Cisco Live! 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.

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.

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

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.

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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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:

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

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.

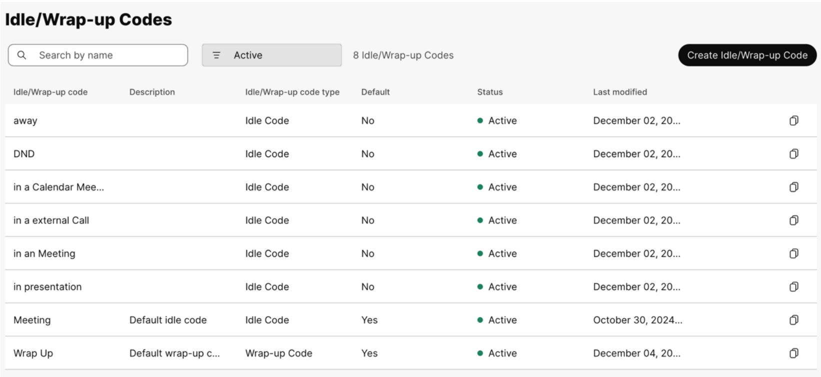
0.4 Webex Engage

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.

0.5 Idle/Wrap-Up Codes

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

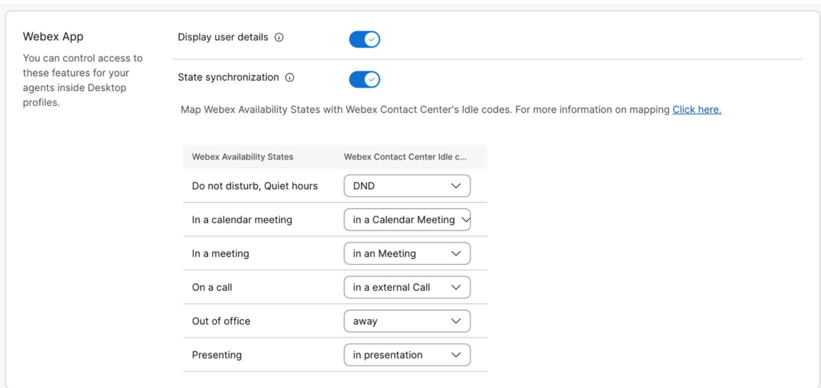


Idle/Wrap-up Codes

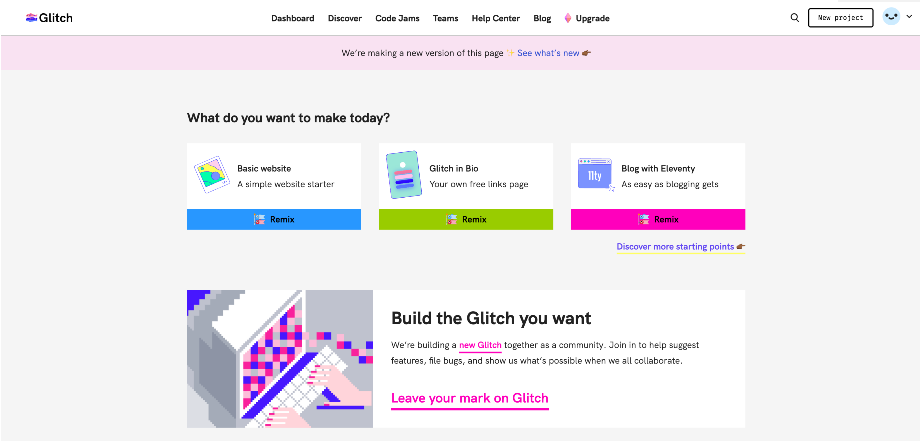
Search by name | Active | 8 Idle/Wrap-up Codes | Create Idle/Wrap-up Code

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.



0.6 Glitch

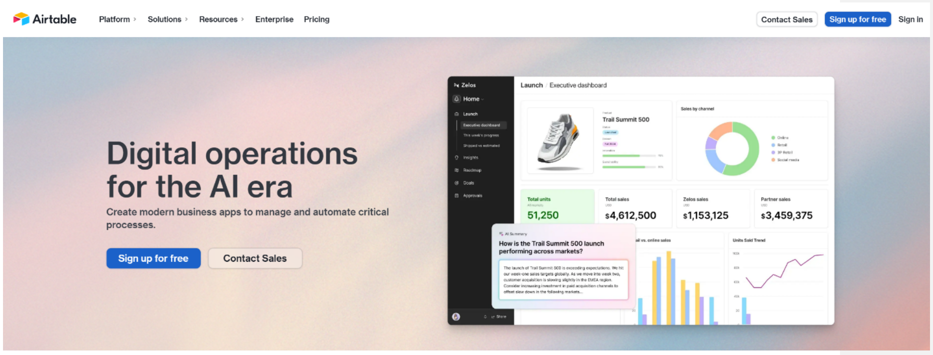


Glitch.com is a platform designed for creating, sharing, and remixing web applications. It offers an intuitive, collaborative environment where developers can build full-stack apps using JavaScript, Node.js, and other web technologies. One of its standout features is the ability to instantly see changes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

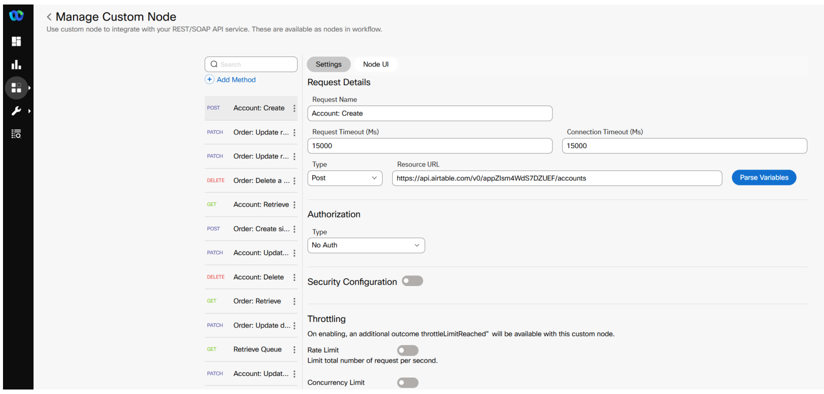
0.7 Airtable



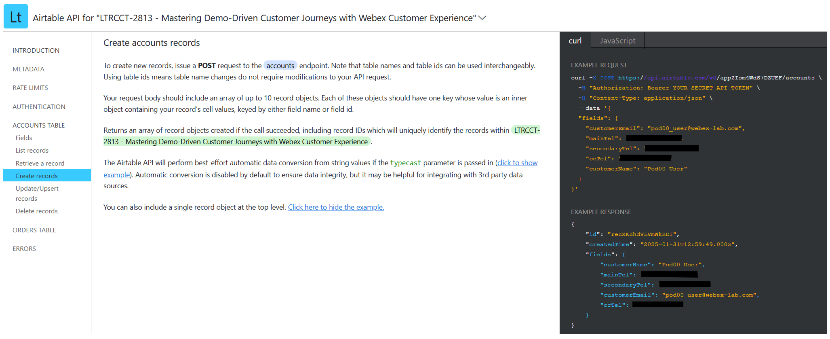
Airtable is a collaboration platform that combines the simplicity and user-friendliness of a spreadsheet with the powerful functionality of a database. Its main purpose is to enable individuals and teams to organize, track, and manage various types of information and projects in a customizable, visually 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.

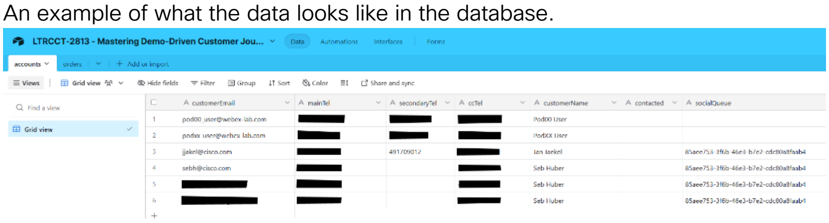
Below, you can see a screenshot of the list of functions, some of which you will use in this lab.



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

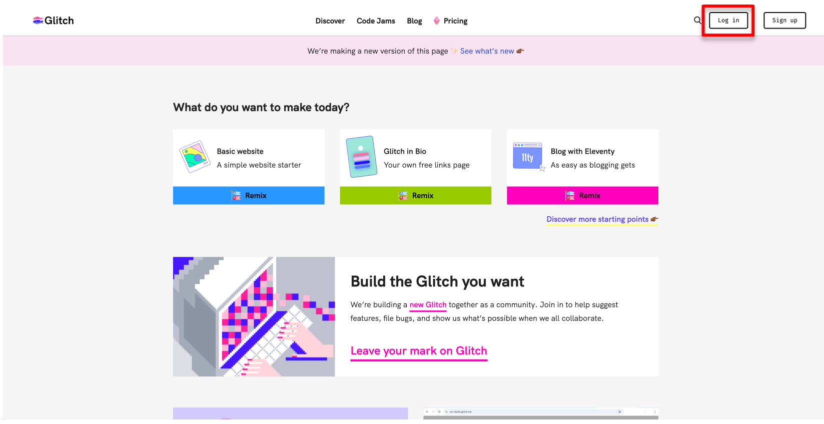


An example of what the data looks like in the database.

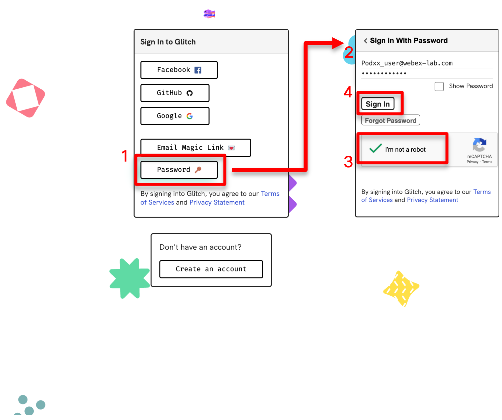


0.8 Website creation

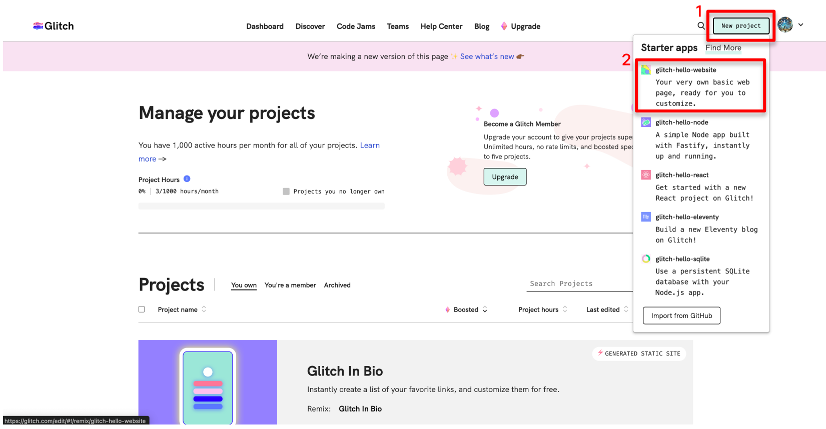
Open your browser and go to https://glitch.com/ and click **Log-In** on the top right.



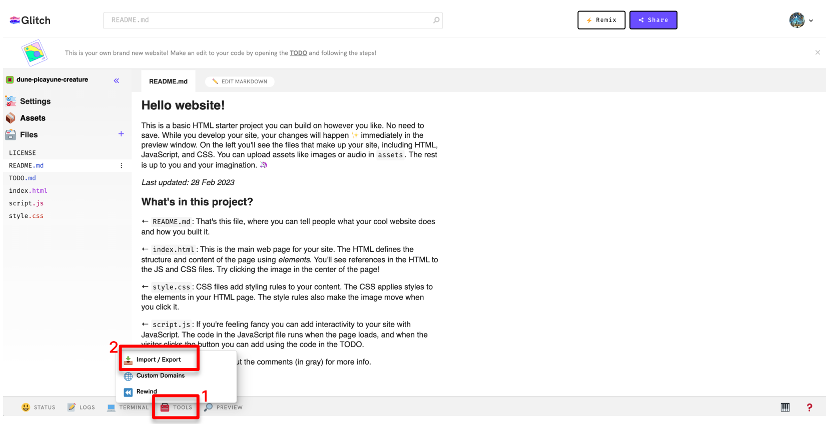
Select **Password** and enter your **PodXX_User** credentials, solve the **CAPTCHA** and click on **Sign In.**



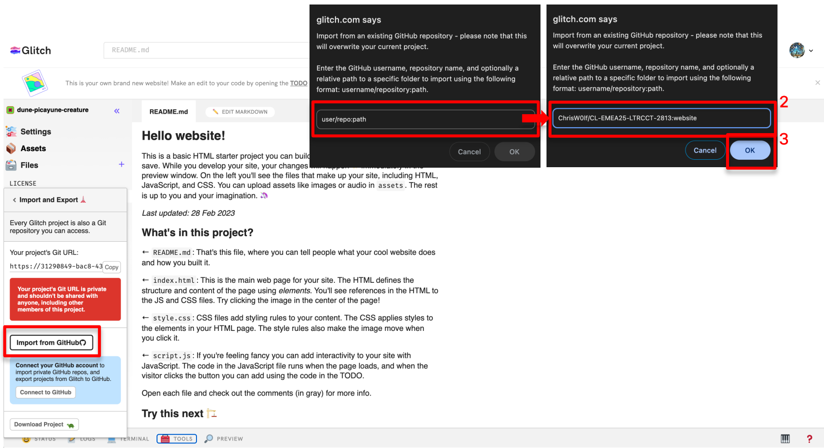
After successfully being logged in, create a new glitch project with clicking on **New Project** on the top right and select **glitch-hello-website**.



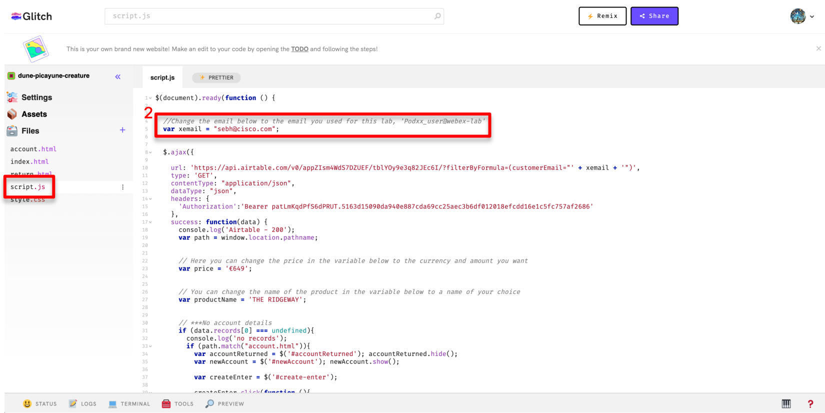
When your new project has been loaded, we need to import Better Bikes Inc's website into our glitch project. Therefore, on the bottom menu bar click on **TOOLS** and select **Import / Export**.



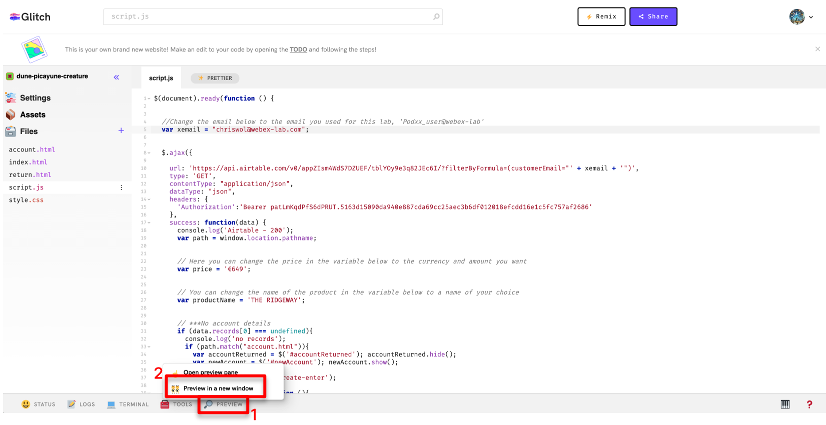
In the popup window on the left use **Import from Github** and enter **ChrisW0lf/CL-EMEA25-LTRCCT-2813:website** in the **user/repo:path** field. Finish the import with clicking on **OK**.

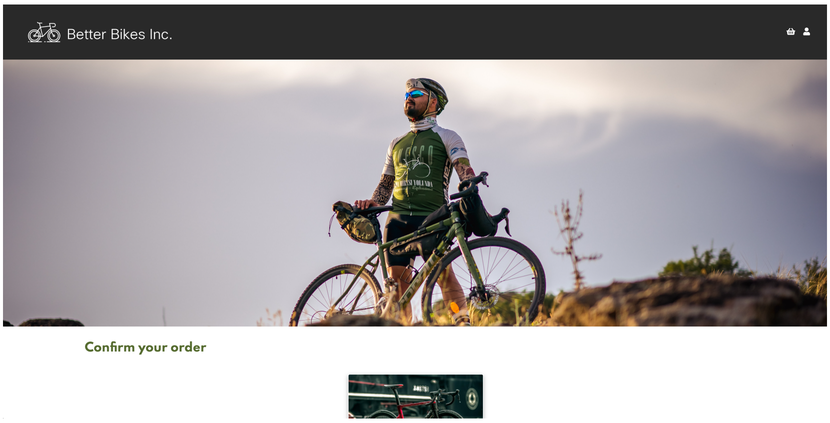


To finish the preparation, we need to update one variable.
Open the **script.js** file and change the value of **xemail** in **line 5** to the **email address** of your **PodXX_User**.



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





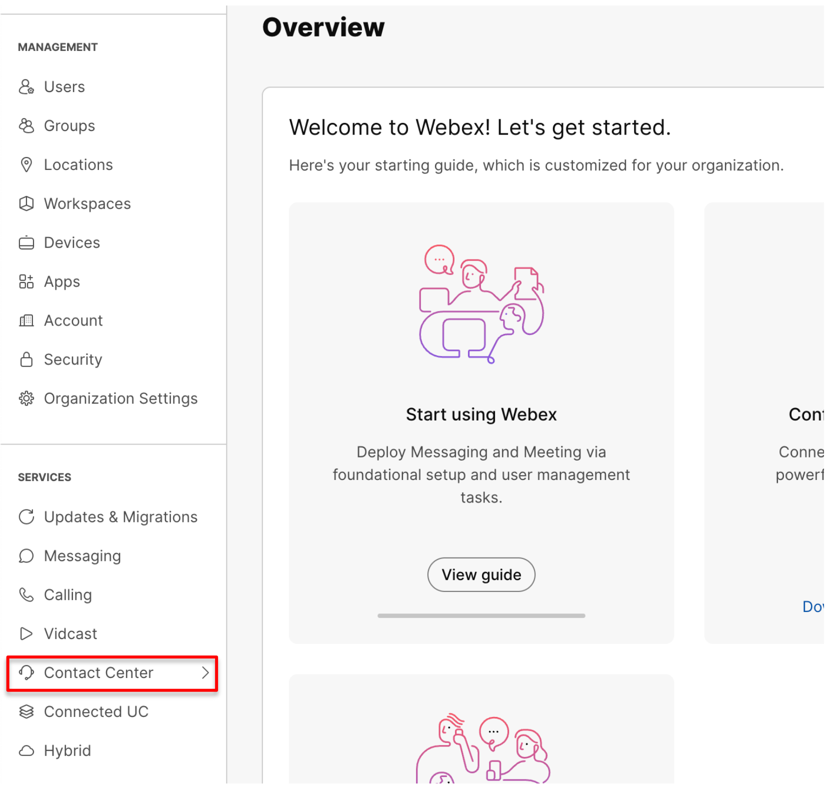
Congratulations!

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

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.

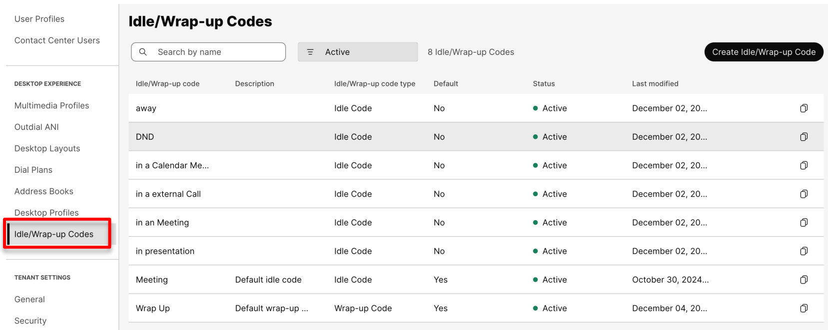
Click on **Contact Center** in **Services** on the left side to access the contact center configuration menu.



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.

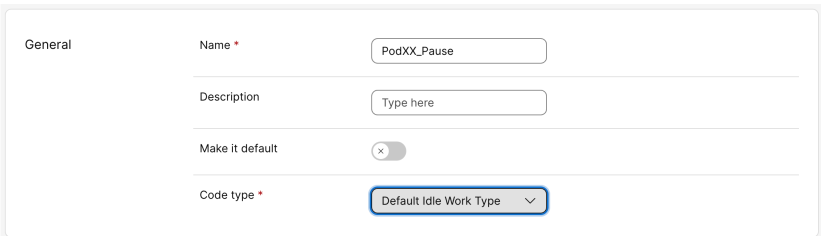
To create new codes, please go to **Idle/Wrap-Up Codes** on the left side in the sidebar.



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

Name: **PodXX_Pause**
Code Type: **Default Idle Work Type**

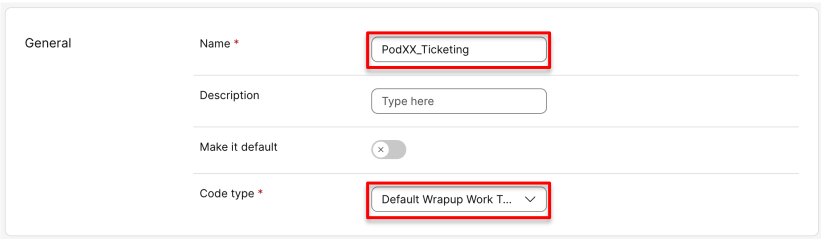
Click **Create.**



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

Name: **PodXX_Ticketing**
Code Type: **Default Wrapup Work Type**

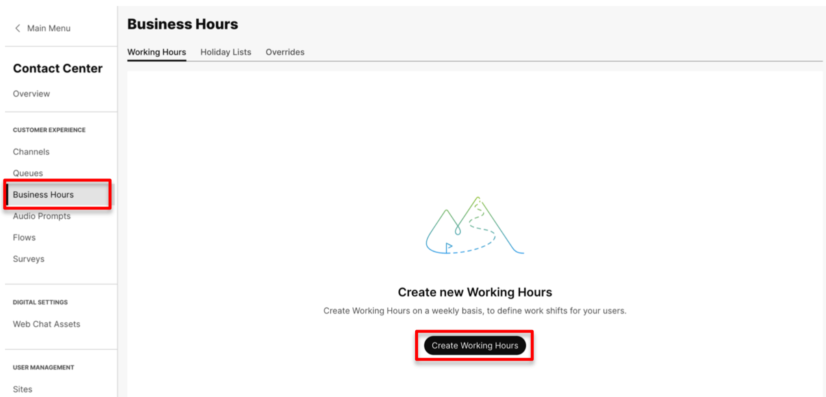
Click **Create**.



1.2 Business Hours

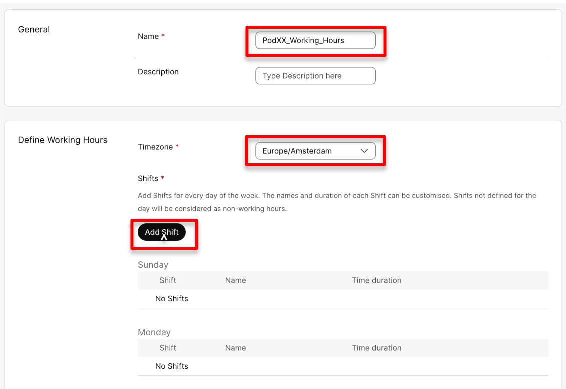
The Working Hours and Holidays created here can be used directly in the Call Flow Designer. Please configure the working hours for your Pod.

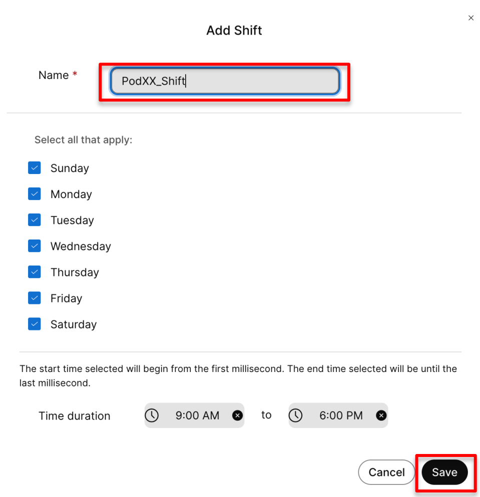
Navigate to **Business Hours** in the sidebar on the left and click **Create Working Hours**



Name: PodXX_Working_Hours
Timezone: Europe/Amsterdam

Click **Add Shift**



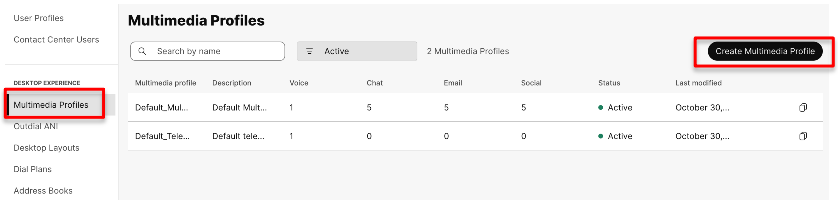


Click **Save** and **Create**.

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.

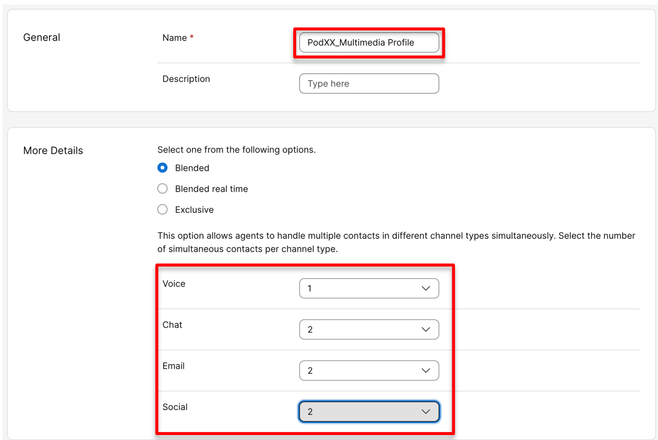
Navigate to **Multimedia Profile** in the sidebar on the left.



Click **Create Multimedia Profile.**

Name: **Pod**XX**_Multimedia Profile**
Channels: **as of the screenshot below**

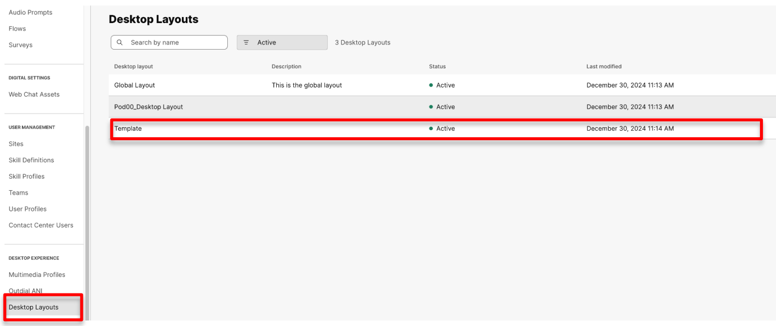
Click **Create**.



1.4 Desktop Layout

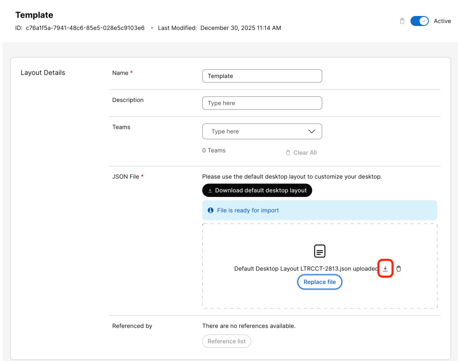
The Desktop Layout feature allows you to configure the Webex Contact Center Desktop as per your business requirements. You can customize elements such as logo, title, and widgets. You can create a desktop layout and assign it to a team. This layout generates the agent experience on the desktop for all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

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



First, we need the Template for our Lab.

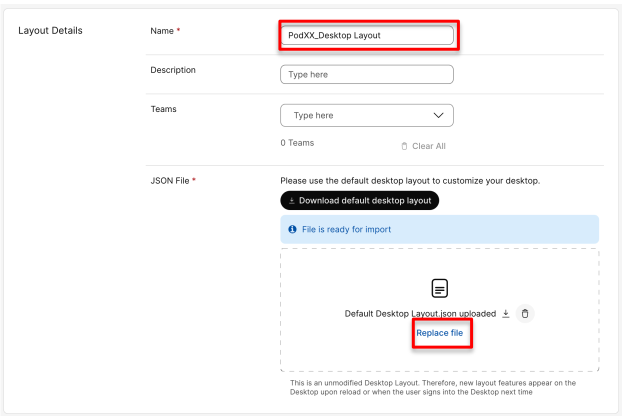
Open the Desktop Layout **Template** and **download** the template.



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**

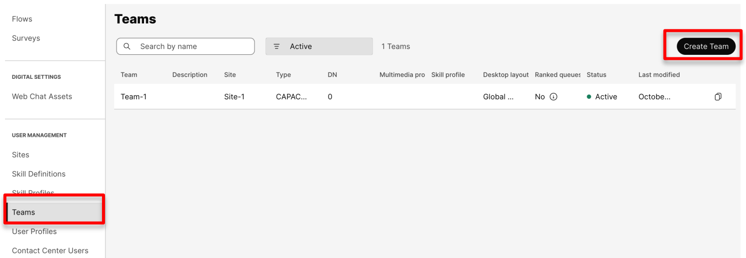


Click **Create**.

1.5 Teams

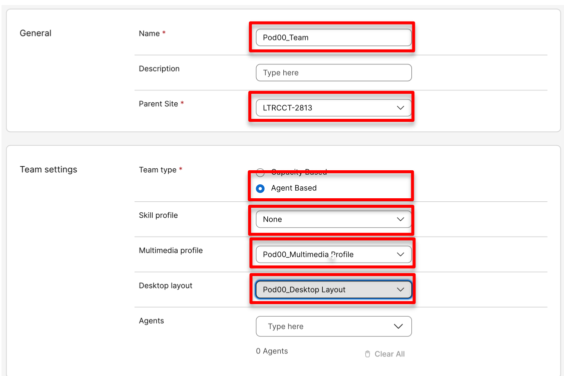
A team is a group of people who support a specific group of functions. For example, supporting the “Gold” customers or managing billing, and so on. A team consists of agents and is associated with a specific site.

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



Name:	**PodXX_Team**
Parent Site:	**LTRCCT-2813**
Team Type:	**Agent based**
Skill Profile:	**None**
Multimedia Profile:	**PodXX_Multimedia Profile**
Desktop Layout:	**PodXX_Desktop Layout**

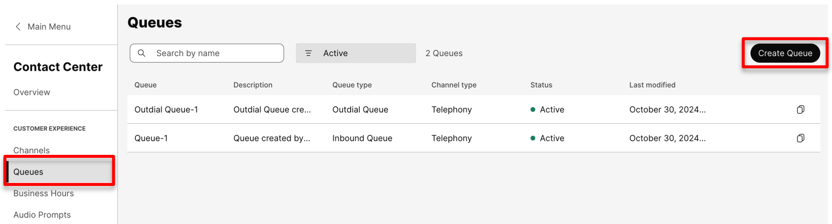
Click **Create** and **Done**.



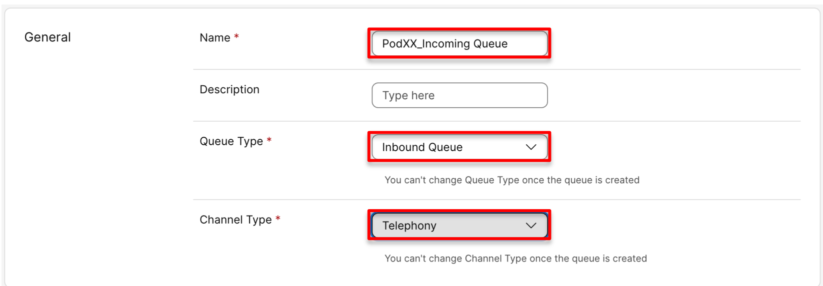
1.6 Queues

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.

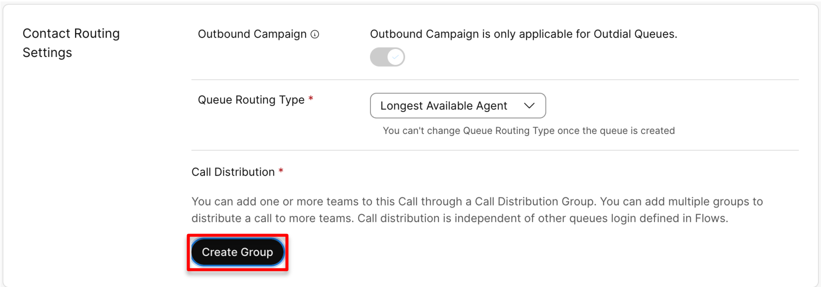
Navigate to **Queues** in the sidebar on the left and click **Create Queue**.



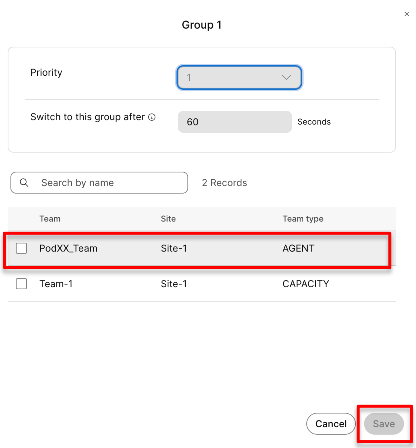
Name:	**PodXX_Incoming Queue**
Queue Type:	**Inbound Queue**
Channel Type:	**Telephony**



Click **Create Group**.



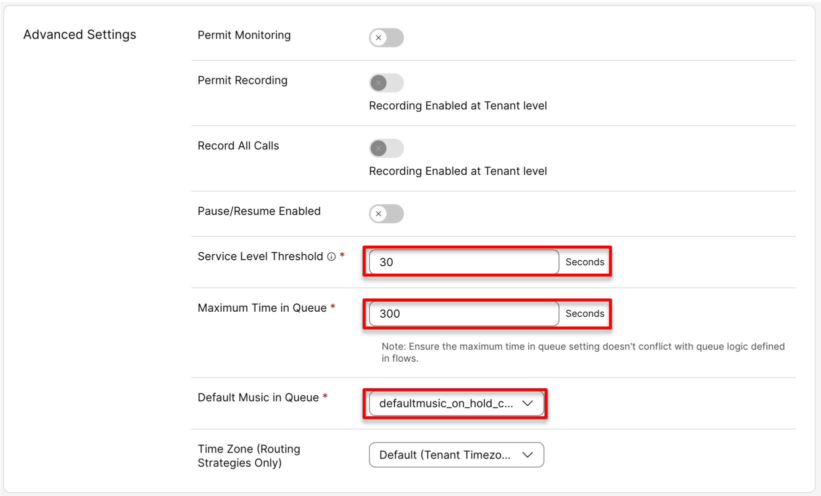
Select your **Team** and **Save**.



Under **Advanced Settings** configure the following:

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

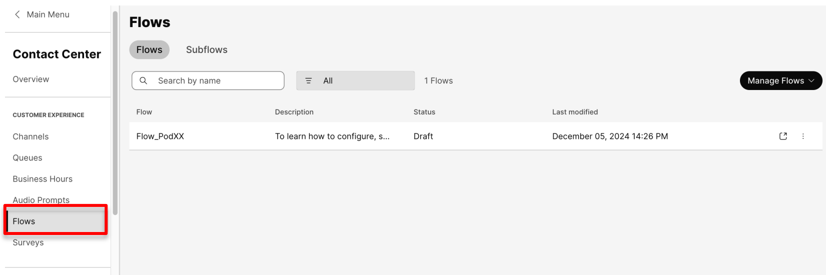
Then click **Create**.



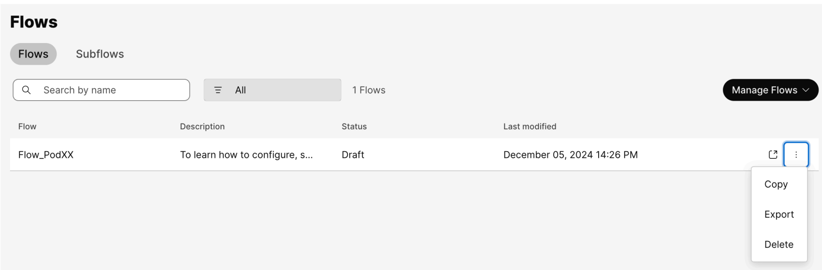
Click **Create**

1.7 Flow

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



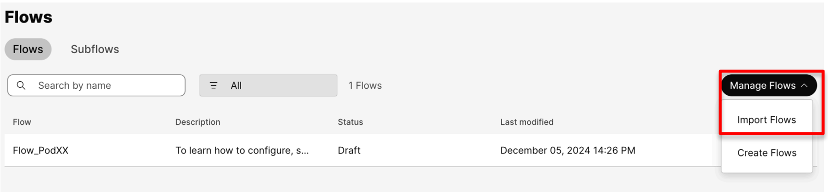
To get a Flow Template **export** the Flow **Flow_PodXX** through the **3 dots menu**.



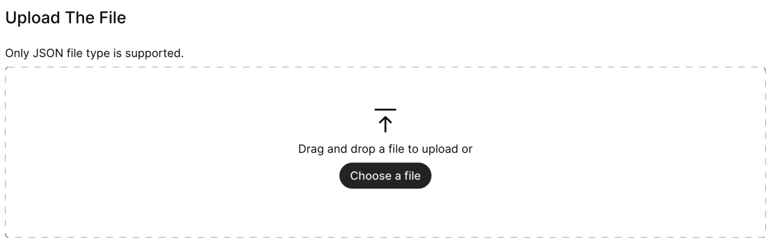
We need to rename the Flow Name. For that please open the exported file in an Editor and change the Flow Name to **Flow_PodXX**.

Save the file.

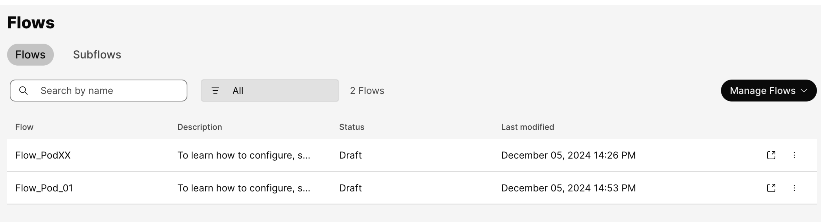
Now the new file must be uploaded. For that, import the new Flow File through **Manage Flows** and **Import**.



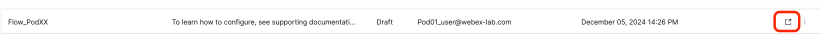
Choose your **File** and click **Import**.



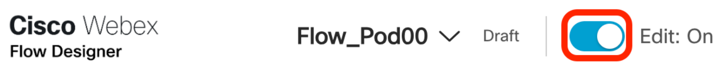
Now your Flow should be listed. If not, please contact us.



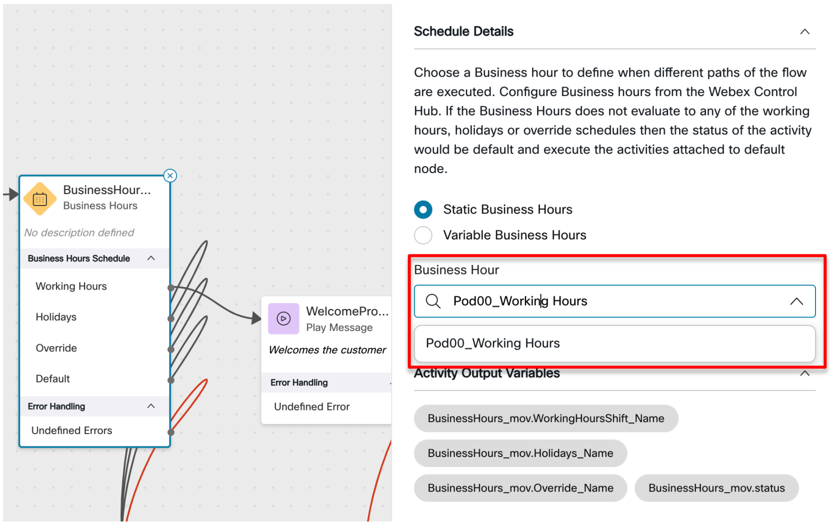
Open the new flow you've just added with the highlighted Button



Toggle the Edit mode on

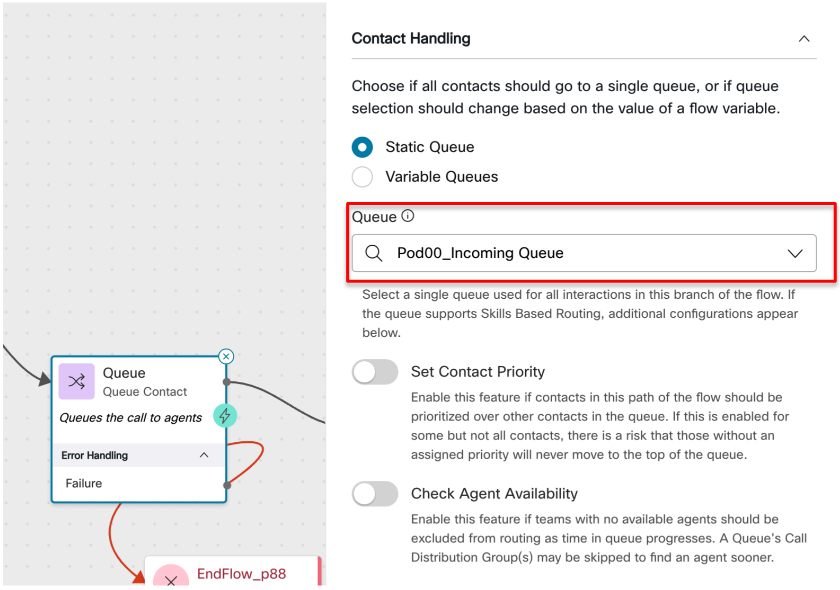


Click on **Business Hours** and choose your **Pod Working Hours**.

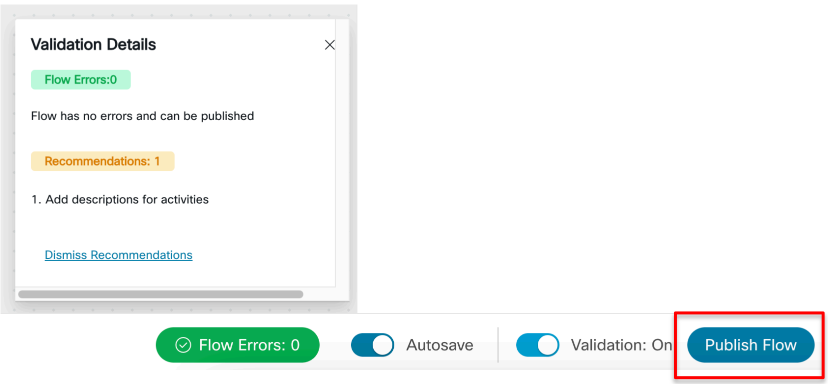


After that click on the grey background and zoom out

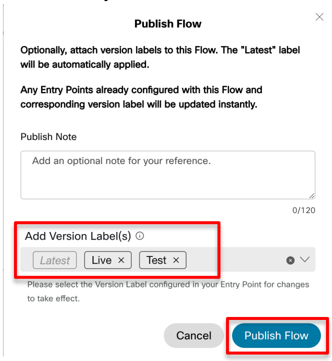
Click on **Queue** and select your **Pod Queue**.



Enable the Validation – when its green click on Publish Flow



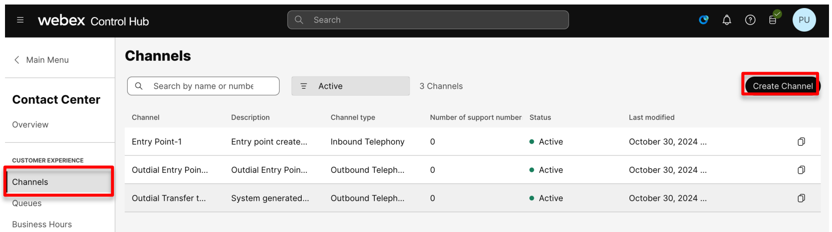
Open the Version Label Drop Down and select **Test and Live** and then **Publish** the Flow.
After that you can close the Browser Tab.



1.8 Channels (Entry Point)

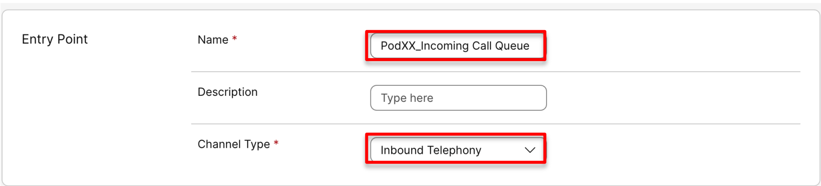
The inbound entry point is the initial landing place for a customer contact in the Webex Contact Center system. For the customer calls, you can associate one or more toll-free or dial numbers with a given entry point. The system performs IVR call treatment for a call while the call is in the entry point.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

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



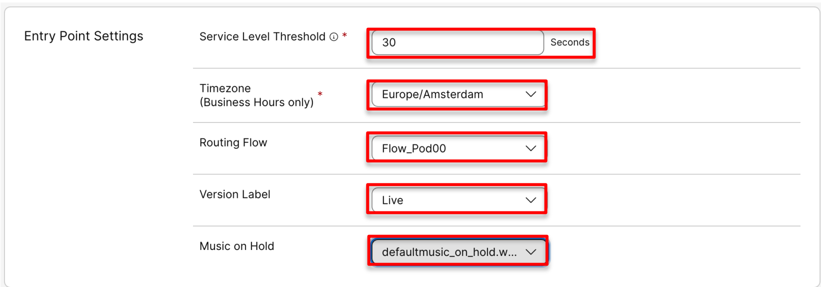
In the first Step we are creating a Channel for inbound Calls and associate this to our Flow and our Number.

Name:	PodXX_Incoming Call Queue
Channel Type:	Inbound Telephony



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

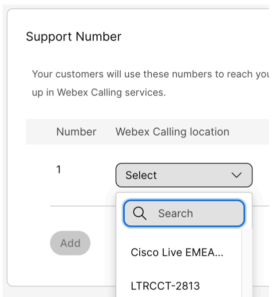


For your reference:

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**.

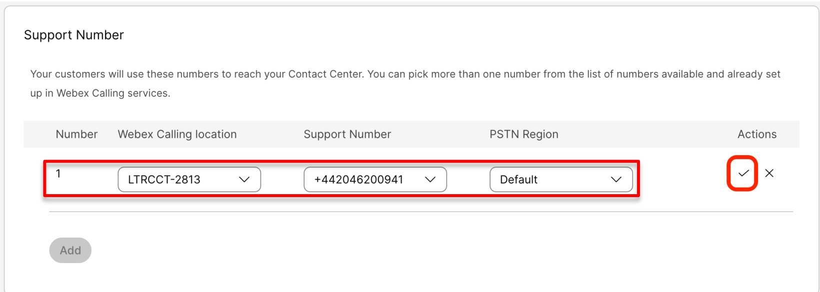
Choose **LTRCCT-2813** as Webex Calling Location.



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

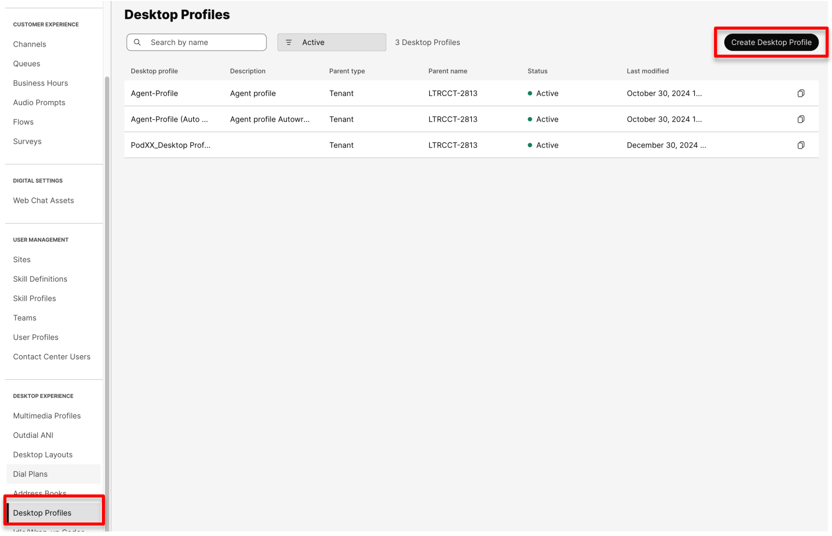
Leave the PSTN Region as **Default** and **Accept** under Actions.



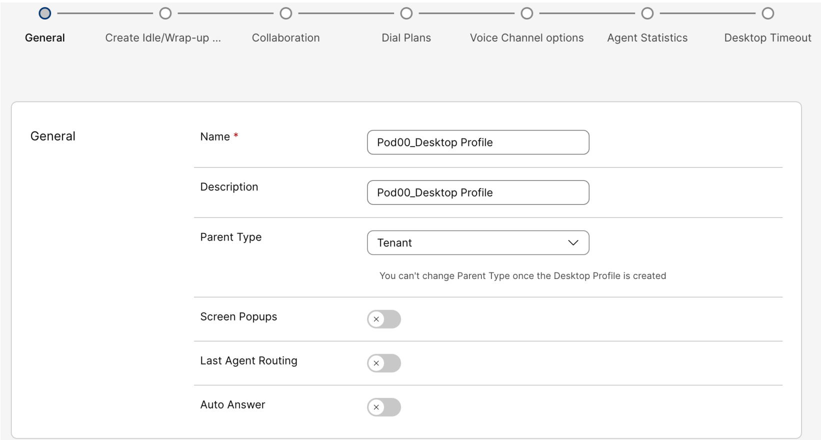
Afterwards, click on **Create**.

1.9 Desktop Profile

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

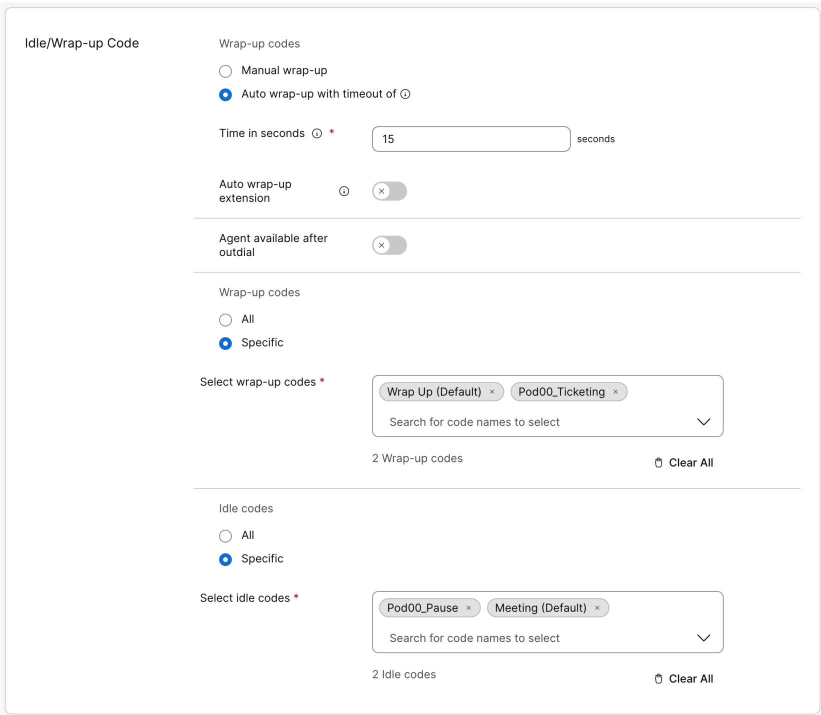


Define the Desktop Profile Name & Description as “PodXX_Desktop Profile” and click “Next”



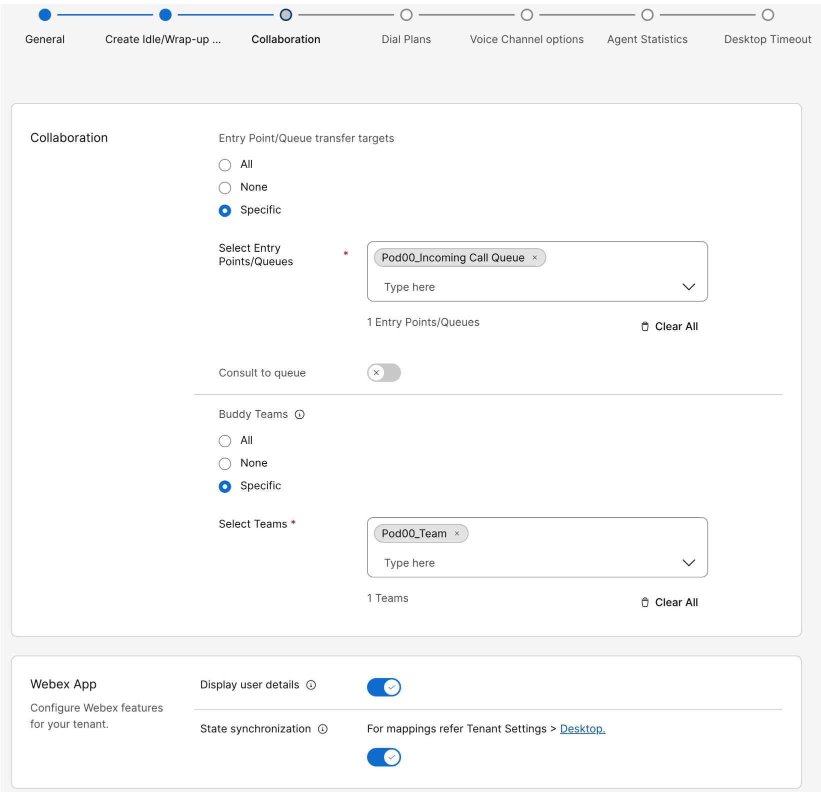
Set Auto Wrap-up with 15 seconds

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



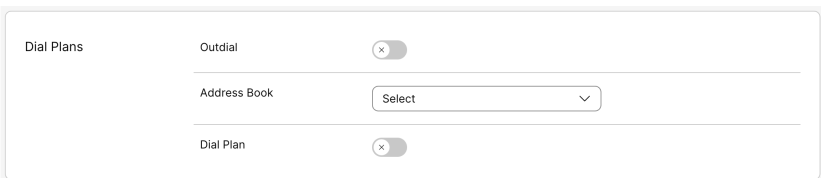
Click on Next

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

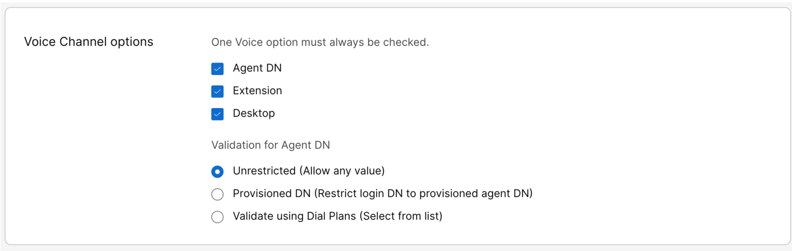


Click on Next

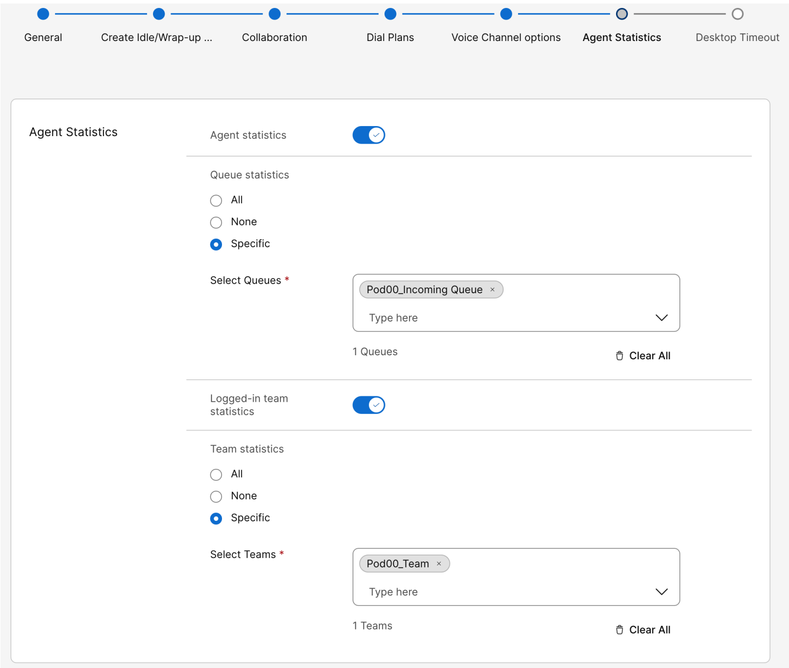
On Dial Plan Click directly on Next



Also, on Voice Channel Options click directly on Next

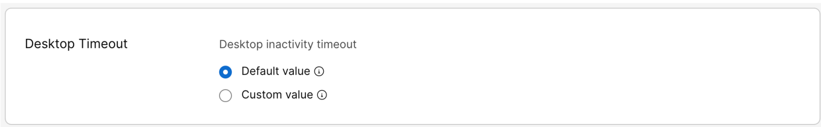


Enable both Statistics and choose specified on both and select your Pod Queue and Pod Team.



Click Next

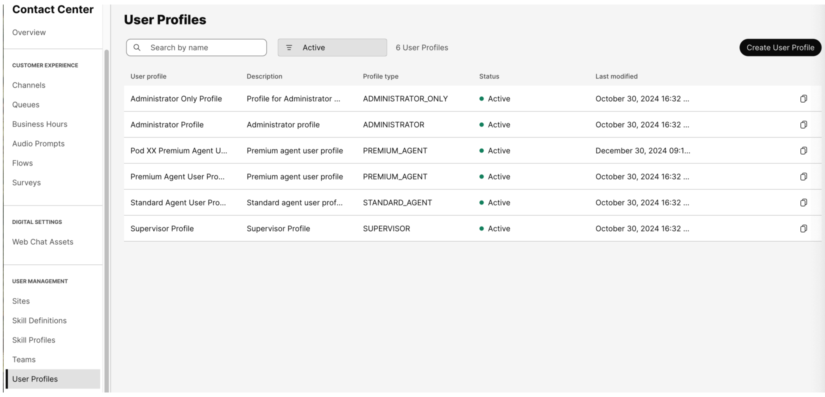
Leave the Desktop Timeout on Default and Click on Create



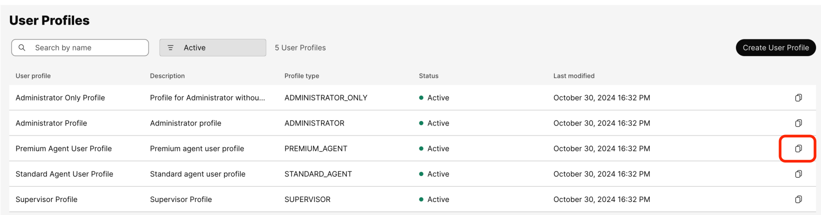
1.10 User Profile

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

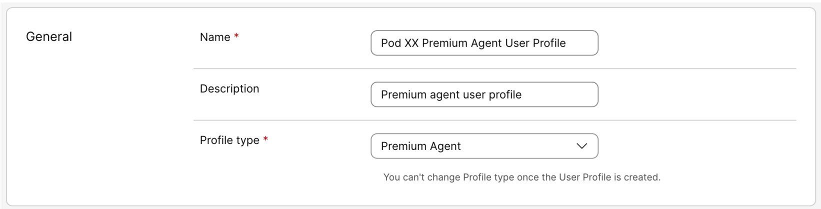
Navigate to User Profile in the sidebar on the left.



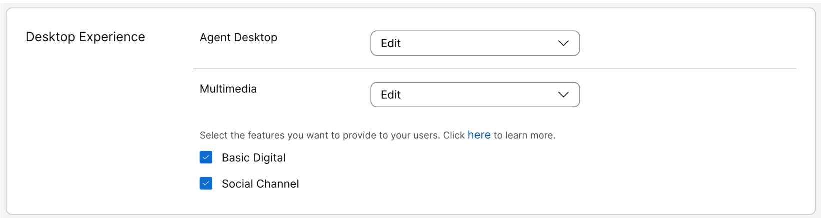
Now click on copy from Premium Agent User Profile



Rename the Name to Pod ID.

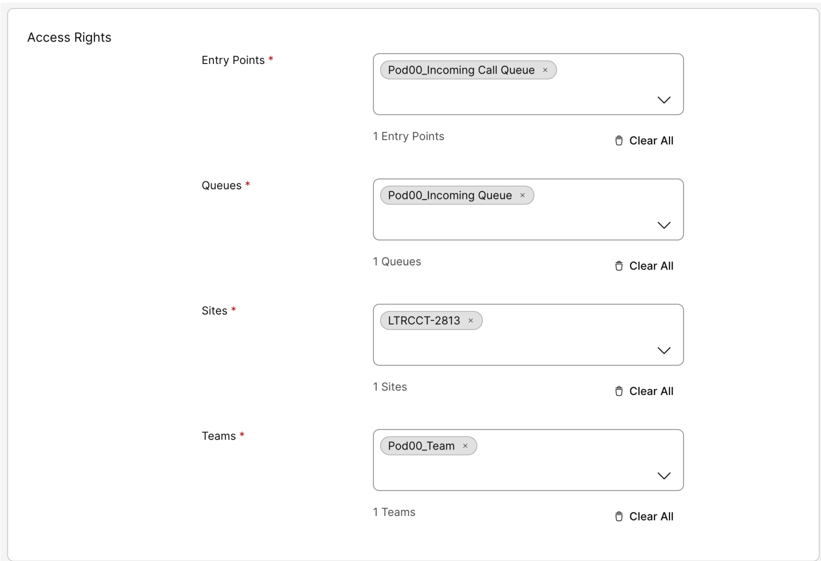


Click on Next



Click on Next

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



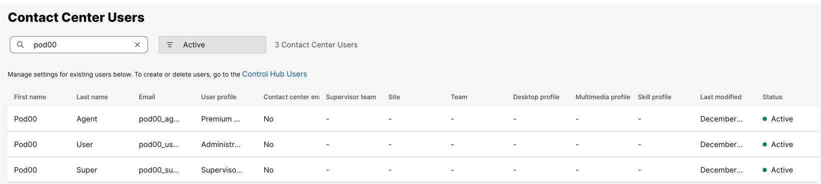
Click on Create

All Supervisor Agents are using the Supervisor Profile.

1.11 Agent Configuration

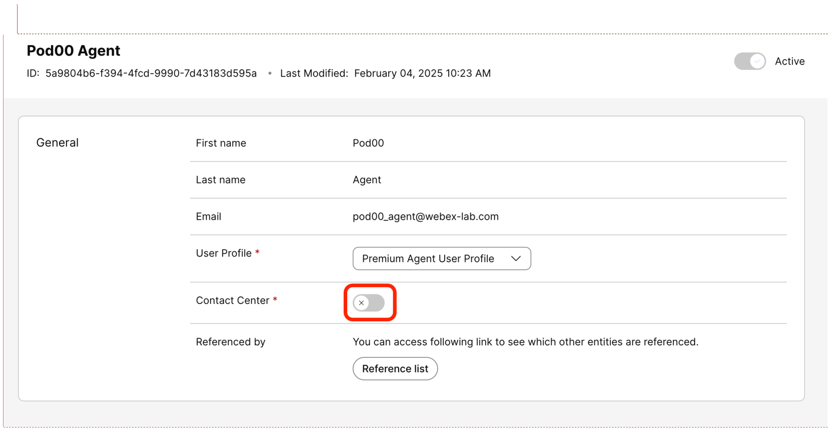
Every user who has been assigned a license on Control Hub is automatically synced to the contact center. However, this user still needs to be enabled and configured. In preparation, 3 users were created. For license assignment, please refer to the Preparations section (Module 0.1).

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



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

Enable the Checkbox Contact Center.



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

Kommentiert [C(4R3]: have not been there for double-checking, trying to finish the parts we have yet today

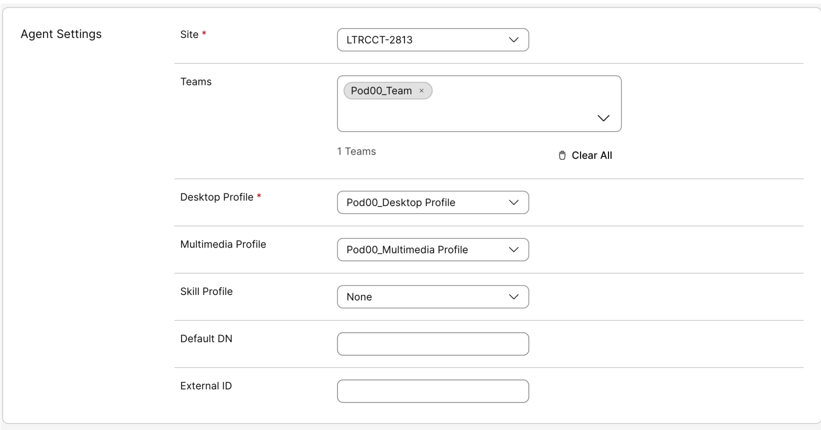
Kommentiert [JJ5R3]: @Seb Huber (sebh) done

Choose

Site:	LTRCCT-2813
Desktop-Profile:	PodXX_Desktop Profile
Multimedia profile:	PodXX_Multimedia Profile
Skill Profile:	None

Choose as Primary Team the Team with your Pod ID.

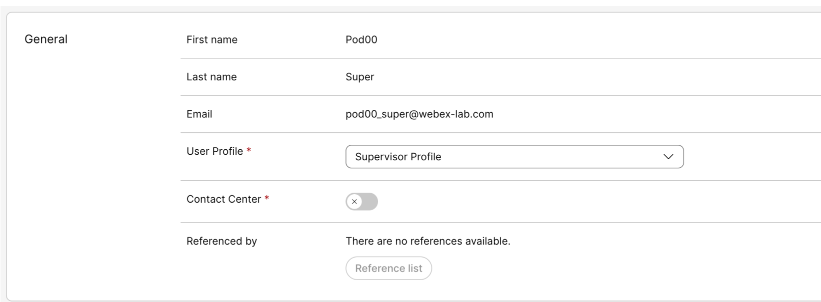
And Save



Go back to User List.

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

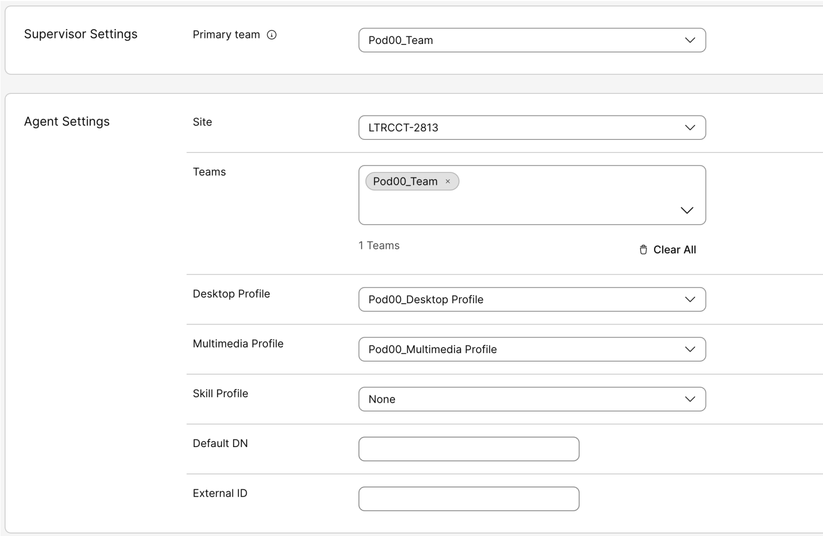
Enable the Checkbox Contact Center.



Choose as Primary Team the Team with your Pod ID.

For all other choose the same before.

And save.

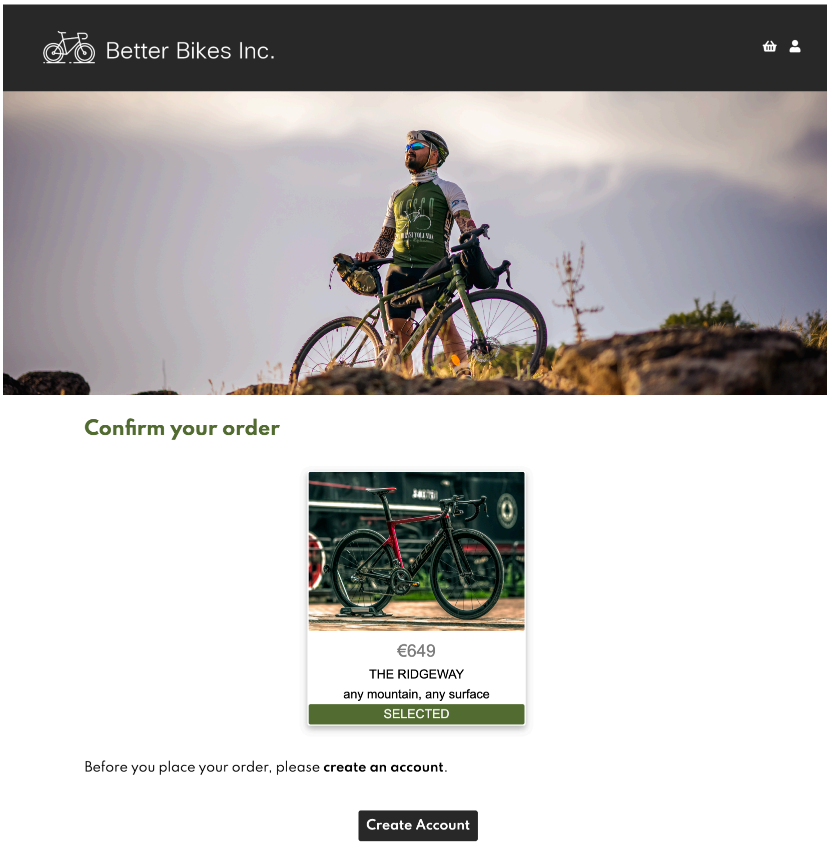


Now All Voice configurations are done.

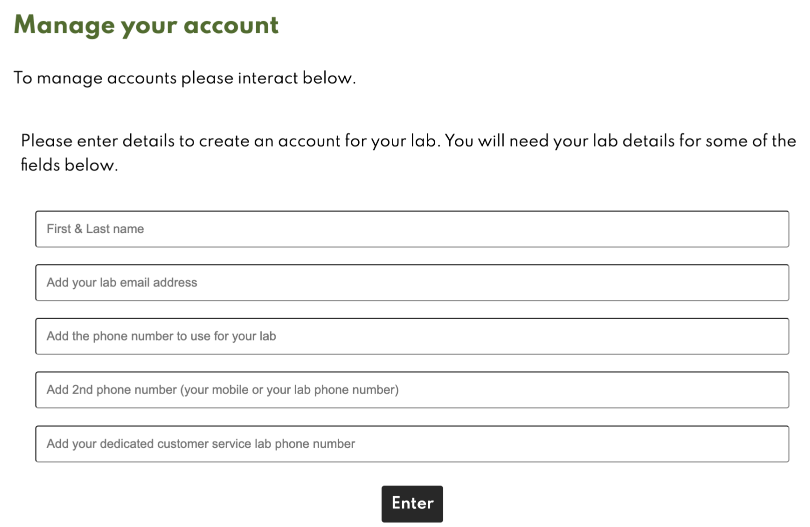
Let’s test now

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.



Now fill out the fields.



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
2nd 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.

Pod00 User

pod00_user@webex-lab.com

442046200XXX

4917090XXXXX

442046200XXX

Enter

When the fields are filled, please click Enter.

The web page will confirm your account is now created.

Thank you

Account created.

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

Click on the logo on the top left corner.

Better Bikes Inc.

Now you can confirm your order by clicking on enter.

Confirm your order

€649

THE RIDGEWAY

any mountain, any surface

SELECTED

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

Enter

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 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.

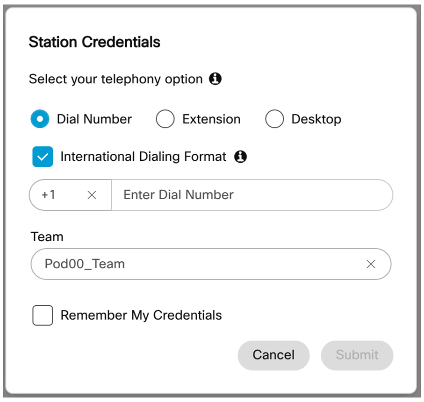
Please create two new Chrome Profiles and name Agent and Supervisor.

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 and with the Password: C1sc0Live25!

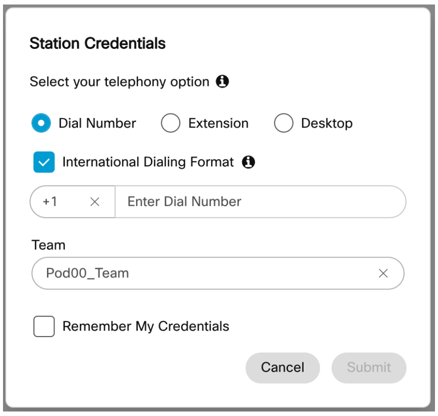
After Login you will see the following Window.



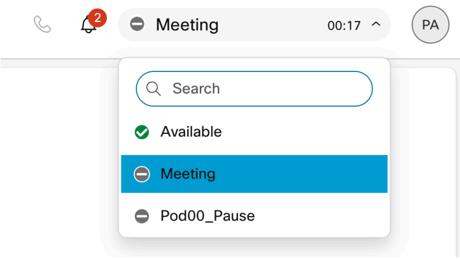
Now you can choose how you are reachable.

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

Please choose Desktop.

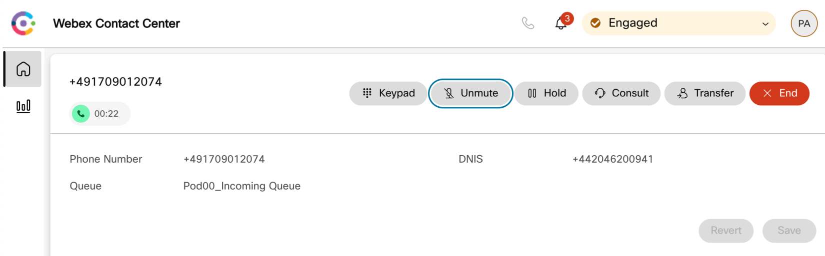


On the Status Dropdown you can see your configured Wrap-up and Idle Codes. Please choose Available.



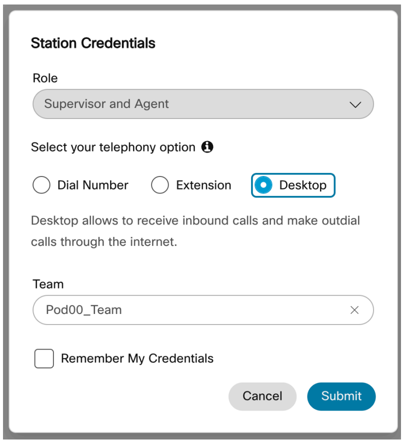
When you logged in in Webex App with the User Account you can dial the last 3 digits of your CC Number. When you are using your mobile phone, you can dial the E164 number like +442046200XXX.

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



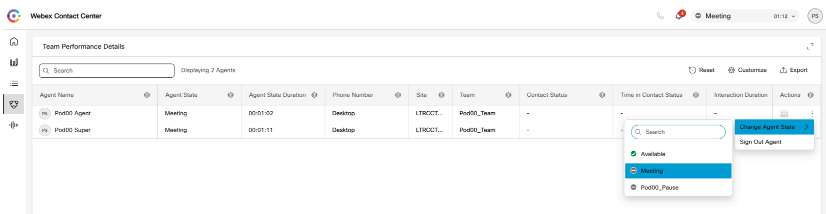
When you hang up you can choose your predefined WrapUp Code.

Open a second Browser with Profile Supervisor and login with the podXX_super@webex-lab.com and with the Password: **C1sc0Live25!**

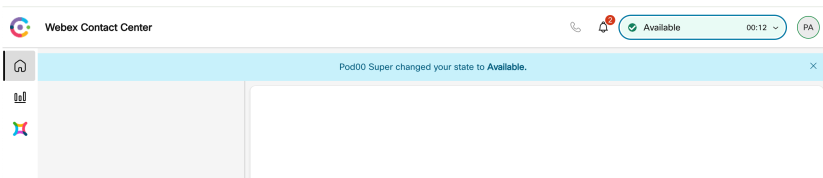


Now you see that you have more capabilities on Supervisor Desktop.

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



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



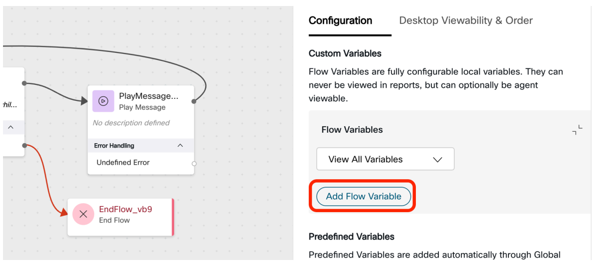
1.13 Addon: Caller Identification

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.

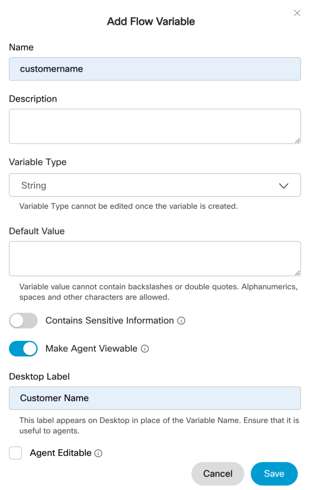
Kommentiert [SH6]: @Christian Wolf (chriswol) & @Jan Jaekel (jjakel) I added this sentence, I hope that makes sense? I guess we want them to finish a standard lab before they attempt additional tasks?

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

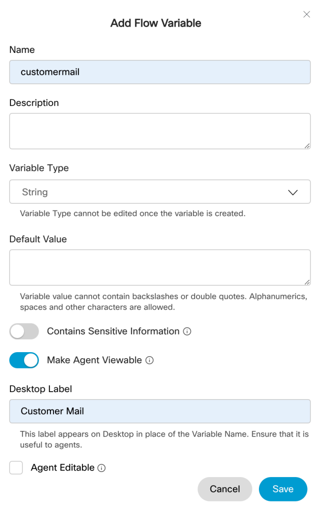
And 2 new Variables. For that click in the grey Background and add the first Variable.



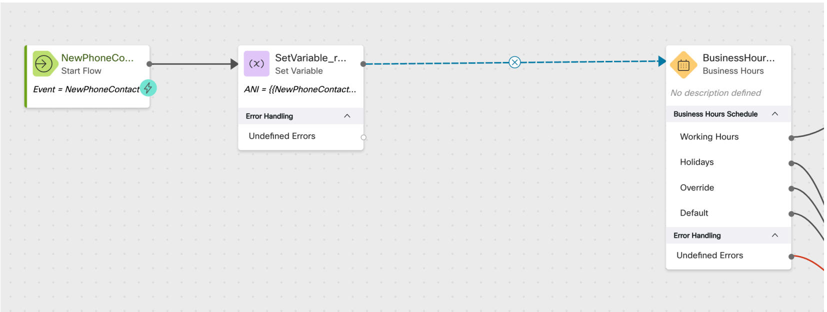
Fill out the Fields.



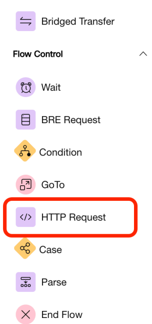
Add a second one with these fields.

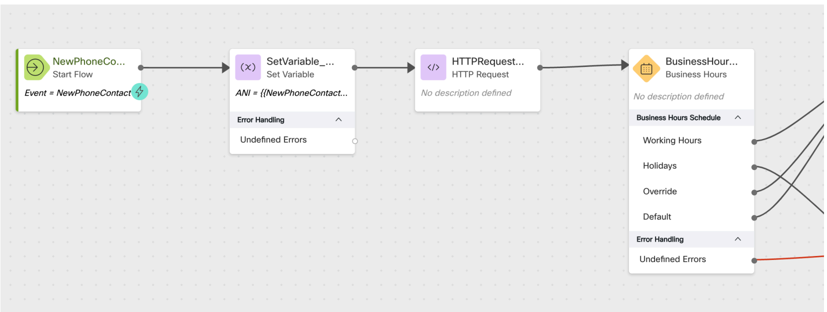


Now move the SetVariable Node to the left and remove the Connection.



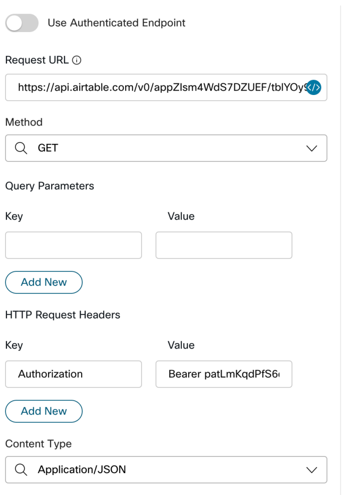
Add from the Library a HTTP Request Node in the middle and connect all three nodes.





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

Use Authenticated Endpoint: disabled
Request URL:
https://api.airtable.com/v0/appZIsm4WdS7DZUEF/tblYOy9e3q82JEc6I/?filterByFormula=OR(mainTel = '{{ANI}}', secondaryTel = '{{ANI}}')
Method: GET
HTTP Request Headers:
Key: Authorization
Value: Bearer patLmKqdPfS6dPRUT.5163d15090da940e887cda69cc25aec3b6df012018efcdd16e1c5fc757af2686
Content Type: Application/JSON

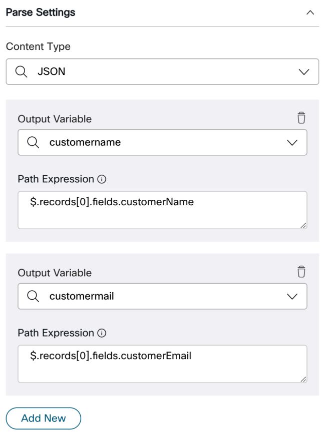


Now we must parse the Response and fill our variables

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

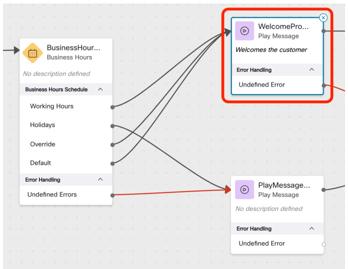
Output Variable: customername
Path Expression: $.records[0].fields.customerName

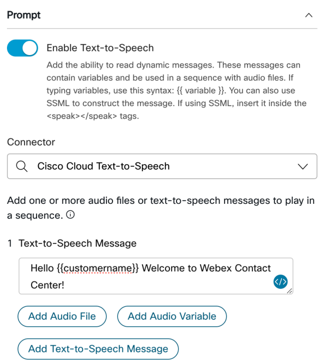
Output Variable: customermail
Path Expression: $.records[0].fields.customerEmail



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

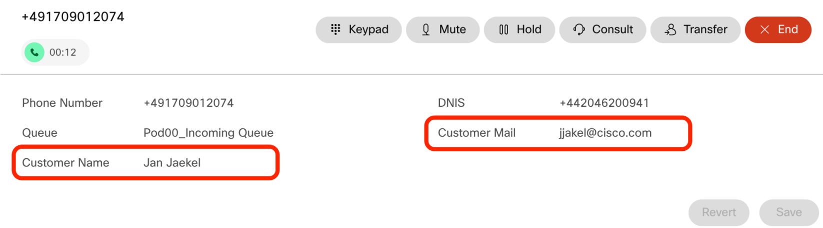
Hello {{customername}}. Welcome to Webex Contact Center!





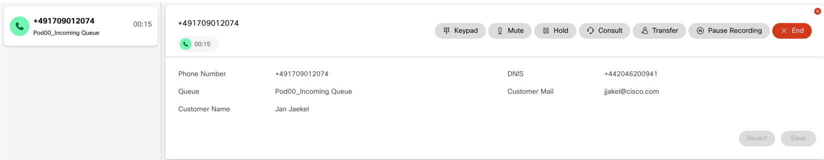
Now save the Flow and Publish.

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



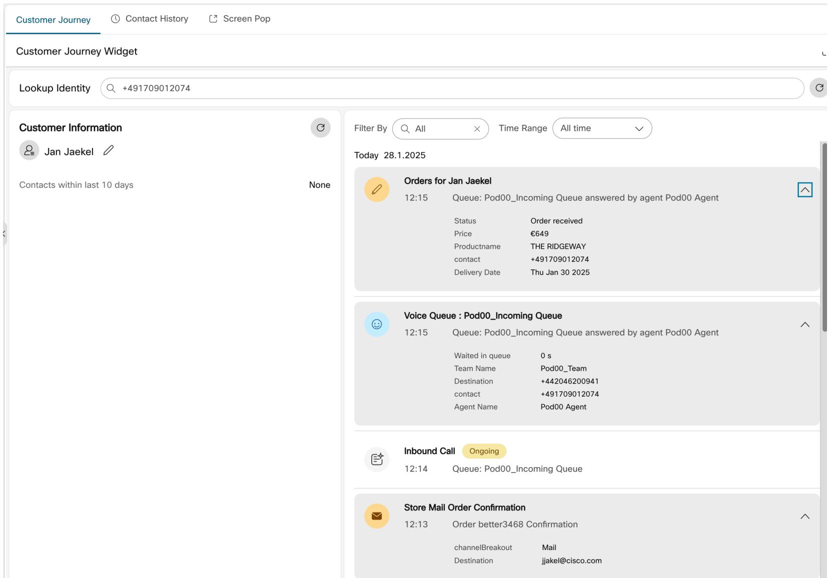
!! The solution is also on Flow List, named with Flow_PodXX_V2.

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



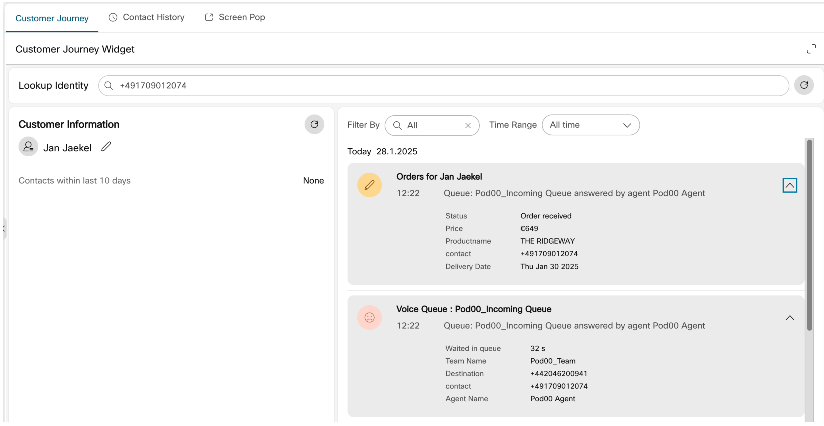
All Events in JDS are preconfigured in the Flows. For the identity that calls in you see every interaction.

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



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.

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



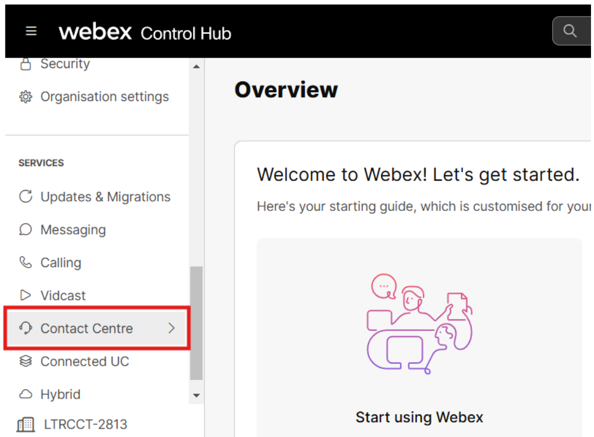
Congratulations, **Module 1** has been finished!

Module 2 – Web Chat

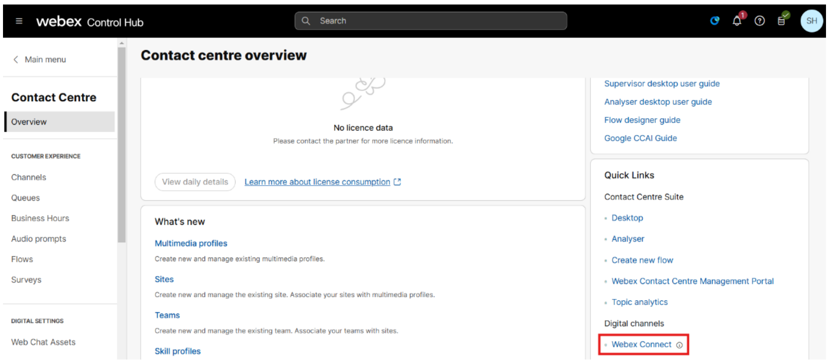
Description and outcome of the Module

2.1 Webex Connect Web Chat Channel Configuration

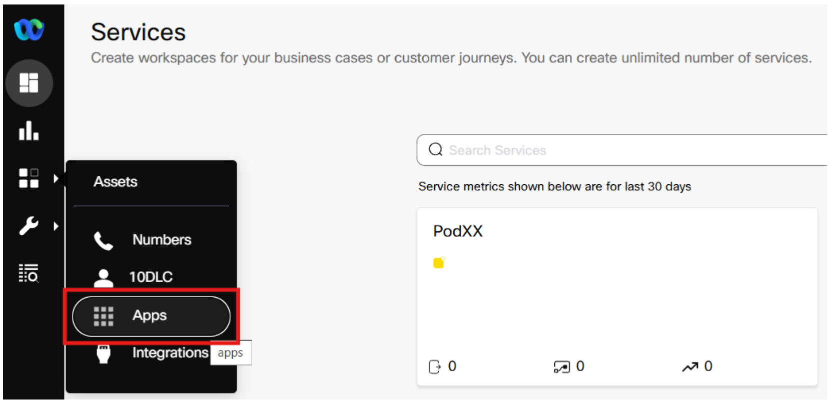
Head back to Webex Control Hub (https://admin.webex.com), then using the left-hand menu navigate to Contact Centre.



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

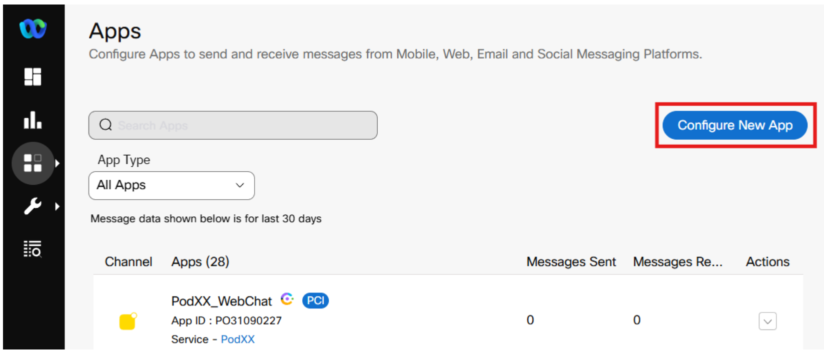


This will open the Webex Connect platform in a new tab. Using the top-left-hand menu navigate to Assets, then Apps.



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

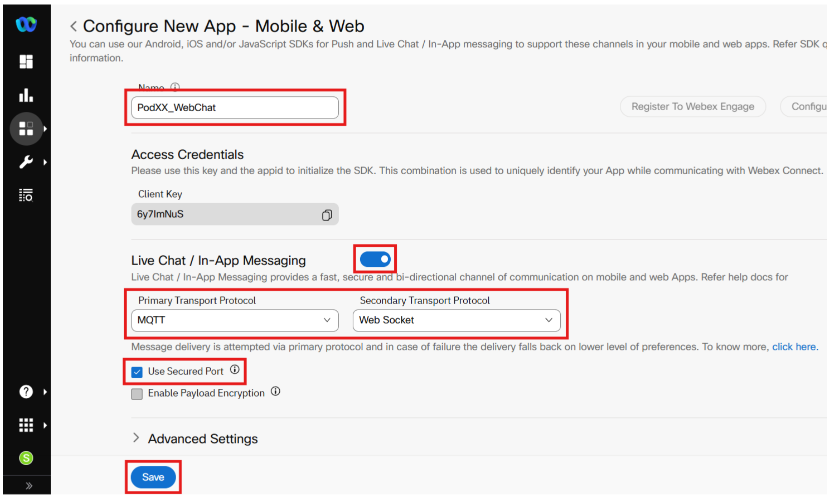
Click Configure New App, and then select Mobile / Web.



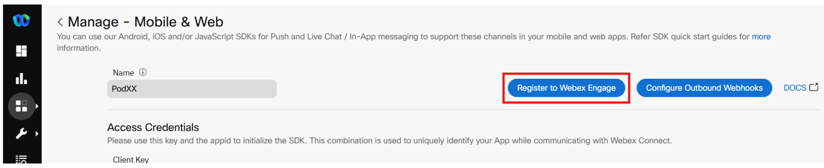
Here we will configure your web chat channel asset. Fill in the following fields:

Name: PodXX_WebChat

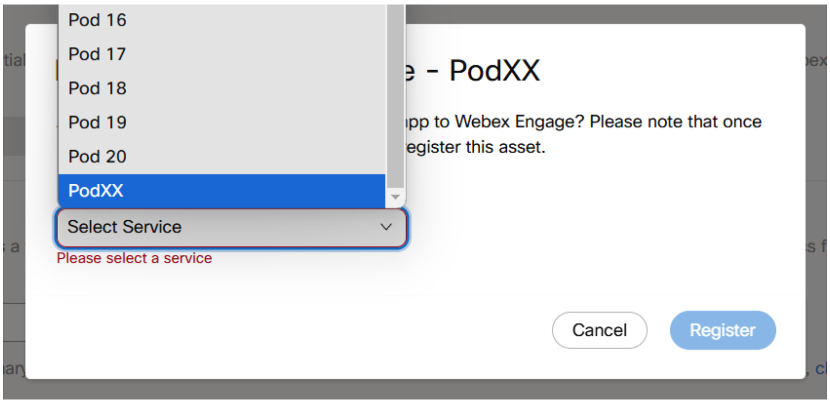
Primary Transport Protocol: MQTT
Secondary Transport Protocol: Web Socket
Enable Use Secured Port
Then click Save



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



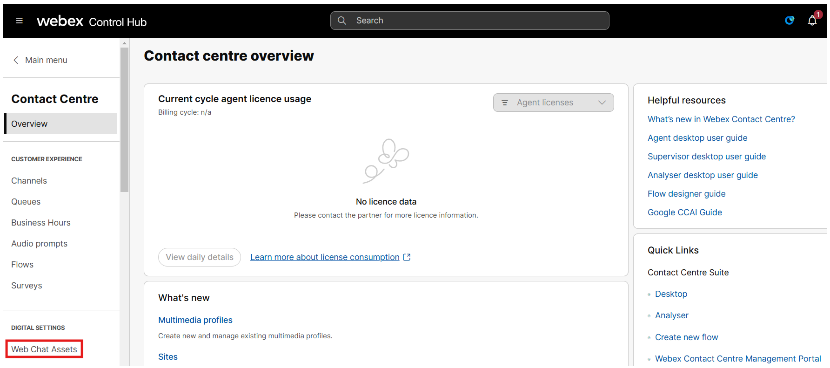
Select your service and click Register.



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.



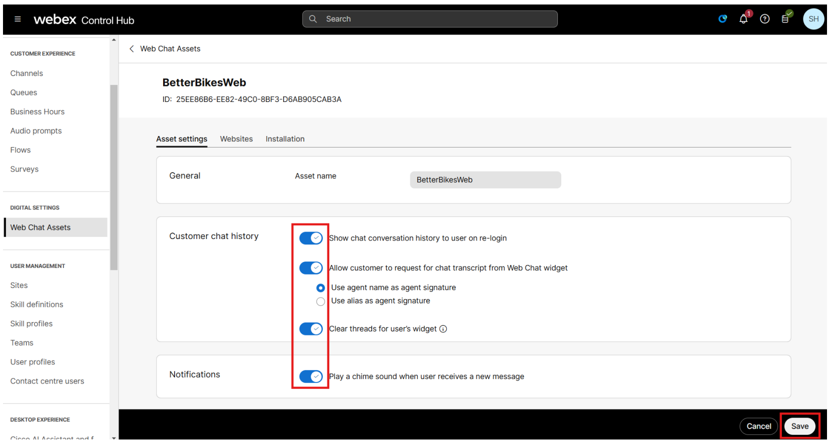
Select the Web chat asset that you configured in Webex Connect.

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

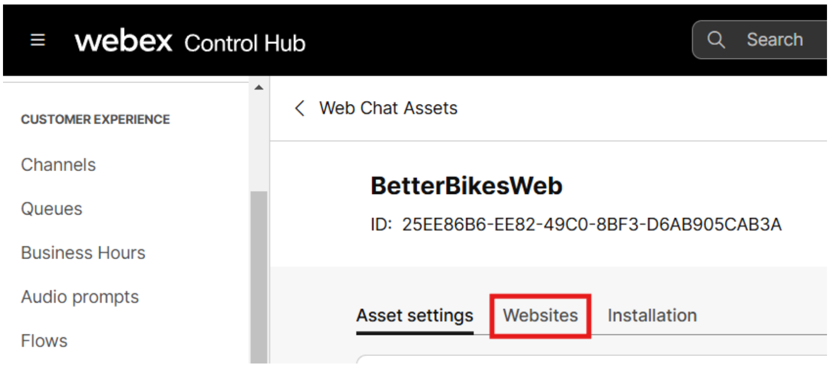
Enable:

- 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

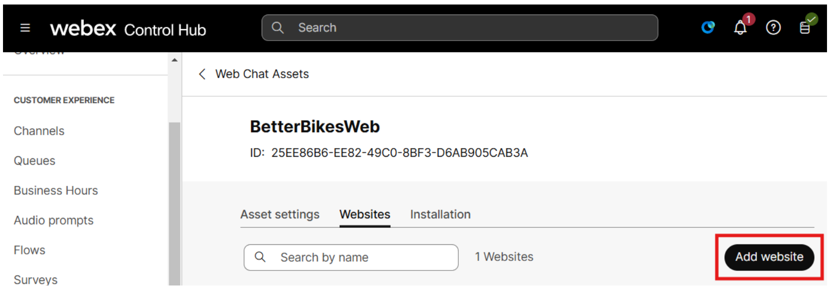
Then hit save.



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



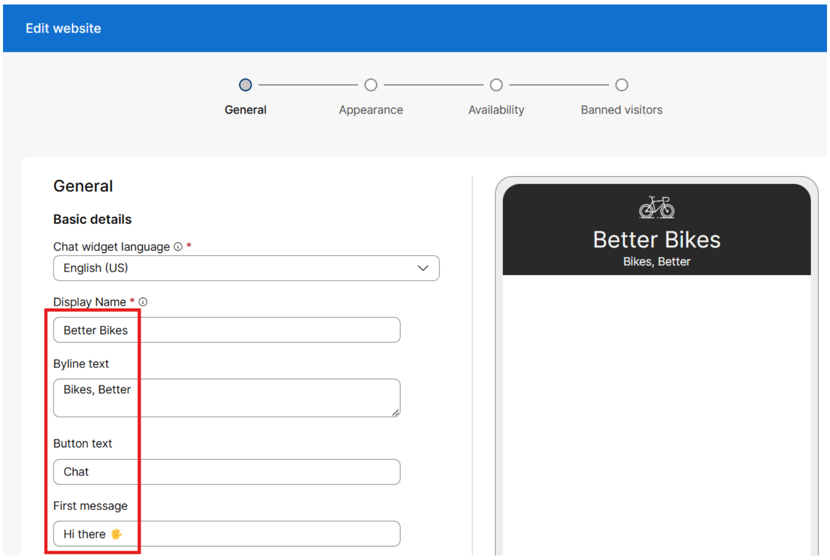
Then click Add Website.

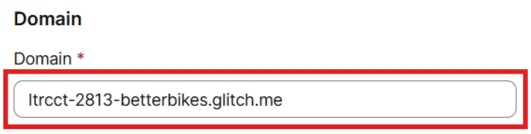


Fill in the details:

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’

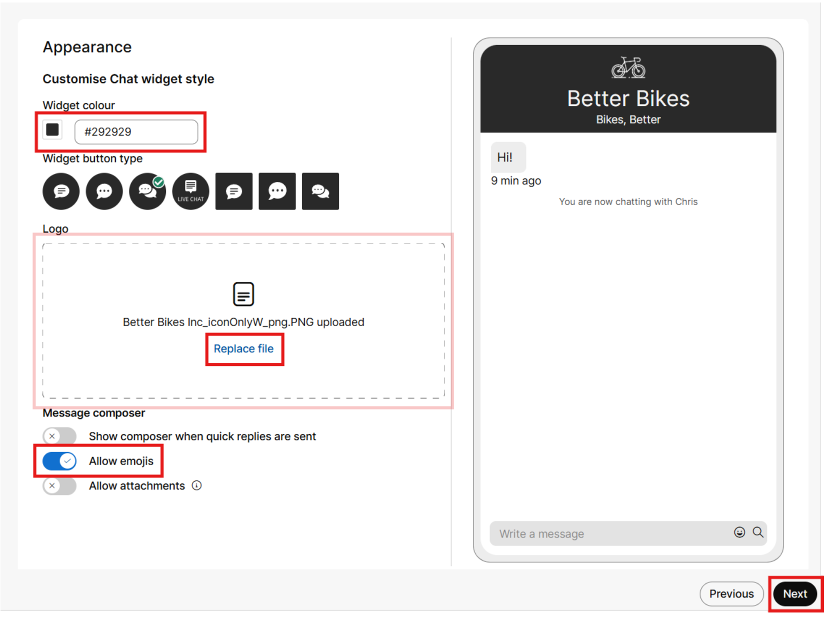
Then hit next.





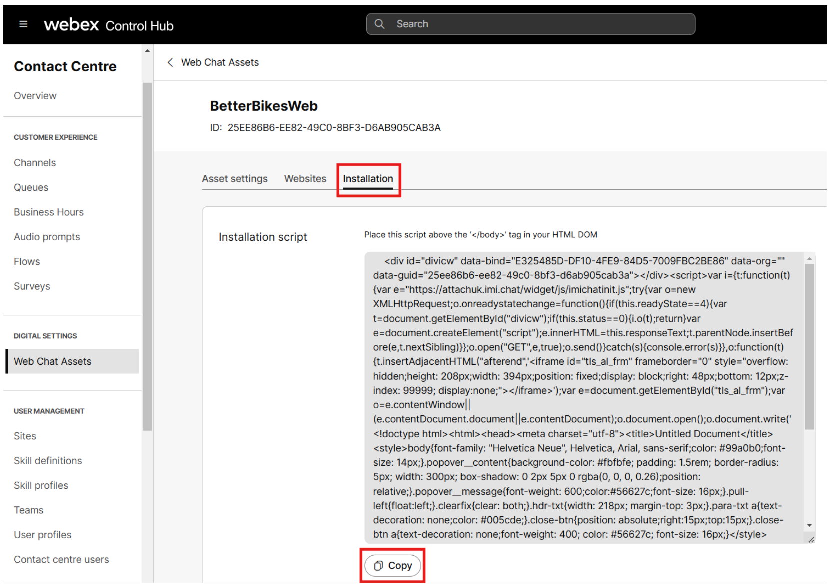
Next head to https://awsprodemailassets.s3.amazonaws.com/0ae1dbc4-e5aa-46c3-8aed-55995aabf5b7/BetterBikesInc_iconOnlyW_png_11402228692944843.png, right-click on the image and save the image to your downloads file. Now head back to the Appearance page so we can finish configuring your web chat asset.

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.

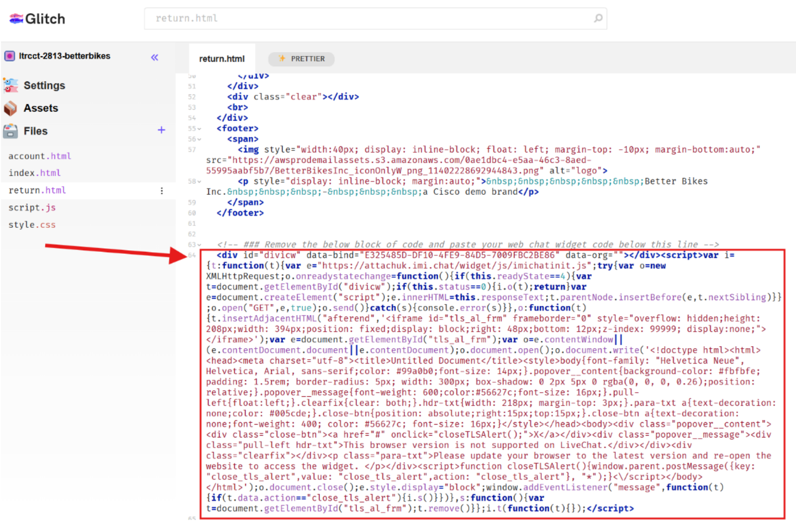


Then click Save and next. And then Done. Your web chat asset is created and ready for installation on your glitch website.

Head to the Installation tab and then copy the code.

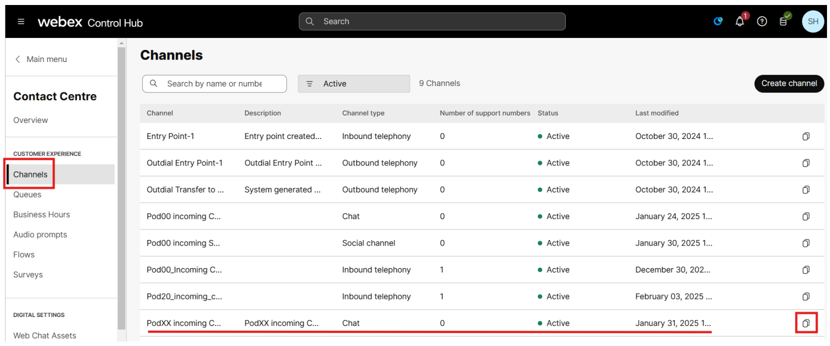


Let's head back to your Glitch Project page and open the return.html file. Paste the copied code where indicated, to replace the existing code on line 64.

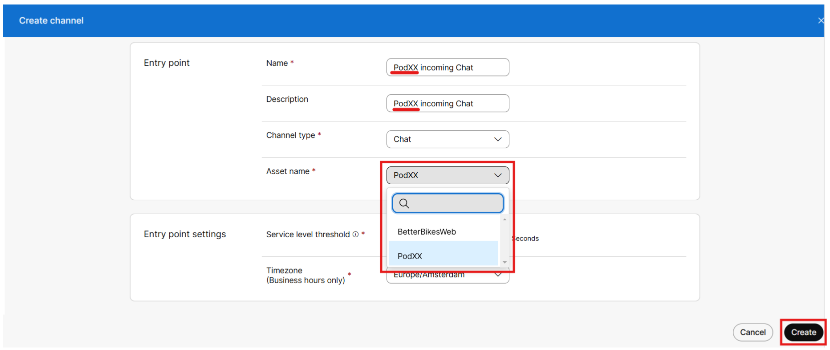


Now we have configured the asset we need to assign the web chat asset a queue and a team must be created so that we can elevate chats to the Contact Center. To do this, head back to Control Hub and click on Channels on the left.

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

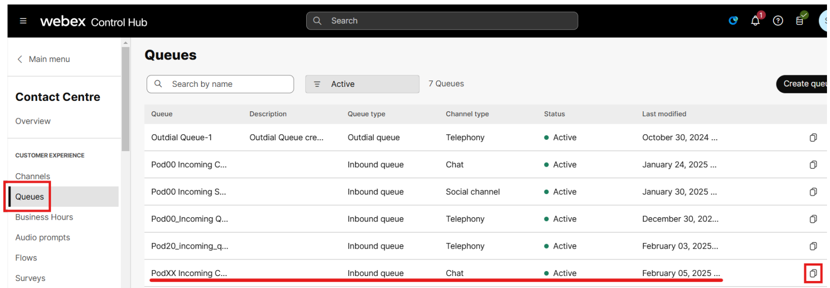


Change the fields with PodXX to your relevant assigned Pod number, select your asset from the Asset Name dropdown and click create.

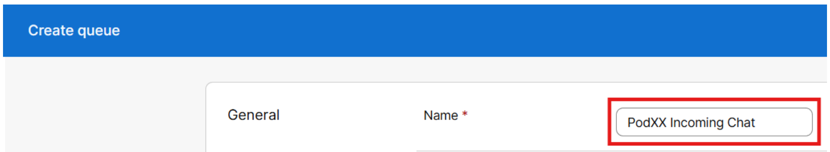


Now we need a Queue where the Channel is assigned, click in the left sidebar on Queues.

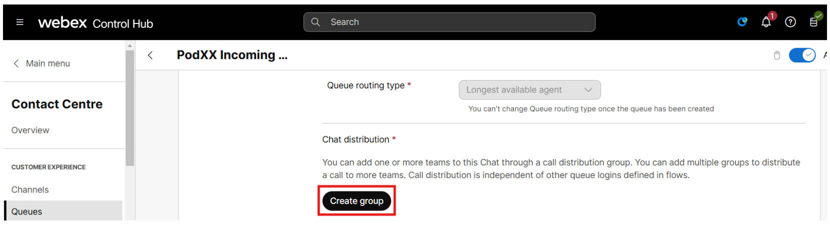
We are going to use the PodXX incoming Chat queue, click on the copy icon at the right of the line.



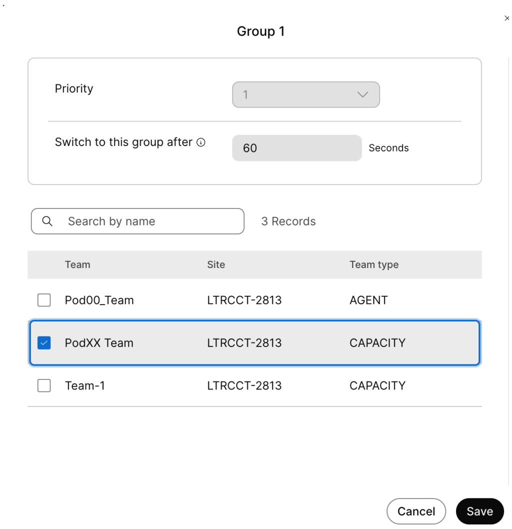
Change Name with PodXX to your relevant assigned Pod number and remove the '_copy'.



In Contact Routing Settings click on Create Group.

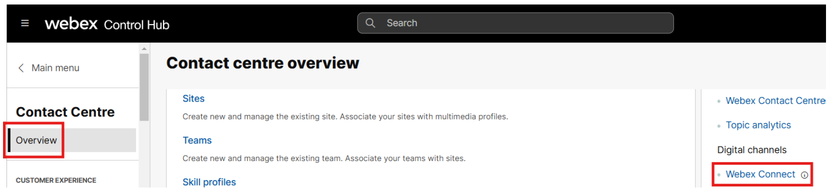


Choose your PodXX Team and save



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

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

Amsterdam | February 9-14, 2025

GO BEYOND

Module 3 – Digital Channels

Description of the module to be added

3.1 First One

3.2 Second One

3.3 Third One