

# Webex Contact Center Expert

Partner and Enterprise Onboarding

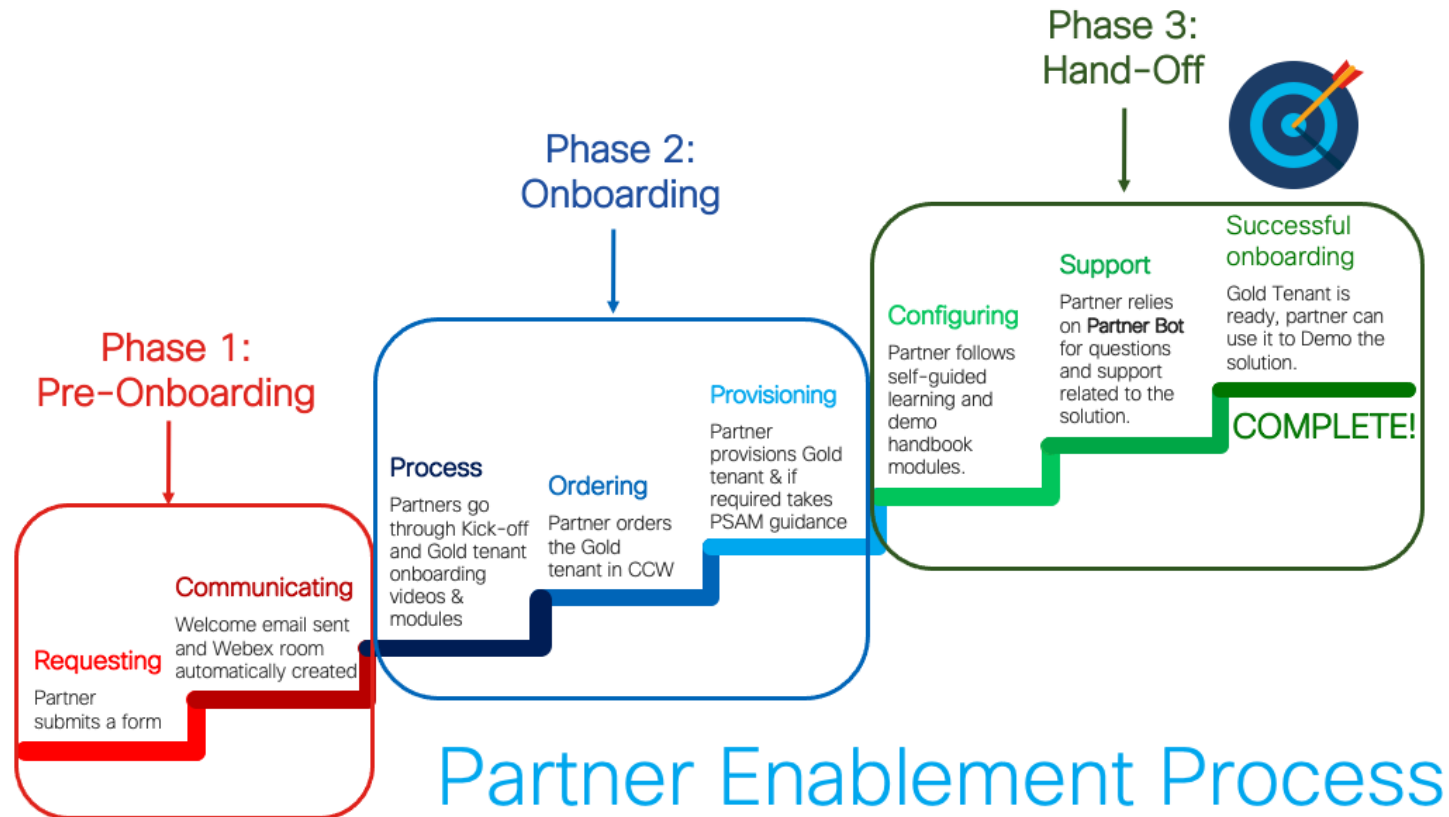
Module 15

# Module Objectives

- Understanding the Webex CC onboarding process
- Being able to articulate the differences between onboarding phases
  - Partner Enablement
  - Enterprise (Tenant) Onboarding

# Onboarding Process Phases

Partners onboarding aims at enabling Partners in selling and servicing WXCC Products and Services



# Partner Enablement

# Partner Onboarding Process

## Solution Definition and Partner Integration

- Solution definition between Cisco and Partner will determine the integration between Webex CC and the Partner solution.
- During testing phase, the Partner (or the Customer) shall bring/procure PSTN numbers/trunks.
- Supported connections
  - Cisco PSTN
  - Service Provided - Vpop
  - CUCM – Vpop
  - Webex Calling – LGW – Vpop
  - Webex Calling CCP

# Partner Onboarding Process

## Initial Webex CC Configuration



Assigned  
to partner after  
enrollment

Control Hub access  
created for the  
partner

Partner ensures  
V-POP connectivity  
readiness

PSAM creates gold  
tenant  
for the partner

Partner  
configures  
Gold Tenant

# Partner Onboarding

## Gold Tenant Request

### Gold Tenant

- Gold Tenant is provided FREE OF CHARGE and intended to validate telephony integration. It may also be used by Partner for Demo, Lab and Learning purposes
- A Partner is allowed only one Gold tenant
- Gold Tenant includes voice and multi-channel capabilities but does not include add-ons
  - Add-ons (WFO Suite, Speech Enabled IVR and Outbound Voice Campaign) can be purchased

### Pre-Requisite

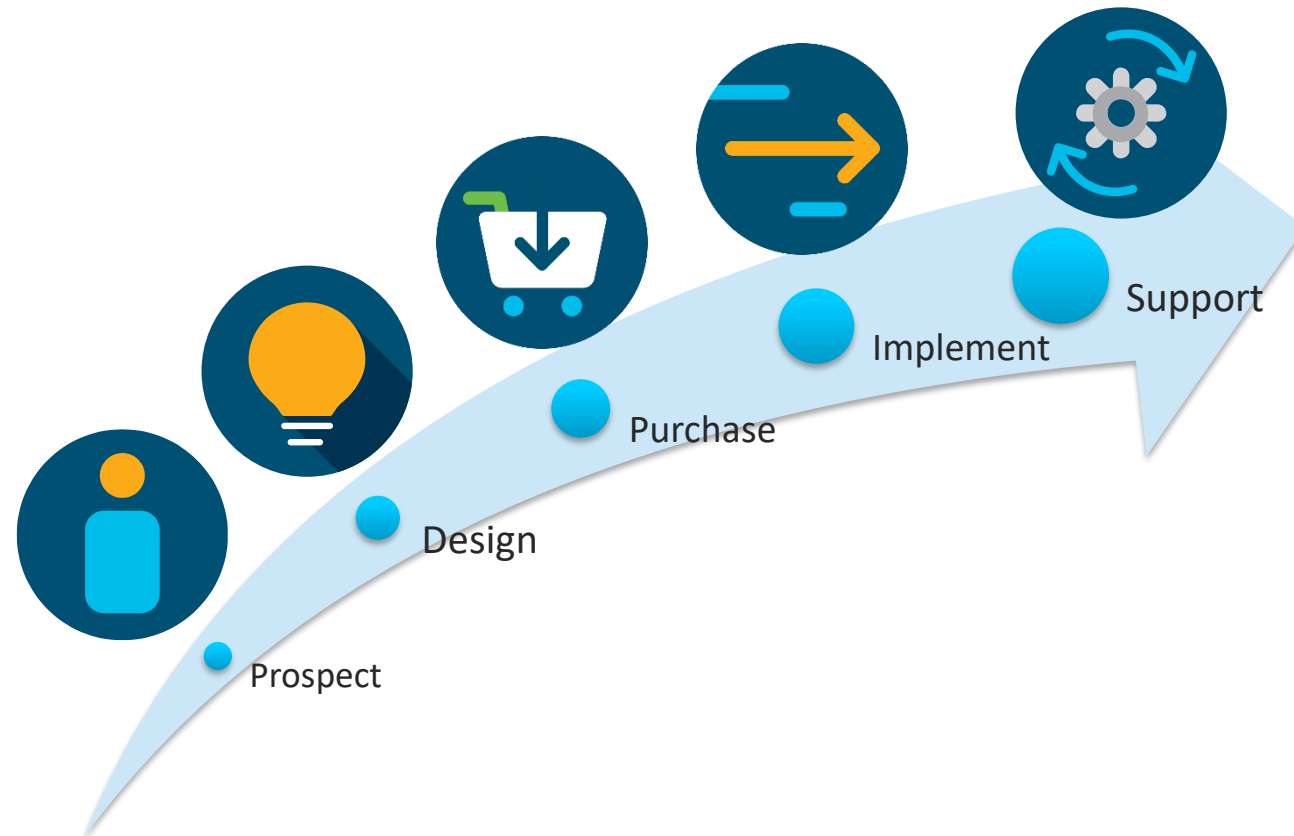
- Webex CC Authorization Program Requirements met. Approval email provides instructions for gold tenant request.
- Partner shall have a Supported Voice Infrastructure – Webex Calling (CCP or LGW), Cisco PSTN, Service Provider PSTN or Cisco On-Prem (CUBE+CUCM)



# Enterprise Onboarding

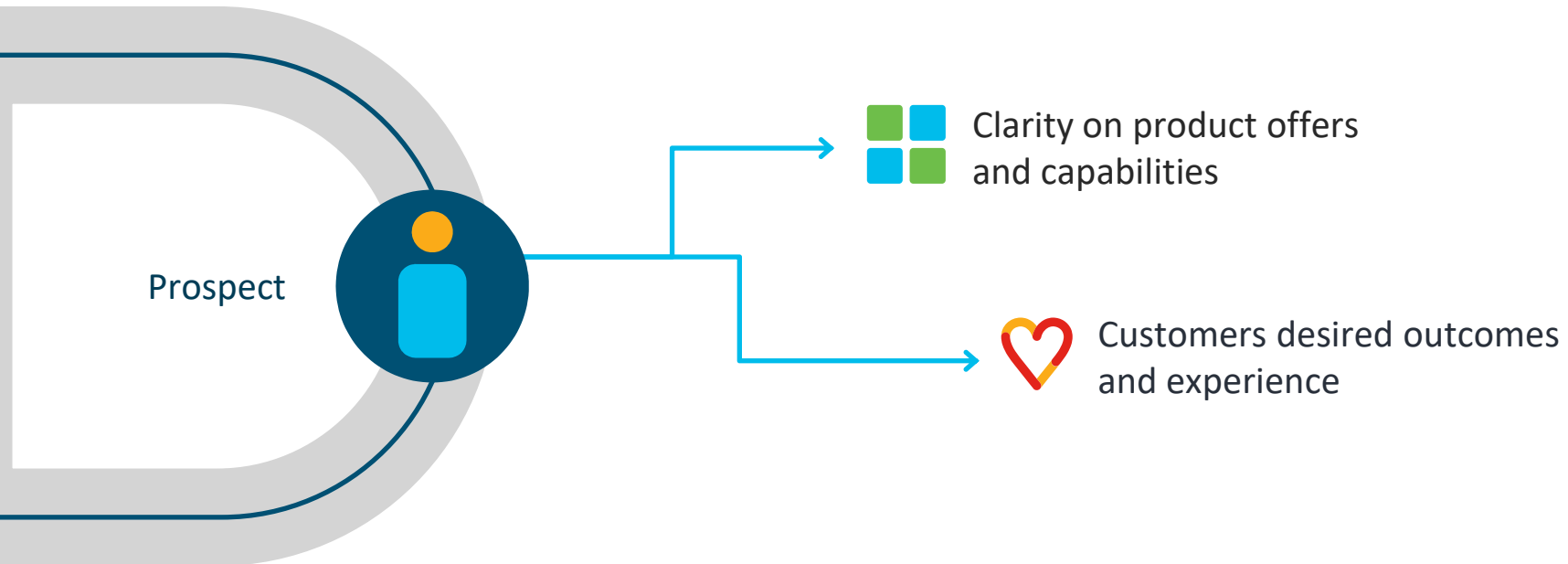


# Enterprise Onboarding Process



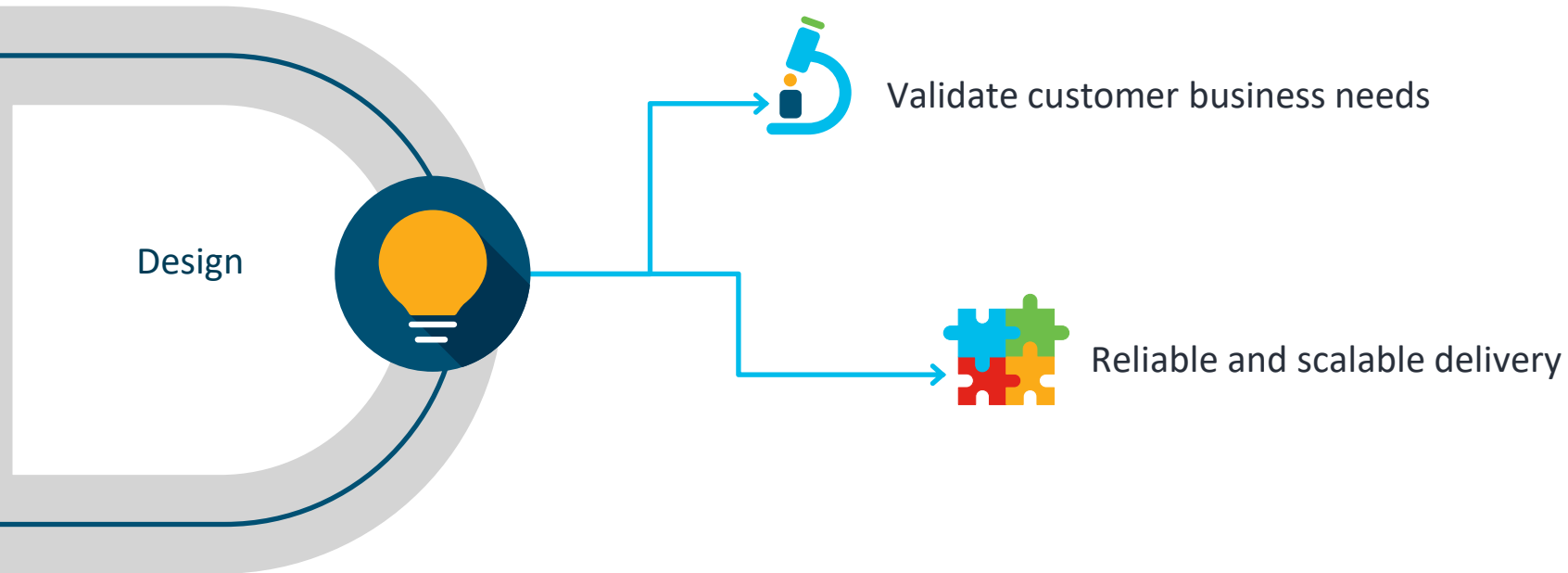
# Enterprise Onboarding Process

Prospect



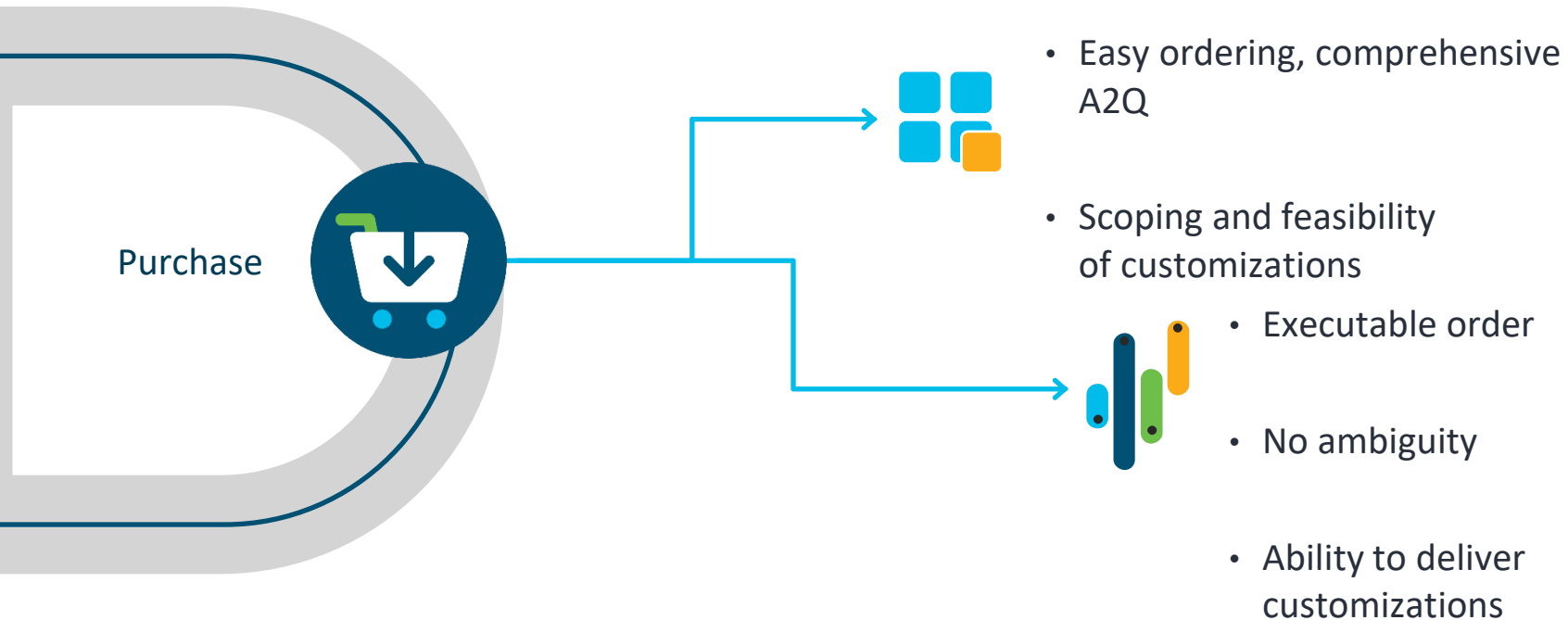
# Partner Onboarding Process

## Design

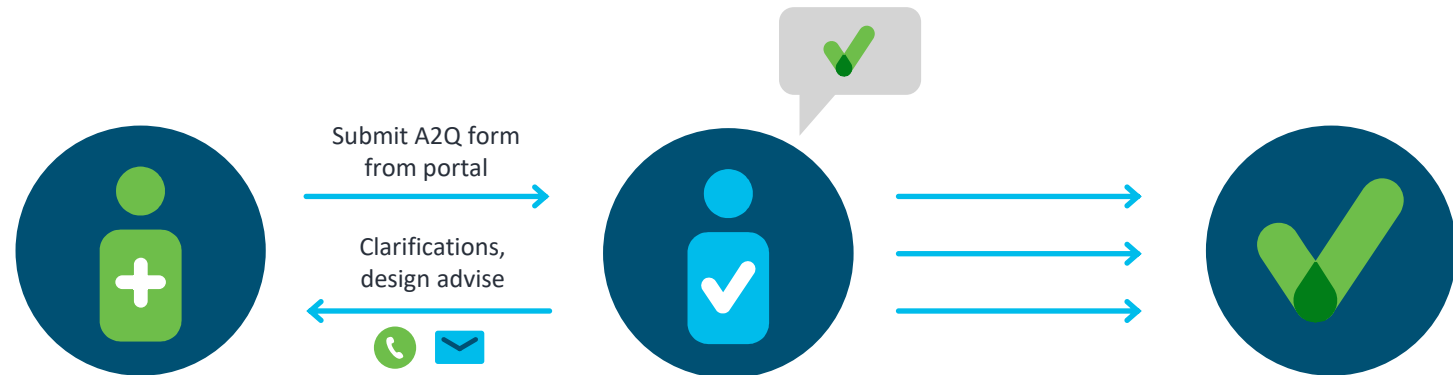


# Partner Onboarding Process

## Purchase



# A2Q Process



Partner

A2Q approval

Validate and  
release orders

CSAM assigned  
after order released

Confirm custom  
integration work



High level validation off design proposed



Detailed design and workflow review



Confirms expectations  
of the product deliverables



Cisco confirmation that there will  
be no issues in the field



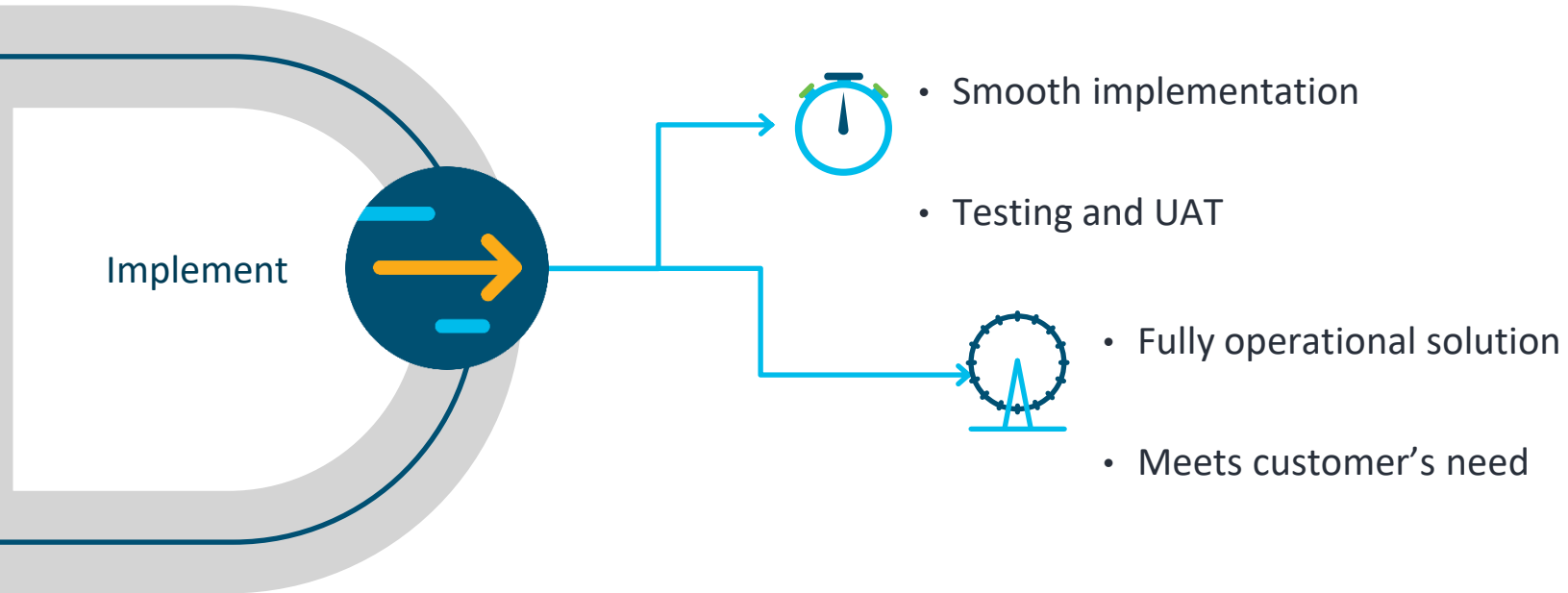
Validates any customization requirement



Detailed scripting or configuration overview

# Partner Onboarding Process

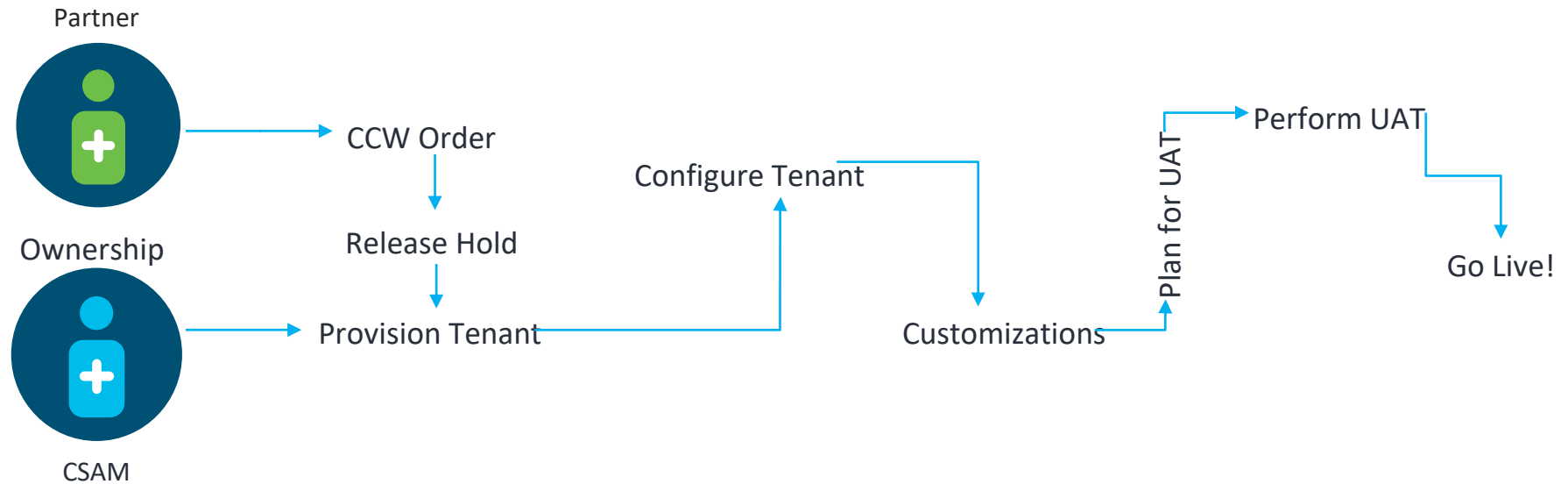
Purchase



# Enterprise Onboarding Accelerators

# Customer Onboarding Process

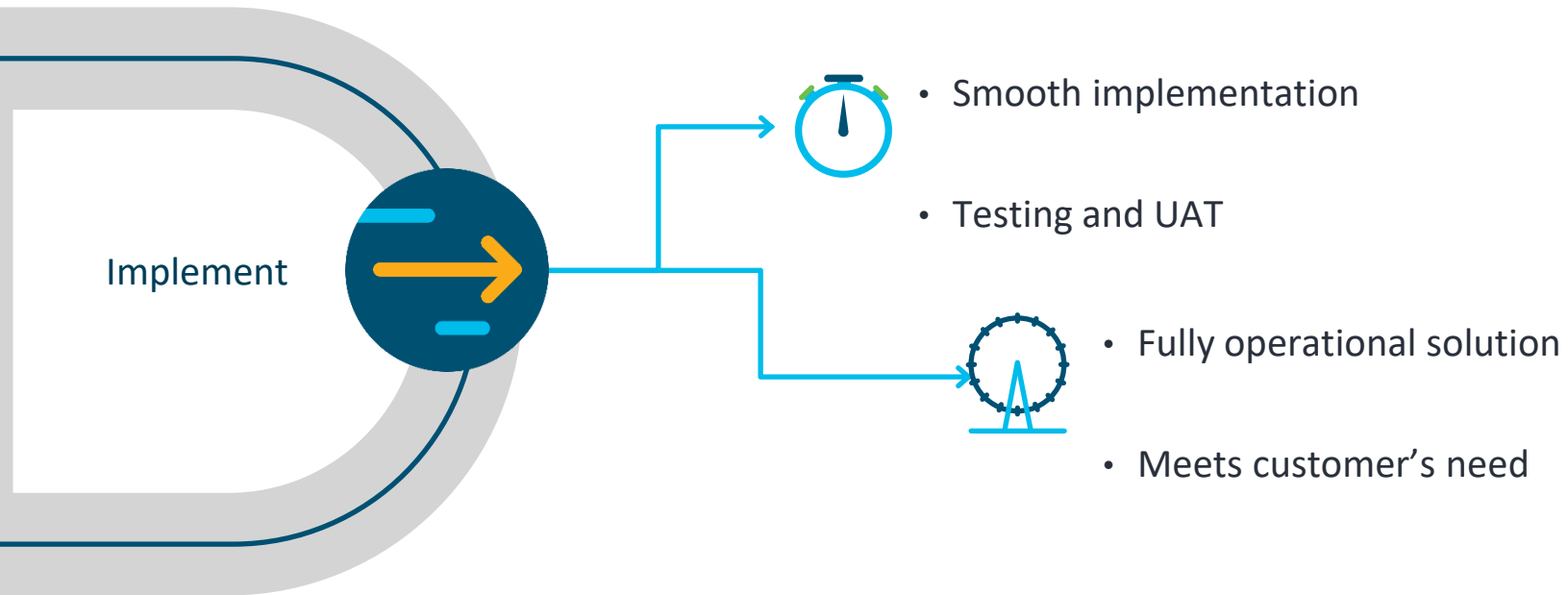
## Implementation Roles



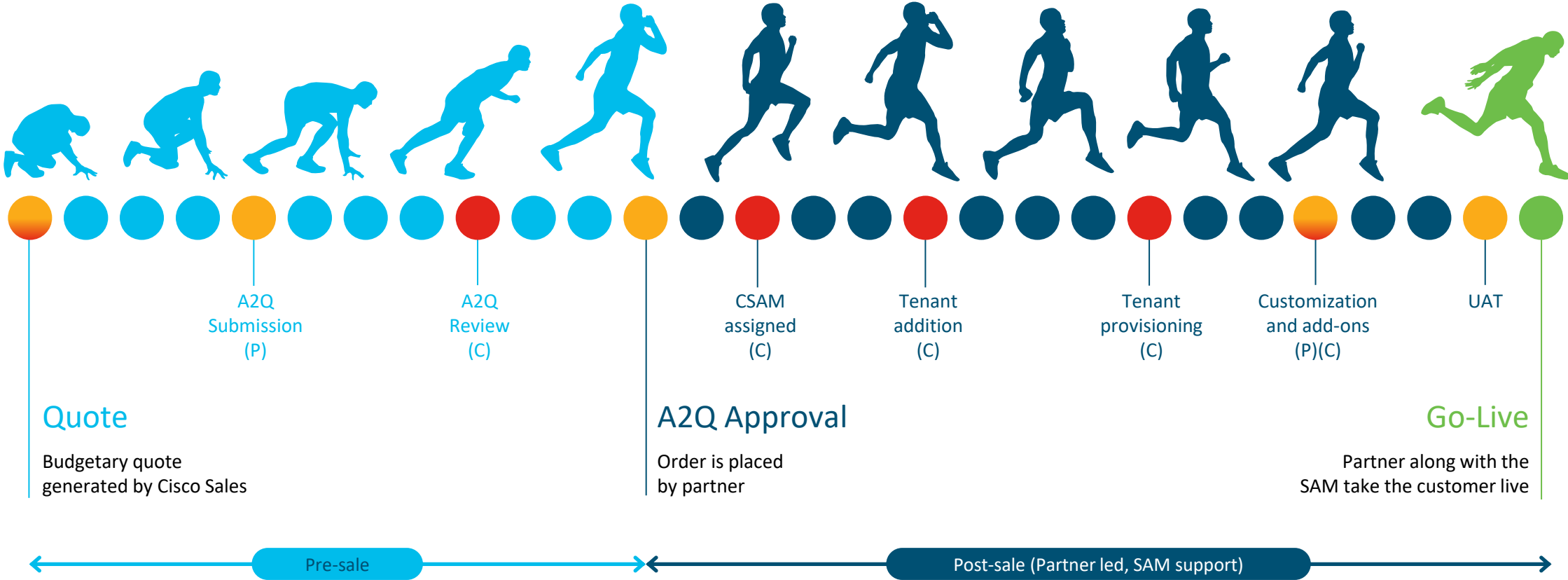


# Partner Onboarding Process

## Support



# Enterprise Onboarding Process



# Module Wrap-up

- Understanding the Webex CC onboarding process
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