Provision Instant Messaging and Presence in Cloud-Based Deployments

Use the Cisco WebEx Administration Tool to provision users with instant messaging and presence capabilities in cloud-based deployments. You can also configure settings for the Cisco WebEx Messenger service such as XMPP federation and instant message logging and archiving.

Configure Instant Messaging and Presence

When users successfully authenticate to the Cisco WebEx Messenger service, they get instant messaging and presence functionality. You can optionally configure instant messaging and presence federation with the Cisco WebEx Administration Tool.

Related Topics

Cisco WebEx federation with other instant messaging providers
Specifying IM Federation settings

Configure Privacy Options

You can specify the default settings for presence subscription requests in cloud-based deployments.

Procedure

Step 1 Open the Cisco WebEx Administration Tool.

Step 2 Select the **Configuration** tab.

Step 3 Select **General IM** in the **Connect Client** section.
The **General IM** pane opens.

Step 4 Select the appropriate options for contact list requests as follows:

Option	Description
Select **Allow users to set "Options for contact list requests"**	**Accept requests automatically from contacts in my organization** automatically becomes the default option to configure how the client handles presence subscription requests. Users can change the default option in the **Options** window.
Do not select **Allow users to set "Options for contact list requests"**	You configure how the client handles presence subscription requests. Users cannot change this configuration. The settings are not available in the **Options** window. Select one of the following options: • **Accept requests automatically from all contacts** • **Accept requests automatically from contacts in my organization** • **Prompt me for each request**

The options for configuring how the client handles contact list requests are as follows:

Accept requests automatically from all contacts

The client automatically accepts presence subscription requests from any domain.

If you specify this setting, users from any domain can automatically add users to their contact list and view their availability status.

Accept requests automatically from contacts in my organization

The client automatically accepts presence subscription requests only from users in the domains you specify.

To specify a domain, select **Domain(s)** in the **System Settings** section on the **Configuration** tab.

Note When searching for contacts in your organization, users can see the temporary availability status of all users in the organization. However, if User A blocks User B, User B cannot see the temporary availability status of User A in the search list.

Prompt me for each request

The client prompts users to accept each presence subscription request.

Step 5 Select **Save**.