

How to get help?

Jitesh Gera

Partner Success

April 2023

Ankit, Anuj, Bhushan
WxCC TAC

Agenda

- 01 Partner Lifecycle Support Avenues
- 02 Partner Success Program
- 03 TAC Support
- 04 Self enablement & Life Cycle

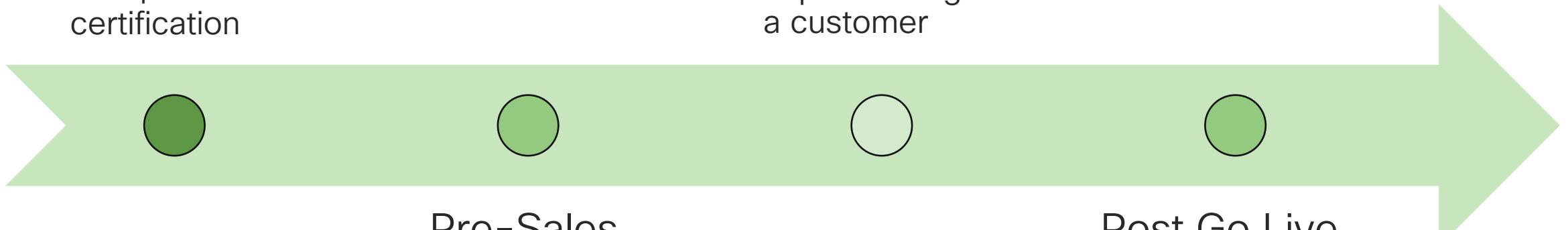
Lifecycle Partner Support and Enablement

Specialization

- Completed certification

Post Sale

- Configuration and Implementing for a customer



Pre-Sales

- Pursuing an opportunity

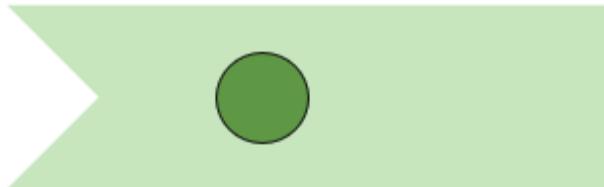
Post Go Live

- Customer is Live

Specialization

Specialization

- Completed certification



□ Webex CC Partner Portal

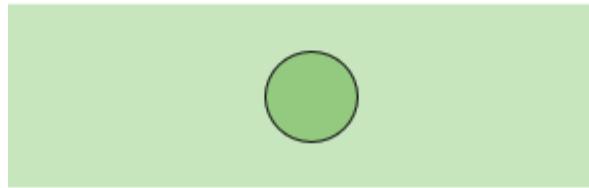
[Webex Contact Center Partner Success Portal - Home \(sharepoint.com\)](https://sharepoint.com)

The screenshot shows the homepage of the Webex Contact Center Partner Success Portal. At the top, there's a navigation bar with links for 'Home', 'New', 'Page details', and 'Analytics'. On the left, a sidebar lists 'Phase 1: Pre-Onboarding', 'Phase 2: Onboarding' (which is expanded), 'Phase 3: Hand-Off', 'Customer Success', 'FAQs', 'Book a Slot with a PSM', 'Micro Enablement', 'Enhancements', 'Send us Feedback', 'Documents', 'Early Feature Access Doc...', 'Webex Contact Center Te...', and 'Recycle bin'. The main content area has a dark blue header with the text 'Cisco Webex Contact Center' and 'ANNOUNCEMENT'. Below the announcement, it says 'Beginning September 5th - Webex Calling Helpdesk has started handling inquiries related to Webex Contact Center as well. Webex Contact Center inquiries can be addressed at <https://callinghelp.webex.com/phd/> & further details can be found in the announcement in your Webex space.' To the right, there's a circular diagram titled 'Cisco Leadership Contact' with 'Meet Gera' and an email address. Below the diagram, it says 'Please use the Navigation Tabs on the left to explore each step in this process'. At the bottom, there are sections for 'See Also' and 'Micro Enablement Announcements'.

- **Gold Tenant** – Tenant provided at NO COST for Demo, Training and learning purposes
- **Partner Helpdesk** ([Webex Calling - Webex Calling Help](#)) – Available 24/5 to support partners
- **Channel Notification as a Service(CNaas)** – Keeping the partner community up to date



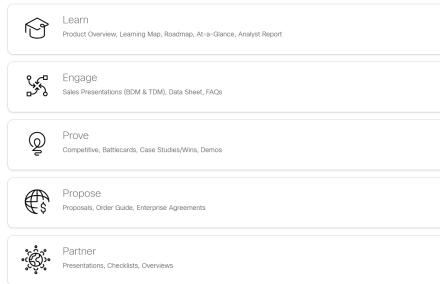
Pre-Sales



Pre-Sales

- Pursuing an opportunity

- Cisco Account Team (AM/PSS/TSA) – Leverage for value conversation and Demo
- dCloud for Demo's - [Cisco Webex Demo Toolbox \(cat-dcloud.com\)](https://cat-dcloud.com)
- Sales connect: Offer structures, battle cards, Ordering and data sheets etc



- help.webex.com: Tech product content
- Assurance to Quality(A2Q) – Deal/Design validation and mentoring
- Partner Helpdesk – Available 24/5 for partner support

Calling Helpdesk Now Globally Supports Inquiries For Webex Contact Center

English ▾
webex by CISCO Calling HelpDesk Home Administrator ▾ End User ▾ Help Topics ▾ Video Library Webex Contact Center ▾ Setup Assist Resources ▾



Post Sale

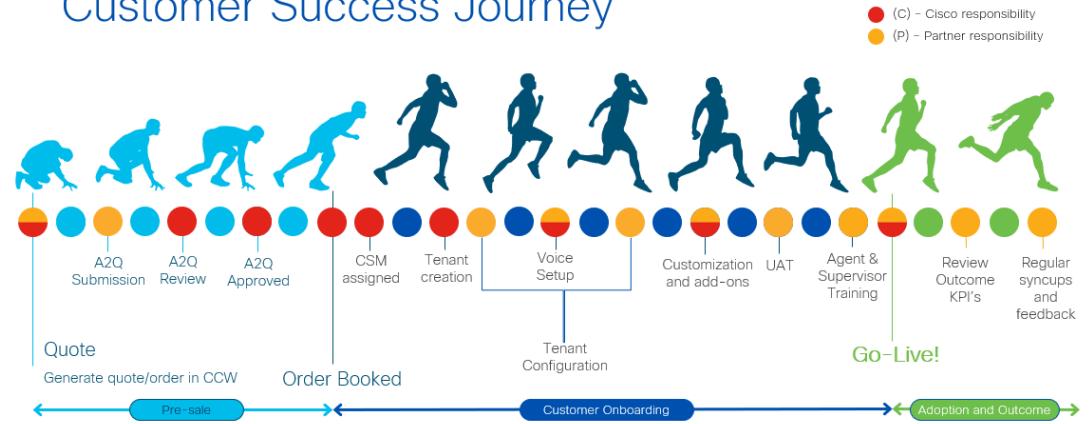
Post Sale

- Configuration and Implementing for a customer



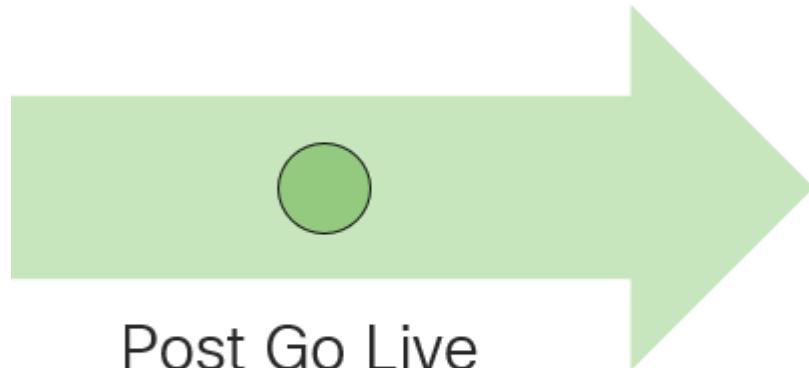
- Customer Success Manager (CSM) to support with Onboarding

Customer Success Journey



- Partner Helpdesk – Available 24/5 for partners, to support <50 seats
- Webex CC Partner Portal

Post Go Live

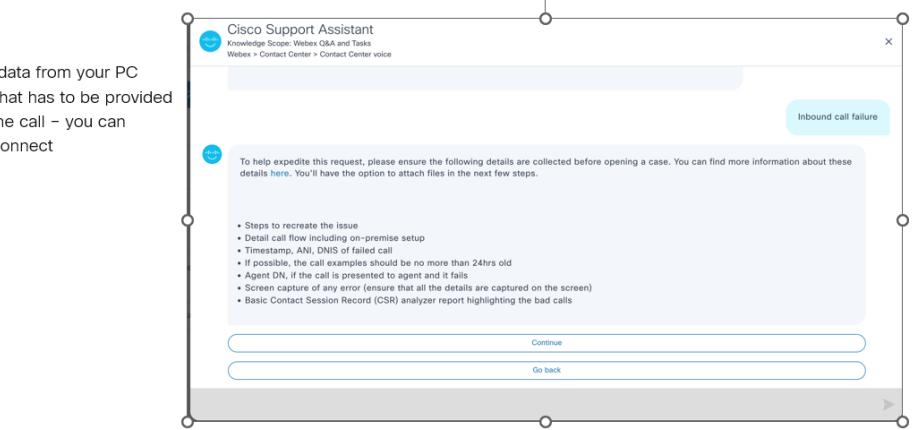


Post Go Live

- Customer is Live

TAC Support and Workflow for Escalation

Open case – Cisco Support Assistant



- Customer Success Manager - During CSAT Situations
- Incident Management - Webex Space and Status.Webex.com
- Tools to Triage and Troubleshoot issues

Partner Success Program: Services Offered



Webex Contact Center Partner Helpdesk

❖ What is Webex Contact Center Partner Helpdesk?

Partner Helpdesk is Free-of-charge, Chat/Email/Voice based support to entitled Cisco Partners for Webex Contact Center Solution (including Gold Tenant Program).

❖ How Webex Contact Center Partner Helpdesk is better?

1. Webex Contact Center Partner Helpdesk is a Structured & Time bound Support system.
2. Better support coverage to your inquiries by dedicated Helpdesk SMEs, monitored by Global PSM Team.
3. One Stop support avenue for your Webex Contact Center & Webex Calling inquiries.

❖ How to contact the Webex Contact Center Partner Helpdesk?

The process to contact WebEx Contact Center Partner helpdesk is same as the Calling Partner helpdesk. This is because the existing Calling helpdesk is now skilled to take inquiries for WebEx Contact Center.

1. Chat: Visit <https://callinghelp.webex.com/phd/>, click on chat bubble that reads, "Click to chat with Cisco Calling Helpdesk!"
2. Email: webexcalling-phd@cisco.com
3. Phone: (US) +1-844-613-6108 | (EMEA) +44 129 366 10 20 | (APJC) +61 3 7017 7272



CNaaS: Channels Notification as a Service



Strategies

1. Micro enablement

Feature adoption video
Field Notice
Feature release announcements

2. Monthly Progress report & Analysts broadcast

MQ, Aragon reports. Gartner peer review

3. Early Feature Access

Notify & Engage participation for EFA, Feedback and adoption

4. Enablement / Tech Summit notifications

5. Quarterly Partner Feedback

webex



Value to partners

- Boost confidence to upsell and cross-sell, Create awareness and stay engaged through proactive communication.
- Helps differentiate Cisco's position internally and to customers, prioritize the bid and gain internal partner sales and customers' confidence over competition
- Boost confidence through early insight into the upcoming features and prepare them to bid for deals early
- Encourage partners to participate, brush up knowledge & don't let them miss the opportunity to excel skills
- Partners are heard, make them feel important that Cisco is listening and acting on their feedback

Webex CC Partner Success updates - AMERICAS
Webex Contact Center Announcement Spaces

Messages People (1511) Content Meetings Add/Remove PartnerContact

WebCC Partner Bot 22/12/22, 10:24 AM

cisco Bot

Built for the future of customer experience
webex Contact Center

SAVE THE DATE

A Webex Contact Center Partner Success Initiative

2023 AMERICAS Webex Contact Center Technical Partner Summit(s)

Technical Partner Summit

Option 1). Richardson February 13th - 17th
Or
Option 2). Richardson April 10th - 14th

Dear Webex Contact Center Partners,

We look forward to hosting you at **one** of our **2023 AMERICAS Webex Contact Center Technical Partner Summit(s)** which will be held at the **Cisco Richardson office** **February 13th-17th & April 10th -14th**.

This **invitation-only** event will include the following sessions: Webex Contact Center Technical overview, Voice Integration, Contact Routing, Digital Channels, CCAI, Agent & Supervisor Desktop, CRM integrations, Customer Journey use cases, Voice of Customer leveraging XM Next, Reporting & Data, WFO, Pricing Billing & subscriptions,

Partner Enablement Portal - Demo

<https://cisco.sharepoint.com/sites/WxCCPartnerEnablement>

Webex Contact Center Partner Success Portal

★ Following Share

Home + New Page details Analytics Draft saved 11/2/2022 Edit Republish

Phase 1: Pre-Onboarding

Phase 2: Onboarding

Phase 3: Hand-Off

Customer Success

FAQs

Book a Slot with a PSM

Micro Enablement

Enhancements

Send us Feedback

Documents

Early Feature Access Doc...

Webex Contact Center Te...

Recycle bin

"ANNOUNCEMENT"

Beginning September 5th - Webex Calling Helpdesk has started handling inquiries related to Webex Contact Center as well. Webex Contact Center inquiries can be addressed at <https://callinghelp.webex.com/phd/> & further details can be found in the announcement in your Webex space.

Cisco Webex Contact Center

New Webex Contact Center Partner Success Program

CONGRATULATIONS on becoming a Webex Contact Center (WebexCC) Specialized Partner!

Mission

Empower strategic Cisco Partners to effectively sell Webex Contact Center to our customers, and thus increase Webex Contact Center market share exponentially.

Cisco Leadership Contact:
Jitesh Gera (jgera@cisco.com)

Please use the Navigation Tabs on the left to explore each step in this process.

See Also

+ Add See all

Micro Enablement Announcements
Webex Contact Center - Early Features Access for Partner Only FA Partner Comm planned date...

TAC Support



KEEP
CALM
AND
CALL
TAC

How to get help ?



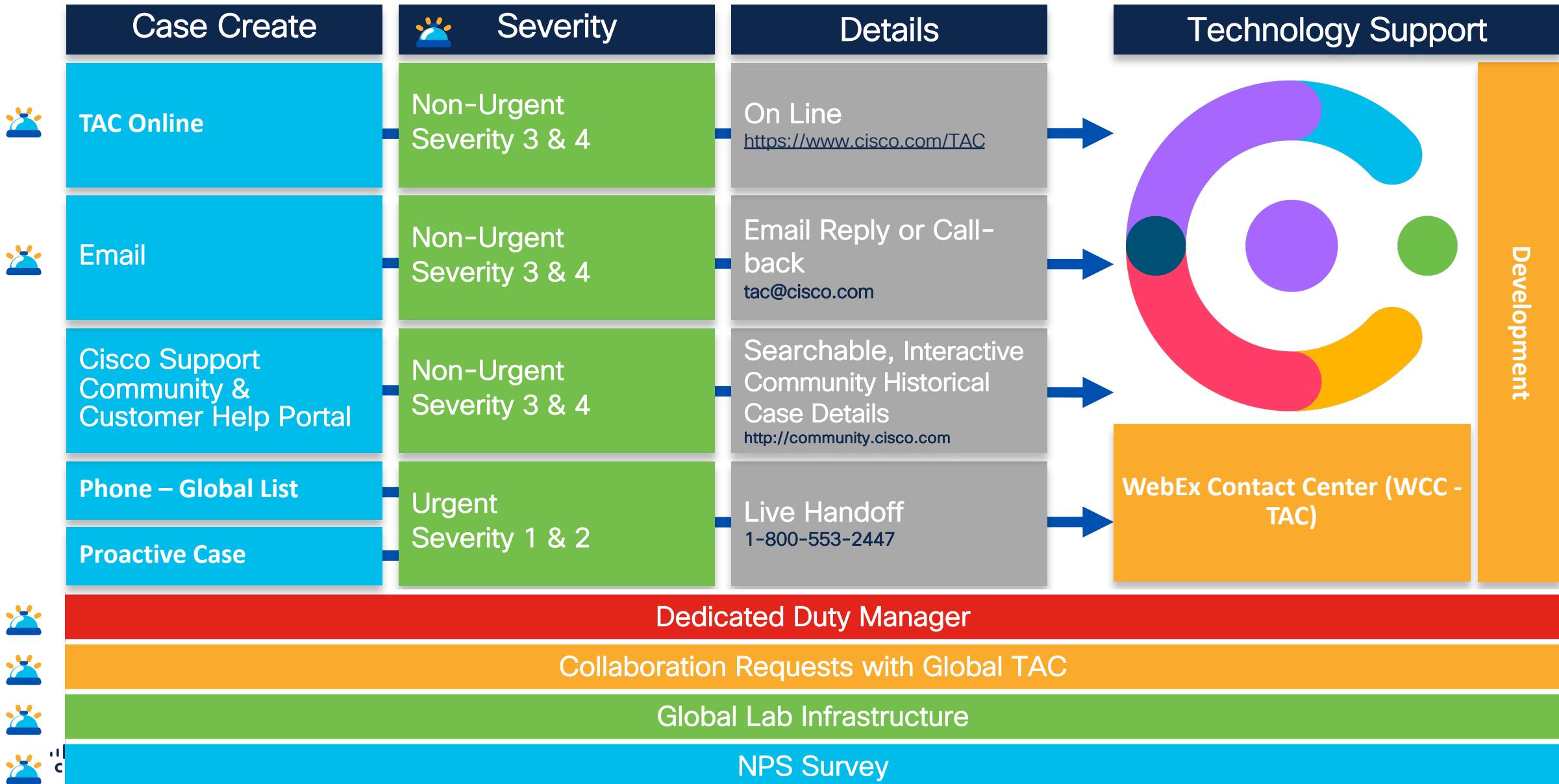
Fine-tune

HELP

A woman with long dark hair, wearing a blue and white striped shirt, is leaning over a desk in an office. She is holding a large, light brown rectangular sign with the word "HELP" printed in bold, black, sans-serif capital letters. The sign has three pushpins at the top corners. The desk in front of her has a red folder, a yellow sticky note, a pen, and a laptop. In the background, there's a window showing a city skyline with several skyscrapers.

Opening a Service Request

Same Processes to Open and Escalate Cases



SCM – Support Case Manager

View your historical case volume (opened and closed)

[Products & Services](#)[Support](#)[How to Buy](#)[Training & Events](#)[Partners](#)

Lance Black



Support Case Manager

Create and manage support cases for Lance Black (lanblack) ▾

[Open New Case ▾](#)

Pull a list of your historical case volume to see trends

[My Cases](#)[All Cases](#)[Favorites](#) Case or Tracking Number

Show

 Open Cases Draft Cases Closed Cases Created Updated

Any Time ▾

[Apply Filters](#)[More Options ▾](#)

Summary	Case Number	Date Updated ▾	Severity	Status
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[Contacts](#)[Feedback](#)[Site Map](#)[Terms & Conditions](#)[Privacy Statement](#)[Cookie Policy](#)[Trademarks](#)

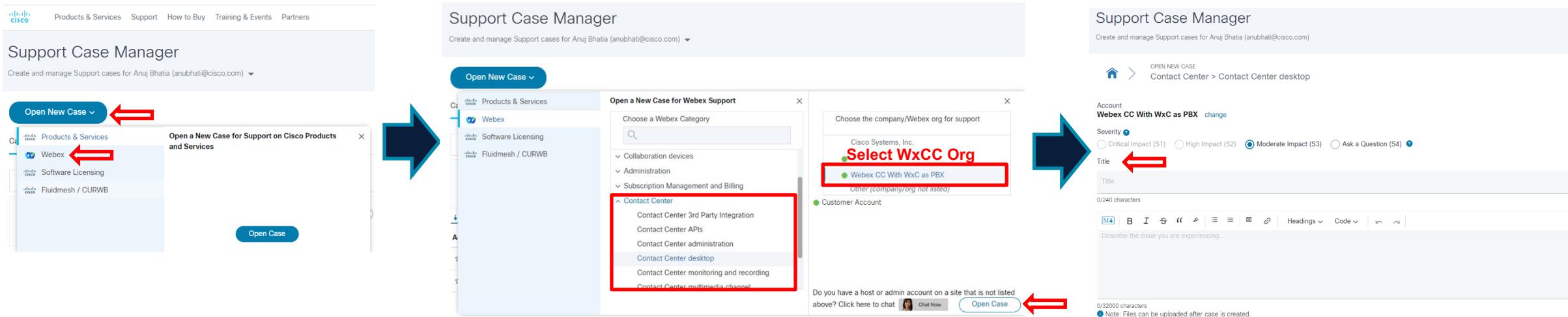
SCM: Open a Case

1. Visit <https://mycase.cloudapps.cisco.com/case> Cisco Support Case Manager

- Choose “Open a Case”

Note: **IT Admin opening the case should have their CCO ID associated to the Subscription ID**

Follow the steps [here](#) to associate the Subscription ID to your CCO ID



- Add **[Webex Contact Center]** to the case “Title” for quick and efficient case routing & handling.
- Identify problem description, provide technical details and submit the case.

(OR)

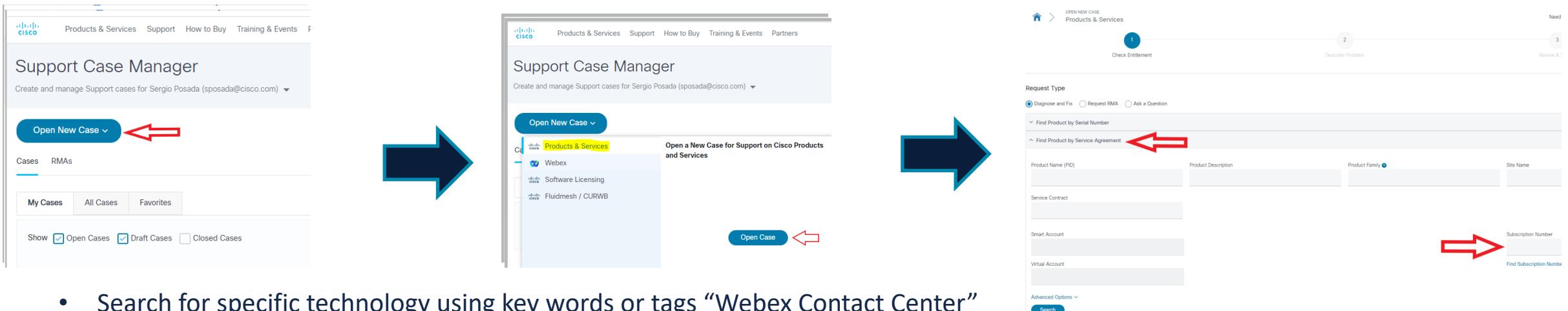
Open a Case: Products & Services Option

2. Visit <https://mycase.cloudapps.cisco.com/case> Cisco Support Case Manager

- Choose “Open a Case” and key in the Subscription Number **Sub1263309**

Note: IT Admin opening the case should have their CCO ID associated to the Subscription ID

Follow the steps [here](#) to associate the Subscription ID to your CCO ID



- Search for specific technology using key words or tags “Webex Contact Center”

A screenshot of a search results page titled "Select Technology". A search bar contains the text "Webex Contact Center". Below the search bar is a list of results under "Cloud and Hybrid Products":

- Webex Contact Center 3rd Party Integration (connectors)
- Webex Contact Center APIs
- Webex Contact Center Administration
- Webex Contact Center Desktop
- Webex Contact Center Monitoring and Recording
- Webex Contact Center Multimedia Channel (email, chat, social channel)
- Webex Contact Center Reporting and Analytics

- Add [Webex Contact Center] to the case “Subject Line” for quick and efficient case routing & handling.
- Identify problem description, provide technical details and submit the case.

TAC Connect BOT

Problem Statement: A significant percentage of incoming calls to Cisco TAC Frontline are about existing cases. Common inquiries include “what is the latest status of my case?” and “I want to talk to my engineer.”

What is it?

- Gives meaningful case, bug & rma status
- Provides contact details of case owner
- Assists with basic transactions such as change severity, requeue and escalate
- <https://tacconnect.cisco.com>

You 3:24 PM
/list commands

TAC Connect (bot) 3:24 PM

- **/action-plan:** Sends the last note containing "action plan"
- **/bug:** Get list of Bugs associated with TAC case.
- **/clear or /reset:** Reset the conversation dialog
- **/connect:** Connect to case owner of a case
- **/description:** Get problem description for the TAC case
- **/escalate:** Escalate a case
- **/feedback:** Give multi-line feedback in a single message
- **/link:** Get link to the case in Support Case Manager
- **/owner:** Get case owner (TAC CSE) for TAC case.
- **/raise-severity:** Raise the severity of a case
- **/requeue:** Requeue a case
- **/rma:** Get list of RMAs associated with TAC case
- **/status:** Get status of a case, bug, or RMA
- **/updated:** Get the date on which the TAC case was last updated, and calculate the time since last update

TAC Connect

You 5:43 AM
what is the status of 683752332

TAC Connect 5:43 AM
Thanks! Let me retrieve the status for case 683752332

DNS DDoS Proactive Detection (Test case)

View case details in [SCM](#) and [CSOne](#)

- **Customer :** CISCO SYSTEMS, INC.
- **Status :** Cisco Pending
- **Severity :** 3
- **Case Owner :** Chidambaram Arunachalam
- **Case Owner Email :** carunach@cisco.com
- **Case Owner Phone Number :** +1 919 392 6009
- **Last Updated :** 2018-04-12T09:43:45Z
- **LinkedBugs :**
 - [CSCtz27004](#)

Problem Description

Unexpected spike in DNS traffic to host [172.18.110.99](#) detected by Tetration Analytics Platform. Issue was identified to be a DNS DDoS attack.

Action Plan

Monitor the system and SDN controller policy deployed to mitigate DNS DDoS traffic.

Resolution Summary

Issue was mitigated by rerouting DNS traffic from 10.x.x.x network to a blackhole and storing 10% in the data collection server. SDN Controller policy to automatically detect issue and take rerouting action has been developed, tested and provided to customer.

Open a Case - Virtual Chat Assistant



Cisco Support Assistant

Knowledge Scope: Webex Q&A and Tasks

Webex > Contact Center > Contact Center voice

Inbound call failure

Go back



Inbound call failure

Outbound call failure

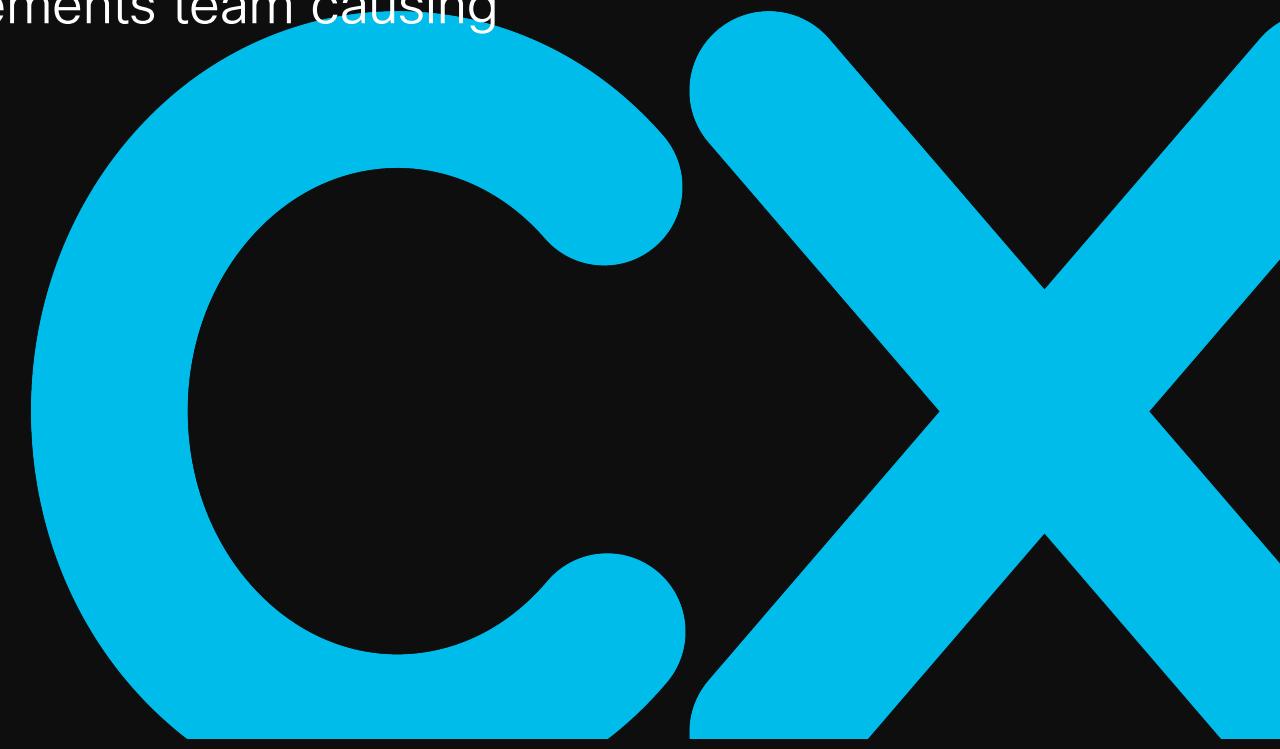
Call quality issue

RONA (Redirect on No Answer)

Other

Entitlement

- Important to open a case with the right contract
 - Helps in tracking **historical** data
 - Ability to provide **streamlined service** (Especially Premium Support)
- What if cases are opened with wrong/no entitlement?
 - Cases will be routed internally to the entitlements team causing additional dela
 - Premium support will not be provided

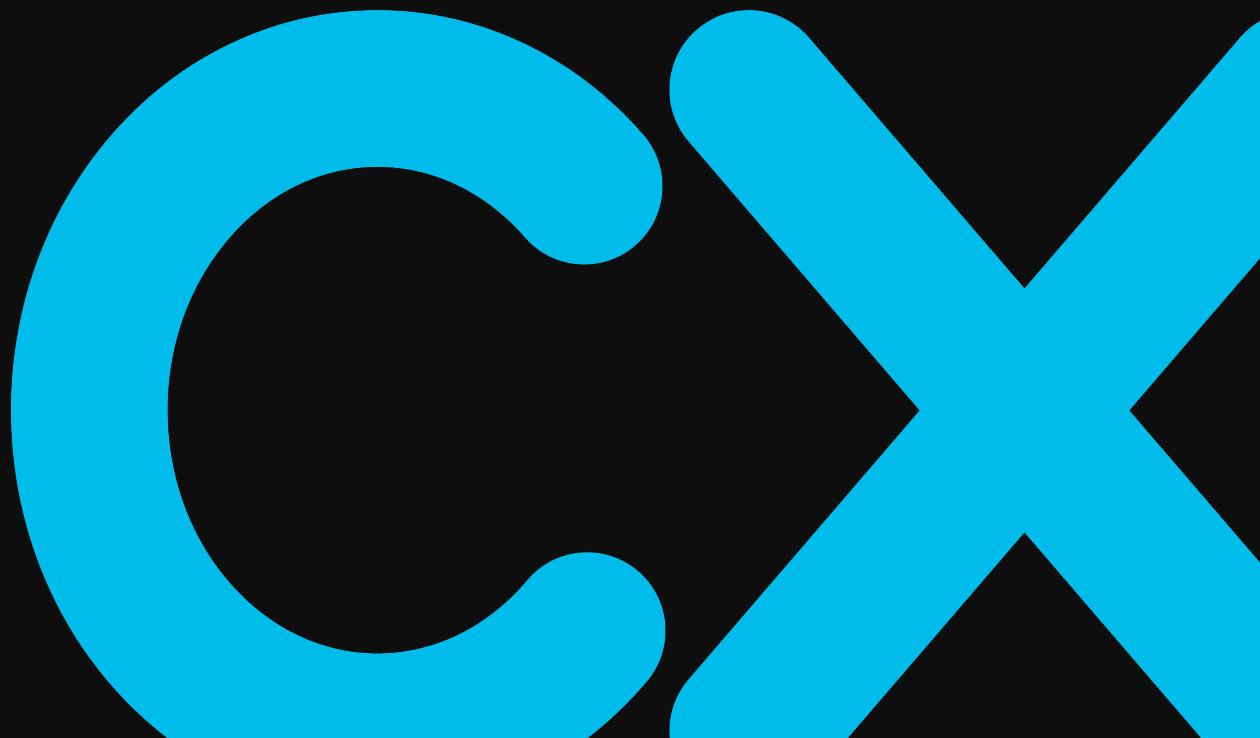


Demo

Entitlement
Failure

TAC Guidelines

- Voice Call Flow



General Guidelines for Opening TAC Case

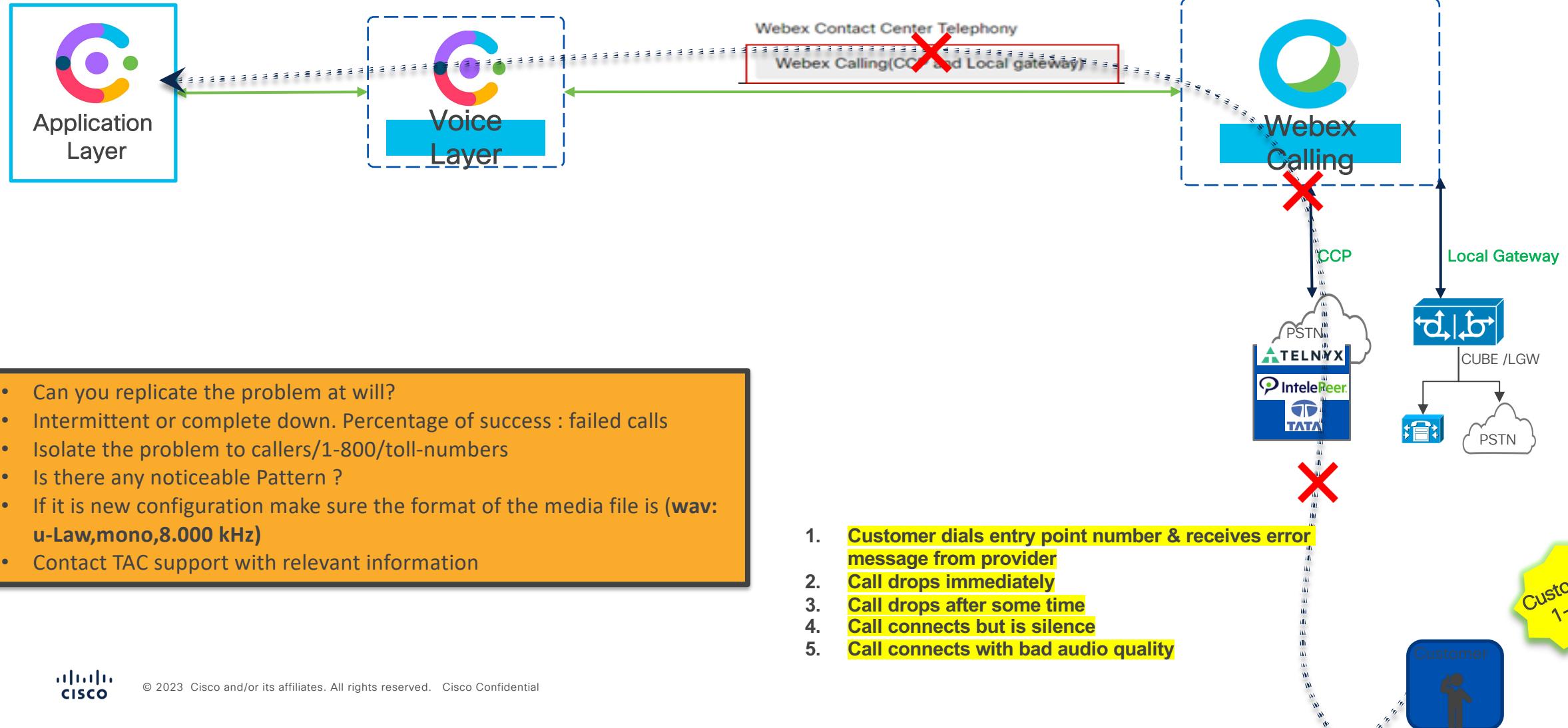


These guidelines can help you optimize your Global CX experience:

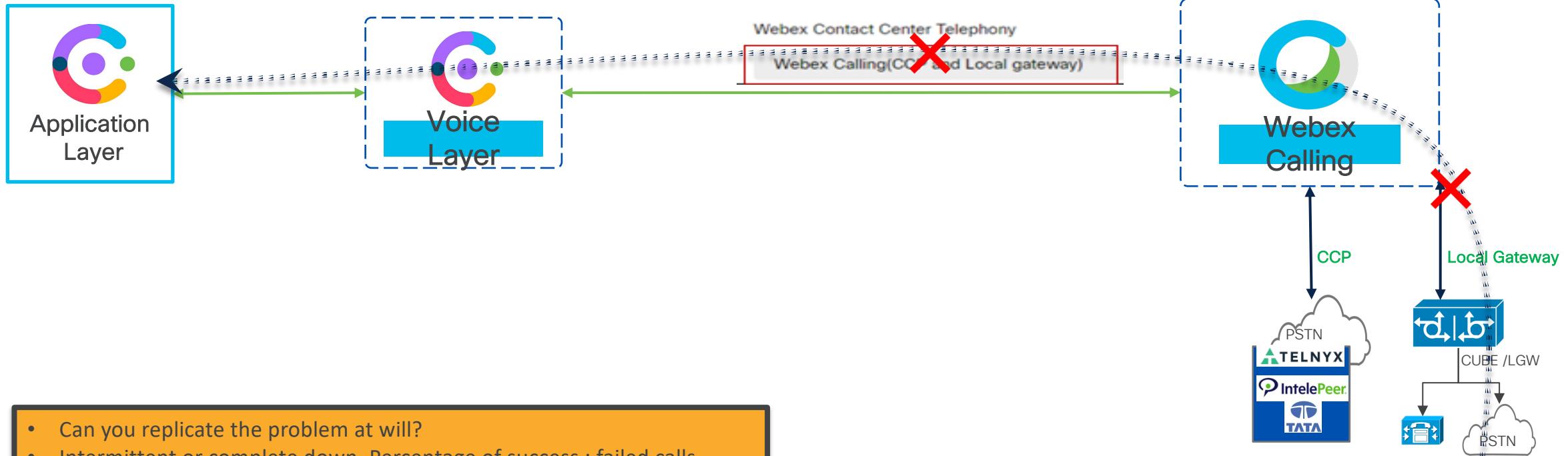
1. Active Customer and Tenant Name
2. Opening a case with a valid **customer contract**
3. Capture all email communication with Global CX Center by copying your **emails** to attach@cisco.com
4. Complete a **bug scrub** before opening a case

WxCC CCP Caller leg (Into IVR)

Similar to
Webex
Contact
Center PSTN



WxCC Local GW Caller leg (Into IVR)



- Can you replicate the problem at will?
- Intermittent or complete down. Percentage of success : failed calls
- Isolate the problem to callers/1-800/toll-numbers
- Is there any noticeable Pattern ?
- If it is new configuration make sure the format of the media file is (**wav: u-Law,mono,8.000 kHz**)
- Contact TAC support with relevant information

1. Customer dials entry point number & receives error message from provider
2. Call drops immediately
3. Call drops after some time
4. Call connects but is silence
5. Call connects with bad audio quality

Customer calls
1-800/toll



WxCC - TAC Information for Voice Calls

Information To Collect

Basic Information:

- Problem Description
- Setup Type i.e. Call Flow (end-to-end)
- Business Impact : Percentage of success or failed calls

Tenant And Call Flow Information:

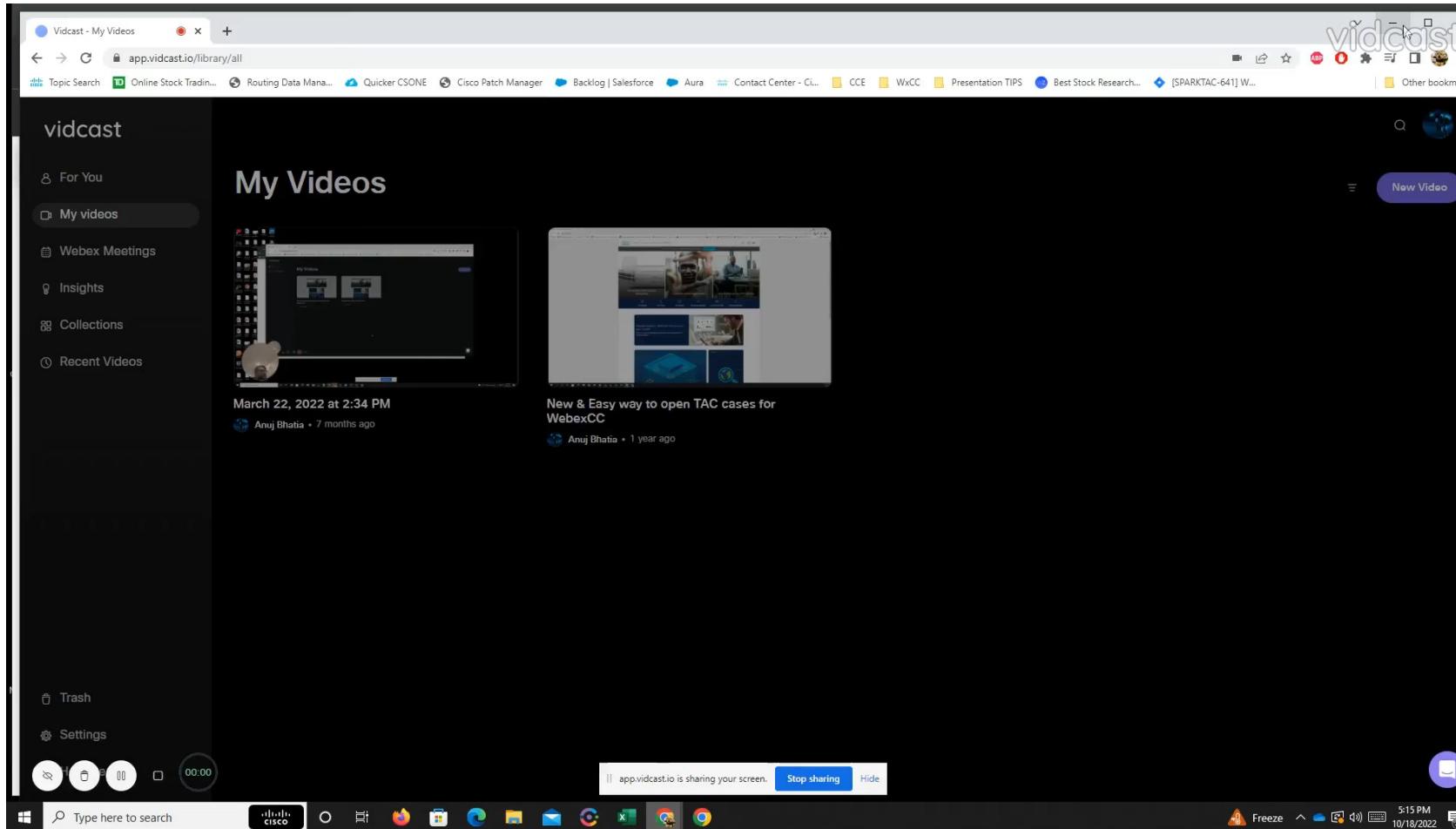
- Tenant or Org Name
- Organization ID

Caller Leg Details

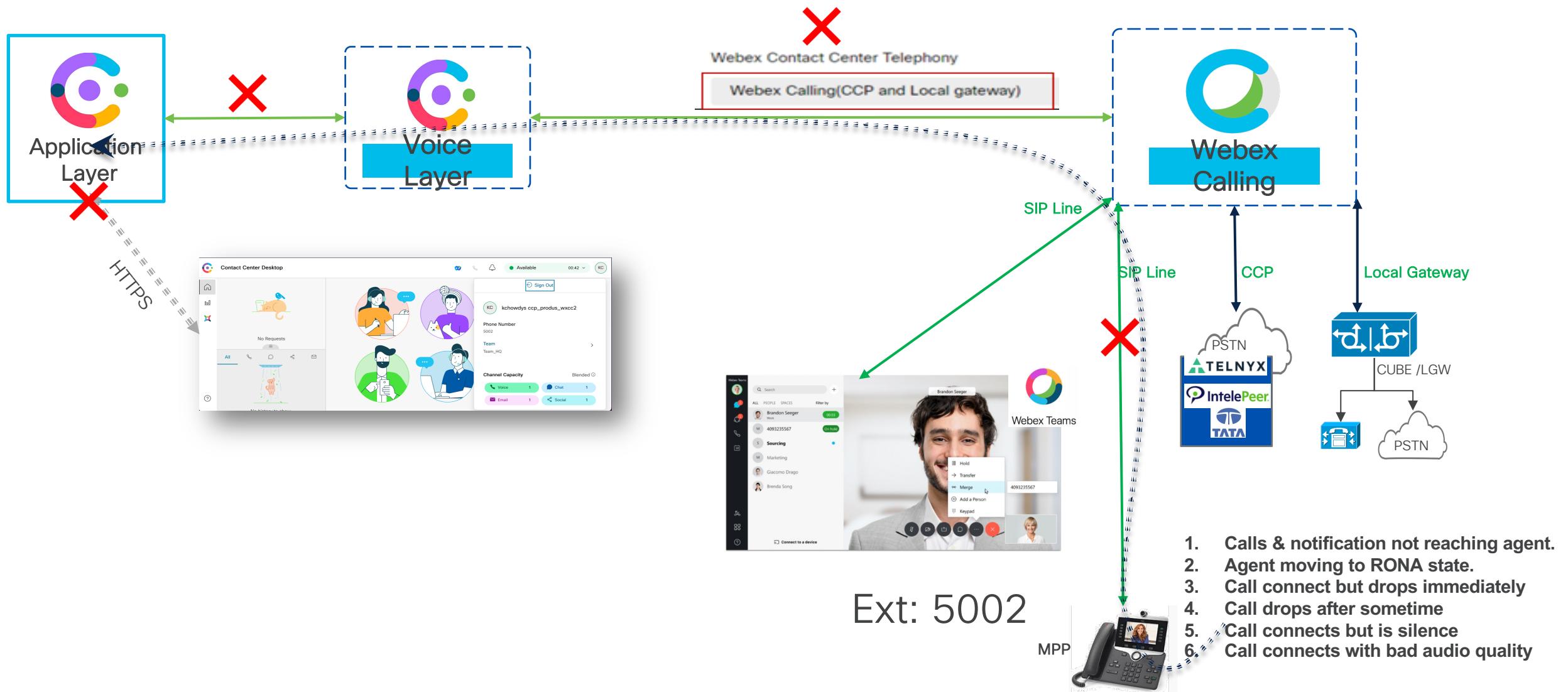
- Is the issue reproducible at will , If yes provide a written detail of the steps.
- Details on noticeable Pattern if any discovered.
- Failed examples with ANI, DNIS, Call Session ID & Timestamp. Agent DN (if Applicable)
 - [Basic CSR report](#)
- Call examples should be not more than 24hrs old
- Details on how the problem was Isolated to callers/1-800/toll-numbers
 - *Is service provider routing the calls into customer SBC?*
 - *Is Signaling from Customer SBC towards Webex Calling good?*
 - *Is Dial-peers between Customer SBC and Webex calling*
 - *Isolate the issue to the endpoint who is sending the disconnect eg: 404, 503 etc?*

WxCC - TAC Information for Voice Calls

How to Generate a Basic CSR report



WxCC Agent leg (Webex Calling as phone)



WxCC - TAC Information for Voice Calls

Information To Collect

Agent Leg Details

- Is the issue reproducible at will , If yes detail steps ?
- Details on noticeable Pattern if any discovered ?
- Failed examples with ANI, DNIS & Timestamp. Agent DN (if Applicable)
 - *Information can be generated from [Basic CSR report](#)*
- RONA issues
 - *Screen shot of the Error and tracking ID (immediate RONA)*
 - [Basic RONA report](#)
- Call examples should be not more than 24hrs old
- Confirmation if agent phone is working or otherwise ?
 - *You may want to ask the agent to login using another device like cellphone | Workstation is using softphone to isolate the problem to agent service provider/phone/workstation.*
- If it is new configuration confirmation that these checks are made
 - *Agents are assigned to correct teams.*
 - *Routing strategy and flow configuration are correct.*

WxCC – RONA

Route-on-no-Answer (RONA)

Causes Of RONA :

- Agent Available in system but may not be able to pick up the call Setup Type
- System issue related to WxCC , WxC , Webex , Headsets etc

Types Of RONA :

- RONA after Ring Event

- Immediate RONA

Redirection on No Answer (RONA)

The system could not deliver the request for one of the following reasons:

- Request not answered during the Available State
- Incorrect Dial Number or Extension

[Go to Idle](#) [Go to Available](#)

Error

Your state is set to RONA because an incoming call request was not delivered due to phone, device, or network failure. Please contact your administrator.

[Error Details](#)

Please share the Tracking ID with your administrator to investigate the issue.

Tracking ID: [Copy](#)

[Go to Idle](#)

WxCC – RONA

Agent Best Practices to avoid RONA

1. End Points:

- Ensure the end points what agents are using are working correctly.
- Quick test would be to make call from end point to another end point locally (eliminating WxCC) to see if the call is established and caller/callee can hear each other

2. Agent Desktop Station Credentials

• Agent with PSTN Number

Station Credentials

Dial Number/ Extension

Dial Number Extension

International Dialing Format (1)

+1 (203)

Team WebexConnectAgentTeam

Remember My Credentials

• CUCM Registered Endpoints

Station Credentials

Dial Number/ Extension

Dial Number Extension

International Dialing Format (1)

8248

Team WxC-WxCC-globalTeam

Remember My Credentials

• Agents with WXC End Points

Station Credentials

Dial Number/ Extension

Dial Number Extension

8248

Enter your calling extension number provided by the administrator.

Team WxC-WxCC-globalTeam

Remember My Credentials

WxCC – RONA

Agent Best Practices to avoid RONA

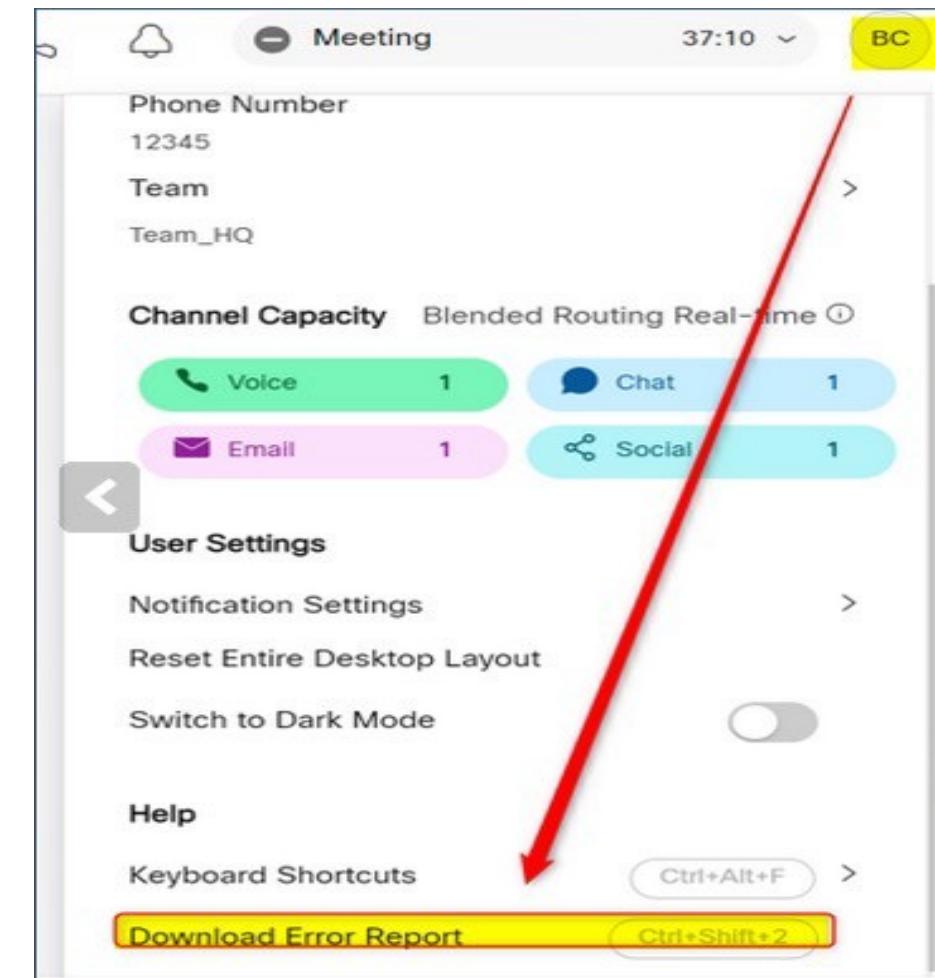
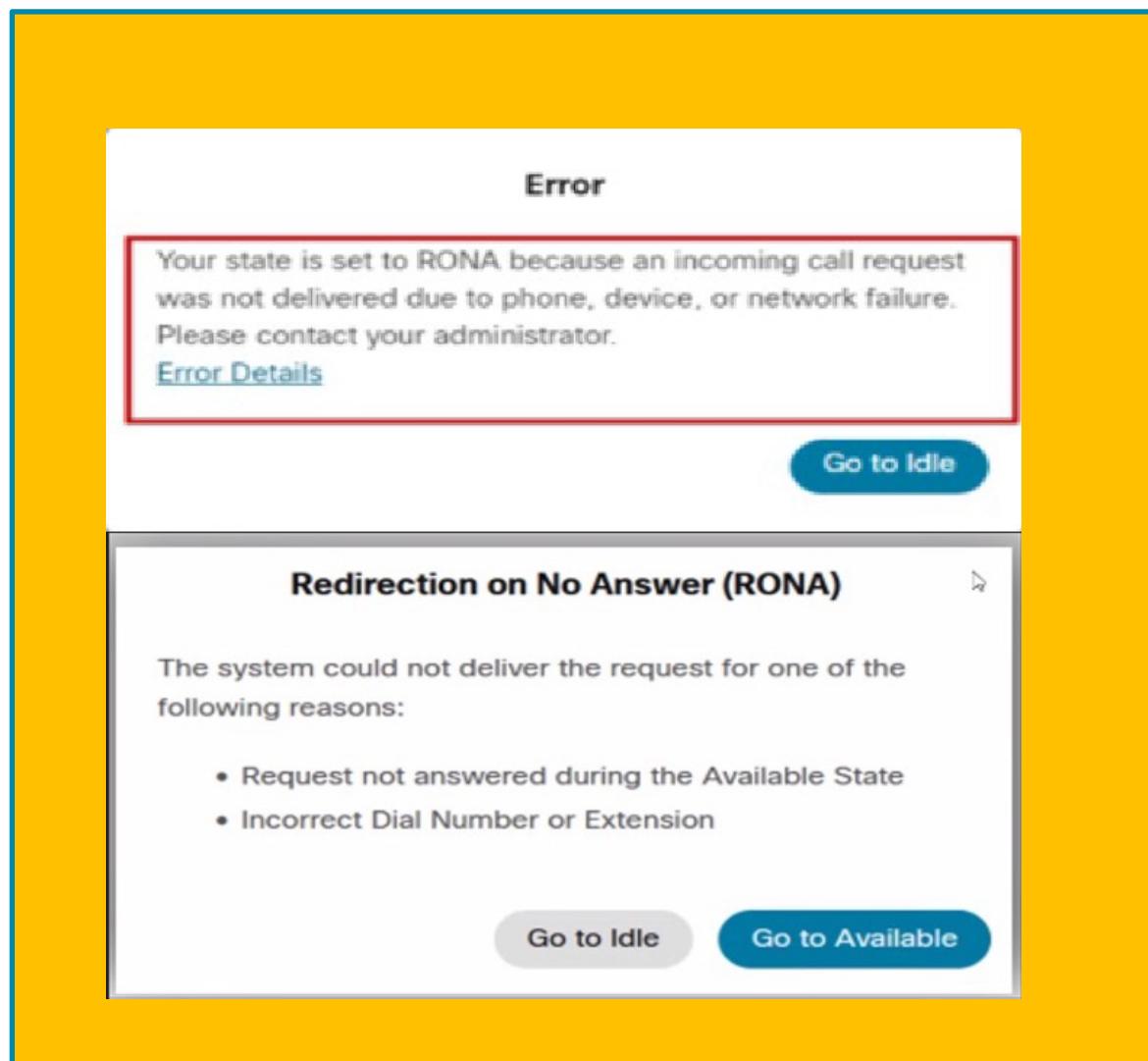
3. Blended Agents

- With blended agents, agent can be on a call and system will be able to present a chat or Email Task.
- Agents must ensure to accept the task, else RONA is generated after the timer expiry

4. References Document:

- [Understand RONA Issues](#)
- [RONA due to Agent's Entering Dial Number in Wrong Tab](#)

WxCC – RONA



WxCC - TAC Information for Voice Calls

How to Generate a Basic RONA report

The screenshot shows a web browser window with the URL <https://analyzer-v2.wxcc-us1.cisco.com/analyzer/visualization>. The page is titled "Visualization". The left sidebar has icons for Home, Visualization, Folders, and Reports. Under "Folders", there are two items: "Stock Reports" and "Test-Folder", with "Test-Folder" currently selected. The main area is empty, indicating no reports are present. At the bottom, there is a sharing overlay from vidcast.io, a search bar, and a taskbar with various icons.

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Stop sharing Hide

Version : 2.0.14.09-1171

82°F Mostly sunny 1:08 PM 10/23/2022

WxCC - TAC Information for Voice Calls

Information To Collect

(one way audio) (no-way audio)(Quality Degrade) (Signaling Issues)

- Is the issue reproducible at will , If yes detail steps ?
- Details on noticeable Pattern if any discovered ?
- Failed examples with ANI, DNIS & Timestamp.
 - *Call examples should not be more than 4 hrs old*
 - *Information can be generated from [Basic CSR report](#)*
- Signaling logs from partner SBC's for at least 3 bad example calls (For LGW Setup)
- Comparison between good and bad calls for at least 3 examples (For LGW Setup)
- pCAP Capture for a bad calls on partner SBC's ((For LGW Setup)
- End to End media & network statistics eg: packet-drops, latency, asymmetric routing etc.

WxCC - TAC Information for Voice Calls

Information To Collect

(one way audio) (no-way audio)(Quality Degrade) (Signaling Issues)

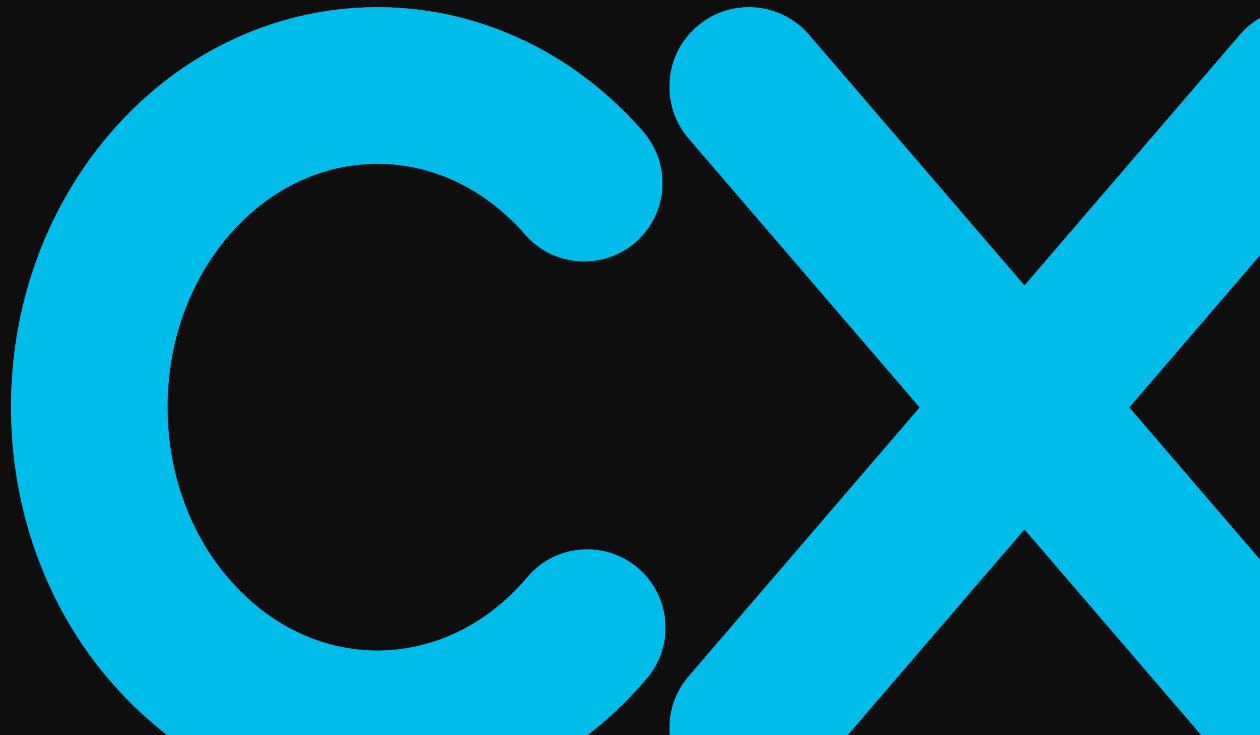
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- End to End media & network statistics eg: packet-drops, latency, asymmetric routing etc.

WxCC – Call Trouble Shoot Documentation

- [Data Requirements to Troubleshoot Webex Contact Center Calls](#)
- [Data Requirements to Troubleshoot Voice Quality of Webex Contact Center Calls](#)
- [Troubleshoot and Understand RONA Issues in Webex Contact Center](#)
- [Troubleshoot RONA Issue when Agents Enter Dial Number in Wrong Tab](#)

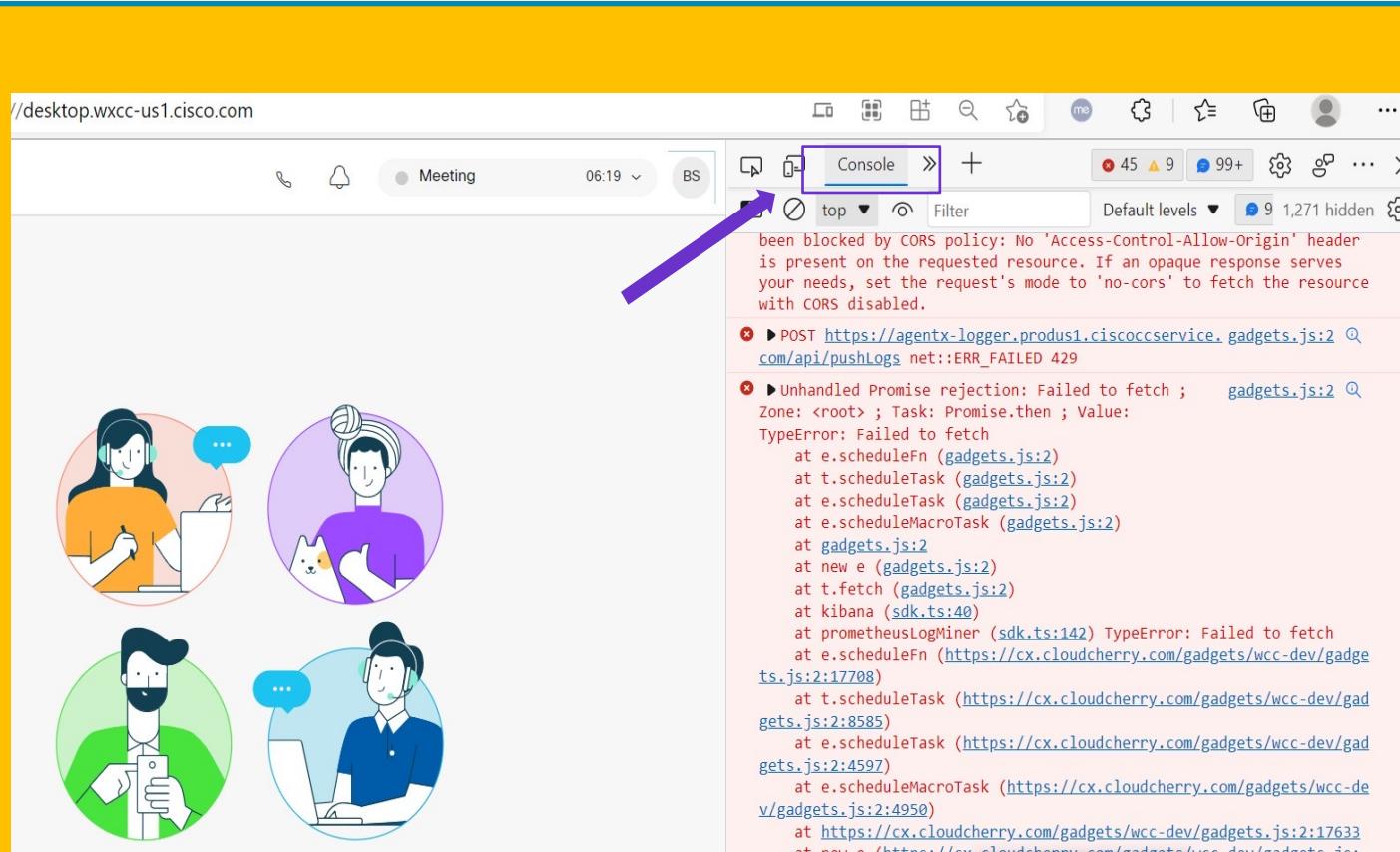
TAC Guidelines

- Agent Desktop

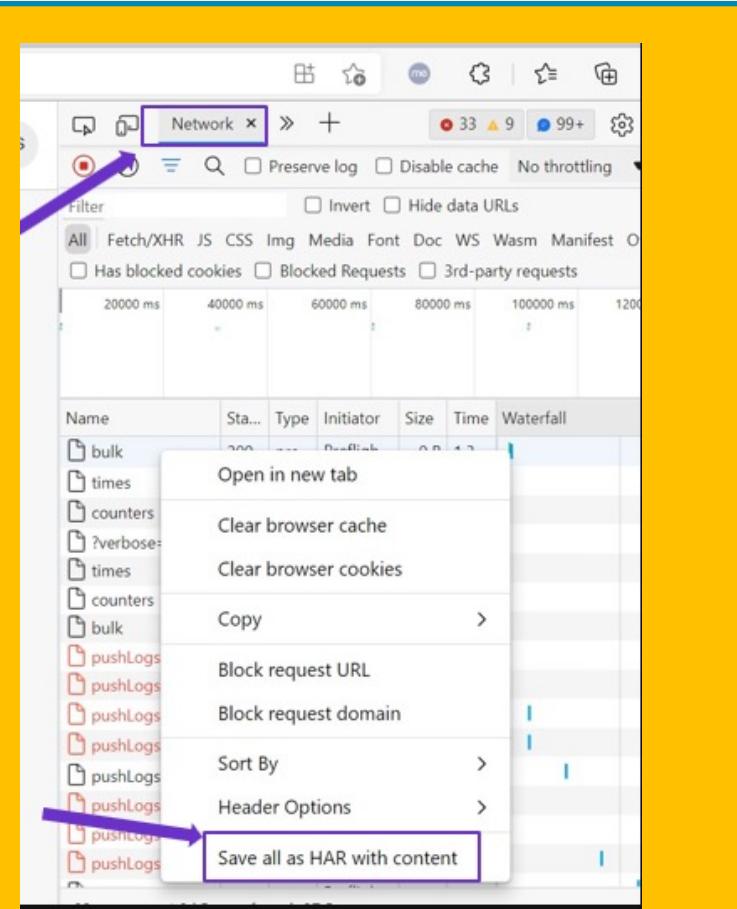


WxCC - TAC Information Agent Desktop

Console Logs



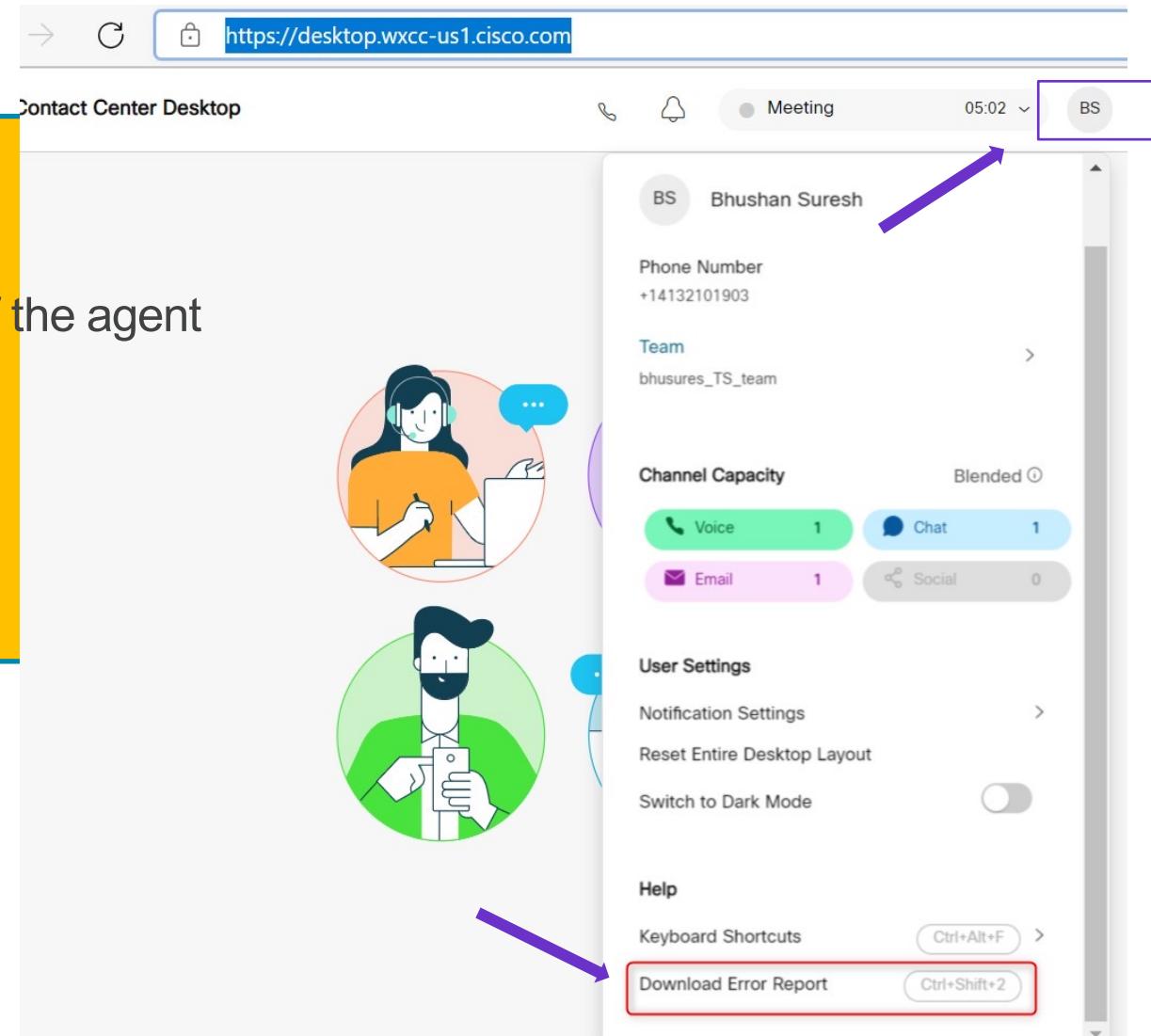
Network Logs



WxCC - TAC Information for Agent Desktop

Download Error Report

- On the Agent Desktop, select the icon with the initials of the agent
- Select Download Error Report
 - Size limit of this log file is 1 MB

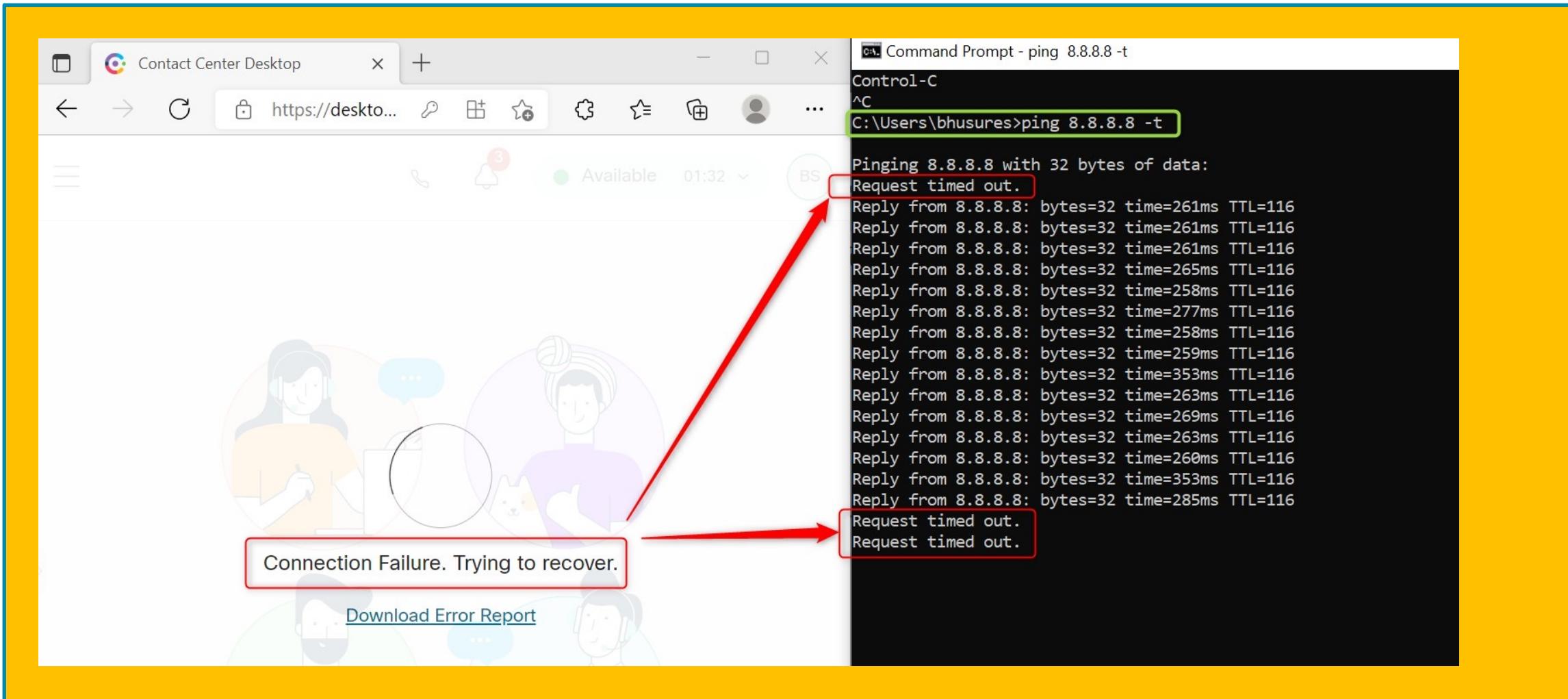


Demo

Error Report Review

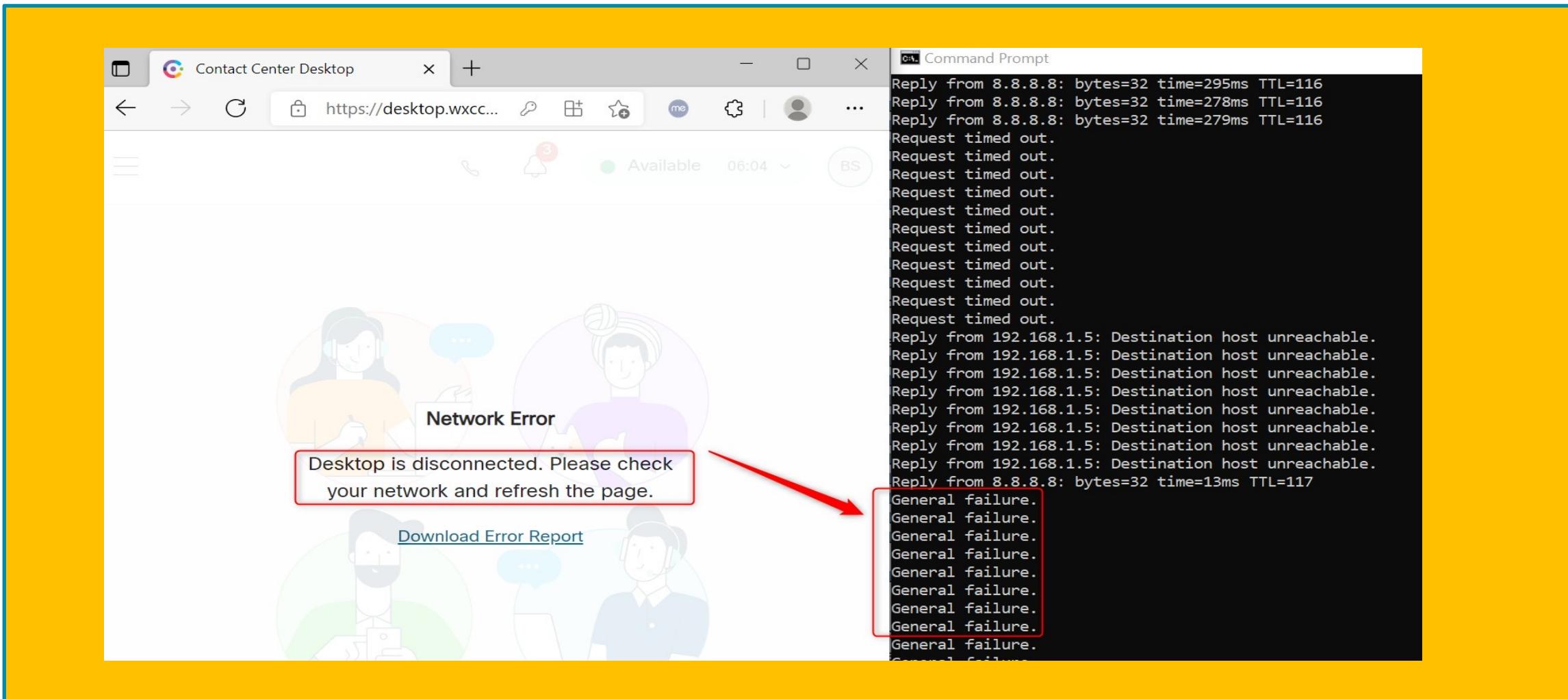
WxCC – Desktop Connectivity

Network Failure



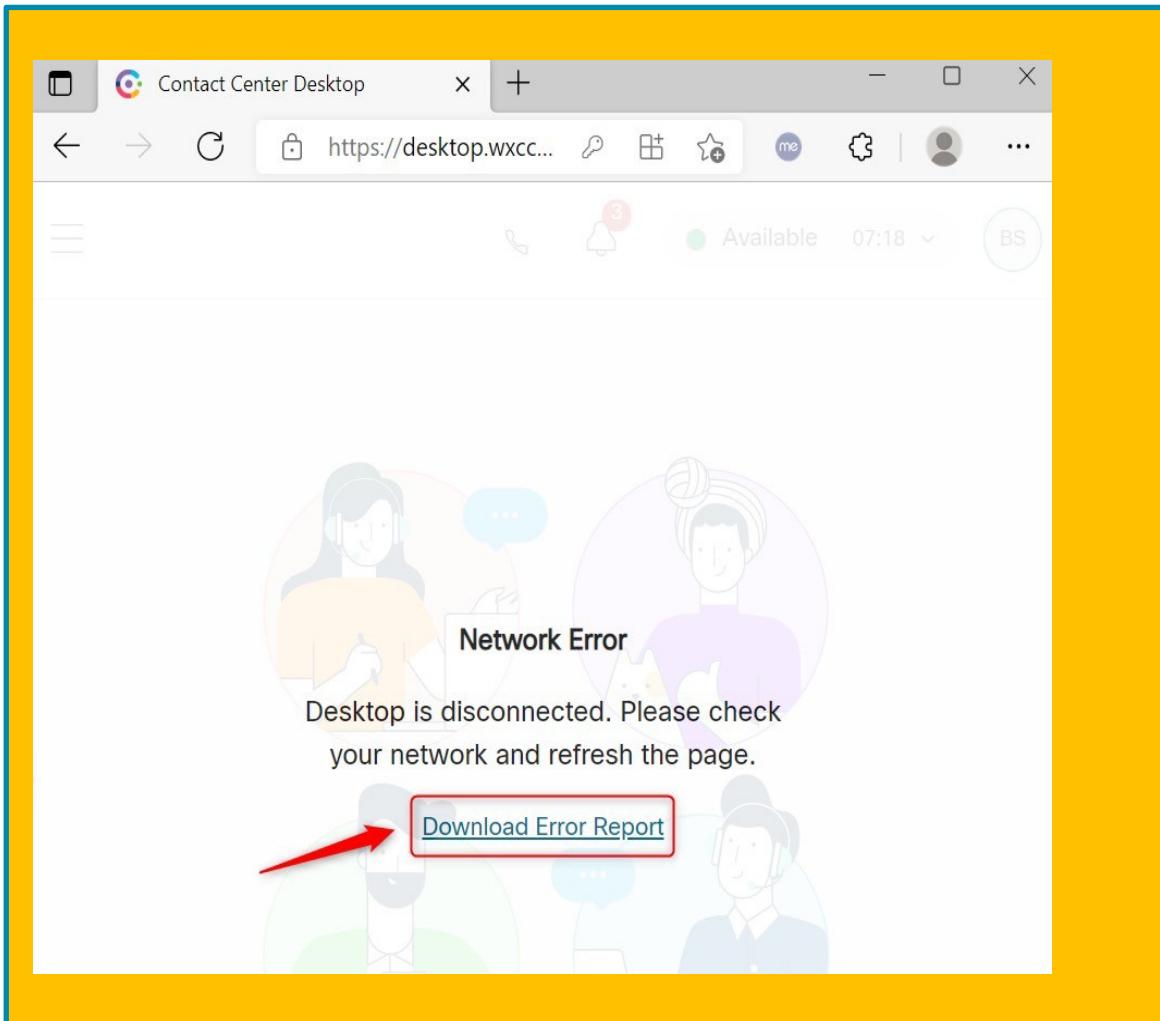
WxCC – Desktop Connectivity

Network Failure



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From the Error report

2021-11-30 23:58:30:908 agentx-services Trace ["Keepalive from notifs", {"keepalive": "true"}]

2021-11-30 23:59:15:916 agentx-services Trace ["event=socketConnectionRetry | Retry to reconnect is going to begin"]

2021-11-30 23:59:15:925 agentx-services Error ["[WebSocketStatus] | event=socketConnectionClosed | WebSocket connection closed due to network issue"]

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Details to Check

- Are agents randomly logged out or unable to log in?
- Is there an issue with agent personal statistics on the agent desktop?
- Is the agent desktop application frozen?
- Is there any problem to update agent state changes?
- Are these failures specific to agents at a particular site?
- How many agents experience this issue?

- Are there any known network issues at the location?
- What is the browser type and version?

Data To Collect

- Exact timestamp of the issue
- Agent Information – Agent Name, Agent session ID
- Screenshot of any error (ensure that all details are captured on the screen)
- Browser logs and HAR logs
- Download error report

WxCC – Desktop Connectivity

Report

Type Agent Session Record ASR Demo Partner Summit

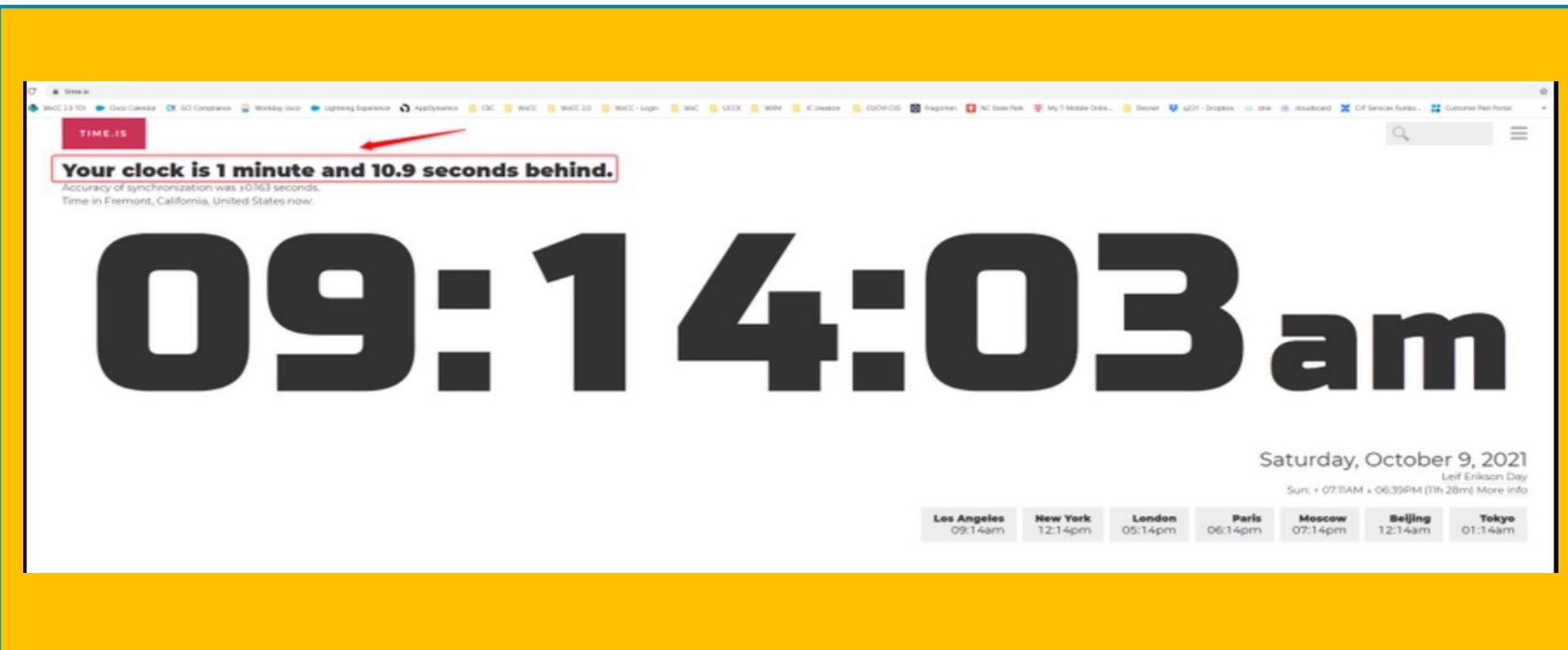
Name of the Agent Agent Session ID Logout and Login Timestamp State of the agent

Logout Reason

Agent Name	Agent Session ID	Login Timestamp	Logout Timestamp	Current State	Reason
Agent Name 1	Agent Session ID 1	1969-12-31 7:00:09 PM	1969-12-31 7:00:03 PM	Current State 1	Reason 1
Agent Name 2	Agent Session ID 2	1969-12-31 7:00:08 PM	1969-12-31 7:00:07 PM	Current State 2	Reason 2
Agent Name 3	Agent Session ID 3	1969-12-31 7:00:02 PM	1969-12-31 7:00:08 PM	Current State 3	Reason 3
Agent Name 4	Agent Session ID 4	1969-12-31 7:00:02 PM	1969-12-31 7:00:06 PM	Current State 4	Reason 4

WxCC – Desktop Wrap up Time-Offset

Verify the time drift between the client system machine and the network time with the URL <https://time.is/> - Reference



TAC Tips and Tricks

Videos:

- [New and Easy way to open TAC cases in WxCC](#)
- [Gather Data for Random Agent Logouts in ADA](#)
- [How to use TAC Connect BOT](#)

Video Requests:

Submit your Video requests here : <https://app.smartsheet.com/b/form/9313a9d904a24003ba88f02e5c7245b7>

Technotes:

- [Webex Contact Center Data Collection for Technical Assistance Center \(TAC\)](#)
- Configuration and Troubleshooting Section - <https://www.cisco.com/c/en/us/support/customer-collaboration/webex-contact-center/series.html#Troubleshooting>

Trainings:

- Product - <https://www.cisco.com/c/en/us/solutions/collaboration/webex-partner-training-catalog.html>
- Troubleshooting - <https://community.cisco.com/t5/contact-center-documents/2021-cce-and-wxcc-troubleshooting-summit-all-sessions-and/ta-p/4516917>

Q&A



A dark teal background featuring two horizontal rows of blue, rounded, vertical bar shapes resembling stylized human figures or bar charts. The bars are arranged in a grid pattern, with some bars in the center row colored green, orange, and red to match the "i" characters in the text.

You make **possible**