Microsoft Teams Integration

Overview

The Cisco Webex Call application for Microsoft Teams enables users to place calls through their UC-One desktop application directly from the Teams desktop application.

Note: The integration is only available for the Teams desktop application (not mobile).
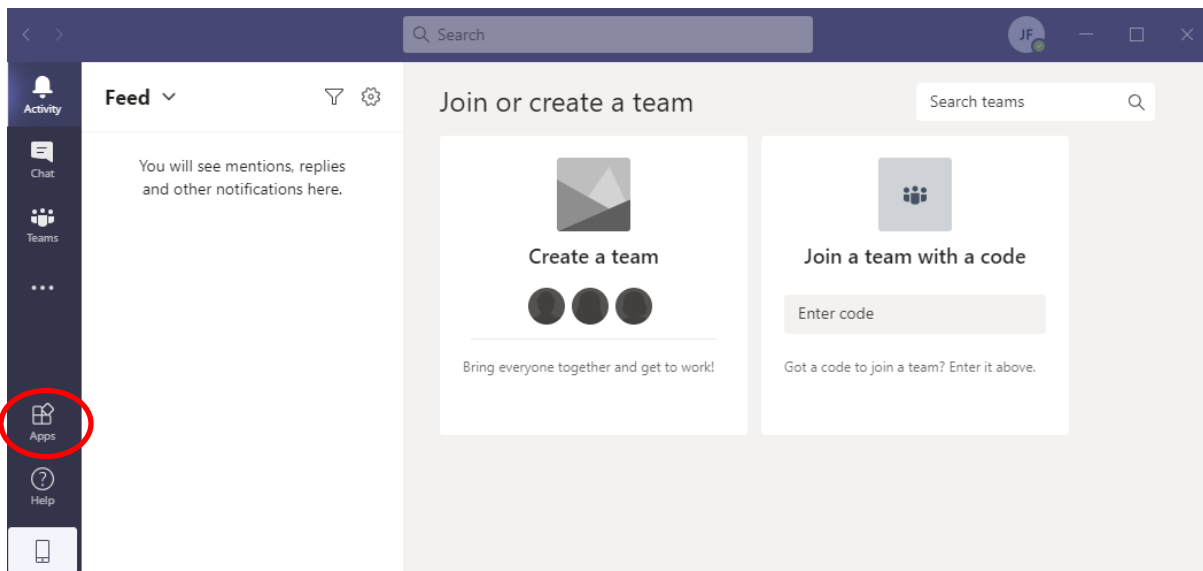
Feature Prerequisites

- The UC-One desktop application must be installed.

- The user must be signed in to UC-One

- In order to dial internal contacts, the Teams directory must list their phone number in either DID or extension form. For example:

  - 8887776666 for DIDs

  - 876 for extensions (adjusted based on number of digits in the extension)

  - Combination formats such at 8887776666 x 876 will not work.
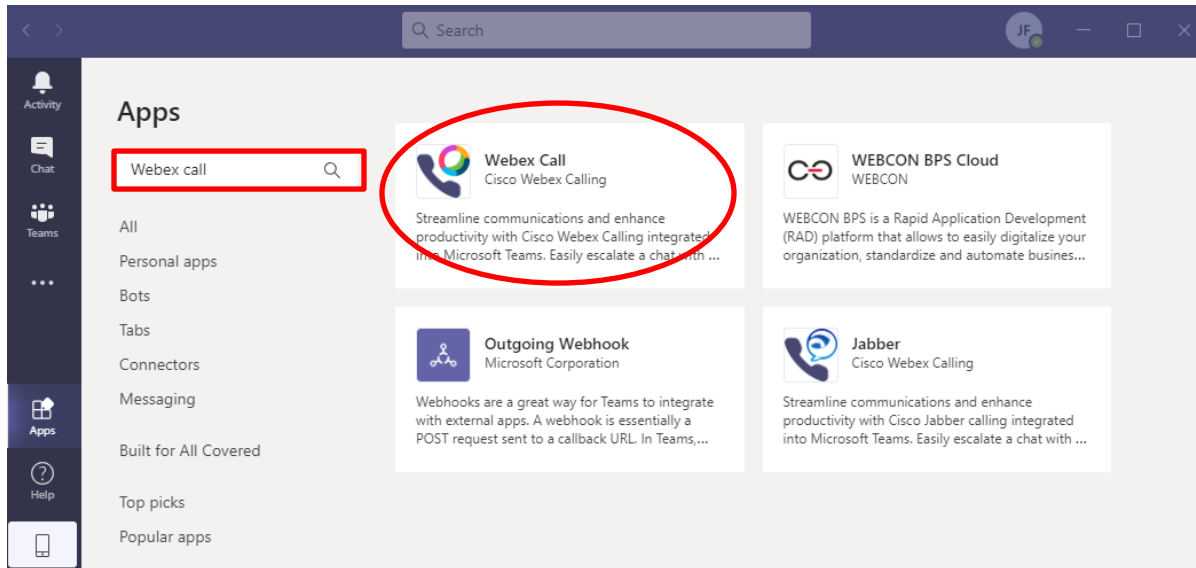
Feature Setup

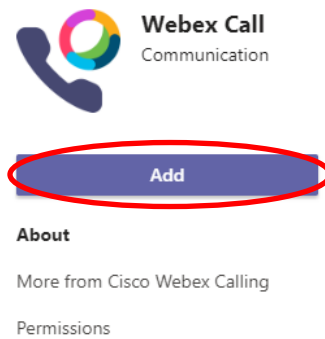To set up the Webex Call application:

1. Click the Apps link in the icon bar.

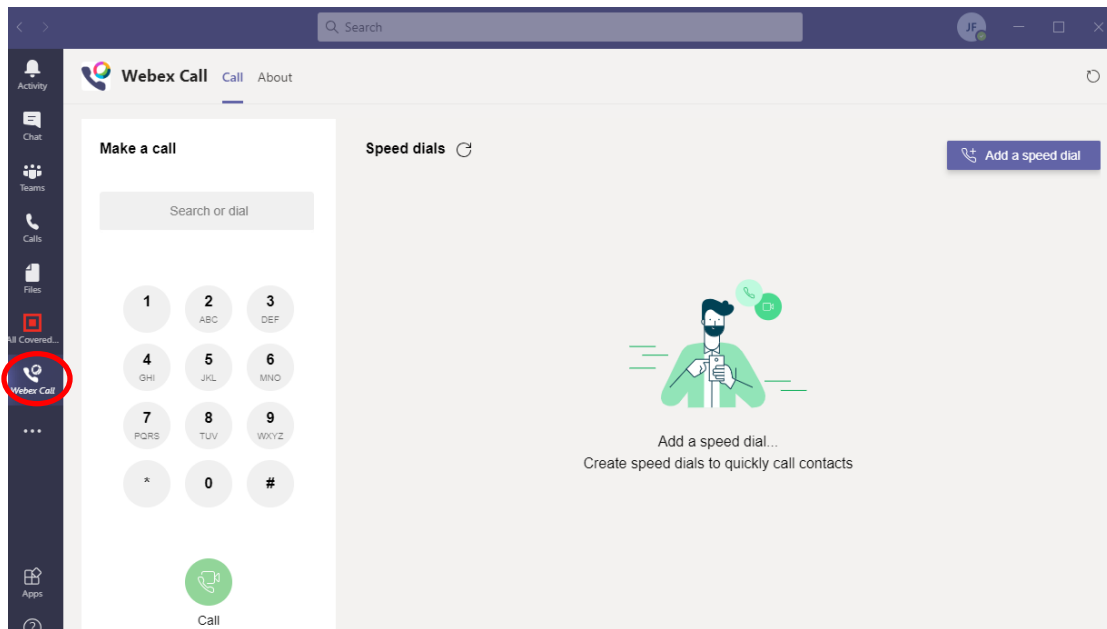2. Search for "webex call" and select **Webex Call** from the results.

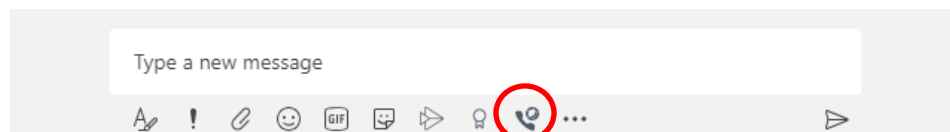3. Select **Add**, and follow prompts to install the app.

Feature Operation

Once the app is installed, there are two main ways to use the app. First from the Webex Call dialer and second by clicking the Webex Call link found throughout the application.

To access the Dialer click on **Webex Call** app in the icon bar.

From the dialer you can dial a phone number or extension and click **Call**. You can also add speed dial contacts from your Teams directory. Alternatively, you can call contacts by clicking on the Webex Call link found throughout the Teams experience.

All calls placed through the Webex Call app will trigger a call within the UC-One Desktop application from which you can manage the active call as needed.