

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

Speakers: Joshua Raja / Robert W. Rogier

Information

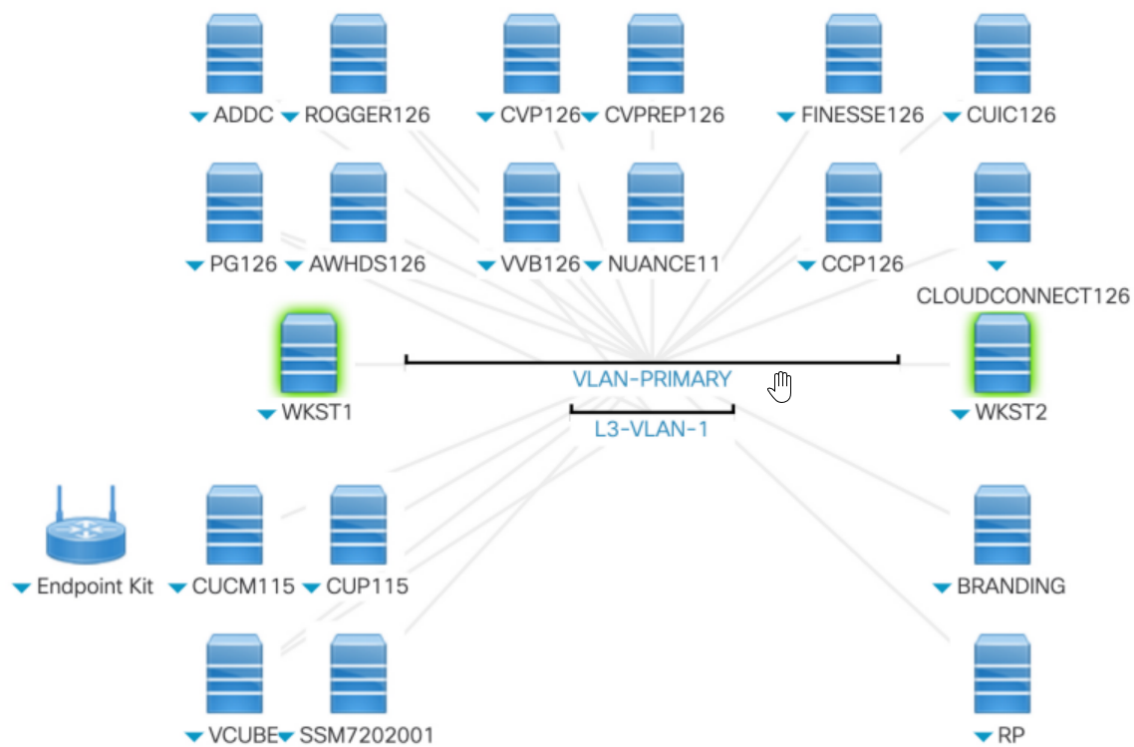
This lab is designed to introduce the audience to the digital channels (Webex Connect) platform, its architecture, and its provisioning. In addition, this lab will provide the instructions to verify if Webex Connect has been provisioned successfully. To accomplish this, we have provided each person their own lab. The lab is based on PCCE 2K Lab Mode and will be used for all exercises throughout the session.

You will see two sections below. The first is the common information and describes the lab layout and credentials that are common for all participants. The second section is the individual credentials and gives the credentials that are specific to the seat you are assigned.

Shared Lab Information

Lab Topology

This lab includes several VMs and is based on the PCCE Lab Mode install. Most of the servers are fully configurable using the administrative level account. Administrative account details are included in the steps where relevant and in the server details table.



Address and Credentials

| Demo VMs | Hostname | IP Address | Username | Password |
|---------------|----------|--------------|----------------------|------------|
| AD / Exchange | ad1 | 198.18.133.1 | DCLOUD\Administrator | C1sco12345 |
| CUCM | cucm1 | 198.18.133.3 | administrator | C1sco12345 |
| IM & Presence | cup1 | 198.18.133.4 | administrator | C1sco12345 |

| | | | | |
|------------------------------------|---------------|----------------|----------------------|------------|
| Rogger | Ccerogger | 198.18.135.37 | DCLOUD\Administrator | C1sco12345 |
| PG | Ccecall | 198.18.133.12 | DCLOUD\Administrator | C1sco12345 |
| AW-HDS | ccedata | 198.18.133.11 | DCLOUD\Administrator | C1sco12345 |
| CVP Call Server CVP VXML Server | cvp1 | 198.18.133.13 | DCLOUD\Administrator | C1sco12345 |
| CVP Reporting Server | cvprep1 | 198.18.133.70 | DCLOUD\Administrator | C1sco12345 |
| Finesse | finesse1 | 198.18.133.16 | administrator | dCloud!23 |
| CUIC Live Data IdS | cuic1 | 198.18.133.15 | administrator | dCloud!23 |
| VVB | vvb1 | 198.18.133.143 | administrator | dCloud!23 |
| Cloud Connect | cloudconnect1 | 198.18.133.103 | administrator | C1sco12345 |
| Nuance Speech Suite | nuance1 | 198.18.135.126 | DCLOUD\Administrator | C1sco12345 |
| Branding | branding | 198.18.134.28 | root | C1sco12345 |
| RP1 | rp1 | 198.18.134.93 | root | C1sco12345 |
| Workstation 1 | wkst1 | 198.18.133.75 | DCLOUD\sjeffers | C1sco12345 |
| Workstation 2 | wkst2 | 198.18.133.76 | DCLOUD\rbarrows | C1sco12345 |
| vCube | cc-vcube | 198.18.133.226 | admin | C1sco12345 |

Agent and User Information

| User Name | Role | User ID | Password | Endpoint Devices | Extension |
|------------------|-----------------|---------------------------|------------|----------------------|-----------|
| Sandra Jefferson | Main Agent | sjeffers | C1sco12345 | Workstation 1 Jabber | 1080 |
| Josh Peterson | CRM Agent | jopeters | C1sco12345 | Workstation 1 Jabber | 1080 |
| Trudy Vere-Jones | CRM Agent | trujones | C1sco12345 | Workstation 2 Jabber | 1082 |
| Owen Harvey | Outbound Agent | oharvey | C1sco12345 | Workstation 1 Jabber | 1080 |
| Annika Hamilton | Outbound Agent | annika | C1sco12345 | Workstation 2 Jabber | 1082 |
| Helen Liang | UWF Agent | hliang | C1sco12345 | Workstation 1 Jabber | 1080 |
| Rick Barrows | Main Supervisor | rbarrows@dcloud.cisco.com | C1sco12345 | Workstation 2 Jabber | 1082 |
| James Bracksted | UWF Supervisor | jabracks@dcloud.cisco.com | C1sco12345 | Workstation 2 Jabber | 1082 |

Note: you will only use the sjeffers agent for this lab.

Seat Specific Information

You will be assigned a seat when you come in. Please find your seat below, then use these details where required in the session.

We have 3 tenants defined for this class. You may be working in the same tenant as another member of the class, but you will have full control of your lab by using your service. Please ensure you are making changes to only the objects for your service as you progress through the class.

SEAT 1

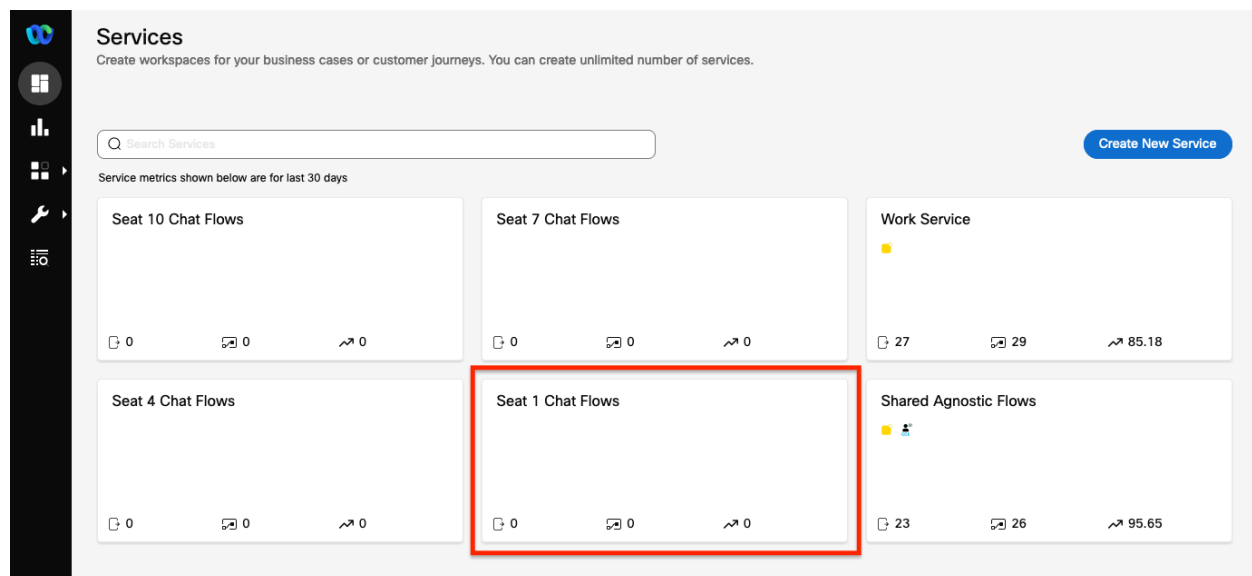
Webex Connect Tenant / Control Hub credentials:

User: CiscoWxConnect2+tenant01@gmail.com

Password: C!sco12345

Connect URL: <https://ciscolivetenant01.eu.webexconnect.io>

Service: Seat 1 Chat Flows



CCE Agent:

User: seat01

Password: C1sco12345