Geschäftstexte für WebEx anrufende Organisation konfigurieren

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Einleitung

In diesem Dokument wird die Konfiguration von Business Texting für WebEx Anrufer beschrieben, die diese Funktion unterstützen.

Voraussetzungen

Anforderungen

Cisco empfiehlt, dass Sie über Kenntnisse in folgenden Bereichen verfügen:

- Control Hub-Verwaltung von Servicefunktionen für die WebEx Calling Organization
- Control Hub-Verwaltung der Benutzeranruffunktion für die WebEx Anruforganisation
- WebEx App

Verwendete Komponenten

Es gibt keine spezifischen Anforderungen für dieses Dokument.

Die Informationen in diesem Dokument beziehen sich auf Geräte in einer speziell eingerichteten Testumgebung. Alle Geräte, die in diesem Dokument benutzt wurden, begannen mit einer gelöschten (Nichterfüllungs) Konfiguration. Wenn Ihr Netzwerk in Betrieb ist, stellen Sie sicher, dass Sie die möglichen Auswirkungen aller Befehle kennen.

Konfigurieren

Anforderungen und Einschränkungen

- WebEx Calling Professional-Lizenz
- Cisco Anrufpläne (USA und Kanada)
- Dem Benutzer zugewiesene primäre Telefonnummer
- Windows und MAC OS WebEx App 42.12 oder höher
- Apple und Android WebEx App 43.2 oder höher (voraussichtlich Feb. 2023)
- Online-Organisationen KÖNNEN Business-SMS NICHT aktivieren
- Für ausgehende Nachrichten gibt es eine Beschränkung von 6 Nachrichten/Min. pro Zahl. Wenn die Lieferung verzögert wird, kann dies eine der Ursachen für Langsamkeit sein.
- Business-SMS umfasst keine Unterstützung für Phase-4-Verbundmigration

Konfigurationen

Business-SMS-Organisationskonfiguration im Control Hub

Auf diese Weise kann ein Administrator das geschäftliche SMS für alle WebEx-anrufenden Benutzer vom Control Hub aus aktivieren.

Schritt 1: Navigieren Sie zu Anruf > Serviceeinstellungen > Zu Business-Textbereitstellung scrollen.

Sie können jedem Business-Texting-fähigen Benutzer erlauben, Text über die WebEx App zu senden und zu empfangen.

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| C Overview C Gerting Started Guide Alerts center | Calling Numbers Locations Call Routing Features PSTN Call Routing for Weberk Meetings Dial-in calls (Integrated Audio) | Service Settings Client Settings Optimized On-wet This is the default and recommended option to achieve PSTN cost savings and optimized call routing. (*) PSTN (not recommended) This option disables the on-wet routing optimization for Webes Meetings dial-in calls. | |
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| C Account C Granization Settings | Calling Phone Number Format Configure the organization's phone number format for calling and call history: the spaces to locations that do not have an Outboard Dia Dig configured. Otherwise, E.164 format is used. Learn more. | € 144 femat National format | |
| • Vesari D: Vesari Convected UC O: Mond Mond Alse, Text, Peid, Business, | Voicemail Configure the organization's voicemail settings, it will affect to individual voicemail settings as well as voicemail group. | Voicemal Forwarding The above sears to configure the email forwarding of voicemails. | |

Schritt 2: Aktivieren Sie die Option Enable Business SMS für alle Benutzer an Standorten mit Business SMS-Funktionen.

Akzeptieren Sie das Popup-Fenster "Geschäftstexte aktivieren".



Deaktivieren Sie die Option Enable Business Texting für alle Benutzer an Standorten mit Business Texting-Funktionen, um diese Option zu deaktivieren.

Klicken Sie auf die Schaltfläche "Geschäftstexte deaktivieren", um die Informationen im Popup-Fenster "Geschäftstexte deaktivieren" zu akzeptieren.

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Business-SMS-Benutzerkonfiguration im Control Hub

Bereitstellung von Business-Texting für einen Benutzer im Control Hub.

Schritt 1: Navigieren Sie zu Benutzer > Benutzer auswählen > Registerkarte Anrufen > Abschnitt

für geschäftliche Texterstellung.

- Standardmäßig ist diese Option auf "Standardkonfiguration für die Organisation verwenden" eingestellt.
- In diesem Fall wird Business-Texting auf Organisationsebene aktiviert.

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Schritt 2: Um die Standard-Organisationskonfiguration zu überschreiben, wählen Sie Einstellungen überschreiben.

- Sie können Business-Texting für diesen bestimmten Benutzer innerhalb der Organisation deaktivieren oder aktivieren.
- Klicken Sie auf "Save" (Speichern), um die Deaktivierung von Business Texting zu akzeptieren und die Standard-Organisationskonfiguration außer Kraft zu setzen.

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Klicken Sie auf "Save" (Speichern), um die Aktivierung von Business SMS zu akzeptieren, damit die Standardkonfiguration der Organisation überschrieben wird.

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Um zur Standardkonfiguration für die Organisation zurückzukehren, wählen Sie die Option Standardkonfiguration der Organisation verwenden.

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| Adas_Test_Mary_PSTN_P | | | | | Cancel Save | | |

Überprüfung

Schritt 1: Vergewissern Sie sich, dass die Option Eine Textnachricht senden auf der WebEx App auf dem PC verfügbar ist.



Schritt 2: Geben Sie die Mobiltelefonnummer im E.164-Format ein, um eine Textnachricht zu senden.



Hinweis: Die Mobiltelefonnummer muss im E.164-Format vorliegen: +1 gefolgt von einer zehnstelligen Telefonnummer, z. B. +12223334444; andernfalls schlägt der Anruf fehl.



Schritt 3: Schreibe einen Text.

Schreiben Sie einen Text an, z. B. +12223334444, um zu überprüfen, ob Business Texting funktioniert.

Fehlerbehebung

Business-SMS-Organisationskonfiguration im Control Hub

Szenarien, in denen der Administrator die Business-Texterstellung bei der Organisationskonfiguration im Control Hub nicht aktivieren kann:

- Schaltfläche "Geschäftliche SMS aktivieren" ist nicht verfügbar.
- Stattdessen wird die Fehlermeldung "Diese Organisation ist nicht für SMS-Funktionen qualifiziert" angezeigt.
- Klicken Sie auf Weitere Informationen, um mehr über alle Voraussetzungen für die Aktivierung von Business-Texting zu erfahren.

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| webex Help Center | Q Get started \lor Help by product \lor What's new | Learning v For administrators Support @ English v Sign In |
|-------------------|---|---|
| | December 12, 2022 I 388 viewo(s) I 0 people thought this was helpful Enable Business Texting | In this article Dusiness texting Enable Business texting for an organization |
| | Business texting seamlessly integrates into the Webex App. This feature provides a flexible communication method to embrace a hybrid work environment. Users can send text messages by typing in a mobile number using the Webex App. | Provision business texting for users Bulk Provision business texting |
| | Business texting At Cisco Calling Plan customer administrators can centrally provision and manage business texting in Control Hub. Descent adde for usion business textion: | Limitation for business texting More Information |
| | You must have Casco Calling Plan in the US or Canada to use the feature. This feature is available only to Enterprise customers. Online customers are currently not eligible to use business texting. | Related Articles V |
| | Every user must have a telephone number (TH), else you can't use business texting. Ensure you're on Webex App version 42.12 or higher. Here are few benefits of using business texting: | |
| | For End Users B reachable and reach out to your oustomers using texting, which is a universal and effective modality. Use your business persons and work phone number as opposed to your personal identity. | |
| | Access business texting from the familiar and ergonomic Webex App, an environment you that have and are comfortable. For an Administrator Ease to confine and message the feature using Control Hub. | |
| | Add this critical outformer facing channel at no incremental cost. Business texting enjoys the same business compliance and retention capabilities as other modatilies. Fnable Business texting for an organization | æ |
| | munane menunde takend ter en arfängennan | |

Drei Szenarien, in denen der Administrator Business-Texting nicht aktivieren kann.

1. Szenario: Cisco Calling Plan in den USA oder Kanada erforderlich

Es sind keine Benutzer mit einem Cisco Public Switched Telefone Network (PSTN)-Anbieter in den USA oder Kanada vorhanden.

Szenario 2: Daten, die mehrere Regionen umfassen

Wenn sich Ihre Daten in verschiedenen nicht unterstützten Regionen befinden, müssen Sie ein TAC-Ticket für die Datenmigration erstellen, um dieses Problem zu lösen.

Szenario 3: Die Funktion steht nur Unternehmen zur Verfügung.

Online-Organisationen sind derzeit nicht berechtigt, Business-Texting zu verwenden.

Für alle drei Szenarien wird die Fehlermeldung "The organisation is not authorised for texting functions" (Die Organisation ist nicht für SMS-Funktionen qualifiziert) unter Calling > Service Settings for Business texting provisioning (Anruf > Diensteinstellungen für geschäftliche SMS-Bereitstellung) angezeigt.

Business-SMS-Benutzerkonfiguration im Control Hub

Fünf mögliche Fehler- oder Warnungsszenarien für Benutzer, bei denen die Business-Texting-Bereitstellung deaktiviert ist

Szenario 1: Benutzer, der einem Standort mit PSTN-Verbindung über ein lokales Gateway zugewiesen wurde und nicht dem PSTN-Anbieter von Cisco.

Klicken Sie auf Weitere Informationen, um mehr über alle Voraussetzungen zu erfahren.

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Szenario 2: Benutzer einem Standort mit Cisco PSTN-Anbieter zugewiesen, jedoch nicht in den USA oder Kanada.

In diesem Fall ist dies der Cisco PSTN Provider in Großbritannien.

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Szenario 3: Dem Benutzer wurde eine primäre Nummer zugewiesen, diese Nummer unterstützt jedoch keine geschäftlichen Textnachrichten vom Betreiber.

- Fehlermeldung "Ihre primäre Nummer unterstützt kein SMS. Wählen Sie eine andere Nummer, um Texting zu aktivieren" angezeigt wird.
- Weisen Sie eine Nummer zu, die über Textverarbeitungsfunktionen verfügt, um dieses Problem zu beheben. Sie können auch ein TAC-Ticket erstellen, um zu ermitteln, warum diese Nummer kein SMS unterstützt.

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Szenario 4: Der Benutzer wird einem Standort mit einem Anbieter des Cisco PSTN USA oder

Kanada zugewiesen, es wird jedoch keine primäre Nummer zugewiesen.

- Die Fehlermeldung "Der Benutzer ist nicht zur Nutzung von SMS-Funktionen berechtigt, da keine primäre Telefonnummer gefunden wurde" wird angezeigt.
- Klicken Sie zum Auflösen auf Primäre Nummer, und weisen Sie eine Primäre Nummer mit Textfunktion zu.
- Kehren Sie zur Registerkarte "Calling" (Anrufe) zurück, um sicherzustellen, dass der Fehler nicht mehr angezeigt wird.

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| | Q Tony Stark | | | Action ~ | | | |
| | Not Verified - US-TextEnabled+way5@tes | .com - Location: CyTest-OSCO-PSTN-US-1_DND - Location: CyTest-OSCO-P1 | STN-US-1_DND | _ | | | |
| | Profile General Meetings Calling Messaging Hybrid Services Devices Volcast | | | | | | |
| | < Caling | | | | | | |
| MAAGEMENT | Directory number Manage settings | for your primary phone number based on your location. You can use a phone number | umber based on your location. You can use a phone number, an extension, or both. | | | | |
| A Users | Phone number | Search Q | ×) | | | | |
| dő Workspaces | Extension O | | | | | | |
| C Devices S Apps | | | | | | | |
| Account Consolization Settions | | | | | | | |
| | | | | | | | |
| C Updates & Migrations | | | | | | | |
| C Messaging | | | | | | | |
| Calling Vidcast | | | | | | | |
| Connected UC | | | | | | | |
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| Concorner 19 Edit Feature Topples | | | | | | | |
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| Adas_Test_Mary_PSTN_PV | | | | | | | |

Szenario 5: Diese Funktion ist nur für Organisationen der Enterprise-Klasse verfügbar.

- Online-Organisationen sind derzeit nicht berechtigt, Business-Texting zu verwenden.
- Die Fehlermeldung "Der Benutzer ist nicht zur Nutzung der SMS-Funktion berechtigt" wird im Abschnitt "Geschäftliche SMS-Funktionen" auf der Registerkarte "Anrufe" angezeigt.

| webex Control H | Hub | | Q, Search | | 4 💿 🧕 | | | |
|-----------------------------------|--|------------------------------|------------------------------------|-----------|-------|--|--|--|
| Overview | < Uses | | | | | | | |
| Alerts center | Q Iris Sms Test Co | ustomer | | | | | | |
| MONTORING | Active - testhewe-smains@gmail.com - Location: Main Location Location: Main Location | | | | | | | |
| all Analytics | Profile General Meetings Calling Hybrid Services Devices Vdcast | | | | | | | |
| B Reports | | | | | | | | |
| MANGEMENT | Numbers | Directory numbers () Type | Number | Education | | | | |
| 요 Users | | Primary | 3612473238 | 15454 | > | | | |
| Sk Groups | | Add Number | | | | | | |
| Devices | | Caller ID 🔿 | User's phone number : +13612473238 | | > | | | |
| 82 Apps | | Emergency callback number | User's phone number : +13612473238 | | > | | | |
| Account Grganization Settings | | | | | | | | |
| | | | | | | | | |
| C. Lindates & Morations | and the second | | | | | | | |
| C Messaging | Million and Annual | Weinemall () | Excluded | | | | | |
| Meeting | announcement | Total and | | | | | | |
| Calling | language | Announcement language | English | | 3 | | | |
| Hybrid | | Incoming cull parminging | Particult antiferra | | | | | |
| | Call handling | Provincipal permissions | | | | | | |
| OF Edd Easture Soundes | | Outgoing call permissions | Default settings | | 2 | | | |
| 14 cm. cm. to topper | | Call forwarding () | Not forwarding calls | | | | | |
| | | Call waiting 🔿 | Receive another call during a call | | | | | |
| | | Call intercept () | Claabled | | > | | | |

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