

Digital Channels in Webex Contact Center - Fundamentals

Dave Easton & Siva Venkatesh Arcot
Customer Success Managers
Contact Center Business Unit (CCBU)
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Fundamentals are essential elements
that form the foundation of success in
any endeavor.

Agenda

01 Omnichannel Contact Center

Vision of contact center's future

02 High-level Architecture

Component interaction overview

03 Onboarding

Provision digital channels & verify

04 Integration with Webex CC

Connect & Engage authorization

05 Webex Connect Flows

Flow builder, debugging, step-by-step execution

06 New features and capabilities

The features released within the last year

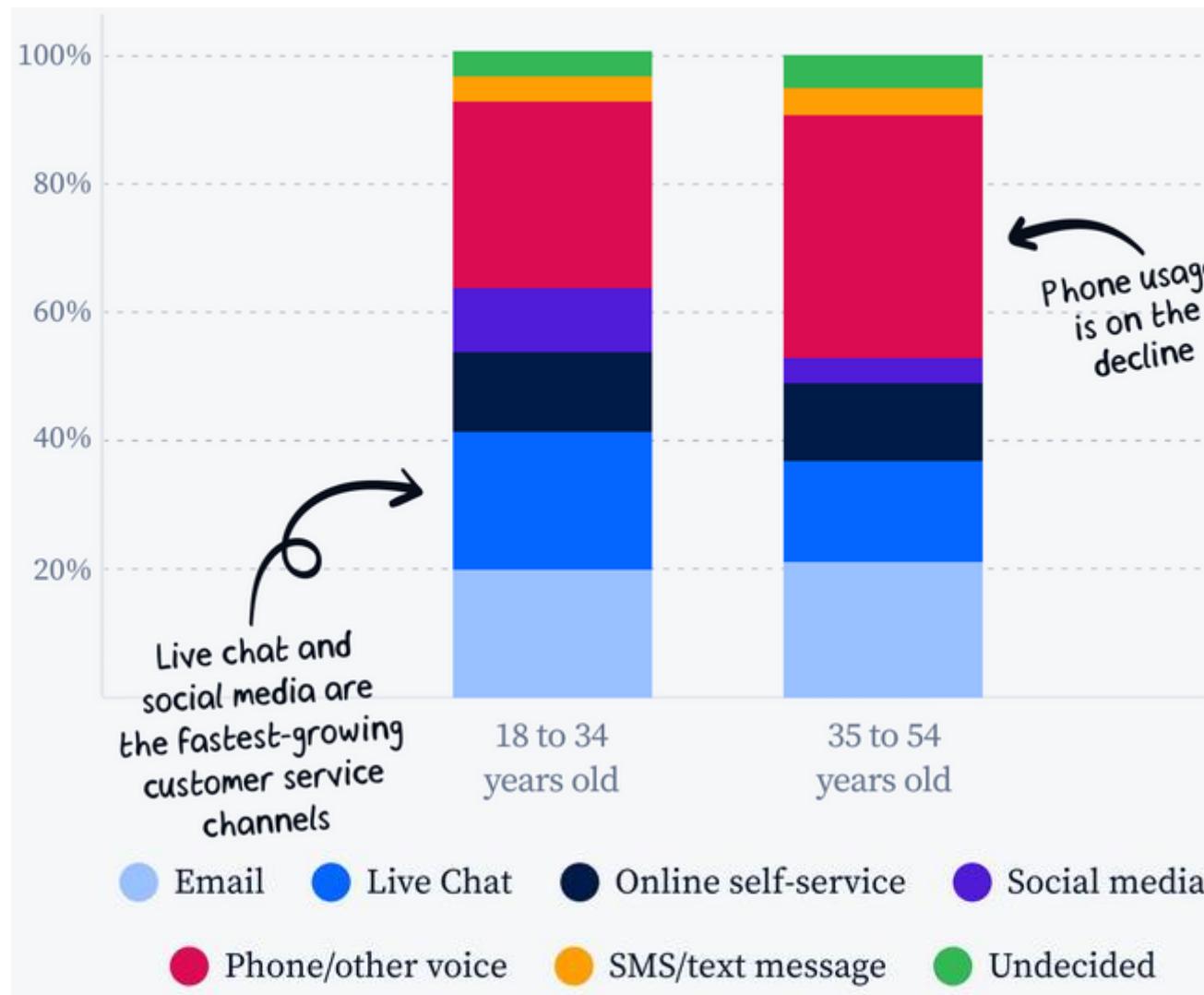
07 What's Next - Roadmap

Roadmap

01

Omnichannel Contact Center

Preferred communication channels



The New Webex Contact Center

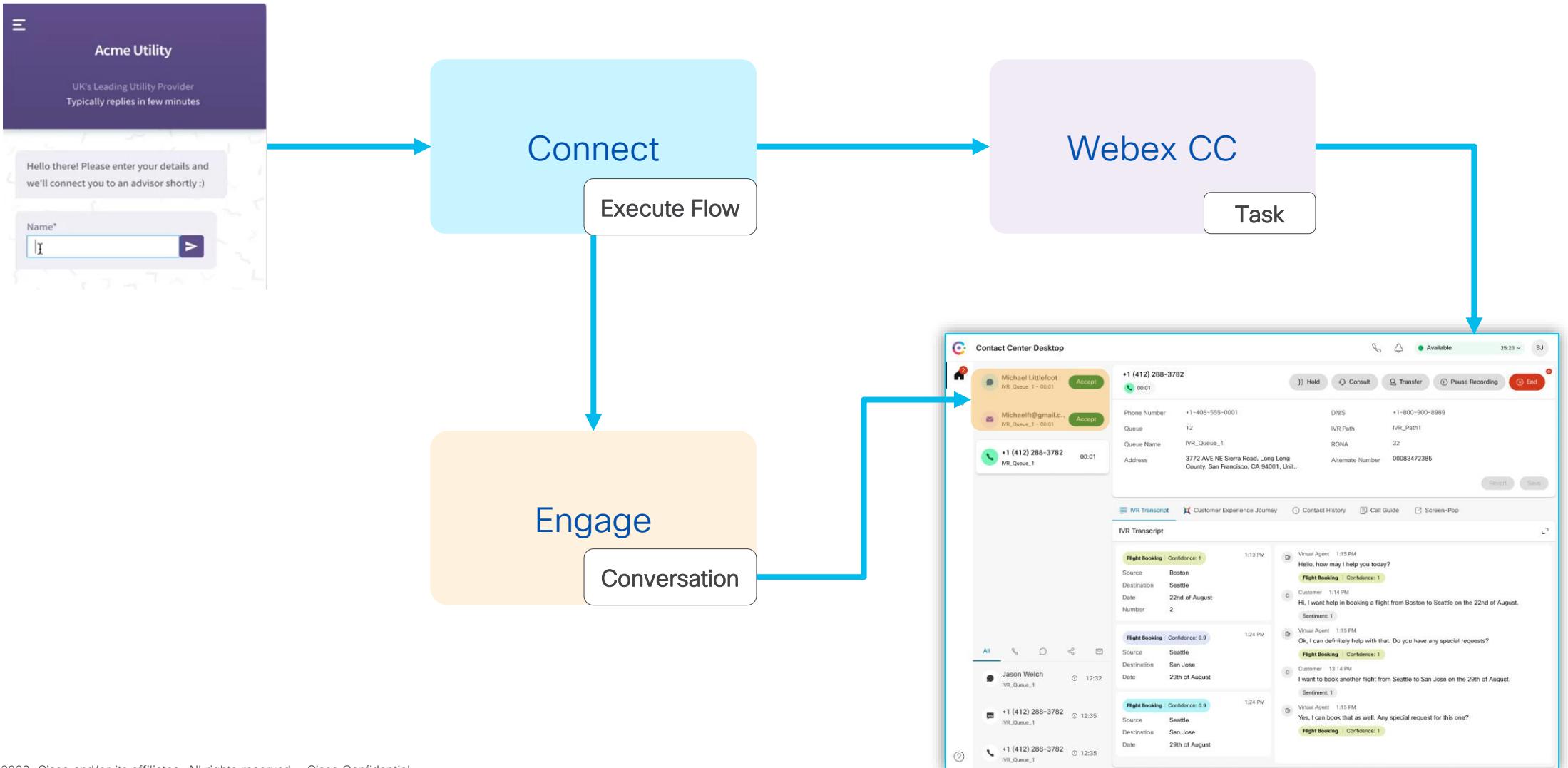
- ✓ Omnichannel Native Cloud Contact Center
- ✓ Feature rich Flow Designer
- ✓ Extensible Agent/Supervisor Desktop
- ✓ Enhanced Analyzer
- ✓ CCAI-powered Virtual Agent
- ✓ Journey Analyzer Insights
- ✓ Native Call Recording
- ✓ CRM integration
- ✓ Add on – WFO, Outbound Campaign



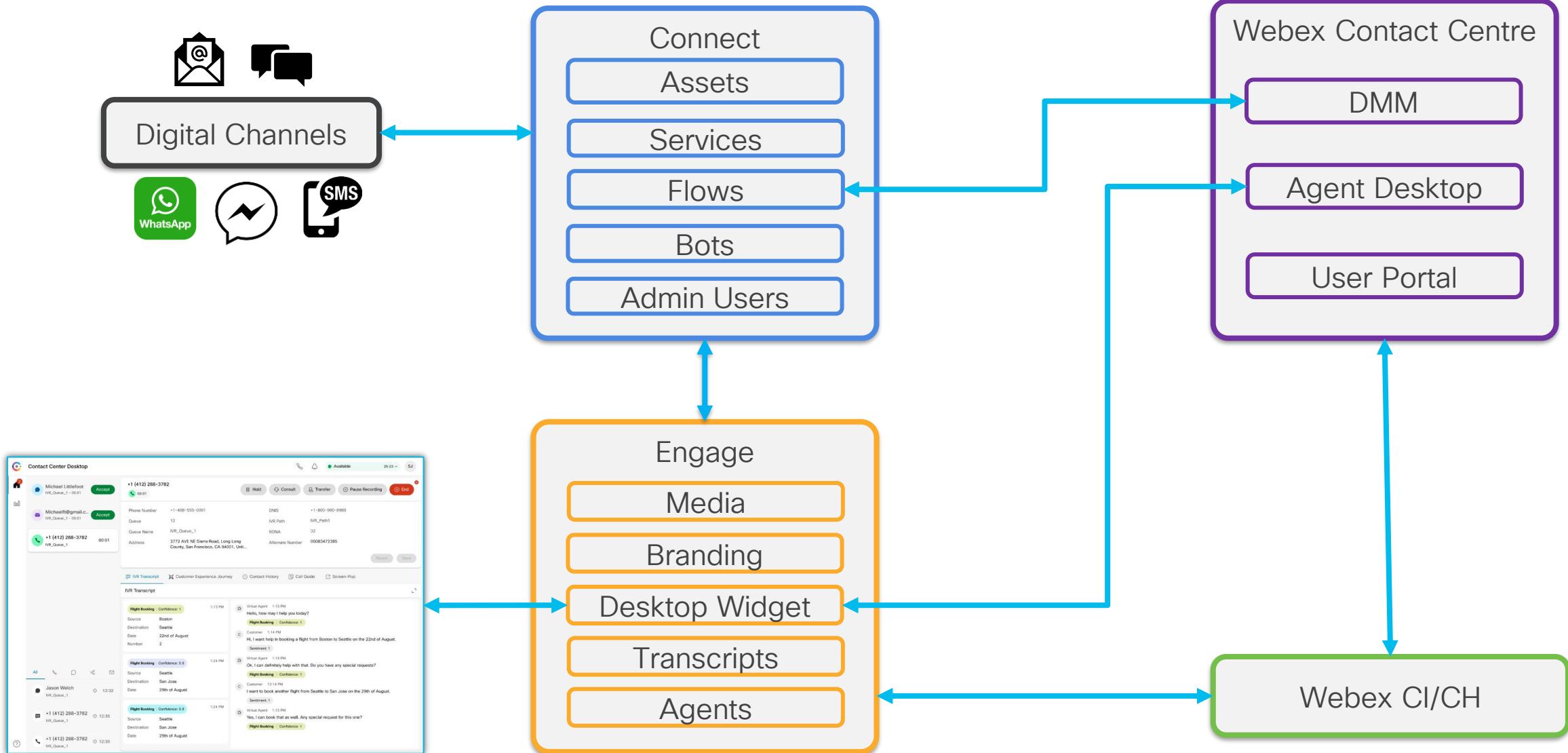
02

High-Level Architecture

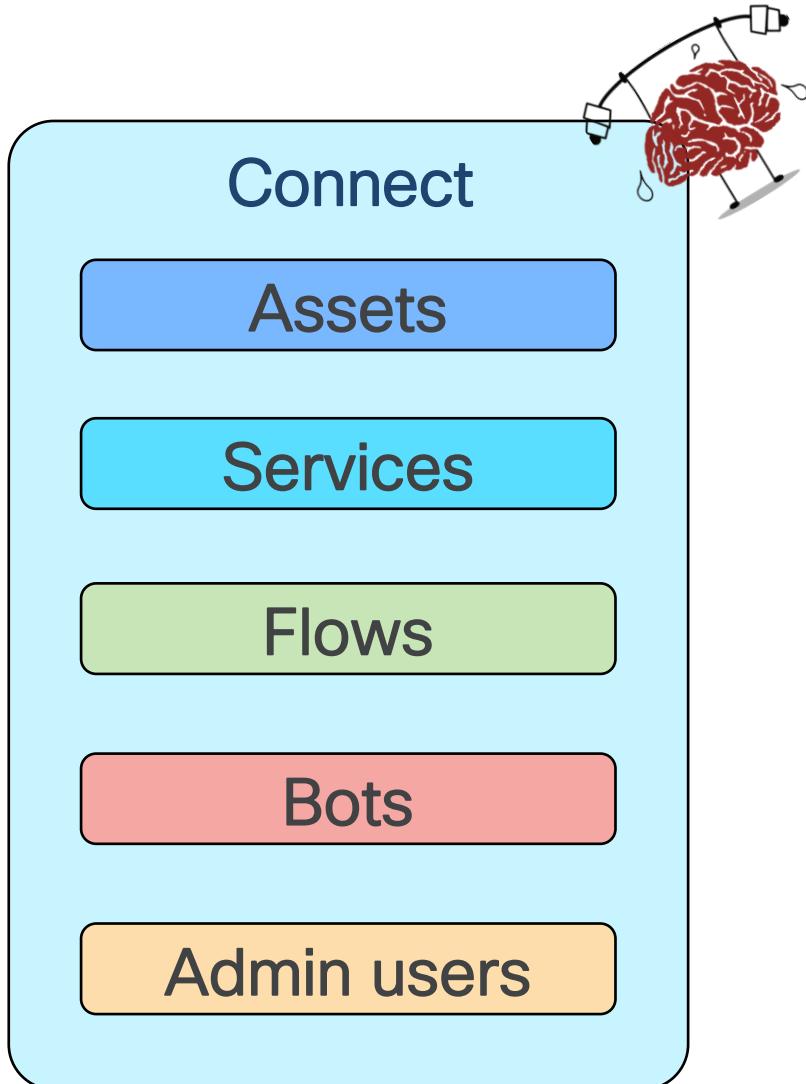
Main components



High- Level Architecture

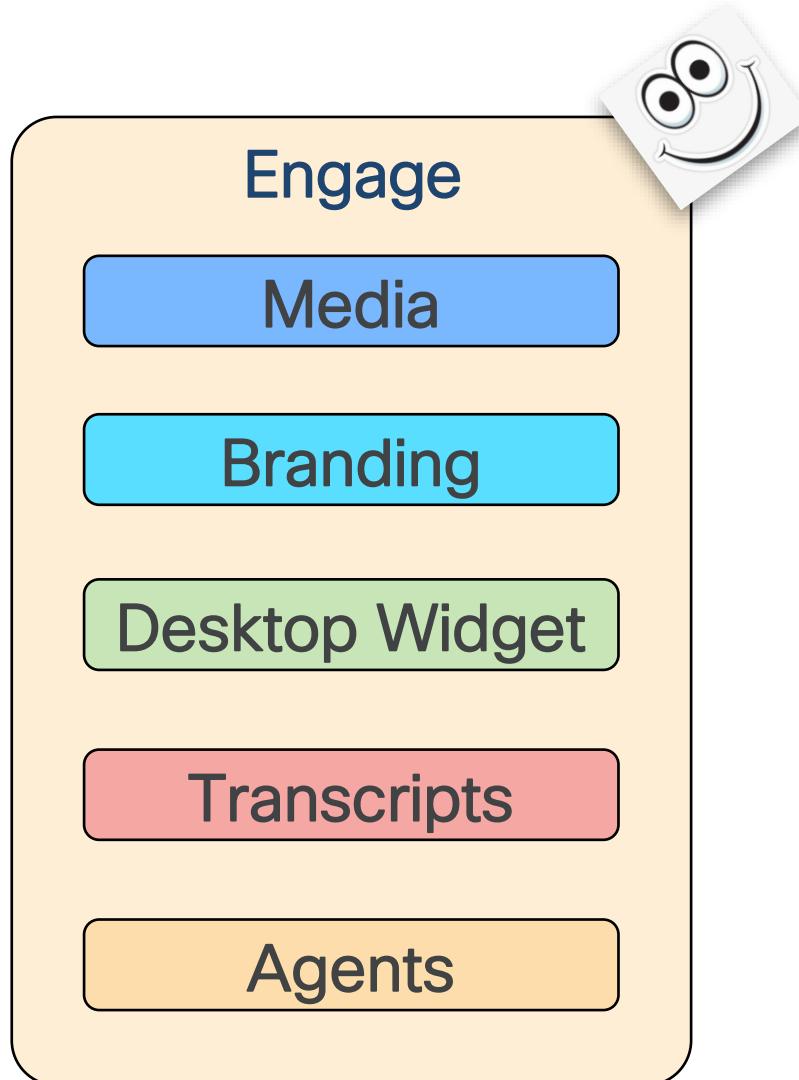


Webex Connect Component



- ✓ Digital channel **Asset Configuration & Registration**
- ✓ A **Service** is a named workspace for managing a customer communication flow within Connect
- ✓ Low/No Code **Flow Builder** with embedded debugger to implement business logic
- ✓ **Bot Builder** to create and test. Task and Q&A bots
- ✓ **Admin Users** are locally managed (no sync with Control Hub)

Webex Engage Component



- ✓ **Media** handling platform for conversation via digital channels
- ✓ **Branding** options (e.g., customer-side chat interface appearance)
- ✓ Agent platform **Widget** and Conversation storage.
- ✓ Storage for **Transcripts** of completed digital channel conversations
- ✓ Database of Webex CC **Agents** (synced with Control Hub)

Supported Channels

Supported Channels



Email



Chat



SMS



FB Messenger



WhatsApp

Road Map



Google Business
Messages



Apple Business Chat

03

Onboarding

Digital Channels are not onboarded by default!



How to Onboard - Start provisioning

The screenshot shows the webex Control Hub interface. On the left, a sidebar lists various management categories like Troubleshooting, Teams, User Profiles, and Digital. The Digital category is highlighted with a red box and selected. A red dashed arrow points from the 'Digital' link in the sidebar to the 'Provision Digital Channels' button in the main content area. Another red dashed arrow points from the 'Digital' section in the sidebar to the 'Maximum Threshold' input field in the main content area. The main content area has a title 'Digital' and a sub-section 'Provision digital channels for Contact Center'. It contains fields for 'Provision Digital Channels', 'Entitlements', 'Surge Percentage', and 'Maximum Threshold'. To the right, a modal window titled 'Select Admin' is open, listing a single user with a blue circular icon next to their name. A red box highlights this icon. At the bottom right of the modal are 'Cancel' and 'Select' buttons, with 'Select' also highlighted with a red box.

✓ After selecting an admin, Digital org will be set automatically and trigger email with Connect invitation to the user given

How to Onboard - Check the status

webex Control Hub

Digital

Digital

Digital channels setup for Contact Center is in progress. Please refresh the page after some time to check the status.

Provision Digital Channels

Concurrent Digital Conversation Details

Entitlements ⓘ 3000 Licenses

Surge Percentage ⓘ 30 Percent

Maximum Threshold ⓘ 3900 Concurrent Conversations

DESKTOP EXPERIENCE

Multimedia Profiles

Outdial ANI

Desktop Layouts

Dial Plans

Address Books

Desktop Profiles

Idle/Wrap-up Codes

TENANT SETTINGS

General

Security

Voice

Digital

Desktop

Integrations

Bulk Operations

Addons

webex Control Hub

Digital

Digital

Digital channels setup for Contact Center is completed and you can proceed to digital configurations

Webex Connect

Webex Engage

Skill Definitions

Skill Profiles

Teams

User Profiles

Contact Center Users



Webex Connect – Activate an account

You've been invited to join a Webex Connect account

Team Webex Connect <support@imiconnect.com>

to [REDACTED]

10:49 AM (4 hours ago)

...

webex Connect

User Invite

Hello !

Welcome to Webex Connect. Please enter your Webex SSO credentials to login to your account. Click the button below to redirect:

Click here to visit your account

Cheers!

Team Webex Connect

https://webexccukdemo.uk.webexconnect.io



https://idbroker-eu.webex.com/ibd/oauth2/oauth2Co



Webex CPaaS is requesting the following:

- Connect to the Application using your Webex Account
- View your personal info
- View your email address

Accept

Only ask when requesting new permissions.

[Decline](#)

Portals

Connect Portal

webex Connect

Services
Create workspaces for your business cases or customer journeys. You can create unlimited number of services.

Service metrics shown below are for last 30 days

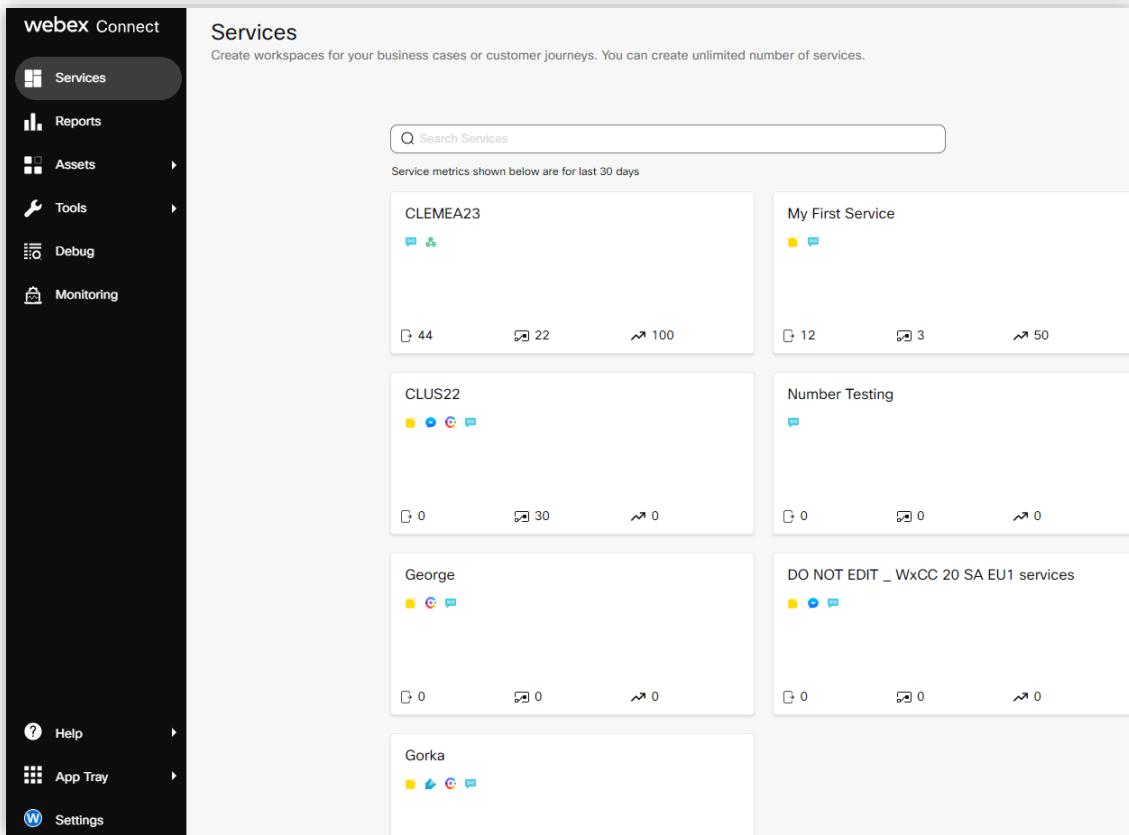
Search Services

Service	Chats	Files	Links	Users			
CLEMEA23	44	22	100	My First Service	12	3	50
CLUS22	0	30	0	Number Testing	0	0	0
George	0	0	0	DO NOT EDIT _ WxCC 20 SA EU1 services	0	0	0
Gorka	0	0	0				

Help

App Tray

Settings



Engage Portal

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

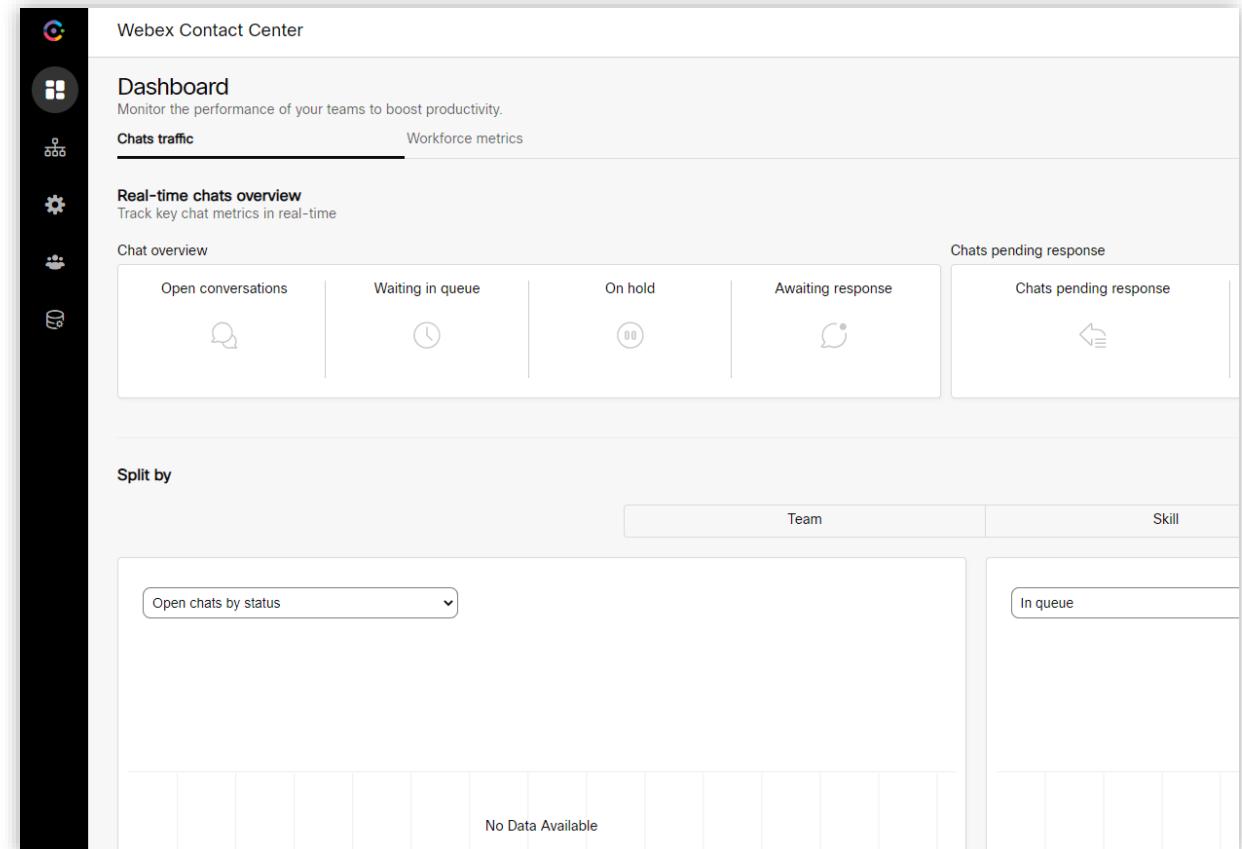
Open conversations	Waiting in queue	On hold	Awaiting response	Chats pending response

Split by

Team **Skill**

Open chats by status

No Data Available



User Synchronisation

Connect Portal – No Synchronization

Teammates
Add new users, manage user permissions, and delete users from your account. To view and manage user permissions for a Group or Team, switch to respective Group or Team and visit Teammates section.

Account Details

Email ID Role

User	Permissions	Decryption Access	Edit	Delete
Anirudh anirudh+sa@cisco.com	Full access		Edit	Delete
Gajanan Pande gapande@email.carehybrid.com	Full access	✓	Edit	Delete
Aleksandra Smialkowska asmialko+sarngt@cisco.com	Full access		Edit	Delete
Sarah sesutton+saesrgt@cisco.com	Full access		Edit	Delete
Krishna ktyagi.salmi@email.carehybrid.com	Full access	✓	Edit	Delete
Aleksandra Smialkowska asmialkocisco@gmail.com	Full access		Edit	Delete
Aashish Berry aaberry@cisco.com	Full access	✓	Edit	Delete
Kevin Simpson kevsimps+sa@cisco.com	Full access	✓	Edit	Delete
Geovanny golivare@cisco.com	Full access	✓	Edit	Delete

Engage Portal – Automatically Synchronized

Webex Contact Center

Users
Manage teams and view group admins within the selected group.

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
Aashish	Berry	Active	819845c6-fc59-4d78-9ef5-87ba34b30f4b	aaberry@sa.io	21 Jun 2022 06:28:57	Administrative
Admin	Gouda	Active	aca6ab46-e795-47ee-9fa8-f3910ba5bcab	kgouda_admin@sa.io	28 Jul 2021 00:31:19	Administrative
admin1	sa1	Active	e1a730b3-3dd7-4cb4-b3d1-8863cafefee5	admin_sa_esr@email.carehybrid.com	28 Jul 2021 00:30:41	Administrative
adudupa	adudupa1	Active	02d4026e-5878-46bb-b6de-3a431a728227	adudupa@sa.io	28 Jul 2021 00:30:42	Administrative
agent2	wxc	Active	680c7a42-ecd3-46df-8dc5-90abeecc005e7	agent2_wxc@mailinator.com	13 Apr 2022 21:55:32	Administrative
akgosain	saadmin	Active	b5d833d4-2b73-47ad-92a5-7200addc3be0	akgosain_sa_admin@email.carehybrid.com	12 Nov 2021 01:07:38	Administrative
amarkum	amarkum	Active	94bd7e9e-4e78-4c45-ba87-474a54cce19d	amarkum@sa.io	28 Jul 2021 00:30:43	Administrative

04

Integration with Webex CC

Prebuilt Integrations

The screenshot shows the 'Integrations' page in the webex Connect interface. It lists two pre-built integrations:

- Webex CC Engage**: Integration ID: 50021, Node: 8 Events: 8, Services - 2_Gagarin, aaberry and 17more.
- Webex CC Task**: Integration ID: 50020, Node: 8 Events: 9, Services - 2_Gagarin, aaberry and 17more.

The status for both is 'Authorized'. A blue curved arrow points from the 'Integrations' table to the 'Manage Integration - Prebuilt Integration' dialog box below. This dialog box shows the 'Node Authorizations' section with an entry for 'IWCC Authorization'.

Add New Authorization

Enter the parameters and authorise to add it to your list of authorizations.

AUTHORIZATION NAME

AUTHORIZE

Engage

Connect

Pre-built Integrations

Webex CC Engage

Just add Authorization name

Webex CC Task

User with Administrator Access (Control Hub)

Webex Contact Center

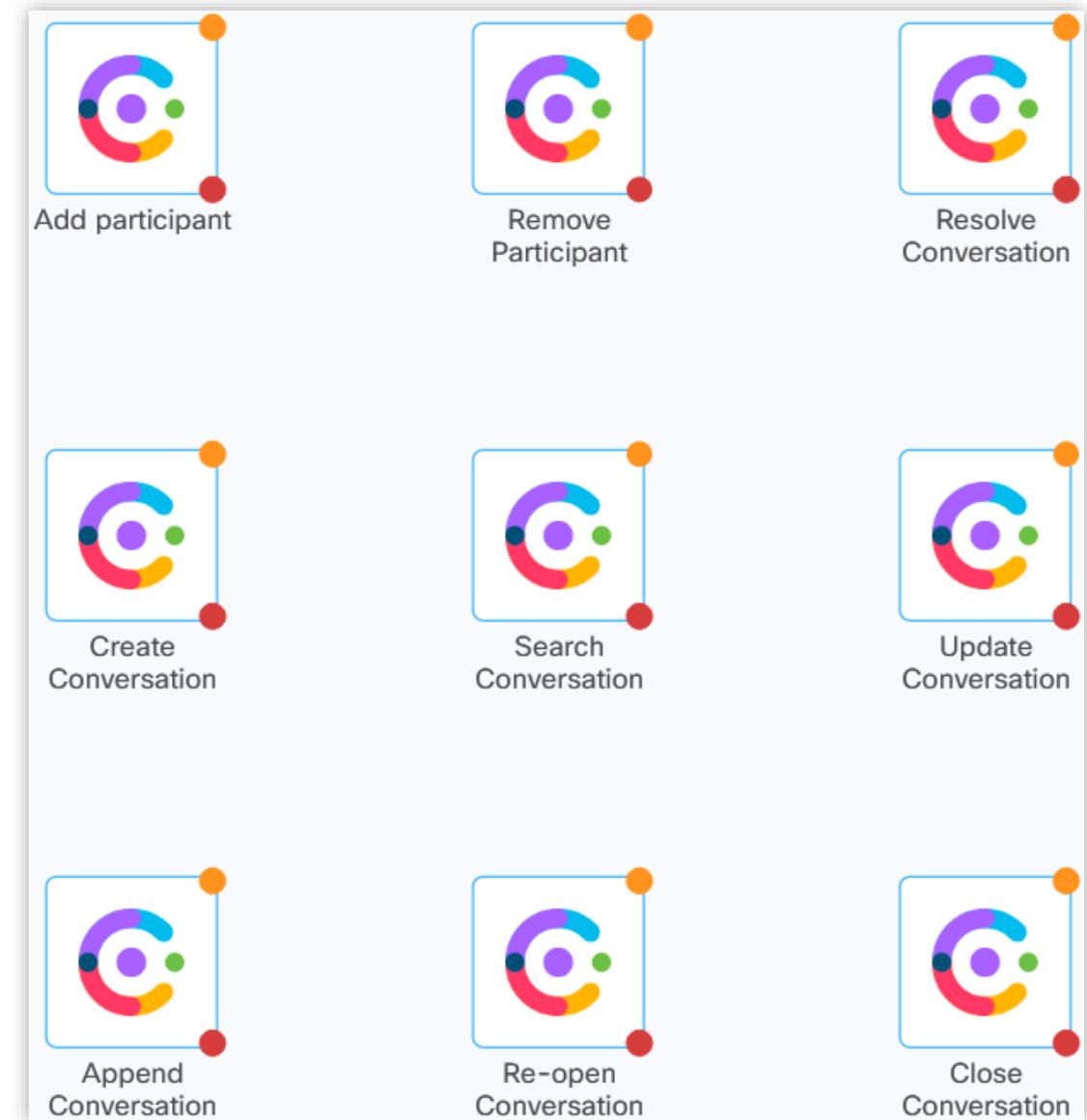
Webex CC Engage Authorization

- ✓ Required for Engage nodes (aka, Participant and Conversation nodes) in Connect flow builder

The screenshot shows the 'Integrations' page in the Webex interface. On the left sidebar, the 'Integrations' icon is highlighted with a red box. The main area displays several prebuilt integrations:

- Assets**: Integration ID: 50403, Bot nodes: 0, Apps: 0, Events: 0.
- Numbers**: Bot nodes: 0, Apps: 0, Events: 0.
- Integrations**: A dashed red box highlights this section, which contains:
 - Webex CC Engage**: Integration ID: 50021, Node: 8, Events: 8. Services listed: Ajay, Akshay and 4more.
 - Webex CC Task**: Integration ID: 50020, Node: 9, Events: 13. Services listed: Ajay, Akshay and 4more.

At the top right, there are 'Add Authorization' and 'Add Integration' buttons. Below the integrations, there is a dropdown menu labeled 'Prebuilt Integration' with the status 'Authorized'. A red arrow points from the 'Manage' button in the 'Webex CC Engage' row to this dropdown menu.



Webex CC Engage Authorization - Configuration

The screenshot shows the 'Manage Integration - Prebuilt Integration' page in the Webex interface. On the left, there's a vertical sidebar with icons for Home, Integrations, Metrics, and Settings. The main area displays 'Node Authorizations' with a table:

Authorization	Auth Type	Grant Type	Status	Action
WxCC Engage Authorisation	oauth2	client_credentials	Authorized	Edit
New Engage Auth Default	Created On	Created By		
New Engage Auth Default	02-03-2022 12:16	wxcc20_csam_eu10		
NA Engage Auth	05-02-2023 12:32	wxcc20_csam_eu10		

A red box highlights the 'Add Authorization' button in the 'Action' column of the first row. A red dashed arrow points from this button to a modal window titled 'webex Connect'.

webex Connect

Add New Authorization

Enter the parameters and authorise to add it to your list of authorizations.

Authorization Name: NA Engage Auth

Cancel Authorize

- ✓ Multiple Engage authorization instances can be created
- ✓ The only one instance can be marked as Default

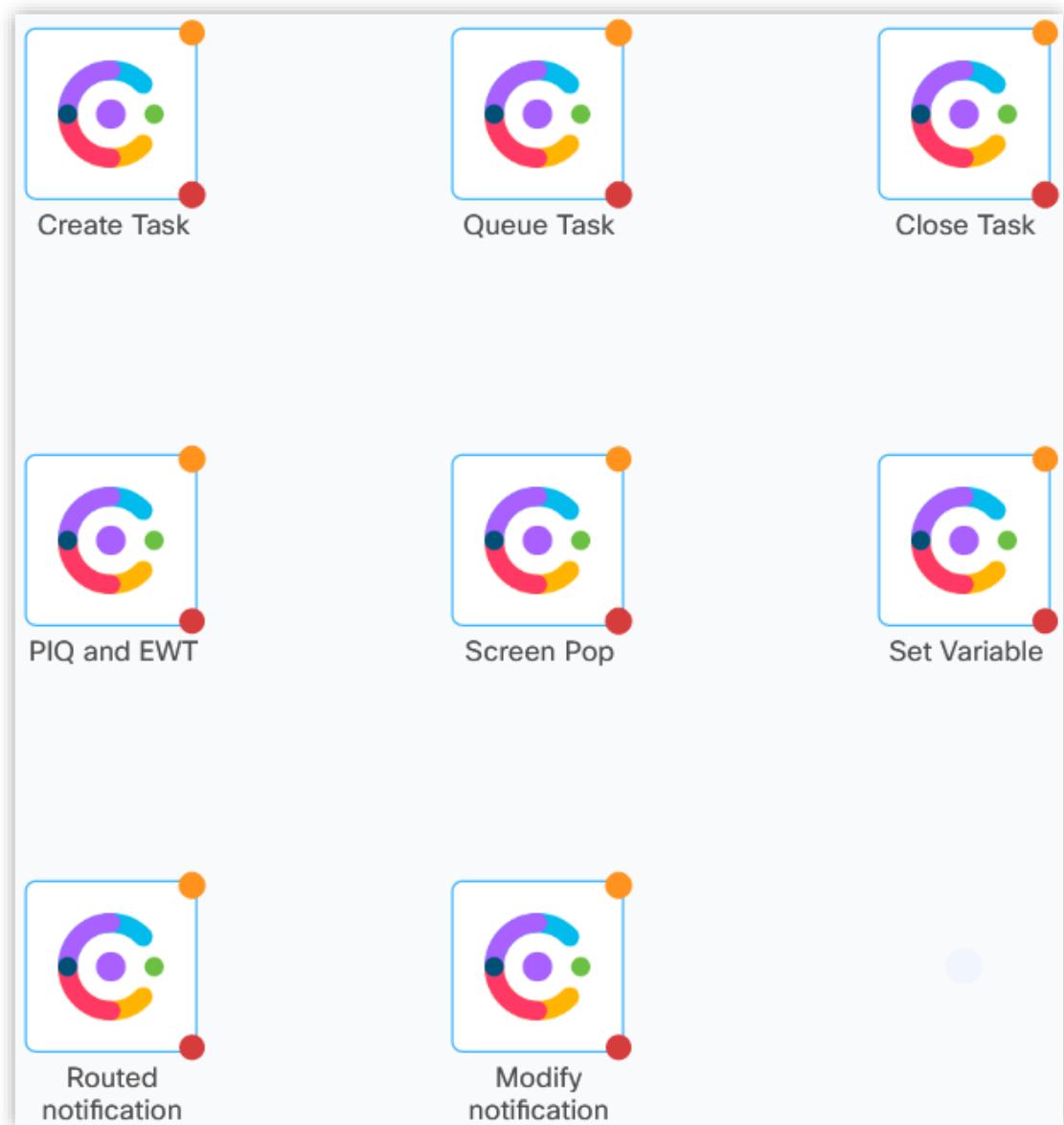
Webex CC Task Authorization

- ✓ Required for Webex CC nodes (aka, Task nodes) in Connect flow builder

The screenshot shows the 'Integrations' page in the Webex Connect interface. On the left sidebar, the 'Integrations' icon is highlighted with a red box. The main area displays a list of integrations:

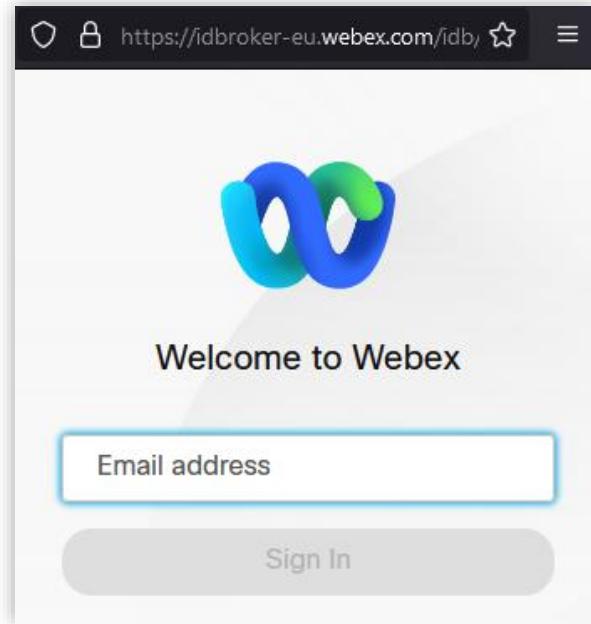
- Assets**: Numbers (Bot nodes), Apps (Integration ID: 50403, Node: 2, Events: 0). This row has a red box around the 'Assets' button.
- Integrations**: Webex CC Engage (Integration ID: 50021, Node: 8, Events: 8), Services - Ajay, Akshay and 4more.
- Webex CC Task** (highlighted with a red box): Integration ID: 50020, Node: 9, Events: 13, Services - Ajay, Akshay and 4more.
- Yuri_Task_Bot-9mPiZRfq

For the 'Webex CC Task' integration, there is a 'Prebuilt Integration' section with an 'Authorized' status indicator. A red dashed box encloses the 'Webex CC Task' row, and another red box highlights the 'Manage' button in the dropdown menu that appears when clicking on the integration name.



Webex CC Task Authorization - Configuration

The screenshot shows the 'Manage Integration - Prebuilt Integration' interface. On the left is a sidebar with icons for Home, Integrations, Metrics, and Settings. The main area has a title 'Manage Integration - Prebuilt Integration' and a subtitle 'Integration Details'. Below this is a section titled 'Node Authorizations' with a table. The table has columns: 'Authorization', 'Auth Type', 'Grant Type', 'Status', and 'Action'. One row is expanded, showing 'WxCC Authorisation' with 'oauth2' as the auth type, 'authorization_code' as the grant type, and 'Authorized' as the status. The 'Action' column contains a dropdown menu with an 'Add Authorization' option highlighted by a red box and arrow. Another row below it is partially visible, showing 'NA WxCC Auth'.



A modal dialog box titled 'Add New Authorization' is shown. It contains instructions: 'Enter the parameters and authorise to add it to your list of authorizations.' Below this are fields for 'Authorization Name' (containing 'NA WxCC Auth') and 'CALL BACK URL' (containing 'https://oauth.uk.webexconnect.io/callback'). At the bottom are 'Cancel' and 'Authorize' buttons, with 'Authorize' highlighted by a red box and arrow.

- ✓ Multiple Webex CC authorization instances can be created
- ✓ The only one instance can be marked as Default

05

Webex Connect Flows

Webex Connect Flows

Media Specific Flow

New Auth _ LiveChat Flow Id:2095	Live	<input checked="" type="checkbox"/>	0	<input type="button" value="▼"/>
New Auth _ SMS Flow Id:2093	Live	<input checked="" type="checkbox"/>	0	<input type="button" value="▼"/>
New Auth _ FBM Flow Id:2091	Live	<input checked="" type="checkbox"/>	0	<input type="button" value="▼"/>
New Auth _ Email Flow Id:2065	Live	<input checked="" type="checkbox"/>	0	<input type="button" value="▼"/>

- ✓ Flow templates: Live Chat Inbound, Live Chat Close, Email Inbound, SMS Inbound, Facebook Inbound, WhatsApp Inbound, Apple Messages for Business Inbound
- ✓ Triggered on starting a conversation
- ✓ Change only channel specific configuration and add queue

GitHub page with flow templates: <https://github.com/CiscoDevNet/webexcc-digital-channels>

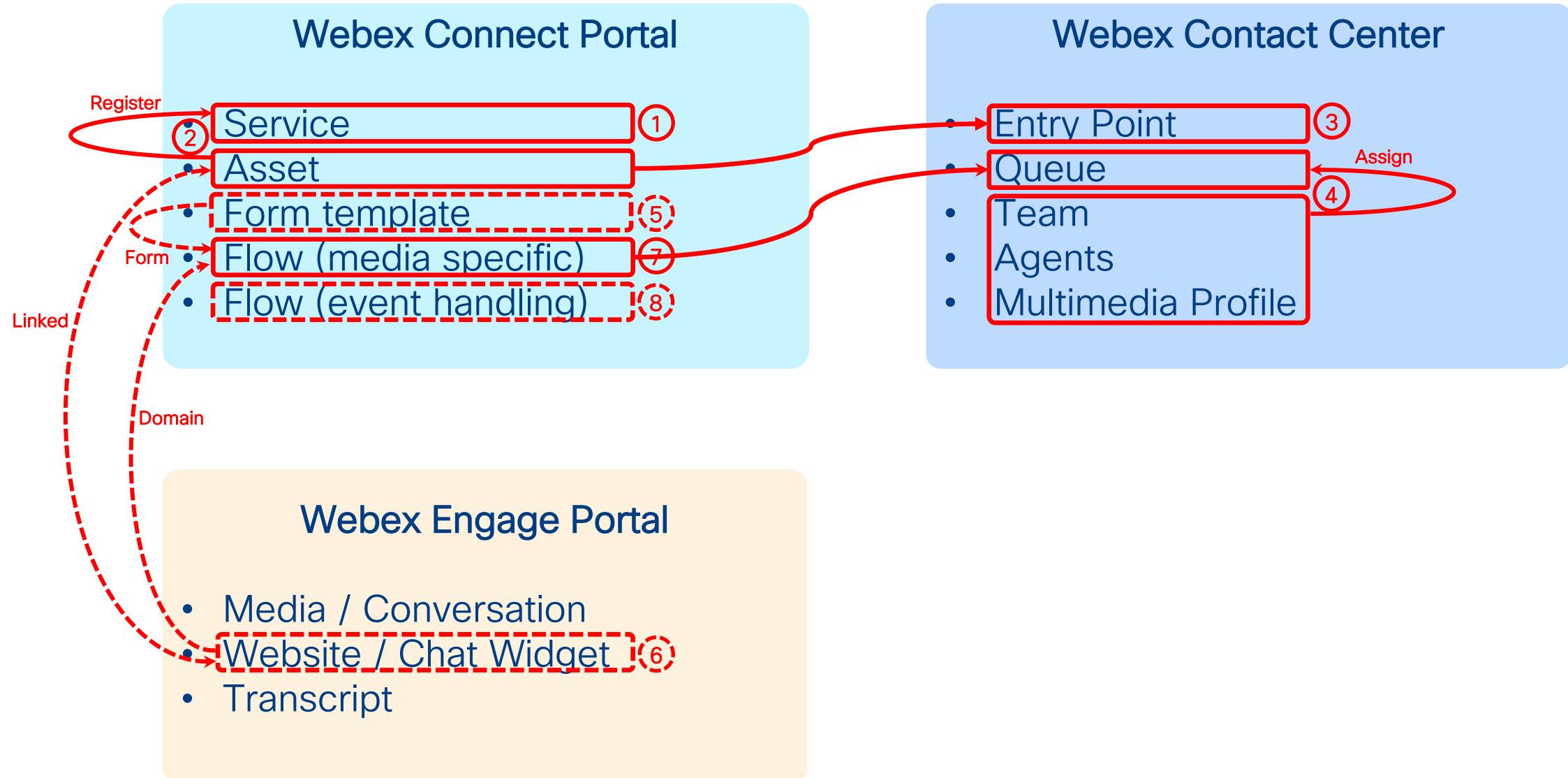
Event Handling Flow

Task Close Flow Id:2038	Live	<input checked="" type="checkbox"/>
Task Modified Flow Id:2037	Live	<input checked="" type="checkbox"/>
Task Routed Flow Id:2036	Live	<input checked="" type="checkbox"/>

- ✓ Task Routed – Triggered when agent answers the contact
- ✓ Task Modified – Triggered when agent makes transfer or conference
- ✓ Task Closed – Triggered when agent ends the conversation

OPTIONAL

How it all comes together – Mind Mapping



Configuration Steps – 1 Pager

REFERENCE

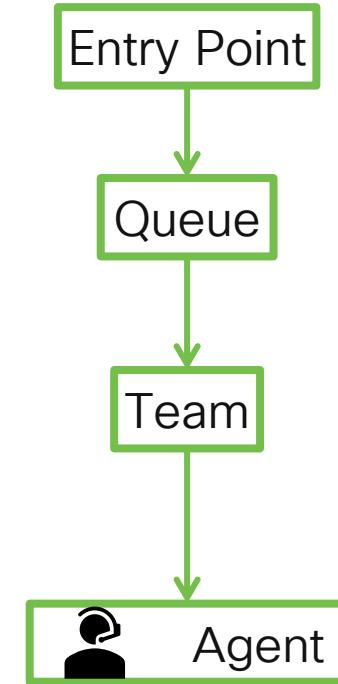
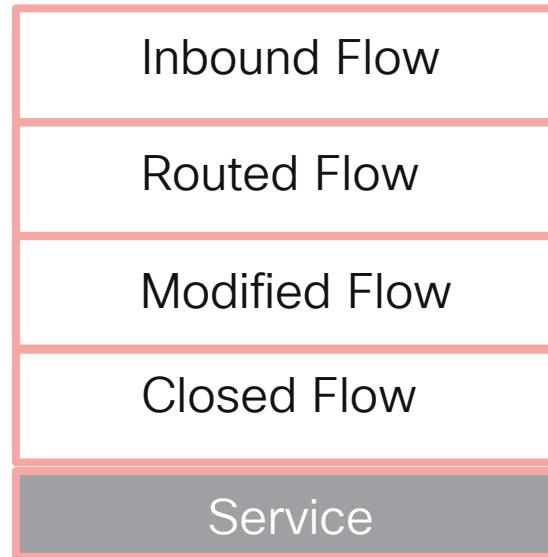
- 1 Create a Service Webex Connect
- 2 Create an Asset (Email, Chat, SMS, Facebook, WhatsApp, AMB) and register it to the Service Webex Contact Center
- 3 Create an Entry point and associate that with the Asset Webex Engage
- 4 Create Queue, Agent, Team, Multimedia Profile
- 5 [Chat Only] Create chat form template
- 6 [Chat Only] Modify chat asset, copy Javascript and inject it to your web site.
- 7 Import Media Specific Flow from template (Flow ID, Asset ID, Queue, domain, etc.), customize, make live
- 8 [Optional] Import Event Handling Flows from template, customize, make live



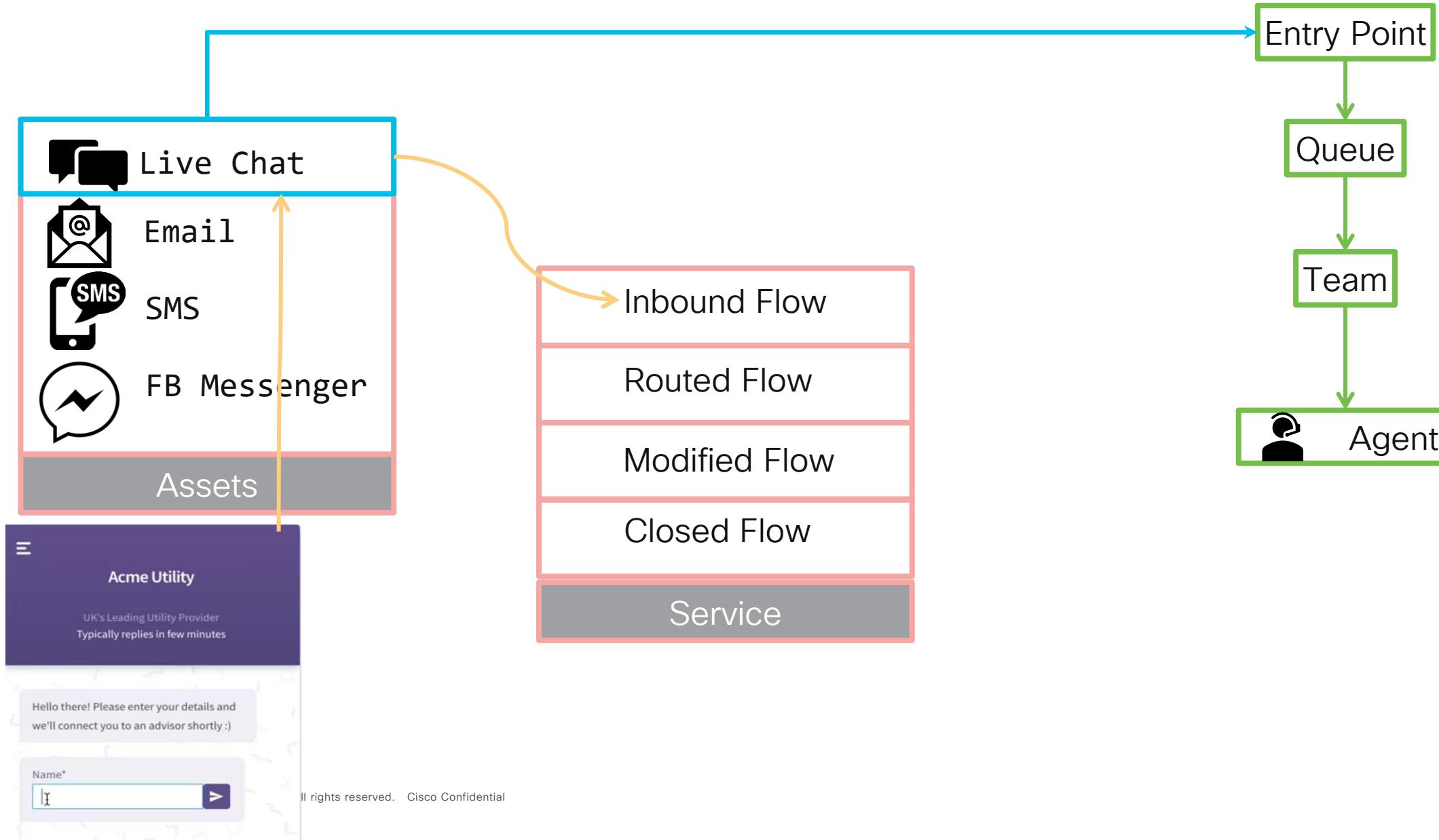
Basic Flow



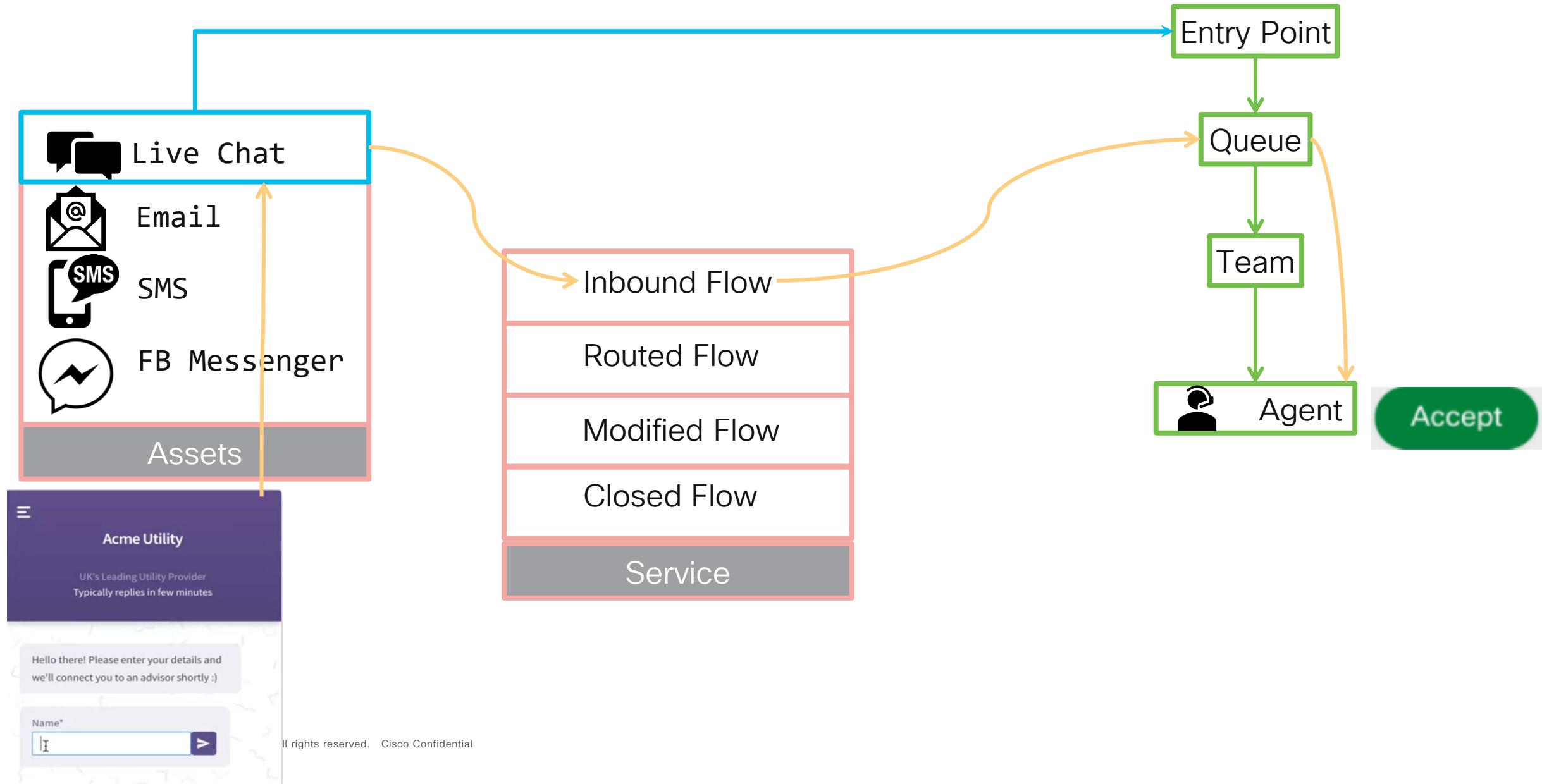
Basic Flow



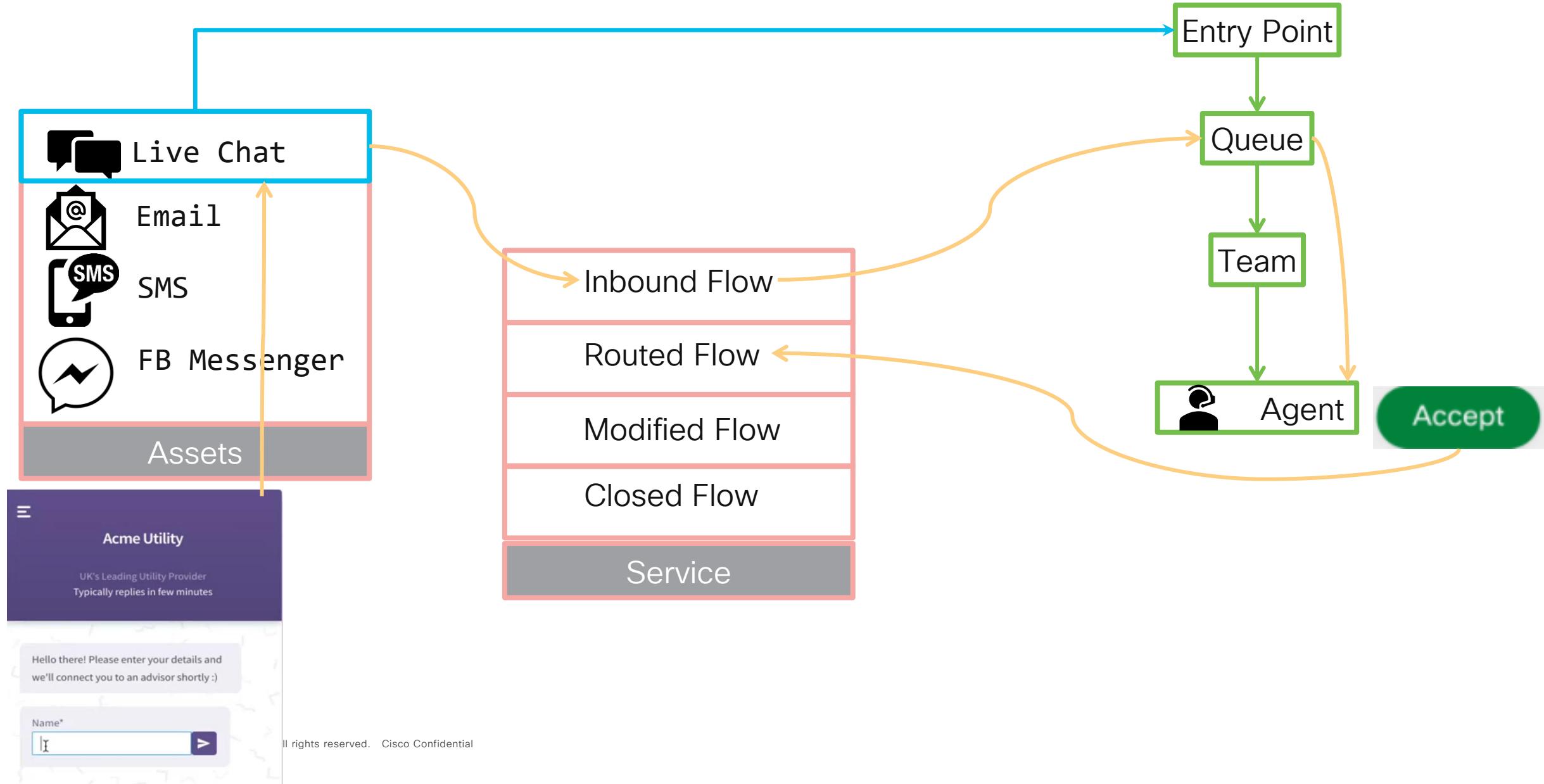
Basic Flow – Initiate Interaction



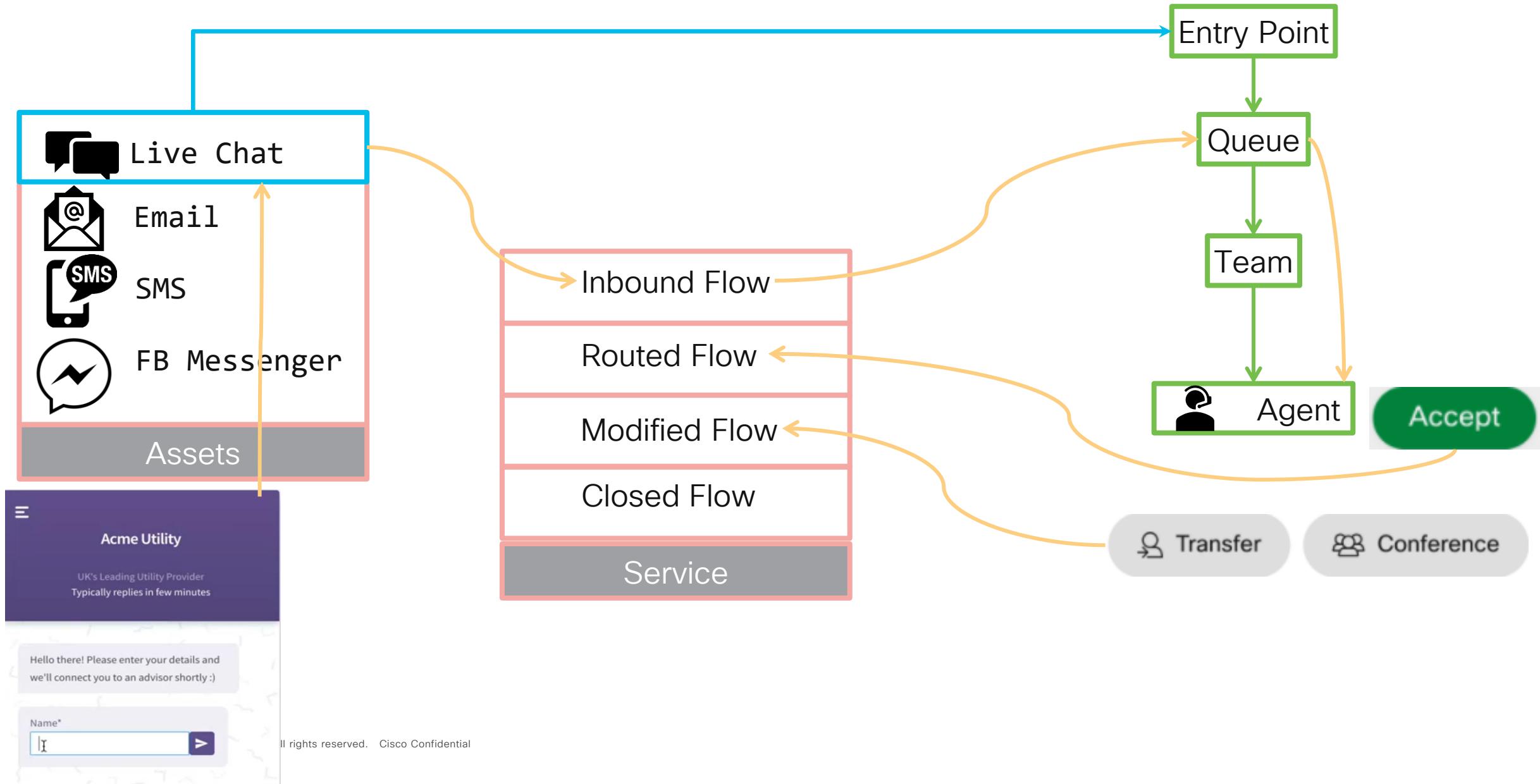
Basic Flow - Queue Contact



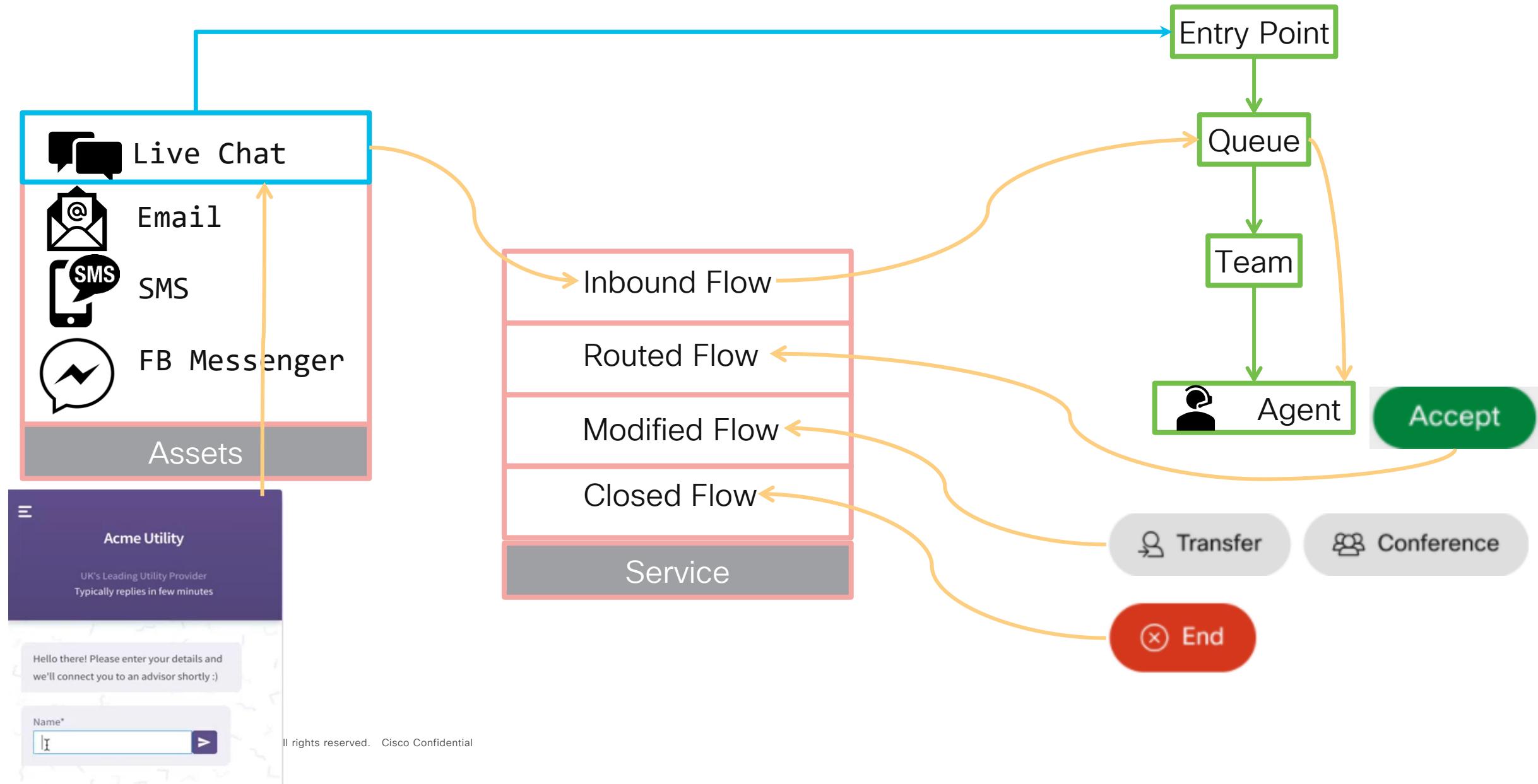
Basic Flow – Accept Interaction



Basic Flow - Transfer Contact



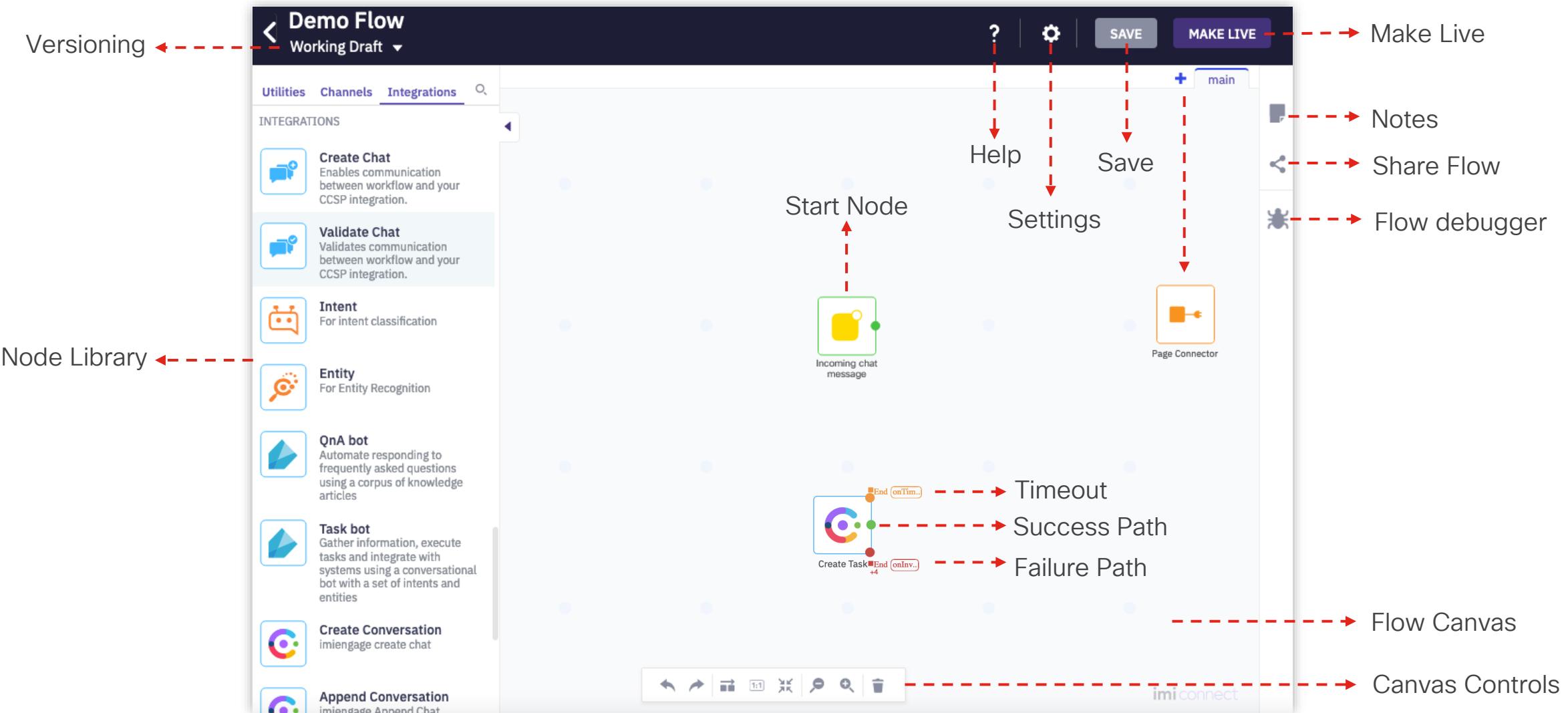
Basic Flow - End Contact



Flow builder & debugger



Webex Connect - Flow Builder



Webex Connect - Enable descriptive logs

Chat Inbound v3_1
4 - LIVE

Flow Settings

General Custom Logs Flow Outcomes Custom Variables

Flow Name: Chat Inbound v3_1

Description (Optional): Enter Description here

Advanced settings (optional)
Set flow behaviour when running multiple instances of flows in parallel.

Correlation ID: \${corrid}

Descriptive logs (Enabled):
Activate to capture information required for developers when trying to debug a problem, helpful when testing your service. Descriptive logs capture complete transaction details including sequence of all activities within flows, send/receive message payload, HTTP request & response entities which may include sensitive PII data of your customers. Descriptive logs captures data for latest live flow version.
Descriptive logs is on until 26-02-2024 12:24:38 or 1000 transaction

Prevent duplicate flow runs (Disabled):
Enable to set a unique identifier for each run of the flow. Duplicate requests with the same set of identifiers will be discarded. Comma separate multiple identifiers.

Flow id: 5470

Build Analyse Help

?

EDIT

main

Incoming chat message

onBegin

Corrid

Timeout

Success

Error Notif +1

End onSoc.

onErr

webex Connect



Webex Connect - Decrypt Logs

The screenshot illustrates the process of enabling Decrypt Logs access for a user in the Webex Connect application.

Left Panel (Services Page):

- Shows the main navigation bar with 'Services' selected.
- Shows a workspace named 'wxcc20 csam eu1' as Active.
- Shows a sidebar with options like Profile Settings, Tenant Settings, Single Sign-On Settings, Usage, Contact Support, Teammates (highlighted with a red box), Brands & Campaigns (10DLC), Sub-accounts, User Audit, Switch Groups/Teams, and Logout.
- The 'Settings' button at the bottom is also highlighted with a red box.

Middle Panel (Teammates Page):

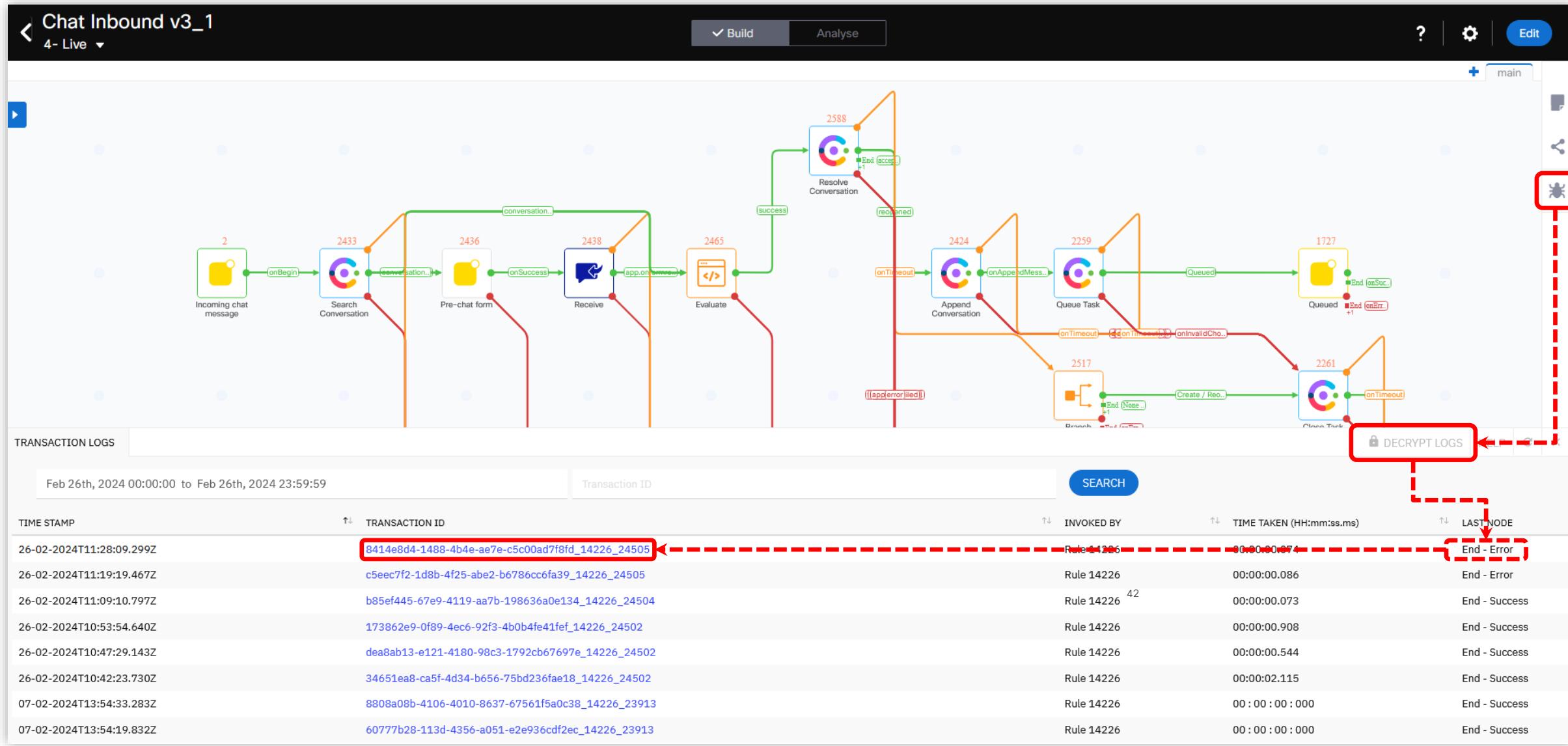
- Shows the 'Teammates' section with a sub-header 'Account Details'.
- Shows a table with columns: User, Permissions, Decryption Access, Edit, and Delete.
- The table contains four rows:
 - User: Yurii Ulianov, Permissions: Full access, Decryption Access: checked (green checkmark), Edit button highlighted with a red box.
 - User: [redacted], Permissions: Full access, Decryption Access: checked (green checkmark), Edit button highlighted with a red box.
 - User: EU1 Admin, Permissions: Full access, Decryption Access: checked (green checkmark), Edit button highlighted with a red box.
 - User: wxcc20 csam eu1, Permissions: Owner, Decryption Access: checked (green checkmark).
- A 'Roles Guide' link is visible on the right.

Bottom Panel (Edit User Details Modal):

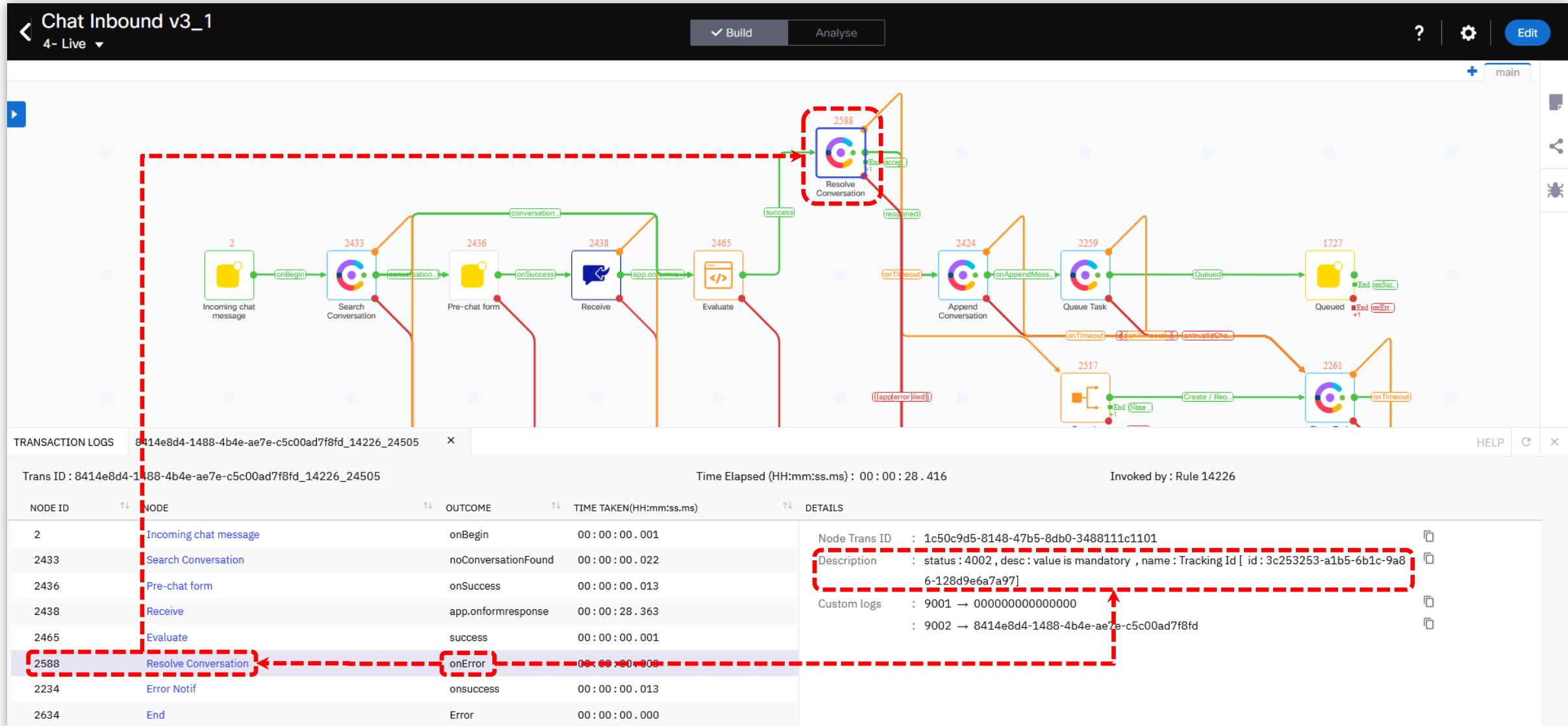
- Shows the 'Edit Yurii Ulianov details' dialog.
- Shows the 'Permissions' dropdown set to 'Full access'.
- Shows the 'Access To' section with a checked checkbox for 'Decrypt Logs'.
- A note below states: 'This user will be able to decrypt all the encrypted logs. Recommended to enable this only for Data Protection Office.'
- Shows the 'Save' button at the bottom right.



Webex Connect - Flow debugger



Webex Connect - Flow debugger (cont.)



Webex Connect - Flow debugger (cont.)

Chat Inbound v3_1
Working Draft

Build Analyse

Utilities Channels Integrations

RESOURCES

Evaluate Run custom java script to branch flow based on code outcome.

Branch Run custom Java script and branch flow based on decisions.

HTTP Request Make a HTTP request to your server and process the response.

Delay Pause the flow for a preset duration or until a fixed date-time.

Data Parser Extract key-values from XML / JSON

TRANSACTION LOGS 8414e8d4-1488-4b4e-ae7e-c5c00

Trans ID : 8414e8d4-1488-4b4e-ae7e-c5c00

NODE ID	NODE
2	Incoming chat message
2433	Search Conversation
2436	Pre-chat form
2438	Receive
2465	Evaluate
2588	Resolve Conversation
2234	Error Notif
2634	End

Resolve Conversation Configuration Transition Actions (Optional)

Method Name: Resolve Conversation

Node Runtime Authorization: New WxCC Auth

Flow Id: 5470

Task Details:

- Trans Id: Eg. 989796 (highlighted with red dashed box)
- Media Type: Chat (highlighted with red dashed box)
- Trans Id is required
- Media Channel: Live Chat/ In-App Messaging
- Details: \${detailsJson}

Input Variables

- Custom Variables [F5470]
- Start Node ID: 2
- Search Conversation Node ID: 2433
- Live Chat / In-App Messag... Node ID: 2436
- Receive Node ID: 2438
- Evaluate Node ID: 2465

Output Variables

Node Outcomes

Diagram:

```
graph TD; Start(( )) --> Search[Search Conversation]; Search --> PreChat[Pre-chat form]; PreChat --> Receive[Receive]; Receive --> Evaluate[Evaluate]; Evaluate --> Resolve[Resolve Conversation]; Resolve -- Success --> End[End]; Resolve -- reopened --> Resolve; Resolve -- onTime --> AppConv[App Conv]; Resolve -- invalidChoice --> Invalid[oninvalidCho...];
```

Updated version available
New version is available now. Change the version here and configure to update the node.

Test Cancel Save

Flow execution step-by-step



Basic Flow - Step-by-step

Chat Inbound v3_1
Working Draft

Build

Analyse

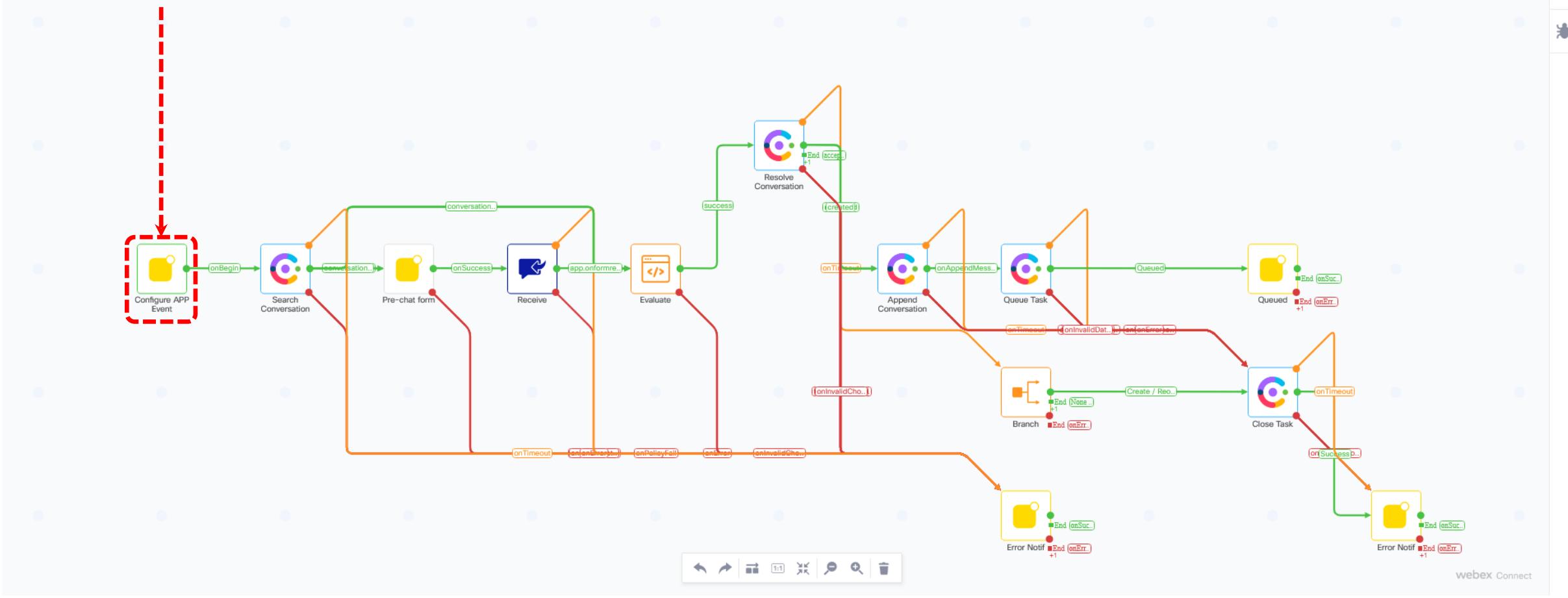
?

⚙

Save

Make Live

- ✓ Start node is mapped to an Asset
- ✓ Flow is triggered by incoming message received via chat widget associated with the Asset



Basic Flow - Step-by-step (cont.)

Chat Inbound v3_1
Working Draft ▾

Build

Analyse

?

⚙

Save

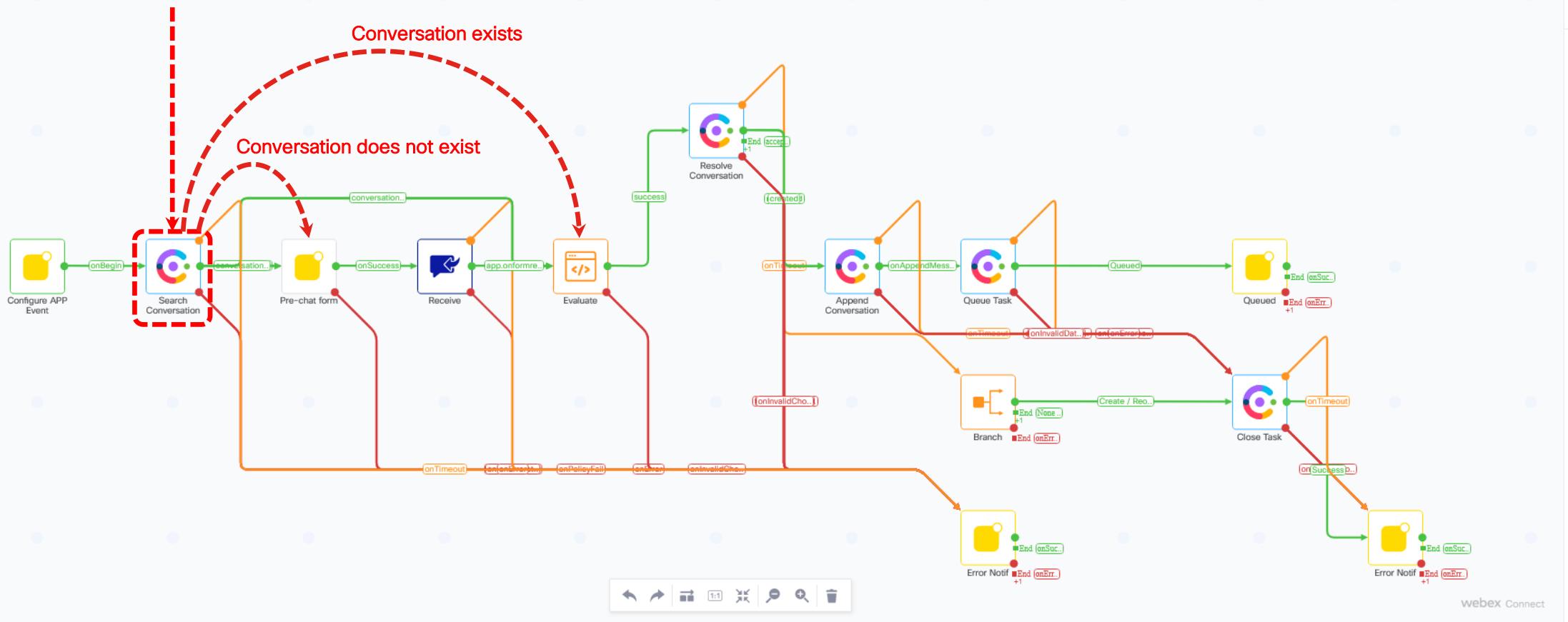
Make Live

+ main



Search for existing conversation in Engage:

- ✓ If conversation does not exist, proceed with pre-chat form
- ✓ If conversation exists, proceed with data parsing and evaluation

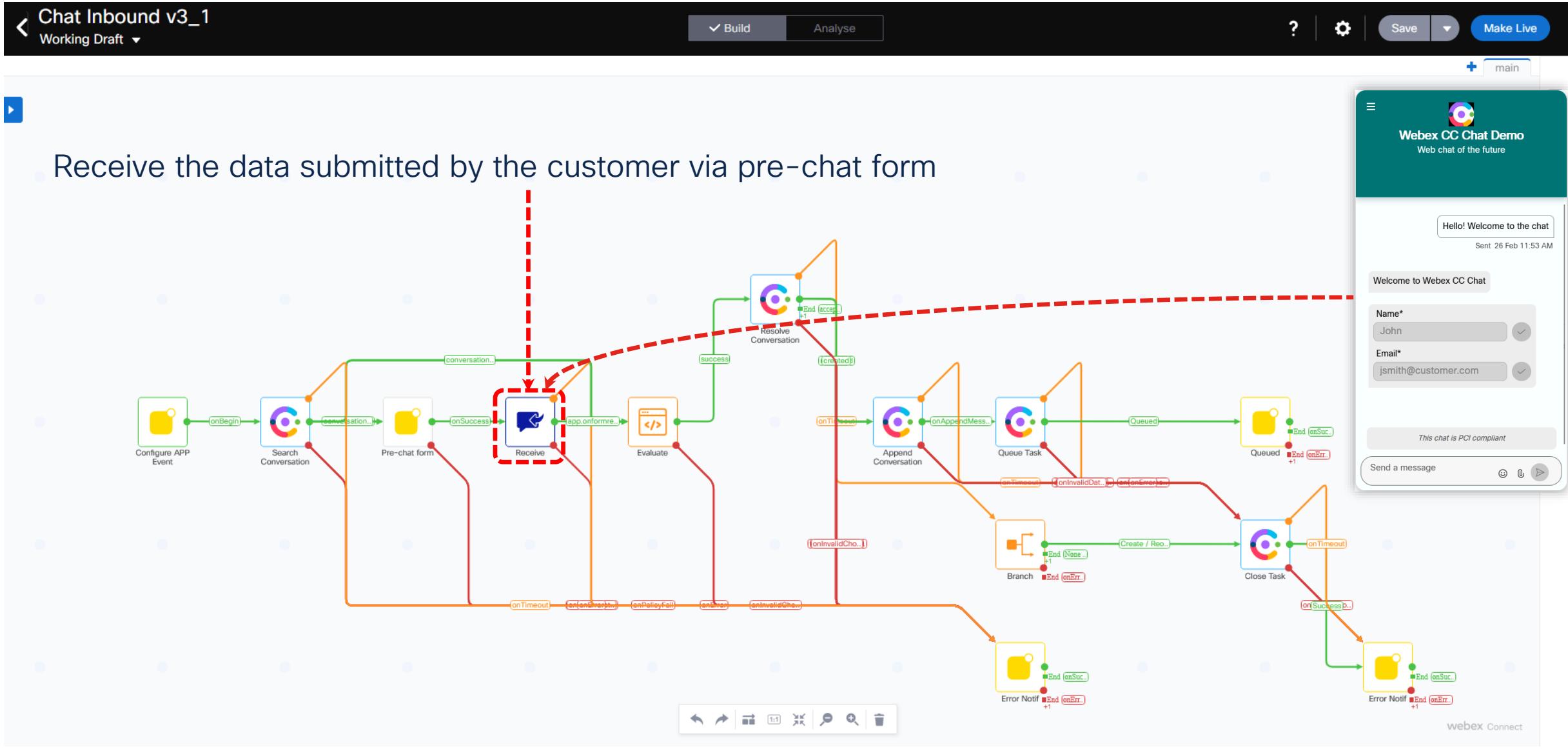


Basic Flow – Step-by-step (cont.)

If conversation does not exist in Engage, show pre-chat form to the customer

The screenshot displays the 'Chat Inbound v3_1' process in Engage. The process begins with a 'Configure APP Event' step, followed by a 'Search Conversation' step. If a conversation is found ('onSuccess'), the process flows through 'Receive', 'Evaluate', and 'Append Conversation' steps. If no conversation is found ('onFailure'), the process enters a 'Pre-chat form' state. This state includes a 'Name*' input field and a 'Welcome to Webex CC Chat' message. The process then continues through 'Queue Task', 'Close Task', and 'Error Notif' steps. A screenshot of the resulting chat interface shows the welcome message and name input field.

Basic Flow - Step-by-step (cont.)



Basic Flow - Step-by-step (cont.)

Chat Inbound v3_1
Working Draft

Build

Analyse

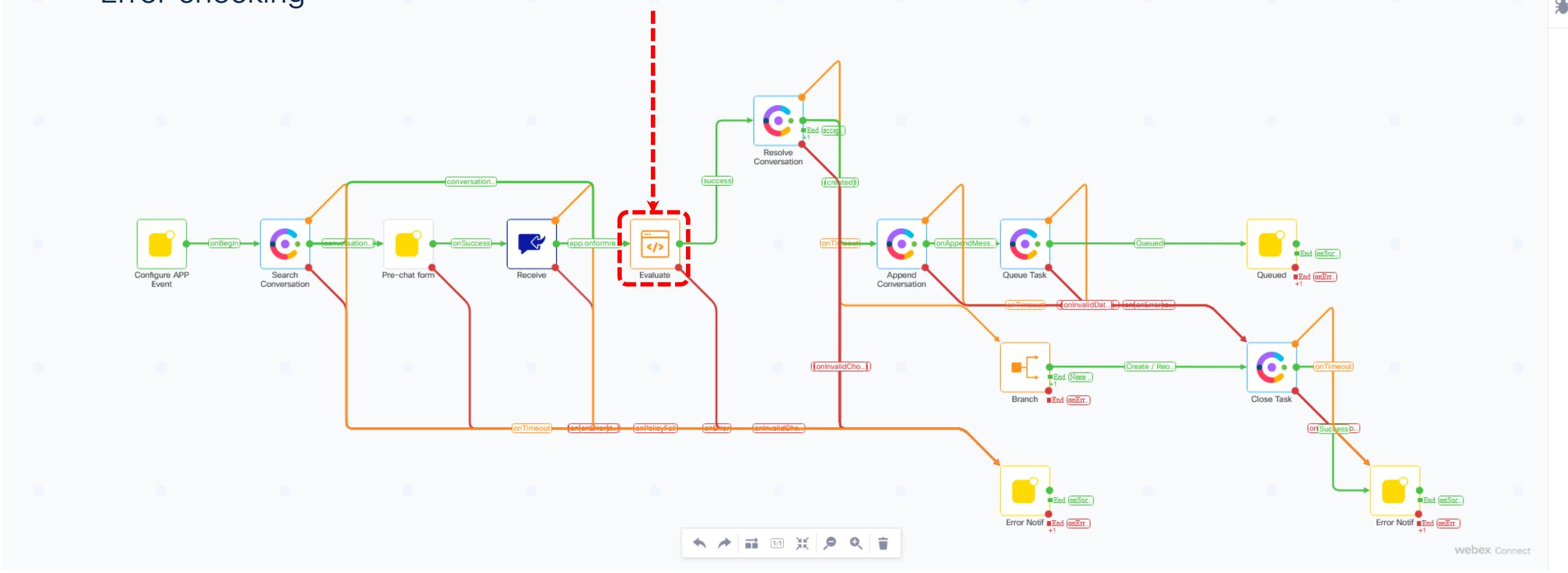
?

⚙

Save

Make Live

- Parse and evaluate chat form data or a message received from the customer:
 - ✓ Variable mapping
 - ✓ Error checking



Basic Flow – Step-by-step (cont.)

Chat Inbound v3_1
Working Draft ▾

Build

Analyse

?

⚙

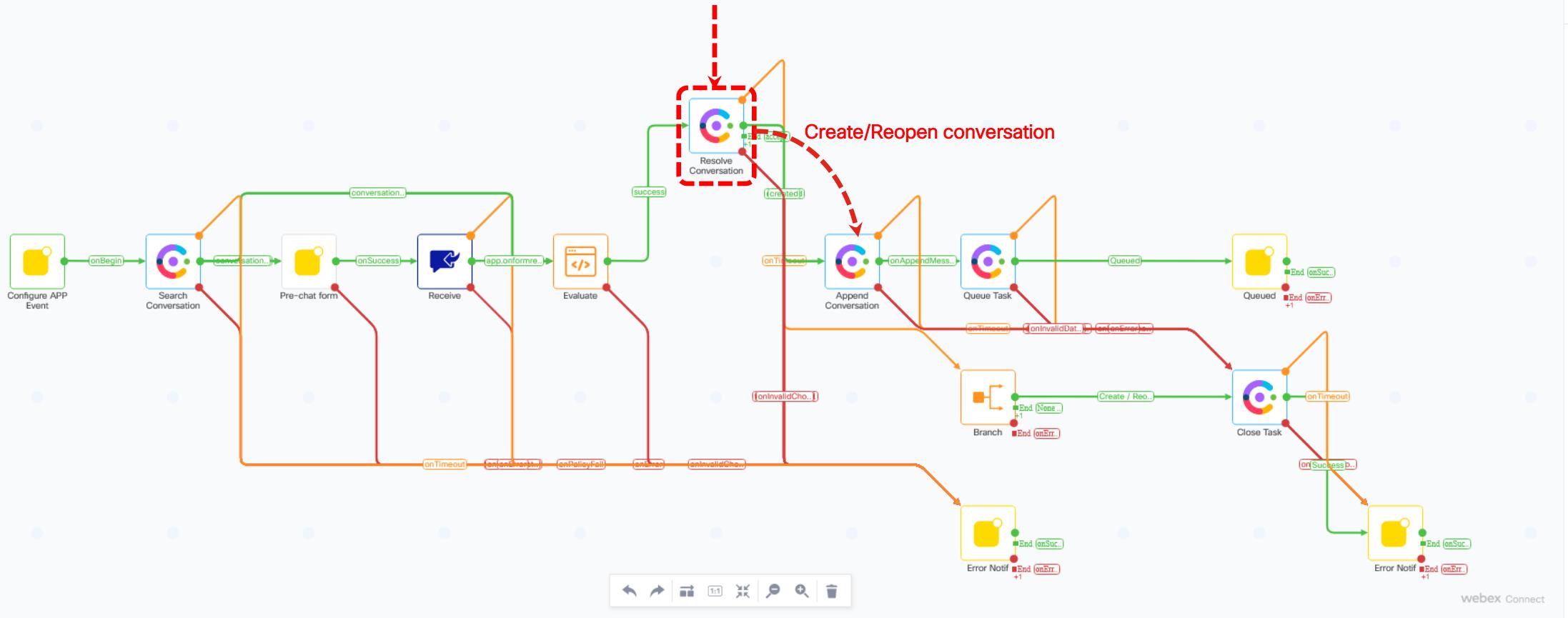
Save

Make Live

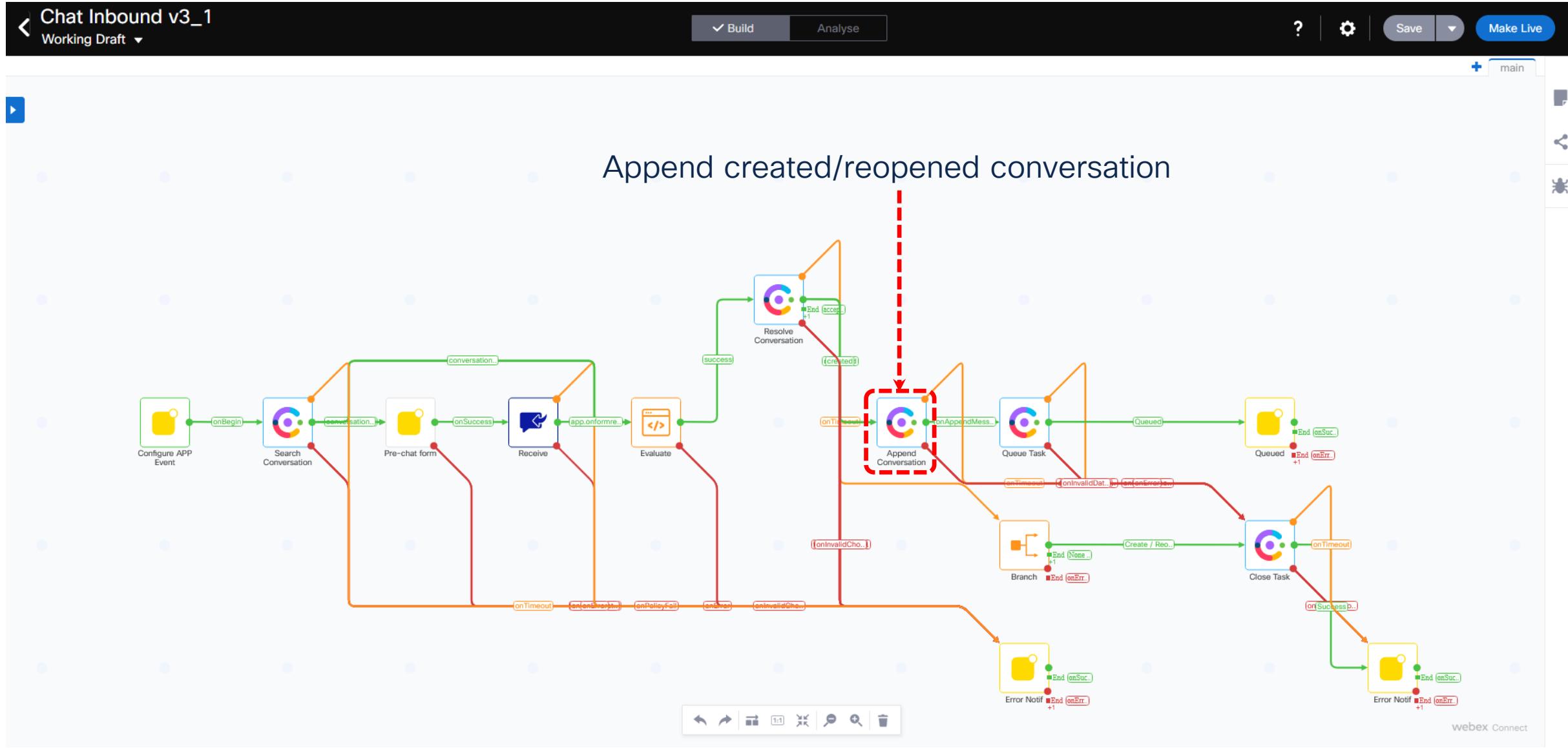
+ main

Resolve conversation:

- ✓ Create or Reopen Conversation in Engage if absent, and create task in Webex CC
- ✓ Append Conversation if present in Engage, and end the flow



Basic Flow – Step-by-step (cont.)



Basic Flow – Step-by-step (cont.)

Chat Inbound v3_1
Working Draft

Build Analyse ? Save Make Live main

Queue created task in Webex CC

Configure APP Event → Search Conversation → Pre-chat form → Receive → Evaluate → Resolve Conversation → Append Conversation → Queue Task → Branch → Close Task → Error Notif

Queue Task (highlighted)

Webex Contact Center Desktop

Yuri O-Chat-WXCC... 00:18 Accept

Customer Name: Yuri

Email: yuri@demo.com

Queue Name: O-Chat-WXCC-20-EU1

All No history

Available 00:18

webex Connect

Basic Flow – Step-by-step (cont.)

Chat Inbound v3_1
Working Draft ▾

Build

Analyse

?

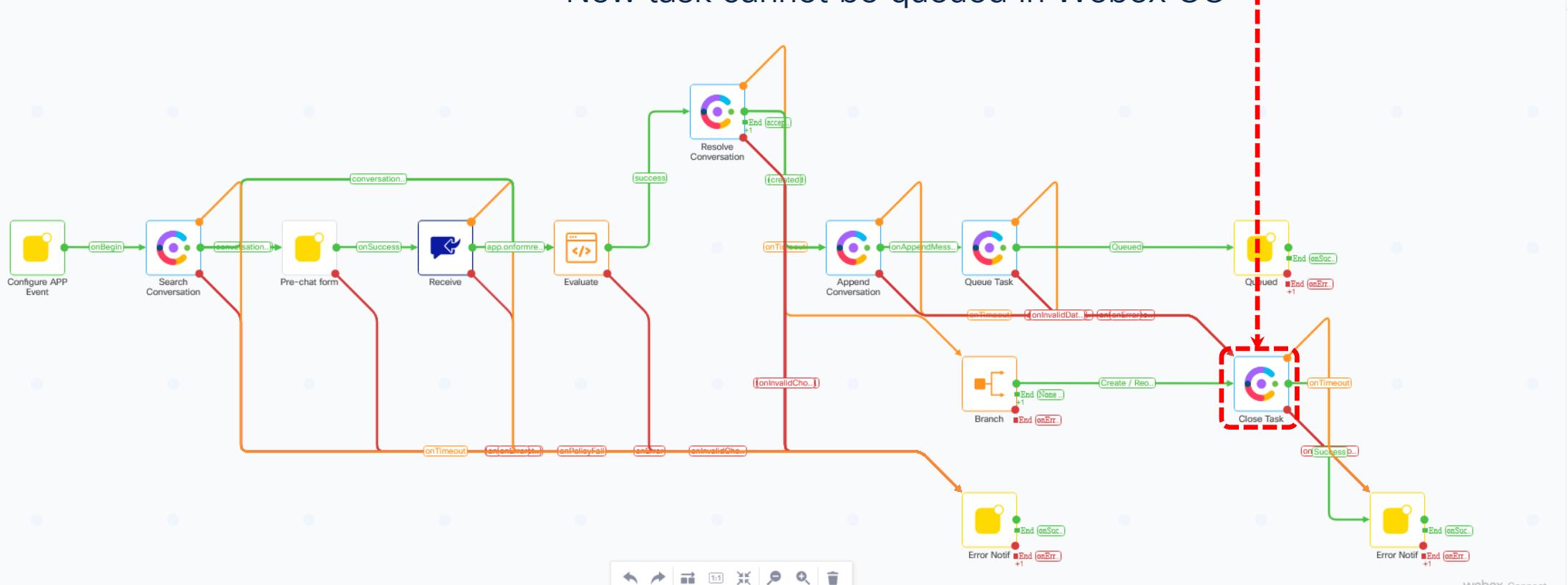
⚙

Save

Make Live

Close/delete the task in Webex CC if:

- ✓ Conversation cannot be created or reopened in Engage
- ✓ New conversation cannot be appended in Engage
- ✓ New task cannot be queued in Webex CC



06

New features and capabilities

New links to Engage & Connect portals



New links to Engage & Connect portals

The screenshot shows the Cisco WebexCC UK Demo portal. On the left sidebar, under the 'Engage' section, there is a link labeled 'New Digital Channels'. This link is highlighted with a red dashed box. A large red arrow points from this link down to the 'Digital' section in the main content area.

CISCO

WebexCC UK Demo | Local Time

Dashboard

Provisioning

Reporting and Analytics

Business Rules

Routing Strategy

Call Monitoring

Call Recording

Recording Management

Audit Trail

New Digital Channels

WebexCC UK Demo

Help Customer View

Tenant, user management and desktop experience settings are now available directly in Control Hub after these settings have been removed from this portal.

General Settings Settings

Tenant Details

Name: WebexCC UK Demo

Description:

Time Zone: Europe/London

Status: Active

Link to Engage

The screenshot shows the Cisco webex Control Hub. In the top right corner, there is an email from IMImobile Operations. The 'Connect Login URL' field contains the value 'KitchenMagic.us.webexconnect.io', which is also highlighted with a red dashed box and has a red arrow pointing to it from the 'New Digital Channels' link in the previous screenshot.

IMImobile Operations <Operations@imimobile.com> Tuesday, December 20, 2022 at 4:46 AM +2 more

Hi Team,

The details were previously shared, please see tenant details.

Field	Value
Engage SSO Re-direct URL	https://partner-auth-us-site-1.imiengage.io/login
Engage API URL	https://api-us-site-1.imiengage.io
Engage Client ID	[REDACTED]
Engage Client Secret	[REDACTED]
Connect Secret	[REDACTED]
Connect Login URL	KitchenMagic.us.webexconnect.io

webex Control Hub

Digital

Digital channels setup for Contact Center is completed and you can proceed to digital configurations

Address Books

Desktop Profiles

Idle/Wrap-up Codes

TENANT SETTINGS

General

Security

Voice

Digital

Desktop

Integrations

Bulk Operations

Concurrent Digital Conversation Details

Entitlements 3000 Licenses

Surge Percentage 30 Percent

Maximum Threshold 3900 Concurrent Conversations

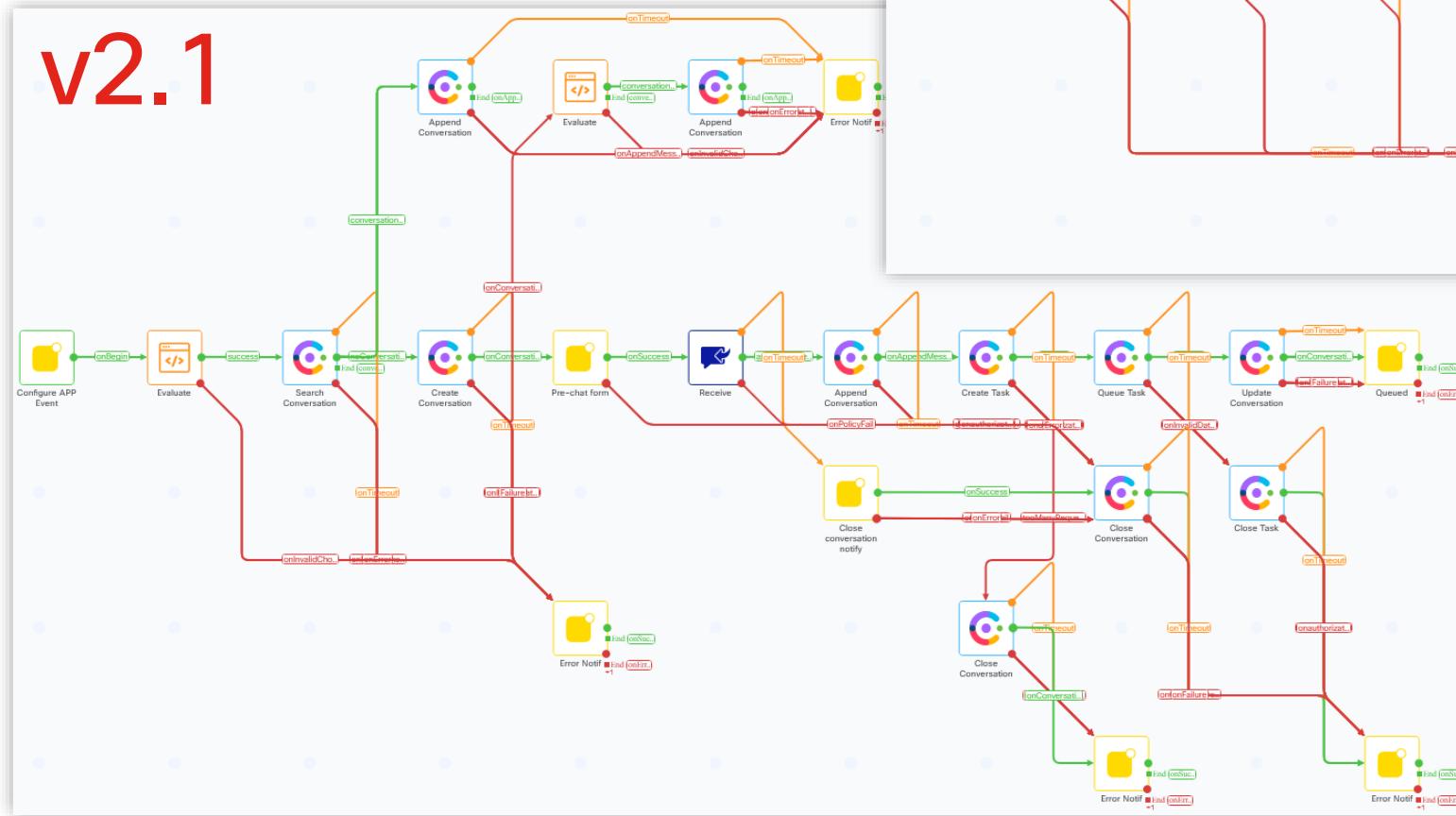


Simplified Flows

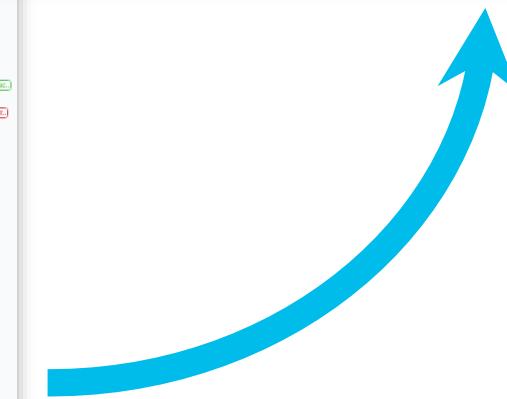
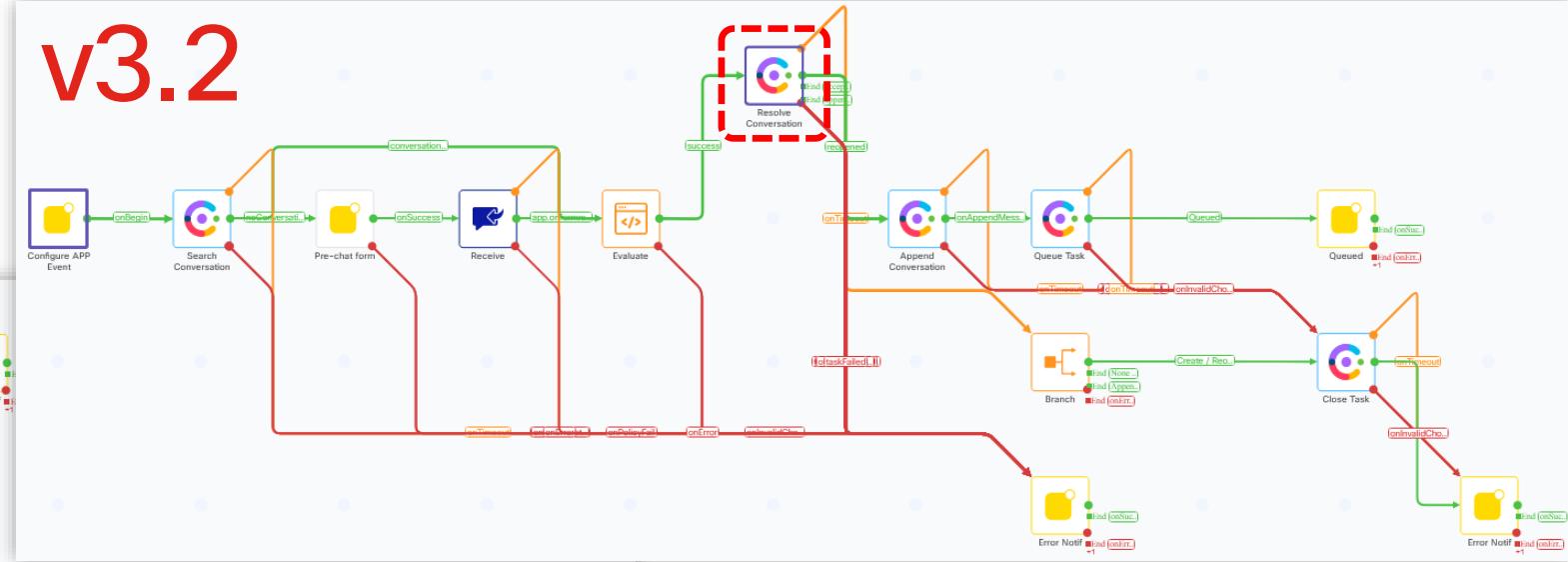


Simplified flows – Live Chat

v2.1

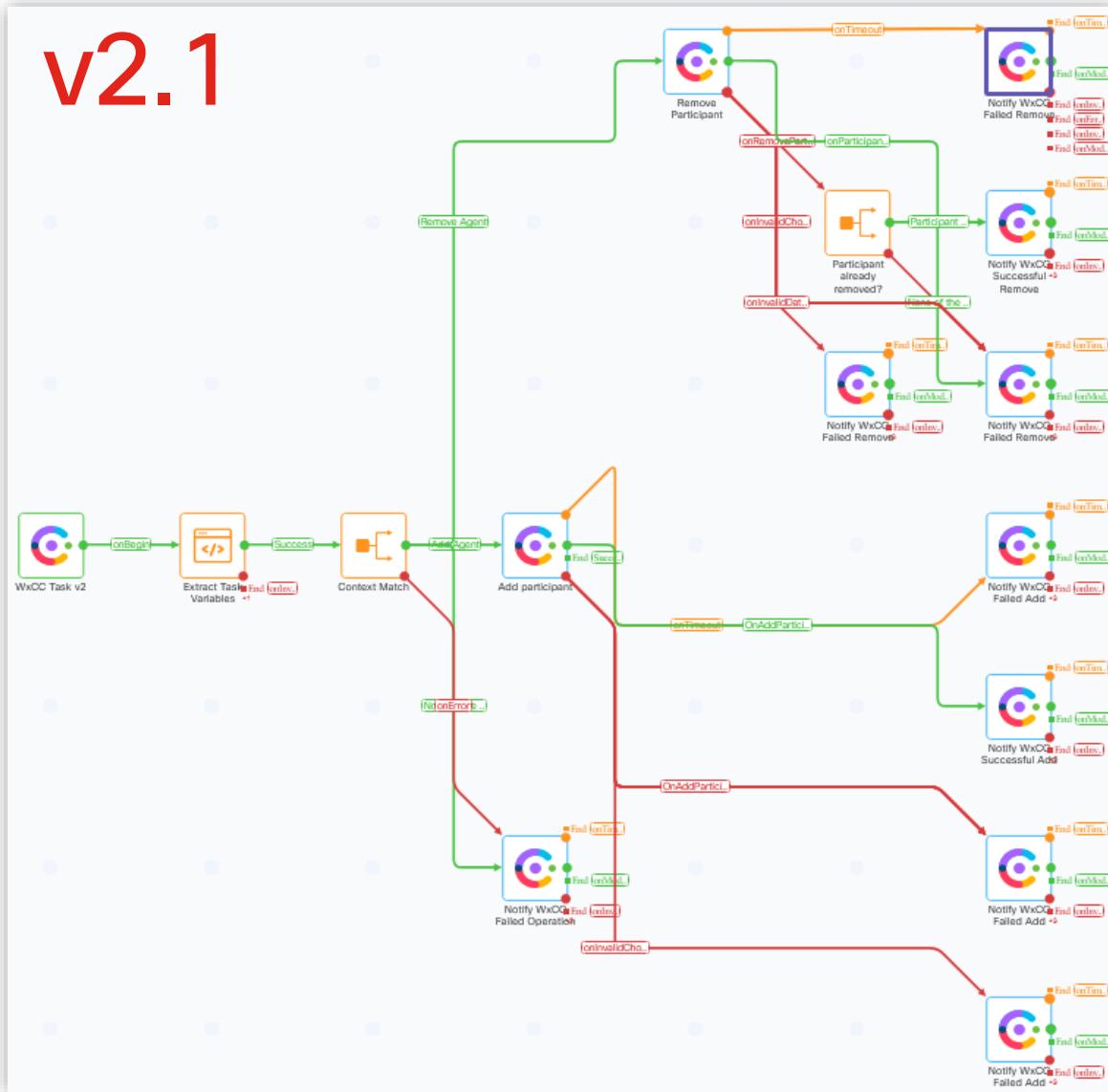


v3.2

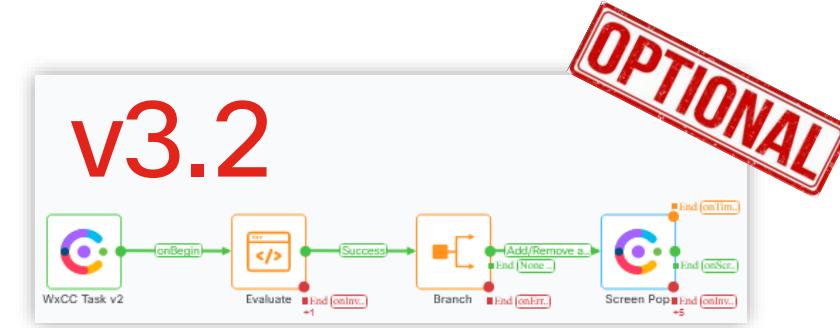


Simplified flows – Task Modified

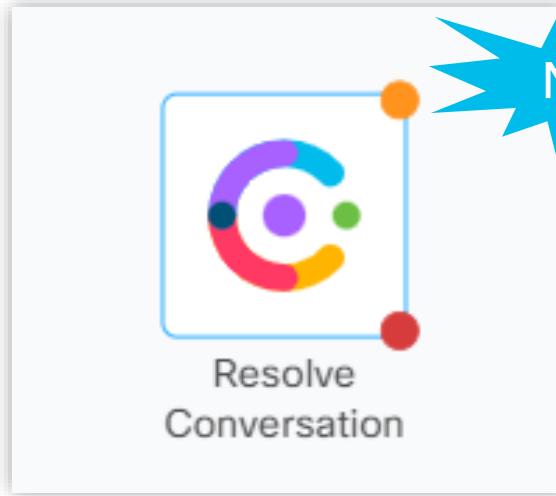
v2.1



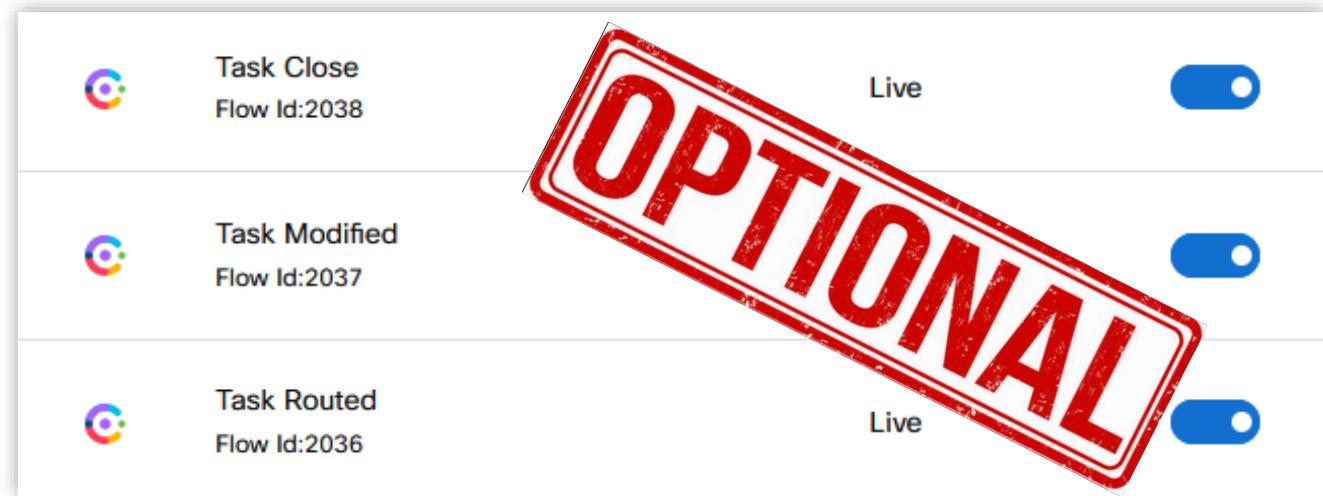
v3.2



Simplified flows (cont.)



- ✓ Append Conversation if present
- ✓ Create Conversation if absent
- ✓ Reopen Conversation if closed
- ✓ Create Task in Webex CC

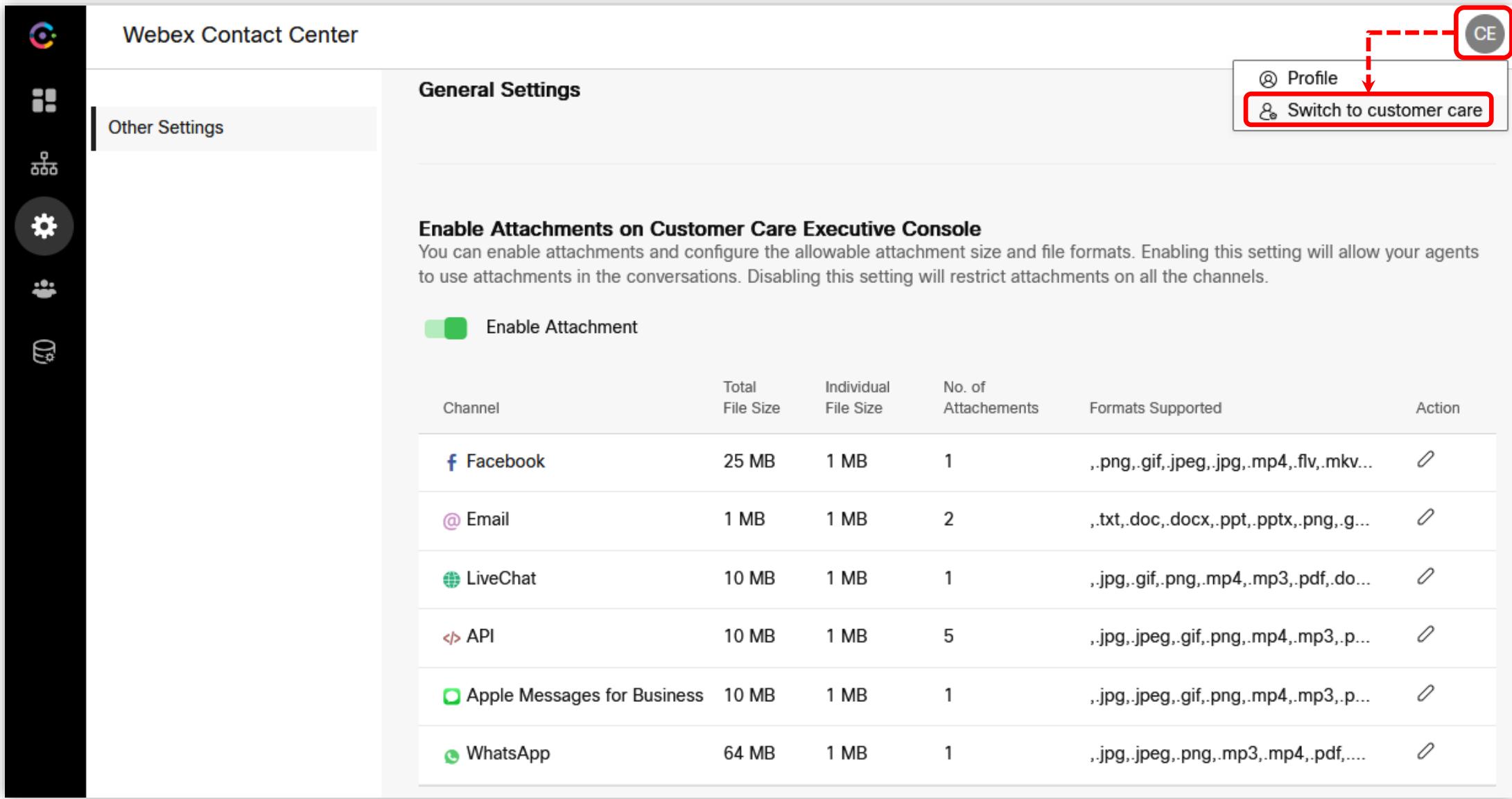


- ✓ Task Routed, Modified and Close flows are NOT mandatory anymore
- ✓ Event Handling flows can be used for Screen Pop or a Database Dip when the call is delivered to an agent (Task Routed) or transferred (Task Modified)

Transcript API



Engage Portal - Customer Care view



Webex Contact Center

General Settings

Profile

Switch to customer care

Enable Attachments on Customer Care Executive Console

You can enable attachments and configure the allowable attachment size and file formats. Enabling this setting will allow your agents to use attachments in the conversations. Disabling this setting will restrict attachments on all the channels.

Enable Attachment

Channel	Total File Size	Individual File Size	No. of Attachments	Formats Supported	Action
Facebook	25 MB	1 MB	1	,.png,.gif,.jpeg,.jpg,.mp4,.flv,.mkv...	0
Email	1 MB	1 MB	2	,.txt,.doc,.docx,.ppt,.pptx,.png,.g...	0
LiveChat	10 MB	1 MB	1	,.jpg,.gif,.png,.mp4,.mp3,.pdf,.do...	0
API	10 MB	1 MB	5	,.jpg,.jpeg,.gif,.png,.mp4,.mp3,.p...	0
Apple Messages for Business	10 MB	1 MB	1	,.jpg,.jpeg,.gif,.png,.mp4,.mp3,.p...	0
WhatsApp	64 MB	1 MB	1	,.jpg,.jpeg,.png,.mp3,.mp4,.pdf,....	0

Transcript download on Engage

The screenshot shows the Webex Contact Center interface. On the left is a sidebar with icons for Home, Search (highlighted with a red box), Status, and Settings. The main area has a header "Webex Contact Center". Below it is a "Search" section with a sub-header "Search for chats by providing one of the filters: System attributes, Routing attributes or Custom fields." It includes dropdowns for "Search by" (set to "Name") and "Status" (set to "All"), a "Search Query" input field containing "user@example.com", and a blue "Search" button. A large red dashed box encloses the "Search by" dropdown, the "Status" dropdown, and the "Search Query" input field. Another red dashed box encloses the "Search" button. In the bottom right corner of the search results table, there is a red box with a red arrow pointing to a small user icon.

CSR	CURRENT CHAT PRIORITY	ALIAS ID	CUSTOMER IDENTIFIER	CHANNEL	STATUS	CURRENT TEAM	CURRENT ASSIGNEE	ACTIONS
CSR8JCTKQ FWN9U7D		5887a65a-eb02-4fe4- ba6a-5c268a961426	user@example. com	LiveChat	Close	Default	28dcf3fa-c349-430f- b9b8-94b764a021f8	

- ❖ Access to Engage is needed
- ❖ No way to download transcripts in a bulk
- ❖ No way to automate transcript downloading

Transcript API – new approach

≡ webex Contact Center for Developers

Documentation Support

Skill
Skill Profile
Subscriptions
SurveyToken
Tasks
Team
User Profiles
Users
Work Types

GUIDES
AI
Contact Control APIs
Desktop
Digital Transcript Json Details

Getting Started With Search ...
Journey - Getting Started
Using Webhooks

HELP

Digital Transcript Json Details

Introduction

This documentation provides details about the digital interaction transcript JSON which can be downloaded using [Capture API](#). The Transcript JSON format represents a message and its associated data.

Capture API Details

WxCC exposes a [Capture API](#) to fetch the Digital Transcripts for all supported Digital channels. The Below sample [Capture API Request and Response](#) is applicable for all channel types ::

- Capture Request

SI No	Request Type	URL
1	POST	https://{{domain}}/proxy/v1/captures/query

```
{  
  "query": {  
    "orgId": "{{OrgID}}",  
    "urlExpiration": "{{TimeInMinutes - 10 min to 60 min max}}",  
    "taskIds": ["{{interactionId1}}", "{{interactionId2}}", "..."],  
    "includeSegments": false  
  }  
}
```

Contents

- Introduction
- [Capture API Details](#)
- [Transcript JSON Details](#)
- [Transcript Json Response](#)
- [Transcript JSON Example For LiveChat Channel](#)

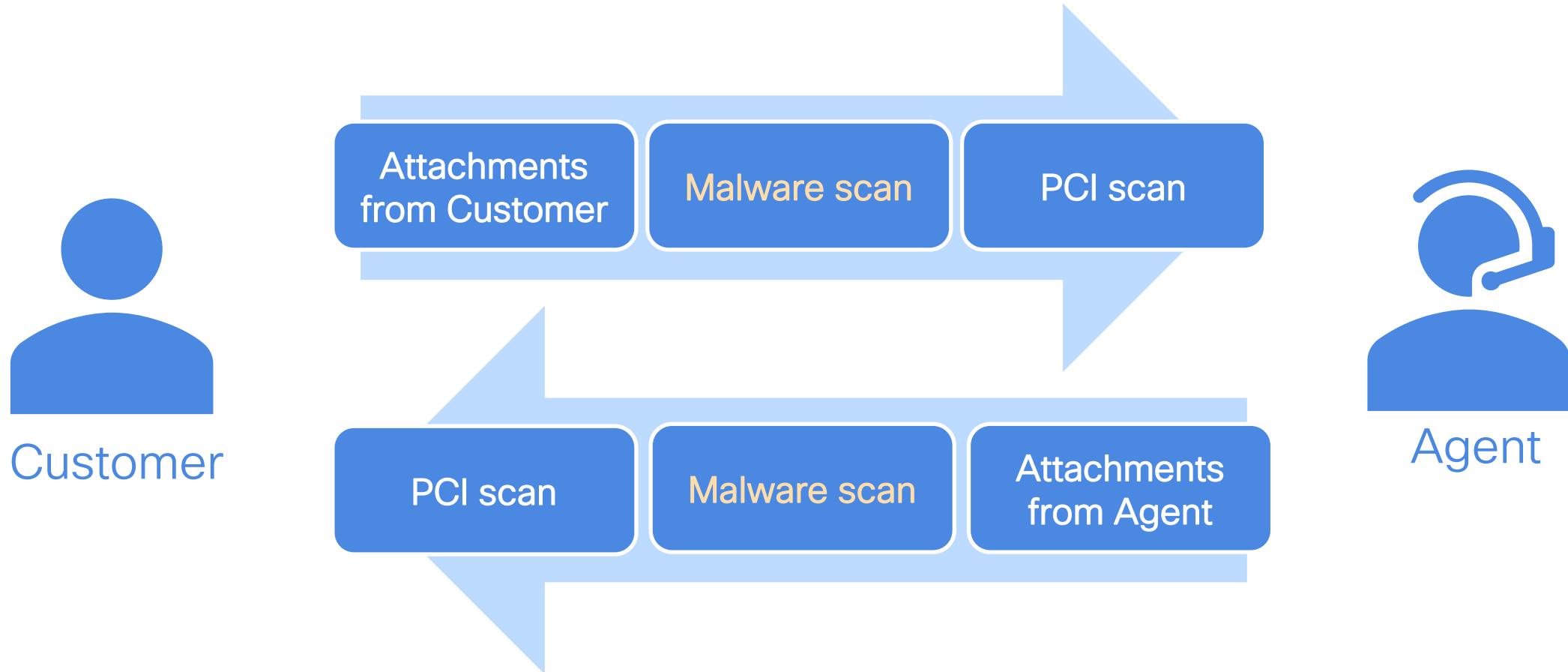
<https://developer.webex-cx.com>



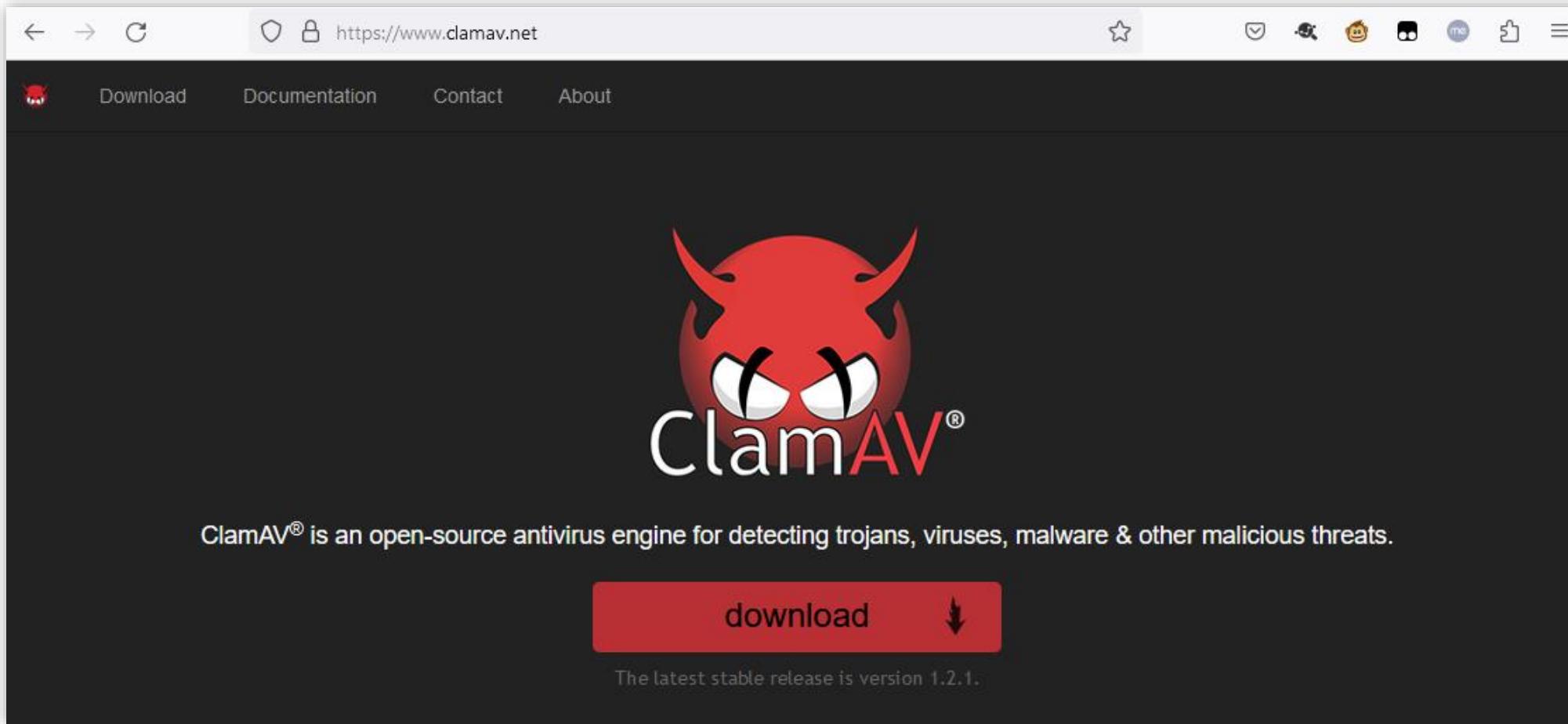
Malware Protection



Malware Protection



Malware Protection - ClamAV

A screenshot of a web browser displaying the ClamAV website at https://www.clamav.net. The page has a dark background. At the top, there is a navigation bar with links for 'Download', 'Documentation', 'Contact', and 'About'. To the left of the navigation is a small red devil icon. In the center is a large red devil logo with the text 'ClamAV®' below it. Below the logo, a descriptive text reads: 'ClamAV® is an open-source antivirus engine for detecting trojans, viruses, malware & other malicious threats.' A prominent red button with the word 'download' and a downward arrow is centered. Below the button, a note states: 'The latest stable release is version 1.2.1.'

- ✓ ClamAV updates its DB for new signatures once or twice a day
- ✓ Cisco sync with ClamAV every 12 hours

PCI & Malware scan - Incoming attachment experience

The image shows a split-screen view. On the left is a live chat window titled "imilondon7apagent1" with the message "Live chat testing". It displays two attachments: "638342647... .doc" (23 KB) and "638342647... .csv" (68 Bytes), both sent at 30 Oct 05:42 PM. Below the attachments is a "Send a message" input field and a "Remix on" button. A red arrow points from the ".doc" attachment to a "Dropped" status in the Webex Contact Center log. Another red arrow points from the ".csv" attachment to another "Dropped" status in the log.

On the right is a "Webex Contact Center" interface. At the top, it shows "Shruthi" with a status of "Engaged". Below that is a form for "Auto Generated" messages, with fields for Name (Shruthi), Email (shr@gmail.com), and Text (Hello). The main area shows a list of messages:

- Imilondon7apagent1 imilondon7apagent1
Hello
Shr@gmail.com
Sending PCI containing file
shr@gmail.com
10/30/2023, 5:42 PM | Delivered
- Shr@gmail.com
10/30/2023, 5:42 PM | Received
- Shr@gmail.com
Sending PCI containing file
shr@gmail.com
10/30/2023, 5:42 PM | Received ⓘ
- Dropped ⓘ Blocked
Shr@gmail.com
10/30/2023, 5:42 PM | Received
- Dropped ⓘ Blocked
Shr@gmail.com
10/30/2023, 5:42 PM | Received ⓘ

At the bottom of the contact center interface, there is a text input field "Write a message to shr@gmail.com" and a "Send" button.

Malware scan - Outgoing attachment experience

The image displays two screenshots illustrating the malware scanning experience during outgoing attachments.

Left Screenshot: A live chat interface showing a message from "imilondon7apagent1" stating "Sending malware containing file". Below it, a file named "638342647... .csv" (68 Bytes) is attached. The message was sent on 30 Oct 05:42 PM.

Right Screenshot: A Webex Contact Center interface showing a conversation with "Shruthi". The message "Hello" was sent at 01:44. A "Security Compliance" dialog box appears, stating "Attachment could not be uploaded as it contains malicious content" for the file "malware.csv". The "OK" button is visible. A red arrow points from the "Failed" status of the attachment in the contact center list to the "Security Compliance" dialog box.

PCI scan – Outgoing attachment experience

The image displays two screenshots illustrating the PCI scan experience for outgoing attachments.

Left Screenshot: A live chat interface showing a conversation between a user and an agent. The user has sent two files: "638342647... .doc" (23 KB) and "638342647... .csv" (68 Bytes). Both files were sent at 30 Oct 05:42 PM. Below the messages, a message states "Sending PCI containing file" followed by "Received 30 Oct 05:43 PM".

Right Screenshot: A Webex Contact Center interface showing a conversation with a contact named Shruthi. The user has sent a file named "myDoc.doc". A red box highlights this file in the list of attachments. A red arrow points from this highlighted file to a modal dialog titled "Security Compliance" which displays the message: "Failed to upload the attachment(s) as it contains data that violates data security policy of the company." An "OK" button is visible in the bottom right corner of the modal.

Malware Protection – Scan results

Chat Inbound v3_1
Working Draft

Utilities Channels Integrations

UTILITIES

- Evaluate
- Branch
- HTTP Request
- Delay
- Data Parser
- Data Transform
- Call Flow
- Page Connector
- Profile
- Generate OTP

Configuration Transition Actions (Optional)

Configure APP Event

securityNonComplianceReasonObject (JavaScript) -> JSON string:

- ✓ "PCI: Failed:" - PCI scan failure
- ✓ "Malware: Failed:" - Malware scan failure
- ✓ "System Alert" - Error while scanning / uploading the attachments

onBegin

Configure APP Event

Search Conversation

Output Variables

Node Outcomes

webex Connect

The screenshot shows a workflow configuration interface for a 'Chat Inbound v3_1' application. On the left, a sidebar lists various utility nodes like Evaluate, Branch, and HTTP Request. The main area is titled 'Configure APP Event' and shows a list of transition actions. A specific action, 'securityNonComplianceReasonObject', is highlighted with a red dashed box and has a tooltip explaining it maps from JavaScript to a JSON string. This action is part of a larger transition path starting from 'Configure APP Event' and leading to 'Search Conversation'. The interface includes tabs for Configuration and Transition Actions (Optional), and buttons for Save and Make Live.

Use case: Attachment drop notification using scan results

https://github.com/CiscoDevNet/webexcc-digital-channels/blob/main/Webex Connect Flows/v3.1/Sample/Attachment Drop Notification to Customer/README.md

Files

- main
- Go to file
- Webex Connect Flows
- v3.1
- Sample
 - Attachment Drop Notification to Customer
 - EmailAttachmentDropNotification.workflow.zip
 - FacebookAttachmentDropNotification.workflow.zip
 - README.md
 - Bot Flows
 - Usage of PIQ And EWT In Flows
 - Usage of Screen Pop in Flows
 - Usage of Set Variable In Flows
 - Template
 - images
 - How to manually upgrade from v3.0 to v3.1 workflows.MD
 - README.md
 - README.md

Preview Code Blame 105 lines (94 loc) · 6.74 KB

Overview of sample flow to notify the customer about dropped attachments

- When a customer sends an attachment to the contact center, it may get dropped if it has unsupported, sensitive or malicious content.
- By default, the customer is not notified when the attachments are dropped; only the agent is made aware of it.

- If the flow admin wants to notify the customer as well, they can design their inbound flows in a way similar to this sample flow.
- This flow also informs the customer about the reason why the attachment was dropped (sensitive content / malicious content / internal error).
- Steps are also outlined as to how to incorporate these changes into existing flows.

GitHub page : <https://github.com/CiscoDevNet/webexcc-digital-channels/tree/main/Webex%20Connect%20Flows/v3.2/Sample>

Malware Protection - Notes

What is NOT scanned for malware:

- ✓ Attachments sent via Flow or Bot as automated messages
- ✓ Attachments sent via predefined response templates
- ✓ Text messages containing URLs pointing to files

Attachment limits:

- ✓ Maximum size of attachment is 25 MB for all channels (except for AMFB 100MB)
- ✓ Larger attachments will be blocked and the experience is the same as that of blocked due to malware found

Image Exchange



Image Exchange – Customer and agent experience

The screenshot illustrates the file exchange process between an Agent and a Customer in the Webex Contact Center Desktop interface.

Agent1 (Left):

- Message: "Sending JPG file to an agent"
- File: "638429108....jpg" (33 KB)
- Message: "You are now chatting with Agent1 from Default"
- Message: "Sending PNG file to a customer"
- File: "AGENTTO... .PNG" (18 KB)
- Text input field: "Send a message" with icons for smiley face, user, and send.

Customer (Right):

- Profile: Yura (Engaged, AW)
- Message: "Email" (yura@customer.com)
- File: "638429108719.... jpg" (34 KB)
- Message: "Agent1 Webexcc" (Sending PNG file to a customer)
- File: "AgentToCusto... .png" (18 KB)
- Text input field: "Write a message to yura@customer.com" with a "Send" button.

Blue arrows indicate the flow of files from the Agent's interface to the Customer's interface.

Image Exchange - Notes

- ✓ Image exchange bypasses PCI scanning
- ✓ Disabled by default, can be enabled on demand
- ✓ Allowed image extensions: jpg, jpeg, png, gif, tiff, psd, bmp
- ✓ Only plain image files are allowed for image exchange. Images embedded inside an allowed file type (like a logo in a PDF or DOC) will also be dropped by PCI.

And Finally....

Set Contact Priority

Set Contact Priority

Assign a priority to queued digital channel interactions

- Similar function to contact priority feature that already exists for voice
- Choose a variable from the flow to determine priority
- Set a priority value of 1-10

07 Roadmap

Safe Harbor Statement



This section contains forward looking statements that involve risks, uncertainties and assumptions. If the risks and uncertainties ever materialize or the assumptions prove incorrect, our results may differ materially from those expressed or implied by such forward-looking statements. All statements other than statements of historical fact could be deemed forward-looking, including, but not limited to, any projections of financial information; any statements about historical results that may suggest trends for our business; any statements of the plans, strategies and objectives of management for future operations; any statements of expectation or belief regarding future events, underlying any of the foregoing.

These statements are based on estimates and information available to us at the time of this presentation and are not guarantees of future performance. Actual results could differ materially from our current expectations as a result of the many factors, including but not limited to: the unpredictable nature of our rapidly evolving market and quarterly fluctuations in our business; the effects of competition; and any adverse changes in our indirect channel relationships. These and other risks and uncertainties associated with our business are described in the company's annual report on Form 10-K. The forward-looking statements in this presentation are made as of the date of the initial publication of this presentation, and we disclaim any obligation to update these statements at any time in the future.

Road Map

May 2024

Digital Post Call Survey

Digital Post Call Survey (separate node) for simplified flows

May-July 2024

New digital channels

Apple Messages for Business, Google Business Messages

Admin UX improvement

Moving Engage Admin to Control Hub

Road Map (cont.)

August–October 2024

Admin UX improvement

Digital Channel capabilities in Webex CC Flow Designer

Agent Initiated Outbound Tasks

Allows agents to initiate contact with their end customers (email + SMS)

Tenant Level Encryption

Tenant specific encryption of all digital channel media with KMS

Search Digital Tasks

Allows agent to search for active/historical conversation using a combination of channel identifiers and contextual variables

Secure Global Variables

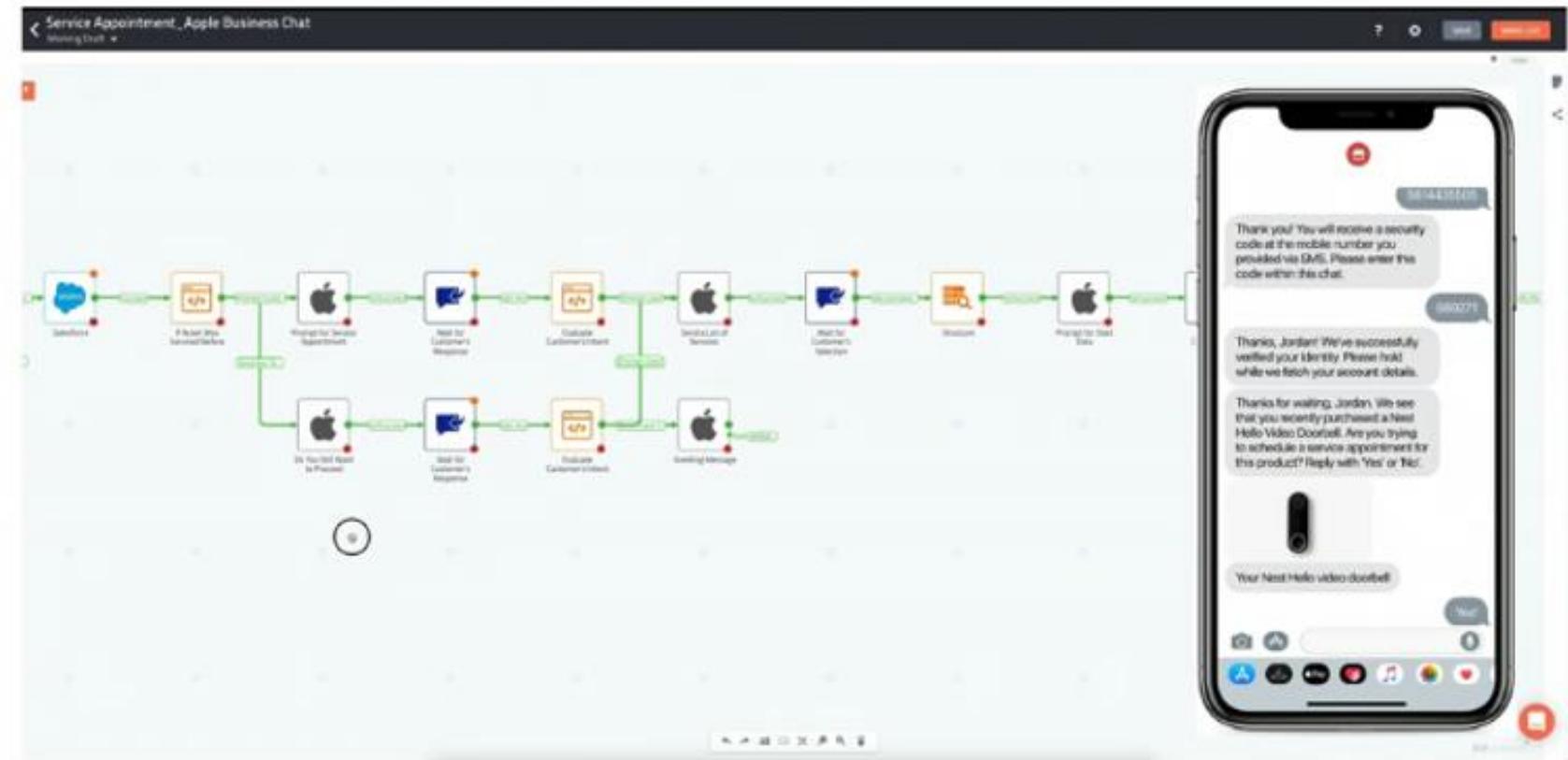
Values are visible to the agents but are not logged or reported upon. Secure variables are end to end encrypted.



Appendix

Apple Messages for Business – May/June 2024

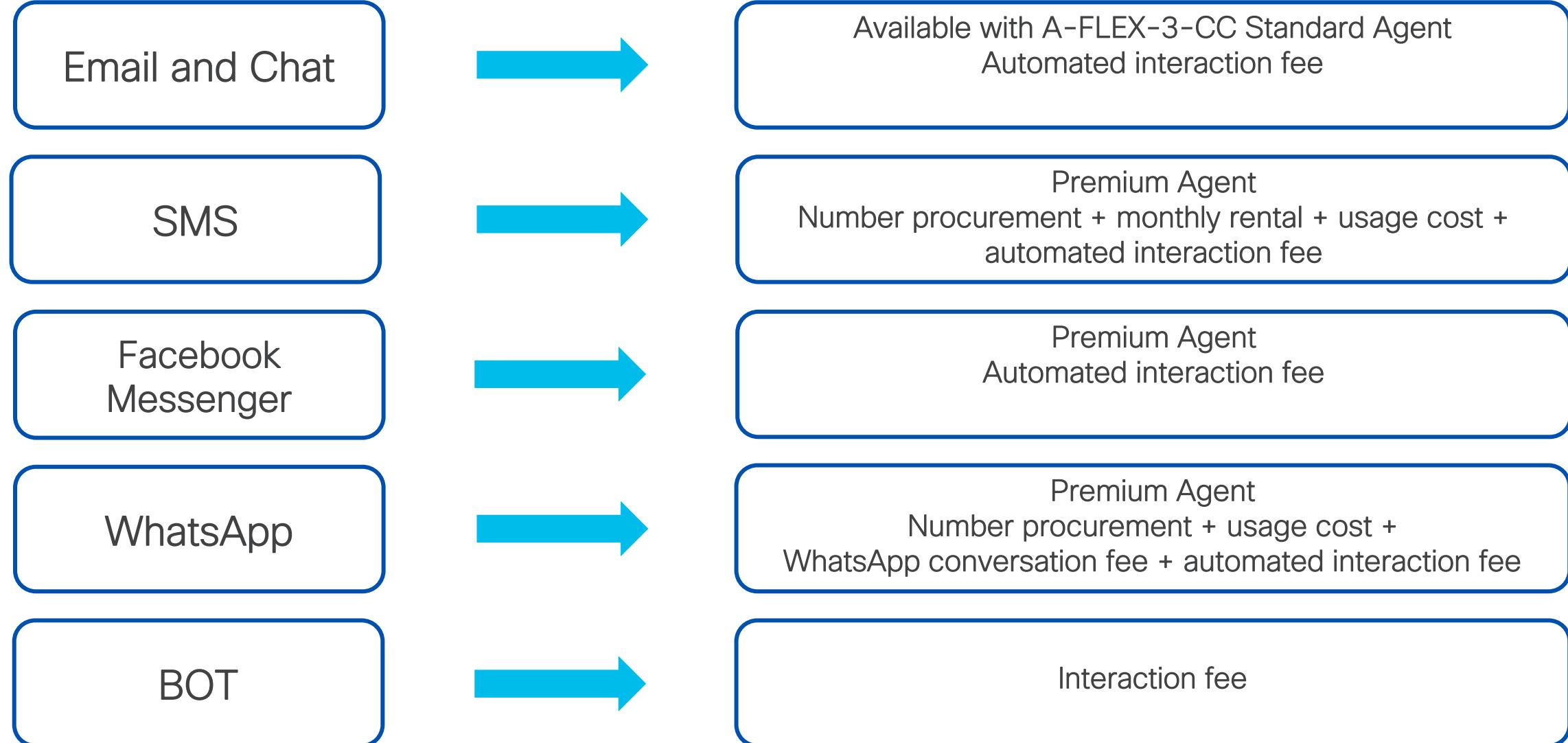
- Time Picker flow
- List Picker flow
- Text w
Attachments
(100MB)
- Integrate w/Apple
Pay
- Rich Links
- Agent Typing
Indicator



<https://github.com/CiscoDevNet/webexcc-digital-channels/tree/SimplifiedFlows3.3/Webex%20Connect%20Flows/v3.3>

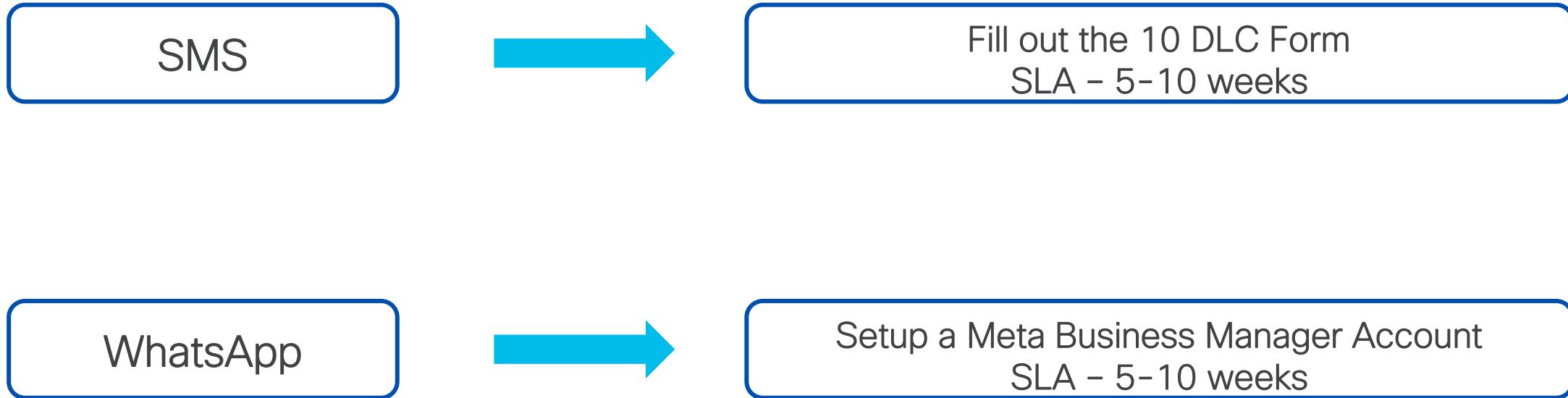
Ordering

How Do I Order?

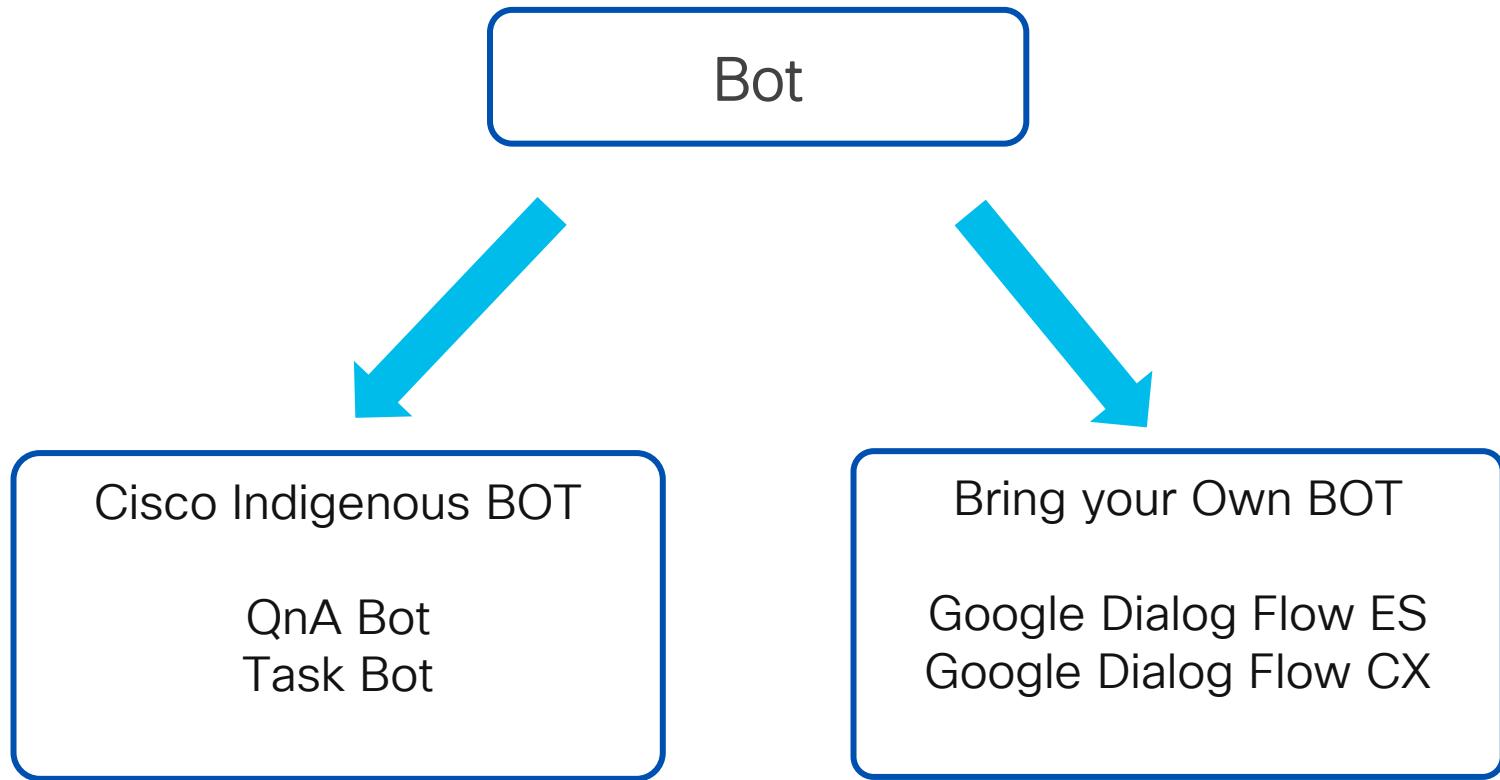


Billing: <https://cisco.sharepoint.com/sites/WxCCPartnerEnablement/SitePages/Webex-Connect-Billing.aspx>

SLA's- Procuring Number



Bots



Connect Portal Overview



Webex Connect - Services

The screenshot shows the 'Services' page in the Webex Connect application. A red dashed box highlights the 'Services' tab in the left sidebar and the 'Create New Service' button at the top right. A red arrow points from the sidebar to the 'Create New Service' button. A modal window titled 'Create New Service' is open in the center, showing a 'Service Name' input field with 'New Service' typed in, and a 'Create' button highlighted with a red box.

Services
Create workspaces for your business cases or customer journeys. You can create unlimited number of services.

Search Services

Service metrics shown below are for last 30 days

Ajay

Benjamin

Bing_Test

CLEMEA23

Akshay

CLUS22

Number Testing

DO NOT EDIT _ New Auth _ WxCC 20 SA...

George

DO NOT EDIT _ WxCC 20 SA EU1 services

IU_Test

Create New Service

Cancel Create

Help

App Tray

Settings

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Webex Connect - Services - Flows

Services - New Auth _ WxCC 20 SA EU1 services
Click to edit service description. E.g., 'This service is for appointment reminders'.

Dashboard Flows Rules API Settings

Flow Builder Search Flows Sort By Newest Create Flow

Create Flow

Flow Name: New Flow

Method: Upload a flow

New Flow
Copy from existing flow
Upload a flow

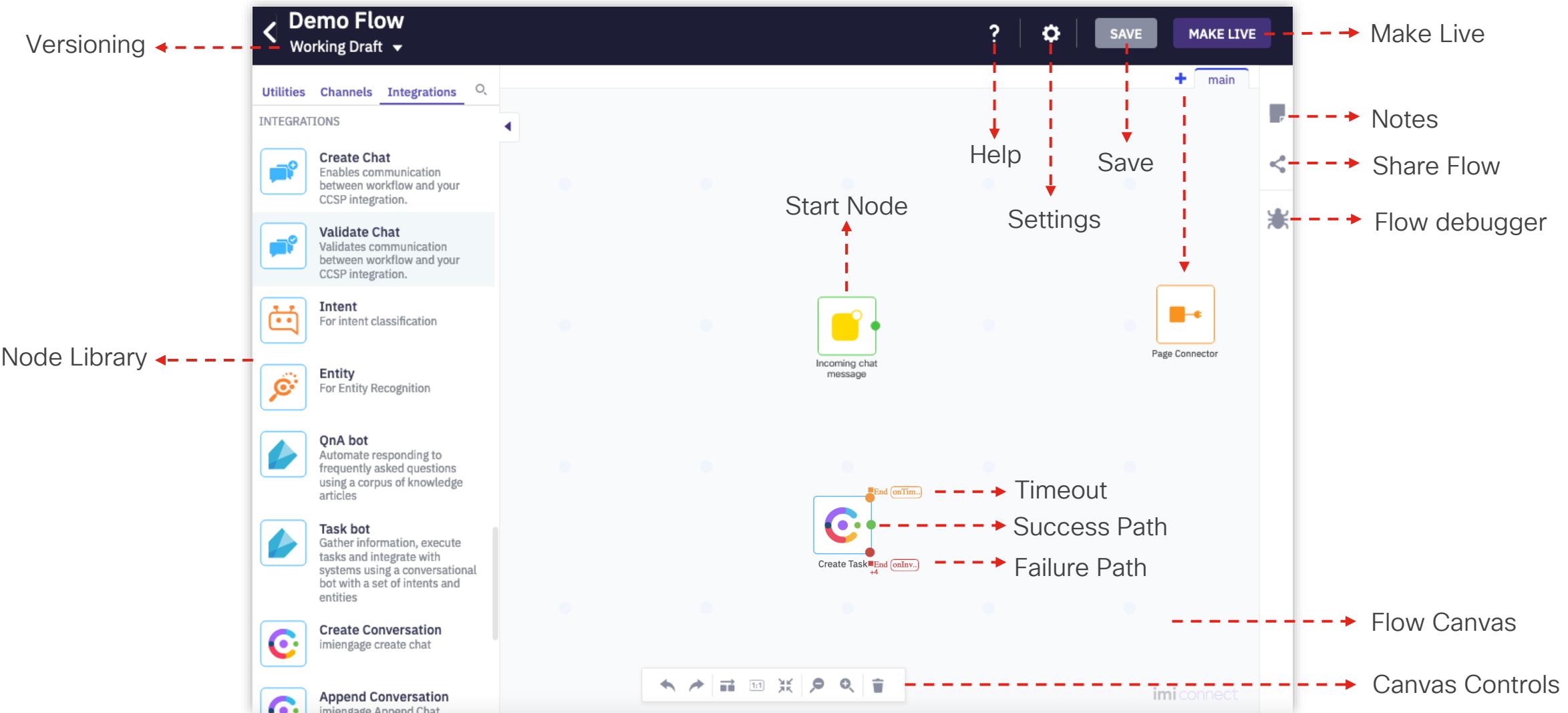
Drag and Drop '.workflow' file

Choose File

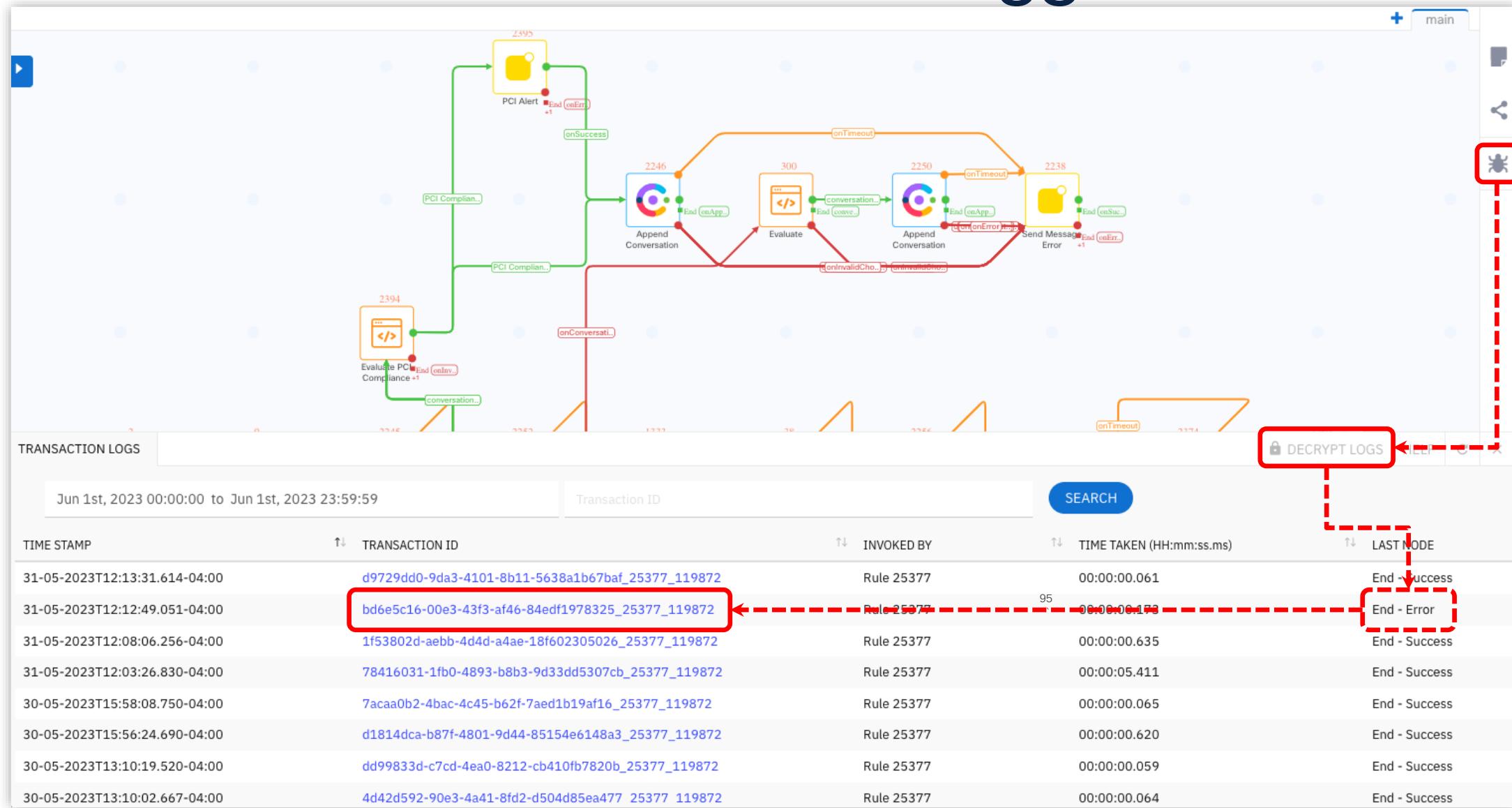
Cancel Create

The screenshot shows the 'Create Flow' dialog box. It has fields for 'Flow Name' (set to 'New Flow') and 'Method' (set to 'Upload a flow'). Under 'Method', there are three options: 'New Flow', 'Copy from existing flow', and 'Upload a flow', with 'Upload a flow' being highlighted by a red box. Below the method selection is a dashed-dotted area for dragging and dropping files, with a 'Choose File' button. At the bottom right are 'Cancel' and 'Create' buttons. The entire dialog box is set against a background of the 'Flows' tab of the main interface, which includes tabs for Dashboard, Flows (highlighted with a red box), Rules, API, and Settings, along with a 'Sort By' dropdown set to 'Newest' and a 'Create Flow' button.

Webex Connect - Flow Builder



Webex Connect - Flow Debugger



Webex Connect - Assets - Numbers

View and/or manage Long Codes, Short Codes, Sender IDs, and Keywords for sending and receiving messages and calls. Send an email to the support team for any short code and long code requirements.

Number Type: All Numbers

Message data shown below is for last 30 days

Channel	Numbers	Total Requests	Messages Received	Voice Calls	Actions
SMS	447908663433 (PCI) Mobile - United Kingdom Service -	0	0	0	<input type="button" value="▼"/>
SMS	447908663432 (PCI) Mobile - United Kingdom Service -	0	0	0	<input type="button" value="▼"/>
SMS	447908663431 (PCI) Mobile - United Kingdom Service -	0	0	0	<input type="button" value="▼"/>
SMS	447908663429 (PCI) Mobile - United Kingdom Service -	0	0	0	<input type="button" value="▼"/>
SMS	447908663428 (C, PCI) Mobile - United Kingdom Service - DO NOT EDIT _ New Auth _ WxCC 20 SA EU1 services , CL	0	0	0	<input type="button" value="▼"/> <input type="button" value="Manage"/> <input type="button" value="Delete"/>

Help

App Tray

Settings

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Webex Connect - Assets - Apps

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

Message data shown below is for last 30 days

Channel	Apps (5)	Messages Sent	Messages Received
	NewAuthWxCC20SAEU1EmailAsset App ID : a_637824178420140000 Service - Bing_Test , DO NOT EDIT _ New Auth _ WxCC 20 SA EU1 services and 1more	4	2
	New_Auth_WxCC_20_SA_EU1_LiveChat_Asset App ID : NE09134635 Service - DO NOT EDIT _ New Auth _ WxCC 20 SA EU1 services	0	0
	New_Auth_WxCC_20_SA_EU1_FBM_Asset App ID : a_637824137024000000 Service - CLUS22 , DO NOT EDIT _ New Auth _ WxCC 20 SA EU1 services	0	0
	WxCC_20_SA_EU1_FBM_Asset_App App ID : a_63765655111530000 Service - DO NOT EDIT _ WxCC 20 SA EU1 services	0	0
	WxCC_20_SA_EU1_LiveChat_Asset_App App ID : WX23174934 Service - DO NOT EDIT _ WxCC 20 SA EU1 services	0	0

Webex Connect - Assets - Integrations

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

Integration **Authorization**

Search Integrations

Add Authorization **Add Integration**

Integration Type: All Integrations

Integration	Name(24)	Node Type/Environment	Status
	Bot nodes Integration ID: 50403 Node: 3 Events: 0 Service -	Prebuilt Integration	Authorized
	Webex CC Engage Integration ID: 50021 Node: 8 Events: 8 Services - Ajay , Akshay and 4more	Prebuilt Integration	Authorized
	Webex CC Task Integration ID: 50020 Node: 9 Events: 13 Services - Ajay , Akshay and 4more	Prebuilt Integration	Authorized
	Yurii_Task_Bot-9mPiZRfq Integration ID: a_1678105583779760 Service -	imiconnect Bot	<input type="checkbox"/>
	Yurii_QnA_Bot-d1WSx0eO Integration ID: a_1678105057376174 Service -	imiconnect Bot	<input type="checkbox"/>

Event Appointment Reminder

webex Connect

- Services
- Reports
- Assets**
- Tools
- Debug
- Help
- App Tray
- Settings

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Webex Connect - Tools - Templates

Templates

Create dynamic templates for different channels and use them within Messaging API calls or flows.

Q temp

Add New Template

Channel	Name	ID	Type/Category	Action
Chat	Ajay_chat_template Created by: eu1_admin@email.carehybrid.com	U68GXCTDA	Live Chat / In-App Messaging	<input type="checkbox"/>
Email	Email_Template Created by: wxcc20_csam_eu1@email.carehybrid.com	Email_Template	EMAIL - Full	<input type="checkbox"/>
SMS	SMS_Template Created by: wxcc20_csam_eu1@email.carehybrid.com	MRRS4Z1WXM	SMS	<input type="checkbox"/>
Chat	AkshayChatTemplate Created by: eu1_admin@email.carehybrid.com	XQHNA80TLD	Live Chat / In-App Messaging	<input type="checkbox"/>
Chat	Chat_Template Created by: wxcc20_csam_eu1@email.carehybrid.com	BS3RZGBSKI	Live Chat / In-App Messaging	<input type="checkbox"/>
Email	Yuri_Email_Template1 Created by: wxcc20_csam_eu1@email.carehybrid.com	SalesReply	EMAIL - Full	<input type="checkbox"/>
Chat	OD_Test_Template Created by: wxcc20_csam_eu1@email.carehybrid.com	BU0TFMLUE7	Live Chat / In-App Messaging	<input type="checkbox"/>
Chat	GeorgeTemplate Created by: wxcc20_csam_eu1@email.carehybrid.com	GSYIA0NY1Y	Live Chat / In-App Messaging	<input type="checkbox"/>
Chat	GorkaTemplate Created by: wxcc20_csam_eu1@email.carehybrid.com	H8V6SGQDMN	Live Chat / In-App Messaging	<input type="checkbox"/>

Services

Reports

Assets

Tools

Download SDKs

Geofences

Voice Media

Voice Recordings

Smart Links

Templates

Export Logs

Logbooks

Media Manager

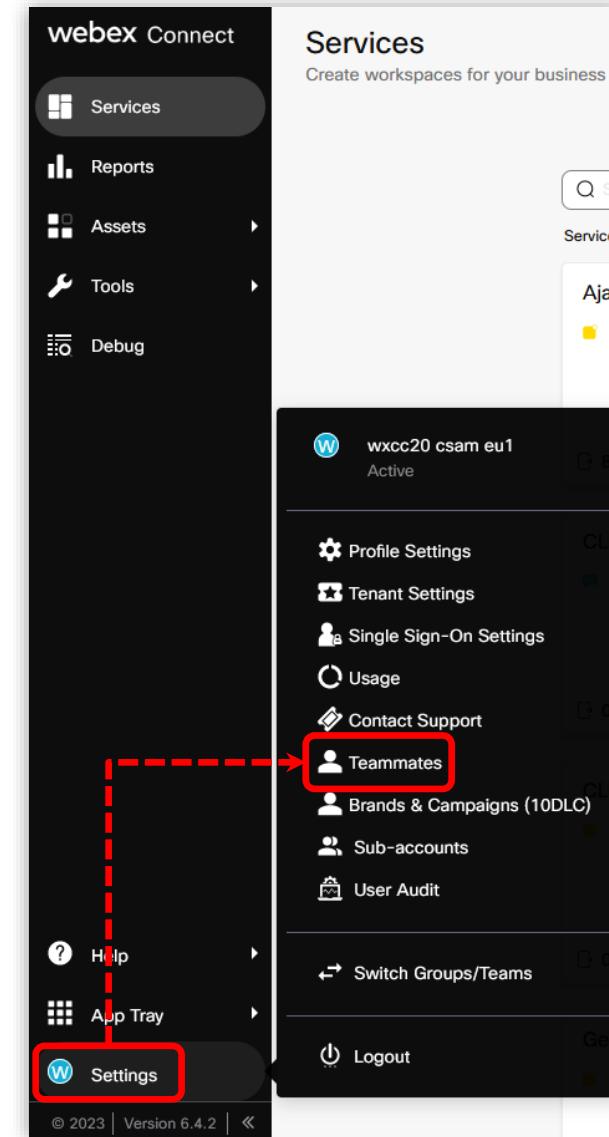
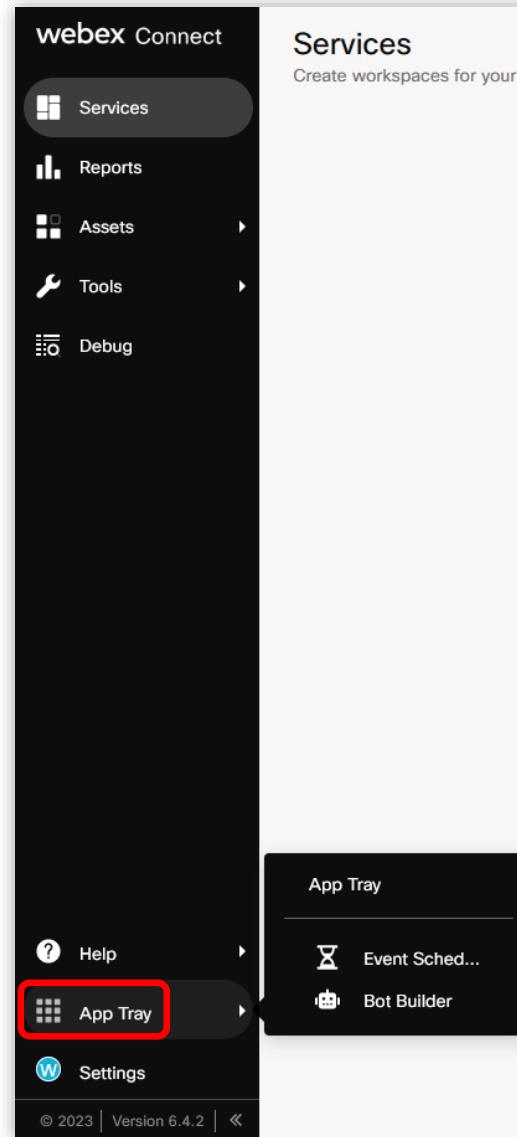
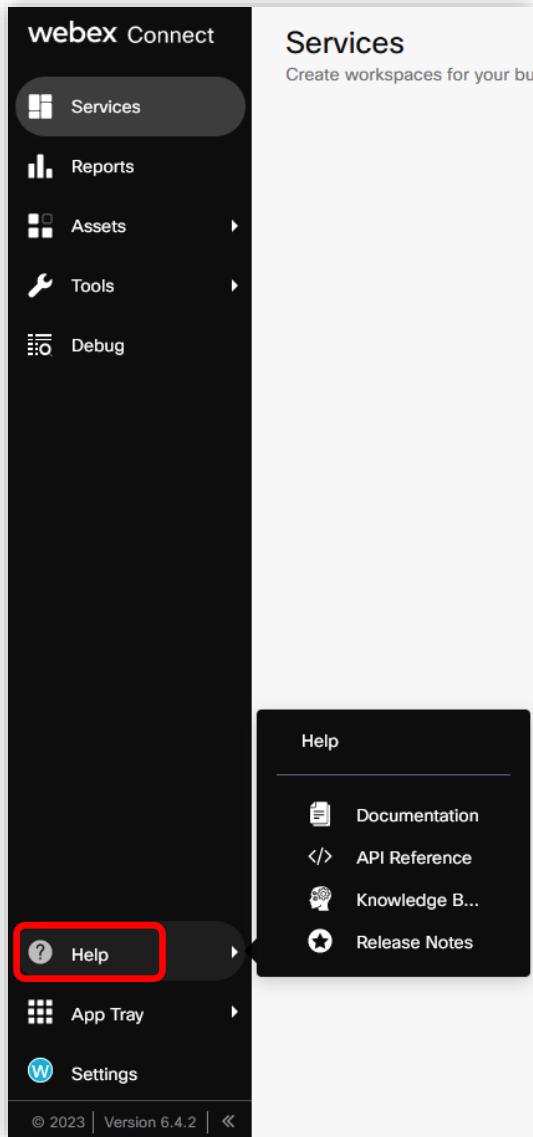
Help

App Tray

Settings

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Webex Connect - Help, App Tray & Settings



Webex Connect - Settings - Teammates

The screenshot illustrates the navigation flow and configuration options within the Webex Connect application.

Left Panel (Services View):

- Header: webex Connect
- Navigation:
 - Services (selected)
 - Reports
 - Assets
 - Tools
 - Debug
- Main Content: Services. Create workspaces for your business c...
- Bottom:
 - Profile Settings
 - Tenant Settings
 - Single Sign-On Settings
 - Usage
 - Contact Support
 - Teammates (highlighted with a red box)
 - Brands & Campaigns (10DLC)
 - Sub-accounts
 - User Audit
 - Switch Groups/Teams
 - Logout

Middle Panel (Main View):

- Header: webex Connect
- Navigation:
 - Services
 - Reports
 - Assets
 - Tools
 - Debug
- Main Content: Teammates. Add new users, manage user permissions, and delete users from your account. To view and manage user permissions for a Group or Team, switch to respective Group or Team and visit Teammates section.

Right Panel (Edit View):

Account Details:

User	Permissions	Decryption Access	Action
Yuri Ulianov	Full access	✓	Edit (highlighted with a red box)
[Redacted]	Full access		Edit
EU1 Admin	Full access	✓	Edit
wxcc20 csam eu1	Owner	✓	Delete

Edit User Details (Modal):

Yuri Ulianov details
Update user roles and data access permissions

Permissions: Full access

Access To:
 Decrypt Logs (highlighted with a red box)

This user will be able to decrypt all the encrypted logs. Recommended to enable this only for Data Protection Office.

BI Reporting
Event Scheduler
Process files to trigger custom events on Webex Connect
Bot Builder

Buttons: Cancel, Save

Engage Portal Overview



Engage Portal - Agent Group / Team

The screenshot displays the Webex Contact Center Engage Portal interface, specifically the 'Agent Group / Team' management section. The left sidebar shows navigation options like 'Teams' and 'List of Teams'. The main area shows a table of users within a team, with one user's email address ('ajaywebexcceu@gmail.com') highlighted by a red dashed box.

Webex Contact Center

Group / Default

< Default

Manage team

Teams

Team Logo

gmail.com

Name	Login Id	Email	Role	Status	Date	Time
ajay eu	f35b49a0-f8c6-4216-b57c-ceff480f516b	ajaywebexcceu@gmail.com	Client Admin	Active	18 May 2023	13:26:56
Ajay eu1	b7f65fa5-7da1-41c2-bd39-80425699f51d	ajaywebexcceu1@gmail.com	Client Admin	Active	19 May 2023	05:11:10
ajay sfdc	de694047-654c-4ed5-a33b-3fa715c0e6f9	ajaywebexsfdc@gmail.com	Agent	Active	19 Jun 2023	06:03:55
ajay supervisor	7882bfde-5963-4295-b105-d2092ddfeb2f	ajaywebexsupervisor@gmail.com	Agent	Active	10 Jul 2023	06:50:20
csm wxcceu1	c5d1f3a5-1354-4a62-bdb1-2ed737130dd6	csm.wxcc.eu1@gmail.com	Agent	Active	04 Apr 2022	15:12:12

Engage Portal - Settings

Webex Contact Center

General Settings

Enable Attachments on Customer Care Executive Console
You can enable attachments and configure the allowable attachment size and file formats. Enabling this setting will allow your agents to use attachments in the conversations. Disabling this setting will restrict attachments on all the channels.

Enable Attachment

Channel	Total File Size	Individual File Size	No. of Attachments	Formats Supported	Action
Facebook	25 MB	1 MB	1	,.png,.gif,.jpeg,.jpg,.mp4,.flv,.mkv,.avi,.txt,.doc,.docx,...	Edit
Email	1 MB	1 MB	2	,.txt,.doc,.docx,.ppt,.pptx,.png,.gif,.bmp,.jpeg,.jpg,....	Edit
LiveChat	10 MB	1 MB	1	,.jpg,.gif,.png,.mp4,.mp3,.pdf,.docx,.doc,.xls,.xlsx,....	Edit
API	10 MB	1 MB	5	,.jpg,.jpeg,.gif,.png,.mp4,.mp3,.pdf,.docx,.doc,.xls,....	Edit
Apple Messages for Business	10 MB	1 MB	1	,.jpg,.jpeg,.gif,.png,.mp4,.mp3,.pdf,.docx,.doc,.txt,....	Edit
WhatsApp	64 MB	1 MB	1	,.jpg,.jpeg,.png,.mp3,.mp4,.pdf,.docx,.doc,.xls,.xlsx...	Edit

Enable Chat History in Agent Replies
You can choose to send chat history in all the agent replies on the email channel by enabling this toggle button.

Enable Chat History in Agent Replies on Email Channel

Engage Portal - Edit Asset settings

Webex Contact Center

Channel Assets

Manage channel assets that can be used to receive messages from your customers. Channel assets created in the Admin console can be shared across different teams.

All @ Email Facebook Livechat SMS WhatsApp

chat_asset

Channel	Asset Details	Asset Name	ID	Added On	Priority	Action
LiveChat	Chat_Asset	Chat_Asset	2f976798-e993-4ad0-a0a0-8d7641a9cd0c	26 Jan 2023 15:39:06	①	
LiveChat	New_Auth_WxCC_20_SA_EU1_LiveChat_Asset	New_Auth_WxCC_20_SA_EU1_LiveChat_Asset	6d580d61-10ab-4aa9-a5f4-d23f9786c55d	09 Mar 2022 13:46:48	①	
LiveChat	WxCC_20_SA_EU1_LiveChat_Asset_App	WxCC_20_SA_EU1_LiveChat_Asset_App	e38a2c27-5264-43d2-98b1-66894695be3b	23 Aug 2021 18:50:00	①	

Assets

Engage Portal - General Chat settings

Webex Contact Center

Asset / LiveChat < LiveChat Manage Livechat widget configurations.

General Websites Installation

Basic Details

Asset Name: Chat_Asset

ID: 2f976798-e993-4ad0-a0a0-8d7641a9cd0c

Team Settings
In the absence of any routing logic, chats will be created in the default team. They can then be transferred to the teams mentioned under 'Shared Across' section.

Default Team: Default

Shared Across: Select Some Options

Customer Chat History

Show chat conversation history to end user on re-login

Allow customer to request for chat transcript from LiveChat widget

Use agent name as agent signature
 Use alias as agent signature

Clear threads at end user's widget

Note: On turning this toggle ON, chats will be cleared when your customers clicks on End chat or navigate to a different website or close their browser. Please note that any messages

Engage Portal - Website Chat settings

Webex Contact Center

Asset / LiveChat < LiveChat

Manage Livechat widget configurations.

General

Websites

Installation

ADD Website

Website Name	URL	Status	Custom Pre-chat Form
Webex CC Chat Demo	www.w3schools.com	#007474 Enabled	Custom Pre-chat Form
Webex CC Chat Demo	wxconnect-live-chat.glitch.me	#007474 Enabled	Custom Pre-chat Form

Edit Clone Delete

Engage Portal - Create / Edit Website

Webex Contact Center

Channel Assets

Templates

Utilities

Channels

Integrations

?

Save

Make Live

Website Settings

Manage website level settings for the Livechat

General

Appearance

Basic Details

Chat Widget Language: English (US)

Display Name: Webex CC Chat Demo

Byline Text: Web chat of the future

Button Text: Start Chat

First message: Hello! Welcome to the chat

PCI Compliance Banner Message

Message: This chat is PCI compliant

Domain: You can choose to add a single or multiple sub-domains (*.domain.com) for an asset based on the requirement.

wxconnect-live-chat.glitch.me

Flow Settings

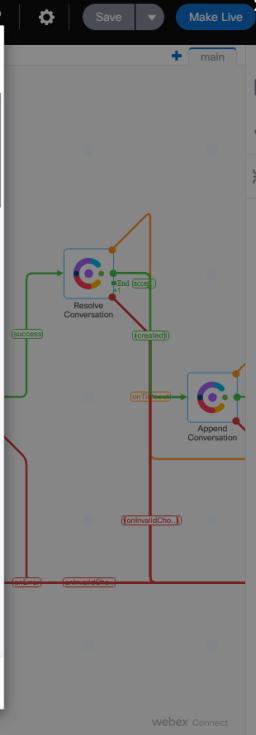
General Custom Logs Flow Outcomes Custom Variables

Define values for custom variables you have created in the flow.

Variable Name	Default Value (Optional)	Externalize
appid	CH26153810	<input type="checkbox"/>
liveChatDomain	wxconnect-live-chat.glitch.me	<input type="checkbox"/>
inappPayloadObject	<input type="button" value="..."/>	<input type="checkbox"/>
nonPCIComplianceReasonObject	<input type="button" value="..."/>	<input type="checkbox"/>
messagetext	<code>\$(n2.inappMessaging.message)</code>	<input type="checkbox"/>
isPCIValidationDone	<input type="button" value="..."/>	<input type="checkbox"/>
conversationId	00000000000000	<input type="checkbox"/>
errorMsg1	Sorry, unable to process your request right now. Please try again later.	<input type="checkbox"/>
errorMsg2	Unable to deliver message. Please resend.	<input type="checkbox"/>
message	0	<input type="checkbox"/>

Flow id: 5470

Cancel Save



webex Connect

Engage Portal - Chat Installation script

Webex Contact Center

Asset / LiveChat

< LiveChat

Manage Livechat widget configurations.

General Websites Installation

Note: Place the below script just above the " </body> " tag in your HTML DOM

```
<div id="divicw" data-bind="26674bee-9c15-11ed-9d17-0aac5b19840" data-org=""></div><script>var i={t:function(t){var e="https://attachments-ldn.imagine.io/widgetew/js/imichatinit.js";try{var o=new XMLHttpRequest;o.onreadystatechange=function(){if(this.readyState==4){var t=document.getElementById("divicw");if(this.status==0){i.o(t);return}var e=document.createElement("script");e.innerHTML=this.responseText;t.parentNode.insertBefore(e,t.nextSibling)}};o.open("GET",e,true);o.send()}catch(s){console.error(s)}},o:functio
```

Copy

Engage Portal - Templates

Webex Contact Center

Templates / Add Template

< Add Template

You can add a template from here

All SMS Email Facebook Twitter Livechat API Apple Messages for Business WhatsApp Google Messages for Business

Template Name

Note: Template name is referred as alphanumeric unique identifier.

Template text

Max 1000 characters allowed (0/1000)

Note: You can configure system.customer_name, system.customer_id, system.customer.mobile_no, system.asset, system.customer_email_address in the template body by placing @@ before each of these params. When any of these parameters are used in the template body, this information will be pre-filled on the chat console (if the relevant data is available in the system) if an agent uses these templates in a conversation.

Lock Template (Note: Only custom fields can be edited.)

Teams excluded

Select Some Options

Note: You can choose to exclude the template from being shared to the teams.

Save changes

Global & Flow variables

Global Variable for Omni Channel (Create)

Provisioning

- WxCC 2.0 SA EU1
- Entry Points/Queues
- Site
- Team
- Users
- User Profiles
- Work Types
- Auxiliary Codes
- Agent Profiles
- Address Book
- Outdial ANI
- Dial Plan
- Global Variables**
- Multimedia Profiles
- Desktop Layout
- Skills
- Threshold Rules
- Entry Point Mappings
- Templates
- Reports

Reporting and Analytics

Business Rules

Desktop

Global Variable

Help Global Variables > Add

General Settings

Name: GV_ServiceType
This configuration can only contain alphanumerics and underscores. Spaces are not supported.

Description:

Variable Type: String
Variable Type cannot be edited once the variable is created.

Default Value: Software Support
Strings support alphanumerics and spaces.

Status: Active

Reporting Settings

Make Reportable: Yes
This enables the variable to appear in Analyzer for reporting purposes. Each tenant has a limit of 100 variables that can be reported on.

Agent Settings

Make Agent Viewable: Yes
This enables the variable to be displayed on Desktop with the value captured as part of the Flow.

Desktop Label: Service Type
This label appears on Desktop in place of Variable Name. Ensure that it is useful to agents.

Agent Editable: Yes
If made editable, updates to the variable made from Desktop will be received by the Flow.

Save Reset Cancel

Global Variable for Omni Channel (Fetch)

New Auth _ LiveChat
Working Draft

Set Variable

Configuration Transition Actions (Optional)

Method Name: Set Global Variable

NODE RUNTIME AUTHORIZATION: New WxCC Auth

Task ID: \${fid}

Fetch Global Variables

Variable Name	Type	Description	Default Value
<input type="checkbox"/> Agent_Wrap_Up	String		
<input type="checkbox"/> AccountName	String		
<input checked="" type="checkbox"/> GV_ServiceType	String		Software Support

Set Variable: GV_ServiceType

GV_ServiceType: Software Support

Set Variable v1.7 Node ID: 2288

Save

Input Variables

Custom Variables [F2095]

Start Node ID: 2

Evaluate Node ID: 9

Receive Node ID: 38

In-App Messaging

Search Conversation

Create Conversation

Append Conversation

Create Task

Output Variables

Node Outcomes

Diagram illustrating the flow of variables and tasks:

- The main node (highlighted with a red dashed box) receives an event (e.g., 'onSuccess') from a 'Create Task' node.
- The main node then triggers a 'Set Variable' node (also highlighted with a red dashed box).
- The 'Set Variable' node sets the global variable 'GV_ServiceType' to 'Software Support'.
- The main node then triggers a 'Queue Task' node.
- The 'Queue Task' node triggers an 'Update Conversation' node.
- There are multiple parallel paths and event triggers:
 - 'onTimeout' events lead to 'Close Conversation' and 'Close Task' nodes.
 - 'onPolicyFail' leads to a 'Close Conversation' node.
 - 'onError' leads to a 'Close Task' node.
 - 'onSuccess' leads back to the main node.

Global Variable for Omni Channel (Modify & Report)

Webex Contact Center Desktop

John Wayne
Q-Chat-WXCC-20-EU1 01:02

John Wayne 01:02 Transfer Conference End

DNIS EP-New-Auth-LiveChat-WXCC-20-EU1
Queue Q-Chat-WXCC-20-EU1
Rona Time 32
Service Type Software Engineering

J Jwayne@example.com Hello! Welcome to the chat 3/4/2023, 10:02 PM | Received
J Jwayne@example.com Auto Generated Welcome to Webex CC Chat 3/4/2023, 10:02 PM | Received

No contact history found!

All

No history

Analyzer Global Variable Report

Settings Export

Start Timestamp	End Timestamp	Agent Name	Channel Type	GV_ServiceType
04/03/2023 21:03:36	04/03/2023 21:06:15	Agent1 WebexCC	chat	Software Engineering

0 / 1000 Send

The screenshot illustrates the integration of global variables across different Cisco contact center platforms. In the Webex Contact Center Desktop interface, a global variable 'Service Type' is being modified to 'Software Engineering'. This change is reflected in the 'GV_ServiceType' column of the Analyzer report, demonstrating how modifications made in one platform can be tracked and reported across the omnichannel ecosystem.

Flow Variables for Digital Channel (Set Value)

Chat Flow - Set Variable
Working Draft

Build Analyse ? | Save Make Live

Configure APP Event → Evaluate → Search Conversation → Create Conversation → Pre-chat form → Receive → Append Conversation → Create Task → Queue Task → Set Variable → Update Conversation → End

Set Variable

Configuration

Method Name: Set Flow Variable

NODE RUNTIME AUTHORIZATION: New WxCC Auth

Task ID: \${flid}

Set Variables

Name	Type	Value	Actions
IssueDescription	String	\$n38.inappmessaging.form1	<input checked="" type="checkbox"/> Make agent viewable <input checked="" type="checkbox"/> Agent Editable
Description		Short Description of the Issue	
IssueType	String	\$n38.inappmessaging.form1	<input checked="" type="checkbox"/> Make agent viewable <input checked="" type="checkbox"/> Agent Editable
Description		Category of the Issue	

Add Variable

Set Variable v1.7 Node ID: 2304

Input Variables

- InApp - Form Response
- inappmessaging.timestamp
- inappmessaging.userId
- inappmessaging.threadId
- inappmessaging.completedOn
- inappmessaging.threadTitle
- inappmessaging.threadStatus
- inappmessaging.message
- inappmessaging.attachment
- inappmessaging.version
- inappmessaging.deviceId
- inappmessaging.origin
- inappmessaging.appld
- inappmessaging.transId
- inappmessaging.formResponse
- inappmessaging.customTags
- inappmessaging.extras
- inappmessaging.formFields.Name
- inappmessaging.formFields.Email
- inappmessaging.formFields.IssueDescription
- inappmessaging.formFields.IssueType
- inappmessaging.formFields.IssueSeverity

Output Variables

Node Outcomes

main

Chat interface preview:

Hello!

Name: [Input Field]

Email: [Input Field]

Issue Description: [Input Field]

Issue Type: [Input Field]

Flow Variables for Digital Channel (Extract Value)

Task Routed _ Extract Variable
Working Draft

Build Analyse ?  Save Make Live

Flow Settings

General Custom Logs Flow Outcomes Custom Variables

CustomerName e.g.

ContactDirection e.g.

AgentSessionId e.g.

AgentDn e.g.

TeamId e.g.

TeamName e.g.

SitId e.g.

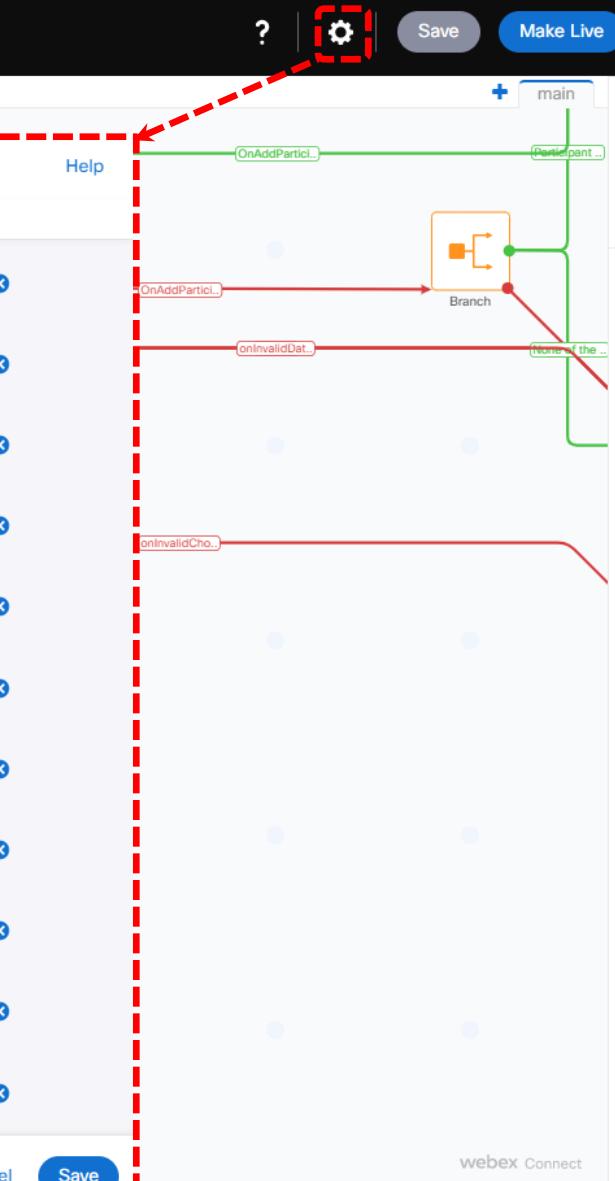
CustomerId e.g.

requestBody e.g.

IssueDescription e.g.

IssueType e.g.

Flow id: 3739 Cancel Save webex Connect



```
graph TD; Start((OnAddParticipant)) --> Branch((Branch)); Branch --> End((Participant...));
```

Flow Variables for Digital Channel (Extract Value)

Task Routed _ Extract Variable
Working Draft

Build Analyse ? | Save Make Live

Extract Task Variables

Configuration **Transition Actions (Optional)**

Enter JavaScript to perform logic and return values as output. Configured script outputs will be available as node outcome

```
60
61
62
63 // function to extract fields into flow usable variables
64 function extractVariable(varname) {
65     for (var i = 0; i < responseArray.length; i++) {
66         var object = responseArray[i];
67         if (object.name == varname) {
68             return object.value;
69         }
70     }
71 }
72
73 //Extracting issue type and description variables set in the live chat inbound flow
74 var issueType = extractVariable("IssueType");
75 var issueDescription = extractVariable("IssueDescription");
76
77 1;
```

Configure Script Output

Script Output 1 Branch Name Success

+ Add New

Evaluate Node ID: 517 Test Cancel Save

WxCC Task v2 Extract Task Add participant Branch

Extract Task Variables

Configuration **Transition Actions (Optional)**

Configure node on-enter / on-leave operations

Action 1

Time Action

On-leave Set variable

Variable	Value
TeamId	\$(teamId)
AgentName	\$(agentName)
MediaType	\$(mediaType)
MediaChannel	\$(mediaChannel)
QueueName	\$(queueName)
CustomerName	\$(customerName)
AgentDn	\$(agentDn)
TeamName	\$(teamName)
SitId	\$(sitId)
IssueDescription	\$(issueDescription)
IssueType	\$(issueType)

Evaluate Node ID: 517 Test Cancel Save

```
graph LR
    WxCC[WxCC Task v2] -- "onBegin" --> Extract[Extract Task]
    Extract -- "End In Err" --> AddParticipant[Add participant]
    AddParticipant -- "Success" --> EndSuccess[End Success]
    EndSuccess -- "OnAddParticipant" --> Branch[Branch]
    Branch -- "OnAddParticipant" --> Extract
    Extract -- "OnAddParticipant" --> Branch
```

Flow Variables for Digital Channel (Use Value)

Task Routed _ Extract Variable
Working Draft

Screen Pop

Configuration Transition Actions (Optional)

Method Name: Screen Pop

NODE RUNTIME AUTHORIZATION: New WxCC Auth

Task ID: \${n2.webex.ID}

Agent ID: \${n2.webex.agentId}

URL Setting: Define a URL for Screen Pop configurations and add relevant parameters that need to be associated. If typing variables, use this syntax: \${variable}.

Screen Pop URL: www.google.com

Query Parameters:

Key	Value
IssueDescription	\$(IssueDescription)
IssueType	\$(IssueType)

+ ADD NEW

Display Settings:

Screen Pop Loading Behavior: Existing Browser Tab

Input Variables:

- Custom Variables:
 - response
 - MediaResourceId
 - AgentId
 - AgentName
 - ContactId
 - OrgId
 - MediaType
 - MediaChannel
 - QueueId
 - QueueName
 - Ani
 - Dn
 - CustomerName
 - ContactDirection
 - AgentSessionId
 - AgentDn
 - TeamId
 - TeamName
 - SitId
 - CustomerId
 - requestBody
 - IssueDescription
 - IssueType
- + Add New Custom Variable

Output Variables

Node Outcomes

Diagram:

```
graph LR; Start((Start)) --> TaskRouted[Task Routed]; TaskRouted --> ScreenPop[Screen Pop]; ScreenPop --> EndOnTime[End onTime]; ScreenPop --> EndOnInv[End onInv]; ScreenPop --> EndOnErr[End onErr]; Delay1[Delay] --> EndOnTime; Delay2[Delay] --> EndOnInv; Delay3[Delay] --> EndOnErr;
```

Node ID: 2

Node ID: 3

Node ID: 4

Node ID: 5

Node ID: 6

Node ID: 7

Node ID: 8

Node ID: 9

Node ID: 10

Node ID: 11

Node ID: 12

Node ID: 13

Node ID: 14

Node ID: 15

Node ID: 16

Node ID: 17

Node ID: 18

Node ID: 19

Node ID: 20

Node ID: 21

Node ID: 22

Node ID: 23

Node ID: 24

Node ID: 25

Node ID: 26

Node ID: 27

Node ID: 28

Node ID: 29

Node ID: 30

Node ID: 31

Node ID: 32

Node ID: 33

Node ID: 34

Node ID: 35

Node ID: 36

Node ID: 37

Node ID: 38

Node ID: 39

Node ID: 40

Node ID: 41

Node ID: 42

Node ID: 43

Node ID: 44

Node ID: 45

Node ID: 46

Node ID: 47

Node ID: 48

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Node ID: 73

Node ID: 74

Node ID: 75

Node ID: 76

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Node ID: 90

Node ID: 91

Node ID: 92

Node ID: 93

Node ID: 94

Node ID: 95

Node ID: 96

Node ID: 97

Node ID: 98

Node ID: 99

Node ID: 100

Node ID: 101

Node ID: 102

Node ID: 103

Node ID: 104

Node ID: 105

Node ID: 106

Node ID: 107

Node ID: 108

Node ID: 109

Node ID: 110

Node ID: 111

Node ID: 112

Node ID: 113

Node ID: 114

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