exponential-e
APPLIED INNOVATION

UCaaS powered by Cisco Webex Quick User Guide

A quick look at

UCaaS powered by Cisco Webex App

by Exponential-e

Simple, all-in-one solution

Advanced calling, messaging, and meetings capabilities all in one elegant app. Simple management without complexity of multiple solutions and one supplier for all your communication and collaboration needs.

Productive and professional

Leverage a modern collaboration app expected by today's workers to retain employees, that also helps improve client responsiveness to drive customer satisfaction.

Secure and reliable

Seamlessly collaborate with internal and external participants with peace of mind and a consistent, great experience, while end-to-end enterprise-grade encryption keeps your proprietary data safe.
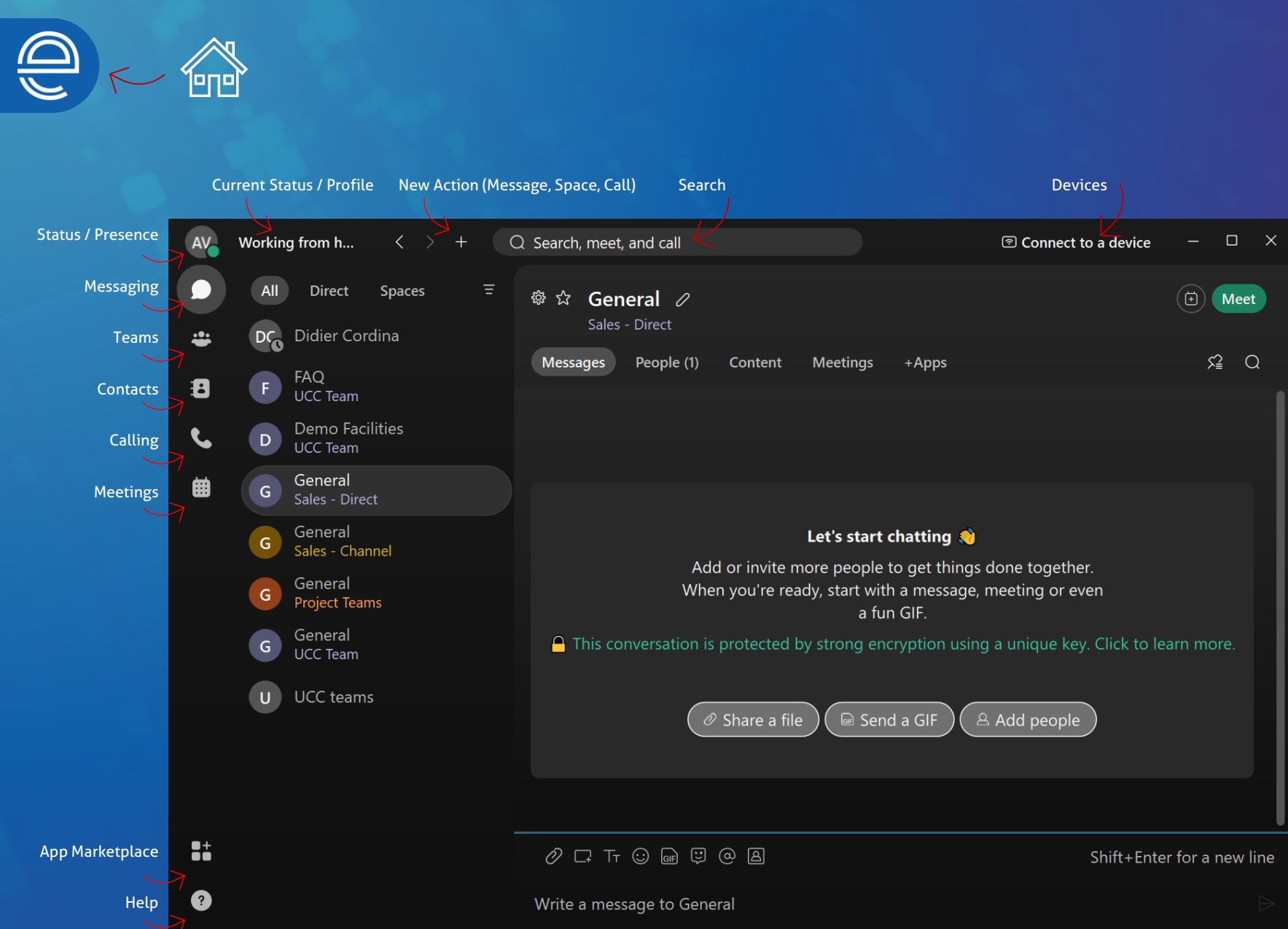
Flexible and predictable

Our SaaS model, per-user, per-month, lets you scale users up as needed. Or, mix packages and tailor your solution to the unique needs of everyone in your organisation.
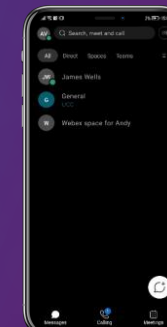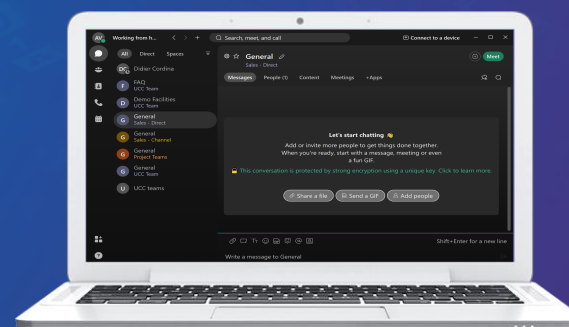
Let's go, click on either the Desktop or Mobile client.

You can use our logo in the top left to return to this page at any time.

Current Status / Profile

New Action (Message, Space, Call)

Search

Devices

Status / Presence

Messaging

Teams

Contacts

Calling

Meetings

App Marketplace

Help

Working from h...

Search, meet, and call

Connect to a device

All   Direct   Spaces

General
Sales - Direct

Messages   People (1)   Content   Meetings   +Apps

DC Didier Cordina

F FAQ
UCC Team

D Demo Facilities
UCC Team

G General
Sales - Direct

G General
Sales - Channel

G General
Project Teams

G General
UCC Team

U UCC teams

Meet

Let's start chatting 👋
Add or invite more people to get things done together.
When you're ready, start with a message, meeting or even
a fun GIF.

🔒 This conversation is protected by strong encryption using a unique key. Click to learn more.

Share a file   Send a GIF   Add people

Shift+Enter for a new line

Write a message to General

Webex offers an intuitive, easy-to-use interface for users to collaborate from anywhere.

• Drive **productivity** in your teams, and accelerate access to experts with feature-rich and easy-to-use collaboration tools

• Enhance business outcomes and increase employee **satisfaction** with better meeting experiences

• Calling, meetings, messaging, all in one app with your content and information in one place

• Keep work moving in meeting rooms with fully integrated Cisco Webex devices

• Keep your important information safe and secure with advanced security and compliance

Let's go, click on any of the features. You can use our logo in the top left to return to this page at any time.

Digital Transformation **by Exponential-e**

Status / Availability
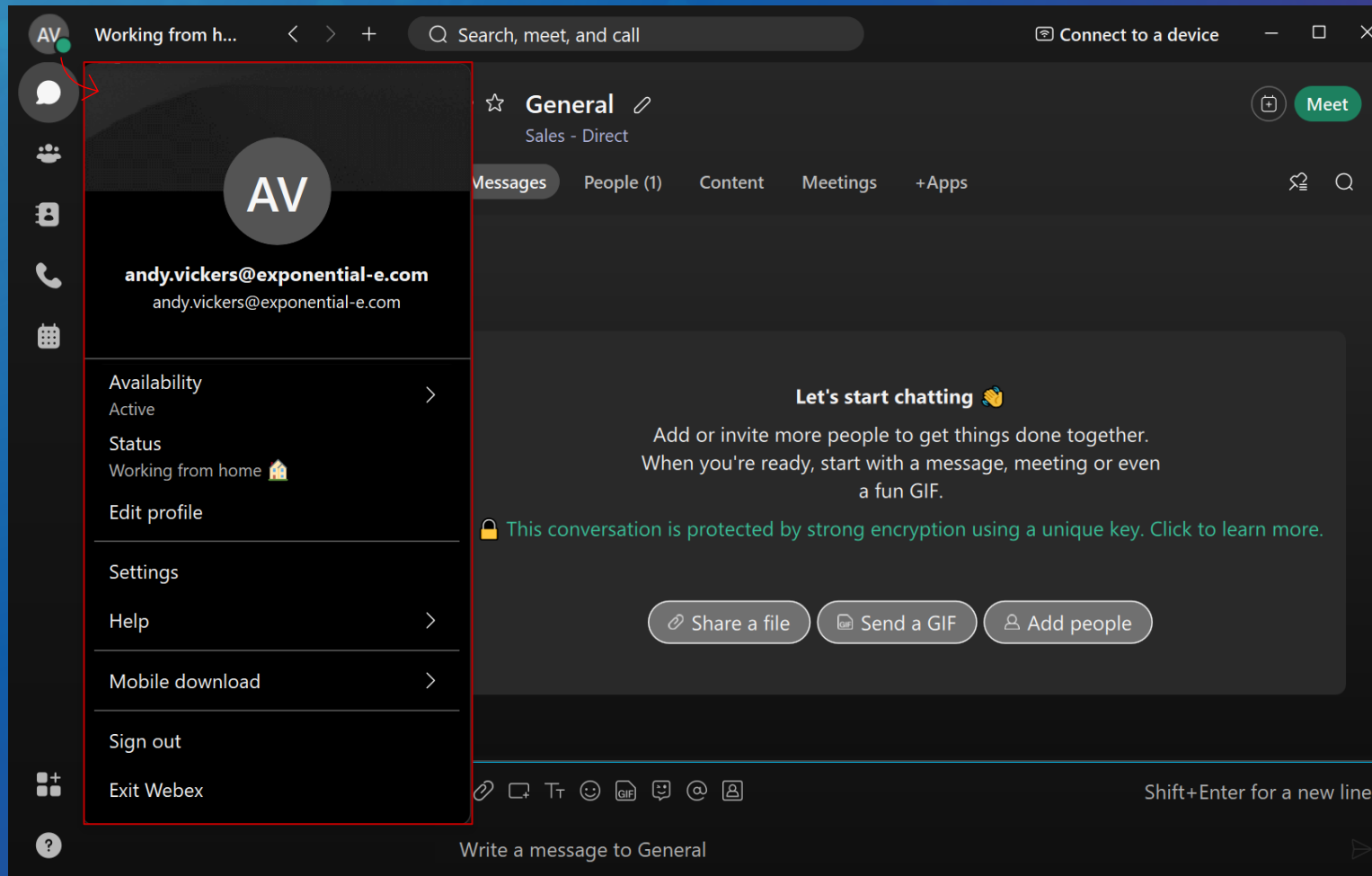
- **Availability** allows you to set yourself to DND for a specified amount of time

- Use the **Status** to set pre-defined or custom messages to present to your colleagues

- **Edit your Profile** to change your Display Name, Cover Image and Profile Picture

- Use **Settings** to change your Call Handling, default audio / video options, notifications, themes and more

- **Help** offers a powerful knowledge base and health check tool to self diagnose.

- Scan the QR code with your **mobile** to download the **Webex Mobile App**

Digital Transformation **by Exponential-e**

Create New Activity
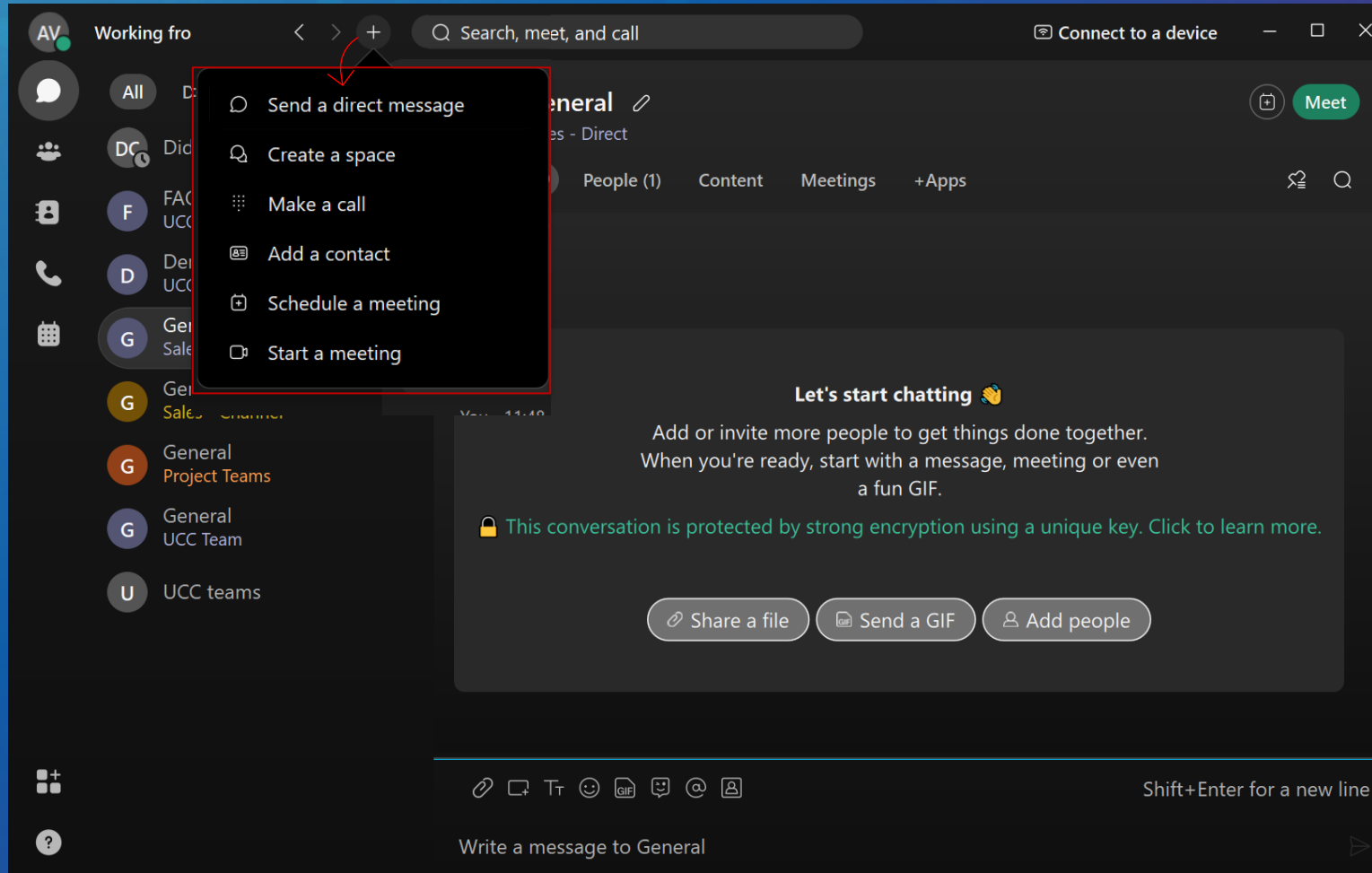
Simply click the **+** icon to create new activities in seconds.

You can:

- Send direct messages to colleagues

- Create ad-hoc spaces to bring new colleagues together to collaborate

- Make a new call

- Add a new contact

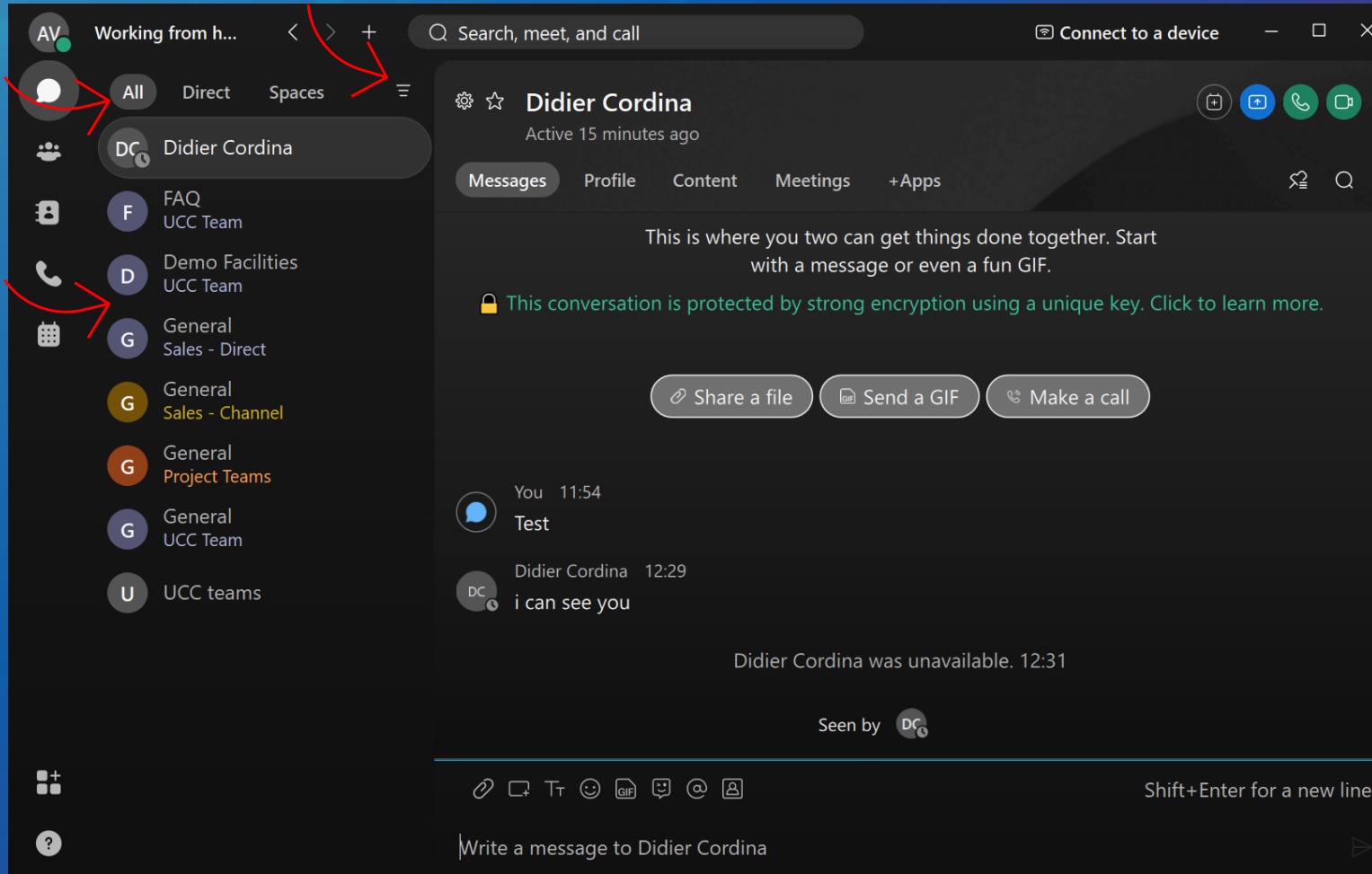- Schedule a meeting

- Start a new meeting

Digital Transformation **by Exponential-e**

Filter what messages you want to see:
Unread, @ Mentions etc

Click between All, Direct or Space conversations

Navigate through your full list of Spaces

- Users can message each other one to one or in spaces (persistent group chat)

- Better inter-departmental collaboration to complete projects and tasks

Highlight features:

- Instant Messaging

- Share Files, Whiteboards, Links and store content from Meetings

- Integrate with 3rd Party Apps from the Webex Marketplace to boost productivity (SalesForce, SNOW etc)

- Quick buttons allow you to share a screen shot, files, GIFs and much more for a better experience

- Easily reply, forward and react to messages
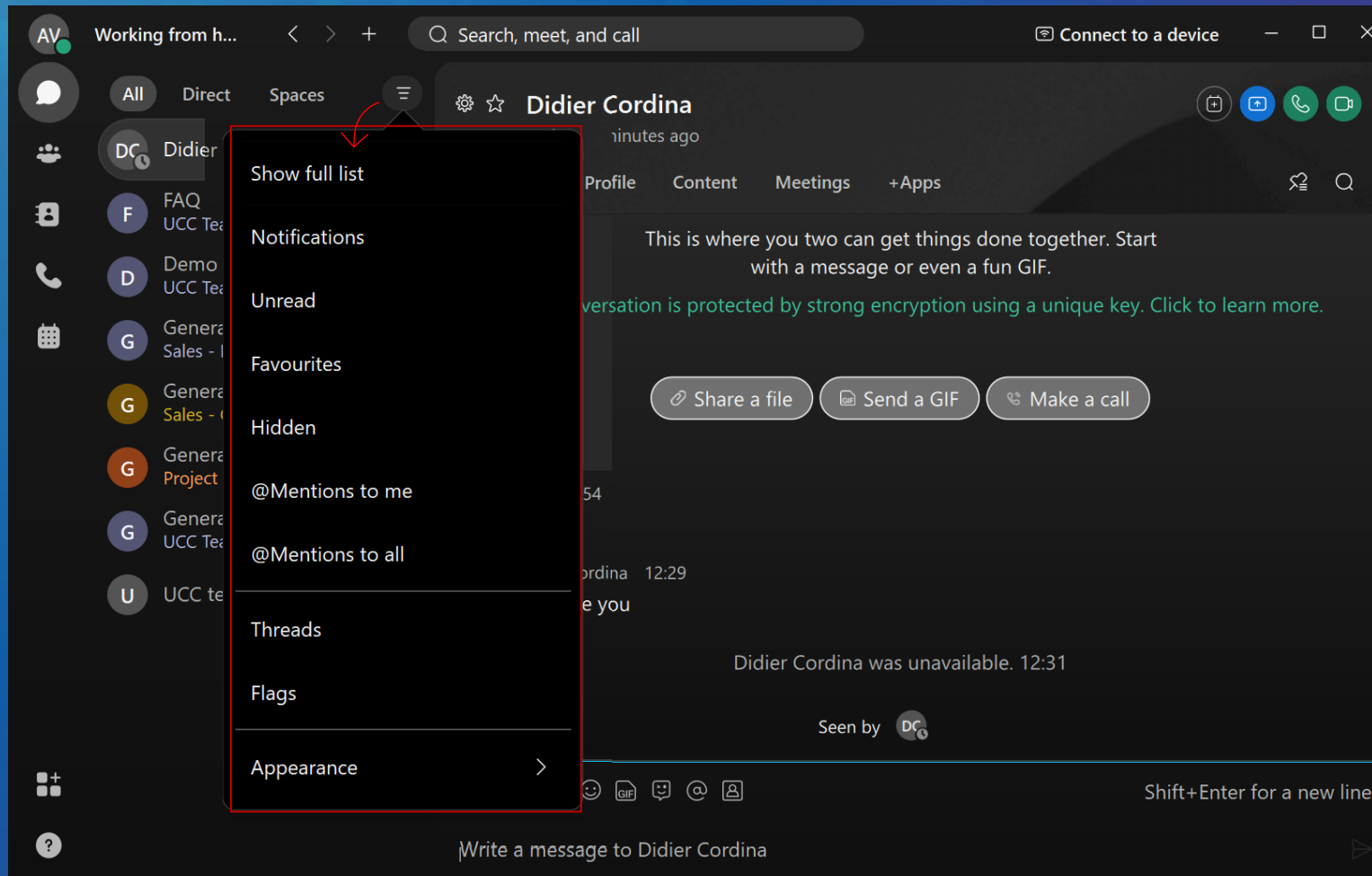
Filters allows you to quickly view the specific types of Spaces you are after. You can filter on:

- New notifications for mentions, content shared, meetings started etc

- Any unread messages

- Your favourite Spaces

- Any hidden messages you may have archived

- Specific @ Mentions of yourself of all members

- You can also flag Spaces to make them easier to find in the future

Create a new team

Click to enter your
Team space
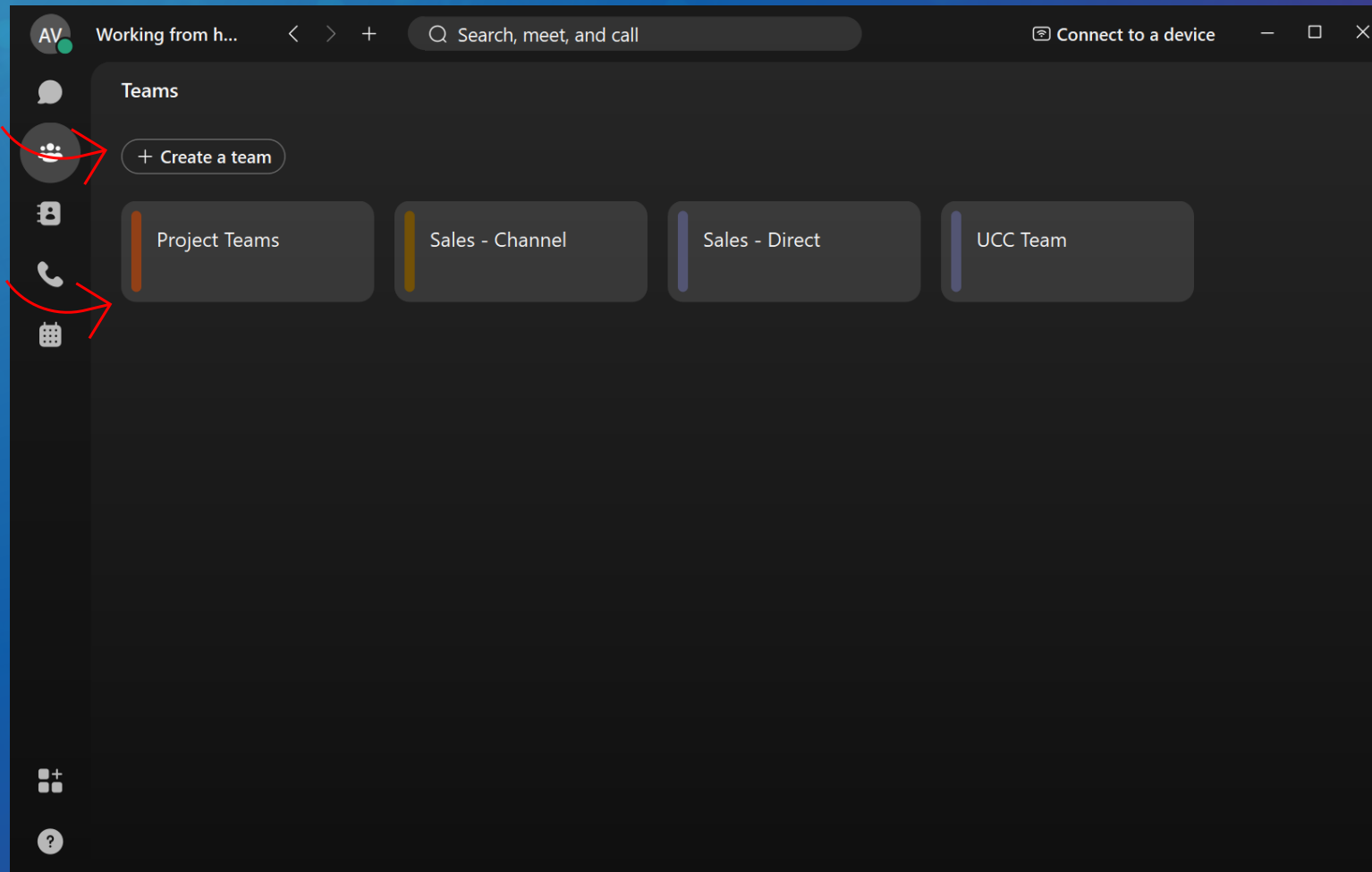
- Teams create channels for departments to collaborate through a number of Spaces

- You may be part of a single, or multiple Teams depending on your role within the organization

- Teams are primarily used for departments for long term collaboration, whilst individual Spaces are for ad-hoc projects
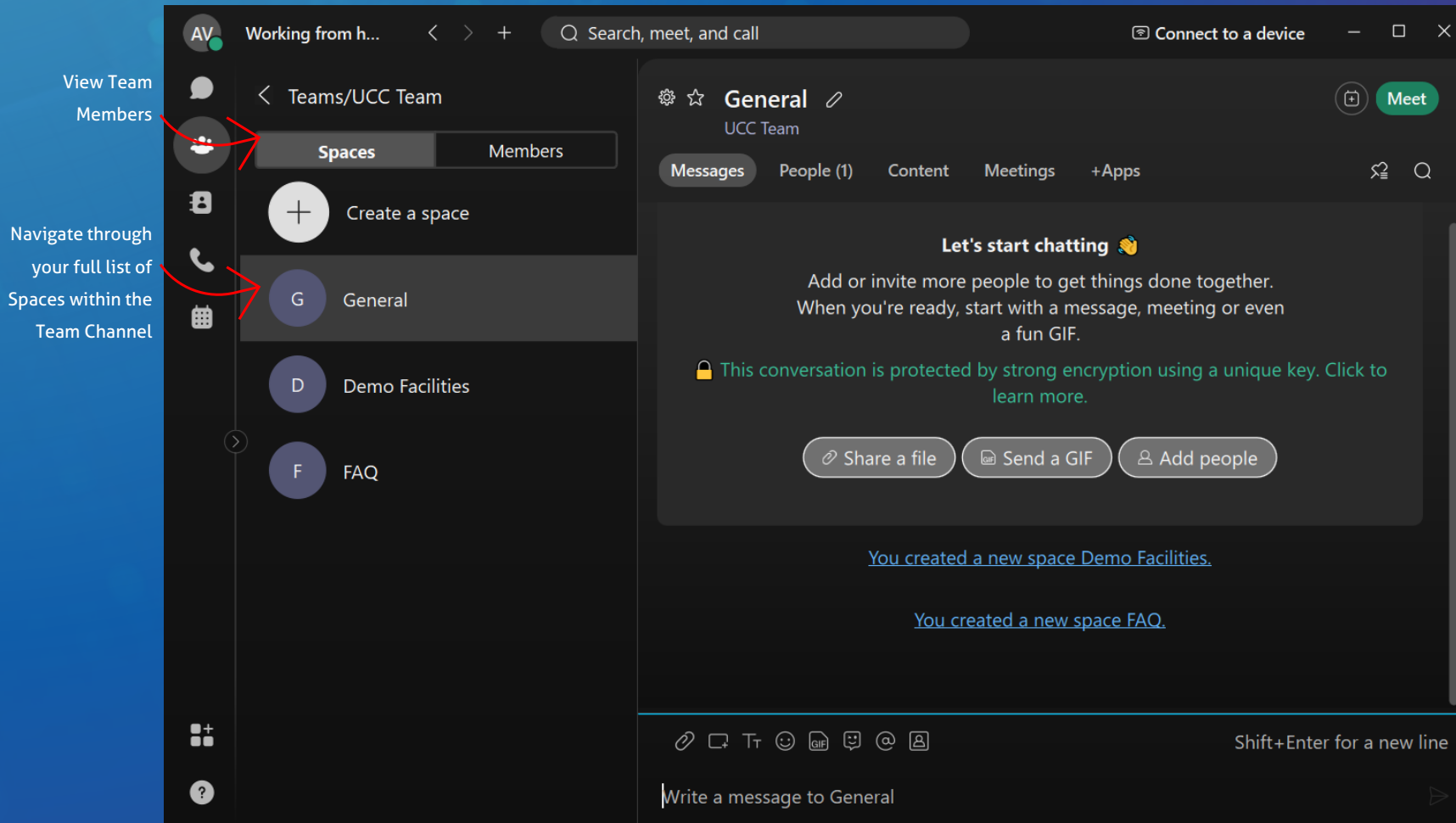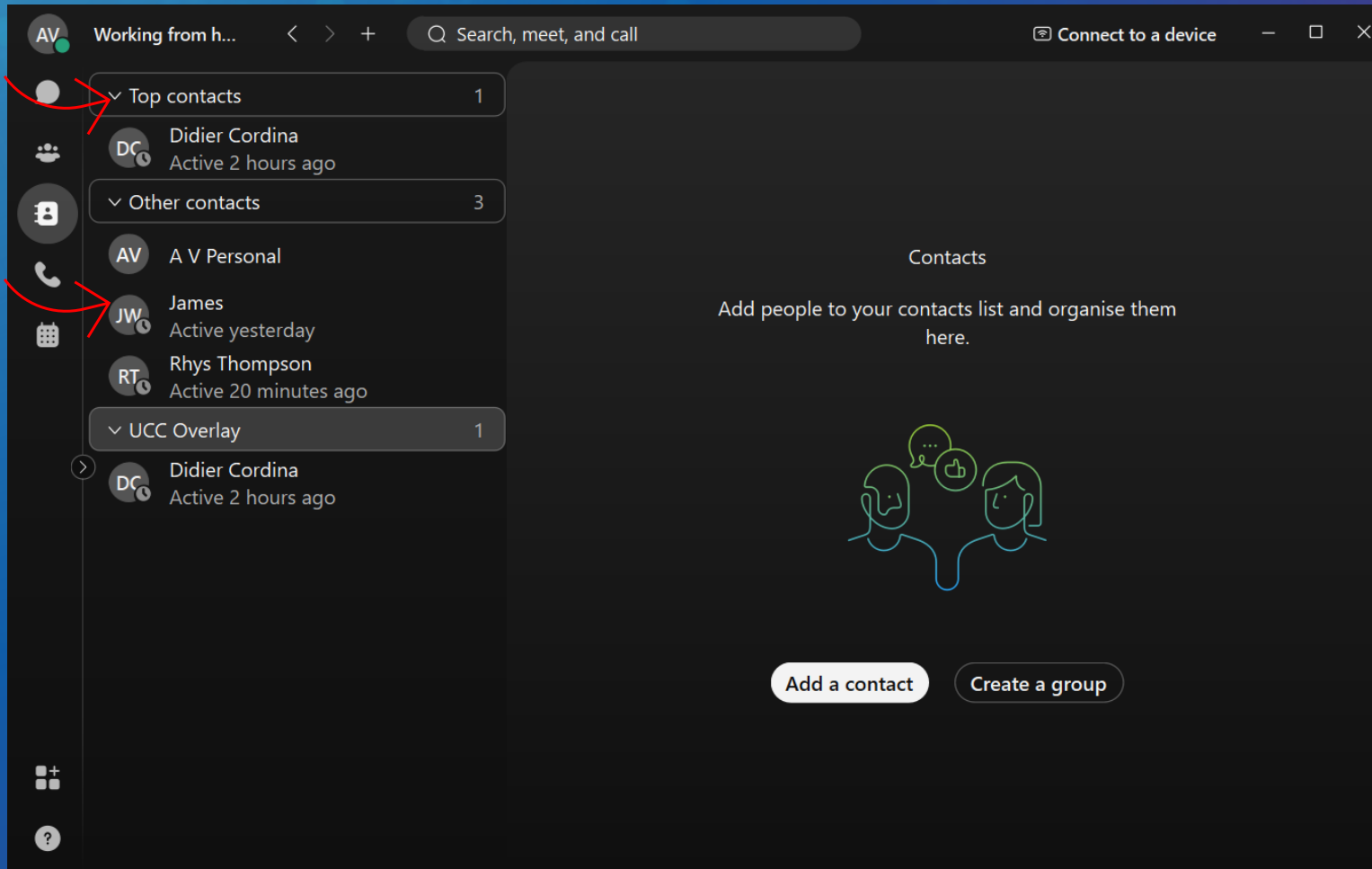
- Teams create Channels for departments to collaborate through a number of Spaces.

- Spaces are persistent, making it the perfect place to collaborate and share content / knowledge with your colleagues

View Team Members

Navigate through your full list of Spaces within the Team Channel

Digital Transformation **by Exponential-e**

Pin your favourites to the top

Custom Groups to sort your contact

Working from h...

∨ Top contacts   1

DC Didier Cordina
    Active 2 hours ago

∨ Other contacts   3

AV A V Personal

JW James
    Active yesterday

RT Rhys Thompson
    Active 20 minutes ago

∨ UCC Overlay   1

DC Didier Cordina
    Active 2 hours ago

Connect to a device

Search, meet, and call

Contacts

Add people to your contacts list and organise them here.

Add a contact   Create a group

- Contacts can be used to store both internal and external contacts.

- Pin your common callers to the top in **"Top Contacts"**

- Create contact Groups to sort between departments, teams, external suppliers etc

- View presence and status messages for internal and other external Webex users

- Simply hover over a contact and click on Audio or Video call to speak with them

Digital Transformation **by Exponential-e**

Full list of Missed, Placed or Received Call
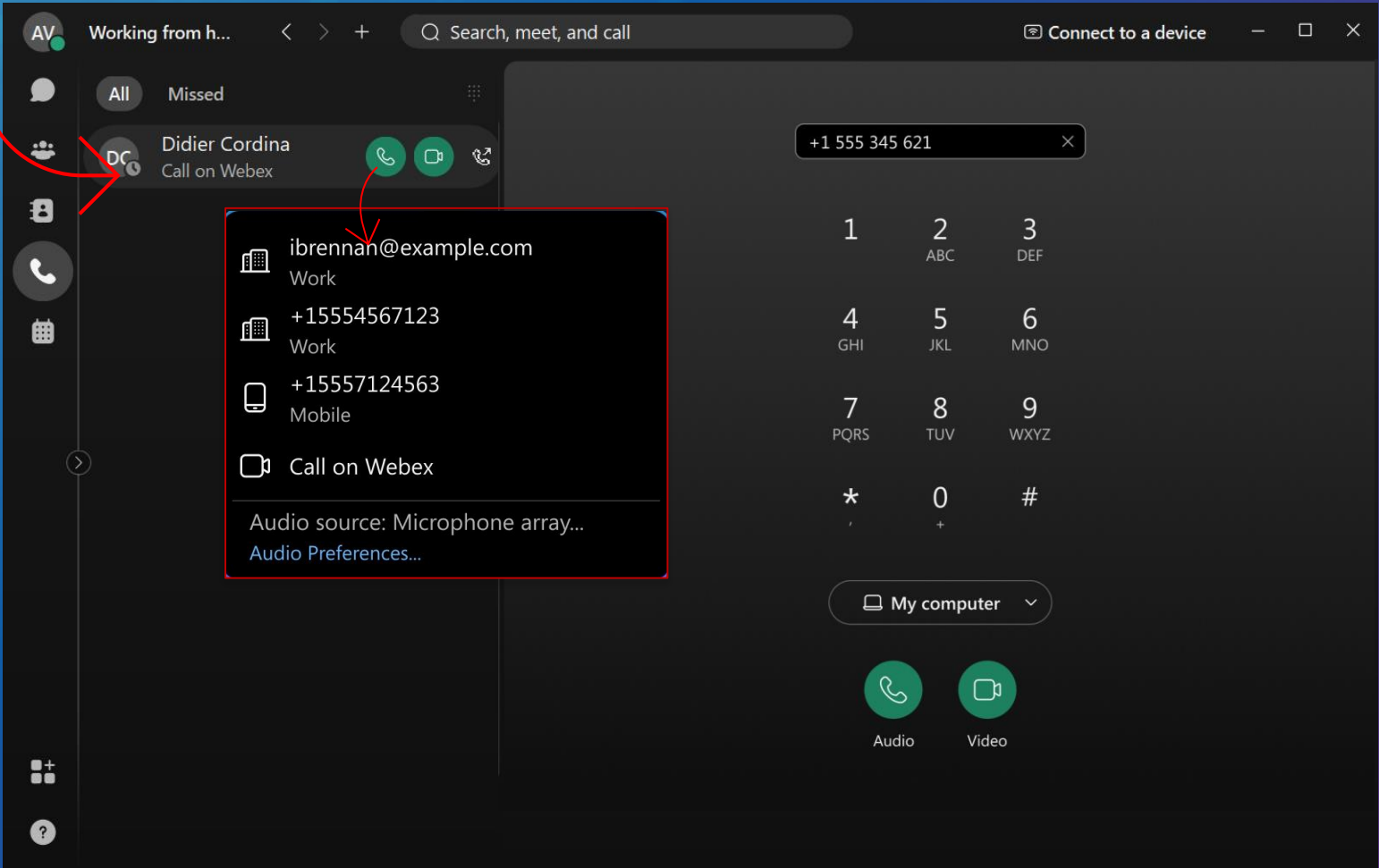
- Easily start an Audio or Video Call using the green quick buttons for your colleagues

- Alternatively, you can expand their contact card and click on their DDI or Mobile

- For external contacts, simply search your contacts or dial a new number using the dial pad

- When you're in a call, you still have your core functions to place calls on hold, transfer, park and conference other people in.
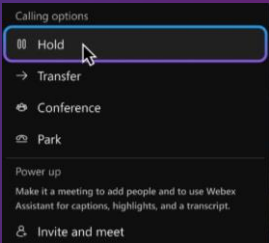
- To accept a call, simply click Answer or Decline on the toaster pop up

Digital Transformation **by Exponential-e**

Schedule Meetings
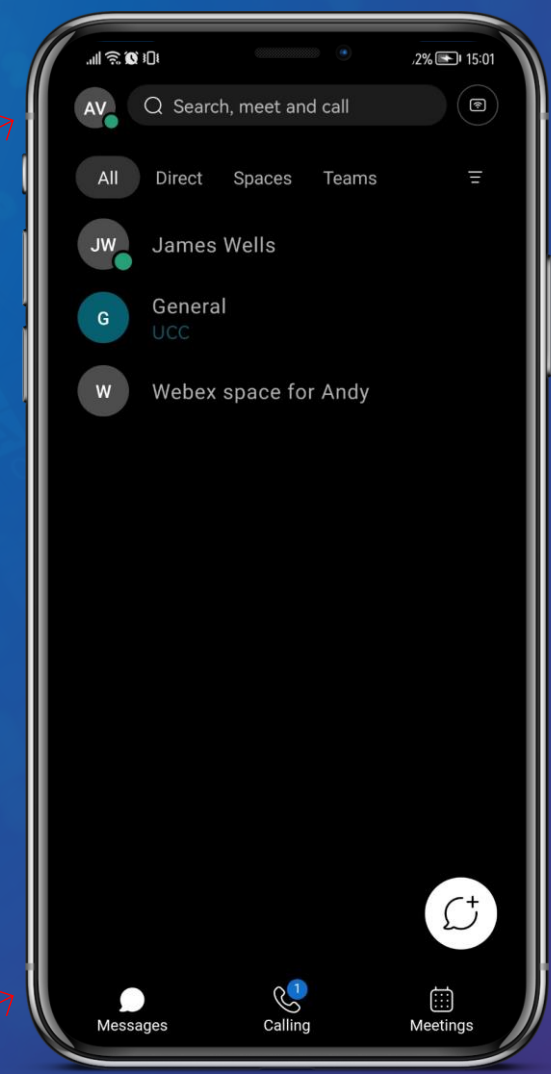
View your upcoming meetings

- **Meetings** allows you to start an Ad-Hoc meeting, join another meeting or **schedule** a new meeting

- Invite Colleagues, Contacts or external parties

- Connect your Outlook calendar to provide seamless visibility when scheduling a new meeting

- Click on a **Scheduled** meeting to view further details or join the meeting

- You can also install the Outlook Plug-In to schedule meetings directly from Outlook
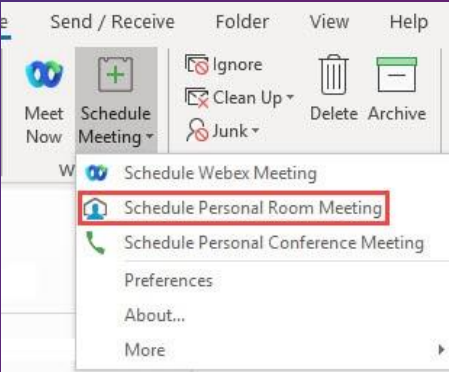
Status / Presence

Navigation Bar

AV

Search, meet and call

All   Direct   Spaces   Teams

JW   James Wells

G   General
UCC

W   Webex space for Andy

Messages   Calling   Meetings

The Cisco Webex application is available on both Android and iOS devices, giving you the flexibility to stay connected on the move.

Requirements

iPhone and iPad—iOS 12.0 and later, and iPadOS 13.1 and later

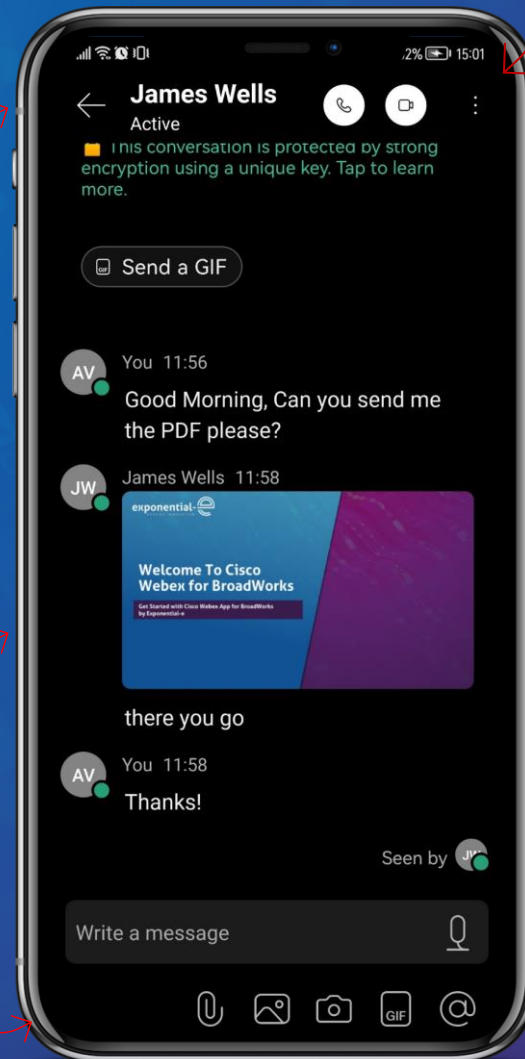Android smartphones—Nougat 7.0 and later (2 GB of RAM required)

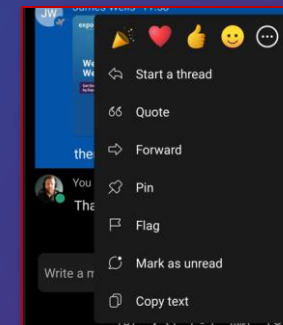Click the 3-dots to view content, pinned messages and more

Audio or Video Call

Stay connected on the go with full access to your Direct messaging and Space collaboration.

James Wells
Active

🔒 This conversation is protected by strong encryption using a unique key. Tap to learn more.

Send a GIF

AV | You 11:56

Good Morning, Can you send me the PDF please?

JW | James Wells 11:58

exponential-e

Welcome To Cisco Webex for BroadWorks

Get Started with Cisco Webex App for BroadWorks by Exponential-e

there you go

AV | You 11:58

Thanks!

Seen by JW

Chat Window with access to reactions by pressing and holding with your finger

🎉 ❤️ 👍 😊 ⋯

↩ Start a thread

" Quote

➡ Forward

📌 Pin

⚑ Flag

↻ Mark as unread

📋 Copy text

Write a message 🎤

Share files, picture or images from your camera

You will have full access to all historic content in the chat.

You also have the ability to manage scheduled meetings, pinned messages and add 3rd party chat bots (SalesForce etc) to keep you informed on the move.
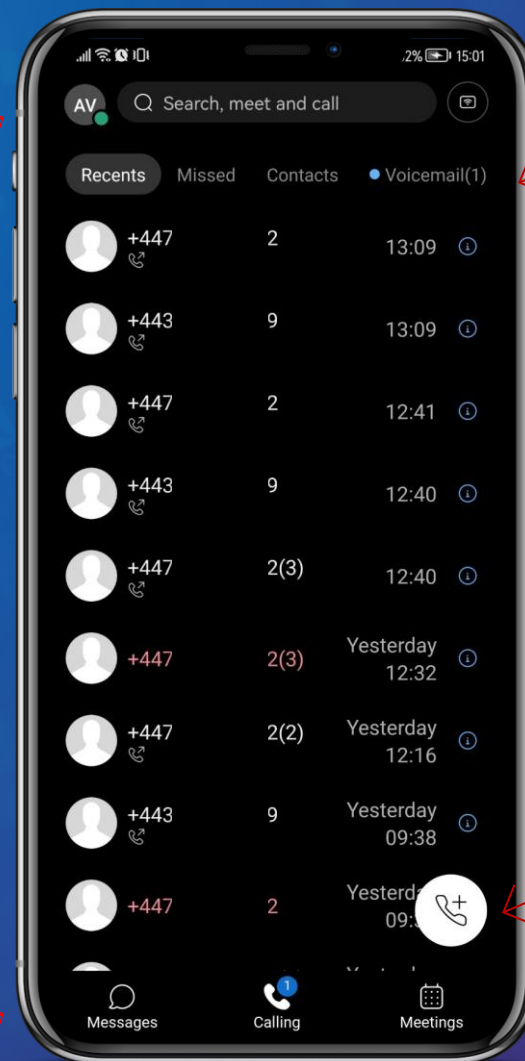
Filter between Recent
and Missed Calls

Visual Voicemail &
Contacts

Your call log is synchronised between your devices, whether it's a mobile app, desktop client or physical desk phone.

You will also have access to your contacts and visual voicemail across these devices.

You are able to view your local device contacts. You can also navigate to your local contact list on your mobile, then click call from Webex.

Click to show the dial
pad for a new call

Navigation Bar
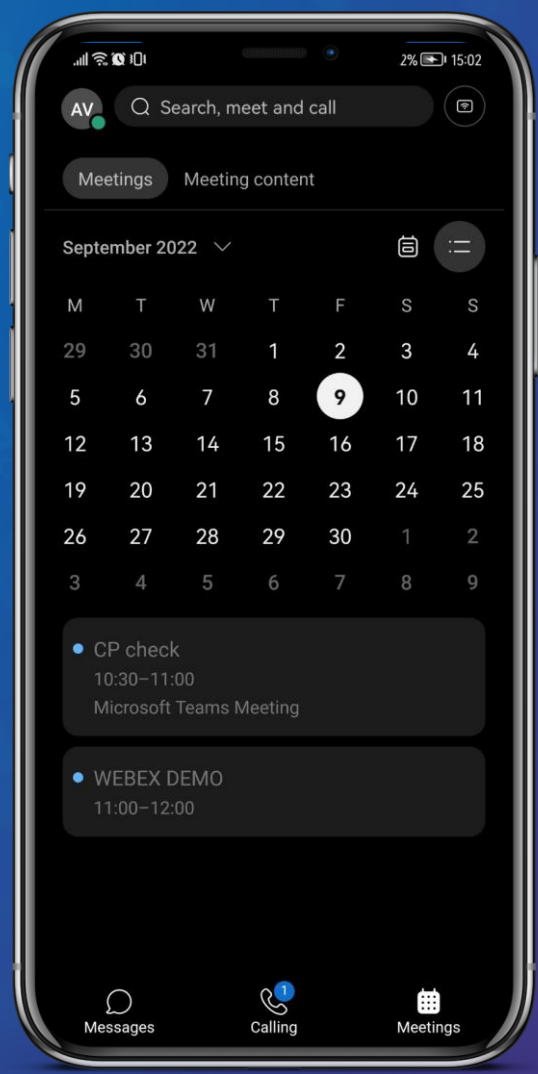
Stay organized by synchronising your Webex and Outlook calendar in one place.

You will receive alerts and prompts prior to meetings and join them from your mobile.