

# From Good to Great: Enhancing Customer Experience with the Webex Contact Center Flow Designer

**CISCO Live !**

Yaroslav Bondar  
Solutions Manager

Yurii Ulianov  
Customer Success Manager

# Webex App

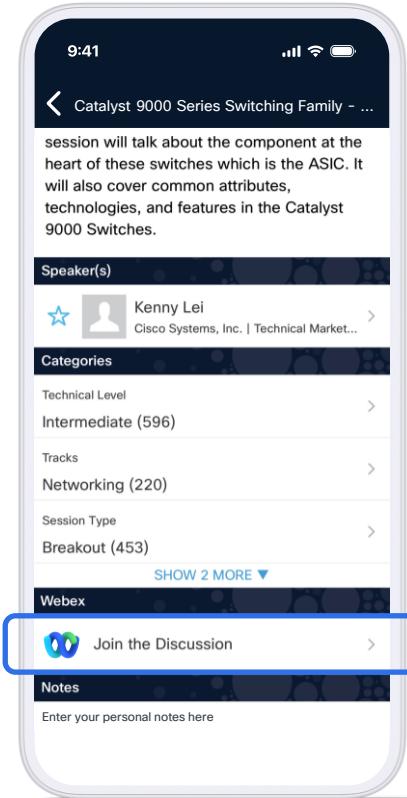
## Questions?

Use Webex App to chat with the speaker after the session

## How

- 1 Find this session in the Cisco Events App
- 2 Click “Join the Discussion”
- 3 Install the Webex App or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

**Webex spaces will be moderated by the speaker until February 27, 2026.**

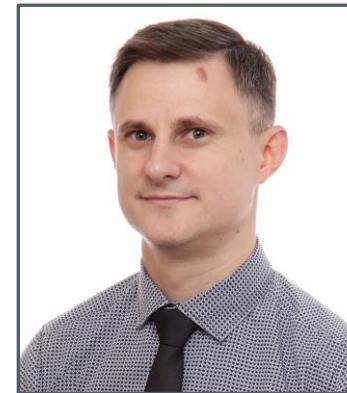


# Meet us

Joined Cisco same team same day 10 years and 12 days ago



Yaroslav Bondar



Yurii Ulianov



# Agenda

- 01 **Introduction and lab environment**  
8:30 - 9:00 (30 minutes)
- 02 **Configure, configure, configure...**  
9:00 - 10:45 (1 hr 45 minutes)
- 03 **Coffee break**  
10:45 - 11:00 (15 minutes)
- 04 **Configure, configure, configure...**  
11:00 - 12:00 (60 minutes)
- 05 **Final challenge**  
12:00 - 12:30 (30 minutes)

# Session Intro

# Objectives

**By the end of this lab, you will:**

Gain hands-on experience with **Flow Designer** in Webex Contact Center.

Master **basic functionalities** of Flow Designer.

Apply **advanced techniques** to create flows that are both **simpler** and more **functional**, improving efficiency and user experience

Learn to troubleshoot common issues using built-in tools.

# Pre-requisites

## Before starting the lab, ensure you have:

Familiarity with the lab dependencies (refer to the next slides).

Access credentials for Admin, Agent, and Supervisor accounts.

Google Chrome as your default browser for optimal performance.

The Agent Desktop App pre-installed to accept calls as Agent.

The Webex App pre-installed to make test calls during the session.

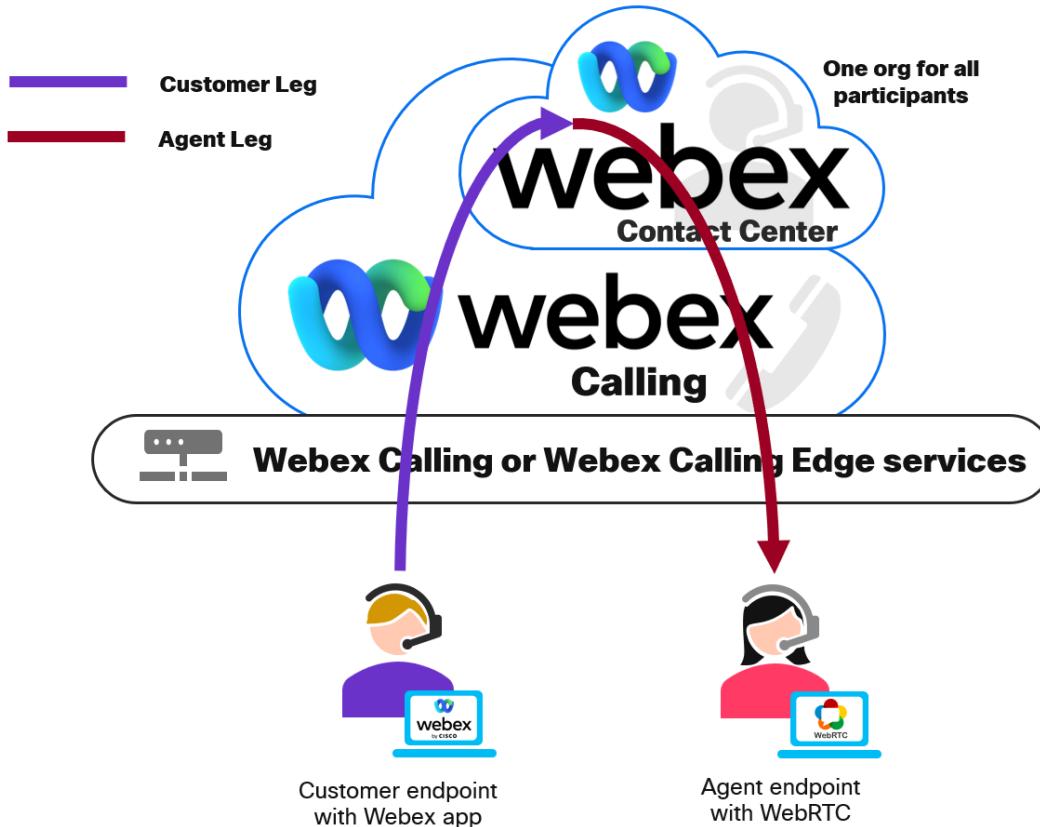


# How would you rate your knowledge of WxCC Flow Designer?

- ⓘ The [Slido app](#) must be installed on every computer you're presenting from

# Lab Environment

# Shared Infrastructure



# Access and Testing Environment



LTCCCT-2296  
Credentials.txt

Access credentials for Admin, Agent and Supervisor accounts.



Webex CC Admin as a tool to configure your Webex Contact Center.

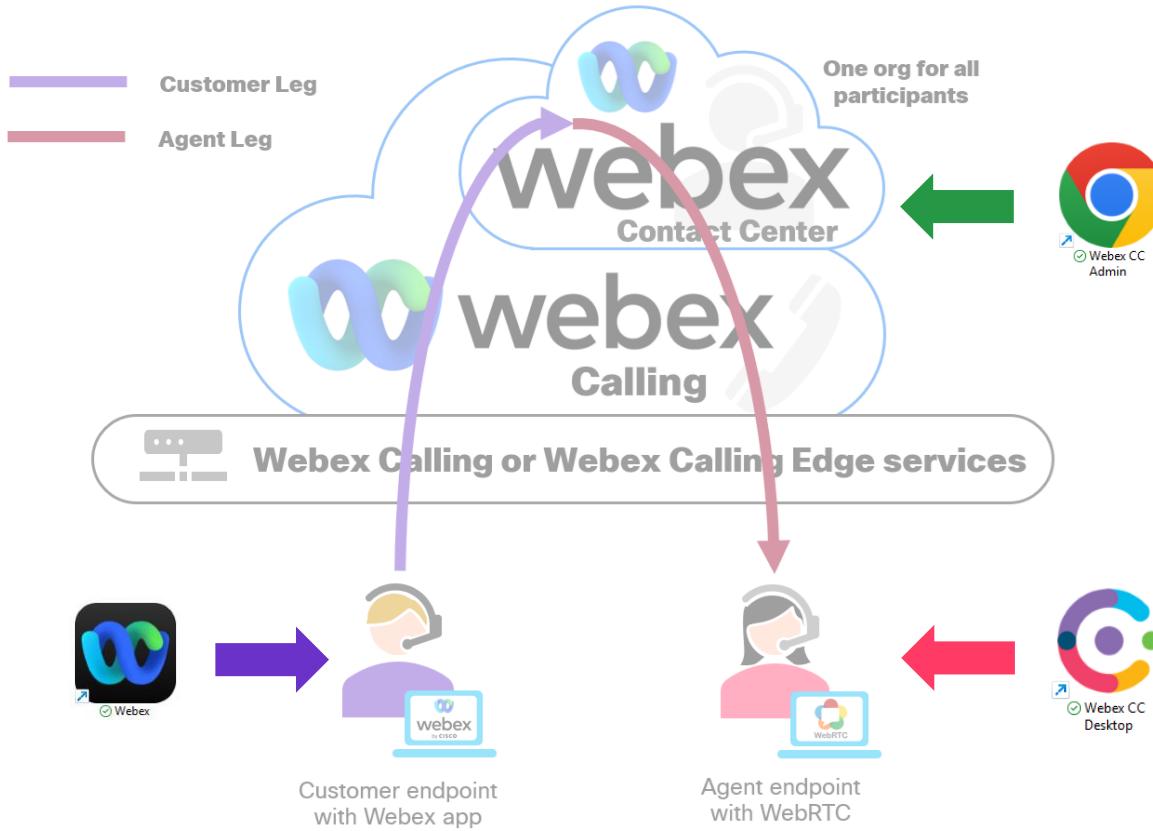


Webex CC Desktop App pre-installed to accept calls as an Agent.

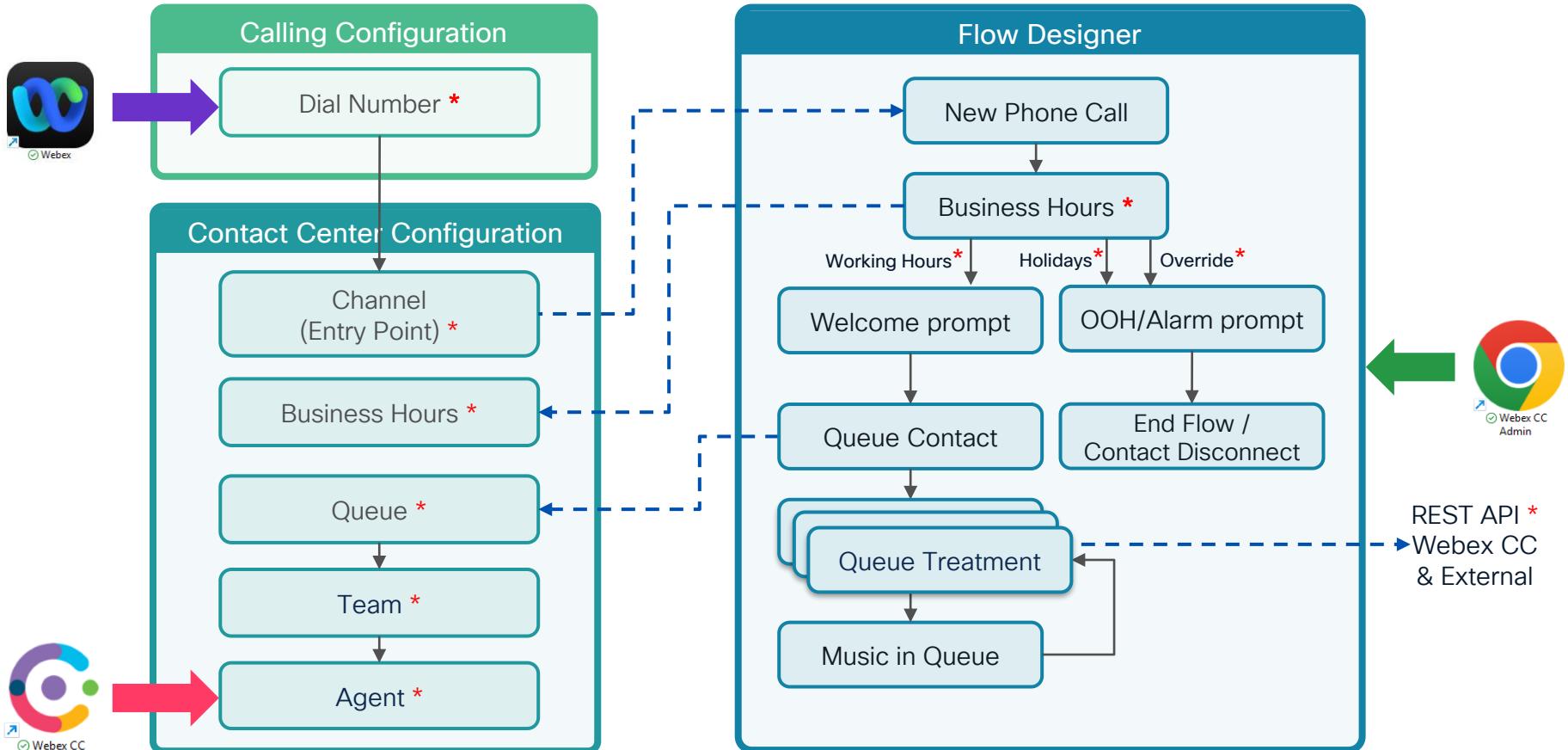


Webex App pre-installed to make test calls during the session.

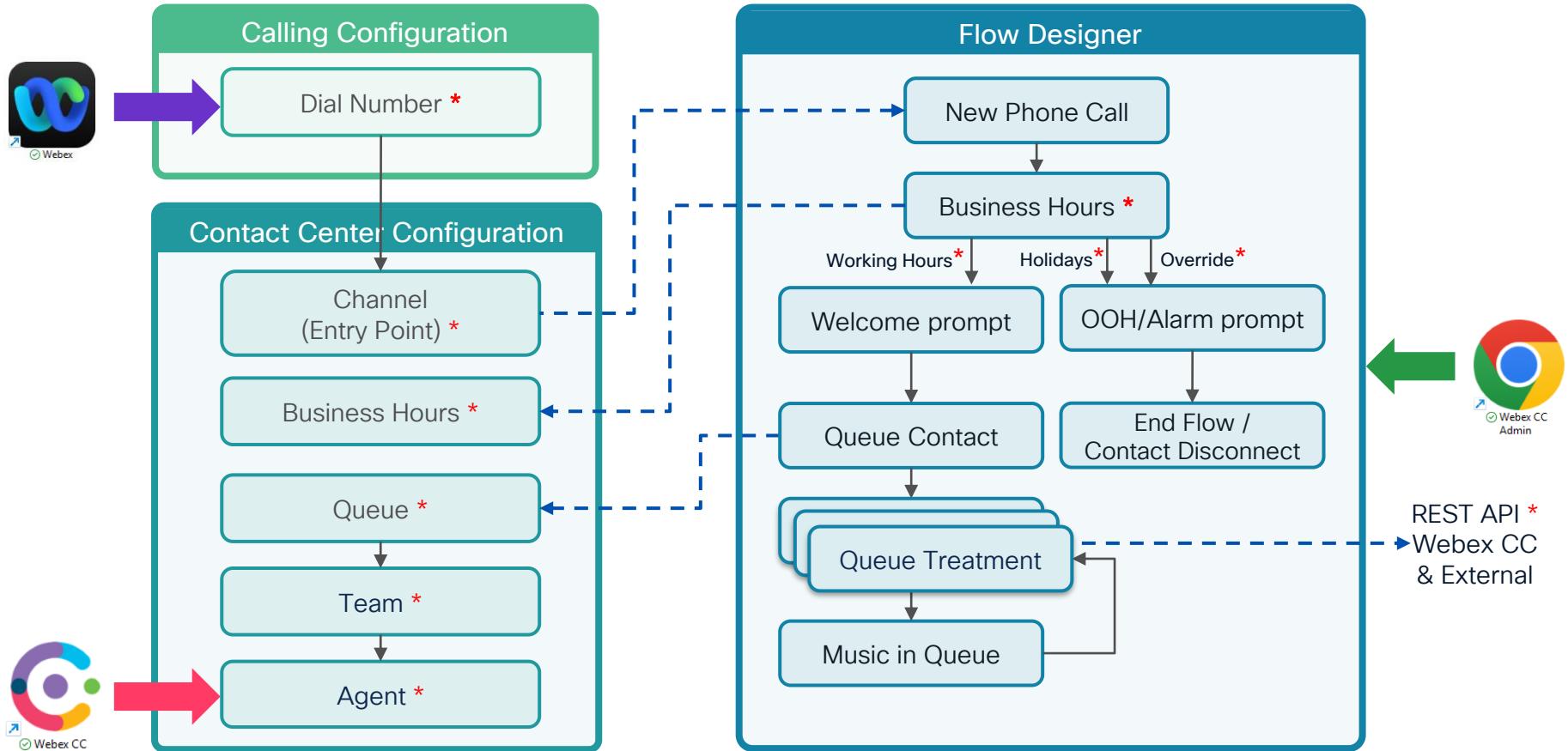
# Shared Infrastructure Access



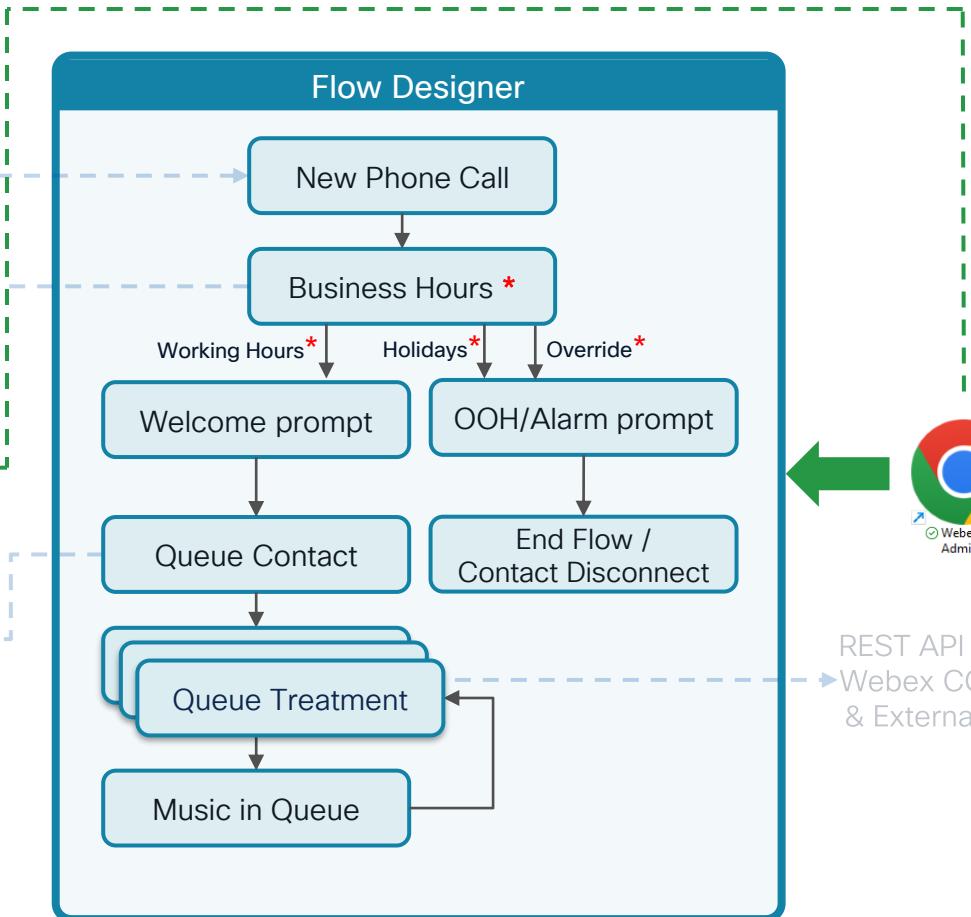
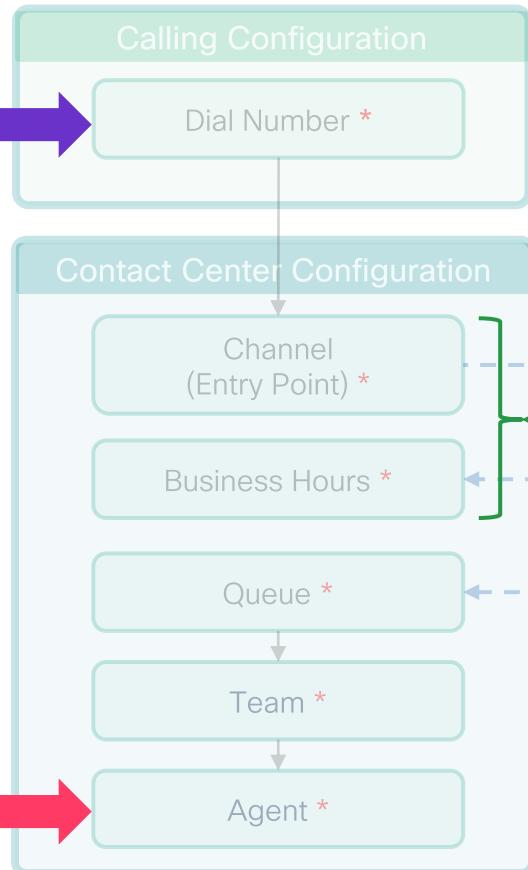
# Basic Call Flow



# Basic Call Flow



# Basic Call Flow



# Flow Designer – Main Flow

Cisco Webex Flow Designer CCBU\_MAIN Draft Edit: On

Activity Library Subflows Main Flow Event Flows Help Search Flow

Call Handling

- Disconnect Contact
- Virtual Agent
- Blind Transfer
- Play Message
- Collect Digits
- Play Music
- Feedback
- Get Queue Info
- Callback
- Screen Pop
- Queue Contact
- Menu
- Feedback V2
- Queue To Agent
- Virtual Agent V2

NewPhoneContact Start Flow Event = NewPhoneContact

QueueContact Queue Contact No description defined Error Handling Failure

PlayMusic\_j70 Play Music No description defined Error Handling Undefined Error

Diagram Settings Curved Links Click-to-connect Link Color Dark Gray Error Path Color Red Selection Color Dark Blue Thickness 2.0 px

General Settings Flow Description Enter a Flow Description.

Variable Definition Configuration Desktop Viewability & Order

Custom Variables Flow Variables

Flow Variables

Autosave Enabled Application Version: 0.4.559-0 Design Debug Analyze Autosave Validation: Off Publish Flow

```
graph LR; Start((NewPhoneContact Start Flow)) --> Queue[QueueContact Queue Contact]; Queue --> Play[PlayMusic_j70 Play Music];
```

# Flow Designer – Main Flow

Cisco Webex  
Flow Designer

CCBU\_MAIN ▾ Draft  Edit: On

?

Main Flow Event Flows Help

Search Flow

Activity Library Subflows

Call Handling

- Disconnect Contact
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- Virtual Agent V2

NewPhoneContact... Start Flow

Event = NewPhoneContact

QueueContact... Queue Contact

No description defined

Error Handling

Failure

PlayMusic\_j70 Play Music

No description defined

Error Handling

Undefined Error

Autosave Enabled Application Version: 0.4.559-0

Design Debug Analyze

Autosave Validation: Off Publish Flow

CCBU\_MAIN Global Flow Properties

General Settings

Flow Description

Enter a Flow Description.

Diagram Settings

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Link Color Dark Gray

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Selection Color Dark Blue

Thickness 2.0 px

Variable Definition

Configuration Desktop Viewability & Order

Custom Variables

Flow Variables are fully configurable local variables. They can never be viewed in reports, but can optionally be agent viewable.

Flow Variables

```
graph LR; Start((Start Flow)) -- "Event = NewPhoneContact" --> Queue[Queue Contact]; Queue --> Play[Play Music]; Play --> Queue
```

# Flow Designer – Main Flow

Cisco Webex  
CCBU\_MAIN ▾ Draft  Edit: On

Activity Library Subflows

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Main Flow Event Flows Help

Search Flow

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Autosave Validation: Off Publish Flow

Design Debug Analyze

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# Flow Designer – Main Flow

Cisco Webex  
Flow Designer

CCBU\_MAIN Draft Edit: On

Edit Name Export Version History Create New

Activity Library Subflows

Call Handling

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Autosave Enabled Application Version: 0.4.559-0

Help Center Keyboard Shortcuts CBU\_MAIN Global Flow Properties

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# Flow Designer – Main Flow

Cisco Webex  
CCBU\_MAIN ▾ Draft  Edit: On

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Main Flow Event Flows Help

Search Flow

```
graph LR; Start((Start Flow)) --> Queue[Queue Contact]; Queue --> Play[Play Music]; Play --> Play
```

Global Flow Properties Panel

CCBU\_MAIN Global Flow Properties

General Settings

Flow Description Enter a Flow Description.

Diagram Settings

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Thickness 2.0 px

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Autosave Validation: Off Publish Flow

Activity Library

Main Flow

Event Flows

Help

Search Flow

NewPhoneContact

Start Flow

Event = NewPhoneContact

QueueContact

No description defined

Error Handling

Failure

PlayMusic\_j70

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Error Handling

Undefined Error

Variable Configuration

Autosave Validation: Off Publish Flow

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# Flow Designer – Main Flow

Cisco Webex  
Flow Designer

CCBU\_MAIN ▾ Draft  Edit: On

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Main Flow Event Flows Help

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Autosave Enabled Application Version: 0.4.559-0

Design Debug Analyze

Autosave toggle  Autosave Validation: Off  Publish Flow

Interaction log panel Analyze panel

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Publish

CISCO

# Flow Designer – Main Flow

Cisco Webex  
CCBU\_MAIN ▾ Draft  Edit: On

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Main Flow Event Flows Help

Search Activities, Variables and Flow Properties

NewPhoneContact... Start Flow Event = NewPhoneContact

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Show Global Flow Properties Panel

Activity connector

Arrange all

Fit to view

Autosave Enabled Application Version: 0.4.559-0 Design Debug Analyze Autosave Validation: Off Publish Flow

LTRCCT-2296

CCBU\_MAIN Global Flow Properties

General Settings

Flow Description Enter a Flow Description.

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CCBU\_MAIN Draft Edit: On

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Main Flow Event Flows Help

Search Flow

The event that deals with the global error handling in case the error path links are not set up

The event is triggered when an agent is offered a call.

Event can be used to set the caller ID using SetCallerID activity.

Event is triggered when an answering machine is detected or the customer call is abandoned due to agent unavailability

The event is triggered when an agent answers an inbound call and interrupts the customer's experience in a queue.

The event is triggered when a live call is disconnected and all participants are removed.

The event is triggered when an agent disconnects their leg of a live call, leaving the customer alone on the line.

Curved Links Click-to-connect

Link Color Dark Gray

Error Path Color Red

Selection Color Dark Blue

Thickness 2.0 px

Variable Definition

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Flow Variables

Autosave Validation: Off Publish Flow

&lt; Main Menu

## Contact Center

Overview

CUSTOMER EXPERIENCE

Channels

Queues

Business Hours

AI Agents

Audio Files

Flows

Call Recording Schedules

Functions

Surveys

DIGITAL SETTINGS

Web Chat Assets

USER MANAGEMENT

Sites

Skill Definitions

Skill Profiles

Teams

Access

Contact Center Users

DESKTOP EXPERIENCE

AI Assistant

Multimedia Profiles

Outdial ANI

Desktop Layouts

Dial Plans

Address Books

Desktop Profiles

My Manage Order

## 089\_Channel

ID: 990f61ac-0e69-496f-88bc-92f07297fb00 • Last Modified: February 10, 2026 08:24 AM

Active

Entry point

Name \*

089\_Channel

Description

Enter a short description

Channel type \*

Inbound Telephony

Referenced by

Go to the list to view all references by entity type.

Reference list

Entry point settings

Service level threshold ⓘ \*

60 Seconds

Timezone (Routing strategies only) \*

America/New\_York

Routing flow

Main\_Flow\_089

Music on hold \*

defaultmusic\_on\_hold.wav

Version label \*

Latest

The flow version may impact the caller's experience and the variables available to override.

Override flow settings



No overrides available

This flow doesn't have any variables set up for overrides.

## Phone numbers

This is the phone number customers will call to reach your business. You can select multiple from the numbers you have configured under Webex Calling services as needed. These numbers are already configured in your Webex Calling service. For more information, go to [numbers page](#).

Webex Calling location

PSTN number

Extension ⓘ

Media region ⓘ

Actions

US

+19302017961

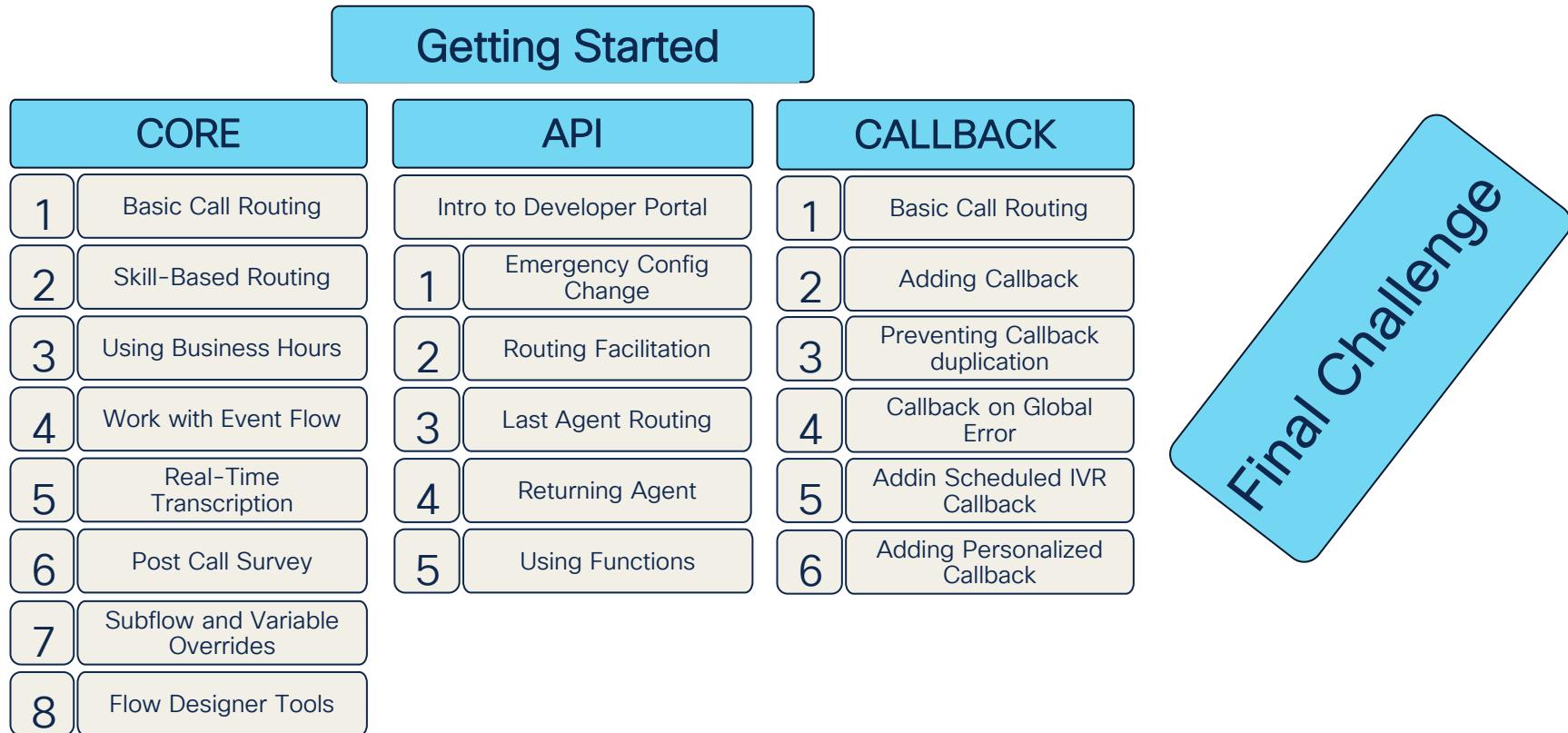
United States (Default)



Channel (aka, Entry Point) is mapped to a Flow and to Support Numbers for inbound calls.

# Lab Structure

# Lab Structure and Dependencies



# Completion Expectancy

Complete 1 track: You've got the essentials - great work!



Complete 2 tracks: You're a rising star - impressive dedication!



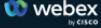
Complete 3 tracks: You're an expert - an inspiration to others!



Complete all 3 tracks and win the challenge: You're a Mega Superstar - an absolute legend. NO ONE COULD DO IT SINCE 2022



# Lab Guide Structure

 LTRCCT-2296 From Good to Great - Enhancing Customer Experience with the Webex Contact Center Flow D...   Search

Home Getting Started CORE TRACK API TRACK CALLBACK TRACK FINAL CHALLENGE Quick Links





**CISCO Live !**  
Instructor-led Labs

**LTRCCT-2296**

From Good to Great - Enhancing Customer Experience with  
the Webex Contact Center Flow Designer

**Get started**

# The Goal of Attendee ID

Home Getting Started CORE TRACK API TRACK CALLBACK TRACK FINAL CHALLENGE Quick Links

Getting Started

Lab Overview Learning Objectives Disclaimer

Getting to know your environment Choose Your Adventure Chrome and Webex App Setup [Home Work] LAB ROOM SETUP

Please submit the form below with your Attendee ID.

All configuration entries in the lab guide will be renamed to include your Attendee ID.

Attendee ID:  Enter 3 digits Save

Your stored Attendee ID is: No ID stored

Home Getting Started CORE TRACK API TRACK CALLBACK TRACK FINAL CHALLENGE Quick Links

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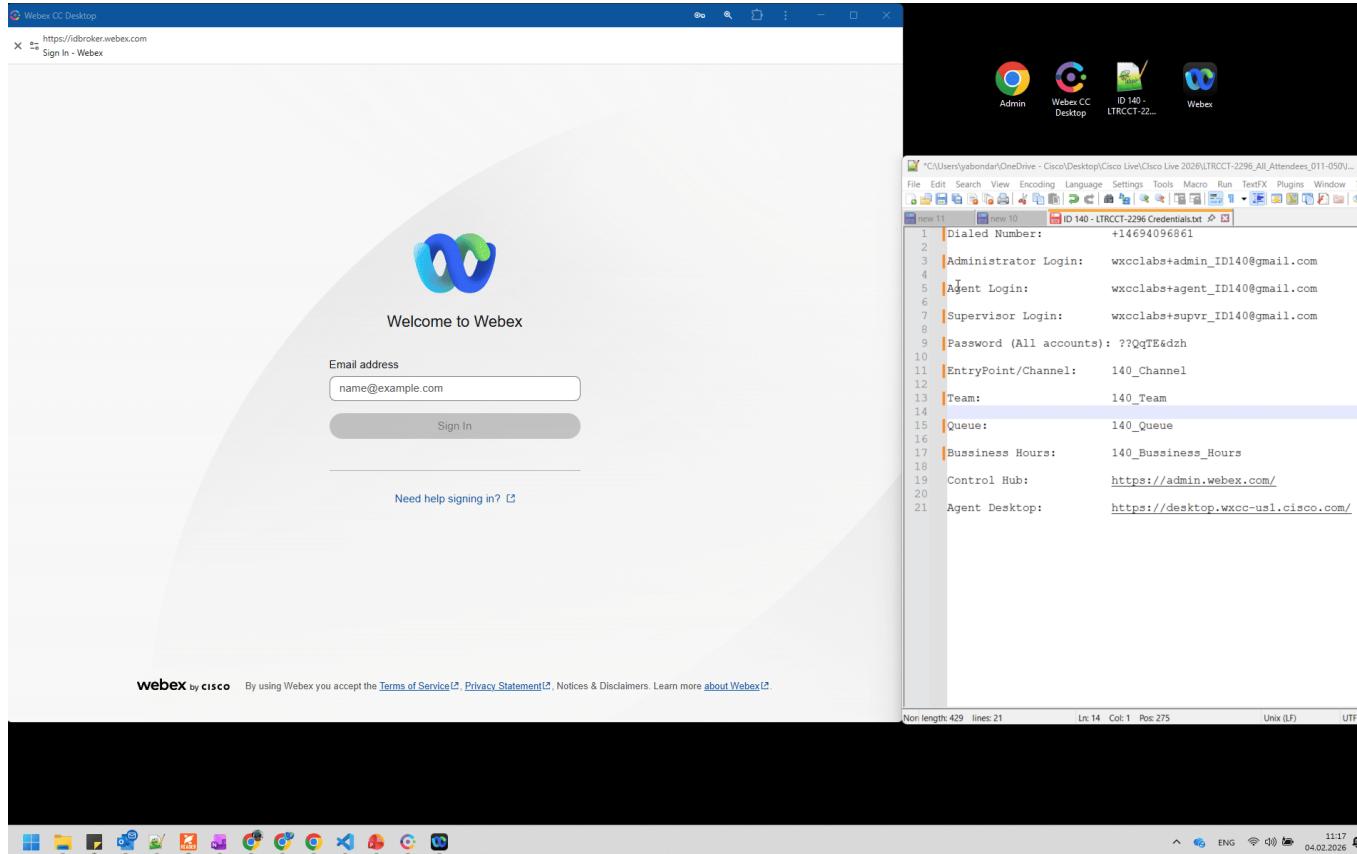
All configuration entries in the lab guide will be renamed to include your Attendee ID.

Attendee ID:  140 Save

Your stored Attendee ID is: 140

Administrator Login	wxcclabs+admin_IDNot Set@gmail.com
Agent Login	wxcclabs+agent_IDNot Set@gmail.com
Supervisor Login	wxcclabs+suprvsor_IDNot Set@gmail.com
EntryPoint/Channel Name	Not Set_Channel
Team	Not Set_Team
Standard Queue	Not Set_Queue
Skill-Based Queue	Not Set_SBR_Queue
Bussiness Hours	Not Set_Business_Hours
Control Hub	<a href="https://admin.webex.com/">https://admin.webex.com/</a>
Agent Desktop	<a href="https://desktop.wxcc-us1.cisco.com/">https://desktop.wxcc-us1.cisco.com/</a>

# Webex Desktop



# Webex App

Set a status

Search, meet, and call

Connect to a device

Messaging

All Direct Spaces Public

Recommended messages

Favorites ★

Supervisor140's space

Other

Agent140 Active on 28.12.2024

Admin139

Admin138

Call settings

Create a space

Start a group conversation with others.

Name the space (required)

Add people by name or email

Make this space public

Anyone in your organization can find and join a public space.

Create Close



# Let's Get Started!

<https://webexcc-sa.github.io/LTRCCT-2296>

# Final Challenge





**After today's hands-on session, how would you rate your current knowledge of WxCC Flow Designer?**

# How to use the Lab after Cisco Live?

- Lab Link: <https://webexcc-sa.github.io/LTRCCT-2296> - available forever
  - As product evolves, we will be updating the guide respectfully
- User (Admin/Agent/Supervisor) credentials available until 27<sup>th</sup> of February

# Complete your session surveys



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(from 11:30 on Thursday, while supplies last)

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**Visit** the Technical Solutions Clinics to discuss your technical questions



**Attend** the interactive education with DevNet, Capture the Flag, and Walk-in Labs



**Visit** the On-Demand Library for more sessions at [CiscoLive.com/On-Demand](https://CiscoLive.com/On-Demand)

**Thank you**

**CISCO Live !**

