

Webex Contact Center Expert

Agent Desktop and Virtual Agent

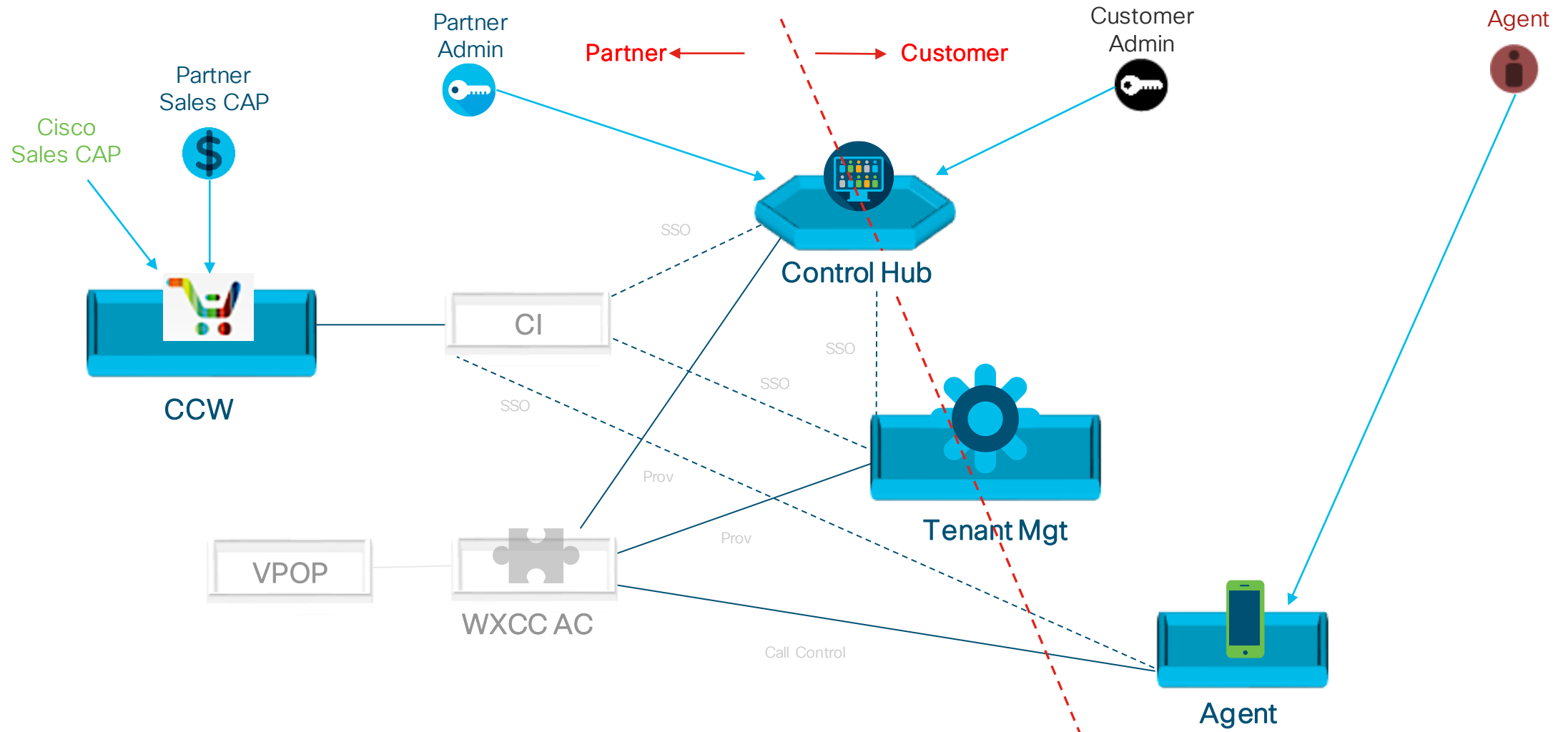
Module 8

Module Objectives

- Getting familiar with the Agent Desktop Client and its integration with CRMs
- Being able to create a Virtual Agent with Dialogflow

Agent Desktop

Portal Architecture with Roles

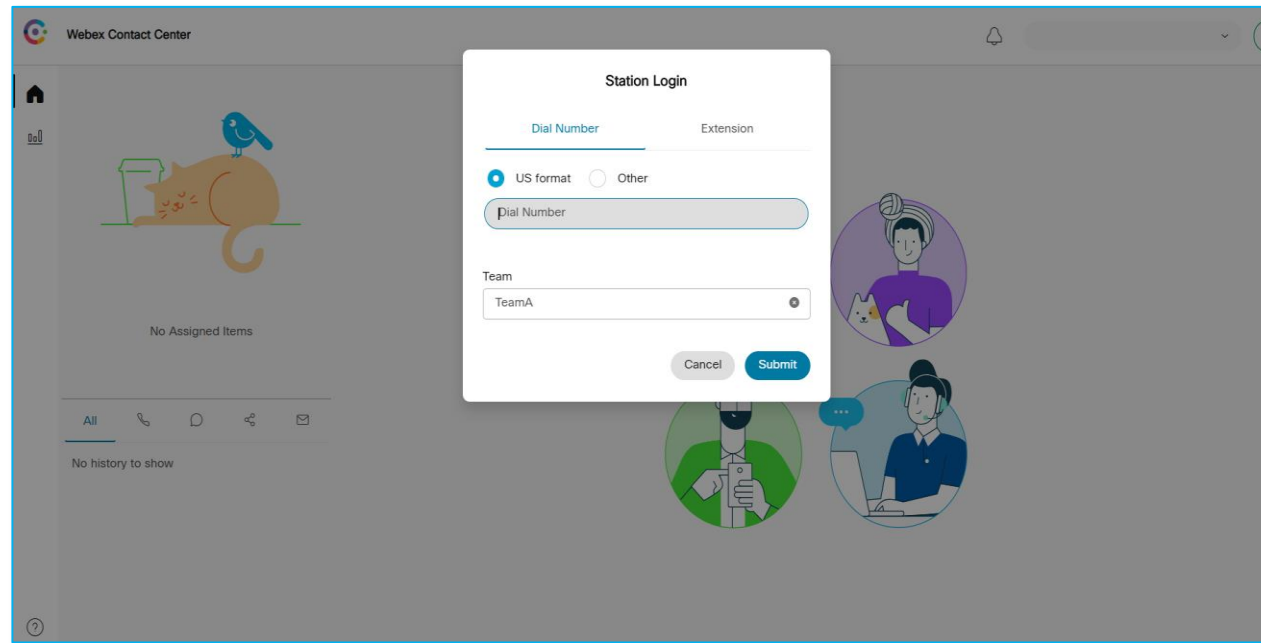


Agent Desktop

Sign In

Agents should enter

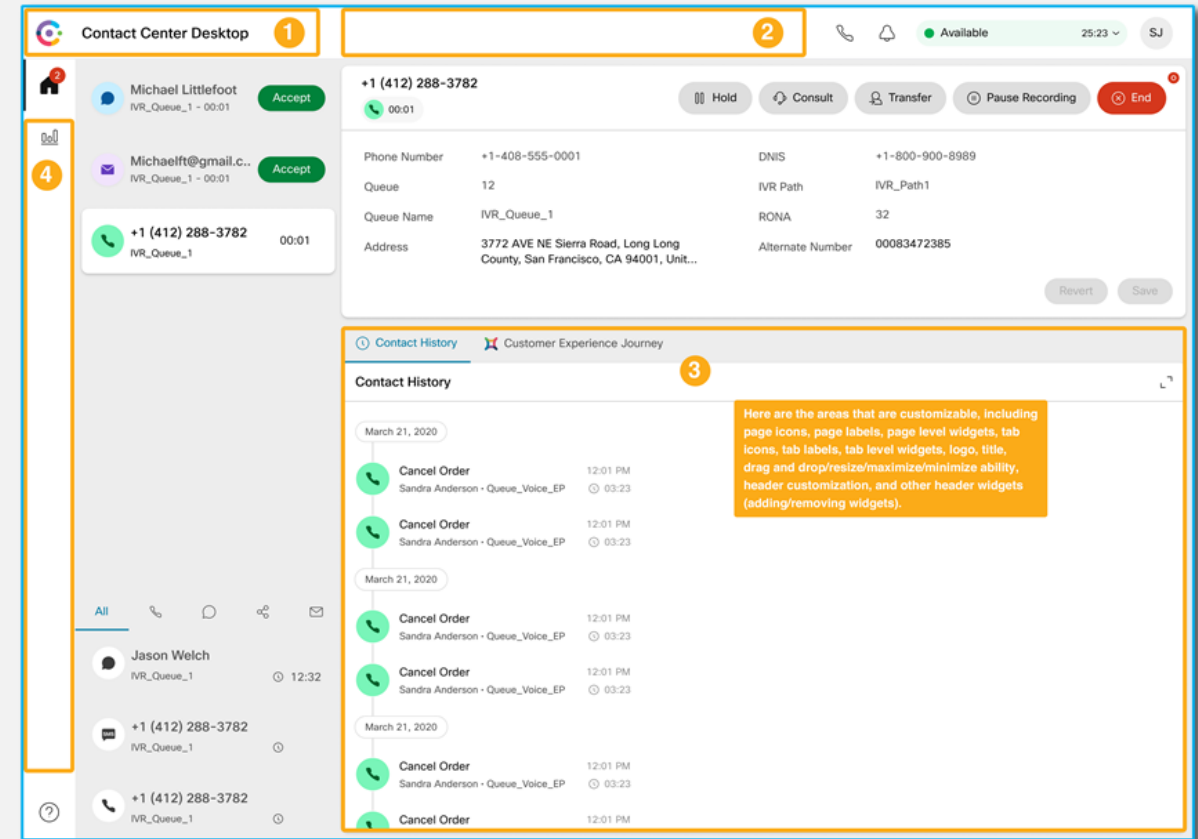
- Telephone Number or extension to receive CC calls on
- The Team they will be taking calls from



Agent Desktop:

One place for all interactions

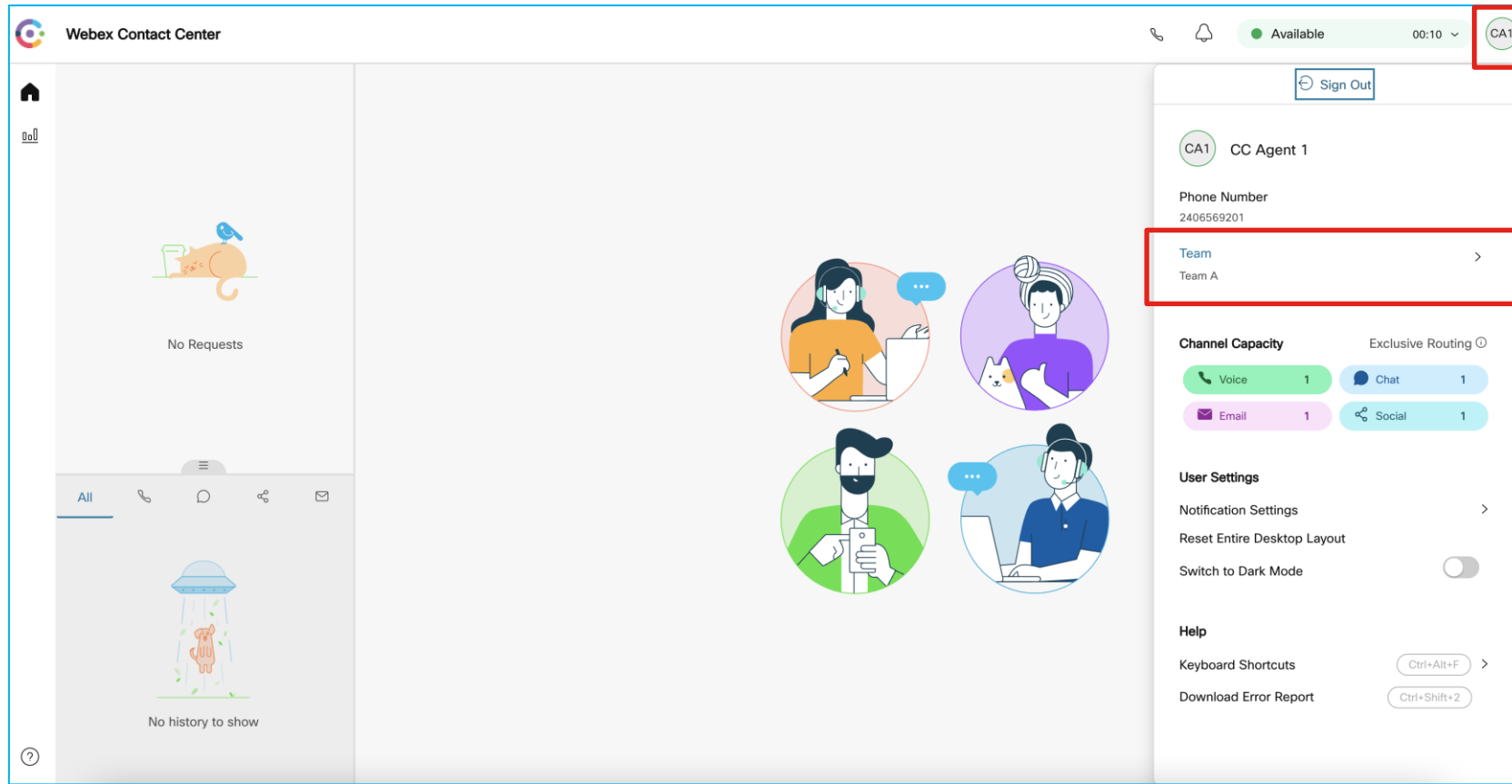
- 1. Title and Logo area**—This space is used to add logo and title of the Agent Desktop application.
- 2. Header Widgets area**—This space is for displaying inline information (for example, urgent alerts), adding drop-down menus (for example, speed dial), and so on.
- 3. Custom Pages area**—This space is used to add custom pages that appear on the auxiliary pane.
- 4. Custom Widgets area**—This space is used to add custom widgets that appear on the auxiliary pane.



Agent Desktop

Agent Information

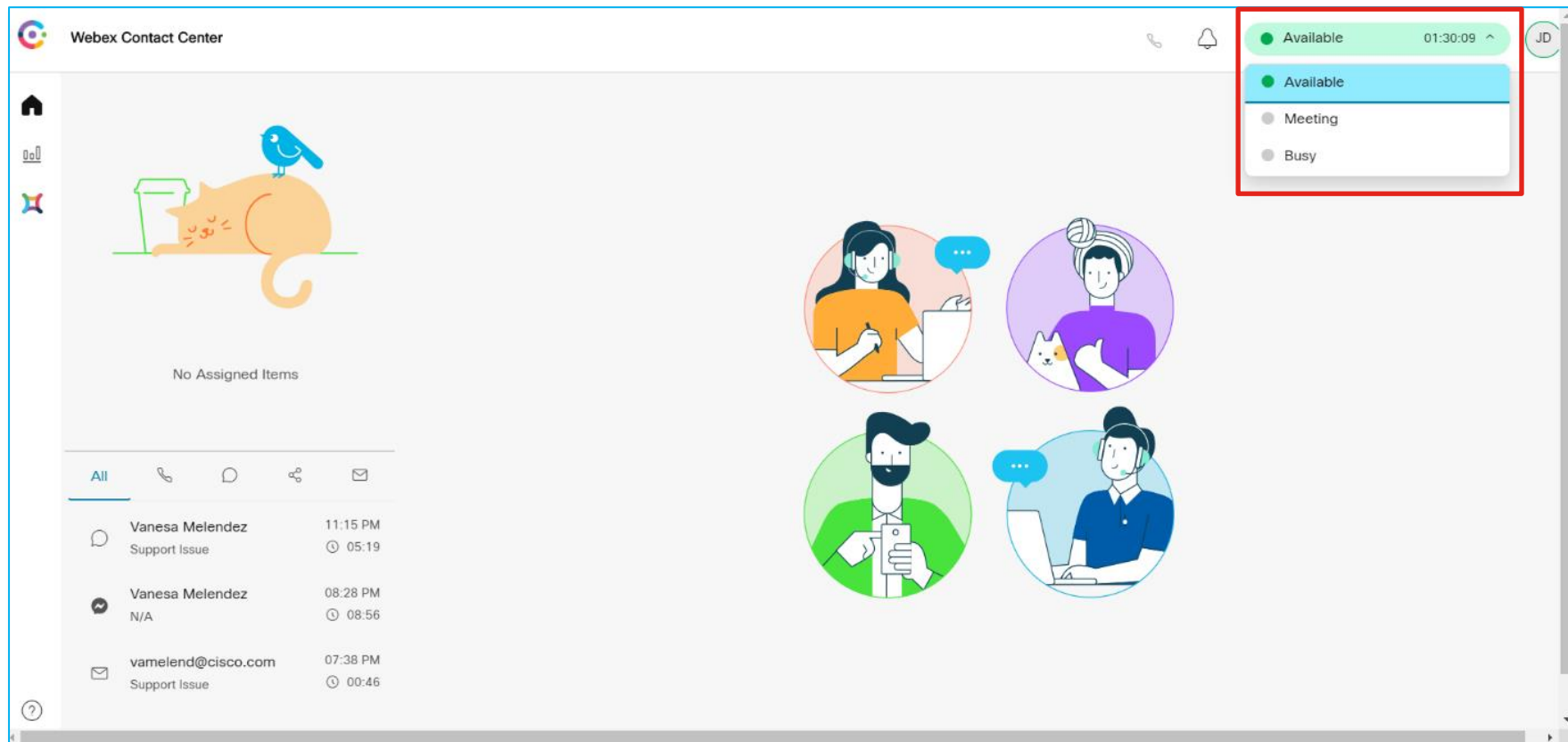
- General information of the Agent, Dial Number, Team, Channel Capacity, User Settings and Help.



Agent Desktop

Available Status

- Upon login Agent should change their status to become Available



Agent Desktop

Voice

Webex Contact Center

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+12402248506

Voice Queue

00:51

+12402248506

00:51

Phone Number

+12402248506

Queue

Voice Queue

DN

+12402248507

Rona Time

30

Hold

Consult

Transfer

Pause Recording

Revert

Save

All

📞

💬

🔗

✉️

+12402248506

09:19 AM

N/A

00:00

CALL ASSOCIATED PARAMETERS

CALL CONTROL BUTTONS

Agent Desktop

Agent States

- Line 1

Ringing	A new voice contact card is in your Active Contact List in the left panel of the Agent Desktop awaiting your acceptance. If you do not accept the call within the time period configured by your Webex Contact Center administrator, the call returns to the queue and is assigned to the next available agent.
Connected	You have accepted the voice contact card and are connected to a caller. When the connection is made, a timer starts in the contact card indicating how long you have been connected. Information related to the call is displayed in the center panel of the Agent Desktop, and information about the caller is displayed in the right panel.
RONA	A new voice contact card is in your Active Contact List in the left panel of the Agent Desktop but was not answered within the time period configured by your Webex Contact Center administrator. The call is returned to the queue.
Call On Hold	You have placed the call on Line 1 on hold.

Agent Desktop

Agent States

ConsultReserved	You have received a consult request from another agent.
Consulting	You are consulting with another agent in your enterprise. A timer shows the amount of time you have been consulting with the person.
Conferencing	You are conferencing with a customer and an agent.
OutdialReserved	You have initiated an outdial call. Information related to the call is displayed in the center panel.
Wrap Up	The call has ended. You are prompted to enter Wrap-Up codes before taking another call. For more information. While in the Wrap-Up state, you cannot receive a routed or transferred contact card.

Agent Desktop

Agent States

- Line 2
 - When you are on a conference call or are consulting with another agent, subtabs appear in the Line 1 tab. The subtab on the left represents Line 1.
 - The subtab on the right represents Line 2, which is your conference and consulting line. Line 2 enables you to communicate by voice with another agent while a customer is on hold on Line 1.

ConsultReserved	While handling a call, you initiated a consult request. You do not hear ringing when your request is being sent to the other person.
Consulting	You are consulting with another person.
Conferencing	You are conferencing with a customer and an agent.

Agent Desktop

Chat

The screenshot displays the Webex Contact Center Agent Desktop interface for a chat session. The top bar shows the Webex logo, 'Webex Contact Center', and a status bar with 'Available' and a timer '00:54'. The chat window is titled 'Vanesa Melendez' and shows a message history. A callout box labeled 'CHAT CONTROL BUTTONS' points to the 'End' button in the chat header. Another callout box labeled 'ATTACH FILES AVAILABLE' points to the attachment icon in the message input area.

Webex Contact Center

Available 00:54 JD

Vanesa Melendez 00:50
Chat_Queue

Vanesa Melendez 00:50
Transfer Conference End

EXCEEDED LIMIT TIME

VM Vanesa Melendez 11:16 PM
Hello
You joined this conversation. 11:17 PM

VM Vanesa Melendez 11:18 PM
I need help with Booking a Flight

All

Vanesa Melendez 08:28 PM
N/A 08:56

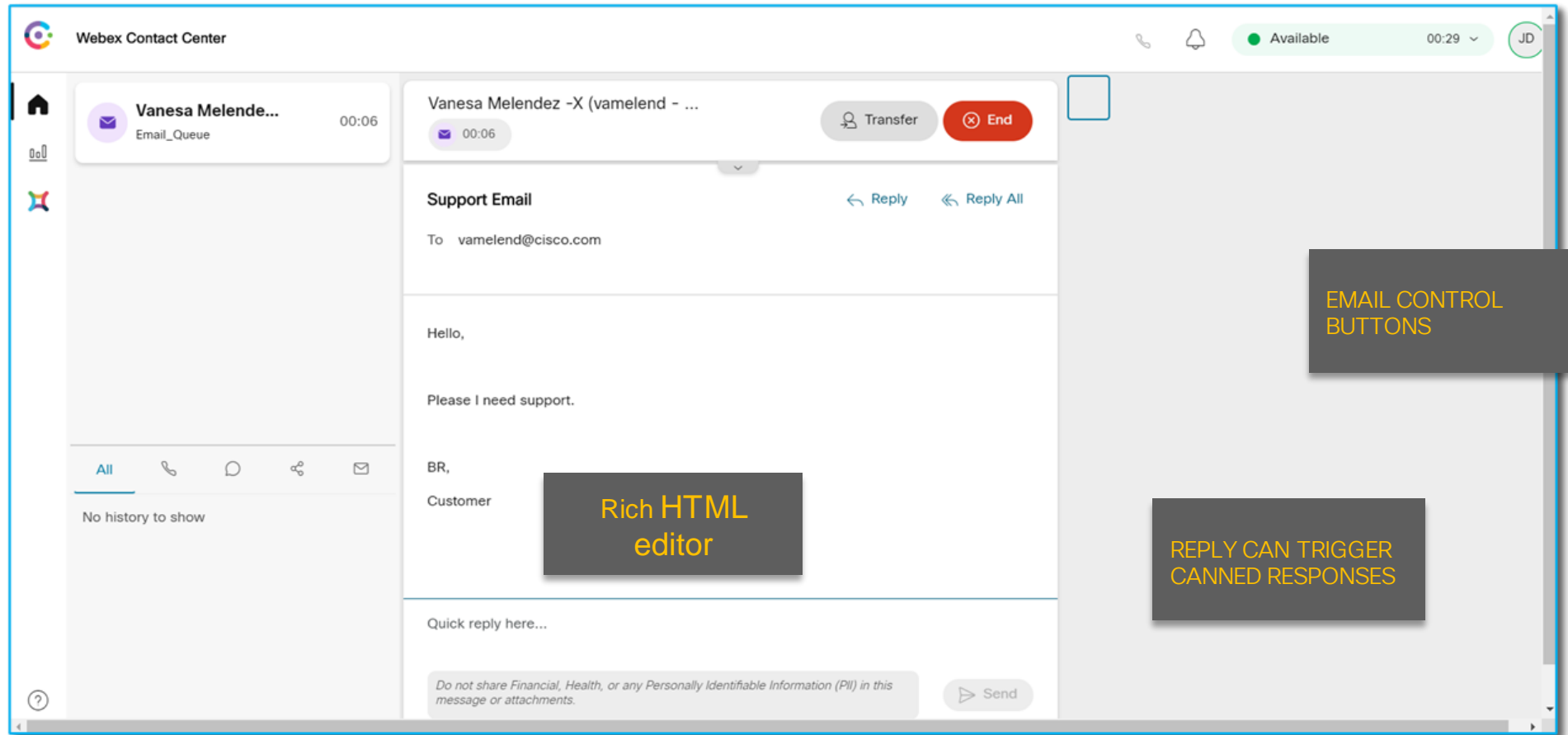
vamelend@cisco.com 07:38 PM
Support Issue 00:46

ATTACH FILES AVAILABLE

Type your message and press enter

Agent Desktop

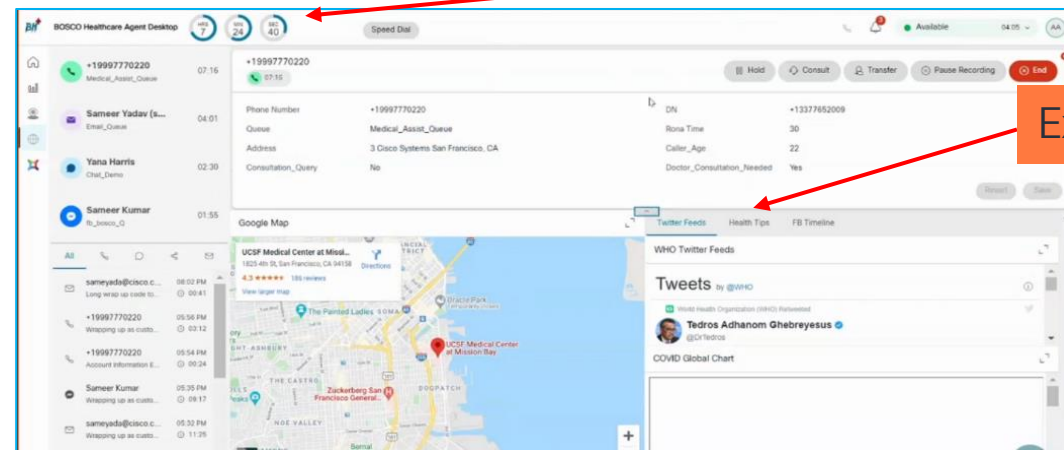
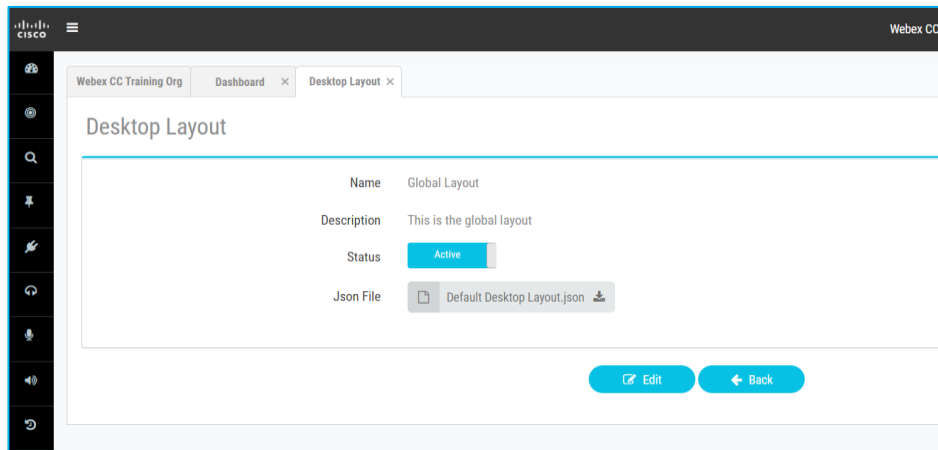
Email



CC Agent Desktop Customization and Widgets

<https://devportal.wxcc-us1.cisco.com/documentation/guides/desktop>

- Administrators can define and customize desktop layouts
- Customizable desktop logo title, header and icons
- Widgets are Angular JavaScript, React, Web or iframe components, that can be drag/drop/resize
- <https://github.com/CiscoDevNet/webex-contact-center-widget-starter>



Lab 11

Agent Desktop

- *Estimated Time: 20 minutes*



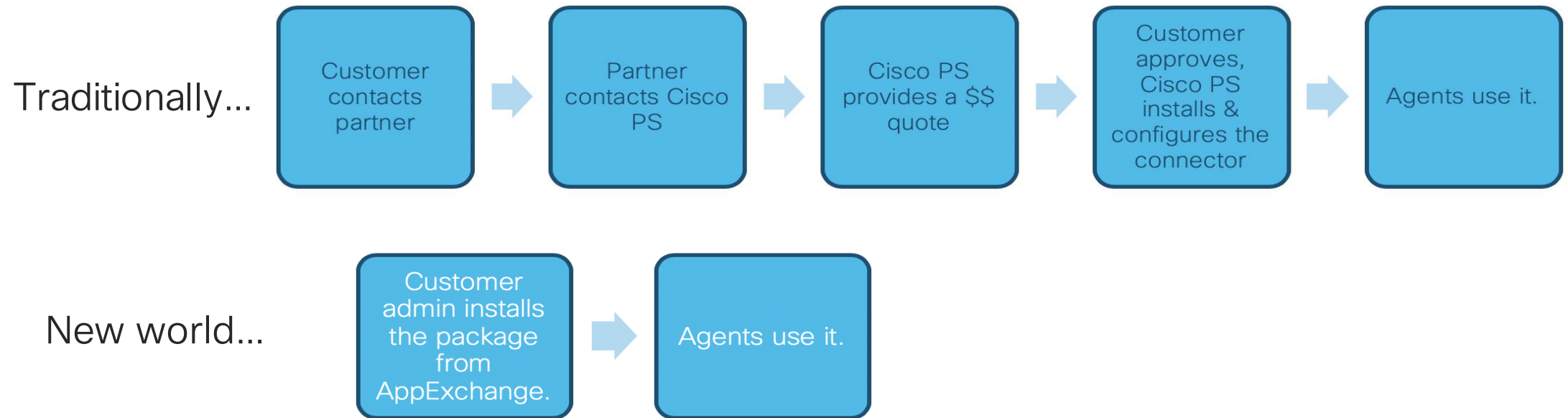
Agent Desktop for CRM integration

CRM & Ticketing Connectors



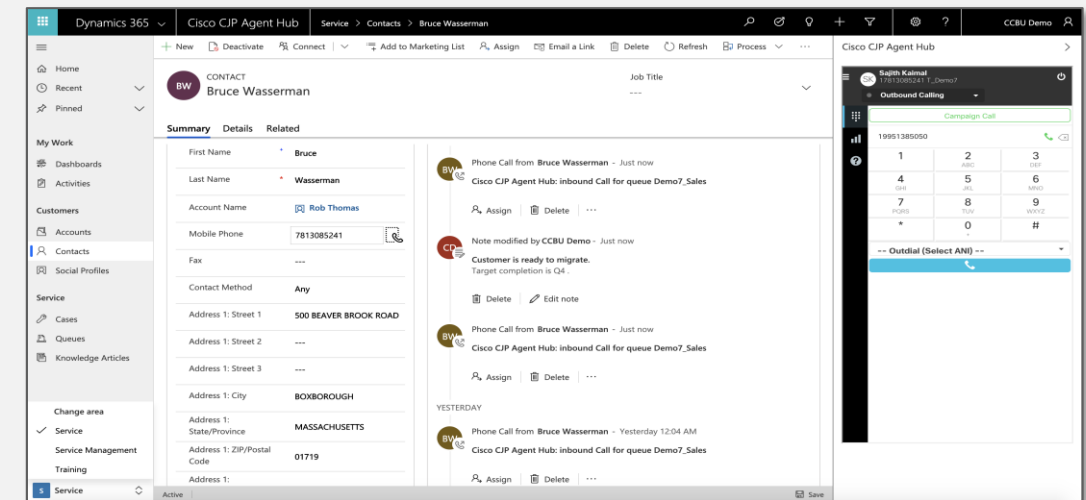
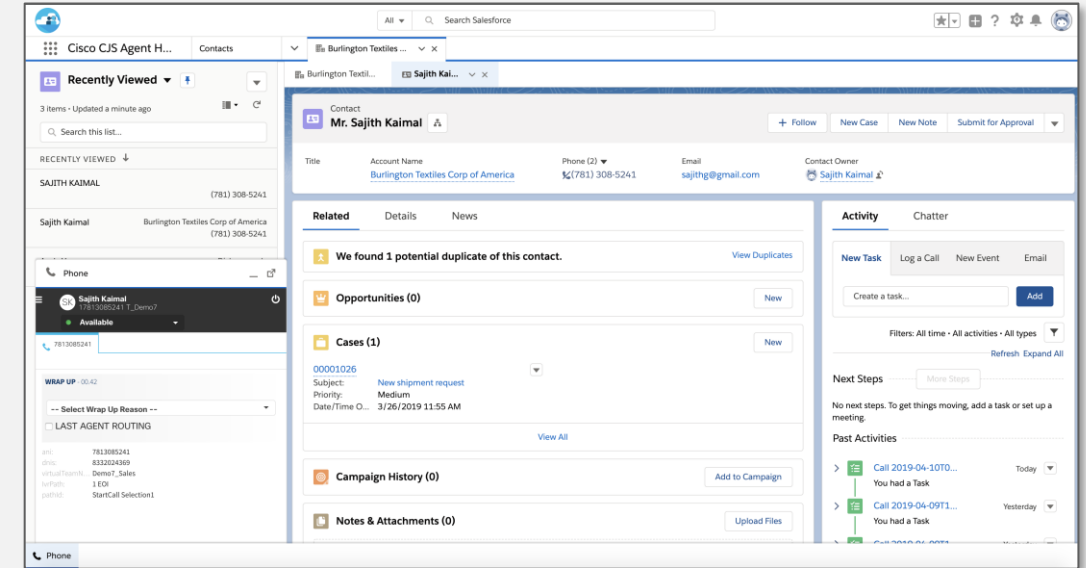
*requires Professional Services

Top of mind no matter what: Simplify Experiences



Standard Connector Features

- Supports inbound and outbound (click-to-dial) calls
- Automatic customer record screen-pop
- Automatic association of calls activity to the customer interaction journey in CRM.
- Ability to play recordings from CRM interface (Salesforce connectors only).
- ANI mask for outbound calls.
- Out of the box WCC+CRM Activity report in via the CRM reporting interface.

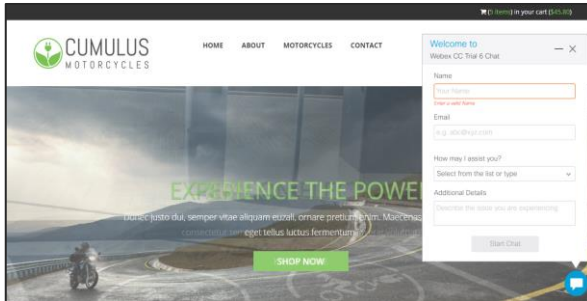


Customer Virtual Agent

Multimedia interactions that can use Virtual Agent

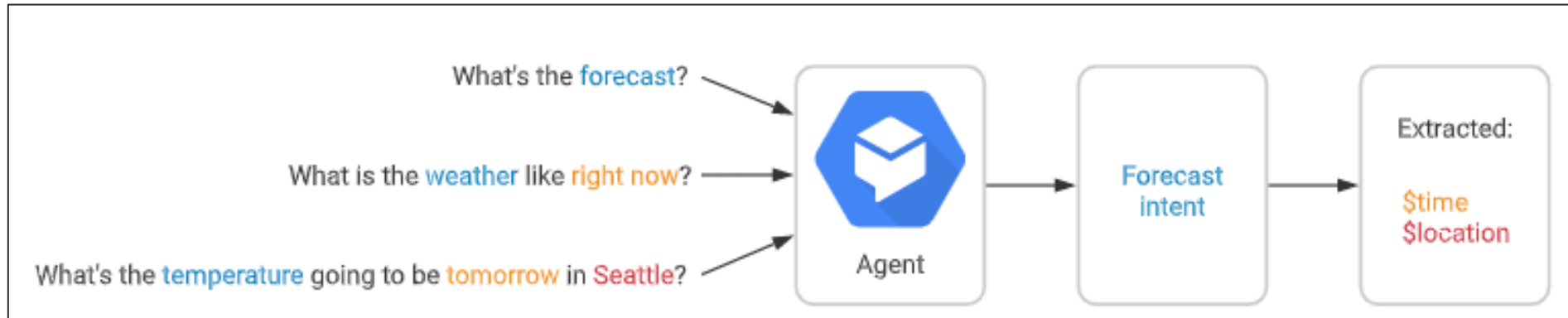
Option to use a Virtual Agent with Google Dialogflow chatbot with:

- Multimedia chat (Customer support template for web page)
- Speech interactions



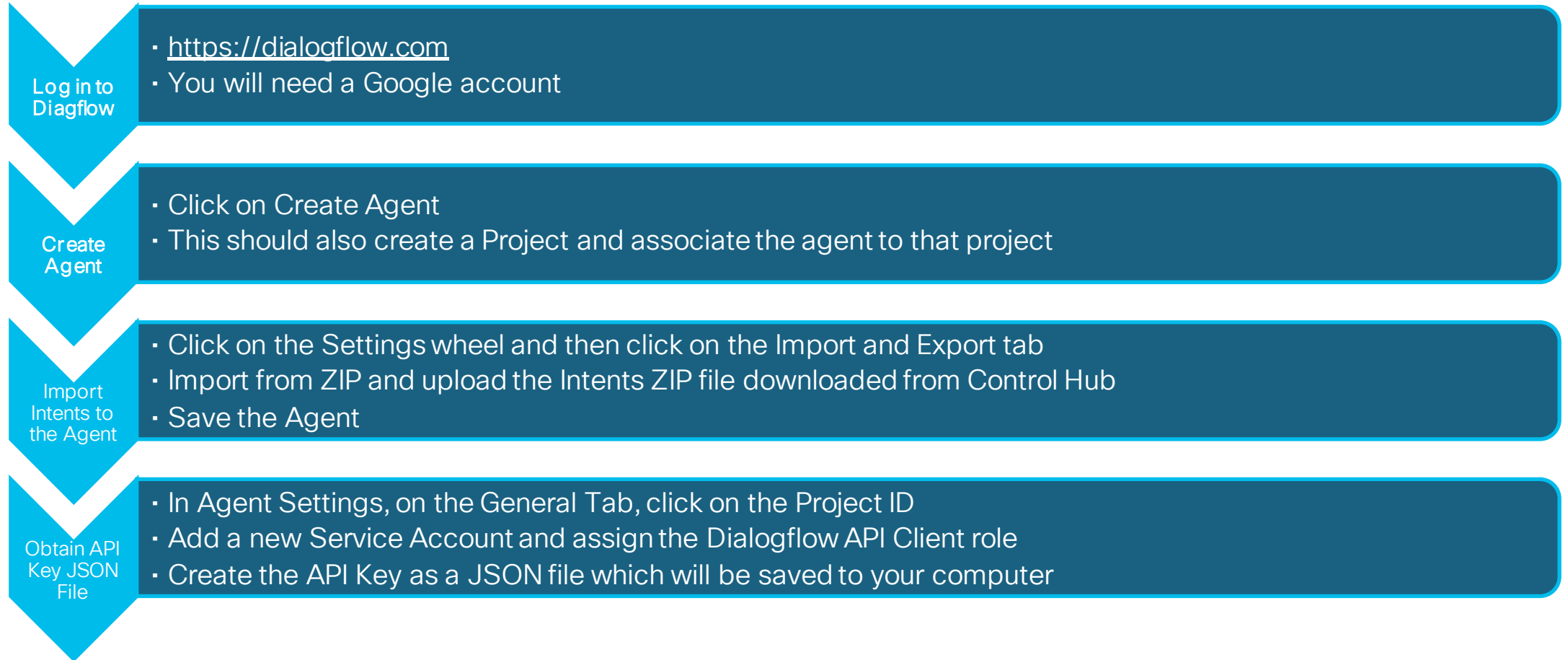
Customer Virtual Assistant

- Leverages Google DialogFlow
- Dialogflow incorporates Google's machine learning expertise
- A Dialogflow Agent is required
- Dialogflow Intents categorize end-user's intentions for one conversation turn



Google Dialogflow


Process Overview



Virtual Agent Configuration


Channel Enablement: Chat or Voice

Create New Contact Center Feature



Chat Template

Create a chat template that defines your customer support chat experience.



Virtual Agent

Create a virtual agent that can provide automated chat and voice support to customers.

Create Virtual Agent

Channel Enablement

Choose which channels to enable for this Virtual Agent based on your Webex Contact Center use cases and licences.

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Use For Chat

Enable self-service interactions for customer chat experiences. Add the virtual agent to Contact Center Chat Templates from the Cisco Webex Control Hub.

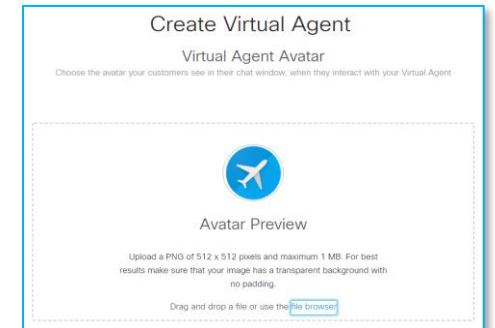
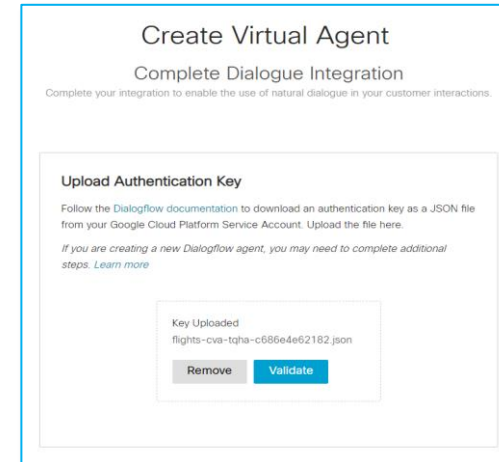
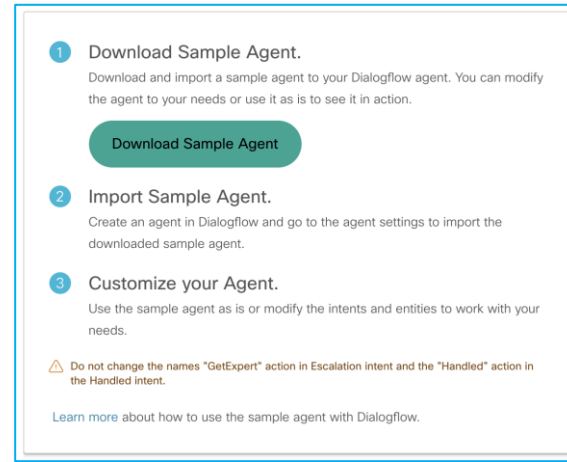
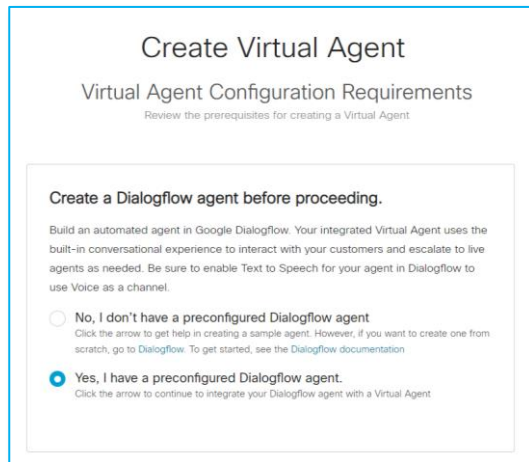
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Use For Voice

Enable self-service for customer voice experiences by adding the Virtual Agent activity to your [Flow management table in Routing Strategies](#)

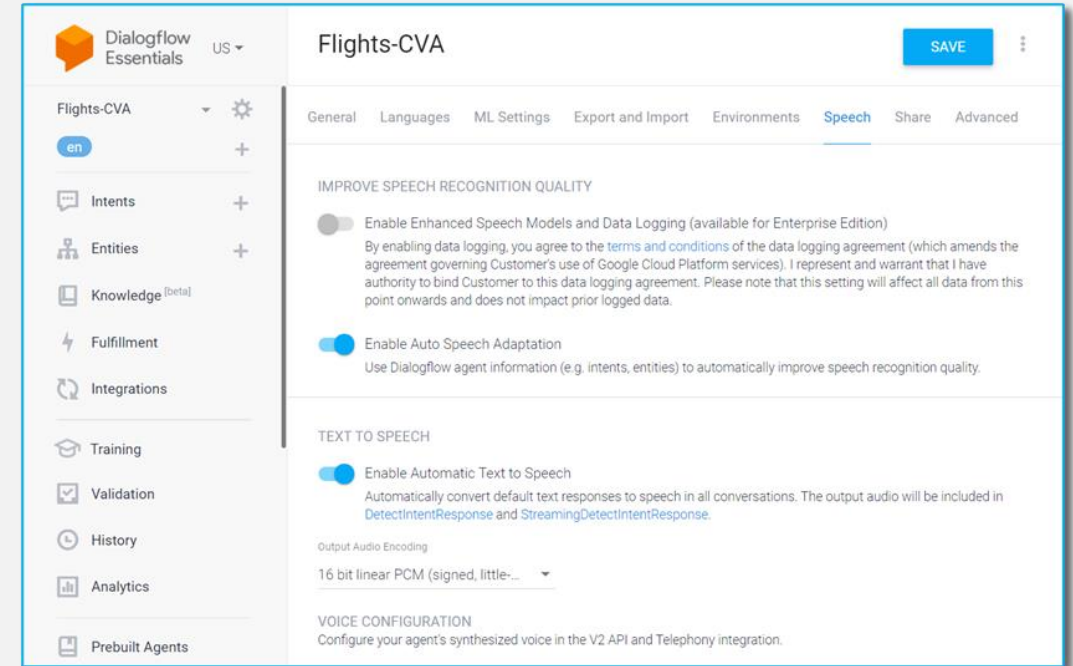
Virtual Agent Configuration

- Virtual Agent Configuration Requirement
- Configure Dialogue Integration
 - Download preconfigured Intents
- Upload Authentication Key
- Upload Avatar



Virtual Agent for Voice

- Enable Text to Speech for your agent in Dialogflow to use Voice as a channel.
- Google Text to Speech has been built based on DeepMind's speech synthesis
- Choose from an extensive selection of 220+ voices across 40+ languages and variants.



<https://cloud.google.com/text-to-speech>

Lab 12

Create a Custom Virtual Agent

- *Estimated Time: 20 minutes*



Review Questions

True/False. A DN is required to log in to the WXCC Desktop client.

True

True/False. Agents should make themselves available to receive CC calls.

True

