

Meeting Information – January 19, 2021

Cisco Webex Contact Center Virtual Technical Partner Summit

Event number: 162 735 2848 – 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:

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Cisco Webex Contact Center Virtual Technical Partner Summit



Welcome to: Cisco Webex Contact Center Virtual Technical Partner Summit Session 8

Your Host:

Ken George

Sales BDM, Collaboration Technology Group, Americas Partner Organization

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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 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. A laptop is open in front of her. In the background, another person is visible at their desk. The office has large windows and a modern design.

Todays Session:

Agent Desktop



Webex Contact Center Desktop

Sameer Kumar
Solution Assurance Engineer
January 19, 2021

Agenda



Desktop & Architecture Overview



Enhanced Agent Desktop Experience



Omnichannel User experience



Custom Layout and Widgets

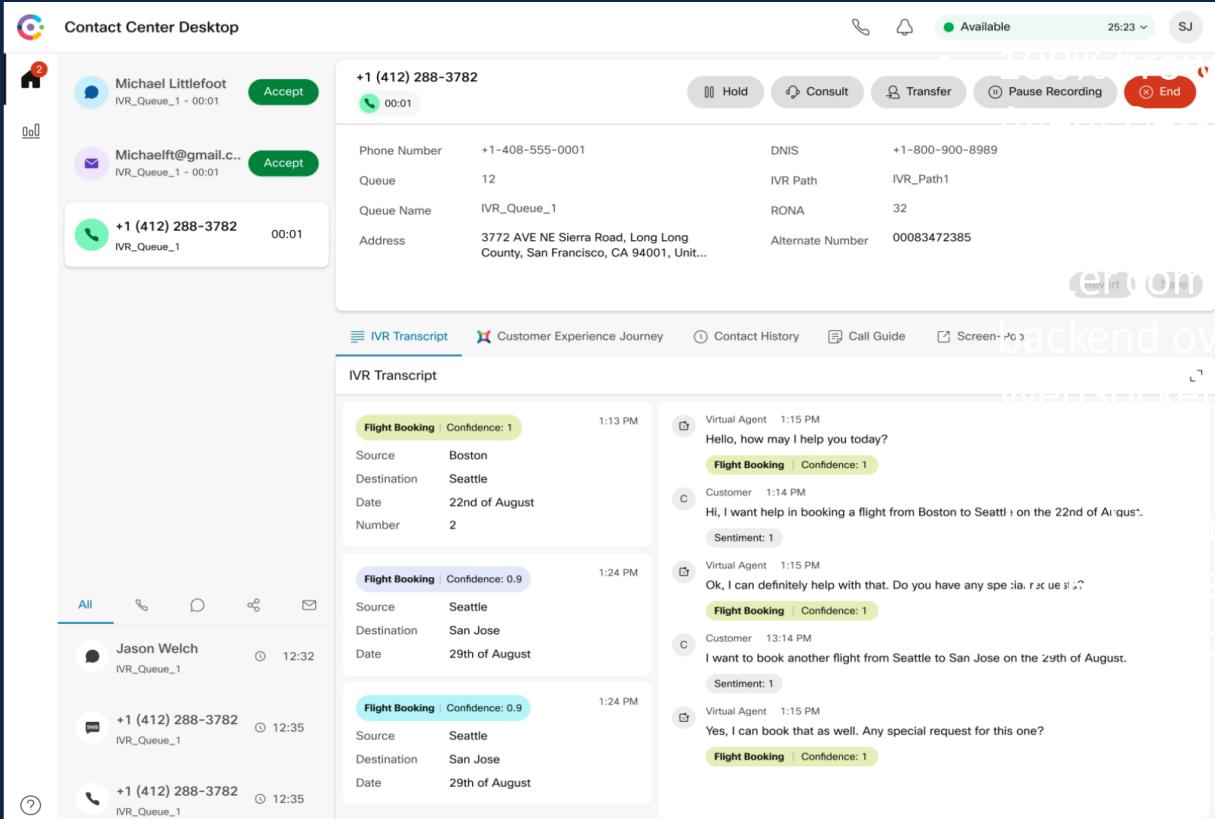


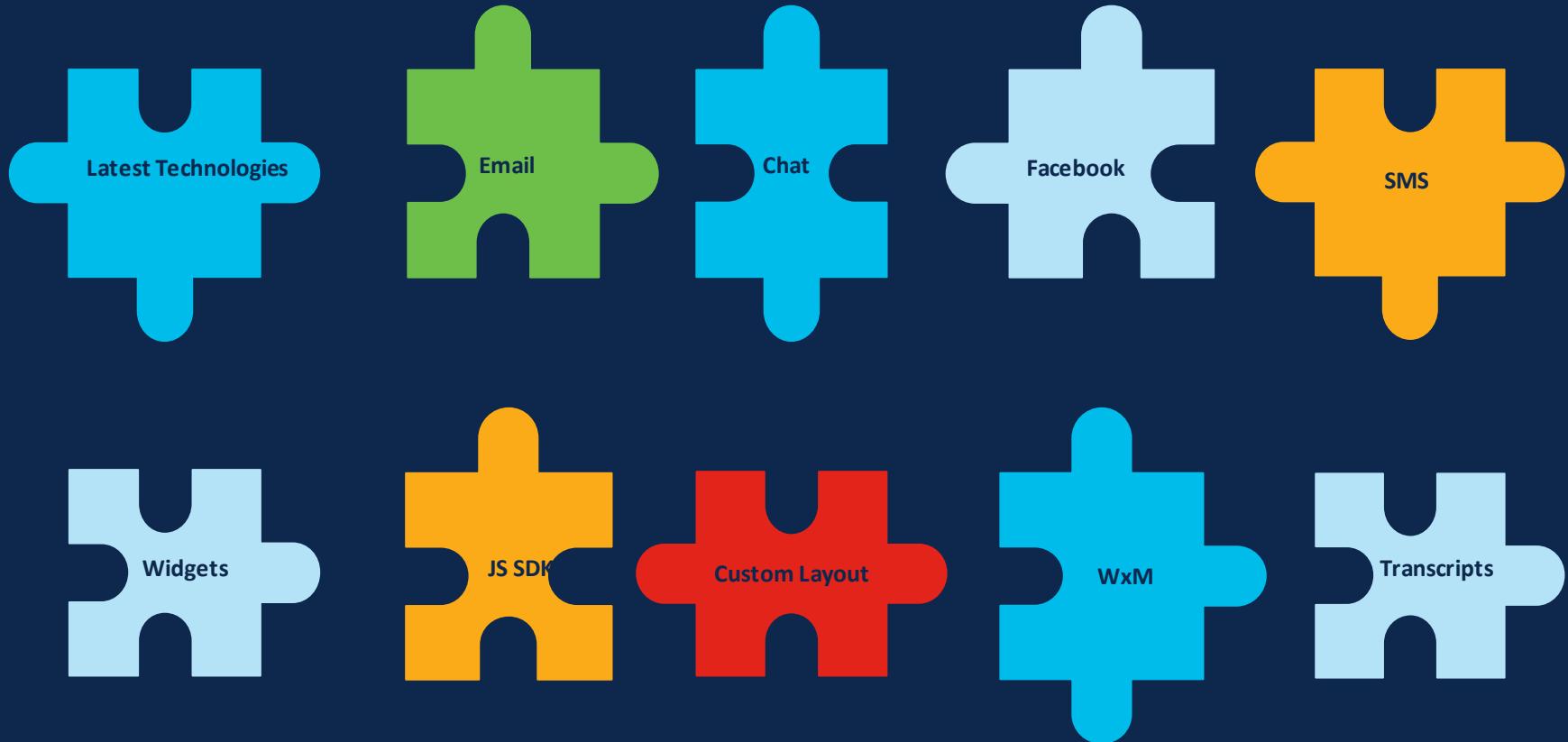
JavaScript SDK



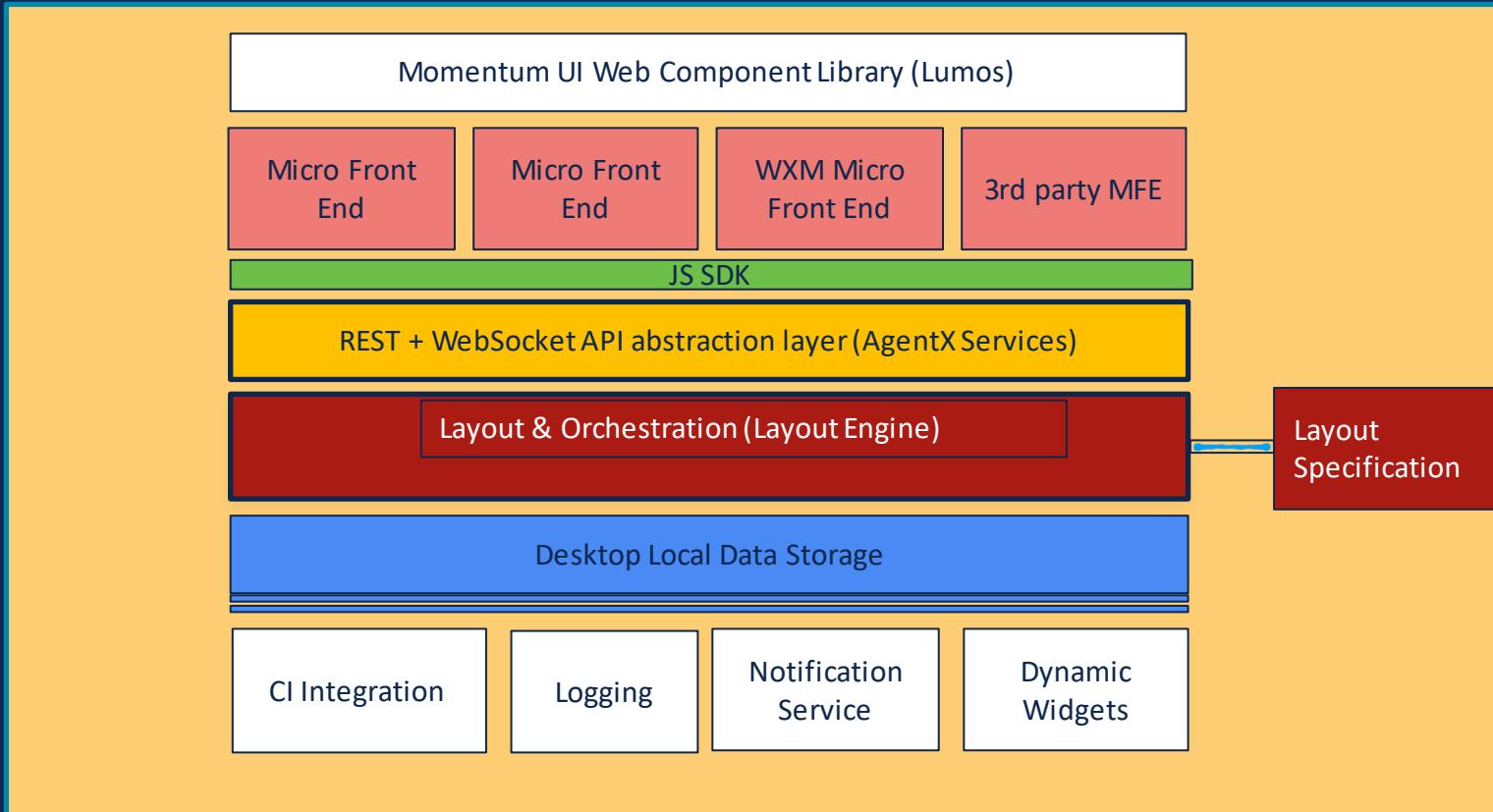
Secret Bonus Features

Extensible Webex CC Agent Desktop





Extensible Webex CC Agent Desktop Architecture



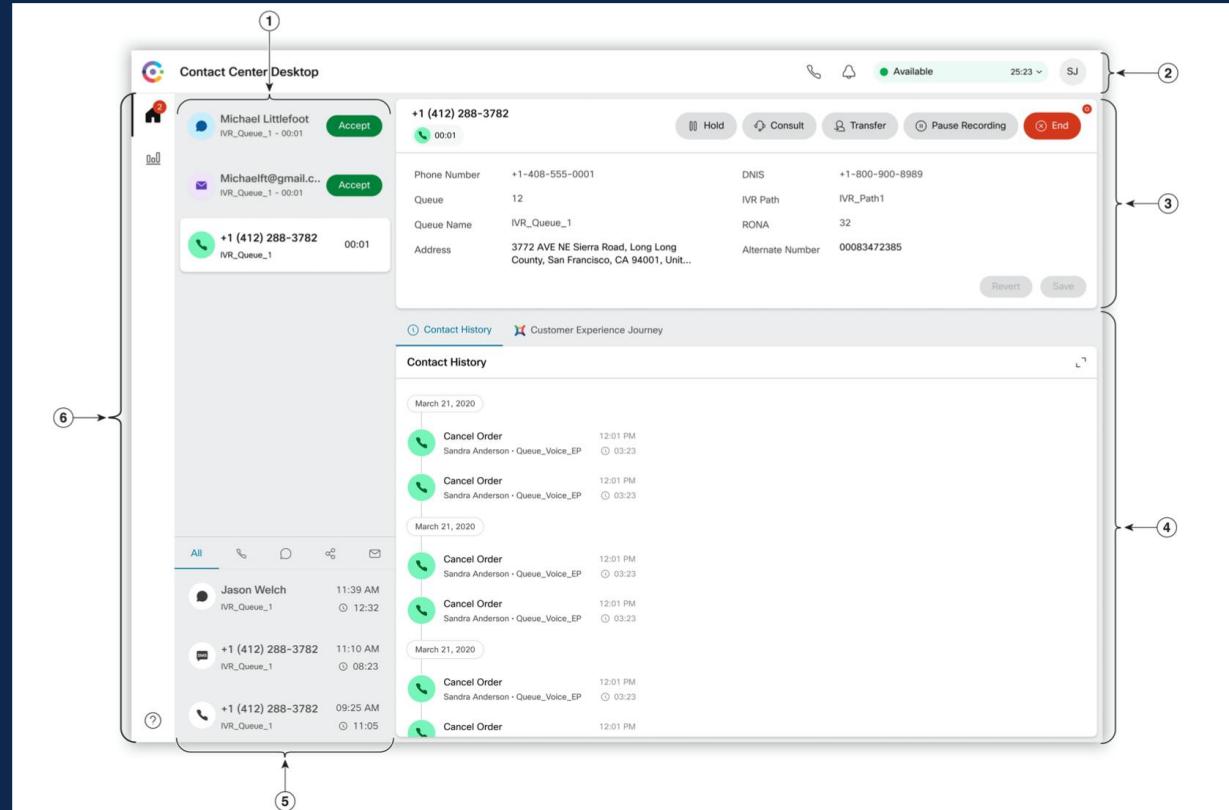
Enhanced Agent Desktop Experience

- Refreshed User Interface
- Interaction control
- Address Book
- Popover notification
- State timers and call timers
- Shortcut keys
- Toaster notifications

Enhanced Agent Desktop Experience

- New Chat Message Alert
- In App notifications
- Editable CAD variable
- Screen-pop for incoming call
- Localization
- Download Error Report
- RONA Popover
- Team Change

Refreshed User Interface



① Task List

② Horizontal Header

③ Interaction Control

④ Auxillary Information

⑤ Agent Interaction History

⑥ Navigation Bar

Interaction control

T Cars Contact Center

sameyada 01:46
+1917829060631 00:37

+1917829060631 00:37

21 Dec '20 - 19 Jan '21

NPS

42 NPS Score

20% Detractors, 17% Passives, 62% Promoters

n=138

ABOUT NPS

Net Promoter or Net Promoter Score (NPS) is a management tool that can be used to gauge the loyalty of a firm's customer relationships. It serves as an alternative to traditional customer satisfaction research and claims to be correlated with revenue growth.

NPS DAILY TRENDS

Date	NPS
2020-12-21 (n=1)	100
2020-12-22 (n=7)	86
2020-12-23 (n=2)	50
2020-12-24 (n=2)	0
2020-12-25 (n=7)	14
2020-12-27 (n=3)	67
2020-12-28 (n=3)	67
2020-12-29 (n=4)	50
2020-12-30 (n=6)	25
2020-12-31 (n=5)	60
2021-01-01 (n=2)	50
2021-01-02 (n=3)	0
2021-01-03 (n=2)	100
2021-01-04 (n=15)	40
2021-01-05 (n=8)	75
2021-01-06 (n=4)	75
2021-01-07 (n=4)	50
2021-01-08 (n=8)	-25
2021-01-09 (n=6)	33
2021-01-10 (n=3)	0
2021-01-11 (n=6)	67
2021-01-12 (n=10)	80
2021-01-13 (n=17)	24
2021-01-14 (n=6)	100
2021-01-15 (n=6)	-38
2021-01-16 (n=1)	0

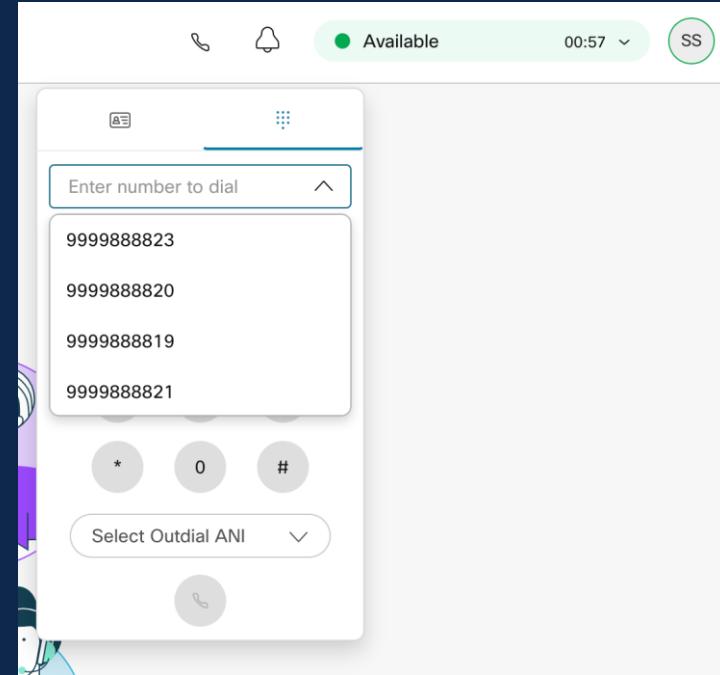
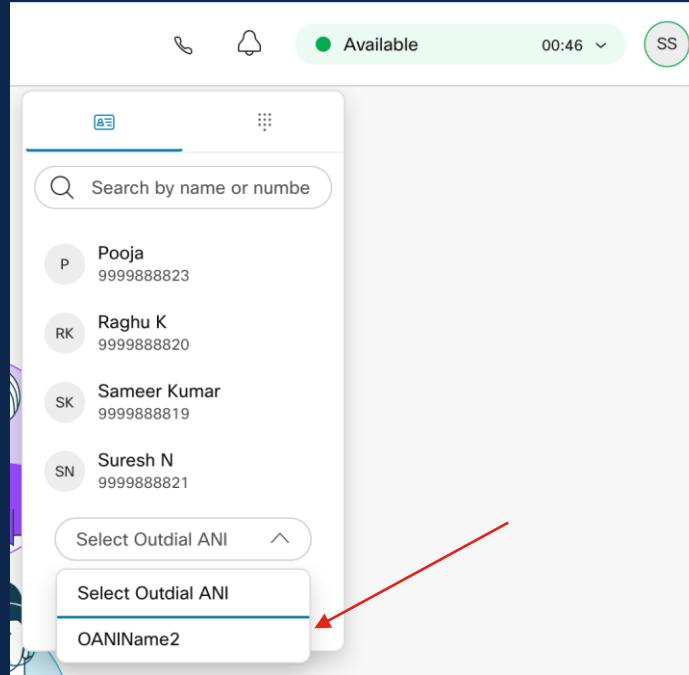
ABOUT NPS DAILY TRENDS

View daily trends of NPS in order to periodically monitor significant uptrends or downtrends in overall experience of your customers. This can help you take action if there is a significant downtrend, as well as understand whether improvement efforts are having an impact. Viewing monthly or quarterly trends will help reduce noise to look at broader systemic patterns that need attention.

Persistent Interaction Control

Address Book / Dialpad

Ability to dial during available state



Toaster Notification

A screenshot of a Mac desktop interface. At the top, there's a menu bar with Apple, Chrome, File, Edit, View, History, Bookmarks, People, Window, and Help. Below the menu bar is a toolbar with icons for Home, Stop, Refresh, and a search field. A tab bar shows 'Webex Contact Center' and 'Michael Littlefoot (1-212-929)'. The main window is titled 'Contact Center Desktop' and displays 'Webex Teams'. It shows a sidebar with icons for Home, Chat, People, Spaces, and Teams. The 'People' section lists contacts: Simon Smith (available), Brenda Lavender, Brenda Song, Brody Delamico, Marketing, Sourcing, Development agenda (Teamers), Giacomo Edwards (selected), and Brandon Burke. The main pane shows a conversation with Giacomo Edwards. A red box highlights a toaster notification in the top right corner of the screen, which reads: 'Webex CC Desktop ciscoccservice.com Incoming email from bthambid.app.01@gmail.com'. The desktop background features a landscape with mountains and a sunset.

Using browser toaster functionality

Popover Notification

The screenshot shows a contact center software interface with a red arrow pointing to a small grey button in the bottom-left corner of the main window. This button likely triggers a popover notification. The interface includes a header with the logo 'T Cars Contact Center', status indicators ('Available' with a green dot), and a timestamp '00:02'. Below the header are three icons: a house (with a red notification badge '1'), a magnifying glass, and a cross. The main area displays four circular icons representing different agents or interactions:

- A woman in an orange shirt wearing a headset, with a speech bubble icon above her.
- A man in a purple shirt wearing a headset, sitting next to a white cat.
- A man with a beard in a white shirt holding a smartphone.
- A man in a blue shirt wearing a headset, working at a computer.

At the bottom right, a red-bordered box highlights a specific interaction with a customer named 'ss'. The details shown are:

Customer Name	ss
Email	sameyada@cisco.com
Queue Name	sameyada_chat_Q

An 'Accept' button is visible in the top right corner of this highlighted box.

New Chat Notifications

The screenshot shows the Cisco Contact Center Desktop application. At the top, there's a header with the Cisco logo, 'Contact Center Desktop', and status indicators like 'Available' and '25:23'. Below the header, there's a list of active calls and a detailed view of a call with Jason Welch.

Call Details:

- Call ID: +1 (412) 288-3782
- Duration: 00:01
- Phone Number: +1-408-555-0001
- DNIS: 12
- Queue: IVR_Queue_1
- Queue Name: IVR_Queue_1
- Address: 3772 AVE NE Sierra Road, Long Long County, San Francisco, CA 94001, Unit...
- RONA: RONA
- Alternate Number: N/A

Chat Transcript:

Flight Booking | Confidence: 1 1:13 PM

Virtual Agent 1:15 PM
Hello, how may I help you today?

Flight Booking | Confidence: 1 1:14 PM

Customer 1:14 PM
Hi, I want help in booking a flight from Boston to Seattle on the 22nd of August.

Sentiment: 1

Flight Booking | Confidence: 0.9 1:24 PM

Virtual Agent 1:15 PM
Ok, I can definitely help with that. Do you have any special requests?

Flight Booking | Confidence: 1 1:24 PM

Customer 1:14 PM
I want to book another flight from Seattle to San Jose on the 29th of August.

Sentiment: 1

Flight Booking | Confidence: 0.9 1:24 PM

Virtual Agent 1:15 PM
Yes, I can book that as well. Any special request for this one?

Flight Booking | Confidence: 1

New Chat message alerts

Notifications Settings

T Cars Contact Center 01:57 19 Dec '20 - 17 Jan '21

Sameer Kumar
sameyada_fb_tcars_Q
I have another query

All 0:00

Sameer Kumar 07:30 PM 06:59
Refund

ss 07:29 PM 04:03
Refund

Sameer Kumar 07:27 PM 00:24
Refund

sa 04:55 PM 01:58:23
Default Wrap Up

aw 04:02 PM 02:02
Aux_WrapUp_amarkum

Notification Settings

Enable Notifications

Delivers notifications such as new messages, alerts and status changes.

Enable Silent Notifications

Turns off the on-screen alerts. You can view the notifications in the Notification Center.

Enable Sound Notifications

Delivers sound notifications for incoming requests. You can adjust the volume below.

Sound Volume

Category	Percentage
Detractors	19%
Passives	17%
Promoters	64%

Date	NPS Score
Dec-19-2020 (n=4)	-25
Dec-20-2020 (n=3)	0
Dec-21-2020 (n=1)	100
Dec-22-2020 (n=8)	88
Dec-23-2020 (n=2)	50
Dec-24-2020 (n=2)	0
Dec-25-2020 (n=7)	14
Dec-26-2020 (n=3)	67
Dec-27-2020 (n=7)	67
Dec-28-2020 (n=4)	50
Dec-29-2020 (n=7)	28
Dec-30-2020 (n=3)	60
Dec-31-2020 (n=7)	50
Jan-01-2021 (n=2)	0
Jan-02-2021 (n=2)	100
Jan-03-2021 (n=5)	40
Jan-04-2021 (n=2)	75
Jan-05-2021 (n=8)	75
Jan-06-2021 (n=4)	50
Jan-07-2021 (n=4)	-25
Jan-08-2021 (n=6)	33
Jan-09-2021 (n=3)	0
Jan-10-2021 (n=3)	67
Jan-11-2021 (n=10)	80
Jan-12-2021 (n=3)	0
Jan-13-2021 (n=1)	0
Jan-14-2021 (n=10)	0

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Shortcut Keys

Draggable and resizable inside the desktop

T Cars Contact Center

Sameer Kumar sameyada_fb_tcars_Q I have another query 17:02 1

19 Dec '20 - 17 Jan '21

NPS

44 NPS Score

n=136 136

19% 18% 63%

Detractors Passives Promoters

NPS DAILY TRENDS

Date	n	NPS
Dec-19-2020 (n=4)	4	-25
Dec-20-2020 (n=3)	3	0
Dec-21-2020 (n=1)	1	100
Dec-22-2020 (n=8)	8	88
Dec-23-2020 (n=2)	2	50
Dec-24-2020 (n=2)	2	0
Dec-25-2020 (n=7)	7	14
Dec-26-2020 (n=3)	3	67
Dec-27-2020 (n=4)	4	67
Dec-28-2020 (n=8)	8	50
Dec-29-2020 (n=3)	3	25
Dec-30-2020 (n=8)	8	50
Dec-31-2020 (n=5)	5	60
Jan-01-2021 (n=2)	2	50
Jan-02-2021 (n=3)	3	0
Jan-03-2021 (n=2)	2	100
Jan-04-2021 (n=15)	15	40
Jan-05-2021 (n=8)	8	75
Jan-06-2021 (n=4)	4	75
Jan-09-2021 (n=6)	6	50
Jan-10-2021 (n=4)	4	-25
Jan-11-2021 (n=3)	3	33
Jan-12-2021		0

Keyboard Shortcuts List

Search

Group	Action	Shortcut Key
Agent State	Go to Idle State	Ctrl + Alt + N
Agent State	Go to Available State	Ctrl + Alt + R
Application	Accept all (visible) Popovers	Ctrl + Shift + 4
Application	Expand/Collapse the Popover	Ctrl + Shift + 9
Application	Switch between Popovers	Ctrl + Alt + P
Application	Accept Chat/Email/Social	Ctrl + Alt + A
Email Handling	Reply All	Ctrl + Shift + 5
Email Handling	Reply	Ctrl + Shift + 6
Email Handling	Send Email	Ctrl + Alt + S
Embedded Desktop View	Refresh	Ctrl + Alt + B
Embedded Desktop View	Open Navigation Tab	Ctrl + Alt + T
Interaction Control	Wrap Up Reason	Ctrl + Alt + W
Interaction Control	Expand/Collapse	Ctrl + Shift + Y
Interaction	Revert Edited CAD	Ctrl + Alt + Z

State timer

The screenshot shows the Webex Contact Center interface with a sidebar on the left and a main content area on the right.

Left Sidebar:

- Home icon
- Dashboard icon
- Metrics icon
- Assigned Items icon: Shows a blue bird perched on an orange cat, with the text "No Assigned Items".
- History icon: Shows a timeline with a speech bubble, with the text "No history to show".
- Help icon

Right Content Area:

- Header: Webex Contact Center, Tea, 00:06 / 00:16, SS
- Combined state timer: A large orange circle containing four smaller circular icons representing different states: a person at a desk (orange), a person with a cat (purple), a person holding a phone (green), and a person at a desk with a headset (blue).
- Annotations on the right side of the state timer:
 - Two red arrows point upwards from the bottom of the state timer to the top of the combined state timer, labeled "Time in current idle state".
 - A single red arrow points upwards from the bottom of the state timer to the top of the entire diagram, labeled "Total Time in idle state".

Editable Call Variables

Cisco Webex
Flow Designer

SameerTest

Main Flow Event Flows Help

ACTIVITY LIBRARY

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

FLOW CONTROL

- End Flow
- Set Variable
- HTTP Request

Autosave Enabled

Edit Flow Variable

Name: Address

Description:

Variable Type: String

Variable Value: 206 phase1 GR Shreenivas Bangalore

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

Mark as CAD Variable

Desktop Label: Address

Agent editable

Cancel Save

SameerTest Global Flow Properties

Description: Enter a Flow Description.

Address: CAD

Variable Definition: Data Type String, Data Value 206 phase1 GR Shreenivas Bangalore

Custom Variables: Flow Variable that can be used in different data types

Pincode, Address

Add Flow Variable

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

Event Output Variables

- NewPhoneContact.ANI
- NewPhoneContact.DNIS
- NewPhoneContact.interactionId
- OnAgentAnswered.agentId
- OnAgentAnswered.agentName
- OnAgentAnswered.agentSessionId
- OnAgentAnswered.queueId
- OnAgentAnswered.teamId
- OnAgentAnswered.teamName
- OnAgentAnswered.tenantId
- OnAgentAnswered.callAssociatedData

Activity Output Variables

Flow Errors: 0 Validation: On Publish Flow

Editable Call Variables

The screenshot shows the Webex Contact Center interface. At the top, there's a header with the Webex logo, 'Webex Contact Center', and status indicators like 'Available' with a green dot and 'SS' in a green circle. The main area displays a call summary for a phone number '+1918044263509' from 'SA_VoiceQ_2'. The call duration is 02:58. Below this, a red box highlights the 'Address' field, which contains the value '206 phase1 GR Shreenivas Bangalore I am editing'. To the right of the address field, there are other call details: 'DN +12064241604', 'Rona Time 30', and 'Pincode 560068'. At the bottom right are 'Revert' and 'Save' buttons.

Phone Number	+1918044263509
Queue	SA_VoiceQ_2
Address	206 phase1 GR Shreenivas Bangalore I am editing

DN +12064241604
Rona Time 30
Pincode 560068

Revert Save

Screenpop

Cisco Webex
Flow Designer

SameerTest

Main Flow Event Flows Help

ACTIVITY LIBRARY

CALL HANDLING

- Play Message
- Queue Contact
- Menu
- Collect Digits
- Feedback
- Virtual Agent
- Callback
- Screen Pop
- Play Music
- Blind Transfer
- Disconnect Contact
- Get Queue Info

FLOW CONTROL

- End Flow
- Set Variable

Autosave Enabled

The screenshot shows the Cisco Webex Flow Designer interface. On the left, there's a sidebar with activity categories like CALL HANDLING and FLOW CONTROL. The main area displays a flow diagram with several nodes: an 'AgentAnswered' event handler (Event = AgentAnswered), a 'ScreenPopin' screen pop node, a 'ScreenPopout' screen pop node, an 'End Flow' node, and another 'PhoneContact...' event handler (Event = PhoneContactEnded) which also connects to an 'End Flow' node. A validation dialog is open, stating 'Flow has no errors and can be published' with two recommendations: 'Suggest to add description for the activity' and 'Suggest to add description for the activity'. To the right of the flow, a detailed configuration panel for the 'ScreenPopout' activity is shown. It includes fields for 'Screen Pop URL' (https://notificationemail2.wixsite.com/website), 'Query Parameters' (bookingid: 12345678999), and 'Display Settings' (set to 'New browser tab'). A red box highlights the 'Screen Pop URL' field.

ScreenPopout
Screen Pop Activity Settings

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

Screen Pop URL

https://notificationemail2.wixsite.com/website

Query Parameters

KEY	VALUE
bookingid	12345678999

Add New

Validation Details

Flow Errors: 0

Flow has no errors and can be published

Recommendations: 2

- Suggest to add description for the activity
- Suggest to add description for the activity

Dismiss Recommendations

Display Settings

Screen Pop loading behavior

- Inside Desktop
- New browser tab
- Existing browser tab

Output Variables

No Activity Output Variables available in this activity.

Flow Errors: 0 Validation: On Publish Flow

Screenpop

The screenshot shows the Webex Contact Center interface. At the top, there are two active calls in separate windows:

- Call 1: +1918044263509, SA_VoiceQ_2, 00:08
- Call 2: +1918044263509, 00:08

In the center, contact details are displayed:

Queue	SA_voiceQ_2	DN	+12064241604
Address	206 phase1 GR Shreenivas Bangalore	Rona Time	30
		Pincode	560068

At the bottom, a navigation bar includes tabs for Experience Journey, Contact History, Contact History, and Screen Pop. The Screen Pop tab is highlighted with a red box and an arrow pointing to it from the text "Pop up inside the agent desktop".

A red box labeled "Pop up in new tab" points to a modal window titled "Screen-Pop Delivered" which says "Screen-pop was delivered to you. Reopen Screen-pop".

The bottom section shows a list of recent interactions:

Time	Phone Number	Duration
01:06 PM	+1918044263509	01:24
12:51 PM	+1918044263509	01:23
12:43 PM	+1918044263509	00:08

At the bottom left is a question mark icon.

Localization

Change the browser language

The screenshot displays the Webex Contact Center interface with several localization-related features highlighted:

- Currently WxCC Desktop supports 27 languages**: An orange callout bubble points to the top-left corner of the interface.
- Chat Demo**: A message from "sameer" at 01:15:09.
- Email Queue**: Two messages from "Sameer Yadav (s...)" at 01:07:26.
- Transferir** (Transfer) and **Fin** (End) buttons in the top right of the main window.
- Historial de contactos** (Contact History) on the right side, listing interactions for "sameyada sameyada" on Noviembre 20, 2020, Noviembre 19, 2020, Noviembre 9, 2020, Noviembre 6, 2020, and N/A.
- Capacidad del canal** (Channel Capacity) section showing counts for Voz (1), Chat (2), Correo electrónico (3), and Social (1).
- Configuración del usuario** (User Configuration) section with links to Notificación, Restablecer todo el diseño del escritorio, and Cambiar al modo oscuro (Toggle Dark Mode).
- Ayuda** (Help) section with links to Métodos abreviados de teclado (Keyboard Shortcuts) and Descargar informe de errores (Download Error Report).
- Disponible** (Available) status indicator in the top right.
- 9:39** (Time) and **SS** (Session ID) in the top right corner.

Bulgarian, Catalan, Chinese (China), Chinese (Taiwan), Croatian, Czech, Danish, Dutch, English, Finnish, French, German, Hungarian, Italian, Japanese, Korean, Norwegian Bokmål, Polish, Portuguese, Romanian, Russian, Serbian, Slovak, Slovenian, Spanish, Swedish, and Turkish.

Download Error Report

Webex Contact Center

Available 12:51 55

sameer Chat_Demo 01:18:21 Sameer Yadav (sameyada) 01:10:38 Transfer End

Sameer Yadav (s... Email_Queue 01:10:38 medical Reply Reply All To sameyada@cisco.com

Sameer Yadav (s... Email_Queue 01:10:38

Connection Failure. Trying to recover.

[Download Error Report](#)

All 9997770215 01:00 AM Long wrap up code too long... 00:22

sameer a2 11:48 PM 05:00

Quick reply here...

Do not share Financial, Health, or any Personally Sensitive Information (PSI) in this message or attachments.

Sat Nov 21 2020....log ^ Show all X

Contact History

November 21 2020

a2 sameyada sameyada - Chat_Demo_EP 11:48 PM 05:00

November 21 2020

a2 sameyada sameyada - Chat_Demo_EP 09:03 PM 07:34

November 21 2020

N/A sameyada sameyada - Chat_Demo_EP 09:03 PM 00:19

November 21 2020

N/A agent-x6 agent-x6 - Email_EP View Transcript 03:38 PM 01:13

Idle agent-x6 agent-x6 - Chat_Demo_EP 03:38 PM 02:14

Idle agent-x6 agent-x6 - Chat_Demo_EP 03:29 PM 02:09

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Omnichannel User experience

- Email
- Chat
- FB messenger
- SMS

Email

Webex Contact Center

sameer Chat_Demo 01:35:25

Sameer Yadav (sameyada) 01:27:42

Customer Name

Customer Email

Queue

Subject medical

To sameyada@cisco.com

Cc

H1 B I U S A | E E

All

999770215 01:00 AM
Long wrap up code too lon... 00:22

sameer a2 11:48 PM 05:00

Do not share Financial, Health, or any Personally Identifiable Information (PII) in this message or attachments.

Send

Transfer Request

Select a queue for transferring this contact

Choose from a list of Queues

- Automation_Email_DontUse
- Email_Queue
- ESR_Email_Queue
- Dont_Use_Email
- Automation_Email_Queue
- Email_Automation_Queue
- Mail_Automation_Queue

Contact History

November 20, 2020

a2 sameyada sameyada · Chat_Demo_EP 11:48 PM 05:00

November 19, 2020

a2 sameyada sameyada · Chat_Demo_EP 06:03 PM 07:34

November 9, 2020

N/A sameyada sameyada · Chat_Demo_EP 05:03 PM 00:19

November 6, 2020

N/A agent-x6 agent-x6 · Email_EP 03:38 PM 01:13

Idle agent-x6 agent-x6 · Chat_Demo_EP 03:38 PM 03:24

Idle

RONA 04:32 SS

Contact History

November 20, 2020

a2 sameyada sameyada · Chat_Demo_EP 11:48 PM 05:00

November 19, 2020

a2 sameyada sameyada · Chat_Demo_EP 06:03 PM 07:34

November 9, 2020

N/A sameyada sameyada · Chat_Demo_EP 05:03 PM 00:19

November 6, 2020

N/A agent-x6 agent-x6 · Email_EP 03:38 PM 01:13

Idle agent-x6 agent-x6 · Chat_Demo_EP 03:38 PM 03:24

Idle

Chat

Webex Contact Center

sameer Chat_Demo 01:37:55

Sameer Yadav (s... Email_Queue 01:30:11

Sameer Yadav (s... Email_Queue 01:30:11

Customer Name sameer 01:37:55

Customer Email

Queue

Category

Additional Details

How are you

I need some help

sameer 12:03 AM I need delivery at new address

206 phase bangalore

I need delivery at new address

206 phase

sameer 1:00 AM No

No

Type your message and press enter

?

RONA 07:01 SS

Contact History

Contact History

November 20, 2020 a2 sameyada sameyada · Chat_Demo_EP 11:48 PM 05:00

November 19, 2020 a2 sameyada sameyada · Chat_Demo_EP 06:03 PM 07:34

November 9, 2020 N/A sameyada sameyada · Chat_Demo_EP 05:03 PM 00:19

November 6, 2020 N/A agent-x6 agent-x6 · Email_EP 03:38 PM 01:13

View Transcript

Idle agent-x6 agent-x6 · Chat_Demo_EP 03:38 PM 32:14

Idle agent-x6 agent-x6 · Email_EP 03:29 PM 07:20

Conference Request

Select a specific agent for conference chat

Choose from a list of Agents

- emailautomation emailautomation
- Mohak Singh
- Archana R

Cancel Conference

FB and SMS

Contact Center Desktop

Sameer sameyada_chat_Q 57:37

+1918044263509 rakrish2_q 17:33

Sameer Kumar sameyada_fb_tcars_Q 02:19

Customer Name 59700275bd8cf091ec20f1bf
Queue sameyada_fb_tcars_Q
Source Page tcars
App User ID 59700275bd8cf091ec20f1bf

You joined this conversation. 2:24 PM
You left this conversation. 3:02 PM

Customer 3:19 PM Hey
You joined this conversation. 3:20 PM

Customer 3:21 PM Need help
You 3:21 PM Sure please tell me

Customer 3:22 PM Can you send me list of cars
You 3:22 PM sure
Please wait for a moment

Type your message and press enter

Manage Page

T-Cars-Demo

Home News Feed Inbox 1 new message

Business App Store Resources & Tools Notifications 1 new

Insights Publishing Tools Ad Center

Page Quality Edit Page Info 5 new Settings 5 new

+ Add a Button More Promote View as Visitor

Set Your Page up for Success
Finish setting up your Page so people on Facebook
you're a credible business.
3 of 13 steps completed

2 STEPS LEFT Establish Your Page's Identity

6 STEPS LEFT Provide Info and Preferences

T-Cars-Demo I-Cars-Demo Rental Shop
3:19 PM Get Started
Hey
Need help
Sure please tell me
Car you send me list of cars
sure
Please wait for a moment

Promote

Custom Layout and Widgets

- Global & Team Layout
- Logo and Title
- WxM CEA and CEJ
- Custom Widgets

Global & Team Layout

Dashboard

Provisioning

Solution Assurance...

Entry Points/Queues

Site

Team

Users

User Profiles

Work Types

Auxiliary Codes

Agent Profiles

Address Book

Outdial ANI

Dial Plan

Multimedia Profiles

Desktop Layout

Skills

Threshold Rules

Entry Point Mappings

Bulk Operations St...

Templates

Reports



Solution Assurance ESR GT Dashboard Desktop Layout

Desktop Layout

Name: Team_OnPrem

Description: Maintained by sameer

Status: Active

Teams: Team_onPrem MediAssist_Team

Json File: Default Desktop Layout -sameer-new.json (Validated 19 Nov 2020 06:18 PM)

Upload Restore

Please use the default desktop layout file to apply customization. For more details, click the Help link.

Save Cancel

```
 Demo_Widgets_Added/Desktop Layout2.json
 1
 2
 3
 4
 5
 6
 7
 8
 9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30
31
32
33
34
35
36
37
38
39
40
41
42
43
44
45
46
47
48
49
50
51
52
53
54
55
56
57
58
59
60
{
  "version": "0.0.6",
  "appTitle": "Contact Center Desktop",
  "Logo": "https://widget-kad.s3.amazonaws.com/Logos/googlelogo.png",
  "dragDropEnabled": true,
  "notificationTimer": 8,
  "maximumNotificationCount": 3,
  "browserNotificationTimer": 8,
  "wmxConfigured": false,
  "area": {
    "headless": {
      "id": "dw-headless",
      "widgets": { "comp1": { "comp": "div" } },
      "layout": { "areas": [ ["comp1"] ], "size": { "cols": [ 1 ], "rows": [ 1 ] } }
    },
    "header": {
      "id": "dw-header",
      "widgets": {
        "head1": {
          "comp": "rss-feed-widget",
          "attributes": { "rss-feed": "https://www.who.int/feeds/entity/csr/don/en/rss" },
          "script": "https://wxcc-demo.s3.amazonaws.com/widgets/rss-feed-widget.js"
        }
      },
      "layout": { "areas": [ ["head1"] ], "size": { "cols": [ 1 ], "rows": [ 1 ] } }
    },
    "panel": {
      "comp": "md-tabs",
      "attributes": { "class": "widget-pane-tab" },
      "children": [
        {
          "comp": "md-tab",
          "attributes": { "slot": "tab", "class": "widget-pane-tab" },
          "children": [
            { "comp": "slot", "attributes": { "name": "IVR_TRANSCRIPT_TAB" } }
          ],
          "visibility": "IVR_TRANSCRIPT"
        },
        {
          "comp": "md-tab-panel",
          "attributes": { "slot": "panel", "class": "widget-pane" },
          "children": [
            { "comp": "slot", "attributes": { "name": "IVR_TRANSCRIPT" } }
          ],
          "visibility": "IVR_TRANSCRIPT"
        },
        {
          "comp": "md-tab",
          "attributes": { "slot": "tab" },
          "children": [
            { "comp": "slot", "attributes": { "name": "WXM_JOURNEY_TAB" } }
          ],
          "visibility": "WXM_JOURNEY"
        },
        {
          "comp": "md-tab-panel",
          "attributes": { "slot": "panel", "class": "widget-pane" },
          "children": [
            { "comp": "agentx-wc-cloudcherry-widget", "script": "https://wxcc-demo.s3.amazonaws.com/widgets/agentx-wc-cloudcherry-widget.js" }
          ]
        }
      ]
    }
  }
}
```

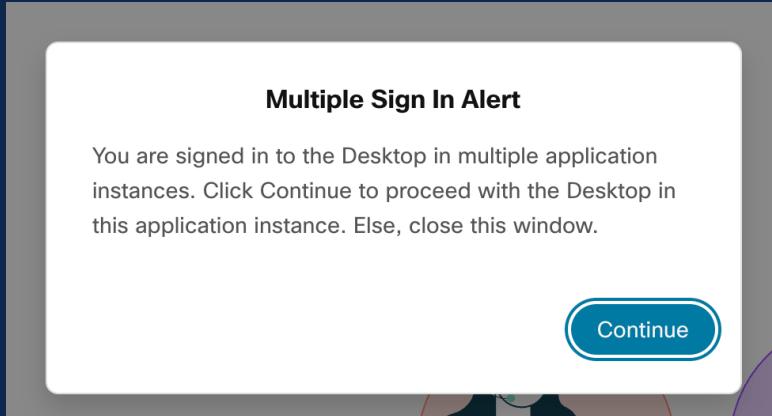
Customize Logo and Title

The screenshot shows the T Cars Contact Center software interface. At the top, there's a header bar with the title "T Cars Contact Center", status indicators (Available, 00:37), and a green circular button labeled "SS". Below the header is a call details pop-up for a call with phone number +1918044263509. The pop-up displays the agent's name (Sameer Kumar), queue (rakrish2_q), address (206 phase1 GR Shreenivas Bangalore 206 p), pincode (560068), and some system details (DN, Rona Time, agentAgentAnswered). There are "Hold", "Consult", "Transfer", "Pause Recording", and "End" buttons at the top right of the pop-up. A "Revert" and "Save" button are at the bottom right. The main body of the interface shows a contact history list with entries for calls from +1918044263509 and messages from Sameer Kumar. The contact history list has a "Contact History" section with a blue arrow pointing to it.

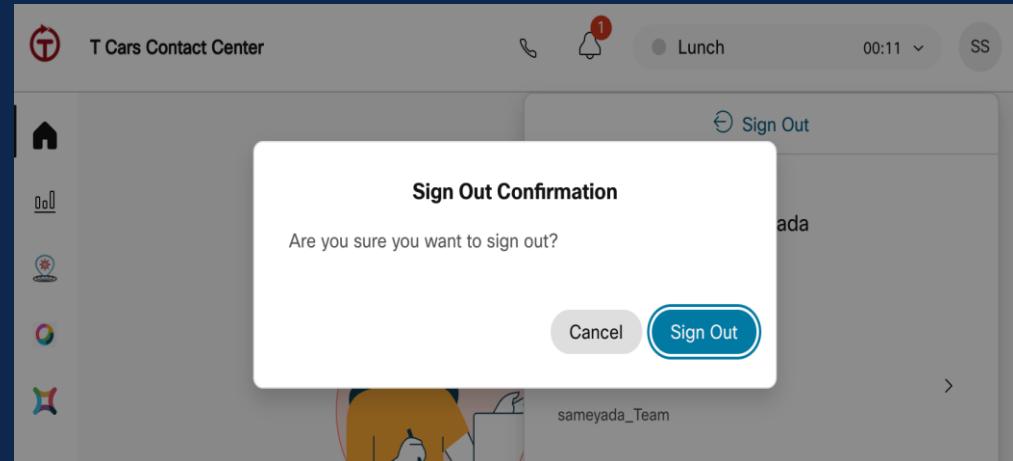
```
{  
  "version": "0.0.6",  
  "appTitle": "T Cars Contact Center",  
  "logo": "https://widget-kad.s3.amazonaws.com/demo/t-cars-logo.png",  
  "dragDropEnabled": false,  
  "notificationTimer": 8,  
  "maximumNotificationCount": 3,  
  "wmxConfigured": false,  
  "agent": {  
    "name": "Sameer Kumar",  
    "queue": "rakrish2_q",  
    "status": "Available",  
    "lastActivity": "2020-07-01T12:34:56Z",  
    "wrapUp": "Default Wrap Up",  
    "language": "English",  
    "skills": ["Skill 1", "Skill 2", "Skill 3"],  
    "tags": ["Tag 1", "Tag 2", "Tag 3"]  
  },  
  "queue": {  
    "name": "rakrish2_q",  
    "status": "Open",  
    "count": 1234, // This value is highlighted by a red arrow  
    "lastActivity": "2020-07-01T12:34:56Z",  
    "language": "English",  
    "skills": ["Skill 1", "Skill 2", "Skill 3"],  
    "tags": ["Tag 1", "Tag 2", "Tag 3"]  
  }  
}
```

Alerts

Multiple Sign In alert



Reload/Close/Signout



WxM Customer Experience Journey Widget

The screenshot displays the Webex Contact Center interface. On the left, a conversation window is open between a customer named "sameer" and a Customer Virtual Assistant. The customer has sent messages like "Hello" and "need agent", and the virtual assistant has responded with "Welcome to BOSCO Healthcare, we are here to serve you in these difficult times, how can i help today?" and "Let me find someone who can assist". The main pane also shows a list of recent calls at the bottom.

Experience Journey Widget (Right Side):

- NPS: 10 / 10 CES: 1 / 5**
Collected 04 Nov '20, 02:41 pm
2 pinned fields Hide
Sentiment: **Moderate Positive**
Theme: **Others**
Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla ...
- NPS: 9 / 10 CES: 5 / 5**
Collected 04 Nov '20, 02:41 pm
2 pinned fields Hide
Sentiment: **Moderate Negative**
Theme: **Staff courteousness**
commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum ...
- NPS: 10 / 10 CES: 4 / 5**
Collected 03 Nov '20, 02:41 pm
2 pinned fields Hide
Sentiment: **Strong Negative**
Theme: **Staff courteousness**
dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris...
- NPS: 9 / 10 CES: 4 / 5**
Collected 03 Nov '20, 02:41 pm
2 pinned fields Hide
Sentiment: **Neutral**
Theme: **Staff**
dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Except...

WxM Customer Experience Analytics

Webex Contact Center

23 Oct '20 - 21 Nov '20

Available 05:12 SS

No Assigned Items

All

No history to show

?

DELIGHT METER

Delight Score
0 100

Larger area represents higher weighted contribution to Delight Score.

n=286

SENTIMENT ANALYSIS

Sentiment Score
3.1

Category	Percentage
Strong Positive	20%
Moderate Positive	21%
Neutral	25%
Moderate Negative	16%
Strong Negative	18%

n=274

NPS

① ABOUT DELIGHT METER

Delight Meter® is a weighted index that can be customized to fit your industry profile or adaptively increase weights of certain metrics more than others.

A single answer question such as NPS could

① ABOUT SENTIMENT ANALYSIS

Sentiment Analysis uses our powerful Deep Learn system to crunch unstructured text from all your survey verbatim, e-mail inboxes, social media and chat transcripts to automatically derive the overall emotional footprint of your customers across journey touchpoints.

Deep Learn supports multiple global languages and was benchmarked at 98% accuracy against a human judge.

① ABOUT NPS

Custom Widgets

Header Widgets

The screenshot displays a custom widget interface with four main sections highlighted by red boxes:

- Header Widgets:** Located at the top left, showing a contact center header with fields for phone number and message, and a shift timer (7 hrs, 59 min, 35 sec).
- Persistent Widgets:** Located at the top right, showing a "Custom Page Widget" section with an AgentX iFrame displaying a LogRocket blog post about iframes.
- Nav-Bar Widgets:** Located on the left side, showing a sidebar with icons for home, reports, and navigation, and a central area with a cartoon character and a "No Requests" message.
- Headless Widgets:** Located at the bottom right, showing an NPS dashboard with a bar chart (44 score, 19% Detractors, 18% Passives, 63% Promoters) and a "NPS DAILY TRENDS" section.

Red arrows point from the labels to their respective sections in the interface.

Custom Widgets During Interaction

The screenshot shows a Cisco Contact Center interface with various custom widgets integrated into the main interaction screen.

Top Bar: Includes the 'T Cars Contact Center' logo, time (08:37), and status indicators (Available, SS).

Interaction Panel: Shows a call to '+918044263509' from 'SA_VoiceQ_2' at 07:53. It displays the phone number, queue ('SA_VoiceQ_2'), and address ('206 phase1 GR Shreenivas Bangalore').

Control Buttons: Hold, Consult, Transfer, and End.

Custom Widget Area: A red box labeled 'Tab Widgets' highlights the 'Experience Journey' tab, which is currently selected. Other tabs include Contact History, Screen Pop, Shift Timer, and Custom Page Widget.

Experience Journey Tab Content: Displays a search bar ('Search Responses') and a message stating 'No responses to show right now!'. Below this, a list of recent interactions is shown:

Action	Phone Number	Time	Duration
Call	+918044263509	10:23 PM	00:00
Call	+918044263509	10:23 PM	00:00
Call	+918044263509	10:20 PM	00:00
Call	+918044263509	10:19 PM	00:00
Message	sameer	01:33 PM	01:18:40

Custom Widgets Classification

There are two types of widgets

iFrame Based

To embed an iFrame based widget we can directly provide the link of your webpage inside the layout in pre-defined component “agentx-wc-iframe”

Custom Element

To embed a custom element we must host the JS code file at a location reachable by desktop and provide the URL inside layout using the same component name

Custom Widgets - Maximize

Contact Center Desktop 2 – Influenza A(H1N2) variant virus – Brazil < >

Unavailable 10:40 SS

Covid by location
Santa Clara County, CA

Active Cases Trend Daily Weekly Monthly

100K
90K
80K
70K
60K
50K
40K
30K
20K
10K
0

12/18 12/19 12/20 12/21 12/22 12/23 12/24 12/25 12/26 12/27 12/28 12/29 1/1 1/2 1/3 1/4 1/5 1/6 1/7 1/8 1/9 1/10 1/11 1/12 1/13 1/14 1/15 1/16

Daily New Cases Active Cases

Total Cases by County Cases Deaths

County	Total Cases	New Cases
Total CA Cases	2974966	39832
Alameda County	65700	919
Alpine County	71	0
Amador County	2952	13
Butte County	9233	106
Calaveras County	1538	25
Colusa County	1691	0
Contra Costa County	51573	946
Del Norte County	853	6
El Dorado County	7439	118

No Requests

All aw 04:02 PM 0:02
Aux_WrapUp_amarkum
Sameer Kumar 03:19 PM 11:43
Bosco_TestingInfo
+1918044263509 03:05 PM 16:39
Default Wrap Up
+1918044263509 02:52 PM 04:07
Product Inquiry
+1918044263509 02:47 PM 01:55
Default Wrap Up

Custom Widgets – Resize / Reorder

Agent can do it for their own desktop layout and no administrator required

The dashboard features several custom widgets:

- Maps:** Two maps of Seattle, Washington, showing neighborhoods like Magnolia, Interbay, Queen Anne, Eastlake, Capitol Hill, Madrona, Leschi, North Admiral, and South Lake Union.
- Covid by location:** A chart for Santa Clara County, CA, showing Active Cases Trend (Daily, Weekly, Monthly) from December 18 to January 15, 2021. The chart shows a significant increase in active cases over time.
- Total Cases by County:** A table showing total cases and new cases for California counties: Total CA Cases (2974966, 39832), Alameda County (65700, 919), Alpine County (71, 0), and Amador County (2952, 13).
- Contact Center Desktop:** A list of recent interactions:
 - aw (04:02 PM)
 - Sameer Kumar (03:19 PM)
 - +1918044263509 (03:05 PM)
 - +1918044263509 (02:52 PM)
 - +1918044263509 (02:47 PM)Each interaction includes a timestamp and a duration (e.g., 0:02, 11:43, 16:39, 0:07, 0:55).
- Active Cases Trend:** A chart showing daily new cases and active cases for Santa Clara County, CA, from December 18 to January 15, 2021.
- No Requests:** A placeholder text indicating there are no current requests.

A red box highlights the text "Changed order" positioned between the Covid by location chart and the Total Cases by County table.

The dashboard has been reordered, with the following changes:

- The "Total Cases by County" table has moved to the top right position.
- The "Covid by location" chart for Santa Clara County, CA, has moved to the top left position.
- The "Maps" section has moved to the bottom right position.
- The "Contact Center Desktop" list and the "Active Cases Trend" chart have moved to the bottom left position.
- The "No Requests" placeholder has moved to the middle left position.

Team Change

Agent don't need to sign out for team change

The screenshot shows a contact center application window titled "T Cars Contact Center". The main interface displays a "No Requests" status with a cartoon cat and bird icon. On the left, a sidebar lists navigation icons: Home, Queue, Chat, Status, and Logout. Below the sidebar, a list of recent interactions is shown:

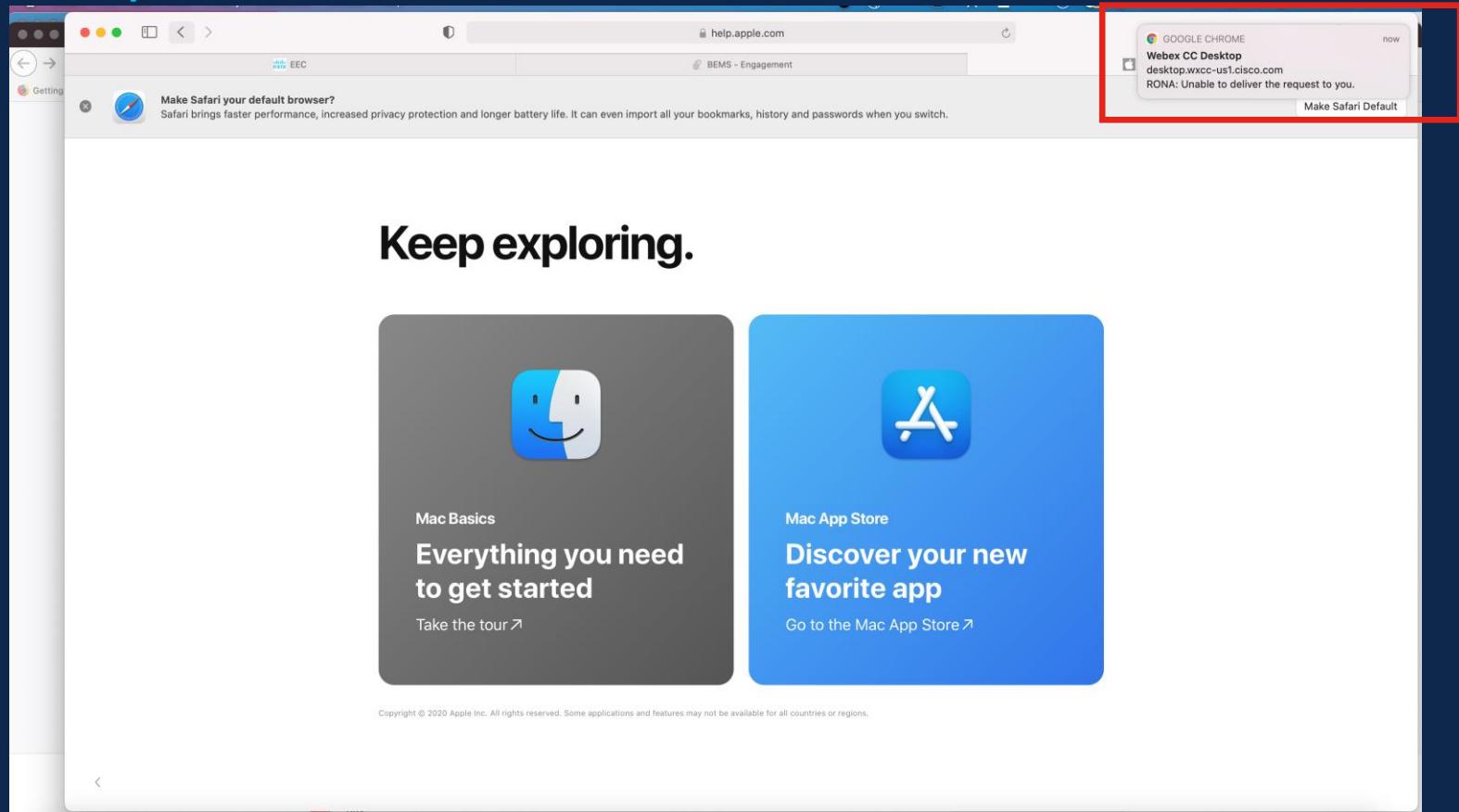
Agent	Message Type	Time
sameer	Product Inquiry	10:04 PM 10:58
Sameer Kumar	Default Wrap Up	10:03 PM 11:24
reply-to+2ae3c0a1a214...	Product Inquiry	06:12 PM 00:28
sameer	Product Inquiry	06:07 PM 00:09

A floating "Team" selection dialog is open on the right side of the screen. It contains a search bar with the placeholder "Search Teams" and a list of available teams:

- sameyada-default (highlighted in blue)
- sameyada_Team
- Team1
- Team2
- Team3
- Team_Long_Name_not_acceptable_to_me_1123
- Team_onPrem

At the bottom of the dialog, there is a "Save Team Selection" button with a checkmark icon.

RONA Popover



JS SDK

<https://www.npmjs.com/package/@wxcc-desktop/sdk>

Agent Desktop JavaScript SDK is a npm package that allows you to request up-to-date information from the Agent Desktop. Using the SDK, you can request information such as agent details, assigned tasks, particular task details, current browser locale, and authentication token for Single Sign-On (SSO) integration.

The SDK package allows you to:

- request data to be passed to your widgets through properties and attributes
- perform more complex operations by consuming and manipulating the system data inside your widget
- subscribe to data arriving asynchronously

Some events in the Agent Desktop happen asynchronously. To subscribe to the asynchronous events and access data within the payload, you can add a listener. A few examples for asynchronous events are:

- New task offered
- Consult
- Screen pop arrived and more

Secret Bonus Features

- Dark Mode
- PWA App

Dark Mode

Webex Contact Center

Unavailable 00:22 SS

Sign Out

sameyada sameyada

Team Team_onPrem

Dial Number 12345678

Channel Capacity Blended

Voice 1 Chat 3

Email 3 Social 2

No Assigned Items

23 Oct '20 - 21 Nov '20

DELIGHT METER

Delight Score 0 100

Larger area represents higher weighted contribution to Delight Score.

SENTIMENT ANALYSIS

Sentiment Score 3.1

NPS

Strong P 20%

Moderate 21%

Neutral 25%

Moderate 16%

Strong N 18%

User Settings

Notification Settings >

Reset Entire Desktop Layout

Switch to Dark Mode

Help

Keyboard Shortcuts Ctrl+Alt+F >

Download Error Report Ctrl+Shift+2

All

No history to show

?

PWA App (Progressive Web Apps)



Webex Contact Center: WebEx Experience Manager Metrics

Webex Contact Center

23 Oct '20 - 21 Nov '20

DELIGHT METER

Delight Score 0 100

Larger area represents higher weighted contribution to Delight Score.

SENTIMENT ANALYSIS

Sentiment Score 3.1

Category	Percentage
Strong Positive	20%
Moderately Positive	21%
Neutral	25%
Moderately Negative	16%
Strong Negative	18%

NPS

47

NPS Score

SS sameyada sameyada

Team Team_onPrem

Dial Number 12345678

Channel Capacity Blended

Channel	Count
Voice	1
Chat	3
Email	3
Social	2

User Settings

Notification Settings

Reset Entire Desktop Layout

Switch to Dark Mode

Help

Keyboard Shortcuts

Download Error Report

The screenshot shows the Webex Contact Center interface with a dark theme. At the top, there's a header bar with the title "Webex Contact Center: WebEx Experience Manager Metrics". Below the header, there's a navigation bar with icons for Home, Chat, and a profile picture. A cartoon illustration of a cat and a bird is visible on the left side. The main content area contains three primary metrics: a "DELIGHT METER" with a score of 0, a "SENTIMENT ANALYSIS" chart showing a score of 3.1 with distribution percentages for different sentiment categories, and an "NPS" score of 47. On the right side, there's a sidebar with user information (SS sameyada sameyada), team details (Team Team_onPrem), and dial number (12345678). It also displays channel capacity (Blended) with counts for Voice (1), Chat (3), Email (3), and Social (2). The sidebar includes sections for User Settings (Notification Settings, Reset Entire Desktop Layout, Switch to Dark Mode), Help (Keyboard Shortcuts, Download Error Report), and system status (Unavailable, 03:25).

Documentation Link

Agent Desktop User Guide:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/webexcc/desktop_20/webexcc_b_20-desktop-user-guide.html

Agent Desktop Layout Configuration Guide:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/CJP/SetupAdministrationGuide_2/b_mp-release-2/b_cc-release-2_chapter_011.html#topic_8230815F4023699032326F948C3F1495

Agent Desktop Developer Guide (Includes JS SDK documentation):

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/webexcc/developer_20/webexcc_b_20-desktop-developer-guide-.html

Sample Widgets:

<https://github.com/CiscoDevNet/webex-contact-center-widget-starter/tree/master/Examples>

Demo & Questions



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 Wednesday for Session 9

