

Webex Contact Center Expert training- Webex Connect session

Overview/Architecture/Channels
Configuration/Demonstrations

Yves Daigneault (ydaigneau@cisco.com)
May-June 2022

Agenda

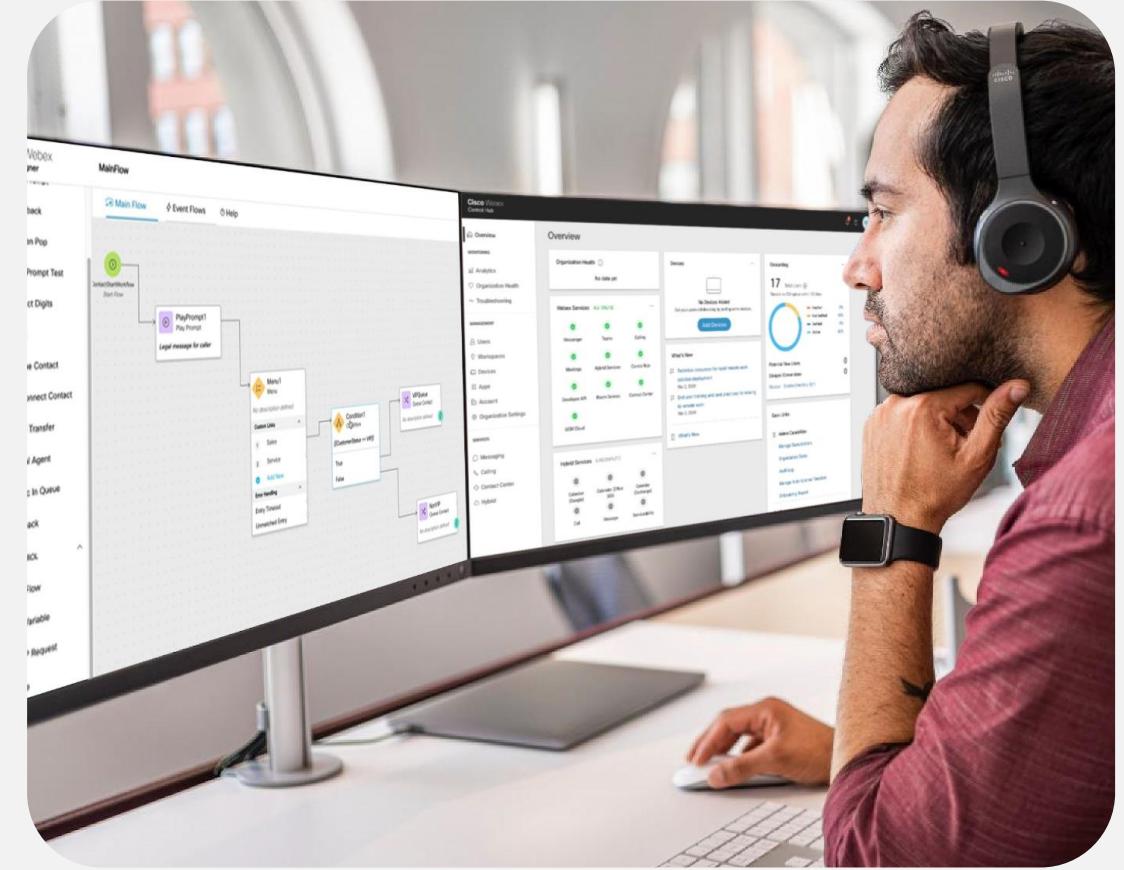
- 01 Webex Connect Overview
- 02 Agent desktop demo
- 03 System architecture, administration
and configuration
- 04 Webex Connect Flow Builder
- 05 Admin portals demo
- 06 Assets configuration
- 07 Bots
- 08 Conclusion

01 - Webex Connect Overview

Webex Contact Center innovation update

Phase 1 of imimobile technology integration now GA (April 11th) - continues to extend customer value

- **Chat, email, SMS, and Facebook Messenger** using digital channels from imimobile's market-leading channel ecosystem and Webex Contact Center's routing mechanism
- Agents handle digital channel contacts in a unified **Webex Contact Center agent desktop**
- Contact center admins can build **digital contact flows using the new flow builder** and can integrate **chat bots**
- **Reporting via Analyzer**

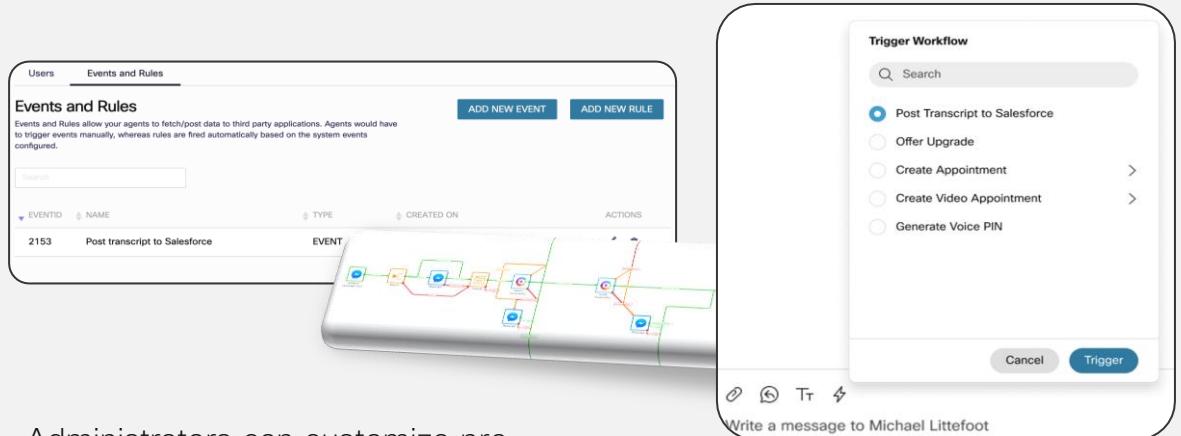
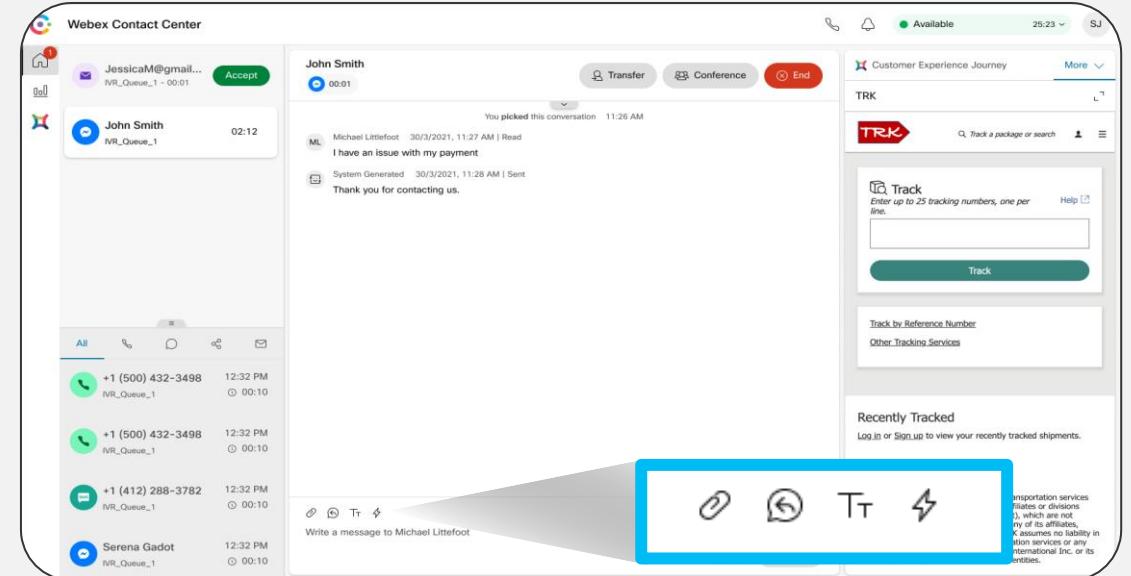


Agent experience

- Rich text editing for chat channels and email
- Screen pop increases productivity
- Agent capability to trigger follow up workflows for administrator-customized automated tasks such as:

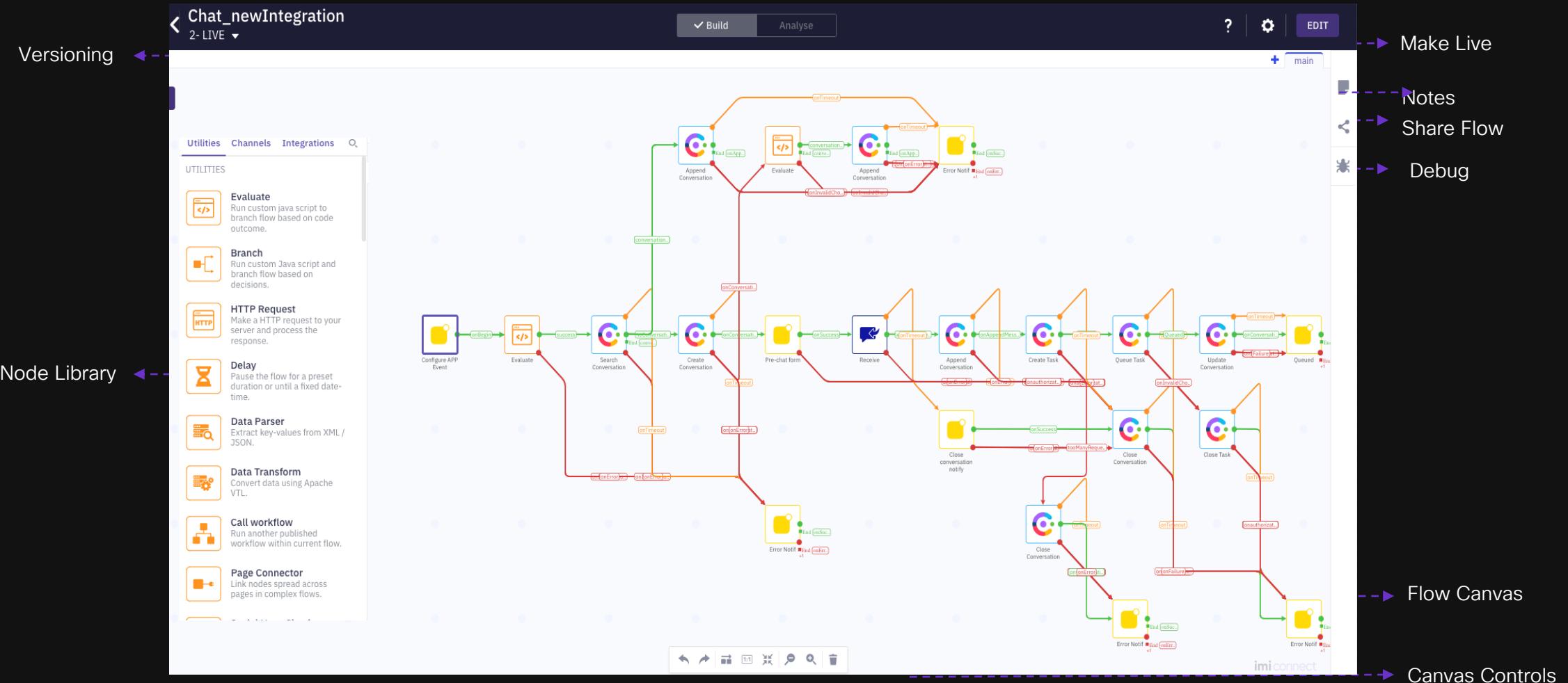
1. Ticket creation in a CRM system
2. Offer or request fulfillment
3. Future appointment setting
4. Process automation
5. Pre-defined templates per channel

Agents can use rich text features and easily trigger follow up workflows



Administrators can customize pre-defined workflow options for agents to search, select, and execute

Flow Canvas



How do I verify

The screenshot shows the Webex Control Hub interface. On the left, there's a sidebar with various navigation options like Overview, Notifications centre, Monitoring, Webex Experience, Analytics, Troubleshooting, Reports, Management, Users, Workspaces, Devices, Apps, Account, and Organisation settings. Under Services, there are Migrations, Messaging, Calling, and Contact Centre. The main area is titled 'Contact Centre' and has tabs for Features, Connectors, Bulk operations, and Settings. Under Settings, there are sub-tabs: General, Security, Voice, Desktop, and Digital. The General tab is selected. It contains sections for Synchronise Users (with a 'Synchronise Users' button), Service Details (country of operation set to United States of America), and Digital channel (set to IMI digital). There are also sections for Webex Contact Centre platform details (New Platform) and Voice channel (Webex Calling Integrated). At the bottom, it says 'Webex Contact Centre Telephony'.

The screenshot shows the 'Contact Center' settings page. At the top, there are tabs for Features, Connectors, and Settings, with Settings being the active tab. Below are sub-tabs: General, Security, Voice, Desktop, and Digital, with Digital being the active tab. The Digital section displays a message: 'Digital channels setup for Webex Contact Center in progress. This will take approximately 3 - 4 days.' Below the message is a progress bar.

- New tab called '**Digital**' under '**Settings**'
- The '**Digital Channel**' option under '**General**' settings will be set to '**IMI Digital**'
- When you click on '**Setup Digital**', a new org will be created for Digital Channels .

The screenshot shows the 'Contact Centre' settings page again. The Digital tab is still active. The message in the Digital section now reads: 'Digital channels setup for Webex Contact Centre is complete and you can proceed to digital configurations'. The progress bar is no longer visible.

Once org provisioning is complete, the 'Setup Digital' button will disappear, and the above text will be displayed in CH UI.

Webex Connect integration

- Customer using Cisco Native Digital Channel
- Support for **Mixed mode**

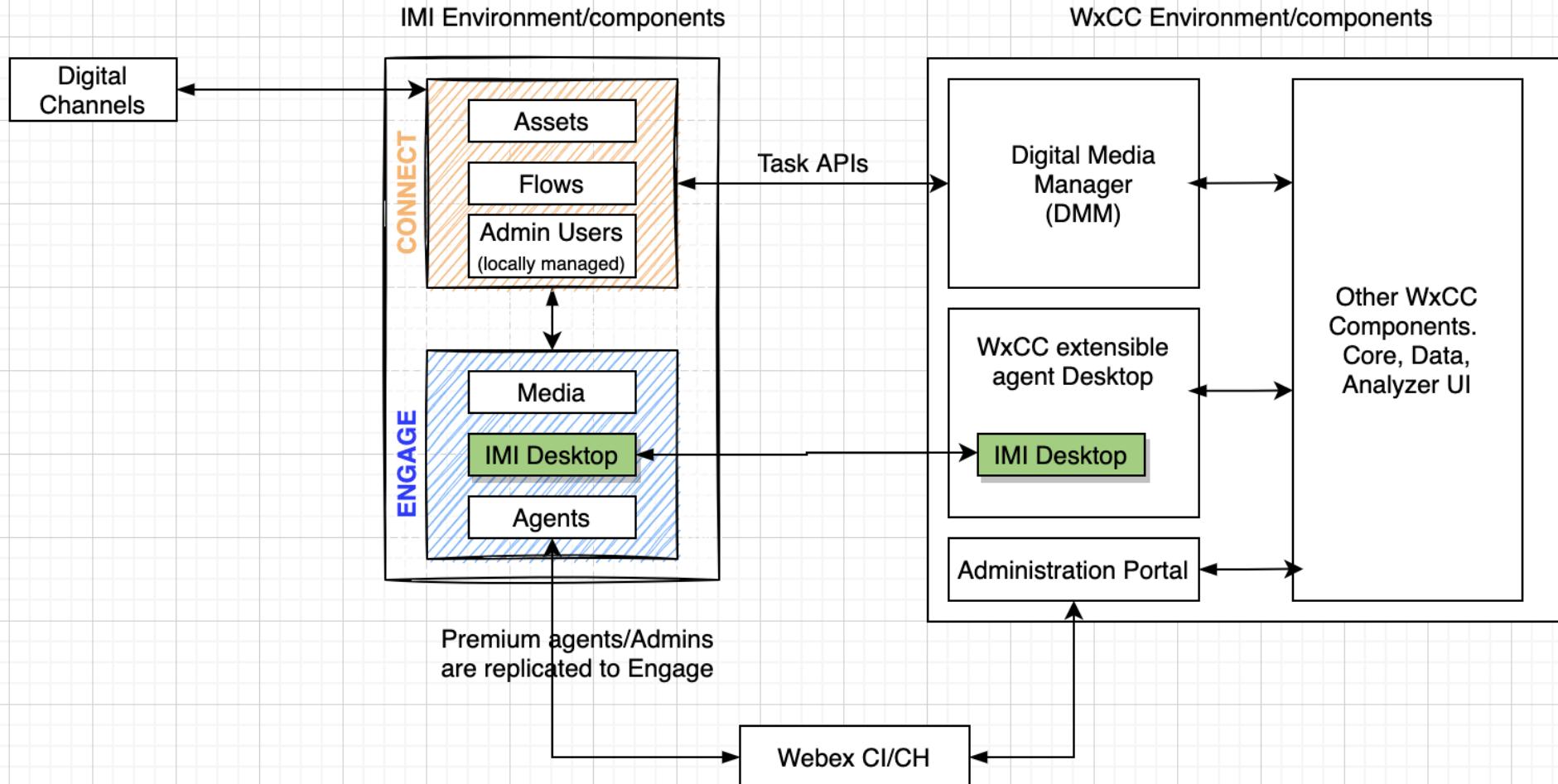
02 - Agent desktop demo

03 - System architecture, administration and configuration

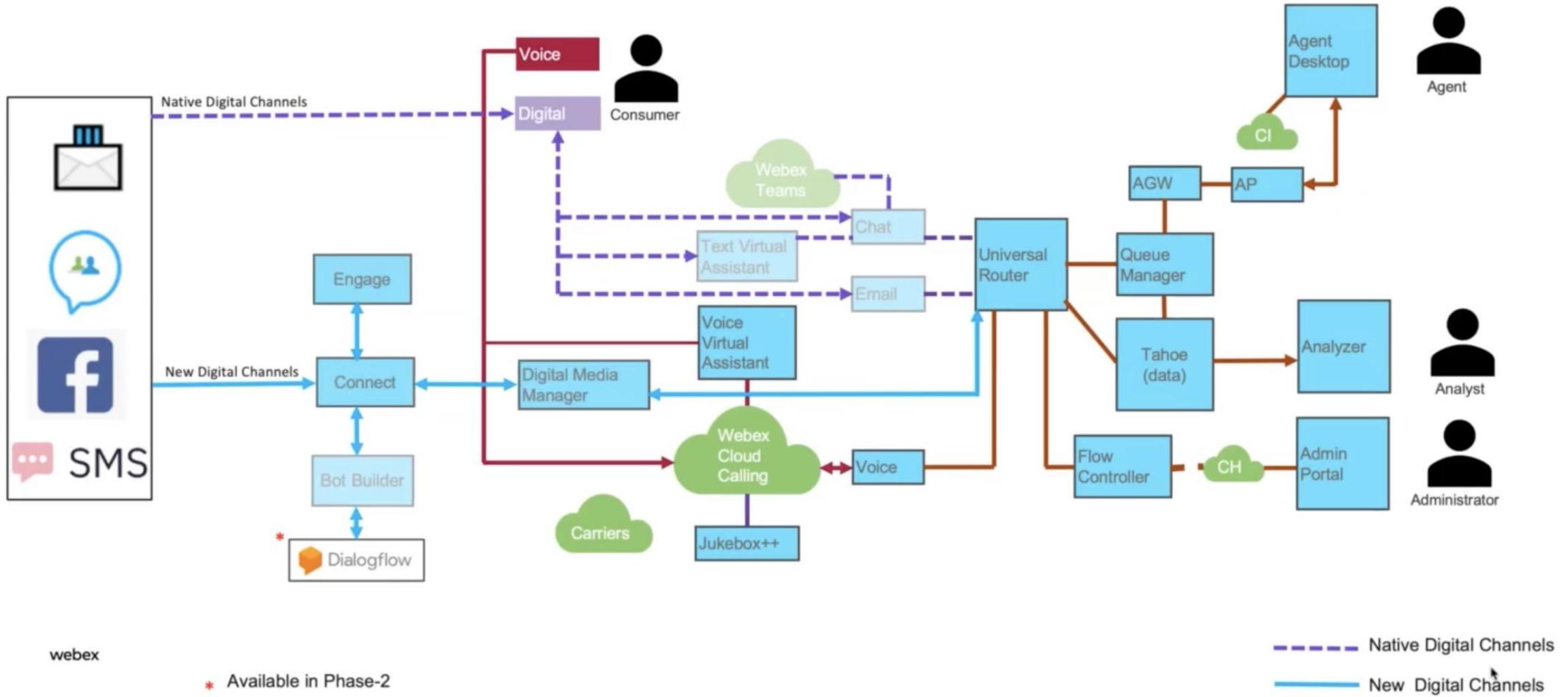
Components

Webex Contact Center New Digital Channels	
IMI connect	IMI engage
<ul style="list-style-type: none">• Digital Channel configuration and registration• Interaction automation with Low code No code flow builder• Bot builder	<ul style="list-style-type: none">• Branding• Media Handling• Agent productivity functions
Existing services	
<ul style="list-style-type: none">• Tenant provisioning• Task routing• Agent Desktop	

Current Integration Landscape

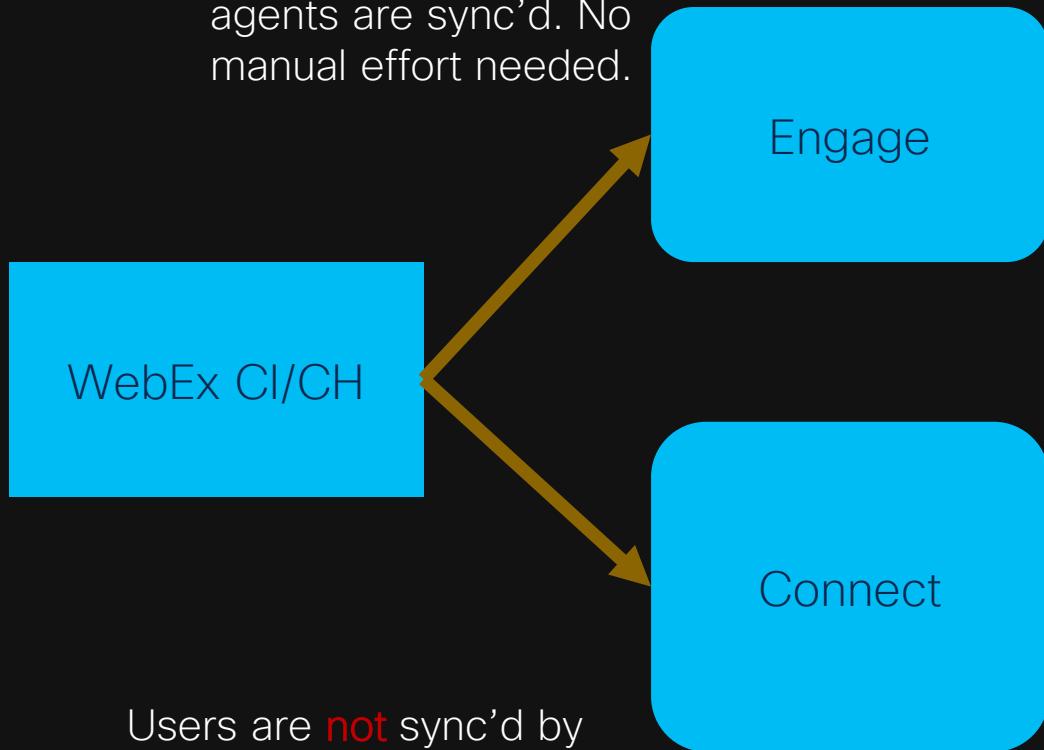


Architecture Overview



User Management

All administrators,
Supervisors, premium
agents are sync'd. No
manual effort needed.



Users are **not** sync'd by default.

- Only if agents are sync'd to **IMI Engage** application, they would be able to successfully accept contacts in WxCC desktop.
 - This is taken care with the integration.
 - All relevant users will be sync'd. No manual intervention needed.
 - Can be cross launched from WxCC portal
- **IMI Connect** is not integrated with Webex Common Identity (CI). Users need to be created manually and managed locally.
 - ONLY administrators to be added here
 - User doesn't have to be part of the Webex CC Org
 - Requirement is just a working mail ID
 - Once a user mail ID is added in a Connect instance, it cannot be added to another Connect instance. Use a new mail ID



Users

Manage teams and view group admins within the selected group.



Live Agents



Live Agents

Manage live agents within your tenant.



Users
Role Type

All

Search

Status

All

FIRST NAME

LAST NAME

STATUS

404produs1

4

Active

Admin

Gouda

Active

admin1

sa1

Active

adudupa

adudupa1

Active

Teammates

Add new users, manage user permissions, and delete users from your account. To view and manage

Account Details

EMAIL ID i

e.g., myteammates@mycompany.com

ROLE i

Select Role

USER

SA ESR

gasathiy+esr@cisco.com

SA Connect

sconnect@mailinator.com

ChandraMouli

Active

Profile Settings

Tenant Settings

Usage

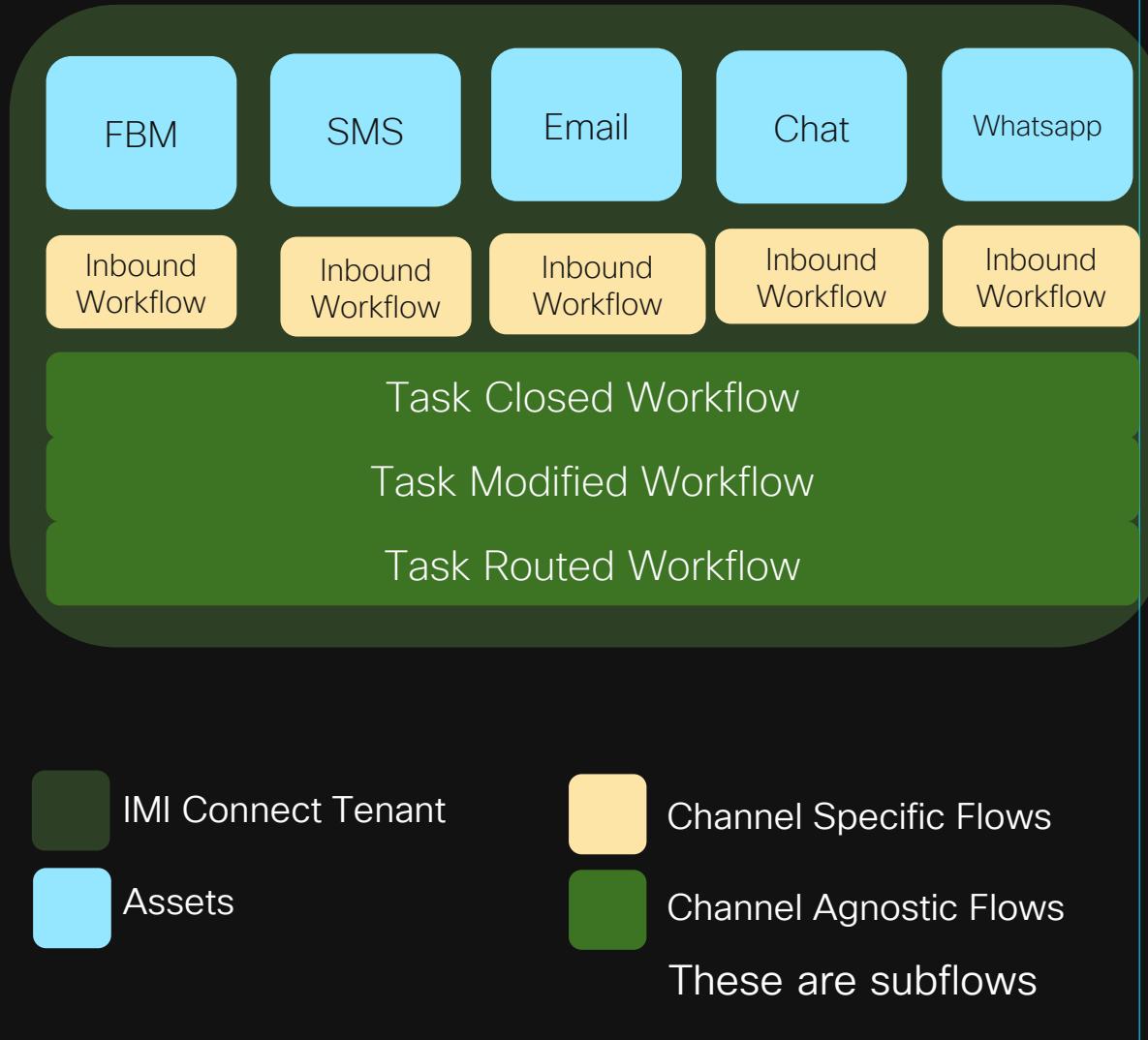
Contact Support

Teammates

Brands & Campaigns (10DLC)

Switch Groups/Teams

Logout



Workflows – Channel and System Workflows

- Channel specific inbound workflows created per channel/trigger.
- **Task Routed** workflow is 1 per instance and gets triggered when an agent clicks ‘Accept’ button in WxCC desktop.
- **Task Modified** workflow is 1 per instance and gets triggered when an agents attempts transfer/conference in WxCC desktop.
- **Task Closed** workflow is 1 per instance and is triggered when agents click on ‘End’ button in WxCC desktop.
- **Task Routed, Task Modified, Task Closed** workflows are readily available and can be uploaded to the tenant and then updated with the tenant specific configuration.

These default workflows ideally should be uploaded into your Gold Tenants already



Live Chat



Email



SMS

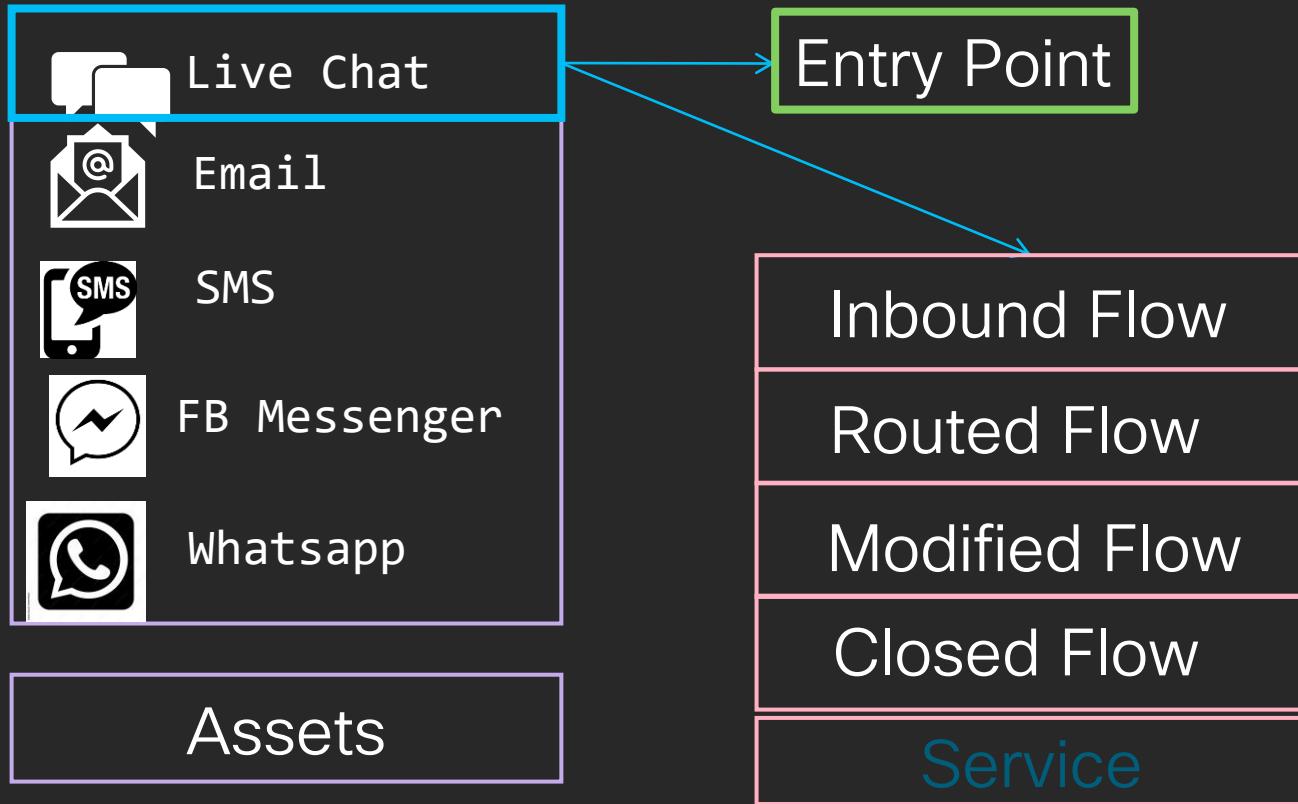


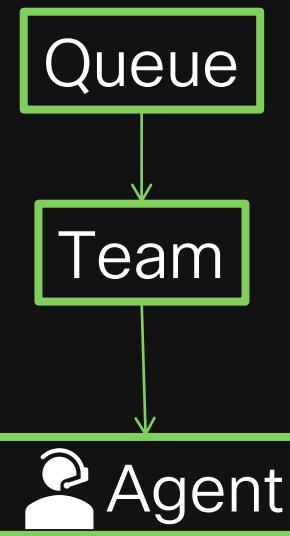
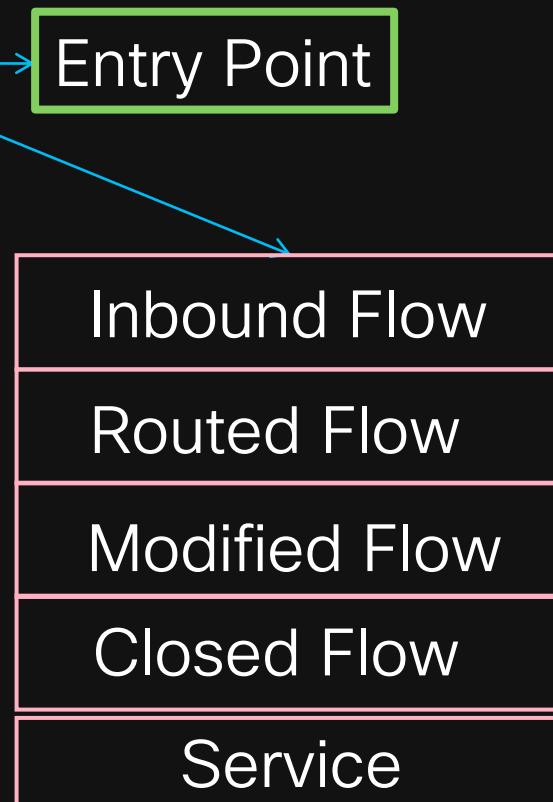
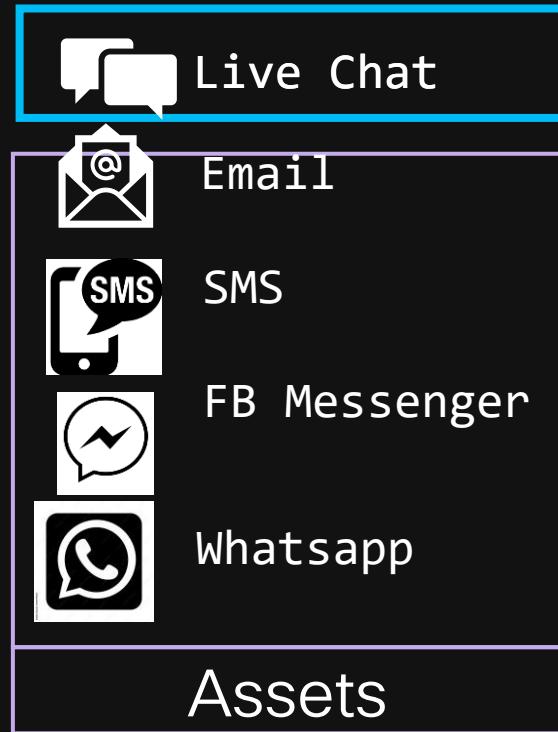
FB Messenger

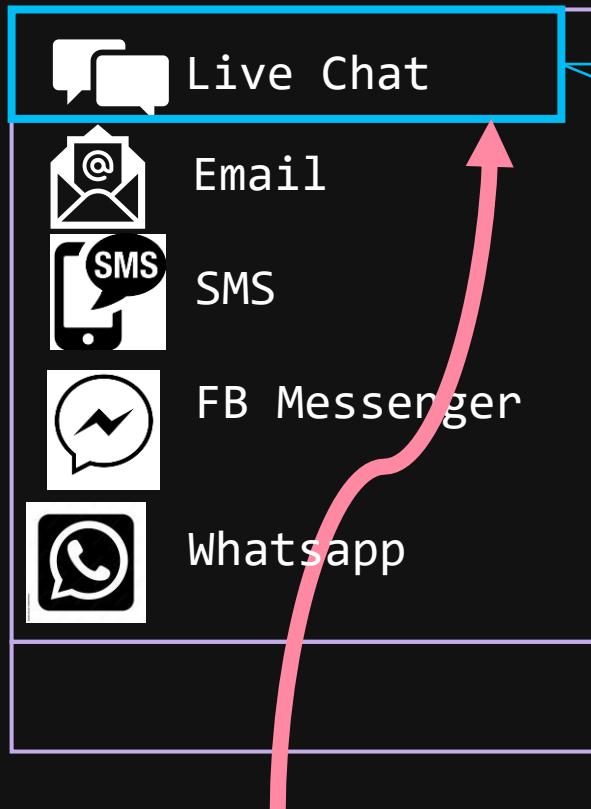


Whatsapp

Assets







Entry Point

Inbound Flow

Routed Flow

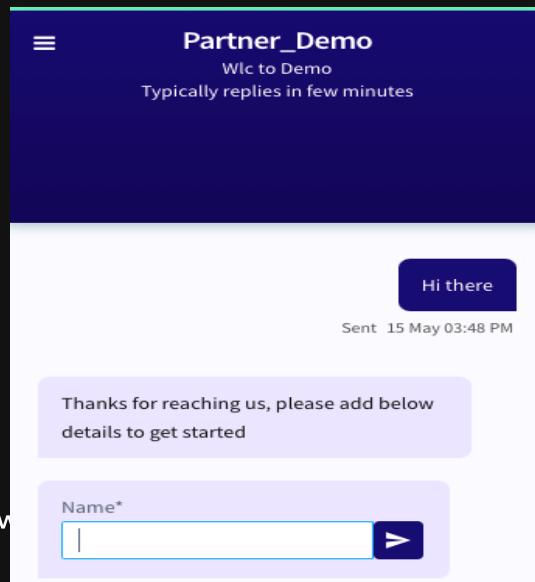
Modified Flow

Closed Flow

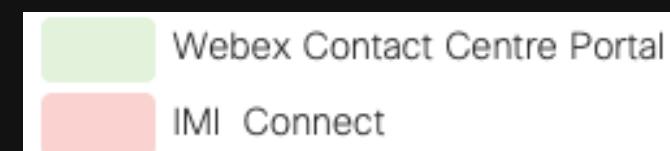
Queue

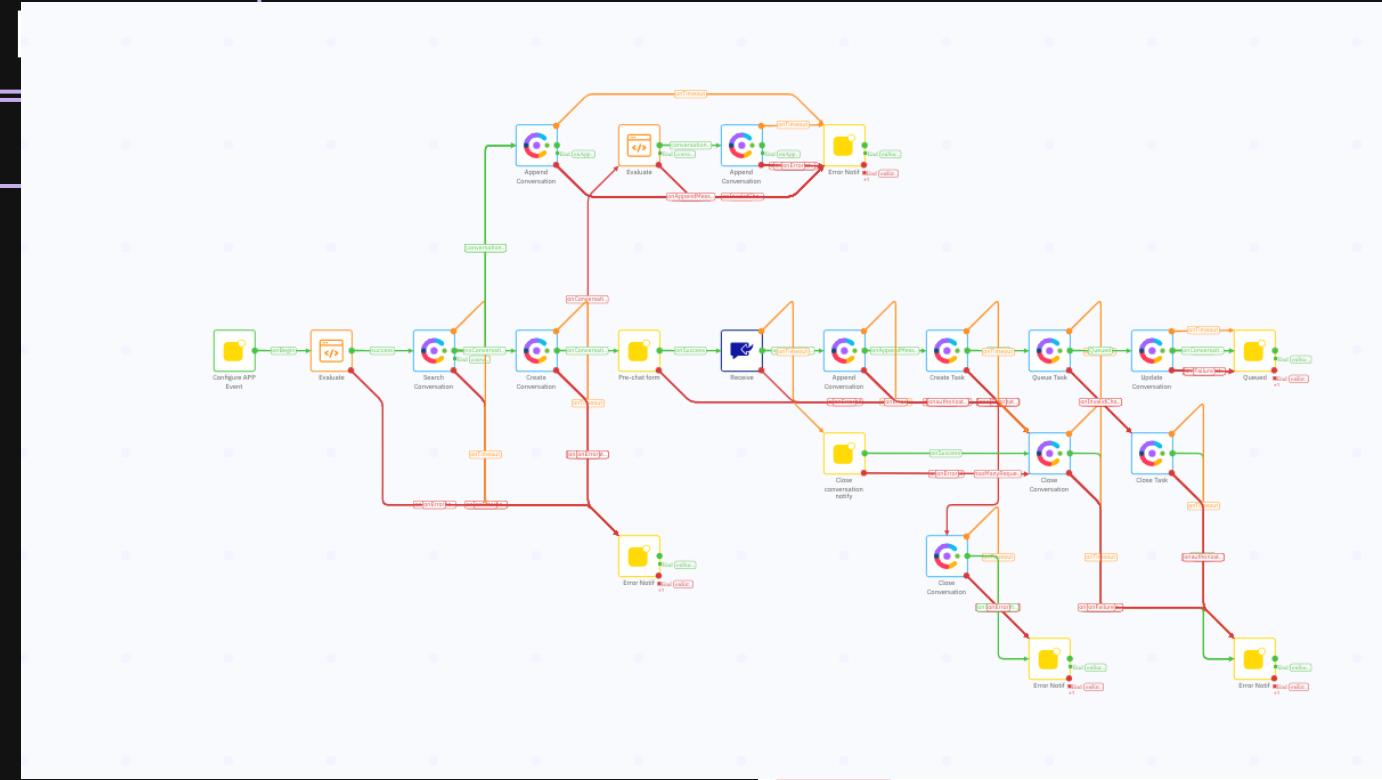
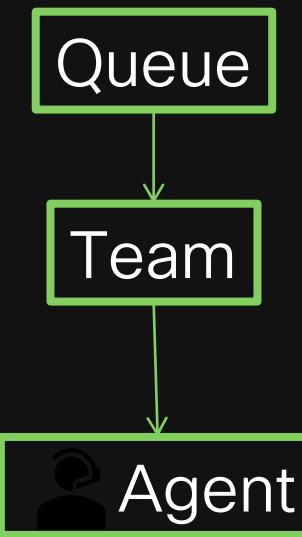
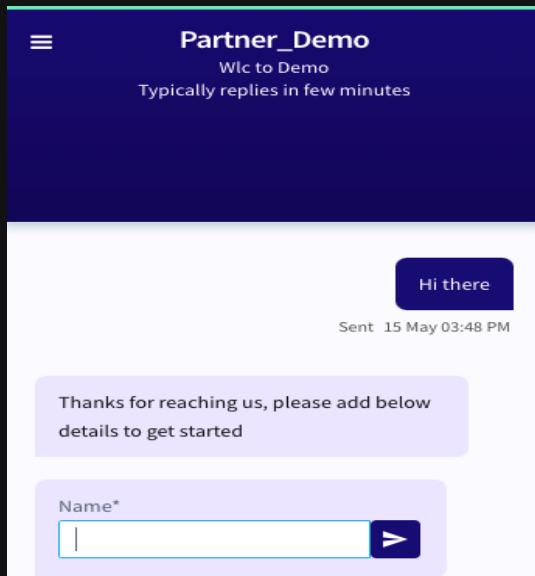
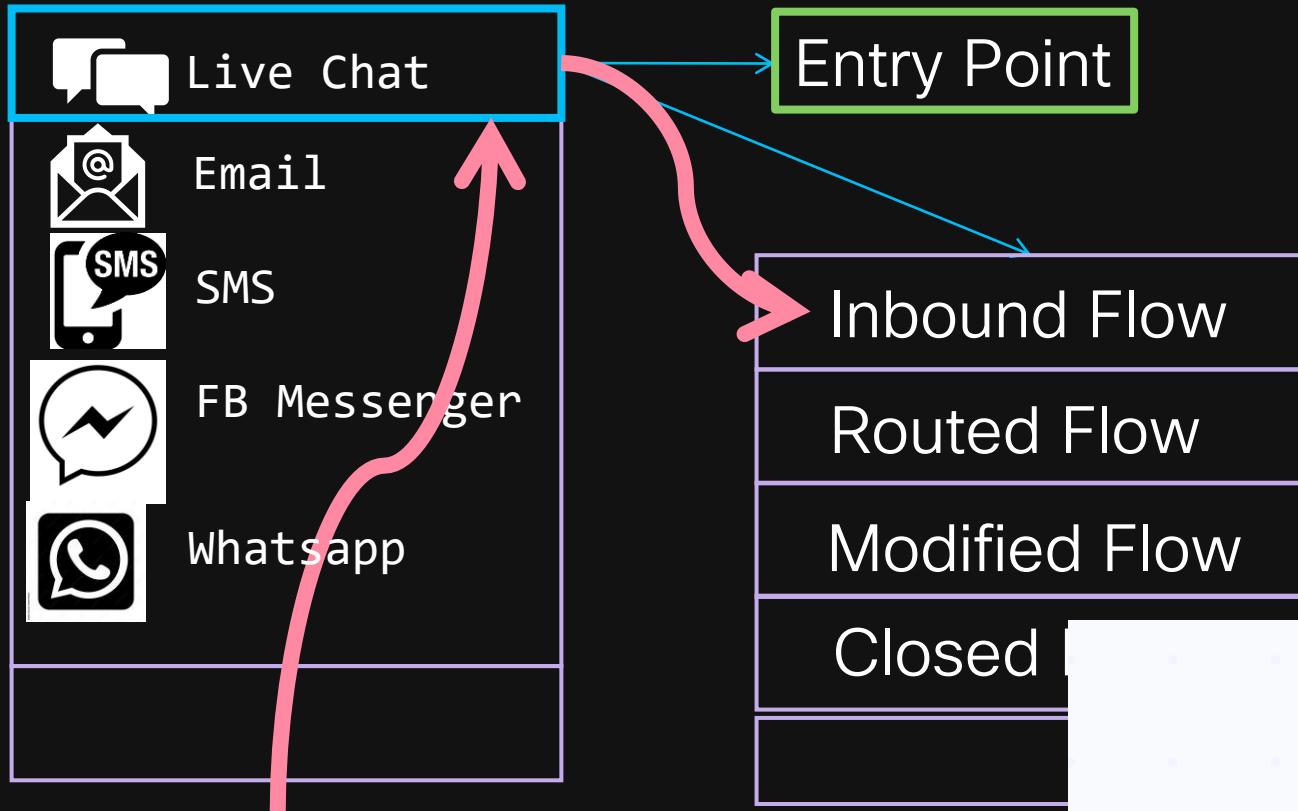
Team

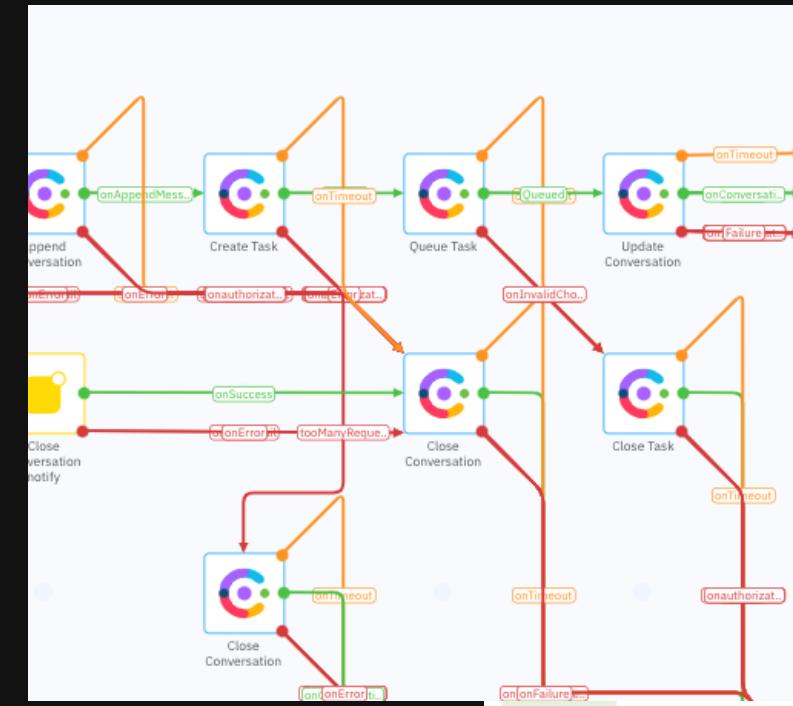
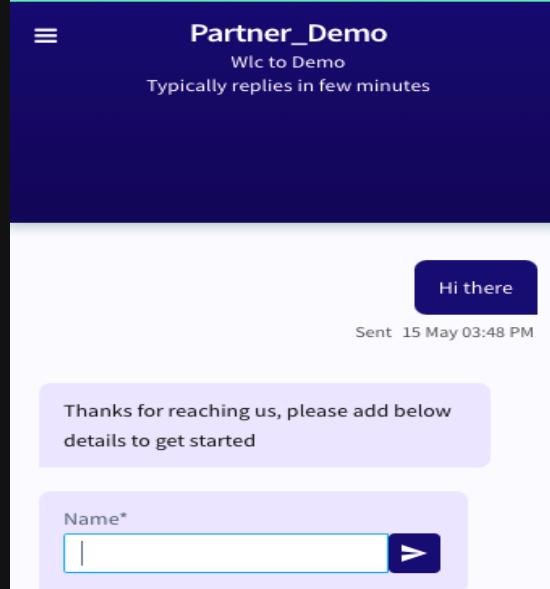
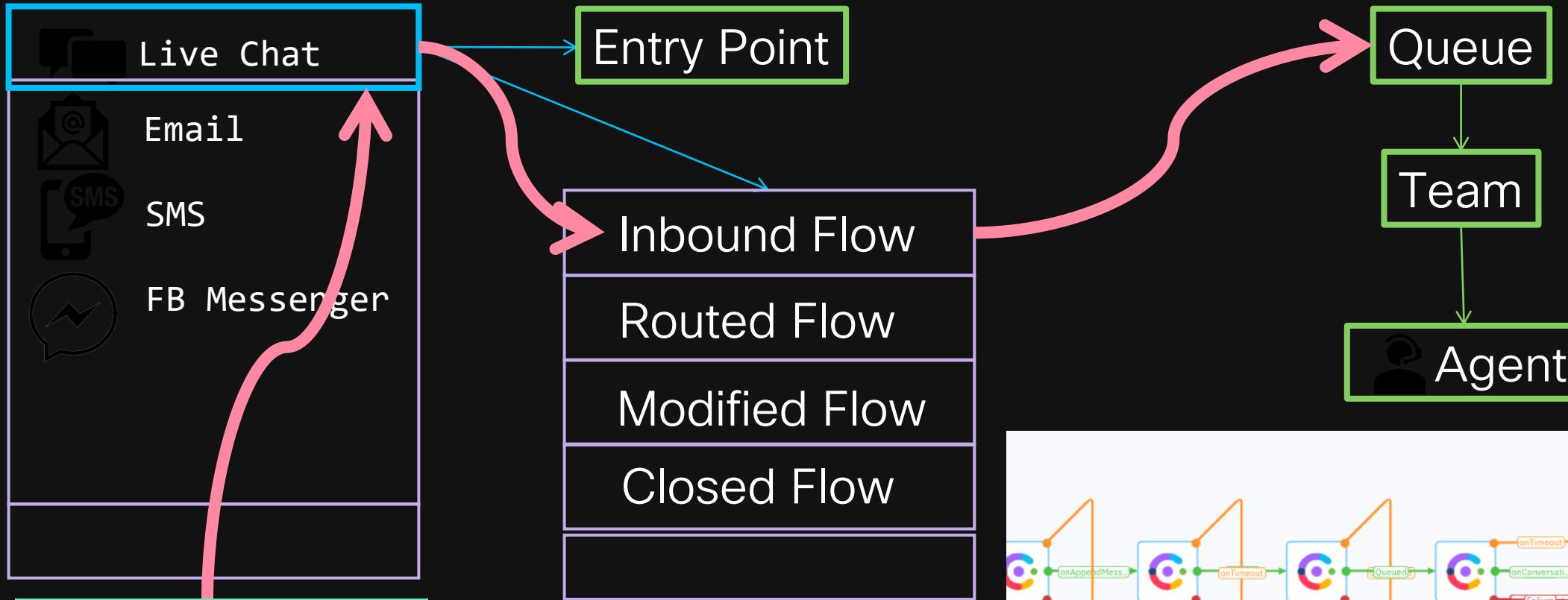
Agent



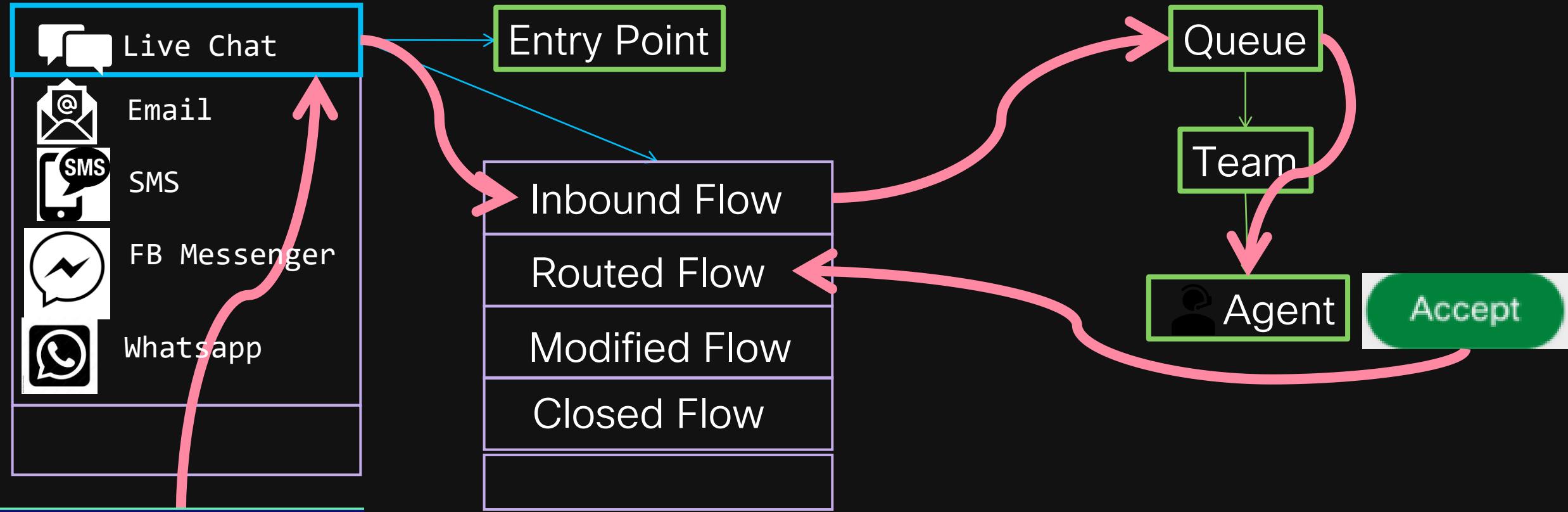
Customer's website







Webex Contact Centre Portal IMI Connect



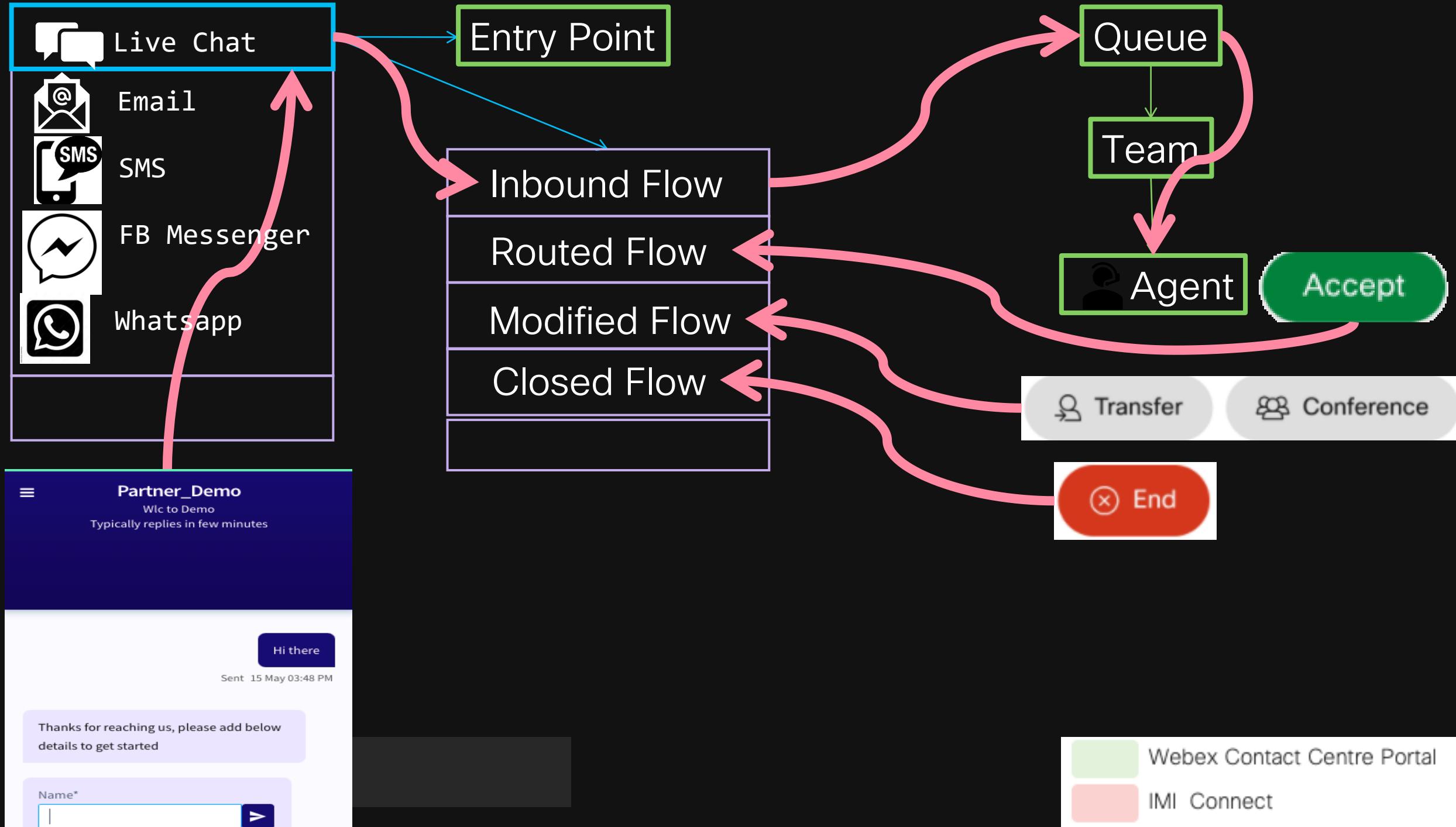
≡ Partner_Demo
Wlc to Demo
Typically replies in few minutes

Hi there
Sent 15 May 03:48 PM

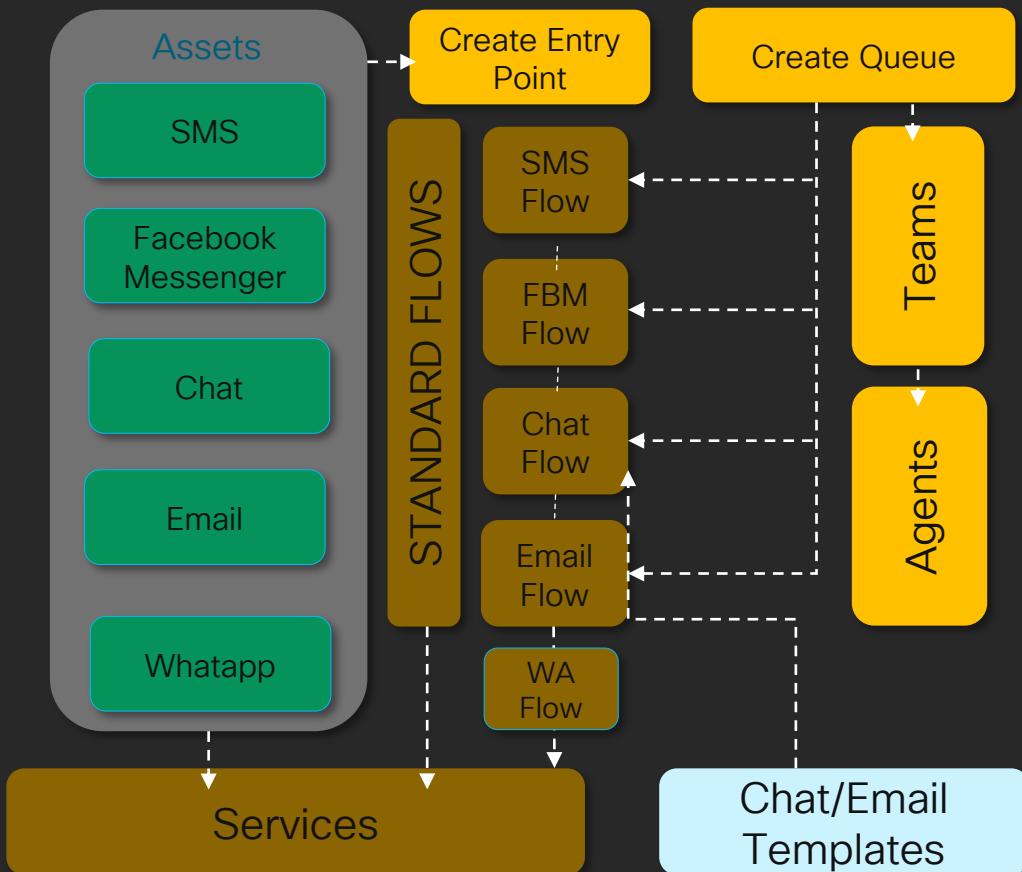
Thanks for reaching us, please add below details to get started

Name* >

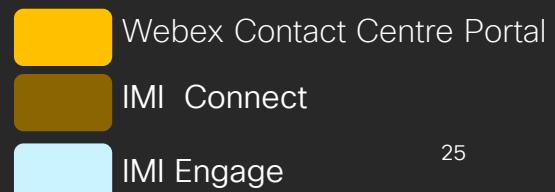
Webex Contact Centre Portal
IMI Connect



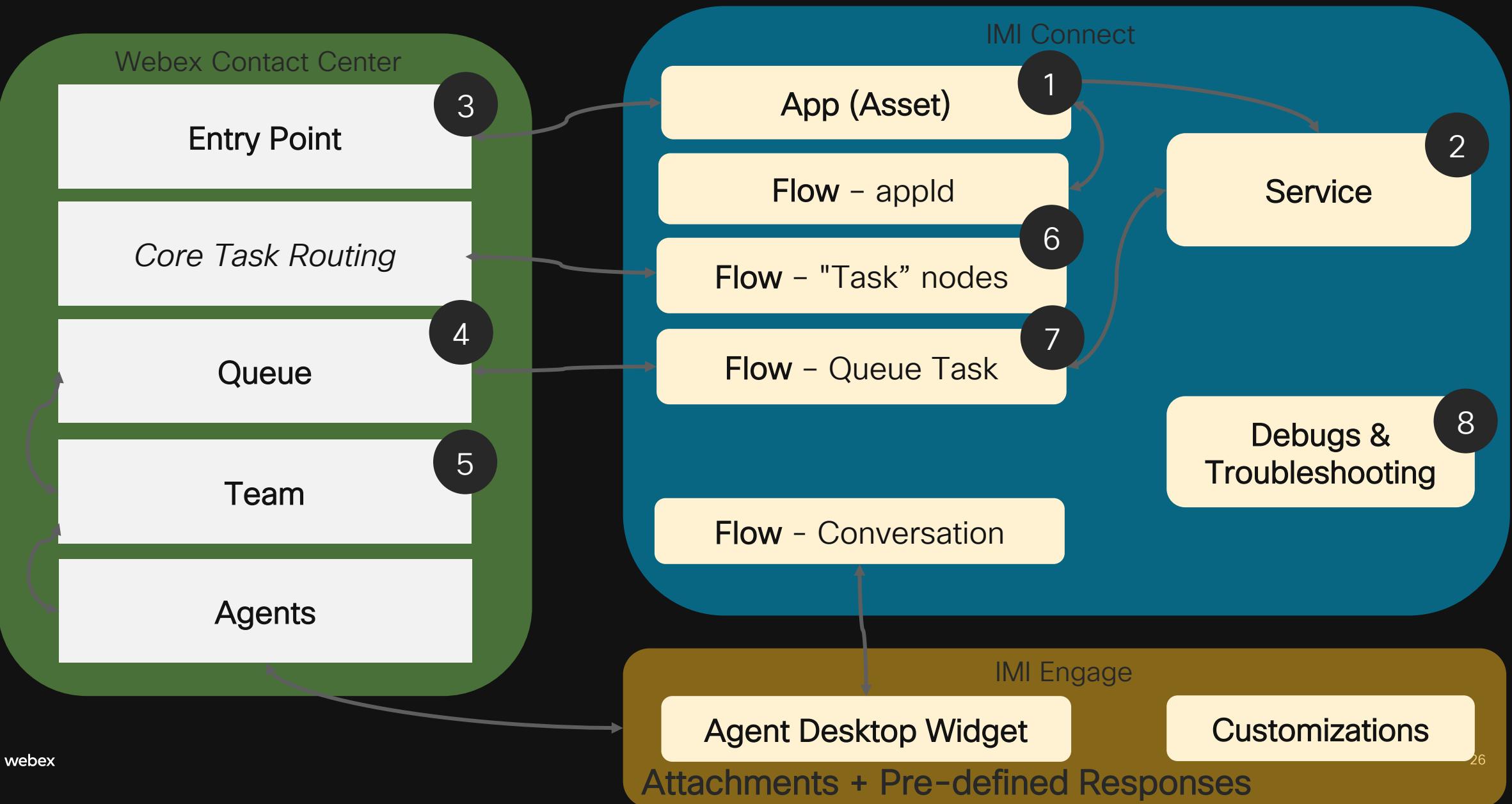
Configuration Overview



- An '**Entry Point**' is the initial landing place for customer call/email/chat/Social contact.
- 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 contacts.
- An '**Agent**' is the person at end of the contact flow who's handling the contact.
- As '**Asset**' refers to one or more of SMS numbers, FB pages, Email accounts, Chat and more
- A '**Service**' is a named workspace for managing a customer journey/communication flow within Connect
- A '**Flow Builder**' is a visual interface to build, deploy, and iterate end-to-end communication flows/journeys.



Digital Channels: Show Me a 1 Pager!



Central Authorization for Integrations

- Authorization for pre-built integrations are now done at integrations level
- Based on the auth mechanism of the pre-built integration, the relevant details will need to be entered by the platform user to authorize the integration. (e.g., OAuth2.0 auth code)
- When the integration is authorized, the flow designer doesn't need to authorize every node during the flow design

INTEGRATION TYPE		NODE TYPE/ENVIRONMENT	STATUS	ACTIONS
INTEGRATION	NAME(2)			
 Webex CC Task	Integration ID: 50020 Node: 7 Events: 8 Service - AuthorizationTesting	Prebuilt Integration	Authorized	<input type="button" value=""/>
 Webex CC Engage	Integration ID: 50021 Node: 8 Events: 8 Service - AuthorizationTesting	Prebuilt Integration	Authorized	<input type="button" value=""/>

Manage Integration - Prebuilt Integration					
Integration Details					
Node Authorizations					
AUTHORIZATION	AUTH TYPE	GRANT TYPE	STATUS	ACTION	
WxCC Authorisation	oauth2	authorization_code	Authorized	<input type="button" value=""/>	<input type="button" value=""/>
AUTH NAME	CREATED ON	CREATED BY	ACTION		
Wxcc Node Authorization	Default	20-12-2021 06:11 UTC +0000	ciscoqa@mailinator.com	<input type="button" value=""/>	<input type="button" value=""/>

Services

Services

Create workspaces for your business cases or customer journeys. You can create unlimited numbers.

search services by name

create and set up your own service

CREATE NEW SERVICE

Service metrics shown below are for last 30 days

Service Name	Flows Executed	Outbound Messages	Delivery Percentage
ABC Self Service Appoinment Booking	2	0	100%
Wallet Node test	8	12	0%
Cisco Demo	0	0	0%
Two Factor Authentication	111	1584	0%
Experiments	158	164	18.35%
Platform behaviour Test 2	0	0	0%
Platform behaviour Test 1	0	0	0%
Voice demo	0	0	0%
Pavan_Voice	0	0	0%
2828	0	0	0%
Jen Customer Service	0	0	0%
VoiceTest	0	0	0%

different statistics you can see at the service-level

Flows Executed

Outbound Messages

Flows Invoked

Delivery Percentage

- The service dashboard provides details of,
 - Channel traffic
 - Delivery rates
 - Flow executions
 - API data within the service

- Flows , Rules, API integration details are configured within a service

chmouli

Service metrics shown below are for last 30 days

Service Name	Flows Executed	Outbound Messages	Delivery Percentage
chmouli_ECFS	73	37	100%

Flows Executed

Outbound Messages

Flows Invoked

Delivery Percentage

Channels in this Service

webex

28

Creating Flows

The screenshot shows the 'Services - chmouli_ECFS' page with the 'FLOWS' tab selected. A sidebar on the left contains a 'Flow Builder' section with a brief description and a 'CREATE FLOW' button. The main area displays a table of flows:

TRIGGER	FLOW	STATUS	STATE	EXECUTIONS	ACTIONS
NA	outbound_sms Flow Id:16741	Draft		0	
SMS	chmouli_SMS Flow Id:16737	Live		7	
	chmouli_FaceBook Flow Id:16730	Live		3	
	Chat_newIntegration Flow Id:16675	Live		4	

Service > Flows > Create Flow

The 'Create Flow' dialog box is shown. It includes fields for 'FLOW NAME' (set to 'Sample Flow'), 'TYPE' (set to 'Work Flow'), 'METHOD' (set to 'Upload a flow'), and an 'ATTACHMENT' section with a file upload area and a 'CHOOSE FILE' button.

Create Flow

FLOW NAME
Sample Flow

TYPE
 Work Flow Voice Flow

METHOD
Upload a flow

ATTACHMENT

Drag and Drop '.workflow' file
CHOOSE FILE

Type : Workflow, Method: Upload a Flow

Asset

Apps

Configure Apps to send and receive messages from Mobile, Web, Email and Social Messaging Platforms.

Search Apps

APP TYPE

All Apps

Message data shown below is for last 30 days

CHANNEL	APPS (104)	MESSAGES SENT	MESSAGES RECEIVED
	Mahesh_ChatApp App ID : MA16180755 Service - Mahesh_Chat	0	13
	chmoulidemo App ID : a_637882722586720000 Service - chmouli_ECFS	1106	1104

CONFIGURE NEW APP

- Email
- Messenger**
- Mobile / Web
- WhatsApp

EntryPoint and Queue Configuration

Entry Point

General Settings

Name	FBM_Demo_EP
Description	FB_Demo
Type	Entry Point
Channel Type	Social Channel
Social Channel Type	Facebook Messenger
Asset Name	FBM_Demo

Advanced Settings

Time Zone (Routing Strategies Only)	(GMT+05:30)India Standard Time (Asia/Calcutta)
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Queue

General Settings

Name	FBM_Demo_Q
Description	
Type	Queue
Channel Type	Social Channel

Contact Routing Settings

Queue Routing Type	Longest Available Agent
--------------------	-------------------------

Note: Social Channels only support Longest Available Agent Routing.

Conversation Distribution

Group1

Teams			
Team Name	Site Name	Status	Team Type
SA_Team	SA_Site	In Service	Agent Based

- Login to WxCC portal
- Go to Provisioning > EP/Q > New Entry Point
- Select 'Channel Type' as Social Channel
- Select 'Social Channel Type' as 'FBM'
- In the dropdown, Select the asset created in previous step

- Go to Provisioning > EP/Q > New Queue
- Select 'Channel Type' as Social Channel
- Conversation distribution > Add the team which agent is configured.

Pre Defined responses

Webex Contact Center

Channel Assets Templates / Edit Template < Edit Template

Templates

All SMS Email Facebook Twitter Livechat API Apple Business Chat

Template ID
WelcomeMessage

Note: Template ID is referred as alphanumeric unique identifier.

Sender ID

Note: Sender IDs are applicable for SMS channel only. These are limited by regional guidelines (e.g. Up to 11 characters are allowed in the UK for alphanumeric Sender IDs and up to 12 digits for numeric Sender IDs). Please make sure you follow the guidelines from your country for assured message delivery.

Is End Template Is Start Template Is Followup Template

Template Text
Hello @@system.customer_name@@ me to Cisco Solution Assurance

Note: You can configure system.customer_name, system.customer_id, system.customer.mobile_no, system.asset, system.customer_email_address in the template body by placing @@ before each of these params. are used in the template body, this information will be pre-filled on the chat console (if the relevant data is available in the system) if an agent uses these templates in a conversation.

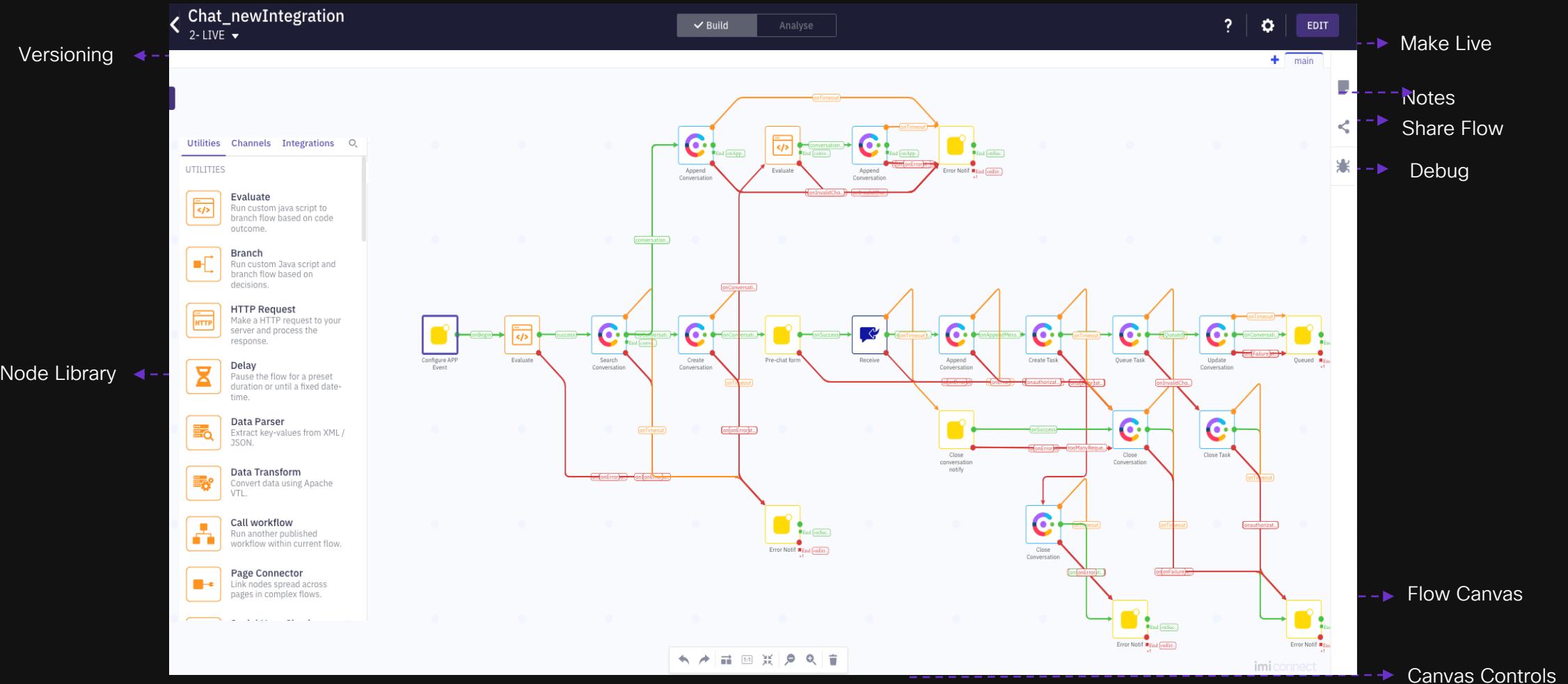
Lock Template (Note: Only custom fields can be edited.)

Shared Across
Default x

Note: You can chose to share the template across the teams.

04 - Webex Connect Flow Builder

Flow Canvas

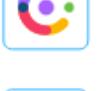


Flow Nodes

Prebuilt Integrations

	Create Conversation imiengage create chat
	Append Conversation imiengage Append Chat
	Add participant
	Search Conversation
	Update Conversation
	Close Chat Make API call to close the chat
	Remove Participant Remove participant from the chat on imiengage

IMI Engage tasks

	Create Task Make CRUD operations on Task API
	Queue Task Make CRUD operations on Queue task API
	Close Task Make API to close the task after closing the chat
	Screen Pop Providing agent more information so that it helps him resolve customer's query better
	Routed notification Notify WxCC desktop after the agent is routed to the chat
	Modify notification Notify WxCC desktop on success/failure of modified event
	PIQ and EWT Fetch Position in Queue and Estimated wait time of the contact in Queue

WxCC Tasks

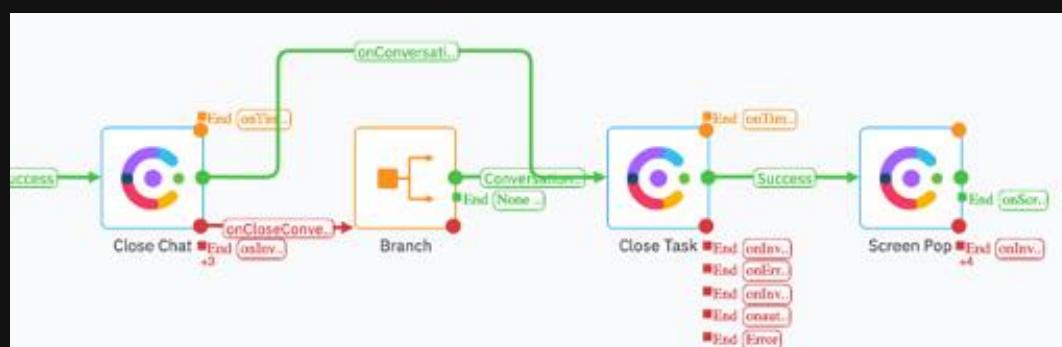
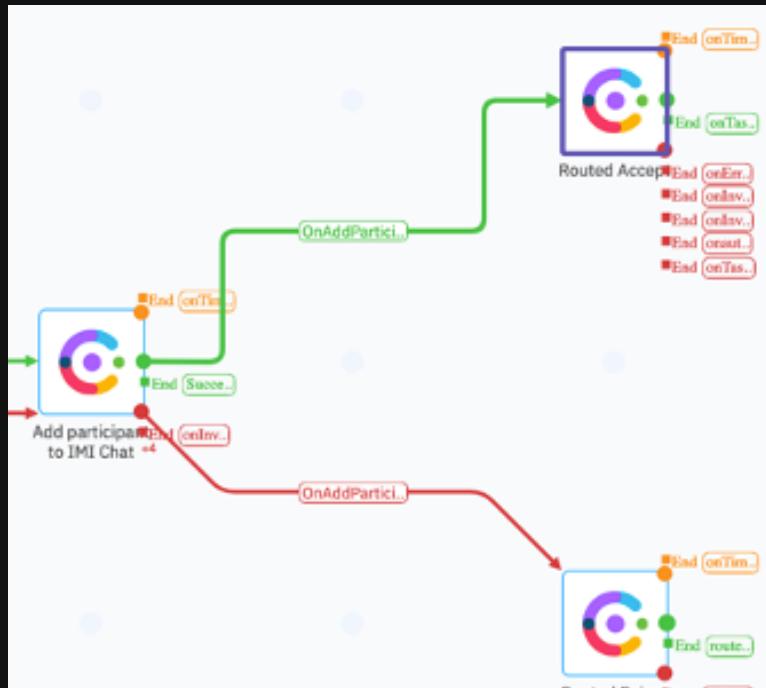
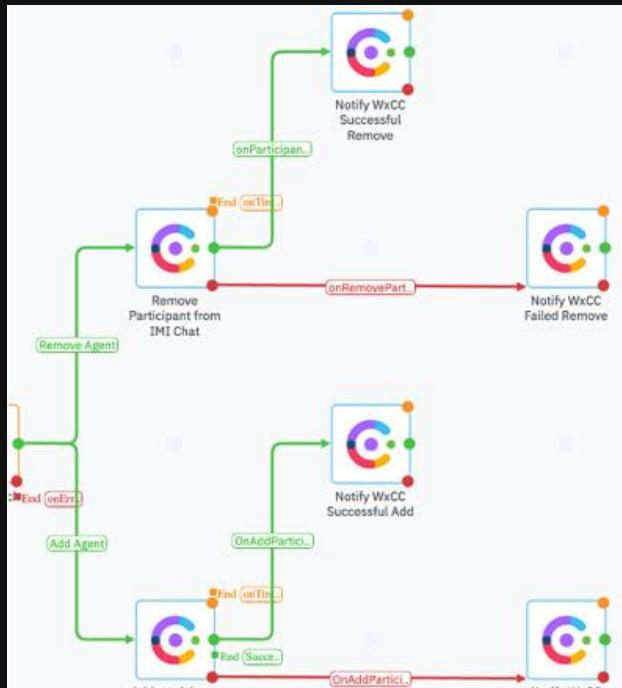
Other utilities and Integrations available & supported

UTILITIES	
	Evaluate Run custom java script to branch flow based on code outcome.
	Branch Run custom Java script and branch flow based on decisions.
	HTTP Request Make a HTTP request to your server and process the response.
	Delay Pause the flow for a preset duration or until a fixed date-time.
	Data Parser Extract key-values from XML / JSON.
	Data Transform Convert data using Apache VTL.
	Call workflow Run another published workflow within current flow.
	Page Connector Link nodes spread across pages in complex flows.
	Social Hour Check Verify if request falls within a configurable time of day window.

INTEGRATIONS

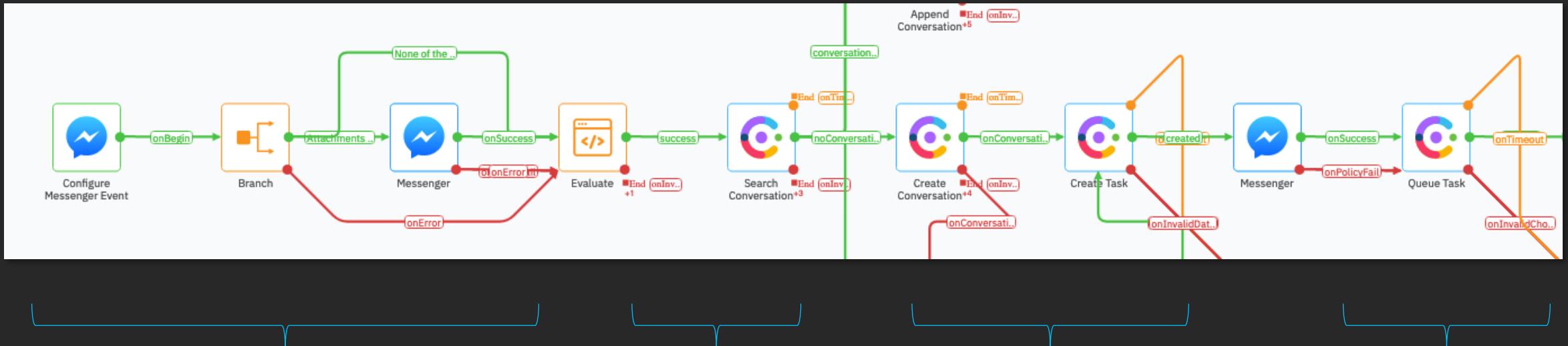
	QnA bot Automate responding to frequently asked questions using a corpus of knowledge articles
	Task bot Gather information, execute tasks and integrate with systems using a conversational bot with a set of intents and entities

Standard Flows



- All ‘Standard flows’ are 1 per tenant.
- ‘Routed flow’ is triggered when an agent accepts the contact in WxCC desktop.
- ‘Modified flow’ is triggered when an agents does transfer/conference in WxCC desktop.
- ‘Closed workflow’ is triggered when agents ends the contact in WxCC desktop.
- Routed, Modified, Closed flows are **readily available** (pre-configured) and can be uploaded to the tenant.

Inbound Channel Specific Flows



Initial conditions for the flow to be triggered.

Search Existing Conversations

Create new Task

Queue Task

05 - Administration portals demo

06 - Asset Configurations

Facebook Integration

Search Facebook



Chandra



Image Page

ChandraMouli's Photography

Meta Business Suite

Inbox
1 new message

Planner

Publishing tools

Business Apps

Home

News Feed

Messenger tools

Podcasts

Resources & Tools

Manage Jobs

Notifications

Insights

Add a button



ChandraMouli's Photography

Create @Username · Community

+ Add a button

Home

About

Photos

Events

More

Promote



Respond to unread messages for your Page

You have 1 unread message. Check your Inbox to respond to people who contacted your business, brand or organization.

See messages



Access all your business tools in one place

Create and schedule posts, manage your Inbox, view insights and more in Meta Business Suite.

Open now



Create ad

See all

How would you like to grow your business?



Create new ad

Make an ad using text, photos or videos to promote your business



Create post



Photo/video



Get messages



Feeling/ads



Create



Live



Event



Job



Offer



ChandraMouli's Photography updated their cover photo.

September 15, 2021 - 6



ChandraMouli's Photography

Getting messages

great, facebook working

Fri 10:56 AM

Hello

Welcome. Please wait while we connect you with an agent.

Hello

You are messaging from your personal account "Chandra Mouli"

FB asset creation

The screenshot shows the imiconnect application's sidebar with the following menu items: Services, Reports, Assets, Tools, and Debug. Under the Assets section, there is a sub-menu with options: Numbers, Apps, and Integrations. The main content area displays a "Teammates" list.

This screenshot shows a modal window titled "CONFIGURE NEW APP". It has three tabs: Email, Messenger, and Mobile / Web. The "Messenger" tab is selected. Below the tabs, there are sections for "NAME" (with placeholder "e.g., My new facebook app") and "Messenger Page Details" (with a "ADD MESSENGER PAGE" button). At the bottom are "ACTIONS" buttons for "CREATE" and "CANCEL".

Create 'Messenger' Asset type

This screenshot shows the "Configure New App - Messenger" page. It includes a note about messaging changes starting December 16, 2020. There is a "NAME" field (placeholder "e.g., My new facebook app"), a "Messenger Page Details" section with a "ADD MESSENGER PAGE" button, and a "Log in to Facebook" button on the right side.

This screenshot shows the Facebook login page. It features fields for email ("xyz@gmail.com") and password ("....."), a "Log In" button, links for "Forgotten account?", "Not now", and "Create New Account".

Authenticate with FB account

This screenshot shows a "Select Messenger Page" dialog. It lists two pages: "Solution Assu..." (ALREADY USED) and "New Digital C..." (AVAILABLE). At the bottom are "CANCEL" and "CONFIRM" buttons.

Select FB page

This screenshot shows the "Manage App - Messenger" page. It includes a note about messaging changes, a "NAME" field ("FBM_Demo"), a "Messenger Page Details" section, and a "REGISTER TO WEBEX CC" button. A modal window titled "Register to Webex CC - FBM_Demo" is open, asking if the user wants to register the app to Webex CC. It lists "SELECT SERVICE" options: "SA Service" and "Demo Service", with "Demo Service" selected. At the bottom are "CANCEL" and "REGISTER" buttons.

Save & Register to WxCC application

Entry Point

General Settings

Name chmouli-FB

Description chmouli-FB

Type Entry Point

Channel Type Social Channel

Social Channel Type Facebook Messenger

Asset Name chmouliFb1

Status Active

Advanced Settings

Queue

General Settings

Name chmouli-FB-Q

Description chmouli-FB-Q

Type Queue

Channel Type Social Channel

Status Active

Contact Routing Settings

Queue Routing Type Longest Available Agent

Conversation Distribution Add a Conversation Distribution Group to associate queue progresses.

+ Add Group

Group1

Teams

Team Name

chmouli-team

Manage App - Messenger

Link your Facebook page with Webex Connect to start using the platform for sending and receiving messages.

Welcome Screen



Disabled

Persistent Menu



Disabled

Whitelist Domains



Disabled

Page Discovery Plugins

MESSAGE US

Message us plugin renders a button which when clicked on, redirects the user to the code snippet below to use this plugin on your website.

```
<div class="fb-messengermESSAGEUS"
messenger_app_id="1822698121390407"
page_id="140721395968185"
color="blue | white"
size="standard | large | xlarge">
</div>
```

CHANNEL

APPS (4)



chmoulichat



App ID : CH14223628

Service - [chmouli_ECFS](#)



chmoulichatBot



App ID : CH16025013

Service - [chmouli_ECFS](#)



chmouliFb1



App ID : a_637673315812170000

Service - [chmouli_ECFS](#)

Create Flow

FLOW NAME

Sample Flow

TYPE

Work Flow Voice Flow

METHOD

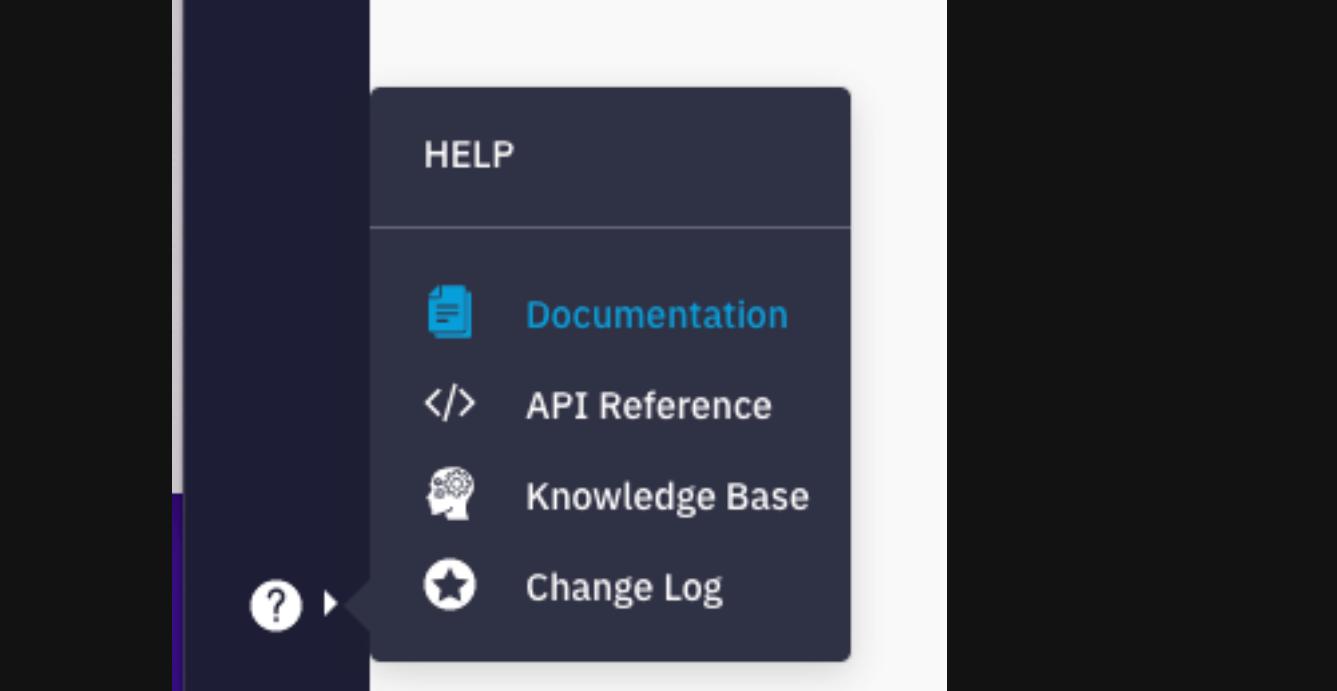
Upload a flow

ATTACHMENT



Drag and Drop '.workflow' file

CHOOSE FILE



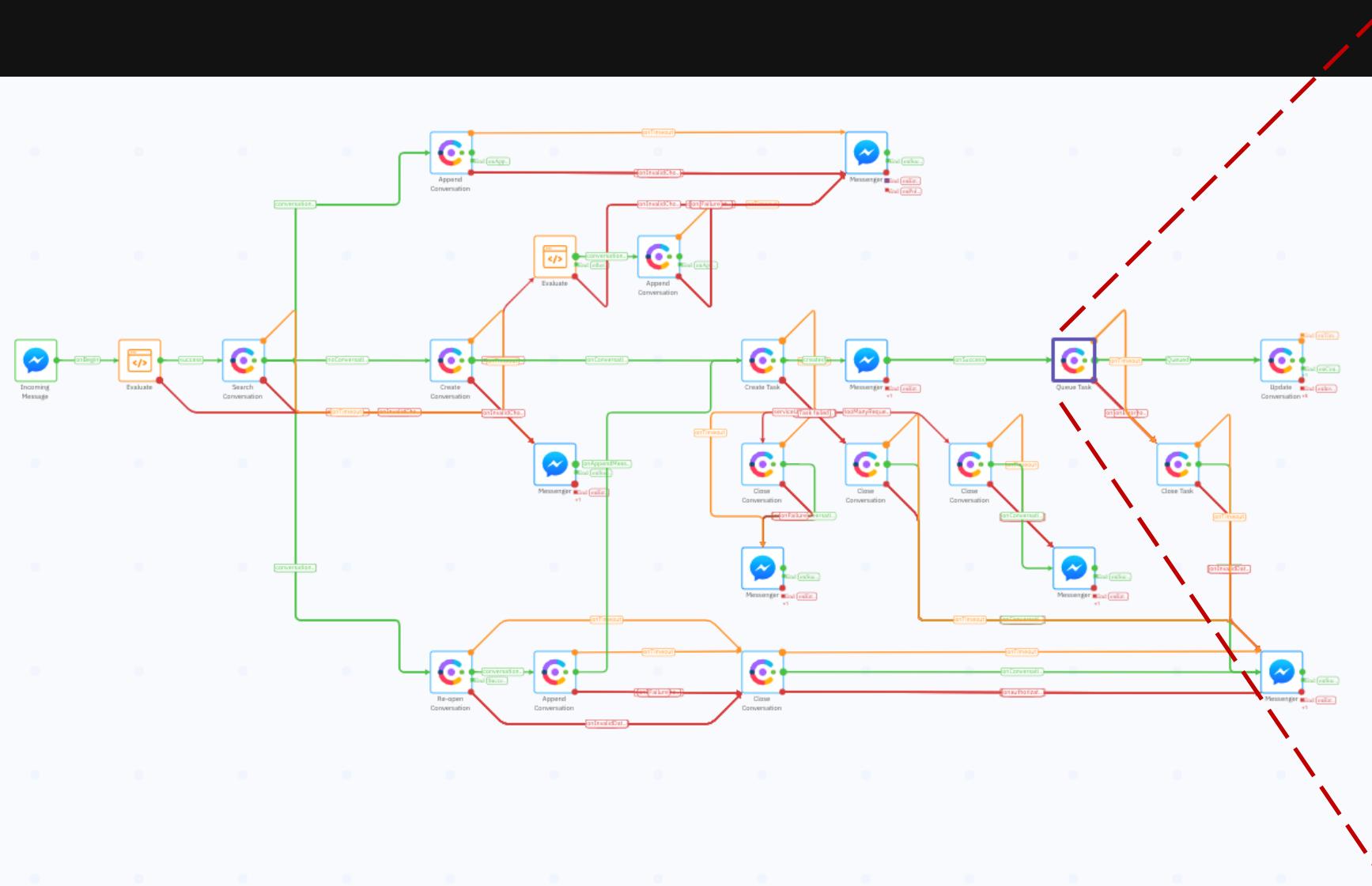
Flow Configuration using Sample Templates

While you can always configure your own flows for handling incoming inquiries over digital messaging channels (such as SMS, Live Chat, etc.) supported by Webex Connect and Webex Contact Center in combination, we have provided some representative flows to provide you with a reference on how to configure such flows.

These flows are available for download [here](#).

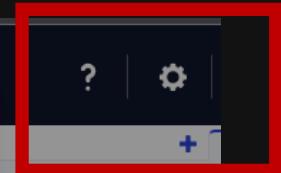
There are a total of 7 representative flows as listed below:

Flow Name	Description	Additional context
FBM Inbound Message	Handling incoming messages from end customers over Facebook Messenger	This flow needs to be configured separately for each Facebook Messenger asset.
Email Inbound	Handling incoming messages from end customers over Email	This flow needs to be configured separately for each Email asset.
Livechat Inbound message	Handling incoming messages from end customers over Live Chat	This flow needs to be configured separately for each Live Chat asset.



Queue Task

Configuration	Transition Actions (Optional)
METHOD NAME	Queue task
NODE RUNTIME AUTHORIZATION	NewAuth_2_WxCC
TASK ID	<code>\$(flid)</code>
MEDIA TYPE	Social
Queue details	
QUEUE NAME	chmouli-FB-Q
Queue routing Type: Longest available agent	



Flow Settings

General Custom Logs Flow Outcomes Custom Variables

Define values for custom variables you have created in the flow.

VARIABLE NAME ⓘ

FBpageid

DEFAULT VALUE (OPTIONAL) ⓘ

140721395968185

EXTERNALIZE ⓘ



appid

a_637673315812170000



messengerPayloadObject

e.g.



messagetext

e.g.



attachmentURL

e.g.



nonPCIComplianceReasonObject

e.g.



conversationId

e.g.



isPCIValidationDone

e.g.



isPCICompliance

false

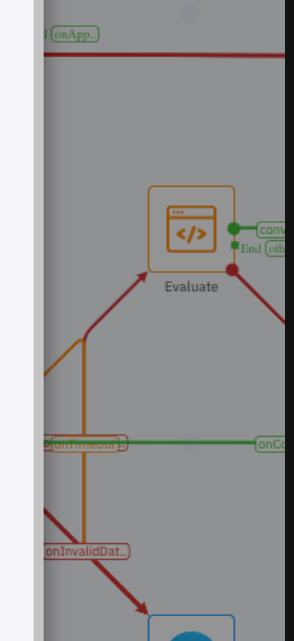


Help

?

⚙

+



SMS Integration

https://cisco.sharepoint.com/sites/WxCCPartnerEnablement

The screenshot shows a SharePoint site with the following details:

- Header:** Cisco SharePoint logo, "SharePoint", and a message "This site can be shared".
- Page Title:** Webex Contact Center Partner Success
- Left Navigation:** A sidebar with the following items:
 - Home
 - Phase 1: Pre-Onboarding
 - Phase 2: Onboarding
 - Telephony
 - Ordering
 - Order SMS Numbers (highlighted with a blue border)
 - Provisioning
 - Phase 3: Hand-Off
 - Customer Success
- Top Bar:** New, Send to, Promote
- Content Area:** A large image with a network-like background and the text "Procuring SMS numbers". Below it, the text "Before you begin" and "What is 10DLC?".

What is 10DLC?

10 Digit Long Code (10DLC) is the sanctioned standard for A2P (Application-to-Person) text messaging utilizing a traditional 10 digit phone number. Although similar to the existing long code, 10DLC is a reliable messaging channel with throughput levels suitable for SMS campaigns and is sanctioned by the mobile operators. In addition to messaging, 10DLC supports voice calls on the same number used for Commercial SMS.

TextNow

x +

https://www.txtnow.com/messaging

Apps Personal CJP UDC TS Cisco Live 2021 ... PSAM INCI IMI Flow CIBU JIRA Server API CLUS Other Bookmarks

textnow Use TextNow anywhere free! Free Nationwide Talk & Text Get Started X

(979) 353-2749 Chandra Mouli To: +18339252813

(833) 925-2813 Hello 5:31 PM Today 5:31 PM Hello

Type a message... Gif Smiley Face

The screenshot shows a web-based messaging application. On the left, there's a vertical sidebar with various icons: a phone, a download arrow, an upload arrow, a gear for settings, a question mark for help, and back/forward navigation arrows. The main content area is titled "textnow" and features a purple banner with the text "Use TextNow anywhere free! Free Nationwide Talk & Text" and a "Get Started" button. Below the banner, it says "(979) 353-2749 Chandra Mouli". There are three message preview cards: one from "(979) 353-2749 Chandra Mouli" with a red phone icon and a blue square icon, another from "(833) 925-2813" with a pink person icon, and a third from "+18339252813" with a purple phone icon. The message from "(833) 925-2813" is timestamped "5:31 PM" and contains the text "Hello". A cursor is visible over this message. At the bottom, there's a text input field with the placeholder "Type a message..." and a row of small icons for "Gif", "Smiley Face", and "Image". The URL in the address bar is "https://www.txtnow.com/messaging". The top navigation bar includes standard browser controls like back, forward, and search, along with links to various apps and a "Other Bookmarks" section.

SMS asset creation

< Manage Phone Number

Configure the URL, request body and messages to be sent to the user on receiving this keyword.

18339252813

Type	TOLLFREE
Added on	11-10-2021 4:11:59 PM
Features	SMS,VOICE

1

Webhooks

+ Add Outbound Webhook

Service

1. chmouli_ECFS

18339252813

Type	TOLLFREE
Added on	11-10-2021 4:11:59 PM
Features	SMS,VOICE

2

Webhooks

+ Add Outbound Webhook

Phone Number

Configure the URL, request body and messages to be sent to the user on receiving this keyword.

+15395775512

Type	
Added on	
Capabilities	
Webhooks	
+ Add Outbound Webhook	

3

Register to Webex CC -

Are you sure you would like to register this number to Webex CC? Please note that once registered to Webex CC you cannot deregister this number.

SELECT SERVICE
✓ Select Service
SA Service PLS DO NOT EDIT
Demo Service

CANCEL REGISTER

- Login to Connect > Assets > Numbers > Actions Manage > Register to Webex CC
- Select the service to which you want the asset to be registered

You can only regis
saved successfully

Entry Point

General Settings

Name chmouli_EP_SMS

Description

Type Entry Point

Channel Type Social Channel

Social Channel Type SMS

Asset Name 18339252813

Status Active

Queue

General Settings

Name Queue_chmouli_SMS

Description

Type Queue

Channel Type Social Channel

Status Active

Contact Routing Settings

Queue Routing Type Longest Available Agent

Conversation Distribution Add a Conversation Distribution Group to associate one or queue progresses.

+ Add Group

Group1

Teams

Team Name chmouli-team

Site

SA

Advanced Settings

Time Zone (Routing Strategies Only) (GMT-05:00) Eastern Standard Time

Associated Queues

Associated Queues

Queue Task

Configuration

Transition Actions (Optional)

METHOD NAME

Queue task

NODE RUNTIME AUTHORIZATION

NewAuth_2_WxCC

TASK ID

`$(n735.Task ID)`

MEDIA TYPE

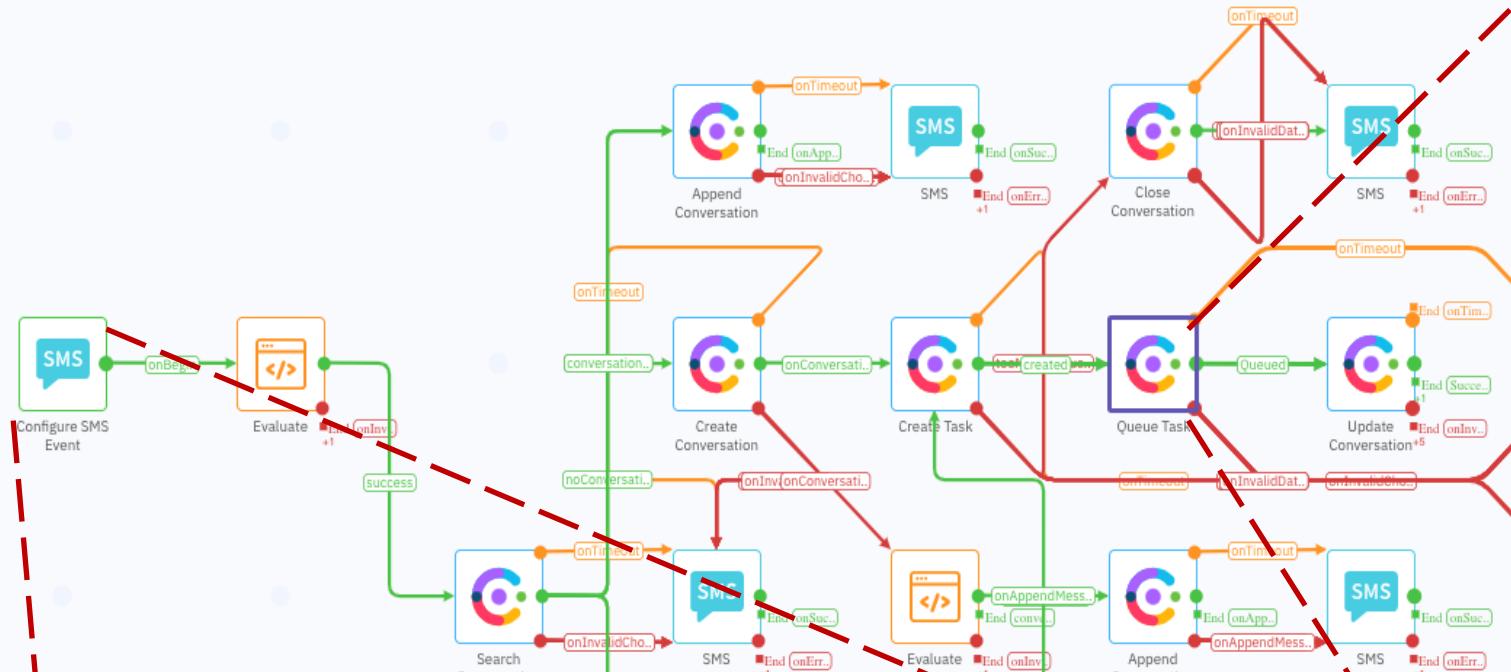
Social

Queue details

QUEUE NAME

Queue_chmouli_SMS

Queue routing Type: Longest available agent



Choose an event and you can configure conditions on the event variables.



SMS

Mobile Originated - MO

INCOMING NUMBER

18339252813

Trigger only when there are no live sessions

Conditions

KEYWORD

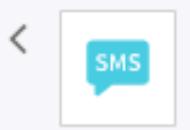
*

Configure SMS Event

Configuration

Transition Actions (Optional)

Choose an event and you can configure conditions on the event variables.



SMS

Mobile Originated - MO

INCOMING NUMBER i

18339252813

KEYWORD i

*

Trigger only when there are no live sessions i

Conditions

Flow will invoke only when these conditions are met

sms.message

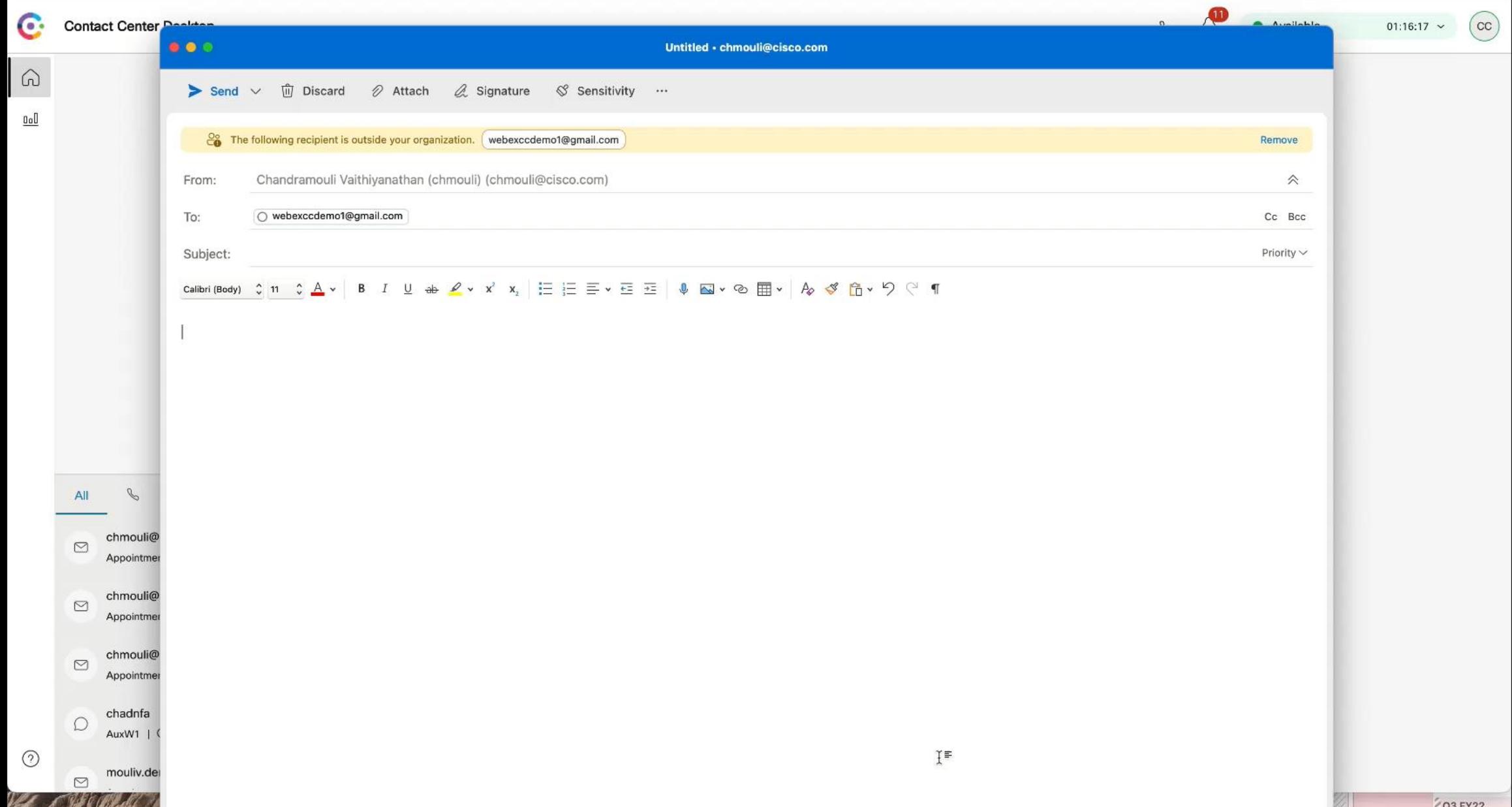
equals

PIZZA

AND

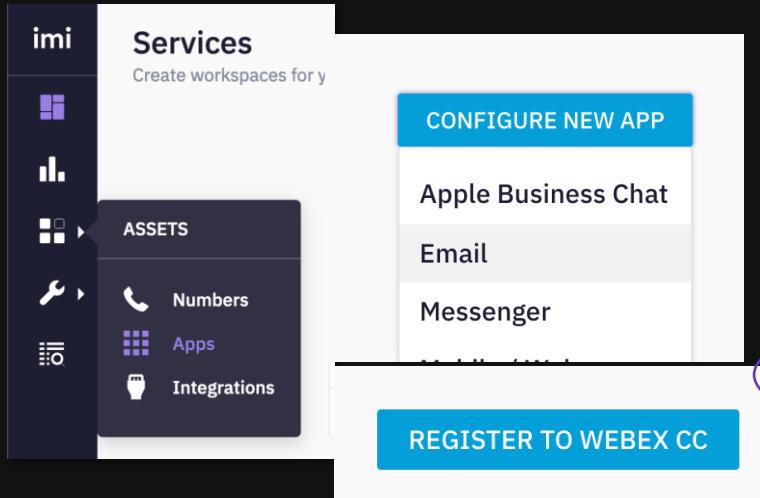
OR

Email Integration



Outgoing Settings - SMTP

Assets >> Apps



This screenshot shows the 'Incoming Settings - Forwarding' configuration. It includes fields for 'ASSET NAME' (moabbsiEMAILs), 'EMAIL ID' (redacted), 'FORWARDING ADDRESS' (44b0fc848b04fa089ab8ac4e0be57ec7@mail.com), and a 'COPY' button. A note below states: 'Note: Emails sent to the asset email ID will be forwarded to this address.'

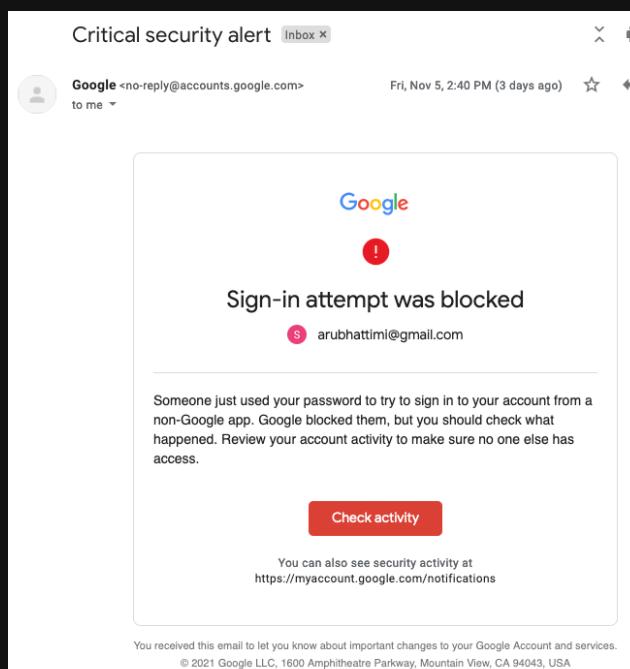
Incoming Settings - Forwarding

This screenshot shows the 'SMTP Settings' configuration. It includes fields for 'SMTP SERVER' (smtp.gmail.com), 'USERNAME' (webexccdemo1), 'PASSWORD' (redacted), 'PORT' (465), and 'SECURITY' (SSL). A 'TEST CONNECTION' button is present. A green success message at the bottom says: '✓ Connection established with the SMTP server.' with a close button '✗'.

- Login to Connect > Assets > Apps > Configure New App > Email
- Incoming Email is dictated by the Forwarding Address.
- Outgoing Settings Dictated by SMTP Settings.
- Test Connectivity as the initial step.
- 'Register to Webex CC' – Select your service when prompted > Register it to WebexCC
- **Copy the Forwarding Address to be configured in Mailbox settings (Later) e.g Gmail**

Gmail Account Settings – Mailbox security

- If using Gmail, make sure access to less secure apps is enabled
- Login to your Gmail account and click on top right gear icon, uncheck the Conversation view
- Within your Gmail account, click on the icon of your account, then click on “Manage your Google Account”
- Click on Security
- Turn on – Less secure app access
- Within your Gmail account you should disable “captcha”. Follow the link and hit “continue”
<https://www.google.com/accounts/DisplayUnlockCaptcha>



The screenshot shows the "Less secure app access" section of the Google Account Security settings. It states that the account is vulnerable because apps and devices use less secure sign-in technology. It says Google will automatically turn off this setting if it's not being used. A callout box highlights the "On" status of the switch.

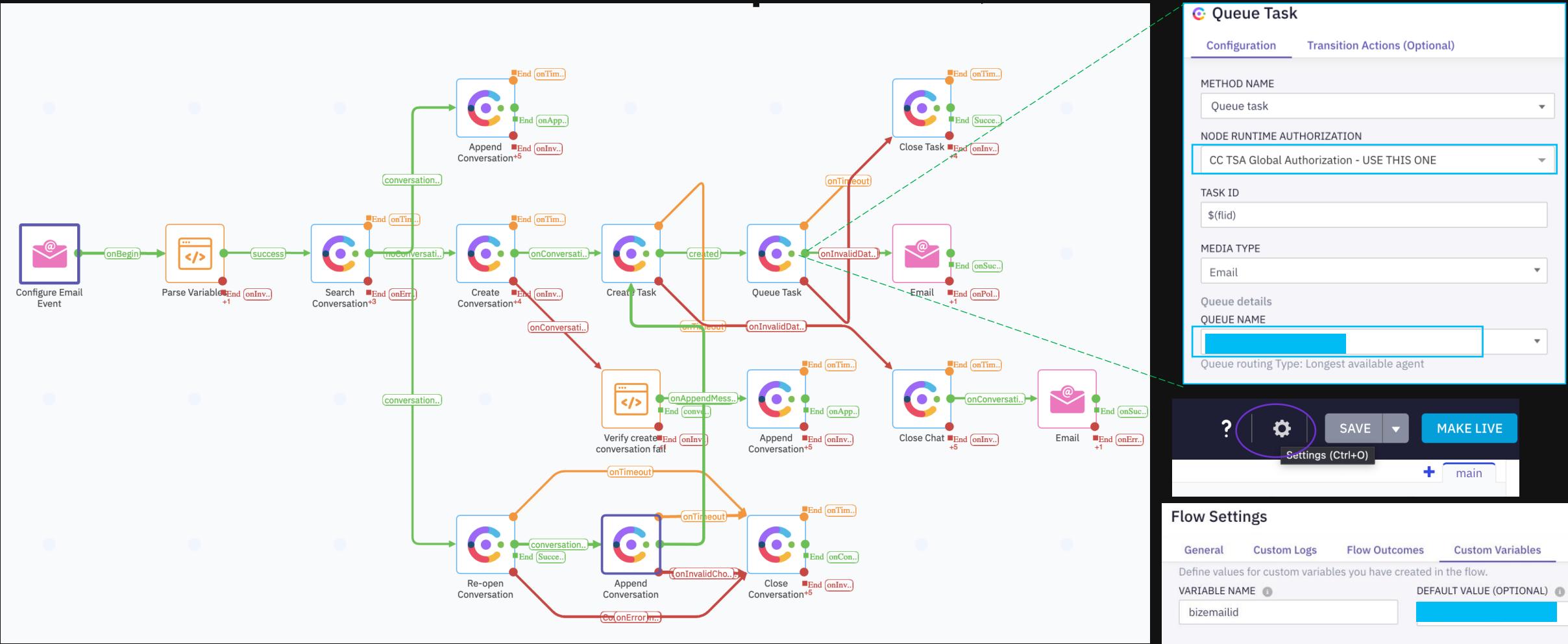
Please use a new Email ID with new imi digital channel. This is to make sure that you are not conflicting with any existing mailboxes.

- Google Account > Settings > Forwarding/IMAP settings.
- Copy the '**Forwarding Address**' from the previous step (Asset creation) and add it in your email account
- In **Connect > Tools > Export Logs > Inbound Logs > Select your respective Email Asset > Incoming Email > Today**
- In the exported logs (csv format) look for 'Subject' column and identify the number (in the below example it is 650797342)
- Add this number as the confirmation

The screenshot shows the Moabbase platform interface. On the left, there's a sidebar with various tools like 'Download SDKs', 'Geofences', 'Voice Media', 'Voice Recordings', 'Smart Links', 'Templates', 'Export Logs', and 'Logbooks'. The 'Export Logs' option is highlighted.

In the center, there's a 'Inbound Logs' export interface. It has dropdown menus for 'moabbasiEMAILApp', 'Incoming Email', and 'Today', with a 'DOWNLOAD' button. Below this is a table with columns M, N, O, P, Q, R, S, T, U, V, W, X, Y, Z. The first two rows are headers: 'Email ID' and 'Subject'. The third row contains the value '2db723c1d45b03f734e67b1da759@mail-us.imiconnect.io' under 'Email ID' and '(#650797342) Gmail Forwarding Confirmation - Receive Mail from wxccimi.help@gmail.com' under 'Subject'.

A modal window titled 'Add a forwarding address' is open. It contains the message: 'A confirmation code has been sent to e75e2db723c1d45b03f734e67b1da759@mail-us.imiconnect.io to verify permission.' with an 'OK' button. Below this, another modal window titled 'Forwarding:' is visible, showing the configuration: 'Forward a copy of incoming mail to e75e2db723c1d45b03f734e67b1da759@mail-us.imiconnect.io (in use)' with a dropdown menu, and a 'Learn more' link.



- Double-Click Open & check all nodes and ensure the configs are in place
- Ensure to wire in add your respective queue in the 'Queue Task' Node
- Click on the **gear icon** to open the flow setting > Go to Custom Variables tab > Type your business Email Id under **bizemailid**
- Save the flow and Click on **MAKE LIVE** to publish > Associate to your Business App > Make Live

Note: Today templates are stored in plain text and don't count new lines.

This will be supported in a future release.

The screenshot shows a Microsoft Teams message window. At the top left is the user's name, Shadab Abbasi, and a timestamp, 01:17. To the right are two buttons: 'Transfer' (with a person icon) and 'End' (with a red circle and white X). Below the header, the subject of the message is "Booking and cancellation policy". To the right of the subject is a link to "View Original Email". The main body of the message contains the following text:
Hello **moabbasi2@gmail.com**. Thank you for contacting GoTravel Co. This is an automated email acknowledging the receipt of your email. Our representative will reply to you in the next 24hrs. Regards, Sandra GoTravel Co.

The screenshot displays the FlyHigh Bookings - Agent desktop application. The top navigation bar shows "FlyHigh Bookings - Agent" and "Desktop". A header bar indicates "5 - Influenza A (H3N2) v... < >".

The main interface includes:

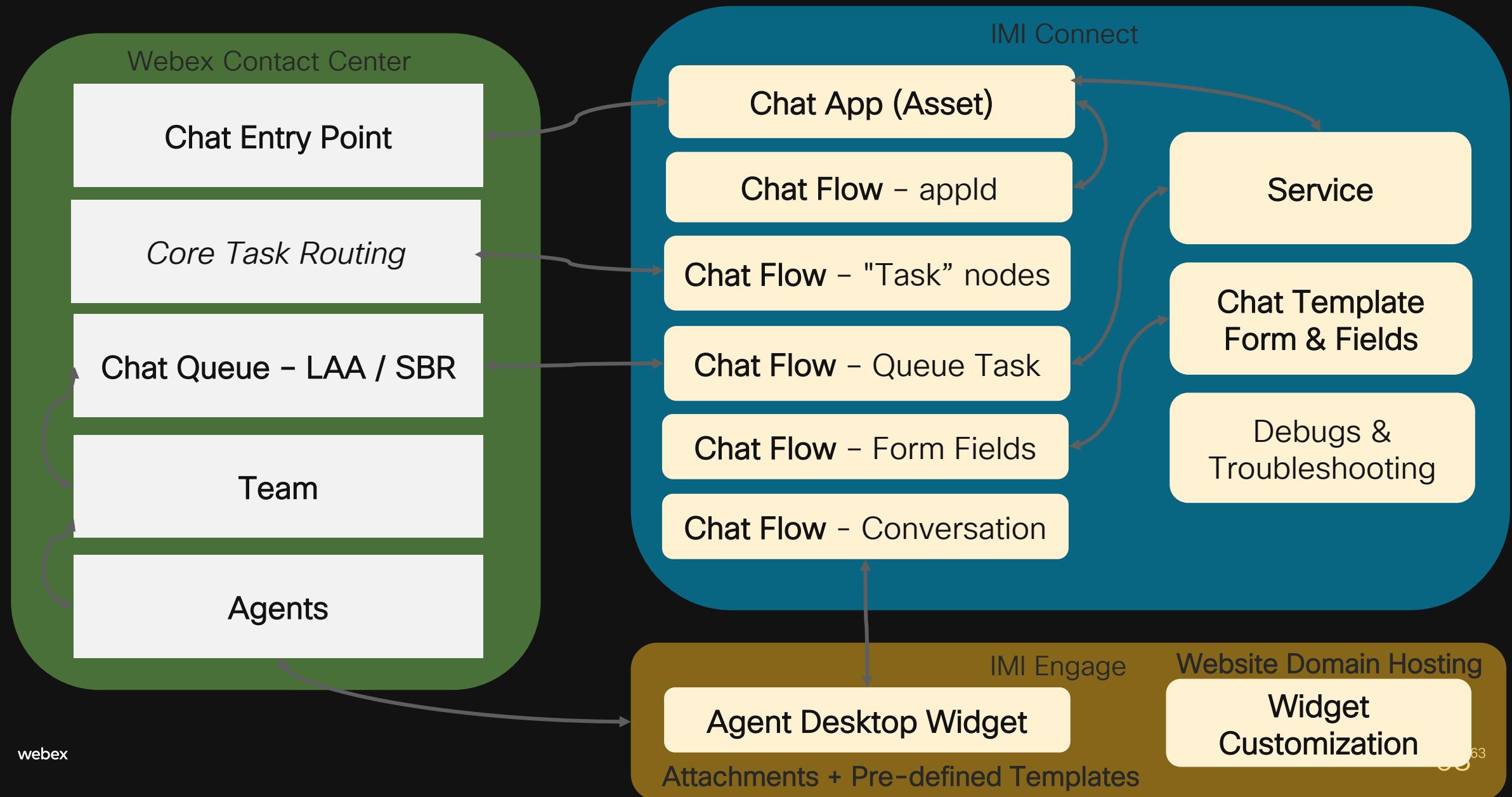
- Left Sidebar:** Icons for Home, Desktop, Bookings, Customers, Tickets, Reports, and Help.
- Email List:** Shows an incoming email from "Shadab Abbasi" (moabbasi_IMI_EMAIL_Q) at 00:35.
- Current Email View:** Subject: "Booking and cancellation policy". To: "moabbasi2@gmail.com". Includes a toolbar with rich text and media icons, and a "Templates" button.
- Customer Experience Dashboard:** Shows NPS: 9 / 10, CSAT: 4 / 5, and Collected 07 Oct '21, 05:00 p.

A modal window titled "Search" is open, showing results for "All templates" and "moabbasi_Template_Group". It lists three templates:

- WelcomeEmail:** An automated email acknowledging receipt of contact from GoTravel Co. It includes a message to the customer and a closing template.
- KBEEmail:** An automated email from GoTravel Co. advertising their services and providing a link to their Facebook page.
- Closing Template:** A template for concluding interactions with customers.

The bottom of the screen features a decorative footer with a blue alien and a green plant.

Chat Integration



Hello World!



Using this project

This is the Glitch [Hello Website](#) project. You can use it to build your own site. Check out README.md in the editor for more info and next steps you can take.

Partner_Demo
Wlc to Demo
Typically replies in few minutes

Chmouli 1 M Ago
You: Form Response: Name - chandramouli, Email -

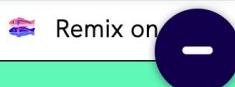
Chmouli 23 H Ago
gmhfth m'mh 3

New Conversation 1 D Ago
You: Hi there

New Conversation 6 D Ago
You: Hi there

Chmouli 6 D Ago
You: manitha sangali

New Conversation



Create Asset

Create Service

Create Entry point

Create Queue

Upload Templatized Flow

Tag App id in Flow

Configuration **Transition Actions (Optional)**

METHOD NAME
Create Conversation

NODE RUNTIME AUTHORIZATION
NewAuth_2

CONVERSATION DETAILS

CHANNEL Livechat

LIVECHAT APP ID \$(n2.inappmessaging.appId)

LIVECHAT WEBSITE DOMAIN \$(liveChatDomain)

THREAD ID \$(n2.inappmessaging.threadId)

```

graph LR
    Start((Configure App Event)) -- "onBegin" --> Evaluate[Evaluate]
    Evaluate -- "success" --> Search[Search Conversation]
    Search -- "End [conv...]" --> Create[Create Conversation]
    Create -- "onConversation..." --> Prechat[Pre-chat form]
    Prechat -- "onSuccess" --> Receive[Receive]
    Receive -- "app.onInformre..." --> Append[Append Conversation]
    Append -- "onAppendMess..." --> Task[Create Task]
    Task -- "onTimeout" --> Queue[Queue Task]
    Queue -- "onTimeout" --> Error[Error Notif]
    Error -- "onSucc..." --> End1[End [conv...]]
    Error -- "onErr..." --> End2[End [onErr...]]
    
```

Pre-chat form

Configuration **Transition Actions (Optional)**

Send messages in-app to Android/IOS devices enabled via IMICo

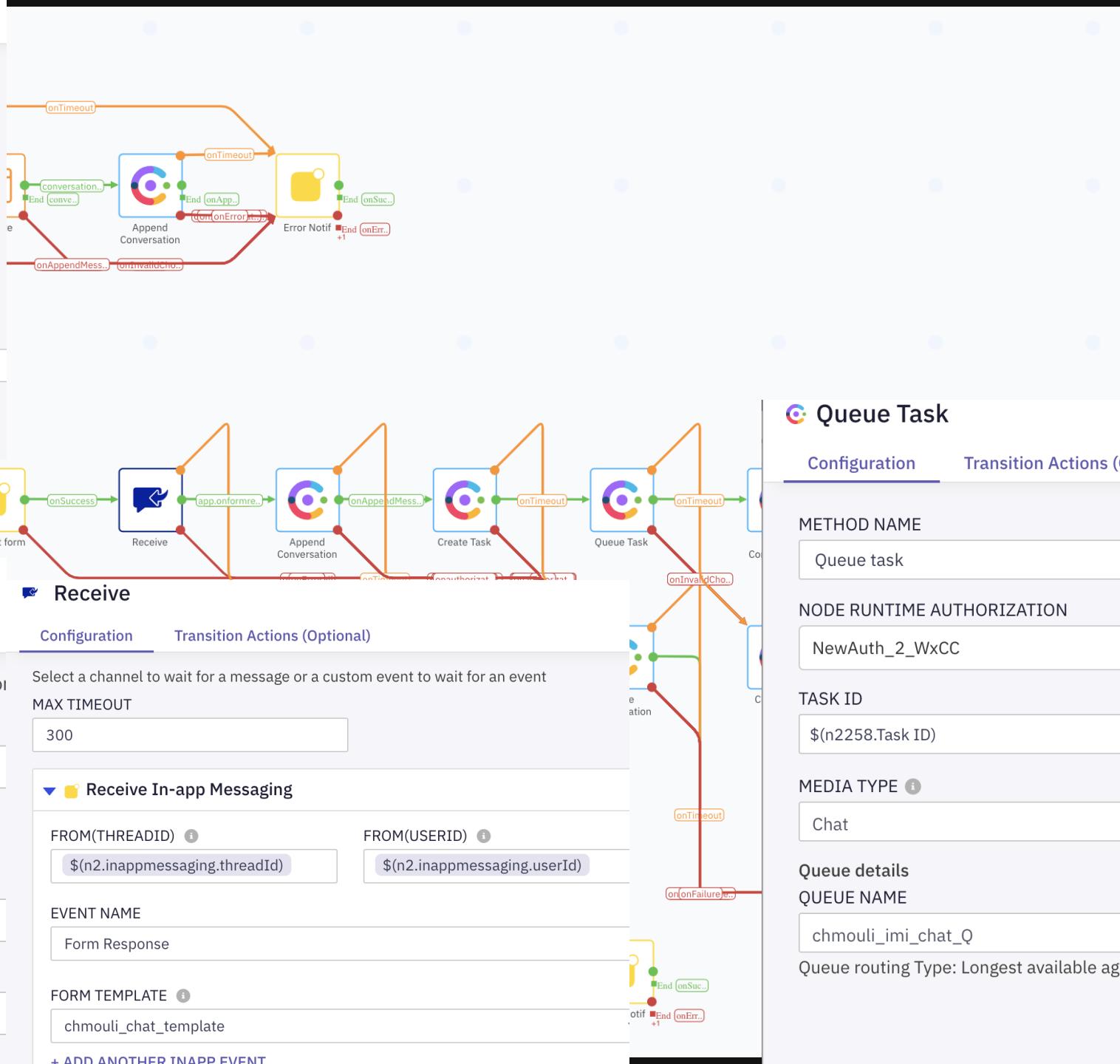
DESTINATION TYPE UserId

Message Configuration

MESSAGE TYPE Form

FORM TEMPLATE chmouli_chat_template

THREAD ID



< → C ⌂ https://solutionassurancesrgt-sa.imi.chat/clientassets?p=clientassetlist

Webex Contact Center

Channel Assets

Templates

API Keys

Asset / LiveChat

< LiveChat

Manage Livechat widget configurations.

General Websites

Note: Place the below script just above the " </body> " tag in your HTML DOM

Copy

```
<div id="divicw" data-bind="e675122b-d542-11ec-9e4c-02b6c62f50eb" data-org=""></div><script>var i={t:function(t){var e="https://media.imi.chat/widget/js/imichatinit.js";try{var o=new XMLHttpRequest;o.onreadystatechange=function(){if(this.readyState==4){var t=document.getElementById("divicw");if(this.status==0){i.o(t);return}var e=document.createElement("script");e.innerHTML=this.responseText;t.parentNode.insertBefore(e,t.nextSibling)}}};o.open("GET",e,true);o.send()}catch(s){console.error(s)}},o:function(t){t.insertA
```

Flow Debugging & Versioning

Version Control

The screenshot displays a flow debugging interface with several sections:

- Version Control:** A sidebar on the left shows the "Flow version history" for version 13 (Live). It lists previous versions, their dates, times, and comments, indicating they were forked from earlier versions.
- Debug options:** A sidebar on the right provides various debugging tools and settings.
- Flow Diagram:** The main workspace shows a flow diagram with nodes like "Branch", "Messenger", and "Close Task".
- Transaction Logs:** A detailed log for transaction ID 3add40ed-e581-44bb-b11f-91457aa1ca1a_0_15330_33865. It includes:
 - Time Elapsed: 00:00:00.277
 - Invoked by: Rule 15330
 - A table of node details with columns: NODE ID, NODE, OUTCOME, TIME TAKEN(HH:mm:ss.ms), and DETAILS.
- Node execution details:** A expanded view of the "Close Task" node details, showing a large JSON object representing the node's configuration and state.

Annotations on the left side point to the "Version Control" and "Transaction sequence summary" sections. Annotations on the right point to the "Debug options" and "Node execution details" sections. Arrows at the bottom point to the "Node Outcome" and "Time taken for node execution" labels.

NODE ID	NODE	OUTCOME	TIME TAKEN(HH:mm:ss.ms)	DETAILS
2	Configure Messenger Event	onBegin	00:00:00.000	_176159830277856_972693363922829312_n.jpg?_nc_cat=1&ccb=1-3&_nc_sid=12b3be&_nc_oh=c=lx8769C0zXMAX8JsfBD&_nc_ht=scontent-lga3-2.xx&oh=b6e17fe0a9b19fd2b07414c3fad7511e&oe=60F94B56,
584	Branch	None of the above	00:00:00.001	"messenger.transId": "3add40ed-e581-44bb-b11f-91457aa1ca1a_0",
9	Evaluate	success	00:00:00.000	"messenger.attachmentUrl": "",
6	Search Conversation	conversationActive	00:00:00.047	"messenger.psId": "4116644721755500",
10	Append Conversation	waiting	00:00:00.020	"messenger.pciInfo.droppedAttachmentCount": "0",
10	Append Conversation	onAppendMessageSuccess	00:00:00.208	"messenger.locationUrl": "",
813	End	Success	00:00:00.001	"messenger.pciInfo.isPCICompliance": "true",
				"messenger.attachments": "",

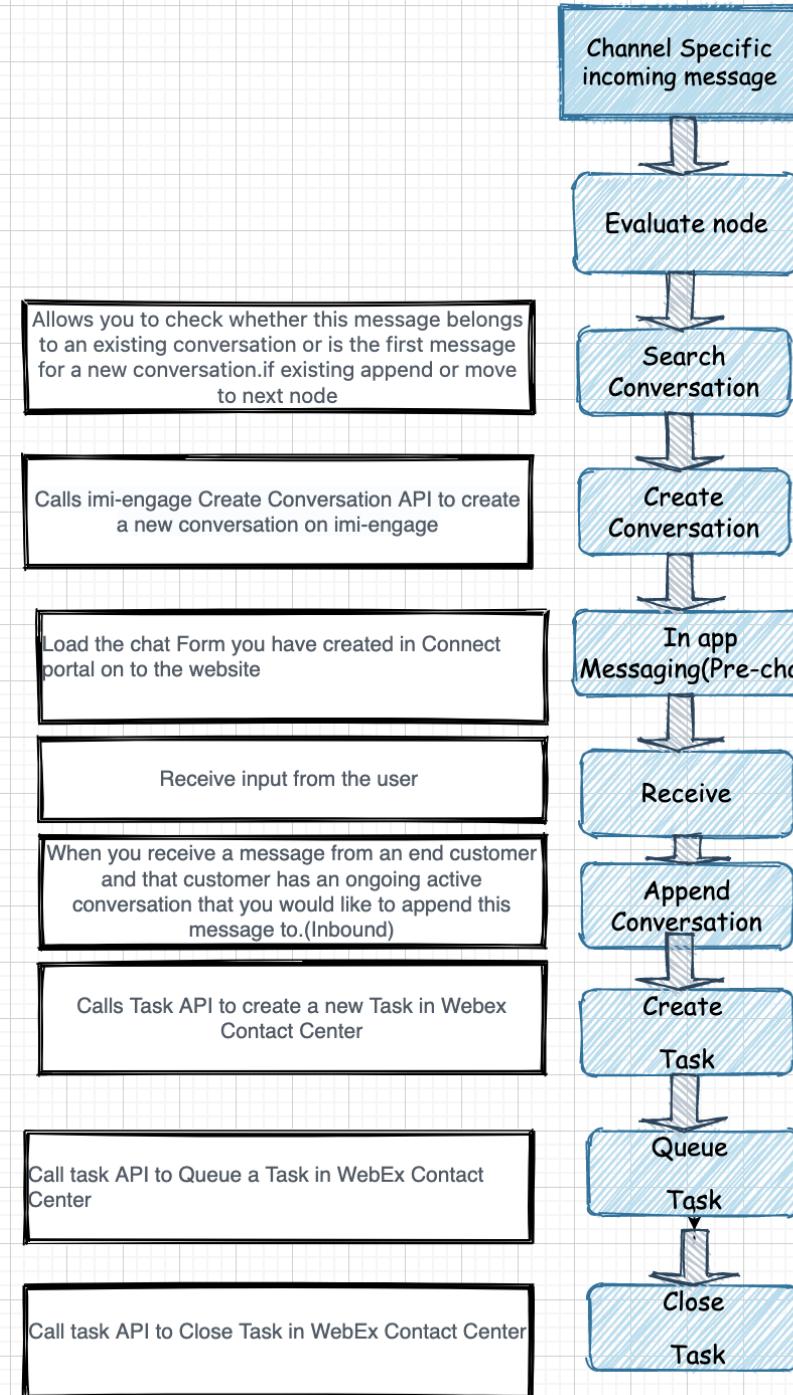
Node Outcome Time taken for node execution

Conversation<->IMI Engage

Task<->IMI Connect

Create Task → Look for Entry point to make a request

Queue Task – Look for Queue configured in the node and queue the contact





Manage Template

Create dynamic templates for different channels and use them within Messaging API calls or flows.

NAME

CHANNEL

Message Configuration

MESSAGE TYPE ⓘ

TITLE ⓘ

Configure your own form title here. This will be shown to user before displaying the form fields.

Characters: 10/300

Form Fields

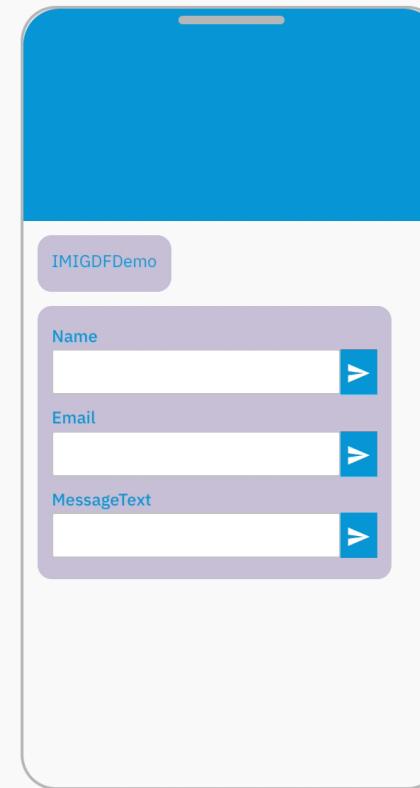
Qualify your contact's query by capturing details and use these attributes to route.

+ Add Field

PARAMETER	NAME	MANDATORY FIELD	ACTION
Name	Name	true	
Email	Email	false	
Text	MessageText	false	

SAVE

Preview



07 – QnA Bot

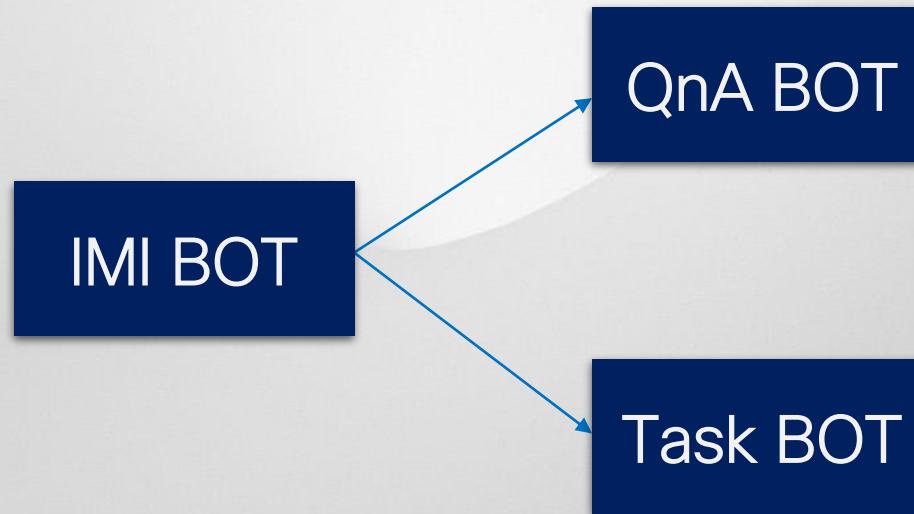
Introducing WebEx New Digital Channel BOT

- Powered by IMI

- Low Code no Code Plug and play
- Re-usable with channel-based responses
- Available with premium Agent License



Getting Started with IMI BOT



Q&A Bots

- Q&A bots are knowledge-driven bots whose knowledge base consists of a Q&A corpus.
- This corpus is used to resolve any incoming user utterances by providing the corresponding response.

Task Bots

- Task bots augment Q&A bots.
- Task bots enable multi-turn conversations where a bot can obtain relevant data from users to perform the task at hand.

https://us.imibot.ai/static/core/viewbots

+ New Q&A Bot

Q&A bots Task bots

Demo_Bot Updated on 13 Nov, 21 by Chan...

chmouli_Bot Updated on 28 Oct, 21 by Chan...

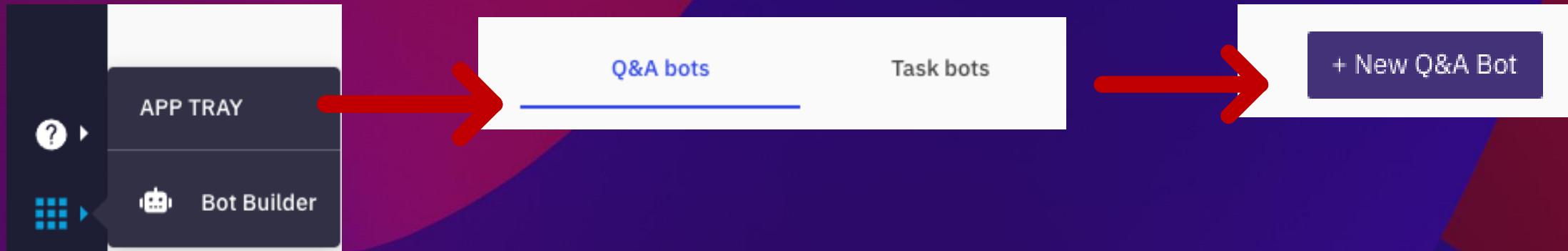
Kolli_IMI_Bot Updated on 22 Sep, 21 by P K

gagarin_QnABot Updated on 7 Sep, 21 by Gagari...

IU Bot Updated on 2 Sep, 21 by SA A

grloh_QA_bot Updated on 12 Aug, 21 by Grac...

Create QnA BOT



Create Bot
Q&A

Bot Profile
Provide the necessary details to complete bot creation

Bot Name *

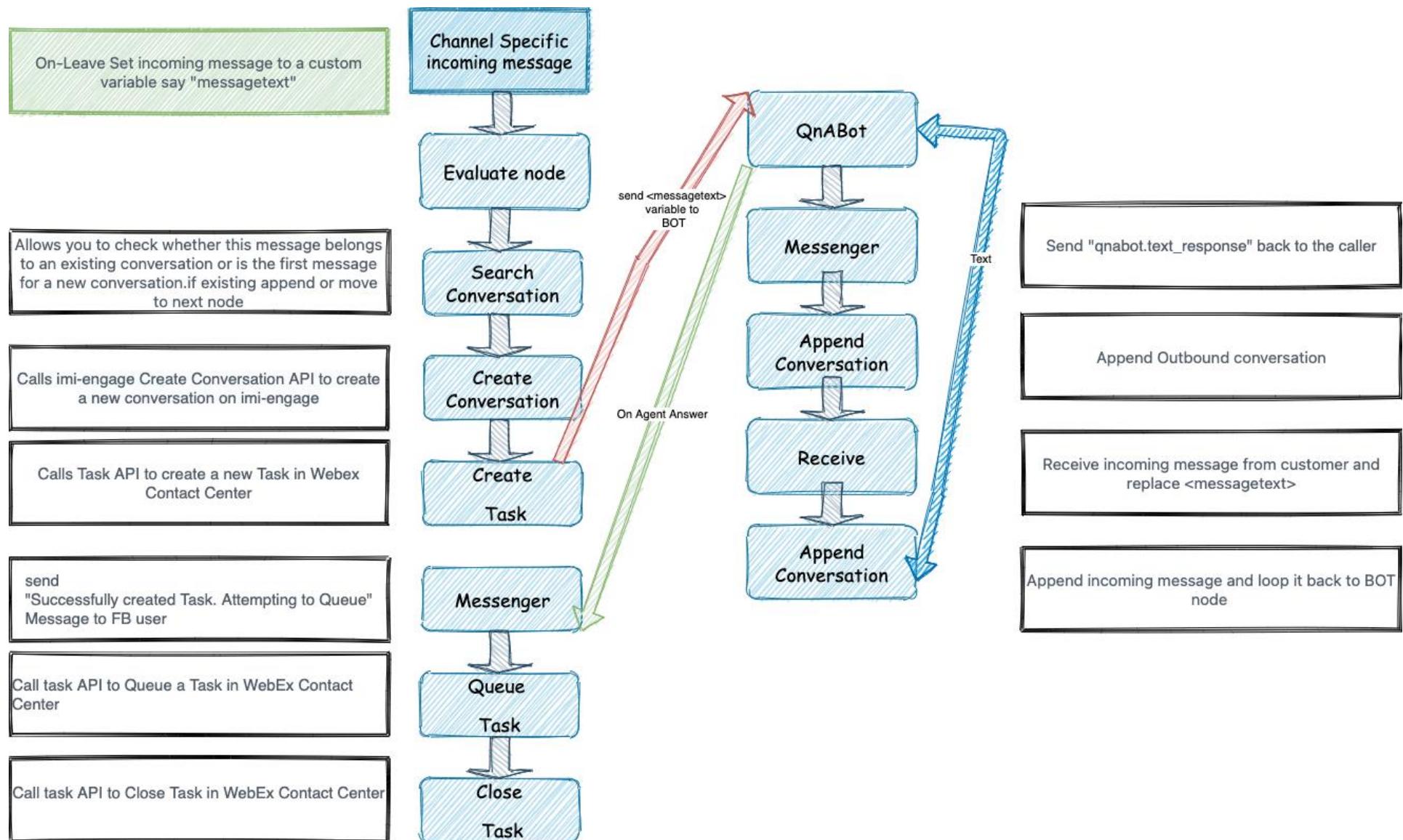
Bot Unique Name *

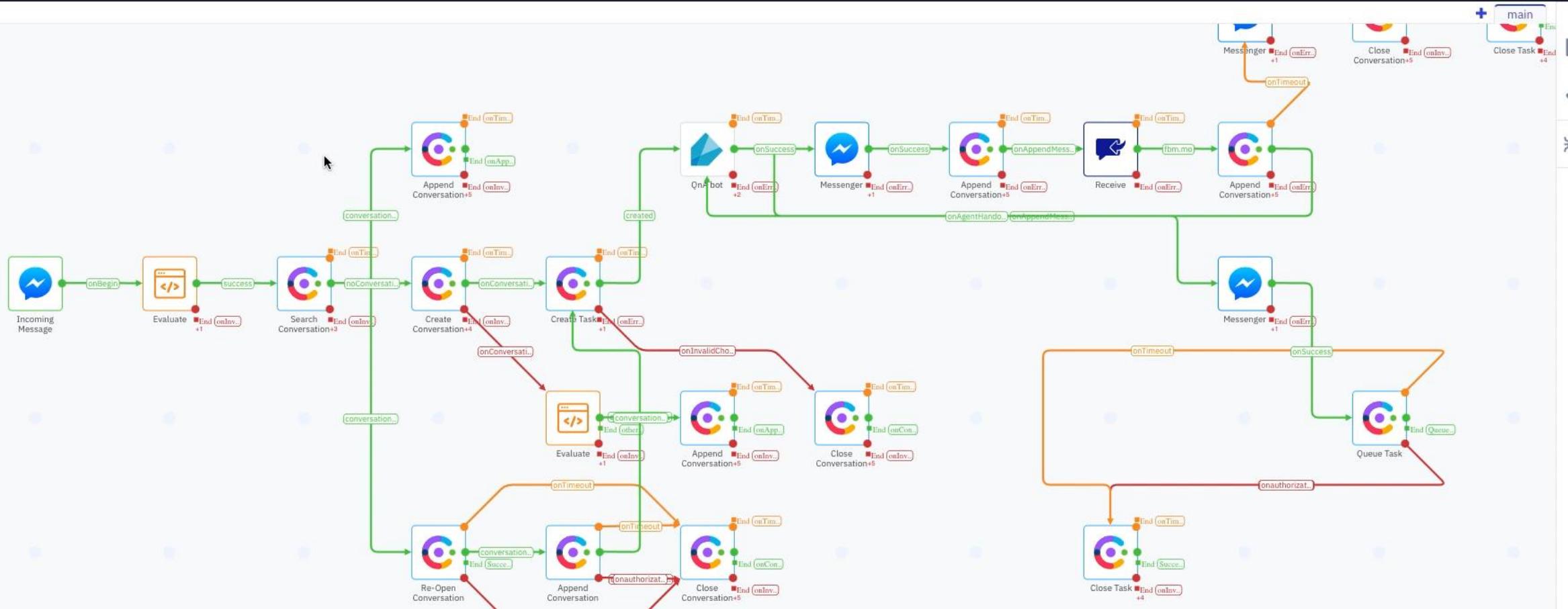
Text orientation

 URL for the Bot Logo/Brand Image

Allow feedback

Allow agent handover





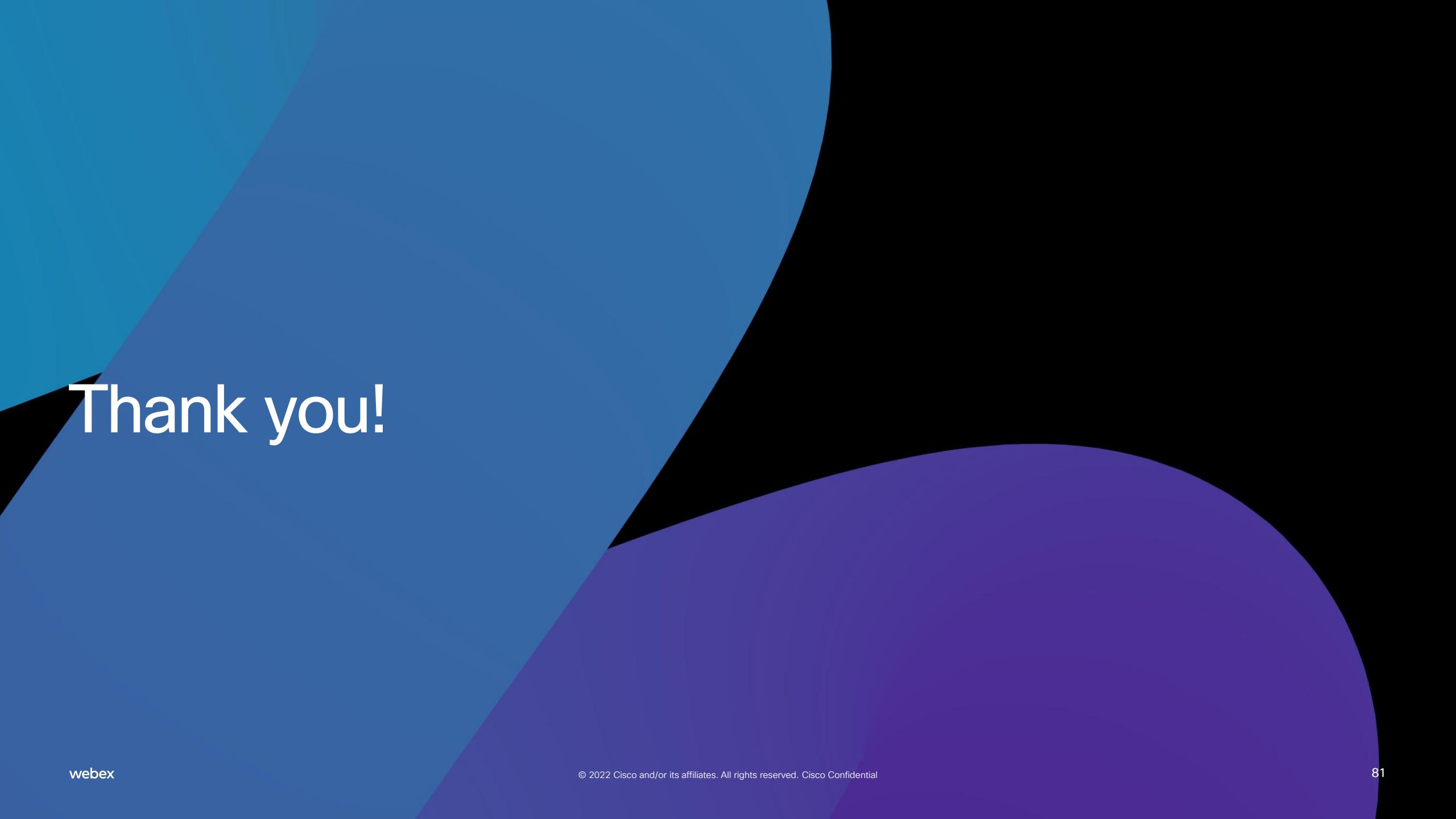
08 - Conclusion

Takeaways

- You will never visit the Routing Strategy page anymore. (For Digital Channels)
- You will never go to Control Hub anymore (For Digital channels)
- IMI Connect is your go to for Admin.
- IMI Engage is your go-to for Customizing look-feel, templates.
- Cisco Provides pre-built flows for Email and Chat with a “Single” Queue target. You can upload, configure, extend and modify them for business use cases.
- Using the IMI Flow Designer efficiently is key. Understanding Node IDs, their attributes, variables, and what they do.
- Learn to debug a flow end to end to extend on it and build a business use case for Chat and Email.

New digital channels training for Gold Tenants

- Videos:
- <https://cisco.sharepoint.com/sites/WxCCPartnerEnablement/SitePages/WxCC-Digital-Channels-Powered-by-IMI.aspx>
- Labs:
- <https://wxcctechsummit.github.io/wxcclabguides/NewDigital/HomePage>
- Flows: <https://github.com/CiscoDevNet/webexcc-digital-channels/tree/main/Webex%20Connect%20Flows>



Thank you!