

Webex Contact Center Expert

Partner and Enterprise Onboarding

Module 14

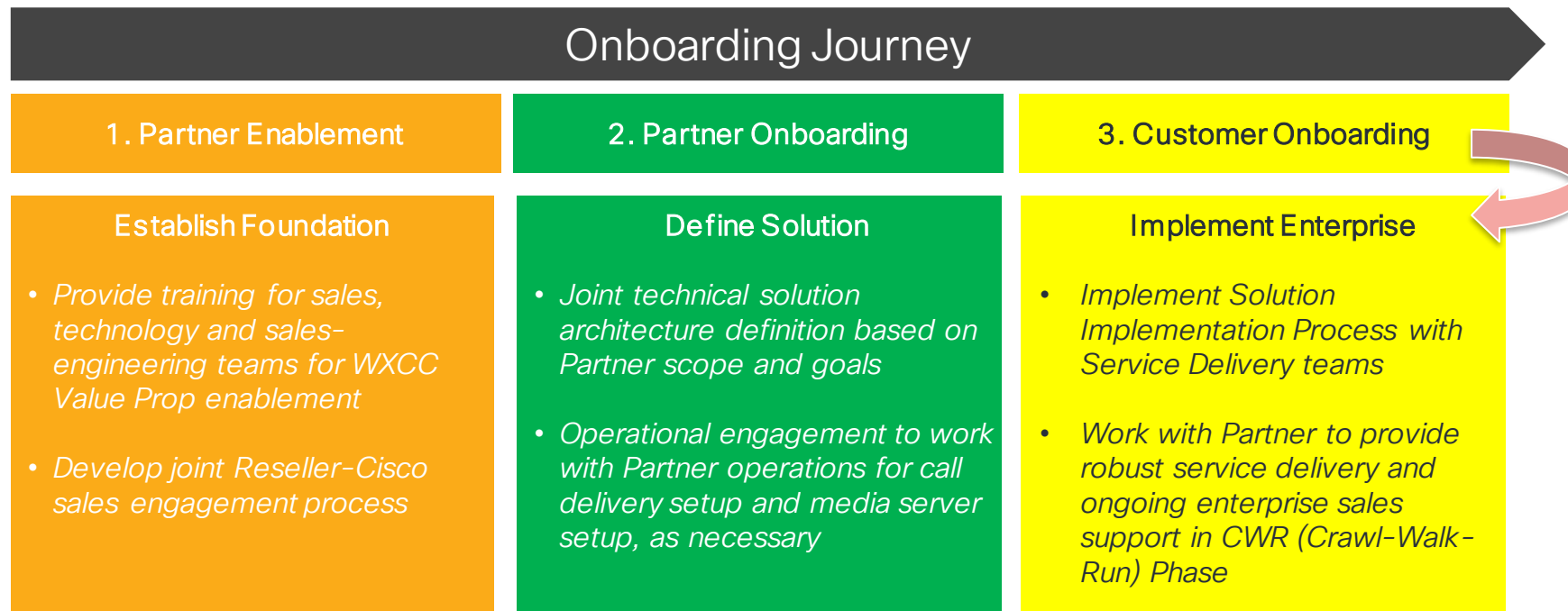
Module Objectives

- Understanding the Webex CC onboarding process
- Being able to articulate the differences between onboarding phases
 - Partner Enablement
 - Enterprise (Tenant) Onboarding

Onboarding Process Phases

Partners onboarding aims at enabling Partners in selling and servicing WXCC Products and Services

1. Cisco and Partner work together to develop a joint WXCC Sales Engagement Process
2. Solution Definition is established based on the WXCC Product(s) chosen by the Partner
3. Enterprise Onboarding is conducted for every end-customer acquired by Partner



Partner Enablement

Partner Onboarding Process

Solution Definition and Partner Integration

- Solution definition between Cisco and Partner will determine the integration between Webex CC and the Partner solution.
- During testing phase, the Partner (or the Customer) shall bring/procure PSTN numbers/trunks.
- Supported connections
 - Cisco PSTN
 - Service Provided - Vpop
 - CUCM - Vpop
 - Webex Calling - LGW - Vpop
 - Webex Calling CCP

Partner Onboarding Process

Initial Webex CC Configuration



Assigned
to partner after
enrollment

Control Hub
access created for
the partner

Partner ensures
V-POP connectivity
readiness

PSAM creates
gold tenant
for the partner

Partner
configures
Gold Tenant

Partner Onboarding

Gold Tenant Request

Gold Tenant

- Gold Tenant is provided FREE OF CHARGE and intended to validate telephony integration. It may also be used by Partner for Demo, Lab and Learning purposes
- A Partner is allowed only one Gold tenant
- Gold Tenant includes voice and multi-channel capabilities but does not include add-ons
 - Add-ons (WFO Suite, Speech Enabled IVR and Outbound Voice Campaign) can be purchased

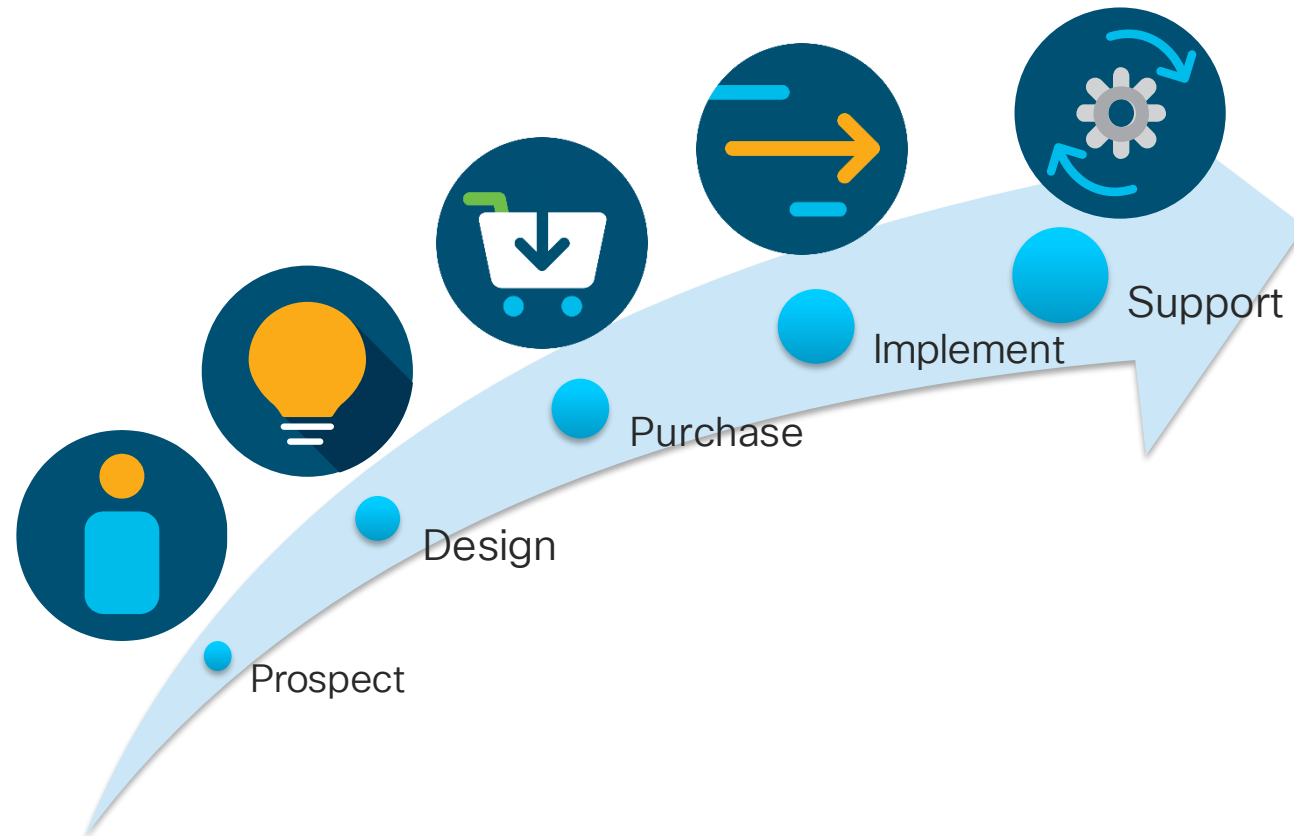
Pre-Requisite

- Webex CC Authorization Program Requirements met. Approval email provides instructions for gold tenant request.
- Partner shall have a Supported Voice Infrastructure – Webex Calling (CCP or LGW), Cisco PSTN, Service Provider PSTN or Cisco On-Prem (CUBE+CUCM)



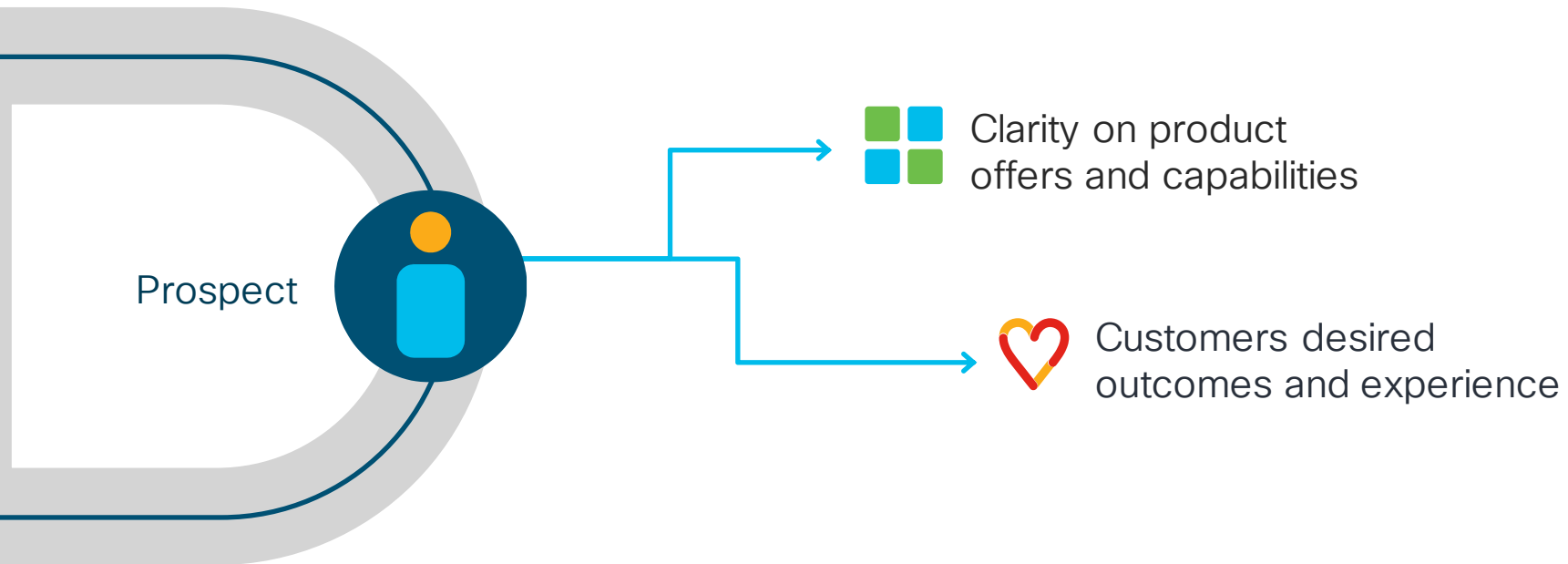
Enterprise Onboarding

Enterprise Onboarding Process



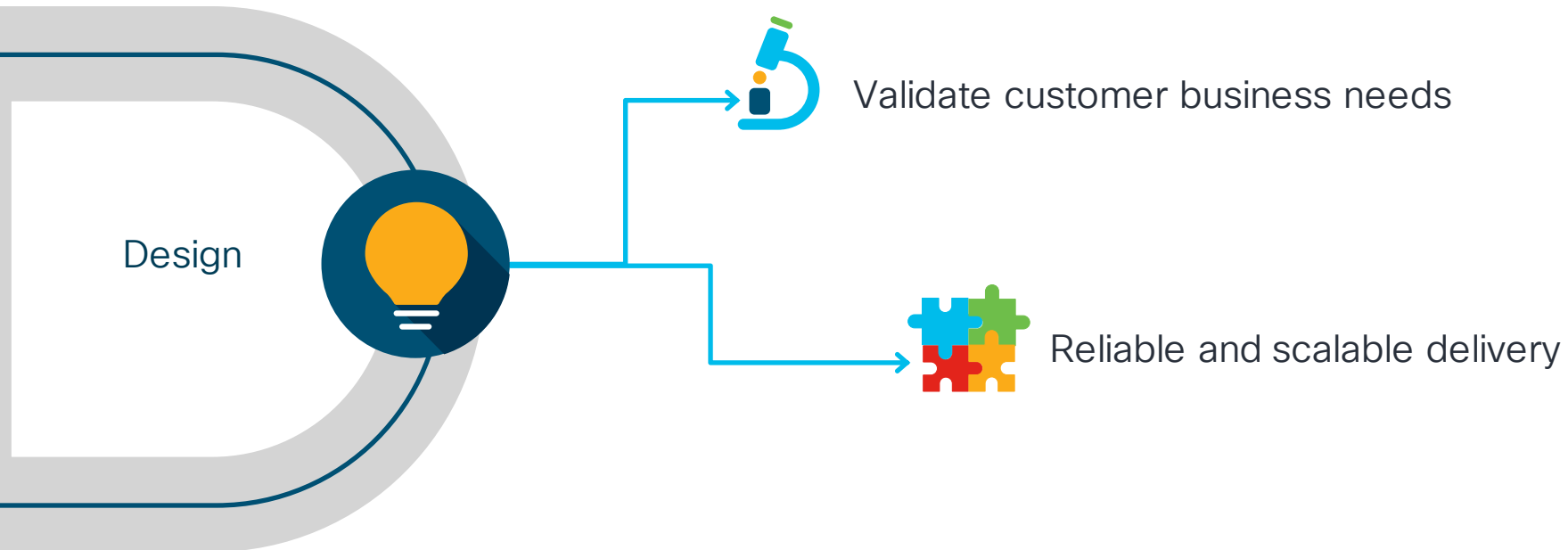
Enterprise Onboarding Process

Prospect



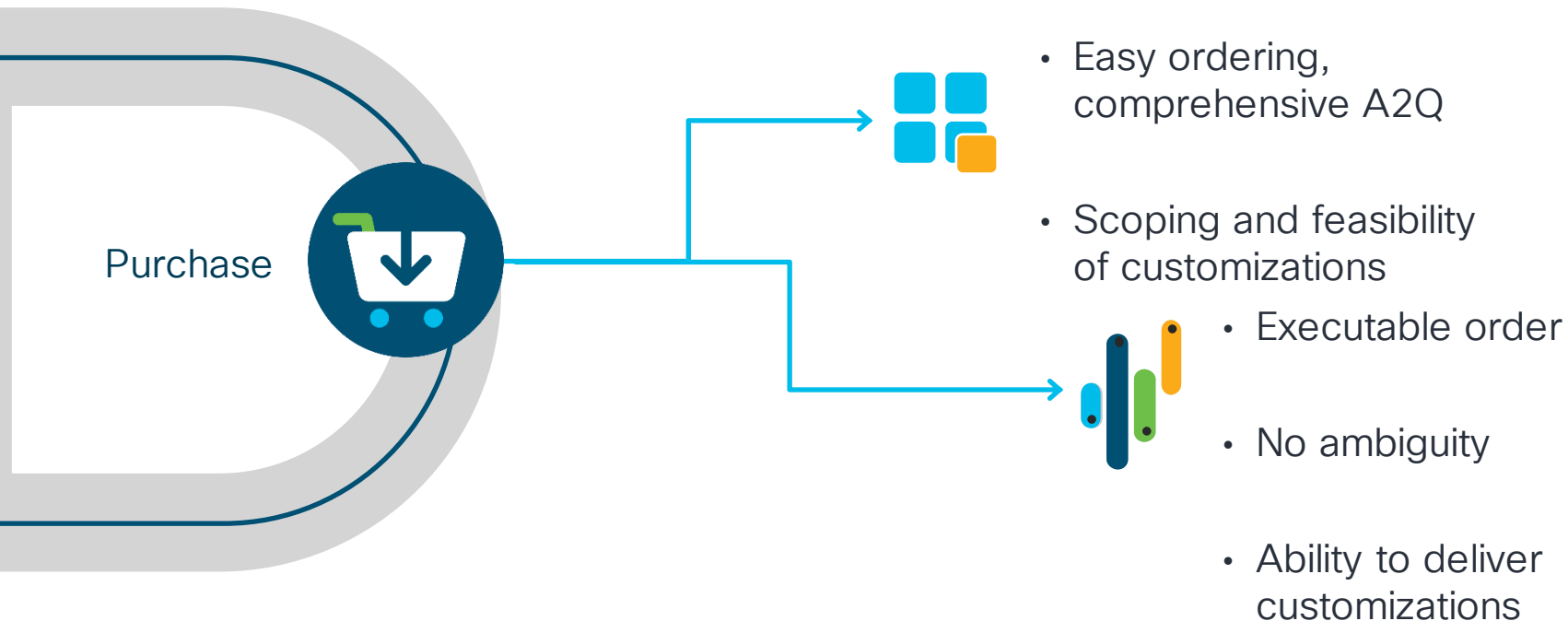
Partner Onboarding Process

Design

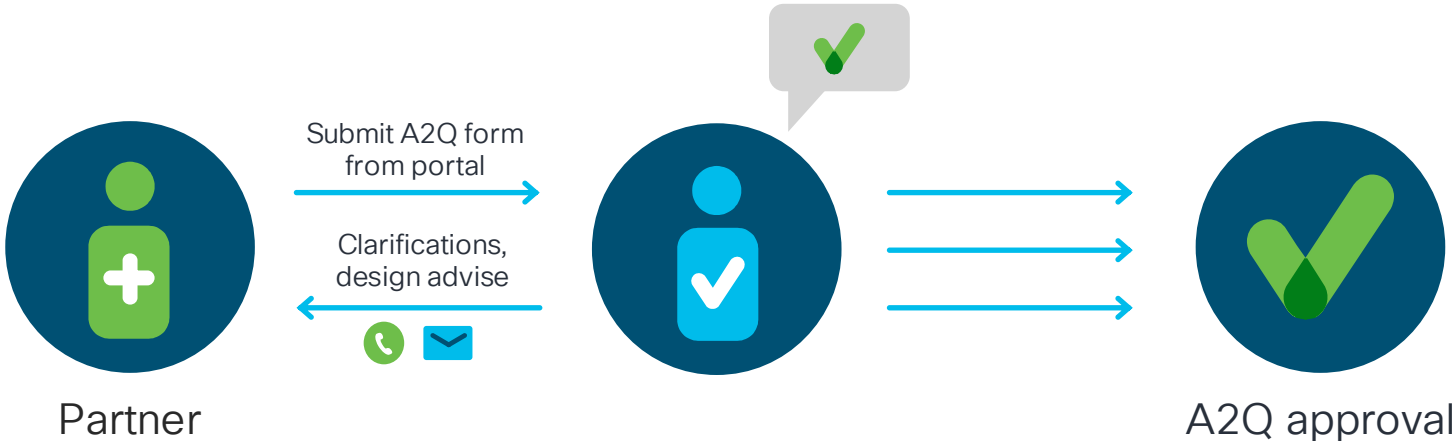


Partner Onboarding Process

Purchase



A2Q Process

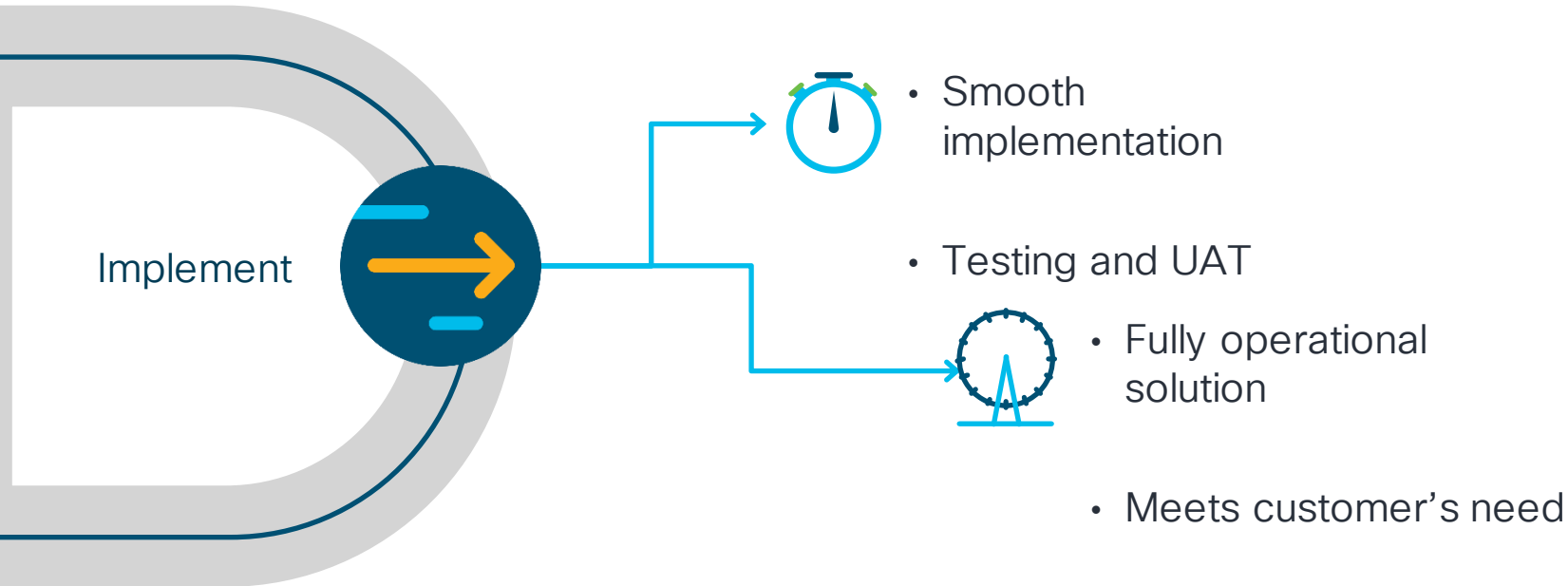


- Validate and release orders
- CSAM assigned after order released
- Confirm custom integration work

- ✓ High level validation off design proposed
- ✗ Detailed design and workflow review
- ✓ Confirms expectations of the product deliverables
- ✗ Cisco confirmation that there will be no issues in the field
- ✓ Validates any customization requirement
- ✗ Detailed scripting or configuration overview

Partner Onboarding Process

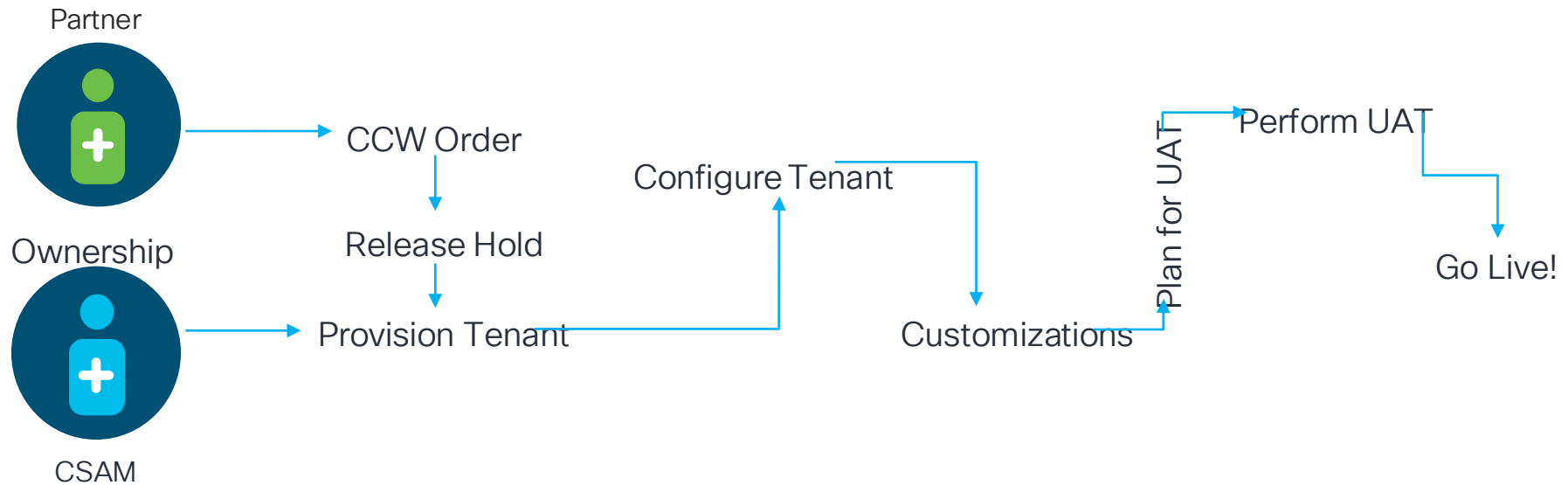
Purchase



Enterprise Onboarding Accelerators

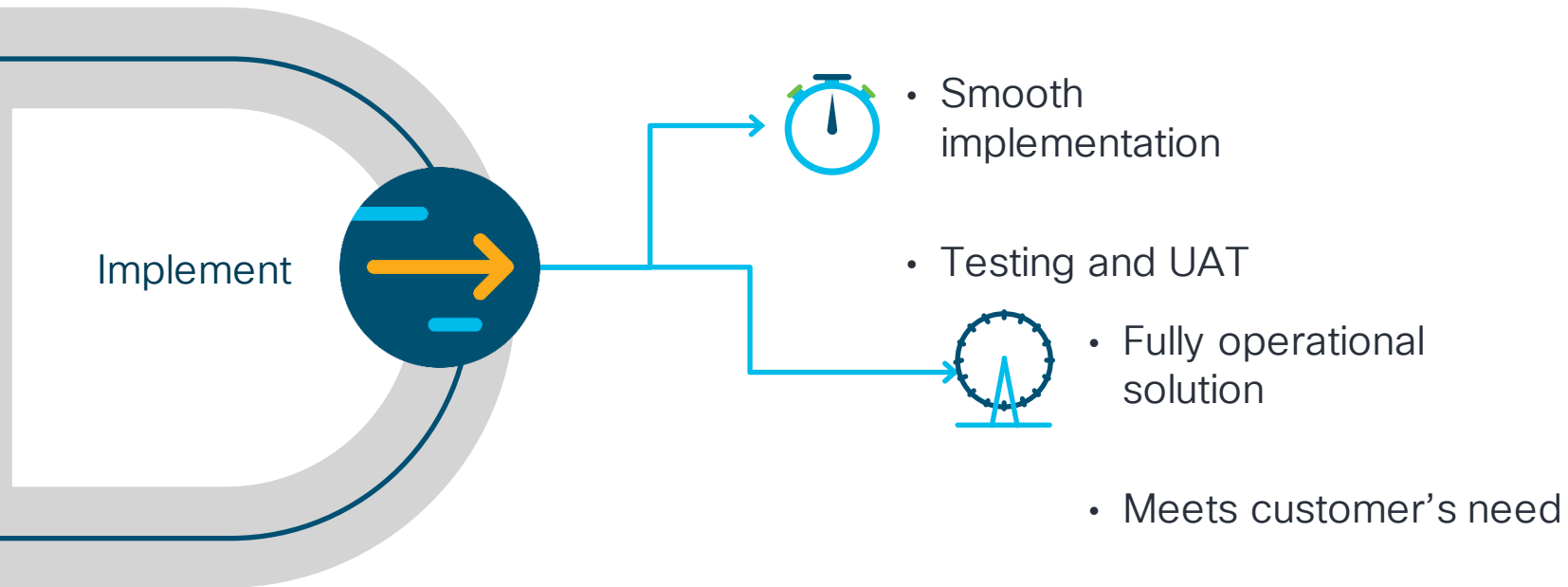
Customer Onboarding Process

Implementation Roles

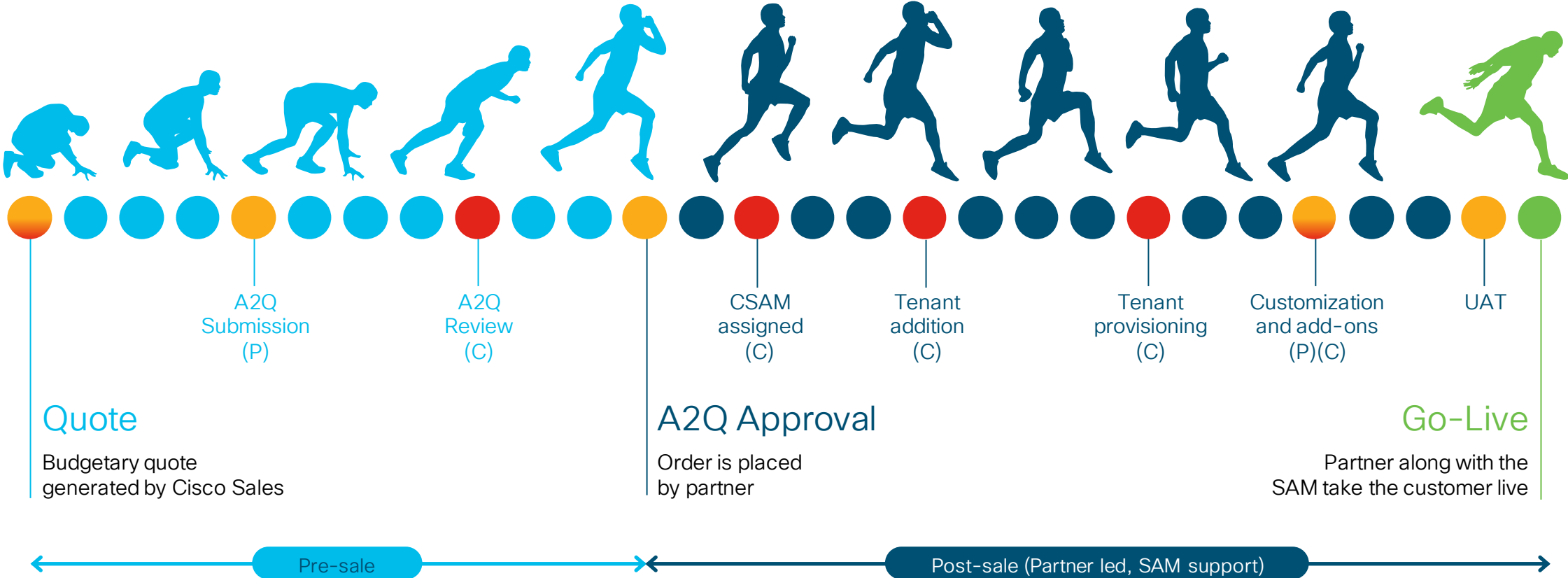


Partner Onboarding Process

Support



Enterprise Onboarding Process



Module Wrap-up

- Understanding the Webex CC onboarding process
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