

# The collaboration how-to guide for the hybrid workplace

# Supporting the hybrid workplace

Supporting a hybrid work environment is no longer an option, it's a requirement. Recent surveys find 98% of meetings will need to accommodate remote participants. The hybrid workplace must provide consistent tools and experiences for all employees, regardless of location. Webex® has accelerated your ability to deploy a hybrid workplace with our intelligent workplace solutions. Artificial intelligence (AI)-enabled devices with environmental sensors and remote management dashboards built on an open, secure platform make intelligent workplace technology one of the

best tools for getting employees back to the office safely while providing an inclusive experience for remote workers.

This guide is intended to provide IT and facilities managers guidance on redesigning collaboration spaces with safety in mind and leveraging Webex features to enable an inclusive experience for remote workers.

We'll cover practical tips for taking advantage of your existing technology and what you'll need to deploy the latest Webex device enhancements.

**An investment in the Webex platform and devices is an investment in your employees—and your company's future.** From the home office to the lobby and the boardroom, our AI-enabled devices present endless possibilities to provide intelligent and customizable experiences.

**All Webex devices operate on the Room Operating System (Room OS).** RoomOS is under agile development, with monthly updates that ensure you can take advantage of the latest and greatest enhancements as soon as they're available.

[Hybrid Workplace Solutions](#) >

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## Creating safe and intelligent collaboration spaces

Safety doesn't have to come at the cost of productivity. From the moment employees enter the office to navigating new office environments and collaborating in meeting rooms, Webex devices and the RoomOS platform help ensure safety and productivity.

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# Entering the office

The reception area will set the tone for how your company is handling the safe return to the office. Greet employees and visitors with digital signage and custom web apps from Webex. You can immediately begin health assessments and provide safety guidelines. And the same technology can be used for contactless reception, displaying company news, or providing satisfaction surveys.

## Digital signage

Provides valuable information to employees on any display

## Web apps

Can be used for daily health surveys, guest reception, and contactless services



# Digital signage across the workplace

Digital signage has been used for years to deploy brand messages. What's different about digital signage from Webex is that you can centrally deploy corporate messaging across all meeting rooms in bulk within seconds.

This includes all devices from the reception area to the boardroom and even devices in a home office. Digital signage is natively displayed on the screen when Webex devices are not being actively used for collaboration, and it doesn't require any third-party hardware. It's an easy, cost-effective way of centralizing and delivering a range of multi-media content.

Today, you can deploy digital signage to provide vital health and safety information. You can use the same technology and applications for community messages, reminders, and corporate branding. Custom messages have been proven effective for reception areas, open huddle spaces, walkways, personal desk devices, and larger meeting rooms.

## Consider communicating the following to kick off your digital signage deployment:

- Office capacity updates
- Safety alerts
- General social distancing reminders

With digital signage from Webex, you have the ability to extend safety reminders and messages to home offices with Webex devices.

# To enable digital signage, here's what you need.



## Digital signage is available on the following devices:

- Webex Room Phone
- Webex Desk Mini
- Webex Desk
- Webex Desk Pro
- Webex Board Series
- Webex Room Series
- Webex Room Kit Series (external display needed)
- Webex Room Panorama Series



## Requirements:

Stable channel for full cloud devices or a minimum of CE release 9.12.3 for on-premises devices connected via Webex Edge for Devices.



## How to enable digital signage:

You can enable digital signage for your Webex devices through Webex Control Hub or from the web portal.

**Learn how to deploy Webex cloud connected devices** [➔](#)



## How to purchase:

- Webex natively provides the ability for you to host your own content
- Customer can also choose to take advantage of content delivery and management platforms from Cisco partners like Appspace
- Digital signage is a free capability available to customers who have deployed Webex devices and it uses the same license as the endpoint



## Registration types:

- Requires Webex service
- Requires cloud registration or change to cloud connected devices for existing on-premises registered devices



# Custom web apps for the office reception

Using the same underlying mechanism as digital signage, custom web apps are tools you can load directly onto the home screen of your Webex devices. Typically, web apps are used to provide quick access to commonly used applications, like O365, Mural, Miro, or Trello, at the touch of a button. Web apps can also provide a custom experience for your visitors and employees when they enter the office.

To support this new way of working, there may be new policies upon entry. With custom web apps, you can provide employees with digital health and contact surveys on arrival. You can help them find an available space for the day and how to get there or connect them with an expert through video chat if they have questions or need additional help.

Office visitors can use the Webex Desk Series all-in-one devices to check in and provide a registration workflow that takes pictures, provides NDA documents to sign, and notifies individuals expecting guests that they have arrived. They can even connect to a badge scanner or a badge printer (requires additional device like a Raspberry Pi) to print access badges or stickers for guests.

As organizations are in various states of returning to work, with some reception desks remaining unstaffed, the visitor management solution will help to manage visitor details and traffic flow in and out of the office.

# To enable custom web apps, here's what you need.



## Custom web apps are available on the following devices:

- Webex Desk Mini
- Webex Desk
- Webex Desk Pro
- Webex Board Series



## Requirements:

Stable channel for full cloud devices or a minimum of CE version 9.12.3 for on-premises devices connected via Webex Edge for Devices.



## How to enable web apps:

You can enable custom web apps for your Webex devices through Control Hub or from the web portal.

[Learn how in the Webex Help Center](#) 



## How to purchase:

- Webex natively provides the ability for you to host your own content
- Customer can also choose to take advantage of content delivery and management platforms from Cisco partners like Appspace
- Web apps are a free capability available to customers who have deployed Webex devices and it uses the same license as the endpoint



## Registration types:

- Requires Webex service
- Requires cloud registration or change to cloud connected devices for existing on-premises registered devices



# Collaborating at the desk

The personal desk is becoming the central place employees connect and collaborate, whether it's in a home office or one of many desks at the company headquarters. In a hybrid workplace, the home office becomes an extension of the corporate office and employees must have access to high-quality collaboration tools to ensure a frictionless collaboration experience.

**Webex devices for the personal office include:**



## Webex Desk

Offers an AI-driven collaboration experience with noise suppression, virtual backgrounds, and advanced co-creation capabilities



## Cisco Headset 730

Provides noise cancellation and background noise reduction to help people stay focused and productive wherever they are





## Collaboration devices

Desk workers need access to the same high-quality collaboration they experience in meeting rooms. In some cases, intra-office communication and collaboration may go virtual and the new reality is that remote participants will be part of every meeting. A dedicated workspace with collaboration devices at the desk will help reduce contact with shared devices and help maintain social distancing.

Enabling every employee with a full-featured, intuitive collaboration experience that allows them to message, meet, call, share content, co-create, and collaborate from anywhere, just like they could in office, is a foundational requirement for the hybrid workplace.

Webex devices provide video-first collaboration and co-creation experiences for in-office and remote workers so they can work effectively with all their colleagues, no matter where they are.

# To enable desk workers, here's what you need.



## Desk workers can leverage the following devices:

- Webex Desk Camera
- Webex Desk Device Series
- Webex Desk Pro
- Cisco Headset 300 Series
- Cisco Headset 500 Series
- Cisco Headset 700 Series
- Bang & Olufsen Cisco Headset 980



## How to purchase:

Visit the [Cisco Collaboration site](#) 



## Registration types:

- These devices are meetings-agnostic, but attaching to Webex services provides the best experience
- Flexible deployment options include cloud, on-premises, or hybrid registration

# Personalized hot desking at your fingertips

In the hybrid workplace, hot desking is a popular alternative to the personal desk as workers may not need a dedicated space in the office. But the experience that employees have in that space has to be seamless and intelligent. And more importantly, it must provide an integrated, yet personalized workflow that goes beyond the shared desk.

## Take your personal desk anywhere

The Webex Desk Series offers a set of next-generation desktop devices designed for office spaces with shared or dedicated desk. Users can seamlessly book the device and start hot desking simply by plugging their laptop. In addition, the Webex Desk Hub brings the unique NFC tag, which means reservation is as simple as tapping your smartphone to the device.

The Desk Hub has a modular form factor and is a single device that supports hot desking and hoteling with advanced collaboration capabilities. It allows users to join meetings, access their full day calendar, and use their go-to apps, all in an integrated desk collaboration unit.

Everything is at your fingertips: a phone, video device, charging station, connectivity hub, and digital assistant in a single unit, all centrally managed and optimized by admins. Booking triggers a hot desking session in an instant and the device delivers a personalized experience as if you were at your own personal desk and endpoint. The Webex Desk Hub enables the shared desk office by allowing users to reserve an available space through a mobile phone or laptop—making desk reservation easier than ever.



# To enable hot desking, here's what you need.



## Hot desking is available on the following Webex Desk devices:

- Webex Desk Hub with Webex Desk Camera-enabled devices
- Webex Desk Mini
- Webex Desk
- Webex Desk Pro



## Requirements:

Stable channel for full cloud devices or a minimum of CE release 9.12.3 for on-premises devices connected via Webex Edge for Devices.



## How to purchase:

Hot desking is free to customers who have already deployed a Webex Desk device; it uses the same license as the endpoint.

[Visit Webex Desk Series](#) >

[Plan your return to the office](#) >



## How to enable hot desking:

Admins can easily enable hot desking via the Control Hub



## Registration types:

- Requires Webex service
- Requires cloud registration or Webex Edge for Devices for existing on-premises registered devices
- Requires Webex Hybrid Calendar

# Controlling the workspace

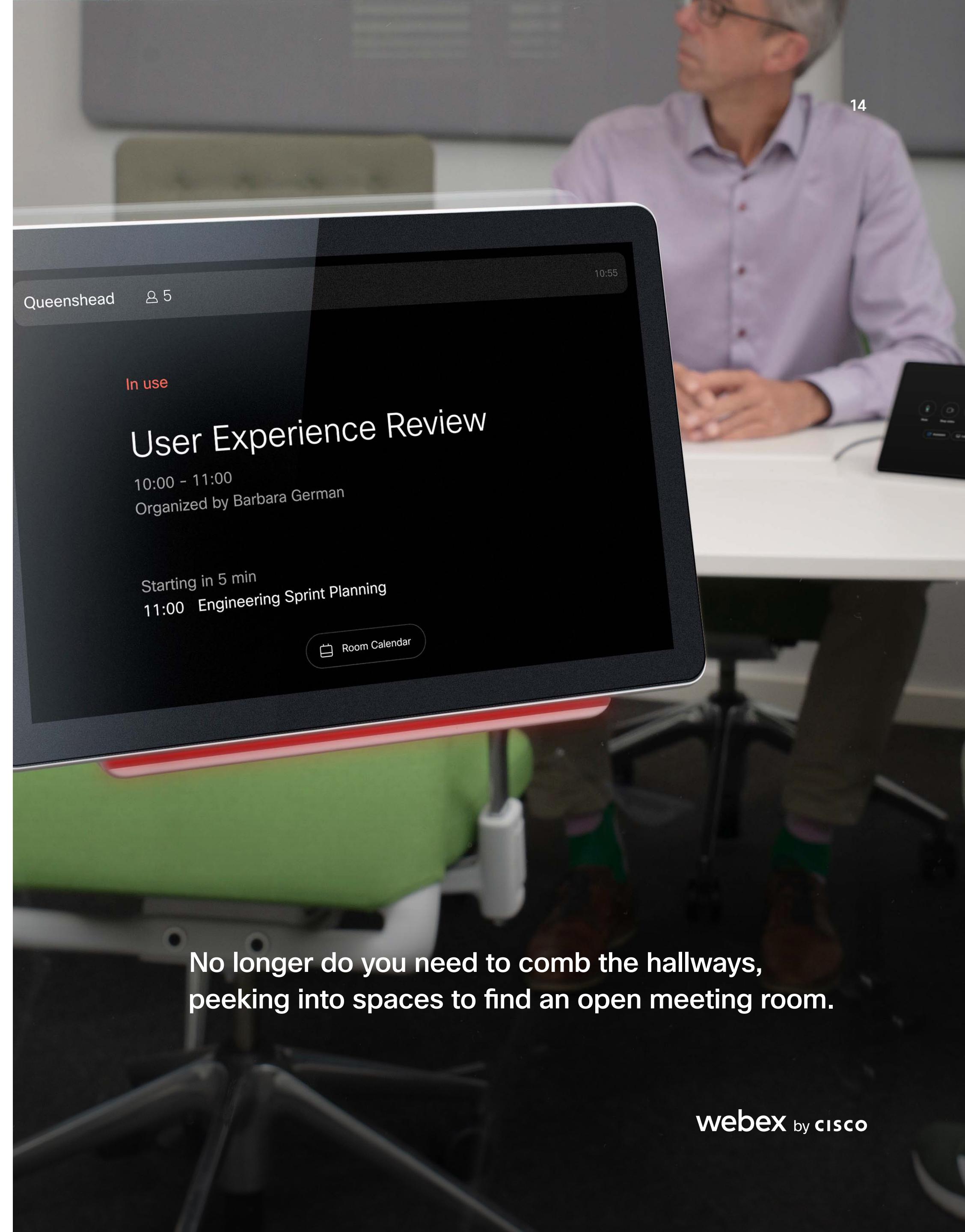
As more offices begin to open their doors, employees will inevitably need to move around the workplace, to find a meeting room for a video conference or a place to talk in-person.

They need to feel safe and secure in their environment. And providing clear room availability information on top of a touchless experience can help.

## Collaboration assistance across the office

The Webex Room Navigator is an intuitive, 10-inch control unit designed to aid collaboration by providing instant access to meetings, contacts, directories, content, and more. It is an intuitive device that provides access to conference controls, seamless room booking, and smart customizations to control of amenities within the meeting space. This touch-based unit is optimized for an effortless user experience—from launching and ending a video or audio conference, to sharing content, and viewing contact lists and directories.

It can be mounted on the wall outside meeting rooms or set on a conference room table. Optimized for an effortless user experience, the interface for the table version can rotate 180 degrees when the device is tilted, and the wall version includes LEDs for clear communications from a distance.



No longer do you need to comb the hallways, peeking into spaces to find an open meeting room.

To gain assistance across the office, here's what you need.



**To deploy this technology, offices need:**

- Webex Room Navigator (needs to be connected to a collaboration endpoint)



**How to purchase:**

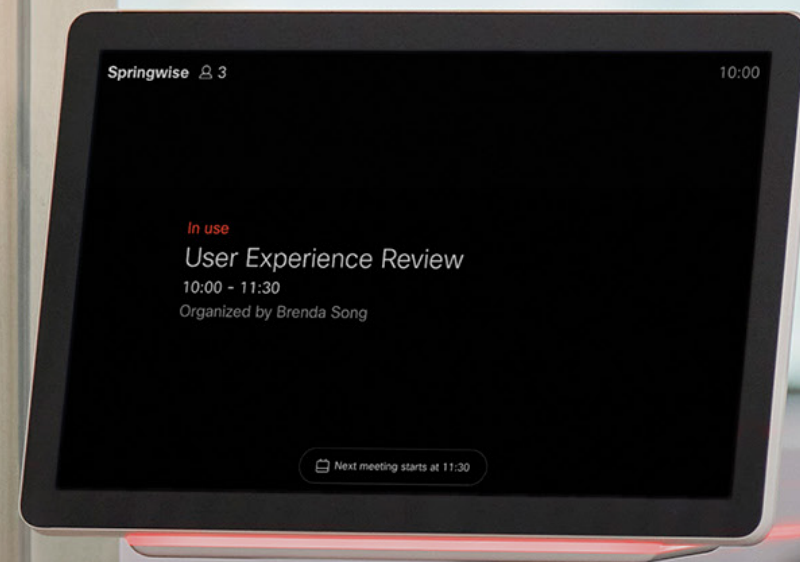
Visit the [Webex Room Navigator](#) >

Visit the [Cisco Collaboration Endpoint](#) page >



**Registration types:**

- Requires Webex service
- Requires cloud registration or Webex Edge for Devices for existing on-premises registered devices



Touchless room booking is also compatible with Webex Assistant-enabled devices.

# Touchless room booking and smart scheduling

Employees looking for an available meeting space can easily see from a distance which rooms are open.

A wall-mounted Webex Room Navigator will light up to indicate if a meeting space is available or booked.

- Green indicates the room is free.
- Red indicates the room is booked.

From the inside of a room you can book the room with a single touch or using your voice with Webex Assistant-enabled devices. Five minutes prior to a meeting ending, participants will be alerted. Meetings can be extended with voice commands or via the touch panel and if there is a Room Navigator outside the room, it will remain booked for that time.



# To enable touchless room booking, here's what you need.



## Touchless room booking is available on the following devices:

- Webex Desk Mini
- Webex Board Series
- Webex Room Series
- Webex Room Kit Series
- + Webex Room Navigator



## How to enable touchless room booking:

You can enable touchless room booking for your Webex devices through Control Hub.



## How to purchase:

Room booking is free to customers who have already deployed a Webex device; it uses the same license as the endpoint.



## Registration types:

- Requires Webex service
- Requires cloud registration or Webex Edge for Devices for existing on-premises registered devices
- Requires Webex Hybrid Calendar

# Collaborating in meeting rooms

Providing a safe return to the office requires technology to assist and inform employees throughout their day.

Environmental changes are leading to a completely different work dynamic. Meeting rooms that were built for large teams can only support a few people to ensure social distancing. Employees in the same office may be using videoconferencing to talk with their teams in other rooms.

The Webex team has created macros—custom code that can be easily deployed—that any company can quickly leverage, and it's just the beginning. Custom macros and open APIs enable any organization to build their own capabilities or work with partners to create enhancements that meet the needs of their organization and workspaces.

## Some examples of macros include:

- Social distancing alerts that inform employees if a room is over capacity
- Cleaning notifications that inform employees of the last time a room or device was cleaned
- Touchless meeting controls that eliminate the need to touch shared devices



**Webex devices provide intelligent capabilities that extend far beyond video conferencing and can help ensure safer work environments.**



Facial detection works even if people are wearing face masks.

## Social distancing alerts when things get busy

Meeting room capacity limits are crucial for staying safe. Using Control Hub, you can set capacity limits.

Facial detection will count how many people are in a room, and a notification will automatically appear on screen the limit is exceeded, ensuring social distancing measures are being upheld.

# To enable social distancing alerts, here's what you need.



## Social distancing alerts are available on the following devices:

- Webex Desk
- Webex Desk Pro
- Webex Board Series
- Webex Room Series
- Webex Room Kit Series (external display needed)
- Webex Room Panorama Series



## Requirements:

Firmware CE version 9.12.3 or newer if you want to use the algorithm for facial detection or Cloud-Based RoomOS Stable.



## How to enable social distancing alerts:

- You can enable social distancing alerts for your Webex devices through Control Hub

[Learn more in the blog](#) ↗

[Download the macro](#) ↗

- You can create your own custom macros or learn more about publicly available macros for

[Webex Rooms on Cisco DevNet](#) ↗



## How to purchase:

Social distancing alerts are free to customers who have already deployed a Webex device and it uses the same license as the endpoint.



## Registration types:

- Requires Webex service
- Requires cloud registration or Webex Edge for Devices for existing on-premises registered devices



**Any organization can create their own custom macros to further extend the functionality of Webex devices.**

# Cleaning notifications in shared spaces

Keeping employees informed about conference room cleanliness and the last time a meeting room was occupied is an important part of helping employees' feel confident about returning to the office.

The macro will record cleaning times and the number of detections since last cleaned in a secondary macro which it will also create itself. The cleaning button is PIN-protected, and the PIN can be edited in the macro.

## **We have created a macro that uses the intelligence of Webex devices to:**

- Record if a room is cleaned (via a UI extensions button that the macro will automatically generate)
- Report on how many times people have been detected since the room was last cleaned
- Tell how long it has been since the device detected someone
- Warn users if the room capacity has been exceeded

# To enable the room cleaning macro, here's what you need.



## Cleaning notifications are available on the following devices:

- Webex Room Navigator



## Requirements:

- Touch 10 or Webex Room Navigator connected to the Webex Room or Webex Board device to record cleaning events
- Firmware CE release 9.12.3 or newer or RoomOS for enhanced people detection



## How to enable room cleaning macro:

- You can enable room cleaning notifications for your Webex devices through Control Hub

[Learn more in the blog](#) ↗

[Download the macro](#) ↗

- For an introduction to Webex Rooms APIs, read through the [Device Developers Guide](#) ↗



## How to purchase:

Cleaning notifications are free to customers who have already deployed a Webex device.



## Registration types:

- Requires Webex service
- Requires cloud registration or Webex Edge for Devices for existing on-premises registered devices



**With proximity pairing, employees can join a meeting on a Webex device with their personal device, meaning that they never have to touch a shared device.**

# Touchless meeting controls

## Enable touchless interfaces for meeting rooms and desk spaces

Digital assistants and touchless technology in the workplace were nice bonus features before the pandemic. But with employees being concerned about touching shared devices, it's no longer just a nice-to-have capability; now it's essential. A digital assistant for the workplace goes a long way to ease concerns by making any meeting or interaction a zero-touch experience.

With Webex Assistant you get a voice-controlled collaboration and with Cisco Intelligent Proximity, employees can pair their mobile device or laptop with a Webex device and control the meeting or share content without ever having to touch another device or cable it the room.

## Cisco Intelligent Proximity

Intelligent Proximity is a suite of features that activates through ultrasound technology when bringing mobile devices (smartphone, tablet, or laptop) close to a Webex device. It allows employees to see, control, and capture content from a meeting directly on their own device.

# To enable proximity pairing, here's what you need.



## Intelligent proximity is available on the following devices:

- Webex Room Phone
- Webex Desk Series
- Webex Board Series
- Webex Room Series
- Webex Room Kit Series (external display needed)
- Webex Room Panorama Series



## Requirements:

- Android device: Requires version 7.5 or later of the Android Webex Meetings app from the Google Play store.
- iOS device: Requires version 7.1 or later of the Webex Meetings app from the iTunes App store.
- The Intelligent Proximity app only works with on-premises registered devices. Firmware version CE 8.0 and newer is supported.
- In order for the Intelligent Proximity to work with the endpoint you have to enable BYOD mode on the endpoint.
  1. Settings are available in the WebUI
  2. xConfiguration BYOD mode should be set to "On"
  3. xConfiguration network services HTTPS mode should be set to "On"



## How to enable:

Intelligent Proximity is enabled by default if you have downloaded the Webex App.

Learn more by visiting the [Cisco Intelligent Proximity site on Cisco.com](#) ↗



## How to purchase:

Intelligent Proximity is free to customers who have already deployed a Webex device.



## Registration types:

- Requires Webex service
- Requires cloud registration on the premises or Webex Edge for Devices





# Webex Assistant

Webex Assistant is a voice-activated, AI-powered digital assistant. With Webex Assistant, employees can speak their commands, removing the need to touch anything in a meeting room. Webex Assistant uses natural language processing, so employees don't have to memorize a list of commands—they can talk like they normally would and Webex Assistant will understand their intent.

## Some examples of Webex Assistant voice commands:

### Meetings

<b>Join meeting</b>	“Join the meeting” “Let’s get started”	<b>Join meeting by time</b>	“Join the 2 p.m. meeting” “Let’s start the 1 p.m. meeting”
<b>Join my PMR</b>	“Join the 2 p.m. meeting” “Let’s start the 1 p.m. meeting”	<b>Join person’s PMR</b>	“Join Ray’s personal room” “Call into Sarah’s meeting room”
<b>Call by name</b>	“Call Michael Jordan” “Place a call to Jim”	<b>Call by name and title</b>	“Call Megan from HR” “Call Tom the VP of finance”
<b>End meeting</b>	“End the call” “Hang up”	<b>Incoming call</b>	Turn on Bluetooth pairing” “Disable Bluetooth”

### Devices

<b>Volume</b>	“Turn up the volume” “Set volume to 80%”	<b>Audio control</b>	“Mute the mic” “Sound off, please”
<b>Recording</b>	“Start recording” “Can you stop the recording?”	<b>Self view</b>	“Show my camera feed” “Minimize my camera view”
<b>Bluetooth®</b>	Turn on Bluetooth pairing” “Disable Bluetooth”	<b>Settings page</b>	“Show me device info” “Open the settings page”

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Available on Webex Bluetooth-enabled devices

<b>Speaker track</b>	“Stop speaker tracking” “Speaker track on”	<b>Do not disturb</b>	“Don’t disturb me, please” “Enable do not disturb mode”
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# To enable Webex Assistant, here's what you need.



## Webex Assistant is available on the following devices:

- Webex Desk Series
- Webex Board Series
- Webex Room Series
- Webex Room Kit Series
- Webex Room Panorama Series
- Webex Room Navigator



## Registration types:

- Requires Webex Control Hub
- Requires cloud registration or Webex Edge for Devices for existing on-premises registered devices



## How to purchase:

You can enable Webex Assistant for your Webex devices through Control Hub or from the web portal.

[Learn how in the Webex Help Center](#) >



## How to enable Webex Assistant:

Webex Assistant for Webex devices is free to customers who have already deployed a Webex device and it uses the same license as the endpoint.



# Wireless guest sharing

Wireless guest sharing for Webex devices allows people to share content wirelessly to any Webex registered device. There's no need to download a Webex app or sign up to a Webex account and it's completely touch-free.

Most offices receive a constant flux of people. When people come into your office for a meeting, it can be rather tedious to ask them to download an app in order to wirelessly share to a Rooms device. Many times, visitors also require access from an admin to download new software on their work laptops, which may not be practical.

The wireless guest share feature allows guests to simply visit a website and enter a code found on the device. After doing this, they can wirelessly share to the device. The only requirement is an internet connection. Whether the guest wants to share an app, their entire screen, or just a tab from their browser, it can be done with one simple step.

# To enable guest share, here's what you need.



## Guest share is available on the following devices:

- Webex Room Phone
- Webex Desk Mini
- Webex Desk
- Webex Desk Pro
- Webex Board Series
- Webex Room Series
- Webex Room Kit Series (external display needed)
- Webex Room Panorama Series



## Registration types:

- Requires Webex services
- Requires full platform registration of devices (future support for cloud-connected devices is planned)



## How to enable guest share:

Guest share is enabled by default on all cloud-registered devices. End users just need to press the “Sharing Options” button to view the “Guest Code” and join via the website.

Learn how in the [Webex Help Center](#) 



## How to purchase:

Guest share is free to customers who have already deployed a Webex device.

# Improving the admin experience

IT administrators need visibility into every device on the network, regardless of whether the device is being used remotely or in the office. You need to be able to deploy, manage, monitor, and troubleshoot every device in the organization to quickly analyze device issues (e.g., packet loss, jitter, latency, etc.) in real time.

And it is not only about technology. With hybrid work, understanding how teams are working and how spaces are being used will help you continually optimize the workplace for collaboration.

Webex Control Hub provides an intuitive way to navigate to important details about your Webex services. This allows you to offer the best collaboration options for everyone, with consistency of experience, security, and single-pane-of-glass management that is critical when deploying collaboration devices across an organization, at work, and at home. Webex Control Hub provides IT with the actionable workspace insights they need to make important ROI decisions.





# Workspace utilization

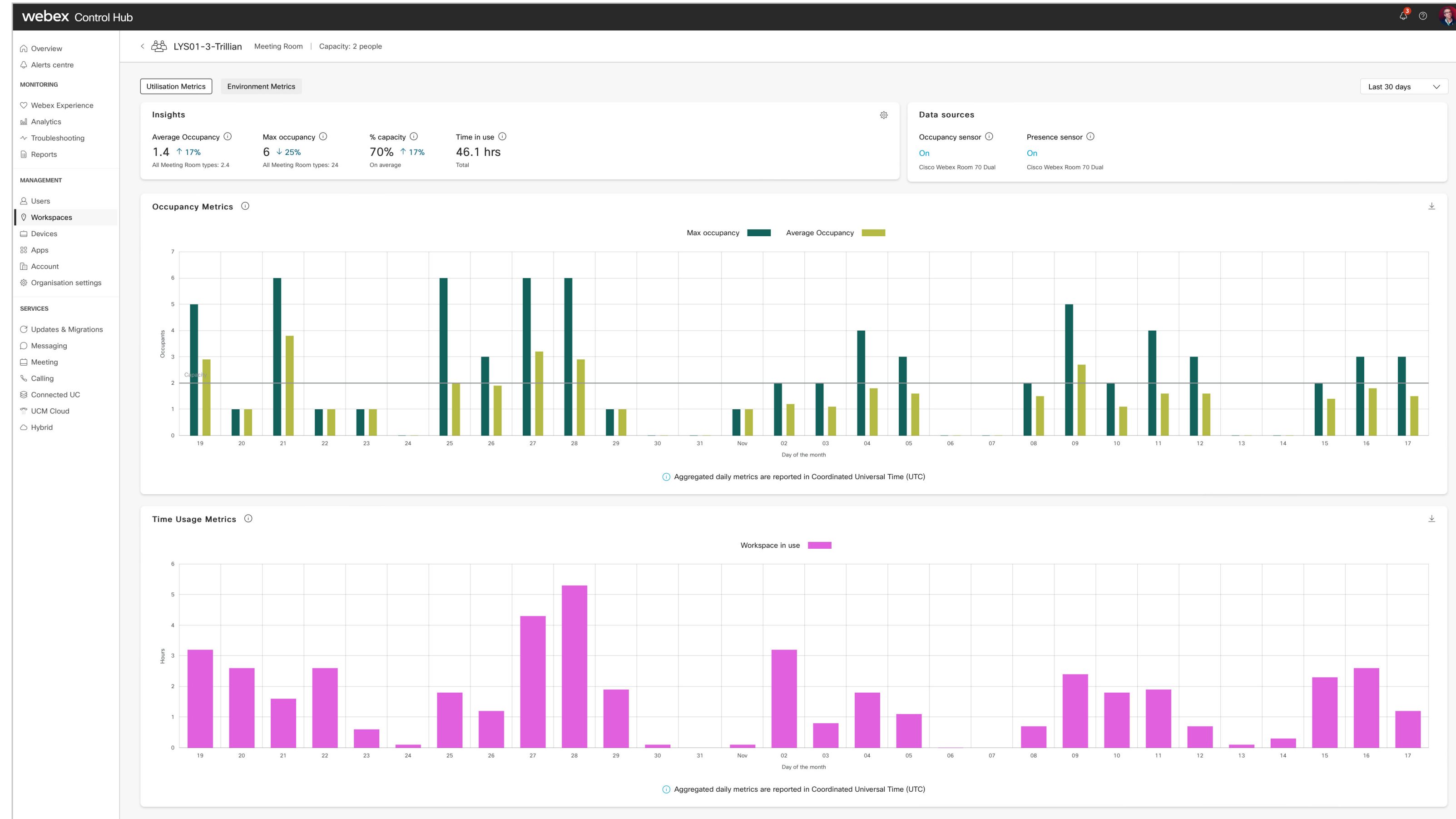
Workspace utilization insights provide organizations with a deeper understanding of how their meeting spaces are being used and then gives them the ability to break down the types of activities that are happening within each space, all through Control Hub.

This is achieved with intelligent sensors, such as people count and presence. Essentially, workspace utilization extends the capabilities of the camera, microphone, and speakers on your Webex devices to increase their functionality by detecting movement and people within the meeting room. This feature analyzes all activities in the room, not just interactions with your device. This means that it captures whether the room is in use, regardless of whether a device is active or inactive. Admins can easily extract analytics data from the Control Hub and export them into third-party tools and integrated workplace management systems for workspace and resource optimization.

# Workspace utilization

## Control Hub – Workspace view

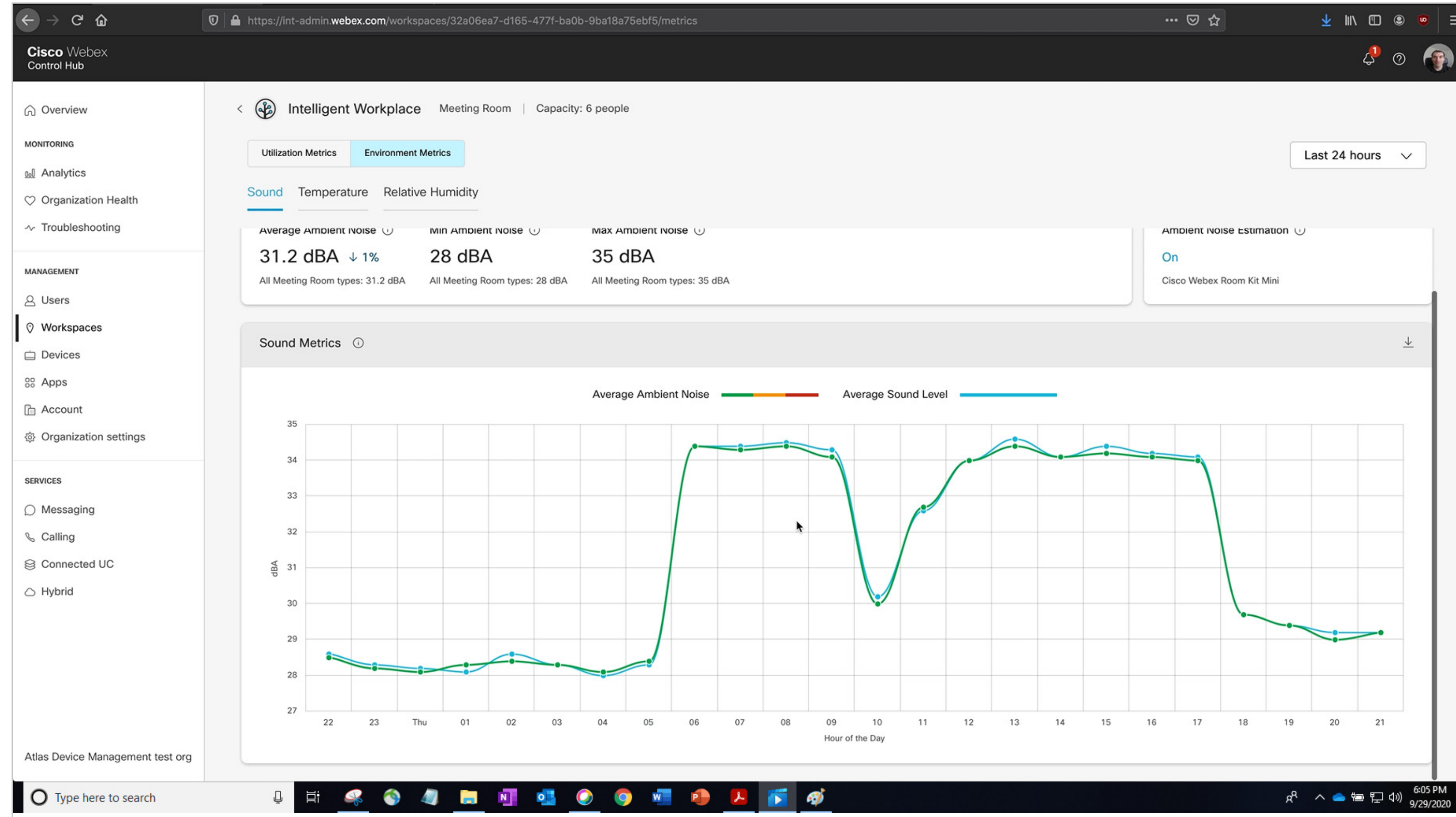
Control Hub provides the ability to go deeper into each workspace to find out what is happening in real time. You can set capacity limits and receive alerts when the maximum number of people in the room is exceeded. You can also find information on scheduled meetings, including who has booked which meeting room, and for how long. For privacy reasons, the meeting title is obscured.



# Workspace utilization

## Control Hub – Historical data

Control Hub also provides the ability to analyze how your workspace has changed over time, allowing you to slice and dice the data to deliver custom insights. The dashboard natively provides a live snapshot of key data points relevant to your meeting rooms.





To gain the insights into workspace utilization, here's what you need.



**Workspace insights is available on the following devices:**

- Webex Room Phone
- Webex Desk Series
- Webex Board Series
- Webex Room Series
- Webex Room Kit Series (external display needed)
- Webex Room Panorama Series
- Webex Room Navigator



**Registration types:**

- Requires Webex service
- Opt-in to receiving workplace sensor data within Control Hub's setting tab

# Webex is here to help

Provide safer working environments and transition to a hybrid workplace.

[View workspaces](#)

[Buy now](#)

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