Migrate Legacy ServiceNow Webex Contact Center Connector to New Version

Contents

Overview

This guide will describe the steps required to migrate from the legacy Webex Contact Center connector for ServiceNow to the new connector. Only follow these steps if the legacy connector is installed and configured in your instance. For new installations, follow the Admin guide.

The new ServiceNow connector can be installed and configured in parallel with the legacy connector. Access to the connectors will be controlled through OpenFrame configurations minimizing downtime.

Migration Steps

To migrate to the new ServiceNow connector, complete the following tasks:

Install the new Webex Contact Center for ServiceNow connector (Task)

Follow the instructions in the Admin guide to install the new connector.

1. Install new connector from the ServiceNow store (Enterprise licensed instances) or Install the Update set (Development instances).

Create new User Group and add Members (Task)

ServiceNow Users belong to User Groups which can be used to control the connector versions. A new User Group will be created for the OpenFrame configuration assignment.

1. Go to System Security > Users and Groups > Groups

2. Click New, give the group a name, and click Submit.

3. Open the new group and click the Group Members tab.

4. Click Edit, add the Users, and click Save.

5. Click the Roles tab on the group.

6. Click Edit, add the "x_caci_crm_wxcc.CC Agent" role, and click Save.

Add User Group to new OpenFrame Configuration (Task)

The OpenFrame Configuration section contains the settings for the behavior of the connector. Follow the instructions from the Admin guide to setup and configure a new OpenFrame Configuration.

1. Go to All > OpenFrame > Configurations.

2. Click on the name of the new connector's Configuration.

3. Under User Group, add the newly created group to the selected side, and click Update.

Adjust OpenFrame Configuration Order Number (Task)

When ready to switch Users to the new connector, you will need to adjust the Order number of the OpenFrame Configurations. Users will prioritize the configuration with the lower Order number.

1. Go to All > OpenFrame > Configurations.

2. Observe the Order number shown for each Configuration.

3. Click on the name of the new connector's Configuration.

4. Set the Order number to a value lower than the legacy connector's Configuration number and click Update.

5. Have the user refresh their browser to load the new configuration.

Roll Back Procedure (Task)

To roll back to the legacy connector, follow the same steps in Adjust OpenFrame Configuration Order Number and set the numerical value of the new connector Configuration Order higher than the legacy number.