**IT will be enabling Cisco Jabber shortly**. Cisco Jabber is an all-in-one communication tool which allows you to see your contacts' availability and instantly communicate using Instant Messaging (IM). Today, a limited number of users have Microsoft Lync/Skype installed on their machines for Instant Messaging. This software will be replaced with Cisco Jabber.

**Why Cisco Jabber?**

Cisco Jabber allows you to collaborate, anywhere, on any device. Instant Messaging and presence will help improve productivity. We can use real-time presence information and instant messaging to reduce delays in collaborating with others. It enables the availability of contacts within and outside of your organization. There are other features of Cisco Jabber that are currently under evaluation for deployment.

**How is Cooper Implementing Cisco Jabber?**

The software will be installed on all workstations using the same methodology we use for patch management.

**When are we implementing and to whom?**

* Cisco Jabber will be installed on IT and C-suite devices the week of 11/5/2018
* Cisco Jabber will be installed on all Cooper devices the week of 11/26/2018

**Cisco Jabber on mobile device**

Cisco Jabber needs to be downloaded from the respective app store if you want to use it on your mobile device. Please find documentation on how to download this application on the CLN and Portal. The portal address where the documentation will reside is

<http://portal/sites/cisco-ip-lephony/default.aspx?PageView=Shared>

**Training Tools**

* There will be Courses on CLN
* Tip Sheets will be provided
* WebEx sessions
* Scheduled onsite learning opportunities

**Communication Plan**

* Admin Council
* Email directly to affected parties
* Intranet

**Support**

Level 1 support through the Help Desk