LAB-2334

Driving digital to human engagement

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1. Home

Welcome to the webexone 2025

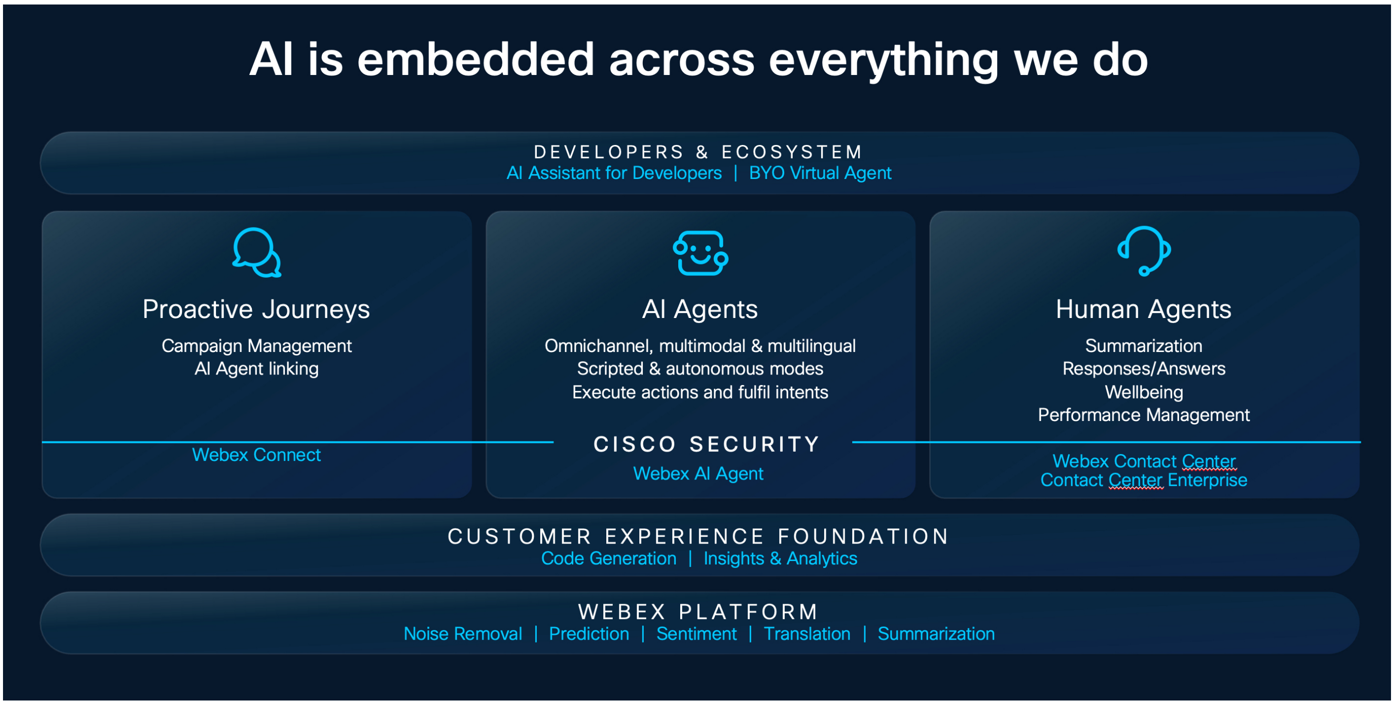
1.1 Welcome to **webexone!**

We’re thrilled to have you with us for the next four hours as we embark on an exciting journey through the future of customer experience. Get ready for a hands-on lab filled with practical insights, interactive learning, and real-world applications designed to elevate your perspective!

2. Labs

2.1 Overview

Welcome to the Webex Customer Contact Center Bootcamp!



2.1.1 Webex Customer Contact Center Bootcamp

Our three key CX software workloads work together to reimagine customer experience. In this bootcamp you will be completing three labs that cover these three pillars:

- **Lab 1 - Proactive Journeys** – Anticipate customer needs and proactively address issues before they arise.
- **Lab 2 - AI Agents** – Automate and resolve common queries efficiently, reducing wait times and improving satisfaction.
- **Lab 3 - Human Agents** – Equip human agents, supervisors, and analysts with AI-driven insights and assistance, enhancing empathy and service quality.

By embedding AI at every touchpoint, Cisco helps businesses create intelligent, adaptive, and empathetic customer experiences - where every interaction is optimized for both efficiency and personalization.

You can navigate to each Lab using the navigation links provided in this pages top banner, good luck and we hope you enjoy our bootcamp!

2.2 LAB 1: - Proactive Journeys

2.2.1 About this lab

At Cisco, our customer experience (CX) strategy is centered around achieving the specific outcomes our customers value the most. The CX Business Unit has crafted a strategy that showcases Cisco's unique capability to meet these outcomes through three primary pillars: Proactive Journeys, AI Agents, and Human Agents. Understanding how each pillar supports our overarching CX strategy is critical for delivering our solutions with confidence, credibility, and a consultative approach.

Our goal is to equip you with comprehensive expertise in this growth sector for Cisco and the market at large. While we will explore each pillar separately in the corresponding Labs, the bootcamp is designed to build a strong foundation that applies broadly across various technologies and solutions, reinforcing Cisco's position as a differentiated partner for businesses seeking to enhance their customer experience.

In this lab, the focus is on the first pillar: Proactive Journeys. This session will cover a broader spectrum of technical features and concepts essential for developing effective proactive strategies. These strategies can significantly enhance efficiency and helps to reduce the cost to serve for the business significantly.

Our three key CX software workloads work together to reimagine customer experience:

- Proactive Journeys – Anticipate customer needs and proactively address issues before they arise.
- AI Agents – Automate and resolve common queries efficiently, reducing wait times and improving satisfaction.
- Human Agents – Equip human agents, supervisors, and analysts with AI-driven insights and assistance, enhancing empathy and service quality.

2.2.2 Lab Objective

This lab introduces you to the following concepts: -

1. Design and build Webex Connect workflows that satisfy for the following journey requirements:

- System triggered flows
- User initiated flows
- One-way transactional flows
- Two-way automated flows
- Channel fallback logic
- Consent management
- Social hours
- Custom variables

2. Leverage messaging templates to streamline business user priorities without risking the technical components of a journey.
3. Leverage flow-driven REST API's to personalize the customer experience as well as push and pull key response and tracking data to augment the value of and maintain client-side systems.
4. Leverage Journey Data Services to support a contextualized history of interactions and touchpoints with any given end-user.

2.2.3 Background

The proactive journey pillar of our CX portfolio is powered by WxConnect and it's powerful low code no code flow builder and its relationship with external integrations, one-way and two-way SMS scenarios, internal CX-focused cross architecture such as JDS, and the flow builder's out-of-the-box functions that allow platform users to perform otherwise complex development tasks in a configuration-based approach. These features combined offer brands an enormous advantage to rapidly develop, execute, and iterate on CX communications journeys – whether they're proactive in nature, end-user initiated, or self-service oriented (also referred to as structured two-way engagements).

Lab 1 focuses on creating a structured flow that is a streamlined, systematic method to automate communications. It involves:

- Clear Objectives: Defined goals for each communication campaign.
- Sequential Steps: Ordered actions based on customer or system interactions.
- Decision Points: Branching paths depending on customer or system responses.
- Standardization: Reusable templates for consistent messaging.
- Documentation: Visual tools to map out and manage flows (ie., the flow builder canvas).
- Control Mechanisms: Analytics to monitor and optimize performance.

The structured flows offer a more guided experience for the customer.

When this lab is completed, we will have built our first workflow, that handles a two-way structured self-help delivery use-case for the Cisco Store. The persona chosen for this lab is an existing customer and the use-case represented is an online purchase of a Core Trio QI Charger (shown in the picture below) for delivery to an address already on file with the store's source system that is referred to as CRM in this lab guide.

The lab will follow these steps in chronological order: -

1. Let us assume that you are the customer that just purchased the above charger from Cisco Store. The system will trigger a notification which will trigger a workflow responsible for proactively notifying the customer, that their purchase was successful and is being processed, and it indicates the details surrounding the order in a highly personalized manner.
2. Then the workflow will build on the previous step and inform the customer about the processed order and informs that the order is about to be shipped, offering the customer the ability to either confirm their delivery details are correct or tweak the delivery experience.

- Throughout this workflow, you will be asked to request data from source system (CRM) to personalize the messaging and associated logic steps involved. You will also be asked to update the CRM based on the selections made by your end-user.
- Throughout this workflow, key milestones in the customer's journey are logged to capture contextual bread crumb trail so that the customer's interactions with respect to this journey can be harnessed for improved awareness on the brand-side that will benefit both the brand's operational efficiency and the customer's overall experience.

3. The last workflow will be a SMS triggered workflow to allow the customer's to initiate contact with the brand in a self-help capacity at any given time to check on their order status.

Due to the time constraints, we will not build the entire flow from scratch, instead we will copy a pre-built flow and modify the variables to match the Pod assigned to you.

2.2.4 Best Practices to consider

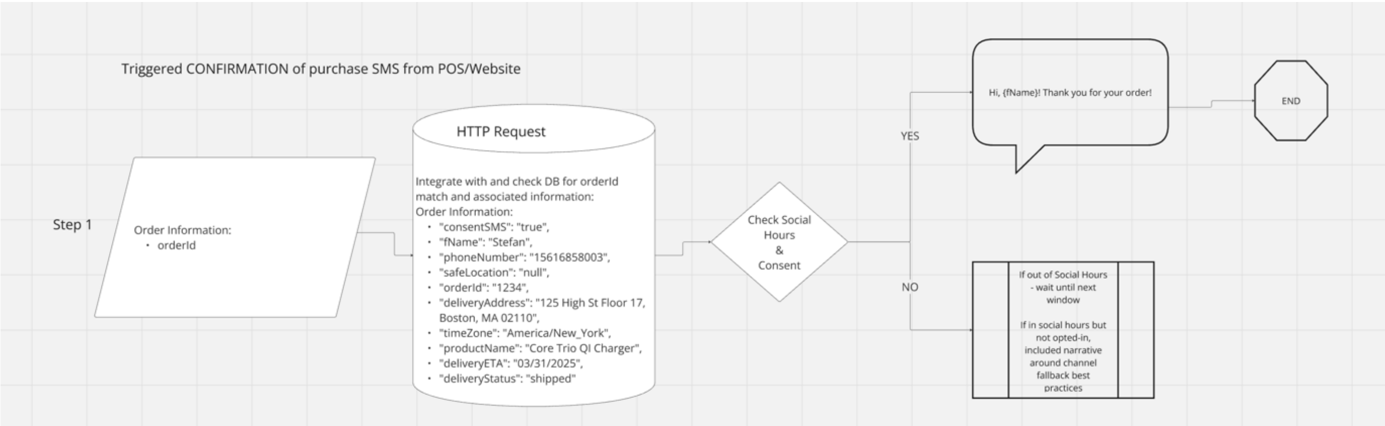
When designing workflows, there are typically a few considerations that are rules of thumb. Outside of these, it is up to the brand to structure the flow to get a customer from point A to B.

- The flows should minimize system overhead; this will reduce points of failure and time to complete the transaction.
- Example: - In proactive journeys, ensuring we have customer's consent to message them is not only important – it is the law! To ensure we're able to respect this business condition, Webex Connect has a built-in Contact Policy module. This is completely redundant if the customer already has a source of truth such as a CRM that they prefer to use instead. That said, the Contact Policy is a valuable 'last line of defense' option if the customer doesn't trust their data or would simply prefer to use our 'out of the box' feature.
- Reporting and metrics are important to consider up front – make sure that whatever you're building, and its corresponding flow-design, is architected in a manner that allows you to accurately and efficiently collect whatever key data points are valuable towards the use-case and the measurement of the solution.
- NOTE: For the purposes of this lab, we will be leveraging Journey Data Service as our repository for key insights regarding the customer's progression.
- A single flow does not need to incorporate every single decision branch, API call, or interaction with an end user. Flows can trigger other flows at any step, meaning you can break up your use-case into more manageable pieces or even incorporate "Catch All" flows that triage any inbound message or keyword and funnels it down to the appropriate corresponding sub flow(s).
- Consider cost – By leveraging proactive journey's, brands can serve their customers with the lowest cost per interaction compared to talking to a human agent.-->

2.2.5 Cisco Store Use-Case

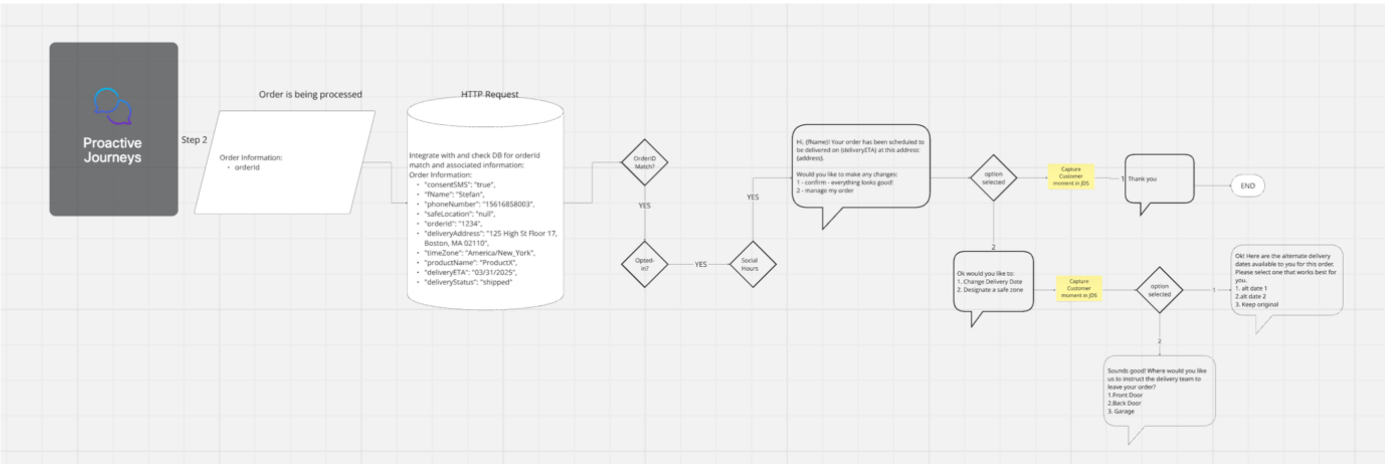
First, let us understand the use-case or customer journey that is part of the workflow.

1. The first leg of the use case is triggered when the customer completes the purchase of the Core Trio Qi charger.



- The business is going to send a transactional notification indicating their purchase is confirmed and being processed for shipment.
- As soon as the customer completes the purchase, the CRM is updated with the customer information, and it triggers a notification request to be sent to the customer confirming the purchase.

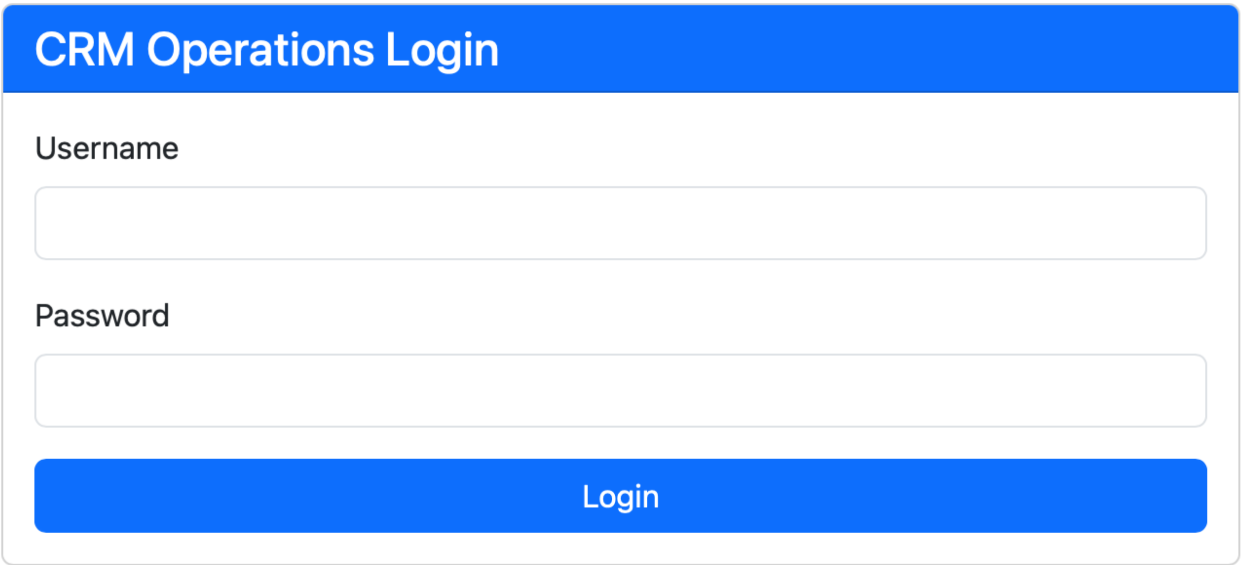
2. The second leg of the use case is triggered when the customer order is shipped.



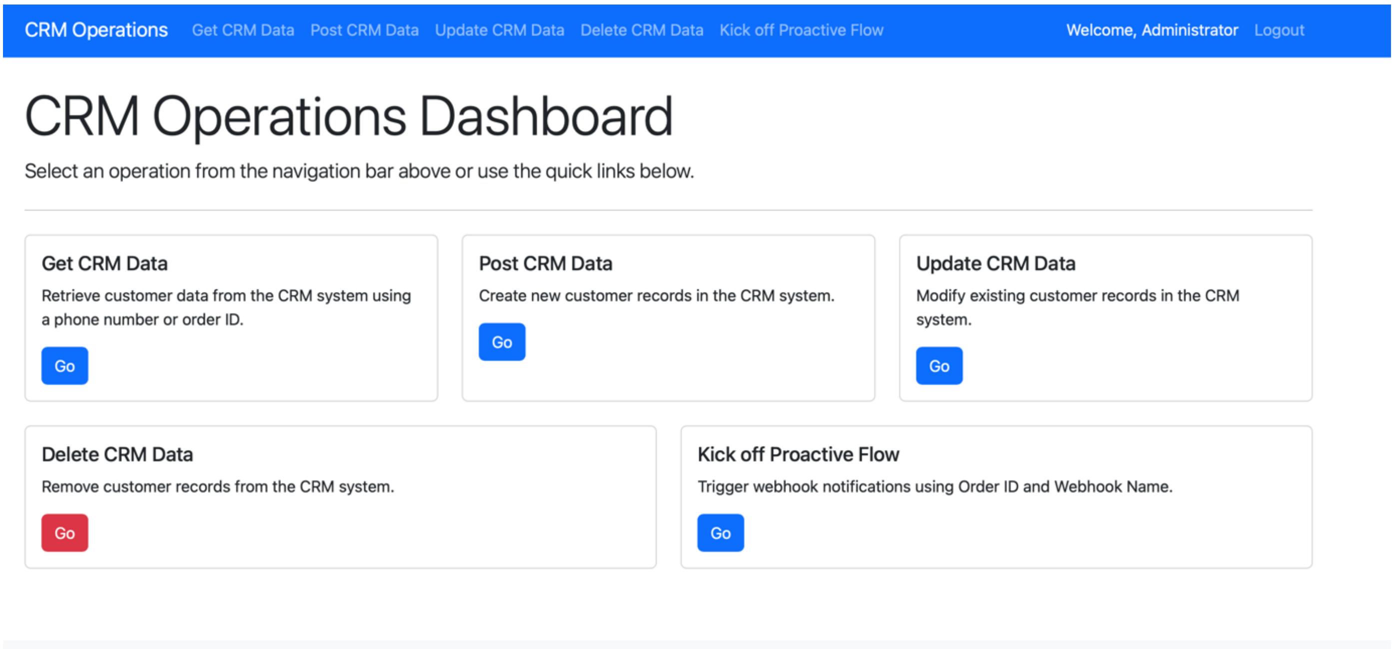
- The notification is triggered when the order is shipped with the delivery date and the address. This notification includes the option to manage the order that includes changing the delivery date and safe zone designation to deliver the package.

2.2.6 Goal 1: - CRM Setup

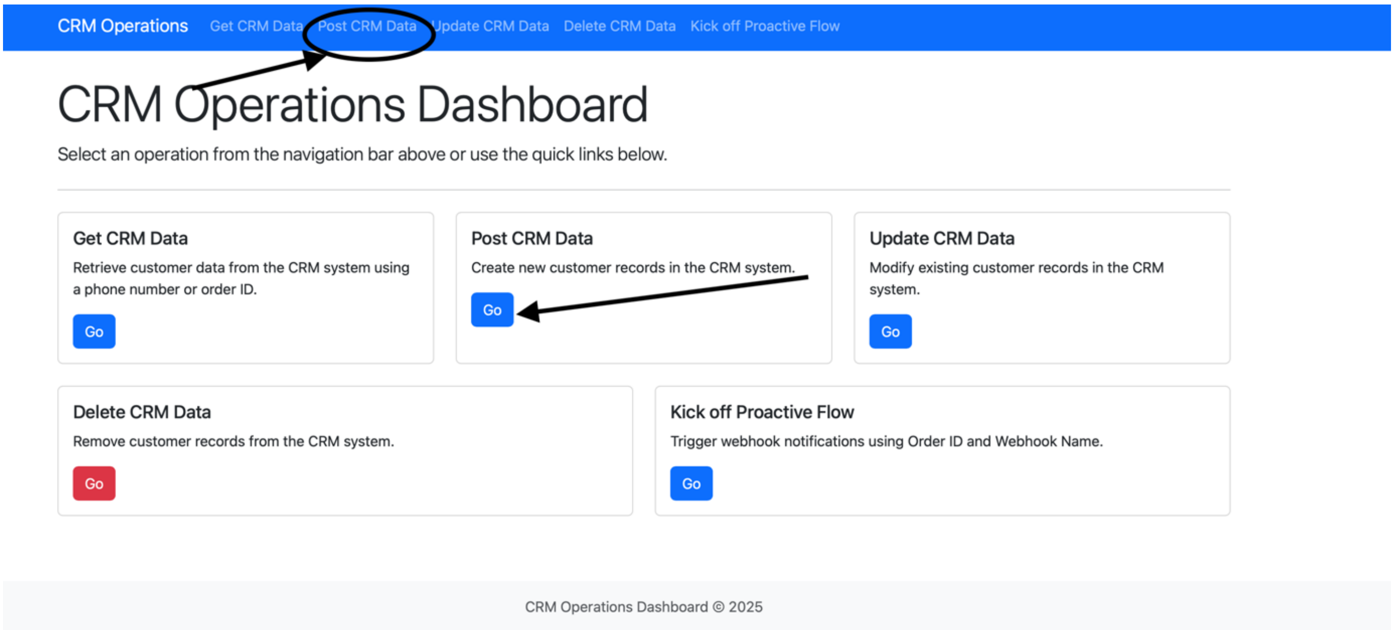
1. To begin the lab, scan the QR code that is provided to you by the proctor
2. After you have answered the questions, you will receive the “POD” assignments with all the credentials that is required for this lab.
3. Open a web browser and navigate to http://crm.cxocoe.us and login with the “CRM Login and Password” that was provided to you in step #2



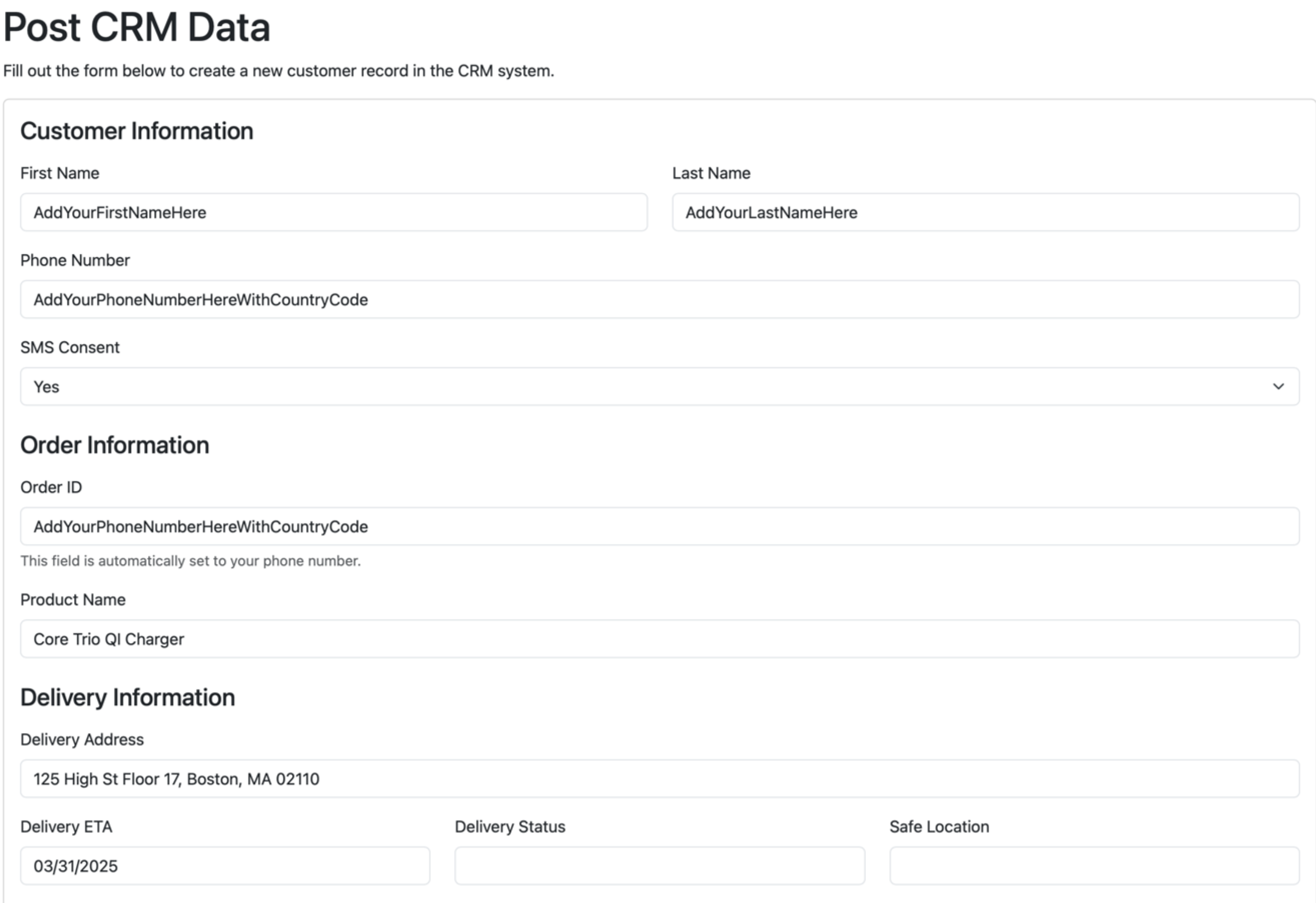
4. The first step is to create the customer record in the CRM. For this session, we are going to use a “API” end point as our CRM. To add your customer record, open a web browser and go to http://crm.cxocoe.us. The webpage displayed is as shown below.



5. Click on “Post CRM Data” at the top navigation bar or click on “Go” button displayed within Post CRM Data contact card.

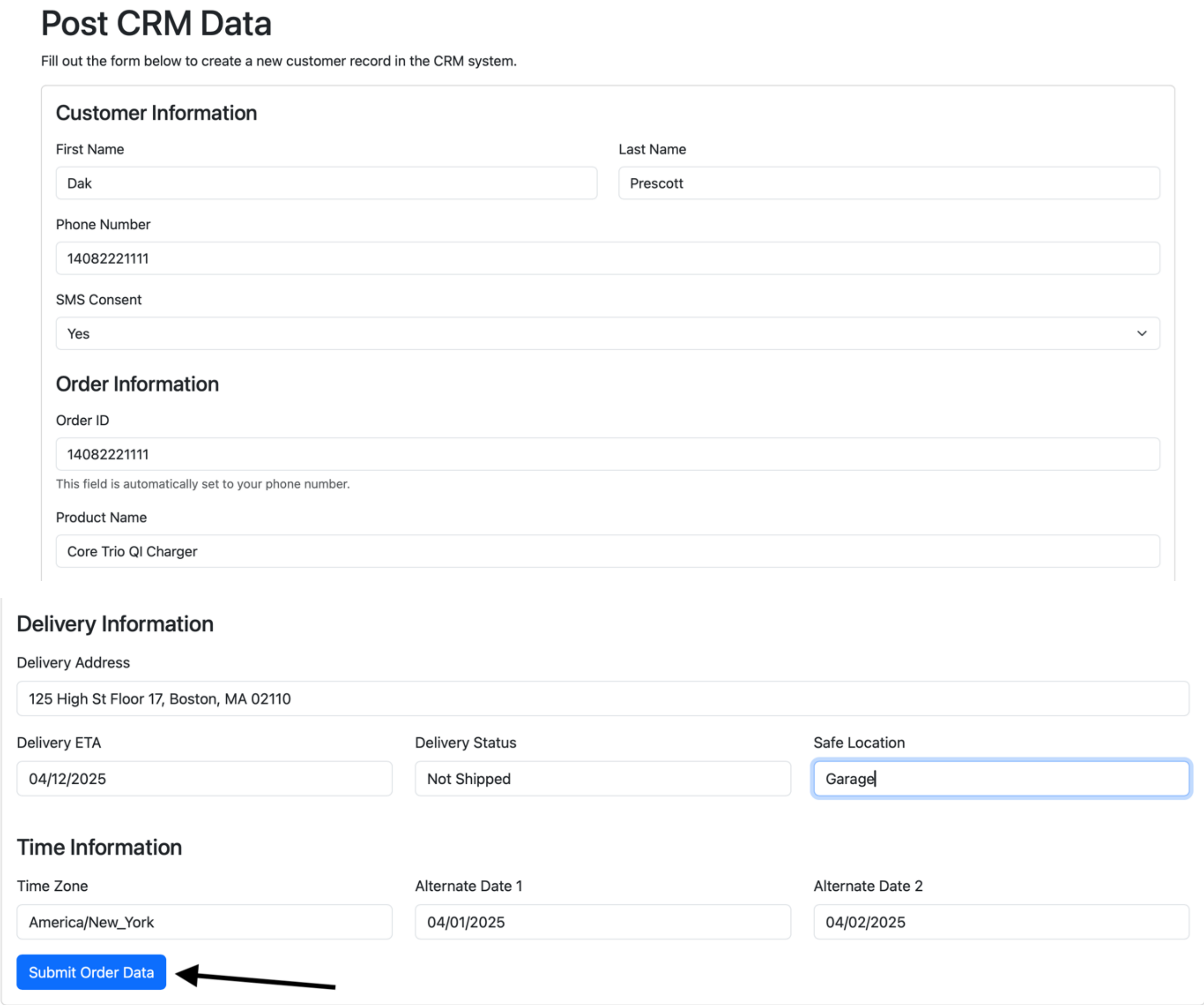


6. Add the data to the following fields: -

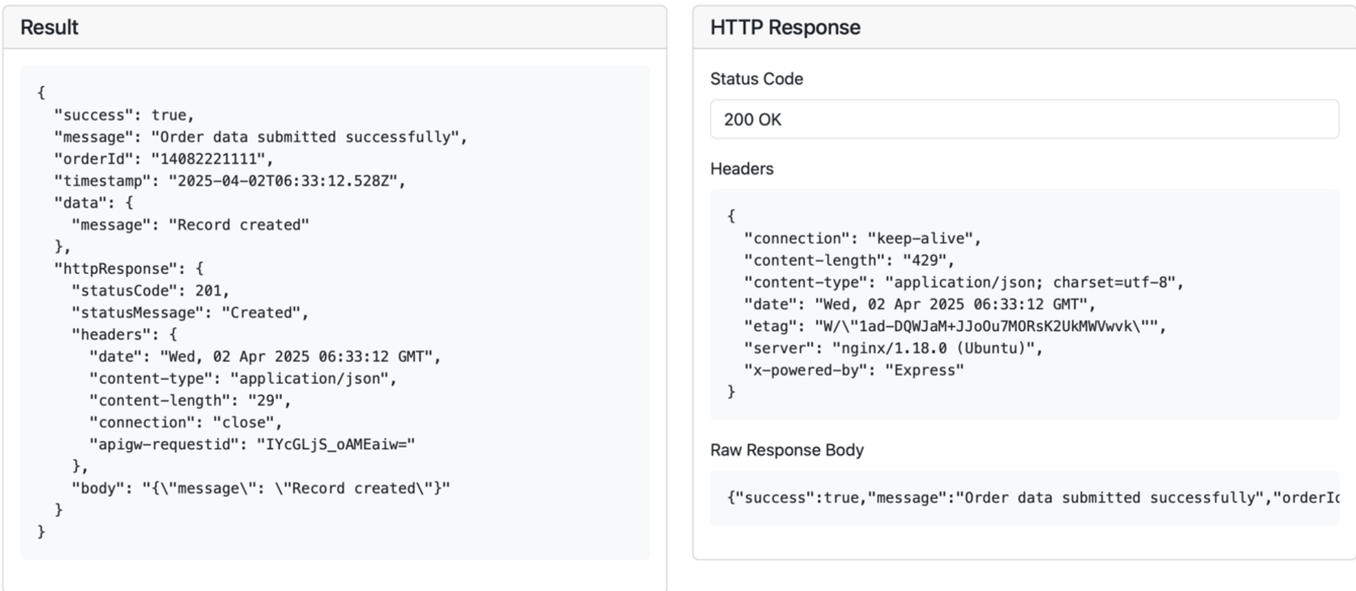


- First Name: - **Enter your First name or a fake first name**
- Last Name: - **Enter your Last name or a fake last name**
- Phone Number: - **Enter your mobile number including the country code (For ex:- if you are in US and your phone number is +14088881111, please enter 14088881111), this should be a number that can receive SMS messages**
- SMS Consent: - **Yes (for this lab, we will pretend to have obtained customer consent)**
- Order ID: - **This will be automatically set to your phone number**
- Product Name: - **Core Trio QI Charger**
- Delivery Address: - **Any fake address**
- Delivery ETA: - **any date in future**
- Delivery Status: - **for the first part of the lab, set this to “Not Shipped”**
- Safe Location: - **Set to either “Front Door”, “Back Door” or “Garage”**
- Time Zone: - **America/Chicago**
- Alternate Date 1: - **Set it to any date after DeliveryETA date**
- Alternate Date 2: - **Set it to any date after DeliveryETA date that is different than Alternate Date 1**

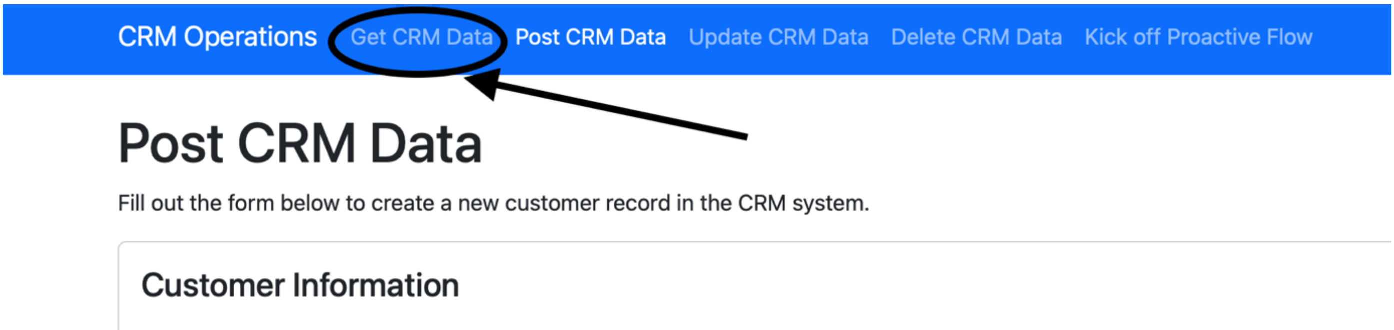
7. After entering the data, click “submit order data” button to create the CRM record.



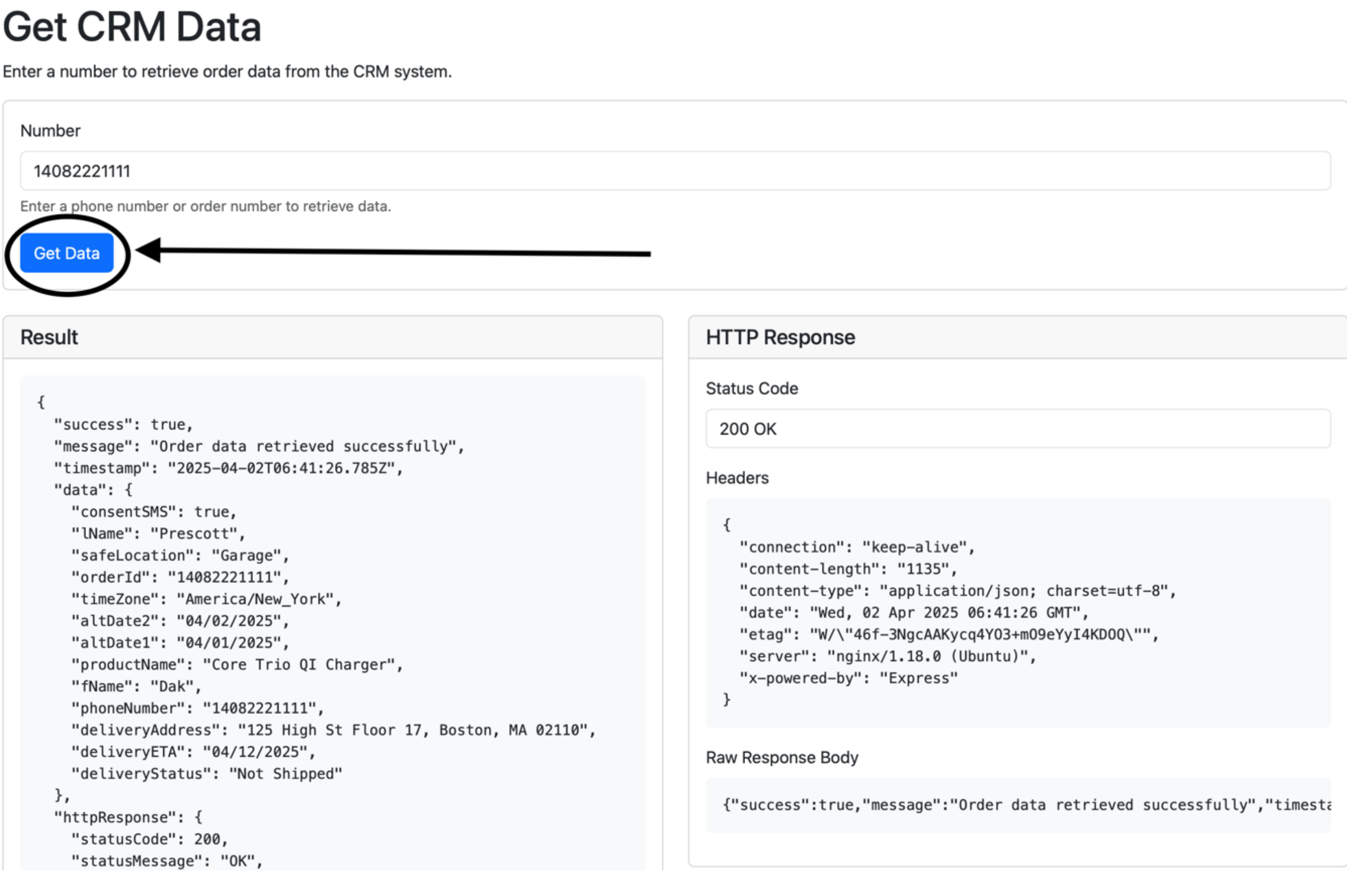
8. If the data entry is successful, http response will show the status code “200 ok” as shown below.



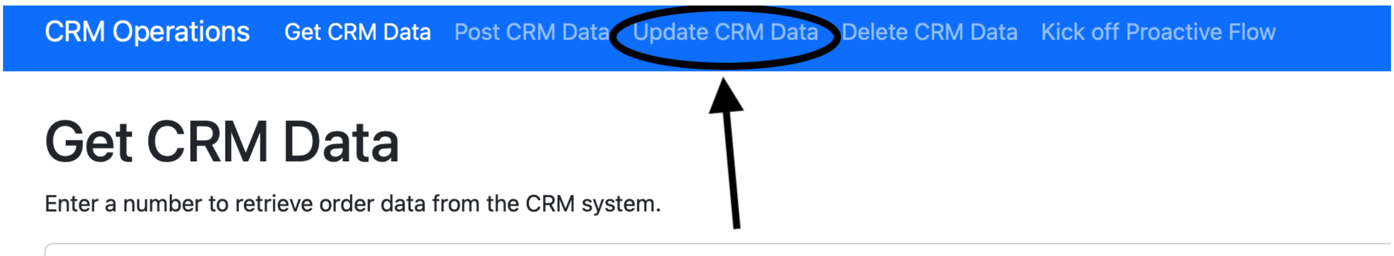
9. To view the data, click on “Get CRM Data” in the top menu



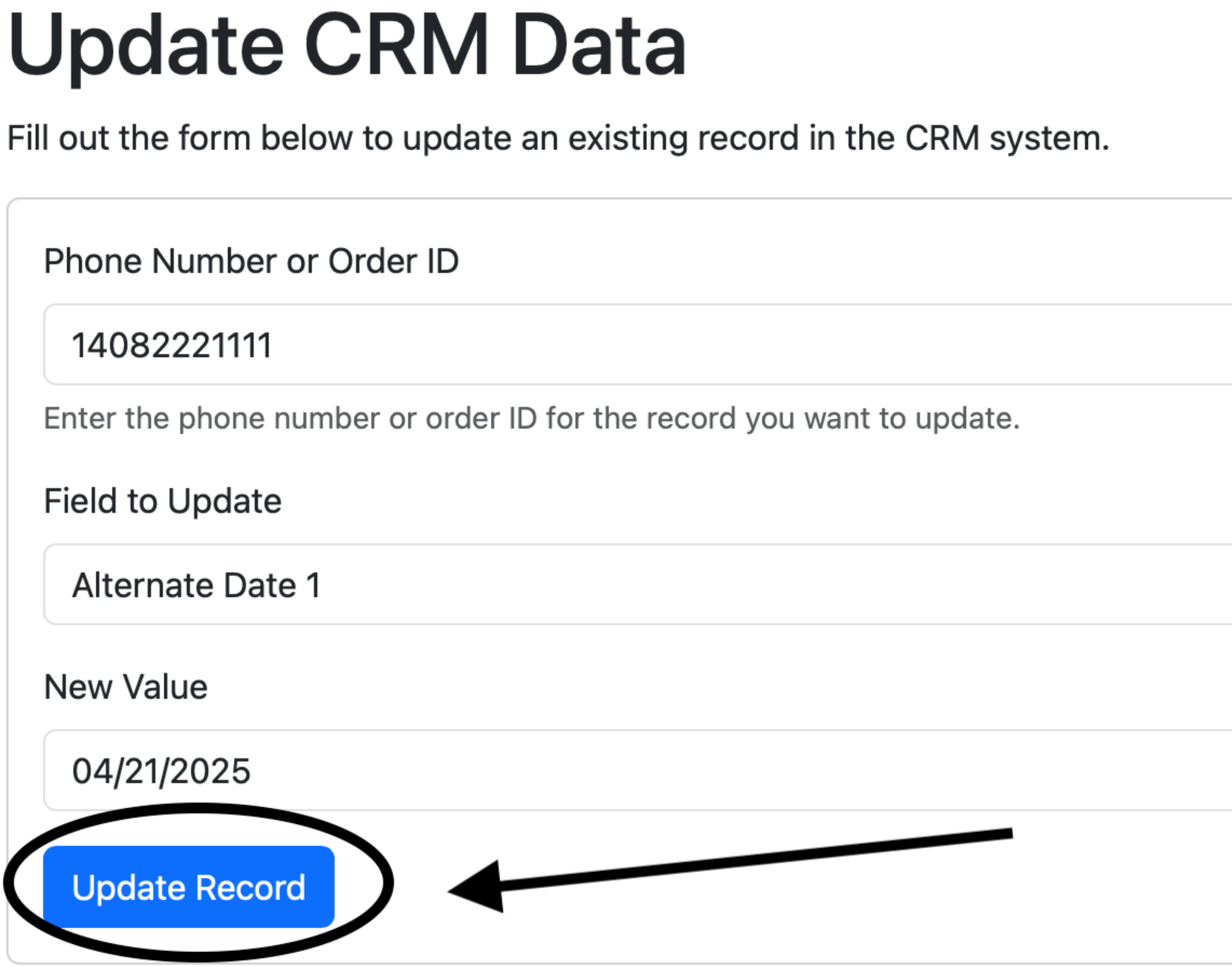
10. In the “Get CRM data” screen, enter the phone number that was used to create the record in step #3 and click on “Get Data” button. Observe the result (If the operation status pop up window is showing "Retrieving data",click "close", to close the pop up window) and verify the data that was entered. We will use this data as our CRM record for all parts of our lab.

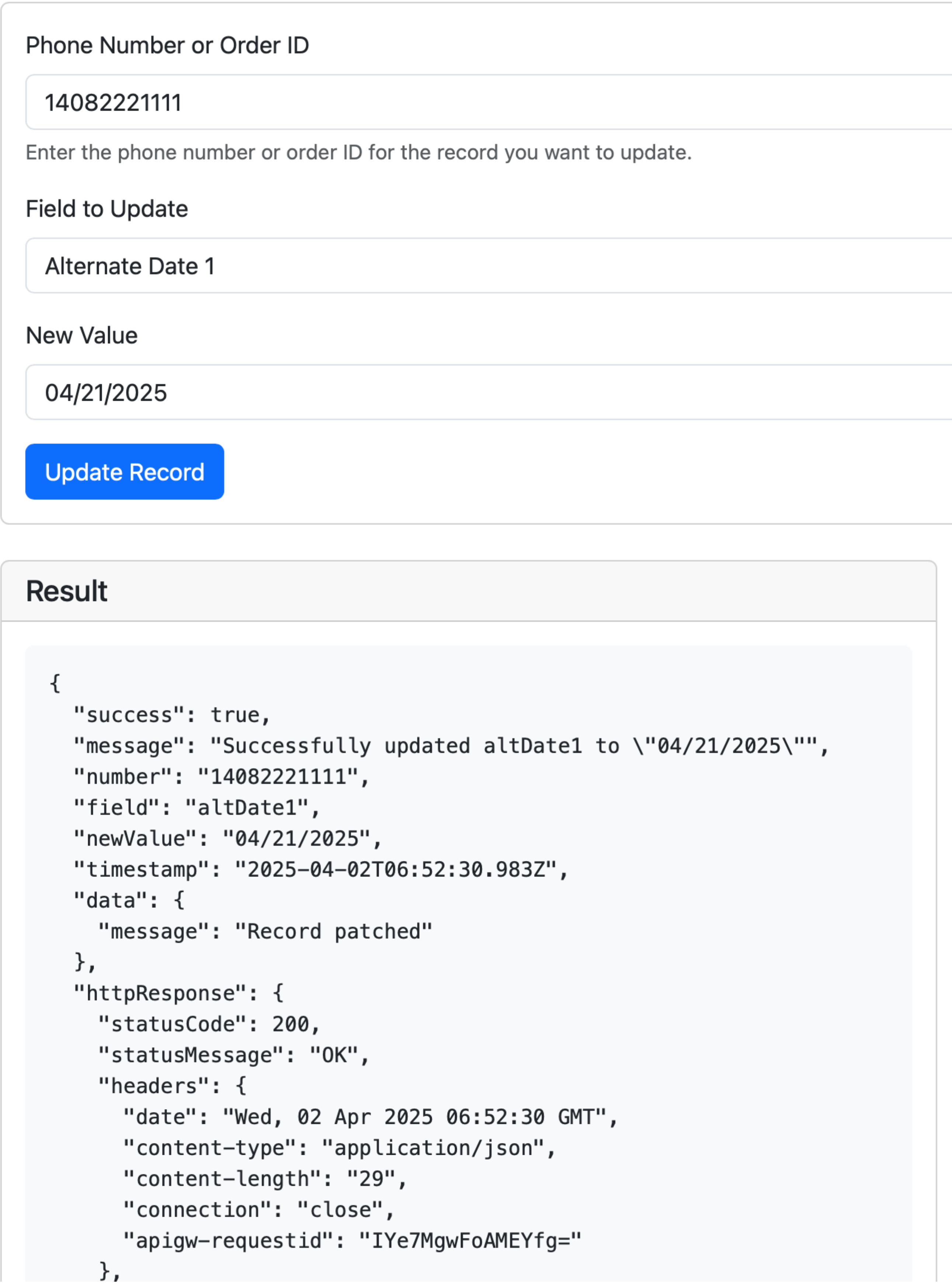


11. In case you need to make any changes to the CRM data or record, click on “Update CRM Data” in the top menu.



12. To update any field, enter the phone number for the order Id. Click the drop down “Field to Update” to select field that needs to be updated and enter the updated information in the “New Value”. For Ex: - In the below image, we are going to update the “Alternate Date 1” from 4/01/2025 to 4/21/2025. In case, there is a need to update multiple fields, you can update one field at a time.


Update CRM Data
Fill out the form below to update an existing record in the CRM system.
Phone Number or Order ID
14082221111
Enter the phone number or order ID for the record you want to update.
Field to Update
Alternate Date 1
New Value
04/21/2025
Update Record



13. Now try step #10 – Get CRM data and validate the changes are updated.

2.2.7 Goal 2: - Get Started with the flow

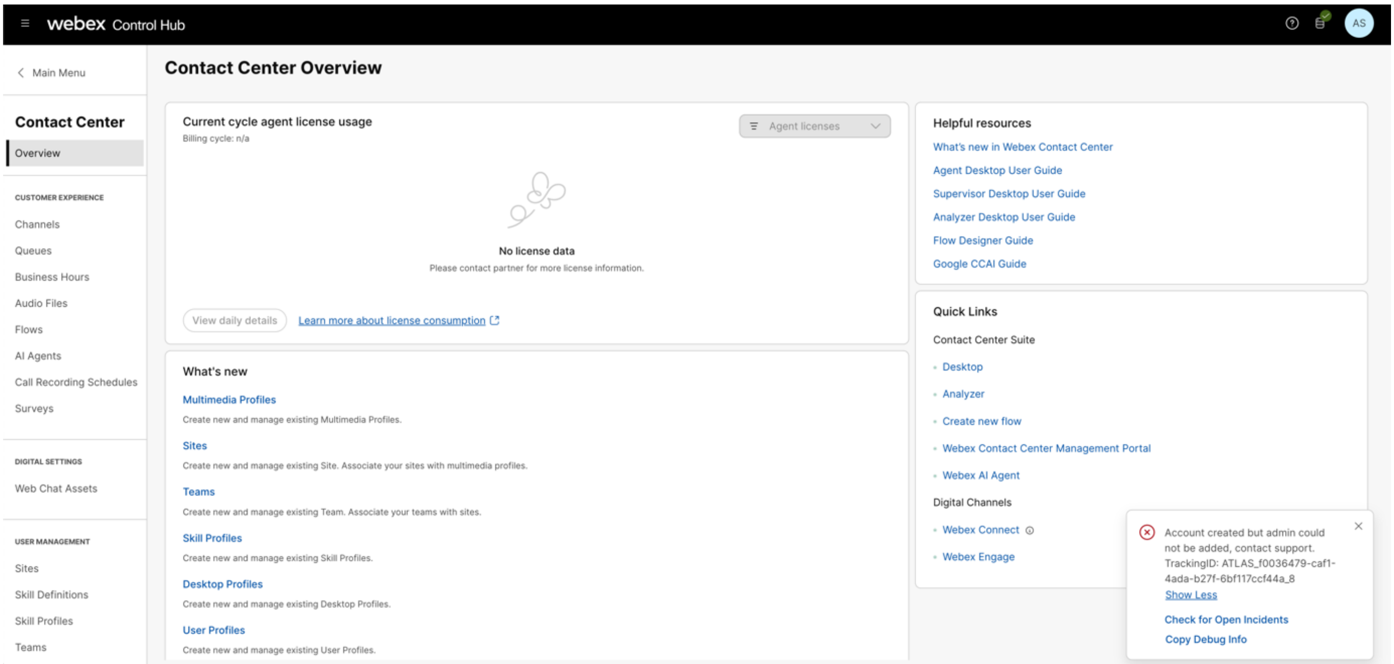
Due to time constraints, for this goal you are going to copy an existing flow and modify it. Lab 2 will be focused on you building it so please don't worry about not getting to put together the building blocks for the customer journey in this lab.

By now, you should have the "POD" assignments and the credentials for the pod. We are going to use the admin account for this part of the lab. The admin account is of the format admin\<pod#>@ciscolivelab.wbx.ai, where pod# is the pod number assigned to you. Ex: - Pod 22, the admin account will be admin22@ciscolivelab.wbx.ai

Let us get started!

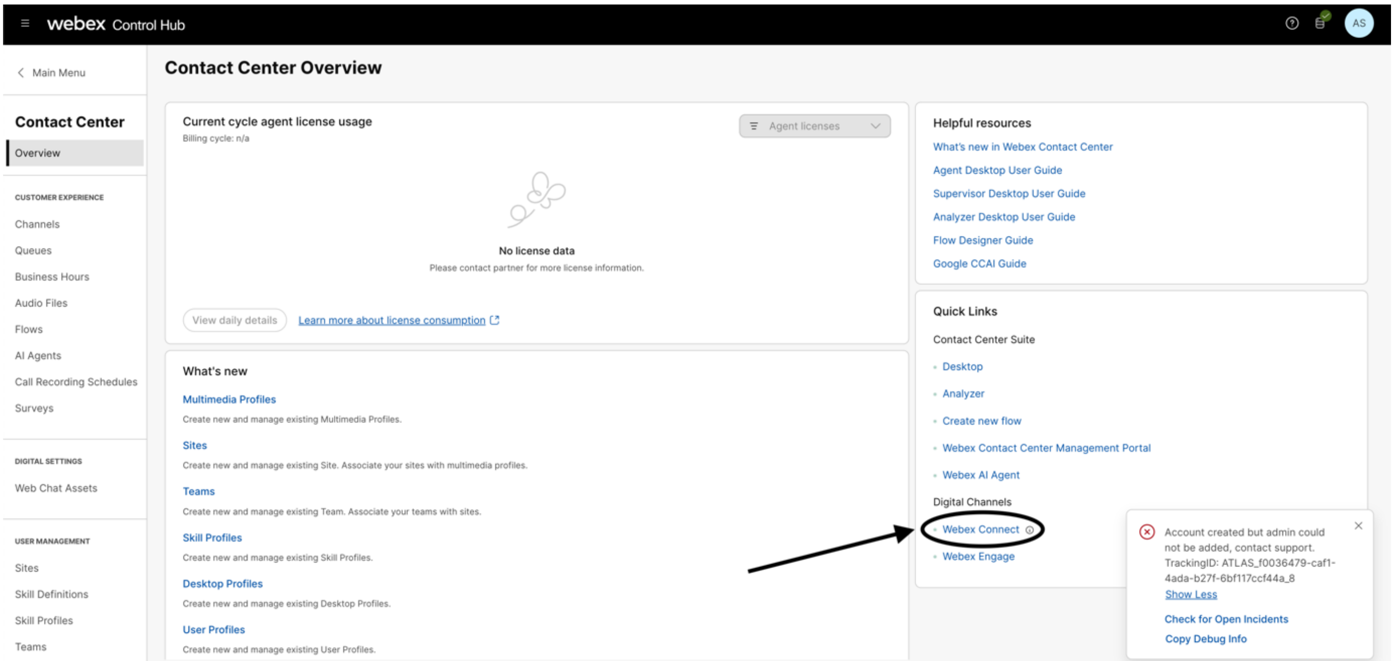
1. Open a web browser and go to https://admin.webex.com and login with the assigned admin credentials for your pod.
2. On successful login, you should be on the Contact Center Overview landing page as shown below.

   Note: There will be an error message on the bottom right which can be ignored. It is an error message to let us know that the user was not added to few groups and can be ignored.

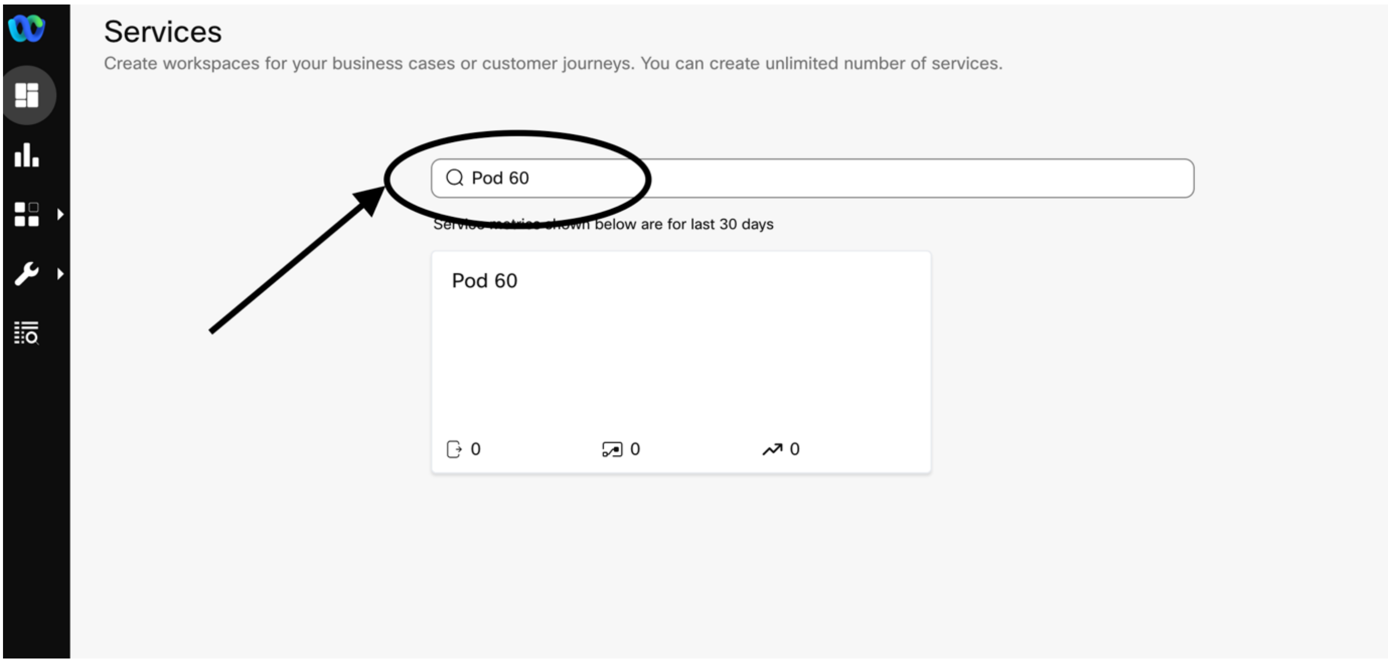


3. Click on “Webex Connect” under quick links. It will cross launch a new tab and display “Services”.

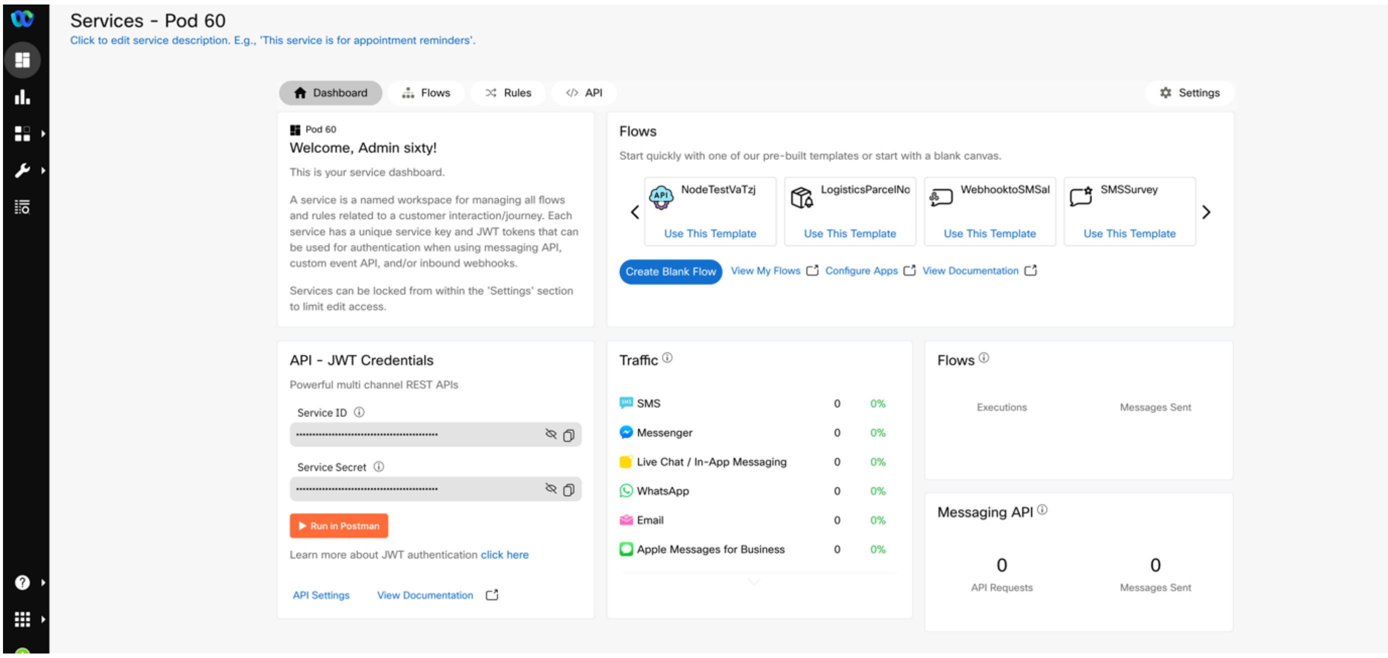
   Note: There will be an error message on the bottom right which can be ignored. It is an error message to let us know that the user was not added to few groups and can be ignored.



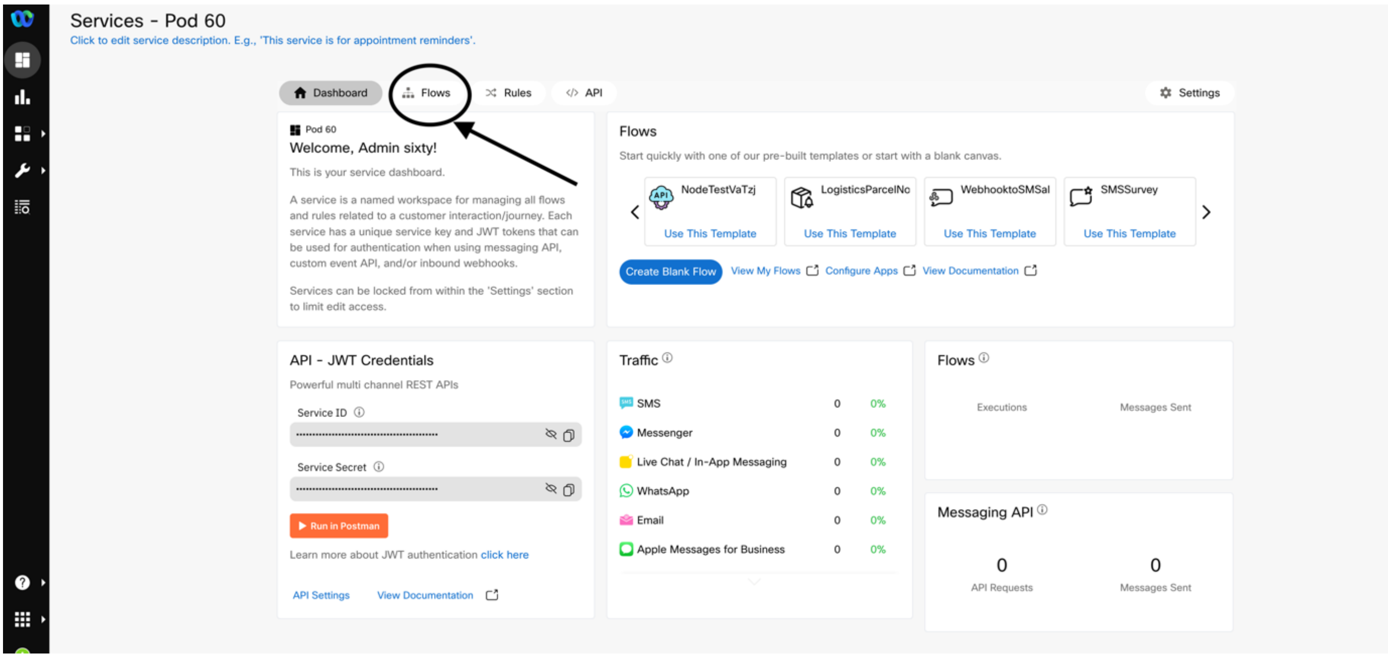
4. Click on “Search Services” and type in Pod \<your pod number> and press “Enter”. In my example below, my Pod # is 60



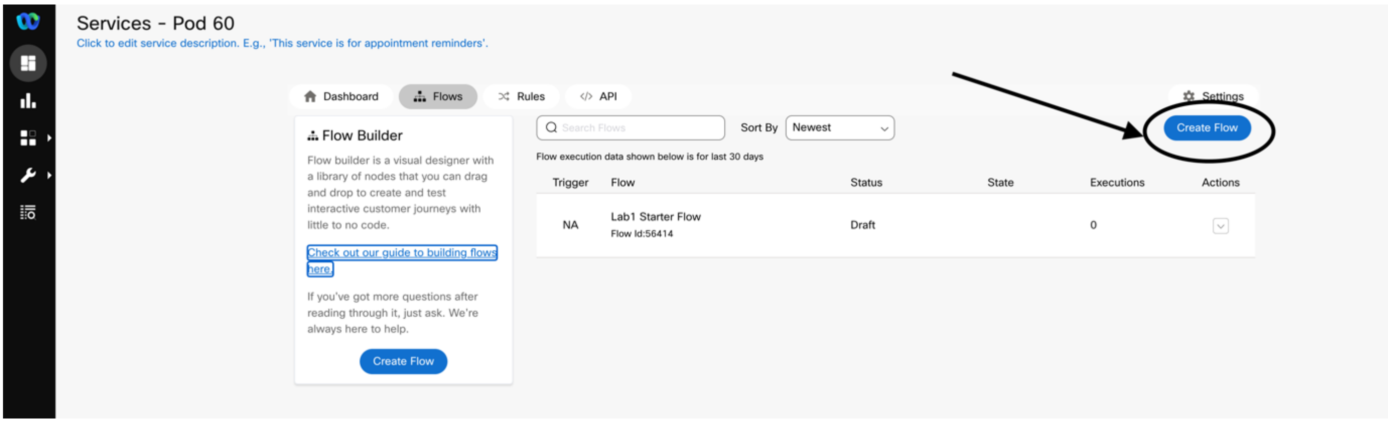
5. Click on Pod 60 and you will see the “Dashboard” as shown below.



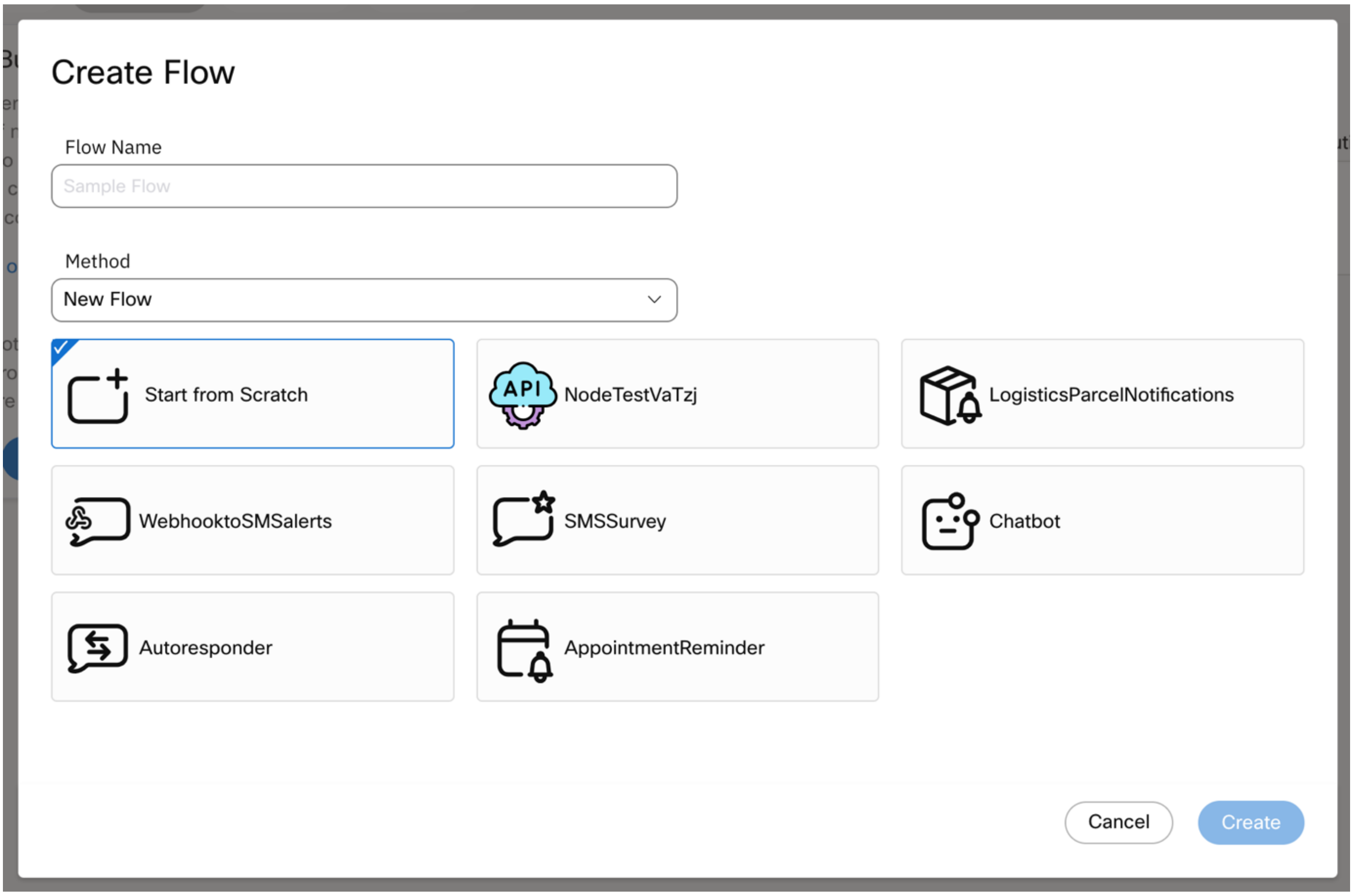
6. Click on “Flows”.



7. There should be a starter flow called "Lab1 Starter Flow". We will create a flow by copying the starter flow. Click on "Create Flow".

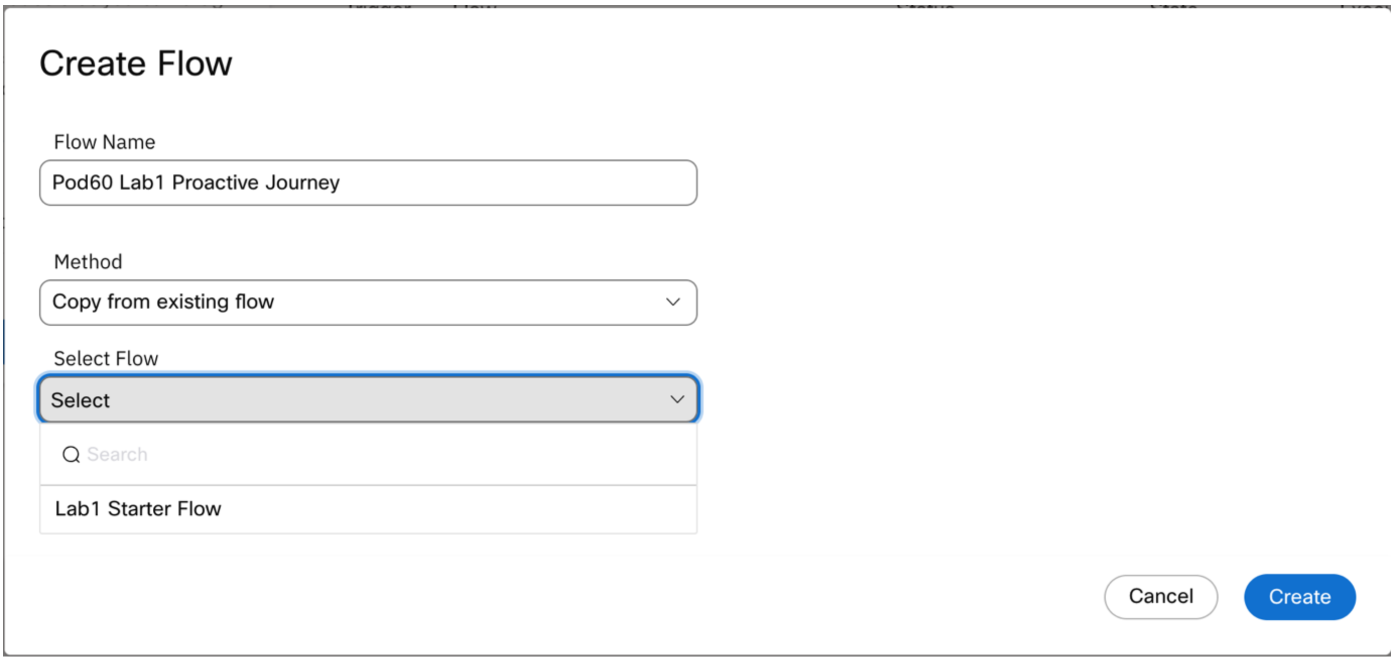


8. The next screen presented is to "Create Flow".

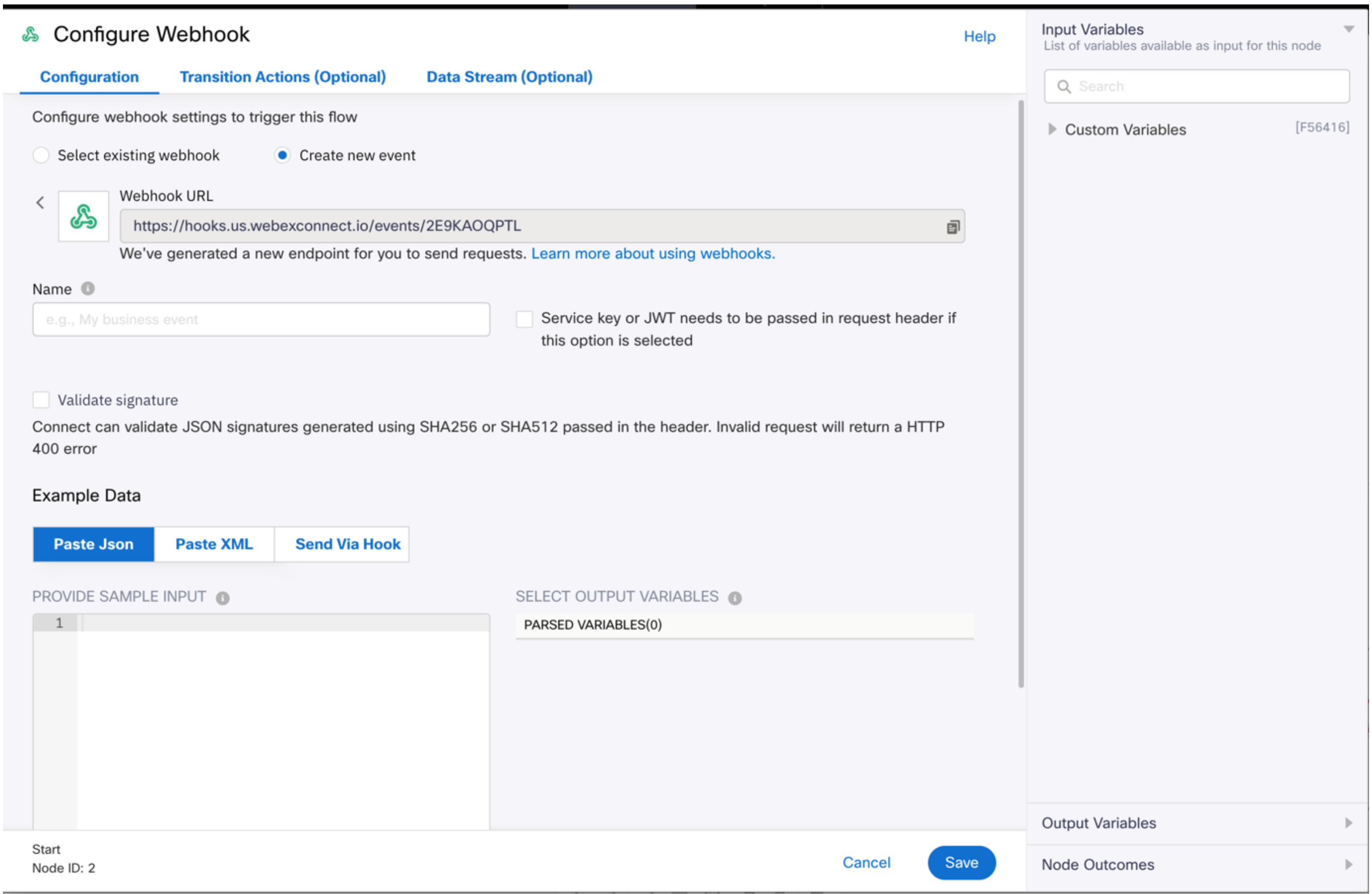


9. Add the following details: -

- Flow Name: - *Enter the name with Pod# Lab1 Proactive Journey. In my example below, the pod assigned is 60 and my flow name is "Pod60 Lab1 Proactive Journey".*
- Method: *click the drop-down selection and select "Copy from existing flow".*
- Select Flow: *click the drop-down selection and select "Lab1 Starter Flow".*
- Click "Create".



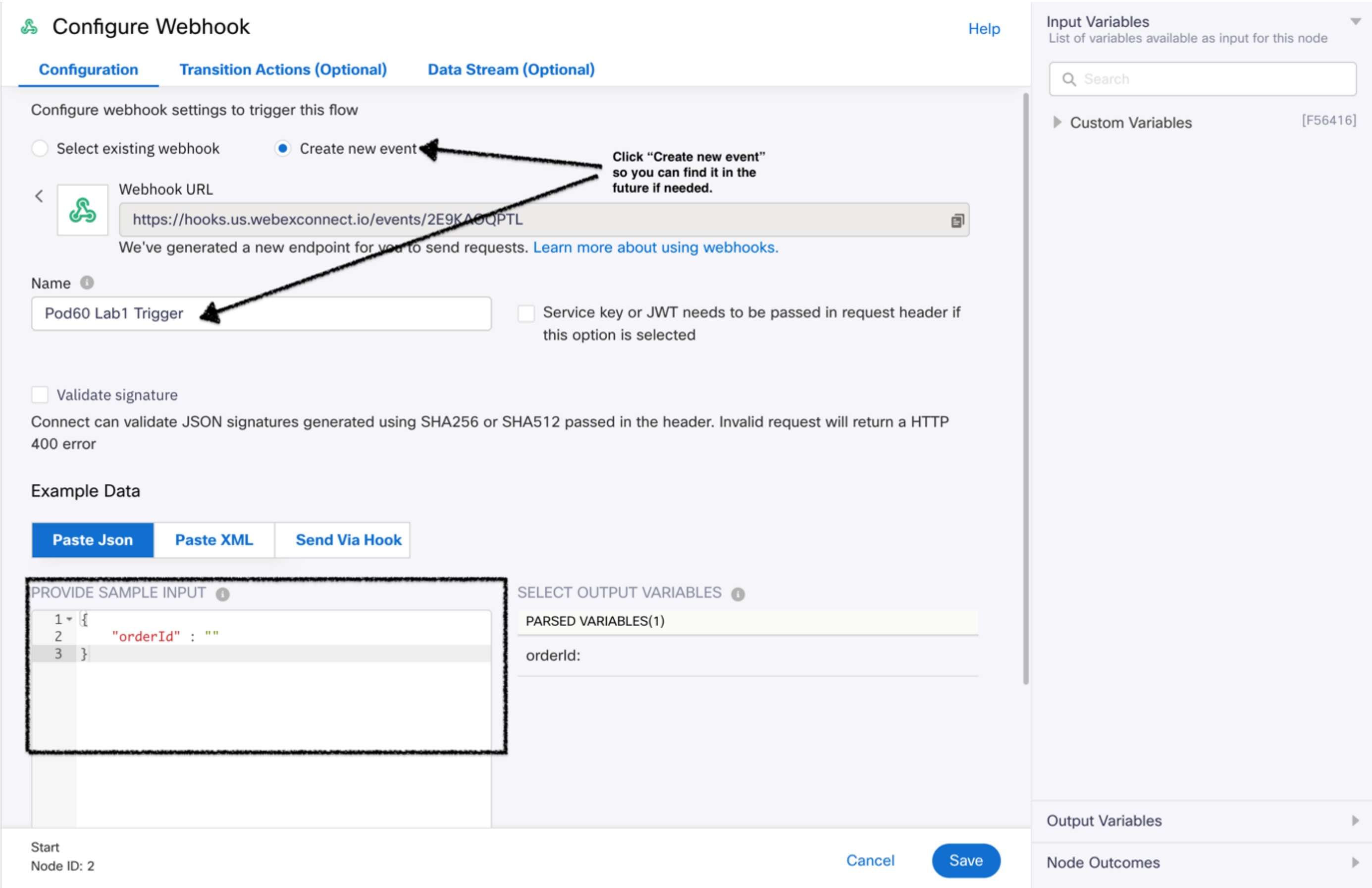
10. The proactive journey gets triggered when the CRM triggers the notification to a webhook. The next screen presented is to "Configure Webhook".



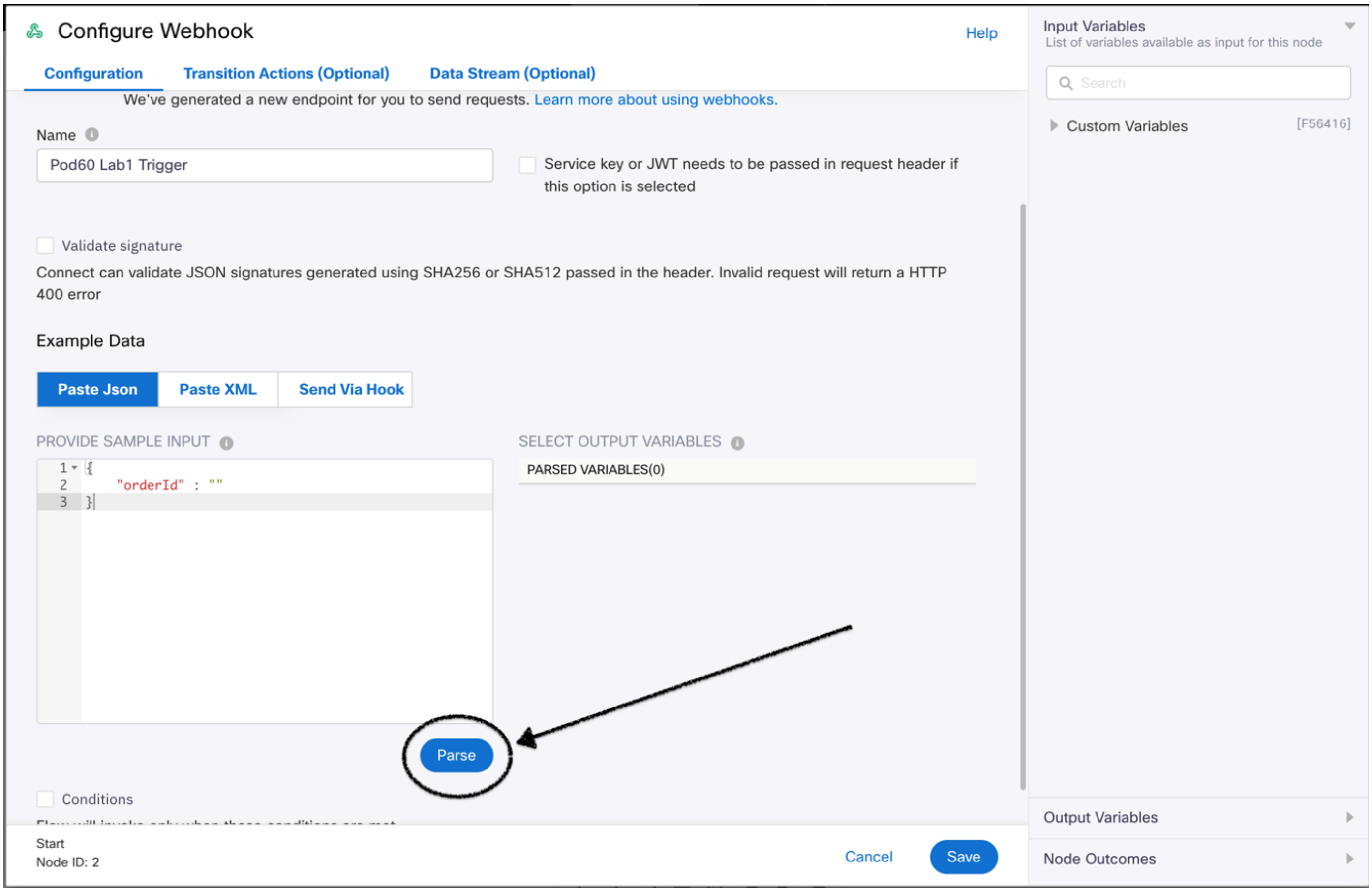
11. Under "Configure webhook settings to trigger this flow", select "Create new event" and add the following details.

- Name: *Pod# Lab1 Trigger. In the below example, the pod assigned is 60 and the name is set to "Pod60 Lab1 Trigger".*
- Example Data: Copy and paste the following JSON code.
- Note: - JSON is case sensitive so please make sure to pay attention to the JSON and maintain the same format.

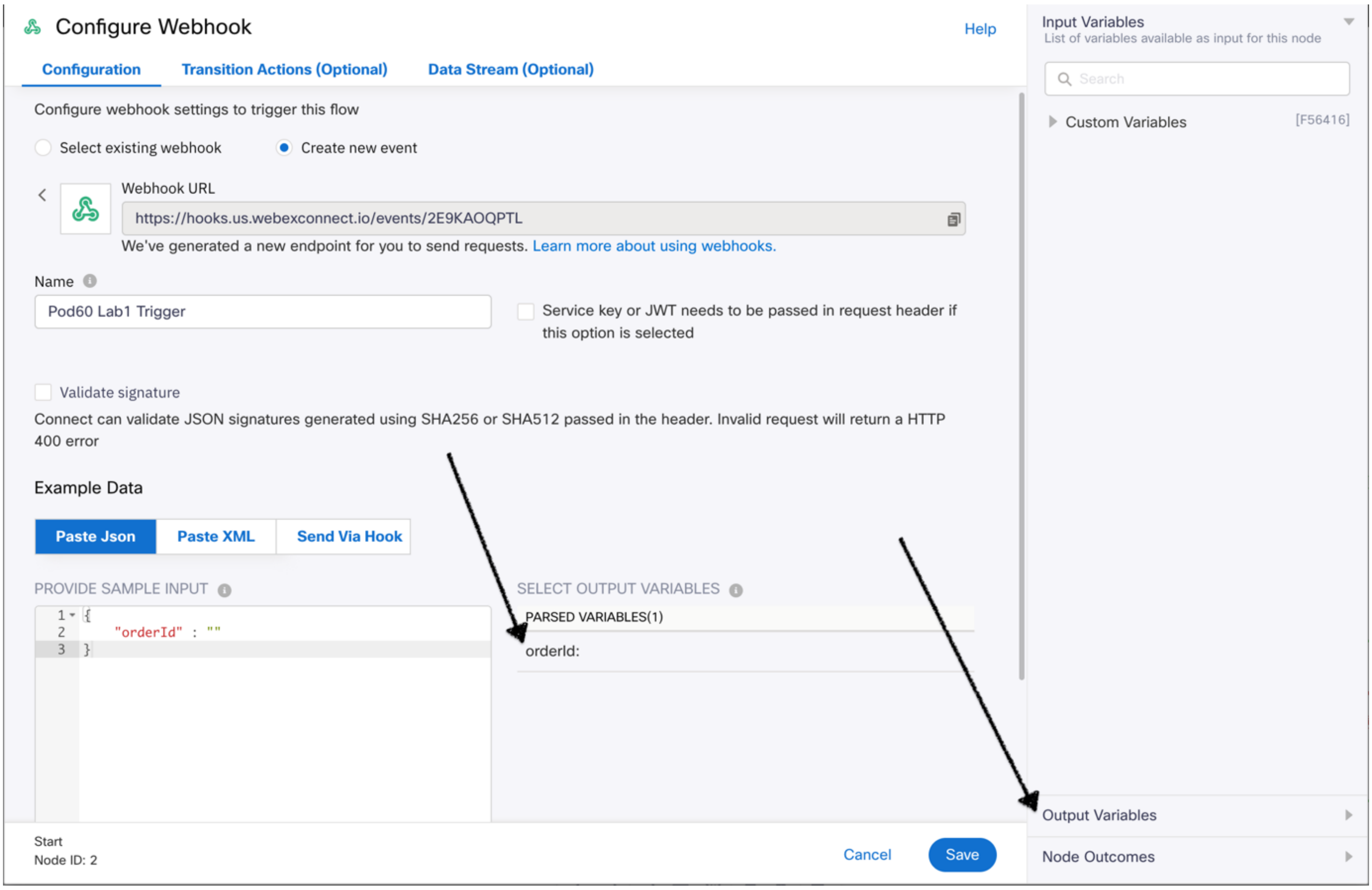
```
{
"orderId" : ""
}
```



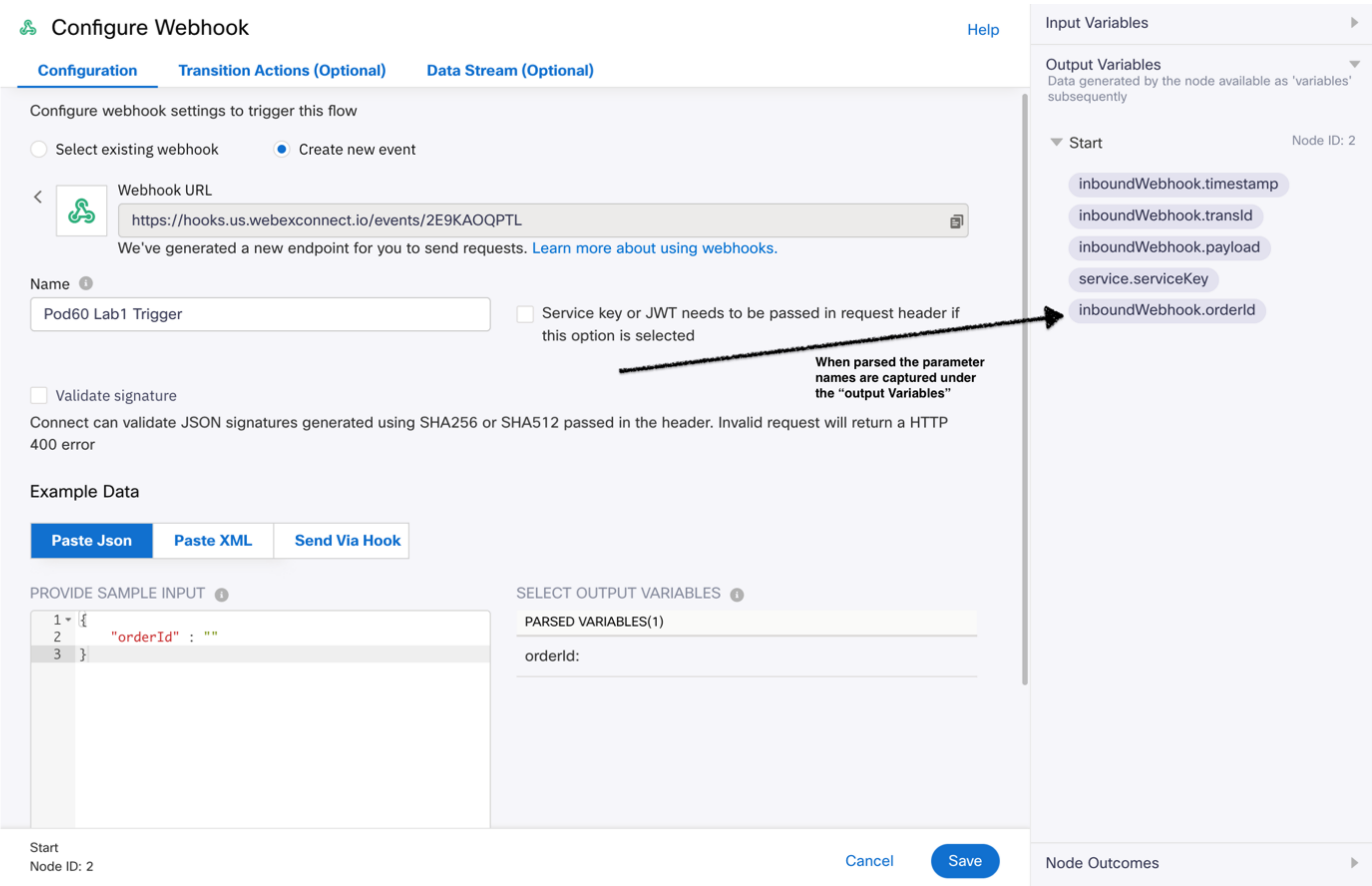
12. Click on Parse button. This will create "orderId" as a variable that can be used throughout the flow.



After the “Parse” button is clicked, observe the variable created under the “Parsed Variables(0)”. This method can be used to pass any number of custom variables from CRM or external data sources when triggering a flow. The variables created can also be accessed by clicking on “Output Variables”.

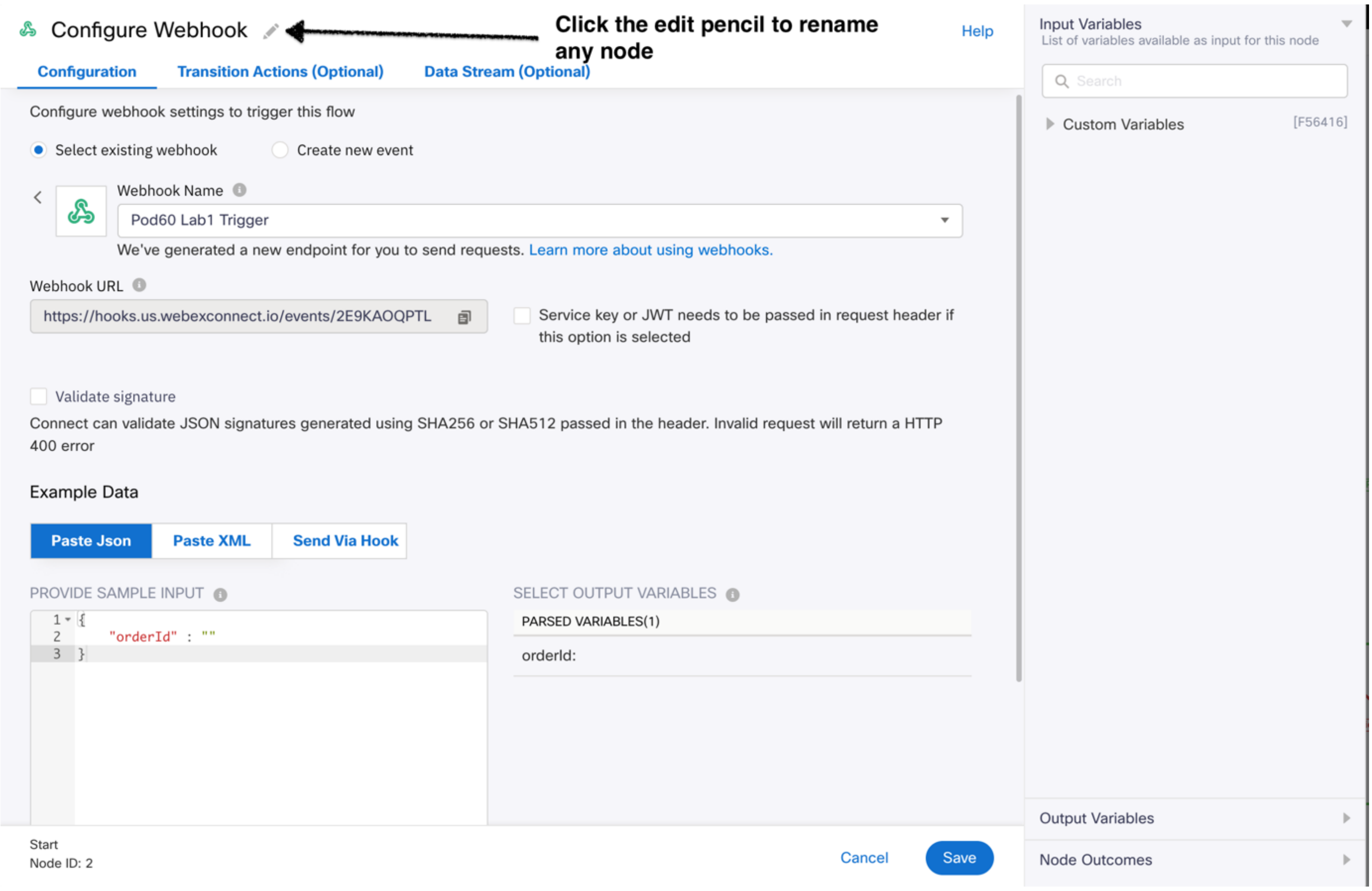


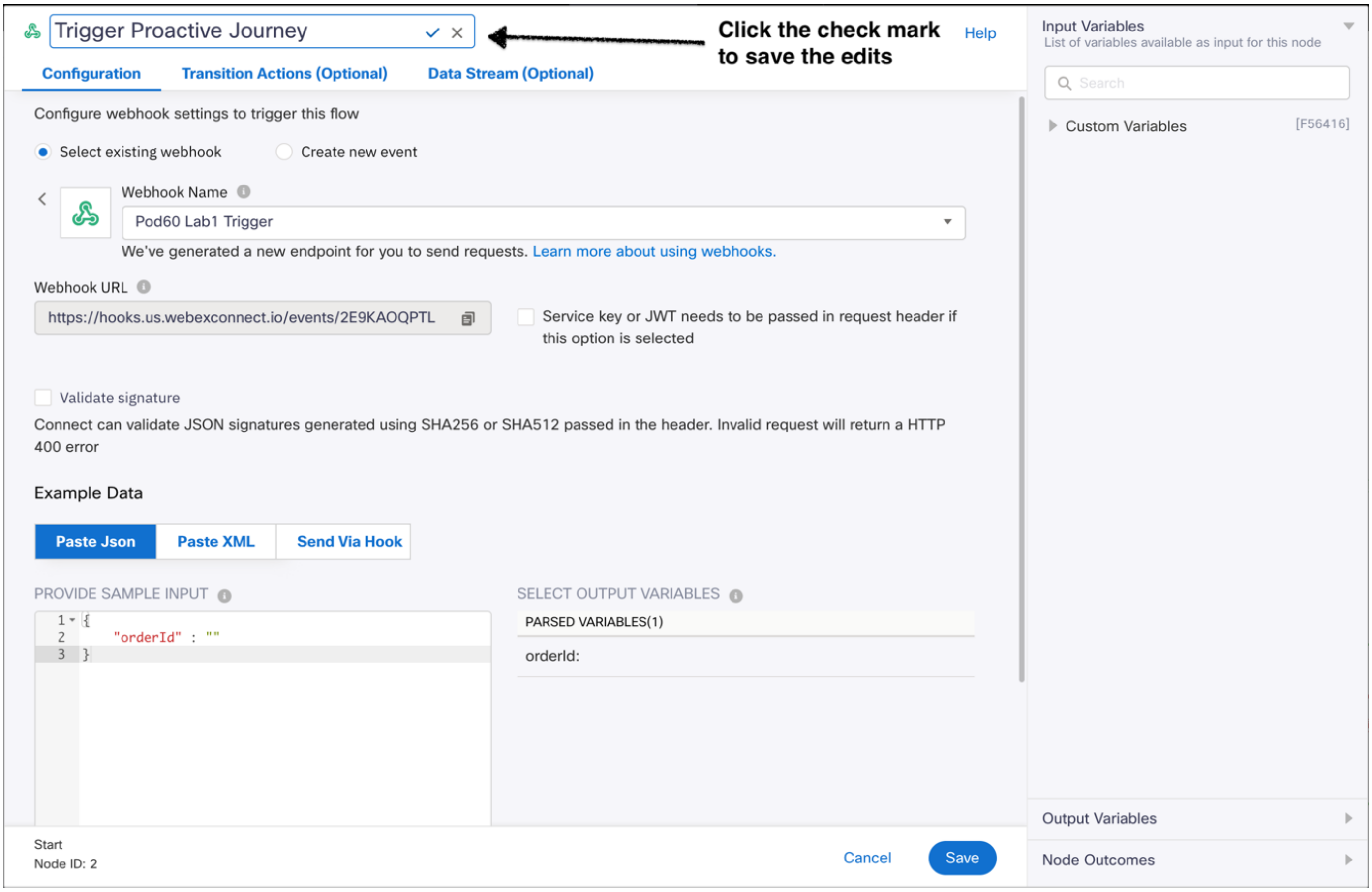
Configure Webhook
Help
Configuration
Transition Actions (Optional)
Data Stream (Optional)
Configure webhook settings to trigger this flow
Select existing webhook
Create new event
Webhook URL
https://hooks.us.webexconnect.io/events/2E9KAOQPTL
We've generated a new endpoint for you to send requests. Learn more about using webhooks.
Name
Pod60 Lab1 Trigger
Service key or JWT needs to be passed in request header if this option is selected
Validate signature
Connect can validate JSON signatures generated using SHA256 or SHA512 passed in the header. Invalid request will return a HTTP 400 error
Example Data
Paste Json
Paste XML
Send Via Hook
PROVIDE SAMPLE INPUT
{
"orderId" : ""
}
SELECT OUTPUT VARIABLES
PARSED VARIABLES(1)
orderId:
Start
Node ID: 2
Cancel
Save
Input Variables
List of variables available as input for this node
Search
Custom Variables
[F56416]
Output Variables
Node Outcomes



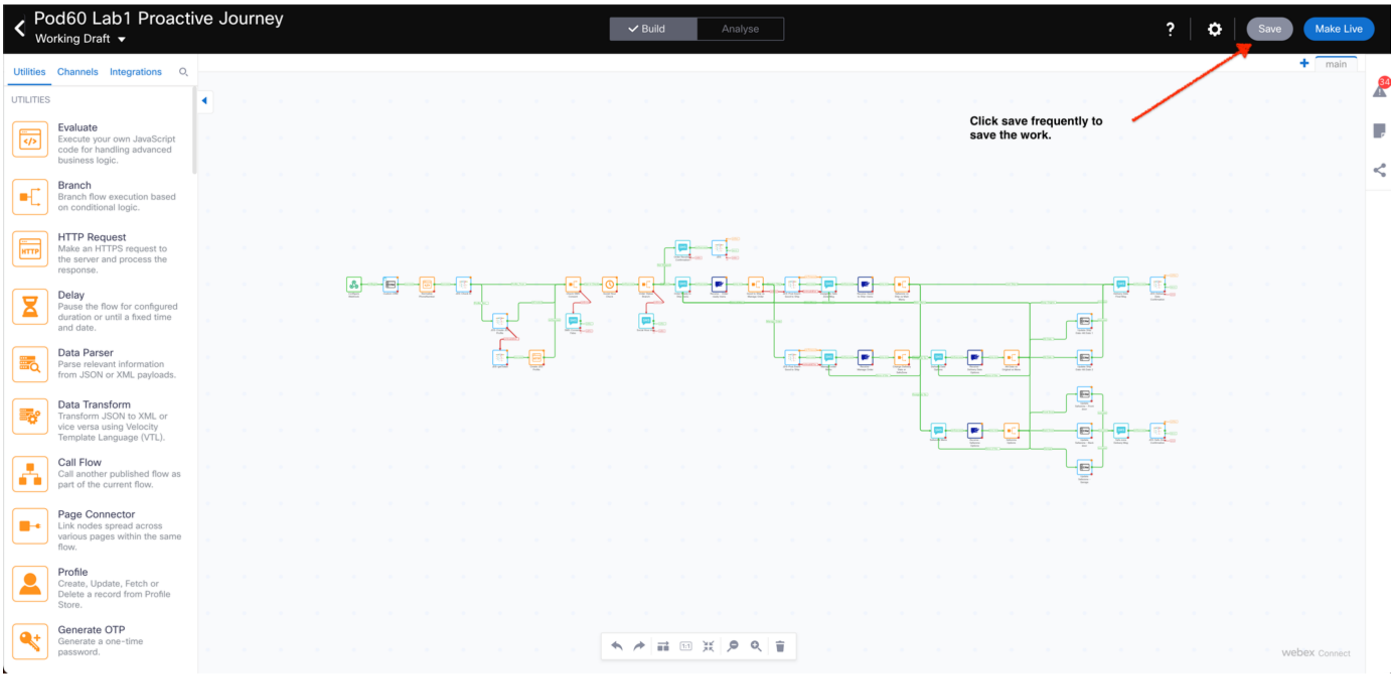
Configure Webhook
Help
Configuration
Transition Actions (Optional)
Data Stream (Optional)
Configure webhook settings to trigger this flow
Select existing webhook
Create new event
Webhook URL
https://hooks.us.webexconnect.io/events/2E9KAOQPTL
We've generated a new endpoint for you to send requests. Learn more about using webhooks.
Name
Pod60 Lab1 Trigger
Service key or JWT needs to be passed in request header if this option is selected
When parsed the parameter names are captured under the "output Variables"
Validate signature
Connect can validate JSON signatures generated using SHA256 or SHA512 passed in the header. Invalid request will return a HTTP 400 error
Example Data
Paste Json
Paste XML
Send Via Hook
PROVIDE SAMPLE INPUT
{
"orderId" : ""
}
SELECT OUTPUT VARIABLES
PARSED VARIABLES(1)
orderId:
Start
Node ID: 2
Cancel
Save
Input Variables
Output Variables
Data generated by the node available as 'variables' subsequently
Start
Node ID: 2
inboundWebhook.timestamp
inboundWebhook.transId
inboundWebhook.payload
service.serviceKey
inboundWebhook.orderId
Node Outcomes

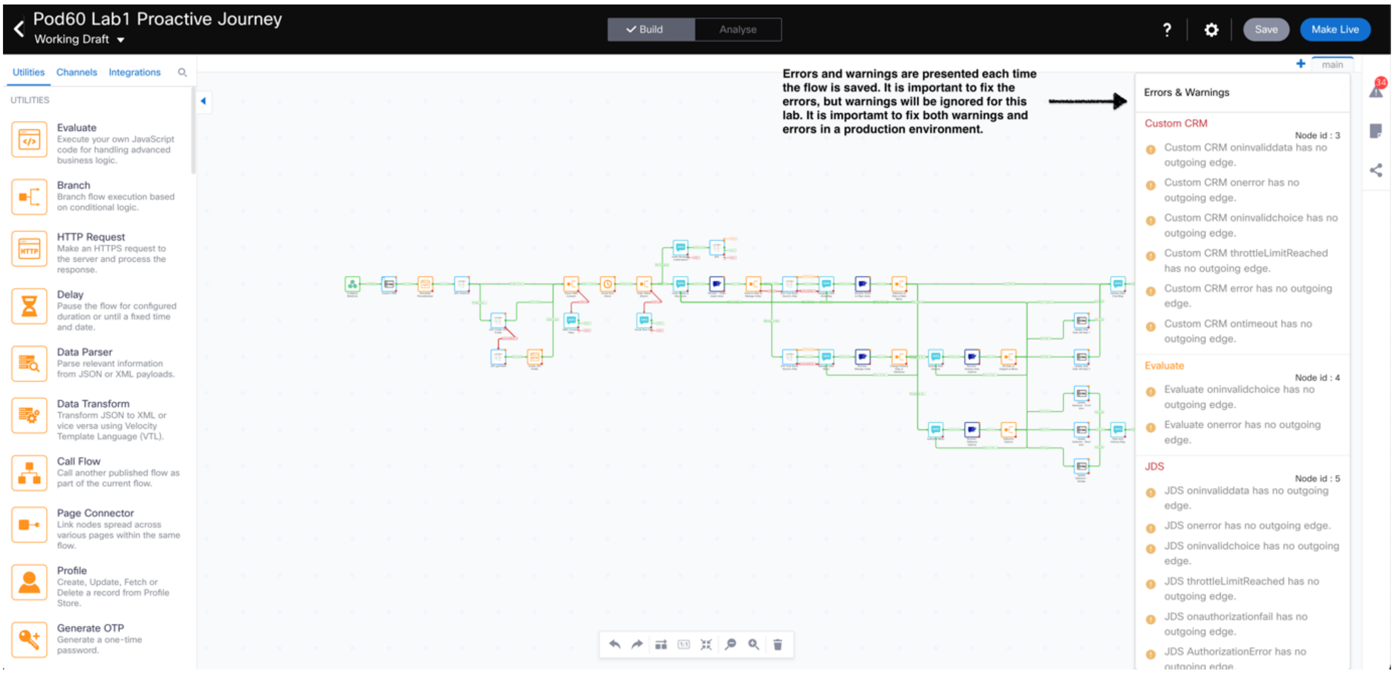
13. We will rename the “Configure Webhook” to “Trigger Proactive Journey” by clicking on the pencil icon as shown below. Enter the name and click the check mark to save the edits.





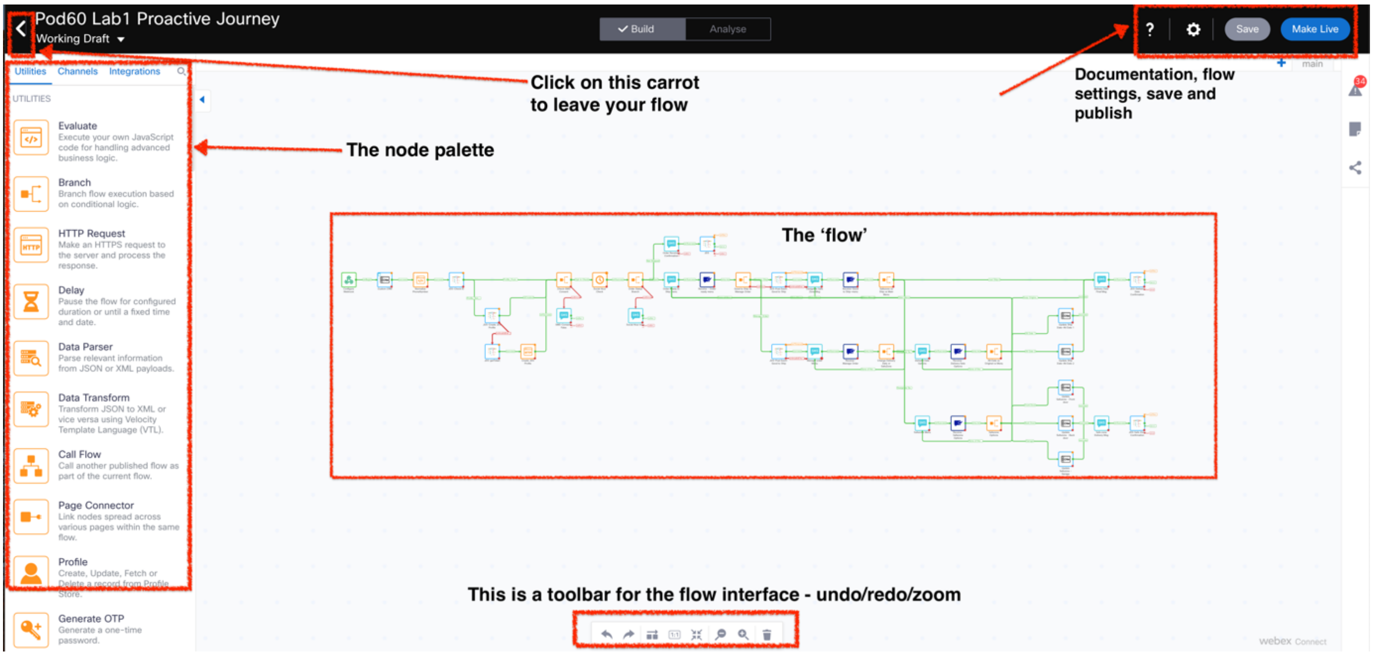
14. Click “Save” to save the node configuration.
15. Click “Save” at the top menu to save the flow. When the flow is saved, the “Errors & Warnings” message will pop up and we will work towards fixing the errors in the upcoming steps, but we will ignore the warnings. It is strongly recommended that warnings are addressed in a production environment for optimal experience.





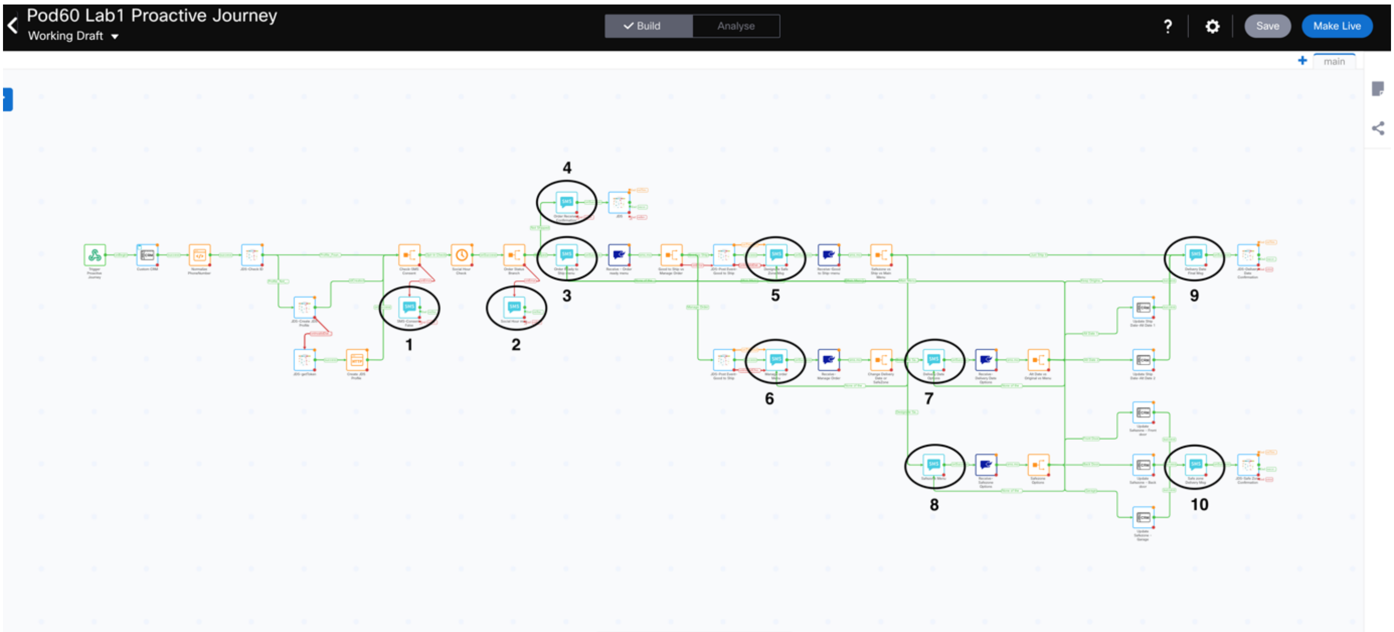
2.2.8 Goal 3 – Configuring the flow

Orient yourself with the canvas/UI in Webex Connect and some key tools/functions (if you find yourself struggling, try our documentation page too @ help.webexconnect.io):

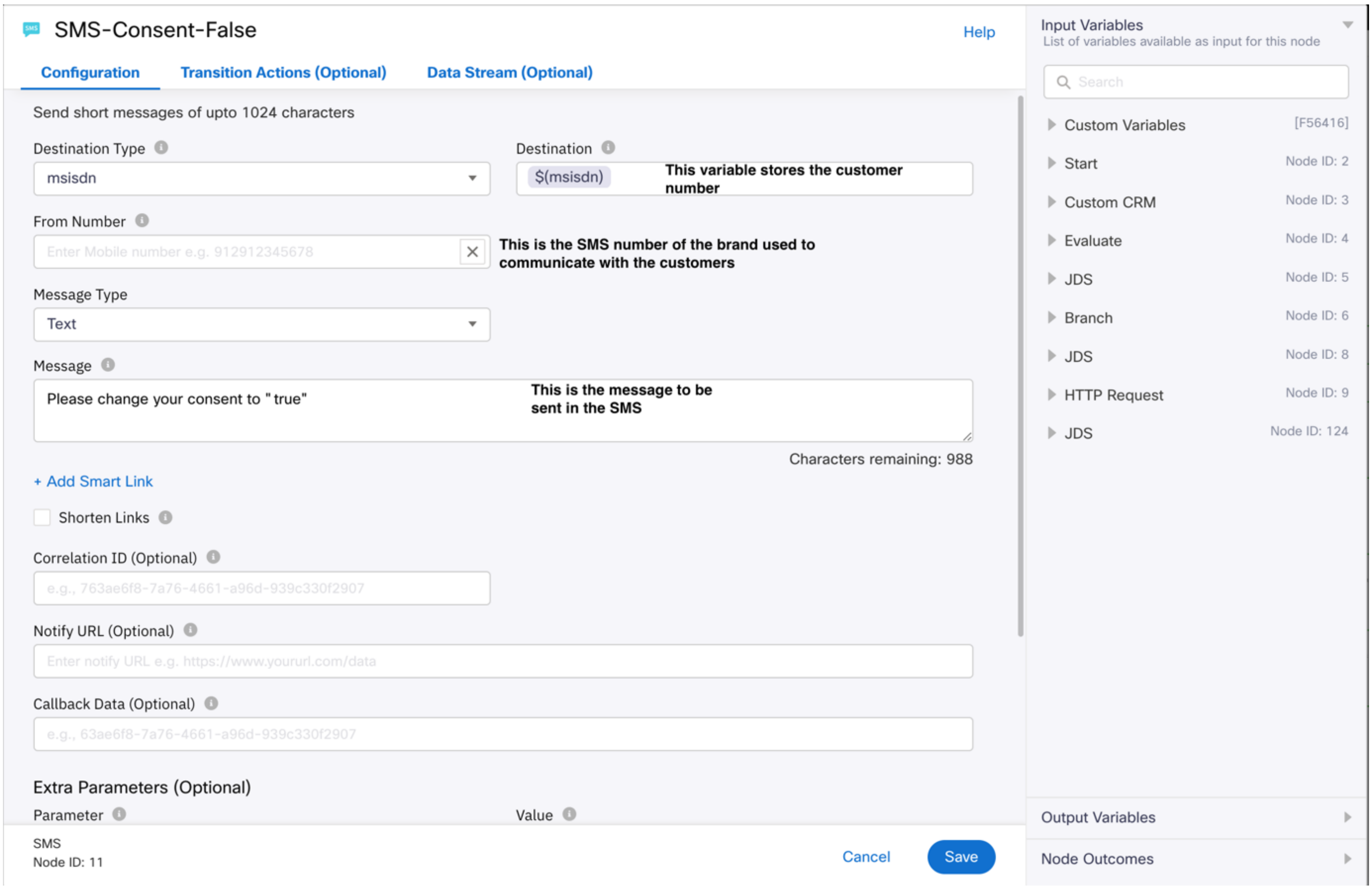

Pod60 Lab1 Proactive Journey
Working Draft
Build
Analyse
Save
Make Live
Click on this carrot to leave your flow
Documentation, flow settings, save and publish
Utilities
Channels
Integrations
UTILITIES
Evaluate
Execute your own JavaScript code for handling advanced business logic.
Branch
Branch flow execution based on conditional logic.
HTTP Request
Make an HTTPS request to the server and process the response.
Delay
Pause the flow for configured duration or until a fixed time and date.
Data Parser
Parse relevant information from JSON or XML payloads.
Data Transform
Transform JSON to XML or vice versa using Velocity Template Language (VTL).
Call Flow
Call another published flow as part of the current flow.
Page Connector
Link nodes spread across various pages within the same flow.
Profile
Create, Update, Fetch or Delete a record from Profile Store.
Generate OTP
Generate a one-time password.
The node palette
The 'flow'
This is a toolbar for the flow interface - undo/redo/zoom
webex Connect

1. The first step is to identify the “SMS” nodes and modify them. The SMS node enables the brand to send outbound SMS message to their customers. The SMS node is indicated in the flow as below

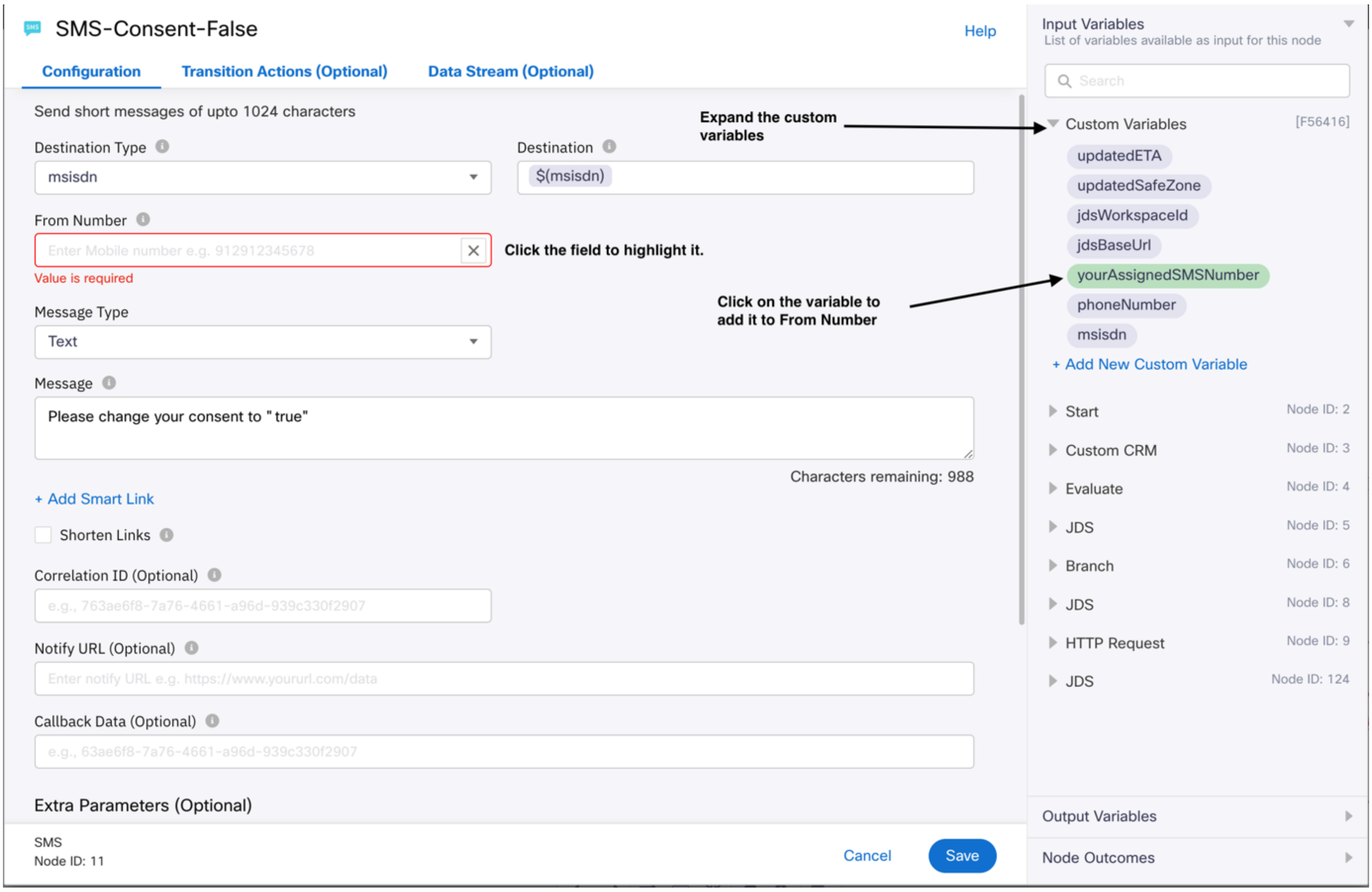
2. The flow consists of 10 SMS nodes and each of the SMS node must be modified to include the SMS number. The power of WxConnect is its ability to create dynamic variables that makes the flow reusable. We will leverage a dynamic variable that stores the SMS number and assign this variable to the SMS nodes.

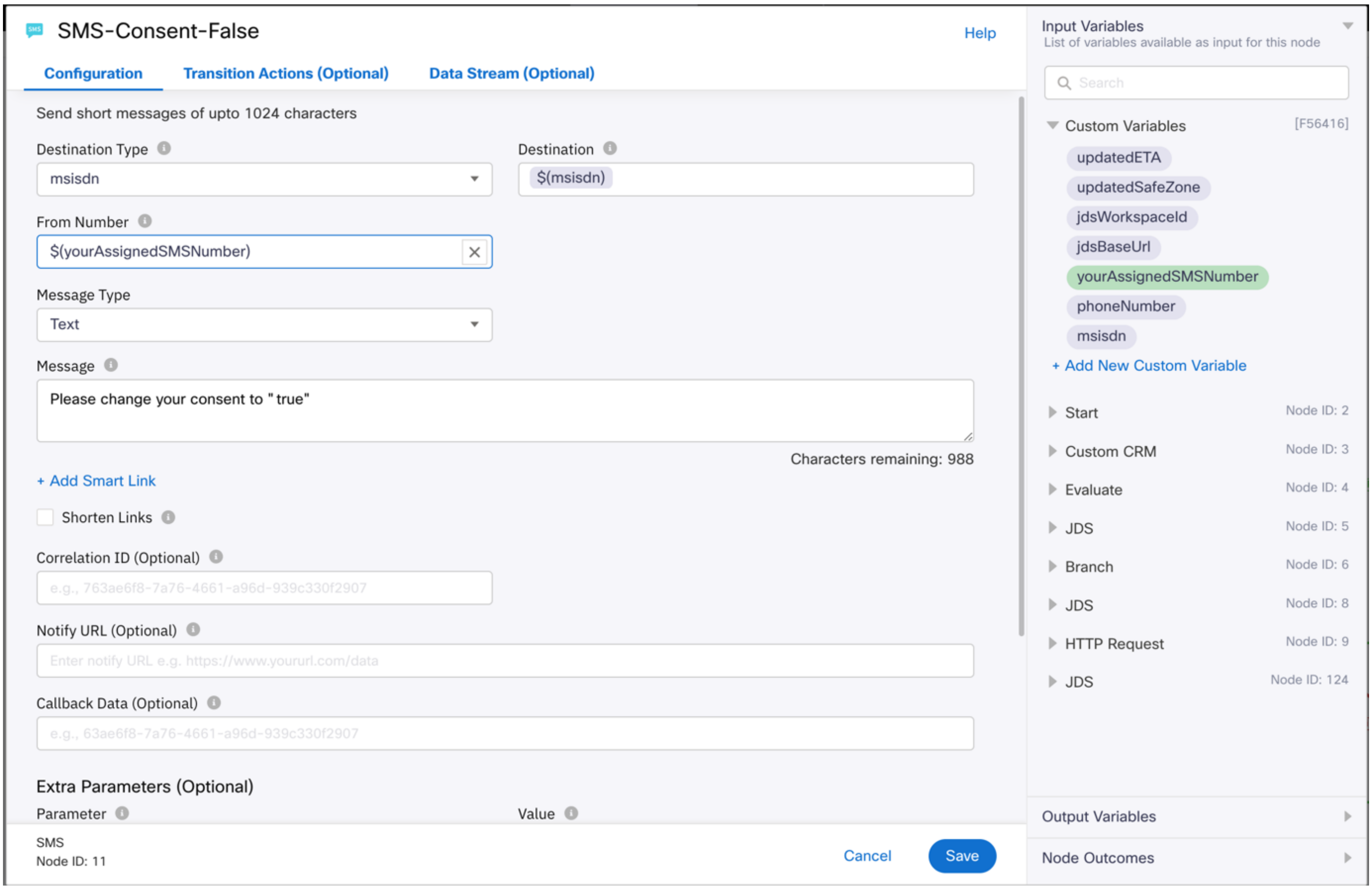


3. Open SMS node #1 as shown in step #2 by double clicking on the SMS node to open the configuration settings of this node.



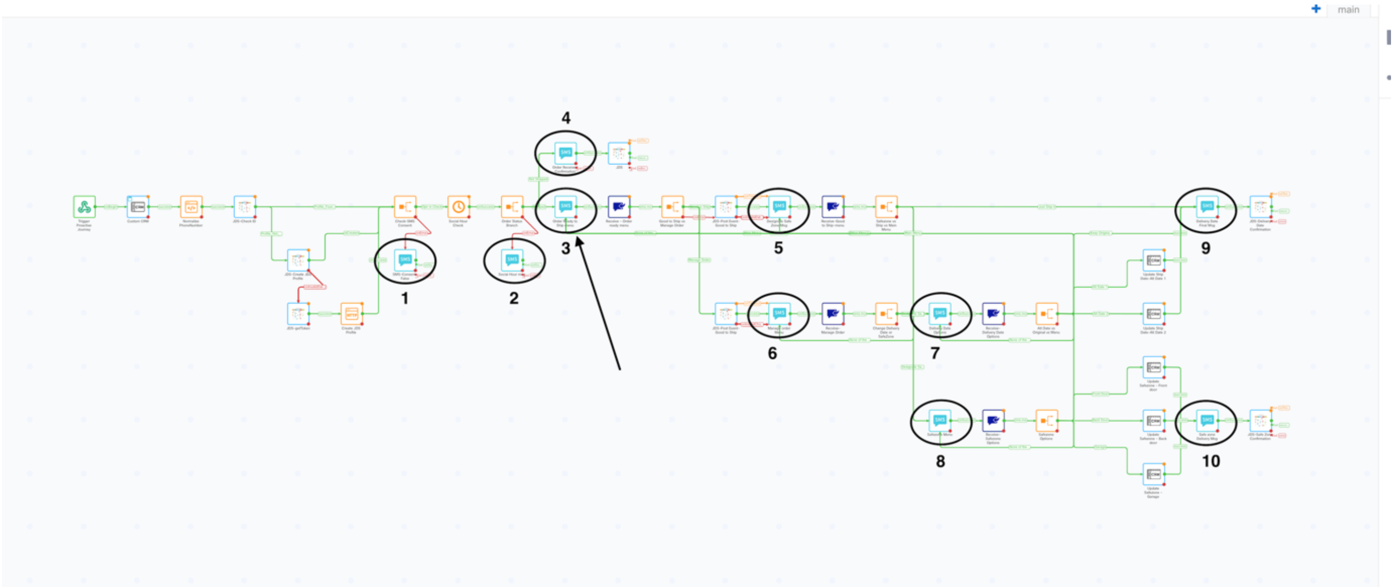
4. Observe the image from the above step and note that "From Number" is blank. This is one of the errors reported when you save the flow. As mentioned earlier in the guide, we will be using a variable called "yourAssignedSMSNumber" to dynamically store the number. This variable is already created for you. To add this variable, click on "From Number" to select the field and then expand the "Custom Variables" on the right of the node as shown below and then click on "yourAssignedSMSNumber" variable to add it to the "From Number" field. Click save to save the node config.



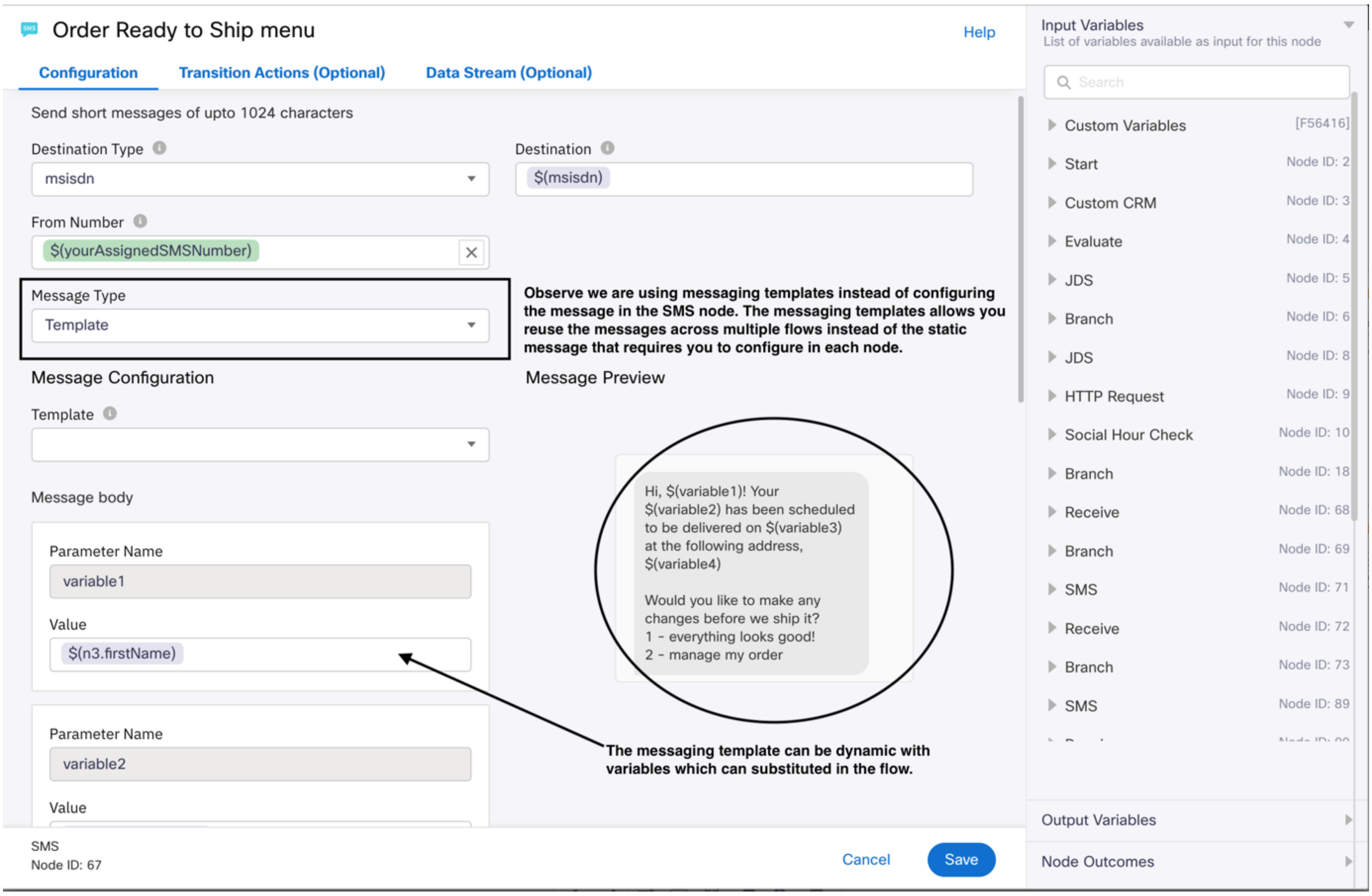


5. Repeat the above steps for all the other 9 SMS nodes.

6. Click save on the top right after completing step #5.
7. Let us now open the configuration of SMS node #3 to understand the “Template” concept.

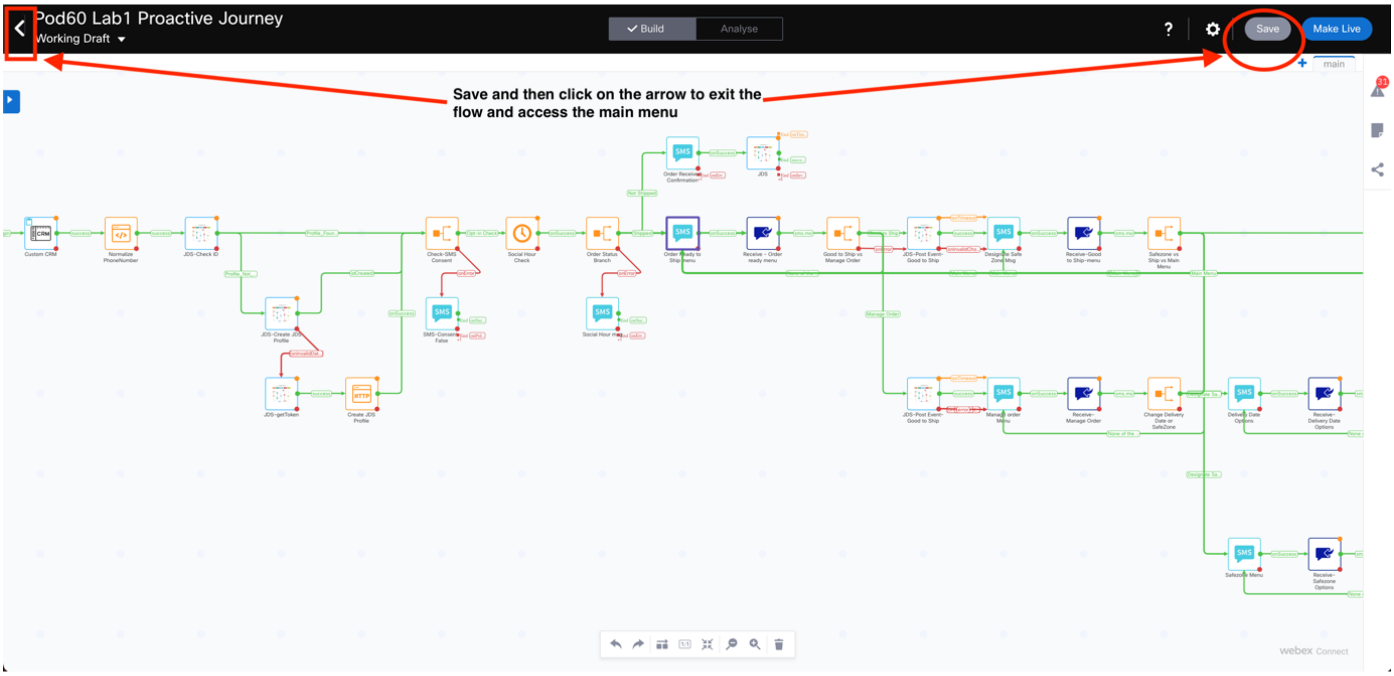


8. In this node configuration, observe that we are not configuring the SMS message to be sent directly in the node, instead we are utilizing messaging templates.

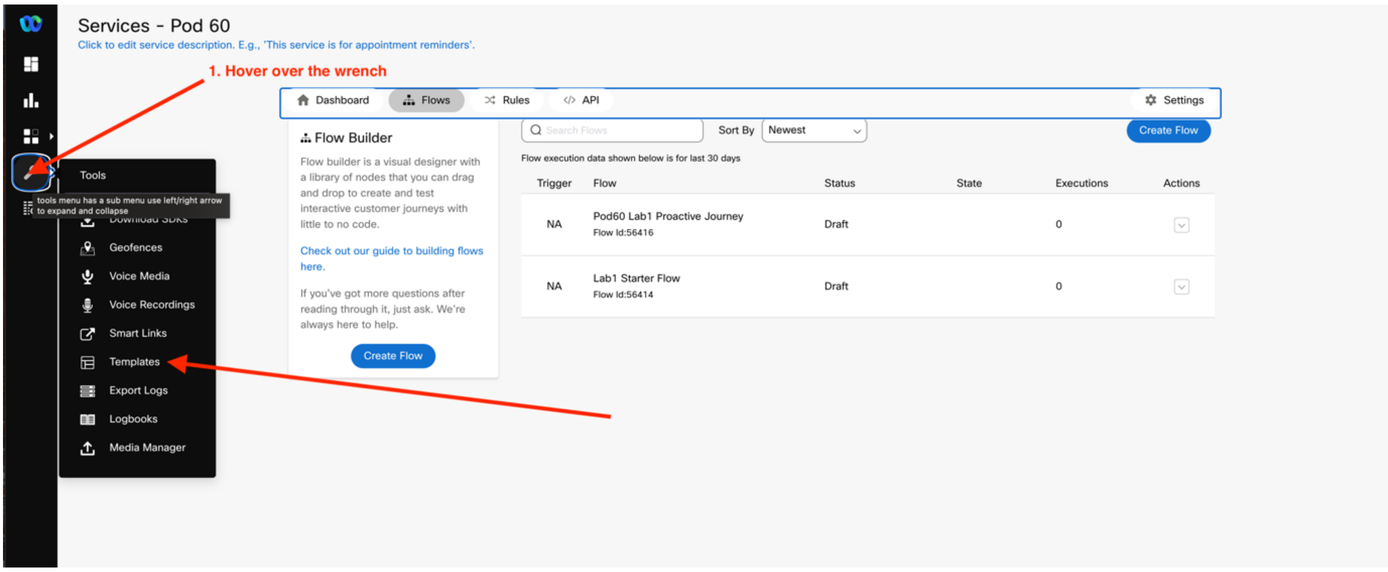


Typically, you can proceed in one of two ways – you can simply populate the message in the body of the SMS node, or you can leverage templates. For the purposes of this lab, we’ll be going down the template path so that you not only understand how they work but also because it is often the case that customers don’t use the same teams to devise messaging content and technical integrations / wiring up of a solution. Thus, templates allow business users or marketeers to still control and own a piece of the build process (that they can iterate on later) without impacting IT and creating backlog for simple copy changes.

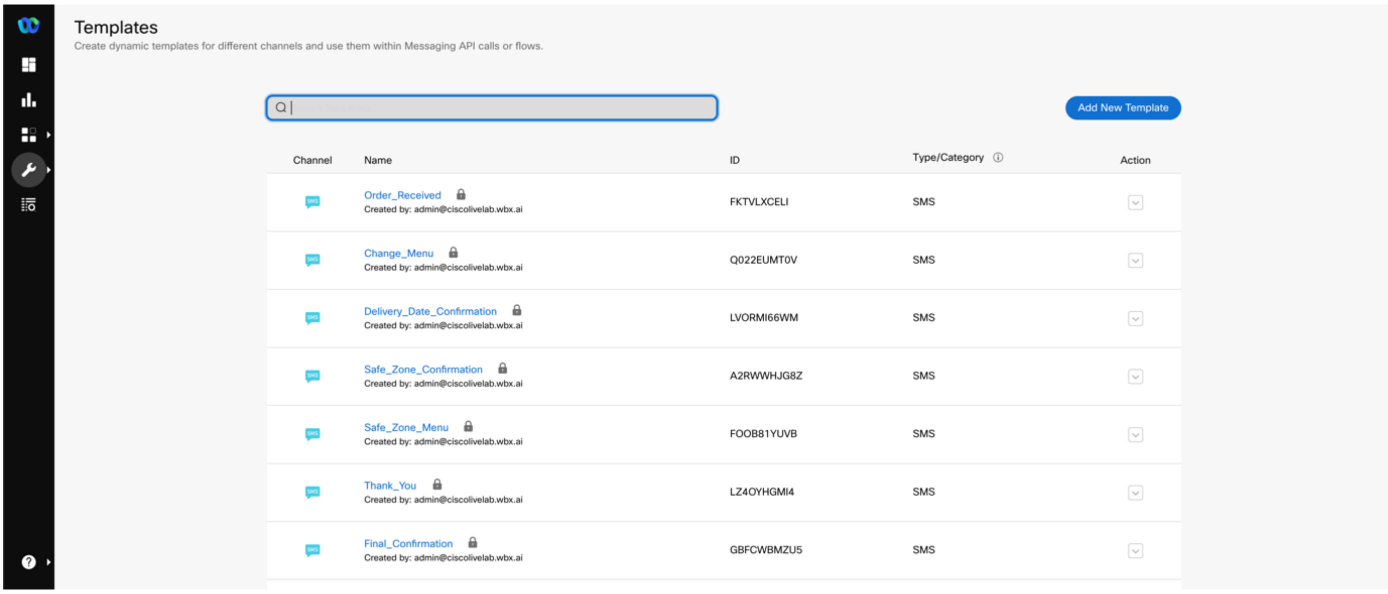
9. To check out the templates, please save your work and navigate out of the flow canvas by clicking the carrot (or chevron, if you prefer) that navigates you back into your service – top left of the page:

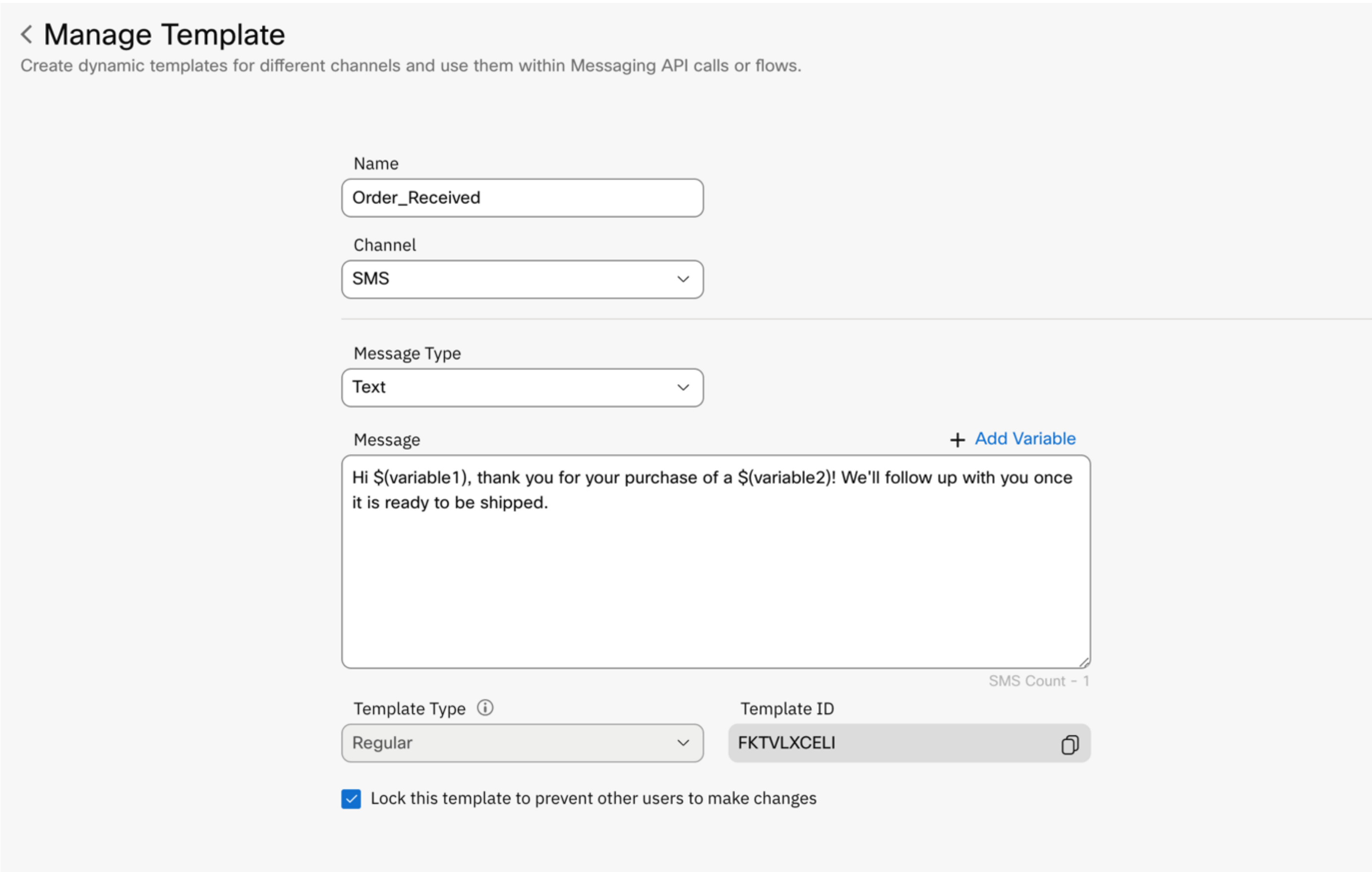


Then click on the wrench in the menu panel to the left and select ‘Templates’.

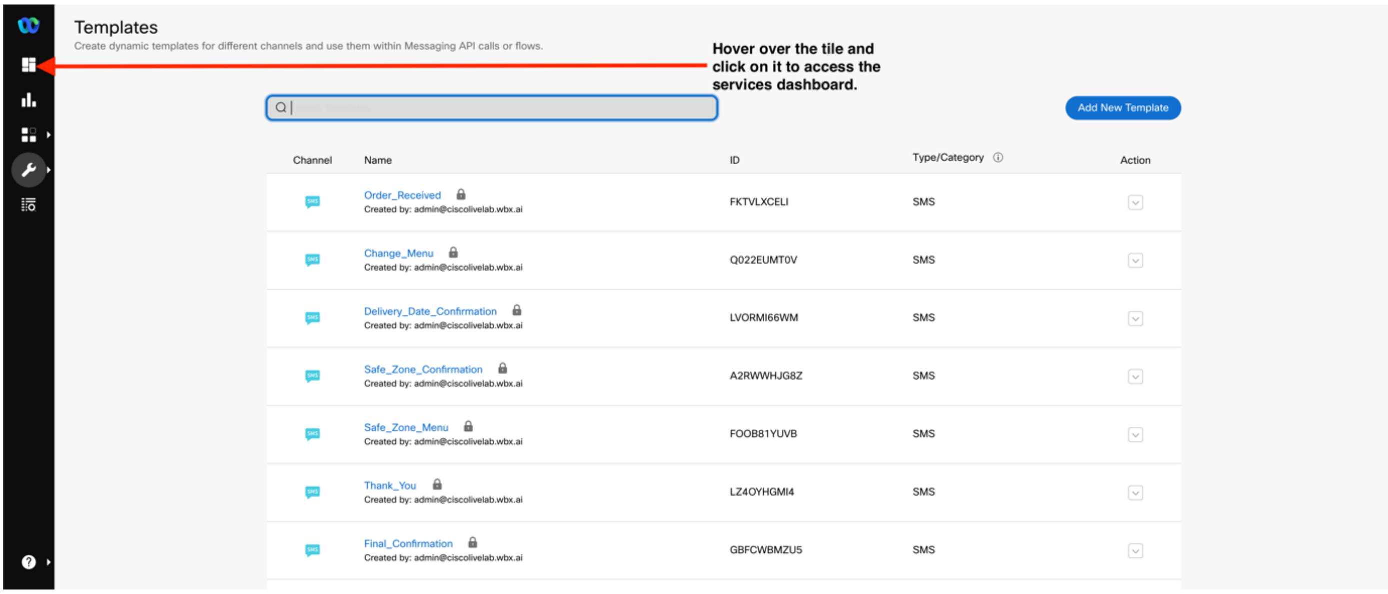


Click on any pre-configured template to view the template configuration.

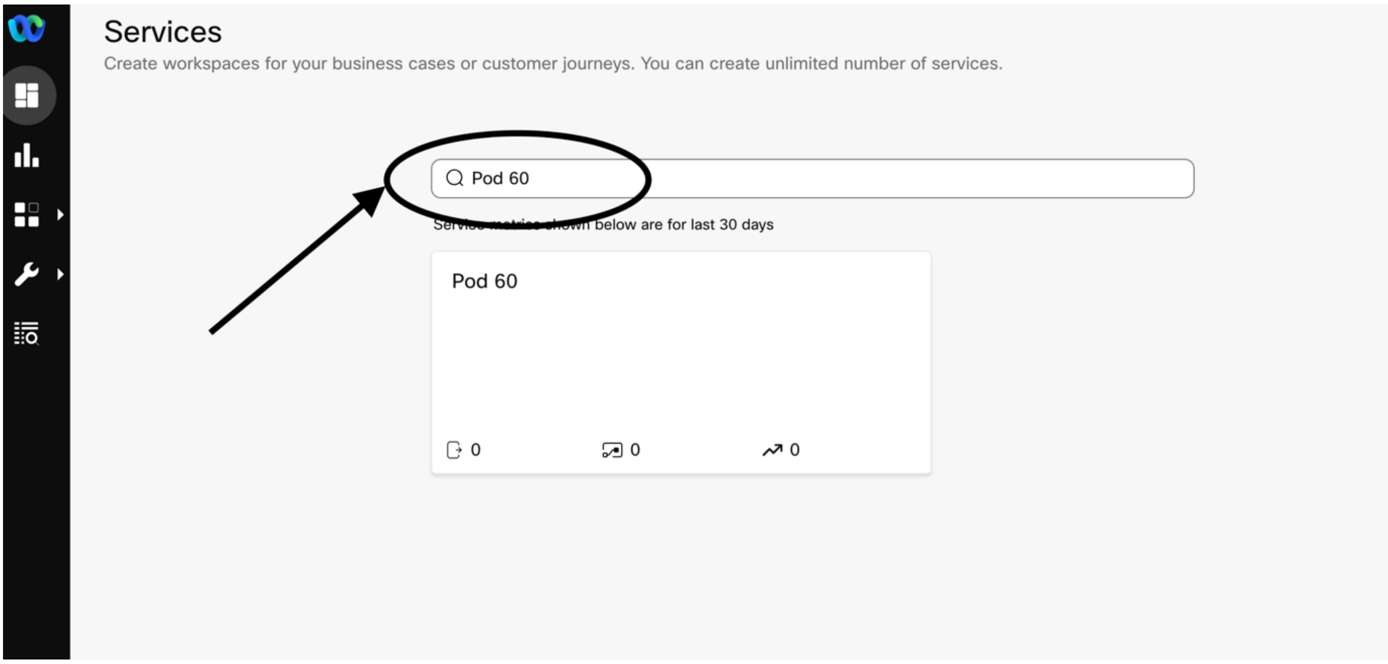


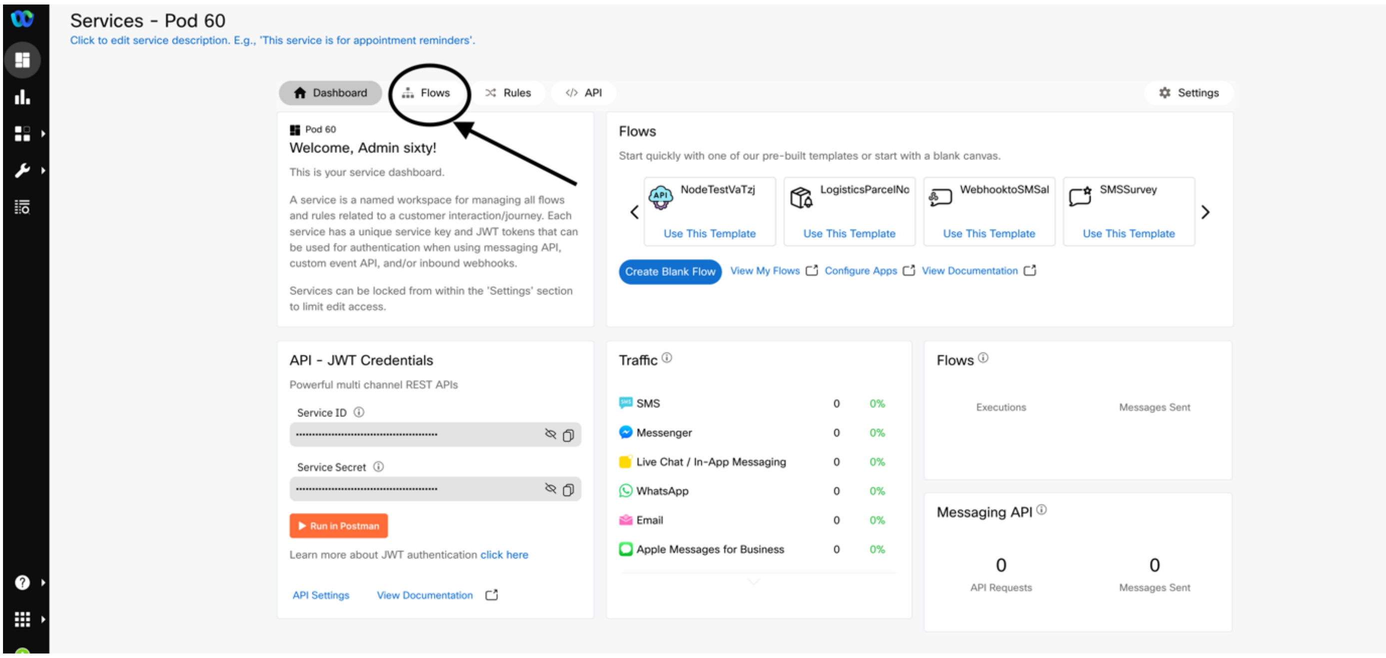


10. Now that we have seen the templates and the purpose of templates, let us get back to modifying the flow by clicking on the tile window on the left.



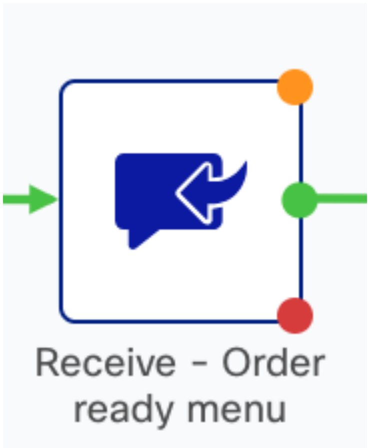
Search the Pod and click on the Pod # that is assigned to you.



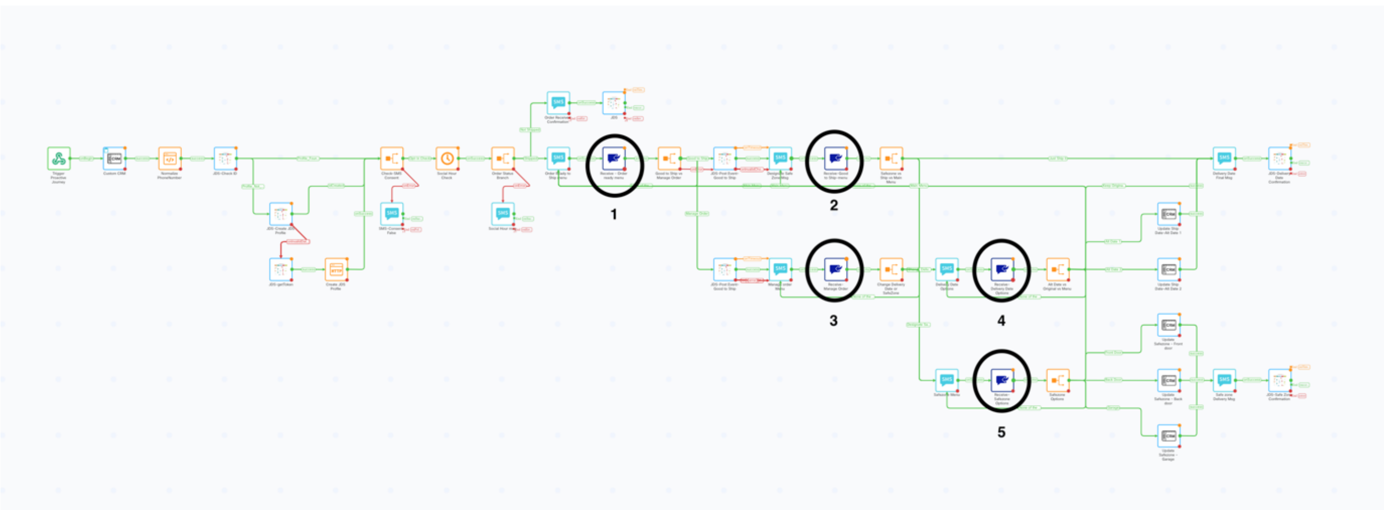


There will be two flows in your service, click on the flow “Pod# Lab1 Proactive Journey”.

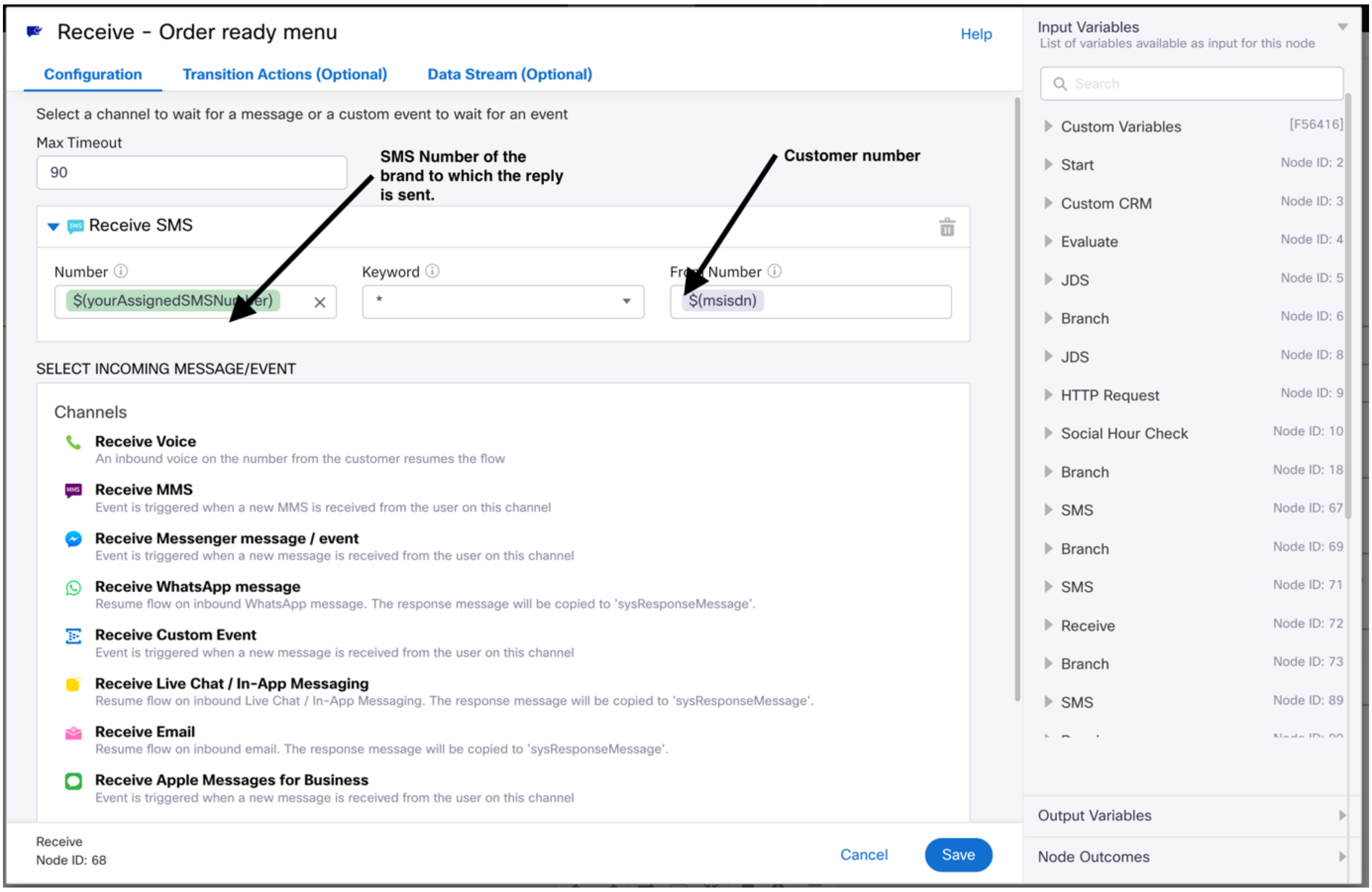
11. As next step we must modify the “receive” nodes in the flow to add the sms numbers. Open each receieve node explicitly and click save, to save the configuration.Receive nodes facilitate the brands to receive message or message replies from their customers. Receive nodes in the flow can be identified by the below image.



12. There are 5 receive nodes in the flow as identified below.

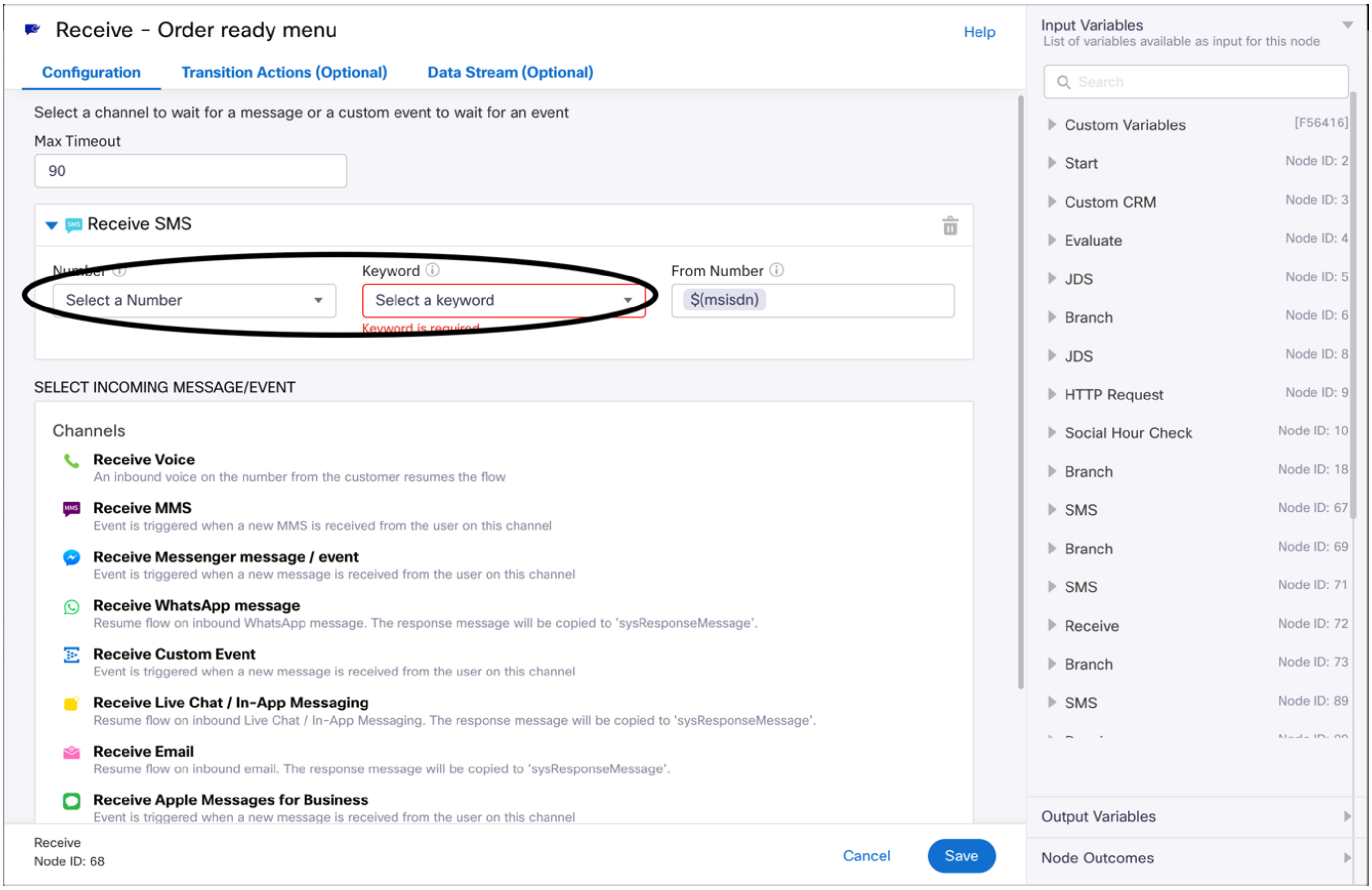


13. Open "Receive" node #1 identified in step #12 by double clicking on the node to verify the configuration and click save.

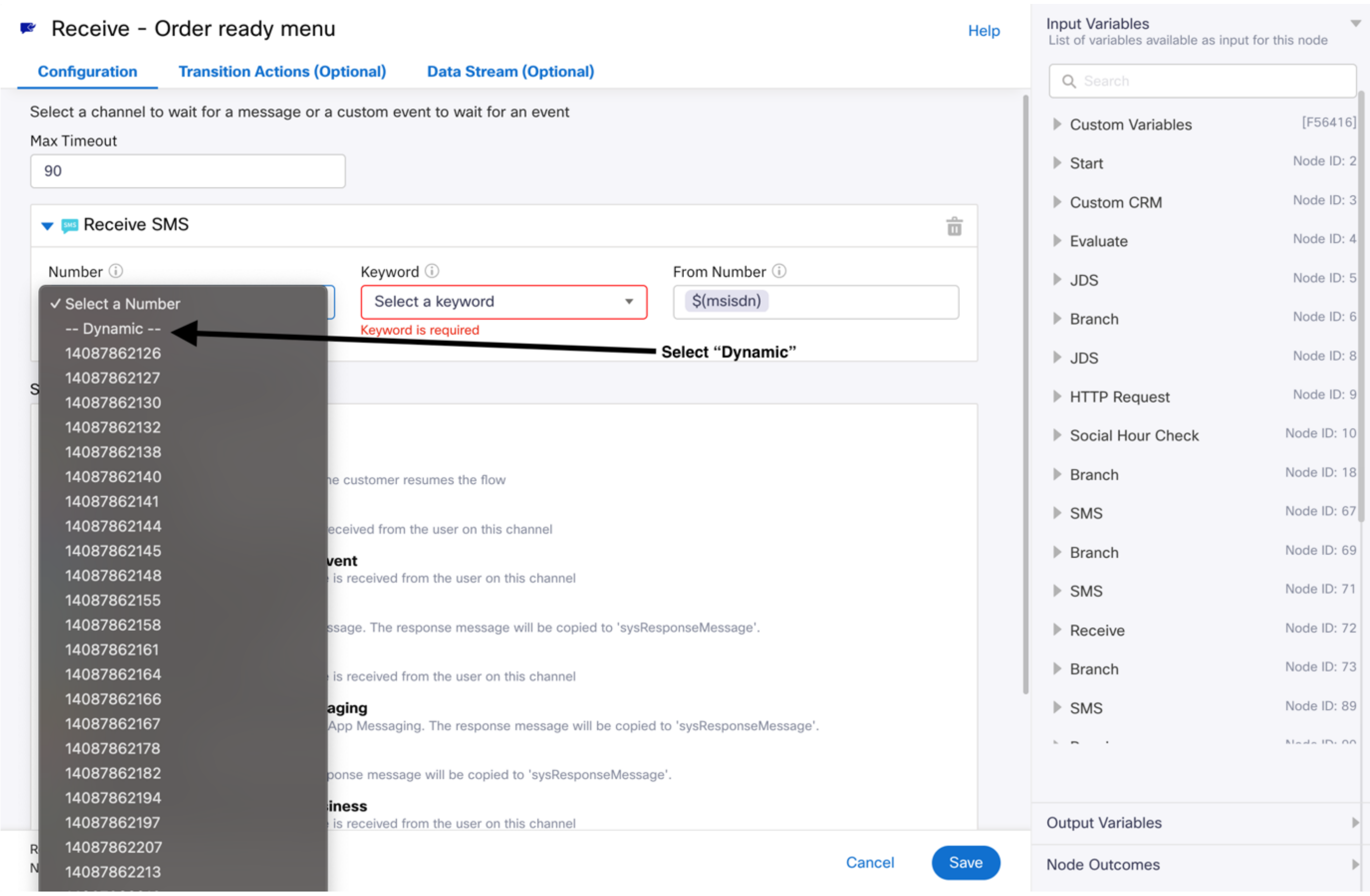


14. Open all other "Receive" nodes to make sure the variable is set for the "Number" field and click save on each node.

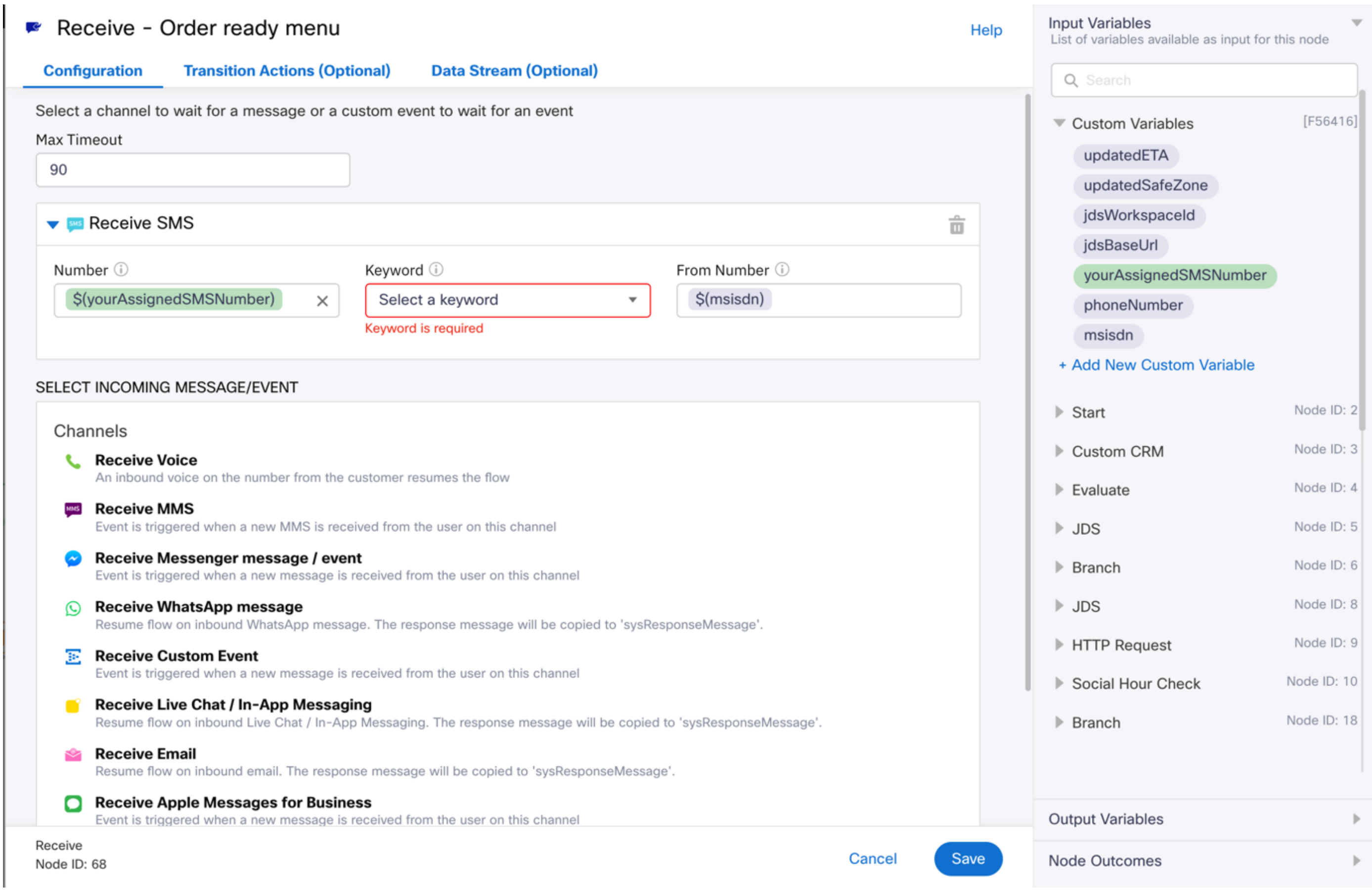
15. If any of the "receive" node is not populated with the variable as shown below



Click on the Number field and select "—Dynamic--" as shown below.

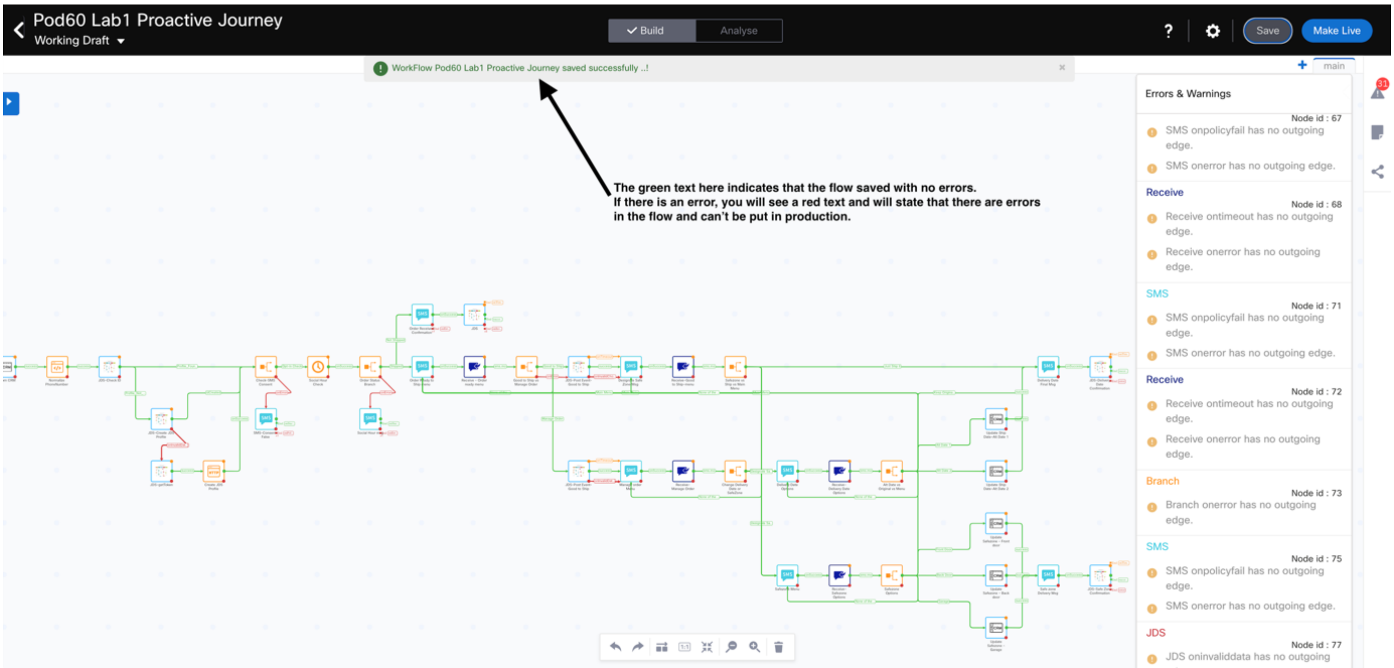


Now expand the “Custom variables” located on the right hand side of the node and select “yourAssignedSMSNumber” as shown below.

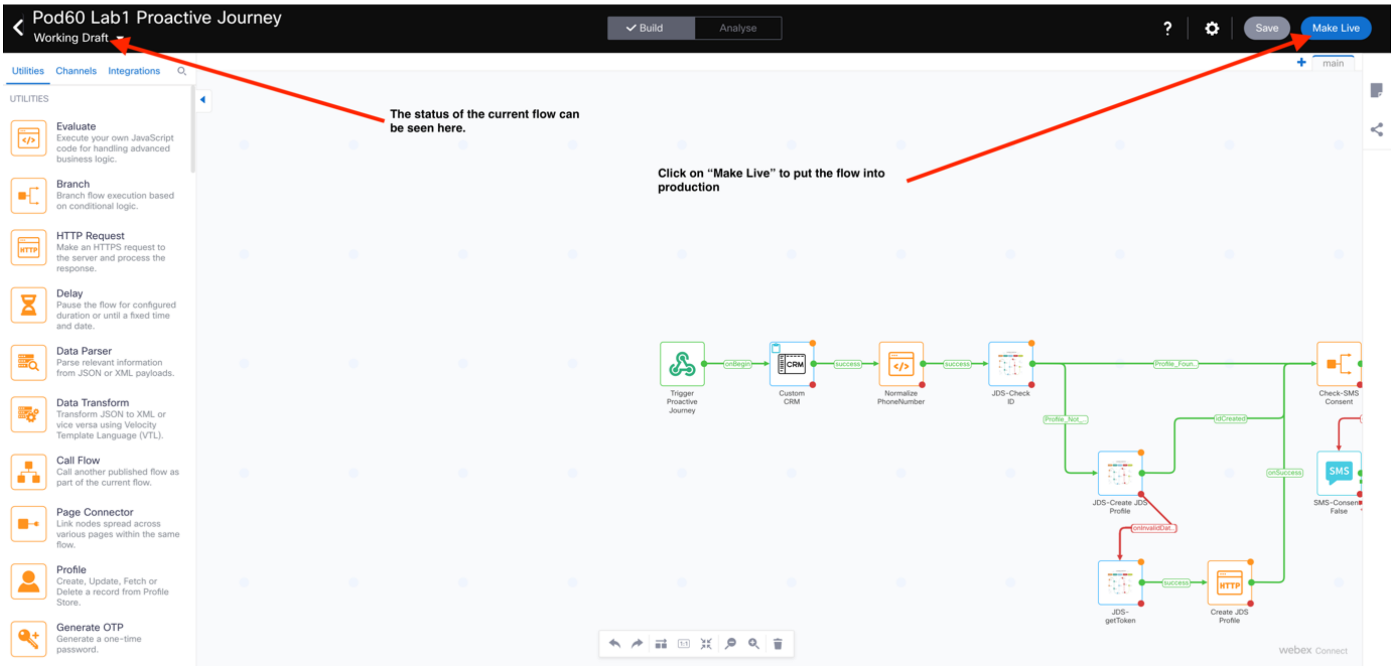


Now click on Keyword and select “*”. The “*“ keyword allows to accept any message. Click “save” to save the configuration.

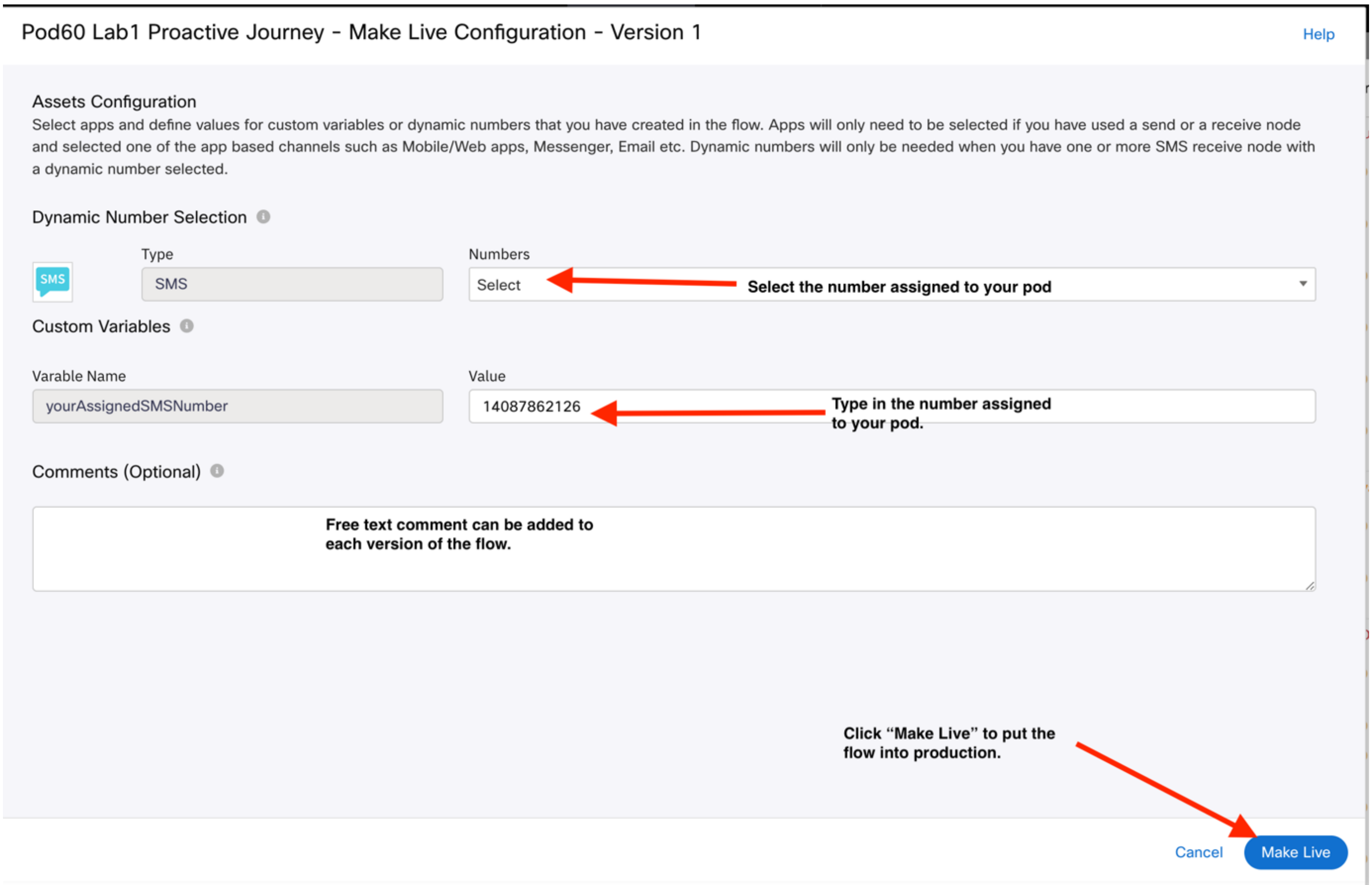
16. Click “Save” on the top right corner to save the entire flow and observe the errors and warnings. There should be no errors reported, however there will be warnings that we will ignore for this lab.



17. We are all set to put the flow into production. Click on “Make Live”.

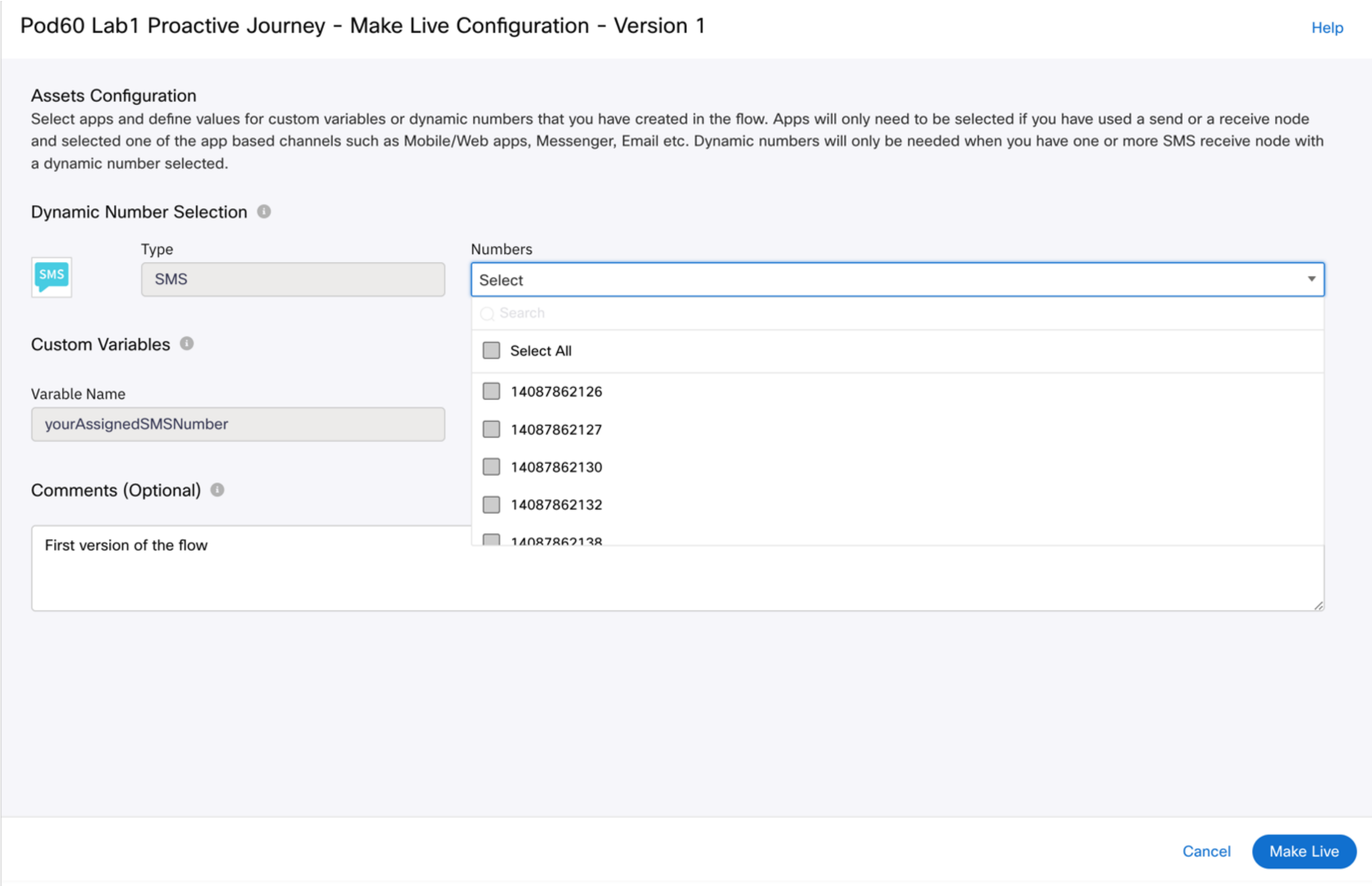


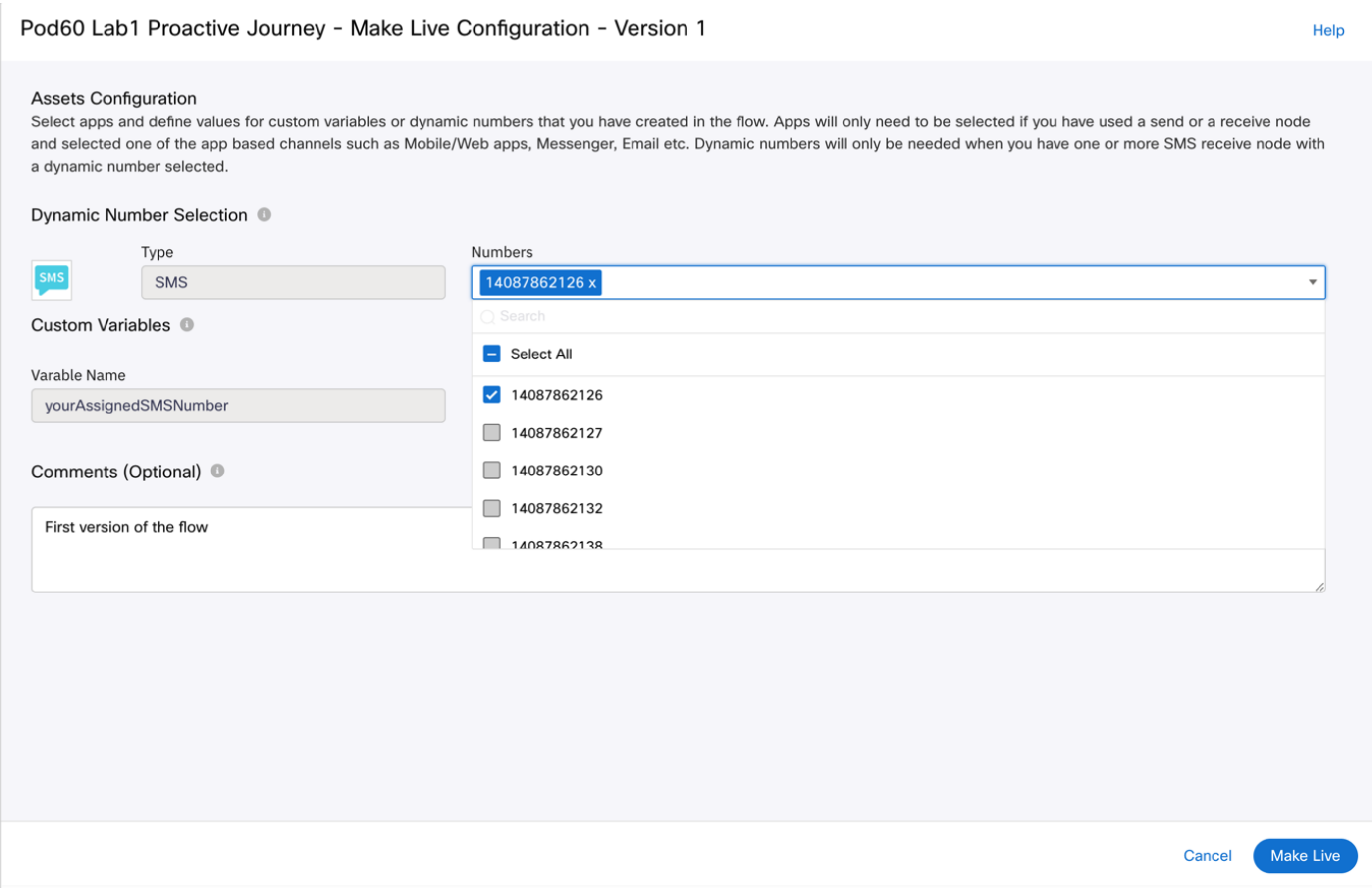
18. Make live configuration is presented, where we will assign the actual SMS number to the dynamic variable. Click on “Numbers” and select the SMS number that you received in the text by scanning the QR code along with your credentials. In the example below, the assigned SMS number to Pod60 is 14087862126.



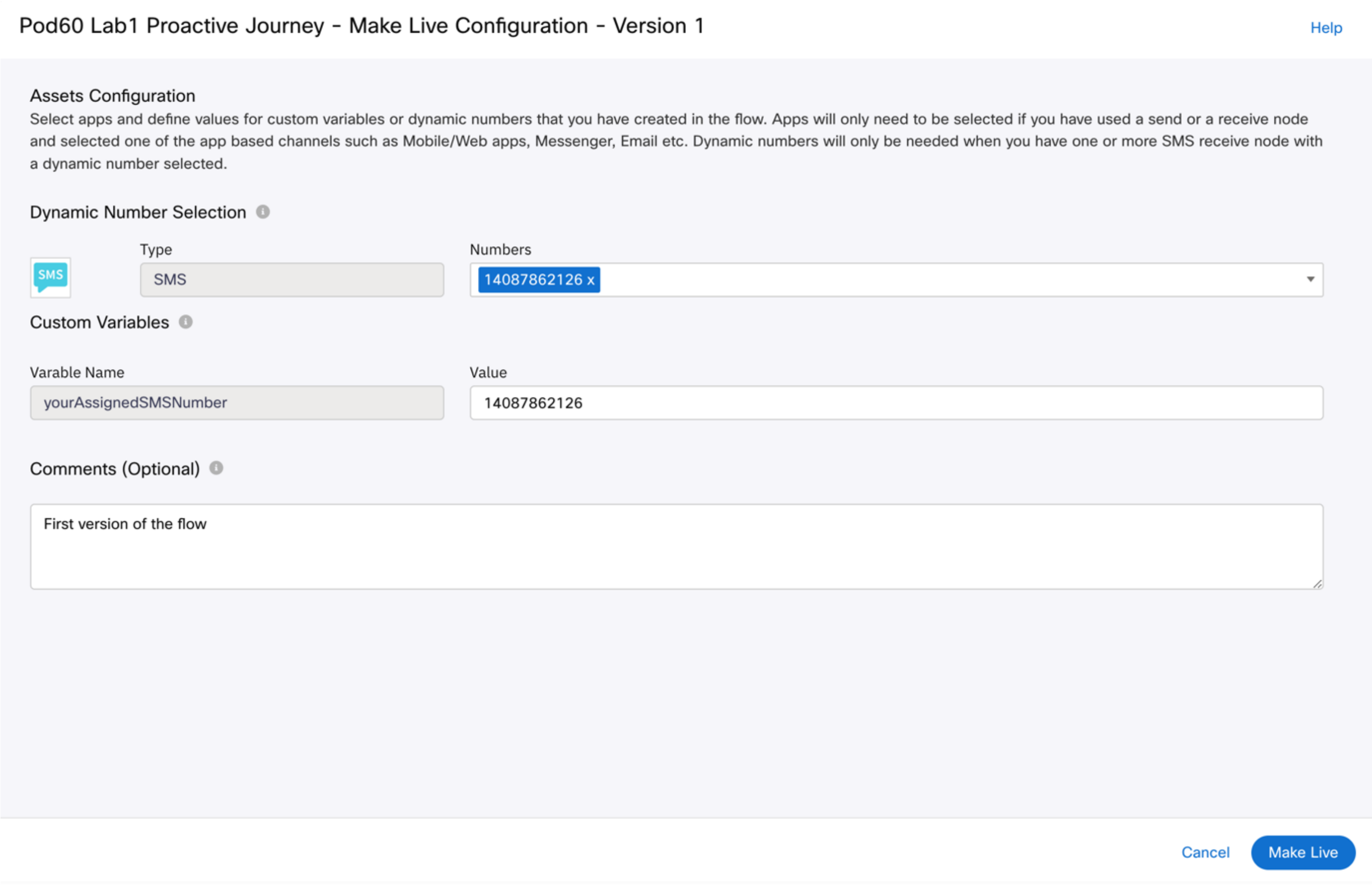
Click on “Numbers” field and select the number that was assigned to your pod.

Note: - Please check the box against your assigned number only.

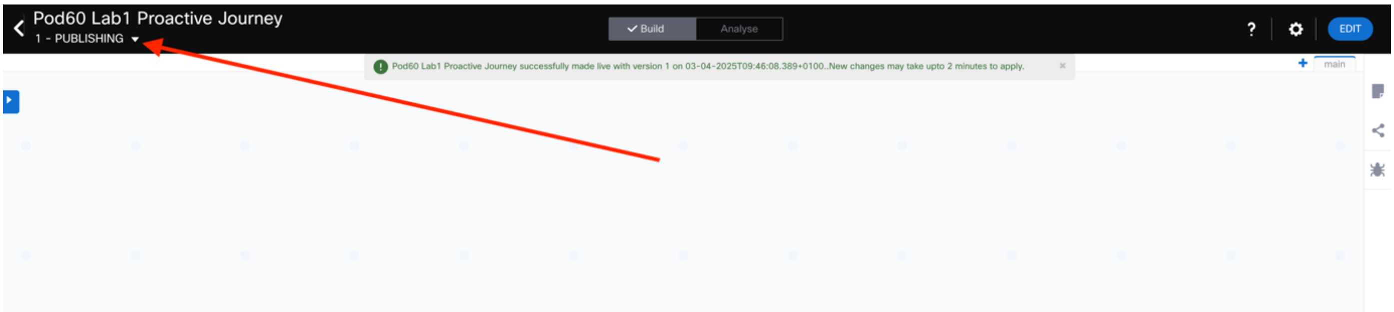

Pod60 Lab1 Proactive Journey - Make Live Configuration - Version 1
Help
Assets Configuration
Select apps and define values for custom variables or dynamic numbers that you have created in the flow. Apps will only need to be selected if you have used a send or a receive node and selected one of the app based channels such as Mobile/Web apps, Messenger, Email etc. Dynamic numbers will only be needed when you have one or more SMS receive node with a dynamic number selected.
Dynamic Number Selection
Type
SMS
Numbers
Select
Search
Select All
14087862126
14087862127
14087862130
14087862132
Custom Variables
Varable Name
yourAssignedSMSNumber
Comments (Optional)
First version of the flow
Cancel
Make Live


Pod60 Lab1 Proactive Journey - Make Live Configuration - Version 1
Help
Assets Configuration
Select apps and define values for custom variables or dynamic numbers that you have created in the flow. Apps will only need to be selected if you have used a send or a receive node and selected one of the app based channels such as Mobile/Web apps, Messenger, Email etc. Dynamic numbers will only be needed when you have one or more SMS receive node with a dynamic number selected.
Dynamic Number Selection
Type
SMS
Numbers
14087862126 x
Search
Select All
14087862126
14087862127
14087862130
14087862132
Custom Variables
Varable Name
yourAssignedSMSNumber
Comments (Optional)
First version of the flow
Cancel
Make Live

Type your number in the format 1+\<phonenumber> as shown in the image below



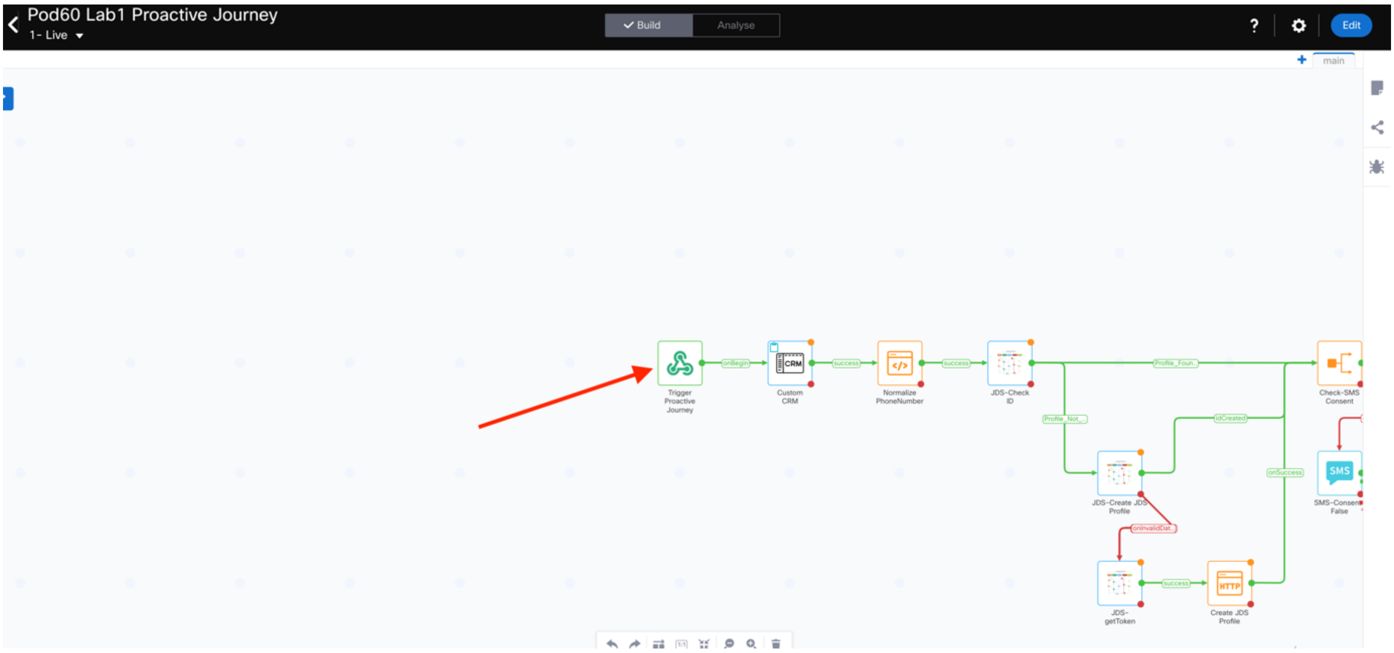
19. Click “Make Live” to put the flow in production. Please note, the flow will take approximately 1 to 2 mins to be live. The status initially will show “Publishing” and will change to “Live” to indicate it is live and in production.



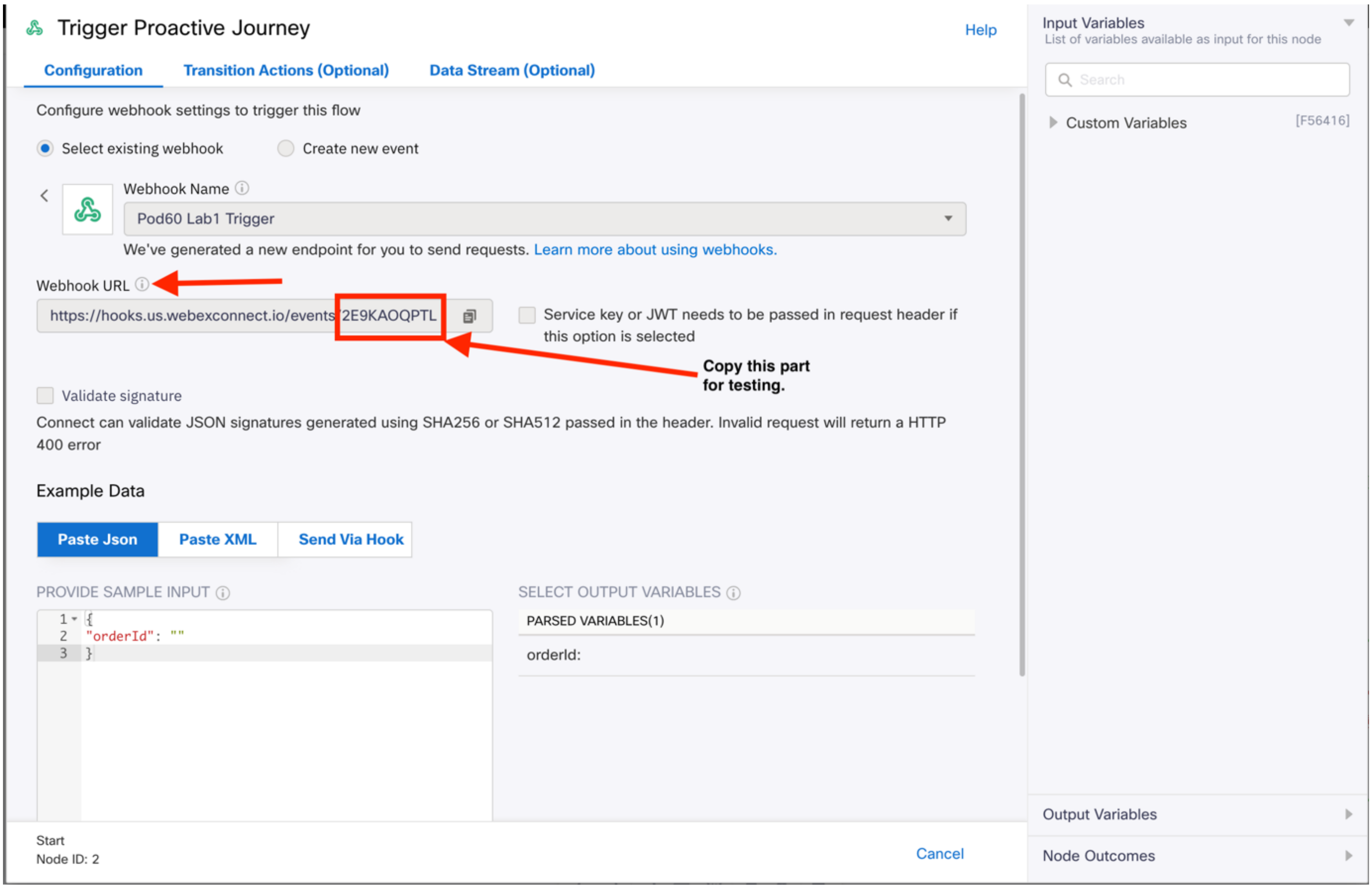
2.2.9 Goal 4 – Testing the Proactive Journey

It is now time to test the flow that we put in production. As mentioned previously in the lab guide, the flow that we built is triggered by certain notifications from the CRM or system of record updates. We will simulate this by creating this notification and keep your mobile phones ready, let us begin testing.

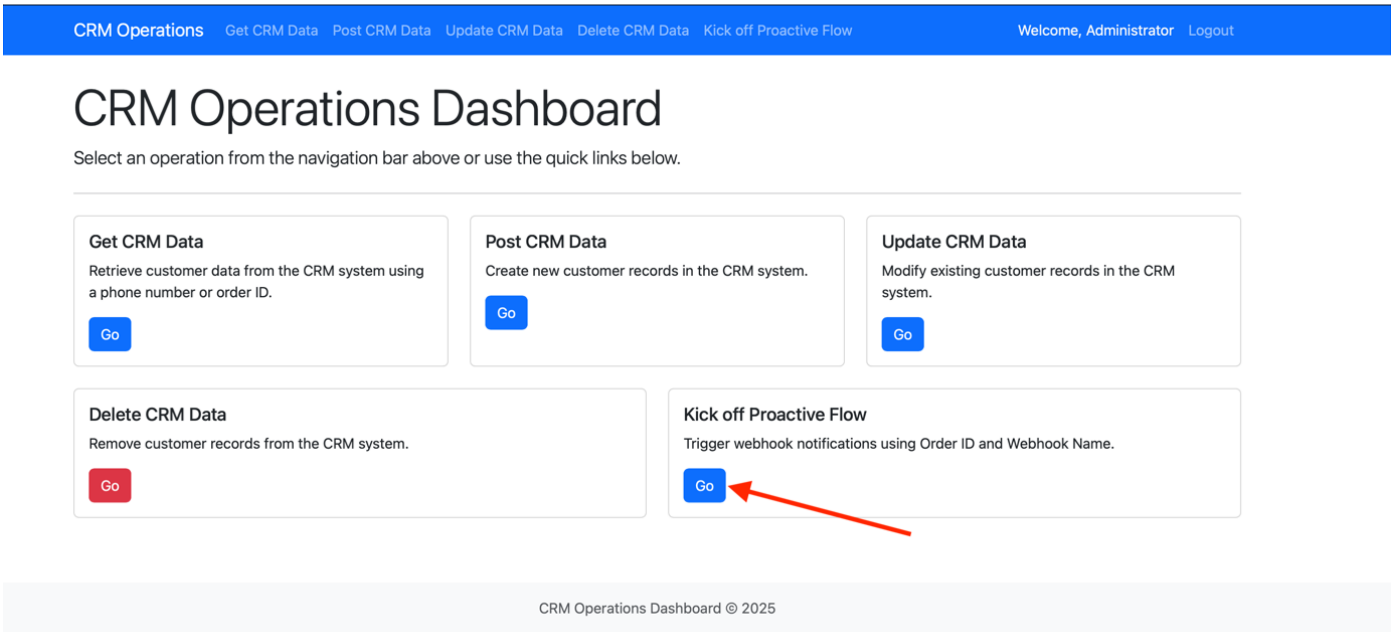
1. Open the flow that we put into production and double click on the first node “Trigger Proactive Journey”.



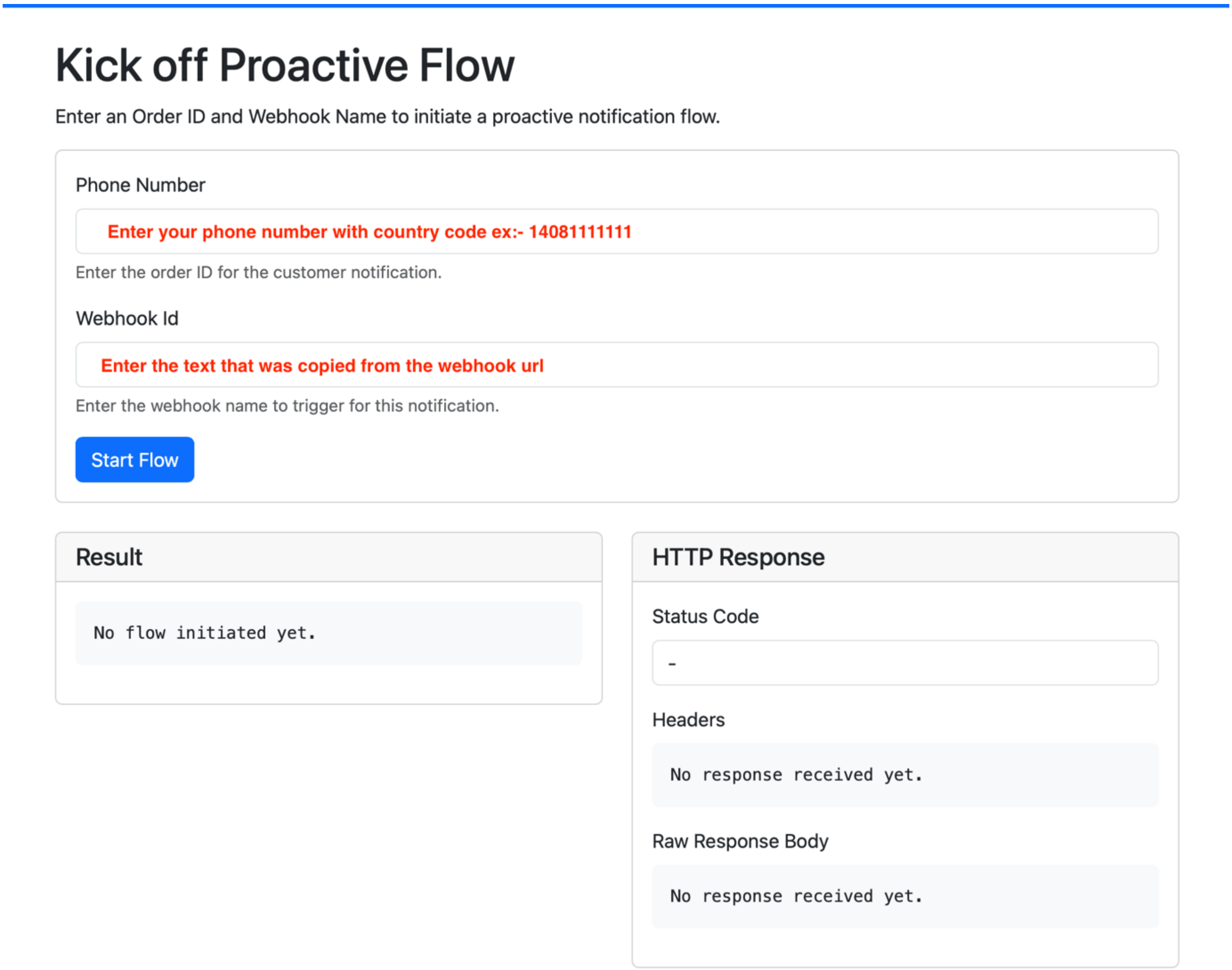
In the configuration window, locate the field named “Webhook URL” and the url is of the format https://hooks.us.webexconnect.io/events/XXXXXXXXX. Copy the last part of the URL “XXXXXXXXXX” to test.



2. Open a web browser and login to http://crm.cxocoe.us with the credentials provided.

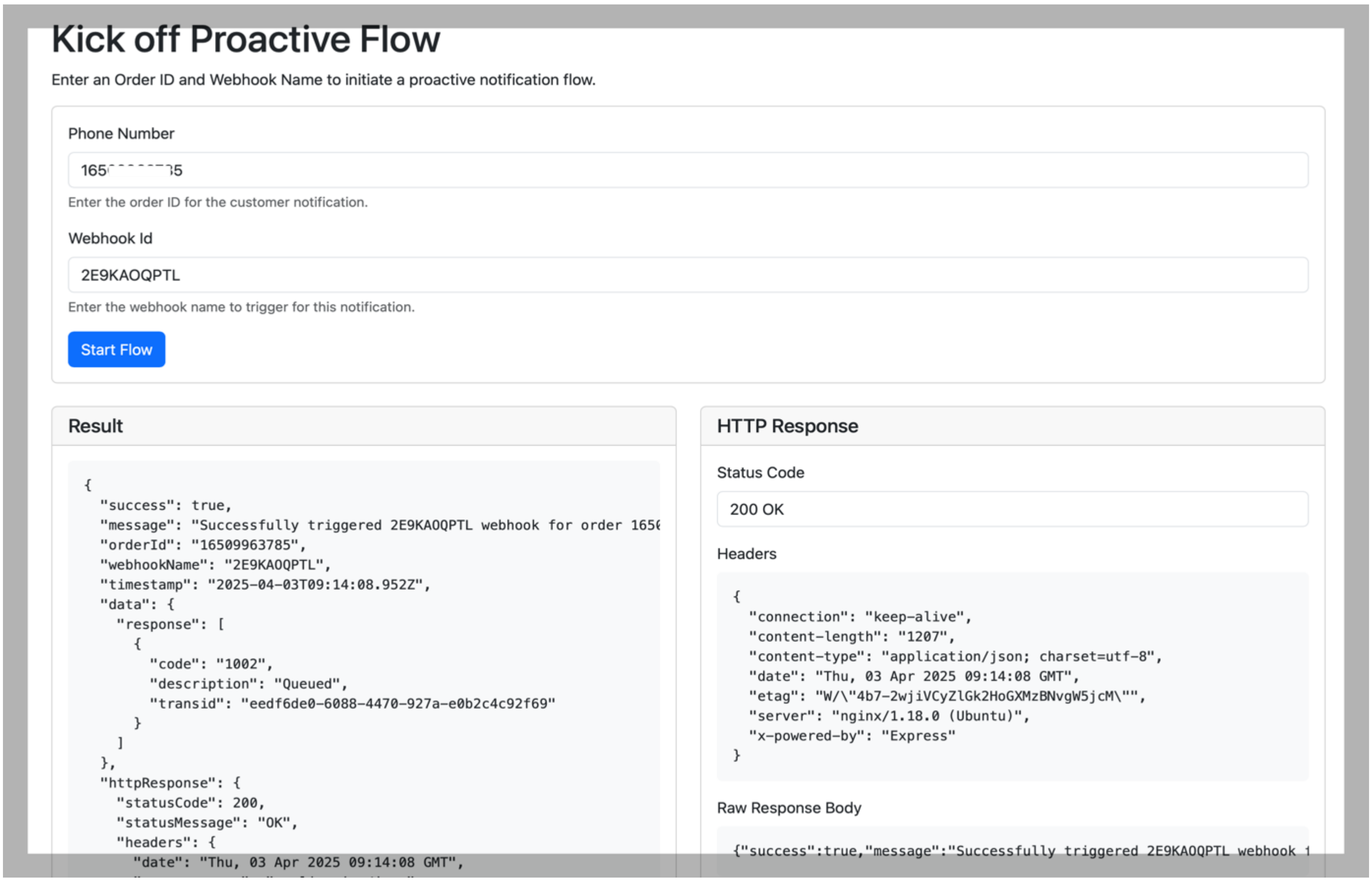


3. Click on “Kick off Proactive Flow”.

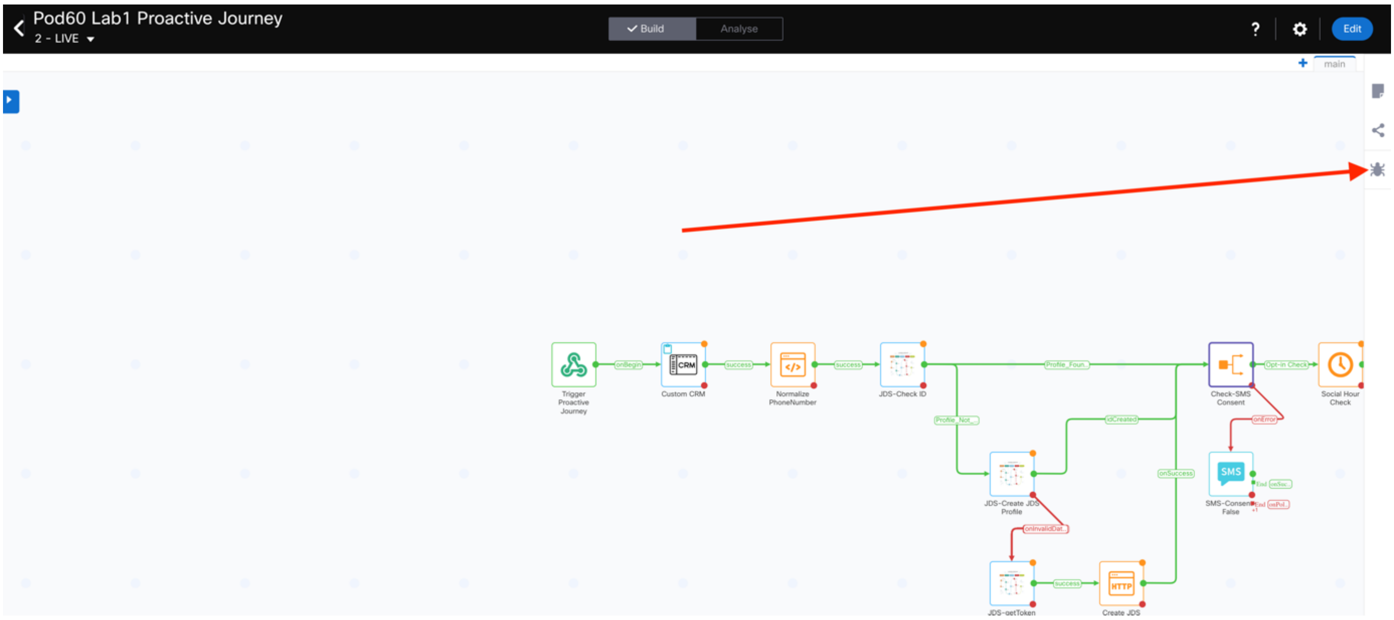


- Phone Number: *Enter your mobile number with country code. Ex: - 14081111111*
- Webhook Id: *Enter the copied text from step #1*

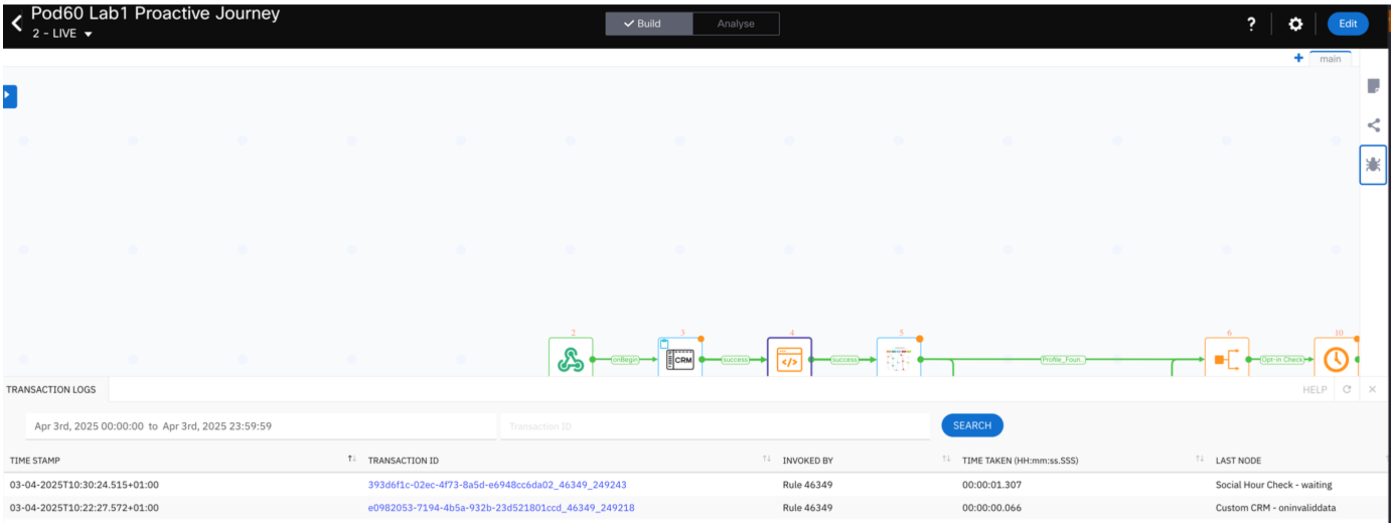
Then click on “Start Flow” to trigger the proactive journey.



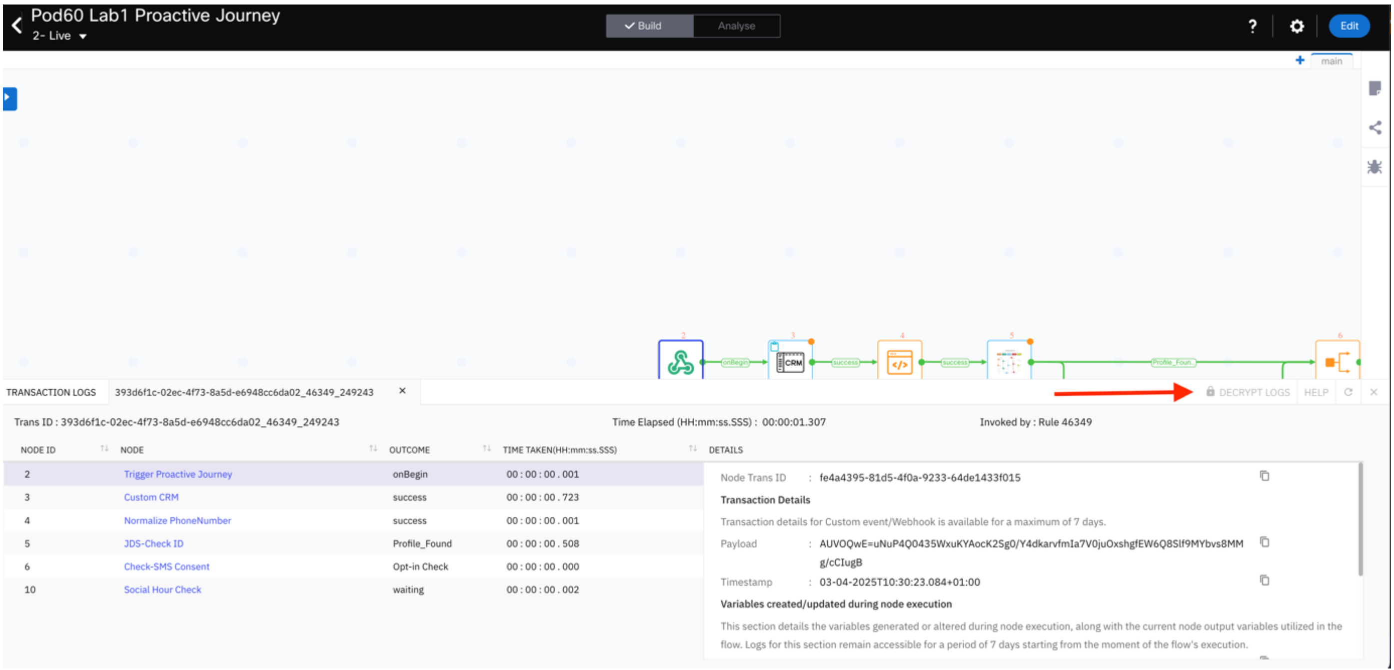
4. The flows provide debug capability to identify any issues with the configuration. The debug can be accessed by clicking on bug icon that is located on the right of the flow.



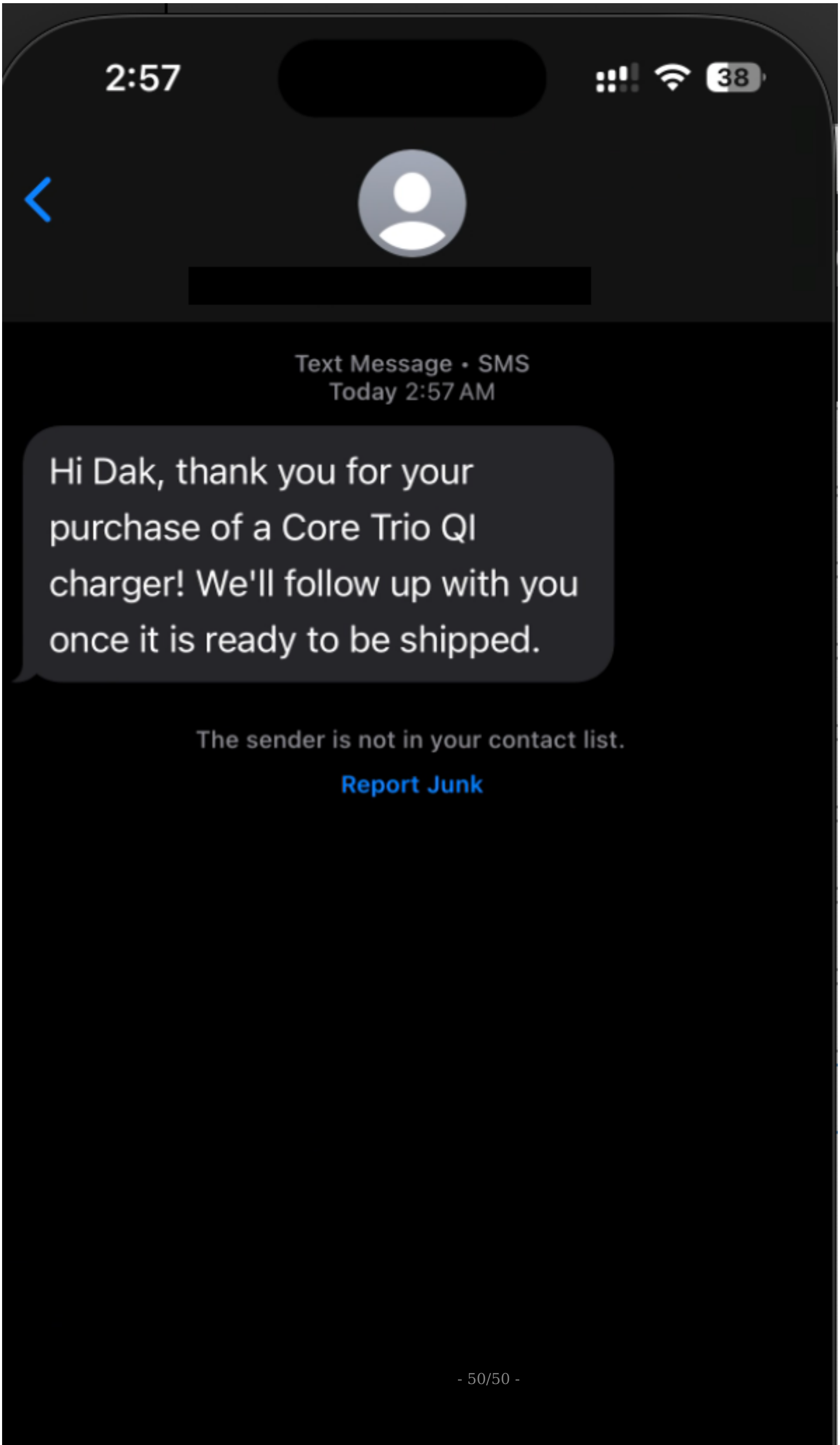
The debug window contains list of transaction id's that the flow has executed. Click on the appropriate transaction id to debug.



The debug output is encrypted by default. Click “Decrypt Logs” to view the logs in plain text.



5. You should have received a proactive notification on your mobile phone notifying you the purchase of a Core Trio Qi charger!


2:57
38
[redacted]
Text Message • SMS
Today 2:57 AM
Hi Dak, thank you for your purchase of a Core Trio QI charger! We'll follow up with you once it is ready to be shipped.
The sender is not in your contact list.
Report Junk