Administering Webex Contact Center Enterprise (AWXCCE)

COURSE OVERVIEW

This course provides a comprehensive overview and detailed instruction on the Cisco Webex Contact Center Enterprise (Webex CCE). It covers foundational aspects, administration, configuration, routing, scripting, and troubleshooting.

- Introduction to Webex CCE – Understanding architecture, key features, multi-channel options, licensing, and scripting interfaces.
- Administration Portal – Navigation, access, customization, and portal management.
- Security Roles and User Configuration – Managing user roles, access groups, and bulk tools.
- Contact Center Skills – Agent skill configuration, scheduling, and Finesse considerations.
- Routing and Audio Management – Routing controls, audio file management, and interaction with contact flows.
- Interaction Manager and Contact Flows – Creating and deploying contact flows for IVR and ACD functionalities.
- Agent and Supervisor Functions – Configuring teams, productivity features, and customizing desktop interfaces.
- ICM Scripting and Call Handling – Building basic ICM scripts, implementing call treatment, queuing, and microapps.
- Precision Routing and Transfers – Advanced routing and internal call handling techniques.
- VXML Applications – Developing and integrating VXML applications for enhanced call flows.
- Reporting with CUIC – Generating, customizing, and managing reports and dashboards.
- Advanced Scripting and Data Exchange – Designing complex scripts and performing database lookups.
- Troubleshooting and Support – Using diagnostic tools, health checks, and escalation procedures.

This course is designed to equip learners with the knowledge needed for effectively managing and enhancing a Cisco Webex Contact Center Enterprise environment.

WHO WILL BENEFIT FROM THIS COURSE?

Anyone responsible for Day 2 support of Webex CCE.

PREREQUISITES

The knowledge and skills that students are expected to have before attending this course are:

- Basic knowledge of networking (Windows A/D, SQL) and components (servers, routers, switch) is helpful but not required.
- Working knowledge of Unified Communications Manager and voice gateways.

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COURSE OBJECTIVES

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COURSE OUTLINE

Module 1: An Introduction to Cisco Webex Contact Center Enterprise
Objective: Introduce the capabilities, architecture, and navigation of the Webex Contact Center Enterprise solution

- Webex Contact Center Enterprise overview
  - o Standard/Additional Application availability
  - o Digital (multi-channel) options
  - o Contact Center Artificial Intelligence (CCAI) services overview
  - o Licensing Options
- Webex Contact Center Architecture overview
  - o Security Considerations
  - o Peering options overview
  - o Infrastructure as a Service (IaaS) overview
- PSTN/calling options
  - o Agent options
- Call/Data Flows overview
- Scripting Interfaces Overview
  - o Interaction Manager Designer
  - o ICM Internet Script Editor
  - o CVP Call Studio
- Options for connecting to the Webex Contact Center Enterprise Environment

Module 2: Webex CCE Administration Portal Interface

Objective: Introduce the functionality of the Webex CCE Administration Portal

- Admin Portal Features and Highlights
- Accessing the Admin Portal (Launchpad)
    - SSO Options
    - Portal Mobile
- Admin Portal Navigation
    - Launchpad
    - Customizing the Launchpad
- Introduction to Interaction Manager (Contact Flow designer)
- Discovery 1: Log in to the Portal
- Discovery 2: Navigating the Webex CCE Environment
- Discovery 3: Customizing the Launchpad

Module 3: Configuring Security Roles and Users

Objective: Configure Agent and Non-Agent users incorporating security roles

- User Types
- Security
- Collections
    - Access Groups
    - Roles/Standard Roles
    - Configuring Non-Agent Users
- Configuring Agent Users
- Options for administering users (clone/deactivate/delete/audit)
- Bulk Tools
- Discovery 1: Add Non-Agent (Administrator) user
- Discovery 2: Add an Agent User

Module 4: Configuring Contact Center Skills

Objective: Demonstrate and configure the Agent Skilling options, including Skill Schedules

- Skills Features
- Adding Skills
- Precision Queues and Attributes
- Assigning Skills/Attributes to Agents
- Scheduling Skill assignments
- Finesse
    - Overview
    - Agent PG Considerations
- Discovery 1: Creating Skills
- Discovery 2: Configuring Attributes and Precision Queues
- Discovery 3: Scheduling Skills
- Discovery 4: Agent Login to Finesse

Module 5: Routing Controls

Objective: Configure Routing Controls and Audio Files associated with Contact Flows

- Overview of Routing Controls, Audio files and the relation to Contact Flows (scripting)
- Routing Controls Features
- Routing Controls types
  - Date/Time/Range
  - Number
  - Percentage
  - Schedule
  - Switch
  - Table
  - Text
  - Throttle
- SBC to routing client controls
- Discovery 1: Configure Routing Controls

Module 6: Audio Manager

- Audio Manager
  - Audio Prompts
  - Audio Groups
  - Audio Versioning
  - Language considerations
  - Scheduling audio
- Discovery 1: Managing Audio Files

Module 7: Using the Interaction Manager to build Contact Flows

Objective: Build Contact Flows to provide IVR and ACD treatment to the caller

- Webex Contact Center Enterprise Scripting Overview
  - Interaction Manager Contact Flows
  - ICM Script Editor Routing Script considerations
  - IVR/VRU functions/nodes
- Audio F
  - Call Studio Projects/Application considerations

Module 8: Supervisor and Agent productivity functions

- Agent Team Features
- Supervisor Configuration
- Agent Team Configuration
- Reason Codes and WrapUp Codes
- Phone Books
- Discovery 1: Configure a Supervisor and Agent Team
- Discovery 2: Configure/implement Reason Codes
- Discovery 3: Configure Phone Book
- Discovery 4: Customizing the Finesse Desktop

Module 9: Building a Basic Webex Contact Center Enterprise ICM Script

- Introduction to Script Editor
- Use Script Editor Nodes
- Understand Variables
- Schedule Scripts
- Manage Additional ICM Scripting Tools
- Discovery 1: Prepare a Basic Label Script
- Discovery 2: Use ICM Tools for ICM Scripts
- Discovery 3: Build an Agent Routing ICM Script

Module 10: Configuring Basic Call Treatment and Queuing

- Review Media files and the Audio Manager
- ECC Variables
- Microapps
- Play Media Microapp
- Get Digits Microapp
- Menu Microapp
- Play Data Microapp
- Get Speech Microapp
- Capture Microapp
- Scripting with Microapps
- Discovery 1: Media Files and Variables in ICM Scripting
- Discovery 2: Basic IVR Scripting with MicroApps

Module 11: Implementing Precision Routing

- Exploring the Basics
- Migration Path
- Skill Groups vs. Precision Queues
- Configuring Attributes and Precision Queues
- Precision Routing Sample Scenario
- Discovery 1: Configure and Implement Precision Routing in Flow Designer
- Discovery 2: Configure and Implement Precision Routing in ICM Script Editor

Module 12: Internal Calls and Transfers

- Understand Transfer Types and CVP Call Flow Models
- Describe Subsequent Transfers
- Perform UCM Configurations for Transfers
- Configure CUCM as Routing Client and Agent Transfers
- Discovery 1: Internal Calls and Transfers

Module 13: Implementing VXML Applications

- VXML Overview
- CCE VXML Architecture and Logic Flow
- Build Basic Call Studio Project
- Deploy Project, Verify Config

- CCE Scripting for External VXML Applications
- Discovery 1: VXML Server Configuration and Call Studio Installation
- Discovery 2: Create and Deploy a Cisco Unified Call Studio Project
- Discovery 3: Integrate VXML Applications with a CCE Script

Module 14: Running Unified CC Enterprise Reports with Unified IC

- Introduce and Navigate CUIC
- Reporting Touch Points
- Access CUIC Stock Reports
- Create CUIC Custom Reports
- Create Custom Dashboards
- Discovery 1: Running Stock Reports
- Discovery 2: Creating a Custom Report
- Discovery 3: Creating a Dashboard

Module 15: Configuring Advanced Scripting and CCE Data Exchange

- Design for Advanced Scripting
- CCE Data Exchange
- Using Call Studio
- Implement Database Lookup using VXML
- Collect Response from the Caller
- Invoking Call Studio Applications with CCE Routing Scripts
- Discovery 1: Creating VXML Application using Call Studio
- Discovery 2: Creating CCE Routing Script
- Discovery 3: Testing your Call Flow

Module 16: Troubleshooting and Escalation

- Checking System Health
- Collecting Log Files
- Troubleshooting tools available to customers
- Webex Contact Center Enterprise Support Processes
- Webex Contact Center Enterprise Escalation Process
- Discovery 1: Check system Health
- Discovery 2: Collect Log and Trade files

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