Cisco Webex Contact Center Expert (CWCCE)

COURSE OVERVIEW

This 5-day course provides a comprehensive discussion with hands on activities to Cisco Webex Contact Center, covering its capabilities, architecture, and navigation. Participants will learn about licensed options, accessing the Contact Center, and PSTN options. They will also gain an understanding of the Webex Contact Center Partner Success Portal, Partner Gold Tenant, and customer onboarding phases, as well as the portal architecture with roles and licensing.

The course covers tenant profiles, including their components, contact center user types, and profile types for users. Participants will also learn about sites and teams, adding contact center users, and bulk tools. They will configure entry points, complex call routing strategies, and call control scripts, and define and demonstrate supervisory functions, including call monitoring and recording.

The course also covers digital channels, including web/live chat, Facebook Messenger, email, and SMS. Participants will learn about the digital channel flow and how to configure it. They will also gain an understanding of reports and dashboards using visualizations and how to generate custom reports within specified parameters. Finally, participants will learn about the Webex Contact Center support and escalation processes for troubleshooting.

Completion of this course is one of the requirements for the Webex CC ATP, and partners must still apply for Webex CC authorization using the PRD authorization form to be authorized to sell Webex CC.

WHO WILL BENEFIT FROM THIS COURSE?
- Digital Platform Architects
- Voice System Engineers
- DevOPs teams
- Operations managers
- Contact Center solution and training specialists
- Support/Quality teams
- Webex Partner systems engineers
- Anyone with Day-2 responsibilities for Webex Contact Center

PREREQUISITES
Each learner must have a PC/laptop with audio/video capability, preferably with the Webex app already installed. At least one PSTN capable phone (cell phone) is required. Although you will be using Webex Calling for Agent functionality, access to multiple PSTN phones will augment the understanding of the Webex Contact Center environment regarding routing calls to Agents – wherever they may reside.

Learners should have the following knowledge or experience:
- MUST have prior knowledge of Call/Contact Center Operations and/or Administration
- SHOULD have a basic understanding of Contact Routing and Reporting in an On-prem or Cloud based Call/Contact Center environment.
- SHOULD have familiarity with applications and services available in the Cloud

- Possess multitasking skills regarding computer functionality, including the simultaneous use of the Ctrl-Tab keys

COURSE OBJECTIVE

Successful candidates will demonstrate the ability to:
- Successful candidates will demonstrate the ability to identify the Contact Center Service.
- Solutions for given customer deployment. In addition, candidates will gain a solid fundamental
- understanding of:
- Contact Center Roles (Partner, Customer, Administrator, Supervisor, Agents)
- Webex CC Architecture, Features, Services
- Webex CC Provisioning, Configuration, Reporting
- Troubleshooting
- What to offer as the most appropriate Webex CC solution(s).

COURSE OUTLINE

Module 1: An Introduction to Cisco Webex Contact Center

Objective: Introduce the capabilities, architecture, and navigation of the Webex Contact Center solution
- Webex Contact Center Overview
- Webex Contact Center Architecture
- Licensed Options
- Accessing the Contact Center
- PSTN Options

Module 2: The Partner Portal and Control Hub Provisioning
- Webex Contact Center Partner Success Portal
- Partner Gold Tenant
- Customer Onboarding Phases
- Portal Architecture with Roles
- Understanding Licensing
- The Partner Portal
- Creating a Customer Trail Instance
- Discovery 2-1: Navigating Contact Center Portal
- Discovery 2-2: Instantiate a New Trial and access the Webex Control Hub

Module 3: Tenant Profiles

Objective: Demonstrate and configure the components of a Tenant Profile
- Components of a Tenant Profile
- Contact Center User Types

- Profile Types for Users
  - Skill, User, Agent, Multimedia
  - Including Skill Definitions
- Sites and Teams
- Adding Contact Center Users
  - Profile Associations for Various Types of Contact Center Users
- Bulk Tools
- Discovery 3-1: Creating Profiles for Users
- Discovery 3-2: Configuring Sites and Teams
- Discovery 3-3: Provisioning Contact Center Agents

Module 4: Routing Strategies and Call Flows

Objective: Configure Entry Point, complex Call Routing strategies, and Call Control scripts
- Overview
- Dialed Numbers (DNs), Entry Points, and Queues
- Routing Strategies and Audio Files
- Call Flow Overview
- Basic Activity Configuration for Inbound Call Flows
- Advanced Activity Configuration
- Discovery 4-1: Defining Dialed Numbers, Extensions, Entry Points, and Queues
- Discovery 4-2: Creating a Call Flow to Agents
- Discovery 4-3: Adding IVR Functionality to the Call Flow

Module 5: Supervisory Functions

Objective: Define and demonstrate the Supervisory functions including Call Monitoring and Recording
- Supervisor Configuration
- Call Recording
- Recording Management
- Call Monitoring
- Discovery 5-1: Configuring the Supervisor and Common Supervisor Tasks

Module 6: Webex Connect Digital Channels

Objective: Define the Digital Channel functionality of the Webex Contact Center environment
- Digital Channels Overview
- Web/Live Chat
- Facebook Messenger
- Email

- SMS
- Digital Channel Flow
- Discovery 6-1: Loading the Three Default Flows for Webex Connect (Instructor Demo)
- Discovery 6-2: Configuring Web/Live Chat in WXCC
- Discovery 6-3: Configuring the Facebook Messenger Channel
- Discovery 6-4: Configuring the Email Channel

Module 7: Reports and Dashboards Using Visualizations

Objective: Define the available types of Reports and Analytics for visualizations, and demonstrate the ability to generate custom reports within specified parameters
- Visualizations
- Reporting options
- Stock Reports
- Dashboards
- Discovery 7-1: Using Visualization to Generate Reports and Dashboards

Module 8: Troubleshooting and Escalation
- Webex Contact Center Support Process
- Webex Contact Center Escalation Process

LAB ACTIVITIES

Discovery 2-1: Navigating Contact Center Portal
- o   Explore the Webex Partner Portal
- o   Create an Administrative User for the Control Hub and Contact Center Portal

Discovery 2-2: Instantiate a New Trial and access the Webex Control Hub
- o   Create a New Trail Instance, get a PSTN number, and Activate Digital Channels
- o   Create an Administrative User for the Control Hub and Contact Center Portal

Discovery 3-1: Creating Profiles for Users
- o   Create a User Profile
- o   Create an Agent Profile
- o   Create a Multimedia Profile
- o   Create Skill Definitions and Skill Profiles

Discovery 3-2: Configuring Sites and Teams
- o   Configure a Site
- o   Configure Teams

Discovery 3-3: Provisioning Contact Center Agents
- o   Contact Center Enable your Administrator account
- o   Add an Agent to the Contact Center

Discovery 4-1: Defining Dialed Numbers, Extensions, Entry Points, and Queues
- o   Observe Contact Center Dialed Numbers, add Agent Extensions

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- o Configure and Map Entry Point to DN
- o Configure Longest Available Agent (LAA) Queues
- o Configure a Skills Based Routing (SBR) Queue

Discovery 4-2: Creating a Call Flow to Agents
- o Create a Basic Call Flow
- o Configure a Routing Strategy
- o Test inbound calling to an Agent

Discovery 4-3: Adding IVR Functionality to the Call Flow
- o Add basic Prompt/Collect (IVR) functionality to a Call Flow
- o Skills Based Routing (SBR) and Relaxation
- o Routing Strategy considerations for Business Hours

Discovery 5-1: Configuring the Supervisor and Common Supervisor Tasks
- o Log in to Webex Control Hub and Make a Supervisor
- o Configure and Use Call Recording as a Supervisor or Administrator
- o Configure and Use Call Monitoring as a Supervisor or Administrator

Discovery 6-1: Loading the Three Default Flows for Webex Connect (Instructor Demo)
- o Log In to Webex Connect

Discovery 6-2: Configuring Web/Live Chat in WXCC
- o Create an Account on Glitch.com
- o Configure a Service in Webex Connect
- o Configure a Chat App/Asset in Webex Connect
- o Create an Entry Point and Queue for Chat in Webex CC
- o Add a Template
- o Create a New Chat Flow
- o Configure the Chat Asset in Webex Engage
- o Configure Chat Templates in Webex Engage

Discovery 6-3: Configuring the Facebook Messenger Channel
- o Create a Facebook Page
- o Create a Facebook App (Asset) in Webex Connect
- o Create an Entry Point and Queue for Facebook Messenger in Webex CC
- o Add and Configure the Facebook Messenger Flow to Your Service
- o Test Your Facebook App
- o Configure Facebook Templates in Webex Engage

Discovery 6-4: Configuring the Email Channel
- o Create an Email App (Asset) in Webex Connect
- o Log In to Your Student Email Box and Forward to Webex Connect
- o Create an Entry Point and Queue for Email in Webex CC
- o Add and Configure the Email Flow to Your Service
- o Configure Email Templates in Webex Engage
- o Test your Email Digital Channel

Discovery 7-1: Using Visualization to Generate Reports and Dashboards
- o Log into Customer Journey Analyzer and Review the Default Dashboard Reports

- o Customer Journey Analyzer User Interface
- o Access Control
- o Execute Stock Reports
- o Create a Custom Report Using a Stock Report
- o Create a Real-time Contact Report
- o Create a Real-time Agent Report
- o Create Chat Reports with Interval
- o Use Formulas and Filters
- o Enhanced Field Compound Visualization and Drill-down
- o Stock Dashboards

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