

Admin Tools: Webex Section 101

Limited Access Admin Tool section in the Cloud Services Portal for accounts with Webex desktop application licenses.

The **Webex** section displays to authorized Admins only if Webex licenses have been purchased for users on the account. The Webex page displays the current Webex Self-Activation process state for each licensed user (as of the last refresh of the data) in a searchable and sortable table. This is useful for tracking each licensed user's self-activation status. The information displayed in the table is read-only. A listing with an email entry in the Email column has at least begun the Self-Activation process to download and install their Webex desktop application.

The screenshot shows the 'Webex' section of the Admin Tools. The page title is 'Webex' and it includes a dropdown menu set to 'All'. Below the title, there is a 'Review progress of Webex activation for your users:' section. On the right, there is a 'Last Synced Date: Wed Sep 14 2022 15:40:26 GMT-0400 (Eastern Daylight Time)' and an 'Export' button. A 'Directory Sync' button is also visible. The main content is a table with the following columns: Location, Webex License, Service Type, Service ID, Ext, First Name, Last Name, Email, and Webex Email Validation. The table contains four rows of data, each with a 'Refresh Status' button.

Location	Webex License	Service Type	Service ID	Ext	First Name	Last Name	Email	Webex Email Validation
4/2021 regression test	standard	Basic Metered Seat	20-11	1013	contact center	Test	cctest@mglo.us	Provisioned
4/2021 regression test	standard	Basic Seat	20-76	9877	James	Heffield		Pending Email Input
SIP Trunking	basic	Smart Number Seat with Messenger	20-23	5523	Smart	Number	smoo@mglo.us	Pending Email Validation
SIP Trunking	basic	Smart Number Seat with Messenger	20-84	7684	DID	Number2		Pending Email Input

Section Tools

- **Drop-Down Selection Tool** (top right) - allows the Admin to filter the table contents by useful Webex Self-activation process states, as needed. Filter options here can include:
 - **All** - (Default) Displays the licensed Webex users on the account at any self-activation process state.
 - **Provisioned** - Displays the licensed users that have completed self-activation and are provisioned in Webex. These users are able to download and install Webex, or may have done so and completed the Self-Activation and installation process.
 - **Pending Email Input** - Displays the licensed users that have not begun self-activation by submitting their email address for validation in the Webex activation portal.
 - **Pending Email Validation** - Displays the licensed users that have entered their email in the activation portal and Webex is in the process of validating that the email address is not already in use, or has instructed the user to delete old account(s) using that email address and is awaiting completion of that task in order to allow the user to attempt validation of that email for use with this license.
 - **Provisioning** - Displays the licensed users that have validated their email with Webex and Webex is in the process of preparing the account to allow download and install of the Webex application.
- **Section Search Tool** (top right within the page) - search terms found in the table below.
- **Column Headers** - sort the table data below alphanumerically by the column contents.
- **Refresh Status** - click this button adjacent to a listing in the table to check for the latest Webex self-activation process status update for the individual license holder.

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- **Directory Sync** Click the **Directory Sync** button (top right) to manually request contact directory synchronization with Webex.

Directory Sync

While processing, a notification displays in the queue and processing area to identify that a request is in queue and processing. Upon completion of processing, the date/time of the sync completion displays as a notification to Admins and a 24 hour hold period is initiated - the button will be disabled during this period. The amount of time to complete the sync is dependent on the number of requests already in queue for the Service Provider and Webex, as well as the size of the data to be updated in all of those requests. The status notification message will indicate when the process had finished for the latest request.

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The Directory Sync button becomes unavailable for any Admin to click while a request is in queue processing and for 24 hours after a request to synchronize was completed.

Please Note:

- At least **one** (1) Webex license holder on the account (and listed in the table) must have completed self-activation on the Momentum control hub and completed login within their Webex desktop application in order for Webex to identify the enterprise for directory synchronization. If no licensed users have activated at the time an Admin clicks the Directory Sync button, the Directory Sync will add the request to the queue, attempt to process, and then will eventually return an error message since a sync can't be performed until there is at least one licensed user who has activated and logged into their Webex application on Momentum's control hub.
- Directory Synchronization is automatically performed by Webex at least once every seven (7) days for activated enterprises. There are no notifications displayed in the Webex applications or this portal when these automated syncs performed by Webex occur. The automated Webex Directory Syncs do not impact the usage of the Directory Sync button provided here in this portal.

Important Note:

A license holder that does not have an email address listed in the **Email column, and/or one that has a **Status** of **Pending Email Input**, has **not yet** begun the process of **Self-Activation** in the **Webex activation portal** and has **not yet** installed their **Webex Desktop** application correctly.**

- **Export** link (top right) allows the Admin to download the listings in the current table view (Filtered or Sorted) to a .csv spreadsheet file that can be saved locally.
- **Additional Filters** Helpful table filtering fields below the sortable column headers allow the user to filter by Location, License Type, Service ID, Ext(ension), First or Last Name, Email address, and/or Email Validation Status