

Features and benefits

Customer Experience Essentials includes all the [Customer Experience Basic](#) features and the following additional features:

- Admin configuration in Control Hub
 - Call queue upgrade
 - Customer Experience Essentials queue, agents, and supervisor management
 - Screen pop configuration
 - Analytics
 - Reports
- [Agent experience in Webex App](#)
 - Real-time queue view
 - Screen pop
- [Supervisor experience in Webex App](#)
 - Agent availability status management
 - Agent queue join/unjoin status management
 - Agent monitoring
 - Real-time agent and queue view
 - Historical agent and queue view

For a detailed comparison of the features, see [Customer Experience Basic and Customer Experience Essentials feature comparison](#).

Recommendations

Follow the below recommendations to utilize the full advantage of the features:

- The Customer Experience Essentials agent can still use the Webex App mobile or a desk phone in the same way as a Customer Experience Basic agent. However, some Customer Experience Essentials agent features, such as real-time queue view and screen pop on inbound calls, are available only in the Webex App desktop client.
- The Customer Experience Essentials supervisor experience is primarily provided through the Webex App desktop client. The Customer Experience Essentials supervisor can still use dialed (FAC) monitoring functions in the same way as the Customer Experience Basic supervisor. However, Customer Experience Essentials supervisor features, such as historical agent and queue view, real-time agent and queue view, and agent monitoring, are available only in the Webex App desktop client.

Limitations

- Simultaneous login from multiple desktop apps is not supported.
- Workspaces and virtual lines can't be assigned to Customer Experience Essentials queues.
- Only bulk and Control Hub provisioning are provided in this phase. Public APIs aren't supported.
- Customer Experience Essentials features apply only to the primary line, but don't apply to the secondary or shared lines configured on the Webex App.
- Currently, the Customer Experience Essentials is not available for India.

Customer Experience Essentials trial

Partners can start a Customer Experience Essentials trial for customers so that they can try out the service before purchasing a license.

[Contact a Cisco sales representative](#) or check with your partner to trial the Customer Experience Essentials.

Few limitations to note when using the trial version:

- You can't upgrade the Customer Experience Basic call queue to the Customer Experience Essentials queue.
- You can assign only licensed users to the Customer Experience Essentials queue.

For more information on Webex trials, see [Start and Manage Webex Enterprise Trials in Webex Partner Hub](#).

Purchase license

Partners can order Customer Experience Essentials through Cisco Collaboration Flex Plan 3.0 or through a Service Provider in Cisco Commerce Workspace (CCW) as part of a new subscription or as a change order for an existing subscription. The Customer Experience Essential license includes a Webex Calling professional license.

For more details, see [Webex Customer Experience Essentials Ordering Guide](#).

Assign Customer Experience Essentials license to users

Before you begin

You can't assign both Webex Calling standard license and Customer Experience Essentials license to a user.

If you want to add new users to your organization and assign license to them, see [Add users manually in Control Hub](#) and [Add multiple users in Control Hub with the CSV template](#).

If you want to assign license to the existing users, perform one of the following ways:

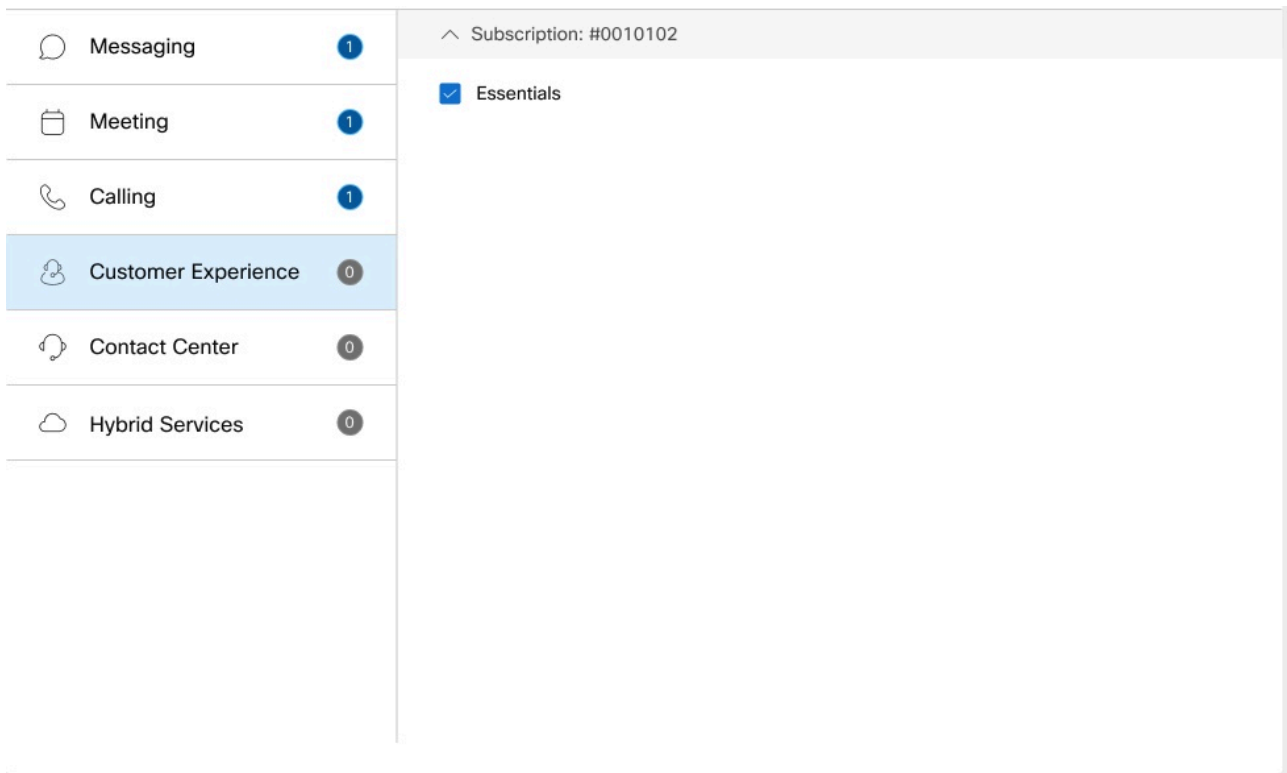
Manually assign a license

You can assign the Customer Experience Essentials license at organization level, group level, and user level.

① Sign in to [Control Hub](#), and go to the respective paths:

- Organization Level: **Management > Users > Licenses > License assignment > Edit.**
- Group Level: **Management > Groups > Webex groups or Synchronized groups > select a group > Assignments > License > Edit.**
- User Level: **Management > Users > select a user > Summary > License > Edit License.**

② Choose **Customer Experience** and select **Essentials**.



③ Click **Save**.

Bulk assign license

You can assign Customer Experience Essentials license to multiple users through a CSV template.

① Sign in to [Control Hub](#), and go to **Management > Users**.

② Click **Manage users > CSV add or edit > Download CSV**.

The spreadsheet gets downloaded.

- ③ In the spreadsheet, under the **Customer Experience Essentials** columns, enter **TRUE** to assign the service.
- ④ After you save the CSV file, click **Choose a file**, select the file that you modified, and then click **Open**.
- ⑤ Click **Upload**.

To review the progress of your task, go to **Overview > Quick links > Organization tasks**.

Upgrade call queue from Customer Experience Basic to Customer Experience Essentials

If your organization has purchased a Customer Experience Essentials license and wants to move the existing basic call queue to Customer Experience Essentials queue, you can do it effortlessly from the Control Hub. Upgrading the queue maintains the assigned agents and supervisors, and the existing settings of the queue.

Upgrade a call queue

Before you begin



Once a call queue is upgraded, you can't downgrade it.



Virtual line and workspace in the Customer Experience Basic call queue aren't supported to upgrade to Customer Experience Essentials queues.

- ① Sign in to [Control Hub](#), and go to **Services > Calling > Features > Call Queue**.
- ② Click the **...** icon of the call queue that you want to upgrade and click **Upgrade queue**.
- ③ Review the queue information and click **Next**.

The weighted routing pattern from Customer Experience Basic isn't supported in Customer Experience Essentials and defaults to Top Down. You can change to other routing types after the upgrade.

4

Choose a subscription for Customer Experience Essentials license to allocate to the agents and click **Next**.

This section doesn't appear if all the agents are already assigned with the Customer Experience Essentials license.

webex Control Hub

Search

6

Overview

Alerts center

MONITORING

Analytics

Troubleshooting

Reports

MANAGEMENT

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Account

Organization settings

SERVICES

Messaging

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Calling

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Connected UC

UCM Cloud

Hybrid

Call queues

Upgrade queue to Customer Experience Essentials

1 of 4 steps completed 25%

Step 1CompletedReview queue information

Step 2In progressAssign license and subscriptions

Step 3IncompleteReview Virtual lines and workspaces

Step 4IncompleteUpgrade queue

Assign license and license subscription to agents

The following agent(s) will be assigned a Customer Experience Essentials license. [Learn more](#)

Search by name or Phone number

3 Agent/s

Export csv

Remove All

Name	Phone number	Extension	
Katie Sam	+12021235923	2345	
Clint Barton	+12023458029	3019	
Andrew Lemor	+12023457032	2029	

Choose a subscription for Customer Experience Essentials license to allocate to the above agent(s).

Subscription ID	Plan Usage
<input checked="" type="checkbox"/> 122-4895-w43598	8 / 20
<input checked="" type="checkbox"/> 302-3754-8q6721 <div>Subscription overage</div>	40 / 35
<input checked="" type="checkbox"/> 573-8134-h8k746 <div>Operation pending</div>	35 / 35

- 5 Review the virtual line and workspace details and check **Continue upgrade without virtual line and workspace**, and click **Next**.

This section doesn't appear if you've no virtual line or workspace assigned to the call queue.

The screenshot shows the Webex Control Hub interface. The left sidebar contains navigation links for Overview, Alerts center, MONITORING (Analytics, Troubleshooting, Reports), MANAGEMENT (Users, Groups, Locations, Workspaces, Devices, Apps, Account, Organization settings), and SERVICES (Messaging, Meetings, Calling, Customer Experience, Connected UC, UCM Cloud, Hybrid). The main content area is titled 'Call queues' and shows a progress bar for 'Upgrade queue to Customer Experience Essentials' (2 of 4 steps completed, 50%). The steps are: Step 1 (Completed) Review queue information, Step 2 (Completed) Assign license and subscriptions, Step 3 (In progress) Review Virtual lines and workspaces, and Step 4 (Incomplete) Upgrade queue. The 'Review virtual lines and workspaces' section displays a table of virtual lines and workspaces, a search bar, and an 'Export csv' button. Below the table is a checkbox labeled 'Continue upgrade without virtual lines and workspaces' which is checked.

Name	Phone number	Extension
Virtual line 1	+12021235923	2345
Virtual line 2	+12023458029	3019
Workspace 1	+12023458029	3019
Workspace 2	+12023458029	3019
Workspace 3	+12023457032	2029

- 6 Click **Upgrade**.

You can review the upgrade process in the task manager.

Once the upgrade is successful, go to **Services > Customer Experience > Queues** to view the upgraded queue.

Create and manage queue

Queue routes callers to agents who can help with a particular issue or question. Calls are distributed one at a time to the agents in the queue. Queues temporarily hold calls when all agents assigned to receive calls from the queue are unavailable. When agents become available, the queued calls are routed according to the call routing settings you've determined for the queue.



When a call arrives to a queue and is sent to an agent, the agent call forwarding feature doesn't work.

Want to see how it's done? Watch these video demonstrations on how to [create a call queue](#) and how to [manage an existing call queue](#).

Create a queue

You can create multiple queues for your organization. Use these queues when you can't answer customers' calls to provide an automated answer, comfort messages or hold music until someone answers.

Before you begin

Only users who are licensed with Customer Experience Essentials can be assigned as agents or supervisors for Customer Experience Essentials queues.

- ① Sign in to [Control Hub](#), and go to **Services > Customer Experience > Queues**.
- ② Click **Manage > Add**.

3 On the **Basics** page, enter the following information, and then click **Next**.

- **Location**—Select a location from the drop-down menu.



A location is a container with a location-specific calling configuration. See [Configure Cisco Webex Calling for Your Organization](#), for more information.

- **Queue Name**—Enter a name for the queue.
- **Phone Number**—Assign a primary phone number and/or an extension to the queue.
- **Allow agents to use call queue number as caller ID**—Enable the toggle to allow the agents to use the call queue number as the caller ID.
- **Number of Calls in Queue**—Assign the maximum number of calls for this queue. Once this number is reached, the overflow settings are triggered.

You can set the number of calls in a queue from 0–250.



Don't set the **Number of Calls in Queue** to 0. If it's set to 0, then incoming calls aren't allowed.

- **Caller ID**—Assign the caller ID for the queue.



This field is mandatory to navigate to the next screen.

- **External caller ID phone number**—Choose the external caller ID phone number. This number is used when the call back is initiated to the caller. Also, If an agent in a queue makes an external call and the queue has a phone number, that number is used as the caller ID; otherwise, this configured external caller ID number is used. For internal calls made by an agent, if the queue has an extension, that extension is used as the caller ID; otherwise, the queue's phone number is used.
- **Direct Line**—The primary phone number and extension from this queue.



The direct line option doesn't appear if you don't specify a phone number.

- **Location Number**—The number assigned to the location.
- **Other number from organization**—Select a number from the location using the drop-down.
- **First name** and **Last name**—Enter the caller ID first name and last name. The caller ID name entered here, along with the calling party caller ID name and number, shows when the queue agents are receiving an incoming call from the queue.
- **Language**—Select the queue language from the drop-down menu.

Add Queue

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Basics

Call routing

Queue settings

Announcements

Select agents

Review

Step 1: Basics

Location

Assign a location to your queue.

San Jose HQ

Queue name

This name is used to identify the queue.

Sales

Phone number

Assign a Webex Calling primary line to the queue. A phone number and/or extension is required.

+18736419362

and/or

1111

Allow agents to use call queue number as caller ID

×

Number of calls in queue

10

Caller ID

Caller ID is used when call forward is enabled and calls are being forwarded out.

External caller ID phone number

●

 Direct line:

○

 Assigned number from Queue's location

○

 Other number from organization

First name

Sales

Last name

HQ

Language

Select the queue language.

English

Cancel

Next

4 On the **Call Routing** page, choose one of the following options, and click **Next**.

- Priority Based
 - **Circular**—Cycles through all agents after the last agent that took a call. It sends calls to the next available queue agent.
 - **Top Down**—Sends calls through the queue of agents in order, starting from the top each time.
 - **Longest Idle**—Sends calls to the agent that has been idle the longest. If they don't answer, proceeds to the next agent who has been idle second longest, and so on, until the call is answered.
 - **Simultaneous**—Sends calls to all agents in a queue at once.



If you've set up a simultaneous call routing pattern and bounced call settings, you can enhance the call distribution of unanswered calls. For more information, see [Enhance call queue simultaneous ring call distribution for bounced calls](#).

- Skill Based



When you select skill-based call routing, by default routing happens only based on the skill level. If there's more than one agent with the same skill level, follow the selected routing pattern (Circular/Top Down/Longest) to resolve the contention to choose the next agent for call routing.

- **Circular**—Cycles through all agents after the last agent that took a call. It sends calls to the next available queue agent.
- **Top Down**—Sends calls through the queue of agents in order, starting from the top each time.
- **Longest Idle**—Sends calls to the agent that has been idle the longest. If they don't answer, proceeds to the next agent who has been idle second longest, and so on, until the call is answered.

The following table shows the maximum number of agents that you can allocate for each call routing type.

Call routing type	Maximum number of agents allowed
Priority based	
Circular	1,000
Top Down	1,000
Longest Idle	1,000

5 On the **Queue Settings** page, configure the screen pop, overflow settings, and notification tone for agents, and then click **Next**.

- **Screen pop**—Enable this toggle and configure the following details to display the customer information screen on an agent's desktop when the agent answers an incoming call.
 - **Screen pop URL**—Enter the URL of the intended website. After the agent answers the call, the entered URL appears in the agent desktop. Example: <https://www.example.com>.
 - **Screen pop desktop label**—Enter the label, which appears on the desktop with the hyperlink to the screen pop URL. For example, if the screen pop URL is <https://www.example.com> and the screen pop desktop label is 'Example,' the system displays the hyperlink as [Example](#) in the screen pop notification.
 - **Query parameters**—You can enter a variable name and the associated value in the **Key-Value** fields to pass the data as parameters. The **Key-Value** pairs are used to construct the query parameter. You can use syntax `{{variable}}` to specify a value that dynamically fetches and displays the caller details. For example: `{{NewPhoneContact.ANI}}`.

Click **Add new** to add a new parameter.

The following table shows the variables that are allowed to use.

Key	Value	Description
ANI	<code>{{NewPhoneContact.ANI}}</code>	Automatic Number Identification (ANI) is a feature of a telecommunications network to automatically determine the originating phone number of a call. This variable stores the phone number of the caller for the inbound call to the queue.
DNIS	<code>{{NewPhoneContact.DNIS}}</code>	Dialed Number Identification Service (DNIS) is a service that identifies the originally dialed telephone number of a call. This variable stores the phone number that the caller dialed for the inbound call to the queue.
InteractionID	<code>{{NewPhoneContact.InteractionID}}</code>	This variable stores a unique identifier that is associated with the interaction for the inbound call to the queue.
AgentID	<code>{{AgentAnswered.AgentID}}</code>	This variable stores the unique identifier of the agent answering the call offered from the queue.
AgentName	<code>{{AgentAnswered.AgentName}}</code>	This variable stores the display name of the agent answering the call offered from the queue.

Key	Value	Description
QueueID	{{AgentAnswered.QueueID}}	This variable stores the unique queue identifier of the queue offering the call to the agent answering the call.
QueueName	{{AgentAnswered.QueueName}}	This variable stores the unique queue display name of the queue offering the call to the agent answering the call.
TenantID	{{AgentAnswered.TenantID}}	This variable stores the unique organization identifier of the agent answering the call.

- **Screen pop URL parameters**—This is auto-populated as you enter the key-value details.
- **Description**—Enter the description for screen pop.
- **Overflow Settings**—Choose one of the following options to handle the overflow calls:
 - **Perform busy treatment**—The caller hears a fast-busy tone.
 - **Play ringing until caller hangs up**—The caller hears ringing until they disconnect.
 - **Transfer to phone number**—Enter the number where you want to transfer overflow calls.

You can also enable the following settings:

- **Enable overflow after calls wait x seconds**—With this option, you can enter a wait time (in seconds) for callers. Once this wait time is reached by the caller, the overflow treatment is triggered.
- **Play announcement before overflow processing**—If this option is disabled, callers hear hold music until a user answers the call.
- **Notification tone for agents**—Configure whether to play a notification tone to agents when a supervisor uses functions such as monitoring, barge-in, and coaching. This setting can be configured at organization level and queue level.
 - **Use organization's default settings**—Choose this option if you want to apply the organization settings for this queue. By default, this option is selected.

To configure the settings at the organization level, see [Configure agent notification tone for supervisor functions](#).

- **Define custom notification settings**—To customize the settings for this queue, choose this option and then select the following:
 - Play notification tone for Monitoring
 - Play notification tone for Supervisor Barge in
 - Play notification tone for Coaching

Selecting these options plays a notification tone for the agent when a supervisor monitors, coaches, or barges in on the call.

Add Queue

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●

Basics

●

Call routing

●

Queue settings

○

Announcements

○

Select agents

○

Review

Step 3: Queue settings

Screen pop New

Turn on Screen pop for agents in this queue. This lets Customer Experience Essentials agents view customer-related information in a pop-up window.

●

Turn on Screen pop for agents in this queue

Screen Pop URL ⓘ

https://www.example.com/page

Screen pop desktop label ⓘ

Example

Query parameters ⓘ

[Screen Pop parameter guidelines](#)

Key 1

Value 1

ANI

{{NewPhoneContact.ANI}}

🗑

Add new

Screen Pop URL with parameters

https://www.example.com/page?ANI={{NewPhoneContact.ANI}}

🗑

Description

Enter a description

Overflow settings

For new calls when the queue is full (overflow)

Perform busy treatment

⊗

Enable overflow after calls wait x seconds

⊗

Play announcement before overflow processing

Notification tone for agents

These settings can be used to toggle the notification tones that an agent will hear when supervisor functions are invoked.

○

Use organization's default settings

●

Define custom notification settings

☑

Play notification tones for Monitoring

☑

Play notification tones for Supervisor Barge In

☑

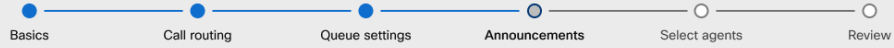
Play notification tones for Coaching

Cancel

Next

6 On the **Announcements** page, determine the messages and music that callers hear while waiting in the queue, and click **Next**. Enable any of the following options:

- **Welcome Message**—Play a message when callers first reach the queue. For example, “Thank you for calling. An agent will be with you shortly.” It can be set as mandatory. If the mandatory option isn’t selected and a caller reaches the queue while there’s an available agent, the caller won’t hear this announcement and is transferred to an agent.
- **Estimated wait message for Queued Calls**—Notify the caller with either their estimated wait time or position in the queue. If this option is enabled, it plays after the welcome message and before the comfort message.
- **Comfort Message**—Play a message after the welcome message and before hold music. This is typically a custom announcement that plays information, such as current promotions or information about products and services.
- **Comfort Message Bypass**—Play a shorter comfort message instead of the standard Comfort Message or Music On Hold announcement for all calls that should be answered quickly. This feature prevents a caller from hearing a short portion of the standard comfort message that abruptly ends when they are connected to an agent.
- **Hold Music**—Play music after the comfort message in a repetitive loop.
- **Call Whisper Message**—Play a message to the agent immediately before the incoming call is connected. The message typically announces the identity of the queue from which the call is coming.



Step 4: Announcements

Welcome message



☐ Welcome message is mandatory

If selected, a welcome message is played to every caller. If not selected and agents are available, the caller does not hear the welcome message. Welcome message type. You can add up to four announcements in the settings after the setup.

☒ Default greeting

☐ Custom greeting

Estimated wait message for queued calls



Comfort message



Comfort message bypass



Hold music



Call whisper



Cancel

Next

7 On the **Select Agents** page, search and select the users to add to the queue, and click **Next**.

You can enable the **Show Customer Experience users Only** toggle to view only the Customer Experience Essentials entitled users in the drop-down.

If you've selected a skill based routing type, you get a **Assigned Skill Level** drop-down list from which you can select the skill level value for the users. You can assign a skill level (1 being the highest skill level and 20 being the lowest skill level) to each user added to the queue. By default, the agents are added with skill level **1** (Highest skill level).



Depending on the call routing option that you chose previously, you may need to add extra information such as for circular or top-down call routing, drag and drop users in the order of their queue position.

You can also select the following options:

- **Allow agents on active calls to take additional calls**—Check this option if you want to allow agents on active calls to take additional calls.
- **Allow agents to join or unjoin the queue**—Check this option if you want to allow agents to join or unjoin the queue.

Add Queue

Basics

Call routing

Queue settings

Announcements

Select agents

Review

Step 5: Select agents

Select users to add to the queue.

Call routing selected: Circular

Search for and add users by name or phone number

Search agents to add to queue

Show Customer Experience users only

☐ Allow agents on active calls to take additional calls

☐ Allow agents to join or unjoin the queue

5 Agents

Remove All

Name	Phone Number	Extension
Bruce Banner Essentials	+12023458000	3001
Bucky Barnes Essentials	+12023458001	3114
Clint Barton Essentials	+12023458029	3019
Andrew Lemor Essentials	+12023457032	2029
Rob Martin Essentials	+12023457056	2343

Cancel

Next

8

On the **Assign license** page, choose the subscription for Customer Experience Essentials license to assign to the users and click **Next**.

This page doesn't appear if all the added users are already assigned with the Customer Experience Essentials license.

Add queue

Basics

Call routing

Queue settings

Announcements

Select agents

Assign license

Review

Step 6: Assign license and license subscription

The following agent(s) will be assigned a Customer Experience Essentials license.

Q Search by name or Phone number

1 Agent/s

Name	Phone Number	Extension
Katie Sam	+12021235923	2345

Choose subscription(s) for Customer Experience Essentials license to allocate to the above agent(s).

Subscription ID	Plan Usage
<input checked="" type="checkbox"/> 122-4895-w43598	8 / 20
<input checked="" type="checkbox"/> 302-3754-8q6721 Subscription overage	40 / 35
<input checked="" type="checkbox"/> 573-8134-h8k746 Operation pending	35 / 35

Cancel

Next

- 9 On the **Review** page, review your queue settings to make sure you've entered the correct details.

Add Queue

Basics Call routing Queue settings Announcements Select agents Assign license Review

Step 7: Review

Review queue configuration

Review the settings for your new queue to make sure that everything is correct. You can go back and make changes now, or edit and manage advanced features at any time by selecting your queue name on the Features page.

Basics Agents Call routing Queue settings

Basics

Queue name: Sales
Location: San Jose HQ
Phone number: +18736419362
Extension: 1111
Caller ID: Sales
Language: English

Cancel Add queue

- 10 Click **Add queue** and **Done** to add your queue.



On creating a queue, you can enable or disable the queue using the toggle beside **Enable Queue** in the side panel.



Toggling off the **Enable Queue** in the side panel disables all new calls to the queue and presents a busy status to the caller. Also, it resets the call routing type allocation for the next agent, for example, circular routing will default to the first agent in the list.

Create queues in bulk

You can add and manage queues in bulk using a queue CSV. The section cover the specific fields and values needed for the CSV upload of queues.