



Jive Interactive Intranet

Cloud Administrator Guide

Webex Connector

Notices

For details, see the following topics:

- [Notices](#)
- [Third-party acknowledgments](#)

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Aurea global support

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If you still cannot find a solution, open a ticket on [Aurea Support Central](#). Information about the support organization is available on [Support Portal](#) as well.

You can also find the setup files on [Support Portal](#).

For information about purchasing an upgrade or professional services, contact your account executive. If you do not know who your account executive is, or for other queries, contact us through our [website](#).

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WebEx connector

The Jive Connector for WebEx allows one-click access to online meetings without having to leave your Jive community.

For details, see the following topics:

- [Requirements for WebEx connector](#)
- [Enabling Jive Connector for WebEx](#)
- [Using Jive Connector for Webex](#)

Requirements for WebEx connector

To enable the WebEx connector, you need a Cisco PBX and a supported version of Jive.

Jive side

- The current version of Jive Cloud.
- Community Manager rights to your Jive site.

Note: Jive Connector for WebEx does not support SAML-based single sign-on (SSO).

Webex side

- Cisco Webex, version WBS29 or higher, with an active corporate account.
- Cisco WebEx Connect Messenger Service, for meeting participation.

Enabling Jive Connector for WebEx

The WebEx connector integration allows one-click access to online meetings in your Jive community. As a community manager, you can install Jive Connector for WebEx from the Add-Ons page and configure its global settings to get it ready for use.

Before you start installing, make sure your Jive community meets the [Requirements for WebEx connector](#) on page 6.

Note: Jive Connector for WebEx does not support SAML-based single sign-on (SSO).

Follow these steps to install and configure the Jive Connector for WebEx add-on:

1. In Jive, click your avatar and select **Add-ons**.
2. In the **Available** tab, click **Install** next to the **Jive Connector for WebEx** add-on.
3. Click **Install Now** or **Preview** as required.

The **Preview** option is available to make this add-on visible only to you for testing purposes before you make it available to your community. For more information, see [Installing add-ons](#) in the Community Manager Guide.

As the add-on gets installed, you are navigated to the **Jive Connector for WebEx** page for configuration.

4. On the **Settings** page, under **Apps Security** click the gear icon to configure the user groups who can access this connector. By default, it provides access to all registered users.

Note: This option is not available in **Preview** mode.

5. Click **Configure Now...** and specify the Webex site URL to pre-populate for users.

The standard format for this URL is `https://yourcompany.webex.com`.

6. Select the **Audio Conference** option for the voice connection to be used in calls.
7. Select **Create Notification with meeting info** to send Inbox notifications for the attendees when a meeting is created.

The notifications contain the meeting title, number, URL, password (if specified for the meeting), and date (for scheduled meetings).

8. Select **Direct Message meeting info to attendees** to send direct messages to attendees when the meeting is created.

The messages are sent on behalf of the organizer and contain the meeting title, number, password (if specified for the meeting), date (for scheduled meetings), and a link to open the meeting. Note that depending on the user preferences, the attendees may receive the direct messages on email as well.

9. Select **Do not collect usage statistics** if the statistics about Webex meetings should not be sent to the connected analytic systems.
10. Click **Save Global Preferences** to save the configuration.

11. Optionally, under **Advanced Settings**, specify the expiration settings for **Jive Connector for WebEx**. If left blank, Jive uses the default expiration settings configured in the **Add-Ons** page.

12. Click **Save and Activate** to start using **Jive Connector for WebEx**.

For more information, see [Using Jive Connector for Webex](#) on page 8.

Using Jive Connector for Webex

Webex connector enables you to schedule or launch Webex meetings directly at any time from within Jive without having to navigate away.

If your community manager has enabled Webex in your community, you can launch it from the following locations within Jive:

- Using the Webex icon  on the hover card of a user. The user is automatically added as a participant in the meeting.
- Using the **Start WebEx** option from the **Action** drop-down within any Place, User profile, Group, or Content. The followers of the Place, Group or Content are automatically added as participants in the meeting. Additionally, in the case of Content, the participants also include users who performed any activity in it. For example, users who liked or added comments on the content or who took any action on the Content from the Action list etc.
- From the **Create** and **Apps** menus. Here you are required to add participants manually. From the **Apps** menu, you can also set and save your user preferences which include the **User WebEx Site** that is by default set to `global URL` but can be changed, and options like **Create Notification with meeting info** and **Direct Message meeting info to attendees**.

Follow these instructions to start using the Webex connector:

1. Launch **Jive Connector for WebEx** from any location within Jive as specified above.
2. (Optional) Click the gear icon and provide the URL for your company's Webex site and preferences if your community manager has not configured these details already or in case you want to change it.

The standard URL format is `https://yourcompany.webex.com`.

3. Click **Save Preferences** and then **Launch WebEx Connector**.
4. In the **Required Info** tab, choose an existing meeting **Template** to auto-populate the meeting details or leave it as **Default**.
5. Type the **Topic** for the meeting and select the **Duration**.

6. Check **Schedule Meeting** if you plan to have this meeting later and key in the **Start Date/Time** and **Local Time Zone**. You can also use the **Recurring** tab to set the meeting as a recurring event.
7. Go to the **Participants** tab to verify you have the correct participants added before you start or schedule the meeting. In case you also want to invite someone from outside the group, place or content activity, you can search and select users manually. You can also remove an existing participant if needed.
8. (Optional) Go to the **Additional Options** tab to password-protect the meeting, define a meeting type, or select a type of audio for the meeting.

You can also save the current meeting details in a template for future usage.

9. Click **Scheduled Meeting** or **Start Meeting Now** as required.

Depending on the system configuration, the meeting attendees may get notifications or direct messages within the community itself. Additionally, you can log into Webex and send the meeting invite to the participants. This is only required once when you have cookies enabled.