Business Calling

Control Hub Support Guide

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What *is* Control Hub?

Cisco Webex Control Hub is a self-service, administrative tool that provides a view into all services within your Business Calling solution, including calling, messaging, meetings, devices, and contact center. Control Hub allows businesses to easily:

- Manage services and users – Provision devices, configure security policies
- Access analytics and reporting – User adoption, calling metrics, device utilization
- Troubleshoot issues in the platform

The following support guide provides quick step-by-step instructions for the most frequently used features within Control Hub. For each, you must login to your Control Hub Admin Portal.

Access your Control Hub here.

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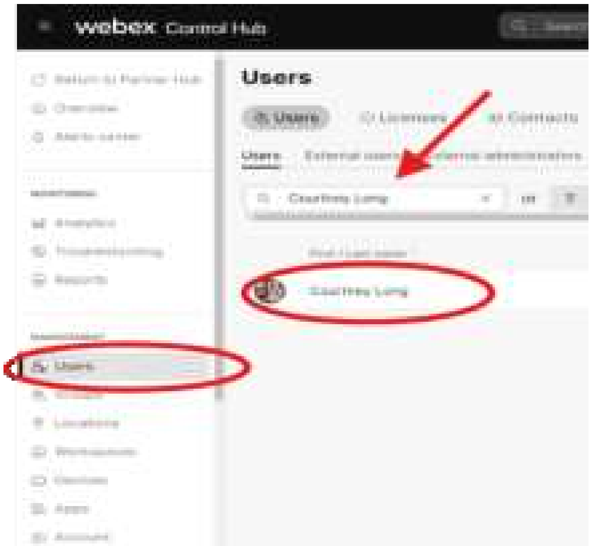
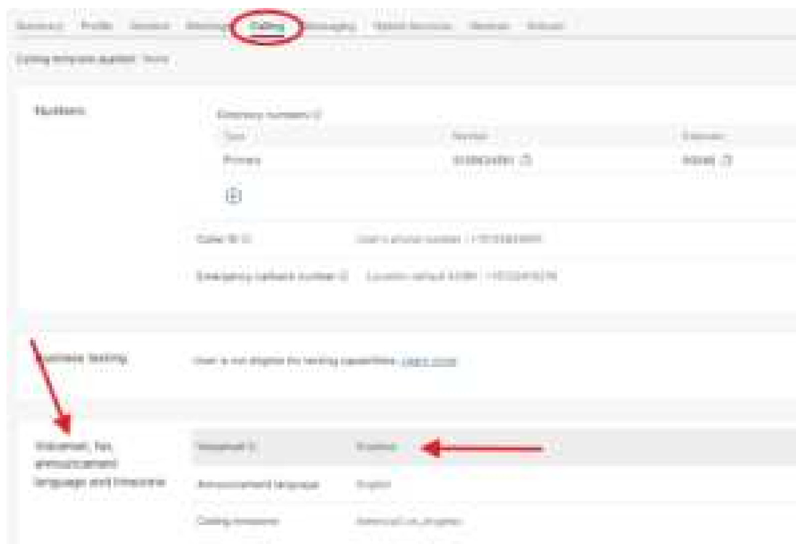
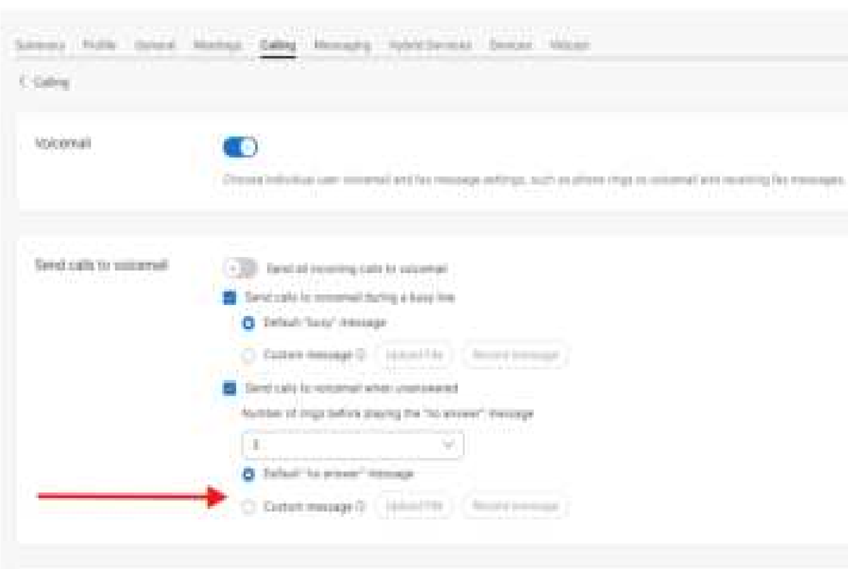
Manage Voicemail



1. Under the **Management** section, select users
2. Search by name and select individual who is wanting to update their voicemail

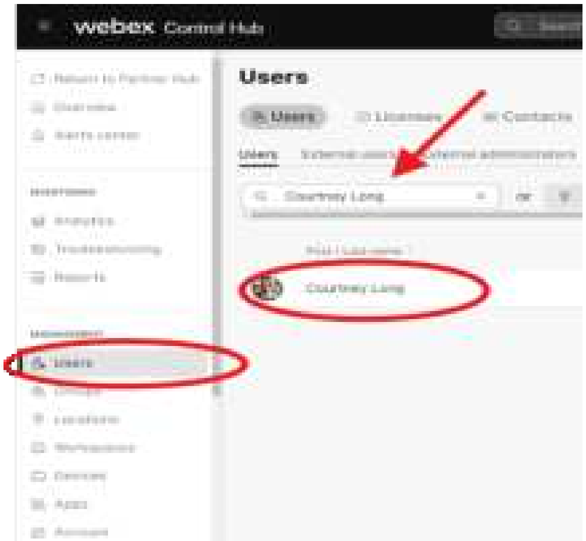


4. Select the **Calling** tab
5. Scroll down to find the voicemail section and select the **Enabled** link



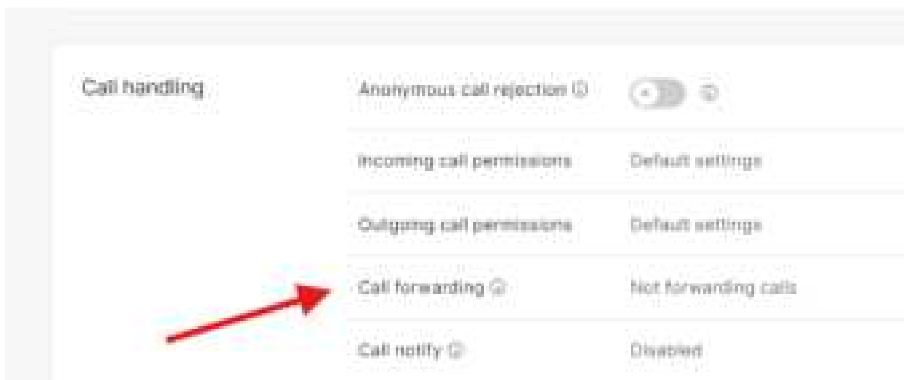
6. To create a new custom voicemail message, select **Custom Message**
7. Record new message or upload pre-made file
8. Hit **Save**

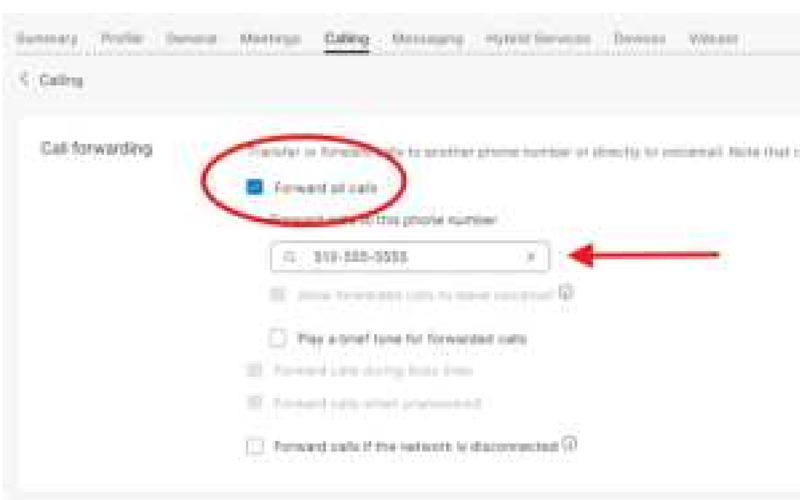
Manage Individual Call Forwarding

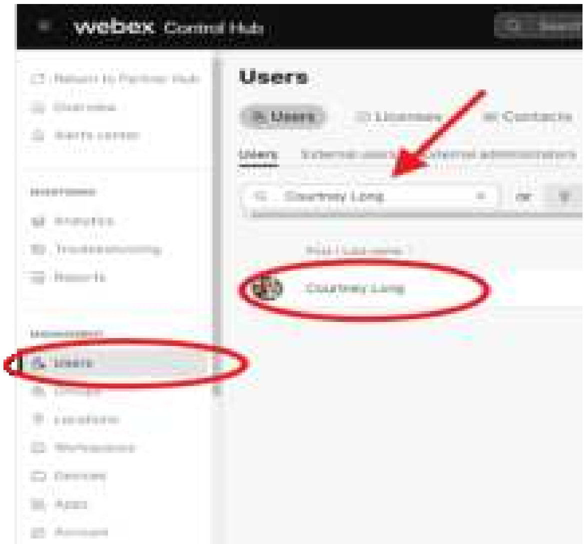


1. Under **Management** in the left menu, select **Users**
2. Search by name and select individual who is wanting to update their forwarding

4. Under **Call handling**, select **Call forwarding**
5. Enable forwarding for desired calls
6. Enter in all forwarding number details

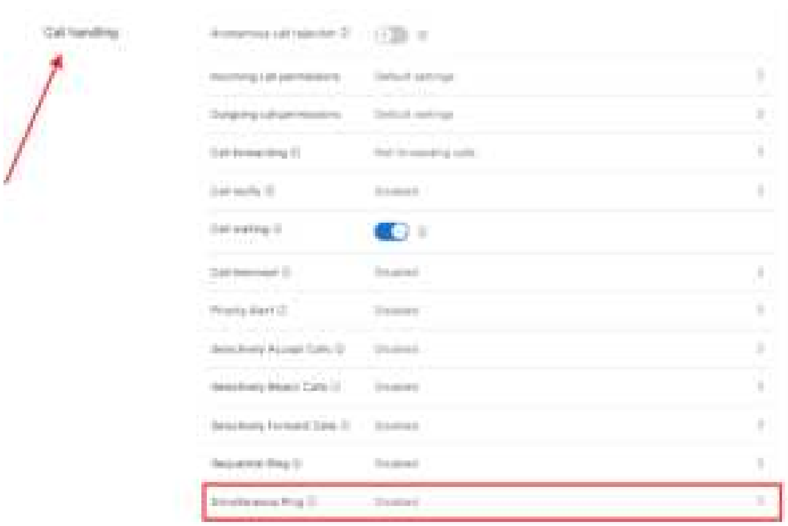






Enable Simultaneous Ring

1. Under **Management** in the left menu, select **Users**
2. Search by name and select individual



Enable Simultaneous Ring

3. Select **Calling** from top menu
4. Scroll down to **Call Handling**
5. Select **Simultaneous Ring** and toggle on **Ring personal numbers at the same time for incoming calls**
6. Check the rest of the fields and add phone numbers you want your calls to go to
7. Hit **Save**

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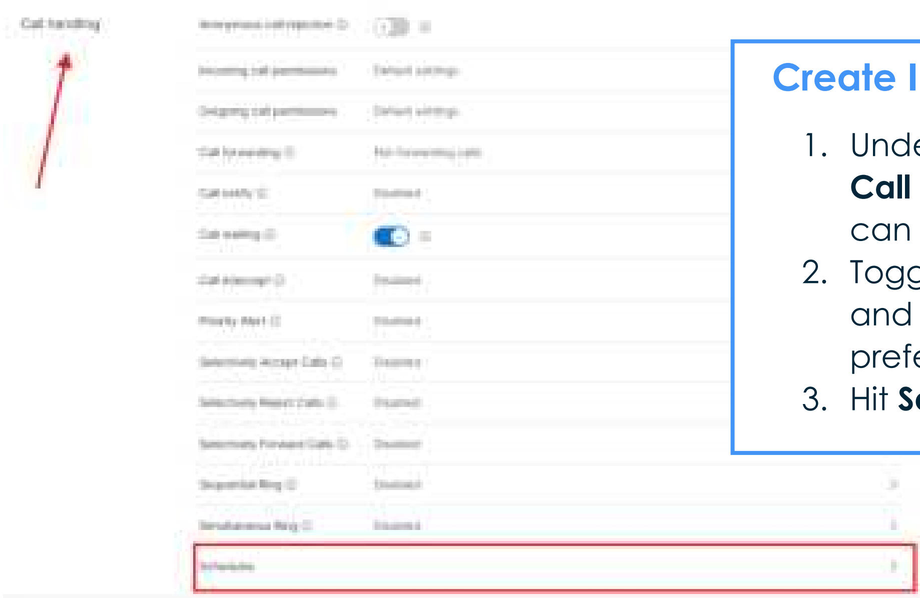
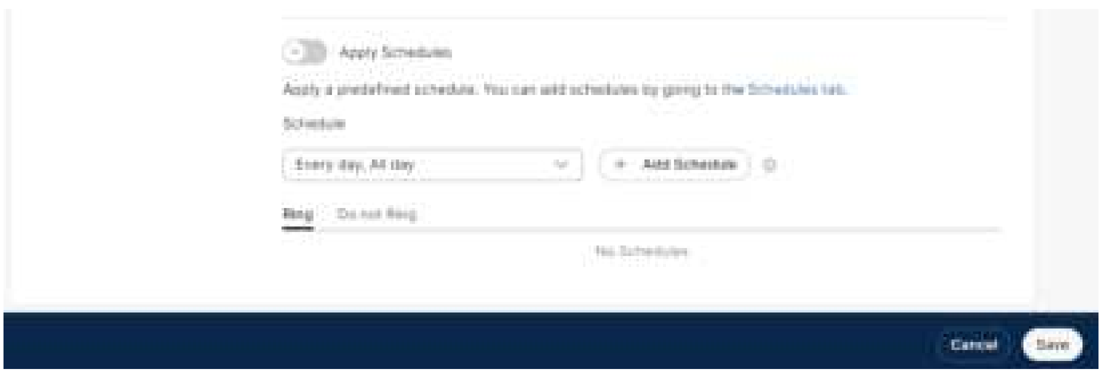
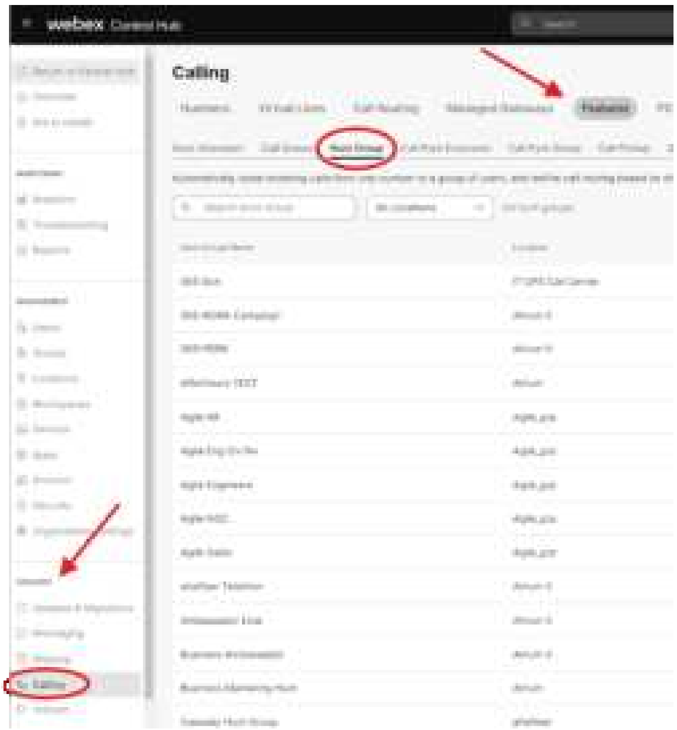


Create Individual Schedules

1. Under the same **Calling > Call Handling** menus, you can find **Schedules**
2. Toggle on **Apply Schedules** and edit each field as you prefer.
3. Hit **Save**



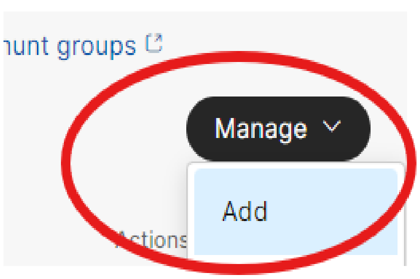
Manage Hunt Groups

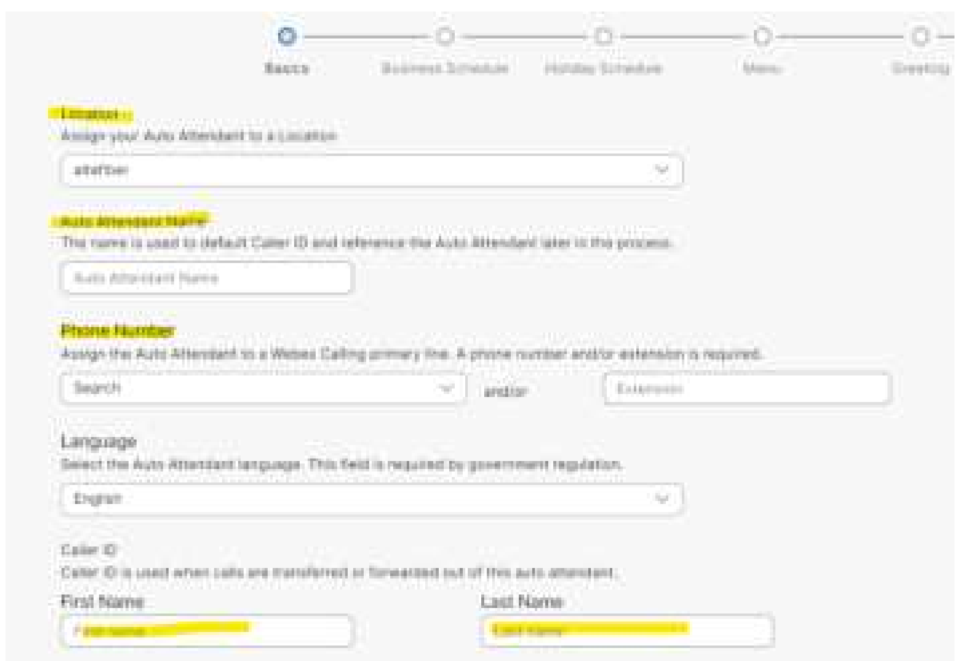


1. Under **Services** in the left menu, select **Calling**
2. Select the **Features** tab
3. Select the **Hunt Group** tab

To add a new Hunt Group

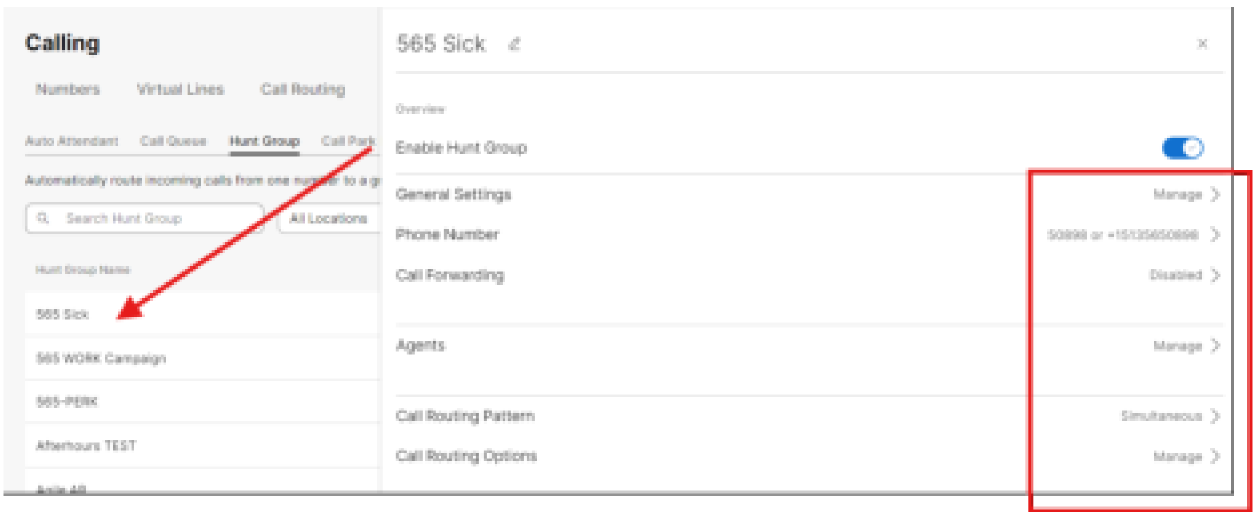
1. In the **Hunt Group** tab, hover over the **Manage** button on the far-right side
2. Select **Add**
3. Enter required information in the **Basics** tab, including location, group name, phone numbers, and caller ID
4. Select **Next**
5. Review and select **Create**

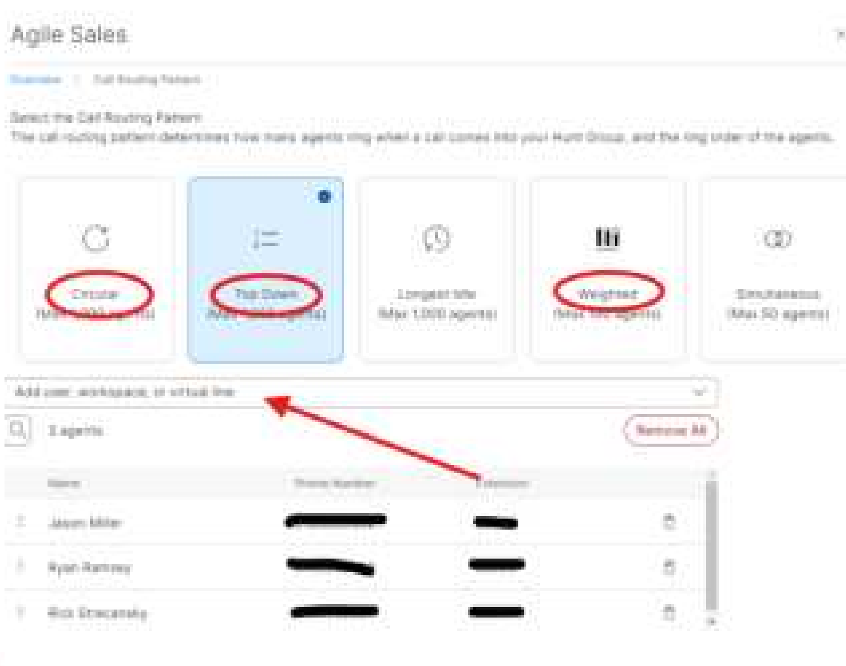




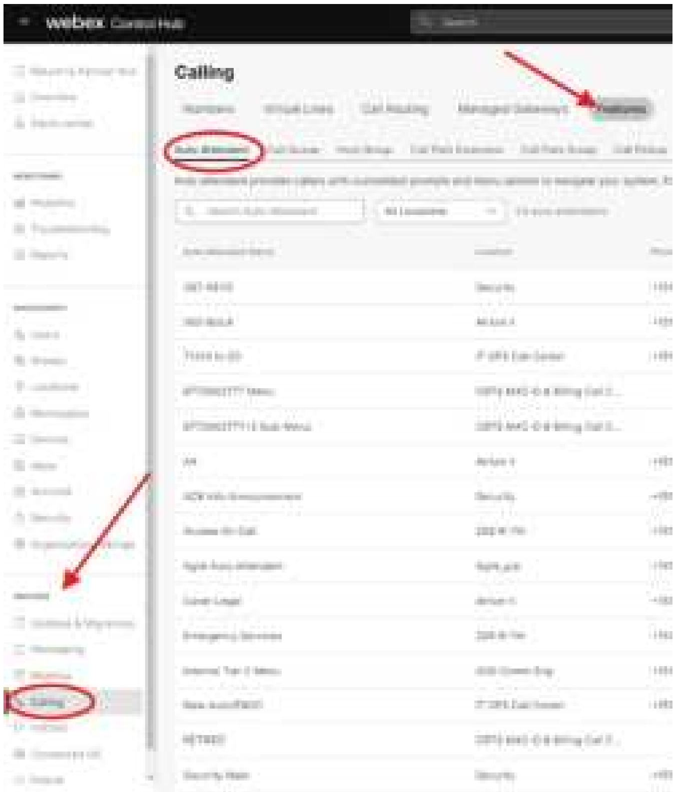
To update a Hunt Group

1. In the **Hunt Group** tab, select the appropriate group
    a. To change who gets first ring – select **Routing Pattern**
    b. To change what happens after 'X' number of rings – select **Routing Options**
    c. To change numbers, people, or pattern
        i. Select **Routing Pattern**
        ii. Select style of pattern you desire
        iii. Move, add and update accordingly





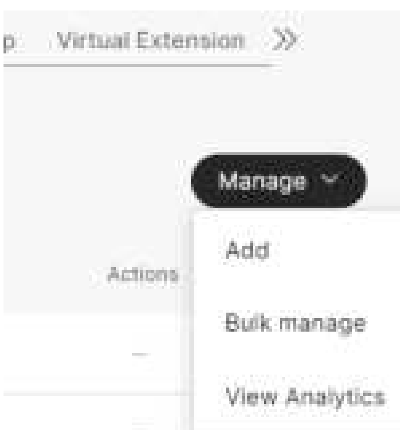
Manage Auto Attendants



1. Under **Services** in the left menu, select **Calling**
2. Select the **Features** tab
3. Select the **Auto Attendant** tab

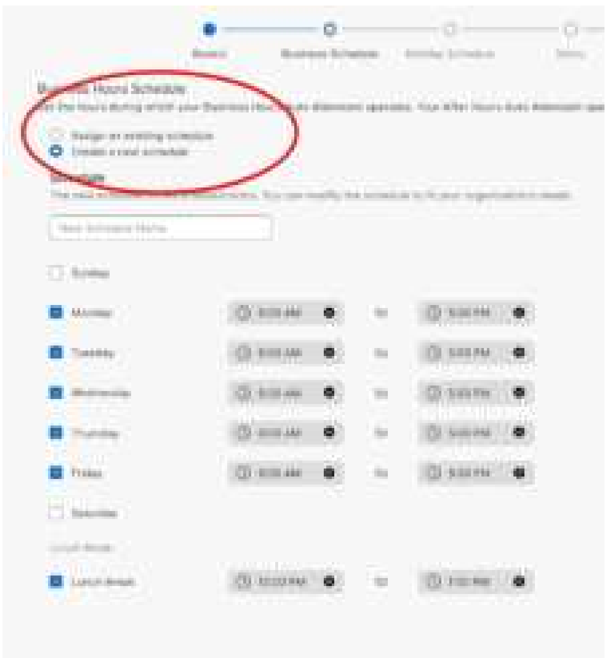
To add a new Auto Attendant

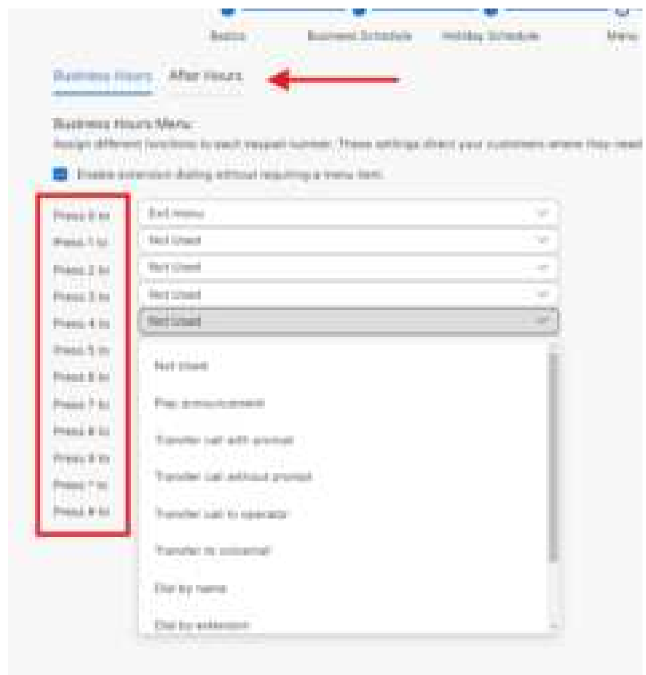
1. In the **Auto Attendant** tab, hover over the **Manage** button on the far-right side
2. Select **Add**
3. Enter required information in the **Basics** tab, including location, group name, phone numbers, and caller ID
4. Select **Next**

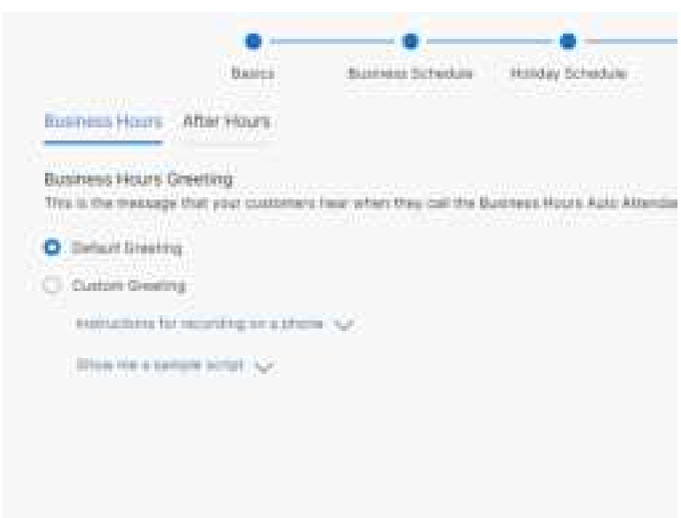


To add a new Auto Attendant cont'd…

5. Add the **Business Hours, After Hours and Holiday Schedule** you wish to match the call flow
    a. You can use existing or create new for both in this menu
6. Designate what menu options you want
7. Review and select **Create**







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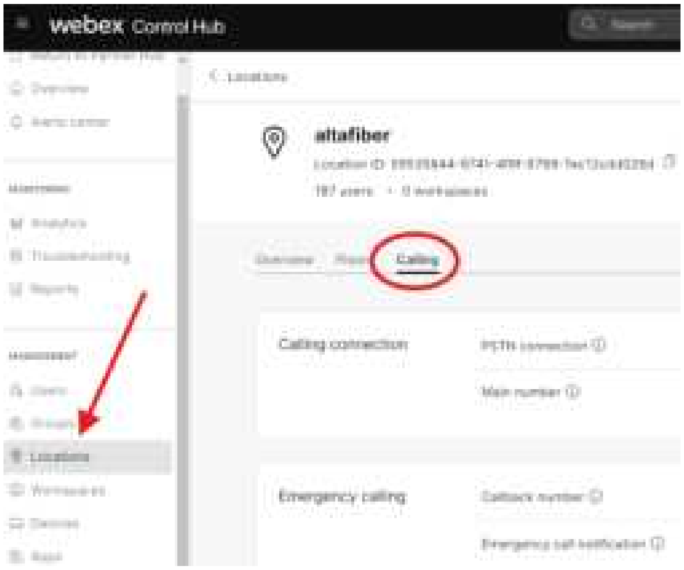
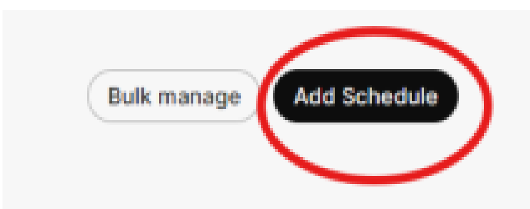
Business and Holiday Hour Scheduling

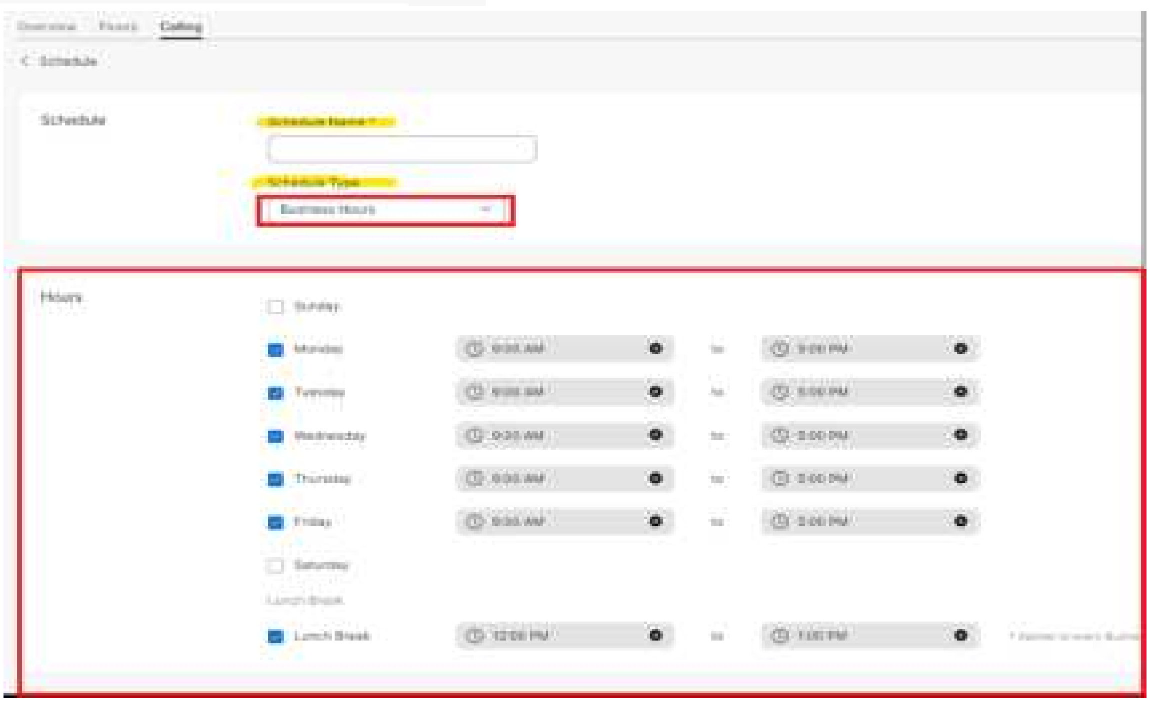


1. Under **Management** in the left menu, select **Locations**
2. Select desired location
3. Select **Calling** tab
4. Scroll down to the **Calling features settings**
5. Select **Schedules**



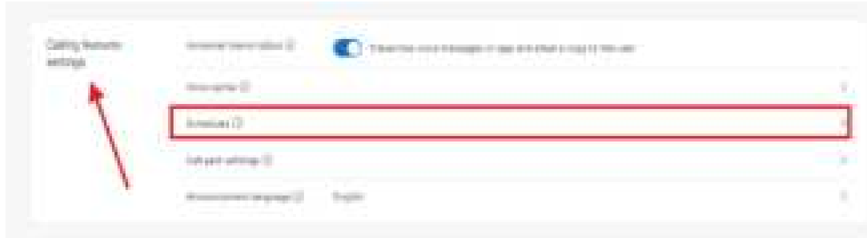
If creating a new Schedule:

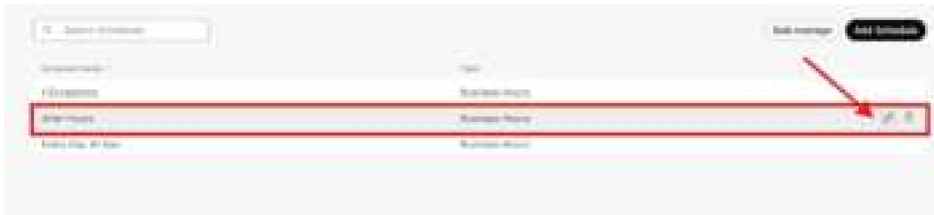
1. On far-right side select **Add Schedule**
2. Enter required information including the **Schedule Name, Schedule Type, and Business Hours**
3. Click **Save**

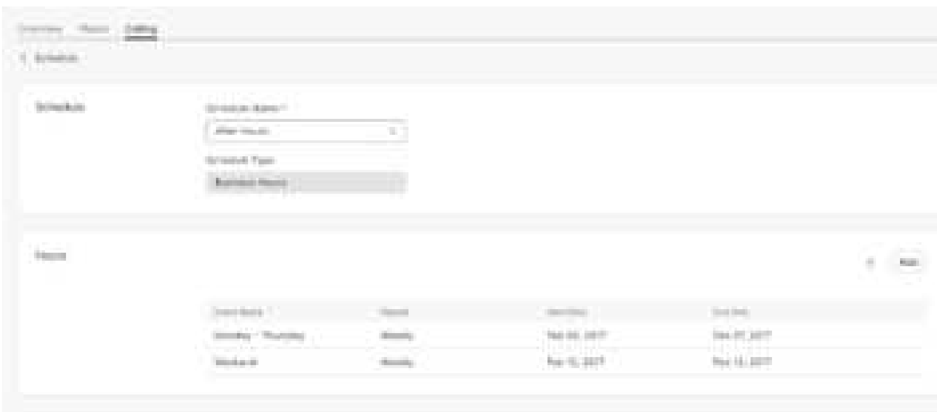


If updating Schedule:

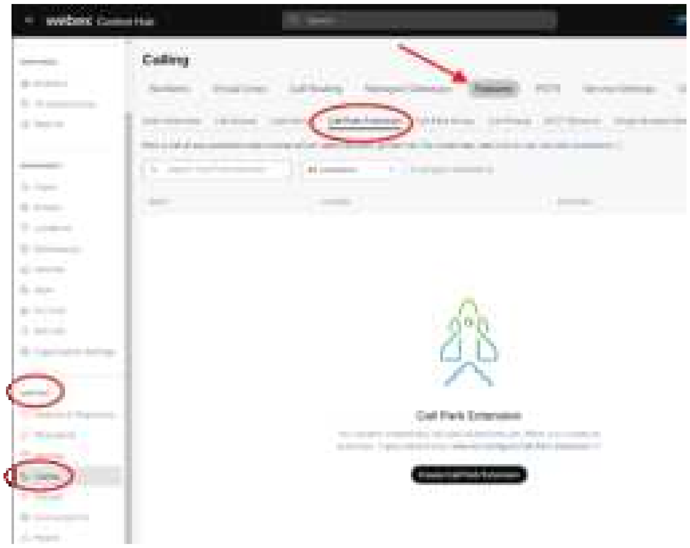
1. Hover over the desired schedule that needs updating
2. Click the pencil icon to start editing



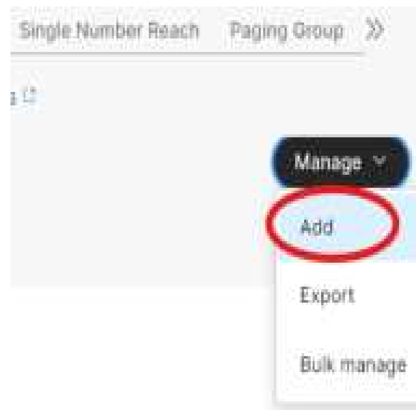


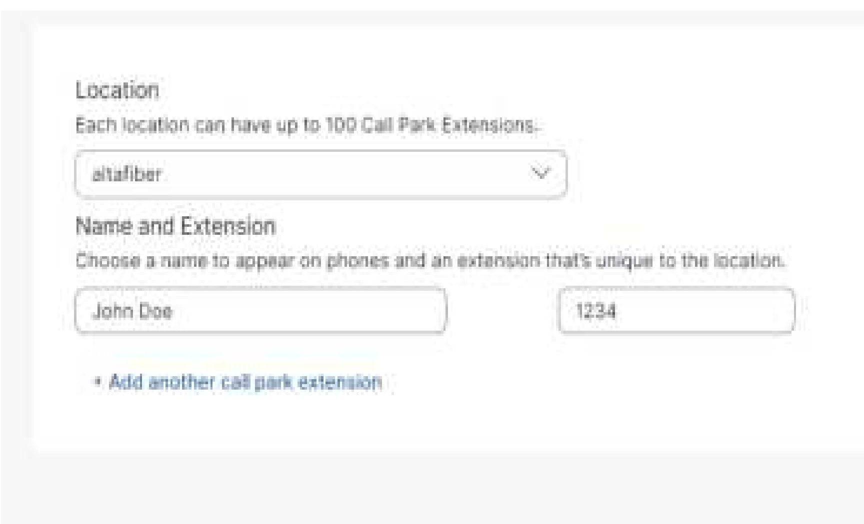


Manage Call Park



1. Under **Services** in the left menu, select **Calling**
2. Select the **Features** tab
3. Select the **Call Park** option you're wanting to update/add
4. Hover over the **Manage** tab
5. Select **Add**





6. Select the location you wish
7. Enter in the name you want to appear, and add the extension
8. Hit **Save**

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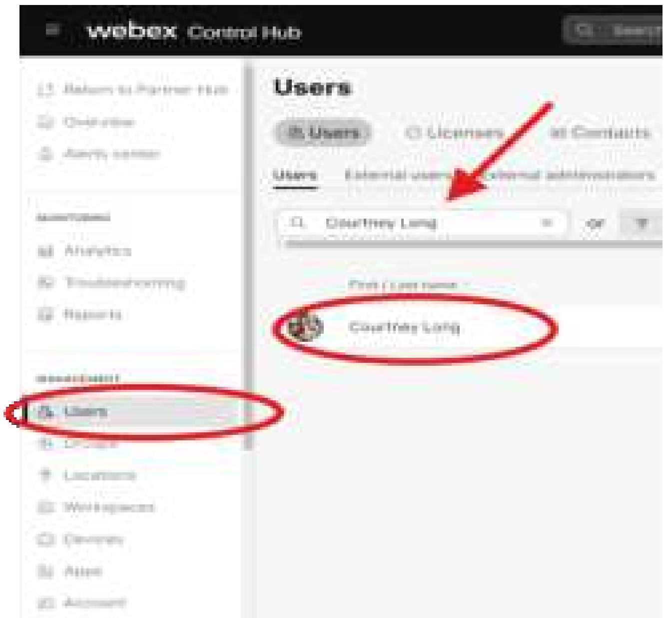
Manage Name and Caller ID



1. Under **Management** in the left menu, select **Users**
2. Search by name and select the individual you want to update

3. Select **Profile** in the top menu
4. Next to **Identity,** update the fields with how you want their name to be displayed on Caller ID
5. Hit **Save**

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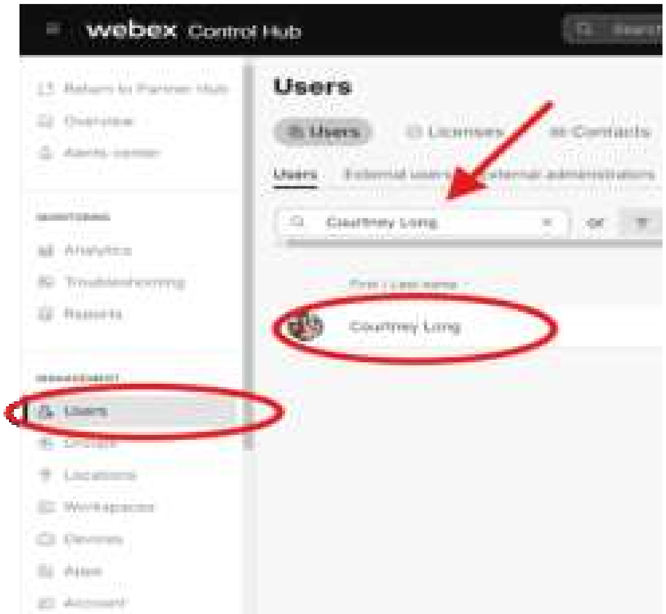
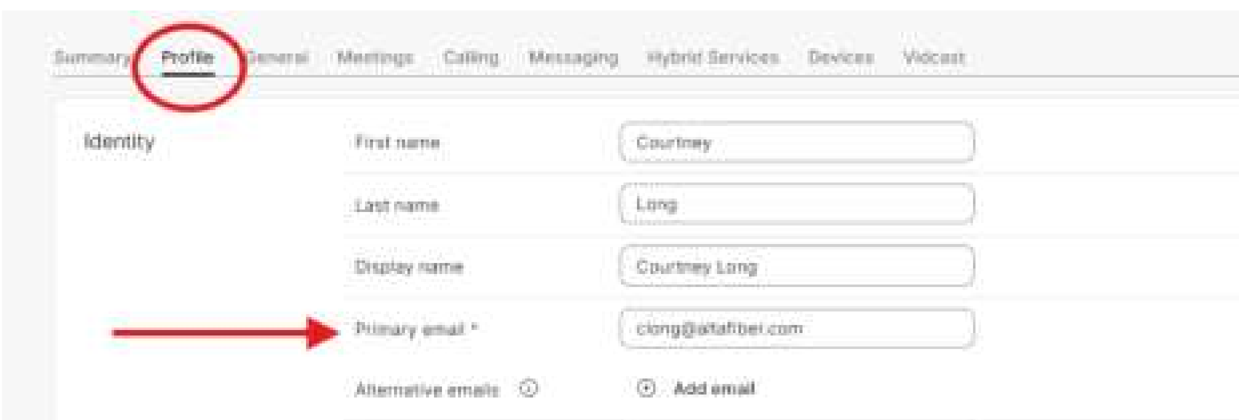
Manage Email



1. Under **Management** in the left menu, select **Users**
2. Search by name and select the individual whose email you want to update

3. Select **Profile** in the top menu
4. Next to **Identity,** update **Primary email** or **Alternative emails** fields
5. Hit **Save**



Resend Welcome Email

1. Under **Management** in the left menu, select **Users**
2. Search by name and select the individual who you want to send the email to
3. On the far-right side, select the 3 dots.
4. Select **Resend Invitation** in the drop-down menu
5. Hit **Send**