

## Softphone - WebEx Availability, status and profile

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FAQ-Artikel-Ausdruck

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### Schlüsselwörter

Cisco Softphone VoIP WebEx telephone

### Lösung (öffentlich)

#### Availability

By default, the display of availability ('Active', 'Busy', 'Do not disturb') and status (e.g. 'Working from home', 'Out for lunch') is deactivated in WebEx. To activate the display, open the "Settings" (cogwheel at the bottom left), select the menu item "Privacy" and tick the box "Show availability and status". "Save" the changes.

Screenshot CISCO WebEx: Show availability and status

You set the availability via the "Profile icon" (circle with initials at the top left). By default, the availability is set to 'Active', recognisable by the green dot on the profile icon. You can choose between 'Busy' and 'Do not disturb' (all notifications are muted) and set one of the predefined time periods (30 minutes, 1 hour, 2 hours, 12 hours, 7 days, 14 days) or set the duration of the respective availability display yourself via "Custom...".

Screenshot CISCO WebEx: Set availability

To reset the currently set availability, click on the "Profile icon", go to the "Availability" entry and click on "Clear".

Screenshot CISCO WebEx: Clear availability

By clicking on "Availability" and then "Manage quiet hours" or via the "Settings" (cogwheel), you can access the "Notifications" menu, where you can set fixed or customised times for each day of the week when you do not want to receive notifications for calls and messages. Alternatively, you can activate muting separately for messages (chat), meetings and calls in the "Notifications" submenu items.

Screenshot CISCO WebEx: Manage quiet hours

#### Status

You can also set the status via the "Profile icon", menu item "Status".

Screenshot CISCO WebEx: Set status

Select a predefined status or create your own one. You can directly specify the time after which the status should be deleted. You can choose between several predefined times (30 minutes, 1 hour, 2 hours, 12 hours, 7 days) or set a customised date and time. "Save" the changes you have made.

Screenshot CISCO WebEx: Status options

You can see the current status at the top right next to your profile icon. To reset the status, click on the "Profile icon" and then on the "Status" menu item. Reset the status using the "Clear" button.

Screenshot CISCO WebEx: Clear status

#### Profile

To customise your profile, click on the "Profile icon" and select the "Edit profile" entry.

Screenshot CISCO WebEx: Edit profile

You can set the profile picture (avatar) and choose a cover picture in the profile. The display name cannot be changed. "Save" the changes you have made.

Screenshot CISCO WebEx: Profile settings