telestax»

Enable SMS for Cisco Webex Teams

Cisco Webex Teams is one of the many Cisco collaboration tools serving over 300 million users worldwide. Message Exchange from Telestax now extends unified messaging to individuals residing outside of the Webex Teams platform.

Studies have shown that customers and internal employees are often switching to, or prefer, SMS for business communications. According to a 2019 Harvard Business Review survey, 68 percent of companies expect advanced messaging applications to play an important role in improving consumer marketing and customer engagement.[1]

Unfortunately, Webex Teams requires employees to break out of the system and use an unconnected device. For example, a sales person wishing to text a prospect will have to use their private mobile device to have the exchange – *unless the system is SMS enabled to allow texts to flow beyond its walls.* Now, with Message Exchange, Cisco Webex Teams is fully SMS-enabled.

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With more than
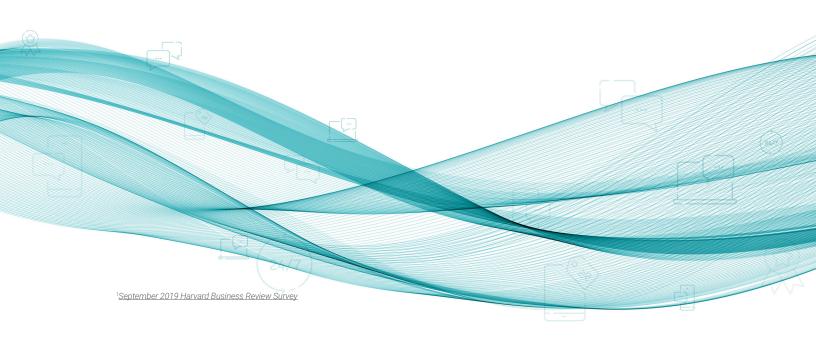
9 in 10

millennials now owning smartphones and nearly

20%

of those users accessing the internet exclusively with smartphones, SMS becomes a critical way to do business.

—*Pew Research Center, 2019*

CISCO Webex | telestax»

Telestax is proud to provide key capabilities to Cisco for business communications and collaboration.

[1]*September 2019 Harvard Business Review Survey*

MESSAGE EXCHANGE FOR CISCO WEBEX TEAMS FEATURES

Intuitive Management Console
Manage enterprises, mappings, and more from a user-friendly interface that supports mobile screens.

Phone Number Provisioning
Configure setup based on communications service provider needs, includes BYOC option.

Dynamic Private Room Creation
Generate private rooms activated by new incoming messages from unique senders.

Email to Mobile Mapping
Associate user emails with a mobile phone number for easy SMS delivery and tracking.

Advanced Search Capabilities
Sort by enterprises, errors, mappings, or messages for billing purposes, and more.

The Message Exchange Advantage

With Message Exchange, Webex Teams users can now take advantage of SMS capabilities within the same client. This eliminates the need to send SMS to contacts (internal or external) from a personal cell phone or third-party application.

Critical conversations are now tracked and kept secure on internal company networks. No changes in the endpoint software, retraining, or other large and expensive forklift upgrades are required. It's also very quick to set up - SMS messaging can occur within minutes.

Begin enabling SMS capabilities in Webex Teams for your enterprise customers today.

To get set up, contact us at info@telestax.com.

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CPaaS Enablement and Cloud Apps for Global Communications

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