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

cisco Live !

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Solutions Manager

Yurii Ulianov
Customer Success Manager

LTRCCT-2296

Webex App

Questions?

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4. Enter messages/questions in the Webex space

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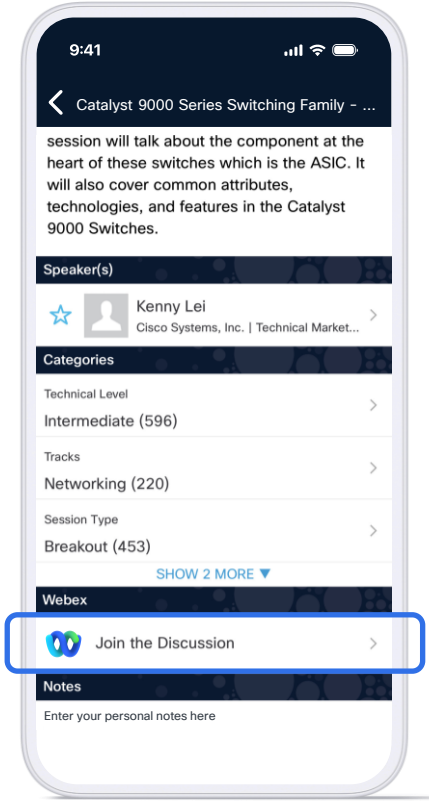

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Meet us

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

Yaroslav Bondar

yabondar

yarekbond

Yurii Ulianov

yulianov

ujicon

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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)

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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.

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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.

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Do not edit
How to change the design

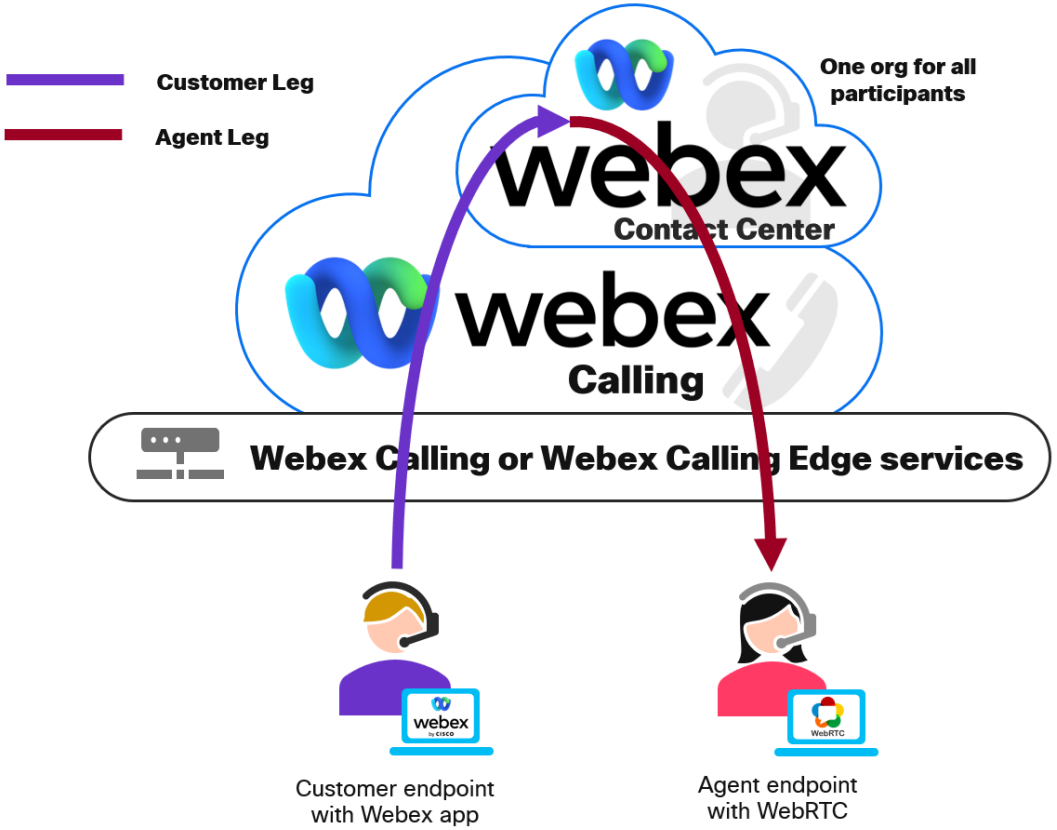
How would you rate your knowledge of WxCC Flow Designer?

ⓘ The Slido app must be installed on every computer you're presenting from

slido

Lab Environment

Shared Infrastructure



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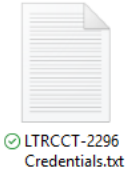
Access and Testing Environment



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.

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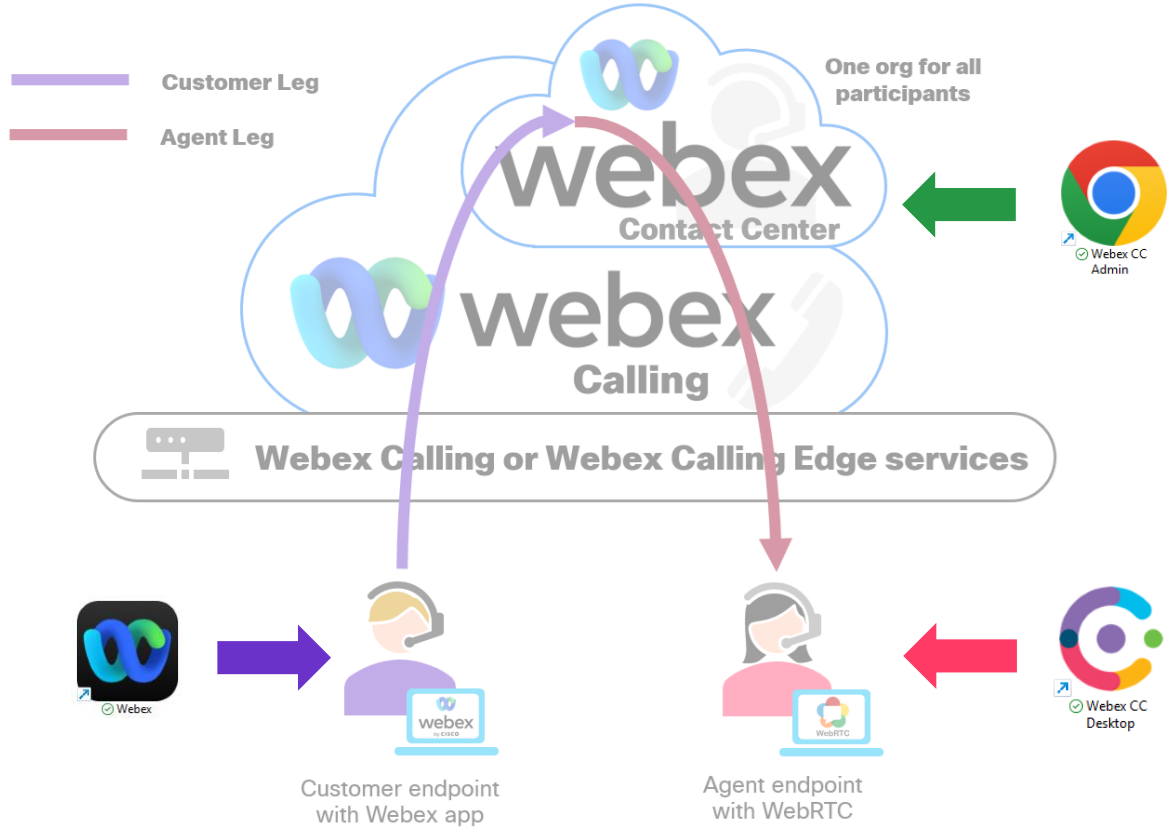
Shared Infrastructure Access



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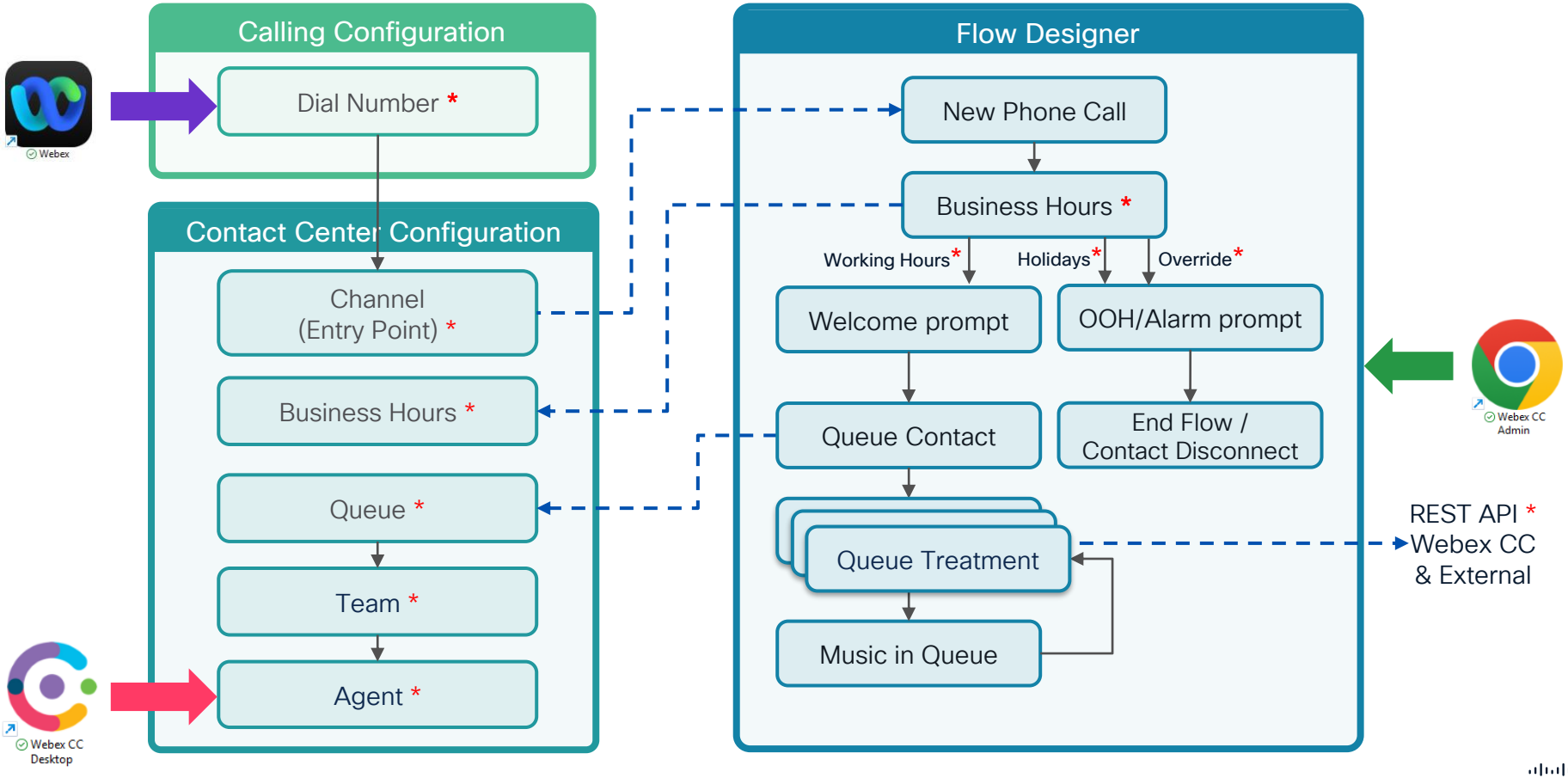
Basic Call Flow



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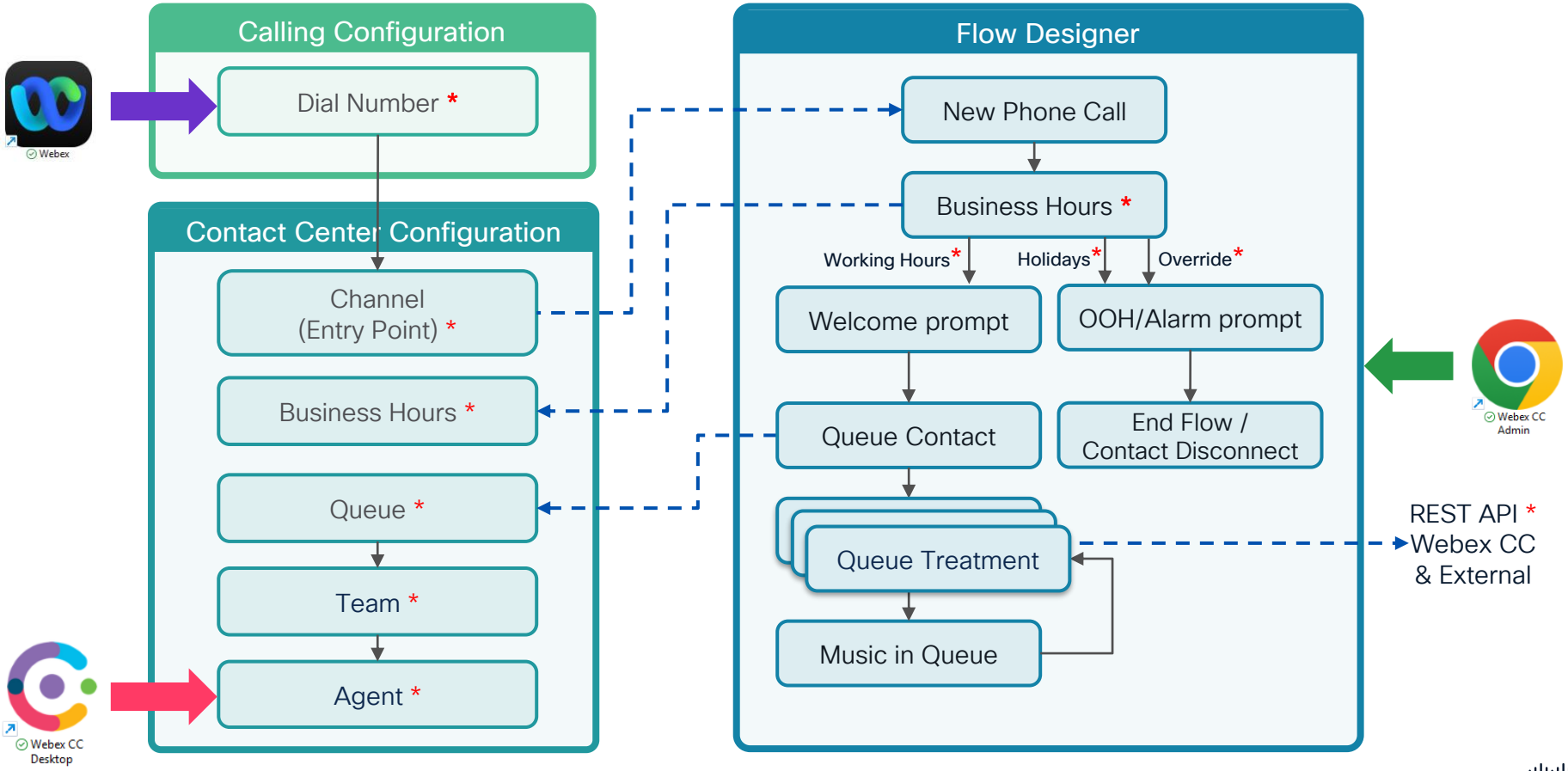
Basic Call Flow



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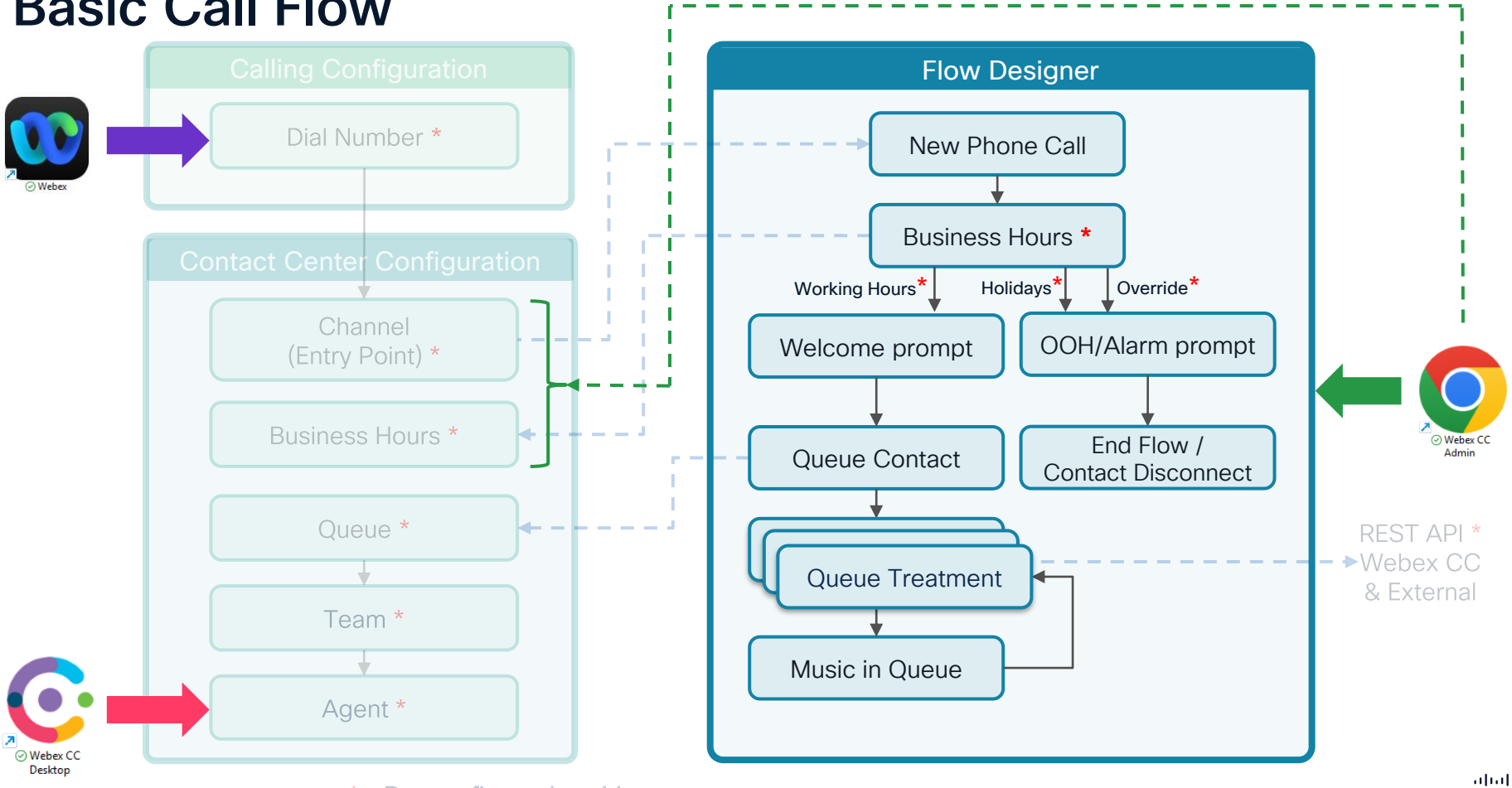
* Preconfigured entities

Basic Call Flow



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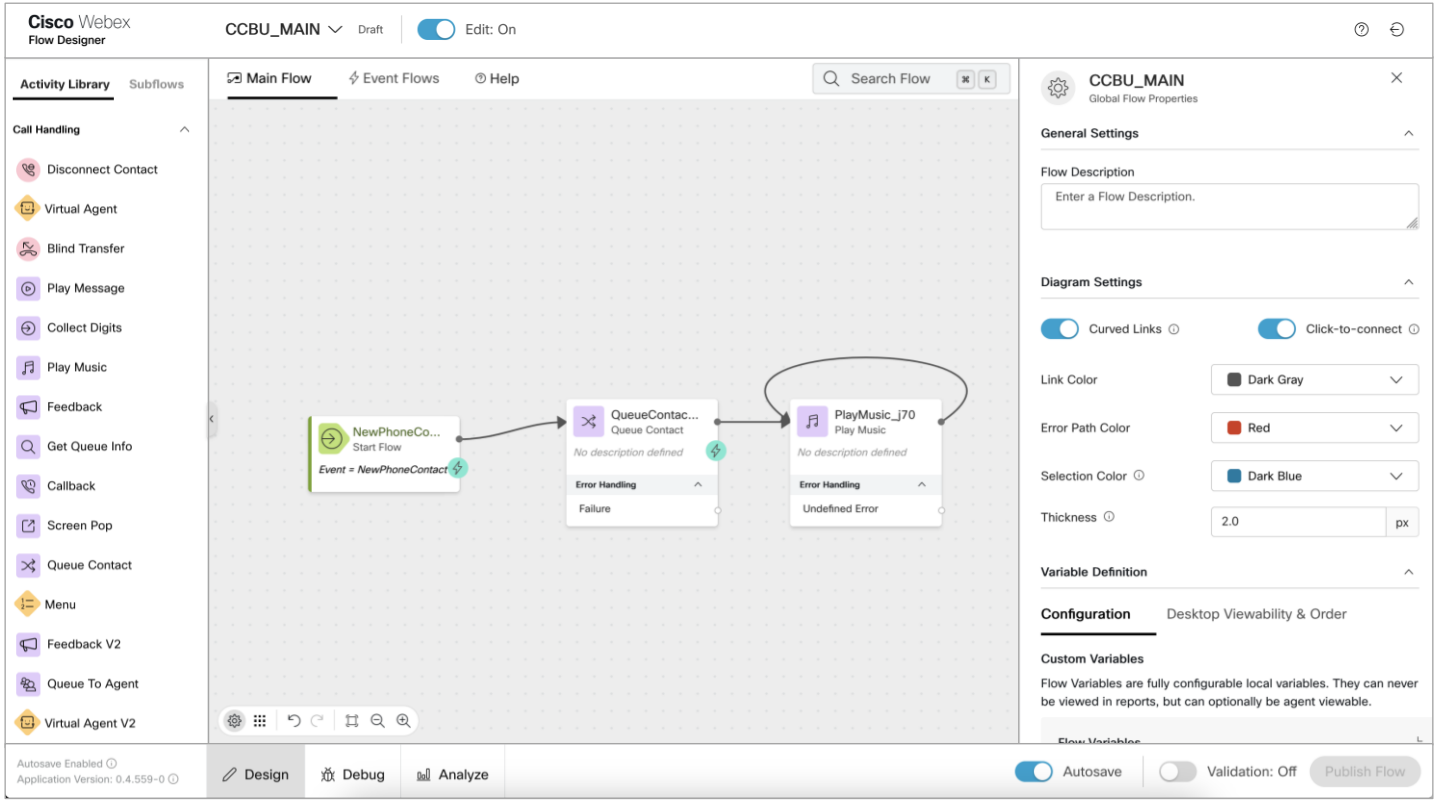
* Preconfigured entities

Flow Designer – Main Flow



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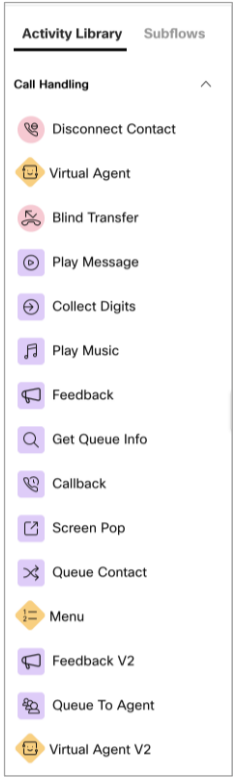
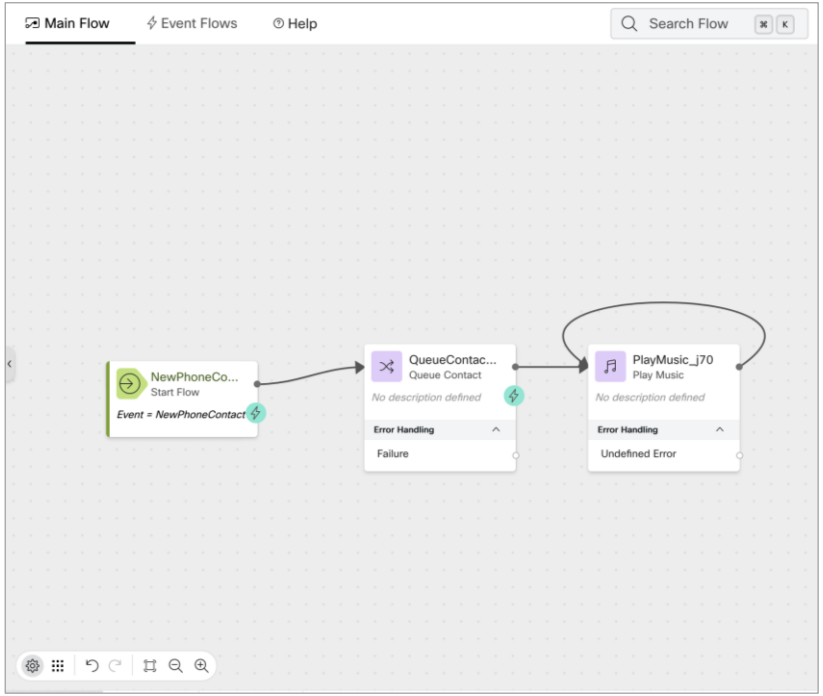
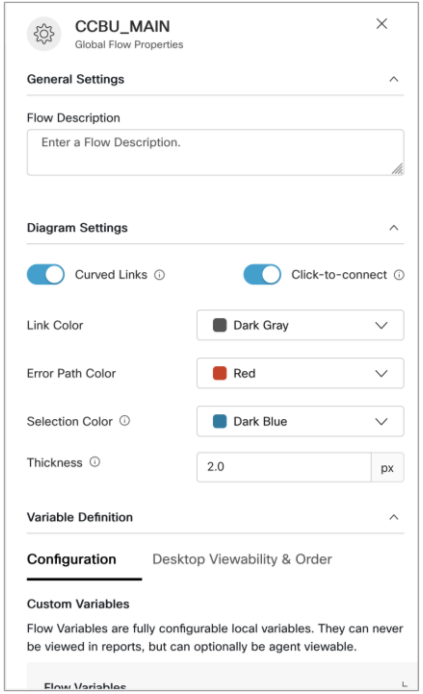
Flow Designer – Main Flow







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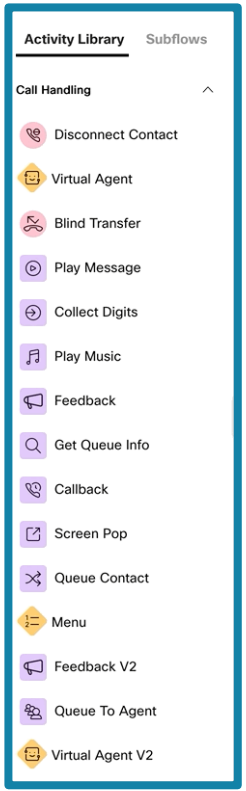

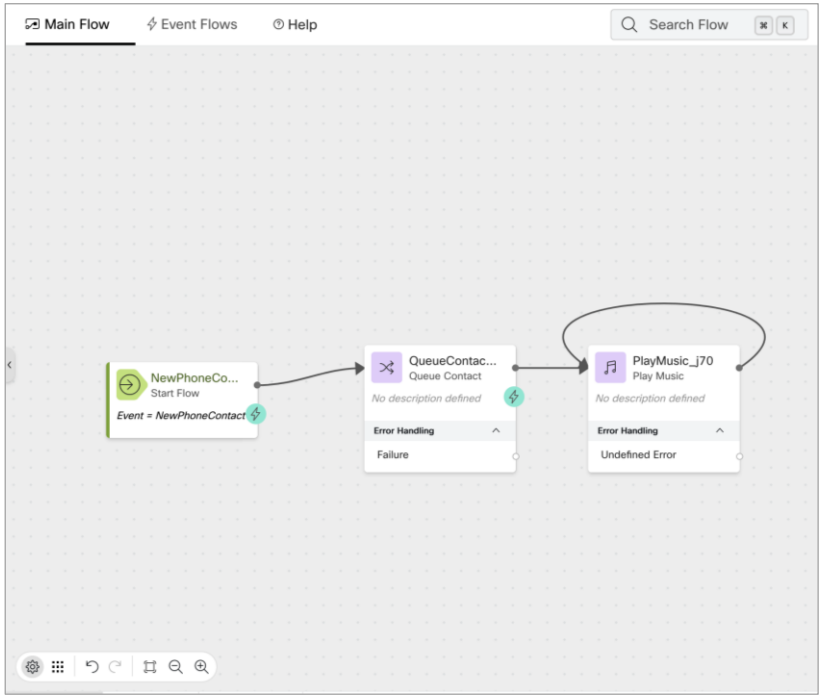

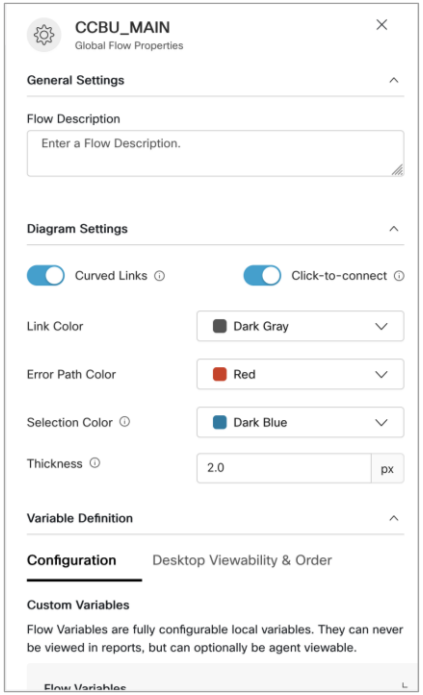

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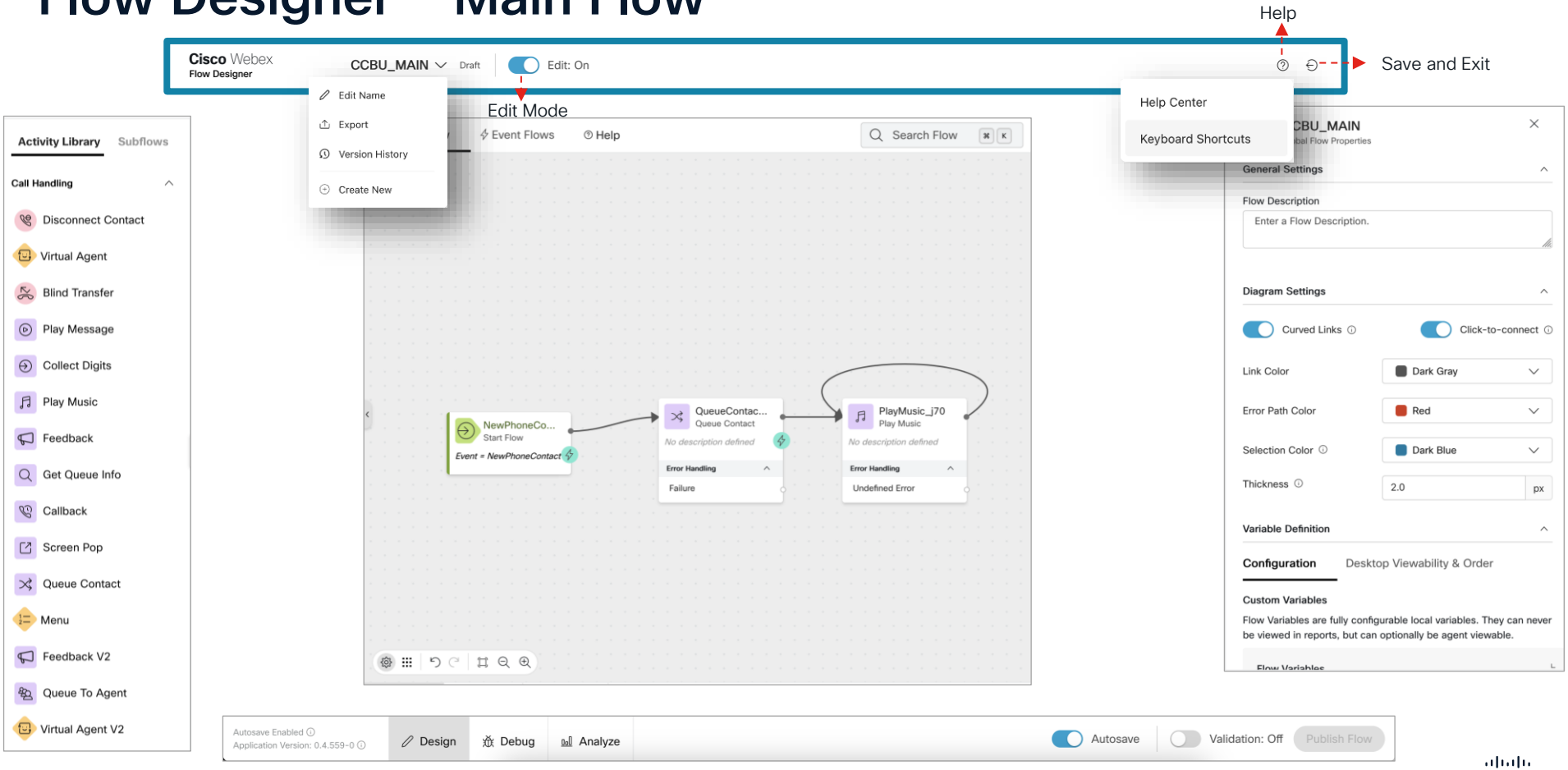
Flow Designer – Main Flow



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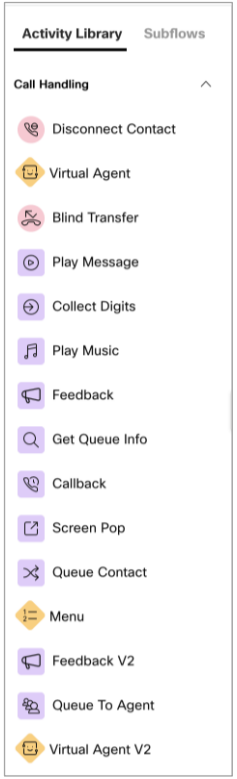
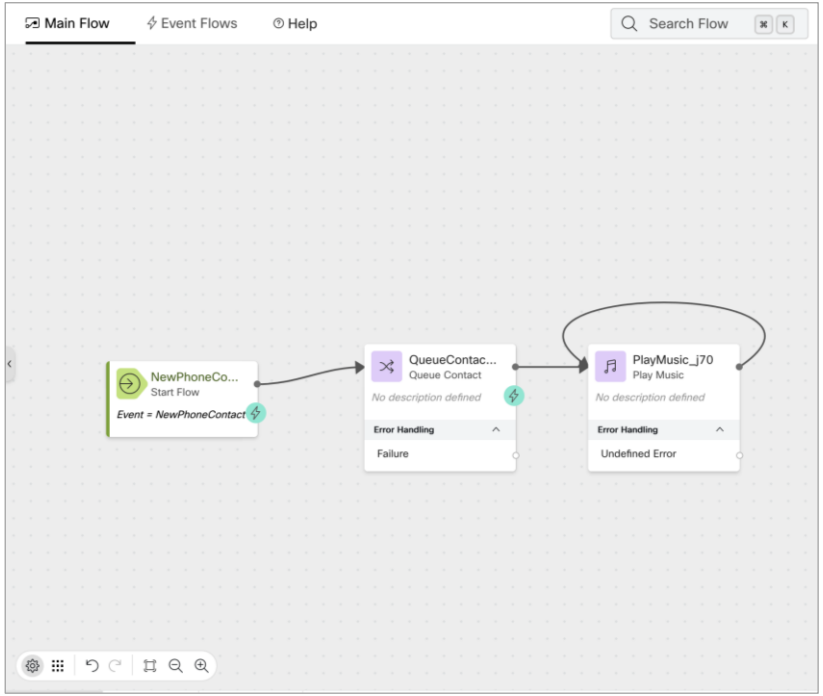
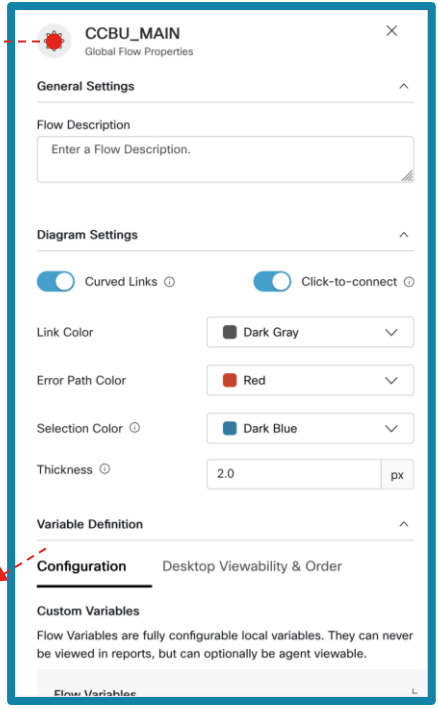
Flow Designer – Main Flow





Global Flow Properties Panel



Variable Configuration

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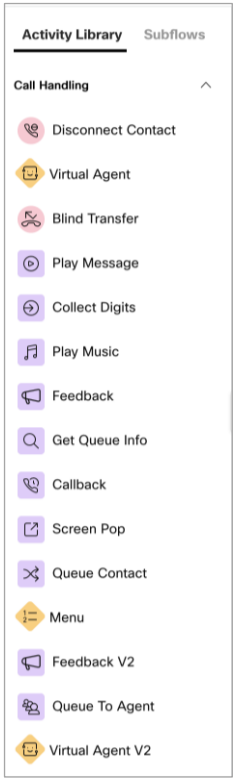
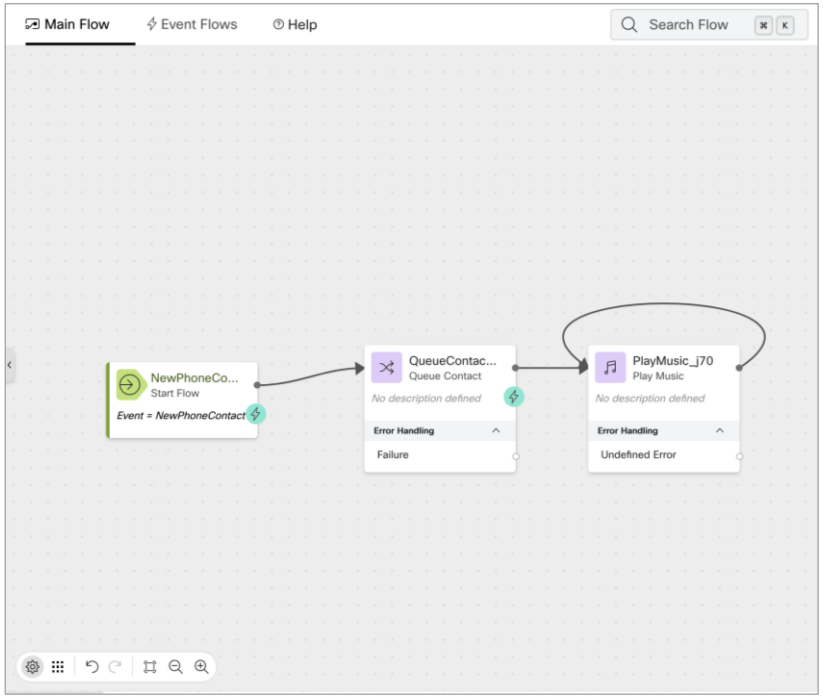
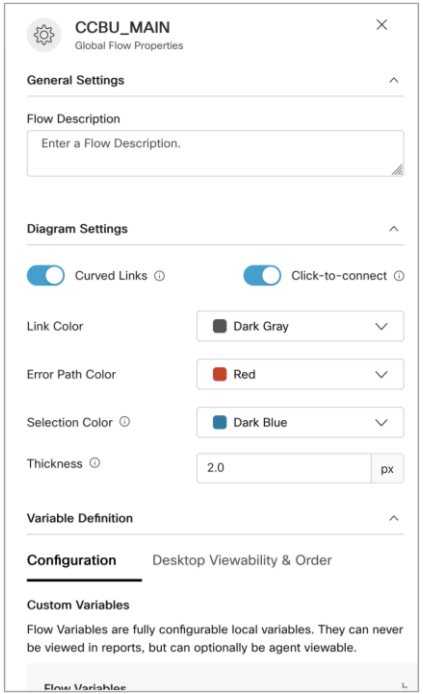
Flow Designer – Main Flow







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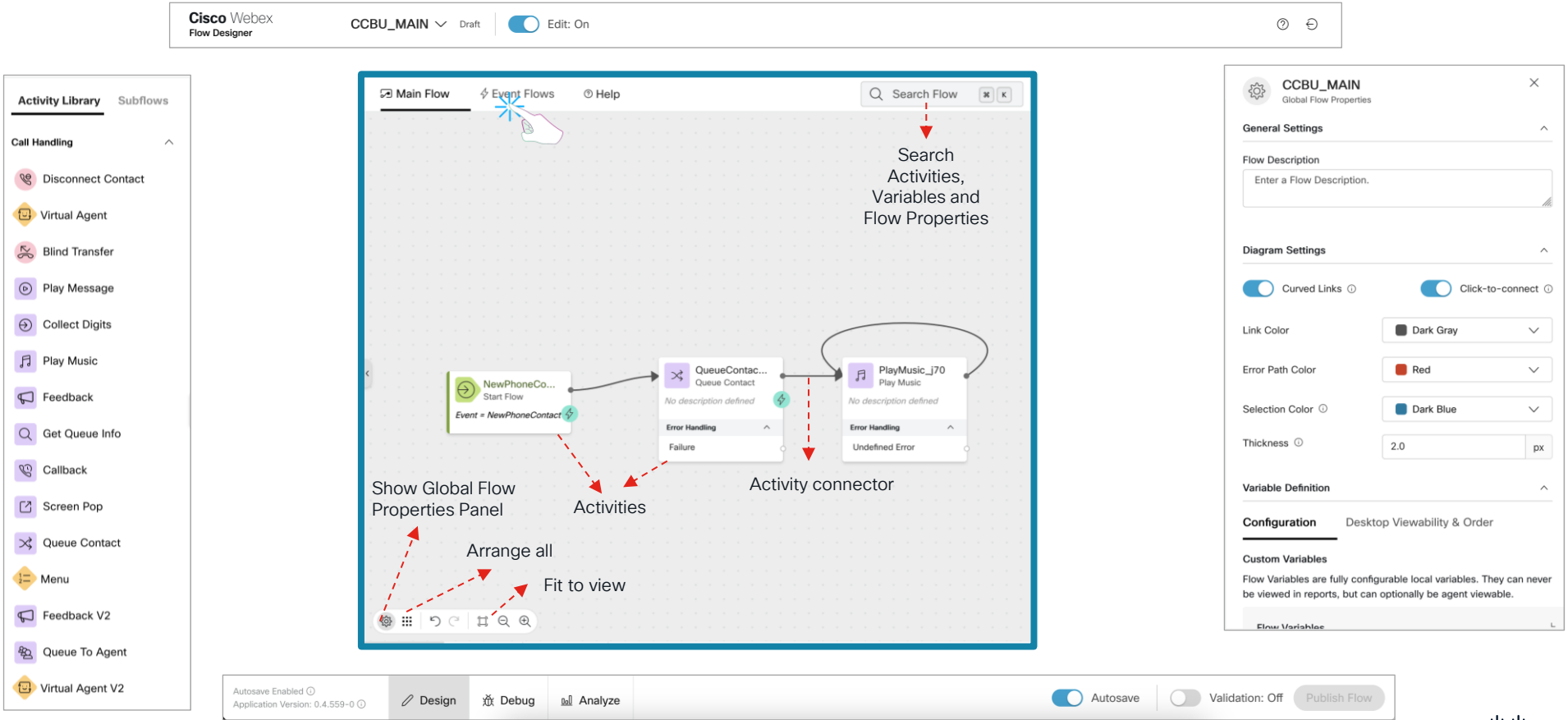
Flow Designer – Main Flow



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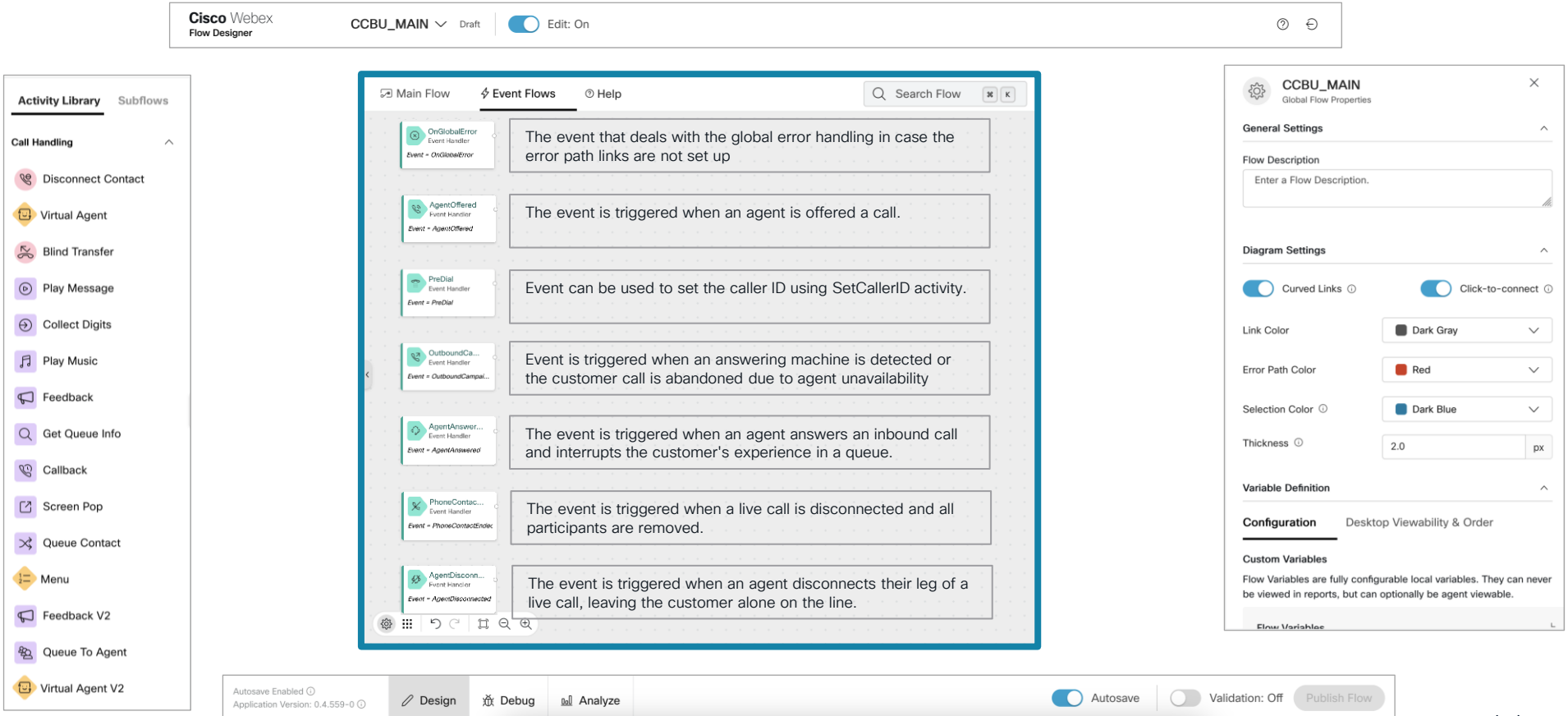
Flow Designer – Main Flow



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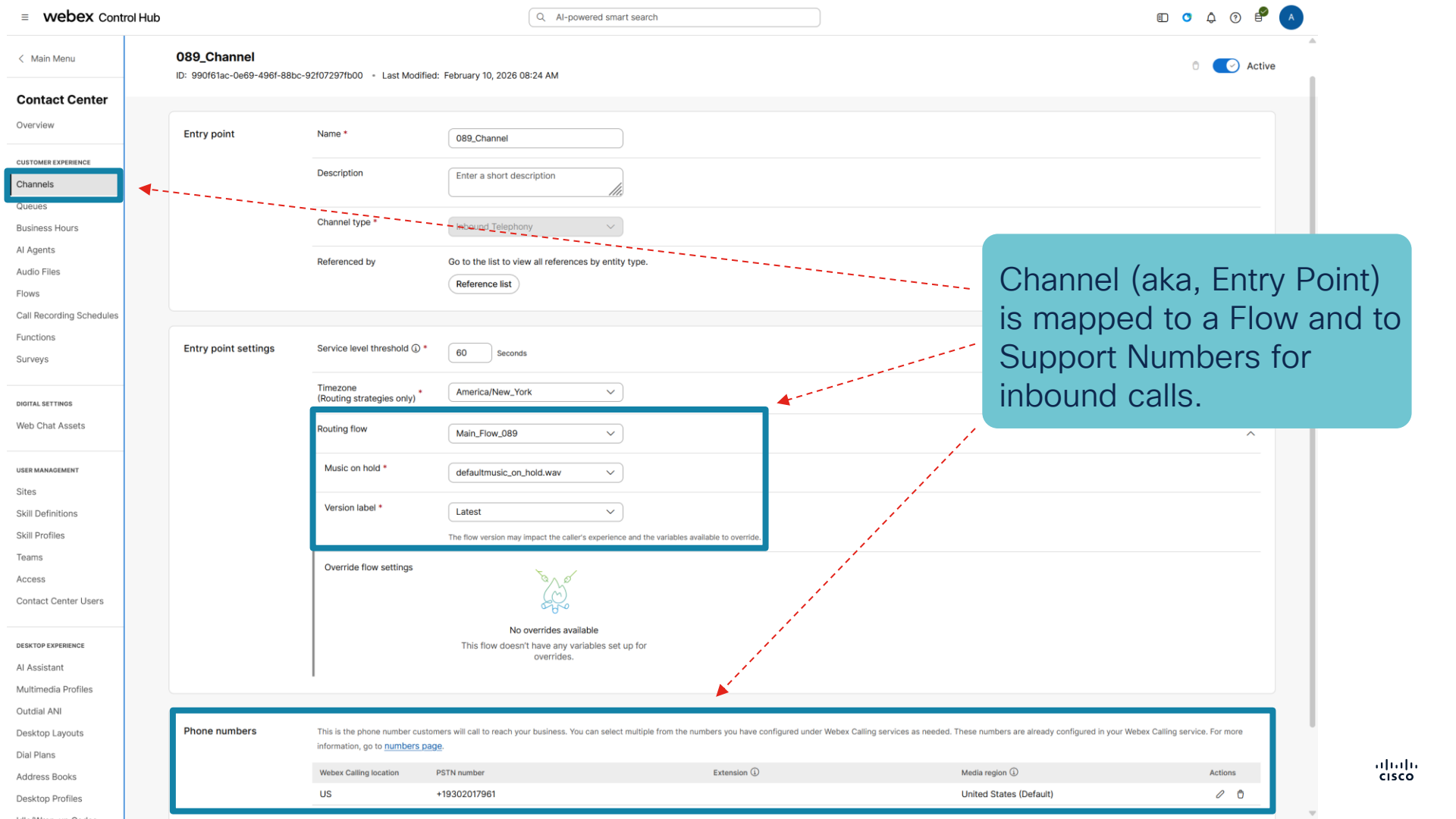
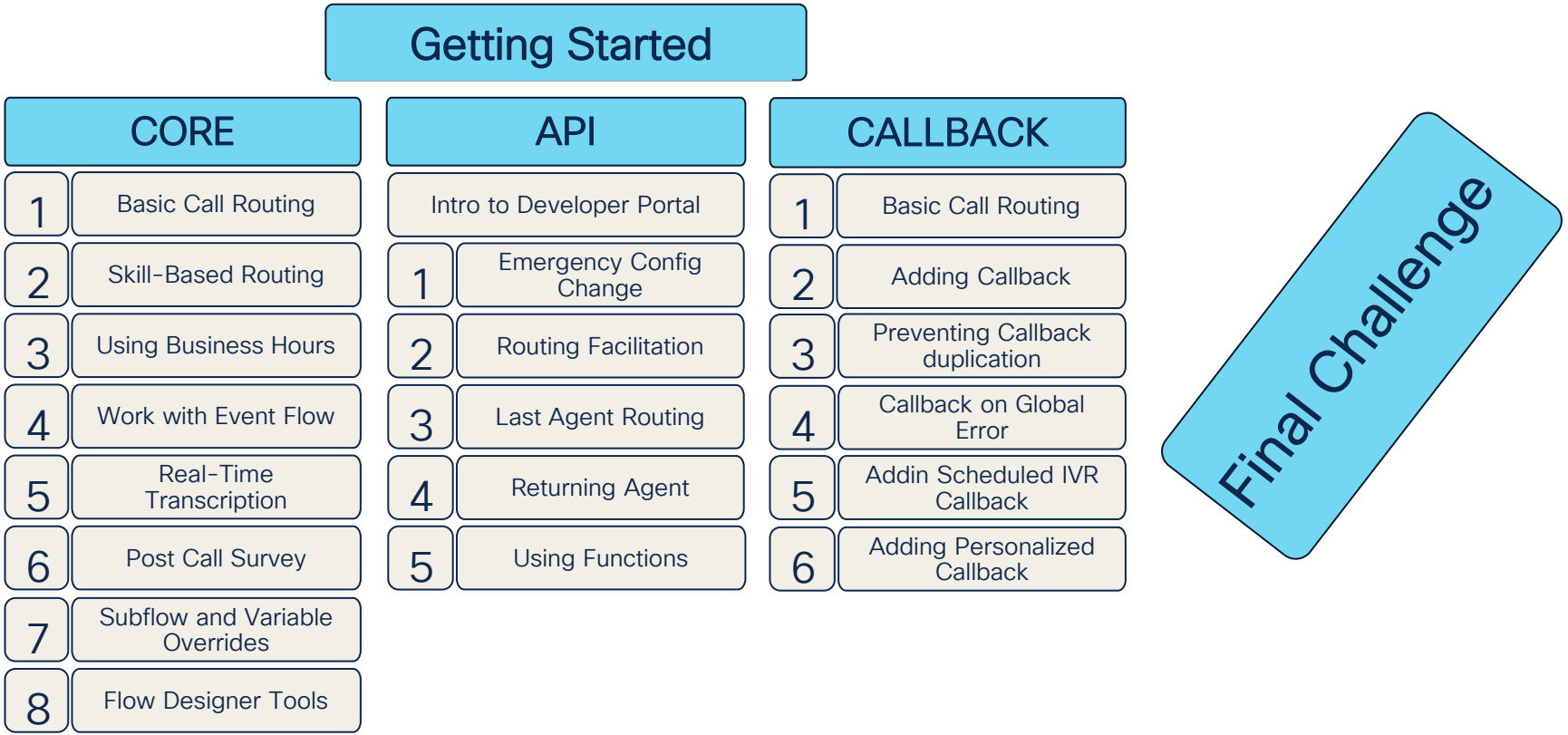

webex Control Hub
AI-powered smart search
Main Menu
Contact Center
Overview
CUSTOMER EXPERIENCE
Channels
Queues
Business Hours
AI Agents
Audio Files
Flows
Call Recording Schedules
Functions
Surveys
DIGITAL SETTINGS
Web Chat Assets
USER MANAGEMENT
Sites
Skill Definitions
Skill Profiles
Teams
Access
Contact Center Users
DESKTOP EXPERIENCE
AI Assistant
Multimedia Profiles
Outdial ANI
Desktop Layouts
Dial Plans
Address Books
Desktop Profiles
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



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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**

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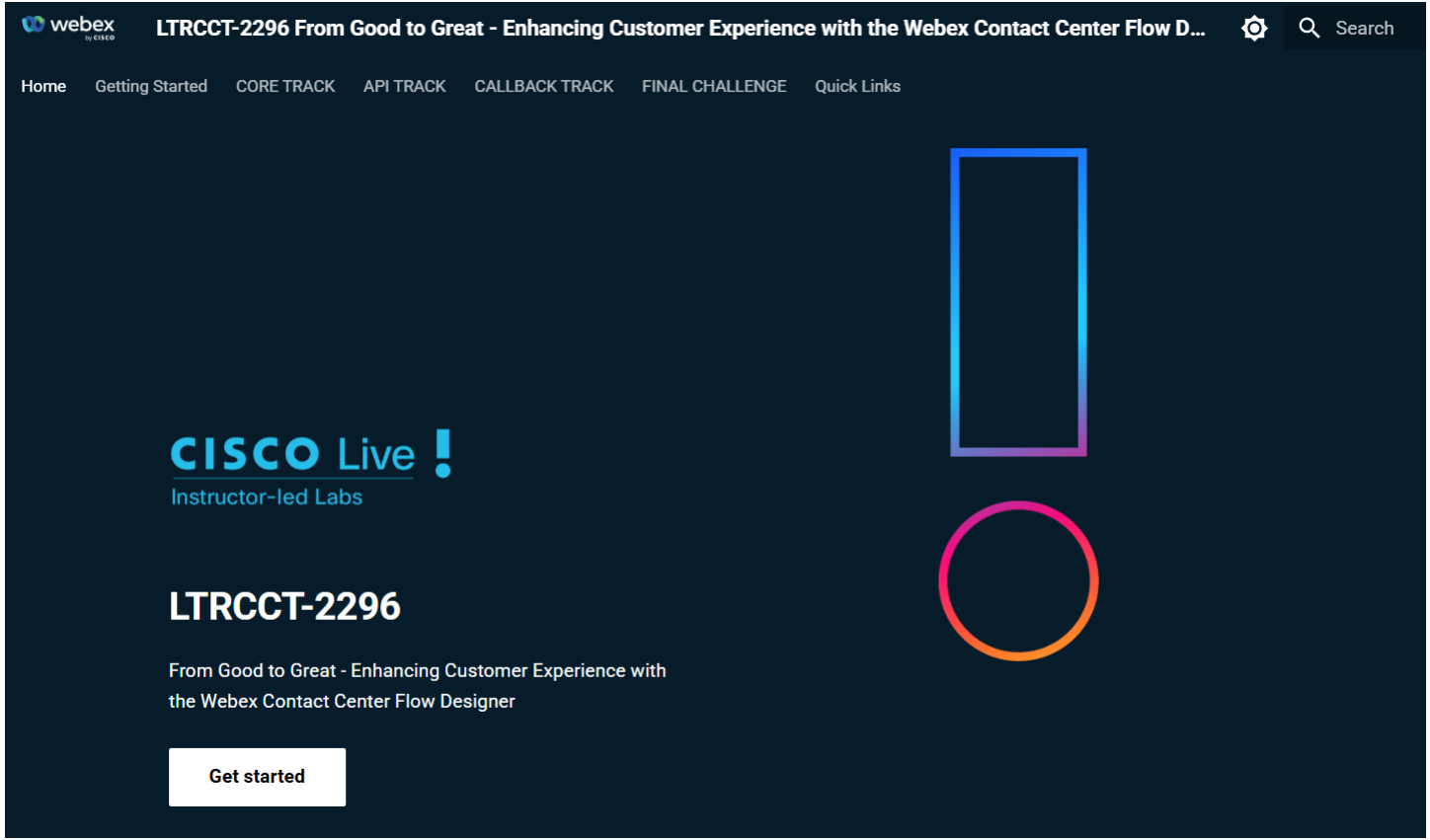
Lab Guide Structure



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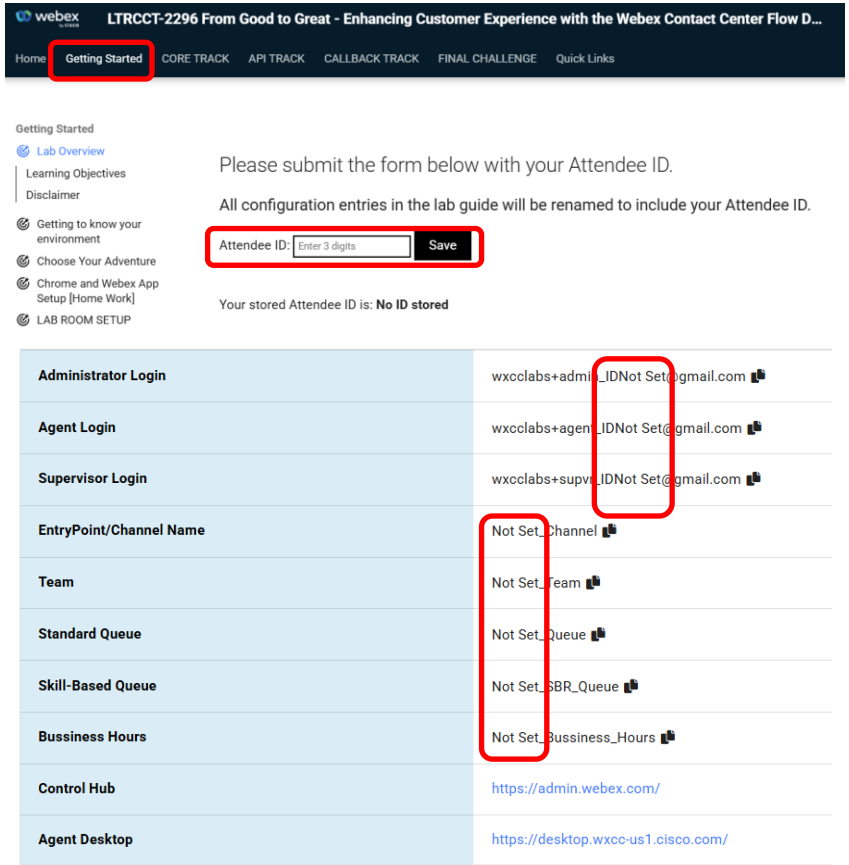
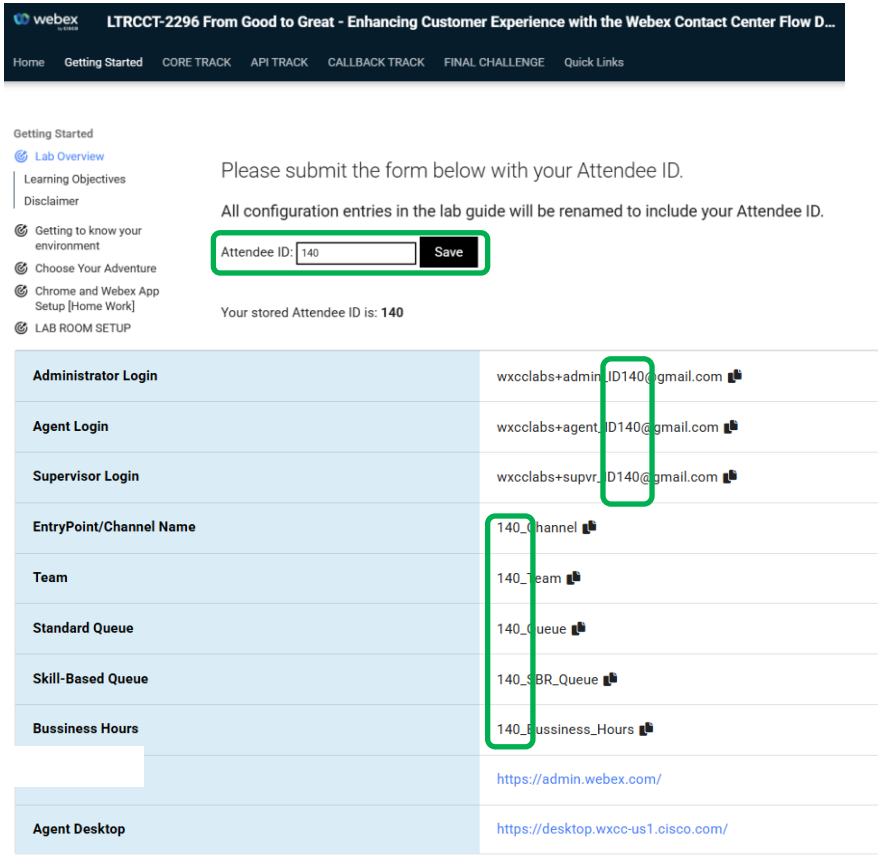
The Goal of Attendee ID





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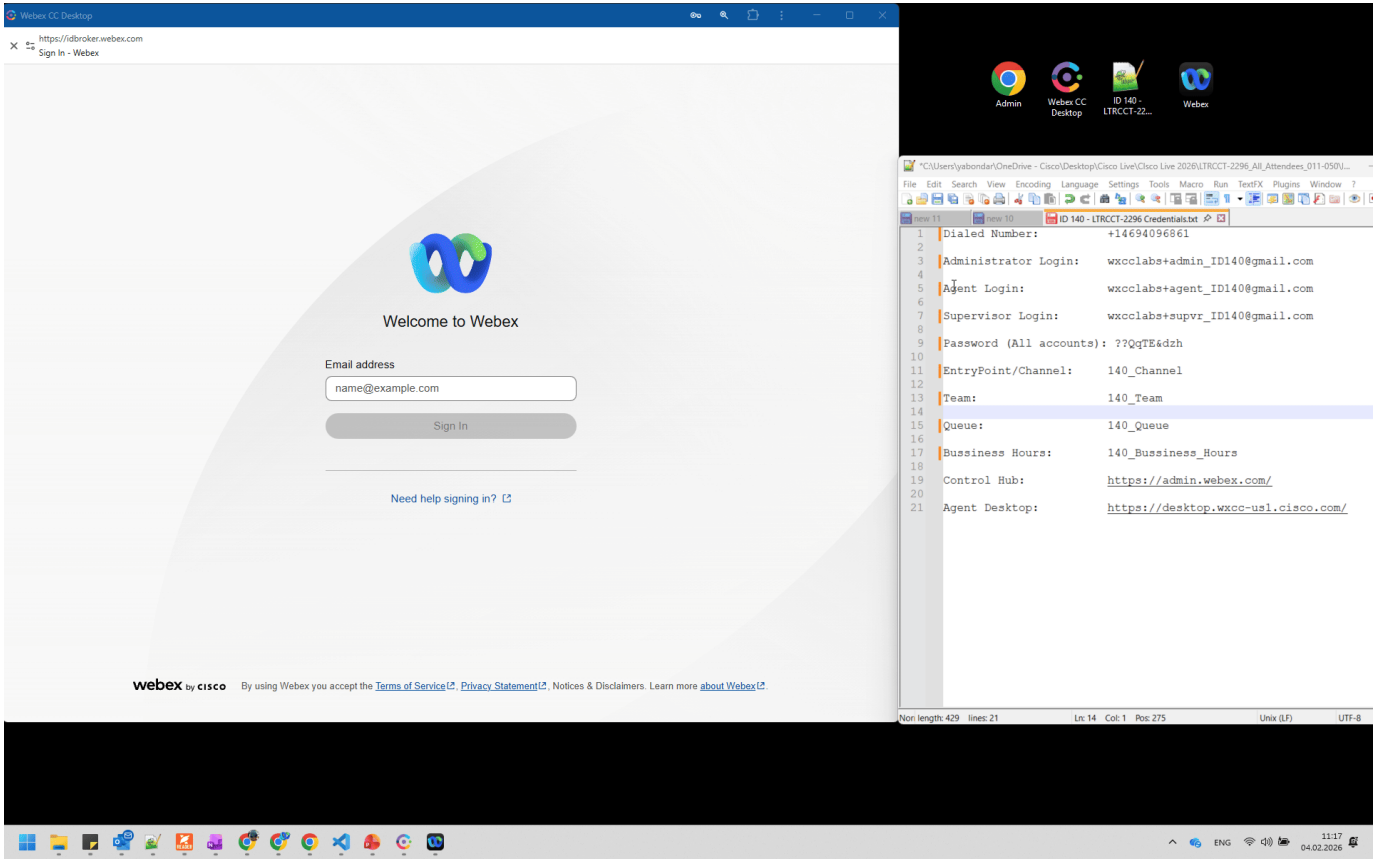
Webex Desktop



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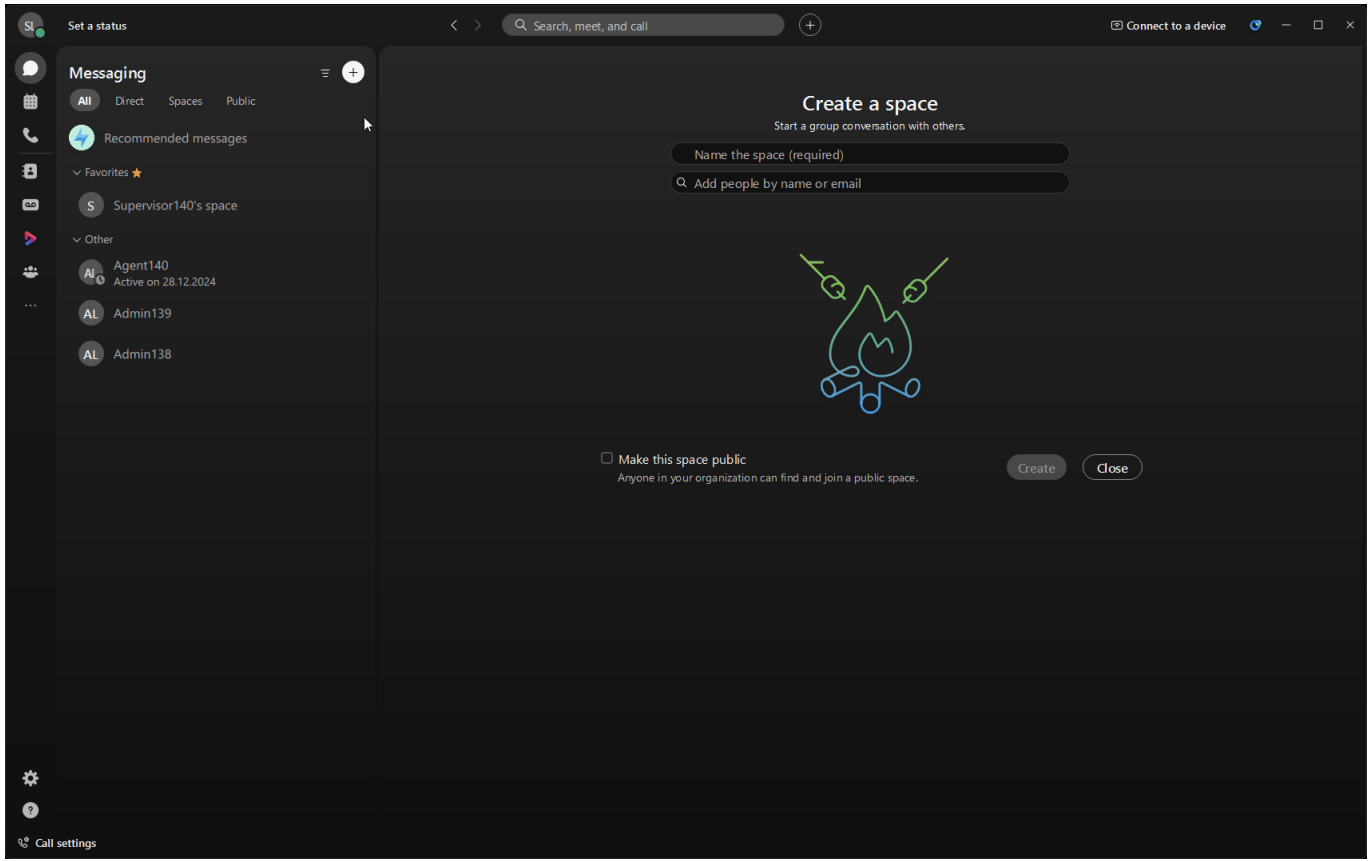
Webex App



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Let’s Get Started!

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

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Final Challenge

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How to change the design

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

ⓘ The Slido app must be installed on every computer you’re presenting from

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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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