webex
by CISCO

Webex Calling multi line support

Maximize the productivity of power calling users

Power calling users, such as receptionists, service and support staff, and executive administrators, keep the gears of your organization moving smoothly. To be effective, these users need to efficiently manage a high volume of calls across multiple lines.

Multi line support for Webex Calling is a powerful new feature that enables administrators to configure multiple phone numbers to a single user, without the need for additional calling entitlements. The numbers can be assigned to the user's Webex App and devices, and each number can be assigned independently to group calling functions like call queues, hunt groups, or shared line groups.

With multi line support, organizations can maximize the productivity of power phone users, while improving operational efficiency, customer service, support, and sales.

Common use cases for multi line support:

- Receptionists that manage a high volume of incoming calls across multiple queues

- Support staff that are members of call queues, hunt groups, or shared line groups

- Regional workers that need phone numbers in different local area codes

- Administrative staff that manage calls for executives on shared lines

- Executives that work in mulitple locations and need lines in each location, or need separate private and public lines

Benefits

Productive

Improve the productivity of your most important calling users by giving them access to multiple lines.

Flexible

Deliver users the flexibility to have different phone numbers and work in multiple call queues, hunt groups, or shared line groups.

Simple

Users access different phone lines directly through the Webex App, multi call window, or on Cisco IP phones.

Cost effective

Multiple lines do not require the purchase of additional calling licenses.

Multi-line user experience

Users have immediate access to multiple lines through the Webex App, multi call window, or Cisco IP phones.

- Each line is labeled and users can easily switch between lines through a drop down menu.

- Users can set call forwarding rules for each line.

- Call history and voicemail messages for each line are accessible.

- The presence of users is displayed for each line.
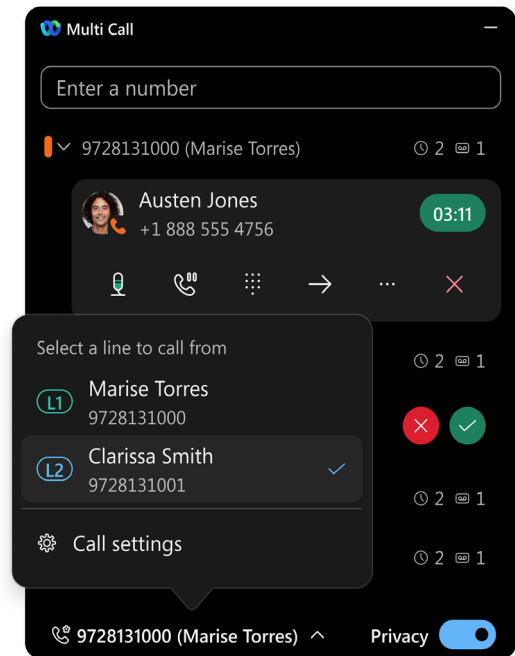
Multi line administrator experience

- Administrators can create multiple lines individually or in bulk with a CSV upload through Control Hub.

- Each line can be configured with devices, phone numbers, voicemail, and agent settings.

- Multiple lines can be easily assigned to a single user.

- Each line can be assigned to call queues, hunt groups, or shared lined groups.
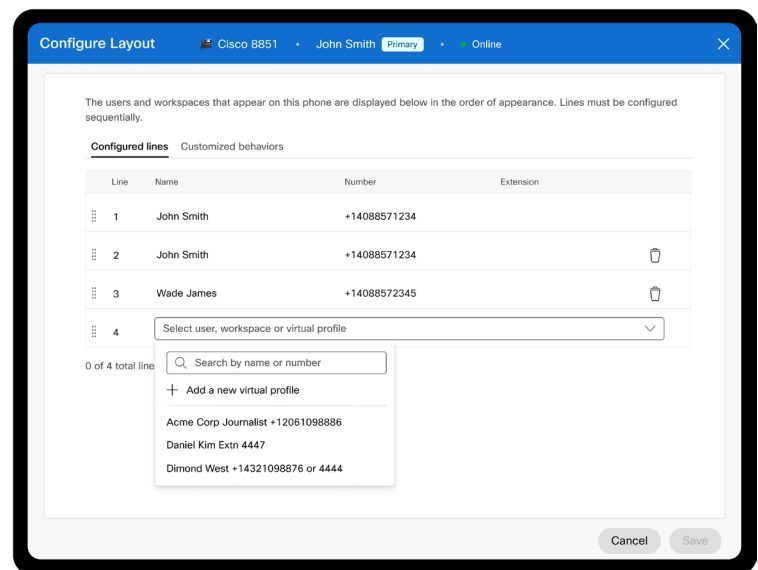
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