



Amsterdam | February 9-14, 2025

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## LTRCCT-2813

# Mastering Demo-Driven Customer Journeys with Webex Customer Experience

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## Disclaimer

This training document is to familiarize with Webex Customer Experience. Although the lab design and configuration examples could be used as a reference, it's not designed for any real, production-environment deployment, and thus not all recommended features are used, or enabled optimally. For the design related questions please contact your representative at Cisco, or a Cisco partner.

## Scenario

In this lab activity, you will step into the role of a **Solutions Engineer** at **Better Bikes Inc.**, a leading (fictitious) company in the cycling industry. Your mission is to create a seamless and efficient **customer journey** using **Cisco Webex Customer Experience** solutions, helping your company deliver outstanding support and engagement.

Your journey begins with a well-structured **voice flow**, powered by **Webex Contact Center (WxCC)**, ensuring that customers can easily connect with your support team. However, modern customer expectations go beyond traditional call centers. To enhance accessibility and convenience, you will implement a **Web Chat widget** on your company's website, allowing customers to ask questions and receive assistance in real time.

As digital transformation continues to shape customer interactions, offering **multichannel support** becomes essential. You will take the next step by integrating **WhatsApp**, making it even easier for customers to engage with your company on the channels they use daily. This omnichannel approach not only improves response times but also creates a more personalized and efficient customer experience.

By the end of this lab, you will have a comprehensive understanding of the various **components, tools, and applications** involved in building a modern customer support system. While there is no universal, one-size-fits-all blueprint, this experience will equip you with the knowledge and insights to explore **customized solutions** that best fit the needs of your company and/or customers.



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## Module 0 – Preparation

To ensure that these labs run smoothly, we have configured some elements in advance. We will describe what these are here and only serve your documentation.

Please note that throughout the documentation we will use the term '**PodXX\_...**' as an identifier, in which the '**XX**' indicates where you need to replace the X's with the number of the pod you are issued with.

Kommentiert [SH1]: Not sure what this means FYI  
@Christian Wolf (chriswol) - not sure it grammatically makes much sense - or I'm misreading this sorry

Kommentiert [CW(2R1)]: Havent done that, change it to whatever makes sense

### 0.1 User Accounts

For each pod, we have configured 3 types of users "**PodXX\_User**", "**PodXX\_Agent**", and "**PodXX\_Super**".

"**C1sc0Live25!**" has been set as password for every account.

"**PodXX\_User**" will be used for all configurations and administrative tasks.

"**PodXX\_Agent**" is used for Contact Center Agent Desktop login.

"**PodXX\_Super**" is the Supervisor account of your Contact Center.

These users have different permissions in Control Hub and Contact Center.

The following permission and functions have been assigned:

	PodXX_User	PodXX_Agent	PodXX_Super
Control Hub Admin	X		
Webex Contact Center Admin	X		
Premium Contact Center Agent		X	
Contact Center Supervisor			X
Webex Connect Admin	X		
Webex Engage Admin	X		
webmail.webex-lab.com	X		
glitch.com	X		



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A decorative graphic consisting of overlapping semi-circles in shades of blue, teal, and green, forming a wave-like pattern across the top of the slide.

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## 0.2 PSTN Numbers

To enable inbound dialing via PSTN, we have provided public phone numbers for your PodXX\_User and PodXX Service Queue. The numbers provided for your pod can be found in the following table:

<b>Pod Number</b>	<b>PodXX_User</b>	<b>PodXX Service Queue</b>
01	+442046200494	+442046200496
02	+442046200501	+442046200506
03	+442046200507	+442046200517
04	+442046200523	+442046200524
05	+442046200526	+442046200527
06	+442046200528	+442046200530
07	+442046200532	+442046200533
08	+442046200534	+442046200538
09	+442046200549	+442046200629
10	+442046200852	+442046200941
11	+442046200943	+442046200947
12	+442046200949	+442046200951
13	+442046200952	+442046200954
14	+442046200955	+442046200956
15	+442046200961	+442046200974
16	+442046200976	+442046200977
17	+442046200978	+442046200980
18	+442046200981	+442046200982
19	+442046200986	+442046200989
20	+442046200991	+442046200994



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### 0.3 Webex Connect

Webex Connect, part of Cisco's Webex suite, is a cloud-based platform for enterprise communication and collaboration. It integrates various channels—SMS, email, social media, and chat apps—into one interface, streamlining customer interactions.

The platform supports automated workflows, chatbots, and omnichannel strategies, making it ideal for improving customer service and engagement. With analytics and reporting tools, businesses can enhance communication processes and deliver seamless, consistent customer experiences.

### 0.4 Webex Engage

Webex Engage, part of Cisco's Webex suite, is a cloud-based platform for enhancing customer engagement through multichannel communication. It supports interactions via voice, video, chat, email, and social media.

Designed for customer service teams, it offers features like automated workflows, chatbots, and CRM integration to deliver personalized, efficient experiences and improve response times. With a unified interface and analytics tools, Webex Engage helps businesses maintain consistent communication, strengthen customer relationships, and optimize engagement strategies.



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## 0.5 Idle/Wrap-Up Codes

In preparation for presence synchronization, different codes have already been created and assigned to the presence states.

Idle/Wrap-up Codes					
Idle/Wrap-up code	Description	Idle/Wrap-up code type	Default	Status	Last modified
away		Idle Code	No	● Active	December 02, 20...
DND		Idle Code	No	● Active	December 02, 20...
in a Calendar Mee...		Idle Code	No	● Active	December 02, 20...
in a external Call		Idle Code	No	● Active	December 02, 20...
in an Meeting		Idle Code	No	● Active	December 02, 20...
in presentation		Idle Code	No	● Active	December 02, 20...
Meeting	Default idle code	Idle Code	Yes	● Active	October 30, 2024...
Wrap Up	Default wrap-up c...	Wrap-up Code	Yes	● Active	December 04, 20...

Under Desktop in Contact Center main menu, these codes have been assigned to the appropriate Presence States.

Webex App

You can control access to these features for your agents inside Desktop profiles.

Display user details

State synchronization

Map Webex Availability States with Webex Contact Center's idle codes. For more information on mapping [Click here](#).

Webex Availability States	Webex Contact Center Idle c...
Do not disturb, Quiet hours	<input type="button" value="DND"/>
In a calendar meeting	<input type="button" value="in a Calendar Meeting"/>
In a meeting	<input type="button" value="in an Meeting"/>
On a call	<input type="button" value="in a external Call"/>
Out of office	<input type="button" value="away"/>
Presenting	<input type="button" value="in presentation"/>



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## 0.6 Glitch

The screenshot shows the Glitch homepage. At the top, there's a navigation bar with links for Dashboard, Discover, Code Jams, Teams, Help Center, Blog, and Upgrade. A search bar and a 'New project' button are also present. A pink banner at the top says "We're making a new version of this page" with a link to "See what's new". Below the banner, a section asks "What do you want to make today?" with three project starters: "Basic website" (A simple website starter), "Glitch in Bio" (Your own free links page), and "Blog with Eleventy" (As easy as blogging gets). Each has a "Remix" button. A link "Discover more starting points" is at the bottom of this section. To the right, there's a "Build the Glitch you want" section featuring a person working on a laptop, with text about building a new Glitch together as a community. A link "Leave your mark on Glitch" is at the bottom of this section.

Glitch.com is a platform designed for creating, sharing, and remixing web applications. It offers an intuitive, collaborative environment where developers can build full-stack apps using JavaScript, Node.js, and other web technologies. One of its standout features is the ability to instantly see changes live as you code, making it ideal for experimentation and learning.

Glitch emphasizes community and collaboration, allowing users to "remix" projects, which essentially means creating a copy of someone else's project that you can modify and customize. This fosters a learning environment where users can explore and build upon existing work.

Moreover, Glitch provides hosting for projects, meaning that users can deploy their apps directly from the platform without needing external hosting services. This makes it particularly appealing for both beginners looking to get started with coding and experienced developers wanting to quickly prototype ideas.



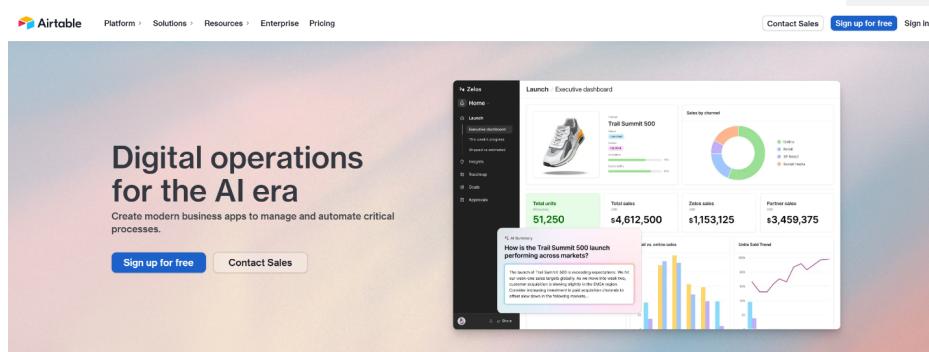
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## 0.7 Airtable



Airtable is a collaboration platform that combines the simplicity and user-friendliness of a spreadsheet with the powerful functionality of a database. Its main purpose is to enable individuals and teams to organize, track, and manage various types of information and projects in a customizable, visually intuitive format. Users can create and share databases that support a range of views (like grid, calendar, gallery, and kanban), facilitating seamless collaboration and integration with other tools and services, making it suitable for a variety of tasks such as project management, content planning, and customer relationship management.

Add that the tool is a cloud-based, open-access solution, makes this an ideal tool for using in lab scenarios, such as our own, and so we have integrated Airtable with our solutions in this lab for the purpose of imitating a database. We have integrated several CRUD (create, read, update & delete) functions into our lab, using Webex Connect's Custom Nodes.

Below, you can see a screenshot of the list of functions, some of which you will use in this lab.



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< Manage Custom Node

Use custom node to integrate with your REST/SOAP API service. These are available as nodes in workflow.

Search  Add Method

Settings Node UI

Request Details

POST Account: Create Account: Create Request Timeout (Ms) Connection Timeout (Ms)

PATCH Order: Update ... 15000 15000

PATCH Order: Update ...

DELETE Order: Delete a ... Post https://api.airtable.com/v0/appZhsmdNd7D2UEf/accounts Parse Variables

GET Account: Retrieve

Authorization

POST Order: Create ... Type No Auth

PATCH Account: Update ...

DELETE Account: Delete Security Configuration

GET Order: Retrieve

Throttling

On enabling, an additional outcome "throttleLimitReached" will be available with this custom node.

PATCH Order: Update ... Rate Limit Limit total number of request per second.

GET Retrieve Queue Rate Limit

PATCH Account: Update ... Concurrency Limit

Here's an example of an API call to create a 'Record' in the 'Account' table

An example of what the data looks like in the database

CustomerEmail	mainTel	secondaryTel	acctel	customerName	contacted	socialQueue
pdd000.user@twink.com				rodrigo user		
pdader.usingtwink@twink.com				rodri user		
pdader@twink.com	491109312			ars berken		RKane75-3B0-44e3-8f1c-cd28380fb0d4
sebb@cisco.com				Selb Huber		RSauer75-3B0-44e3-b7c2-cd2800ba0b4
				Selb Huber		RSauer75-3B0-44e3-b7c2-cd2800ba0b4
				Selb Huber		RSauer75-3B0-44e3-b7c2-cd2800ba0b4
				Selb Huber		RSauer75-3B0-44e3-b7c2-cd2800ba0b4

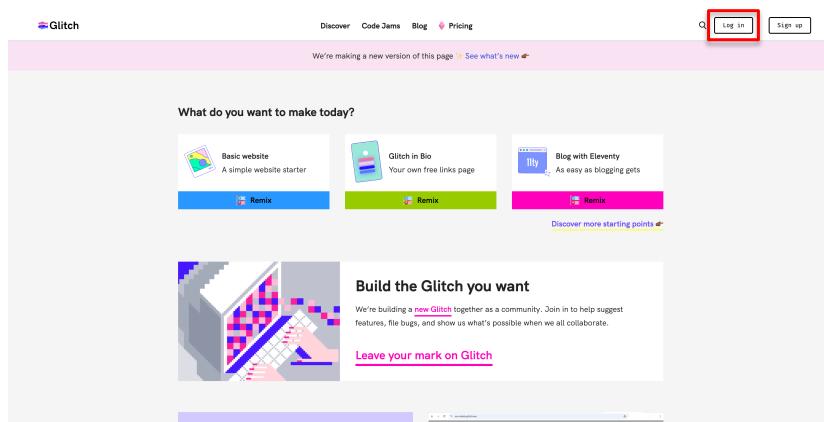
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## 0.8 Website creation

Open your browser and go to <https://glitch.com/> and click **Log-In** on the top right.



Select **Password** and enter your **PodXX\_User** credentials, solve the **CAPTCHA** and click on **Sign In**.

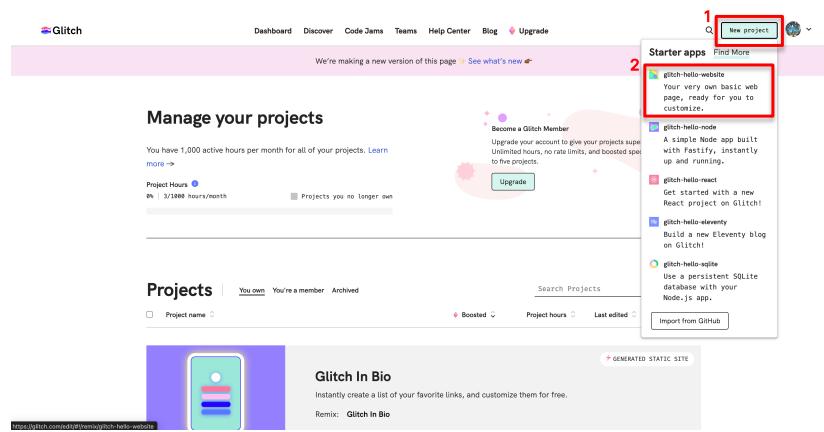
The diagram shows two overlapping sign-in forms. The left form is titled 'Sign In to Glitch' and has fields for Facebook, GitHub, Google, Email Magic Link, and Password. The right form is titled 'Sign in With Password' and has fields for a password, 'Show Password', 'Sign in', 'Forgot Password', and a 'I'm not a robot' checkbox. Red numbers 1 through 4 with arrows point to the 'Password' field, the 'Sign in' button, the 'I'm not a robot' checkbox, and the 'Show Password' checkbox respectively.

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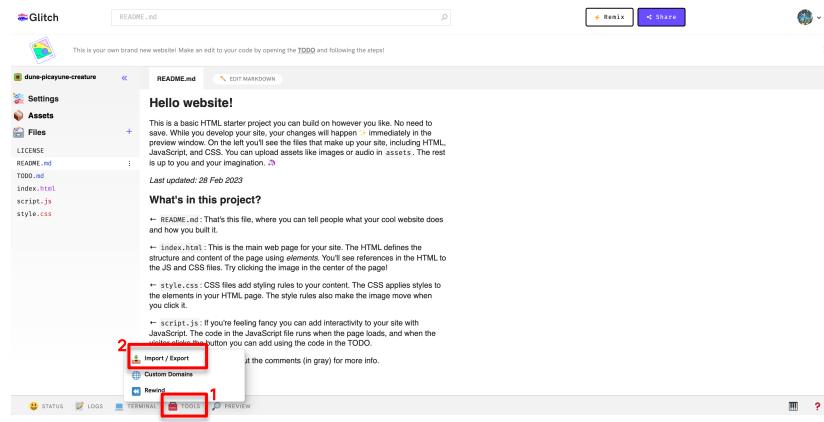
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After successfully being logged in, create a new glitch project with clicking on **New Project** on the top right and select **glitch-hello-website**.



When your new project has been loaded, we need to import Better Bikes Inc's website into our glitch project. Therefore, on the bottom menu bar click on **TOOLS** and select **Import / Export**.

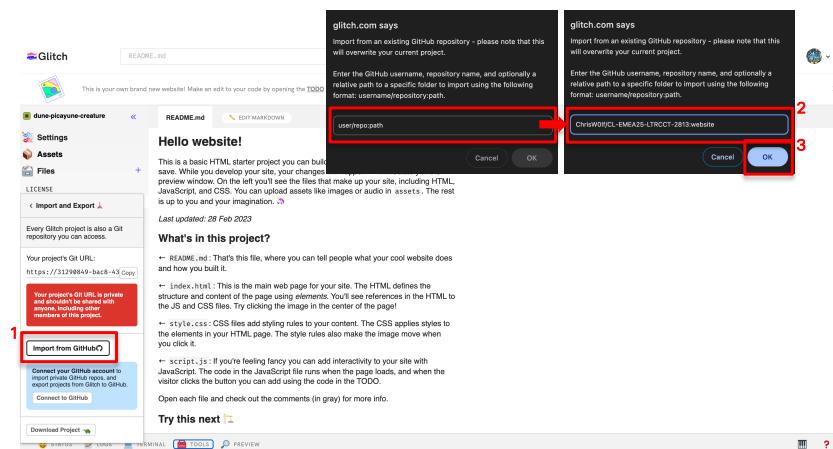


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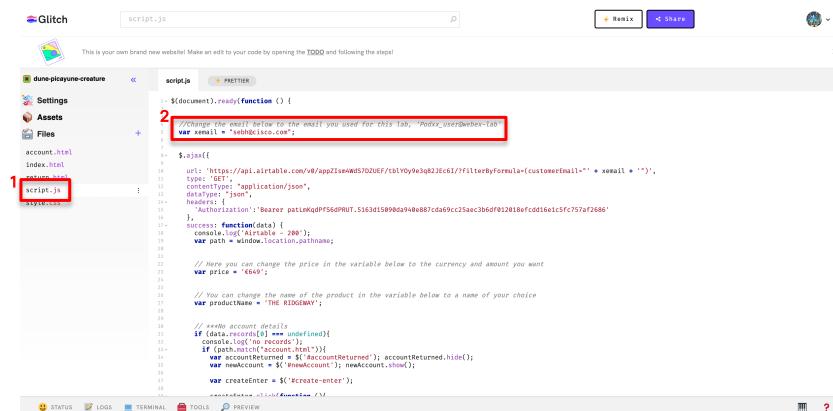
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In the popup window on the left use **Import from Github** and enter **ChrisW0lf/CL-EMEA25-LTRCCT-2813:website** in the **user/repo:path** field. Finish the import with clicking on **OK**.



To finish the preparation, we need to update one variable.

Open the **script.js** file and change the value of **xemail** in **line 5** to the **email address** of your **PodXX\_User**.





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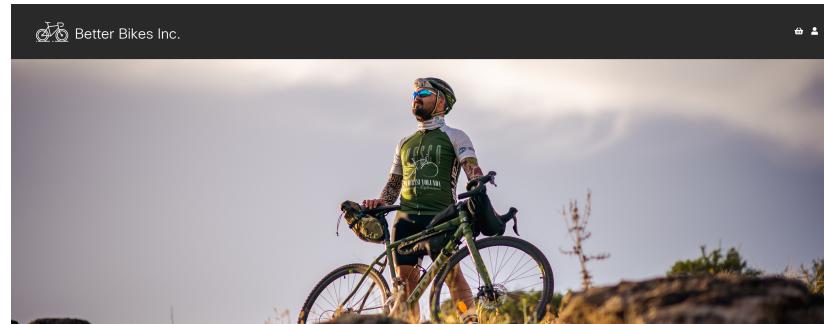
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Finally, click in the bottom menu on **PREVIEW** and **Preview in a new window**.

The screenshot shows the Glitch development environment. The code editor contains a file named `script.js` with the following content:

```
$(document).ready(function () {
  //Change the email below to the email you used for this lab, 'Poxide_user@webex-lab.com'
  var xemail = "Poxide_user@webex-lab.com";
  $.getJSON(
    {
      url: "https://api.virtalhost.com/v/appZise#W5702UEF/tbLYOy9e3qB23cG1/filterByFormula=(customerEmail='"+ xemail +"')",
      type: "GET",
      contentType: "application/json",
      dataType: "json",
      headers: {
        "Authorization": "Bearer patLNkqPf5d6PMU5163d15890da94e887cd89cc21aec1bddf012818efcdde1c15fc757af2686"
      }
    },
    success: function(data) {
      if (data.length > 0) {
        var path = window.location.pathname;
        // Here you can change the price in the variable below to the currency and amount you want
        var price = 46495;
        // You can change the name of the product in the variable below to a name of your choice
        var productname = "THE RIDGEMAN";
        // ***No account details
        if (data[0].customerEmail === undefined){
          console.log('no records');
          if (path.match('account.html')){
            var accountReturned = $( "#accountReturned" );
            accountReturned.show();
            var count = 0;
            var newAccount = $( "#newAccount" );
            newAccount.show();
            newAccount.append("Open review page");
            newAccount.append("Rate enter");
          }
        }
      }
    }
  );
});
```

At the bottom of the screen, there is a menu bar with several icons. A red box highlights the `PREVIEW` icon, which has a tooltip labeled "Preview in a new window".



You have created your website and finished **Module 0 – Preparations**.  
Please keep the website open as we need it later in Module 1.



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## Module 1 – Voice Flow Creation

The configuration of this module is done through Webex Control Hub. Open your web browsers and type <https://admin.webex.com> in the address bar. To log in to Control Hub, please use your PodXX\_User account and password.

Click on **Contact Center** in **Services** on the left side to access the contact center configuration menu.

The screenshot shows the Cisco Webex Control Hub interface. On the left, there is a navigation sidebar with two main sections: 'MANAGEMENT' and 'SERVICES'. Under 'MANAGEMENT', there are links for Users, Groups, Locations, Workspaces, Devices, Apps, Account, Security, and Organization Settings. Under 'SERVICES', there are links for Updates & Migrations, Messaging, Calling, Vidcast, and Contact Center. The 'Contact Center' link is highlighted with a red box. The main content area is titled 'Overview' and features a welcome message: 'Welcome to Webex! Let's get started.' It includes a 'View guide' button and some icons. To the right, there are other sections like 'Connect', 'Connect', and 'Do'.



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### 1.1 Wrap Up Codes

Idle or wrap up codes are two types of Auxiliary codes. Agents select Idle or Wrap-Up codes in Webex Contact Center Agent Desktop to indicate their unavailability or status of the customer contacts. Idle codes typically indicate why an agent is not available to take customer contacts, such as during a lunch break or meeting. Wrap-up codes indicate the result of the customer contacts, for example, the agent escalated the contact or sold a service.

To create new codes, please go to **Idle/Wrap-Up Codes** on the left side in the sidebar.

Idle/Wrap-up Codes						
		Search by name		Active	8 Idle/Wrap-up Codes	Create Idle/Wrap-up Code
DESKTOP EXPERIENCE		Idle/Wrap-up code	Description	Idle/Wrap-up code type	Default	Status
Multimedia Profiles		away		Idle Code	No	● Active
Outdial ANI		DND		Idle Code	No	● Active
Desktop Layouts		in a Calendar Me...		Idle Code	No	● Active
Dial Plans		in a external Call		Idle Code	No	● Active
Address Books		in an Meeting		Idle Code	No	● Active
Desktop Profiles		in presentation		Idle Code	No	● Active
TENANT SETTINGS		Meeting	Default idle code	Idle Code	Yes	● Active
General		Wrap Up	Default wrap-up ...	Wrap-up Code	Yes	● Active

Use the "Create Idle/Wrap-Up Code" button to create the following new codes:

Name: **PodXX\_Pause**  
Code Type: **Default Idle Work Type**

Click **Create**.

General	Name *	PodXX_Pause
	Description	Type here
	Make it default	<input checked="" type="checkbox"/>
	Code type *	Default Idle Work Type





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Go back to Idle-Code overview and create another code.

Name: PodXX\_Ticketing  
Code Type: Default Wrapup Work Type

Click **Create**.

The screenshot shows a 'Create Code' form with the following fields:

- Name:** PodXX\_Ticketing (highlighted with a red box)
- Description:** Type here
- Make it default:** A toggle switch (highlighted with a red box)
- Code type:** Default Wrapup Work T... (highlighted with a red box)

## 1.2 Business Hours

The Working Hours and Holidays created here can be used directly in the Call Flow Designer. Please configure the working hours for your Pod.

Navigate to **Business Hours** in the sidebar on the left and click **Create Working Hours**

The screenshot shows the 'Business Hours' page with the following structure:

- Left Sidebar:** Main Menu, Contact Center (Overview), CUSTOMER EXPERIENCE (Channels, Queues, Business Hours - highlighted with a red box, Audio Prompts, Flows, Surveys), DIGITAL SETTINGS (Web Chat Assets), USER MANAGEMENT (Sites).
- Header:** Business Hours (Working Hours, Holiday Lists, Overrides)
- Content:** Create new Working Hours (Create Working Hours button highlighted with a red box)



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Name: PodXX\_Working\_Hours  
Timezone: Europe/Amsterdam

Click Add Shift

General

Name *	PodXX_Working_Hours
Description	Type Description here

Define Working Hours

Timezone *	Europe/Amsterdam ✓
Shifts *	Add Shift
Add Shifts for every day of the week. The names and duration of each Shift can be customised. Shifts not defined for the day will be considered as non-working hours.	
<input type="button" value="Add shift"/>	
Sunday	Shift Name Time duration
No Shifts	
Monday	Shift Name Time duration
No Shifts	

Add Shift

Name \*

PodXX\_Shift

Select all that apply:

- Sunday
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday

The start time selected will begin from the first millisecond. The end time selected will be until the last millisecond.

Time duration  to

Click Save and Create.



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### 1.3 Multimedia Profile

If your administrator enables multimedia for your enterprise, you can assign each agent with a multimedia profile. Each profile specifies the number of each type of media, such as email, chat, or telephone, that the agent can handle simultaneously.

Navigate to **Multimedia Profile** in the sidebar on the left.

The screenshot shows the 'Multimedia Profiles' section of the Cisco Contact Center Experience. On the left, there's a sidebar with options like 'User Profiles', 'Contact Center Users', 'DESKTOP EXPERIENCE' (which is expanded), 'Multimedia Profiles' (highlighted with a red box), 'Outdial ANI', 'Desktop Layouts', 'Dial Plans', and 'Address Books'. The main area has a search bar, a filter for 'Active' profiles, and a button for 'Create Multimedia Profile'. Below is a table with two rows:

Multimedia profile	Description	Voice	Chat	Email	Social	Status	Last modified
Default_Mul...	Default Mult...	1	5	5	5	Active	October 30, 2024
Default_Tele...	Default tele...	1	0	0	0	Active	October 30, 2024

Click **Create Multimedia Profile**.

Name: **PodXX\_Multimedia Profile**  
Channels: **as of the screenshot below**

Click **Create**.

The screenshot shows the 'Create Multimedia Profile' dialog. It has two tabs: 'General' and 'More Details'. In the 'General' tab, the 'Name' field is filled with 'PodXX\_Multimedia Profile' (highlighted with a red box). The 'Description' field contains 'Type here'. In the 'More Details' tab, under 'Select one from the following options.', 'Blended' is selected (radio button highlighted with a red box). Below, there's a note about handling multiple contacts simultaneously, followed by dropdowns for 'Voice' (set to 1), 'Chat' (set to 2), 'Email' (set to 2), and 'Social' (set to 2). The 'Social' dropdown is highlighted with a red box.



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## 1.4 Desktop Layout

The Desktop Layout feature allows you to configure the Webex Contact Center Desktop as per your business requirements. You can customize elements such as logo, title, and widgets. You can create a desktop layout and assign it to a team. This layout generates the agent experience on the desktop for all agents who sign in as part of that team.

Navigate to **Desktop Layout** in the sidebar on the left.

Desktop layout	Description	Status	Last modified
Global Layout	This is the global layout.	● Active	December 30, 2024 11:13 AM
Pod00/Desktop Layout		● Active	December 30, 2024 11:13 AM
Template		● Active	December 30, 2024 11:14 AM

First, we need the Template for our Lab.

Open the Desktop Layout **Template** and **download** the template.

Layout Details

Name \*

Description

Teams

JSON File \*

Please use the default desktop layout to customize your desktop.

1. Download default desktop layout

File is ready for import

Default Desktop Layout LTRCCT-2813.json uploaded

Referenced by There are no references available.

Reference list



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Go back to Desktop Layout List.

Click **Create Desktop Layout**.

Name: **PodXX/Desktop Layout**  
JSON File: **replace the template with the file you have downloaded**

The screenshot shows the 'Layout Details' section of a desktop layout creation form. The 'Name' field is populated with 'PodXX/Desktop Layout' and has a red box around it. The 'Description' and 'Teams' fields are empty. In the 'JSON File' section, there is a note: 'Please use the default desktop layout to customize your desktop.' Below this is a 'Download default desktop layout' button. A blue bar indicates 'File is ready for import'. A file named 'Default Desktop Layout.json uploaded' is listed with a 'Replace file' button highlighted by a red box. A note at the bottom states: 'This is an unmodified Desktop Layout. Therefore, new layout features appear on the Desktop upon reload or when the user signs into the Desktop next time.'

Click **Create**.



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## 1.5 Teams

A team is a group of people who support a specific group of functions. For example, supporting the “Gold” customers or managing billing, and so on. A team consists of agents and is associated with a specific site.

Navigate to Teams in the sidebar on the left and click **Create Team**.

The screenshot shows the 'Teams' section of the Cisco Contact Center interface. On the left, there's a sidebar with various navigation options like Flows, Surveys, Digital Settings, User Management, and Skill Profiles. Under Skill Profiles, the 'Teams' option is selected and highlighted with a red box. The main area displays a table titled 'Teams' with one entry: 'Team-1' (Site-1, CAPAC..., 0). At the top right of the table, there's a 'Create Team' button also highlighted with a red box.

Name: **PodXX\_Team**  
Parent Site: **LTRCCT-2813**  
Team Type: **Agent based**  
Skill Profile: **None**  
Multimedia Profile: **PodXX\_Multimedia Profile**  
Desktop Layout: **PodXX/Desktop Layout**

Click **Create and Done**.

The screenshot shows the 'Create Team' form. It has two main sections: 'General' and 'Team settings'. In the 'General' section, the 'Name' field contains 'Pod00\_Team', the 'Parent Site' dropdown is set to 'LTRCCT-2813'. In the 'Team settings' section, the 'Team type' dropdown is set to 'Agent Based', the 'Skill profile' dropdown is set to 'None', the 'Multimedia profile' dropdown is set to 'Pod00\_Multimedia Profile', and the 'Desktop layout' dropdown is set to 'Pod00/Desktop Layout'. All these fields are highlighted with red boxes.



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## 1.6 Queues

An inbound queue is where the customer contact waits before the system assigns the customer to an agent or DN.

The inbound queue that represents a third-party Automatic Call Distributor (ACD) is known as a proxy queue. Calls that are sent to an external ACD are distributed to agents by the external ACD. Webex Contact Center uses proxy queues to track the call activity that occurs on the external ACD queues.

Navigate to **Queues** in the sidebar on the left and click **Create Queue**.

**Queues**

Queue	Description	Queue type	Channel type	Status	Last modified
Outdial Queue-1	Outdial Queue cre...	Outdial Queue	Telephony	Active	October 30, 2024...
Queue-1	Queue created by...	Inbound Queue	Telephony	Active	October 30, 2024...

Name: **PodXX\_Incoming Queue**  
Queue Type: **Inbound Queue**  
Channel Type: **Telephony**

**General**

Name *	PodXX_Incoming Queue
Description	Type here
Queue Type *	Inbound Queue
Channel Type *	Telephony



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Click **Create Group**.

Contact Routing Settings      Outbound Campaign ⓘ      Outbound Campaign is only applicable for Outdial Queues.

Queue Routing Type \*      Longest Available Agent

You can't change Queue Routing Type once the queue is created

Call Distribution \*

You can add one or more teams to this Call through a Call Distribution Group. You can add multiple groups to distribute a call to more teams. Call distribution is independent of other queues login defined in Flows.

Select your **Team** and **Save**.

Group 1

Priority

Switch to this group after ⓘ  Seconds

2 Records

Team	Site	Team type
<input type="checkbox"/> PodXX_Team	Site-1	AGENT
<input type="checkbox"/> Team-1	Site-1	CAPACITY



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Under **Advanced Settings** configure the following:

Service Level Threshold: **30 seconds**  
Maximum Time in Queue: **300 seconds**  
Default Music in Queue: **first entry**

Then click **Create**.

Advanced Settings

Permit Monitoring

Permit Recording   
Recording Enabled at Tenant level

Record All Calls   
Recording Enabled at Tenant level

Pause/Resume Enabled

Service Level Threshold \*  Seconds

Maximum Time in Queue \*  Seconds  
Note: Ensure the maximum time in queue setting doesn't conflict with queue logic defined in flows.

Default Music in Queue \*

Time Zone (Routing Strategies Only)

Click **Create**



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## 1.7 Flow

Navigate to **Flows** in the sidebar on the left.

The screenshot shows the Cisco Contact Center interface. On the left, there is a sidebar with the following sections: Main Menu, Contact Center (selected), Overview, CUSTOMER EXPERIENCE (Channels, Queues, Business Hours, Audio Prompts), and Flows (which is highlighted with a red box). The main area is titled "Flows" and shows a table with one flow entry:

Flow	Description	Status	Last modified
Flow_PodXX	To learn how to configure, s...	Draft	December 05, 2024 14:26 PM

To get a Flow Template **export** the Flow **Flow\_PodXX** through the **3 dots menu**.

The screenshot shows the same interface as above, but the 3 dots menu is open over the "Flow\_PodXX" row. The menu options are: Copy, Export (highlighted with a blue box), and Delete.

We need to rename the Flow Name. For that please open the exported file in an Editor and change the Flow Name to **Flow\_PodXX**.

The screenshot shows a text editor with the file "Flow\_Pod\_01.json" open. The content of the file is a JSON object:

```
{"id": "2414081e-175b-478b-b759-4ecfcf7b683b", "version": 2, "id": "674d70885b521b7b2700d227", "flowType": "FLOW", "name": "Flow_Pod_01", "description": "To learn how to configure, see supporting documentation here - https://help.webex.com/en-us/article/n5595zd/Webex-Contact-Center-Setup-and-Administration-Guide#Cisco_Generic_Topic.dita_e338e055-646b-4973-bd52-8a5581dc0ee", "comment": "", "variables": [], "process": {"activities": [{"id": "ba0f09352-fa55-42f9-b121-9b02cf634c7e": {"id": "ba0f09352-fa55-42f9-b121-9b02cf634c7e", "name": "WelcomePrompt", "group": "action", "properties": {}}}]}
```

Save the file.

Now the new file must be uploaded. For that, import the new Flow File through **Manage Flows** and **Import**.



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**Flows**

Flows Subflows

Search by name All 1 Flows

Flow	Description	Status	Last modified
Flow_PodXX	To learn how to configure, s...	Draft	December 05, 2024 14:26 PM

Manage Flows ▾ Import Flows Create Flows

Choose your File and click Import.

#### Upload The File

Only JSON file type is supported.

Drag and drop a file to upload or

Choose a file

Now your Flow should be listed. If not, please contact us.

**Flows**

Flows Subflows

Search by name All 2 Flows

Flow	Description	Status	Last modified
Flow_PodXX	To learn how to configure, s...	Draft	December 05, 2024 14:26 PM
Flow_Pod_01	To learn how to configure, s...	Draft	December 05, 2024 14:53 PM

Open the new flow you've just added with the highlighted Button

Flow\_PodXX To learn how to configure, see supporting documentation... Draft Pod01User@webex-lab.com December 05, 2024 14:26 PM



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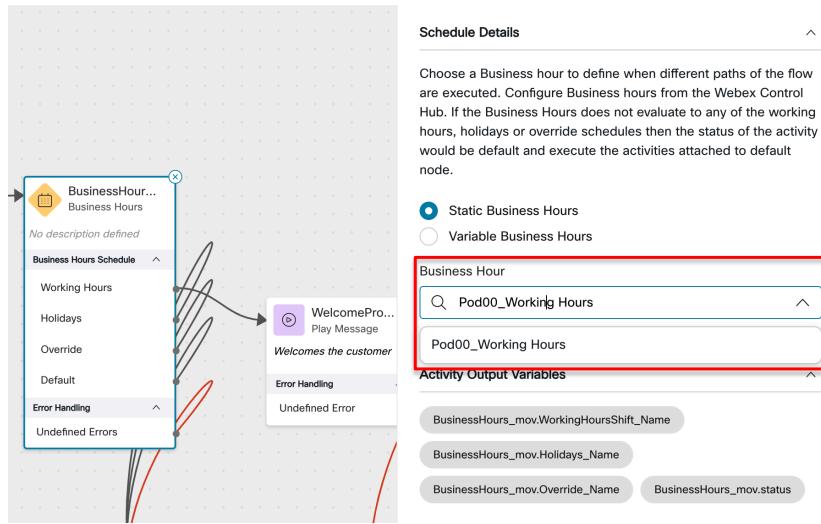
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GO BEYOND

Toggle the Edit mode on

Cisco Webex Flow Designer      Flow\_Pod00 ▾ Draft       Edit: On

Click on **Business Hours** and choose your **Pod Working Hours**.



After that click on the grey background and zoom out



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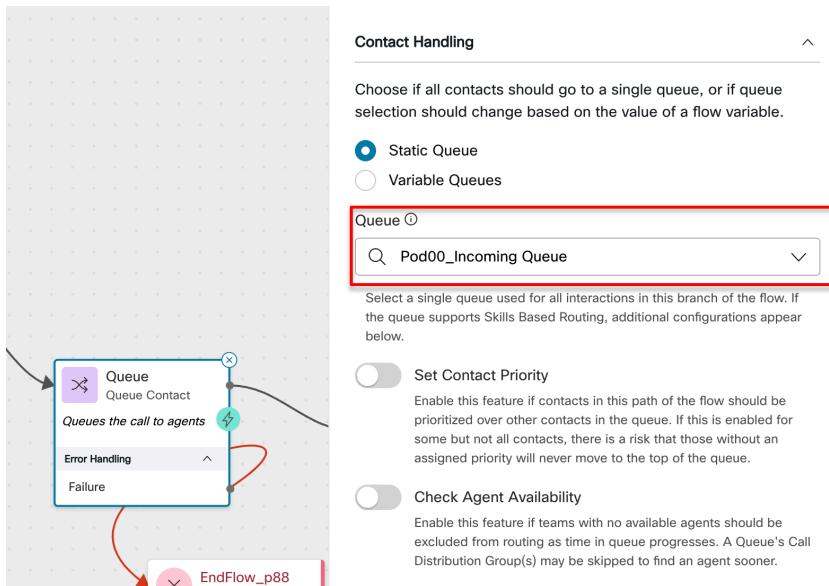
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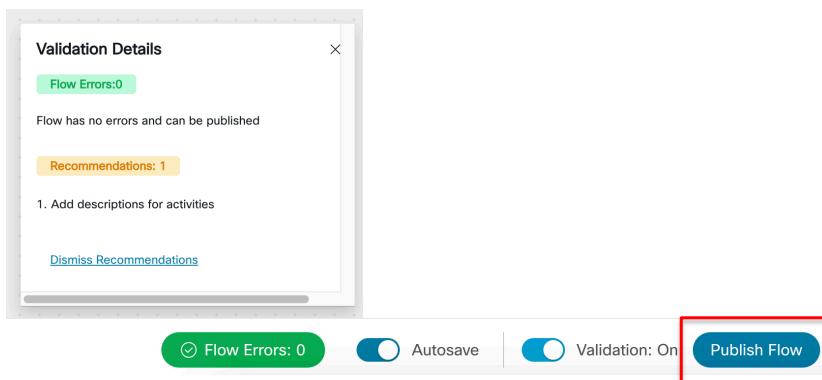
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Click on **Queue** and select your **Pod Queue**.



Enable the Validation – when its green click on Publish Flow



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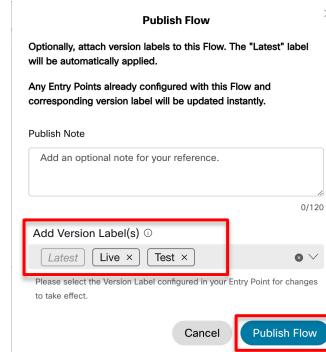


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GO BEYOND

Open the Version Label Drop Down and select **Test and Live** and then **Publish** the Flow.

After that you can close the Browser Tab.



### 1.8 Channels (Entry Point)

The inbound entry point is the initial landing place for a customer contact in the Webex Contact Center system. For the customer calls, you can associate one or more toll-free or dial numbers with a given entry point. The system performs IVR call treatment for a call while the call is in the entry point.

You can assign a flow to an entry point. Moreover, if you want to implement the business hours to define the working and nonworking hours for your contact center, you can choose a flow that has the business hours activity configured and assign it to the entry point.



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Navigate to **Channels** in the sidebar on the left and click **Create Channel**.

The screenshot shows the webex Control Hub interface. On the left, there's a sidebar with 'Main Menu' and sections for 'Contact Center' (Overview, CUSTOMER EXPERIENCE, Queues, Business Hours) and 'CUSTOMER EXPERIENCE' (Channels). The 'Channels' section is highlighted with a red box. The main area is titled 'Channels' and shows a table with three entries: 'Entry Point-1', 'Outdial Entry Poin...', and 'Outdial Transfer t...'. A 'Create Channel' button is located at the top right of the table. The table columns include Channel, Description, Channel type, Number of support number, Status, and Last modified.

In the first Step we are creating a Channel for inbound Calls and associate this to our Flow and our Number.

Name: **PodXX\_Incoming Call Queue**  
Channel Type: **Inbound Telephony**

This screenshot shows a 'Create Channel' dialog for an 'Entry Point'. It has fields for 'Name' (containing 'PodXX\_Incoming Call Queue'), 'Description' (with placeholder 'Type here'), and 'Channel Type' (set to 'Inbound Telephony'). The 'Name' field and the 'Channel Type' dropdown are both highlighted with red boxes.

Configure the following **Entry Point Settings**:

Service Level Threshold: **30 Seconds**  
Timezone: **Europe/Amsterdam**  
Routing Flow: **Your pods Flow**  
Version Label: **Live**  
Music on Hold: **Choose the first entry**



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Entry Point Settings	Service Level Threshold ⓘ *	30 Seconds
	Timezone (Business Hours only) *	Europe/Amsterdam
	Routing Flow	Flow_Pod00
	Version Label	Live
	Music on Hold	defaultmusic_on_hold.w...

**For your reference:**

You have seen that you can choose different Version Labels. This Feature is the Version Management on Flows. So, with that you can create a dedicated Test Channel for this Flow. This is so you can test all new configurations, and then when the tests are successfully completed, you can publish the flow, making it Live.

Now add a PSTN Number to this Entry Point. Under **Support Number** click **Add**.

Choose **LTRCCT-2813** as Webex Calling Location.

Support Number

Your customers will use these numbers to reach you up in Webex Calling services.

Number	Webex Calling location
1	Select
	Search
	Cisco Live EMEA...
	LTRCCT-2813



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For Support Number choose the correlating Number that is assigned to your Pod!

Pod Number	PodXX Service Queue
01	+442046200496
02	+442046200506
03	+442046200517
04	+442046200524
05	+442046200527
06	+442046200530
07	+442046200533
08	+442046200538
09	+442046200629
10	+442046200941
11	+442046200947
12	+442046200951
13	+442046200954
14	+442046200956
15	+442046200974
16	+442046200977
17	+442046200980
18	+442046200982
19	+442046200989
20	+442046200994

Leave the PSTN Region as **Default** and **Accept** under Actions.

Support Number

Your customers will use these numbers to reach your Contact Center. You can pick more than one number from the list of numbers available and already set up in Webex Calling services.

Number	Webex Calling location	Support Number	PSTN Region	Actions
1	LTRCCT-2813	+442046200941	Default	<input checked="" type="checkbox"/> <input type="button" value="X"/>

Add

Afterwards, click on **Create**.



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## 1.9 Desktop Profile

Navigate to **Desktop Profile** in the sidebar on the left and click **Create Desktop Profile**.

The screenshot shows the Cisco Contact Center Experience (CCE) interface. On the left, there is a navigation sidebar with several categories: CUSTOMER EXPERIENCE (Channels, Queues, Business Hours, Audio Prompts, Flows, Surveys), DIGITAL SETTINGS (Web Chat Assets), USER MANAGEMENT (Sites, Skill Definitions, Skill Profiles, Teams, User Profiles, Contact Center Users), DESKTOP EXPERIENCE (Multimedia Profiles, Outdial ANI, Desktop Layouts, Dial Plans, Desktop Profiles). The 'Desktop Profiles' link under DESKTOP EXPERIENCE is highlighted with a red box. The main content area is titled 'Desktop Profiles' and shows a table with three rows of data. A 'Create Desktop Profile' button is located at the top right of the table. The table columns are: Desktop profile, Description, Parent type, Parent name, Status, and Last modified.

Desktop profile	Description	Parent type	Parent name	Status	Last modified
Agent-Profile	Agent profile	Tenant	LTRCC-2813	● Active	October 30, 2024 1...
Agent-Profile (Auto ...	Agent profile Autow...	Tenant	LTRCC-2813	● Active	October 30, 2024 1...
PodXX/Desktop Prof...		Tenant	LTRCC-2813	● Active	December 30, 2024 ...

Define the Desktop Profile Name & Description as “PodXX/Desktop Profile” and click “Next”



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General      Create Idle/Wrap-up ...      Collaboration      Dial Plans      Voice Channel options      Agent Statistics      Desktop Timeout

General	Name *	Pod00/Desktop Profile
Description	Pod00/Desktop Profile	
Parent Type	Tenant	<input type="button" value="▼"/>
You can't change Parent Type once the Desktop Profile is created		
Screen Popups	<input checked="" type="checkbox"/>	
Last Agent Routing	<input checked="" type="checkbox"/>	
Auto Answer	<input checked="" type="checkbox"/>	

Set Auto Wrap-up with 15 seconds

Set Specified for Codes and select the Default Codes “Wrap Up (Default)” and “Meeting (Default)” and your Pod Codes like in the Screenshot.



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Idle/Wrap-up Code

Wrap-up codes

Manual wrap-up  
 Auto wrap-up with timeout of  seconds

Time in seconds  \*  seconds

Auto wrap-up extension

Agent available after outdial

Wrap-up codes

All  
 Specific

Select wrap-up codes \*

2 Wrap-up codes

---

Idle codes

All  
 Specific

Select idle codes \*

2 Idle codes

Click on Next

Select Specified on Entry Point and Buddy Teams and select your Pod Entry Point and your Team.



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General      Create Idle/Wrap-up ...      **Collaboration**      Dial Plans      Voice Channel options      Agent Statistics      Desktop Timeout

**Collaboration**

Entry Point/Queue transfer targets

All  
 None  
 Specific

Select Entry Points/Queues \*

Pod00\_Incoming Call Queue

Type here

1 Entry Points/Queues     

Consult to queue

Buddy Teams

All  
 None  
 Specific

Select Teams \*

Pod00\_Team

Type here

1 Teams     

**Webex App**

Configure Webex features for your tenant.

Display user details

State synchronization

For mappings refer Tenant Settings > [Desktop](#).

Click on Next

On Dial Plan Click directly on Next

Dial Plans

Outdial

Address Book

Dial Plan



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Also, on Voice Channel Options click directly on Next

Voice Channel options

One Voice option must always be checked.

Agent DN  
 Extension  
 Desktop

Validation for Agent DN

Unrestricted (Allow any value)  
 Provisioned DN (Restrict login DN to provisioned agent DN)  
 Validate using Dial Plans (Select from list)

Enable both Statistics and choose specified on both and select your Pod Queue and Pod Team.

General Create Idle/Wrap-up ... Collaboration Dial Plans Voice Channel options Agent Statistics Desktop Timeout

Agent Statistics

Agent statistics

Queue statistics

All  
 None  
 Specific

Select Queues \*

Pod00\_Incoming Queue   
Type here

1 Queues  Clear All

Logged-in team statistics

Team statistics

All  
 None  
 Specific

Select Teams \*

Pod00\_Team   
Type here

1 Teams  Clear All

Click Next



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Leave the Desktop Timeout on Default and Click on Create

The screenshot shows a configuration dialog for 'Desktop Timeout'. It has two options: 'Default value' (selected) and 'Custom value'.

### 1.10 User Profile

User profiles determine the features accessible to a user in Cisco Contact Center.

Navigate to User Profile in the sidebar on the left.

The screenshot shows the Cisco Contact Center sidebar with 'User Profiles' selected. The main area displays a table of 'User Profiles' with columns: User profile, Description, Profile type, Status, and Last modified. The table includes rows for Administrator Only Profile, Administrator Profile, Pod XX Premium Agent U..., Premium Agent User Pro..., Standard Agent User Pro..., and Supervisor Profile.

Now click on copy from Premium Agent User Profile

The screenshot shows the 'User Profiles' table with the 'Premium Agent User Profile' row selected. A red box highlights the copy icon (a circular arrow) in the last column of this row.



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Rename the Name to Pod ID.

General	Name *	Pod XX Premium Agent User Profile
	Description	Premium agent user profile
	Profile type *	Premium Agent
You can't change Profile type once the User Profile is created.		

Click on Next

Desktop Experience	Agent Desktop	Edit
	Multimedia	Edit
Select the features you want to provide to your users. Click <a href="#">here</a> to learn more.		
<input checked="" type="checkbox"/> Basic Digital		
<input checked="" type="checkbox"/> Social Channel		

Click on Next

For Access Rights choose your Pod Entry Point, Queue, Site = LTRCCT-2813 and your Pod Team.



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GO BEYOND

Access Rights

Entry Points \*

Pod00\_Incoming Call Queue ✖

1 Entry Points Clear All

Queues \*

Pod00\_Incoming Queue ✖

1 Queues Clear All

Sites \*

LTRCCT-2813 ✖

1 Sites Clear All

Teams \*

Pod00\_Team ✖

1 Teams Clear All

Click on Create

All Supervisor Agents are using the Supervisor Profile.



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### 1.11 Agent Configuration

Every user who has been assigned a license on Control Hub is automatically synced to the contact center. However, this user still needs to be enabled and configured. In preparation, 3 users were created. For license assignment, please refer to the Preparations section (Module 0.1).

Navigate to Contact Center Users in the sidebar on the left and search your Pod.

Contact Center Users										
First name	Last name	Email	User profile	Contact center en	Supervisor team	Site	Team	Desktop profile	Multimedia profile	Skill profile
Manage settings for existing users below. To create or delete users, go to the <a href="#">Control Hub Users</a>										
Pod00	Agent	pod00_ag...	Premium ...	No	-	-	-	-	-	December... ● Active
Pod00	User	pod00_us...	Administr...	No	-	-	-	-	-	December... ● Active
Pod00	Super	pod00_su...	Superviso...	No	-	-	-	-	-	December... ● Active

Click on the Entry with your Pod ID in Firstname and Agent in the Lastname.

Enable the Checkbox Contact Center.

Pod00 Agent  
ID: 5a9804b6-f394-4fcf-9990-7d43183d595a • Last Modified: February 04, 2025 10:23 AM

Active

General	First name	Pod00
	Last name	Agent
	Email	pod00_agent@webex-lab.com
	User Profile *	Premium Agent User Profile
	Contact Center *	<input type="button" value="x"/>
	Referenced by	You can access following link to see which other entities are referenced. <a href="#">Reference list</a>

Kommentiert [SH3]: Think we need an English screenshot of this, so the fields correlate with the guide.

Kommentiert [C4R3]: have not been there for double-checking, trying to finish the parts we have yet today

Kommentiert [JJ5R3]: @Seb Huber (sebh) done

Choose

Site: LTRCCT-2813  
Desktop-Profile: PodXX/Desktop Profile  
Multimedia profile: PodXX\_Multimedia Profile  
Skill Profile: None



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GO BEYOND

Choose as Primary Team the Team with your Pod ID.

And Save

Agent Settings	Site *	LTRCCT-2813
Teams	Pod00_Team	
	1 Teams	<input type="button" value="Clear All"/>
Desktop Profile *	Pod00/Desktop Profile	
Multimedia Profile	Pod00_Multimedia Profile	
Skill Profile	None	
Default DN		
External ID		

Go back to User List.

Click on the Entry with your Pod ID in Firstname and Super in the Lastname.

Enable the Checkbox Contact Center.

General	First name	Pod00
	Last name	Super
	Email	pod00_super@webex-lab.com
	User Profile *	Supervisor Profile
	Contact Center *	<input checked="" type="checkbox"/>
	Referenced by	There are no references available. <input type="button" value="Reference list"/>

Choose as Primary Team the Team with your Pod ID.



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GO BEYOND

For all other choose the same before.

And save.

Supervisor Settings	Primary team	<input type="text" value="Pod00_Team"/>
<hr/>		
Agent Settings	Site	<input type="text" value="LTRCCT-2813"/>
<hr/>		
Teams	<input type="text" value="Pod00_Team"/> ▼	
1 Teams <span style="float: right;">✖ Clear All</span>		
<hr/>		
Desktop Profile	<input type="text" value="Pod00/Desktop Profile"/>	
<hr/>		
Multimedia Profile	<input type="text" value="Pod00_Multimedia Profile"/>	
<hr/>		
Skill Profile	<input type="text" value="None"/>	
<hr/>		
Default DN	<input type="text"/>	
<hr/>		
External ID	<input type="text"/>	

Now All Voice configurations are done.

Let's test now



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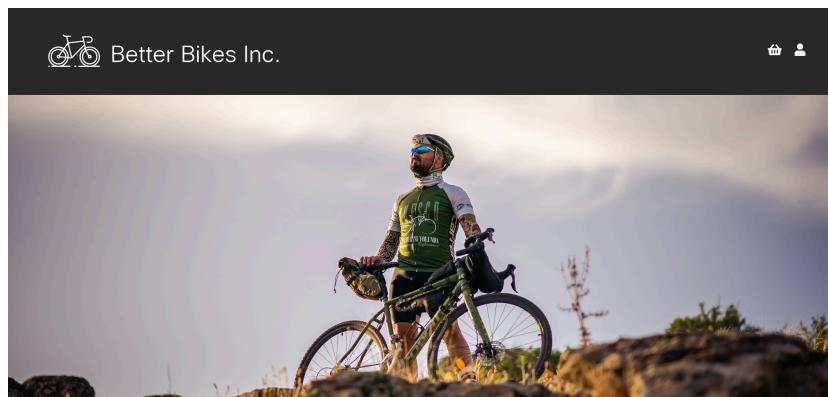
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GO BEYOND

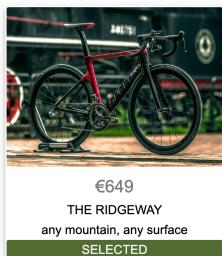
### 1.12 Testing the Agent Desktop

To start testing, we first need to create an account on the website created in Module 0.7.

For that please open the Glitch Website URL and click Create Account.



**Confirm your order**



Before you place your order, please [create an account](#).

[Create Account](#)

Now fill out the fields.



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GO BEYOND

## Manage your account

To manage accounts please interact below.

Please enter details to create an account for your lab. You will need your lab details for some of the fields below.

First & Last name
Add your lab email address
Add the phone number to use for your lab
Add 2nd phone number (your mobile or your lab phone number)
Add your dedicated customer service lab phone number

Enter

First & Last name: Type in your First and Last name  
Lab Email Address: is our PodXX\_User Email Address  
Phonenumber: your PodXX\_User Phone Number  
2<sup>nd</sup> Phonenumber: can be any other Phone number (your mobile phone number for example – this will be needed when testing WhatsApp in Module 3)  
Customer Service Number: this is your PodXX Service Queue Number

!!!! Do NOT prefix any phone number field with + !!!!



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GO BEYOND

Pod Number	PodXX_User	PodXX Service Queue
01	+442046200494	+442046200496
02	+442046200501	+442046200506
03	+442046200507	+442046200517
04	+442046200523	+442046200524
05	+442046200526	+442046200527
06	+442046200528	+442046200530
07	+442046200532	+442046200533
08	+442046200534	+442046200538
09	+442046200549	+442046200629
10	+442046200852	+442046200941
11	+442046200943	+442046200947
12	+442046200949	+442046200951
13	+442046200952	+442046200954
14	+442046200955	+442046200956
15	+442046200961	+442046200974
16	+442046200976	+442046200977
17	+442046200978	+442046200980
18	+442046200981	+442046200982
19	+442046200986	+442046200989
20	+442046200991	+442046200994

### Manage your account

To manage accounts please interact below.

Please enter details to create an account for your lab. You will need your lab details for some of the fields below.

**Enter**

When the fields are filled, please click Enter.

The web page will confirm your account is now created.



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GO BEYOND

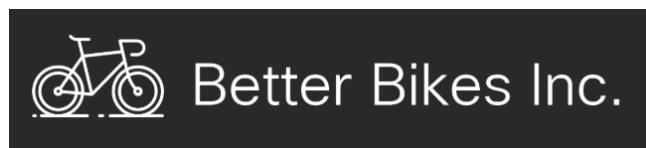
## Thank you

Account created.

Thank you **Pod00 User**, your account is now created.

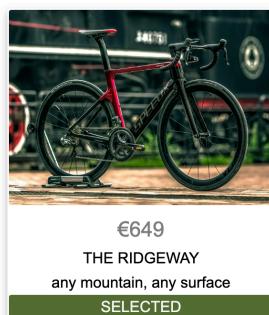


Click on the logo on the top left corner.



Now you can confirm your order by clicking on enter.

## Confirm your order



To receive a delivery confirmation for your order, **please tap enter.**

**Enter**



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GO BEYOND

The web page will confirm an order has been placed, your order will be created, and you'll receive a confirmation email in your [PodXX\\_User@webex-lab.com](mailto:PodXX_User@webex-lab.com) inbox.

### Thank you

Order ID - **better67100**

You should receive an email shortly with confirmation for your order, ID:  
**better67100**.  
Please check your junk folder.



Now we can login in the Agent Desktop.

For that we need two different Chrome Profiles.

Please create two new Chrome Profiles and name Agent and Supervisor.

Open the Chrome with the Profile Agent.

Open the following URL <https://desktop.wxcc-eu2.cisco.com/>

Login with your Agent Username [podXX\\_agent@webex-lab.com](mailto:podXX_agent@webex-lab.com) and with the Password: C1sc0Live25!

After Login you will see the following Window.



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GO BEYOND

**Station Credentials**

Select your telephony option ⓘ

Dial Number    Extension    Desktop

International Dialing Format ⓘ

+1  Enter Dial Number

Team

Pod00\_Team

Remember My Credentials

Now you can choose how you are reachable.

Dial Number: can be any Number worldwide  
Extension: is an internal Webex Calling Extension  
Desktop: is the WebRTC Calling Connection

Please choose Desktop.

**Station Credentials**

Select your telephony option ⓘ

Dial Number    Extension    Desktop

International Dialing Format ⓘ

+1  Enter Dial Number

Team

Pod00\_Team

Remember My Credentials



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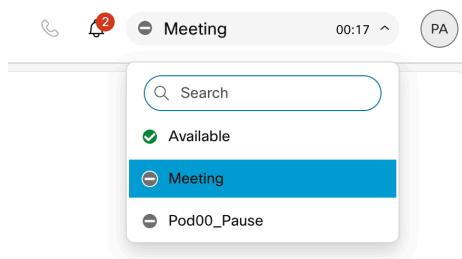
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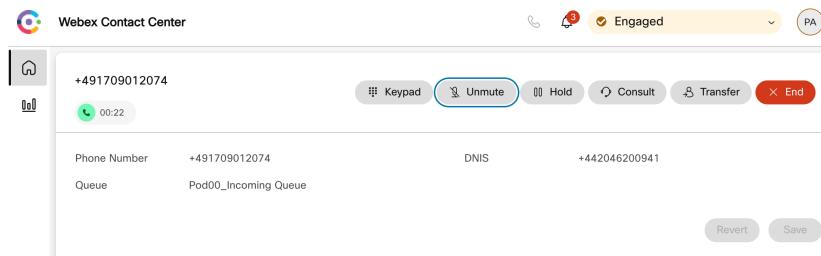
GO BEYOND

On the Status Dropdown you can see your configured Wrap-up and Idle Codes.  
Please choose Available.



When you logged in in Webex App with the User Account you can dial the last 3 digits of your CC Number. When you are using your mobile phone, you can dial the E164 number like +442046200XXX.

When you call in you will hear a greeting, and your call is visible in your Agent Desktop. Please answer the call.



When you hang up you can choose your predefined WrapUp Code.

Open a second Browser with Profile Supervisor and login with the [podXX\\_super@webex-lab.com](mailto:podXX_super@webex-lab.com) and with the Password: **C1sc0Live25!**



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GO BEYOND

**Station Credentials**

Role

Select your telephony option ?  
 Dial Number  Extension  Desktop

Desktop allows to receive inbound calls and make outbound calls through the internet.

Team

Remember My Credentials

Now you see that you have more capabilities on Supervisor Desktop.

Choose Team Performance Details and change the Agent Desktop. Now change the Status.

Websx Contact Center

Team Performance Details

Agent Name	Agent State	Agent State Duration	Phone Number	Site	Team	Contact Status	Time in Contact Status	Interaction Duration	Actions
Pod00 Agent	Meeting	00:01:02	Desktop	LTHCCT...	Pod00_Team	-	-	-	<input type="button" value="Change Agent State"/>
Pod00 Super	Meeting	00:01:11	Desktop	LTHCCT...	Pod00_Team	-	-	-	<input type="button" value="Sign Out Agent"/>

Change Agent State  
Available  
 Meeting  
 Pod00\_Pause

The Agent will get a notification that the status was changed from supervisor.

Websx Contact Center

Pod00 Super changed your state to Available.

### 1.13 Addon: Caller Identification

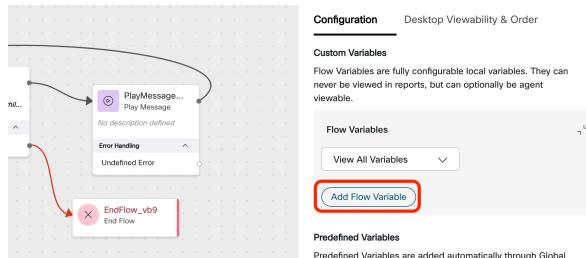
**Please note, this is additional content.** This task can be skipped, but you will learn how to implement database connections for receiving more information about the caller. We recommend completing Addon modules once you have reached the end of your 'standard' lab if you have leftover time.

To do this, please open your current flow in the Flow Editor and set it in edit Mode.

Kommentiert [SH6]: @Christian Wolf (chriswol) & @Jan Jaekel (ijakel) I added this sentence, I hope that makes sense? I guess we want them to finish a standard lab before they attempt additional tasks?



And 2 new Variables. For that click in the grey Background and add the first Variable.



Fill out the Fields.



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GO BEYOND

Add Flow Variable

Name: customername

Description:

Variable Type: String

Default Value:

Contains Sensitive Information:

Make Agent Viewable:

Desktop Label: Customer Name

This label appears on Desktop in place of the Variable Name. Ensure that it is useful to agents.

Agent Editable:

Add a second one with these fields.

Add Flow Variable

Name: customermail

Description:

Variable Type: String

Default Value:

Contains Sensitive Information:

Make Agent Viewable:

Desktop Label: Customer Mail

This label appears on Desktop in place of the Variable Name. Ensure that it is useful to agents.

Agent Editable:

Now move the SetVariable Node to the left and remove the Connection.



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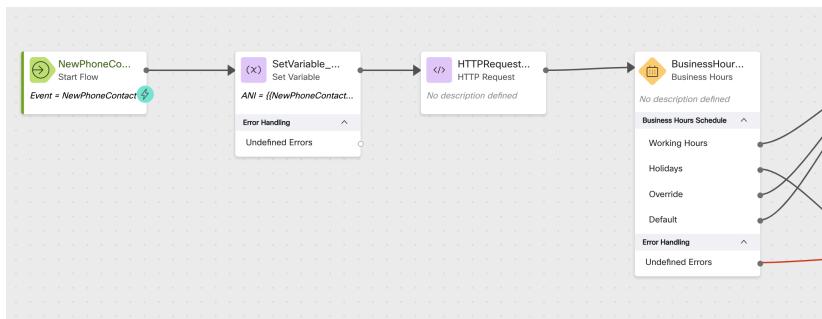
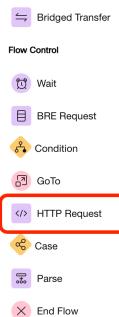
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GO BEYOND



Add from the Library a HTTP Request Node in the middle and connect all three nodes.





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GO BEYOND

Click on the HTTP Request Node and fill out the following fields.

Use Authenticated Endpoint: disabled

Request URL:

`https://api.airtable.com/v0/appZlsm4WdS7DZUEF/tblYOy9e3q82JEc6I/?filterByFormula=OR(mainTel = '{{ANI}}', secondaryTel = '{{ANI}}')`

Method: GET

HTTP Request Headers:

Key: Authorization

Value: Bearer

`patLmKqdPfS6dPRUT.5163d15090da940e887cda69cc25aec3b6df012018efcdd16e1c5fc757af2686`

Content Type: Application/JSON

Use Authenticated Endpoint

Request URL

Method

Query Parameters

Key	Value
<input type="text"/>	<input type="text"/>

[Add New](#)

HTTP Request Headers

Key	Value
<input type="text" value="Authorization"/>	<input type="text" value="Bearer patLmKqdPfS6dPRUT.5163d15090da940e887cda69cc25aec3b6df012018efcdd16e1c5fc757af2686"/>

[Add New](#)

Content Type

Now we must parse the Response and fill our variables

Set Content Type to JSON and add to new Output Variable:

Output Variable: customername

Path Expression: `$.records[0].fields.customerName`



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GO BEYOND

Output Variable: customermail

Path Expression: \$.records[0].fields.customerEmail

Parse Settings

Content Type: JSON

Output Variable: customername

Path Expression: \$.records[0].fields.customerName

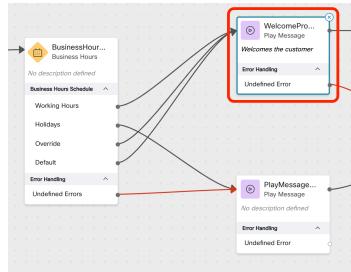
Output Variable: customermail

Path Expression: \$.records[0].fields.customerEmail

Add New

After that click on the WelcomePrompt Node and change the Text-to-Speech Message to

Hello {{customername}}. Welcome to Webex Contact Center!



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GO BEYOND

Prompt

Enable Text-to-Speech  
Add the ability to read dynamic messages. These messages can contain variables and be used in a sequence with audio files. If typing variables, use this syntax: {{ variable }}. You can also use SSML to construct the message. If using SSML, insert it inside the <speak></speak> tags.

Connector

Add one or more audio files or text-to-speech messages to play in a sequence.

1 Text-to-Speech Message

Hello {{customername}} Welcome to Webex Contact Center!

Now save the Flow and Publish.

Set your Agent to Available and call in again. Now you will hear your new greeting and see 2 new Variable is Agent Desktop.

+491709012074

Keypad Mute Hold Consult Transfer End  
00:12

Phone Number	+491709012074	DNIS	+442046200941
Queue	Pod00_Incoming Queue	Customer Mail	jjakel@cisco.com
Customer Name	Jan Jaekel		

Revert Save

!! The solution is also on Flow List, named with Flow\_PodXX\_V2.

Make a new Call. Now you will hear a greeting with your personal name, and you will see it in Agent Desktop.

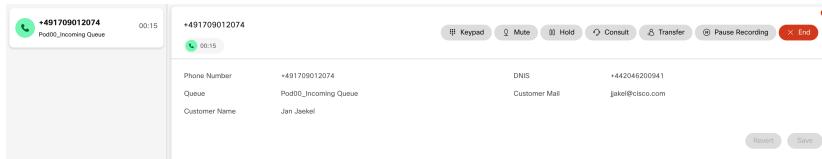


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GO BEYOND



All Events in JDS are preconfigured in the Flows. For the identity that calls in you see every interaction.

1. System has sent an email confirmation
2. Calls arrive in near real-time
3. System is getting all of the relevant information from your orders

The screenshot shows a timeline of interactions for a customer named Jan Jaekel. The interactions are as follows:

- Customer Information:** Shows Jan Jaekel's contact details.
- Orders:** Shows an order for THE RIDGEWAY worth €649, placed on Thu Jan 30 2025.
- Voice Queue : Pod00\_Incoming Queue:** An inbound call was answered by agent Pod00 Agent at 12:15. The queue was answered by agent Pod00 Agent.
- Inbound Call:** An ongoing inbound call to Pod00\_Incoming Queue at 12:14.
- Store Mail Order Confirmation:** A store mail order confirmation for order better3468 was sent at 12:13.

Set your agent status to meeting and call in again. Wait 30 seconds before you set the Status to available. Let's see what's happen.



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GO BEYOND

For example: depending on the wait time we can set individual settings.

The screenshot shows the Cisco Customer Journey Widget interface. At the top, there are tabs for "Customer Journey", "Contact History", and "Screen Pop". Below the tabs, it says "Customer Journey Widget" and "Lookup Identity +491709012074".  
**Customer Information:** Shows a contact named "Jan Jaekel" with a phone icon.  
**Orders for Jan Jaekel:** A list item for "Orders for Jan Jaekel" at 12:22, Queue: Pod00\_Incoming Queue answered by agent Pod00 Agent. It includes fields: Status (Order received), Price (€649), Productname (THE RIDGEWAY), contact (+491709012074), and Delivery Date (Thu Jan 30 2025).  
**Voice Queue : Pod00\_Incoming Queue:** A list item for "Voice Queue : Pod00\_Incoming Queue" at 12:22, Queue: Pod00\_Incoming Queue answered by agent Pod00 Agent. It includes fields: Waited in queue (32 s), Team Name (Pod00\_Team), Destination (+442046200941), contact (+491709012074), and Agent Name (Pod00 Agent).

Congratulations, **Module 1** has been finished!



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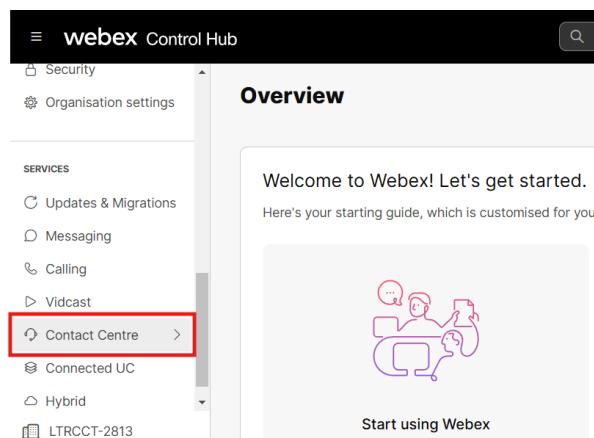
GO BEYOND

## Module 2 – Web Chat

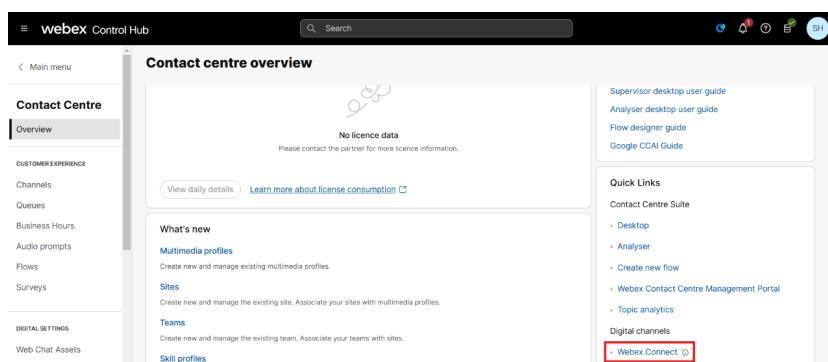
Description and outcome of the Module

### 2.1 Webex Connect Web Chat Channel Configuration

Head back to Webex Control Hub (<https://admin.webex.com>), then using the left-hand menu navigate to Contact Centre.



You will land on the WxCC overview, using quick links in the bottom right hand of the screen, click on the Webex Connect link.



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GO BEYOND

This will open the Webex Connect platform in a new tab. Using the top-left-hand menu navigate to Assets, then Apps.

Services

Create workspaces for your business cases or customer journeys. You can create unlimited number of services.

Assets

Numbers

10DLC

Apps

Integrations

Search Services

Service metrics shown below are for last 30 days

PodXX

0 0 0

This is where we manage our rich-capable channels, such as RBM and WhatsApp, which will we use later in module 3.

Click Configure New App, and then select Mobile / Web.

Apps

Configure Apps to send and receive messages from Mobile, Web, Email and Social Messaging Platforms.

Search Apps

Configure New App

App Type

All Apps

Message data shown below is for last 30 days

Channel	Apps (28)	Messages Sent	Messages Re...	Actions
PodXX_WebChat	0	0		

PodXX\_WebChat

App ID : P031090227

Service - PodXX

Here we will configure your web chat channel asset. Fill in the following fields:

Name: PodXX\_WebChat



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Primary Transport Protocol: MQTT  
Secondary Transport Protocol: Web Socket  
Enable Use Secured Port  
Then click Save

< Configure New App - Mobile & Web

You can use our Android, iOS and/or JavaScript SDKs for Push and Live Chat / In-App messaging to support these channels in your mobile and web apps. Refer SDK quick start guides for more information.

Name: PodXX\_WebChat

Access Credentials

Please use this key and the appid to initialize the SDK. This combination is used to uniquely identify your App while communicating with Webex Connect.

Client Key: 6y7ImNuS

Live Chat / In-App Messaging

Live Chat / In-App Messaging provides a fast, secure and bi-directional channel of communication on mobile and web Apps. Refer help docs for more information.

Primary Transport Protocol: MQTT Secondary Transport Protocol: Web Socket

Message delivery is attempted via primary protocol and in case of failure the delivery falls back on lower level of preferences. To know more, [click here](#).

Use Secured Port

Enable Payload Encryption

> Advanced Settings

**Save**

The asset is created, and now we need to link it to Webex Engage. Click the Register to Webex Engage.

< Manage - Mobile & Web

You can use our Android, iOS and/or JavaScript SDKs for Push and Live Chat / In-App messaging to support these channels in your mobile and web apps. Refer SDK quick start guides for more information.

Name: PodXX

Access Credentials

Please use this key and the appid to initialize the SDK. This combination is used to uniquely identify your App while communicating with Webex Connect.

Client Key

**Register to Webex Engage**

Configure Outbound Webhooks

DOCS

Select your service and click Register.



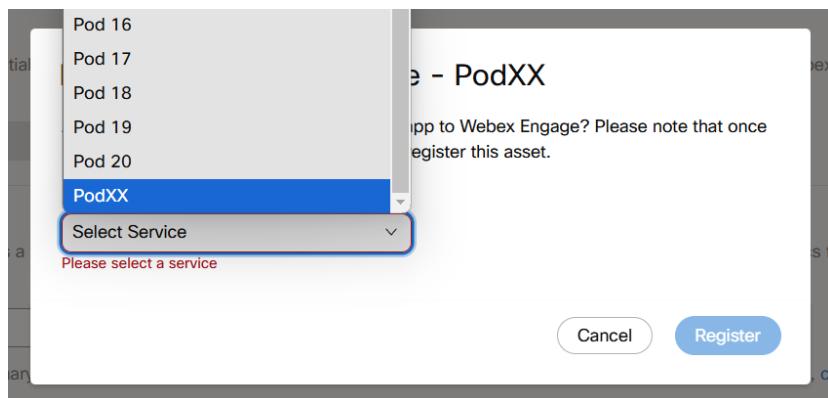
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You've now finished configuring your app on Webex Connect. Let's head back to Webex Control Hub (<https://admin.webex.com>), then to Contact Centre again from the left-hand menu.

## 2.2 Control Hub Configuration

In the left-hand menu now navigate to Web Chat Assets.

The screenshot shows the Webex Control Hub interface. The left sidebar has a tree view with 'Contact Centre' expanded, showing 'Overview' selected. Under 'DIGITAL SETTINGS', 'Web Chat Assets' is highlighted with a red box. The main content area is titled 'Contact centre overview' and includes sections for 'Current cycle agent licence usage' (Billing cycle: N/A) and 'What's new' (Multimedia profiles). On the right, there are 'Helpful resources' and 'Quick Links' sections.

Select the Web chat asset that you configured in Webex Connect.





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Now we will configure the asset and widget settings, then finish with an installation. Let's configure the Asset settings first:

Enable:

- Show chat conversation history to user on re-login
- Allow customer to request for chat transcript from Web Chat widget
- Clear threads for user's widget
- Play a chime sound when user receives a new message

Then hit save.

The screenshot shows the 'Asset settings' tab for a Web Chat Asset named 'BetterBikesWeb'. Under the 'Customer chat history' section, four options are selected with blue toggles:

- Show chat conversation history to user on re-login
- Allow customer to request for chat transcript from Web Chat widget
  - Use agent name as agent signature (selected)
  - Use alias as agent signature
- Clear threads for user's widget
- Play a chime sound when user receives a new message

A red box highlights the 'Save' button at the bottom right of the form.

Once the success notification has popped up, now head to Websites.



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The screenshot shows the 'webex Control Hub' interface. On the left, there's a sidebar with 'CUSTOMER EXPERIENCE' options: Channels, Queues, Business Hours, Audio prompts, and Flows. The main area is titled 'Web Chat Assets' and shows a single asset named 'BetterBikesWeb' with the ID '25EE86B6-EE82-49C0-8BF3-D6AB905CAB3A'. Below the asset name, there are three tabs: 'Asset settings' (selected), 'Websites' (highlighted with a red box), and 'Installation'. A search bar at the top right contains the text 'Search'.

Then click Add Website.

This screenshot shows the 'Websites' tab for the 'BetterBikesWeb' asset. It displays a search bar with 'Search by name' and a result count of '1 Websites'. A prominent 'Add website' button is highlighted with a red box. The rest of the interface is identical to the previous screenshot, including the sidebar and the 'Asset settings' tab.

Fill in the details:

Display Name:	Better Bikes
Byline text:	Write something for a strapline or similar
Button text:	Chat, start or similar
First message:	Hi there 🙋
Domain:	Your Glitch Website URL without the http:// in the beginning, e.g. 'first-second-third.glitch.me'

Then hit next.



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Edit website

General Appearance Availability Banned visitors

**General**

**Basic details**

Chat widget language \* English (US)

Display Name \* Better Bikes

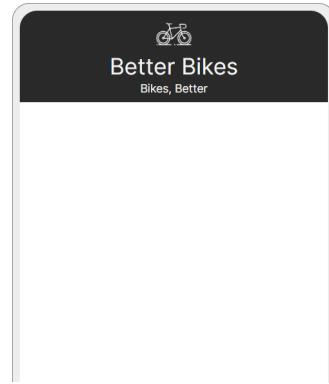
Byline text Bikes, Better

Button text Chat

First message Hi there 🚲

**Domain**

Domain \* ltrccct-2813-betterbikes.glitch.me



Next head to [https://awsprodemailassets.s3.amazonaws.com/0ae1dbc4-e5aa-46c3-8aed-55995aabf5b7/BetterBikesInc\\_iconOnlyW.png\\_11402228692944843.png](https://awsprodemailassets.s3.amazonaws.com/0ae1dbc4-e5aa-46c3-8aed-55995aabf5b7/BetterBikesInc_iconOnlyW.png_11402228692944843.png), right-click on the image and save the image to your downloads file. Now head back to the Appearance page so we can finish configuring your web chat asset.

Set Widget colour to #292929.

You can either click Replace file and upload the image you just saved, or simply drag the file from your local storage into the upload box.

Then click Next.



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The screenshot shows the 'Appearance' section of the Cisco Web Chat configuration interface. It includes:

- Widget colour:** A color picker set to #292929, highlighted with a red box.
- Widget button type:** A selection of icons for the chat button, including speech bubbles, a person icon, and a gear icon.
- Logo:** A placeholder for a logo image, showing a file named "Better Bikes Inc\_IconOnlyW.png uploaded". A red box highlights the "Replace file" button below it.
- Message composer:** Settings for the message composer:
  - Show composer when quick replies are sent (checkbox)
  - Allow emojis (checkbox)**, highlighted with a red box.
  - Allow attachments (checkbox)
- Next** button at the bottom right of the configuration panel, highlighted with a red box.

To the right, a preview window shows a live chat interface for "Better Bikes" with the subtext "Bikes, Better". It displays a message from "Chris" saying "Hi!" 9 minutes ago, followed by a note "You are now chatting with Chris". At the bottom is a message input field with placeholder "Write a message" and search icons.

Then click Save and next. And then Done. Your web chat asset is created and ready for installation on your glitch website.

Head to the Installation tab and then copy the code.



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The screenshot shows the Cisco webex Control Hub interface. On the left, there's a sidebar with navigation links like Overview, Channels, Queues, Business Hours, Audio prompts, Flows, Surveys, Digital Settings (selected), User Management, and Contact centre users. The main area is titled 'Web Chat Assets' and shows a card for 'BetterBikesWeb' with an ID: 25EE86B6-EE82-49C0-8BF3-D6AB905CAB3A. Below the card, there are tabs for Asset settings, Websites, and Installation (which is highlighted with a red box). Under the Installation tab, there's a section titled 'Installation script' with a placeholder text: 'Place this script above the </body> tag in your HTML DOM'. A large code block follows, starting with <div id="divicw" data-bind="E325485D-DF10-4FE9-84D5-7009FBC2BE86" data-org="" data-guid="25ee86b6-ee82-49c0-8bf3-d6ab905cab3a"></div><script>var i=t:function(t XMLHttpRequest,o.onreadystatechange=function(){if(this.readyState==4){var e=document.createElement('script')).innerHTML=this.responseText.parentNode.insertBefore(e,t.nextSibling));o.open("GET",e,true)o.send()i.catch(s.console.error(s))),o.function(t){t.insertAdjacentHTML("afterend");<iframe id="tis\_a\_ifrm" frameborder="0" style="overflow: hidden;height: 208px;width: 394px;position: fixed;display: block;right: 48px;bottom: 12px;z-index: 99999;display:none;"></iframe>},var e=document.getElementById("tis\_a\_ifrm"),var o=contentWindow|| (e.contentDocument.document||e.contentDocument)o.document.open()o.document.write('<!DOCTYPE html><html><head><meta charset="utf-8"><title>Untitled Document</title><style>body{font-family: "Helvetica Neue", Helvetica, Arial, sans-serif;color: #99a0b0;font-size: 14px}popover\_\_content{background-color: #fbffbe;padding: 1.5rem;border-radius: 5px;width: 300px;box-shadow: 0 2px 5px 0 rgba(0, 0, 0, 0.26);position: relative}popover\_\_message{font-weight: 600;color: #556677;font-size: 16px}pull-left{float:left},clearfix{clear: both}.hor-tit{margin-top: 3px}para-txt a{text-decoration: none,color: #0055de}close-blur{position: absolute;right: 15px;top: 15px}close-btn a{text-decoration: none;font-weight: 400;color: #556677;font-size: 16px}</style>').write();</script>'. At the bottom of this code block is a red-bordered 'Copy' button.

Let's head back to your Glitch Project page and open the return.html file. Paste the copied code where indicated, to replace the existing code on line 64.



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Now we have configured the asset we need to assign the web chat asset a queue and a team must be created so that we can elevate chats to the Contact Center. To do this, head back to Control Hub and click on Channels on the left.

We are going to use the PodXX incoming Chat channel, click on the copy icon at the right of the line.

Channels						
	Search by name or number	Active	9 Channels			Create channel
Contact Centre	Channel	Description	Channel type	Number of support numbers	Status	Last modified
Overview	Entry Point-1	Entry point created...	Inbound telephony	0	● Active	October 30, 2024 1...
CUSTOMER EXPERIENCE	Outdial Entry Point-1	Outdial Entry Point ...	Outbound telephony	0	● Active	October 30, 2024 1...
Channels	Outdial Transfer to ...	System generated ...	Outbound telephony	0	● Active	October 30, 2024 1...
Queues	Pod00 incoming C...		Chat	0	● Active	January 24, 2025 1...
Business Hours	Pod00 incoming S...		Social channel	0	● Active	January 30, 2025 1...
Audio prompts	Pod00_incoming C...		Inbound telephony	1	● Active	December 30, 202...
Flows	Pod00_incoming C...		Inbound telephony	1	● Active	February 03, 2025 ...
Surveys	Pod20_incoming.c...					
DIGITAL SETTINGS	PodXX incoming C...	PodXX incoming C...	Chat	0	● Active	January 31, 2025 ...
Web Chat Assets						



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Change the fields with PodXX to your relevant assigned Pod number, select your asset from the Asset Name dropdown and click create.

The screenshot shows the 'Create channel' dialog box. It has several input fields: 'Name' (PodXX incoming Chat), 'Description' (PodXX incoming Chat), 'Channel type' (Chat), and 'Asset name' (dropdown menu open, showing 'PodXX' and 'BetterBikesWeb'). Below these are 'Entry point settings' with 'Service level threshold' (0 seconds) and 'Timezone' (Europe/Amsterdam). At the bottom right are 'Cancel' and 'Create' buttons, with 'Create' highlighted by a red box.

Now we need a Queue where the Channel is assigned, click in the left sidebar on Queues.

We are going to use the PodXX incoming Chat queue, click on the copy icon at the right of the line.

The screenshot shows the 'Queues' page in the Cisco Webex Control Hub. The sidebar on the left shows 'Contact Centre' with 'Overview' and 'CUSTOMER EXPERIENCE' sections containing 'Channels' and 'Queues'. The 'Queues' section is highlighted with a red box. The main area shows a table of queues with columns: Queue, Description, Queue type, Channel type, Status, and Last modified. One row, 'PodXX\_Incoming\_C...', is highlighted with a red box and has a copy icon to its right.

Change Name with PodXX to your relevant assigned Pod number and remove the '\_copy'.





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Create queue

General

Name \*

PodXX Incoming Chat

In Contact Routing Settings click on Create Group.

The screenshot shows the 'Contact Centre' section of the webex Control Hub. A new queue named 'PodXX Incoming ...' has been created. The 'Create group' button is highlighted with a red box.

Choose your PodXX Team and save

The screenshot shows the 'Group 1' configuration screen. It includes fields for 'Priority' (set to 1) and 'Switch to this group after 60 Seconds'. Below this, a list of teams is shown, with 'PodXX Team' selected and highlighted with a blue border. At the bottom are 'Cancel' and 'Save' buttons, with 'Save' highlighted with a red box.

Then click Create. Your web chat is ready for using in a Webex Connect workflow.



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Head back to Overview in the left-hand menu, and then let's head back to Webex Connect.

### 2.3 Webex Connect: AI Agent Studio

ABC the left-hand menu

### 2.4 Webex Connect: Workflow

ABC the left-hand menu now

### 2.5 Testing



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## Module 3 – Digital Channels

Description of the module to be added

**3.1 First One**

**3.2 Second One**

**3.3 Third One**



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