

WEBEX Flow Migration Strategy Guide

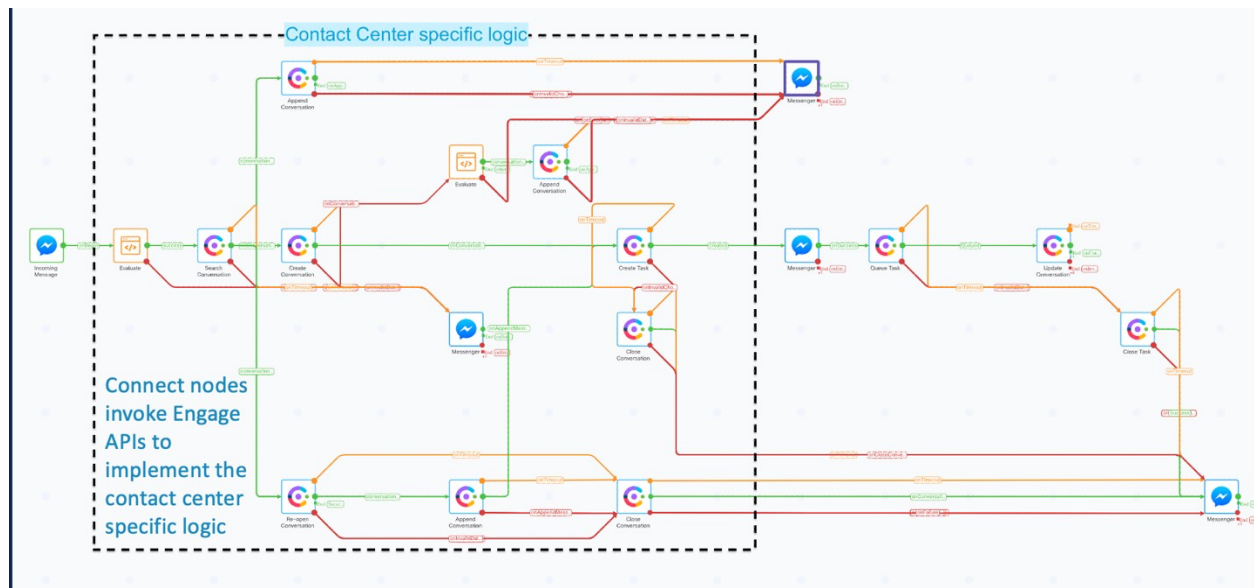
This guide is intended to provide steps to migrate v2.1 flows to v3.0 flows where both work independently without impacting each other. The assumption here is, a v2.1 main flow will invoke a v2.1 shared flow. Similarly, a v3.0 main flow will trigger a v3.0 shared flow if configured, as shared flows like Task Routed, Task Modified, and Task Closed are not mandatory for v3.0 flows.

We recommend that you migrate the complex flows to simplified flows in a phased manner.

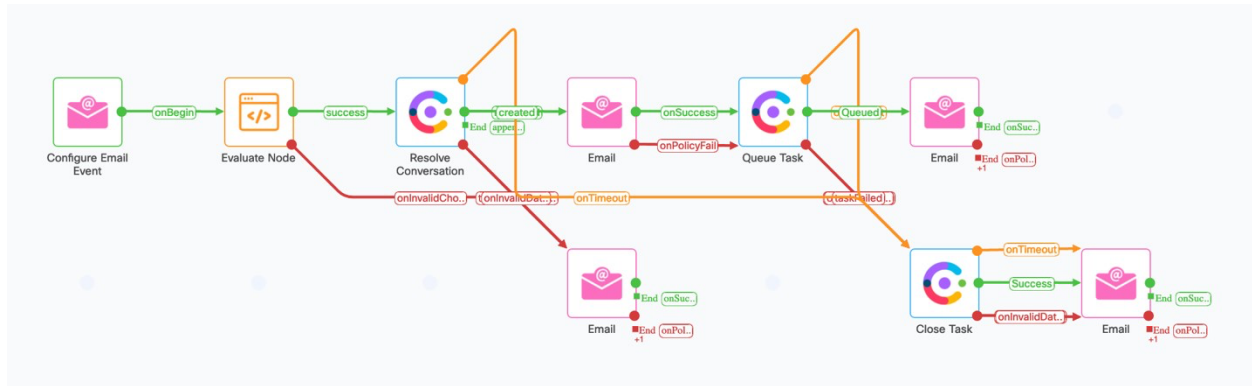
Main flows :

The flow simplification feature introduces a new node in WEBEX Connect named "Resolve Conversation". **This node internally implements all the functionalities that are previously part of the v2.1 flows**, such as making calls to Webex Engage to search/create/append/re-open the conversation, as well as making Create Task calls to WxCC. The Queuing logic however can remain the same as it is from v2.1 flows, as Resolve conversation does not implement Queuing. To migrate an existing v2.1 main flow to use the "Resolve Conversation", refer to the templates which will be published on the GitHub repo <https://github.com/CiscoDevNet/webexcc-digital-channels>

In the diagram below, the dotted lines encompass the logic that the "Resolve conversation" node internally implements the functionality.



The diagram below depicts a sample Email flow using the "Resolve Conversation" node. It does not use any Engage nodes, or Create Task nodes, as Resolve conversation implements that internally.



Shared flows:

Shared flows refer to the Routed, Modified and Close Task Flows are common for all main flows.

Migrate flows in a phased manner, both v2.1 and v3.0 flows must co-exist for some time. Whenever a v2.1 flow of an asset is migrated to a v3.0 flow, need to make some minor changes in the existing v2.1 shared flows. **With the "Resolve conversation" node all the logic currently present in v2.1 shared flows is implemented in the backend service to simplify shared flows.** To prevent the duplication of shared flow logic execution, add certain conditions in v2.1 shared flows so that they do not execute assets that use v3.0 flows.

NOTE: The "LiveChat Close Flow" does not require any changes, it will remain the same for both v2.1 and shared flows.

What Needs to be changed in the existing V2.1 Shared Flows?

You need to update the WXCC Task node. Enable the conditions option that will allow certain conditions to be added, and the flow is triggered only if conditions are satisfied (along with the event name). The condition needs to be added such that the v2.1 shared flows are triggered only v2.1 main flows.

To achieve this use the **webex.destination** field which will help determine the asset.

Value of webex.destination for different channels: -

1. LiveChat :- App ID
2. Whatsapp :- App ID
3. Facebook :- App ID

4. Email :- App ID
5. SMS :- Service Number

Since we know which assets are migrated to v3.0 flows, we can use the App ID to filter them out.





























The App ID of a particular asset can be obtained from the assets→apps page in the portal.

Apps
Configure Apps to send and receive messages from Mobile, Web, Email and Social Messaging Platforms.

Q Search Apps Configure New App

App Type
All Apps

Message data shown below is for last 30 days

| | | | | |
|---|--|-----|-----|---|
|  | EmailMiniGTApp   App ID : a_637691844778960000 Service - Oct2021 GT Service , Simplified Flows and 1more | 90 | 130 |  |
|  | OAuth2TestEmail   App ID : a_637901212454140000 Service - Oct2021 GT Service | 4 | 114 |  |
|  | HackDaySentimentDemoApp   App ID : HA02115612 Service - HackDayChatSentimentDemo | 0 | 0 |  |
|  | LCMiniGTApp   App ID : LC07063401 Service - Oct2021 GT Service , Simplified Flows and 1more | 231 | 133 |  |
|  | FB Mini GT App   App ID : a_637691836569830000 Service - DigitalmmDevTestService , Oct2021 GT Service and 2more | 271 | 171 |  |
|  | LiveChatAsset   App ID : U09063333 Service - DigitalmmDevTestService | 0 | 0 |  |
|  | TestFB001   App ID : a_637677300548260000 Service - DigitalmmDevTestService | 0 | 0 |  |

1. The "**notequals**" condition to prevent assets using v3.0 flows from invoking the shared flow.

Each new "**notequals**" condition must be added with an **AND** operator. In this example, we have 2 v3.0 flows, so filter out them using the **App ID of the assets which use v3.0 flows**

WxCC Task v2

Help

Configuration

Transition Actions (Optional)

Choose an event and you can configure conditions on the event variables.

<

WxCC Task V2

Task Routed

☒ Conditions

Flow will invoke only when these conditions are met

webex.destination

notequals

a_637691836569830000

×

webex.destination

notequals

a_637901212454140000

×

AND

OR

Start

Node ID: 2

Cancel

Save

Input Variables

List of variables available as input for this node

Q Search

▶ Custom Variables

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Output Variables

▶

Node Outcomes

▶

2. Also use the **"equals"** condition to allow only v2.1 flows to trigger the shared flow.

Each new **"equals"** condition must be added with the **OR** operator. In this example, 3 flows that are still v2.1, we filter out them using the **App ID of the assets which use v2.1 flows** as shown below.

The screenshot shows the 'WxCC Task v2' configuration window. The 'Configuration' tab is active, and the 'Transition Actions (Optional)' section is expanded. The event 'Task Routed' is selected. Under the 'Conditions' section, three conditions are listed, each with the variable 'webex.destination' and the operator 'equals'. The values for the conditions are 'a_63EW7696569830000', 'a_63EW7696569830000', and 'a_987EW7696569830234'. The conditions are connected by 'AND' operators. The 'OR' operator is also visible at the bottom of the conditions list. The right sidebar shows 'Input Variables' and 'Output Variables' sections.

Shared Flows for v3.0 main flows:

As mentioned previously, **v3.0 main flows do not require shared flows to be configured separately**. However, to implement some business logic like screenpop **not** related to contact center logic, do so.

Similar to the conditions added to v2.1 shared flows, we need to add conditions to the "WxCC Task" Node so that we can allow only shared main flows to invoke it. We can use the same field **webex.destination** to allow only assets having v3.0 main flows to invoke it.

1. The **"equals"** condition allows only v3.0 flows to trigger the shared flow.

Each new **"equals"** condition must be added with an **OR** operator.

In this example, we have 2 v3.0 flows, so we allow only them to invoke the flow using the **AppIDs of the assets which use v3.0 flows**.

WxCC Task v2

Help

Configuration

Transition Actions (Optional)

Choose an event and you can configure conditions on the event variables.

<

WxCC Task V2

Task Routed

☒ Conditions

Flow will invoke only when these conditions are met

webex.destination

AND

equals

a_637691836569830000

webex.destination

AND

equals

a_637901212454140000

OR

Start

Node ID: 2

Cancel

Save

Input Variables

List of variables available as input for this node

Search

Custom Variables

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Output Variables

Node Outcomes

2. Use the "notequals" condition with the **AND** operator to filter out **AppIds of assets using v2.1 flows**.