

# Webex Contact Center Expert

Control Hub Provisioning

Module 3

# Module Objectives

- Understanding Webex Contact Center Control Portals
- Learning the Webex Contact Center Control Hub Hierarchy and Roles
- Understanding the options to create Users in Control Hub

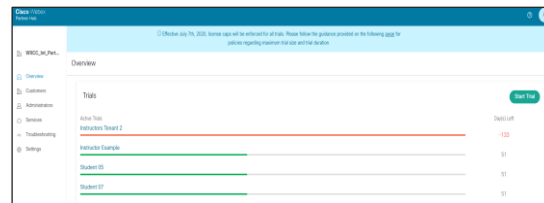
# Portals

- CCW – Portal for registering deals, configuring and pricing Webex Contact Center product
- Control Hub – Portal to fulfill orders and providing centralized management of bundled Flex offers: Webex Contact Center, Webex Calling, Webex Teams and Meetings
- Webex Contact Center Management Portal – Portal for managing Tenant settings
- Agent Portal – Agent web portal to handle calls

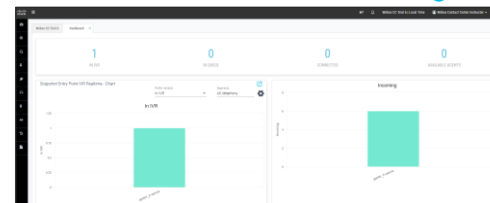
CCW



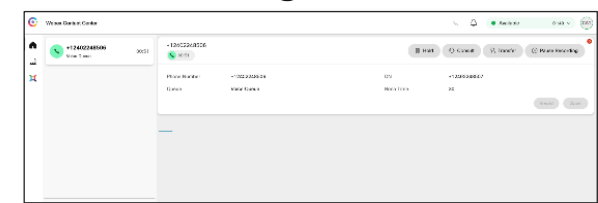
Control Hub



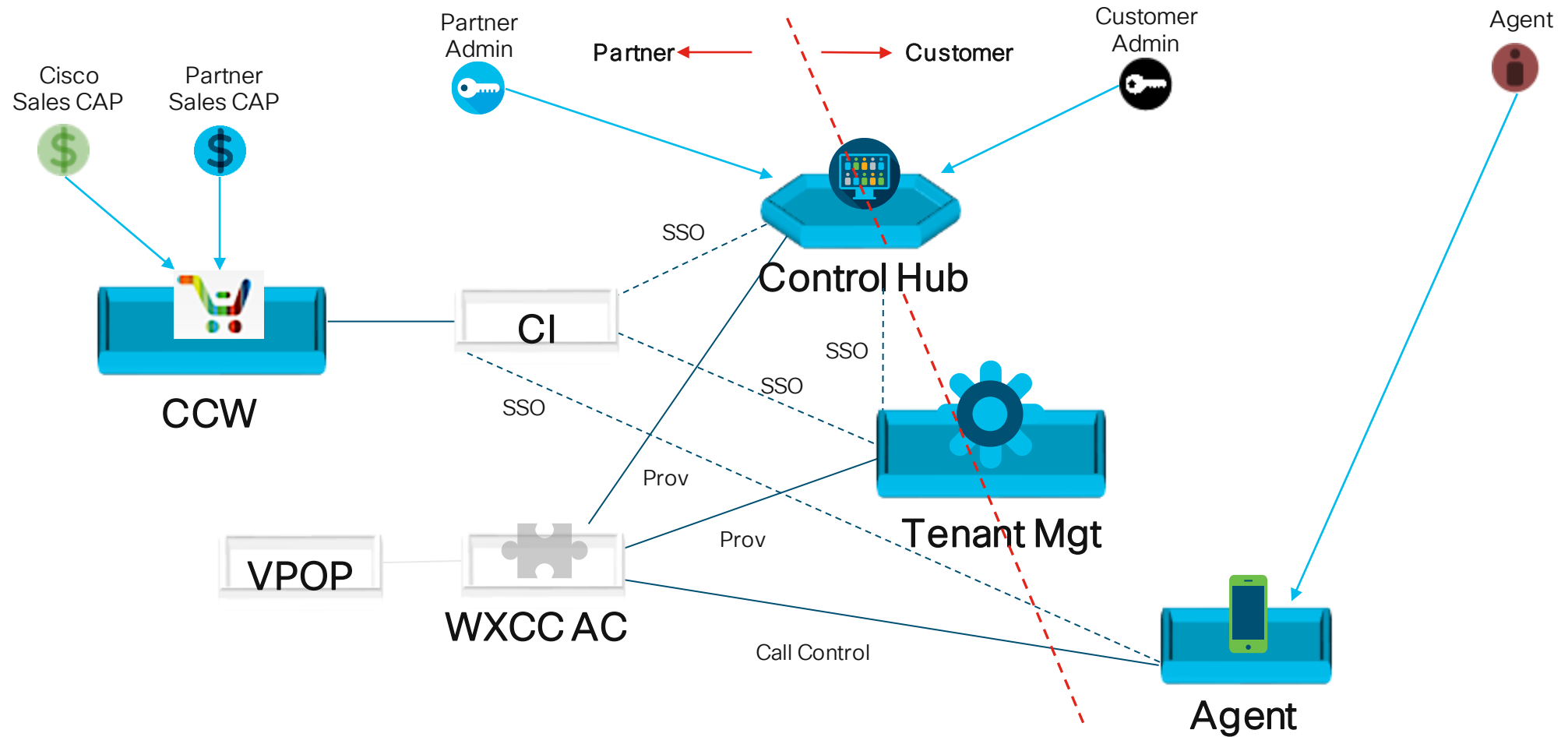
Tenant Mgt



Agent



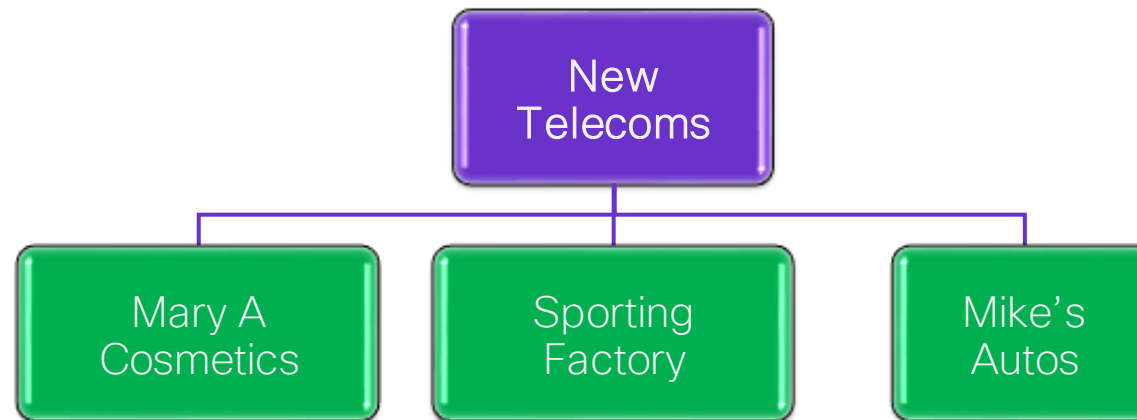
# Portal Architecture with Roles



# Control Hub Hierarchy

# Organization Hierarchy

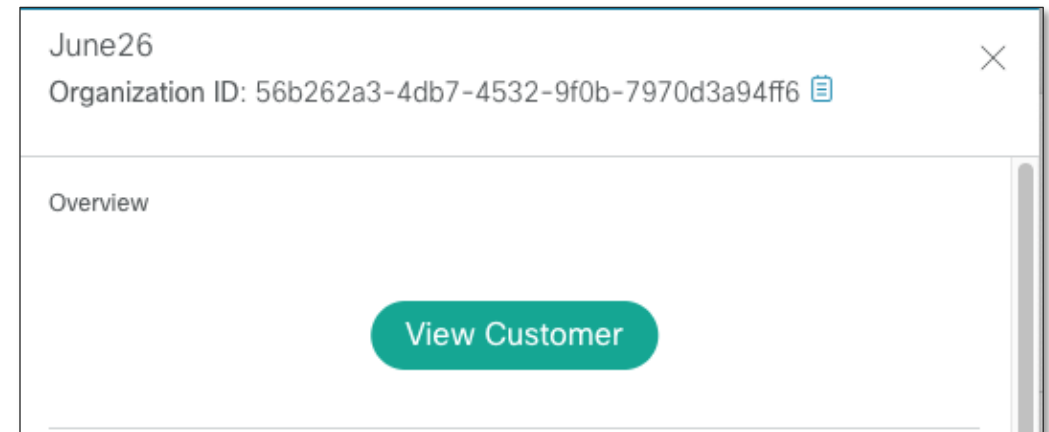
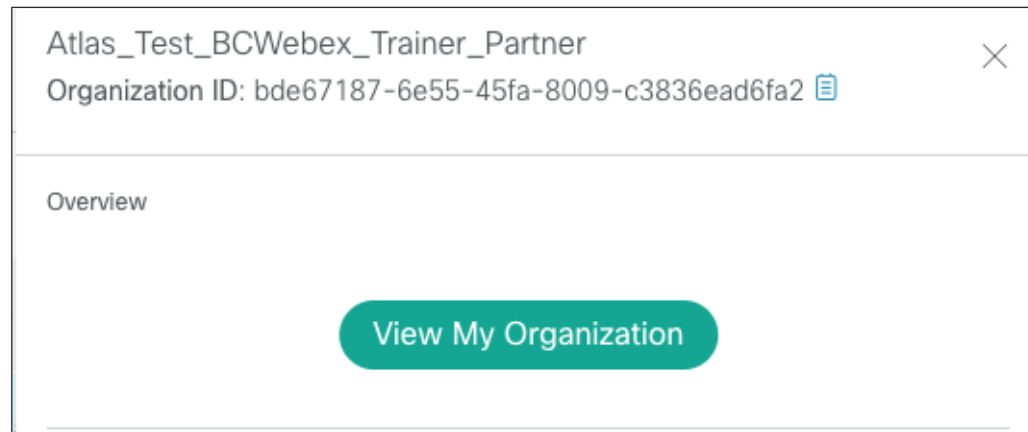
- Each **Partner** is a Cisco Partner
- Each **Customer** is a Partner's Customer
- Each **Customer** represents an **Enterprise** in CH



# CH Named Organizations

- Why is this important?
- Cisco maps Partners and Customers to their respective unique Organizational ID Added to all TAC Tickets

NOTE: in CH both Partners & Customers are Named Organizations



# Partners Roles and Creation

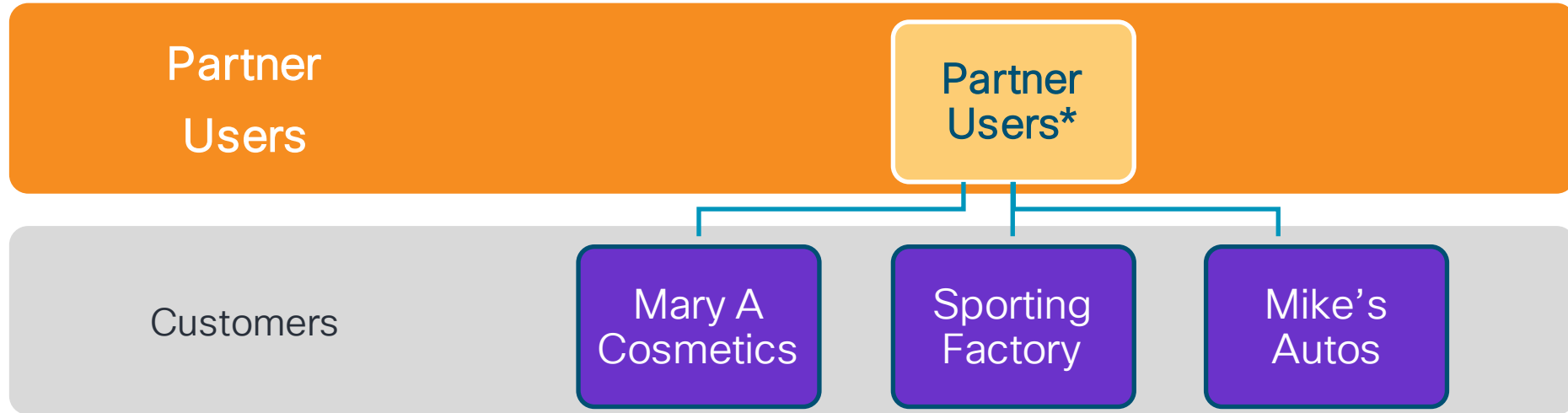


# Partners Roles

<https://www.cisco.com/c/en/us/products/collateral/conferencing/webex-control-hub/datasheet-c78-740770.html>

Partner Administrator	The Partner Administrator is a Full Administrator
Other Partner Users	<p>Partners Users can have different privileges in Control Hub</p> <p><b>Organization Admin Roles</b></p> <ul style="list-style-type: none"><li>- Full Admin</li><li>- Read-only Admin</li></ul> <p><b>Functional Admin Roles</b></p> <ul style="list-style-type: none"><li>- Support Admin</li><li>- User and Device Admin</li><li>- Device Admin</li><li>- Compliance officer</li><li>- Advanced Troubleshooting Access</li></ul> <p><b>Customer Management Roles</b></p> <ul style="list-style-type: none"><li>- Sales Full Admin</li><li>- Sales Administrator</li><li>- Help Desk Admin</li></ul> <p><b>Services</b></p> <ul style="list-style-type: none"><li>- Webex Site Administrator Roles</li></ul>

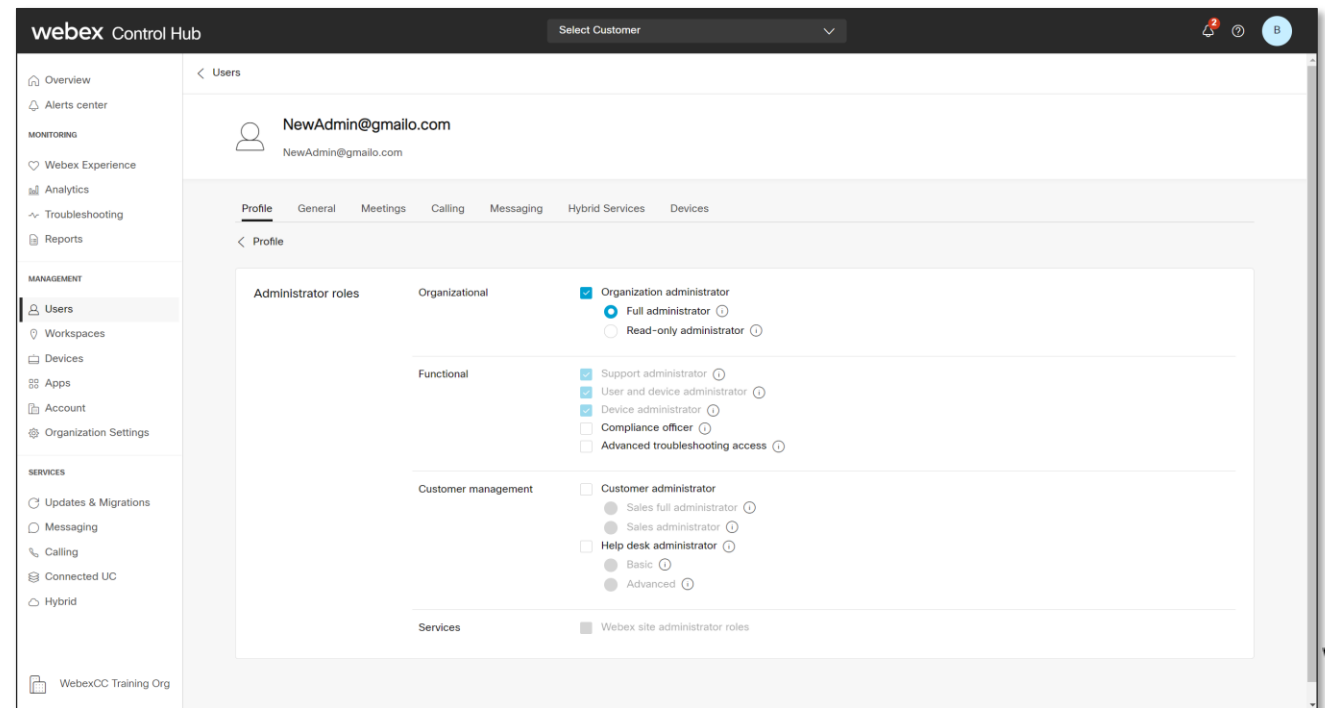
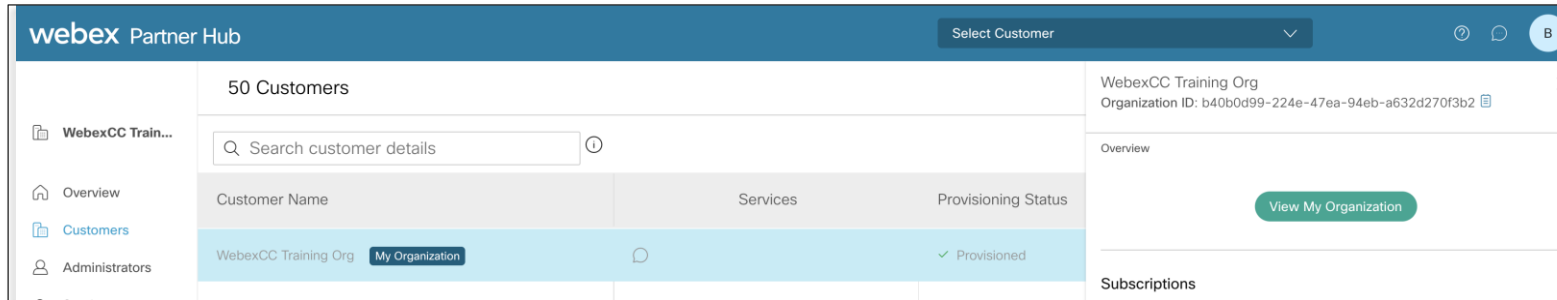
# Partner Roles



- Depending on their privileges, Partner Users may create other Partner Users
- Additional Partner Users are optional

# Partner Administrator Creation

- New Partner Admins can be given different rights by changing the Administration Roles



# Partners Sales Administrators

# Partner Sales Administrators

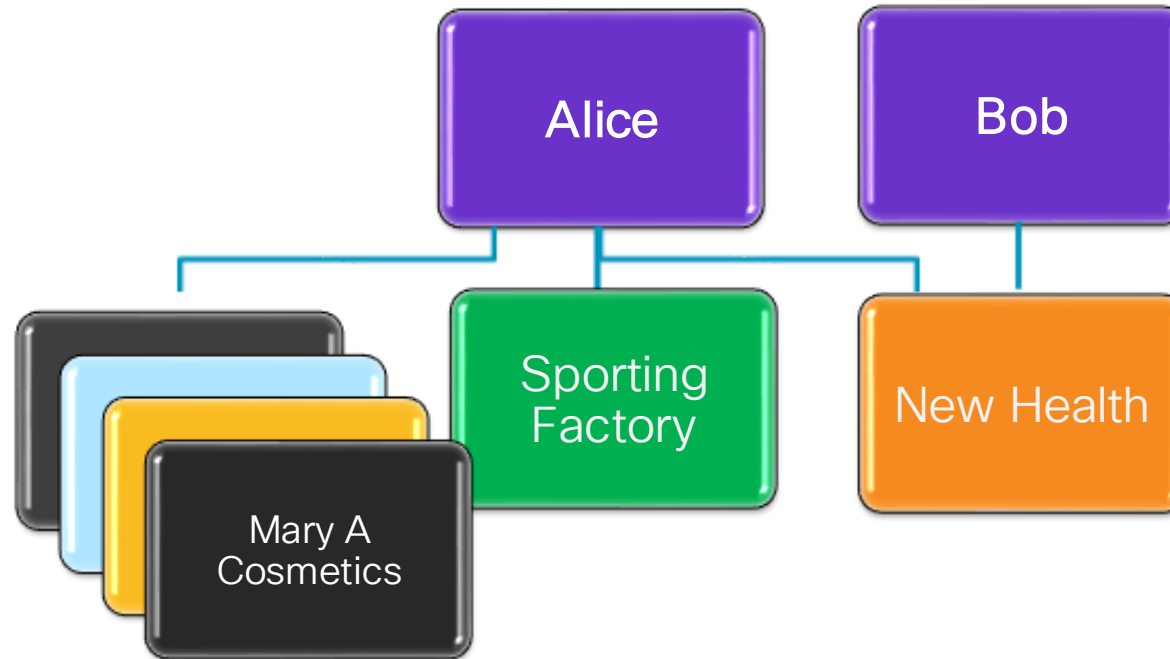
Webex Calling supports two roles to separate sales privileges:

1. **Sales Administrator's** have no access to Customers of the Partner Organization
2. **Sales Full Admin**, has access to the full list of Customers managed by the Partner,
  - Can assign other sales/sales full admins within the partner organization.

<https://help.webex.com/en-us/fs78p5/Assign-Organization-Account-Roles-in-Cisco-Webex-Control-Hub>

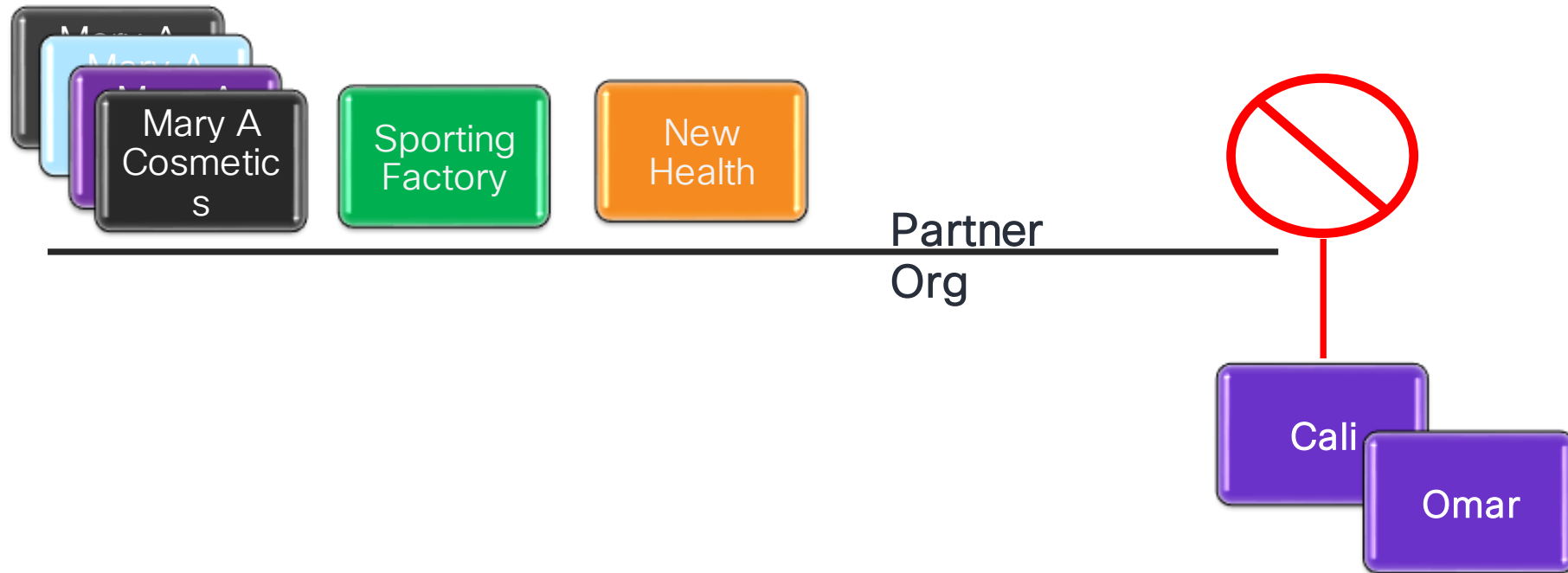
# Partner users with Sales Full Administration

- Can view/manage any customer part of their Partner Org



# Partner users with Sales Administration

- No access to Customers in their Partner Org
- Can create other Sales Admins
- Might be assigned to Customers



# Creating a Sales Full Administrator

Customer management

☒ Customer administrator

☒ Sales full administrator ⓘ

☐ Sales administrator ⓘ

☐ Help desk administrator ⓘ

☐ Basic ⓘ

☐ Advanced ⓘ

Read/Write all customer orgs



# Creating a Sales Administrator

NewAdmin@gmail.com  
NewAdmin@gmail.com

Profile

General

Meetings

Calling

Messaging

Hybrid Services

Devices

< Profile

Administrator roles

Organizational

☒ Organization administrator

☒ Full administrator ⓘ

☐ Read-only administrator ⓘ

Functional

☒ Support administrator ⓘ

☒ User and device administrator ⓘ

☒ Device administrator ⓘ

☐ Compliance officer ⓘ

☐ Advanced troubleshooting access ⓘ

Customer management

☒ Customer administrator

☐ Sales full administrator ⓘ

☒ Sales administrator ⓘ

☐ Help desk administrator ⓘ

Basic ⓘ

Advanced ⓘ

Services

☐ Webex site administrator roles

Read/Write assigned customer orgs

# Partner Administration of Specific Customers

Partners Users can be assigned to manage specific Customers via the Add Administrators search box.

The screenshot displays the Webex Partner Hub interface. On the left, a sidebar contains navigation links: 'WebexCC Train...', 'Overview', 'Customers', 'Administrators' (highlighted with a red box and labeled 1), 'Services', 'Troubleshooting', and 'Settings'. The main content area is titled 'Sales Administrators' and features a search box labeled 'Search by name or email' (labeled 4) and a 'Filter' button. A modal dialog box titled 'Add Administrators' is open in the center. It contains a search box with the text 'NewAdmin@gmail.com' (labeled 3), a dropdown menu, and two radio button options: 'Sales Full Admin (read/write all customer orgs)' and 'Sales Admin (read/write specific customer orgs)' (labeled 4). The dialog box has 'Cancel' and 'Ok' buttons at the bottom. In the background, the 'New Administrators' button is highlighted with a red box and labeled 2. The top of the interface shows the 'webex Partner Hub' logo and a 'Select Customer' dropdown menu.

# Customer Roles

# Definitions

<https://www.cisco.com/c/en/us/products/collateral/conferencing/webex-control-hub/datasheet-c78-740770.html>

Customer	An Enterprise (Tenant) that has Contact Center services at one or more sites
Customer Admin	Customer Administrator (Tenant Administrator) is a Full Administrator
Customer Users	<p>Customer Users can have different privileges in Control Hub</p> <p><b>Organization Admin Roles</b></p> <ul style="list-style-type: none"><li>- Full Admin</li><li>- Read-only Admin</li></ul> <p><b>Functional Admin Roles</b></p> <ul style="list-style-type: none"><li>- Support Admin</li><li>- User and Device Admin</li><li>- Device Admin</li><li>- Advanced Troubleshooting Access</li></ul> <p><b>Services</b></p> <ul style="list-style-type: none"><li>- Contact center service administrator</li><li>- Webex site administrator roles</li></ul>

# Customer Roles



- Depending on their privileges, Customer Users may create other Customer Users
- Additional Customer Users are optional

# Creating a Customer Organization Administrator

The screenshot displays the Webex Control Hub interface. The left sidebar contains navigation links for Overview, Getting Started Guide, Alerts center, MONITORING (Analytics, Troubleshooting, Reports), MANAGEMENT (Users, Workspaces, Devices, Apps, Account, Organization Settings), and SERVICES (Updates & Migrations, Messaging, Calling, Contact Center, Connected UC, Hybrid). The main content area shows the 'Users' section with a user profile for 'webexcc+USA01@gmail.com'. The 'Profile' tab is selected, and a dropdown menu is open for the 'Full administrator' role, listing the following permissions:

- ✓ User Management
- ✓ Company Policy & Templates
- ✓ Analytics & Reports
- ✓ Support Metrics & Notifications
- ✓ Licenses & Upgrades
- ✓ Assign Roles

The 'Administrator roles' section is divided into three categories:

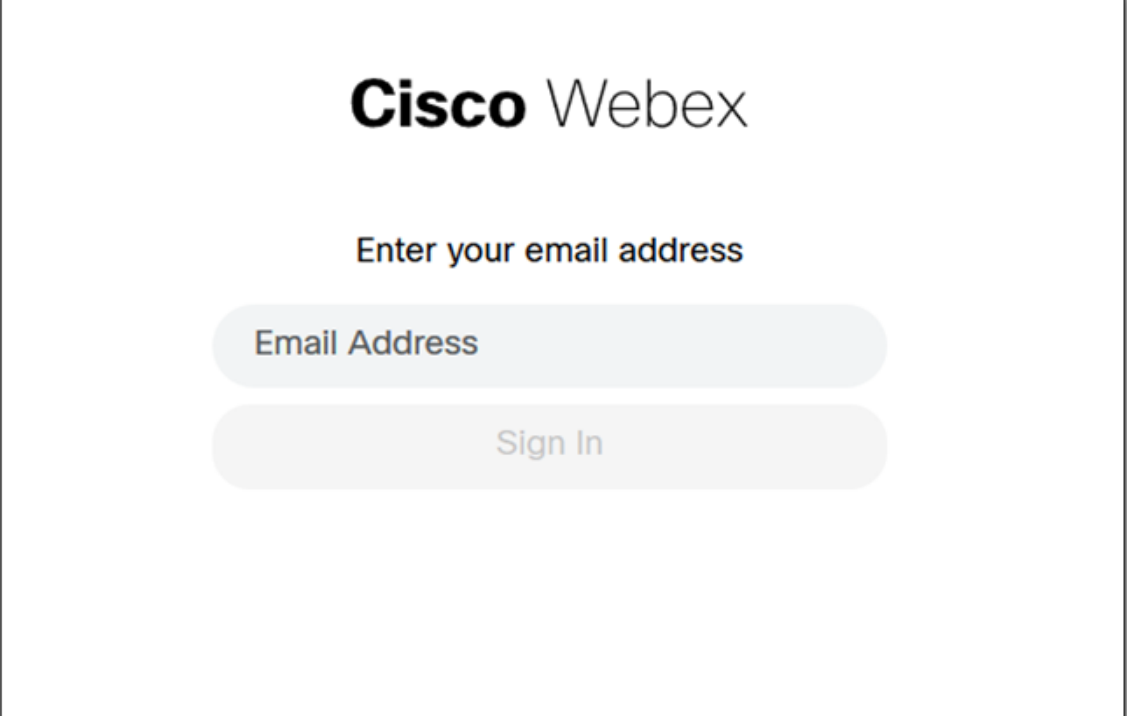
- Organizational**
  - ☒ Organization administrator
  - ☒ Full administrator ⓘ
  - ☐ Read-only administrator
- Functional**
  - ☒ Support administrator ⓘ
  - ☒ User and device administrator ⓘ
  - ☒ Device administrator ⓘ
  - ☐ Compliance officer ⓘ
  - ☐ Advanced troubleshooting access ⓘ
- Services**
  - ☐ Contact center service administrator
  - ☐ Webex site administrator roles

# Control Hub Partner Portal

# Control Hub Portal

admin.webex.com

- Users log in to the Control Hub Customer Portal using their own CI credentials

A screenshot of the Cisco Webex login interface. At the top, the "Cisco Webex" logo is displayed. Below it, the text "Enter your email address" is centered. Underneath, there is a light blue rounded rectangular input field containing the placeholder text "Email Address". Below the input field is a light gray rounded rectangular button with the text "Sign In" in a lighter gray font.

**Cisco** Webex

Enter your email address

Email Address

Sign In



# Partner Organization Overview

## Control Hub Partner Portal

- View and manage all of Partner Customers

The screenshot displays the Webex Partner Hub interface. The left sidebar contains a navigation menu with the following items: WXCC\_Int\_Part..., Overview, Customers (highlighted with a red box), Administrators, Services, Troubleshooting, and Settings. The main content area shows a header for '35 Customers' with a search bar and a filter dropdown. Below this is a table with the following columns: Customer Name, Services, Provisioning Status, and Subscription Status. The table lists several customers, including 'WXCC\_Int\_Partner', 'Instructor Example', 'Instructors Tenant 2', 'Student 01', 'Student 02', 'Student 03a', 'Student 04', 'Student 05', and 'Student 06'. The 'Student 02' row is highlighted with a red box around the service icon.

Customer Name	Services	Provisioning Status	Subscription Status
WXCC_Int_Partner	My Organization	Not Available	Not Available
Instructor Example		✓ Provisioned	● Trial expires within 60 days
Instructors Tenant 2		✓ Provisioned	● Trial Expired
Student 01		✓ Provisioned	● Trial Expired
Student 02		✓ Provisioned	● Trial expires within 60 days
Student 03a		✓ Provisioned	● Trial Active
Student 04		✓ Provisioned	● Trial Expired
Student 05		✓ Provisioned	● Trial Expired
Student 06		✓ Provisioned	● Trial Active

# Customer Slide Out Screen

## Control Hub Partner Portal

- View high level details about a Customer
- Green button launches into Customer for provisioning

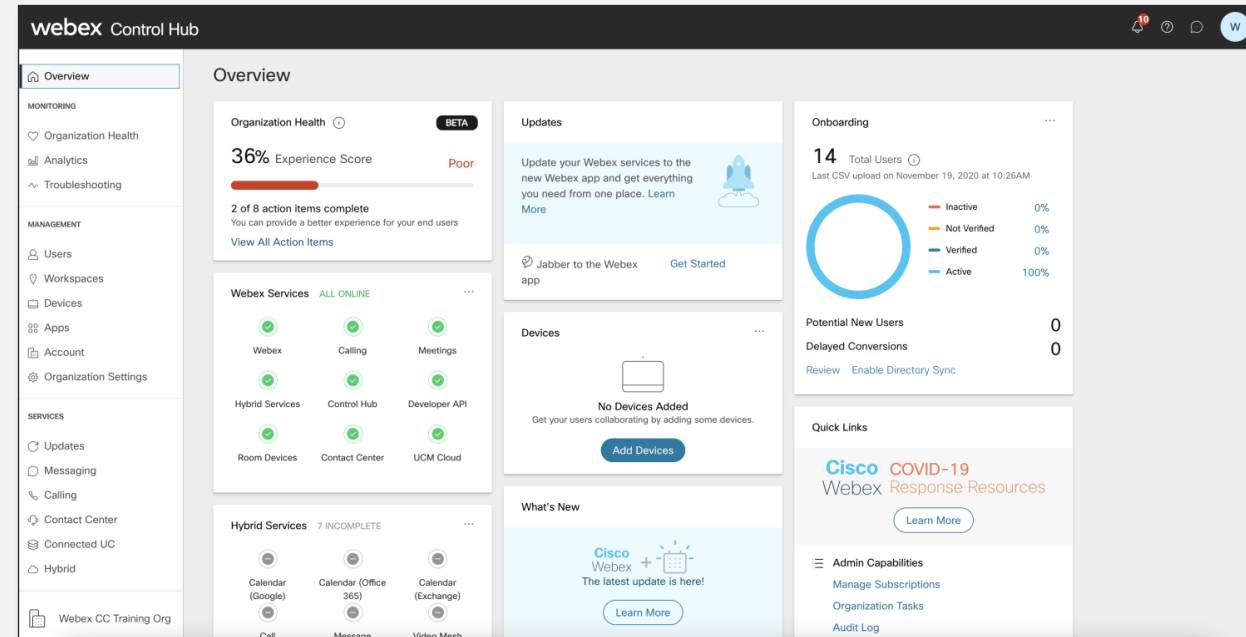
The screenshot displays the Webex Partner Hub interface. On the left is a navigation sidebar with options: Overview, Customers (highlighted), Administrators, Services, Troubleshooting, and Settings. The main content area is titled '35 Customers' and includes a search bar. Below the search bar is a table with two columns: 'Customer Name' and 'Services'. The table lists several customers, with 'Student 04' highlighted in blue. To the right of the table is a detailed view for 'Student 04', showing the Organization ID and a 'View Customer' button (highlighted with a red box). Below this are sections for 'Administrator Management', 'Subscriptions' (showing a trial status), 'Customer Branding', and 'Meeting Settings'. A 'Delete Customer' button is located at the bottom right of the detailed view.

Customer Name	Services
WXCC_Int_Partner	My Organization
Instructor Example	Not Available
Instructors Tenant 2	
Student 01	
Student 02	
Student 03a	
Student 04	
Student 05	
Student 06	
Student 07	
Student 08	

# Overview Page

## Control Hub Partner Portal

- Landing page when launching into a Customer Organization

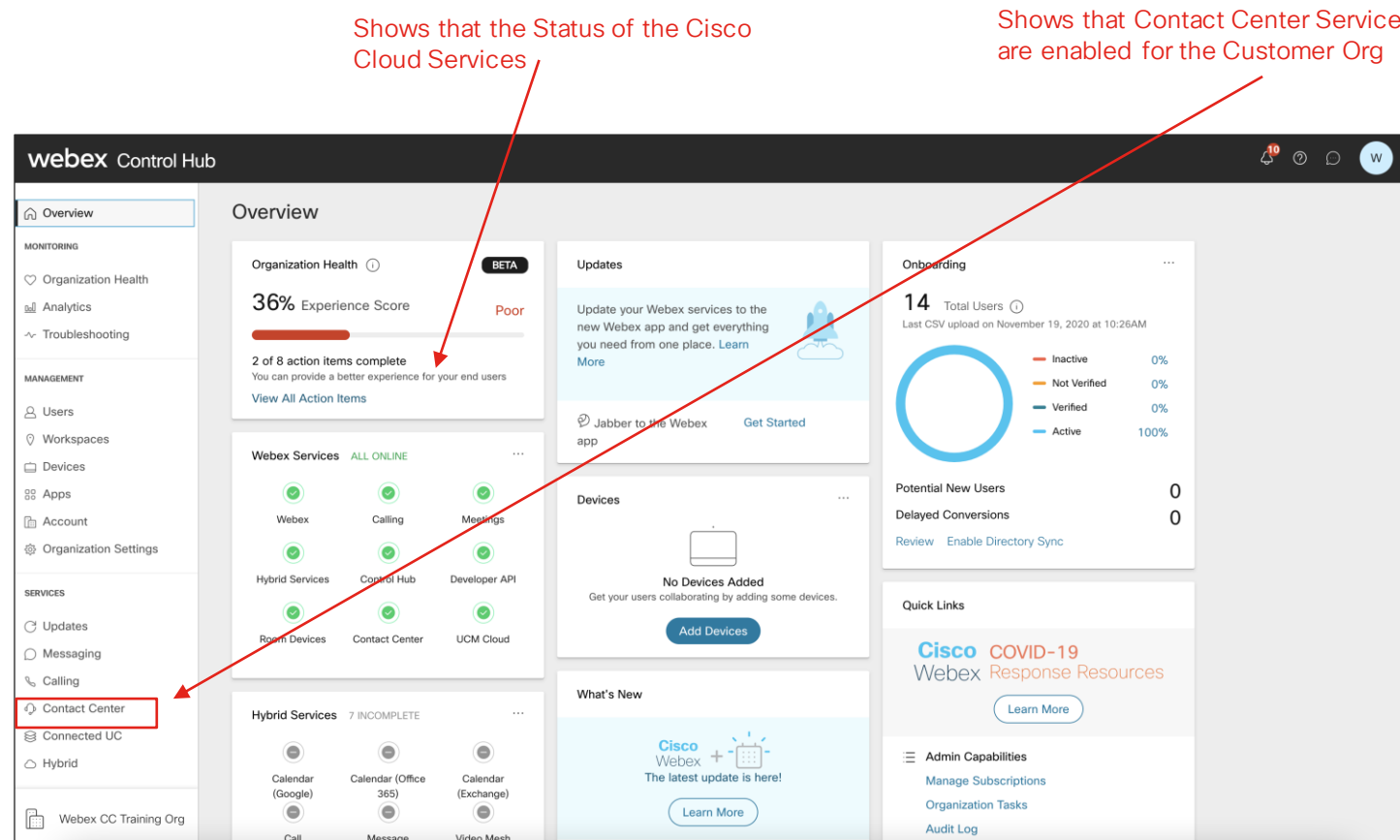


# Control Hub Customer Portal

# Overview Page

## Control Hub Customer Portal

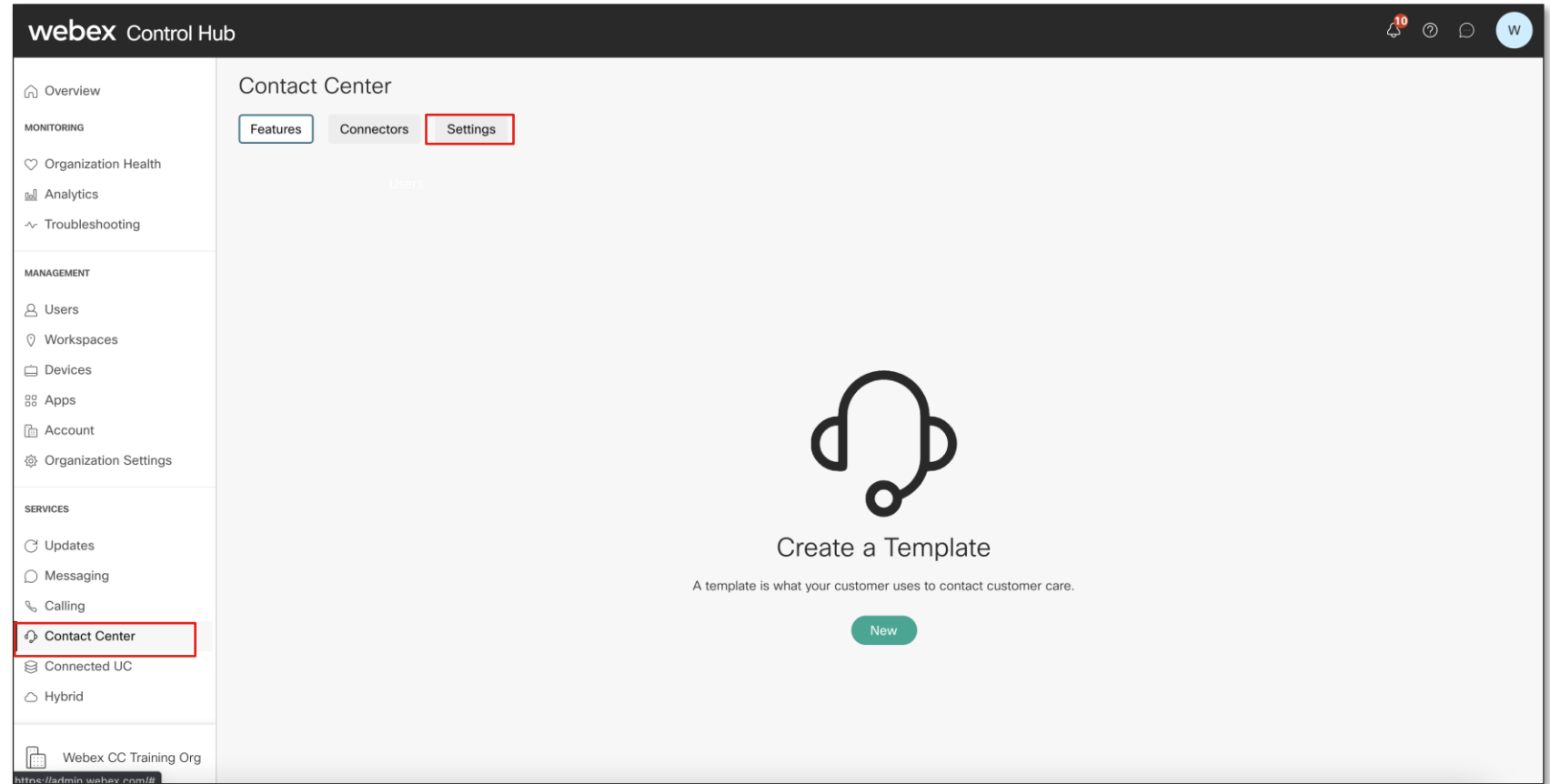
- Landing page when logging into a Customer Organization



# How to X-Launch into Tenant Portal

## Control Hub Customer Portal

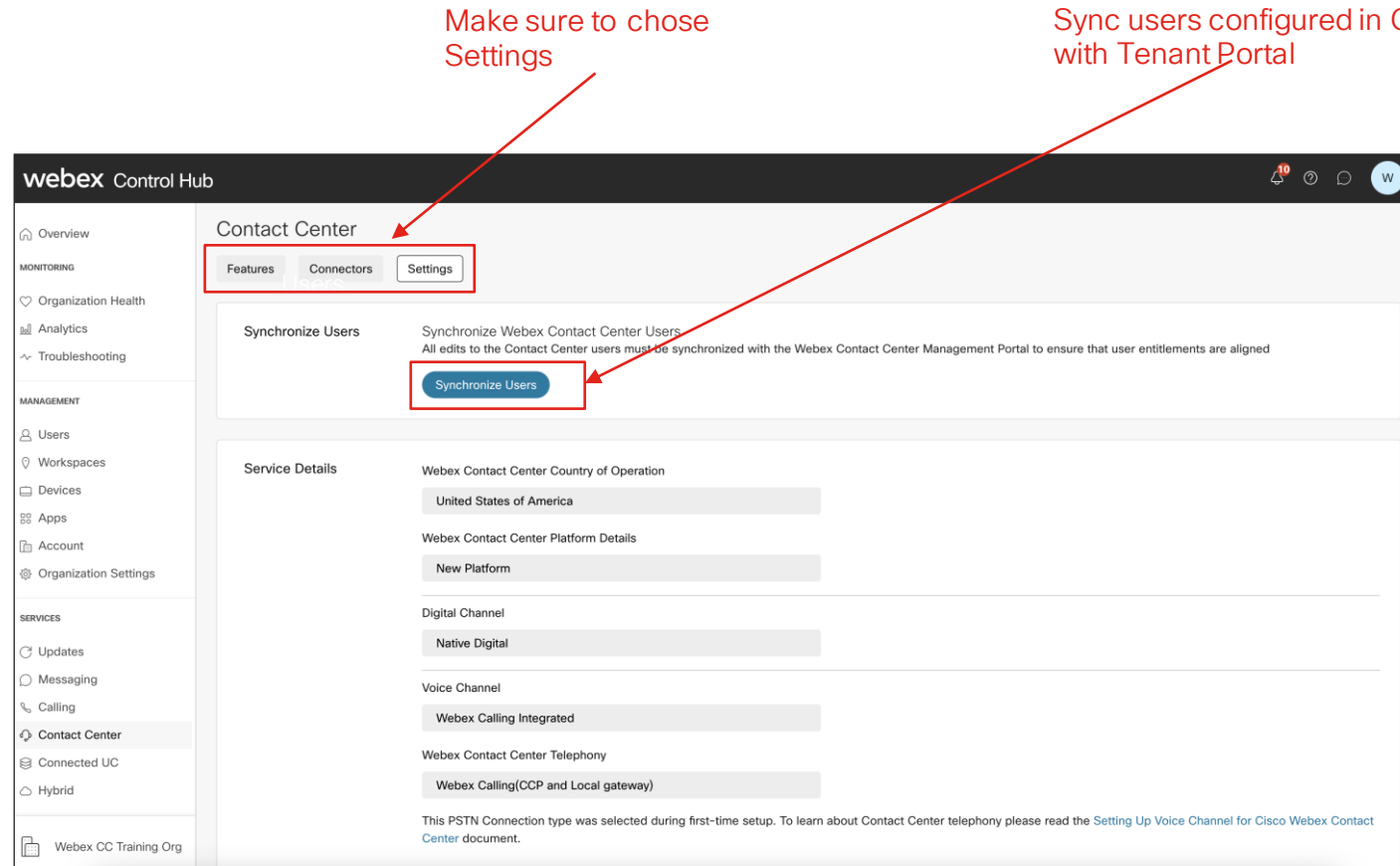
- Services
- Contact Center
- Settings



# Contact Center Settings Page

## Control Hub Customer Portal

- “Synchronized Users” should be pressed if CH users are not synched with Tenant Portal users

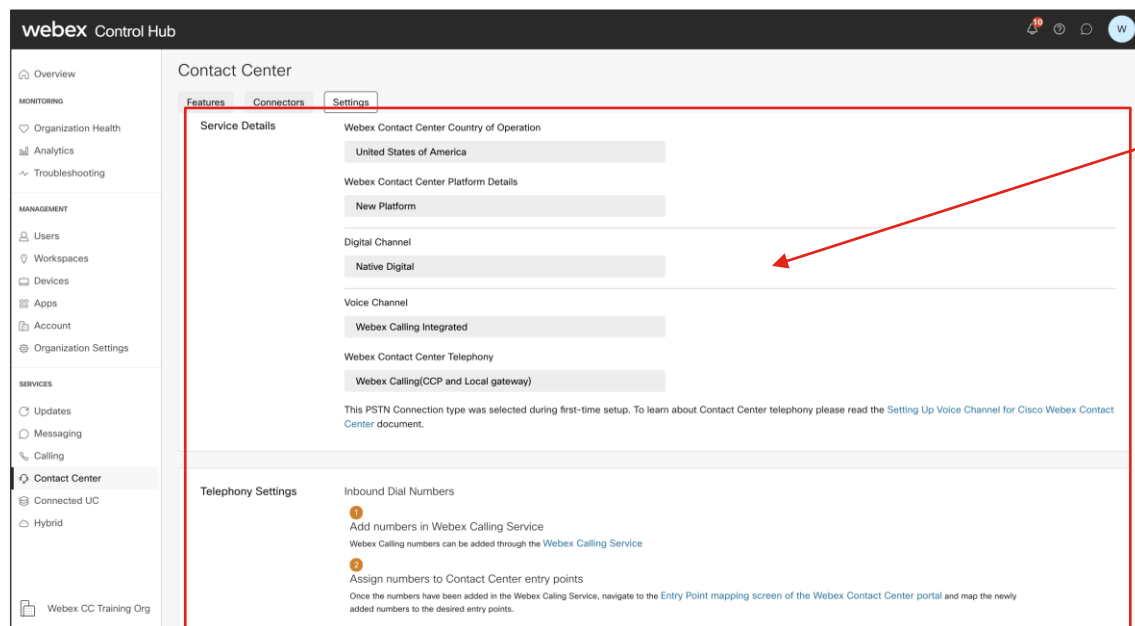


# Contact Center Settings Page

## PSTN Connection

- According to the Customer FTSW selection, the chosen Webex Calling PSTN options will be shown:
  - CCP and Local GW
  - VPOP bridge

NOTE: Webex Calling numbers shall be assigned to a Webex Calling location to be used in the Tenant Portal for Entry Point mapping



Webex Calling Integration  
Settings



# Contact Center Settings Page

## Control Hub Customer Portal

- “Go to Webex Contact Center Management Portal” link will cross-launch into Tenant Admin Portal for the Customer Organization

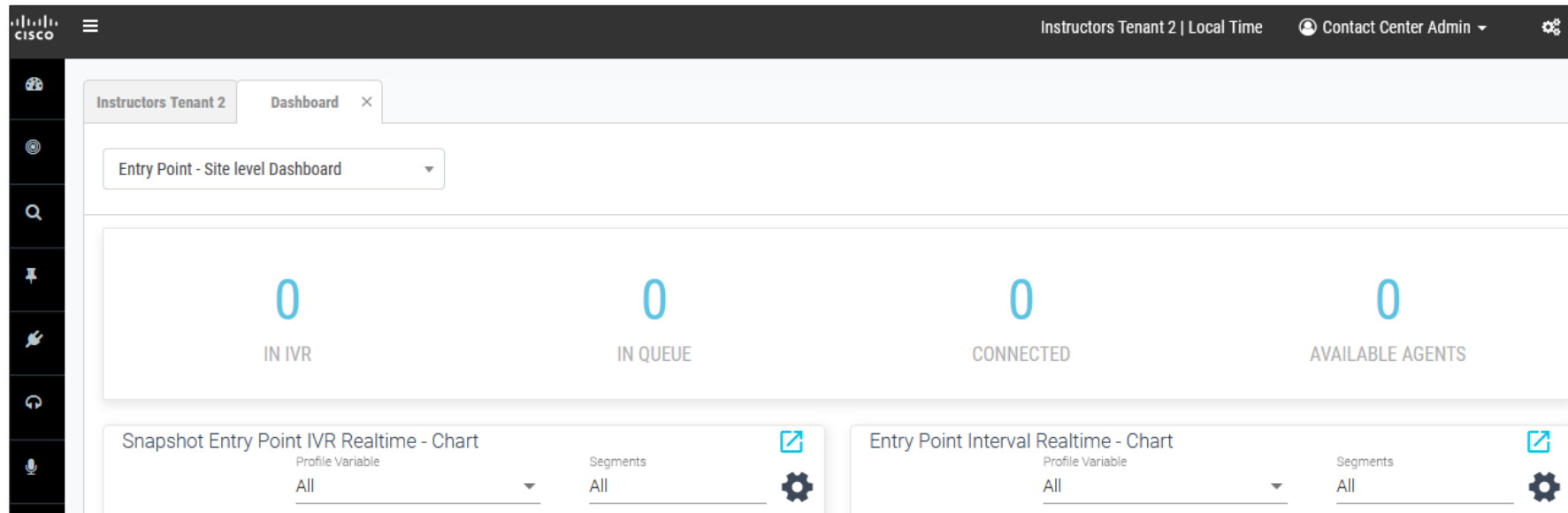
X-launch to Tenant Admin Portal

The screenshot displays the Webex Control Hub interface. On the left is a navigation sidebar with sections: Overview, MONITORING (Organization Health, Analytics, Troubleshooting), MANAGEMENT (Users, Workspaces, Devices, Apps, Account, Organization Settings), SERVICES (Updates, Messaging, Calling, Contact Center, Connected UC, Hybrid), and Webex CC Training Org. The main content area is titled 'Contact Center' and has tabs for Features, Connectors, and Settings. The Settings tab is active, showing options for Redact, Drop, and Chat Security Banner. Below these is the 'Content Security Policy Allowed List' section with a text input field and an 'Add' button. The 'Advanced Configuration' section at the bottom contains the text 'Webex Contact Center Management' and 'Configure advanced features for the customer organization including user profiles, multimedia profiles, sites, teams, and routing strategy.' A red box highlights a link that says 'Go to Webex Contact Center Management Portal' with an external link icon. A red arrow points from the text 'X-launch to Tenant Admin Portal' to this link.

# Tenant Portal

## Landing Page

- Landing page of the Tenant Admin Portal for Customer Organization



# Control Hub Customer Portal: User Management

# Users Management

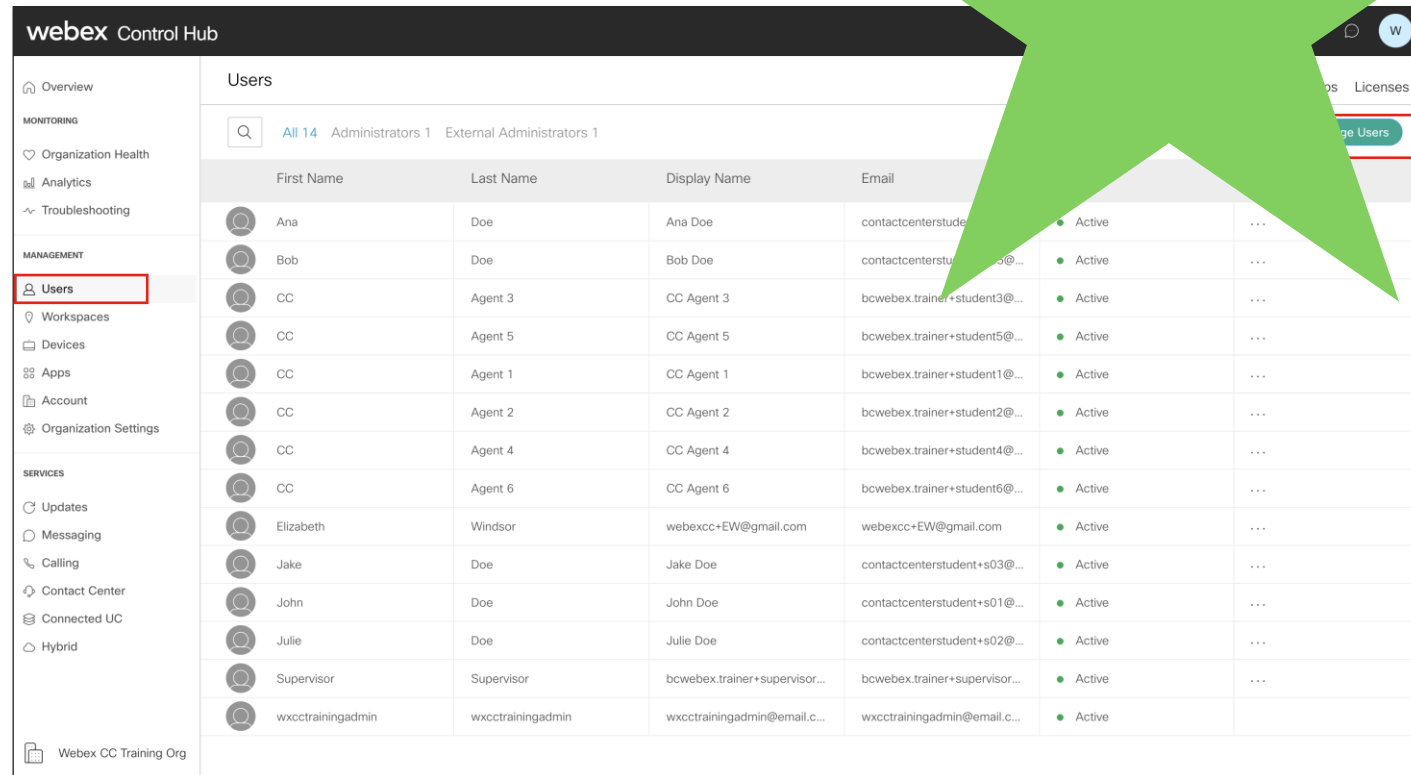
## CH Customer Portal

- View Users for the Customer Organization
- Add new Users
  - Manually
  - Via Bulk Import
  - Directory Synchronization
- Edit License allocation for a given User

# User Management

## CH Customer Portal

- List of existing Users
- Add new Users by clicking green button



**webex Control Hub**

**Users**

Search: All 14 Administrators 1 External Administrators 1

	First Name	Last Name	Display Name	Email		
	Ana	Doe	Ana Doe	contactcenterstudent...	Active	...
	Bob	Doe	Bob Doe	contactcenterstudent...	Active	...
	CC	Agent 3	CC Agent 3	bcwebex.trainer+student3@...	Active	...
	CC	Agent 5	CC Agent 5	bcwebex.trainer+student5@...	Active	...
	CC	Agent 1	CC Agent 1	bcwebex.trainer+student1@...	Active	...
	CC	Agent 2	CC Agent 2	bcwebex.trainer+student2@...	Active	...
	CC	Agent 4	CC Agent 4	bcwebex.trainer+student4@...	Active	...
	CC	Agent 6	CC Agent 6	bcwebex.trainer+student6@...	Active	...
	Elizabeth	Windsor	webexcc+EW@gmail.com	webexcc+EW@gmail.com	Active	...
	Jake	Doe	Jake Doe	contactcenterstudent+s03@...	Active	...
	John	Doe	John Doe	contactcenterstudent+s01@...	Active	...
	Julie	Doe	Julie Doe	contactcenterstudent+s02@...	Active	...
	Supervisor	Supervisor	bcwebex.trainer+supervisor...	bcwebex.trainer+supervisor...	Active	...
	wxcctrainingadmin	wxcctrainingadmin	wxcctrainingadmin@email.c...	wxcctrainingadmin@email.c...	Active	...

Webex CC Training Org

# Manual User Addition

## CH Customer Portal

- Manually Add Users

Manage Users

Active Directory

Directory Synchronization

- Disabled

[Turn on Directory Synchronization](#)

Modify Users

Manually Add or Modify Users

Add or Modify up to 25 users.

CSV Add or Modify Users

Add or modify users with a CSV file.  
[Export user list](#)  
[View import history \(tasks\)](#)

Claim Users

There are no users to claim.

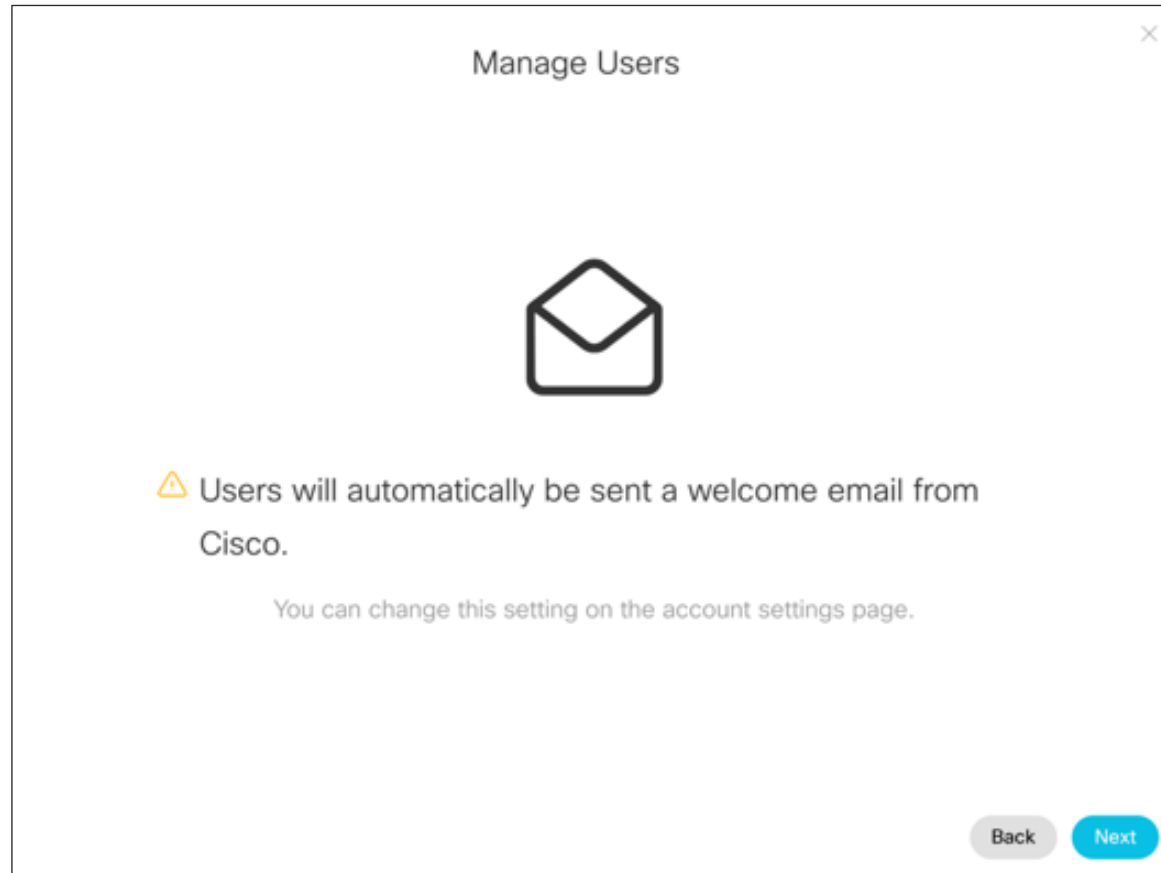
Resend Invitations

Resend invitations to all verified and unverified users.  
[Resend invitations](#)

# Manual User Addition

## CH Customer Portal

- Acknowledge that adding a new user will trigger a welcome email



# Manual User Addition

## CH Customer Portal

- Enter an email address for the new user

×

Manage Users

Manually Add or Modify Users

Enter up to 25 users to modify.

☒ Email address

☐ Names and Email address

Student@gmail.com ×

For example: John Doe john.doe@example.com, Kate Williams kate.williams@example.com

Back

Next



# Manual User Addition

## CH Customer Portal

- Assign Licenses for the new User
- Also, you can select between these licenses for Webex Contact Center:
  - Standard Agent
  - Premium Agent
  - Supervisor (Premium Agent)

The screenshot shows the 'Manage users' interface with a title bar and a close button. Below the title is the section 'Add Services for Users' with the instruction 'Select the service entitlements that you want to provide to users.' The interface is divided into two main sections: 'Free Public Collaboration Services' (highlighted in green) and 'Licensed Collaboration Services' (highlighted in blue). The 'Free Public Collaboration Services' section includes four columns: 'Messaging' with a checked 'Basic Messaging' checkbox; 'Meeting' with a checked 'Basic Space Meetings' checkbox; 'Calling' with a checked 'Call on Webex (1:1 call, non-PSTN)' checkbox; and 'Contact Center' with 'None' selected. The 'Licensed Collaboration Services' section includes three columns: 'Messaging' with an unchecked 'Advanced Messaging' checkbox; 'Calling' with unchecked 'Webex Calling' and 'Professional' checkboxes; and 'Customer Care' with an unchecked 'Contact Center' checkbox, an 'Assign License Type' dropdown set to 'Premium Agent', and a 'Select User Role' dropdown with options for 'Agent', 'Supervisor', 'Administrator', and 'Standard Agent'. A red arrow points from the 'Webex Calling' checkbox to a red text annotation on the right. At the bottom right are 'Back' and 'Add Users' buttons.

Messaging	Meeting	Calling	Contact Center
Free Public Collaboration Services			
<input checked="" type="checkbox"/> Basic Messaging	<input checked="" type="checkbox"/> Basic Space Meetings ⓘ	<input checked="" type="checkbox"/> Call on Webex (1:1 call, non-PSTN)	None
Licensed Collaboration Services			
<input type="checkbox"/> Advanced Messaging		<input type="checkbox"/> Webex Calling <input type="checkbox"/> Professional	<input type="checkbox"/> Contact Center Assign License Type ⓘ ● Premium Agent Select User Role ⓘ ● Agent ● Supervisor ● Administrator ● Standard Agent

Webex Calling is needed if User will be a Webex Calling User

# Manual User Addition

## Webex Calling Number Assignment

- Webex Calling Location shall be created prior to this step in Webex Calling
- Extension is mandatory

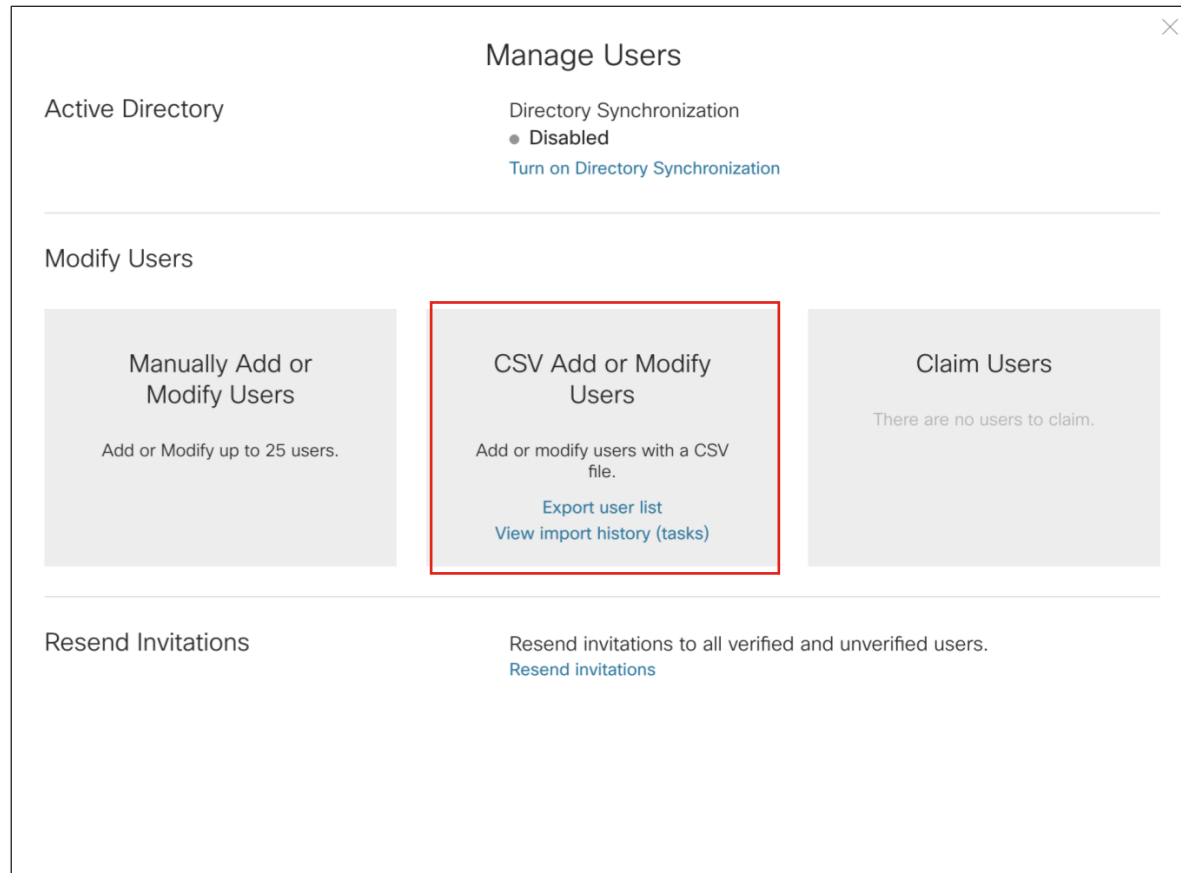
\*\*\*Only necessary if the User is a Webex Calling User\*\*\*

User	Location	Phone Number	Extension
bwebex.trainer+s@gmail.com	Main HQ	None	1001

# Bulk User Onboarding

## CH Customer Portal

- Select CSV Add or Modify Users



# Bulk User Onboarding

## CH Customer Portal

- Export Users or download the CSV template
- Once CSV template is complete, Import the CSV back into Control Hub


Manage Users

Bulk Add or Modify Users

This method requires the uploaded content to match current license subscriptions. To add or update users, export the current user template below to edit user attributes. The Eligible For column in the Export CSV is governed by the Migrate Content setting in the Settings tab. Once completed, upload changes. [Download CSV template](#)

Add services if cells are set to 'TRUE', remove services set to 'FALSE'.

For Webex Meeting licenses, assign attendee role in the "<siteName>-attendee" column with 'TRUE' or 'FALSE'. If cells are set to 'TRUE' assign attendee role, if cells are set to 'FALSE' attendee role will not be assigned. [Learn More](#)




Export

Export user attributes of

☒ Users in my organization

☐ Users outside my organization

[Learn more.](#)



Import

Drag and Drop your CSV file here or [click to browse](#)

If your CSV file contains Unicode characters (e.g. あ, ф, і, ü, ß), import your file in the UTF-8 format. [Learn more.](#)

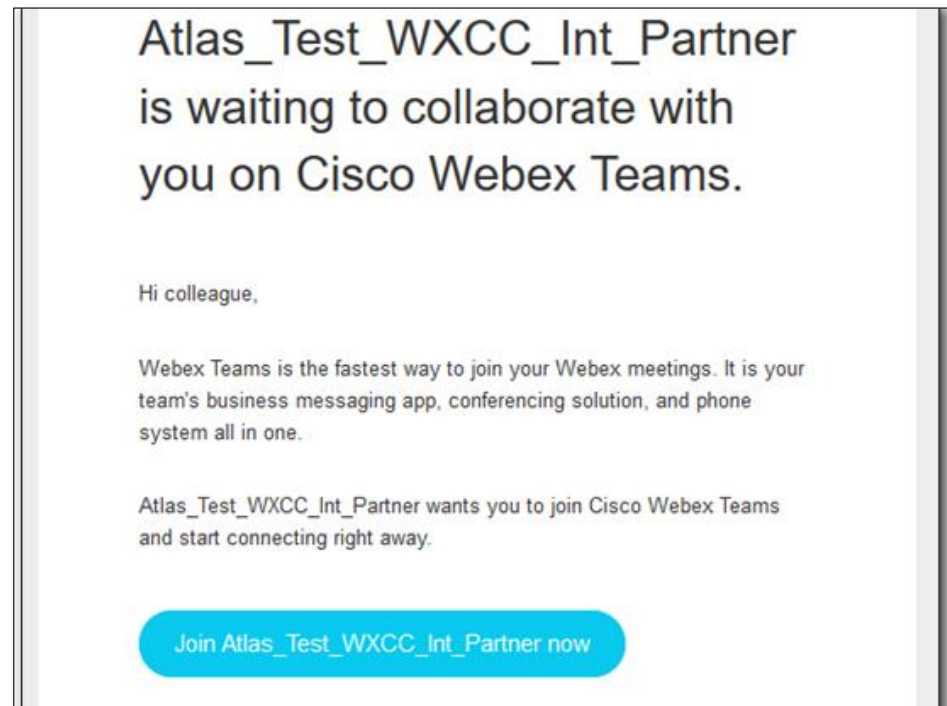
Back

Next

# User Activation

## CH Customer Portal

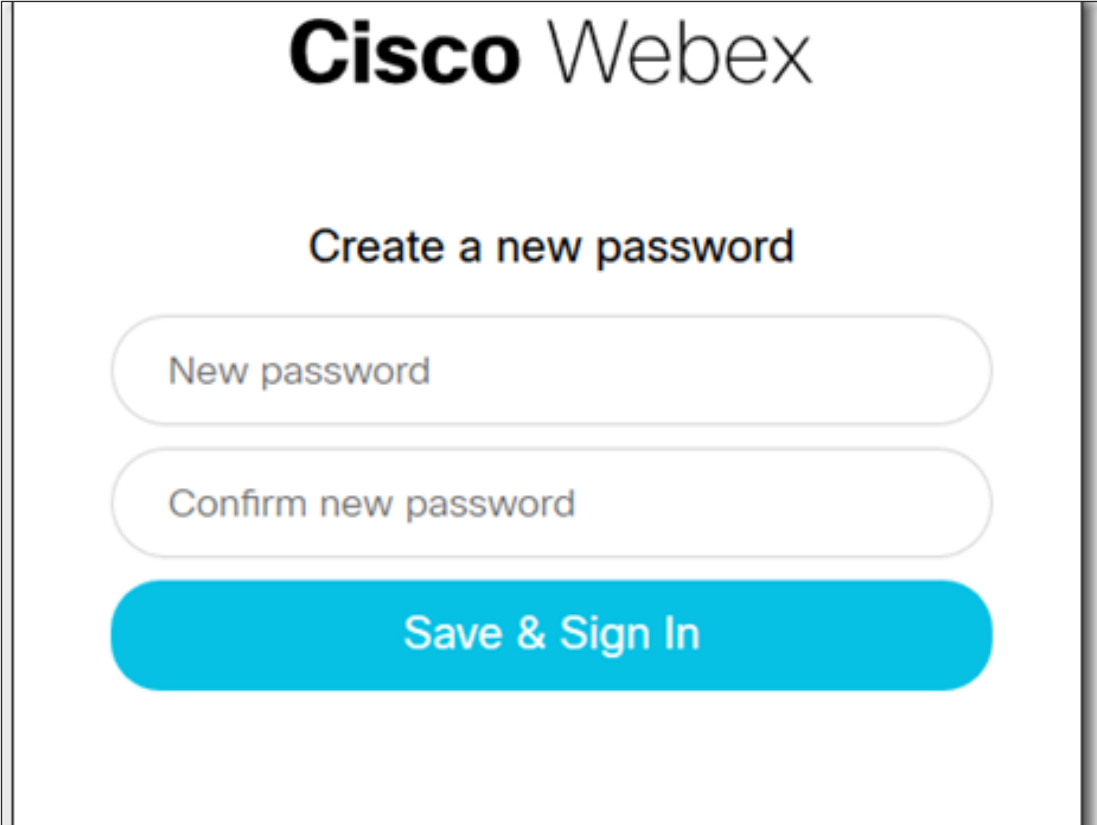
- Users (Agents/Supervisors/Tenant Admins) have to be activated by setting their password via the email sent by CH
- Once activated, Users will show in the Tenant Portal



# Common Identity Password Setup

## Tenant Admin

- Customer Admin sets password in Common Identity (CI) and then logs in to Control Hub

A screenshot of the Cisco Webex password setup interface. At the top, the 'Cisco Webex' logo is displayed. Below it, the text 'Create a new password' is centered. There are two input fields: the first is labeled 'New password' and the second is labeled 'Confirm new password'. Both fields are empty. Below these fields is a large blue button with the text 'Save & Sign In' in white.

# Control Hub Customer Portal: User Editing

# Verification of User License Type

The screenshot displays the Webex Control Hub interface for a user profile. The left sidebar contains navigation menus for Overview, Getting Started Guide, Alerts center, MONITORING (Analytics, Troubleshooting, Reports), MANAGEMENT (Users, Workspaces, Devices, Apps, Account, Organization Settings), and SERVICES (Updates & Migrations, Messaging, Calling, Contact Center). The main content area is titled 'Active - c.ontactcenterstudent@gmail.com' and features tabs for Profile, General, Meetings, Calling, Messaging, Hybrid Services, and Devices. The 'Profile' tab is selected and highlighted with a red box. Below the tabs, the 'User details' section contains fields for First Name (CC), Last Name (Agent1), Display Name (CC Agent1), Email Address (c.ontactcenterstudent@gmail.com), Preferred Email Language (English - American English), Last Email Status (Delivered | Last Sent: Jan 13, 2022, 2:29:57 PM), and Name Labels (Status: Not enrolled | Organization Setting: Off). The 'Licenses' section below shows a list of licenses with columns for icon, name, and description. The 'Contact Center' license is highlighted with a red box, showing 'Premium Agent' as the description. An 'Edit Licenses' button is located at the bottom of the Licenses section.

User details		
First Name	CC	
Last Name	Agent1	
Display Name	CC Agent1	
Email Address	c.ontactcenterstudent@gmail.com	
Preferred Email Language	English - American English Using default settings	
Last Email Status	Delivered   Last Sent: Jan 13, 2022, 2:29:57 PM	
Name Labels	Status: Not enrolled   Organization Setting: Off	

Licenses		
Messaging	Basic Messaging	
Meeting	Basic Space Meetings	
Calling	Call on Webex (1:1 call, non-PSTN)	
Contact Center	Premium Agent	

[Edit Licenses](#)



# User License Editing

## CH Customer Portal

- Select target User for editing his/her License Assignment

The screenshot displays the Webex Control Hub interface for editing a user's license. The main panel shows the 'Profile' tab for user 'CC Agent1'. The 'Licenses' section lists assigned services: Basic Messaging, Basic Space Meetings, Call on Webex (1:1 call, non-PSTN), and Premium Agent. An 'Edit Licenses' button is highlighted with a red box.

An overlay window titled 'Services enabled for CC Agent1' is shown, detailing the configuration for the selected user. It includes sections for 'Free Public Collaboration Services' and 'Licensed Collaboration Services'. The 'Contact Center' service is enabled, and the 'Assign License Type' is set to 'Premium Agent'. The 'Select User Role' is set to 'Agent'.

Free Public Collaboration Services	
<input checked="" type="checkbox"/> Basic Messaging	<input checked="" type="checkbox"/> Basic Space Meetings
<input checked="" type="checkbox"/> Call on Webex (1:1 call, non-PSTN)	None

Licensed Collaboration Services	
<b>Messaging</b> <input type="checkbox"/> Advanced Messaging	<b>Calling</b> <input type="checkbox"/> Webex Calling <input type="checkbox"/> Professional

**Customer Care**

☒ Contact Center

Assign License Type ⓘ

- ☒ Premium Agent

Select User Role ⓘ

- ☒ Agent
- ☐ Supervisor
- ☐ Administrator
- ☐ Standard Agent

Go to Contact Center Settings to synchronize user changes with Webex Contact Center Management Portal.

Buttons: Cancel, Save

# Enabling Customer Tenant Admin

## Verification of Tenant Admin License Assignment

The screenshot displays the Webex Control Hub interface. On the left is a navigation sidebar with sections: Overview, Getting Started Guide, Alerts center, MONITORING (Analytics, Troubleshooting, Reports), MANAGEMENT (Users, Workspaces, Devices, Apps, Account, Organization Settings), and SERVICES (Updates & Migrations, Messaging, Calling, Contact Center). The main content area is titled 'webex Control Hub' and has a top navigation bar with tabs: Profile, General, Meetings, Calling, Messaging, Hybrid Services, and Devices. The 'Profile' tab is selected and highlighted with a red box. Below the tabs, the 'User details' section contains the following information:

Field	Value
First Name	webexcc+USA01
Last Name	webexcc+USA01
Display Name	webexcc+USA01@gmail.com
Email Address	webexcc+USA01@gmail.com
Preferred Email Language	English - American English (Using default settings)
Last Email Status	None
Name Labels	Status: Not enrolled   Organization Setting: Off

Below the user details is the 'Licenses' section, which contains a table of assigned licenses:

License Type	Assigned License
Messaging	Basic Messaging Advanced Messaging
Meeting	Basic Space Meetings
Calling	Call on Webex (1:1 call, non-PSTN)
Contact Center	Contact Center Admin

The 'Contact Center' license row is highlighted with a red box. At the bottom of the Licenses section is an 'Edit Licenses' button.

# Enabling Customer Tenant Admin

## Partner Admin

Partner Admin should give Tenant Admin rights to the Customer Admin for Control Hub

- Partner Admin should select Customer Admin and Assign the CC Admin Role by selecting **Full Admin Privileges**

The screenshot displays the Webex Control Hub interface for a user named 'CC Agent1'. The 'Profile' tab is selected, showing details like 'Preferred Email Language' (English - American English) and 'Last Email Status' (Delivered). The 'Licenses' section lists various services like Messaging, Meeting, Calling, and Contact Center. The 'Administrator roles' section is highlighted, showing 'None' assigned. An inset window shows the 'Administrator roles' configuration page, where 'Organization administrator' is selected as 'Full administrator' (indicated by a blue dot). Other roles like 'Support administrator', 'User and device administrator', 'Device administrator', 'Compliance officer', and 'Advanced troubleshooting access' are also listed. The 'Services' section includes 'Contact center service administrator' and 'Webex site administrator roles'.

# Verifying Customer Tenant Admin

## Licence Type

- Once Customer User has been made **Full Admin in CH**, the Webex Contact Center Administrator license is assigned to that user

Services enabled for CC Agent1

Messaging	Meeting	Calling	Contact Center
Free Public Collaboration Services			
<input checked="" type="checkbox"/> Basic Messaging	<input checked="" type="checkbox"/> Basic Space Meetings ⓘ	<input checked="" type="checkbox"/> Call on Webex (1:1 call, non-PSTN)	None
Licensed Collaboration Services			
Messaging <input type="checkbox"/> Advanced Messaging		Calling <input type="checkbox"/> Webex Calling <input type="checkbox"/> Professional	Customer Care <input checked="" type="checkbox"/> Contact Center Assign License Type ⓘ <input checked="" type="radio"/> Premium Agent Select User Role ⓘ <input type="radio"/> Agent <input type="radio"/> Supervisor <input checked="" type="radio"/> Administrator <input type="radio"/> Standard Agent

Cancel Save

# Lab 1

## Creating Agents in Control Hub

- *Estimated Time: 30 minutes*



# Customer Creation Process

# Customer Creation Process

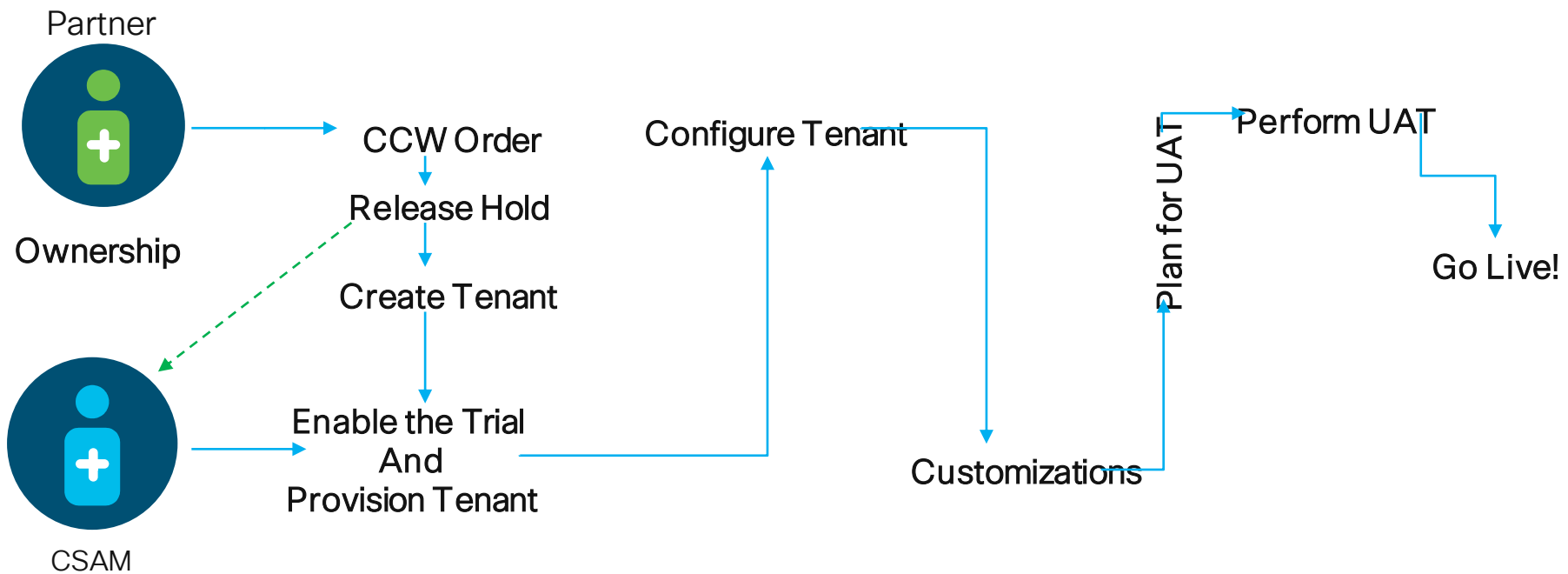
## Implementation Roles



CSAM



Partner



# Partner Control Hub Trial Creation



# Trial Support and Creation

## Control Hub Partner Portal

- Partners have the option to support the ability to create Trials as part of this service
- Trials are created from the Partner Portal in Control Hub and can be administered in the same way as paid Customers

# Trial Creation in Control Hub

## Control Hub Partner Portal

- Green Button will create a new Trial on behalf of a Customer

The screenshot shows the Webex Partner Hub interface. The top navigation bar includes the 'webex Partner Hub' logo, a 'Select Customer' dropdown, and user profile icons. A light blue banner at the top contains a message about assigning the 'Sales Full Administrator' role. The left sidebar lists navigation options: Overview, Customers (selected), Administrators, Services, Troubleshooting, and Settings. The main content area displays '35 Customers' with a search bar and a filter dropdown. A table lists customer details, and a green 'Start Trial' button is highlighted with a red box.

Customer Name	Services	Provisioning Status	Subscription Status
WXCC_Int_Partner	My Organization	Not Available	Not Available
Instructor Example		✓ Provisioned	● Trial expires within 60 days
Instructors Tenant 2		✓ Provisioned	● Trial Expired

# Trial Creation in Control Hub

## Control Hub Partner Portal

- Basic Information for Trial Creation
  - Customer info
  - Customer Email

Start New Trial

Customer Information

Legal Company Name ⓘ  
Student 09

Administrator Email  
webexcc+student09@gmail.com

Country for User account and Encryption Key storage  
United States of America

Select the country code closest to your customer. This will ensure their user data and keys are deployed in the closest regional data center. For more information, please read [Learn More](#)

☒ I certify that this customer is in a [supported location](#) for Cisco Webex

Cancel

Next

# Trial Creation in Control Hub

## Control Hub Partner Portal

- Basic Information for Trial Creation
  - Desired Services
  - Number of Users
  - Duration

Trial Services

Start New Trial

Messaging

☒ Cisco Webex Teams

Meeting

☐ Cisco Webex Team Meetings

☐ Cisco Webex Enterprise Edition 200 with CMR/TNU+

Calling

☐ Webex Calling

Contact Center

Webex Contact Center services require Cisco Webex Teams as a prerequisite.

☒ Webex Contact Center

Webex Devices

☐ Cisco Webex Room devices and Cisco Webex Desk Devices

0

Licenses

☐ Cisco Webex Board

0

Licenses

Note: Devices loaned for trials are due at the end of trial expiry. Failure to comply with Cisco policy may result in suspension of the partner's account.

Licenses Quantity

Licenses Quantity

100

Users

Trial Duration

90

Days

Note: 60 day trial duration not available for device trials. Loaner device extensions are granted only once and for 30 days only. Any loaner device extension must be approved by the trials team.

# Trial Creation in Control Hub

## Control Hub Partner Portal

- Once a Trial is created, Partner can view status of the Trial or launch in for provisioning/setup
- Trials can be extended only once

The screenshot displays the Webex Control Hub Partner Portal interface. On the left, a sidebar menu includes 'Overview', 'Customers' (highlighted), 'Administrators', 'Services', 'Troubleshooting', and 'Settings'. The main area shows a 'Customers' table with 17 customers. The table has columns for 'Customer Name', 'Services', and 'Provisioning'. The 'StudentXX' customer is highlighted in blue at the bottom of the list, with a status of 'Awaiting provisioning'. To the right, a detailed view for 'StudentXX' is shown, featuring a 'Setup Customer' button (highlighted with a red box) under the 'Overview' tab. Other sections in the detailed view include 'Administrator Management', 'Subscriptions' (showing a trial that expires on 1/6/20), and 'Customer Branding' (showing a disabled partner logo). A 'Delete Customer' link is visible at the bottom of the detailed view.

Customer Name	Services	Provisioning
Student 07		✓ Provisioned
Student 08		✓ Provisioned
Student 10		✓ Provisioned
Student 11		✓ Provisioned
Student 12		✓ Provisioned
Student 13		✓ Provisioned
Student 14		✓ Provisioned
Student 15		✓ Provisioned
StudentXX		⚠ Awaiting provisioning

# Starting the Billing to the Customer

# Customer Setup

## CCW Contact Email and Start Date

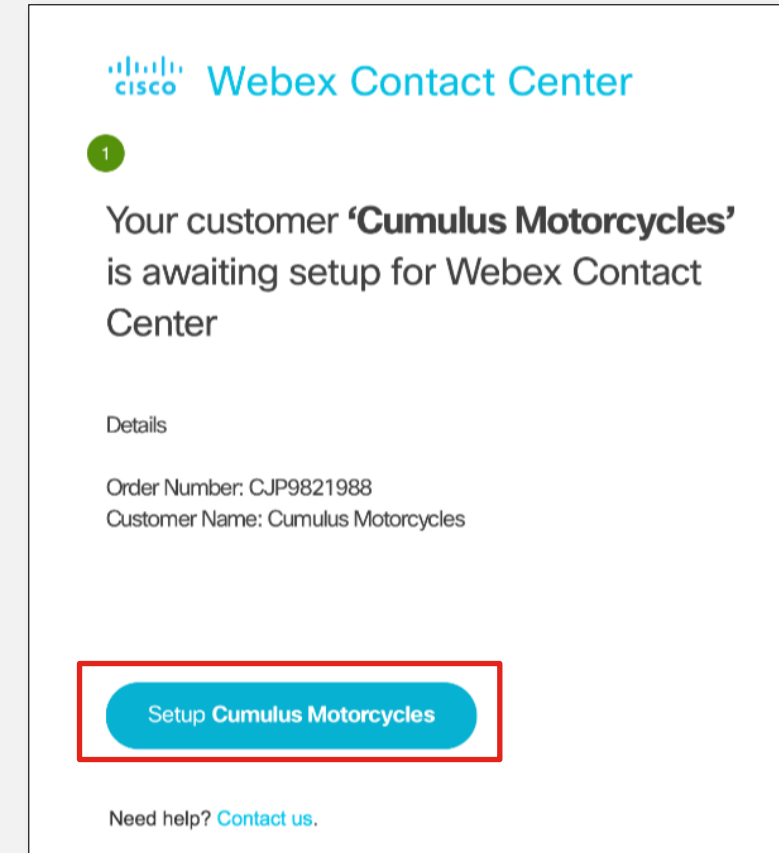
- Provisioning Contact is the email provided in the CCW order received on request setup date
- Partner may provide their own email as Provisioning Contact

<input type="checkbox"/>	Hardware, Software and Services	P.O. Line Reference	Lead Time ⓘ	Unit List Price (USD)	Qty	Ext. List Price (USD)
<input type="checkbox"/>	<div><div>1.0 A-SPK-CUWP-CLOUD</div><div>Cloud CUWP (1) <a href="#">more...</a></div><div><div>⚠ Valid as of 08-Jul-2017 05:56 PDT</div><div>SMART ACCOUNT <a href="#">Assign Customer Smart Account</a></div><div>ECCN EAR99</div></div></div>		Not Applicable	0.00 MRC	1	0.00 Total of MRC
<div><div>Initial Term 36 Months</div><div>Auto Renewal Term 12 Months</div><div>Billing Model Monthly Billing</div><div>Requested Start Date 31-Jul-2017 <a href="#">Edit</a></div><div>Provisioning Contact Email ⓘ e.g. jsmith@ciseco.com</div></div> <div><a href="#">Edit options</a>   <a href="#">Select Service</a>   <a href="#">Validate</a>   <a href="#">More Actions</a> ▼</div>						
Showing 1 - 1 of 1 Line Items    < Previous    1    Next >						

# Customer Setup

## Customer Creation Email Notification

- To provide maximum flexibility, flow is built not to make any assumptions with respect to the Provisioning Contact Email – the email provided can belong to someone in the Partner or Customer’s organization.
- Email is sent from [support@webexteams.com](mailto:support@webexteams.com)
- Order Setup Wizard is launched when clicking the “Setup” button





# Customer Setup

## Provisioning Roles

- Role Choice
  - Partner
  - Customer\*

\* not for Webex Contact Center. Service is ordered only by Partners

**Cisco** Webex

Welcome to Setup - Please indicate your role

Order Number: 9001B1B7-91B51-17001

Subscription ID: Sub9001B11B7-931B1-DEM17001

Over the next few screens, you will be providing information needed to provision the services you have just purchased. This is a necessary step without which the services you have purchased will not be available for use.

If you are a customer who will be using these services, select 'I am a Customer.'

If you are a partner who will be setting up these services on behalf of the customer, select 'I am a Partner.'

If you are a partner who will be using these services (e.g., CUWP), select 'I am a Customer.'

To begin setting up this order, please indicate what your role is in relation to this purchase.

I am a Customer

I am a Partner

# Customer Setup

## Contact Setup Info

- Determine who will provide the Provisioning information
- To provide max flexibility, the flow is built not to make any assumptions with respect to what the Partner intends
- Partners can have the Provisioning Contact be an email alias and later re-route a specific order to a specific individual OR they can choose to receive the email first and then send it to the actual Customer contact
- NOTE: the provisioning contact is the one used in email match Org procedure (next screen)

**Cisco Webex** Order Number: 9001B1B7-91B51-17001  
Subscription ID: Sub9001B11B7-931B1-DEM17001

### Are you going to set up services?

In order to complete provisioning, you'll need some technical information like the Webex site URL, SIP domain, and a few other things. If you don't have this information, then you can't set up the services.

Are you the correct technical person to be providing this type of information?

☒ Yes, I will set up services

☐ Another person in my company will set up services

☐ The customer will set up services

(Note: You will not have access to the customer's organization in Control Hub or the services in this subscription if the customer provisions the services.)

**The provisioning contact will become the Partner Admin for the Customer**

Back Next

# Customer Setup

## Partner Organization Identification Wizard

- Partner Org Info is retrieved if exact email match is found (Partner already exists)

NOTE: If the system is not matching to the right Partner organization, it is best to stop and to contact their Cisco CSAM

**Cisco** Webex

Order Number: 9001B1B7-91B51-17001  
Subscription ID: Sub9001B11B7-931B1-DEM17001

Step 1 of 3

Identify your organization

Based on your email address, you have been matched to the following organization. This organization will be entitled to manage the customer's services.

Atlas\_Test\_ordersimp\_Partner

Account Created (date):	07/02/2019, 22:33:40
Number of active subscriptions:	0
Number of managed customers:	19
Claimed Domains:	
Number of users in organization:	1
Full Admins:	Atlas_Test_ordersimp_Partner
Org ID:	6b14a39e-5cfe-4479-9eb4-5dce94b792db
User Data Locality:	North America

Back

Next

# Customer Setup

## Identifying Customer Admin

- This step allows the system to determine if an Customer Org already exists for the Customer based on the customer admin email

NOTE: No email communication is sent to the customer. Option to send email is provided later to the Partner

**Cisco** Webex

Order Number: 9001B1B7-91B51-17001  
Subscription ID: Sub9001B11B7-931B1-DEM17001

Step 2 of 3

### Identify customer admin

Provide the email address of the person in your customer's company that will be administering the services. The email address will only be used to determine if your customer already has an organization registered in our identity system. No email communication will be sent to this email address at this point.

Admin Email Address

wcc-test1-admn@mailinator.com

Confirm Admin Email Address

wcc-test1-admn@mailinator.com

Back

Next

# Customer Setup

## Customer Email Match Found

- If a match is found based on the Customer admin's email assigned to an organization, it is shown on this screen for the Partner to confirm

**Cisco Webex**

Order Number: 90001004  
Subscription ID: Sub90001004

Step 3 of 3

Identify customer organization

Based on the customer's email address, we have found a match to an existing organization in our identity system. This is the organization where the purchased services will be provisioned.

If you feel that this is not the right Spark organization for your customer, then please contact the customer and confirm the email address you provided in the previous screen. Note that a person (identified by email address) can only belong to a single Spark organization at a time.

Atlas\_Test\_ordersimp\_Atlas\_Test\_CSCO\_03

Account Created (date):	8/12/2017, 11:03:11 AM
Number of active subscriptions:	0
Number of managed customers:	0
Claimed Domains:	
Number of users in organization:	1
Full Admins:	ordersimp-csc03@mailinator.com
Org ID:	809b6481-d89e-49e0-99df-bfb7be32487

Back

Next

# Customer Setup

No Customer Email Match Found  
New Customer to be set up

- If no Customer Organization is found based on provided customer admin's email, Partner can create a new Customer Organization

Cisco Webex

Order Number: 9001B1B7-91B51-17001  
Subscription ID: Sub9001B11B7-931B1-DEM17001

Step 3 of 3

Create an organization for your customer

Based on the email address you provided we cannot find any organization in our identity system to which your customer belongs. You can create a customer organization for them by providing a company name.

Admin Email Address  
wcc-test1-admin@mailinator.com ✓

Company Name  
wcc-test1

Country  
India

Select the country code closest to your customer. This will ensure their user data and keys are deployed in the closest regional data center. For more information, please read [Learn More](#)

BackNext

# Customer Setup Post

## Organization Setup Confirmation

- Confirmation if subscription is mapped correctly to the right Partner and Customer
- This step ensures:
  - Subscription is being mapped to correct Partner Org and Partner Admin that will be providing the provisioning info
  - Subscription is being mapped to correct Customer Org and Customer Admin that will be onboarded to the Org

NOTE: issues that arise during provisioning is caused by incorrectly mapping subscriptions

The screenshot displays the 'Cisco Webex' interface for 'Customer Setup Post'. It confirms the mapping of an order to specific organizations. The order number is 9001B1B7-91B51-17001 and the subscription ID is Sub9001B11B7-931B1-DEM17001. Two boxes highlight the mapped organizations: 'Partner Organization Information' (Atlas\_Test\_ordersimp\_Partner, ordersimp-dart3@mailinator.com) and 'Customer Organization Information' (wcc-test1, wcc-test1-admn@mailinator.com). Navigation buttons for 'Back' and 'Next' are at the bottom right.

**Cisco Webex**

This order will be mapped to the following Organizations

Order mapping is permanent. Once you click Next, you can't come back and change the mapping. Only proceed if you want to map this order to the following organization(s).

Click Next if the information shown below is correct.

Order Number: 9001B1B7-91B51-17001  
Subscription ID: Sub9001B11B7-931B1-DEM17001

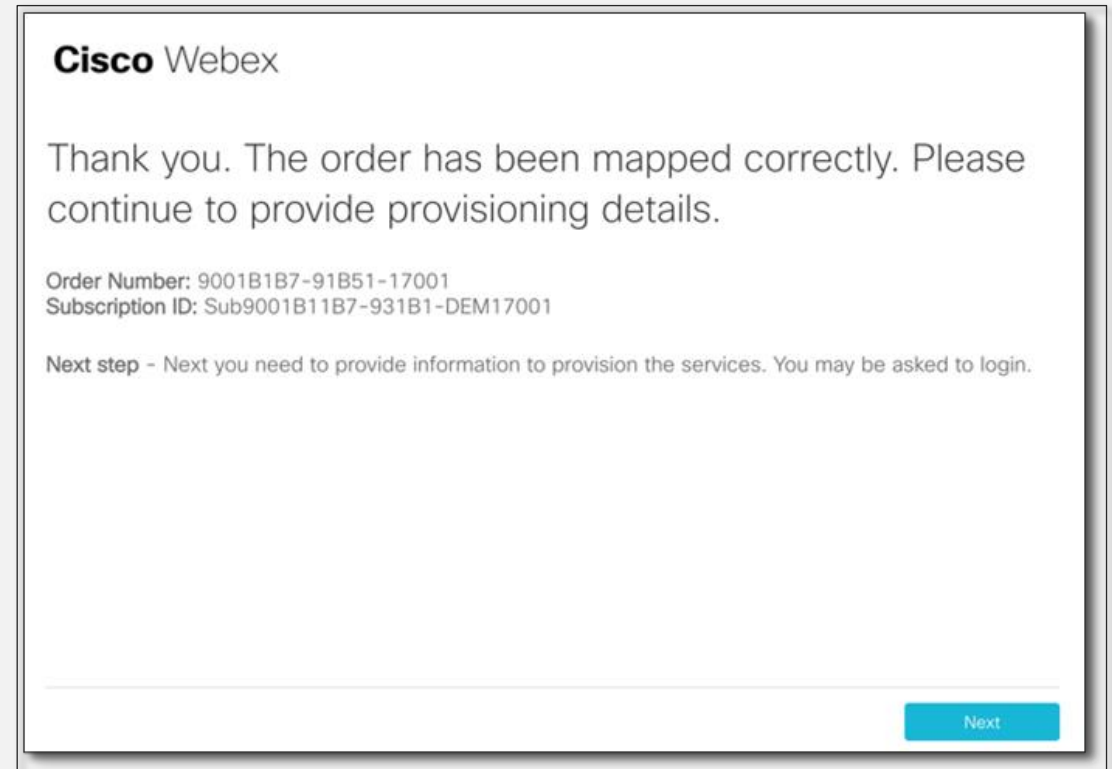
Partner Organization Information	Customer Organization Information
Atlas_Test_ordersimp_Partner ordersimp-dart3@mailinator.com	wcc-test1 wcc-test1-admn@mailinator.com

Back Next

# Customer Setup Post

## Subscription Mapping

- After confirmation, the subscription is correctly mapped. Then, the Customer can proceed to provide the provisioning info
- The Partner or Customer can then directly log into Cisco Webex Control Hub in the future (<http://admin.webex.com>)





# First Time Customer Setup or Billing Start Run through

# First Time Customer Setup

- Converting Trials to Paid Subscriptions
- Main Goals are:
  - *Verifying the Data Center Location*
  - *Confirming the PSTN option chosen*
    - *Webex Calling*
    - *VPop*
  - *Confirming the Sip URL for Meetings*

The screenshot displays the 'Plan Review' interface. On the left is a sidebar with five navigation items: 'Plan Review' (Overview of your collaboration plan), 'Calling Settings' (Phone-related settings), 'Contact Center Settings' (Platform and telephony settings), 'Enterprise Settings' (Set up global configurations), and 'Finish' (Complete your setup). The main area is titled 'Plan Review' and contains a table of services.

Webex Teams	Webex Meeting	Webex Calling	Contact Center
Free Public Collaboration Services			
Cisco Webex Teams Free Messaging	Cisco Webex Teams Free Meetings	Cisco Webex Free Calling	None
Licensed Collaboration Services			
Start your new 90-day trial.	Start your new 90-day trial.	Start your new 90-day trial.	Start your new 90-day trial.
	Webex Meetings	<b>Trial</b> Enterprise Qty: 100 Basic Qty: 100 Places Qty: 100	<b>Trial</b> Webex Contact Center <b>Trial</b> Premium Concurrent Agents Qty: 50 <b>Trial</b> Standard Concurrent Agents Qty: 50

At the bottom right, there are two buttons: 'Save for Later' and 'Get Started'.

# First Time Customer Setup

## License Plan Review

Plan Review  
Overview of your collaboration plan

Calling Settings  
Phone-related settings

Contact Center Settings  
Platform and telephony settings

Enterprise Settings  
Set up global configurations

Finish  
Complete your setup

Plan Review

Webex Teams	Webex Meeting	Webex Calling	Contact Center
Free Public Collaboration Services			
Cisco Webex Teams Free Messaging	Cisco Webex Teams Free Meetings	Cisco Webex Free Calling	None
Licensed Collaboration Services			
Start your new 90-day trial.	Start your new 90-day trial.	Start your new 90-day trial.	Start your new 90-day trial.
	Webex Meetings	<div>Trial</div> Enterprise Qty: 100 Basic Qty: 100 Places Qty: 100	<div>Webex Contact Center</div> <div>Trial</div> Premium Concurrent Agents Qty: 50 <div>Trial</div> Standard Concurrent Agents Qty: 50

Save for Later

Get Started

Need help - [Search the knowledge base](#)

# First Time Customer Setup

## Webex Calling Data Center Location

Plan Review  
Overview of your collaboration plan

Calling Settings  
Phone-related settings

Contact Center Settings  
Platform and telephony settings

Enterprise Settings  
Set up global configurations

Finish  
Complete your setup

### Calling Settings

#### Data Center Country Selection

Choose the country to which all data, media, and registrations will be mapped. Once selected, this country can't be changed and all subsequent locations and users will be provisioned to the associated data center. The country can be different from where a location is physically located.

United States of America

Customer Contact

First Name

Site

Last Name

Admin

Phone Number

+1 (240) 720-0655

Email

email@email.com

Customer Address

Address

Address

Unit, Suite, etc.

City / Town

City

State/ Province/ Region

Maryland

ZIP/ Postal Code

20886

Back

Next: Default Location

# First Time Customer Setup

## Webex Calling Default Location

Plan Review  
Overview of your collaboration plan

Calling Settings  
Phone-related settings

Contact Center Settings  
Platform and telephony settings

Enterprise Settings  
Set up global configurations

Finish  
Complete your setup

### Calling Settings

You can close and let the customer complete the rest of the setup.

[Save & Close](#)

To setup your first Location, enter the Location Name and provide additional details below. You can add more locations later by going to **Services > Call > Locations**. Phone numbers can also be added to your location later.

Location Name

Main HQ

Country

United States of America

Language

English (United States)

Time Zone

America/New\_York

Clear

Skype for Business

Location Address

Address

Address

Unit, Suite, etc.

City / Town

City

State/ Province/ Region

Maryland

ZIP/ Postal Code

20886

Clear

Reset to saved information

Back

Next

# First Time Customer Setup

## Webex Contact Center Data Center Location

Plan Review  
Overview of your collaboration plan

Calling Settings  
Phone-related settings

Contact Center Settings  
Platform and telephony settings

Enterprise Settings  
Set up global configurations

Finish  
Complete your setup

### Contact Center Settings

**Webex Contact Center country of operation**  
Select the country where this contact center will operate from. The customer tenant will be mapped to the closest regional data center. For more information, [read here](#).

United States of America

Save

⚠ Webex Contact Center Country of Operation once set cannot be changed. Please ensure that you have selected a value that matches your requirement.

Need help - [Search the knowledge base](#)

Back

Next

# First Time Customer Setup

## Webex Contact Center PSTN Settings

Plan Review  
Overview of your collaboration plan

Calling Settings  
Phone-related settings

Contact Center Settings  
Platform and telephony settings

Enterprise Settings  
Set up global configurations

Finish  
Complete your setup

### Contact Center Settings

**Webex Contact Center country of operation**  
Select the country where this contact center will operate from. The customer tenant will be mapped to the closest regional data center. For more information, [read here](#).

United States of America

**Webex Contact Center Platform**  
Choose a contact center platform for this customer. Consult with Cisco Solution Assurance to ensure the right selection. This configuration cannot be changed later.

PRODUCTION SUBSCRIPTION

**Default Platform**

Select this option to setup a tenant for a Webex Contact Center Subscription Order.

[Learn more about the Default Platform](#)

EFT ONLY

**New Platform**

Select this option to setup an EFT tenant for the Webex Contact Center Platform.

[Learn more about the New Platform](#)

**Webex Contact Center Telephony**

To learn about Contact Center telephony, please read the [Voice Onboarding for Webex Contact Center document](#).

☐ **Voice POP Bridge**  
Service Providers can use this telephony option to provide telephony connection to Voice POPs. Verify this selection is correct as it cannot be changed later.

☐ **Webex Calling**  
Choose this option if you would like to configure Contact Center telephony through one of the approved Webex Calling Cloud Connected Providers(CCPs) or Local gateway.

[Back](#) [Next](#)

# First Time Customer Setup

## Webex Enterprise Settings

Plan Review  
Overview of your collaboration plan

Calling Settings  
Phone-related settings

Contact Center Settings  
Platform and telephony settings

Enterprise Settings  
Set up global configurations

Finish  
Complete your setup

### Enterprise Settings

#### Cisco Webex SIP Address

Select a subdomain that identifies your company. The subdomain will be used to create [Webex SIP Addresses](#). SIP addresses can be changed later directly in Cisco Webex Control Hub

Enter Subdomain

✓ Available:  
[sipaddresswebextest.calls.webex.com](#)  
[sipaddresswebextest.rooms.webex.com](#)

☐ Enable Cisco Webex Assistant for Devices

With Cisco Webex Assistant for Devices, users can use their voice to interact with room devices. Users can simply ask Cisco Webex Assistant for Devices to start a meeting, join a colleague's personal meeting room, call anyone in the organization, and much more.  
[View our Webex Assistant for Devices adoption toolkit](#)

Need help - [Search the knowledge base.](#)



# First Time Customer Setup

## Completion

Plan Review  
Overview of your collaboration plan


Calling Settings  
Phone-related settings

Contact Center Settings  
Platform and telephony settings

Enterprise Settings  
Set up global configurations


Finish  
Complete your setup


### Get Started



You're ready to go!

You have completed the Service Setup. If you need to modify any choices you made, visit the Settings or the Services tab.

 Your services are being provisioned.



# Review Questions

In Control Hub each Customer represents an  
[Enterprise](#)

What is the One-Time flow for creating the  
Tenant for a new Customer or Trial called?

[First Time Setup Wizard](#)

# Module Objectives Wrap-up

- Understanding Webex Contact Center Control Portals
- Learning the Webex Contact Center Control Hub Hierarchy and Roles
- Understanding the options to create Users in Control Hub

