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Administering Cisco Webex Contact Center (AWBCC)

This 5-day class enables Administrators and Engineers to Configure, Deploy, Monitor, and Troubleshoot a Webex Contact Center Solution. Students will learn how to use the Management Portal to the Configure and Monitor the Contact Center for Customer Contact Routing, Agent Profiles, Agent Desktops, Call Monitoring, Call Recording. Students will learn to use the Reporting Features and Call Statistics that agents and supervisor need to do in order to run a Successful Contact Center. Student will also learn how and where to troubleshoot Webex Contact Center Issues with Customer contacts and Agent Routing. Student will also learn how to deploy services such as Webex Calling Integration, Courtesy Callback, Self Service, Post Call Surveys.

How you'll benefit

This class will help you:

- Students will learn the Webex Contact Center Architecture
- Student will learn how to administer Webex Control Hub for Contact Center Functions
- Student will learn how to administer Webex CC Management Portal
- Student will learn how to administer Agents and Supervisors
- Students will learn how create CC Flows using the Flow Designer
- Students will learn how Calling Integrations within Webex CC
- Students will learn to manage agents / supervisor
- Student will learn to manage analytics and reporting

Why Attend with Current Technologies CLC

- Our Instructors are 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:

- Network Administrator
- Meeting Administrators

Course Duration

5 days

Course Price

\$4,795.00

Methods of Delivery

- Instructor Led
- Virtual ILT
- On-Site

- Collaboration Administrators
- Network Engineer
- Voice / UC / Collaboration / Communications Engineers
- Collaboration Sales / Systems Engineers

Course Objectives

- Student will learn the Webex Contact Center Architecture
- Student will learn how to administer Webex Control Hub for Contact Center Functions
- Student will learn how to administer Webex CC Management Portal
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Course Outline

Module 1: Webex Contact Center Overview

- Module Topics
 - Topics List
- Lesson 1: Webex Contact Center Overview
 - Webex Contact Center Customer Experience
 - Webex Contact Center Employee Experience
 - Webex Contact Center Business Operations
 - Webex CC Cloud Architecture
 - Webex CC Network Architecture
 - Webex CC Licensing
 - Webex CC Sites, Teams, Entry Points, and Queues
 - Webex CC Self Service
 - Webex CC Agent Desktop
 - Webex Contact Center Management Portal
 - Webex Contact Center Modules
 - Webex Connect
 - Webex Contact Center WFO suite
 - Webex CC Tenant Provisioning and Setup
- Module Summary

Module 2: Webex Control Hub for Webex CC Administration

- Module Topics
 - Topics List

- Lesson 1: Control Hub Administration
 - Create and Manage Users
 - Create and Manage Devices
 - Managing Dashboards
 - View Audit Logs
 - Managing Security and Authentication
- Module Summary

Module 3: Webex Contact Center Management Portal

- Module Topics
 - Topics List
- Lesson 1: Management Portal
 - Supported Browsers
 - Log in to Management Portal
 - Management Portal Components
 - Dashboards
 - Change User Interface Colors
 - Custom Theme
 - API Key
 - Access Audit Trail Reports
- Module Summary

Module 4: PSTN Calling Integrations

- Module Topics
 - Topics List
- Lesson 1: PSTN Options
- Lesson 2: vPOPs
- Lesson 3: SIP Trunking
- Lesson 4: Webex Calling with Cloud Connected PSTN
- Lesson 5: Premises-based PSTN
- Lesson 6: Local Gateway
- Lesson 7: Cisco Provided PSTN Bundle
- Lesson 8: Service Provider via vPOP
- Lesson 9: Customer Premise BYoPSTN
- Lesson 10: Webex Calling CCP
- Module Summary

Module 5: Webex Calling Integration

- Module Topics
 - Topics List

- Lesson 1: Webex Calling Integration
 - Provision Phones
- Module Summary

Module 6: Administration & Provisioning

- Module Topics
 - Topics List
- Lesson 1: Tenant Settings
 - General Settings
 - Provisioning
 - Settings
 - Security Settings
 - Module Permissions
- Lesson 2: Entry Points / Outdial Entry Points
 - Queues / Outdial Queues
 - Sites
 - Teams
 - Users
 - Update and Upload Agent Template
- User Profiles
 - General Settings
 - Module Settings
 - Access Rights
- View the Details of a User Profile
- Work Types
- Auxiliary Codes
 - Idle or Wrap-Up Codes
 - Edit Idle or Wrap-Up Codes
- Agent Profiles
 - General Information
 - Auxiliary Codes
 - Collaboration
 - Dial Plan
 - Agent DN Validation
 - Agent Viewable Statistics
 - Agent Thresholds
- Address Books
- Outdial Automatic Number Identification (ANI)
- Multimedia Profiles
- Desktop Layout
- Layout Experience on Agent Desktop
- Custom Desktop Layouts

- Skill Definitions
- Skill Profiles
- Threshold Rules
- Entry Point Mappings
- Update and Upload Agent Template
- Module Summary

Module 7: Contact Routing using the Flow Designer

- Module Topics
 - Topics List
- Lesson 1: Contact Routing
- Skills-Based Routing
- Routing of Parked Contacts
- Multimedia Profiles
- Working with Flow Designer
 - Accessing the Flow Designer Application
 - Flow Designer Browser and Email Requirements
- Working with Flows
 - Create a Flow
 - Edit Flow Variables
 - Publish a Flow
 - Flow Chaining
 - Entry Point Routing Strategies
 - Queue Routing Strategies
- Layout of the Flow Designer
- Activities In Flow Designer
- Variables and Expressions in Flow Designer
 - Flow Variables
 - Predefined Variables
 - Global Variables
 - Writing Expressions
 - Pebble Template Syntax
 - Validating Expressions
- Resource Files
 - Audio Resource File
 - Predefined Email Template
 - Predefined Chat Response
- Routing Strategies
 - Entry Point or Queue
 - Team Types
 - Current Routing Strategies
 - Time Values in Routing Strategies
 - Audio on Hold

- Module Summary

Module 8: Agent / Supervisor Desktop

- Module Topics
 - Topics List
- Lesson 1: Agent Desktop Overview
 - Agent Desktop Requirements
 - Working with Agent Desktop
 - Managing Voice Calls
 - Agent States
 - Localization
 - RONA
 - Alerts
 - Agent Performance Statistics Reports
 - QoS and Network Requirements
- Lesson 2: Agent Omni Channel User Experience
 - Email
 - Chat
 - Facebook Messenger
 - SMS
- Lesson 3: Custom Layout and Widgets
 - Global & Team Layout
 - Logo and Title
 - WxM Widgets
 - Customer Experience Journey
 - Customer Experience Analytics
 - Team Performance Widget
 - Custom Widgets
- Lesson 4: Supervisor Desktop Features
 - Supervisor Dashboard
 - Call monitoring
 - Coaching
 - Barge-in
 - Call Recording
 - Manage Agents and Skills
 - Contact Center Statistics
 - Contact Records
 - Agent and Call Metrics and Reporting
 - Recording Management
 - Assign Tags
- Module Summary

Module 9: Data Analytics / Reporting

- Module Topics
 - Topics List
- Lesson 1: Contact Center Data
- Lesson 2: Webex CC Analyzer
 - Metrics and KPIs
- Lesson 3: Webex CC Reporting
 - Real Time Reporting
 - Data Segmentation
 - Grouping
 - Filtering
 - Drilldown
 - Summaries
 - Data Presentation
 - Tables
 - HeatMaps
 - Data Insights
 - Skill Reporting
 - Transition Reporting
 - Call Report Parameters
 - Agent Report Parameters
 - Historical Skill Report Parameters
 - Historical Threshold Alerts Report Parameters
 - Usage Metrics Report Parameters
 - Customizing Reports
 - Importing / Exporting Reports
- Lesson 5: Alerting
 - Abandoned Rate
 - Agent Performance
 - Answering Speed
 - Calls Waiting
- Lesson 6: Webex CC Data APIs
- Module Summary

Module 10: Call Monitoring

- Module Topics
 - Topics List
- Lesson 1: Monitoring Overview
 - Monitoring Calls
 - Coaching an Agent
 - Barging in on a Call
 - Viewing Call Monitoring Information
 - Working with Monitoring Schedules
 - Creating or Editing a Monitoring Schedule

- Activating and Deactivating Monitoring Schedules
 - Exporting the Monitoring Schedule List
 - Deleting a Monitoring Schedule
- Module Summary

Module 11: Digital Channels and Integrations

- Module Topics
 - Topics List
- Lesson 1: Digital Channels
 - Social Media Integration
 - Admin Console
 - Social EntryPoint-Connector Mapping
 - Social Entry Point Routing Strategy
 - Social Queue configuration
- Lesson 2: Virtual Assistant
 - Virtual Assistant (DialogFlow)
- Lesson 3: SMS
 - Setup SMS Channel
 - SMS (MessageBird Number Registration)
 - Mapping SMS number to Connector
- Lesson 4: Facebook Messenger
 - Setup Facebook Messenger Channel
 - Mapping Facebook page to Connector
- Lesson 5: Chat
 - Setup WebChat Channel
 - Configure & Map Chat Entry Point
 - Chat Template
 - Chat EP/Queue Routing Strategies
 - Predefined Chat responses
- Lesson 6: Email
 - Setup Email Channel
 - Email Entry Point & Queue
 - Email Entry Point Routing Strategy
 - Predefined Emails
- Lesson 7: Webex CC Connectors
 - Cisco CRM Connectors
 - Office 365 Dynamics
 - Zendesk
 - Salesforce Integration - Bucher + Suter
 - Webex Connect
- Module Summary

Module 12: Call Recording

- Module Topics
 - Topics List
- Lesson 1: Call Recording
 - Creating or Editing a Recording Schedule
 - Deleting a Recording Schedule
- Module Summary

Module 13: Recording Management

- Module Topics
 - Topics List
- Lesson 1: Searching for and Playing Recordings
 - Assigning and Removing Tags
 - Search Attributes
 - Creating and Exporting Tags
 - Creating and Modifying Custom Attributes
 - Others Page
 - Viewing and Changing the Security Key Schedule
 - Viewing the Pruning Details
- Module Summary

Module 14: Outbound Dialing

- Module Topics
 - Topics List
- Lesson 1: Map the Outdial Transfer to Queue Entry Point to a DN
 - Transfer an Outdial Call to Queue on Agent Desktop
 - View Agent Outdial Statistics Report
- Module Summary

Module 15: Blended Multimedia Profiles

- Module Topics
 - Topics List
- Lesson 1: Overview
 - Configure a Multimedia Profile
 - Associate a Multimedia Profile to an Agent, Team, or Site
 - Assign Contacts to Agents
 - View Agent Details
- Module Summary

Module 16: Courtesy Callback

- Module Topics
 - Topics List
- Lesson 1: Configure the Callback Flow
 - Make a Courtesy Callback
 - View Courtesy Callback Reports
- Module Summary

Module 17: Self Service

- Module Topics
 - Topics List
- Lesson 1: Configure Entry Point and Select the Flow in Routing Strategy
 - Virtual Agent
 - Build a Dialog flow Agent
 - Configure Virtual Agent
 - Create Virtual Agent Activity in Flow Designer
 - Blind Transfer
 - Disconnect Contact
 - IVR Transcript and CAD Variables in Agent Desktop
 - IVR and CVA Dialog Flow Report in Analyzer
 - Text-to-Speech
 - Create a Service Account for Google Connector
 - Configure a Google Connector
 - Text-to-Speech Toggle
- Module Summary

Module 18: Cisco Webex Experience Management Post Call Survey

- Module Topics
 - Topics List
- Lesson 1: Cisco Webex Experience Management Account Setup
 - Create a Cisco Webex Experience Management Connector
 - Create Feedback Activity in the Flow Designer
 - View Agent Desktop Widgets
- Module Summary

Module 19: Troubleshooting

- Module Topics
 - Topics List
- Lesson 1: Troubleshooting Management Portal Problems

- Management Portal Problems
- Reporting Management Portal Issues to Customer Support
- Troubleshooting Agent Desktop Problems
- Network Interruptions
- Agent Desktop Application Problems
- Audio Problems
- Reporting Agent Desktop Issues to Customer Support
- Module Summary

Module 20: Migrating to Webex Contact Center

- Module Topics
 - Topics List
- Lesson 1: Cloud Security Aspects
 - Premise vs Cloud Security
 - Compliance
 - Security Settings
- Lesson 2: Migrating Users
 - User Configurations
 - User Authentications
- Lesson 3: Migrating Media
 - Transitioning Media and Self-Service Orchestration
 - PSTN Options
- Lesson 4: Migrating Scripts to Webex CC Flows
 - User config
 - Telephony Routing Scripts
 - Agent / Supervisor Workflows
- Lesson 5: Migrating Agent / Supervisor Desktops
- Lesson 6: Migrating Reporting
- Lesson 7: Scaling your Webex Contact Center
- Module Summary