+ MOMENTUM

## Using the Webex Search and Add + Contact Features

Webex is constantly updating the Search tools to add more functionality for you. Webex is currently working to improve the Search functionality in its applications, and these improvements, updates, and enhancements will be added to your Webex automatically as soon as they become available.

Note: A user may need to know the exact name of the User, Hunt Group, Auto Attendant or Call Center as it is entered in a directory and its correct spelling when using the Search tools to find them.

Here are some Search tool usage basics to help you initially find activated Contacts within the BroadWorks Enterprise and Common directories that are routinely sync'd with your Webex and more.

### Active Webex Users, Contacts, and More Can Be Searched

To find a specific user or contact in your directory via the Webex Search tools or Add+ Contact, that account must be 'activated' in Webex. This means that while the person may be listed as a Contact in your organization's directories, Webex will not display their name/contact information until they have completed the email verification and activation steps for their Webex account and the directories have been synchronized. Once the user validates their email and activates their Webex account, Webex identifies that user or contact as part of your organization and can display their contact information in searches when the directories have sync'd.
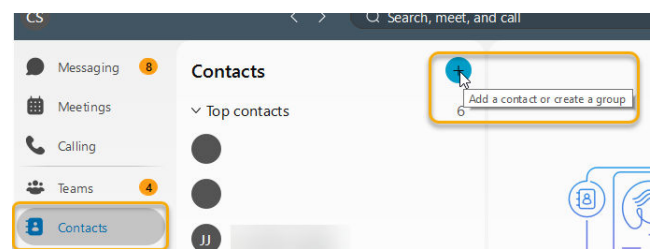
Troubleshooting: Contacts in your BroadWorks or Common directories that still have a Webex Control Hub status of *Pending Email Input* (have not entered their email for validation and activated their Webex account yet) can either be asked by your organization's System Admin to proceed through the process to Activate, Install, and Sign In to their Webex account, or (if an error is preventing continuation of that process) the System Admin can contact the Provider for assistance and request that the user be removed from the Webex Control Hub and then allowed to restart the process to Activate, Install, and Sign In to their Webex Account.

Search by First Name | Last Name

- For best results, enter the full first name followed by a space and then at least the first letter or letters of the last name - or the full last name in your search query. The search results are dynamic, so as you add text in the search field, the results displayed are increasingly well defined.

- The **initial** query to find a User or Call Flow device must be entered using either the first letters of the first name or last name of the User or Call Flow to return useful results. Example: If searching for a user named "Patrick Smith" the active Webex user will only be displayed in the results if "Patrick S" or "Patrick Smith" is entered in the search field AND that user has an Active Webex account. Similarly, if seeking a Call Flow in the directory, enter the full name for that Call Flow in your search tool.
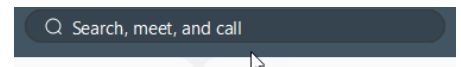
Wildcard Use | Secondary Parts of Names are Unsupported

- Initial search use of Wildcards (e.g., Be*, or Be) is not well supported at this time. Type full First and Last names separated by a space to retrieve useful initial search results.

- Also, portions of names (in the middle or at the end) cannot be located via Search or Add+ Contact. Only the first or last names of Active Webex Users that *start* with the text entered will be shown in the search results. Example: Searching by "rick" will only return first names and last names in the directories that **start** with "rick"; the search will not return results that include a name like Patrick which has the letters "rick" at the end of the name.