Webex Contact Center Expert

Call Routing Strategies

Module 6

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webex by CISCO

Module Objectives

- Understanding the WXCC Call Routing Strategy and it’s Configuration:
  - Entry Points
  - Queues

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Call Routing Strategies

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Definitions

Call Routing Strategy	Call handling strategy for Entry Points. Entry Point Routing Strategies determine schedules and call flow selection.

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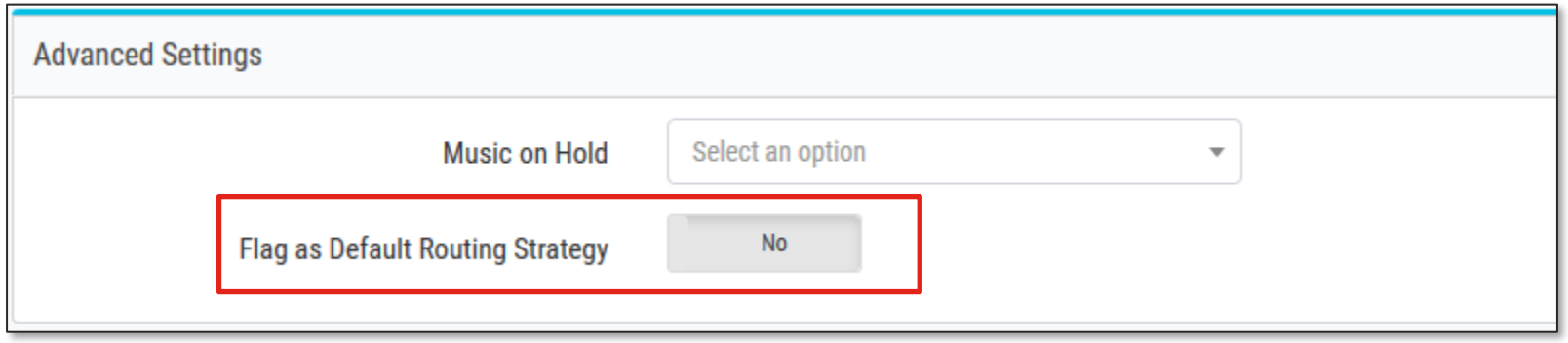
Routing Strategies

Default vs. Non-Default

- Two Routing Strategy types
  - Default
  - Non-Default
- Specified at time Routing Strategy is created



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Routing Strategies

Default vs. Non-Default

- Default Routing Strategies cannot overlap with one another and are the day to day call handling.
- 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

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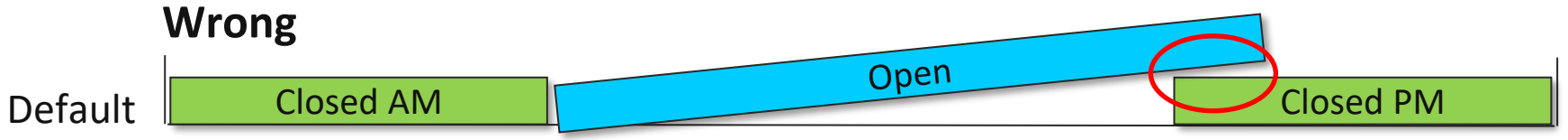
Routing Strategies

Right

Wrong



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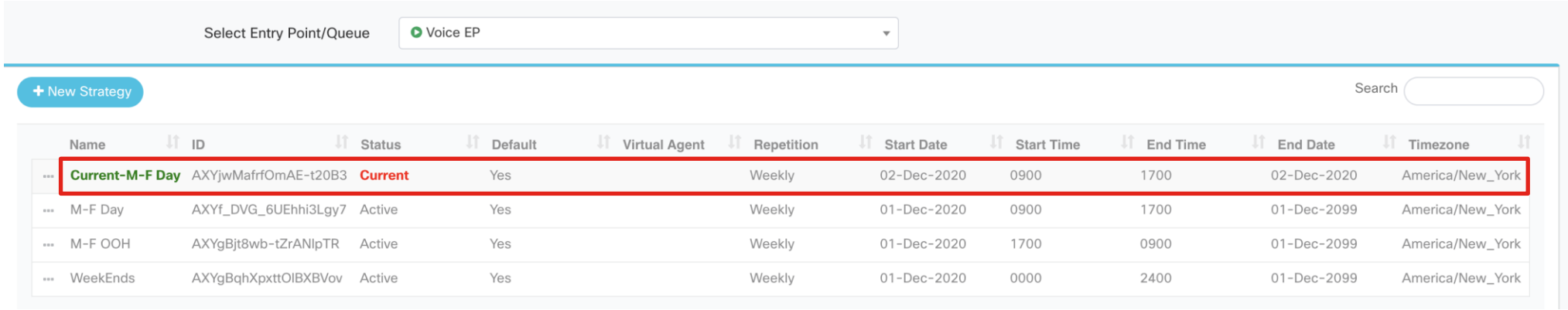
Current Routing Strategies

- 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
- 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



Name	ID	Status	Default	Virtual Agent	Repetition	Start Date	Start Time	End Time	End Date	Timezone
Current-M-F Day	AXYjwMafrfOmAE-t20B3	Current	Yes		Weekly	02-Dec-2020	0900	1700	02-Dec-2020	America/New_York
M-F Day	AXYf_DVG_6UEhhi3Lgy7	Active	Yes		Weekly	01-Dec-2020	0900	1700	01-Dec-2099	America/New_York
M-F OOH	AXYgBjt8wb-tZrANlpTR	Active	Yes		Weekly	01-Dec-2020	1700	0900	01-Dec-2099	America/New_York
WeekEnds	AXYgBqhXpxttOlBXBVov	Active	Yes		Weekly	01-Dec-2020	0000	2400	01-Dec-2099	America/New_York

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Entry Point Routing Strategies

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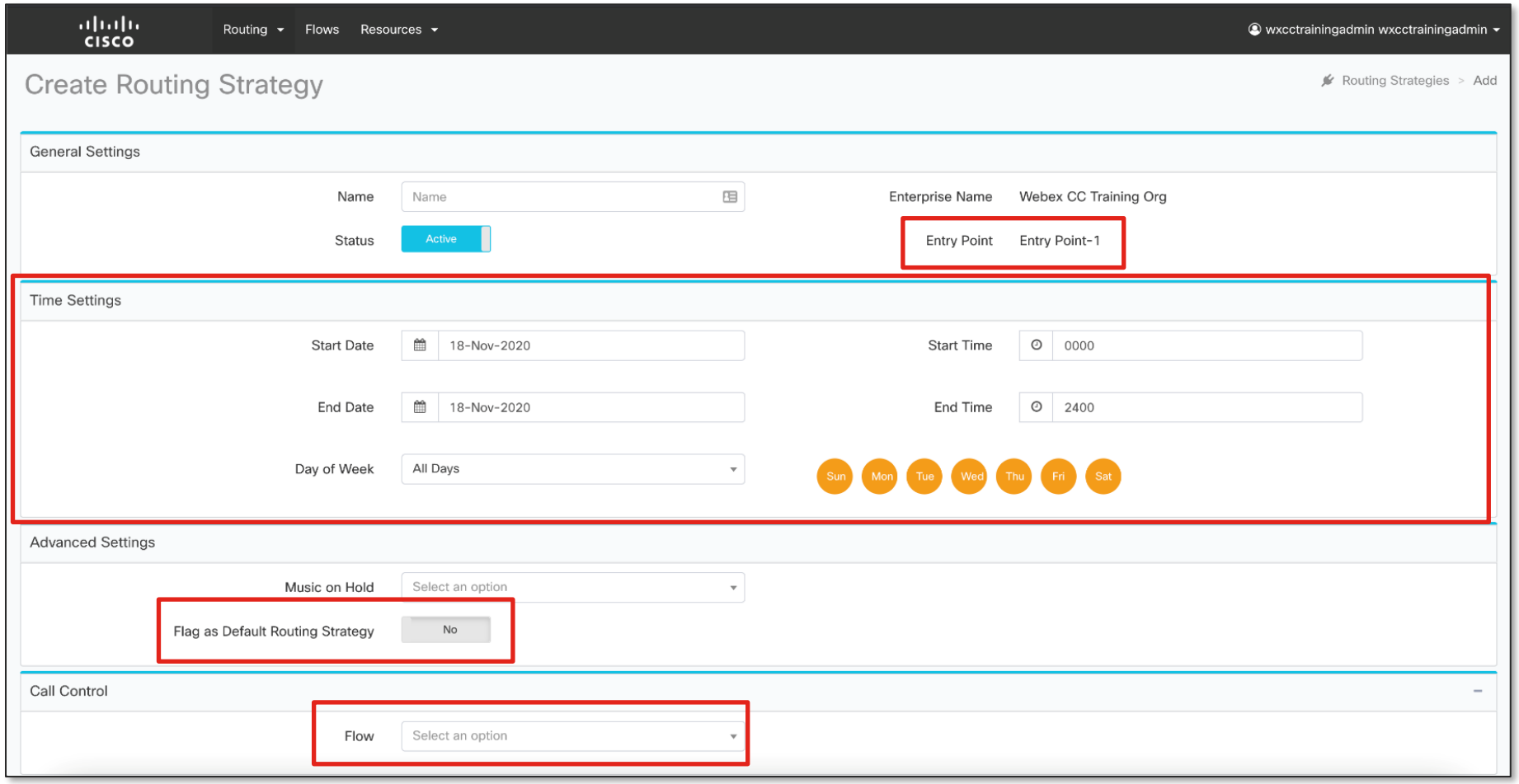
Entry Point Routing Strategies



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Global Routing Overides

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Global Routing Override

- Use Global Routing Overrides to change the contact handling flow for multiple entry points at the same time, such as for a holiday or emergency situation. Voice only.
- Preconfigure one or more flows that can be quickly applied as an override when needed.
- Once active, the Global Routing Override only applies to new calls, while active calls follow the current Entry Point Routing Strategies.

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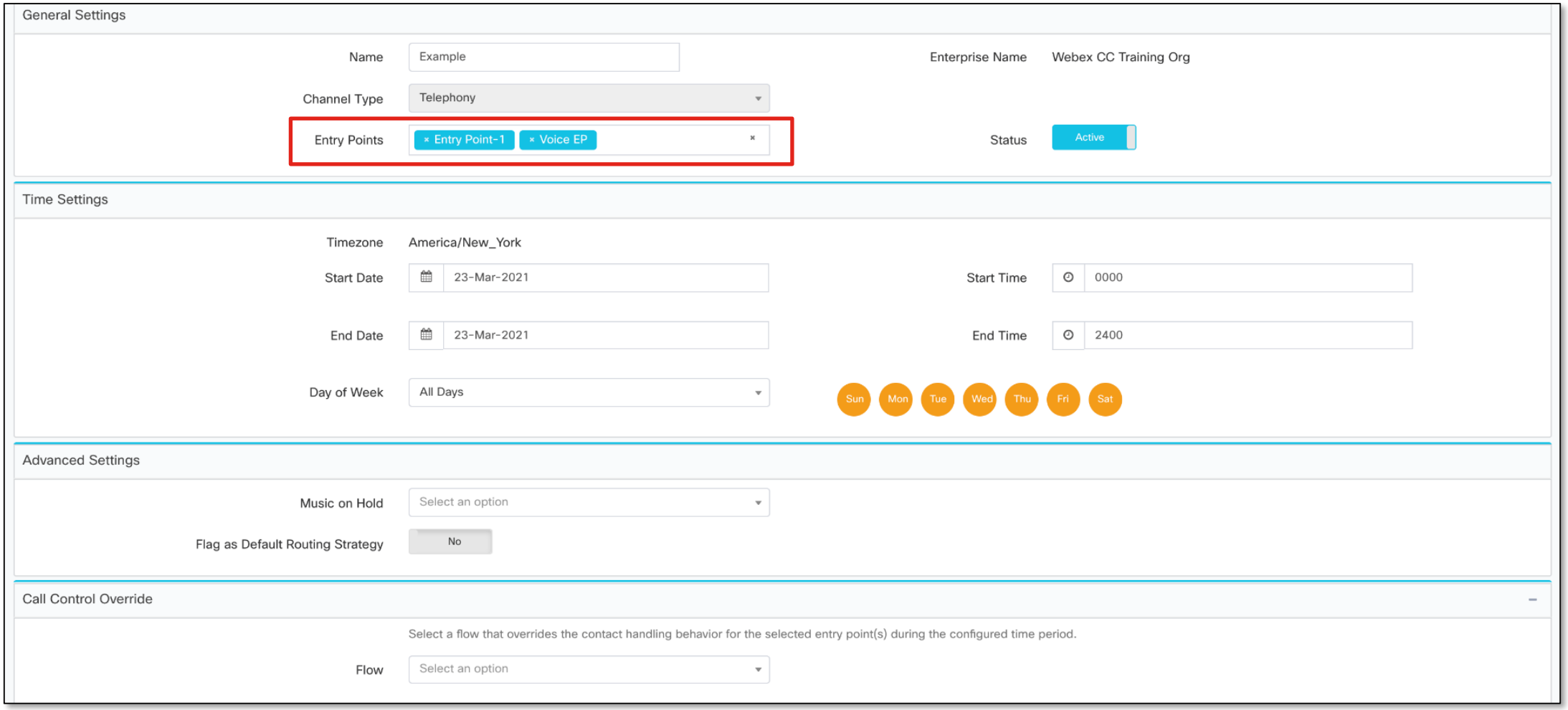
Global Routing Override



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EP Mapping (to DNs)

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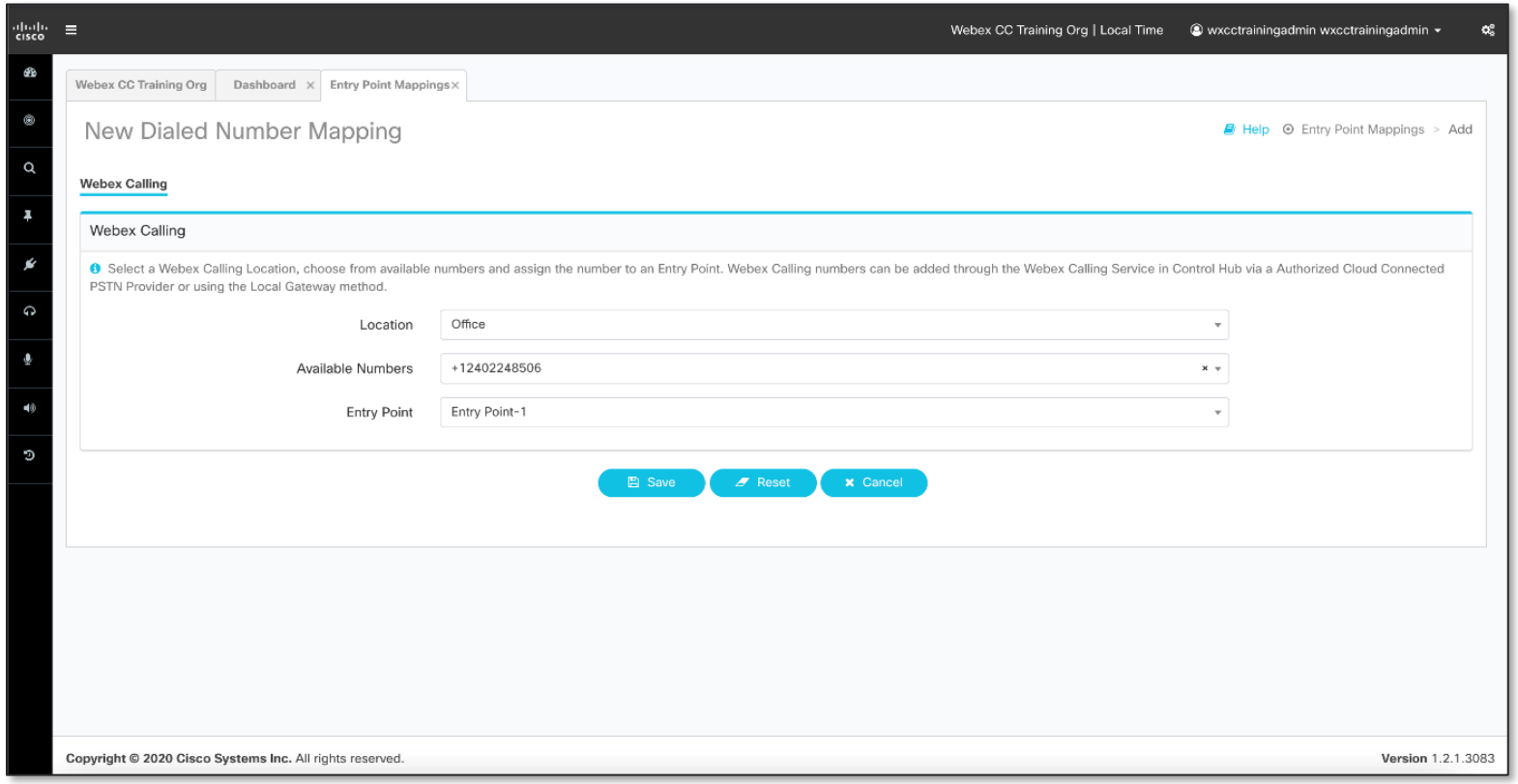
EP Mapping

- Entry Points that are assigned to receive customer calls shall be mapped with Telephone Numbers (Webex Calling, Voice POP Bridge, Cisco PSTN numbers).



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Lab 8

Entry Point and EP Routing Strategies, EP Mapping

- *Estimated Time to Completion 30 minutes*

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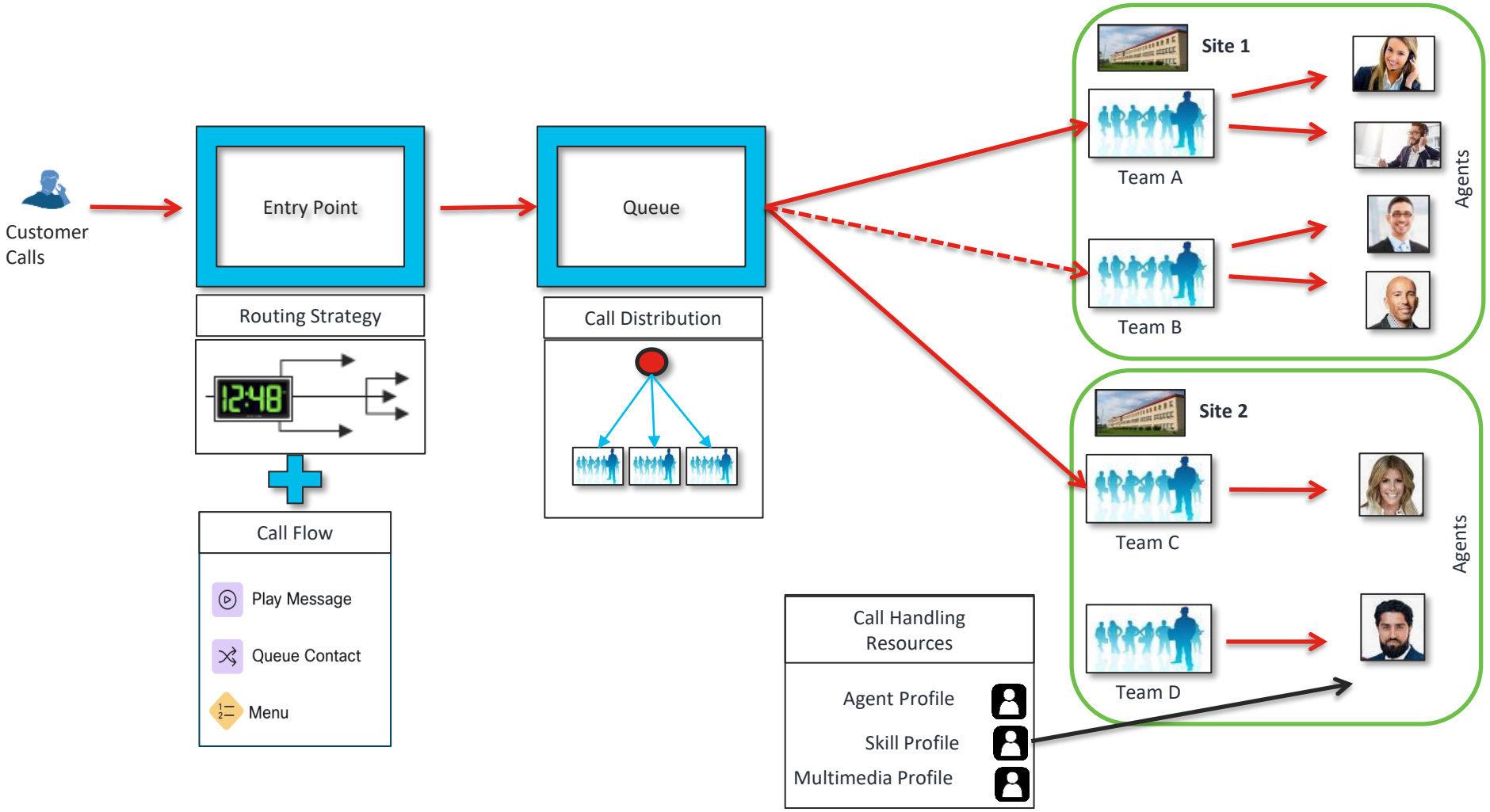
Lab 8 Outcomes



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Review Questions

Can you create multiple Routing Strategies Per Entry Point?

Yes

True/False. A flow can be assigned to a Queue Routing Strategy

False

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Module Objectives

- Understanding the WXCC Call Routing Strategy and it’s Configuration:
  - Entry Points
  - Queues
- Customer Scenarios
- Being able to execute standard configuration

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