为Webex呼叫组织配置业务文本

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简介

本文档介绍支持此功能的Webex呼叫组织的业务文本配置。

先决条件

要求

Cisco 建议您了解以下主题:

- Webex呼叫组织的控制中心服务功能管理
- Webex呼叫组织的控制中心用户呼叫功能管理
- Webex应用

使用的组件

本文档没有任何特定的要求。

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原 始(默认)配置。如果您的网络处于活动状态,请确保您了解所有命令的潜在影响。

配置

要求和限制

- Webex呼叫专业许可证
- 思科呼叫计划(美国和加拿大)
- 分配给用户的主要电话号码
- Windows和MAC OS Webex应用42.12或更高版本

- Apple和Android Webex App 43.2或更高版本(暂定为2023年2月)
- 在线组织无法启用企业文本
- 每个传出邮件的数量限制为每分钟6封邮件。如果分娩延迟,它可能是导致分娩缓慢的原因之一。
- 业务文本不包括第4阶段联合迁移支持

配置

Control Hub中的业务文本组织配置

这就是管理员如何通过Control Hub为所有Webex呼叫用户启用业务文本。

步骤1:导航到呼叫>服务设置>滚动到业务文本调配。

您可以允许任何支持商业文本的用户通过webex应用发送和接收文本。

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 terry > Weat © convected UC > Ménid 	Voicemail Contypue the organization's voicemail settings, it will affect to individual indexmal settings as well as voicemail group.	Voicemal Forwarding This allows users to configure the email forwarding of voicemails. C Voicemal Deletion Set deletion conditions for expired messages. If you disable voicemail deletion, users can only delete their voicemails manually. C Voicemail Passcoole Set a default passcoole for voicemail access. C The secondy purposes, set minimum number of days between passcoole changes. The number should be between 1 and 7. C	

第二步:为位置中具有业务文本功能的所有用户打开"启用业务文本"。

接受"启用业务文本"弹出窗口。



要禁用,请关闭在具有业务文本功能的位置为所有用户启用业务文本。

点击Disable Business Texting(禁用企业文本)按钮,接受Disable Business Texting(禁用企业文本)弹出窗口中的信息。



Control Hub中的业务文本用户配置

如何在Control Hub中为用户调配业务文本。

步骤1:导航到用户>选择用户>呼叫选项卡>业务文本部分。

- 默认情况下,它设置为"使用组织的默认配置"。
- 在本例中,业务文本在组织级别启用。

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第二步:要覆盖默认组织配置,请选择覆盖设置。

- 您可以为组织内的此特定用户禁用或启用业务文本。
- 点击save以接受禁用业务文本以覆盖默认组织配置。

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点击save接受业务文本覆盖默认组织配置的启用。

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要返回到组织的默认配置,请选择使用组织默认配置。

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验证

步骤1:确认Send a text message选项在PC上的webex应用中可用。



第二步:以E.164格式输入移动电话号码,以发送文本消息。



注意:移动电话号码必须是E.164格式:+1后跟10位电话号码,例如+12223334444;否则 ,呼叫将失败。



第三步:写文本。

例如,将文本写到+12223334444,以验证业务文本是否有效。

故障排除

Control Hub中的业务文本组织配置

管理员无法在Control Hub中的组织配置中启用业务文本的情况:

- "启用业务文本"按钮不可用。
- 而是会显示错误消息"此组织不符合短信功能"。
- 点击Learn more(了解更多),了解更多有关启用企业短信的所有必备条件的信息。

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webex Help Center	Q Get started v Help by product v What's new	Learning - For administrators Support
	December 12, 20221 386 view (s) 10 people thought this was helpful	In this article
	Enable Business Texting	Business 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 being interactive and the provident the text of the second sec	Provision business texting for users
	typing in a mobile number using the webex App.	Bulk Provision business texting
	Business texting	Limitation for business texting
	All Cisco Calling Plan customer administrators can centrally provision and manage business texting in Control Hub.	More Information
	Prerequisite for using business texting:	
	 You must have Cisco Calling Plan in the US or Canada to use the feature. 	Related Articles 🗸
	 This feature is available only to Enterprise customers. Online customers are currently not eligible to use business texting. 	
	Every user must have a telephone number (TN), 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	
	Be reachable and reach out to your customers using texting, which is a universal and effective modality.	
	Use your business persona 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	
	Easy to configure and manage the feature using Control Hub.	
	Add this critical customer-facing channel at no incremental cost.	-
	Business texting enjoys the same business compliance and retention capabilities as other modalities.	e e e e e e e e e e e e e e e e e e e
	Enable Business texting for an organization	•

管理员无法启用业务文本的三种情况。

场景1:必须在美国或加拿大拥有思科呼叫计划。

没有用户被分配到美国或加拿大拥有美国或加拿大思科公共交换电话网(PSTN)提供商的任何位置。 场景2:数据跨越多个区域。

如果您的数据位于不同的不受支持区域,您需要创建TAC支持案例以进行数据迁移以解决此问题。 场景3:此功能仅适用于企业组织。 在线组织目前没有资格使用企业文本。

对于这三种情况,都可以在Business texting provisioning的Calling > Service Settings中看到错误消息"The organization is not eligible for texting capabilities"。

Control Hub中的业务文本用户配置

禁用业务文本调配的用户可能遇到五种错误或警告情况。

场景1:用户分配到具有本地网关PSTN连接而不是思科PSTN提供商的位置。

点击Learn more(了解更多)了解所有必备条件。

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场景2:用户分配到具有思科PSTN提供商但不在美国或加拿大的位置。

在本例中,它是英国的Cisco PSTN提供商。

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场景3:用户分配了一个主要号码,但该号码不支持运营商提供的业务文本。

- 错误消息"您的主要号码不支持文本发送。选择另一个号码以启用文本""。
- 分配具有文本功能的号码以解决此问题。或者,您可以创建TAC支持请求以确定此号码不支持 文本的原因。

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场景4:用户被分配到拥有思科PSTN美国或加拿大提供商的位置,但未分配主要号码。

• 显示错误消息"User is not eligible for texting capabilities because no primary telephone number found"。

- 要解决此问题,请点击Primary Number(主号码),然后分配一个具有文本功能的主号码。
- 返回"呼叫"选项卡以验证不再显示的错误。

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场景5:此功能仅适用于企业组织。

- 在线组织目前没有资格使用企业文本。
- "Calling"选项卡的"Business texting"部分显示"User is not eligible for texting capability"错误消息。

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关于此翻译

思科采用人工翻译与机器翻译相结合的方式将此文档翻译成不同语言,希望全球的用户都能通过各 自的语言得到支持性的内容。

请注意:即使是最好的机器翻译,其准确度也不及专业翻译人员的水平。

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