

Webex Contact Center Expert

Customer Scenarios

Module 8

Module Objectives

- Customer Scenarios
- Being able to execute standard configuration

Customer Scenario Goal

Ask yourself how many of this elements you need to create

There is no need to create this elements in your Tenant, the goal is to create a design for the customer scenario.

- Entry Points - ??
- Queues - ??
- Routing Strategies - ??
- Flows - ??
- Sites - ??
- Teams - ??
- Supervisor Profiles - ??
- Agent Profile - ??
- Multimedia Profile – ?? Voice / chat /email / social channel
- User Accounts – ??? (standard) ??? (Premium)

Queue and Routing Strategy Configuration

- Name your Queues and EP, detail the configuration of the queue regarding Teams and Routing Type. For the EP, indicate the different RS associated to it, and the Flow assigned to the Schedule.
- Example:

QUEUE 1

- List of Teams:
 - Group 1 TeamA, TeamB
 - After 1 min, Group 2: Team C
- Routing Type: Longest Available or Skill Based Routing?

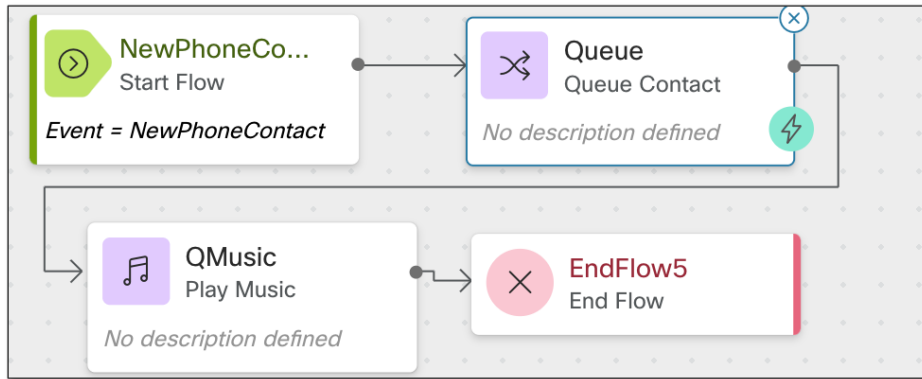
EP 1

- BH RS: ??:?? AM - ??:?? PM M-F BHFlow1
- OOBH RS: ??:?? PM - ??:?? AM M-F OOBHFlow1
- Weekend: 24/7 Sat-Sun OOBHFlow1

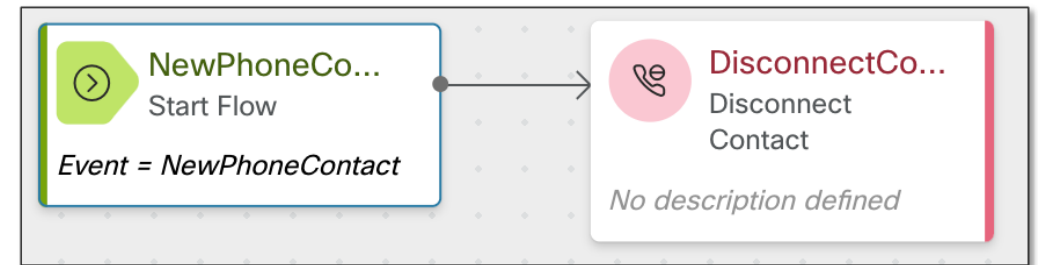
How the Flow / flows will look

- Use Flow builder, to create a draft of the different flows you need, take a screenshot. There is no need to save or keep the flow.
- Example:

BH Flow1



OOBH Flow1



Customer Scenario 1

Gas you Like

“GasYouLike” Company Profile

- “GasYouLike” is a gas supply company working throughout North America.
- They have three main numbers, one for Sales, one for Support and one for Accounts. Plus a free phone Number.
- They have three distinct departments of agents, Sales, Support and Accounts. They are mixed up over three sites (A, B and C), with a supervisor for each group on each site.
- Sales – 60 agents, Support – 100, Accounts - 30.

“GasYouLike” Company Profile

- All Departments work 0900 to 1640hrs (M-F).
- All Calls must be greeted with a statement saying all calls are recorded. The free phone number plays a menu with options for Sales, Support and Accounts.
- The department number directs to their respective agents. All Departments calls must be answered by the Agent who has been available the longest.
- Out of Hours receives a Closed message Only

Customer Solution 3

Quick Support

“Quick Support” Company Profile

- “Quick Support” is company that provides global IT support for Enterprise customers.
- They have offices in North America, Germany, France, Japan and Spain. Each with their own local Telephone number.
- Every office has 50 support specialists apart from North America, which has 200.
- Offices work 0830hrs to 1730hrs in their local time zone except North America which work 24/7. Closed on Weekends.

“Quick Support” Company Profile

- “Quick Support” have a Platinum Support group, based in North America for select customers, they have to enter in their account code via the entry menu to reach them. 25 of the North America Agents work in this group.
- All Calls are greeted with the same welcome menu. Customers can choose to select platinum support or stay on the line for standard support.

“Quick Support” Company Profile

- Calls are answered by the in country team. If no one answers for a Country after 1 minute the call is presented to North American Agents.
- If the call is Out of hours for the country team it should route to the North American team.

Lab 9

Customer Solution: “Billie Joe Real Estate”

- *Estimated Time to Completion 30 minutes*



