

Webex Contact Center Expert

Control Hub Provisioning

Module 3

Module Objectives

- Understanding Webex Contact Center Control Portals
- Learning the Webex Contact Center Control Hub Hierarchy and Roles
- Understanding the options to create Users in Control Hub

Portals

- **CCW** – Portal for registering deals, configuring and pricing Webex Contact Center product
- **Control Hub** – Portal to fulfill orders and providing centralized management of bundled Flex offers: Webex Contact Center, Webex Calling, Webex Teams and Meetings
- **Webex Contact Center Management Portal** – Portal for managing Tenant settings
- **Agent Portal** – Agent web portal to handle calls
- **Connect / Engage** – New Digital Channels Portals



Control Hub



Tenant Mgt



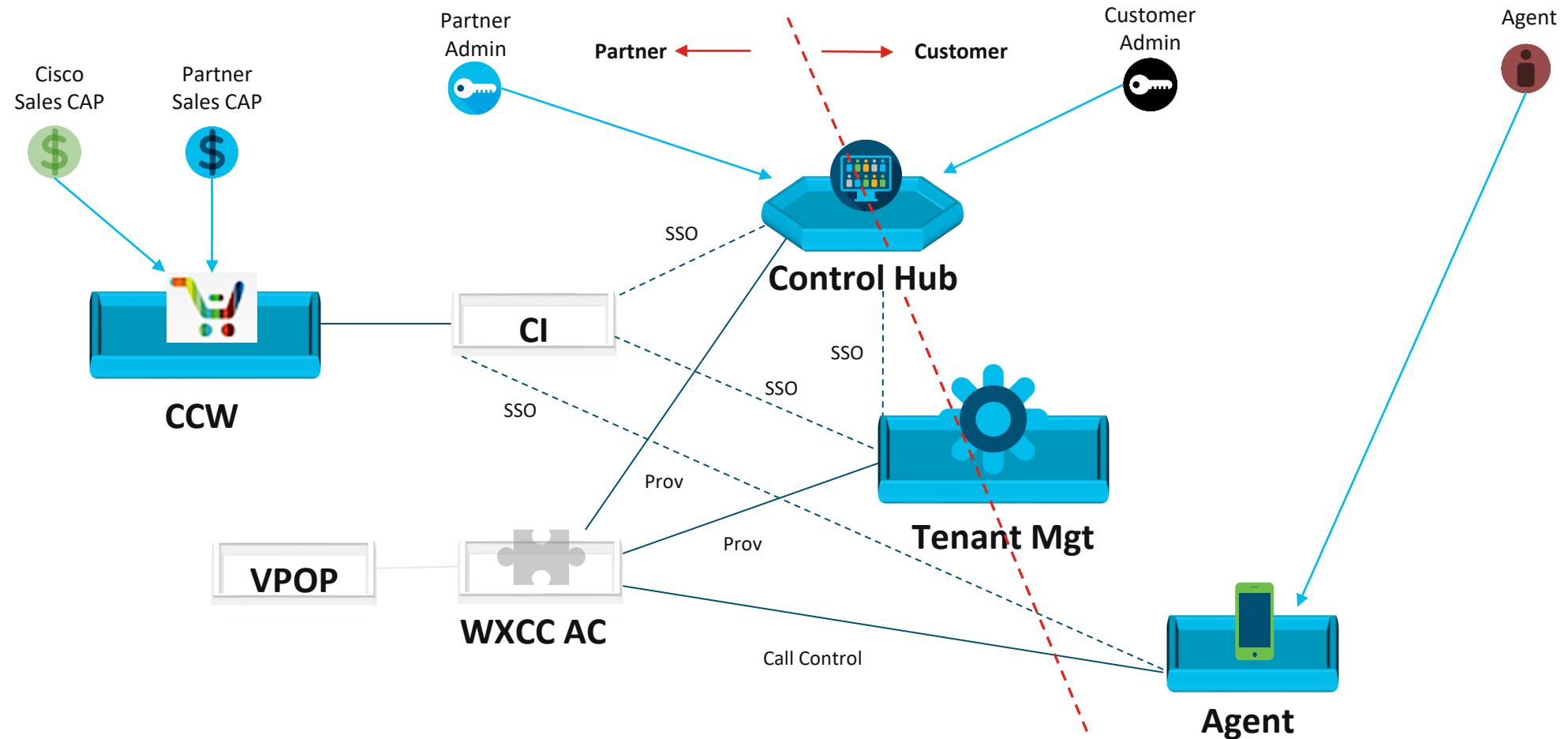
Agent Desktop



Connect Engage



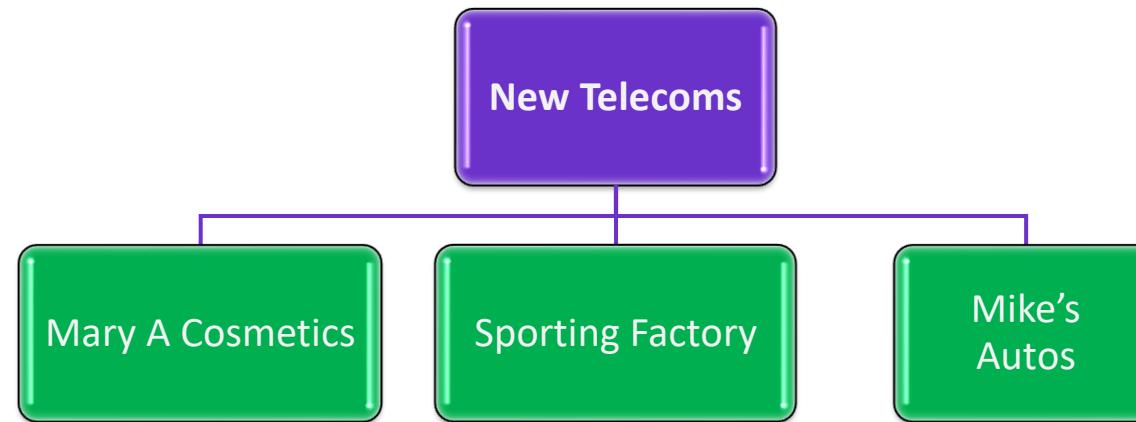
Portal Architecture with Roles



Control Hub Hierarchy

Organization Hierarchy

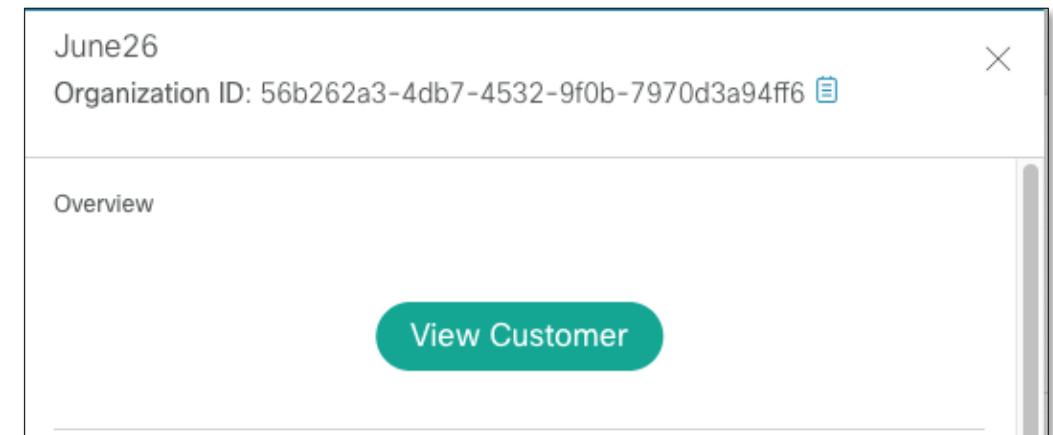
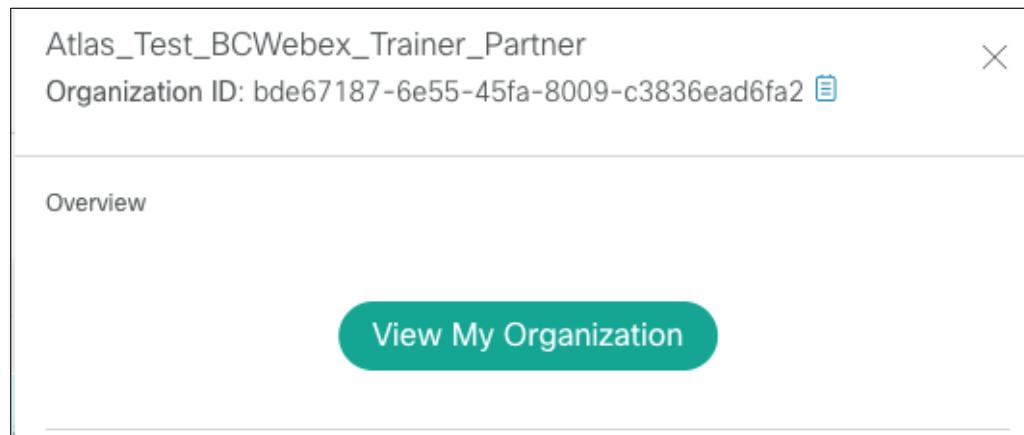
- Each **Partner** is a Cisco Partner
- Each **Customer** is a Partner's Customer
- Each **Customer** represents an **Enterprise in CH**



CH Named Organizations

- Why is this important?
- **Cisco maps Partners and Customers to their respective unique Organizational ID**
Added to all TAC Tickets

NOTE: in CH both Partners & Customers are Named Organizations



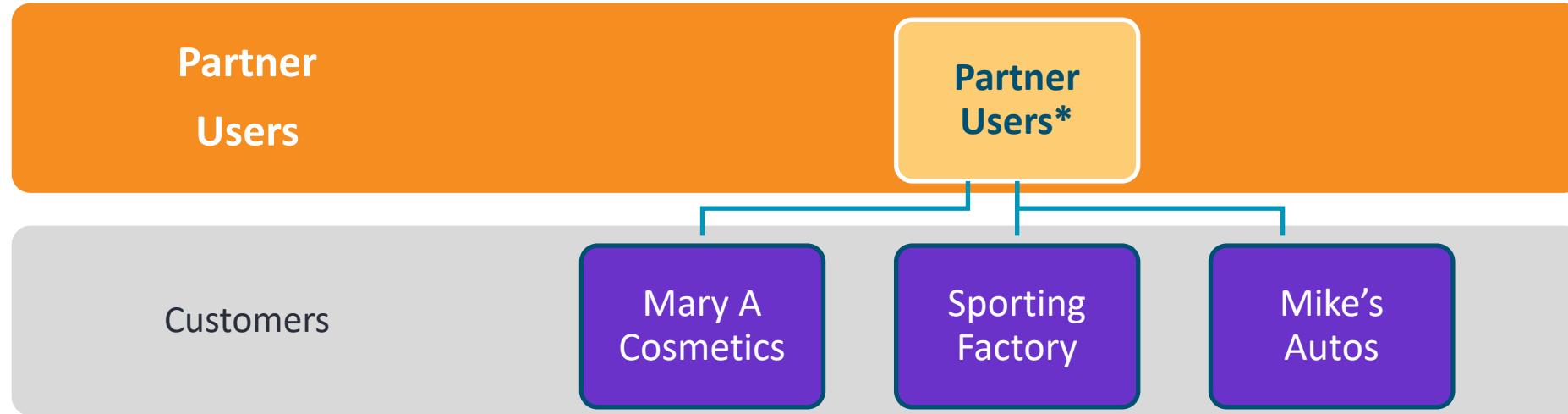
Partners Roles and Creation

Partners Roles

<https://help.webex.com/en-us/article/fs78p5/Assign-organization-account-roles-in-Control-Hub>

Partner Administrator	The Partner Administrator is a Full Administrator
Other Partner Users	<p>Partners Users can have different privileges in Control Hub</p> <p>Organization Admin Roles</p> <ul style="list-style-type: none">- Full Admin- Read-only Admin <p>Functional Admin Roles</p> <ul style="list-style-type: none">- Support Admin- User and Device Admin- Device Admin- Compliance officer- Advanced Troubleshooting Access <p>Customer Management Roles</p> <ul style="list-style-type: none">- Sales Full Admin- Sales Administrator- Help Desk Admin <p>Services</p> <ul style="list-style-type: none">- Webex Site Administrator Roles

Partner Roles



- Depending on their privileges, Partner Users may create other Partner Users
- Additional Partner Users are optional

Partner Administrator Creation

- New Partner Admins can be given different rights by changing the Administration Roles

The image displays two screenshots of the Webex Partner Hub and Control Hub interfaces.

Top Screenshot: webex Partner Hub

This screenshot shows the main interface of the Partner Hub. On the left, there's a sidebar with links for "WebexCC Train...", "Overview", "Customers", and "Administrators". The main area shows a table with columns for "Customer Name", "Services", and "Provisioning Status". A row for "WebexCC Training Org" is selected, showing "My Organization" in the status bar. A modal window titled "WebexCC Training Org" is open, displaying its organization ID and a "View My Organization" button.

Bottom Screenshot: webex Control Hub

This screenshot shows the Control Hub interface. On the left, there's a sidebar with links for "Overview", "Alerts center", "MONITORING", "Webex Experience", "Analytics", "Troubleshooting", "Reports", "MANAGEMENT", "Users", "Workspaces", "Devices", "Apps", "Account", and "Organization Settings". The main area shows a user profile for "NewAdmin@gmail.com" with tabs for "Profile", "General", "Meetings", "Calling", "Messaging", "Hybrid Services", and "Devices". The "Profile" tab is active. Below the profile, there's a section titled "Administrator roles" with three tabs: "Organizational", "Functional", and "Customer management". Under "Organizational", the "Organization administrator" role is selected. Under "Functional", several roles like "Support administrator", "User and device administrator", and "Device administrator" are listed. Under "Customer management", roles like "Customer administrator" and "Help desk administrator" are listed. At the bottom, there's a "Services" tab and a "Webex site administrator roles" section.

Partners Sales Administrators

Partner Sales Administrators

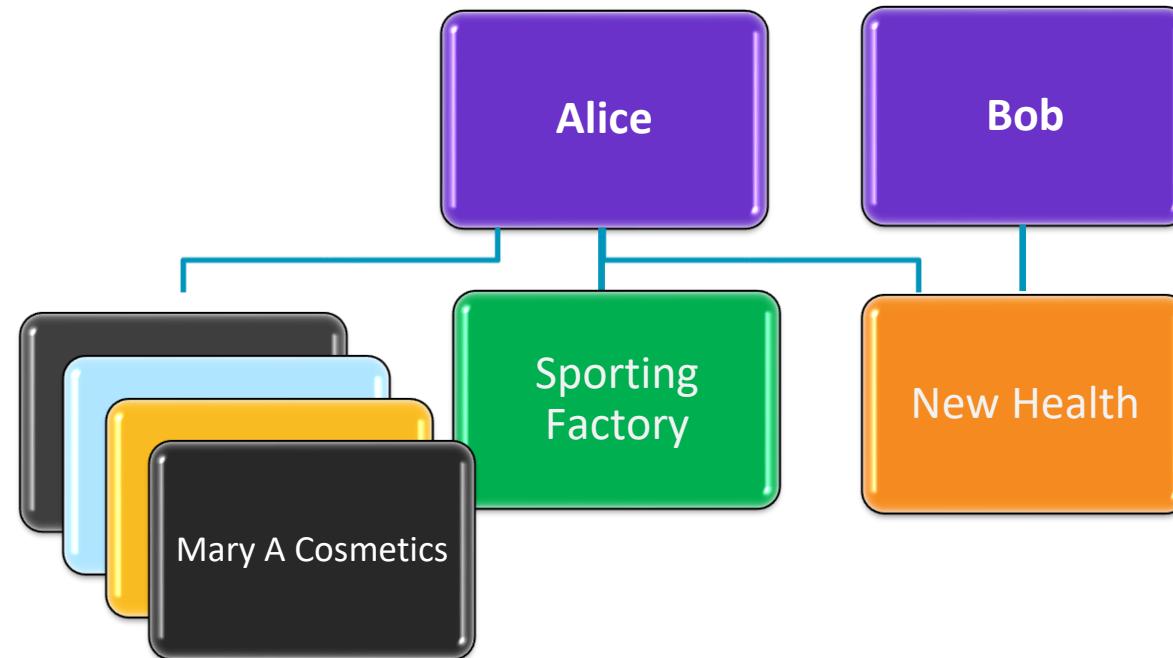
Webex Calling supports two roles to separate sales privileges:

1. **Sales Administrator's** have no access to Customers of the Partner Organization
2. **Sales Full Admin**, has access to the full list of Customers managed by the Partner,
 - Can assign other sales/sales full admins within the partner organization.

<https://help.webex.com/en-us/fs78p5/Assign-Organization-Account-Roles-in-Cisco-Webex-Control-Hub>

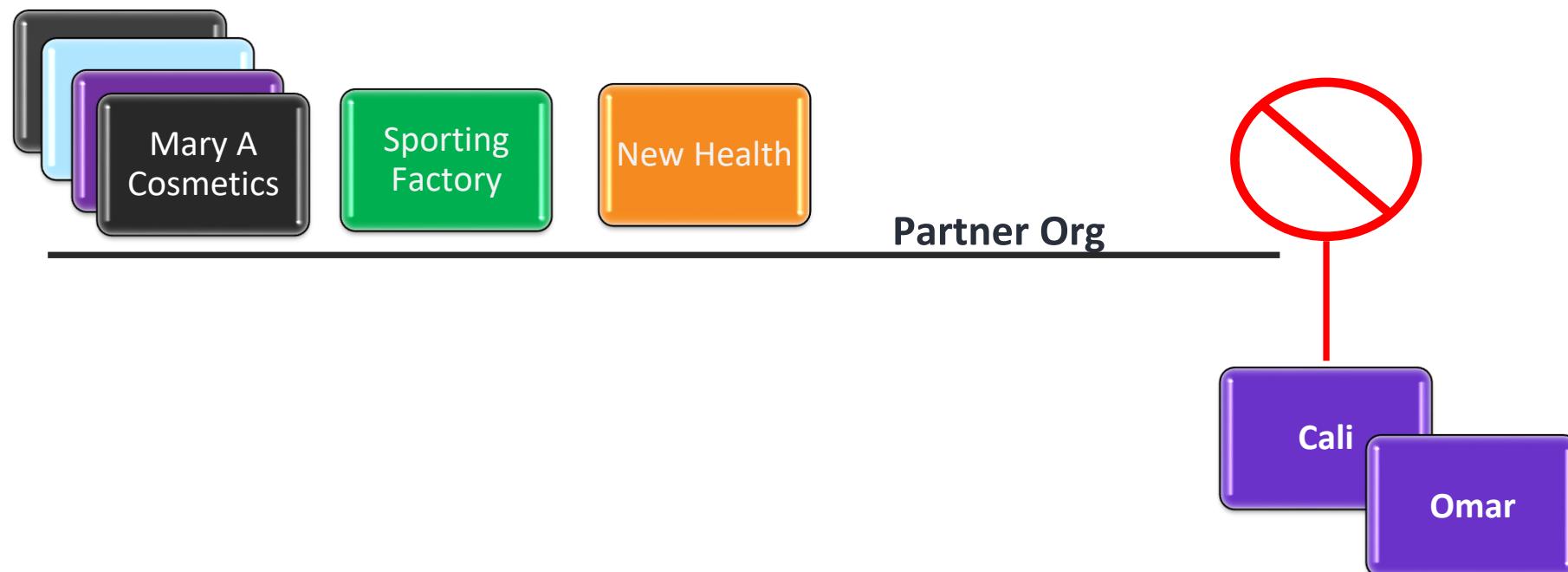
Partner users with Sales Full Administration

- Can view/manage any customer part of their Partner Org



Partner users with Sales Administration

- No access to Customers in their Partner Org
- Can create other Sales Admins
- Might be assigned to Customers



Creating a Sales Full Administrator

Customer management

- Customer administrator
- Sales full administrator (i) Read/Write all customer orgs
- Sales administrator (i)
- Help desk administrator (i)
- Basic (i)
- Advanced (i)

Creating a Sales Administrator

The screenshot shows the 'Profile' tab of a user configuration page. The user's email is listed as NewAdmin@gmail.com. The 'Administrator roles' section is expanded, showing three main categories: 'Organizational', 'Functional', and 'Customer management'. A red arrow points from the 'Functional' section down to the 'Customer management' section, which is highlighted with a red box. A callout bubble points to the 'Sales administrator' role under 'Customer management' with the text 'Read/Write assigned customer orgs'. The 'Services' tab is visible at the bottom.

NewAdmin@gmail.com
NewAdmin@gmail.com

Profile General Meetings Calling Messaging Hybrid Services Devices

< Profile

Administrator roles

Organizational

Organization administrator
 Full administrator ⓘ
 Read-only administrator ⓘ

Functional

Support administrator ⓘ
 User and device administrator ⓘ
 Device administrator ⓘ
 Compliance officer ⓘ
 Advanced troubleshooting access ⓘ

Customer management

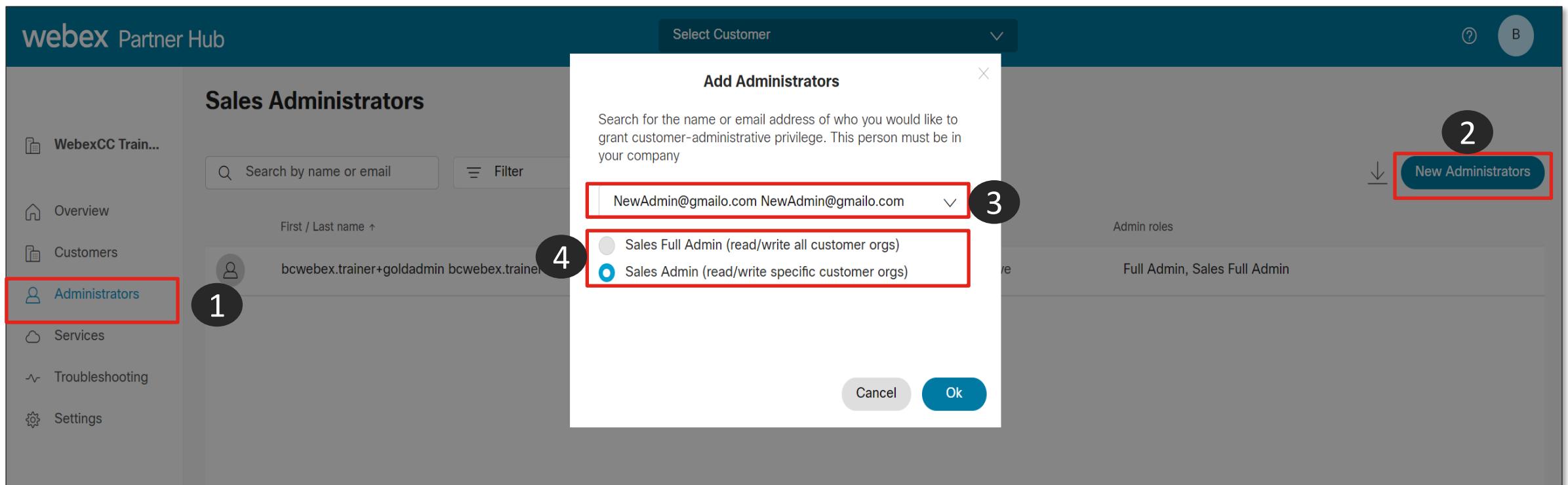
Customer administrator
 Sales full administrator ⓘ
 Sales administrator ⓘ **Read/Write assigned customer orgs**
 Help desk administrator ⓘ
 Basic ⓘ
 Advanced ⓘ

Services

Webex site administrator roles

Partner Administration of Specific Customers

Partners Users can be assigned to manage specific Customers via the Add Administrators search box.



External Administrator Roles

External Administrator

An user from an outside your organization that has Administrator Role. Administrator from a partner organization are also considered external administrators:

1. External Full Administrator
2. External Read-Only Administrator
3. Provisioning Administrator

https://help.webex.com/en-us/article/fs78p5/Assign-organization-account-roles-in-Control-Hub#id_87927

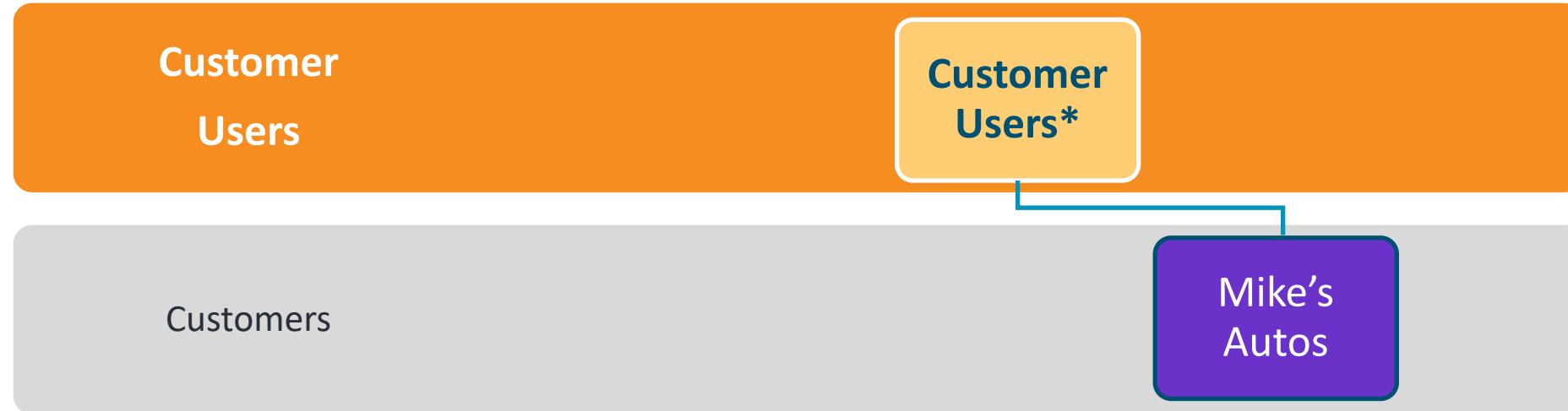
Customer Roles

Definitions

<https://www.cisco.com/c/en/us/products/collateral/conferencing/webex-control-hub/datasheet-c78-740770.html>

Customer	An Enterprise (Tenant) that has Contact Center services at one or more sites
Customer Admin	Customer Administrator (Tenant Administrator) is a Full Administrator
Customer Users	<p>Customer Users can have different privileges in Control Hub</p> <p>Organization Admin Roles</p> <ul style="list-style-type: none">- Full Admin- Read-only Admin <p>Functional Admin Roles</p> <ul style="list-style-type: none">- Support Admin- User and Device Admin- Device Admin- Advanced Troubleshooting Access <p>Services</p> <ul style="list-style-type: none">- Contact center service administrator- Webex site administrator roles

Customer Roles



- Depending on their privileges, Customer Users may create other Customer Users
- Additional Customer Users are optional

Creating a Customer Organization Administrator

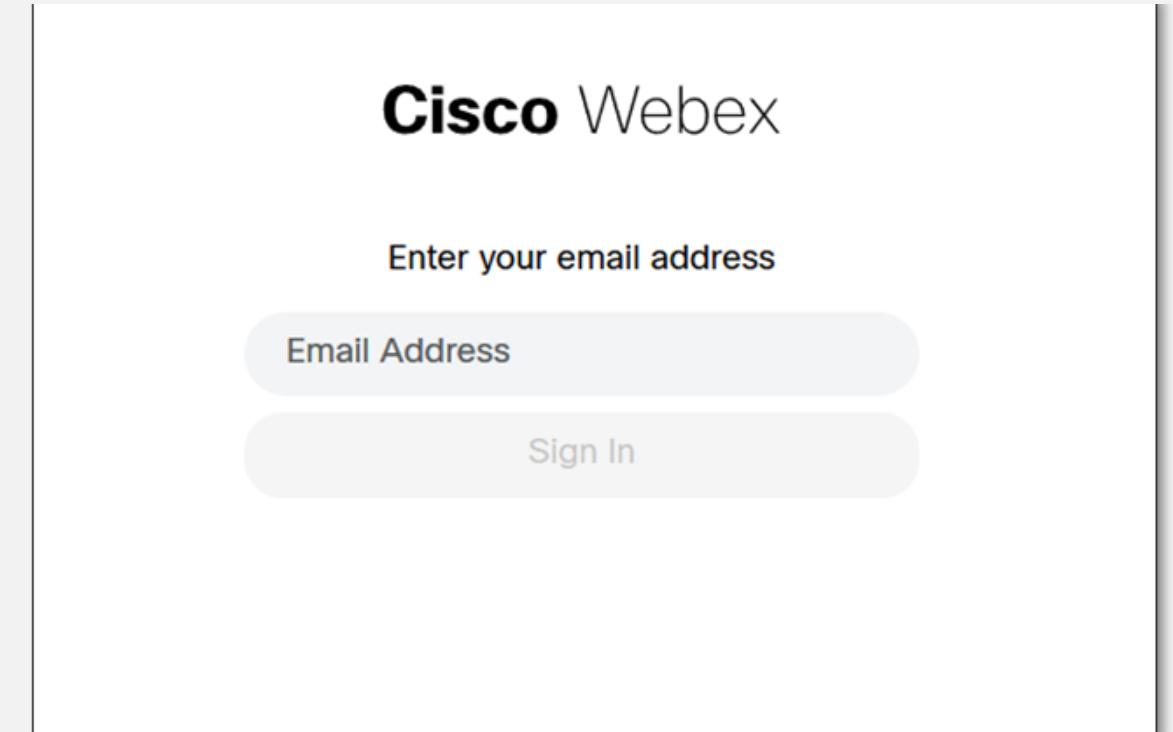
The screenshot shows the Webex Control Hub interface. On the left, the navigation menu is visible with sections like Overview, Getting Started Guide, Alerts center, MONITORING, Analytics, Troubleshooting, Reports, MANAGEMENT (with Users selected), Workspaces, Devices, Apps, Account, Organization Settings, SERVICES (with Updates & Migrations, Messaging, Calling, Contact Center, Connected UC, Hybrid), and a footer with USAStudent00. The main area shows a user profile for 'webexcc+USA01@gmail.com' (Active). The Profile tab is selected, showing tabs for General, Meetings, Calling, Messaging, Hybrid Services, and Devices. Under Profile, there's a 'Profile' section with tabs for Administrator roles, Functional, and Services. The Administrator roles tab is active, showing 'Organizational' and 'Functional' sections. In the Organizational section, 'Organization administrator' is checked, and 'Full administrator' is selected. A context menu is open over the 'Full administrator' option, listing: User Management, Company Policy & Templates, Analytics & Reports, Support Metrics & Notifications, Licenses & Upgrades, and Assign Roles. The Functional section includes 'Support administrator', 'User and device administrator', 'Device administrator', 'Compliance officer', and 'Advanced troubleshooting access'. The Services section lists 'Contact center service administrator' and 'Webex site administrator roles'. The top right of the screen shows a notification badge with '2', a refresh icon, and a user icon.

Control Hub Partner Portal

Control Hub Portal

admin.webex.com

- Users log in to the Control Hub Customer Portal using their own CI credentials



Partner Organization Overview

Control Hub Partner Portal

- View and manage all of Partner Customers

The screenshot shows the webex Partner Hub interface. On the left, there is a sidebar with the following navigation items:

- WXCC_Int_Part...
- Overview
- Customers** (highlighted with a red box)
- Administrators
- Services
- Troubleshooting
- Settings

The main content area has a header with the title "35 Customers". It includes a search bar ("Search customer details") and a filter dropdown ("Select a filter..."). A "Start Trial" button is also present. Below the header is a table with the following columns:

Customer Name	Services	Provisioning Status	Subscription Status
WXCC_Int_Partner (My Organization)	Not Available	Not Available	Not Available
Instructor Example	ⓘ ⓘ	✓ Provisioned	● Trial expires within 60 days
Instructors Tenant 2	ⓘ ⓘ	✓ Provisioned	● Trial Expired
Student 01	ⓘ ⓘ	✓ Provisioned	● Trial Expired
Student 02	ⓘ ⓘ	✓ Provisioned	● Trial expires within 60 days
Student 03a	ⓘ ⓘ	✓ Provisioned	● Trial Active
Student 04	ⓘ ⓘ	✓ Provisioned	● Trial Expired
Student 05	ⓘ ⓘ	✓ Provisioned	● Trial Expired
Student 06	ⓘ ⓘ	✓ Provisioned	● Trial Active

Customer Slide Out Screen

Control Hub Partner Portal

- View high level details about a Customer
- Green button launches into Customer for provisioning

The screenshot shows the Webex Partner Hub interface. On the left, there's a sidebar with navigation links: Overview, Customers (which is selected and highlighted in blue), Administrators, Services, Troubleshooting, and Settings. The main content area displays a table titled "35 Customers" with columns for "Customer Name" and "Services". A row for "Student 04" is highlighted with a red box. To the right of the table, there's a detailed view for "Student 04" showing their organization ID (2dfcfa45-385e-40d9-8488-1ed9c79f479d) and a "View Customer" button, which is also highlighted with a red box. Below this, there are sections for "Overview", "Administrator Management", "Subscriptions", "Customer Branding", and "Meeting Settings". At the bottom right, there's a "Delete Customer" link.

Customer Name	Services
WXCC_Int_Partner	My Organization
Instructor Example	Not Available
Instructors Tenant 2	Not Available
Student 01	Not Available
Student 02	Not Available
Student 03a	Not Available
Student 04	Not Available
Student 05	Not Available
Student 06	Not Available
Student 07	Not Available
Student 08	Not Available

Overview Page

Control Hub Partner Portal

- Landing page when launching into a Customer Organization

The screenshot shows the 'Overview' page of the Webex Control Hub. On the left, there's a navigation sidebar with sections like MONITORING (Organization Health, Analytics, Troubleshooting), MANAGEMENT (Users, Workspaces, Devices, Apps, Account, Organization Settings), and SERVICES (Updates, Messaging, Calling, Contact Center, Connected UC, Hybrid). A specific 'Webex CC Training Org' is selected. The main area has several cards: 'Organization Health' (Experience Score: 36%, Poor, 2 of 8 action items complete), 'Updates' (Jabber to the Webex app, Get Started), 'Devices' (No Devices Added, Add Devices), 'Hybrid Services' (7 INCOMPLETE: Calendar (Google), Calendar (Office 365), Calendar (Exchange), Call, Message, Video Mesh), 'What's New' (Cisco + Webex update), and 'Onboarding' (14 Total Users, Last CSV upload on November 19, 2020 at 10:26AM, status: Inactive 0%, Not Verified 0%, Verified 0%, Active 100%). There are also 'Potential New Users' (0) and 'Delayed Conversions' (0). A 'Quick Links' section includes links to Admin Capabilities, Manage Subscriptions, Organization Tasks, and Audit Log. The Cisco logo is visible in the bottom right corner.

Control Hub Customer Portal

Overview Page

Control Hub Customer Portal

- Landing page when logging into a Customer Organization

The screenshot shows the 'Overview' page of the Webex Control Hub. The left sidebar includes links for Overview, Getting Started Guide, Alerts center, Monitoring (Analytics, Troubleshooting, Reports), Management (Users, Workspaces, Devices, Apps, Account, Organization Settings), Services (Updates & Migrations, Messaging, Calling, Contact Center, Connected UC), and Instructor 00. The main content area has several cards: 'Getting Started Guide' (0 of 8 tasks completed), 'Updates' (Update your services to the new Webex experience), 'Onboarding' (1 Total Users: 0 Inactive, 100% Not Verified, 0% Verified, 0% Active), 'Devices' (No devices added, Add Devices button), 'Hybrid Services' (ALL ONLINE: Webex, Calling, Meetings, Hybrid Services, Control Hub, Room Devices, Contact Center), 'What's New' (webex + Office 365, Learn More), and 'Quick Links' (webex Adoption Methodology, Admin Capabilities, Manage Subscriptions, Organization Tasks, Audit Log, Calling Admin Portal, Webex Calling Network Readiness Tool, Manage Auto-License Template). Red annotations highlight the 'Contact Center' link in the sidebar and the 'Contact Center' section in the 'Hybrid Services' card. Red arrows point from these annotations to text labels: 'Shows that the Status of the Cisco Cloud Services' pointing to the 'Hybrid Services' card, and 'Shows that Contact Center Services are enabled for the Customer Org' pointing to the 'Contact Center' link in the sidebar.

Shows that the Status of the Cisco Cloud Services

Shows that Contact Center Services are enabled for the Customer Org

How to X-Launch into Tenant Portal

Control Hub Customer Portal

- Features
- Connectors
- Bulk operations
- ✓ Settings

The screenshot shows the 'Contact Center' page in the Webex Control Hub Customer Portal. The top navigation bar includes a search bar and user icons. Below it, a secondary navigation bar has tabs for 'Features' (selected), 'Connectors', 'Bulk operations' (highlighted with a red box), and 'Settings'. The main content area features a large icon of a telephone handset and the text 'Create a Template'. A descriptive subtitle reads: 'A template is what your customer uses to contact customer care.' At the bottom right of this section is a 'New' button. On the left, a sidebar lists various categories: Overview, Getting Started Guide, Alerts center, MONITORING (Analytics, Troubleshooting, Reports), MANAGEMENT (Users, Workspaces, Devices, Apps, Account, Organization Settings), SERVICES (Updates & Migrations, Messaging, Calling, Contact Center, Connected UC), and VMimi. The 'Calling' option under SERVICES is also highlighted with a red box.

Contact Center Settings Page

Control Hub Customer Portal

- “Synchronized Users” should be pressed if CH users are not synched with Tenant Portal users

Make sure to chose Settings

Sync users configured in CH with Tenant Portal

Synchronize Users

Synchronize Webex Contact Center Users
All edits to the Contact Center users must be synchronized with the Webex Contact Center Management Portal to ensure that user entitlements are aligned

Synchronize Users

Service Details	Country of operation	United States of America
Platform Details	New Platform	
Digital Channel	IMI Digital	
Voice Channel	Webex Calling Integrated	
Telephony	Webex Calling(CCP and Local gateway)	
ⓘ This PSTN Connection type was selected during first-time setup. To learn about Contact Center telephony please read the Setting Up Voice Channel for Cisco Webex Contact Center document.		

Advanced Configuration

Webex Contact Center Management
Configure advanced features for the customer organization including user profiles, multimedia profiles, sites, teams, and routing strategy.

Go to Webex Contact Center Management Portal

Contact Center Settings Page

PSTN Connection

- According to the Customer FTSW selection, the chosen Webex Calling PSTN options will be shown:
 - CCP and Local GW
 - VPOP bridge

NOTE: Webex Calling numbers shall be assigned to a Webex Calling location to be used in the Tenant Portal for Entry Point mapping

The screenshot shows the 'Contact Center' settings page in the Webex Control Hub. A red box highlights the 'Service Details' section, which contains the following information:

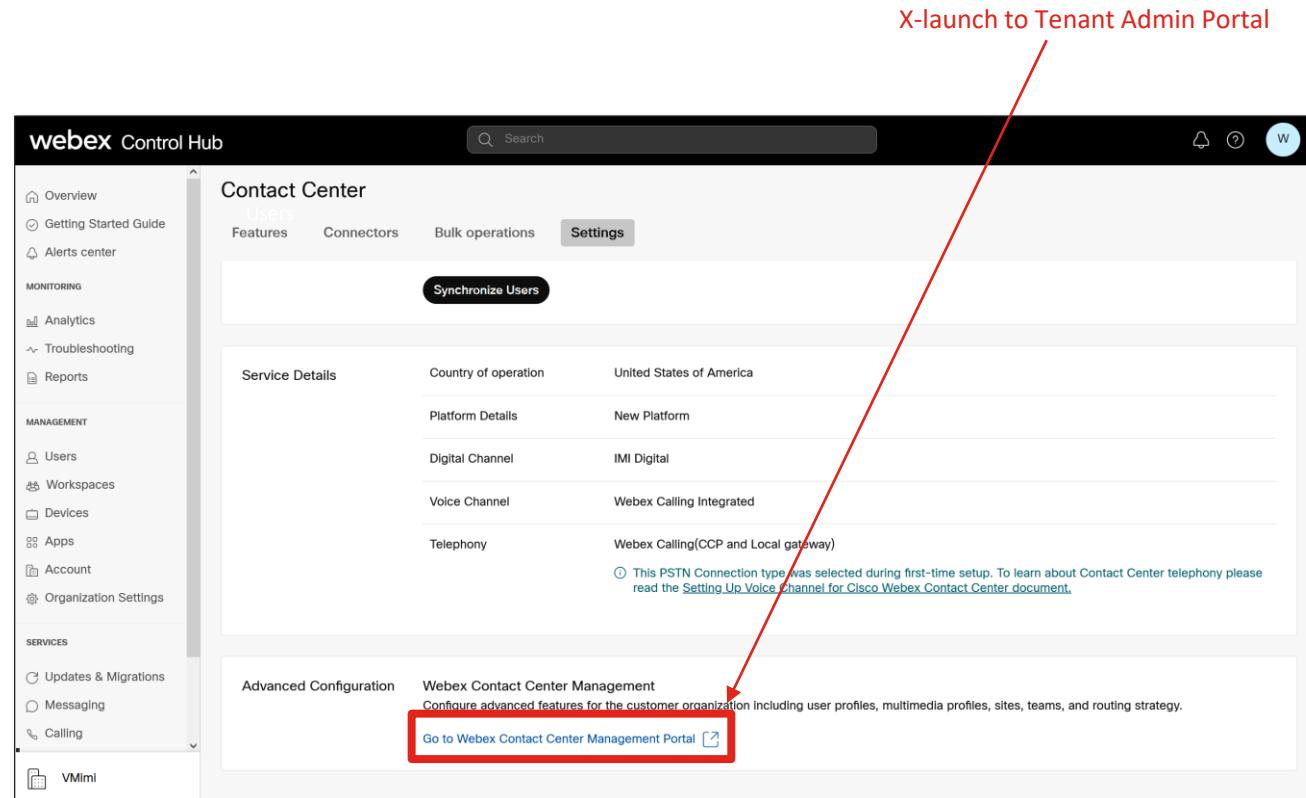
Service Details	Country of operation	United States of America
Platform Details	New Platform	
Digital Channel	IMI Digital	
Voice Channel	Webex Calling Integrated	
Telephony	Webex Calling(CC and Local gateway)	

A red arrow points from the text "Webex Calling Integration Settings" to the 'Service Details' section.

Contact Center Settings Page

Control Hub Customer Portal

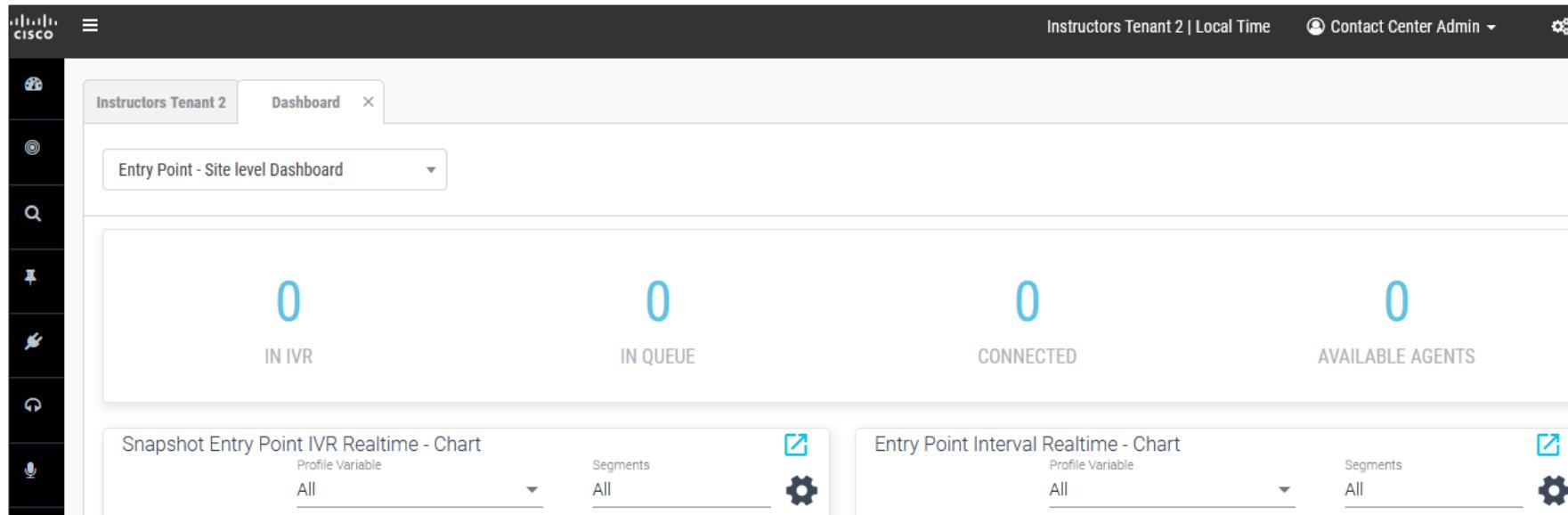
- “Go to Webex Contact Center Management Portal” link will cross-launch into Tenant Admin Portal for the Customer Organization



Tenant Portal

Landing Page

- Landing page of the Tenant Admin Portal for Customer Organization



Control Hub Customer Portal: User Management

Users Management

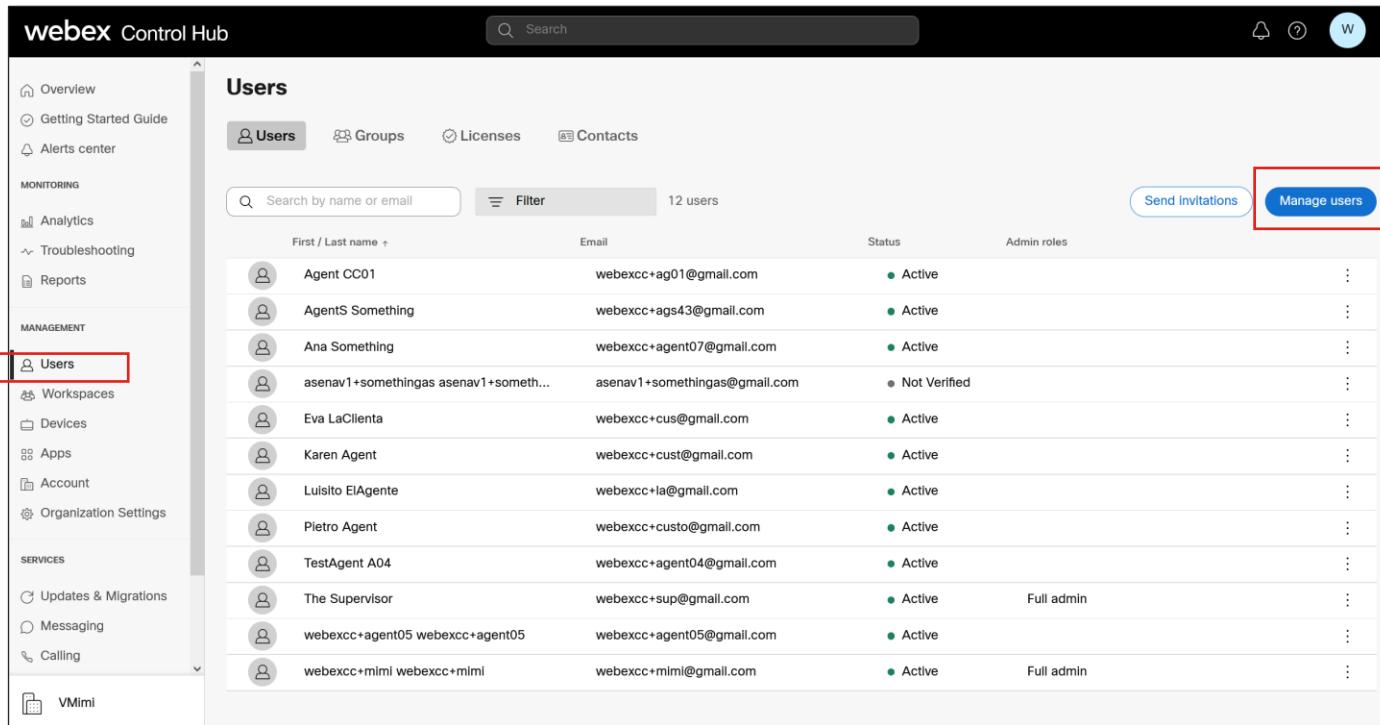
CH Customer Portal

- View Users for the Customer Organization
- Add new Users
 - Manually
 - Via Bulk Import
 - Directory Synchronization
- Edit License allocation for a given User

User Management

CH Customer Portal

- List of existing Users
- Add new Users by clicking green button



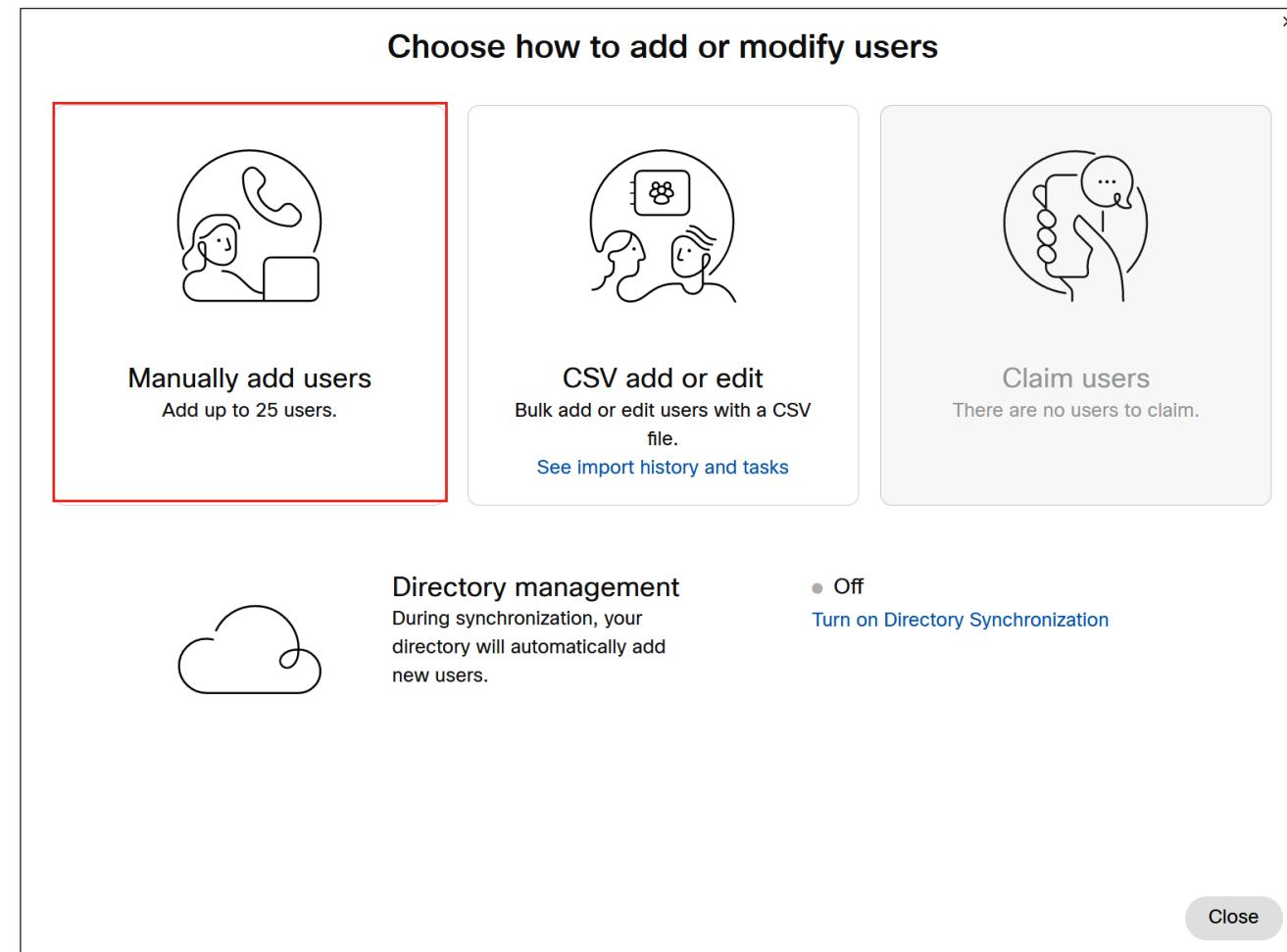
The screenshot shows the 'Users' page in the webex Control Hub. The left sidebar has a red box around the 'Users' menu item. The main area displays a table of 12 users with columns for First / Last name, Email, Status, and Admin roles. A 'Manage users' button at the top right is also highlighted with a red box.

First / Last name	Email	Status	Admin roles
Agent CC01	webexcc+ag01@gmail.com	● Active	
AgentS Something	webexcc+ags43@gmail.com	● Active	
Ana Something	webexcc+agent07@gmail.com	● Active	
asenav1+somethingas asenav1+someth...	asenav1+somethingas@gmail.com	● Not Verified	
Eva LaCliente	webexcc+cus@gmail.com	● Active	
Karen Agent	webexcc+cust@gmail.com	● Active	
Luisito ElAgente	webexcc+la@gmail.com	● Active	
Pietro Agent	webexcc+custo@gmail.com	● Active	
TestAgent A04	webexcc+agent04@gmail.com	● Active	
The Supervisor	webexcc+sup@gmail.com	● Active	Full admin
webexcc+agent05 webexcc+agent05	webexcc+agent05@gmail.com	● Active	
webexcc+mimi webexcc+mimi	webexcc+mimi@gmail.com	● Active	Full admin

Manual User Addition

CH Customer Portal

- Manually Add Users



Manual User Addition

CH Customer Portal

- Enter an email address for the new user, or email and names

Step 1: Basic information

Names and Email address
 Email address

First name Last name Email address 

Step 1: Basic information

Names and Email address
 Email address

You can add up to 25 users.
Valid example: john.doe@example.com, marysue@example.com

Enter user emails separated by commas
0/25 Items  Clear All

Manual User Addition

CH Customer Portal

- Assign Licenses for the new User
- Also, you can select between these licenses for Webex Contact Center:
 - Standard Agent
 - Premium Agent
 - Supervisor (Premium Agent)

Step 2: Assign license for users
Select the services that you want to provide to users.

Subscription: Enterprise Trial - 04/25/2022

<input checked="" type="checkbox"/> Messaging	1
<input checked="" type="checkbox"/> Meeting	1
<input checked="" type="checkbox"/> Calling	1
<input type="checkbox"/> Contact Center	0

Contact Center

Licensed Agent

Standard Agent

Premium Agent

Premium Agent - Supervisor Role ⓘ

Administrator ⓘ

Manual User Addition

Webex Calling Number Assignment

- Webex Calling Location shall be created prior to this step in Webex Calling
- Extension is mandatory

Only necessary if the User is a Webex Calling User

Step 2: Assign license for users

Select the services that you want to provide to users.

Messaging	<input type="checkbox"/>
Meeting	<input type="checkbox"/>
Calling	<input checked="" type="checkbox"/>
Contact Center	<input checked="" type="checkbox"/>

Subscription: Register to Unified Communications Manager (UCM)

Register to Unified Communication Manager (UCM)

Subscription: Call on Webex (1:1 call, non-PSTN)

Call on Webex (1:1 call, non-PSTN)

Subscription: Enterprise Trial - 04/25/2022

Webex Calling

Professional

Step 3: Calling Configuration - Assign numbers

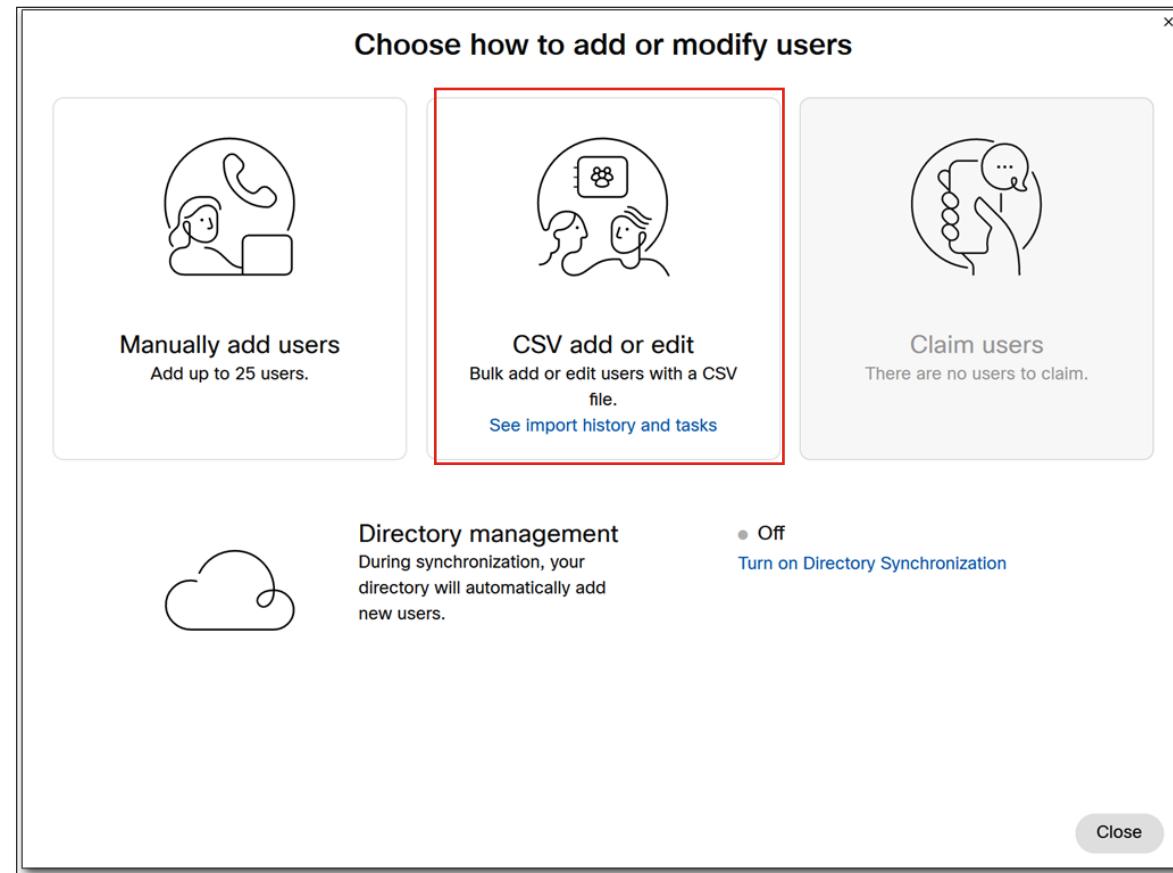
* Provide at least a phone number or extension

User Agent CC27 webexcc+ag27@gmail.com	Location * Office	Phone Number * None	Extension * 1027
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Bulk User Onboarding

CH Customer Portal

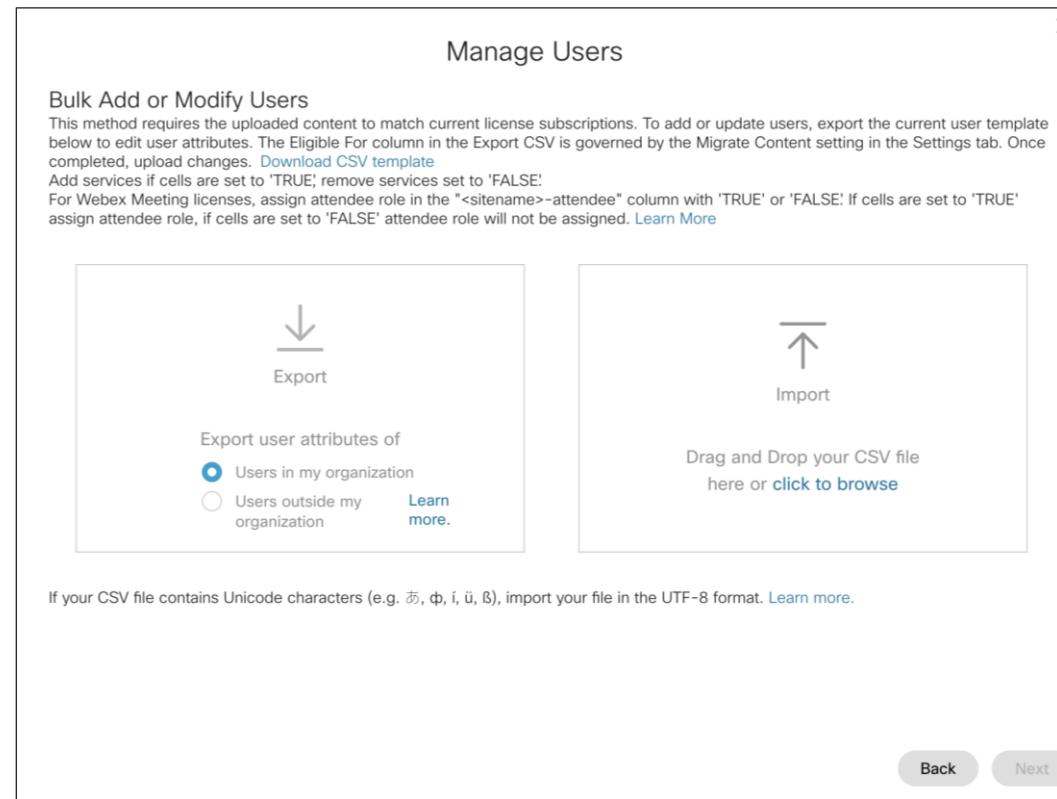
- Select CSV Add or Modify Users



Bulk User Onboarding

CH Customer Portal

- Export Users or download the CSV template
- Once CSV template is complete, Import the CSV back into Control Hub



User Activation

CH Customer Portal

- Users (Agents/Supervisors/Tenant Admins) have to be activated by setting their password via the email sent by CH
- Once activated, Users will show in the Tenant Portal



Collaboration just got easier

Welcome to Webex!

Instructor00 is using Webex to collaborate in one place, from anywhere - with a seamless experience. Click on the link below to activate your account.

Activate

Sign up with: webexcc@gmail.com

Use confirmation code: **883821**

Code expires in **15** days.

We've got everything you need to make using Webex fast and easy. Check it out here <https://www.webex.com/essentials/teams.html.>

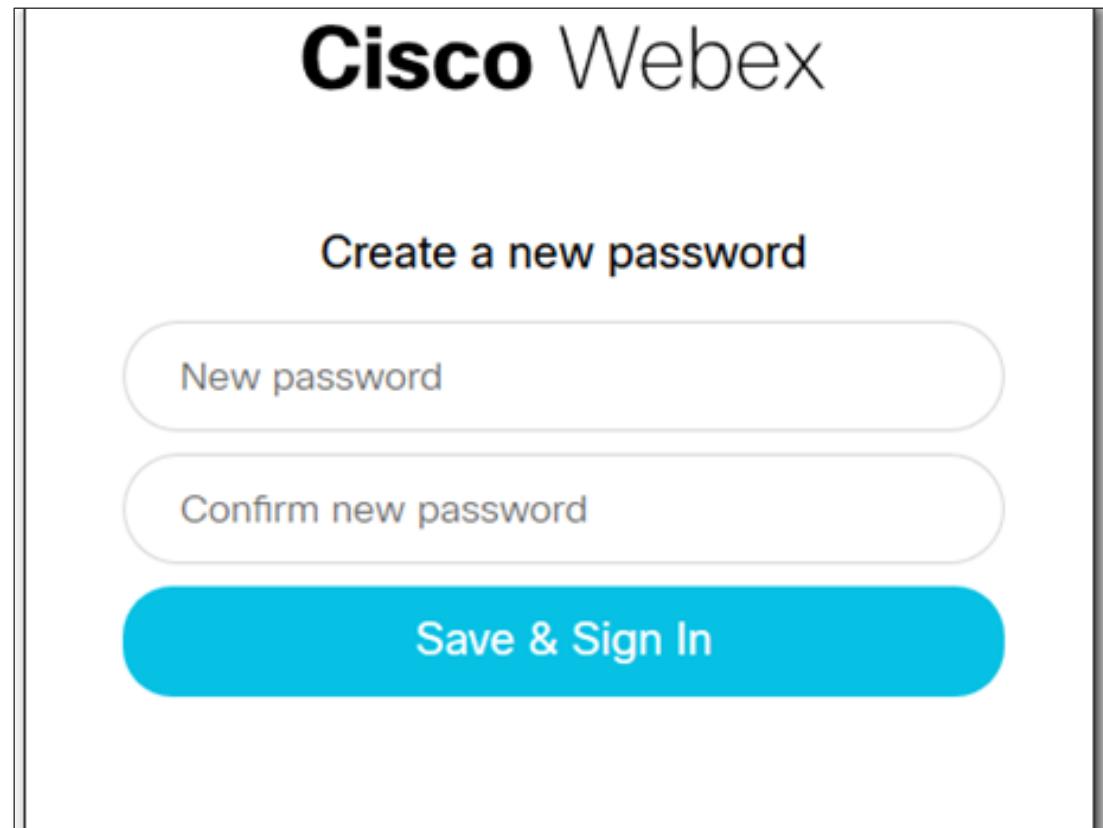
The Webex team

Need help? [Contact us.](#)

Common Identity Password Setup

Tenant Admin

- Customer Admin sets password in Common Identity (CI) and then logs in to Control Hub



Control Hub Customer Portal: User Editing

Verification of User License Type

The screenshot shows the webex Control Hub interface for a user named 'c.contactcenterstudent@gmail.com'. The 'Profile' tab is selected in the navigation bar. The 'User details' section displays the following information:

First Name	CC
Last Name	Agent1
Display Name	CC Agent1
Email Address	c.contactcenterstudent@gmail.com
Preferred Email Language	English - American English
Last Email Status	Delivered Last Sent: Jan 13, 2022, 2:29:57 PM
Name Labels	Status: Not enrolled Organization Setting: Off

The 'Licenses' section lists the following assigned licenses:

Messaging	Basic Messaging
Meeting	Basic Space Meetings
Calling	Call on Webex (1:1 call, non-PSTN)
Contact Center	Premium Agent

A red box highlights the 'Contact Center' license entry. At the bottom of the 'Licenses' section is a blue 'Edit Licenses' button.

User License Editing

CH Customer Portal

- Select target User for editing his/her License Assignment

The screenshot shows the Webex Control Hub interface. On the left, a sidebar menu includes Overview, Getting Started Guide, Alerts center, MONITORING (Analytics, Troubleshooting, Reports), MANAGEMENT (Users, Workspaces, Devices, Apps, Account, Organization Settings), and SERVICES (Updates & Migrations, Messaging, Calling, Contact Center). The 'Users' option under MANAGEMENT is selected.

The main content area displays a user profile for 'CC Agent1'. The 'Profile' tab is active. The 'User details' section shows First Name: CC, Last Name: Agent1, Display Name: CC Agent1, Email Address: c.contactcenterstudent@gmail.com, Preferred Email Language: English - American English, and Last Email Status: Delivered | Last Sent: Jan 13, 2022, 2:29:57 PM. The 'Name Labels' section shows Status: Not enrolled | Organization Setting: Off.

The 'Licenses' section lists available services: Messaging (Basic Messaging), Meeting (Basic Space Meetings), Calling (Call on Webex (1:1 call, non-PSTN)), and Contact Center (Premium Agent). A red box highlights the 'Edit Licenses' button at the bottom of this section.

A modal window titled 'Edit services for webexcc+cust@gmail.com' is open, prompting the user to 'Select the service entitlements that you want to provide to this user.' It lists four service categories: Messaging, Meeting, Calling, and Contact Center. The 'Contact Center' category is selected, indicated by a blue border and a red arrow pointing from the 'Edit Licenses' button to this selection. The 'Contact Center' section shows a single entitlement: 'Licensed Agent' (checkbox checked). Other options include 'Standard Agent', 'Premium Agent', 'Premium Agent - Supervisor Role', and 'Administrator'.

Enabling Customer Tenant Admin

Verification of Tenant Admin License Assignment

The screenshot shows the webex Control Hub interface. The left sidebar navigation includes Overview, Getting Started Guide, Alerts center, MONITORING (Analytics, Troubleshooting, Reports), MANAGEMENT (Users, Workspaces, Devices, Apps, Account, Organization Settings), SERVICES (Updates & Migrations, Messaging, Calling, Contact Center), and a user-specific section for USAStudent00.

The main content area displays the Profile tab for a user named "webexcc+USA01". The "User details" section contains the following information:

- First Name: webexcc+USA01
- Last Name: webexcc+USA01
- Display Name: webexcc+USA01@gmail.com
- Email Address: webexcc+USA01@gmail.com
- Preferred Email Language: English - American English
- Last Email Status: None
- Name Labels: Status: Not enrolled | Organization Setting: Off

The "Licenses" section lists the following options:

- Messaging: Basic Messaging, Advanced Messaging
- Meeting: Basic Space Meetings
- Calling: Call on Webex (1:1 call, non-PSTN)
- Contact Center: Contact Center Admin

A red box highlights the "Contact Center" row, indicating it is selected. At the bottom of the licenses section is a blue "Edit Licenses" button.

Enabling Customer Tenant Admin

Partner Admin

Partner Admin should give Tenant Admin rights to the Customer Admin for Control Hub

- Partner Admin should select Customer Admin and Assign the CC Admin Role by selecting **Full Admin Privileges**

Administrator roles

Organization administrator
 Full administrator ⓘ
 Read-only administrator ⓘ

Functional

Support administrator ⓘ
 User and device administrator ⓘ
 Device administrator ⓘ
 Compliance officer ⓘ
 Advanced troubleshooting access ⓘ

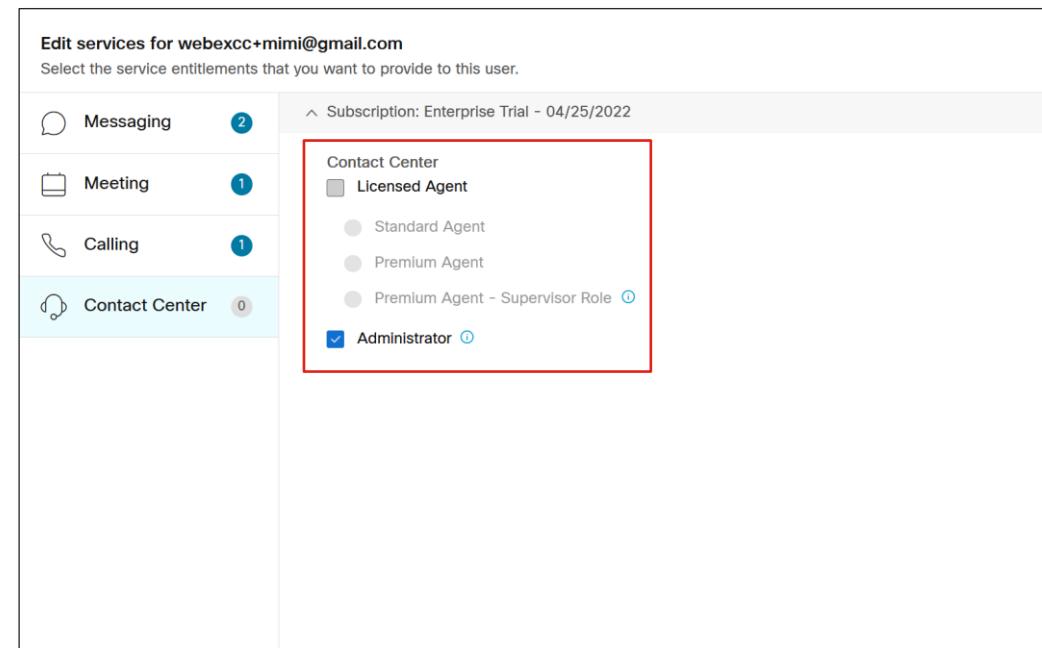
Services

Contact center service administrator
 Webex site administrator roles

Verifying Customer Tenant Admin

Licence Type

- Once Customer User has been made **Full Admin in CH**, the Webex Contact Center Administrator license is assigned to that user



Lab 1

Creating Agents in Control Hub

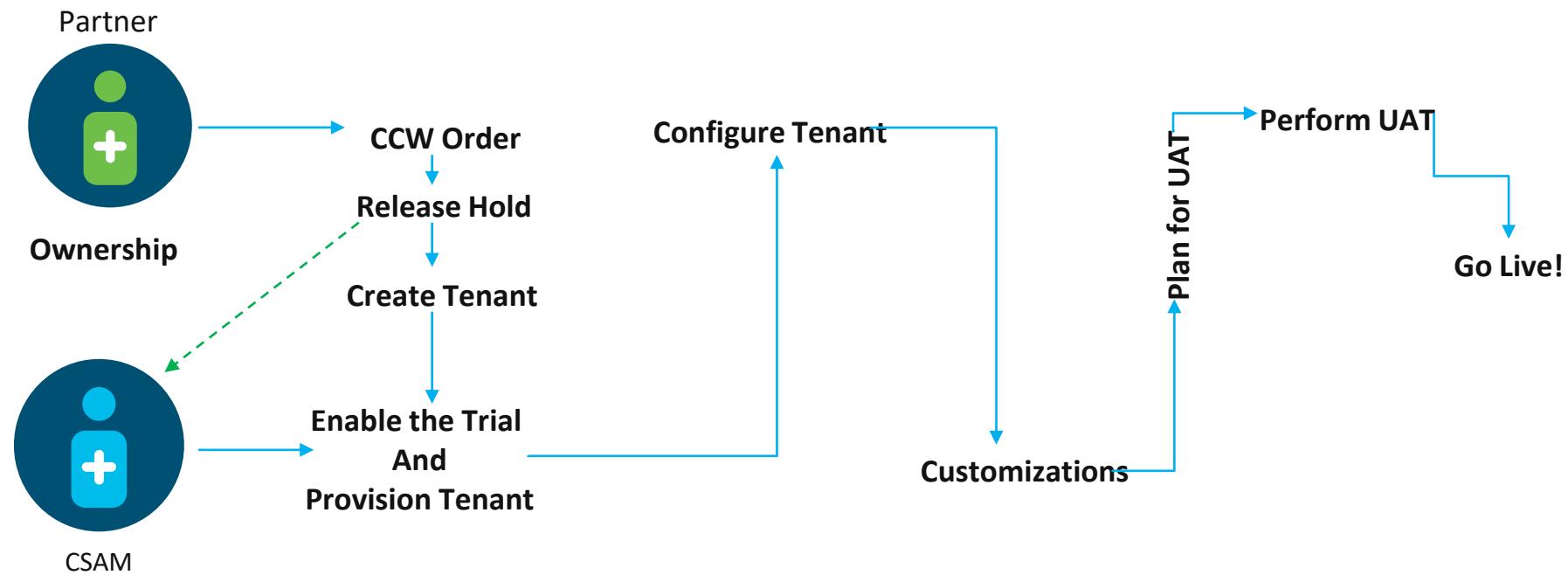
- *Estimated Time: 30 minutes*



Customer Creation Process

Customer Creation Process

Implementation Roles



Partner Control Hub Trial Creation

Trial Support and Creation

Control Hub Partner Portal

- Partners have the option to support the ability to create Trials as part of this service
- Trials are created from the Partner Portal in Control Hub and can be administered in the same way as paid Customers

Trial Creation in Control Hub

Control Hub Partner Portal

- Green Button will create a new Trial on behalf of a Customer

The screenshot shows the 'Customers' page in the webex Partner Hub. The left sidebar includes links for 'WebexCC Train...', 'Overview', 'Customers' (which is selected and highlighted in blue), 'Administrators', 'Services', 'Troubleshooting', and 'Settings'. The main area displays a table with 159 customers. The columns are 'Customer Name', 'Services', 'Provisioning Status', and 'Subscription Status'. The 'Start Trial' button is located at the top right of the table area, just below the 'Select a filter...' dropdown. A red box highlights this button.

Customer Name	Services	Provisioning Status	Subscription Status
1AsTudent_CU8	📞 🎙	✓ Provisioned	● Trial Active
1AsTudent_CU9	📞 🎙	✓ Provisioned	● Trial Active
1AsTudent_VMU12 To be deleted ⓘ	Not Available	Not Available	Not Available
22julytenant_Update To be deleted ⓘ	Not Available	Not Available	Not Available
A1student_AEMEtS1	Not Available	Not Available	Not Available

Trial Creation in Control Hub

Control Hub Partner Portal

- Basic Information for Trial Creation
 - Customer info
 - Customer Admin Email
 - Business Vertical
 - Country or region

Start New Trial

Customer Information

Legal Company Name

Administrator Email

Administrator email that you enter will be used to determine whether there is an existing customer account.

Business Vertical

Country or region for determining data residency region

Select the country or region closest to your customer. This will ensure the organization is provisioned in the region closest to them for purposes of data residency (user data, encryption keys and user generated content). [Learn More](#)

I certify that this customer is in a [supported location](#) for Cisco Webex

Trial Creation in Control Hub

Control Hub Partner Portal

- Basic Information for Trial Creation
 - Desired Services
 - Number of Users
 - Duration

Start New Trial

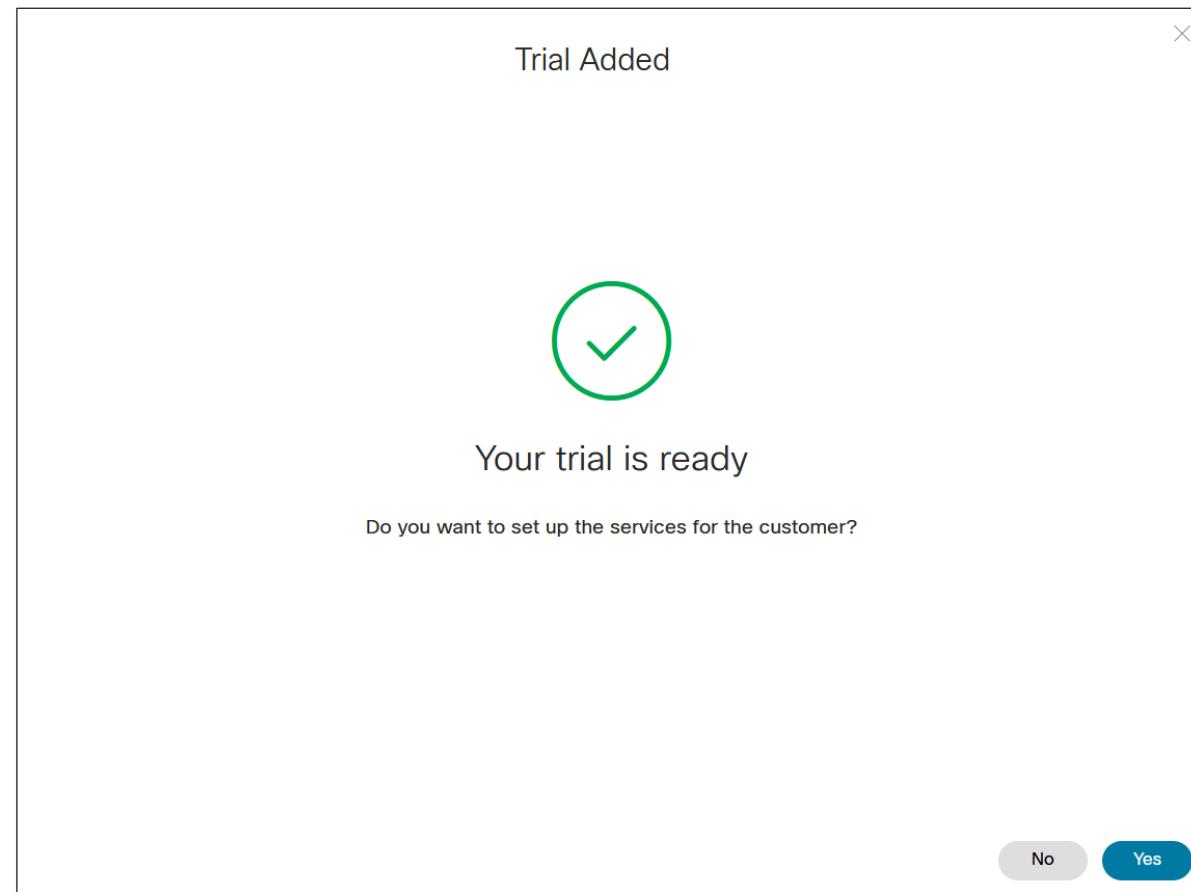
Trial Services	<input type="checkbox"/> Messaging <input type="checkbox"/> Advanced Messaging <input type="checkbox"/> Meeting <input type="checkbox"/> Advanced Space Meetings <input type="checkbox"/> Webex Meetings Suite 1000 <input type="checkbox"/> Real-Time Translations <input type="checkbox"/> Cisco Webex Assistant for Meetings <input type="checkbox"/> Calling <input checked="" type="checkbox"/> Webex Calling <input checked="" type="checkbox"/> Cisco Calling Plan ⓘ <input checked="" type="checkbox"/> Webex Go ⓘ <input type="checkbox"/> Contact Center <input checked="" type="checkbox"/> Webex Contact Center <input type="checkbox"/> Webex Devices <input type="checkbox"/> Cisco Webex Rooms devices and Cisco Webex Desk Devices <div style="text-align: right;">0 Licenses</div>
<p>Note: Devices loaned for trials are due at the end of trial expiry. Failure to comply with Cisco policy may result in suspension of the partner's account.</p> <hr/>	
Licenses Quantity	Licenses Quantity * <input type="text" value="100"/> Users
<hr/>	
Trial Duration	<input type="text" value="90"/> Days
<p>Note: 60 day trial duration not available for device trials. Loaner device extensions are granted only once and for 30 days only. Any loaner device extension must be approved by the trials team.</p> <hr/>	
Non Trial Services	
<input type="checkbox"/> Enable Context Service for Cisco Unified Contact Center.	

Save
[Back](#)

Trial Creation in Control Hub

Control Hub Partner Portal

- Trial is Ready!



Trial Creation in Control Hub

Control Hub Partner Portal

- Once a Trial is created, Partner can view status of the Trial or launch in for provisioning/setup
- Trials can be extended only once

The screenshot shows the Webex Partner Hub interface. On the left, there's a sidebar with navigation links: WebexCC Train..., Overview, Customers (which is selected and highlighted in blue), Administrators, Services, Troubleshooting, and Settings. The main area displays a table titled "106 Customers" with columns for Customer Name, Services, and Provisioning Status. One row is selected, showing "Instructor 00" with a status of "Awaiting provisioning details". To the right of the table, there's a detailed view for "Instructor 00" showing its organization ID and provisioning status. A red box highlights the "Setup Customer" button. Below this, sections for Administrator Management, Subscriptions (with a note about trials being uneditable), Basic Branding, and Meeting Settings are visible.

Customer Name	Services	Provisioning Status
Instructor 00		Awaiting provisioning details
InstructorLab	📞	Provisioned
LTMStudent07 To be deleted	Not Available	Not Available
LabTestStudent01 To be deleted	Not Available	Not Available
LabTestStudent02 To be deleted	Not Available	Not Available
MFTStudent01	📞	Provisioned
MFTStudent02	📞	Provisioned
MFTStudent03	📞	Provisioned
MFTStudent04	📞	Provisioned

Instructor 00
Organization ID: 63b0ba67-2c48-4566-8090-77778ff015bb

Overview

Administrator Management

Subscriptions
Trial cannot be edited because the services are not fully provisioned.

Basic Branding

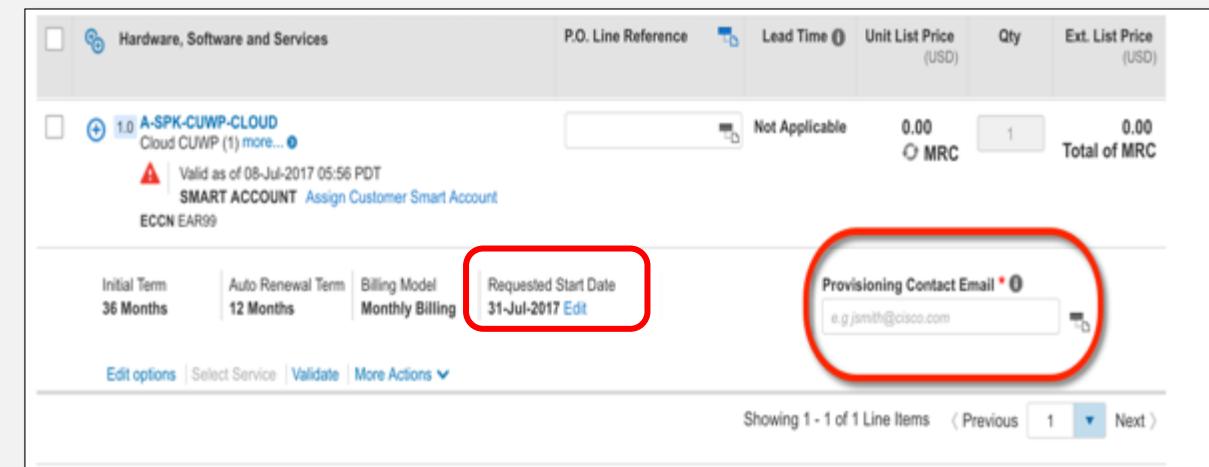
Meeting Settings

Starting the Billing to the Customer

Customer Setup

CCW Contact Email and Start Date

- Provisioning Contact is the email provided in the CCW order received on request setup date
- Partner may provide their own email as Provisioning Contact



Customer Setup

Customer Creation Email Notification

- To provide maximum flexibility, flow is built not to make any assumptions with respect to the Provisioning Contact Email – the email provided can belong to someone in the Partner or Customer's organization.
- Email is sent from support@webexteams.com
- Order Setup Wizard is launched when clicking the “Setup” button

The screenshot shows a web-based interface for the Cisco Webex Contact Center. At the top, there is a Cisco logo followed by the text "Webex Contact Center". Below this, a green circular badge contains the number "1". To the right of the badge, the text "Your customer 'Cumulus Motorcycles' is awaiting setup for Webex Contact Center" is displayed. Underneath this message are two small links: "Details" and "Order Number: CJP9821988 Customer Name: Cumulus Motorcycles". At the bottom of the screen, there is a prominent blue button with white text that reads "Setup Cumulus Motorcycles". This button is enclosed in a red rectangular border. Below the button, a smaller text link says "Need help? [Contact us.](#)".

Customer Setup

Provisioning Roles

- Role Choice
 - Partner
 - Customer*

* not for Webex Contact Center. Service is ordered only by Partners

Cisco Webex

Welcome to Setup - Please indicate your role

Order Number: 9001B1B7-91B51-17001
Subscription ID: Sub9001B11B7-931B1-DEM17001

Over the next few screens, you will be providing information needed to provision the services you have just purchased. This is a necessary step without which the services you have purchased will not be available for use.

If you are a customer who will be using these services, select 'I am a Customer.'

If you are a partner who will be setting up these services on behalf of the customer, select 'I am a Partner.'

If you are a partner who will be using these services (e.g., CUWP), select 'I am a Customer.'

To begin setting up this order, please indicate what your role is in relation to this purchase.

I am a Customer

I am a Partner

Customer Setup

Contact Setup Info

- Determine who will provide the Provisioning information
- To provide max flexibility, the flow is built not to make any assumptions with respect to what the Partner intends
- Partners can have the Provisioning Contact be an email alias and later re-route a specific order to a specific individual OR they can choose to receive the email first and then send it to the actual Customer contact
- NOTE: the provisioning contact is the one used in email match Org procedure (next screen)

Cisco Webex Order Number: 9001B1B7-91B51-17001
Subscription ID: Sub9001B11B7-931B1-DEM17001

Are you going to set up services?

In order to complete provisioning, you'll need some technical information like the Webex site URL, SIP domain, and a few other things. If you don't have this information, then you can't set up the services.

Are you the correct technical person to be providing this type of information?

Yes, I will set up services

Another person in my company will set up services

The customer will set up services

(Note: You will not have access to the customer's organization in Control Hub or the services in this subscription if the customer provisions the services.)

The provisioning contact will become the Partner Admin for the Customer

Back **Next**

Customer Setup

Partner Organization Identification Wizard

- Partner Org Info is retrieved if exact email match is found (Partner already exists)

NOTE: If the system is not matching to the right Partner organization, it is best to stop and to contact their Cisco CSAM

Cisco Webex

Order Number: 9001B1B7-91B51-17001
Subscription ID: Sub9001B1B7-931B1-DEM17001

Step 1 of 3

Identify your organization

Based on your email address, you have been matched to the following organization. This organization will be entitled to manage the customer's services.

Atlas_Test_ordersimp_Partner

Account Created (date):	07/02/2019, 22:33:40
Number of active subscriptions:	0
Number of managed customers:	19
Claimed Domains:	
Number of users in organization:	1
Full Admins:	Atlas_Test_ordersimp_Partner
Org ID:	6b14a39e-5cfe-4479-9eb4-5dce94b792db
User Data Locality:	North America

Back **Next**

Customer Setup

Identifying Customer Admin

- This step allows the system to determine if an Customer Org already exists for the Customer based on the customer admin email

NOTE: No email communication is sent to the customer. Option to send email is provided later to the Partner

Cisco Webex

Order Number: 9001B1B7-91B51-17001
Subscription ID: Sub9001B1B7-931B1-DEM17001

Step 2 of 3

Identify customer admin

Provide the email address of the person in your customer's company that will be administering the services. The email address will only be used to determine if your customer already has an organization registered in our identity system. No email communication will be sent to this email address at this point.

Admin Email Address

Confirm Admin Email Address

Back Next

Customer Setup

Customer Email Match Found

- If a match is found based on the Customer admin's email assigned to an organization, it is shown on this screen for the Partner to confirm

The screenshot shows a step 3 of 3 screen titled "Identify customer organization". It displays a match found for the organization "Atlas_Test_ordersimp_Atlas_Test_CSCO_03". The organization details include:

Detail	Value
Account Created (date)	8/12/2017, 11:03:11 AM
Number of active subscriptions	0
Number of managed customers	0
Claimed Domains	
Number of users in organization	1
Full Admins	ordersimp-cisco03@mailinator.com
Org ID	803be451-d69e-4390-91df-bfb7be324d7

At the bottom are "Back" and "Next" buttons.

Customer Setup

No Customer Email Match Found

New Customer to be set up

- If no Customer Organization is found based on provided customer admin's email, Partner can create a new Customer Organization

Cisco Webex

Order Number: 9001B1B7-91B51-17001
Subscription ID: Sub9001B1B7-931B1-DEM17001

Step 3 of 3

Create an organization for your customer

Based on the email address you provided we cannot find any organization in our identity system to which your customer belongs. You can create a customer organization for them by providing a company name.

Admin Email Address
 ✓

Company Name

Country

Select the country code closest to your customer. This will ensure their user data and keys are deployed in the closest regional data center. For more information, please read [Learn More](#)

[Back](#) [Next](#)

Customer Setup Post

Organization Setup Confirmation

- Confirmation if subscription is mapped correctly to the right Partner and Customer
- This step ensures:
 - Subscription is being mapped to correct Partner Org and Partner Admin that will be providing the provisioning info
 - Subscription is being mapped to correct Customer Org and Customer Admin that will be onboarded to the Org

NOTE: issues that arise during provisioning is caused by incorrectly mapping subscriptions

Cisco Webex

This order will be mapped to the following Organizations

Order mapping is permanent. Once you click Next, you can't come back and change the mapping. Only proceed if you want to map this order to the following organization(s).

Click Next if the information shown below is correct.

Order Number: 9001B1B7-91B51-17001
Subscription ID: Sub9001B11B7-931B1-DEM17001

Partner Organization Information

Atlas_Test_ordersimp_Partner
ordersimp-dart3@mailinator.com

Customer Organization Information

wcc-test1
wcc-test1-admn@mailinator.com

Back

Next

Customer Setup Post

Subscription Mapping

- After confirmation, the subscription is correctly mapped. Then, the Customer can proceed to provide the provisioning info
- The Partner or Customer can then directly log into Cisco Webex Control Hub in the future
<http://admin.webex.com>

Cisco Webex

Thank you. The order has been mapped correctly. Please continue to provide provisioning details.

Order Number: 9001B1B7-91B51-17001
Subscription ID: Sub9001B11B7-931B1-DEM17001

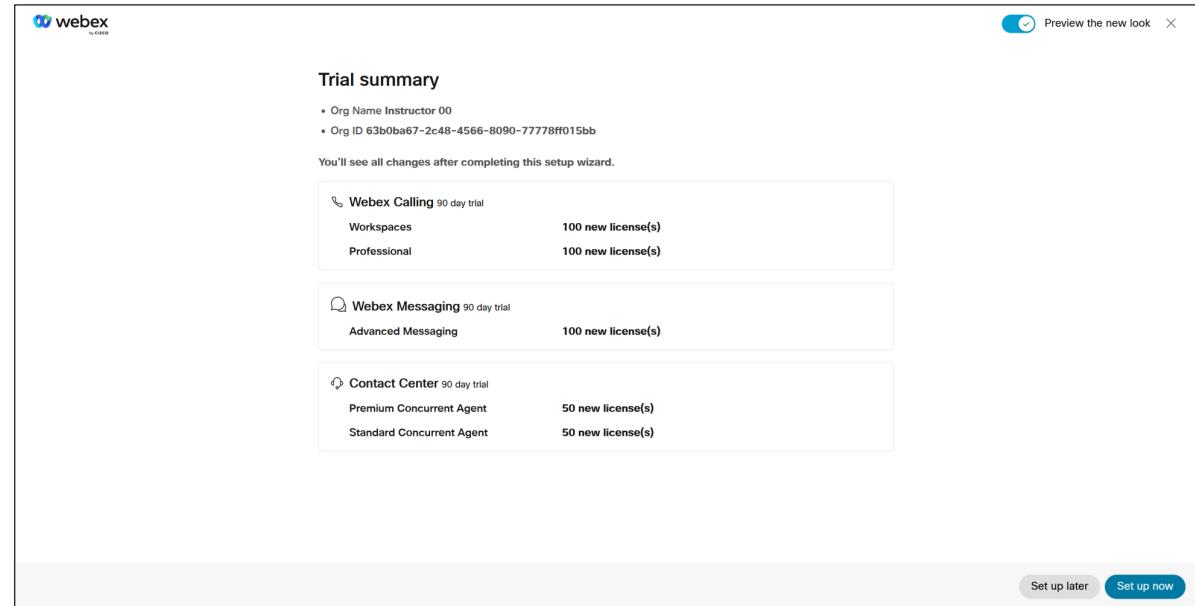
Next step - Next you need to provide information to provision the services. You may be asked to login.

Next

First Time Customer Setup or Billing Start Run through

First Time Customer Setup

- Converting Trials to Paid Subscriptions
- Main Goals are:
 - *Verifying the Data Center Location*
 - *Confirming the PSTN option chosen*
 - *Webex Calling*
 - *VPop*
 - *Confirming the Sip URL for Meetings*



First Time Customer Setup

License Plan Review

The screenshot shows the 'Trial summary' section of the Webex First Time Customer Setup. It displays the organization's name and ID, followed by a note about seeing changes after completing the setup wizard. Three sections detail the trial plans for Webex Calling, Webex Messaging, and Contact Center, each showing the number of new licenses available.

Trial summary

- Org Name Instructor 00
- Org ID 63b0ba67-2c48-4566-8090-77778ff015bb

You'll see all changes after completing this setup wizard.

Plan	Licenses
Webex Calling 90 day trial	100 new license(s)
Workspaces	100 new license(s)
Professional	100 new license(s)
Webex Messaging 90 day trial	100 new license(s)
Advanced Messaging	100 new license(s)
Contact Center 90 day trial	50 new license(s)
Premium Concurrent Agent	50 new license(s)
Standard Concurrent Agent	50 new license(s)

Set up later **Set up now**

First Time Customer Setup

Webex Calling Data Center Location

The screenshot shows the 'Calling setup' step of the Webex First Time Customer Setup process. The title 'Set up your headquarter's location' is displayed. A descriptive text explains that the selected country or region is the headquarter's location where calling data is stored. It also notes that this is the first location required for Webex Calling setup and can be edited or deleted later.

Location name: Office

Address: Address

Country or region: United States of America

Address line 2:

City / Town: Manhattan

Language: English - American English

State / Province / Region: New York

Time zone: America/New_York

ZIP / Postal Code: 0000

Buttons: Back (gray), Next (blue)

First Time Customer Setup

Webex Calling Completion

The screenshot shows the 'Calling setup' step of the Webex First Time Customer Setup. At the top, there is a navigation bar with four circular icons labeled 'Calling setup', 'Contact Ce...', 'Review', and 'Done'. Below the navigation bar, there are two input fields: 'Time zone' set to 'America/New_York' and 'ZIP / Postal Code' set to '0000'. A section titled 'Set up your SIP addresses' explains that users need unique SIP addresses and provides a link to learn more. It shows an example for 'Carmen (Example User)' with the WEBEX SIP ADDRESS 'carmen@instructor00.calls.webex.com'. A note says users can go to Settings to see their unique SIP address. Below this, there is a 'SIP address name' field containing 'instructor00' and a list of two options, both of which are checked: 'instructor00.calls.webex.com' and 'instructor00.rooms.webex.com'. At the bottom right are 'Back' and 'Next' buttons.

Calling setup — Contact Ce... — Review — Done

Time zone

America/New_York

ZIP / Postal Code

0000

Set up your SIP addresses

Users are required to have unique SIP addresses to call within the Webex app or within integrated call services (Webex Calling or with devices). [Learn more about SIP addresses.](#)

Carmen (Example User)
WEBEX SIP ADDRESS
carmen@instructor00.calls.webex.com

Users can go to Settings to see their unique SIP address.

SIP address name

instructor00

instructor00.calls.webex.com

instructor00.rooms.webex.com

Back Next

First Time Customer Setup

Webex Contact Center Data Center Location

The screenshot shows the 'Contact Ce...' step of the Webex Contact Center setup process. In the main area, there is a note that a Contact Center Partner should complete the configuration. Below it, the 'Webex Contact Center country of operation' section is displayed, asking to select the country where the contact center will operate. A dropdown menu shows 'United States of America' with a 'Save' button next to it. A yellow warning box at the bottom right states that the country of operation cannot be changed once set. A red arrow points from this warning box to a modal dialog box titled 'Confirm Country Of Operation'.

Calling setup — Contact Ce... — Review —

ⓘ A Contact Center Partner should complete this configuration on behalf of their customer.

Webex Contact Center country of operation

Select the country where this contact center will operate from. The customer tenant will be mapped to the closest regional data center. For more information, [read here](#).

Country or region

United States of America

Save

⚠ Webex Contact Center Country of Operation once set cannot be changed. Please ensure that you have selected a value that matches your requirement.

Confirm Country Of Operation

Webex Contact Center country of operation is set to United States of America.

Please ensure that this is correct before you proceed as it cannot be changed later.

Cancel Confirm

Back Next

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First Time Customer Setup

Webex Contact Center PSTN Settings

● Set up Location — ● Contact Center S... — ○ Review — ○ Done

ⓘ A Contact Center Partner should complete this configuration on behalf of their customer.

Webex Contact Center country of operation
Select the country where this contact center will operate from. The customer tenant will be mapped to the closest regional data center. For more information, [read here](#).

Country or region

Setup your Contact Center Tenant Timezone
Select the timezone of the region where your contact center is operating.

Timezone

Webex Contact Center Platform
Choose a contact center platform for this customer. Consult with Cisco Solution Assurance to ensure the right selection. This configuration cannot be changed later.

RECOMMENDED Default Platform Select this option to setup a tenant for a Webex Contact Center Subscription Order. Learn more about the Default Platform	CONTROLLED GA New Platform Select this option only if instructed by your Cisco Solution Assurance contact. Learn more about the New Platform	Exception Platform - 1.0 Select this option only if instructed by your Cisco Solution Assurance contact. Learn more about the Exception Platform - 1.0
---	---	---

Webex Contact Center Telephony
To learn about Contact Center telephony please read the [Setting Up Voice Channel for Cisco Webex Contact Center](#) document.

Voice POP Bridge
Service Providers can use this telephony option to provide telephony connection to Voice POPs. Verify this selection is correct as it cannot be changed later.

Webex Calling
Choose this option if you would like to configure Contact Center telephony through one of the approved Webex Calling Cloud Connected Providers(CCPs) or Local gateway.

First Time Customer Setup

Review

The screenshot shows the 'Review' step of the Webex First Time Customer Setup process. At the top, there is a navigation bar with four colored dots: blue (Calling setup), teal (Contact Center S...), light blue (Review), and grey (Done). To the right of the dots is a close button ('X'). Below the navigation bar, the title 'Here's what you'll set up' is displayed, followed by the instruction 'Review your changes and click submit for all service updates.'

The main content area is divided into two sections:

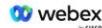
- Calling setup**: This section contains the following details:
 - Location name: Office
 - Address: Manhattan, NY 0000
 - Language: English - American English
 - Time zone: America/New_York
 - SIP addresses: instructor00.calls.webex.com, instructor00.rooms.webex.com
 - Country or region: United States of America
- Contact Center Setup**: This section contains the following details:
 - Country or region: United States of America
 - Platform: Default Platform
 - Telephony: Webex Calling

Below these sections, there is a checkbox labeled 'Email the customer admin (webexcc+inst00@gmail.com) that their services are ready.' To the right of each section is a 'Go back and edit' link.

At the bottom of the page are two buttons: 'Back' (grey) and 'Submit' (blue).

First Time Customer Setup

Webex Enterprise Settings

 webex



Your services will be ready soon
We're working on provisioning your services. Here's what's being set up.

Calling setup		
Location name Office	Language English - American English	SIP addresses instructor00.calls.webex.com instructor00.rooms.webex.com
Address Address Manhattan, NY 0000	Time zone America/New_York	Country or region United States of America

Also provisioning...
 Webex Messaging

 **Contact Center Setup**

Country or region	Platform	Telephony
United States of America	Default Platform	Webex Calling

Email the customer admin (webexcc+inst00@gmail.com) that their services are ready.

[Download order summary \(PDF\)](#)

[Close](#)

Order Receipt:
OrderId: trial-577544bd-ebd0-4c2c-8213-30ce2222e568
OrganizationName: Instructor 00

 **Calling setup**

Location name Office	Language English - American English	SIP addresses instructor00.calls.webex.com instructor00.rooms.webex.com instructor00.wxc-di.webex.com
Address Address Manhattan, NY 0000	Time zone America/New_York	Country or region United States of America

Also provisioning...
 Webex Messaging

 **Contact Center Setup**

Country or region	Platform	Telephony
United States of America	Default Platform	Webex Calling

Review Questions

Name of the ID that you need to identify your Organization

Org ID

What is the One-Time flow for creating the Tenant for a new Customer or Trial called?

First Time Setup Wizard

Module Objectives Wrap-up

- Understanding Webex Contact Center Control Portals
- Learning the Webex Contact Center Control Hub Hierarchy and Roles
- Understanding the options to create Users in Control Hub

