Get to know Cisco Spark: The Advanced Guide

Cisco Spark brings your teams together in a place that makes it easy to keep people and work connected. Send messages, share files, meet face-to-face, and make calls. With Cisco Spark, all your team’s communication is in one place.

Using Cisco Spark for the first time

Teams work best when everyone is on board. Spark is no different. We recommend starting with a small team. Not only will you get going faster, you’ll be able to make sure everyone is engaged. Once you get the hang of it, looping in new people and bigger teams will be easy.

Pick a project your team is working on. Get the team to agree to use Cisco Spark as the sole method of communication for the project (except when you’re in person - nothing replaces that). Kick email and other messaging tools to the curb.
Using Cisco Spark for a specific project is a great way to start so that all of your meetings, conversations, files and other project information are all in one, searchable place.

Teams 101 - Organize and get work done together.

In Cisco Spark, work lives within teams. Anyone can create a team. Start a team in Cisco Spark to create a space for your real-life team to discuss projects and make decisions. Invite your teammates and create a few rooms to guide your discussions around projects or other team priorities. People who aren’t already on Cisco Spark will receive an email invitation asking them to join the team. As you start to use Cisco Spark for more projects, you can create more rooms as you need them.

Cisco Spark Teams come in many flavors

To give you some context, here are a couple types of real-life teams that are a great fit.

Organizational or functional teams based on their fit within a company or organization—such as a marketing team, an engineering
team or a human resources team.

**Project teams** based around a specific project, often times spanning multiple functions, such as new product development. In this case you might have people from engineering, design, marketing and QA.

**Rooms**

Within a team, there are specific conversation spaces called “rooms”. Rooms are usually centered around a specific topic, task or project. Within a room you can send messages, upload files, connect other tools and applications and @mention people to get their attention. As a member of a team in Cisco Spark, you can see and join any of the rooms within a team. This encourages open communication, provides greater visibility into what team members are working on, and contributes to collective team knowledge. Rooms can also be created outside of the context of a team however they won’t be discoverable by team members and will be invite only.
Examples of rooms

Every team is equipped with a General room that automatically includes all team members. In addition to the General room, here are a few examples of the rooms that teams can create from our example teams above:

Marketing team

- **Project rooms**, such as New website and Conference planning
- **Location-based rooms**, such as San Francisco Marketers
- **Topic-based rooms**, such as Football Fans and Great Reads

Engineering team

- **Sub rooms**, such as iOS development and Build Pipeline
- **Integration based rooms**, such as Bug reports (with GitHub integration) and support tickets (with Zendesk integration)
- **Ask rooms**, such as ASK The VP and ASK Architects.
New Product project team

- **Functional area rooms**, such as Design, Development and Product Management
- **Update rooms**, such as Weekly Updates and Interesting Blog Posts

When needed, you can invite a person who is not a member of the team to a room as a guest. The guest will only be able see the discussion in that specific room but will not be able to access other rooms within a team.

Sharing Files - Share your most important documents in one place.

You can ‘drag and drop’ or attach files using the paperclip icon into any room in Cisco Spark. Files can even be attached from your mobile device if you are using cloud storage services such as Box, Dropbox or iCloud. All files in Cisco Spark are stored fully encrypted.
You can view all of the files you or your team members shared within a given room in ‘Recent Content’ section.

Notifications - Be in the know

Cisco Spark automatically notifies you about one-to-one messages, @mentions and calls. To be notified about all activity in specific rooms, select the ‘Notify on All Messages’ option in room settings.

@mentions

Using an @mention with the name of someone in a room calls the attention of the intended recipient. The recipient will receive a notification on any device they are using and their name will appear bolded in the message. Using @mentions is a great way to ensure a teammate sees and responds to critical items.
Filters

Favorites

The favorites filter only shows rooms you’ve marked as favorite. We recommend favoriting a few rooms for critical projects. By doing this, you can quickly check in to these rooms more frequently, while scanning other rooms less often.

Unread, All, and People are additional ways to filter your discussions.

Search - Save time by finding things quickly

Search makes it easy to find people, messages, files and rooms across Cisco Spark from any device.
Message people directly and create rooms for group conversations

Creating rooms for your team makes them available to whoever is a member of that team. Messages with a group of people are open only to those invited to the room. You can message a person or group of people by searching for someone’s name or entering their email address.

Calls and Meetings – Communicate in real time.

Cisco Spark also enables users to call or meet with anyone, anywhere from any device. Not only can you have rich discussion via messages and file sharing, Cisco Spark makes it easy to connect with the whole team face-to-face.

Video Calling and Screen Sharing

It’s no secret that things get done faster when the team can talk live. Cisco Spark calling allows you to video call and share your screen with anyone on Cisco Spark. Free users can talk with up to 3 people on the same call, while
paid users can host meetings for up to 25.

There are two ways to initiate a video call:

1) from within a specific room - which invites all members of that room or

2) using the “Calls” tab where you can connect with someone directly

Add Guests to Call

Guests can be added to a call or meeting even if they are not a member of the room.

Join WebEx CMR or other meetings
Need to join an online meeting held outside of Cisco Spark? You can do that from Cisco Spark too.

You can easily join a WebEx CMR meeting from the Calls tab in your Cisco Spark app by dialing the meeting video address (eg: sam@company.webex.com). If the meeting is scheduled and you have granted Cisco Spark permission to access your calendar, you can also join the meeting from the Meetings tab in your Cisco Spark Mobile app.

In addition, you can also dial SIP endpoint / video conferencing bridges from Cisco Spark (tech speak for addresses like sam@go.webex.com) and you’ll be connected to the meeting.

### Associate a Spark Room to a scheduled meeting

Simply put “@spark” as the location in the invitation from Microsoft Outlook and it will automatically create a room in Cisco Spark with all the meeting participants. The room can be used to keep collaborating ahead of and after the meeting.

*Requires Spark Basic Meetings, Spark Hybrid Calendar Service.*
Transition devices

For the times you need to move from your desktop to your mobile (or vice versa) in the middle of a call, you can do this without interruption by joining the call on the other device with one click.

Phone Calls

Make and receive calls to/from any phone number* using Cisco Spark from any device. *Requires the Cisco Spark Call service and PSTN services from a third-party provider. Learn more at www.ciscospark.com.

Pairing with Cisco Spark Room Systems

Walk into any room equipped with a Cisco Spark Room System and you can start a video conference on the big screen directly from your mobile device. All you have to do is make sure you’re logged into Cisco Spark. Learn more here: https://help.webex.com/docs/DOC-7709
Integrations - Connect your favorite tools to make Spark your central hub for communication

Cisco Spark makes it easy to integrate with other tools, services and applications.

**Native Integrations**

Native integrations are configured within Cisco Spark and are the simplest to set up. Just add them to any room using the right hand panel. Within a few clicks, teams can have updates from external services posting in the same place as their team communication.

**App Integrator Services**

Connect Cisco Spark to almost any tool with app integration services from Built.io, Zapier and IFTTT. These services make it easy to configure automated connections between Cisco Spark and hundreds of other apps. Visit [https://www.built.io/](https://www.built.io/), [https://zapier.com/](https://zapier.com/) or [https://](https://)
ifi.com to learn how to set them up.

**Cisco Spark APIs**

Organizations which need specialized connections use the Spark for Developers portal ([http://developer.ciscospark.com](http://developer.ciscospark.com)). This site provides Cisco Spark’s APIs to developers to create custom integrations. Developers are provided with a 24/7 world-class support desk to answer questions and discuss ideas.

For more help on getting started on Spark, visit [https://support.ciscospark.com](https://support.ciscospark.com)

For Spark Administration information please check out these links:

- [https://help.webex.com/docs/DOC-4401](https://help.webex.com/docs/DOC-4401)
- For more support visit Help Central here: [https://help.webex.com/community/cisco-cloud-collab-mgmt/content](https://help.webex.com/community/cisco-cloud-collab-mgmt/content)