

**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:

- Know how to configure Cloud Connect to synchronize Agents to Engage
- Understand where to see if agents have synchronized from the CCE side
- Know where to view agents in Webex Engage

Scenario

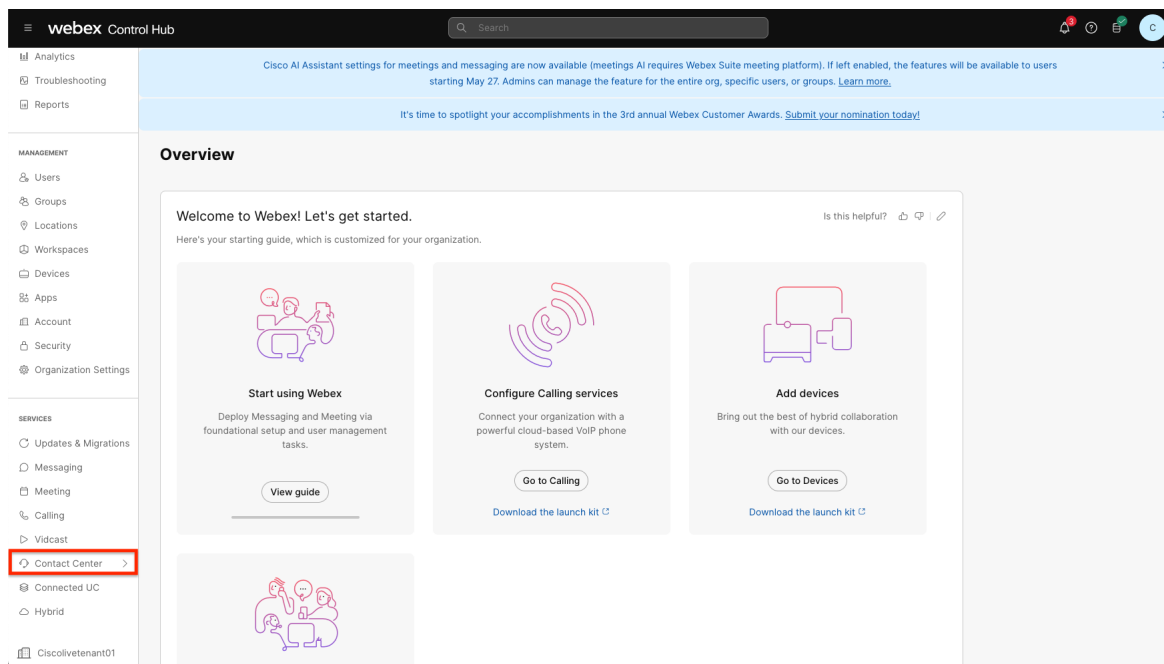
This lab is designed to introduce the audience to the digital channels (Webex Connect) platform, its architecture, and its provisioning. In addition, this lab will provide the instructions to verify if Webex Connect has been provisioned successfully.

Task 1: Review Current Configuration

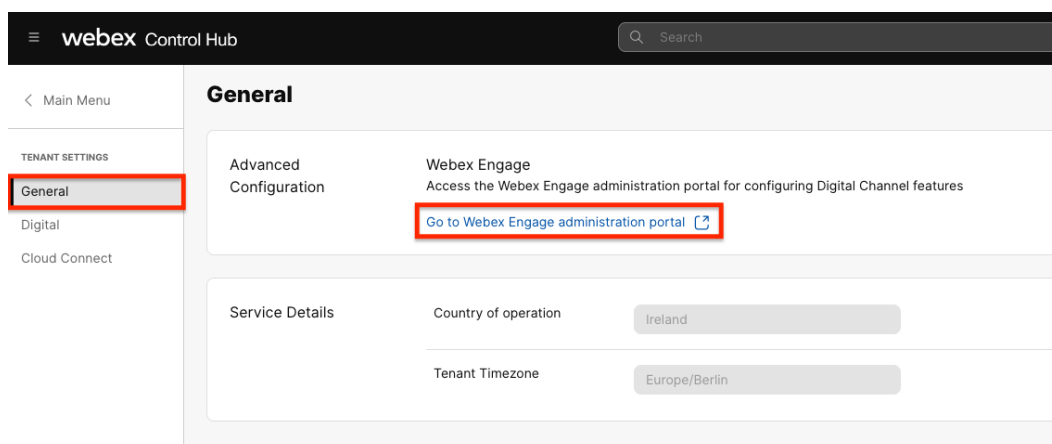
Before we configure any new agents, let's look at what has already been configured. All labs have the same configuration at the start. Let's see what that is.

Step 1: Login to 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. Select the Contact Center Menu at the side.

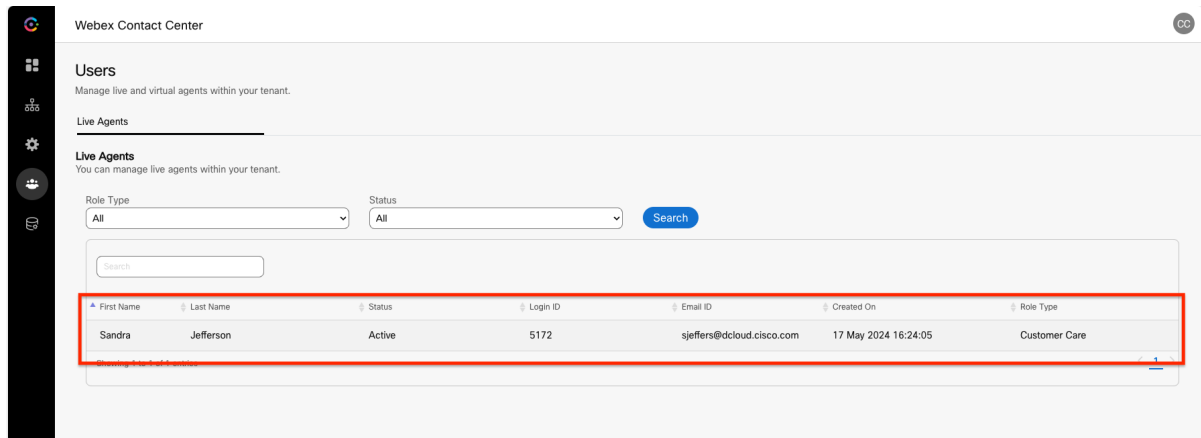


Ensure you are on the General menu, then select the Go to Webex Engage administration portal link.



Step 2: Review Current users

Select the Users menu from the side menu. This will show you all the users that are currently in the tenant. Notice that Sandra Jefferson has been imported to all tenants.



The screenshot displays the 'Users' management interface in the Webex Contact Center. The page title is 'Webex Contact Center' and the sub-header is 'Users'. Below the header, there is a section for 'Live Agents' with a description: 'Manage live and virtual agents within your tenant.' and 'You can manage live agents within your tenant.' There are two dropdown menus for 'Role Type' and 'Status', both set to 'All', and a 'Search' button. Below these is a search input field. A table lists the live agents, with one user highlighted by a red box:

First Name	Last Name	Status	Login ID	Email ID	Created On	Role Type
Sandra	Jefferson	Active	5172	sjeffers@dcloud.cisco.com	17 May 2024 16:24:05	Customer Care

Note, these users are read-only. Users are only added from the synchronize process from Cloud Connect.

Task 2: Configure CCE Admin for Webex Connect User Sync

Now that we've seen what is configured in Engage, lets add a new user.

Step 1: Login to CCE Admin

In your assigned dCloud session, ensure that you are logged into CCE Administration. Select the Digital Channels card, then select Digital Channels Settings. In this app, select the User Sync tab.

The screenshot shows the 'Digital Channel Settings' page in the CCE Admin interface. The 'User Sync' tab is highlighted with a red box. The page displays various settings for digital channels, including a Network Entry Point, sync status, and a section for AW Database Details. The AW Database Details section contains fields for Primary and Secondary database configurations, including Host, Port, and Database Name. The Primary configuration is filled out with 'ccedata.dcloud.cisco.com', '1433', and 'pcce_awdb'. The Secondary configuration fields are empty. At the bottom right, there are 'Cancel' and 'Save' buttons.

Primary	Secondary
AW Datasource Host*	AW Datasource Host*
Port*	Port*
Database Name*	Database Name*

Step 2: Enter AW Database Credentials

In this step, you will update the database information that Cloud Connect uses to find the agents to sync to engage. Cloud Connect will login to the AWDB and query the Person table to find the users to sync.

You will need to fill out the form as follows:

- AW Datasource Host: ccedata.dcloud.cisco.com
- Port: 1433
- Database Name: pcce_awdb
- Database User ID: digitalrouting
- Password: C1sco12345

As this is a lab, there is no side B AW. For this reason, we will not select the Enable Failover option. In a production system, this should be configured so that Cloud Connect can access the side B AW.

Once you have entered this information into the form, then select the Save button at the bottom.

Step 3: Update the Network Entry Point

For this step, 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.

Record Type	DNS Name
A	desktop.vpod2248.dc-01.com
A	rp.vpod2248.dc-01.com
A	sso.vpod2248.dc-01.com

In the User Sync page, locate the Network Entry Point box. Update this field to the external FQDN of your session. Port 443 has been disabled in Dcloud so you will need to use port 8445. After you have updated this, select the Enable Sync option to turn on automatic synchronization. This causes Cloud Connect to synchronize agents to Engage

Digital Channel Settings

Media Channels **User Sync** ECC Variables Integration Advanced Settings

It is through the Network Entry point the return request in response to Dataconn will be sent

Network Entry Point*

Sync all the CCE agents and supervisors to Cloud Connect, enable users for Digital Channel.

Last Sync 16:01, May 17, 2024 COMPLETED

Agents Sync Details 1 out of 1 Agents synced successfully

Current Sync Status Scheduled

Enable Sync: ☒

Manual Sync [Sync Now](#)

AW Database Details

Primary	Secondary
Test Connection AW Datasource Host* <input type="text" value="ccedata.dcloud.cisco.com"/> Port* <input type="text" value="1433"/> Database Name* <input type="text" value="pcoe_awdb"/>	Test Connection AW Datasource Host* <input type="text"/> Port* <input type="text"/> Database Name* <input type="text"/>

[cloud.cisco.com/ccadmin/#/overview](#) [Cancel](#) [Save](#)

Once you have updated this, select the Save button at the bottom of the form. When the API calls are made to Webex Engage to push out the agents, this field controls where the webhook response is sent. You can also set this in Cloud Connect with the command *set cloudconnect dataconn settings*. You can find this command called out in the Features Guide for CCE 12.6. Note that either method is perfectly acceptable.

Step 4: Enable an agent

In this step, you will need the agent that has been created for you ahead of time. For each seat, an agent has been created with the login name of seat### where the numbers are your seat number. Example, seat01, seat02, etc.

In CCE Admin, navigate to the Agent configuration.

Unified Contact Center Enterprise Management

Digital Channel Settings

It is through the Network Entry point the return request in response to Dataconn will be sent

Network Entry Point*

Sync all the CCE agents and supervisors to Cloud Connect, enable users for Digital Channel.

Last Sync 16:01, May 17, 2024 COMPLETED

Agents Sync Details 1 out of 1 Agents synced successfully

No sync is in progress or scheduled

Enable Sync: ☐

[Sync Now](#)

Agents

Administrators ☐

Roles

In each tenant, we have created an agent for your seat number. The login name is in

the format of seat## where the ## is your seat number. Ex. seat01, seat02, seat09, seat10, etc. Use the Search box to find the agent.

Agents

Manage Agents Manage Security

Search: seat

Type	Username	Last Name	First Name	Description
<input type="checkbox"/> (A)	seat01	Agent	Seat 01	LTRCCT-2003 Webex Connect Agent
<input type="checkbox"/> (A)	seat04	Agent	Seat 04	LTRCCT-2003 Webex Connect Agent
<input type="checkbox"/> (A)	seat07	Agent	Seat 07	LTRCCT-2003 Webex Connect Agent
<input type="checkbox"/> (A)	seat10	Agent	Seat 10	LTRCCT-2003 Webex Connect Agent

Select the agent corresponding to your seat name, then select the Enable Digital Channels menu. Select the *Support Digital Channel* checkbox, then provide an email address in the format of <loginname>@dcloud.cisco.com. It is critical that you provide a unique email address so that Webex Engage does not have issues.

Agents

Edit Seat 01 Agent (seat01)

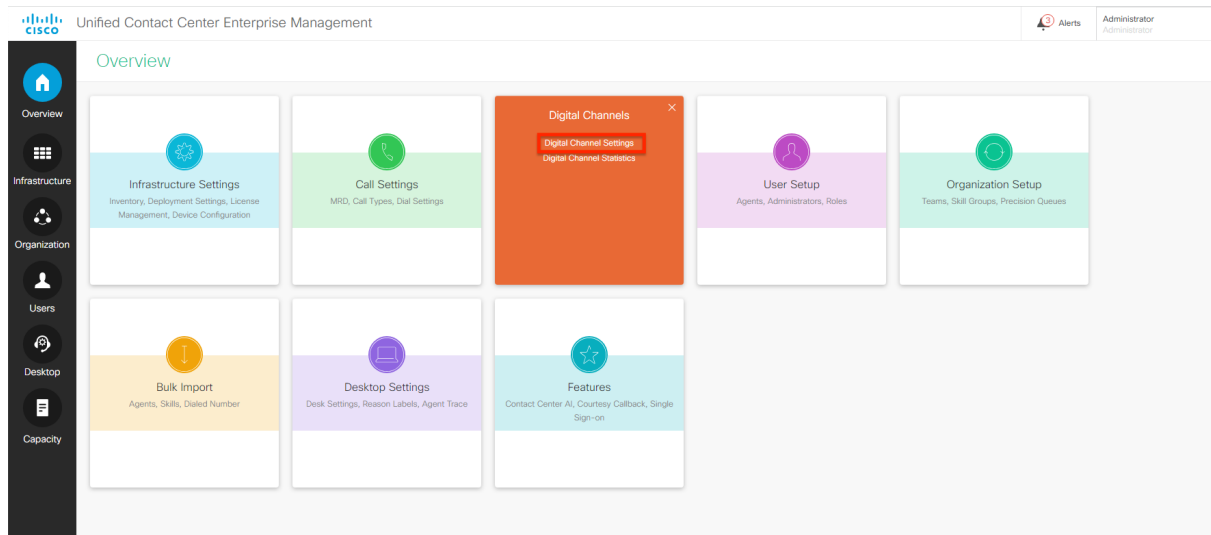
General	Attributes	Skill Groups	Supervised Teams	Enable Digital Channels	Contact Center AI
<p>Support Digital Channel <input checked="" type="checkbox"/></p> <p>Email Address* <input type="text" value="seat01@dcloud.cisco.com"/></p>					

Once you have made these changes, select the Save button at the bottom of the form.

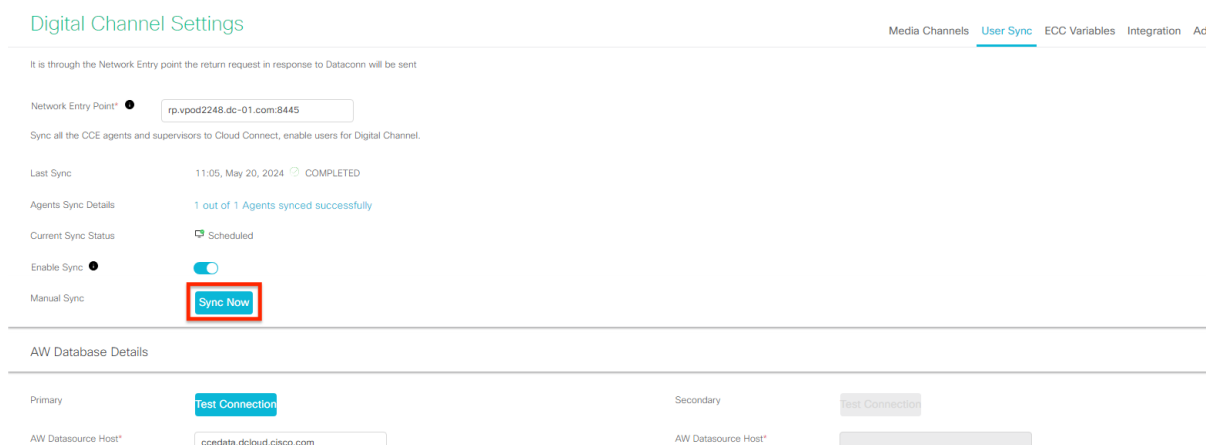
Step 5: Synchronize Agents back to Engage

In this step, you will synchronize the agents back to Webex Engage. In a normal system, this happens on a 30-minute schedule. We will do a forced sync so that you can see the sync happen.

Navigate back to the Digital Channels card, then select Digital Channel Settings.



Select the User Sync tab to return to the synchronization section. Select the Sync Now button. This will start the agent synchronization process. After you select this, you will see the Current Sync Status change to In Process.



Select the Agent Sync Details link. If you select this soon enough, meaning before Cloud Connect has completed the synchronization to Engage, you will see the agent listed in the Pending Agents tab. As the lab guide was built using the tenants for this class, I am not able to show the agent in the pending report as this would cause issues with the configuration.

Digital Channel Settings

Media Channels [User Sync](#) ECC Variables Integration Ad

It is through the Network Entry point the return request in response to Dataconn will be sent

Network Entry Point*

Sync all the CCE agents and supervisors to Cloud Connect, enable users for Digital Channel.

Last Sync 11:05, May 20, 2024 COMPLETED

Agents Sync Details 1 out of 1 Agents synced successfully

Current Sync Status Scheduled

Enable Sync ☒

Manual Sync [Sync Now](#)

AW Database Details

Primary [Test Connection](#)

Secondary

[Test Connection](#)

AW Datasource Host*

AW Datasource Host*

Once the synchronization has finished, then the Agent Sync Details should update to show 2 out of 2 Agents synced successfully.

Digital Channel Settings

Media Channels [User Sync](#) ECC Variables Integration Ad

It is through the Network Entry point the return request in response to Dataconn will be sent

Network Entry Point*

Sync all the CCE agents and supervisors to Cloud Connect, enable users for Digital Channel.

Last Sync 11:05, May 20, 2024 COMPLETED

Agents Sync Details 1 out of 1 Agents synced successfully

Current Sync Status Scheduled

Enable Sync ☒

Manual Sync [Sync Now](#)

AW Database Details

Primary [Test Connection](#)

Secondary

[Test Connection](#)

AW Datasource Host*

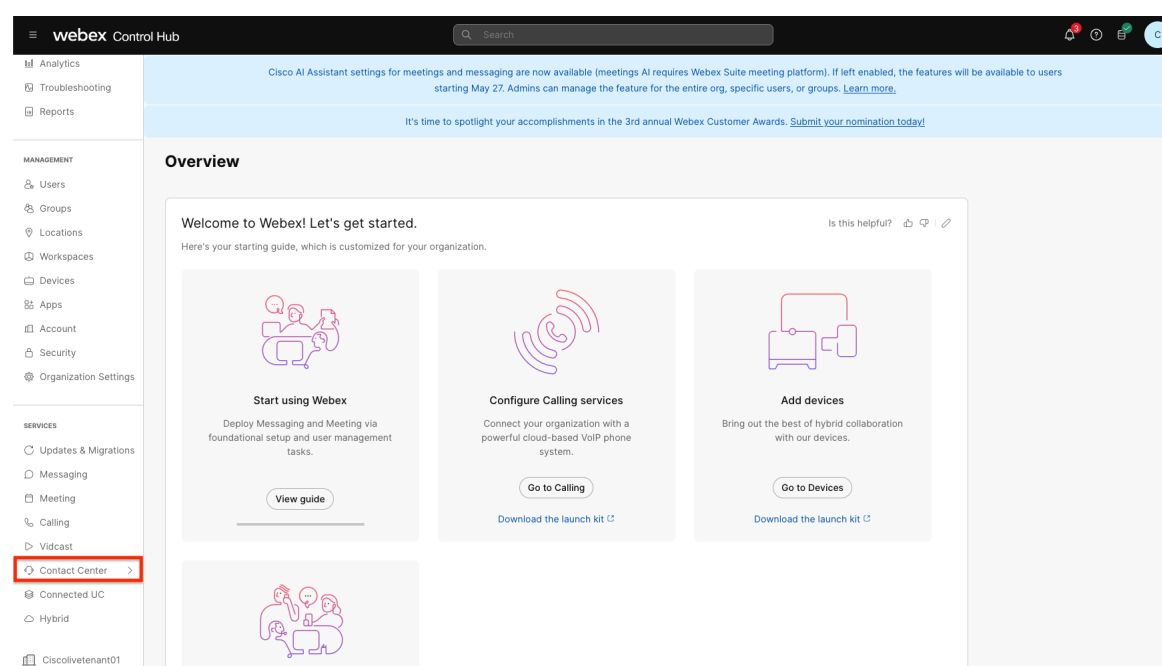
AW Datasource Host*

Task 3: Confirm agent synchronized to Webex Engage

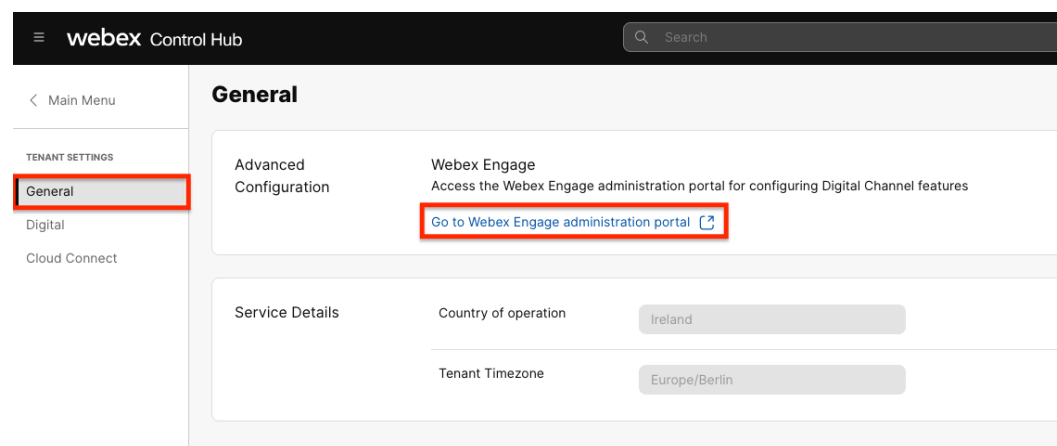
Now that you have configured and synchronized an agent to Engage, let's return to validate what happened. In this section, I cannot show images of what your lab will look like since it will depend on whether the others sharing your tenant have completed the setup.

Step 1: Login to 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. Select the Contact Center Menu at the side.

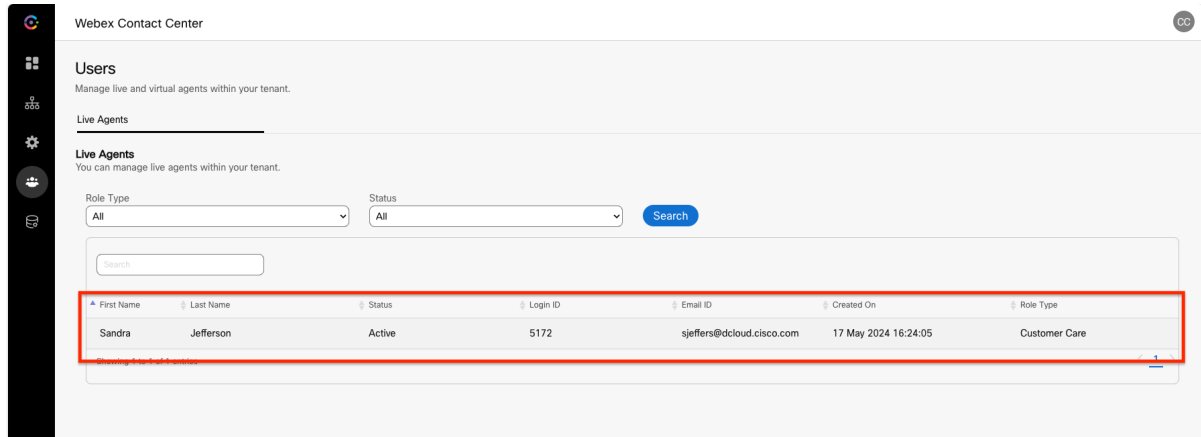


Ensure you are on the General menu, then select the Go to Webex Engage administration portal link.



Step 2: Review Engage users

Select the Users menu from the side menu. You should now see that the agent you added in task 2 is listed along with Sandra Jefferson. The screenshot below only shows Sandra.



The screenshot shows the 'Webex Contact Center' interface. On the left is a dark sidebar with icons for various functions. The main content area is titled 'Users' and includes a subtitle 'Manage live and virtual agents within your tenant.' Below this, there are two sections: 'Live Agents' and 'Live Agents' (repeated). The 'Live Agents' section contains a search bar and a table of users. The table has columns for First Name, Last Name, Status, Login ID, Email ID, Created On, and Role Type. A single user, Sandra Jefferson, is listed with the status 'Active', Login ID '5172', Email ID 'sjeffers@dccloud.cisco.com', and Role Type 'Customer Care'. The table is highlighted with a red border.

First Name	Last Name	Status	Login ID	Email ID	Created On	Role Type
Sandra	Jefferson	Active	5172	sjeffers@dccloud.cisco.com	17 May 2024 16:24:05	Customer Care

You have completed this portion of the lab