

Softphone - WebEx Holding a call and switching between two calls

03.07.2024 13:26:19

FAQ-Artikel-Ausdruck

Kategorie:	Kommunikation & Kollaboration::Telefonie	Bewertungen:	0
Status:	öffentlich (Alle)	Ergebnis:	0.00 %
Sprache:	en	Letzte Aktualisierung:	11:55:50 - 30.04.2024

Schlüsselwörter

Cisco Softphone VoIP WebEx telephone

Lösung (öffentlich)

During a call, you can put it on hold for a consultation call with a second call partner and switch between the two partners.

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The starting point is an ongoing telephone call, e.g. if you have accepted an incoming call. You can then "hold" the ongoing call using the circle with the three dots (music is played for the call partner).

Screenshot WebEx: Put call on hold

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You can now set up a call to a second call partner for the consultation via the WebEx main window. The first call is in hold mode (pause icon).

Screenshot WebEx: Setting up a consultation call

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Wait until the consultation call has been established and consult with call partner 2. You now have two call windows open, one for the call on hold and one for the current call.

Screenshot WebEx: two call windows

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If necessary, you can switch between the two partners by putting the active call on "hold" and resuming the other call.

Screenshot WebEx: Putting the 2nd call on hold

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Click on "Resume" to continue the 1st conversation.

Screenshot WebEx: Resume first call

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In this state, you can also merge all three connections into a three-party conference if necessary. To do this, click on the 3 dots in the active call, then on "Merge" and select the call you want to add to the conference.

Screenshot WebEx: Merging into a conference

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To end the respective call, it must be active. If necessary, first click on "Resume" and then on the red end button.