SMS for Webex
Quick Start Guide

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Webex users who have SMS enabled on their lines can utilize their Webex client to send and receive SMS/text messages to people on their cell phones and text enabled lines. If you wish to add the SMS feature to your Webex package, contact your Account Manager or call us at 888.808.6111.

Initiating an Outbound Text Message

In the Webex App, start by sending a direct message to the custom SMS BOT created specifically for your Enterprise.

To send a direct message, click on the Plus sign at the top of the Webex App window and then click on "Send a direct message" from the pop-up menu:
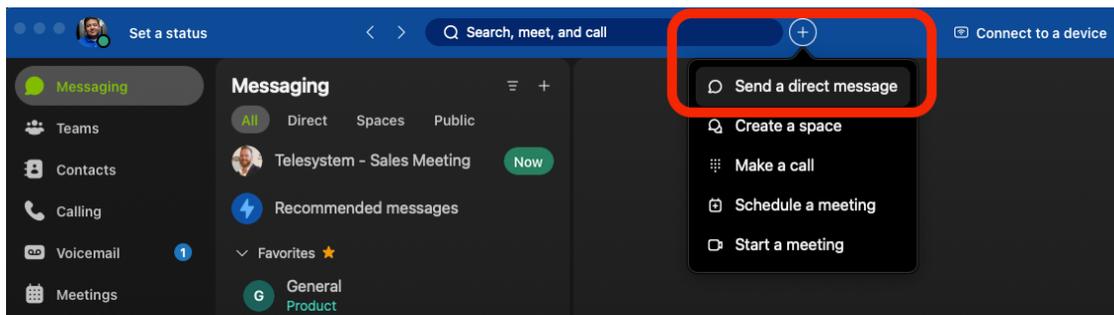

In the field to search for a person by name or email type your custom Enterprise Bot name address into the search box. Custom Enterprise Bots are named in the follow format *CompanySMS@webex.bot*

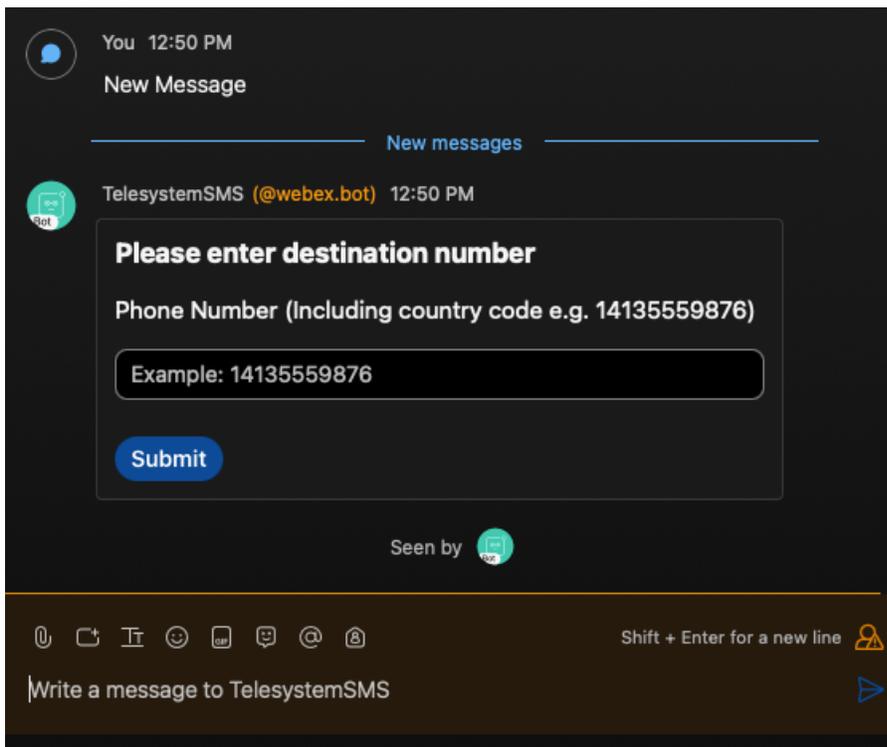For a company named ABC Company the Bot will be 'ABCCompanySMS@webex.bot'

Once you've entered that, click the "Invite to Webex" button
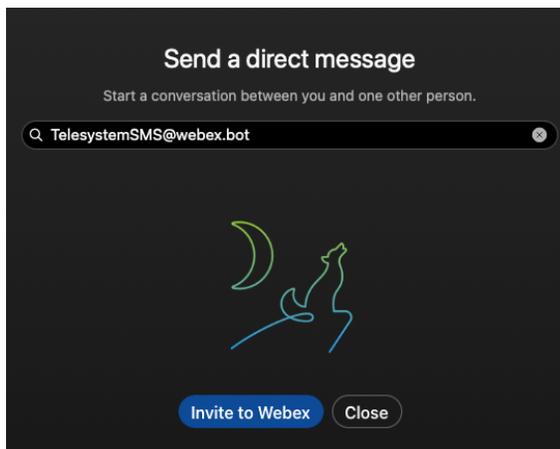
A new space with the bot name will appear in your messaging area
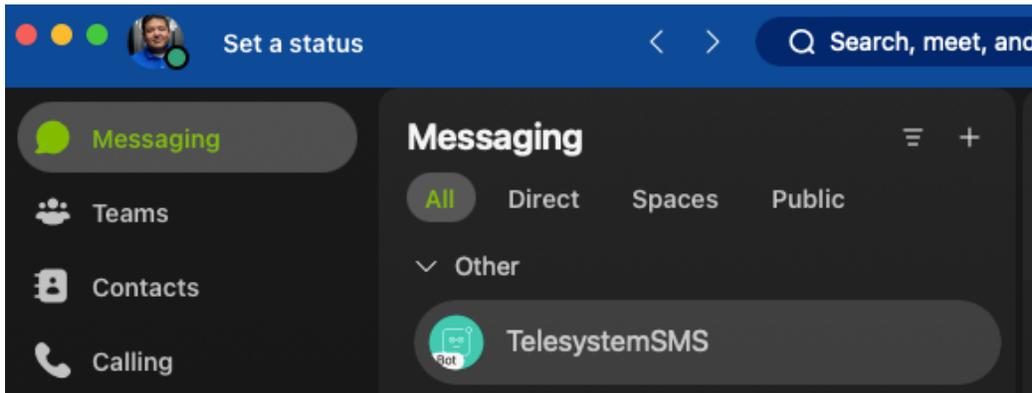
Send a message in that space, any input will do. The bot will respond back with a card prompting you to "Please prove the number you want the message..."
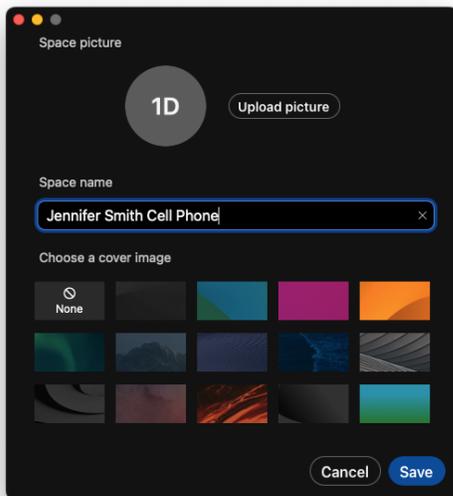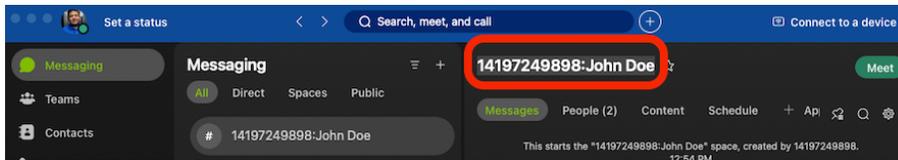

In the message input area at the bottom of the screen, send a new message with the words "New Message". The bot will reply back with a box that shows "Please enter destination number".

Type the phone number you wish to send an SMS message to in the box, then click the **Submit** button. **You must include the country code along with the phone number.** For example, to message the phone number "419-724-9898", you must type "14197249898" into the box.

The Bot will create another new space in your Messaging area. This new space will automatically be titled with the phone number of the person you just said that you wanted to message and your name as it appears in Webex.
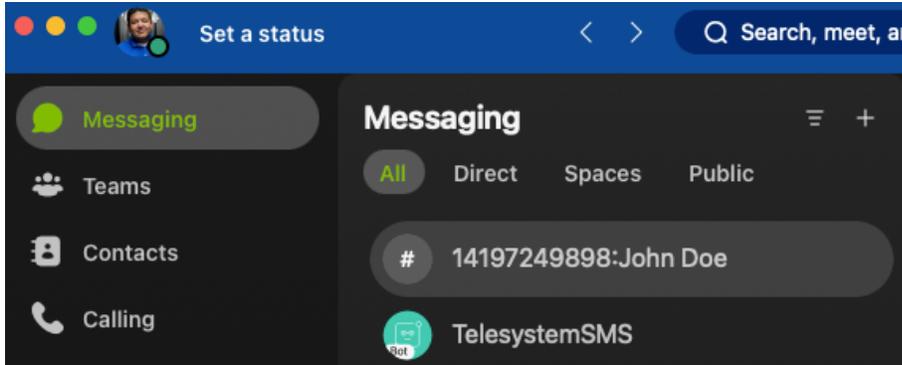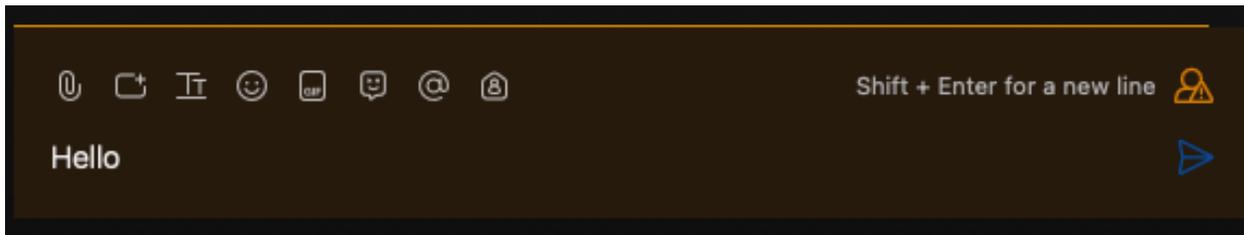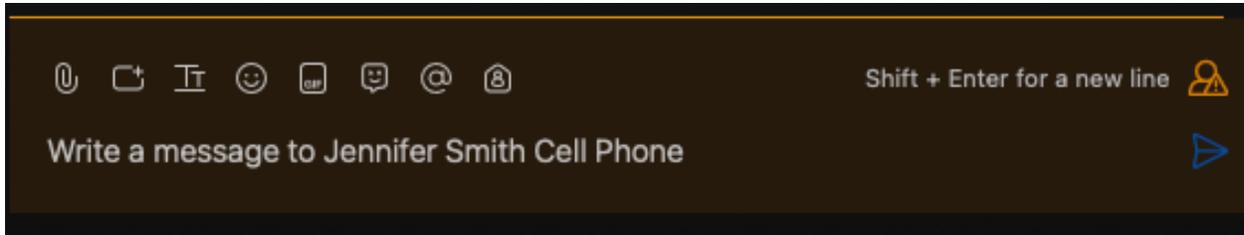

Once this space has been established you can rename it to help you identify who you are communicating with by clicking on the name in the space and then providing a new "Space name" in the pop-up window.
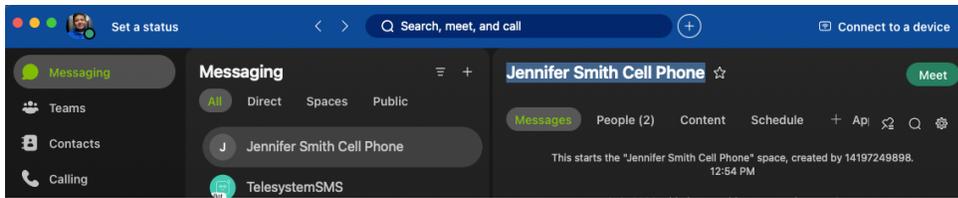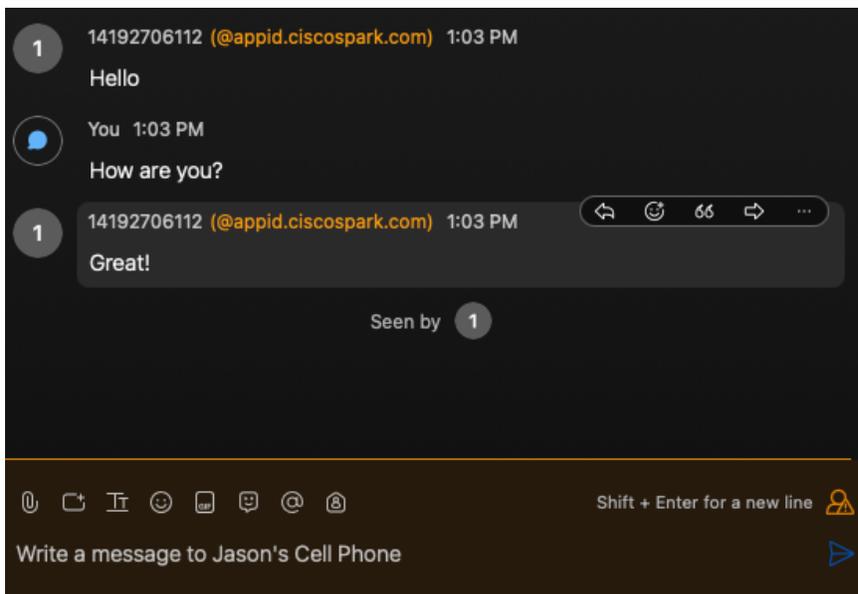
To send an outbound message, just enter your text in the area at the bottom of the window and then click the send button.

Messages coming from the other number will show their phone number (@appid.ciscospark.com). For example: 14197249898 (@appid.ciscospark.com)

Receiving Inbound Messages

If you receive an inbound text message from someone you have already been sending SMS messages to, those messages should automatically come through in the existing space.

If someone initiates a SMS message to you that you have not already been sending text messages to, Webex Bot will automatically create the space for you. You may rename the space using the instructions above. Reply to those messages by just adding your text and clicking the send button, no additional steps are required.