

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

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Learning Objectives

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

- Understand the system architecture
- Describe locations where administration tasks are done
- Understand the difference between Admin Hub, Connect, and Engage

Scenario

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.

Task 1: Introduction to Webex Connect

Lab Objective

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Prerequisite

Admin credentials to login to Control Hub and Webex Contact Center administration portal. Please reference the credentials assigned when you came in.

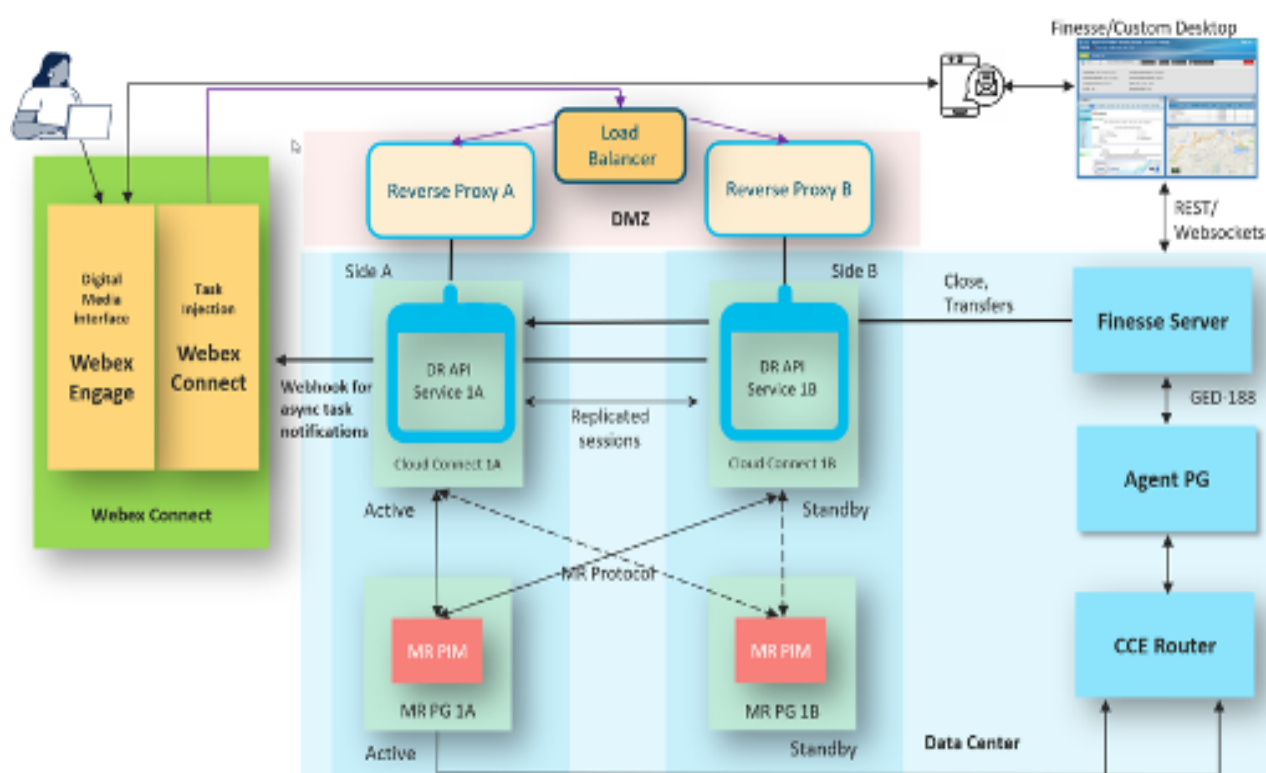
Quick Links

Control Hub: <https://admin.webex.com>

Webex Connect Documentation: <https://help.imiconnect.io/Lab>

Webex Connect Tenant: See *Seat Credentials* document

Webex Connect Architecture



Webex Connect consists of 2 main components, Connect and Engage, which are directly integrated with the Cisco Contact Center Enterprise (as per the drawing). The access to Webex Connect is restricted to Administrators only.

Connect serves as the entry point for all the messages received through any digital channel (email, chat, SMS, Messenger Facebook, WhatsApp) and as the intelligence for routing them. It hosts most of the configuration the Admin will create flows, assets, bots, scheduled events and webhooks.

The access to Connect happens via a dedicated URL which is generated and provided to the administrator at the time of the initial provisioning. Users in Connect are added and managed locally.

Engage serves as the host for media and agents. Agents which are configured in Webex Contact Center gets automatically synchronized with Engage. In CPaaS (the standalone version of Webex Connect) Engage provides a dedicated agent console solution, while with Contact Center Enterprise it leaves that control to the native Finesse Agent Desktop. Within Engage the Admin can customize some cosmetics of each channel and create templated responses agents can select and use inside their Agent Desktop.

Users in Engage are automatically synchronized with Webex Control Hub.

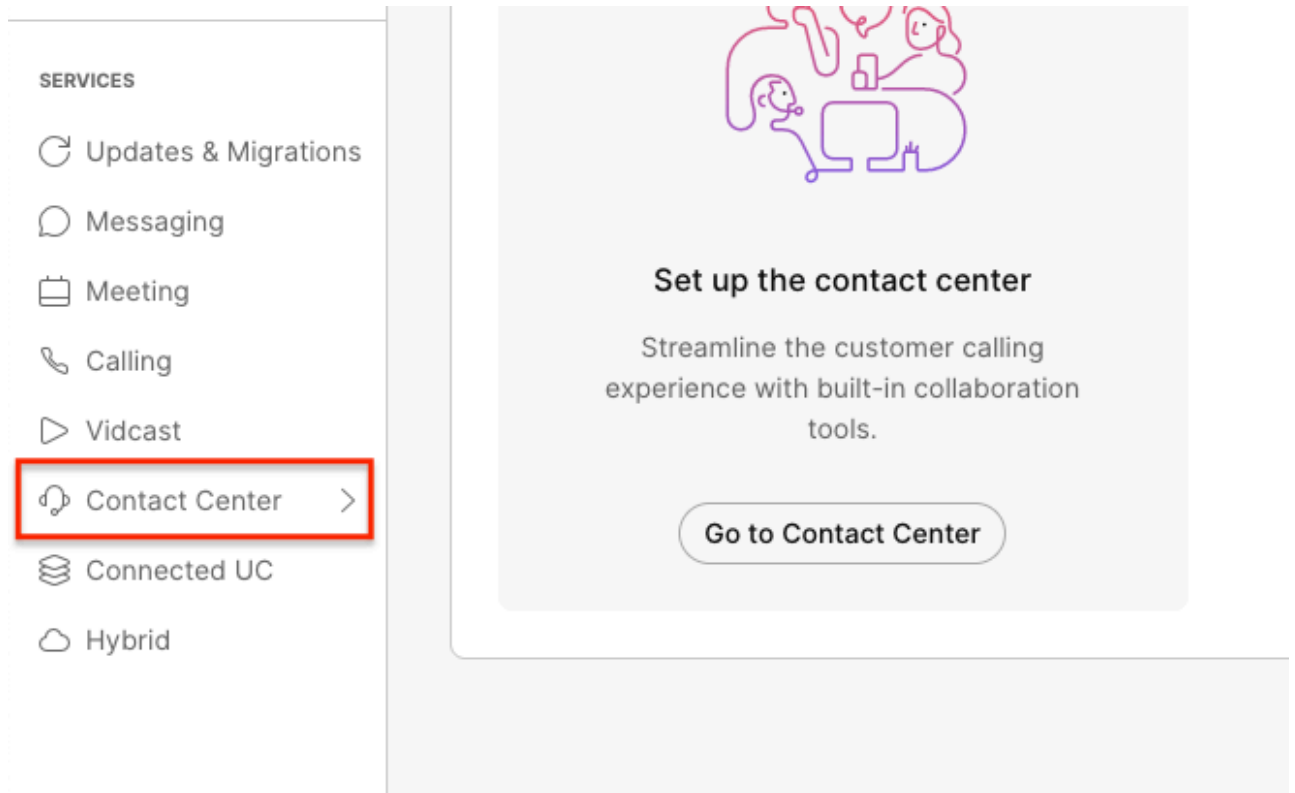
Reverse Proxy Servers serve as intermediary servers that help to increase security, reliability, and performance while forwarding task requests from Webex Connect to CCE.

Cloud Connect enables on-premise CCE solutions to integrate with cloud services. Cloud Connect provides platform to run services inside docker containers. A new, Digital Routing API container was added in 12.6(2)

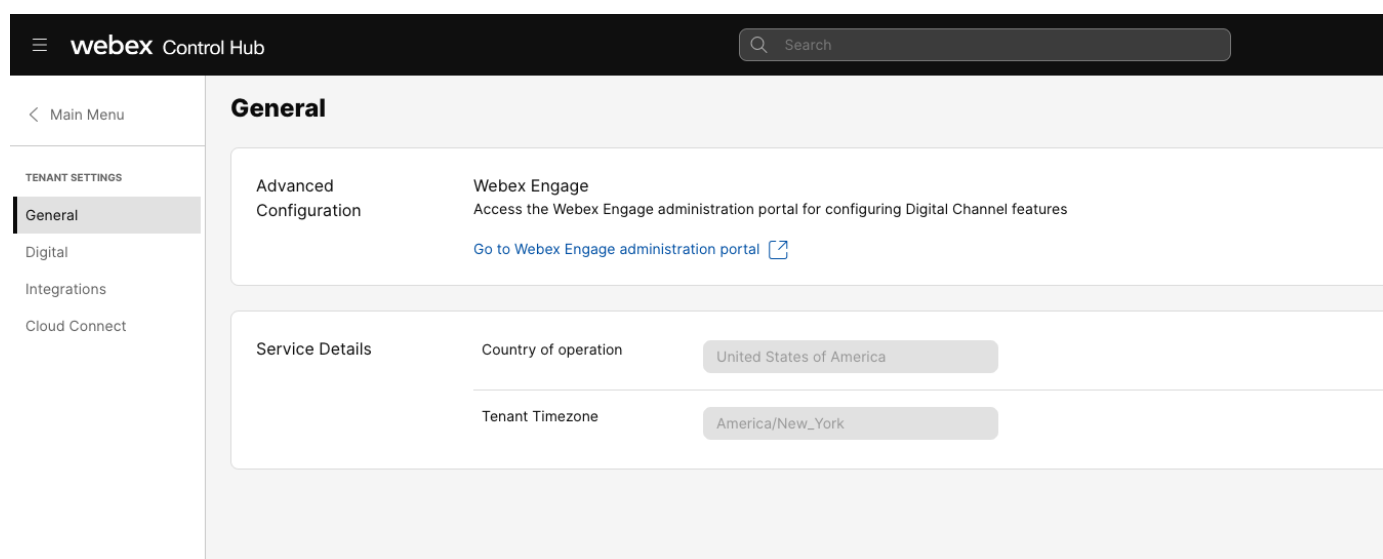
Step 1: Review Control Hub

Open a Web Browser to the Control Hub URL (<https://admin.webex.com>). Reference the Credentials Document for the credentials for your seat.

Under **Services** select **Contact Center**



Once you have selected this, review the items shown.



General – This shows the country where the tenant is created and the Timezone selected. You can also find a link to access Webex Engage.

General

Advanced Configuration

Webex Engage

Access the Webex Engage administration portal for configuring Digital Channel features

[Go to Webex Engage administration portal](#) 

Service Details

Country of operation

United States of America

Tenant Timezone

America/New_York

Digital – This menu is where you can upload the Public key certificate to decrypt the SAML assertion. In some tenants, you can access both Webex Connect and Webex Engage from this menu.

Digital

Digital

Webex Connect & Webex Engage have been provisioned and you can start to set up digital channels there.

[Webex Connect](#)  ⓘ

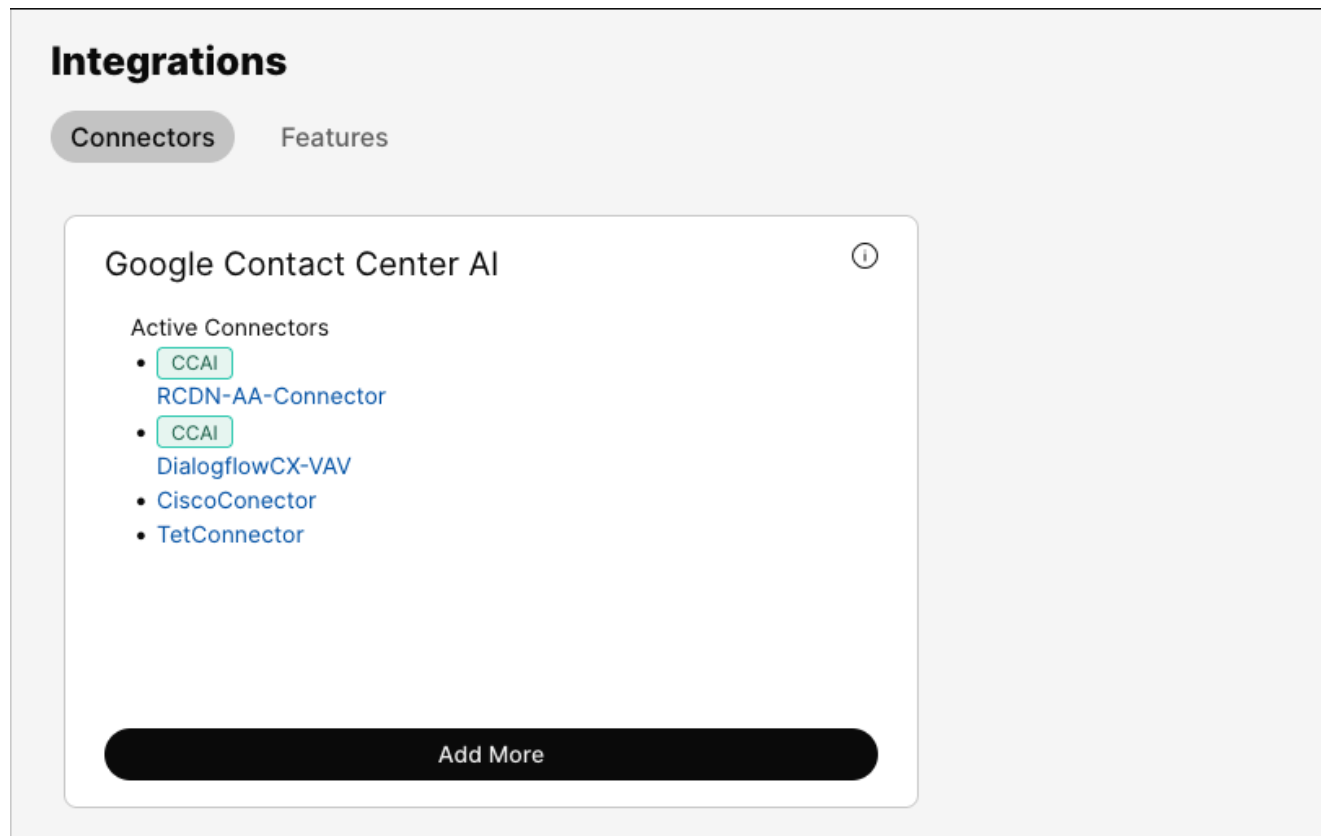
[Webex Engage](#) 

Public key certificate

Add or edit the public key certificate for agent desktop token validation.

Edit

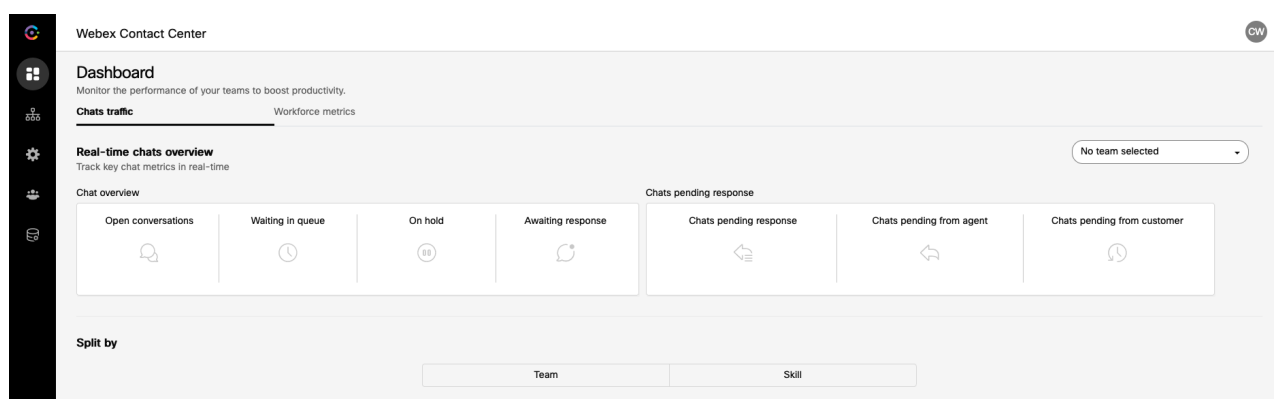
Integrations – This menu is shown when certain features, such as CCAI are enabled. Only one of the tenants used in this class have these features.



Cloud Connect – This menu is where you would add the Cloud Connect server to the tenant. Since we have shared tenants, this part needed to be done ahead of time. Please DO NOT change any information shown in this section.

Step 2: Review Webex Engage

From either the General or Digital menu in Control Hub, select the link to access Webex Engage Administration portal. Click around in the portal to see some of the things you can do and see here. For this class, you will need to access the User menu and the Assets menu.



The **Users** menu allows you to view the agents which have been synchronized up to Engage. Note, you cannot create any users in Engage manually.

Webex Contact Center

Dashboard

Monitor the performance of your teams to boost productivity.

Chats traffic Workforce metrics

Real-time chats overview

Track key chat metrics in real-time

Chat overview

Open conversations	Waiting in queue	On hold
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Webex Contact Center

Users

Manage live and virtual agents within your tenant.

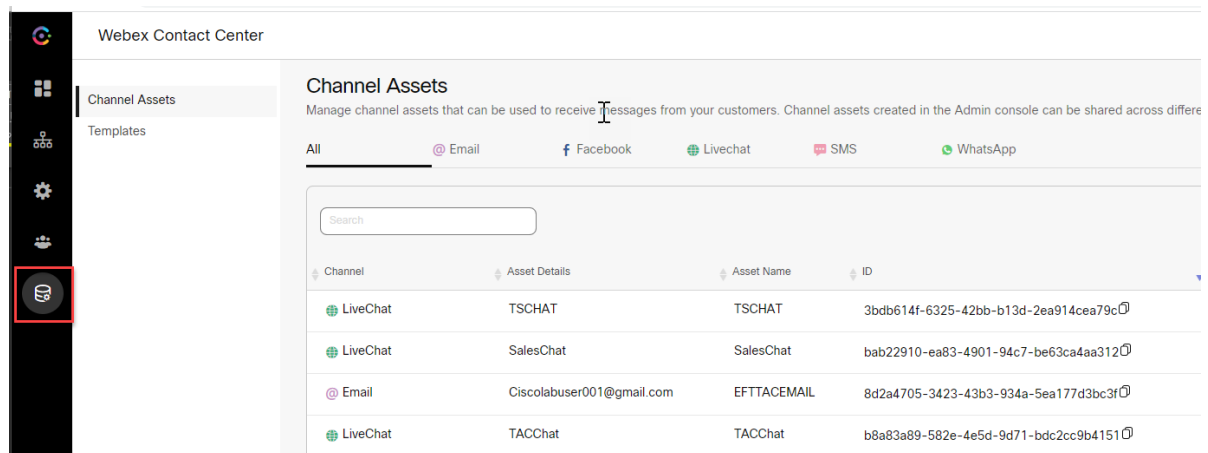
Live Agents

You can manage live agents within your tenant.

Role Type: Status:

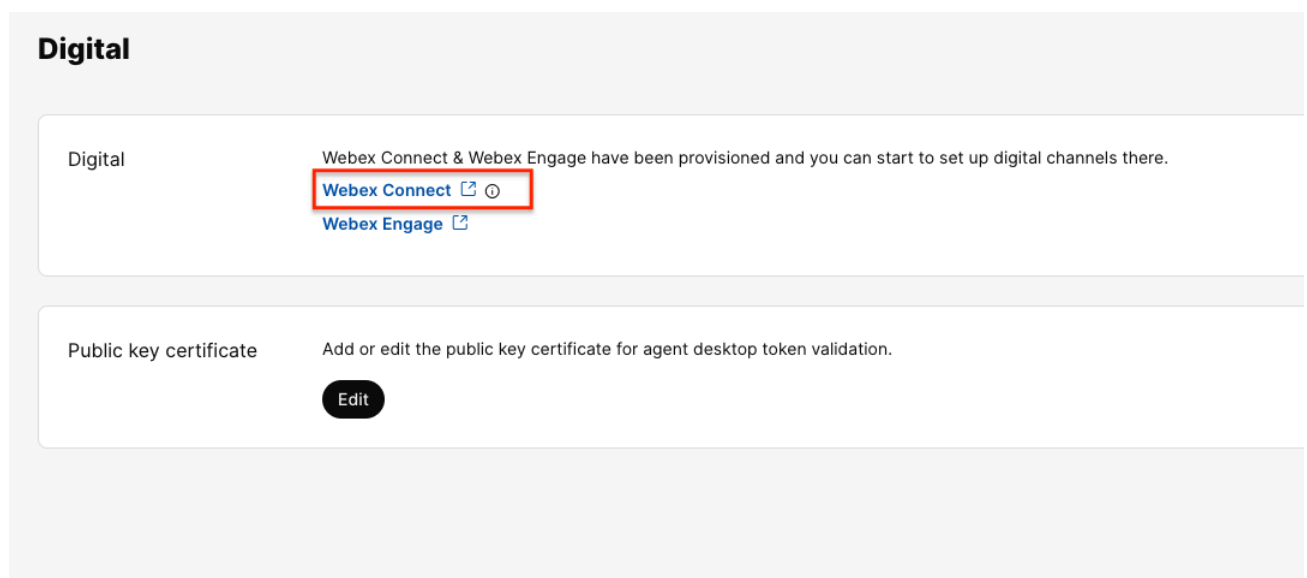
First Name	Last Name	Status	Login ID	Email ID	Created On	Role Type
Annika	Hamilton	Inactive	5231	support@dcloud.cisco.com	21 Feb 2023 13:43:57	Customer Care
Bruce	Wayne	Inactive	5201	bruce@cisco.com	07 Jun 2023 11:02:58	Customer Care
Bruce	Banner	Inactive	5205	bbanner@dcloud.cisco.com	06 Jun 2023 16:04:54	Customer Care
Bugs	Bunny	Inactive	5120	bugs.bunny@toontown.com	22 Jun 2023 14:16:41	Customer Care

The **Assets** menu allows you to work with the various assets in your deployment. For this class, you will use this to change the look and feel of your chat entry point as well as get the HTML code to embed.



Step 3: Review Webex Connect

There are two ways to access Connect. In the newer Tenants in Control Hub, you can select the **Webex Connect** link from the **Digital** menu. In older tenants where this link was not provided, you can simply type in the URL. Refer to the *Credentials document* for the URL to your Connect tenant.

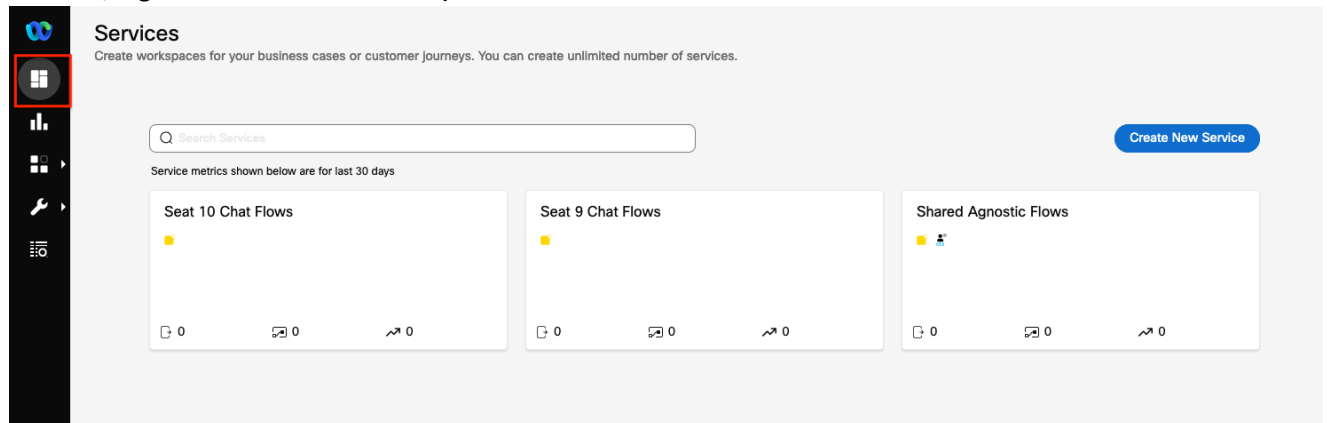


Once you are in the Connect tenant, take a few minutes to click around. A few features to note are listed below.

Services

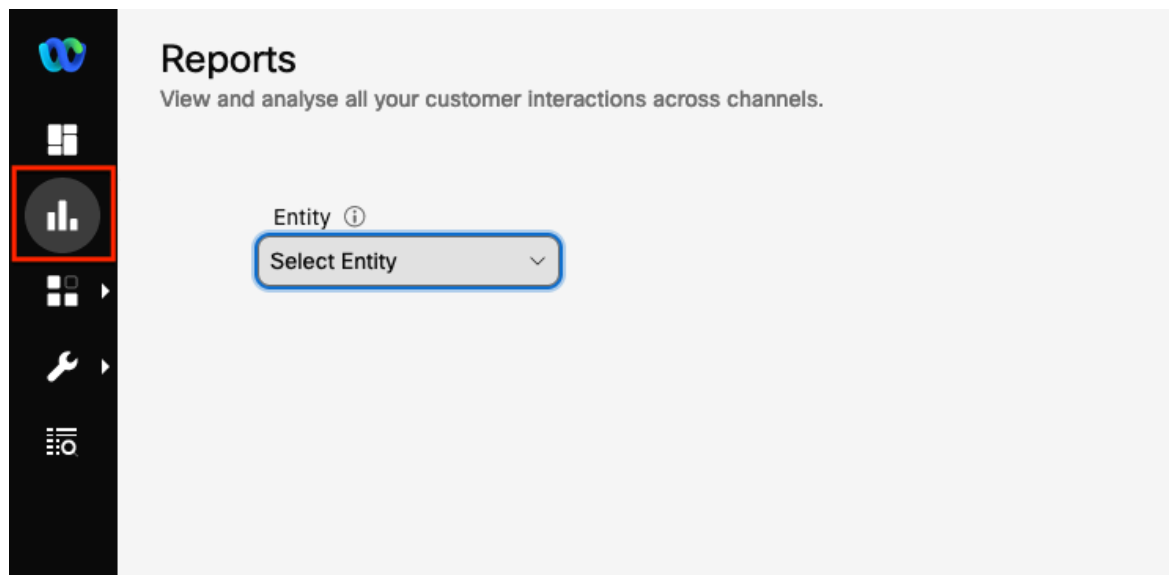
Services provide a logical grouping of flows. You can choose to keep all flows in the same service or you can separate them as we have for this lab with a service for the

shared, agnostic flows and a separate service for each seat.



Reports

The reports section allows you to see some basic reporting on the various services and channels you have. You will not see anything in this section initially. You may want to look towards the end of the class to see some details.



Assets

The assets section allows you to work with three main items.

Numbers – This section shows phone numbers registered for use with SMS. We will not be using SMS in this lab.

Apps – Apps are used to interface with flows. We have created an app for each person to use prior to this class. Click into the app for your seat and review the settings.

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

Search Apps

Assets App Type

Numbers (shown below is for last 30 days)

Apps (2)

App Name	App ID	Service	Messages Sent
Seat10ChatEndpoint	SE06171034	Seat 10 Chat Flows	0
Seat9ChatEndpoint	SE06170851	Seat 9 Chat Flows , Shared Agnostic Flows	0

Integrations – This section allows you to setup the authorizations that are used in flows and other interactions with Webex Connect. There are two authorizations that are required for CCE systems to work with Webex Connect. Both have been setup for you.

Webex CC Engage – This authorization gives the required permissions for the Connect flows to talk to the Engage system. Examples are the New Conversation node, the Append Conversation node, and the Close Conversation node.

CCE – This authorization allows the CCE system to send API calls out to Connect. All the agnostic flows use this authorization. We will see in a future lab how to configure these.

Integrations
Setup integrations with different CRMs, contact center tools, REST and SOAP APIs.

Integration Authorization

Search Integrations

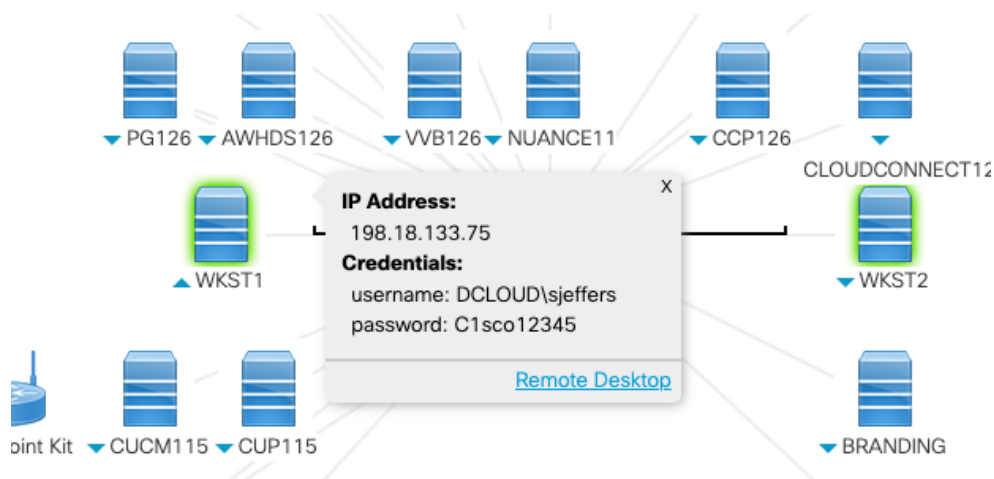
Integration Name	Integration ID	Node	Service	Type
Webex Engage Streaming	50472	0 Events: 0	-	Data Stream
Webex CC Engage	50021	8 Events: 8	Shared Agnostic Flows	Prebuilt Integration
Zoho CRM	50035	1 Events: 0	-	Prebuilt Integration

Tools

The tools menu allows you to access several items that are helpful. In this class, we will use the Templates tool to build out the questions that are used in chat entry point. Other helpful tools are the Logbooks and Export Logs. You will use the Logs when you configure certain email accounts (such as gmail) which require an authorization code.

Step 4: Review CCE Admin

Open a Remote Desktop to WKST1 in your session by selecting the arrow beside of the name in the map, then select the **Remote Desktop** link.



On the desktop, open a web browser and navigate to, <https://ccedata.dcloud.cisco.com/cceadmin>. Login with the administrator username and password found in the credentials document. If you use Chrome and enter the username of administrator@dcloud.cisco.com, the password will be automatically populated for you. From the main screen, select the Digital Channels card, then select Digital Channels Settings. Do not make any changes at this point, simply review the items that are available to you.

