Webex Contact Center Expert

Flows

Module 5

Module Objectives

- Understanding the WXCC Flow Builder and it's Configuration:

  - Activities

  - Main Flow

  - Event Flow

- Being able to execute standard configuration

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Entry Point and Queue Creation

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Entry Point

Creation

- Service Level Threshold

- Channel Type

- Time Zone

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Call Queue

Creation

- Service Level Threshold

- Channel Type

- Routing Type
  - Longest Available
    - Interaction is assigned to the longest available agent
  - Skills Based
    - Interaction is assigned based on the skill required to answer a specific interaction

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Call Queue

Creation

- Via Call Distribution you should assign the Teams in the order they should answer calls

- You may add in Teams over time

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Call Queue

Creation

- Maximum Time in Queue
- Default Music In Queue
- Time Zone

Advanced Settings

| Service Level Threshold | 120 | seconds |

| Maximum Time in Queue | 100 | seconds |

Note: Ensure the Maximum Time in Queue setting does not conflict with queue logic defined in routing flows.

| Default Music in Queue | defaultmusic_on_hold.wav |

| Time Zone (Routing Strategies Only) | Default (Tenant Time Zone) |

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Call Queue

Modify Queue Settings

After you save a Queue, you will have the following additional settings available

- Permit Monitoring
- Permit Recording (if disabled at Tenant level)
- Record All calls (if disabled at Tenant level)
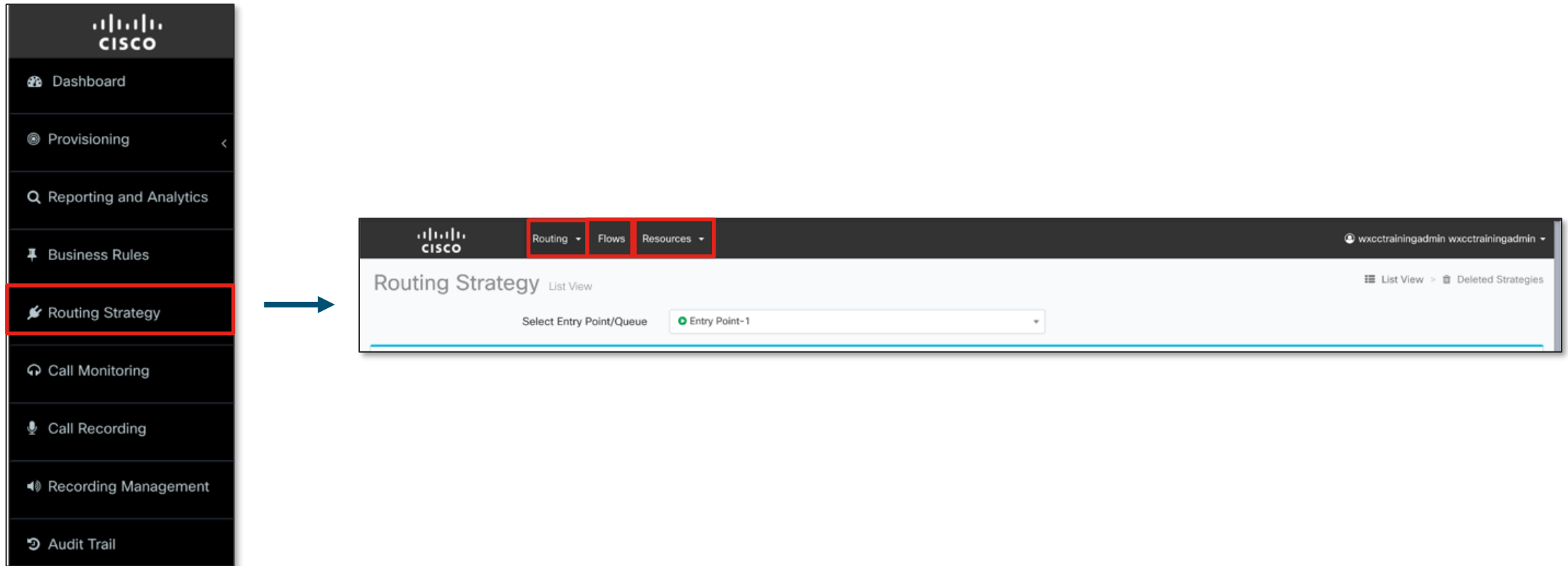- Pause/Resume Enabled (if disabled at Tenant level)
- Recording Pause Duration

Advanced Settings

Permit Monitoring	Yes
Permit Recording	Yes
Record All Calls	Yes
Pause/Resume Enabled	Yes
Recording Pause Duration	10

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Call Routing Strategy

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Routing Strategy

- Click on the Routing Strategy icon

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Resources - Message & Music Files (.WAV)

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Audio Files

Usage

- All audio files the caller hears within WxCC are in the format of a .wav file

  - Music on hold

  - IVR message

  - Closed messages

  - Message while on hold

- All wav files are stored in application under Resources tab of RS

  - Routing Strategy>Resources

- If Supervisors/Admins need to implement a new wav file, they need to upload it to the resources tab and then attach it to the correct RS

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Audio Files

Creating Audio Files

Be sure to comply with copyright laws for any music you use

- **Use the following file format and settings**

    wave: u-Law, 8 kHz, 16bit, 64 Kbps, mono – 100MB max

    wave: a-Law, 8 kHz, 16bit, 64 Kbps, mono – 100MB max

- No spaces or Special Characters in the file name.

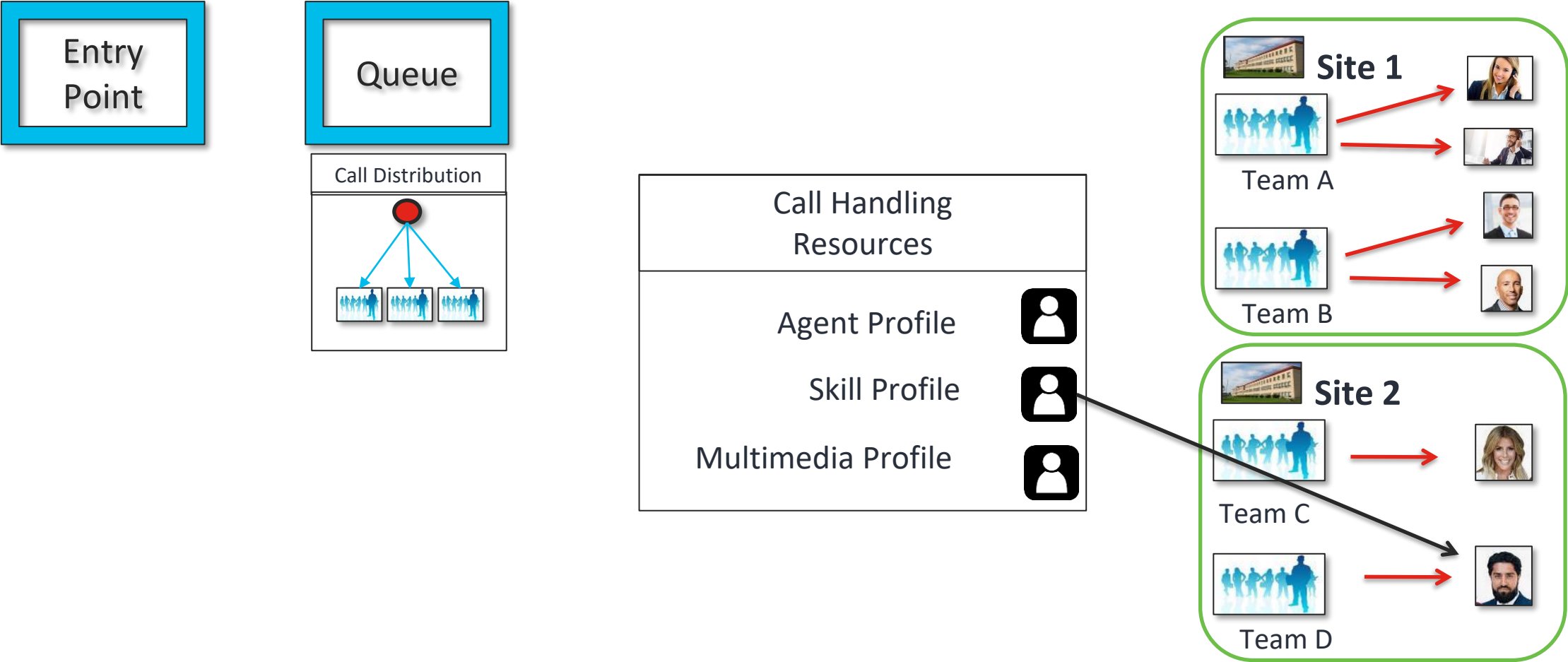| Audio Files		
+ New		
	Resource Name	**Last Updated**
---	CC_Cert_8khz.wav	08-Oct-2019
---	defaultmusic_on_hold.wav	07-Aug-2019
---	Eng_Ger-8khz.wav	08-Oct-2019
---	Welcome_to_Contact_Center-8khz.wav	08-Oct-2019

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Lab 6

Provisioning Entry Points and Queues and adding Resources

- *Estimated Time: 30 minutes*

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LAB 6 Expected Outcomes

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Flows

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Definitions

| Flows	**Flow Designer is a drag-and-drop UI used to define flows that orchestrate and automate the components of the Cisco Webex Contact Center. Through a set of ready-made activities, you can flexibly create a flow that is based on your organizational requirements.** It defines how a call is handled when it arrives at an Entry Point and how it will be subsequently dealt with in a Queue

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Flows

- Control behavior of Entry Points and Queues

- Once published, may be used in multiple Entry Point Routing Strategies

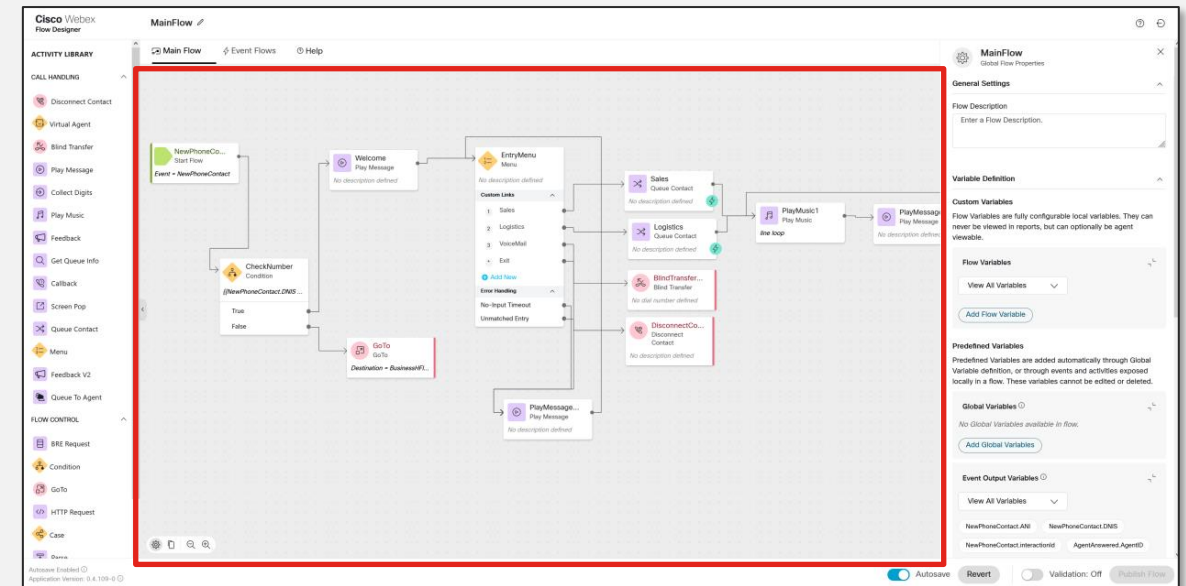- They can be created by CC Admins, Cisco CSAMs or Cisco Professional Services

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Flow Designer

- Activity Icons in a scrollable list.
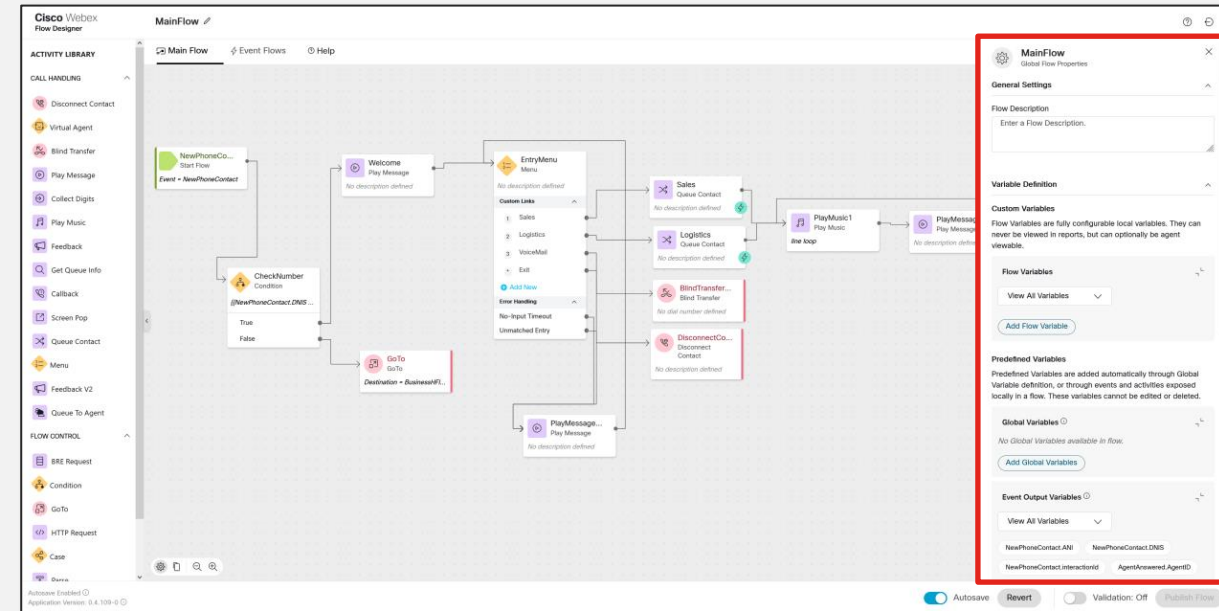
- Drag and drop into the flow to use.

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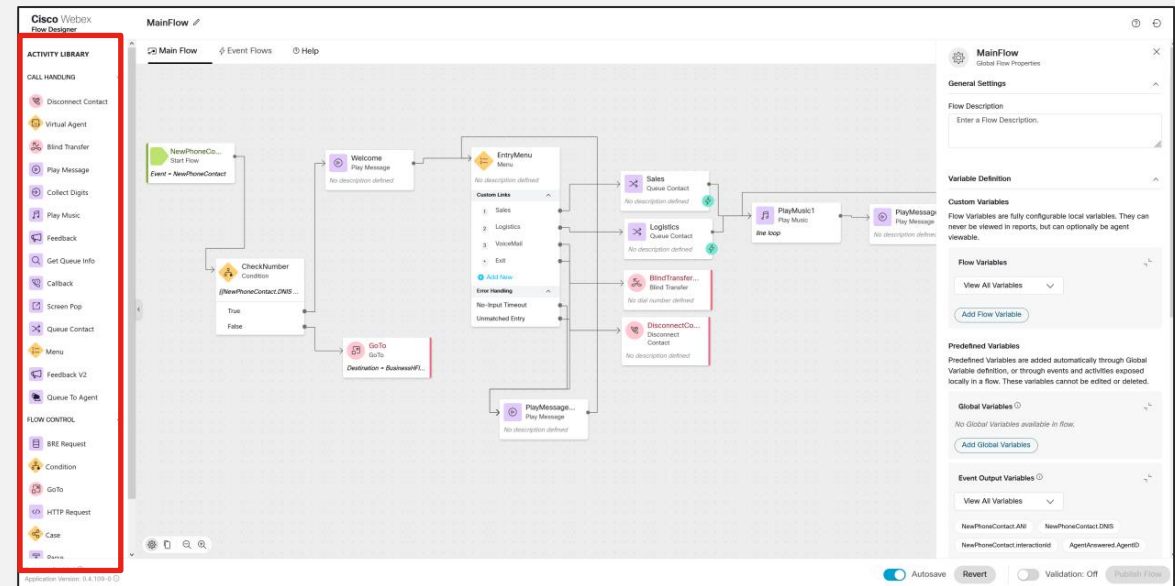
Flow Designer

- Main page of the flow.

- Link activities via drag out arrows.

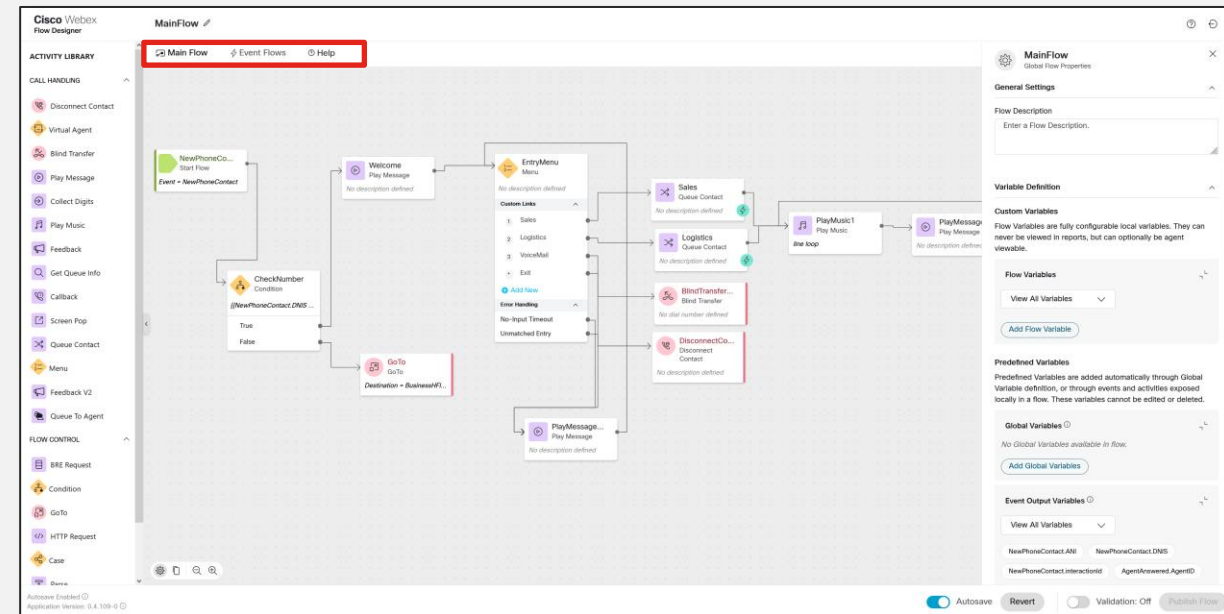- Clicking the "x" removes them.

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Flow Designer

- Any icon selected in the main flow will display it's setting here.

- Clicking on the Grey background allows you to change the flow name.

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Flow Designer

- Swap between the Main Flow and the Event flow.

- Start Icons are automatically added to the event flow depending on what is added to the Main flow.
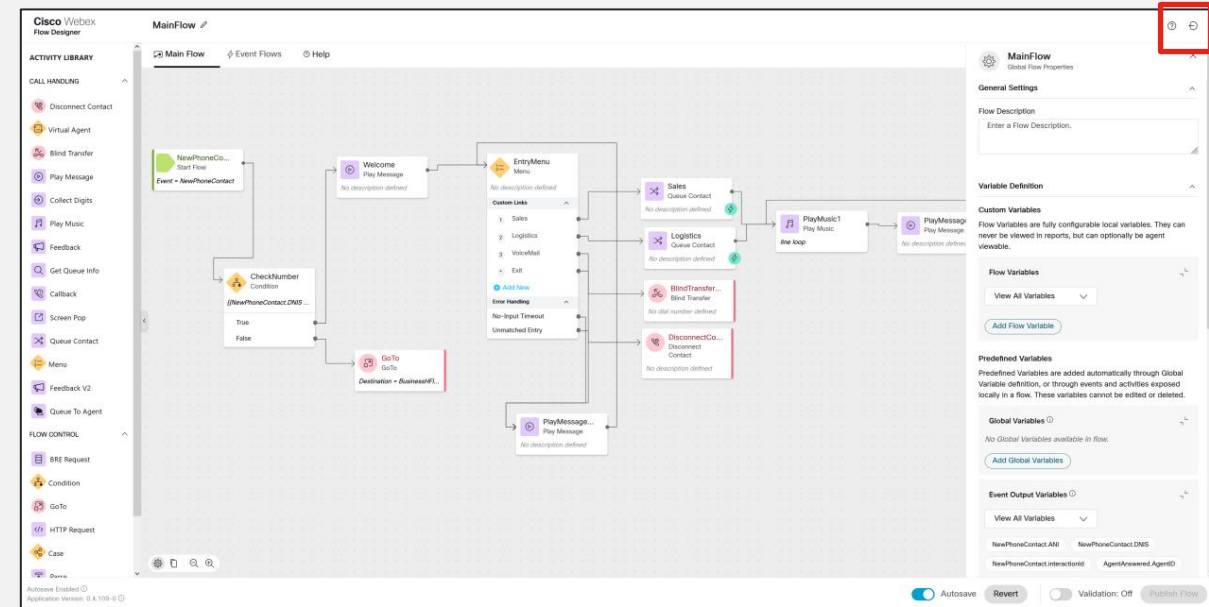
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Flow Designer

- Validating a flow ensures that all required fields are configured and that the structure of the flow is valid.

- Only Flows that are published can be used by Entry Points.

- Revert can be used to revert to a previous version of a published flow

- Autosave

- Settings

- Duplicate activity

- Zoom in and Zoom out

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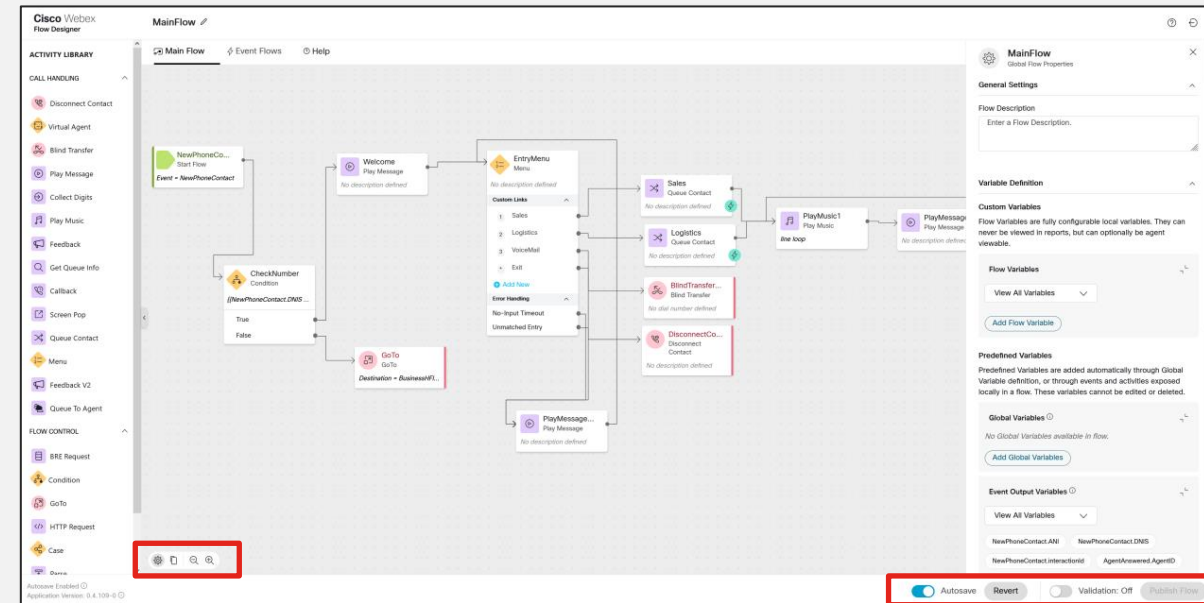
Flow Designer

- Only use the Save and Sign out button when leaving a flow.

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Validating Flows

- Validating a flow ensures that all required fields are configured and that the structure of the flow is valid.

- The **Publish Flow** button is disabled as long as the Validation toggle is off. Once Validation is turned on, the Publish Flow button will remain disabled if there are any active errors in the flow.

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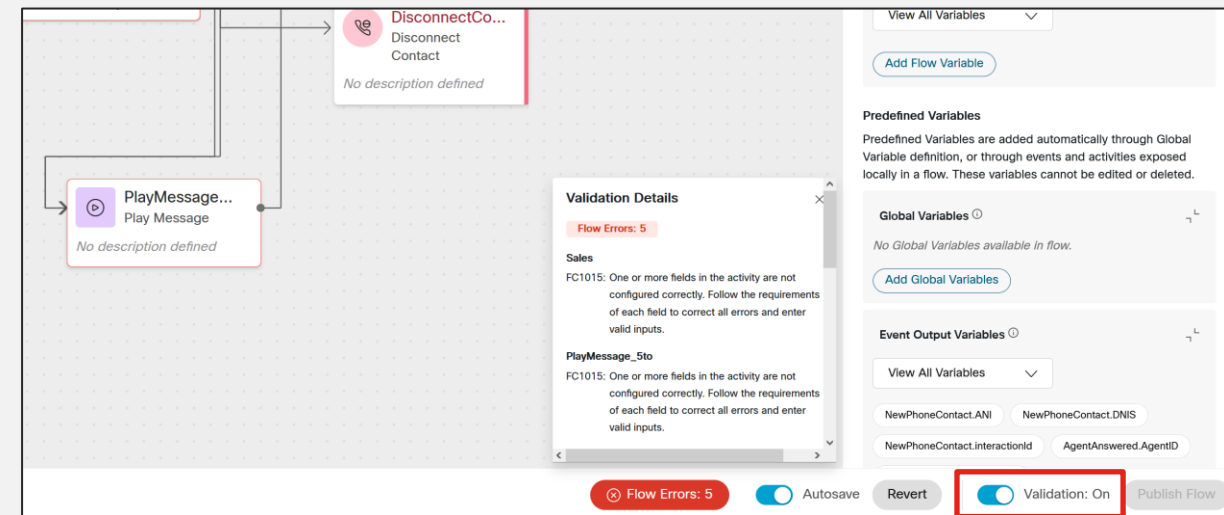
Main Flow

- **Activity:** A single step of a flow, as represented by a node in the Flow Designer interface. For example, play a message or make an HTTP request. This is the element that is dragged and dropped by the user into a flow. There are four key types of Activities:-

  - Start Activities

  - Actions

  - Enum-Gateways

  - Terminating Activities

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Event Flows

Event: An internal or external stimulus to the system which may cause a flow or flow path to be executed. These may be Kafka messages, external HTTP requests, user actions, etc. Flow Designer is an event-driven application that executes flows in response to events. If and when certain events are triggered, flows are automatically executed as configured

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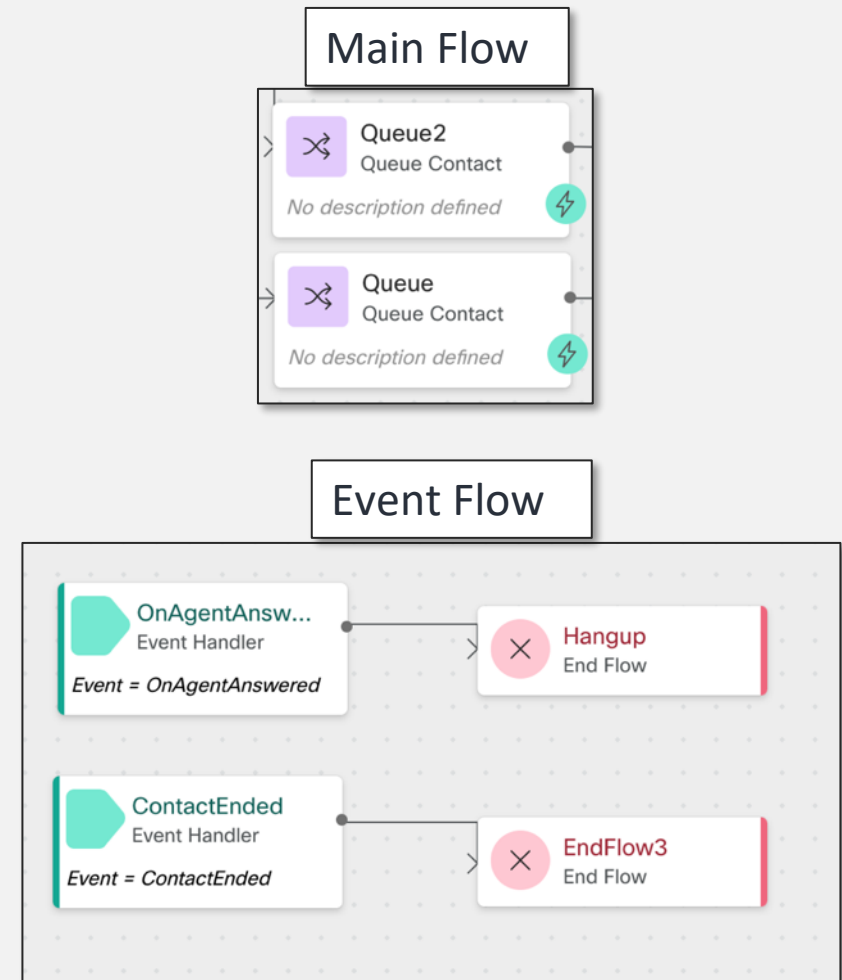
Activities

Two Types

Call Handling:

- Call Handling activities are used to build flows that handle voice interactions in the contact center. They are specific to the use case of handling calls through Interactive Voice Response (IVR) and virtual or human agents

Flow Control:

- Flow Control activities are agnostic to Flow Type and are used to control the logic in the flow regardless of use case.

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Start Activities

These activities start a flow or path of a flow. They have 0 inputs and 1 output. Start Activities include the

Start Flow and the Event Handler activities. The Start Flow activity indicates the Trigger Event that causes a

flow to be executed. The Event Handler activity allows you to build custom branches of a flow that are only

executed if the indicated event is triggered at some point during the execution of the Main Flow. Start

Activities are represented by a pentagon shape and shaded left-edge

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Start Activities

New Phone Contact	The Start Flow Activity indicates what event causes the flow to be executed. **NOTE: The only Flow Trigger Event available today is NewPhoneContact. This event is triggered when a new call reaches a telephony entry point in the contact center. Flows that are triggered by the NewPhoneContact event can be used in Entry Point Routing Strategies. The Flow Trigger Event is currently selected by default and cannot be edited. Additional events will be exposed in the future**
Agent Answered	The Agent Answered event is triggered when an agent answers an inbound call and interrupts the customer's experience in a queue. The event will not be triggered unless a **Queue Contact** activity is used in the Main Flow

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Start Activities

Phone Contact Ended	The Phone Contact Ended event is triggered when a live call is disconnected, and all participants are removed. The event is available if select call handling activities are used in the flow. Escalation to an agent is not required
Agent Disconnected	The Agent Disconnected event is triggered when an agent disconnects their leg of a live call, leaving the customer alone on the line. The event will not be triggered unless a **Queue Contact** activity is used in the Main Flow.

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Actions

These activities are used in the middle of the flow and indicate a step that can only have 1 successful outcome. They have more than single inputs, two required output, and potentially some error handling outputs. Actions are represented by a square shape

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Actions

Call Handling

PlayMusic1
Play Music

No description defined

Feedback1
Feedback

No description defined

Play Music	The Play Music activity plays a music notation when a call arrives or while waiting in a queue.
Feedback	The **Feedback** activity is configured to initiate a Cisco Webex Experience Management post call survey to collect feedback from customers. If you want to capture customer feedback about the agent's performance after the call, the **Feedback** activity can be configured in the **Event Flows** tab in Flow Designer following the **PhoneContactEnded** event. The survey will be sent to the customers over email or SMS depending on the dispatch policy rules set up in Cisco Webex Experience Management. More information

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Actions

Call Handling

Play Message	The Play Message activity plays uninterruptible message to the caller. You can use the Play Message activity with or without the Text-To-Speech capability enabled. – Requires a connector.
Screen-Pop	A **Screen-pop** is a window or a dialog box that autonomously appears on an Agent's Desktop. An agent gets more information about the caller to proceed further with a conversation. The **Screen-pop** activity only becomes relevant after an agent is involved in an interaction. It typically uses the **AgentAnswered** event. Complete this configuration in the Event Flows tab of Flow Designer. To define different **Screen-pop** behavior which is based on criteria which is configured in the Main Flow, use a **Condition** or **Case** activity.

PlayMessage1
Play Message
No description defined

Screen-pop1
Screen-pop
No description defined

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Actions

Call Handling

Callback1
Callback

No description defined

GetQueueInfo1
Get Queue Info

No description defined

Error Handling ∧

Insufficient Information

Failure

Call Back	The Callback activity is available only if the preferred queue and the Callback feature are enabled for your enterprise. By default, the Callback activity creates a Courtesy Callback task in the same queue that the call was placed originally. If preferred, a different queue must be indicated as part of the activity configuration. If the same queue is used, the task retains its position in queue until the next agent is available. **More information**
Get Queue Info	The **Get Queue Info** activity provides the caller's current **Position in Queue** (PIQ) and the **Estimated Wait Time** (EWT).

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Actions

Call Handling
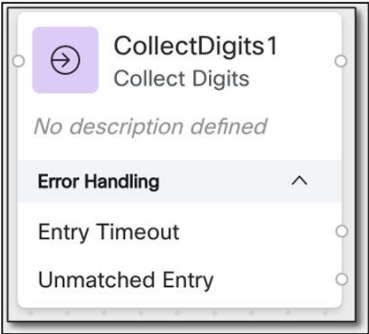
Queue Contact	**The Queue Contact activity places a contact in a queue. By virtue of using this activity in the Main Flow, you will expose two events in the Event Flows tab: AgentAnswered and PhoneContactEnded.** Skills and Contact Priority are assigned to the calls entering the queue here as well.
Collect Digits	The **Collect Digits** activity prompts the caller to enter a DTMF input, such as an account number. Like the **Play Message** and **Menu** activities, Collect digits can utilize audio files, Text to Speech messages, or a combination of both to prompt the caller to enter their digits.

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Actions

Flow Control

Set Variable	The Set Variable activity is used to set value to a variable. You can modify the value of the variable that is based on your requirement or according to a flow. There are two types of variables in the Flow Designer. They are Custom Flow Variables and Predefined Variables. Call-associated data (CAD) variables are a type of Custom Flow Variables that are passed to the Desktop as part of an interaction. You define these as part of the Flow Variable configuration in Flow Designer.

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Actions

Flow Control

HTTP Request	The HTTP Request activity can be used to fetch information from an external data source such as a CRM using standard HTTP protocols. unauthenticated endpoints. HTTP request can be made to both authenticated and unauthenticated endpoints. For authenticated endpoints, Basic Auth and OAuth 2.0 are supported.
Parse Settings	The **Parse** activity takes input string (JSON, TOML, XML, and YAML) and processes it by converting it into a JSON structure based on the specified data which then can be assigned to a variable of choice using a JSON path expression.

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Actions

Flow Control

BRE Request	Use the BRE Request activity to retrieve data from your organization's Business Rules Engine (BRE) to use in the flow's logic. Note that the Tenant ID is automatically injected as a request parameter, and does not need to be configured. **More information**
Queue to Agent	The Queue To Agent activity in the flow helps to achieve Agent-based Routing. The Queue To Agent activity routes the contacts to the preferred agent directly based on agent ID or email address. The mapping between the contacts and their preferred agents is managed in an external application outside Webex Contact Center using HTTP Request activity.

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Enum-Gateways

These activities are used in the middle of the flow and indicate a step that can have multiple successful

outcome paths. They have 1+ inputs, 2+ required outputs, and potentially some error handling outputs.

Enum-Gateways are represented by a diamond shape

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Enum-Gateways

Call Handling

Menu	The Menu activity allows you to build an Interactive Voice Response (IVR) experience in your flow. The activity plays a prompt, allowing the caller to enter a DTMF digit. Based on the selected digit, the flow can take a different path. A Menu can have 1 to 10 branches represented by digits from 0 to 9. You can use the Menu activity with or without Text-to-Speech enabled.

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Enum-Gateways

Call Handling

Virtual Agent	A Virtual Agent handles conversations with your end-users. You can add a Virtual Agent to a call flow to handle customer queries in a conversational format. The Virtual Agent powered by Google's Dialogflow capabilities understands the intent of the conversation and assists the customer as part of the IVR experience. Depending on the way you have set up the Dialogflow agent, you can use the Virtual Agent activity to solve for different kinds of use-cases.

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Enum-Gateways

Flow Control

Condition	**The Condition activity embodies a condition. The flow takes the True or False path depending on whether or not the condition is met.**
Case	The **Case** activity enables you to build out switch **Case** in your call flow. If there are multiple possibilities or outcomes at a certain decision point, the case statement can be used to drive that logic forward. For example, you can use **Case** to define different screen pop for different agent teams depending on the team name. Each **Case** becomes a branch from which the appropriate paths can be defined. The flow will proceed down the path which evaluates as true for a particular instance of the flow.

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Terminating Activities

These activities end a flow or flow path. They have 1+ inputs and 0 outputs. Terminating Activities are represented by a circle shape and shaded right-edge. At least one Terminating Activity is required in every flow to indicate that the flow will end eventually. Multiple terminating activities can be used in a single flow to terminate different flow paths

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Terminating Activities

Call Handling

BlindTransfer1
Blind Transfer

No dial number defined

DisconnectCo...
Disconnect
Contact

No description defined

Blind Transfer	**The Blind Transfer activity refers to a process wherein a call contact is transferred to an external Dial Number (DN) through the IVR, without agent intervention. The subset of the transfer can be to a third-party Dial Number (DN).**
Disconnect Contact	Use this terminating activity to disconnect an active leg of a call. This is required if no agents join the call to manually disconnect. For instance, this can be used before a call is queued or after scripting an opt-out of queue experience. You can use as many **Disconnect Contact** activity as desired when constructing your flow to ensure that the call is terminated no matter which path of the flow it takes.

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Terminating Activities

Flow Control
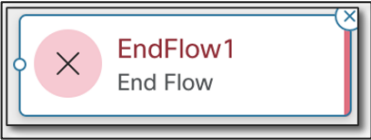
End Flow	This terminating activity marks the end of a particular flow path. You can use as many End Flow activities as desired when constructing your flow to ensure that all flow paths terminate.
GoTo	Indicates if the current flow should go to an entry point or to another flow. If going to another flow, a Variable Mapping section appears for additional configuration.

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Writing Expressions

- Most text input fields in Flow Designer support writing expressions. Expressions are not required, but they allow for powerful scripting functionality through variables for advanced users. Basic text and numbers can also be entered in the same input fields for simple flows if expressions are not needed.

- All input fields in Flow Control leverage an open-source expression syntax called Pebble Templates: https://pebbletemplates.io/

Math

`+` : Addition
`−` : Subtraction
`/` : Division
`%` : Modulus
`*` : Multiplication

Logic

`and` : Returns true if both operands are true
`or` : Returns true if either operand is true
`not` : Negates an expression
`(...)` : Groups expressions together

Comparisons

`==` , `!=` , `<` , `>` , `>=` , and `<=` .

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Writing Expressions

https://pebbletemplates.io/

Validating Expressions

- If an input field detects that an expression is being used (i.e. the {{ }} syntax is entered), a blue icon appears in the lower-right corner of the field.

- Click the blue button opens a modal where the expression can be tested until the desired outcome is configured. The Test Expression modal contains the following fields:

  - **Expression**: This field shows the expression that was initially entered in the input field from the activity configuration.

  - **Variable Fields:** Each variable used in the expression will have a supporting field where a sample variable value can be entered. Enter a value for each variable, then click **Test** button to see the results if the expression is executed with the entered parameters.

  - **Result:** The result of the expression appears here after the **Test** button is clicked.

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Variables

Custom Variables

- Custom Variables are configurable variables of different data types that you can use throughout the flow

- Variable Types: String, Integer, Date time, Boolean, Decimal

- A variable can be agent viewable as well as agent editable

Add Flow Variable   ×

Name

MyVariable

Description

Variable Type

String   ⌄

Variable Type cannot be edited once the variable is created.

Default Value

Variable value cannot contain line breaks, tabs, slashes or double quotes. Alphanumerics, spaces and other characters are allowed. Expressions are also not supported in the default string value.

⬤ Make Agent Viewable ⓘ

Desktop Label

LabelForAgent

This label appears on Desktop in place of the Variable Name. Ensure that it is useful to agents.

☑ Agent Editable ⓘ

Cancel   Save

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Variables

Predefined Variables

- Global Variables: Can be used for all flows, and the only variables that can be reportable

- Event Output Variables: store data associated with system events, and are exposed when an event is used in a flow

- Activity Output Variables: store data capture from activities, and are automatically created when select activities are added to the flow

Predefined Variables

Predefined Variables are added automatically through Global Variable definition, or through events and activities exposed locally in a flow. These variables cannot be edited or deleted.

Global Variables ⓘ

Event Output Variables ⓘ

Activity Output Variables ⓘ

View All Variables ⌄

Sales.QueueId   Logistics.QueueId

EntryMenu.OptionEntered

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Global Variable Creation

- Global Variables are created in Tenant Management Portal under provisioning / Global Variable.

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Flow Management

Routing Strategies / Flows

- Flows can be duplicated, deleted or exported

- Import flows in json format

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Lab 7

Provisioning a flow

- *Estimated Time: 20 minutes*

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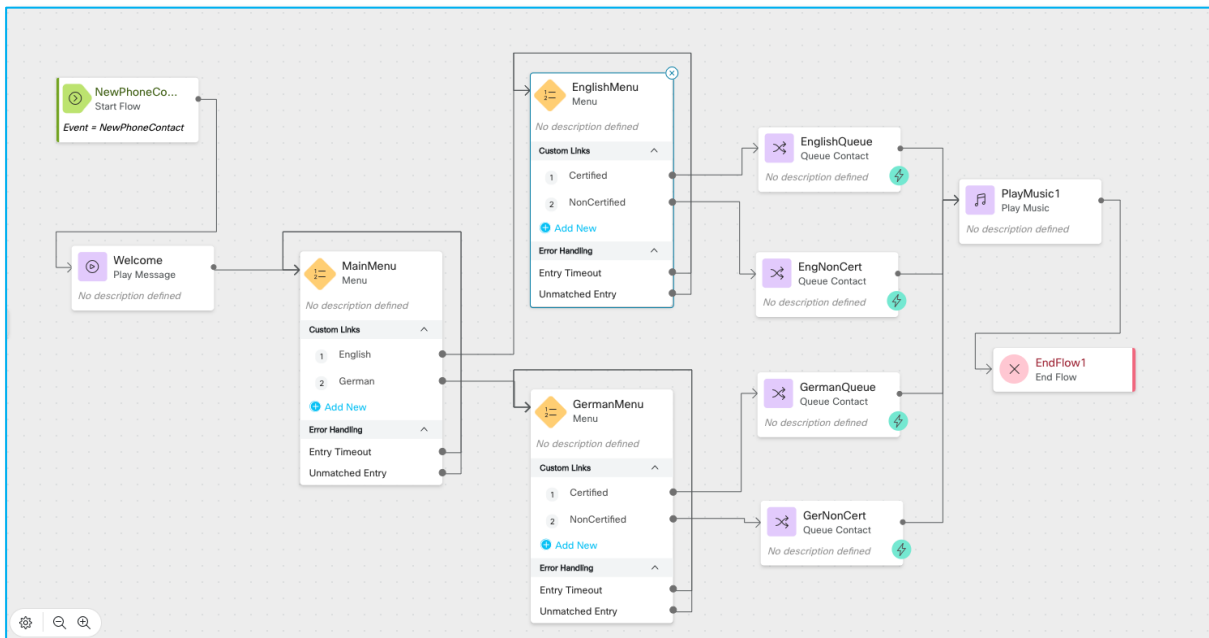
LAB 7 Expected Outcomes
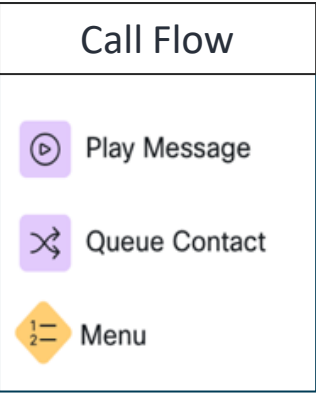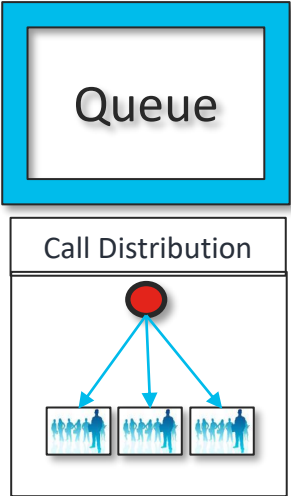
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Data Dip Connectors

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Data Dip Connectors

- They provide a secure interface to Salesforce, Google and other external Applications, using a generic authentication mechanism

- They might be used to query external sources to route calls in Webex CC

- Configured in CH and in the Tenant Portal
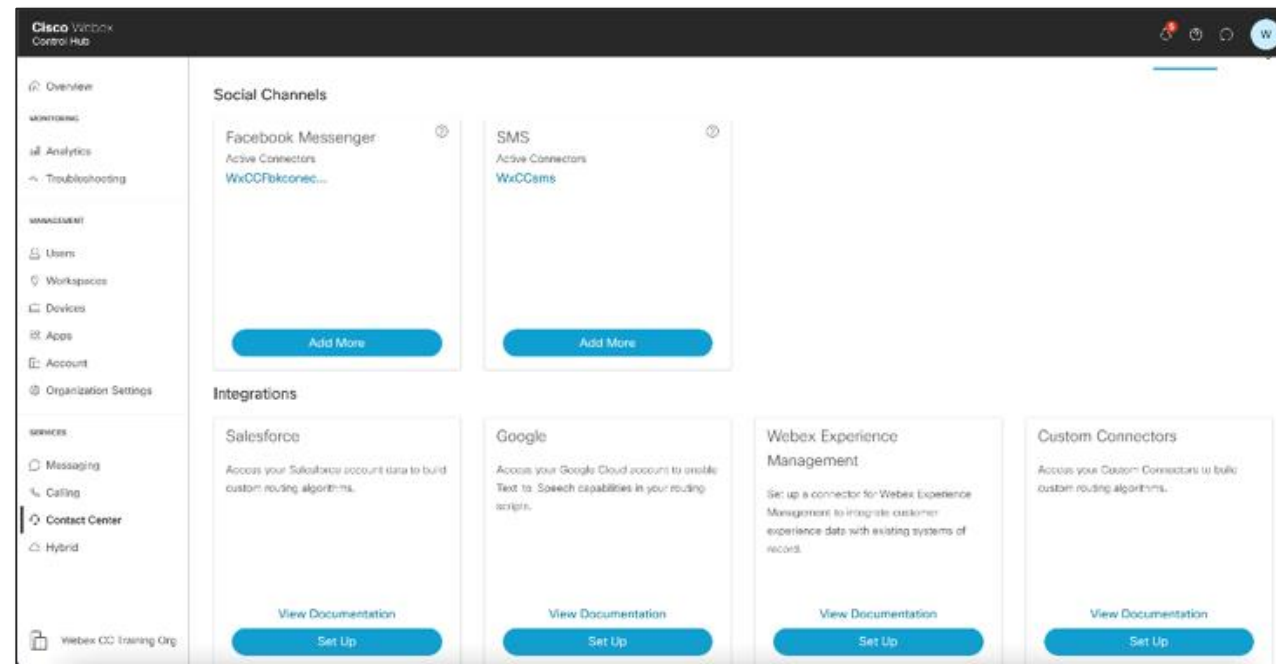
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CH Connectors Tab

Integrations

Salesforce

Access your Salesforce account data to build custom routing algorithms.

View Documentation

Set Up

Google

Access your Google Cloud account to enable Text-to-Speech capabilities in your routing scripts.

View Documentation

Set Up

Webex Experience Management

Set up a connector for Webex Experience Management to integrate customer experience data with existing systems of record.

View Documentation

Set Up

Custom Connectors

Access your Custom Connectors to build custom routing algorithms.

View Documentation

Set Up

The latest details on Webex Contact Center integration connectors will be updated to https://help.webex.com/en-us/7fuy63/Set-Up-Integration-Connectors-for-Cisco-Webex-Contact-Center

Connectors allow building custom routing algorithms using integration to Predefined or Custom applications.

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Salesforce Connector: Salesforce Configuration

This connector uses the OAuth 2.0 JWT bearer token flow for authorization

Setup Salesforce:

- Create a digital certificate as per your organization's security policy
- Using the X.509 certificate create a Salesforce Connected App
- Set the appropriate OAuth Scopes
- Save
- Set OAuth policy to: Admin approved users are pre-authorized
- Provide access to the connected app to the user that will be used to connect to Salesforce
- Note down the consumer key for the app

Salesforce Connector:

CH Configuration

Setup Webex CC:

- On the connectors tab click the Set Up or Add More option for Salesforce
- Provide a meaningful name
- Paste the consumer key that we copied from the sales force app
- Provide the user login id that will be used to connect to the Salesforce App
- Provide the private key of your digital certificate
- Webex CC will try to validate the credentials. If this fails it would not be possible to save the connector

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Google Connector:

CH Configuration

Setup Webex CC:

- On the connectors tab click the Set Up or Add More option for Salesforce
- Provide a meaningful name
- Upload the Authentication Key from the Google Cloud Platform Service Account

Set Up Google Connector

Add credentials to setup Google Connector. For details on usage, please check documentation.

Name

Upload Authentication Key

Follow the documentation to download the authentication key as a JSON file from your Google Cloud Platform Service Account. Upload the file here.

Upload Authentication Key

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Webex Experience Management Connector:

CH Configuration

Setup Webex CC:

- On the connectors tab click the Set Up or Add More option for Salesforce
- Provide a meaningful name
- Enter the Username
- Add the API Key

Setup Webex Experience Management Connector

Add credentials to set up a Webex Experience Management Connector. For details on usage, please check documentation

Name

Provide unique name for the connector

Username

API Key

Cancel   Done

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Custom Connector: CH Configuration

This connector uses password-based Basic Auth or OAuth 2.0

Setup Basic Auth:

- Provide a meaningful name
- Provide the base domain for the custom connector resources
- Provide the username and password for basic authentication
- If a URL exists that can be used to validate the Username and Password, then provide (optional)

Set Up Custom Connector

Add credentials to set up a Custom Connector. For details on usage, please check documentation.

Name

Provide unique name for the connector

Authentication Type

Basic Authentication

Resource Domain

https://

Domain name that will be used to access data

User Name

Password

Validation URL
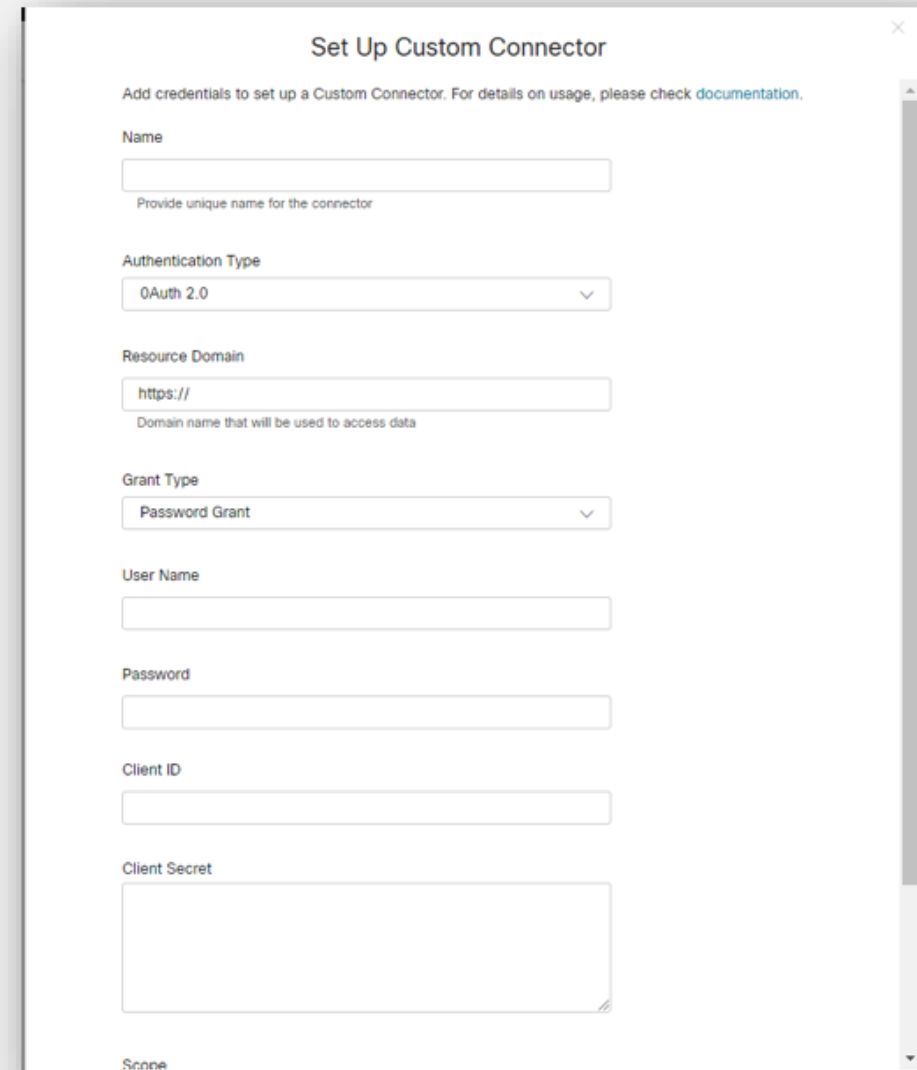
Cancel   Done

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Custom Connector: CH Configuration

This connector uses password-based Basic Auth or OAuth 2.0

Setup OAuth 2.0:

- Provide a meaningful name
- Provide the base domain for the custom connector resources
- Select Grant Type: Client Credentials or Password Grant
- If Grant Type selected is: Password Grant, then provide the Username and Password
- Provide Client ID, Client Secret, and Token URL
- Define the appropriate scope

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Flow Activities can use the Connectors

- Use the correct Activity in the flow where external data dip is needed

- Can be used in Main or Event Flows

Call Handling Activities

Flow Control Activity

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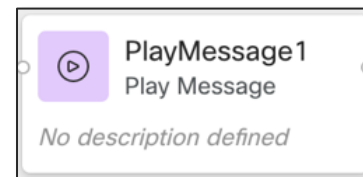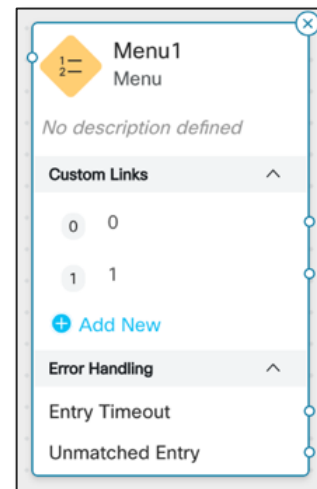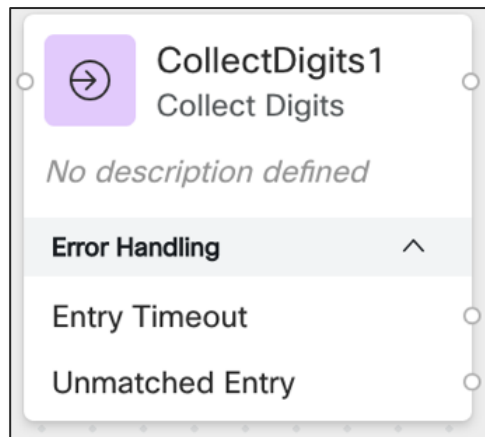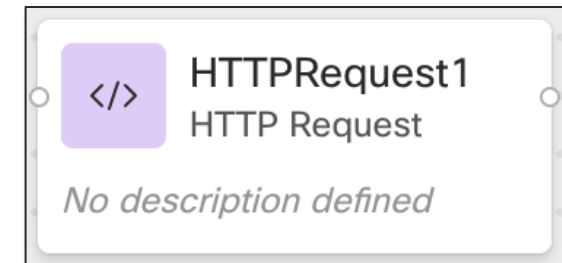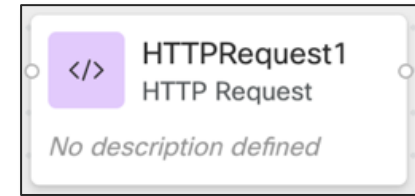
Secured External Data Dips

- Connectors previously configured in Control Hub would be listed in the drop- down list

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HTTPRequest1
HTTP Request
No description defined

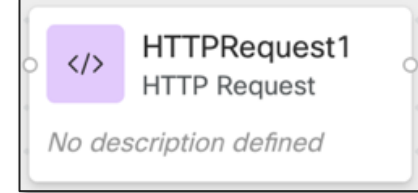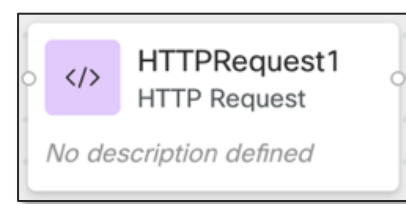# Secured External Data Dips

- Select appropriate HTTP method required for the operation:

  - GET: Used to request data from a specified resource.

  - POST: Used to send data to a server to create or update a resource.

  - PUT: Replaces all current representations of the target resource with the request payload.

  - PATCH: Used to apply partial modifications to a resource.

  - DELETE: Used to delete the specified resource.

  - OPTIONS: Used to describe the communication options for the target resource.

  - HEAD: Asks for a response identical to that of a GET request, but without the response body.

Method

Select a Method ⌄

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Secured External Data Dips

Query Parameters

- You can pass parameters as part of the HTTP Request.

- These are extra parameters provided to the Web server.

- This is used in cases like making a GET Request. The Key-Value columns allow you to enter the key for the query and the associated value that needs to be sent along with the query. Those parameters are a list of key/value pairs that are separated with the '&' symbol. Variable values can also be passed by using the double curly braces syntax.

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Query Parameters

- HTTP headers let the client and the server pass additional information with an HTTP request.

- Request headers, such as Accept, Accept-*, or If-* allows you to perform conditional requests; other headers such as Cookie, User-Agent, or Refer state the precise context so that the server can tailor the answer.

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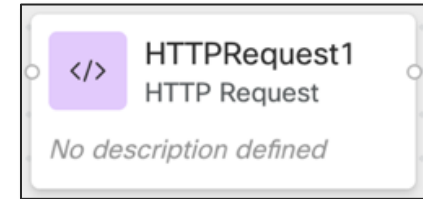
Secured External Data Dips

Query Parameters

- Content: This specifies the expected content type of the data object. JSON, TOML, XML and YAML are supported content types.

- HTTP Request Body: is the data bytes transmitted in an HTTP transaction message, immediately following the headers if there is any. In certain types of HTTP Requests such as a POST or PUT request, you can send a request body which specifies the content with which the update needs to be made at the target resource.

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HTTPRequest1
HTTP Request
No description defined
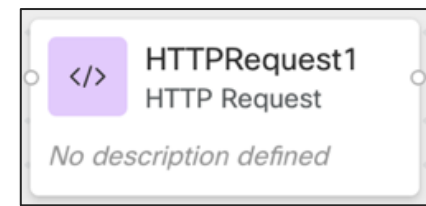
Secured External Data Dips

Result Parameters

• Output: Select a variable in which you want to extract a particular section of the response object returned from the HTTP Request.

• JSONPath: Expression for parsing the response object. Depending on the kind of data structure of the response object and the use cases for extracting a subset of that information, the JSONPath Expression will vary.

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Google CCAI - TTS

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WxCC Google TTS integration Configuration
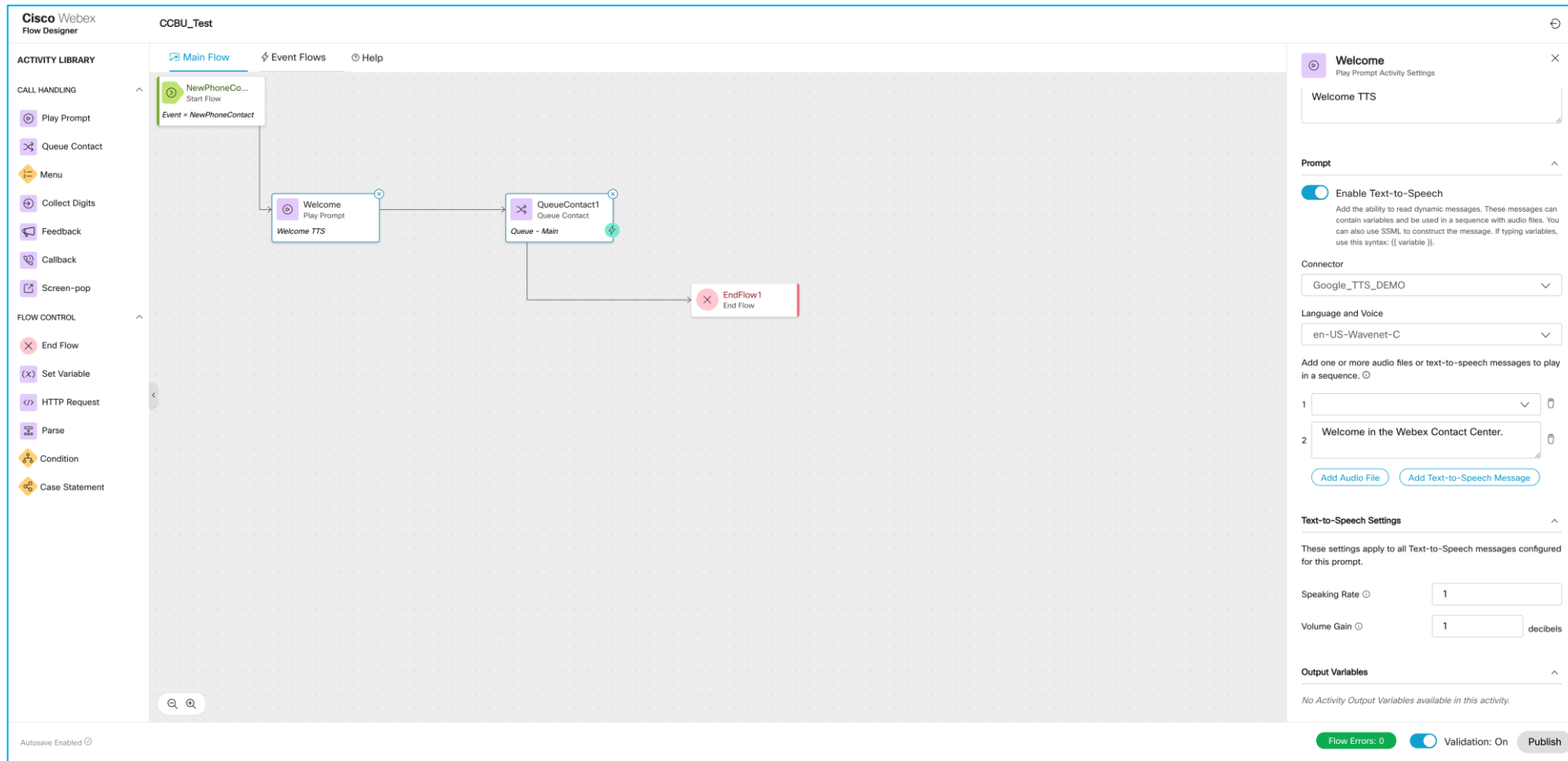
Create/modify Google cloud project
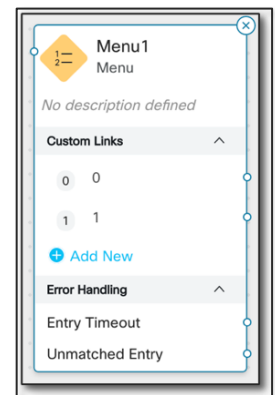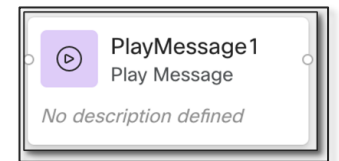
Add Billing Details
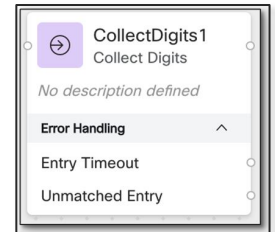
Enable Google cloud TTS API

Create private key

Set up Google Connector in Control Hub

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Text-To-Speech inside the Flow

TTS Messages can be used in:

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Virtual Agent

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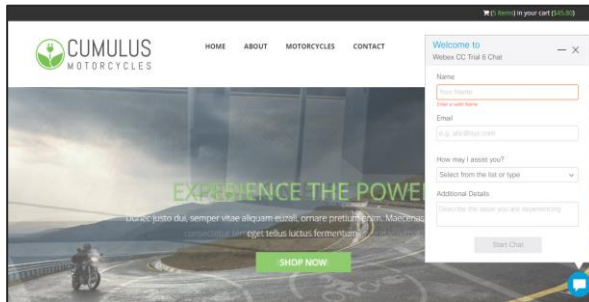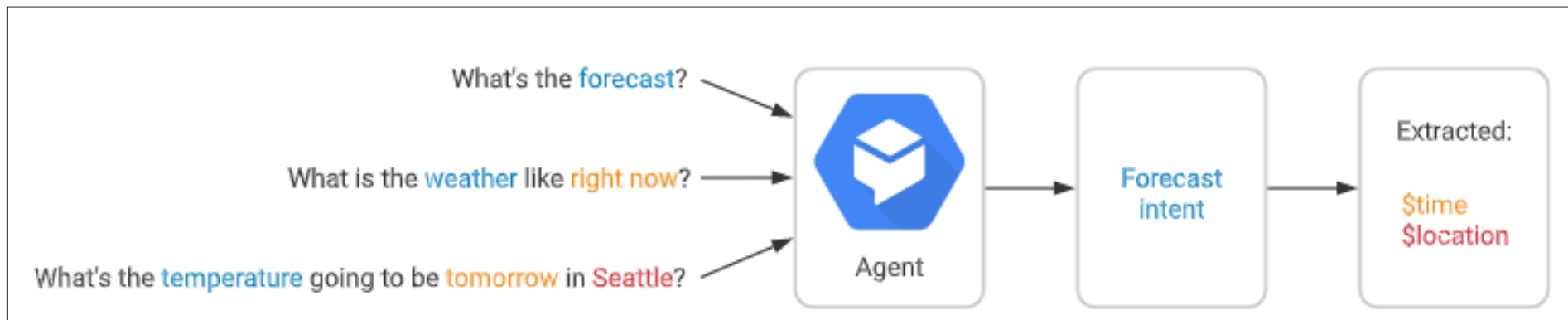
Multimedia interactions that can use Virtual Agent

Option to use a Virtual Agent with Google Dialogflow chatbot with:

- Multimedia chat (Can be used with the New Digital Channels)
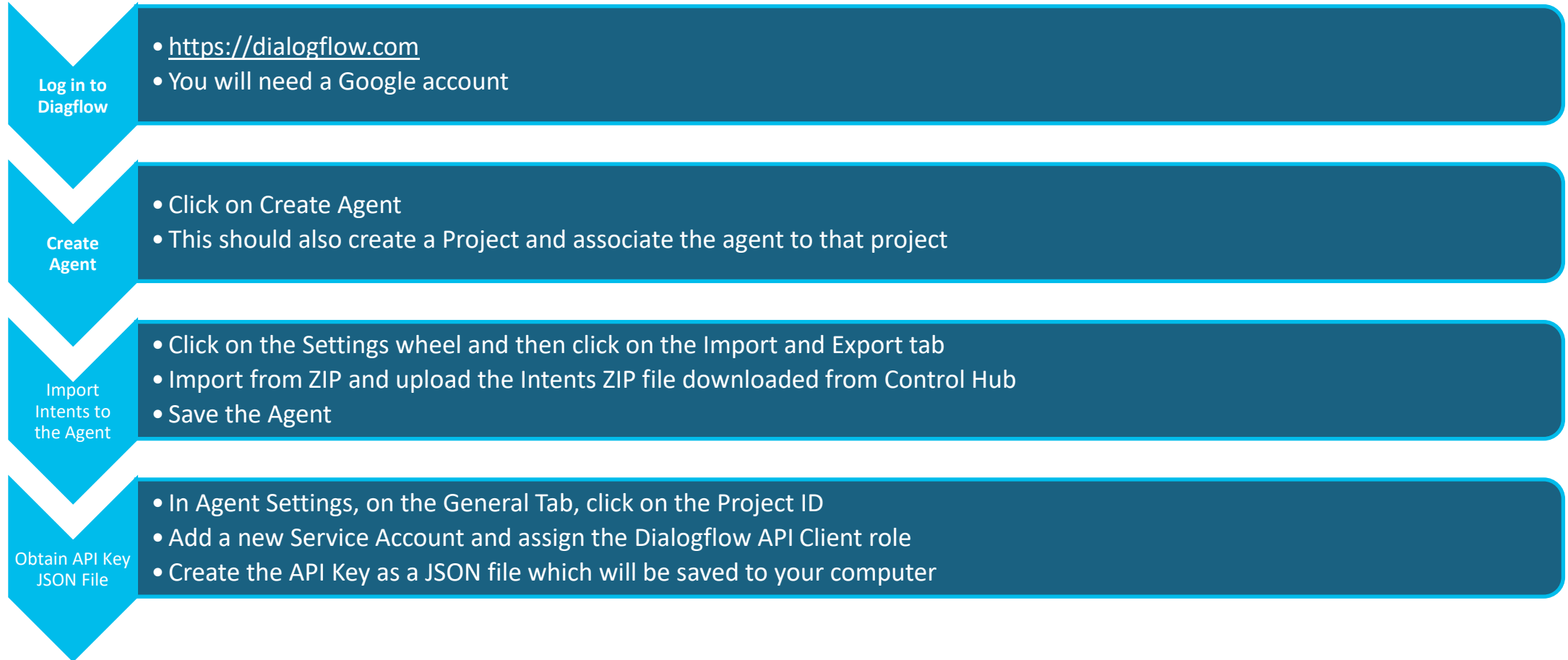
- Speech interactions

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Customer Virtual Assistant

- Leverages Google DialogFlow

- Dialogflow incorporates Google's machine learning expertise

- A Dialagflow Agent is required

- Dialogflow Intents categorize end-user's intentions for one conversation turn

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Google Dialogflow

Process Overview

Log in to Diagflow
- https://dialogflow.com
- You will need a Google account

Create Agent
- Click on Create Agent
- This should also create a Project and associate the agent to that project

Import Intents to the Agent
- Click on the Settings wheel and then click on the Import and Export tab
- Import from ZIP and upload the Intents ZIP file downloaded from Control Hub
- Save the Agent

Obtain API Key JSON File
- In Agent Settings, on the General Tab, click on the Project ID
- Add a new Service Account and assign the Dialogflow API Client role
- Create the API Key as a JSON file which will be saved to your computer

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Virtual Agent Configuration

Channel Enablement: Chat or Voice

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Virtual Agent Configuration

- Virtual Agent Configuration Requirement

- Configure Dialogue Integration

  - Download preconfigured Intents

- Upload Authentication Key

- Upload Avatar

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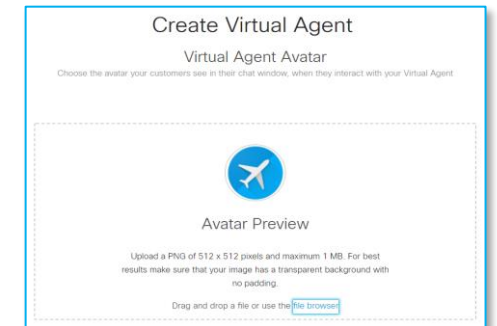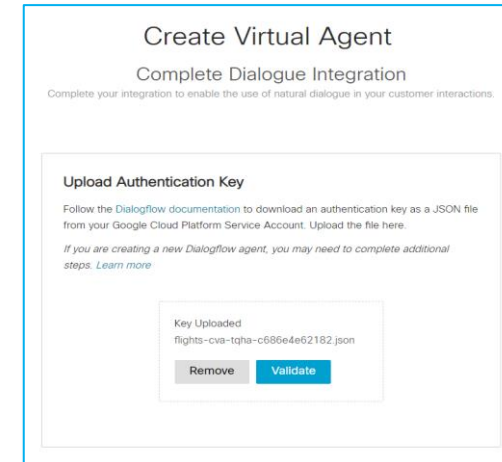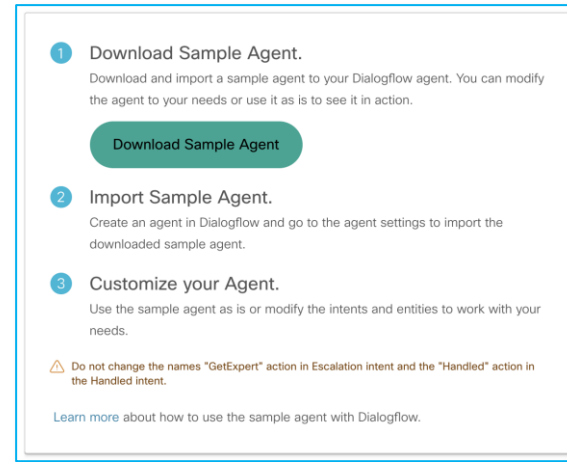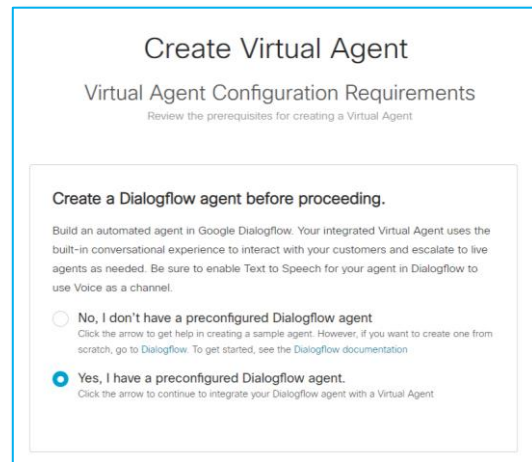
Virtual Agent for Voice
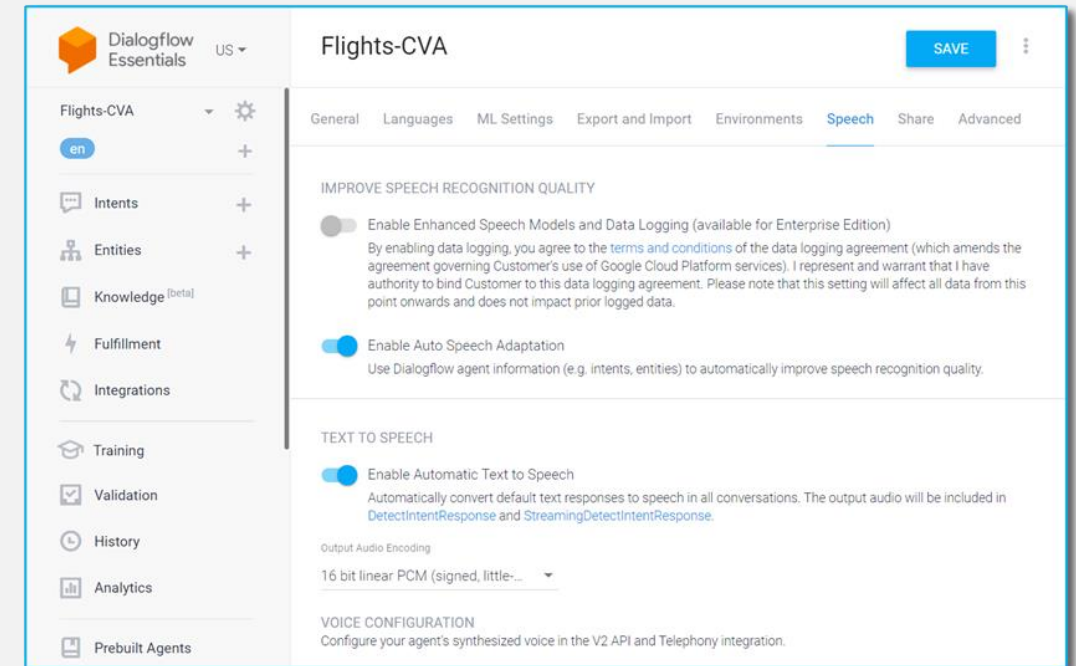
- Enable Text to Speech for your agent in Dialogflow to use Voice as a channel.

- Google Text to Speech has been built based on DeepMind's speech synthesis

- Choose from an extensive selection of 220+ voices across 40+ languages and variants.

https://cloud.google.com/text-to-speech

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Cisco Webex Experience Management

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Post Call IVR Survey included with Webex Contact Center

- *Utilize Post Call Survey IVR capabilities within Webex Contact Center today to serve as a beachhead for customers who are looking for an end-to-end journey view (Webex XM)*

Up to 180,000 Post Call Survey IVR responses included annually **at no additional cost**

Customer Experience Analytics and Customer Experience Journey widgets for Post Call Survey IVR feedback

Pre-curated Post Call Survey questionnaire (English) + dashboard for a quick start

Available globally with ability to restrict feedback data residency to US, CA, EU, UK, SG, IN

Access to Webex XM to customize questionnaires, widgets, and view customer responses

Supported under Webex Contact Center support contract. Separate Webex XM subscription not required.

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Notable features of the Post Call Survey IVR offer

	Survey Opt-in	Stay compliant to various regulations such as GDPR with explicit opt-in from contact before asking and storing feedback
	Recorded Audio Prompts	Improved experience by human recorded audio prompts based matching the tonality
	Redact PII	Better control over privacy policies by redacting PII data such as name, email, phone, etc. collected after configured days beyond which it is not useful to retain
	Augment Feedback with Metadata	Enrich customer response with additional contextual information & details of contact
	Flow Control Activity Triggers	Flexibility to plug in feedback on agent disconnect event for different queues & flows
	Sampling via Flow Control Logic	Limit number of feedback to be collected by sampling inbound contact over voice to prevent over surveying
	Email Support and Documentation	Get expert help you need quickly and go live in hours along with comprehensive online Webex XM university

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What will Post Call Survey IVR Cost?

Cost

- Available with Webex Contact Center license at **no additional cost**

- No additional Webex XM subscription required to run Post Call Survey IVR

- Up to 180,000 Post Call Survey IVR responses annually included

- Offer is capped to 180k total responses per tenant, and not by premium or standard user counts

Upgrade

- To remove the 180k responses/year limit, upgrade to Webex XM - Listen, Analyze or Predict subscription plans*

- Upgrade unlocks access to listen on other 25 channels like SMS, Email, Website, Chat, Twitter, and Facebook**.

* There is no mechanism/PID for additional IVR responses. IVR response overages will not be billed

** Social channels will be available in the future via IMI

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Webex Experience Management

Sentiment & Themes from verbatim analysis
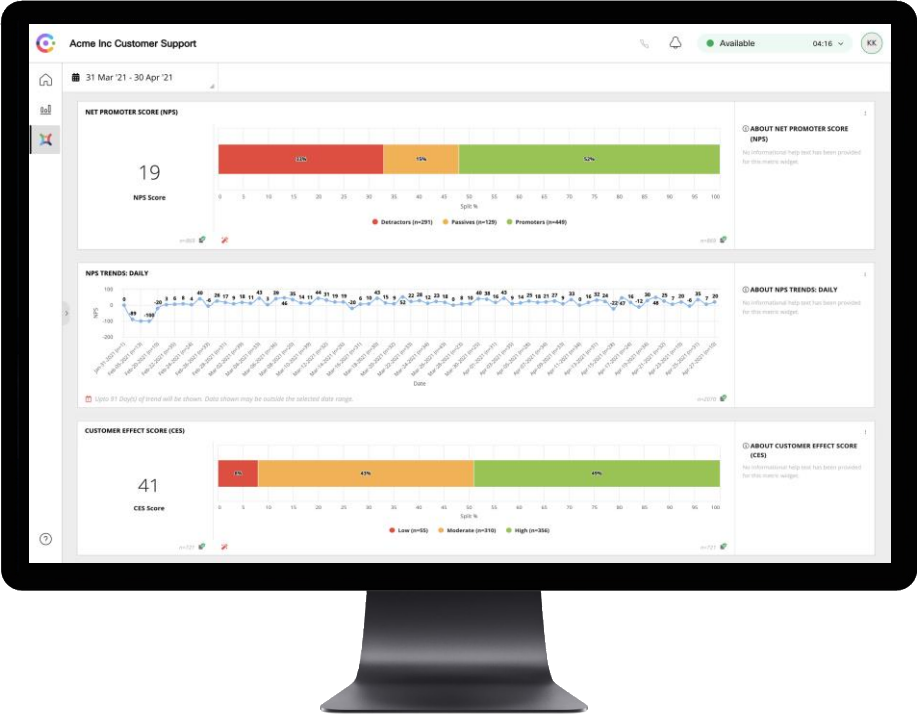
Agent Dashboard with PSC over IVR Only
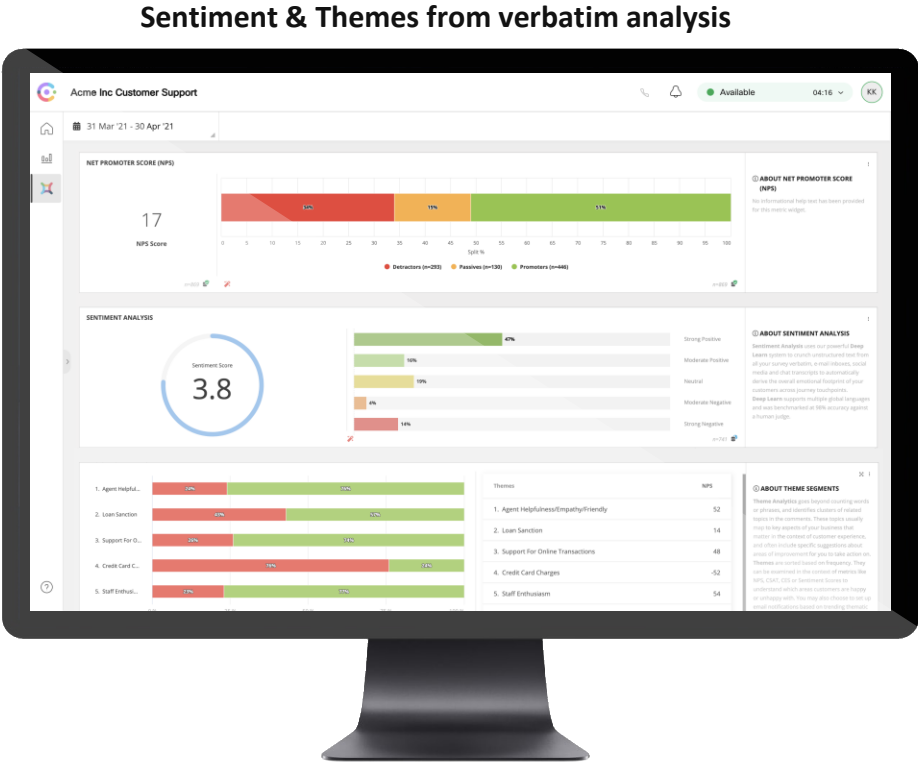
Agent Dashboard with Post Call Survey over IVR, Email, and SMS

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Review Questions

What is the portal menu to configure Flows?

Routing Strategies

True/False. Event Flows control the actions that will happen to a call after an event has been triggered.

True

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Module Objectives

- Understanding the WXCC Flow Builder and it's Configuration:

  - Activities

  - Main Flow

  - Event Flow

- Being able to execute standard configuration

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