Cisco Jabber – What Is It Used For?

Jabber service allows you to work outside the office while simultaneously unifying your communications with your colleagues. With your computer or a mobile device — and an Internet connection — you can instant message, place voice and video calls, share your desktop, and more.

Current features of Jabber include:
- **Soft-phone** - Allows you to use your computer as a phone. Your computer would act as if it were an extra phone connected to your extension. The usability of this feature could be affected by the quality of the internet connection.
- **Instant Messaging (IM)** - Allows you to communicate instantly with people on their computers, mobile devices (notebooks and tablets) or smart phones.
- **Desk phone integration** - Dial phone numbers via jabber client or dial phone numbers from within outlook
- **Visual voicemail** - Bring up your voicemail messages, see who called you, when they called and listen to the messages.
- **Video Conferencing** - Place ad hoc video calls when in a chat or softphone conversation with colleagues. *(Note: Zoom is the primary video conferencing tool for university faculty and staff.)*
- **Desktop sharing** - Allow your colleagues to see what you are seeing on your computer and allow them to interact with what they are seeing.
- **Rich presence** - This allows you to see if a contact is available via Jabber, on the phone or in a meeting.

To get started with Jabber, contact the myIT Service desk at 402-280-1111 or servicedesk@creighton.edu or submit a service ticket at myIT.creighton.edu. Creation of your Jabber profile is not instantaneous and may take a few days.

Technology Features

	Jabber	Microsoft Teams or Skype	Zoom
Receive Calls forwarded from your Campus Phone	X		
Receive Calls on your Computer/Mobile Device	X	X	
Instant Messaging (IM)	X	X	X
Video Conferencing		X	X
Desktop Sharing	X		X
File Sharing	X	X	