

Webex Contact Center 2.0 Workbook

Student Lab

2.0 Release
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i Document History – Change Control

Date	Description	Editor
12/4/2020	New workbook compliant with 2.0 procedures and features	AN, NF, VM
12/17/2020	Updated during the course to correct minor issues	AN
02/04/2021	Updated Custom Virtual Agent procedure	VM
03/11/2021	Chat Template update, Virtual Agent Dialogflow key update	AN, VM
03/23/2021	Update for SBR	AN
06/10/2021	Removed FB Lab due to EOL	AN
08/03/2021	Updates for Chat Template, and few images.	VM
13/01/2022	User creation and management updates	VM
03/03/2022	Updates about dot trick and email ports	VM
24/03/2022	Updates for CH and TMP	VM
13/04/2022	Update to the flow queue skill config screenshots	VM
28/04/2022	IMI Adaptation changes, delete MM, update screenshots, update Analyser lab	VM
10/05/2022	Update for the calling test as well as corrections	VM
25/08/2022	Screenshot updates and reordering labs	VM

ii Introduction

This workbook is designed to introduce you to the functions and capabilities of Webex Contact Center.

Technote: It would be good to have a printed copy of this exercise guide

ii.1 Exercises

- This workbook contains **16** exercises for you to complete.
- Exercises are performed by using a web browser that has public access to the Internet.
- The **Control Hub URL** for these exercises is:
<https://admin.webex.com>
- The direct link for **Tenant Management Portal URL** for these exercises is:
<https://portal-v2.wxcc-us1.cisco.com/>
- The **Analyzer URL** for these exercises is:
<https://analyzer-v2.wxcc-us1.cisco.com/analyzer/>
- The **Agent Client URL** for these exercises is:
<https://desktop.wxcc-us1.cisco.com>

Tip! Avoid browser cookies issues with Control Hub, with the following suggestions:

- If you already have a partner's admin for your work, please avoid using that account while doing the labs, and use private mode, or clear your cookies to avoid problems.
- Keep only one Control hub and one Tenant Management portal tab open, if you are logged out due to the timer, close the browser tab, and login again. Avoid having double login in your browser to avoid misconfigurations.
- Try to use Google Chrome Incognito mode, Firefox Private or Edge private mode.
- Clear the cookies of your browser if you are not using the private or incognito mode.

1 Lab 1 – Creating Users in CH

Purpose: Creating Users in Control Hub and assigning them the corresponding License.

Expected Completion Time: 30 minutes.

Pre-requisite: each student should possess a Gmail email account or 6 different email addresses.

You should create 6 Agents in Control Hub. As CH needs to have a unique email address for each user (agent), we need 6 different email addresses.

One way to accomplish this task is to use the “Gmail dot trick”. In this way using one single Google Account we can create 6 different users in Control Hub.

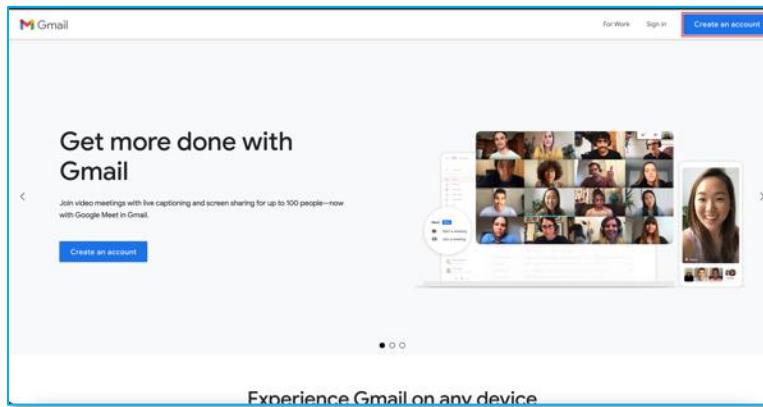
Tip! Using the Gmail dot trick is as easy as adding a dot anywhere in a Gmail address before the @ sign while registering at a website. Such as g.tricks@gmail.com, gtrick.s@gmail.com, or g.t.r.i.c.k.s@gmail.com. All the emails sent to these addresses will actually go to gtricks@gmail.com.

Firstly we will create the primary email address.

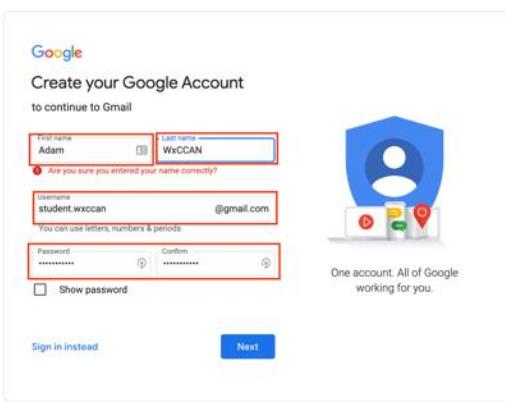
1.11 Open your browser and go to

URL: <https://www.google.com/gmail/about/#>

1.12 Click on Create account



- 1.13 Enter in your first Name, WxCC(Your Intials) as a last name, and enter your student password, then hit next.



Google
Create your Google Account
to continue to Gmail

First name Adam Last name WxCCAN
Are you sure you entered your name correctly?

Username student.wccan@gmail.com
You can use letters, numbers & periods

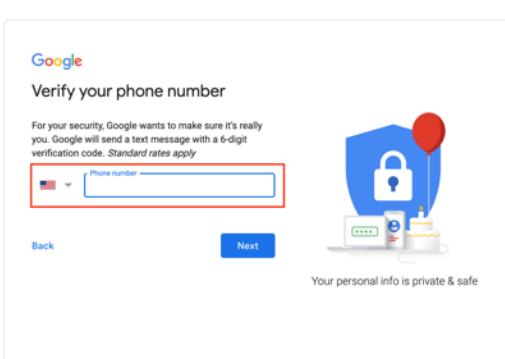
Password Confirm
 Show password

One account. All of Google working for you.

Sign in instead Next

English (United States) ▾ Help Privacy Terms

- 1.14 Enter in your phone number, then hit next.



Google
Verify your phone number

For your security, Google wants to make sure it's really you. Google will send a text message with a 6-digit verification code. Standard rates apply

Phone number

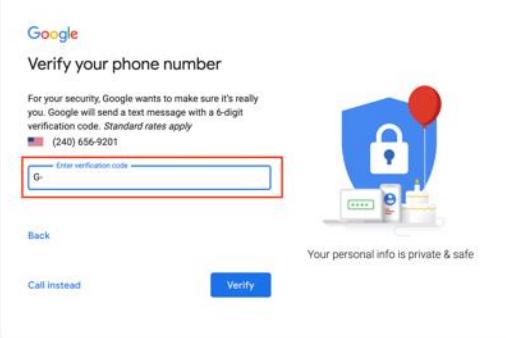
Back Next

Your personal info is private & safe

Add to LastPass?
google.com student.wccan
LastPass... Not now Add

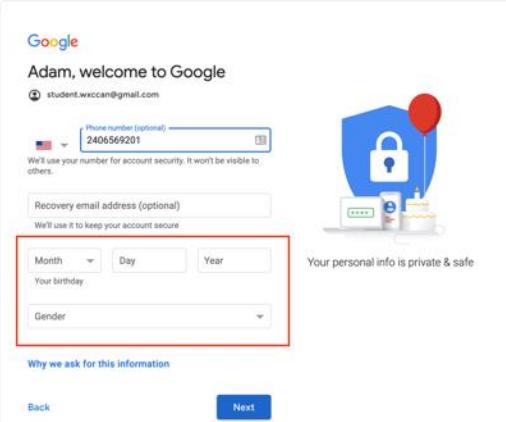
English (United States) ▾ Help Privacy Terms

1.15 Enter in your phone number, then press verify.

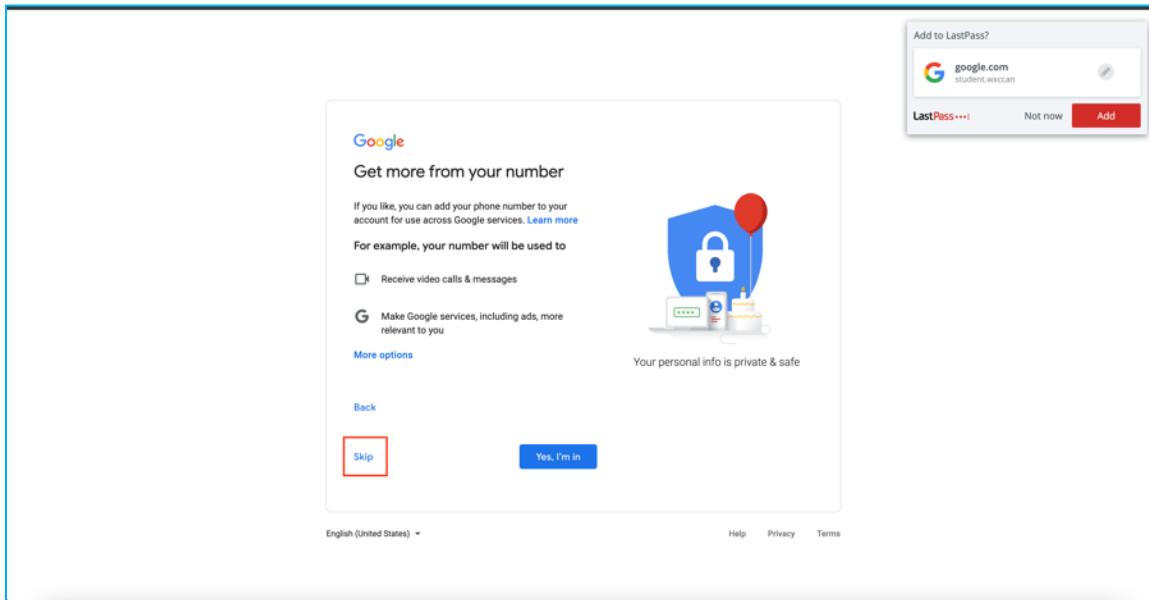
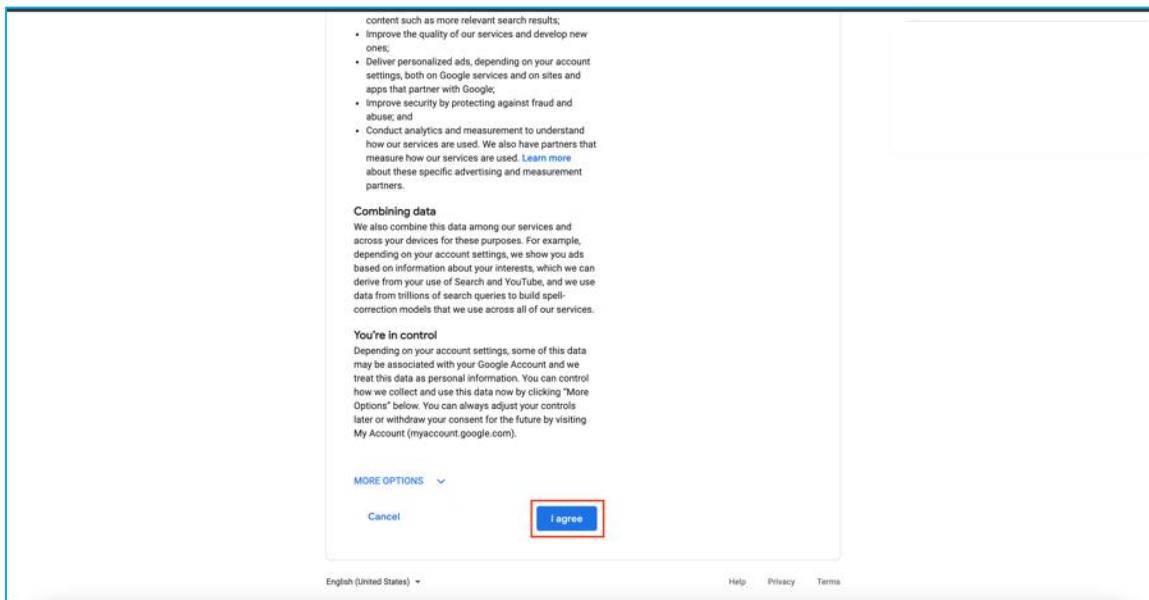


The screenshot shows the Google 'Verify your phone number' page. At the top, it says 'Google Verify your phone number'. Below that, it states: 'For your security, Google wants to make sure it's really you. Google will send a text message with a 6-digit verification code. Standard rates apply'. It shows a phone icon with '(240) 656-9201'. A red box highlights the input field 'Enter verification code' containing 'G-'. To the right is a blue hexagonal icon with a padlock and a red balloon. Below the input field are 'Back', 'Call instead', and 'Verify' buttons. At the bottom, it says 'Your personal info is private & safe' and includes links for 'Help', 'Privacy', and 'Terms'. A LastPass overlay is visible in the top right corner.

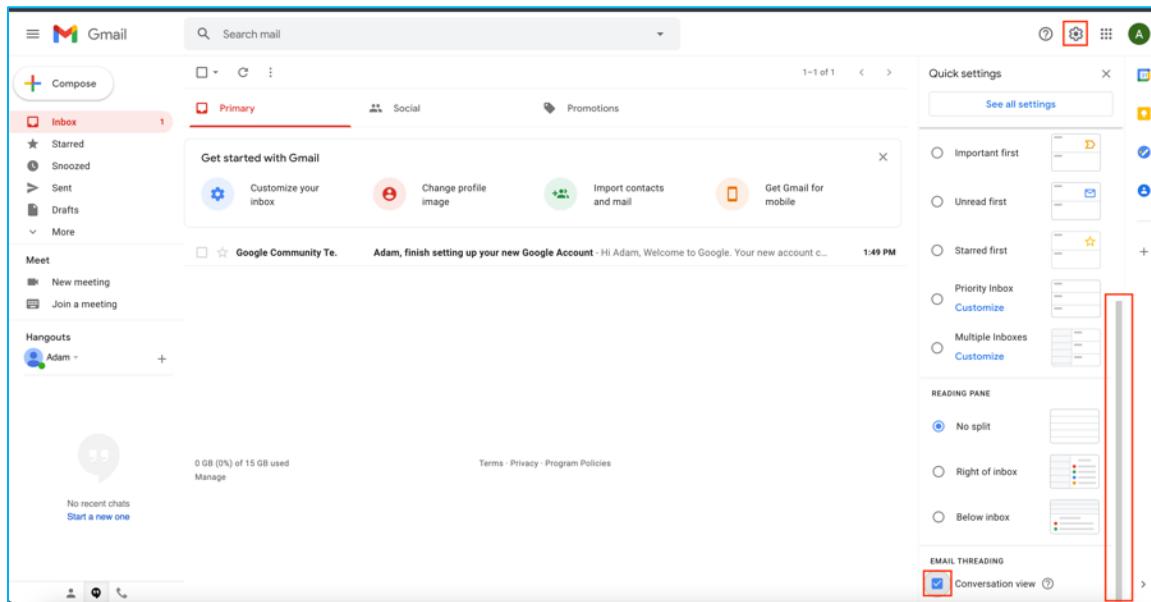
1.16 Enter basic details, then press next.



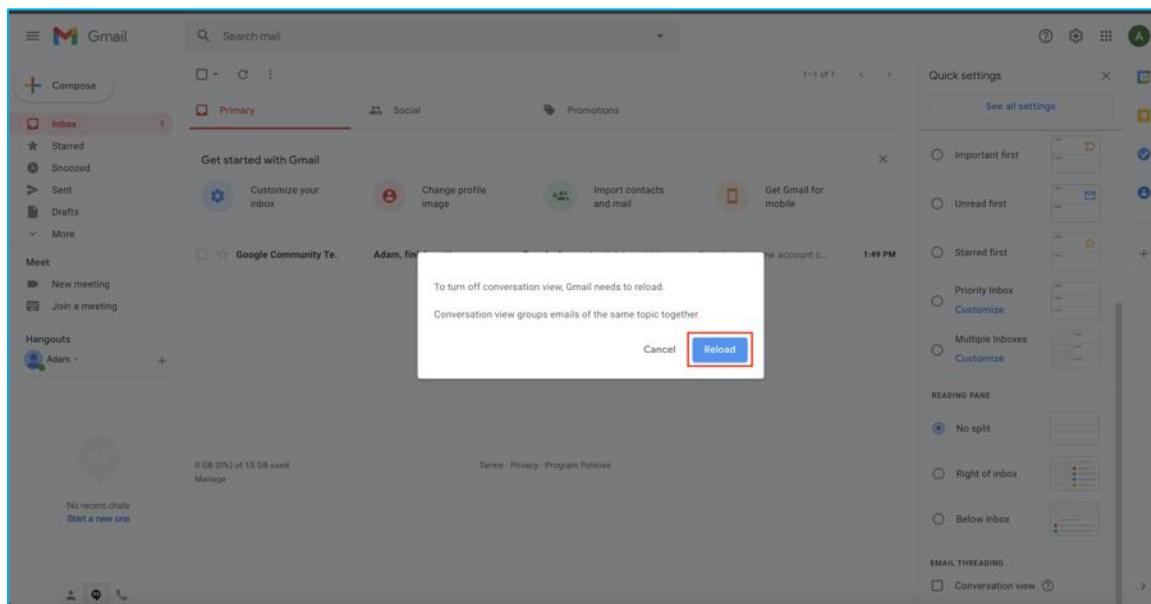
The screenshot shows the Google 'Adam, welcome to Google' setup page. It greets the user with 'Adam, welcome to Google' and shows the email address 'student.wccan@gmail.com'. It asks for optional information: 'Phone number (optional)' with the value '2406569201', 'Recovery email address (optional)', 'Month', 'Day', 'Year' (highlighted by a red box), and 'Gender'. Below these fields is a link 'Why we ask for this information'. At the bottom are 'Back' and 'Next' buttons. At the very bottom are links for 'English (United States)', 'Help', 'Privacy', and 'Terms'. A LastPass overlay is visible in the top right corner.

1.17 Press Skip.**1.18 Press “I Agree”.**

- 1.19 Press the cog icon, scroll down to the bottom of the slide out and deselect the conversation view.



- 1.20 Press “Reload”.



- 1.21 We are going to **create one single google account** and using dot trick we are going to create the 6 CH users.

As a recommendation keep a text file and take a note of the new users you are going to create. These email addresses that can be used to create new users. Any emails send to one of the new email addresses will arrive in the original email box created at the beginning.

Creating multiple users in a Customer Tenant

The main idea is to create one user manually, and 5 in bulk using the first user as a template in the csv file. For example if the Gmail account you created is wxccstudent@gmail.com the agent credentials will be:

		Webex account	Onboarding Email will be received here
CC Agent 1	Created Manually	wxccstudent@gmail.com	wxccstudent@gmail.com
CC Agent 2	Created in Bulk	wx.ccstudent@gmail.com	wxccstudent@gmail.com
CC Agent 3	Created in Bulk	wxc.cstudent@gmail.com	wxccstudent@gmail.com
CC Agent 4	Created in Bulk	wxcc.student@gmail.com	wxccstudent@gmail.com
CC Agent 5	Created in Bulk	wxccs.tudent@gmail.com	wxccstudent@gmail.com
CC Agent 6	Created in Bulk	wxccst.udent@gmail.com	wxccstudent@gmail.com

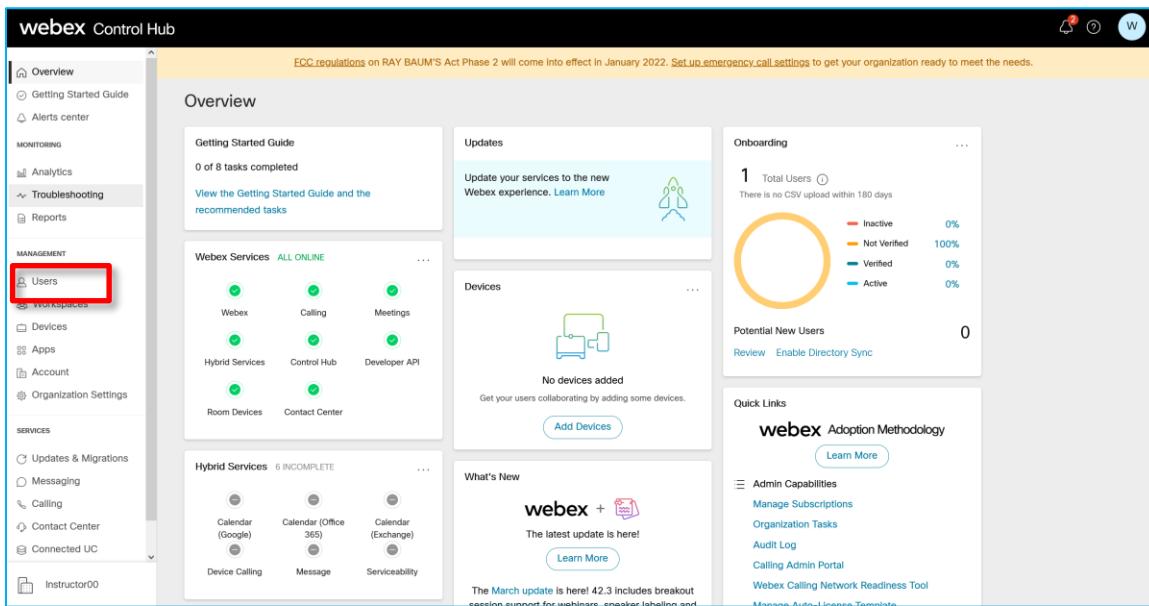
- 1.22 Open your browser and go to

URL: <https://admin.webex.com>

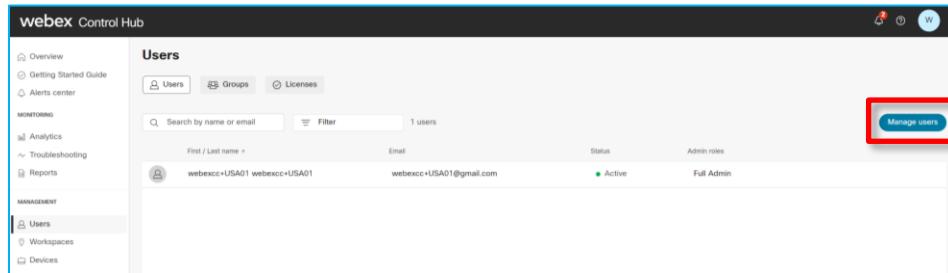
Customer Org Admin

User: **Your assigned Customer admin**

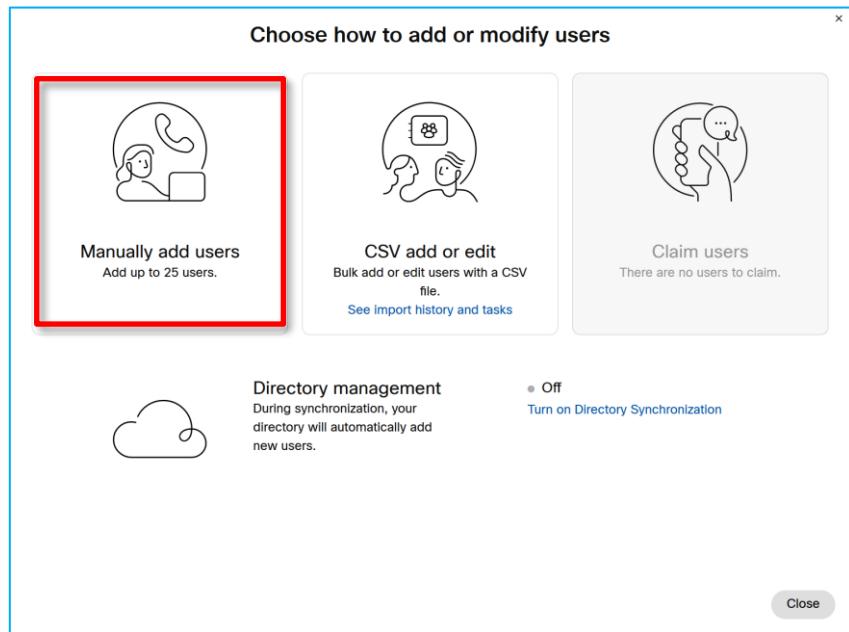
1.23 From the Overview screen, click on “Users”



1.24 Then click on “Manage Users”.

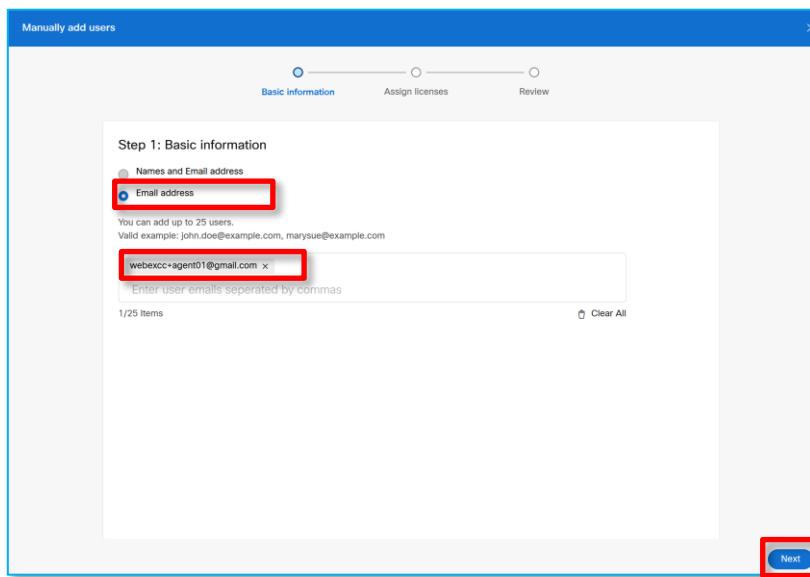


First / Last name	Email	Status	Admin roles
webexcc+USA01	webexcc+USA01@gmail.com	Active	Full Admin

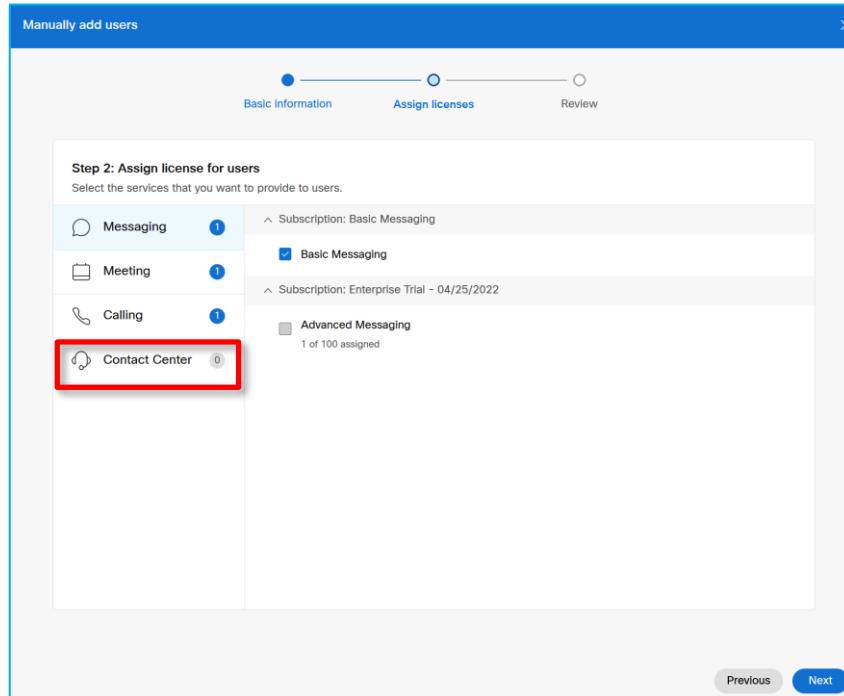
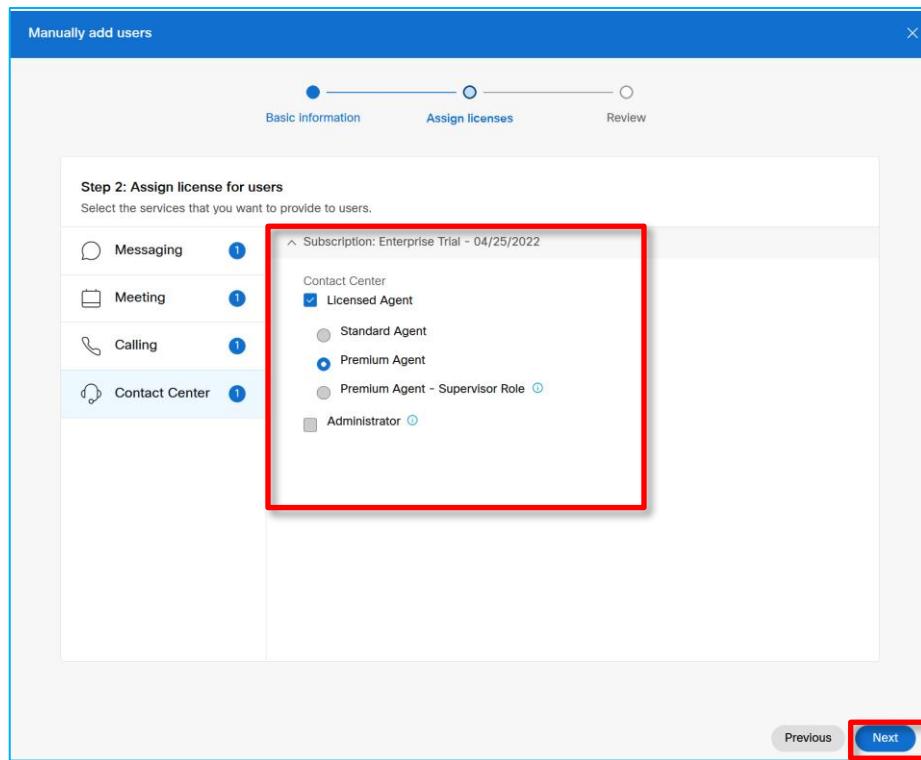
1.25 Click “Manually Add or Modify Users”**1.26 Choose “Email address”. Type in “**your**” email details, when finished click “Next”.**

Tip! Your email address needs to be reachable from class and it needs to be unique. You should use your main Gmail address (with the first dot).

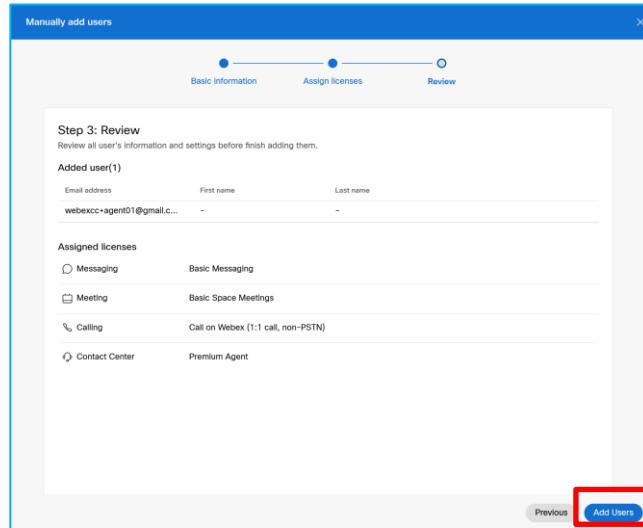
Example: j.ohnsmith@gmail.com



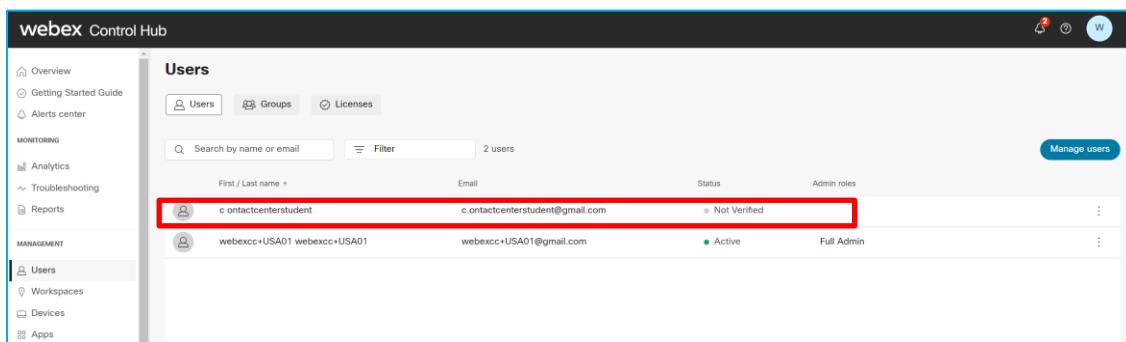
The screenshot shows the "Manually add users" wizard. Step 1: Basic Information is selected. The "Email address" field is active, containing "webexcc-agent01@gmail.com". The "Next" button at the bottom right is highlighted with a red box.

1.27 □ Click on Contact Center.**1.28 □ Select the User Service Entitlements as show below, then, click "Next".**

1.29 Click “Add Users”.

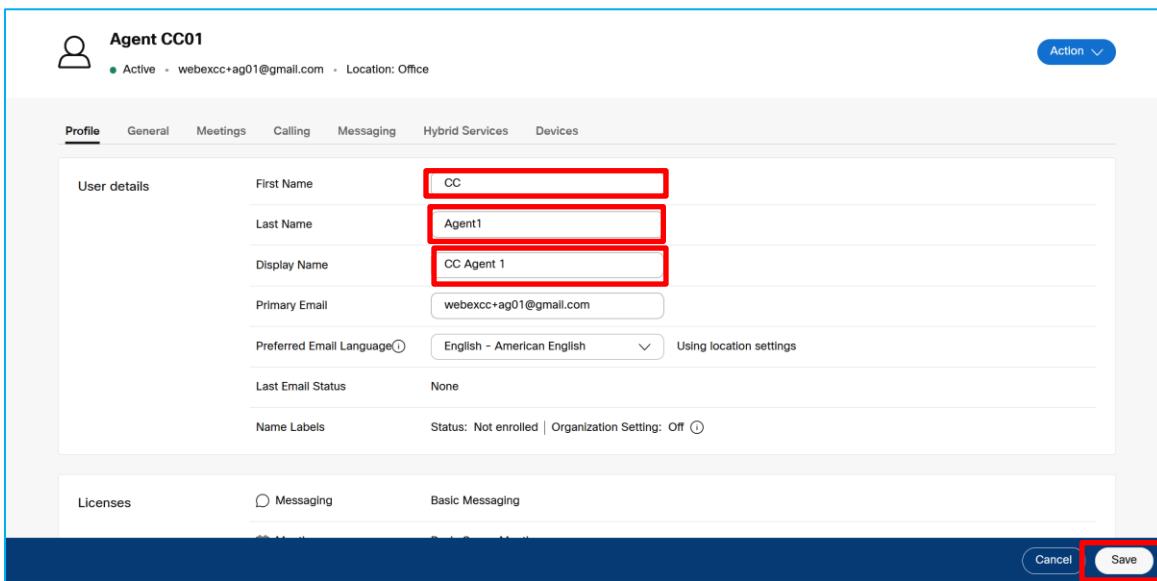


1.30 Click the user one time. You can edit the display name, first name and last name for the user.



The screenshot shows the 'Users' page in the webex Control Hub. On the left is a navigation sidebar with sections like Overview, Getting Started Guide, Alerts center, Monitoring (Analytics, Troubleshooting, Reports), and Management (Users, Workspaces, Devices, Apps). The 'Users' section is selected and highlighted with a blue box. The main area is titled 'Users' and contains three tabs: 'Users' (selected), 'Groups', and 'Licenses'. There is a search bar with 'Search by name or email' and a filter button. Below the search bar, it says '2 users'. A table lists two users: 'c.contactcenterstudent' (Email: c.contactcenterstudent@gmail.com, Status: Not Verified) and 'webexcc+USA01 webexcc+USA01' (Email: webexcc+USA01@gmail.com, Status: Active, Admin roles: Full Admin). A blue 'Manage users' button is located at the top right of the user table. The row for 'c.contactcenterstudent' is highlighted with a red box.

- 1.31 Edit the user as follows: “CC Agent 1” should be the first Agent Display Name and then close the slide-out menu by clicking on “X”.



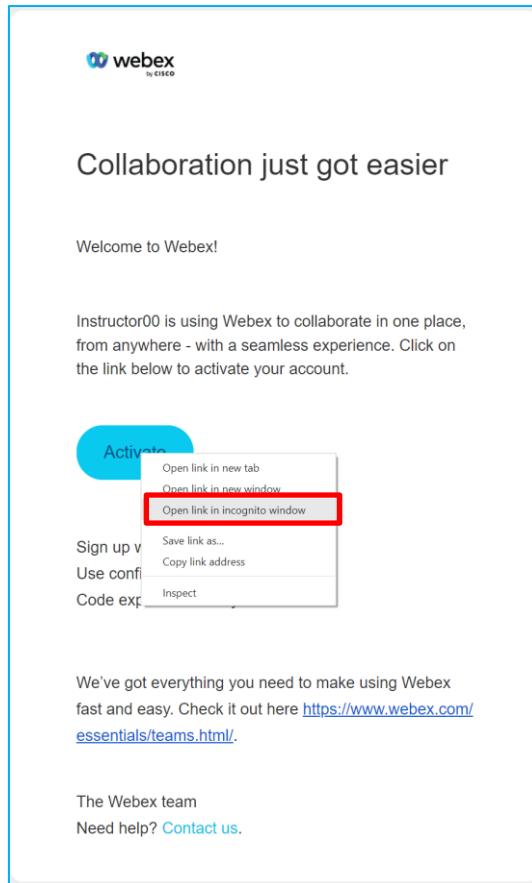
The screenshot shows the 'User details' section of the 'Profile' tab for a user named 'Agent CC01'. The 'Display Name' field contains 'CC Agent 1' and is highlighted with a red box. The 'Save' button at the bottom right is also highlighted with a red box.

User details	First Name	CC
Last Name	Agent1	
Display Name	CC Agent 1	
Primary Email	webexcc+ag01@gmail.com	
Preferred Email Language	English - American English	Using location settings
Last Email Status	None	
Name Labels	Status: Not enrolled Organization Setting: Off	

Licenses: Messaging (Basic Messaging)

Bottom buttons: Cancel, Save (highlighted with a red box)

- 1.32 Open Gmail in your browser in a normal tab. You should be able to find an activation email to set the user password. **Right-Click** on the blue button and open the link in *private* or *incognito* mode.



- 1.33 Set the password and close the browser incognito/private window.

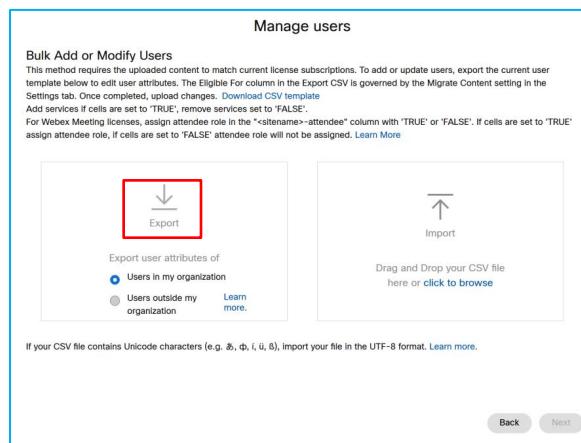
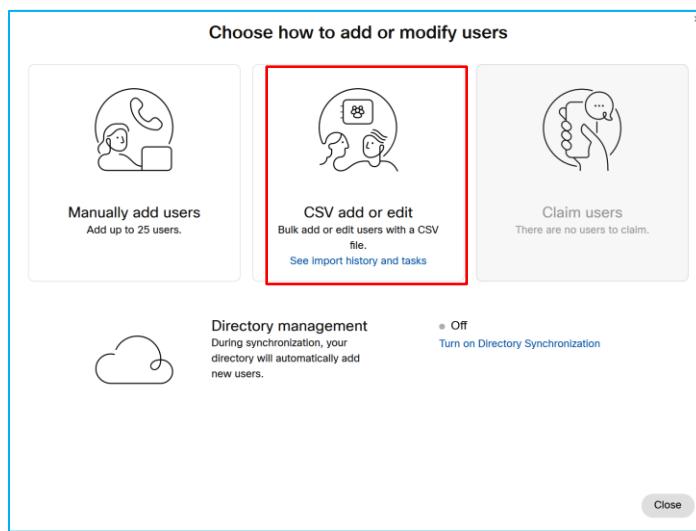
The screenshot shows a "Create a new password" form. It has two input fields: "New password" and "Confirm new password", both with placeholder text "Enter password". Below the fields is a large blue "Save & Sign In" button. The Cisco Webex logo is at the top of the page.

Tip! This process will activate the User in CH.

- 1.34 Now we have one user created, with first, last name and all the services needed. We will then use this user as a template to generate 5 more. Click on “Manage Users”.

Manage Users

- 1.35 Click on “CSV Add or Modify Users”. Then Click on “Export”, in order to download the current list of users, which includes the one you just created, and the administrator. Click on the Export button.



- 1.36 Open the downloaded file `exported_users.csv` in excel or in a text editor such as Visual Studio Code, notepad++ or sublime:**

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	First Name	Last Name	Display Name	User ID/Email (Required)	User Status	Last Servic Days since Directory	Direct Line	Hybrid Call	Hybrid Call Me	Jabber with	Jabber Call	UC Ma		
2			asenav1+studentxadmin@gmail.com	asenav1+studentxadmin@gmail.com	Not Verified					FALSE	FALSE			
3	Carlos	Rodriguez	asenav1+user1test@gmail.com	asenav1+user1test@gmail.com	Not Verified		3001	2.14E+09			FALSE	FALSE		
4														
5														
6														

Delete the row corresponding to the Tenant Admin User (e.g. `webexcc+studentXX@gmail.com`).

Copy the row that has the manually created user in it, 4 times.

After that, edit the 5 rows with the information provided below.

Once done, save the file to your PC.

First Name	Last Name	Display Name	User ID / Email
CC	Agent 2	CC Agent 2	(see " Gmail dot trick " Tip to generate different addresses)
CC	Agent 3	CC Agent 3	(see " Gmail dot trick " Tip to generate different addresses)
CC	Agent 4	CC Agent 4	(see " Gmail dot trick " Tip to generate different addresses)
CC	Agent 5	CC Agent 5	(see " Gmail dot trick " Tip to generate different addresses)
CC	Agent 6	CC Agent 6	(see " Gmail dot trick " Tip to generate different addresses)

In the end you only need to have 5 rows, under Header row, just the 5 new users.

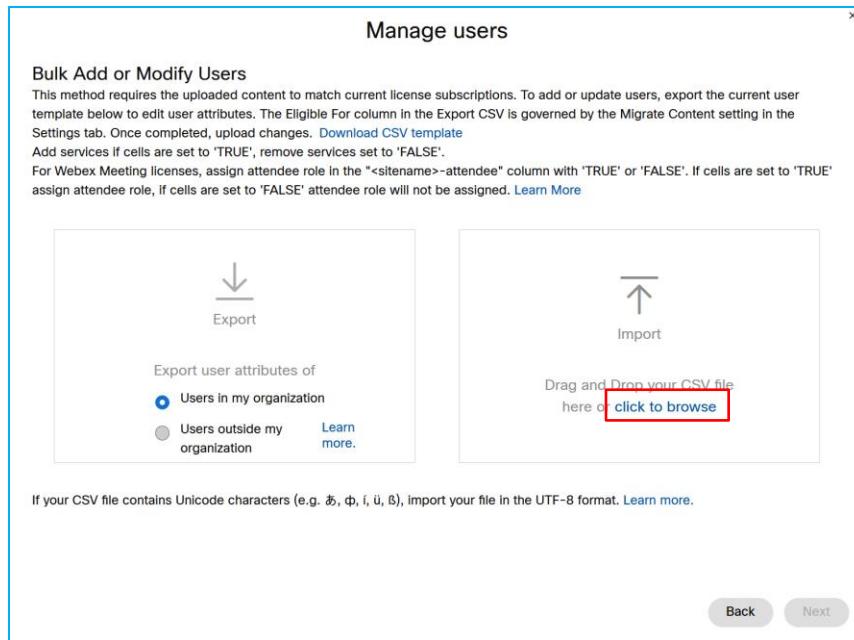
In order to avoid errors, copy the row of first user you manually created 4 times, and edit it with info contained in the table above.

Leave the rest of the fields the same.

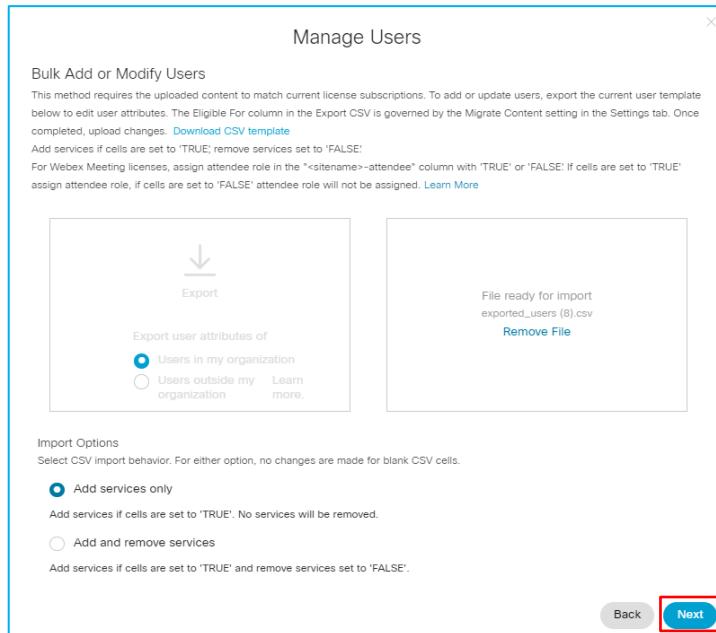
Tip! Their email address should be reachable from class and it needs to be unique, please make sure you will use the Gmail dot trick explained before.

- 1.37 Save your file.**

- 1.38 Navigate back to Manage Users, click on CSV Add or Modify. On Import click on “click to browse” and upload your csv file.

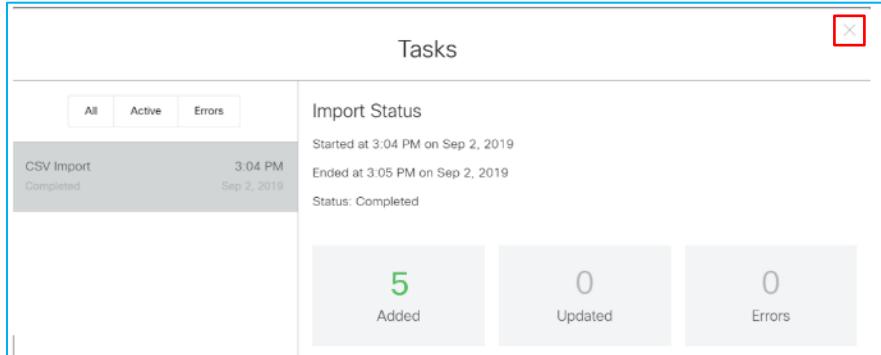


- 1.39 Then click on “Next”.



Tip! If your .csv import fails, CH will inform you of the details allowing for a quick-fix!

1.40 When your import successfully, Click on the “X” to exit Managed Users.



1.41 You should now activate these 5 new users by clicking on their activation links and opening them in incognito mode, as you did for the first CC Agent.

STOP! Please do not proceed until instructed to do so.

2 Lab 2 – Configuring Tenant Global Settings

Purpose: Checking and Configuring Tenant Global Settings.

Expected Completion Time: 10 minutes.

Provisioning a Tenant under the main Service Provider

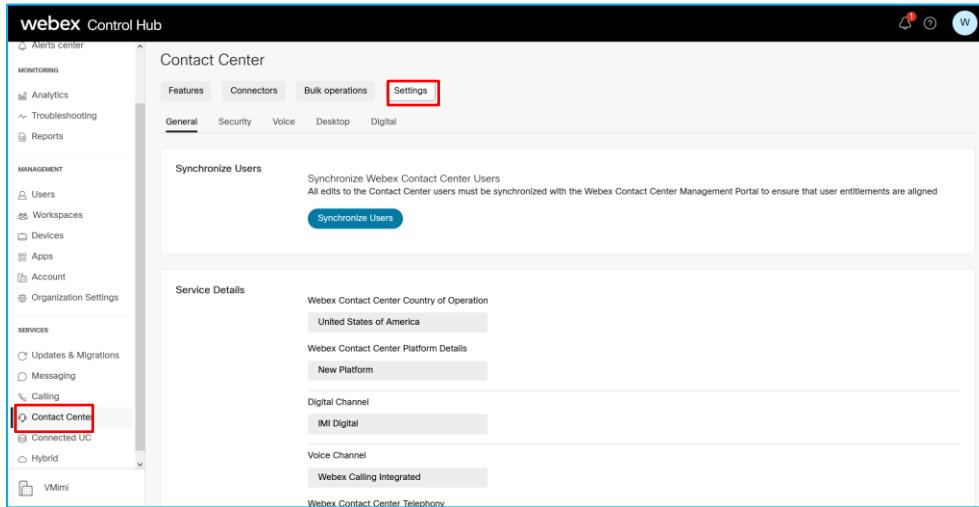
2.1 Open your browser and go to

URL: <https://admin.webex.com>

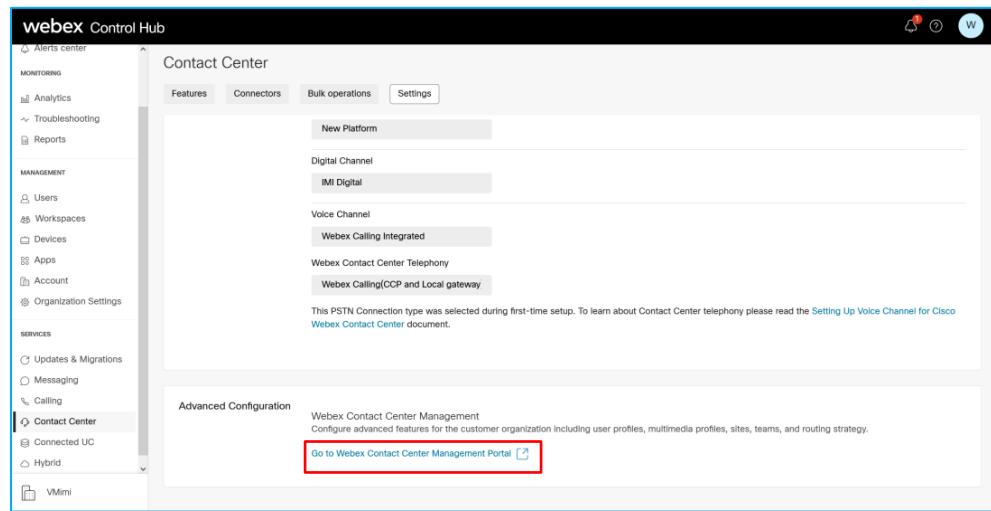
Customer Org Admin

User: Your assigned Customer admin

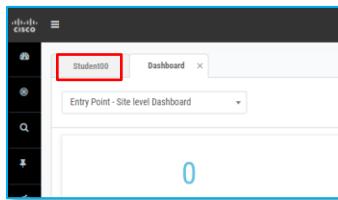
2.2 Once logged in, click “Contact Center” (under Services), then “Settings”, as indicated in the following picture.



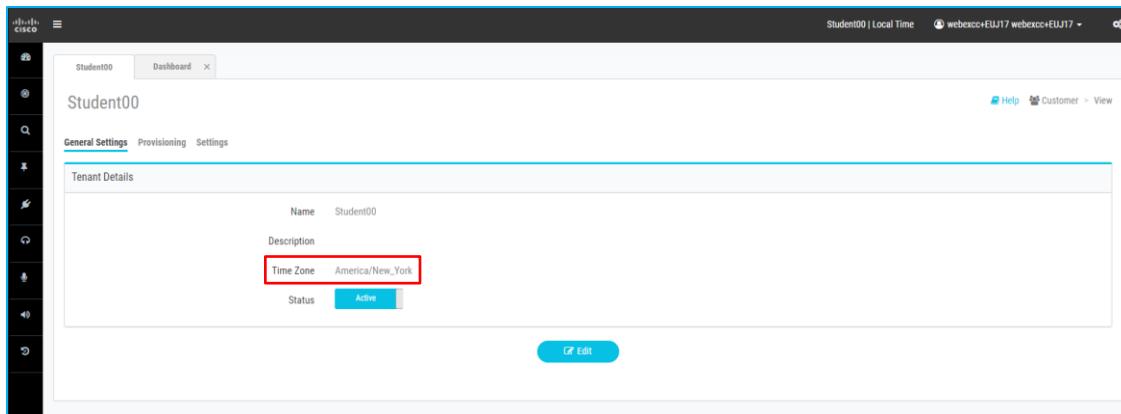
2.3 Click the link “Go to Webex Contact Center Management Portal” to enter the Tenant Portal.



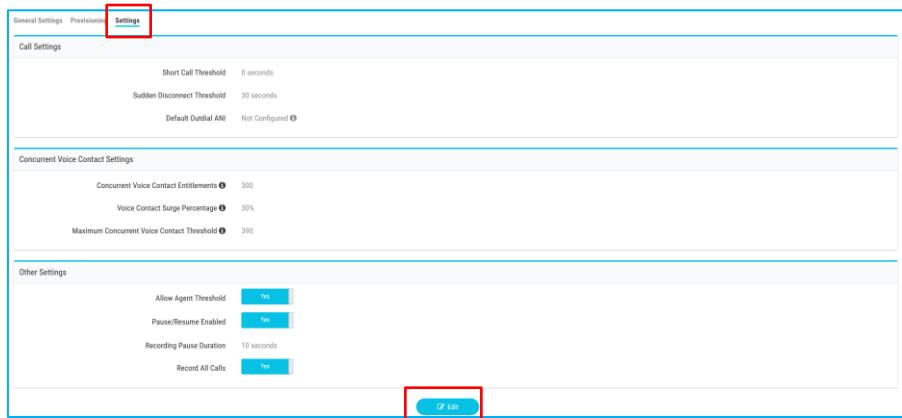
- 2.4** A new browser tab will be opened in your browser. Click on the first tab of the Tenant Portal, the one next to Dashboard.



- 2.5** In the “General Settings” make sure that the Tenant Time Zone is set as “America/New_York”



- 2.6 Click the “Settings” tab and then click on “Edit” at the bottom of the page.



- 2.7 Change the Record Pause Duration to 60 seconds.

Recording Pause Duration	60	seconds
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- 2.8 Click on “Save”.

STOP! Please do not proceed until instructed to do so.

3 Lab 3 – Provisioning Skills, Skill Profiles and MM Profiles

Purpose: Provisioning MM Profiles, Sites and Teams

Expected Completion Time: 30 minutes.

Provisioning a Tenant under the main Service Provider

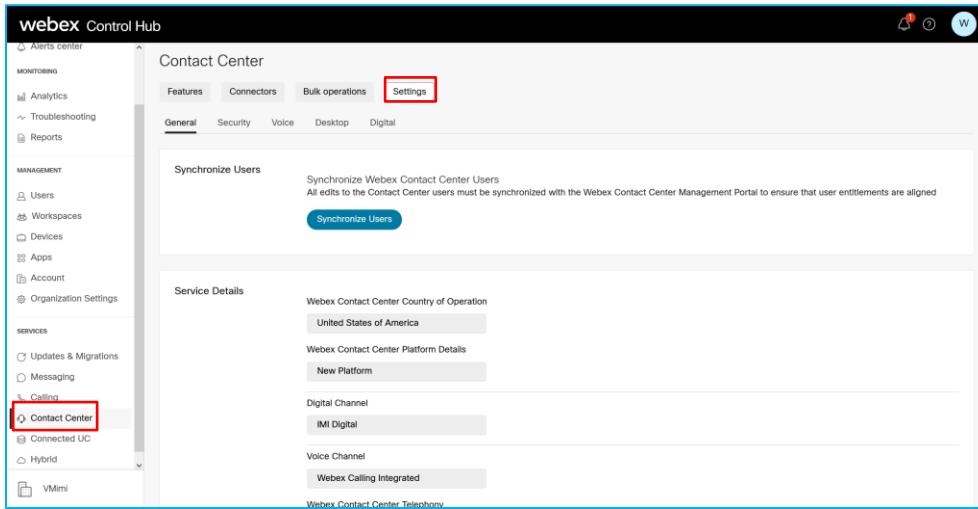
3.1 Open your browser and go to

URL: <https://admin.webex.com>

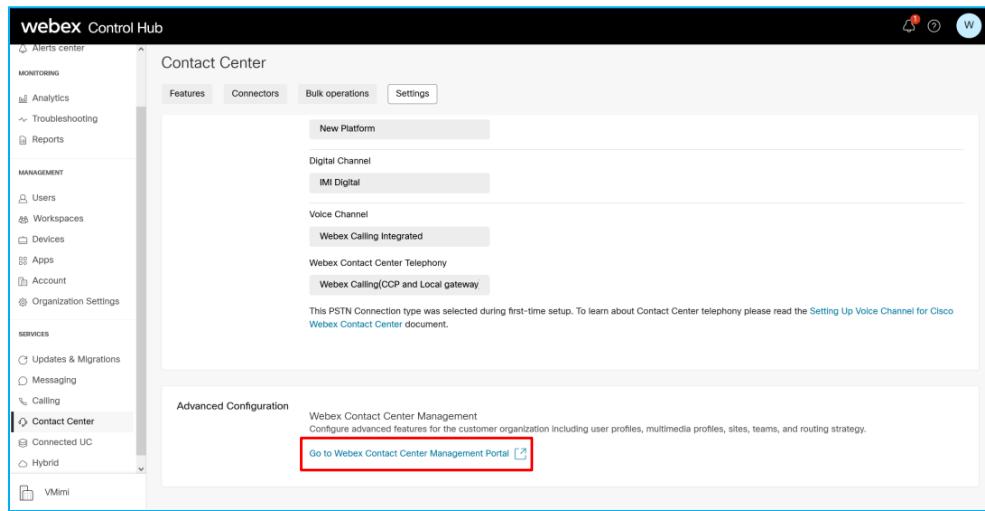
Customer Org Admin

User: Your assigned Customer admin

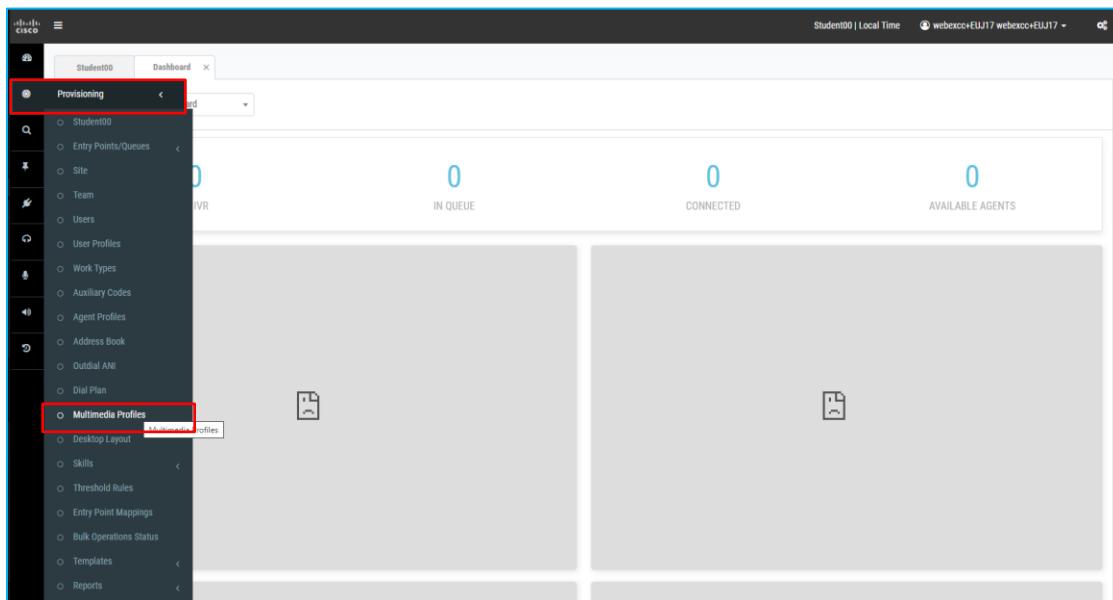
3.2 Once logged in, click “Contact Center” (under Services), then “Settings”, as indicated in the following picture.



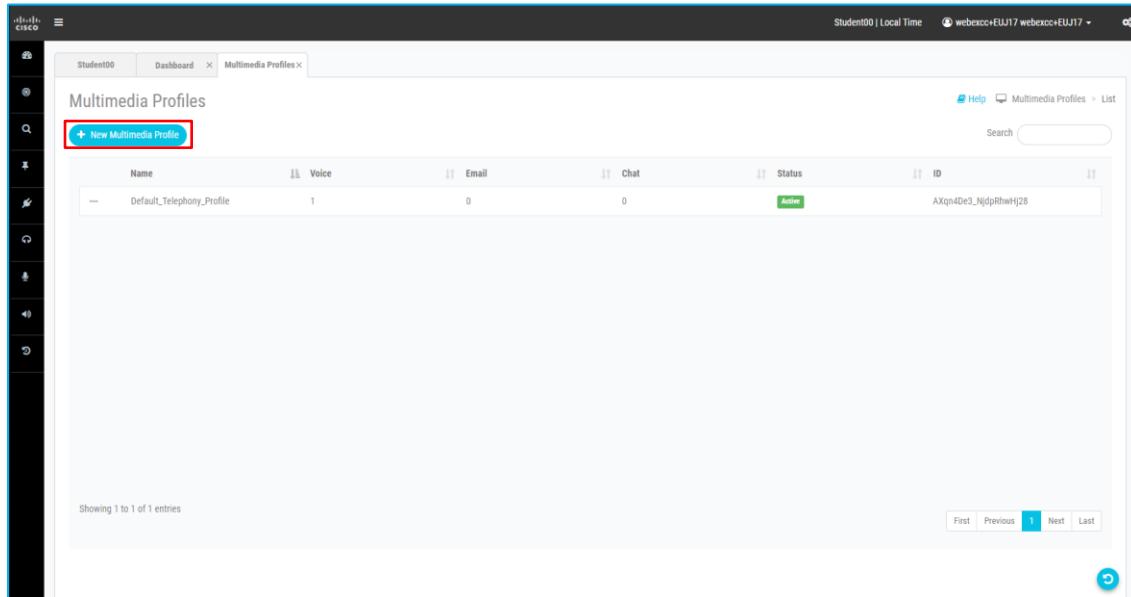
- 3.3 Click the link “Go to Webex Contact Center Management Portal” to enter the Tenant Portal.



- 3.4 Select the “Provisioning” icon and then select “Multimedia Profiles”



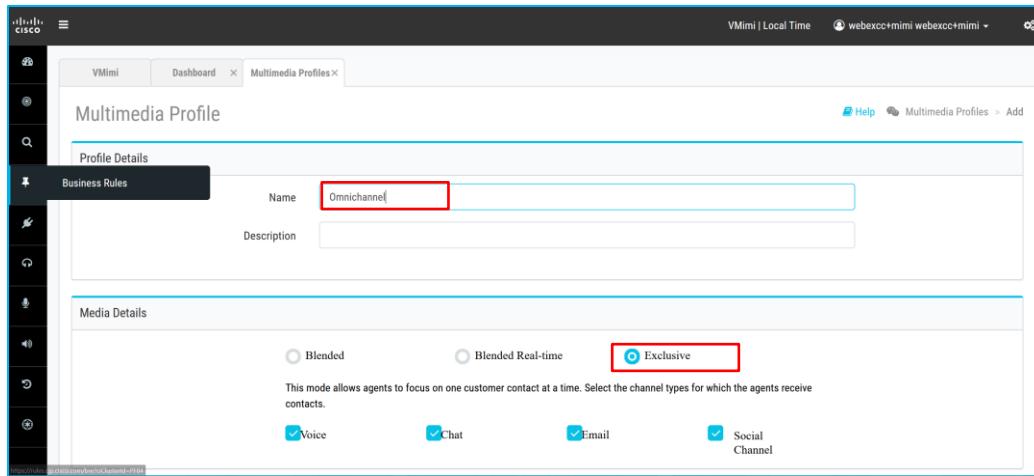
3.5 Click “ + New multimedia Profile”



The screenshot shows the Cisco Webex interface with the title 'Multimedia Profiles'. A red box highlights the '+ New Multimedia Profile' button in the top-left corner of the main content area. The table below lists one profile: 'Default_Telephony_Profile'.

Name	Voice	Email	Chat	Status	ID
Default_Telephony_Profile	1	0	0	Active	AXqn4De9_NjdpRhwHj28

3.6 Fill in the information next to the red boxes, then click save.



The screenshot shows the 'Multimedia Profile' creation form. A red box highlights the 'Name' field, which contains 'Omnichannel'. Another red box highlights the 'Exclusive' radio button under the 'Media Details' section. The 'Blended' and 'Blended Real-time' options are also shown.

Profile Details

Business Rules

Name:

Description:

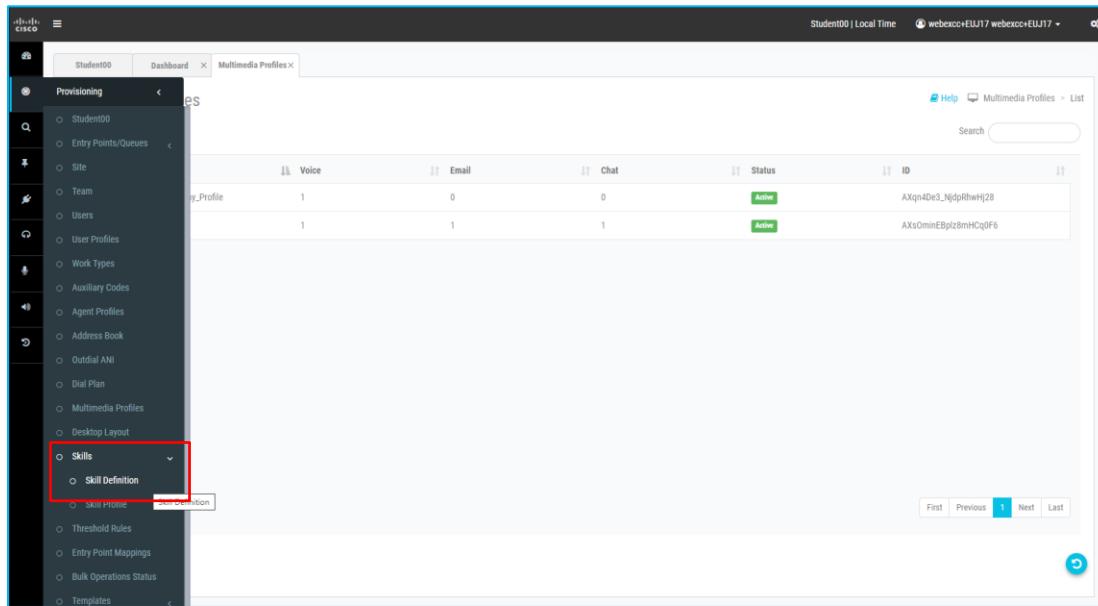
Media Details

Blended Blended Real-time Exclusive

This mode allows agents to focus on one customer contact at a time. Select the channel types for which the agents receive contacts.

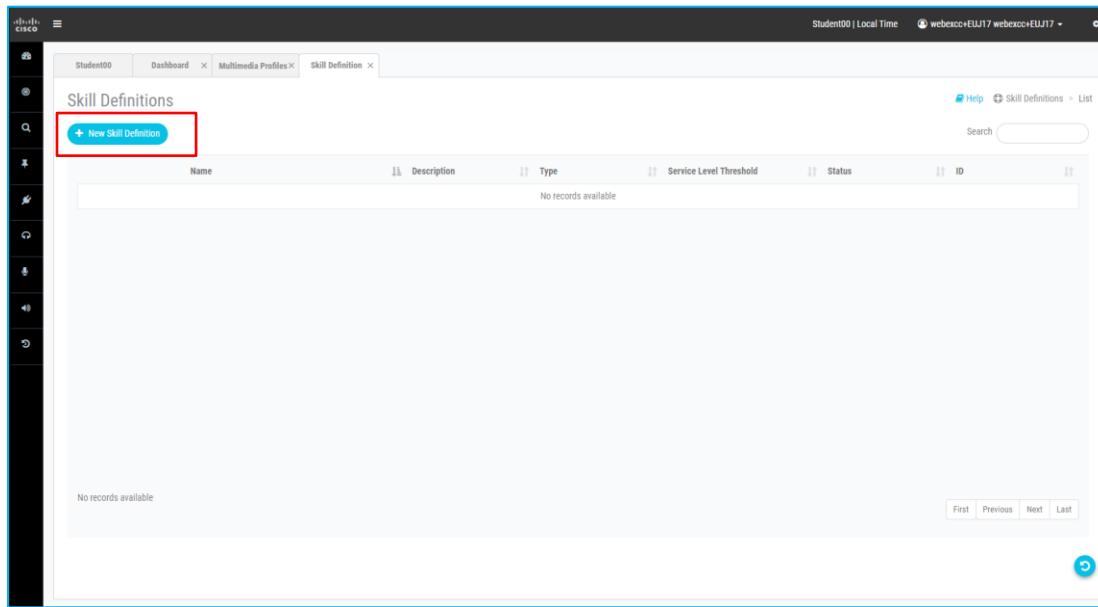
Voice Chat Email Social Channel

3.7 Select the “Provisioning” icon and then select “Skills” then “Skills Definition”



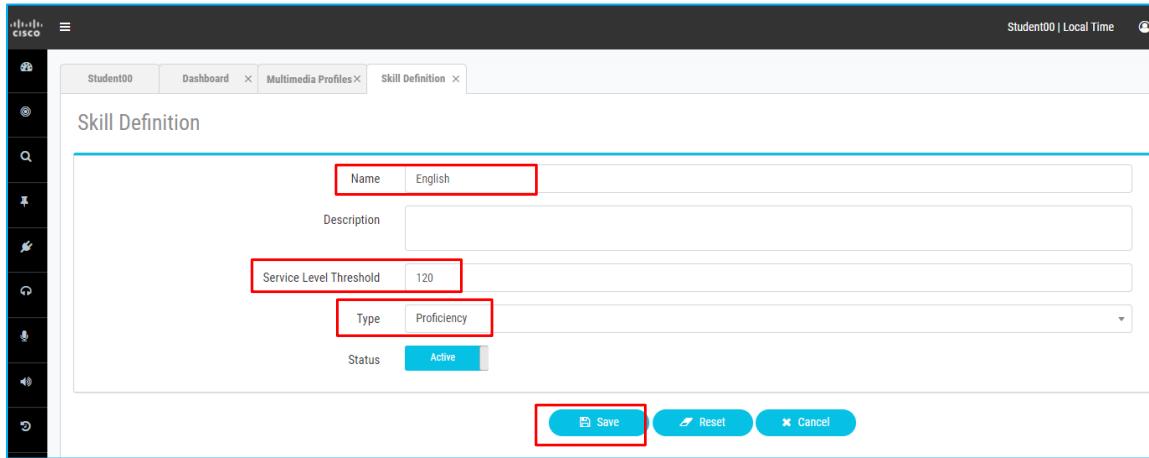
The screenshot shows the Cisco Webex Provisioning interface. The left sidebar has a 'Provisioning' section expanded, with 'Skills' and 'Skill Definition' selected. A red box highlights the 'Skill Definition' link. The main area shows a table of multimedia profiles with columns for Voice, Email, Chat, Status, and ID. There are two rows, both marked as 'Active'. At the bottom are navigation buttons: First, Previous, Next, Last, and a refresh icon.

3.8 Click “+ New Skill Definition”



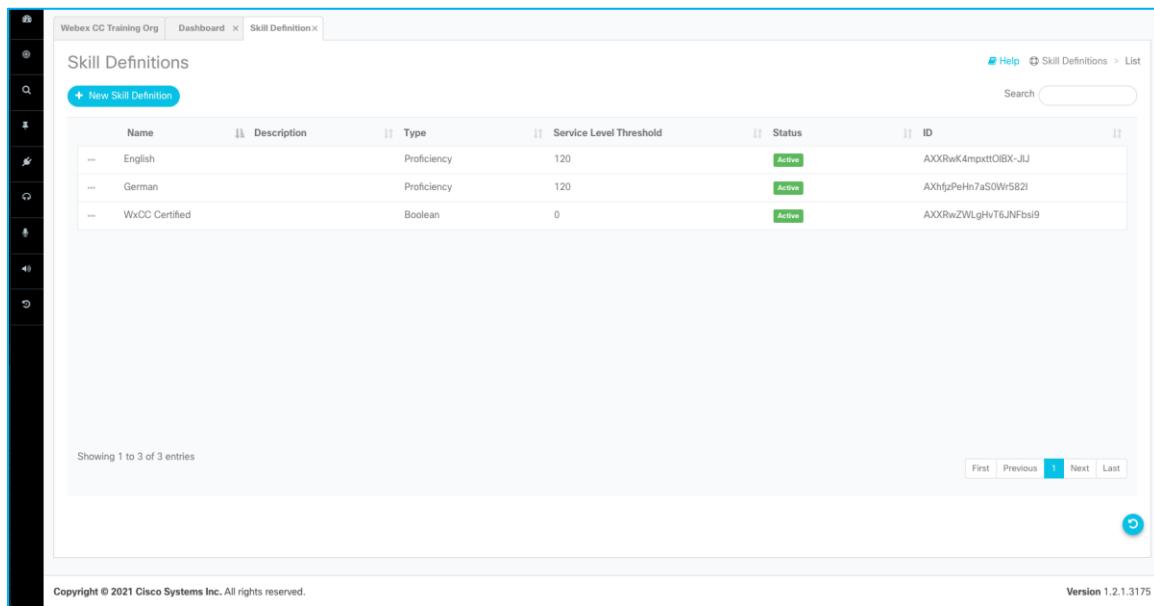
The screenshot shows the Cisco Webex Provisioning interface. The left sidebar has a 'Skill Definitions' section expanded, with a '+ New Skill Definition' button highlighted by a red box. The main area shows a table with columns Name, Description, Type, Service Level Threshold, Status, and ID. The table displays 'No records available'. At the bottom are navigation buttons: First, Previous, Next, Last, and a refresh icon.

- 3.9 Fill in the information next to the red boxes, then click save.



The screenshot shows a 'Skill Definition' creation form. The 'Name' field contains 'English', the 'Service Level Threshold' field contains '120', and the 'Type' field contains 'Proficiency'. The 'Save' button at the bottom is highlighted with a red box.

- 3.10 Create another Proficiency Skill, called German, with a Service Level of 120 and a Boolean Skill, called WxCC Certified, with a Service Level of 0. Your screen should look like this.



Name	Description	Type	Service Level Threshold	Status	ID
English		Proficiency	120	Active	AXXRwK4mpxttOIBX-JIJ
German		Proficiency	120	Active	AxHfp2PeHn7aS0Wr582I
WxCC Certified		Boolean	0	Active	AXXRwZWlgHyT6JNFbsI9

3.11 Select the “Provisioning” icon and then select “Skills” then “Skills Profile”

Description	Type	Service Level Threshold	Status	ID
Proficiency	Proficiency	0	Active	AXXRwK4mpxttOBX-JU
Boolean	Boolean	0	Active	AXXRwZWlgHvT6JNFbsi9

3.12 Click “+ New Skill Profile”

Name	Description	ID
SkillProfileA		AXXcQlsJ_6UEhi3IWqD

3.13 Provision a new skill profile as follows and then click on “Save”.

The name of the skill profile should be **English 9-German 3-CC-Cert**

Skill Profile

General Settings

Name	English 9-German 3-CC-Cert
Description	

Active Skills

Select	Skill Name	Skill Type	Skill Value
<input checked="" type="checkbox"/>	Contact Center Certified	Boolean	<input checked="" type="radio"/> True <input type="radio"/> False
<input checked="" type="checkbox"/>	English	Proficiency	<input checked="" type="radio"/> True <input type="radio"/> False
<input checked="" type="checkbox"/>	German	Proficiency	<input checked="" type="radio"/> True <input type="radio"/> False

3.14 Click on “New Skill Profile”

3.15 Provision a new skill profile as follows and then click on “Save”.

The name of the skill profile should be **English 3-German 9-CC-Cert**

Skill Profile

General Settings

Name	English 3-German 9-CC-Cert
Description	

Active Skills

Select	Skill Name	Skill Type	Skill Value
<input checked="" type="checkbox"/>	Contact Center Certified	Boolean	<input checked="" type="radio"/> True <input type="radio"/> False
<input checked="" type="checkbox"/>	English	Proficiency	<input checked="" type="radio"/> True <input type="radio"/> False
<input checked="" type="checkbox"/>	German	Proficiency	<input checked="" type="radio"/> True <input type="radio"/> False

3.16 Click on “New Skill Profile”

3.17 Provision a new skill profile as follows and then click on “Save”.

The name of the skill profile should be **English 9-German 3**

Skill Profile

General Settings

Name	English 9-German 3
Description	

Active Skills

Select	Skill Name	Skill Type	Skill Value
<input checked="" type="checkbox"/>	Contact Center Certified	Boolean	<input type="radio"/> True <input checked="" type="radio"/> False
<input checked="" type="checkbox"/>	English	Proficiency	<input checked="" type="radio"/> True <input type="radio"/> False
<input checked="" type="checkbox"/>	German	Proficiency	<input checked="" type="radio"/> True <input type="radio"/> False

3.18 Click on “New Skill Profile”

3.19 Provision the following skill profile as follows and then click on “Save”.

The name of the skill profile should be **English 3-German 9**

Skill Profile

General Settings

Name:	English 3-German 9
Description:	

Active Skills

Select	Skill Name	Skill Type	Skill Value
<input checked="" type="checkbox"/>	Contact Center Certified	Boolean	<input type="radio"/> True <input checked="" type="radio"/> False
<input checked="" type="checkbox"/>	English	Proficiency	<input type="range" value="100"/>
<input checked="" type="checkbox"/>	German	Proficiency	<input type="range" value="100"/>

STOP! Please do not proceed until instructed to do so.

4 Lab 4 – Provisioning Sites and Teams

Purpose: Provisioning Sites and Teams

Expected Completion Time: 30 minutes.

Provisioning a Tenant under the main Service Provider

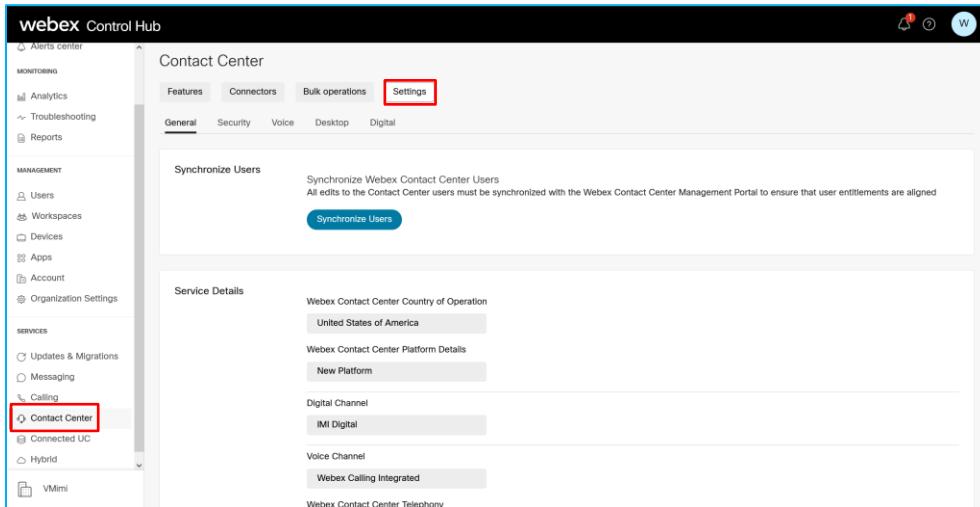
4.1 Open your browser and go to

URL: <https://admin.webex.com>

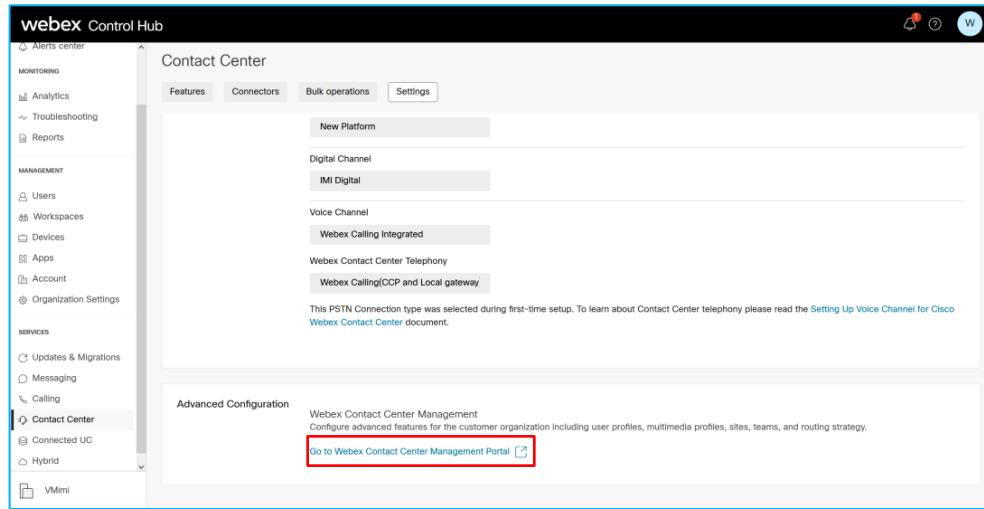
Customer Org Admin

User: Your assigned Customer admin

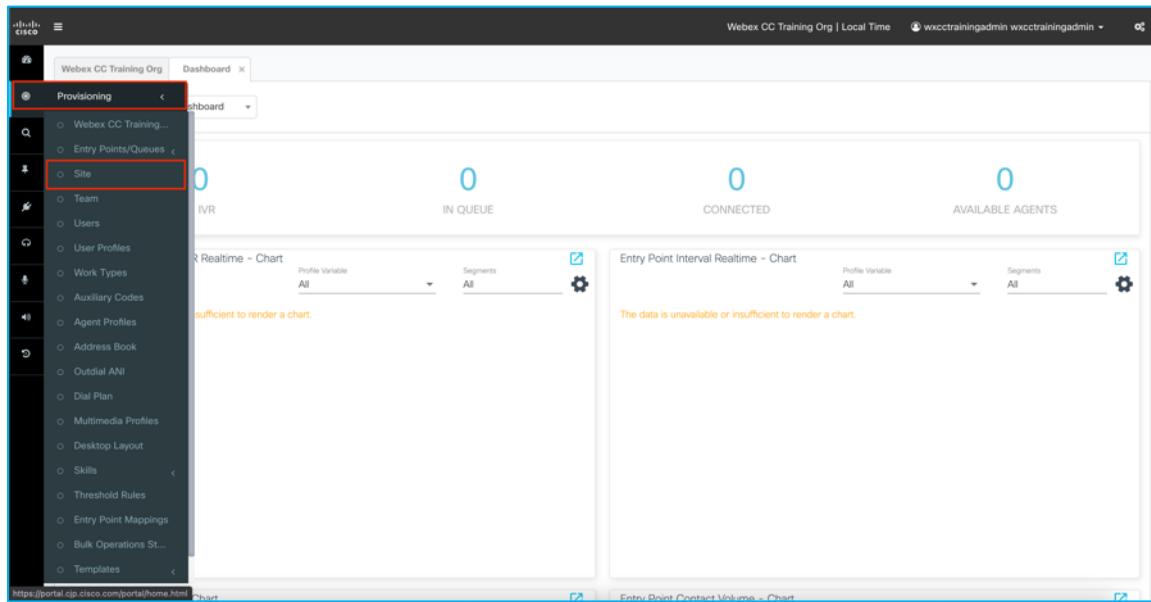
4.2 Once logged in, click “Contact Center” (under Services), then “Settings”, as indicated in the following picture.

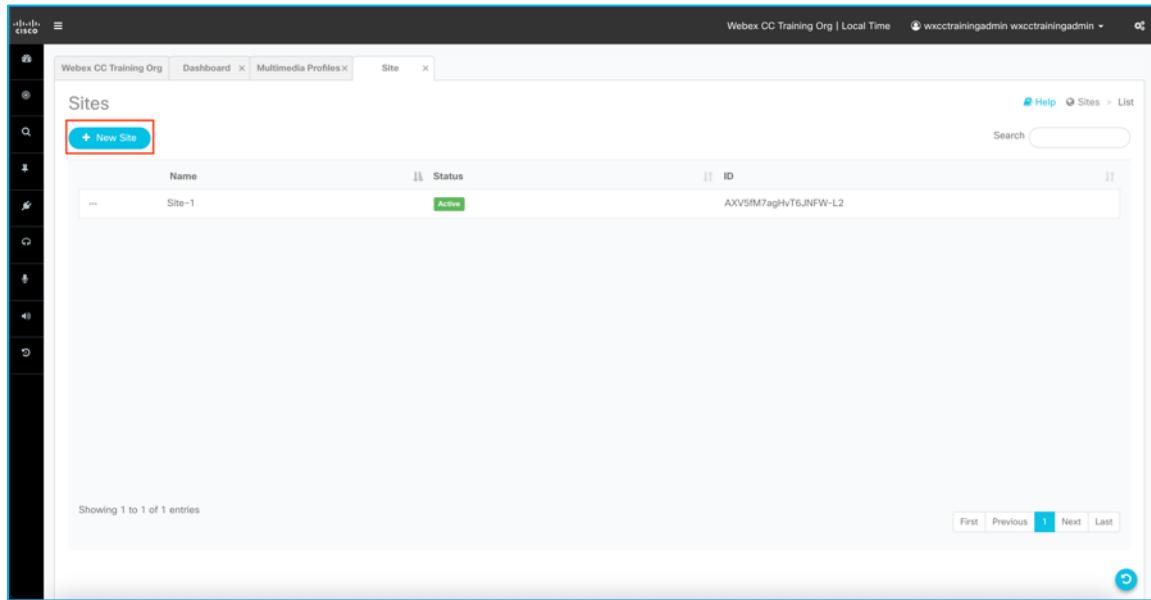


- 4.3 Click the link “Go to Webex Contact Center Management Portal” to enter the Tenant Portal.

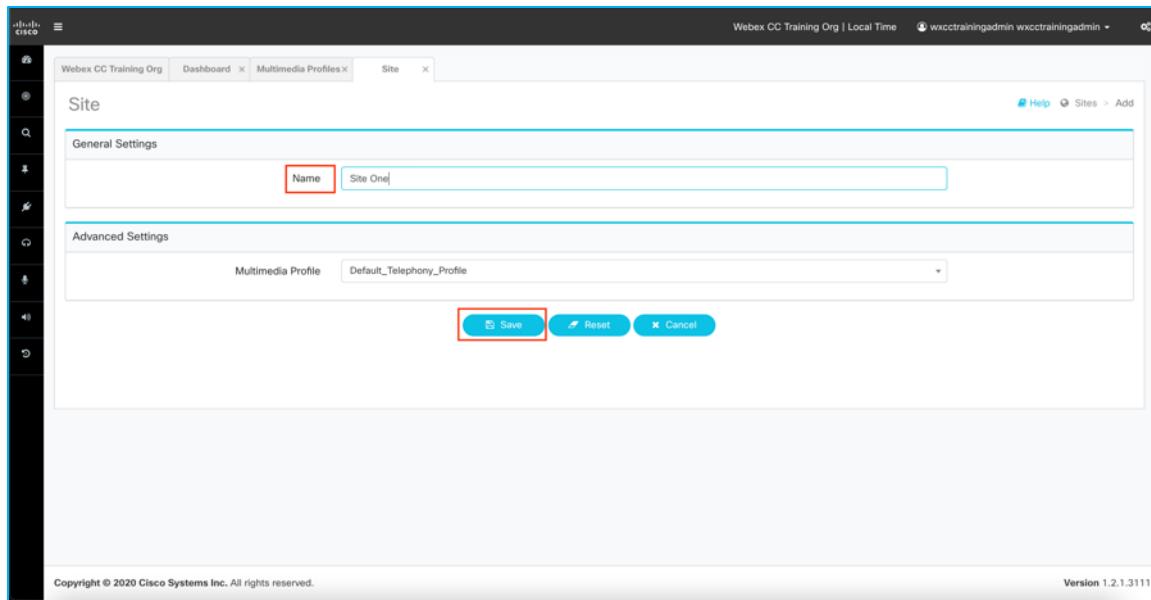


- 4.4 Select the “Provisioning” icon and then select “Site”



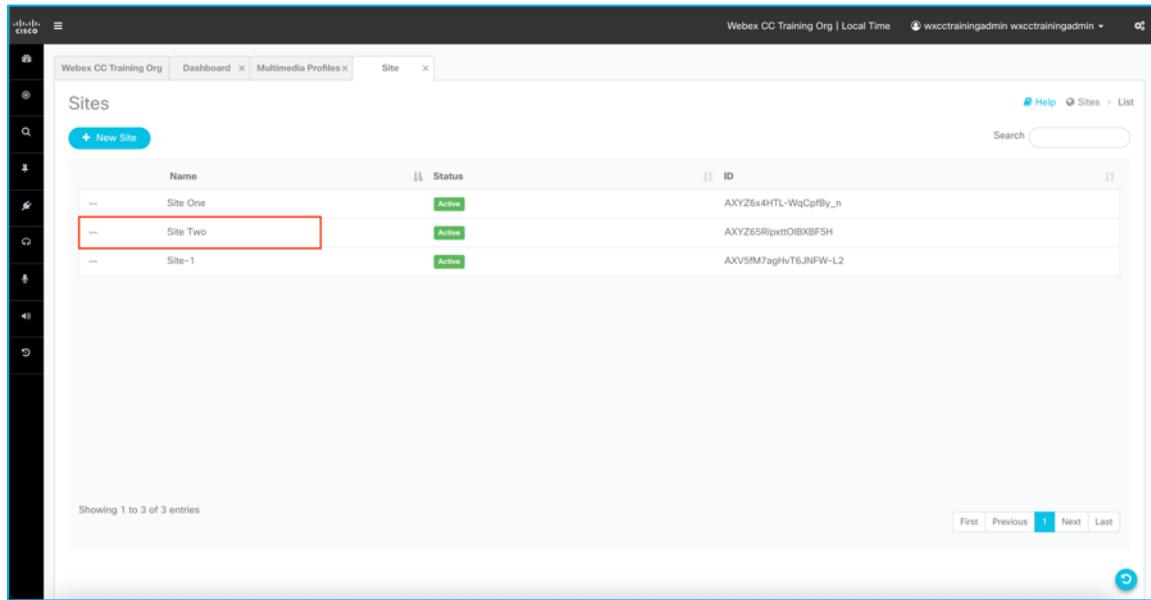
4.5 Click “+ New Site”

The screenshot shows the 'Sites' page in the Cisco Webex CC Training Org. At the top left, there's a sidebar with various icons. The main area has a header with tabs: 'Webex CC Training Org | Local Time' and 'wxcctrainingadmin'. Below the header is a search bar labeled 'Search'. The main content area is titled 'Sites' and contains a table with one entry: 'Site-1' (Status: Active, ID: AXVSM7aghvT6JNFW-L2). At the top left of the table, there's a blue button labeled '+ New Site' which is highlighted with a red box.

4.6 Fill in the information next to the red box, then click save.

The screenshot shows the 'Site' creation form. It has two sections: 'General Settings' and 'Advanced Settings'. In the 'General Settings' section, there is a 'Name' input field containing 'Site One' which is highlighted with a red box. In the 'Advanced Settings' section, there is a 'Multimedia Profile' dropdown menu set to 'Default_Telephony_Profile'. At the bottom of the form are three buttons: 'Save' (highlighted with a red box), 'Reset', and 'Cancel'.

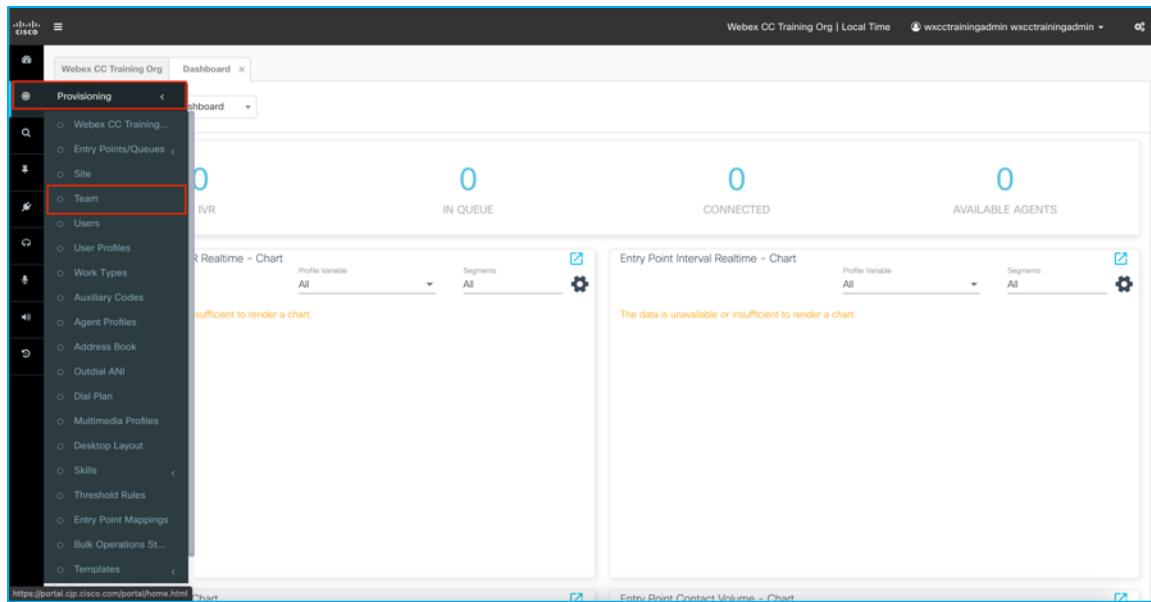
4.7 Repeat steps 4.5 and 4.6 and create “Site Two”



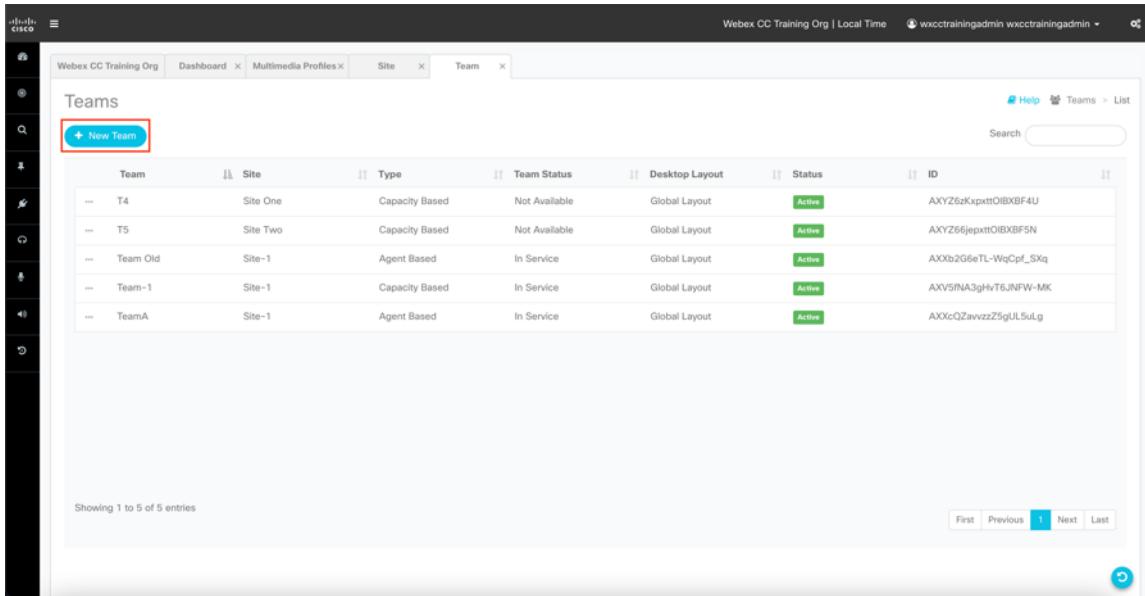
The screenshot shows the 'Sites' page in the Cisco Webex CC Training Org interface. The table lists three sites: Site One, Site Two, and Site-1. Site Two is highlighted with a red box. The columns are Name, Status, and ID.

Name	Status	ID
Site One	Active	AXYZ6x4HTL-WqCpfBy_n
Site Two	Active	AXYZ65RipxttOIBXF5H
Site-1	Active	AXV5FM7aghHvT6JNFW-L2

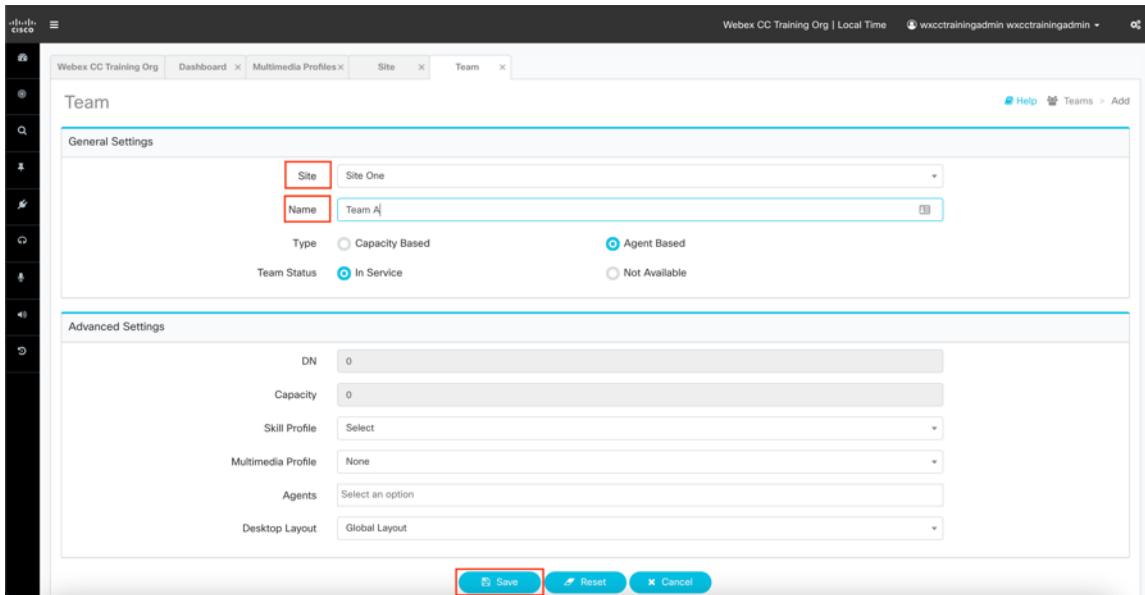
4.8 Select the “Provisioning” icon and then select “Team”



The screenshot shows the 'Provisioning' section of the Cisco Webex CC Training Org interface. The left sidebar menu is expanded to show 'Provisioning' and its sub-options: Webex CC Training..., Entry Points/Queues, Site, and Team. The 'Team' option is highlighted with a red box.

4.9 Click “+ New Team”

Team	Site	Type	Team Status	Desktop Layout	Status	ID
T4	Site One	Capacity Based	Not Available	Global Layout	Active	AXYZ6zKpxtt0IBXBF4U
T5	Site Two	Capacity Based	Not Available	Global Layout	Active	AXYZ66jepxtt0IBXBF5N
Team Old	Site-1	Agent Based	In Service	Global Layout	Active	AXXb2G6eTL-WqCpf_5Xq
Team-1	Site-1	Capacity Based	In Service	Global Layout	Active	AXV5fNA3ghlvT6JNFW-MK
TeamA	Site-1	Agent Based	In Service	Global Layout	Active	AXXcQZavvzzZ5gJL5uLg

4.10 Fill in the information next to the red boxes, then click save.

General Settings

Site: Site One
Name: Team A

Type: Capacity Based Agent Based

Team Status: In Service Not Available

Advanced Settings

DN: 0
Capacity: 0
Skill Profile: Select
Multimedia Profile: None
Agents: Select an option
Desktop Layout: Global Layout

4.11 Repeat steps 4.9 and 4.10 and create the following teams:

4.11 Team Name	4.12 Site
Team B	Site One
Team C	Site Two
Team D	Site Two

STOP! *Please do not proceed until instructed to do so.*

5 Lab 5 – Provisioning Auxiliary Codes, Agent Profiles and Configuring Agents and Creating a Supervisor.

Purpose: Creating new Idle and Wrap-Up codes, a new Agent Profile and configuring 6 Agents plus a Supervisor.

Expected Completion Time: 40 minutes.

Provisioning a Tenant under the main Service Provider

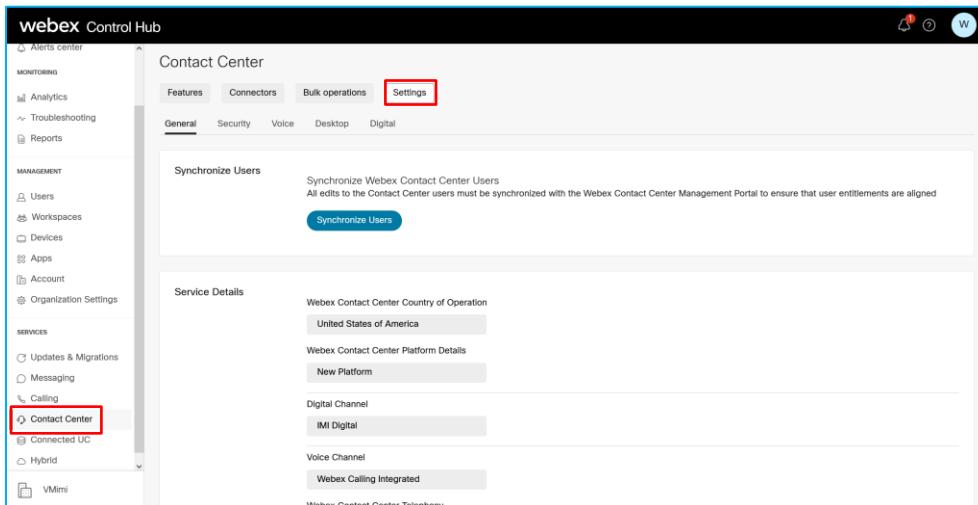
5.1 Open your browser and go to

URL: <https://admin.webex.com>

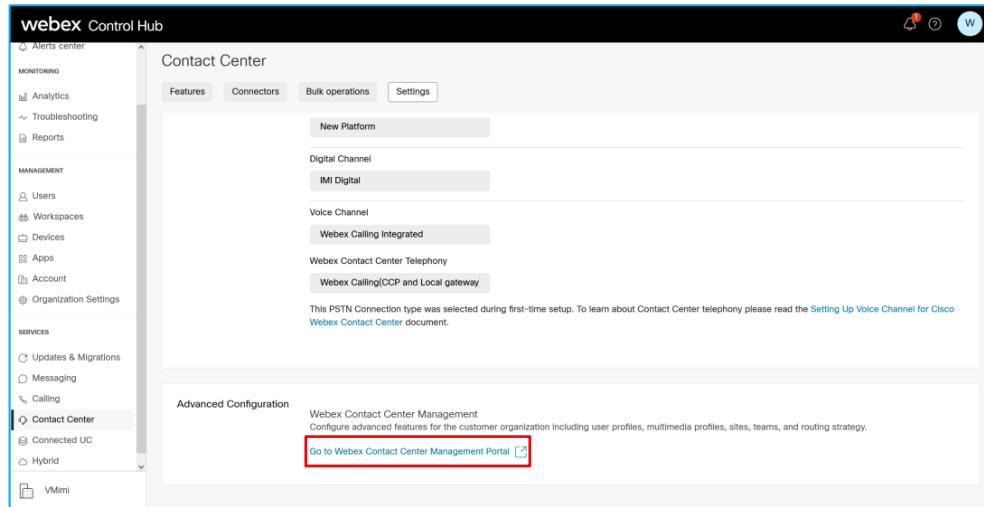
Customer Org Admin

User: Your assigned Customer admin

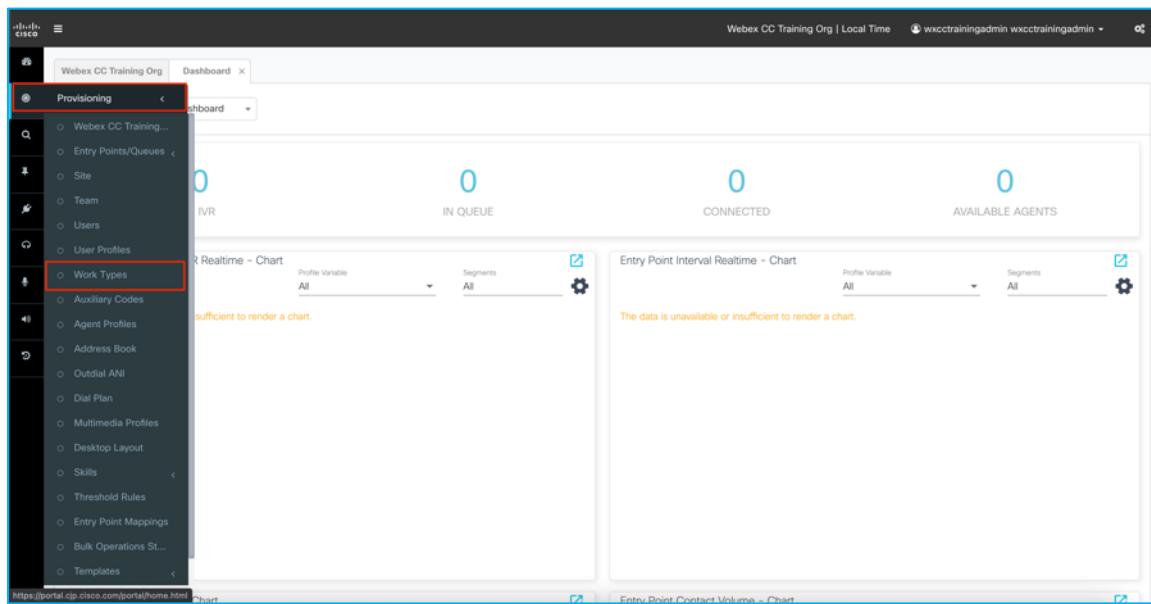
5.2 Once logged in, click “Contact Center” (under Services), then “Settings”, as indicated in the following picture.



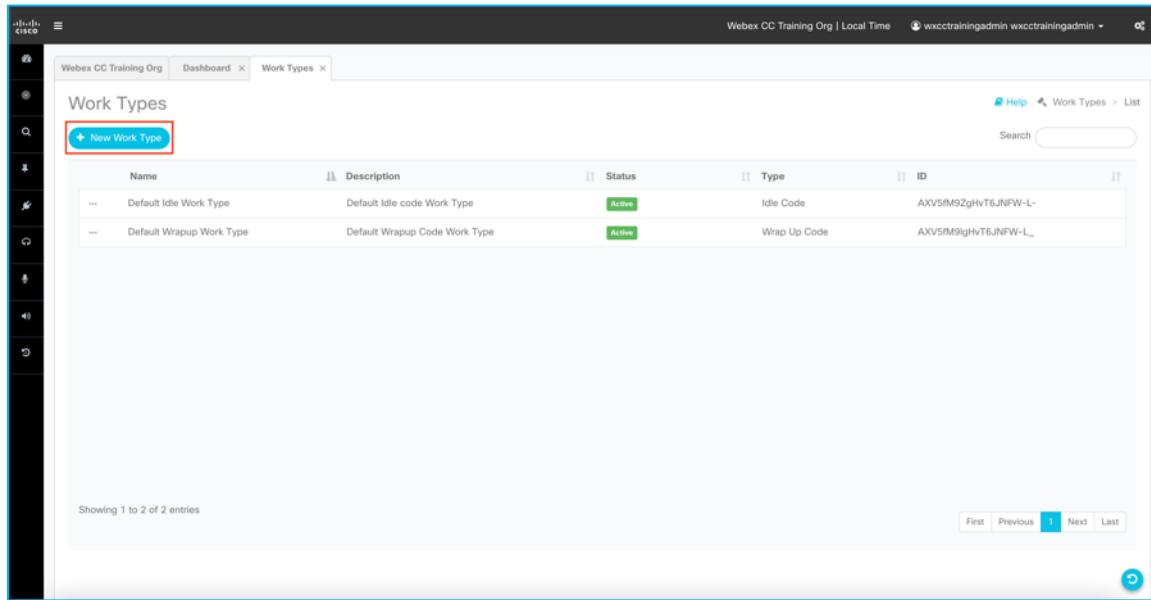
- 5.3 Click the link “Go to Webex Contact Center Management Portal” to enter the Tenant Portal.



- 5.4 Select the “Provisioning” icon and then select “Work Types”

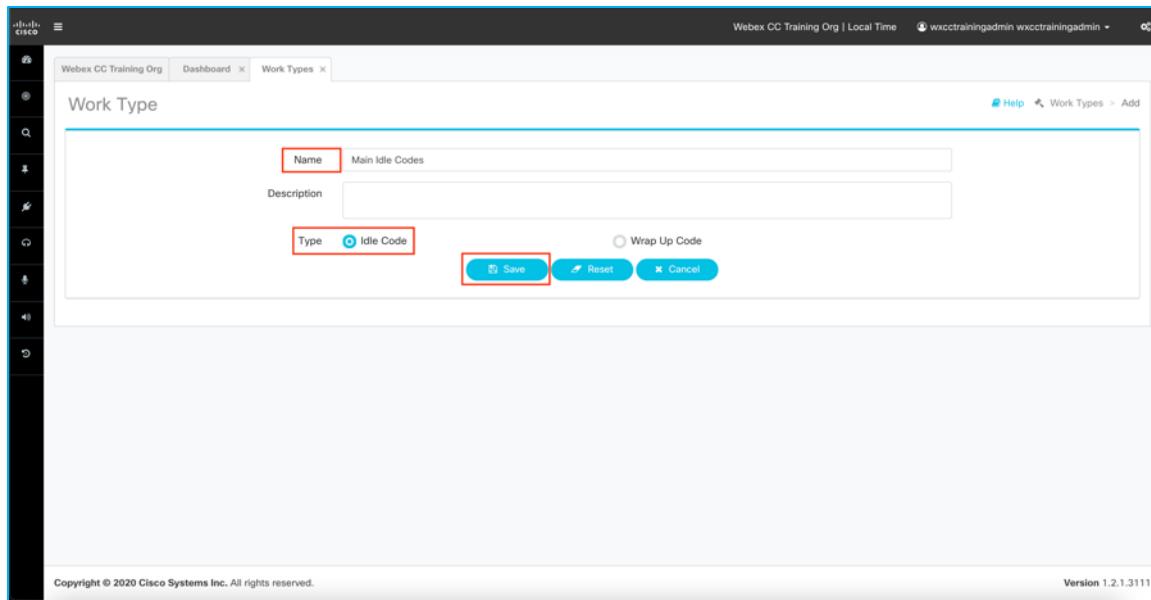


5.5 Click “+ Work Type”



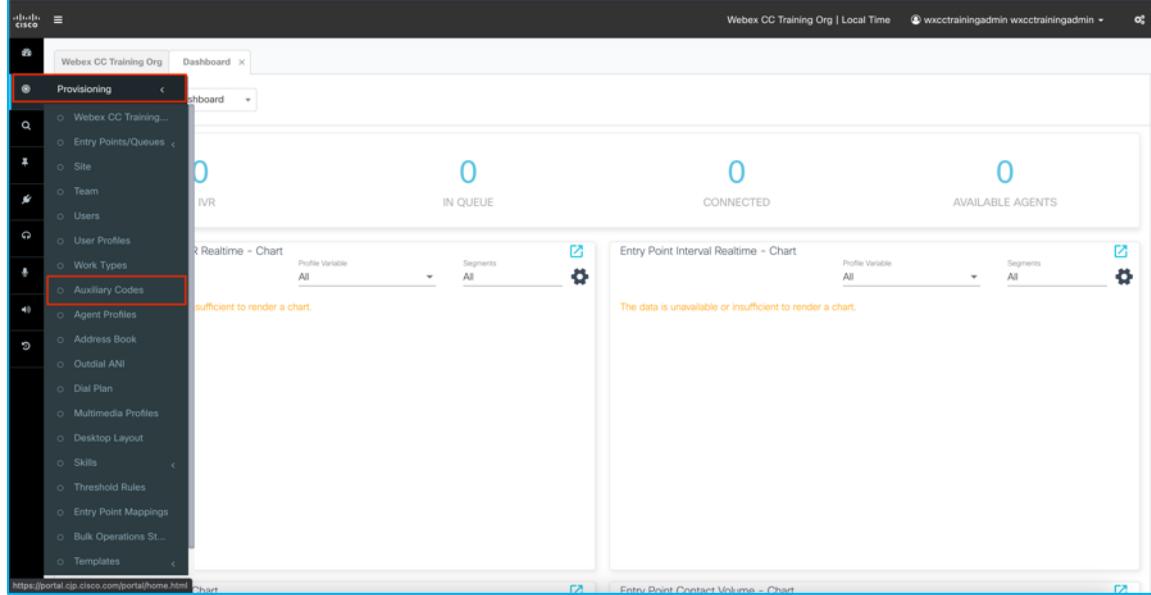
The screenshot shows the 'Work Types' page in the Cisco Webex CC Training Org. The page title is 'Work Types'. There is a table with columns: Name, Description, Status, Type, and ID. Two entries are listed: 'Default Idle Work Type' and 'Default Wrapup Work Type'. The 'New Work Type' button is highlighted with a red box.

5.6 Fill in the information as next to the red boxes, then click save



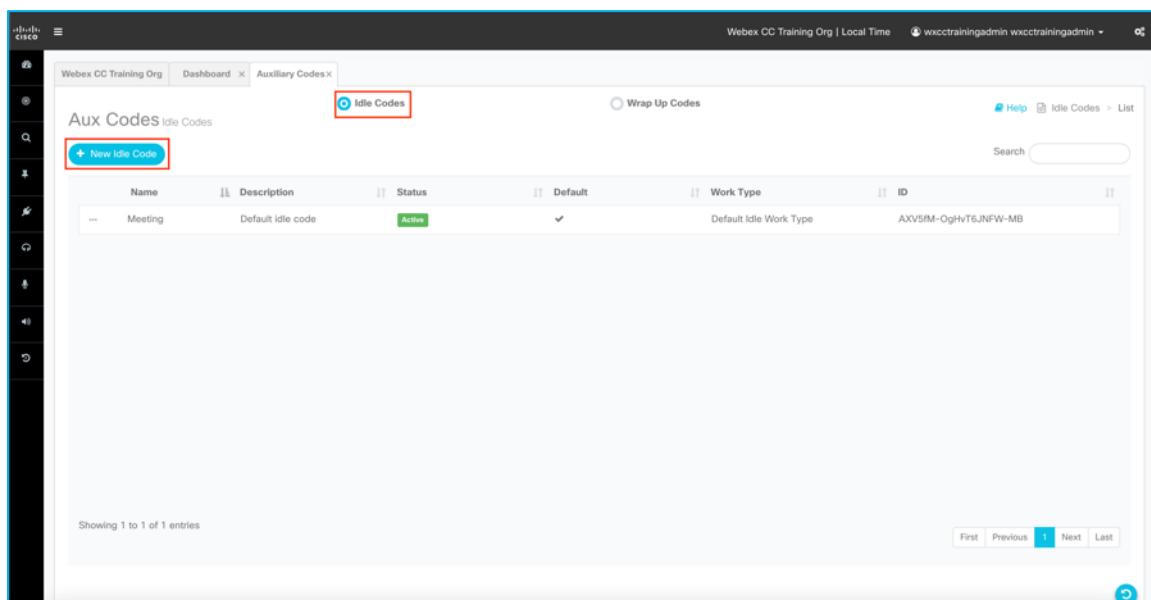
The screenshot shows the 'Add Work Type' dialog box. It has fields for 'Name' (containing 'Main Idle Codes'), 'Description', and 'Type' (radio buttons for 'Idle Code' and 'Wrap Up Code'). The 'Save' button is highlighted with a red box.

- 5.7 Create a Wrap Up work type called “Main Wrap Codes” – remember to change the radio button to the new work type.
- 5.8 Select the “Provisioning” icon and then select “Auxiliary Codes”



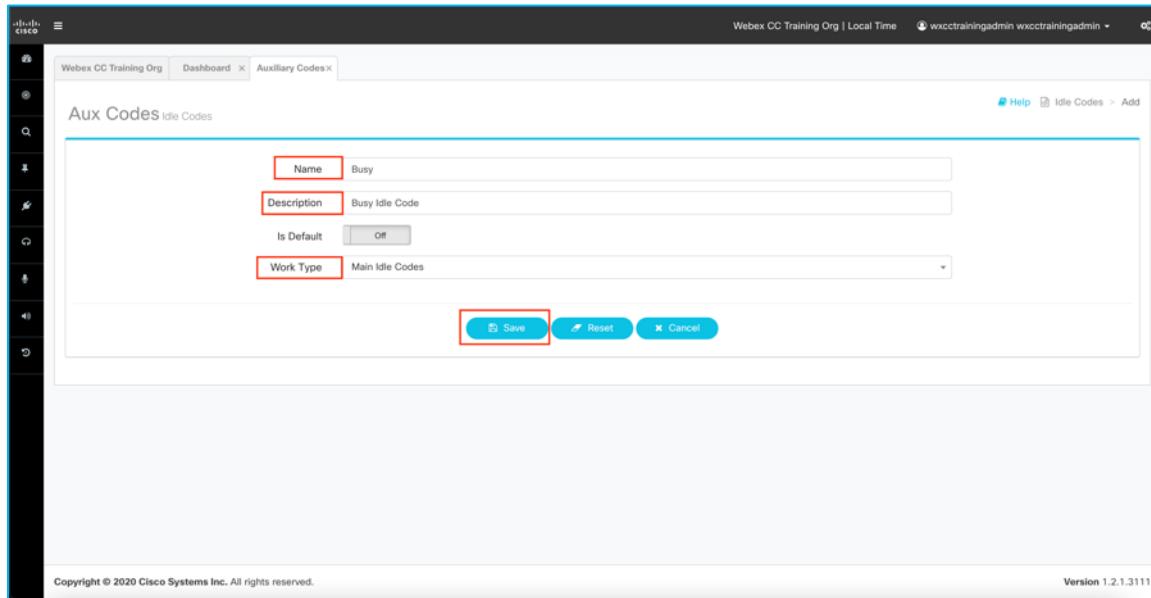
The screenshot shows the Cisco Webex CC Training Org dashboard. On the left, a sidebar menu is open under the 'Provisioning' icon. The 'Auxiliary Codes' option is highlighted with a red box. The main dashboard area displays three charts: 'IVR' (0), 'IN QUEUE' (0), and 'CONNECTED' (0). Below these charts are two more sections: 'Realtime - Chart' and 'Entry Point Interval Realtime - Chart', both of which show 'The data is unavailable or insufficient to render a chart.'

- 5.9 Click “+ New Idle Code”



The screenshot shows the 'Auxiliary Codes' page. At the top, there are tabs for 'Idle Codes' (highlighted with a red box) and 'Wrap Up Codes'. Below the tabs is a search bar and a 'List' link. The main area contains a table with columns: Name, Description, Status, Default, Work Type, and ID. A single entry is listed: 'Meeting' with 'Default idle code' in the Description column, 'Active' in the Status column, and 'Default Idle Work Type' in the Work Type column. At the bottom of the table, it says 'Showing 1 to 1 of 1 entries'. A navigation bar at the bottom right includes 'First', 'Previous', '1', 'Next', and 'Last'.

5.10 Fill in the information as next to the red boxes, then click save



Aux Codes

Name: Busy

Description: Busy Idle Code

Is Default: Off

Work Type: Main Idle Codes

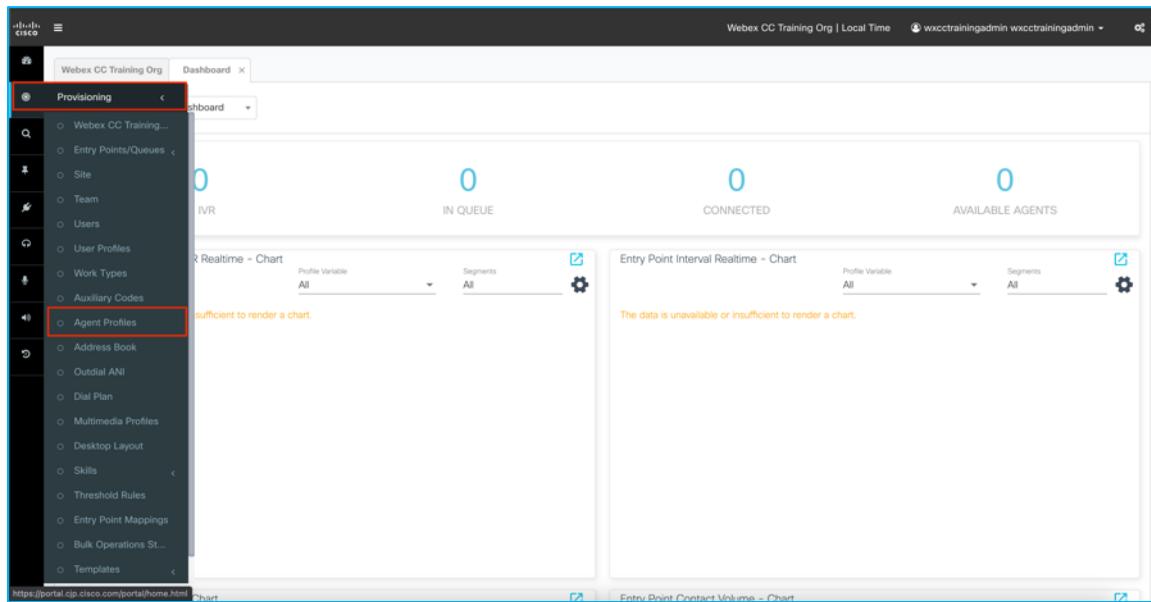
Save Reset Cancel

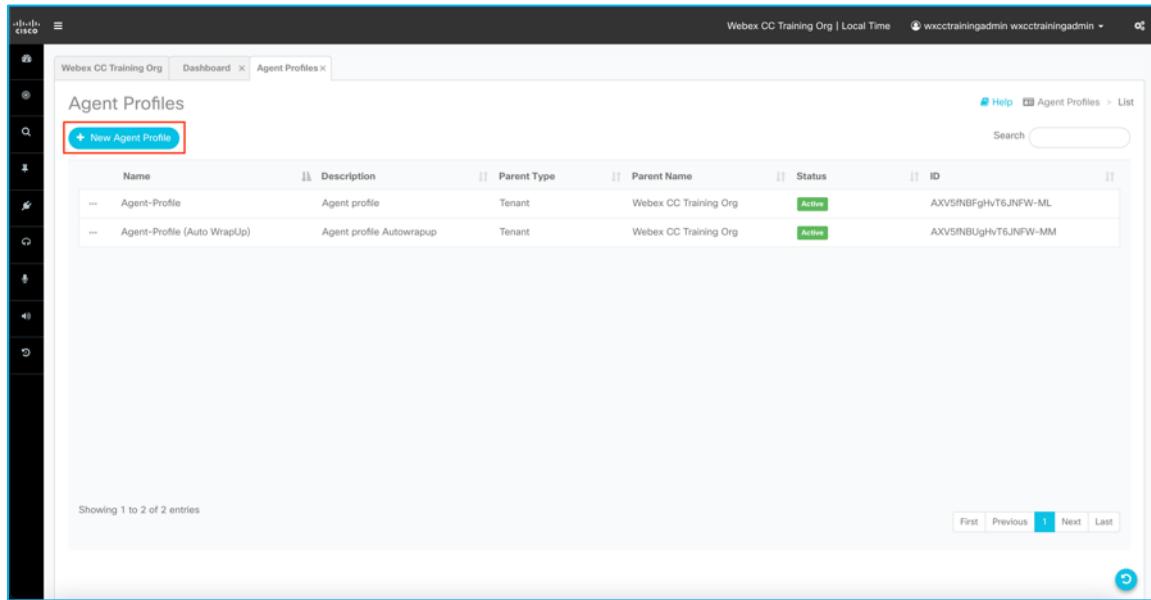
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Version 1.2.1.3111

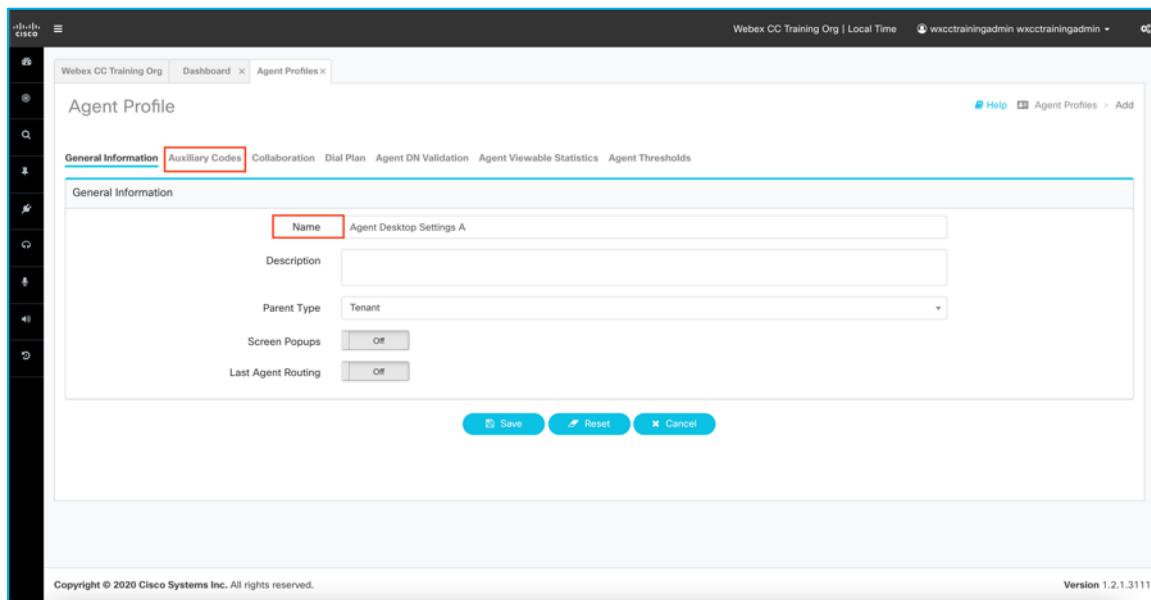
5.11 Create a New Wrap Up Code called “Support Issue” in the Main Wrap Codes work type. – remember to change the radio button to the Wrap Up Codes.

5.12 Select the “Provisioning” icon and then select “Agent Profiles”



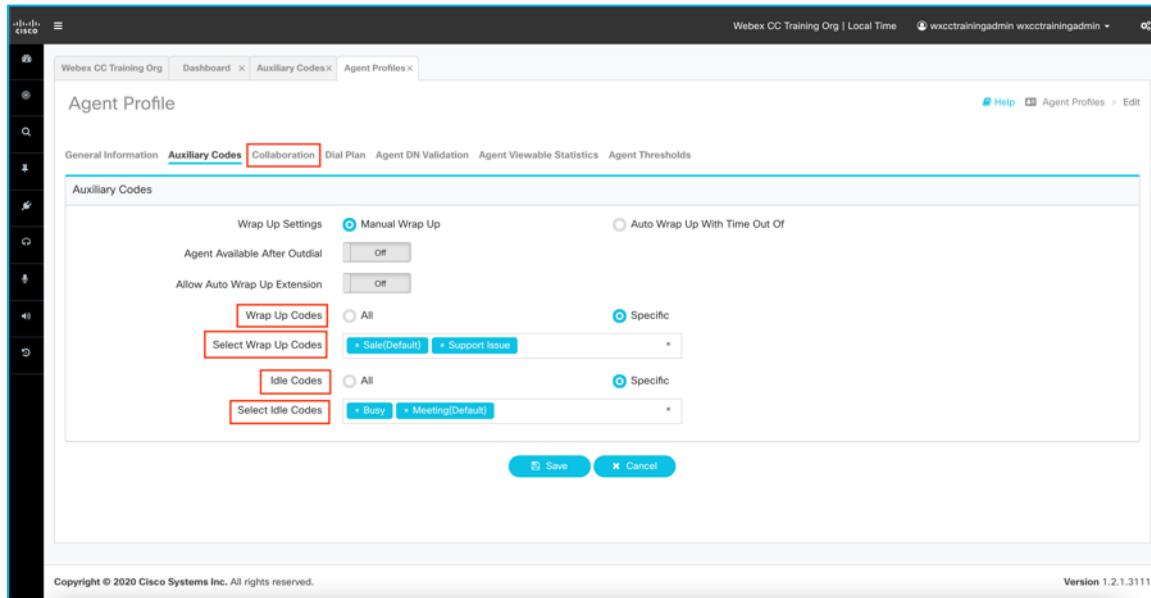
5.13 Click “+ New Agent Profile”

Name	Description	Parent Type	Parent Name	Status	ID
Agent-Profile	Agent profile	Tenant	Webex CC Training Org	Active	AXV5INBFgHvT6JNFW-ML
Agent-Profile (Auto WrapUp)	Agent profile Autowrapup	Tenant	Webex CC Training Org	Active	AXV5INBUgHvT6JNFW-MM

5.14 Fill in the information as next to the red boxes, then click “Auxiliary Codes”

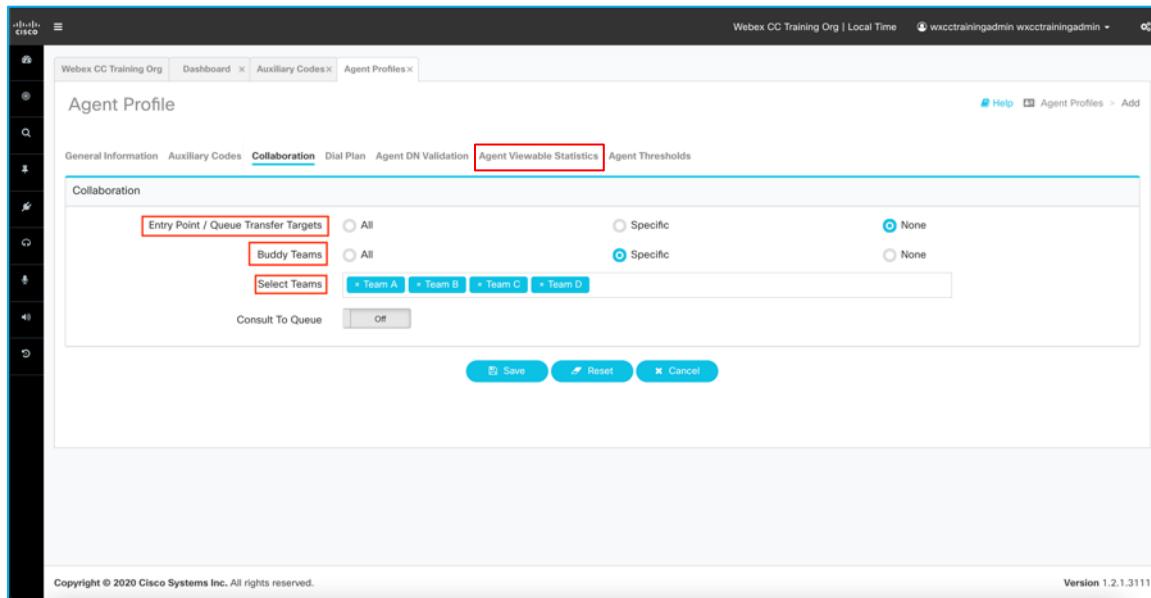
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5.15 Fill in the information as next to the red boxes, then click “Collaboration”



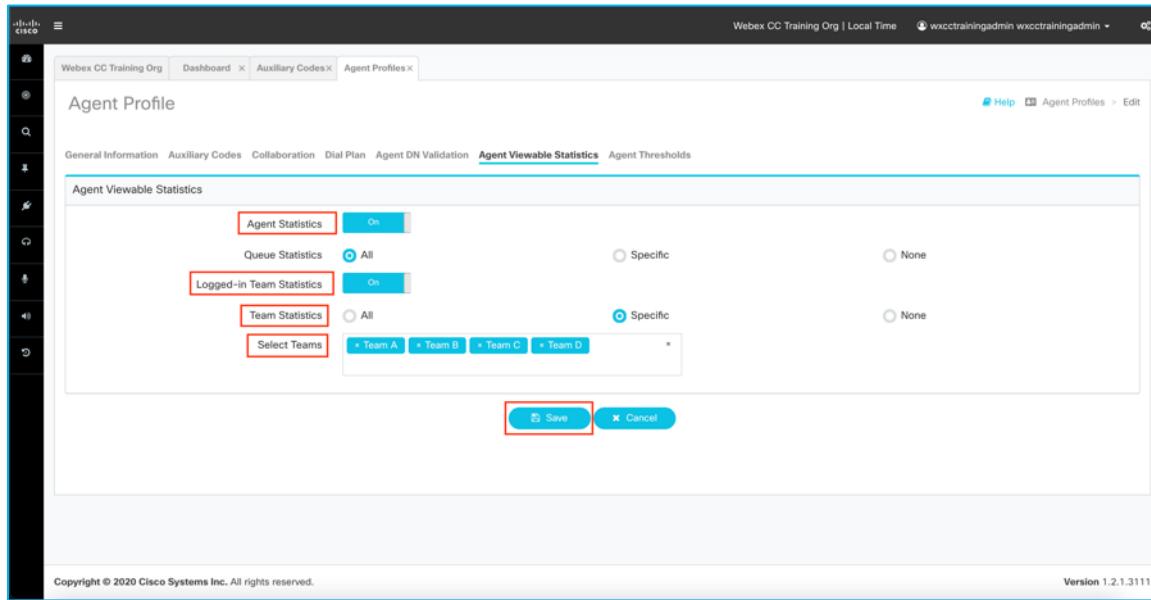
The screenshot shows the 'Agent Profile' page in the Cisco Webex CC Training Org. The 'Auxiliary Codes' tab is selected. Under the 'Auxiliary Codes' section, there are two dropdown menus: 'Wrap Up Codes' and 'Idle Codes'. Both dropdowns have 'All' and 'Specific' radio button options. The 'Wrap Up Codes' dropdown contains 'Sale(Default)' and 'Support Issue'. The 'Idle Codes' dropdown contains 'Busy' and 'Meeting(Default)'. The 'Save' button is visible at the bottom.

5.16 Fill in the information as next to the red boxes, then click “Agent Viewable Statistics”

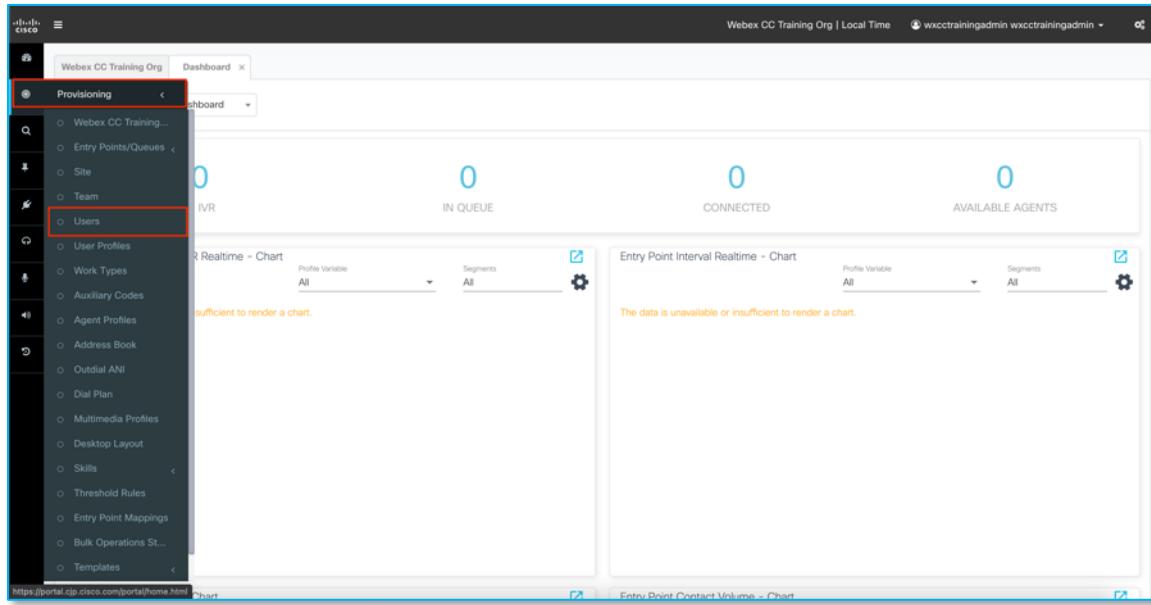


The screenshot shows the 'Agent Profile' page in the Cisco Webex CC Training Org. The 'Collaboration' tab is selected. Under the 'Collaboration' section, there are two dropdown menus: 'Entry Point / Queue Transfer Targets' and 'Buddy Teams'. Both dropdowns have 'All' and 'Specific' radio button options. The 'Entry Point / Queue Transfer Targets' dropdown contains 'Team A', 'Team B', 'Team C', and 'Team D'. The 'Buddy Teams' dropdown also contains 'Team A', 'Team B', 'Team C', and 'Team D'. Below these dropdowns is a 'Consult To Queue' switch set to 'Off'. The 'Save' button is visible at the bottom.

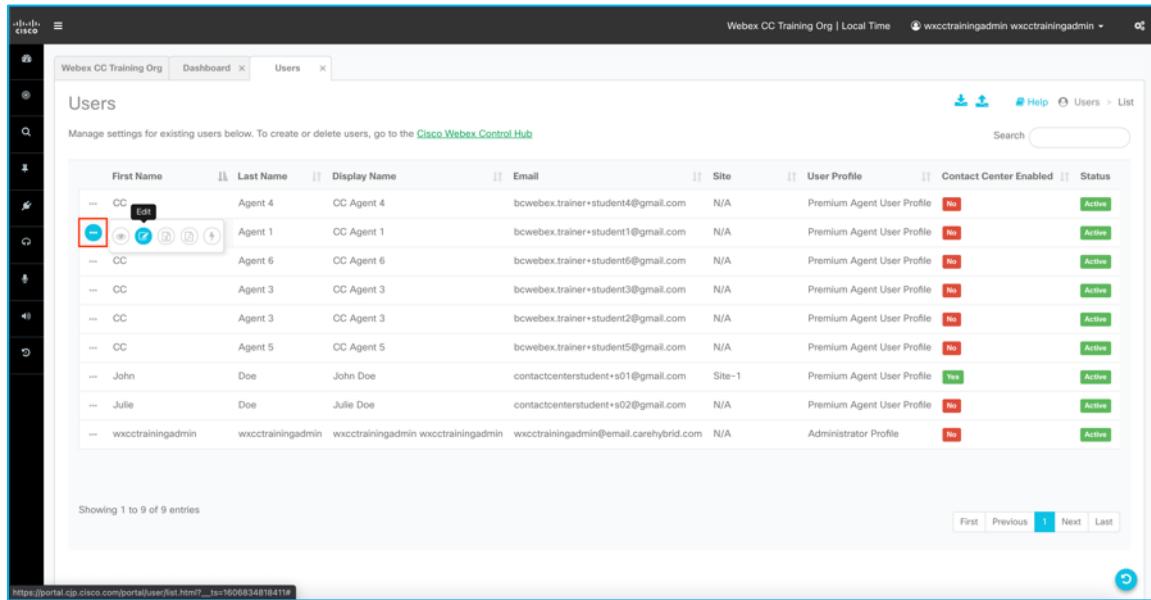
5.17 Fill in the information as next to the red boxes, then click Save



5.18 Select the “Provisioning” icon and then select “Users”

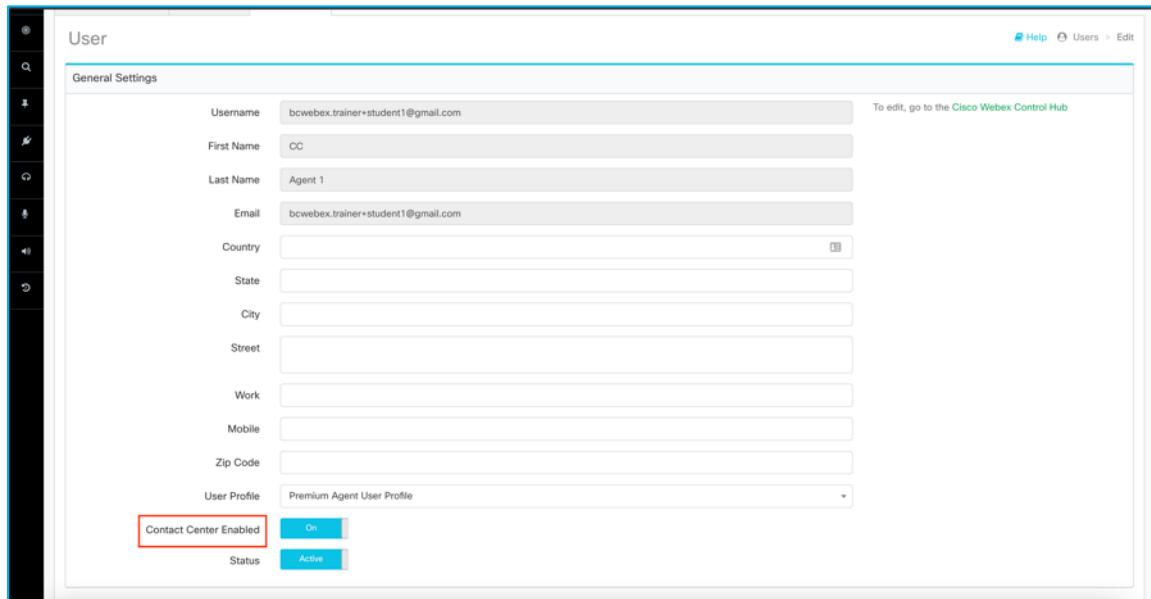


5.19 Click the three dots next to “Agent 1” and select edit.



The screenshot shows a list of users in the Cisco Webex Control Hub. The columns include First Name, Last Name, Display Name, Email, Site, User Profile, Contact Center Enabled, and Status. The user 'Agent 1' is highlighted with a red box around its three-dot menu icon. The URL at the bottom of the browser is https://portal.cdp.cisco.com/portal/user/list.html?...#sc=1606834810411&

5.20 Fill in the information as next to the red boxes, then scroll down the page”



The screenshot shows the 'User' edit form. It includes fields for General Settings like Username, First Name, Last Name, Email, Country, State, City, Street, Work, Mobile, Zip Code, User Profile (set to Premium Agent User Profile), Contact Center Enabled (set to On), and Status (set to Active). The URL at the bottom of the browser is https://portal.cdp.cisco.com/portal/user/edit.html?...#sc=1606834810411&

5.21 Fill in the information as next to the red boxes, then click save.

Work _____
Mobile _____
Zip Code _____
User Profile Premium Agent User Profile
Contact Center Enabled On
Status Active

Agent Settings

Site	Site One
Teams	Team A
Skill Profile	English 9-German 3-CC-Cert
Agent Profile	Agent Desktop Settings A
Multimedia Profile	Omni channel
Default DN	_____
External ID	_____

Save Cancel

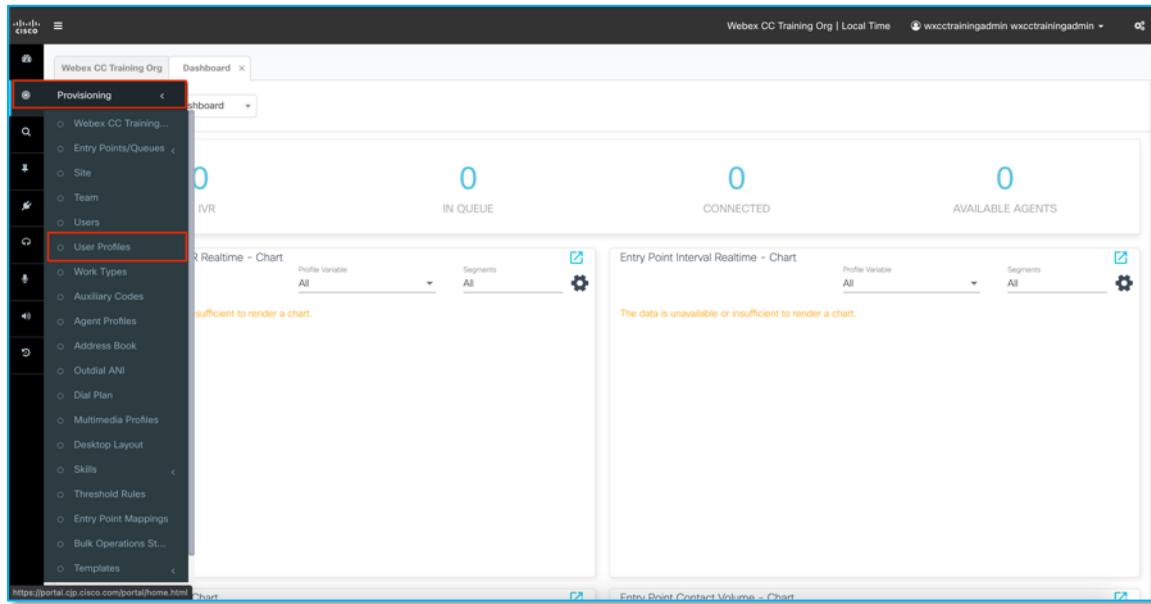
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5.22 Repeat steps 5.19 to 5.21 using the table below.

Agent	Site	Team	Skill Profile	Agent Profile	MM Profile
Agent 2	One	A	English 9-German 3-CC-Cert	Agent Desktop Settings A	Omni channel
Agent 3	One	B	English 9-German 3	Agent Desktop Settings A	Omni channel
Agent 4	One	B	English 9-German 3	Agent Desktop Settings A	Omni channel
Agent 5	Two	C	English 3-German 9-CC-Cert	Agent Desktop Settings A	Omni channel
Agent 6	Two	D	English 3-German 9	Agent Desktop Settings A	Omni channel

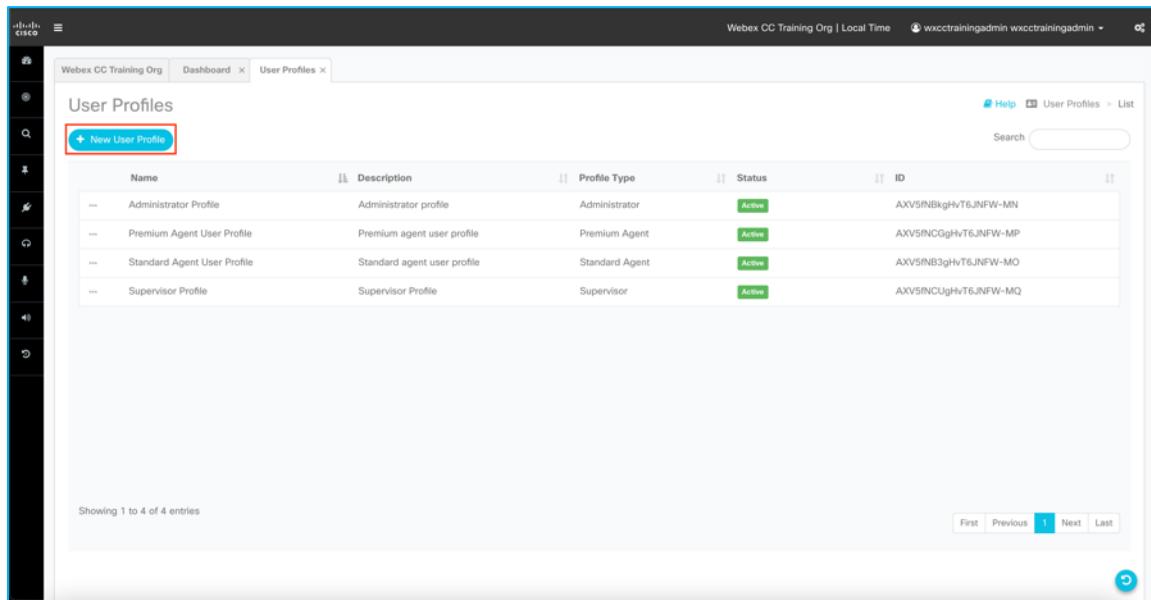
5.23 Create a new User called “Supervisor” with a Supervisor license in Control Hub. – Remember the steps are described in Lab 1 if required (make sure to activate them).

5.24 Select the “Provisioning” icon and then select “User Profiles”



The screenshot shows the Cisco Webex Control Hub interface. The left sidebar has 'Provisioning' selected, and under it, 'User Profiles' is highlighted with a red box. The main area displays three charts: 'Realtime - Chart' (0 IN QUEUE), 'Entry Point Interval Realtime - Chart' (0 CONNECTED), and 'Entry Point Contact Volume - Chart' (0 AVAILABLE AGENTS). The URL in the address bar is https://portal.cisco.com/portal/home.html#chart.

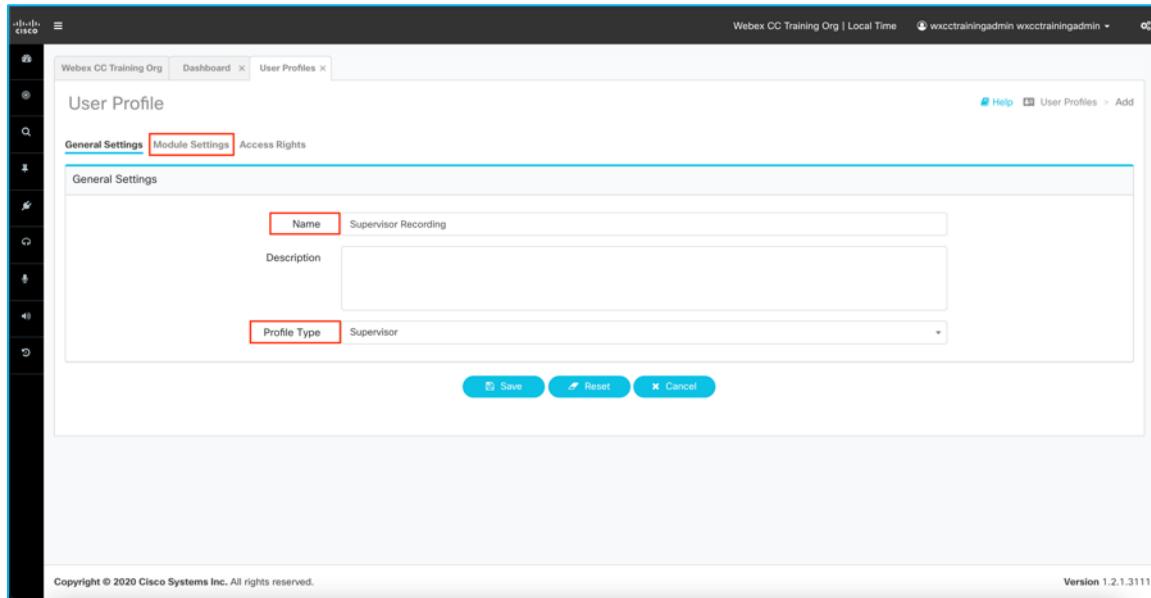
5.25 Click “+ New User Profile”



The screenshot shows the 'User Profiles' list page. A red box highlights the '+ New User Profile' button in the top-left corner of the table header. The table lists four profiles: Administrator Profile, Premium Agent User Profile, Standard Agent User Profile, and Supervisor Profile, all marked as Active. The URL in the address bar is https://portal.cisco.com/portal/home.html#UserProfiles.

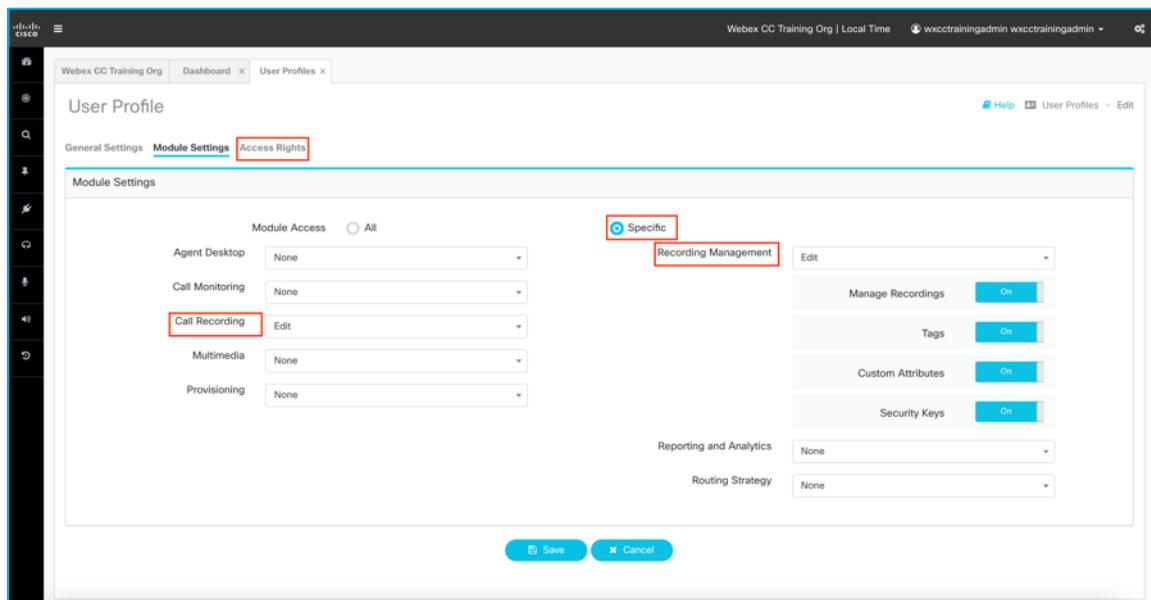
Name	Description	Profile Type	Status	ID
Administrator Profile	Administrator profile	Administrator	Active	AXV5fNBkghT6JNFW-MN
Premium Agent User Profile	Premium agent user profile	Premium Agent	Active	AXV5fNCGghHvT6JNFW-MP
Standard Agent User Profile	Standard agent user profile	Standard Agent	Active	AXV5fNB3ghHvT6JNFW-MO
Supervisor Profile	Supervisor Profile	Supervisor	Active	AXV5fNCUghHvT6JNFW-MQ

- 5.26 Fill in the information as next to the red boxes, then click “Module Settings”.



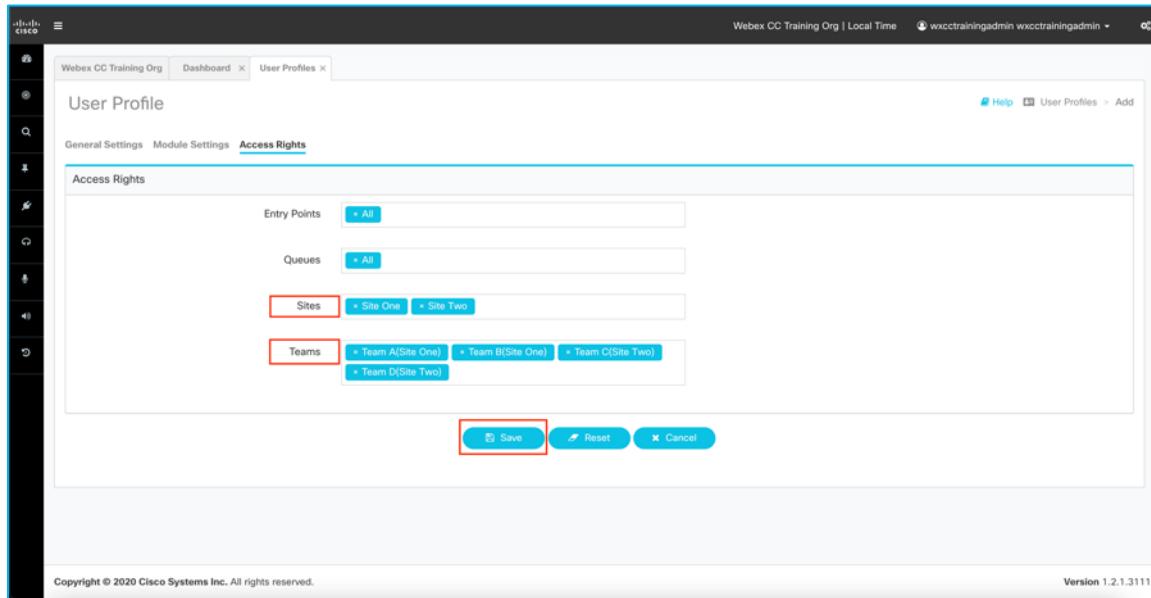
The screenshot shows the 'User Profile' page in the Cisco Webex CC Training Org interface. The 'General Settings' tab is selected. A red box highlights the 'Name' field, which contains 'Supervisor Recording'. Another red box highlights the 'Profile Type' dropdown, which is set to 'Supervisor'. At the bottom are 'Save', 'Reset', and 'Cancel' buttons.

- 5.27 Fill in the information as next to the red boxes, then click “Access Rights”.

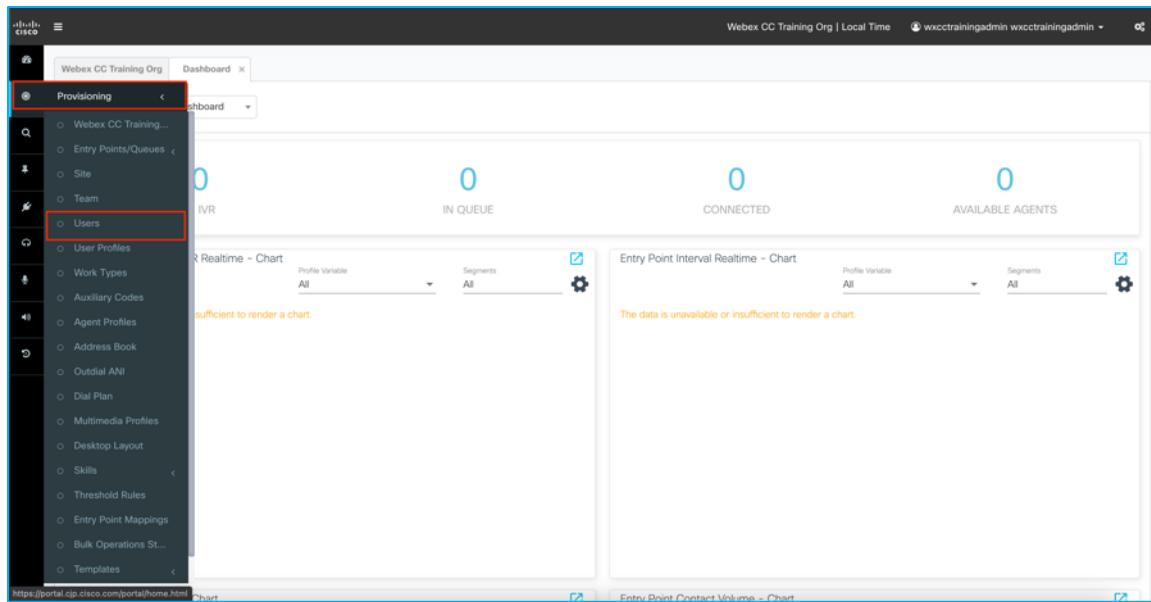


The screenshot shows the 'User Profile' page in the Cisco Webex CC Training Org interface. The 'Module Settings' tab is selected. A red box highlights the 'Call Recording' dropdown, which is set to 'Edit'. Another red box highlights the 'Recording Management' dropdown, which is set to 'Edit'. On the right side, there are several toggle switches: 'Manage Recordings' (On), 'Tags' (On), 'Custom Attributes' (On), and 'Security Keys' (On). At the bottom are 'Save' and 'Cancel' buttons.

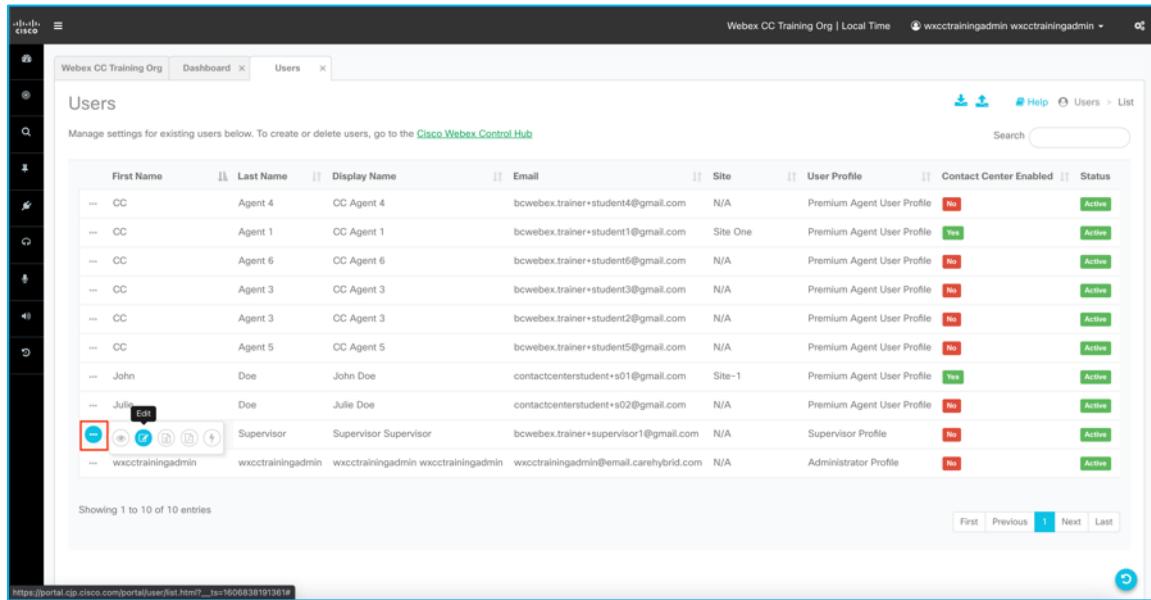
5.28 Fill in the information as next to the red boxes, then click save.



5.29 Select the “Provisioning” icon and then select “Users”

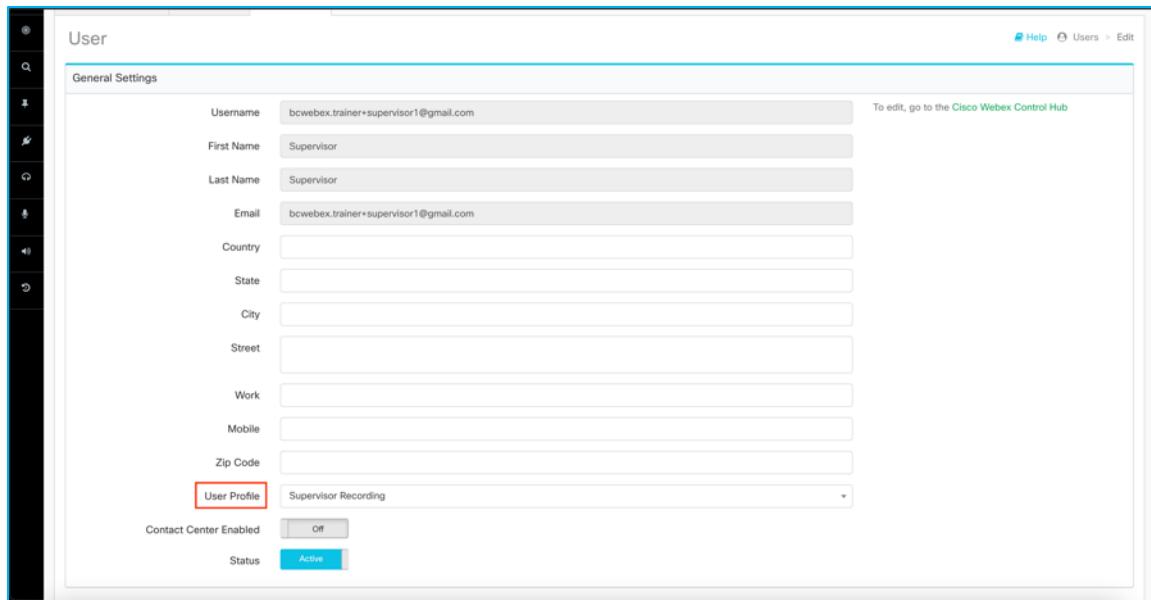


5.30 Click the three dots next to “Supervisor” and select edit.



The screenshot shows the 'Users' list page in the Cisco Webex Control Hub. The table displays various users with their details such as First Name, Last Name, Display Name, Email, Site, User Profile, Contact Center Enabled, and Status. One row for 'Julie Doe' is selected, and a red box highlights the 'Edit' button in the action column. The URL in the browser address bar is <https://portal.cdp.cisco.com/portal/user/list.html?...ts=1606838191361&>.

5.31 Fill in the information as next to the red boxes, then click save.



The screenshot shows the 'User' edit form. The 'General Settings' section contains fields for Username, First Name, Last Name, Email, Country, State, City, Street, Work, Mobile, Zip Code, User Profile (dropdown menu), Contact Center Enabled (radio buttons), and Status. A red box highlights the 'User Profile' dropdown menu. The URL in the browser address bar is <https://portal.cdp.cisco.com/portal/user/edit.html?...ts=1606838191361&>.

STOP! Please do not proceed until instructed to do so.

6 Lab 6 – Provisioning Entry Points and Queues and adding Resources

Purpose: Provisioning Entry Points and Queues and adding Resources

Expected Completion Time: 15 minutes.

Provisioning a Tenant under the main Service Provider

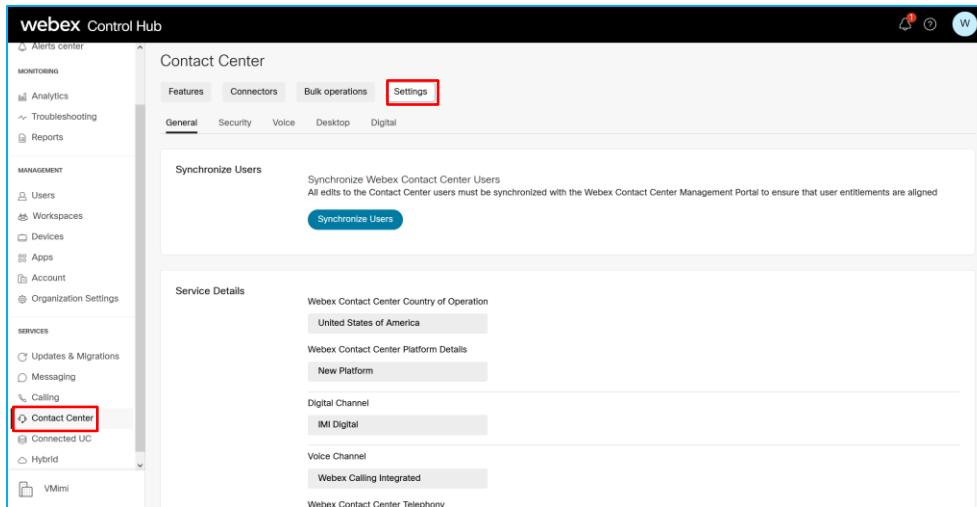
6.1 Open your browser and go to

URL: <https://admin.webex.com>

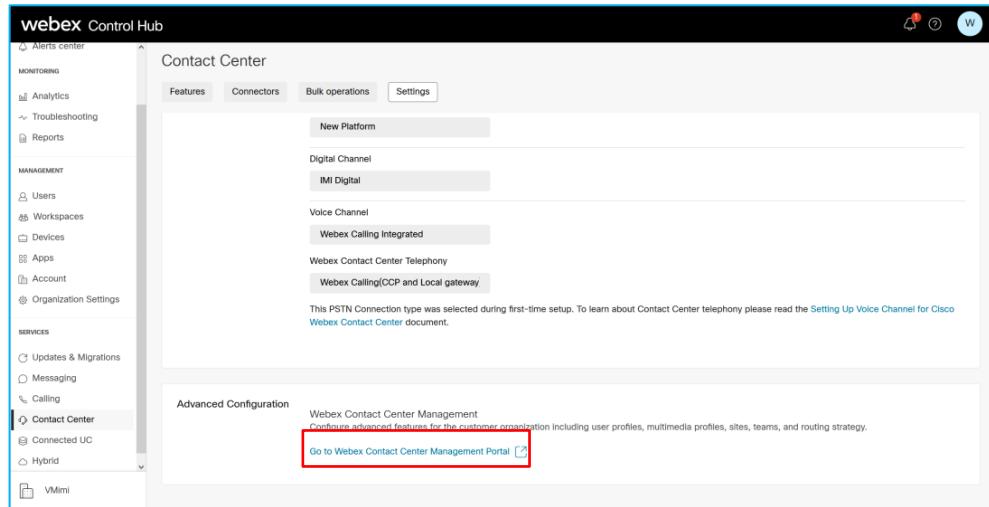
Customer Org Admin

User: Your assigned Customer admin

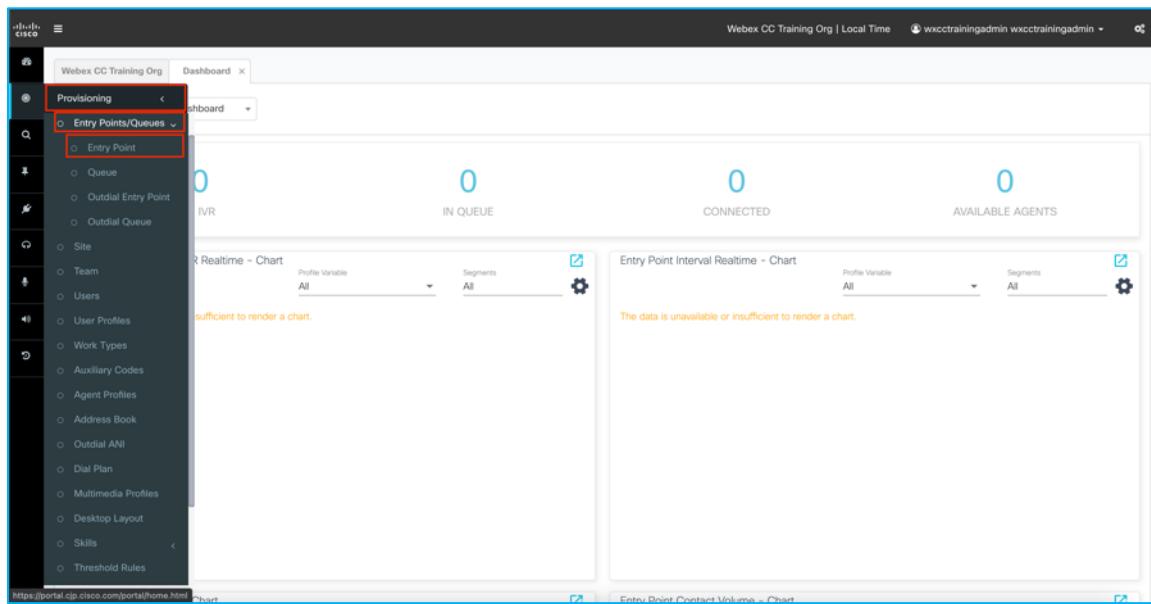
6.2 Once logged in, click “Contact Center” (under Services), then “Settings”, as indicated in the following picture.



- 6.3 Click the link “Go to Webex Contact Center Management Portal” to enter the Tenant Portal.



- 6.4 Select the “Provisioning” icon and then select “Entry Points/Queues”, finally Entry Point.



6.5 Click “ + New Entry Point”

Name	Channel Type	Description	Status	ID
Chat_EP	Chat		Active	AXXcLQ7bNNv5c-IbzYC-
Email_EP	Email		Active	AXXcLGKmpxttOIBX-mZb
Email_EP_2	Email		Active	AXX53hB2rfOmAE-t1J93
Entry Point-1	Telephony	Entry point created by system	Active	AXV5fM8MghT6JNFW-L5
Social_FB_EP	Social Channel		Active	AXXcLsgHvT6JNfcJ5Y
Social_FB_EP_2	Social Channel		Not Active	AXYFyx_1wb-tZrANkoZR
Social_SMS_EP	Social Channel		Active	AXXcLnUTL-WqCpf_Try

Showing 1 to 7 of 7 entries

6.6 Fill in the information as next to the red boxes, then click save.

General Settings

Name	Voice EP
Description	
Type	Entry Point
Channel Type	Telephony

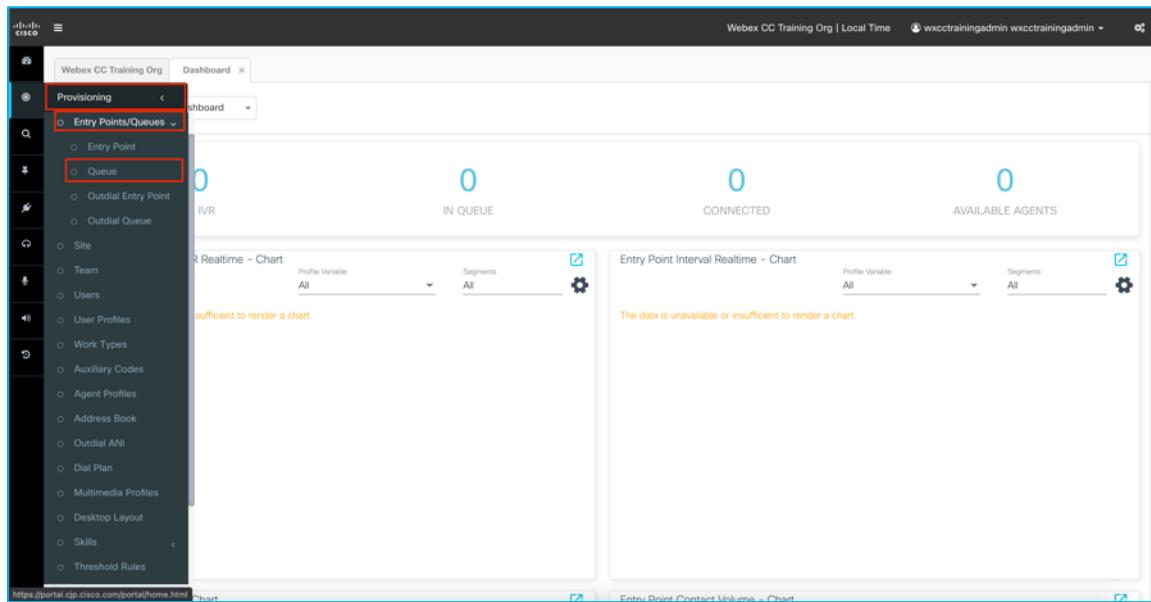
Advanced Settings

Service Level Threshold	120	seconds
Time Zone (routing Strategies Only)	Default (Tenant Time Zone)	

Save **Reset** **Cancel**

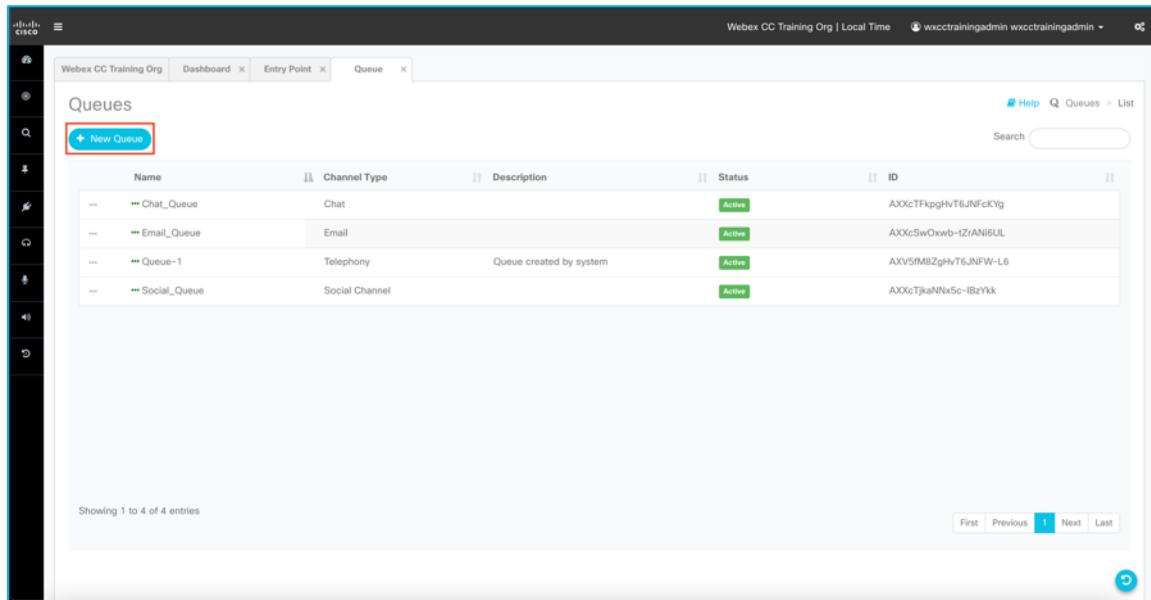
Copyright © 2020 Cisco Systems Inc. All rights reserved. Version 1.2.1.3111

6.7 Select the “Provisioning” icon and then select “Entry Points/Queues”, finally Queue.



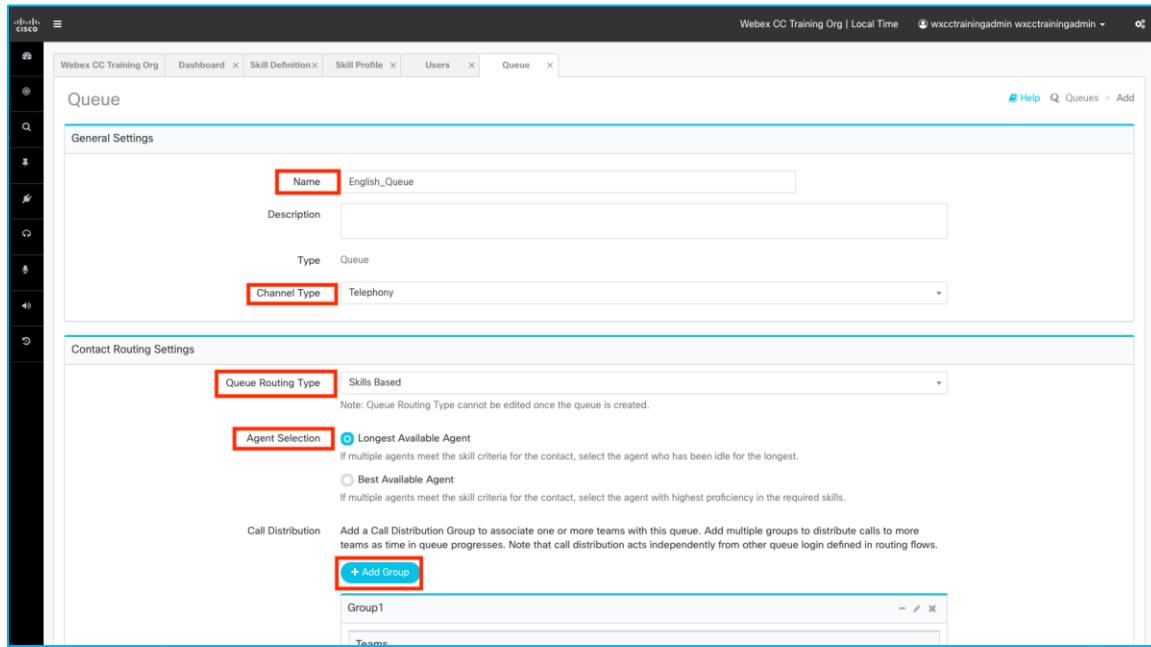
The screenshot shows the Cisco Webex CC Training Org dashboard. The left sidebar has a tree view with 'Provisioning' selected, which has 'Entry Points/Queues' expanded, and 'Queue' selected. The main area displays four status indicators: IVR (0), IN QUEUE (0), CONNECTED (0), and AVAILABLE AGENTS (0). Below these are two charts: 'Realtime - Chart' and 'Entry Point Interval Realtime - Chart', both of which show 'The data is unavailable or insufficient to render a chart.' The URL in the browser is https://portal.cisco.com/portal/home.html#.

6.8 Click “+ New Queue”



The screenshot shows the 'Queues' management page. At the top, there is a breadcrumb trail: Webex CC Training Org > Dashboard > Entry Point > Queue. A red box highlights the '+ New Queue' button. The main table lists five queues: Chat_Queue (Chat, Active, ID: AXcTFkpgHvT6JNFcKyG), Email_Queue (Email, Active, ID: AXcSwOxwb-tZrANI6UL), Queue-1 (Telephony, Queue created by system, Active, ID: AX5fM8ZgHvT6JNFW-L6), and Social_Queue (Social Channel, Active, ID: AXcTjkjnhNx5o-lBzYkk). The table includes columns for Name, Channel Type, Description, Status, and ID. At the bottom, it says 'Showing 1 to 4 of 4 entries' and has navigation buttons for First, Previous, Next, and Last.

6.9 Fill in the information as next to the red boxes, then click “+ Add Group”.



Name English_Queue

Description

Type Queue

Channel Type Telephony

Queue Routing Type Skills Based

Note: Queue Routing Type cannot be edited once the queue is created.

Agent Selection Longest Available Agent
If multiple agents meet the skill criteria for the contact, select the agent who has been idle for the longest.
 Best Available Agent
If multiple agents meet the skill criteria for the contact, select the agent with highest proficiency in the required skills.

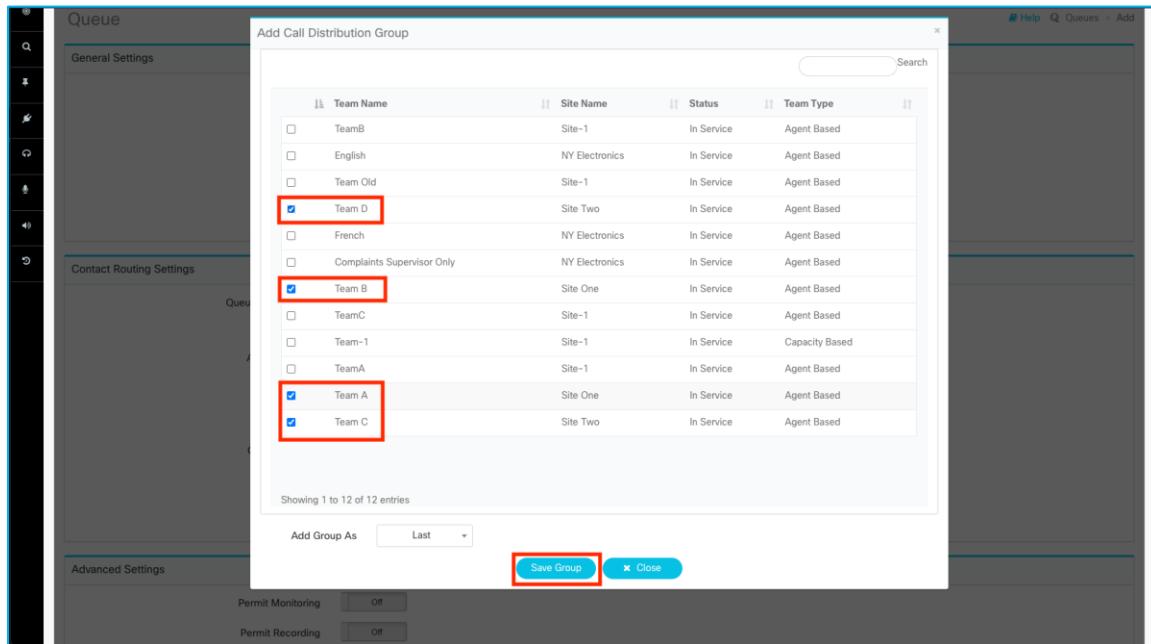
Call Distribution

+ Add Group

Group1

Teamme

6.10 Fill in the information as in the red boxes, then click “Save Group” followed by “Close”.



Team Name Site Name Status Team Type

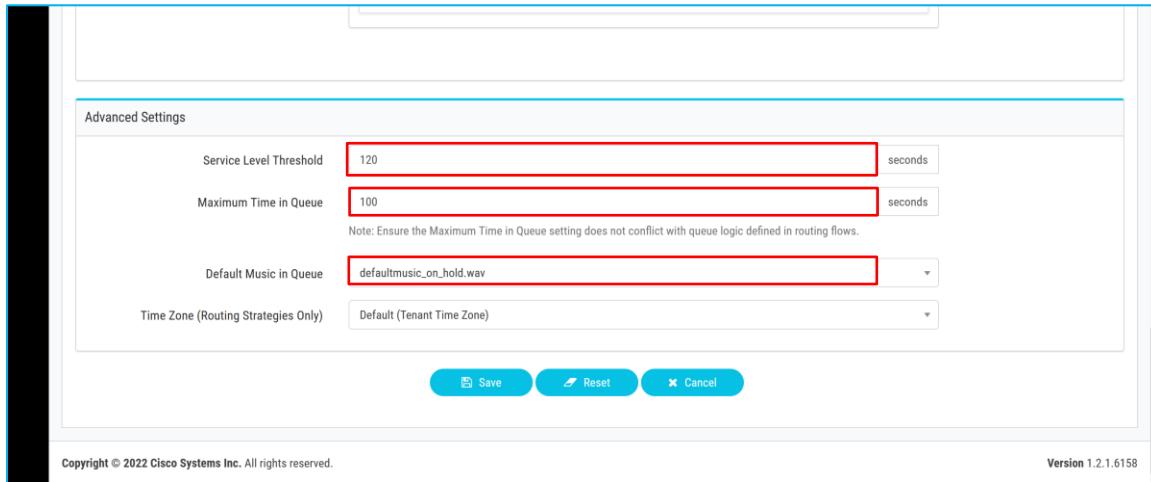
Team Name	Site Name	Status	Team Type
TeamB	Site-1	In Service	Agent Based
English	NY Electronics	In Service	Agent Based
Team Old	Site-1	In Service	Agent Based
Team D	Site Two	In Service	Agent Based
French	NY Electronics	In Service	Agent Based
Complaints Supervisor Only	NY Electronics	In Service	Agent Based
Team B	Site One	In Service	Agent Based
TeamC	Site-1	In Service	Agent Based
Team-1	Site-1	In Service	Capacity Based
TeamA	Site-1	In Service	Agent Based
Team A	Site One	In Service	Agent Based
Team C	Site Two	In Service	Agent Based

Showing 1 to 12 of 12 entries

Add Group As Last

Save Group Close

- 6.11 Scroll down the page, fill in the information next to the red boxes and then click “Save”.



The screenshot shows a configuration dialog for 'Advanced Settings'. It includes fields for 'Service Level Threshold' (120 seconds), 'Maximum Time in Queue' (100 seconds), 'Default Music in Queue' (defaultmusic_on_hold.wav), and 'Time Zone (Routing Strategies Only)' (Default (Tenant Time Zone)). The 'Default Music in Queue' field is highlighted with a red box. At the bottom are 'Save', 'Reset', and 'Cancel' buttons, and the text 'Copyright © 2022 Cisco Systems Inc. All rights reserved.' and 'Version 1.2.1.6158'.

- 6.12 Now create 3 more queues as displayed in the table

Name	Channel	Routing Type	Teams	Service Level	Max Time in Queue	Default Music
German_Queue	Telephony	Skill Based – Longest Available	A,B,C,D	120	100	Default_on-hold
English_NonCert	Telephony	Skill Based – Longest Available	A,B,C,D	120	100	Default_on-hold
German_NonCert	Telephony	Skill Based – Longest Available	A,B,C,D	120	100	Default_on-hold

6.13 Select the “Routing Strategies”.

The screenshot shows the 'Queues' list in the Cisco Webex Control Hub. The columns are: Name, Channel Type, Description, Status, and ID. There are five entries:

Name	Channel Type	Description	Status	ID
Email_Queue	Chat		Active	AXXcTFKpgHvT6JNfcKYg
Queue-1	Email		Active	AXXcSwOxb-tZrANi6UL
Social_Queue	Telephony	Queue created by system	Active	AXV5fM8ZgHvT6JNFW-L6
Voice Queue	Social Channel		Active	AXXcTjkaNNx5c-IbzYkk
	Telephony		Active	AXYflrYC_6UEhhj3LeB-

Showing 1 to 5 of 5 entries

<https://portal.cdp.cisco.com/cdsweb/ras-1st/ClusterId=PF84>

6.14 Select the “Resources” dropdown, then “Audio Files”.

The screenshot shows the 'Routing Strategy' list view. The 'Resources' dropdown is open, showing three options: 'Audio Files' (highlighted with a red box), 'Predefined Emails', and 'Predefined Chat Responses'. The 'Audio Files' option is selected.

The main table lists two routing strategies:

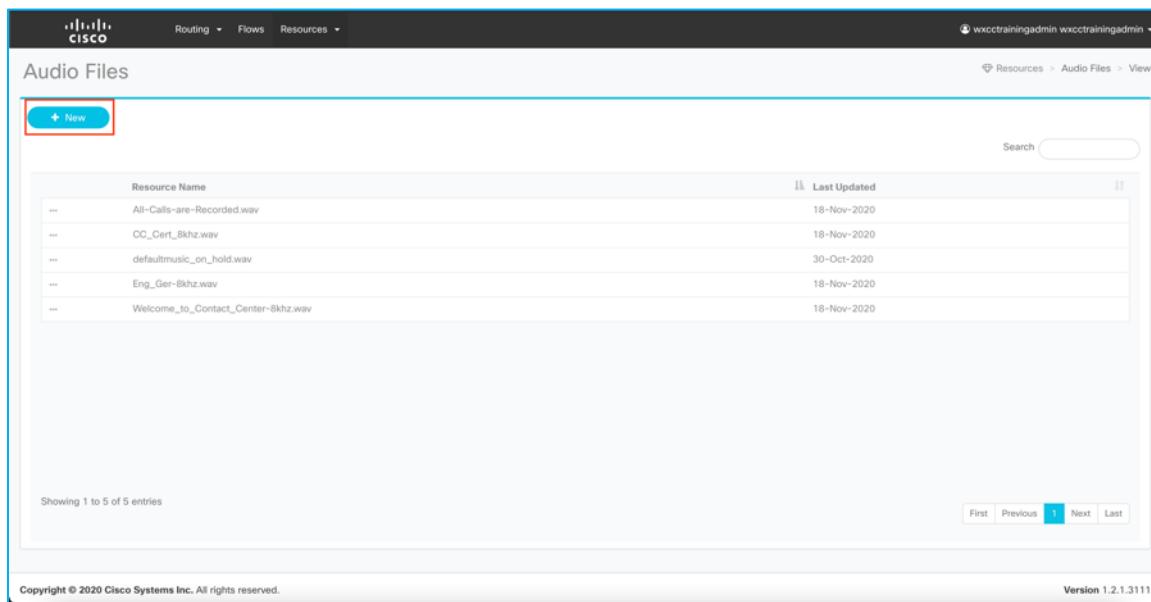
Name	ID	Chat Template	Timezone
Current-Chat_EP_RS	AXYdWOtuNNx5c-IB2AyQ	Flight Issue Chat	America/New_York
Chat_EP_RS	AXYdWMK9rfOmaE-t2kWe	Flight Issue Chat	America/New_York

Routing Strategy - Chat Reason Mapping Details

Number	Chat Reason	Destination Queue
1	Flight Status	Chat_Queue
2	Baggage	Chat_Queue

To refresh the list of Chat Reasons with edits recently made in Cisco Webex Control Hub, edit and save the Entry Point Routing Strategy configuration.

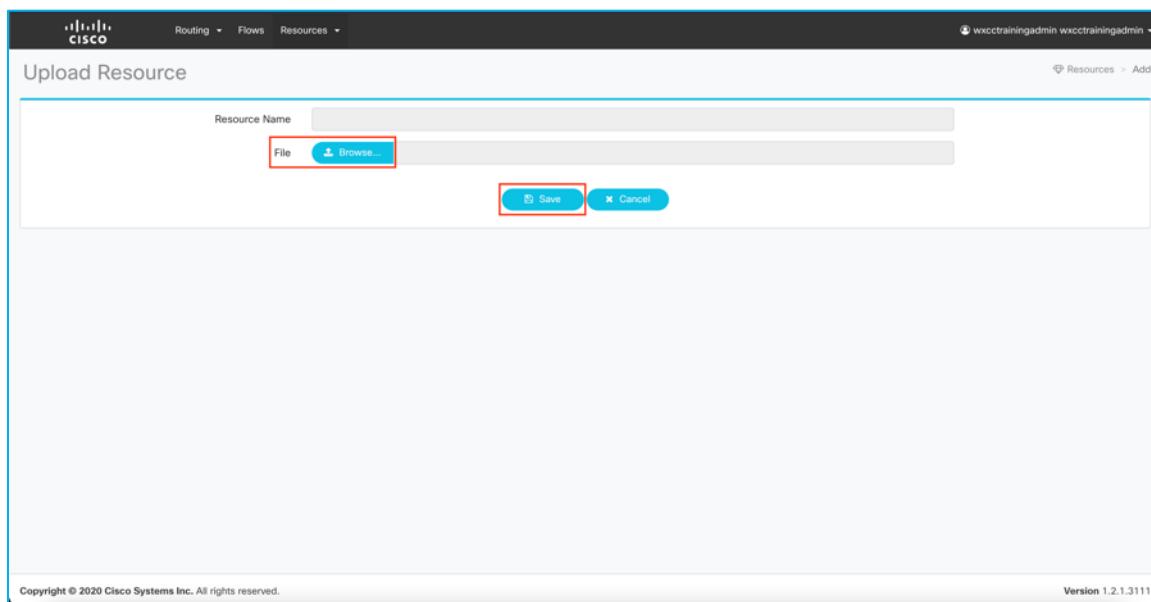
6.15 Click the “ + New” button



The screenshot shows the 'Audio Files' section of the Cisco Webex Control Center. At the top left is a 'New' button labeled '+ New'. Below it is a table listing five audio files with their names and last update dates. A search bar and navigation buttons ('First', 'Previous', 'Next', 'Last') are at the bottom.

Resource Name	Last Updated
All-Calls-are-Recorded.wav	18-Nov-2020
CC_Cert_8khz.wav	18-Nov-2020
defaultmusic_on_hold.wav	30-Oct-2020
Eng_Ger_8khz.wav	18-Nov-2020
Welcome_to_Contact_Center-8khz.wav	18-Nov-2020

6.16 Click the “ Browse” button and search for the All-Calls-Are-Recorded.wav downloaded with the Labs folder at the start of the course. Then click save.



The screenshot shows the 'Upload Resource' dialog. It has fields for 'Resource Name' and 'File' (with a 'Browse...' button). At the bottom are 'Save' and 'Cancel' buttons, with the 'Save' button highlighted by a red box.

6.17 Repeat Steps 6.8 and 6.9 for all of the following files:-

CC_Cert_8khz.wav

Eng_Ger-8khz.wav

Shut.wav

Welcome_to_Contact_Center-8khz.wav

STOP! *Please do not proceed until instructed to do so.*

7 Lab 7 – Provisioning a Flow

Purpose: Provisioning a flow

Expected Completion Time: 30 minutes.

Provisioning a Tenant under the main Service Provider

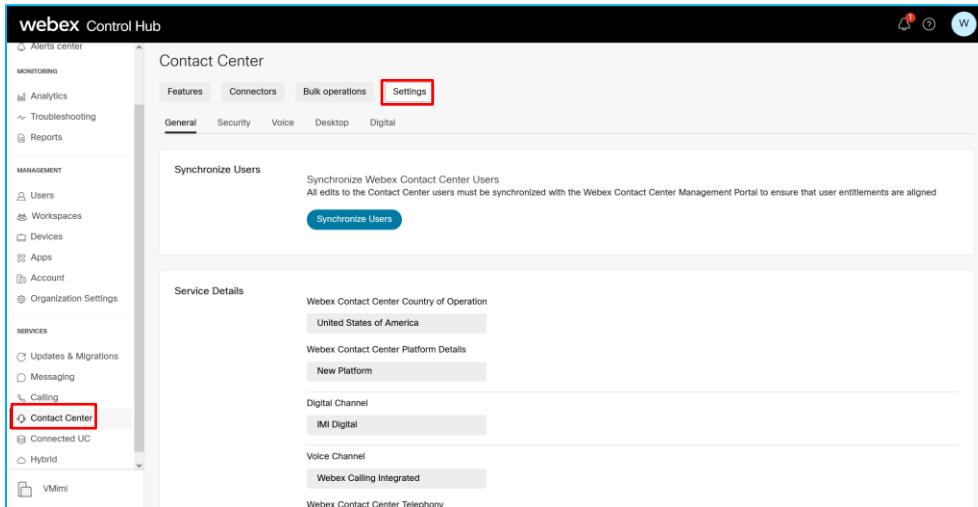
7.1 Open your browser and go to

URL: <https://admin.webex.com>

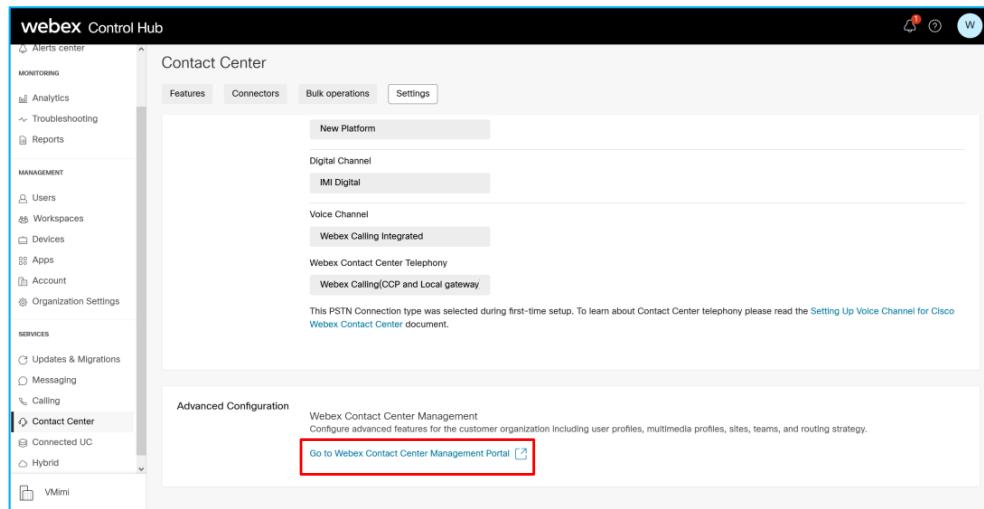
Customer Org Admin

User: Your assigned Customer admin

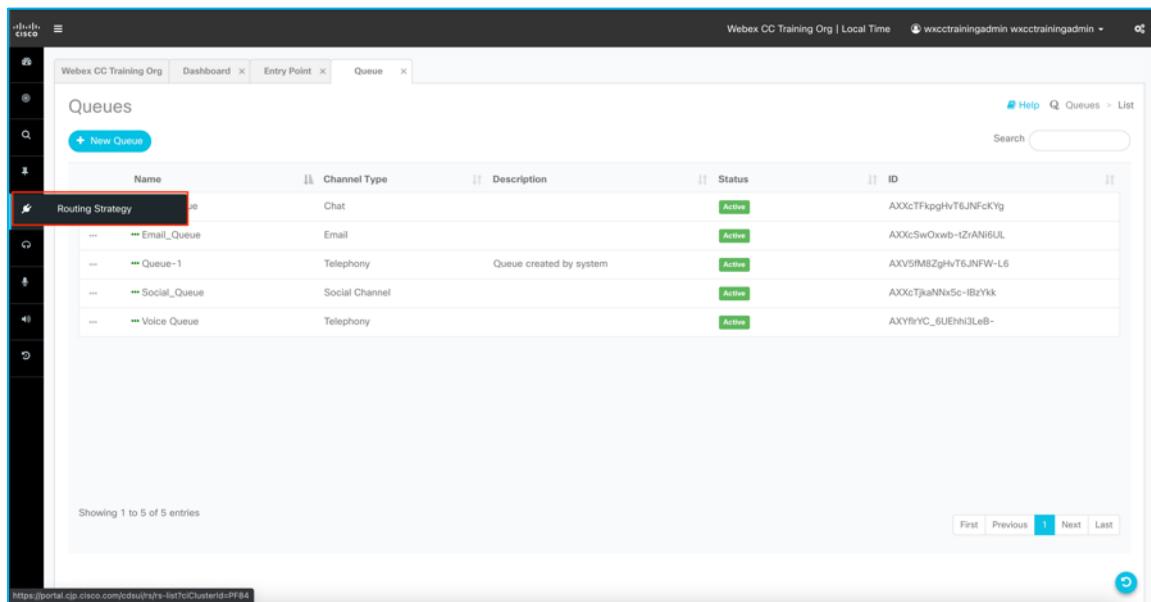
7.2 Once logged in, click “Contact Center” (under Services), then “Settings”, as indicated in the following picture.



- 7.3 Click the link “Go to Webex Contact Center Management Portal” to enter the Tenant Portal.

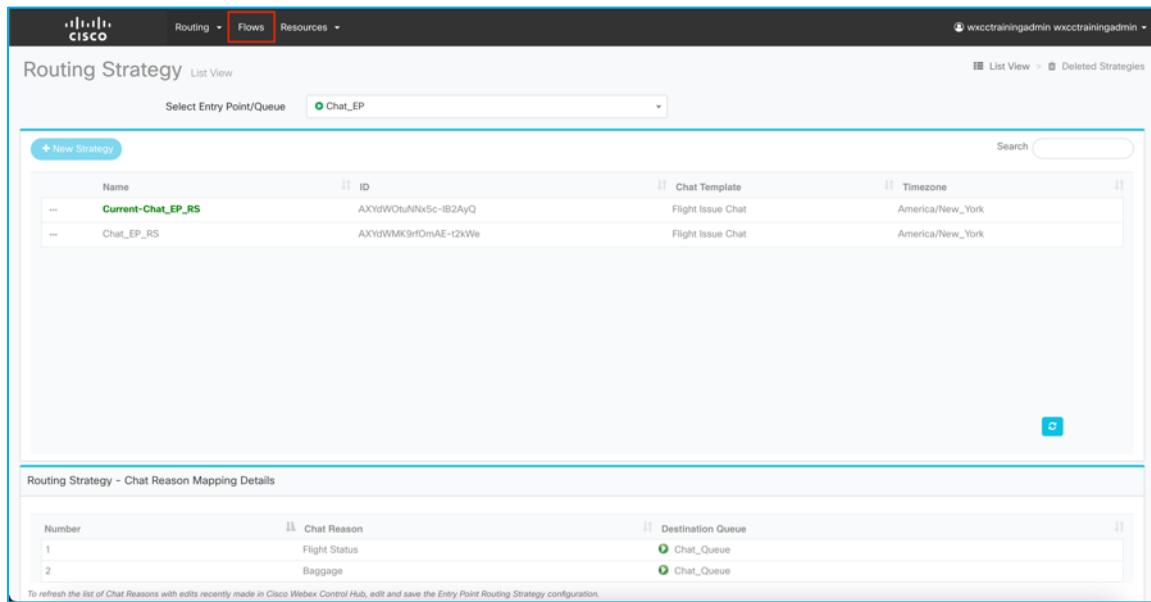


- 7.4 Select the “Routing Strategy” icon.



Name	Channel Type	Description	Status	ID
Routing Strategy	Chat		Active	AXXXXXX
Email_Queue	Email		Active	AXXXXXX
Queue-1	Telephony	Queue created by system	Active	AXXXXXX
Social_Queue	Social Channel		Active	AXXXXXX
Voice Queue	Telephony		Active	AXXXXXX

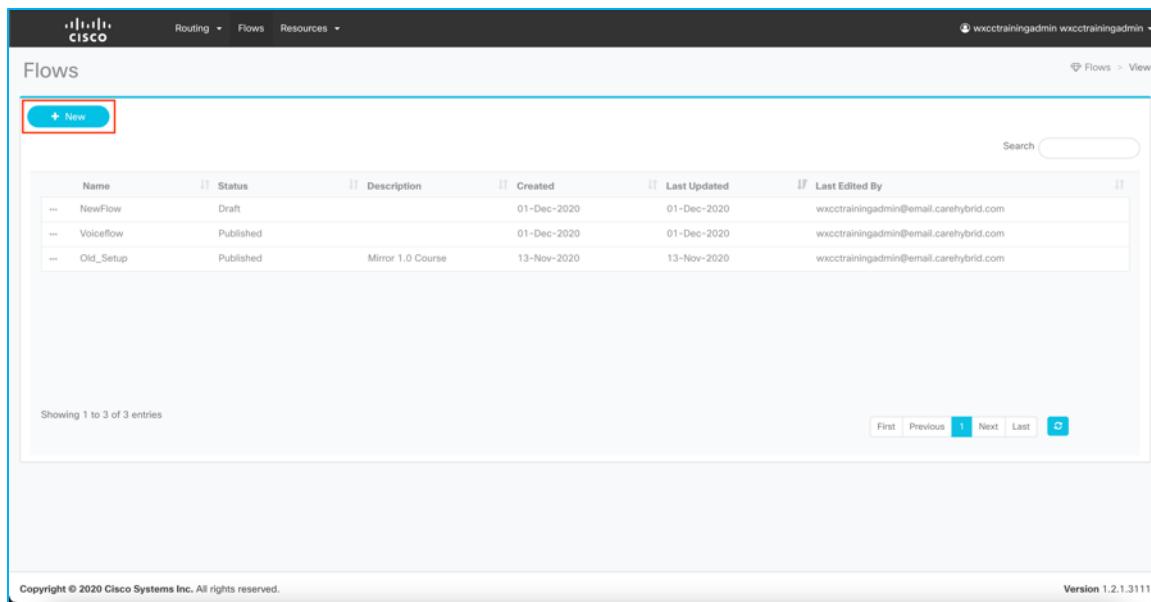
7.5 Click the “Flows” button.



Name	ID	Chat Template	Timezone
Current-Chat_EP_RS	AXYdWOtuNNx5c-lB2AyQ	Flight Issue Chat	America/New_York
Chat_EP_RS	AXYdWMK9fOrnAE-t2kWe	Flight Issue Chat	America/New_York

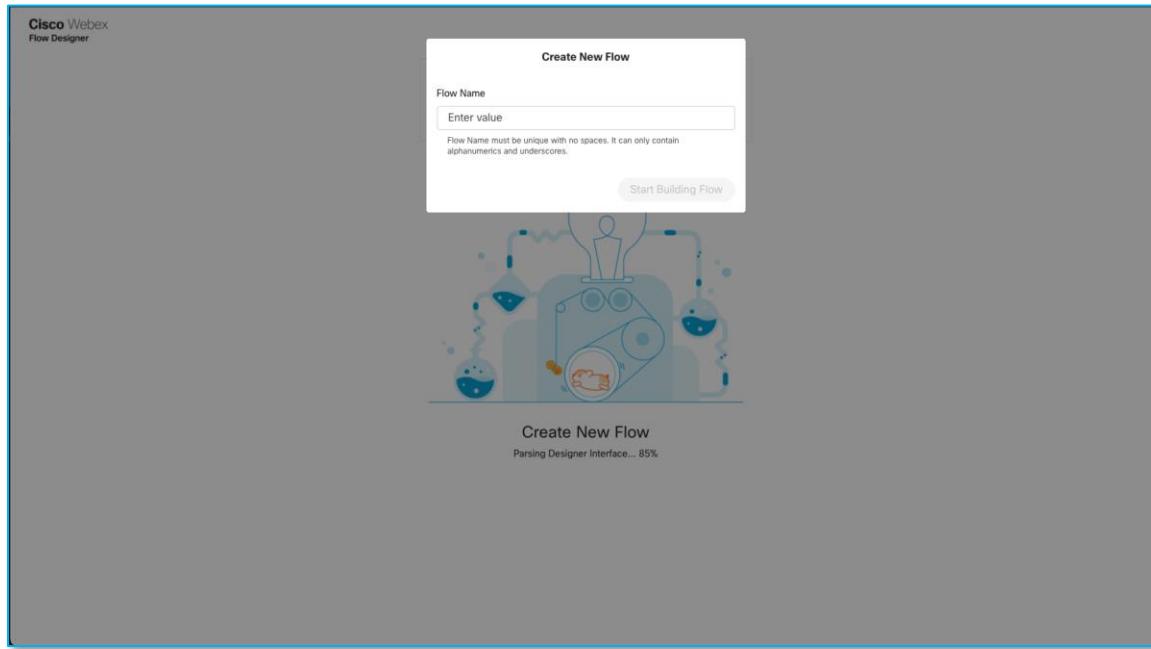
Number	Chat Reason	Destination Queue
1	Flight Status	Chat_Queue
2	Baggage	Chat_Queue

7.6 Select the “+ New” icon.

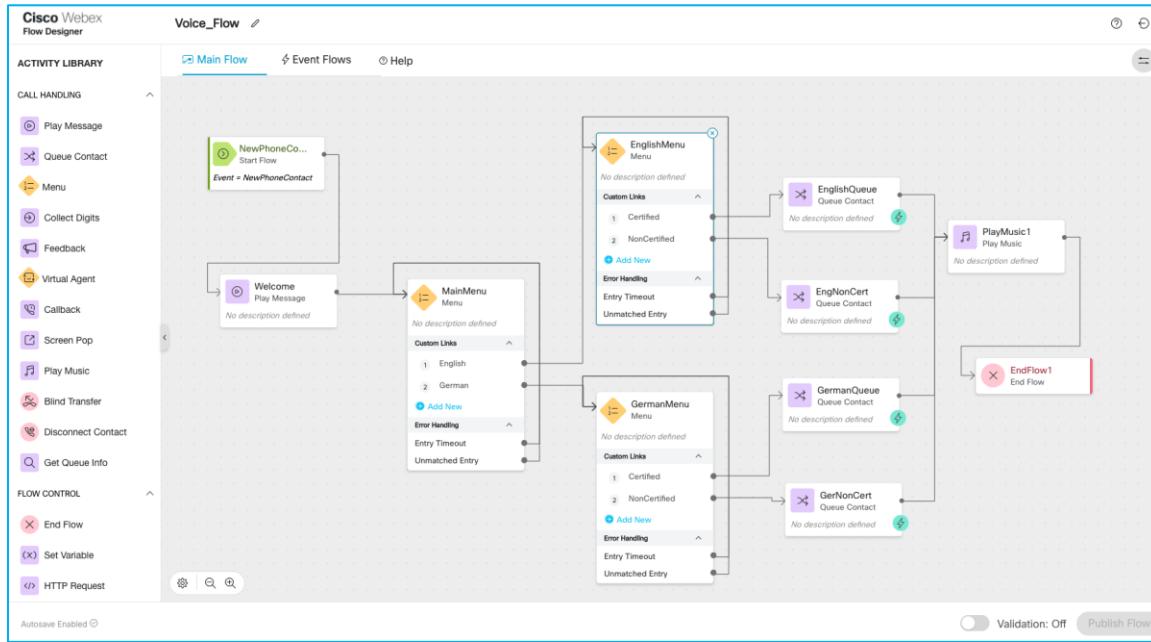


Name	Status	Description	Created	Last Updated	Last Edited By
NewFlow	Draft		01-Dec-2020	01-Dec-2020	wxcctrainingadmin@email.carehybrid.com
Voiceflow	Published		01-Dec-2020	01-Dec-2020	wxcctrainingadmin@email.carehybrid.com
Old_Setup	Published	Mirror 1.0 Course	13-Nov-2020	13-Nov-2020	wxcctrainingadmin@email.carehybrid.com

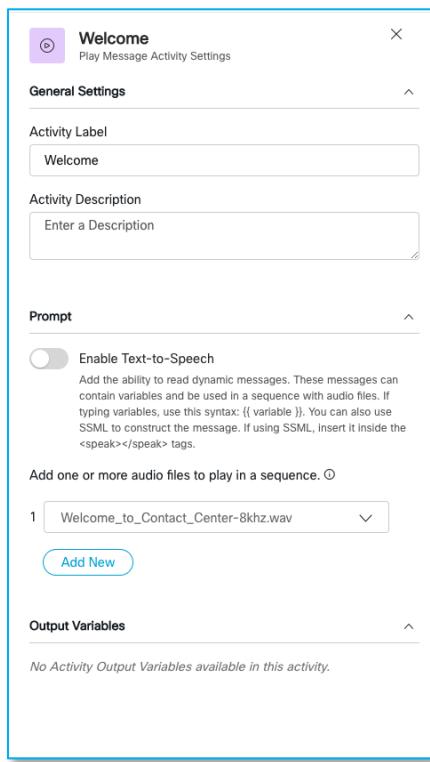
7.7 Enter in the Name “VoiceFlow”



7.8 Drag and drop the icons to create the following image.



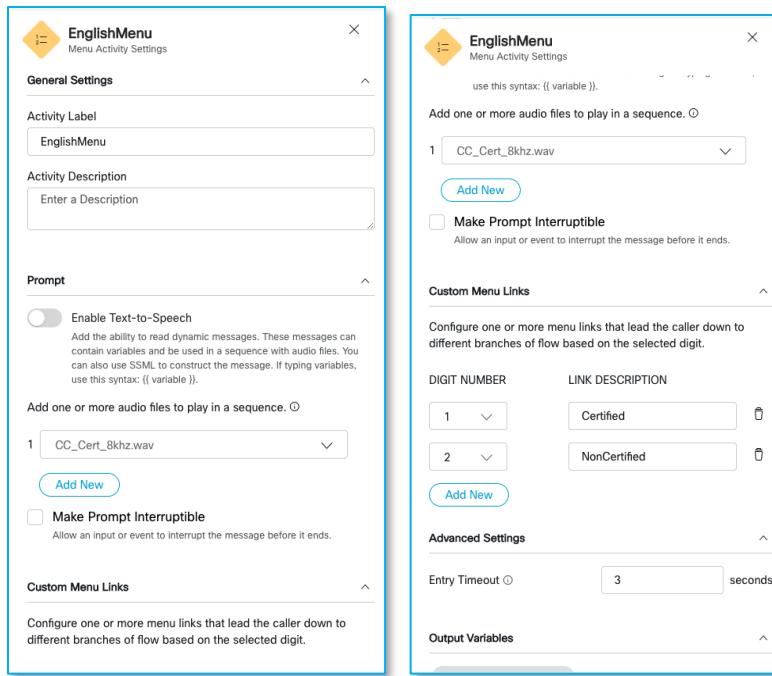
- 7.9 Click on the “PlayMessage” Icon and change the settings to match what is shown below.**



- 7.10 Click on the “Menu1” Icon and change the settings to match what is shown below. “Make your prompt interruptible”, to save some time while testing.**

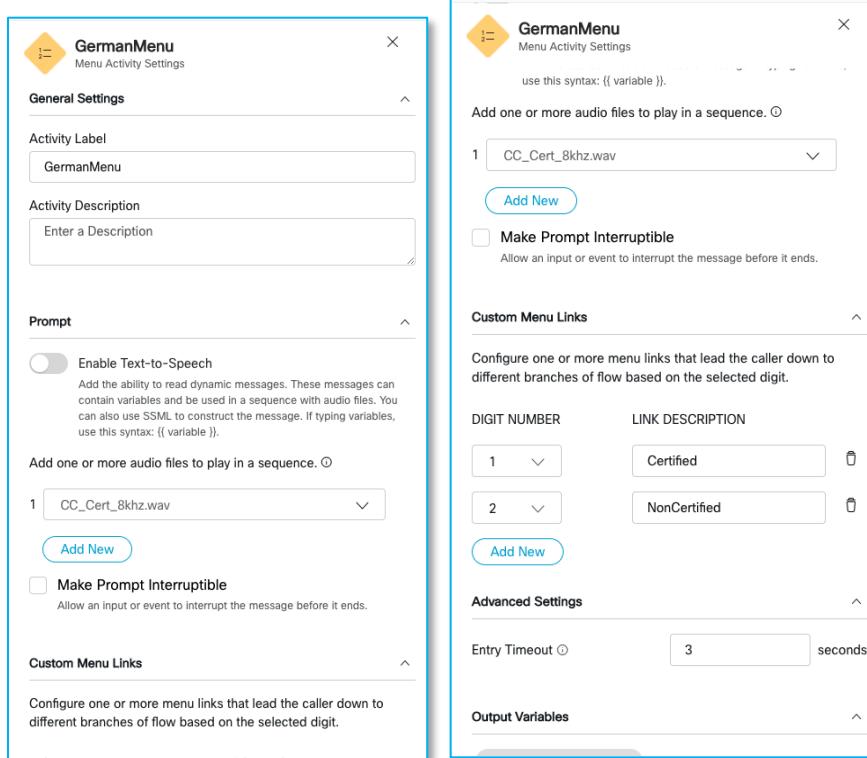
The screenshot shows two side-by-side 'MainMenu' activity settings windows. The left window shows initial settings with 'Enable Text-to-Speech' unchecked. The right window shows the settings after configuration, with 'Enable Text-to-Speech' checked, 'Make Prompt Interruptible' checked (with a note about interrupting the message), and a 'Custom Menu Links' section containing two entries: '1 English' and '2 German'. Both windows also show an 'Advanced Settings' section with an entry timeout of 3 seconds.

- 7.11 Click on the “Menu2” Icon and change the settings to match what is shown below. “Make your prompt interruptible”, to save some time while testing.



The image displays two side-by-side screenshots of a Cisco Call Home configuration interface. Both screenshots show the 'EnglishMenu' configuration under 'Menu Activity Settings'. The left screenshot shows the 'General Settings' tab, which includes fields for 'Activity Label' (set to 'EnglishMenu') and 'Activity Description' (with placeholder text 'Enter a Description'). The right screenshot shows the 'Advanced Settings' tab, which includes a 'Prompt' section with a checkbox for 'Enable Text-to-Speech' (unchecked) and a dropdown menu containing 'CC_Cert_8khz.wav'. It also includes a 'Custom Menu Links' section with two entries: '1' linked to 'Certified' and '2' linked to 'NonCertified'. A 'Make Prompt Interruptible' checkbox is checked in both screenshots. The 'Advanced Settings' tab also features an 'Entry Timeout' field set to '3 seconds'.

- 7.12 Click on the “Menu3” Icon and change the settings to match what is shown below. “Make your prompt interruptible”, to save some time while testing.



The image shows two side-by-side screenshots of the Cisco CallManager interface, both titled "GermanMenu".

Left Screenshot (Original Settings):

- General Settings:** Activity Label is "GermanMenu", Activity Description is "Enter a Description".
- Prompt:** Enable Text-to-Speech is checked. A note says: "Add the ability to read dynamic messages. These messages can contain variables and be used in a sequence with audio files. You can also use SSML to construct the message. If typing variables, use this syntax: {{ variable }}". Below it is a sequence: 1 CC_Cert_8khz.wav with an "Add New" button.
- Custom Menu Links:** Configure one or more menu links that lead the caller down to different branches of flow based on the selected digit. It shows two entries: 1 Certified and 2 NonCertified, each with an "Add New" button.

Right Screenshot (Modified Settings):

- General Settings:** Same as left.
- Prompt:** The "Make Prompt Interruptible" checkbox is checked. A note says: "Allow an input or event to interrupt the message before it ends". Below it is a sequence: 1 CC_Cert_8khz.wav with an "Add New" button.
- Custom Menu Links:** Same as left.
- Advanced Settings:** Entry Timeout is set to 3 seconds.
- Output Variables:** Same as left.

7.13 Click on the “QueueContact1” Icon and change the settings to match what is shown below.

General Settings

Activity Label: EnglishQueue

Activity Description: Enter a Description

Skill Requirement Details

Skill: WxCC Certified

Value: Static Skill Value (selected)

Skill Value: True

Skill Relaxation

Enable Skill Relaxation (switched on)

Note: Skill Relaxation allows you to modify skill requirements as the time in queue progresses, so the number of eligible agents increases.

Skill Relaxation Steps

Add steps to relax skill requirements over time in queue. Consider using common time intervals to align Skill Relaxation with queue logic in the flow and with Call Distribution settings configured for teams in the queue.

Skill Relaxation Step 1

After waiting in queue for: 30 seconds

Set skill requirements to: English >= 9

Skill Relaxation Step 2

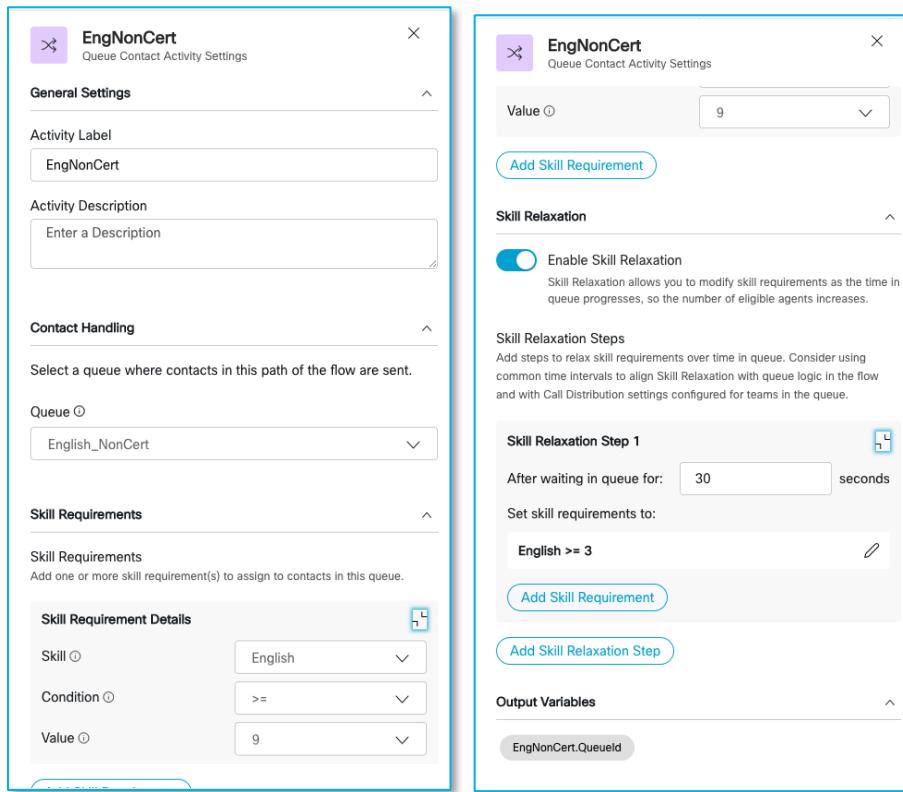
After waiting in queue for: 30 seconds

Set skill requirements to: English >= 3

Output Variables

EnglishQueue.QueueId

7.14 Click on the “QueueContact2” Icon and change the settings to match what is shown below.



The image displays two side-by-side screenshots of the Queue Contact Activity Settings interface. Both windows have a title bar "EngNonCert" and "Queue Contact Activity Settings".

Left Window (Initial Settings):

- General Settings:**
 - Activity Label: EngNonCert
 - Activity Description: Enter a Description
- Contact Handling:** Select a queue where contacts in this path of the flow are sent.
 - Queue: English_NonCert
- Skill Requirements:** Add one or more skill requirement(s) to assign to contacts in this queue.
 - Skill Requirement Details:**
 - Skill: English
 - Condition: >=
 - Value: 9

Right Window (Modified Settings):

- General Settings:**
 - Value: 9
- Skill Relaxation:** Enable Skill Relaxation
 - Skill Relaxation allows you to modify skill requirements as the time in queue progresses, so the number of eligible agents increases.
- Skill Relaxation Steps:** Add steps to relax skill requirements over time in queue. Consider using common time intervals to align Skill Relaxation with queue logic in the flow and with Call Distribution settings configured for teams in the queue.
 - Skill Relaxation Step 1:**
 - After waiting in queue for: 30 seconds
 - Set skill requirements to: English >= 3
 - Add Skill Requirement
 - Add Skill Relaxation Step
- Output Variables:** EngNonCert.Queueuid

7.15 Click on the “QueueContact3” Icon and change the settings to match what is shown below.

GermanQueue
Queue Contact Activity Settings

General Settings

Activity Label: GermanQueue

Activity Description: Enter a Description

Contact Handling

Select a queue where contacts in this path of the flow are sent.

Queue: German_Queue

Skill Requirements

Add one or more skill requirement(s) to assign to contacts in this queue.

Skill Requirement Details

Skill	WxCC Certified
Value	Static Skill Value
Skill Value	
True	

Output Variables

GermanQueue.QueueId

GermanQueue
Queue Contact Activity Settings

Skill Requirement Details

Skill: WxCC Certified
Value: Static Skill Value
Skill Value: True

Add Skill Requirement

Skill Relaxation

Enable Skill Relaxation: Enabled

Skill Relaxation allows you to modify skill requirements as the time in queue progresses, so the number of eligible agents increases.

Skill Relaxation Steps

Add steps to relax skill requirements over time in queue. Consider using common time intervals to align Skill Relaxation with queue logic in the flow and with Call Distribution settings configured for teams in the queue.

Skill Relaxation Step 1

After waiting in queue for: 30 seconds

Set skill requirements to:

German >= 9

Add Skill Requirement

Skill Relaxation Step 2

After waiting in queue for: 30 seconds

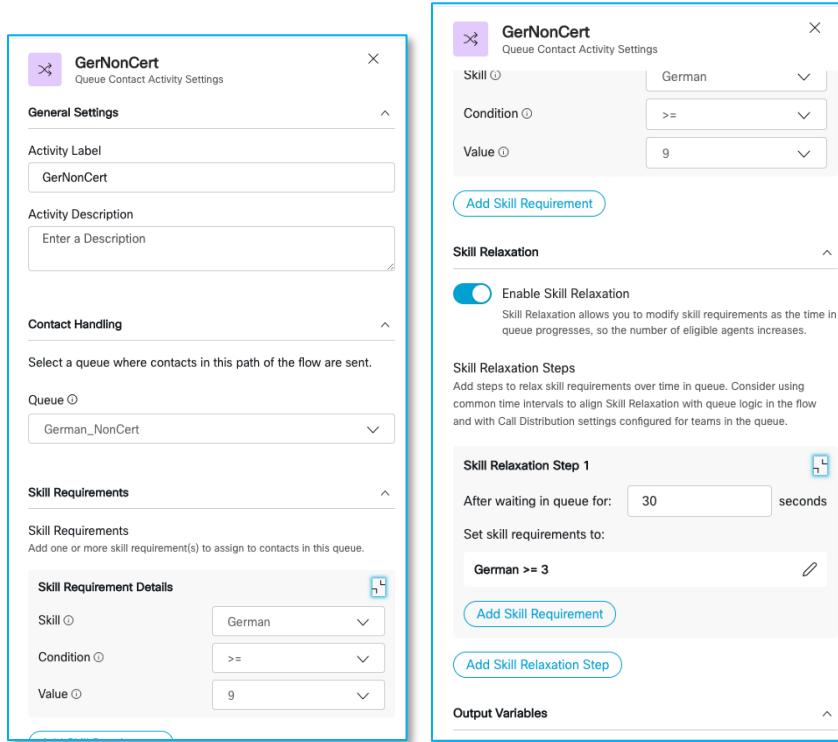
Set skill requirements to:

German >= 3

Add Skill Requirement

Add Skill Relaxation Step

7.16 Click on the “QueueContact4” Icon and change the settings to match what is shown below.



The image displays two side-by-side configuration interfaces for "Queue Contact Activity Settings".

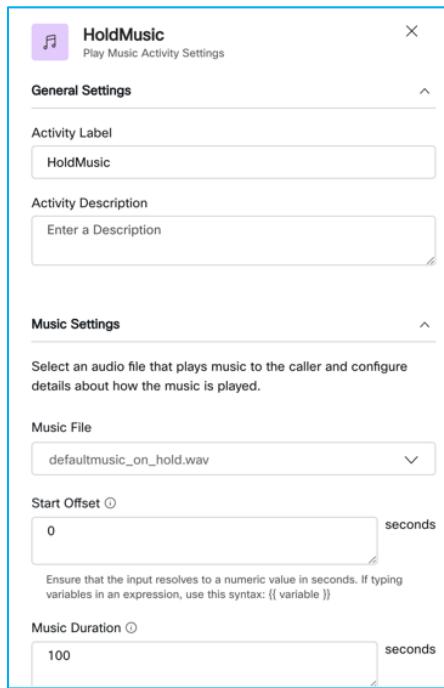
Left Interface (Screenshot 1):

- General Settings:**
 - Activity Label: GerNonCert
 - Activity Description: Enter a Description
- Contact Handling:**
 - Select a queue where contacts in this path of the flow are sent.
 - Queue: German_NonCert
- Skill Requirements:**
 - Add one or more skill requirement(s) to assign to contacts in this queue.
 - Skill Requirement Details:**
 - Skill: German
 - Condition: >=
 - Value: 9

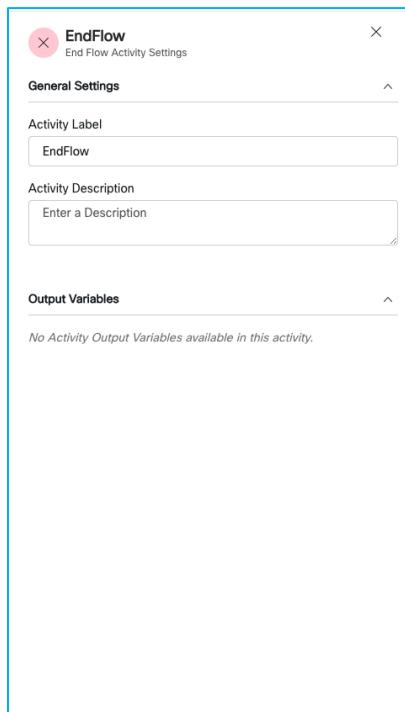
Right Interface (Screenshot 2):

- GerNonCert** Queue Contact Activity Settings
- Skill:** German
- Condition:** >=
- Value:** 9
- Add Skill Requirement**
- Skill Relaxation:**
 - Enable Skill Relaxation:** Enabled
 - Skill Relaxation Steps:**
 - Skill Relaxation Step 1:**
 - After waiting in queue for: 30 seconds
 - Set skill requirements to: German >= 3
 - Add Skill Requirement**
 - Add Skill Relaxation Step**- Output Variables**

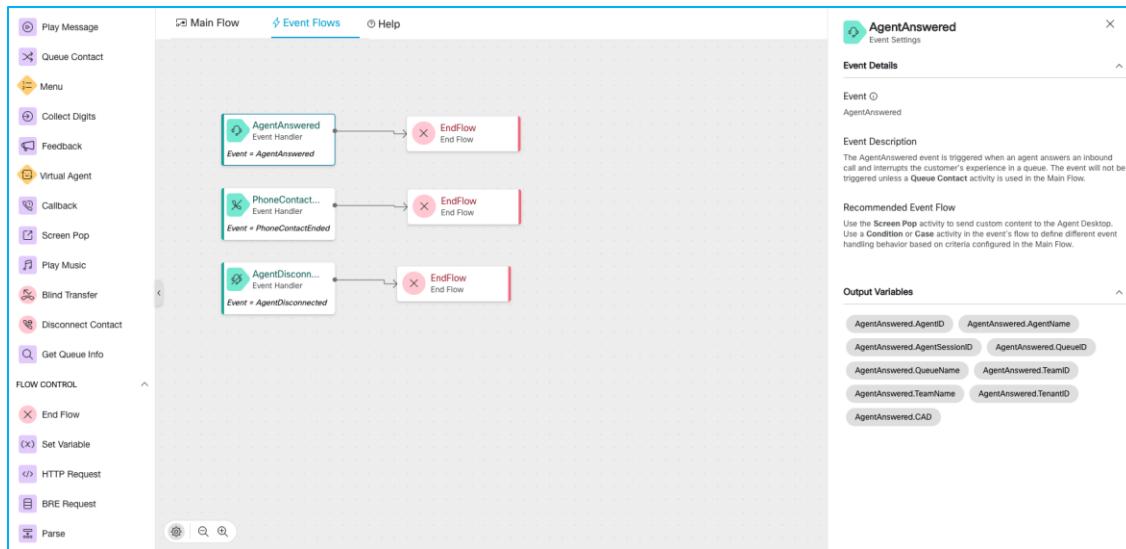
- 7.17 Click on the “PlayMusic1” Icon and change the settings to match what is shown below.



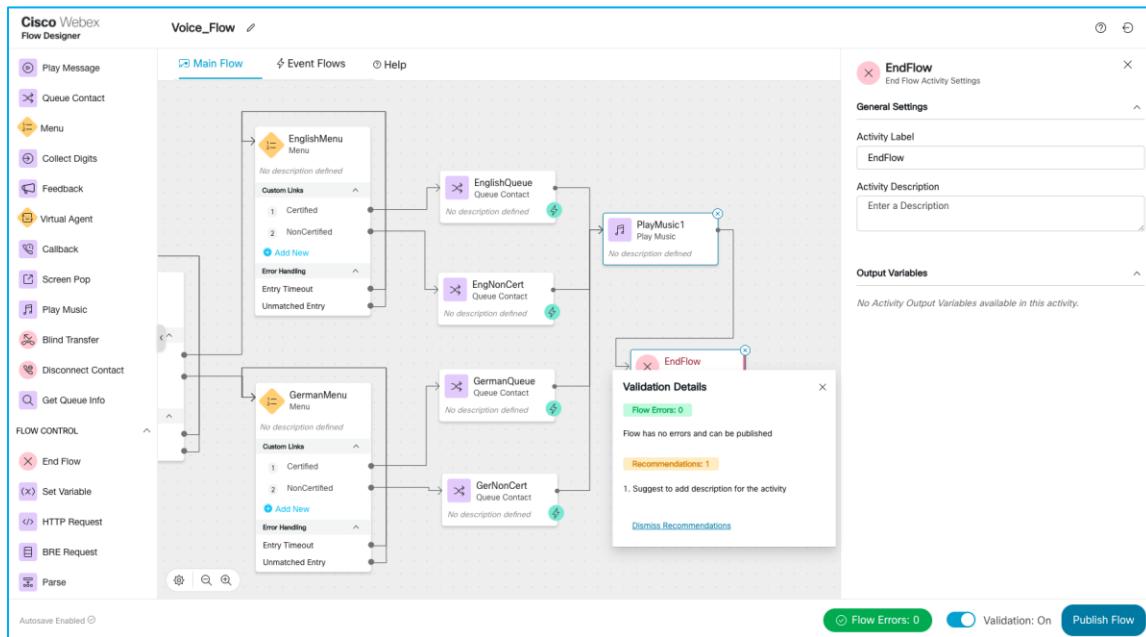
- 7.18 Click on the “EndFlow1” Icon and change the settings to match what is shown below.



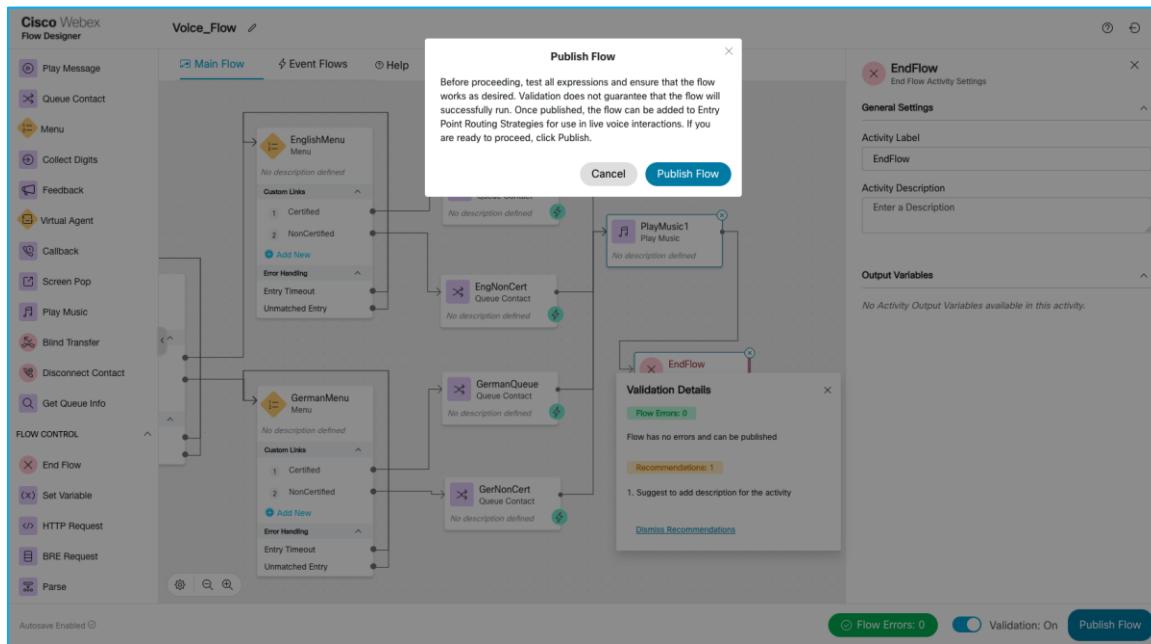
7.19 Click on the “Event Flows” Icon and drag in the icons to match what is shown below. Then click back to “Main Flow”



7.20 Turn on the “Validation” switch, confirm no errors and then publish the Flow.



7.21 Click “Publish Flow”



STOP! Please do not proceed until instructed to do so.

8 Lab 8 – Entry Point and Queue Routing Strategies, DN to EP Mapping

Purpose: Entry Point and Queue Routing Strategies, DN to EP Mapping

Expected Completion Time: 30 minutes.

Provisioning a Tenant under the main Service Provider

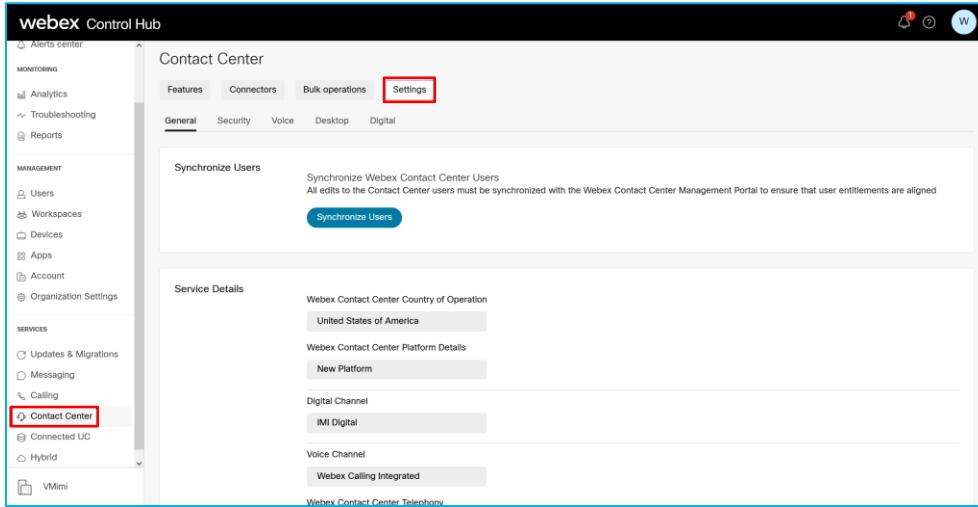
8.1 Open your browser and go to

URL: <https://admin.webex.com>

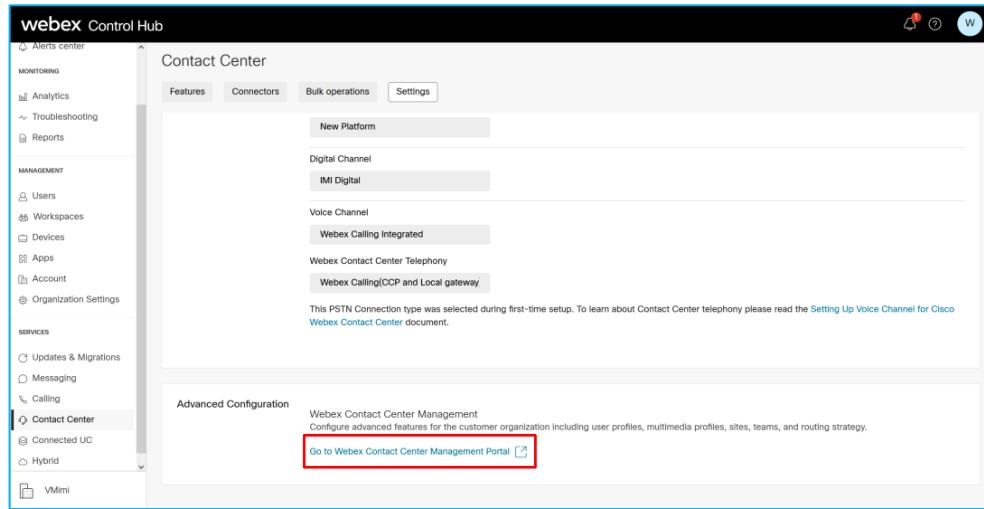
Customer Org Admin

User: Your assigned Customer admin

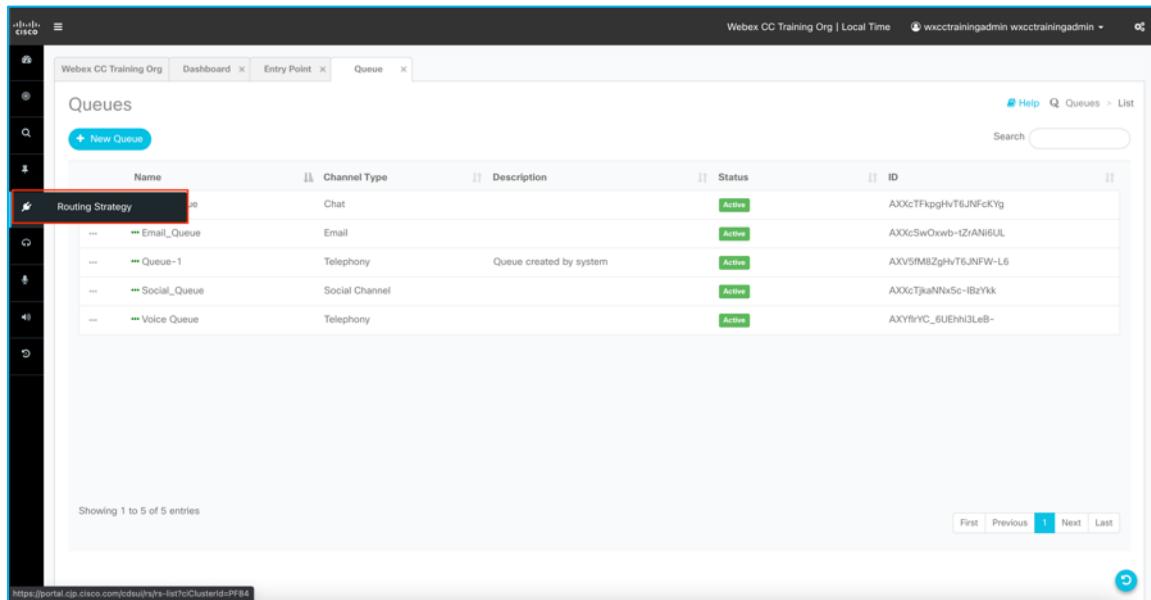
8.2 Once logged in, click “Contact Center” (under Services), then “Settings”, as indicated in the following picture.



- 8.3 Click the link “Go to Webex Contact Center Management Portal” to enter the Tenant Portal.

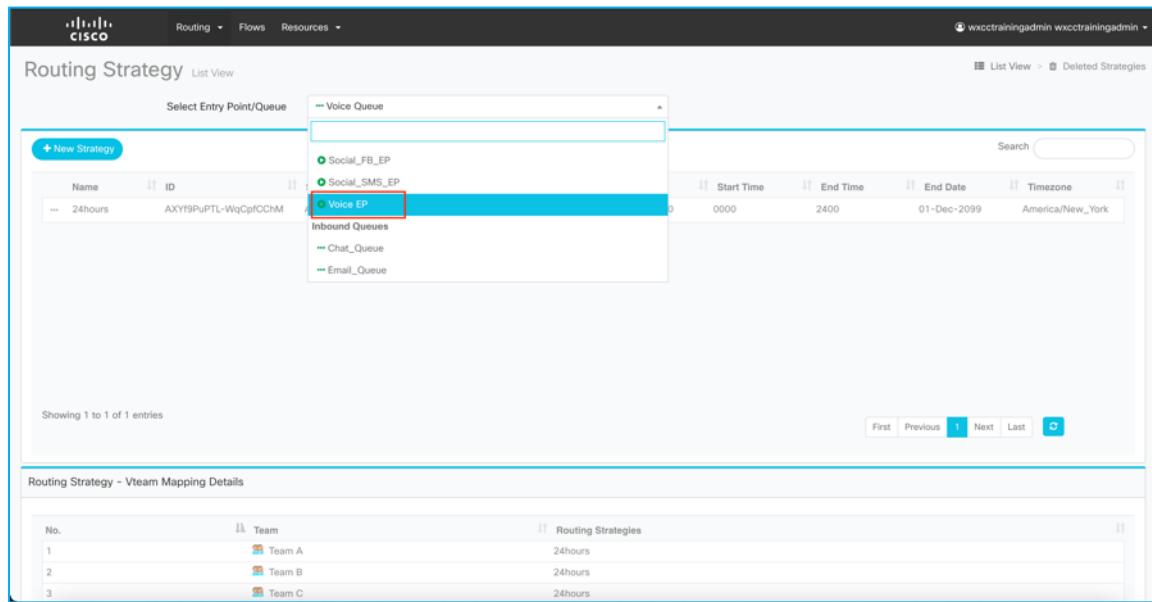


- 8.4 Select the “Routing Strategy” icon.



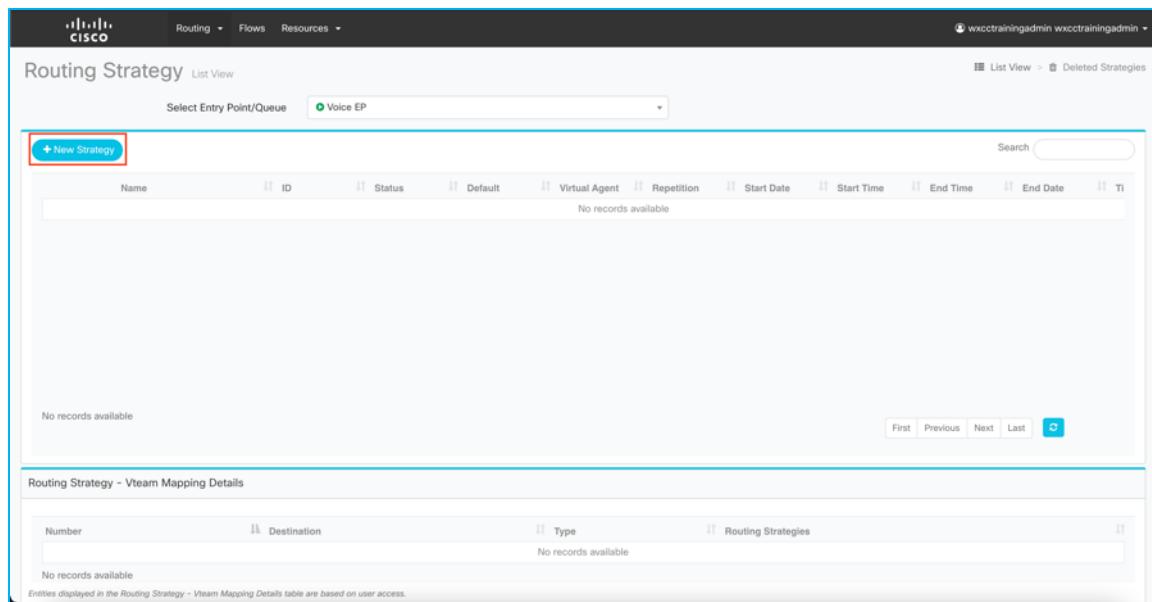
Name	Channel Type	Description	Status	ID
Email_Queue	Chat		Active	AXXcTFkpgHvT6JNFcKYg
Queue-1	Telephony	Queue created by system	Active	AXV5fM8ZgHvT6JNFW-L6
Social_Queue	Social Channel		Active	AXXcTjkNNNx5c-1BzYkk
Voice Queue	Telephony		Active	AXYflrYC_6UEhhj3LeB-

8.5 Select the “Voice EP” from the drop down list.



The screenshot shows the Cisco WCCP Routing Strategy interface. In the top navigation bar, 'Routing', 'Flows', and 'Resources' are visible. The main area is titled 'Routing Strategy' and 'List View'. A dropdown menu titled 'Select Entry Point/Queue' is open, showing several options: 'Social_FB_EP', 'Social_SMS_EP', 'Voice EP' (which is highlighted with a red box), 'Inbound Queues', 'Chat_Queue', and 'Email_Queue'. Below the dropdown, a table lists a single entry: '24hours' with ID 'AXYf9PuPTL-WqCpFCChM'. To the right of the table are filters for 'Start Time', 'End Time', 'End Date', and 'Timezone', set to '0000', '2400', '01-Dec-2099', and 'America/New_York' respectively. At the bottom of the screen, there are buttons for 'First', 'Previous', 'Next', and 'Last'.

8.6 Click the “+ New Strategy” icon.



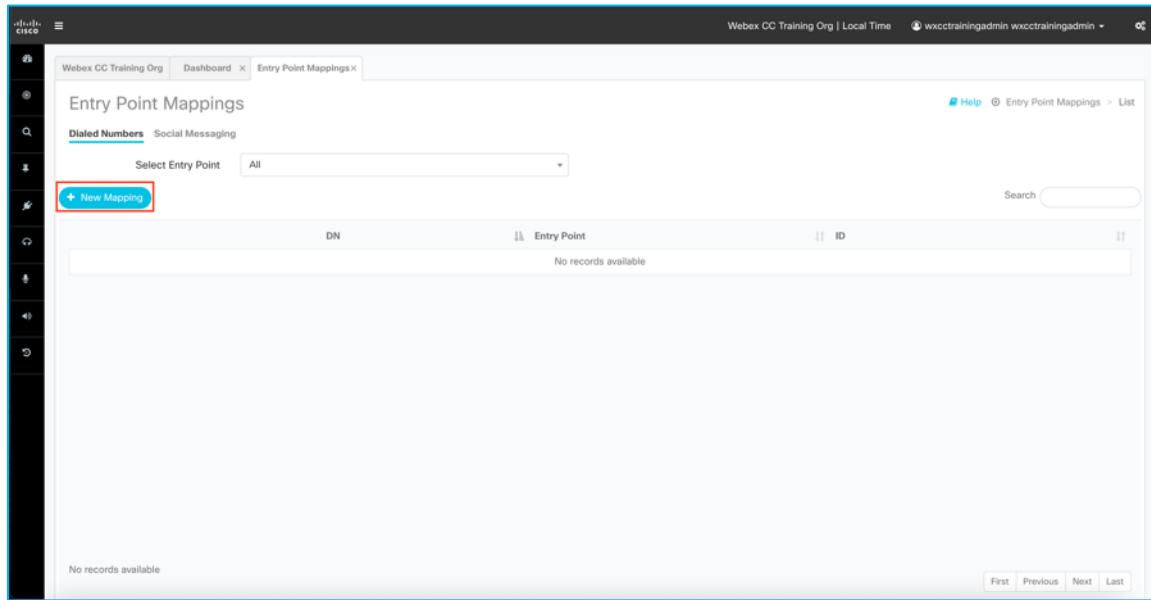
The screenshot shows the same Cisco WCCP Routing Strategy interface as the previous one, but with a different view. The 'Select Entry Point/Queue' dropdown now shows 'Voice EP' selected. The main table below is empty, displaying 'No records available'. The 'Routing Strategy - Vteam Mapping Details' section also shows an empty table with 'No records available'. A note at the bottom states: 'Entities displayed in the Routing Strategy - Vteam Mapping Details table are based on user access.' The interface includes standard navigation buttons for 'First', 'Previous', 'Next', and 'Last'.

- 8.7** Fill in the information as next to the red boxes, then click save.

- 8.8** Create an Out of Hours Flow that plays a message saying the contact centre is shut and then hangs up. Apply it to a Night Routing Strategy and a Weekend Routing Strategy. – Hint you have to create all of these things yourselves.

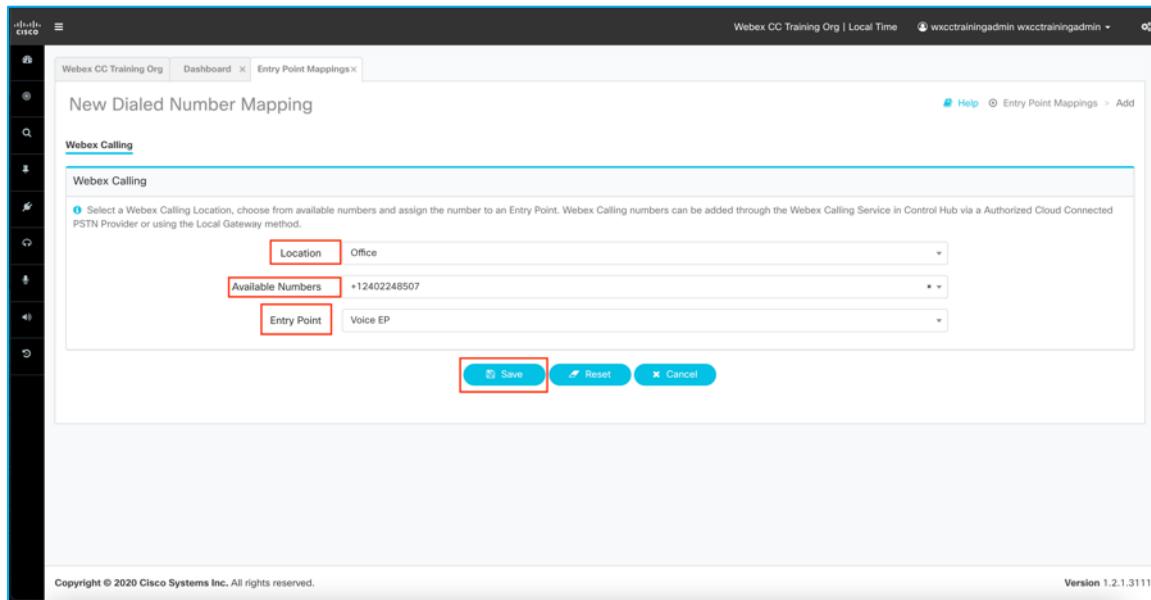
- 8.9** Select the “Provisioning” icon and then select “Entry Point Mappings”.

8.10 Click the “+ New Mapping” icon.



The screenshot shows the 'Entry Point Mappings' page in the Cisco Webex Control Hub. The top navigation bar includes 'Webex CC Training Org | Local Time' and user information 'wxccctrainingadmin wxcctrainingadmin'. The left sidebar has various icons for navigation. The main content area is titled 'Entry Point Mappings' under 'Dailed Numbers' and 'Social Messaging'. It features a search bar and a dropdown for 'Select Entry Point' set to 'All'. A prominent red box highlights the '+ New Mapping' button in the top-left corner of the list table. The table has columns for 'DN', 'Entry Point', and 'ID'. A message 'No records available' is displayed below the table. At the bottom right of the page are 'First', 'Previous', 'Next', and 'Last' navigation buttons.

8.11 Fill in the information as next to the red boxes, using the number available to you, then click save.



The screenshot shows the 'New Dialed Number Mapping' form for 'Webex Calling'. The top navigation bar and sidebar are identical to the previous screenshot. The main form is titled 'New Dialed Number Mapping' under 'Webex Calling'. It contains three input fields with red boxes around them: 'Location' (set to 'Office'), 'Available Numbers' (set to '+12402248507'), and 'Entry Point' (set to 'Voice EP'). Below these fields is a row of buttons: 'Save' (highlighted with a red box), 'Reset', and 'Cancel'. At the bottom of the page, there is a copyright notice 'Copyright © 2020 Cisco Systems Inc. All rights reserved.' and a version number 'Version 1.2.1.3111'.

STOP! Please do not proceed until instructed to do so.

9 Lab 9 – Agent Desktop Client

Purpose: Login to the Agent Desktop Client for the first time.

Estimated execution time: 10 minutes.

Download the Agent Desktop template

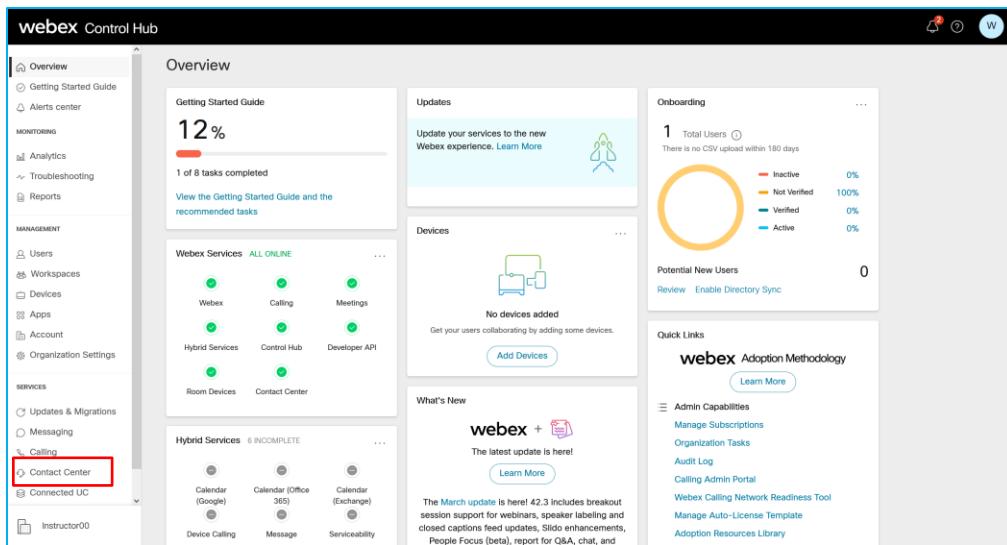
- 9.1 If you are still logged in the portal, log off, open your browser and go to

URL: <https://admin.webex.com>

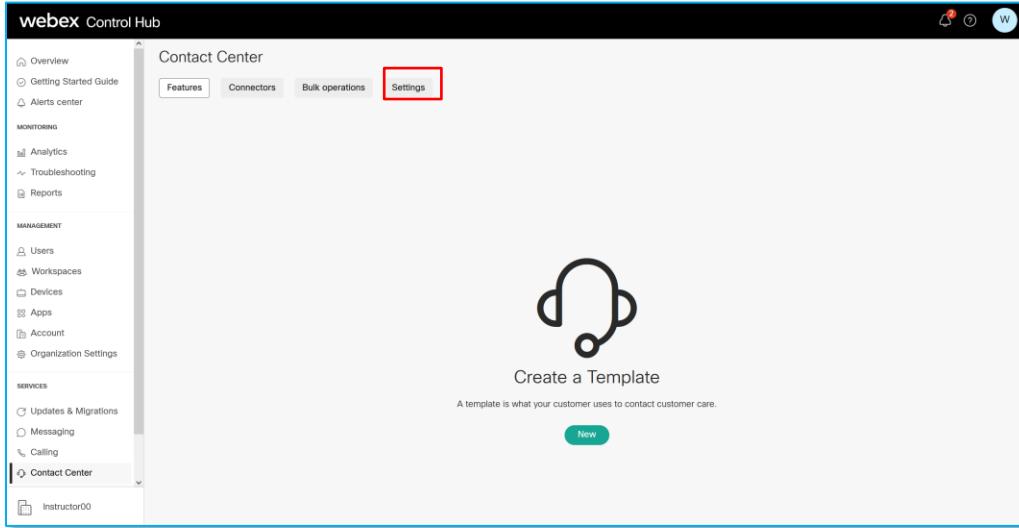
Customer Org Admin

User: Your assigned Customer admin

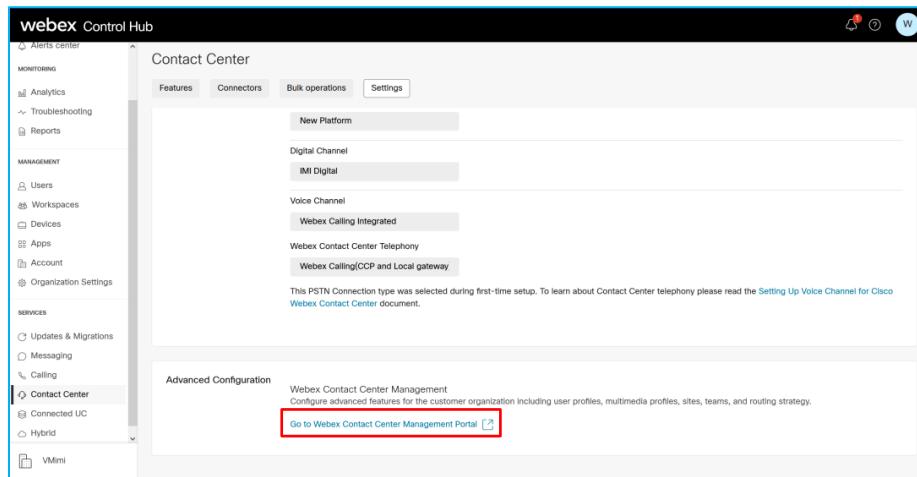
- 9.2 Once logged in then click “Contact Center” as indicated in the following picture.



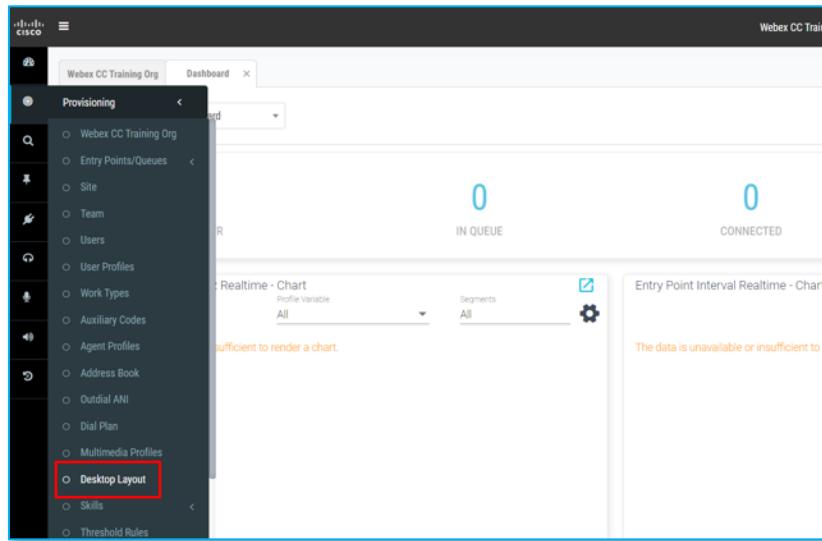
9.3 Click “Settings” on the horizontal menu bar.



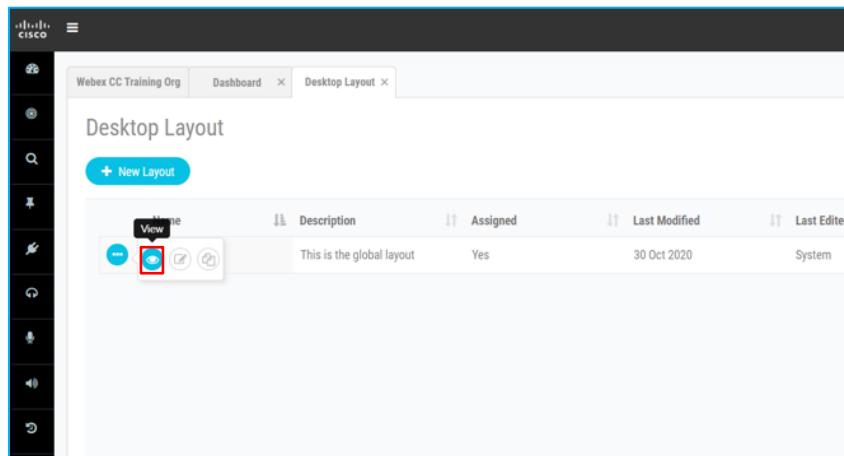
9.4 Scroll Down and click on the link “Go to Webex Contact Center Management Portal” to enter the Tenant Portal.



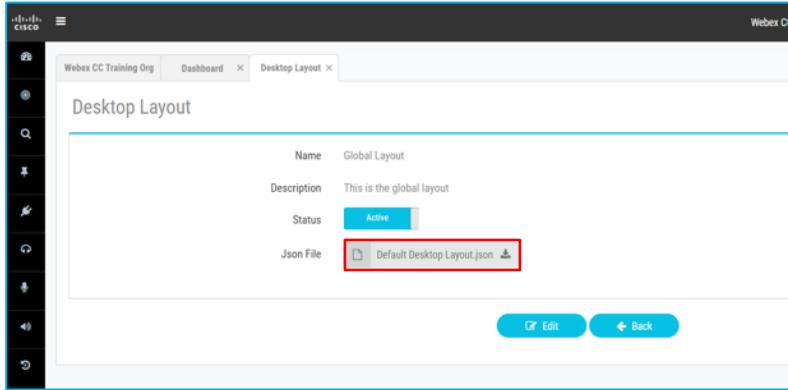
- 9.5 A new browser tab will be opened in your browser. Click on “Desktop Layout”.



- 9.6 Click on the three dots on the “Global Layout”, then on “View”.



- 9.7 Click on “Default Desktop Layout.json” button and open the file.

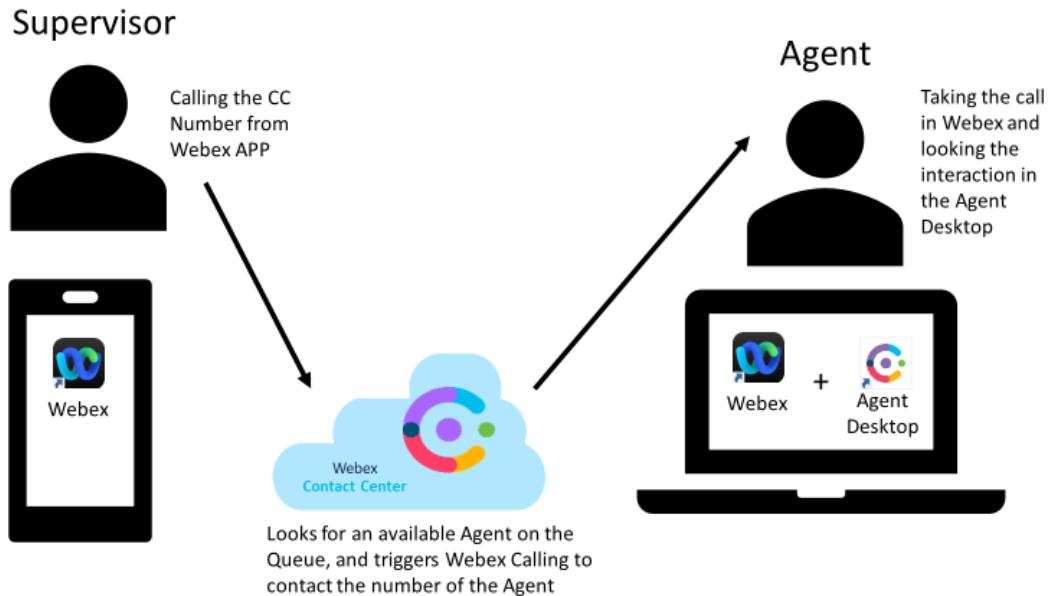


- 9.8 The downloaded file enables you modify the look and feel of the Agent desktop. The purpose of this part of the lab is so you know how to get hold of it and could make changes if required. We will NOT be doing that in this lab.

Testing Voice Interactions

You will need to configure the Devices for the Agent and the supervisor and the corresponding Calling Behavior

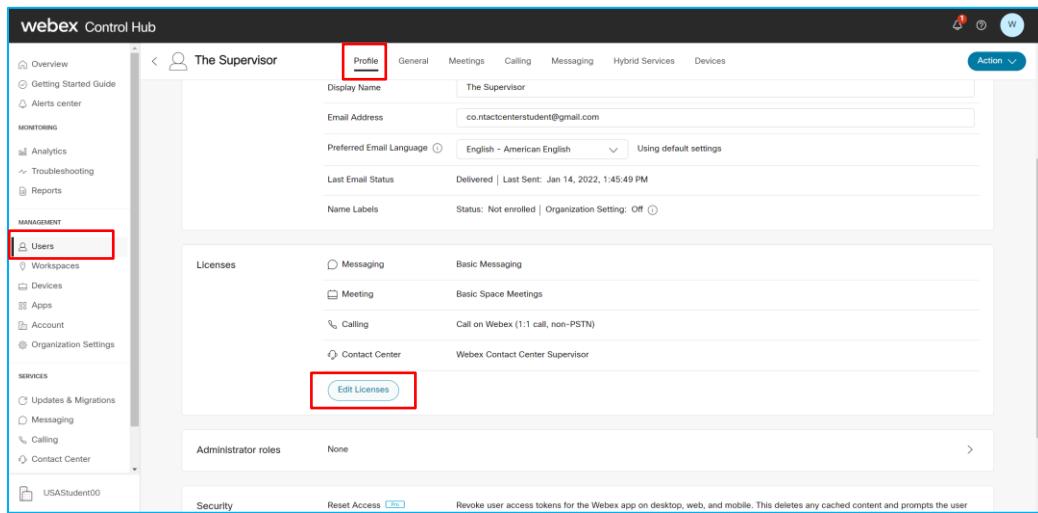
User	Device	Application	Calling Behavior
Supervisor	Mobile	Webex App	Make Calls in Webex
Agent	Computer	Webex App	Make Calls in Webex



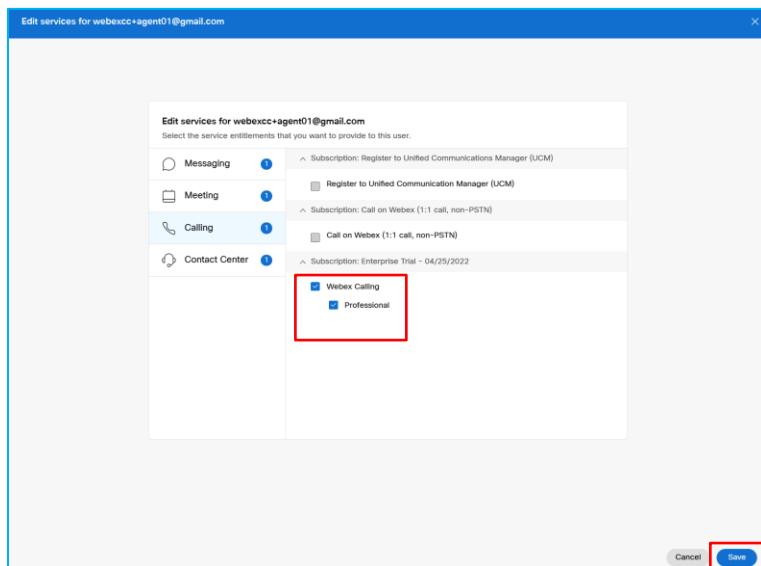
1- Prepare the Supervisor to dial the Voice Entry point number, from Webex App in your mobile

In order to use the Webex App to test the voice side of our setup, you should first add Webex calling to your Supervisor.

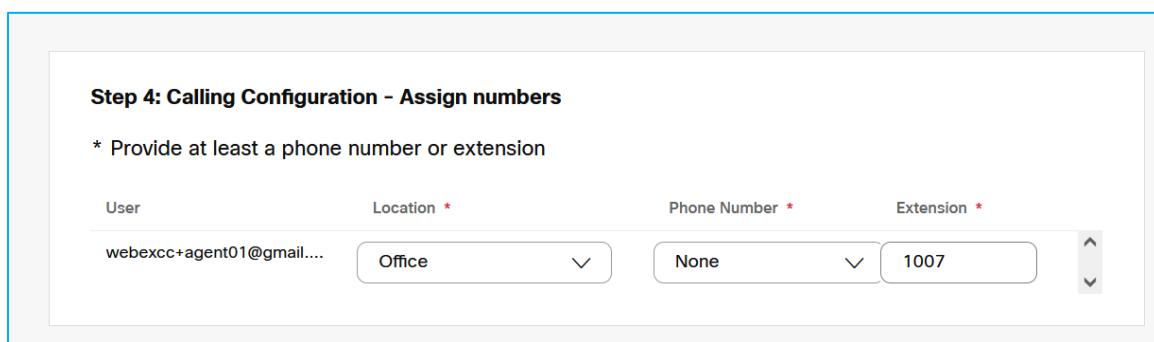
In Control Hub, go to **Users**, select the Supervisor, click on **Edit Licenses**, select **Webex Calling Professional** and configure the Supervisor Extension.



The screenshot shows the webex Control Hub interface. On the left, there's a sidebar with sections like Overview, Getting Started Guide, Alerts center, MONITORING (Analytics, Troubleshooting, Reports), MANAGEMENT (Users, Workspaces, Devices, Apps, Account, Organization Settings), and SERVICES (Updates & Migrations, Messaging, Calling, Contact Center). The 'Users' section is highlighted with a red box. In the main content area, under the 'Profile' tab, there's a form for 'The Supervisor' with fields for Display Name, Email Address, Preferred Email Language, Last Email Status, and Name Labels. Below this is a 'Licenses' section with a table showing Basic Messaging, Basic Space Meetings, Call on Webex (1:1 call, non-PSTN), and Webex Contact Center Supervisor. An 'Edit Licenses' button is highlighted with a red box. At the bottom, there's an 'Administrator roles' section and a 'Security' section with a 'Reset Access' button.



This screenshot shows the 'Edit services for webexcc+agent01@gmail.com' dialog box. It lists service entitlements for the user. Under the 'Calling' section, 'Webex Calling' and 'Professional' are selected and highlighted with a red box. The 'Save' button at the bottom right is also highlighted with a red box.



This screenshot shows the 'Step 4: Calling Configuration - Assign numbers' dialog box. It shows a table with columns: User, Location *, Phone Number *, and Extension *. The 'User' row has 'webexcc+agent01@gmail....' and dropdowns for 'Office' (Location) and 'None' (Phone Number) with '1007' (Extension) next to it. The 'Save' button at the bottom right is highlighted with a red box.

With this done, you can have the Supervisor use the Webex App for calls

For now, use your supervisor credentials to logging to Webex Capp in your mobile. Try to make a call to the Contact Center Number, if you are able to listen to the menu, your configuration on the supervisor side is correct.

- 2- Prepare the Agent to receive calls from the CC using Webex App as your softphone in your computer and the Agent Desktop to view the interaction.

In Control Hub, go to **Users**, select the Agent, click on **Edit Licenses**, select **Webex Calling Professional** and configure the Agent Extension.

You may require to exit the conference in order to use your Webex App in your computer, if you can try to use another mobile or tablet.

- 3- Login the Agent Desktop with your Agent credentials, and use your extension as a number.

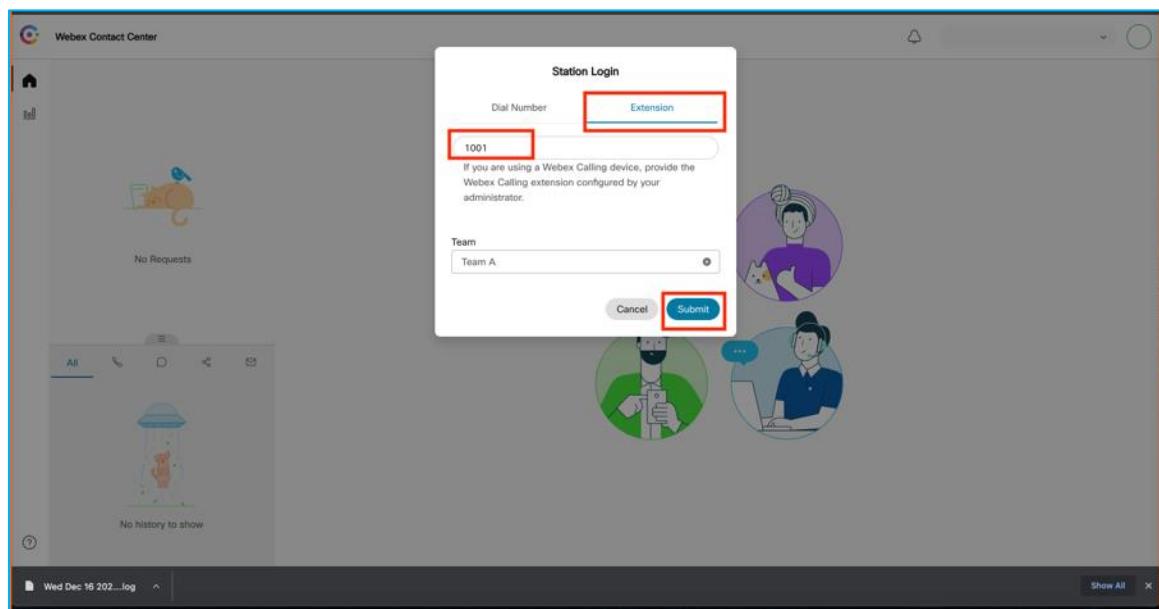
- 9.9** Make sure you are logged in as your CC Agent One. Please use a browser window opened in private/incognito mode.

URL: <https://desktop.wxcc-us1.cisco.com>

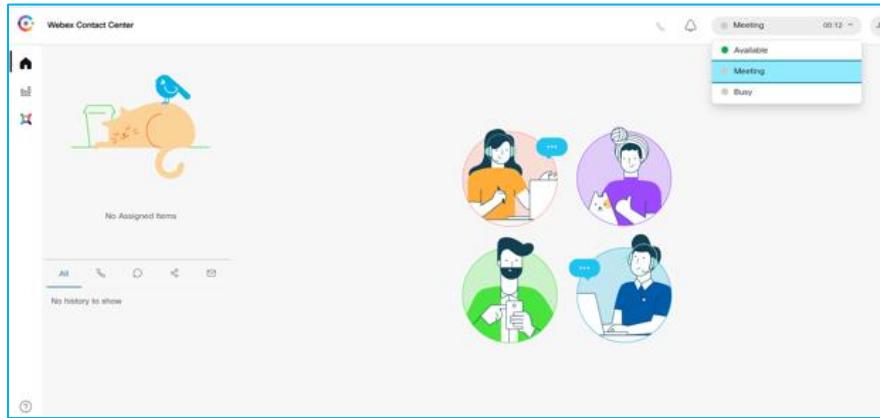
Login: CC Agent 1's email address

Password: your password

- 9.10** In the next screen, Select “Extension” and provision your Agent Extension of 1001, then click Submit.



9.11 Now on the “Status Now” dropdown menu select “Available”.



Dial the Voice Entry Point number, from the Supervisor Webex app, answer from the Agent Webex, and play with the Agent Desktop environment.

Troubleshooting steps:

- 1- Test the calling capabilities of both, Agent and supervisor. From supervisor to the Agent extension, and from the agent to the supervisor extension.
- 2- Make sure you are Available on the Agent desktop, and you choose Team A and the extension of the Agent in the login.
- 3- Take a look into the Tenant Management Portal Dashboard reports.
- 4- Check your Flow, Routing Strategy and the Skill Profile of the Agent.

STOP! *Please do not proceed until instructed to do so.*

10 Lab 10 – Queues and Routing Design Solution

Purpose: Design a working solution for a given example

Expected Completion Time: 30 minutes.

Design a Solution for the following Customer on a piece of paper

- 10.1** You have received a call from “Billie Joe Real Estate”. They have a central call center which receives calls about from a large selection of customers. They have decided to go with the WXCC solution and have sent you an email with the particulars of the way their current system runs. Your job is to design the call flow for this customer.

Hello Cisco,

This our call flow breakdown as requested, if you could match it that would be sweet!!

Calls come into our Main Auto Attendant and depending on the time get answered as follows:-

0900hrs to 1730hrs these options play

1. General Queue
2. Billing Queue
3. Real Estate Queue
4. Emergency Queue
- * Repeat Menu

01730hrs to 0900hrs these options play

1. Emergency Queue
2. Leave a voicemail on 2406569987

We have 4 groups of agents, General, Billing, Real Estate and Emergency.

The General, Billing and Real Estate queues all play our Music on Hold, with a repeating message every minute saying we are sorry they are waiting. They are answered by the longest available agent and never leave the Queue.

The Emergency Queue does the same during the day, but at night we stack up any calls (still playing MOH and Comfort message) and only deliver one at a time to our duty Cell phone (2406768876).

Regards
Billy Joe

STOP! Please do not proceed until instructed to do so.

11 Lab 11 – Setting up a Call Monitoring Schedule and a Call Recording Schedule

Purpose: Entry Point and Queue Routing Strategies, DN to EP Mapping

Expected Completion Time: 30 minutes.

Provisioning a Tenant under the main Service Provider

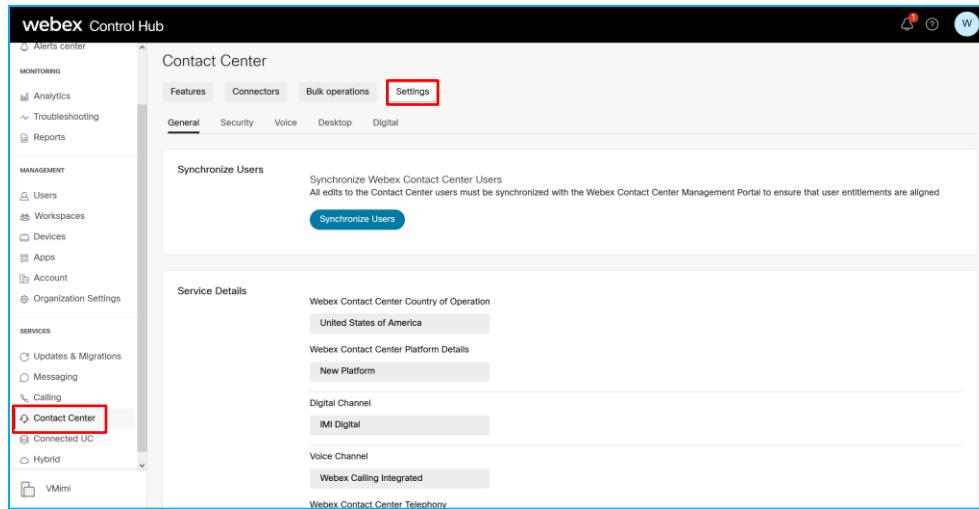
11.1 Open your browser and go to

URL: <https://admin.webex.com>

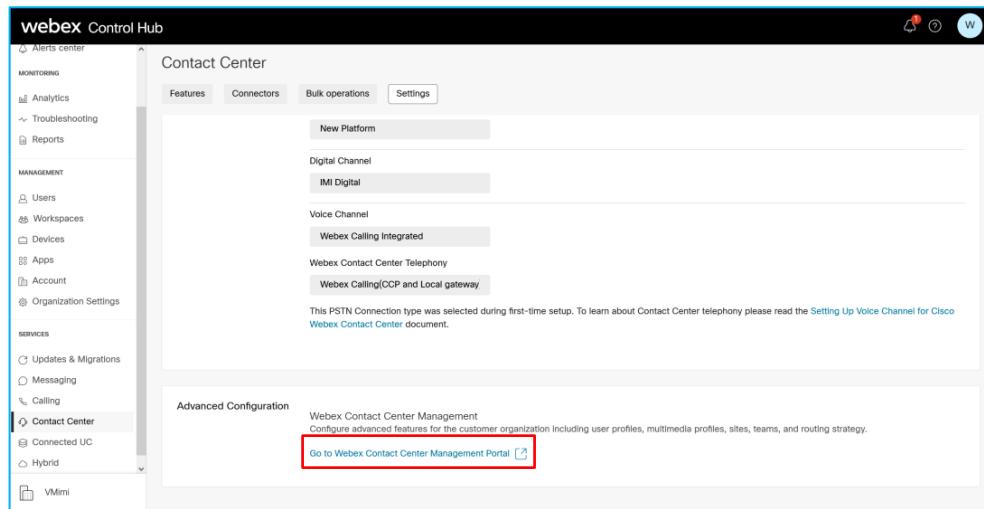
Customer Org Admin

User: Your assigned Customer admin

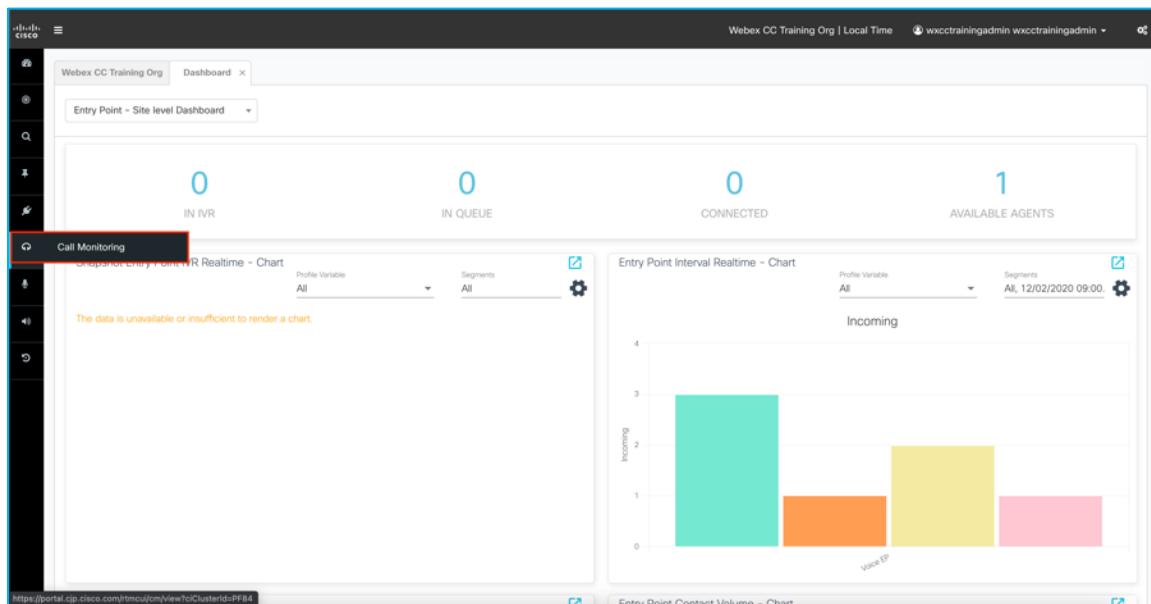
11.2 Once logged in, click “Contact Center” (under Services), then “Settings”, as indicated in the following picture.



- 11.3 Click the link “Go to Webex Contact Center Management Portal” to enter the Tenant Portal.



- 11.4 Select the “Call Monitoring” icon.



11.5 Enter a callback number, hit register, then select Schedule.

The screenshot shows the Cisco Call Monitoring interface. The top navigation bar has 'Call Monitoring' and 'Schedule' tabs, with 'Schedule' being the active one. On the left, there's a 'Monitoring Filter' sidebar with dropdowns for Queue (set to 'All'), Site (set to 'All'), Team (set to 'All'), and Agent (set to 'All'). Below the filter is a section for 'Callback Number' with an input field and a blue 'Register' button. There are also buttons for 'Monitor Next Call' and 'Continuous Monitor'. The main content area has three sections: 'Current Calls Status' (empty), 'Calls Being Monitored' (empty), and 'Monitor Requests' (empty). The bottom of the screen includes copyright information and a version number.

11.6 Select List View then click "+ New Schedule"

The screenshot shows the 'Monitoring Schedules' page in 'List View' mode. The top navigation bar has 'Calendar View' and 'List View' tabs, with 'List View' being the active one. The main content area displays a table with columns: Id, Name, Callback Number, Start Time, End Time, Start Date, End Date, Day Of Week, and Active. A red box highlights the '+ New Schedule' button at the top left of the table. The bottom of the screen includes copyright information and a version number.

11.7 Fill in the information as next to the red boxes, then click save.

Call Monitoring Schedule

General Settings

Enterprise: Webex CC Training Org Enterprise Time Zone: Eastern Standard Time

Name: Example

Advanced Settings

Start Date: 02-Dec-2020 Start Time: 0000

End Date: 02-Dec-2099 End Time: 2400

Day Of Week: All Days Sun Mon Tue Wed Thu Fri Sat

Status: Active

Monitoring Details

Callback Number: 2406569202 Filter By: Queue: Agent_Queue Site: Site One, Site Two Teams: All Agents: All

11.8 Select the “Call Recording” icon.

Webex CC Training Org | Local Time

Users

Manage settings for existing users below. To create or delete users, go to the [Cisco Webex Control Hub](#)

First Name	Last Name	Display Name	Email	Site	User Profile	Contact Center Enabled	Status
CC	Agent 4	CC Agent 4	bcwebex.trainer+student4@gmail.com	N/A	Premium Agent User Profile	No	Active
CC	Agent 1	CC Agent 1	bcwebex.trainer+student1@gmail.com	Site One	Premium Agent User Profile	Yes	Active
CC	Agent 6	CC Agent 6	bcwebex.trainer+student6@gmail.com	N/A	Premium Agent User Profile	No	Active
CC	Agent 3	CC Agent 3	bcwebex.trainer+student3@gmail.com	N/A	Premium Agent User Profile	No	Active
CC	Agent 5	CC Agent 5	bcwebex.trainer+student5@gmail.com	N/A	Premium Agent User Profile	No	Active
CC	Agent 3	CC Agent 3	bcwebex.trainer+student2@gmail.com	N/A	Premium Agent User Profile	No	Active
John	Doe	John Doe	contactcenterstudent+s01@gmail.com	Site-1	Premium Agent User Profile	Yes	Active
Julie	Doe	Julie Doe	contactcenterstudent+s02@gmail.com	N/A	Premium Agent User Profile	No	Active
Supervisor	Supervisor	Supervisor Supervisor	bcwebex.trainer+supervisor1@gmail.com	N/A	Supervisor Recording	No	Active
wxcctrainingadmin	wxcctrainingadmin	wxcctrainingadmin wxcctrainingadmin	wxcctrainingadmin@email.carehybrid.com	N/A	Administrator Profile	No	Active

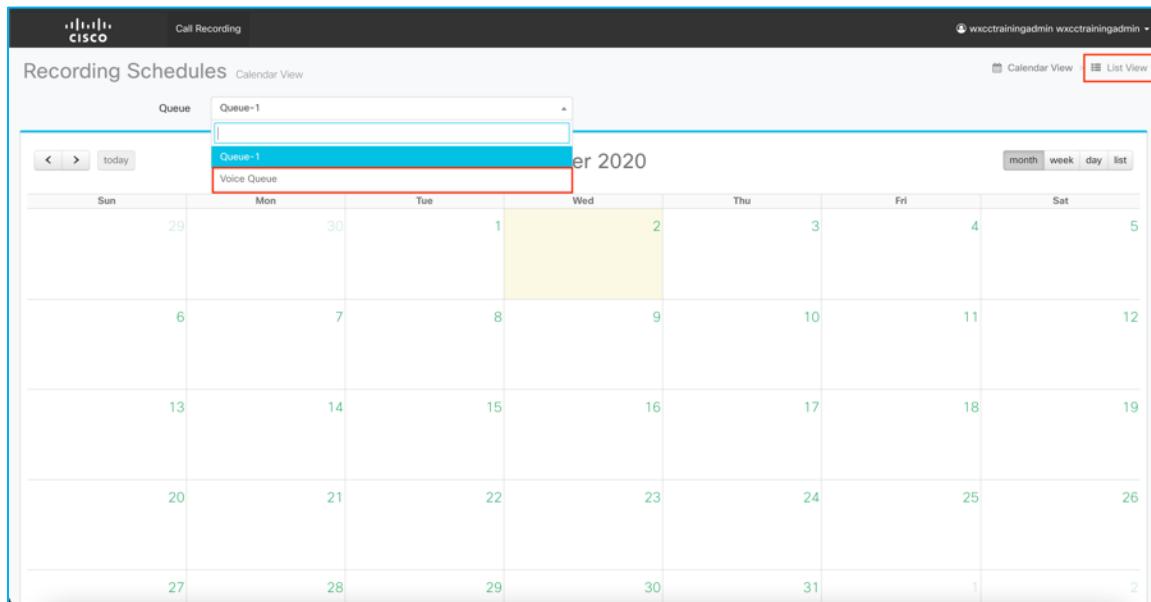
Showing 1 to 10 of 10 entries

First Previous Next Last

Call Recording

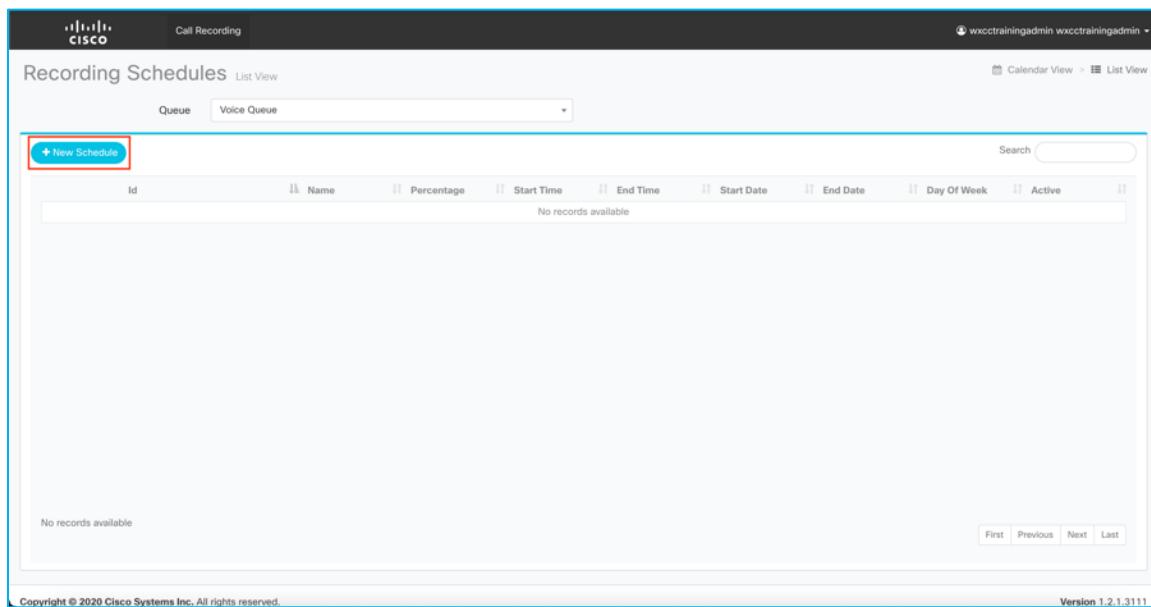
https://portal.cisco.com/acswebui/cisconetx/CloudCenter/CloudCenter

11.9 Select the “Voice Queue” from the drop down list, then select List View.



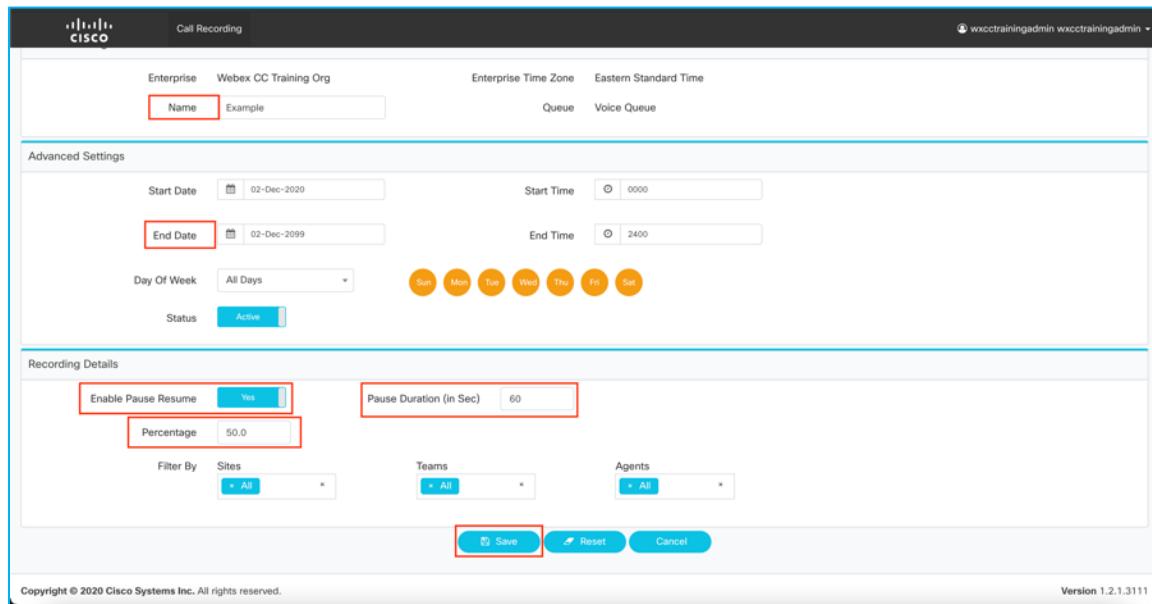
The screenshot shows the 'Recording Schedules' section of the Cisco Call Recording interface. At the top, there's a dropdown menu labeled 'Queue' with 'Queue-1' selected. In the top right, there are two buttons: 'Calendar View' and 'List View', with 'List View' being the one highlighted by a red box. Below this is a calendar for the month of December 2020. A specific date, December 1st, is highlighted with a yellow box and labeled 'Voice Queue' below it. The days of the week are labeled Sun through Sat, and dates are numbered 1 through 31.

11.10 Click “+ New Schedule”



The screenshot shows the 'Recording Schedules' section in List View. The 'Queue' dropdown is now set to 'Voice Queue'. In the top left, there's a red box around the '+ New Schedule' button. The main area displays a table with columns for Id, Name, Percentage, Start Time, End Time, Start Date, End Date, Day Of Week, and Active. A message 'No records available' is centered in the table. At the bottom, there are two messages: 'No records available' and 'First Previous Next Last'. The footer includes copyright information: 'Copyright © 2020 Cisco Systems Inc. All rights reserved.' and 'Version 1.2.1.3111'.

11.11 Fill in the information as next to the red boxes, then click save.



The screenshot shows the 'Call Recording' configuration page. At the top, it displays 'Enterprise' as 'Webex CC Training Org', 'Enterprise Time Zone' as 'Eastern Standard Time', and 'Queue' as 'Voice Queue'. In the 'Advanced Settings' section, the 'Start Date' is set to '02-Dec-2020' and the 'End Date' is set to '02-Dec-2099'. The 'Day Of Week' dropdown is set to 'All Days', and the 'Status' is 'Active'. In the 'Recording Details' section, the 'Enable Pause Resume' option is set to 'Yes', the 'Pause Duration (in Sec)' is '60', and the 'Percentage' is '50.0'. Below these, there are filters for 'Sites', 'Teams', and 'Agents', all currently set to 'All'. At the bottom right of the form are three buttons: 'Save' (highlighted with a red box), 'Reset', and 'Cancel'.

STOP! Please do not proceed until instructed to do so.

12 Lab 12 – Analyzer

Purpose: creating a custom visualization.

Expected Completion Time: 20 minutes.

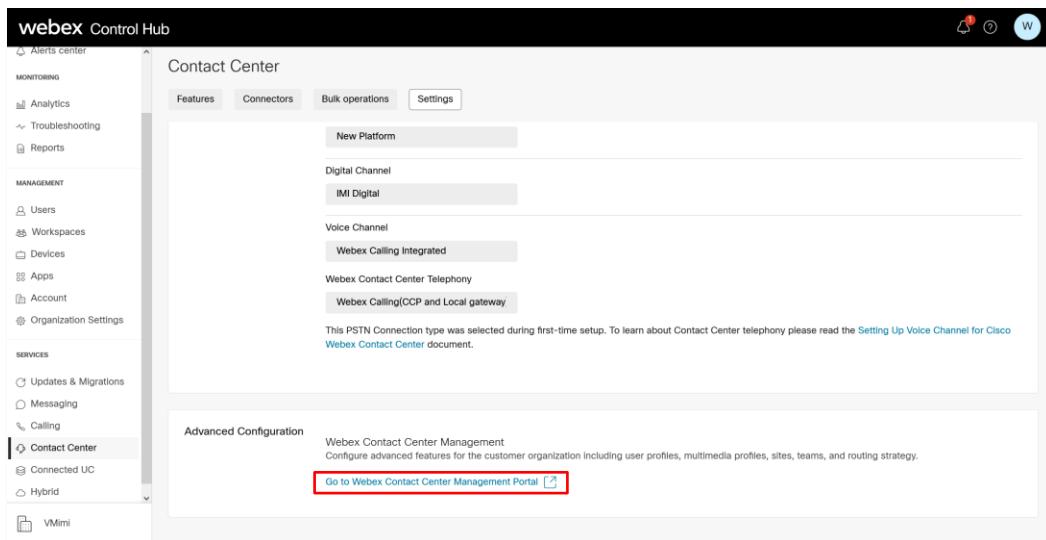
12.1 Open your browser and go to

URL: <https://admin.webex.com>

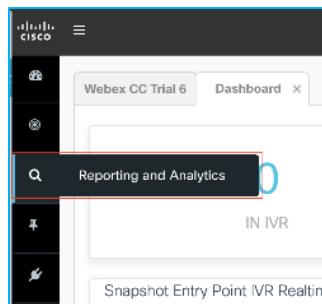
Customer Org Admin

User: Your assigned Customer admin

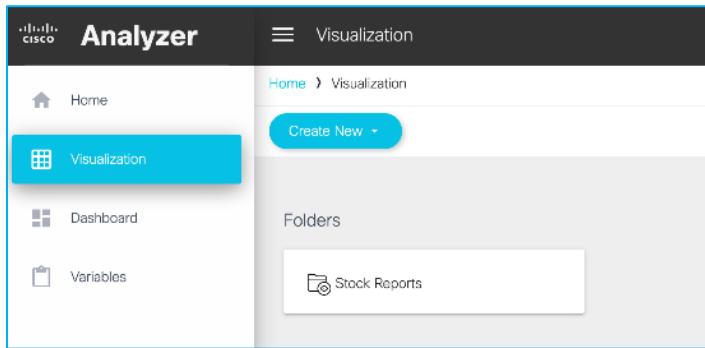
12.2 Enter the Tenant Portal, Scroll down to the bottom of the page to click “Go to Webex Contact Center Management Portal”



12.3 Click on the Analyzer Icon as shown in the following picture

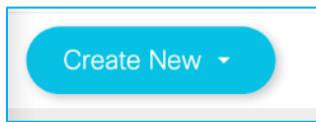


- 12.4 In the new tab that is opened, click on “Visualization”.



Creating first Module: Average Active Email Agents per Team and Queue, each day of last week.

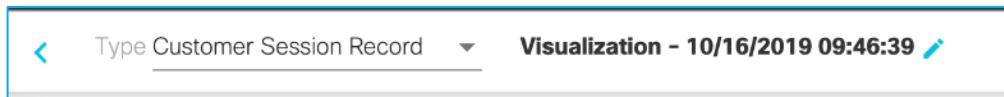
- 12.5 Click on “Create New Visualization”.



- 12.11 Modify the default visualization name clicking on the Pencil icon.

The new Visualization Name shall be:

Visualization 1 – YourFirstName YourLastName



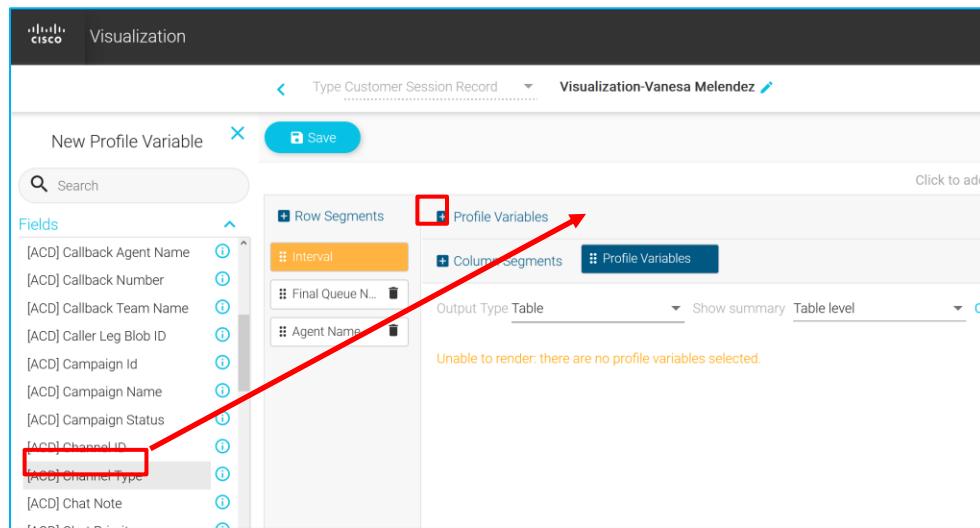
- 12.12** On the menu on the left, select the following values circled in red. Then drag the Interval box from the Column Segment to the Row Segment into the row segments column.

The screenshot shows the Cisco Visualization configuration interface. On the left, there is a sidebar with various settings like 'Module', 'Start Time' (set to 'This Week'), 'Interval' (set to 'Daily'), and 'Records'. The main area has tabs for 'Row Segments' and 'Column Segments'. A red box highlights the 'Interval' tab under 'Column Segments'. Another red box highlights the 'Row Segments' tab. An arrow points from the 'Interval' tab to the 'Row Segments' tab, indicating the action required.

- 12.13** On the visualization configuration panel, make sure that “Table” is selected. Then by clicking on the + sign by Row Segments, drag over “Final Queue Name”and “Agent Name” from under the Fields category.

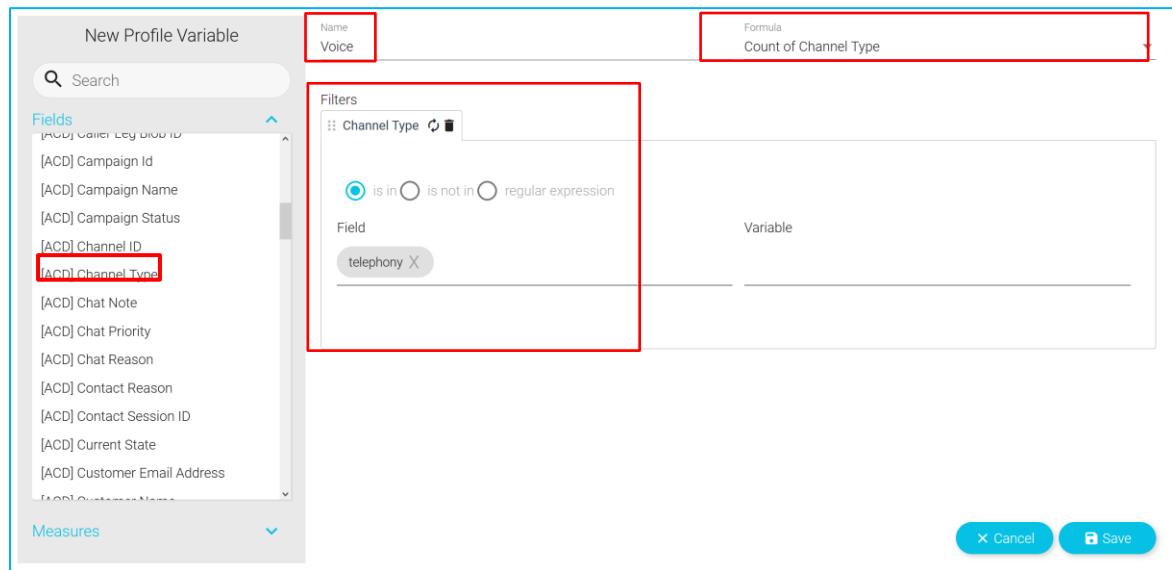
The screenshot shows the Cisco Visualization configuration interface. On the left, there is a sidebar with a 'Fields' section containing a list of ACD fields. A red box highlights the 'Final Queue N.' field. Another red box highlights the 'Agent Name' field. The main area has tabs for 'Row Segment' and 'Profile Variables'. A red box highlights the 'Row Segment' tab. An arrow points from the 'Fields' section towards the 'Row Segment' tab, indicating the action required.

- 12.14** Click on the + sign next to “Profile Variables” and select “Channel Type” from the Fields and drag it to the profile section.



The screenshot shows the 'New Profile Variable' screen in the Cisco Visualization tool. On the left, there's a list of fields under 'Fields'. In the middle, there are sections for 'Row Segments', 'Interval', 'Column Segments', and 'Profile Variables'. A red arrow points from the '[ACD] Channel ID' field in the 'Fields' list to the '+ Profile Variables' button. Below the 'Profile Variables' button, there's a message: 'Unable to render: there are no profile variables selected.'

- 12.15** In the next screen rename the Profile Variable in “Voice” and make sure that “Count of Channel Type” formula is selected. Then select “Channel Type” from the left menu and drag it to the Filters section. Click save.

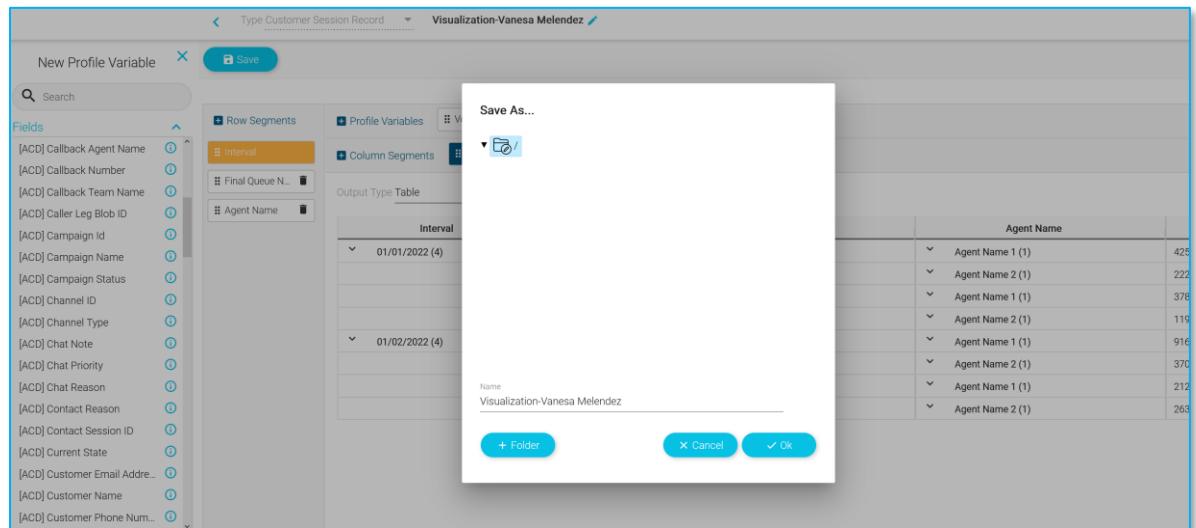


The screenshot shows the 'New Profile Variable' screen with the following configuration:

- Name:** Voice
- Formula:** Count of Channel Type
- Filters:** Channel Type
 - Field: telephony

- 12.16** Click on “Save”. And then “OK”

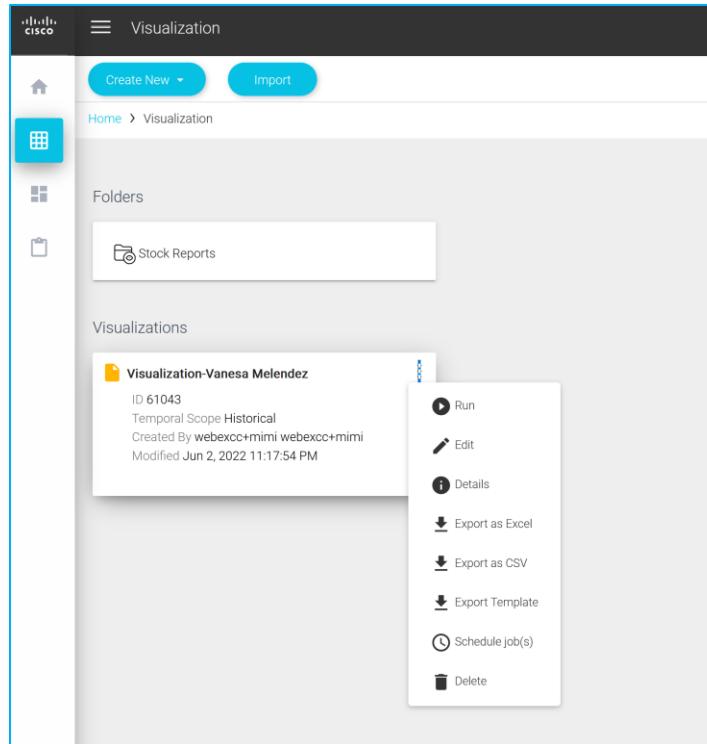




Agent Name	Count
Agent Name 1 (1)	425
Agent Name 2 (1)	222
Agent Name 1 (1)	378
Agent Name 2 (1)	119
Agent Name 1 (1)	916
Agent Name 2 (1)	370
Agent Name 1 (1)	212
Agent Name 2 (1)	263

12.17 Click on “X”.

12.18 Run your Virtualization by clicking on the three dots and selecting “Run”.



12.19 Expected Result. Your Visualization should look similar to the following one.

Interval	Final Queue Name	Agent Name	Voice
05/04/2022 (2)	LongestAvailableQueue (2)	Luisito ElAgente (1)	4
05/11/2022 (3)	LongestAvailableQueue (1) N/A (1)	N/A (1) Luisito ElAgente (1) N/A (1)	1 3 5
05/19/2022 (2)	Outdial Queue-1 (1) LongestAvailableQueue (1)	Luisito ElAgente (1) Luisito ElAgente (1) N/A (1)	3 2 2
05/20/2022 (1)	LongestAvailableQueue (1)	Luisito ElAgente (1)	3
05/23/2022 (2)	LongestAvailableQueue (1) N/A (1)	Luisito ElAgente (1) N/A (1)	5 1

12.20 Now you can change the type the output format by clicking on “Settings”, then output type, as shown in the next picture. Select “Sparkline Chart”. Remember to Save and Run your visualization first, or use the Preview Button.

Modules

Row Segments

- Module: Module1
- Start Time: This Year
- If run today: Start Date: 2022-01-01, End Date: 2022-06-02
- Including: All Days

Column Segments

Output Type Sparkline Chart

Interval	Final Queue Name	Voice
01/01/2022	Final Queue Name 1	
01/01/2022	Final Queue Name 2	
01/02/2022	Final Queue Name 1	
01/02/2022	Final Queue Name 2	

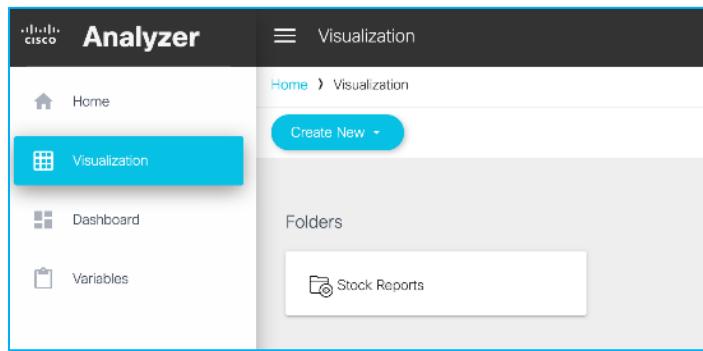
Analyzer ≡ Settings Export Visualization-Vanesa Melendez

Module1

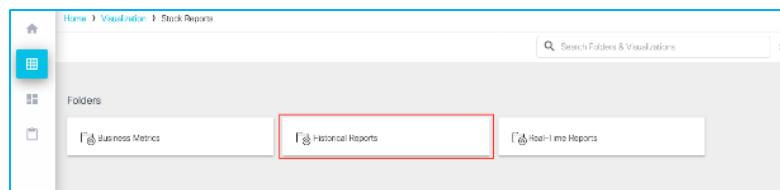
Interval	Final Queue Name	Voice
05/04/2022	LongestAvailableQueue
05/11/2022	LongestAvailableQueue
05/11/2022	N/A
05/11/2022	Outdial Queue-1
05/19/2022	LongestAvailableQueue
05/19/2022	N/A
05/20/2022	LongestAvailableQueue
05/23/2022	LongestAvailableQueue
05/23/2022	N/A

12.21 Close the Tab to exit the Visualization.

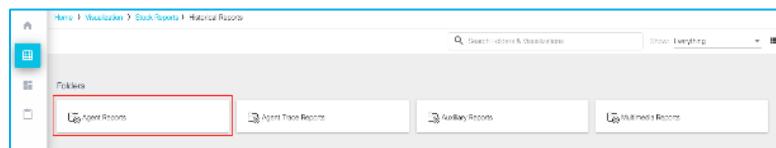
12.22 Now we are going to take a Stock Report, customize and save the report with a different name. Click on “Stock Reports”.



12.23 Click on “Historical Reports”.



12.24 Click on “Agent Reports”.



12.25 Click on the three dots of the Agent Details report and select “Create a copy”.

12.26 Click on the pencil icon and change the names of the report to “Agent – (Your Name)”.

12.27 Change the order of “Interval” and “Agent Name” under row segments.

The screenshot shows the 'Row Segments' section of the 'Type Agent Session Record' module. The 'Interval' segment is highlighted with a red box. Other segments listed include 'Agent Name', 'Multi Media P...', and 'Channel Type'. The interface includes various filters and a 'Compute' button.

12.28 Click on “Save As” then “OK”.

The screenshot shows the 'Save As...' dialog box over the main interface. The 'OK' button is highlighted with a red box. The main interface shows a table with columns for 'Calls Count', 'Contact Handled', and 'Staff Hours'. The table contains data for 'Interval' and 'Agent Name' segments.

12.29 Click on the “x”.

12.30 Navigate to “Visualization” and your custom report should be there.

The screenshot shows a user interface for managing reports. At the top, there's a navigation bar with a home icon, a breadcrumb trail 'Home > Visualization' (with the second item highlighted by a red box), a 'Create New' button, and a search icon. On the left, there are icons for Home, Folders, and Stock Reports (which is currently selected and highlighted with a white background and a thin border). The main area is titled 'Visualizations' and contains two items:

- Agent - Your Name** (ID 189)
Created By Webex Contact Center Instructor
Modified Oct 17, 2019 12:27:52 PM
- Chat and Email Contacts report** (ID 184)
Created By Webex Contact Center Instructor
Modified Oct 16, 2019 2:52:02 PM

STOP! *Please do not proceed until instructed to do so.*