-Voice Infra:

Go Live - Oct 31, 2023

Kick-off - Now

- CCX migration

Yes

- via WxCC PSTN Toll Bundle(Cisco PSTN) to Webex Contact Center (WxCC) for voice(60P+0S) only

We aren’t sure what 60P-OS means. What information do you need?

-  CCAI?

Yes – Dialogflow CX, possibly ES if available on new RTMS platform, but not needed initially

-  CRM(ServiceNow)

Yes

- recording(standard)

               Standard Recording

-  reporting(stock?)

                Stock + transition reports

- WOID

95239638

WFO, Acqueon, CCAI, you need to provision it -within 90 days-otherwise the order cannot be

This is fine

- Also, FYI for CC PSTN Bundle (US and Canada only) number porting if used, needs 15-20 days to complete.)

                Acknowledged

- Have you briefed the customer the feature differences between CCX and Webex CC (e.g., no queue-based reporting for transferred calls, no CTI device state visibility/control, Ext-Ext dialing with UCM End Points, custom wallboard, team-based vs queue-based routing, etc.); at least, not like-for-like replacement awareness?

               Yes

- Agent voice devices are WxC End Points (EPs - WxC already deployed before adding Agents with WxC EPs?) with On-net voice delivery?

                Yes

 - at US location only with no international dialing -to/from- Agents?

                On-net only to international location. One Webex region only.

  - and with Extension dialing need?

                Yes

  - any future expansion outside of US/Home region: i.e., multi-national deployment?

                Not multi-region. Agents will act as US-based agents.

- Any specific BHCA volume (concurrent calls at IVR/queue and at Agents) expected?

Low volume call center

 - Stay within the Surge limit entitlement?

                Yes

  - Also, any out-of-the-norm max expected (#teams, #agents per team, #queues)?

                No

- Any specific/unique/custom CC functionality required/expected (including emergency services/nomadic E911, etc.)? OR just out-of-the-box Webex CC feature set will be used?

                Out of the box

- If CCAI, need Dialogflow-CX? (available with RTMS globally)

                CX

- BOM has Agent Answers? not supported with WxCC (for CCE/WxCCE as of now.)

                This is one of the SKUs that is included with the licensing. What is needed?

- To reconfirm no CallBack(CB)? or basic voice Courtesy CB only?

                Correct

- Do you require IVR with Google TTS (instead of wave files) and only TTS is used? Or do you need whole suite (STT,NLU)/Virtual Agent Voice(VAV) feature?

                Whole suite – CX ASR/TTS

(FYI, IVR using Google TTS only (instead of wave files)is vendor billed. But whole suite (TTS,STT,NLU)/Virtual Agent Voice(VAV) feature will be Cisco billed (different connector as well) and CCAI SKU/option is required.)

Acknowledged

- CRM/3rd party Integration: ServiceNow voice only?

                We will be using REST step in Flows to query service now. In addition, agents will be working within Service now and placing voice calls

- Reporting: to reconfirm standard/stock report including CAD reporting/CCX transition report sufficient no customization required

Correct