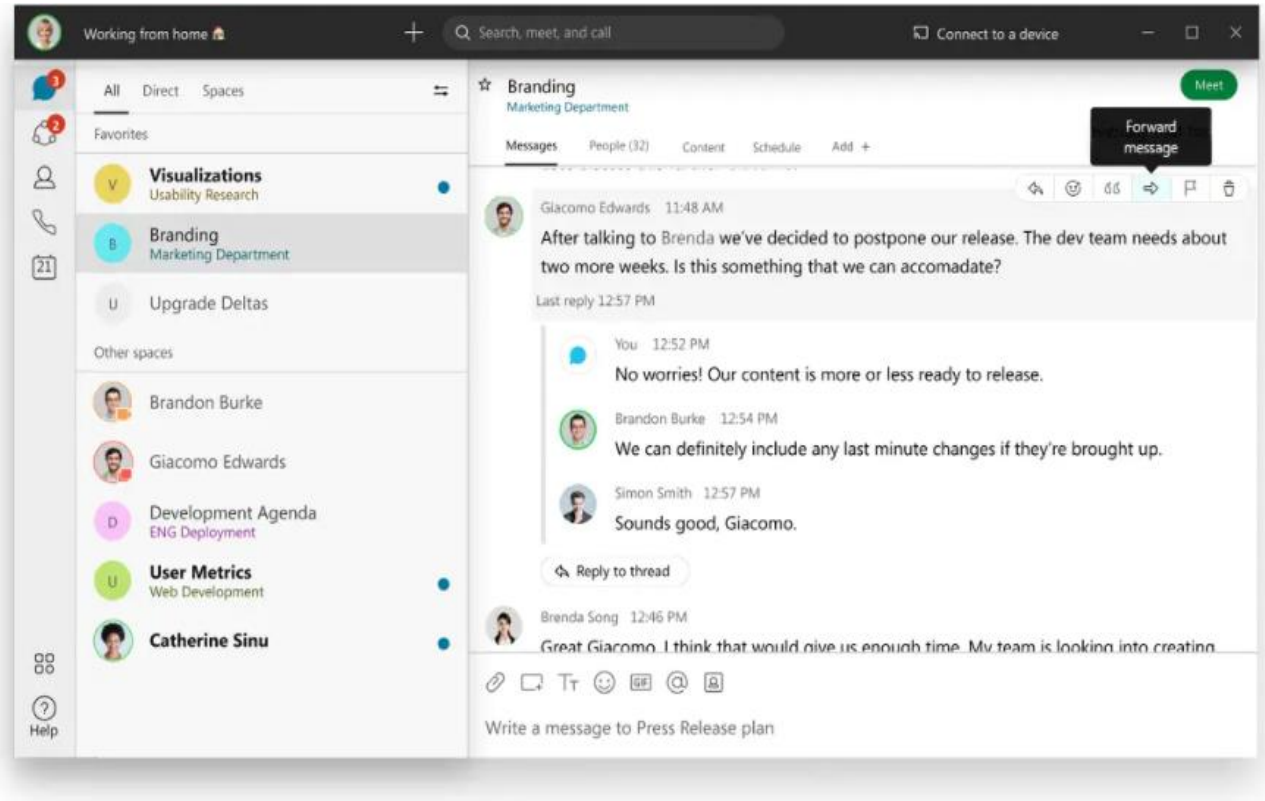
Getting started with Cisco Webex App

Webex App Messaging

People can get in touch with you in Webex by sending messages directly to you or to a group conversation. You send messages to each other to collaborate, share content, and get stuff done.



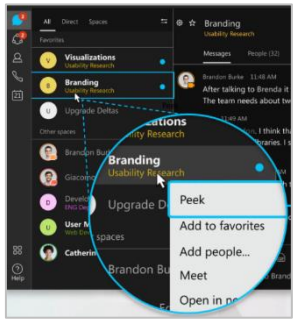
Messages

In Webex, messages are where you chat with colleagues, and share content and ideas. You can send a message to someone directly or to a group space.

- Look at your Spaces list to see which ones appear in bold or have a blue dot next to them; this tells you that you have new messages waiting. Just select one of those spaces to read your messages. You'll also get a notification unless you've turned off your notifications.

- After you read the message, the space name will no longer be in bold in your Spaces list.

- If you're too busy to respond but want to see someone's message, you can just take a quick peek instead. People won't know that you've seen the message.



Some screenshots/features may differ slightly, depending on the app version you are using.

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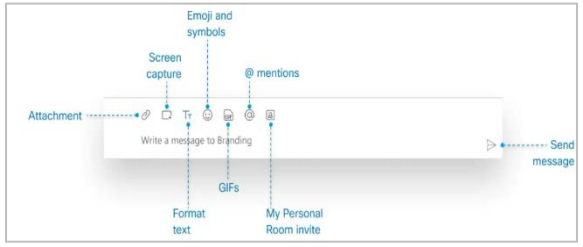
Send a Message

1. Select a **person or a space** from your spaces list.
2. Click the **message area** and then type your message.
3. Click or press Enter, to send your message.

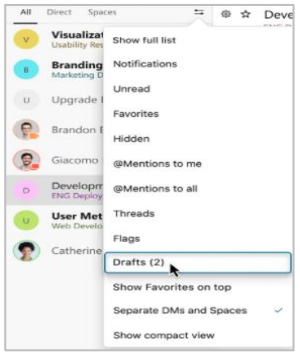
You can include files or add personality with emojis or animated GIFs and add formatting or Markdown to make your messages stand out or be easier to read.



Get back to your drafts

Webex keeps drafts of your messages so you can get back to them if you don't send them right away. These draft messages are specific to the app you're using, so if you start a message on your computer, you won't see it on your phone.

- Click to view your filters, select **Drafts,** and then choose the message you want to complete.

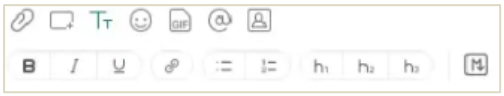


Get Everyone's attention in a space

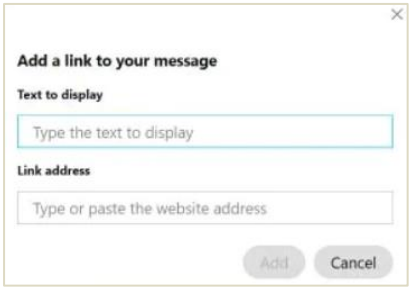
1. In a space, type **@all** in a message and select **All: Mention everyone in the space**.
2. You'll get a message asking you to confirm sending the message as an @mention to every person in that space.

Format Message

1. Select and then choose the formatting that you want to use. You can add headers and lists or apply bold, italic, and underline styles.

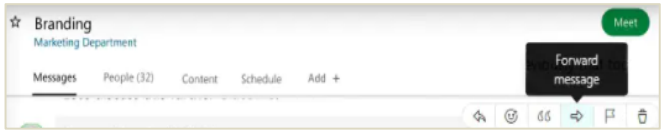


2. Select to insert a link in your message, copy and paste a URL into the link address field, then type in the link text that you want to display in the message, and click **ADD**.



Forward Messages

1. Hover over the message and then click **Forward message**. Enter a person or space name to forward the message to or click **Create a new space**.
2. Type your message and then press **Enter** to forward the message.



Quotes or Threads

Quotes: If you need to add context to a message that you're responding to, you can quote someone's message and reply directly to their comment. The quoted message shows the person's name and indents their original comment when you add your reply.

1. Click **Quote** to the right of the message that you want to quote.
2. Type your message and click **Enter** to reply directly to that comment.

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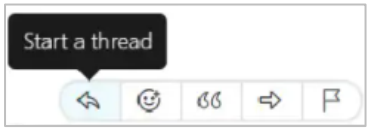
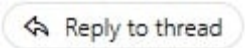
Thread: When you're working in a busy space, it's sometimes difficult to keep track of people's comments. To make it easier to follow specific conversations, you can reply to someone's message - simply start a new message thread or reply to one that has already started.

1. Hover over the message or the file and click **Start a thread.**



2. After you create the thread, you or anyone else in the space can add a reply to that thread, click **Reply to thread.**



Delete Messages and Files

1. Hover over your message and click **More actions** then click **Delete message**.
2. If you sent a message and a file, clicking **Delete message** will delete both.

Organize your messages

You can search through the history of your conversations in Webex to find messages, files, people, and spaces.

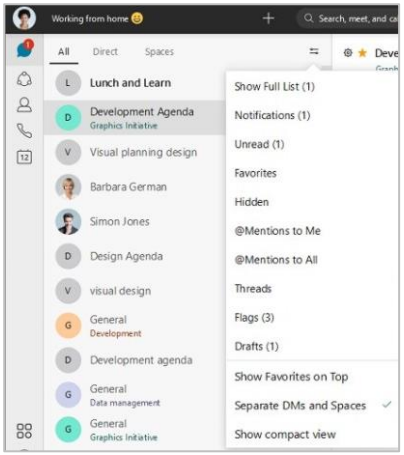
1. In the app header, click **Search, meet, and call**, and enter specific text, another Webex user, an email or video address, and even the name of the space you're looking for.
2. Narrow your search further by clicking **Refine**, and then choosing from the following:

- **In:** —Enter the name of the space and choose a space from the list.
- **From:** —Enter the person's name and select the person from the list.
- **With:** —Enter the person's name and select the person from the list. The results include spaces you are in with this person.

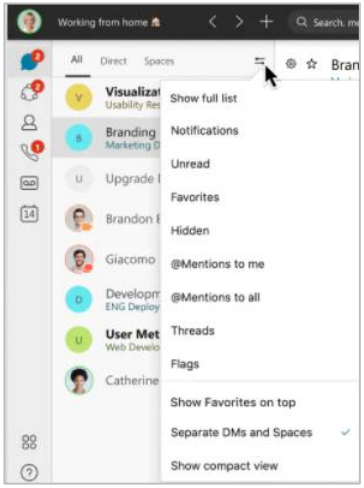
3. Click **Cancel** to exit from your search.

Filter Your @ Mentions

- Click to view your filters, then select **Mentions to Me** to see messages sent directly to you or select **Mentions to All** to view messages sent to everyone in a space.



Flag Messages

You can flag important messages so that you can follow up on them later or keep them as a reference. Items that you flag are added to the **Flags** list and sorted by the date you flagged them.

1. Hover over the message and click **More actions**, then click **Flag for follow up**. You'll see a flag beside the person's name and time of the message.
2. You can refer back to that flagged message anytime. Just click **Filter by** to view your filters, then go to **Flags**.
3. To remove a flag, hover over the message again and click **More actions** then click **Unflag**.