

Meeting Information – January 15, 2021

Cisco Webex Contact Center Virtual Technical Partner Summit

Event number: 162 298 2544 – 10:00 am Eastern / 7:00 am Pacific

Event password: summit (786648)

* You will not hear any audio until the event begins.

If you have any technical difficulties, please contact Ken George:

Mobile: 408.894.2143

Text 704.763.4524

Email: kegeorge@cisco.com



Cisco Webex Contact Center Virtual Technical Partner Summit



Welcome to: Cisco Webex Contact Center Virtual Technical Partner Summit

Your Host:

Ken George

Sales BDM, Collaboration Technology Group, Americas Partner Organization

408.894.2143 | kegeorge@cisco.com

Series Agenda

Week 1	Tuesday, January 5, 2021	CC Vision & WxCC Direction
	Wednesday, January 6, 2021	WxCC Technical Overview
	Thursday, January 7, 2021	Ordering/A2Q/Onboarding/Provisioning
Week 2	Tuesday, January 12, 2021	Control Hub. Admin Portal
	Wednesday, January 13, 2021	Voice Integration
	Thursday, January 14, 2021	Business Outcomes
	Friday, January 15, 2021	IVR & Contact Routing
Week 3	Tuesday, January 19, 2021	Agent & Supervisors Desktop &
	Wednesday, January 20, 2021	CRM Integration
	Thursday, January 21, 2021	Email & Chat
	Friday, January 22, 2021	Google CCAI Integration
Week 4	Tuesday, January 26, 2021	Omni-channel Routing
	Wednesday, January 27, 2021	Reporting & Data
	Thursday, January 28, 2021	Webex Experience Management
	Friday, January 29, 2021	Workforce Optimization
Week 5	Tuesday, February 2, 2021	Serviceability
	Wednesday, February 3, 2021	APIs
	Thursday, February 4, 2021	Security & Compliance
	Friday, February 5, 2021	Design Challenge & Build your Awesome Demo

Follow on Twitter @CiscoCCPartners

Twitter feed for Cisco partners to provide timely and persistent:

- News
- Announcements
- Product Updates
- Analyst Opinions
- And More!

Join the conversation!

<https://twitter.com/CiscoCCPartners>

The screenshot shows the Twitter profile page for @CiscoCCPartners. The profile picture is the Cisco logo. The bio reads: "A resource to Cisco's World-Class Customer Collaboration Partners, providing timely and persistent updates, news, announcements and perspective. Welcome!" It includes a link to cisco.com/go/cc and indicates it was joined in July 2011. The follower count is 638 and the number of followers is 2,708. Below the bio, there are four tabs: Tweets (selected), Tweets & replies, Media, and Likes. A recent tweet from @CiscoCCPartners dated Feb 19 is displayed, announcing the launch of the next Contact Center Insight Series. The tweet includes a link to cisco.cvent.com. At the bottom of the screenshot, there are standard Twitter interaction icons for comments, retweets, likes, and shares.

Partner Non-Disclosure Agreement (NDA) Review

A Gentle Reminder...

Partner Non-Disclosure Agreement (NDA)

All partners are required to have an NDA legally binding for you as a representative of the company.

As confidential information may be shared with you, the NDA protects Cisco from you sharing this information any further.

"Confidential Information" refers to:

1. The terms and conditions of your agreement,
2. The existence of the discussions between Cisco employees and you, and
3. Any other information concerning the confidential topics.

The Receiving Party shall only disclose Confidential Information to its employees and contractors who:

- (i) have a need to access such Confidential Information solely for the purpose in which it was intended, and
- (ii) have been advised of the obligations of confidentiality and are under obligations of confidentiality substantially similar to those set out in this Agreement.

Return or destruction of confidential information is required in the event that either party terminates their NDA Agreement. Receiving Party shall:

- (i) cease using the Confidential information, and
- (ii) destroy everything within seven business days of receipt of the termination

How to ask questions during the presentation

Use the Q&A tool to submit questions at any time during the presentation (Not the chat tool)

Type your question in the text box and click SEND



OR

When in **full screen mode** use the floating toolbar to:

- Go from Full Screen view to Meeting Room view
- Access the Q&A tool



a) Toggle between full screen and meeting room view
b) Q&A Tool

A woman with dark hair tied back, wearing a teal short-sleeved blouse, is seated at a desk in an office environment. She is wearing a white headset with a microphone and is smiling. Her hands are on a white telephone handset on the desk. In the background, another person is visible at their desk. The office has large windows and a modern design.

Todays Session:

IVR and Contact Routing



Webex Contact Center IVR - Contact Flows - Scripting

Designing the Customer Experience

Arunabh Bhattacharjee

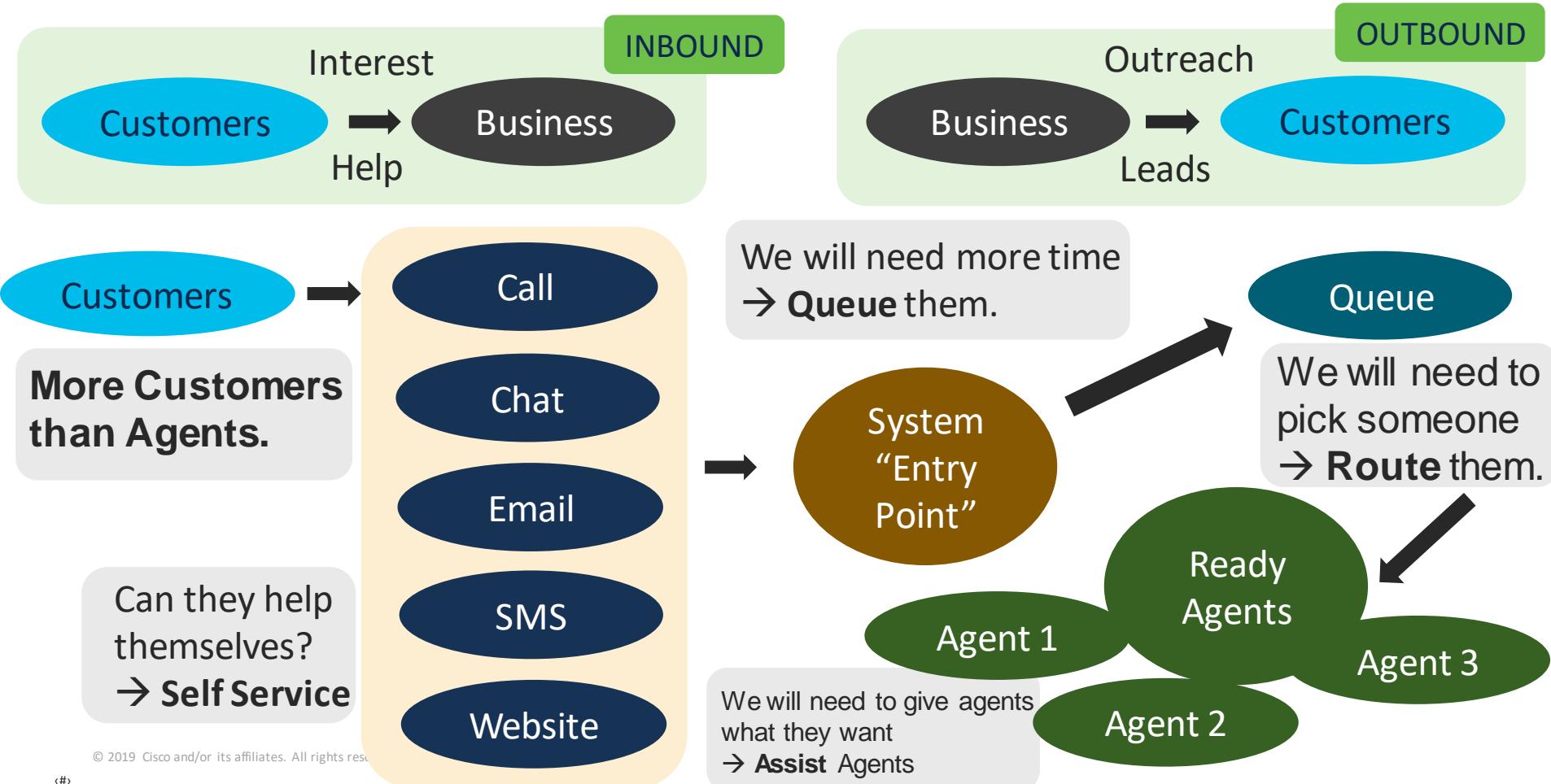
Sr. Software Engineer, Solution Assurance

January 2021

Foreword – Software Systems are inherently similar

- **Think Mental Models** – Implementations may change but *mental models rarely do!*
- **Static Understanding:** Understand the **Data Elements** and the **Domain Model**
- **Dynamic Understanding:** **Events & Listeners** and **Triggers & Actions, State Machines**
- **Identification(Id)** of live objects interacting in the system and how they tie together.
- **Statistical Analysis** of the aggregate interactions a.k.a **Reporting / Analytics**
- **Routing from Source → Nodes → Destination “How do I get there?”**

Contact Center? Customer Care? Customer Experience?



Agenda



Contact Routing Overview & Configuration



Pre-requisite: Connectors



Pre-requisite: Configuration



Self-service Traditional vs Intelligent IVR – End to End



Flow Control deep dive



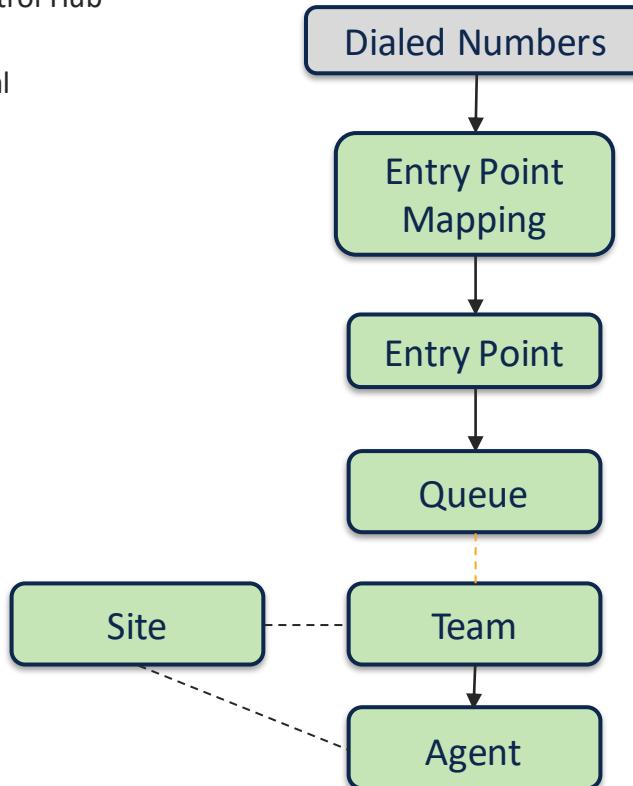
Customer Case Study & End to End call flow

Contact Center Routing

Contact Flow Overview

Webex Control Hub

WxCC Portal



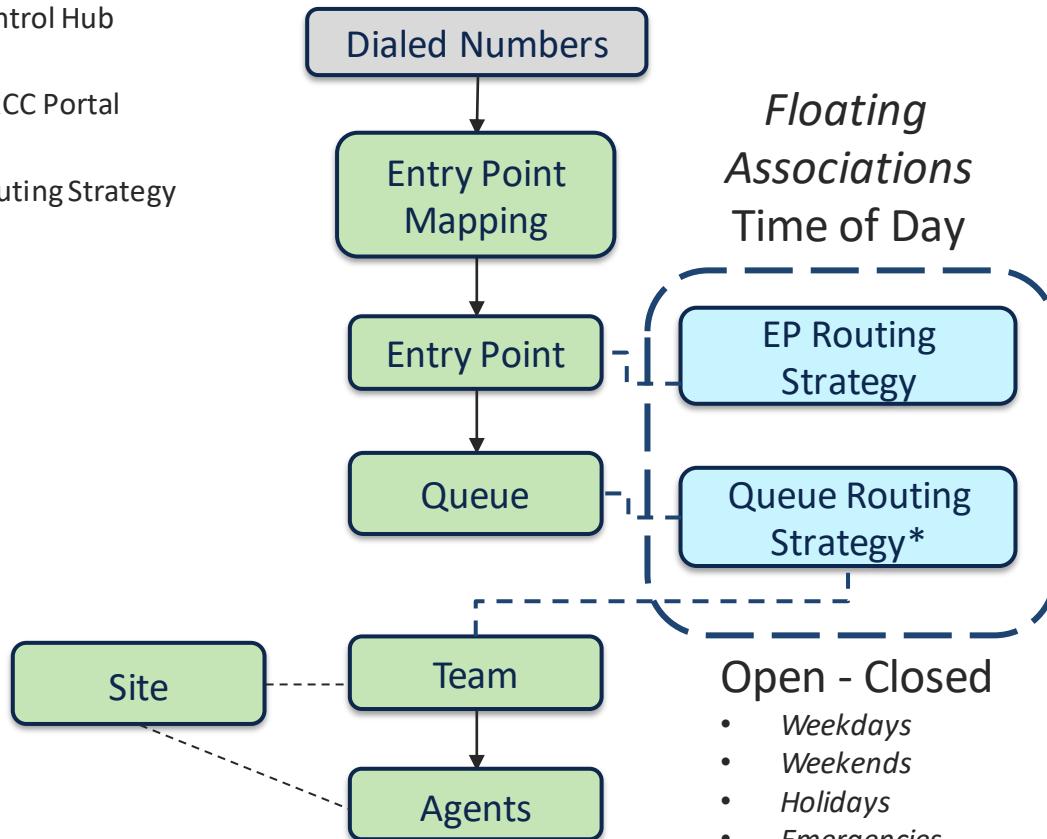
Dialed Numbers from Webex Calling are Mapped* within Webex Contact Center from Control Hub

Entry Point Mappings tie the Dialed Numbers into the Entry Points. Teams are the end Destinations.

Wx Calling or vPOP bridge has same process on adding numbers in Webex control Hub

Call Flow Overview - Schedules

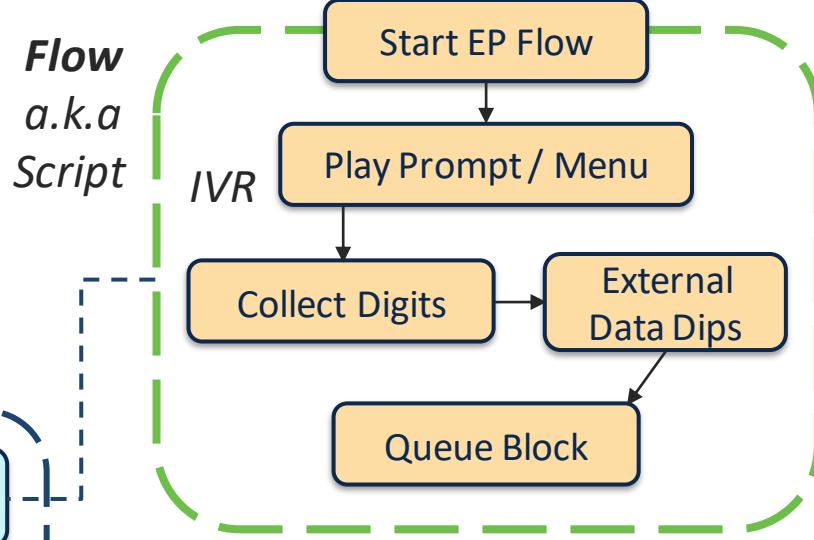
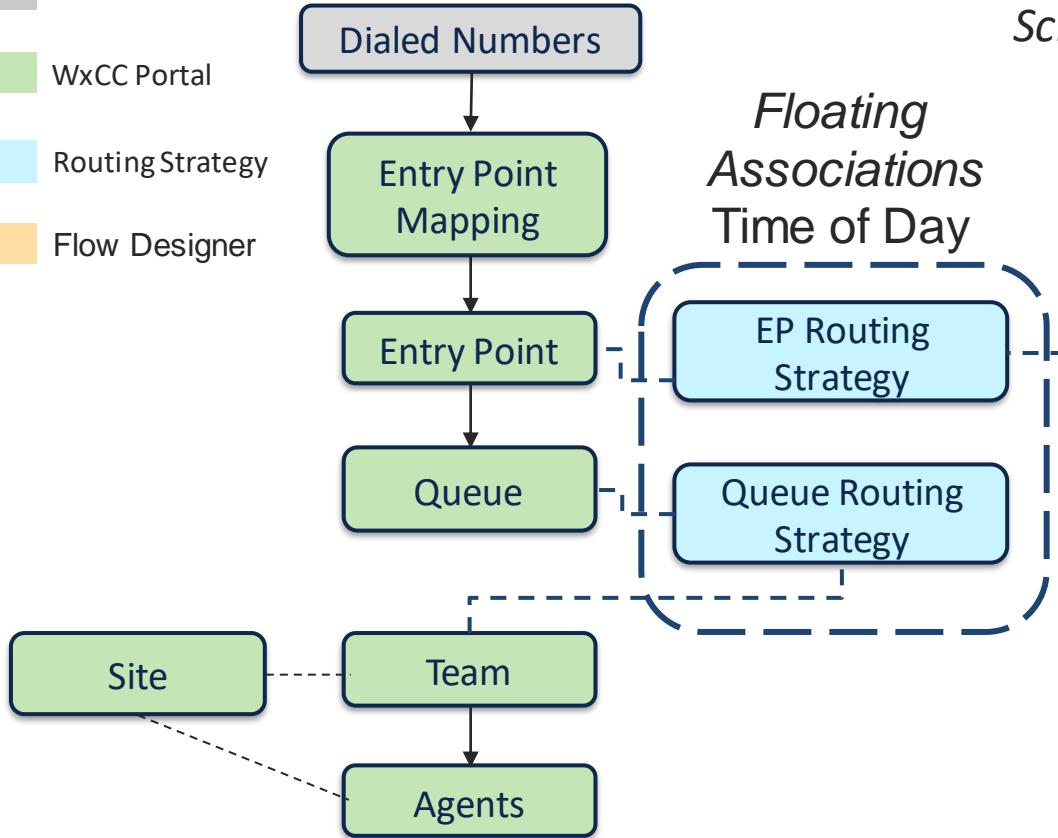
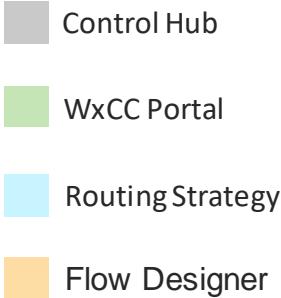
- Control Hub
- WxCC Portal
- Routing Strategy



Schedule Checks for Time of Day or Holiday
hours of operation
Are handled Dynamically by “**Routing Strategies**”.

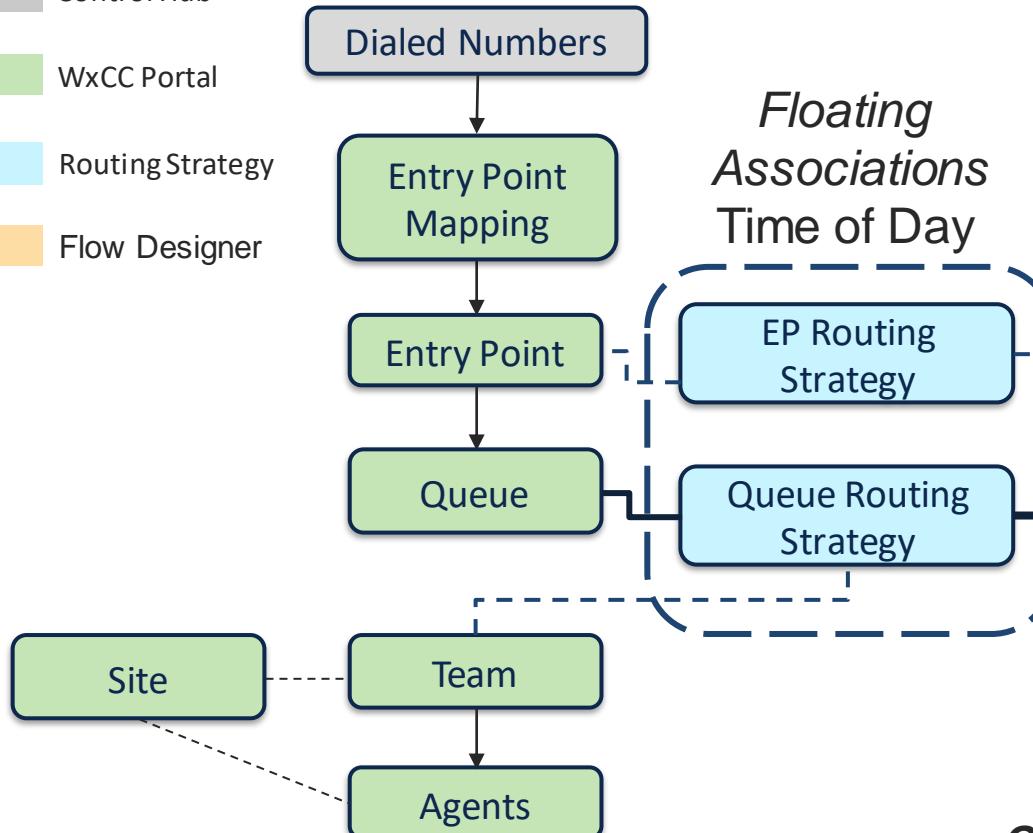
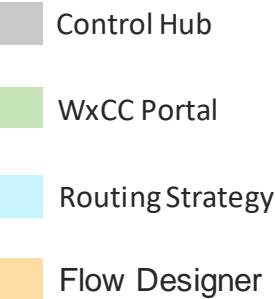
*Coming Soon: Replace Queue Routing Strategy to Queue to Team Configuration within Portal

Call Flow Overview - Flows

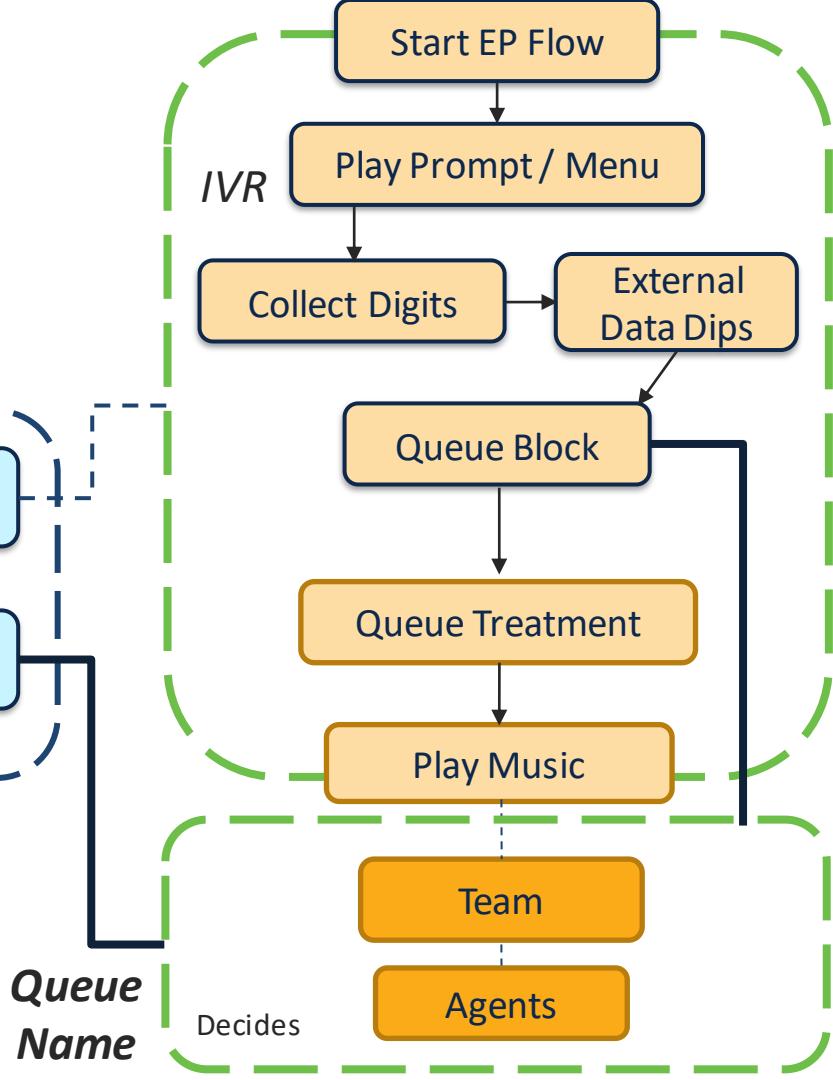


Flows are mapped to the **Entry Point Routing Strategy**.
Dynamic Scheduling decides which flows are used at that specific **“Time of Day”**

Call Flow and Scripting - WxCC



*Floating
Associations
Time of Day*



*Queue
Name*

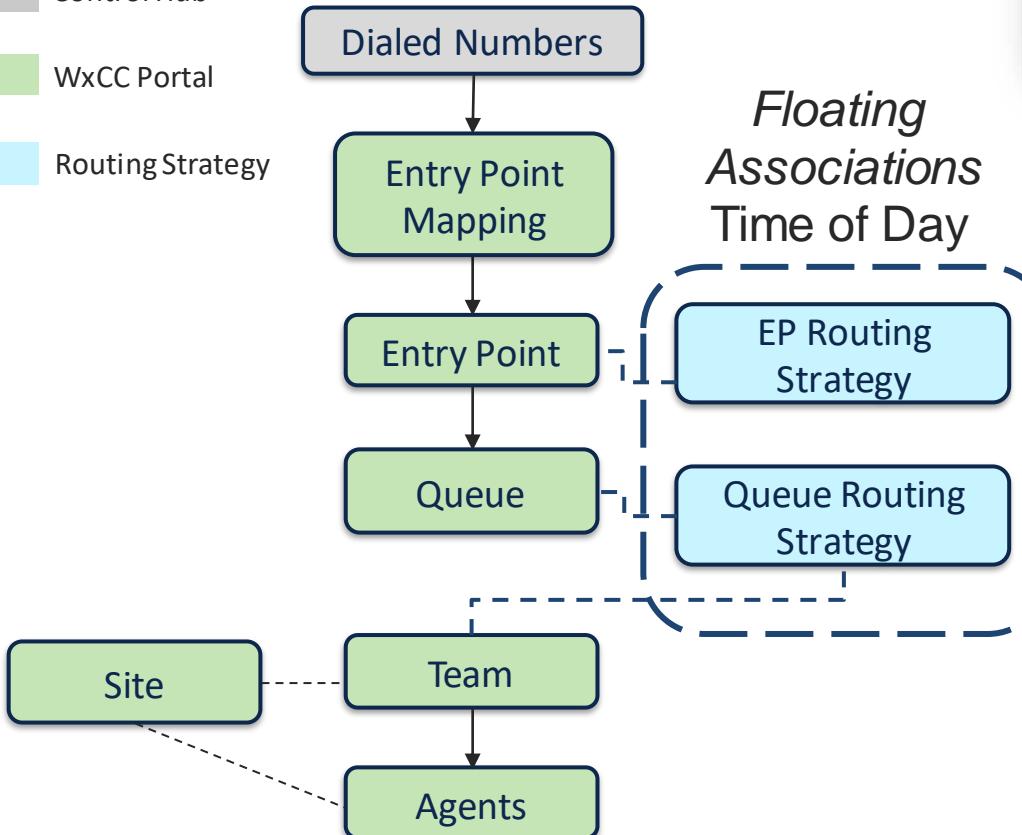
Decides

Call Flows – Flow Builder

Control Hub

WxCC Portal

Routing Strategy



Entry Points

+ New Entry Point

Name	Channel Type
WxCC_EP	Telephony

Queues

+ New Queue

Name	Channel Type
Voice_Q_Test	Telephony

Cisco Webex Flow Designer

arubhatt_FlowScreenshot

Main Flow

Event + NewPhoneContact → PlayMessage1 → CollectDigits1 → Menu1 → DisconnectContact

Activity Library:

- Start Flow
- Play Message
- Queue Contact
- Menu
- Collect Digits
- Feedback
- Virtual Agent
- Callback
- Screen-pop
- Play Music
- Blind Transfer
- Disconnect Contact

Global Flow Properties:

General Settings

Name: arubhatt_FlowScreenshot

Description: Enter a Flow Description.

Variable Definition

Custom Variables

Flow Variables are configurable variables of different data types that can be utilized throughout the flow.

Add Flow Variable

Predefined Variables

Predefined Variables are automatically added and cannot be edited, deleted, or set to a custom value.

Validation: Off

Validation: On

Published Flow

Flow Designer

Pre-requisite:
Users
Connectors
DNs

Control Hub – User Setup Recap

- Bulk Upload User Entries – Make them Agents, Supervisors or Admins.
- **(Optional)** Synchronize Users via Active Directory & Cisco Directory Connector
 - Enable your users with **Single Sign On Capabilities**
 - Control user policies via your directory rules.

The screenshot shows the 'Users' section of the Cisco Webex Control Hub. The left sidebar includes 'Analytics', 'Troubleshooting', 'MANAGEMENT' (selected), 'Users' (selected), 'Workspaces', 'Devices', 'Apps', 'Account', and 'Organization Settings'. The main area displays a table with columns: First Name, Last Name, Display Name, Email, Status, and Actions. There are 168 users listed, including administrators and external administrators. A 'Manage Users' button is at the top right of the table.

The screenshot shows the 'Organization Settings' page. The left sidebar includes 'Analytics', 'Troubleshooting', 'MANAGEMENT' (selected), 'Users', 'Workspaces', 'Devices', 'Apps', 'Account', and 'Organization Settings' (selected). The main area has sections for 'Directory Synchronization and People Insights' and 'Services'. A 'Single Sign-On' configuration dialog is open in the foreground, titled 'Enterprise Settings'. It shows a single option: 'Single sign-on is enabled' with a 'Modify' button. At the bottom of the dialog are 'Back' and 'Next' buttons.

Setup Connectors on Control Hub

- All your connectors for Flow Designer are now on Control Hub
- Leverage the power of several external integrations within the contact flows.
 - **Connectors on Control Hub are then invoked within your scripts via Flow Designer !!**

Social
SMS

SFDC Data Dip

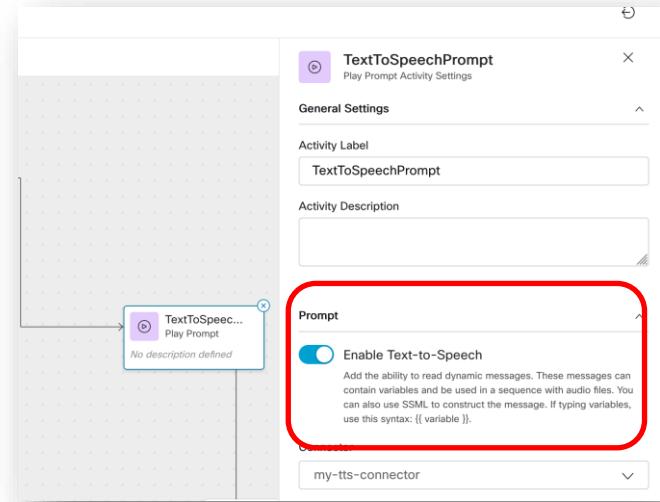
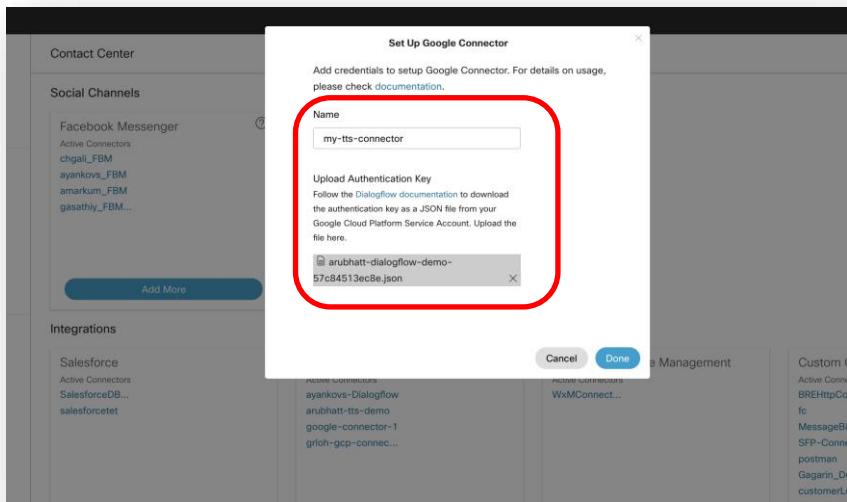
*Details Covered on
Social – 26th January
CRM – 20th January
CCAI – 22nd January
WxM – 28th January*

WxM
Google Text To Speech

Text-to-speech prompts

Details Covered on
CC AI – 22nd January

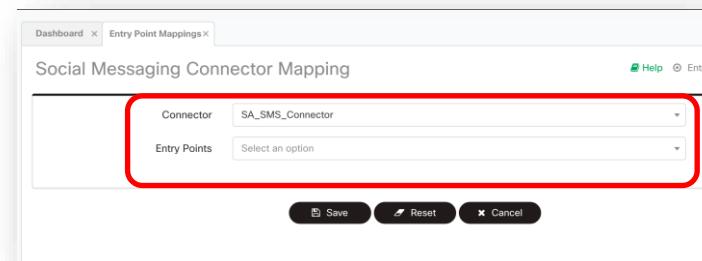
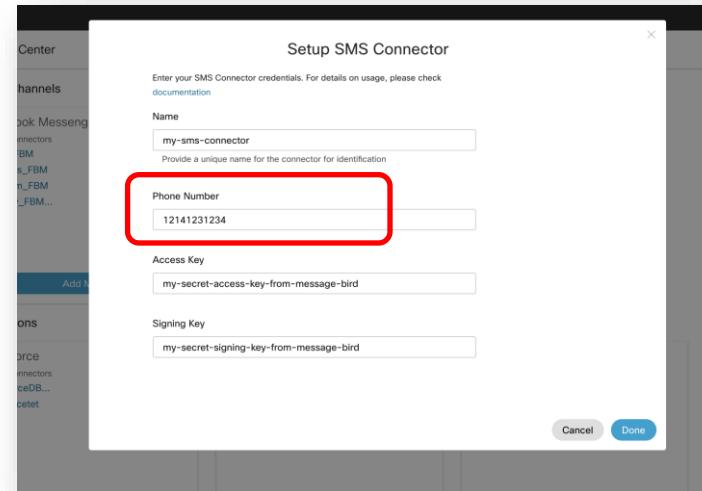
- Setting up Text-to-speech connectors on Control Hub
- Simply uploading the access token – Plug & Play.
- Connectors on Control Hub invoked via Flow Designer through a toggle!



Enabling SMS & Social Channels

- Control Hub for SMS & Social Messaging Connectors
 - Connectors once setup are mapped on Portal
 - Entry Points & Queues created for Social
 - Teams are mapped through Routing Strategies
 - Common Design across Social channels
 - More channels coming soon

Details Covered on Social – 26th January



Identical Configurations & Experience for Agents

Agents receive SMS and Social Contacts on Desktop same as regular Chat messages.

- Agents receive and handle contacts the same way as Chats.
- Interaction History stored for subsequent contacts.

Virtual Agents – Now for Chat & Voice

- Setup Voice Agents on Control Hub – using new or existing DialogFlow Virtual Agents in the Features tab. Connect AI into the Contact Center.
- Invoke these Virtual Agents within Flow Control using the Virtual Agent block

The image shows three screenshots illustrating the setup of a Virtual Agent:

- Screenshot 1: Create New Contact Center Feature**
Shows two options: "Chat Template" and "Virtual Agent". The "Virtual Agent" option is highlighted with a red box.
- Screenshot 2: Create Virtual Agent**
Shows the "Channel Enablement" step. It asks to choose channels for the Virtual Agent. Two options are shown:
 - Use For Chat**: Enables self-service interactions for customer chat experiences. Adds the virtual agent to Contact Center Chat Templates from the Cisco Webex Control Hub.
 - Use For Voice**: Enables self-service for customer voice experiences by adding the Virtual Agent activity to your Flow management table in Routing Strategies.The "Use For Chat" section is highlighted with a red box.
- Screenshot 3: Create Virtual Agent**
Shows the "Create an Agent" step in DialogFlow. It includes steps for Downloading a sample agent, Importing a sample agent, and Customizing your Agent. A "Virtual Agent" block is selected in the "Main Flow" editor, highlighted with a red box.

Details covered on CC AI – 22nd January

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Add DNs – Control Hub - vPOP Bridge orgs

- Add ingress numbers on your VPOP Bridge tenant Under Contact Center Settings.

The screenshot shows the Cisco Webex Control Hub interface. On the left, there's a sidebar with various navigation options like Overview, MONITORING, Analytics, Troubleshooting, MANAGEMENT, and SERVICES. Under SERVICES, the Contact Center option is selected and highlighted with a red box. The main content area is titled "Telephony Settings". It displays a "PSTN Connection" section with a "Voice POP Bridge" button, both of which are also highlighted with red boxes. Below this, there's a "Inbound Dial Numbers" section with an "Add Inbound Dial Numbers" input field and an "Add" button, both of which are highlighted with red boxes. Further down, there's a "Available Numbers (27)" section showing a grid of 27 green rounded rectangular buttons, each containing a phone number starting with "+1-5165179". At the bottom, there's a "Numbers assigned to Entry Points (25)" section with a list of 25 similar green buttons, and a "[show more]" link. The bottom of the screen shows some footer icons and text.

PSTN Connection

Voice POP Bridge

This PSTN Connection type was selected during first-time setup. To learn about Contact Center telephony please read the [Voice Onboarding for Webex Contact Center](#) document.

Inbound Dial Numbers

Add dial numbers that will be used to receive customer calls into your contact center. Once a number is mapped to an entry point, it is moved to the Unavailable Numbers section.

Add Inbound Dial Numbers

Enter "tab" or "return" after typing a number or number range. Use commas to separate multiple entries, e.g. 2145551234, 2145551236-2145551239.

Available Numbers (27)

+1-5165179241X +1-5165179246X +1-5165179247X +1-5165179248X +1-5165179249X
+1-5165179273X +1-5165179277X +1-5165179278X +1-5165179286X +1-5165179287X
+1-5165179288X +1-5165179290X +1-5165179291X +1-5165179296X +1-5165179297X
+1-5165179302X +1-5165179303X +1-5165179305X +1-5165179307X +1-5165179308X
+1-5165179309X +1-5165179312X +1-5165179313X +1-5165179322X +1-5165179323X

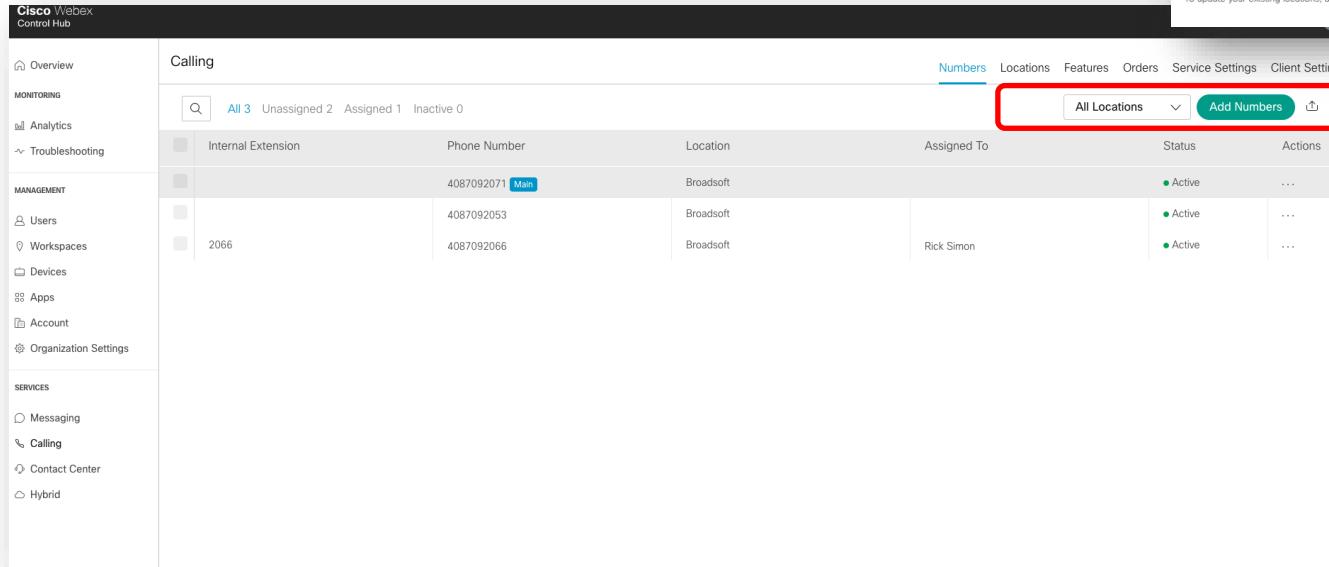
[show more]

⚠ These numbers are currently in-use. Removing them could disrupt active calls.

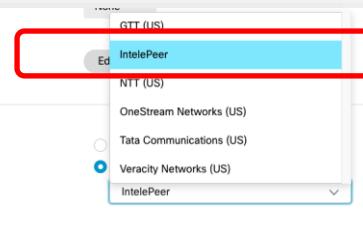
+1-5165170275 +1-5165179009 +1-5165179025 +1-5165179040 +1-5165179043 +1-5165179045

Add DNs – Control Hub - Webex Calling CCP Orgs

- Add ingress numbers on your Webex Calling tenant under Calling
- Select your preferred PSTN provider.
- Assign a Main number to the Calling Location.



The screenshot shows the Cisco Webex Control Hub interface. On the left, there's a sidebar with various navigation options like Overview, Monitoring, Analytics, Troubleshooting, Management, Services, and Contact Center. The main area is titled 'Calling'. At the top, there's a search bar and a button labeled 'All Locations'. Below that is a table with columns: Internal Extension, Phone Number, Location, Assigned To, Status, and Actions. There are three rows in the table. The first row has an extension '4087092071' with a status 'Main'. The second row has an extension '4087092053'. The third row has an extension '2066'. The 'Actions' column for the third row contains a link to 'Rick Simon'. At the bottom of the page, there's a footer with copyright information: '© 2019 Cisco and/or its affiliates. All rights reserved. Cisco Confidential'.



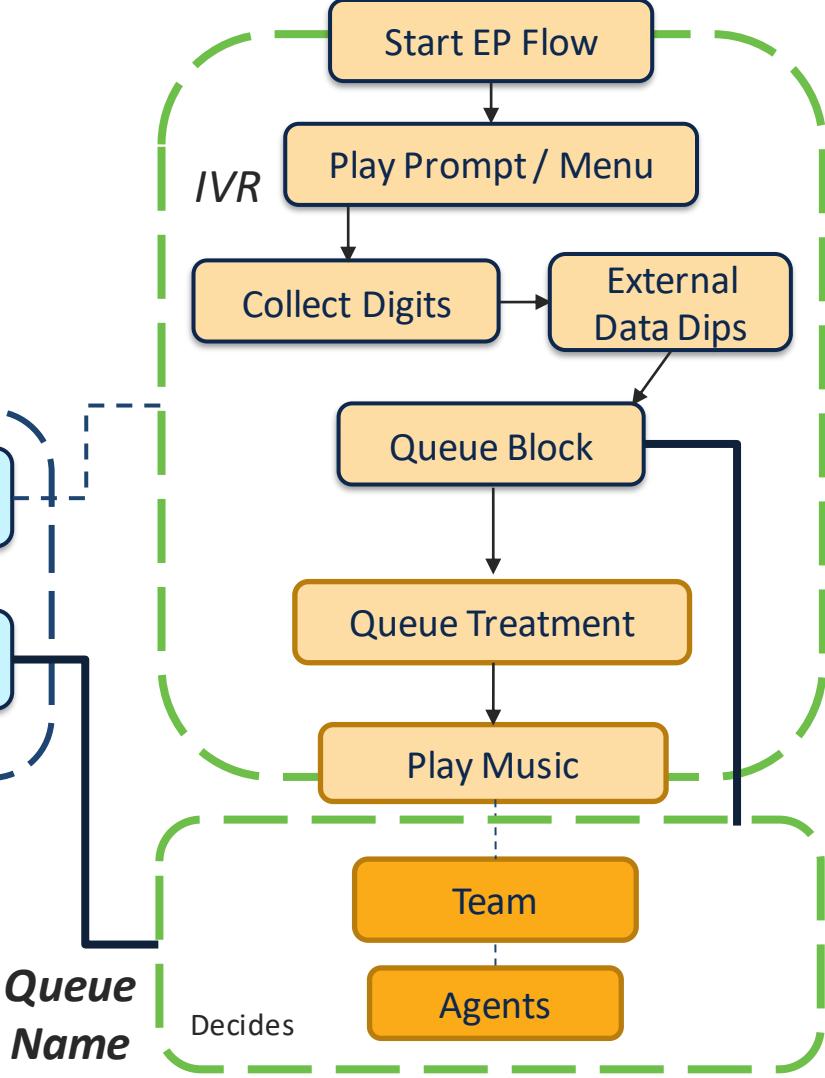
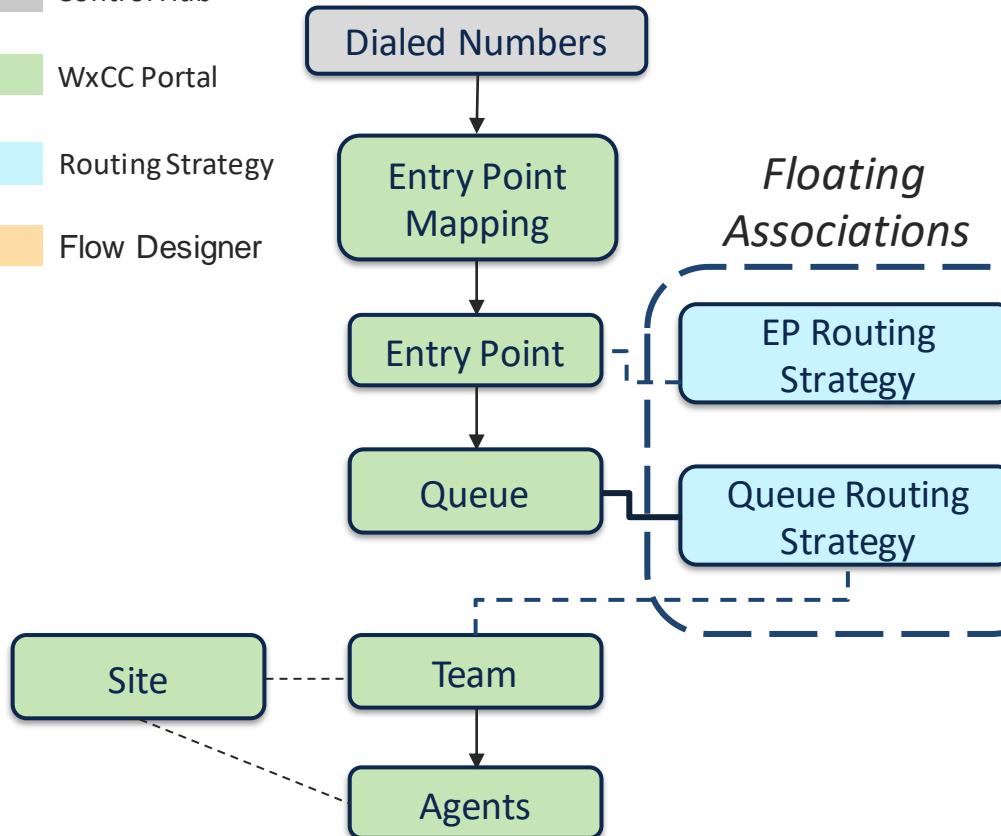
Call Flow and Scripting - WxCC

Control Hub

WxCC Portal

Routing Strategy

Flow Designer

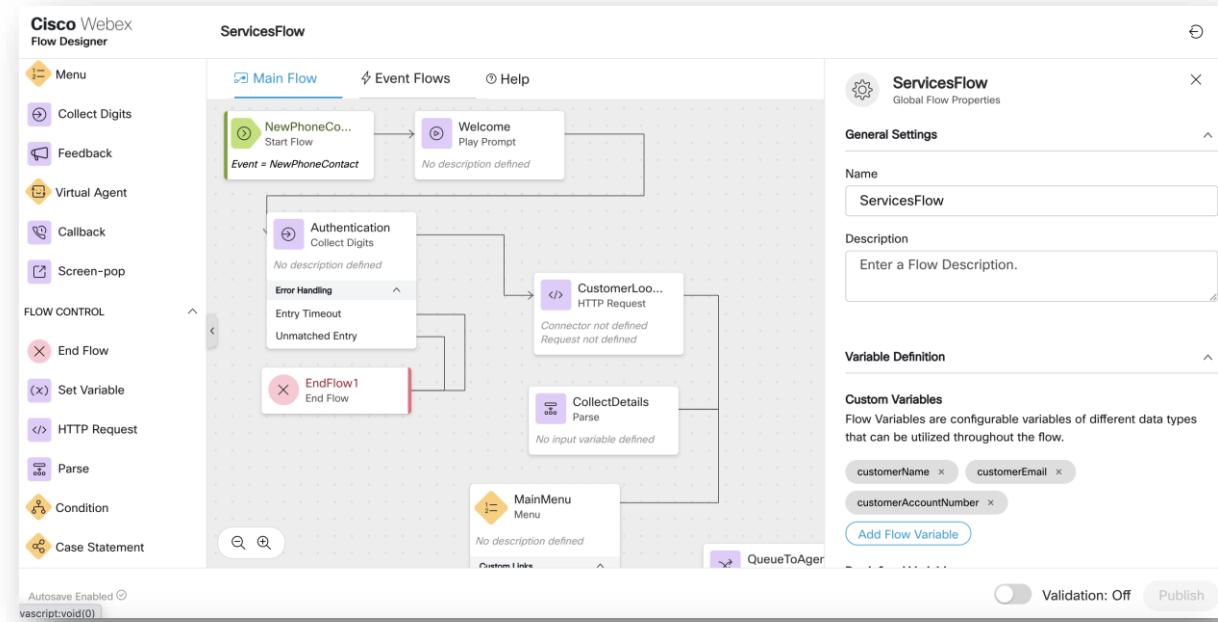


What is Flow Designer?

Flow Designer

Orchestrate the end to end Caller Experience through the new **Flow Designer**

- Easy to use
- Flexible
- Programmable
- Extensible
- Out-of-box palette
- Expression builder & parser
- Real-Time Validations

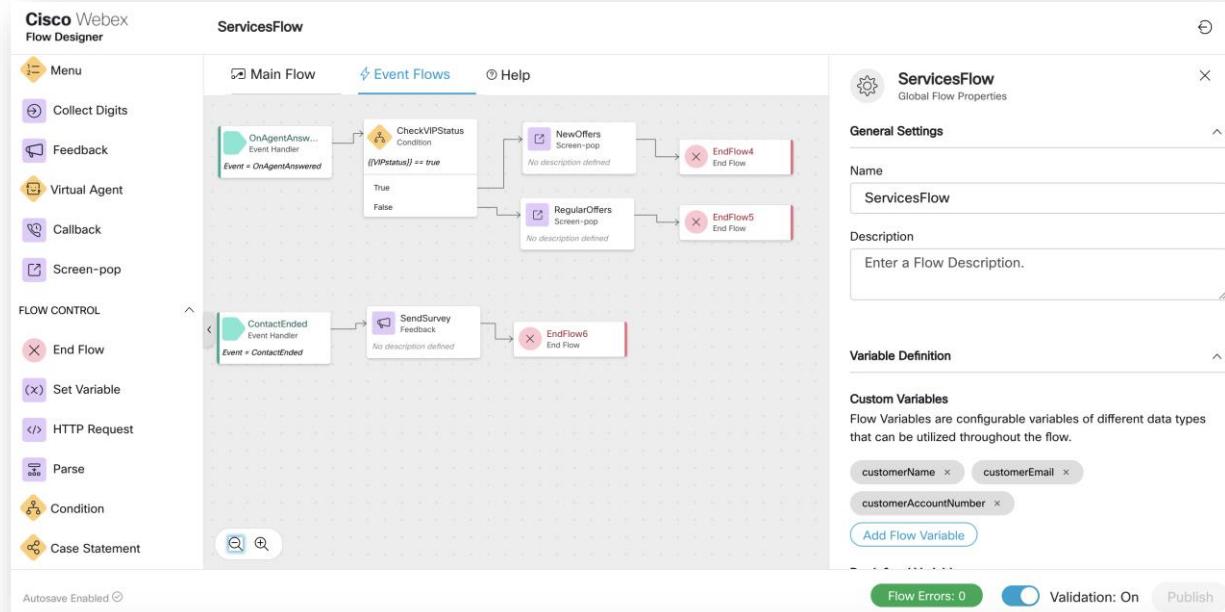


Queue Block – Get Queue Info - Event Flows

Queued Calls need a **Queue Block** - Has events that trigger **event flows**.

Main Flow - Queue Block

- Queue Treatment
- Estimated Wait Time
- Position In Queue
- Callbacks & Opt-outs
- Transfer out to External
- Powerful Scripting within the Queued Block.



Event Flows

- Screen Pops on Agent Answer
- Post Call Survey After contact ending

Flow Control - Integrations

Connectors

From CRM to Custom Connectors
Bring all the integrations in the Flow.
Use HTTPS Lookups within flow.

Text To Speech

Move from Static to Dynamic Prompts, with injected variables.

Bots

Use Interactive Voice Agents within the IVR, for Speech recognition, transcription and escalation to Agent.
Fulfil maximum contacts within the IVR.

Feedback

Generate **Post Call Surveys from within the flow.**
Use the power of Webex Experience Management to get direct customer feedback.

Screen-Pops

Provide **Agent context from within Flow control** with little to no custom scripting required – simply drag and drop.

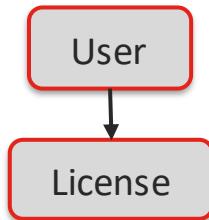
Queue Treatment

EWT, PIQ, Transfer, Opt-Out Callbacks, etc
Use **Event flows from within the Queue** for advanced queue.

Step by Step Contact Routing – Add Users & DNs

Control Hub

Portal



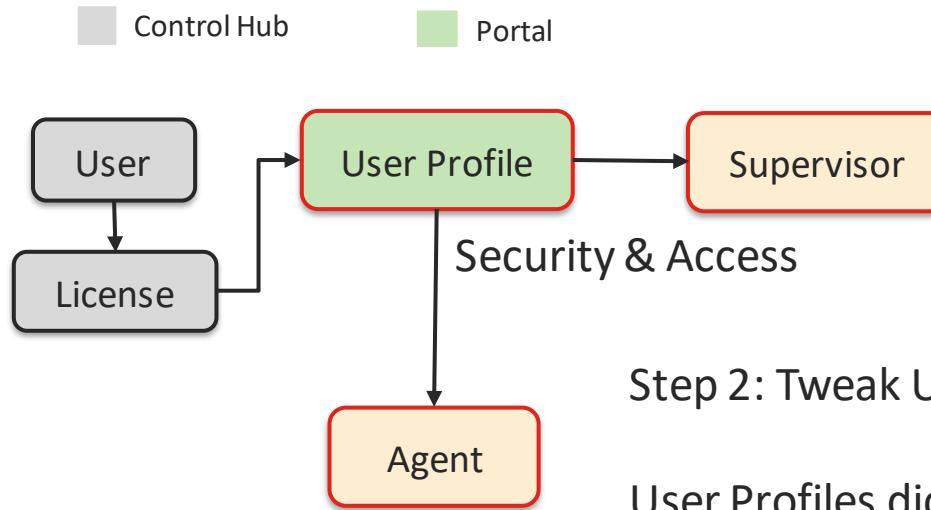
Step 1: Add Users, Licenses, Connectors, Bots, Inbound Numbers

Connectors

Bots

Inbound
Numbers

Step by Step Contact Routing – Sync Users



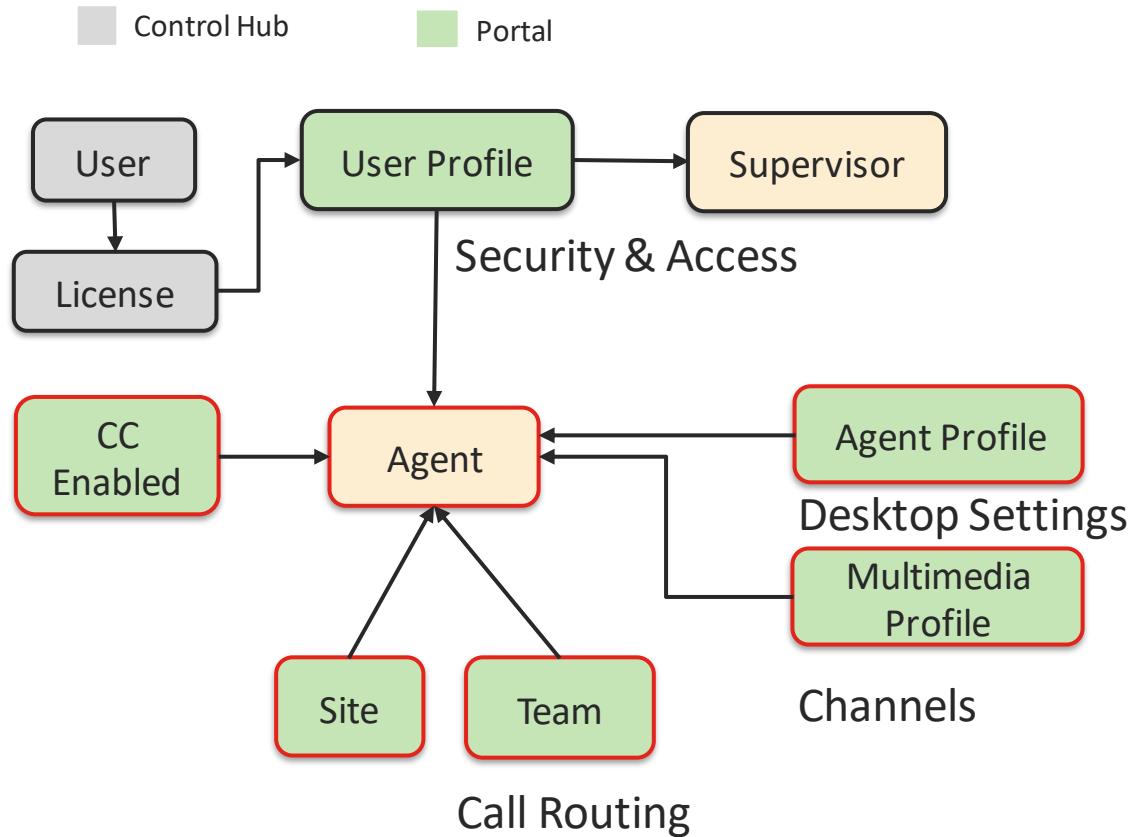
Step 2: Tweak User Security Profiles if required

User Profiles dictate who gets access to which module on WebexCC.

Default User Profiles:

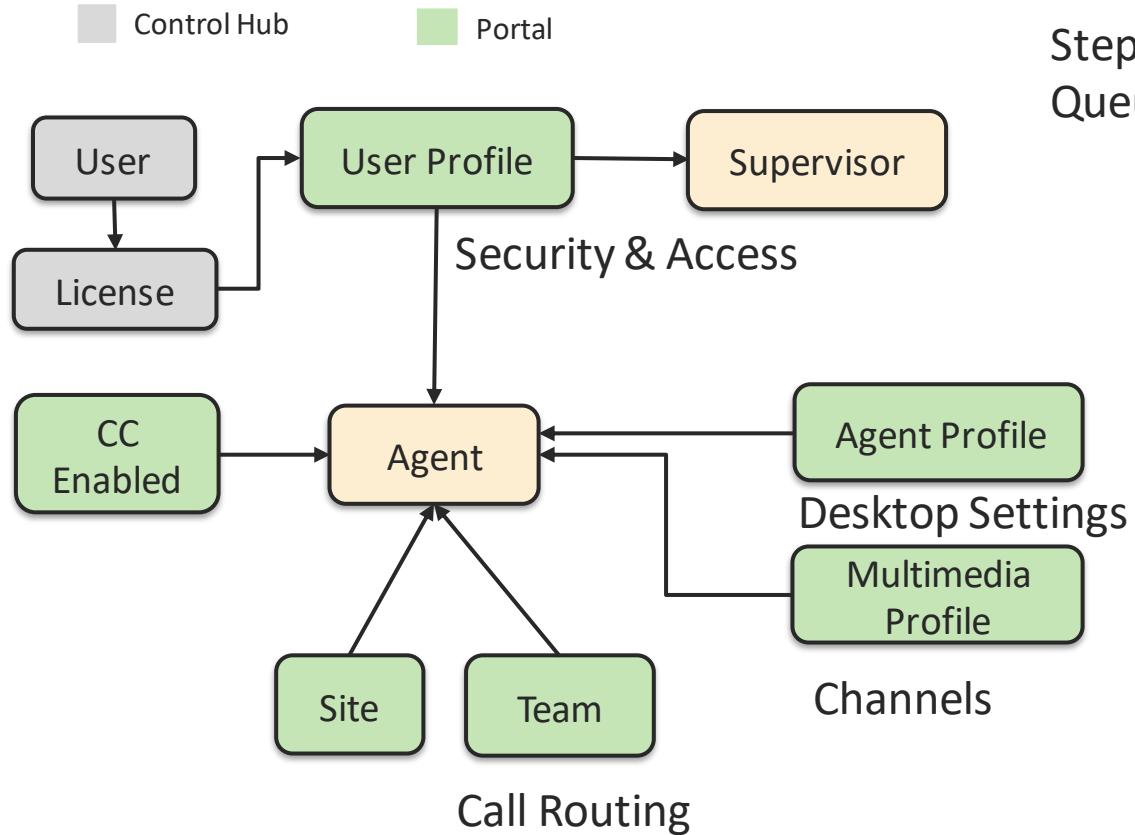
- Administrator
- Supervisor
- Agent

Step by Step Contact Routing – Agent Desktop Login



Step 3: Provision the contact center Sites, Teams & Agent Profiles

Step by Step Contact Routing – EPs, Q, Mappings



Step 4: Provision Entry Points, Queues, DN to EP Mappings

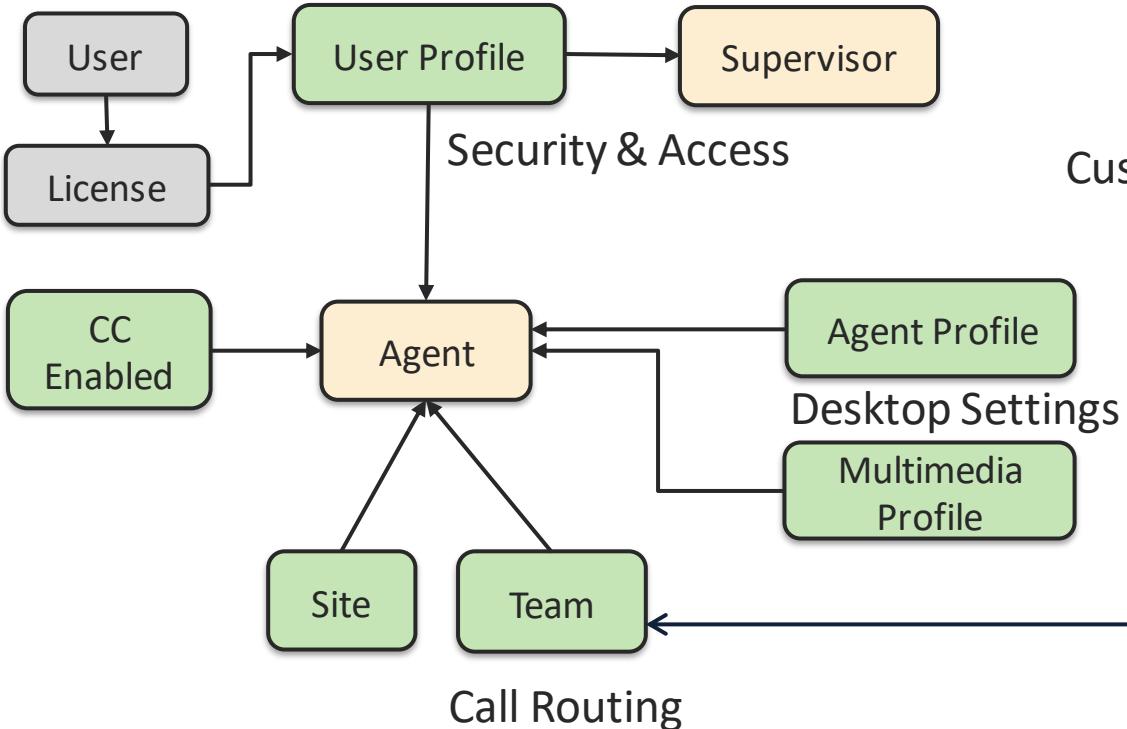
- Entry Points
- Entry Point Mappings
- Queues

Step by Step Contact Routing – Flow & RS

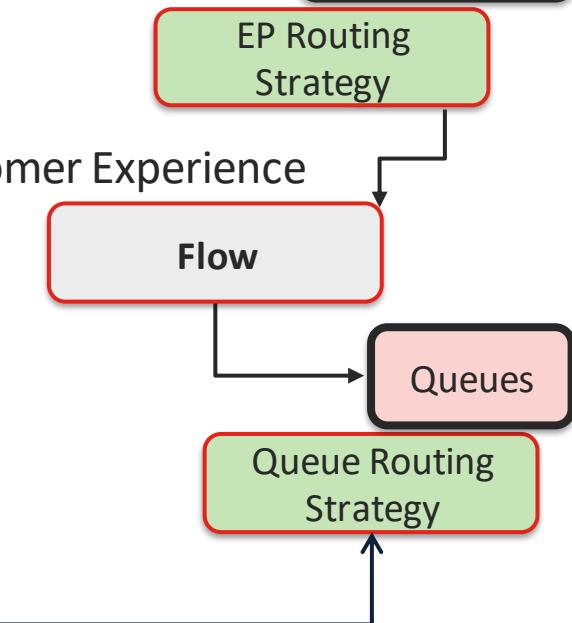
Control Hub

Portal

Step 5: Complete the Call Flow & RS

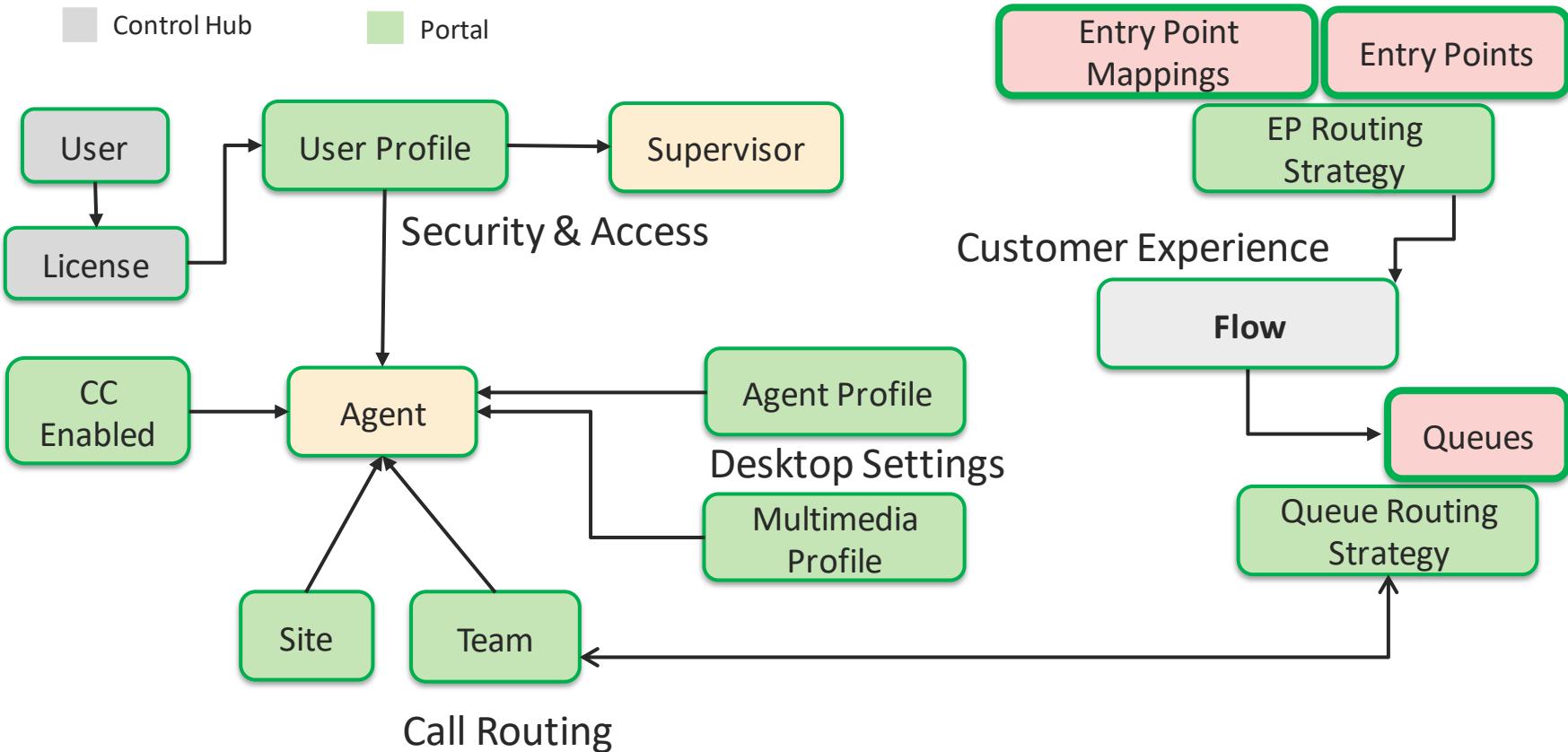


Customer Experience



Step by Step Contact Routing - Overall

Webex Contact Center



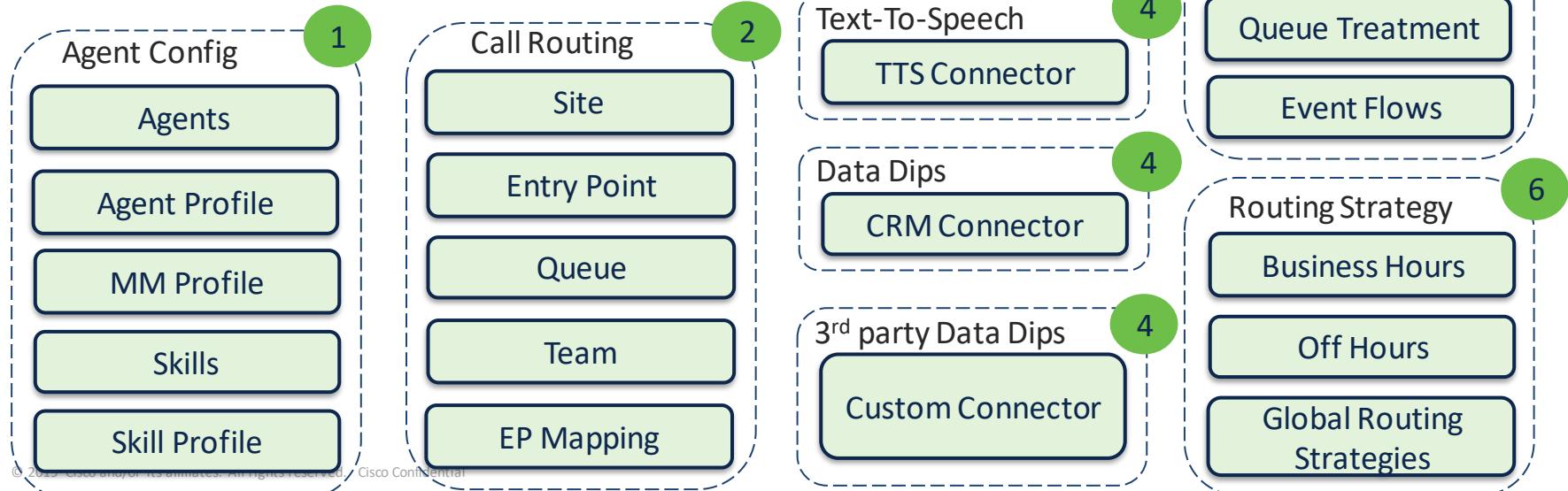
Contact Center Buildout

>> Fast Forward >>

Webex Contact Center Domain Landscape

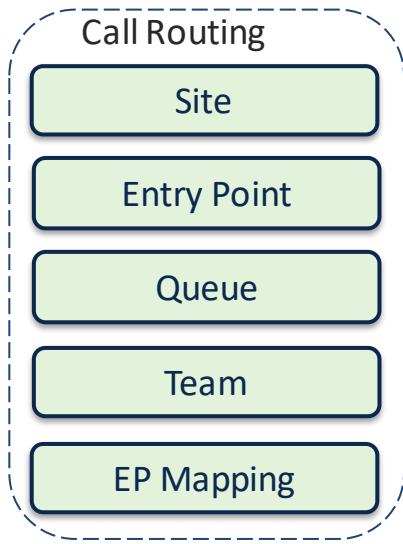
We'll go into each block and understand how
the pieces tie together

**>> Fast Forward >>
with Screenshots**



Configure Call Routing Entities

Step 1: Setup Ingress Channels, Telephony and Queue Configuration



Entry Points

+ New Entry Point

Name

Queues

+ New Queue

Name

- ... amarkum_Q_c
- ... amarkum_Q_F
- ... avankovs_EB

Entry Point Mappings

Dialed Numbers Social Messaging

Select Entry Point All

+ New Mapping

DN	Entry Point
bokramer_DN	bokramer_EP

Sites

+ New Site

Name

bokramer_SITE

Teams

+ New Team

Team	Site
bokramer_TEAM	bokramer_SITE

Configure Agents for Inbound & Out-dial Calling

Step 2: Setup the Agent Configuration



Agent Profile

General Information Auxiliary Codes Collaboration **Dial Plan** Agent DN Validation Agent Viewable Statistics Agent Thresholds

Dial Plan

Outdial Enabled	On
Outdial Entry Point	Outdial Entry Point-1
Address Book	SA_Address_Book
Dial Plan Enabled	On
Select Dial Plan	* AgentLogin * Any Format
Outdial ANI	Test

Contact Center Enabled On
Status Active

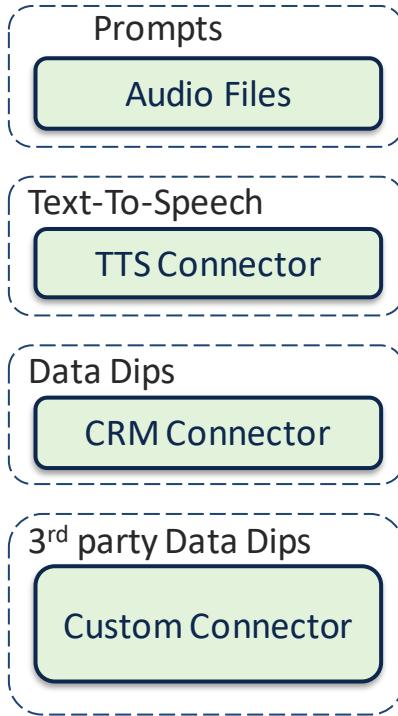
Agent Settings

Local	SA_CSAM_Site
Equipes	Bosco_COVIDTestingApp * Team_arubhatt * Team_CSAM
Skill Profile	Select
Agent Profile	Agent-Profile
Multimedia Profile	CSAM_Omnichannel_Profile
Default Dn	
External Id	

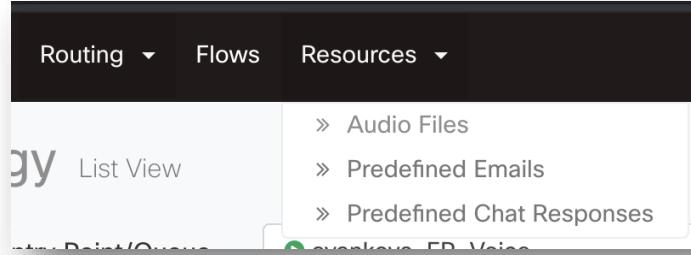
Save Cancel

Configure the Audio Sources

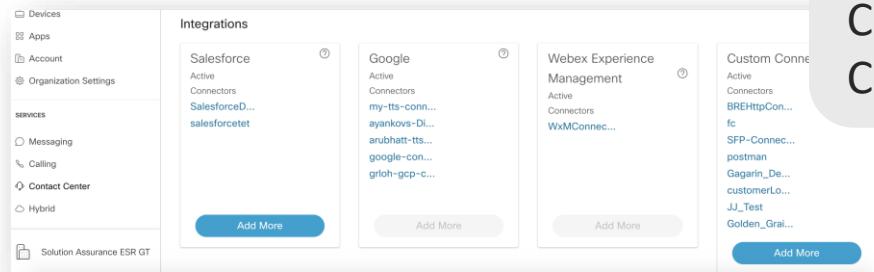
Configure the Connectors via Control Hub



Step 3: Upload Prompts & Setup



Step 4: Configure TTS Configuration & Configure Connectors.

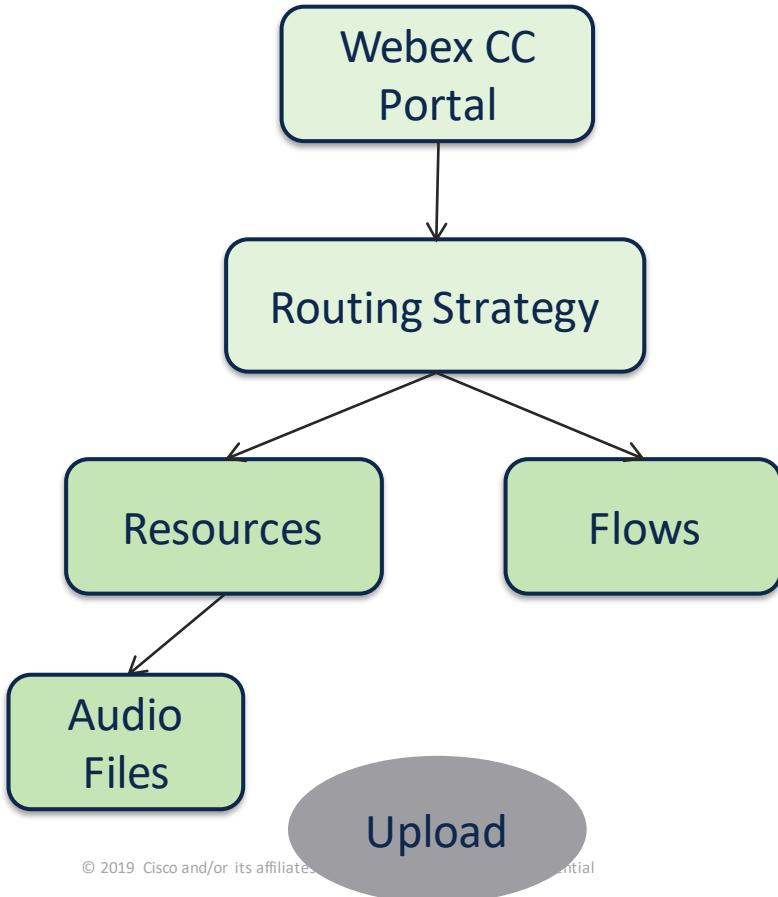


Convert your
audio files

Attach your
SFDC / GCP
API accounts

Optional
Build a
Custom
Connector

Prompts & Flows – Where and How?



Name	Status	Description	Created
... welherte_CRR	Draft		18-Nov-2020
... arubhatt_FlowScreenshot	Draft		17-Nov-2020
... NewFlow	Draft		17-Nov-2020
... adudupa_VVA3	Published		17-Nov-2020
... gagarin2_Nov17	Published	gagarin2_Nov17	17-Nov-2020
... arubhatt_MainLine_TTS	Draft	TTS MainLine script	17-Nov-2020
... NewFlow	Draft		17-Nov-2020
... jikraeme_voice_demo_2	Published	Simple Flow with 2 prompts and EWT	17-Nov-2020

Showing 1 to 20 of 194 entries

First Previous 1 2

Prompts – Wav Files - Properties

The screenshot shows a list of audio files in the 'Audio Files' section of the Cisco Webex CC Routing Strategy. The table has two columns: 'Resource Name' and 'Last Updated'. The files listed are: 0.wav, 1.wav, 10.wav, 11.wav, 12.wav, 13.wav, 14.wav, and 15.M4A. All files were last updated on 16-Jun-2020. A 'New' button is visible at the top left.

Resource Name	Last Updated
0.wav	16-Jun-2020
1.wav	16-Jun-2020
10.wav	16-Jun-2020
11.wav	16-Jun-2020
12.wav	16-Jun-2020
13.wav	16-Jun-2020
14.wav	16-Jun-2020
15.M4A	16-Jun-2020

Showing 1 to 20 of 71 entries

The file format is **CCITT (G711) u-Law, 8 kHz, 8 bit Mono***

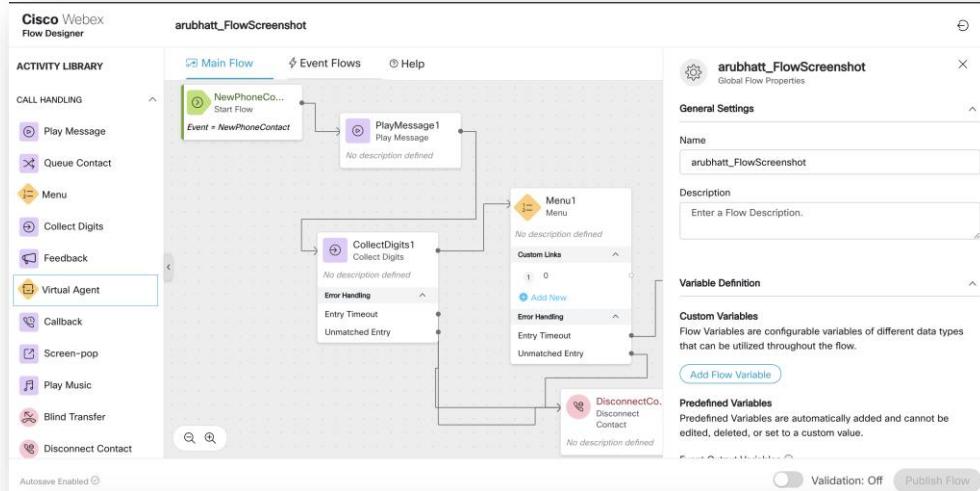
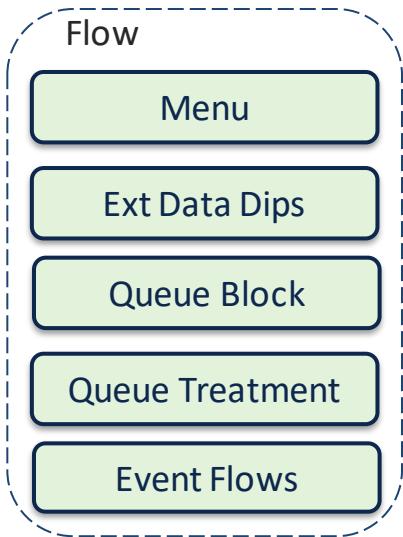
Import files into Webex CC **Routing Strategy > Resources > Audio Files.**

Use a universal converter like g711.org

*Dynamic Prompts can be generated via TTS capabilities
(Google Text to speech API).*

Configure Call Flows

Step 4: Configure your call flows using Flow Control



Configuring Routing Strategies

Step 5: Configure your schedules and tie them all together using Routing Strategies



*Removed in the new WxCC
Plans to bring business hours from within Flow Control

The screenshot shows two main windows. The top window is titled 'Routing Strategies' and displays a table of current strategies. The bottom window is titled 'Overwrite Routing Strategy' and shows detailed configuration for a specific strategy named 'Open24x7'. Both windows include tabs for 'Routing', 'Flows', and 'Resources'.

Routing Strategies Table:

Name	ID	Status	Default	Repetition	Start Date	Start Time
Current-Open24x7	AxIGHF66TL-WqCpfF-be	Current	Yes	Daily	14-Jan-2021	0000
Open24x7	AxGHDQvzzZ5gULAcG1	Active	Yes	Daily	21-Dec-2020	0000

Overwrite Routing Strategy - General Settings:

- Name: Open24x7
- Status: Active
- Enterprise Name: CC TSA
- Entry Point: Outdial Entry Point-1

Overwrite Routing Strategy - Time Settings:

- Start Date: 21-Dec-2020
- End Date: 21-Dec-2050
- Start Time: 0000
- End Time: 2400
- Day of Week: All Days
- Days of Week icons: Sun, Mon, Tue, Wed, Thu, Fri, Sat

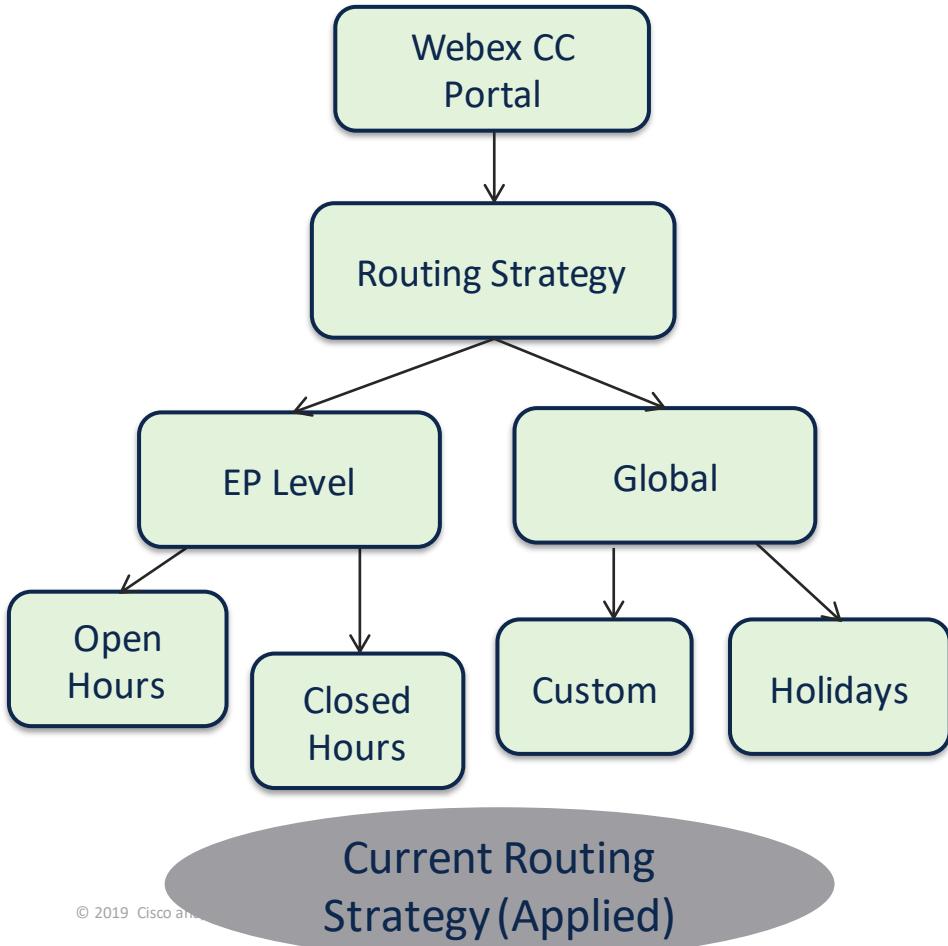
Overwrite Routing Strategy - Advanced Settings:

- Music on Hold: defaultmusic_on_hold.wav

Overwrite Routing Strategy - Call Control:

- Control Script: Outdial_EP.js
- Image: (Image icon)

Routing Strategies - Scheduling



A screenshot of a Cisco Global Routing Strategy List interface. The interface shows a table with four rows of data:

Name	ID	Status	Default
Good Friday	AXJ763g9bsYh1P3w0BNH	Active	Yes
New Years Day	AXJRO0ckXTrHaX8karTo	Active	Yes
Christmas Day	AXJ77xahbsYh1P3w0BPN	Active	Yes

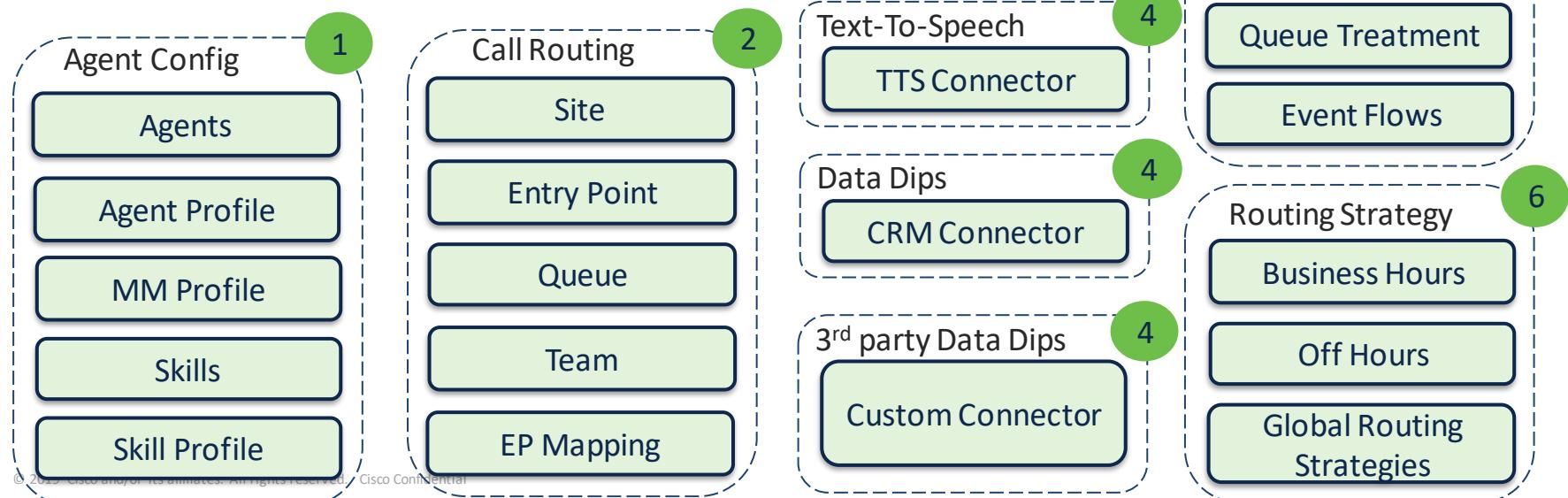
Routing Strategies will need to be Created on WebexCC for the **Time of Day** configured –
E.g.: Weekdays (Open), Weekdays (Closed),
Weekends

Holiday Lists via **Global Routing Strategies**.

Webex CC Call Flow Configuration Landscape

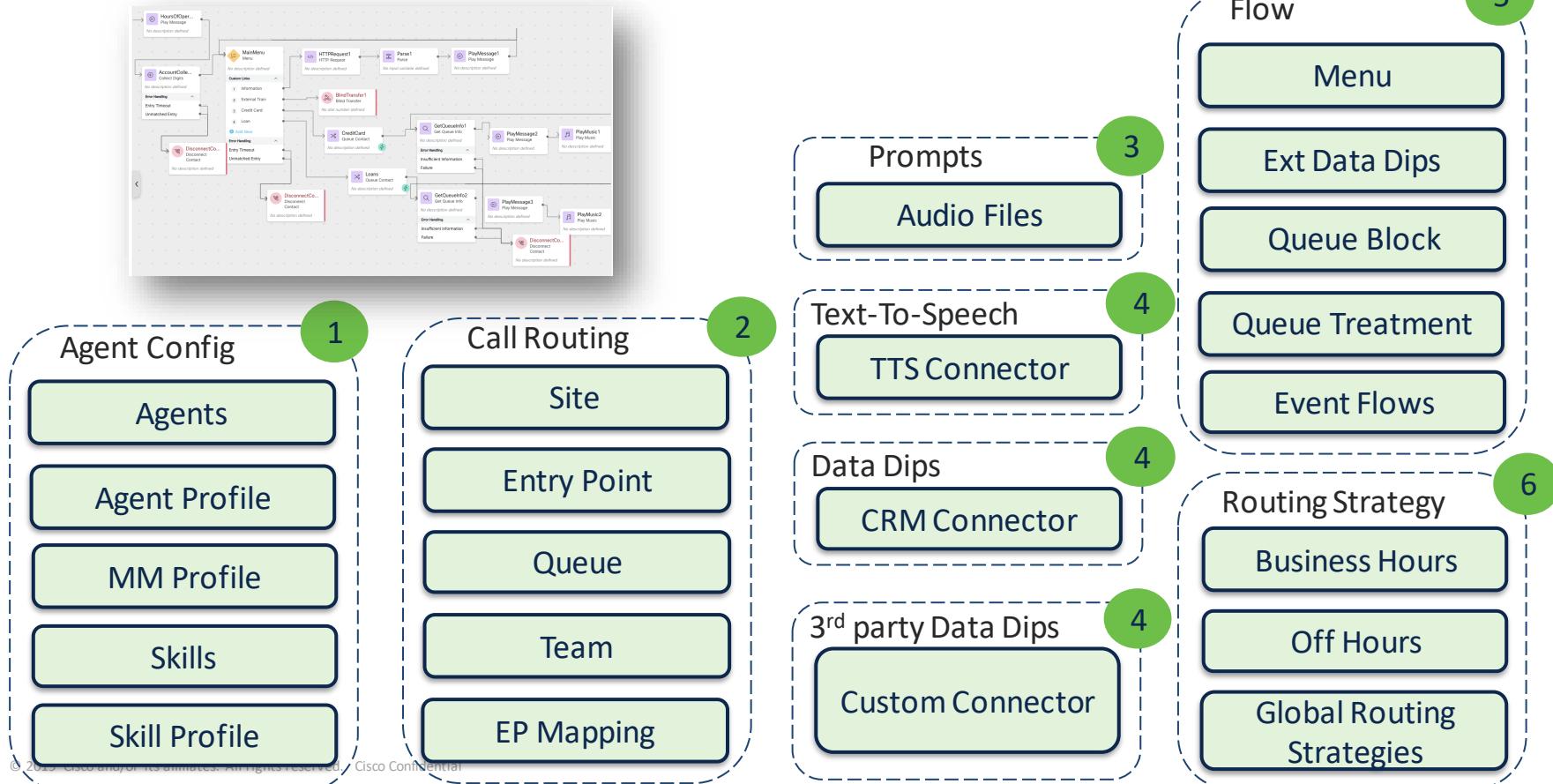
Step by Step configuration – end to end

>> Fast Forwarded >>



Webex CC Call Flow Configuration Landscape

Step by Step deployment



Flow Designer

Available Flow Steps - WebexCC



Play Message



Collect Digits



Menu



Set Variable



HTTP Request



Parse



Condition



Case

- **New Phone Contact** – Starts a flow when the call hits the EP (**ANI, DNIS**)
- **Play Message** - Will be used to play any **Static wav files or TTS**
- **Collect Digits** – Will be used to collect account number digits (**Collected Digits**)
- **Menu (4 Options)** – Used for the 4 options (**Selected Option**)
- **Set Variable** – Set a custom or system variable to specific value (**custom or system**)
- **HTTP Request** – Step used to Make a REST Call– used with Option 1 (**Status, Response**)
- **Parse Block** – Used to parse XML or JSON payload and extract information (**Variables**)
- **Condition** – Used to logically validate the flow conditions (**true / false**)
- **Case** – Switch case statement for multiple branch out (**allows 1 input many outputs**)

Available Flow Steps - WebexCC

- | | | |
|---|--------------------|--|
|  | Feedback | <ul style="list-style-type: none">• Feedback – Post call surveys integrated with WxM Connector on Control Hub |
|  | Virtual Agent | <ul style="list-style-type: none">• Virtual Agent – In Script Bot (Voice bots) Chat Bot on Control Hub |
|  | Callback | <ul style="list-style-type: none">• Callback – Courtesy Call back (maintain position in queue) Target Queue |
|  | Screen-pop | <ul style="list-style-type: none">• Screen Pop – Pops a URL within agent desktop (iframe) or a new tab |
|  | Queue Contact | <ul style="list-style-type: none">• Queue Contact – Target Queue. Waits for Available agent interrupt. |
|  | Play Music | <ul style="list-style-type: none">• Play Music – Play music in queue while caller is waiting. Trim / split file. |
|  | Blind Transfer | <ul style="list-style-type: none">• Blind Transfer – Call Redirect externally. Loose call recording. |
|  | Disconnect Contact | <ul style="list-style-type: none">• Disconnect Contact – Force end the call |
|  | Get Queue Info | <ul style="list-style-type: none">• Feedback - Will be used for the hours of operation• Get Queue Info – Position in Queue and Estimated Wait Time• End Call – Logically end the flow – Does not end the call. |

Flow Designer: Sample Use Cases

Entry Point Flow: Play Prompts

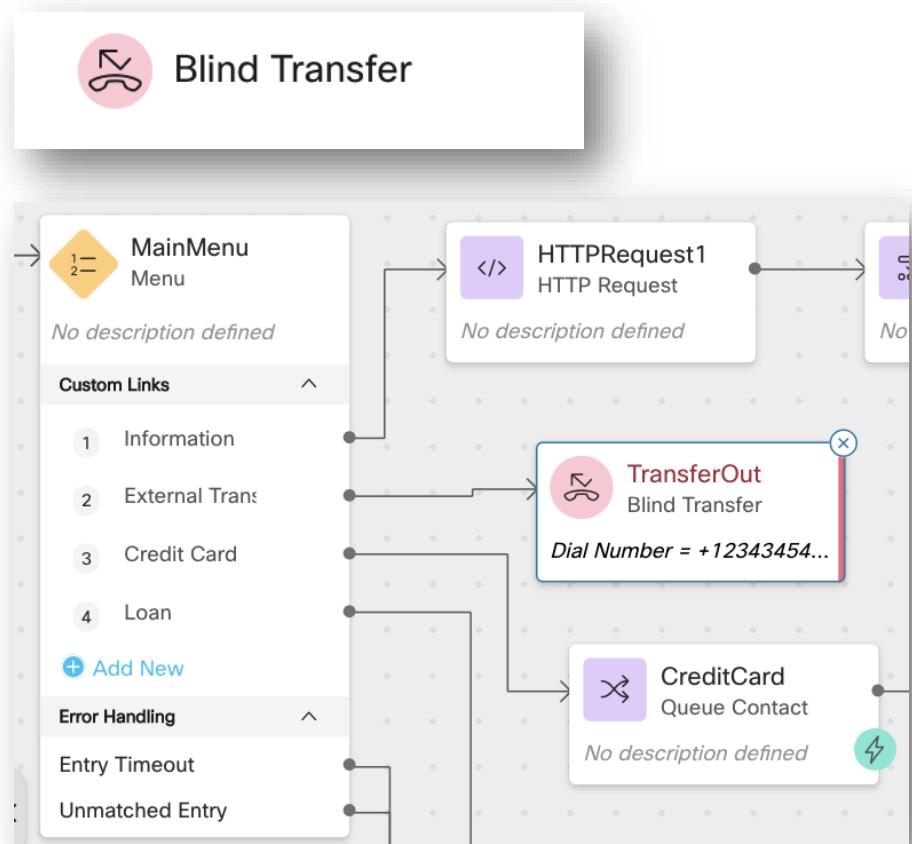
Mix of Static and Dynamic (TTS) Prompts within the IVR.
Injected {{ Call_VariabIes }} within the Flow.

The screenshot shows the configuration for the 'PlayPrompt7' activity. It includes sections for General Settings (Activity Label: 'PlayPrompt7'), Activity Description, Prompt (Enable Text-to-Speech is turned on), Connector (Google_TTS_Connector), Language and Voice (en-US-Wavenet-C), and Output Variables (No Activity Output Variables available in this activity).

The screenshot shows the prompt sequence configuration. It lists two items: 1. A dynamic TTS message: <speak><emphasis level="strong">Your card Blocked successfully.</emphasis></speak>. 2. An audio file: CitiWelcome.wav. Below these are buttons for 'Add Audio File' and 'Add Text-to-Speech Message'. The 'Text-to-Speech Settings' section indicates a speaking rate of 1 and volume gain of 1 decibel. The 'Output Variables' section states there are no available output variables.

Entry Point Flow: Transfer to External DN / Voicemail

You can hardcode the DNs with a E.164 (+)



This dialog shows the configuration for the 'TransferOut' activity. In the 'Activity Description' field, it says 'Blind Transfer External'. Under 'Transfer Dial Number', it says: 'Indicate the Dial Number (DN) that the call is transferred to. This can be a specific number that is manually entered, or a dynamic number that is indicated through a flow variable.' It includes two options: 'Specific Dial Number' (selected, showing '+12343454567') and 'Variable Dial Number'. The 'Output Variables' section at the bottom states: 'No Activity Output Variables available in this activity.'

Entry Point Flow: Transfer to External DN / Voicemail

Use Variables if you want to! {{ blind_transfer }}

Add Flow Variable

Name
voiceMailNumber

Description
VoiceMailNumber

Variable Type
String

Variable Value
+14324567789

If typing variables in an expression, use this syntax: {{variable}}

Mark as CAD Variable ⓘ

TransferOut
Blind Transfer Activity Settings

Blind Transfer External

Transfer Dial Number

Indicate the Dial Number (DN) that the call is transferred to. This can be a specific number that is manually entered, or a dynamic number that is indicated through a flow variable.

Specific Dial Number

Variable Dial Number

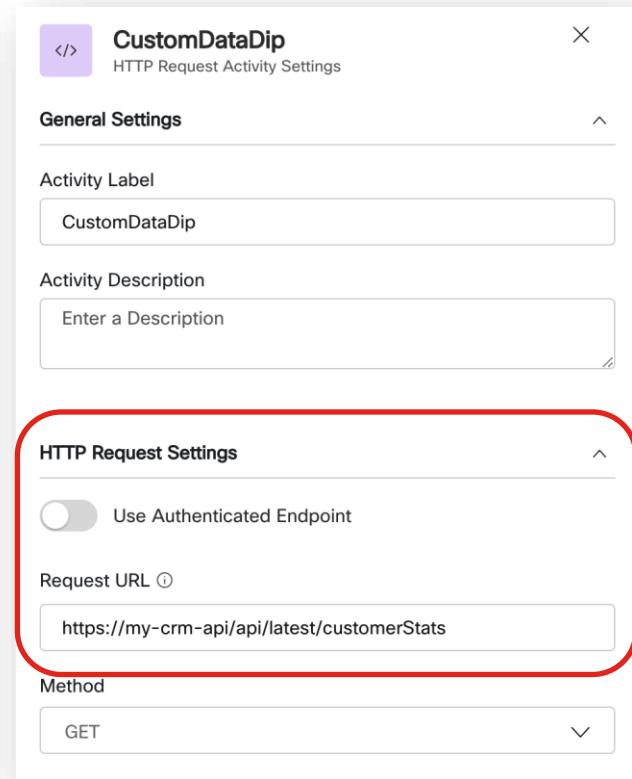
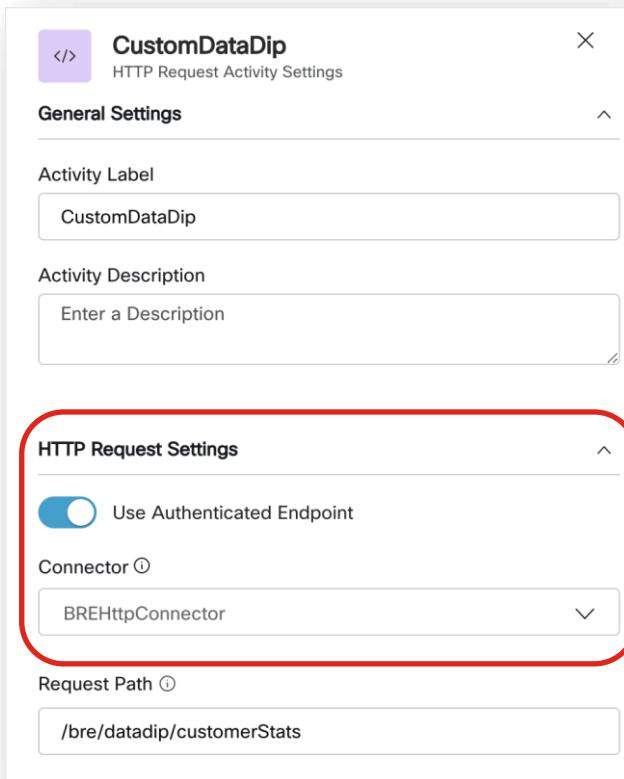
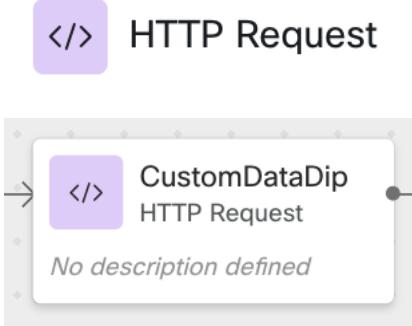
voiceMailNumber

Choose a variable that yields a valid E.164 phone number. Test the flow before publishing to ensure that the contact is properly handled.

Output Variables

Entry Point Flow : External Data Dip (REST) lookup

Choice between Authenticated & Unauthenticated Endpoints



Entry Point Flow : Parsing Results from Response

Create Custom variables

Variable Definition

Custom Variables

Flow Variables are configurable variables of different data types that can be utilized throughout the flow.

voiceMailNumber x

customerEmail x

customerName x

[Add Flow Variable](#)

Validate online using

<https://jsonpath.com/>

Setup Parser : HTTP Response (JSON)

The screenshot shows the configuration of a ParseData activity. It has two sections: Input Variable (CustomDataDip.httpResponseBody) and Content Type (JSON). Below it are two more sections: Output Variable (customerName) and JSONPath Expression (\$.name), which is highlighted with a red box. The bottom section also includes an Output Variable (customerEmail) and a JSONPath Expression (\$.email).

ParseData
Parse Activity Settings

Input Variable: CustomDataDip.httpResponseBody

Content Type: JSON

Output Variable: customerName

JSONPath Expression: \$.name

Output Variable: customerEmail

JSONPath Expression: \$.email

Understanding JSON

Name	Phone
Someone	123-123-234
Someone else	234-234-234

”key”: ”value”
{ } : Object
[] : List

Agent	Contacts	
	Name	Phone
agent1	Someone	123-123-234
	Someone else	234-234-234
agent2	Someone	123-123-234
	Someone else	234-234-234

```
[  
 {  
   "name": "Someone"  
   "phone": "123-123-234"  
 },  
 {  
   "name": "Someone else"  
   "phone": "234-234-234"  
 }  
]  
  
[  
 {  
   "agent": "agent1"  
   "contacts": [  
     {  
       "name": "Someone"  
       "phone": "123-123-234"  
     },  
     {  
       "name": "Someone else"  
       "phone": "234-234-234"  
     }  
   ]  
 }, ...  
 ]
```

JSONPath Cheat Sheet

Filtering a **list of objects** returned from a REST service (application/json)

All Records

\$.*

First Records

\$.[0]

Last Records

\$.[‐1:]

First two Records

\$.[0:2]

Last two Records

\$.[‐2:]

Second from last

\$.[‐2:‐1]

The the first Record

\$.[0]

All the names

\$..name

All the pins

\$..pin

All the Records who's pin value is more than 70000 or 80000

\$..[?(@.pin > 70000)]

All details of the Record with account number equal to **87305901**

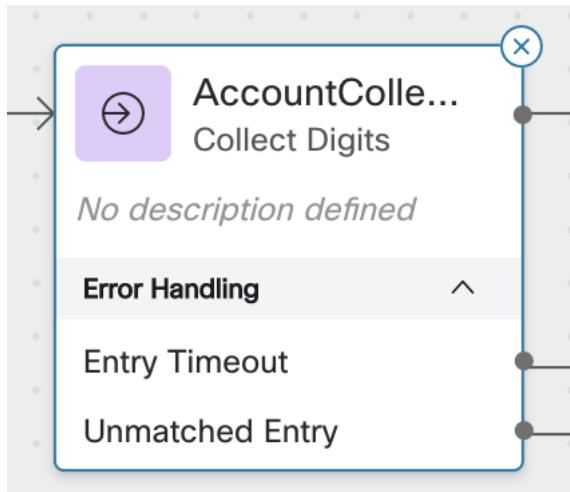
\$..[?(@.account == "87305901")].*

The the name of Record with account number equal to **70579265**

\$..[?(@.account == "70579265")].name

Entry Point Flow : Collect Digits

Collect Digits



AccountCollection
Collect Digits Activity Settings

Prompt

Enable Text-to-Speech
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 }}.

Connector: google-connector-1

Language and Voice: en-US-Wavenet-C

Add one or more audio files or text-to-speech messages to play a sequence. ⓘ

1 Please enter your 5 digit account number followed by pound.

[Add Audio File](#) [Add Text-to-Speech Message](#)

Make Message Interruptible

Use the output variable **<Step>.DigitsEntered**

Advanced Settings

- Entry Timeout ⓘ 3 seconds
- Inter-Digit Timeout ⓘ 3 seconds
- Minimum Digits ⓘ 1
- Maximum Digits ⓘ 10

Terminator Symbol ⓘ #

Output Variables

AccountCollection.DigitsEntered

Entry Point Flow : Repeat Caller Digits

RepeatDigits
Play Message Activity Settings

Enable Text-to-Speech
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 }}.

Connector
google-connector-1

Language and Voice
en-US-Wavenet-C

Add one or more audio files or text-to-speech messages to play in a sequence. ⓘ

1 You Entered {{AccountCollection.DigitsEntered}} 

Add Audio File **Add Text-to-Speech Message**

Validation of {{ Injected }} Variables !

1 You Entered {{AccountCollection.DigitsEntered}} 

Add Audio File **Add Text-to-Speech Message**

Test Expression

Expression
You Entered {{AccountCollection.DigitsEntered}}

AccountCollection.DigitsEntered
123456

Result
You Entered 123456 **Test**

Close **Apply Changes**

Entry Point Flow : Advanced Variable Manipulation

Variable Expression Parser uses Pebble Templating Engine.

All supported expressions from Pebble are supported

e.g **split()**, **join()**, **min()**,**max()**, **filter** |
and more..

Test Expression

Expression

You Entered {{AccountCollection.DigitsEntered | split("") | join(",")}}

AccountCollection.DigitsEntered

12345678

Result

You Entered 1,2,3,4,5,6,7,8

Test

Close

Apply Changes

Entry Point Flow : Advanced Variable Manipulation

Variable Expression Parser uses Pebble Templating Engine.

Remove the + from a number for processing ?

e.g {{ e164_number | replace({ "+" : "" }) }}

Reference

<https://pebbletemplates.io/>

Test Expression X

Expression

{{ callBackNumber | replace({ "+" : "" }) }}

callBackNumber

+12423423456

Result

12423423456

Test Close Apply Changes

Entry Point Flow : Setting Custom Call Variables

Click anywhere on the canvas > Right Pane > Add Flow Variable

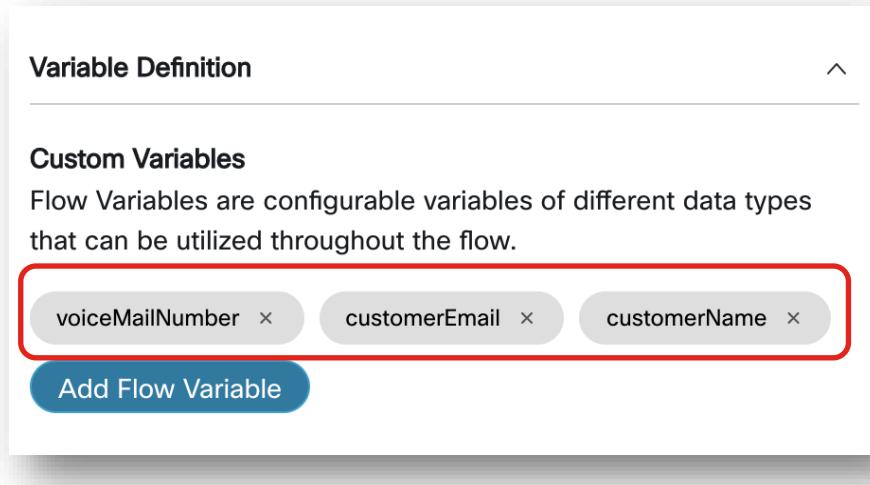
Variable Definition

Custom Variables

Flow Variables are configurable variables of different data types that can be utilized throughout the flow.

voiceMailNumber × customerEmail × customerName ×

Add Flow Variable



Keeping it local to the flow

Add Flow Variable

Name
customerID

Description
Unique Customer ID

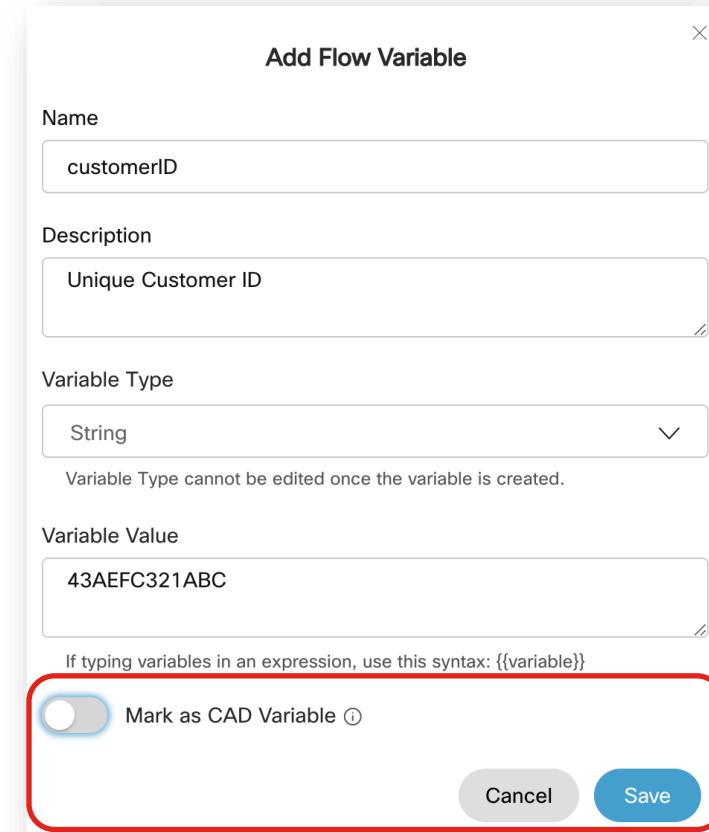
Variable Type
String

Variable Value
43AEFC321ABC

If typing variables in an expression, use this syntax: {{variable}}

Mark as CAD Variable ⓘ

Cancel Save



Entry Point Flow : Setting CAD Variables

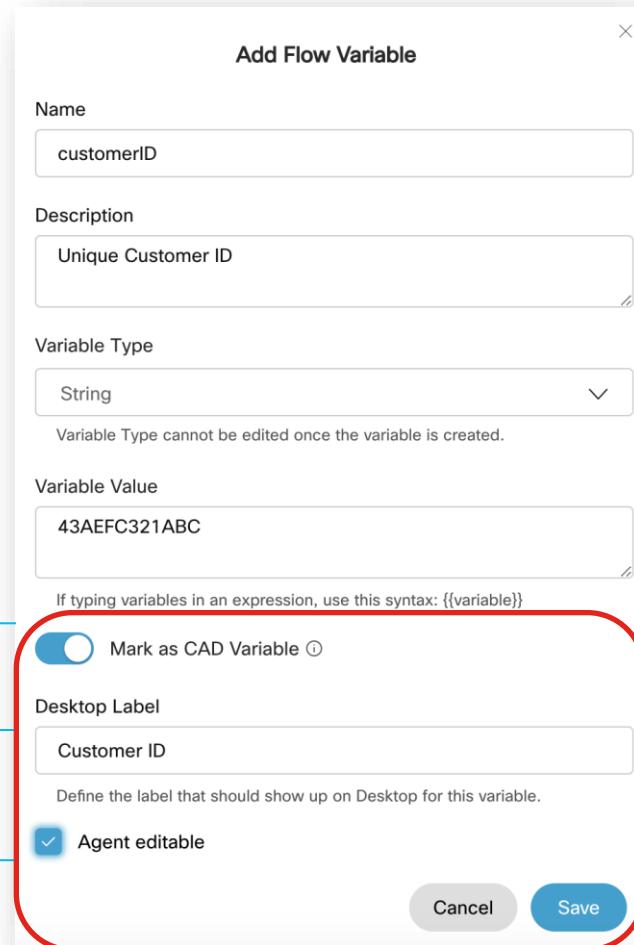
Change the settings on the same variable

Have a mix of programmatic and
Agent Visible CAD variables

Flip a Switch

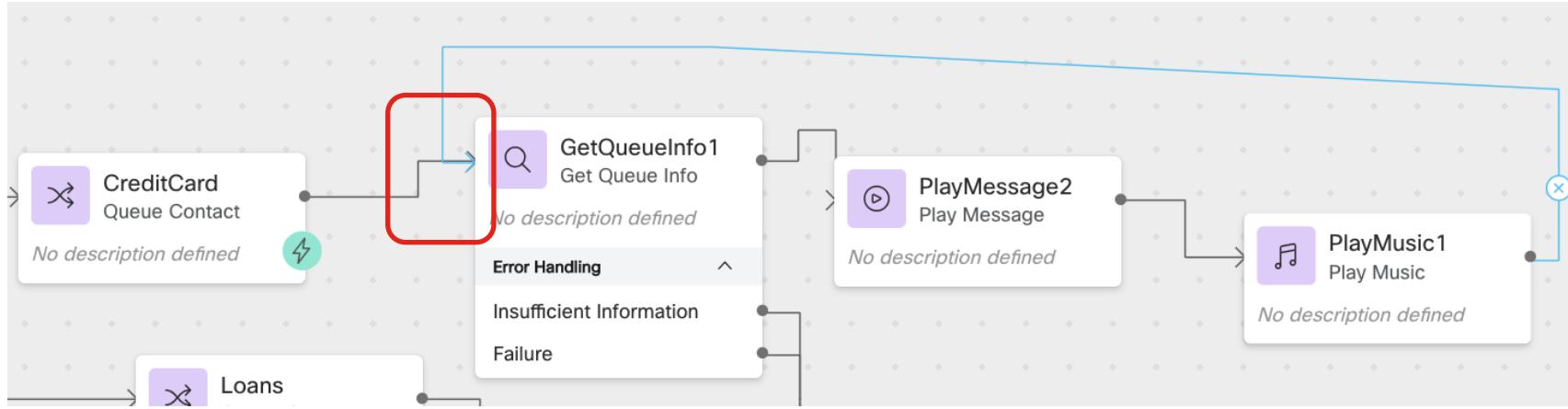
Add a Custom Label

Make it Agent Editable



Queue Treatment Flow: Music Looping & Counters

Do not loop back before the Queue block! **Loop The call back after the play music block**



Setup Custom Start and Offsets

Music File
defaultmusic_on_hold.wav

Start Offset ⓘ
0 seconds

Ensure that the input resolves to a numeric value in seconds. If typing variables in an expression, use this syntax: {{ variable }}

Music Duration ⓘ
120 seconds

Ensure that the input resolves to a numeric value in seconds. If typing variables in an expression, use this syntax: {{ variable }}

Queue Treatment : Get Queue Info = EWT, PIQ

- Lookback time is important = **N** minutes – 5 to 240 minutes
- EWT and PIQ are numeric values
- EWT in minutes, PIQ in the number

Average Queue Time (AQT) =
**total duration each interaction spent in
Queued status before connecting to an agent
/ total number of interactions.**

AQT will not have any value if there
were no contacts that came out of Queue in the last 1 minute.

EWT for a queue for N Minutes =
Average of (Valid 1 minute AQT data points for N
Minutes).

EWT will not be returned if we don't have at
least 80% data points in the requested N
Minutes.

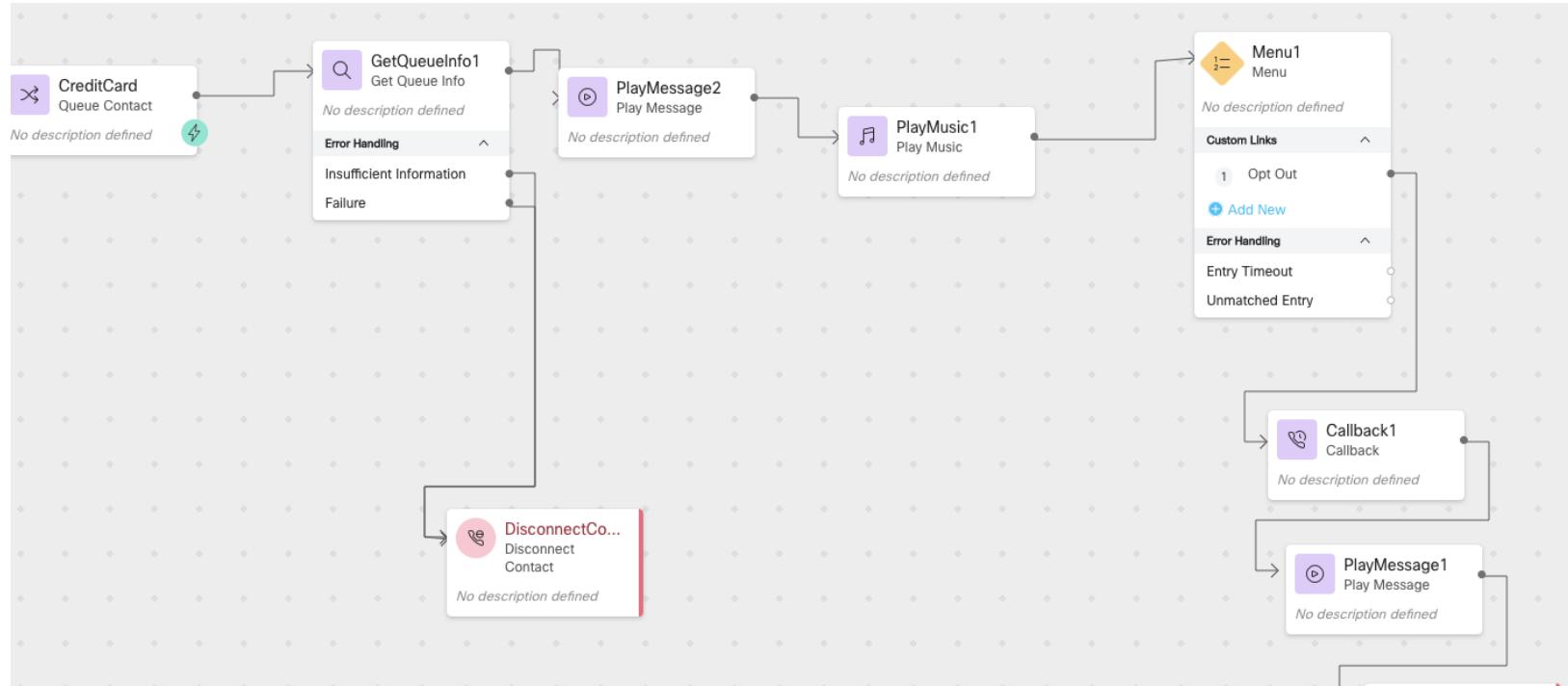
The screenshot shows a software interface for configuring a 'Get Queue Info' activity. The activity is named 'GetQueueInfo1' and has a description of 'Get Queue Info'. It includes sections for 'Error Handling' (with options for 'Insufficient Information' and 'Failure'), 'Lookback Time' (set to 'EWT Lookback' with a value of 1 minute), and 'Output Variables' (listing 'GetQueueInfo1.PIQ' and 'GetQueueInfo1.EWT').

GetQueueInfo1
Get Queue Info
No description defined
Error Handling
Insufficient Information Failure
Lookback Time
EWT Lookback 1 minutes
Output Variables
GetQueueInfo1.PIQ GetQueueInfo1.EWT

Queue Information
Select a queue for which you need to fetch estimated wait time and position in queue. This information is available in the form of activity output variables.
 Variable Queue
Select Variable
Choose a variable that yields a valid Queue ID. Test the flow before publishing to ensure that the contact is properly handled.
 Static Queue

Queue Treatment Flow: Opt-Out of Queue

Queue Block with Position in Queue



Menu Option with Callback step

Queue Treatment Flow: Transfer to Voice mail

Event Flow: Screen Pop with conditional

Event Flow: Feedback Block (Post call survey)

Post Call Survey triggered using Webex Experience Management

Quiz Time

Let's see how many of you paid attention

Log into <https://www.slido.com>

Enter the CODE # **15032**

Start the Quiz – you have exactly 60 seconds !!!

Case Study

Designing an end-to-end customer experience

Case Study – Contact Flow Buildout

- A **discovery checklist (worksheet)** is recommended before the buildout.
- The discovery covers requirements & a high-level configuration list to achieve that.
- Typically for an end-to-end call flow migration the following is captured:

Users	Schedules (Open/Closed)	Teams	Dialed Numbers	Voice Mail / External Numbers
Entry Points	Queues	Prompts	Menu Options	Call Flow diagrams
Multimedia Profile	Holiday List	User Profile	Skills	Skill Definitions and Requirements
Call Variables	External System Integrations (Data Dips)	Agent Profile (Desktop Settings)	Auxiliary Codes (Wrap Ups / Reasons)	Agent Screen Pops

Case Study – Acme Bank Hotline

Customer Acme Bank has a **1800-support-line**

Credit Cards and Loans Calls handled by Agents in one Site.

Agents can be either **logged in for Credit Card queries or Loans** at a time.

The caller **enters the IVR, and enters the menu** which has **options**

Option 1: General Information (**External Database Dip integration**).

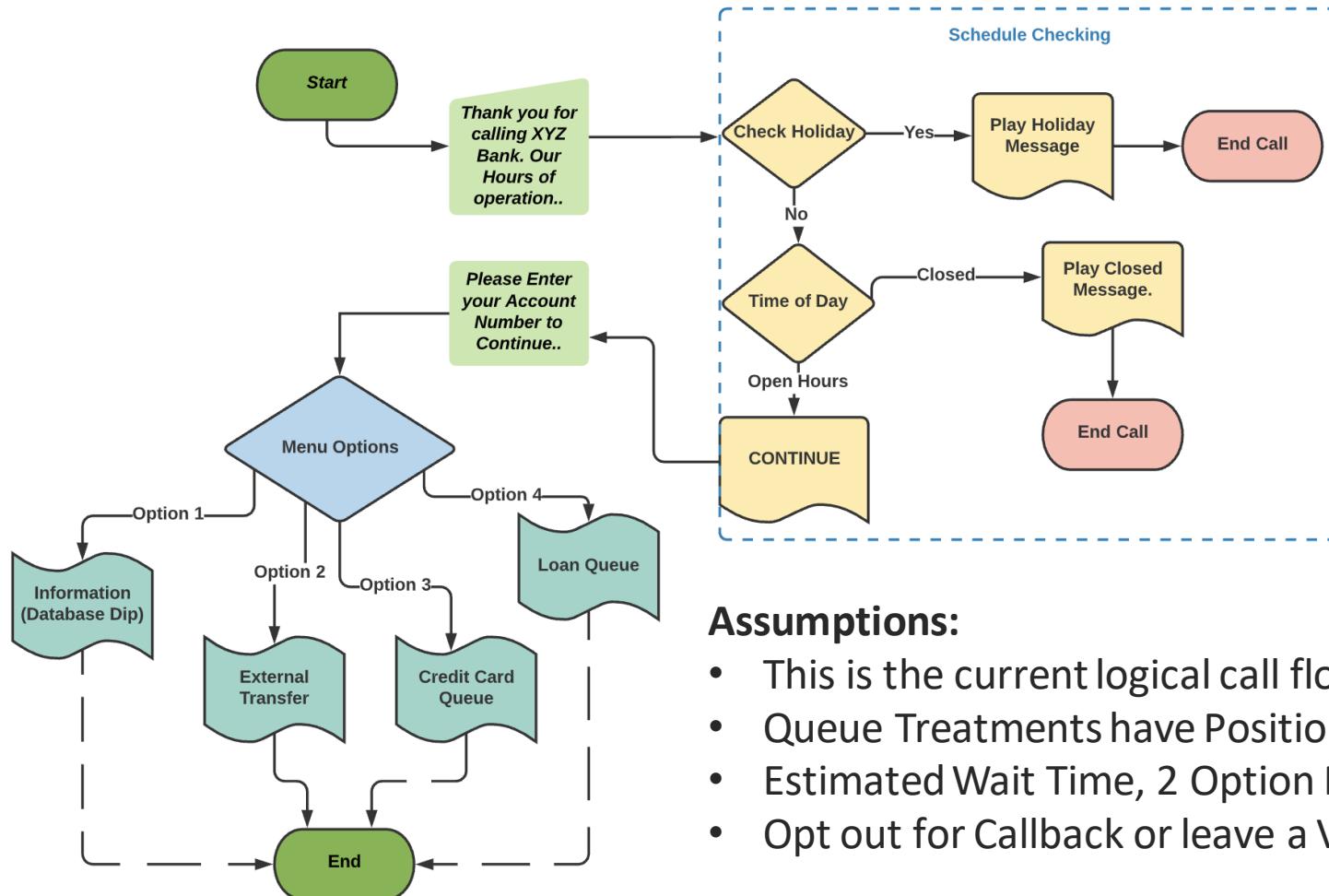
Option 2: Transfer out to an **External** information desk outside the system.

Option 3: Credit Card Queue with **Opt Out (Callback) & Voice Mail**

Option 4: Loan Queue with **Position in Queue and Estimated Wait Time**

Callers sent to the queue have their **position in Queue spelled out, options to opt out of the queue by leaving a voicemail OR leave a new call back number AND periodically get the estimated wait time while on hold**

Caller Experience – Flowchart Visio from customer

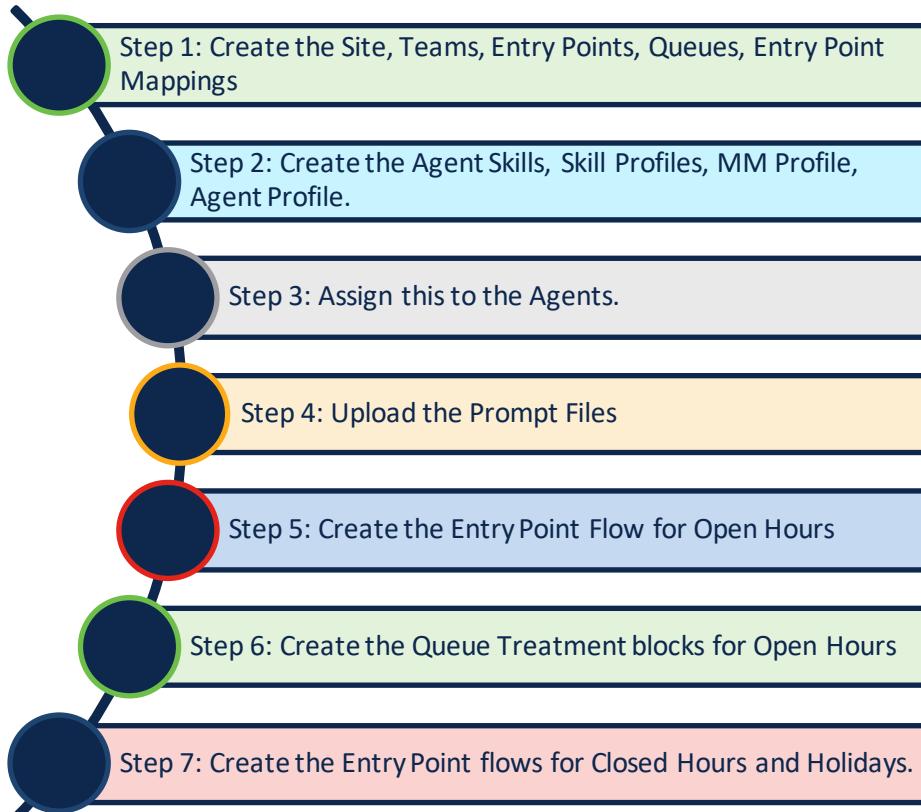


Assumptions:

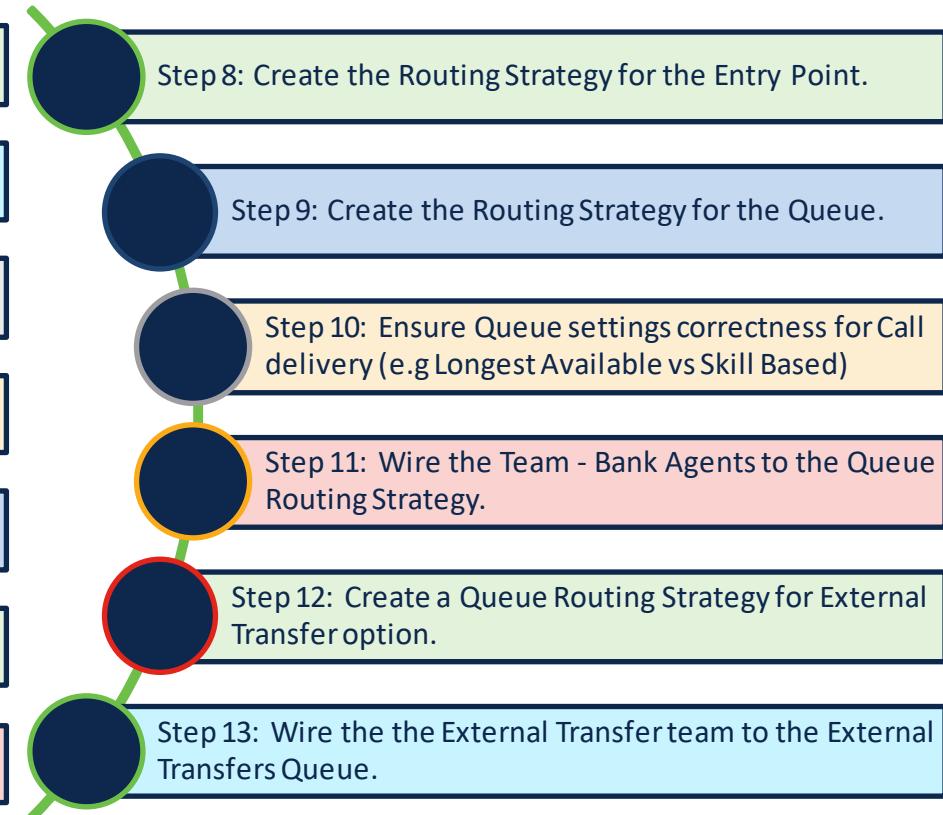
- This is the current logical call flow setup
- Queue Treatments have Position in Queue,
- Estimated Wait Time, 2 Option Menu
- Opt out for Callback or leave a Voicemail

Steps by Step Buildout

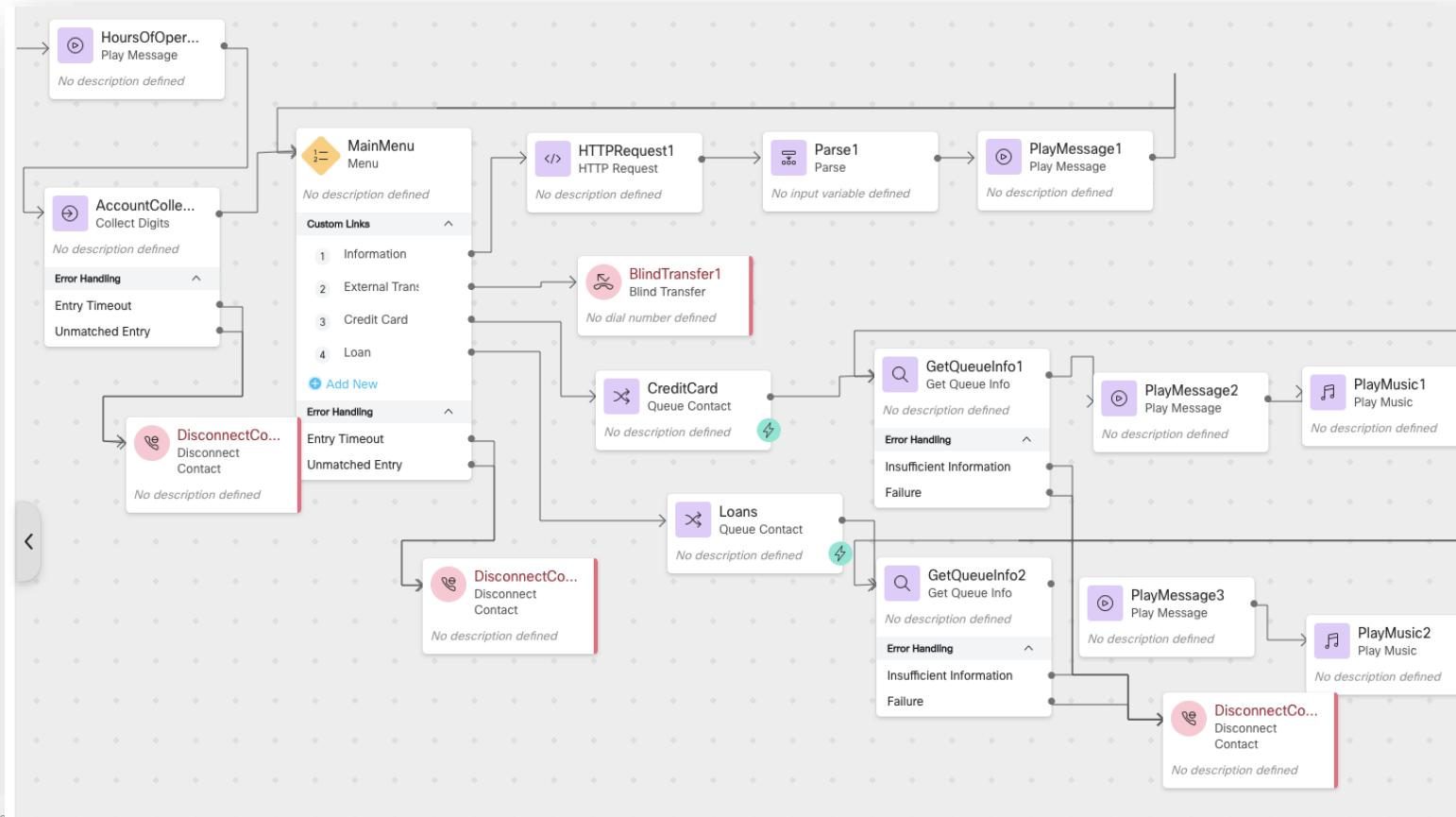
Webex CC Portal & Flow Builder



Routing Strategy



Overall Call Flow on Webex CC



Steps Breakdown – Webex CC

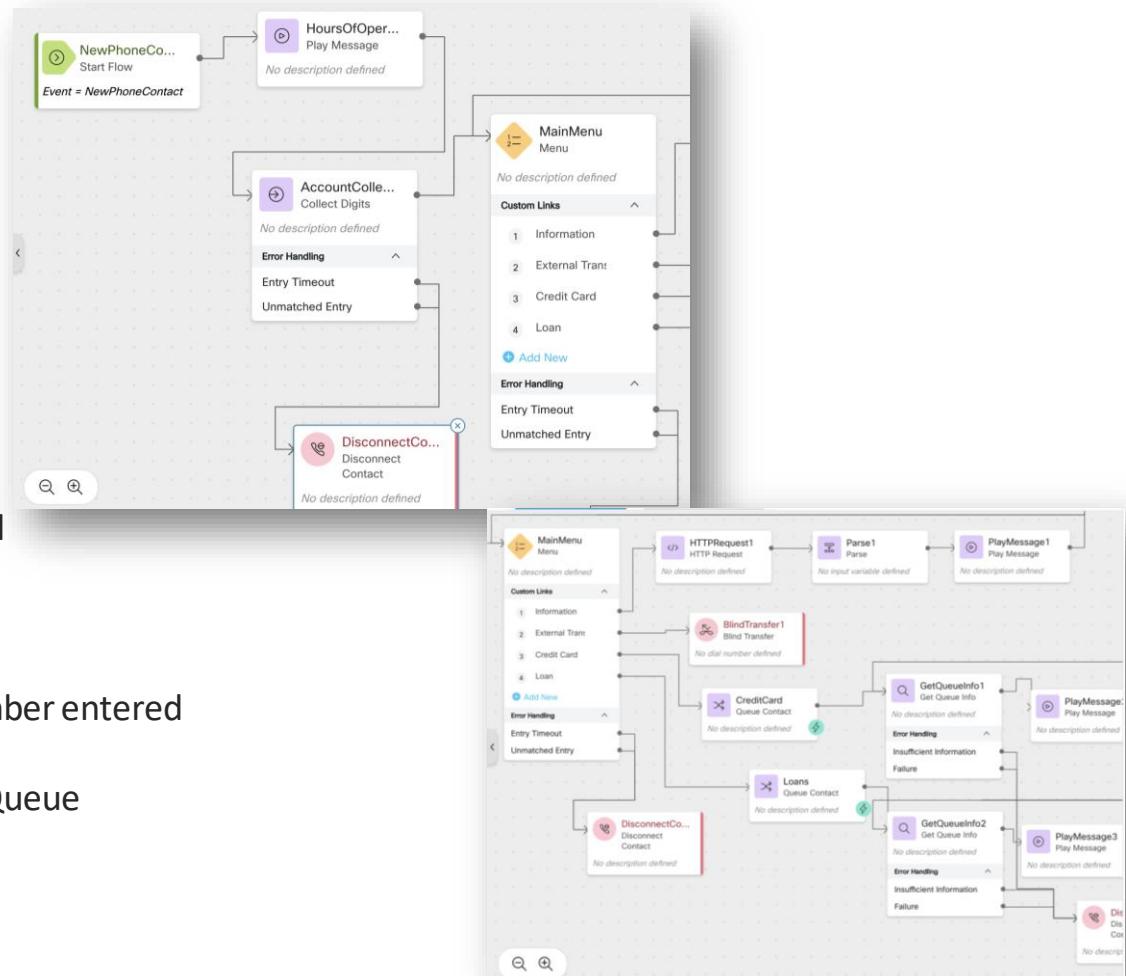
1. Entry Point: EP_MainMenu
2. Queue: Q_CreditCard, Q_Loans
3. 1800-support-line: Entry Point Mapping
4. Team: Bank Agents
5. Skills: Credit Card, Loans
6. Skill Profiles: Credit Card, Loan

7. Script Steps:

- Start
- Play prompt with hours of operation
- No Holiday and time of day Check required

(Routing Strategy does this)

- Collect Account number (Collect Digits)
- Menu Block (4 Options)
- Option 1: HTTP Request with account number entered
- Option 2: Blind Transfer to External DN
- Option 3: Queue Block Step- Credit Card Queue
- Option 4: Queue Block Step - Loan Queue
- Queue Treatment: Play Prompt, etc.



Summary

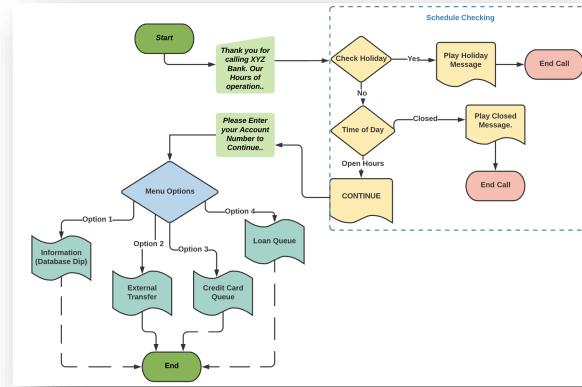
There's a clear 1:1 between the requirements flowchart & configured flow.

Schedules are Enforced via Routing Strategies that are dynamically applied.

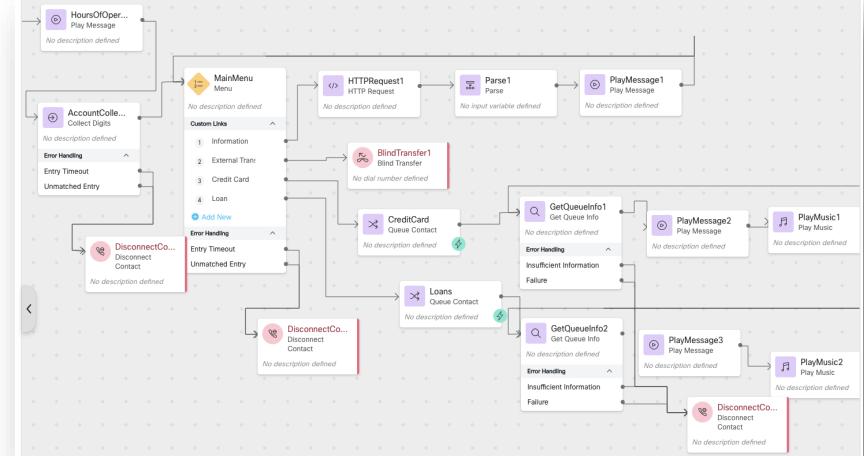
Routing Strategies at the Entry Point and Queue Level remove the requirement for “Schedule Checks” within the script.

All the integrations from Control Hub come together within Flow Control

Requirements



Buildout Result





How to ask questions during the presentation

Use the Q&A tool to submit questions at any time during the presentation (Not the chat tool)

Type your question in the text box and click SEND



OR

When in **full screen mode** use the floating toolbar to:

- Go from Full Screen view to Meeting Room view
- Access the Q&A tool



- a) Toggle between full screen and meeting room view
- b) Q&A Tool

Thank you!

Please complete the survey at the end of this session here.

We look forward to seeing you on Tuesday for Session 8

