WxCC Ordering, Onboarding, and Provisioning

Contact Center Technical Summit

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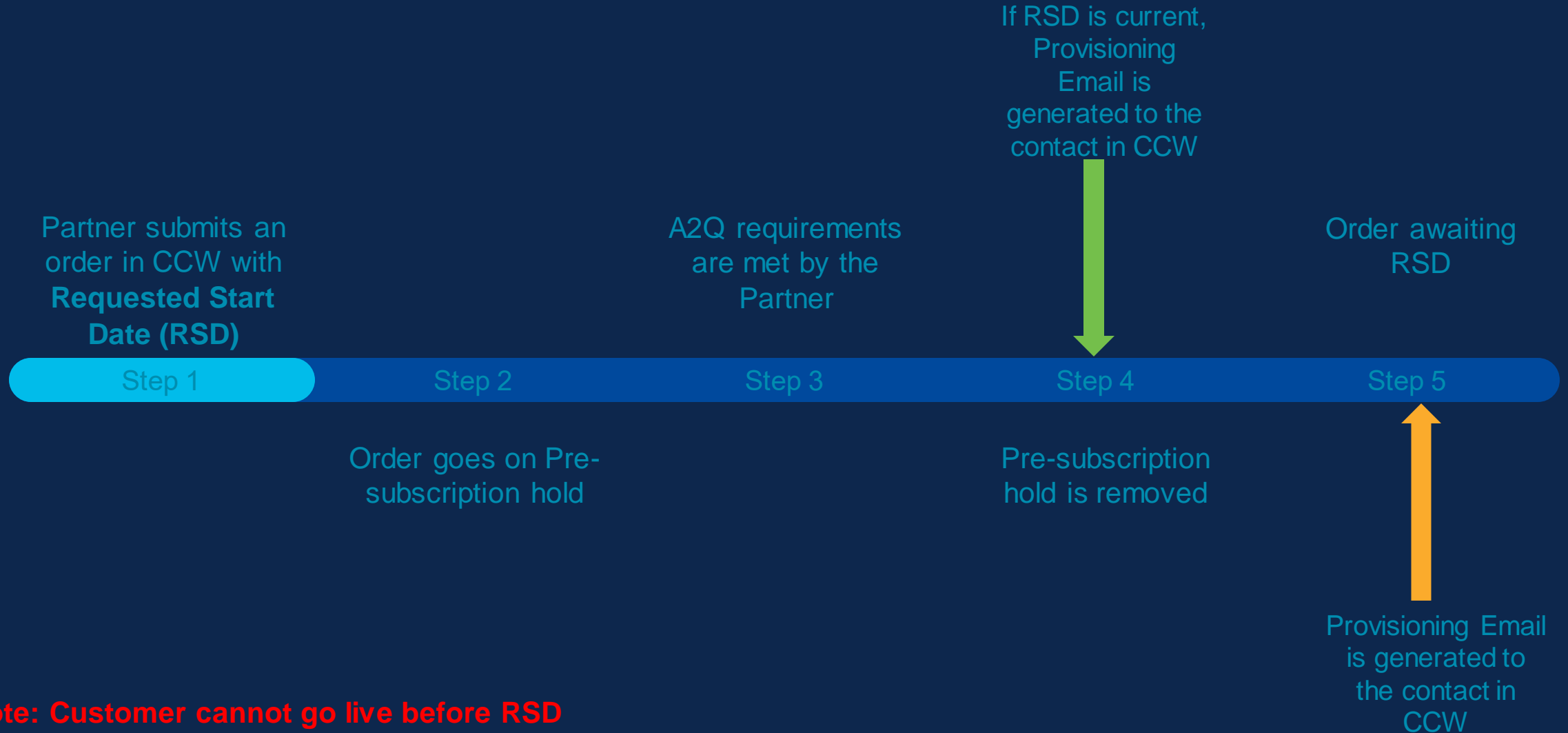
Agenda – Overview

- Ordering

- Provisioning

- Onboarding

Webex Contact Center – Ordering & Provisioning

Ordering to Provision – Process Flow

If RSD is current, Provisioning Email is generated to the contact in CCW

Partner submits an order in CCW with **Requested Start Date (RSD)**

A2Q requirements are met by the Partner

Order awaiting RSD

| Step 1 | Step 2 | Step 3 | Step 4 | Step 5 |

Order goes on Pre-subscription hold

Pre-subscription hold is removed

Provisioning Email is generated to the contact in CCW

Note: Customer cannot go live before RSD

Ordering

Set preferences for this estimate ⌄

| Search by Sku , Program ID , Description and Product Family | 1 | Add | | **Find Products & Solutions** | **Actions** ⌄ |

The product discounts are cascaded to subscription items, however subscription items may only be eligible for lower discounts. To apply the proper discount to subscription items, click on "MORE" and then, "Apply Discount".

Remove Selected Lines   More ⌄   Manage Groups / Rearrange Lines

☐	Hardware, Software and Services	Estimated Lead Time ℹ	Unit List Price (USD)	Qty	Unit Net Price (USD)	Discount (%)	Extended Net Price (USD)
☐ ⊕ 1.0	**A-FLEX-3-CC**	3 days	0.00	1	0.00	0.00	0.00
	more ▶		↻ MRC				Total of MRC
	Flex 3.0 for Contact Center						
	⚠ Invalid as of 19-May-2022 01:10:14 PDT						

✎ **Requested Start Date**	**Requested For**		**Automatically Renews For**	**Billing Frequency**
22-May-2022	**Initial Term**		12 Months From 22-May-2023	Monthly Billing
	12 Months From 22-May-2022 To 21-May-2023			

Edit Options | Validate | Recommended Content | Add Note | More Actions ⌄   Add Subtotal

Provisioning User

Set this to partner admin email address in Control Hub that would provision the Tenant

Best practices Ordering

- Provisioning email must match the User performing the First time setup. (Trial Org converted to Production)

- Change/Modify can not be modified after requested start Date. (prior to provisioning)

- Single Subscription with Webex CC/ Org. Additions (WebeX Connect) perform a change modify versus creating new order.

- Ordering assistance open Case at https://customerservice.cloudapps.cisco.com/

- P2P switch orders require Maintenance window

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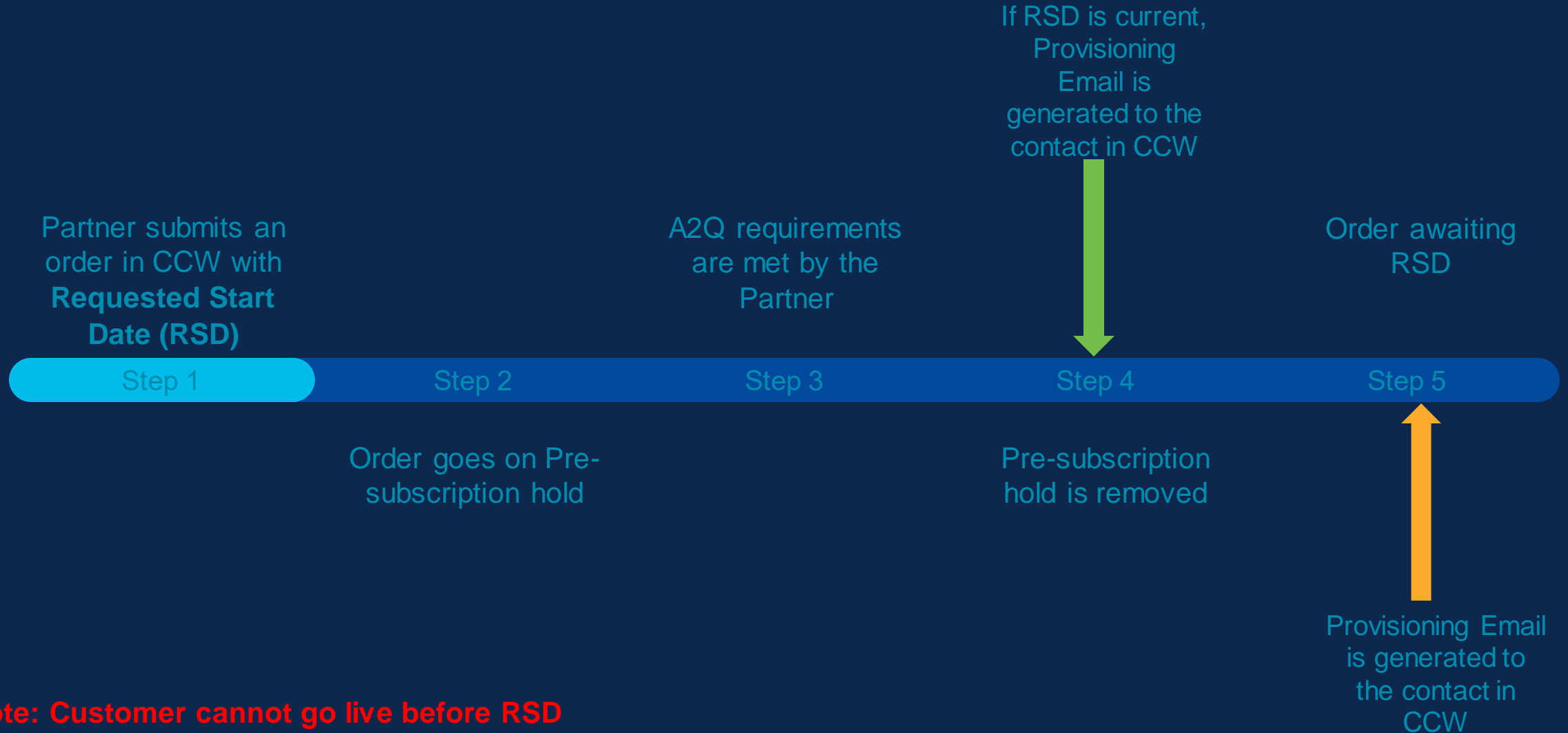
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Assurance to Quality(A2Q)

Partner

Submit A2Q form from portal →

← Clarifications, design advise

Cisco ✅

A2Q approval ✅

- Validate and release orders
- after order released
- Confirm Start Date and Target "Go Live"

✅ High level validation off design proposed
❌ Detailed design and workflow review

✅ Confirms expectations of the product deliverables
❌ Cisco confirmation that there will be no issues in the field

✅ Validates any Integrations requirements and realistic Target "Go Live" dates
❌ Detailed scripting or configuration overview

A2Q Community Page: https://community.cisco.com/t5/contact-center-documents/assurance-to-quality-a2q-process-for-cisco-webex-contact-center/ta-p/3648683

webex by CISCO

Next step, set up your service.

Order 91643508
Subscription Sub1115079
End Customer TEST NOT REAL
PO# test2

Congratulations! Your services are ready to be provisioned, but we need a little more information in order to do so. Please note that this is a necessary step without which the services you have purchased will not be available for use.

Your subscription starts and is eligible to be invoiced on the earlier of (i) 30 days from the date of this email or (ii) the date any portion of the subscription is provisioned by Cisco. Please use the link/button below to provide the required provisioning information right away so that you will have use of the subscription for the full term.
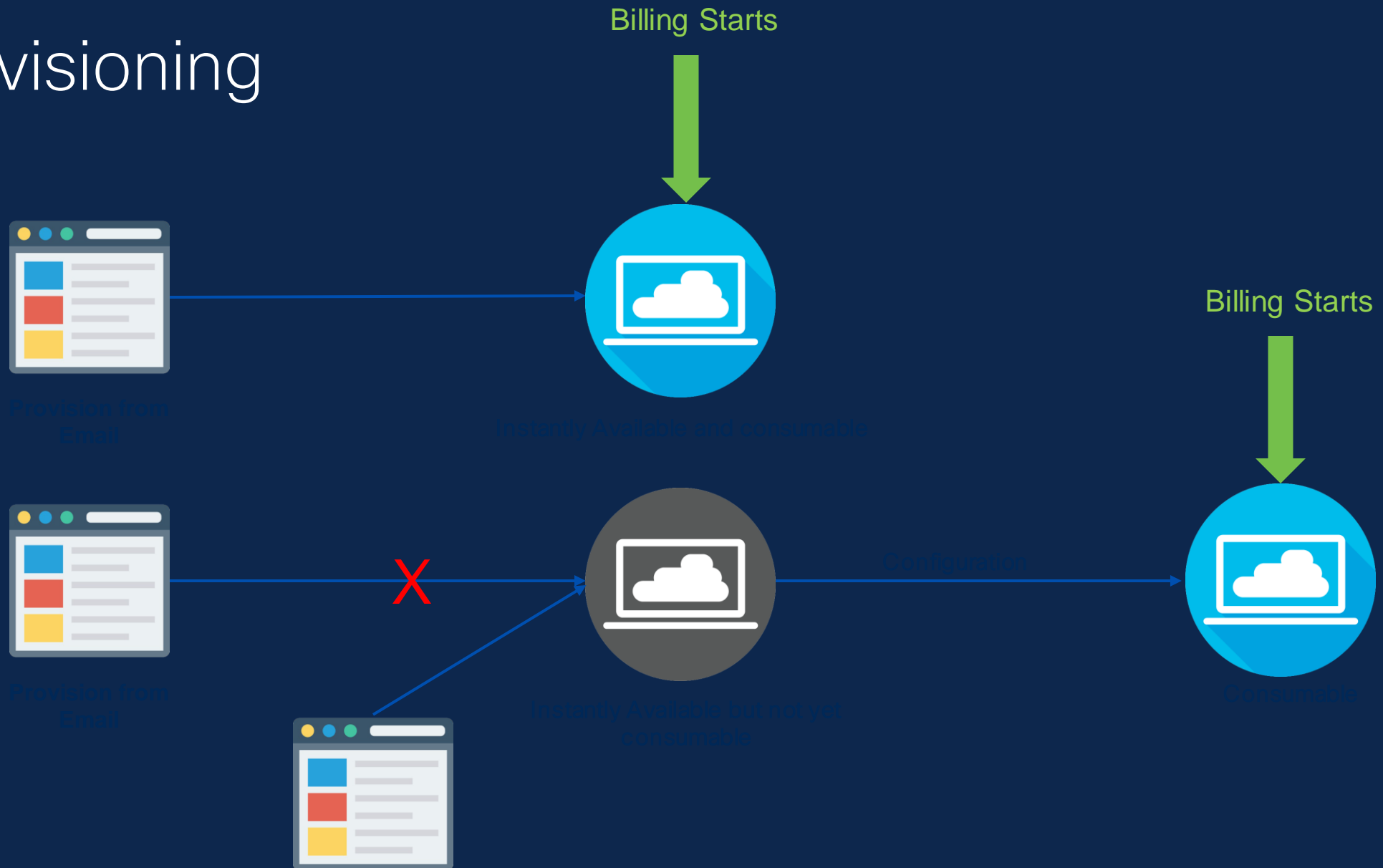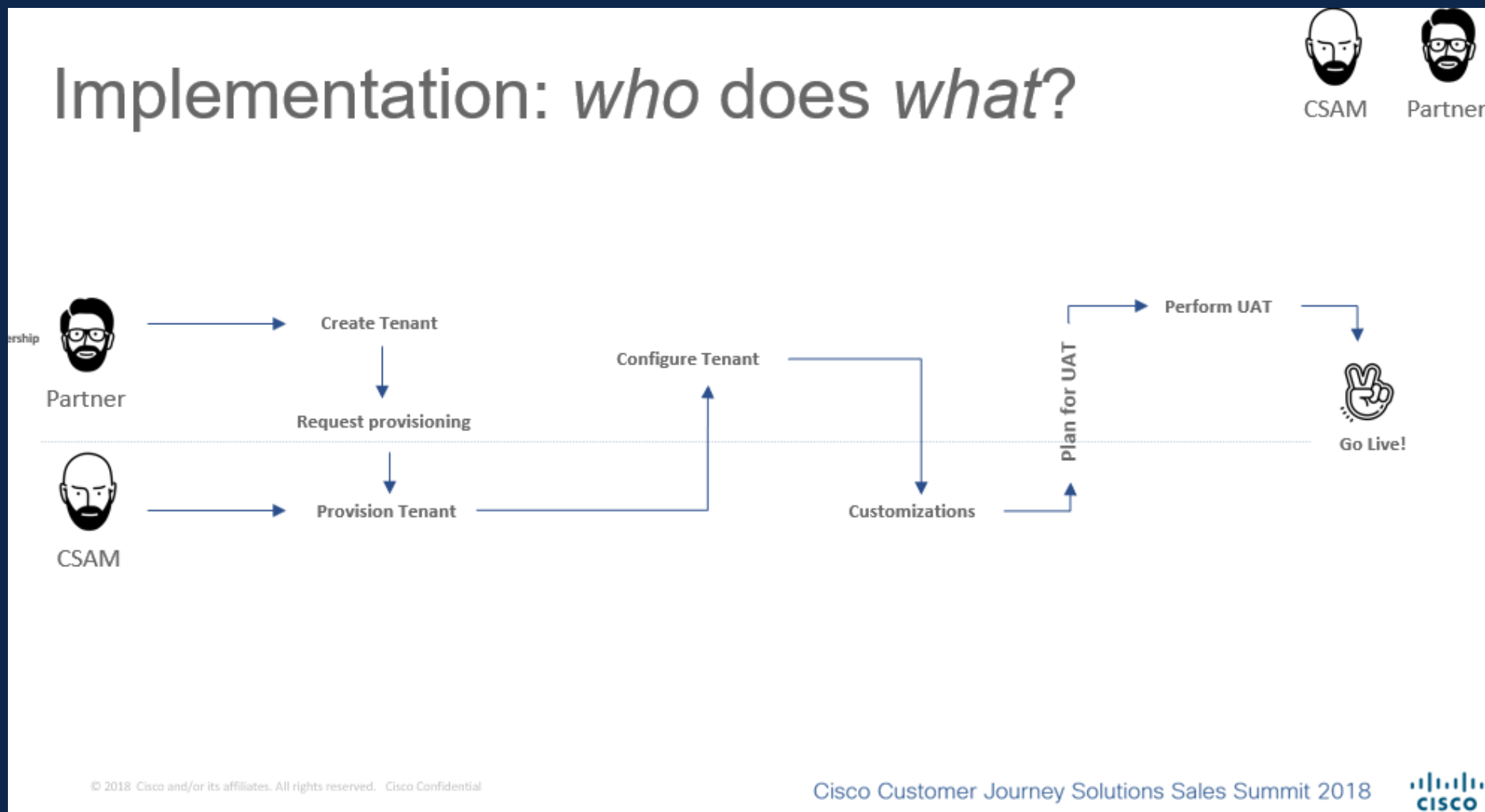
Webex Contact Center – Onboarding

Do you remember 2018?

Let's fast forward to today

webex by CISCO

Webex Contact Center has matured over the years.

Cisco Webex
Contact Center

Over 400 Certified partners and ~ 1000 customers.

Automated tenant provisioning

Feature rich, more and more capabilities are being added.

Webex Contact Center

Customer Success Models

Dedicated CSM.

No CSM, 100% partner led. Provision and onboarding support through partner helpdesk.

More automation, coming soon!

Webex Contact Center – Key takeaways

1. Ordering Best Practices
2. A2Q, RSD, and provisioning email contact.
3. Customer Success Models
4. Partner Helpdesk for onboarding support.

CISCO
The bridge to possible