CISCO Webex

Webex app adoption checklist

Tip: Team sizes will vary based on the size of your organization and the scope of your Webex deployment, but you'll still need to cover all core roles.

1. Assemble your team

☐ Project management: Identify your decision-makers

☐ Executive sponsorship: Secure leadership buy-in to advocate for change

☐ Ensure success: Designate technical experts to make sure the app works every time

☐ Change management: Use adoption leads to execute your communication strategy

Tip: Have an internal support desk? Train the team on the Webex app before deployment for a smooth rollout.

Training: View our essential trainings on customizing your Control Hub.

2. Ensure technical readiness

☐ Your update: Choose the path that works best for you

☐ Security: Prepare your firewall and network security settings using our guidelines

☐ Configure Control Hub: Optimize the user experience in Webex. Set up SSO, directory sync, and more

☐ User experience: Explore integrations to give users a better experience

Tip: Onboard in a phased approach based on user type if you have a large organization.

3. Create your rollout plan

☐ Deployment: Work with your team to customize your deployment plan

☐ Set a timeline: Onboard your organization on the Webex app

4. Prepare your champions

☐ Build momentum: Identify and share Webex use cases

☐ Early adopters: Identify them throughout the organization to help foster adoption

Training: Encourage champions to take our Adoption Masters class to help lead adoption in your organization.

5. Let's launch!

☐ Rollout: Work with the deployment team to execute your plan

☐ Communicate: Share our essentials page with users to get them up and running quickly.