

Webex Contact Center Expert

Tenant Portal Management

Module 7

Module Objectives

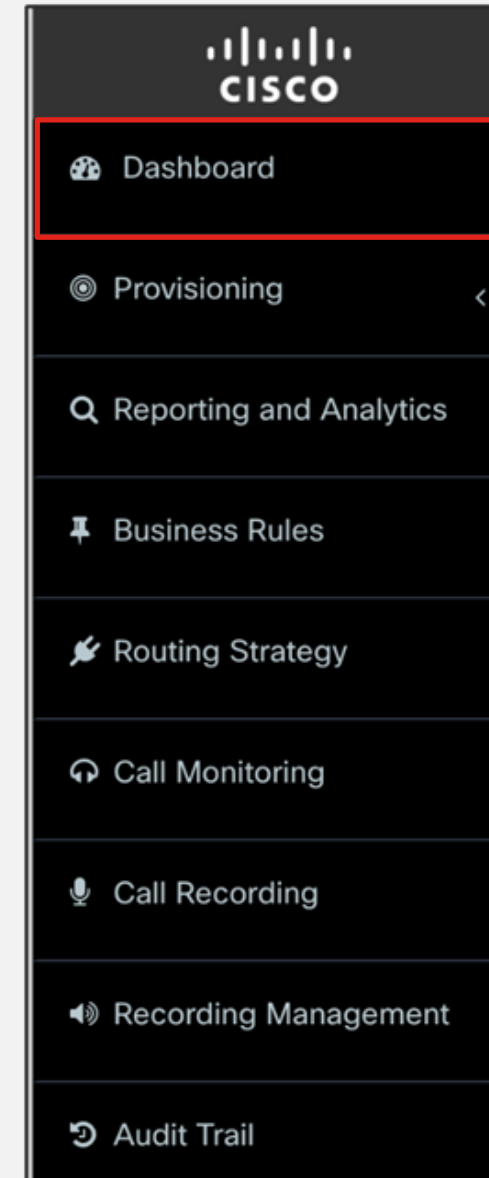
- Understanding how to configure
 - Call Monitoring
 - Call Recording
- Learning the tools available in the Recording Repository
- Being able to execute standard configuration

Supervisor Signing out Agents

Tenant Portal

Signing out Agents

- Supervisors can view the list of agents who are currently signed into the Agent Desktop, using a new dashboard *Agent State Data – Realtime* in the Management Portal. The dashboard provides supervisors the ability to sign out agents who are not handling any active contacts; i.e., agents who are in the Available or Idle state across all media channels. This feature helps enterprises manage concurrent licensing costs.



Tenant Portal

Signing out Agents

Dashboard

Agent State Data - Realtime

Sites

Teams

Agents

Reset

Search

Agent State Data

Show 10 entries

Search:

Next Refresh in 36 seconds

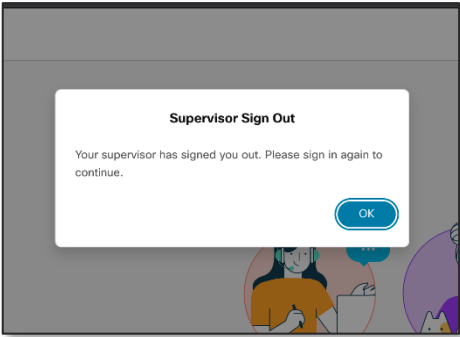
Stop Refresh

Agent Name	Site	Team	Login Time	Most Recent State	State Duration	Idle Code	Action
CC Agent 1	Site One	Team A	03/23/2021 09:38:40 AM	Available	00:00:06		Sign Out

Showing 1 to 1 of 1 entries

Previous1Next

Agents Screen

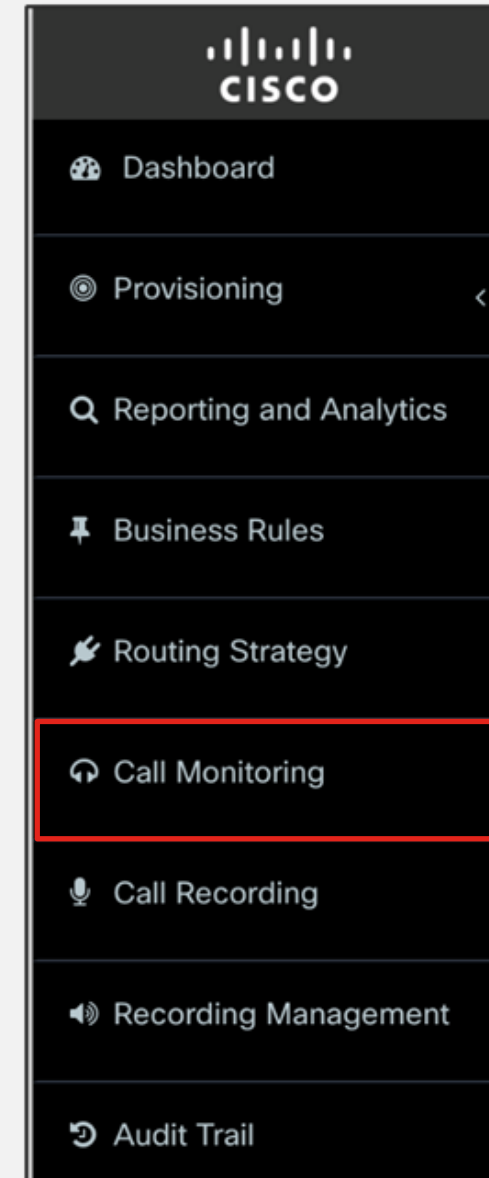


Call Monitoring

Tenant Portal

Call Monitoring

- The Webex Contact Center Call Monitoring module enables contact center managers to monitor the quality of service being delivered across their multi-source contact centers. Through a simplified Web interface, authorized users can select a combination of one or more queues, sites, and teams, as well as a specific agent they want to monitor.
- Monitoring can be done on a continuous, one time only (ad hoc), or scheduled basis, and authorized users can monitor a call that is already in progress.



Call Monitoring

- The audio for the call is delivered through an inbound phone call using a phone number associated with the user engaged in monitoring. Authorized supervisors can coach an agent during a connected call by providing comments that only the agent can hear and can barge in on a call and become part of the conversation between the agent and the customer.
- If a scheduled request and a continuous request are made for the same target, the continuous request takes precedence. When the continuous request is paused or cancelled, the scheduled request is enabled.
- If a scheduled request and an ad-hoc request are made for the same target, the ad-hoc request takes precedence. When the ad-hoc request is either cancelled or completed, the scheduled request is enabled.

Call Monitoring

- If you want to prevent this monitoring session from being displayed on other users' Management Portals, select the Use Invisible Mode check box.

The screenshot shows the Cisco Call Monitoring interface. The 'Call Monitoring' tab is selected. The 'Monitoring Filter' sidebar on the left includes filters for Queue, Site, Team, Agent, and Callback Number. The 'Use Invisible Mode' checkbox is checked. The main area shows 'Current Calls Status' with a graph and 'Calls Being Monitored' and 'Monitor Requests' tables, all displaying 'No records available'.

Monitoring Filter

Queue: All

Site: All

Team: All

Agent: All

Callback Number: Callback Number

☒ Use Invisible Mode

☒ Other ☐ U.S. Format

Monitor Next Call

Continuous Monitor

Current Calls Status

No records available

Calls Being Monitored

Queue	Site	Team	Agent	Monitoring Status	Supervisor Name	Supervisor Number	Duration	Action
No records available								

Monitor Requests

Request Type	Queue	Site	Team	Agent	Monitoring Status	Supervisor Name	Supervisor Number	Action
No records available								

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Scheduled Call Monitoring

- The Monitoring Schedules page in the Call Monitoring module enables authorized users to schedule call monitoring requests at specific times of the day or week.

The screenshot displays the 'Schedule' configuration page within the Cisco Webex Call Monitoring module. The interface is divided into three main sections: General Settings, Advanced Settings, and Monitoring Details. The 'Schedule' tab is highlighted in the top navigation bar. In the 'Monitoring Details' section, the 'Callback Number' field is highlighted with a red box, showing options for 'Other' and 'U.S. Format'. The 'Advanced Settings' section includes fields for Start Date, End Date, Start Time, End Time, Day Of Week, and Status. The 'General Settings' section includes fields for Enterprise, Name, and Enterprise Time Zone.

General Settings

Enterprise: Webex CC Training Org
Enterprise Time Zone: Eastern Standard Time
Name:

Advanced Settings

Start Date:
End Date:
Start Time:
End Time:
Day Of Week:
Status: ☒ Active

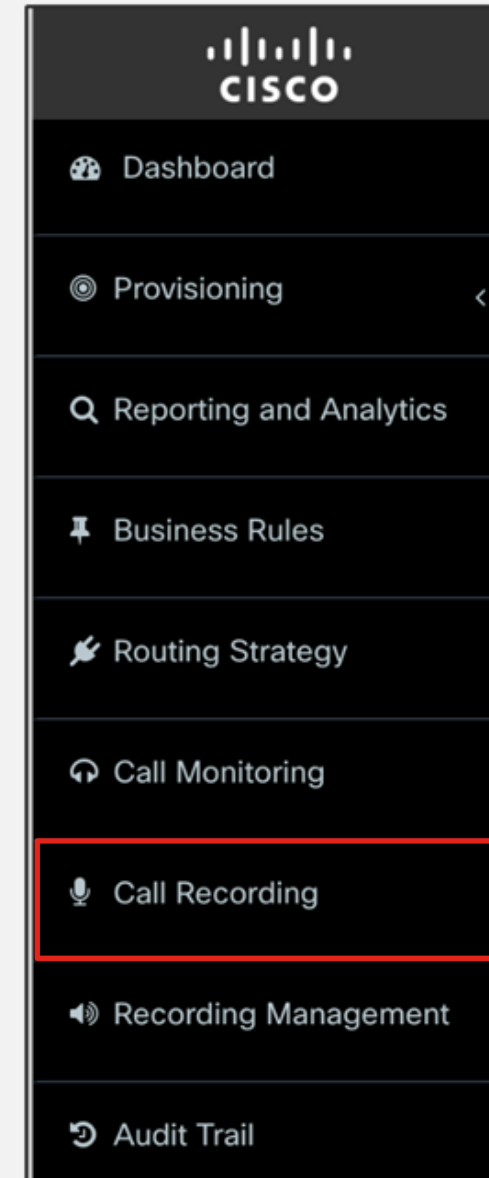
Monitoring Details

Callback Number: ☒ Other ☐ U.S. Format
Filter By: Queue Sites Teams Agents

Call Recording

Call Recording

- The Call Recording module enables authorized users to record any active call that is managed by the Webex Contact Center service.
- It provides a UI to set Call Recording schedules for specific Queues, Teams, Agents.



Call Recording

The recordings are in standard .wav format and can be accessed directly by authorized individuals.

Additionally, you can use the features of the optional Webex Contact Center Recording Management module to search and play recorded files.

- Build out daily and weekly call recording strategies
 - Record up to 100% of the WXCC calls
 - Record a specific Queue only or a specific Agent or a Site
 - Specific the percentage of calls you would like recorded
- PCI Compliance with Ability to turn off recording during credit card capture

Scheduled Call Recording

- The Monitoring Schedules page in the Call Monitoring module enables authorized users to schedule call monitoring requests at specific times of the day or week.

The screenshot displays the 'Call Recording' configuration page in the Cisco Webex interface. The page is divided into three main sections: General Settings, Advanced Settings, and Recording Details.

General Settings:

- Enterprise: Webex CC Training Org
- Enterprise Time Zone: Eastern Standard Time
- Name: [Text Field]
- Queue: Queue-1 (highlighted with a red box)

Advanced Settings:

- Start Date: 19-Nov-2020
- End Date: 19-Nov-2020
- Start Time: 0000
- End Time: 2400
- Day Of Week: All Days (with a dropdown menu and a row of day selection buttons: Sun, Mon, Tue, Wed, Thu, Fri, Sat)
- Status: Active (toggle switch)

Recording Details:

- Enable Pause Resume: No
- Pause Duration (in Sec): 10
- Percentage: 0.0
- Filter By: Sites (with a 'Select Sites' dropdown)
- Teams: (with a 'Select Teams' dropdown)
- Agents: (with a 'Select Agents' dropdown)

At the bottom of the form, there are three buttons: Save, Reset, and Cancel.

Recording Management

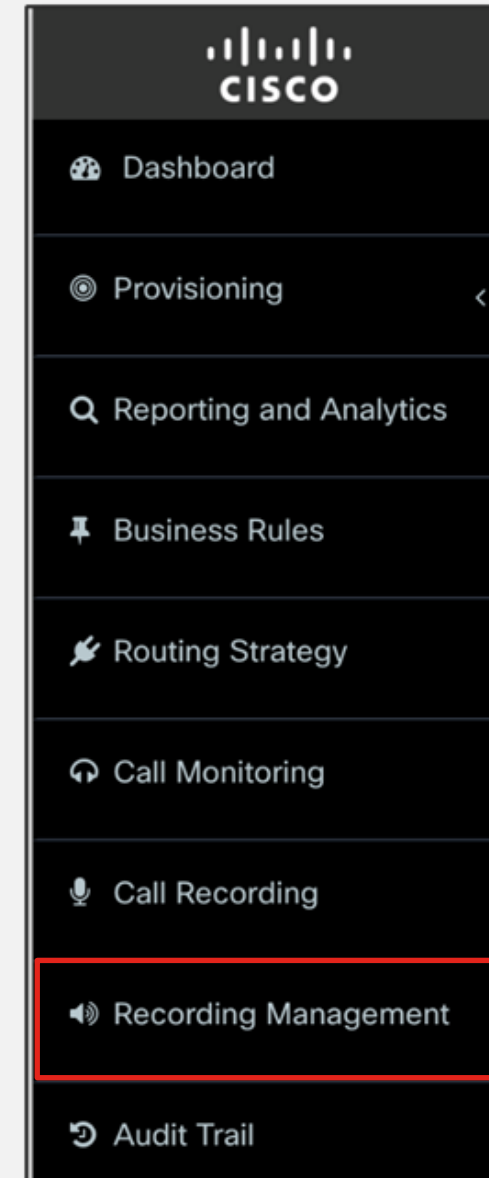
Recording Management

- The optional Webex Contact Center Recording Management module enables authorized users to search for and play audio files recorded through the Webex Contact Center Call Recording feature.
- In addition, authorized users can create tags that can be assigned to audio files for use as search criteria, specify which CAD variables to store with recordings, create custom attributes, and view recent Recording Management activity.

Call Recording

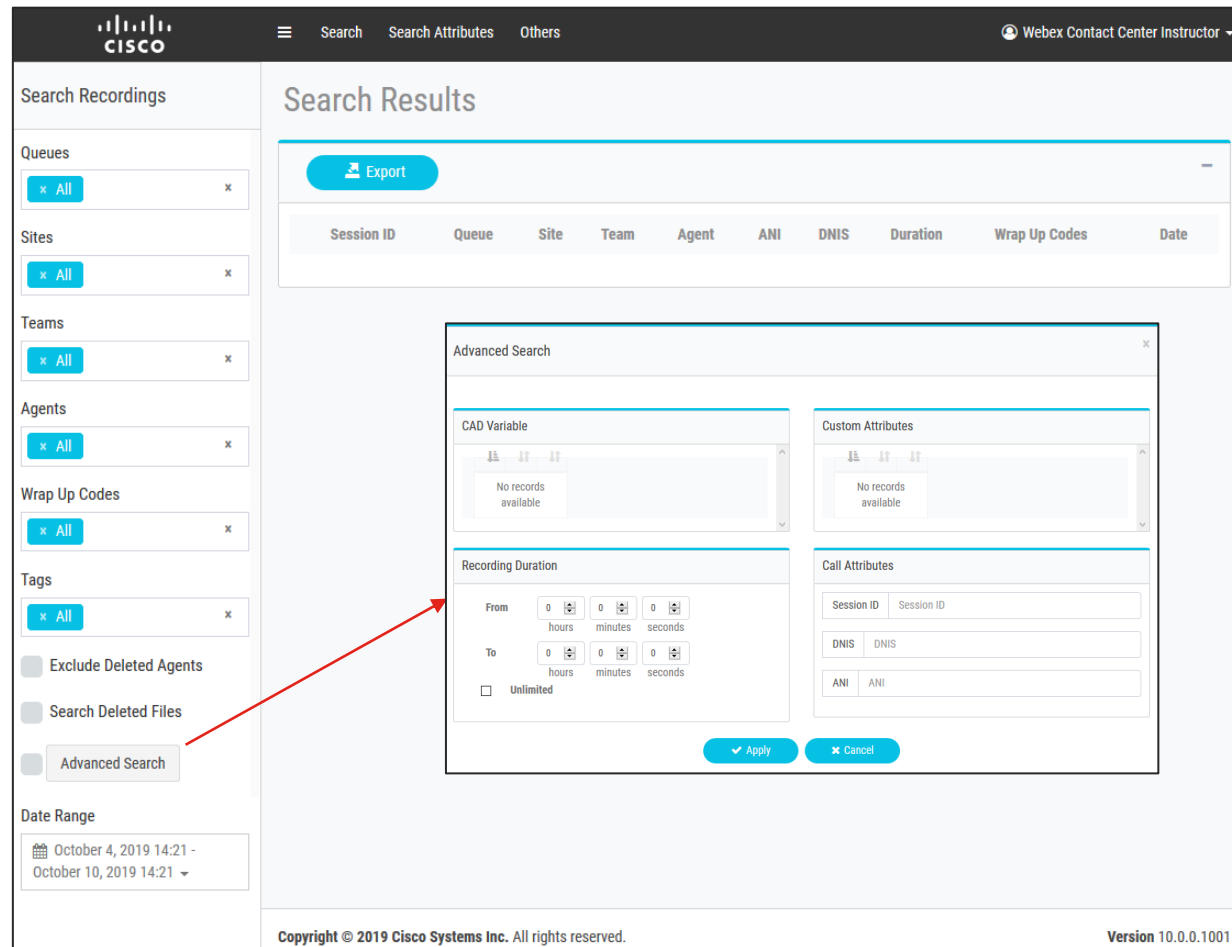
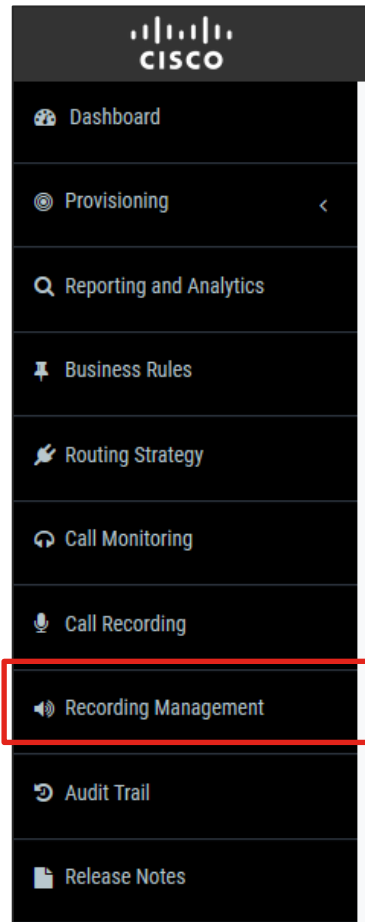
Tools available in the Recording Repository

- Repository for recordings
 - Recording are sent to the repository near real-time
 - Calls will be available to review only after synchronization
- Web-based UI for media management
 - Browse and search for target file
 - Playback wav files
 - Download wav files
 - View metrics on synchronization
- Search criteria
 - ANI
 - Site
 - Team
 - Queue
 - Agent, and/or
 - Date range
 - Duration of call



Recording Management

Advanced Search



- It opens as a new tab
- 'Simple' Search recording is default option
- 'Advanced' option provides additional search parameters

Recording Management

Play/ Download /Copy

Search

Search Attributes

wxcctrainingadmin wxcctrainingadmin

Search Recordings

Queues

All

Sites

All

Teams

All

Agents

All

Wrap Up Codes

All

Tags

All

Exclude Deleted Agents

Advanced Search

Date Range

November 26, 2020

16:32 - December 2, 2020

16:32

Reset

Search

Search Results

Export

Show 10 entries

Search :

	Session ID	Queue	Site	Team	Agent	ANI	DNIS	Duration	Wrap Up Codes	Date
> ...	74-492c-8355-e4f4e813f7f9	Voice Queue	Site One	Team A	CC Agent 1	+12402248506	+12402248507	00:11:16	Sale	2020-12-02 09:32:44
> ...	f10e3f46-e8e8-4ffc-904d-e828b74159bd	Voice Queue	Site One	Team A	CC Agent 1	+12402248506	+12402248507	00:03:08	Sale	2020-12-02 09:23:08

Showing 1 to 2 of 2 entries

Previous

1

Next

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Lab 10

Setting up a Call Monitoring Schedule and a Call Recording Schedule

- *Estimated Time to Completion 10 minutes*



Review Questions

What are the Call Monitoring types?

- A. Continuous
- B. Mid-Call
- C. Scheduled (next call or according to schedule)

Review Questions

What are the main functions of the Recording Management module?

- A. Storing recording
- B. Managing recordings

Module Objectives

- Understanding how to configure
 - Call Monitoring
 - Call Recording
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- Being able to execute standard configuration

