

Reimagining the multi-line experience



Easily manage up to eight lines

Power-calling users, such as receptionists, administrative assistants, and managers of call queues and groups, need the ability to easily manage a high volume of calls simultaneously across multiple phone lines. But this can be difficult with existing multi-line solutions that require bulky desk phones or complex applications that are difficult to use and obtrusive on a computer desktop.



Maximize productivity

The multi call window reimagines the multi-line experience. A complement to the Webex App, the multi call window enables users to easily manage up to eight lines, shared lines, call queues, or call groups from their computer desktop. Users have access to enterprise calling features, such as phone line hook status (Busy Lamp Field) indicators, and functions including hold, transfer, record, conference, park, and escalate to screen share.



Support hybrid work

The multi call window is optimized to deliver a productive, hybrid work experience. The slim design of the multi call window fits unobtrusively on a computer desktop, so users can manage multiple phone calls while continuing to use other applications. And unlike traditional, immobile multi-line phones, the multi call window is accessible from anywhere—in the office, at home, or on the road.

Benefits

Powerful

Manage up to eight lines with powerful enterprise calling features, from the convenience of your computer desktop

Easy to use

Easily manage high volumes of calls from the intuitive multi call window user experience

Maximize productivity

Slim and unobtrusive, the multi call window fits within your desktop workflow to maximize productivity

Flexible

Each line can be a shared line, call queue, or call group, providing users with the flexibility to use the multi call window for a variety of applications

Support hybrid work

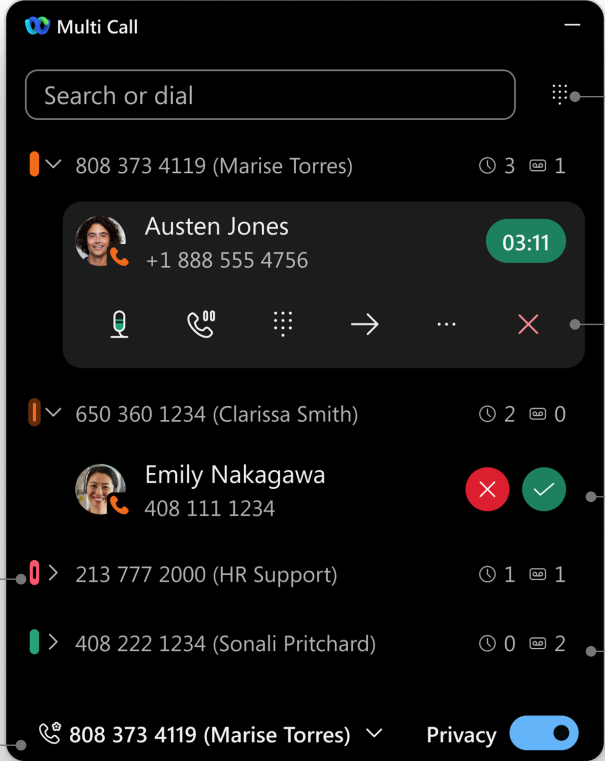
Eliminate the need for bulky multi-line desk phones; deliver a powerful calling experience from anywhere

No additional cost

Included for free with a standard Webex license with Calling

Multi call window

A powerful multi-line calling experience from the convenience of your computer desktop.



The screenshot shows the 'Multi Call' interface with a search bar at the top. Below it are several call entries, each with a status indicator (orange, red, green), a name, a phone number, and a duration. A call log for 'Austen Jones' is expanded, showing a microphone icon, a call icon, a keypad icon, a transfer icon, a more options icon, and a close icon. At the bottom, there is a selected line '808 373 4119 (Marise Torres)' and a 'Privacy' toggle switch.

Manage up to eight lines, shared lines, call queues, or groups

Search directory by name or dial with keypad

Easy access to call control features

Answer or decline calls on any line

Missed call and voicemail indicators for each line

Busy Lamp Field (BLF) presence indicators

Select outbound calling line

Slim design is unobtrusive on a computer desktop



For more information about the multi call window, please visit www.webex.com/contact-sales.html or contact your account manager or partner.

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