Softphone - WebEx Call pickup group

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Schlüsselwörter

pickup-group Cisco Softphone VoIP WebEx telephone

Lösung (öffentlich)

If your telephone number is part of a pickup group, you can pick up calls for other members of this group, for example if you know that colleagues are currently unavailable. In the call window, you can see that there is an incoming call for one of the group members (here: 'Test'). If you click on "Pick up", you first forward the call to your number and your softphone rings.

Screenshot CISCO WebEx: Incoming call in call pickup group

You can also see who is calling (here: 'TUD Service Desk 40000'). Only by clicking on "Answer", you actually accept the call. After forwarding the call, you still have the option to decide whether you really want to take over the call or not. If you do not answer the call, it falls back into the group and could be taken over by another participant of the call pickup group.

Screenshot CISCO WebEx: Forwarded call from the call pickup group

Once you have accepted the call, you can also see from whom you have picked up the call (here: 'Test').

Screenshot CISCO WebEx: Ongoing call with display of the original call destination