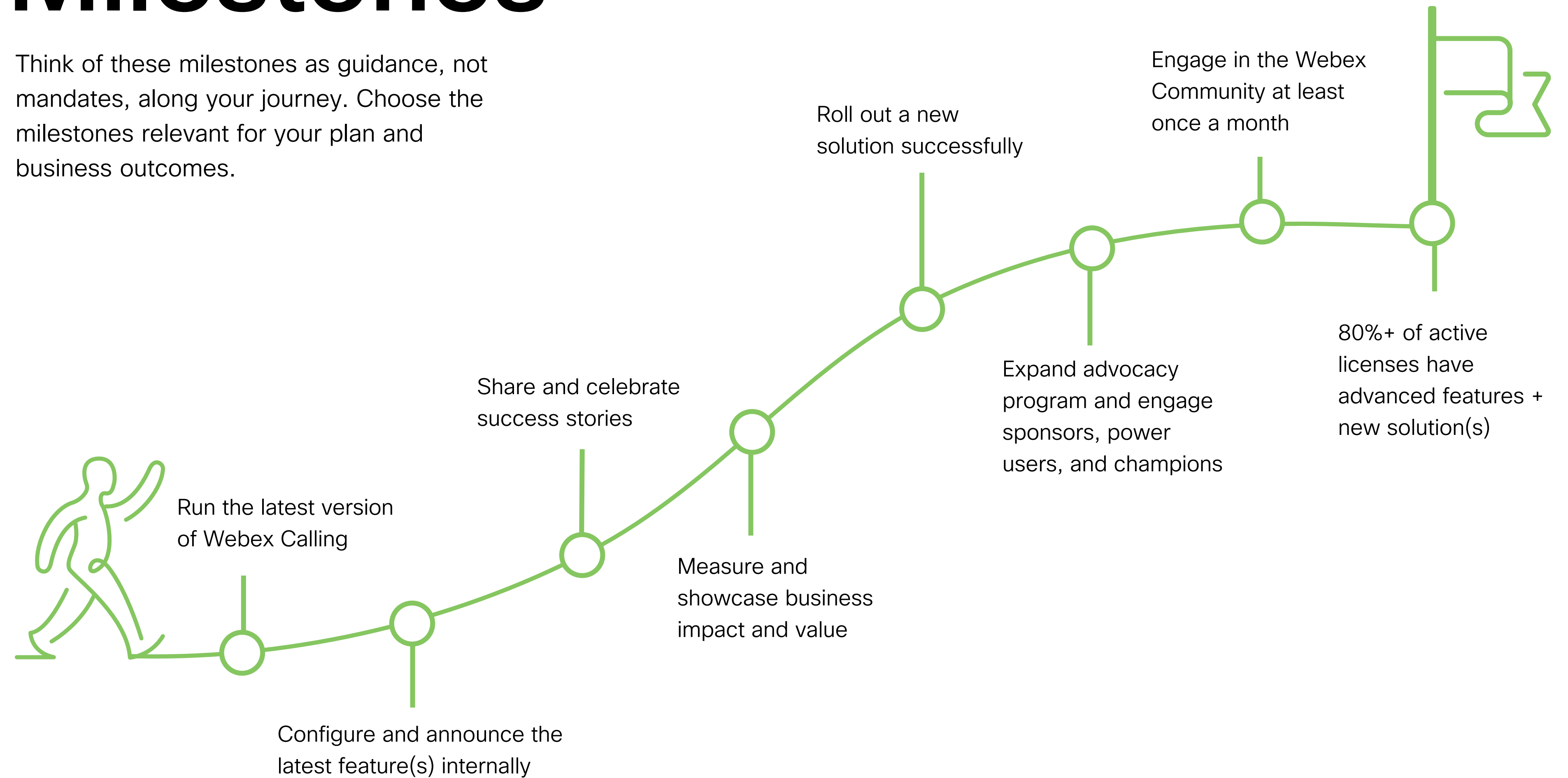
Milestones

— Milestones

Resources and more

Milestones

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



04

Resources and more



Grow

Our approach to your growth

Optimize your Webex investment

Milestones

Resources and more

— Resources

Support



For admins

In every step of your journey, we have compiled an array of resources to expedite your and your Webex Calling users' proficiency. For the "Grow" stage, these resources will assist you in expanding and optimizing your investment.

Help Center

- [Webex Calling help](#)
- [What's new in Webex Calling](#)
- [Supported devices for Webex Calling](#)
- [Collaborate with Cisco Webex devices](#)

Calling launch kits

- [Webex Calling launch kit for IT admins](#)

Meeting launch kits

- [Polls and Q&A](#)
- [Breakout sessions](#)
- [Webex Assistant](#)

Virtual and live trainings

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

Feedback

- [Feedback requests](#)
- [Adoption resource feedback](#)

Messaging launch kits

- [Use your favorite apps](#)
- [Share and edit files](#)
- [Create a community](#)

Grow

Our approach to your growth

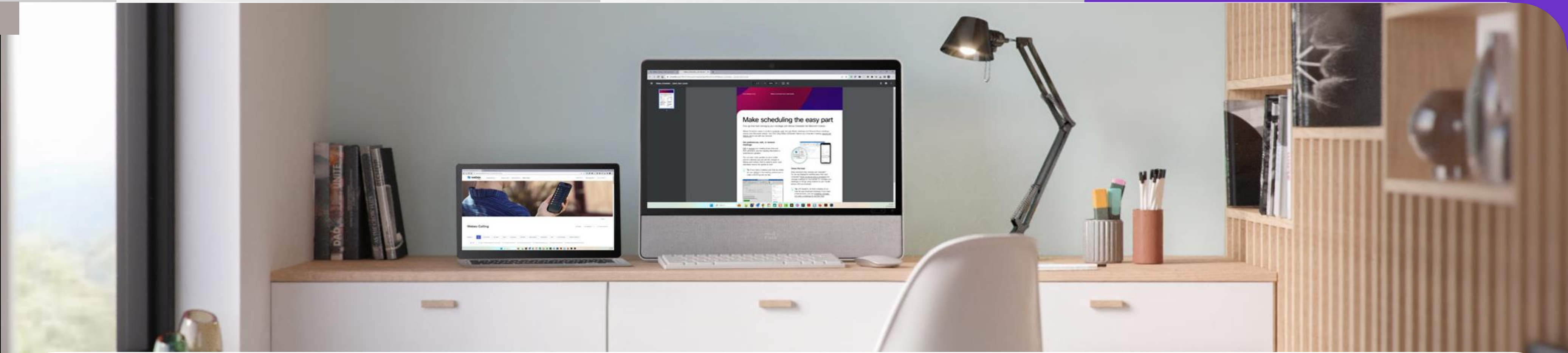
Optimize your Webex investment

Milestones

Resources and more

— Resources

Support



For users

Calling

- [Webex Calling help](#)
- [What's new in Webex Calling](#)
- [Webex Calling launch kit for end users](#)
- [Stay connected with Calling](#)
- [Calling](#)

Meetings

- [Schedule meetings from a mobile device](#)
- [Schedule and join meetings with Microsoft Outlook](#)
- [Connect to meetings from a mobile device](#)
- [Select audio settings for meetings](#)
- [Remove background noise during meetings](#)
- [Choose your audio and video settings before you join a meeting](#)
- [Select the screen layout for recordings in meetings](#)
- [Share motion and video content in meetings](#)
- [Breakout sessions in meetings](#)
- [Lock or unlock your meeting](#)
- [Set your Personal Room preferences](#)

Messaging

- [Get back to your drafts](#)
- [Get to your favorite spaces more quickly](#)
- [Format messages](#)
- [Follow conversations more easily with threads](#)
- [Filter your @ mentions](#)
- [Hide less important spaces](#)
- [Share files with others](#)
- [Share files from Microsoft OneDrive or SharePoint Online](#)
- [Create and annotate a whiteboard in a space](#)

Webinars

- [Customize your registration page for webinars](#)
- [Customize what attendees see when they join a webinar](#)
- [Hold practice session in Webex Webinars](#)
- [Optimize your Webex Webinars for all voices](#)
- [Switch your view in meetings, webinars, and events](#)
- [Annotate in Webex meetings, webinars, events, and training sessions](#)

Events

- [Create a Webex Event](#)
- [Choose an event type](#)
- [Event app metrics](#)
- [Add an upload attendees](#)
- [Create questions](#)
- [Add sessions to your event](#)

Grow

Our approach to your growth

Optimize your Webex investment

Milestones

Resources and more

Resources

Support

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](#)

Congratulations! You did it!

Thank you for sticking with us and completing the journey to plan, launch, and grow your Webex Calling solution.

Take the survey now

Your feedback is invaluable to shaping the future of Webex. Please take a few minutes to complete our exit survey about your adoption journey experience.

