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Get started with Webex Contact Center

☰ In this article

After creating a trial or subscription order, certain services need to be set up for the customer account on Control Hub.

Set up services for trials and subscription orders

A partner or a customer administrator can set up services for trials and subscription orders. Services setup wizard experience is the same for the trial and subscription provisioning flows. We recommend that partners complete these steps before handing over the account to customer administrators.

📄 You can use any [supported browser](#) to access Control Hub.

Partner Administrator Access

- **For Trials**: When you set up a new trial using the Start New Trial wizard, after you provide the information to start the trial, the final screen displays "Your trial is ready. Do you want to set up the services for the customer?".

  Click **Yes** to continue to set up services for the customer.

- **For Subscription Orders**: When you create a [Webex Contact Center Order](#) using the Order Set-Up wizard, after you specify the order information, the final screen displays "Thank you. The order has been mapped correctly".

  Click **Next** to continue to set up services for the customer.

Customer Administrator Access

For Trials and Subscription Orders: When the trial starts or the subscription order is successfully mapped, the customer administrator receives a Welcome email on the email address that is specified in the Start Trial wizard or Order Set-Up wizard.

Do the following to access the customer administrator account on Control Hub:

1 Open the Welcome email.

2 Click the **Get Started** link in the email.

3 Enter the password and click **Save & Sign In**.

4 Accept the Terms of Service to access your Control Hub account.

Services setup wizard

1 After a contact center trial or subscription starts, access the Services setup wizard to configure the contact center tenant using the Control Hub URL https://admin.webex.com/.

The wizard appears each time a partner or customer administrator accesses the Control Hub, until the setup is completed successfully.

2 On the **Summary** page, review the contact center license information and click **Setup now**.

3 On the **Calling Setup** page, review the SIP address name of your organization and click **Next**.

- You can modify the SIP address name if necessary. For more information, see the article Webex SIP Addresses in Control Hub .

- You can configure the Webex Calling services for your organization if necessary. For more information, see the article Configure Webex Calling for your organization .

4 On the **Contact Center Settings** page, do the following:

1 Choose the country of operation from the **Country or region** drop-down list and click **Save**.

By default, the country of operation is same as the country that is chosen in the Order Mapping wizard.

Webex Contact Center creates the tenant in the appropriate data center based on the country of operation. For the list of countries and the corresponding data center mapping, see the article Data Locality in Webex Contact Center .

If an incompatible location message appears after you click **Save**, contact Cisco Solution Assurance for support.

(2) On the **Confirm Country of Operation** pop over, click **Confirm**.

📄 You can't change the country of operation for Webex Contact Center after you click confirm.

(3) In the **Setup your Contact Center Tenant Timezone** section, from the **Timezone** drop-down list, choose a time zone.

📄 By default, Webex Contact Center selects a timezone based on the region that your contact center operates from.

(4) In the **Webex Contact Center Platform** section, choose a contact center platform.

📄 Based on the country of operation you choose, one or more Webex Contact Center platform options are available.

(5) In the **Webex Contact Center Telephony** section, based on the platform you choose, select the applicable telephony option and click **Next**. See the table below for the telephony options available for various platforms.

📄 If you order the Cisco PSTN for Contact Center add-on (only for the United States of America), Webex Contact Center automatically applies the telephony option. This option isn't applicable for a trial tenant.

The following table summarizes the platform and telephony options applicable for each country of operation:

#	Region	Telephony Type/Integration method
1	North America (all supported countries)	• Webex Calling-based agents and PSTN via Webex Calling (with active subscription) • Support for external and third-party telephony via Webex Calling PSTN services** • Support for external and third-party telephony environments using VPOP* • Support for Cisco Contact Center PSTN

#	Region	Telephony Type/Integration method
2	Other countries (including EMEA (All), LATAM (All), APJC (All), Gulf region (Turkey, Jordan, Bahrain, Kuwait, Oman)	• Webex Calling-based agents and PSTN via Webex Calling (with active subscription) • Support for external and third-party telephony via Webex Calling PSTN services** • Support for external and third-party telephony environments using VPOP*

* VPOP is a legacy option. It is not recommended for new customers

** added in Cisco Commerce Workspace at the time of ordering (offered free of cost)

For more information on telephony integrations, see https://help.webex.com/en-us/article/2dputx/Set-up-voice-channel-for-Webex-Contact-Center.

5. On the **Review** page, review the details of the subscription and click **Submit**. To change the service configuration options, click **Go back and edit**.

6. To download the summary of the order, click **Download Order Summary**.

7. Click **Close**.

> 📄 After the Services Setup wizard completes, the Contact Center service is available in the customer organization.

What to do next

After the contact center setup is successful for your organization, navigate to **Contact Center** > **Settings** > **General** and review the **Webex Contact Center Platform Details** field on Control Hub.

- If the **Webex Contact Center Platform Details** field displays `Webex Contact Center`, see the Set Up Voice Channel for Webex Contact Center article and the Cisco Webex Contact Center Voice Onboarding Guide to setup voice options for your Webex Contact Center tenant.

- If the **Webex Contact Center Platform Details** field displays `1.0`, see the Cisco Webex Contact Center 1.0 Voice Onboarding Guide to setup voice options for your Webex Contact Center tenant.

Set up Webex Contact Center

Before you begin

① On the Control Hub home screen, navigate to **Contact Center** > **Settings**.

② In the **Settings** tab, click **Set Up Cisco Webex Contact Center**.

📋 If the customer requires Webex Contact Center chat services, ensure that the customer administrator logs in to this page and clicks **Set Up Cisco Webex Contact Center** to set up chat services.

What to do next

Your tenant configuration is complete. Now, you can configure the following features for this tenant:

- Add users for Webex Contact Center using the *Ways to Add Users for Webex Contact Center* article.

- Set up voice options using the Set Up Voice Channel for Webex Contact Center article.

- Set up chat using the Configure a Chat Template for Webex Contact Center article.

- Set up email using the *Create a Routing Strategy* topic in the *Cisco Webex Contact Center Setup and Administration Guide* or *Cisco Webex Contact Center 1.0 Setup and Administration Guide*.

Set up your organization for hybrid services

Before you begin

- Ensure that you have an order for Webex Connect or Google Contact Center Artificial Intelligence (CCAI) hybrid service. For information on how to place an order, see Cisco Collaboration Flex 3.0 Contact Center Ordering Guide.

- Create your organization and map the order to the organization. For more information, see Create a Webex Contact Center Order for a Customer.

① Access the Services Setup wizard to configure the Contact Center tenant using the Control Hub URL https://admin.webex.com/. The wizard appears each time a partner or customer administrator accesses Control Hub, until the setup completes successfully.

② On **Summary**, confirm that your Contact Center license information is accurate and click **Set up now**.

③ On **Set up Location**, review the SIP address name of your organization and click **Next**.

- You can modify the SIP address name if necessary. For more information, see the article Webex SIP Addresses in Control Hub.

- You can configure the Webex Calling services for your organization if necessary. For more information, see the article Configure Webex Calling for your organization.

4 On **Contact Center Settings**, do the following:

a Choose the country of operation from the **Country or region** drop-down list and click **Save**.By default, the country of operation is the same as the country selected in the Order Mapping wizard. Webex Contact Center creates the tenant in the appropriate data center based on the country of operation. For the list of countries and the corresponding data center mapping, see [Data Locality in Webex Contact Center](). This list applies for On Premises and Webex Contact Center Enterprise also. For premise-based deployments, select a country of operation which provides services closest to your deployment.

b On **Confirm Country of Operation**, click **Confirm**.

> You can't change the country of operation for the Webex Contact Center after confirmation.

c In **Setup your Contact Center Tenant Timezone**, from the **Time zone** drop-down list, choose a time zone.

> By default a time zone that is based on the region that your Contact Center operates from is selected. You can change this by selecting a time from the drop-down list. The selected time zone applies to Webex Connect service. If ony CCAI services is being provisioned, then the option to select the Contact Center Tenant Timezone is not provided.

d Review the information in **Here's what you'll set up**. The provisioned service is displayed in the Contact Center setup section.

e On **Review**, review the details of the subscription and click **Submit**. The services setup takes a few minutes.

f Click the **Download Order Summary (PDF)** to download the order summary.

g To change the service configuration options, click **Go back and edit**.

h Click **Close**.

What to do next

- If you are using Webex Connect service, provision digital channels for Webex Connect. For more information, see [Provision Webex Connect digital services for your organization]().

- If you are using CCAI hybrid services, configure digital channels for CCAI. For more information, see [Configure Contact Center AI]().

Provision Webex Connect digital services for your organization

Digital services like Webex Engage and Connect are automatically provisioned.

Initial provisioning automatically grants access to the first partner and customer admins for Webex Connect. Subsequent admin users must be manually added to Control Hub and then to the team mates section in Webex Connect. Once added, these administrators can utilize Single Sign-On (SSO) to access digital services directly from the Control Hub.

Once your contact center is provisioned, go to **Control Hub > Tenant Settings > Digital** to view and launch Webex Engage and Connect. These are also available as quick link from the Control Hub.

> 📋 Partner admins don't have access to Webex Engage.

Was this article helpful?

Yes, thank you!   Not really