



Webex CC

- Additional Architecture Info
- Voice Channels & PSTN Update

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May 2024



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Webex CC Logical Architecture

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Workforce Optimization

Extending Agent Desktop

Other APIs

Home / Article

Product: Webex Co... For: Administrator



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Webex Contact Center Architecture

Introduction

Cisco Webex Contact Center (Webex CC) is a Contact Center as a Service (CCaaS), that enables organizations to enable smarter, proactive, and personalized interactions across the customer journey.

Webex CC is architected, designed, and developed, from ground up, as a cloud native solution, with the following core architectural principles.

- **Services:** Independent set of services with each service supplying a small cohesive set of capabilities to its users.
- **Event Driven:** All the services communicate to each other using messaging, except in web applications where the application uses https interfaces (REST APIs, Push Data via WebSocket interface) for specific use cases.
- **Stateless/Externalized State:** The services are deployed in Kubernetes, running in docker containers, with the ability to automatically scale and be resilient to failures of one or more instances of the services.
- **Observable:** All the services, and the infrastructure components that enables the deployment of such services, are observable with standard mechanisms to measure, detect and prevent situations affecting contact center capabilities as well as quickly troubleshoot and restore services in case of outages.
- **Isolated/Loosely Coupled:** Every service can be built, validated, and deployed/updated independently with no downtime for contact center capabilities.

Webex CC services are deployed in AWS and is powered by a cloud native platform that enables the following:

- Availability of infrastructure services and applications across multiple availability zones
- Elasticity of infrastructure services and applications enabling dynamic scaling capabilities
- Security natively built-in in the way the systems are built and deployed, data is protected in transit and at rest along with the security/compliance certifications that Webex CC has.

Scalable and secure edge infrastructure for Telephone/Voice integrations

Recently Viewed

Set up voice settings for Webex Contact Center

Set up voice channel for Webex Contact Center

Overview of Webex Calling

Microsoft Teams and Webex Contact Center Telephony Integration



Document Location:

<https://help.webex.com/en-us/article/utqcm7/Webex-Contact-Center-Architecture>

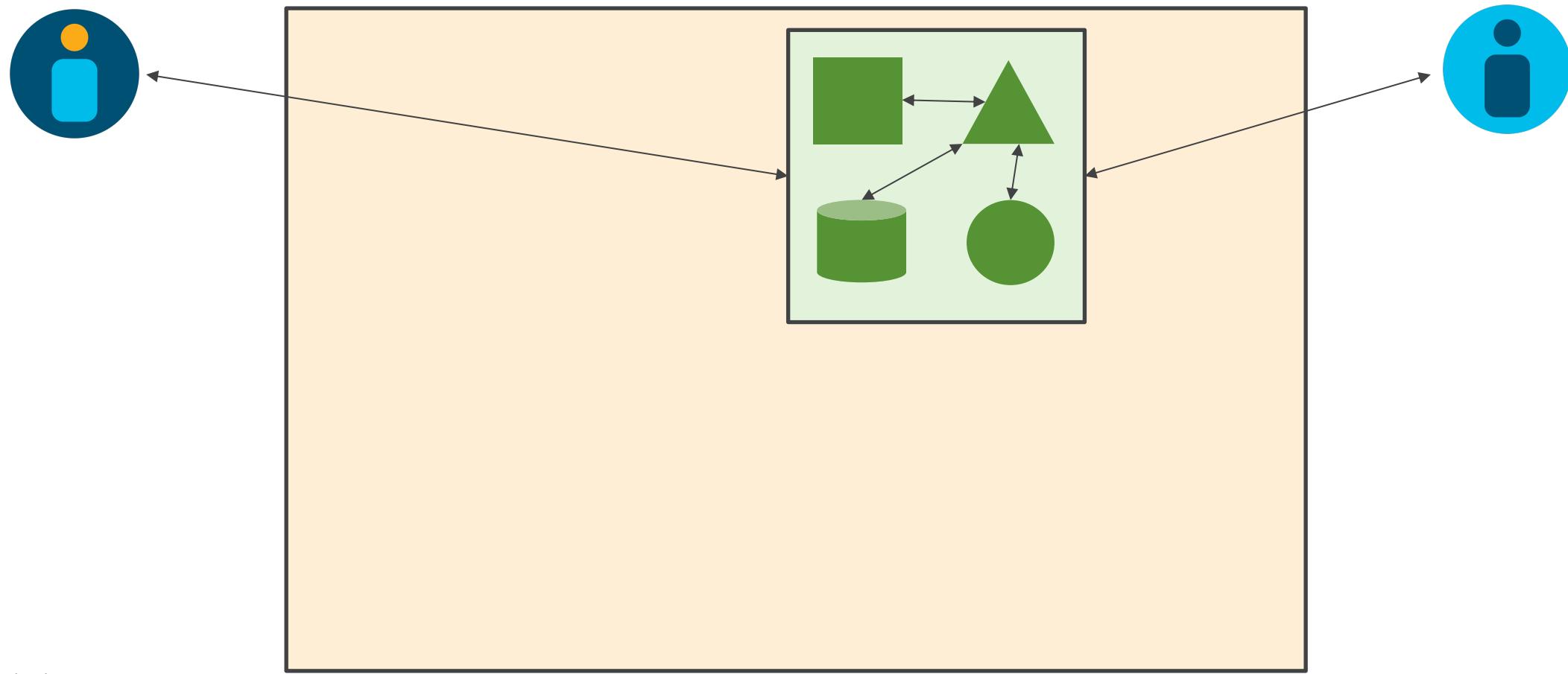
The story of pre-sale meetings !!!

Customer was
interested in Webex CC
Architecture

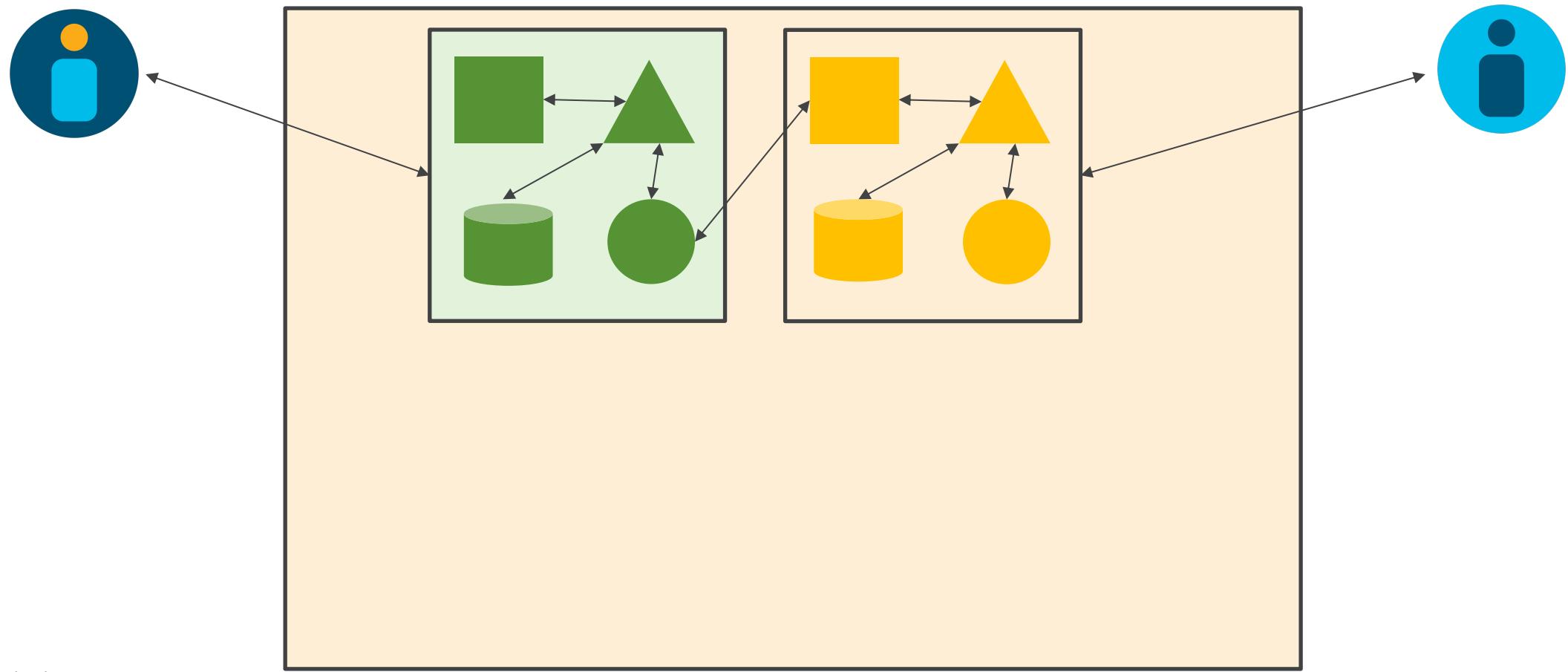


Is your architecture a micro-service based architecture?

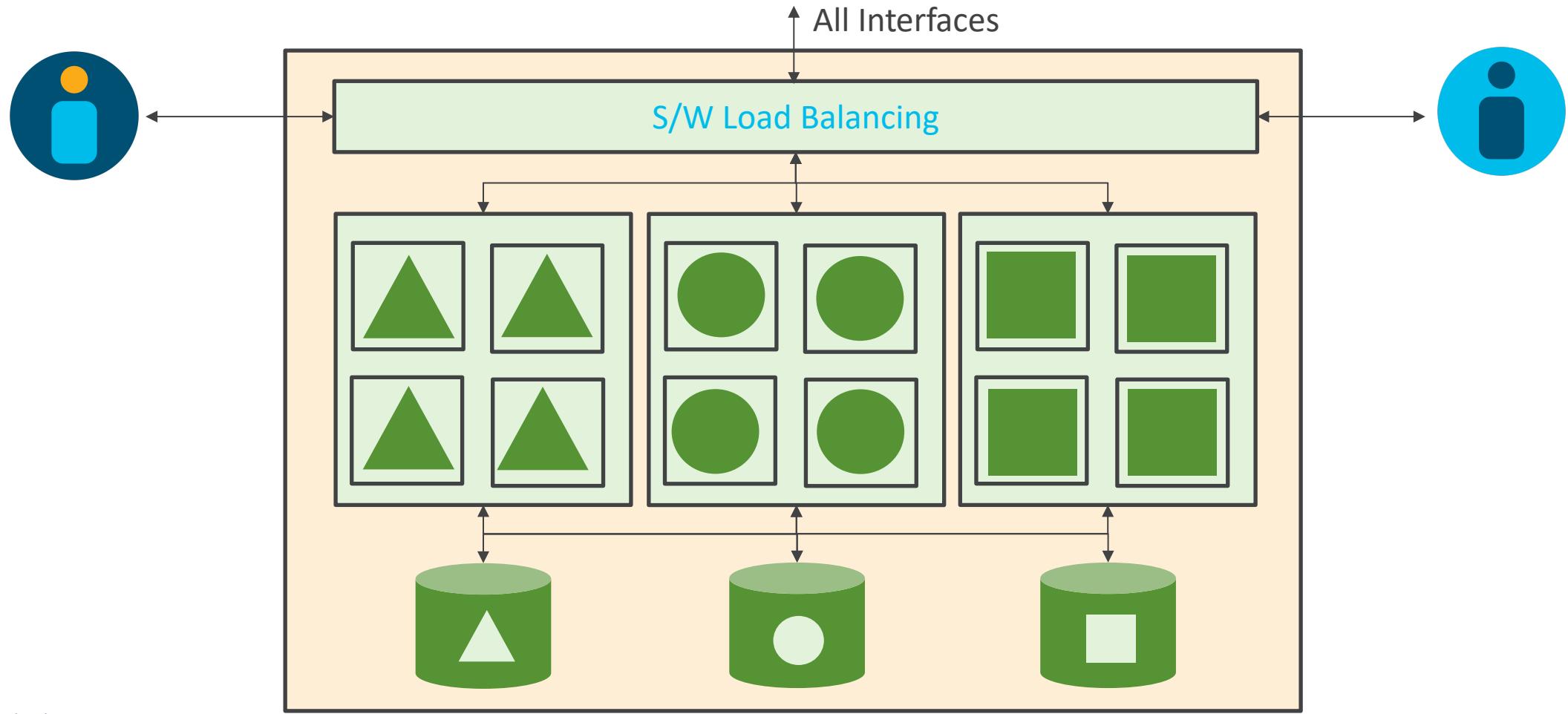
Traditional vs Microservices Architecture



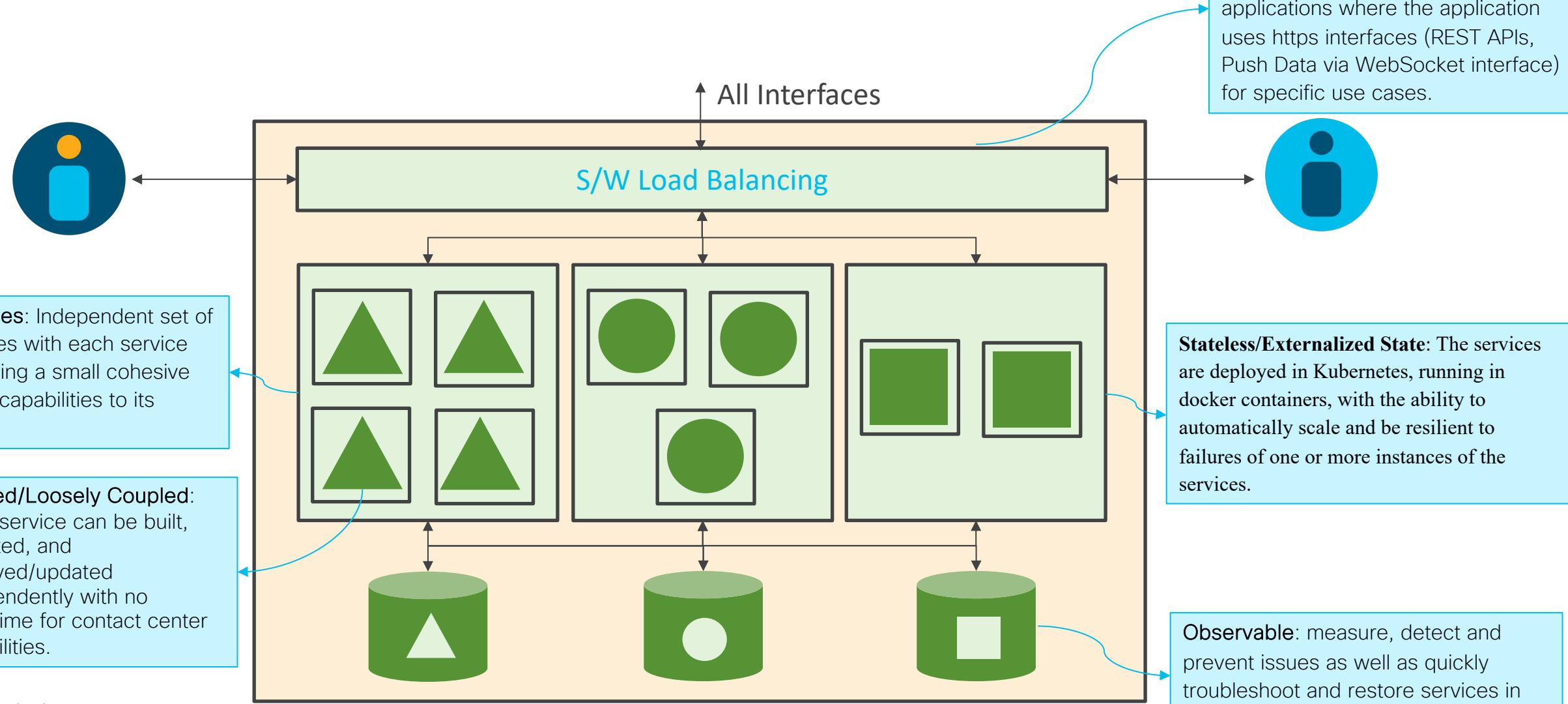
Traditional vs Microservices Architecture



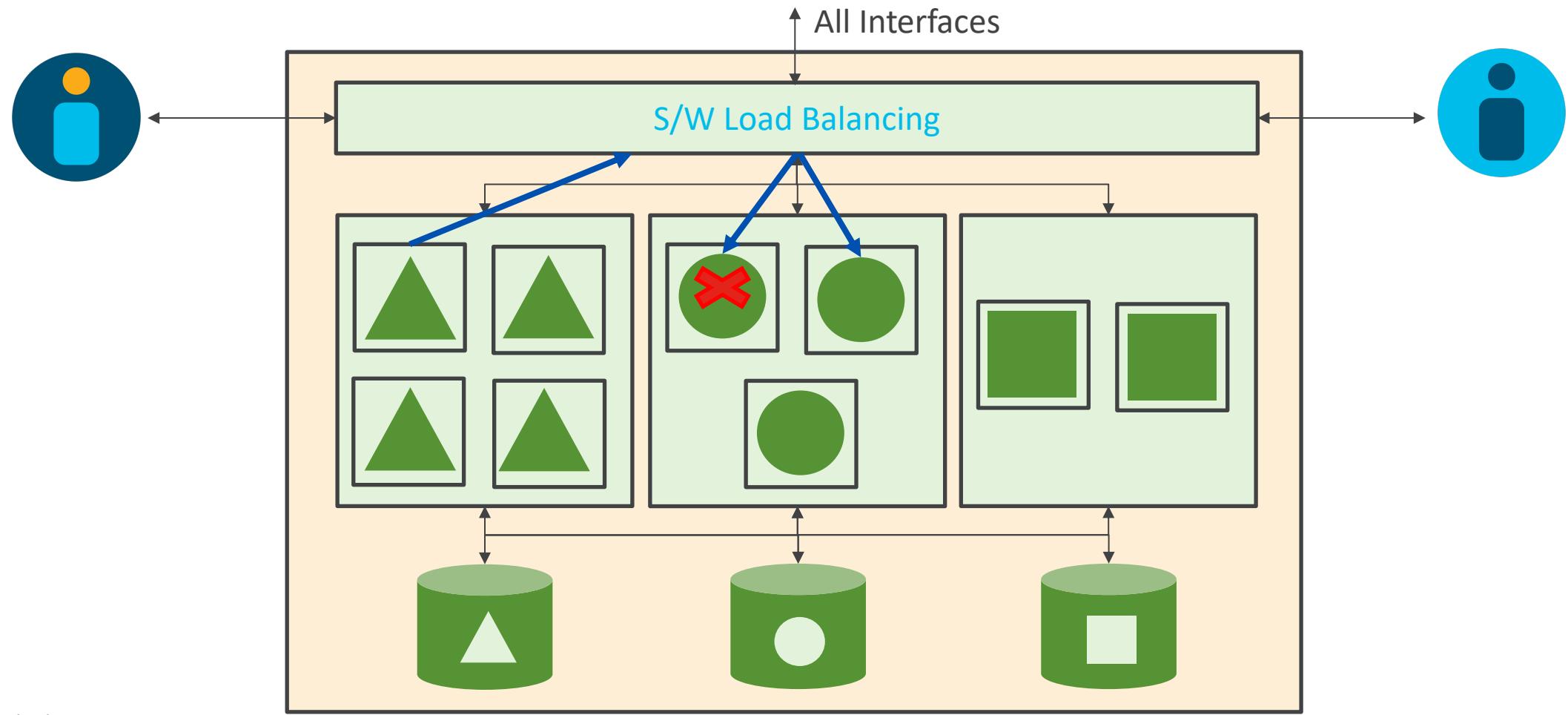
Traditional vs Microservices Architecture



Webex CC Technical Foundation

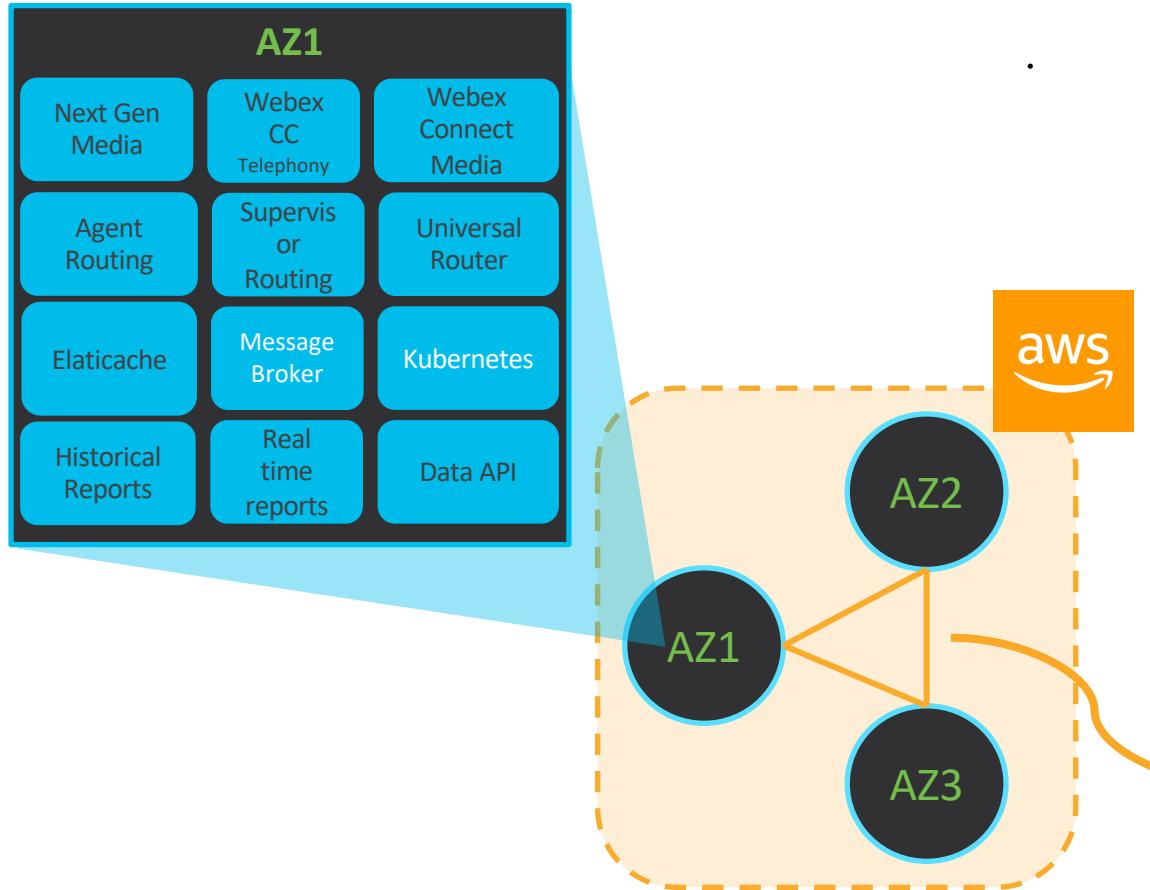


Webex CC Technical Foundation



Deployment Redundancy

The Deployment Architecture



3 Availability Zones w/ minimum 3 instances

Automatic distribution

Extensive Fail over testing

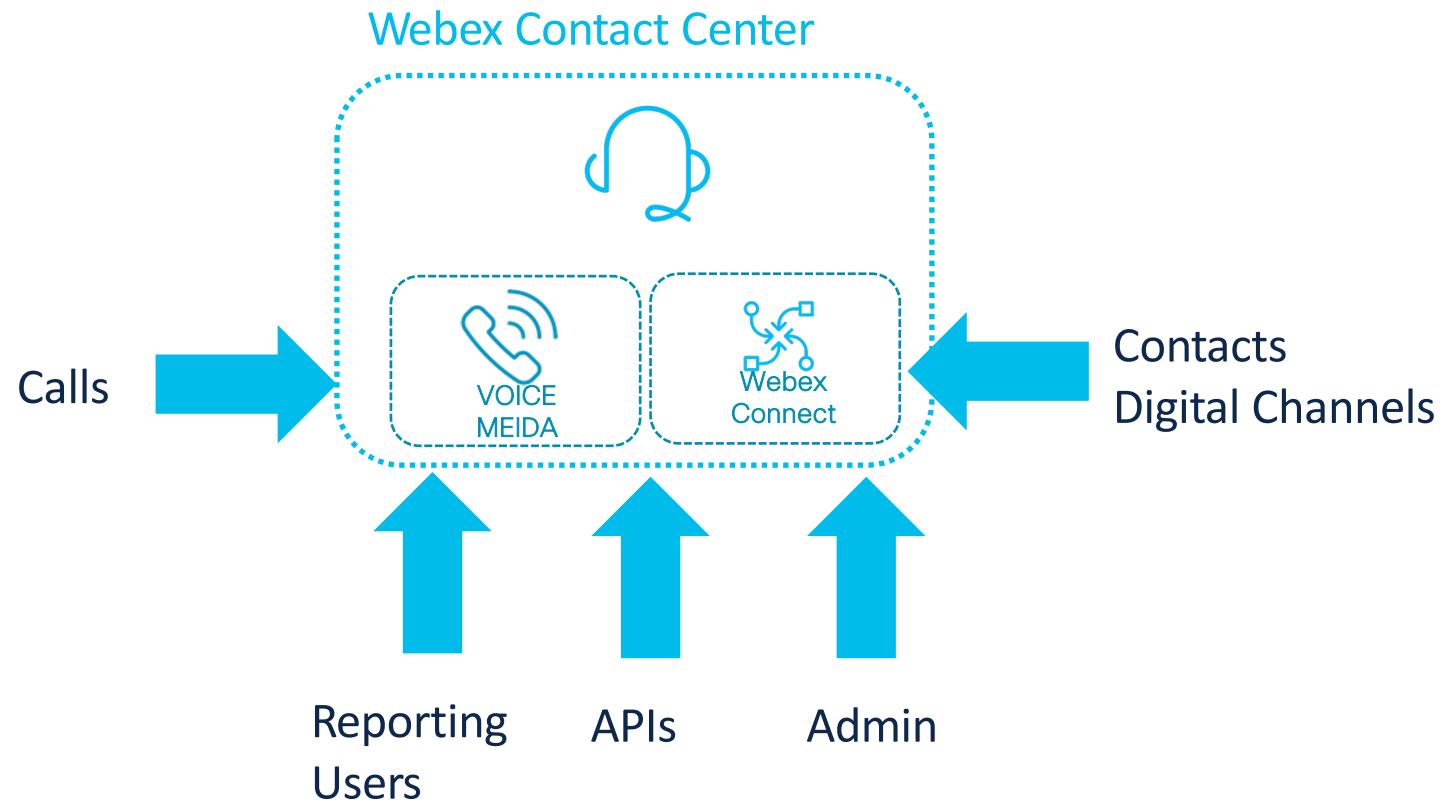
Simulate AZ failover test part of AWS Fault Injection Simulator

Zero down time deployments

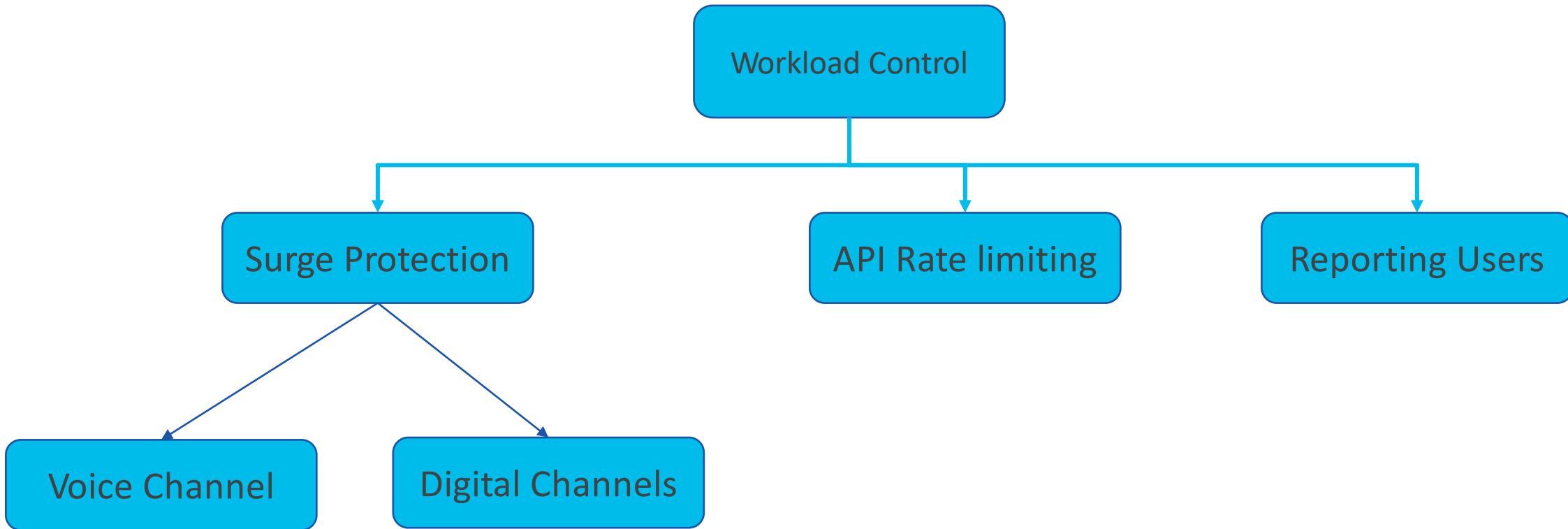
Each Availability Zone is isolated and are interconnected with high-bandwidth, low-latency networking, over fully redundant and dedicated metro fiber. This results in **single-digit millisecond** latency between resources in different Availability Zones in the same Region.

Well, if those micro-services are shared, tell me, how can you protect my tenant from others that might use all resources?

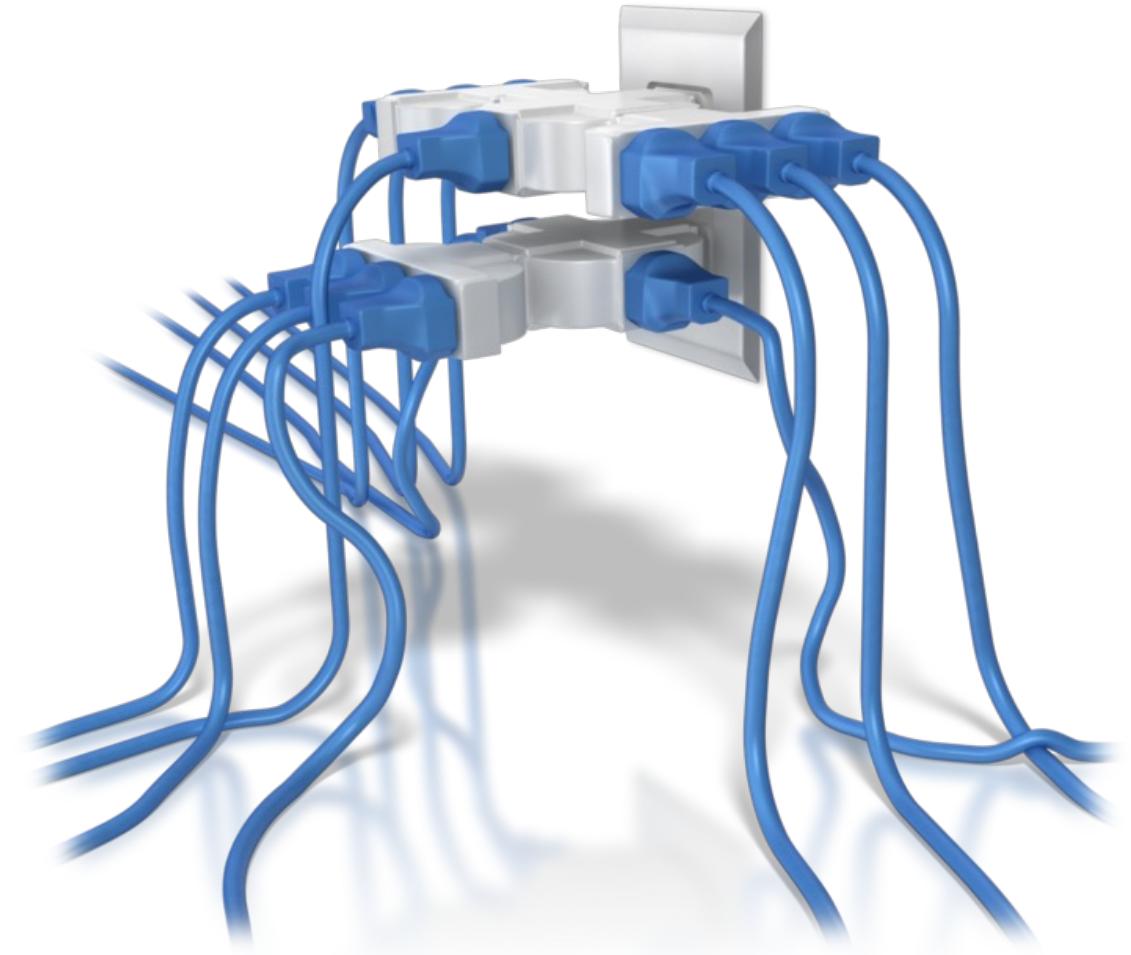
Webex Contact Center Workload



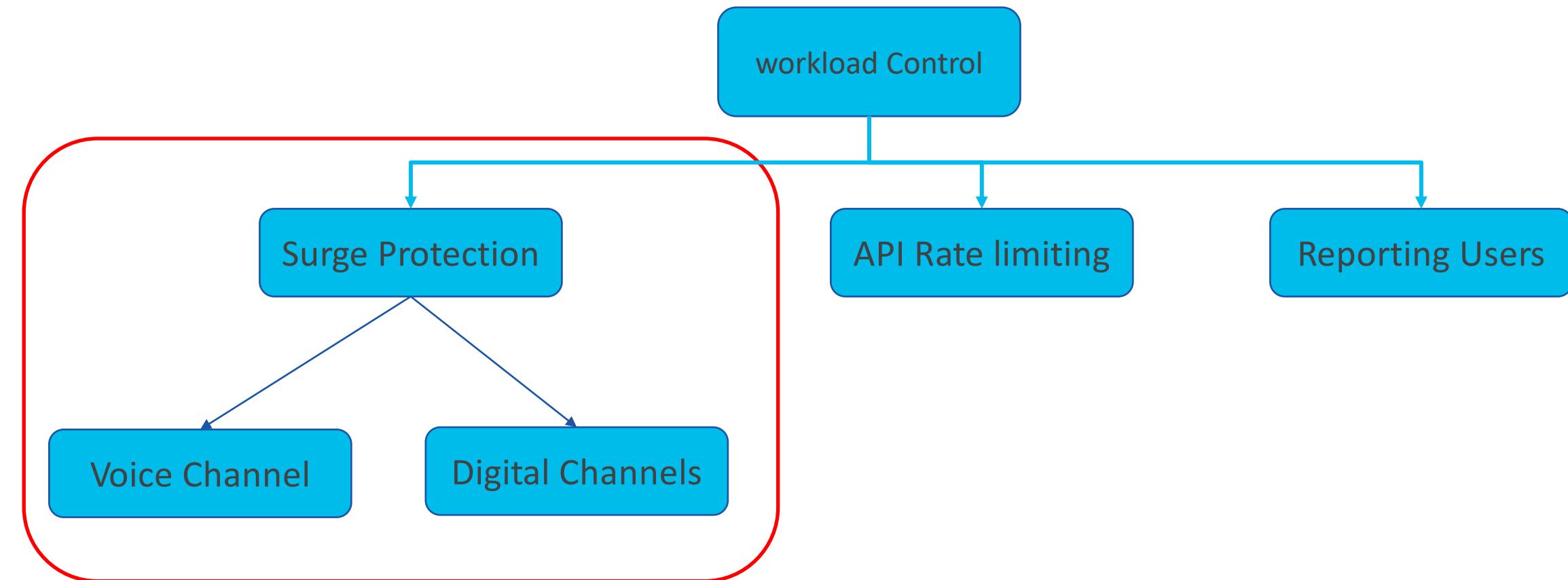
Protecting Webex CC from workload



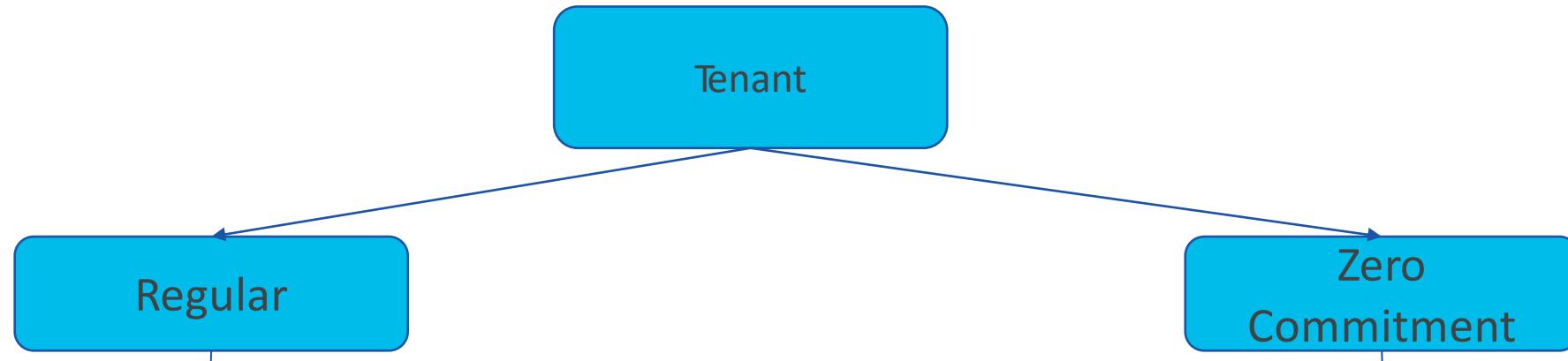
Sure Protection



Surge Protection



Tenant Level Surge Protection (Voice)



*Entitlement = ((Standard + Premium) * 3) + IVR Addon Licenses Purchased*

Surge Factor = 30%

*Threshold = [((Standard + Premium) * 3) + IVR Addon Licenses Purchased] * 1.3*

Example:

10 Premium, 10 Standard, 10 IVR

*Threshold = [(10 + 10) * 3] + 10] * 1.3 = 91*

Entitlement = (100 + IVR Addon Licenses Purchased

Surge Factor = 30%

*Threshold = [(100 + IVR Addon Licenses Purchased] * 1.3*

Example:

Zero-commit + 10 IVR

*Threshold = [100 + 10] * 1.3 = 143*

Document Location:

<https://help.webex.com/en-us/article/gsmsaeb/Set-up-voice-settings-for-Webex-Contact-Center>



Tenant level configuration (Voice)

The screenshot shows the Cisco Webex Cloud Control Center (wxcc) interface for a tenant named "wxcc19feb21". The left sidebar contains navigation icons for Home, Overview, Calls, Contacts, Devices, Analytics, and Help. The main header includes the tenant name, local time (wxcc19feb21 | Local Time), and a user dropdown (wxcc19feb21 wxcc19feb21). The top navigation bar has links for Help, Customer, and View.

The current view is under the "Settings" tab. A red box highlights the "Call Settings" section, which contains the following configuration:

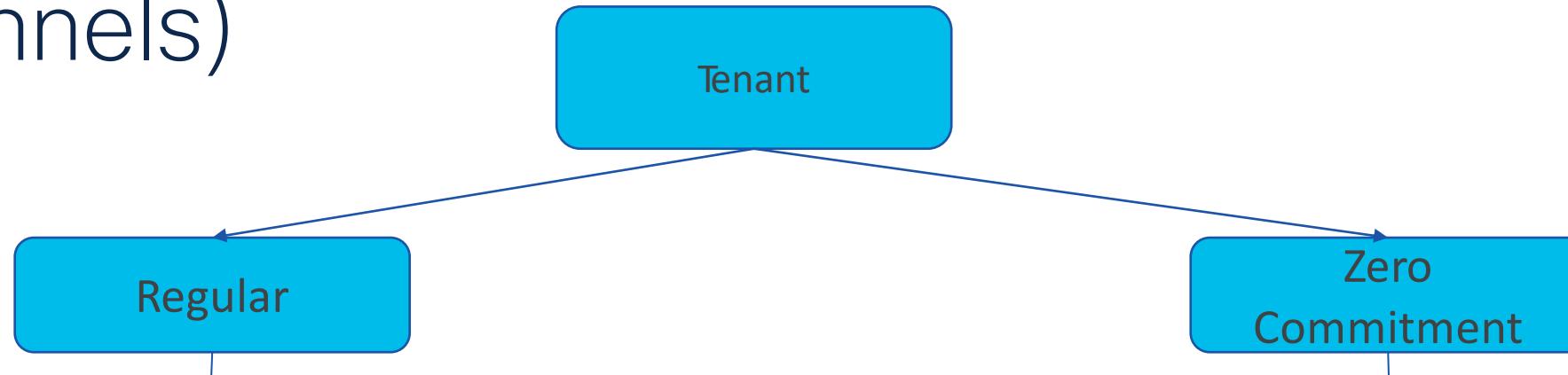
- Short Call Threshold: 1 seconds
- Sudden Disconnect Threshold: 23 seconds
- Default Outdial ANI: +1-5157657501 (with an information icon)

Below this is the "Concurrent Voice Contact Settings" section:

- Concurrent Voice Contact Entitlements: 50
- Voice Contact Surge Percentage: 30%
- Maximum Concurrent Voice Contact Threshold: 65

Digital Channels Surge Protection

Tenant Level Surge Protection (Digital Channels)



*Entitlement = Concurrent Digital Contact Entitlement =
 $(\text{Standard} + \text{Premium}) * 2 * 15$*

**2 (15 queued + 15 Active)*

Digital Contact Surge Percentage = 30% (Default value)

*Threshold = Concurrent Digital Contact Entitlement * Digital Contact Surge Factor
 $= (\text{Standard} + \text{Premium}) * 2 * 15 * 1.3$*

Example:

50 Premium, 50 Standard

*Entitlement = $(50 + 50) * 2 * 15 = 100 * 2 * 15 = 3000$*

*Threshold $3000 * 1.3 = 3900$*

*Entitlement = $100 * 15 = 1500$
Surge Factor = 30%
*Concurrent Digital Contact Entitlement * 1.3 = $1500 * 1.3$**

Tenant level configuration (Digital Channels)

The screenshot shows the Cisco IMI (Intelligent Monitoring and Intelligence) interface for a tenant named "WXCC-IMI-INTG". The page is titled "WXCC-IMI-INTG" and has a "Dashboard" tab selected. The main content area is divided into three sections: "Call Settings", "Concurrent Voice Contact Settings", and "Concurrent Digital Contact Settings". A red box highlights the "Concurrent Digital Contact Settings" section.

Call Settings

- Short Call Threshold: 10 seconds
- Sudden Disconnect Threshold: 30 seconds
- Default Outdial ANI: +12157655086 ⓘ

Concurrent Voice Contact Settings

- Concurrent Voice Contact Entitlements ⓘ: 600
- Voice Contact Surge Percentage ⓘ: 30%
- Maximum Concurrent Voice Contact Threshold ⓘ: 780

Concurrent Digital Contact Settings

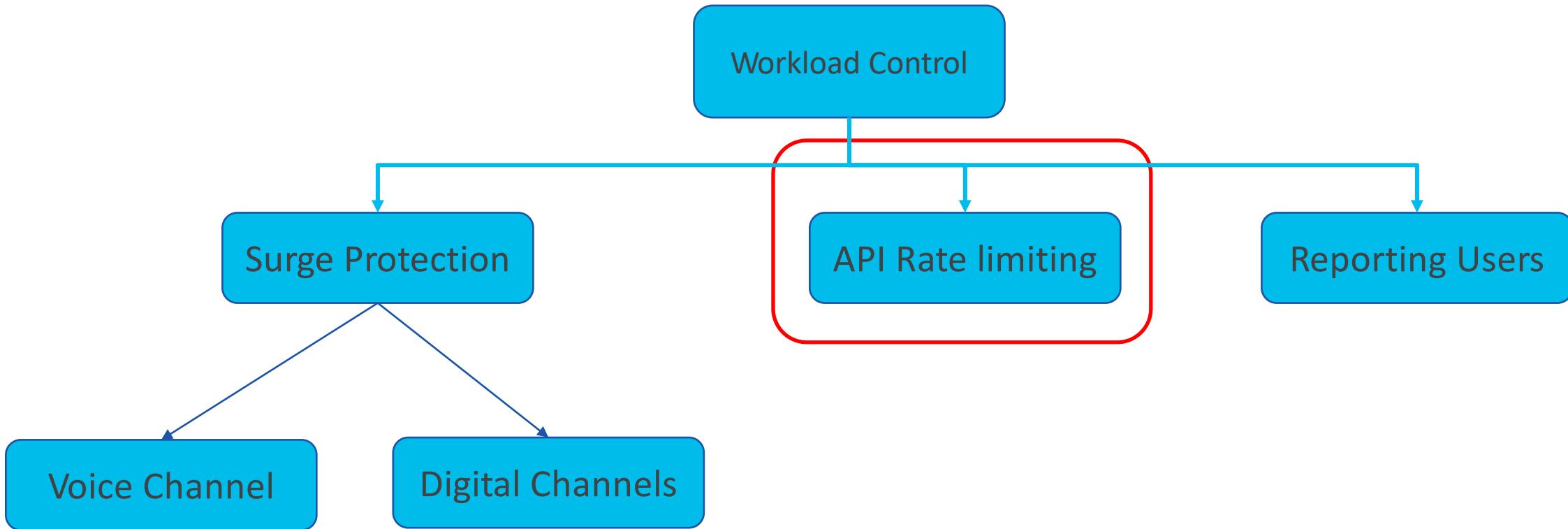
- Concurrent Digital Contact Entitlements ⓘ: 3000
- Digital Contact Surge Percentage ⓘ: 30%
- Maximum Concurrent Digital Contact Threshold ⓘ: 3900

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APIs & Reporting Users



API Rate Limiting



API's rate limiting guidelines

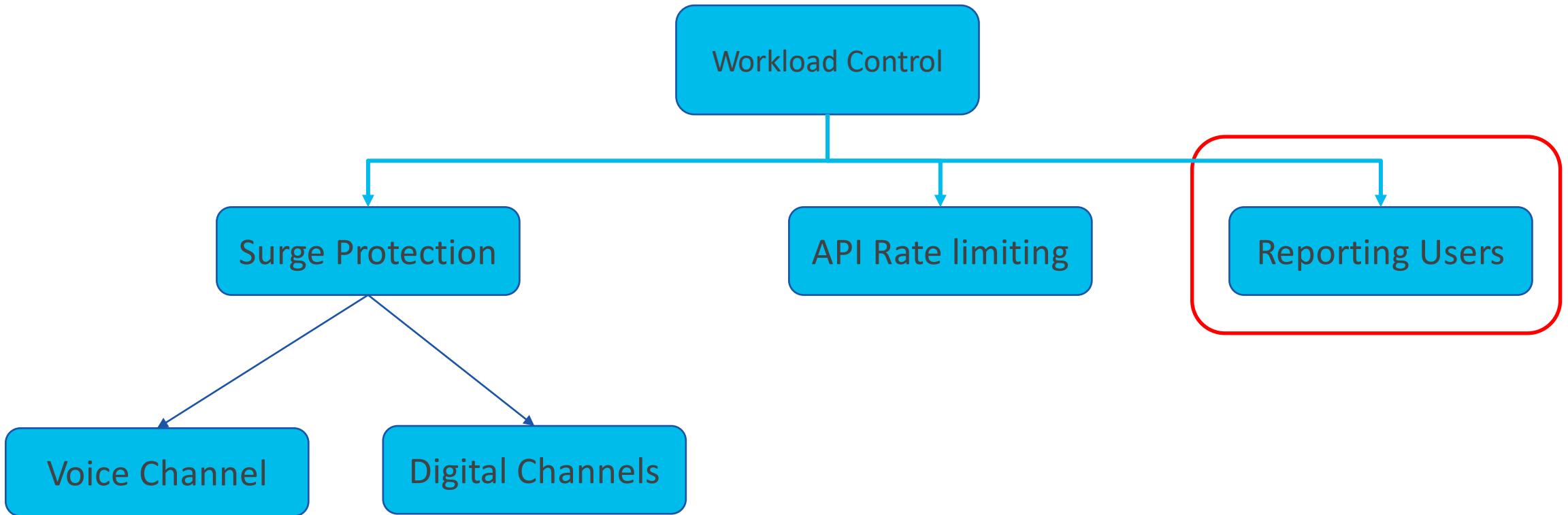
- **Webex CC supports a rate limit of 50 requests per minute.**
- You are responsible for coding your application to not create too much traffic.
- Best practices
 - If you are polling an API to find changes, consider subscribing to webhooks instead.
 - Consider putting your own limits to prevent 1 customer from singlehandedly causing your app to hit rate limits.
 - Consider aggregating requests and using batch or bulk APIs.
 - For paginated APIs, avoid requesting unnecessary pages.
 - Every rate limited request will have a **429 response** with a **retry-after** header included.
 - Do not try again until after the **retry-after** duration (in seconds) has passed. If user-driven, make sure to give the user feedback to try again shortly.
 - Make sure to limit the number of retries, to avoid infinite loops.



Document Location:

<https://developer.webex-cx.com/documentation/rate-limiting>

Reporting Users



Reporting & limitations

- A report displays a maximum of **150,000 records** only, even if the number of existing records exceeds 150,000.
- A maximum of five filters can be added to be displayed in a report in the run mode.
- You cannot export a visualization Historical Report if it has more than 2000 columns
- The Custom Duration date range must be set to within three years of today's date.
- You cannot select more than 100 values inside a field for a filter.
- You can export up to 25 templates at a time
- The following limits are applicable for scheduled reports:
 - The maximum file size for email attachments is 10 MB.
 - The maximum number of columns supported is 2000.
- You cannot select more than 1000 values inside a field for a filter. If you've selected more than 1000 values, an error message appears. To remove a value, use the X button.
- Analyzer supports reporting for a maximum duration of 12 months within the last 13 months starting from the current date. This duration limitation applies to all reports supported by Analyzer, including the availability of call recordings. The Analyzer UI allows users to select a Custom Duration date range of up to 12 months within the last 13 months starting from the current date.

New Proposed Changes : (Coming within few weeks)

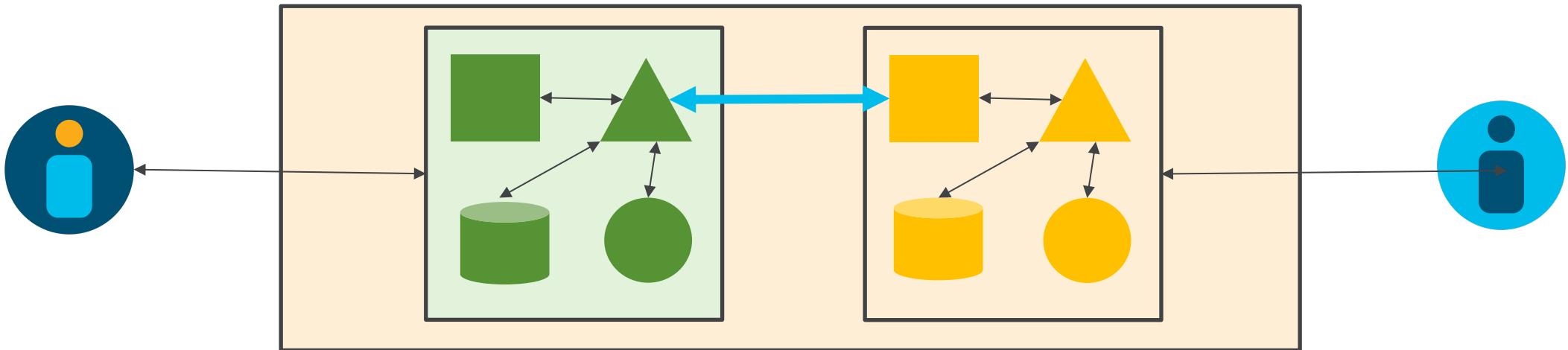
- During custom report creation, selecting high cardinality fields, such as **Agent Session ID** and **Contact Session ID** as row segments triggers a prompt with additional information. This pop-up will indicate that appropriate filters need to be applied to these two high cardinality fields for an optimal reporting experience.
- Realtime Reports will support refresh intervals starting from 5 seconds and above for better optimization and a seamless experience. Existing reports with refresh intervals less than 5 seconds will default to 5 seconds as the new refresh interval, and it can be changed to other available values greater than 5 seconds. New reports will default to 5 seconds as the refresh interval, and it can be changed to other available values greater than 5 seconds. Refresh intervals of less than 5 seconds will not be available for any reports, to improve reporting performance.
-



Multi-region for DR challenges



Distributed system



Consistency

All clients always have the same view of the data (consistent across all nodes).

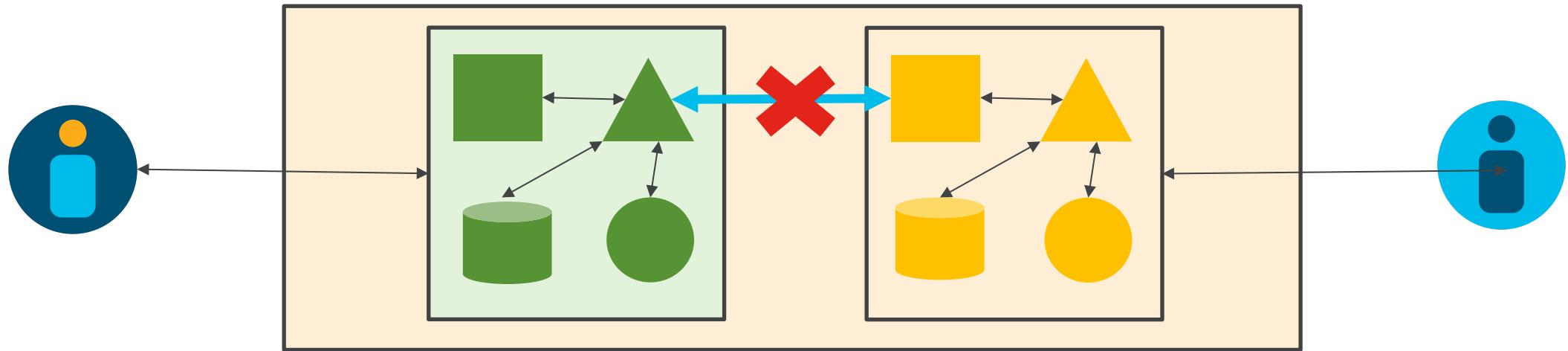
Availability

All clients can always read and write the data to all nodes.

Partition Tolerance

The system will continue to work despite physical partitions.
It Happens when there is a communication problem between the nodes.

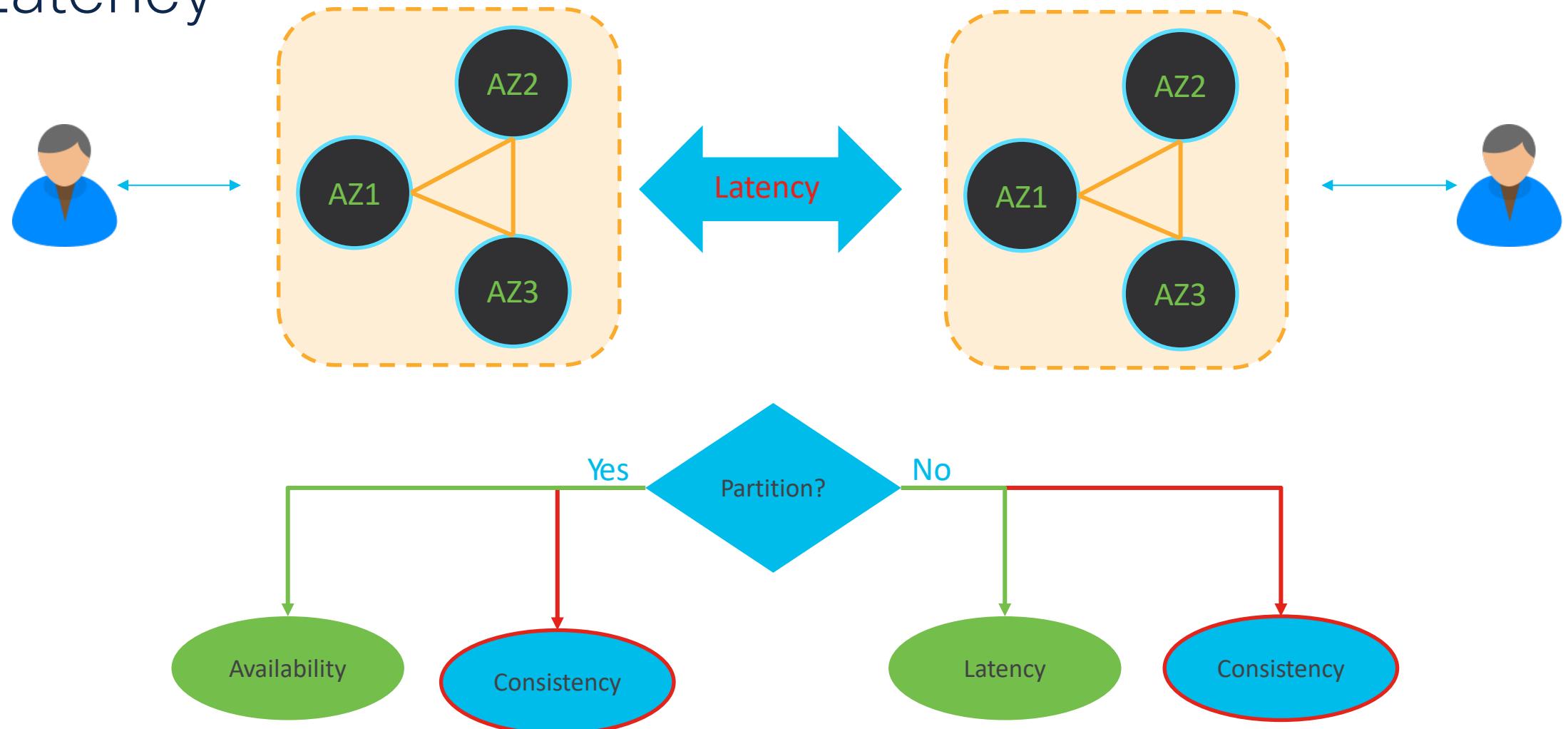
Partition Tolerance



When this happens, the system design needs to choose either consistency OR availability
The nature request to support multi-region leads to pick availability



Latency



Considerations/Challenges

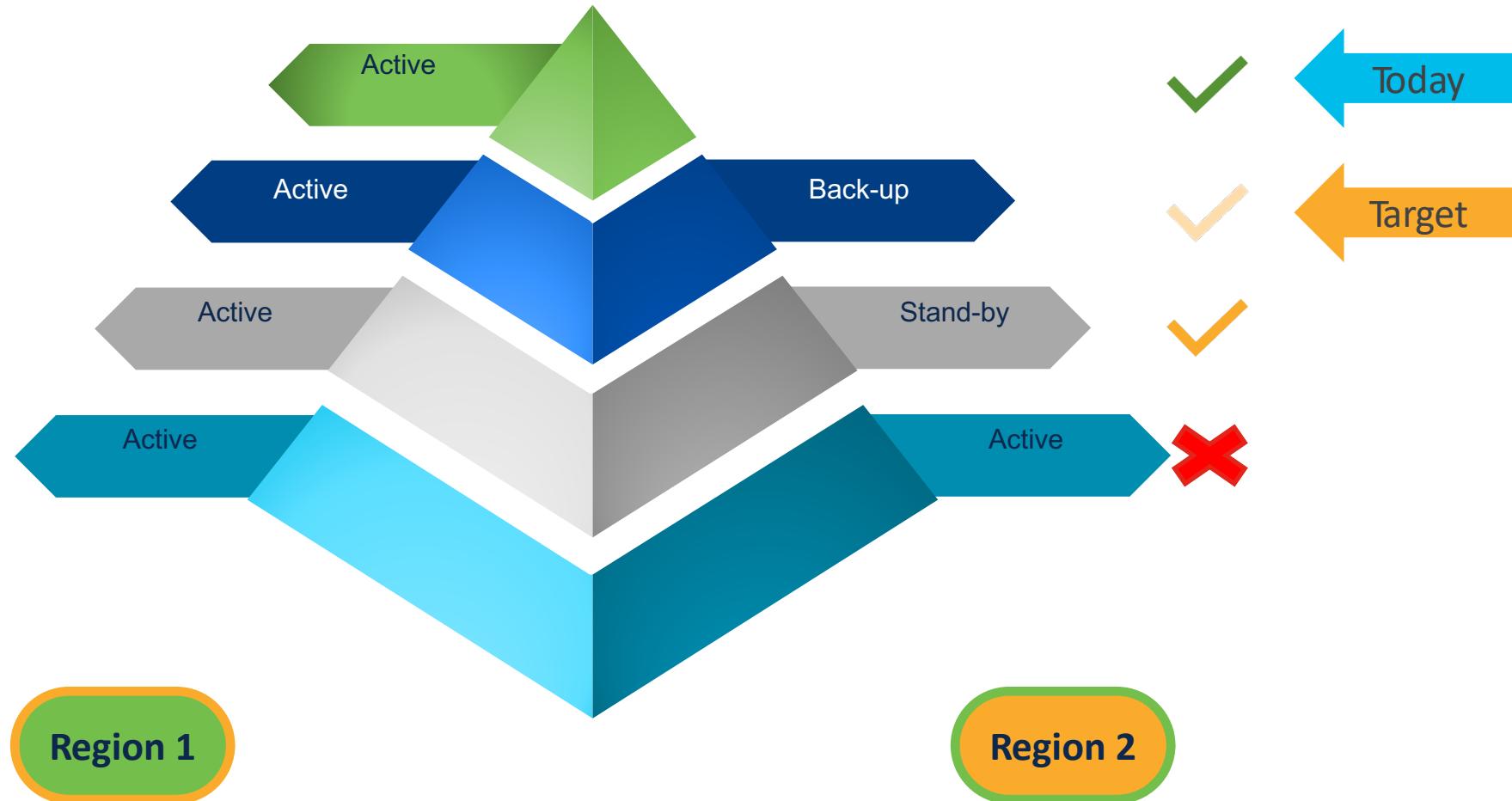
- Data regulations
- Backend integrations
- API's
- Other cloud services (AI,CRMs,...)
- Telephony (PSTN)

Business Continuity Plan (BCP)

- BCP can not be one size fits all
 - BIA (Business Impact Analysis)
 - Risk (1-5) * Likely hood (1,2,3) = Value
 - Recovery goals, Max Tolerance Downtime MTD, Recovery Time Objective RTO
- Human elements should be included
 - Process to trigger BCP
 - Process to restore normal ops

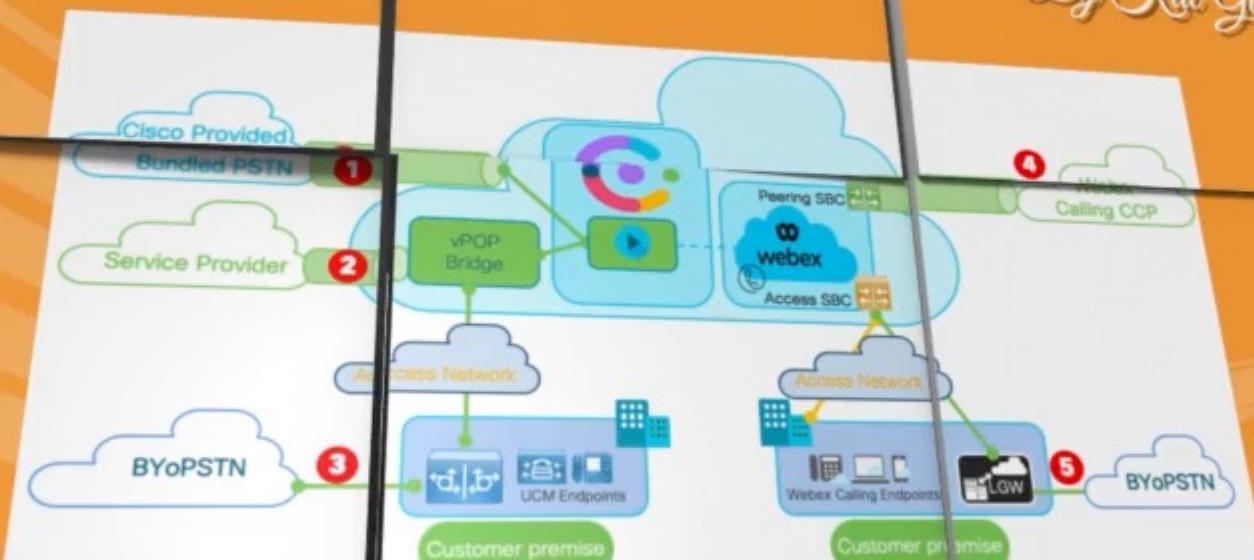


Multi-Region DR Support ... what's possible!



Webex CC PSTN Options

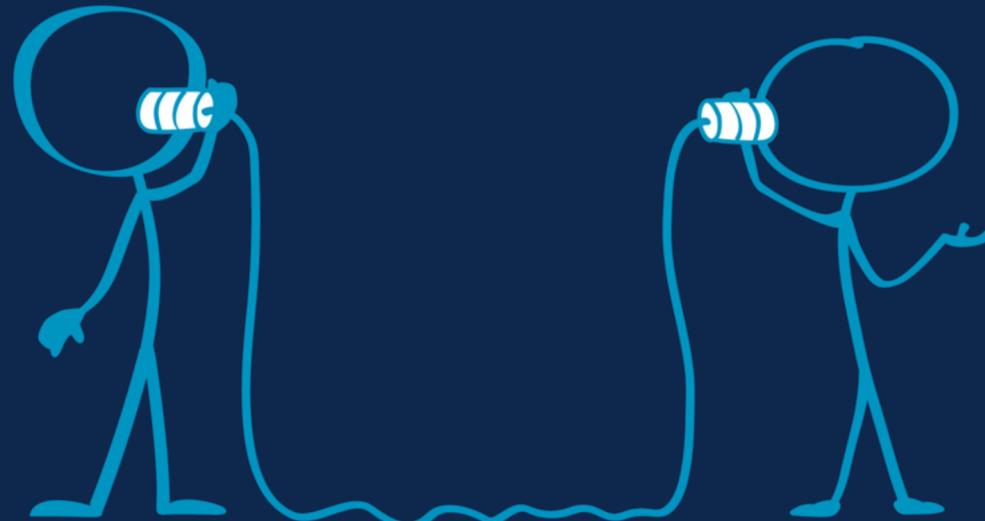
By Kal Gouda



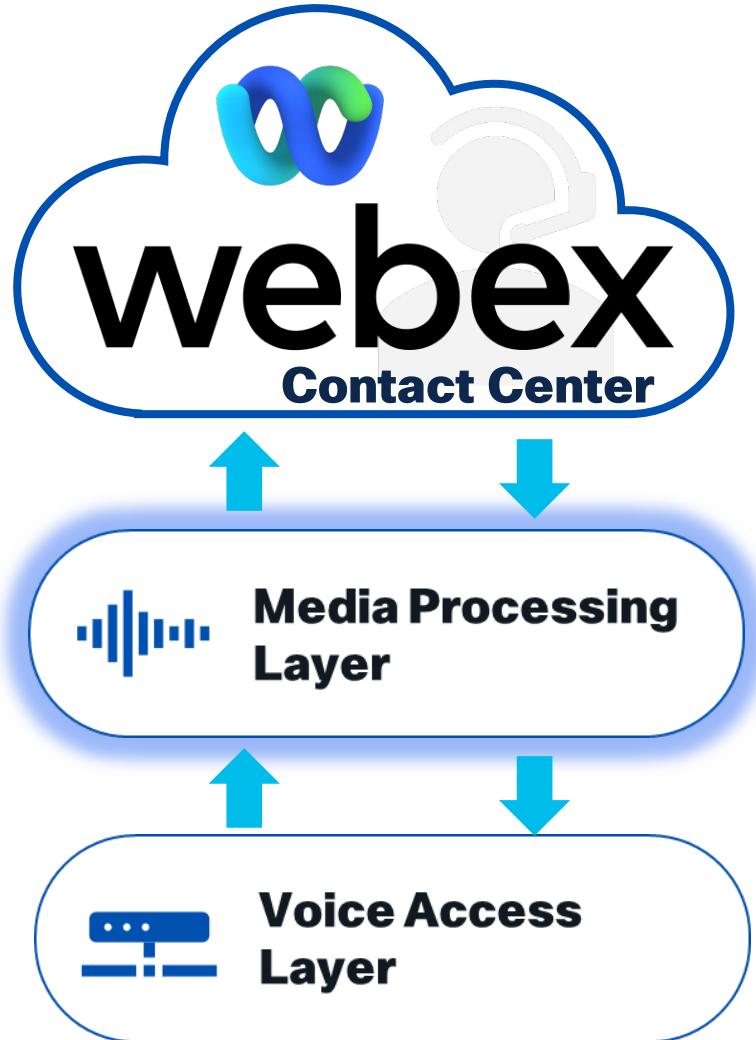
Why? Simplification

Voice Channels & PSTN

With Bryan Morris (PM/ Voice Media Services)



Let's start with a recap on the 3 layers involved in Webex Contact Center media deployment...



Webex Contact Center Voice processing layers...

- Application Layer
(Webex Contact Center)
 - Business Logic, Routing, Queuing, Flows and Agents management
- Media Processing Layer
 - Voice termination, Media playout, capture input, agent connection and recording
- Voice Access Layer
 - Customer/SP Voice connections
 - SIP Trunk / Webex Calling

How do these layer map to our Webex
global backbone...



Canada



United States



United
Kingdom

Business logic and
flow control



European
Union



Japan



Singapore



Australia

Application Data centers around
the globe (chosen during provisioning)





In addition, Webex provides
Media POPs around the globe



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WxCC App

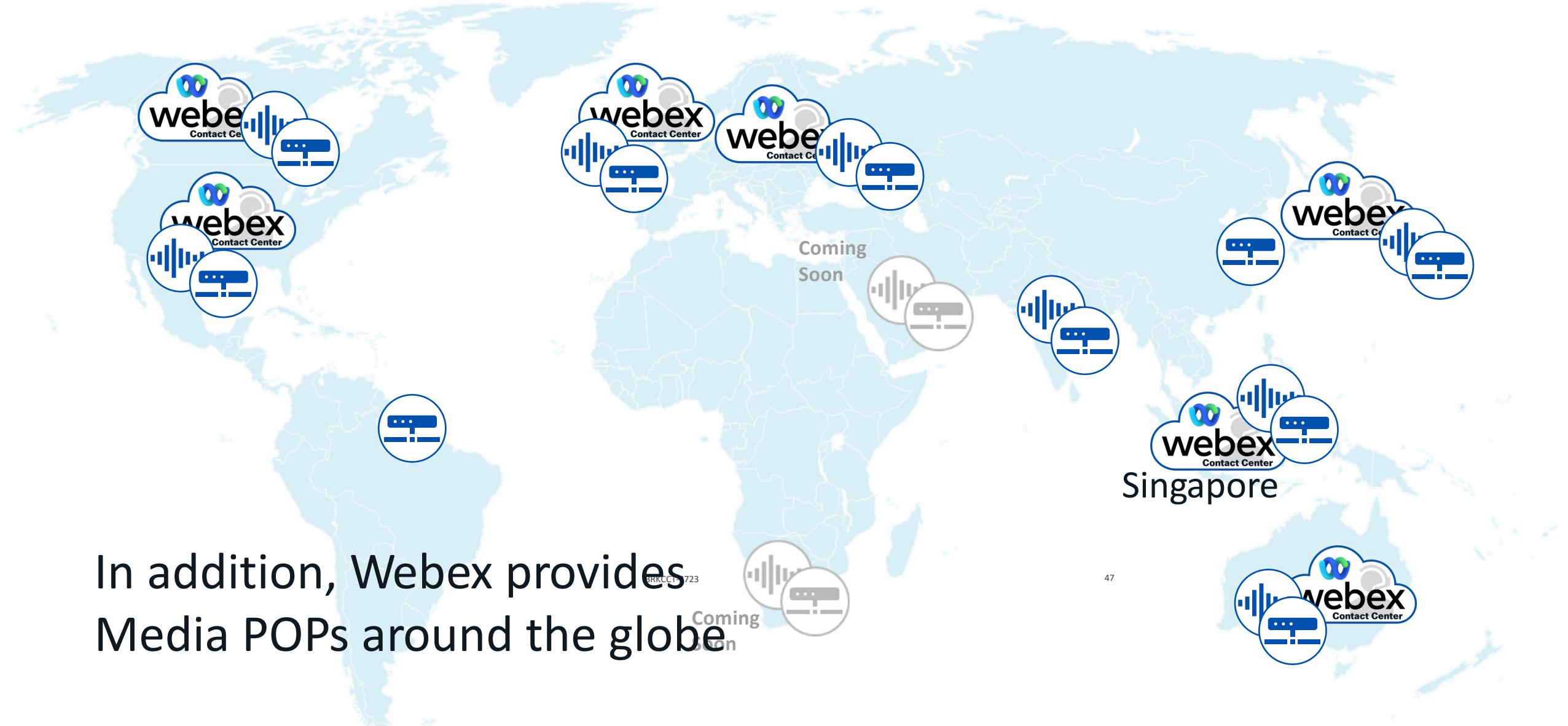


WxCC Media



Access Edge

I know that we have several expansions
to our global network in place, can you
talk to this...



In addition, Webex provides
Media POPs around the globe



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WxCC App



WxCC Media



Access Edge



In addition, Webex provides
Media POPs around the globe



Webex Contact Center
Media Service in U.A.E.
(Q2 CY24)



Webex Contact Center
Media Service in South
Africa (H2 CY24)

BRKCC723
Coming soon



Webex Calling and
Contact Center Edge
(H2 CY24)



Singapore

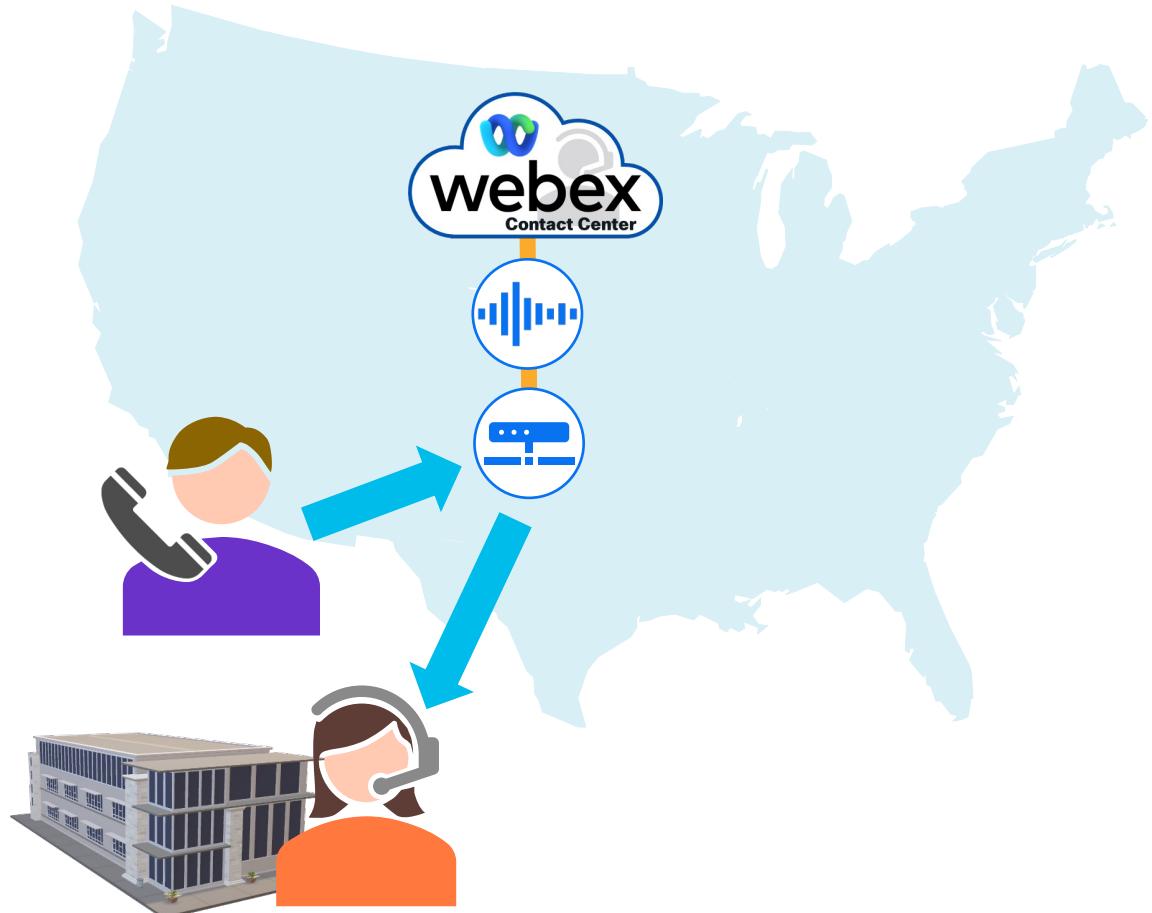


Access Edge



So, we have an expanding global media network, how does this help a contact center deployment...

Deployment in a region



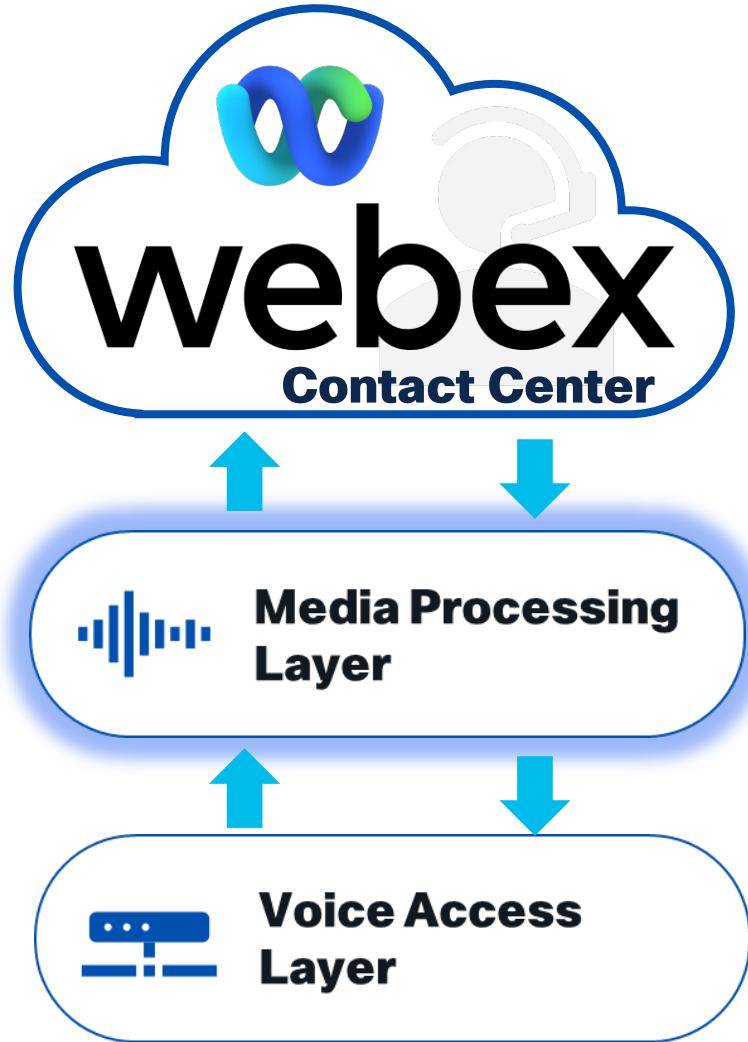
- This provides great flexibility when deploying a contact center with Webex Contact Center
- In a region we have
 - Highly resilient Media services
 - Highly scalable Media services

Global deployment



You just spoke about regional media,
Regional media requires our RTMS media
platform, can you tell us our progress
moving customers...

At that time, the provisioning choice was yours...



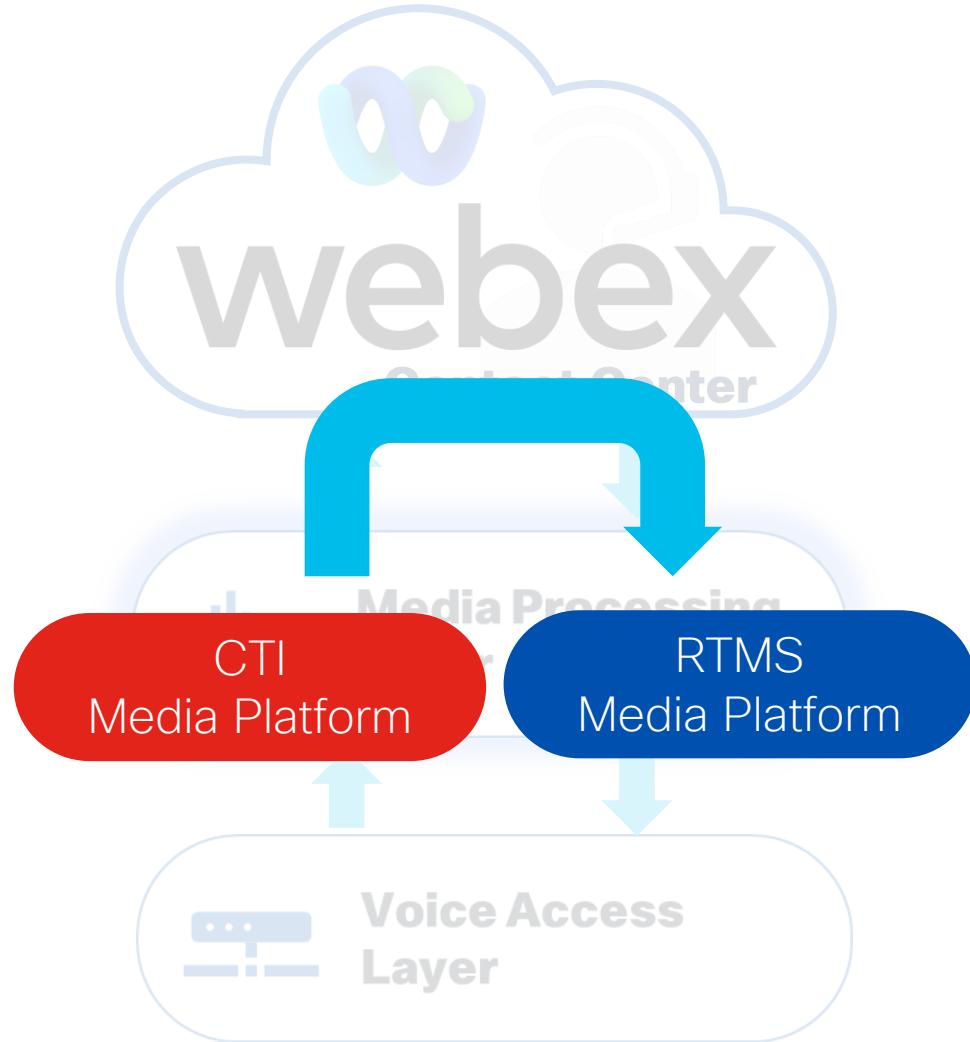
As of January 2024, all NEW platforms are RTMS based...

- Classic platform can no longer be selected for new orgs.
- All core features and integrations are available on new platform
- New capabilities provided by RTMS available to customers



Media considerations have been SIMPLIFIED. There is now only one media layer for new customers

What about existing customers on old media layer...



Since August 2023, we have been transitioning orgs to RTMS.

- This has been positioned as a platform update
- Customers are advised 5 working days prior to update
- Two step process, transition / clean up

90% of SUBSCRIPTION orgs transitioned
Expect to complete Q3 CY24

How can I tell which platform an Org is on....?

The screenshot shows the webex Control Hub interface. On the left, a sidebar lists various service categories like Skill Profiles, Teams, User Profiles, Contact Center Users, Desktop Experience, Multimedia Profiles, Outdial ANI, Desktop Layouts, Dial Plans, Address Books, Desktop Profiles, Idle/Wrap-up Codes, Tenant Services, Security, Voice, Digital, Desktop, Integrations, Bulk Operations, Addons, Cloud Connect, and Feature Flags. The 'General' tab under Tenant Services is highlighted with a red box. In the main content area, there's a 'General' section with 'Advanced Configuration' (Webex Contact Center Management) and 'Synchronize Users'. Below that is a 'Service Details' section where 'Country of operation' is set to 'United States of America' and 'Tenant Timezone' is '(GMT-06:00) Amer...'. A note says changes will only affect voice channels. Under 'Platform details', it shows 'Webex Contact Center'. Under 'Digital channel', it shows 'Webex Connect'. The 'Voice media platform' section is highlighted with a red box and shows 'Real Time Media Service'. At the bottom, there's a note about PSTN Connection type and a link to the 'Setting Up Voice Channel for Cisco Webex Contact Center' document.

The current Voice Media Platform is displayed in control hub.

Contact Center > General

Webex Calling Integrated

“Webex Calling Integrated” indicates the platform is using the classic/CTI Media platform

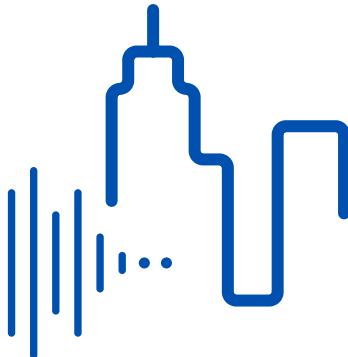
Real Time Media Service

“Real Time Media Service” indicates the platform is using the default voice media platform for Webex Contact Center

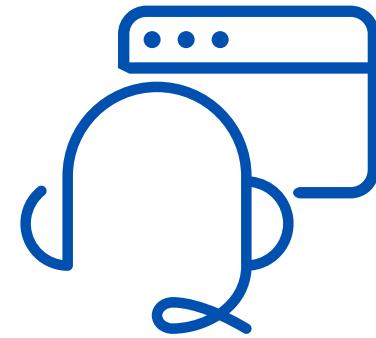


Additional features provided by RTMS platform

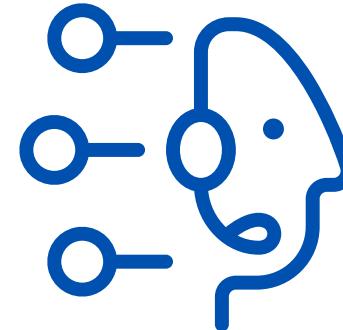
- The RTMS Media Platform provides many new features and capabilities not available to customers on Classic platform
- These include....



Regional
Media



WebRTC Agent
Desktop



Google Dialog
Flow CX

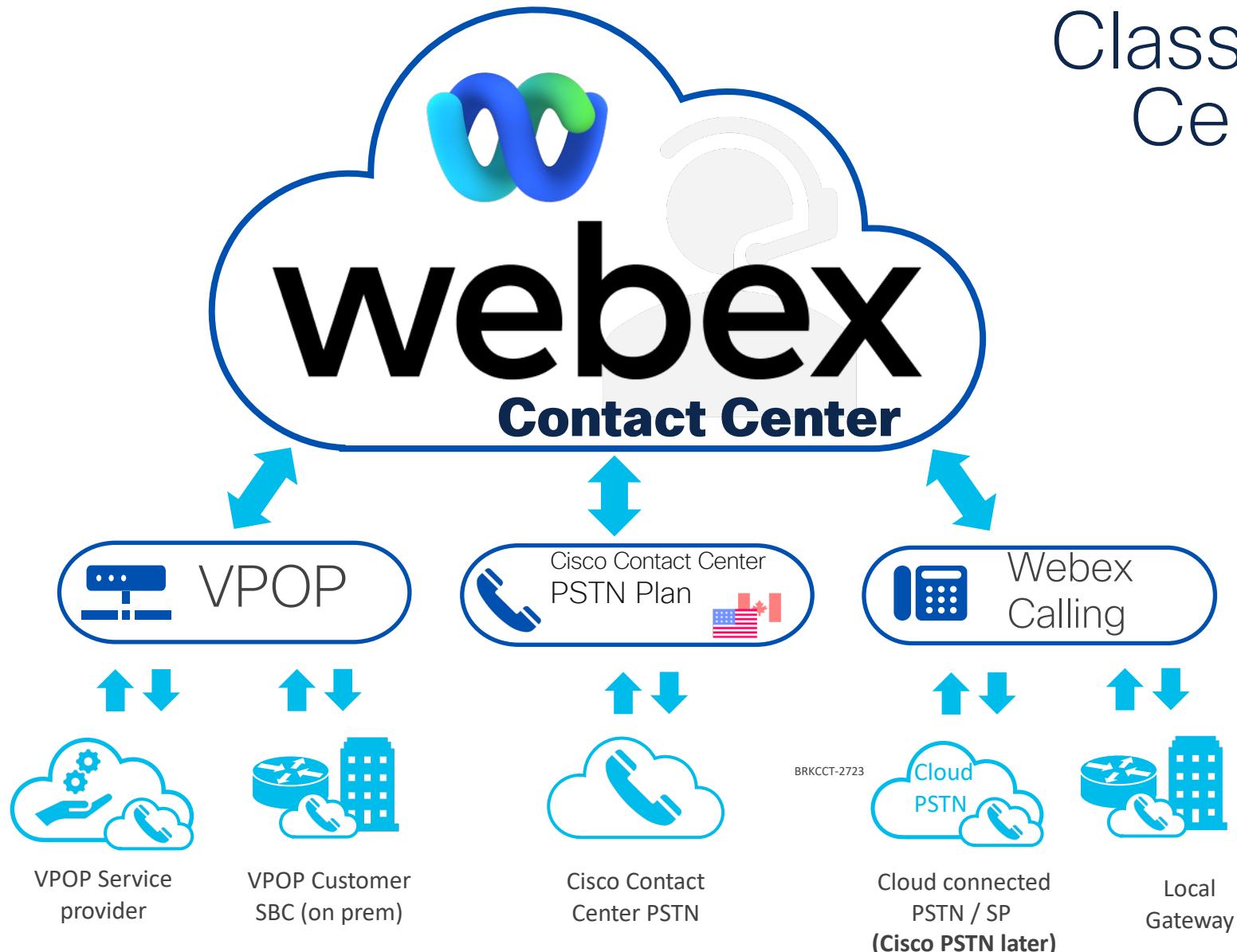


Experience
Manager



Background
Noise Removal

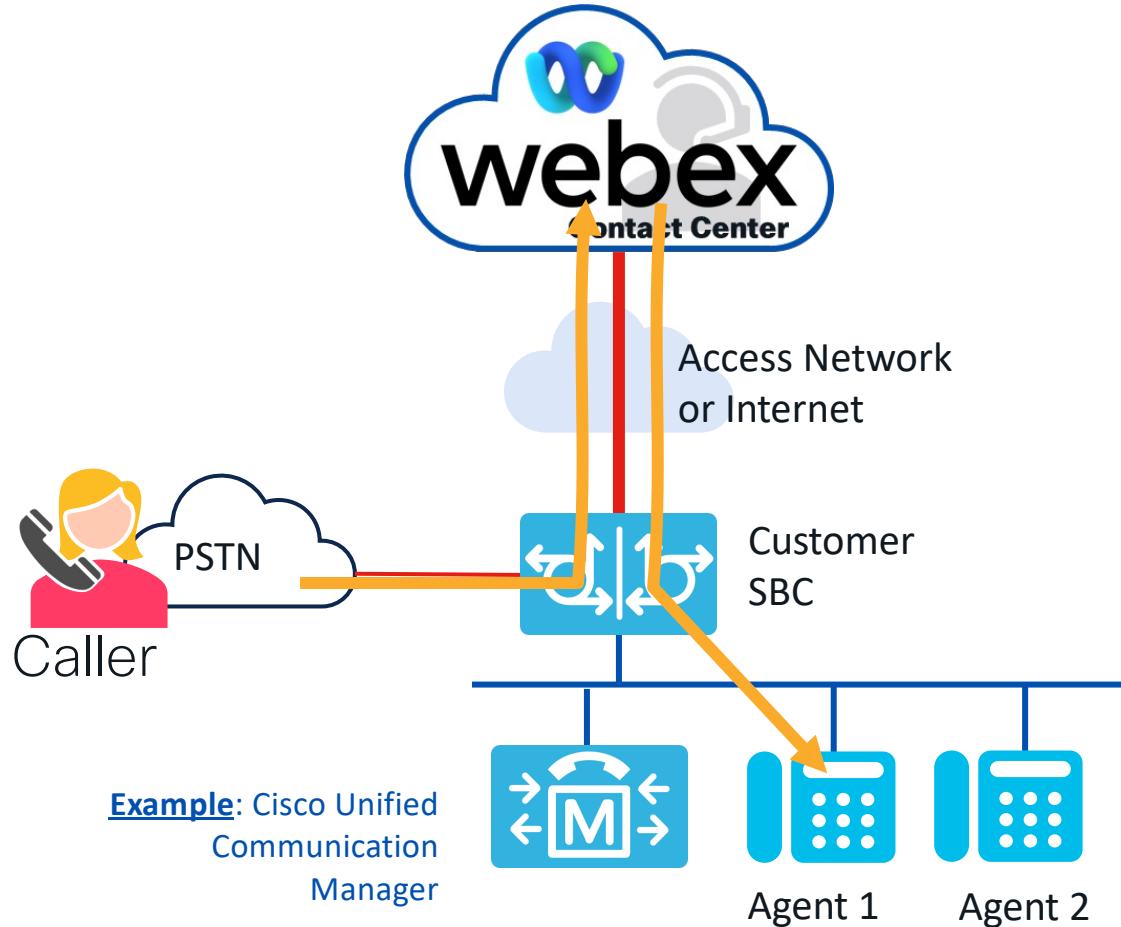
We've discussed the media layer; can we take a look at our plans for the access layer...



Classic Webex Contact Center Connection Options....

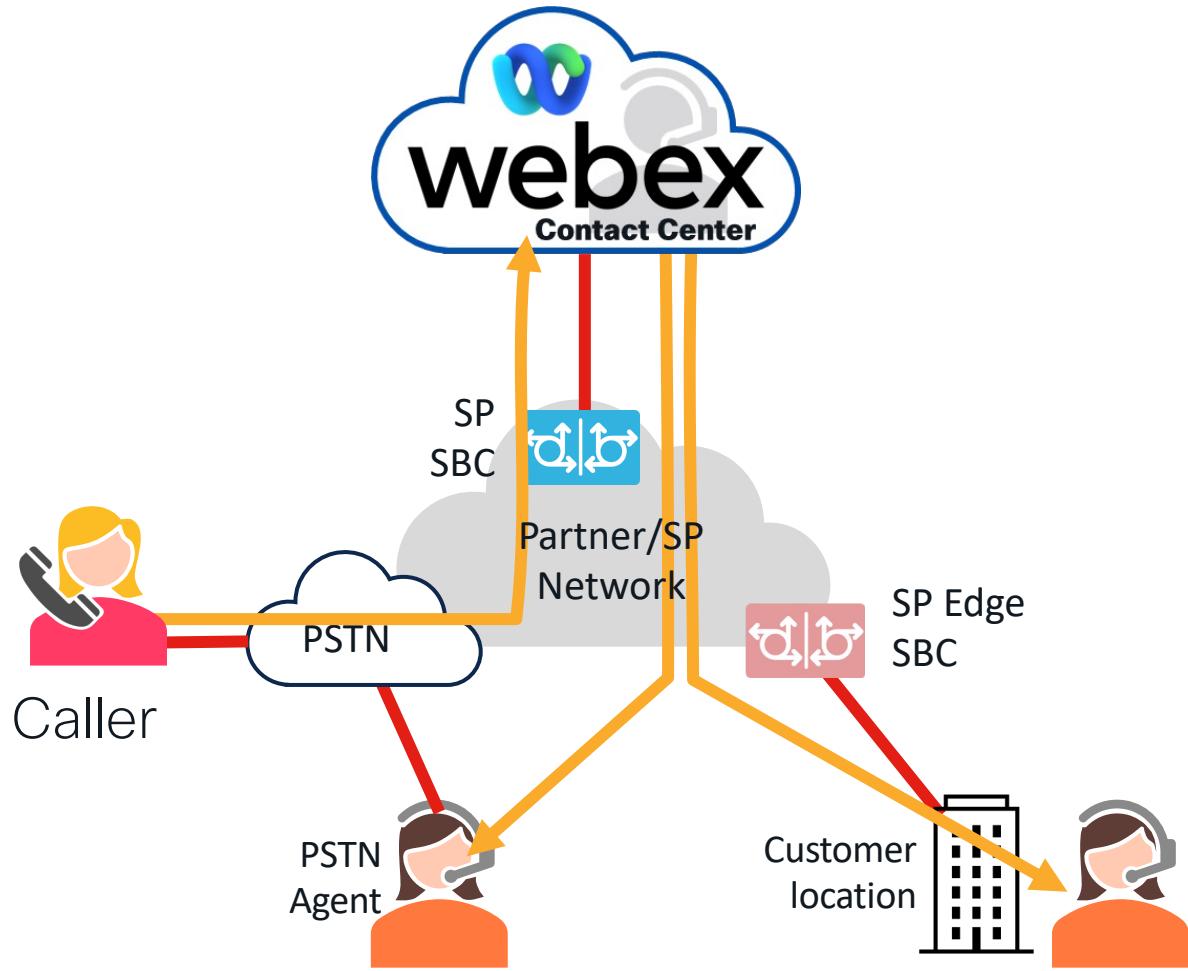
- VPOP (Legacy Mode)
 - Provides SIP Trunk Integration
 - Support Customer/SP connection
 - Must bring your own PSTN
- Webex Calling
 - Required WxC subscription
 - Provides access to Cloud PSTN and local gateway (SIP Trunk)
- Cisco Contact Center PSTN Plan
 - PSTN Plan for US/Canada only
 - VPOP only today (WxC planned)

VPOP Customer Example



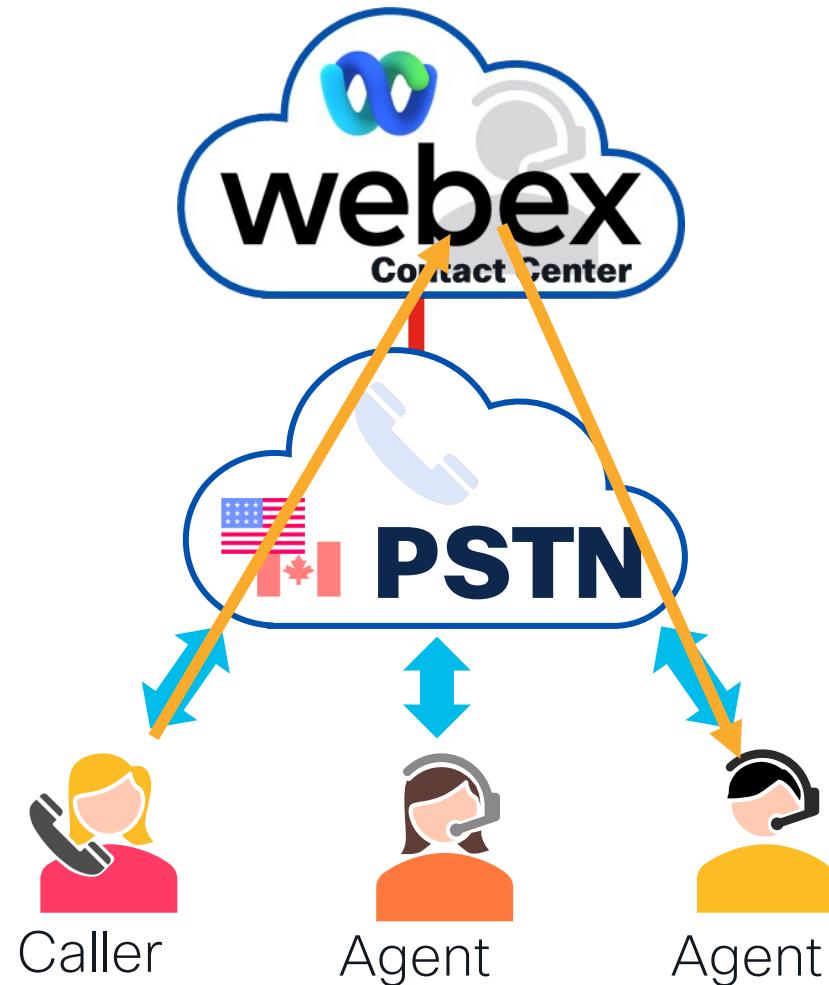
- SIP Trunk from customer SBC to Webex VPOP (requires provisioning request)
- 3rd Party Telephony solution
 - Cisco Communication Manager
 - Microsoft Teams
 - Other solution
- Bring Your Own PSTN (BYO)
 - Inbound calls routed to Webex
 - Agent calls delivered to on premise telephony

VPOP Service Provider Example



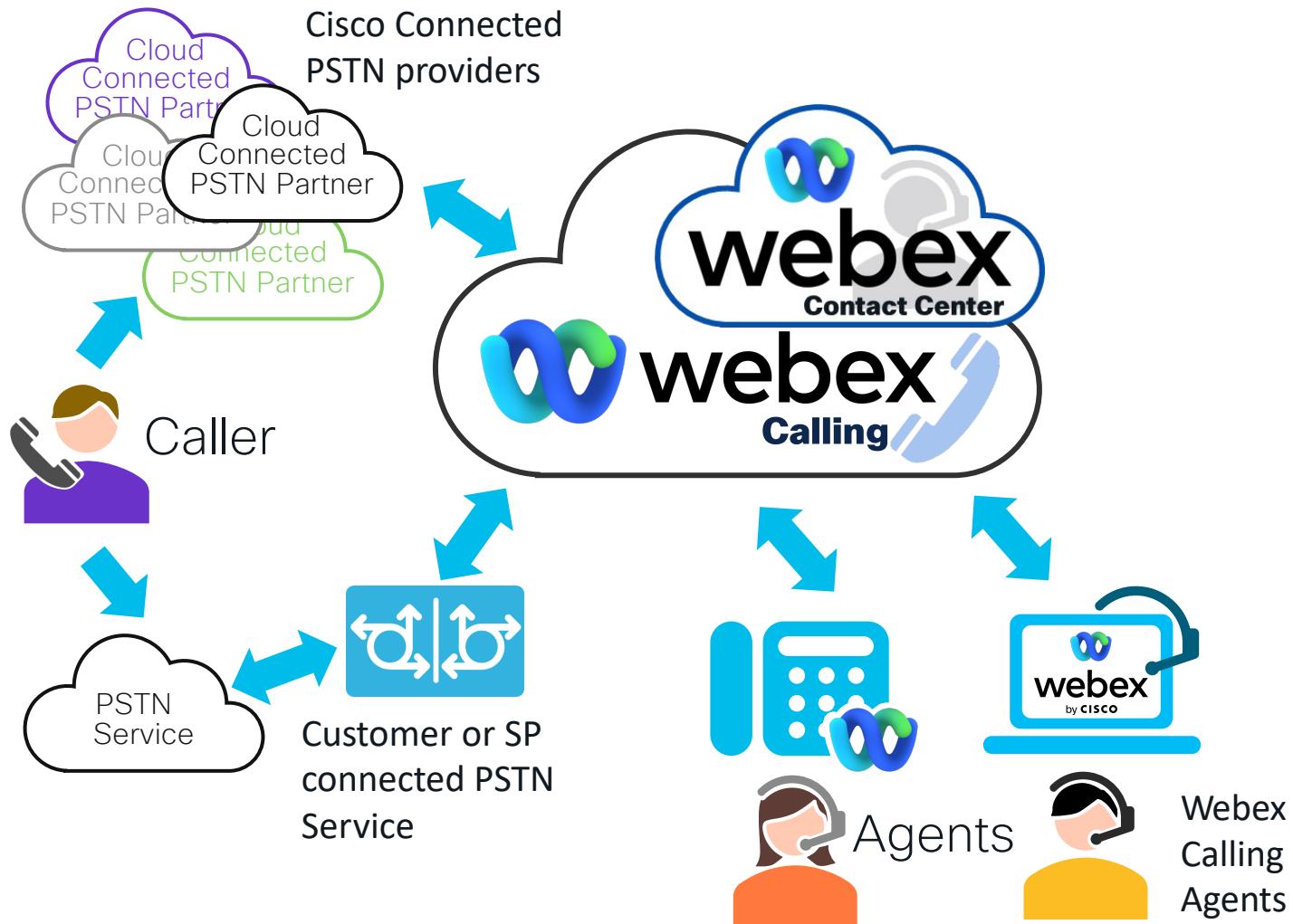
- Partner/Service Provider provides customer service
- Partner may provide PSTN services
- Agent could be PSTN or SIP based
- Multiple customers could share trunk into Webex.

Contact Center PSTN Example



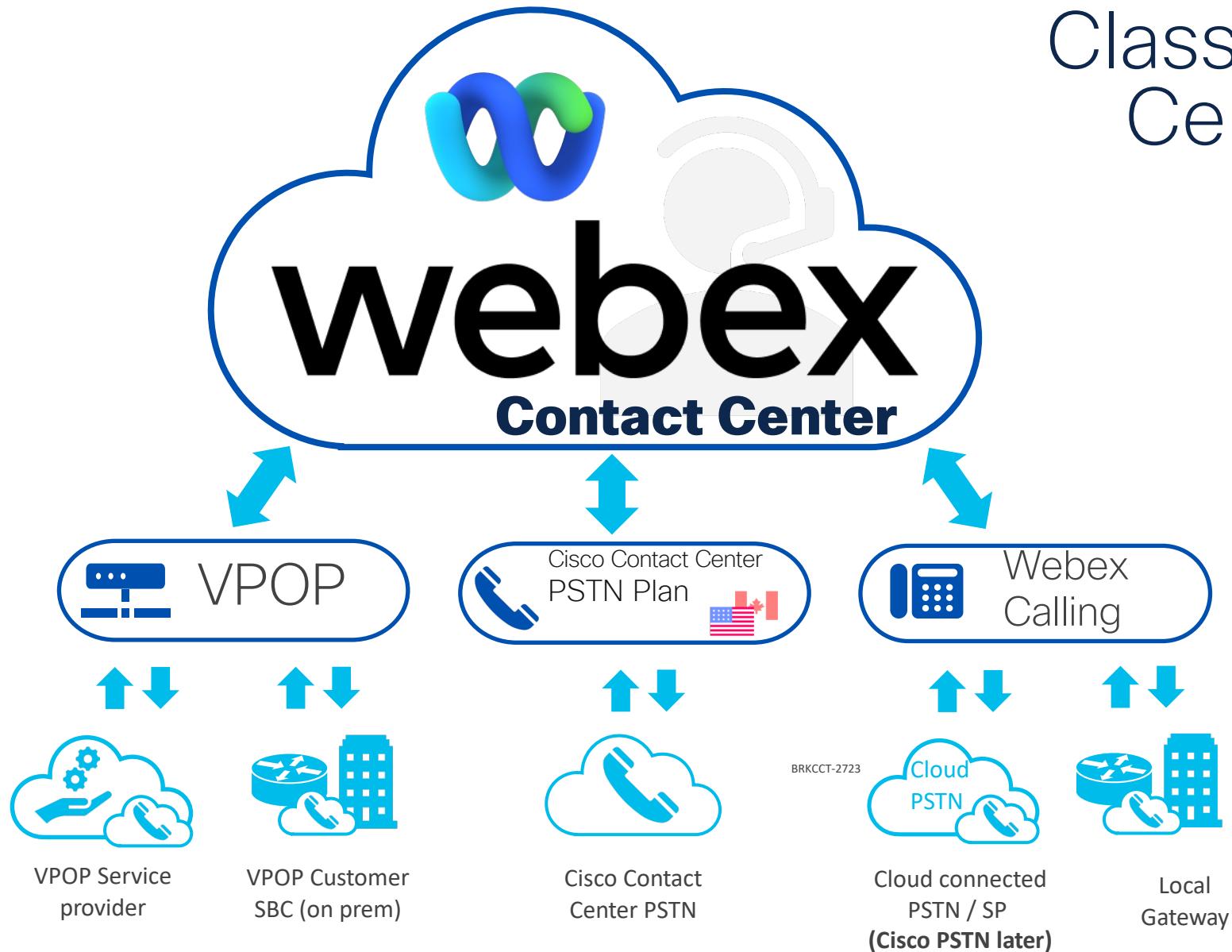
- Webex Contact Center connected directly to PSTN
- Available in contiguous US and Canada only (lower 48 states only)
- Inbound calls are received from PSTN
- Calls are routed to agent DDI over the PSTN for a fixed monthly cost.
- No customer infrastructure required

Webex Calling Customer Example



- Webex Contact center with Webex Calling
- Previously required Webex Calling subscription
- Multiple PSTN options
 - Cloud connected PSTN
 - Local Gateway connected PSTN
- Flexible agent options
 - Webex register endpoint
 - Webex App
 - On premise endpoint

I'm aware we are working to simplify access to Webex services, can you tell us about the work in this area.

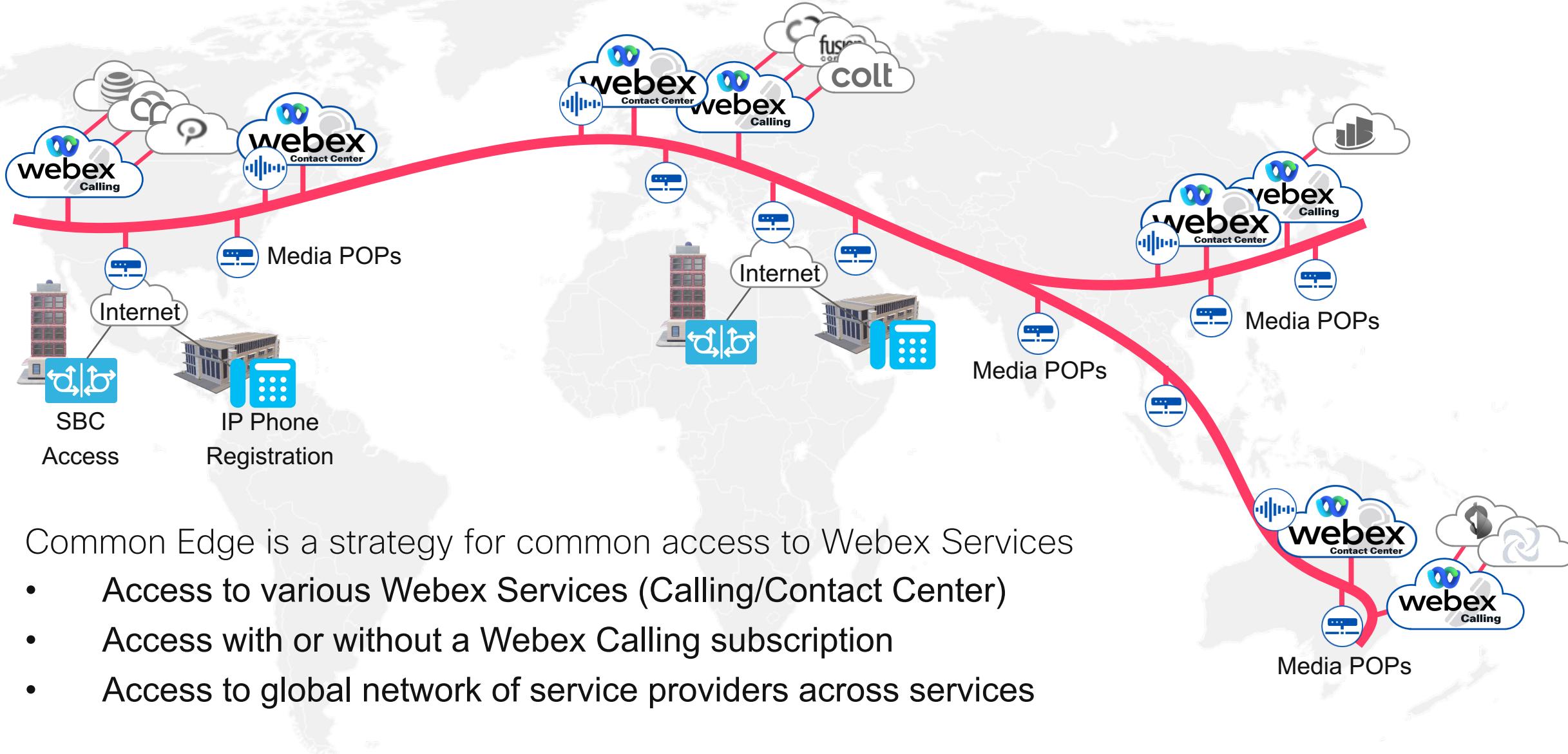


Classic Webex Contact Center Connection Options....

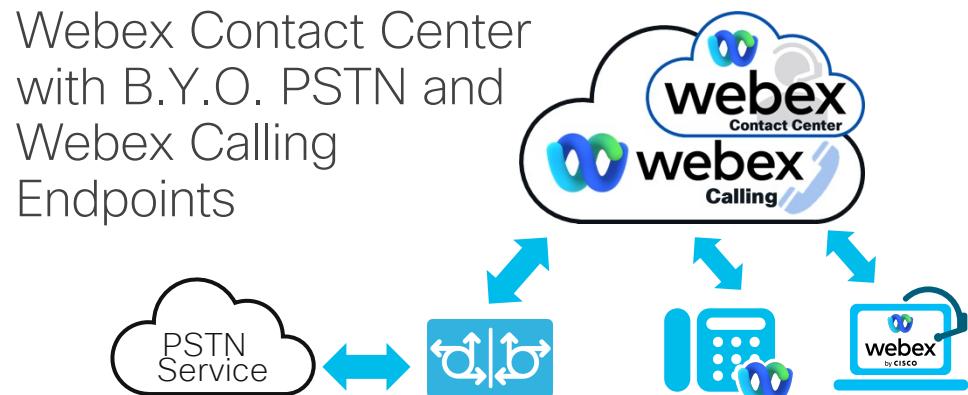
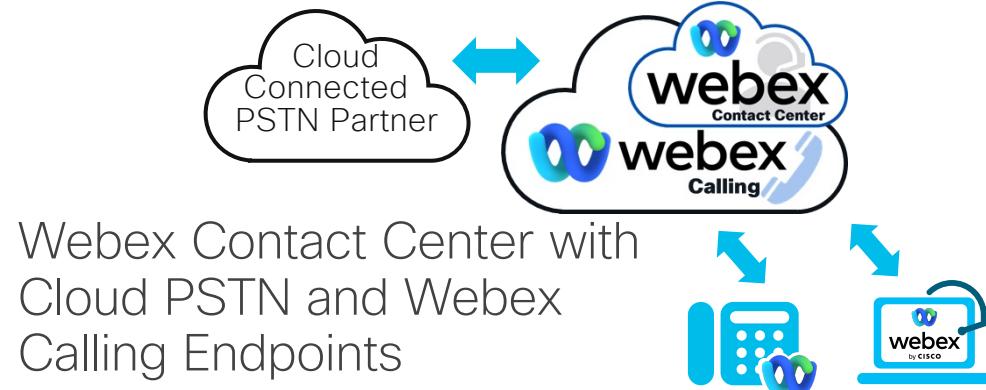
- VPOP (Legacy Mode)
 - Provide SIP Trunk Integration
 - Support Customer/SP connection
 - No access to Cloud PSTN plans
- Webex Calling
 - Required WxC subscription
 - Provides access to Cloud PSTN and local gateway (SIP Trunk)
- Cisco Contact Center PSTN Plan
 - PSTN Plan for US/Canada only
 - VPOP only today (WxC planned)



- Simplification of Edge services for Webex Contact Center
 - Common connection for Webex Calling and Webex Contact Centre.
 - Plus, No Webex Calling Subscription required.
 - Faster deployment with self service provisioning in control hub
 - Access to Cisco cloud connected PSTN providers for Webex contact center
 - Cisco Calling plan options for both knowledge workers and service numbers (CC) – PLANNED
 - Easier to deploy to multiple service providers or multiple regions.



New Webex Calling model support both Webex calling and 3rd party calling options (i.e. VPOP)



You said we don't need a Webex calling subscription to use this model, how does this work?

Enabling Non-Webex Calling Customers for Webex Common Edge

The screenshot shows the Cisco Flex 3.0 for Contact Center configuration interface. At the top, it displays "Flex 3.0 for Contact Center" and "A-FLEX-3-CC ① NEW". The main navigation tabs are "Subscription" and "Service". Under "Subscription", there are sections for "Standard Agent - Committed Quantity" and "Additional IVR Ports - Committed Quantity", each with a quantity input field. In the "Service" tab, under "Webex Contact Center Addons", there is a section titled "Webex Contact Center Addons" containing three checkboxes: "Contact Center PSTN Audio", "Webex Calling PSTN Services", and "Add-on". A tooltip for "Webex Calling PSTN Services" states: "Webex Calling PSTN Services should only be selected if you do not currently have active Webex Calling functionality in your org". The "Webex Calling PSTN Services" checkbox is highlighted with a yellow background and a cursor arrow pointing to its right.

“Webex Calling PSTN Services” allows a Webex Contact Center to...

- Provision local gateway access
- Access Cloud connected PSTN providers
- Will allow access to Cisco calling plan in the future

If our partners currently use vPOP what does this mean for them?

What is the strategy for vPOP connections

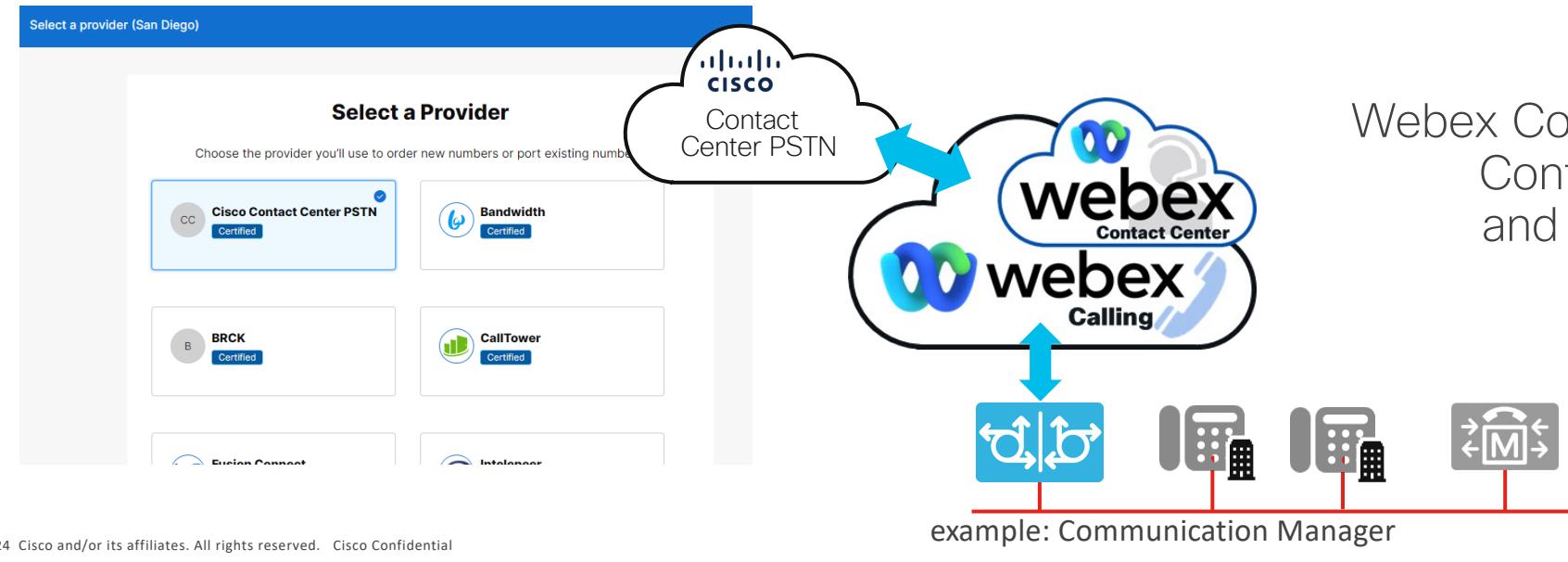


- For new customers we WILL recommend using common edge configuration.
- For existing customers no change in vPOP at this time, we are currently planning migration strategy for vPOP customers.
- New vPOP deployments will be by exception in A2Q process.
- New media regions will only provide common edge support (no new vPOP locations)

One more “last” question ...
Does this effect Cisco Contact Center
PSTN / Bundled PSTN...

Cisco Contact Center PSTN with WxC

- Previously “Contact Center PSTN” was a standalone offering for Webex Contact Center. (also known as bundled PSTN)
- Updated offer that provides access to “Contact Center PSTN” as a cloud connected PSTN service in Webex Calling.



Common Edge Timeline



Q2 CY24

Webex Calling PSTN Add-in

New add-in option to allow access to Webex Common Edge & PSTN services without Calling Subscription

Deployment Guides

Updated documentation on help.webex.com for deployment using Common Edge

Provisioning

Self service provisioning for SIP Trunk integration without Webex Calling subscription in Control Hub

Support for provisioning Cloud Connected PSTN without a Webex Calling Subscription

H2 CY24

VPOP Provisioning

VPOP provisioning available on special request in WxCC provisioning flow. (Existing SP connections, MS Teams Integration etc)

Service Number Provisioning

Separate service number provisioning for high call rate service numbers in Control Hub

Cisco Contact Center PSTN Support for with Webex Calling deployments. With/Without Webex Calling subscription

Microsoft Teams Integration

Common Edge support for MS Teams based agents (VPOP connections until available)



- Simple way to describe Cisco architecture based Microservices
- Protecting Tenants
- Multi-region for DR & the discussion with the customers
- Voice Channel & PSTN Simplification
 - Use Webex Calling Media POP
 - More simplification to come soon





The bridge to possible

Backup slides



Surge protection & how to
handle rejected calls
gracefully?

Solution Surge Protection (Voice)

Solution surge protection will include tenant level surge protection @ Webex CC and Call Admission Control @ CUBE

The Call Admission Control (CAC) based on Maximum Calls per Destination (dial peer level)

The Call Admission Control (CAC) based on over all call rate

Webex Contact Center

VPOP Bridge



VOICE MEDIA

Access Network

BYoPSTN



UCM Endpoints

Tenant Surge protection set to N active calls

Customer premise



Solution Surge Protection (Voice)

Solution surge protection will include tenant level surge protection @ Webex CC and Call Admission Control @ CUBE

The Call Admission Control (CAC) based on Maximum Calls per Destination (dial peer level)

The Call Admission Control (CAC) based on over all call rate

Webex Contact Center



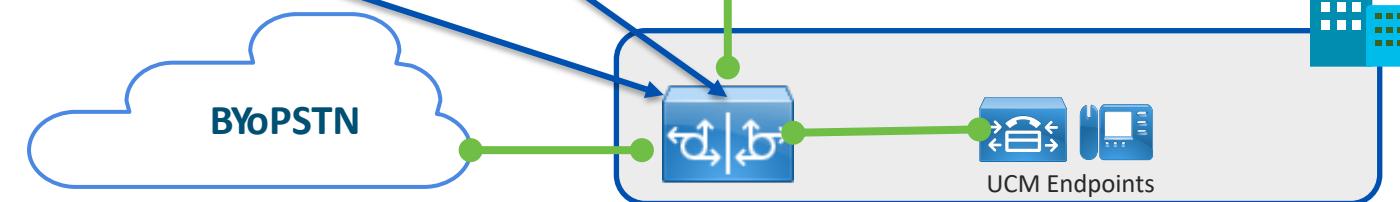
VPOP Bridge



VOICE MEDIA

Access Network

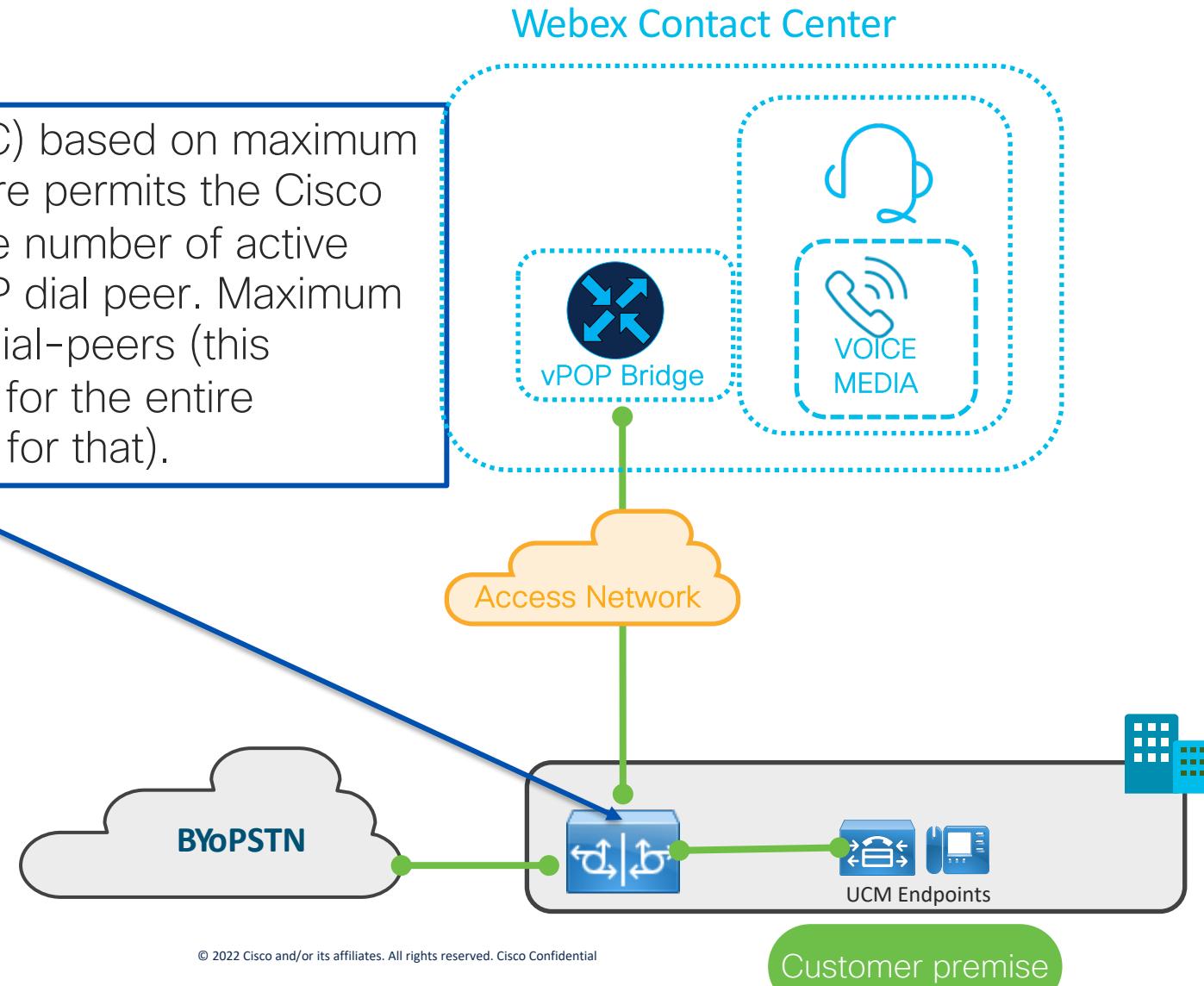
Tenant Surge protection set to N active calls



(1) Surge Protection @ CUBE

Max Active Calls

The Call Admission Control (CAC) based on maximum active calls per destination feature permits the Cisco Voice Gateways to restricting the number of active calls that can be active on a VoIP dial peer. Maximum connections work on individual dial-peers (this configuration will not cover CAC for the entire gateway, there is another config for that).



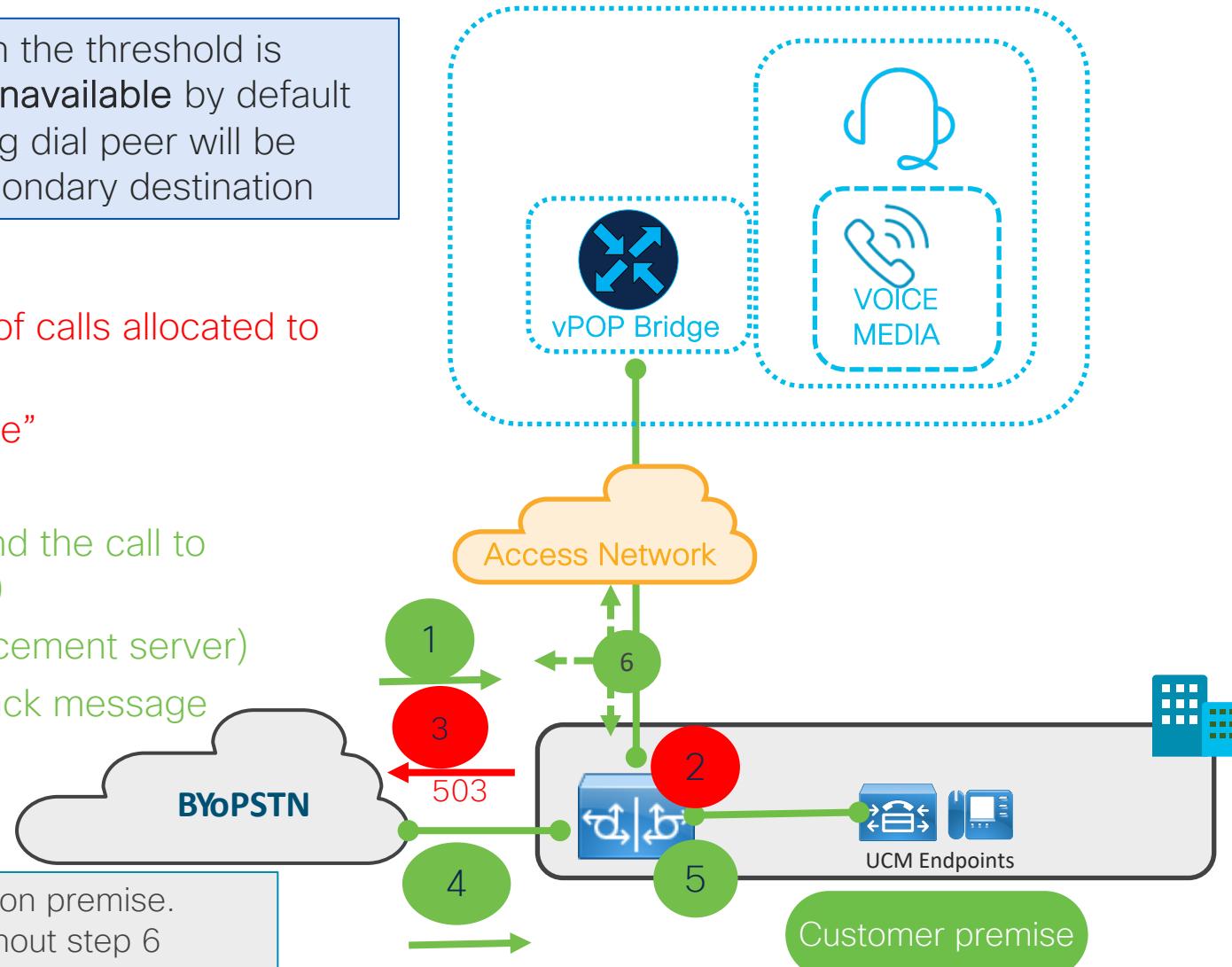
(1) Surge Protection @ CUBE

Max Active Calls

- For any calls rejected by CUBE when the threshold is exceeded, it sends a **503 Service Unavailable** by default
- PSTN will retry, a secondary outgoing dial peer will be activated and sends the call to a secondary destination

- (1) Incoming call
- (2) Outgoing dial peer exceeds number of calls allocated to Webex CC (max-conn)
- (3) CUBE sends 503 "Service Unavailable"
- (4) PSTN retry
- (5) Secondary outgoing dial peer will send the call to another destination (different IP address)
- (6) Call sent to new destination (announcement server)
Announcement server plays a call me back message

Webex Contact Center



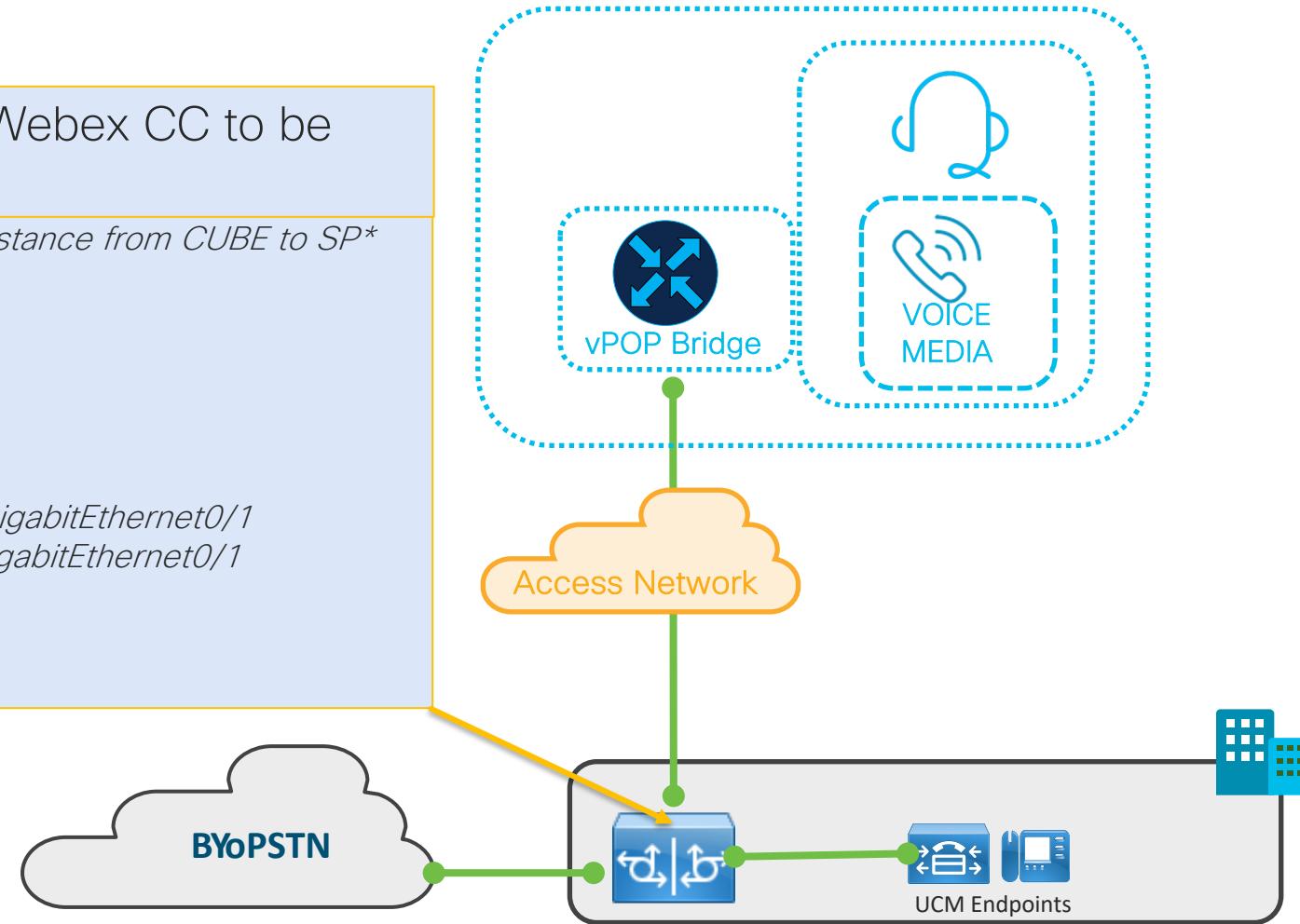
(1) Surge Protection @ CUBE

Max Active Calls

Config. example for max calls to Webex CC to be 500

```
description *Outbound WAN dial-peer. Long distance from CUBE to SP*
max-conn 500
destination-pattern +1[2-9].[2-9]....$ 
session protocol sipv2
session target ipv4:10.1.40.11
session transport udp
voice-class sip options-keepalive profile 200
voice-class sip bind control source-interface GigabitEthernet0/1
voice-class sip bind media source-interface GigabitEthernet0/1
dtmf-relay rtp-nte
codec g711ulaw
no vad
```

Webex Contact Center



(2) Surge Protection @ CUBE

Based on CPS

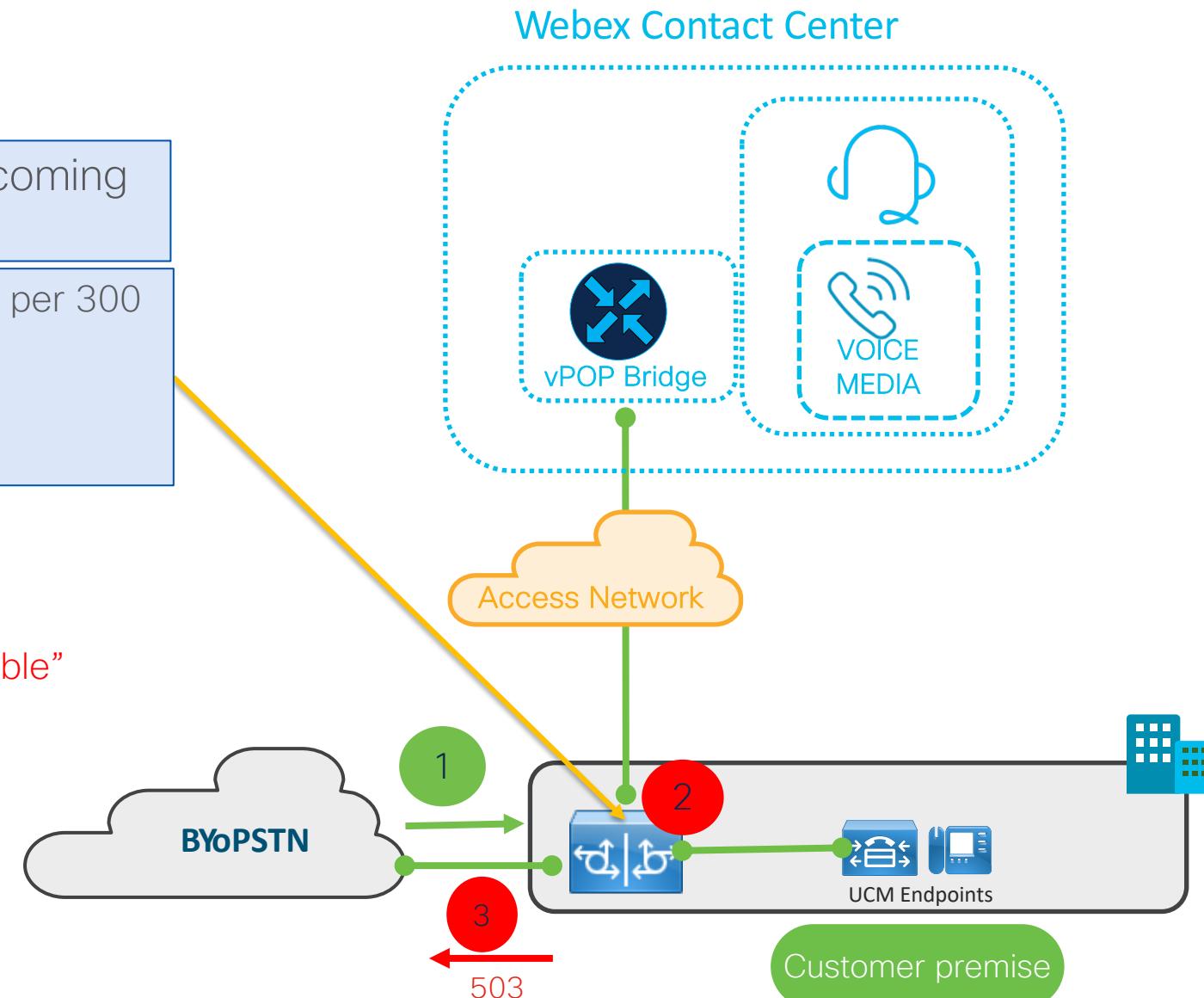
Config. example (configure 10 incoming call requests per 300 msec)

To configure 10 incoming call requests per 300 milliseconds, configure
CUBE(config)#call spike 10 steps 3 size 100
CUBE(config)#call spike 12
CUBE#show call spike status

(1) Incoming call

(2) CUBE determines call rate spike

(3) CUBE sends 503 "Service Unavailable"



(3) Surge Protection @ Webex CC

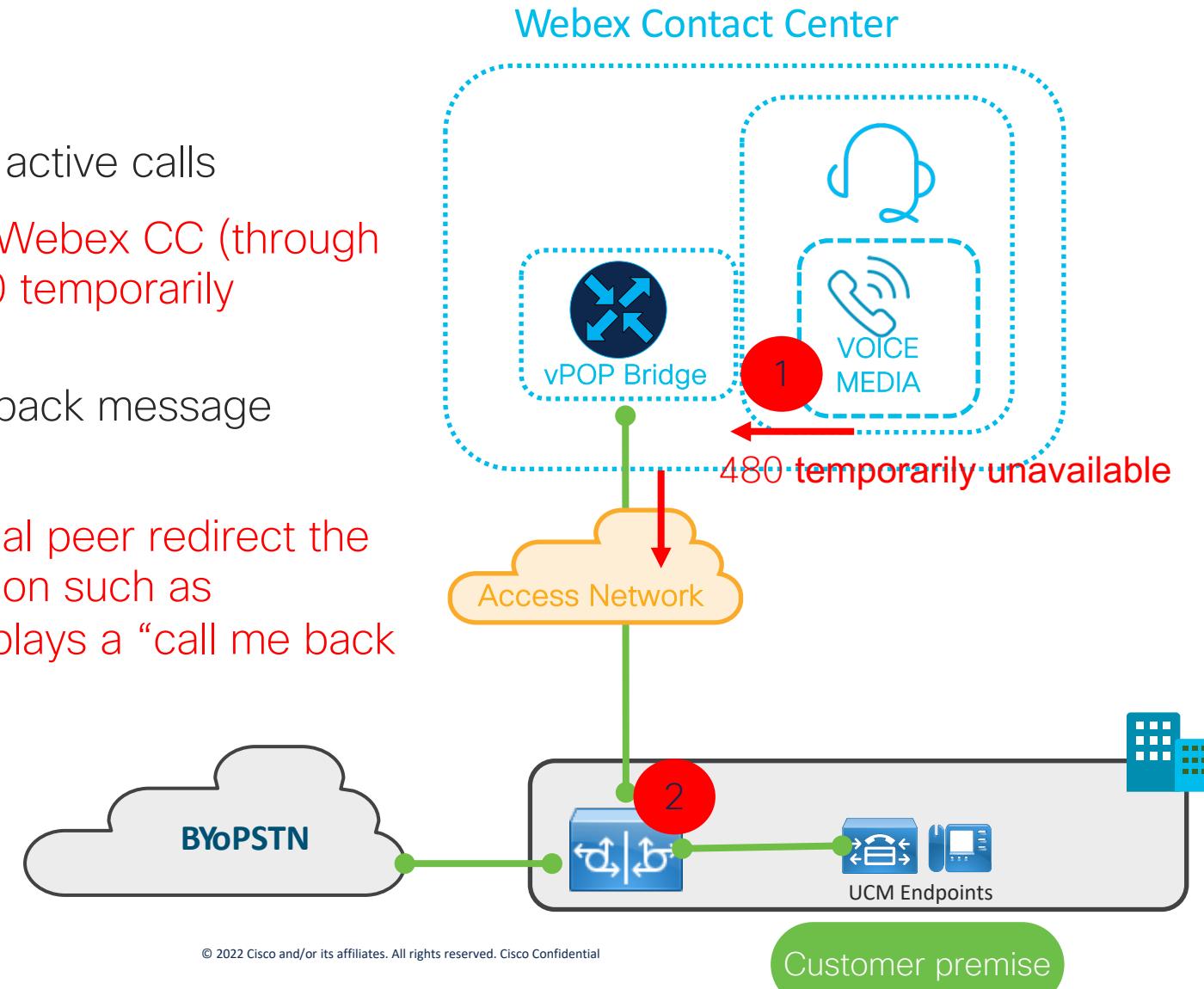
Based on Active Calls

Tenant surge protection set to N active calls

(1) Once active calls exceeds N, Webex CC (through voice media layer) will return 480 temporarily unavailable

Solution needs to play a call me back message (without Webex CC involvement)

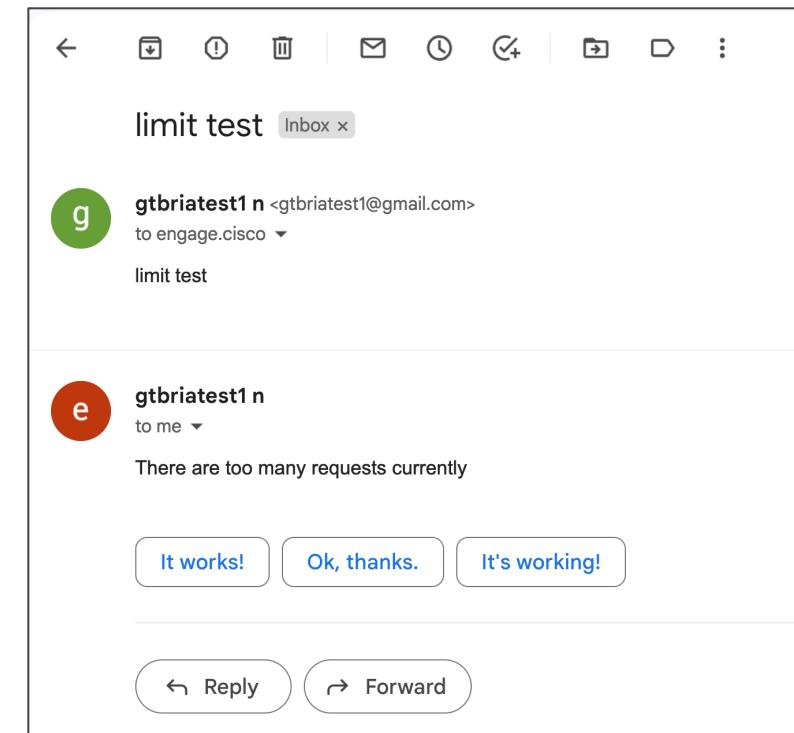
(2) CUBE secondary outbound dial peer redirect the call. IT could be another destination such as announcement server, or CUBE plays a “call me back later” message



How to handle rejected
contacts gracefully

Options to handle rejected contact

- When Contact is rejected due to surge limit reached error, Flow can be designed to notify the customer with auto reply error message "There are too many requests currently" for all the Digital channels .



Webex Connect - WorkFlow Config

- This Configuration will be done at workflow level at connect side::

WorkFlow configuration

TRANSACTION LOGS		80eed1fb-fb7c-4770-acbb-20f7a097e51f_18137_42804	X			HELP
Trans ID : 80eed1fb-fb7c-4770-acbb-20f7a097e51f_18137_42804			Time Elapsed (HH:mm:ss.ms) : 00 : 00 : 00 . 630		Invoked by : Rule 18137	
NODE ID	↑↓ NODE	↑↓ OUTCOME	↑↓ TIME TAKEN(HH:mm:ss.ms)	↑↓ DETAILS		
2	Configure Email Event	onBegin	00:00:00 . 000	Node Trans ID : d563c37c-2e16-42ef-a9ee-30320275f130		<input type="checkbox"/>
9	Parse Variables	success	00:00:00 . 000	Description : on success [channel : Email]		<input type="checkbox"/>
1836	Search Conversation	noConversationFound	00:00:00 . 036	Destination : gtbriatest1@gmail.com		<input type="checkbox"/>
1839	Create Conversation	waiting	00:00:00 . 020	deliverystatus : Success		<input type="checkbox"/>
1839	Create Conversation	onConversationCreated	00:00:00 . 303	subject : rejected30		<input type="checkbox"/>
1850	Create Task	tooManyRequests	00:00:00 . 090	Channel : Email		<input type="checkbox"/>
1877	Close Conversation	waiting	00:00:00 . 017	appid : a_637595428333750000		<input type="checkbox"/>
1877	Close Conversation	onConversationClosed	00:00:00 . 160	Destination Typ : email		<input type="checkbox"/>
1878	Email	onsuccess	00:00:00 . 004	e		<input type="checkbox"/>
1885	End	Success	00:00:00 . 000	source : engage.cisco@gmail.com		<input type="checkbox"/>
				message : There are too many requests currently		<input type="checkbox"/>
				Wait For : None		<input type="checkbox"/>



The bridge to possible