

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

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Information

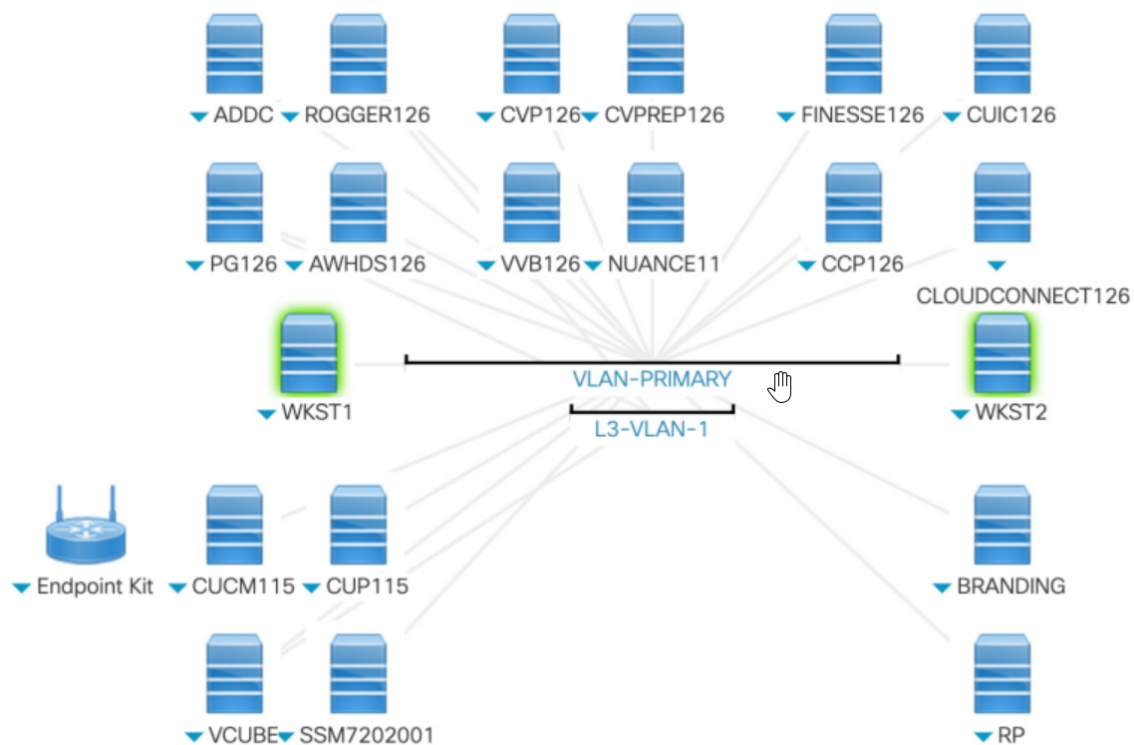
This lab is designed to introduce the audience to the digital channels (Webex Connect) platform, its architecture, and its provisioning. In addition, this lab will provide the instructions to verify if Webex Connect has been provisioned successfully. To accomplish this, we have provided each person their 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

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 5 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	TENANT	USERNAME	PW	CONNECT URL	SERVICE NAME
1	Tenant 1	CiscoWxConnect2+tenant01@gmail.com	C!sco12345	https://ciscolivetenant01.eu.webexconnect.io	Seat 1 Chat
2	Tenant 2	CiscoWxConnect2+tenant02@gmail.com	C!sco12345	https://ciscolivetenant02.eu.webexconnect.io	Seat 2 Chat
3	Tenant 3	CiscoWxConnect2+tenant03@gmail.com	C!sco12345	https://ciscolivetenant03.eu.webexconnect.io	Seat 3 Chat
4	Tenant 1	CiscoWxConnect2+tenant01@gmail.com	C!sco12345	https://ciscolivetenant01.eu.webexconnect.io	Seat 4 Chat
5	Tenant 2	CiscoWxConnect2+tenant02@gmail.com	C!sco12345	https://ciscolivetenant02.eu.webexconnect.io	Seat 5 Chat
6	Tenant 3	CiscoWxConnect2+tenant03@gmail.com	C!sco12345	https://ciscolivetenant03.eu.webexconnect.io	Seat 6 Chat
7	Tenant 1	CiscoWxConnect2+tenant01@gmail.com	C!sco12345	https://ciscolivetenant01.eu.webexconnect.io	Seat 7 Chat
8	Tenant 2	CiscoWxConnect2+tenant02@gmail.com	C!sco12345	https://ciscolivetenant02.eu.webexconnect.io	Seat 8 Chat
9	Tenant 3	CiscoWxConnect2+tenant03@gmail.com	C!sco12345	https://ciscolivetenant03.eu.webexconnect.io	Seat 9 Chat
10	Tenant 1	CiscoWxConnect2+tenant01@gmail.com	C!sco12345	https://ciscolivetenant01.eu.webexconnect.io	Seat 10 Chat

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

SEAT 2

Webex Connect Tenant / Control Hub credentials:

User: CiscoWxConnect2+tenant02@gmail.com

Password: C!sco12345

Connect URL: <https://ciscolivetenant02.eu.webexconnect.io>

Service: Seat 2 Chat Flows

CCE Agent:

User: seat02

Password: C1sco12345

SEAT 3

Webex Connect Tenant / Control Hub credentials:

User: CiscoWxConnect2+tenant01@gmail.com

Password: C!sco12345

Connect URL: <https://ciscolivetenant03.eu.webexconnect.io>

Service: Seat 1 Chat Flows

CCE Agent:

User: seat03

Password: C1sco12345

SEAT 4

Webex Connect Tenant / Control Hub credentials:

User: CiscoWxConnect2+tenant01@gmail.com

Password: C!sco12345

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

Service: Seat 4 Chat Flows

CCE Agent:

User: seat04

Password: C1sco12345

SEAT 5

Webex Connect Tenant / Control Hub credentials:

User: CiscoWxConnect2+tenant02@gmail.com

Password: C!sco12345

Connect URL: <https://ciscolivetenant02.eu.webexconnect.io>

Service: Seat 5 Chat Flows

CCE Agent:

User: seat05

Password: C1sco12345

SEAT 6

Webex Connect Tenant / Control Hub credentials:

User: CiscoWxConnect2+tenant01@gmail.com

Password: C!sco12345

Connect URL: <https://ciscolivetenant03.eu.webexconnect.io>

Service: Seat 6 Chat Flows

CCE Agent:

User: seat06

Password: C1sco12345

SEAT 7

Webex Connect Tenant / Control Hub credentials:

User: CiscoWxConnect2+tenant01@gmail.com

Password: C!sco12345

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

Service: Seat 7 Chat Flows

CCE Agent:

User: seat07

Password: C1sco12345

SEAT 8

Webex Connect Tenant / Control Hub credentials:

User: CiscoWxConnect2+tenant02@gmail.com

Password: C!sco12345

Connect URL: <https://ciscolivetenant02.eu.webexconnect.io>

Service: Seat 8 Chat Flows

CCE Agent:

User: seat08

Password: C1sco12345

SEAT 10

Webex Connect Tenant / Control Hub credentials:

User: CiscoWxConnect2+tenant01@gmail.com

Password: C!sco12345

Connect URL: <https://ciscolivetenant03.eu.webexconnect.io>

Service: Seat 10 Chat Flows

CCE Agent:

User: seat10

Password: C1sco12345