Webex Contact Center Expert Certification

Practical Test Screenshots

Samuel Palatucci

# Screenshots

You may use this document to upload the screenshots taken from your Tenant after configuring it according to the Practical Exam instructions.

**Assignment 1-1**. Screenshots of the Supervisor User Profile tabs: General Settings, Module Settings, Access Rights.

Graphical user interface, text, application

Description automatically generated

Graphical user interface, application

Description automatically generated

Graphical user interface, text, application, email

Description automatically generated

**Assignment 1-2**. Screenshots of Supervisor user, General and Agent Settings.

Graphical user interface, text, application, email

Description automatically generated

**Assignment 2-1**. Screenshots of the new “Contact\_Center” call flow via the Call Flow builder interface. All Created

Graphical user interface, diagram

Description automatically generated

Graphical user interface, text

Description automatically generated with medium confidence

**Assignment 2-2**. Screenshots of the new Entry Point settings.

Graphical user interface, text, application, email

Description automatically generated

**Assignment 2-3**. Screenshots of the new Queue(s) settings.

Graphical user interface, text, application, email

Description automatically generated

Graphical user interface, text, application, email

Description automatically generated

Graphical user interface, text, application, email

Description automatically generated

**Assignment 2-4**. Screenshots of the new Entry Point Routing Strategies: General, Time, Advanced, Call Control settings.

Graphical user interface, text, application, email

Description automatically generated

A screenshot of a computer

Description automatically generated

**Assignment 2-5**. Screenshots of the Multimedia Profile assigned to Agents: Profile Details, Media Details settings.

Graphical user interface, text, application, email

Description automatically generated