



Webex Contact Center

Admin/Supervisor Training

Customer Solution Assurance Team

[PRESENTER]

[DATE]

Supervisor Agenda

- **WxCC Overview**
 - What it does?
 - Different portals
- **User enrollment**
 - Add/Delete users
 - Licenses and administrator roles
- **Provisioning**
 - Provisioning framework
 - Teams
 - User profiles
 - Agent profiles
 - Multimedia profiles
 - Aux codes(wrap up and idle)
 - Skills
- **Routing Strategies, Flows and Resources**
 - Audio files
 - Flows
 - Routing Strategies
- **Advanced Provisioning**
 - Dashboard
 - Call monitoring
 - Call recording
- **Q&A**

WxCC Overview

What does Webex Contact Center do?

- For the caller

- Call routing based on menu prompts and selections
- Call queuing and distribution

- For the agent

- Call management (hold, consult, conference and transfer)
- Make calls (out)
- Agent state management (available, break, etc.)
- Personal statistics

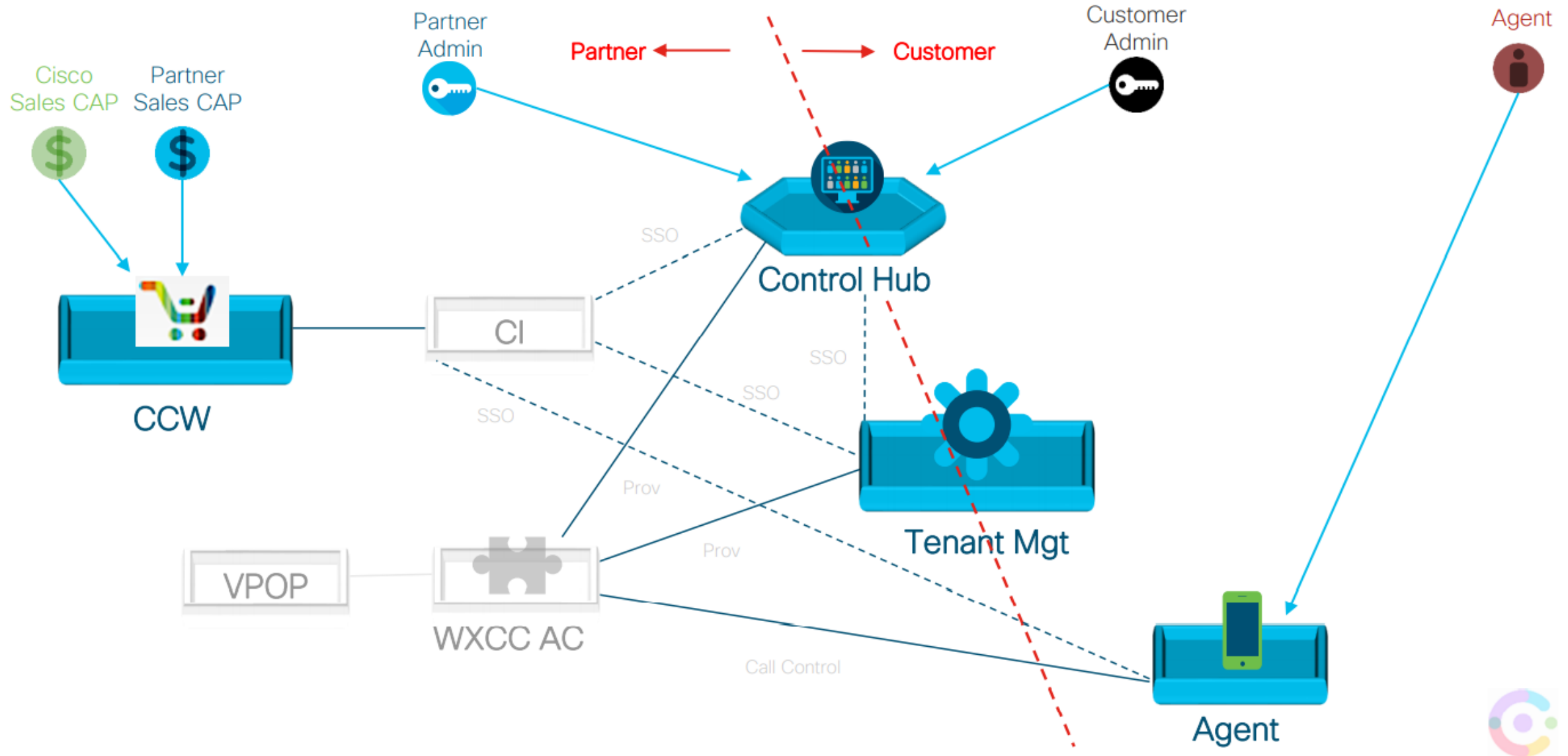
- For the system administrators

- ACD administration
- Access control rights
- Agent provisioning

- For the management team (supervisors)

- Call monitoring
- Call recording
- Real-time reports
- Historical reports

Portal Architecture with Roles



Access URLs

Production URLs (**depends on the AppCenter**):

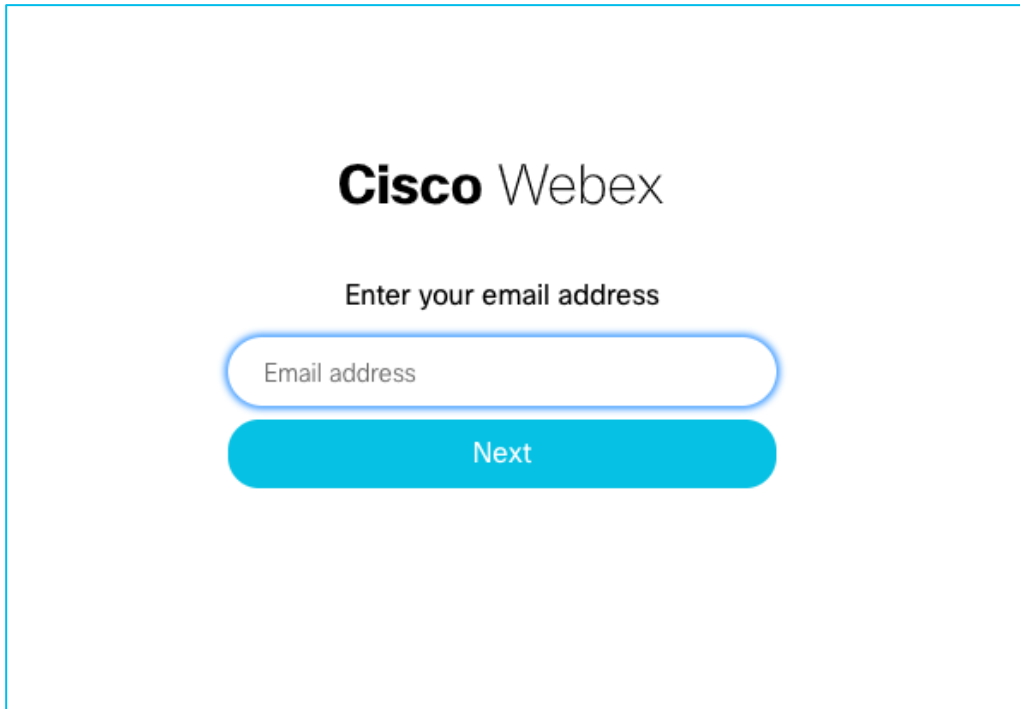
Control Hub: <https://admin.webex.com/>

* Management Portal: <https://portal-v2.wxcc-eu1.cisco.com/>

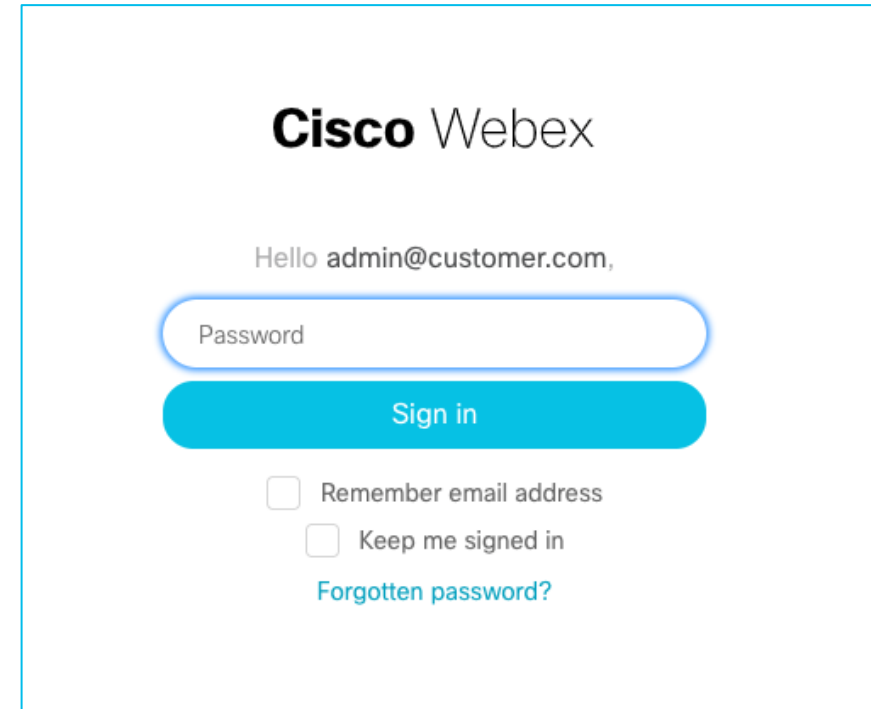
** Agent Desktop: <https://desktop.wxcc-eu1.cisco.com/>

* Agents have a restricted view

** You need to have the Contact Center enabled for your user

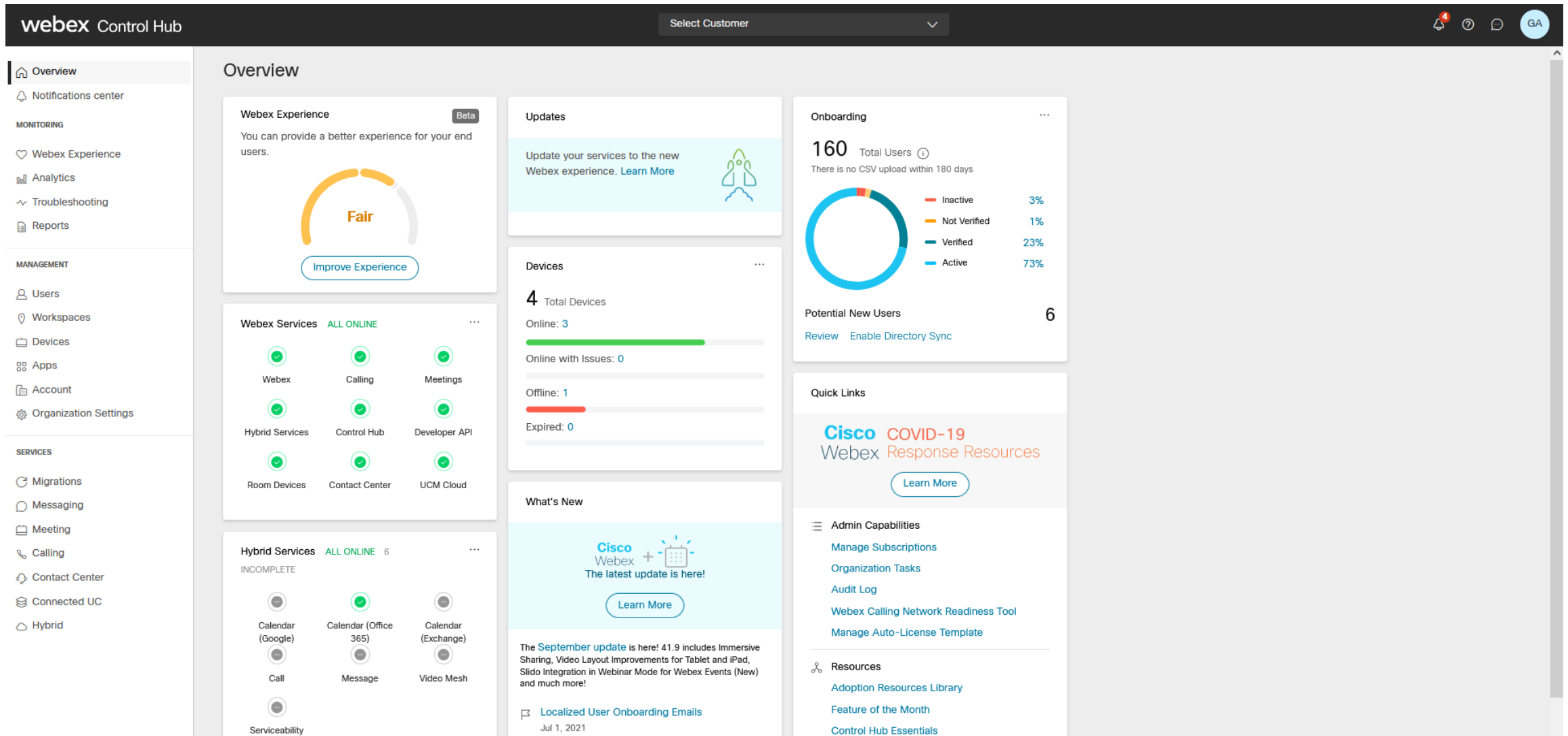


The image shows the first step of the Cisco Webex login process. It features the 'Cisco Webex' logo at the top. Below the logo, the text 'Enter your email address' is displayed. There is a text input field with the placeholder 'Email address'. Below the input field is a large blue button labeled 'Next'.



The image shows the second step of the Cisco Webex login process. It features the 'Cisco Webex' logo at the top. Below the logo, the text 'Hello admin@customer.com,' is displayed. There is a text input field with the placeholder 'Password'. Below the input field is a large blue button labeled 'Sign in'. Below the 'Sign in' button are two checkboxes: 'Remember email address' and 'Keep me signed in'. At the bottom, there is a link labeled 'Forgotten password?'.

Control Hub



CONTAINER CENTRALEN AS

Dashboard

×

Entry Point - Site level Dashboard

0

IN IVR

0

IN QUEUE

0

CONNECTED

2

AVAILABLE AGENTS

Firefox Can't Open This Page

To protect your security, idbroker.webex.com will not allow Firefox to display the page if another site has embedded it. To see this page, you need to open it in a new window.

[Learn more...](#)

Open Site in New Window

☐ Report errors like this to help Mozilla identify and block malicious sites

Firefox Can't Open This Page

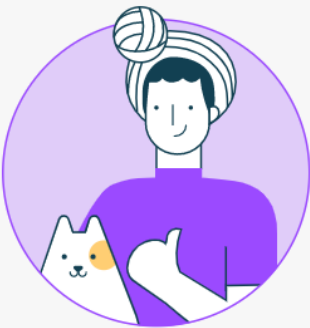
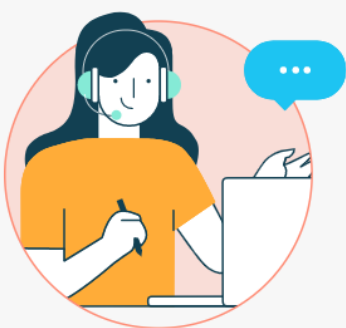
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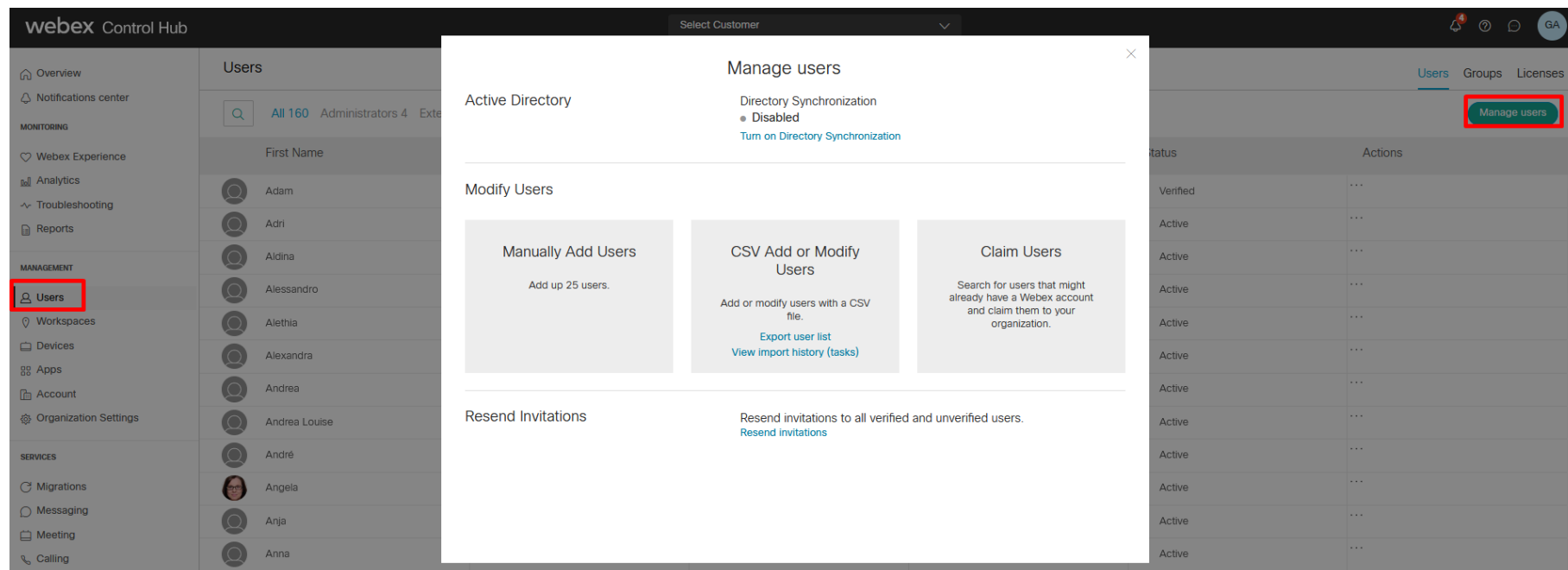
Agent Desktop



User enrollment

Add/Delete Users

- Users must be added/deleted in **Control Hub**
 - After deleting the user, the system will put that user in “InActive” status, but will not disappear from the system
 - Will synchronize to the WxCC admin portal
- User profile and agent profile can be modified as well as assignment of team and any skill profile → In the Management Portal



Licenses

| Messaging | Meeting | Calling | Contact Center |
|----------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Free Public Collaboration Services | | | |
| Basic Messaging | Basic Space Meetings | Call on Webex (1:1 call, non-PSTN) | None |
| Licensed Collaboration Services | | | |
| Messaging <input checked="" type="checkbox"/> Advanced Messaging | Meetings <input type="checkbox"/> Advanced Space Meetings <input type="checkbox"/> Webex Meetings Suite ccentralen.webex.com | | Customer Care <input checked="" type="checkbox"/> Contact Center Assign License Type ⓘ <input checked="" type="radio"/> Premium Agent Select User Role <input type="radio"/> Agent <input type="radio"/> Supervisor <input checked="" type="radio"/> Administrator <input type="radio"/> Standard Agent |

Add Users

1
1 New user

0
0 Updated users

0
0 Errors

1 Total records processed

Finish

- ✓ Webex Teams service needs to be enabled because chat feature uses the Webex Teams Infrastructure
- ✓ Select the appropriate agent license under 'ContactCenter' card
- ✓ Select 'Finish'

User Status


Users

Q ccagent

⊗

☰ All

Manage Users

| First Name | Last Name | Display Na... | Email | Status | Actions |
|-----------------------------------------------------------------------------------|-----------|---------------|---------------|---------------------------|------------------------------------------------------------------------------------------------------|
|  | | ccagent@em... | ccagent@em... | <div>● Not Verified</div> | <div>⋮</div> <div><div>Resend Invitation</div><div>Deactivate User</div><div>Delete User</div></div> |

- ✓ User Status will be 'Not Verified' → Will change to 'Active' once the user verification/activation is completed
- ✓ Customer admin has an option to resend the invitation
- ✓ Customer admin also has the option to deactivate or delete the user in this status

Password setup

adminuser is waiting to collaborate with you on Cisco Webex Teams.

Hi colleague,

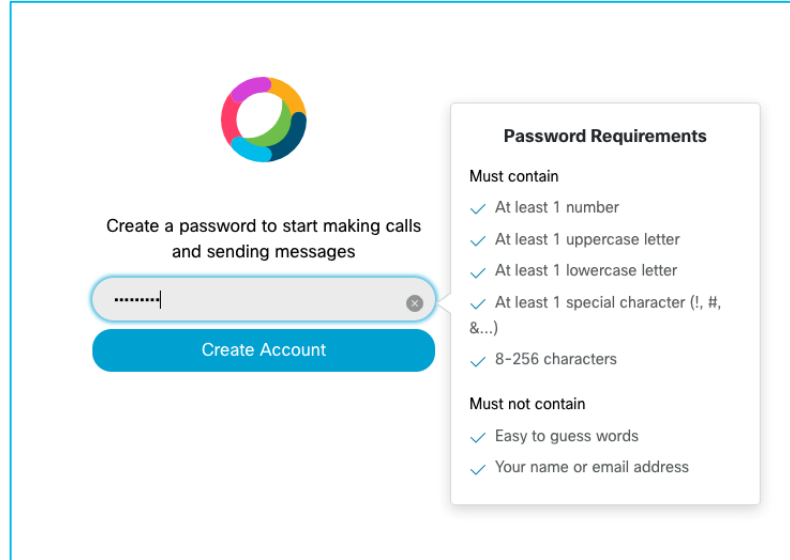
Webex Teams is the fastest way to join your Webex meetings. It is your team's business messaging app, conferencing solution, and phone system all in one.

adminuser wants you to join Cisco Webex Teams and start connecting right away.

[Join adminuser now](#)

The Webex team
Need help? [Contact us](#).

- ✓ End customer to complete enrollment using the activation link received in mail.



Password Requirements

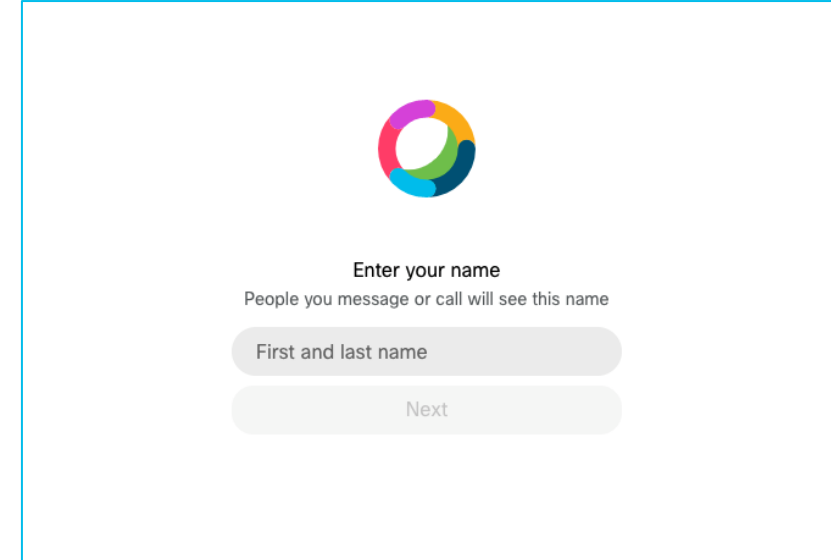
Must contain

- ✓ At least 1 number
- ✓ At least 1 uppercase letter
- ✓ At least 1 lowercase letter
- ✓ At least 1 special character (!, #, &...)
- ✓ 8-256 characters

Must not contain

- ✓ Easy to guess words
- ✓ Your name or email address

- ✓ Set password as per requirements



Enter your name

People you message or call will see this name

First and last name

Next

- ✓ Set First and last Name and select 'Next'

Administrator Roles

Cisco Webex Control Hub

Overview

MONITORING

Analytics

Organization Health

Troubleshooting

MANAGEMENT

Users

Workspaces

Devices

Apps

Account

Organization Settings

SERVICES

Messaging

Calling

Contact Center

Hybrid

Student 04

Users

All 7 Administrators 2 External Administrators 1

| | First Name | Last Name | Display Name | Email |
|--|--------------|--------------|----------------------------|------------------------|
| | Dan | Carter | Dan Carter | skywalke.rdemo2019@... |
| | David | Campese | David Campese | skywalkerdemo2019@... |
| | Jonny | Wilkinson | Jonny Wilkinson | skywalker.demo2019@... |
| | Martin | Johnson | Martin Johnson | skywalkerdemo2019@... |
| | Richie | McCaw | Richie McCaw | skywalkerde.m2019@... |
| | webexcc+FT04 | webexcc+FT04 | webexcc+FT04 webexcc+FT... | webexcc+FT04@gmail.com |
| | webexcc+TS4 | webexcc+TS4 | webexcc+TS4 webexcc+TS4 | webexcc+TS4@gmail.com |

webexcc+FT04 webexcc+FT04

webexcc+FT04@gmail.com

User

Services

Messaging

Meeting

Calling

Contact Center

Hybrid Services

Calendar Service

Call Service

Message Service

Roles and Security

Administrator Roles

Security

Devices

Add Device

| | | | |
|---------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Messaging | Meeting | Calling | Contact Center |
| Free Public Collaboration Services | | | |
| Basic Messaging | Basic Space Meetings | Call on Webex (1:1 call, non-PSTN) | None |
| Licensed Collaboration Services | | | |
| Messaging <input checked="" type="checkbox"/> Advanced Messaging | Meetings <input type="checkbox"/> Advanced Space Meetings <input type="checkbox"/> Webex Meetings Suite ccentralen.webex.com | | Customer Care <input checked="" type="checkbox"/> Contact Center Assign License Type <input checked="" type="radio"/> Premium Agent Select User Role <input type="radio"/> Agent <input type="radio"/> Supervisor <input checked="" type="radio"/> Administrator <input type="radio"/> Standard Agent |

webexcc+TS4 webexcc+TS4

webexcc+TS4@gmail.com

User > Administrator Roles

Organization Administrator Roles

☒ Organization Administrator

☒ Full Administrator

☐ Read-only Administrator

Functional Administrator Roles

☒ Support Administrator

☒ User and Device Administrator

☒ Device Administrator

☐ Compliance Officer

☐ Advance Troubleshooting Access

- ✓ Select 'Edit' under services to change Webex services for a user
- ✓ Roles & Responsibilities – Assign the “Full Administrator” role for being able to edit everything.

Provisioning

List of settings

Provisioning

○ Entry Points/Queues

○ Site

○ Team

○ Users

○ User Profiles

○ Work Types

○ Auxiliary Codes

○ Agent Profiles

○ Business Metrics

○ Address Book

○ Outdial ANI

○ Dial Plan

○ CAD Variables

○ Multimedia Profiles

○ Skills

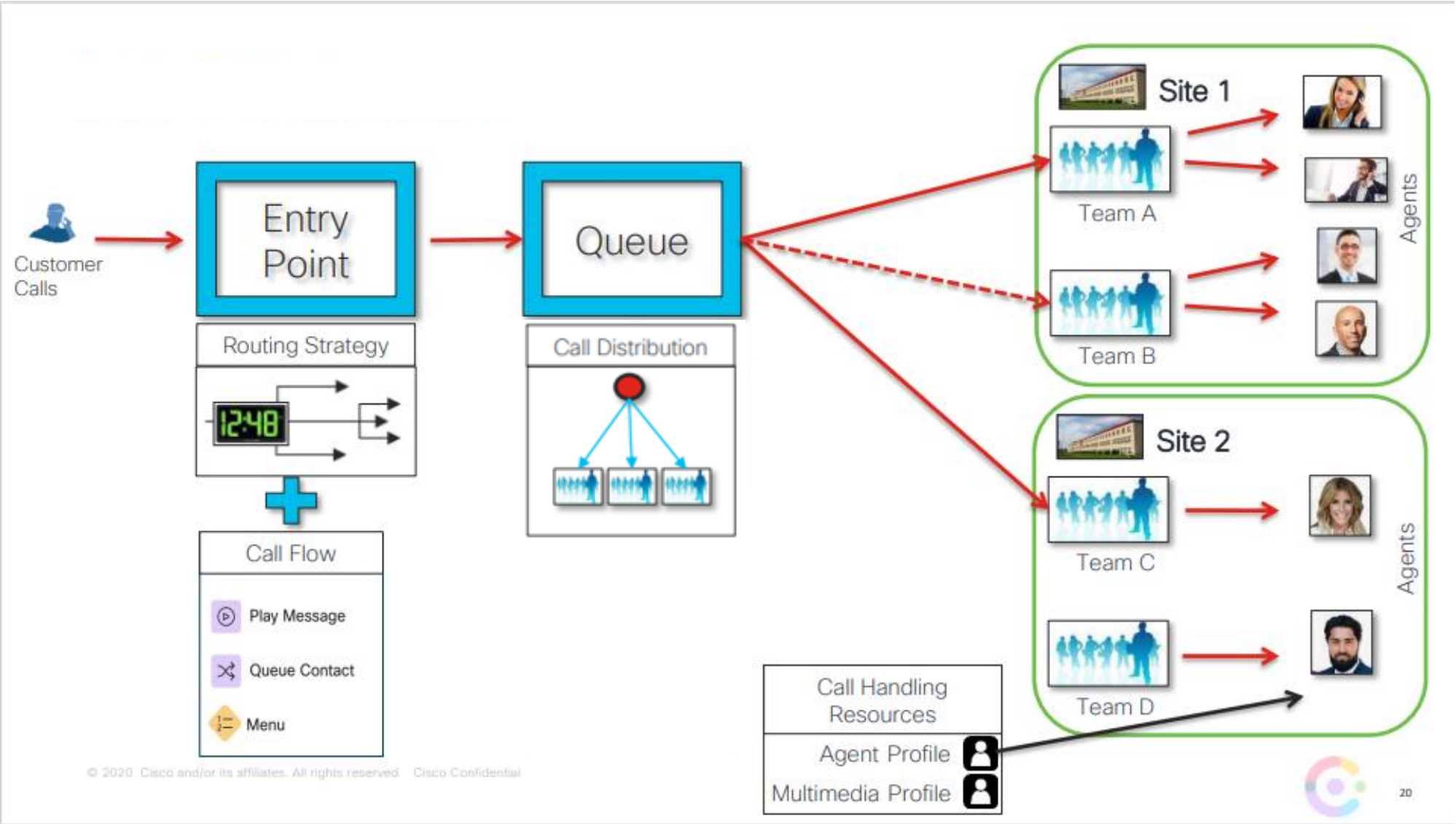
○ Threshold Rules

○ Entry Point Mappings

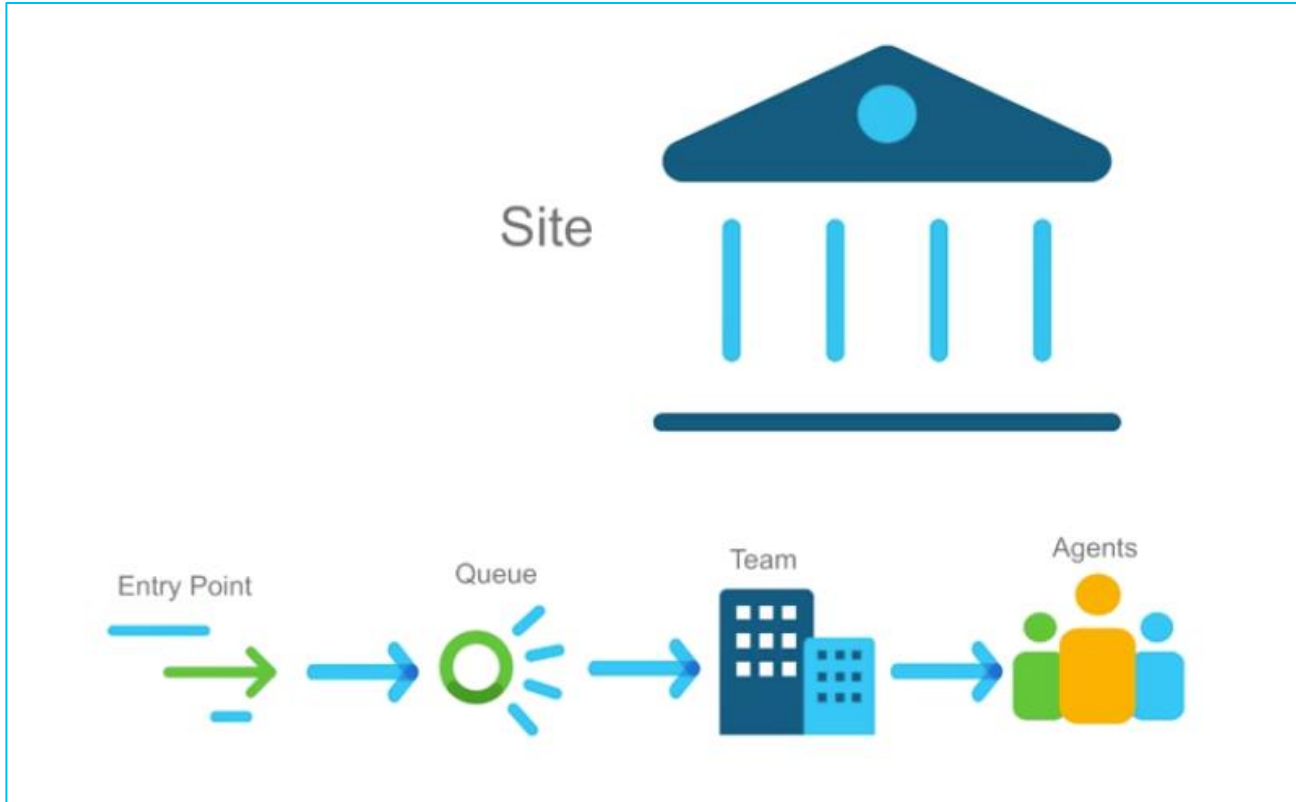
○ Entry Point/Queue Group

○ Bulk Operations Status

○ Templates



Basics



- ✓ An 'Entry Point' is the initial landing place for customer call
- ✓ A 'Queue' is where active calls are stored before being connected to Teams and Agents
- ✓ A 'Team' is a group of Agents at a specific site who handles calls
- ✓ An 'Agent' is the person at the end of the call flow who is handling the call
- ✓ A 'Site' is a physical Contact Centre location under control of the Tenant.
- ✓ Teams shall be provisioned under Sites. Sites are not used for Routing Strategies but they can be used to run specific reports.
- ✓ Every single inbound call will consist of at least one Entry Point and one Queue
- ✓ Entry Point Mapping: DN (where customers will make the calls) associated with an Entry Point

Teams

- Calls in queues are distributed to teams
 - Specific queue can be routed to one or more teams
 - Routing strategy determines which the grouping, order, and timing of team distribution
 - Calls can be distributed to agents in a team based on **longest available, skills based, load based or priority based**.
- Types of teams:
 - Agent-based
 - Composed of agents who select that team when logging in to the phone console
 - When an agent is selected, a call is placed to the phone number he or she entered at the log in
 - An agent can only log into one team at a time
 - The call is redirected to a Team -> Anyone from the team can pick-up the call
 - Capacity-based
 - Used for third-party contact centers
 - Each capacity-based team has an associated phone number
 - When a capacity-based team is selected, a call is redirected to that specific phone number
 - Calls in excess of the specified capacity for the team will be queued

User Profiles

- Defines the users level of access within the application for each module
- Several types of profiles
 - Administrator – full access to the Tenant
 - Supervisor – full access to the Tenant except Tenant Settings
 - Premium Agent – only access to the Agent Desktop app and MM
 - Standard Agent – only access to the Agent Desktop app
- By default the system will set up Admin, Supervisor, Premium Agent and Standard Agent Profile
- Different types of supervisor profiles can be created
- Profiles are then assigned to each user

Agent Profiles

- Collaboration settings to enable conference/transfer for selected queues if needed
- Select agent's available idle / wrapup codes
- Enable Outdial if agent should have outdial capabilities
 - Outdial ANIs
 - Adress Book
- DN validation to restrict the agent's DN to use at sign on
- Agent viewable statistics

General Information

Auxiliary Codes

Collaboration

Dial Plan

Agent DN Validation

Agent Viewable Statistics

Agent Thresholds

General Information

Name

Agent-Profile

Description

Agent profile

Status

Active

Parent Type

Tenant

Screen Popups

No

Last Agent Routing

No

Save

Cancel

Multimedia Profiles

- Each profile specifies the number of each type of media the agent can handle depending on the mode selected.
 - **Blended:** Specify the number of contacts per media channel
 - **Blended Real-Time:** 1 real-time media channel (voice or chat) + other media channels (email and social)
 - **Exclusive:** Single contact across all media channels
- You can assign multimedia profiles to sites, teams, or individual agents.

The screenshot shows a web interface for configuring a Multimedia Profile. At the top, there's a header with 'Multimedia Profile' on the left and 'Help', 'Multimedia Profiles', and 'Add' on the right. Below the header, the interface is divided into two main sections: 'Profile Details' and 'Media Details'. The 'Profile Details' section contains two text input fields labeled 'Name' and 'Description'. The 'Media Details' section features three radio buttons for selecting a mode: 'Blended' (which is selected), 'Blended Real-time', and 'Exclusive'. Below the radio buttons, a descriptive text states: 'This mode allows agents to handle multiple contacts of different channel types simultaneously. Define upper limits for each channel type.' At the bottom of the 'Media Details' section, there are four dropdown menus labeled 'Voice', 'Chat', 'Email', and 'Social Channel', each with the number '1' selected.

Aux codes

- Idle code examples:
 - Meeting
 - Lunch
 - Break
 - Training
- Wrap Up Code examples:
 - Sale
 - Product inquiry
 - Customer complaint
- Agent access to the codes can be restricted in agent profile
- Idle codes and wrap up codes can be modified to fit your business model if you wish to use them for reporting
- Auto wrap up can also be assigned via the Agent auto wrap up profile

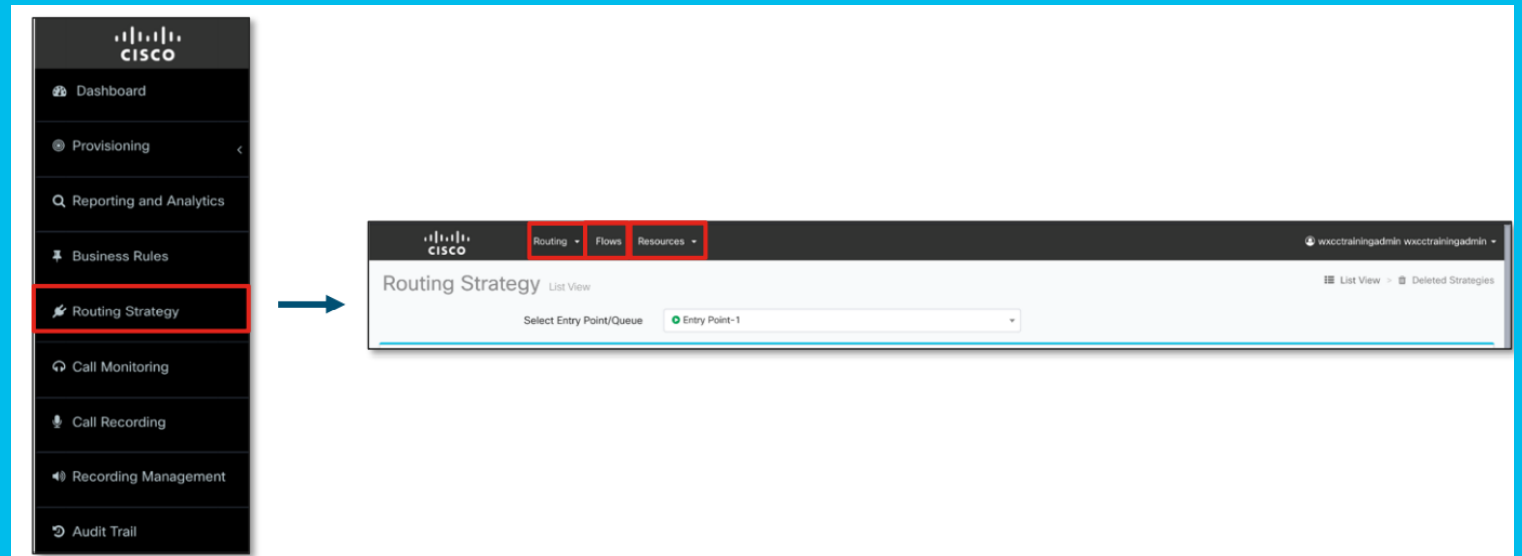
Skills

- You can route the call based on the skills of each team or agent

Steps needed:

1. Create the **definition for each skill**. There are different types of skills:
 - a) Text
 - b) Proficiency: value between 0 and 10
 - c) Boolean: True/False
 - d) Enum: Different selectable options
2. Create the **skill profile** with the values of each skill
 - **Each agent/team only can have 1 skill profile**, so you need to combine several skills in the profile
3. Assign skill profiles to agents/teams
4. Create a **Skills Based queue**. Depending how you want to redirect the call, you can choose between Long Available and Best Available Agent options
5. Configure the Flow with the skills restrictions and relaxations
 - a. Restriction: The call is only redirected to teams/agents with specific skill conditions
 - b. Relaxation: After some time in the queue, the skill conditions can be reduced

Routing Strategies, Flows and Resources

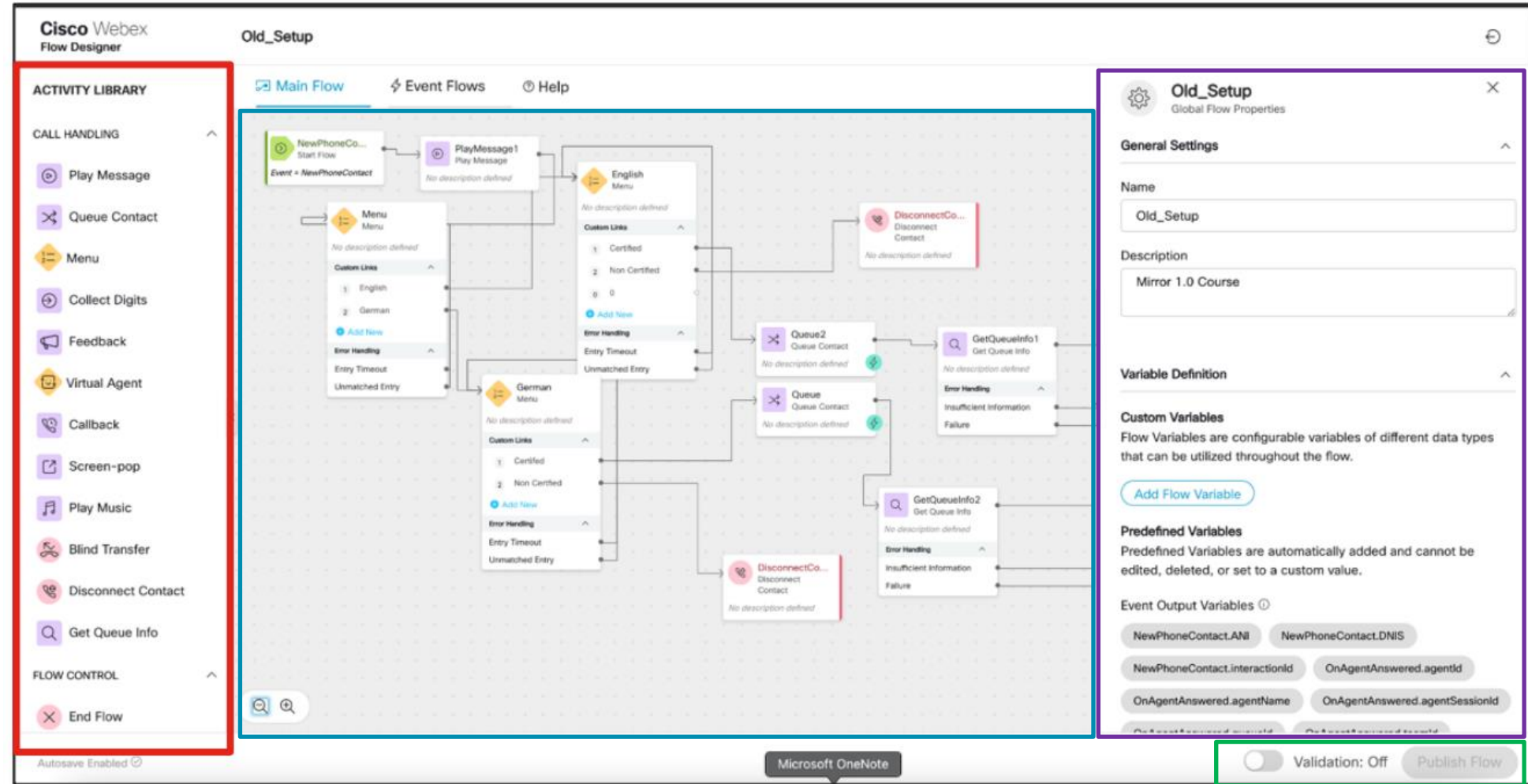


Resources - Message & Music Files (.wav)

- All audio files the caller hears within WxCC are in the format of a .wav file
 - Music on hold
 - IVR message
 - Closed messages
 - Message while on hold
- All wav files are stored in application under Routing Strategy>Resources
- If supervisors/admins need to implement a new wav file, they need to upload it to the resources tab and then attach it to the correct RS
- Use the following file formats and settings:
 - wav: u-Law, 8.000 kHz, 64 Kbps, mono – 100MB max
 - wave: a-Law, 8 kHz, 16bit, 64 Kbps, mono – 100MB max
- No spaces or Special Characters in the file name.

Flows

- It defines how a call is handled when it arrives at an Entry Point and how it will be subsequently dealt with in a Queue
- Once published, may be used in multiple Entry Point Routing Strategies
- The Flow Designer is a drag-and-drop UI used to define flows that orchestrate and automate the components



Activity Library













Flow map

Settings









Validation and Publish

Activities

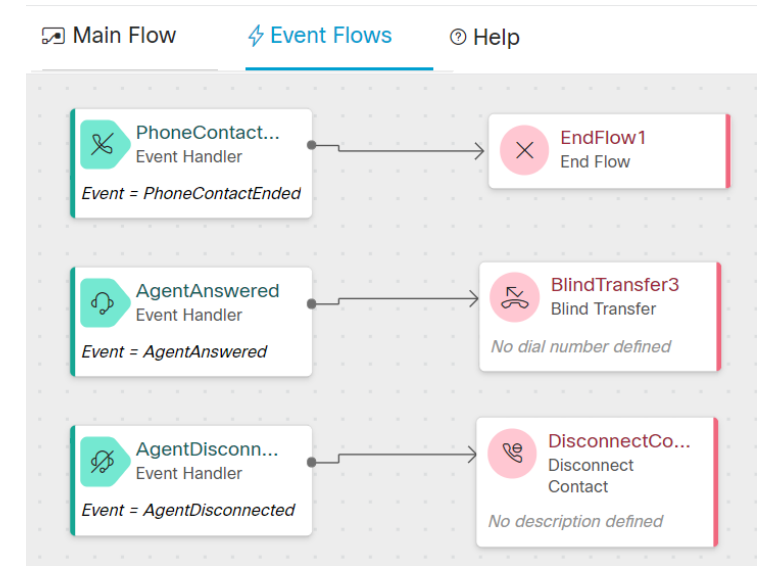
• Call Handling

-  Callback
-  Queue Contact
-  Get Queue Info
-  Screen Pop
-  Blind Transfer
-  Feedback
-  Disconnect Contact
-  Menu
-  Play Message
-  Play Music
-  Virtual Agent
-  Collect Digits

• Flow Control

-  BRE Request
-  Condition
-  GoTo
-  HTTP Request
-  Case
-  Parse
-  End Flow
-  Set Variable

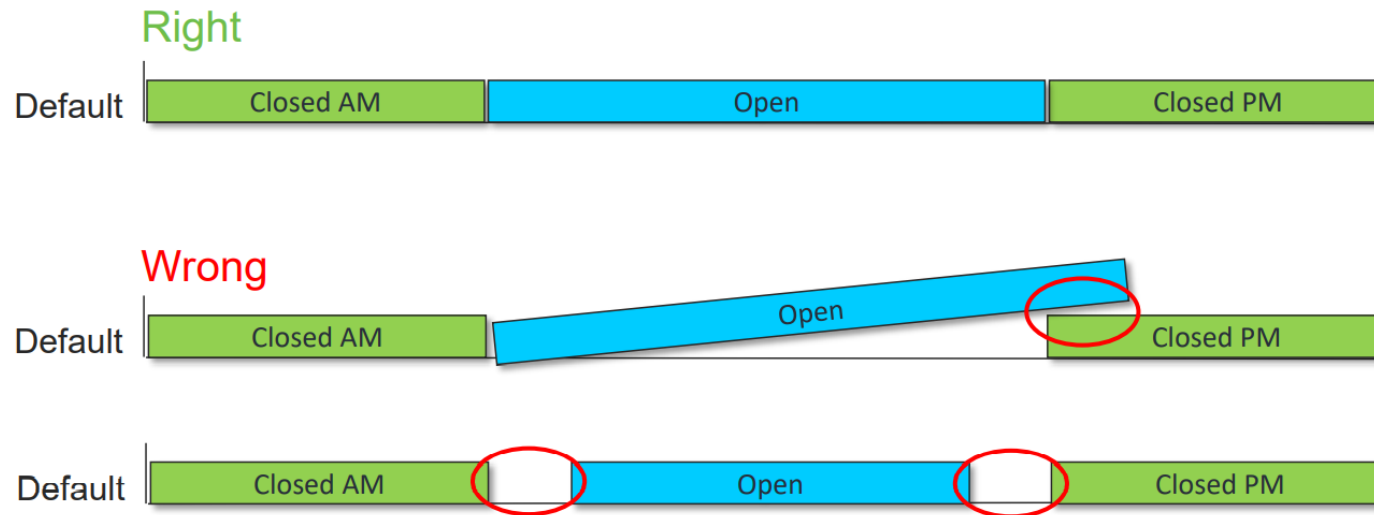
• Event Flow



*More info about the Flow Designer options in the [Admin Guide](#)

Routing Strategies

- Entry Point Routing Strategies determine schedules and call flow selection
- Routing Strategies only must be configured for Entry Points (inbound and outbound)
 - RS for an EP must cover a 24hour period
 - Call distribution in Queue is not longer configured as Routing Strategy
- A single entry point or queue may have more than one routing strategy (and typically does)
 - Closed, holidays, etc
- As a supervisor you can turn an inactive RS to active for emergency purposes or inclement weather closures



Routing Strategies configuration

General Settings

Name

24x7

Enterprise Name

EMEAR Sales Tenant

Status

Active

Entry Point

EP_Voice_CCBU

Time Settings

Start Date

22-Oct-2020

Start Time

0000

End Date

22-Oct-2040

End Time

2400

Day of Week

All Days

Sun

Mon

Tue

Wed

Thu

Fri

Sat

Advanced Settings

Music on Hold

defaultmusic_on_hold.wav

Call Control

Flow

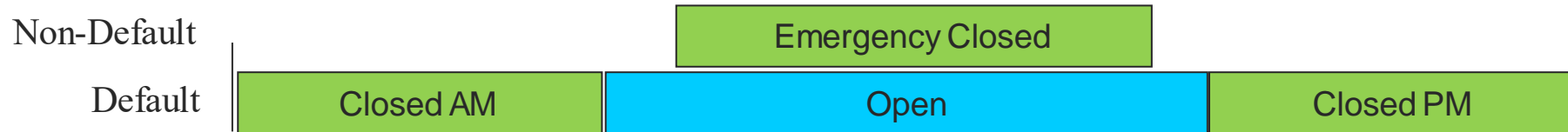
ContainerCentralen_Test

Save

Cancel

Default vs Non-Default RSs

- **Default** routing strategies cannot overlap with one another
- **Non-default** routing strategies can overlap with Default ones
- **Non-default** take precedence
- **Active Non-default** routing strategies cannot overlap with other **Active non-default** ones



Current Routing Strategies

Routing Strategy List View Calendar View > List View > Deleted Strategies

Select Entry Point/Queue MainGreeting

[+ New Strategy](#)

| Name | ID | Status | Default | Repetition | Start Date | Start Time | End Time | End Date |
|---------------------------|----------------------|------------|---------|------------|-------------|------------|----------|-------------|
| Current-Mon-Fri Open 9to5 | AWr-hrKLQK-DHWzAKp_e | Current | Yes | Weekly | 28-May-2019 | 0900 | 1700 | 28-May-2019 |
| ChristmasDay | AWq3KJ44TtyapDu1xhmz | Active | No | Weekly | 25-Dec-2019 | 0000 | 2400 | 25-Dec-2019 |
| ChristmasEve | AWq3KkTsQK-DHWzAKjCl | Not Active | No | Weekly | 24-Dec-2019 | 0000 | 2400 | 24-Dec-2019 |
| ColumbusDay | AWq3Jb_w5PX1RFHHJ1q | Active | No | Weekly | 14-Oct-2019 | 0000 | 2400 | 14-Oct-2019 |
| Custom_closure | AWq3G6sMhW2lRXH-w1jJ | Not Active | No | Weekly | 15-May-2019 | 0000 | 2400 | 15-May-2019 |
| DayAfterThanksgivingDay | AWq3J6tqTtyapDu1xhmx | Active | No | Weekly | 29-Nov-2019 | 0000 | 2400 | 29-Nov-2019 |
| Emergency | AWq3GwbbTtyapDu1xhl0 | Not Active | No | Weekly | 14-May-2019 | 0000 | 2400 | 14-May-2019 |
| IndependenceDay | AWq3lv20hW2lRXH-w1ji | Active | No | Weekly | 04-Jul-2019 | 0000 | 2400 | 04-Jul-2019 |

- The **Current routing strategy** is the **ACTIVE** routing strategy
 - It is a working copy, created by the system, based on attributes such as status, default, start date, start time, etc
- **IMPORTANT:** In order to apply changes to a Routing Strategy, you may need to delete the current copy
- A new current routing strategy will be created automatically, assuming an active routing strategy for that time period exists
- The current routing strategy will be regenerated periodically

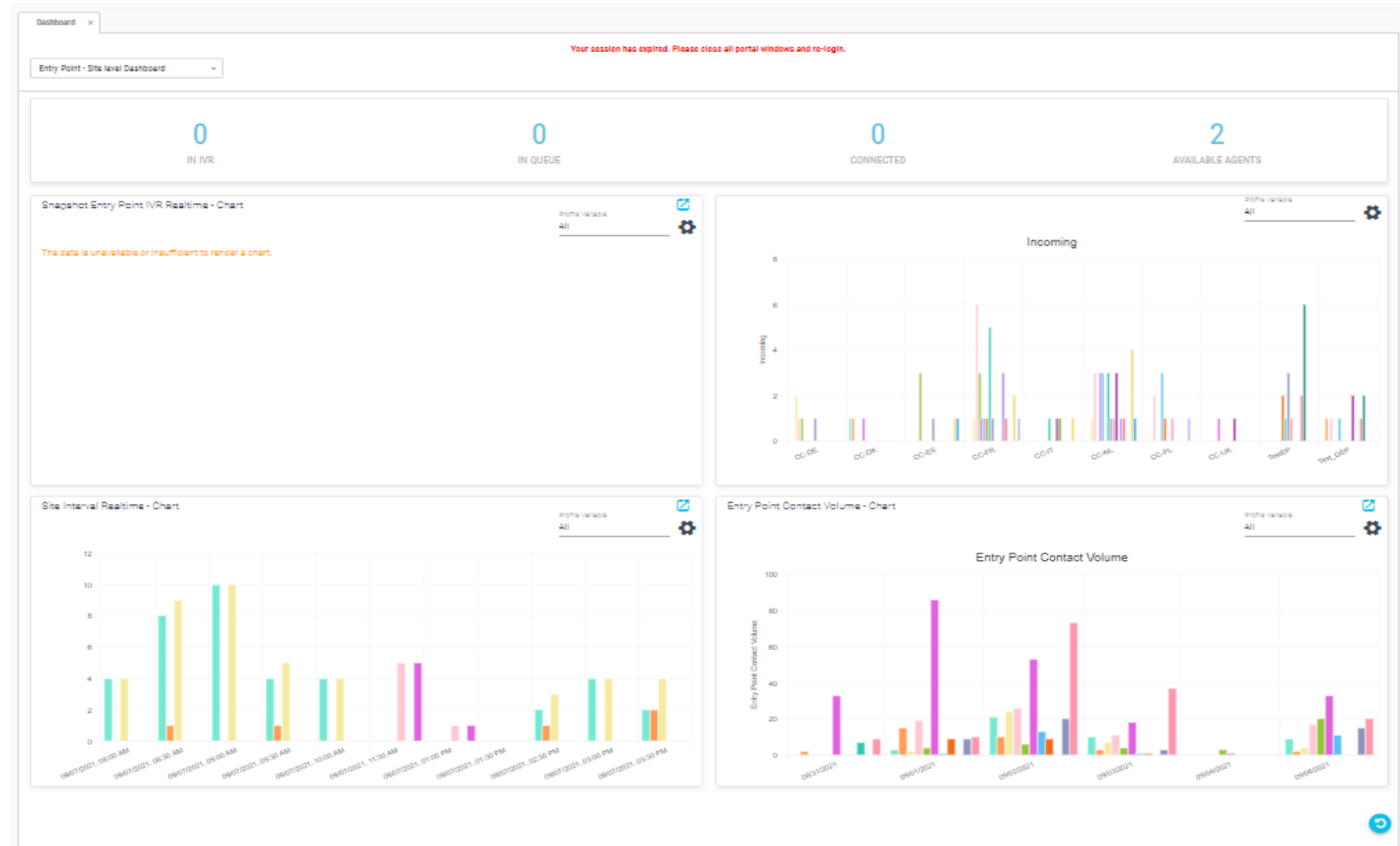
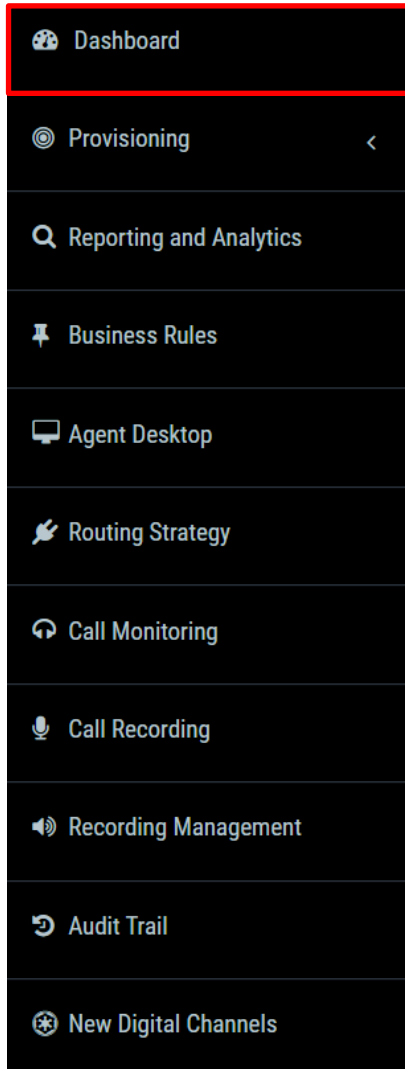
Advanced Provisioning – Supervisor common tasks

Extra modules

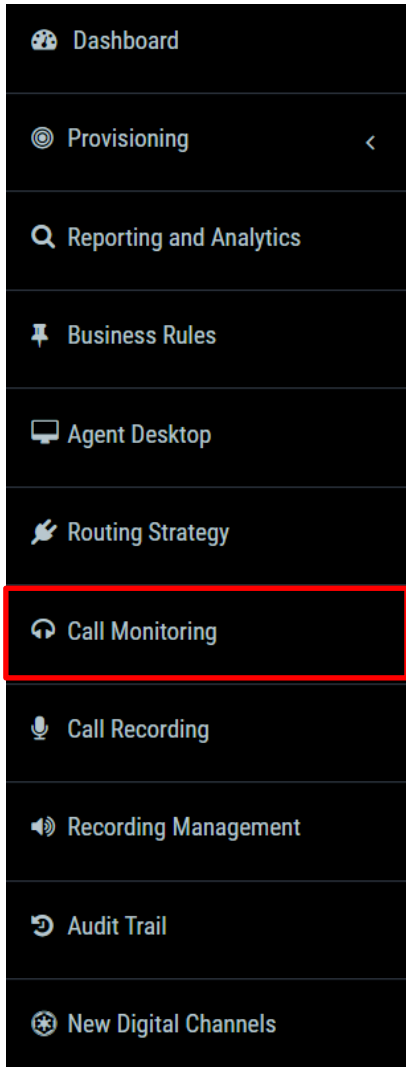
| | |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| Dashboard | |
| Provisioning | ✓ |
| Reporting and Analytics | Analyzer platform: Explained in the next training session |
| Business Rules | Tenants can store their data in WxCC database and make HTTP requests to it for custom routing |
| Agent Desktop | ✓ |
| Routing Strategy | ✓ |
| Call Monitoring | |
| Call Recording | |
| Recording Management | Provides an interface for authorized users to view details about the configuration changes made to the enterprise during any seven-day period |
| Audit Trail | |
| New Digital Channels | Access to the new platform for configuring digital channels: Facebook Messenger, WebChat, Email and SMS |

Dashboard

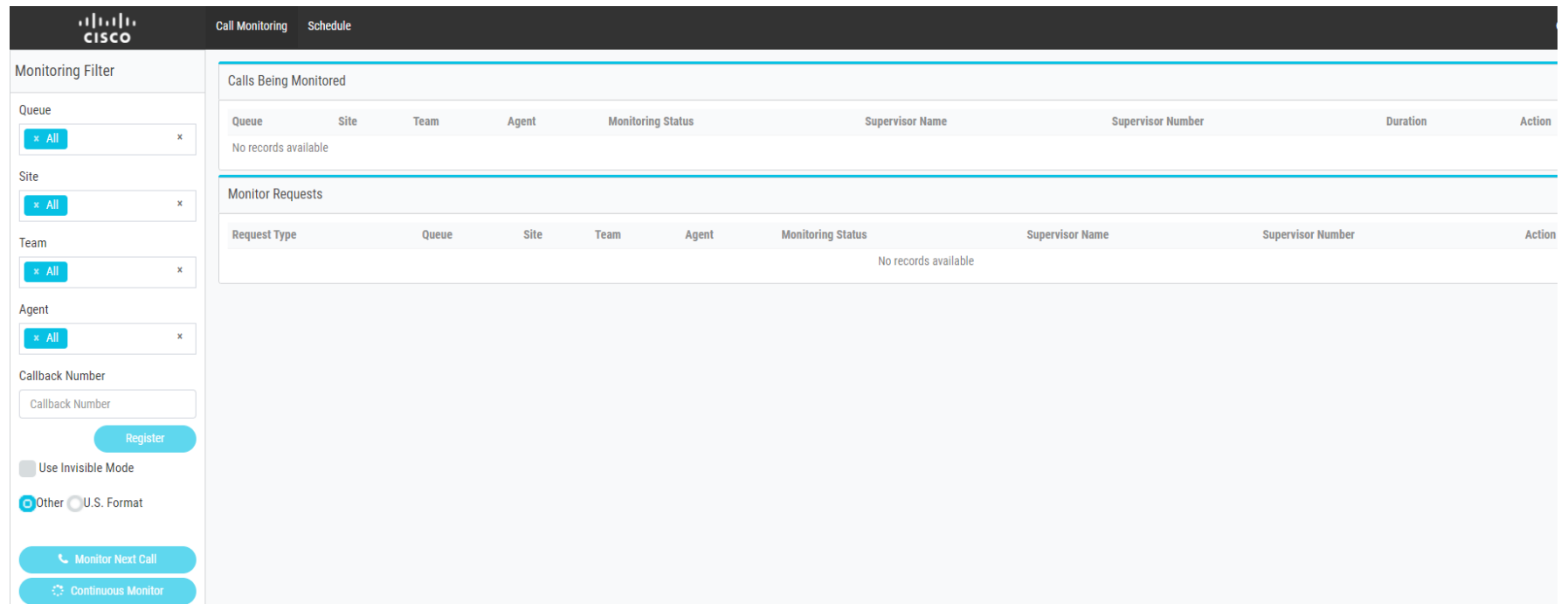
- Supervisors/Administrators can see some default and general dashboards about the Agents/Teams behavior through the Management Portal



Call monitoring



- Specify the criteria (filters) of calls you want to monitor
- Indicate a Callback Number, the number where you will receive a call to listening the conversation
- 2 monitoring requests types: “Monitor next call” and “Continuous monitoring”
- When the calls appear listed, click the button in “Action” column to start monitoring
- There are 2 monitoring types:
 - Barge-In: The supervisor participates in the conversation
 - Whisper coach: The supervisor can speak with the agent, without the customer hearing him

The interface shows the Cisco Call Monitoring configuration page. On the left is a 'Monitoring Filter' sidebar with dropdowns for Queue, Site, Team, and Agent, each with an 'All' button. Below these are fields for 'Callback Number' and a 'Register' button. At the bottom of the sidebar are two buttons: 'Monitor Next Call' and 'Continuous Monitor'. The main area on the right has two tabs: 'Call Monitoring' (active) and 'Schedule'. Under the 'Call Monitoring' tab, there are two sections: 'Calls Being Monitored' and 'Monitor Requests'. Both sections contain a table with columns: Queue, Site, Team, Agent, Monitoring Status, Supervisor Name, Supervisor Number, Duration, and Action. Both tables currently show 'No records available'.

Recording and Monitoring Schedules

Dashboard

Provisioning

Reporting and Analytics

Business Rules

Agent Desktop

Routing Strategy

Call Monitoring

Call Recording

Recording Management

Audit Trail

New Digital Channels

- Authorized users can select which queue, team, site, and agent they want to record/monitor, and for what time period.
- The recordings are stored in standard .wav format
- You can also use the “Recording Management” module to search and play recorded files

Recording Schedules

Calendar View

Calendar View

List View

Queue

Customer Service NL

September 2021

month

week

day

list

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|-----|-----|-----|-----|-----|-----|-----|
| 29 | 30 | 31 | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 | | | | |
| 12 | 13 | 14 | | | | |
| 19 | 20 | 21 | | | | |
| 26 | 27 | 28 | | | | |

General Settings

Enterprise

CONTAINER CENTRALEN AS

Enterprise Time Zone

Central European Summer Time

Name

Name

Queue

Customer Service NL

Advanced Settings

Start Date

08-Sep-2021

Start Time

0000

End Date

08-Sep-2021

End Time

2400

Day Of Week

All Days

Sun

Mon

Tue

Wed

Thu

Fri

Sat

Status

Active

Recording Details

Stop Recording on Transferred Out Calls

No

Enable Pause Resume

No

Percentage

0.0

Pause Duration (in Sec)

10

Filter By

Sites

All

Teams

All

Agents

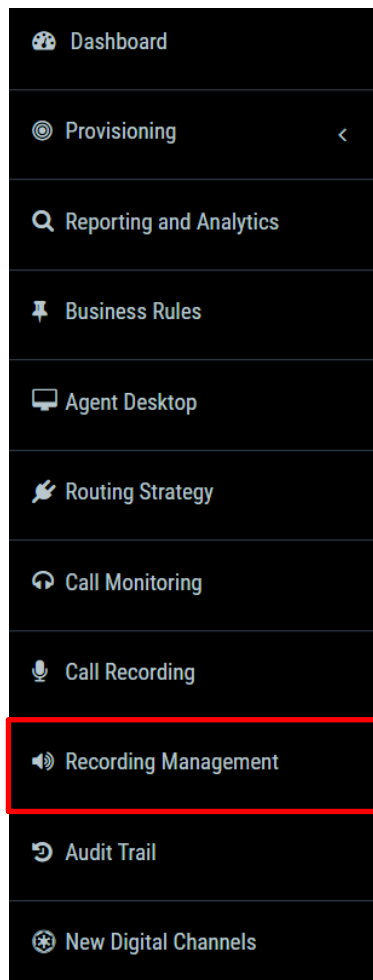
All

Save

Reset

Cancel

Call Recordings



- Search recordings to playback
 - Based on sites, teams or queues
 - Between a data range
 - Or tenant may be set to Record all calls
- You can Play, Download and tag the recordings
- All the recordings searched can also be exported

Search Recordings

Queues
✕ All

Sites
✕ All

Teams
✕ All

Agents
✕ All

Wrap Up Codes
✕ All

Tags
✕ All

☐ Exclude Deleted Agents

☐ Advanced Search

Date Range
September 2, 2021 4:34 - September 8, 2021 4:34

Reset

Search Results

Export

Show 10 entries

Search :

| | Play | ion ID | Queue | Site | Team | Agent | ANI | DNIS | Duration | Wrap Up Codes | Date |
|-------|------|--------------------------------------|-------------------------|----------------|----------------|------------------|---------------|--------------|----------|----------------|----------------------|
| > ... | | 74b-9162-cfe0cb048470 | Q_Voice_NewBooking_Mark | Site_EMEAR_EFT | Team_Mark | Mark Brown | +442088244681 | +12064248856 | 00:07:13 | Flight Booking | 07-Sep-2021 10:35:55 |
| > ... | | 6e78af5c-b57a-478c-882c-7a3f4fe88268 | Q_Voice_Juan | Site_EMEAR_EFT | Team_Juan | Juan Corral WxCC | +31203573333 | +12064248858 | 00:02:50 | Booking Change | 07-Sep-2021 09:56:36 |
| > ... | | 498f7f50-1833-4c20-80f0-3a691b75b32d | Q_Voice_NewBooking_Mark | Site_EMEAR_EFT | Team_Mark | Mark Brown | +442088244681 | +12064248856 | 00:00:21 | Booking Change | 07-Sep-2021 08:29:04 |
| > ... | | fad3c6d4-ccf2-4d38-904e-4d104c605edf | Q_Voice_NewBooking_Mark | Site_EMEAR_EFT | Team_Mark | Mark Brown | +442088244681 | +12064248856 | 00:00:47 | Enquiry | 07-Sep-2021 04:16:28 |
| > ... | | d6038c4e-78a8-4976-89d9-228b3b231ed0 | Q_Voice_Juan | Site_EMEAR_EFT | Team_Juan | Juan Corral WxCC | +31203573333 | +12064248858 | 00:00:51 | Booking Change | 07-Sep-2021 02:35:30 |
| > ... | | aa8fada7-709a-4375-9c0d-1917be696cc7 | Q_Voice_NewBooking_Mark | Site_EMEAR_EFT | Team_Mark | Mark Brown | +442088244681 | +12064248856 | 00:08:13 | Flight Booking | 06-Sep-2021 08:29:49 |
| > ... | | 635eff85-bbfd-4503-9abe-0cf6aee4c5e | Q_Voice_NewBooking_Mark | Site_EMEAR_EFT | Team_Mark | Mark Brown | +442088244681 | +12064248856 | 00:00:12 | Booking Change | 06-Sep-2021 04:38:54 |
| > ... | | 50639c64-6480-431e-a902-a89366aca68f | Q_Voice_Juan | Site_EMEAR_EFT | Team_Juan_SFDC | Juan Corral WxCC | +31203573333 | +12064248858 | 00:03:17 | Booking Change | 02-Sep-2021 07:16:24 |
| > ... | | 83aa2f92-b2bd-4b2a-98b1-8ef26cfcca8d | Q_Voice_Juan | Site_EMEAR_EFT | Team_Juan | Juan Corral WxCC | +31203573333 | +12064248858 | 00:00:15 | Booking Change | 02-Sep-2021 04:51:10 |
| > ... | | 3a1a3e45-56a9-466d-af34-36e36a51f8f1 | Q_Voice_Juan | Site_EMEAR_EFT | Team_Juan | Juan Corral WxCC | +31203573333 | +12064248858 | 00:06:48 | Booking Change | 02-Sep-2021 04:39:21 |

Showing 1 to 10 of 10 entries

Previous 1 Next

Questions?

