Webex Contact Center Expert

Agenda

Module 1

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webex by CISCO

Course Objectives

- Successful candidates will demonstrate the ability to identify Webex Contact Center Service Solutions for a given customer deployment
- In addition, candidates will gain a solid fundamental understanding of:
  - Contact Center (CC) Roles (Partner, Tenant, Supervisor, Agent)
  - Webex CC Architecture and Interconnections, Features, Services
  - Webex CC Provisioning, Configuration, Reporting
  - Webex CC Support Process and Troubleshooting
  - Webex CC Onboarding Process

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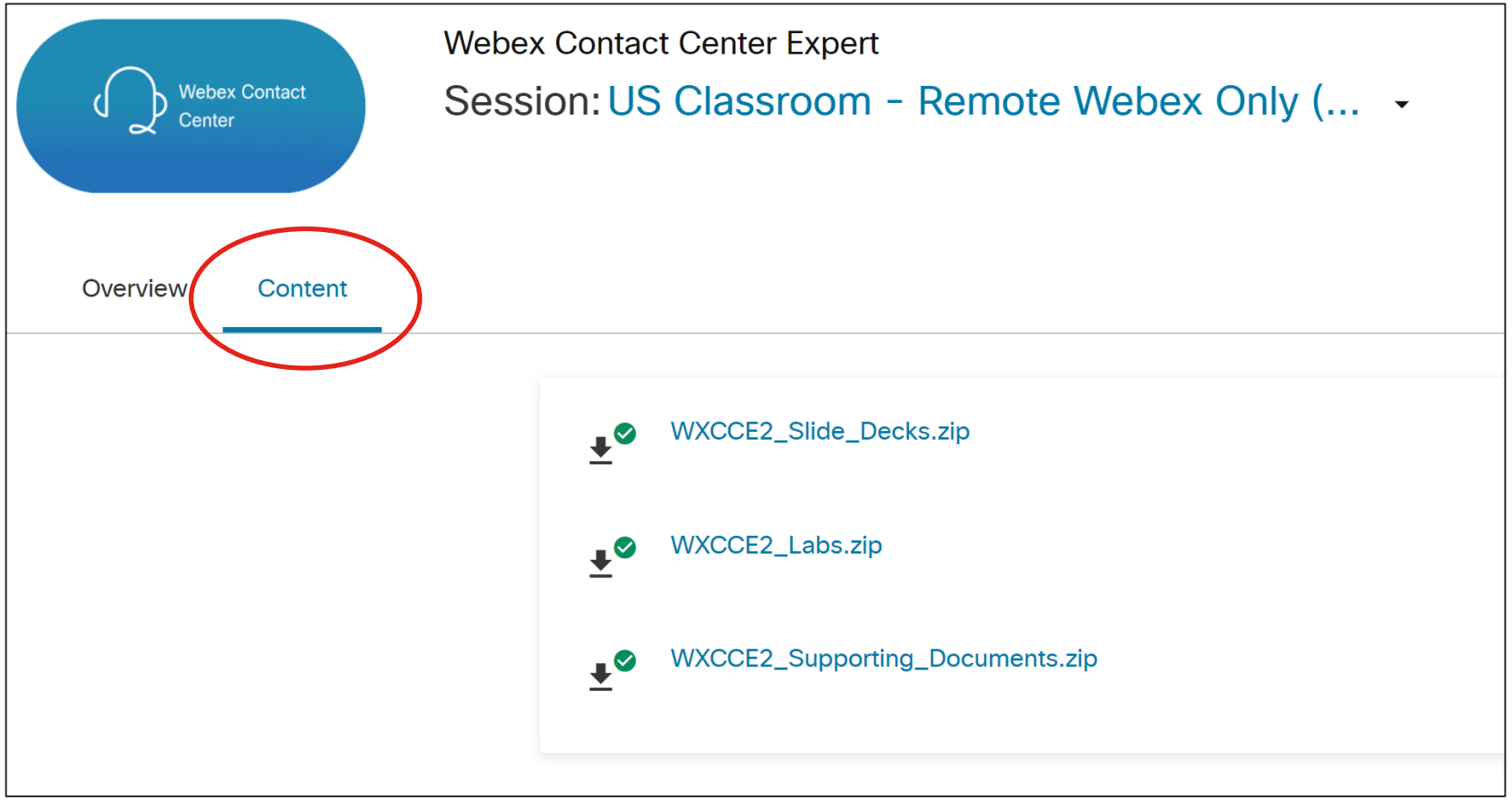
Course Materials

https://golearn.webex.com



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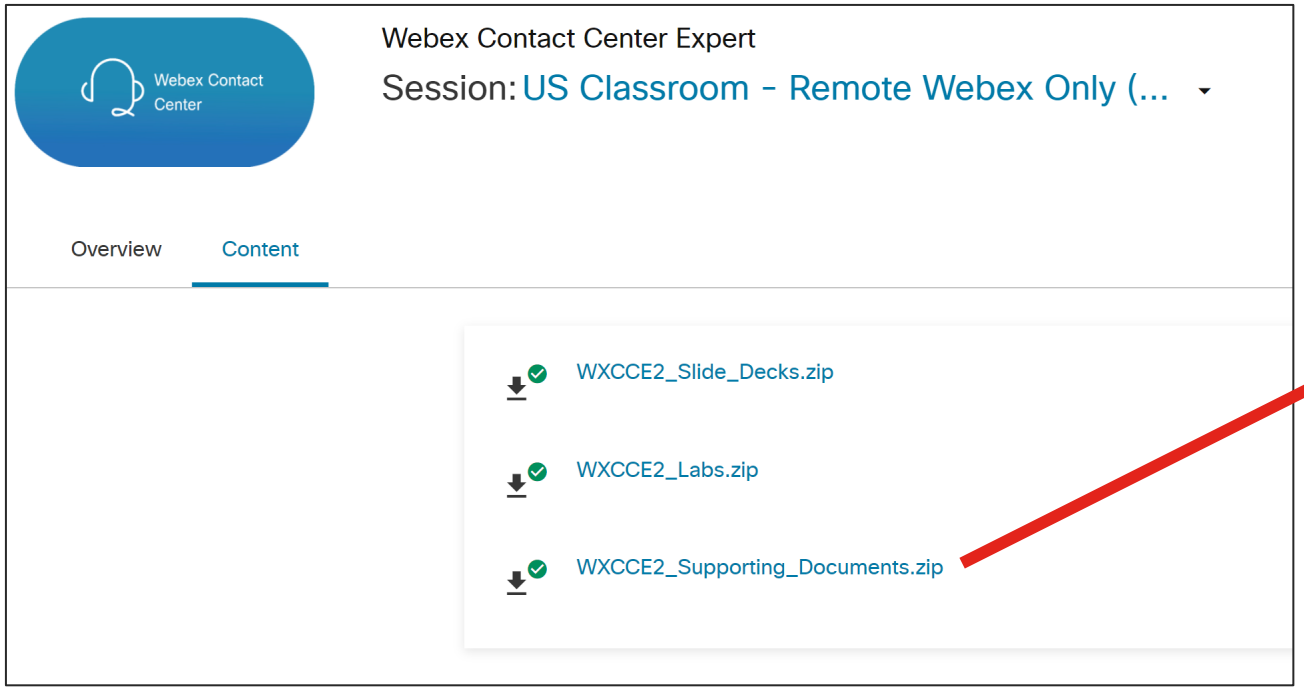
Reference Documentation

The following documents are most relevant to Webex Contact Center and will be referenced during this course.

They have packaged in Supporting Docs ZIP file.



- Add-Ons
- Admin and User Guides
- CRM Connectors
- Data Sheet
- Developers
- Voice Integration

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Reference Documentation

- Documentation

  https://help.webex.com/en-us/article/n2re5jy/Webex-Contact-Center-Documentation

- Administration Guides

  https://www.cisco.com/c/en/us/support/customer-collaboration/webex-contact-center/products-installation-and-configuration-guides-list.html

  - Contact Center Setup and Admin Guide
  - Business Rules Engine User Guide
  - Manager Reports Guide
  - Campaign Manager User Guide
  - Desktop Developer Guide
  - Contact Center for Salesforce

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Reference Documentation

- User Guides

  https://www.cisco.com/c/en/us/support/customer-collaboration/webex-contact-center/products-user-guide-list.html

  - Agent Desktop User Guide
  - Analyzer User Guide

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Reference Documentation cont.

- Integration Guides
  - Integration Note Webex CC Cisco.pdf
- Onboarding Documents
  - Voice Onboarding Instructions.pdf
- Other Documents
  - CRM Connectors
  - Service Description: Cisco Software Support
  - Agent Desktop Developer Guide

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Other Documentation Resources

- Webex Contact Center **SalesConnect https://salesconnect.cisco.com/#/program/PAGE-13368**
- **What's New** in Webex Contact Center **https://help.webex.com/en-us/article/a1gx3h/What's-New-in-Webex-Contact-Center**
- Webex Contact Center **Product** and **Data Sheet https://www.cisco.com/c/en/us/products/collateral/contact-center/webex-contact-center/datasheet-c78-744541.html** and Flex 3.0 Data Sheet **https://www.cisco.com/c/en/us/products/collateral/customer-collaboration/collab-flex-3-contact-center-ds.html**
- Webex Contact Center **Community https://community.cisco.com/t5/cisco-customer-journey-platform/ct-p/partner-cust-journey-platform**
- Webex Contact Center APIs: **https://developer.webex-cx.com/**

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Other Documentation Resources cont.

- Cisco **Specializations https://www.cisco.com/c/en/us/partners/partner-with-cisco/channel-partner-program.html**
- Program Management and Application **https://www.cisco.com/go/pma**
- Cisco **Partner Locator http://locatr.cloudapps.cisco.com/WWChannels/LOCATR/openBasicSearch.do;jsessionid=8CDF9284D014CFF911CB8E6F81812619**

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Other Documentation Resources cont.

- Cisco **Webex Contact Center Assurance To Quality (A2Q) https://community.cisco.com/t5/contact-center-documents/assurance-to-quality-a2q-process-for-cisco-customer-journey/ta-p/3648683 and its form https://app.smartsheet.com/b/form/d2f23beba3644a52aa7e132f84c71d87**
- Cisco Commerce Workspace (**CCW**) **https://apps.cisco.com/Commerce/home**
- Cisco Collaboration Flex 3.0 Contact Center **Ordering Guide https://www.cisco.com/c/en/us/products/collateral/customer-collaboration/collab-flex-3-contact-center-og.html**

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Agenda

1

- Product Overview and Connectivity Options
- Control Hub Provisioning

2

- Tenant Portal Provisioning
- Flows
- Call Routing Strategies
- Customer Scenarios

3

- Contact Center Admin
- Agent Desktop
- Add On Overview
- Analytics

4

- Connect
- Licensing
- Support

5

- Cert Exam

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Webex Contact Center Training Networks

- Each student has their own Tenant logins
- Students reach the WXCC Production system by logging in using their own credentials via the portals
- Each Portal and Dashboard is reachable world-wide

Control Hub

Tenant and User Creation

Tenant Portal

CC Administration

Analyzer

Desktop Client

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Introductions

- Name
- Title & Company
- Contact Center experience?
- Product Used
- Expectations

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Advantages of being Certified

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Course Content Constantly Updated

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- Courses are constantly updated to follow product releases as well as new industry developments
- Once enrolled into a course, you will always have access to your courses and most recent training materials

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Electronic Certificate

Download

- Your certificate is located in your **Learning Center profile**
  - To find it you need to go to:

    Menu > My Activities > Courses >

    click on the little grey badge icon next to the course name to download the certificate

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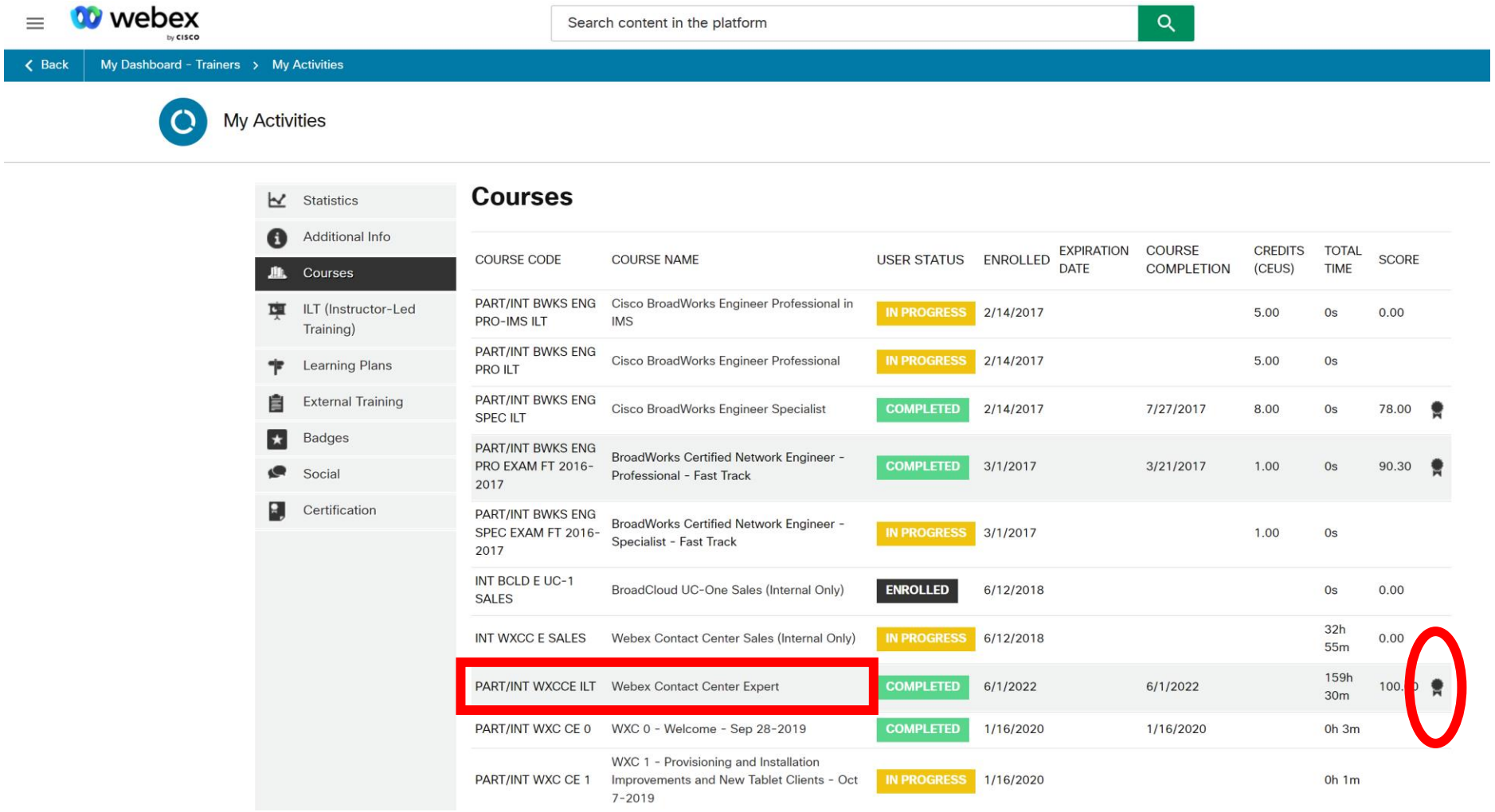

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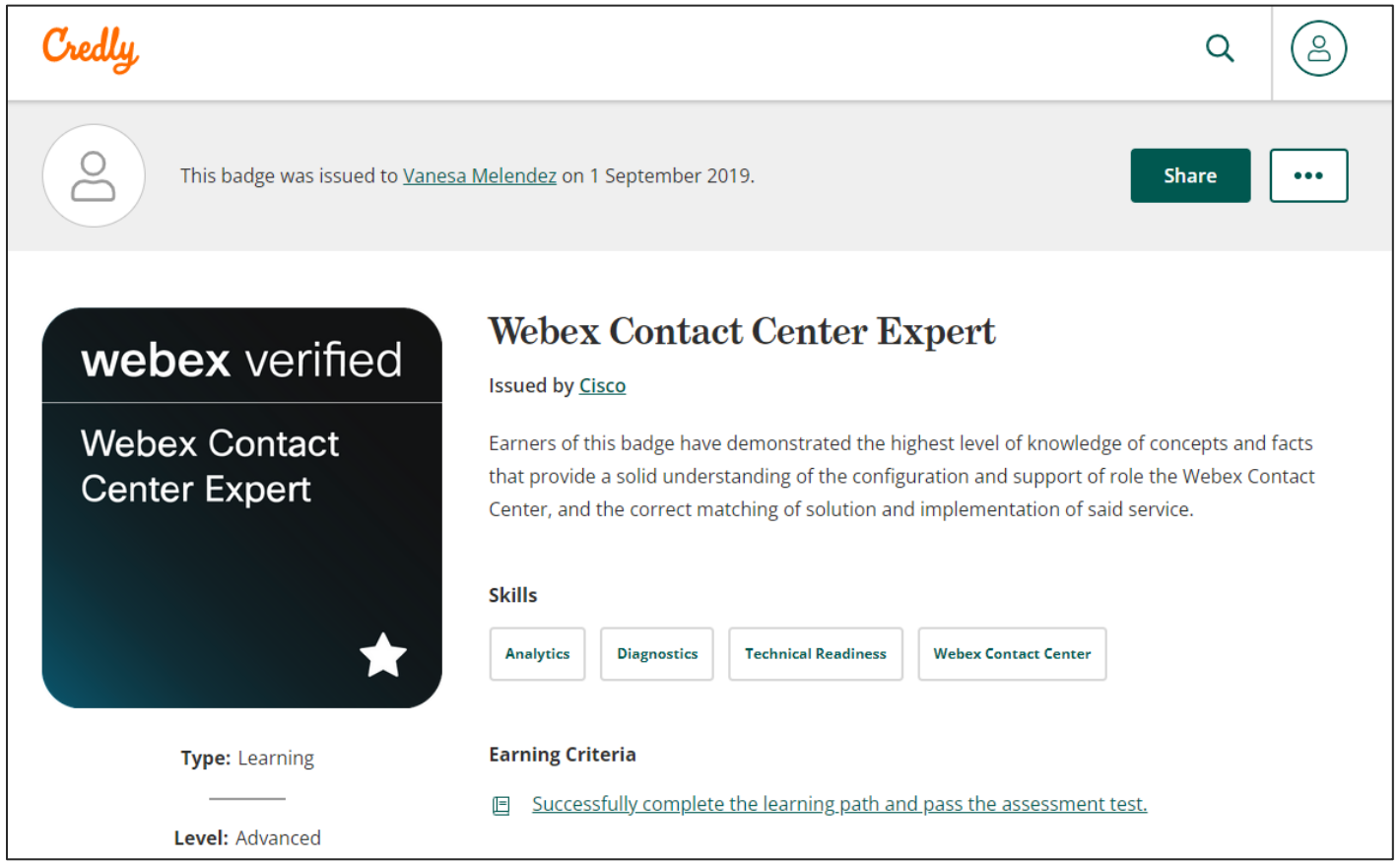
Signature Badge

- Your signature badge is also available in Credly, this allow you to use your Badge on Email signatures, post it on LinkedIn and more https://www.credly.com



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Cisco Webex Contact Center Specialization

- Cisco Cisco Webex Contact Center Specialization ensures excellence in customer satisfaction with the Cisco Webex Contact Center Platform solution

https://www.cisco.com/c/dam/en_us/partners/partner_with_cisco/channel_partner_program/specializations/webex-contact-center-specialization-program.pdf

Requirements

- "Cisco Simple Resale" authorization (aka Cisco SaaS)
- Certification requirements
  - Cisco Webex Contact Center Online Sales Certification
  - Cisco Webex Contact Center Expert Technical Certification
- Other requirements

Partner must maintain resources for Webex Contact Center service delivery within Partner's authorized territory for proper implementation

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