

## **Webex Experience Management with Contact Center**

**HOLCCT-2105**

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## Learning Objectives

This lab session is an **intermediate** level session intended for engineers with prior **Cisco Contact Center Enterprise (CCE)** experience.

## Disclaimer

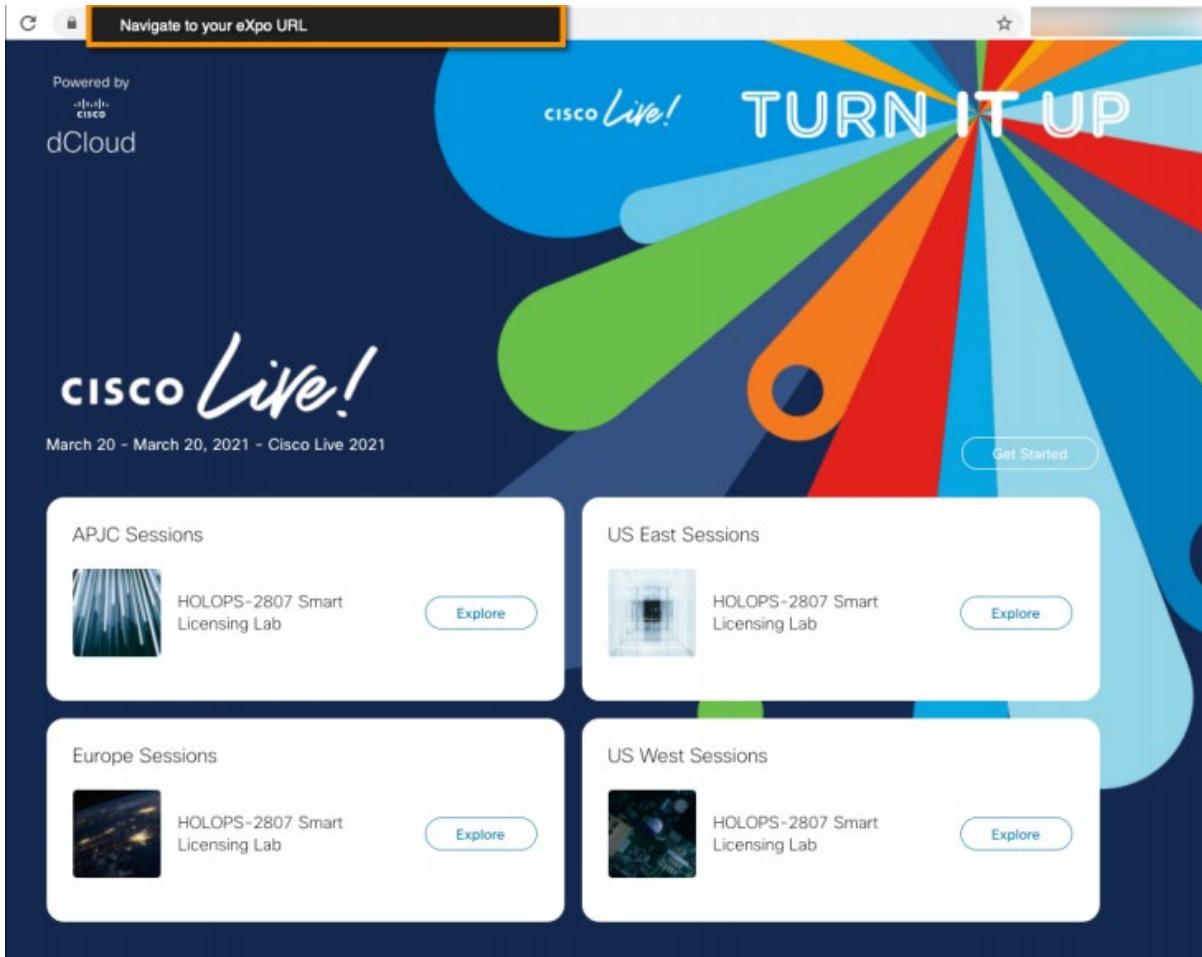
This lab is not designed for a production system, thus not all recommended features are implemented or enabled optimally. For implementation and design-related questions, please contact your representative at Cisco, or a Cisco partner.

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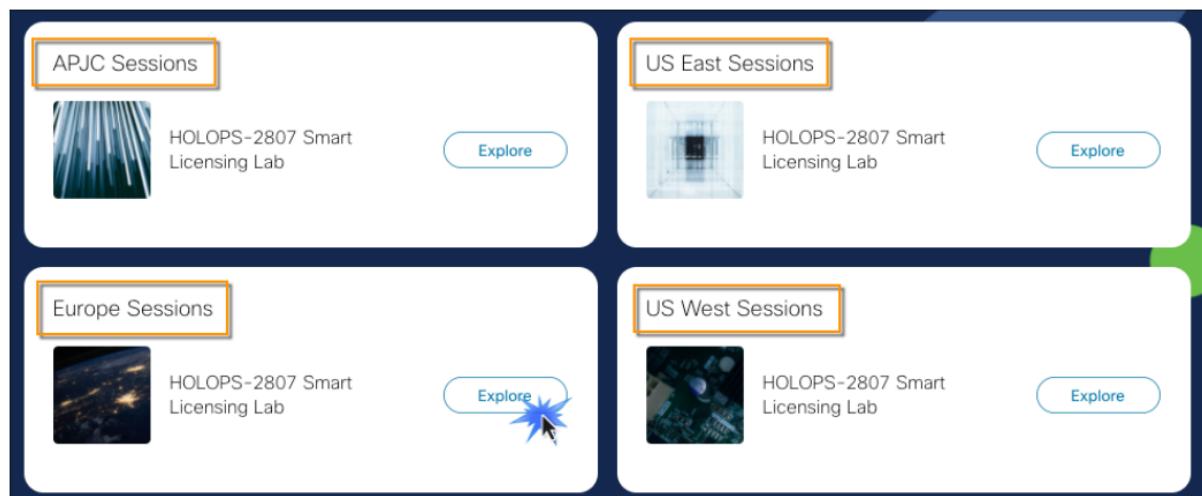
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## Cisco Dcloud eXpo Connection

1. Obtain your Cisco eXpo URL.
2. Launch your browser – we recommend that you use Chrome.
3. Navigate to your Cisco eXpo URL.



4. When you have the choice, choose the location closes to you and click Explore.

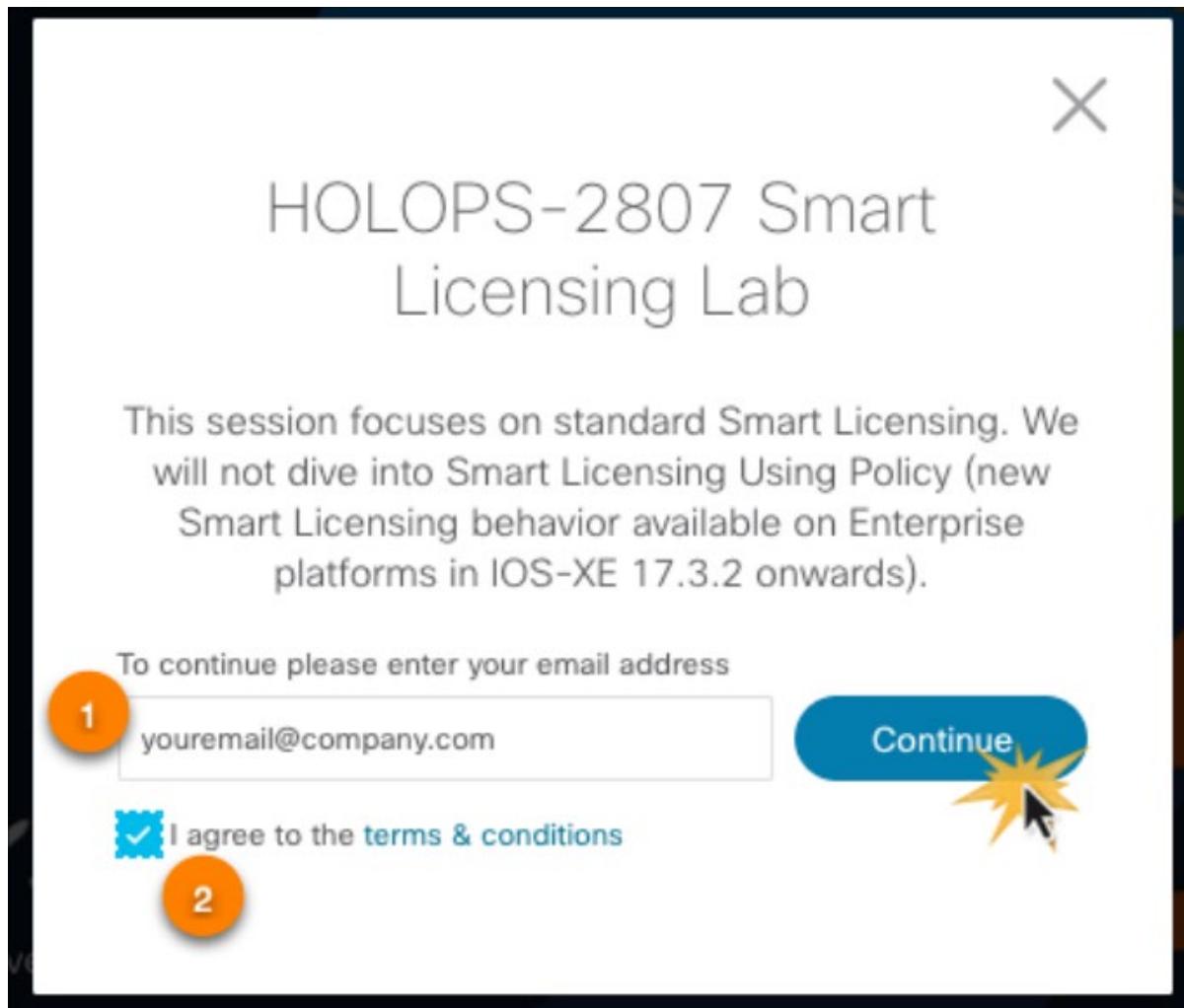


5. Enter your email.

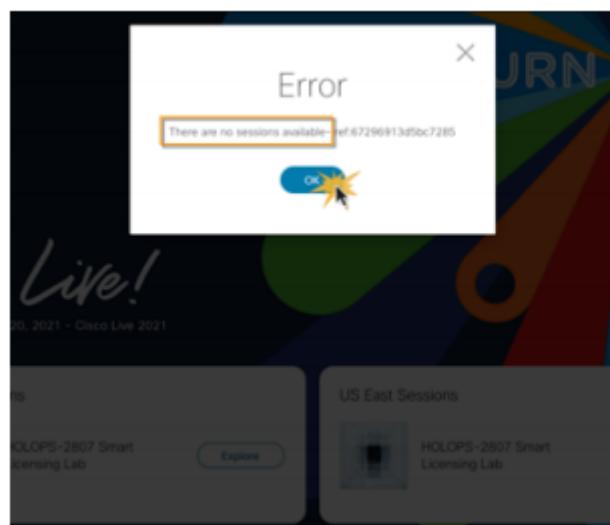
**CISCO** *Live!*

6. Check the box to accept the dCloud Terms & Conditions.

7. Click Continue.



8. If you click Continue and see this error, click OK and try a different location. If there are no more sessions available, please notify your Lab Proctor right away.



9. You're assigned a session.

The screenshot shows the Cisco eXpo dCloud interface. At the top, there are logos for Cisco and eXpo, and a "Logout and End Session" button. Below that, it says "Powered by Cisco dCloud" and "cisco Live! TURN IT UP". The main area is titled "HOLOPS-2807 Smart Licensing Lab". It has tabs for "Network", "Details", and "Resources", with "Network" selected. A table lists three network entries:

NAME	IP ADDRESS	USERNAME	PASSWORD	LINK
cucm125	198.18.133.3	administrator	dCloud123!	Remote Desktop
ad1	198.18.133.1	dcloud\administrator	C1sco12345	Remote Desktop
wkst1	198.18.133.36	Administrator	C1sco12345	Remote Desktop

10. Click on the Details tab and record the AnyConnect details for your session. If you close your browser before you are finished, you will need this to reconnect to your session.

This screenshot shows the "Details" tab selected in the navigation bar. Below it, the "Anyconnect" button is highlighted with a black oval and an orange arrow pointing to it. The "AnyConnect Credentials" section displays the following information:

HOST	USER	PASSWORD
https://dcloud-lon-anyconnect.cisco.com	v1519user1	63e099

From the Network tab using the links provided connect to your Jumphost or Workstation using the Remote Desktop links provided in the table. You'll be redirected to a new tab.



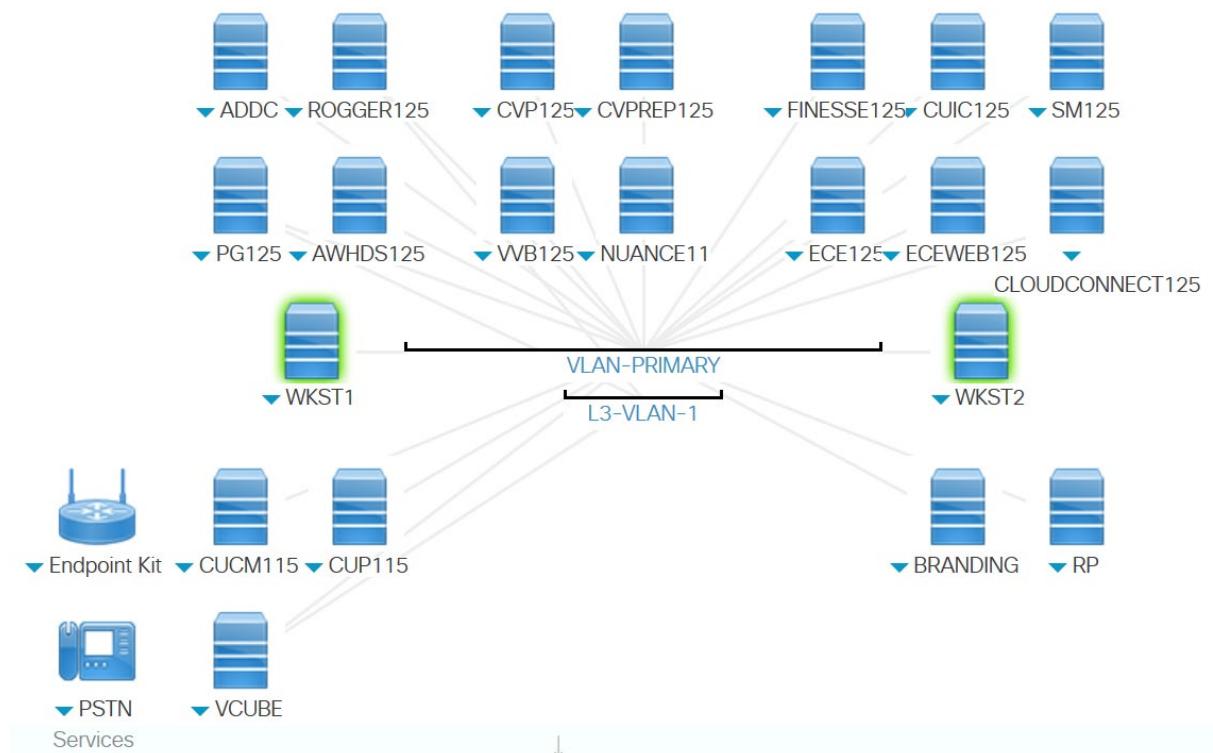
11. Finished with your lab? Come back to the Cisco eXpo tab and click on Logout and End Session.

The screenshot shows the Cisco eXpo interface again. On the left is the Cisco logo and "eXpo" text. On the right is a blue button labeled "Logout and End Session" with a small starburst icon next to it.

Thank you for participating! Please don't forget to complete your Cisco Live Session survey.

## Lab Topology

This demonstration includes several VMs. Most of the servers are fully configurable using the administrative level account. Administrative account details are included in the steps where relevant and in the server details table.



## Address and Credentials

Demo VMs	Version	Hostname	IP Address	Username	Password
AD / Exchange	Windows 2012 R2 SP1	ad1	198.18.133.1	DCLOUD\Administrator	C1sco12345
CUCM	11.5.1 Unrestricted	cucm1	198.18.133.3	administrator	C1sco12345
IM & Presence	11.5.1 Unrestricted	cup1	198.18.133.4	administrator	C1sco12345
Roger	12.5.1	cceroger	198.18.135.37	DCLOUD\Administrator	C1sco12345
PG	12.5.1	ccecall	198.18.133.12	DCLOUD\Administrator	C1sco12345
AW-HDS	12.5.1	ccedata	198.18.133.11	DCLOUD\Administrator	C1sco12345
CVP Call Server CVP VXML Server	12.5.1	cvp1	198.18.133.13	DCLOUD\Administrator	C1sco12345
CVP Reporting Server	12.5.1	cvprep1	198.18.133.70	DCLOUD\Administrator	C1sco12345
Finesse	12.5.1	finesse1	198.18.133.16	administrator	dCloud!23
CUIC Live Data IdS	12.5.1	cuic1	198.18.133.15	administrator	dCloud!23
ECE Data Server	12.5.1	cceece	198.18.135.29	DCLOUD\Administrator	C1sco12345
ECE Web Server	12.5.1	cceceweb	198.18.135.3	DCLOUD\Administrator	C1sco12345
eGain Solve	17.0.7	cceimwim	198.18.133.71	DCLOUD\Administrator	C1sco12345
Acqueon LCM	4.2.0.24	acqueon	198.18.135.83	DCLOUD\Administrator	C1sco12345
Consilium Microsoft Dynamics	UniAgent 5.5 for SFDC/SNOW/Dynamics UniCampaign 7.0 UniDashboard 5.0 Microsoft Dynamics 2016	consilium	198.18.135.152	DCLOUD\Administrator	C1sco12345
SocialMiner	12.0.1.10000-14	sm1	198.18.133.43	administrator	C1sco12345
VVB	12.0.1.10000-17	vvb1	198.18.133.143	administrator	dCloud!23
Nuance Speech Suite	11.0.3	nuance1	198.18.135.126	DCLOUD\Administrator	C1sco12345
Jacada VIVR B+S SFDC Fusion/MCAL Upstream Works for Finesse	Jacada 9.0.1 B+S 2.8.0 UWF 4.0	cceweb	198.18.133.63	DCLOUD\Administrator	C1sco12345
Branding	Ubuntu 16.04.2 LTS	branding	198.18.134.28	root	C1sco12345
RP	Ubuntu 16.04.3 LTS	rp	198.18.135.68	administrator	C1sco12345
Workstation 1	Windows 10 Pro	wkst1	198.18.133.75	DCLOUD\sjeffers	C1sco12345
Workstation 2	Windows 10 Pro	wkst2	198.18.133.76	DCLOUD\rbarrows	C1sco12345
vCube	16.06.03	cc-vcube	198.18.133.226	admin	C1sco12345

## Agent and User Information

User Name	Role	User ID	Password	Endpoint Devices	Extension
Sandra Jefferson	Main Agent	sjeffers	C1sco12345	Workstation 1 Jabber	1080
Josh Peterson	CRM Agent	jopeters	C1sco12345	Workstation 1 Jabber	1080
Trudy Vere-Jones	CRM Agent	trujones	C1sco12345	Workstation 2 Jabber	1082
Owen Harvey	Outbound Agent	oharvey	C1sco12345	Workstation 1 Jabber	1080
Annika Hamilton	Outbound Agent	annika	C1sco12345	Workstation 2 Jabber	1082
Helen Liang	UWF Agent	hliang	C1sco12345	Workstation 1 Jabber	1080
Rick Barrows	Main Supervisor	rbarrows@dcloud.cisco.com	C1sco12345	Workstation 2 Jabber	1082
James Bracksted	UWF Supervisor	jabracks@dcloud.cisco.com	C1sco12345	Workstation 2 Jabber	1082

## Server Connection

**NOTE:** There is a new application on the Windows 10 Workstation desktops that allows you to quickly connect to any of the servers within your demonstration session. This is very useful if you need to access any virtual machines native interface.



Double click the mRemoteNG shortcut [mRemoteNG] to open it and see the list of servers. Then click on the server name on the left side panel to open it up

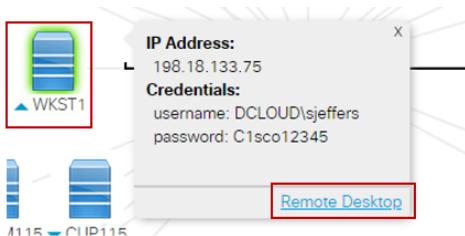
# Exercise 1 – Create a WxM Questionnaire

## Objectives

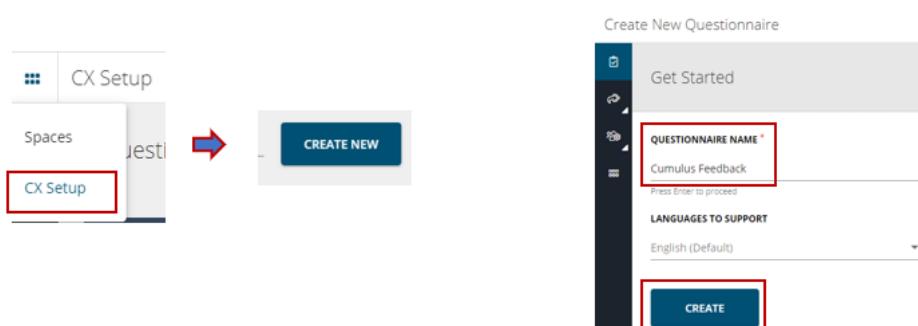
In this exercise you will setup a basic questionnaire using Webex Experience Management (WxM) platform. While building the questions this task also attempts to highlight the proficiency and understanding of different questions types such as conditional display, questions groups and branding configuration.

### Task 1: Questionnaire – Get Started

1. First step is to login into WxM portal, to login launch the Workstation 1 via remote desktop session.



2. Open the chrome browser
3. In the new tab of the browser select the 'demo links' and click on 'webex experience management'
4. WxM gadget loads and prompts for username and password. Use your credentials to sign into the portal
5. To access questionnaire builder, click on 'CX Setup' >> 'create new' and call the questionnaire as 'Cumulus Feedback <your name>'



6. Questionnaire builder screen loads which is like power point builder where on the left-hand side we see the slides or questions, middle area shows the live version of the survey and on the right-side settings are displayed which are dependent on the type of questions.

7. Let's add the first question in CX metric with the NPS question having the text '*Based on your experience on our website, how likely are you to recommend ... Inc to your friends and family?*'.

To configure click 'Add Question' >> 'Cx Metric' >> 'NPS'. Edit the question with the stated text

Save the changes to the question by clicking the **DONE** button.

8. Ensure that the question is a required question, to achieve it check the box which states, '*Mark the question mandatory*'

9. Now let's add couple more questions, but as a group. These will be 5-star questions and to start click 'Add Question' >> 'Rating' >> '5 Star' and edit the 'Display Name' & 'Question' with the text 'Ease of Use' for the first question.

Content      Question Settings      Questionnaire Settings

**DISPLAY NAME \***  
Ease of Use

**QUESTION**  
Ease of Use

IVR

10. As this question must be in a group click on 'Add to Group' option on top right corner and name the group as '*Please rate the following aspects based on your experience with us*'.

**5 Star**      Retire Question      Add to Group  
Duplicate      Display Logic

**ADD GROUP**

Create New Group & Title  
**'Please rate the following aspects based on your experience with us'**

CANCEL      PROCEED

Save the changes.

11. Create a second 5-star question with the text '*Access to Information*' for display and question

Content      Question Settings      Questionnaire Settings

**DISPLAY NAME \***  
Access to Information

**QUESTION**  
Access to Information

IVR

12. Add the question to the group created in step 10 and save the changes.

**5 Star**      Retire Question      Add to Group  
Duplicate      Display Logic

**ADD GROUP**

Create New Group & Title  
New Group Title

Add to existing group question (Select Below)  
**'Please rate the following aspects based on your experience with us'** (1 q... ▾)

CANCEL      PROCEED

13. Once added we will see both the questions linked together in the slide section.



14. Display logic feature helps you to add conditions in the questions based on which certain questions may get displayed. The condition which we will setup in this questionnaire is to display single line test question called as '*How we can improve Ease of Use*' when '*Ease of Use*' user input is < 4.

15. To achieve this first create a single line test question by selecting 'Add Question' >> 'Text Entry' >> 'Single Line' and in display name \ Question field add the text '*How we can improve Ease of Use*'

16. Select 'Display Logic' and in it add the condition which states, display this question if answer to '*Ease of Use*' is '*less than*' 4 and save the condition.

#### Display Logic

Setup a display logic to ask a question based on a condition. If this condition is not met, this question will be skipped.

Display Logic for Single Line: How We can Improve Ease of Use

17. In general questionnaire ends with a last query seeking customer feedback in comment form. To achieve it click on 'Add Question' >> 'Text Entry' >> 'User Comments' and Save.

⚠ This question is used in 2 other questionnaires. [Hide Details](#)

Contact Center Feedback  
Agent Monthly Pulse Survey

- Note:  
You may notice system might not allow you to edit this question as this is a cloned question from other questionnaires. By design WxM clones text form query if used in any other questionnaire to directly parse the text piece for sentiment and theme analytics. Cloning of question ensures that responses collected from different questionnaires is considered as a single datapoint.

18. As we have now completed adding all the questions lets personalize the questionnaire little better by editing the following

- Welcome & Thank you message
- Adding brand logo and background theme to the questionnaire.

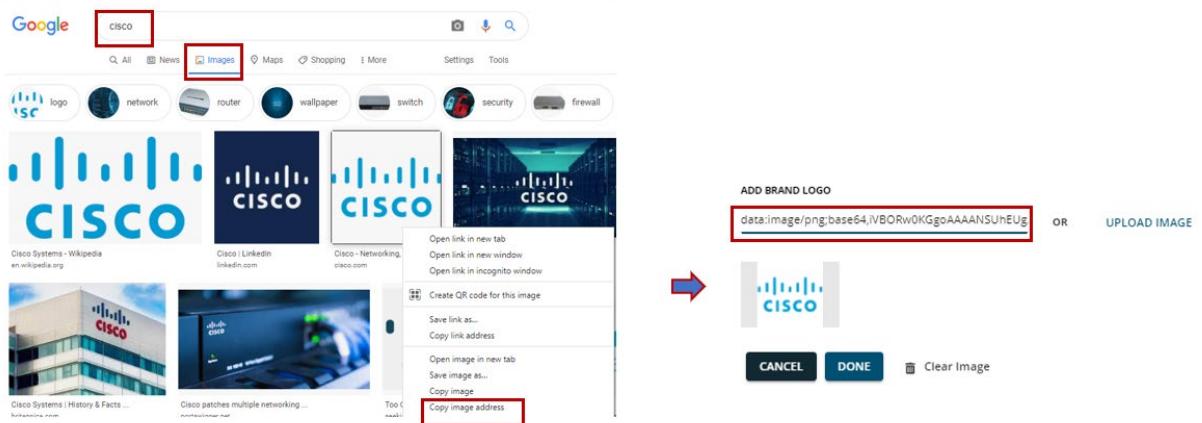
19. Select the Welcome Note question and in welcome title add the content '*Welcome to Cumulus Inc*', edit the welcome message field with '*Got Feedback for us?*' phrase.

20. To add the background image, click Questionnaire Settings. In 'Add background image' wizard we see two options
- Option 1: It states to use image address from where it is hosted.
  - Option 2: Upload the image from a local folder.

21. In this exercise we will choose option 1. Open a new tab and in Google under images search for the image 'Cisco Cumulus motorcycle' >> right click the image >> select the option 'Copy Image address' and paste the url in WxM background option.

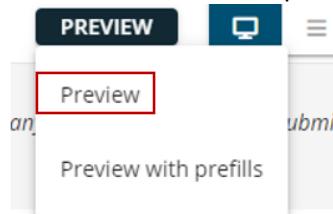
You will notice WxM picks up the image automatically and click done.

22. For brand logo select 'Add Brand Logo' option and follow the same steps as mentioned above. In this example we have selected Cisco as our logo, you can choose the one of your like.



23. Now select the Thank you Note and in Thank You Message field add the content 'we appreciate your feedback' and save the questionnaire.

24. To preview the questionnaire click preview option and start adding feedback to the queries. While adding please ensure the background theme, logo correctly appear, and the logic question is seen if 'Ease of Use' query is given 3 or less score.

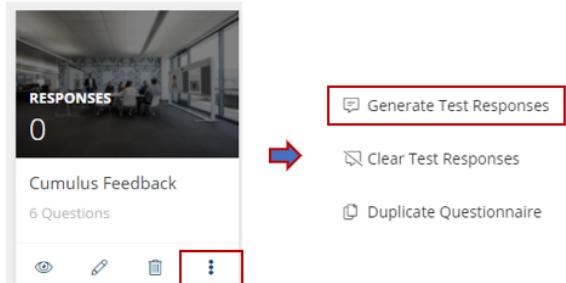


25. You can also explore the 'List view' and 'Tree view' options to visualize the questionnaire in different formats.



## Task 2: Generate Test Responses

- As the questionnaire is created, now it's time to test it out with few sample responses so that we can analyze and see how the data will eventually showcase in the dashboard. This is an important step as it may help refine the questionnaire design even further.
- To generate sample responses in the questionnaire card, select more options and click 'generate test responses'



- Generate test responses setup page loads which lets you pick the following
  - Number of responses = choose minimum 100
  - Date Range = Choose current date in From & To field

Click Generate

Generate Test Responses

Generate test responses for the questions added to this questionnaire. Create widgets and setup your dashboard.

\* Required Fields

**NUMBER OF RESPONSES\***

100

Maximum 1000 responses can be generated at a time (Min. 100 responses).

**DATE RANGE\***

Test responses will be generated randomly between the selected date range below

From: 2/13/2021 To: 3/13/2021

Show Advanced Options

- Once the sample responses are generated on the questionnaire card you will be notified about those responses.



- Let's now flip over to the dashboard space and look at the results in 'Response Analysis' dashboard style.

6. To select dashboard, select Spaces and in overall Experience tab select responses and filter the details only for the present questionnaire by selecting 'Cumulus Feedback <your name>'.

The screenshot shows the Cumulus Feedback interface. On the left, there's a navigation bar with 'CX Setup' and 'Spaces' selected. In the center, there's a timeline from '12 Feb '21 - 13 Mar '21 and a count of '397 responses'. A red box highlights the 'Overall Experience' tab. On the right, a sidebar titled 'QUESTIONNAIRES' lists several options, with 'Cumulus Feedback' checked and highlighted by a red box. A red arrow points from the 'Overall Experience' tab to the 'Cumulus Feedback' checkbox.

7. You will now notice data being presented only for cumulus feedback questionnaire

This screenshot shows the results for the Cumulus Feedback questionnaire. It displays a date range from '12 Feb '21 - 13 Mar '21 and a response count of '100 responses'. Below this, a dropdown menu shows 'Questionnaire = Cumulus Feedback' with a red 'X' button next to it.

8. Ensure the date range selected is for Today

This screenshot shows the date range selector. It has 'From 06 Mar '21' and 'To 04 Apr '21'. Below this, under 'PRESETS', there is a red box around the 'Today' option.

9. To see the results in Response Analysis dashboard format, select 'space setup' icon on the top right corner and click 'Edit this space'

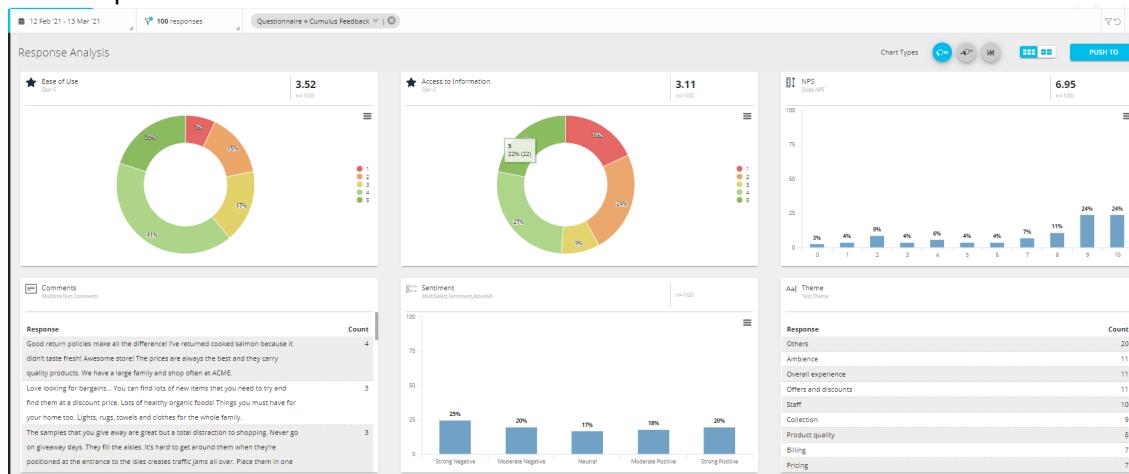
This screenshot shows the 'Space Setup' interface. At the top, there's a toolbar with icons, one of which is highlighted with a red box. Below it, there are buttons for 'Create New Space' and 'Edit This Space', with 'Edit This Space' also highlighted by a red box.

10. Disable the previous 'Responses & Loop Closure' dashboard first

This screenshot shows the 'Space Setup' interface for the 'Overall Experience' space. Under 'SECTION PREFERENCES', there are sections for 'Journeys' and 'Metrics'. A red box highlights the 'Responses & Loop Closure' section, which is currently selected. To its right, there are two toggle switches: 'Enable Responses' and 'Enable Loop Closure', both of which are currently disabled (grayed out).

## 11. Select and enable the Response Analysis dashboard and click update

11. We can now see that the random data has been generated in the dashboard which is spread out across all the questions what has been created. Notice the random comments also generated for the last question



**Congratulations! You have completed lab 1 exercise.**

## Exercise 2: Answering WxM Survey

### Objectives

In this Exercise, you will perform the following tasks:

- Use our demo branding webpage to trigger a survey pop
- Fill the survey and then go to WXM portal to review the output.

### Prerequisite

To ensure participants are answering their own specific survey following pre-req steps are needed before proceeding with the task.

#### 1. Login into WKST 1 via remote desktop session.



#### 2. Connect to the server 'BRANDING' via 'mRemoteNG'



#### 3. Access the CumulusFinance folder by typing in the command and press enter.

- 'cd /var/www/html/cc/CumulusFinance/'

```
root@branding:~#  
root@branding:# cd /var/www/html/cc/CumulusFinance/  
root@branding:/var/www/html/cc/CumulusFinance#
```

#### 4. Now move the home.html file with the command

- 'mv home.html /var/www/html/cc/CumulusFinance/home<yourpodnumbe>.html'

```
root@branding:/var/www/html/cc/CumulusFinance# mv home.html /var/www/html/cc/CumulusFinance/home2.html
```

Note:

- This example showcases the command for pod2 setup where we have home file as home2.html.

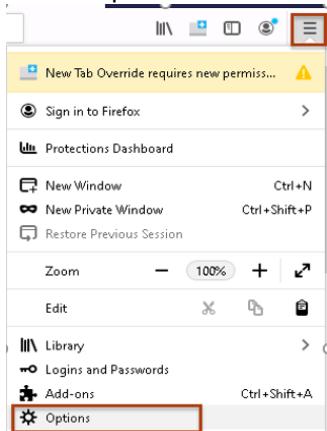
#### 5. Type 'll -ltr' to ensure home<yourpodnumbe>.html file is present.

```
root@branding:/var/www/html/cc/CumulusFinance# ll  
total 208  
drwxr-xr-x 10 root root 4096 Apr  5 14:47 ./  
drwxr-xr-x  4 root root 4096 Mar  8 16:19 ../  
-rw-rw-r--  1 root root 26884 Sep 27 2017 about-us.html  
-rw-rw-r--  1 root root 20721 Feb 25 2020 contact-us.html  
drwxrwxr-x  2 root root 4096 Aug 22 2019 css/  
-rw-r--r--  1 root root 10244 Mar  8 15:16 .DS_Store  
-rw-rw-r--  1 root root 14760 Mar 10 2020 floatbot.html  
drwxrwxr-x  2 root root 4096 Aug 22 2019 fonts/  
-rw-rw-r--  1 root root 19623 Mar 11 14:35 home2.html  
drwxrwxr-x  2 root root 4096 Mar  8 15:15 images/  
-rw-rw-r--  1 root root 22977 Oct 29 2018 index.html
```

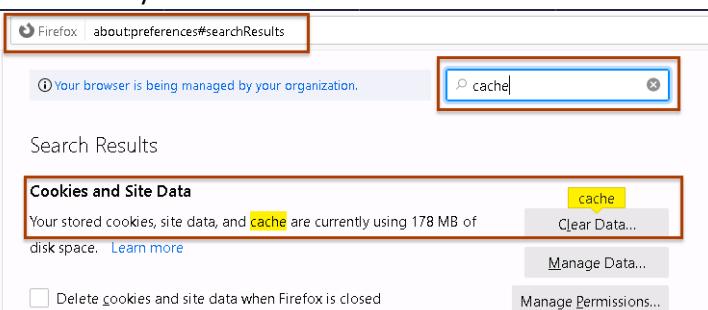
## Task 1: Access branding URL

1. After the pre-req now we log into the demo branding page.
2. To login, in WKST1 open the Firefox  or Chrome  browser.
3. Ensure to clear the browser cache, this example showcases how to clear cache in fire fox browser

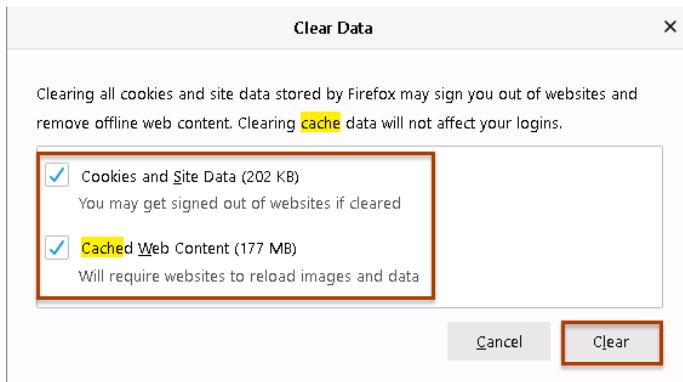
- Select 'Options from browser menu



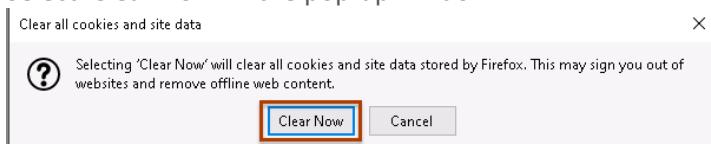
- Search for keyword 'cache' and select 'Clear data'



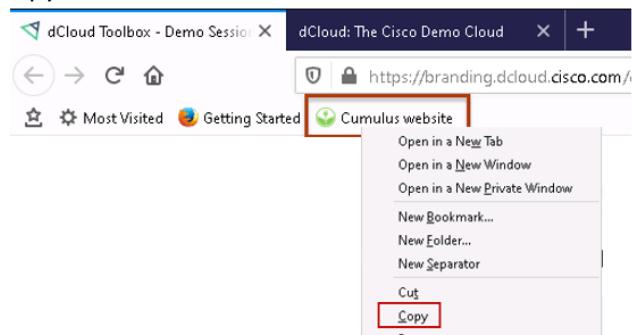
- Select 'Cookies and Site Data' and 'Cached Web Content', and click 'Clear'



- Select 'Clear Now' in the pop-up window.



4. Close and then reopen the browser
5. The branding portal can be accessed from the browser bookmark, right click the shortcut, and copy the url



Open a new tab paste the url and edit the home.html to the home<yourpodnumbe>.html as defined in pre-req section and load the page.



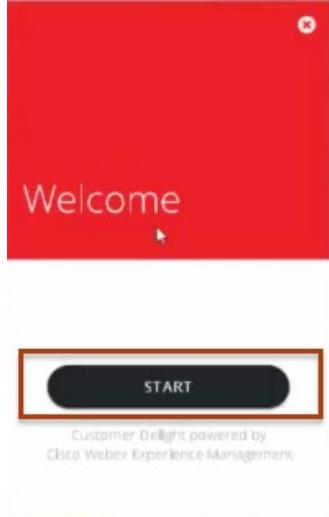
Note:

- This is a dummy webpage for DEMO purposes and the hyperlinks in the web page aren't operational. If any of the hyperlinks are clicked, they would not give any expected details as the links are not be constructed.

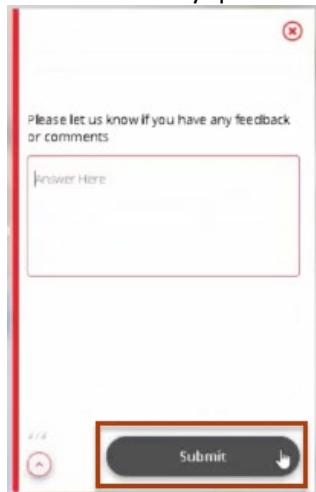
6. Once in the page, the criteria for the survey to pop up is
  - If the user stays on the page with no activity (idle) for 15 secs
  - If the user does 3 or more clicks
7. As one of the 2 criteria listed in (Step 6) is met; the survey pop displays with 'Welcome' message; as shown in the image.



8. Click 'START' to begin the survey.



9. Fill-in the survey questionnaire, followed by the feedback and click 'Submit'.

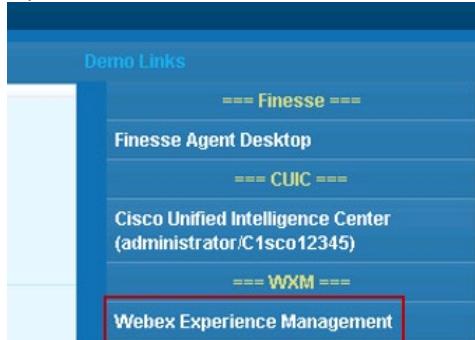


10. Survey will be recorded with message 'Thank you for your time'. Click red 'x' to close the survey.

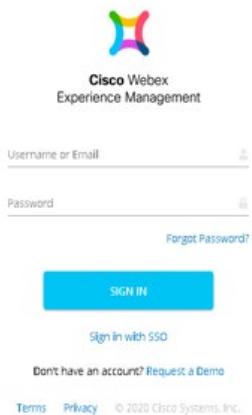


## Task 2: Review the output using WxM portal

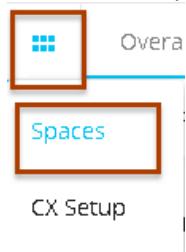
1. Open a new browser tab, and then under Demo Link, click 'WebEx Experience Management.'



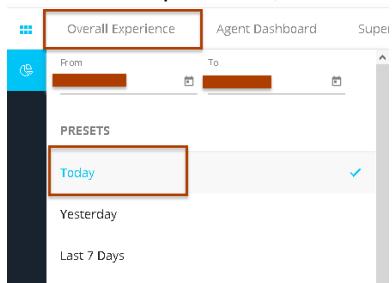
2. Cisco Webex Experience Management page loads and prompts for username and password. Using these credentials sign into the portal
  - Username: wxmdemomeenakshi
  - Password: Login@123



3. To see the response, select 'Spaces', from the top left corner.

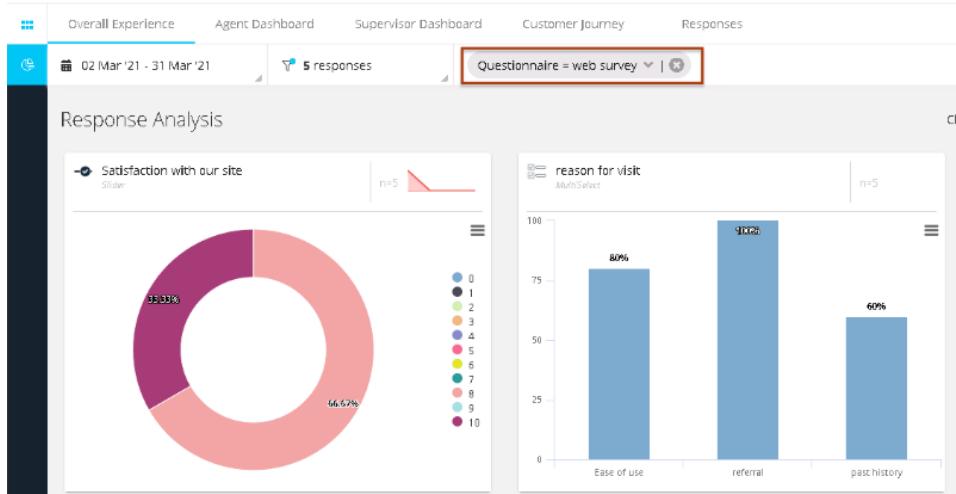


4. In 'Overall Experience'; ensure to select 'Today'



5. Select Response and then choose Filter as 'web survey' and then click 'Apply Filter'.

## 6. The follow up screen shows the Response Analysis



**Congratulations! You have completed lab 2 exercise.**

# Exercise 3 – Contact Center Integration with WxM

## Objectives

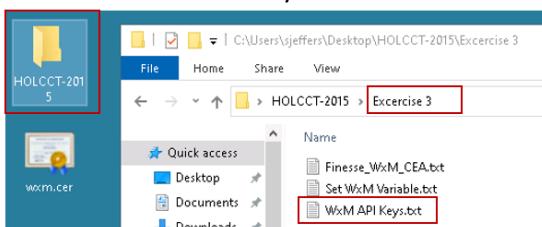
In this Exercise, you will perform the following tasks:

- Provision WXM Service on Cloud Connect.
- Configure ICM main calling script i.e., 'CumulusWxM' and post call survey script 'CumulusPCS' for WxM survey.
- Identify and confirm CVP server configuration for WxM is correct.
- Export Customer Experience Agent (CEA) gadget and Customer Experience Journey (CEJ) gadget in Finesse and ensure the gadget works correctly.

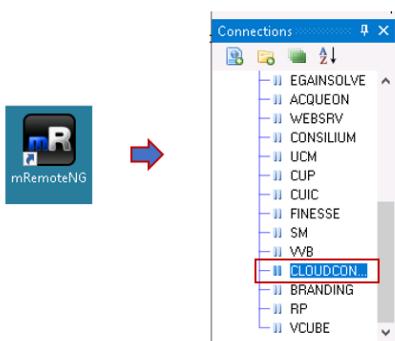
### Task 1: Provision WxM Service on Cloud Connect

1. Cloud Connect interacts with WxM platform using a new container service called cherry point
2. To integrate cloud connect with WxM portal, WxM license needs to be purchased. This triggers the on-boarding process by the WXM activation team. After a successful org creation these essentials are provided to the customer & partner
  - Desktop User & API Key
  - System User & API Key
  - Web URL Prefix

For this exercise details can be gathered from the WKST1 >> HOLCCT-2015 (*folder on the desktop*) >> Exercise 3 >> WXM API Keys.txt



3. Once above information is gathered log into the server 'CLOUDCONNECT' via 'mRemoteNG' application from WKST1



4. Run the command '*set cloudconnect cherrypoint config*' with the API Keys and WEB URL Prefix to update the configuration details and integrate cloud connect to WxM.

```
admin:set cloudconnect cherrypoint config
Fetching existing configuration...
Enter the Config details to be saved:
Desktop User (with Read Only Privileges) [wxmdemosktop]:
Desktop User API Key [*****]: apikey-CF3ygSUd6*/mURyJrq1pKgKdGcKRRaU7HBC7E8z/Y6c!
System User (with Read and Write Privileges) [wxmdemosystem]:
System User API Key [*****]: apikey-TvhL7v5TDbJyxcKKNYt7*LehYTUganCESn22A3bDc!
Web URL Prefix [https://cloudsurveyweb]: https://cloudsurveyweb
Deployment ID [100]:
Proxy Enabled(true/false) [false]: false
The config details updated successfully.
```

File Edit Format View Help  
wxmdemosktop  
apikey-CF3ygSUd6\*/mURyJrq1pKgKdGcKRRaU7HBC7E8z/Y6c!  
wxmdemosystem:  
apikey-TvhL7v5TDbJyxcKKNYt7\*LehYTUganCESn22A3bDc!  
https://cloudsurveyweb

For these setting ensure the values are typed in as stated in here

- Deployment ID: Can be any random value example 100
- Proxy Enabled: False

5. After the configuration details are updated successfully, reinitialize the cherry point container with the stop and start commands.

- *utils cloudconnect stop cherrypoint*
- *utils cloudconnect start cherrypoint*

```
admin:utils cloudconnect stop cherrypoint
Stopping the container cherrypoint ...
Container cherrypoint is stopped successfully.
admin:utils cloudconnect start cherrypoint
Container cherrypoint is started successfully.
```

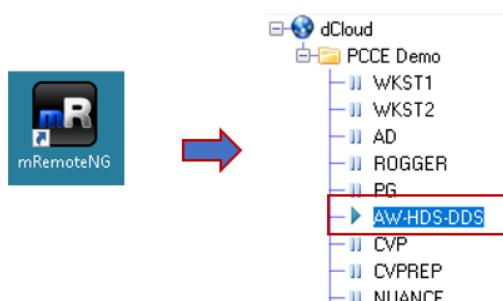
6. Once the cherry point container has started successfully let's confirm that cloud connect is able to successfully connect to WxM platform and fetch the questionnaires properly. To check the connectivity run the command

- '*utils cloudconnect cherrypoint test-connectivity*'.
- Ensure the test url is '<https://api.getcloudcherry.com/api>' and proxy details are blank.

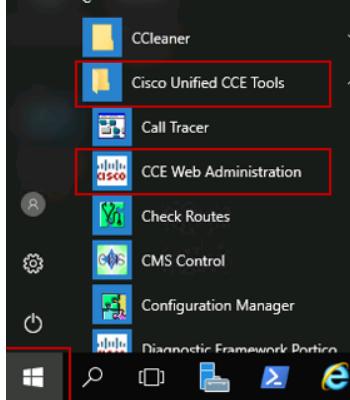
```
admin:utils cloudconnect cherrypoint test-connectivity
Cloudcherry Connectivity Test URL [https://api.getcloudcherry.com/api/]:
Proxy Host:
Proxy Port:
Connectivity check to https://api.getcloudcherry.com/api/ was successful.
admin:
```

Test should state connectivity is successful.

7. To confirm if questionnaires are fetched correctly log into the server "AW-HDS-DDS" via 'mRemoteNG'



8. Bring up the CCE Web Administration page via start option.



9. You will be re-directed to CCE Administrator Web Login Page. Enter the username and click Next.

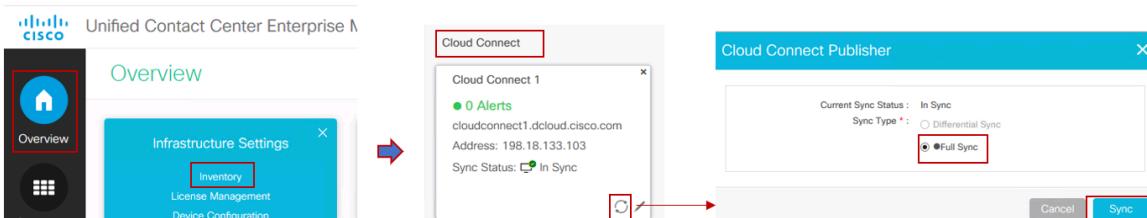
- Username: Administrator@dcloud.cisco.com

#### Unified CCE Administration

The screenshot shows a web-based login form. At the top, it says "Enter your username". Below that is a dropdown menu set to "English". The "username" field contains the text "administrator@dcloud.cisco.com", which is highlighted with a red box. At the bottom is a blue "Next" button.

10. Enter the password: 'C1sco12345' if it's not populated automatically.

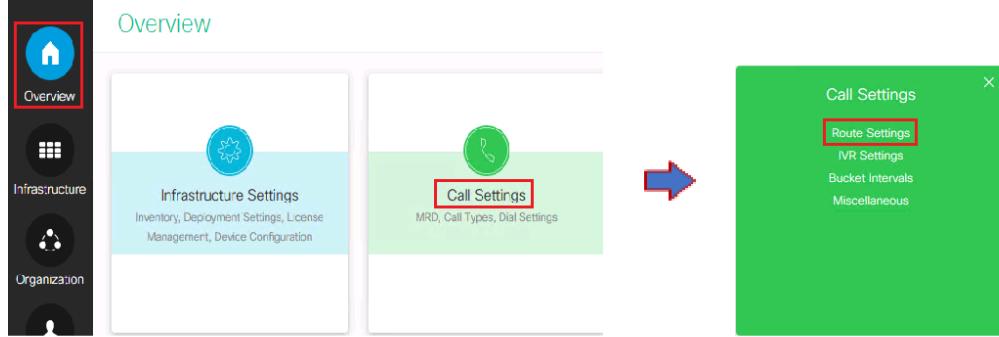
11. Ensure Cloud connect server is part of the solution inventory and is in sync. To check navigate to Overview >> Infrastructure Settings >> Inventory and check Cloud connect Sync Status.



#### Note

- Please click the Sync status icon and perform a Full Sync again.
- Sync may take close to a minute, ensure that it completes and Sync Status changed to 'In Sync'.

12. Check the questionnaires by navigating to Overview > Call Settings > Route Settings



13. Select “Call Type” and in search option type in ‘wxm’ and choose ‘CumulusWxM’ Call type.

The screenshot shows the 'Route Settings' page. A search bar at the top contains 'Q. wxm'. Below it, a table lists a single row: 'Name' (CumulusWXM), 'ID' (5076), and 'Description' (Cumulus Webex Experience Management). The 'Call Type' column header is highlighted with a red box. A red box also highlights the 'CumulusWXM' entry in the Name column.

14. Ensure that ‘Enable Experience Management’ is checked and in ‘Experience Management’ tab for inline survey click the search option. All the inline questionnaires configured for this account in WxM will be populated.

The screenshot shows the 'Edit CumulusWXM' page. Under the 'General' tab, the 'Enable Experience Management' checkbox is checked (highlighted with a red box). A red arrow points to the 'Experience Management' tab, which is selected. In this tab, a 'Select Questionnaire' dropdown is open, showing a list of questionnaires: web survey, TelcoOperator, Cumulus Feedback, Contact Center IVR Feedback, Contact Center Feedback, Cisco Bank, CG Demo Survey, and Agent Monthly Pulse Survey. A red box highlights the entire list of questionnaires.

Note:

- Ignore this error if it pops up, It should rectify when questionnaire is selected

The screenshot shows an error message: 'Webex Experience Management or CloudConnect Service (CherryPoint) is not reachable. Contact your System Administrator'. Below the message is a link 'Edit CumulusWXM'.

15. Select ‘Contact Center IVR Feedback’ questionnaire for inline survey and save the route settings.

## Task 2: ICM Script Configuration

1. Ensure that these ECC variables are enabled and configured with appropriate Max Length in the package solution

- user.microapp.isPostCallSurvey
- user.CxSurveyInfo
- POD.ID

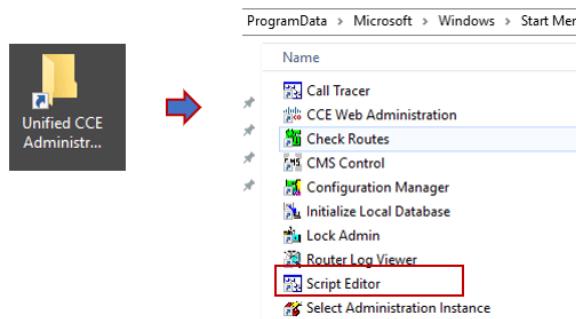
To confirm in route Settings, select 'Expanded Call Variables' and search for these variables

The figure consists of three separate windows from the Cisco CCE Administrator interface. Each window shows the configuration of an Expanded Call Variable (ECC).  
1. The first window shows 'user.microapp.isPostCallSurvey'. It has a 'Max Length' of 1, which is highlighted with a red box. The 'Enabled' checkbox is checked and also highlighted with a red box.  
2. The second window shows 'user.CxSurveyInfo'. It has a 'Max Length' of 80, which is highlighted with a red box. The 'Enabled' checkbox is checked and also highlighted with a red box.  
3. The third window shows 'POD.ID'. It has a 'Max Length' of 128, which is highlighted with a red box. The 'Enabled' checkbox is checked and also highlighted with a red box.

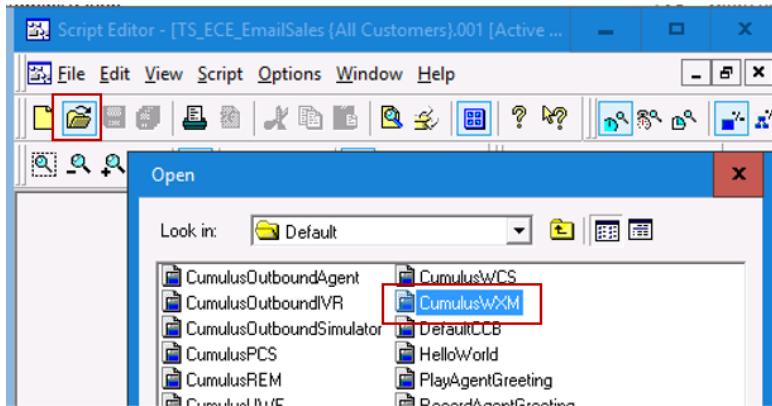
2. For system to flag a specific incoming call for WxM enabled survey we will have to ensure that the related ICM reservation script has desired set of variables. For this exercise we will add two

- I. POD.ID details.
- II. 'isPostCallSurvey' variable value.

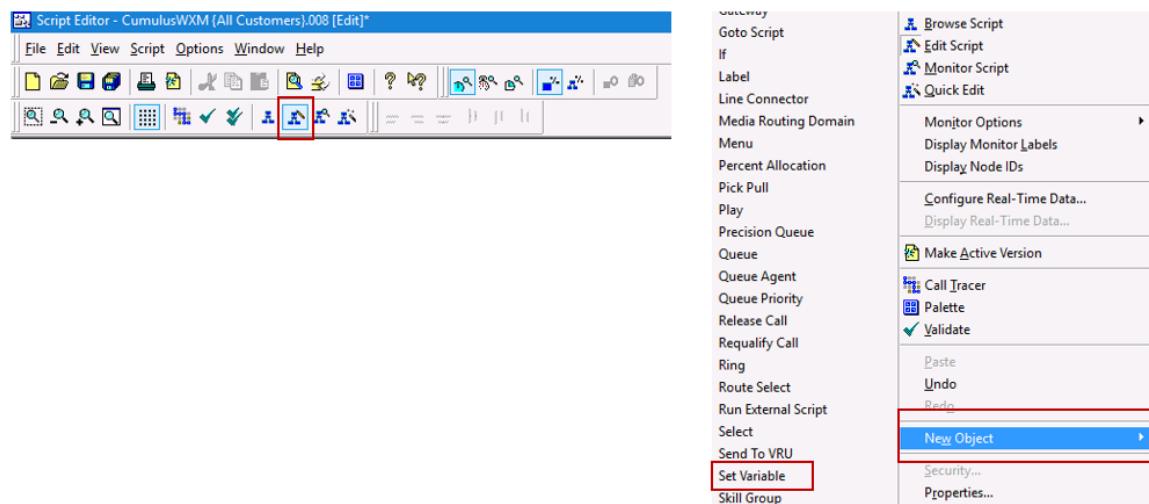
3. To add POD.ID variable details double click 'Unified CCE Administrator' folder in the 'AW-HDS-DDS' server and click 'Script Editor' application.



4. Click Open Script option and select CumulusWXM script.

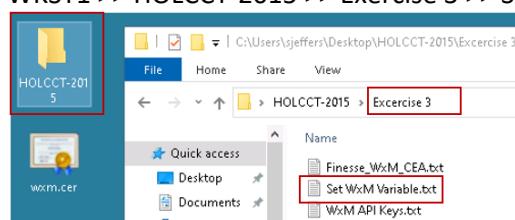


5. Click the Edit option, right click and in New object option select 'Set variable' node.

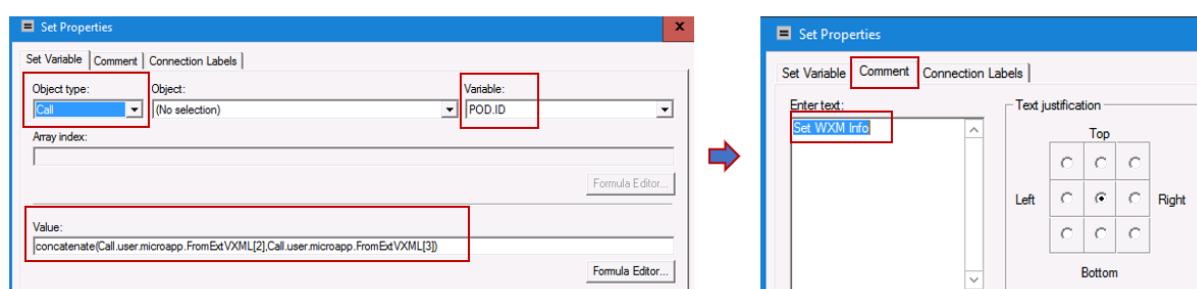


6. Set the properties as follows

- Object type: Call
- Variable: POD.ID
- Value: For value copy paste the content from the file
  - WKST1 >> HOLCCT-2015 >> Exercise 3 >> Set WXM Variable.txt



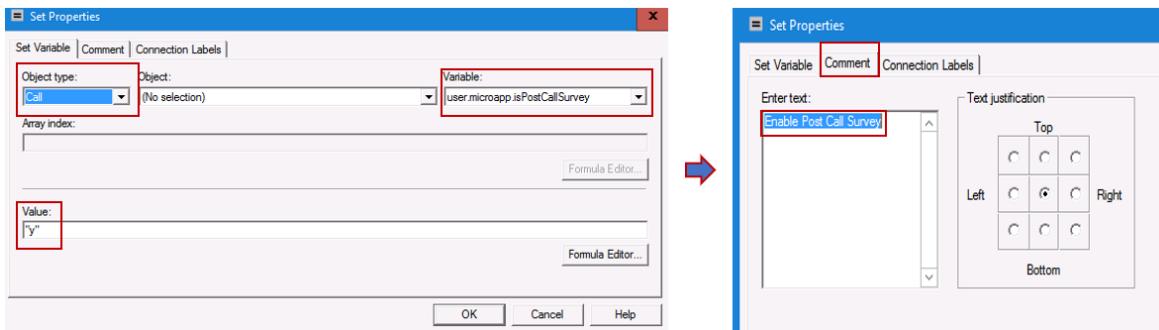
- Select Comment tab and enter the text 'Set WXM Info'



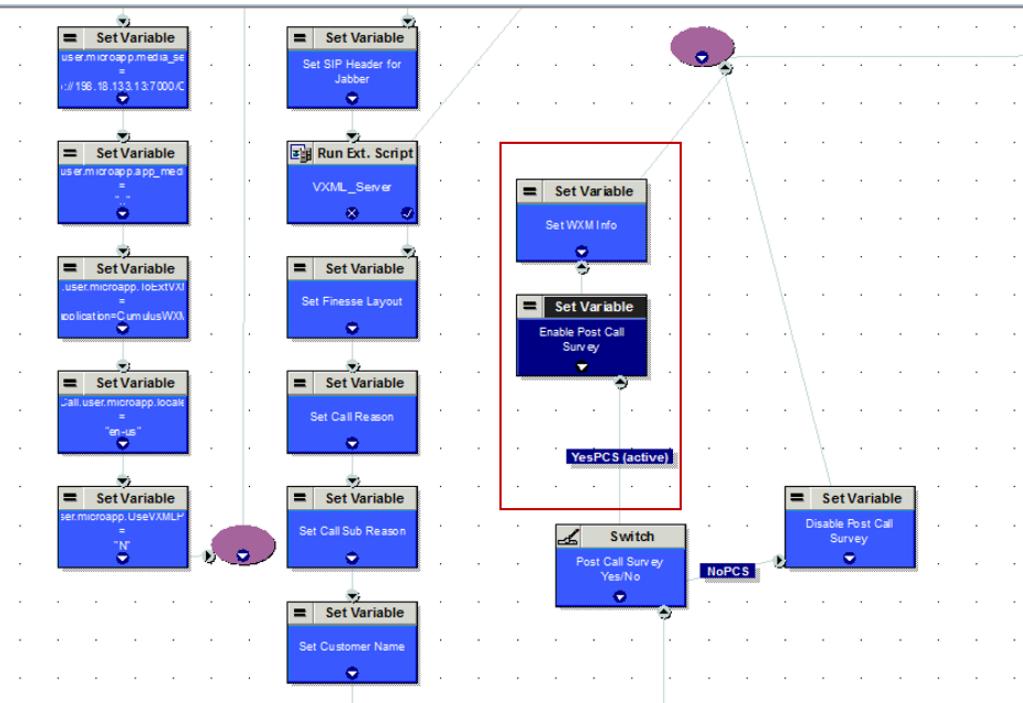
7. Create another SET Variable node by setting the properties of that node as

- Object type: Call
- Variable: user.microapp.isPostCallSurvey

- Value: "y"
- Select Comment tab and enter the text 'Enable Post Call Survey'

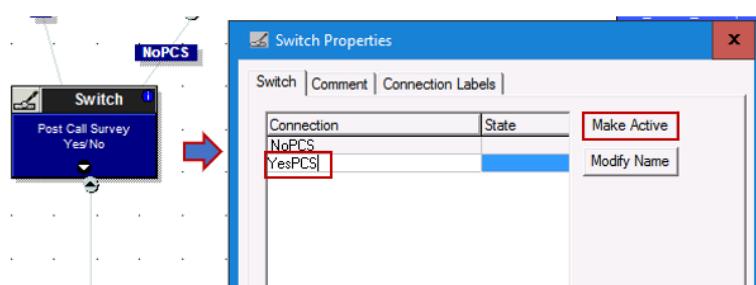


8. Set the nodes on the Yes branch of Switch Node to ensure system picks up the required details for successful WxM survey call.



Note:

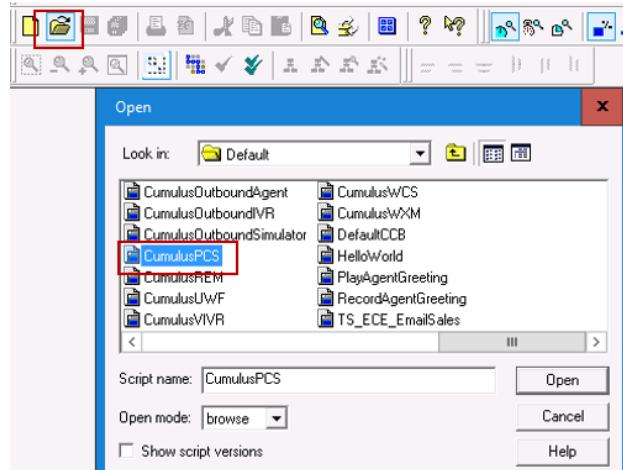
- While connecting these set variable nodes to switch and line connector node follow these steps
  - First, connect 'Post Call Survey Yes/No' switch node to 'Enable Post Call Survey' variable node.
  - Second, double click on Switch node and in switch tab replace 'A' in connection to 'YesPCS' via Modify Name button. Once changed click on Make Active button and save by pressing OK



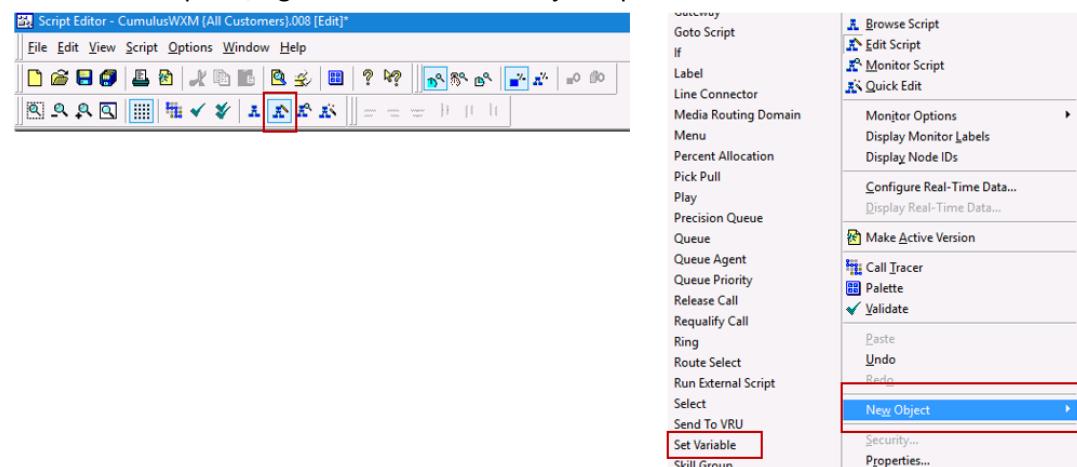
- Third connect 'Enable Post Call Survey Node' to 'Set WXM Info' node.
- Fourth connect 'Set WXM Info' node to line connector node and save the script.

9. Let's configure WxM post call survey routing script. The script responsibility is to invoke WxM application which runs in the CVP VXML server. The way to achieve it is, via user.microapp.ToExtVXML variable node we will define the application name.

10. To configure click Open icon and select script 'CumulusPCS' in script editor

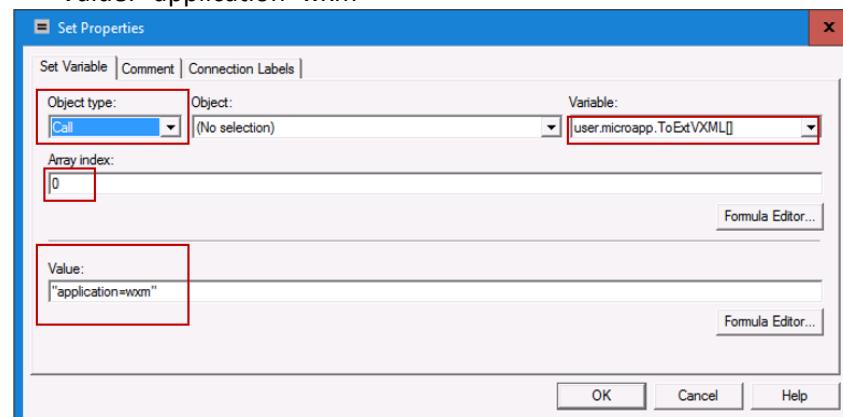


11. Click the Edit option, right click and in New object option select 'Set variable' node

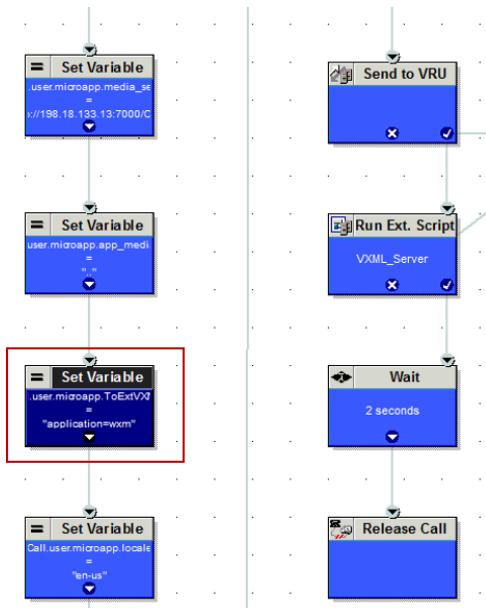


12. Set the properties as follows

- Object type: Call
- Variable: user.microapp.ToExtVXML[]
- Array index: 0
- Value: "application=wxm"



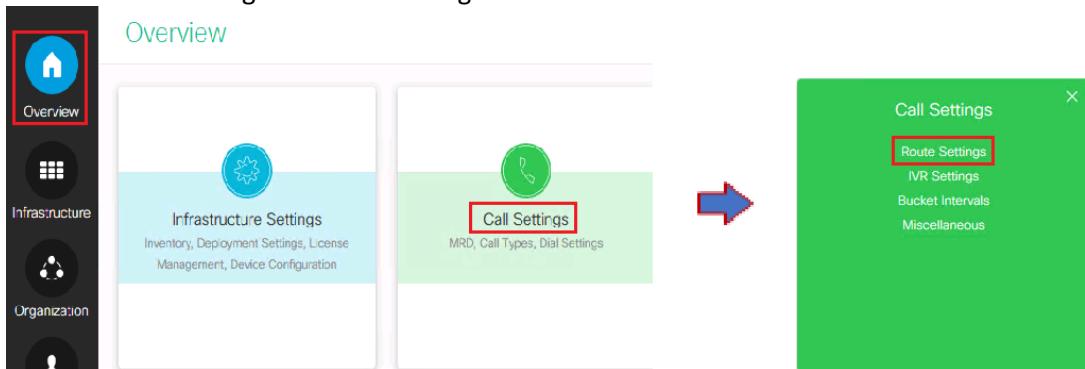
13. Set the node between the ".." and "en-us" set variable nodes as show cased in this screen shot and connect '..' to 'application=wxm' node and 'application=wxm' to 'en=us'.



Save the changes made to the script.

14. WxM post call survey routing script is mapped to call type 'CumulusPCS' and '3330' dialed number (DN). For the system to understand that WxM flagged call must be executed by this very specific script we have to define the dialed number pattern of the main ICM routing script in 'PCS Enabled Dialed Number' field of WxM post call survey routing script DN.

15. To access the WxM post call survey routing script DN in the CCE Admin page navigate to Overview >> Call Settings >> Route Settings

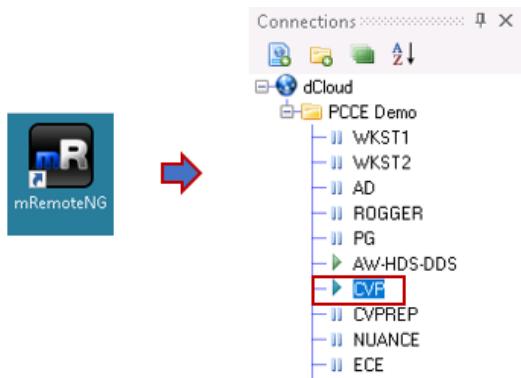


16. Select “Dialed Number” and in search option type in ‘3330’ and choose ‘Cumulus Post Call Survey Demo’

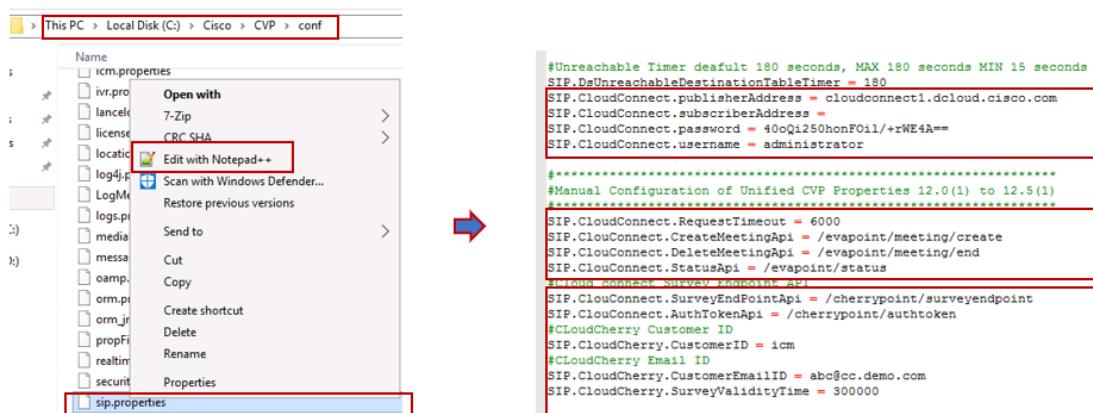
17. In the 'PCS Enabled Dialed Number' field add the pattern 7XXX which covers the DN 7800 associated with the main ICM reservation script 'CumulusWxM' and save.

### Task 3: CVP related Setup

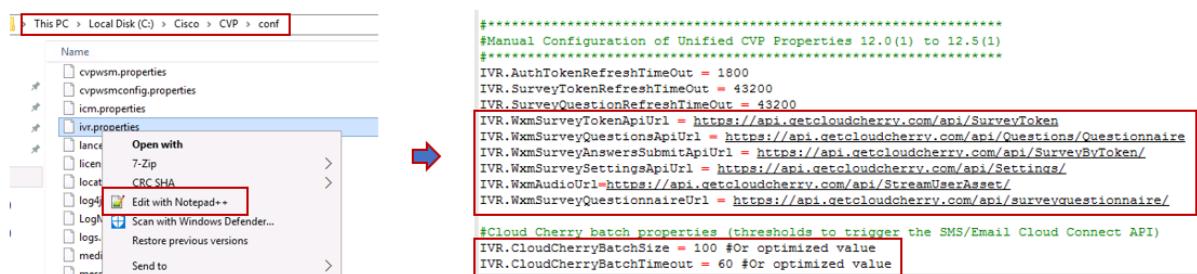
1. In PCCE solution SPOG pushes the cloud connect & WxM details to all the cvp call servers present in the inventory. This information is updated accordingly in 'sip.properties' and 'ivr.properties' file of the servers.
2. Let's check the properties file to ensure all the required data is present. To access the 'sip.properties' file log into the server 'CVP' via 'mRemoteNG' application from WKST1



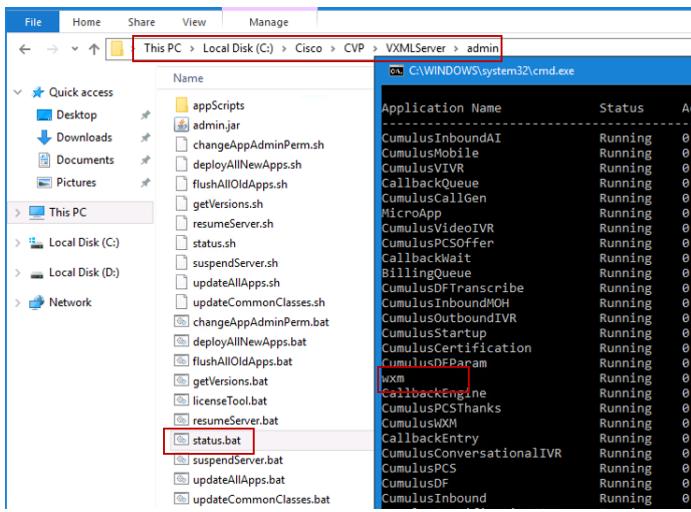
3. Open the 'sip.properties' file in Notepad++ from the folder C: >> Cisco >> CVP >> Conf and ensure the details highlighted in the screen shot are present in the file.



4. From the same path open the 'ivr.properties' file and ensure the WxM and CloudCherrybatch settings are as per this screen shot



5. WxM post call survey routing script i.e., 'CumulusPCS' is responsible for executing WxM application running in VXML server. To confirm this application is running in our lab VXML server on CVP run the 'status.bat' file from the path C: >> Cisco >> CVP >> VXMLServer >> admin



Note:

- In 12.5(1) version WxM application must be downloaded from the github and deploy it on all the vxml servers in the solution.  
Github link : <https://github.com/CiscoDevNet/cvp-sample-code/blob/master/DeployableApps/WXM-IVR-App/wxm.zip>
- From 12.6(1) onwards WxM application will be pre-deployed.

6. When the WxM application executes, CVP VXML server fetches the authorization token from the cloud connect server and reaches the WxM platform to download the desired questionnaire. To successfully interact and download the information from WxM, CVP Server requires WxM certificate in its keystore.

7. To import the certificate, on the CVP server run the command prompt

```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.14393]
(c) 2016 Microsoft Corporation. All rights reserved.

C:\Users\Administrator.DCLOUD>
```

8. Copy the import command from the file WKST1 >> HOLCCT-2015 >> Exercise 3 >> Certificate\_Import.txt file and paste it in the command prompt which was opened on the CVP server as per the previous step and hit enter

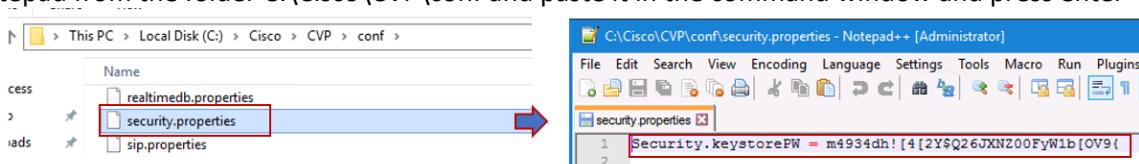
```
Administrator: Command Prompt - C:\Cisco\CVP\jre\bin\keytool.exe -storetype JCEKS -keystore C:\Cisco\CVP\conf\security\.keystore -import -trustcacerts -alias apicloudcherry_Azure_WXM -file c:\cisco\CVP\conf\security\Azure_WXM.cer
Microsoft Windows [Version 10.0.14393]
(c) 2016 Microsoft Corporation. All rights reserved.

C:\Users\Administrator.DCLOUD>%CVP_HOME%\jre\bin\keytool.exe -storetype JCEKS -keystore %CVP_HOME%\conf\security\.keystore -import -trustcacerts -alias apicloudcherry_Azure_WXM -file c:\cisco\CVP\conf\security\Azure_WXM.cer
Enter keystore password: -
```

Note:

- Ensure that the command is correct and there is no extra .cer extension appended to certificate i.e. if Azure\_WxM.cer.cer is present please delete the extra .cer extension.

9. System request for Keystore password, To fetch the password open the file 'security.properties' in notepad from the folder C:\Cisco\CVP\conf and paste it in the command window and press enter



10. If the command execution is successful you should see the message to ‘Trust this Certificate ?’ type in ‘Yes’ and enter

```
Trust this certificate? [no]: yes
Certificate was added to keystore

Warning:
The JCEKS keystore uses a proprietary format. It is recommended to migrate to PKCS12 which is an industry standard format using "keytool -importkeystore -srckeystore C:\Cisco\CVP\conf\security\.keystore -destkeystore C:\Cisco\CVP\conf\security\.keystore -deststoretype pkcs12".
C:\Users\Administrator.DCLOUD>
```

Note:

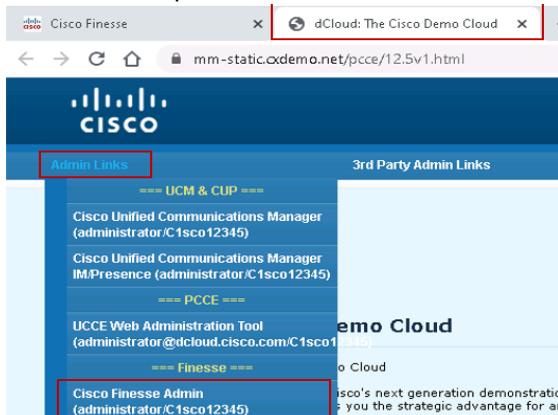
- Ignore the warning message

11. Reboot the CVP server and ensure that it is back up and running.

## Task 4: Finesse CEA & CEJ gadget setup

In this exercise we will explore the steps on how to enable WxM Customer Experience Gadget (CEA) for agent and Customer Experience Journey (CEJ) for all.

1. For CEA gadget on Wkst1 open a new tab in chrome browser, select ‘Admin links’ and click ‘Cisco Finesse Admin’ option.



2. Login into the admin page with the credentials

- Username: administrator
- Password: C1sco12345

3. Select the ‘Team Resources’ option in the navigation bar and click on the team ‘CumulusMain’.

Name
CumulusFinance
CumulusHealth
CumulusMain
CumulusMobile

4. In the ‘Desktop Layout’ tab under <role>Agent<\role> check for the url in the tab <id>wxmcea</id> and you will not see any desktop url information.

Resources for CumulusMain

Desktop Layout Phone Books Reason Codes (Not Ready) Reason Codes (Sign Out) Wrap-Up Reasons Workflows

Desktop Layout Configuration  Override System Default

( Text Editor XML Editor Expand All )

```

</gadgets>
</tab>
<tab>
<id>K2</id>
<icon>report-view</icon>
<label>Solve</label>
<gadgets>
<gadget>https://cceimwim.dcloud.cisco.com/system/templates/finesse/gadget/solve/solve.xml</gadget>
</gadgets>
</tab>
<tab>
<id>wxmcej</id>
<icon>3rdpartygadget/files/Icons/WXMIcon.png</icon>
<label>WXM CEJ</label>
<gadgets>
<gadget>https://3rdpartygadget/files/CXService/CiscoCXJourneyGadget.xml?gadgetHeight=500&spaceId=5e81ddalla7d1c1b147cf01-dcwmpcdeadmain</gadget>
</gadgets>
</tab>
<tab>
<id>wxmcea</id>
<icon>3rdpartygadget/files/Icons/WXMIcon.png</icon>
<label>WXM CEA</label>

```

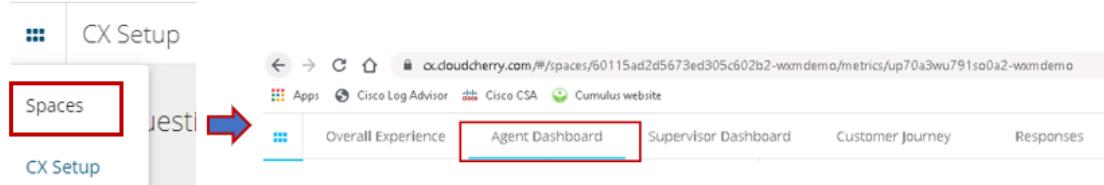
5. To fetch the url sign In to Experience Management by opening a new tab in chrome browser on Wkst1 and select 'Demo Links', click 'Webex Experience Management'.



6. Login with the credentials

- Username: wxmdemomeenakshi
- Pwd: Login@123

7. Navigate to the space called Agent Dashboard using the top navigation bar.



Note:

- For supervisors (teams) one can navigate to space called Supervisor Dashboard and follow the same steps.

8. Delete any Questionnaire if present and click on responses which brings up the filter page.



9. Select the 'Contact Center IVR Feedback' & 'web survey' questionnaire and apply the filter

The screenshot shows the Agent Dashboard interface. On the left, there are several filter panels: NPS (Promoters, Passives, Detractors), SENTIMENT (Strong Negative, Moderate Negative, Neutral, Moderate Positive, Strong Positive), RESPONSE TYPE (Inbox, Archived, All Responses), and RESPONSE STATUS (Complete, Partial). The central area displays a 'Response Filters' section with a search bar for 'Questionnaire'. A dropdown menu is open, showing 'Contact Center IVR Feedback' and 'web survey' selected. At the bottom right of the dashboard are buttons for 'CANCEL', 'CLEAR ALL', and 'APPLY FILTERS', with 'APPLY FILTERS' highlighted with a red box.

10. On the left in Metric select Customer Experience Analytics from the menu.

The screenshot shows the Metric interface. At the top, it displays a date range: '28 Feb '21 - 29 Mar '21. Below this, there are several menu items: 'Metrics' (selected), 'Check Pulse' (disabled), and 'Customer Experience Analytics' (selected and highlighted with a red box). A progress bar is visible at the bottom.

11. Click on menu : icon on the top right and select “Export To Cisco Contact Center” from the drop down menu.

The screenshot shows a context menu with the following options: 'Create New Group', 'Edit This Group & Manage Widg...', 'Pin This Group', 'Delete This Group', and 'Export To Cisco Contact Center' (highlighted with a red box).

12. Copy the Code Snippet from the text box under the label CODE FOR CISCO FINESSE DESKTOP into a notepad and click done

Use this Metric ID to configure Webex Contact Center

**CODE FOR CISCO FINESSE DESKTOP**

```
/3rdpartygadget/files/CXService/CiscoCXAnalyticsGadget.xml?spaceId=60115ad2d5673ed305c602b2-wxrmdemo&metricId=88awf6arg9s49g51-wxrmdemo
```

Use this code to export as a Finesse Desktop Gadget

**DONE**

13. Append the filter '&filterTags=cc\_AgentId' to the url. This filter will allow the system to fetch only information related to the logged in agent and not the whole organization.

```
*Untitled - Notepad
File Edit Format View Help
/3rdpartygadget/files/CXService/CiscoCXAnalyticsGadget.xml?spaceId=60115ad2d5673ed305c602b2-wxmdemo&metricId=88awf6arg9s49g51-wxmdemo&filterTags=cc_AgentId
```

Note

- For supervisor append the filter '&filterTags=cc\_TeamId' to ensure team related information is fetched.

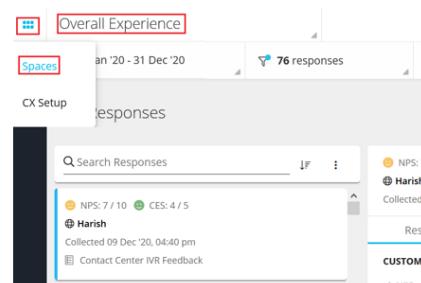
14. Copy and paste the URL into the 'wxmlcea' gadget in finesse admin and save the changes.

```
Text Editor XML Editor Expand All
<gadget></3rdpartygadget/files/CXService/CiscoCXJourneyGadget.xml?gadgetHeight=450&spaceId=605e0b7c98710b4bfc34714-wxmdeomeenakshi</gadget>
</tab>
<tab>
<id>wxmlcea</id>
<icon>/3rdpartygadget/files/Icons/W3MIcon.png</icon>
<label>W3M CTA</label>
<gadget>/3rdpartygadget/files/CXService/CiscoCXAnalyticsGadget.xml?spaceId=60115ad2d5673ed305c602b2-wxmdeomeenakshi&metricId=88awf6arg9s49g51-wxmdeomeenakshi&filterTags=cc_AgentId</gadget>
</gadgets>
</tab>
```

Note

- For supervisor URL should be pasted under supervisor role 'wxmlcea' gadget section.

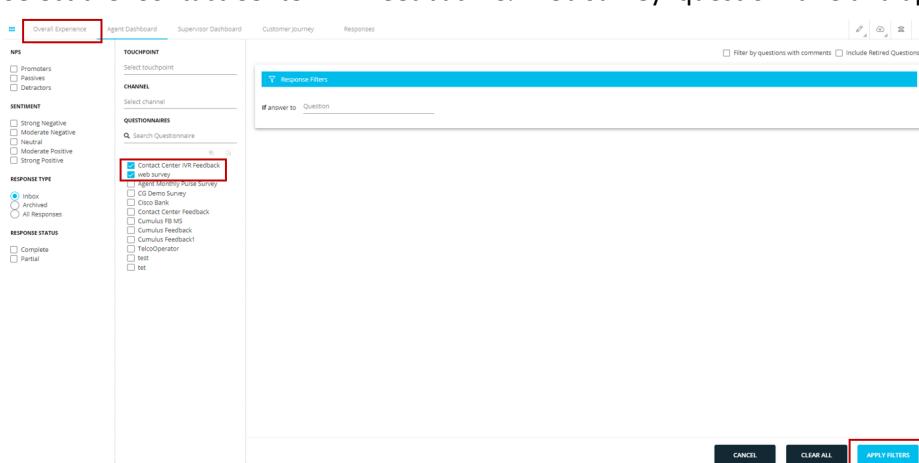
15. Lets enable CEJ gagdet by fetching the url from WxM portal. To fetch, in Wxm admin page navigate to the space called Overall Experience using the top navigation bar



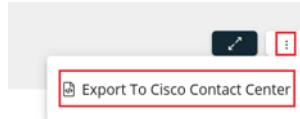
16. Delete any Questionnaire if present and click on responses which brings up the filter page.



17. Select the 'Contact Center IVR Feedback' & 'web survey' questionnaire and apply the filter



18. On the right, click on menu : icon and select “Export To Cisco Contact Center” from the drop down menu.



19. Copy the Code Snippet from the text box under the label CODE FOR CISCO FINESSE DESKTOP

Export To Cisco Contact Center Solutions

Use the code snippet below to export the responses from Space Overall Experience to a Cisco Contact Center Solution. Once added, the Customer Experience Journey will display customer responses as per the current set of applied filter. You can review the applied filters below. Users will not be able to change these filters in the Cisco Webex Contact Center or Cisco Finesse Desktop.

DETAILS FOR CISCO WEBEX CONTACT CENTER

Space ID  
Seccc805b18b7b1480e1013a-wxmchanneldemoadmin

Use this Space ID to configure Webex Contact Center

**CODE FOR CISCO FINESSE DESKTOP**

```
/3rdpartygadget/files/CXService/CiscoCXJourneyGadget.xml?gadgetHeight=450&spaceId=5ecc805b18b7b1480e1013a-wxmchanneldemoadmin
```

20. Paste the URL into the 'wxmcej' gadget space by replacing the old URL with this one instead in finesse admin and save the changes

```
<tab>
<id>wxmcej</id>
<icon>/3rdpartygadget/files/Icons/WXMIIcon.png</icon>
<label>WXM CEJ</label>
<gadgets>
  <gadget>/3rdpartygadget/files/CXService/CiscoCXJourneyGadget.xml?gadgetHeight=500<spaceId=5e81ddalla7dlclb147cfef01-dcwxmpcceadmin</gadget>
</gadgets>
</tab>
```

↓

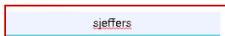
```
<tab>
<id>wxmcej</id>
<icon>/3rdpartygadget/files/Icons/WXMIIcon.png</icon>
<label>WXM CEJ</label>
<gadgets>
  <gadget>/3rdpartygadget/files/CXService/CiscoCXJourneyGadget.xml?gadgetHeight=450<spaceId=60115a63380896accb236529-wxmadmin</gadget>
</gadgets>
</tab>
```

## Task 5: Ensure CEA and CEJ gadget work correctly

- To confirm CEA gadget is loading and fetching the data correctly lets login into an agent and simulate a customer call.
- Login into the agent by opening a new tab on Wkst1, select the ‘demo links’ and click on ‘Finesse Agent Desktop’



- Finesse agent gadget loads and prompts for username, User we will be using as agent will be ‘sjeffers’



Change the language

Click 'Next'

4. As this agent is SSO enabled for authentication the page will be redirected to IDP login. Username and Password should be pre-populated.

- **Username:** sjeffers
- **Password:** C1sco12345

dCloud ADFS



Sign in with your organizational account

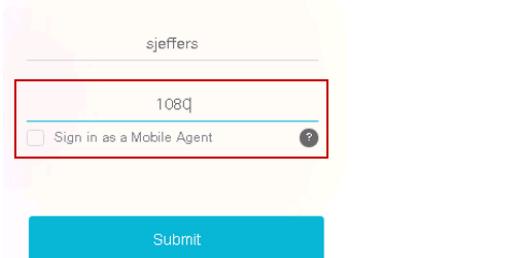
sjeffers

\*\*\*\*\*

Sign in

Click 'Sign in'

5. After successful authentication gadget will prompt to type in extension. Extension number '1080' should be populated.



sjeffers

1080

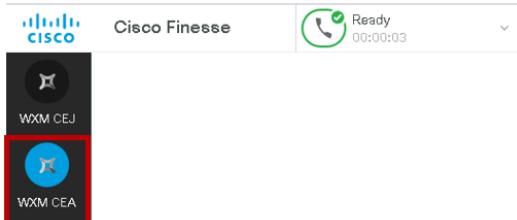
Sign in as a Mobile Agent

?

Submit

Click 'Submit'

6. Agent logs in and all the related gadgets load. Ensure that the agent state is ready and from the navigation bar on the left select the WxM CEA gadget



8. Once the gadget loads select 'Today' information from the calendar filter.

The screenshot shows the 'Customer Experience Analytics' interface. At the top, there is a date range selector with '13 Sep '20 - 12 Oct '20'. Below it is a 'PRESETS' section with a red box around the 'Today' button. Other options include 'Yesterday' and a dropdown menu.

9. The gadget should show the feedback data from today for all the call which agent has handled.

The screenshot shows the 'Customer Experience Analytics' interface with a date range of '29 Mar '21 - 30 Mar '21. A red box highlights the 'NPS' widget. The widget displays a funnel icon, a bar chart, and a line graph. Below the chart, a message says 'There are no responses to render this widget. Check applied filters or date range.' To the right, there is an 'ABOUT NPS' section with a note: 'No informational help text has been provided for this metric widget.'

Note:

- Present data may be blank as no feedback was provided

10. Let's make a call into the system to reach the agent 'sjeffers'. There are two way to call into the system

- External Number (or)
- Internal Dialed Number

11. To discover the external number, on your checked-out session in dCloud click on details and confirm the number for Internal DN 7800. In this example the PSTN number mapped to '7800' is '919-474-5720'.

The screenshot shows the 'Cisco Packaged Contact Center Enterprise (PCCE) 12.5 v1' interface. A red box highlights the 'Details' tab. On the left, there is a network diagram showing various nodes like ADDC, ROGGER125, CVP125, CVPREP125, PG125, AWHDS125, VVB125, NJANCE11, WKST1, Endpoint Kit, CUCM115, CUP115, SOLVE1707, UWF40, and CONSLUM55 connected via VLAN-PRIMARY and L3-VLAN-1. On the right, a 'Session Details' window is open, listing sessions with their corresponding PSTN numbers and internal DNs. The row for session 919-47 45720 is highlighted with a red box, showing the PSTN number 919-47 45720 and the internal DN 7800.

PSTN Number	Internal DN
919-47 45721	6021
919-47 45724	6020
919-47 45722	6022
919-47 45725	7019
919-47 45720	7800
919-47 45726	6016
919-47 45729	6019

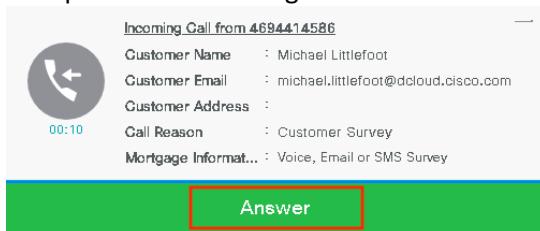
Note:

- For different session PSTN number will change please ensure you are selecting the number assigned to your session.

12. Internal Number can be discovered as per the above step where the DN configured for the inbound script is '7800'. One can use the Jabber application on Workstation 2 and emulate it as a customer phone.

13. For the scope of this lab we will use an external phone (for example your cell phone) to make a test call to external number.

14. Dial the external number assigned to your session from your cell phone. When calling in, system will greet with a welcome prompt and recognize the caller as an existing customer. As the agent is in ready state the system will prompt that the call will be redirected to the available agent and the call will be presented to the agent.



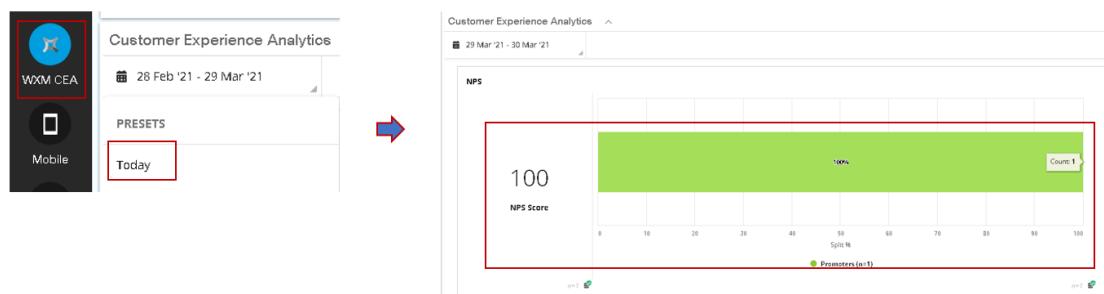
15. Click 'Answer'.

16. Let the call be established for a few seconds and then from Finesse side 'End' the call. As the system is configured for WxM inline survey customer call is rolled over and survey questions are played.



17. Provide answer to the survey questions and once all the questions are answered the system will play a thankyou prompt and end the call with goodbye.

18. Now navigate to the 'WXM CEA' section on the left of the finesse agent desktop, ensure the date selected is 'Today' and when the gadget loads it showcases the present feedback provided during the call for the agent.



19. To confirm the CEJ gadget ensure the agent is in ready status and call into the system again.

20. As agent accepts the call, click on CEJ gadget



21. Notice the details of previous survey will pop up in the gadget as soon as the agent receives the call.

**Congratulations! You have completed lab 3 exercise.**

## Exercise 4 – Deferred Email Survey

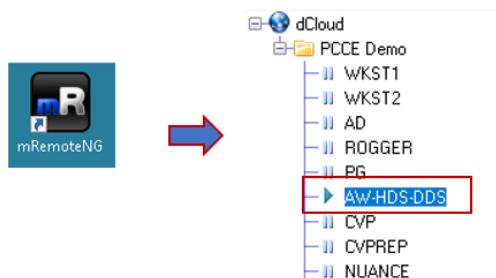
### Objectives

In this Exercise, you will perform the following tasks:

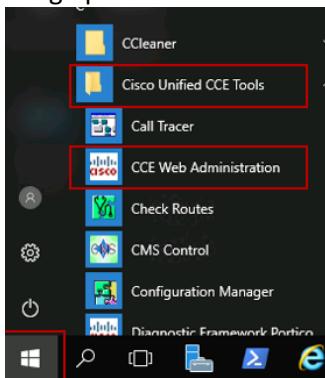
- Configure deferred e-mail survey questionnaire.
- Login as agent and then place a call to the system, which triggers a survey to email address.
- Retrieve the survey URL from email and then complete the survey.

### Task 1: Select E-Mail Dispatch in Call Type

1. Log into the server "AW-HDS-DDS" via 'mRemoteNG'



2. Bring up the CCE Web Administration page via start option.



3. You will be re-directed to CCE Administrator Web Login Page. Enter the username and click Next.

- Username: [Administrator@dcloud.cisco.com](mailto:Administrator@dcloud.cisco.com)

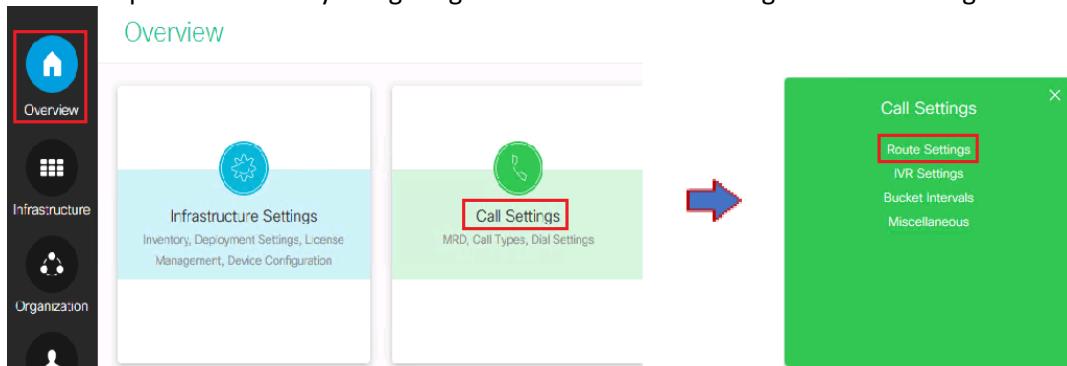
Unified CCE Administration

Enter your username

English v

Next

- Enter the password: 'C1sco12345' if it's not populated automatically.
- Check the questionnaires by navigating to Overview > Call Settings > Route Settings



- Select "Call Type" and in search option type in 'wxm' and choose 'CumulusWxM' Call type.

The screenshot shows the 'Route Settings' page with a search bar containing 'w xm'. Below the search bar, there is a table with columns: Name, ID, and Description. A row for 'CumulusWxM' is selected, with its ID (5076) highlighted in a red box. The 'Call Type' column header is also highlighted in a red box.

- Ensure that 'Enable Experience Management' is checked.

The screenshot shows the 'Edit CumulusWXM' dialog with the 'General' tab selected. Under the 'General' tab, the 'Enable Experience Management' checkbox is checked and highlighted with a red box.

- In 'Experience Management' tab select 'Deferred Survey' and for 'Select Dispatch' choose 'Demo Email'.

The screenshot shows the 'Edit CumulusWXM' dialog with the 'Experience Management' tab selected. Under the 'Experience Management' tab, the 'Deferred Survey' radio button is selected and highlighted with a red box. A modal dialog titled 'Select Dispatch' is open, showing a list of dispatches. The 'Demo Email' dispatch is selected and highlighted with a red box. The 'Select' button at the bottom right of the modal is also highlighted with a red box.

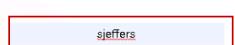
## Task 2: Trigger Survey To Email

1. To trigger survey to email first we must ensure agent is logged in and ready, to login on Wkst1, in the browser select the ‘demo links’ and click on ‘Finesse Agent Desktop’



2. Finesse agent gadget loads and prompts for username, User we will be using as agent will be '**sjeffers**', same as all the previous exercises.

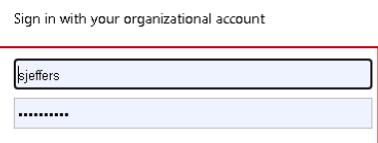
Cisco Finesse



Click ‘Next’

3. As this agent is SSO enabled for authentication the page will be redirected to IDP login. Username and Password should be pre-populated.
  - o Username: sjeffers
  - o Password: C1sco12345

dCloud ADFS



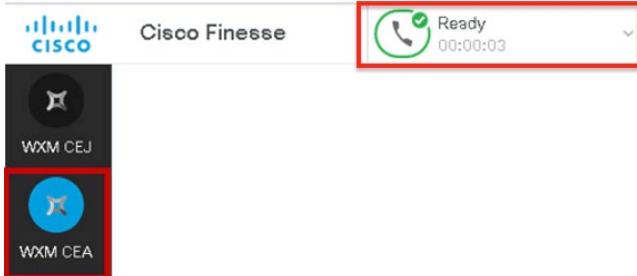
Click ‘Sign in’

4. After successful authentication gadget will prompt to type in extension. Extension number ‘1080’ should be populated.

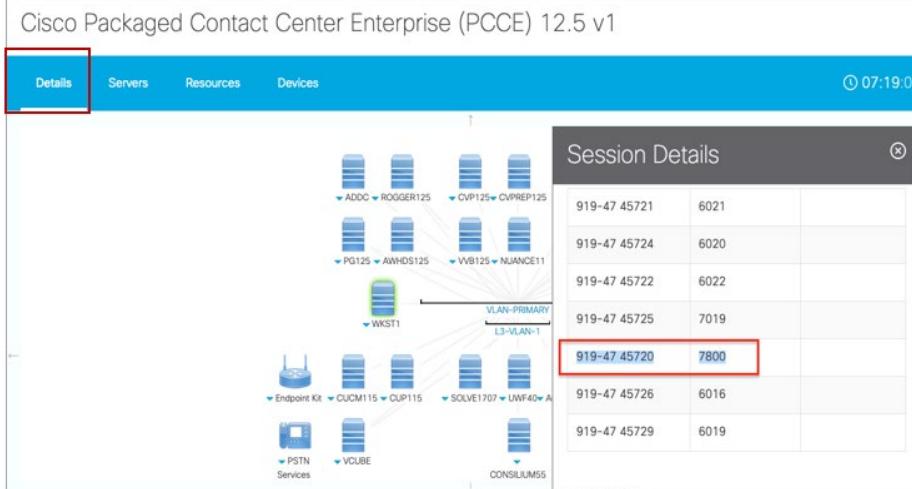


Click 'Submit'

- Agent logs in and all the related gadgets load. Ensure that the agent state is ready.



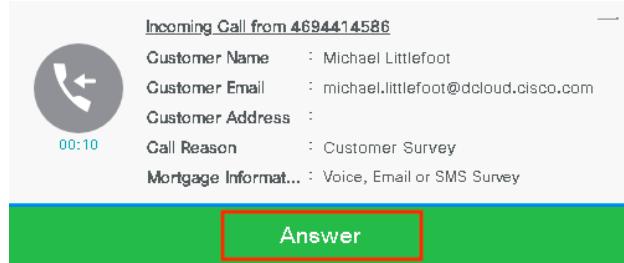
- Let's make a call into the system to reach the agent 'sjeffers'. As you are all already aware by now there are two way to call into the system
  - External Number (or)
  - Internal Dialed Number
- To discover the external number, on your checked-out session in dCloud click on details and confirm the number for Internal DN 7800. In this example the PSTN number mapped to '7800' is '919-474-5720'.



Note:

- For different session PSTN number will change please ensure you are selecting the number assigned to your session.
- Internal Number can be discovered as per the above step where the DN configured for the inbound script is '7800'. One can use the Jabber application on Workstation 2 and emulate it as a customer phone.

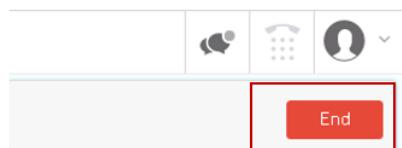
- For the scope of this lab, we will use an external phone (for example your cell phone) to make a test call to external number.
- Dial the external number assigned to your session from your cell phone. When calling in, system will greet with a welcome prompt and recognize the caller as an existing customer with name 'Michael Littlefoot'. As the agent is in ready state the system will prompt that the call will be redirected to the available agent and the call will be presented to the agent.



Note:

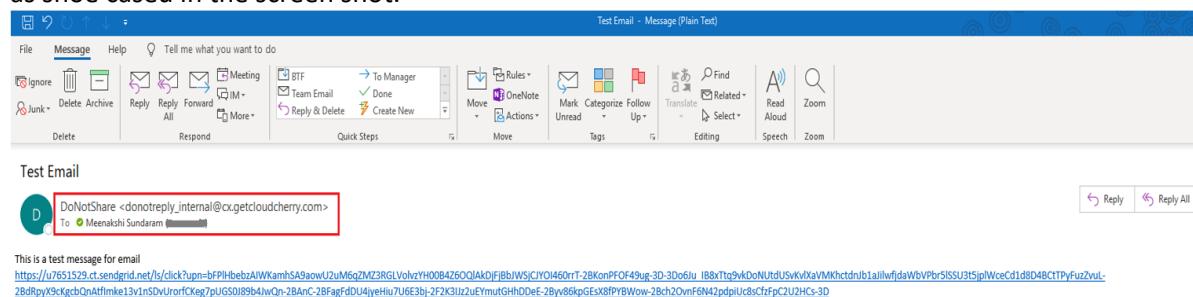
- Since this is a lab the calling party name is hard coded to Michael Littlefoot.

- Click 'Answer'.
- Let the call be established for a few seconds and then from Finesse side 'End' the call. As the system is configured for WxM deferred survey customer call is dropped, and a survey link would be sent to the email address.



### Task 3: Fetch the Questionnaire

- Fetch the questionnaire link from your email account. You should receive email similar to this one as shown in the screen shot.



**Congratulations! You have completed lab 4 exercise.**