

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

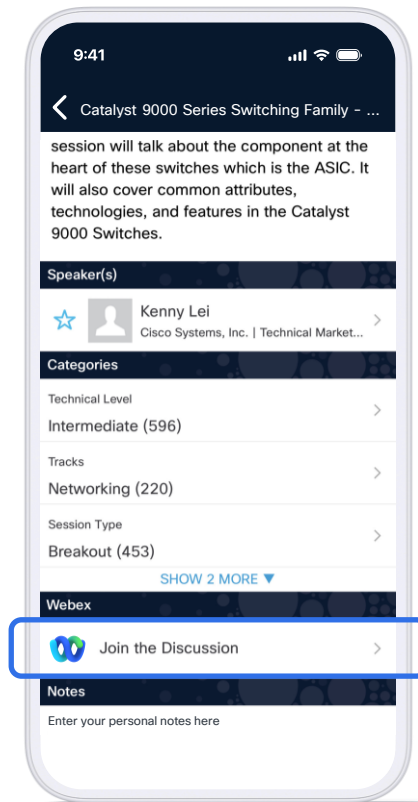
Questions?

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

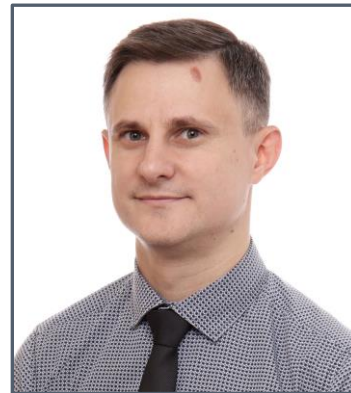
Joined Cisco same team same day 10 years and 12 days ago



Yaroslav Bondar

 yabondar

 yarekbond



Yurii Ulianov

 yulianov

 ujicon

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.

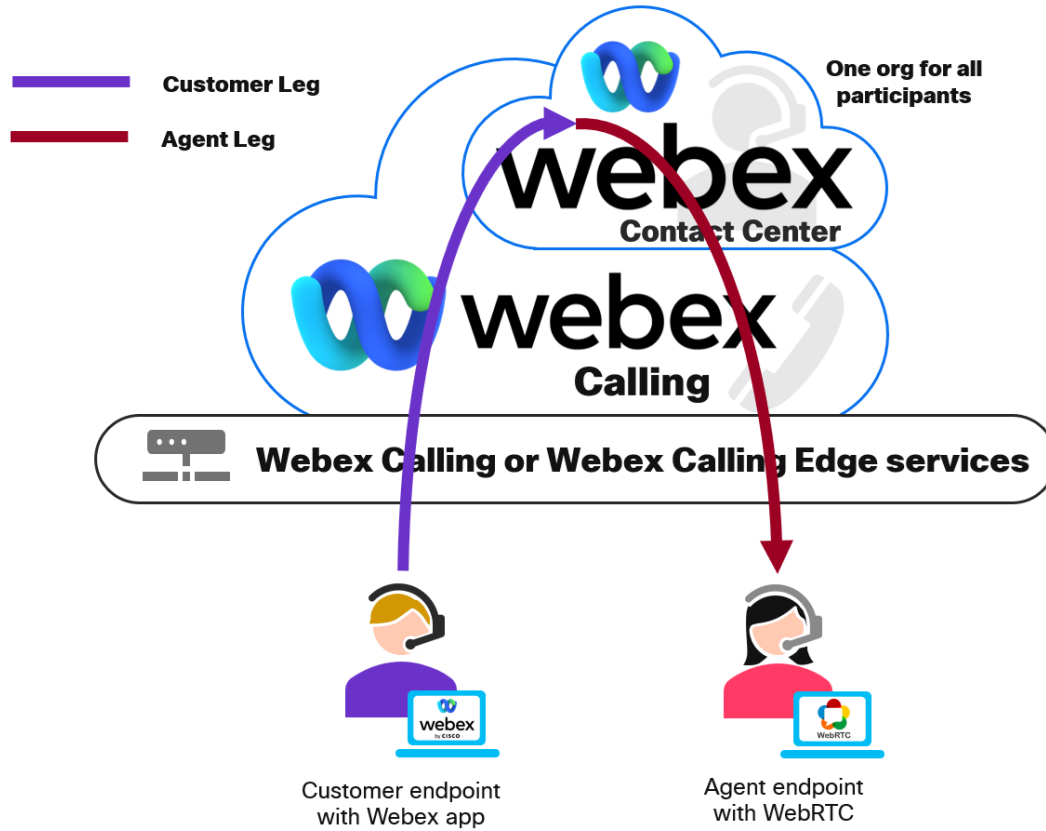
The **Webex App** pre-installed to make test calls during the session.



How would you rate your knowledge of WxCC Flow Designer?

Lab Environment

Shared Infrastructure



Access and Testing Environment



✔ LTRCCT-2296
Credentials.txt

Access credentials for Admin, Agent and Supervisor accounts.



✔ Webex CC
Admin

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



✔ Webex CC
Desktop

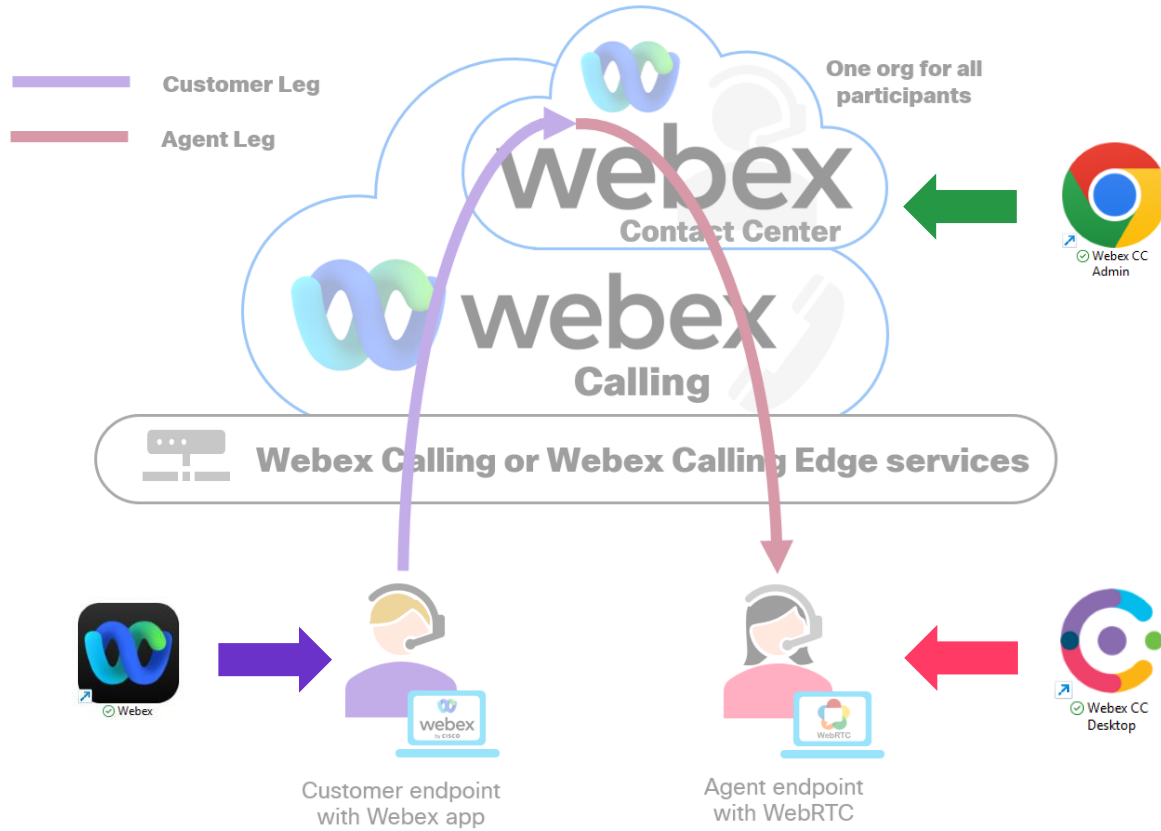
Webex CC Desktop App pre-installed to accept calls as an Agent.



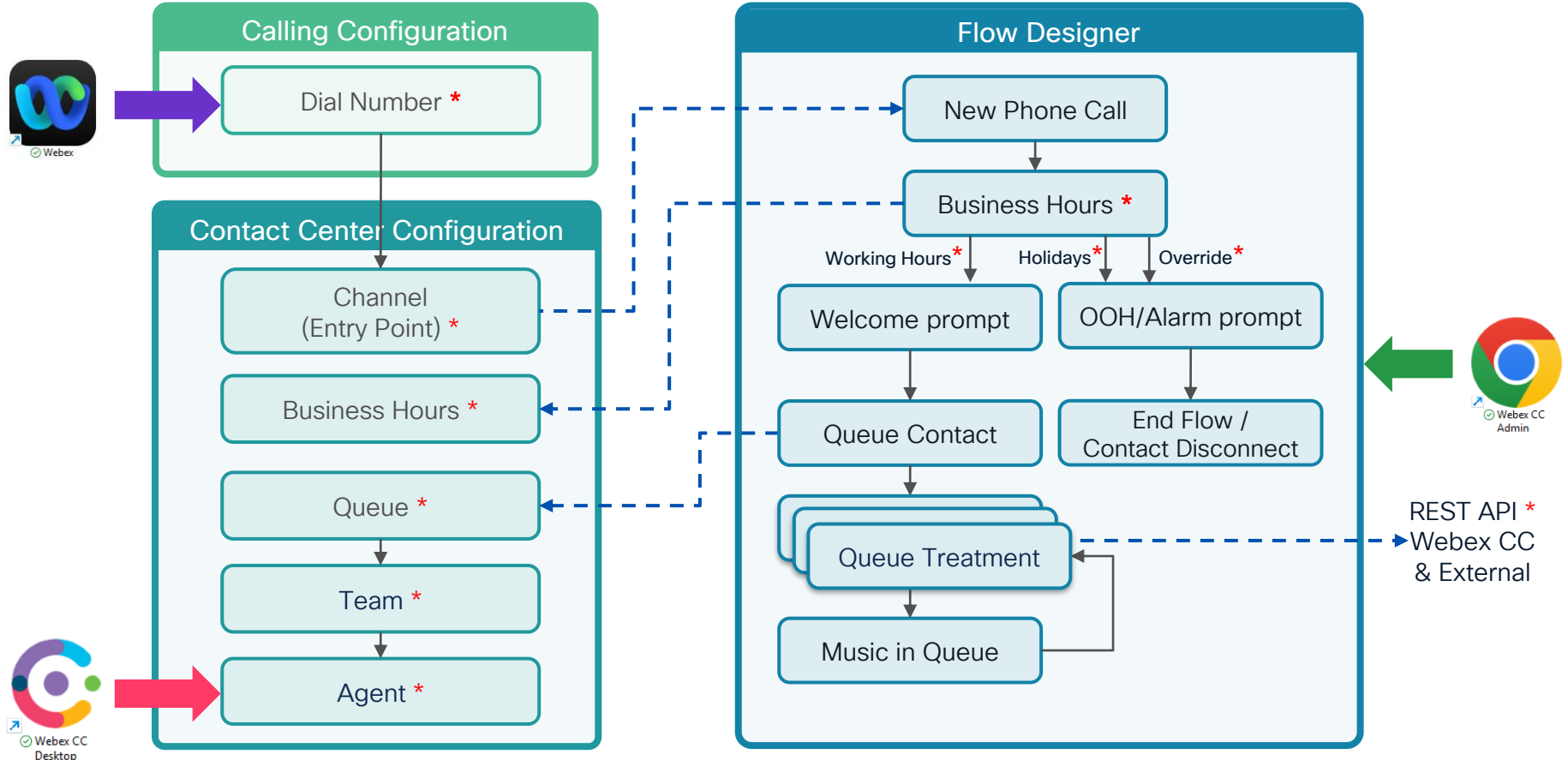
✔ Webex

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

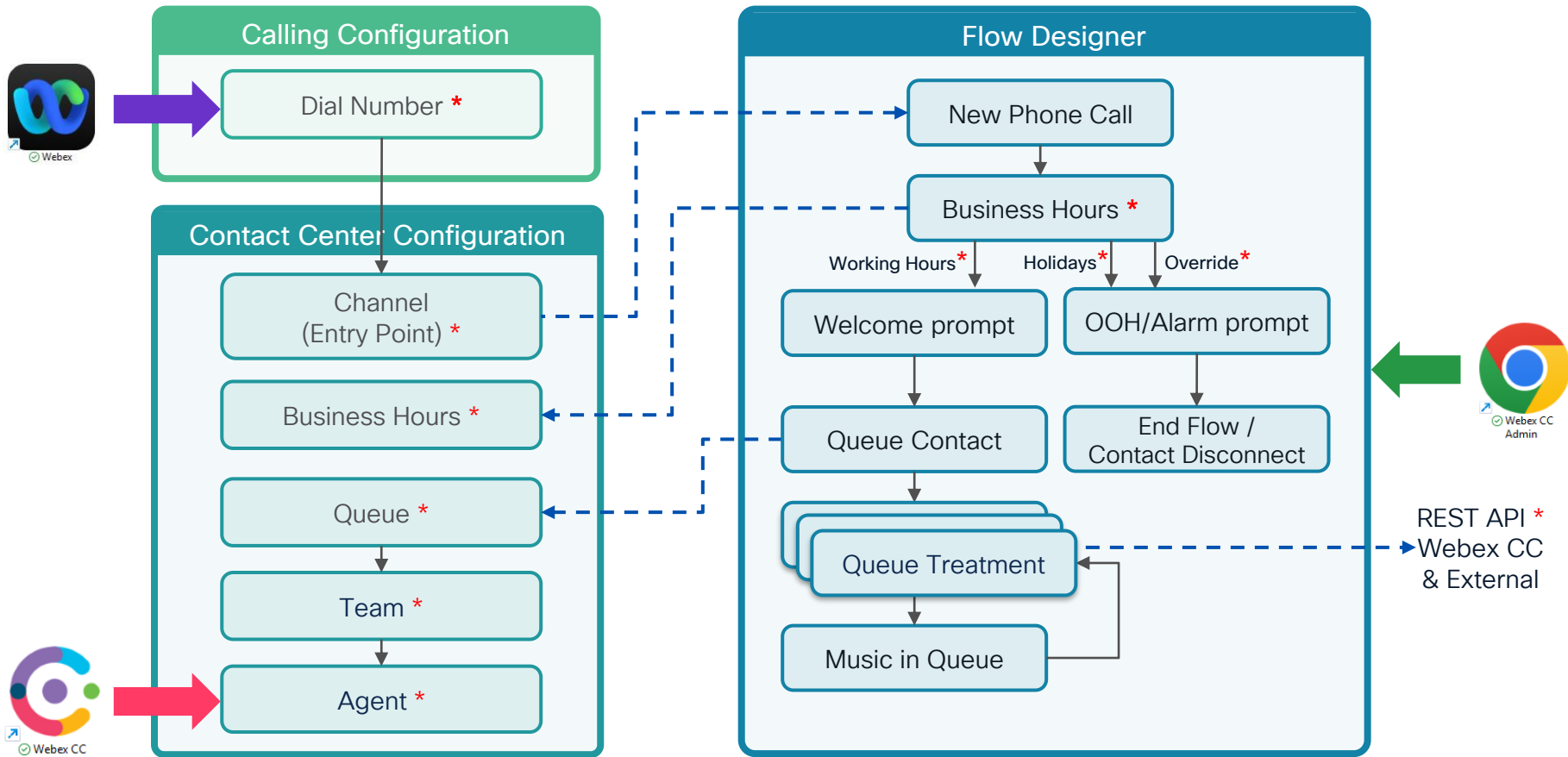
Shared Infrastructure Access



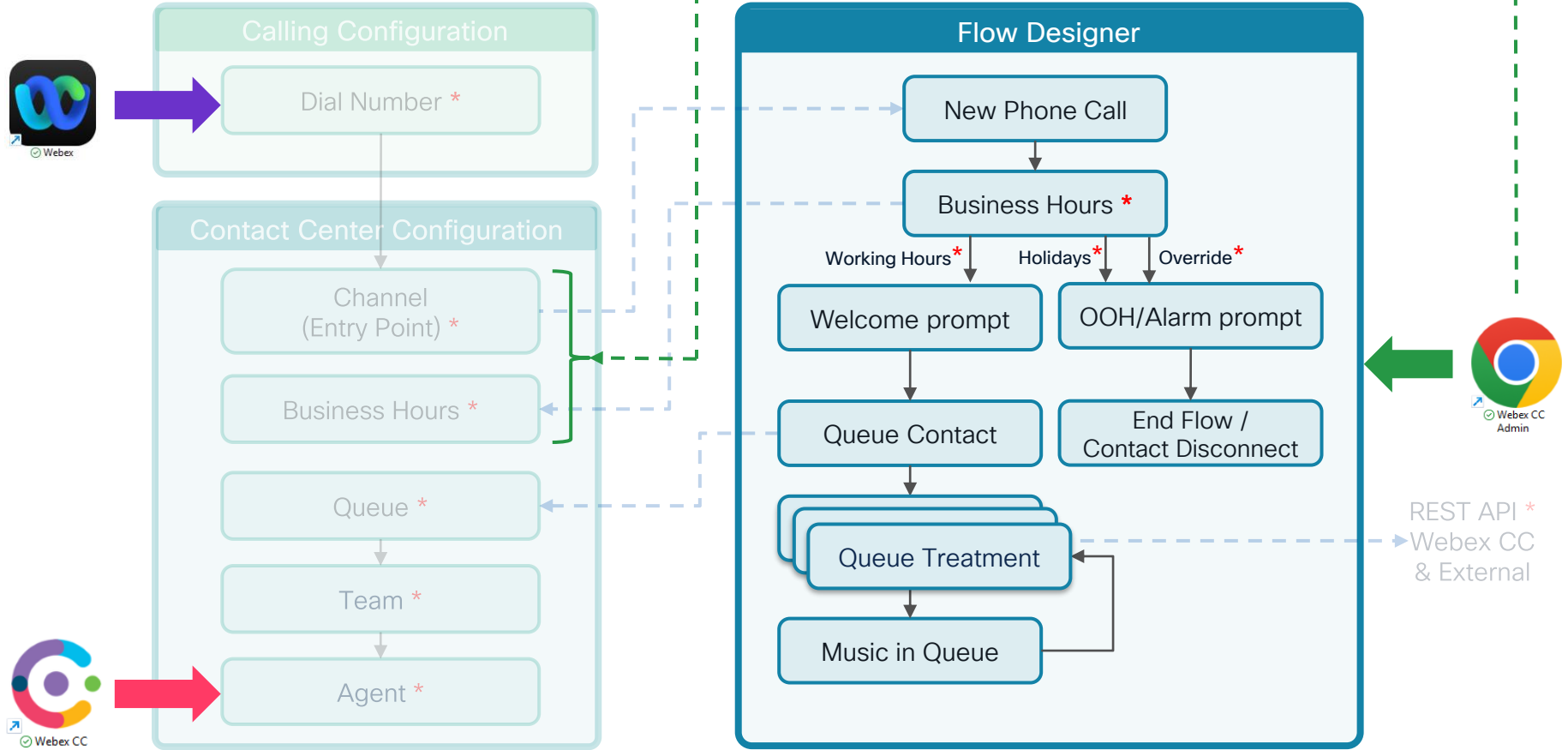
Basic Call Flow



Basic Call Flow



Basic Call Flow



Flow Designer – Main Flow

Cisco Webex Flow Designer CCBU_MAIN Draft Edit: On

Activity Library Subflows

- 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

Main Flow Event Flows Help

Search Flow

CCBU_MAIN Global Flow Properties

General Settings

Flow Description
Enter a Flow Description.

Diagram Settings

- ☒ Curved Links
- ☒ Click-to-connect
- Link Color: Dark Gray
- Error Path Color: Red
- 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.

Autosave Enabled Application Version: 0.4.559-0

Design Debug Analyze

Autosave Validation: Off Publish Flow

Flow Designer – Main Flow

Cisco Webex
Flow Designer

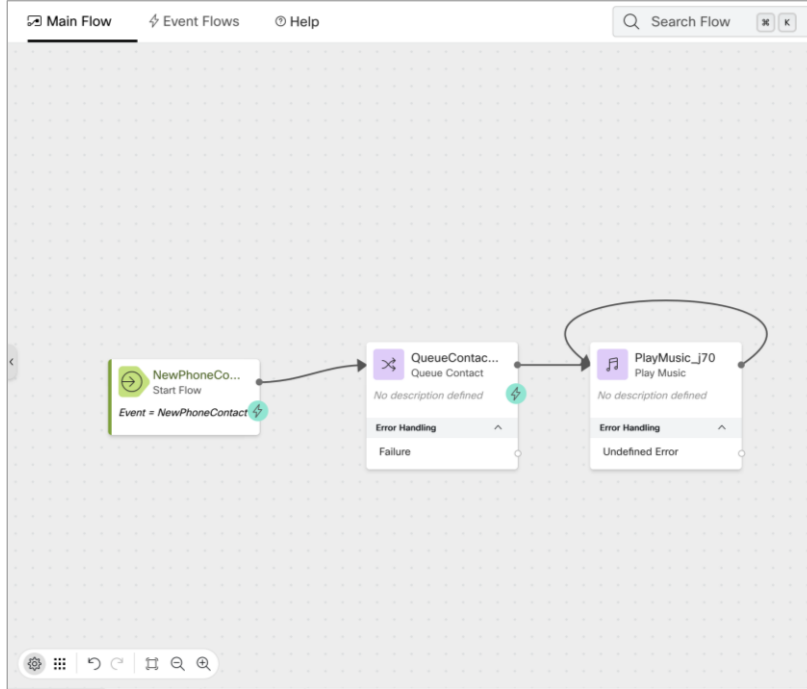
CCBU_MAIN ▾ Draft ☒ Edit: On



Activity Library Subflows

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CCBU_MAIN
Global Flow Properties

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Debug

Analyze

☒ Autosave

☐ Validation: Off

Publish Flow

Flow Designer – Main Flow

Cisco Webex
Flow Designer

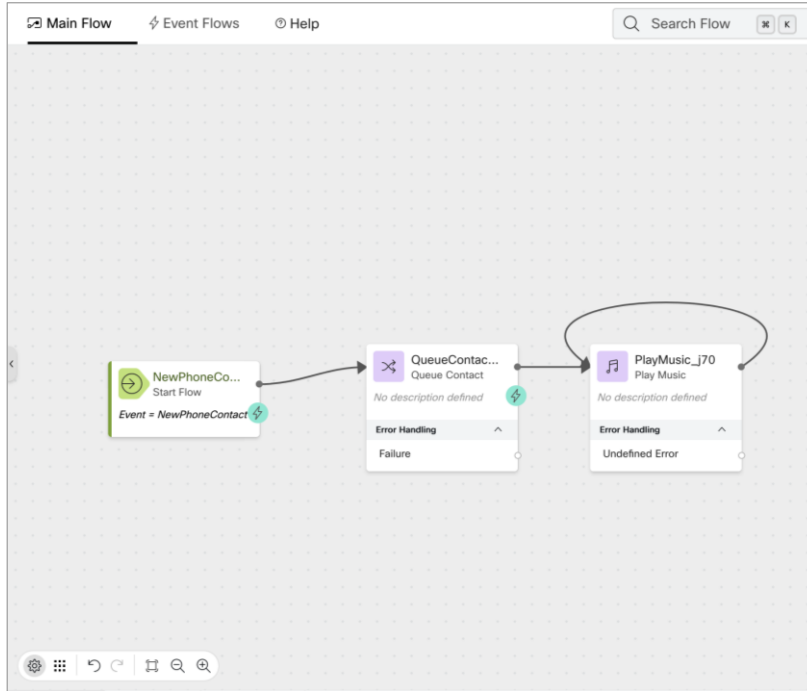
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Activity Library Subflows

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Application Version: 0.4.559-0

Design

Debug

Analyze

☒ Autosave

☐ Validation: Off

Publish Flow

Flow Designer – Main Flow

The screenshot displays the Cisco Webex Flow Designer interface. At the top, the title bar shows "Cisco Webex Flow Designer" and the current flow name "CCBU_MAIN" in Draft status. A red arrow points to the "Help" button in the top right corner, which is labeled "Help" and "Save and Exit".

The main workspace is titled "Edit Mode" and contains a flow diagram with three steps:

- NewPhoneCo...** (Start Flow) with the event "NewPhoneContact".
- QueueContac...** (Queue Contact) with "No description defined" and "Error Handling" set to "Failure".
- PlayMusic_j70** (Play Music) with "No description defined" and "Error Handling" set to "Undefined Error".

The flow is connected by arrows, and a curved arrow indicates a loop from the Play Music step back to the Queue Contact step.

On the left, the "Activity Library" lists various actions such as 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, and Virtual Agent V2.

On the right, the "Properties" panel for the "CCBU_MAIN" flow is visible, showing settings for General Settings, Diagram Settings, and Variable Definition. The Diagram Settings section includes options for Curved Links, Click-to-connect, Link Color (Dark Gray), Error Path Color (Red), Selection Color (Dark Blue), and Thickness (2.0 px).

At the bottom, the status bar shows "Autosave Enabled" and "Application Version: 0.4.559-0". The bottom navigation bar includes tabs for Design, Debug, and Analyze, along with buttons for Autosave, Validation: Off, and Publish Flow.

Flow Designer – Main Flow
















Cisco Webex
Flow Designer

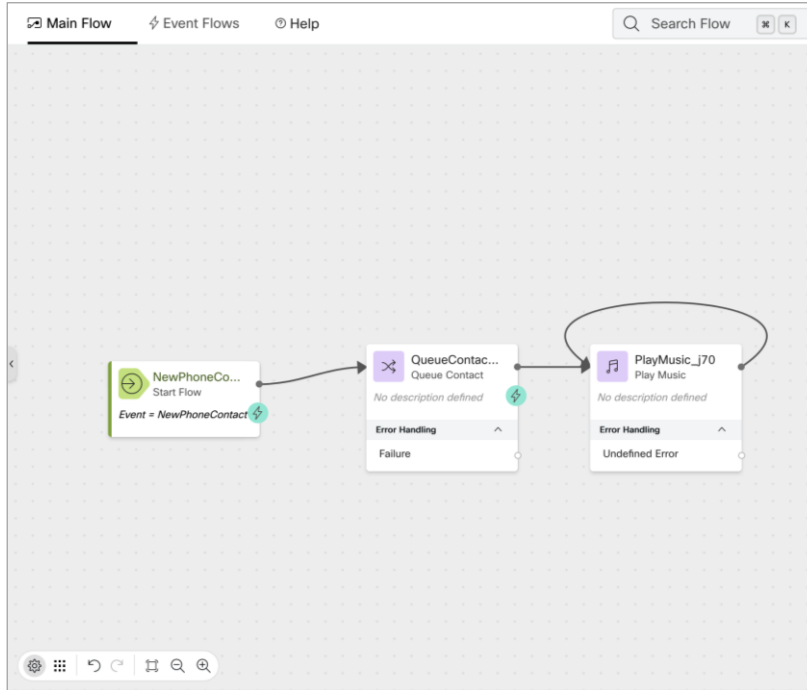
CCBU_MAIN ▾ Draft  Edit: On




Activity Library Subflows

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



Global Flow
Properties
Panel

 CCBU_MAIN


Global Flow Properties

General Settings


Flow Description

Enter a Flow Description.

Diagram Settings



Curved Links



Click-to-connect

Link Color

Dark Gray

Error Path Color

Red

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

Variable
Configuration

Autosave Enabled 
Application Version: 0.4.559-0 


Design

Debug

Analyze

 Autosave

 Validation: Off

 Publish Flow

Flow Designer – Main Flow

Cisco Webex
Flow Designer

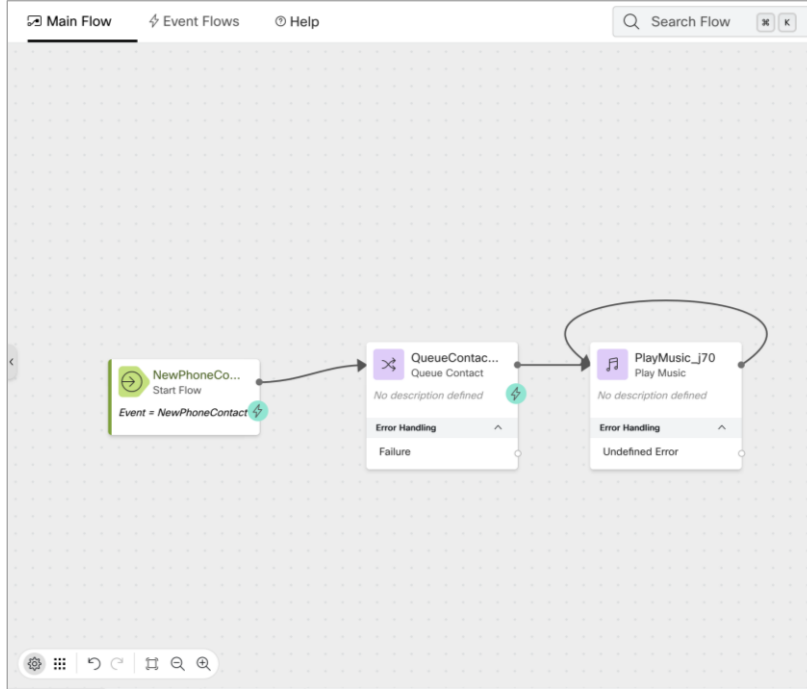
CCBU_MAIN ▾ Draft ☒ Edit: On



Activity Library Subflows

Call Handling

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CCBU_MAIN
Global Flow Properties

General Settings

Flow Description

Enter a Flow Description.

Diagram Settings

☒ Curved Links ☒ Click-to-connect

Link Color Dark Gray

Error Path Color Red

Selection Color Dark Blue

Thickness 2.0 px

Variable Definition

Configuration Desktop Viewability & Order

Custom Variables

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Flow Variables

Autosave Enabled ☒
Application Version: 0.4.559-0

Design

Debug

Analyze

Autosave toggle

☒ Autosave

☐ Validation: Off

Publish Flow

Publish

Flow Designer – Main Flow

Cisco Webex
Flow Designer
















CCBU_MAIN ▾ Draft  Edit: On

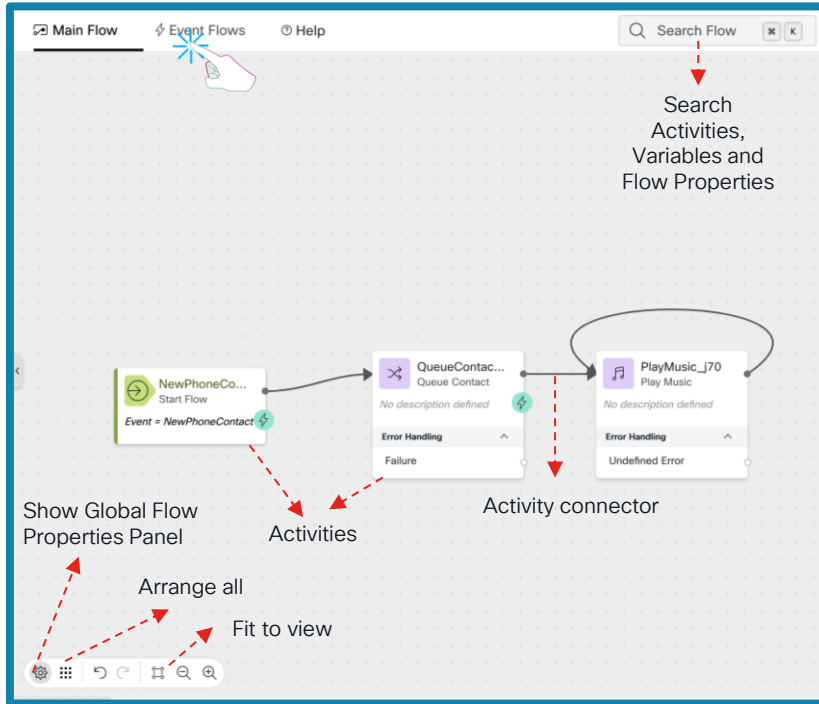


Activity Library

Subflows

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



CCBU_MAIN



Global Flow Properties


General Settings


Flow Description


Enter a Flow Description.


Diagram Settings

☒ Curved Links  ☒ Click-to-connect 

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Error Path Color  Red

Selection Color  Dark Blue

Thickness  2.0 px

Variable Definition

Configuration

Desktop Viewability & Order

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Flow Variables

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Application Version: 0.4.559-0 

Design

Debug

Analyze

☒ Autosave

☐ Validation: Off

Publish Flow

Flow Designer – Main Flow

Cisco Webex
Flow Designer

CCBU_MAIN ▾ Draft

☒ Edit: On

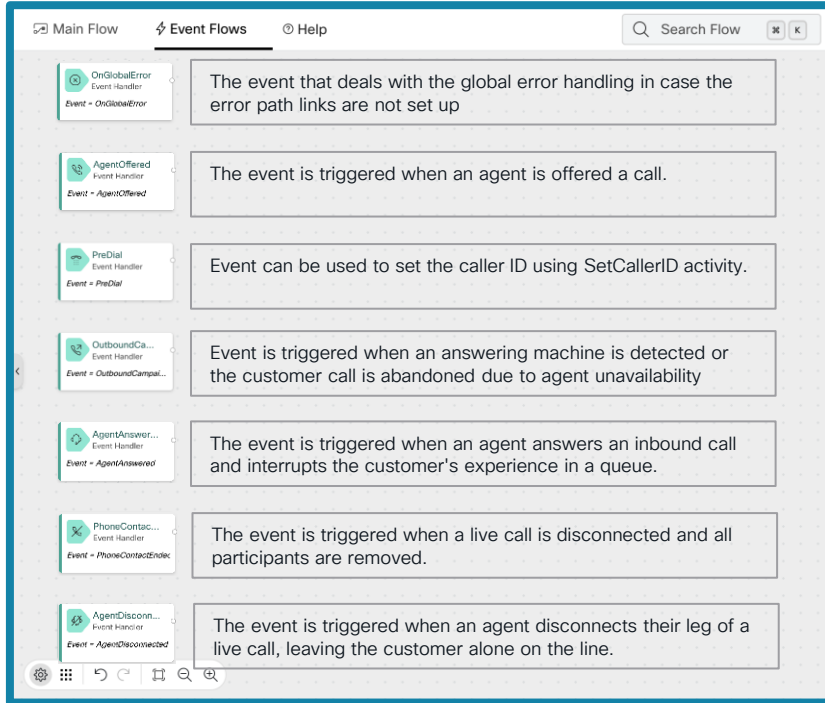


Activity Library

Subflows

Call Handling

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CCBU_MAIN
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Flow Variables

Autosave Enabled
Application Version: 0.4.559-0

Design

Debug

Analyze

☒ Autosave

☐ Validation: Off

Publish Flow

< 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

Let's Manage our System

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

Getting Started

CORE		API		CALLBACK	
1	Basic Call Routing	Intro to Developer Portal		1	Basic Call Routing
2	Skill-Based Routing	1	Emergency Config Change	2	Adding Callback
3	Using Business Hours	2	Routing Facilitation	3	Preventing Callback duplication
4	Work with Event Flow	3	Last Agent Routing	4	Callback on Global Error
5	Real-Time Transcription	4	Returning Agent	5	Addin Scheduled IVR Callback
6	Post Call Survey	5	Using Functions	6	Adding Personalized Callback
7	Subflow and Variable Overrides				
8	Flow Designer Tools				

Final Challenge

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

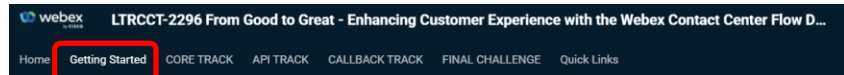
 **LTRCCT-2296 From Good to Great - Enhancing Customer Experience with the Webex Contact Center Flow D...**   Search

[Home](#) [Getting Started](#) [CORE TRACK](#) [API TRACK](#) [CALLBACK TRACK](#) [FINAL CHALLENGE](#) [Quick Links](#)


LTRCCT-2296
From Good to Great - Enhancing Customer Experience with
the Webex Contact Center Flow Designer
[Get started](#)



The Goal of Attendee ID



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](#)

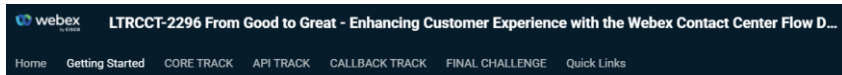
Please submit the form below with your Attendee ID.

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

Attendee ID: **Save**

Your stored Attendee ID is: **No ID stored**

Administrator Login	wxcclabs+admin_IDNot Set@gmail.com
Agent Login	wxcclabs+agent_IDNot Set@gmail.com
Supervisor Login	wxcclabs+supvr_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_Bussiness_Hours
Control Hub	https://admin.webex.com/
Agent Desktop	https://desktop.wxcc-us1.cisco.com/



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: **Save**

Your stored Attendee ID is: **140**

Administrator Login	wxcclabs+admin_ID140@gmail.com
Agent Login	wxcclabs+agent_ID140@gmail.com
Supervisor Login	wxcclabs+supvr_ID140@gmail.com
EntryPoint/Channel Name	140_Channel
Team	140_Team
Standard Queue	140_Queue
Skill-Based Queue	140_SBR_Queue
Bussiness Hours	140_Bussiness_Hours
Control Hub	https://admin.webex.com/
Agent Desktop	https://desktop.wxcc-us1.cisco.com/

Webex Desktop

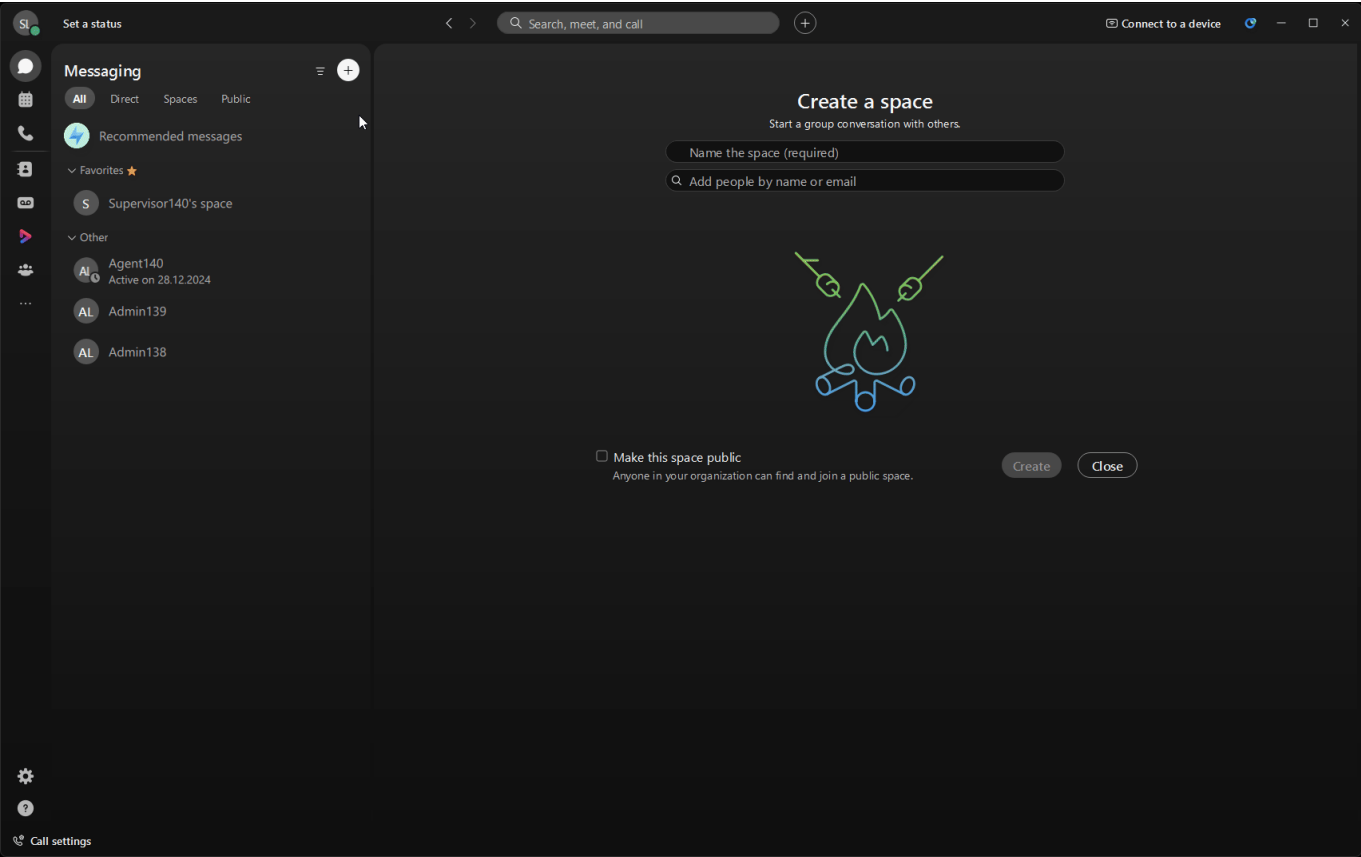
The screenshot displays the Webex Desktop application interface. The main window shows the "Welcome to Webex" login screen with the Webex logo and a "Sign In" button. The browser address bar indicates the URL "https://idbroker.webex.com".

On the right side, a terminal window is open, displaying the contents of a file named "ID 140 - LTRCCT-2296 Credentials.txt". The terminal output lists the following information:

```
1 Dialed Number: +1469409661
2
3 Administrator Login: wxcolabs+admin_ID140@gmail.com
4
5 Agent Login: wxcolabs+agent_ID140@gmail.com
6
7 Supervisor Login: wxcolabs+supvr_ID140@gmail.com
8
9 Password (All accounts): ??QqTE&dzh
10
11 EntryPoint/Channel: 140_Channel
12
13 Team: 140_Team
14
15 Queue: 140_Queue
16
17 Bussiness Hours: 140_Bussiness_Hours
18
19 Control Hub: https://admin.webex.com/
20
21 Agent Desktop: https://desktop.wxcolabs-us1.cisco.com/
```

The terminal window also shows the file path: "C:\Users\gabondar\OneDrive - Cisco\Desktop\Cisco Live\Cisco Live 2020\LTRCCT-2296_All Attendees_011-0501...".

Webex App



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 27th of February

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Complete your surveys in the Cisco Events App.



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

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



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Thank you

cisco Live !

