

# Softphone - Use of contacts (company directory and own contacts) in the softphone

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## Keywords

Cisco Softphone telephone VoIP Webex

## Solution (public)

### Saving contacts

In Cisco Webex, the company directory of TU Dresden is available via the search field in the application. You can also create your own (local) contacts.

You also have the option of integrating the local contacts from Outlook or the MAC address book locally into the client search.

As Cisco Webex requires a cloud connection, your own locally created contacts are synchronized with other clients (e.g. on smartphones) via the Webex cloud, so the data is also stored in encrypted form on the servers of the EU data centres in Frankfurt (M.) and Amsterdam.

### Contact format

Always save your local contacts (softphone client, Outlook address book or smartphone address book) in the standardized E.164 format if possible, i.e. according to the pattern:

+49172123456  
+4935146312345  
+49301234567

Then the dialling always works, regardless of whether you use the softphone client or the cell phone with the mobile number, you do not need to worry about the necessary prefixes for the outside line access.

When adding contacts to your Outlook or MAC address book, make sure you enter the last name, first name, and phone number in the correct fields. Only then will the search and dialing functions work from within the Webex app.

### Creating contact groups

Go to the "Contacts" section, select "Create a group", assign a name for the group and then click on "Create". The 'Test group' group is then displayed as a new group.

Screenshot Cisco Webex: Create contact group

### Creating a user-defined contact

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If you want to create a contact for third parties who are not Webex users, go to the "Contacts" menu item, click "Add a contact" and select the contact group to which the contact should be added. Then click "Create a custom contact".

Screenshot Cisco Webex: Create customised contact

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Then fill in the desired contact fields and click on "Save".

Screenshot Cisco Webex: Enter contact details

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After saving, the created contact appears in the selected contact group.

Screenshot Cisco Webex: Contact in contact group

### Creating a TU contact in a local contact group

You can also add TU contacts that you have found via the contact search to a local contact group. Go to 'Add contact' again, select the contact group to which the contact is to be added in the following window and then search for the TU contact in the search field. Click on the desired contact. Then click 'Add' to add the contact found to your local contacts.

Screenshot Cisco Webex: Add contact from search

The contact you are looking for is then available in the contact group you have selected.

Screenshot Cisco Webex: Local contact from search

### Adding and enriching an external Webex contact

When adding an external contact who has a Webex account (e.g. UKD), an error message always appears when using the "Create a custom contact" option if you

try to save the e-mail address that is already used in Webex in the contact. The "Create a custom contact" option is therefore unsuitable for this. In this case, the contact must be found via the general search in Webex, added to the local contacts and then enriched with a phone number.

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At first, enter the full email address of the desired contact in the Webex search field at the top and then click on the arrow behind "Search all spaces for '...'".

Screenshot Cisco Webex: Search for external contact

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The external contact is now visible as a search result in the chat area. Click on the e-mail address in the search result.

Screenshot Cisco Webex: Search result for external contact

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Right-click on the contact to open the context menu and use the "Add to contacts..." menu item to add the contact to the local contacts.

Screenshot Cisco Webex: Add chat contact to contacts

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Select the desired contact group and click on "Add".

Screenshot Cisco Webex: Add contact

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You can now add the missing phone number in the "Contacts" section to the local contact that has been created via "Edit contact".

Screenshot Cisco Webex: Edit contact

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Enter the phone number and click on "Save".

Screenshot Cisco Webex: Add phone number to contact