How to enhance your collaboration workflows across apps

Product Management Team – Webex Strategic Integrations

September 22, 2021

What is an Integration?

An integration connects Webex capabilities to one or more third-party applications to enable both applications to work together by:

- Sharing and storing copies of data

- Accessing partner functionality from Webex interface or Webex functionality from partner interface

- Integrating flow of activities between Webex and other systems

Why Integrate?

Streamlined Workflows

Minimize context switching between apps and lead to **increased user productivity**
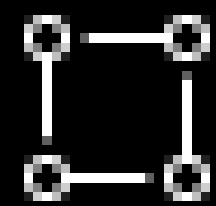
Richer Insights

Aggregate relevant data generated across applications and make it available for **analytics**.
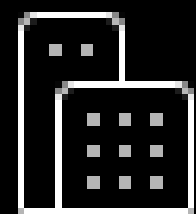
Customer Satisfaction

More productivity and efficiency make customers happier.
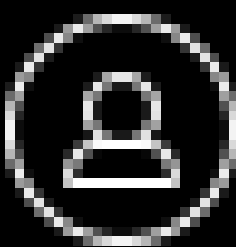
Webex Integration Themes

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Deep Integrations

Custom implementation to unify experiences between two applications such as OneDrive and Webex

Verticals

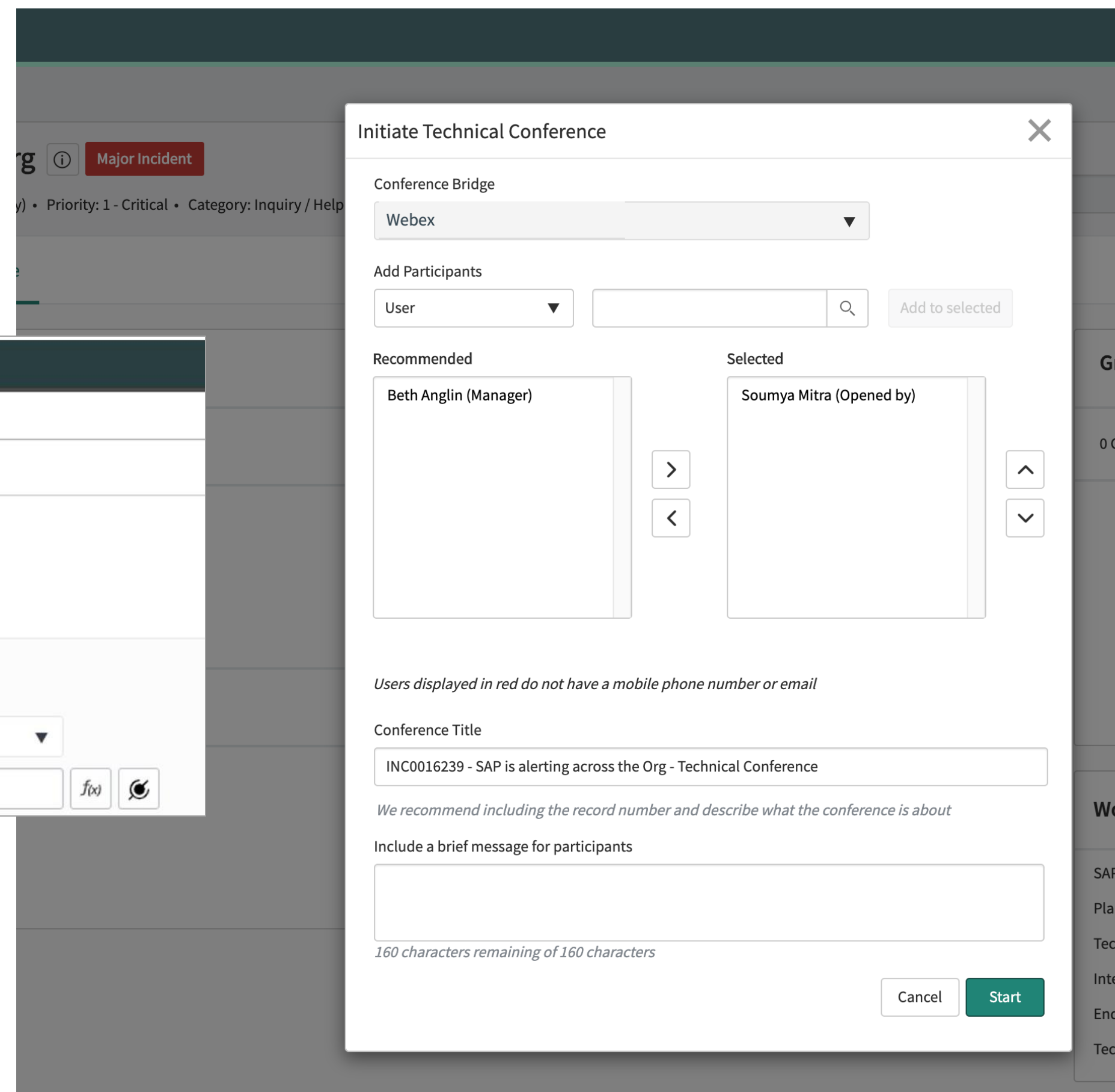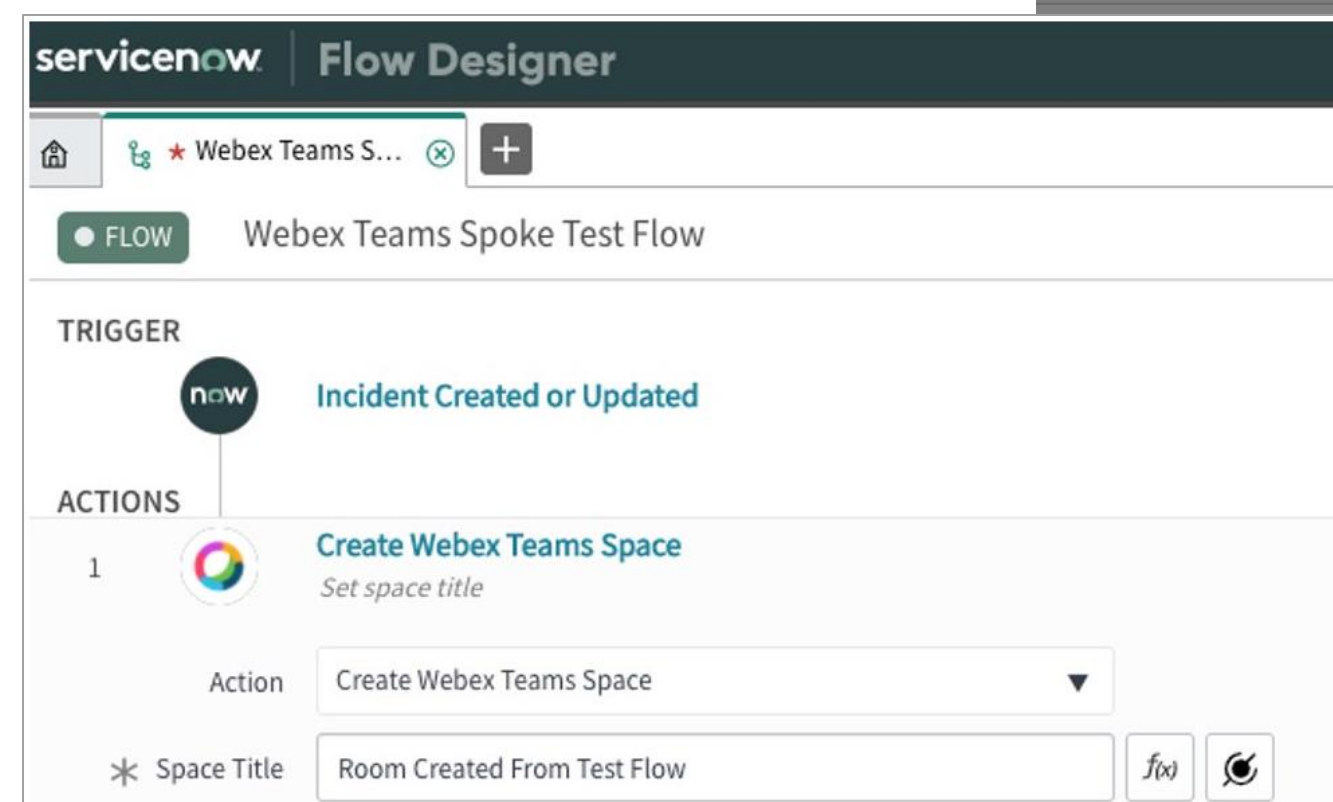Custom solutions with features tailored to a specific vertical such as Healthcare, Education etc.

Functional Operations

Custom solutions tailored to specific operations such as Incident Management for DevOps and IT Operation Teams

Webex + CRMs

ServiceNow

Major Incident Management
Collab-related actions in workflows

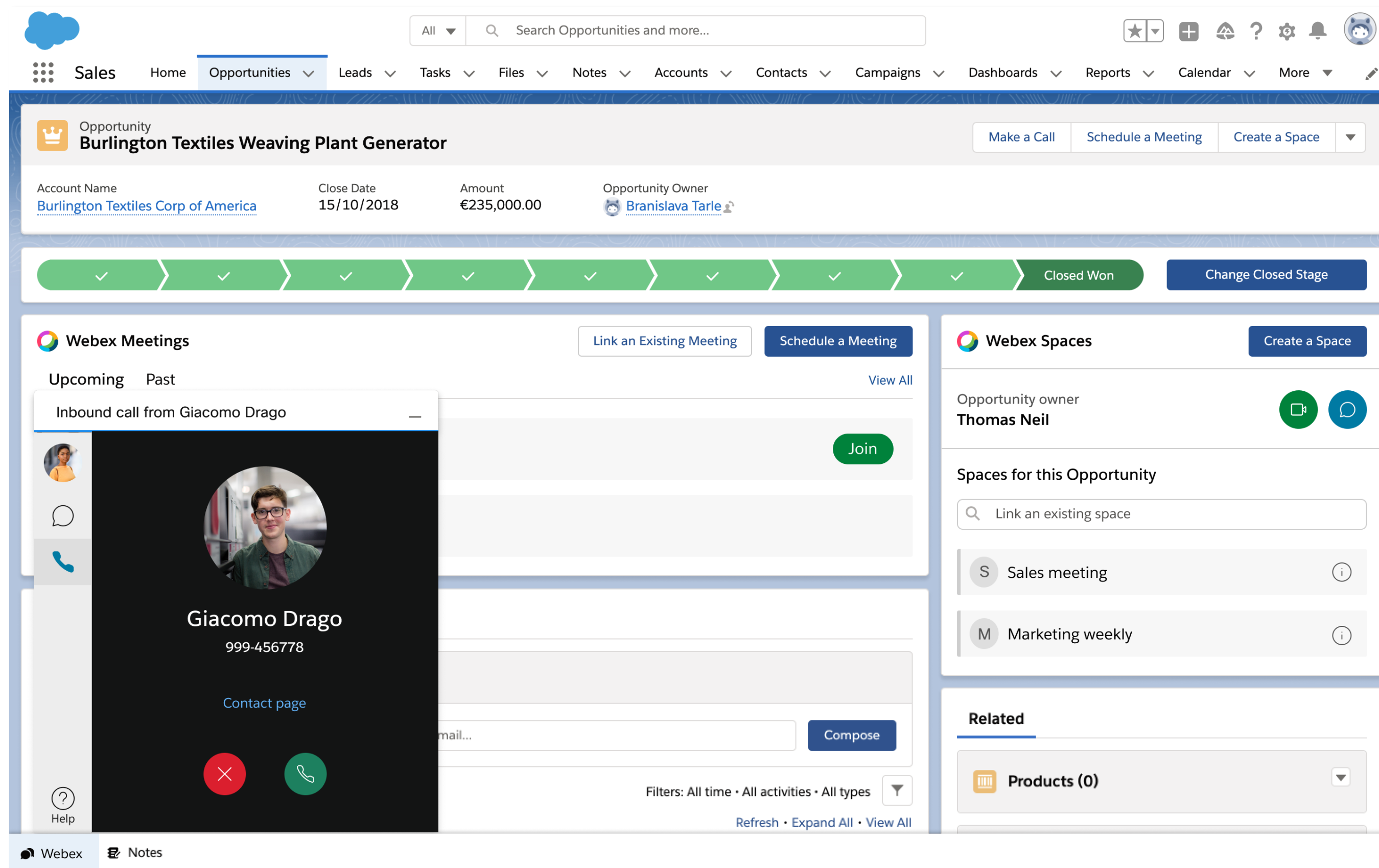## Leverage the power of Webex for your support workflows

- Include collaboration actions in support workflows

- Manage Major Incidents by communicating via Webex Messaging and Meetings

How to Enable

Customers download and install the Webex App from the ServiceNow app marketplace. It's free.

Salesforce

Sales workflow support
Incident management

Power of Webex delivered where Sales and Service professionals' work

- Meetings, Messaging, Calling tied to Salesforce records

- Consolidate all the interactions that matter throughout the customer lifecycle

How to Enable

Customers download and install the Webex App for Salesforce from the Webex AppHub

Incident Management Workflows: Zendesk and Jira

Users can easily create a Webex space or start, schedule, and join a meeting for incident management

- Agents can start or schedule Webex meetings from the incident ticket
- Collaborators can join Webex meetings from the ticket
- For existing or new incident tickets, agents can create multiple spaces per incident
- Agents can name the spaces and invite any collaborators into the spaces
- Agents can link and unlink Webex spaces to the incident ticket
- At ticket resolution, collaborators can access any spaces' conversations and artifacts
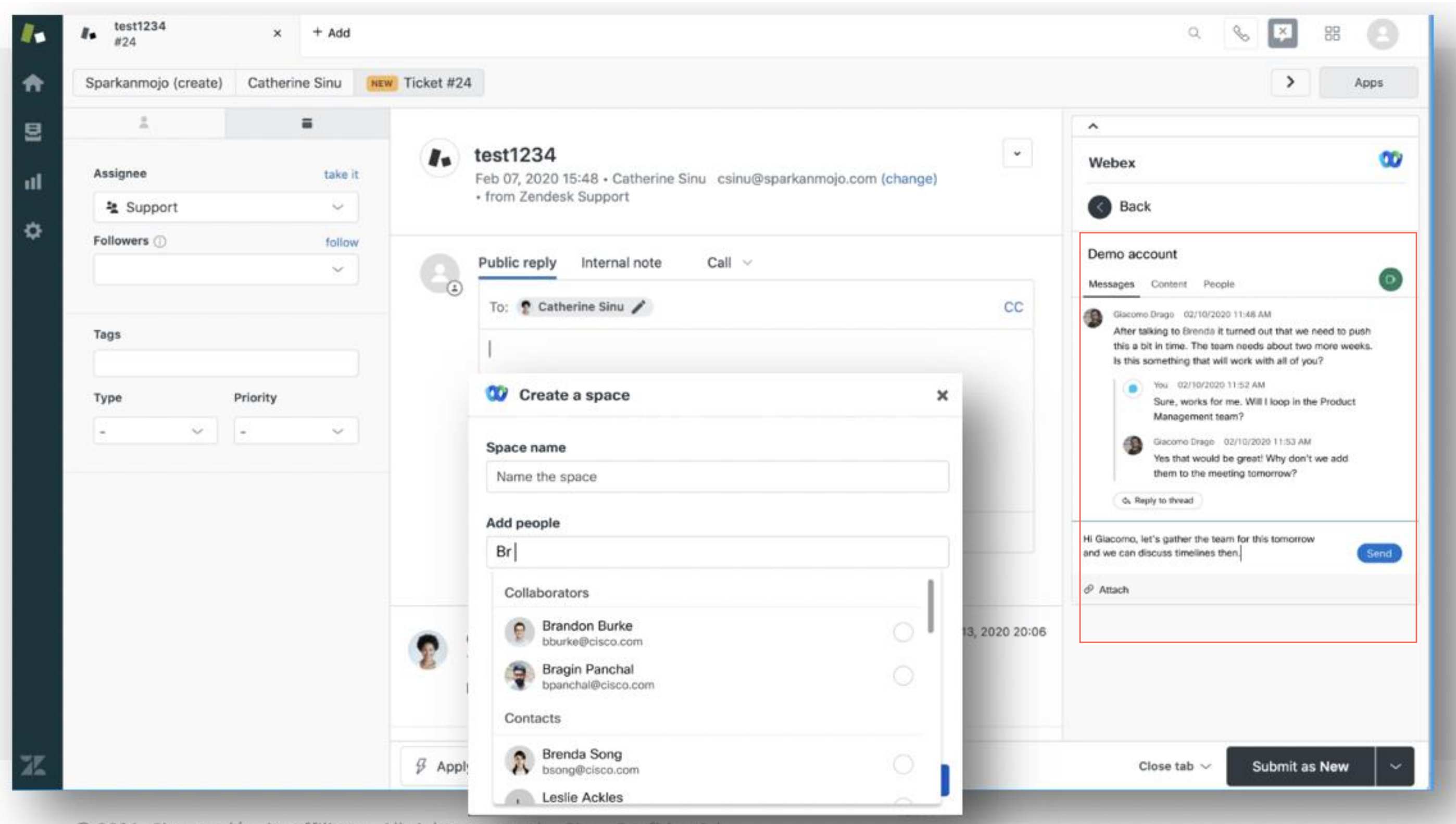
Continuous collaboration to increase team alignment and productivity

- Simplify communications to get to ticket resolution faster
- Easily invite the right people into the conversation
- Quickly find all conversations and documentation associated with a ticket

How to Enable
- Zendesk Admin installs Zendesk or Jira Webex App
- Webex Admin enables the Zendesk or Jira integration for their Webex site

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Webex + ECM

Box

With the *Share in Webex* app for Box, you can:

- Start, Schedule or Join a Webex Meeting from Box
- Create a Webex space or Share in existing Webex space directly from Box
- Quickly access Box files from Webex meeting invites
- Easily add users from org to a meeting or new space created within Box
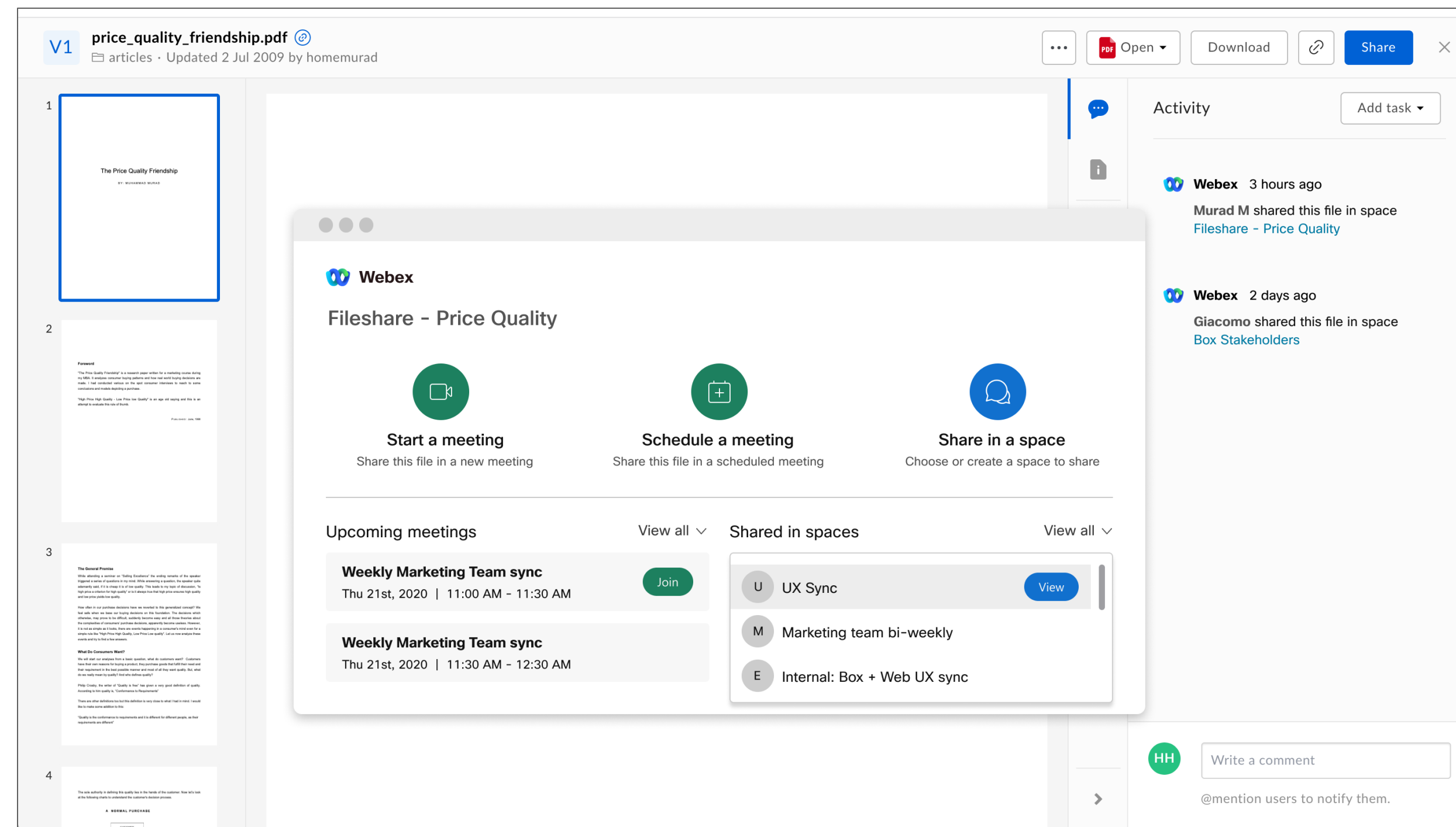
Value Prop

- Simple click to meet face-to- face with file collaborators and get to final approved file version faster
- Find information easily with a single unified view for files, conversations, recordings, transcripts.

How to Enable

- Enterprise: Box Admin enables "Share in Webex" app within Box Admin Console
- Self-Signup : Box user adds Apps from Box marketplace.

Enterprise Content Management (ECM)

OneDrive, SharePoint Online, BOX, Google Drive file collaboration in Webex

- Share files in a space form any of the supported ECM partners
- Users in the space see thumbnails of shared files which they can open and view/edit inside Webex itself
- Admins can control ECM at an org or user level, and they can enable select ECMs for the org. Admins can also disable native Webex storage if at-least 1 ECM is enabled.
- **OneDrive/SharePoint online users can even choose to easily share files with people in a space from both Desktop and Mobile**
- **OneDrive and SharePoint users can also choose to link folders manually or create teams backed by groups on Micrsoft 365, and keep membership and content access in-sync between the MS365 groups, SharePoint site and Webex spaces(team)**
- **Improved and quick process for users to connect to ECM accounts while sharing or viewing files**
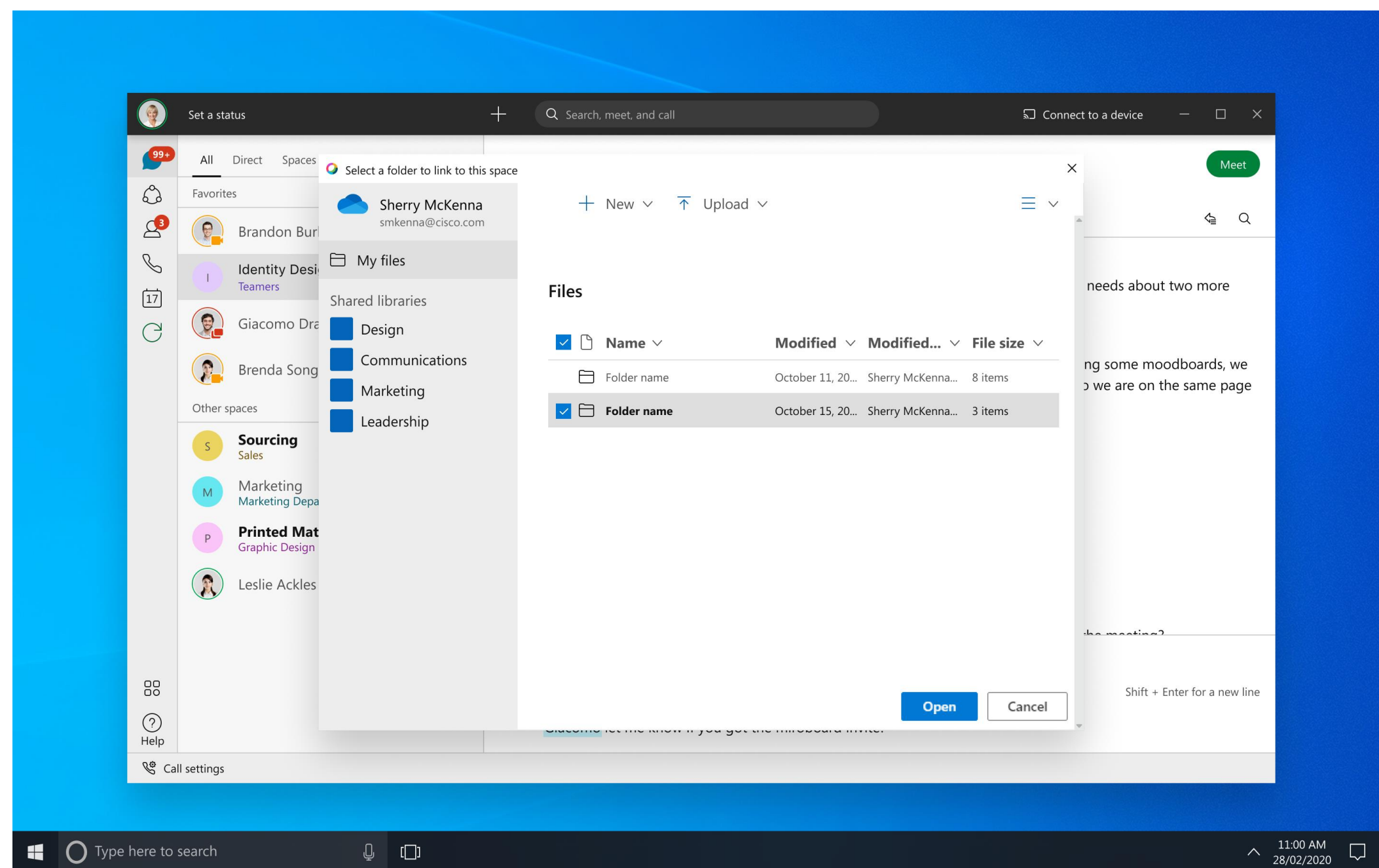
Sharing and working on documents together is an integral collaboration experience.

- Reduce app context switching by working on documents from within Webex
- Reduce file sprawl and ensure teams can continue with their workflow of using content management tools within Webex

How to Enable

Admins need to login to Control Hub -> Messaging ->Content Management Settings

Help Link

Webex +
Visual Collaboration

Embedded Apps

In-Meeting

Can pop out & back into the side pane

In-Space

Control functions for the shared app
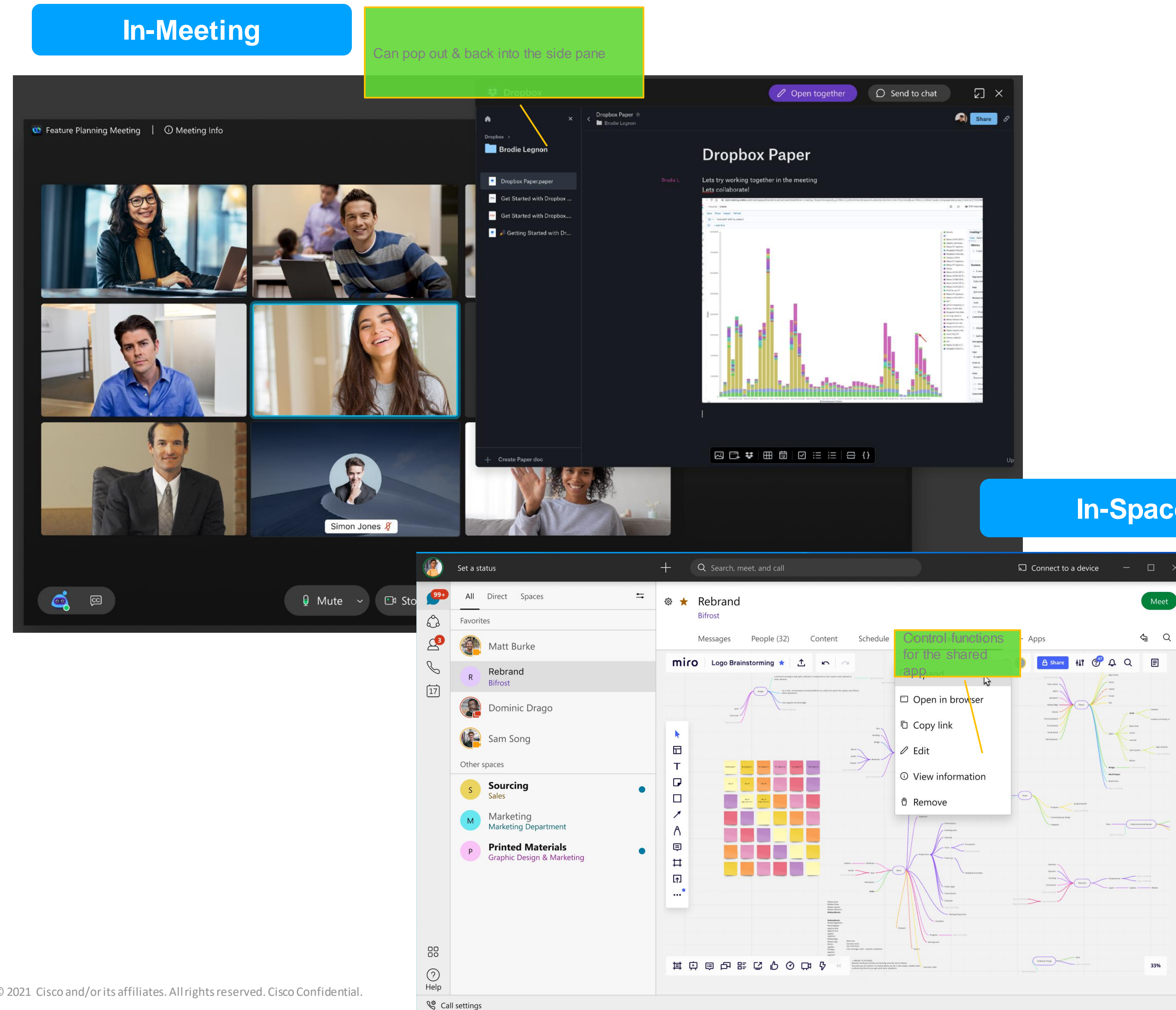
Value Prop

- Focused - minimize app context switches
- Customized - embedded apps enable collaboration workflow

Availability:

- In-space and In-meetings
- Left pane-Coming soon

Mural and Miro as Embedded Apps
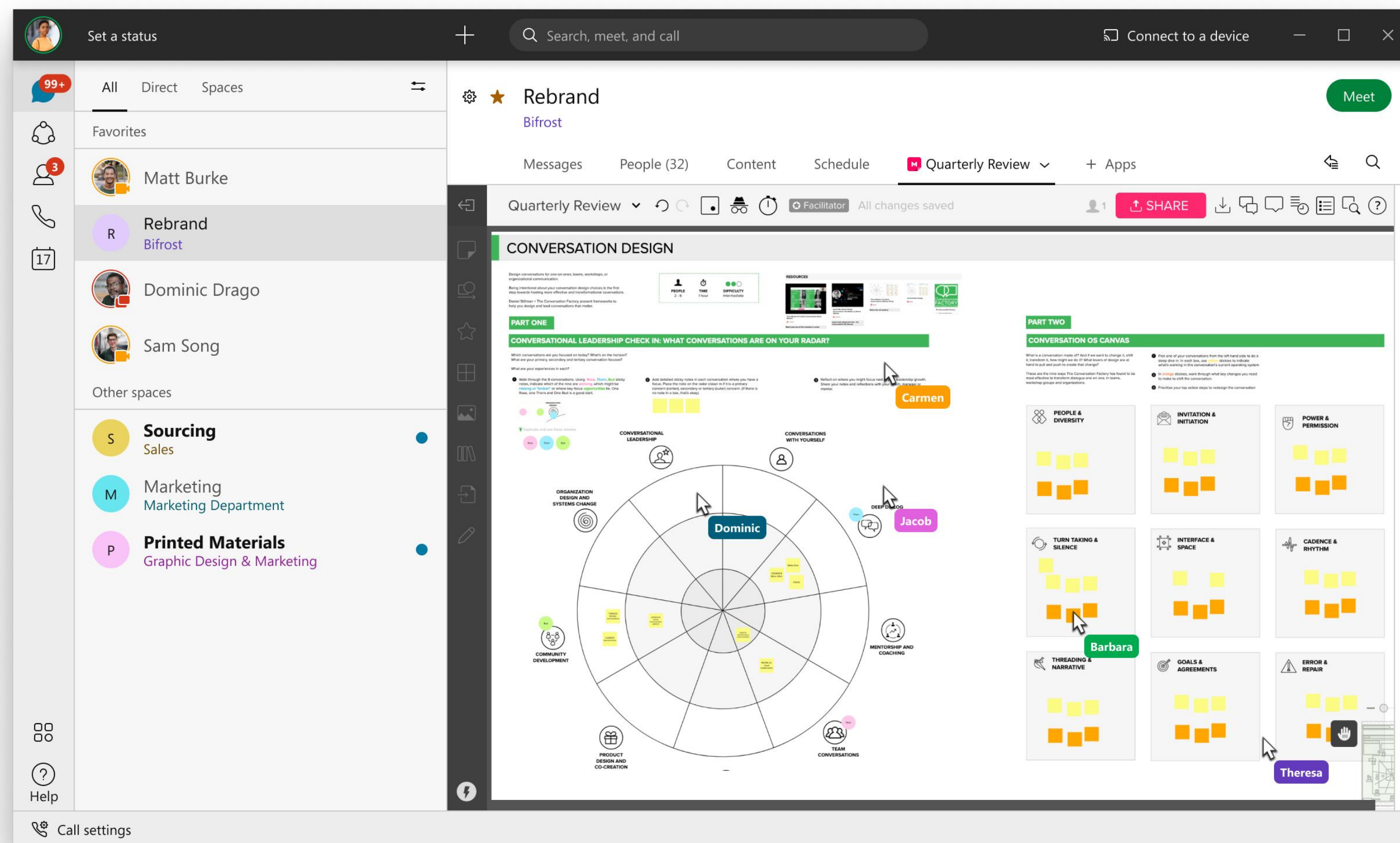
Value Prop

- Extend creative collaboration beyond the boundaries of a meeting or in person session

- Co-create on the same canvas from multiple entry points

- Quick access to collaboration visual content right from within a space

How to Enable

All customers are enabled by default if they have CH->Apps->Tabs enabled

Miro App In-space
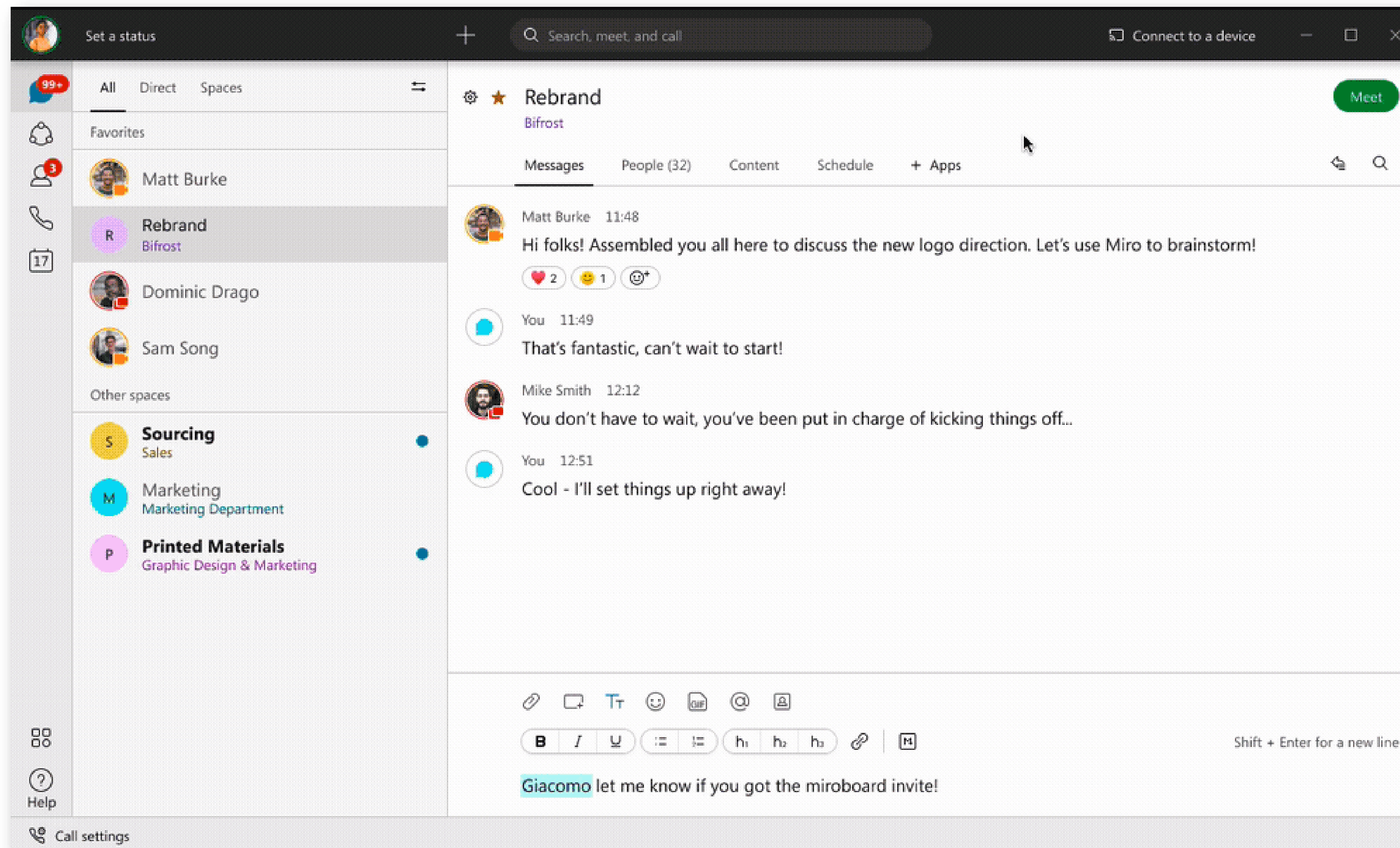
Resources

- Webex AppHub: Apphub.webex.com

- What's New: Integrations

- Webex.com/Integrations

- Webex Blog

- Webex Help

Call to Action

Try our integrations!

They are free!

Thank you.

Questions ?