

# Webex Contact Center Expert

Tenant Portal Provisioning

Module 4

# Module Objectives

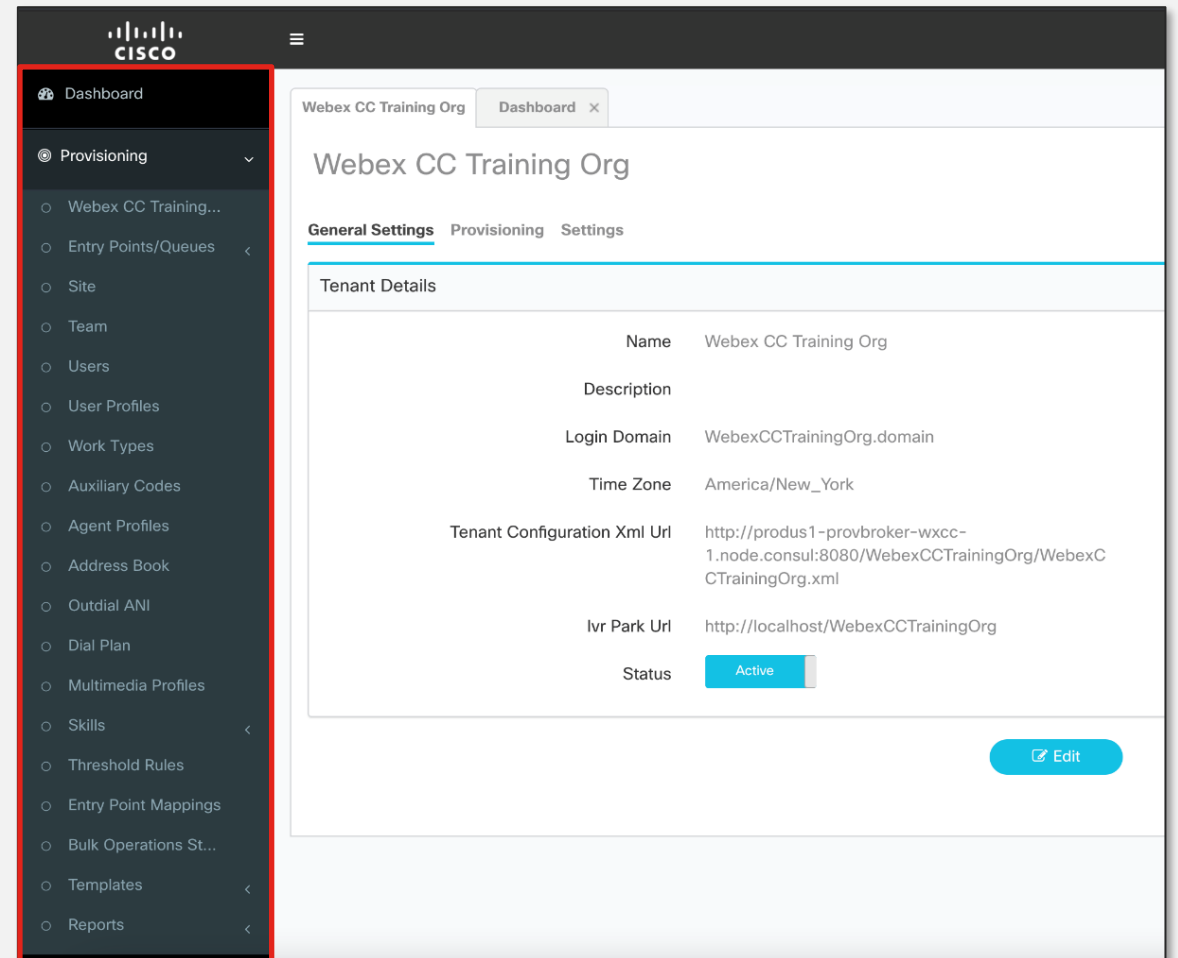
- Understanding the WXCC Tenant Structure and its Roles
- Learning the logical steps of provisioning a new Contact Center
  - Multimedia Profile
  - Sites and Teams
  - Agent Profile
  - User Profiles

# Tenant Portal

# Tenant Portal

## Provisioning

- Simple menu Structure



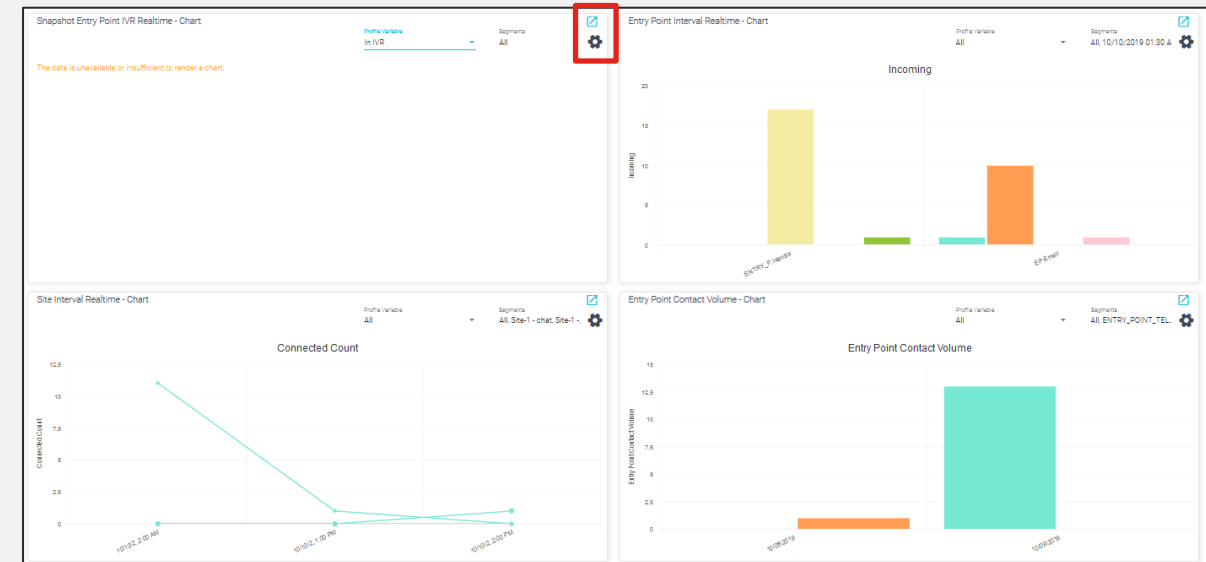
# Tenant Portal

## Real-Time Dashboard

The Dashboard Entry Screen provides a quick overview of the Contact Center

- Snapshot Entry Point IVR Realtime (Chart)
- Interval Entry Point Realtime (Chart)
- Interval Site Realtime (Chart)
- Entry Point Contact Daily Volume (Chart)

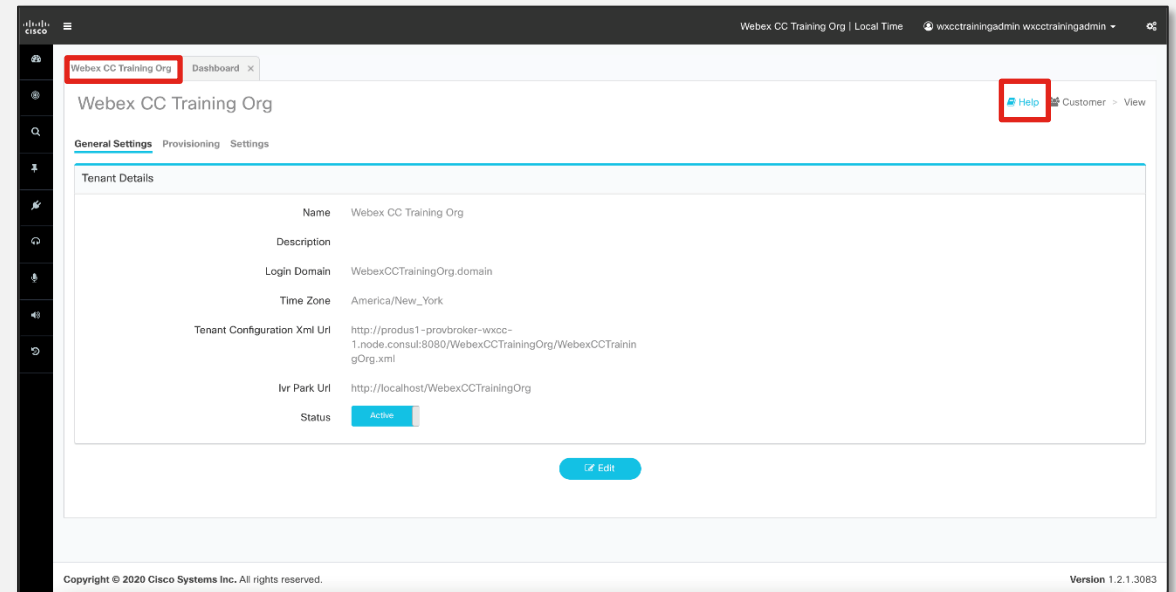
Each Report can be opened in **Analyzer**



# Tenant Portal

## Tenant Settings

- Tenant Admin can manage the following Tenant Settings:
  - General Settings
  - Provisioning
  - Settings
- The online Help can be useful to better understand these settings



# Tenant Portal

## General Settings

- Settings like:
  - Tenant Name,
  - Time Zone
  - Address
  - Tenant Contact Info
- The Settings in gray cannot be changed by the Tenant Admin

General Settings Provisioning Settings

Tenant Details

Name	Webex CC Training Org
Description	
Login Domain	WebexCCTrainingOrg.domain
Time Zone	America/New_York
Tenant Configuration Xml Url	http://produs1-provbroker-wxcc-1.node.consul:8080/WebexCCTrainingOrg/WebexCCTrainingOrg.xml
Ivr Park Url	http://localhost/WebexCCTrainingOrg
Status	Active

Save Back

# Tenant Settings

## Provisioning

- These settings cannot be changed by the Tenant Admin
- They are enabled according to the Add-on licenses purchased via CCW

The screenshot shows the 'Provisioning' tab selected in the 'Settings' menu. The page is titled 'System Profile' and contains three toggle switches, all of which are currently set to 'Off'. The first toggle is for 'Workforce Options', which includes 'Quality Management, Workforce Management, WFO Analytics, Workforce Analytics with Transcriptions, or the Workforce Bundle'. The second toggle is for 'Campaign Management'. The third toggle is for 'Speech Enabled Ivr'. At the bottom right of the page, there are two buttons: 'Save' and 'Back'.

Setting	Status
Workforce Options Quality Management, Workforce Management, WFO Analytics, Workforce Analytics with Transcriptions, or the Workforce Bundle	Off
Campaign Management	Off
Speech Enabled Ivr	Off



# Tenant Settings

## Settings

- Settings like:
  - Call Settings
    - Thresholds
    - Active Contacts
  - Other Settings
    - Recording
    - Pause Duration
- These are global default settings applicable to all Tenant

General Settings Provisioning **Settings**

### Call Settings

Short Call Threshold	10	seconds
Sudden Disconnect Threshold	30	seconds
Maximum Active Contacts	1000	
Inbound Maximum Active Contacts	500	
Outdial Maximum Active Contacts	500	

### Other Settings

Allow Agent Threshold	<input checked="" type="checkbox"/> On	
Pause/Resume Enabled	<input checked="" type="checkbox"/> On	
Recording Pause Duration	10	seconds
Record All Calls	<input checked="" type="checkbox"/> On	

### Desktop Settings

Webex Experience Management URL	<input type="checkbox"/> Off
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Enable Webex Experience Management widgets on Webex CC Desktop by configuring the URL containing Space ID and Metrics ID.

# Lab 2

## Configuring Tenant Global Settings

- *Estimated Time: 30 minutes*

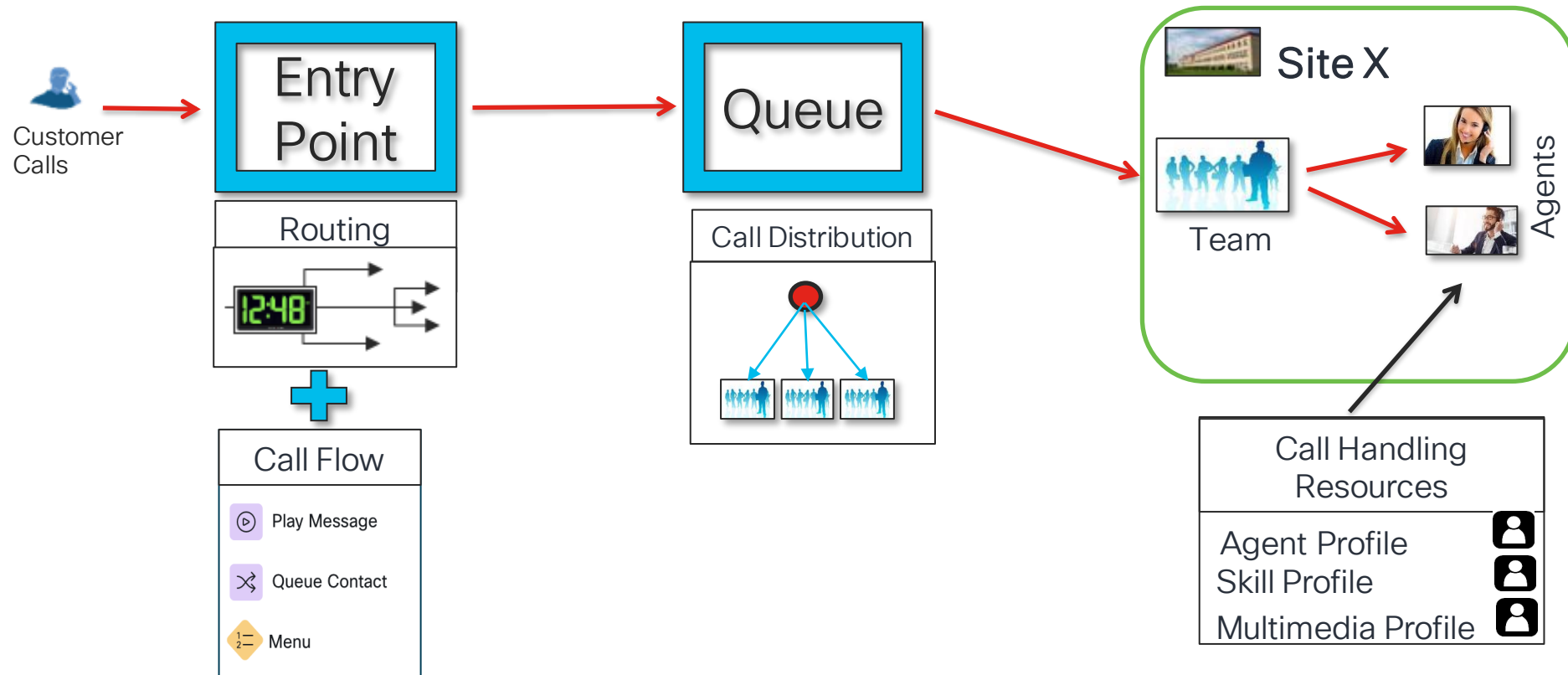


# Contact Center Concepts

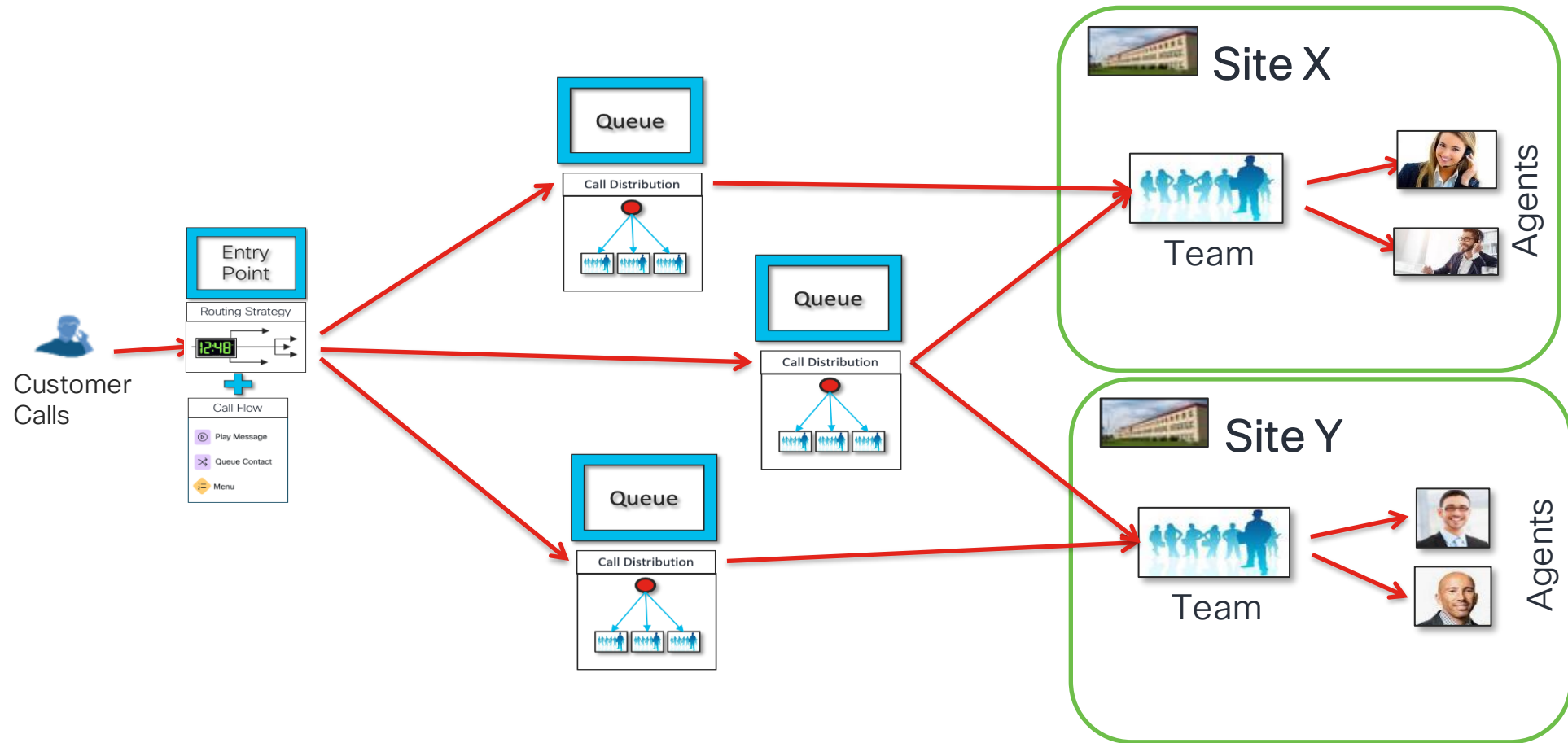
# Definitions

Tenant	An Enterprise (Customer) that has Contact Center services at one or more Sites
Tenant Admin	Webex Contact Center Administrator (Customer Level), assigned in Control Hub.

# Concepts and Terminology



# Concepts and Terminology



# Definitions

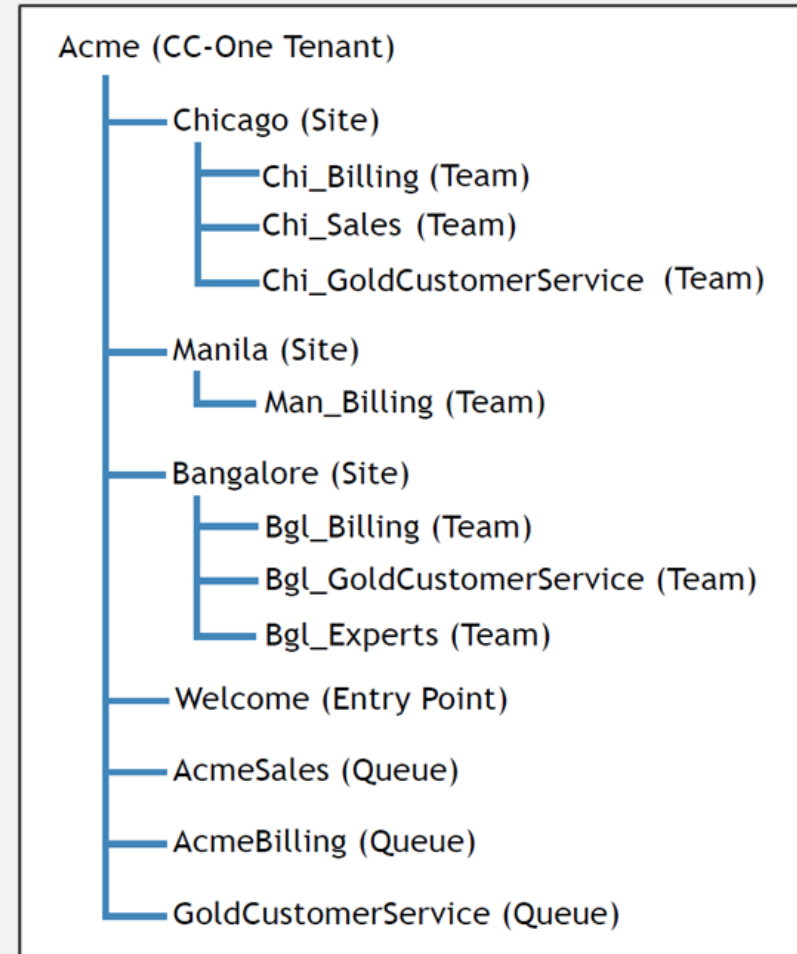
<b>Tenant</b>	An Enterprise that has CC services at one or more Sites
<b>Tenant Admin</b>	Webex Contact Center enterprise administrator
<b>Entry Point</b>	Initial landing place for customer calls in case of Telephony channel* Entry Points can also serve other channels: Chat, Email, etc
<b>Site</b>	Webex Contact Center location controlled by the Tenant
<b>Team</b>	Group of Agents at a specific site
<b>Queue</b>	It is where calls/multimedia are kept while they await handling by an Agent
<b>Agent</b>	User who handles incoming or outgoing customer calls/multimedia for a Tenant

\*One or more numbers can be associated with an entry point.

# Example of

- Example Tenant Profile Hierarchy

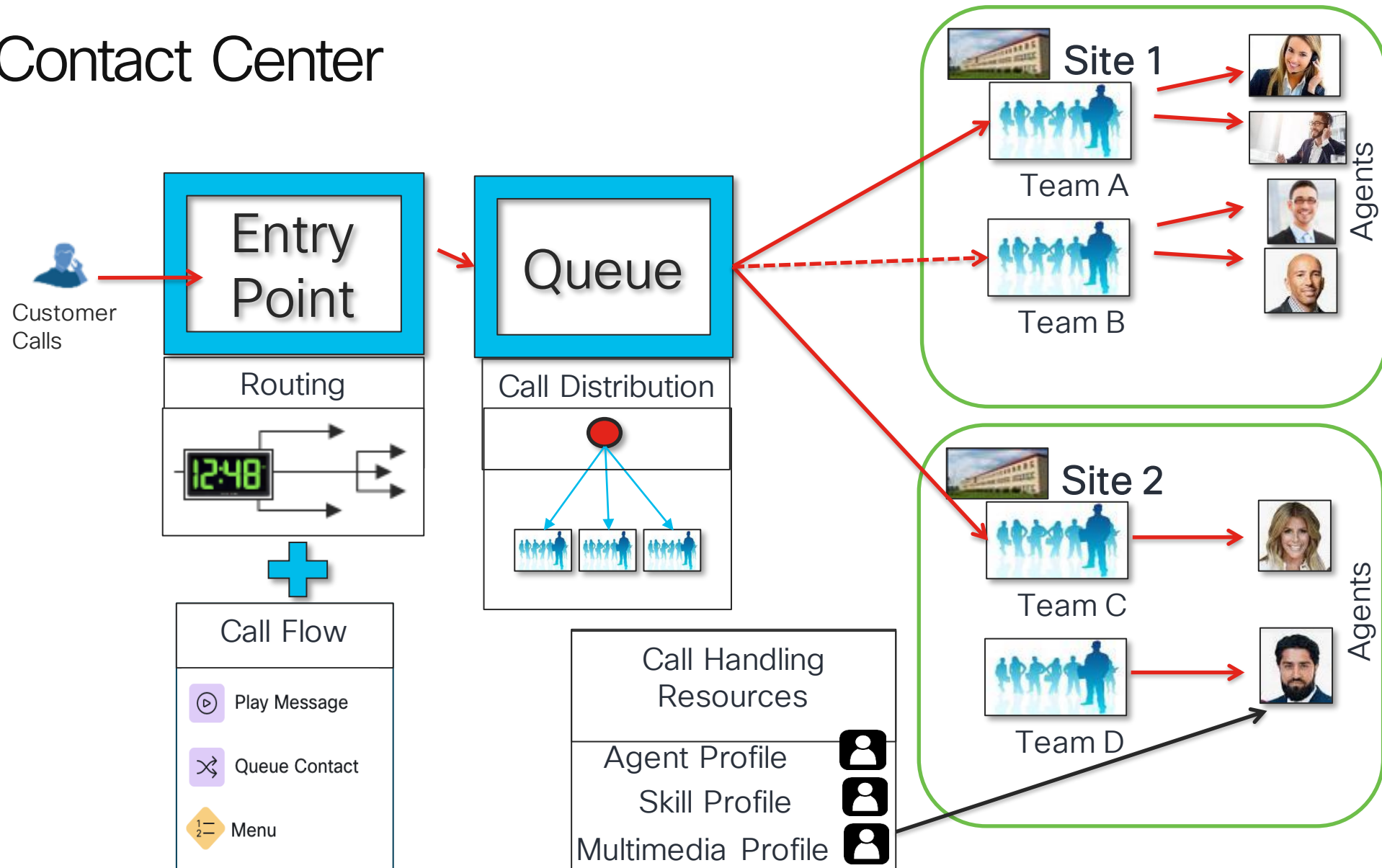
## Tenant Hierarchy





# Building a New Contact Center

# Our Contact Center



# Definitions

<b>Skill</b>	It represents a characteristic to allow incoming calls to be distributed to Agents. It can be proficiency, boolean, text, enum
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# Skill

- Proficiency
  - Can have a value ranging from 0 to 10 that represents the agent's level of expertise in the skill.
- Boolean
  - Can have the value of True or False to indicate whether or not the agent has the skill.
- Text
  - A free-form text skill that must be matched exactly.
- Enum
  - A named set of predefined values. For example, a skill named Line of Business might have a set of three values: Sales, Service, and Billing.

Skill Definition

Name

Description

Service Level Threshold

0

Type

Select

Status

Active

Select

Proficiency

Enum

Boolean

Text

Select

# Definitions

<b>Skill</b>	It represents a characteristic to allow incoming calls to be distributed to Agents. It can be proficiency, boolean, text, enum
<b>Skill Profile - Agents</b>	A skill profile is a set of Skills, each with an assigned value, that can be assigned to an agent-based Team or to an individual Agent

# Skill Profile

- Select the skills required for the Agent's Profile.
- Set the level of the skills
- If a skill profile is assigned to a team, all agents logged in to that team are associated with that skill profile unless the agent is assigned a specific skill profile.

Skill Profile

[Help](#) [Skill Profiles](#) > [Add](#)

General Settings

Name

Example Profile

Description

Active Skills

Select	Skill Name	Skill Type	Skill Value
<input checked="" type="checkbox"/>	English	Proficiency	<div><div>8</div><div></div></div>
<input checked="" type="checkbox"/>	WxCC Certified	Boolean	<div><input type="radio"/> True <input checked="" type="radio"/> False</div>

Save

Reset

Cancel

# Definitions

<b>Skill</b>	It represents a characteristic to allow incoming calls to be distributed to Agents. It can be proficiency, boolean, text, enum
<b>Skill Profile - Agents</b>	A skill profile is a set of Skills, each with an assigned value, that can be assigned to an agent-based Team or to an individual Agent
<b>Multimedia Profile-Agents</b>	It specifies how many of each media type the agent can handle concurrently. Multimedia profiles can be assigned to Teams and individual Agents

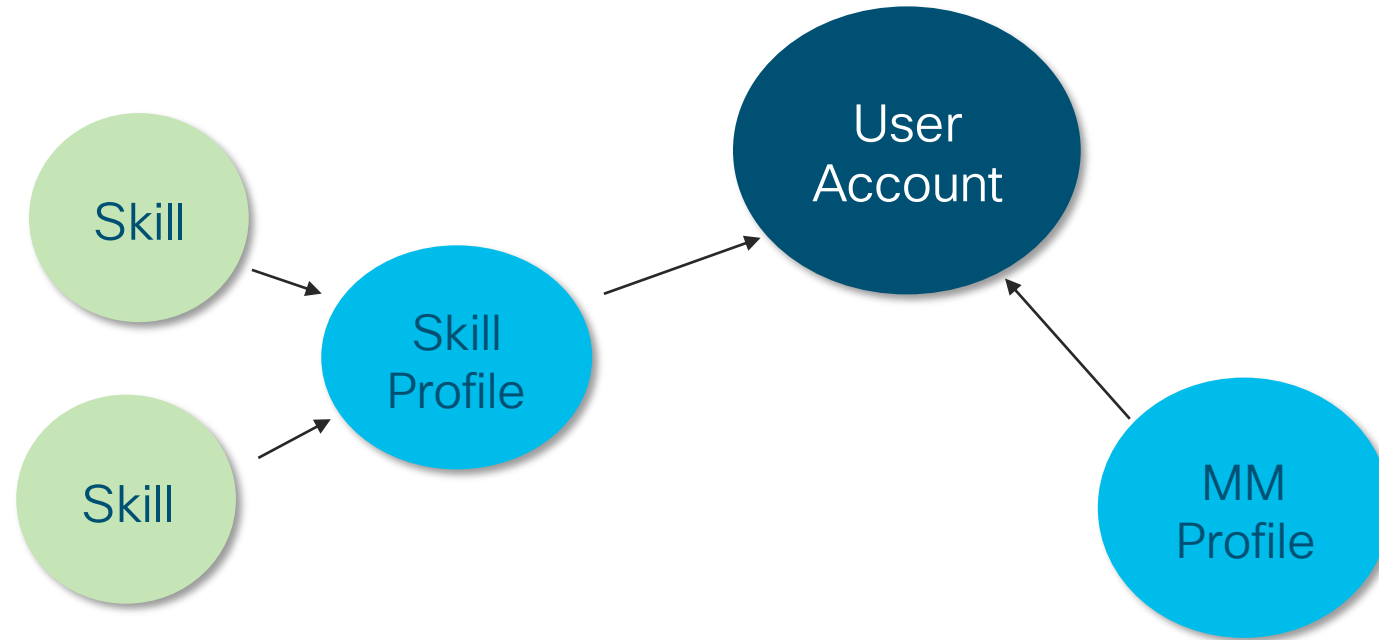
# Multimedia Profile

- Each profile specifies the number of each type of media the agent can handle depending on the mode selected.
  - Blended
  - Blended Real-Time
  - Exclusive
- You can assign multimedia profiles to sites, teams, or individual agents.

The screenshot displays the 'Multimedia Profile' configuration page in the Webex Contact Center Expert. The page is divided into two main sections, both titled 'Details'. The top section contains input fields for 'Name' and 'Description'. The bottom section features three radio buttons for selecting a mode: 'Blended' (which is selected), 'Blended Real-time', and 'Exclusive'. Below the radio buttons, a descriptive text states: 'This mode allows agents to handle multiple contacts of different channel types simultaneously. Define upper limits for each channel type.' At the bottom of this section, there are four dropdown menus for setting limits: 'Voice' (set to 1), 'Chat' (set to 1), 'Email' (set to 1), and 'Social Channel' (set to 1). The top right corner of the interface includes a 'Help' icon and a breadcrumb trail 'Multimedia Profiles >'.



# Relationship Model



# Lab 3

## Provisioning Skills, Skill Profiles and MM Profiles

- *Estimated Time: 25 minutes*



# LAB 3 Expected Outcomes

Call Handling Resources	
Skill Profile	
Multimedia Profile	

# LAB 3

## Skills

SKILL	TYPE
English	Proficiency
German	Proficiency
WXCC Certified	Boolean

# LAB 3

## Skill Profiles

PROFILE	ENGLISH	GERMAN	WXCC CERTIFIED
Profile 1	9	3	Yes
Profile 2	9	3	No
Profile 3	3	9	Yes
Profile 4	3	9	No

# Definitions

<b>Skill</b>	It represents a characteristic to allow incoming calls to be distributed to Agents. It can be proficiency, boolean, text, enum
<b>Skill Profile - Agents</b>	A skill profile is a set of Skills, each with an assigned value, that can be assigned to an agent-based Team or to an individual Agent
<b>Multimedia Profile-Agents</b>	It specifies how many of each media type the agent can handle concurrently. Multimedia profiles can be assigned to Teams and individual Agents
<b>Team</b>	A team is a group of people who support a specific group of functions.

# Agent Based Teams

- Agents have to use the Desktop clients
- An Agent can only log in to one Team at a time
- When an agent is selected, a call is placed to the phone number Agent entered at login
- Queued calls are distributed to Teams according to the Queue Routing Strategy

Team

General Settings

Site

NY Electronics

Name

Type

Capacity Based

Agent Based

Team Status

In Service

Not Available

Advanced Settings

DN

0

Capacity

0

Skill Profile

Select

Multimedia Profile

None

Agents

Select an option

Desktop Layout

Global Layout

# Capacity Based Teams

- Each capacity-based Team has an associated phone number
- When a capacity-based team is selected, a call is placed to that phone number
- Calls in excess of the specified capacity for the Team are queued

Team

General Settings

Site: NY Electronics

Name:

Type: ☒ Capacity Based ☐ Agent Based

Team Status: ☒ In Service ☐ Not Available

Advanced Settings

DN: 0

Capacity: 0

Skill Profile:

Multimedia Profile:

Agents: Select an option

Desktop Layout: Global Layout



# Definitions

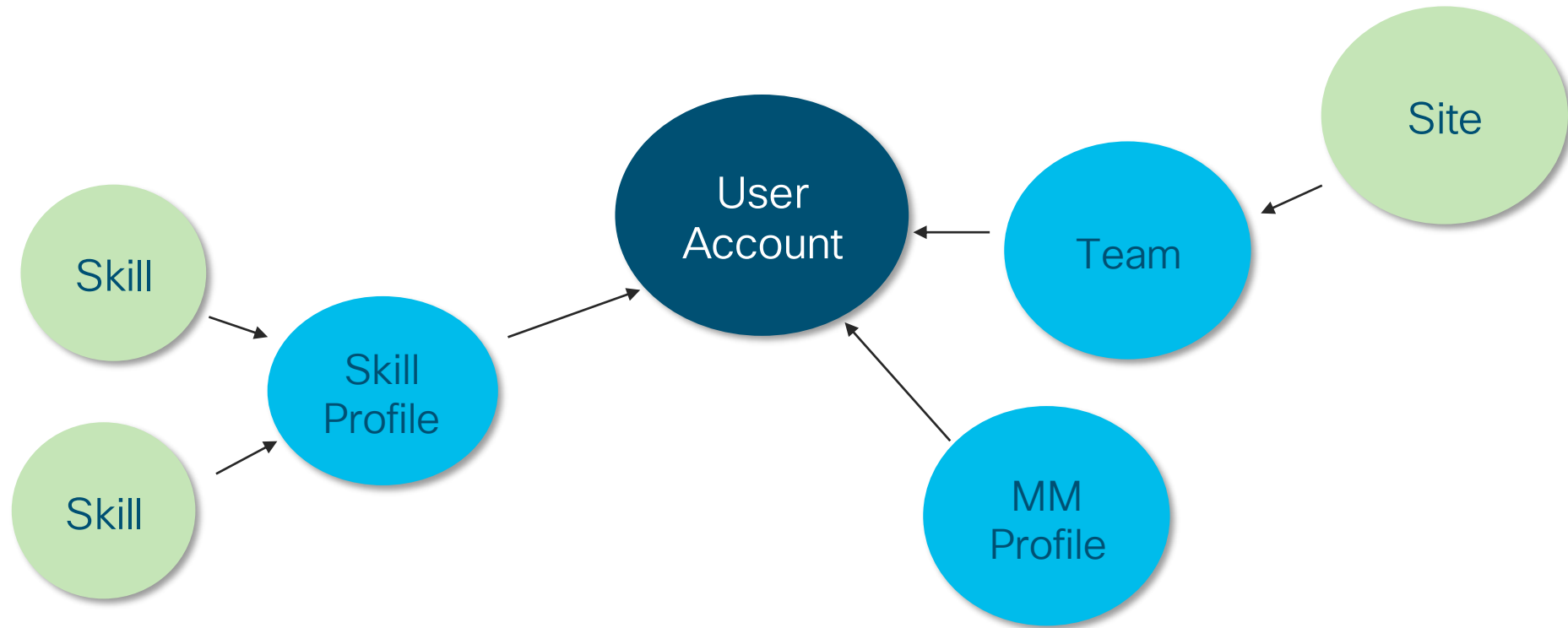
<b>Skill</b>	It represents a characteristic to allow incoming calls to be distributed to Agents. It can be proficiency, boolean, text, enum
<b>Skill Profile - Agents</b>	A skill profile is a set of Skills, each with an assigned value, that can be assigned to an agent-based Team or to an individual Agent
<b>Multimedia Profile-Agents</b>	It specifies how many of each media type the agent can handle concurrently. Multimedia profiles can be assigned to Teams and individual Agents
<b>Team</b>	A team is a group of people who support a specific group of functions.
<b>Site</b>	A Site is usually a physical call center location under the control of the enterprise.

# Sites

- When you create a site, the system automatically adds a team and a multimedia profile to the new site. You can change the team name and other settings, but cannot change the team type from Capacity based to Agent based. Do not delete the team without adding another team for the new site

The screenshot displays the 'Site' configuration page in the Webex Contact Center Expert interface. The page is divided into two main sections: 'General Settings' and 'Advanced Settings'. In the 'General Settings' section, there is a 'Name' field with an empty text input box. The 'Advanced Settings' section contains a 'Multimedia Profile' field, which currently shows 'Default\_Telephony\_Profile'. At the bottom right of the form, there are three buttons: 'Save' (with a floppy disk icon), 'Reset' (with a circular arrow icon), and 'Cancel' (with an 'X' icon).

# Relationship Model



# Lab 4

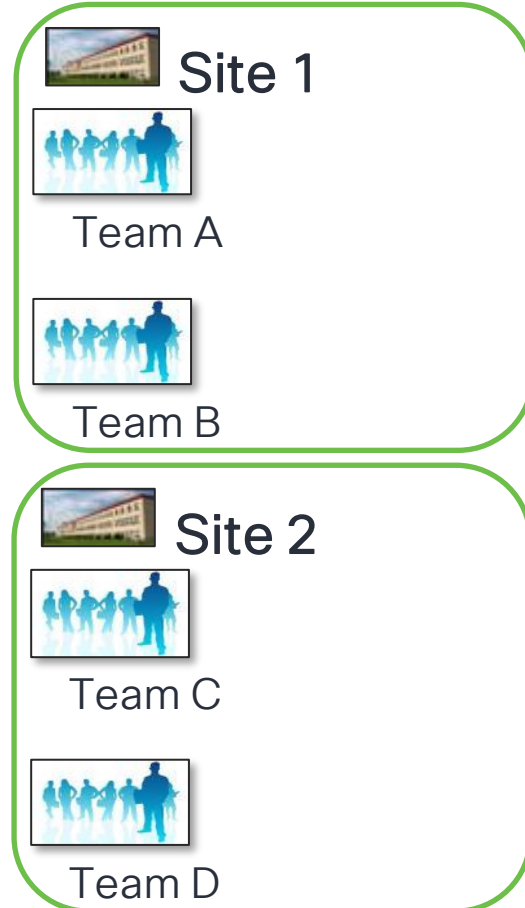
## Provisioning Sites and Teams

- *Estimated Time: 25 minutes*



# LAB 4 Expected Outcomes

Call Handling Resources	
Skill Profile	
Multimedia Profile	



# Definitions

## Agent Profile

An agent profile is a group of permissions and Agent Desktop behaviors that you assign to specific **agents**. Each agent profile specifies the following permissions and settings:

Queue Transfer

Agent Consult and Transfer

Wrap up and Idle Codes.

Wrap-up Timeout Values

Agent Auto Available

Dialing Capabilities

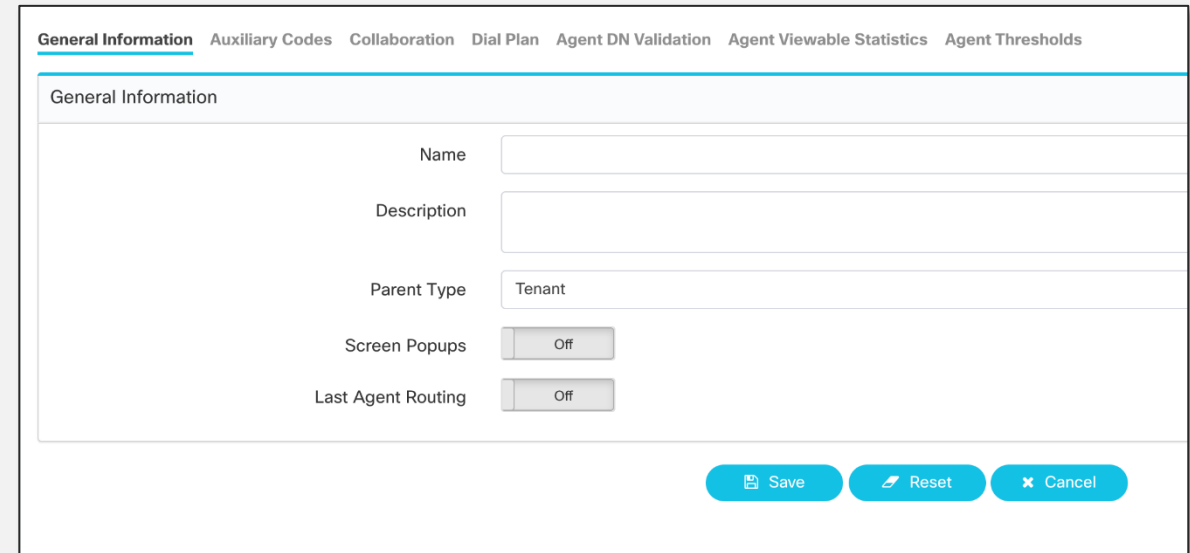
Dial Number Capabilities

Access to the agent personal statistics

# Agent Profile

## General

- Specify whether you want to allow external pop-up screens.
- Only if your administrator enables the Last Agent Routing feature for your enterprise can you select whether to display the Last Agent Routing check box on the Agent Desktop during wrap-up.
- When an agent selects this checkbox during wrap-up, the system routes the calls to them the next time the customer calls for the same issue.



The screenshot shows the 'General Information' tab of the Agent Profile configuration page. The page has a top navigation bar with tabs: General Information (selected), Auxiliary Codes, Collaboration, Dial Plan, Agent DN Validation, Agent Viewable Statistics, and Agent Thresholds. The main content area is titled 'General Information' and contains the following fields:

- Name:** A text input field.
- Description:** A text input field.
- Parent Type:** A dropdown menu with 'Tenant' selected.
- Screen Popups:** A toggle switch set to 'Off'.
- Last Agent Routing:** A toggle switch set to 'Off'.

At the bottom right of the form are three buttons: 'Save' (with a floppy disk icon), 'Reset' (with a circular arrow icon), and 'Cancel' (with an 'X' icon).

# Agent Profile

## Auxiliary Codes

- Specify the wrap-up codes that the agents can select when they wrap up a contact
- Specify the Idle codes that the agents can select in Agent Desktop

The screenshot shows the 'Auxiliary Codes' configuration page for an agent profile. The page has a top navigation bar with tabs: General Information, Auxiliary Codes (selected), Collaboration, Dial Plan, Agent DN Validation, Agent Viewable Statistics, and Agent Thresholds. Below the navigation bar is a section titled 'Auxiliary Codes'. Inside this section, there are several settings:

- Wrap Up Settings:** Two radio buttons are present. 'Manual Wrap Up' is selected (indicated by a blue dot), and 'Auto Wrap Up With Time Out Of' is unselected.
- Agent Available After Outdial:** A toggle switch is set to 'Off'.
- Allow Auto Wrap Up Extension:** A toggle switch is set to 'Off'.
- Wrap Up Codes:** Two radio buttons are present. 'All' is selected (indicated by a blue dot), and 'Specific' is unselected.
- Idle Codes:** Two radio buttons are present. 'All' is selected (indicated by a blue dot), and 'Specific' is unselected.

At the bottom right of the configuration area, there are three buttons: 'Save' (with a floppy disk icon), 'Reset' (with a refresh icon), and 'Cancel' (with an 'x' icon).



# Agent Profile

## Collaboration

- Specify the entry points or queues that the agents can select from the Queue drop-down list on the Agent Desktop
- Specify the teams that the agents can select from the Agent drop-down list on the Agent Desktop
- Select if you want the agent to be able to select a queue in the Queue drop-down as a target for a consultation.

The screenshot shows the 'Collaboration' tab of the Agent Profile configuration interface. The tab is highlighted in blue. Below the tab, the 'Collaboration' section contains three settings:

- Entry Point / Queue Transfer Targets:** Three radio buttons are present: 'All' (selected), 'Specific', and 'None'.
- Buddy Teams:** Three radio buttons are present: 'All' (selected), 'Specific', and 'None'.
- Consult To Queue:** A toggle switch is set to 'Off'.

At the bottom right of the form, there are three buttons: 'Save' (with a floppy disk icon), 'Reset' (with a circular arrow icon), and 'Cancel' (with an 'X' icon).

# Agent Profile

## Dial Plan

- If you want the agent to be able to make outdial calls (With the Address Book), select Outdial Enabled.
- **Note:** To display the dialpad, you must have an appropriate setup. Contact your administrator for the setup.
- If you want the agent to be able to make ad-hoc outdial calls, enable the Dial Plan.

The screenshot shows the 'Dial Plan' configuration page within the Webex Contact Center Expert interface. The page has a top navigation bar with tabs: General Information, Auxiliary Codes, Collaboration, **Dial Plan** (selected), Agent DN Validation, Agent Viewable Statistics, and Agent Thresholds. Below the navigation bar, the 'Dial Plan' section contains three configuration items: 'Outdial Enabled' with a toggle switch set to 'Off', 'Address Book' with a dropdown menu showing 'Select an option', and 'Dial Plan Enabled' with a toggle switch set to 'Off'. At the bottom right of the form, there are three buttons: 'Save' (with a floppy disk icon), 'Reset' (with a refresh icon), and 'Cancel' (with an 'x' icon).

# Agent Profile

## Agent DN Validation

- Select **Unrestricted** to allow agents to use any DN to log in to the Agent Desktop.
- **Provisioned Value** restricts the login DN to the default value that you provision for the agent.
  - **Note:** If you do not provision any DN value, the agent can enter any DN value.
- **Validation Criteria** restricts the login DN to the format specified in the Validation Criteria setting.

The screenshot shows the 'Agent DN Validation' configuration page. At the top, there is a navigation bar with tabs: General Information, Auxiliary Codes, Collaboration, Dial Plan, **Agent DN Validation** (selected), Agent Viewable Statistics, and Agent Thresholds. Below the navigation bar, the page title 'Agent DN Validation' is displayed. The main content area contains a section titled 'Validation For Agent DN' with three radio button options:   
1. **Unrestricted (Allow any value)**: This option is selected, indicated by a blue dot.   
2. **Provisioned Value (Restrict login DN to provisioned Agent DN)**: This option is unselected, indicated by a grey dot.   
3. **Validation Criteria (Select from list)**: This option is unselected, indicated by a grey dot.   
At the bottom right of the form, there are three buttons: **Save** (with a floppy disk icon), **Reset** (with a circular arrow icon), and **Cancel** (with an 'X' icon).

# Agent Profile

## Agent Viewable Statistics

- Specify whether you want the agents view their personal statistics in Agent Desktop.
- Specify whether the agent can view statistics for their team.

The screenshot shows the 'Agent Viewable Statistics' configuration page. The page has a navigation bar at the top with tabs: General Information, Auxiliary Codes, Collaboration, Dial Plan, Agent DN Validation, **Agent Viewable Statistics**, and Agent Thresholds. The main content area is titled 'Agent Viewable Statistics' and contains four settings:

Setting	Value
Agent Statistics	Off
Queue Statistics	<input checked="" type="radio"/> All <input type="radio"/> Specific <input type="radio"/> None
Logged-in Team Statistics	Off
Team Statistics	<input checked="" type="radio"/> All <input type="radio"/> Specific <input type="radio"/> None

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

# Agent Profile

## Agent Thresholds

- The Agent Thresholds page appears only if your enterprise uses the Threshold Alerts feature. This page provides settings for specifying which, if any, agent-viewable alerts the agent can display in the Agent Personal Statistics tab on the Agent Desktop.

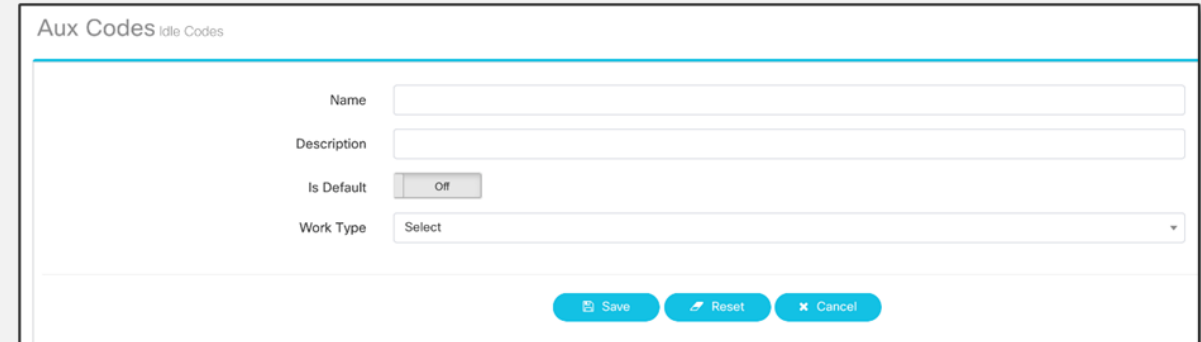
The screenshot shows the 'Agent Thresholds' configuration page. At the top, there is a navigation bar with the following tabs: General Information, Auxiliary Codes, Collaboration, Dial Plan, Agent DN Validation, Agent Viewable Statistics, and Agent Thresholds (which is currently selected). Below the navigation bar, the page title 'Agent Thresholds' is displayed. The main content area contains two settings: 'Enable Agent Threshold Alerts' with a toggle switch set to 'On', and 'Threshold Alerts' with an empty text input field. At the bottom right of the form, there are three buttons: 'Save' (with a floppy disk icon), 'Reset' (with a circular arrow icon), and 'Cancel' (with an 'X' icon).

# Definitions

<b>Agent Profile</b>	<p>An agent profile is a group of permissions and Agent Desktop behaviors that you assign to specific <b>agents</b>. Each agent profile specifies the following permissions and settings:</p> <ul style="list-style-type: none"><li>Queue Transfer</li><li>Agent Consult and Transfer</li><li>Wrap up and Idle Codes.</li><li>Wrap-up Timeout Values</li><li>Agent Auto Available</li><li>Dialing Capabilities</li><li>Dial Number Capabilities</li><li>Access to the agent personal statistics</li></ul>
<b>Auxiliary Codes</b>	<p>Agents select Idle or Wrap-Up codes in Webex Contact Center Agent Desktop to indicate their unavailability or status of the customer contacts. Idle codes typically indicate why an agent is not available to take customer contacts, such as during lunch break or meeting. Wrap-up codes indicate the result of the customer contacts, for example, the agent escalated the contact, or sold any service.</p>

# Auxiliary Codes

- Select Idle or Wrap Up codes to administer
- Select a Work Type for new code.
- Work types group idle and wrap-up codes in auxiliary reports.



The screenshot shows a web form titled "Aux Codes" with a subtitle "Idle Codes". The form contains the following fields and controls:

- Name:** A text input field.
- Description:** A text input field.
- Is Default:** A toggle switch currently set to "Off".
- Work Type:** A dropdown menu with "Select" as the current selection.

At the bottom right of the form, there are three buttons: "Save" (with a floppy disk icon), "Reset" (with a circular arrow icon), and "Cancel" (with an 'x' icon).

# Definitions

<b>User Profile</b>	<p>A User Profile specifies the level of access to the Tenant Portal Modules and the access rights to entry points, queues, sites, and teams. It can be used over multiple User Accounts.</p> <p>An Administrator assigns a User Profile to a User Account when creating the User Account.</p>
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# Default User Profiles

- There are 4 default User Profiles
  - Administrator – full access to the Tenant
  - Supervisor – full access to the Tenant except Tenant Settings
  - Premium Agent – only access to the Agent Desktop app and MM
  - Standard Agent – only access to the Agent Desktop app

	Name	Description	Profile Type
---	Administrator Profile	Administrator profile	Administrator
---	Premium Agent User Profile	Premium agent user profile	Premium Agent
---	Standard Agent User Profile	Standard agent user profile	Standard Agent
---	Supervisor Profile	Supervisor Profile	Supervisor

# User Profiles

- While configuring a new user profile, you can control access for the user profile to the various Webex Contact Center modules using the **Module Settings** tab. You can also modify the settings when you edit or copy a user profile. However, you cannot change the Module Access settings when you copy an existing user profile.

The image displays two screenshots of the Webex Contact Center Expert configuration interface. The top screenshot shows the 'Module Settings' tab, which allows users to configure access for various modules. The 'Module Access' section has radio buttons for 'All' and 'Specific'. Under 'Specific', there are dropdown menus for 'Agent Desktop', 'Call Monitoring', 'Call Recording', 'Multimedia', 'Provisioning', 'Recording Management', 'Reporting and Analytics', and 'Routing Strategy', all currently set to 'None'. The bottom screenshot shows the 'Access Rights' tab, which includes dropdown menus for 'Entry Points', 'Queues', 'Sites', and 'Teams', all currently set to 'All'.

General Settings **Module Settings** Access Rights

Module Settings

Module Access ☐ All ☒ Specific

Agent Desktop None

Call Monitoring None

Call Recording None

Multimedia None

Provisioning None

Recording Management None

Reporting and Analytics None

Routing Strategy None

General Settings **Module Settings** Access Rights

Access Rights

Entry Points

Queues

Sites

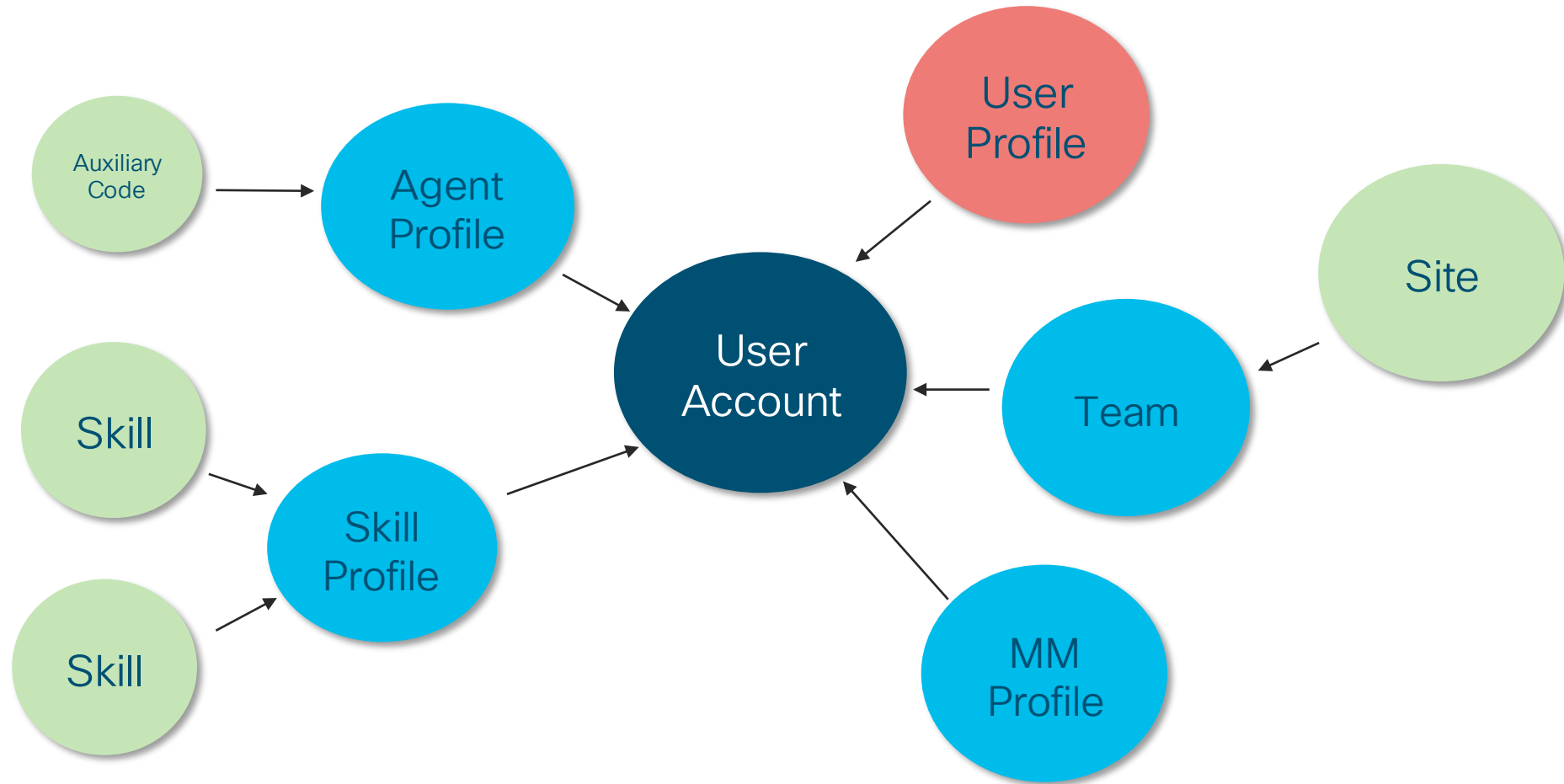
Teams

# Definitions

A User Account with a license assigned, sets the default User Profile associated to it. You can then change the User Profile to any other that is created of the same type.

User Account	It is a person’s account in the Tenant Portal, with contact details of that specific person.  Example: Tenant Administrators are User Accounts
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# Relationship Model



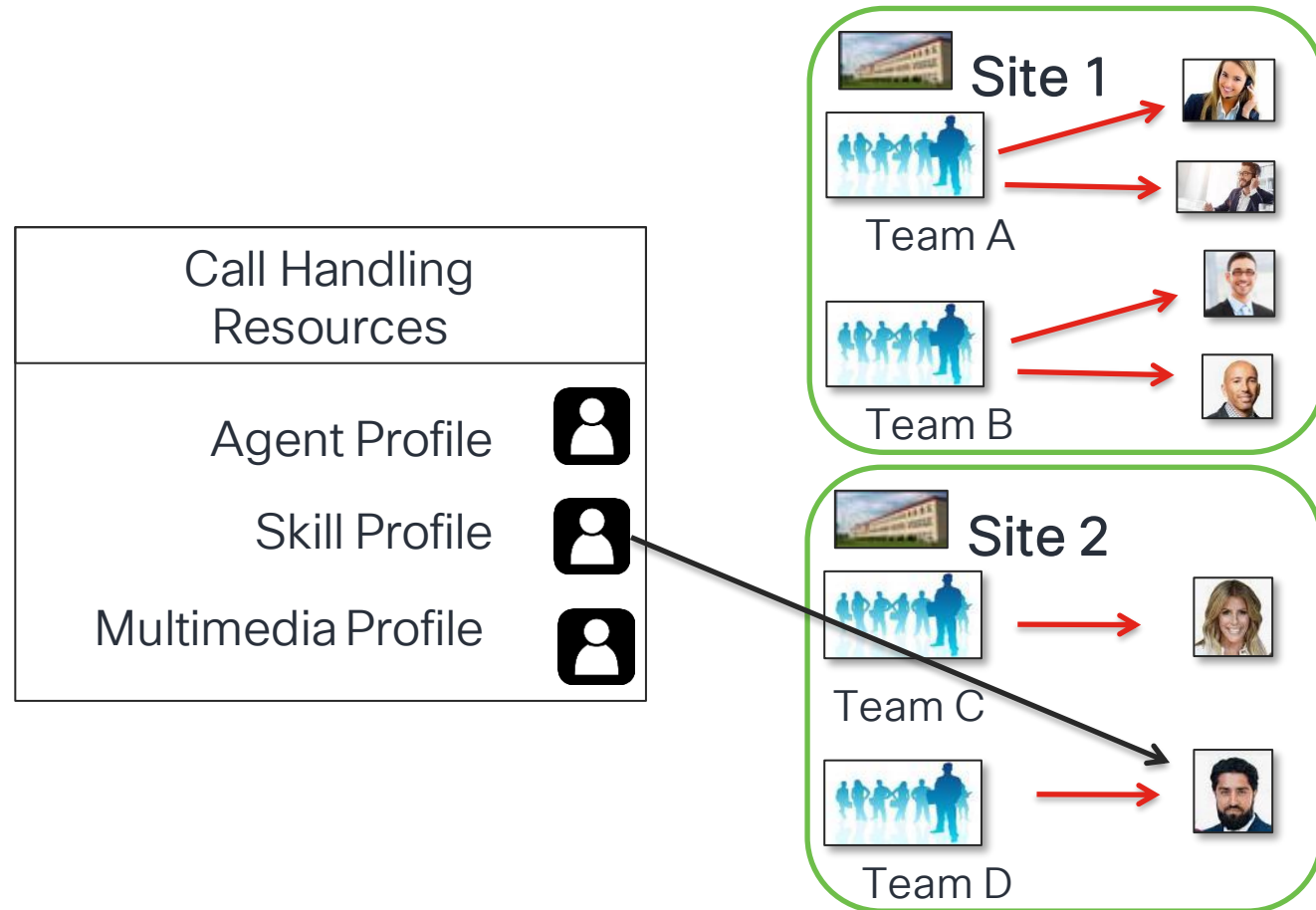
# Lab 5

Configuring Agents and Creating a Supervisor.

- *Estimated Time: 40 minutes*



# LAB 5 Expected Outcomes



# LAB 5

## Agent Profiles

- Auxiliary Codes

AGENT PROFILE	WRAP-UP	IDLE
Agent-Profile-Aux-Codes	Sale (default) Support Issue	Busy Meeting (default)

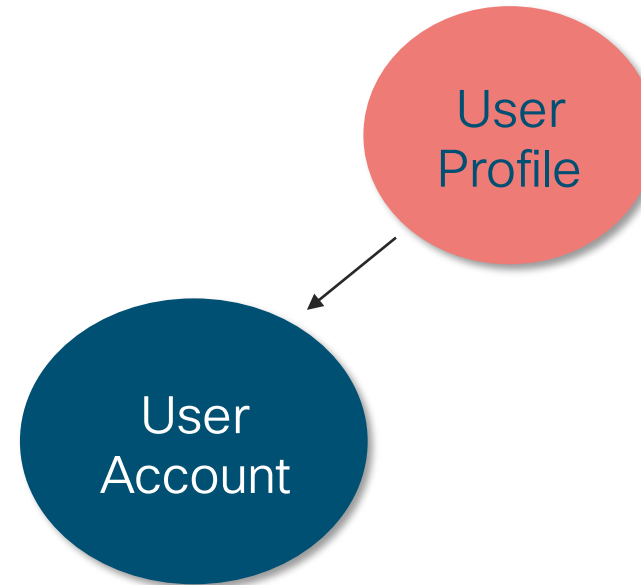
# LAB 5

## Agents

AGENT	SITE	TEAM	MM PROFILE
Agent 1	1	A	Omni-Channel
Agent 2	1	A	Omni-Channel
Agent 3	1	B	Omni-Channel
Agent 4	1	B	Omni-Channel
Agent 5	2	C	Omni-Channel
Agent 6	2	D	Omni-Channel



# Supervisor Relationship Model



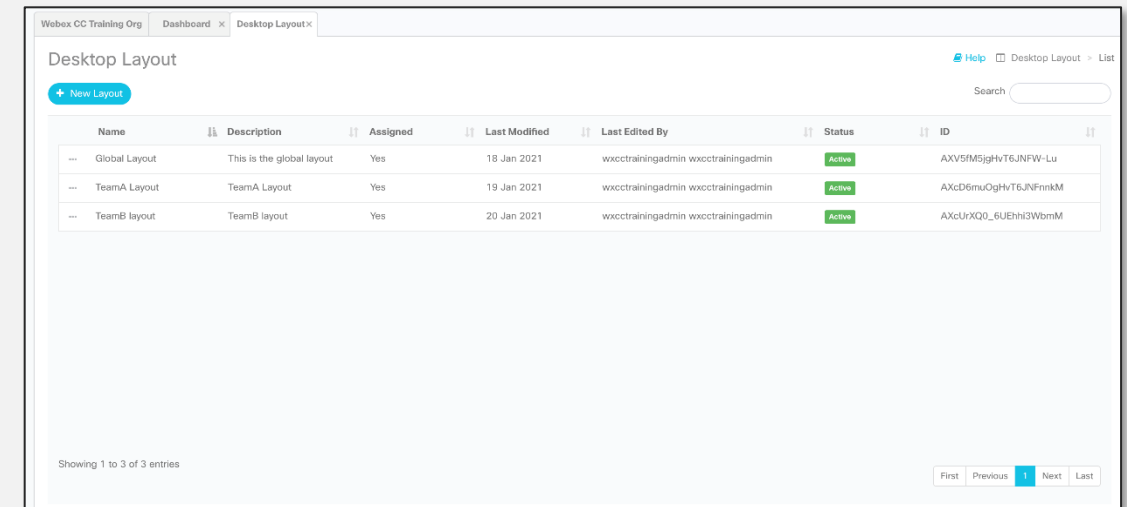
# LAB 5

## Expected Outcomes

PROFILE	Type	Module	Access Rights
Supervisor-Recordings	Supervisor	Recordings and Recording management	Site 1 and 2 Teams

# Desktop Layout

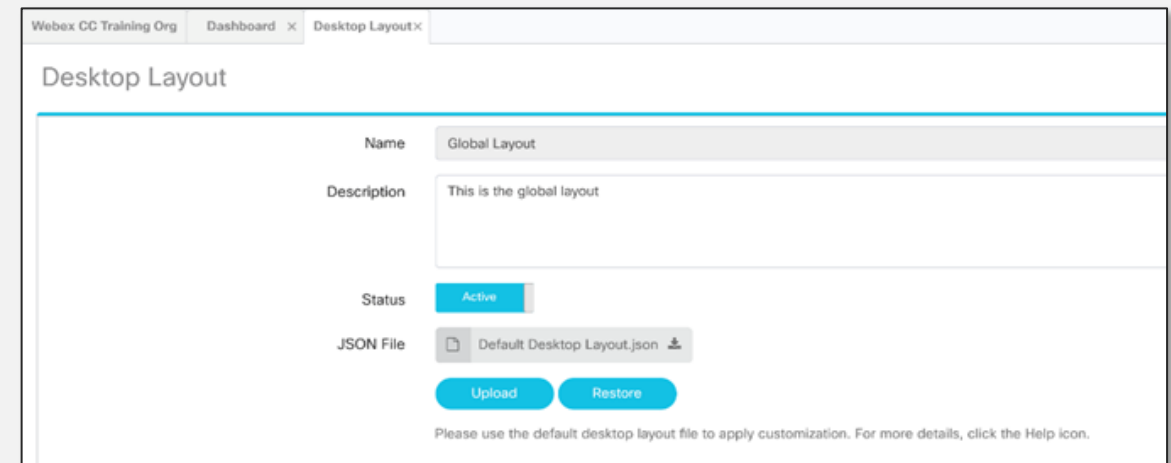
- There are two types of desktop layouts:
- Default Layout: A system-generated desktop layout which is available for all the teams.
- Custom Layout: The layout that the administrator creates based on the requirements of specific teams and assigns to one or more teams.



Name	Description	Assigned	Last Modified	Last Edited By	Status	ID
Global Layout	This is the global layout	Yes	18 Jan 2021	wxcctrainingadmin wxcctrainingadmin	Active	AXV5fM5jgHvT6JNFW-Lu
TeamA Layout	TeamA Layout	Yes	19 Jan 2021	wxcctrainingadmin wxcctrainingadmin	Active	AXcD6nuOgHvT6JNFnkM
TeamB layout	TeamB layout	Yes	20 Jan 2021	wxcctrainingadmin wxcctrainingadmin	Active	AXcUrXQ0_6UEh3WbmM

# Custom Layout

- Title and Logo
- Drag-and-drop and resize widgets
- Notification timer and maximum notification count
- Custom icons, custom tabs, custom header, custom pages, and custom widgets
- Persistent Widgets: Any custom widget can be defined to be persistent. Persistent widgets are displayed on all pages of the Agent Desktop.
- Screen Pop: The browser pops up on the Agent Desktop when an agent accepts an incoming call. The agent can view screen pop details either in a new browser tab, existing browser tab, or the Screen Pop tab of the Auxiliary Information pane based on the screen pop display and the desktop layout settings.



# Review Questions

## What is a Multimedia Profile?

It determines the media types that the agent can handle depending on the option selected:

- Blended
- Blended Real-Time
- Exclusive

# Review Questions

What is an Agent Profile?

It is a group of permissions and Agent Desktop behaviors that can be assigned to specific Agents

# Module Objectives Wrap-up

- Understanding the WXCC Tenant Structure and its Roles
- Learning the logical steps of provisioning a new Contact Center
  - Multimedia Profile
  - Sites and Teams
  - Agent Profile
  - User Profiles

