

**Webex Contact Center Enterprise digital
channels implementation and
troubleshooting powered by Webex
Connect
LTRCCT-2003**

Speakers: Joshua Raja / Robert W. Rogier

Learning Objectives

Upon completion of this lab, you will be able to:

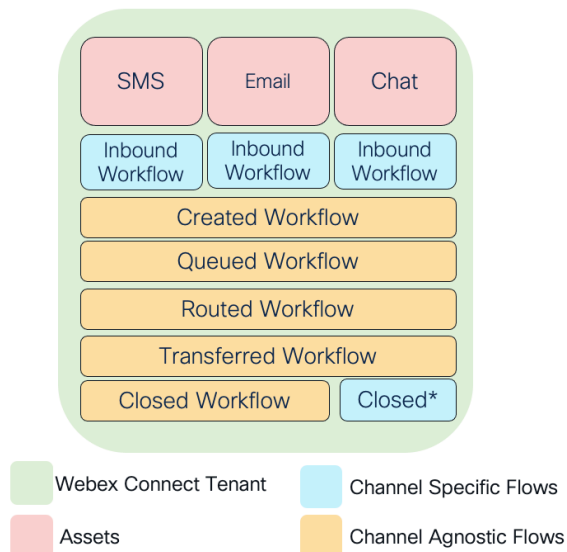
- Describe the flows required to implement Webex Connect
- Know how to import the reference flows
- Understand how to modify the flows
- Understand how to mark a flow as live and verify the system is ready to route

Scenario

This lab is designed to introduce the audience to the digital channels (Webex Connect) platform, its architecture, and its provisioning. In this lab, you import the reference flows for chat and modify them to work with your lab.

Webex Connect Flows

Webex Connect Flows



Flows Description:

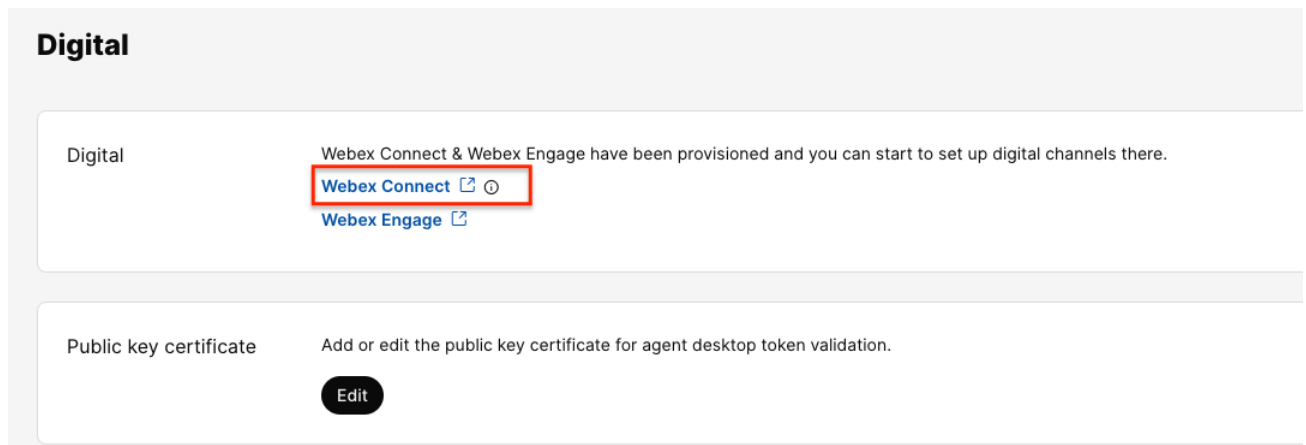
- Channel specific **inbound** workflows need to be created per channel/trigger
- **Created** workflow is 1 per instance and is triggered after the DR service accepts task creation from Webex Connect
- **Queued** workflow is 1 per instance and gets triggered when an activity is waiting for an agent. This allows task context or EWT to be updated.
- **Routed** workflow is 1 per instance and is triggered when CCE has selected an agent as assigned the task.
- **Transferred** workflow is 1 per instance and is triggered when agents transfer task to another queue. Conference not supported at this time.
- **Closed** workflow is triggered when agents click on 'End' button or when tasks abruptly ends. There is a separate **Closed*** workflow for live chat.
- Sample workflows are available and can be uploaded to the tenant and then updated with the tenant specific configuration.

Task 1: Review Services in the Connect Tenant

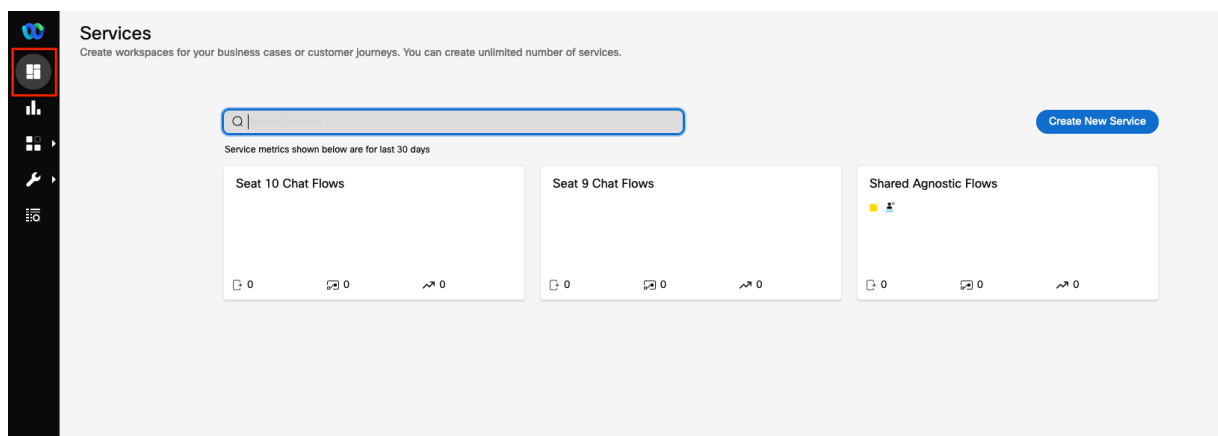
There are two services we have created for you in the Connect Tenant. The first service will be shared with others using the same tenant and contains all the agnostic flows. These are shown in the yellow color in the image above. The second service is dedicated to you. As you go through this lab, ensure that you use the tenant assigned in the Credentials Document.

Step 1. Login to Webex Connect

First, ensure that you are logged into Control Hub. In Control Hub, select the **Digital** menu under **Contact Center**. From here, select the link to **Webex Connect**. If you are on one of the tenants that does not have this option, use the URL in the Credentials document for your seat to access Webex Connect.

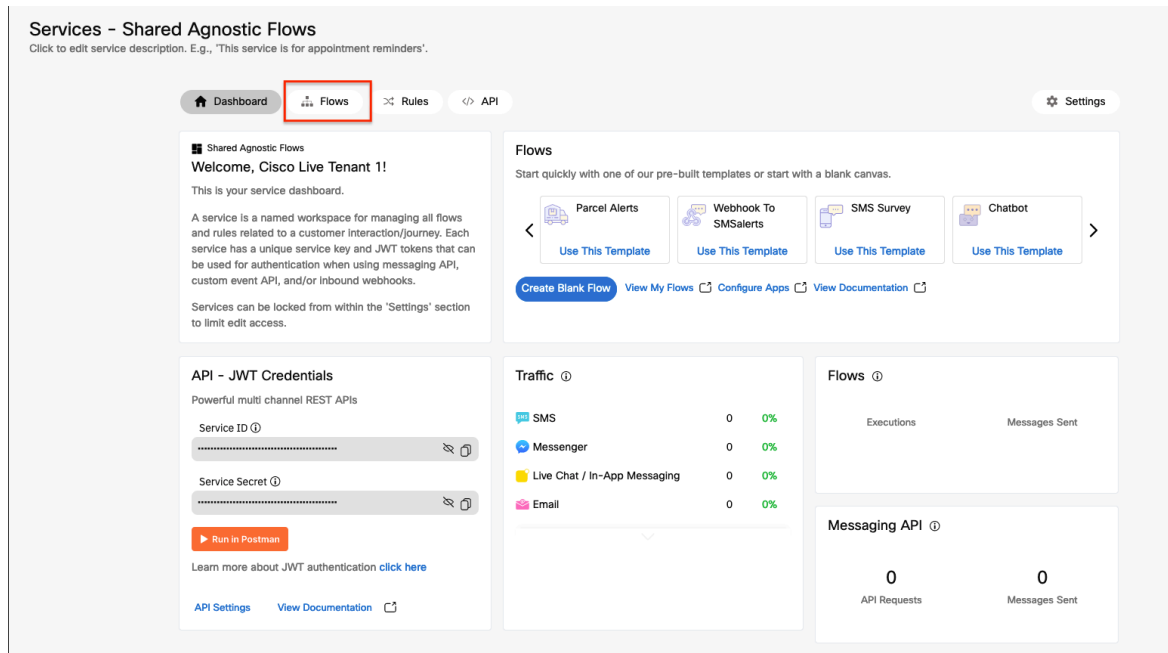


Once you have logged into Webex Connect, ensure that you are in the Services area. This is the default landing page but if you are already logged in, you may need to select the Service icon at the top in the left-hand menu.

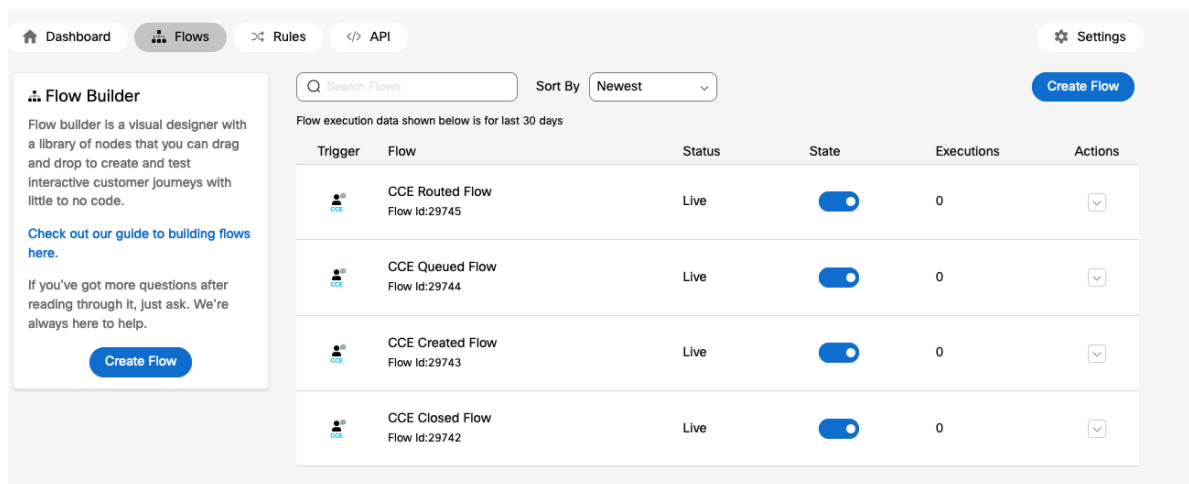


Step 2. Review the Shared Service

The shared service holds all the agnostic flows. These are all the flows that are instantiated with a call outbound from CCE to Webex Connect. Click into the service titled, *Shared Agnostic Flows*. Click on the *Flows* button at the top of the screen.



You will notice that four of the five agnostic flows have been imported. We have not imported the Transferred Flow as the specific way we are running the lab makes this flow not easily work. Feel free to click into each of the flows to see what is included. Note: We have removed all email processing from the flows. The standard reference flows include handling for the email channels as well. Since we are not covering email in this lab, the nodes to handle email have been removed.



Step 3. Find the service created for your lab

After you have looked over the agnostic flows, select the Service icon in the top left to return to the services main page. Now, click into the service that is called out in your credentials doc. This will be in the format of, *Seat # Chat Flows*. Once you are here, continue to the next task.

Task 2: Import the reference chat flows

You will import two flows in this part of the lab. The first will be the inbound chat flow. This is the first flow that is used in any chat interaction. The second is the Live Chat Customer Abandon/Closed flow. This second flow is used when the customer leaves the chat before it has been connected to an agent.

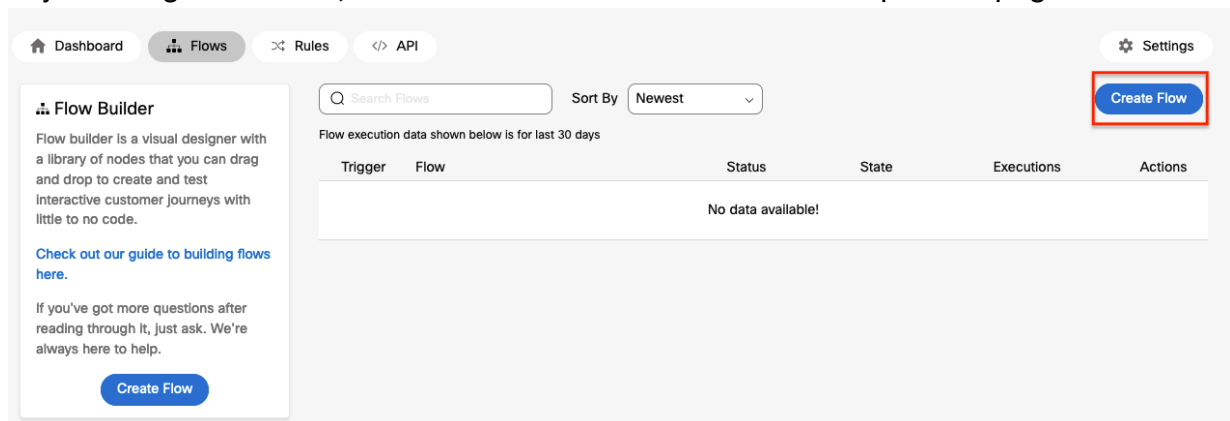
Step 1: Download and extract the Workflows

Navigate to following URL: <https://>

From this location, download the zip file, LTRCCT2003_Flows.zip. Once downloaded, extract this to a location on your workstation.

Step 2: Import the two flows

In your assigned service, select the *Create Flow* button at the top of the page.



Provide a descriptive name for the flow, then in the Method drop-down, select “Upload a flow.” Either select the “Choose File” button and select the workflow or drag and drop the flow into the box.

Create Flow

Flow Name

Type
☒ Work Flow ☐ Voice Flow

Method

Attachment

3

↑
Drag and Drop '.workflow' file

Once you have selected the flow, select the *Create* button to upload the flow. Once the flow is imported, select the *Save* button on the Configure App Event to accept the defaults.

Configure APP Event

Configuration
Transition Actions (Optional)
Data Stream (Optional)

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

APP
Incoming message

☒ Conditions
Flow will invoke only when these conditions are met

inappmessaging.message
notequals
typing_indicator

AND

OR

Start
Node ID: 2

Input Variables
List of variables available as input for this node

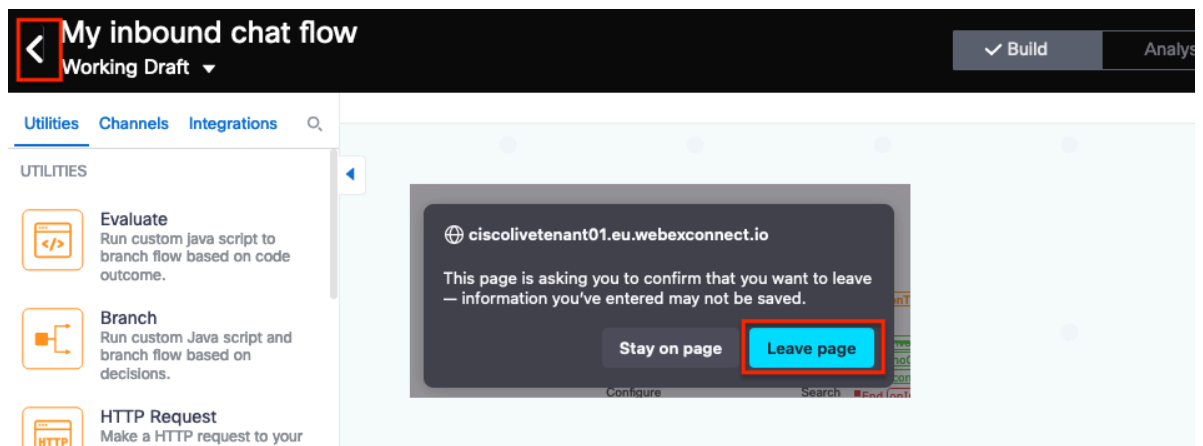
Custom Variables [F29754]

Output Variables

Node Outcomes

For now, select the left arrow at the top of the screen to navigate back to the import screen and import the other flow. If you see a prompt that the information will not be

saved, select the Leave Page button.



Task 3: Update the Inbound Chat Flow

There are a few, key nodes that need to be updated at a minimum. Remember, these are only reference flows and not required to be used. While these work for customer systems, you will likely want to modify these to meet the specific customer needs for things like bots and customer lookups. We will implement the most simple flow in this class.

First open the inbound chat flow by either selecting the name from the Flows list or by selecting *Manage* from the Actions dropdown.

The screenshot shows the Flow Builder interface. On the left is a sidebar with a 'Flow Builder' section containing a description and a 'Create Flow' button. The main area displays a table of flows. The table has columns: Trigger, Flow, Status, State, Executions, and Actions. Two flows are listed: 'My closed chat flow' (Flow id:29755) and 'My inbound chat flow' (Flow id:29754). The 'My inbound chat flow' row is highlighted with a red box. The 'Actions' column for this row shows a dropdown menu with options: 'Manage', 'Details', 'Export', and 'Delete'. The 'Manage' option is highlighted with a red box.

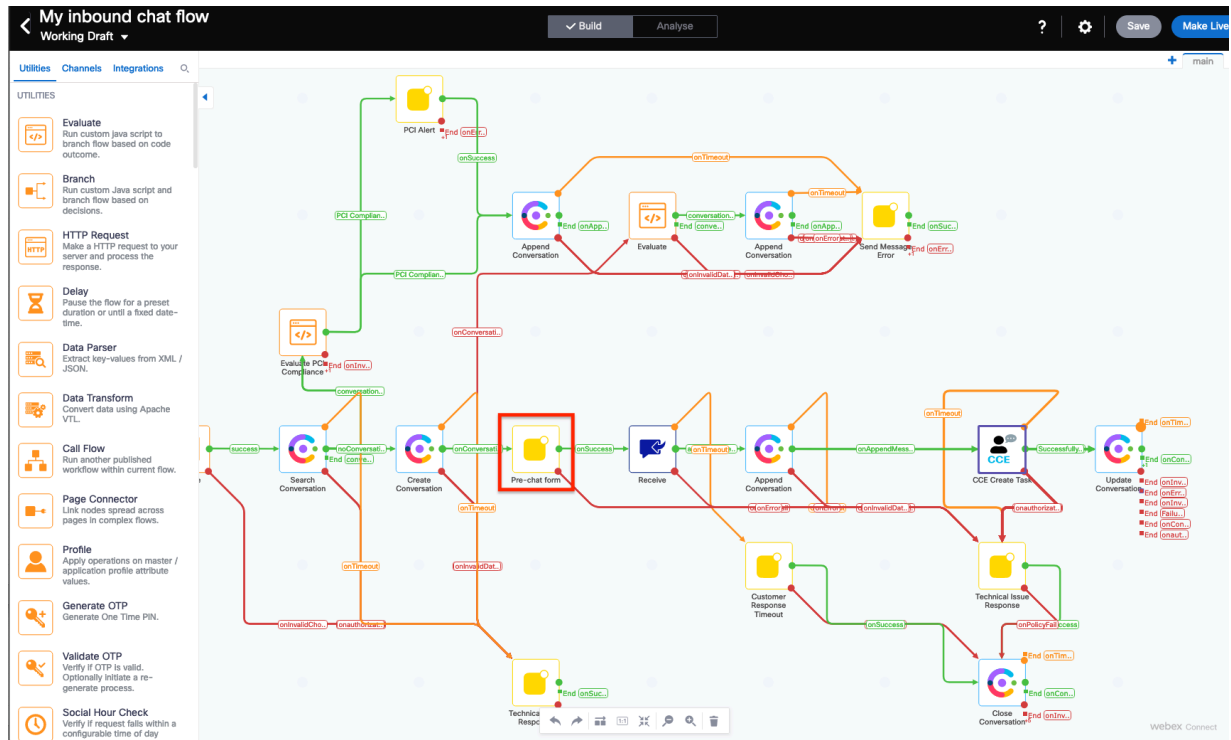
Trigger	Flow	Status	State	Executions	Actions
NA	My closed chat flow Flow id:29755	Draft		0	[Dropdown]
NA	My inbound chat flow Flow id:29754	Draft		0	[Dropdown]

There are two nodes that we will update. The first is the Pre-chat form. This is where we will specify the questions that we want to ask the customers. The second is the CCE Create Task node.

Step 1: Update the Pre-chat form

This node controls the questions that will be asked to customers. We created these questions in a previous task.

First, find the Pre-chat form node. This is located roughly in the center of the flow. Double-click on this node to edit it.



In the Pre-chat form configuration form, find the Form Template, select the drop-down and choose the questions you created previously.

Pre-chat form Help

Configuration **Transition Actions (Optional)** **Data Stream (Optional)**

Send and receive two-way messages over mobile devices (In-App Messaging) and web browsers (Live Chat) enabled via Webex Connect SDK.

Destination Type Destination

Message Configuration

Message Type Content Type

Form Template

Thread ID

Extra Parameters (Optional)

Correlation ID (Optional)

Notify URL (Optional)

Callback Data (Optional)

Advanced Options (Optional)

Wait For

Expiry

In-app messaging
Node ID: 1333

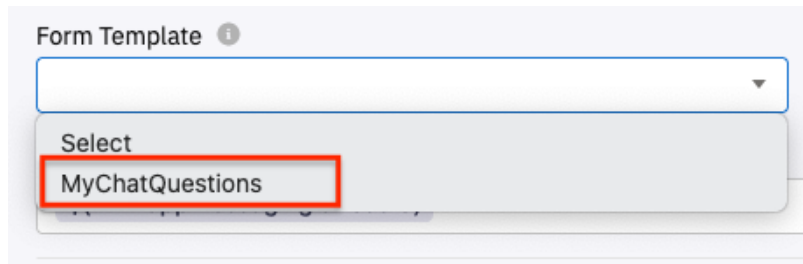
Cancel Save

Input Variables
List of variables available as input for this node

- Custom Variables [F29754]
- Start Node ID: 2
- Evaluate Node ID: 9
- Search Conversation Node ID: 2245
- Create Conversation Node ID: 2252

Output Variables

Node Outcomes

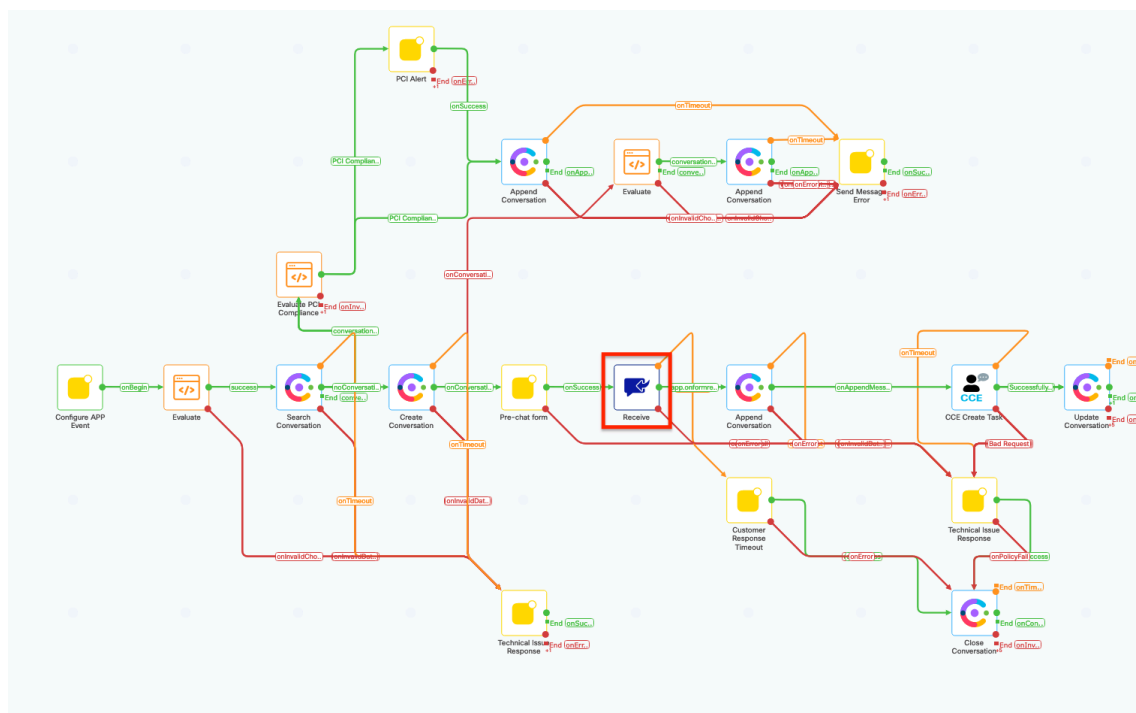


Once you have done this, select Save at the bottom of the form.

Step 2: Update the Receive node

This node takes the answers that to the questions we defined in the Pre-Chat from and allows us to work with them.

Find the Receive node, it is located on the main path and is highlighted below.



Double-click the Receive node to open it. Locate the Form Template drop-down field and select the same questions template that you selected in the Pre-chat form above.

Receive Help

[Configuration](#) [Transition Actions \(Optional\)](#) [Data Stream \(Optional\)](#)

Select a channel to wait for a message or a custom event to wait for an event

Max Timeout
300

▼ **Receive In-app Messaging**

From(threadid) ⓘ From(userid) ⓘ

Event Name

Content Type ⓘ **Form Template** ⓘ

[+ Add Another INAPP Event](#)

Form Template ⓘ

Select

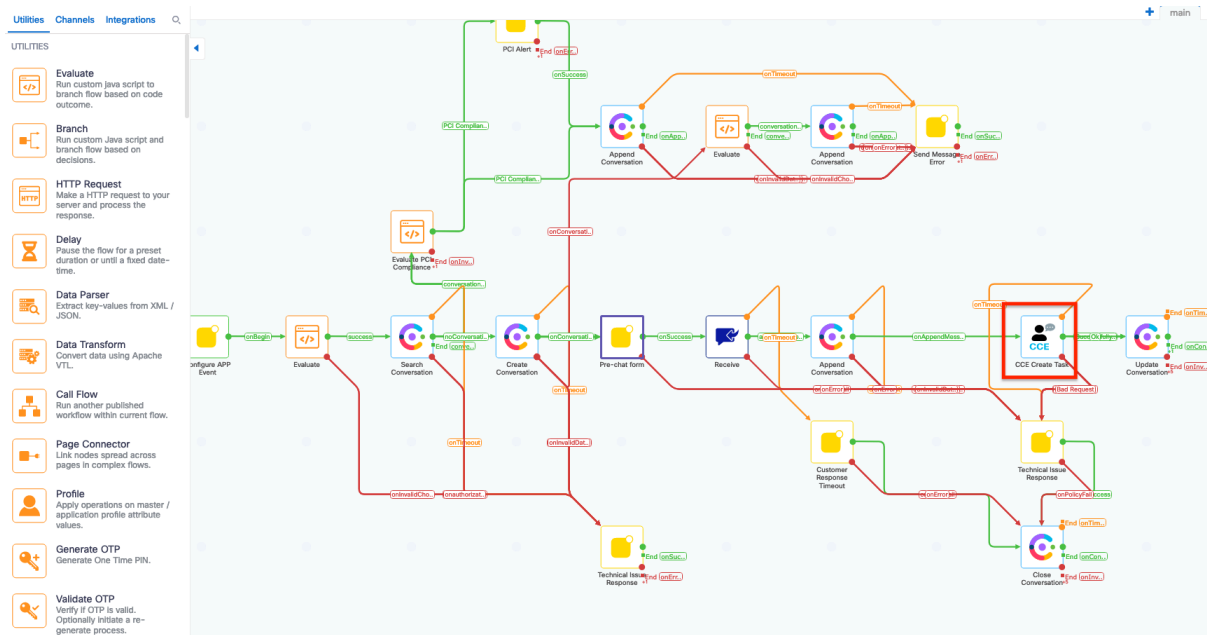
MyChatQuestions

Once you have done this, then select save at the bottom of the form.

Step 3: Update the CCE Create Task

This node is what sends the inbound API call to CCE. This is one of the most important nodes in the inbound flow. This node provides the information that is required by CCE to route the activity. You will need the external DNS for your session that begins with rp. You can find this by selecting the **Details** link, then scrolling to the bottom of this list where you find the DNS Addresses table. Note the DNS name that begins with rp.

To begin, find the CCE Create Task node. This is one of the last nodes on the center line of nodes. Double-click this node to open it.



In the form there are two fields that we will update:

- The first of these is the Domain field. This should be set to the external FQDN of your session.
- The second is the Script Selector. In the example flow, Cisco shows how to use an input question called Query to send this value. This is not how most customers will use this. Instead, we will hard-code the value. For your lab, use the value WxConnectChat1. This Dialed Number/Script Selector has been pre-staged for you already.

CCE Create Task

Configuration **Transition Actions (Optional)**

Method Name
Create a New Task

Node Runtime Authorization
Webex Connect Default Authorization

Tracking Id ①
WebexConnect_\$(fjid)

Domain ①
rp.vpod2248.dc-01.com

Task Details

Task Id ①
\$(fjid)

Conversation Id ①
\$(conversationId)

Destination ①
\$(n2.inappmessaging.appId)

Media Type ①
Chat

Media Channel ①
Live Chat/ In-App Messaging

Preferred Owner ①
Eg. 5100

Script Selector ①
WxConnectChat1

Customer Details

Step 4: Update Flow Variables

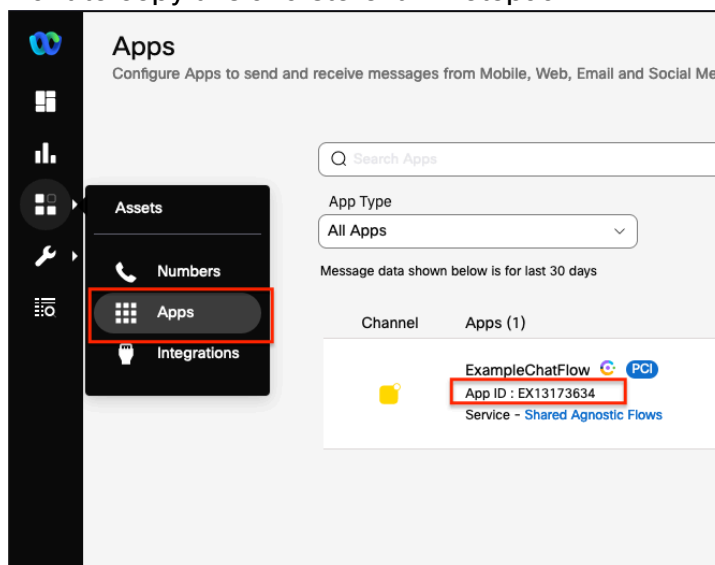
Flow variables are used to set various things around the entire flow. These are global for the entire time the flow is running, but do not pass between flows. The only exception is sub-flows. If one flow calls another, then the global flows from the main flow are accessible in the sub-flow.

There are two variables we need to update. The first is the appid, the second is the liveChatDomain.

- Appid – This is the ID of the app which is mapped to this flow. This is used in multiple nodes in the flows.
- liveChatDomain – This is the domain where your chat entrypoint will be hosted. For this lab, use *.glitch.me.

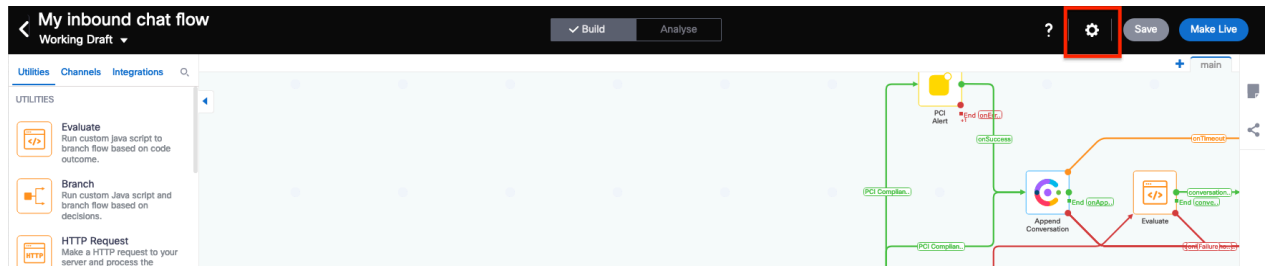
Before we update these nodes, you need to find, and make a note of your App ID.

1. If you are in the flow, select save at the top, then exit the flow page and return to the main Connect landing page.
2. Select the Assets > Apps menu.
3. In the list of apps, find the one you created and note down the App ID. You may want to copy this and store it in notepad.



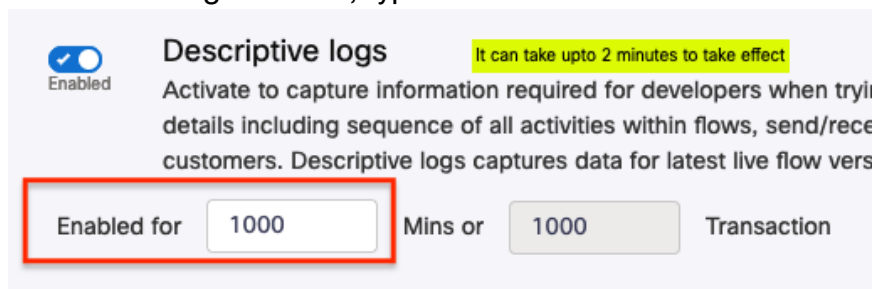
Now, let's update the global variables. First, navigate back to the Services, click into your service, click into the list of Flows, then open the inbound chat flow to edit it.

Select the gear icon at the top of the page to open the Flow Settings page.



Take a moment to click through the tabs you see. There are 4 sections in the Flow Settings.

1. General – The general tab is where you see the name of the flow, a Description box, and several advanced options. The *Descriptive logs* option is used for troubleshooting. For now, type 1000 in the Enabled for box.



2. Custom Logs – This allows the flow to write logs out to specific log books.
3. Flow Outcomes – This defines the valid flow outcomes.
4. Custom Variables – This is where you can create and set the initial values for any global flow variables you want to use.

Update the variables on the Custom Variables tab as follows:

- appid – Type or paste in the App ID you found in the initial part of this section.
- liveChatDomain – Type in the value, *.glitch.me

Select the Save button at the top of the flow.

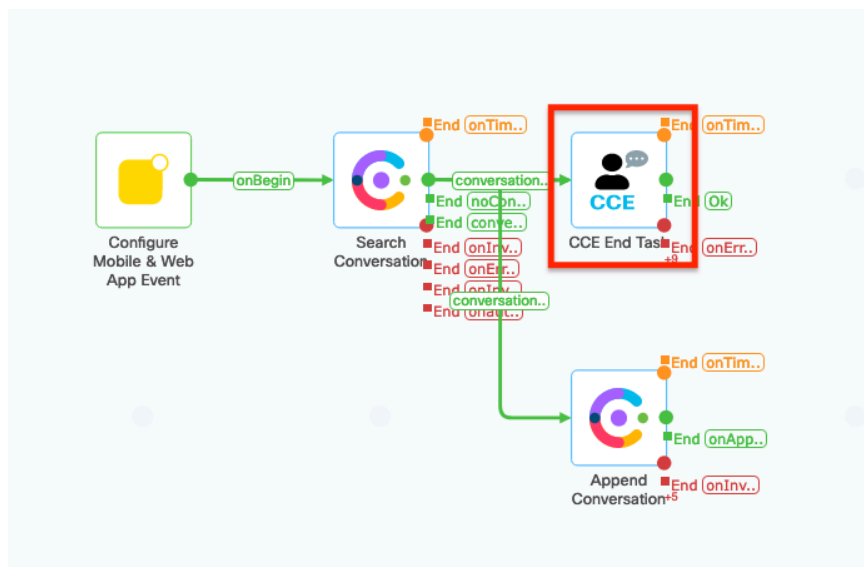
Task 4: Update the Abandon Close Chat Flow

In this task, we will update the Live Chat Abandon Closed flow. As we did in the first task, here we will update only the reference flow.

For this flow, you will only need the external FQDN for your session. Remember, you got this value in step 2 of Task 3.

Step 1: Open the flow

Open the Closed/Abandoned Chat flow that you imported from your service. When you have done this, find the CCE End Task node. You can see this highlighted in the image.



Step 2: Update the CCE End Task node

Double-click to open this node, then find the Domain field. This should be set to the external FQDN of your session.

CCE End Task

Configuration **Transition Actions (Optional)**

Method Name
CCE End Task

Node Runtime Authorization
Webex Connect Default Authorization

Tracking Id [?]
WebexConnect_\$(n108.aliasId)

Domain [?]
rp.vpod2248.dc-01.com

Task Details

Task Id [?]
\$(n108.aliasId)

Disposition Code [?]
CD_TASK_CUSTOMER_ABAN...

Call Variables

Once you have updated this node, select the Save button at the bottom of the form to save your changes.

Now, select the Save button at the top of the form.

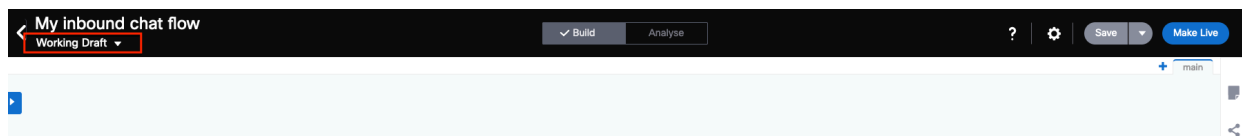
Task 5: Make the Chat flows live

In this task, we will activate the flows. After you develop the flow, you must make it live before it is able to take calls. Activating a flow is not instantaneous. It can take 2-3 minutes to fully activate a flow. Certain changes do not require that the flow be re-activated. These are changes such as the enhanced debugging.

For this lab, start with the Live Chat Open flow.

Step 1: Open the flow

If you do not have the flow open, navigate to the Service again, then open the flow. Notice the top bar shows that the flow is currently the working draft.

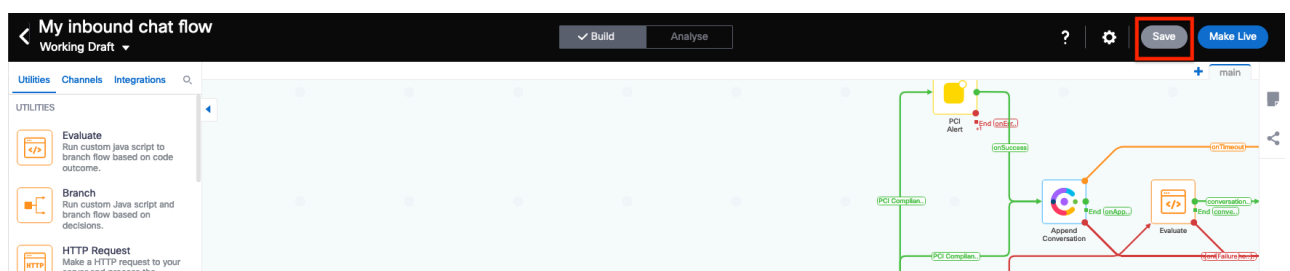


If you have made previous versions live, you can select the arrow to see the previous saves.



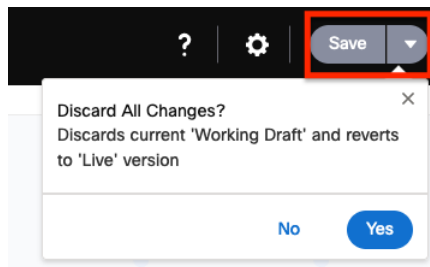
Step 2: Save the current copy of the flow

To ensure that you do not have any uncommitted changes, it is best practice to save the flow before you make it live.



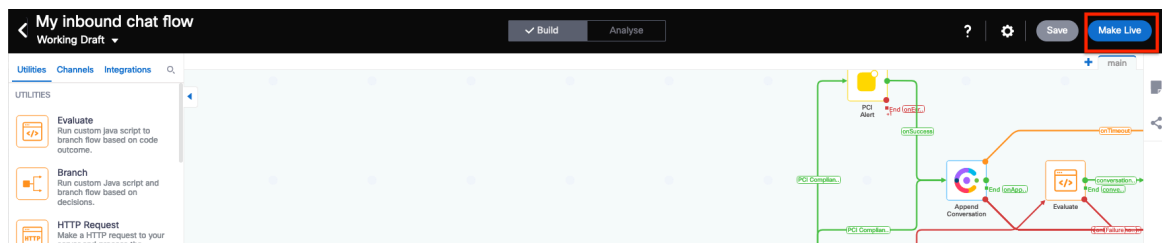
If you have made changes and lose track of where you are, you can always revert to the previous save. To do this, select the drop-down beside of the save button, then

select **Yes** to revert to the previous version.



Step 3: Make the flow live

Click the *Make Live* button at the top of the flow.



The first time you make a chat, SMS, or email flow live, you will need to map it to an application. In the Application drop-down, select the application you created previously. If you wish, add some comments.

My Inbound Chat Flow 2 - Make Live Configuration - Version 1 Help

Assets Configuration
Select apps and define values for custom variables you have created in the flow. Apps will only need to be selected if you have used a send or a receive node and selected one of the app based channels such as Mobile/Web apps, Messenger, Email etc

App Selection ⓘ

Type: Mobile & Web App

Application: Select Application

Comments (Optional) ⓘ

My Inbound Chat Flow 2 - Make Live Configuration - Version 1 Help

Assets Configuration
Select apps and define values for custom variables you have created in the flow. Apps will only need to be selected if you have used a send or a receive node and selected one of the app based channels such as Mobile/Web apps, Messenger, Email etc

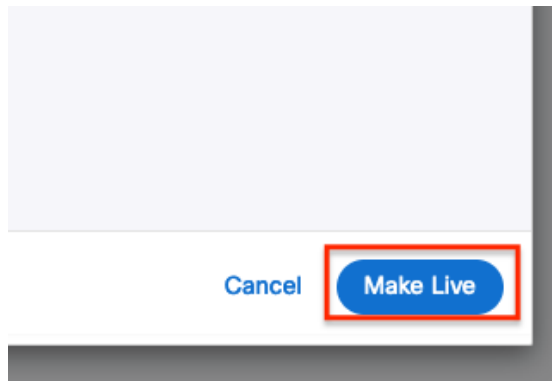
App Selection ⓘ

Type: Mobile & Web App

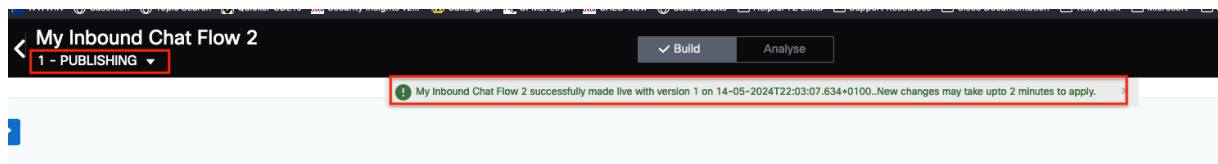
Application: ExampleChatFlow

Comments (Optional) ⓘ

Once you have done this, select the **Make Live** button. At the bottom of the form.

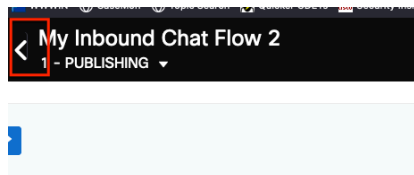


Note that the status now changes to *Publishing* and you receive a message informing you that this will take some time. As the flow goes through the stages, you will see the status change.



Step 4: Verify flow is live

Click the exit button on the flow to return to the flows list.



Monitor the Status column in the list of flows until you see that it has changed to *Live*.

Search Flows

Sort By

Newest

Create Flow

Flow execution data shown below is for last 30 days

Trigger	Flow	Status	State	Executions	Actions
NA	My closed chat flow Flow Id:29755	Draft		0	<div></div>
<div></div>	My inbound chat flow Flow Id:29754	Live	<div></div>	0	<div></div>

Step 5: Repeat this for the Closed chat flow

Repeat the steps above to make your closed chat flow live.

You have completed this portion of the lab