Workflow Concepts Key Items:

1. Entry Link – requires development of middleware solution by WFC. Provia team to assist integrating the following into entryLINK:
   1. Login, Call Control, State, Wrap-up codes
   2. Write call history to entryLINK and end of call via API
      1. Start/End
      2. Agent Name
      3. Direction of Call
   3. Notes to be entered directly in entryLINK – if notes section is needed at the top of entryLINK, Provia team will provide API to write notes to customer call history
2. First Impressions Webex Contact Center Widget
   1. Ability to view incoming call information – Customer name/phone
   2. View past call history/notes for customer
   3. Quick one click transfer buttons
   4. Ability to complete notes during wrap up time and write information to entryLINK
3. Supervisors Webex Contact Center Widget
   1. Phase 1 – Use native Webex Contact Center team widget to view agent status and call monitoring
   2. Phase 2 –
      1. Realtime view of agents to include agent state
      2. Connected calls to include order number, name on order and ability to view past call history
      3. Call Monitoring directly from this view
4. Wallboards
   1. entryLINK agents will need visibility of teammates – separate browser page
   2. First Impressions will need visibility of teammates
   3. Key wallboard items
      1. Agent status
      2. Realtime queue stats – logged in, ready, not ready, talking, calls in queue, longest call in queue
5. Reporting – WFC to develop solution to export reports to folder location in use today. Provia team to pull data into Azure and integrate with Tableau

Key Reports:

* 1. Custom Call Variable report to include order number. (Provia Cisco177 report)
  2. Agent Detail Report (Non-EL Files – Agent Detail)
  3. Agent State Report (Non-EL Files – State Detail)
  4. Wrap up codes

1. Native Webex Contact Center Items
   1. Day 1 skilling of agents – future phase may include custom widget

Questions:

1. Is an employee directory needed for transfers? If so, is this needed from both Webex Contact Center as well as entryLINK?
2. Is default wrap up time needed in both Webex Contact Center as well as entryLINK? (agent states moves to available after X number of seconds)