Webex Contact Center 2.0 Workbook

Student Lab

2.0 Release

Document Version 25/08/2022

TABLE OF CONTENTS

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 **Analizer 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.

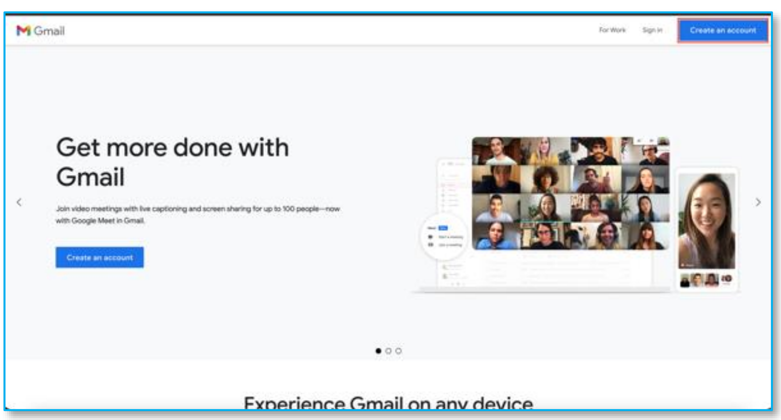
Tip! Using the Gmail dot trick is as easy as adding a dot anywhere in a Gmail address before the @ sign while registering at a website. Such as g.tricks@gmail.com, gtrick.s@gmail.com, or g.t.r.i.c.k.s@gmail.com. All the emails sent to these addresses will actually go to gtricks@gmail.com.

Firstly we will create the primary email address.

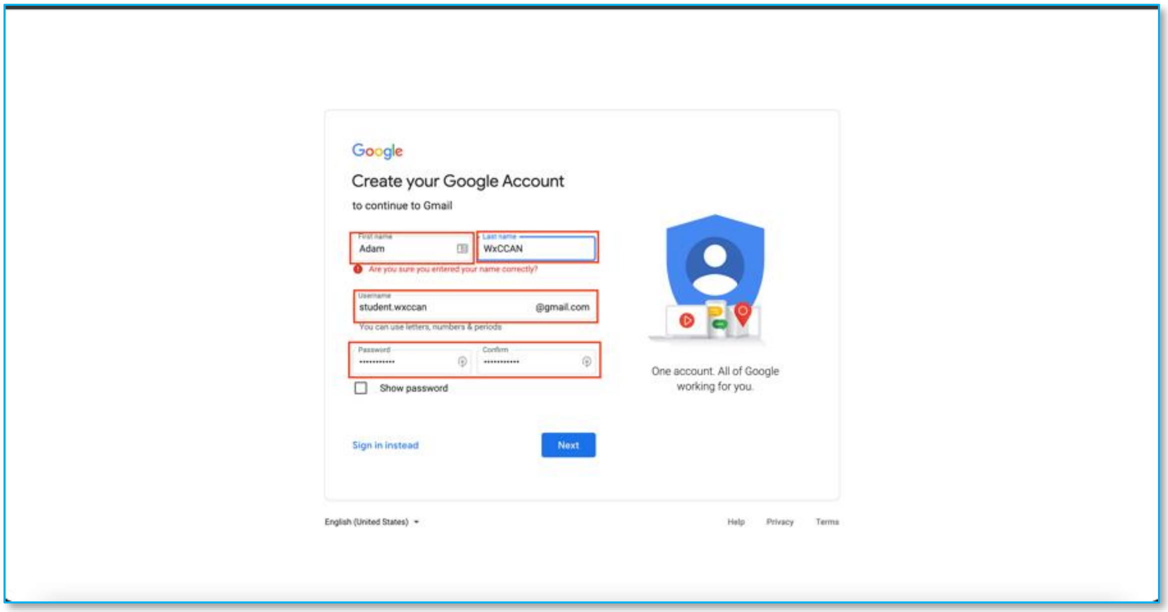
1.11 ☐ Open your browser and go to

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

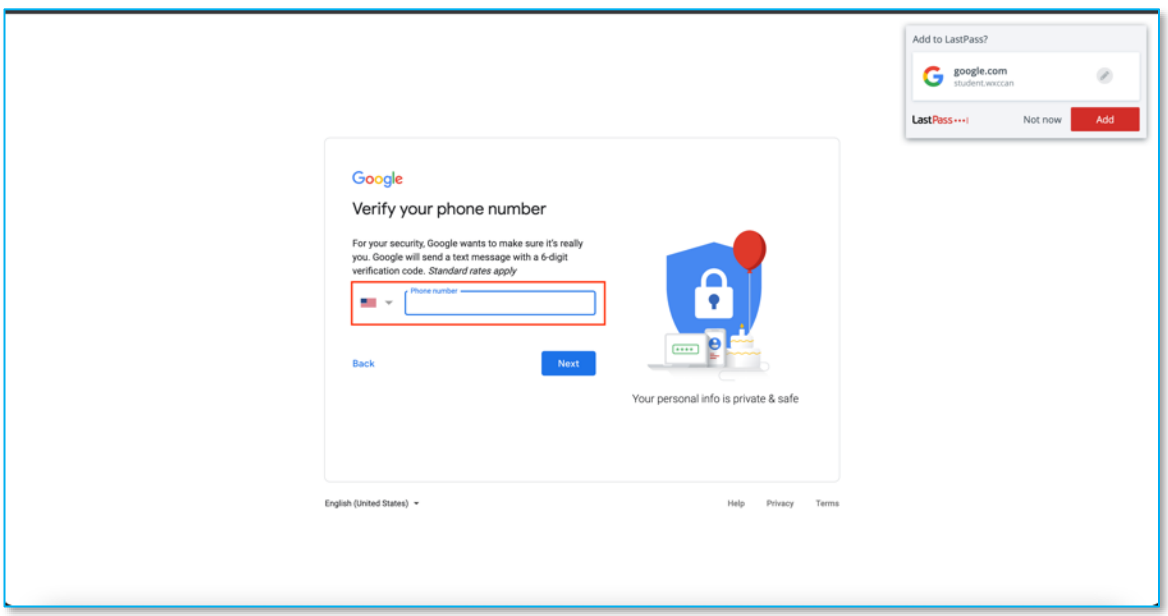
1.12 ☐ Click on Create account



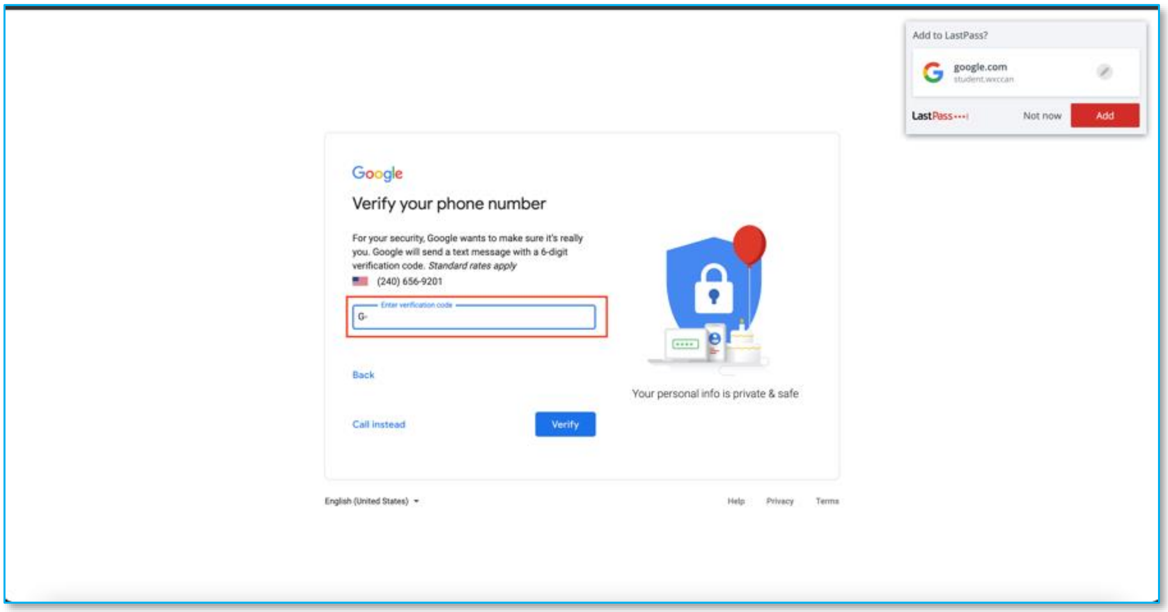
1.13 ☐ **Enter in your first Name, WxCC(Your Intials) as a last name, and enter your student password, then hit next.**



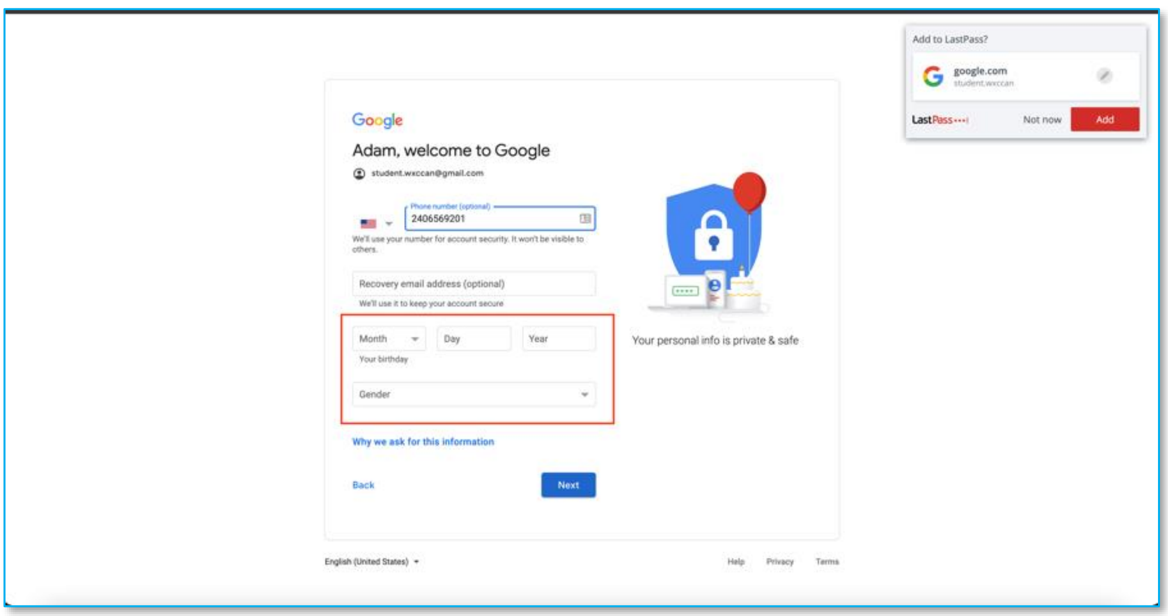
1.14 ☐ **Enter in your phone number, then hit next.**



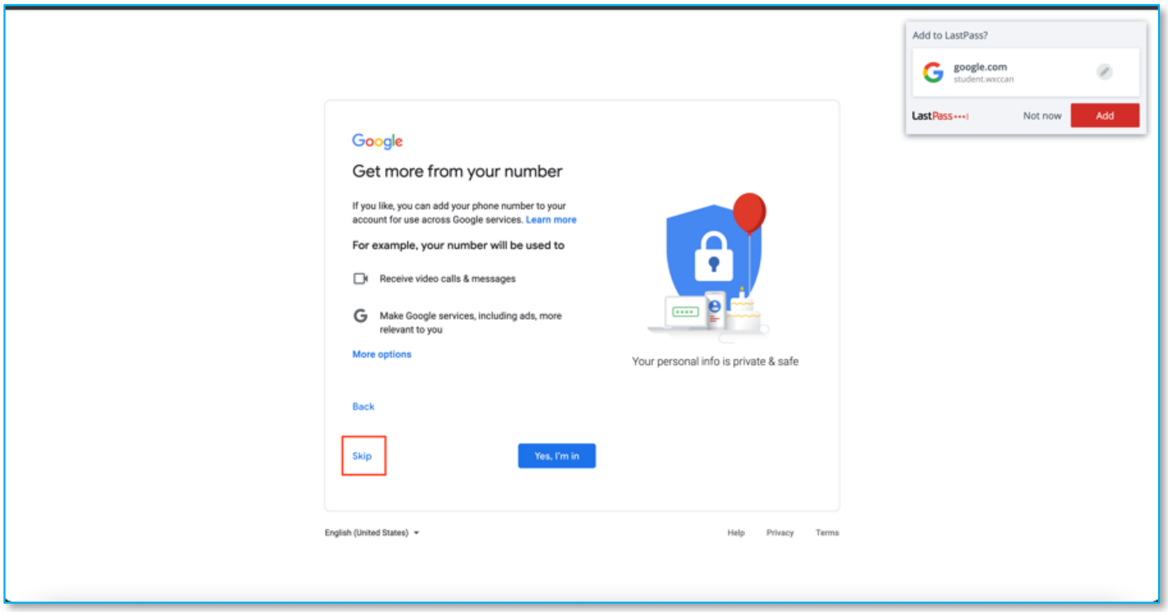
1.15 ☐ Enter in your phone number, then press verify.



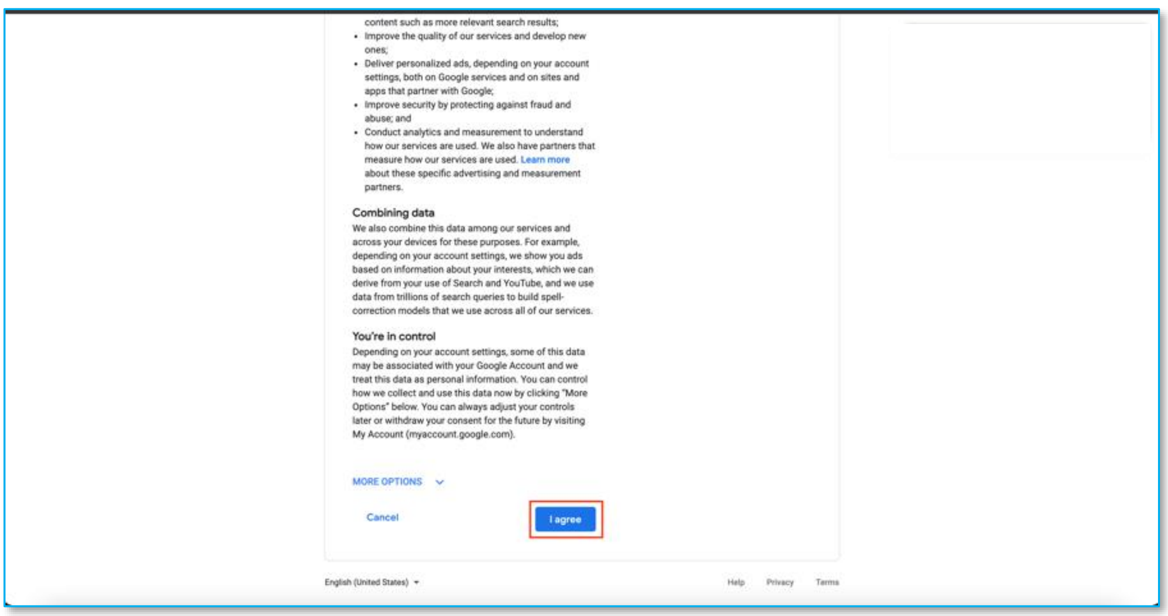
1.16 ☐ Enter basic details, then press next.



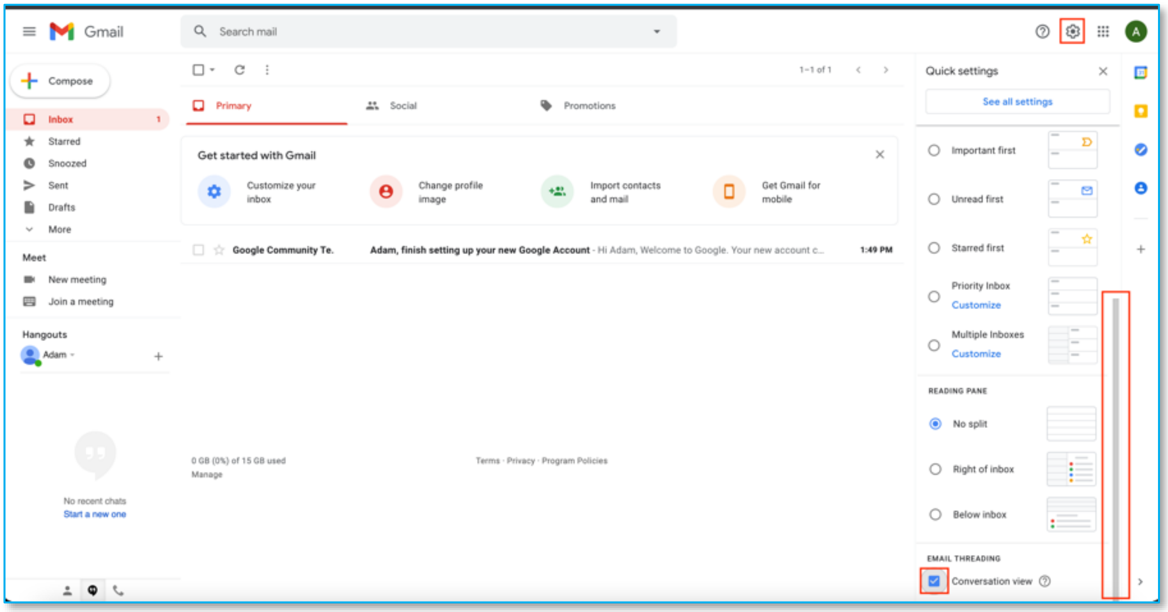
1.17 ☐ Press Skip.



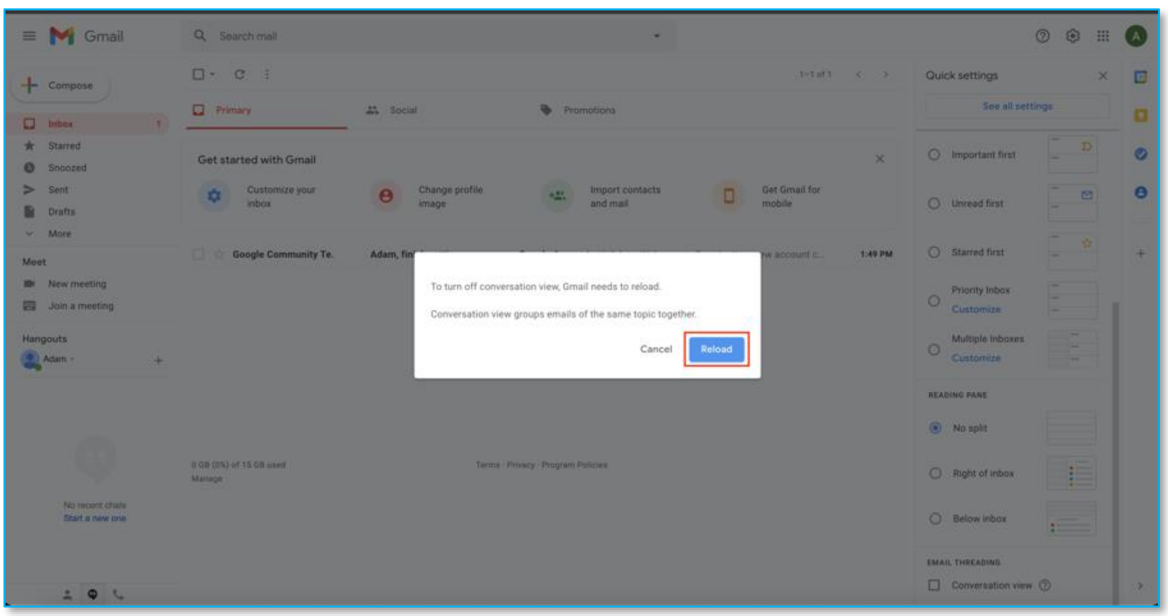
1.18 ☐ Press "I Agree".



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

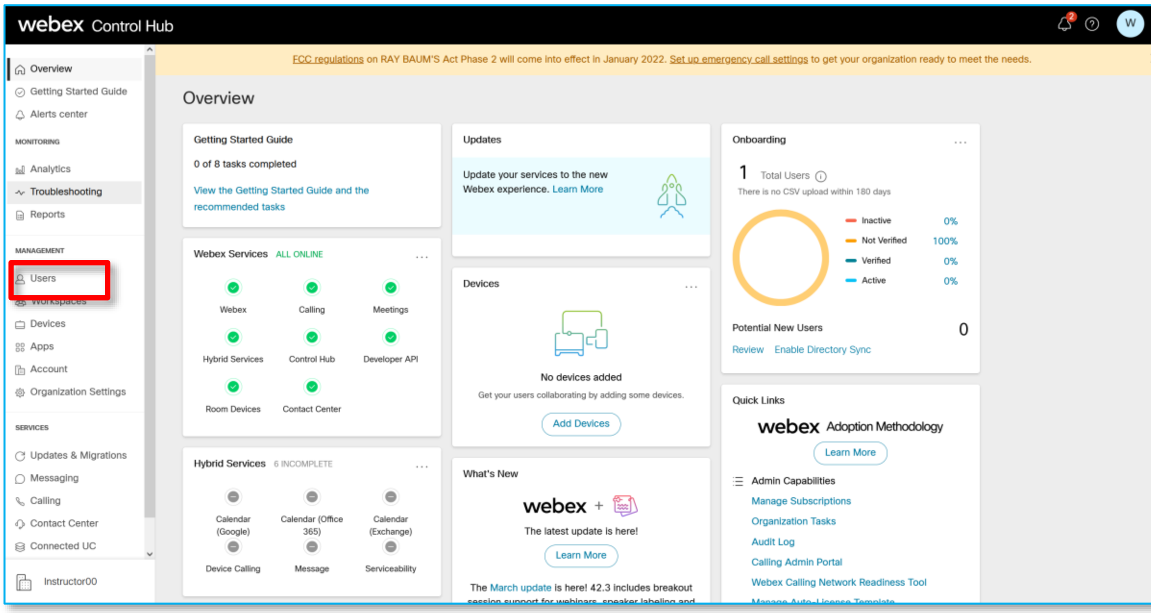
The main idea is to create one user manually, and 5 in bulk using the first user as a template in the csv file. For example if the Gmail account you created is wxccstudent@gmail.com the agent credentials will be:

		Webex account	Onboarding Email will be received here
CC Agent 1	Created Manually	w.xccstudent@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

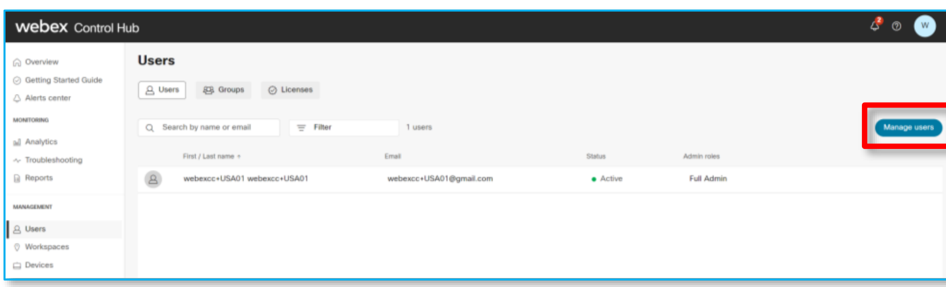
1.22 ☐ Open your browser and go to

URL: https://admin.webex.com
Customer Org Admin
User: Your assigned Customer admin

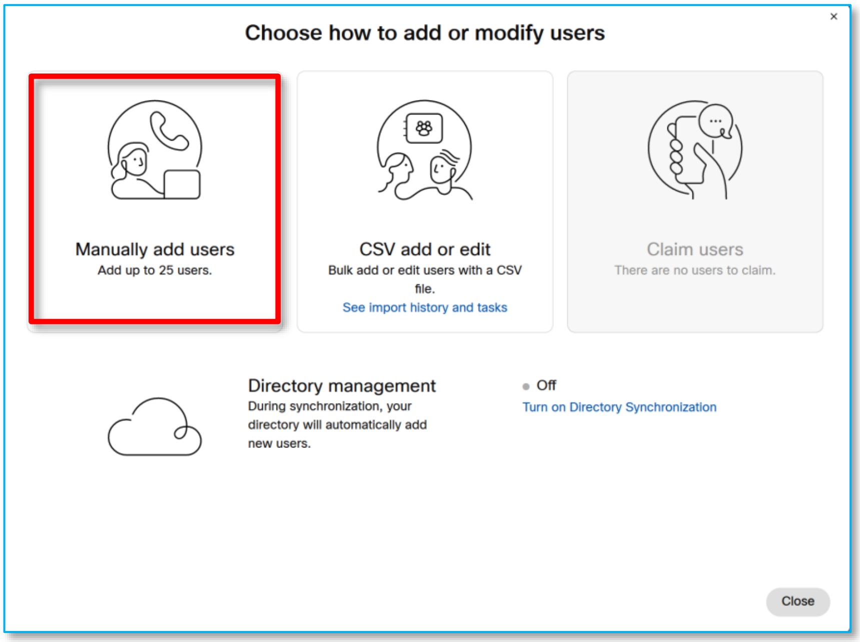
1.23 ☐ From the Overview screen, *click* on “Users”



1.24 ☐ Then *click on* “Manage Users”.

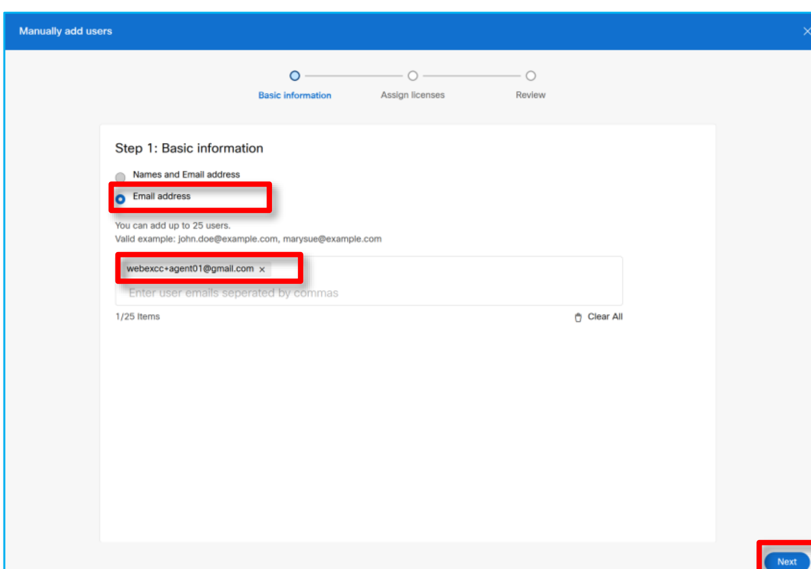


1.25 ☐ *Click* "Manually Add or Modify Users"

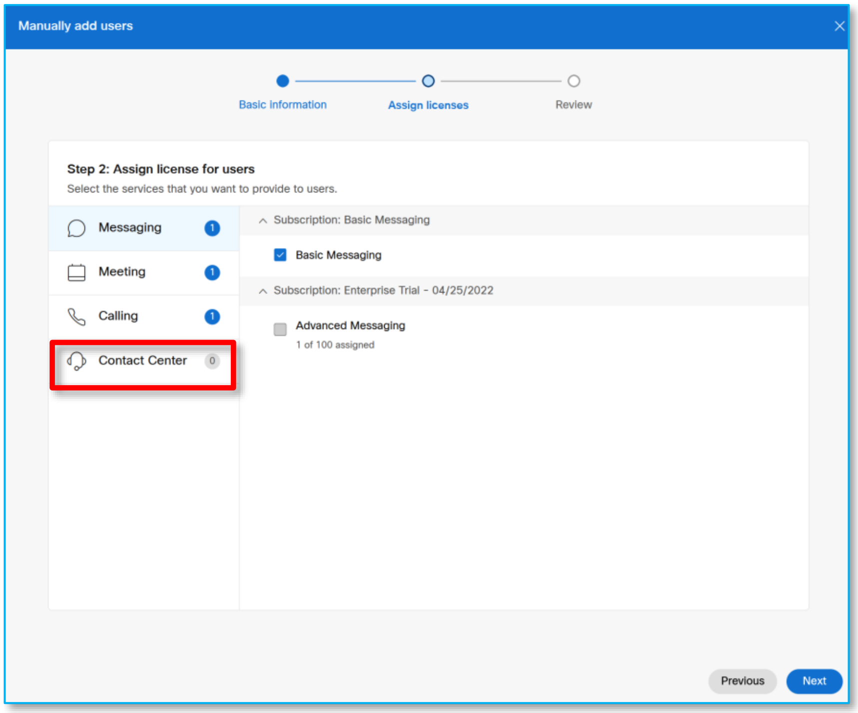


1.26 ☐ Choose "Email address". *Type* in "*your*" email details, when finished *click* "Next".

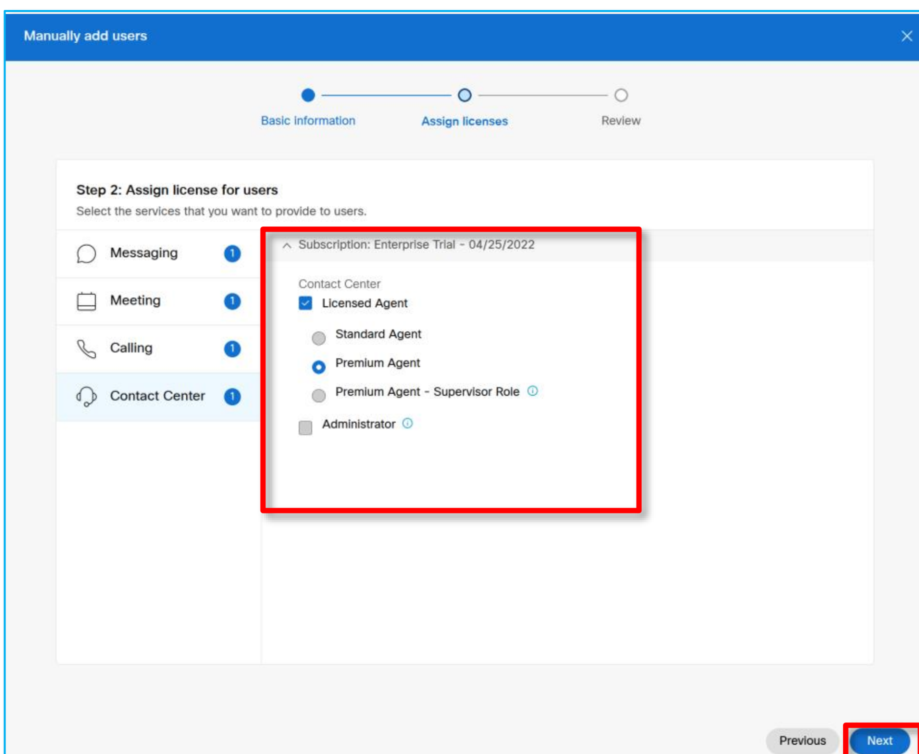
__Tip!__ Your email address needs to be reachable from class and it needs to be unique. You should use your main Gmail address (with the first dot).
Example: j.ohnsmith@gmail.com



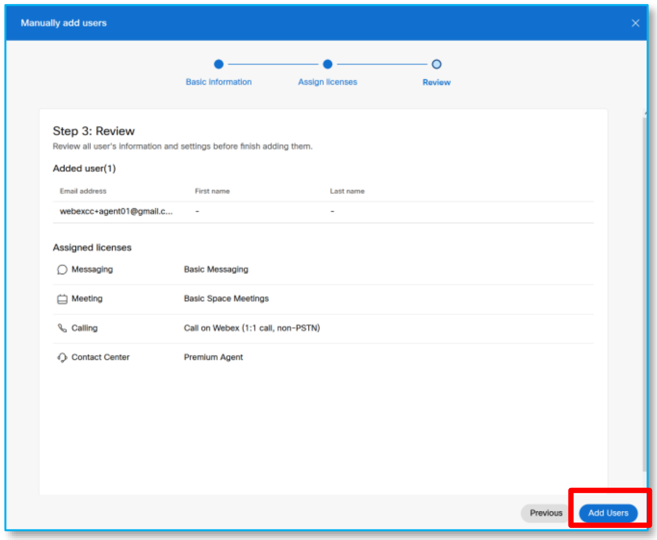
1.27 ☐ *Click on Contact Center.*



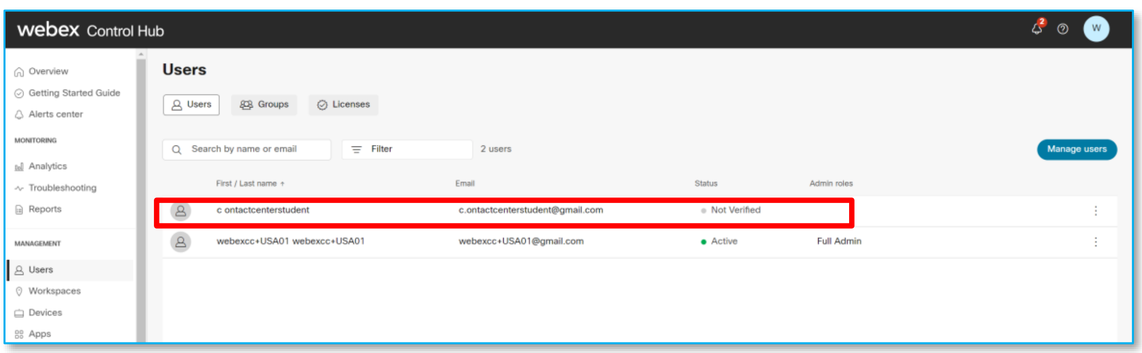
1.28 ☐ ***Select*** **the User Service Entitlements as show below, then,** ***click*** **"Next".**



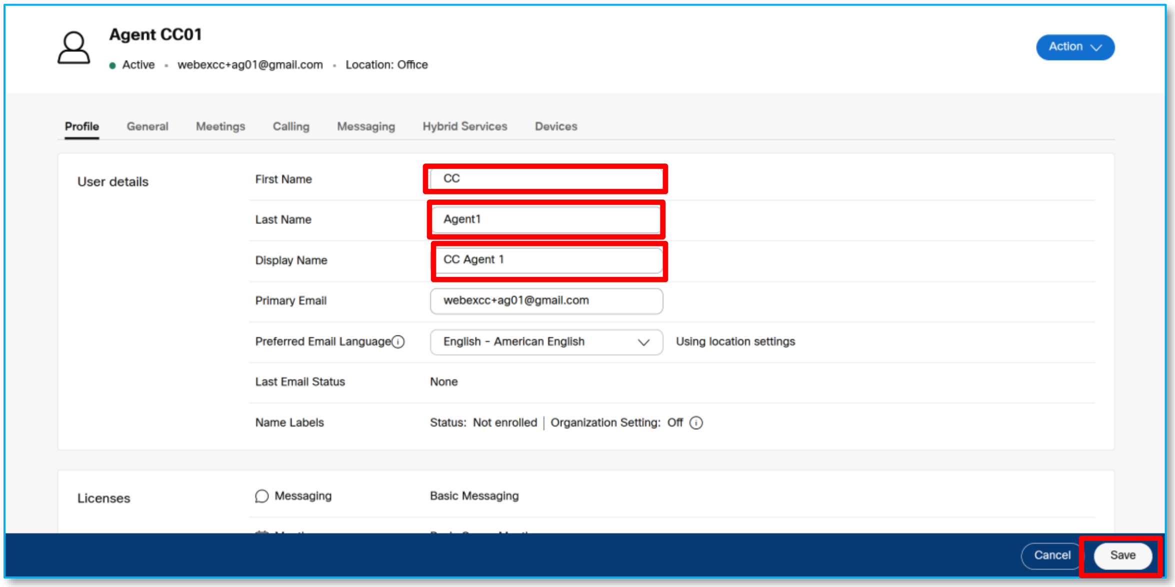
1.29 ☐ *Click* "Add Users".



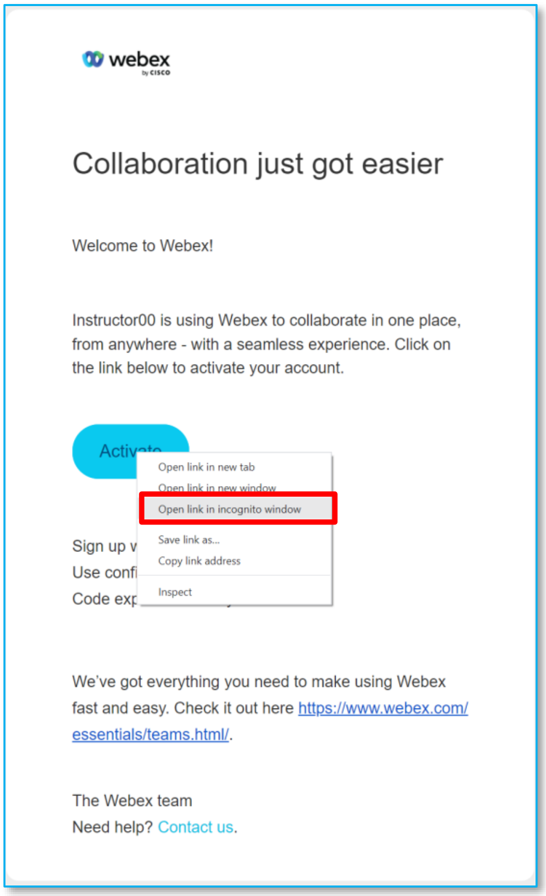
1.30 ☐ Click the user one time. You can edit the display name, first name and last name for the user.



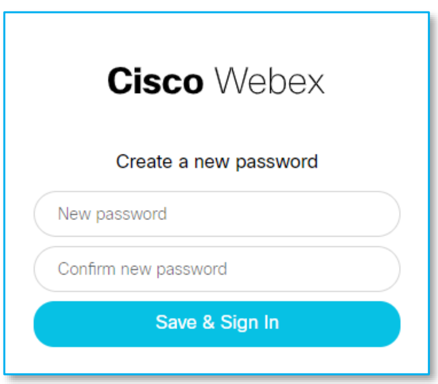
1.31 ☐ Edit the user as follows: “CC Agent 1” should be the first Agent Display Name and then close the slide-out menu by clicking on “X”.



1.32 ☐ **Open Gmail in your browser in anormal 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.**



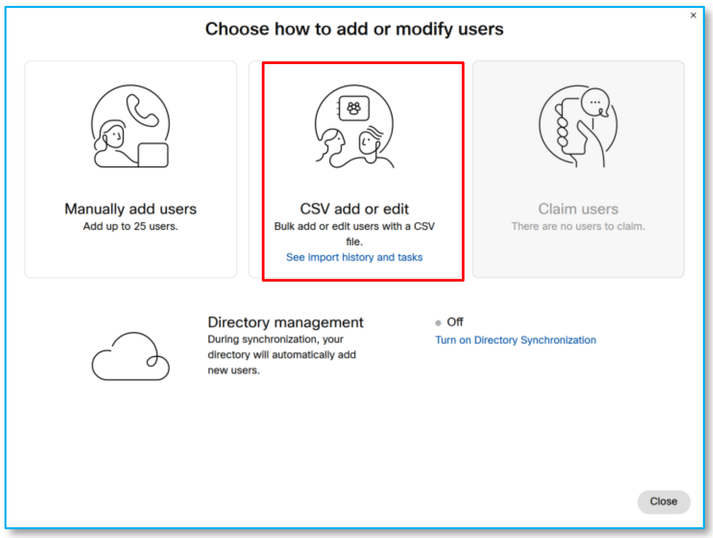
1.33 ☐ **Set the password and close the browser incognito/private window.**

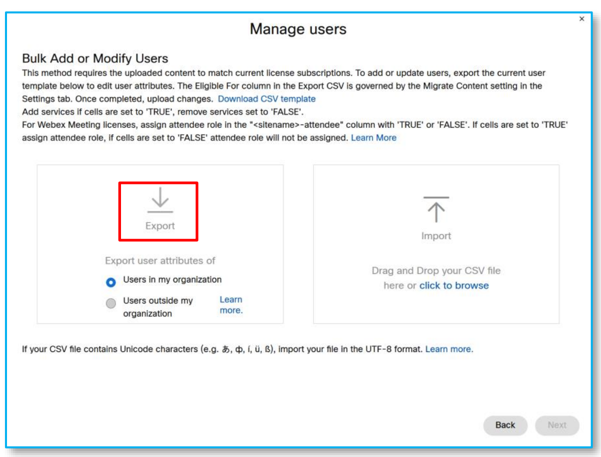


Tip! *This process will activate the User in CH.*

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".**

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 Statu	Last Servic	Days since	Directory I	Direct Line	Hybrid Cal	Hybrid Call	Hybrid Me	Jabber wit	Jabber Cal	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.

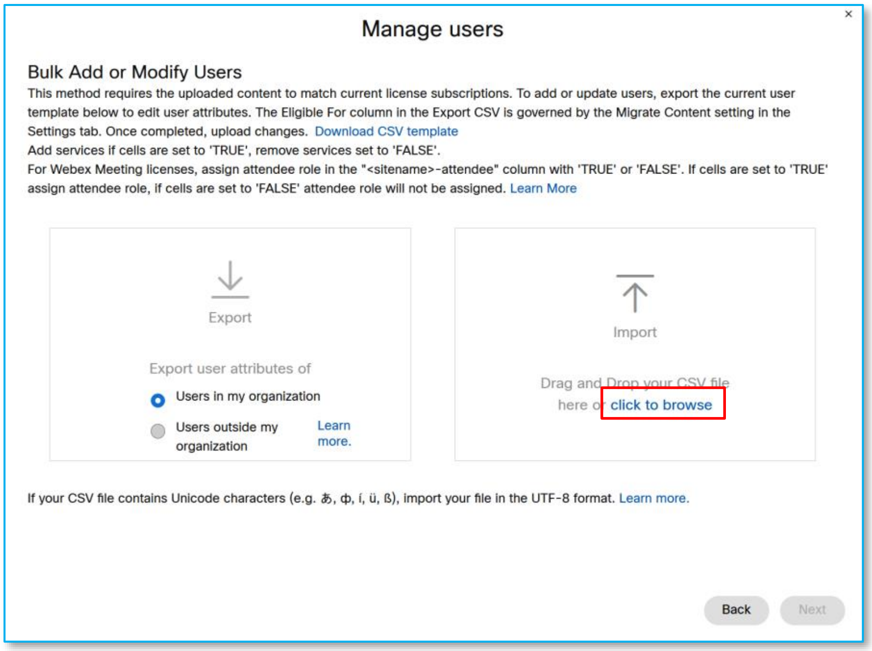
In order to avoid errors, copy the row of first user you manually created 4 times, and edit it with info contained in the table above.

Leave the rest of the fields the same.

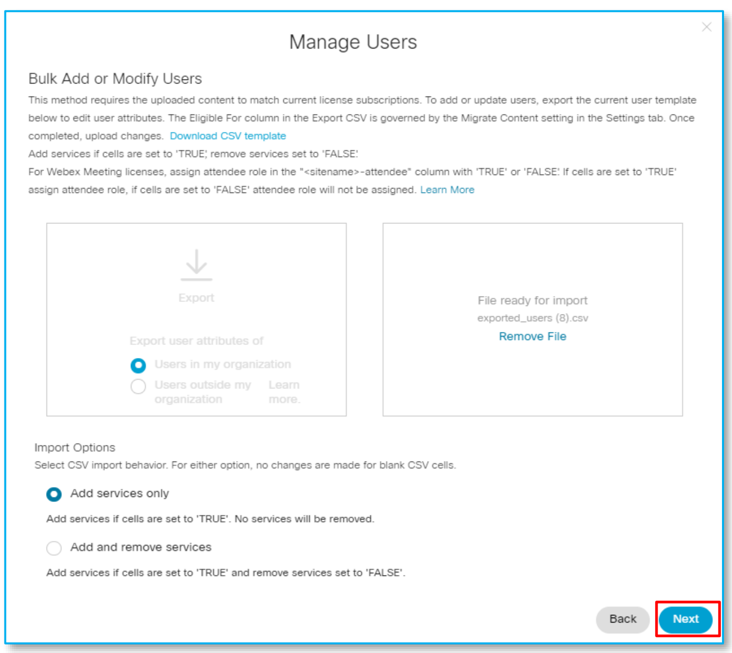
Tip! *Their email address should be reachable from class and it needs to be unique, please make sure you will use the Gmail dot trick explained before.*

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.**

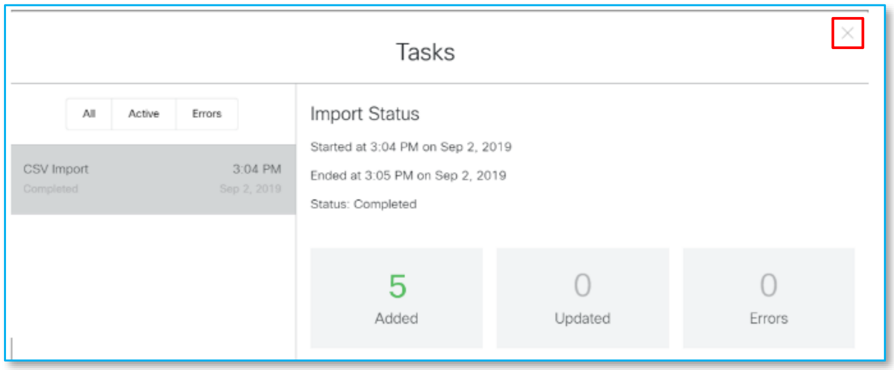


1.39 ☐ **Then click on "Next".**



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.

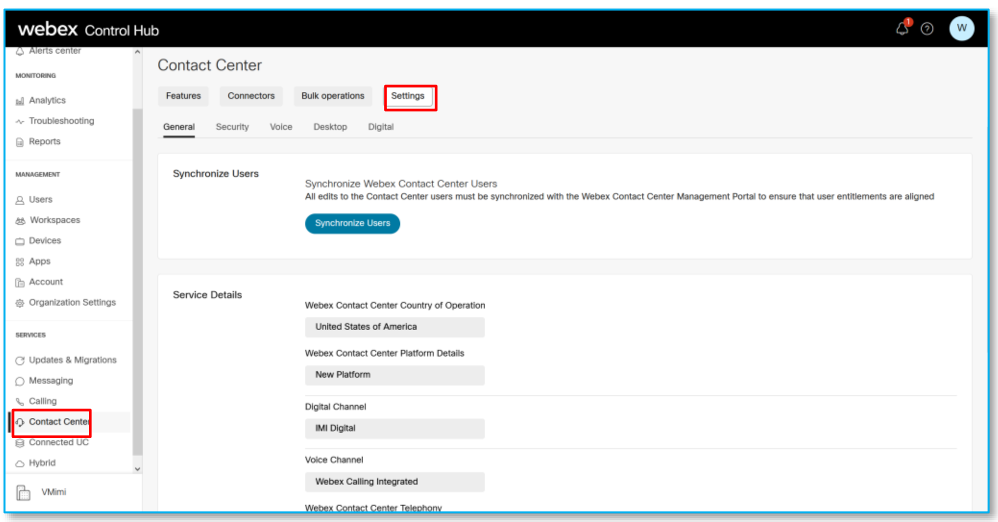
Expected Completion Time: 10 minutes.

Provisioning a Tenant under the main Service Provider

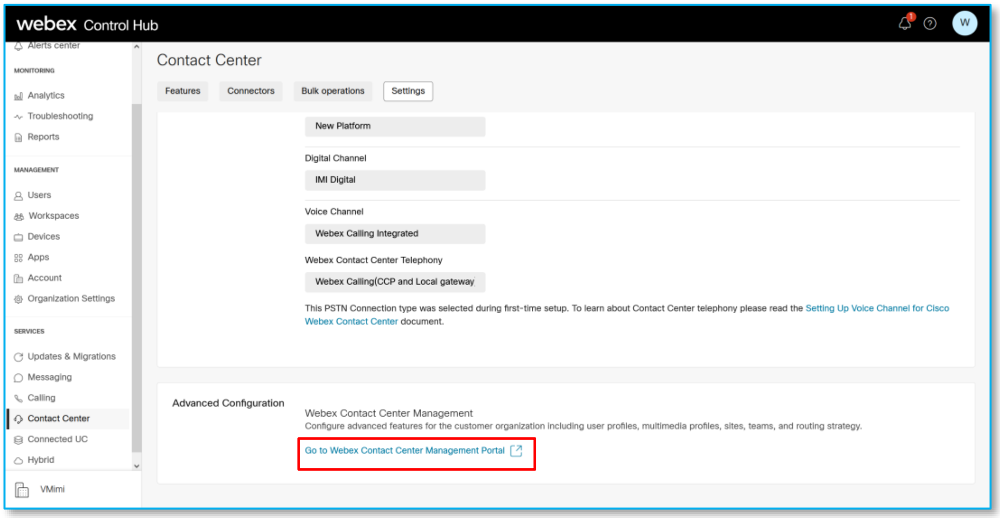
2.1 ☐ Open your browser and go to

URL: https://admin.webex.com
Customer Org Admin
User: Your assigned Customer admin

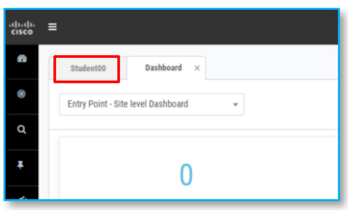
2.2 ☐ Once logged in, click "Contact Center" (under Services), then "Settings", as indicated in the following picture.



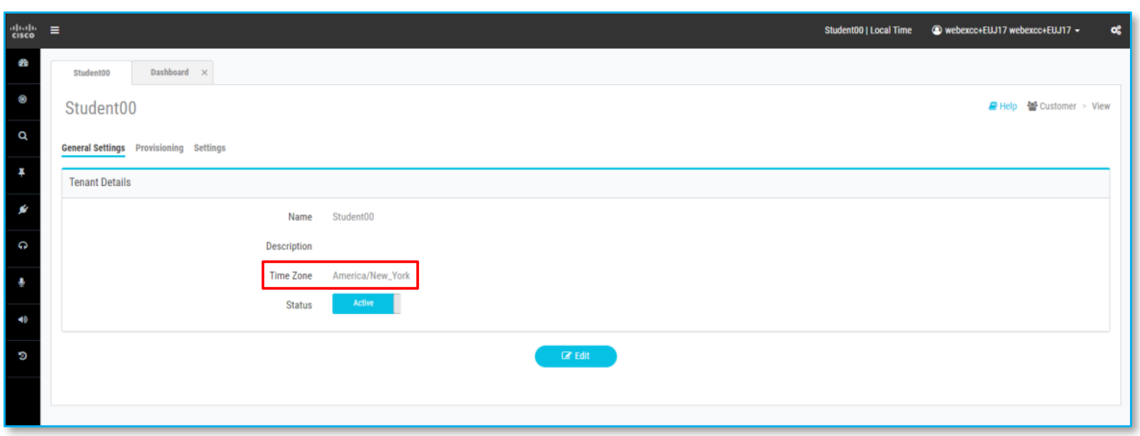
2.3 ☐ Click the link "Go to Webex Contact Center Management Portal" to enter the Tenant Portal.



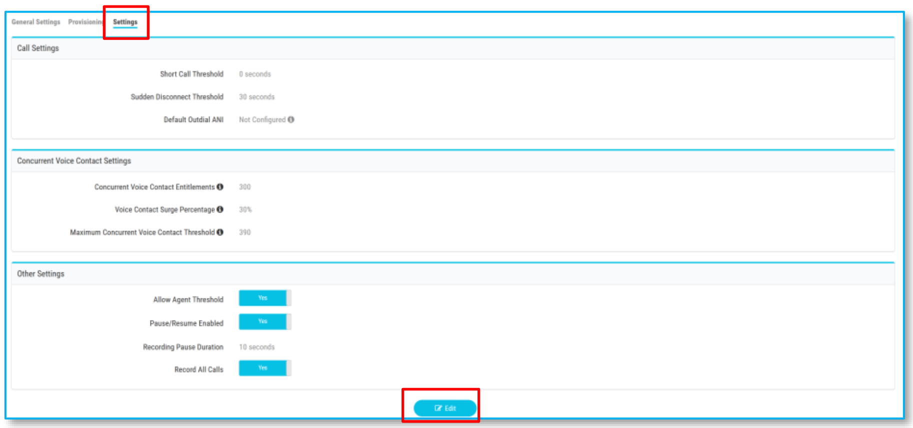
2.4 ☐ **A new browser tab will be opened in your browser. Click on the first tab of the Tenant Portal, the one next to Dashboard.**



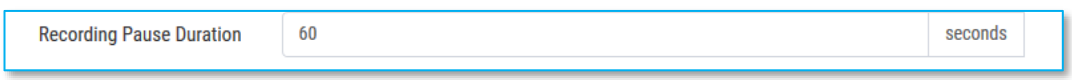
2.5 ☐ **In the "General Settings" make sure that the Tenant Time Zone is set as "America/New_York"**



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.



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

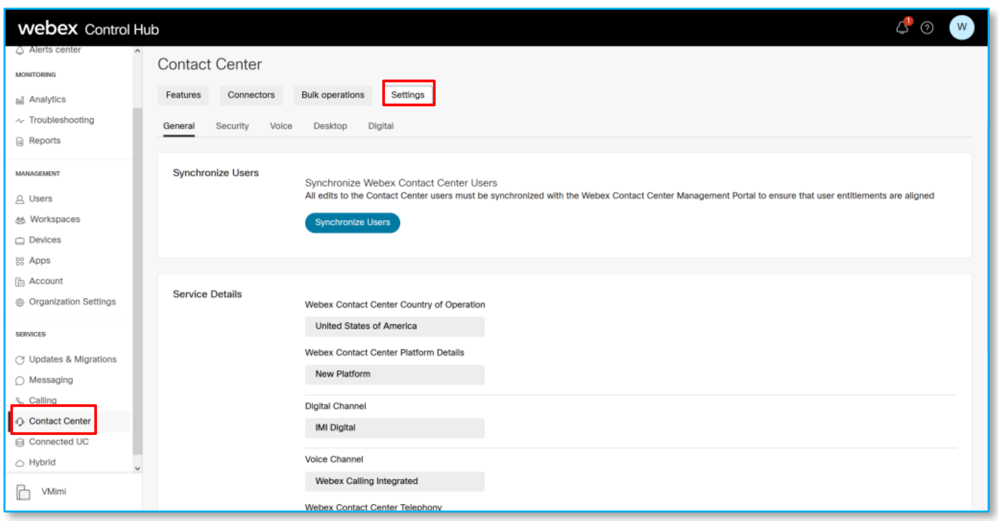
Expected Completion Time: 30 minutes.

Provisioning a Tenant under the main Service Provider

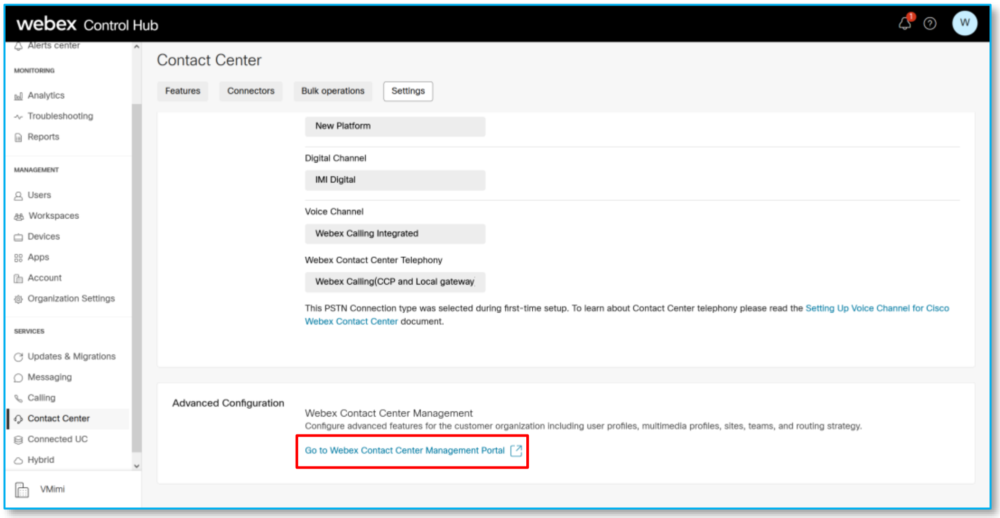
3.1 ☐ **Open your browser and go to**

URL: https://admin.webex.com
Customer Org Admin
User: Your assigned Customer admin

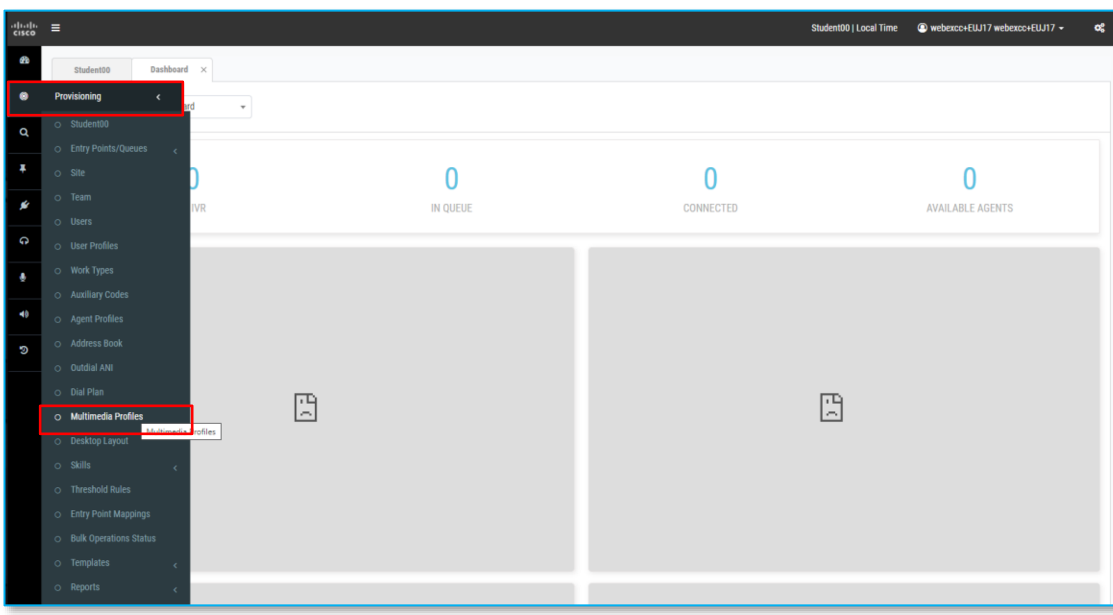
3.2 ☐ **Once logged in, click "Contact Center" (under Services), then "Settings", as indicated in the following picture.**



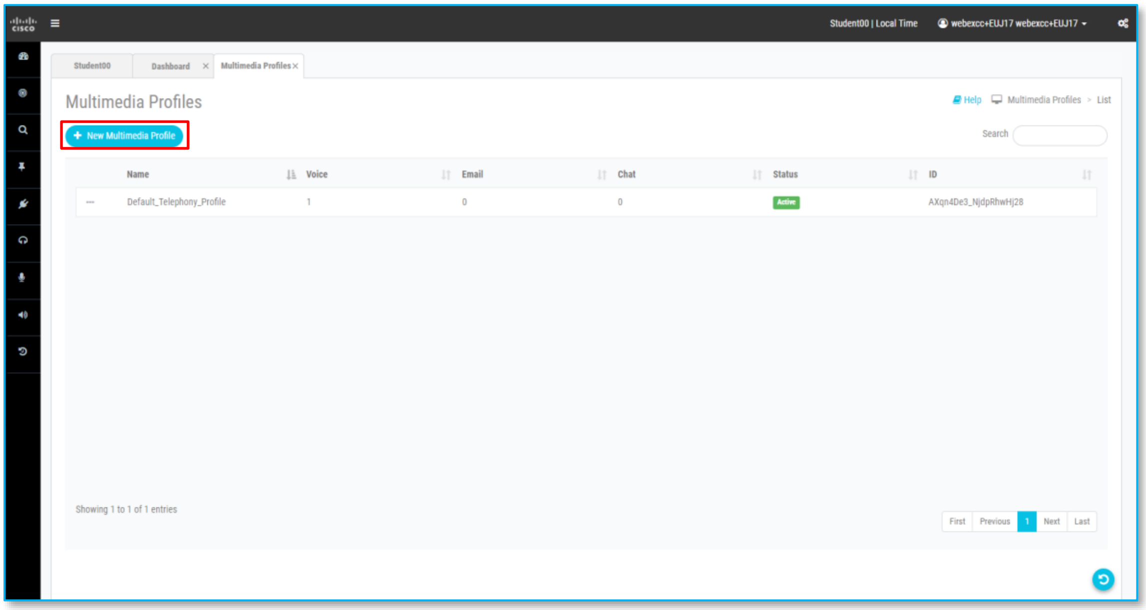
3.3 ☐ Click the link “Go to Webex Contact Center Management Portal” to enter the Tenant Portal.



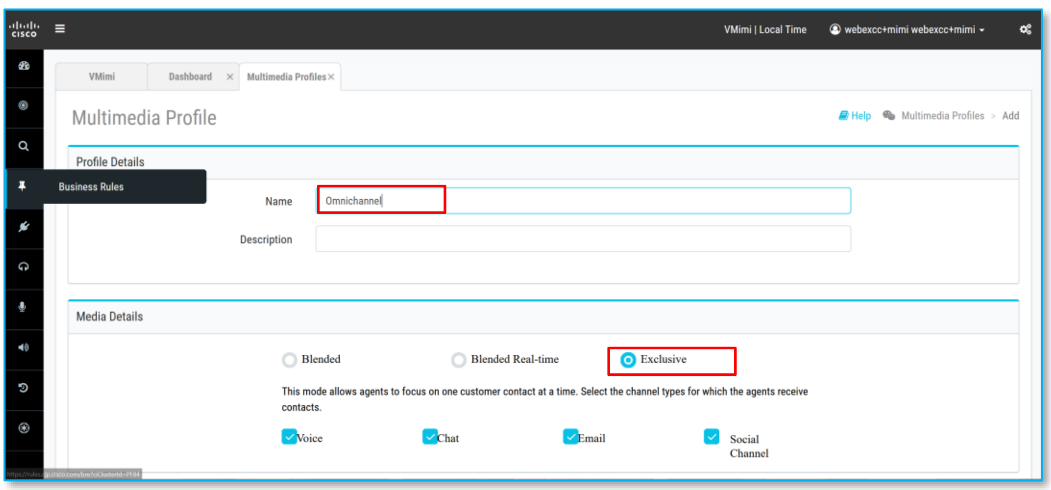
3.4 ☐ Select the “Provisioning” icon and then select “Multimedia Profiles”



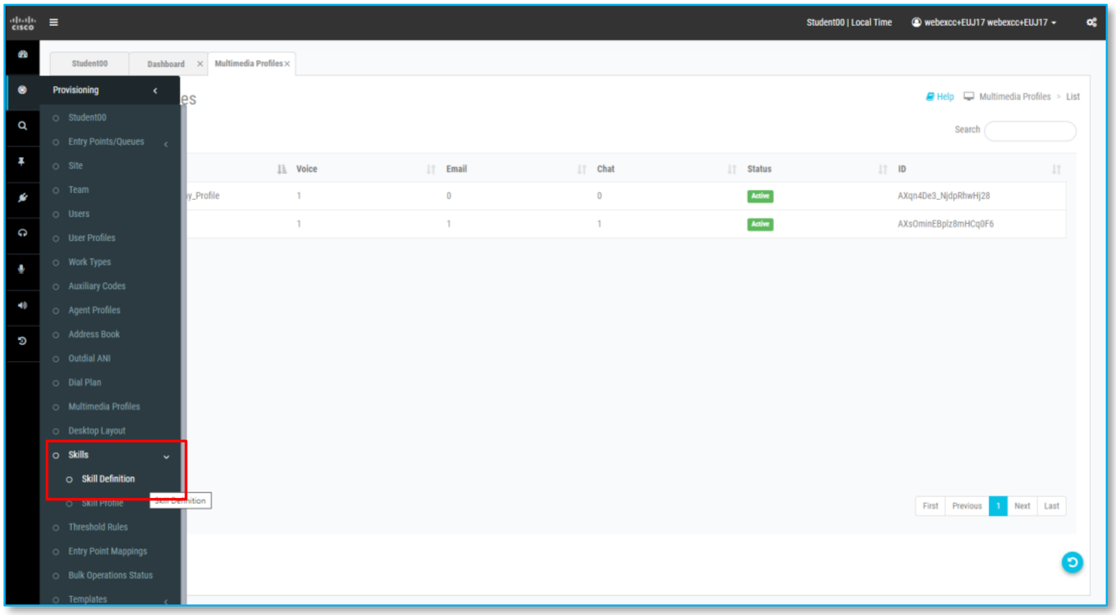
3.5 ☐ Click " + New multimedia Profile"



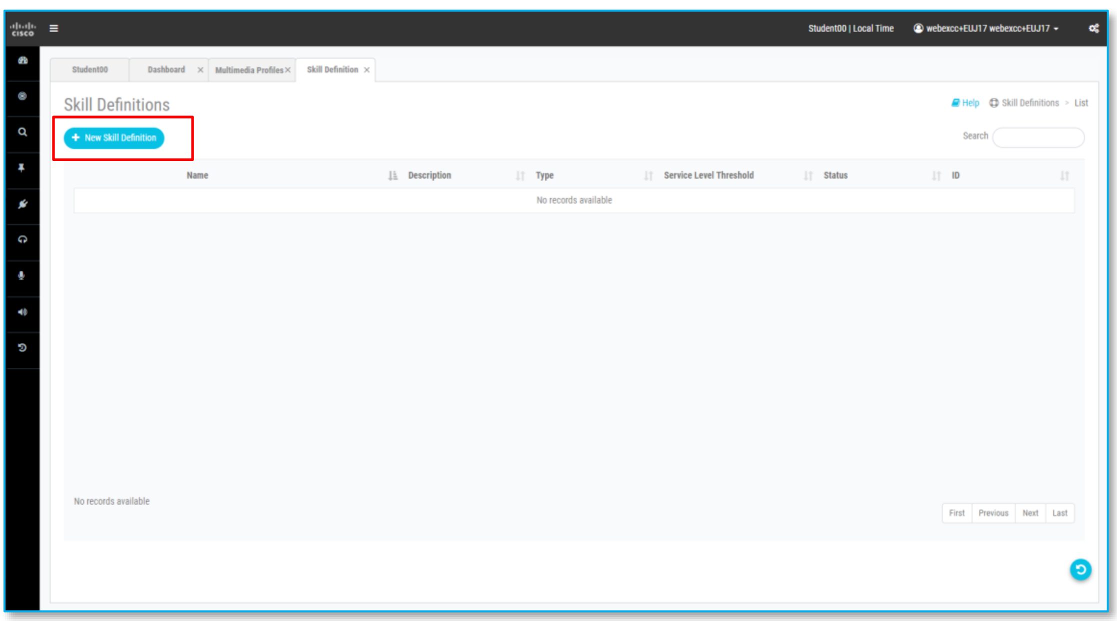
3.6 ☐ Fill in the information next to the red boxes, then click save.



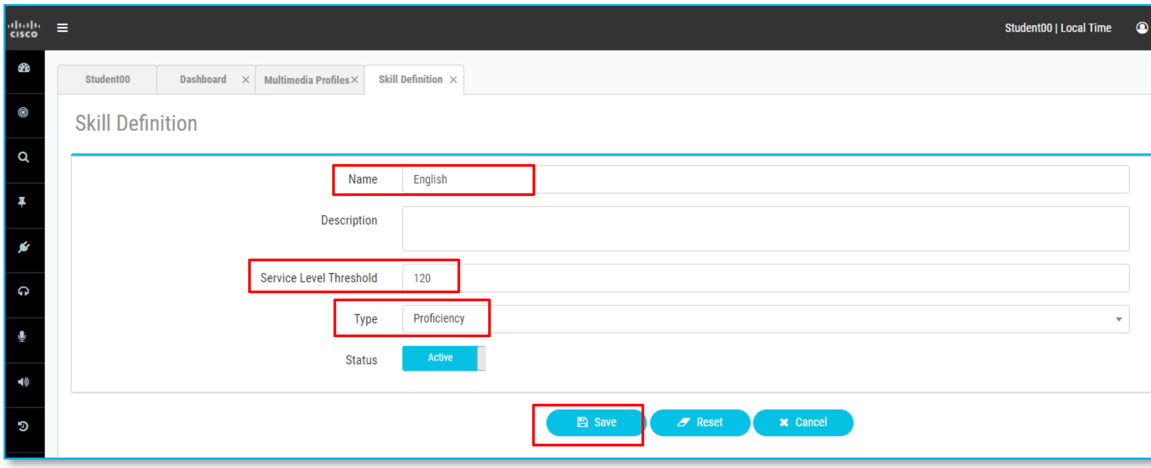
3.7 ☐ Select the "Provisioning" icon and then select "Skills" then "Skills Definition"



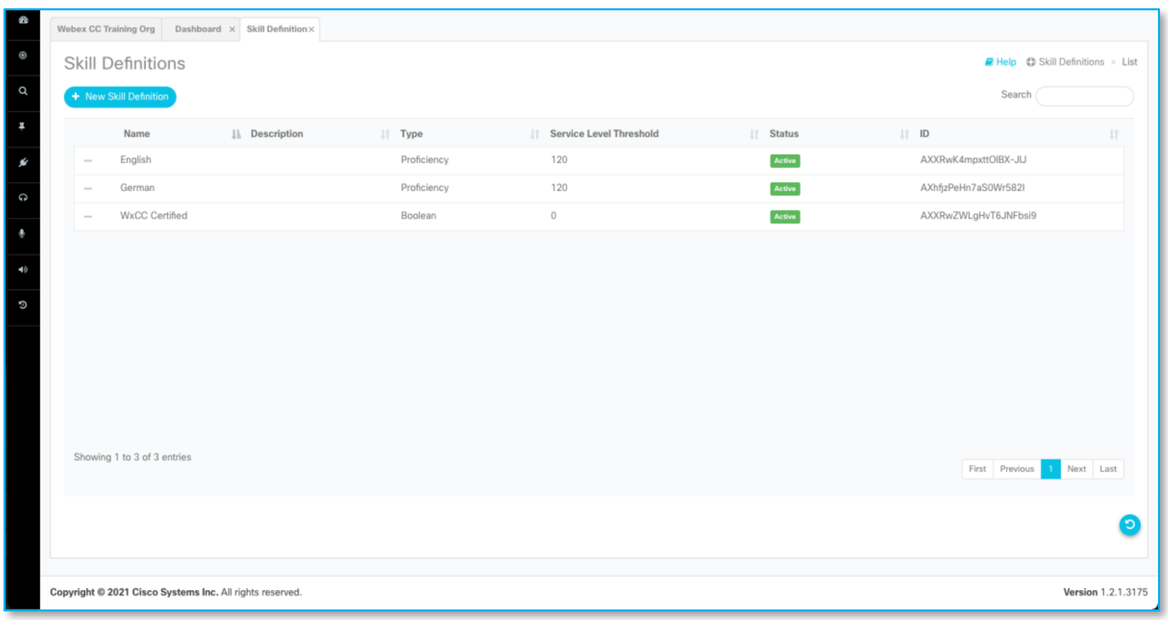
3.8 ☐ Click " + New Skill Definition"



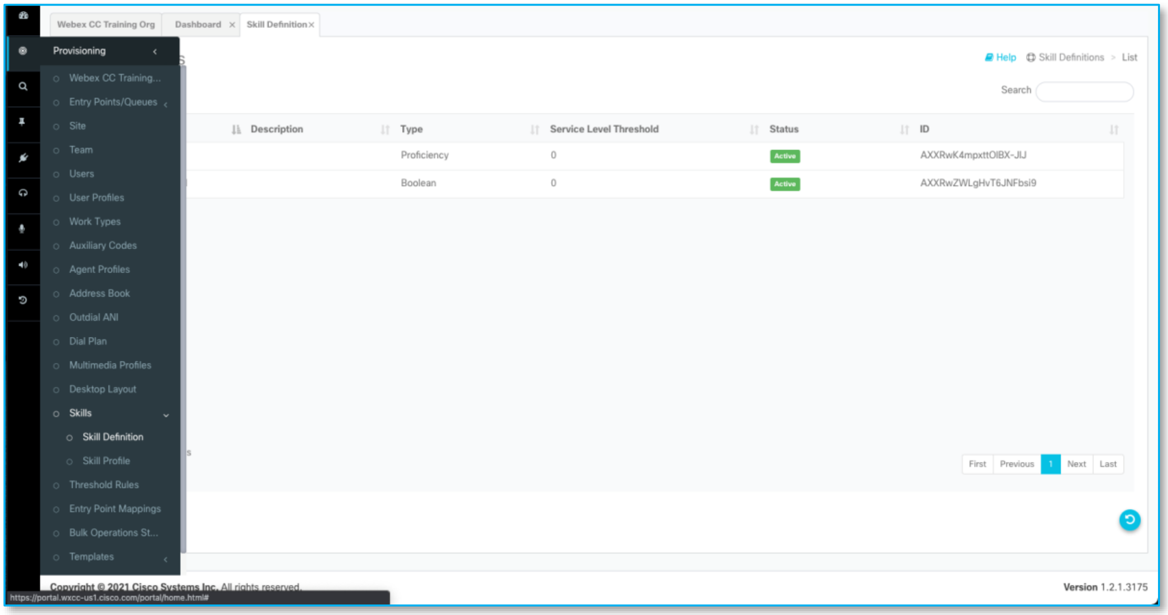
3.9 ☐ **Fill in the information next to the red boxes, then click save.**



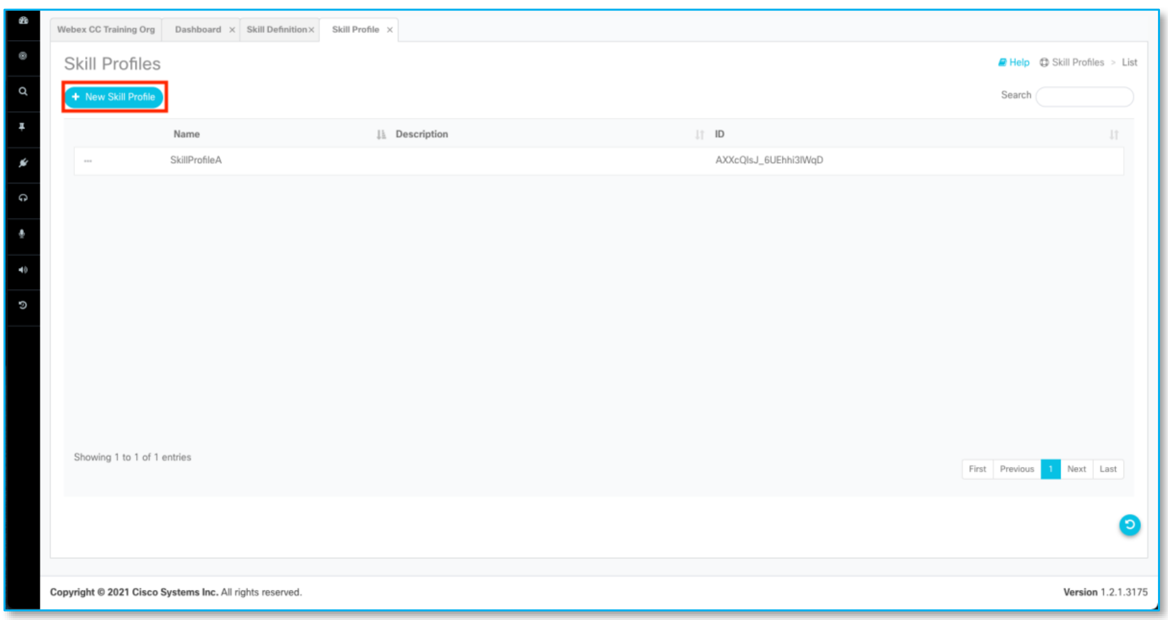
3.10 ☐ **Create another Proficiency Skill, called German, with a Service Level of 120 and a Boolean Skill, called WxCC Certified, with a Service Level of 0. Your screen should look like this.**



3.11 ☐ Select the "Provisioning" icon and then select "Skills" then "Skills Profile"

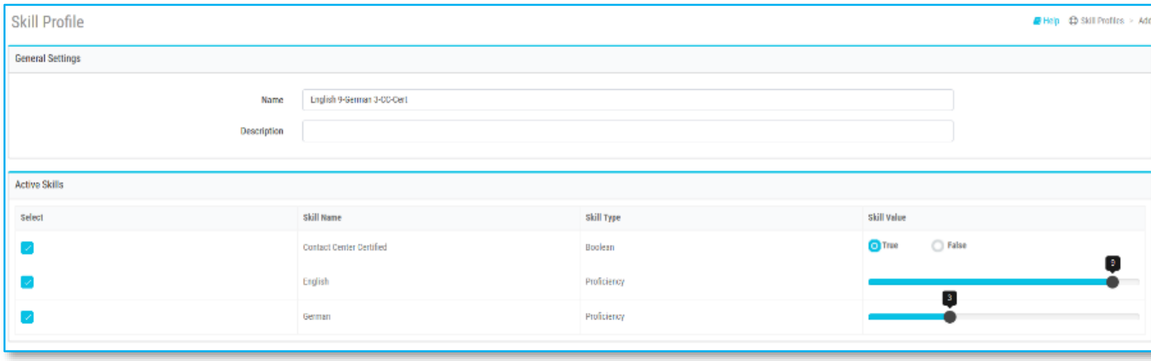


3.12 ☐ Click " + New Skill Profile"



3.13 ☐ Provision a new skill profile as follows and then click on "Save".

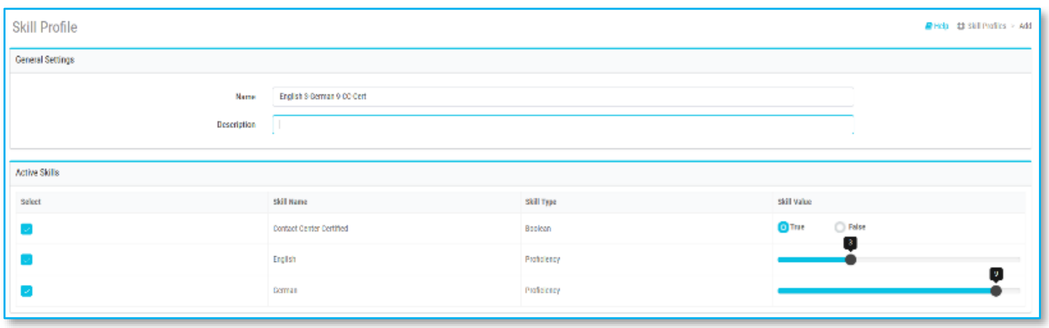
The name of the skill profile should be English 9-German 3-CC-Cert



3.14 ☐ **Click on “New Skill Profile**

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

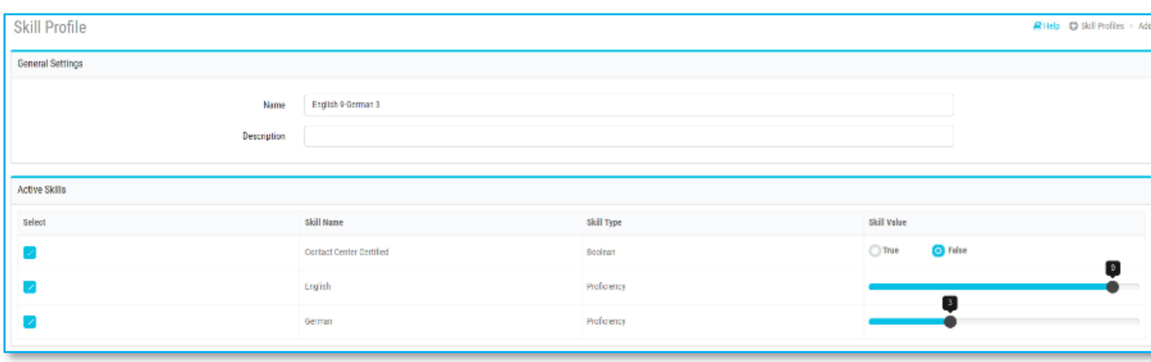
The name of the skill profile should be English 3-German 9-CC-Cert



3.16 ☐ **Click on “New Skill Profile”**

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

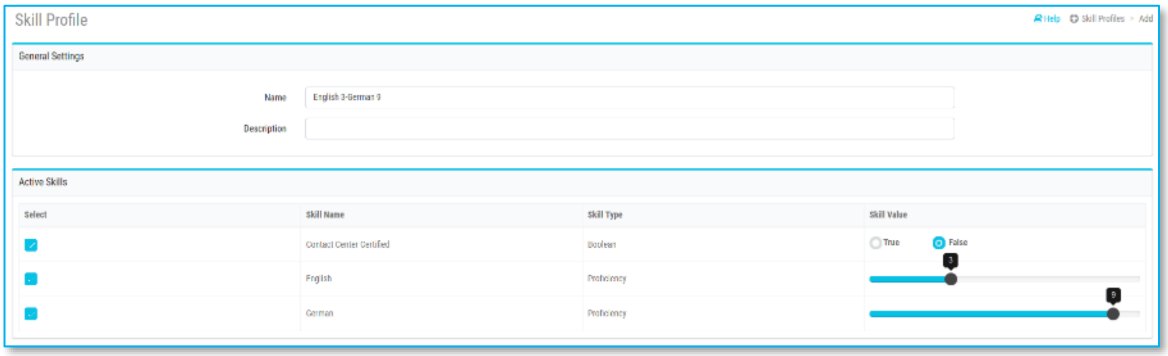
The name of the skill profile should be English 9-German 3



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



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

4 Lab 4 – Provisioning Sites and Teams

Purpose: Provisioning Sites and Teams

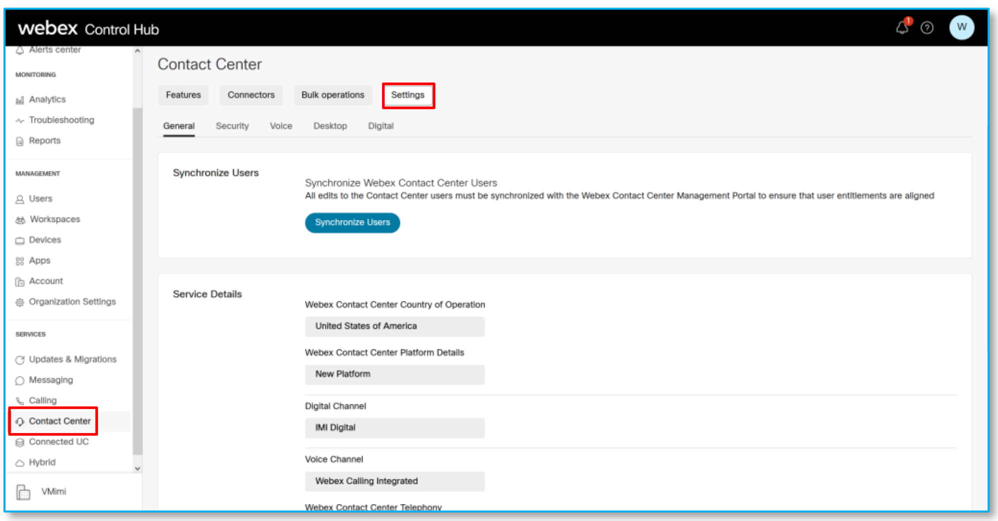
Expected Completion Time: 30 minutes.

Provisioning a Tenant under the main Service Provider

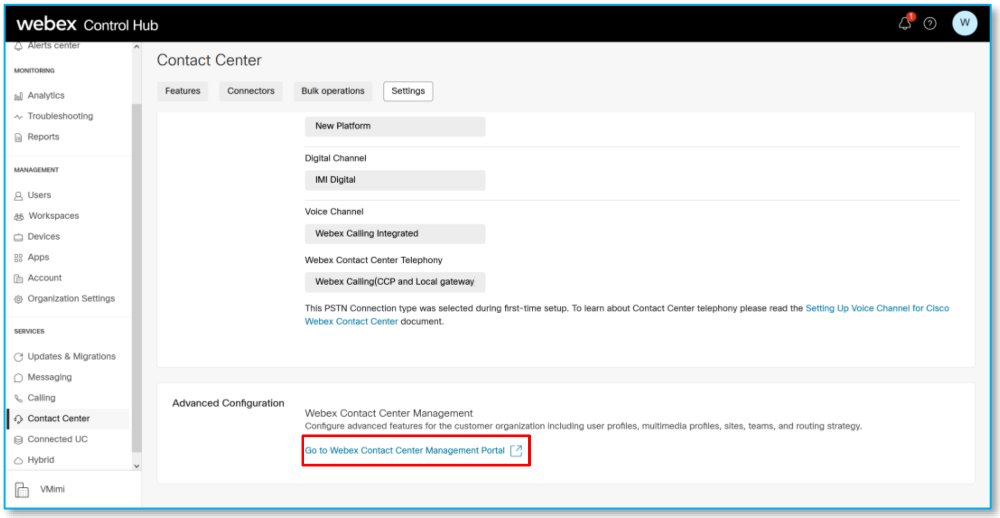
4.1 ☐ Open your browser and go to

URL: https://admin.webex.com
Customer Org Admin
User: Your assigned Customer admin

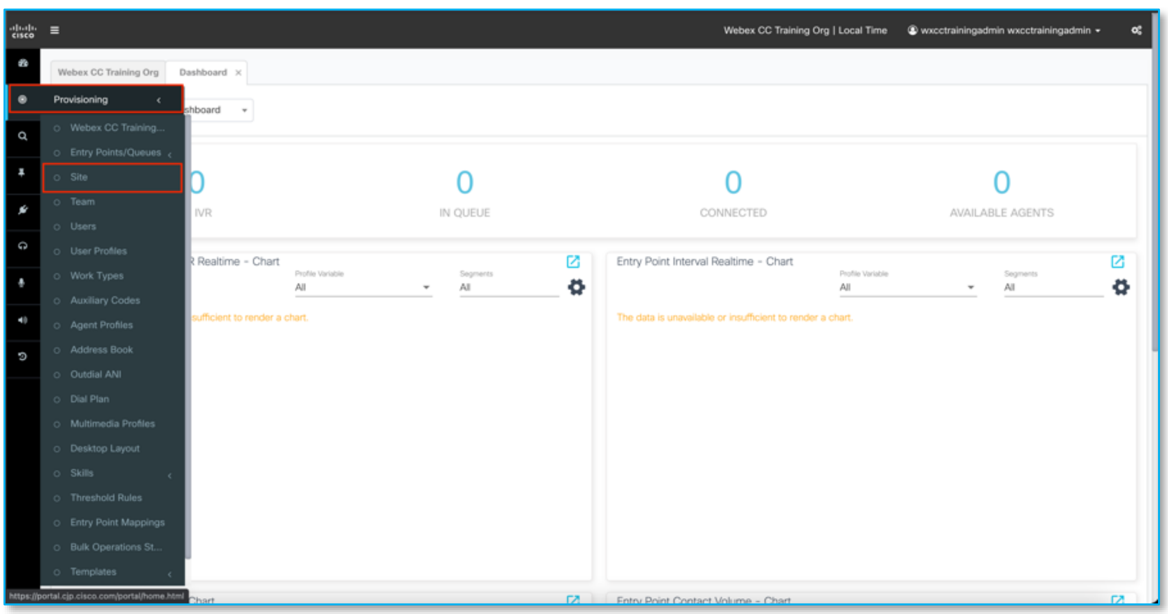
4.2 ☐ Once logged in, click "Contact Center" (under Services), then "Settings", as indicated in the following picture.



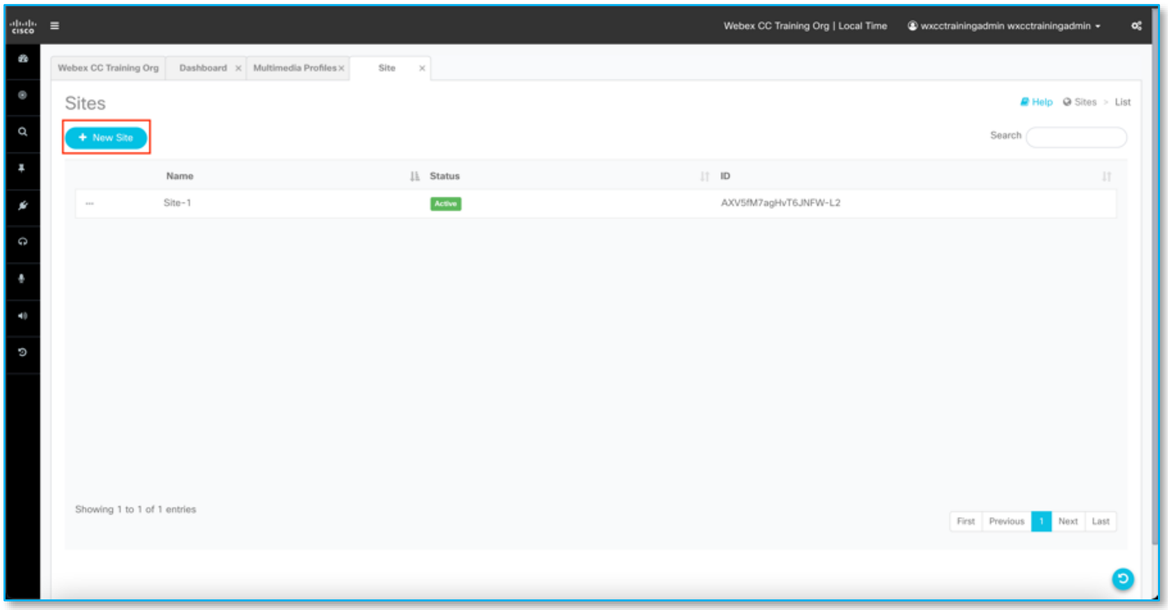
4.3 ☐ Click the link “Go to Webex Contact Center Management Portal” to enter the Tenant Portal.



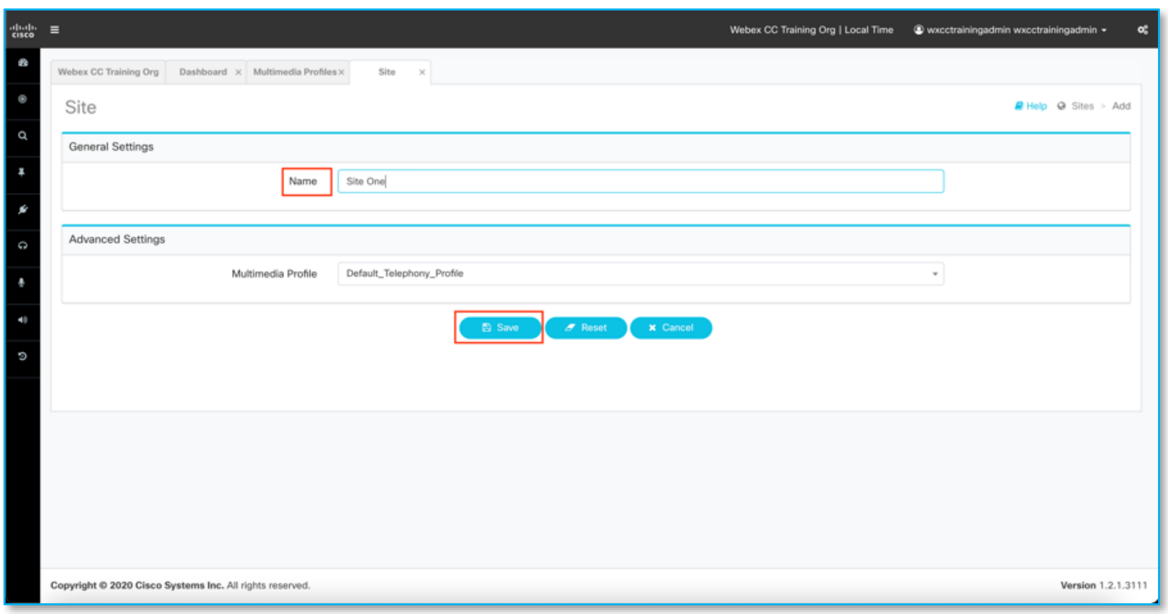
4.4 ☐ Select the “Provisioning” icon and then select “Site”



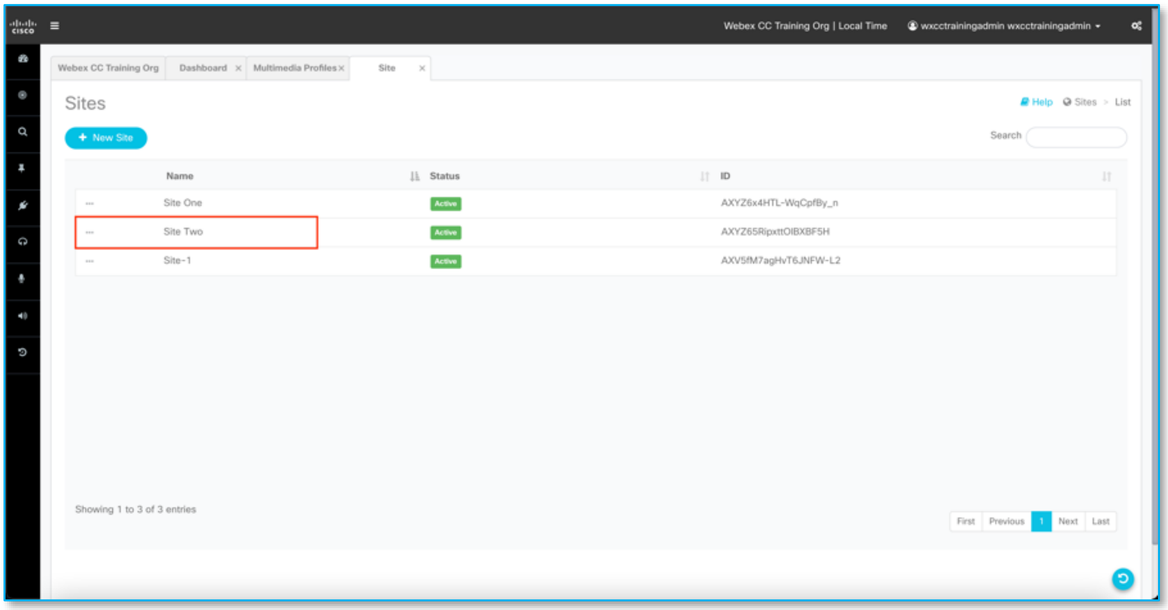
4.5 ☐ Click " + New Site"



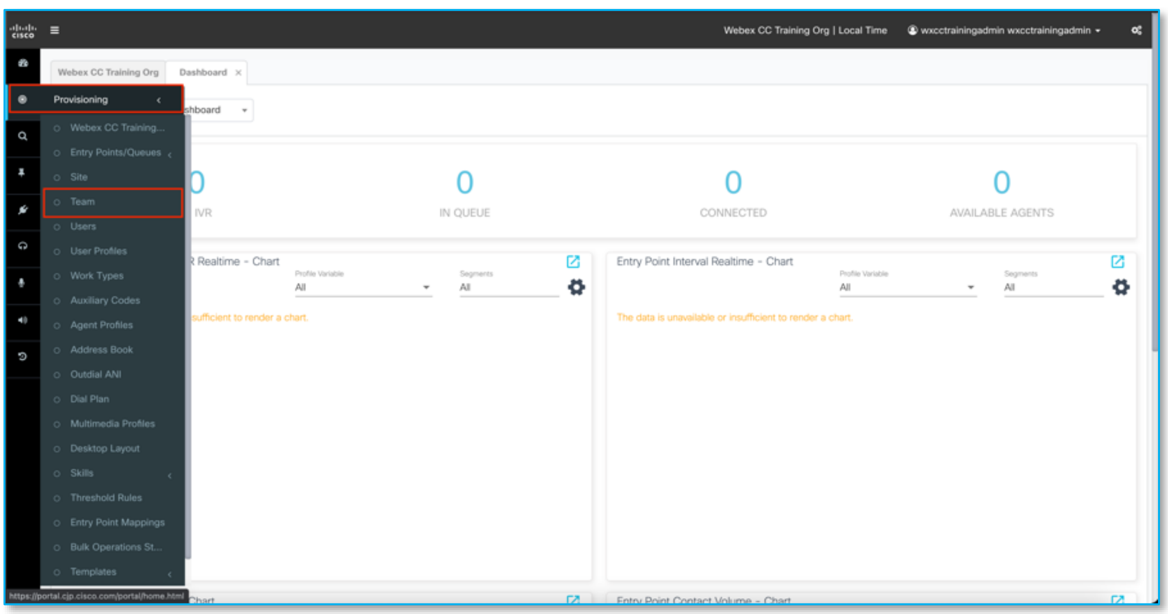
4.6 ☐ Fill in the information next to the red box, then click save.



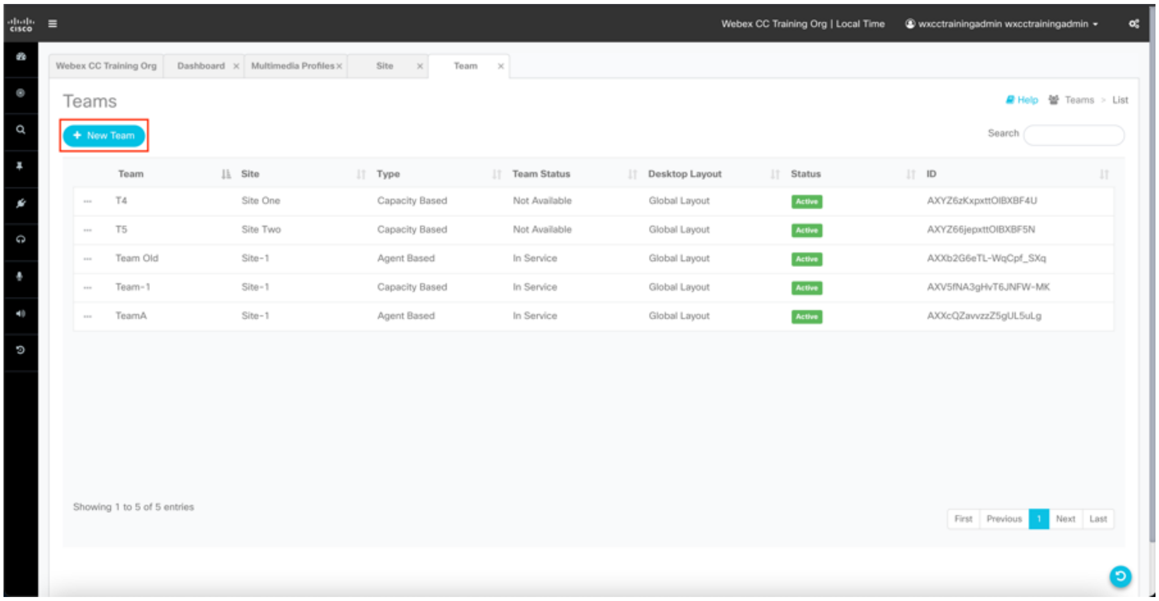
4.7 ☐ Repeat steps 4.5 and 4.6 and create “Site Two”



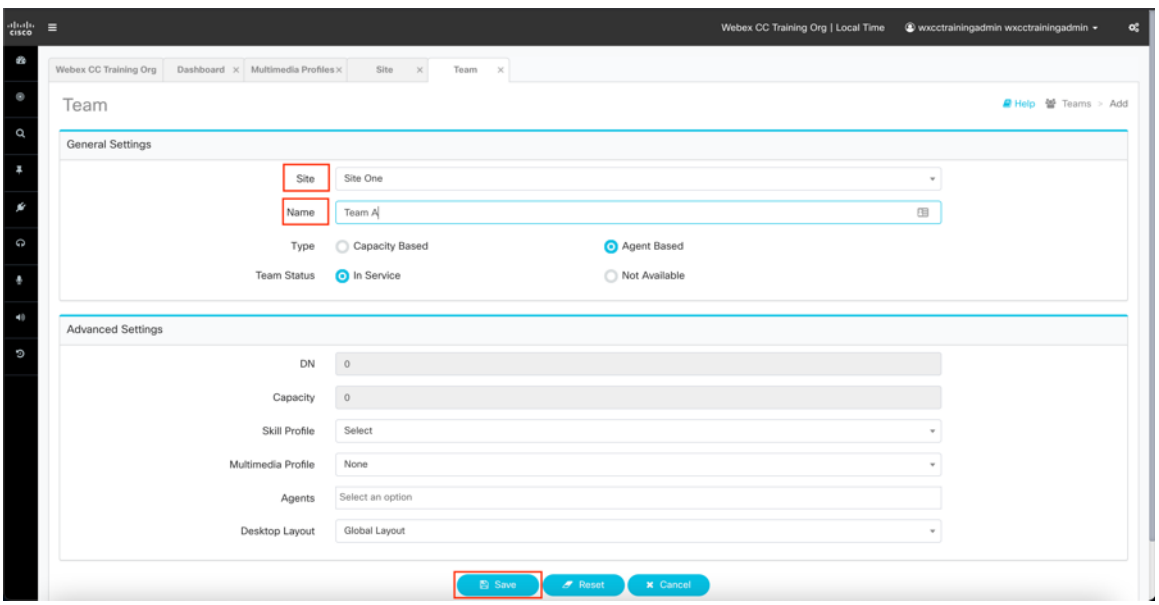
4.8 ☐ Select the “Provisioning” icon and then select “Team”



4.9 ☐ Click " + New Team"



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



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.

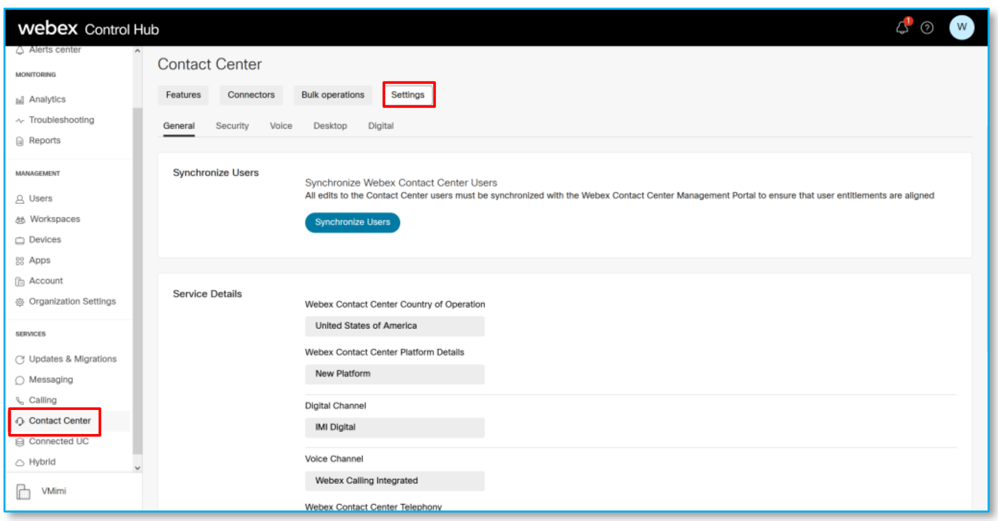
Expected Completion Time: 40 minutes.

Provisioning a Tenant under the main Service Provider

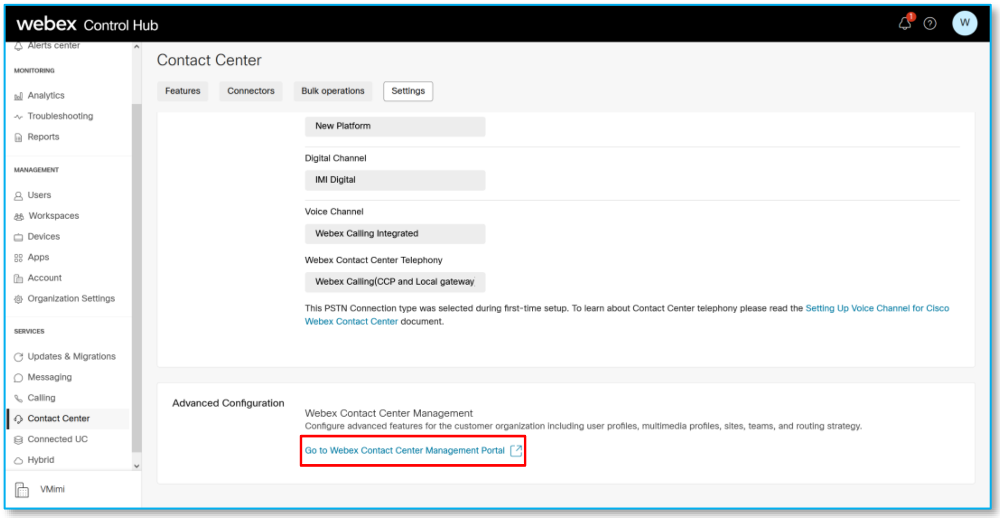
5.1 ☐ **Open your browser and go to**

URL: https://admin.webex.com
Customer Org Admin
User: Your assigned Customer admin

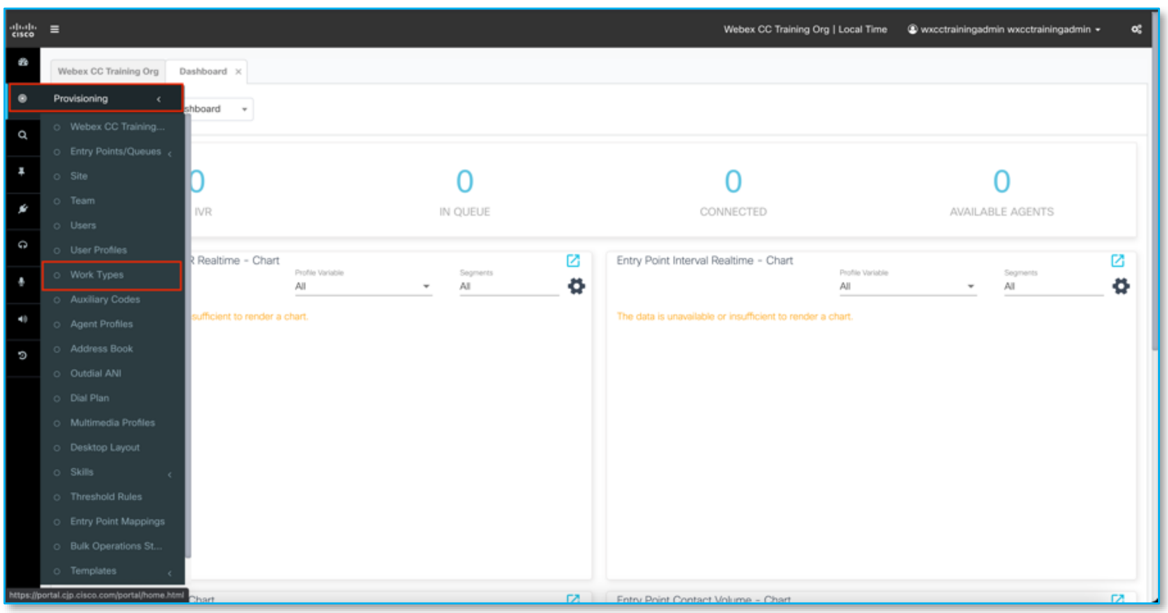
5.2 ☐ **Once logged in, click "Contact Center" (under Services), then "Settings", as indicated in the following picture.**



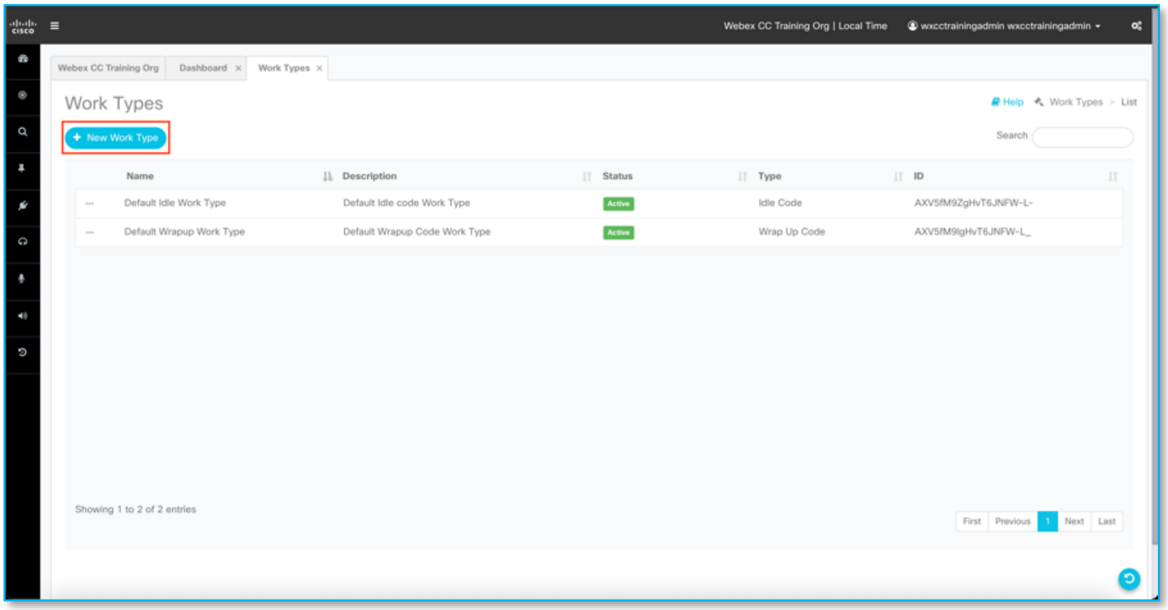
5.3 ☐ **Click the link "Go to Webex Contact Center Management Portal" to enter the Tenant Portal.**



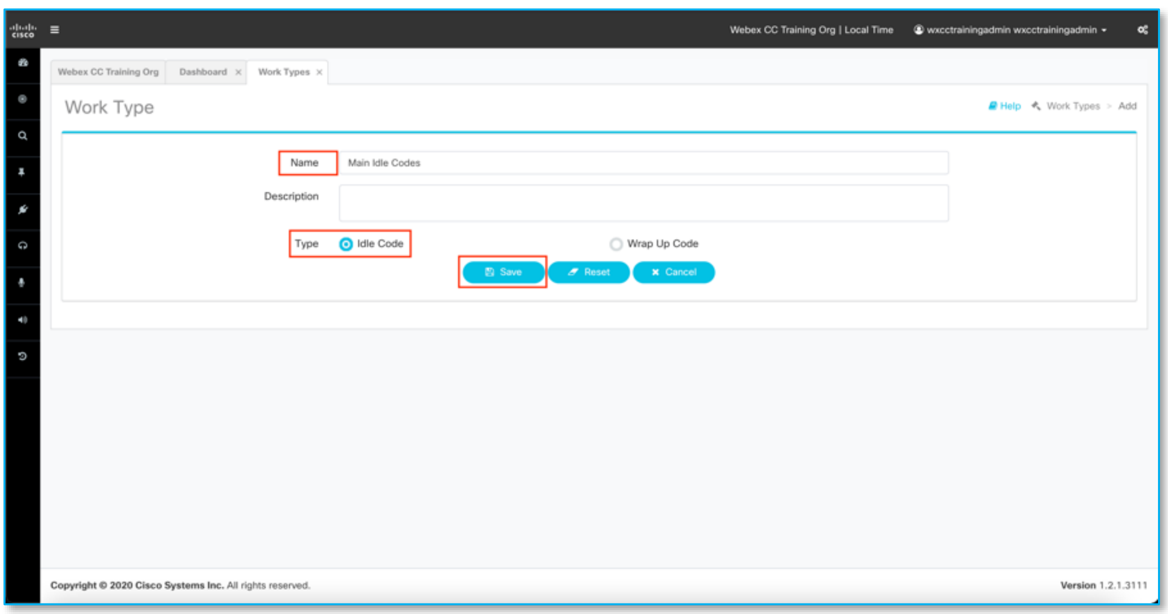
5.4 ☐ **Select the "Provisioning" icon and then select "Work Types"**



5.5 ☐ Click " + Work Type"

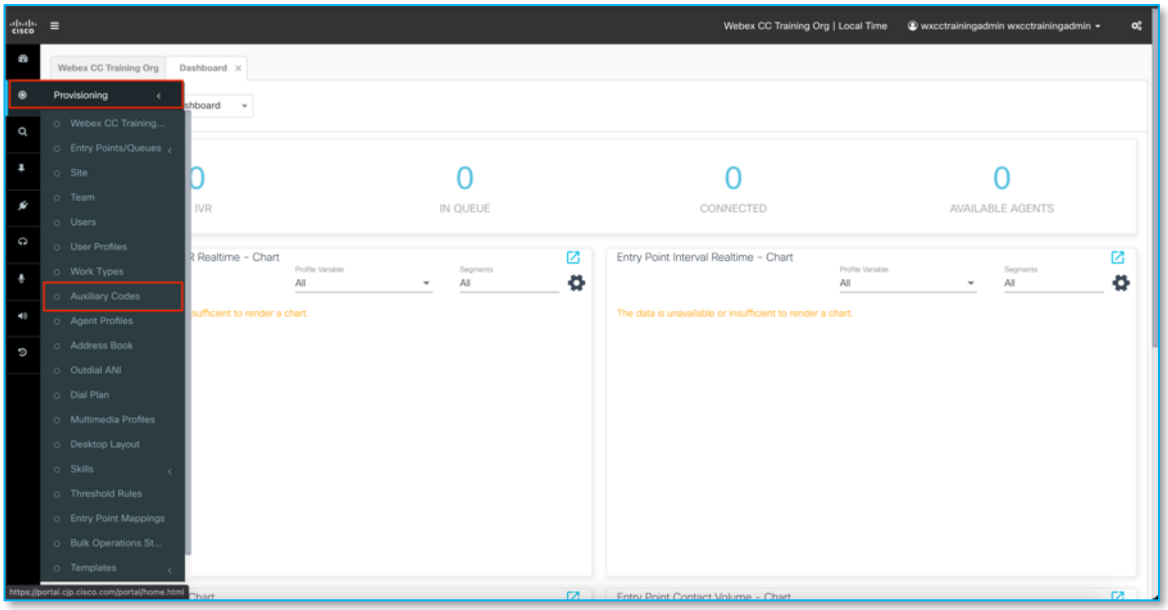


5.6 ☐ Fill in the information as next to the red boxes, then click save

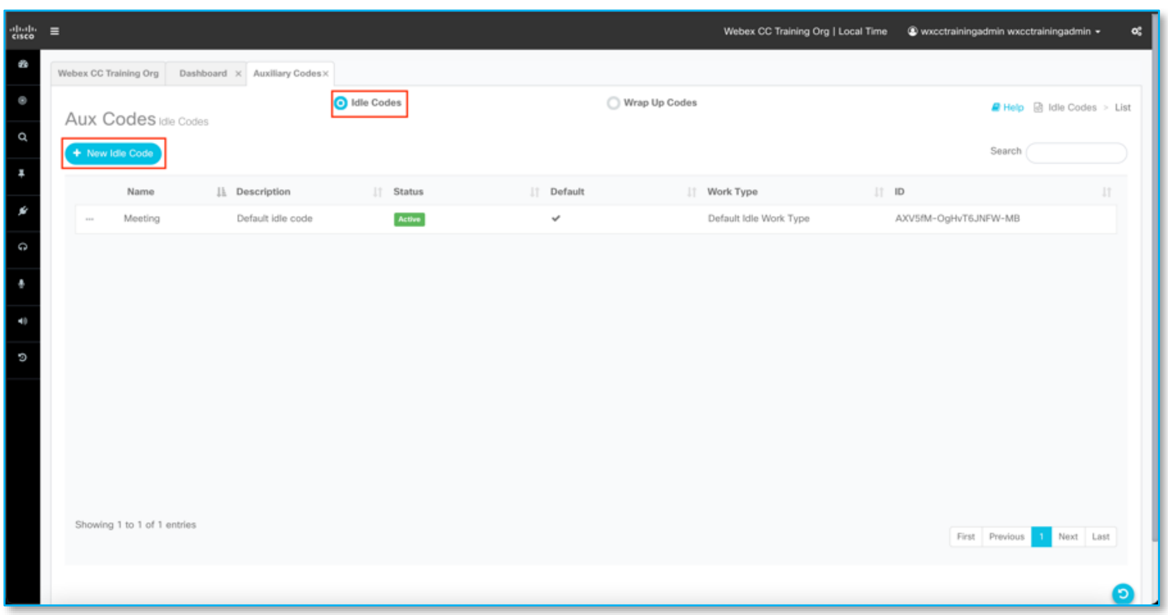


5.7 ☐ **Create a Wrap Up work type called "Main Wrap Codes" – remember to change the radio button to the new work type.**

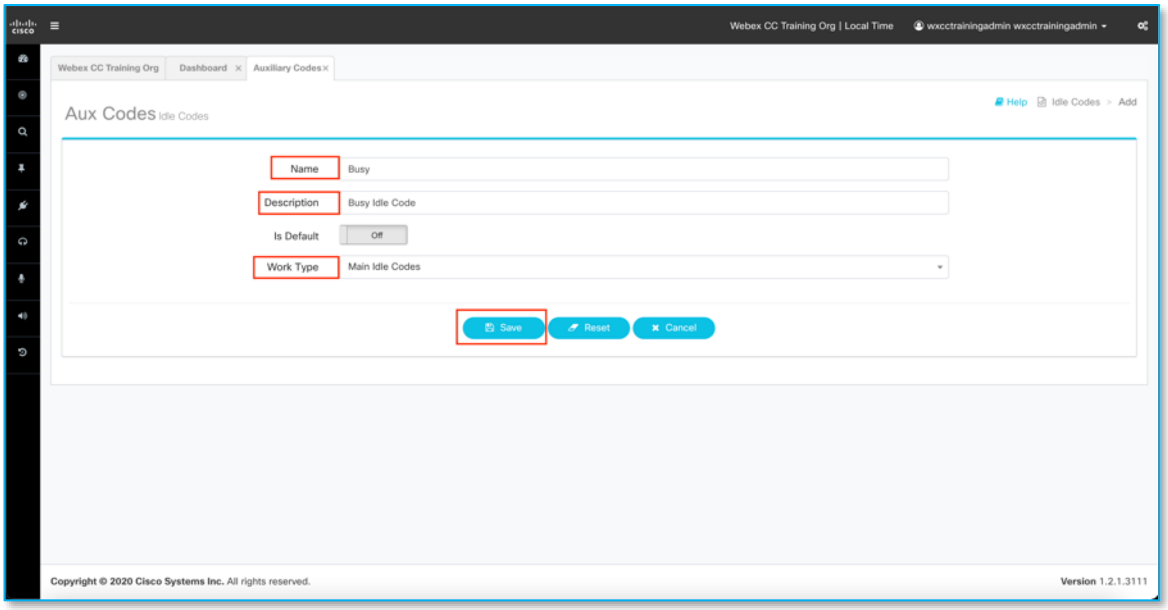
5.8 ☐ **Select the "Provisioning" icon and then select "Auxiliary Codes"**



5.9 ☐ **Click " + New Idle Code"**

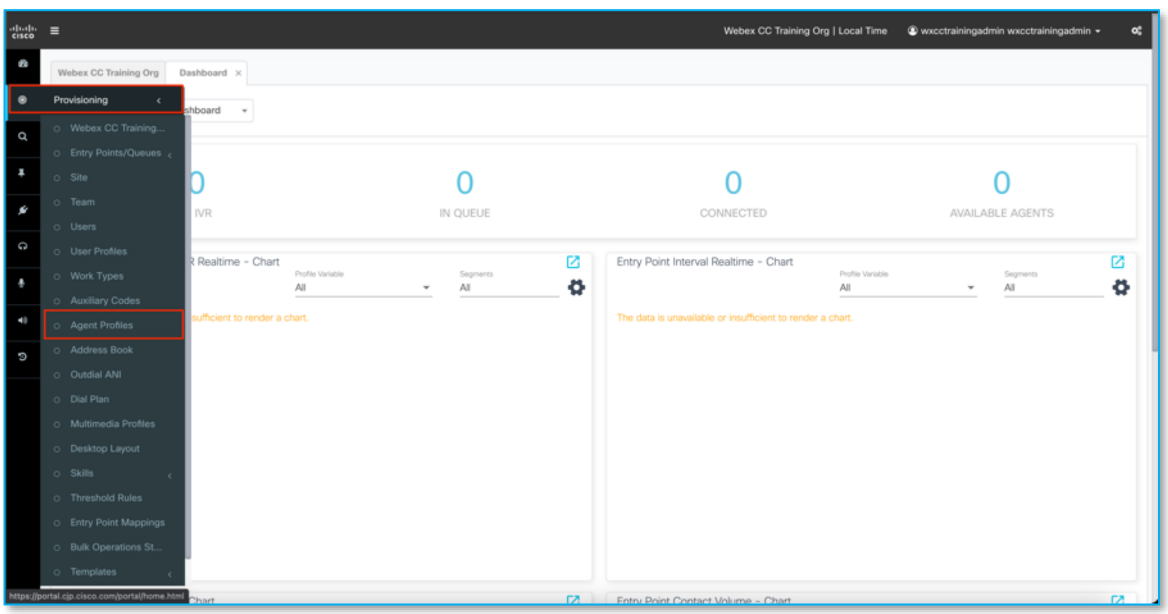


5.10 ☐ Fill in the information as next to the red boxes, then click save

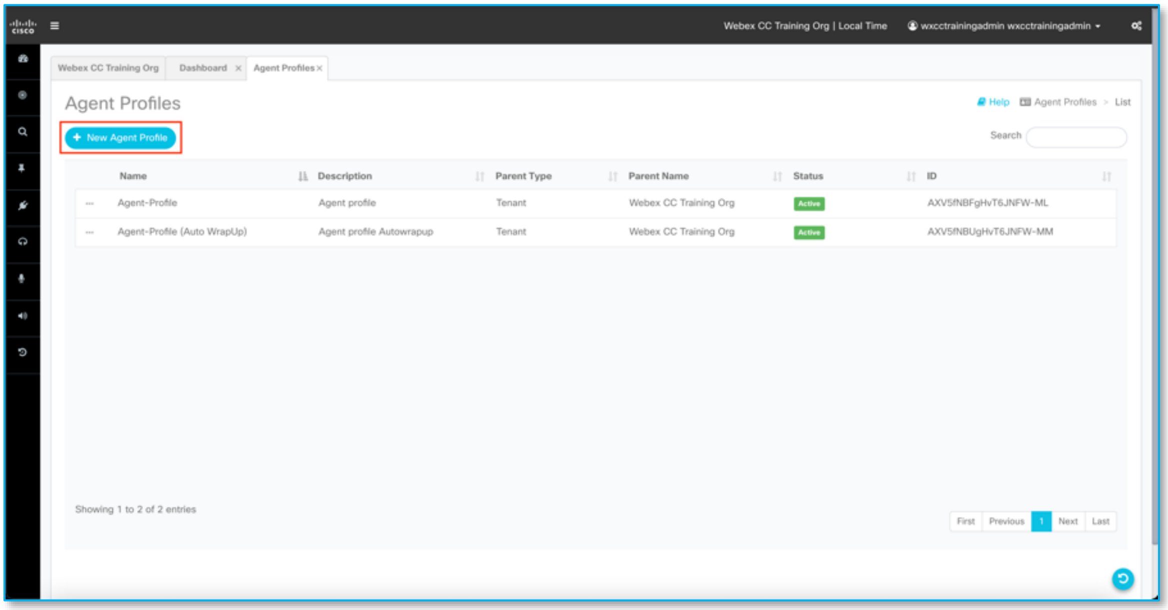


5.11 ☐ Create a New Wrap Up Code called "Support Issue" in the Main Wrap Codes work type. – remember to change the radio button to the Wrap Up Codes.

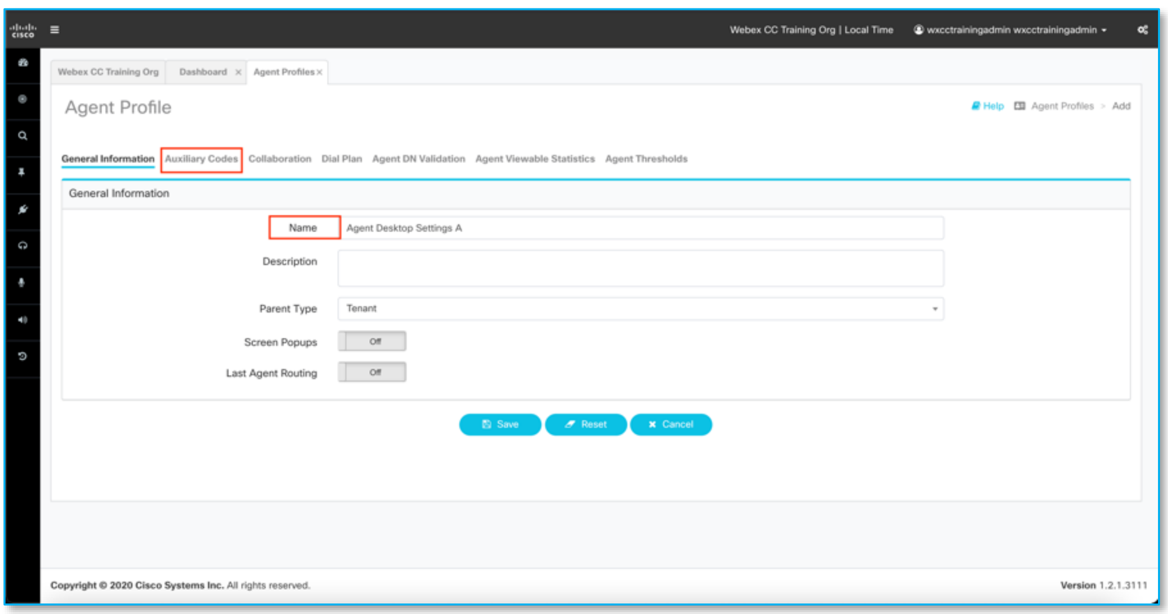
5.12 ☐ Select the "Provisioning" icon and then select "Agent Profiles"



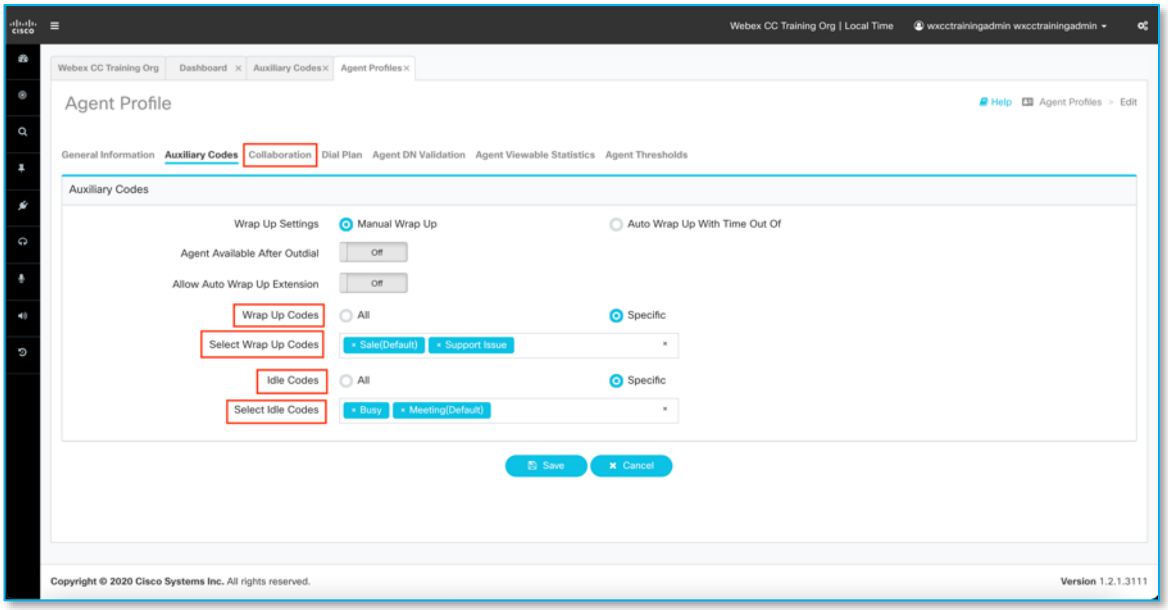
5.13 ☐ Click " + New Agent Profile"



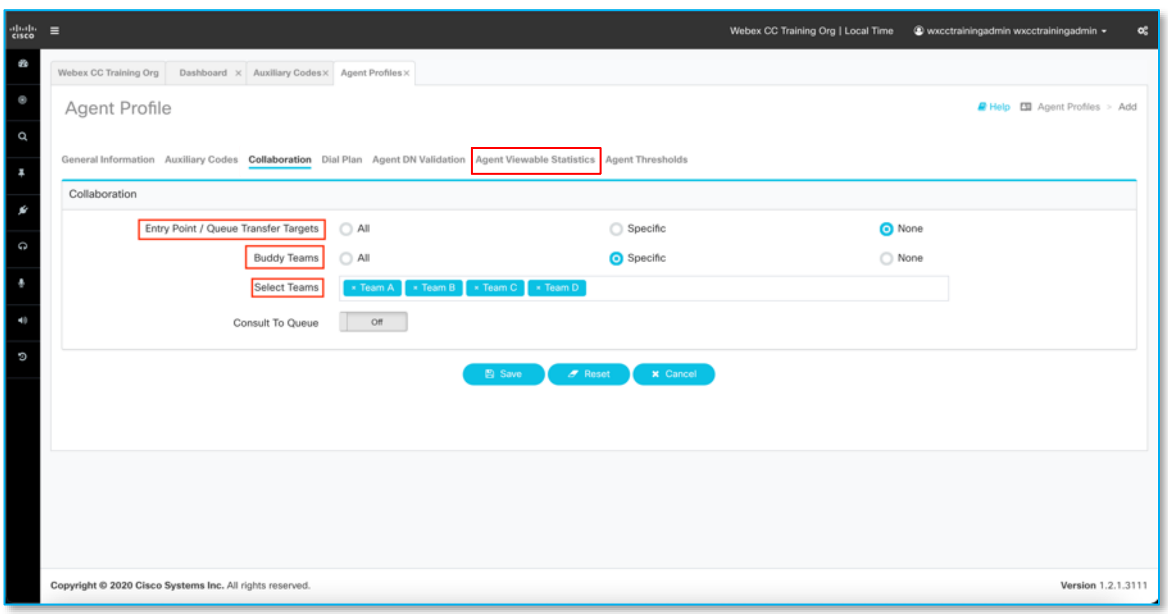
5.14 ☐ Fill in the information as next to the red boxes, then click "Auxiliary Codes"



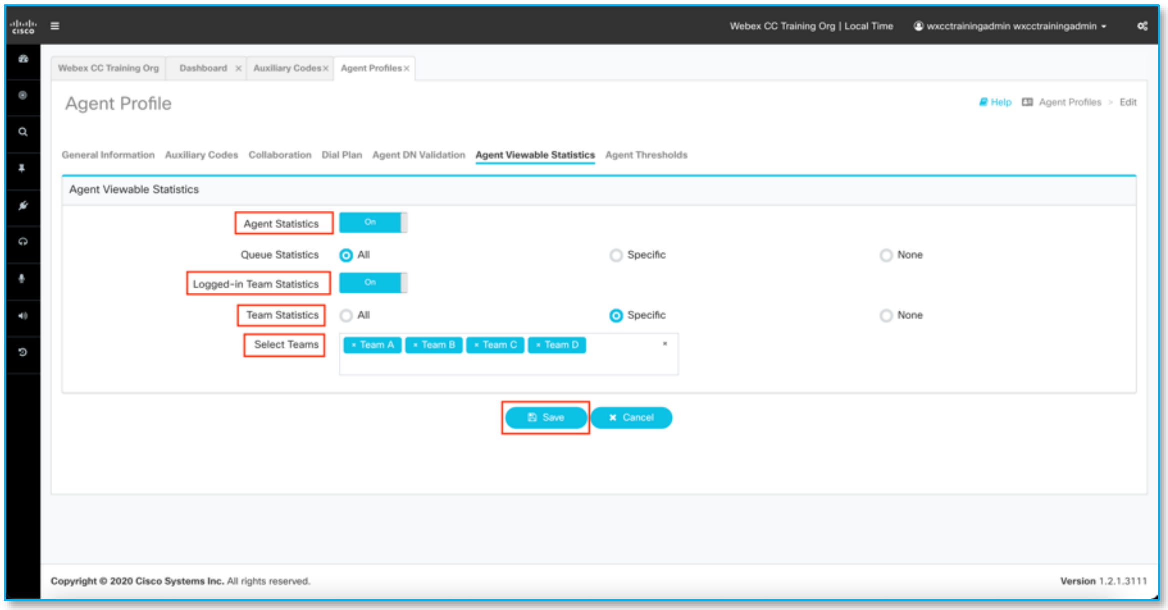
5.15 ☐ **Fill in the information as next to the red boxes, then click "Collaboration"**



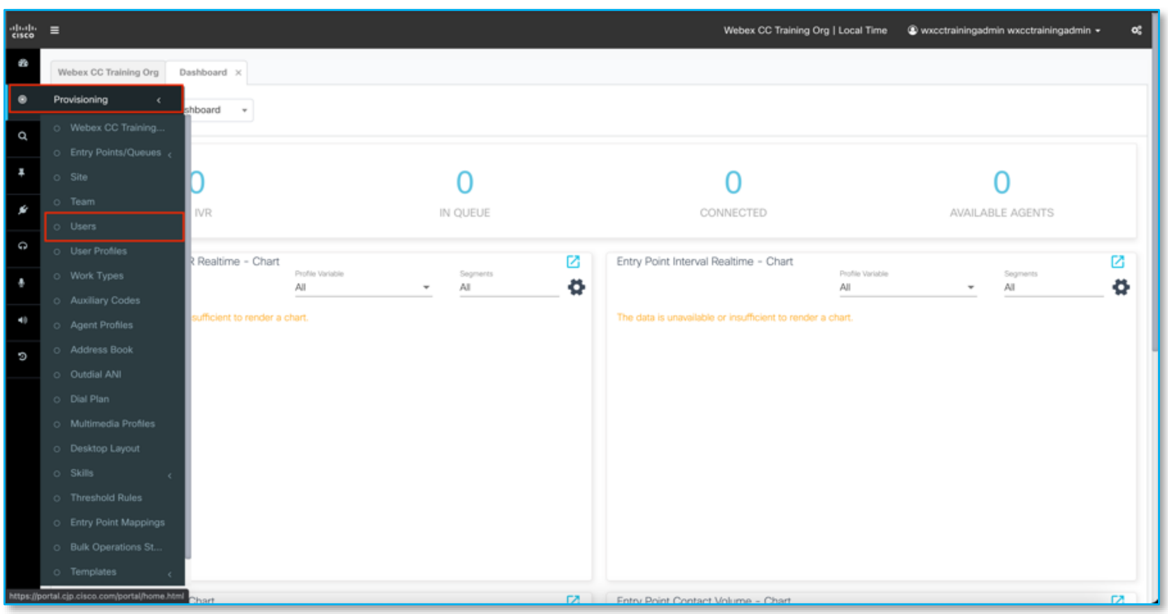
5.16 ☐ **Fill in the information as next to the red boxes, then click "Agent Viewable Statistics"**



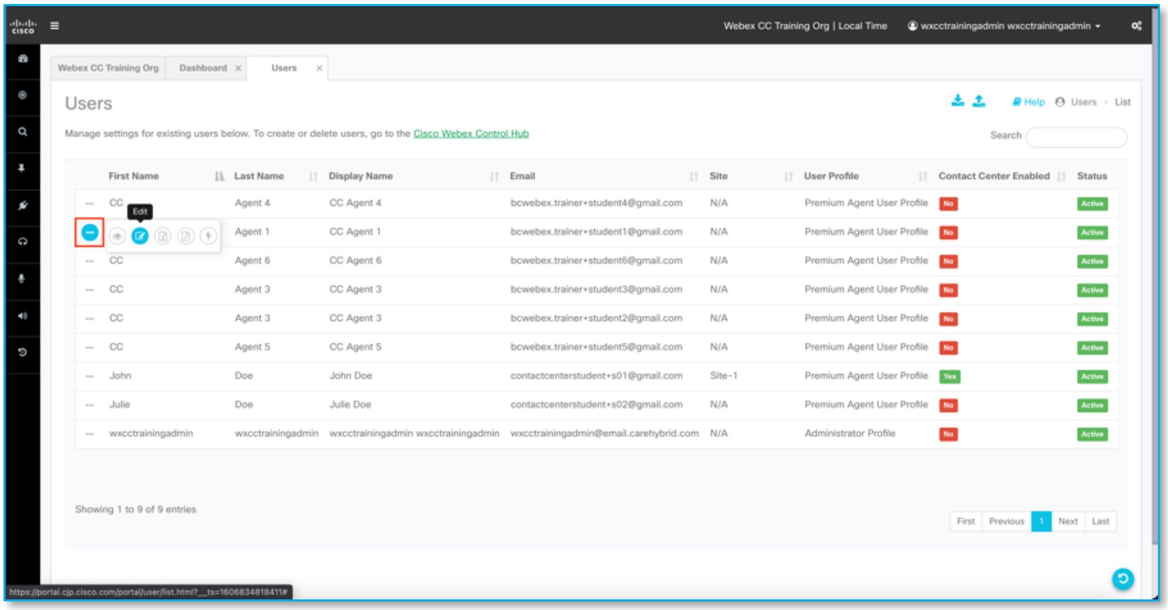
5.17 ☐ Fill in the information as next to the red boxes, then click Save



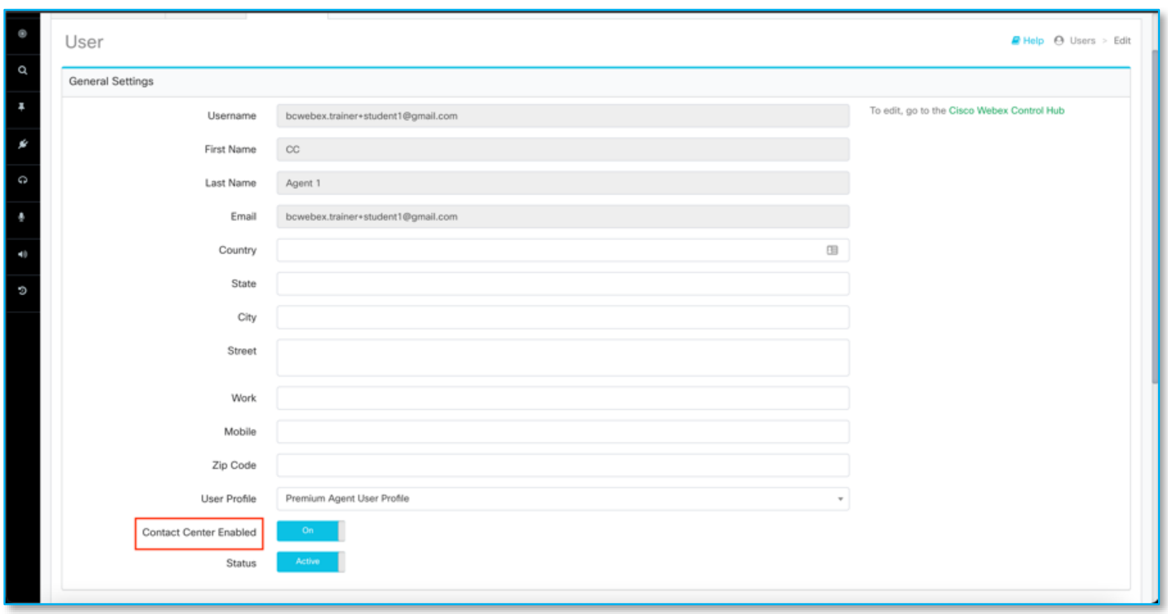
5.18 ☐ Select the "Provisioning" icon and then select "Users"



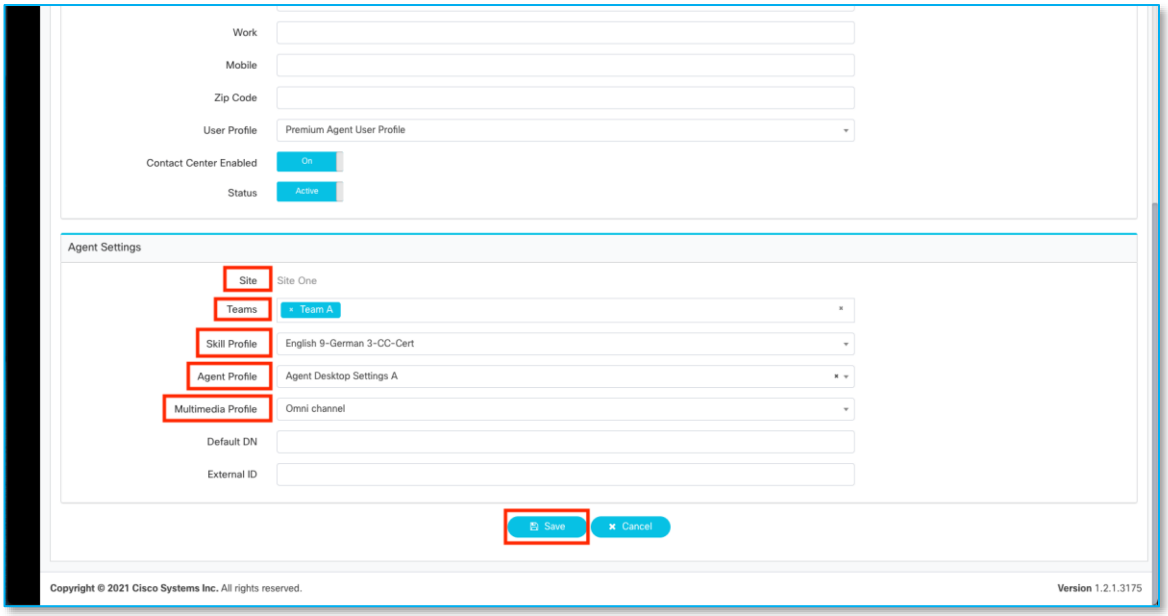
5.19 ☐ Click the three dots next to “Agent 1” and select edit.



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



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

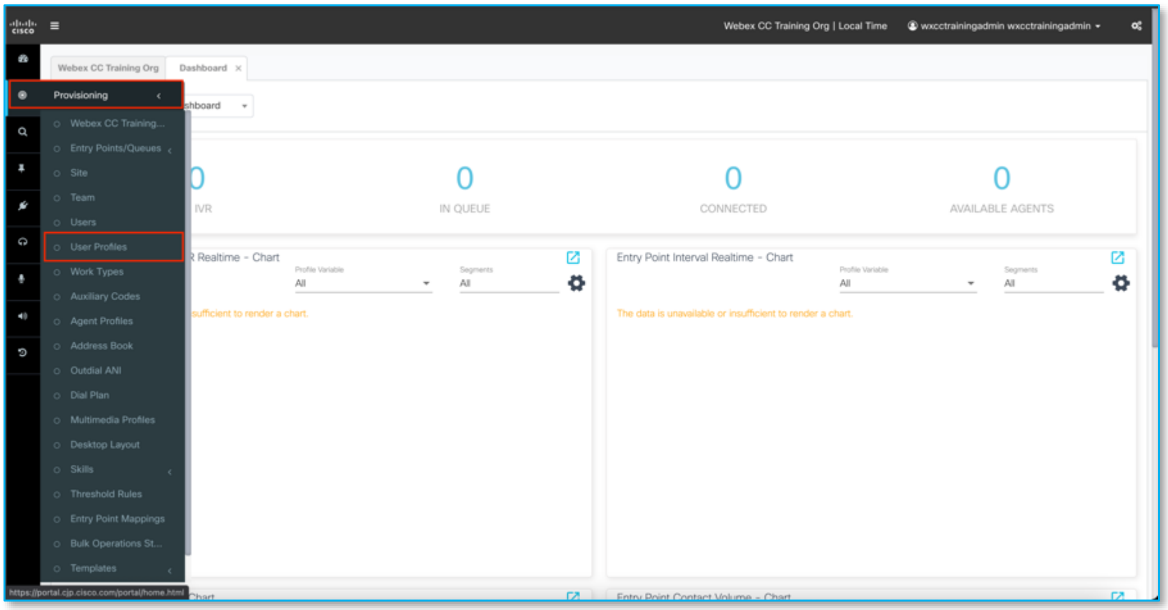


5.22 ☐ Repeat steps 5.19 to 5.21 using the table below.

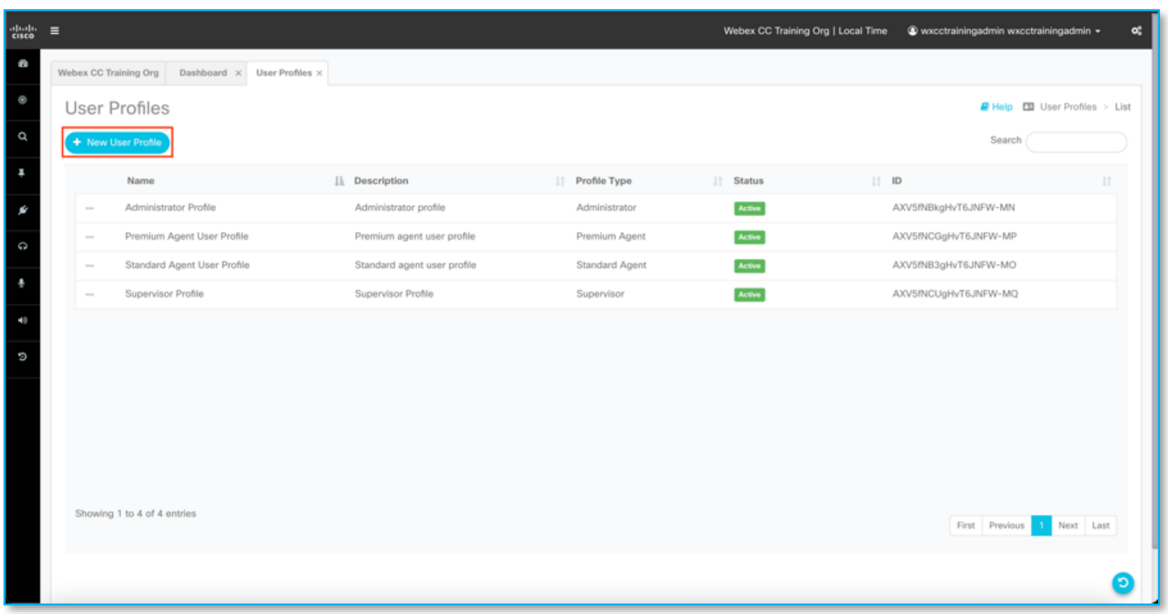
Agent	Site	Team	Skill Profile	Agent Profile	MM Profile
Agent 2	One	A	English 9-German 3-CC-Cert	Agent Desktop Settings A	Omni channel
Agent 3	One	B	English 9-German 3	Agent Desktop Settings A	Omni channel
Agent 4	One	B	English 9-German 3	Agent Desktop Settings A	Omni channel
Agent 5	Two	C	English 3-German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

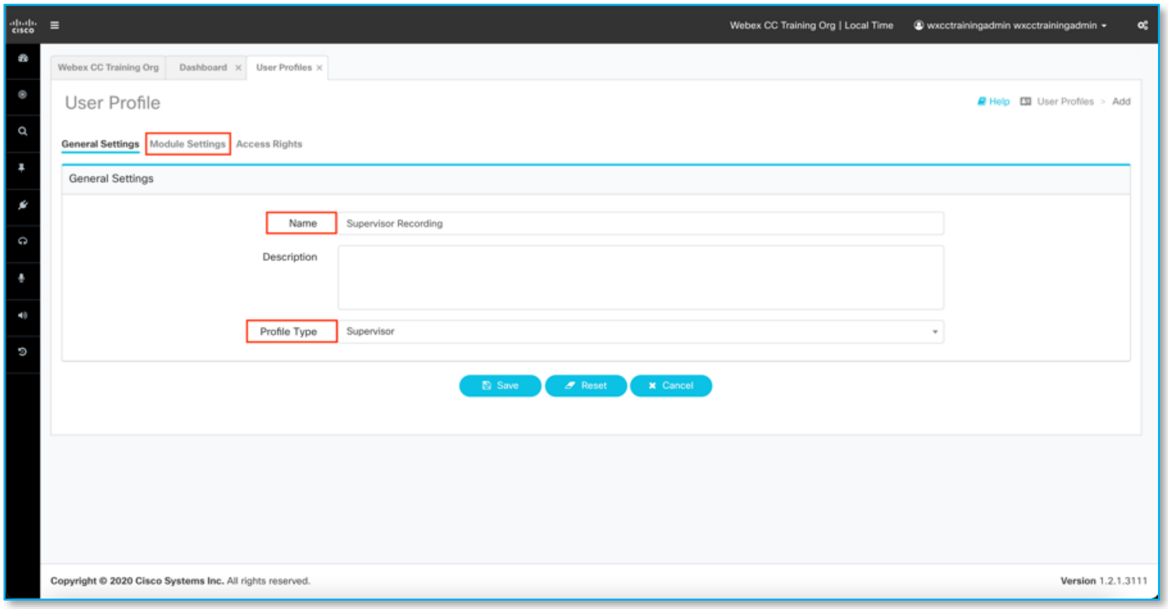
5.24 ☐ **Select the “Provisioning” icon and then select “User Profiles”**



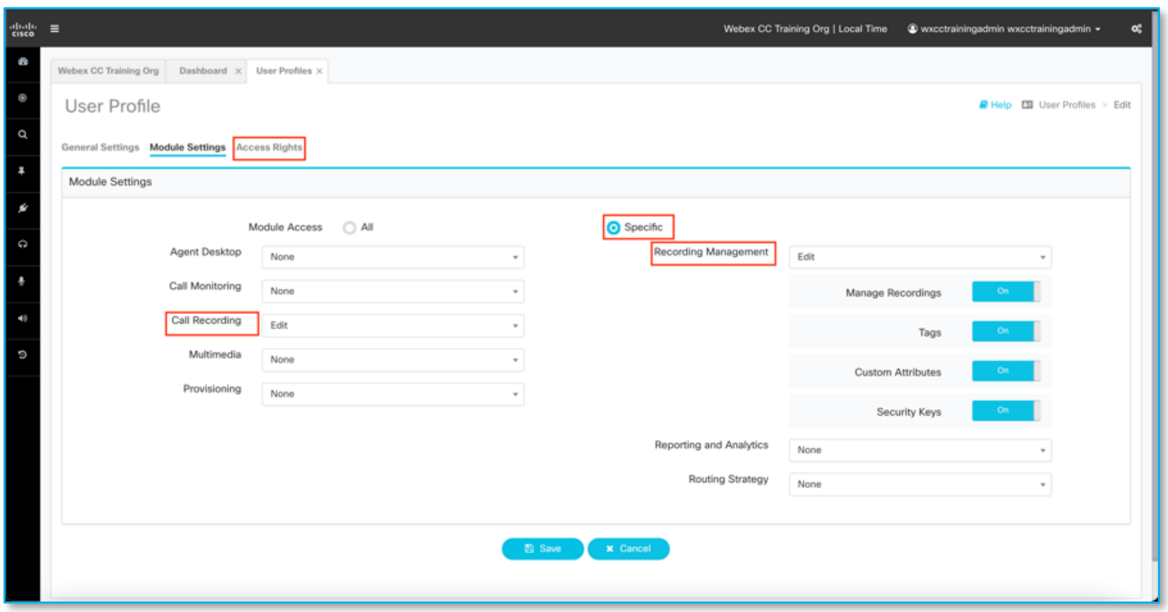
5.25 ☐ **Click “ + New User Profile”**



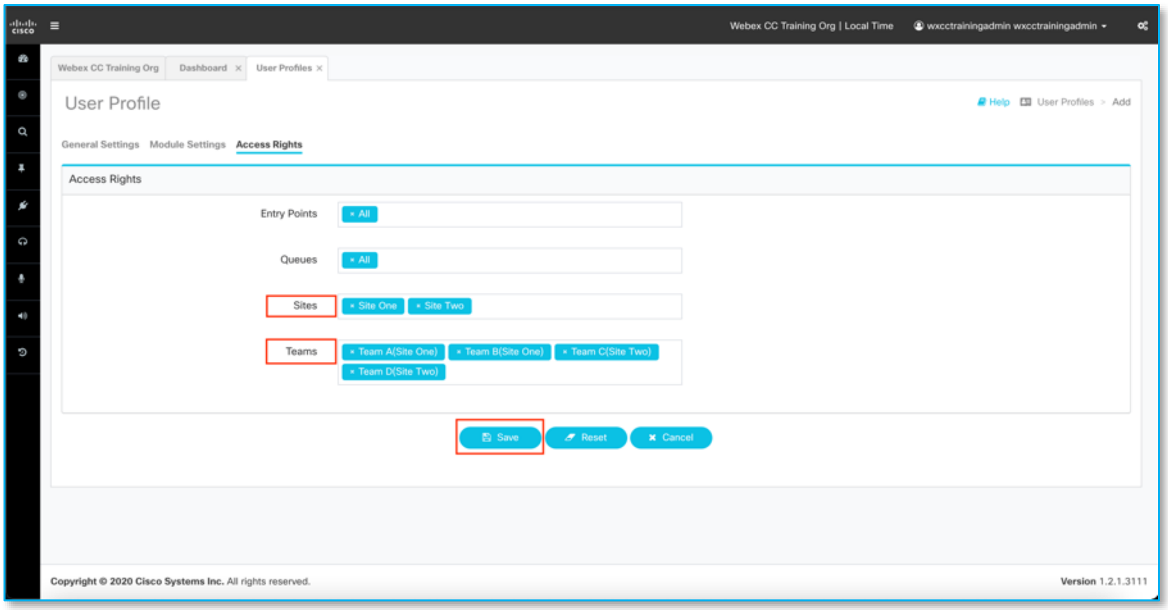
5.26 ☐ Fill in the information as next to the red boxes, then click “Module Settings”.



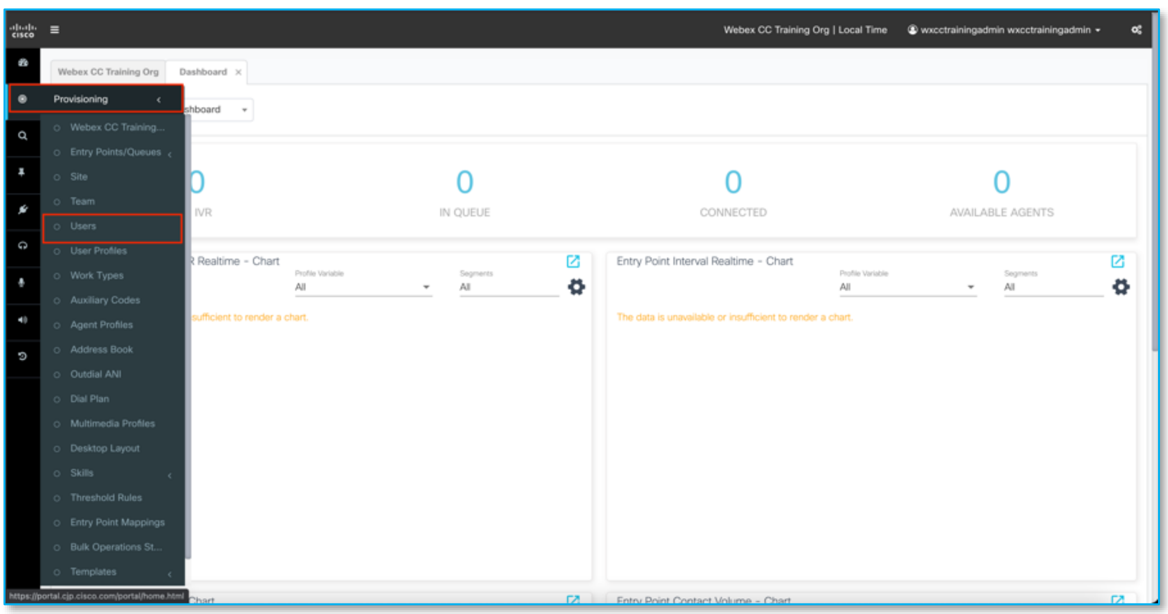
5.27 ☐ Fill in the information as next to the red boxes, then click “Access Rights.



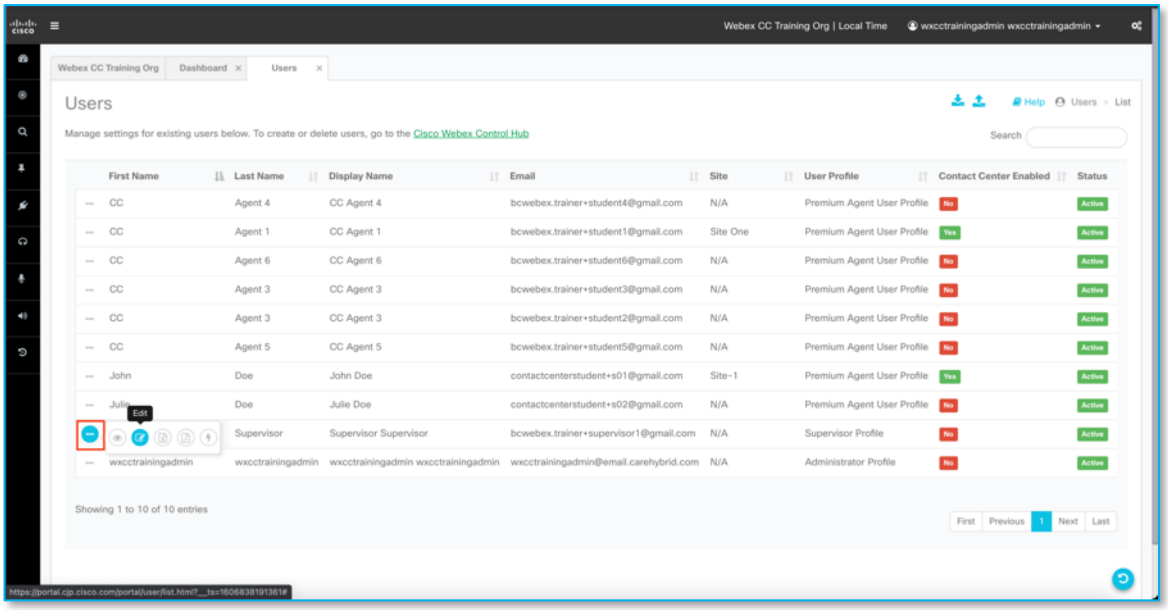
5.28 ☐ Fill in the information as next to the red boxes, then click save.



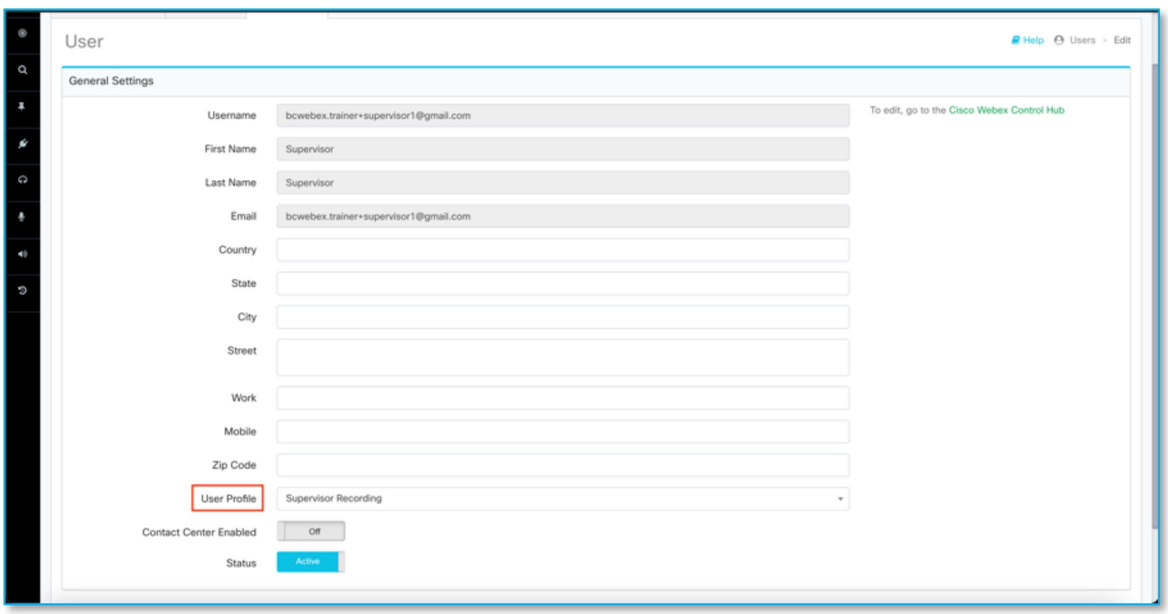
5.29 ☐ Select the "Provisioning" icon and then select "Users"



5.30 ☐ Click the three dots next to "Supervisor" and select edit.



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



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

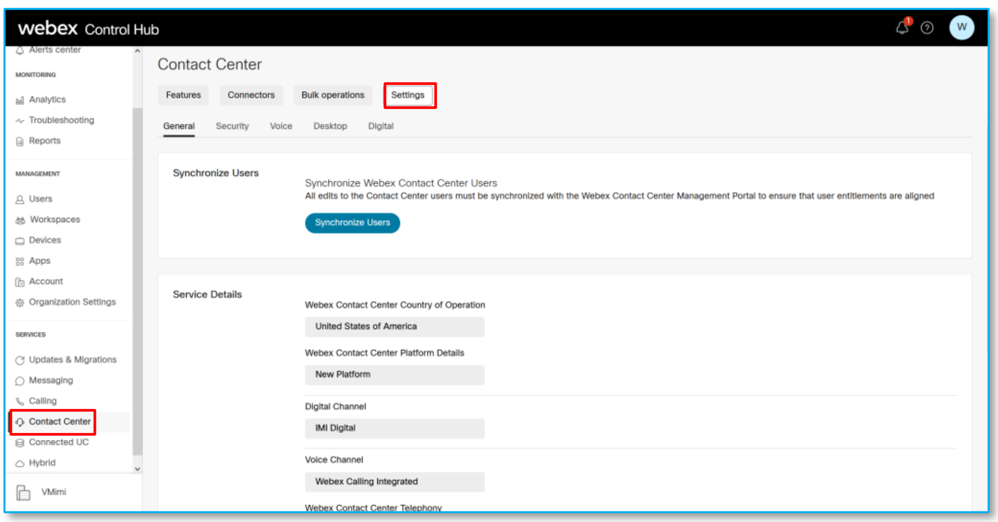
Expected Completion Time: 15 minutes.

Provisioning a Tenant under the main Service Provider

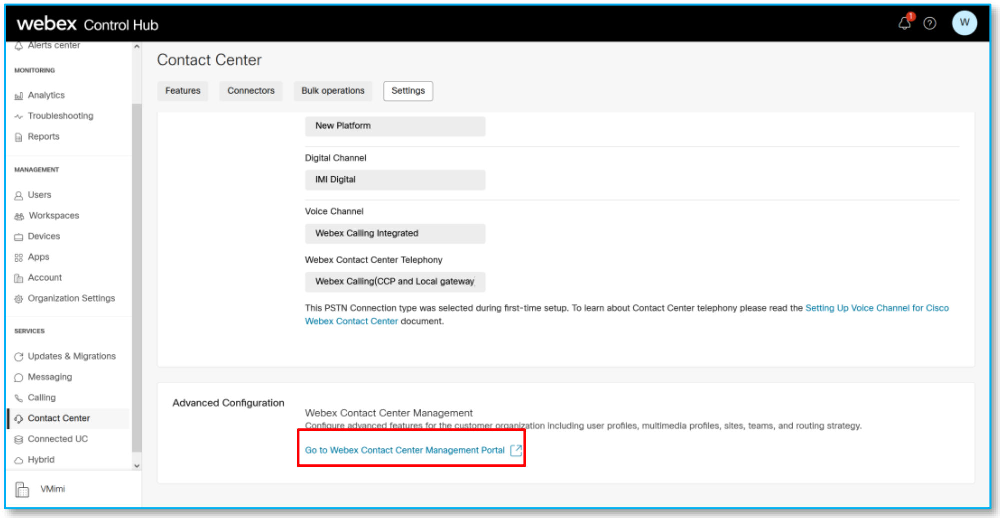
6.1 ☐ Open your browser and go to

URL: https://admin.webex.com
Customer Org Admin
User: Your assigned Customer admin

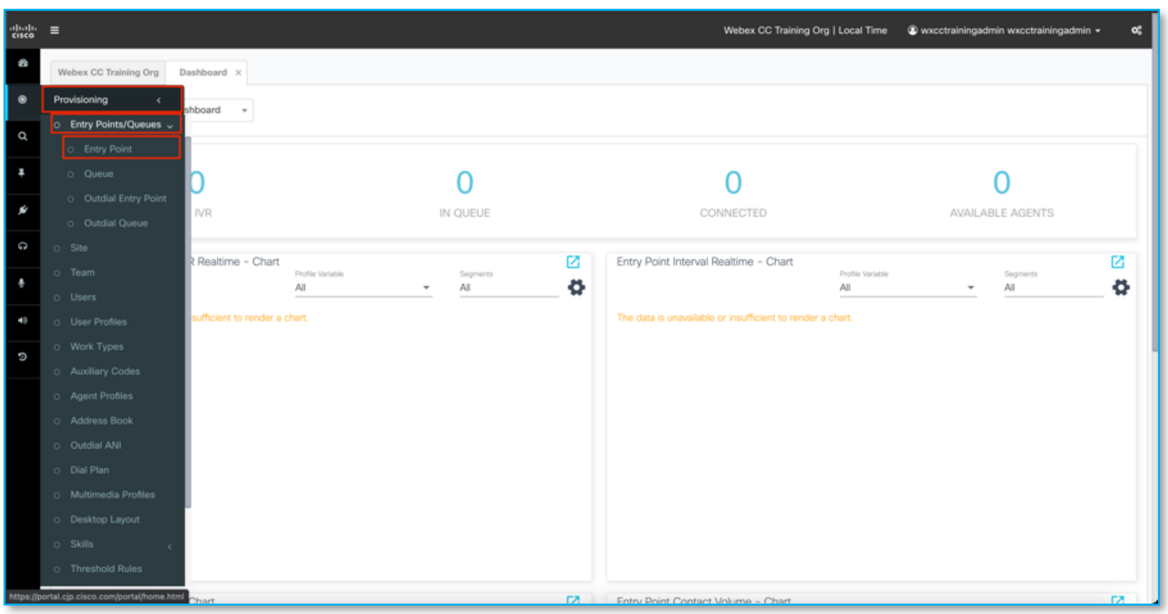
6.2 ☐ Once logged in, click "Contact Center" (under Services), then "Settings", as indicated in the following picture.



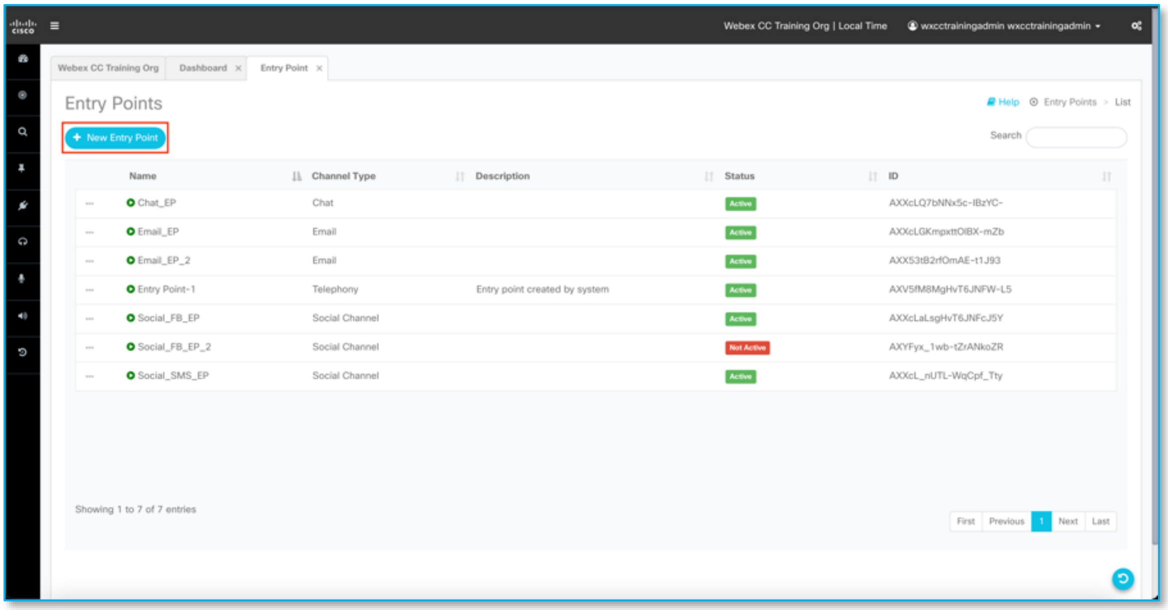
6.3 ☐ Click the link “Go to Webex Contact Center Management Portal” to enter the Tenant Portal.



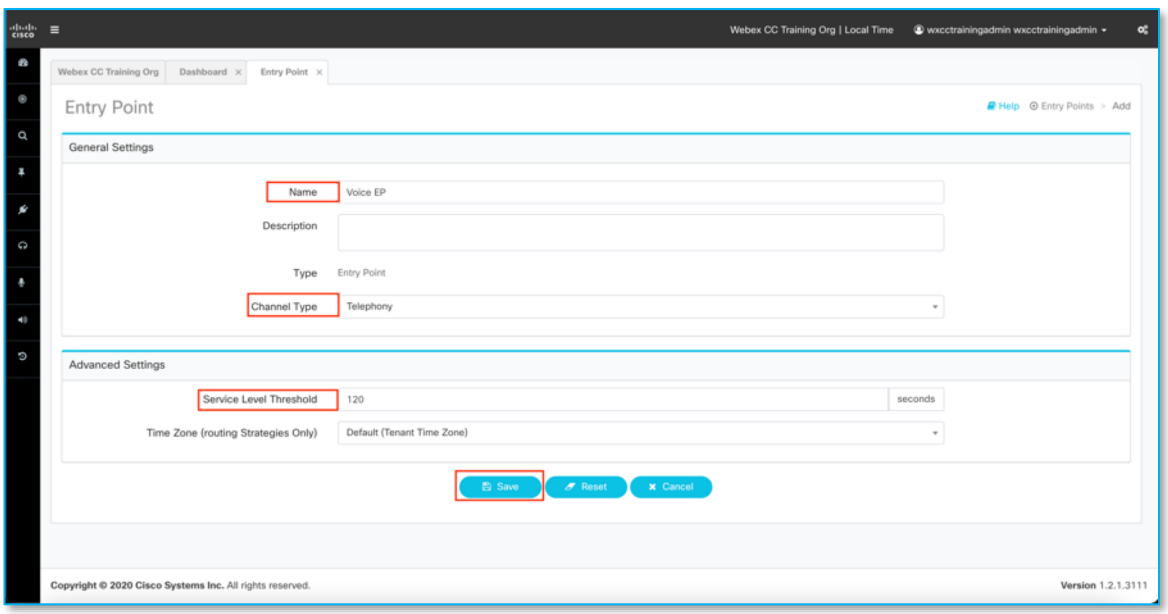
6.4 ☐ Select the “Provisioning” icon and then select “Entry Points/Queues”, finally Entry Point.



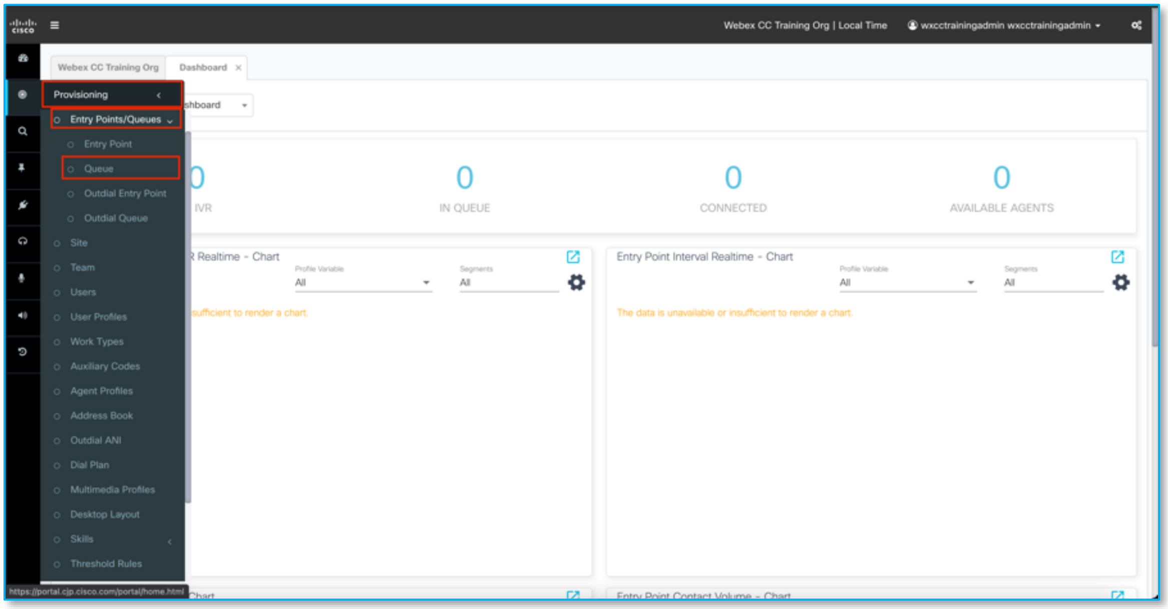
6.5 ☐ Click " + New Entry Point"



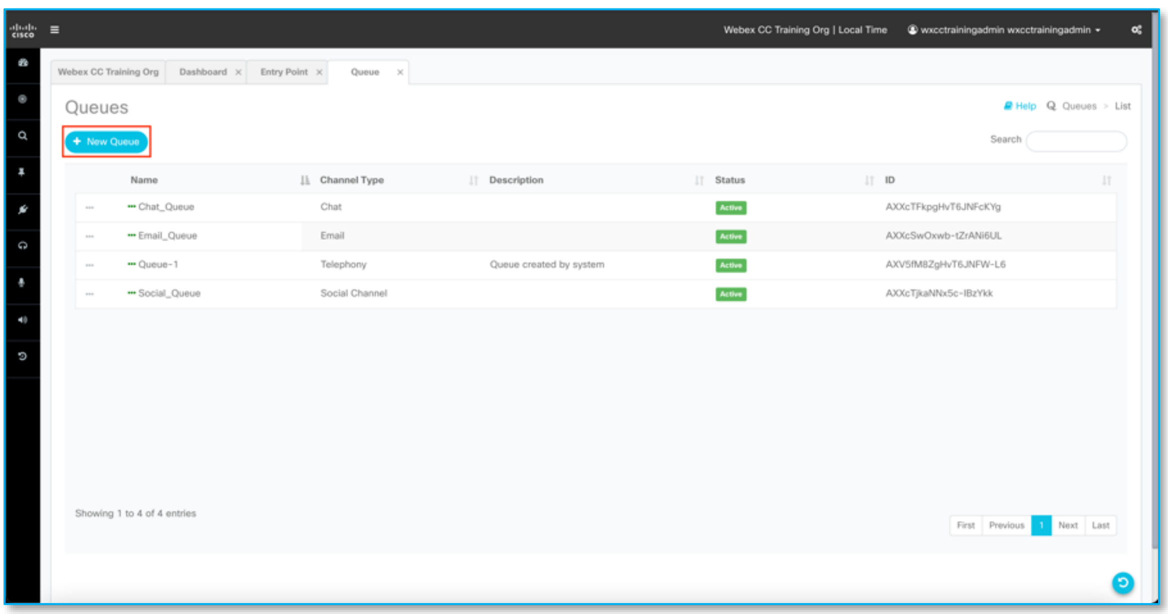
6.6 ☐ Fill in the information as next to the red boxes, then click save.



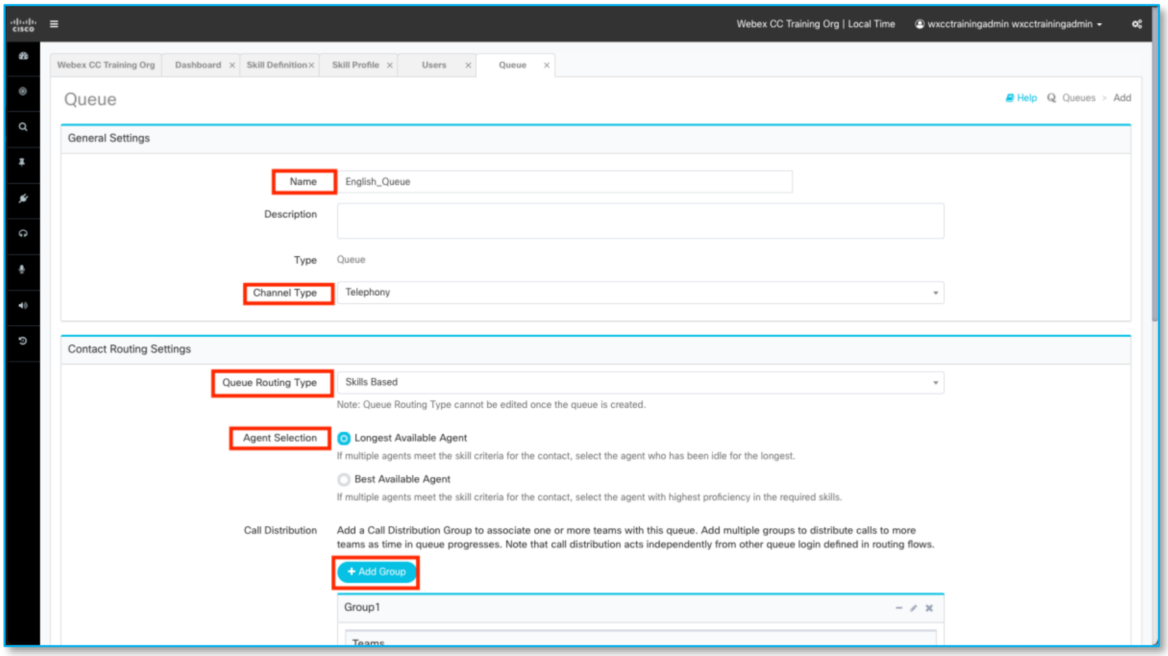
6.7 ☐ Select the “Provisioning” icon and then select “Entry Points/Queues”, finally Queue.



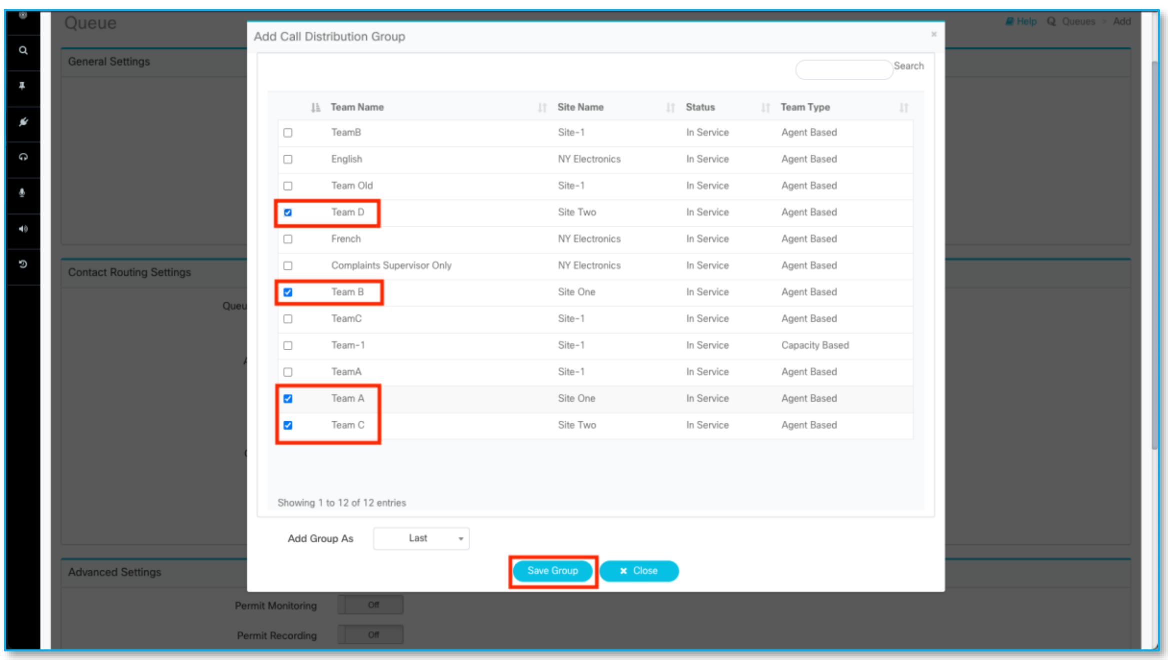
6.8 ☐ Click “ + New Queue”



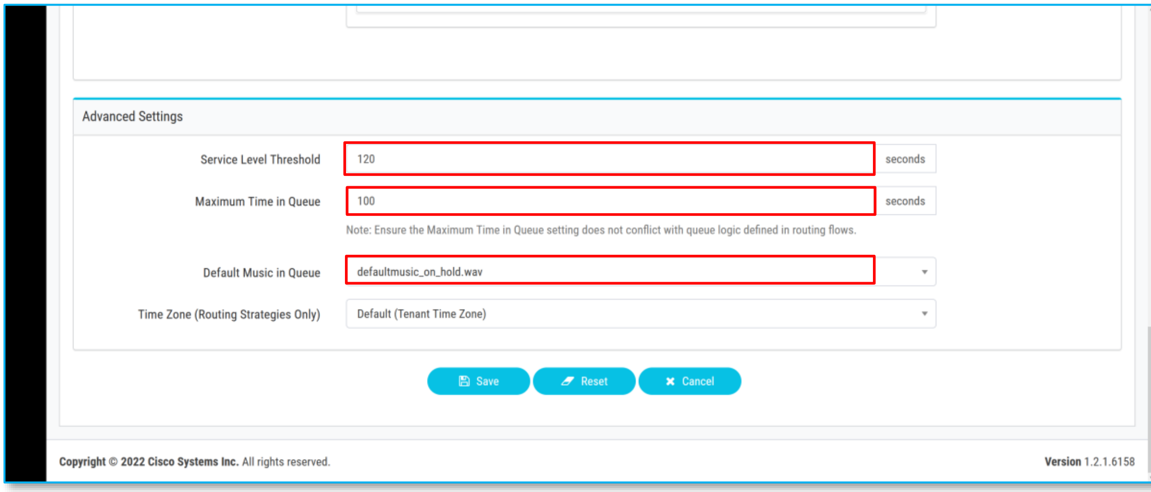
6.9 ☐ Fill in the information as next to the red boxes, then click “+ Add Group”.



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



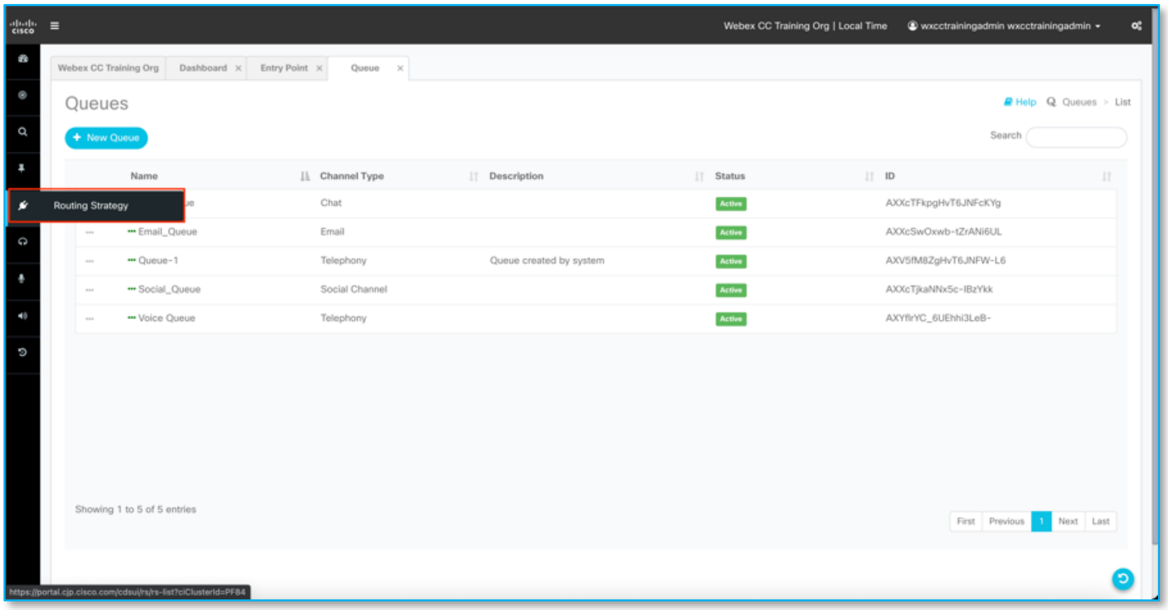
6.11 ☐ **Scroll down the page, fill in the information next to the red boxes and then click "Save".**



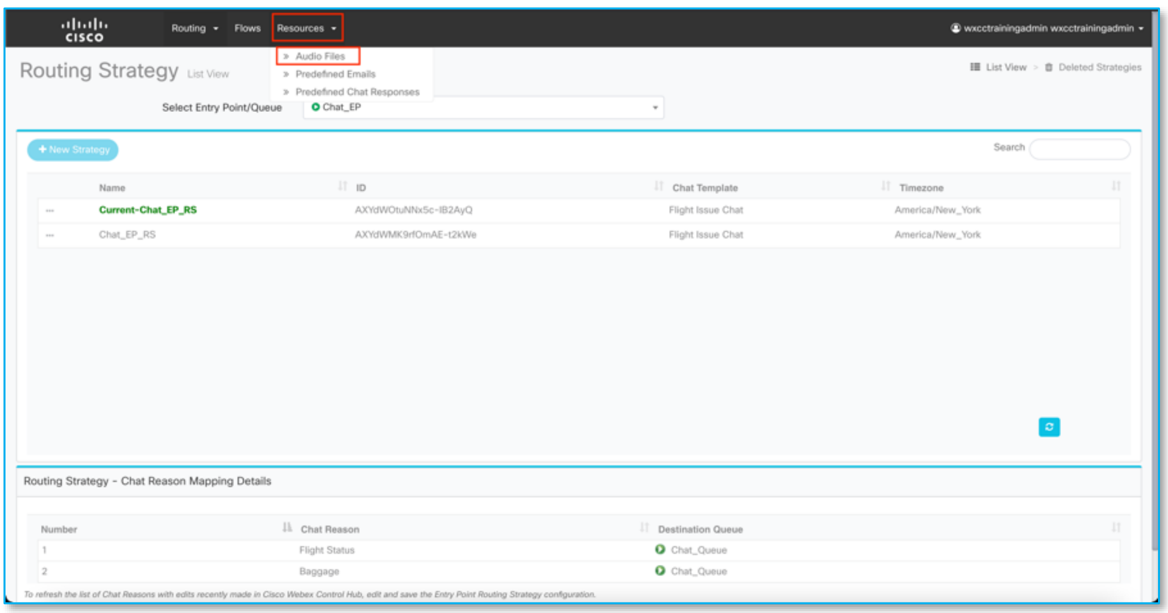
6.12 ☐ **Now create 3 more queues as displayed in the table**

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

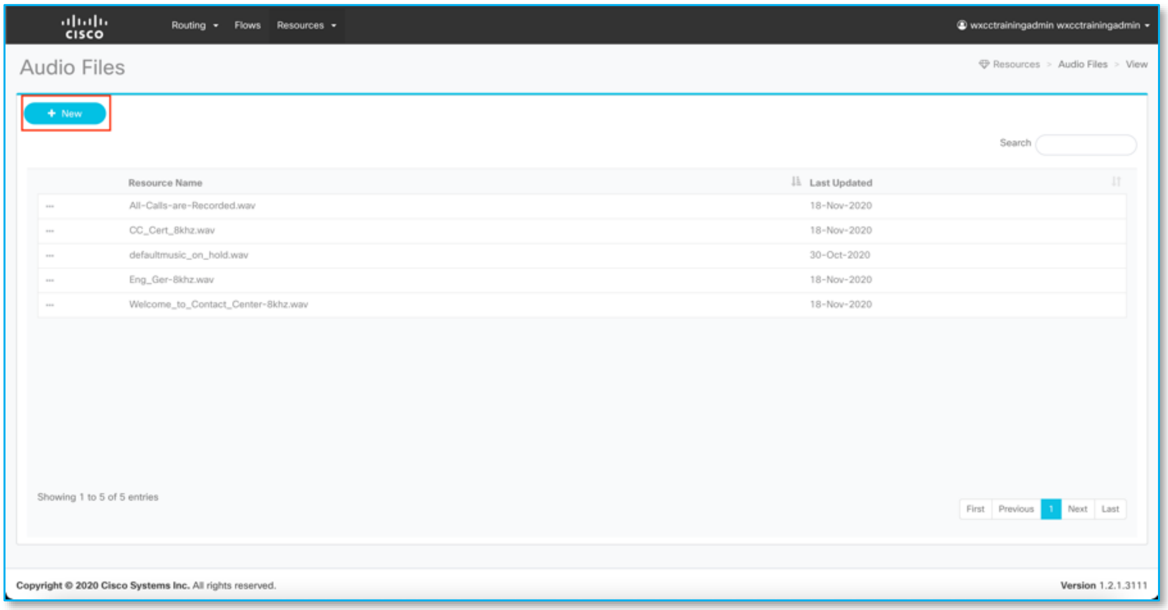
6.13 ☐ Select the "Routing Strategies".



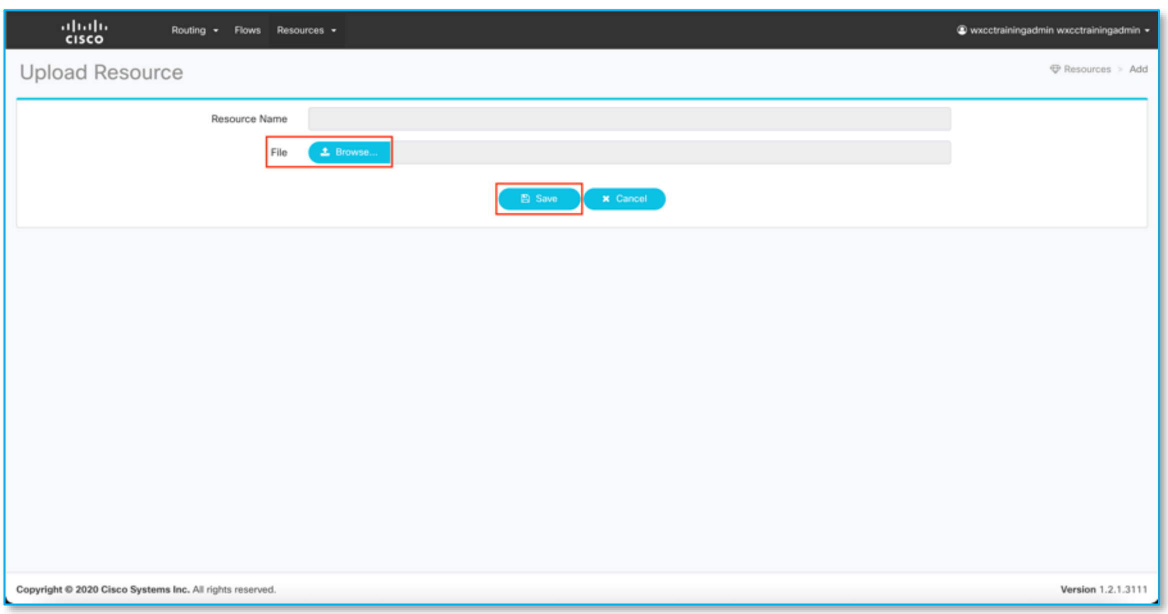
6.14 ☐ Select the "Resources" dropdown, then "Audio Files".



6.15 ☐ Click the " + New" button



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.



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

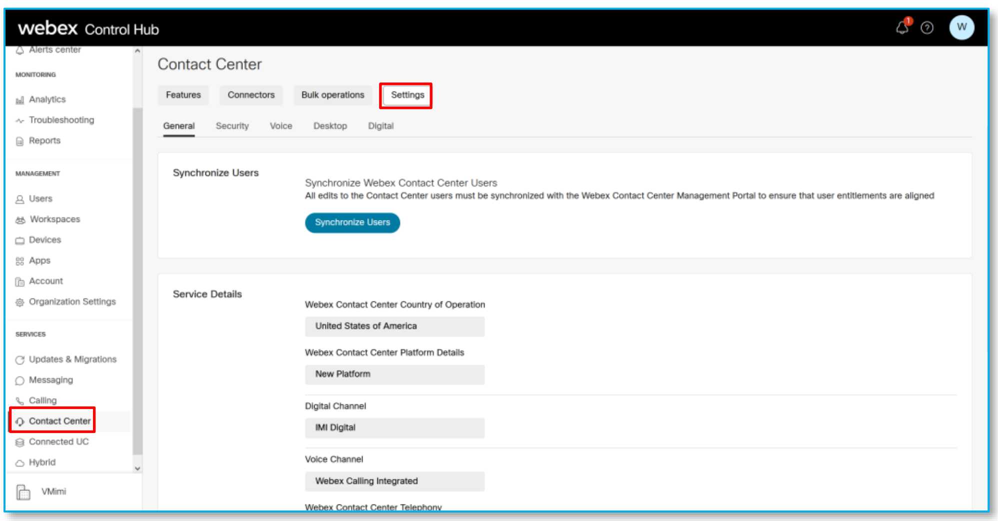
Expected Completion Time: 30 minutes.

Provisioning a Tenant under the main Service Provider

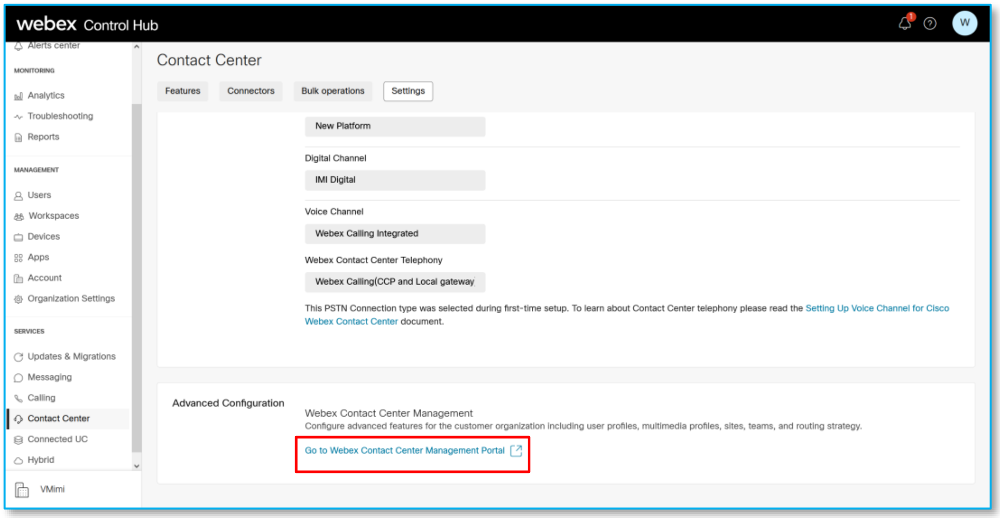
7.1 ☐ Open your browser and go to

URL: https://admin.webex.com
Customer Org Admin
User: Your assigned Customer admin

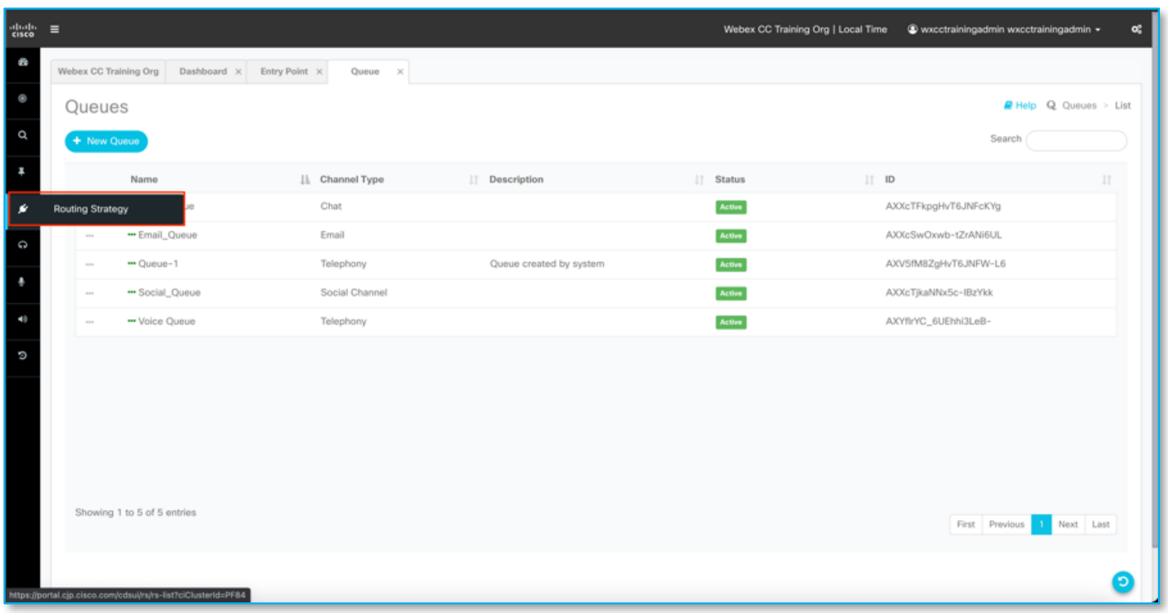
7.2 ☐ Once logged in, click "Contact Center" (under Services), then "Settings", as indicated in the following picture.



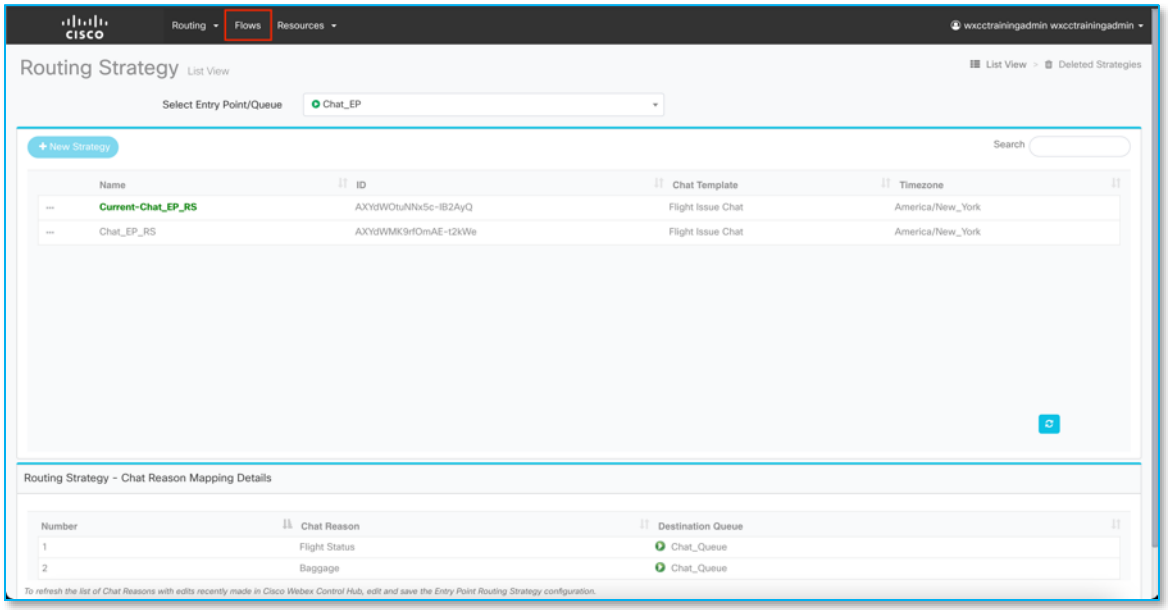
7.3 ☐ Click the link “Go to Webex Contact Center Management Portal” to enter the Tenant Portal.



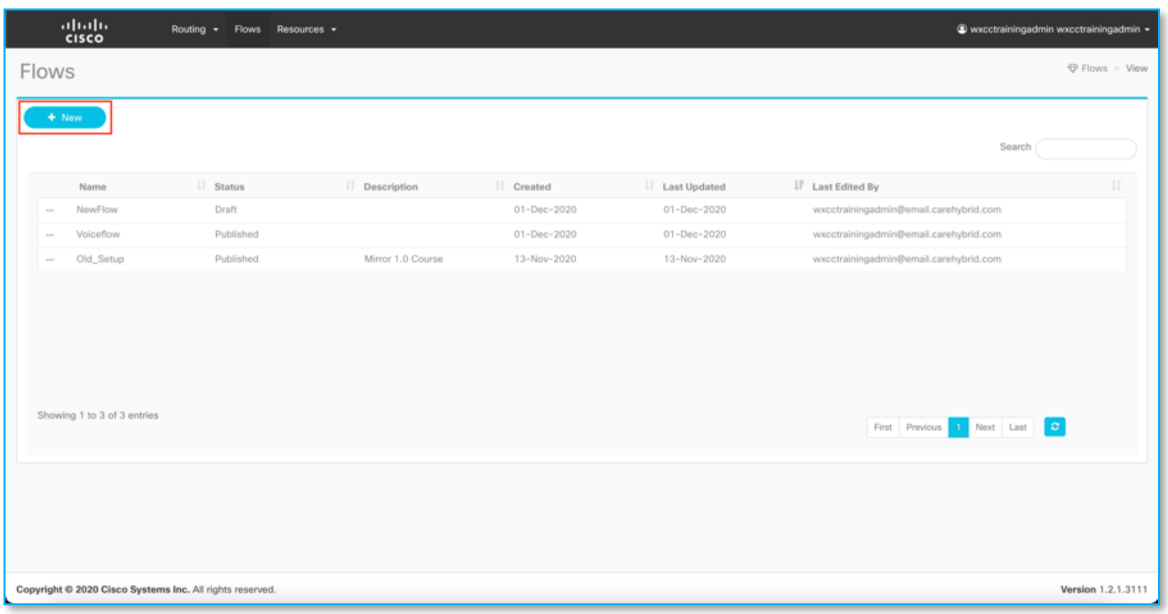
7.4 ☐ Select the “Routing Strategy” icon.



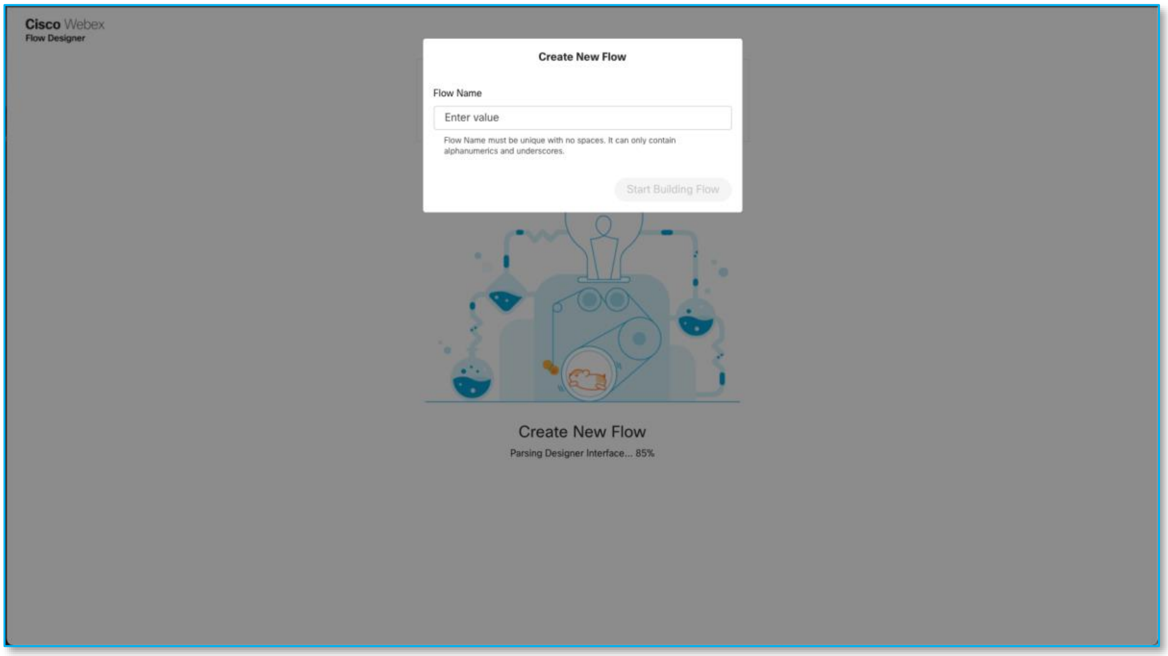
7.5 ☐ Click the “Flows” button.



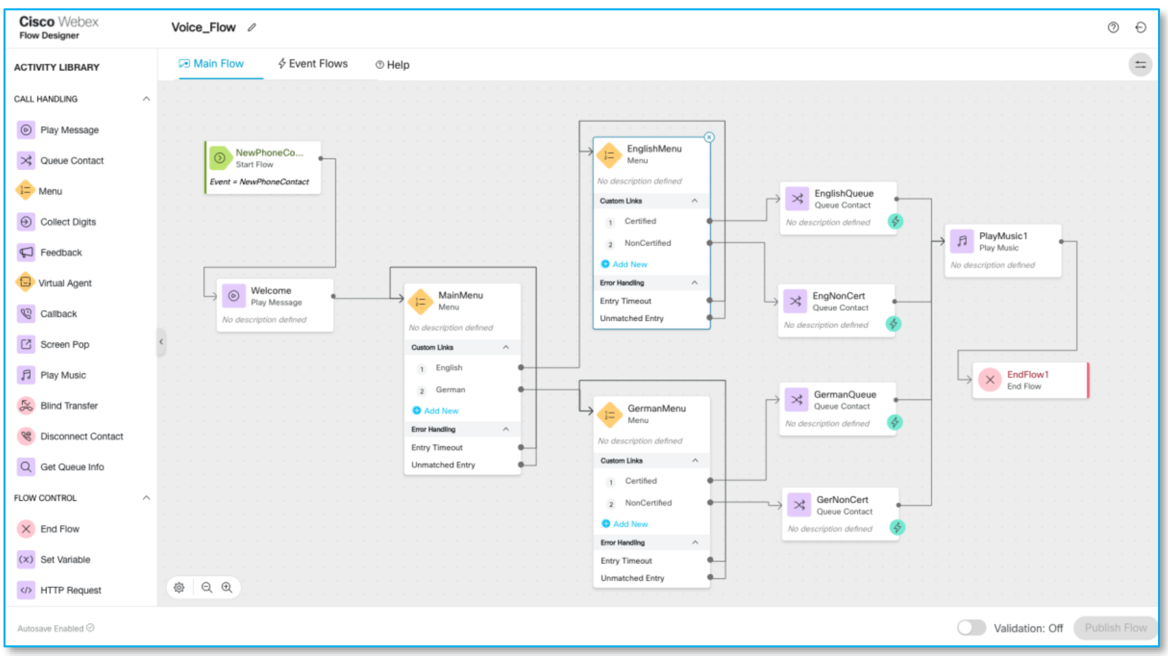
7.6 ☐ Select the “+ New” icon.



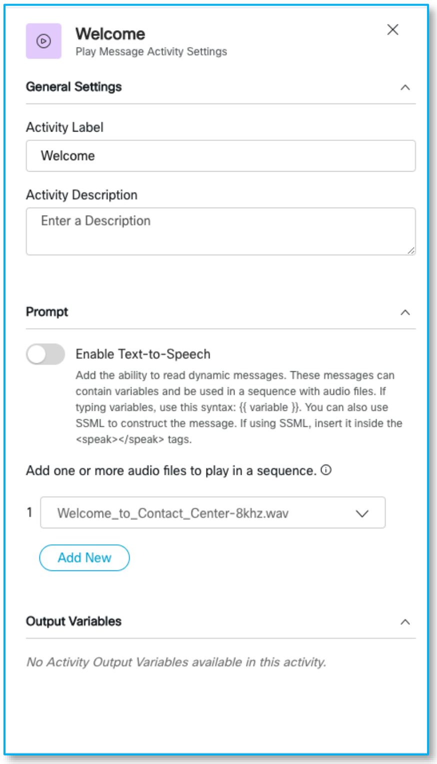
7.7 ☐ Enter in the Name “VoiceFlow”



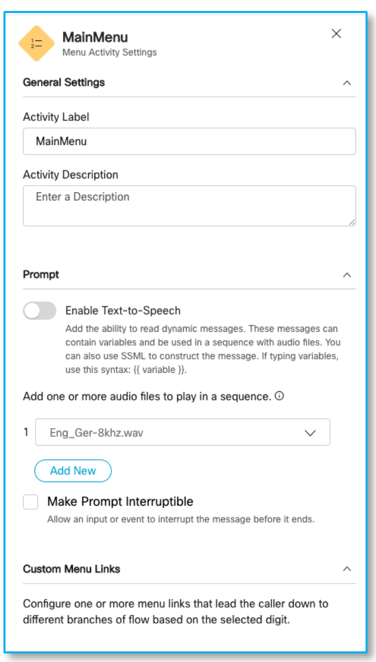
7.8 ☐ Drag and drop the icons to create the following image.

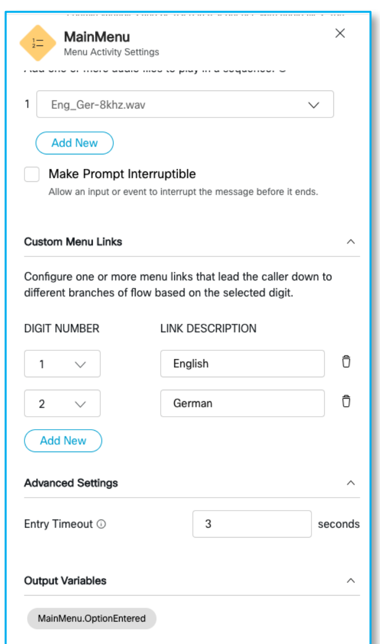


7.9 ☐ Click on the “PlayMessage” Icon and change the settings to match what is shown below.

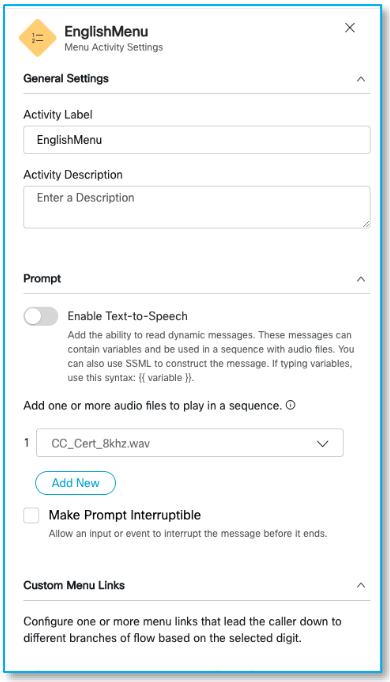


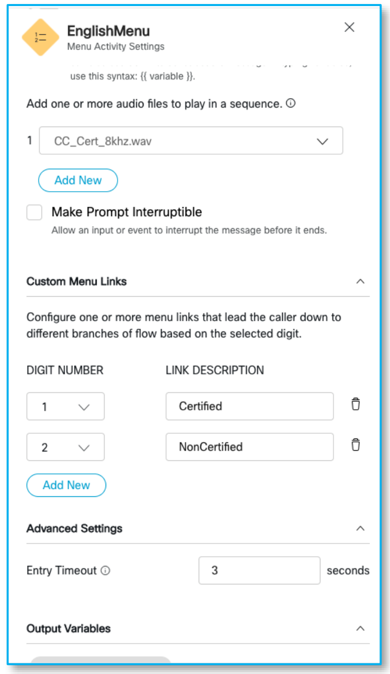
7.10 ☐ Click on the “Menu1” Icon and change the settings to match what is shown below. “Make your prompt interruptible”, to save some time while testing.



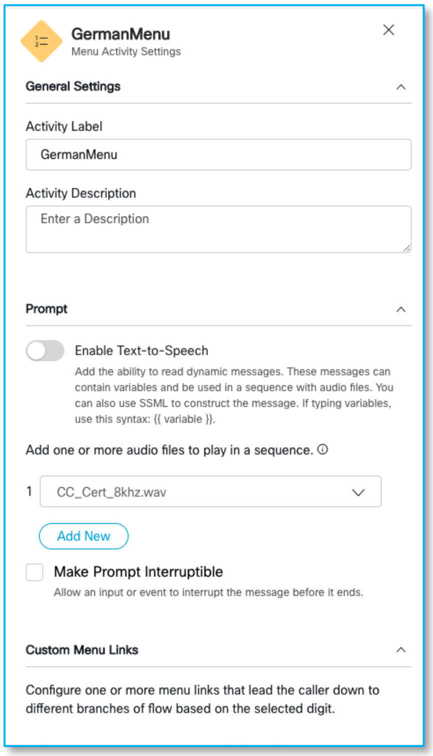


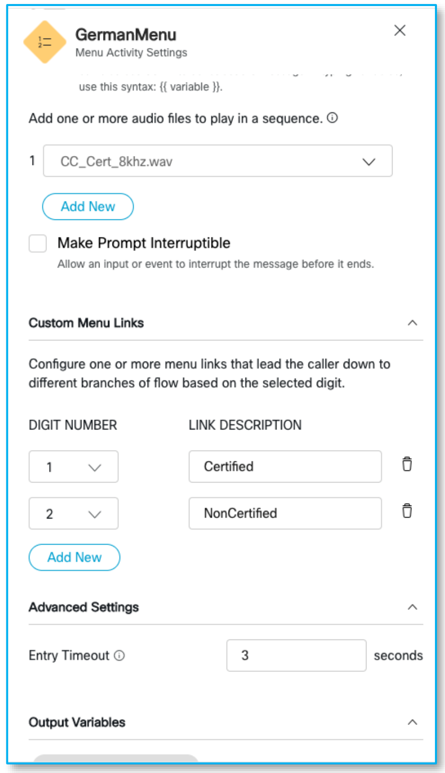
7.11 ☐ Click on the "Menu2" Icon and change the settings to match what is shown below. "Make your prompt interruptible", to save some time while testing.



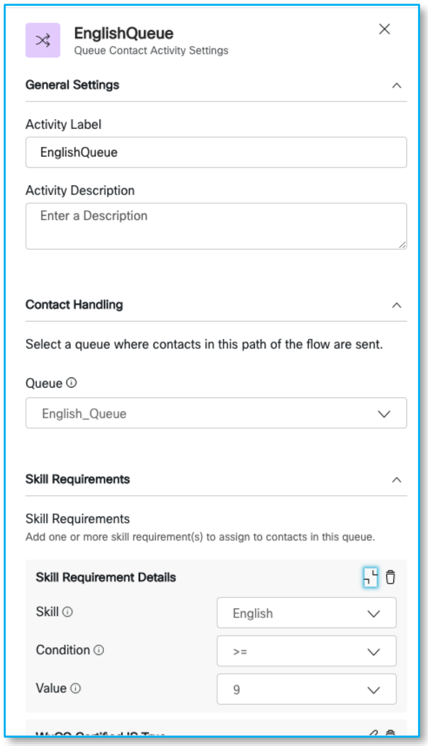


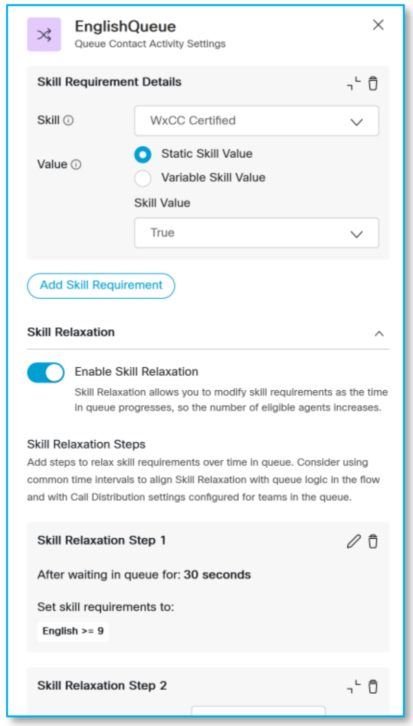
7.12 ☐ Click on the “Menu3” Icon and change the settings to match what is shown below. “Make your prompt interruptible”, to save some time while testing.

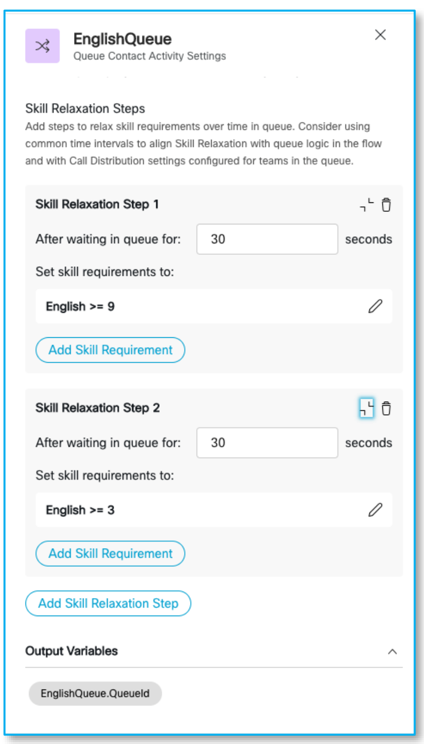




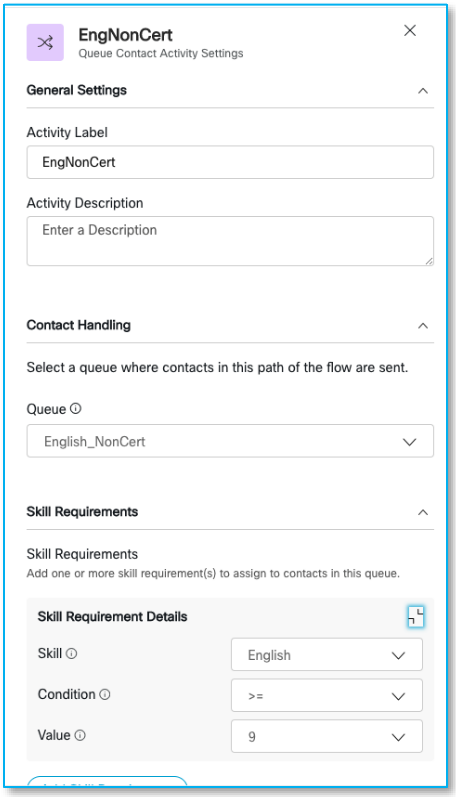
7.13 ☐ Click on the “QueueContact1” Icon and change the settings to match what is shown below.

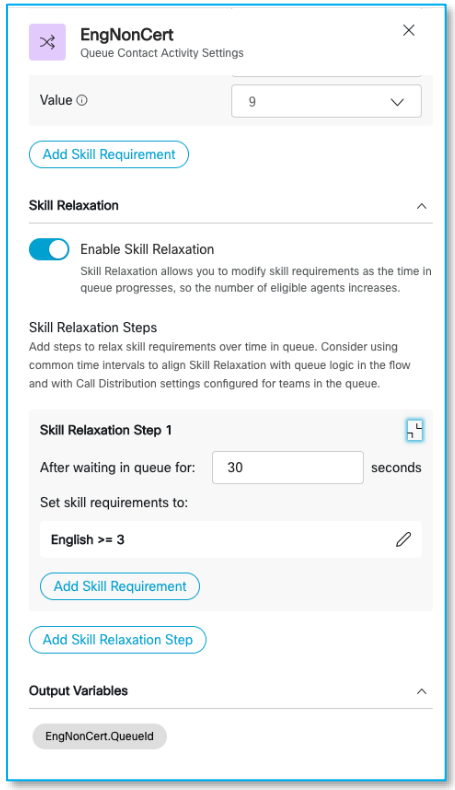




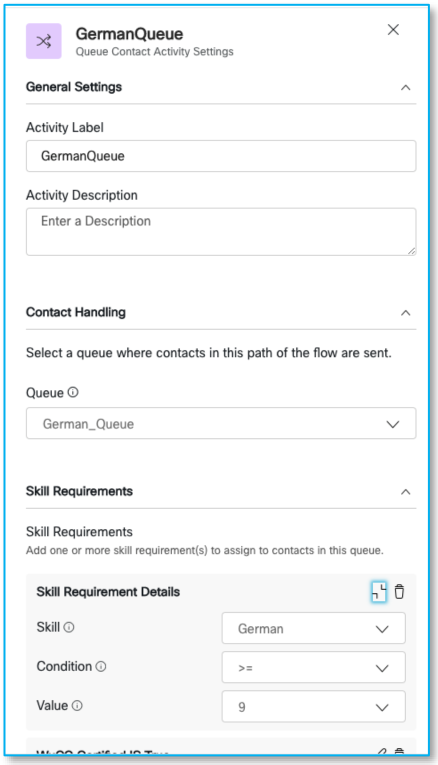


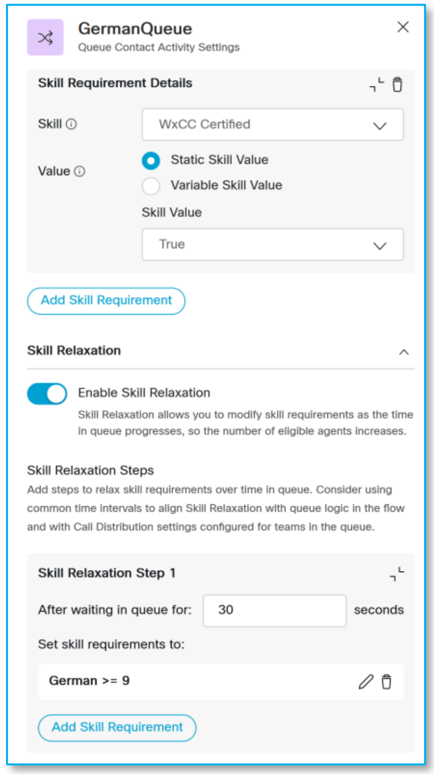
7.14 ☐ Click on the “QueueContact2” Icon and change the settings to match what is shown below.

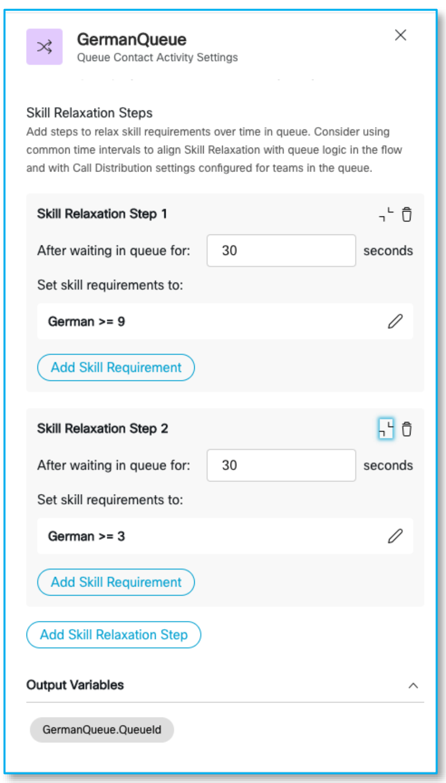




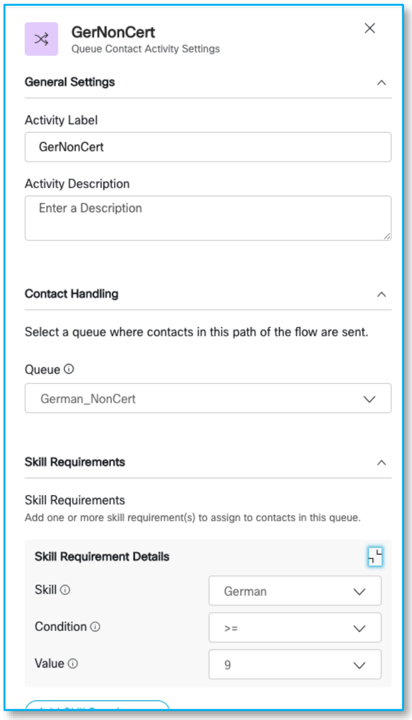
7.15 ☐ Click on the "QueueContact3" Icon and change the settings to match what is shown below.

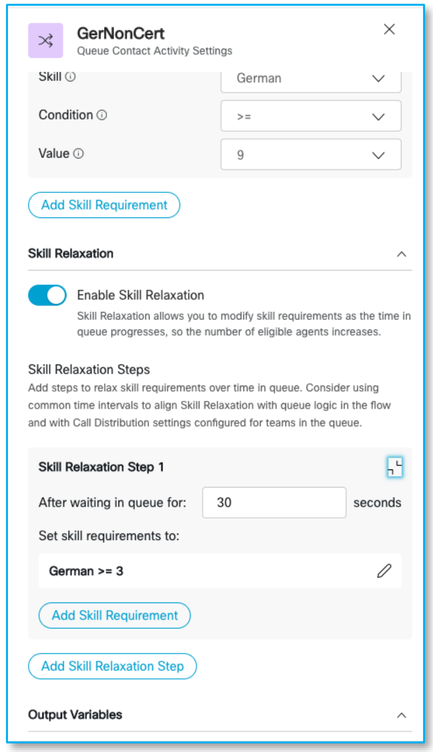




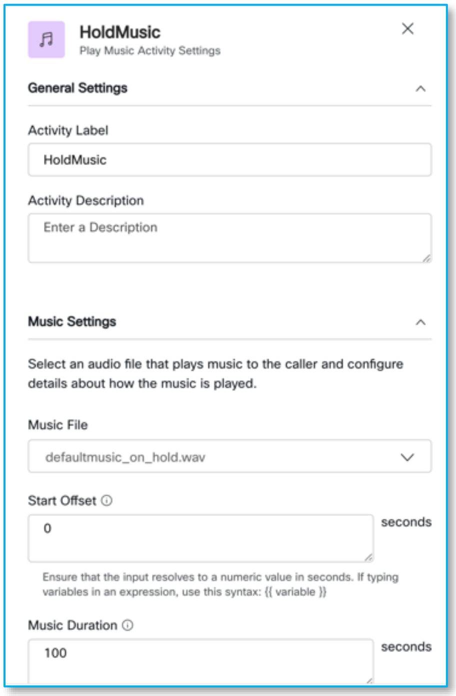


7.16 ☐ Click on the "QueueContact4" Icon and change the settings to match what is shown below.

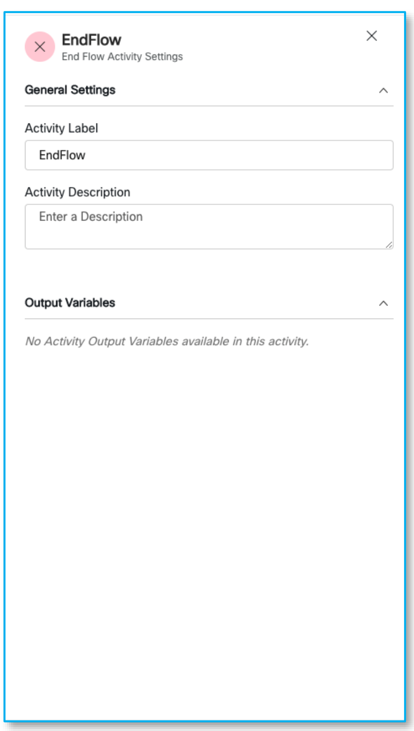




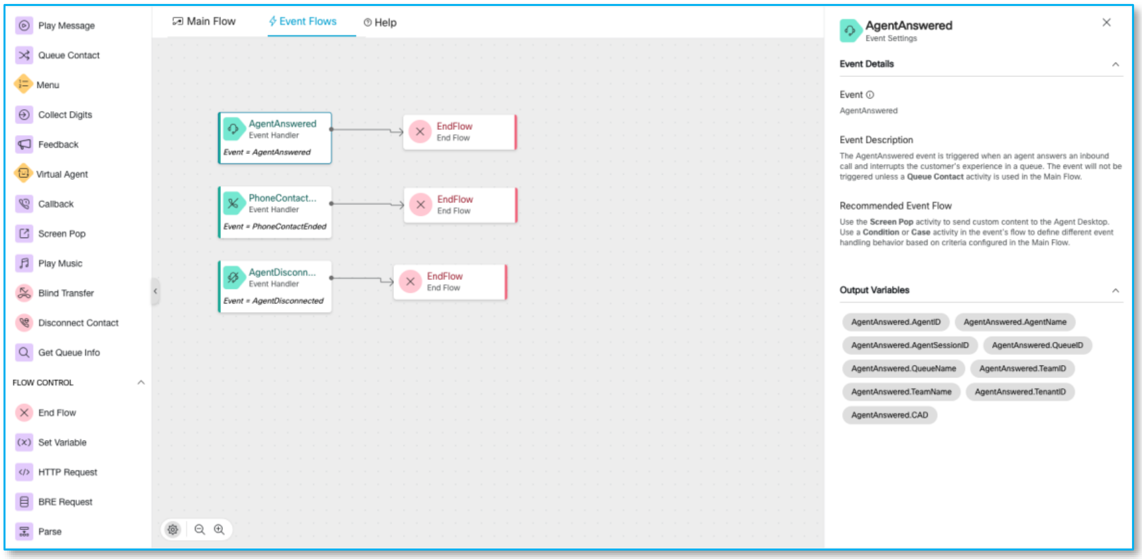
7.17 ☐ Click on the "PlayMusic1" Icon and change the settings to match what is shown below.



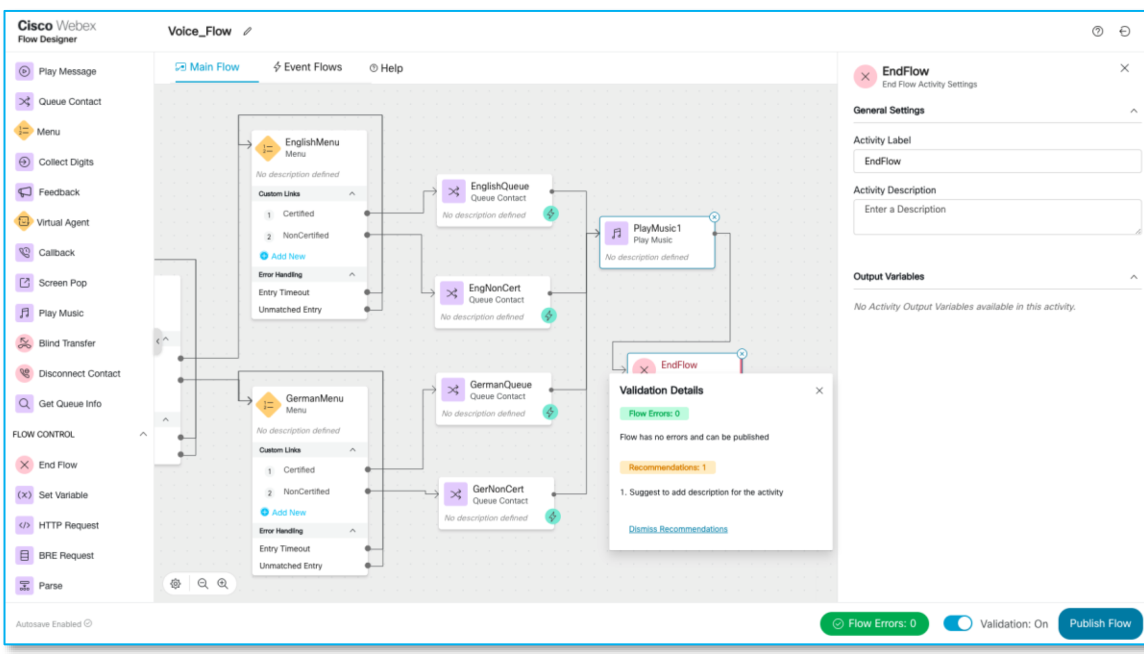
7.18 ☐ Click on the "EndFlow1" Icon and change the settings to match what is shown below.



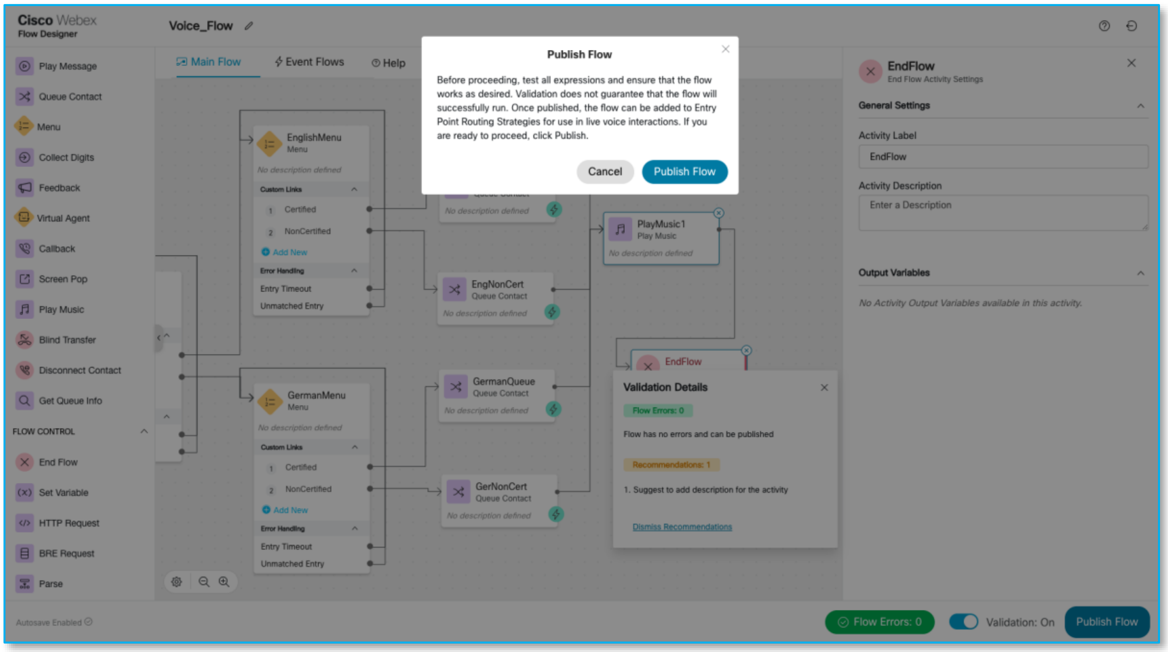
7.19 ☐ Click on the “Event Flows” Icon and drag in the icons to match what is shown below. Then click back to “Main Flow”



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

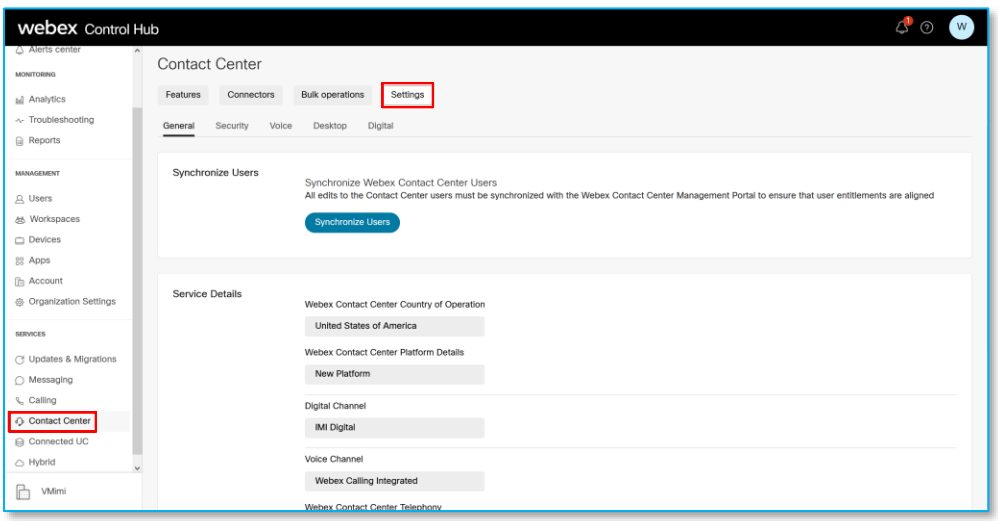
Expected Completion Time: 30 minutes.

Provisioning a Tenant under the main Service Provider

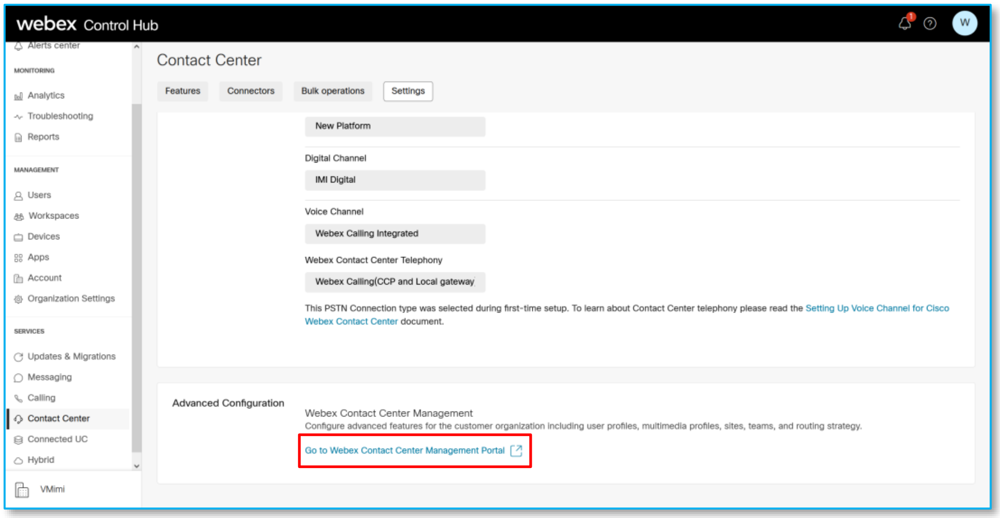
8.1 ☐ Open your browser and go to

URL: https://admin.webex.com
Customer Org Admin
User: Your assigned Customer admin

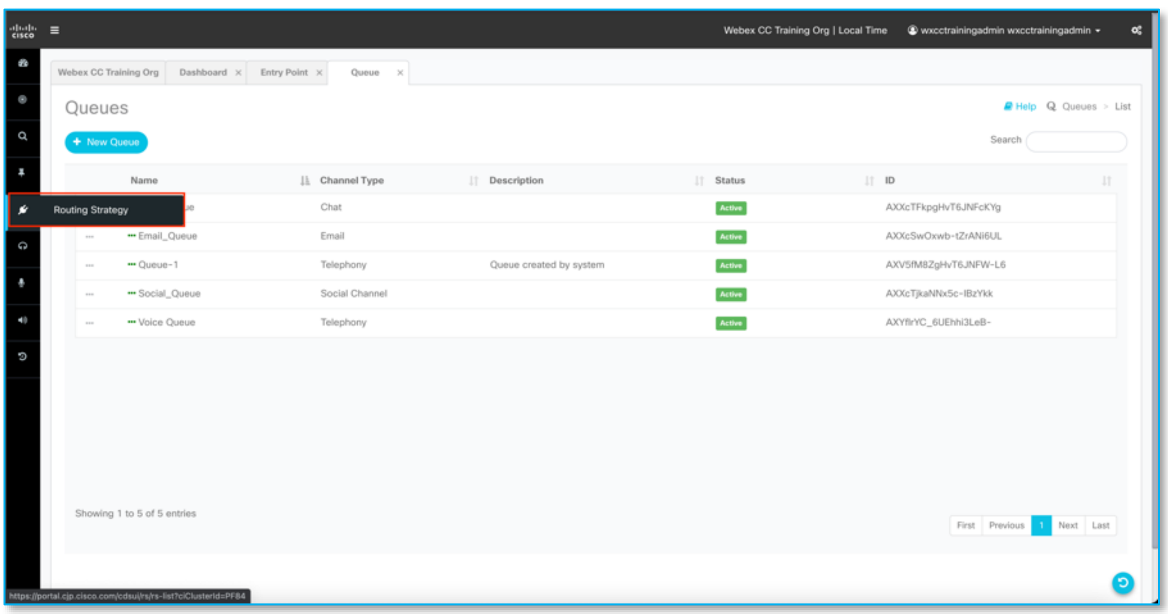
8.2 ☐ Once logged in, click "Contact Center" (under Services), then "Settings", as indicated in the following picture.



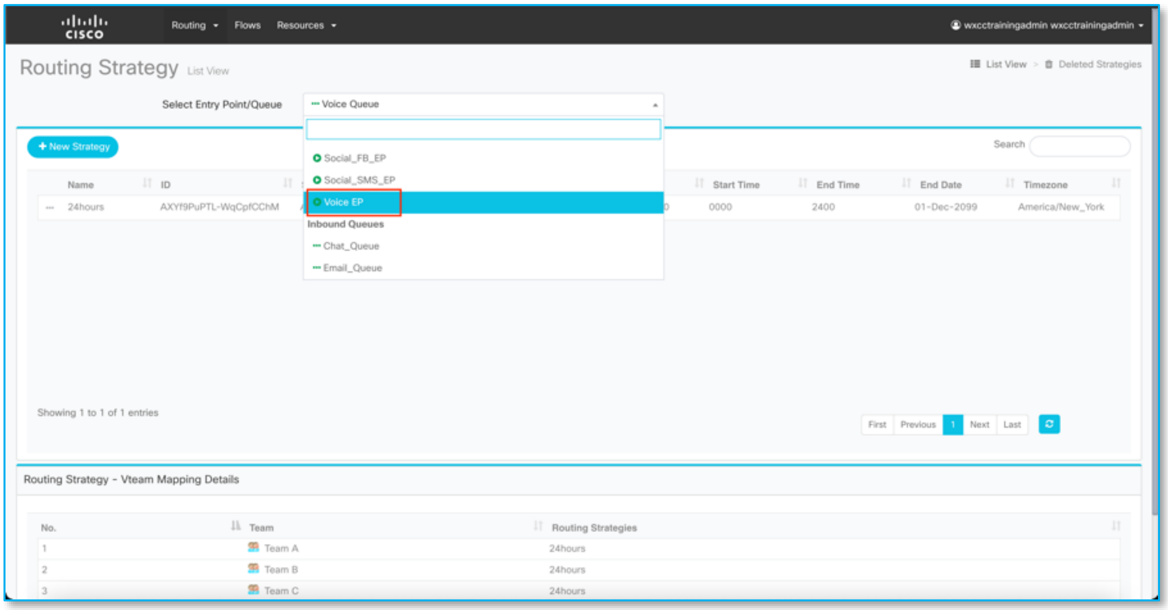
8.3 ☐ Click the link “Go to Webex Contact Center Management Portal” to enter the Tenant Portal.



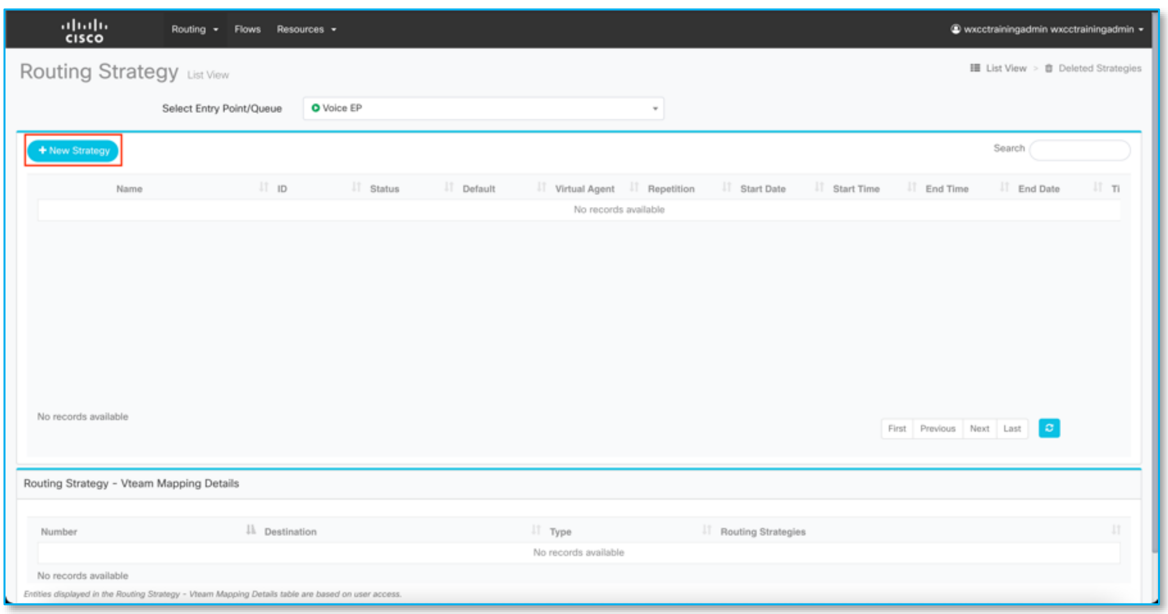
8.4 ☐ Select the “Routing Strategy” icon.



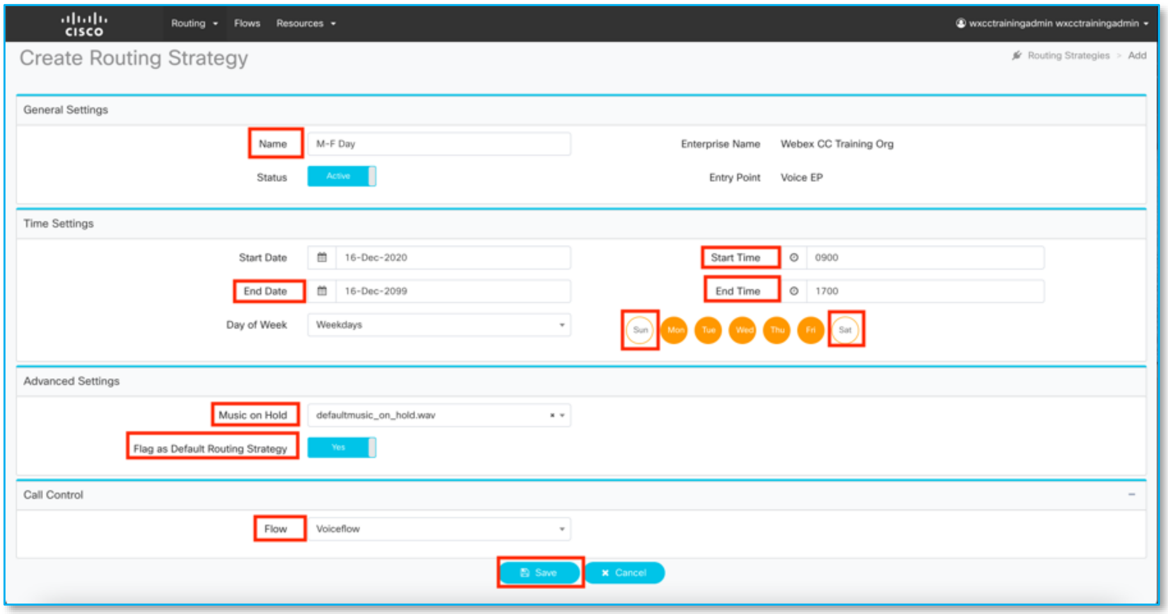
8.5 ☐ Select the “Voice EP” from the drop down list.



8.6 ☐ Click the “ + New Strategy” icon.

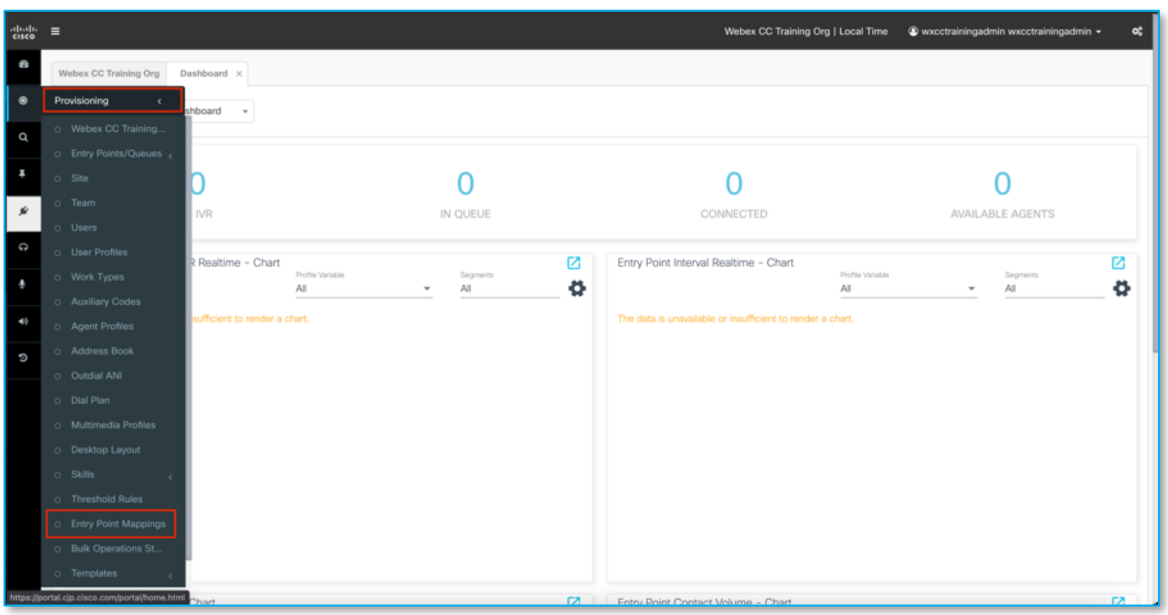


8.7 ☐ **Fill in the information as next to the red boxes, then click save.**

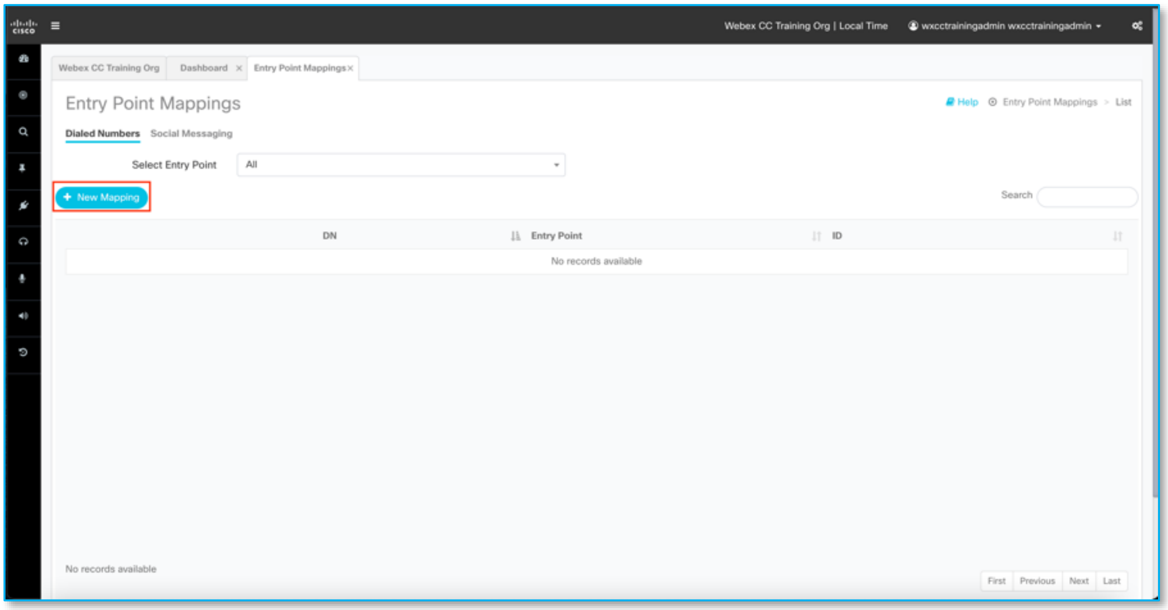


8.8 ☐ **Create an Out of Hours Flow that plays a message saying the contact centre is shut and then hangs up. Apply it to a Night Routing Strategy and a Weekend Routing Strategy. – Hint you have to create all of these things yourselves.**

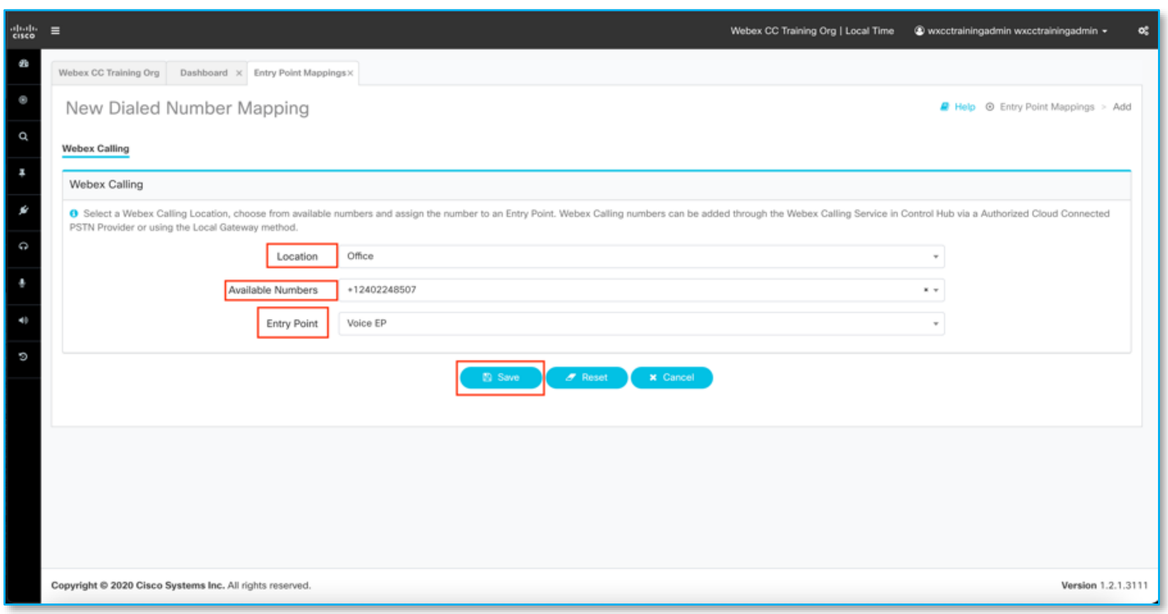
8.9 ☐ **Select the "Provisioning" icon and then select "Entry Point Mappings".**



8.10 ☐ Click the " + New Mapping" icon.



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



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.

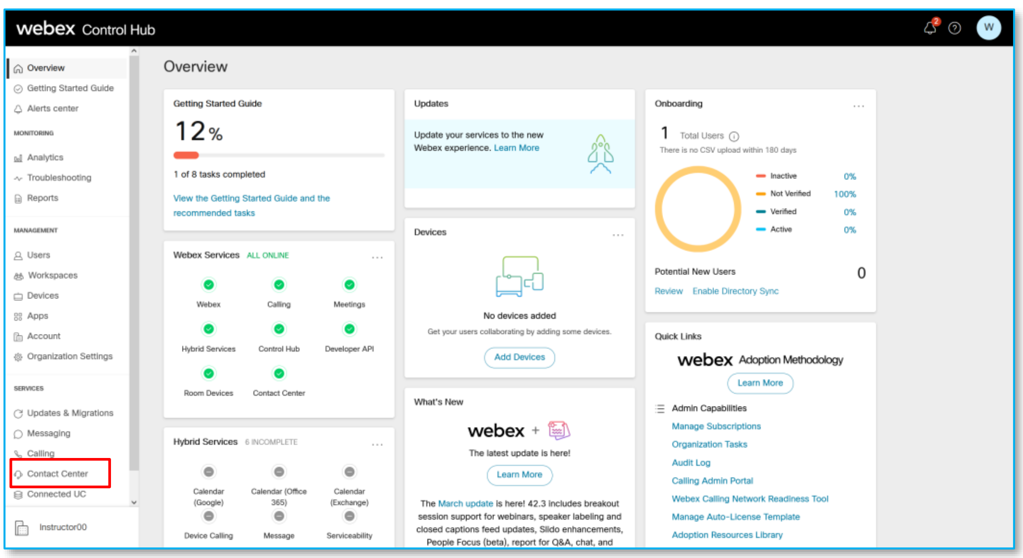
Estimated execution time: 10 minutes.

Download the Agent Desktop template

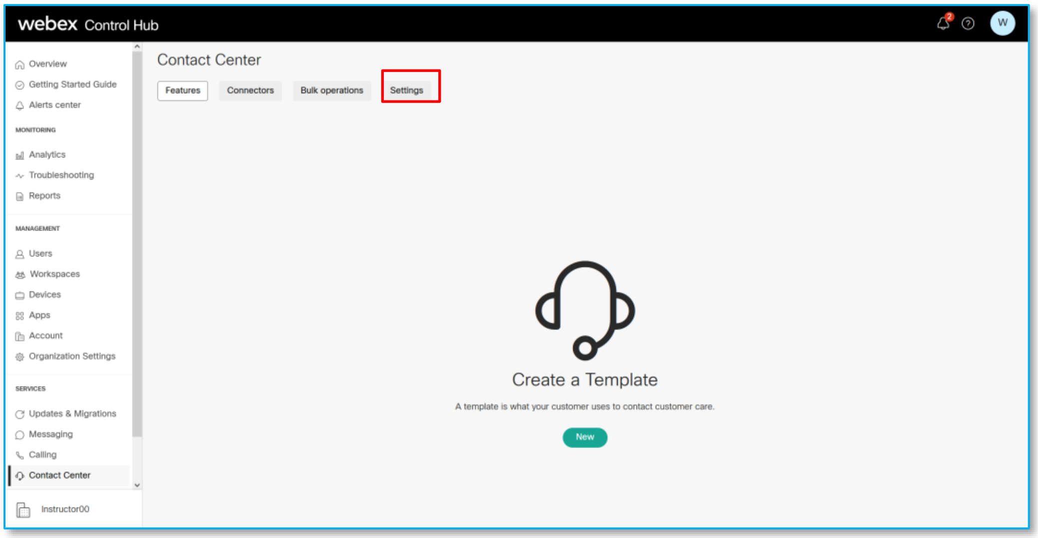
9.1 ☐ If you are still logged in the portal, log off, open your browser and go to

URL: https://admin.webex.com
Customer Org Admin
User: Your assigned Customer admin

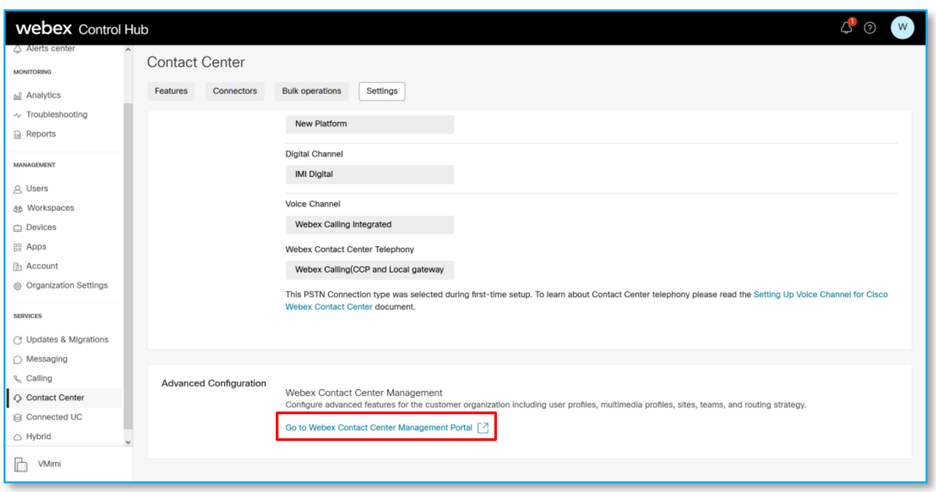
9.2 ☐ Once logged in then click "Contact Center" as indicated in the following picture.



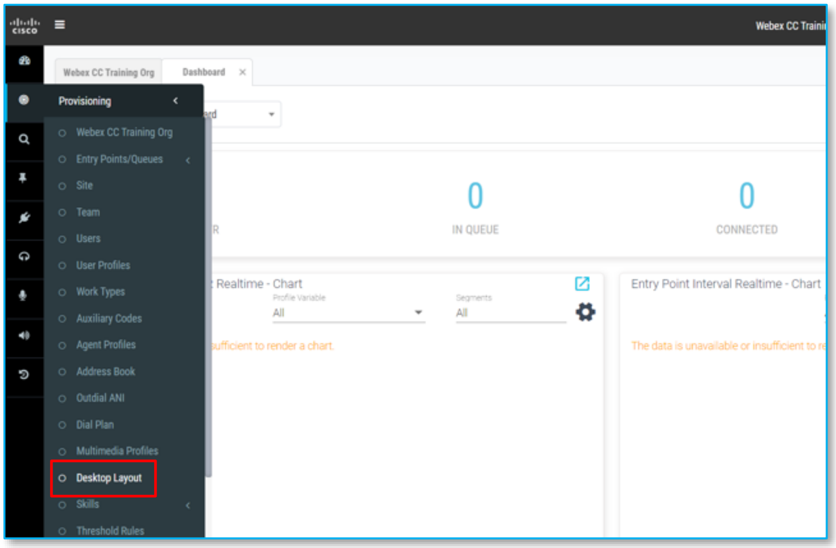
9.3 ☐ Click "Settings" on the horizontal menu bar.



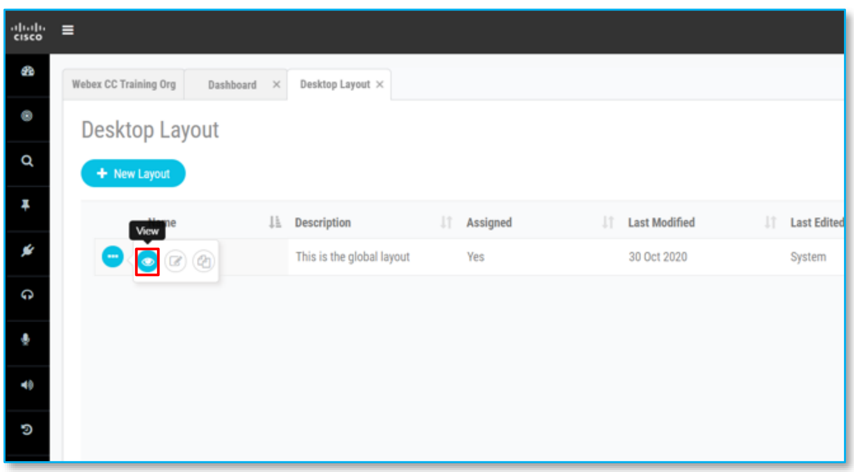
9.4 ☐ Scroll Down and click on the link "Go to Webex Contact Center Management Portal" to enter the Tenant Portal.



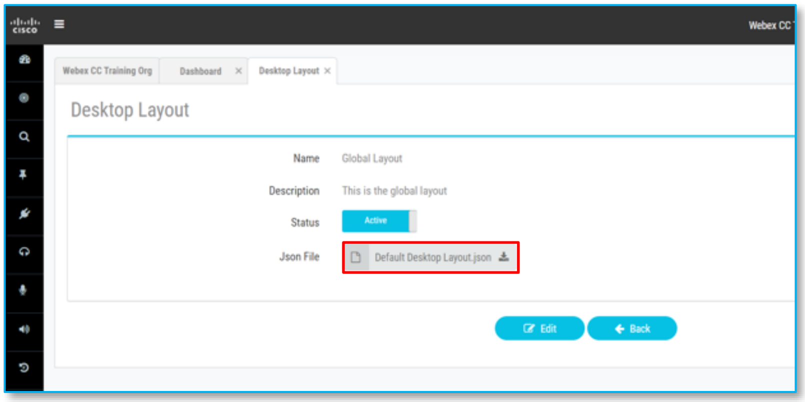
9.5 ☐ **A new browser tab will be opened in your browser. Click on "Desktop Layout".**



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.

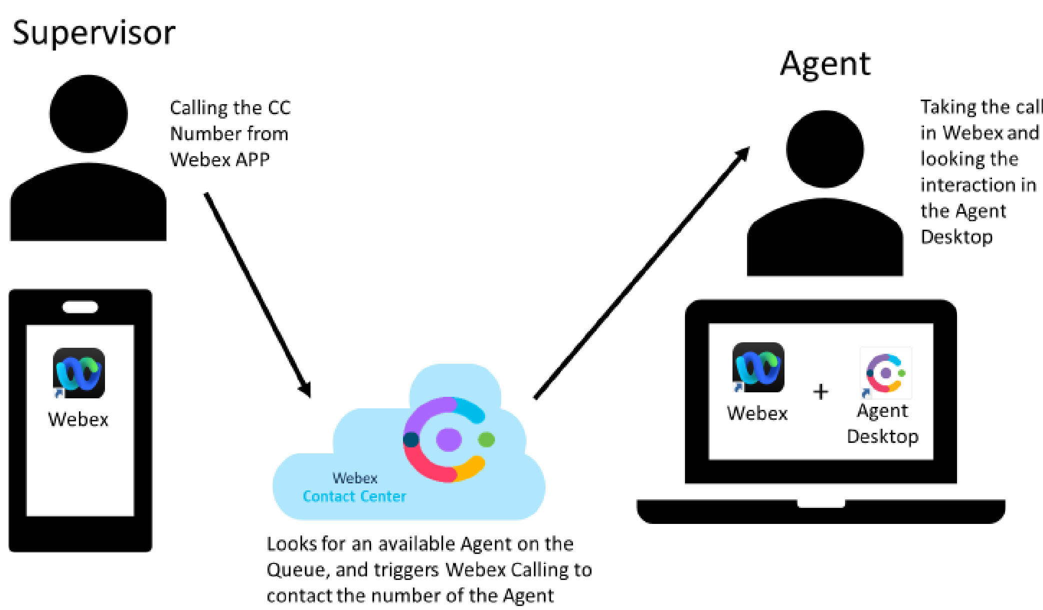


9.8 ☐ The downloaded file enables you modify the look and feel of the Agent desktop. The purpose of this part of the lab is so you know how to get hold of it and could make changes if required. We will NOT be doing that in this lab.

Testing Voice Interactions

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

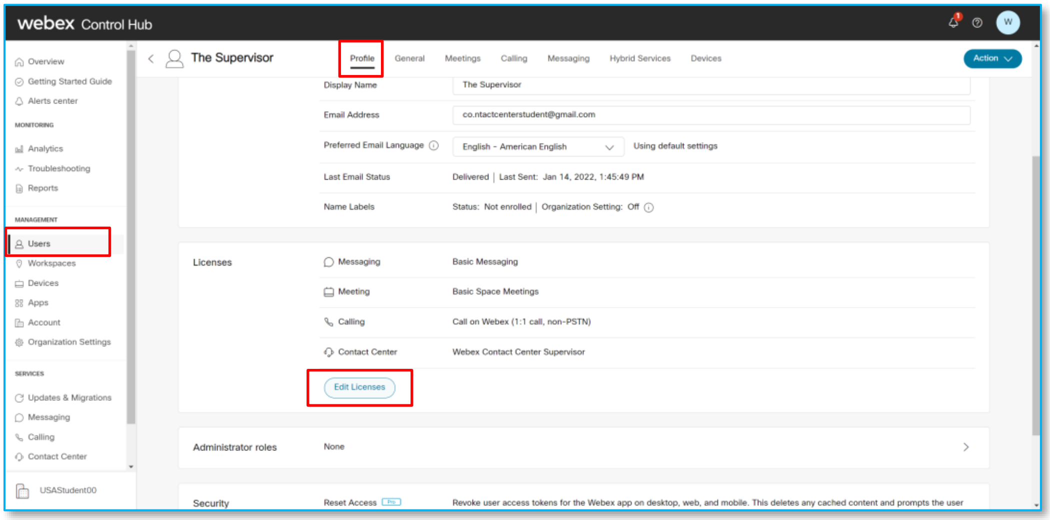
User	Device	Application	Calling Behavior
Supervisor	Mobile	Webex App	Make Calls in Webex
Agent	Computer	Webex App	Make Calls in Webex

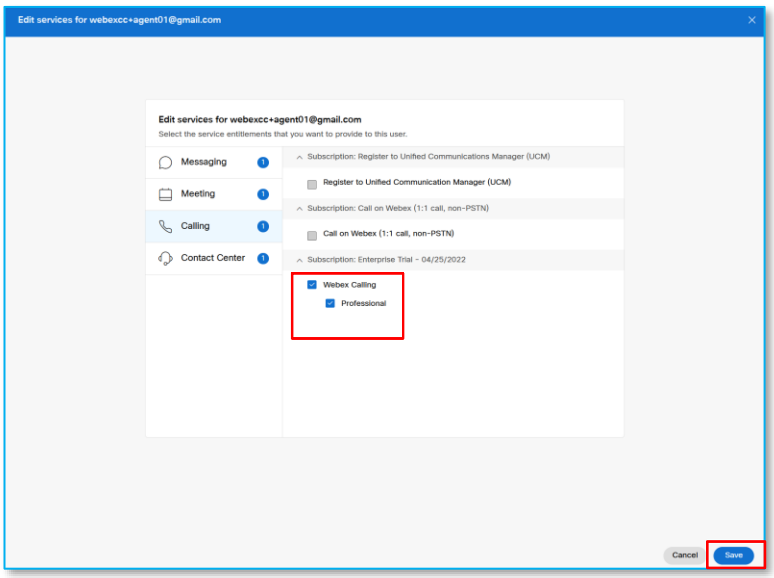


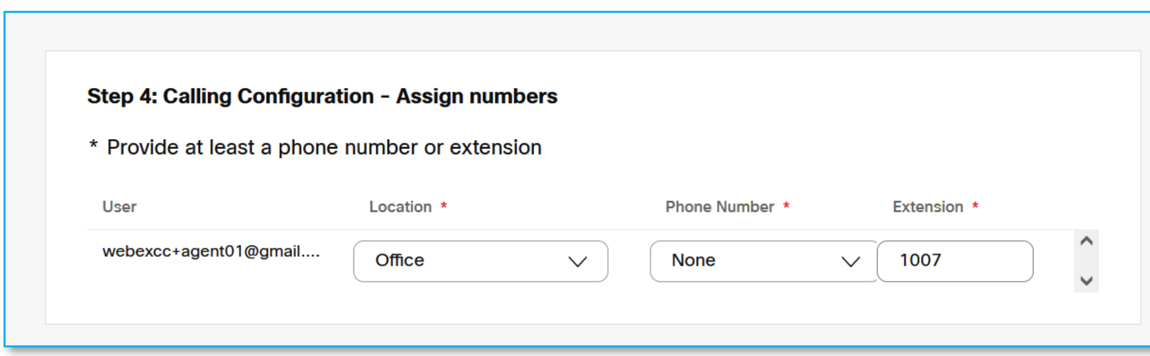
1- Prepare the Supervisor to dial the Voice Entry point number, from Webex App in your mobile

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.







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.

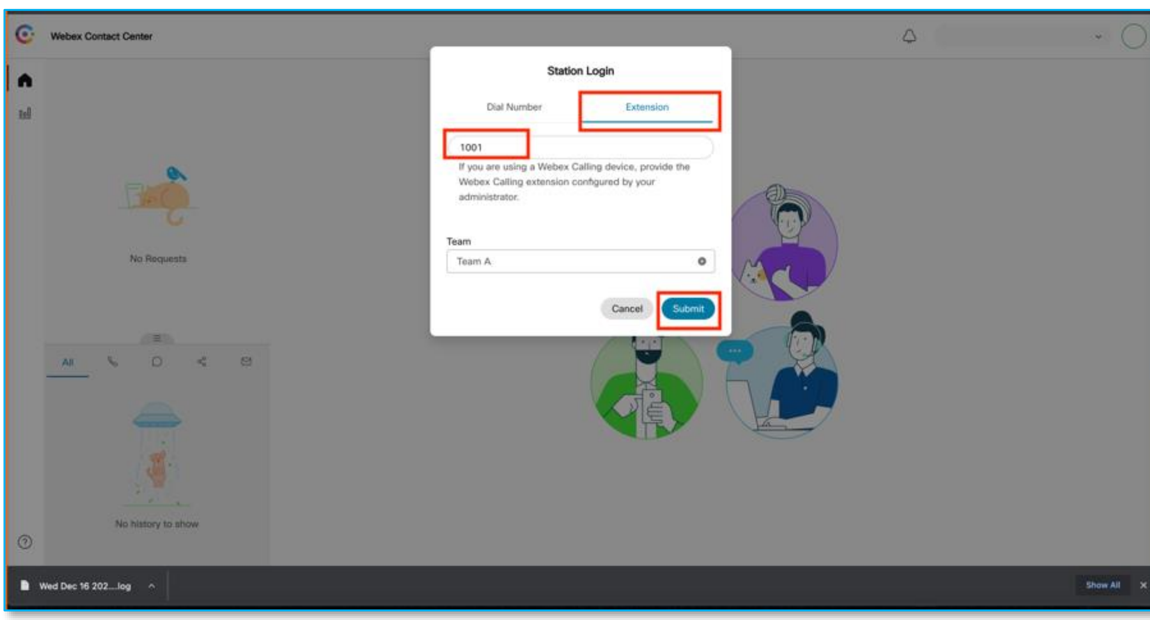
You may require to exit the conference in order to use your Webex App in your computer, if you can try to use another mobile or tablet.

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

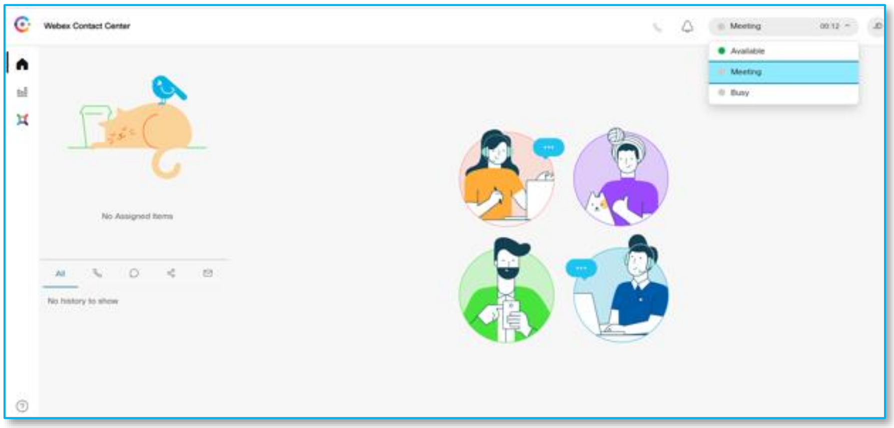
9.9 ☐ Make sure you are logged in as your CC Agent One. Please use a browser window opened in private/incognito mode.

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

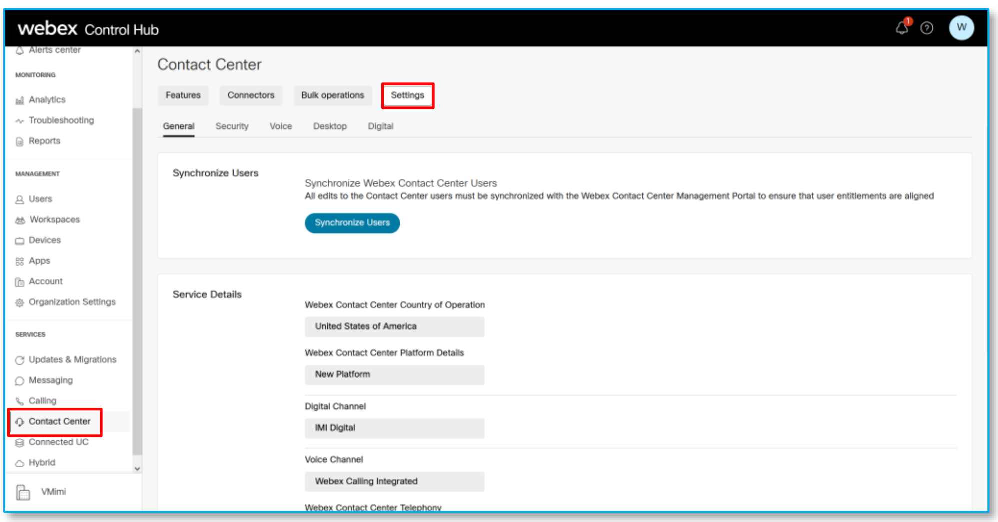
Expected Completion Time: 30 minutes.

Provisioning a Tenant under the main Service Provider

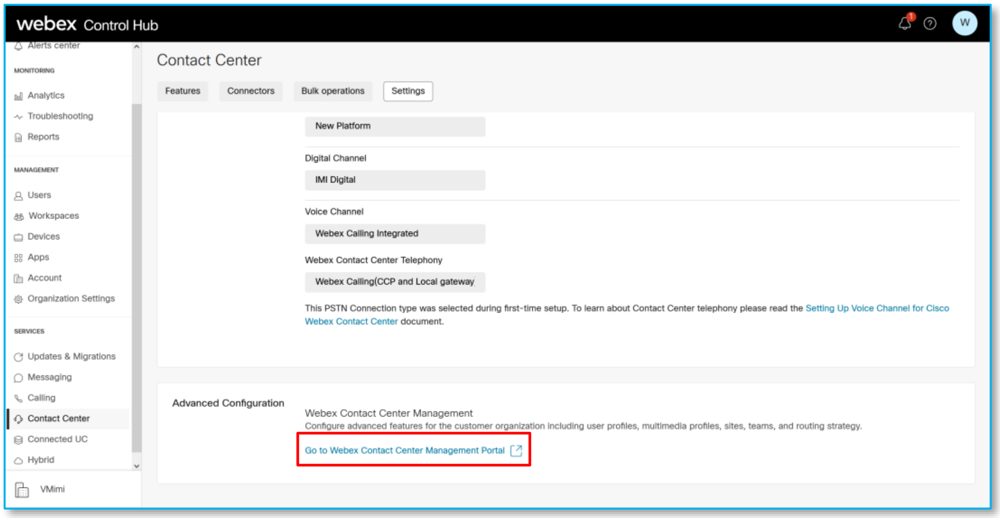
11.1 ☐ Open your browser and go to

URL: https://admin.webex.com
Customer Org Admin
User: Your assigned Customer admin

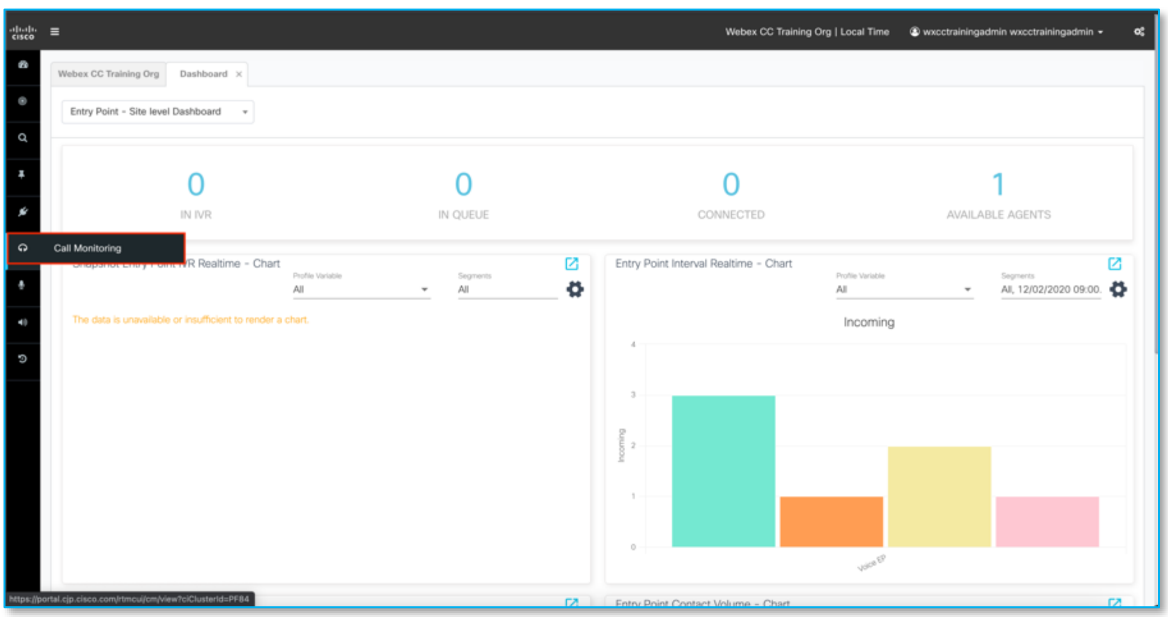
11.2 ☐ Once logged in, click "Contact Center" (under Services), then "Settings", as indicated in the following picture.



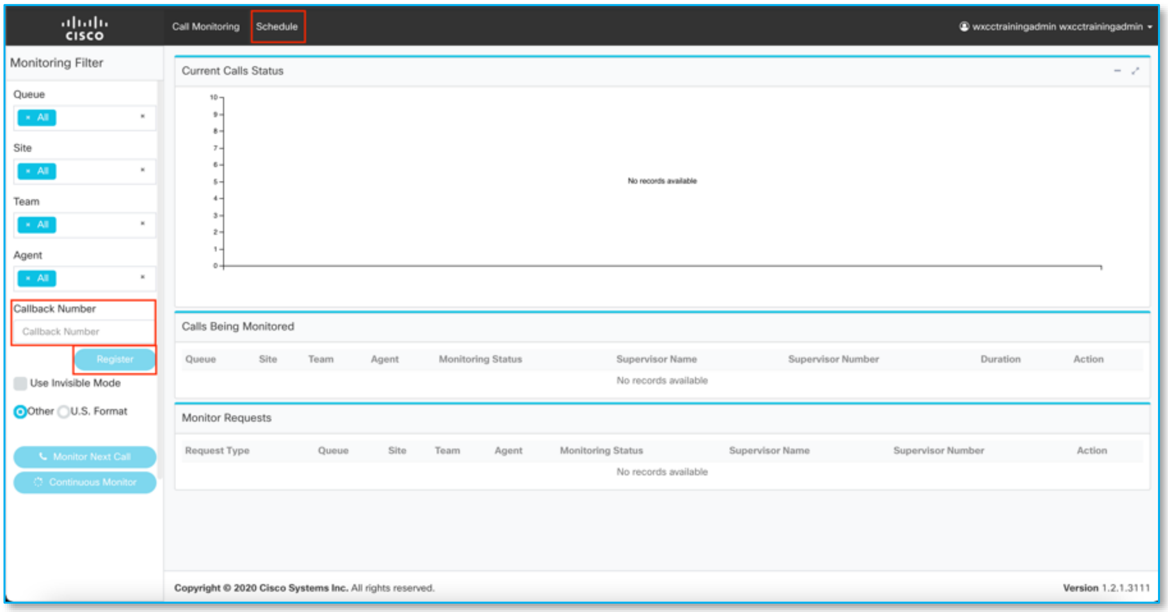
11.3 ☐ Click the link “Go to Webex Contact Center Management Portal” to enter the Tenant Portal.



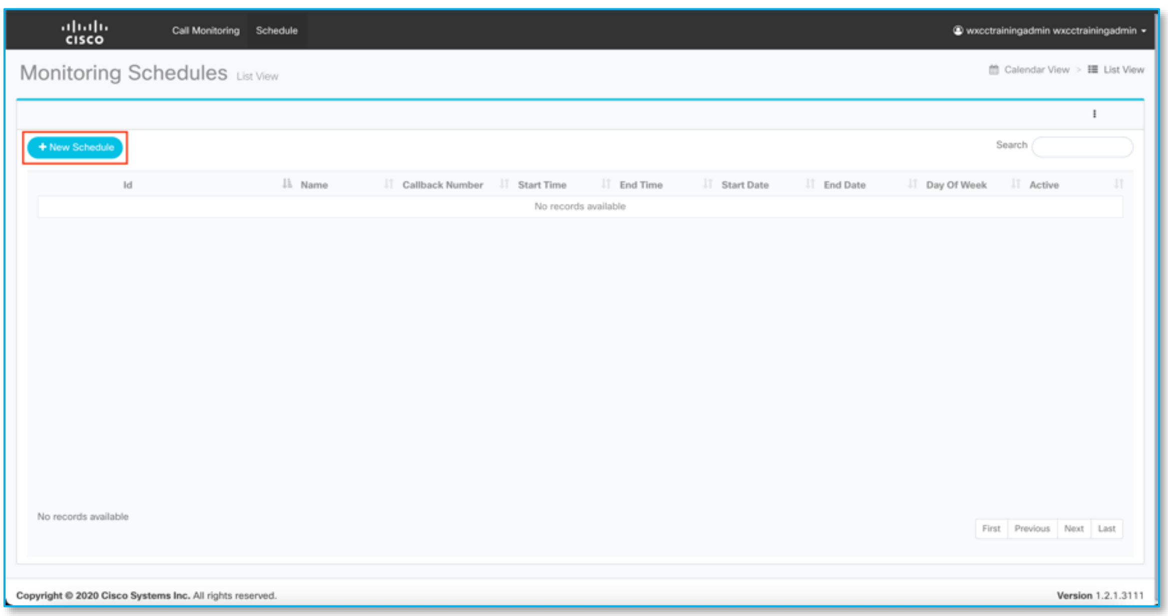
11.4 ☐ Select the “Call Monitoring” icon.



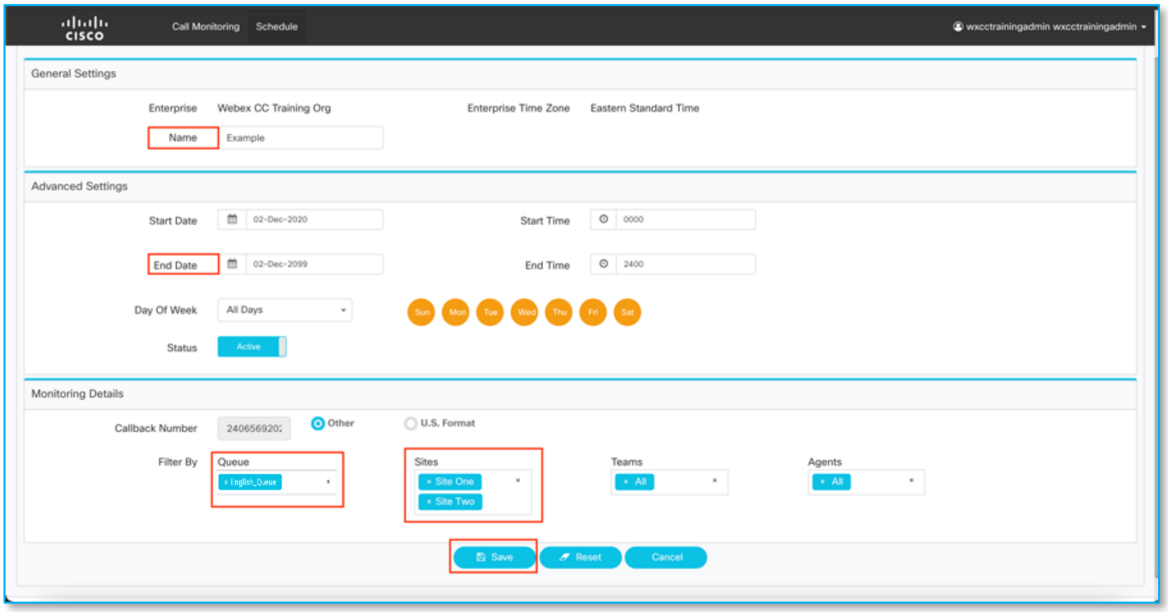
11.5 ☐ Enter a callback number, hit register, then select Schedule.



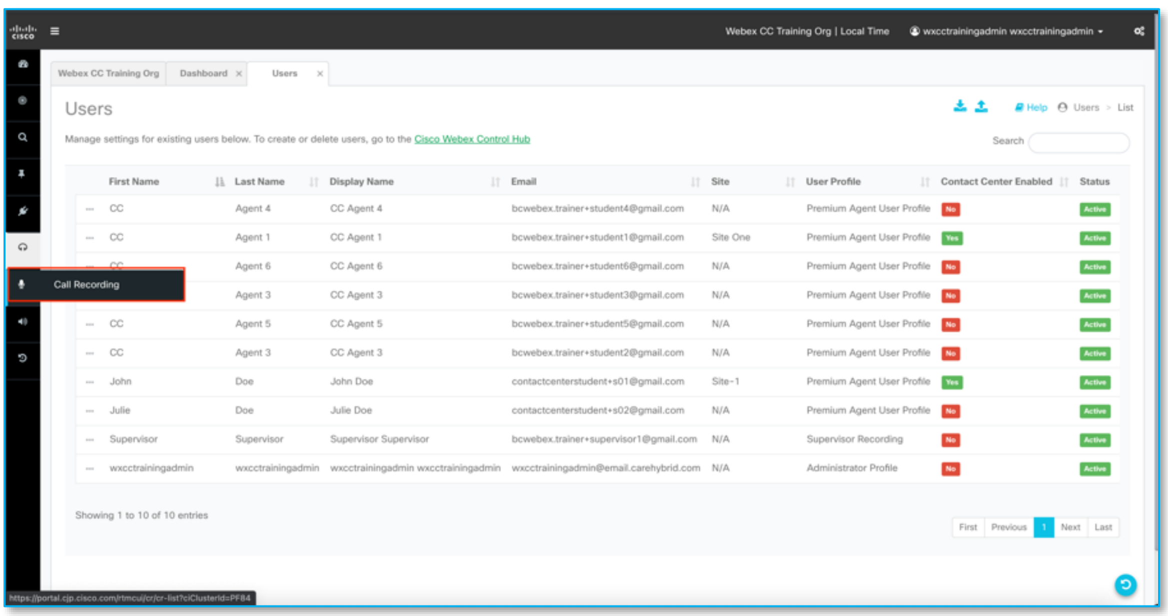
11.6 ☐ Select List View then click "+ New Schedule"



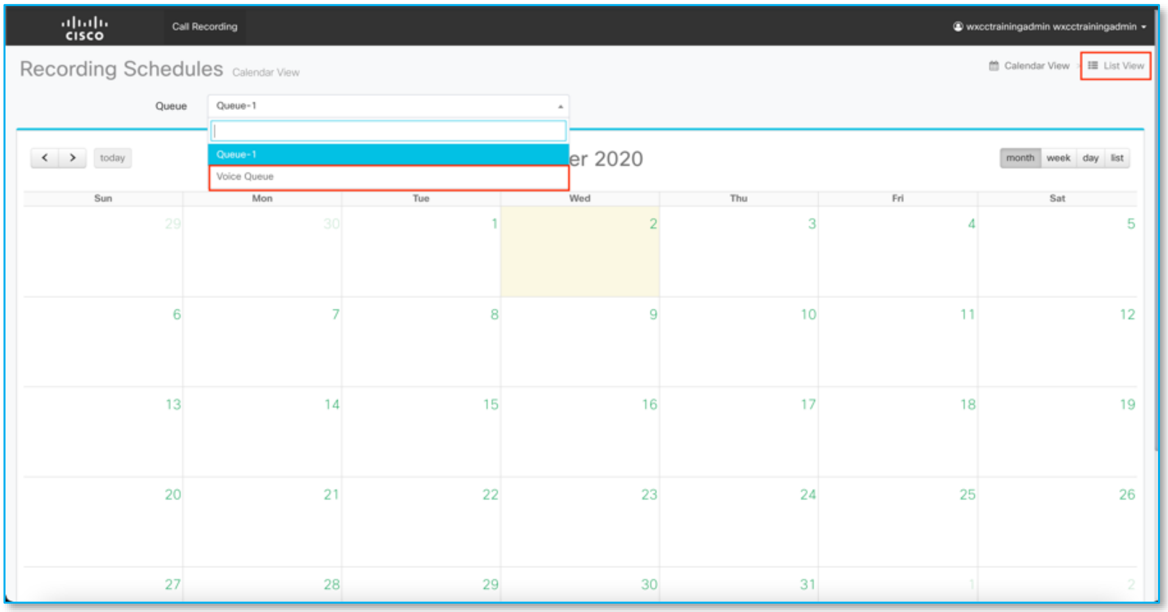
11.7 ☐ Fill in the information as next to the red boxes, then click save.



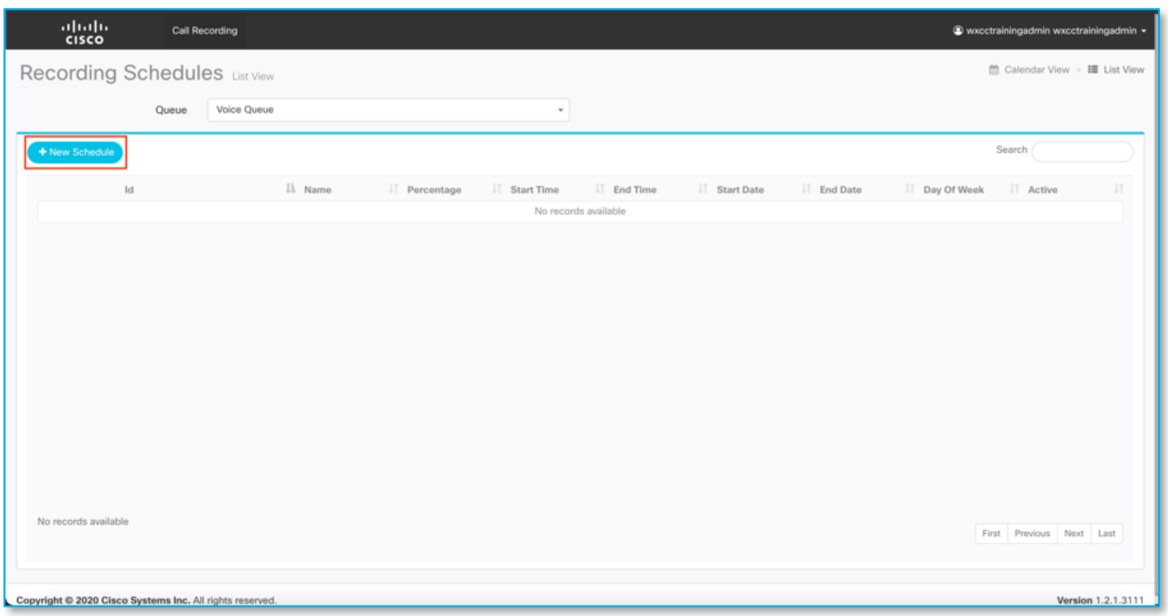
11.8 ☐ Select the "Call Recording" icon.



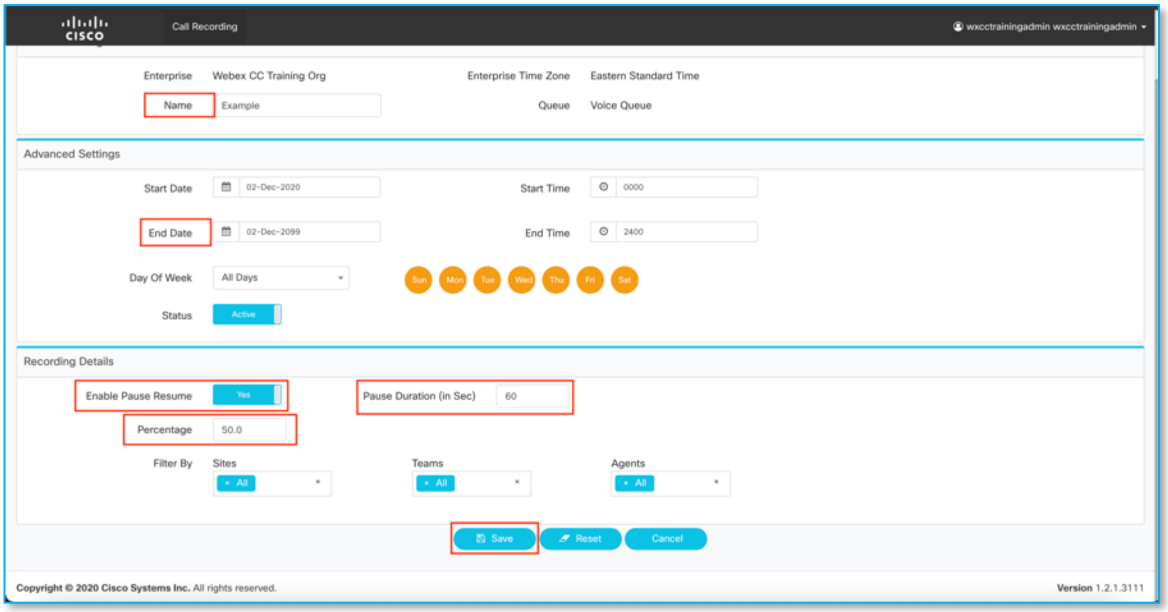
11.9 ☐ Select the "Voice Queue" from the drop down list, then select List View.



11.10 ☐ Click "+ New Schedule"



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



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

12 Lab 12 – Analyzer

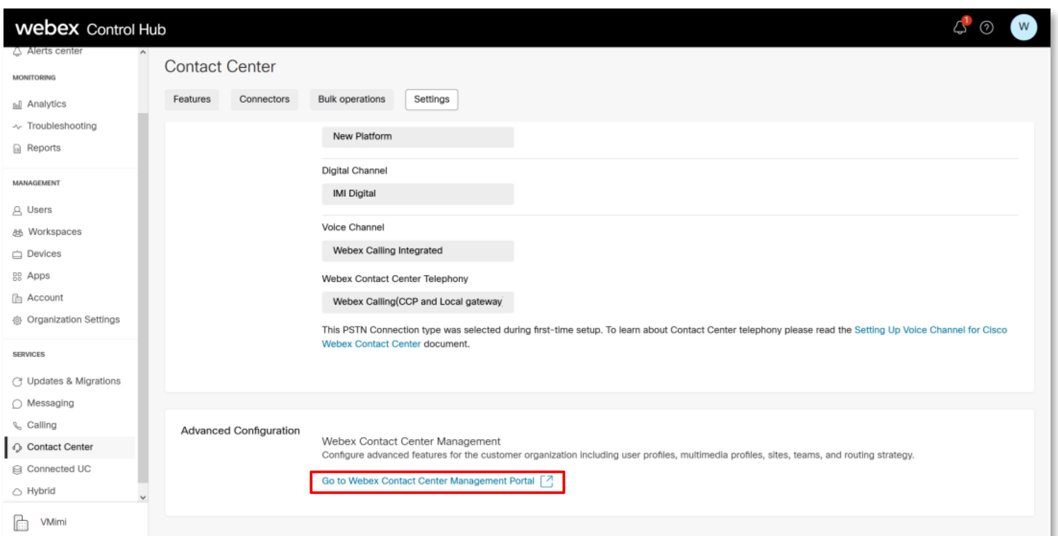
Purpose: creating a custom visualization.

Expected Completion Time: 20 minutes.

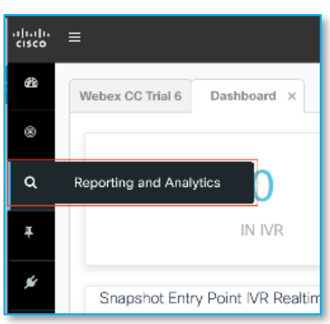
12.1 ☐ Open your browser and go to

URL: https://admin.webex.com
Customer Org Admin
User: Your assigned Customer admin

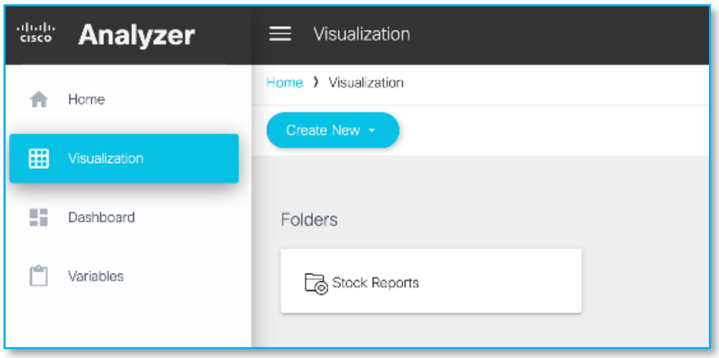
12.2 ☐ Enter the Tenant Portal, Scroll down to the bottom of the page to click "Go to Webex Contact Center Management Portal"



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

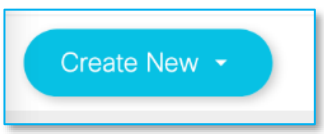


12.4 ☐ In the new tab that is opened, click on "Visualization".



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

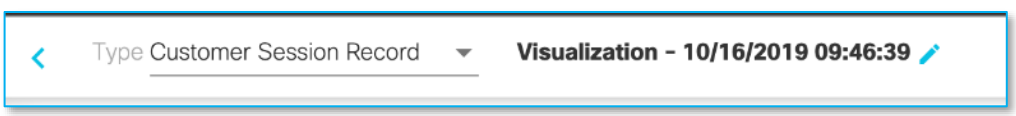
12.5 ☐ Click on "Create New Visualization".



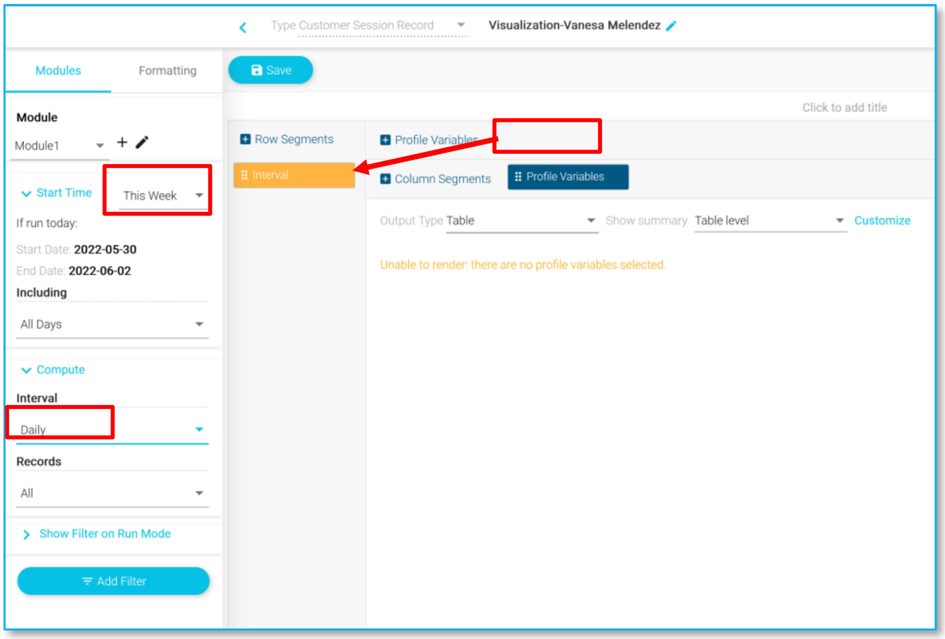
12.11 ☐ Modify the default visualization name clicking on the Pencil icon.

The new Visualization Name shall be:

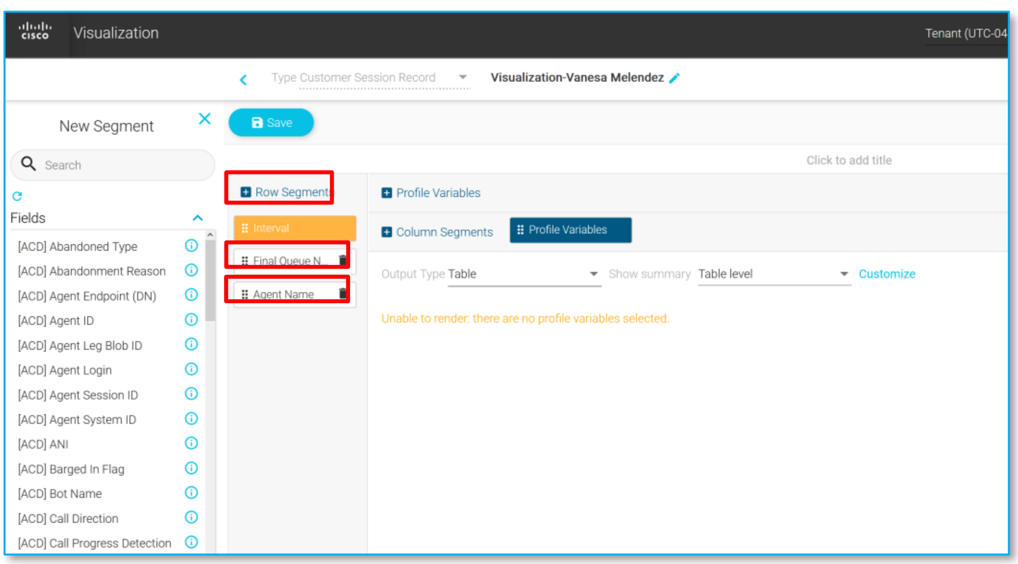
Visualization 1 – YourFirstName YourLastName



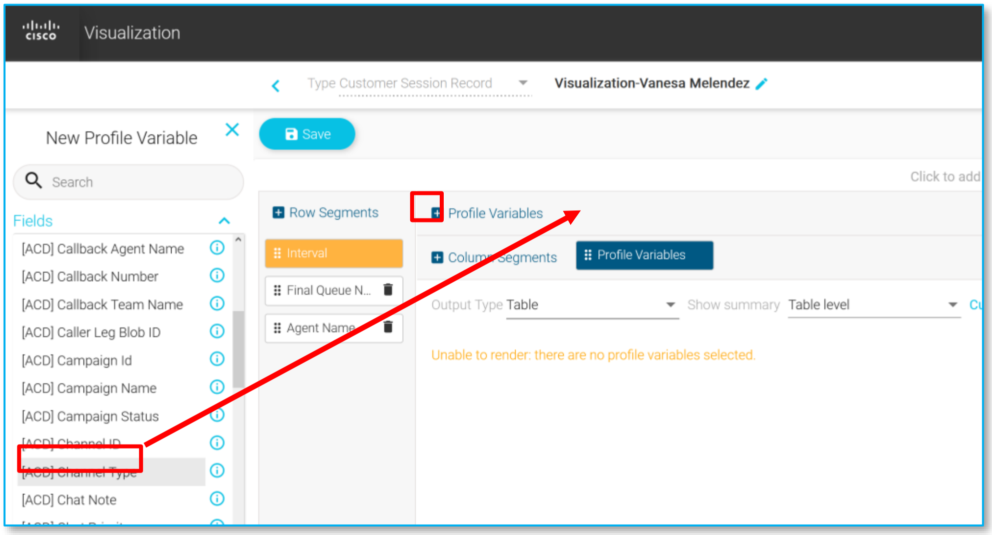
12.12 ☐ **On the menu on the left, select the following values circled in red. Then drag the Interval box from the Column Segment to the Row Segment into the row segments column.**



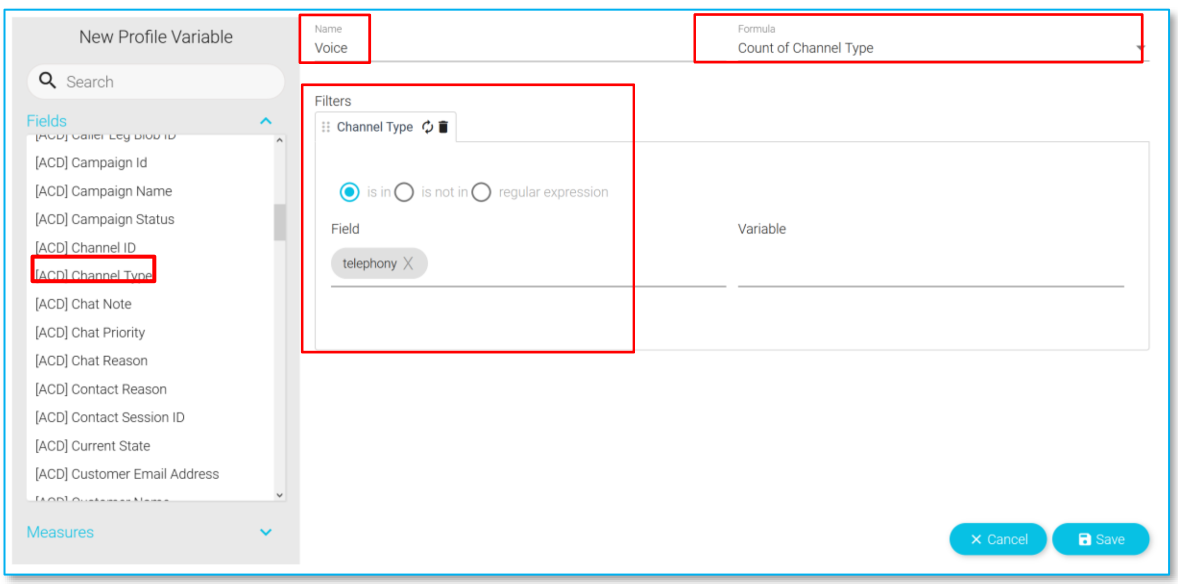
12.13 ☐ **On the visualization configuration panel, make sure that "Table" is selected. Then by clicking on the + sign by Row Segments, drag over "Final Queue Name"and "Agent Name" from under the Fields category.**



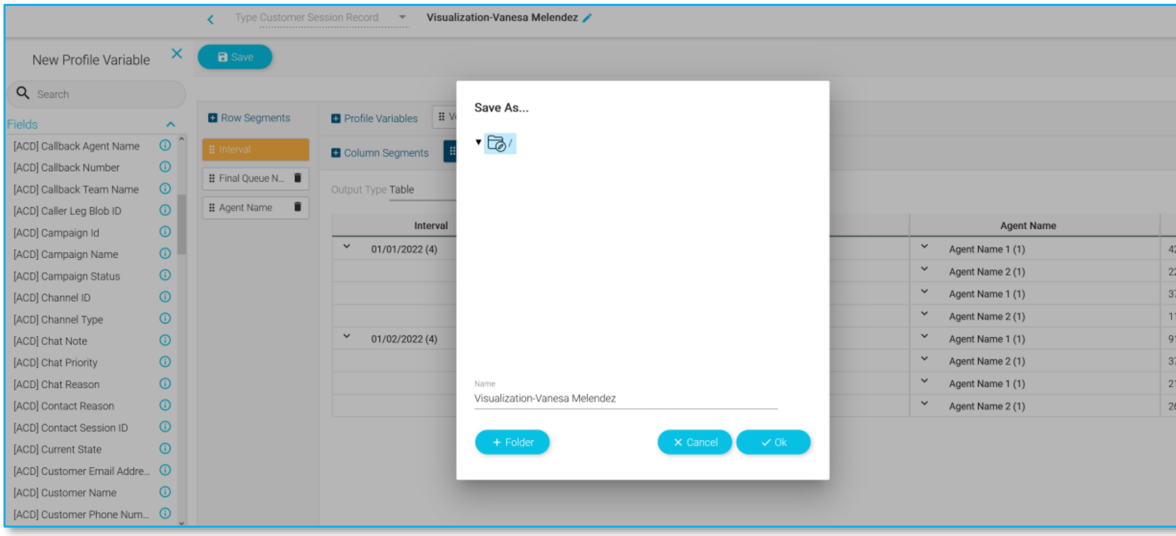
12.14☐ Click on the + sign next to “Profile Variables” and select “Channel Type” from the Fields and drag it to the profile section.



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.

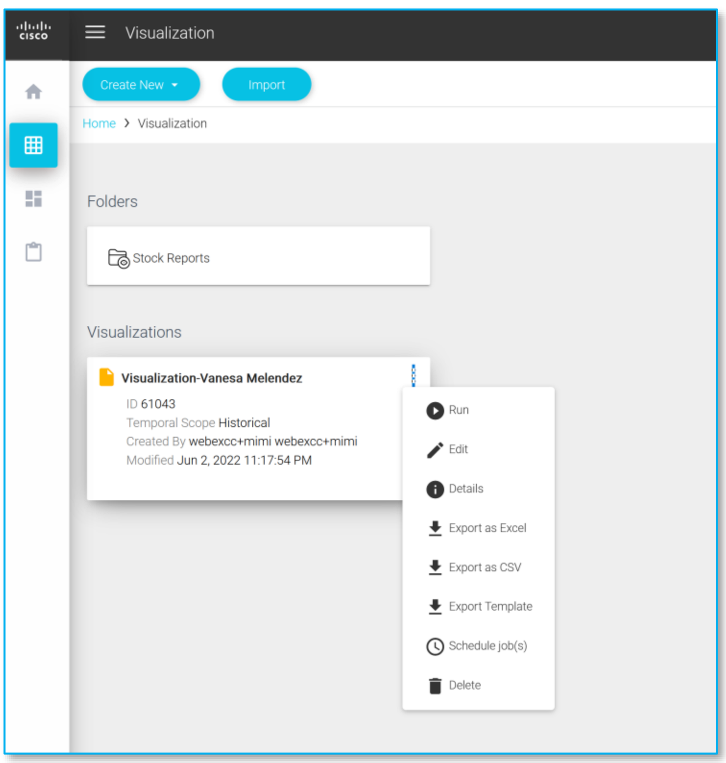


12.16☐ Click on “Save”. And then “OK”

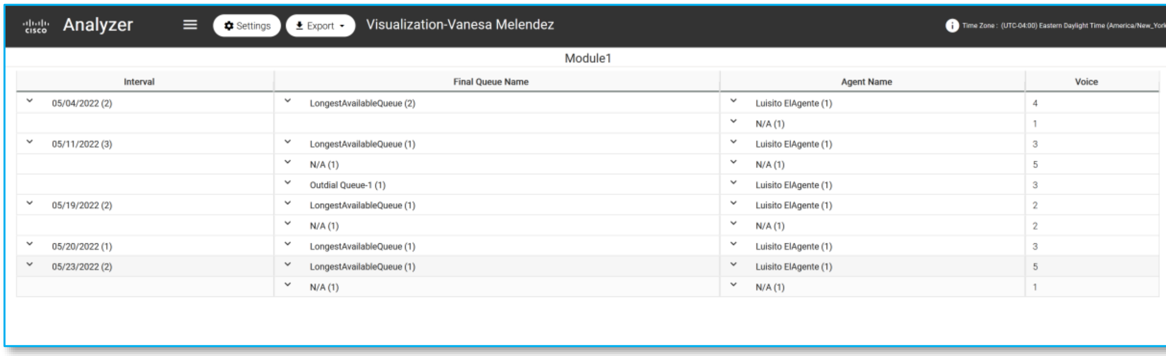


12.17 ☐ Click on “X”.

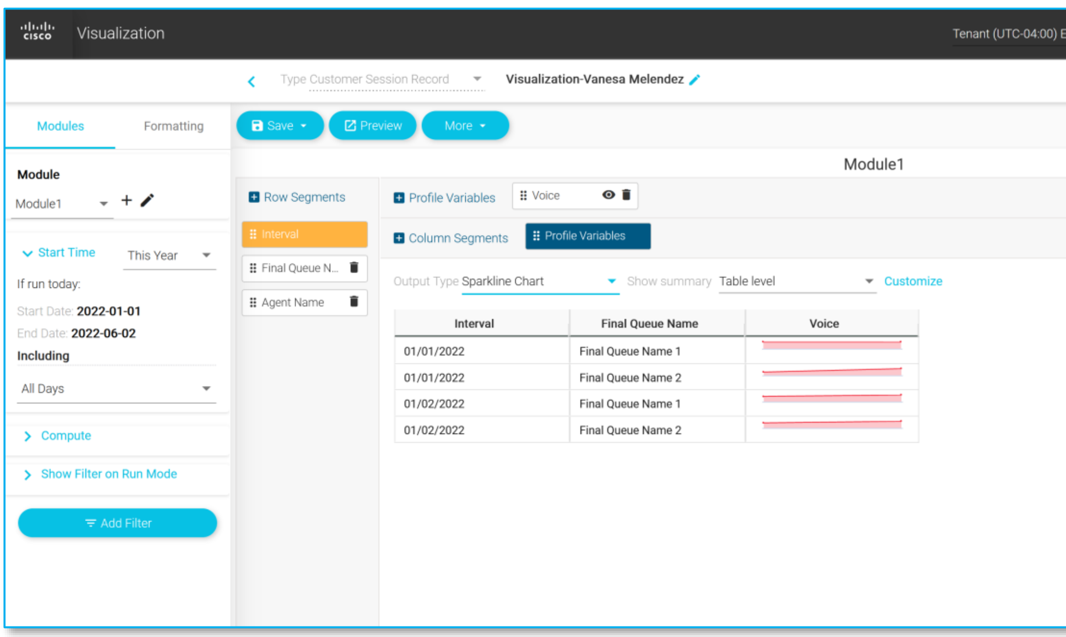
12.18 ☐ Run your Virtualization by clicking on the three dots and selecting “Run”.

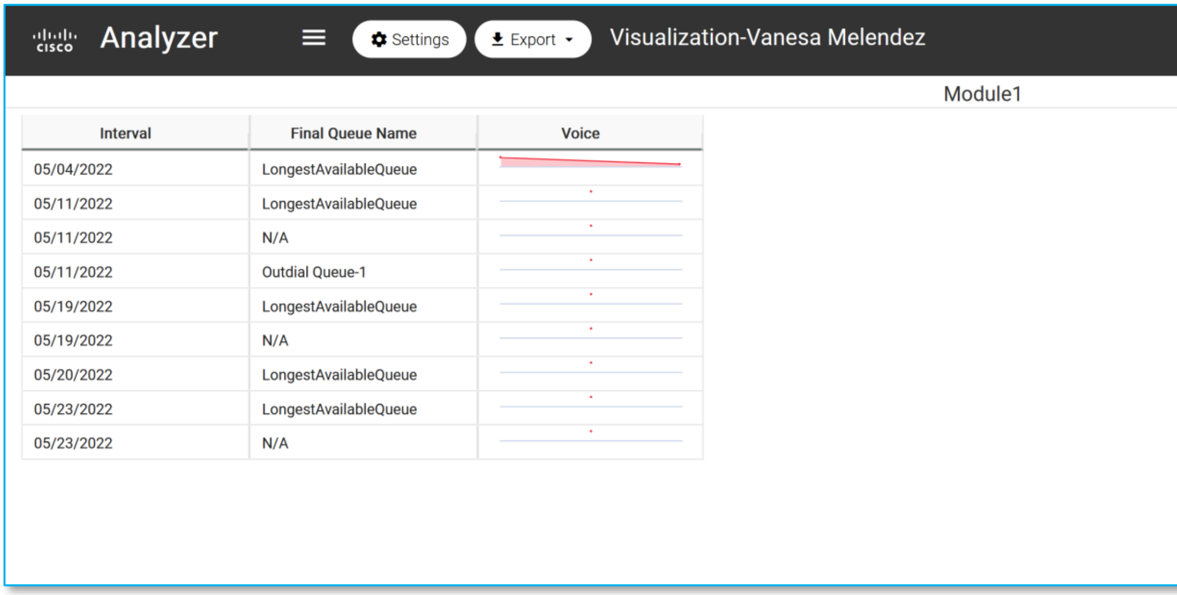


12.19☐ Expected Result. Your Visualization should look similar to the following one.



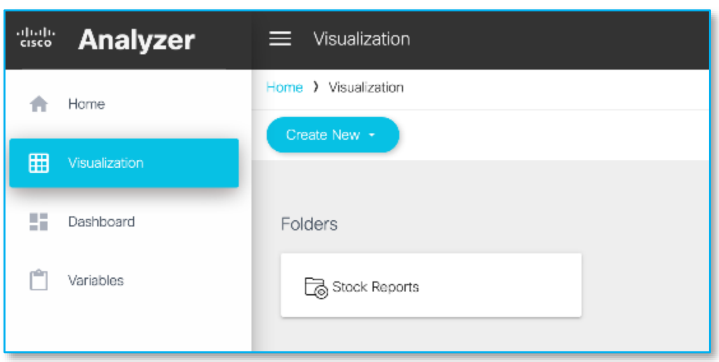
12.20☐ Now you can change the type the output format by clicking on "Settings", then output type, as shown in the next picture. Select "Sparkline Chart". Remember to Save and Run your visualization first, or use the Preview Button.



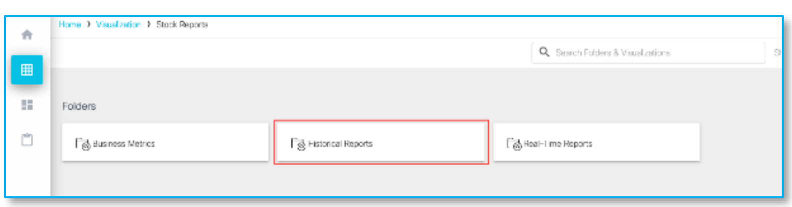


12.21☐ Close the Tab to exit the Visualization.

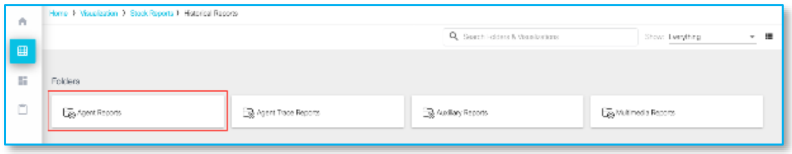
12.22☐ Now we are going to take a Stock Report, customize and save the report with a different name. Click on "Stock Reports".



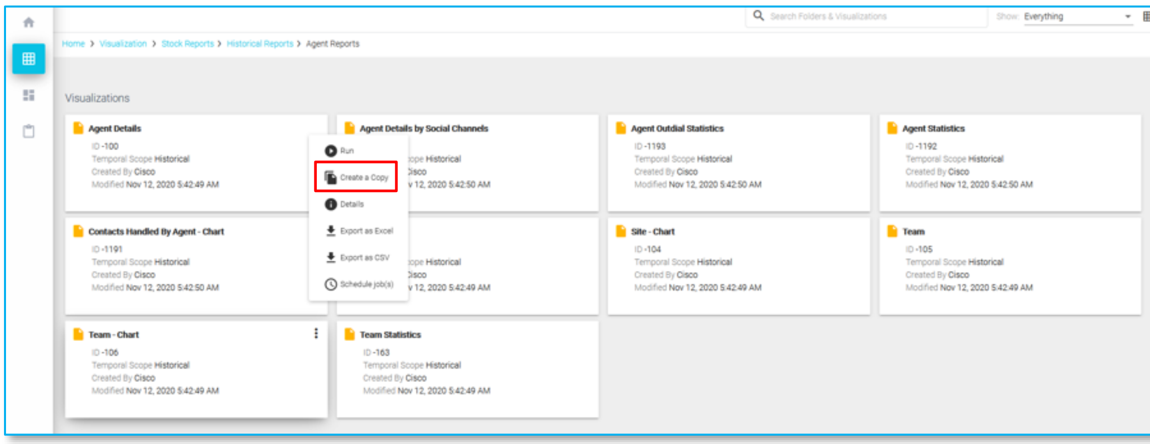
12.23☐ Click on "Historical Reports".



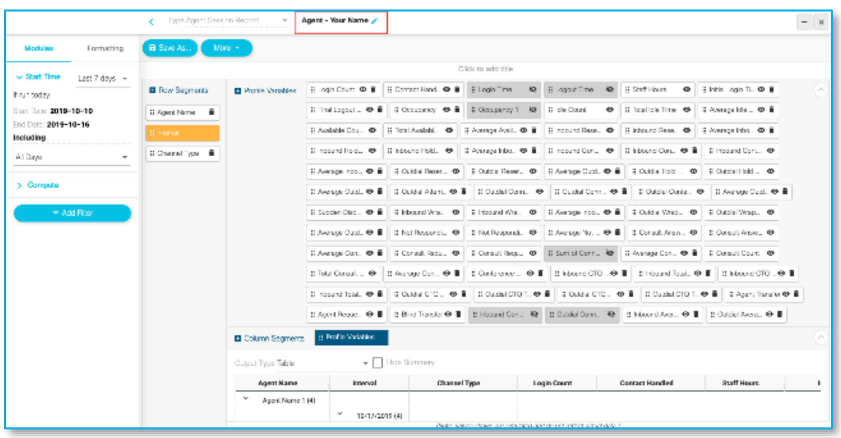
12.24 ☐ Click on “Agent Reports”.



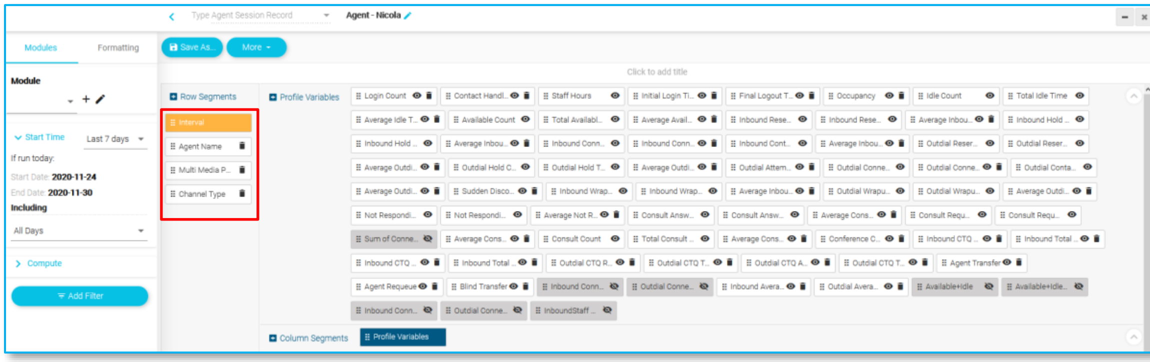
12.25 ☐ Click on the three dots of the Agent Details report and select “Create a copy”.



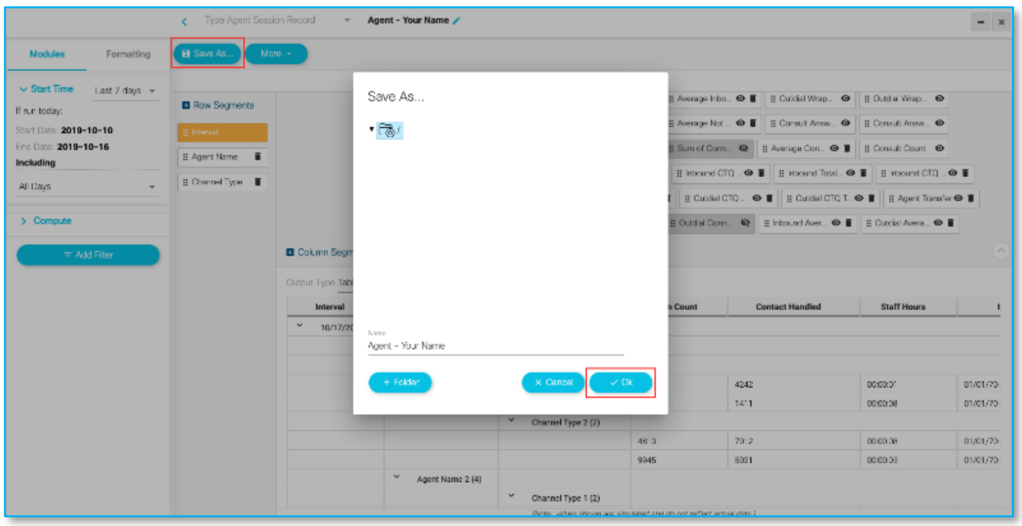
12.26 ☐ Click on the pencil icon and change the names of the report to “Agent – (Your Name)”.



12.27 ☐ Change the order of "Interval" and "Agent Name" under row segments.

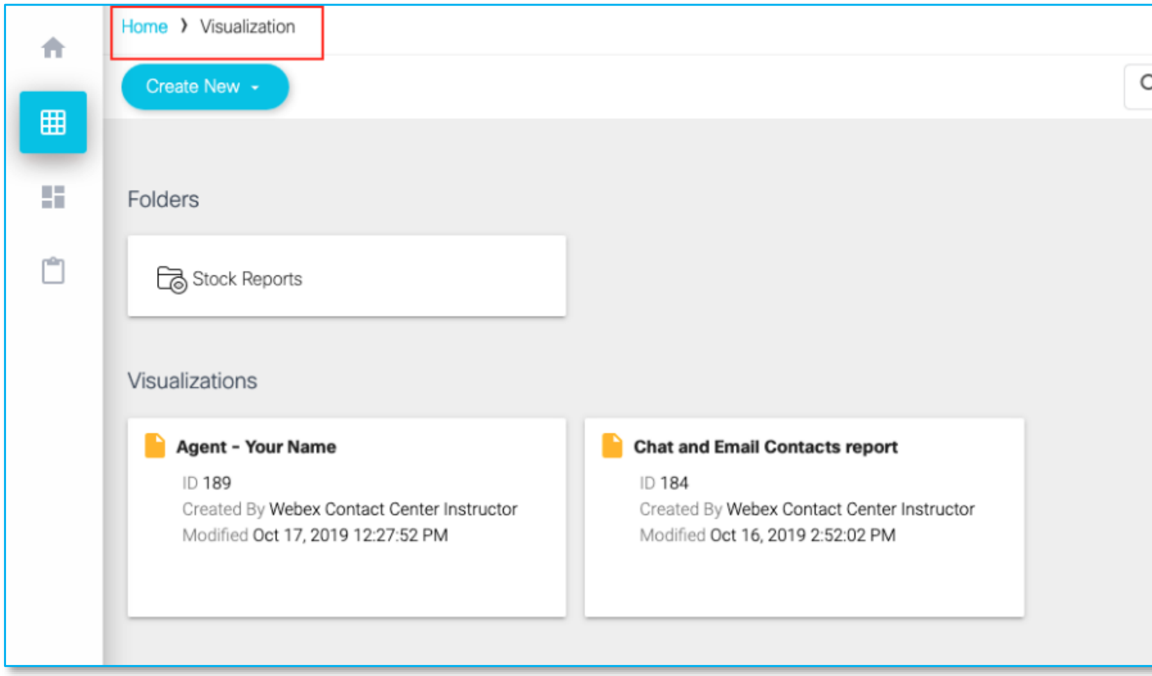


12.28 ☐ Click on "Save As" then "OK".



12.29 ☐ Click on the "x".

12.30 ☐ Navigate to "Visualization" and your custom report should be there.



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