EVOLVE IP
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WebEx for BroadWorks
Migrating From UC-One to WebEx Call Center Users Guide v2.22

EVOLVE IP, LLC

Migrating From UC-One to Webex Call Center Users Guide v2.22

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Migrating from UC-One to Webex Call Center
Users Guide v2.22

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Getting Started

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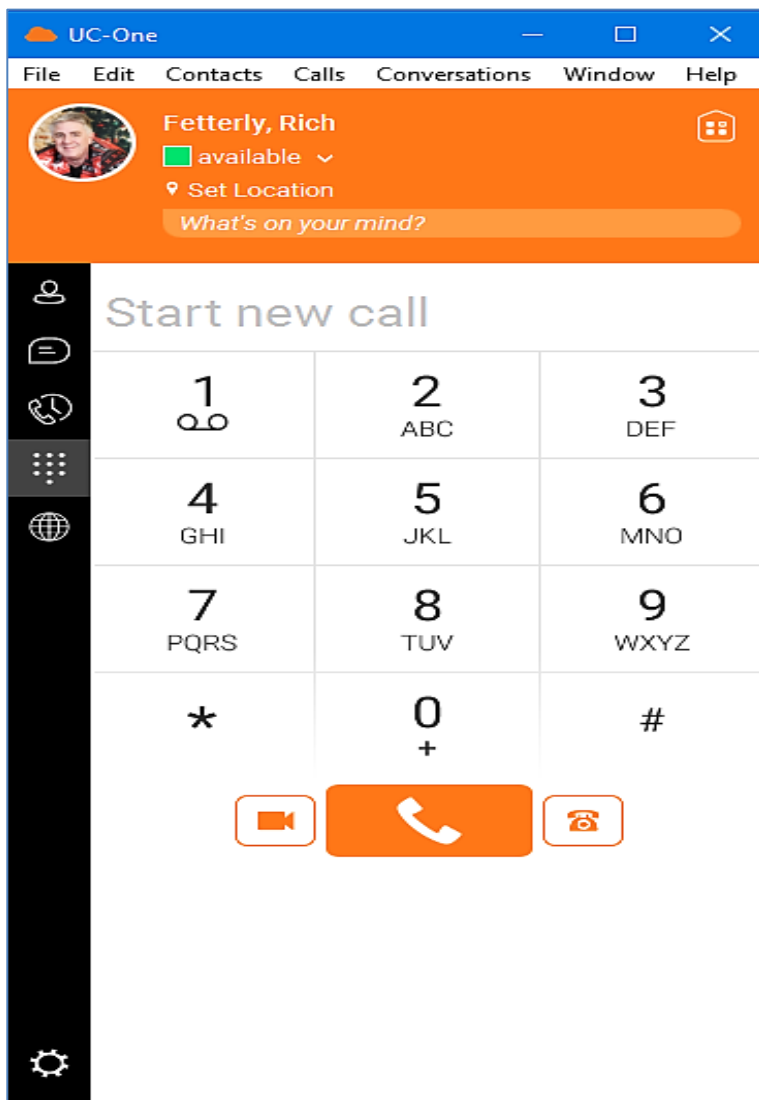All other trademarks are property of their respective owners.

Introduction

This guide is to help ease the transition of existing users of UC-One into the Webex environment.

Agent

UC-One Call Center Agent Login

Call Center Agents can log in to their call center queues if they are a call center agent (*native desktop only*).

As a call center agent, you can do the following:

- View your call queues.

- Join your call queues.
- Set the Automatic Call Distribution (ACD) status so that you get incoming call center calls. However, this is dependent on your license settings.

With suitable ACD status such as "Available", incoming calls to the queue are routed to your client. With "Unavailable" ACD status, the Do Not Disturb (DND) state can also be selected or "Personal Call". Each ACD status is indicated with text if you are to receive incoming call center calls.

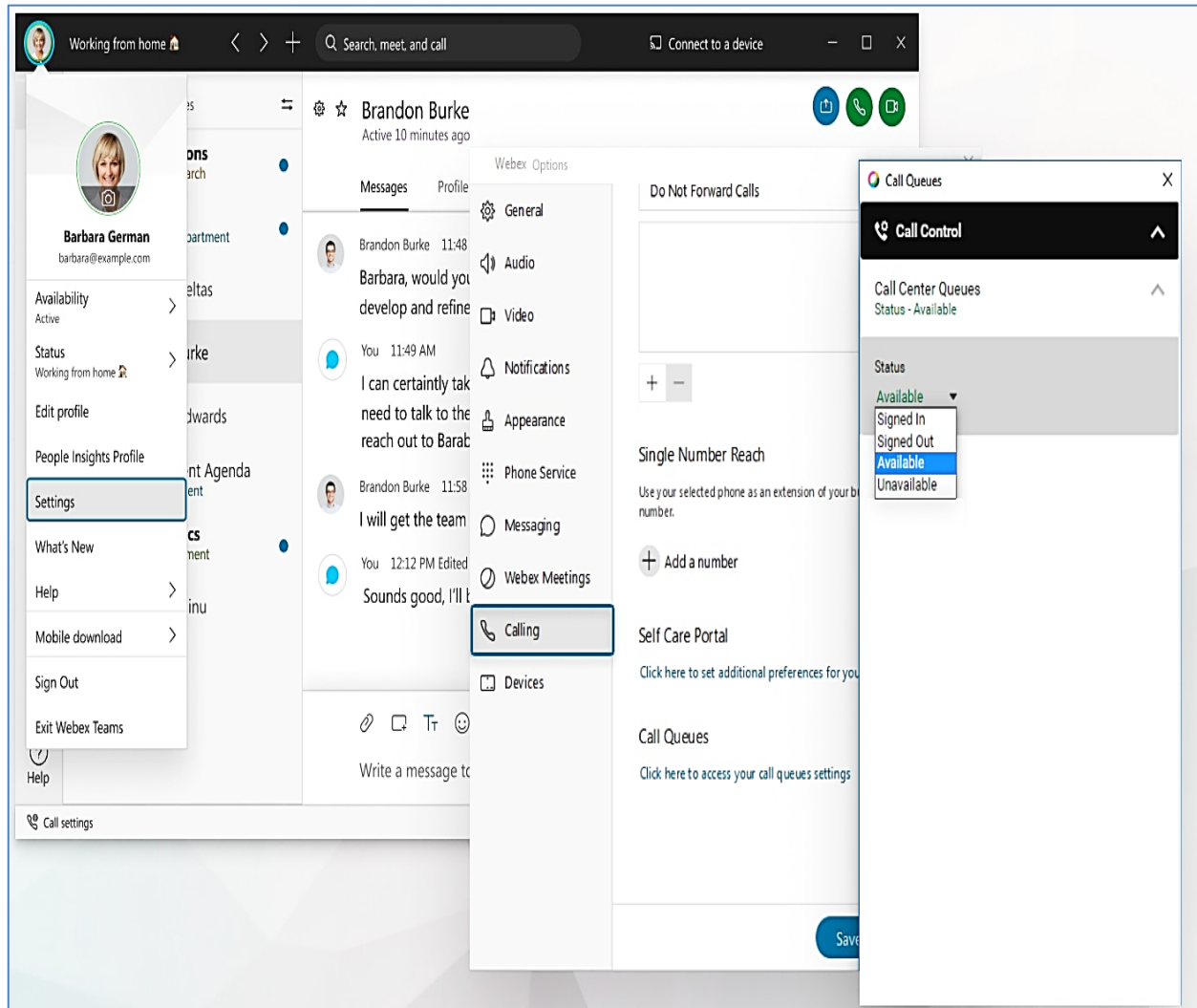### Reference Links

UC-One Collaborate User Guide (Page 20)

UC-One Connect User Guide (Page 23)

Webex Call Center Agent Login

When the administrator makes you a member of a call queue, you can check and change your call queue status in Webex.

How?

- Click your profile picture and then select Settings.
- Click Calling > Call Queues.
- You only see the Call Queues section if you're a member of a call queue.
- Change your automatic call distribution status for your call queues
- Signed In—You've signed in, but you're not ready to receive calls.
- Available—You're ready to receive calls.
- Unavailable—You're not available to receive calls.
- Signed Out—You're signed out and will not receive calls.
- You can also login/logout of the queues you are a member of.

Requirements

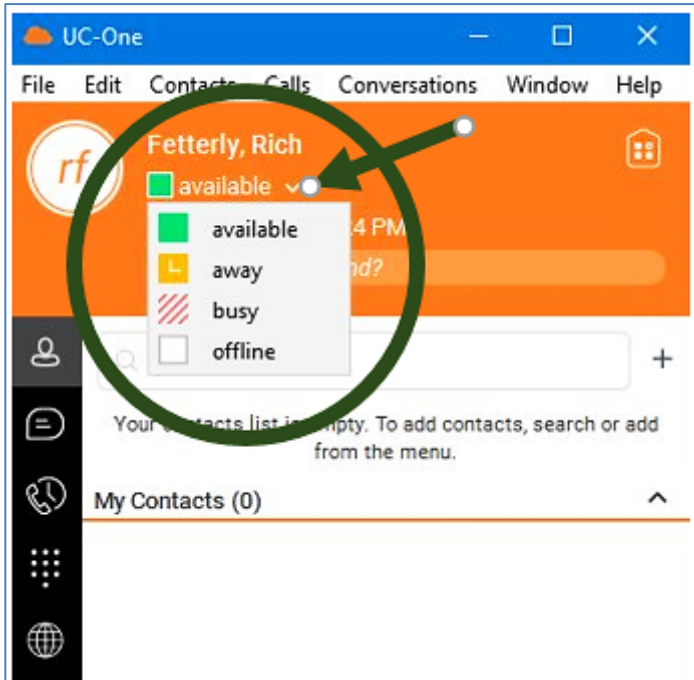A user must have Agent License and be assigned to queue(s) in Broadworks

Reference Links

Webex: Change your call queue status

Availability

UC-One 'Presence' (Availability)

For reference UC-One featured a function called 'Presence'. This feature allows other team members to know the user's current status. Each 'Presence' type has its own-colored coded icon.

- Green - Available
- Amber - Away
- Red/Stripe - Busy
- White - Offline

UC-One Status shown for reference

Webex - Set Availability

Let people know you're busy. If you need some time to work without getting messages or call notifications, you can set your availability to Do Not Disturb (DND). Your status is updated so that other users can see that you don't want to be disturbed.

1. Click your profile picture and select Availability.

2. Choose from the following:
   Select how long you don't want to be disturbed for from the list.
   Click Set a time to choose a specific time.

3. If you're set up with a calling service and don't want to be notified about calls on your mobile app or desk phone, you need to turn on DND in your call settings as well.
If your calling is hosted by a Service Provider, you get a popup. Click Additional Call Settings and turn on DND from there.

4. To change your availability back to active, click Availability > Clear, so that people know they can contact you again. If you turned on DND in your Call Settings, make sure you go back and turn it off so that you can resume getting calls on all your devices.
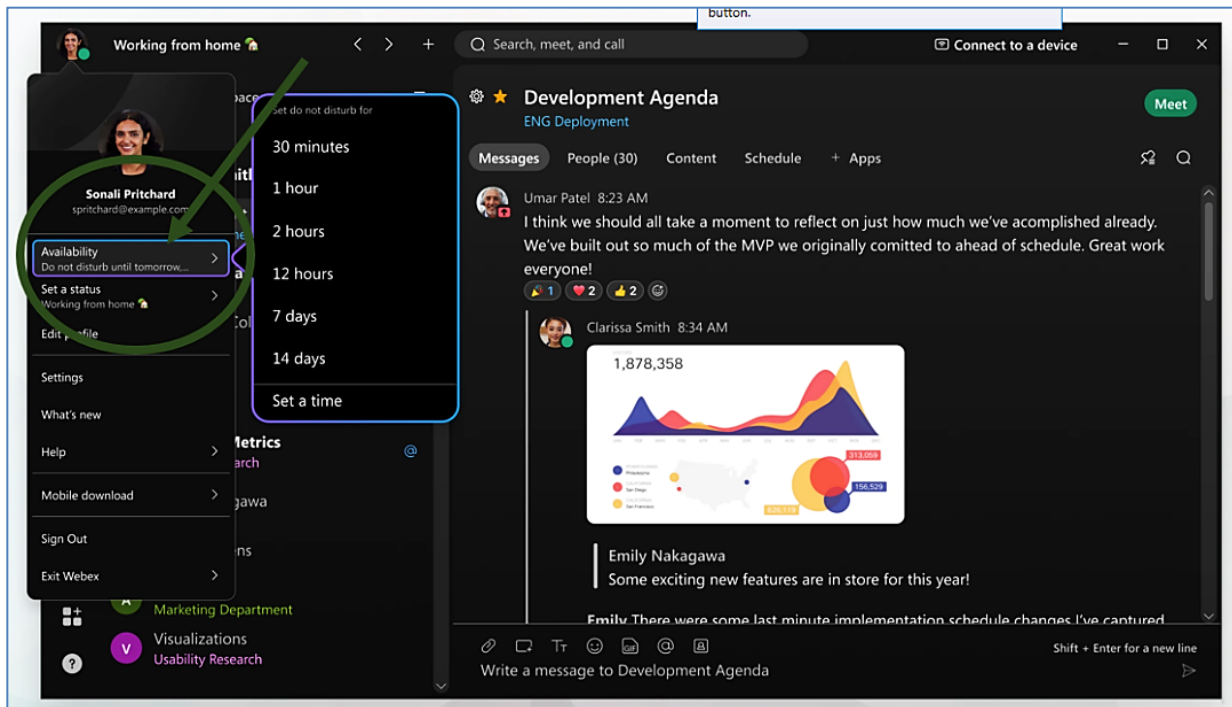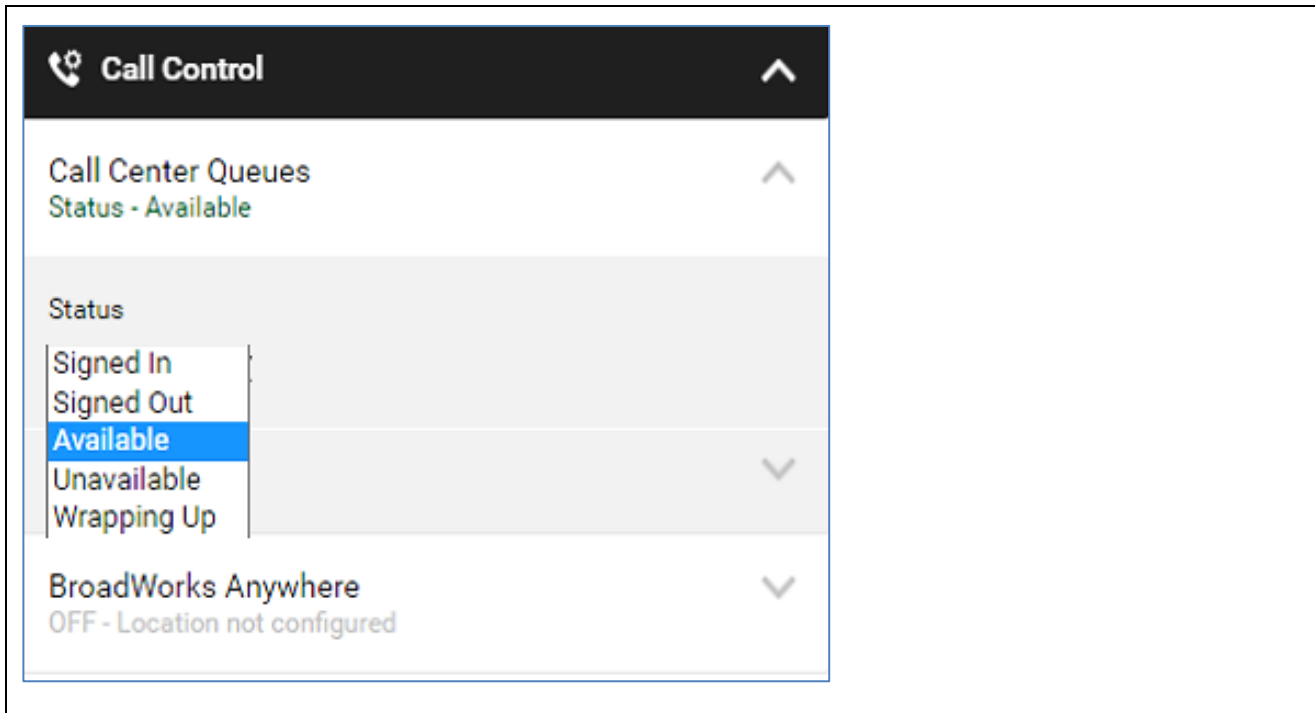

For more information: [Link](#)

Webex - Change Your Call Queue Status

When your administrator makes you a member of a call queue, you can check and change your call queue status.
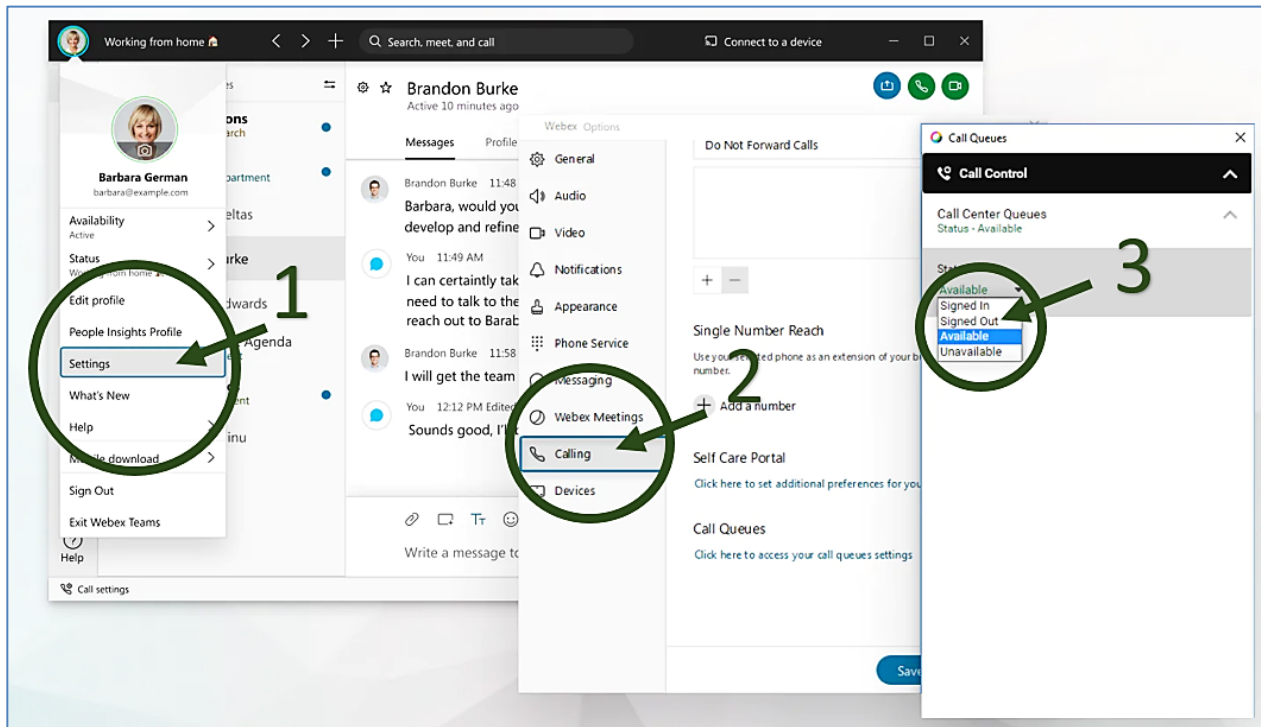
1. Click your profile picture and then select Settings.

2. Click Calling > Call Queues.
    You only see the Call Queues section if you're a member of a call queue.

3. Change your automatic call distribution status for your call queues:

4. Signed In—You've signed in, but you're not ready to receive calls.

5. Available—You're ready to receive calls.

6. Unavailable—You're not available to receive calls.

7. Signed Out—You're signed out and will not receive calls.

8. If your phone service is hosted by a Service Provider, you can see all the call queues you are a part of and sign in or out of a specific queue by toggling it on or off.

For more information: Link

Call / Video

Make a Phone Call or Video Call from Your Contact List

What?

You can call people directly from the My Contacts list, so that you never have to remember a phone number again

How?

- Go to - Webex Calling app, go to Contacts > New Contact. Or use the '+' button next to the search window.
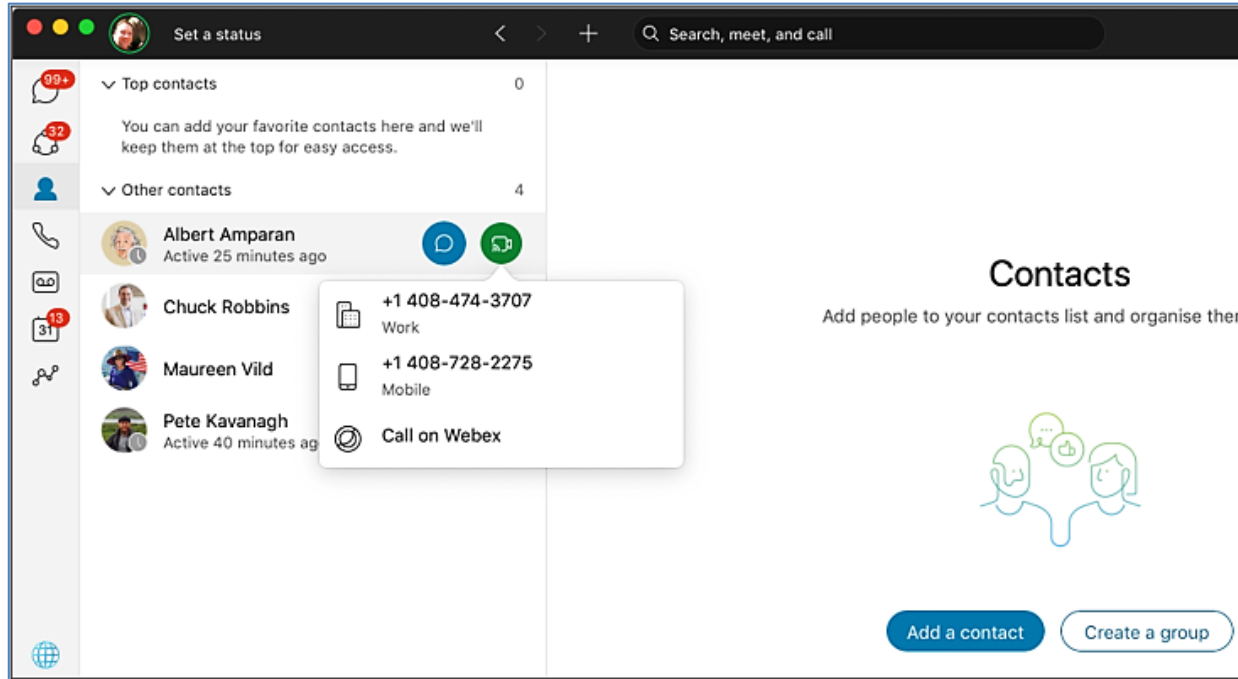
- To make a call to a contact, select Contacts, choose the person you want to call and then pick how you want to make the call:

- Audio Call –Make a voice call only.

- Video Call –Share your video during the call.

- Call from Other Device –Make the call from your desk phone or another device associated with your account.
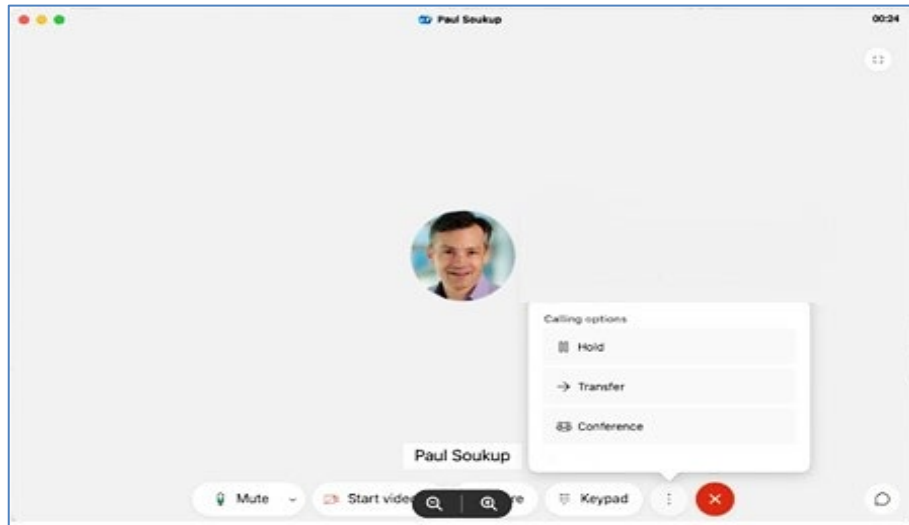
More information at this Link

How to add a contact

Conference/Merge a Call

What?

When you're on a phone call and you receive an incoming phone call in Webex, you can merge the two phone calls into one and have everyone in the same phone call. You may also use the conference option to add a 3rd person to your call.

How?

1. When you are on a phone call with somebody, select More (*3 ellipsis dots*)
2. Enter the number or type the name and choose Video call
3. Select Merge to join the two video calls
4. Everyone will now be in the conference, to verify this choose the Participants icon to view all the participants

---

How?

1. When you're on a phone call with somebody, select **More** ⋯ and then select **Add a person**.
2. Enter number or type a name and then choose whether you want to make it an **Audio** 📞 or **Video** 📹 call.
3. Select Merge to join the two phone calls.
4. Everyone is in a conference <u>call</u> and you can view all the participants by selecting . 👤

More information at this <u>Link</u>

Attended Transfer of a Call/Warm Transfer

What?

If an incoming call reaches the wrong department or you're not the right person to answer a question, you can transfer the call to someone else in your organization.

How?
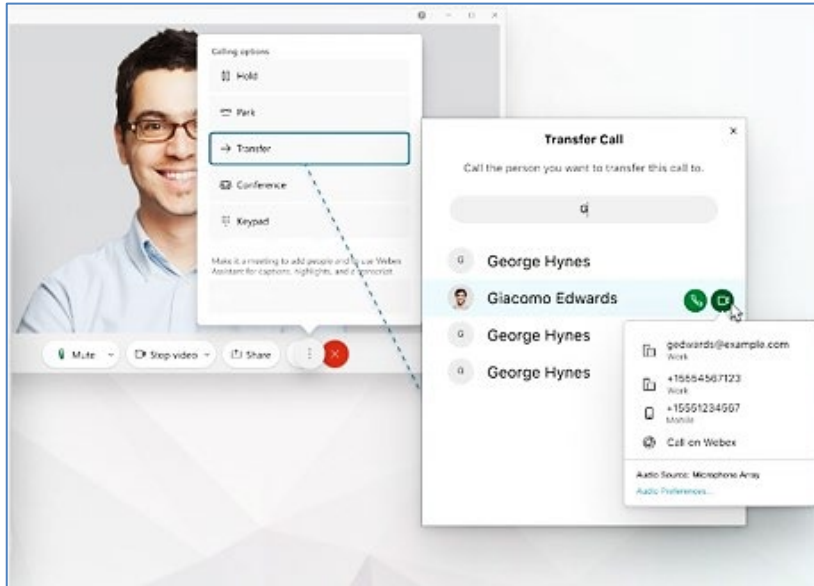
1. While you're on a phone call, select More and then select Transfer.

2. Enter the number or the name of the person who you want to transfer the phone call to and then choose whether you want to make it an Audio or Video call.

3. Your original phone call is put on hold.

4. Let the other person know why you're transferring the call to them and then select Complete Transfer.

How?
1. While you're on a phone call, select **More** ⊙ and then select **Transfer**.
2. Enter the number or the name of the person who you want to transfer the phone call to and then choose whether you want to make it an **Audio** 📞 or **Video** 📹 call.
3. Your original phone call is put on hold.
4. Let the other person know why you're transferring the call to them and then select **Complete Transfer**.

Important Notes:

1. You do NOT have to wait for the other person to answer. You can complete the transfer as soon as it starts ringing.

2. The CLID of the person transferring the call is what is delivered.

More information at this Link

Call Forwarding

What?

If you're going to be away from your desk but don't want to miss an important phone call, you can forward your calls to another phone number. Or, if you don't want to be interrupted, you can send all your calls to voicemail instead. If you forward your calls to another number, you won't get calls via Webex or Broadworks anymore. So, be sure to turn it off when you're ready to take calls in the app again.

How?
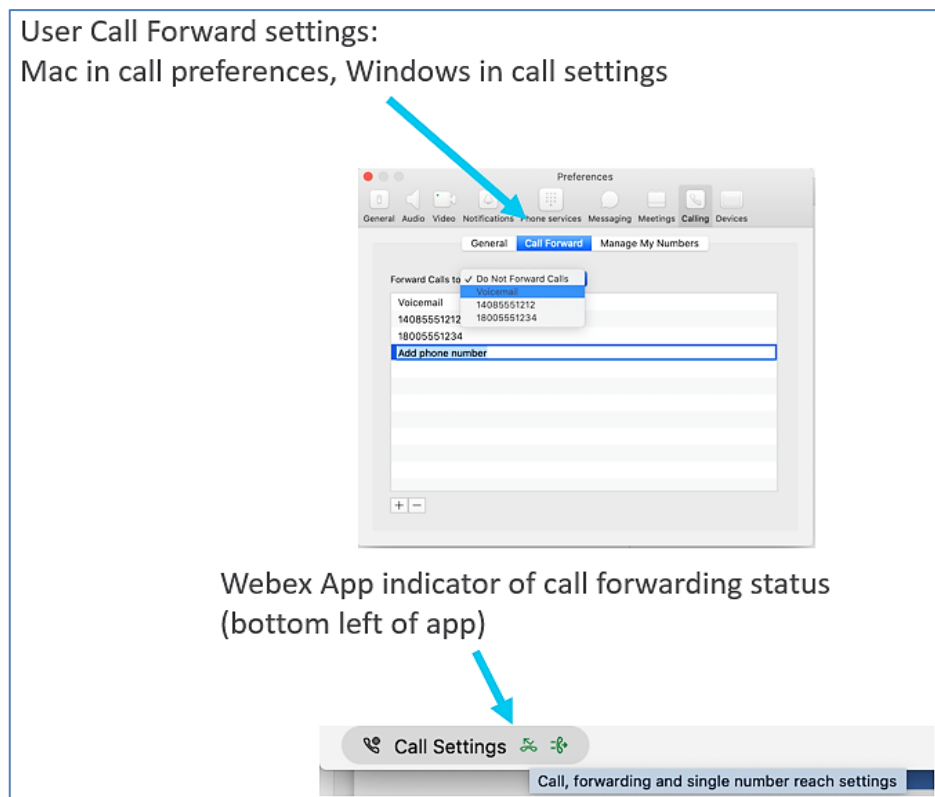
Go to the phone icon and select where to forward your phone calls, such as to voicemail, another work line, or a number you've set up before. To add another number not listed, open call preferences

Important Note:

Phone and forwarding settings turn green and stays that way until you change the setting back to Do Not Forward Calls

More information at this Link

Single Number Reach

What?

Don't worry about missing that important phone call because you have to step away from your desk. You can have your work calls ring any phone number so when you get a call, Webex rings, plus any other numbers you set up. Using just a single work number, people can reach you wherever you are.

How?
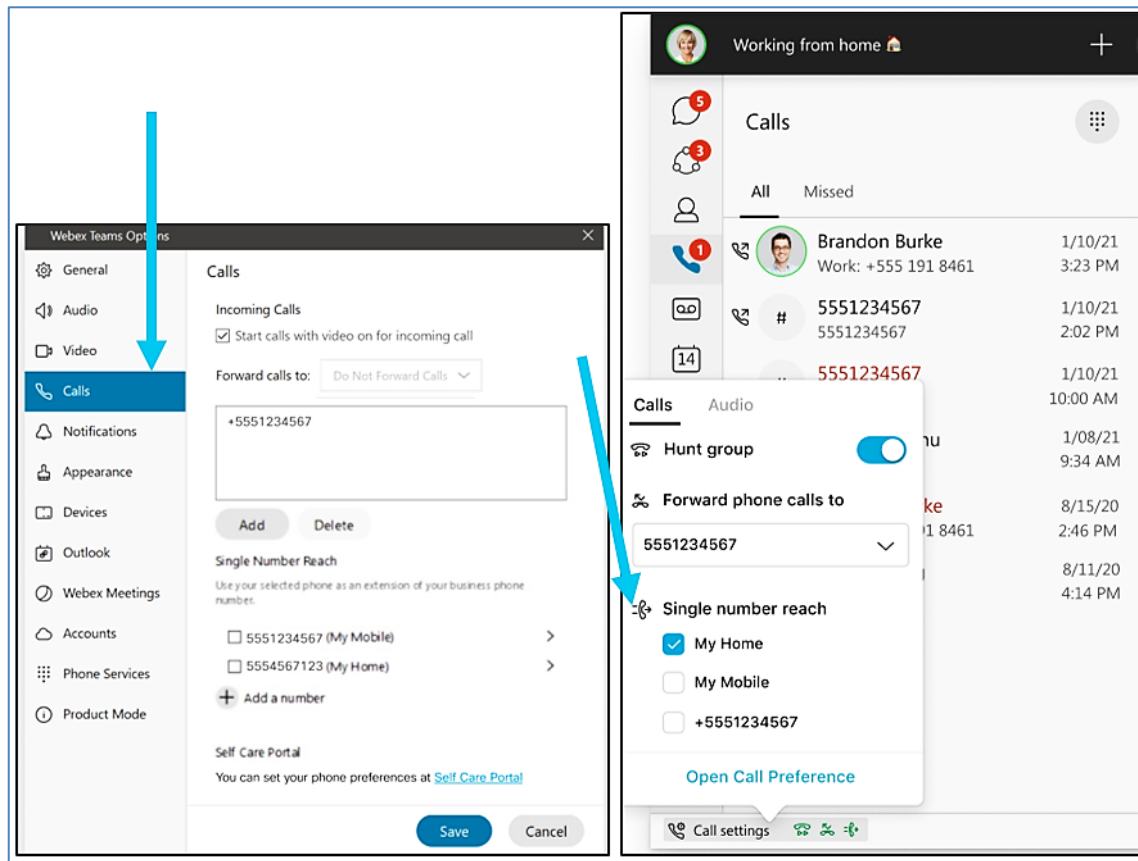
1. Open Call Preferences
2. Go to the Single Number Reach tab and select + Add number.
3. Add a number (without the country code) and description and then select Save.
4. You can then check or uncheck numbers directly in the Single Number Reach pop-out.

More information at this [Link](#)

Do Not Disturb (DnD)

What?

Do Not Disturb (DND) allows all incoming calls to be rejected automatically and forward to voice mail.

How?
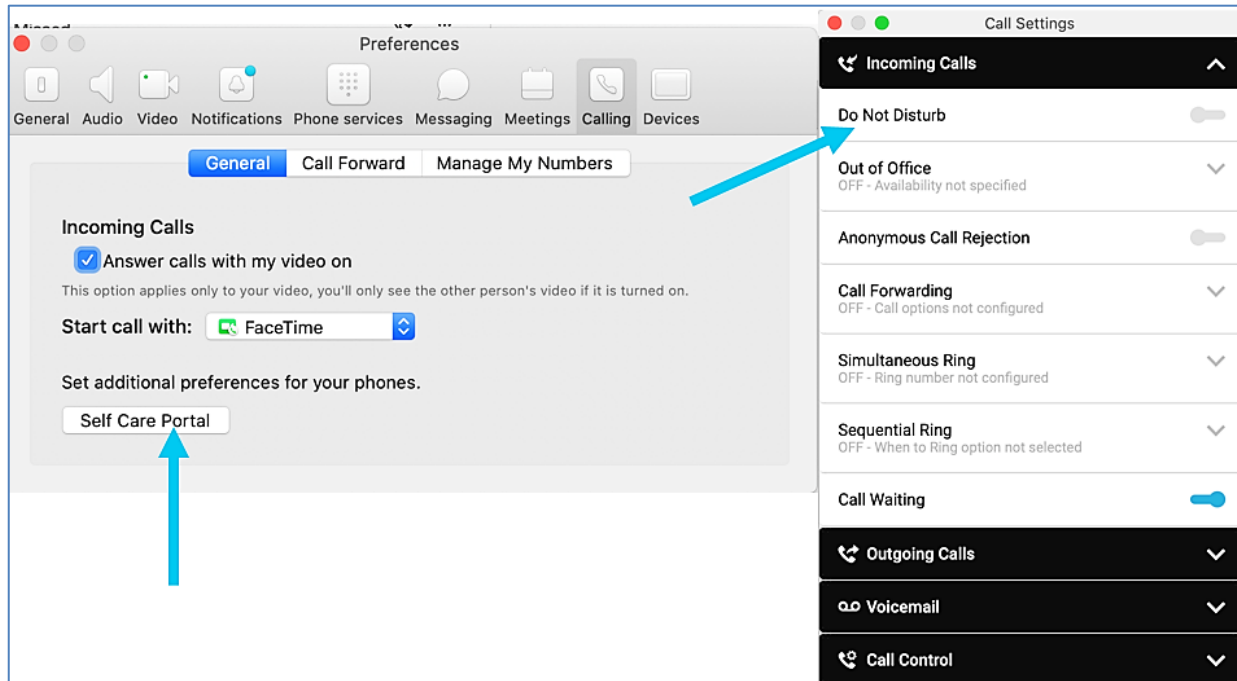
Select Calling Preferences, Advanced Call Settings, and then slide the 'Do Not Disturb' toggle to On

Important Note

You can set a general availability in the Webex app but none of these function as a true calling DnD mode blocking incoming calls on all your devices like the user-directed option shown here. These other methods are merely informational for others who click on your contact card in direct messages or spaces, for them to get an idea of your availability.

More information at this Link

Access more call settings

Voice Mail

What?

No more overlooked voice messages in Webex. When you have a voice message waiting for you, you'll see a red badge counter (Message Waiting Indicator) next to your Voicemail (desktop) or Calls (mobile) icon letting you know how many messages you have waiting for you. After you listen to your messages (from the app or your desk phone), the badge counter disappears. You can also click into a call into your voicemail number to set up greetings, send voice messages, and more.

How?
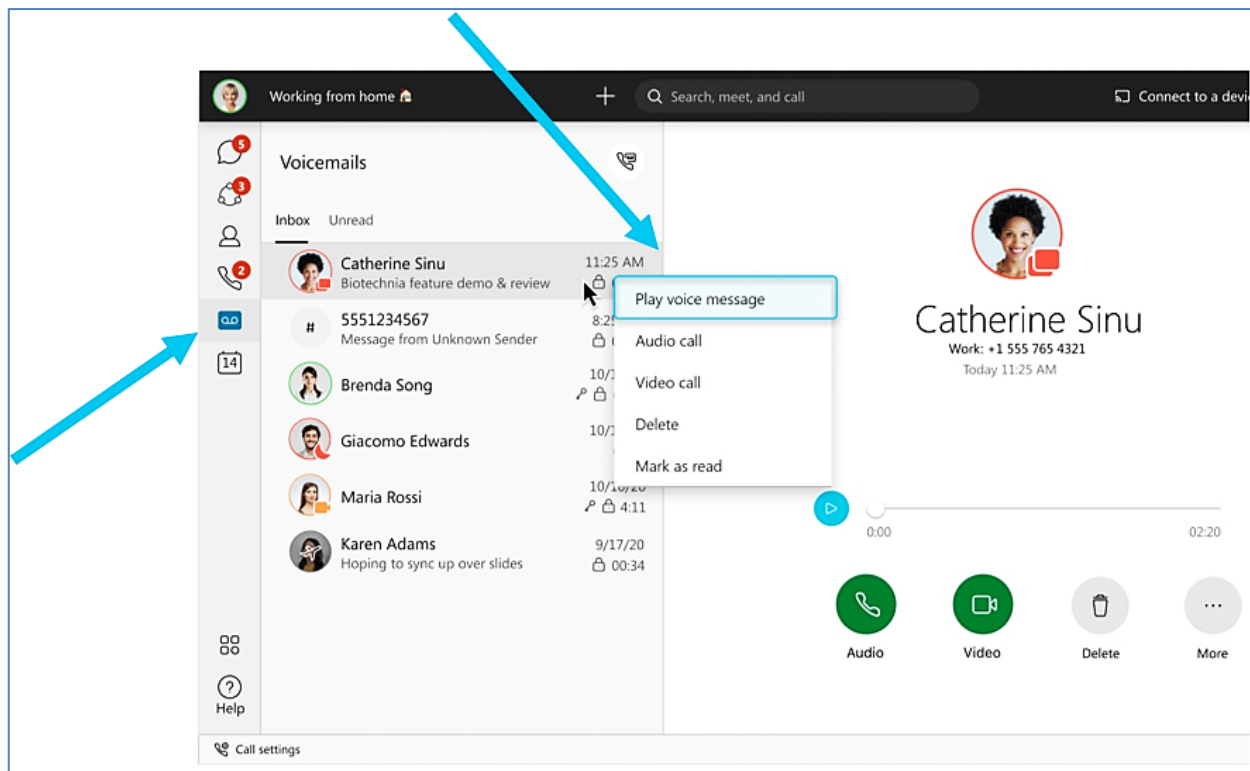
Go to Voicemail choose a message, and then listen to the message in one of the following ways:

1. Right-click the message and choose Play voice message.
2. Click Play in the window that opens to the right

Important Note

You do not need a PIN to access voice messages directly in Webex.

More information at this [Link](#)

Chat / Messaging

Presence

What?

You can see other people's availability in the Webex app. If you need to contact someone, check to see if they're actively using the app.

- Airplane—The out of office reply is set in Microsoft Outlook.

- Moon—Do not disturb.

- Sharing—Sharing a screen or application.

- Meeting—In a meeting.

- Call—On a call.

- Green border—Active in the last 10 minutes.

- Clock—Not active.

Presence indicators
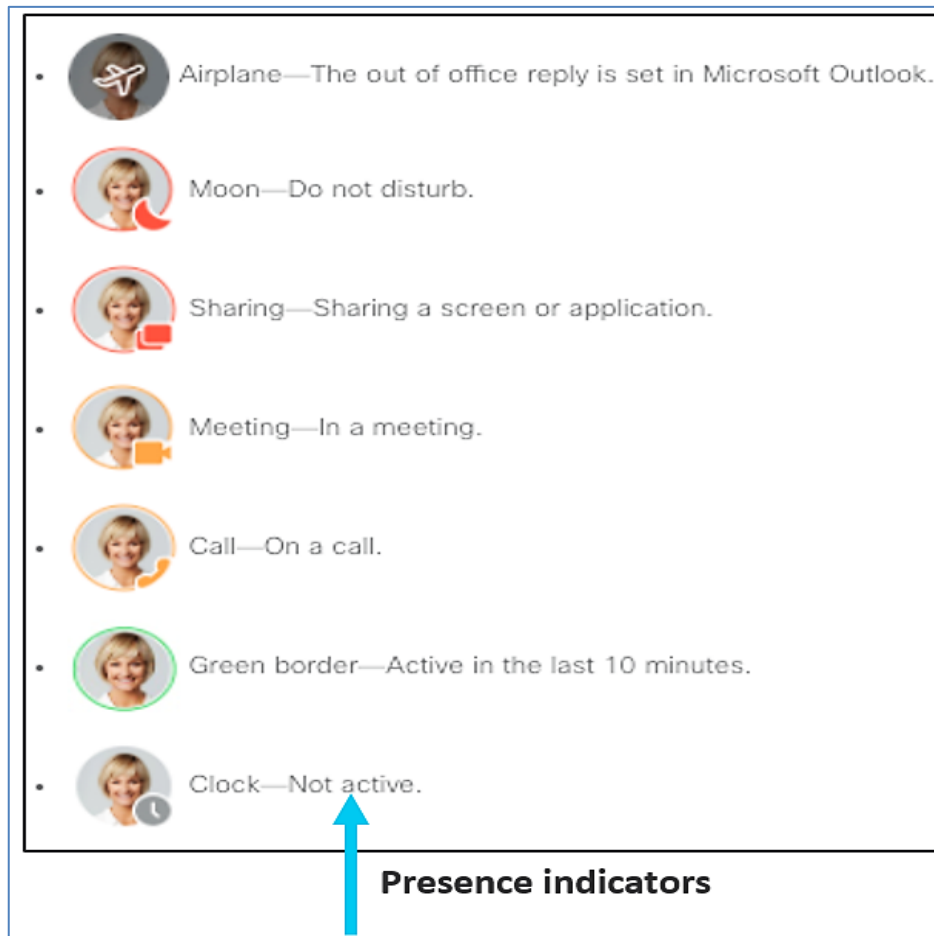
Why?

This makes it easy to know if others are available to respond to messages.

Important Notes

- Outlook Hybrid Calendar integration permits visibility into out-of-office replies being active.

- Webex suppresses notifications for incoming messages or calls when people are sharing their screen or application while on a call or on a meeting.

More information at this Link

Inter Team / Inter Org Messaging (External)

What?

Inter-Org/Team messaging, aka communicating with external participants to your org is simple and easy –nothing for the users to do other than 'invite' a participant via their email address to a space or conversation.

Spaces change color, and make it obvious when external users are present (guests)
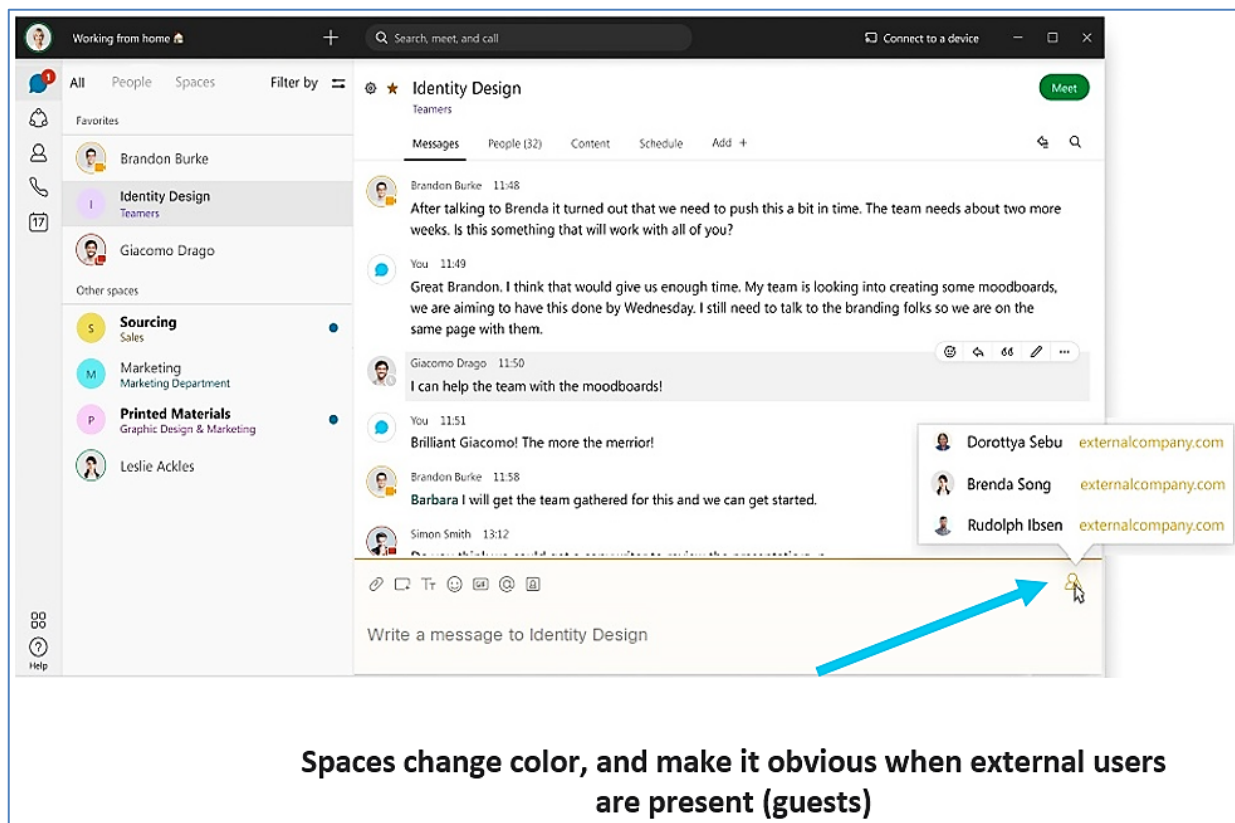
You'll see some areas in those spaces highlighted, like the border, message background, and icon in the message area and their email addresses.

Why?

Communicating with external users is just as important as your internal teams

More information at this Link

Mentions

What?

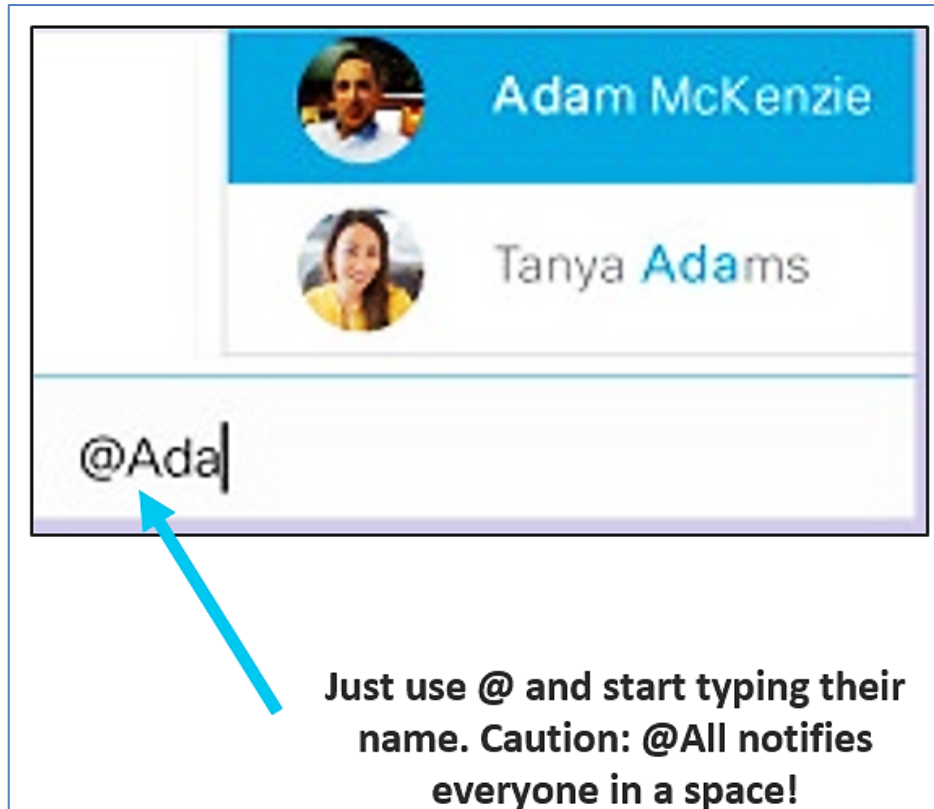In Webex, when you're in a space with lots of people, you can use an @mention to get someone's attention. If the person you mentioned wasn't already in the team space, they then get added to it automatically.

Type @ and the first few letters of the person's name, pick them from the list, and then type and send your message.

Why?

- Notifications are a keyway to send a message to someone without having to 1:1 message them first.

Let everyone in a space know you are asking one or more individuals specifically a question – save them the trouble of getting in the middle of a conversation.

More information at this [Link](#)

Messaging - Tools

What?

Webex Messaging has all the features your users need to collaborate in internal and external groups.

Customize your messages by adding files, screen captures, formatting text, emojis, GIFs, @mentions, or add your PMR link.

Once a message has been sent there are more tools to make responding and effectively using that information easy.
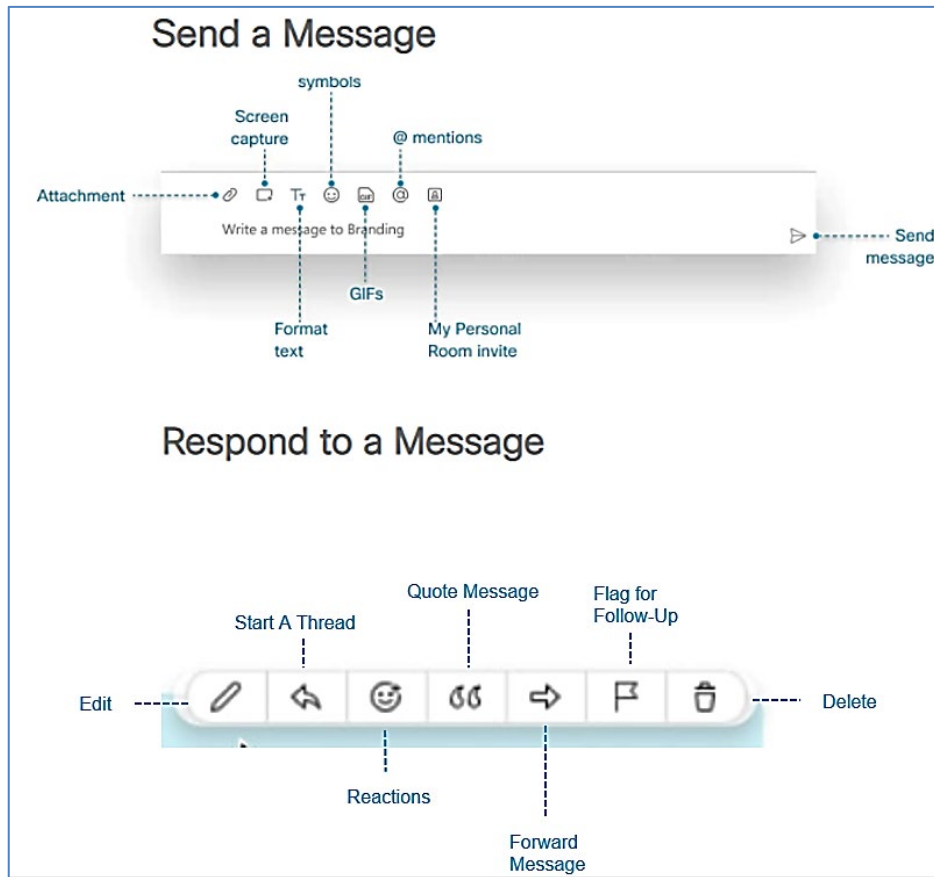
- Threading allows you to respond in context to a message making it easier to follow a specific topic

- Reactions provide feedback without adding to the thread, helping keep clutter down.

- Forward messages to another space or person without having to copy and paste
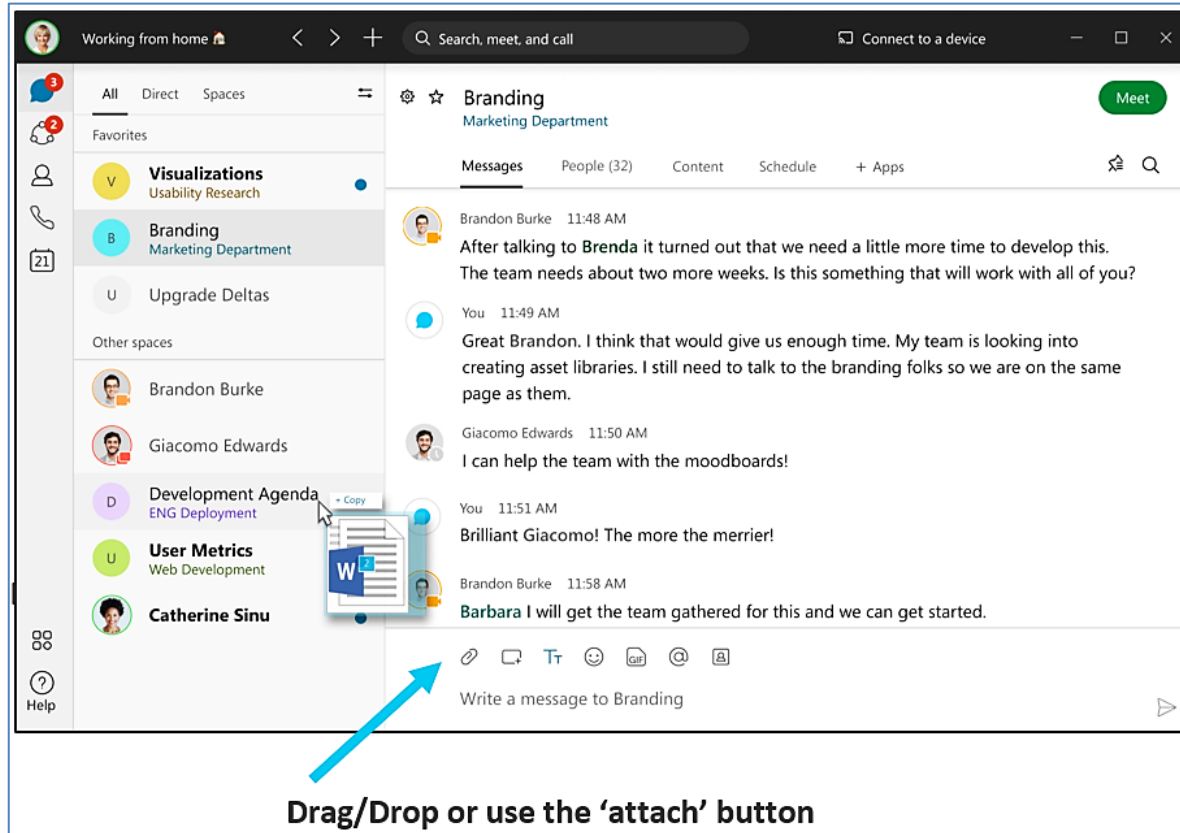
More information at this Link

File Sharing

What?

Add information and personality to your spaces by sharing files, attachments, photos, and videos in Webex.

Drag and drop a file or choose a file source, to share them to the space:

Drag/Drop or use the 'attach' button

Your administrator can integrate with Google Drive, OneDrive, Box, and many more so you can share directly from those locations

Why?

File sharing is important for any collaboration space to work effectively

Important Notes

- Consult with your admin for specific size limitations
- Integration with cloud drives is done via Control Hub and may require admin to provide credentials and/or allow access.

More information at this Link

File Viewer / Download

What?

Access Content that has been shared in a space!

All uploaded files are categorized/visible in the 'content' tab of a space

You can also click Content > Files, select the files you want to share and drag and drop them to the Files tab.
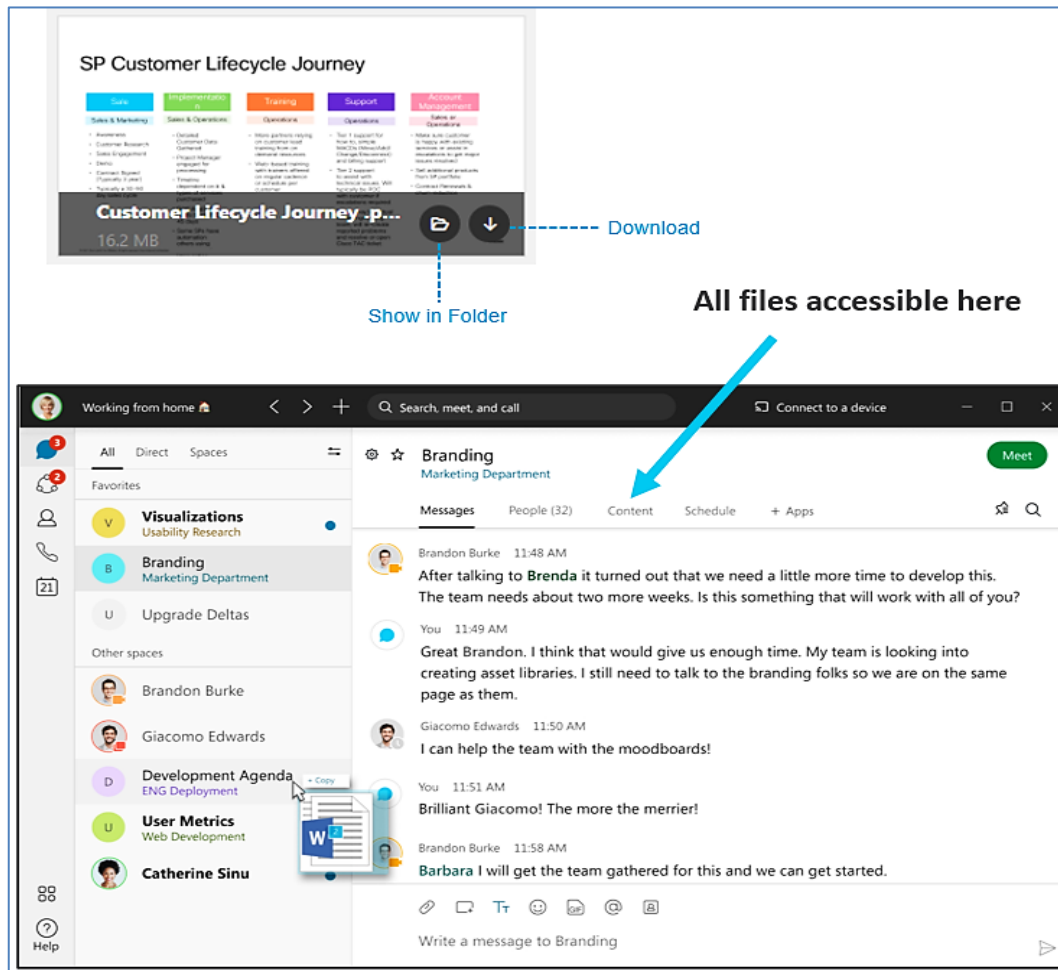
Why?

Everyone is looking for ways to find efficiencies in their day and the Content tab of a space provides easy access to all the files, links, recordings, and whiteboards in a space without having to scroll.

How?

Hover over the shared file to download and open the file.

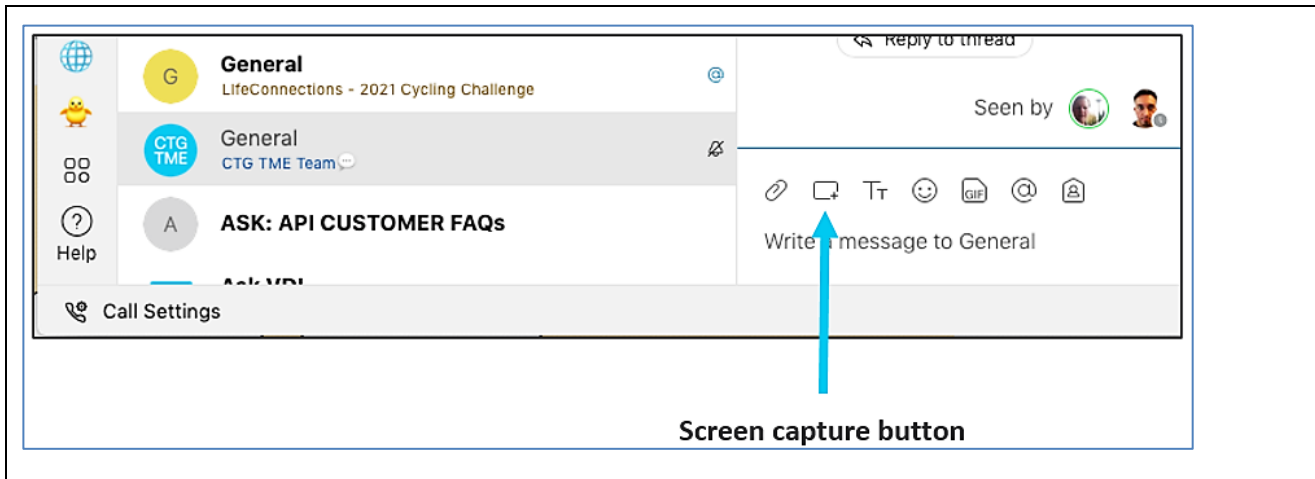Click on the Content tab to easily find all content posted to the space.

Important Notes

This capability can be restricted in moderated spaces.

More information at this [Link](#)

Screen capture

What?

Screen capture is a sub-capability of file sharing in Webex messaging.

Screen capture button

Clicking this button then prompts the user to select a region/area of their screen to 'paste' into the space.

Yes, a user could use OS/device screen grab native capability instead, but that is an additional step [screengrab, attach as file to space].

Why?

Some users will find it convenient to take a 'screen shot' using this method, as it conveniently has the capability to use crosshairs to select only the user-selected region

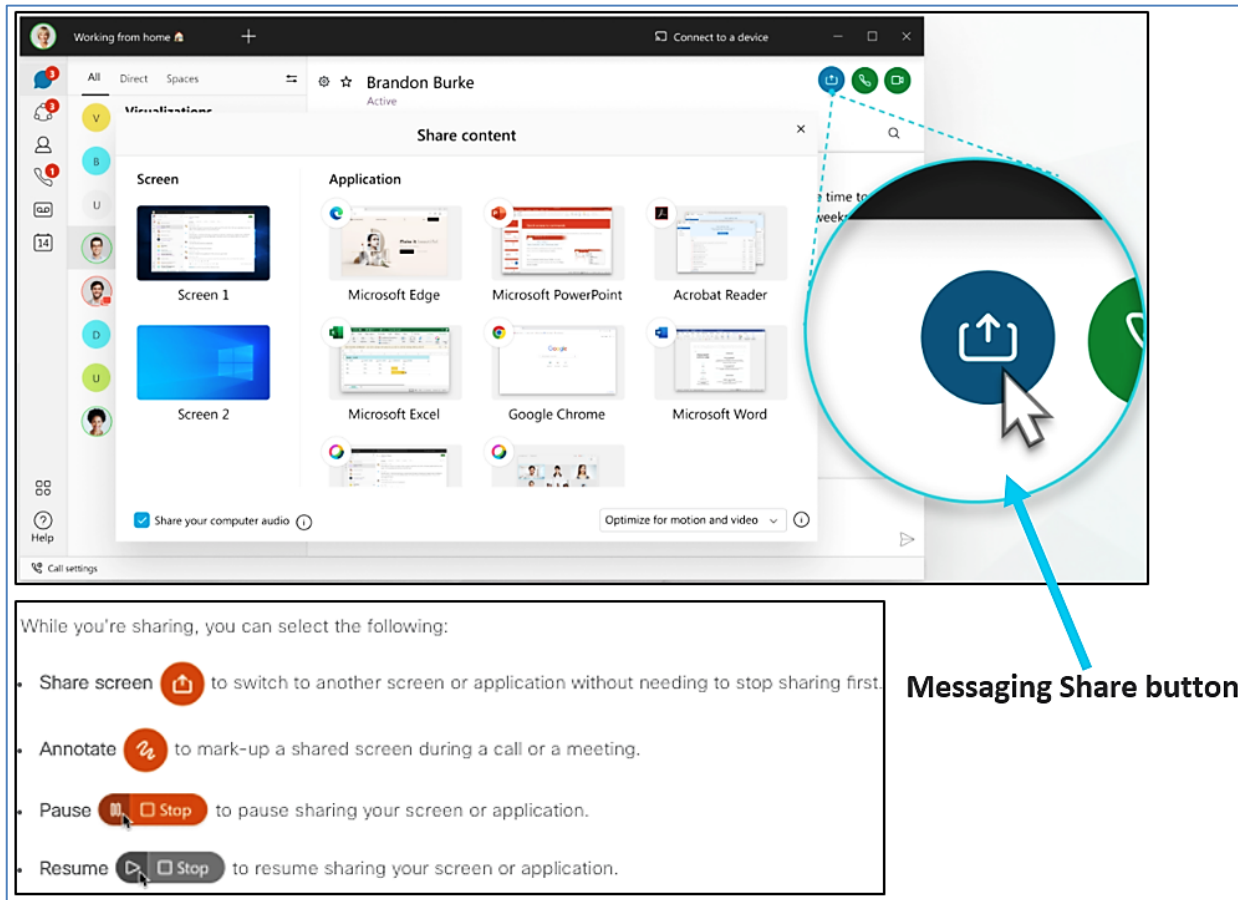More information at this [Link](#)

Share Your Screen While Messaging

What?

You can share your screen when you're messaging in a space with one other person, without being in a call or meeting with them.

From a Webex space, click Screen Share

Messaging Share button

Why?

It's not always necessary to have a meeting or a call to share what you are working on with others!

More information at this Link

Searching - General

What?

You can search through the history of your conversations in Webex to find messages, files, people, and spaces. You can search on everything, including space names, or refine your search with the filters, to narrow the results.
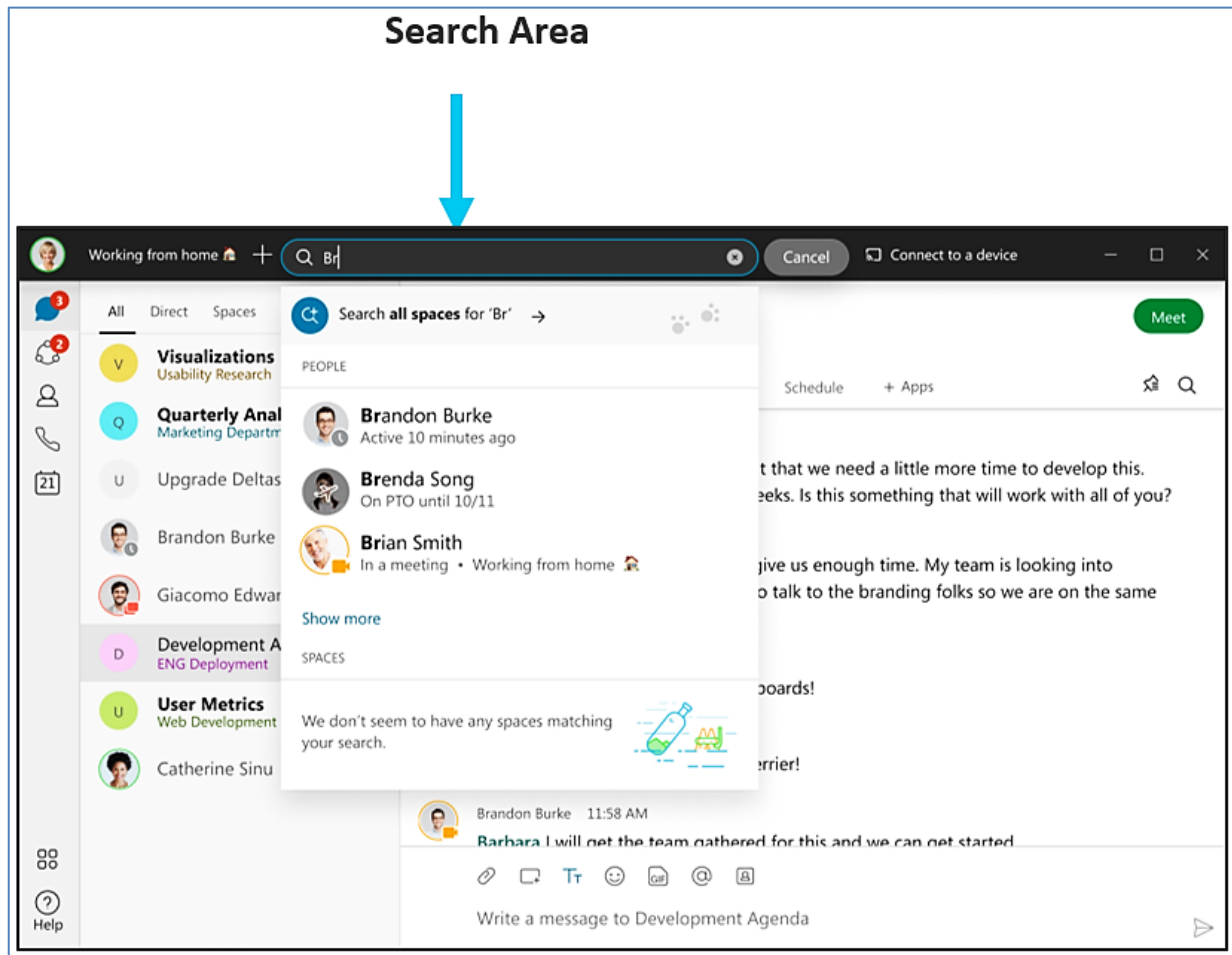
How?

Click to easily sort through the results using the lists of Messages, Files, People, and Spaces that match your text. To help you find a space, you can see the timestamp for the last message in that space.

Why?

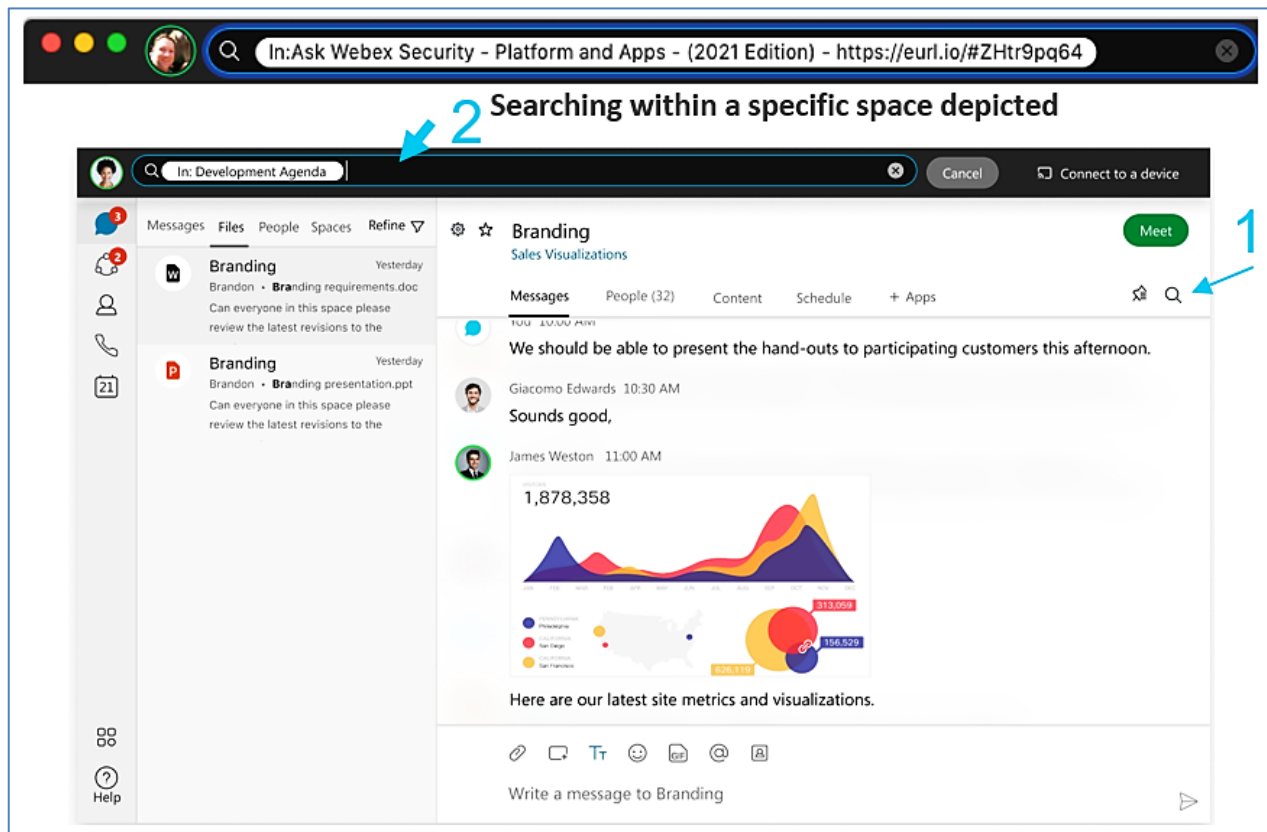Search is the most powerful way to find information useful to YOU

More information at this Link

Search - In A Space

What?

In a space, search through the history of your conversations to find message and files and use the filters to narrow your search.

Search messages, files, people, and spaces individually.

Use keyword In: and start typing the space name to search within that space, From: to search for messages from an individual.

Why?

It is hard to underestimate just how critical search is to an organization. We have copied the best here and bring the power of search to Webex Messaging – relevance based on Webex Graph adjacencies and scoring.
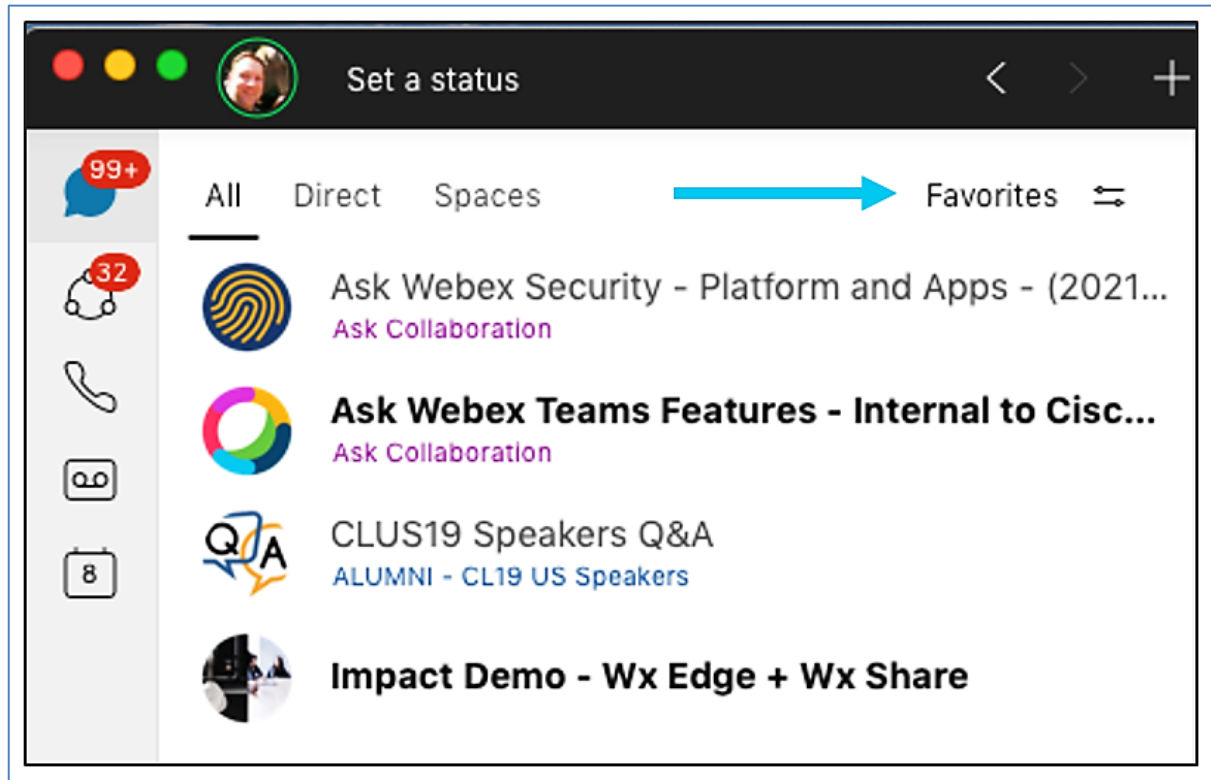
More information at this [Link](#)

Favorites - Add a Space

What?

In Webex, you can mark your important spaces as favorites. The spaces get added to your Favorites filter, where you can easily find them later.

If you later want to remove the space from your favorites, click Favorites.

The space gets added to your favorites list. When you want to find the space again, click to filter your spaces and content, and then click Favorites.

Why?

There may be quite a few spaces you have been added to, 'favorites' are one way of the user taking control over what they pay attention to.
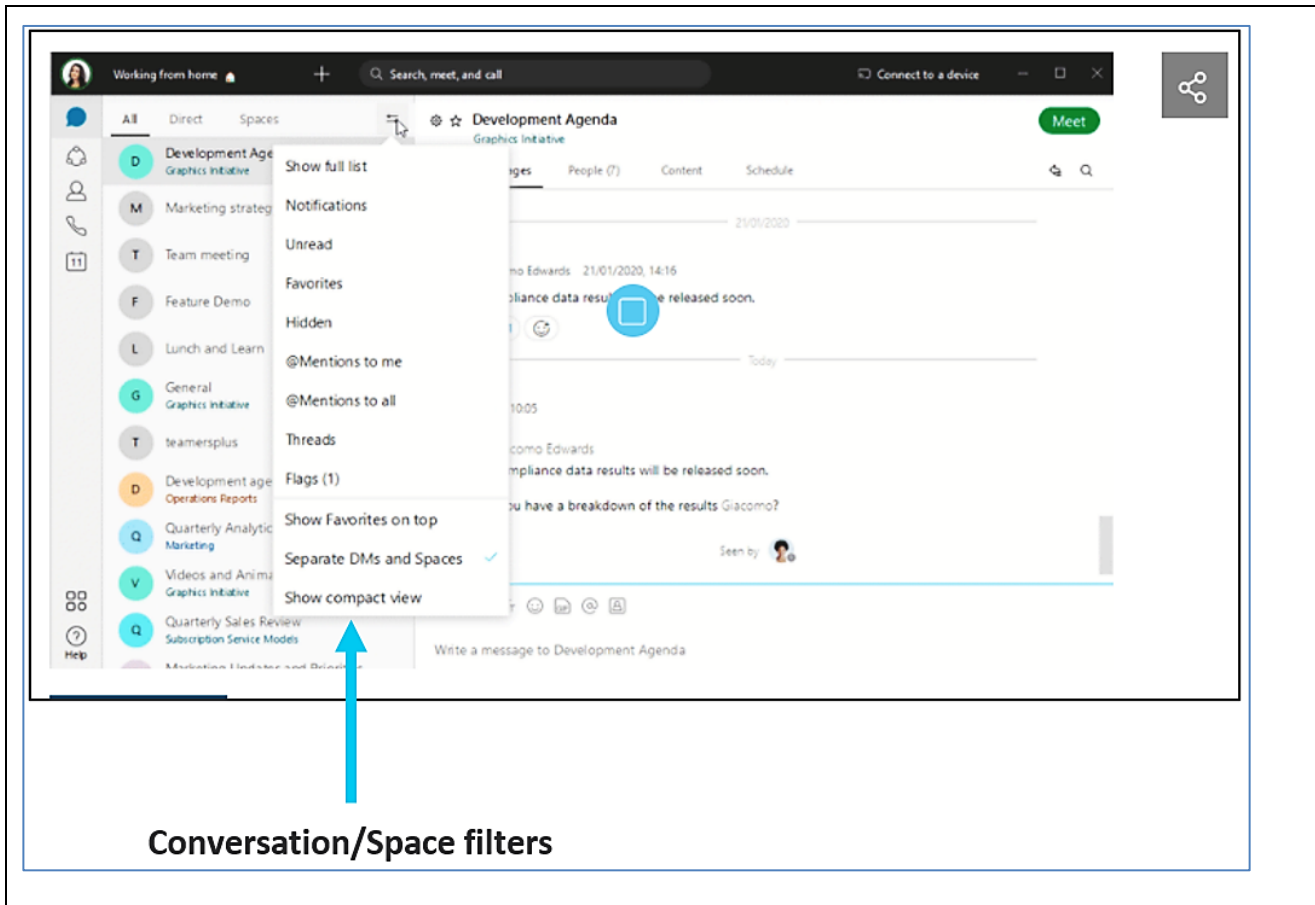
More information at this [Link](#).

Filters

What?

You can use the filters to find the messages and spaces that matter most to you, such as unread spaces that you've chosen to be notified about, conversations with just one other person, or messages where someone has @mentioned you.

Click 'Filter By' to view all the available filters. Then, select a filter to show just the messages or spaces you want to see.

Conversation/Space filters

Why?

There can be an extensive list of spaces and conversations you may have been added to, filters allow you to focus your efforts to find where your attention is needed
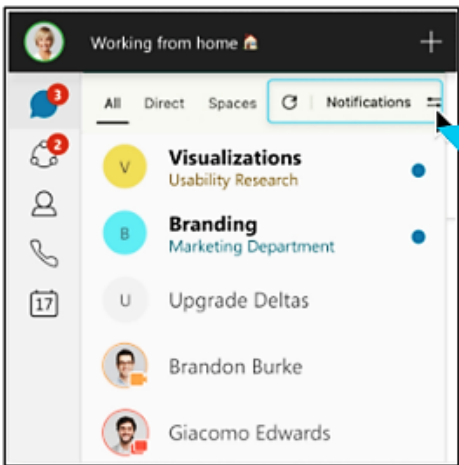
More information at this Link

Push Notifications

What?

How you set your notifications determines how and when you get alerted about new messages in Webex. By managing how you get notified about what's going on in Webex, you can avoid getting overwhelmed by too much information.

Webex allows you to set notifications in two ways for All Spaces or for Certain Spaces . These settings work together so that you don't miss anything and that you can keep up to date with what's happening.

You may also select the 'Notifications' filter to sort your spaces and conversations using your current notifications filter

Notification iconography explained

Why?

Users can become inundated with spaces and messages, so users should understand how to control their notifications.

How?

Notifications for ALL spaces are set in the user settings>Notifications
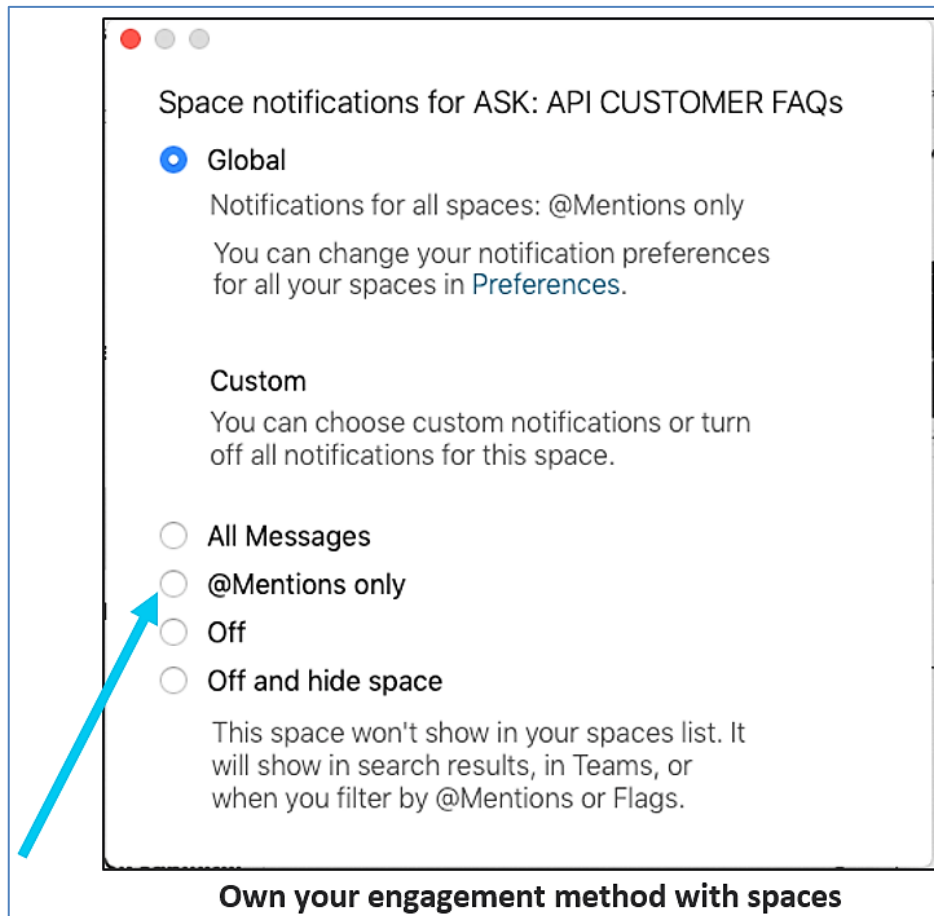
More information at this Link

Custom Space Notifications - Off/On/@mentions only

What?

Building on the 'notifications' capability we just discussed, control your notifications in a specific space [globally on or globally off].

Or, for a specific messaging space, set your notifications to @mentions only.

Settings are: Global vs Custom

Space notifications for ASK: API CUSTOMER FAQs

● **Global**

Notifications for all spaces: @Mentions only

You can change your notification preferences for all your spaces in Preferences.

Custom

You can choose custom notifications or turn off all notifications for this space.

○ All Messages
○ @Mentions only
○ Off
○ Off and hide space

This space won't show in your spaces list. It will show in search results, in Teams, or when you filter by @Mentions or Flags.

Own your engagement method with spaces

Why?

Users need to filter spaces based on their own requirements for monitoring conversations that they need to participate in or become aware of via notifications. Set less important rooms to @Mentions only, that way someone specifically mentioning you hits you as a notification

How?

Click on the settings icon to the left of space name

More information at this Link

Delete Messaging Participants

What?

- Delete a Space: While using Webex, you may want to get rid of an outdated or unneeded standalone space, if it's a team space you must remove it from the team first. A space gets deleted when all members leave it, including you. People can choose to leave, or you can remove people if you're the moderator or the space is unmoderated.

- Delete a Message (and file): In Webex, if you mistype a message or send the wrong file, you can delete them even after you've sent them. And, if you're the space moderator, you can delete other people's messages and files, too. Hover over your message and click <More Actions>, then click Delete Message.
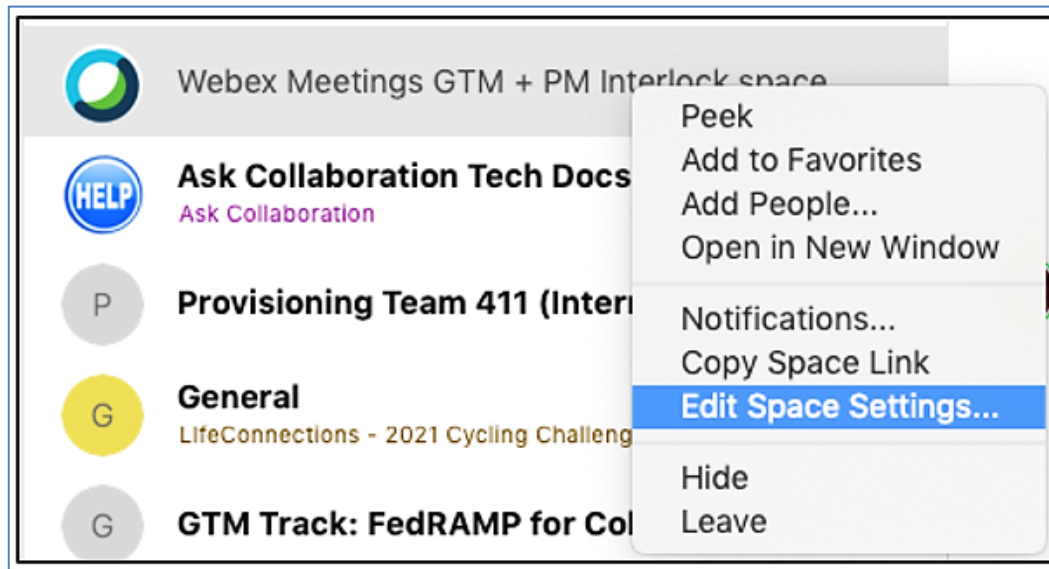
Important Note

The space moderator can delete other people's messages and files too.

More information at this [Link](#) and [Link](#)

Add a Website Shortcut to a Space

What?

By adding a website shortcut to a space, you can keep important information right where your team needs it. Space members click on a tab to open and browse any website from inside their Webex space.

The meeting URL you enter in this manner, shows up in the space right next to the messages/people/content toolbar.
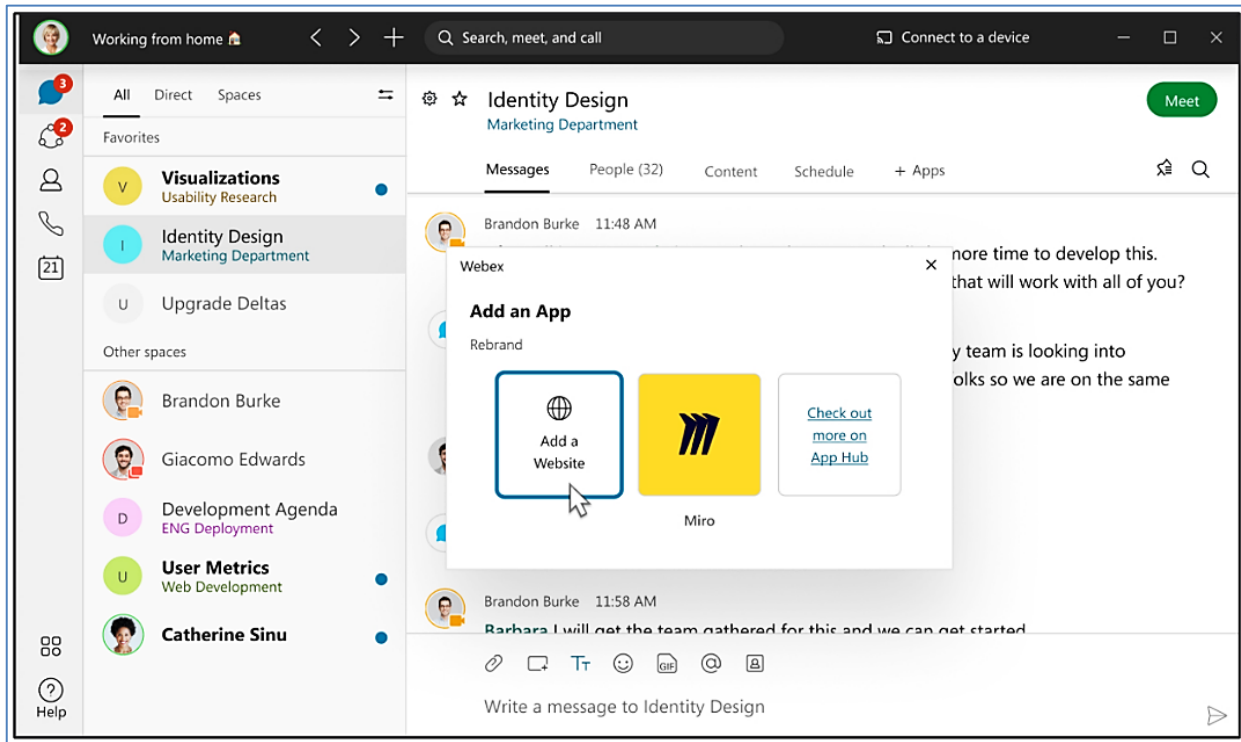
Why?

Webex Messaging is a great way to add your docs, files, and resources you need directly within a space without having to leave and come back.
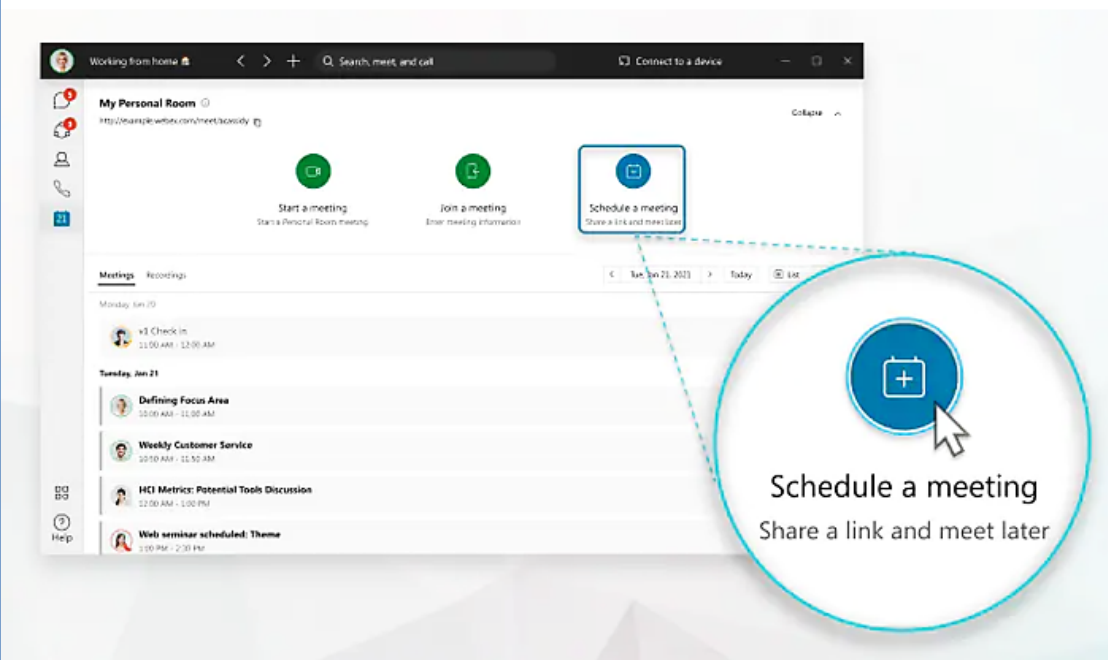
More information at this Link
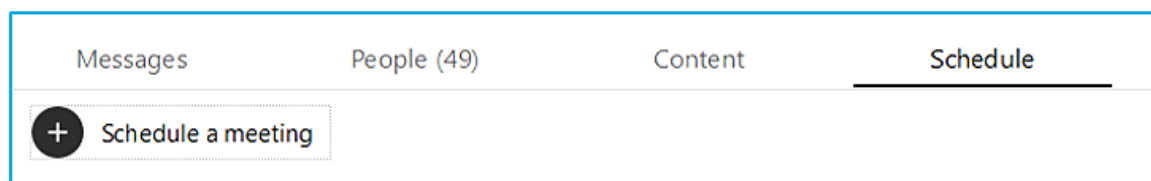
Meetings

How to Schedule a Meeting

What?

- Schedule a meeting from your Calendar icon in the app (Webex for Broadworks Standard and Premium users).

- Schedule a meeting from a Space (Webex for Broadworks Standard, Premium, and Basic users).

Types of Meetings

- PMR (Personal Meeting Room) meetings give users with Webex for Broadworks Standard or Premium licenses access to Advanced Meetings capabilities with Audio Dial in Options via the PSTN or VOIP.

- Space meetings are a great and easy way to schedule meetings targeted at a specific topic and content, such as recordings, whiteboards and chat are all contained in the space for later review and access.

FAQ: If a user does not have "Start a Meeting" or "Schedule a meeting" options in their calendar icon they are a Webex for Broadworks Basic user and need to schedule their meetings from a space.
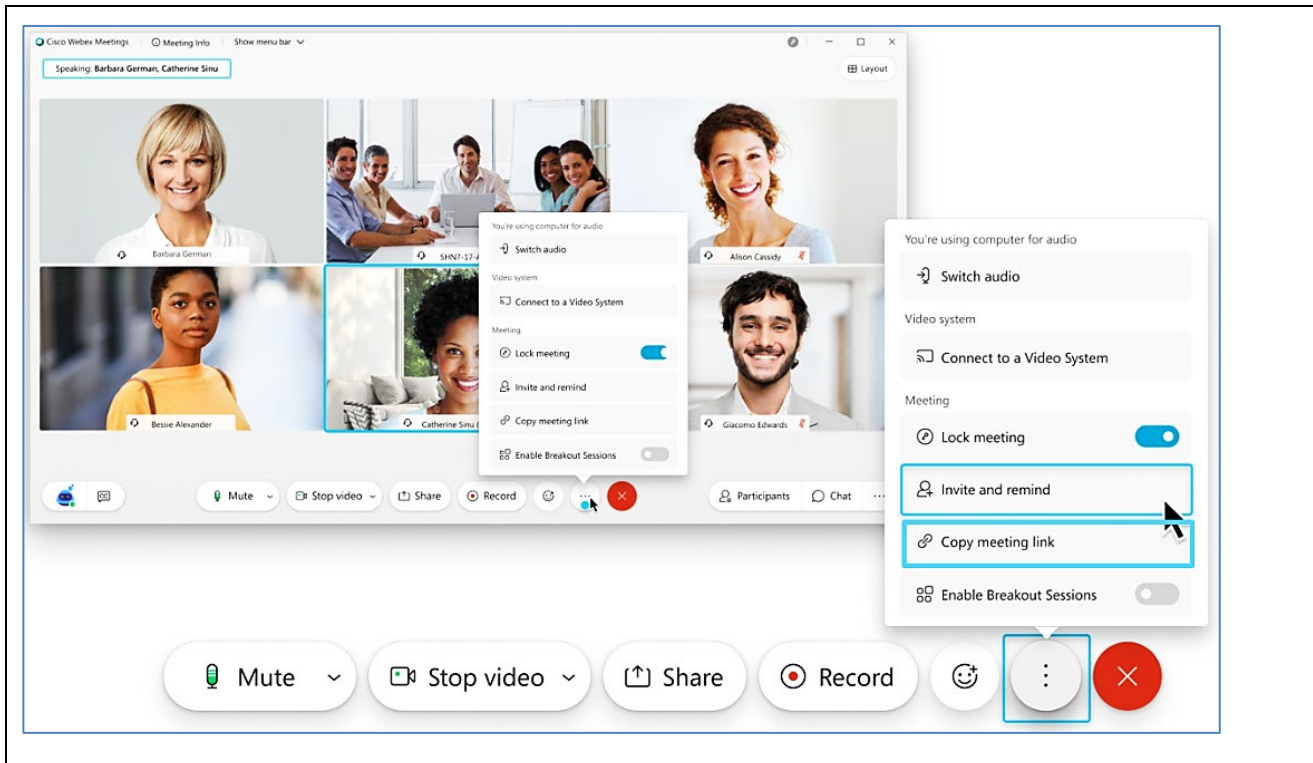
More information can be found here.

Copy Meeting Link

What?

How to copy a meeting join link [URL].

- Copy Meeting Link simply 'copies' the join meeting URL into your systems clipboard, for 'pasting' into a messaging/chat or other application to share.

- 'Invite & Remind' gives you the option to send an email from Webex to your participant when you enter their email address, or if you click 'use my local email' it will create an email message with the join information. You can also have Webex call [via phone] your participant if you use the 'phone' icon under 'invite & remind' and enter their phone number.

Why?

- To invite or remind a guest/participant in your meeting.
- Email/message/text or otherwise send the link from Webex itself [enter their email address].

More information can be found here.

How to Start/Join a Meeting

How?

You can join a meeting in several different ways, allowing users to choose the method that best suits their needs from the device that works best for them.

- From and Invite
- From the App Chat Icon
- From the App Calendar Icon
- From the App User profile
- From a Notification Toast
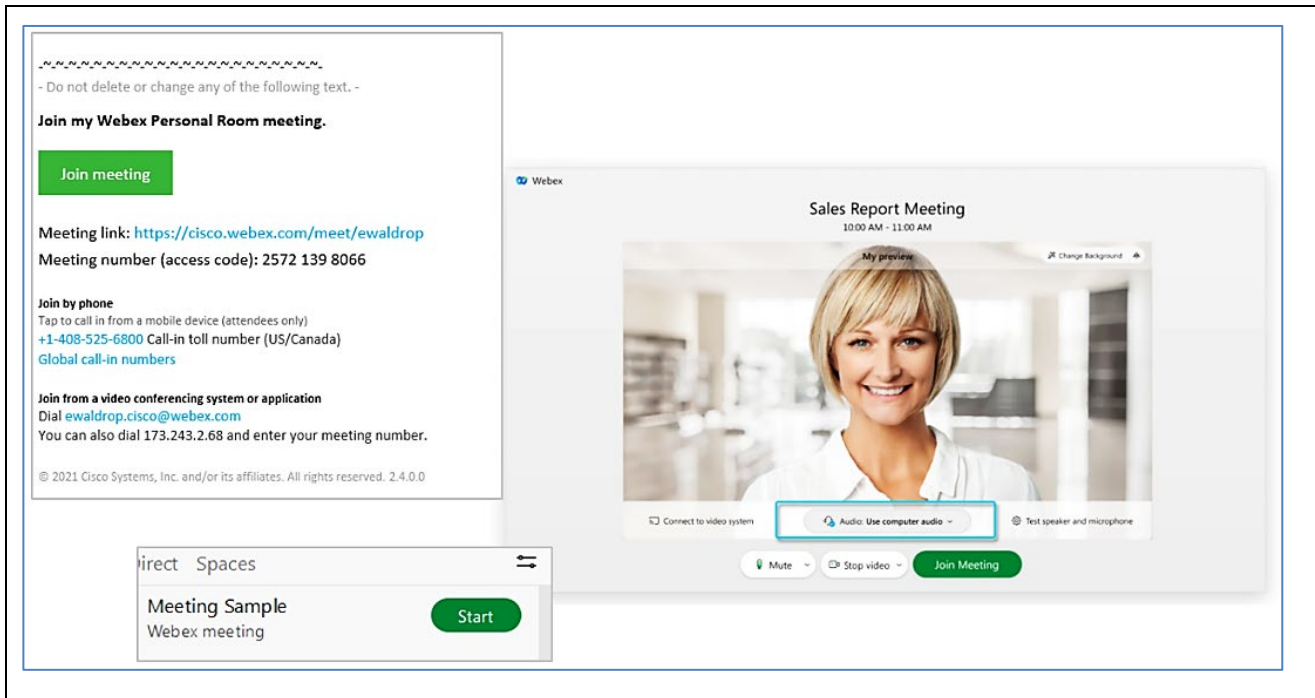
Important Notes

- User must have access to Webex App or supported browser to start/join.
- Host will be given options to Start Meeting.
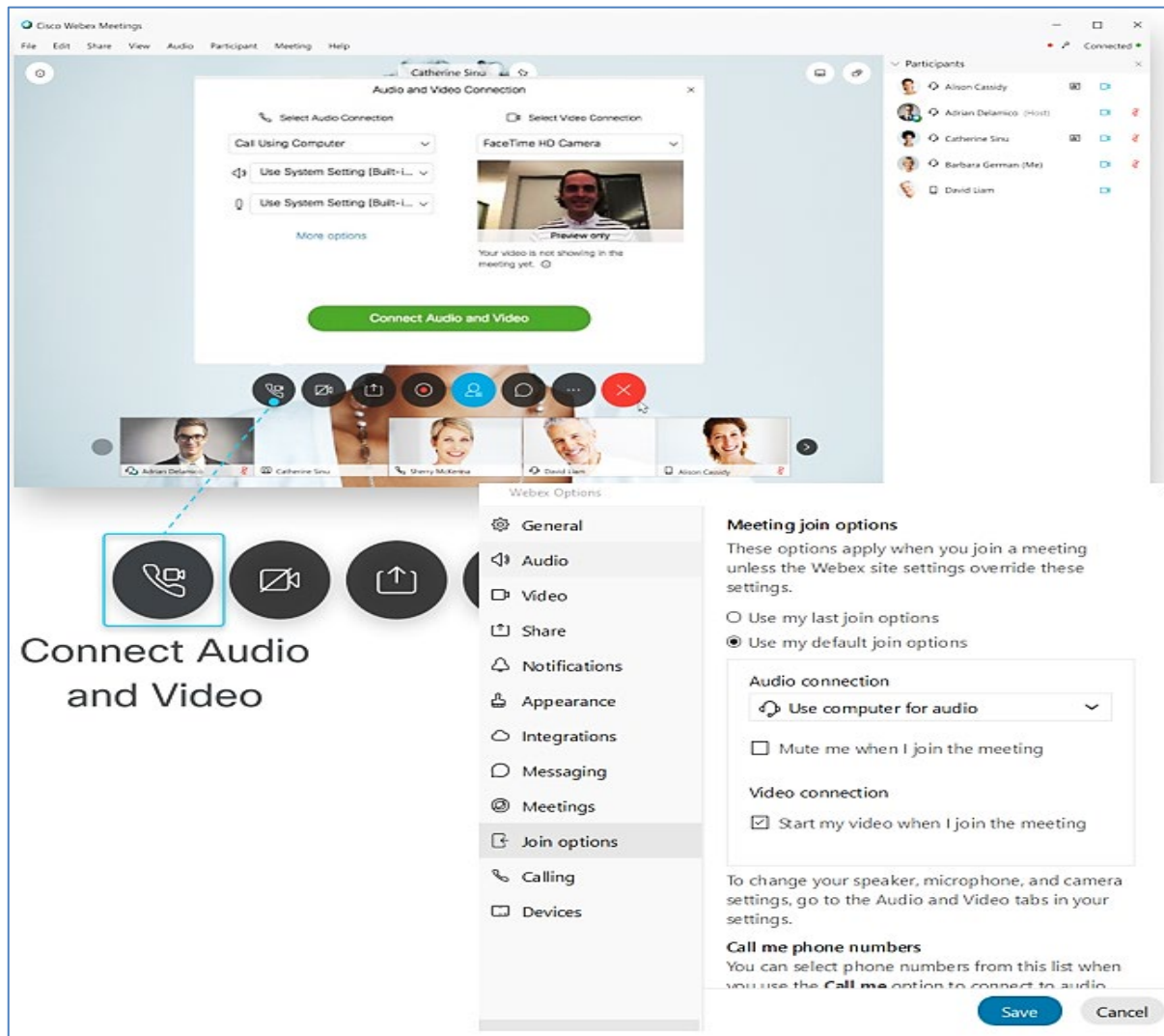
More information can be found here.

Connect Via Audio [VoIP/PSTN]

What?

- Join the audio conference of your Webex Meeting.

2 options: Call using Computer (VoIP) and PSTN options (call-in or call-back).

- The Webex app also has settings for controlling the default behavior.

Why?

Most meetings are an audio conference first, then sharing, then video

Requirements:

- During Scheduling, a host can disable PSTN [dial-in/dial-out], making the conference 'computer audio' only [VoIP].

- Call using Computer (VOIP) is available on Webex for Broadworks Basic, Standard, and Premium packages.

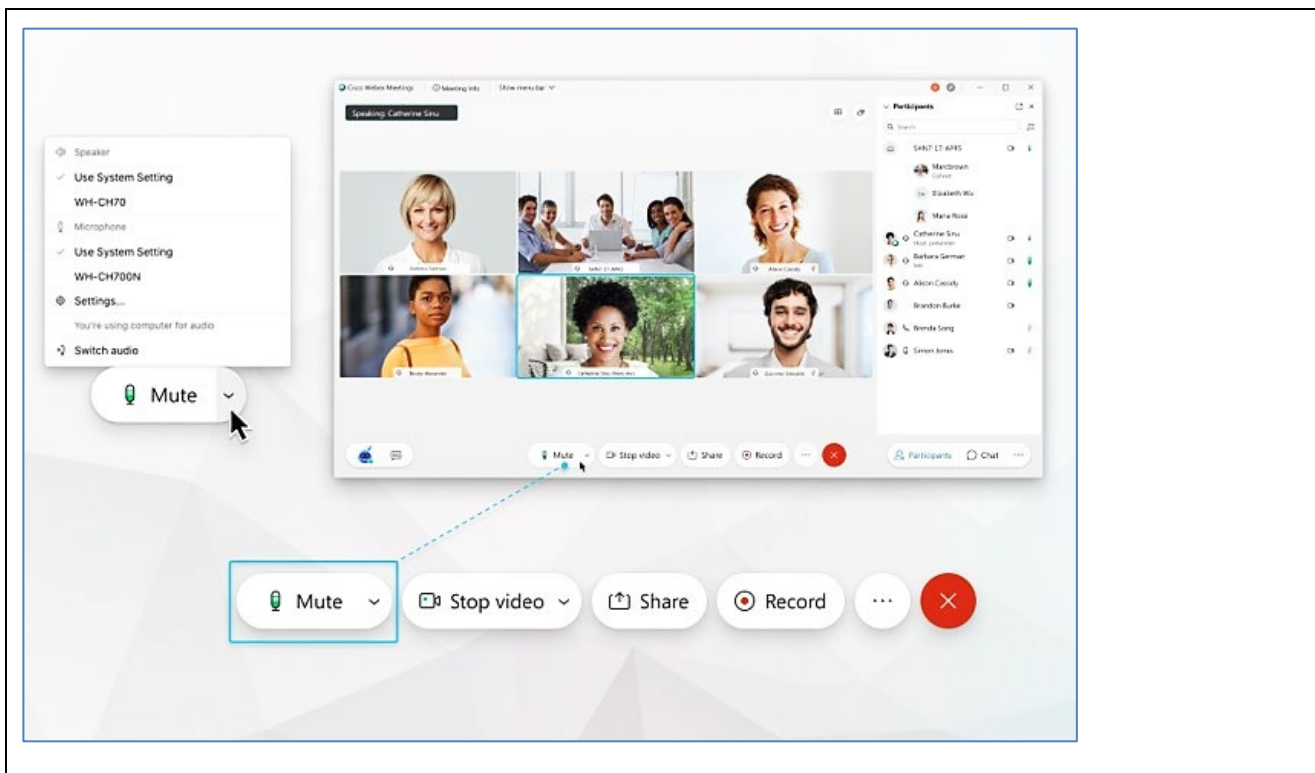- PSTN is only available on Webex for Broadworks Standard & Premium subscriptions.

More information can be found here.

Meeting Controls

Mute (& Unmute) - Self

What?

- How to mute yourself in a meeting.
- Good general meeting best practice [join on mute/mute self before joining, verify you are muted].
- Mute setting follows Host [and user] preferences on entry.

Why?

Mute is incredibly important, erroneously un-muted users are the cause of most conference disruption. Most users are aware of the critical need to mute during a meeting when not speaking.

Webex Remembers Your Last Setting

- However you last exited a Webex meeting [muted/un-muted] your client remembers and picks this as the default.
- You will always see your mute/unmute status in the meeting join window – before you are 'in' the meeting.

More information can be found here

Controlling Participant Mute/Unmute

What?

- Controlling Meeting Participant Mute Status During a Meeting.

- Taking it to the next level by keeping them on mute [not allowing them to unmute themselves] – uncheck the 'allow participants to unmute themselves'.

- In Basic, which uses Space Meetings, all participants can control the mute-all/un-mute all function. For Standard and Premium which use Webex Meetings, only the host and current presenter can control this toggle.
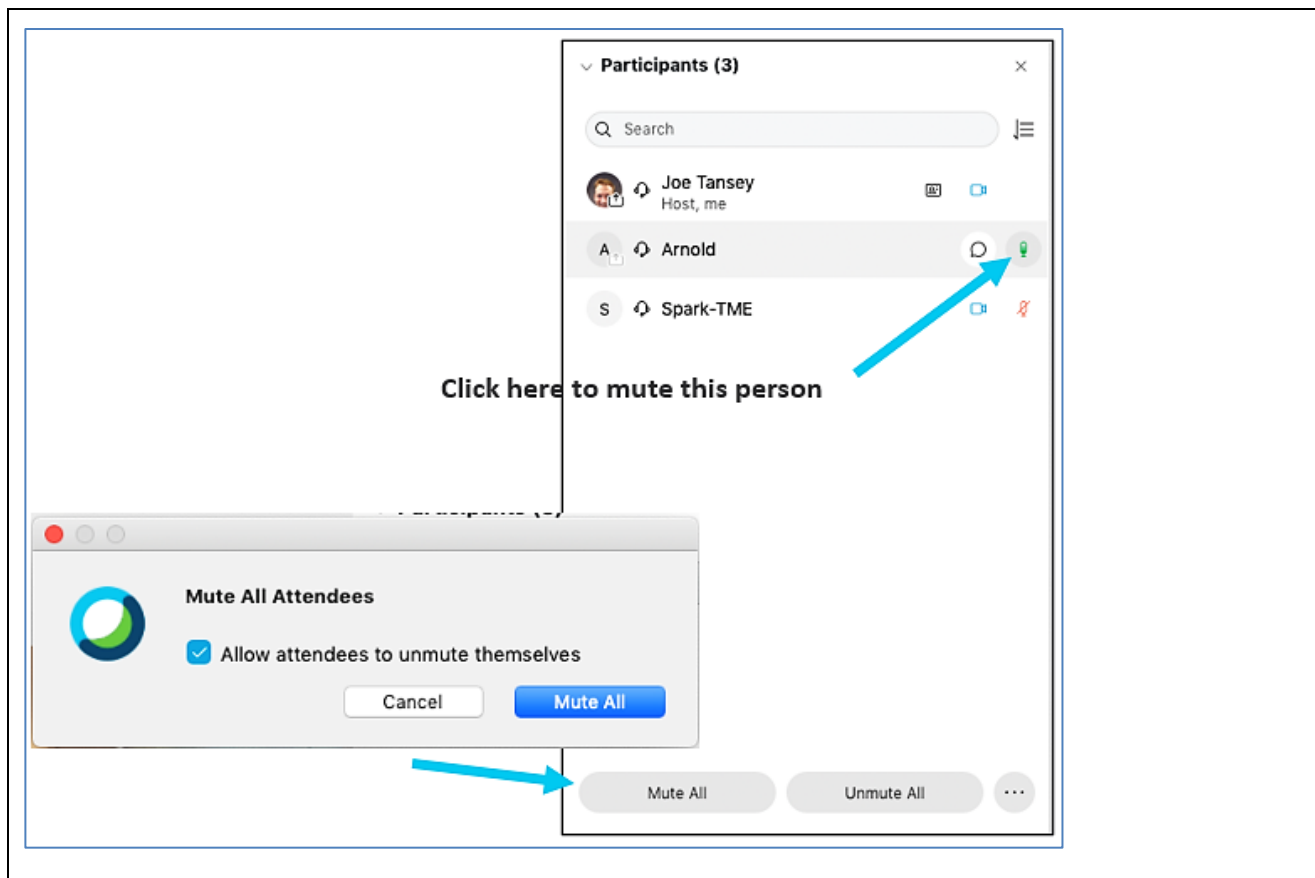
Why?

- Users may be disrupting conferences inadvertently/ and are not managing their own mute settings properly. Mute problematic users manually as Host/Co-host before things get out of control.

Requirements:

- Have Host [or co-host] privileges in a meeting.

- Have someone pass you Host privileges in a meeting.
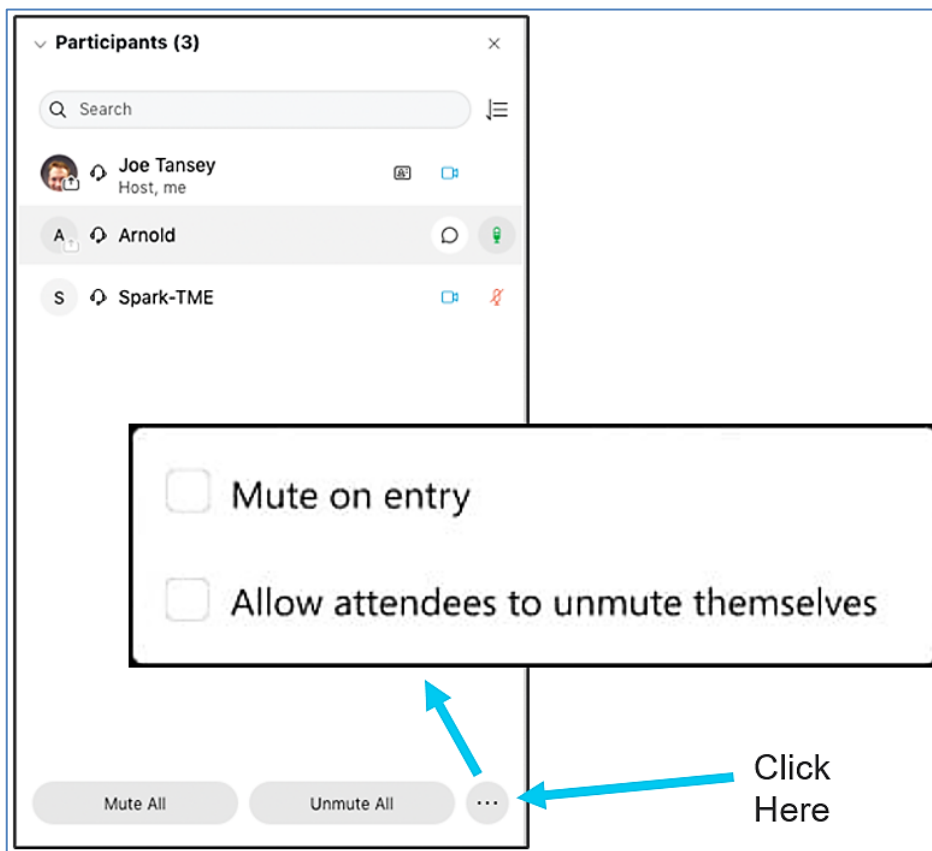
- Use the Host PIN to take Host rights.

More information can be found [here](#).

Mute on Entry/Allow Participants to Unmute

What?

Controlling default behavior of meeting participants to start on mute.

Taking it to the next level by keeping them on mute [not allowing them to unmute themselves].

How?

When you uncheck Allow attendees to unmute themselves, you turn on Mute on entry, so anyone who joins the meeting late is muted automatically.

If you don't want to mute attendees as they join the meeting, go to More options in the participants list and uncheck Mute on entry.

Requirements:

- This is a per-host setting, where hosts configure the behavior they want during scheduling, or, set the options live once the meeting has started in the participant menu.

- Webex for Broadworks Basic subscribers do not have access to a 'mute on entry' capability for their meeting attendees (known as Space meetings, in the Webex App), they can however use 'mute all' during the meeting at any time, as well as muting individual users

More information can be found [here](#).

Meeting Lock (& Unlock)

What?

Meeting Lock is an important feature in personal rooms, and in regular scheduled meetings to reduce meeting disruption.

Why?

Primarily because personal rooms are a persistent join URL, a host with back-back meetings may have users ready for the next meeting 'barge' into a prior meeting.

Defaults?

- Regular scheduled Webex meetings have no auto-lock enabled, but this can be set during scheduling if desired.

- Personal rooms have a meeting auto-lock setting set to 5 minutes after meeting start time, and once a meeting is locked, new participants automatically land in the lobby the host is notified.

Requirements:

- Only Webex for Broadworks Premium and Standard have personal rooms and utilize meetings locks.

- Control Hub admin controls the default lock behavior settings.

- Users can set their personal room preferred lock settings.

More information can be found [here](#).

Reactions & Hand Gestures

What?

- Animated reactions let participants express themselves without saying anything!

- Gesture controls allow you to use reactions without having to select them from the Reactions menu. Get the meeting or webinar host's attention by physically raising your hand or encourage the speaker by giving them a thumbs up. Once Webex recognizes your gesture, it's shared with everyone in the meeting or webinar.
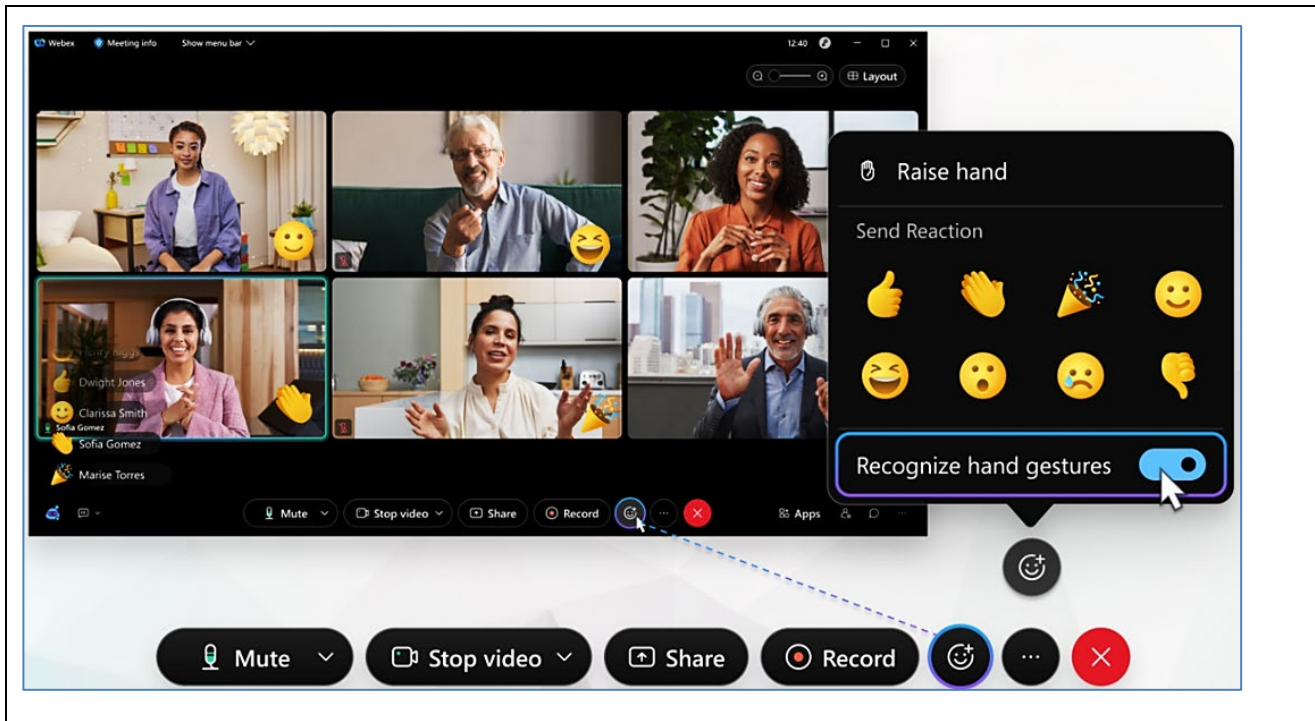
How?

Meeting Participants:

- Click on the reaction icon.

- Send a Reaction or turn on Recognize Hand Gestures.

There are three hand gestures that you can use to create a reaction: thumbs up, thumbs down, and clapping hands.

More information can be found [here](#)

Sharing – Desktop(screen) & Application

What?

Sharing your desktop (or screen, or application) is fundamental to web conferencing. Webex gives a wide range of options for sharing content in a meeting.
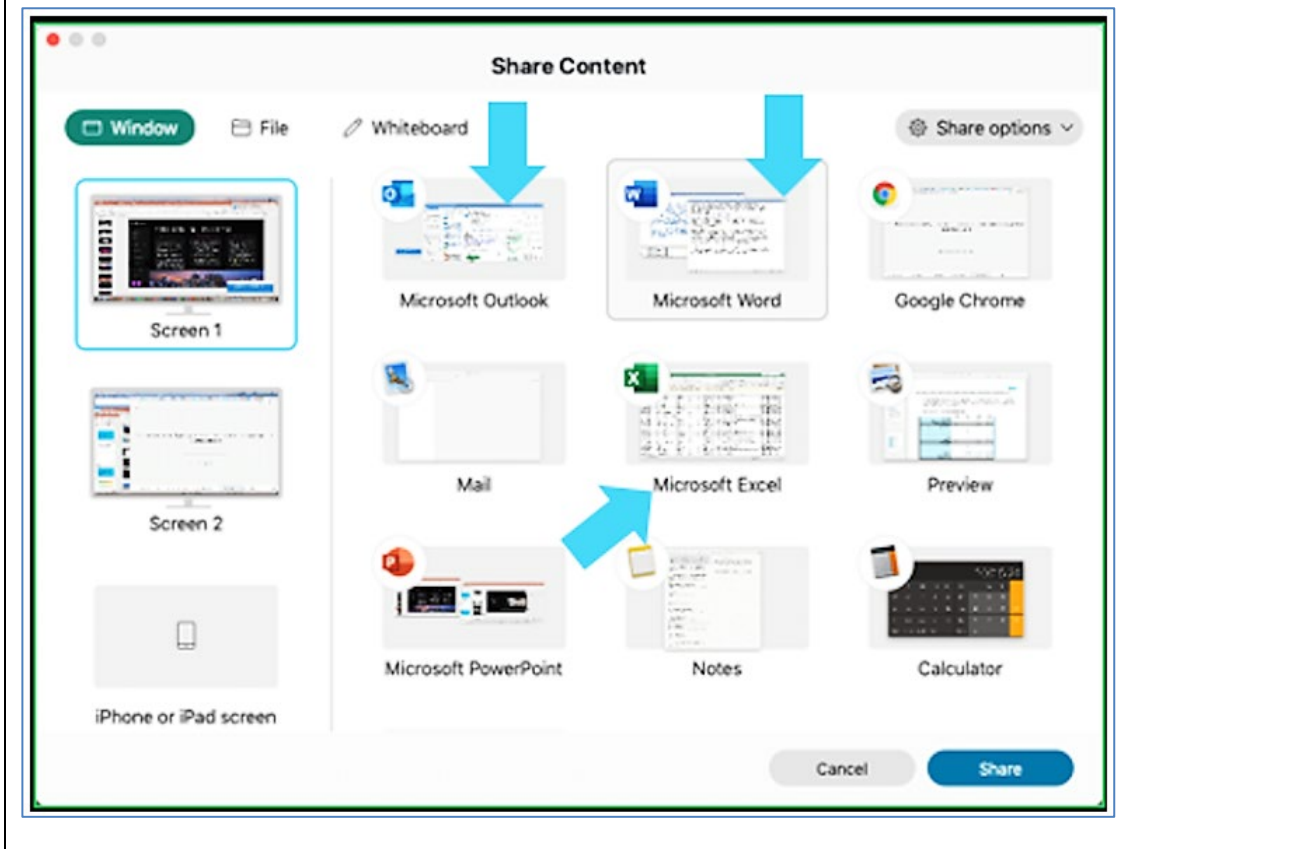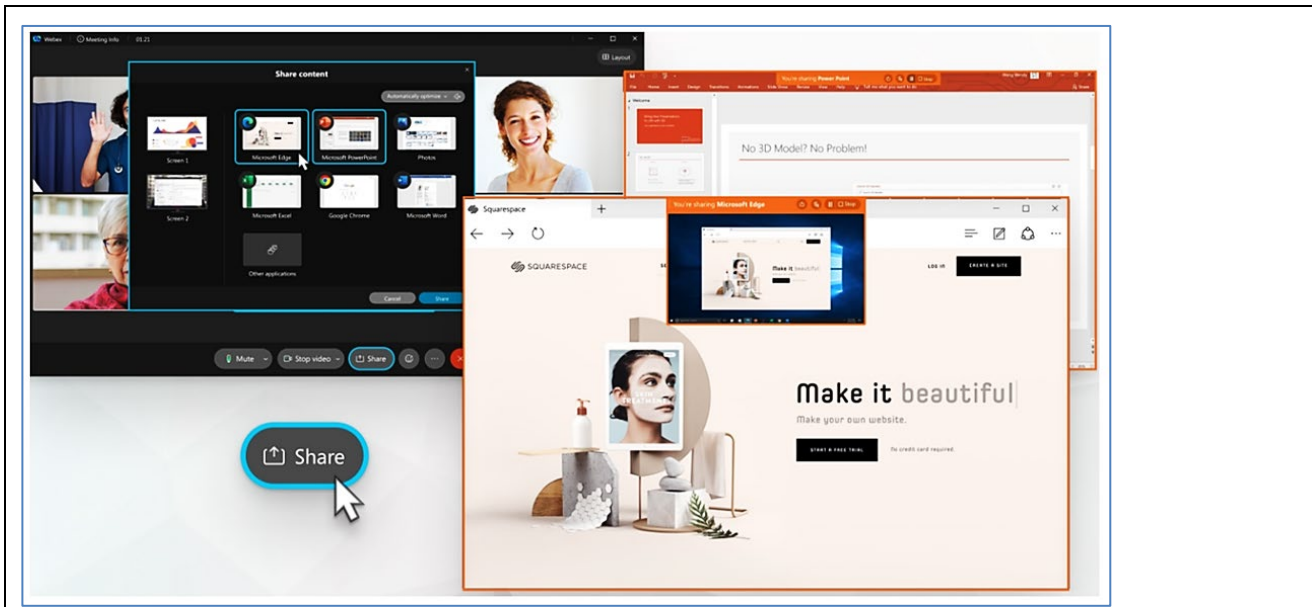
Why?

Beyond 'audio only' conferencing, greater understanding is delivered to your audience when they can 'see' what is being discussed.

Requirements:

- 'Anyone can share' is a default option automatically turned on in every Webex for Broadworks Premium package.

- For Basic* and Standard package users, the presenter role must be passed to them by the meeting Host.

Important Note

- First person to join space meeting is the host.

- Because presentation 'rights' or permissions is an area of potential problems in a meeting [participants behaving badly], hosts should understand how to control 'attendee privileges' when scheduling a meeting- and consider turning off the 'anyone can share' option.

More information can be found here.

Sharing-Change Role/Make Presenter

What?

Become a presenter at any point in a meeting without having to have the current host assign this role to you.
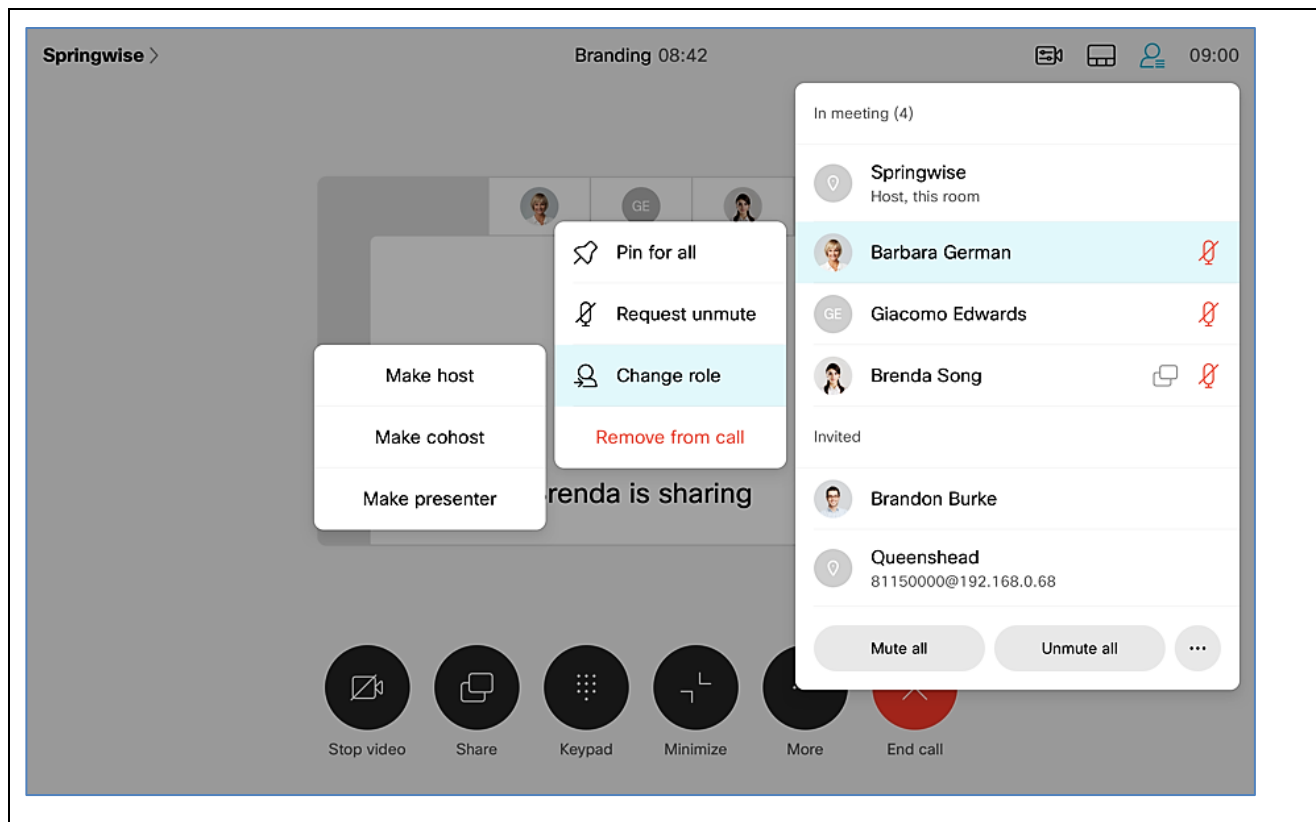
How?

- Find the next presenter in the participant list and click 'change role' to be presenter.

Requirements:

- In meetings hosted by Webex for Broadworks Premium users all participants can assume the presenter role to share.

- In Webex for Broadworks Standard & Basic*, the host or current presenter must 'pass' the presentation role to the next presenter (see screenshot at right).
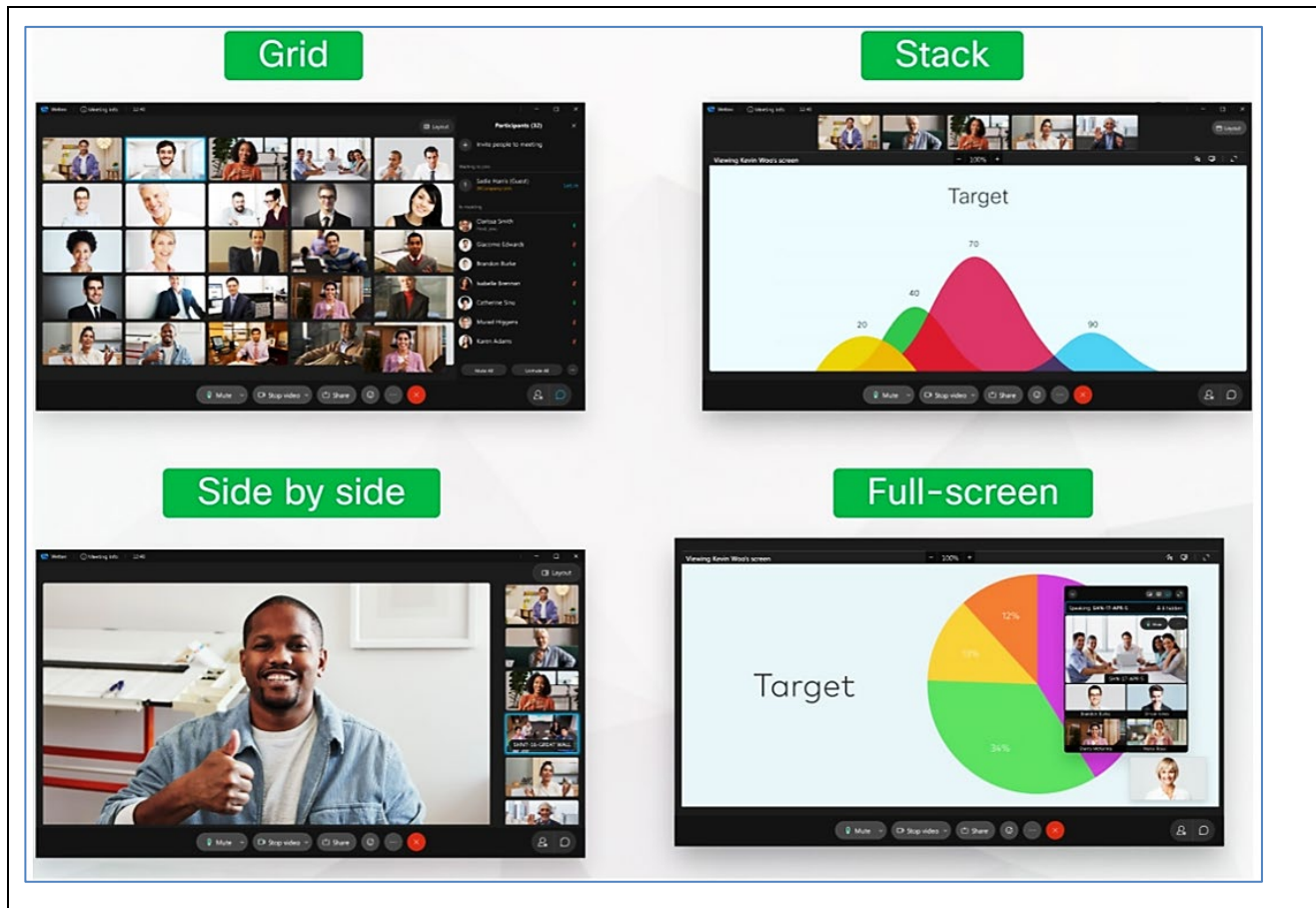
More information can be found [here](#).

Toggle Layout

What?

Webex has a 'layout' button where participants can focus on who or what they'd like to see in a meeting.

Grid or full-screen, stack, or side-by-side.

If the host is using a 'stage' layout , the conference view is forced for the participants which can be useful if you want a lecture-mode type environment for your audience.

Why?

Depending on your screen size/# of screens available, or just your preferred meeting view we give the user the control to select the viewing experience that best fits their needs.

Requirements:

- All Webex for Broadworks packages includes user controls for toggling layout and host stage controls for fixing a conference view for all participants.

- Layout option controls exist in the Customer admin portal.

- Users of the 'Basic' subscription package have a slightly lower # of available layouts to choose from.

More information can be found [here](#) and [here](#).

Room / Spaces

UC-One My Room Overview

UC-One used My Room as a place for chats, telephone calls and screen sharing. Webex Spaces provides these same features, but with expanded functionality.
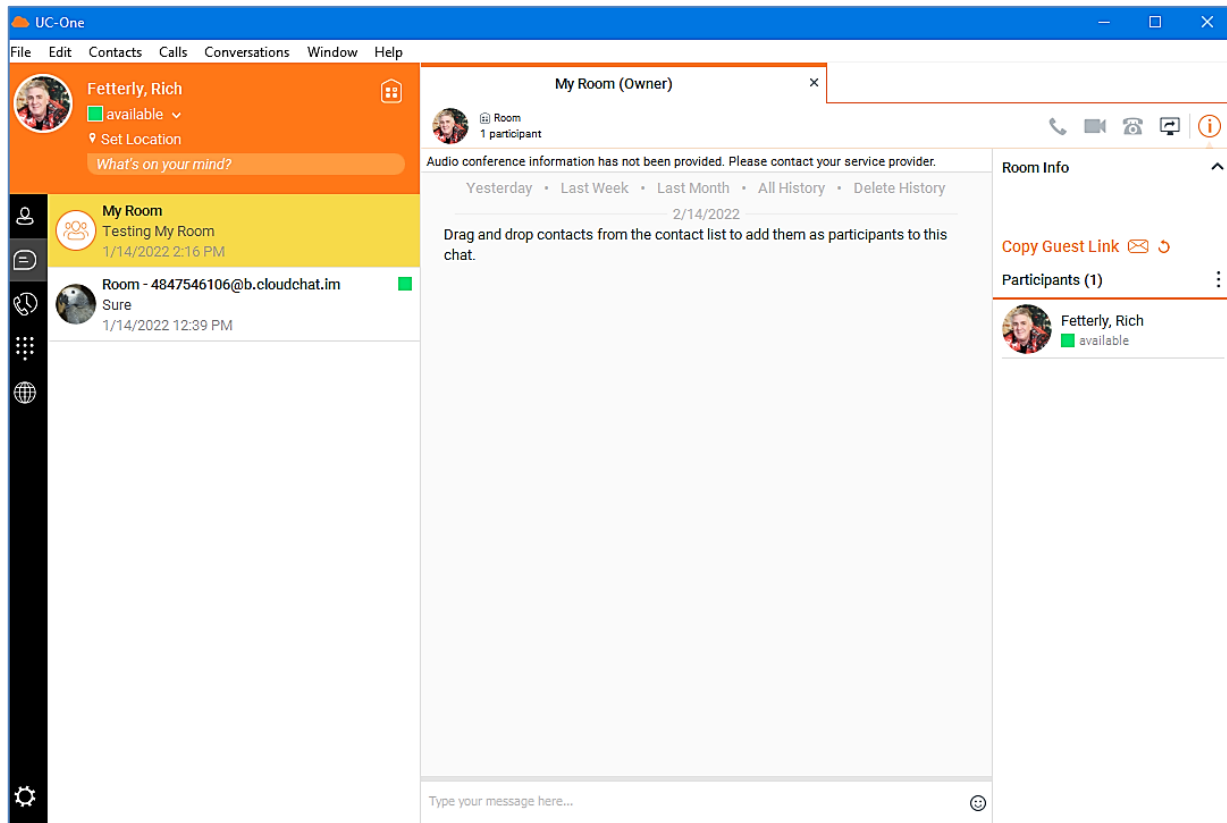
For reference, UC-One provided these features in My Room:

- Message a contact
- Call a contact
- Start a video meeting with a contact
- Share a desktop/application screen

UC-One Quick Reference Guide

UC-One User Guide

UC-One Legacy Application

Webex Spaces Overview

Spaces provides more feature rich environment than UC-One's My Room which was primarily for chat, phone & meetings. Spaces work well for a group of people working on a specific topic. You come together to handle this thing (which can be something quick or long term), but the focus is narrower and more specific. You could also hear these referred to as standalone spaces.
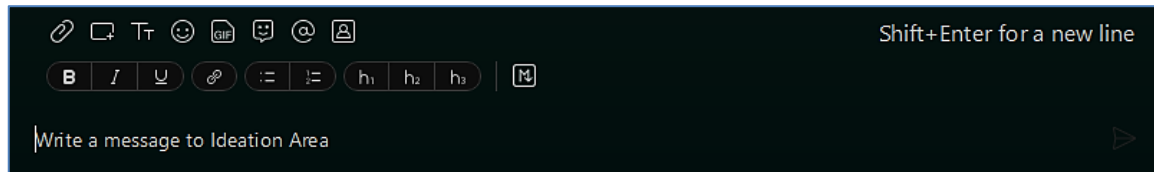
Spaces allows a group to:

- Message
    - Message other users
    - Share a file
    - Send a GIF
    - Add People to Space
    - Screen Capture
    - Font settings
    - Choose an Emoji
    - @ Mentions
    - Personal invite
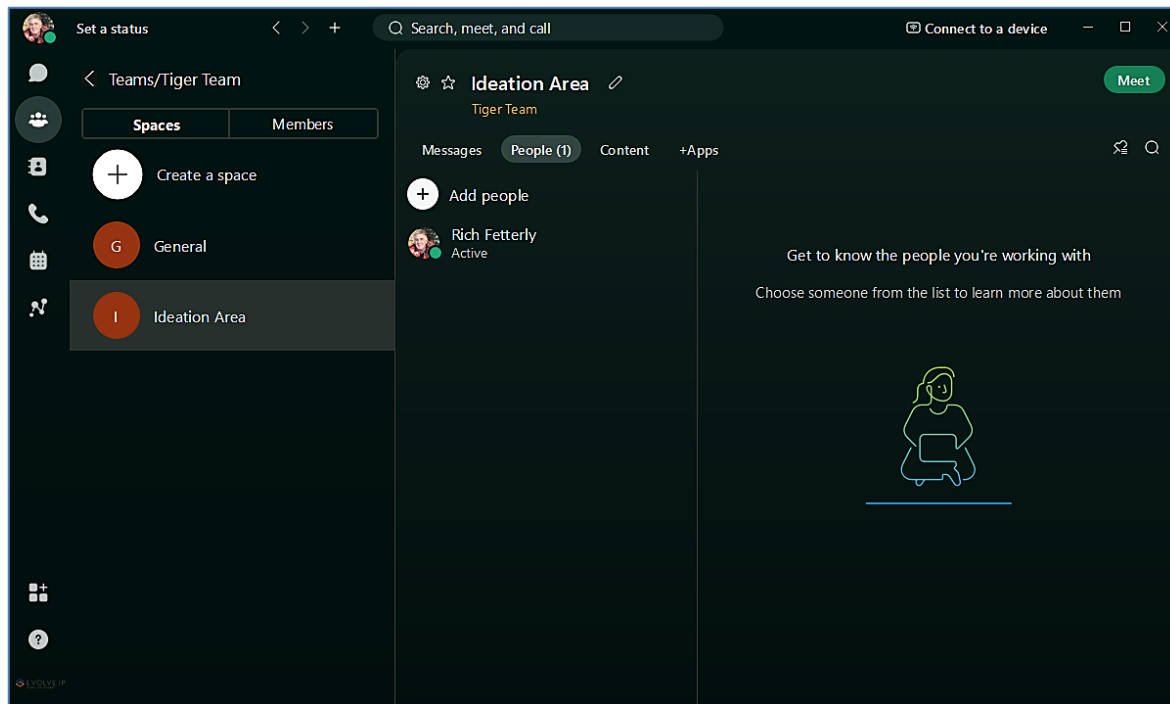
Spaces Messages
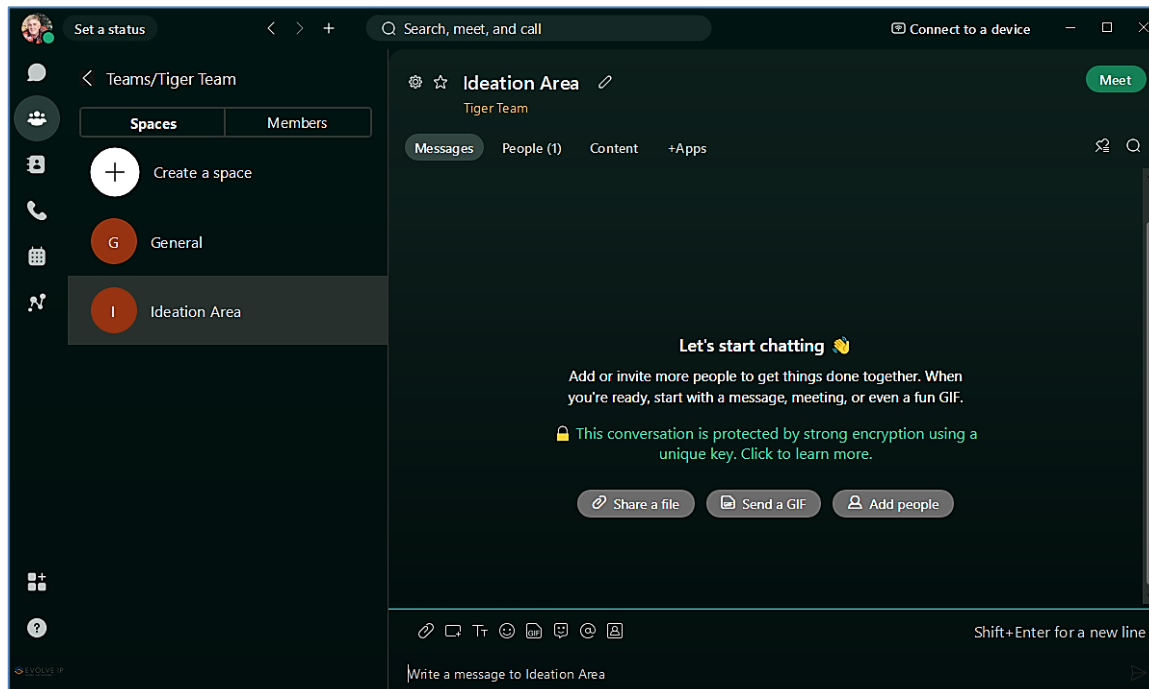
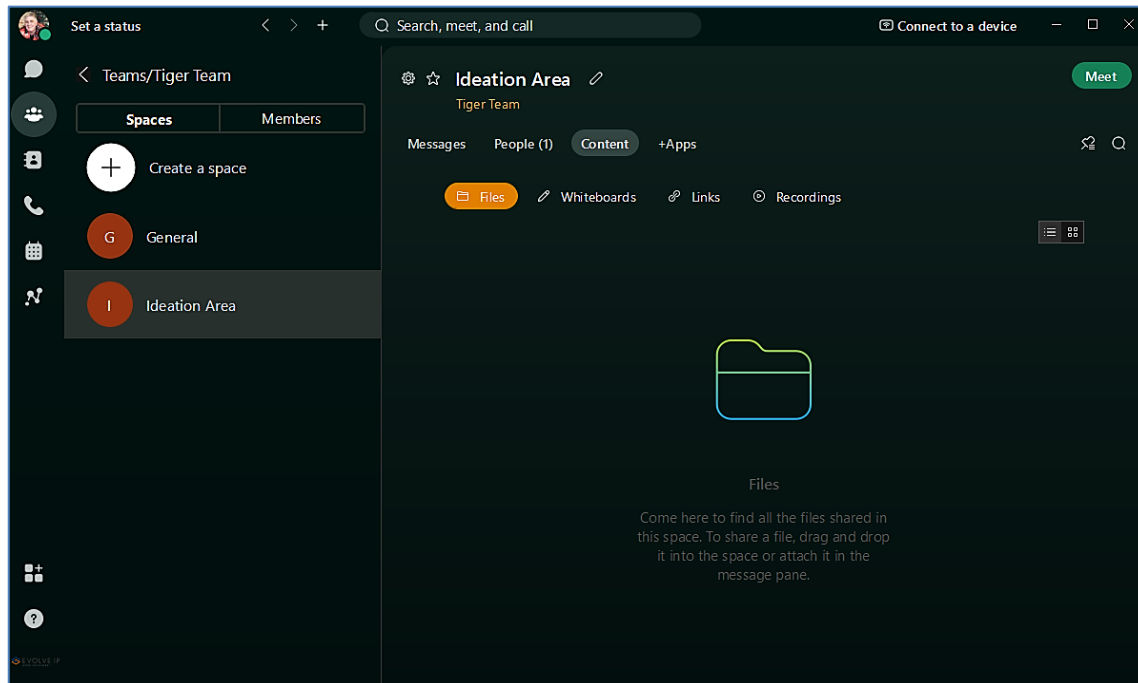**Spaces Messages font options expanded**

- [People](#)
  - [Add People](#)
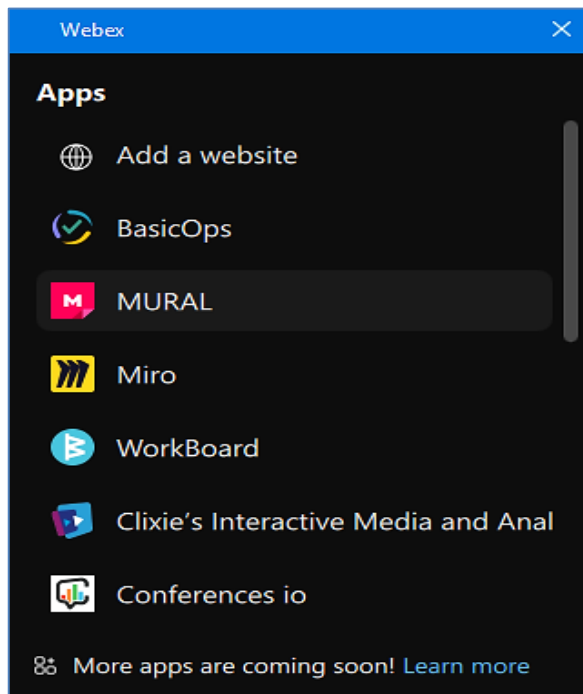 - [Review People](#)

Spaces People

- [Content](#)
  - [Files](#)
  - [Whiteboards](#)
  - [Links](#)
  - [Recordings](#)

Spaces Content

- [+Apps](#)
    - [Webex App Hub](#)

Spaces +Apps

Helpful Links

Webex Help Page

[Roles in Spaces](#)

[Create a Space](#)

[Create a Whiteboard](#)

[Share a Whiteboard](#)

[Note on Limitations & Capacities of Spaces](#)

Migrating From UC-One Agent to Webex Call Center Agent

Users Guide v2.22