

What's New in August 2024

A monthly look at what's new and what's coming for the Webex platform

Announcement

webexone²⁴

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Amplify collaboration & CX with A

Highlights from 2023

EXPERIENCE, AMPLIFIED Join us at WebexOne to experience breakthroughs in AI, hear from the biggest names in the industry, and learn how to revolutionize hybrid work and customer experience.



Gain the skills you need to succeed in the era of Al

Join us in person, digitally, or on demand to be inspired, discover technical education on a variety of topics, and learn how Cisco is harnessing AI-powered capabilities to power the inclusive future ahead.

Resource to help you make the most of Webex



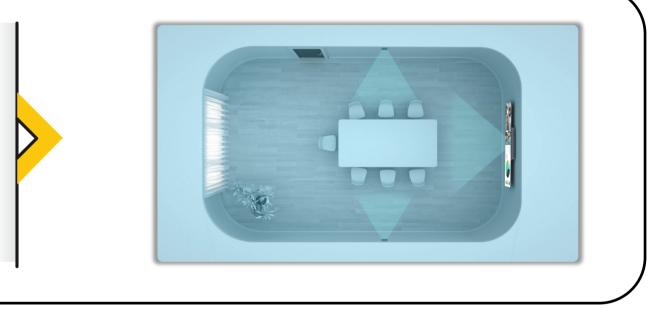
https://www.essentials.webex.com/

What's New In RoomOS

Cross-View updates Cinematic Updates

Support for Quadcameras as Side Cameras in Crossview

Know More







Move to Stage

By introducing "Move to stage", we allow device users to select the users they want to pay extra attention to.

Know More

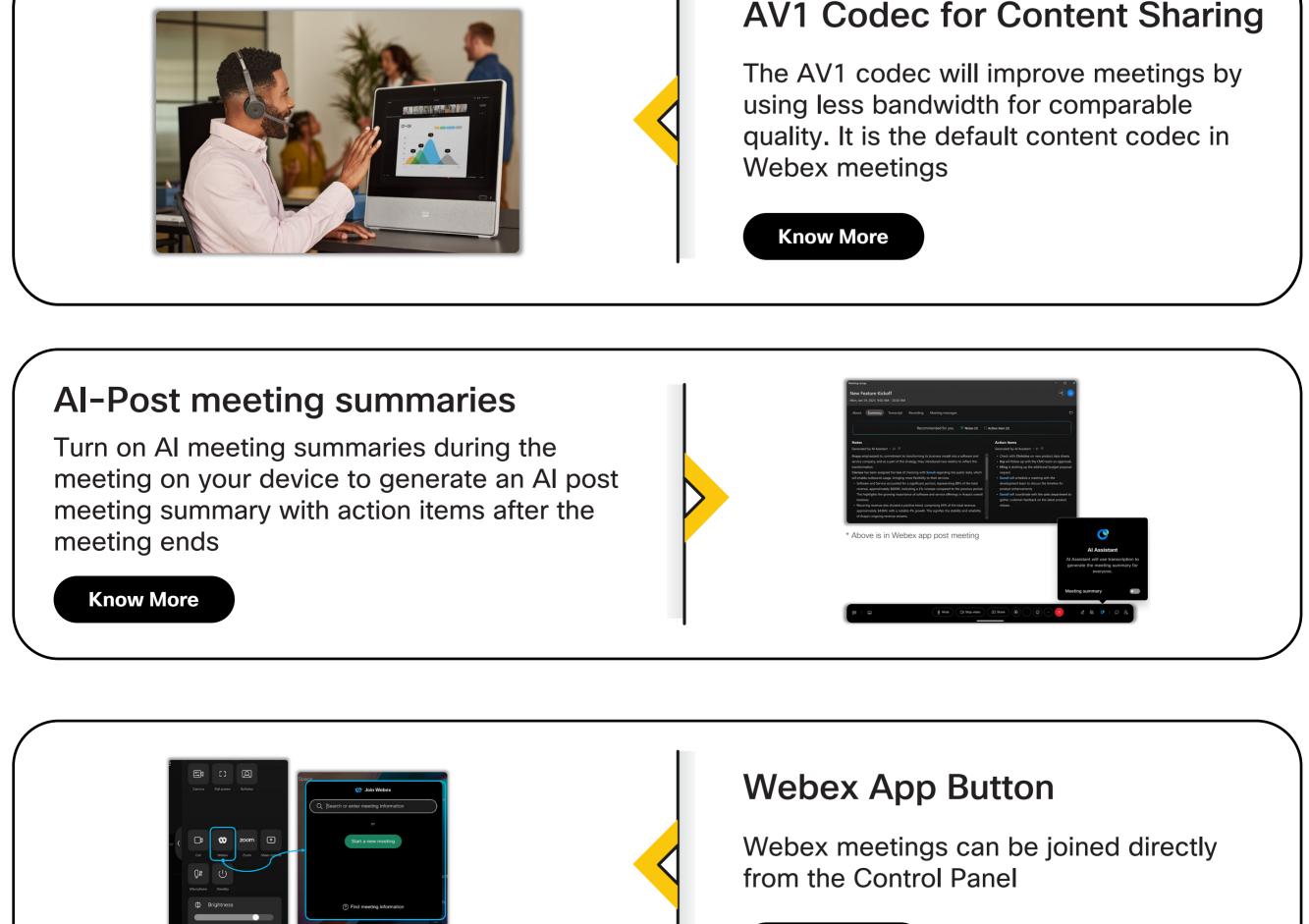
Improved Notifications

Docked notifications mute, video off, and volume down will now appear in the in-meeting notification center

Know More



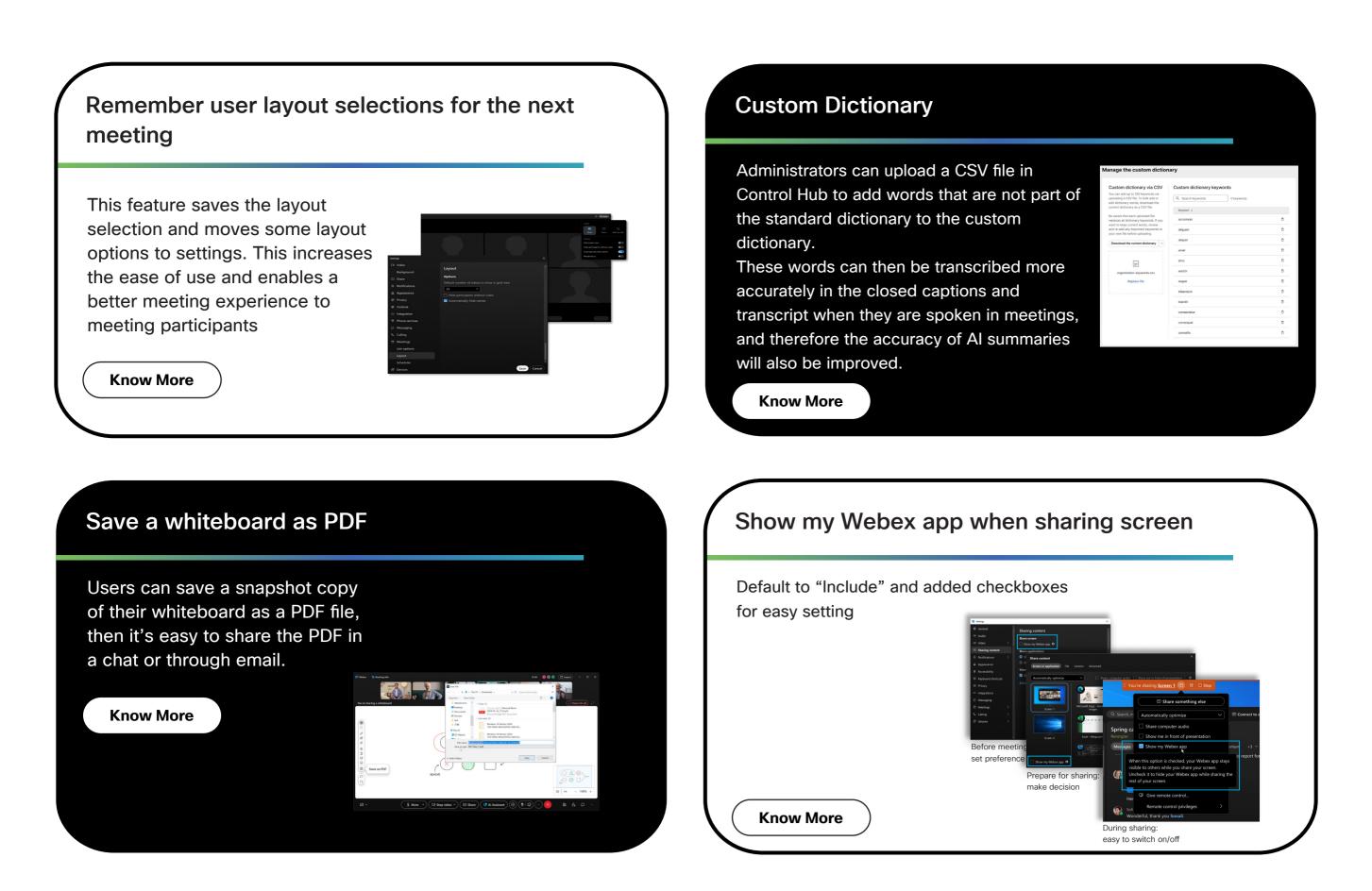
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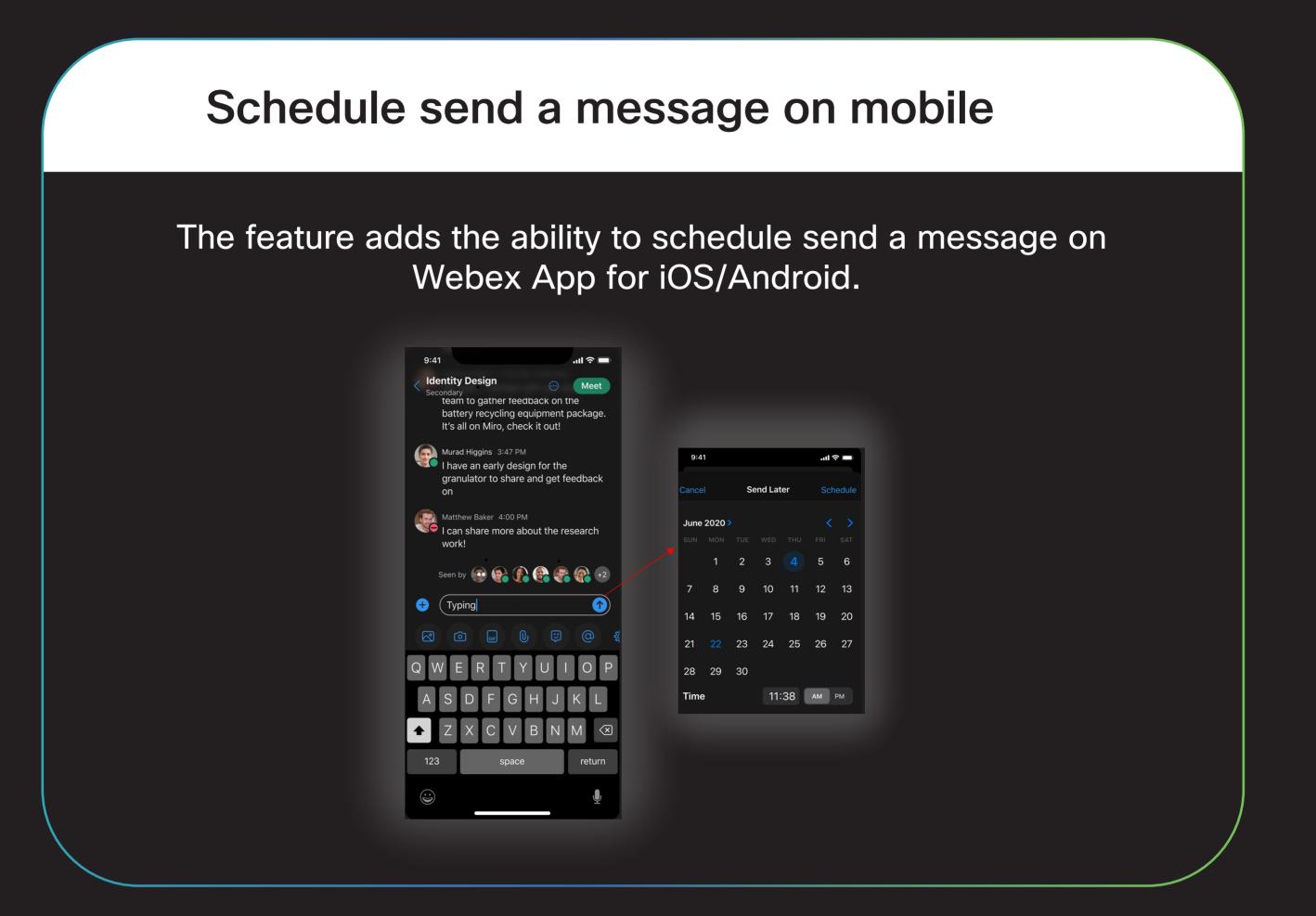
AV1 Codec for Content Sharing

What's New in Webex Suite Meetings Platform

Know More



What's new in Messaging

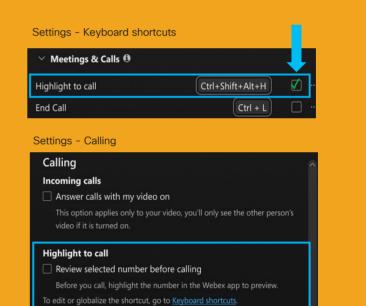


What's New in Webex Calling

Highlight to Call

This feature allows the user to highlight a phone number from another application and use a keyboard shortcut sequence to make a call with the Webex App

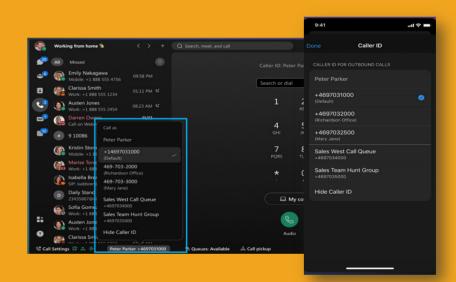




Flexible External Caller ID Selection

This feature provides the ability for a user to select their external caller ID while making an outbound call.

Know More



Edit Internal Dialing

Cancel

Terms of Service

Cancel

Co Lobby

Cobby

Lobby

Cobby Co Lobby

By clicking "Accept", you, on behalf of your organization agree to Eleveo's Terms of Service and consent to Cisco sharing information, including user information (e.g., names email addresses, and user time zones) and call recordings with Eleveo to facilitate you and your users' use of Eleveo

Call Recording

Which workspace will the device be assigned to

Lobby

disco 887

disco 8875

Phone

] Phones

Phones

Call Routing

Calling

Notification tones for agents

ification tones for agents

Use organization's default settings

Define custom notification settings

Play notification tones for Monitoring Play notification tones for Supervisor Barge In Play notification tones for Coaching

Virtual Lines

Bounced call policy for agent

calls are bounced or unanswered.

Configure an agent's status to unavailable if the

Managed Gateways

Bounced calls.

Ø

PSTN

Use this setting to change the status of an agent to unavailable in case of

Service Settings

Features

Numbers Virtual Lines Call Routing Managed Gateways Features PSTN Service Settings Client Settings

will hear when supervisor fun Play notification tones for Monitoring Play notification tones for Supervisor Barge

Play notification tones for Coaching

These settings can be used to toggle the notification tones that an agent will hear when supervisor functions are invoked

Calling

Numbers

0

Increased Timeout Value for Callback from Call Queues

The timeout for call back answer confirmation is increased to 15 seconds from the current value of 5 seconds.

Know More

Support Extension Length 7-10 digits

Extension length can now be configured between 2 and 10 digits

Know More

Eleveo as Call Recording Provider

Webex Calling now supports Eleveo as a call recording provider for organizations hosted in Europe and the United States region

Know More

Ability to Add Multiple Desk Phones to a **Workspace**

This feature enables adding up to five devices for professionally licensed workspaces

Know More

Customer Experience Essentials: Bounced call policy for agents

The implementation of the agents bounced calls policy helps to set the right status if there are continuous bounced calls for an agent.

Know More

Configurable Agent notifications

Administrators can configure notification tones that are played to agents when a supervisor invokes functions like Monitoring, Coaching, and Barge.

Know More

Allow an end user to generate Activation Codes to onboard MPP device	Profile Settings Meetings Meetings Meetings Recordings Add device Start here to active	te your Cisco Device.
Jser can now generate activation codes for MPP devices in user hub user.webex.com)	R may take a few minutes for the newly active Device name Cisco RRAT Total device(s): 1	ted device to display on your account. Feel free to refresh this page in the meantime. Model Cisco 8841
Know More		

Add CCPP & Cisco PSTN Identifier to **Detailed Call Record Reports**

India regulatory requirement: reporting has to show the PSTN vendor and type used for a call



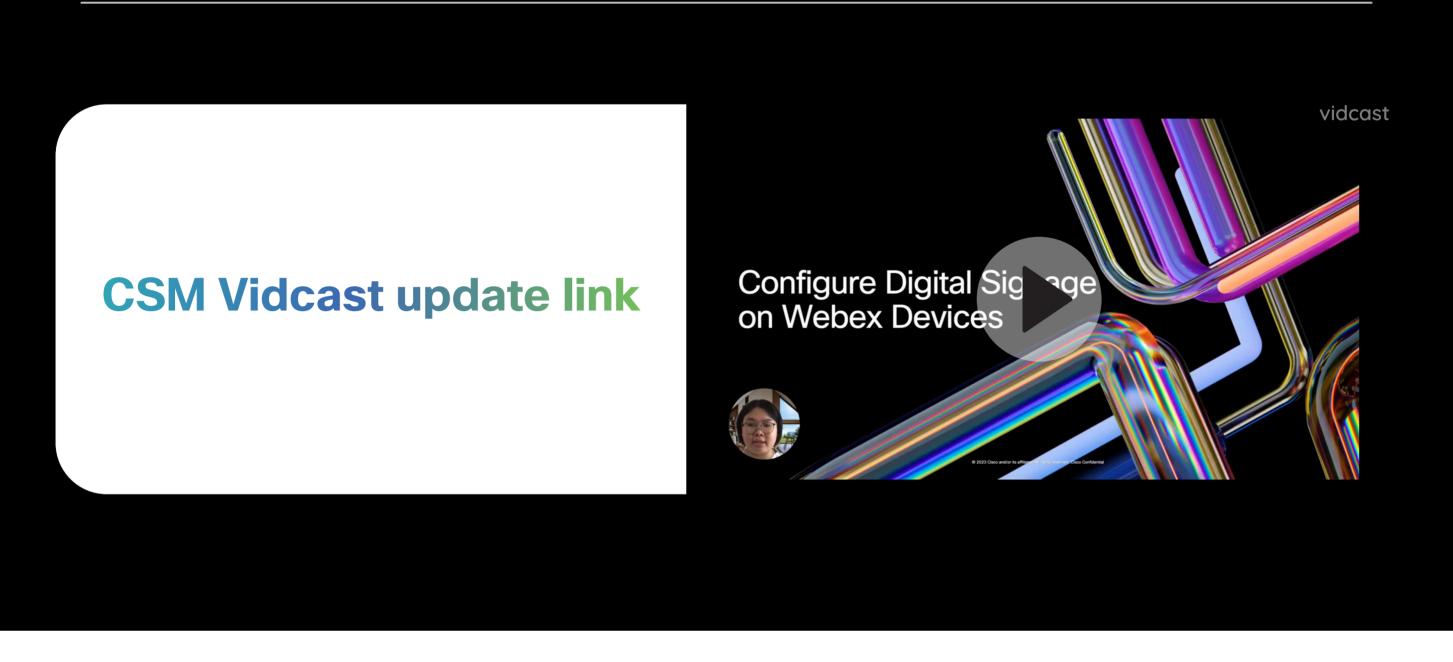
Know More

CSM Aug Webinar Registration

Topic: Getting started with Vidcast

Registration link

Date: 28th Aug at 11am IST



Did you Know about the Webex Calling API's?

Conference API Mute and Unmute API to Remotely Control Soft Clients **Provisioning APIs**

- **Microsoft Teams Integration**
- Call Recording (Vendor Selection)
- **Emergency Services**
- **Call Queue Supervisor**
- Select Location PSTN Provider
- **Background Images for Phones**
- **Bulk Move Users to Different Location**

Visit https://developer.webex.com/ for more details

