

Webex Contact Center Expert Certification

Practical Test

Release 1.0

1 Webex Contact Center Expert Certification

In this test, you will create a new configuration and create a new Contact Center flow, utilizing your Customer Organization, the one used throughout the Lab exercises in class.

Please create new Profiles, Agents, Entry Points, Queues, Routing Strategies and anything else you need as required. For the purposes of this Test DO NOT connect a new DN to the Entry Point.

TEST ASSIGNMENTS

1. Customer Scenario:

NY Electronics are a small company, just 25 people, all based out of a New York, USA Office.

They have Webex Calling which is connected into the WXCC System. You can assume that it is already connected into your Customer Organization and all configuration in Webex calling is complete.

They have a total of 4 Agents:

- Abraham Lincoln
- Michael Jordan
- Marilyn Monroe
- Oprah Winfrey

Please Note: for this test you will not have to activate these users on Control Hub. You will only have to create the proper Site and Teams required in the Tenant Portal.

As NY Electronics will also offer support by Chat in the future, you should configure your Contact Center Profiles to be able to receive 1 current call and 1 concurrent Chat. There is no need to create EPs, Queues and teams for this.

A Supervisor, Elizabeth Windsor, oversees the Teams and occasionally takes calls in the Complaints queue only. She needs Webex Calling and Extension of 1098.

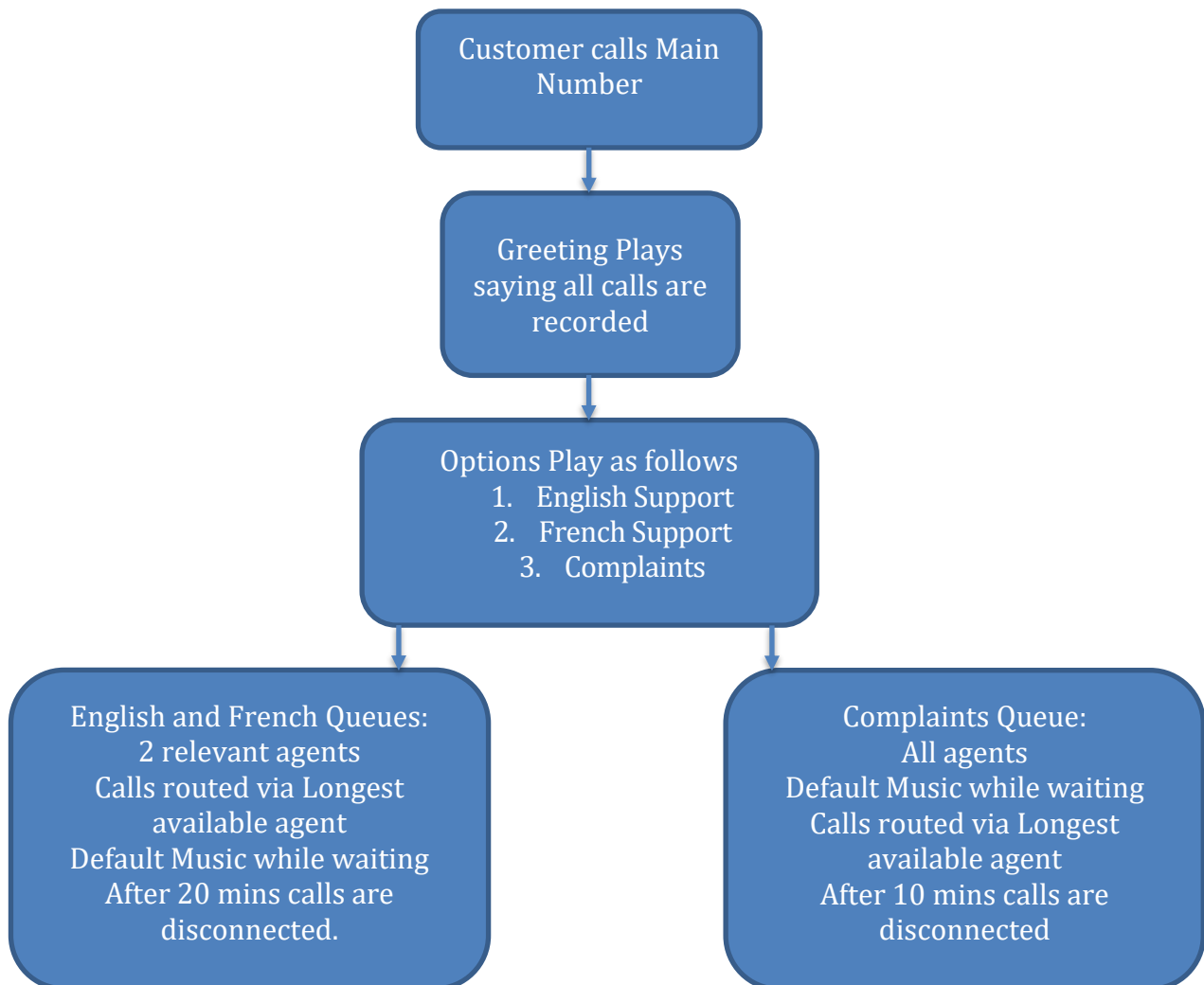
You should use one of your Gmail accounts to activate and configure the Supervisor. For example yourmailbox@gmail.com

The office works Mon – Fri 24h and it doesn't work on Saturdays or Sundays. Calls are not answered on the weekend at all, but they are played an announcement stating the office hours before disconnecting.

The Agents need to be able to answer calls for all the queues they are in throughout the day. Agents must be staffed in both queues, as shown in the Call Flow.

Agent	Language Spoken
Abraham Lincoln	English
Michael Jordan	English
Marilyn Monroe	French
Oprah Winfrey	French

They would like a small Call Center created for them with the following routing:



2. The Tenant Administrator needs to grant specific access to the new Supervisor, Elizabeth Windsor.

The new Supervisor shall have View access to all the modules except Provisioning, Recording Management and Reporting and Analytics.

The Supervisor shall manage only "NY Electronics" Team(s). She should also have access only to "NY Electronics" Entry Point(s) and Queue(s).

LOGIN INSTRUCTIONS

Please use log in to the Tenant Portal using your assigned credentials.

URL: <https://admin.webex.com>

Login: Your Tenant Username

Password: Your Tenant Password

INSTRUCTIONS

Please use the provided MS Word template document and renamed it

FirstName.LastName.WXCC.docx

Please upload the file into the **LMS** once you have captured the following screenshots:

Assignment 1-1. Screenshots of the Supervisor User Profile tabs: General Settings, Module Settings, Access Rights.

Assignment 1-2. Screenshots of Supervisor user, General and Agent Settings.

Assignment 2-1. Screenshots of the new “Contact_Center” call flow via the Flow builder interface. All Created.

Assignment 2-2. Screenshots of the new Entry Point settings.

Assignment 2-3. Screenshots of the new Queue(s) settings.

Assignment 2-4. Screenshots of the new Entry Point Routing Strategies: General, Time, Advanced, Call Control settings.

Assignment 2-5. Screenshots of the Multimedia Profile assigned to Agents: Profile Details, Media Details settings.