Shaw) Business

SMARTVOICE WITH WEBEX

UC-ONE RECEPTIONIST CONSOLE WITH WEBEX GUIDE

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UC-ONE RECEPTIONIST CONSOLE SOLUTION OVERVIEW

When a SmartVoice Collaborative UC-One user is migrated to the new SmartVoice with Cisco Webex service, the UC-One Receptionist Console user will be unable to chat, send messages or view the presence and availability of their contacts inside the Receptionist Console.

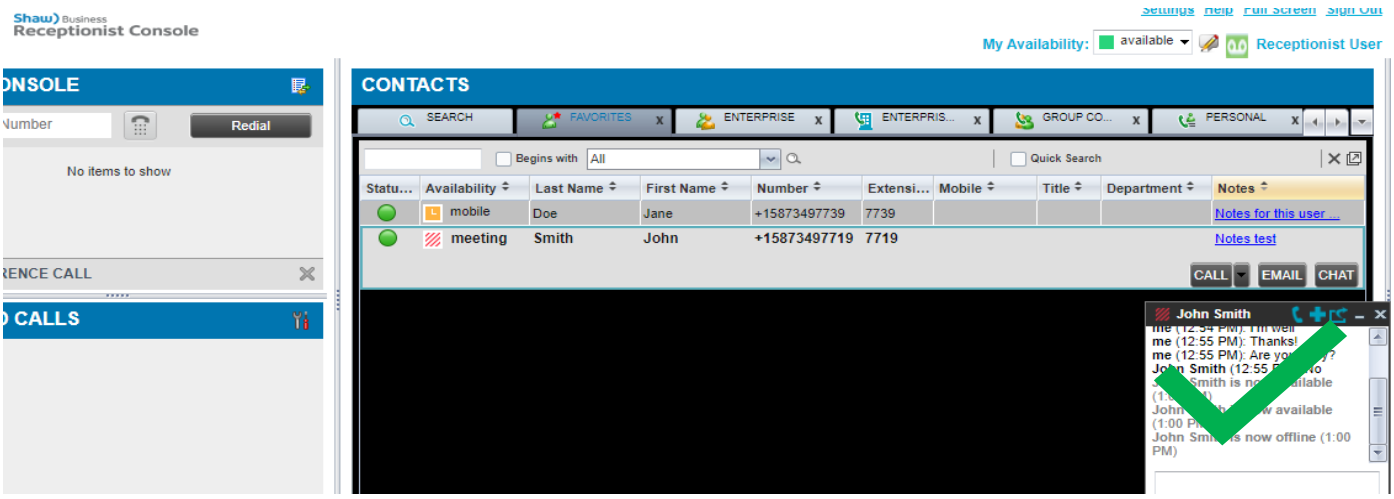
This solution guide provides an overview on how the UC-One Receptionist Console user can use the UC-One Receptionist Console alongside Webex to communicate with their contacts.

The UC-One Receptionist Console user can use their Webex app to chat, send messages and see their contact's presence. Only a SmartVoice Collaborative UC-One user migrated to Webex will still be able to see their Telephony presence.

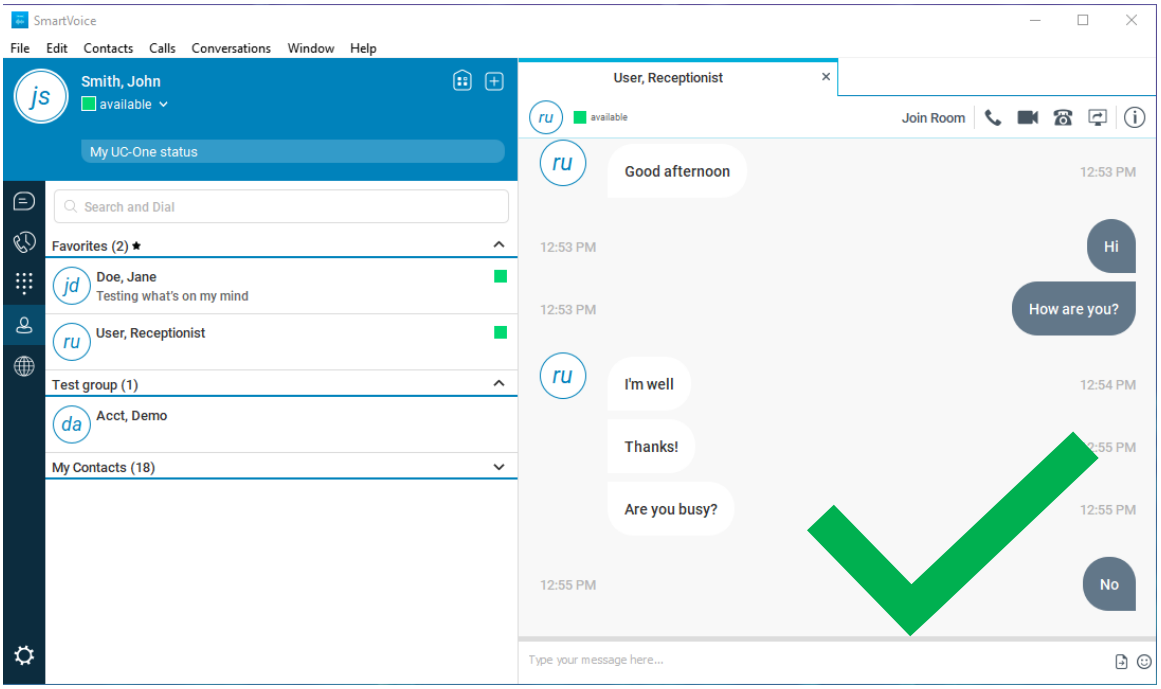
CHAT FUNCTIONALITY

At present, a UC-One Receptionist Console user can initiate chat with a contact person from within the console by clicking on the "chat" icon to start messaging. The SmartVoice Collaborative UC-One will then receive the message and continue their conversation.

UC-One Receptionist Console

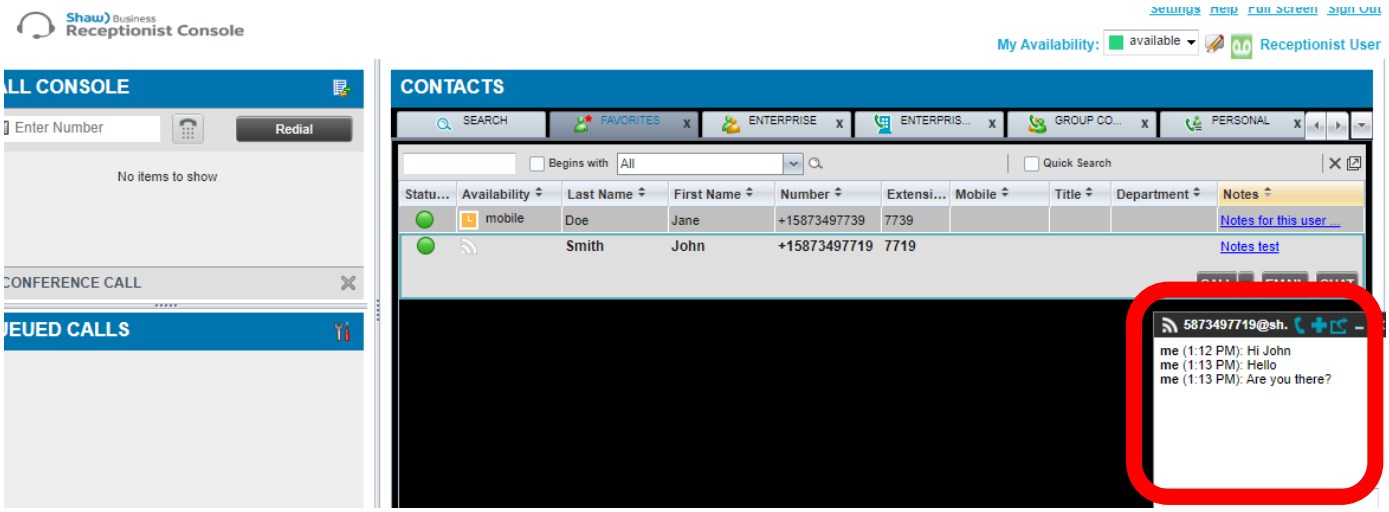


SmartVoice Collaborative UC-One App



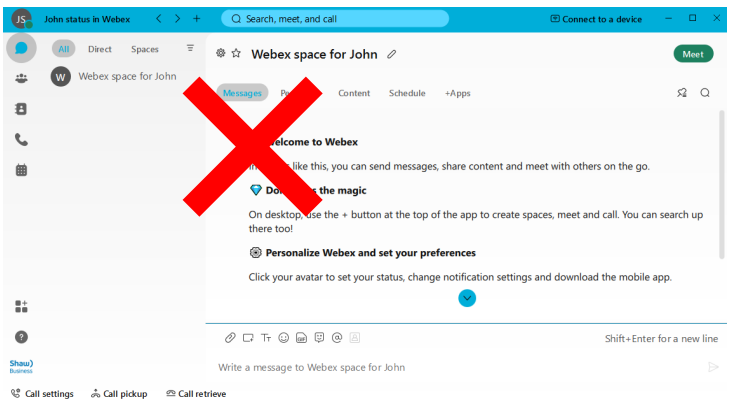
Once the SmartVoice Collaborative UC-One user is migrated to Webex, their availability in the Receptionist Console will now appear offline and they will not receive chat messages from the UC-One Receptionist Console user.

UC-One Receptionist Console



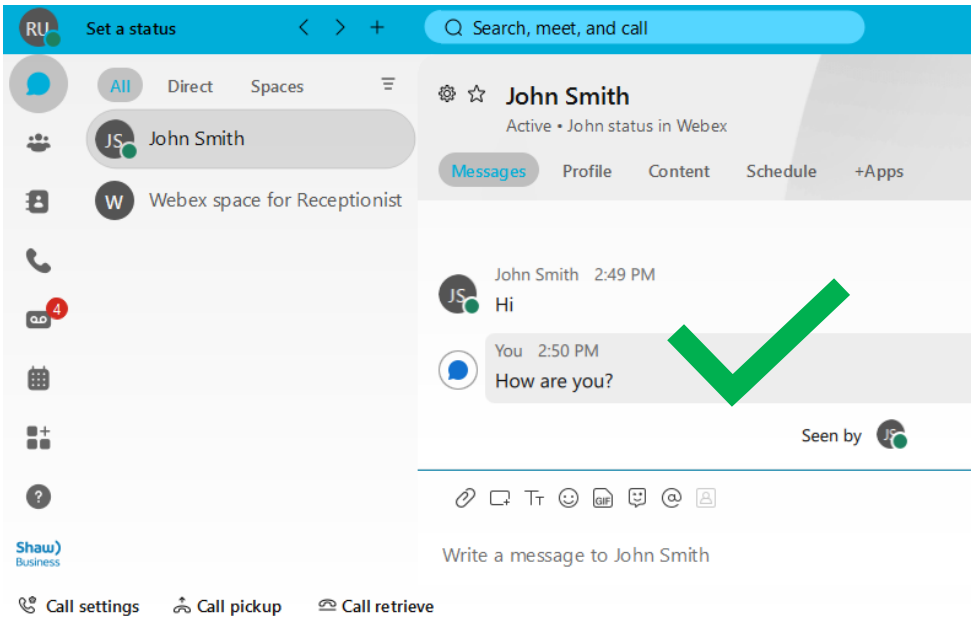
Webex

The UC-One Receptionist Console user can initiate chat in the UC-One application, but the recipient in Webex will not receive any messages. They must chat with the recipient in Webex.



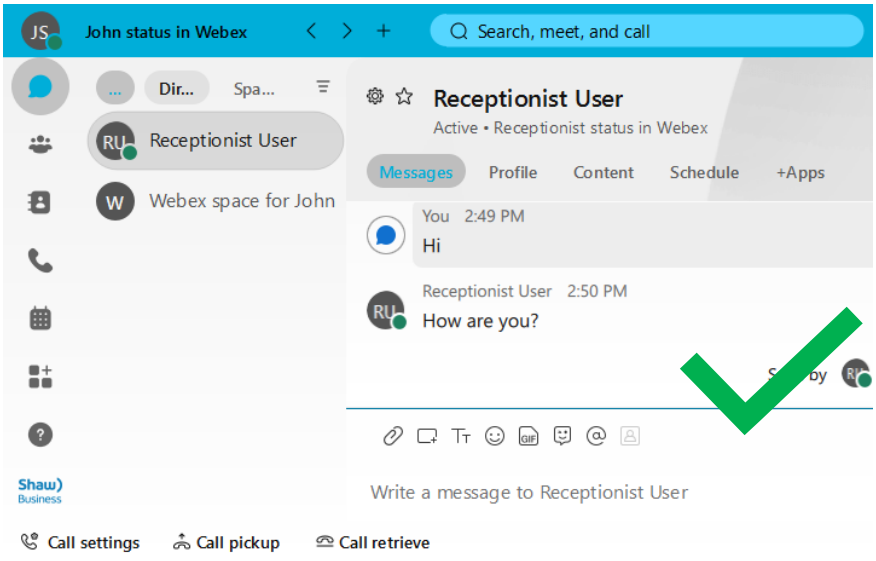
The UC-One Receptionist Console user can open their Webex application, search for the contact "John Smith" and initiate chat.

UC-One Receptionist Console User in Webex



Recipient User in Webex

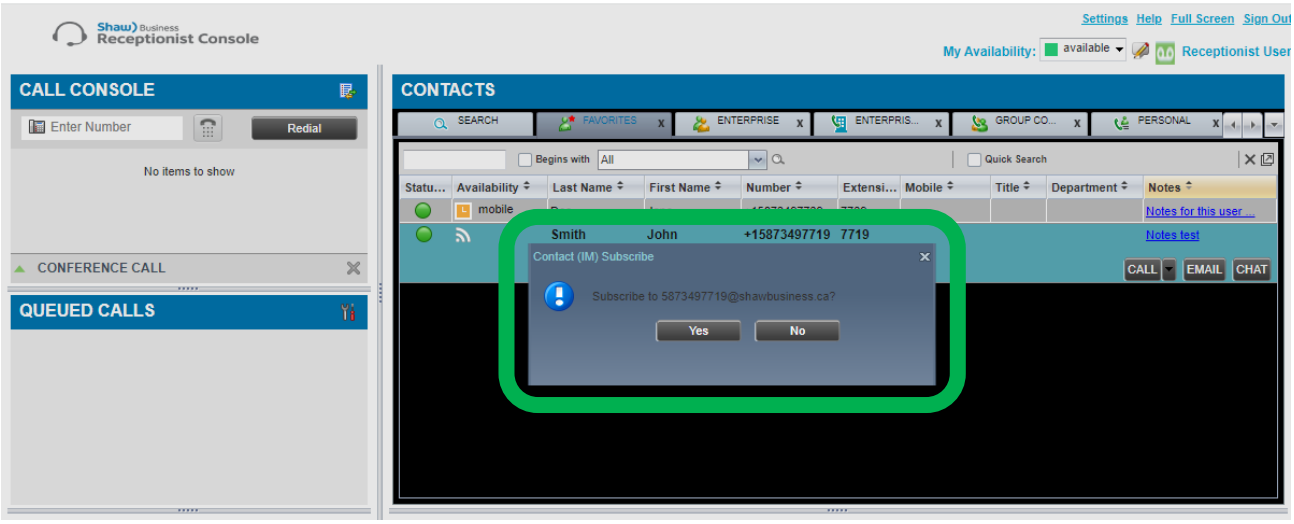
The Receptionist User is able to continue their conversations with the Receptionist Console user.



SUBSCRIPTION TO CONTACTS TO SHARE PRESENCE AND AVAILABILITY

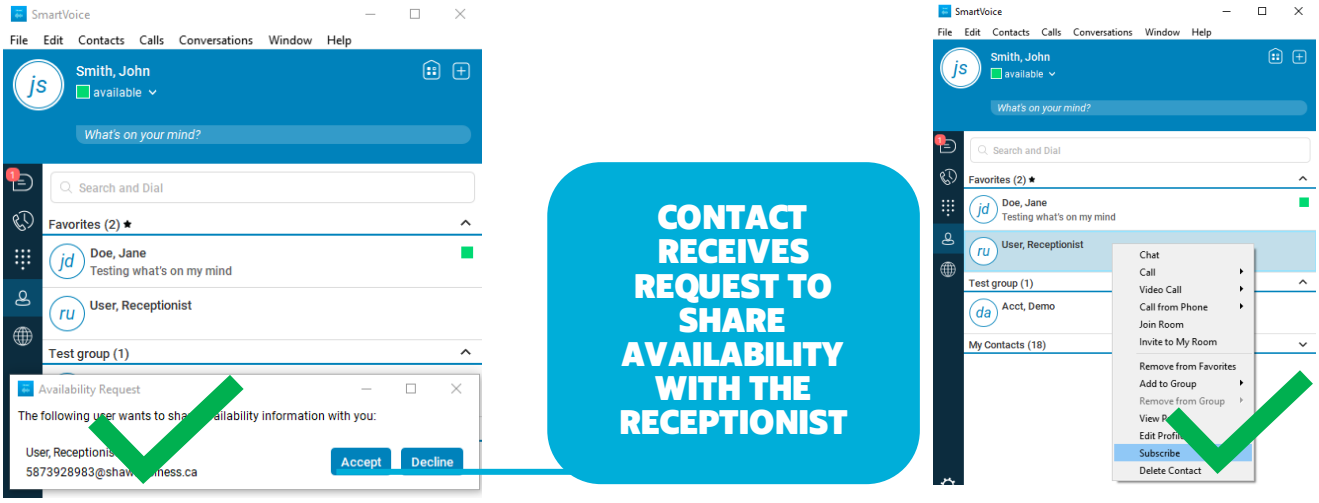
In the Receptionist Console, the user can subscribe to a contact "John Smith" to share their availability as depicted below.

UC-One Receptionist Console



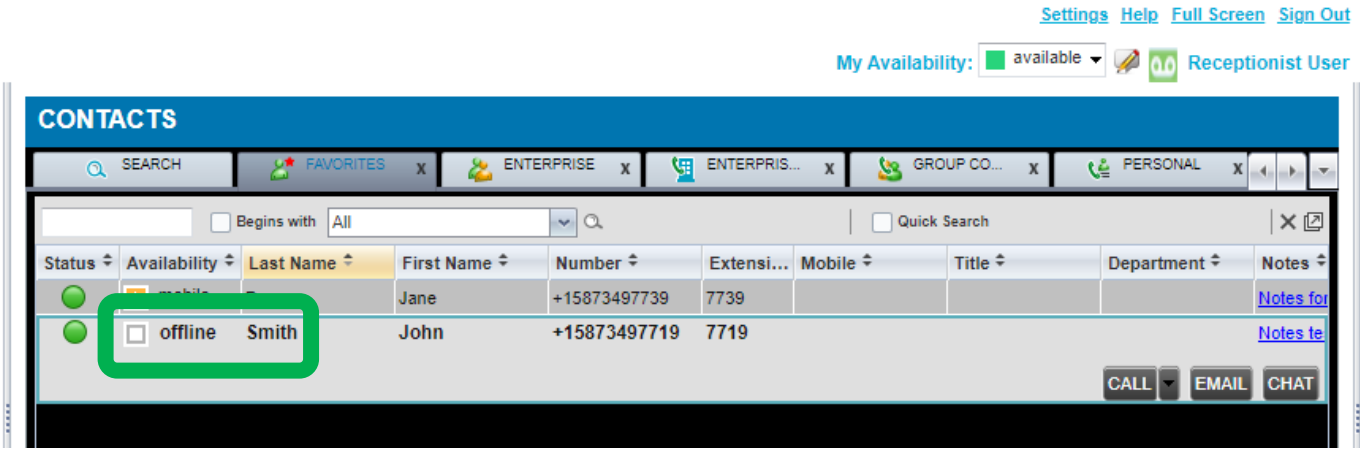
The SmartVoice Collaborative users will then be notified within the SmartVoice Collaborative UC-One App to Accept or Decline Availability sharing request. If the request is accepted, the receptionist will be able to see the user's presence in the UC-One Receptionist Console.

SmartVoice Collaborative UC-One App

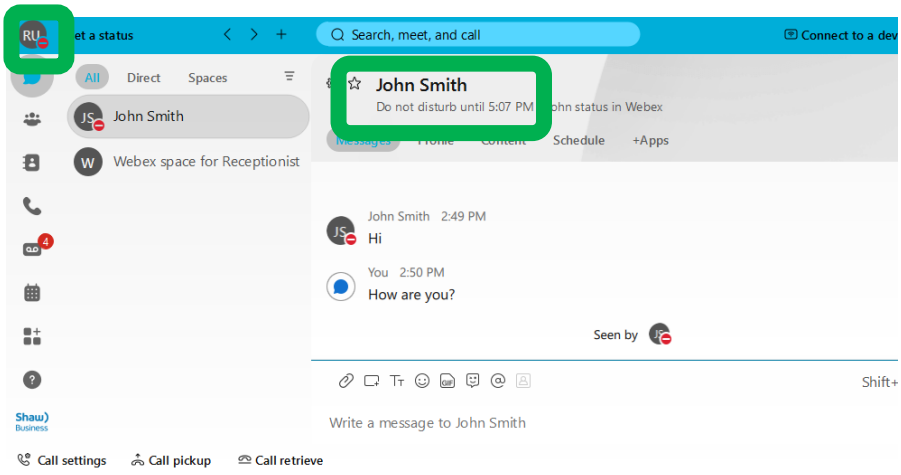


Once the SmartVoice Collaborative UC-One user migrates to Webex the Receptionist is no longer able to see their Availability in the console and they appear offline.

UC-One Receptionist Console



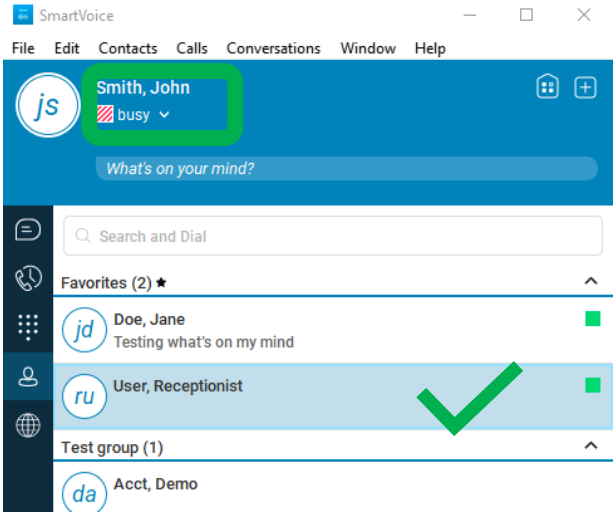
Once again, the UC-One Receptionist Console user can simply open their Webex app, search for the contact to see their Presence and Availability. In this scenario John Smith appears to be "Do Not Disturb".



AVAILABILITY SHARING

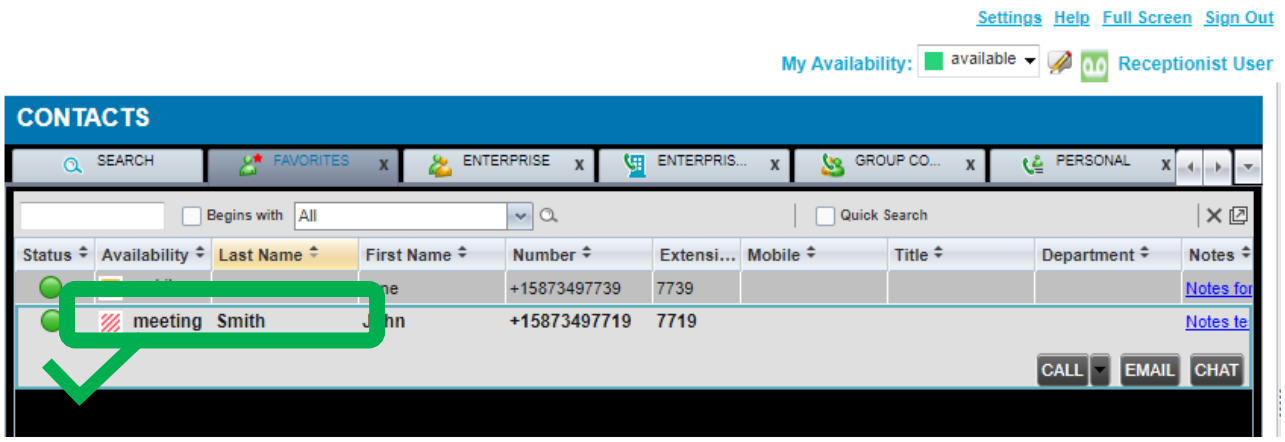
The SmartVoice Collaborative UC-One app user can also share their availability status with the Receptionist such as Meeting, Do Not Disturb, Available, In a Call etc. However, your SmartVoice Collaborative UC-One app must have a subscription to share availability with other users.

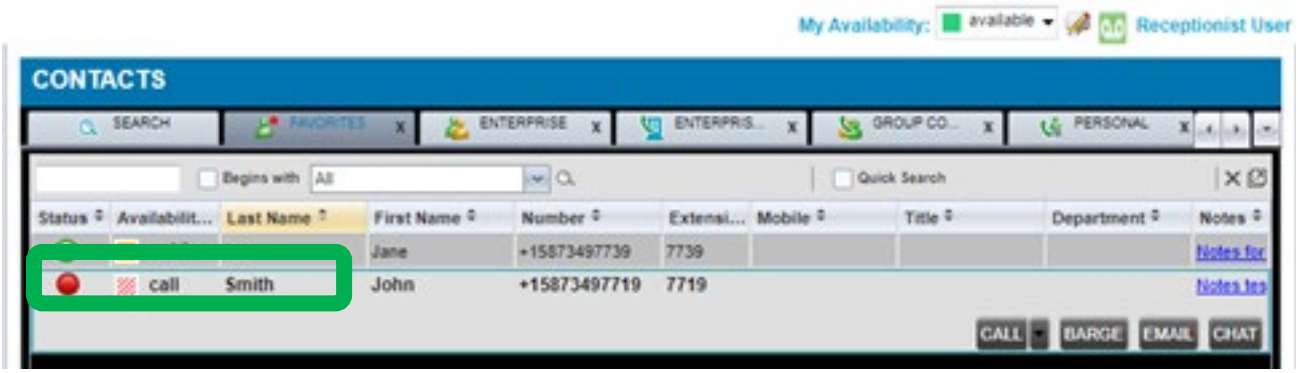
SmartVoice Collaborative UC-One App



UC-One Receptionist Console

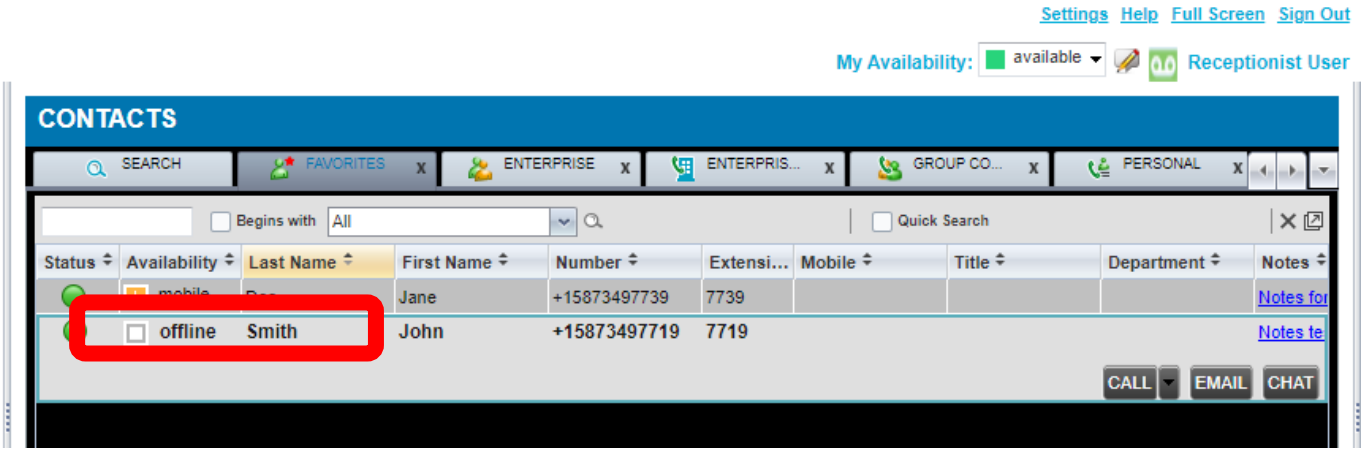
When a SmartVoice UC- One Collaborative user is busy, their status will reflect if they are in a meeting or a call.





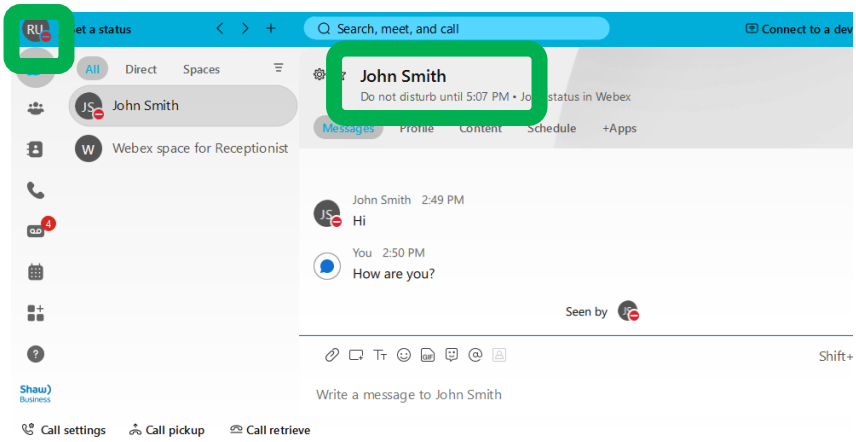
After the SmartVoice Collaborative UC-One user is migrated over to Webex, they will appear offline in the Receptionist console.

UC-One Receptionist Console



Receptionist Console user in Webex

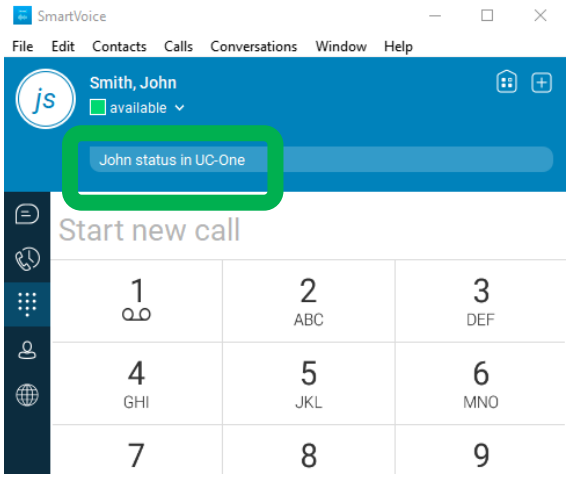
The Receptionist Console can then open their Webex app to see the presence of the user John Smith.



SHARING STATUS WITH THE RECEPTIONIST

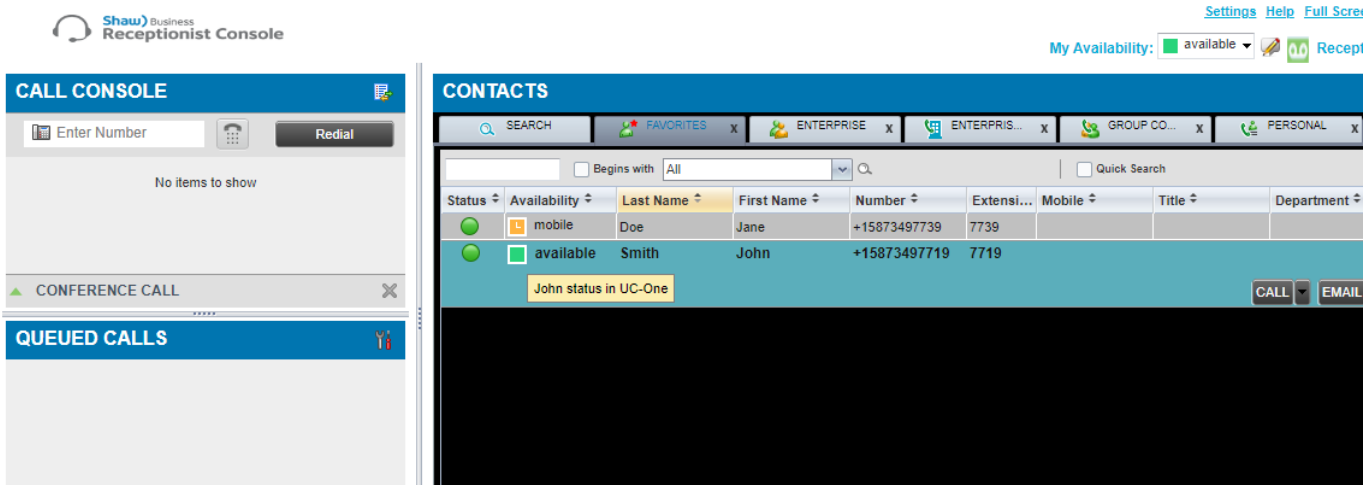
The UC-One Receptionist Console user can view the current Status of the SmartVoice Collaborative App user as long as they have subscribed within the console.

SmartVoice Collaborative UC-One App

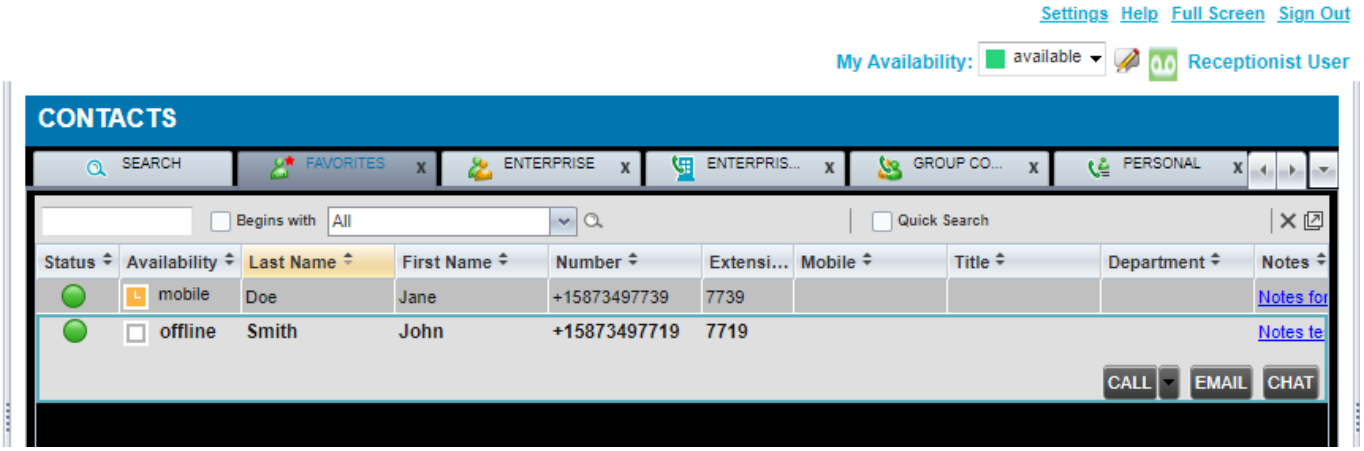


UC-One Receptionist Console

The SmartVoice Collaborative user's current status is visible to the Receptionist in the console.



Once the SmartVoice UC-One Collaborative User has migrated to Webex, the status is no longer available to the Receptionist and the migrated user appears offline.



UC-One Receptionist Console

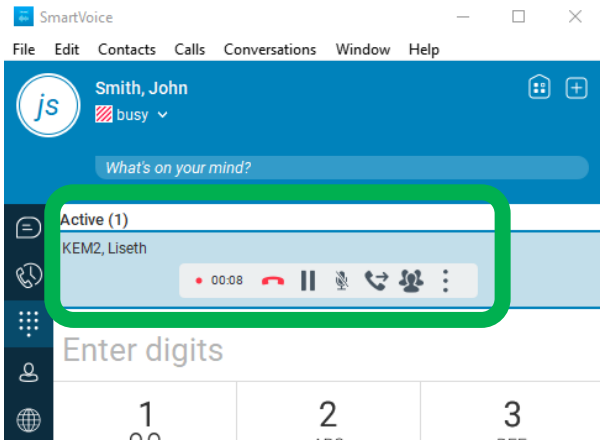
The SmartVoice Collaborate UC-One user can share their current "Status" with the UC-One Receptionist Console user.

Once the SmartVoice Collaborate UC-One user is migrated to Webex they will appear "Offline" in the Receptionist Console.

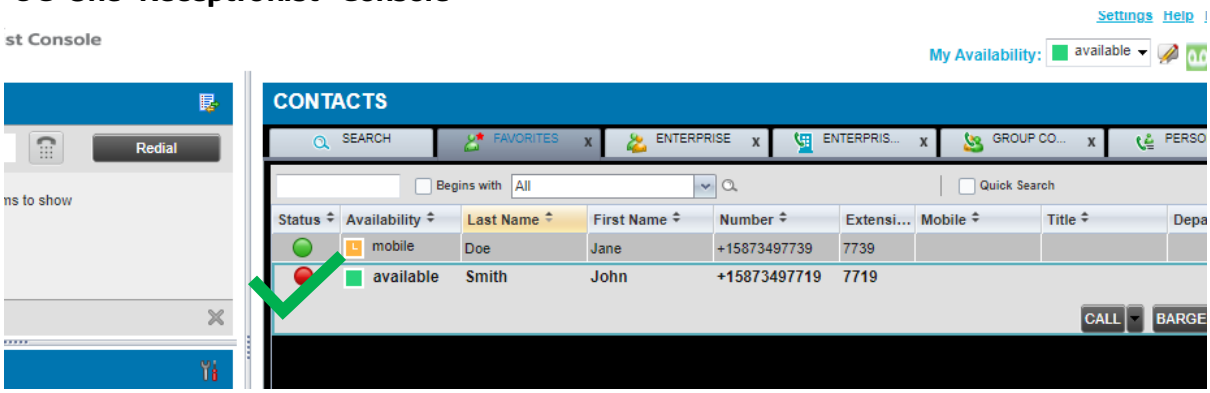
TELEPHONY STATUS

The Telephony status indicates whether the SmartVoice Collaborative UC-One User is Available or Busy on Attending a Call.

SmartVoice Collaborative UC-One App

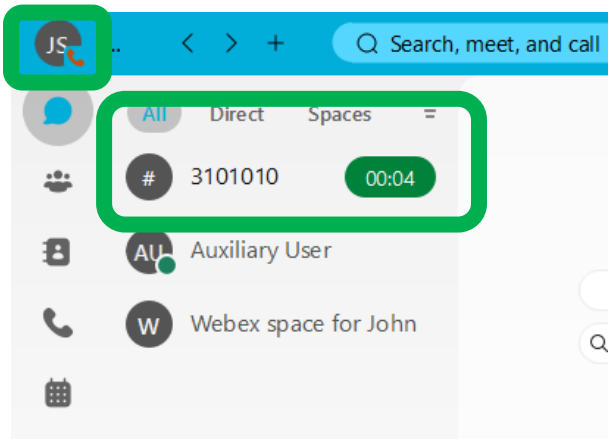


UC-One Receptionist Console



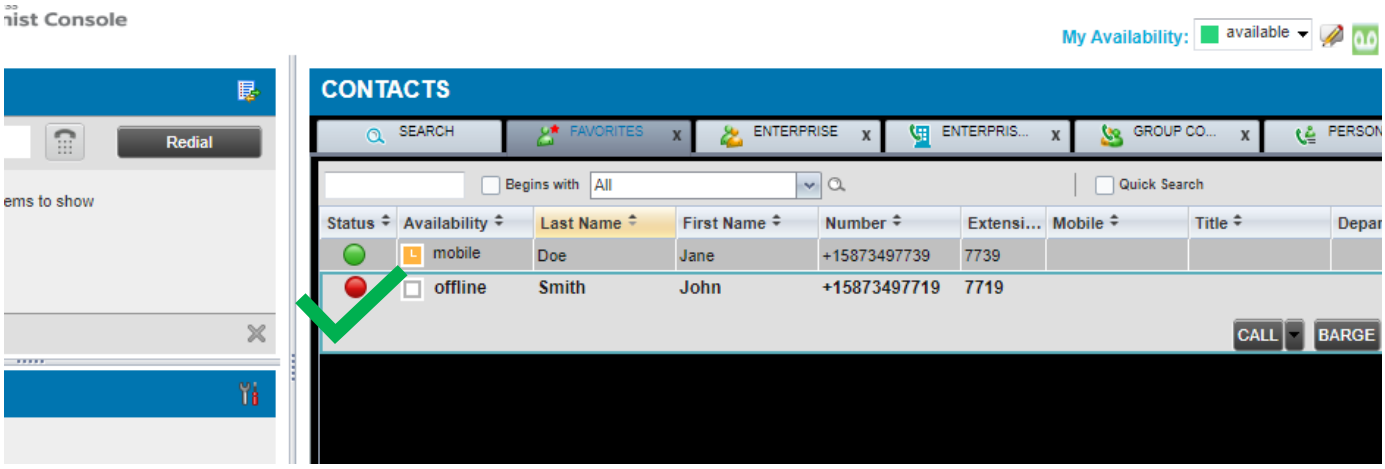
This feature is not impacted even after a SmartVoice Collaborative UC-One User is migrated to SmartVoice with Webex and their Telephony Presence will be visible under "Status" in the Receptionist Console.

Webex



John Smith is on a call with user 310-1010 and as such their status in the console appears red.

UC-One Receptionist Console



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