



Migrate Legacy Dynamics Webex Contact Center Connector to New Version

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Overview

This guide will describe the steps required to migrate from the legacy Webex Contact Center connector for Dynamics 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 Dynamics connector can be installed and configured in parallel with the legacy connector. Access to the connectors will be controlled through Channel Integration Framework configurations minimizing downtime.

Assumptions:

- Channel Integration Framework is installed in the MS-Dynamics instance
- Cisco legacy connector is installed in the MS-Dynamics instance
- Channel Integration Framework is assigned to agents through a Role (CIF v1) or a Profile (CIF v2)

Migration Steps

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

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

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

1. Install new connector from Microsoft AppSource by following the instructions in the installation guide.
2. For a Single Session configuration, In the Channel Integration Framework app, create a new Channel Provider with a lower Channel Order than the legacy Provider. A Channel Order of 1 would be the active Provider.

For a Multi Session configuration, create a new Third Party Voice Channel provider via Customer Service Admin Center App > Workspaces > Agent Experience Profile. Once the migration from the legacy connector is done, change the Third Party Voice Channel Provider in the Experience Profile.

Adjust Channel Integration Framework Provider Order Number (Task)

When ready to switch Users to the new connector, you will need to adjust the Order number of the CIF Configurations. Users will prioritize the configuration with the lowest Channel Order Number.

1. In Channel Provider Configuration, observe the Order Number of the Providers.
2. Click the name of the new connector CIF Provider.
3. Observe the Order number shown for each Configuration.
4. Set the new connector CIF Provider Order Number value lower (higher priority) than the legacy connector's number.
5. Click save.
6. 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 Channel Integration Framework Provider Order Number and set the numerical value of the new connector CIF Provider higher (lower priority) than the legacy number.