

## Implementing, Designing, and Deploying Webex Contact Center

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In this Implementing, Designing, and Deploying Webex Contact Center 5-day Cisco Webex Contact Center course delivers a comprehensive, end-to-end understanding of how to design, deploy, configure, operate, and troubleshoot a modern omnichannel contact center. The curriculum begins with foundational concepts, introducing Webex Contact Center architecture, organizational constructs such as sites, teams, entry points, and queues, and the role of Cisco Webex Calling in providing voice and PSTN connectivity. Learners gain familiarity with the primary management and administration portals, including Control Hub, the Management Portal, Analyzer, and the Business Rules Engine, establishing a clear operational view of how the platform is managed and monitored.

As the course progresses, students build deep administrative expertise by configuring tenant-wide settings, security controls, voice and digital channel behavior, agent desktop experiences, integrations, and bulk operations. Significant emphasis is placed on deploying customer experience workflows across voice, chat, email, and social channels, including queue design, business hours, call recording schedules, surveys, and routing logic. User and skill management is explored in detail, enabling participants to design scalable team structures, skill-based routing strategies, and role-based access models that support efficient operations and accurate reporting.

Advanced modules focus on optimizing the agent desktop experience, designing call and digital flows using Webex Flow Designer, implementing monitoring and coaching capabilities, and managing call recordings for quality and compliance. The course concludes with structured troubleshooting methodologies covering management portals, agent desktops, routing, PSTN connectivity, and real-world case studies, reinforced by analytics and visibility through Webex Contact Center Analyzer and ThousandEyes integration. By the end of the course, participants are equipped to operate and optimize Webex Contact Center environments at enterprise scale, delivering reliable, data-driven, and high-quality customer engagement across all supported channels.

#### Why Attend with Current Technologies CLC

- Our Instructors are in the top 10% rated by Cisco
- Our Lab has a dedicated 1 Gig Fiber Connection for our Labs
- Our Labs run up to Date Code for all our courses

#### Who Should Attend

The primary audience for this course is as follows:

- Installers and Field Technicians
- Collaboration Engineers
- Network Engineers and Administrators
- IT Support Technicians and Helpdesk Staff
- Unified Communications Engineers
- System Integrators and Cisco Channel Partners

#### Course Duration

5 days

#### Course Price

\$4,495.00

#### Methods of Delivery

- Instructor Led
- Virtual ILT
- On-Site

- IT Managers and Project Coordinators

## Prerequisites

While there are no formal prerequisites, the following background knowledge is strongly recommended:

- Familiarity with Cisco Webex Control Hub administration, including user and device management, licensing, and policy configuration.
- Experience with Cisco Webex Calling, PSTN connectivity, and dial plan design, as these concepts directly support the voice routing and call flow components covered in this course.
- Basic exposure to Webex Devices, Webex App, and workspace integrations, as the course builds upon these technologies for multi-channel and unified customer engagement.
- Prior exposure to Cisco Webex solutions or Cisco Unified Communications environments is helpful but not required.

## OUTLINE

### **Module 1: Webex Contact Center Overview**

- **Lesson 1: Webex Contact Center Overview**

Provides an introduction to the Webex Contact Center architecture, features, and core capabilities.

- **Lesson 2: Sites, Teams, Entry Points, and Queues**

Explains how organizational entities define call routing, supervision, and reporting structures.

- **Lesson 3: Webex Contact Center Control Hub Portal**

Covers how administrators manage users, licenses, and integrations through Control Hub.

- **Lesson 4: Webex Calling Overview**

Reviews how Webex Calling integrates with Contact Center for voice routing and PSTN connectivity.

### **Module 2: Webex Contact Center Management Portals**

- **Lesson 1: System Requirements**

Outlines the hardware, software, and network prerequisites for Management Portal access.

- **Lesson 2: Sign in to Management Portal**

Describes the login process, authentication options, and role permissions.

- **Lesson 3: Management Portal Components**

Introduces the interface layout and tools available for administration.

- **Lesson 4: Cisco Analyzer Portal**

Explains how to use Analyzer for reporting and operational insights.

- **Lesson 5: BRE Portal**

Covers the Business Rules Engine for defining policies and automated actions.

### **Module 3: Provisioning Webex Contact Center Tenant Settings**

- **Lesson 1: Tenant Settings**

Details global configuration parameters for tenant operation and branding.

- **Lesson 2: Security**

Covers authentication, encryption, and compliance settings to protect data.

- **Lesson 3: Voice Settings**

Explains voice routing, codec preferences, and PSTN configurations.

- **Lesson 4: Digital Settings**

Describes the configuration of digital channels such as chat and social media.

- **Lesson 5: Agent Desktop**

Introduces desktop customization, interface options, and agent experience.

- **Lesson 6: Integrations**

Shows how to link external CRM and productivity systems with Contact Center.

- **Lesson 7: Bulk Operations**

Demonstrates how to perform mass updates using import and export tools.

- **Lesson 8: Add-ons**

Covers optional licensed features such as recording and WFO integrations.

- **Lesson 9: Cloud Connect**

Explains how Cloud Connect services extend Contact Center capabilities.

## **Module 4: Deploying Customer Experience**

- **Lesson 1: Channels and Entry Points**

Explores how customers initiate contact and how channels are configured.

- **Lesson 2: Queues**

Describes how queues manage customer waiting and routing logic.

- **Lesson 3: Inbound Telephony Queues**

Covers setup and optimization for inbound voice traffic.

- **Lesson 4: Outbound Telephony Queues**

Explains configuration for outbound campaigns and callbacks.

- **Lesson 5: Inbound Chat Queues**

Defines how chat sessions are routed to available agents.

- **Lesson 6: Outbound Chat Queues**

Covers proactive chat outreach and engagement configurations.

- **Lesson 7: Inbound Email Queues**

Describes email flow handling and prioritization settings.

- **Lesson 8: Inbound Social Channel Queues**

Explains social media channel integration and message routing.

- **Lesson 9: Business Hours**

Outlines how operating schedules influence routing and availability.

- **Lesson 10: Audio Files**

Covers uploading and assigning audio prompts for IVR and announcements.

- **Lesson 11: Call Recording Schedules**

Explains how to configure when and how calls are recorded.

- **Lesson 12: Surveys**

Shows how to create post-call surveys for customer feedback.

## **Module 5: Webex Contact Center User Management**

- **Lesson 1: Sites**

Defines geographic and organizational site structures for administration.

- **Lesson 2: Skill Definitions**

Explains how to create skill attributes for routing and reporting.

- **Lesson 3: Skill Profiles**

Covers building reusable skill sets for agent assignments.

- **Lesson 4: Teams**

Introduces team creation and supervisor assignments.

- **Lesson 5: Manage Access in Webex Contact Center**

Shows how to assign roles and control user permissions.

- **Lesson 6: Licensing**

Describes license types and assignment procedures.

- **Lesson 7: Adding Users**

Explains methods for adding new users manually or in bulk.

- **Lesson 8: Contact Center Users**

Details configuration and activation of contact center agents.

- **Lesson 9: Administrator Roles and Privileges**

Defines admin-level permissions and management scopes.

- **Lesson 10: Webex Groups**

Covers using groups for managing access and feature policies.

## **Module 6: Optimizing Desktop Experience**

- **Lesson 1: Desktop Experience Overview**

Provides an overview of the Webex Contact Center agent desktop interface.

- **Lesson 2: Multi-media Profiles**

Explains how to configure profiles for voice, chat, and email handling.

- **Lesson 3: Outdial Automatic Number Identification (ANI)**

Describes how to assign outbound caller IDs for campaigns.

- **Lesson 4: Edit an Outdial ANI**

Shows how to modify existing outbound number configurations.

- **Lesson 5: Manage Desktop Layouts**

Covers creating and assigning interface layouts for agents.

- **Lesson 6: Custom Desktop Layouts**

Explains how to design unique layouts for specific teams.

- **Lesson 7: Dial Plans**

Introduces creation of dial rules for outbound and internal calls.

- **Lesson 8: Create a Dial Plan**

Demonstrates the process of defining new dial patterns.

- **Lesson 9: Edit a Dial Plan**

Explains how to adjust dial plan parameters.

- **Lesson 10: Delete a Dial Plan**

Shows how to safely remove unused dial plans.

- **Lesson 11: Address Books**

Covers how to create contact directories for agents.

- **Lesson 12: Create an Address Book**

Walks through building a new agent address book.

- **Lesson 13: Edit an Address Book**

Explains how to update contact entries in an existing list.

- **Lesson 14: Delete an Address Book**

Shows how to remove obsolete contact directories.

- **Lesson 15: Desktop Profiles**

Defines agent profiles that determine desktop behavior.

- **Lesson 16: Work Types**

Introduces task classifications for reporting and routing.

- **Lesson 17: Auxiliary Codes**

Covers use of auxiliary states for agent activity tracking.

## **Module 7: Webex Flow Designer**

- **Lesson 1: Flow Designer Overview**

Provides an introduction to flow creation and call logic design.

- **Lesson 2: Advanced Features and Enhancements**

Explores advanced components and reusable flow modules.

- **Lesson 3: Best Practices**

Covers design standards for maintainable and scalable flows.

## **Module 8: Digital Channels**

- **Lesson 1: About Digital Channels**

Explains the role of digital channels in omnichannel contact centers.

- **Lesson 2: Setting Up Digital Channels**

Walks through enabling chat, email, and social channels.

- **Lesson 3: Channel-specific Prerequisites**

Identifies requirements for each supported digital platform.

- **Lesson 4: Configure Flows for Digital Channels**

Shows how to design flows for digital interactions.

- **Lesson 5: Supported Attachment File Types for Digital Channels**

Lists allowable file types and attachment policies.

- **Lesson 6: Variables Support for Digital Channels**

Explains variable handling within digital flows.

- **Lesson 7: Implement Skills-based Routing and Contact Priority for Digital Channels**

Describes routing logic and prioritization for digital contacts.

## **Module 9: Call Monitoring**

- **Lesson 1: Monitoring Overview**

Introduces supervision capabilities within Contact Center.

- **Lesson 2: Monitoring Calls**

Explains how supervisors listen to live agent interactions.

- **Lesson 3: Coach an Agent**

Covers whisper coaching during live calls.

- **Lesson 4: Barge In on a Call**

Describes how to join calls for escalation or assistance.

- **Lesson 5: Viewing Call Monitoring Information**

Shows where to access monitoring logs and reports.

## **Module 10: Call Recording and Management**

- **Lesson 1: Call Recording and Management Overview**

Explains the purpose and architecture of recording services.

- **Lesson 2: Create or Edit a Recording Schedule**

Shows how to define when recordings occur.

- **Lesson 3: Deleting a Recording Schedule**

Explains how to remove or replace outdated schedules.

- **Lesson 4: Recording Management Overview**

Covers management of recorded files and storage policies.

- **Lesson 5: Search for and Play Recordings**

Demonstrates how to locate and review recordings.

- **Lesson 6: Assign and Remove Tags**

Explains how to organize recordings using metadata.

- **Lesson 7: Search Attributes**

Describes searchable fields for locating recordings efficiently.

## **Module 11: Troubleshooting Cisco Webex Contact Center**

- **Lesson 1: Management Portal Problems**

Introduces methods for diagnosing configuration and access issues within the Management Portal.

- **Lesson 2: Reporting Management Portal Issues to Customer Support**

Covers best practices for documenting and escalating Management Portal issues to Cisco support.

- **Lesson 3: Troubleshooting Desktop Problems**

Teaches how to resolve agent desktop performance, connectivity, and feature-related issues.

- **Lesson 4: Endpoint Log Collection**

Shows how to capture and analyze endpoint logs for faster problem identification.

- **Lesson 5: Troubleshooting Call Routing**

Explains how to diagnose routing failures and misconfigurations in voice and digital flows.

- **Lesson 6: Troubleshooting: PSTN Calling**

Focuses on isolating and resolving PSTN connectivity and quality issues.

- **Lesson 7: Troubleshooting: Case Study**

Applies troubleshooting techniques through a real-world scenario-based exercise.

- **Lesson 8: Webex Calling Control Hub – ThousandEyes Integration**

Demonstrates how to use ThousandEyes monitoring to diagnose network and calling performance issues.

## **Module 12: Webex Contact Center Analyzer Stock Reports**

- **Lesson 1: Agent Reports**

Reviews reports that measure agent activity, performance, and customer interactions.

- **Lesson 2: Auxiliary Reports**

Covers reports that track agent auxiliary states and non-call activities.

- **Lesson 3: Business Metrics**

Introduces reports that highlight service-level indicators and operational efficiency metrics.

- **Lesson 4: Callback Report**

Explains reporting on callback volume, completion, and customer experience.

- **Lesson 5: Contact Center Overview**

Provides a high-level snapshot of overall contact center performance.

- **Lesson 6: Multimedia Reports**

Reviews reports capturing activity across chat, email, social, and digital channels.

- **Lesson 7: My Team and Queue Stats**

Shows how to analyze real-time and historical performance for teams and queues.

- **Lesson 8: Transition Reports**

Presents reports that track interactions as they move between queues, agents, and workflows.

## LAB OUTLINE

- Lab 1: Connecting to Workstation 1
- Lab 2: Admin Experience
- Lab 3: Manage Contact Center Users in Control Hub
- Lab 4: Enable SSO with Okta for Webex Control Hub (Optional)
- Lab 5: Introduction to Flow Designer and Basic Voice Call Delivery
- Lab 6: Use Bulk Operations in Control Hub to Create a Second Team
- Lab 7: Advanced Flow Designer – Queue Comfort Messages and Callback Logic
- Lab 8: Agent Desktop
- Lab 9: Supervisor Desktop
- Lab 10: Analyzer Deep Dive
- Lab 11: Analyzer Deep Dive (Salesforce content)
- Lab 12: Microsoft Dynamics 365 integration
- Lab 13: Integrate Webex Contact Center with ServiceNow (Developer Instance)
- Lab 14: Integrate Webex Contact Center with Zendesk (Developer Instance)
- Lab 15: Google Dialogflow & Text-to-Speech (TTS)
- Lab 16: Feedback and Journey with Experience Management
- Lab 17: Outbound Campaign (Preview & Progressive)
- Lab 18: Predictive Campaign
- Lab 19: Call Guide
- Lab 20: QM/WFO - Calabrio
- Lab 21: Webex CC APIs
- Lab 22: Digital Channels
- Lab 23: Webex Engage GUI Overview
- Lab 24: User Management in Webex Connect
- Lab 25: Digital Channels Pre-configuration
- Lab 26: Flow Builder
- Lab 27: Email Channel Configuration

- Lab 28: Chat Channel Configuration
- Lab 29: SMS Channel Configuration
- Lab 30: WhatsApp Channel Configuration
- Lab 31: Webex Connect Templates
- Lab 32: Webex Engage Templates
- Lab 33: Introduction to Bots in Webex Connect
- Lab 34: Q&A Bot Configuration and Testing
- Lab 35: Task Bot Configuration and Flow Integration
- Lab 36: Event Scheduler
- Lab 37: Inbound Webhooks
- Lab 38: Troubleshooting
- Lab 39: Creating Custom Nodes
- Lab 40: Configuring Events and Triggers in Webex Contact Center (Engage) & Webex Connect
- Lab 41: Configuring Events and Triggers in Webex Contact Center Engage & Connect