

Webex Desktop User Guide

Getting Started:

Adding contacts:

1. In Webex, select the contacts icon  from the left hand menu.
2. Next click the 'create contact' button.
3. Then, click create a custom contact and then enter the relevant contact details.
4. Then click save -> add.

Making a call

1. In Webex, select the phone icon  from the left hand menu.
2. From this screen, you can then enter the phone number and press enter to dial that number.
Alternatively, you can search for a contact and click on their name to dial them.

Transferring calls

1. During a call, press the three dots  and then click the transfer option.
2. A new pop-up will be shown. Dial the desired number or search for the contact and then press the consult now button / transfer now button to transfer the call.
 - a. **Consult Now:** Places the original call on hold, allowing you to speak with the recipient before completing the transfer. Once you have consulted with the recipient, you can then press the transfer button shown on screen to complete the transfer.
 - b. **Transfer Now:** Immediately transfers the call to the selected recipient without prior communication.

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