Webex Contact Center Expert Certification

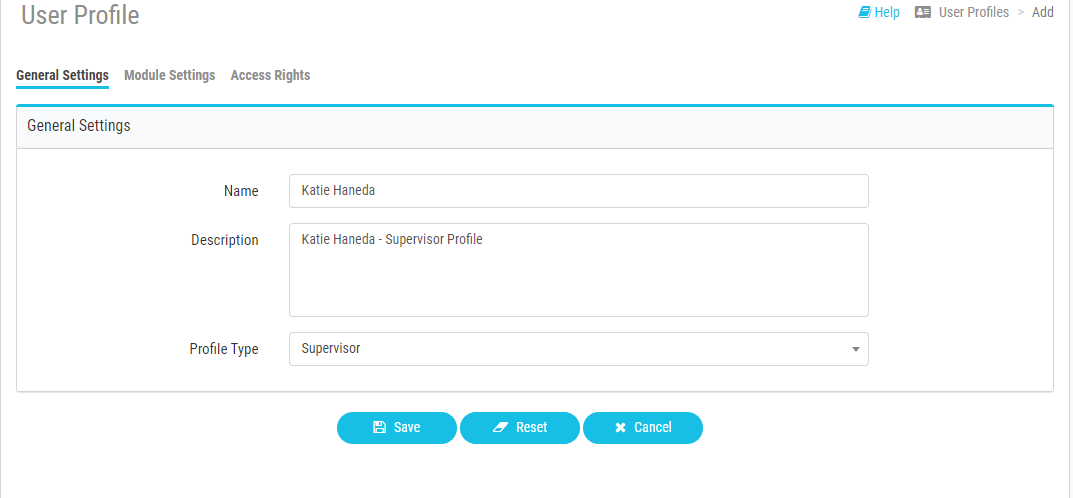
Practical Test Screenshots

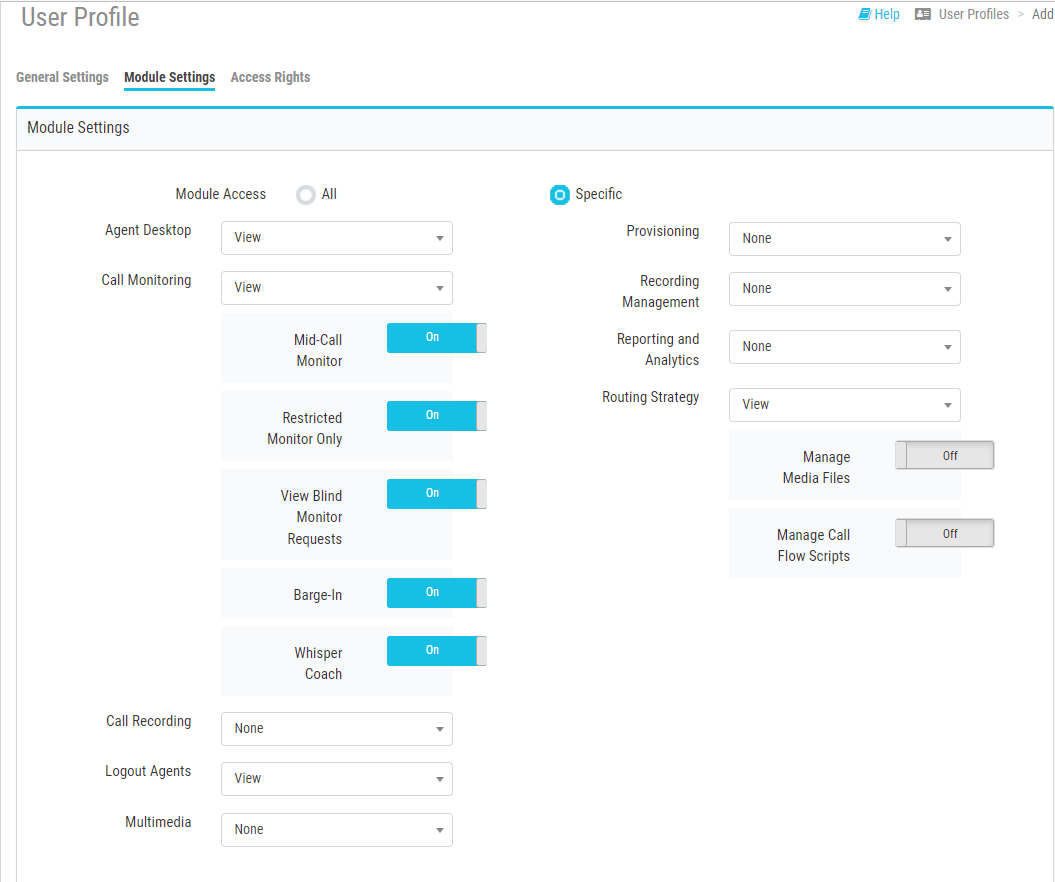
Hugh McLenaghan

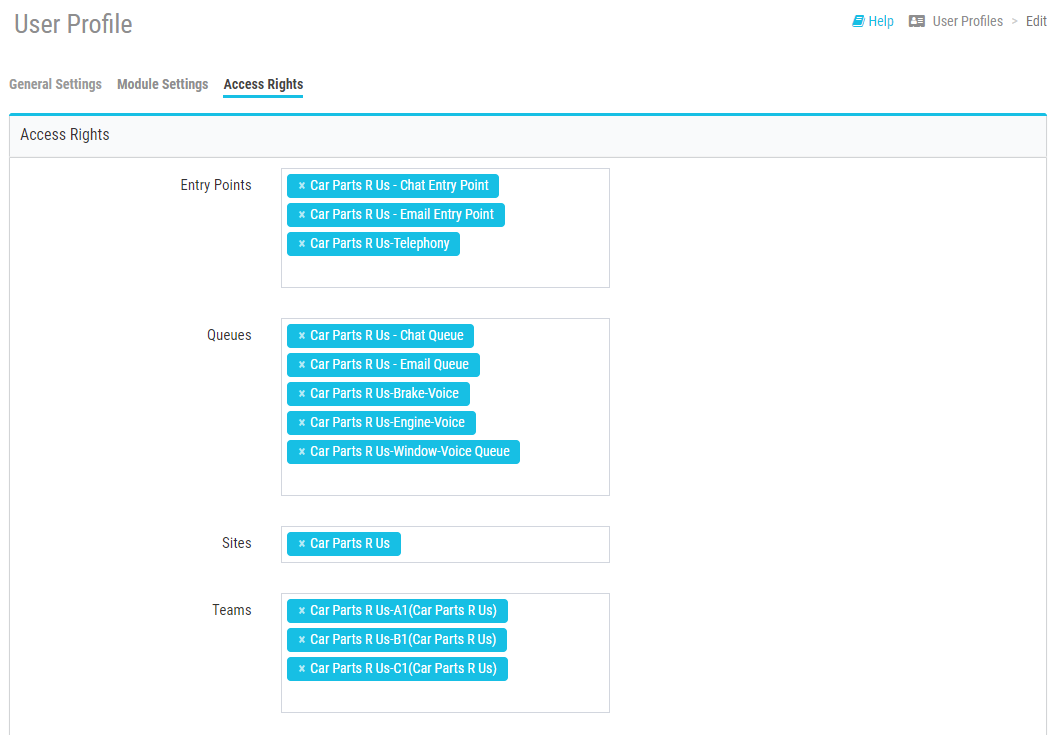
# Screenshots

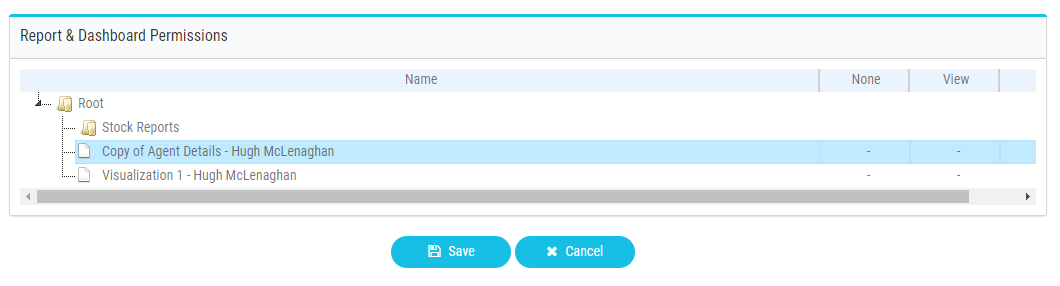
You may use this document to upload the screenshots taken from your Tenant after configuring it according to the Practical Exam instructions.

**Assignment 1-1**. Screenshots of the Supervisor User Profile tabs: General Settings, Module Settings, Access Rights.

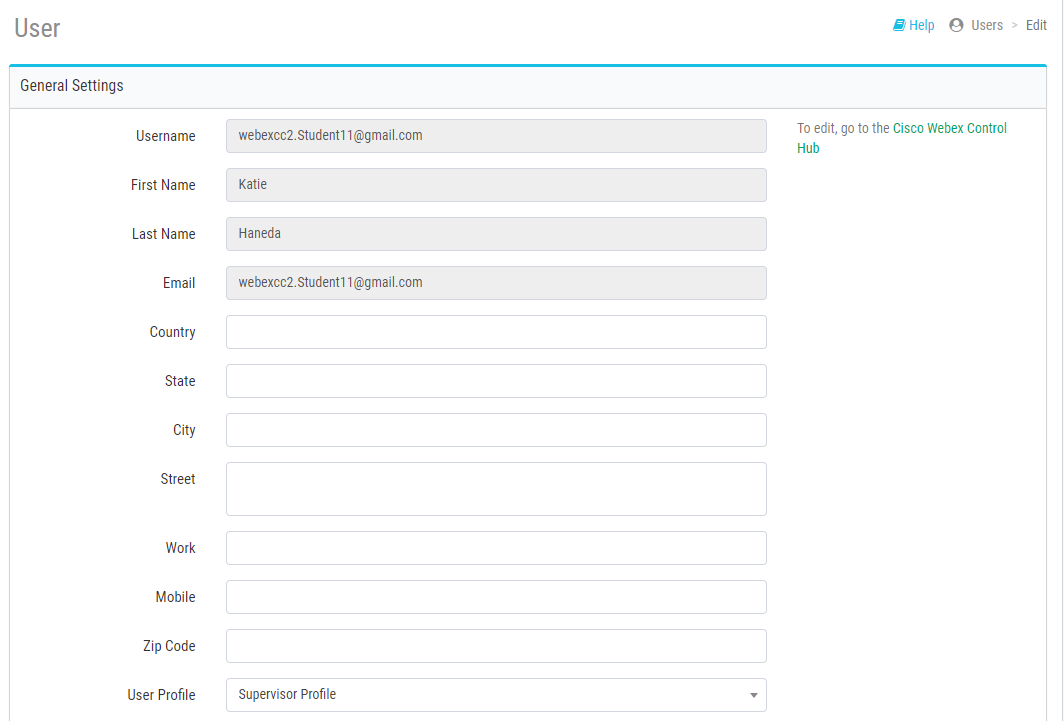


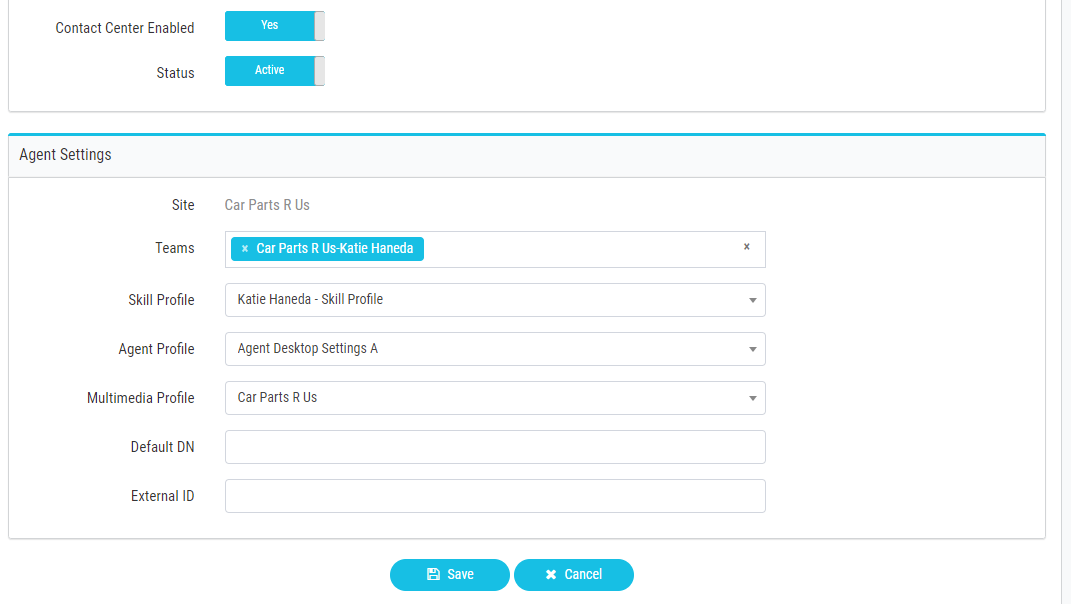






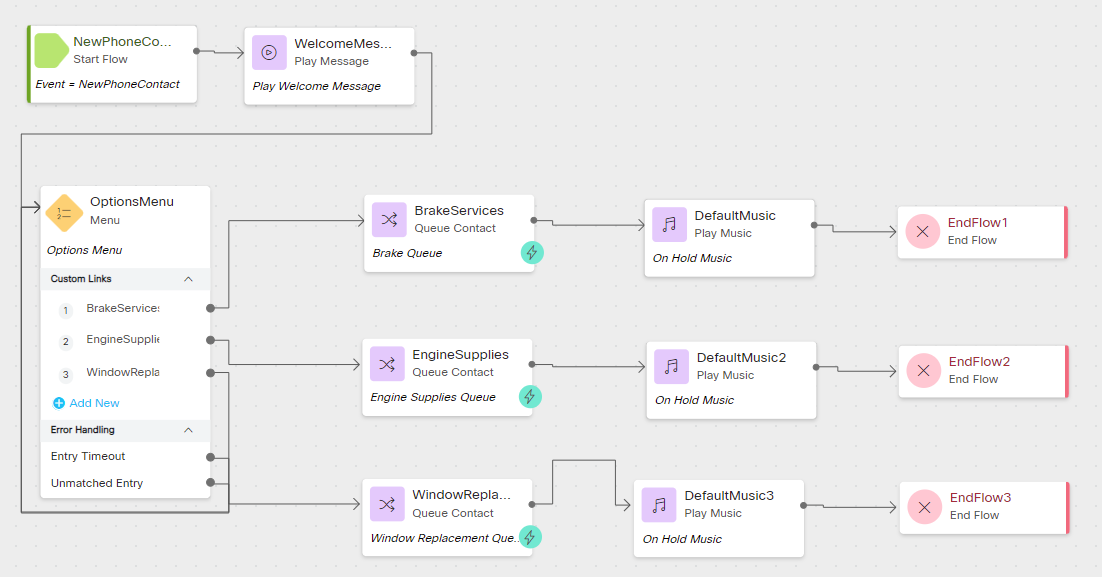
**Assignment 1-2**. Screenshots of Supervisor user, General and Agent Settings.

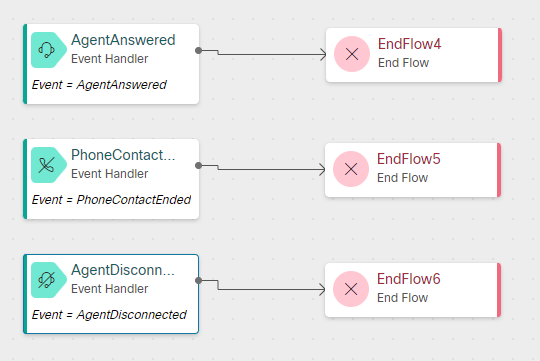




**Assignment 2-1**. Screenshots of the new “Contact\_Center” call flow via the Flow builder interface, all created. Include any programming applied to Queues in the flow slide out.

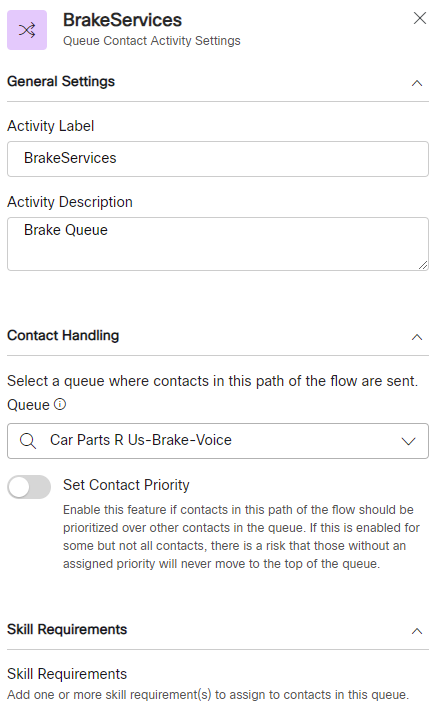
**CarsRUsOpenFlow**

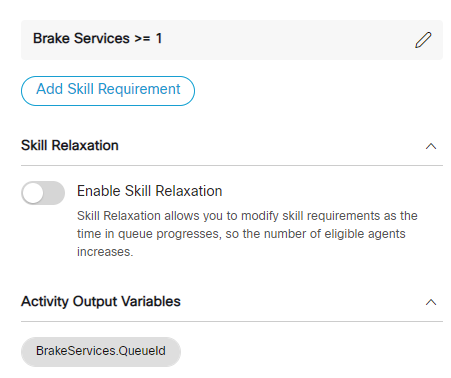




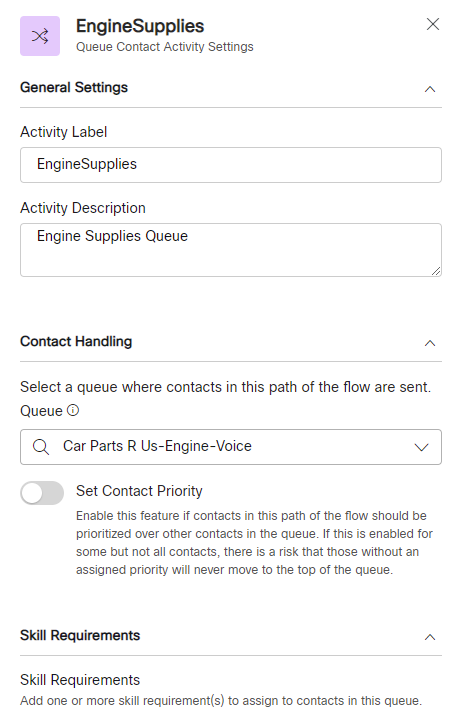
BrakeServices Queue Object

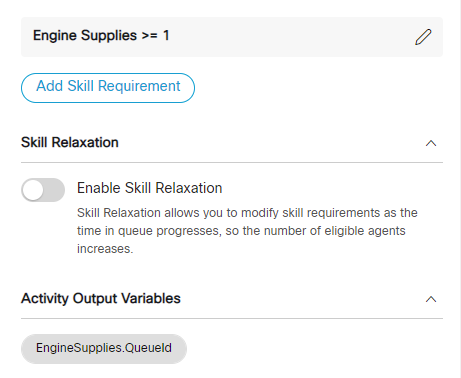
(Since I have set up skills based and set Best Available agent selection, I just need to check for presence of the appropriate skill)



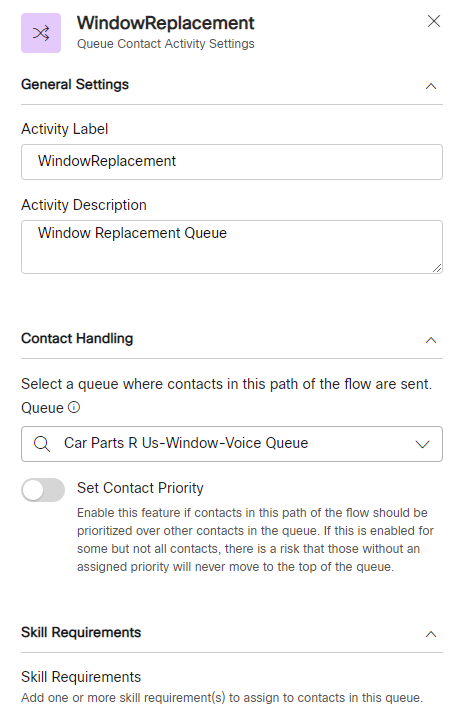


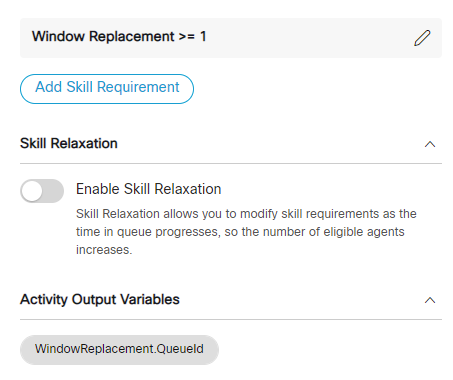
**EngineSupplies Queue Object**



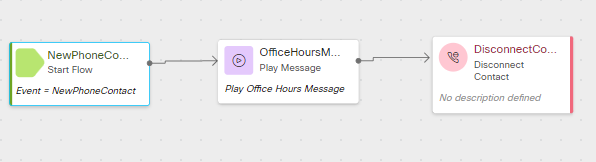


**Window Replacement Queue Object**



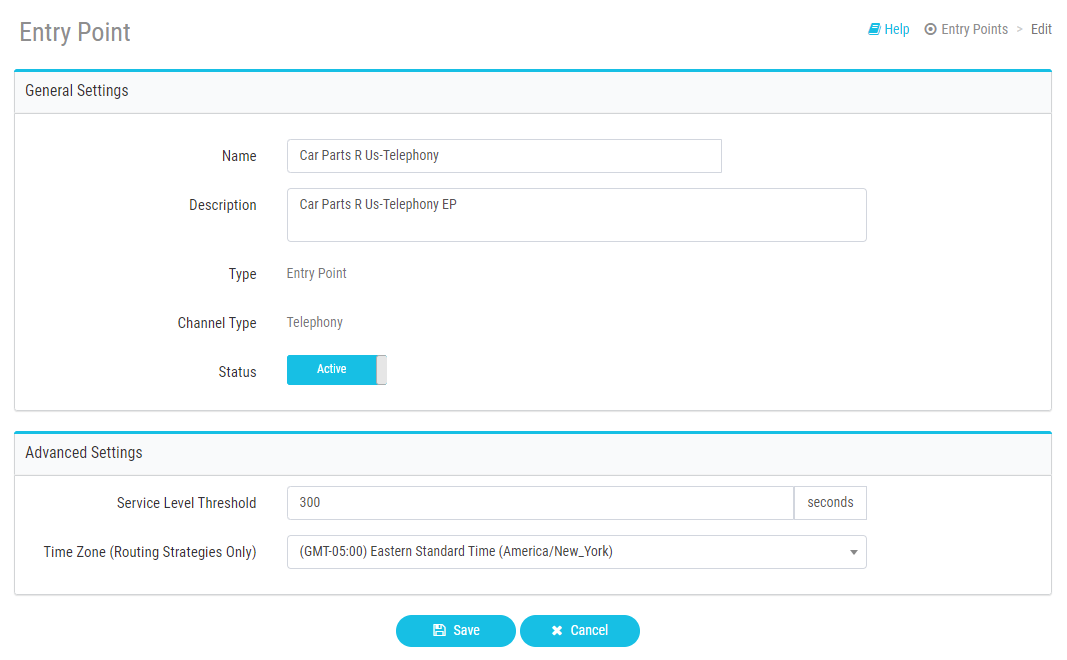


CarsRUsClosed – Flow for office Closed

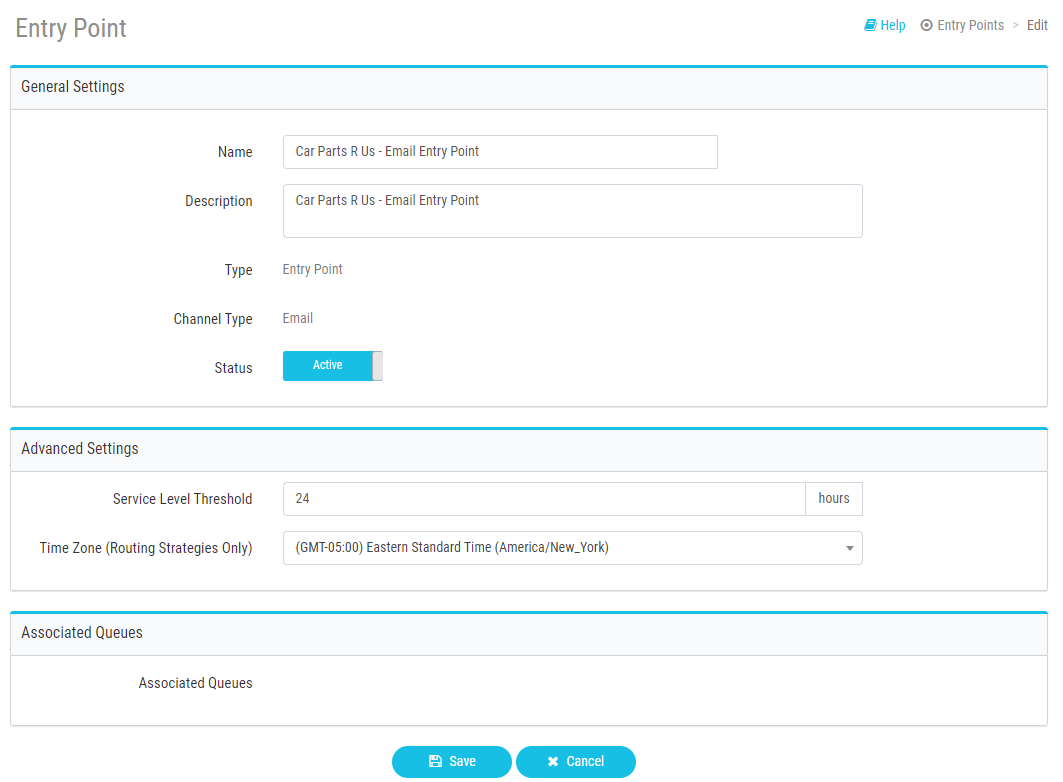


**Assignment 2-2**. Screenshots of the new Entry Point settings.

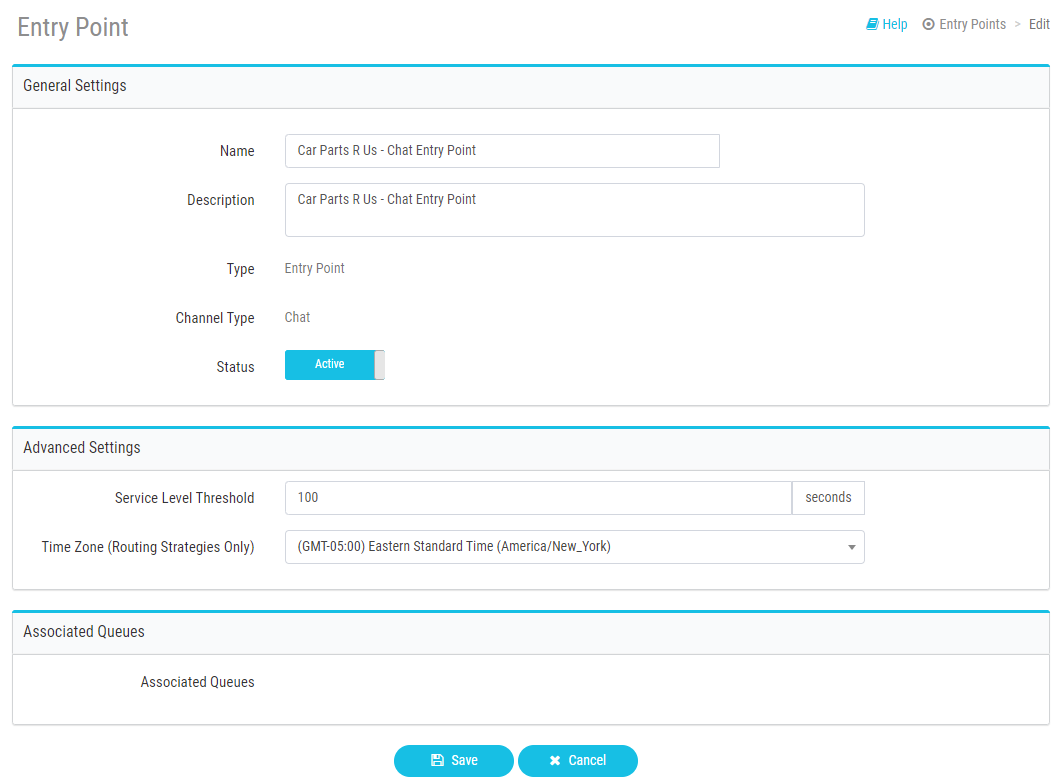
**Telephony – Entry Point:-**



**Email – Entry Point**

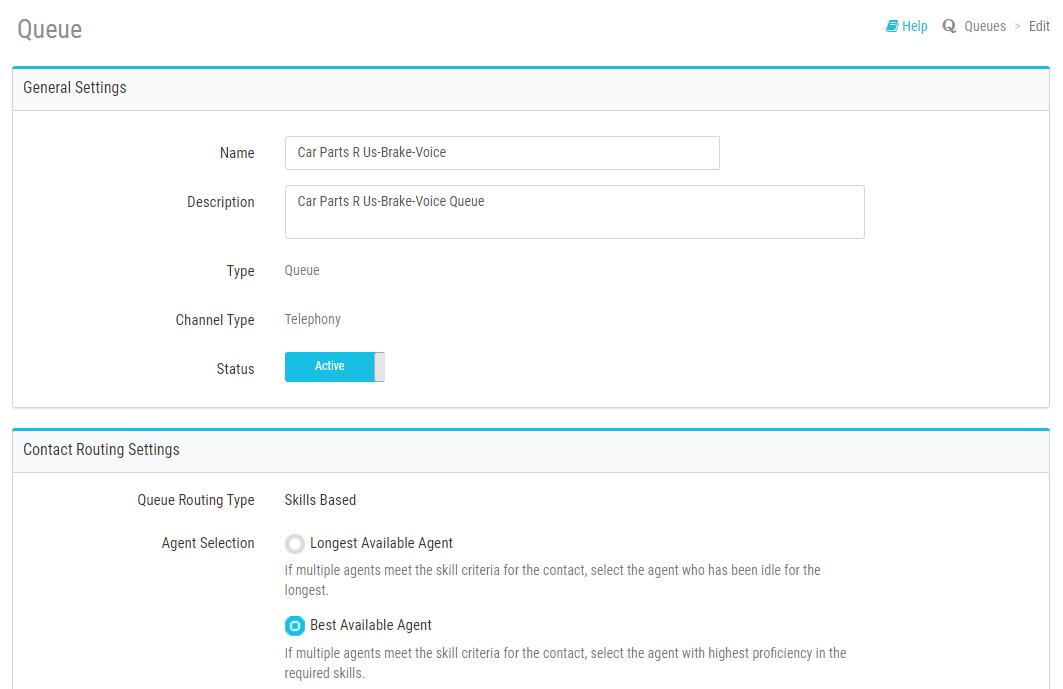


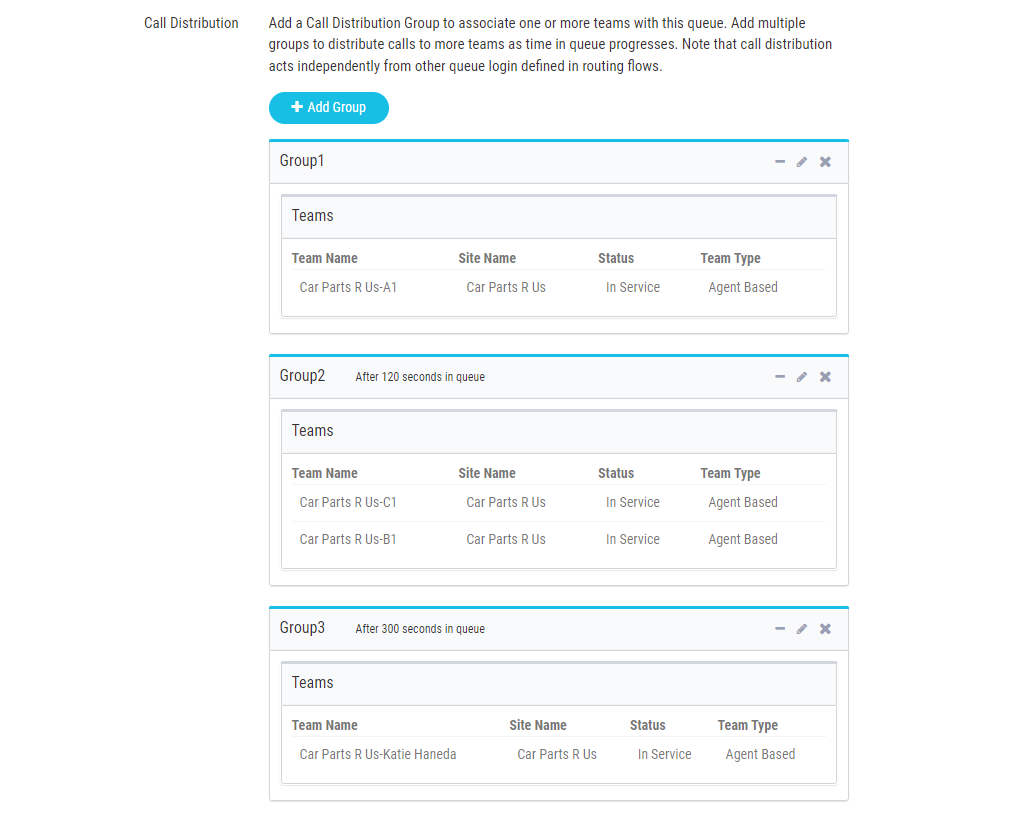
**Chat – Entry Point**

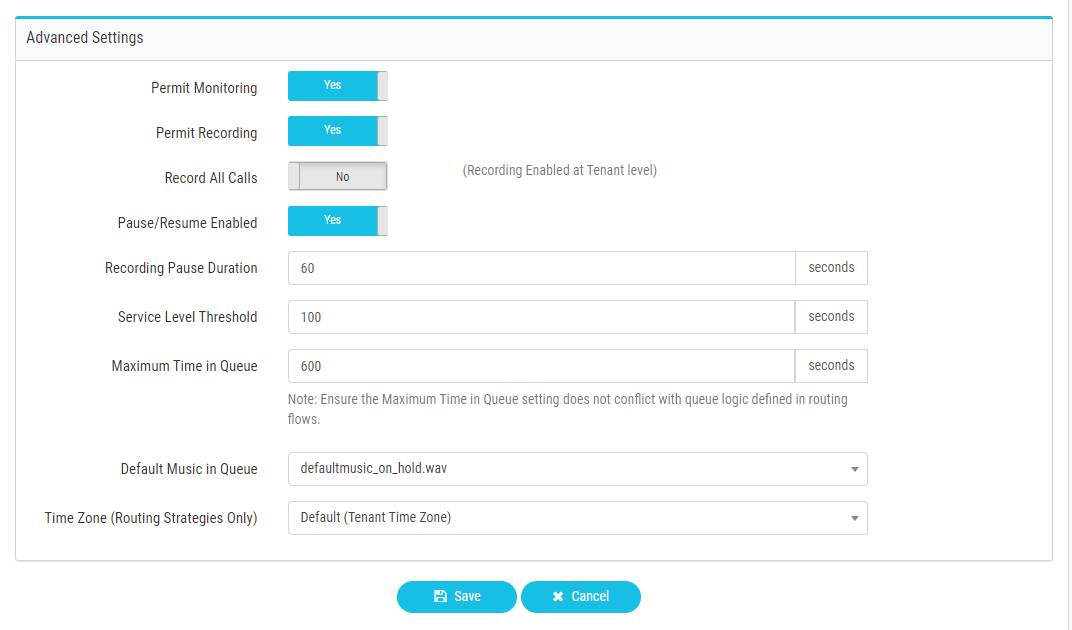


**Assignment 2-3**. Screenshots of the new Queue(s) settings.

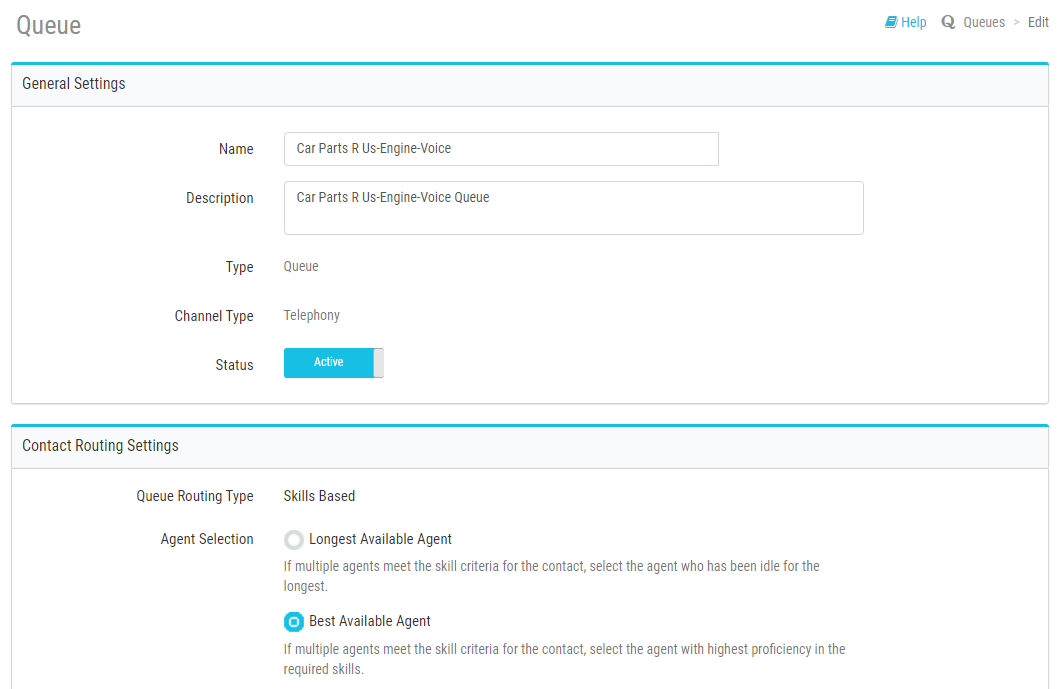
**Brake – Voice Queue**

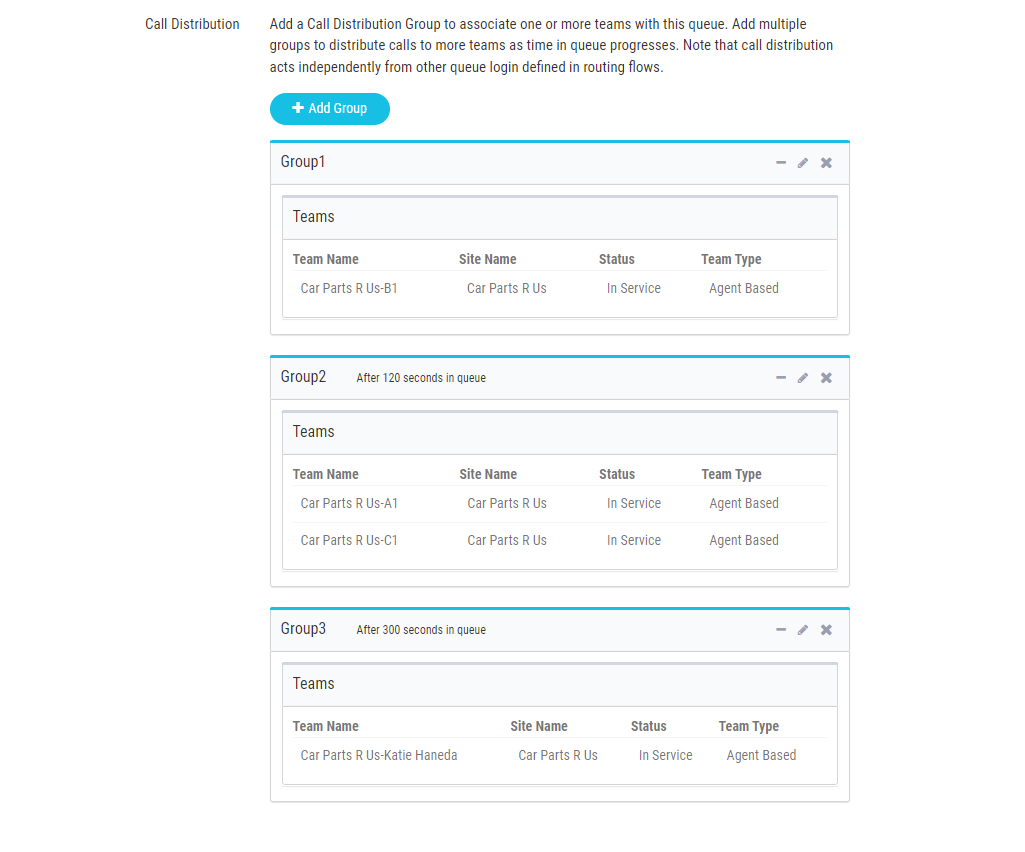


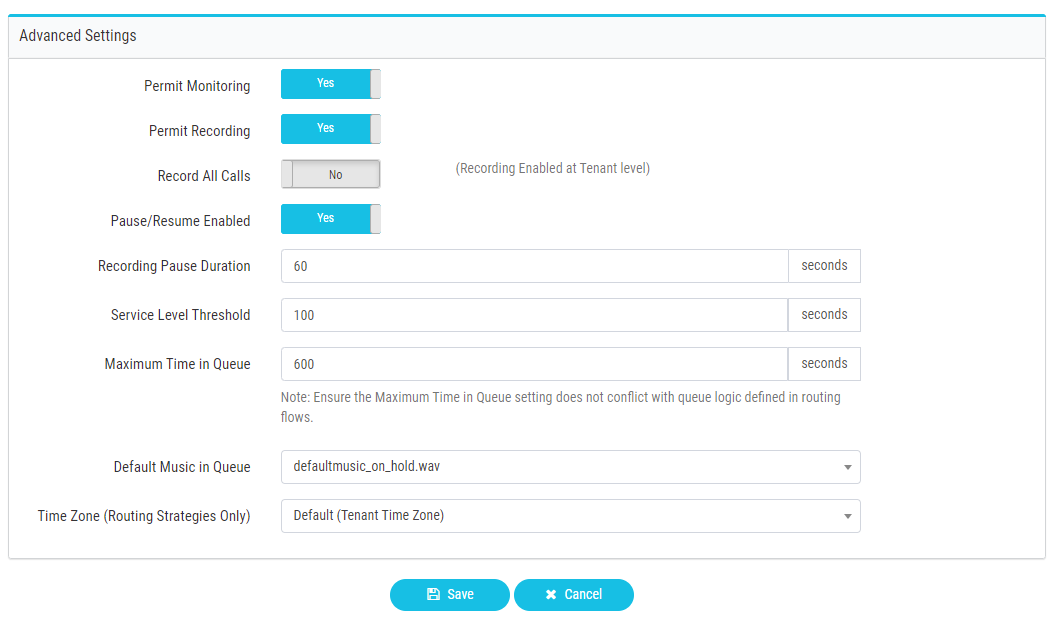




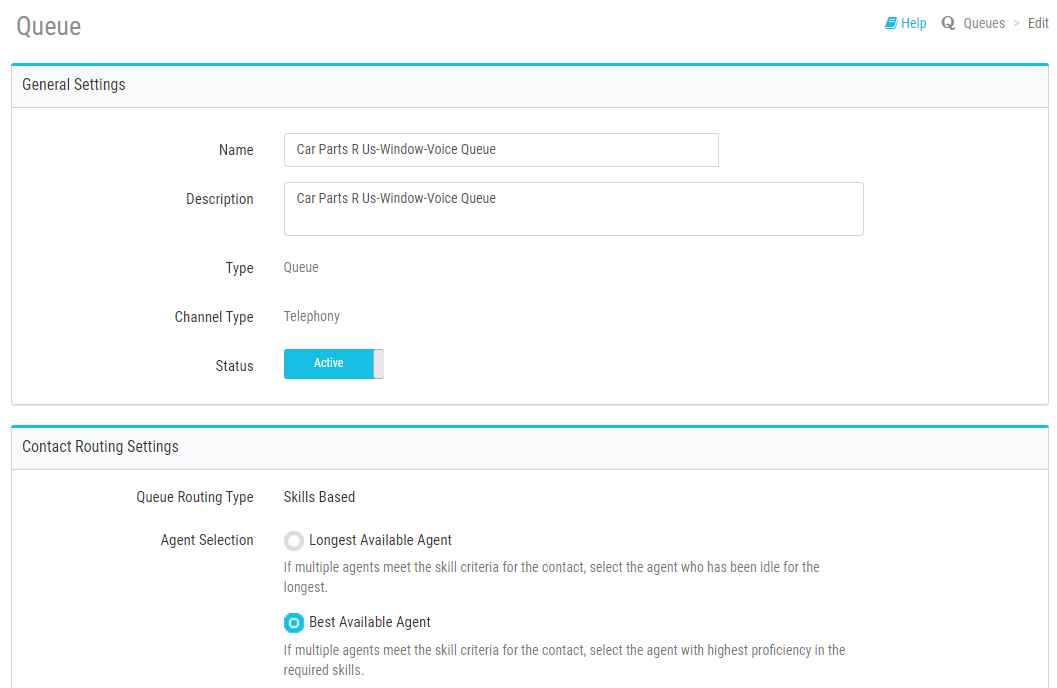
**Engine Supplies – Voice Queue**

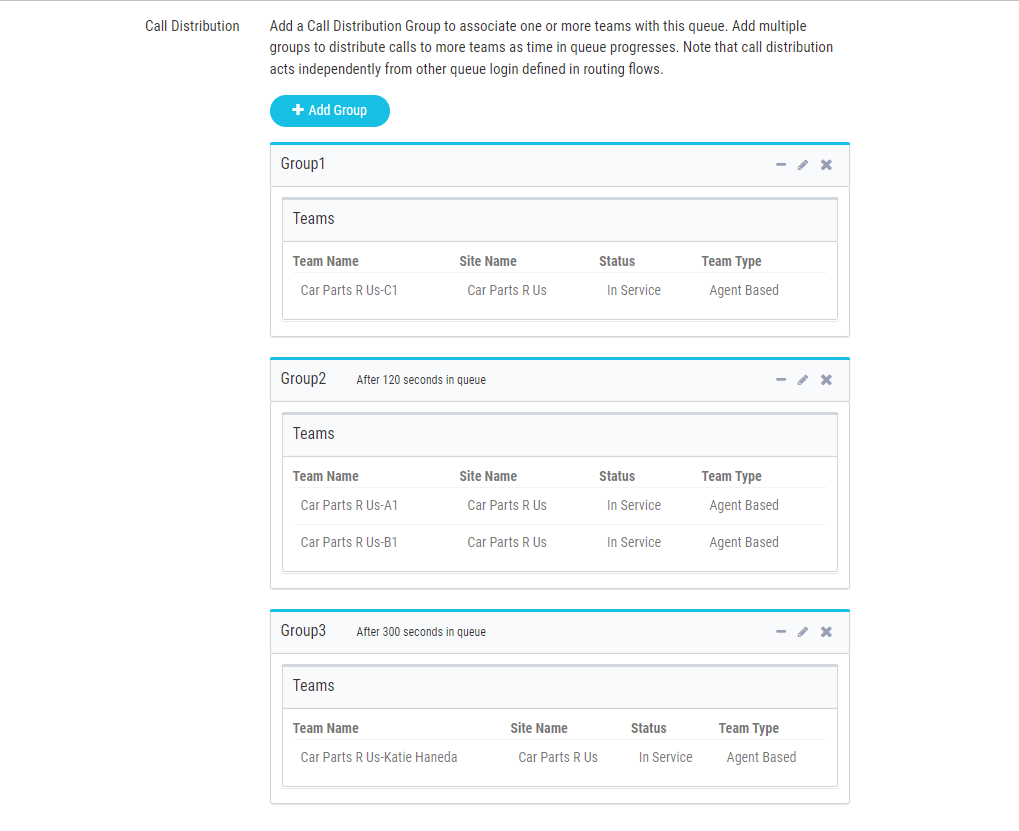


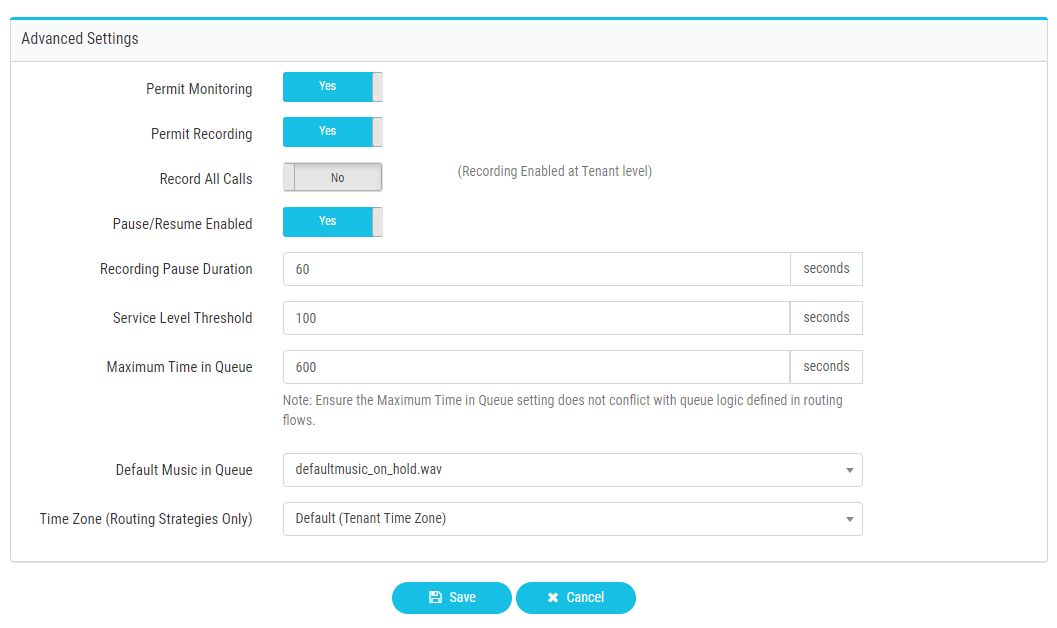




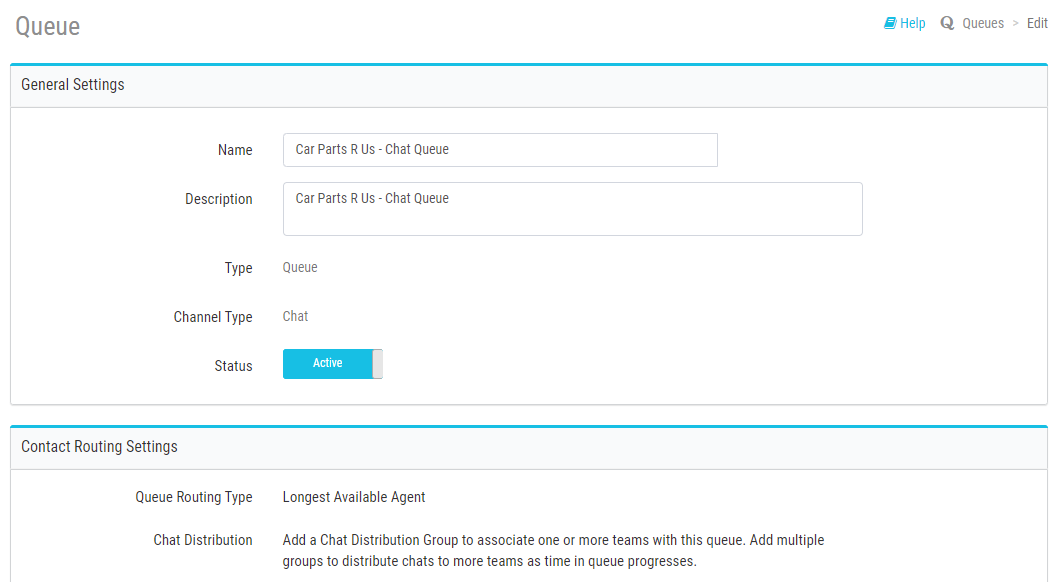
**Window Replacement – Voice Queue**

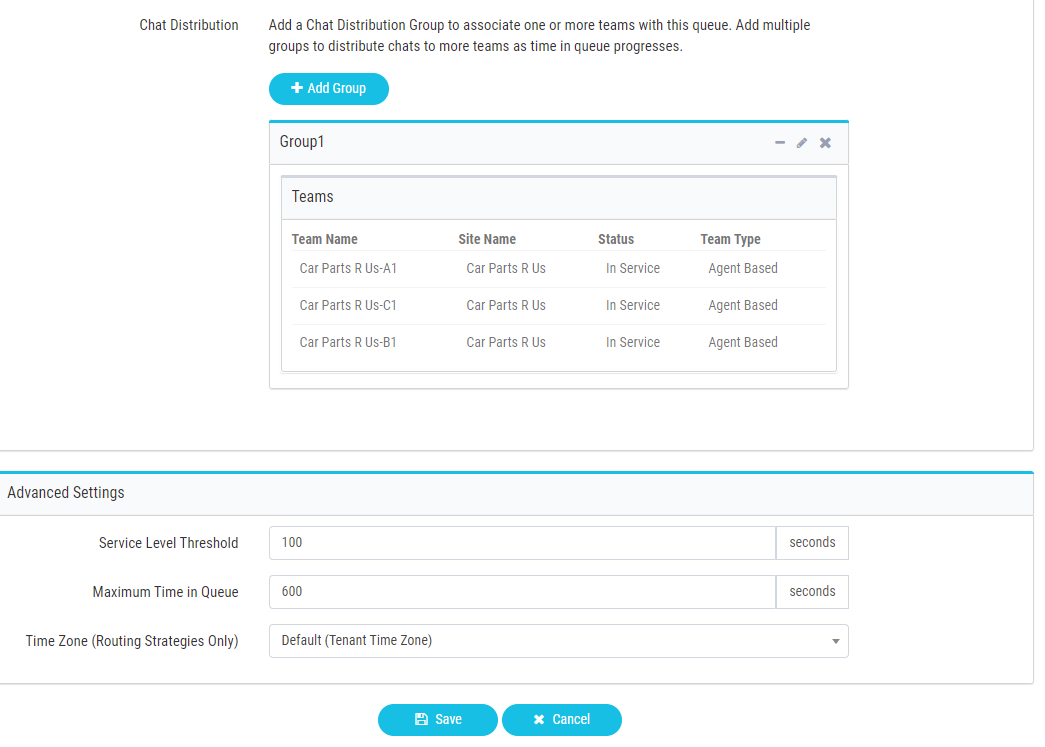




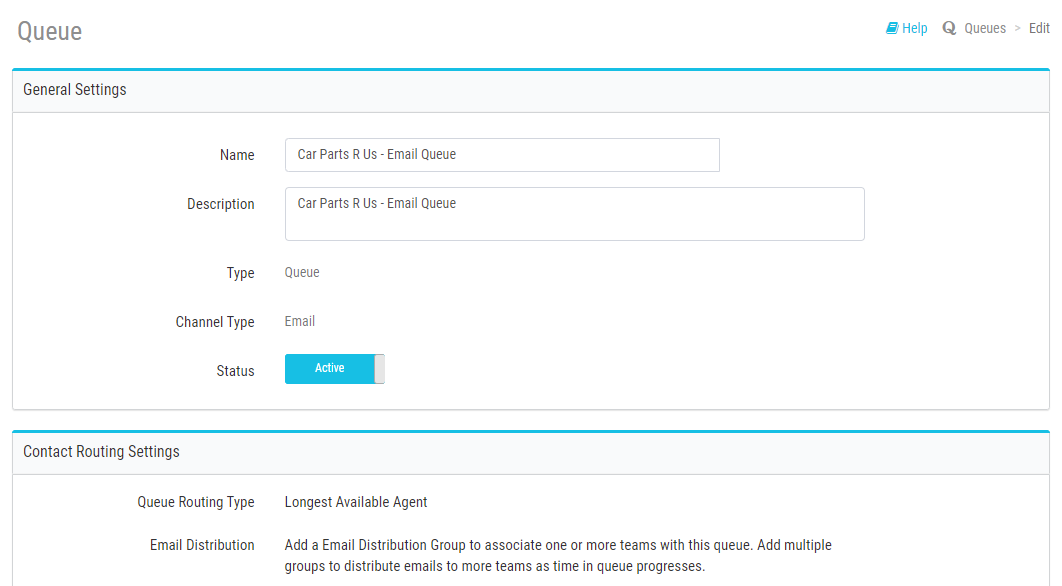


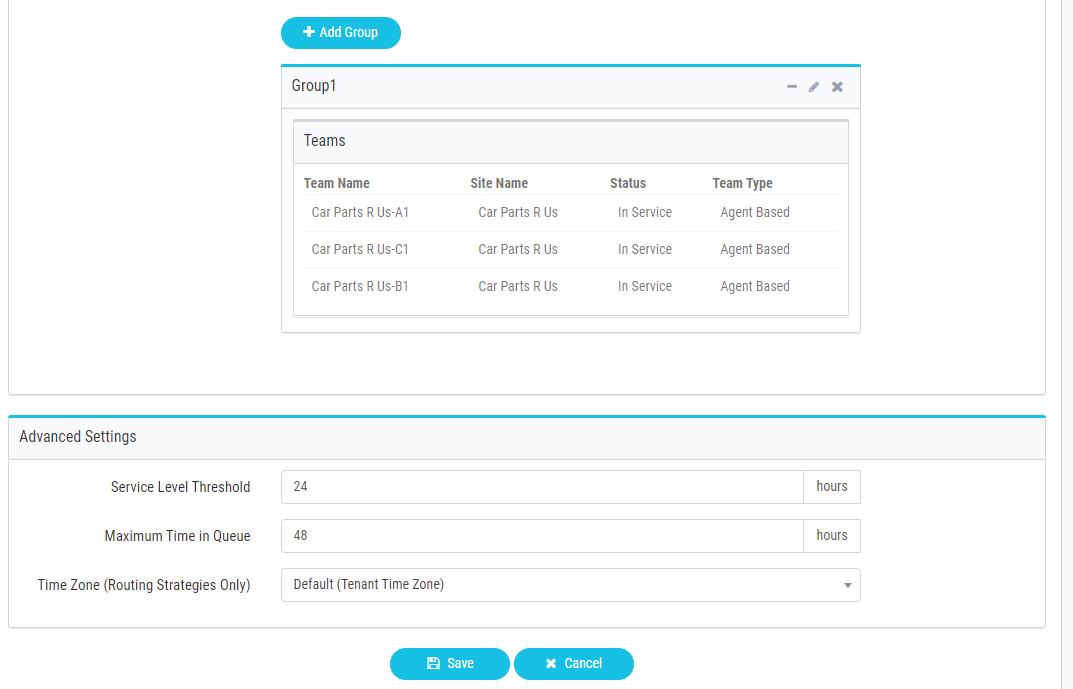
**Chat – Queue**



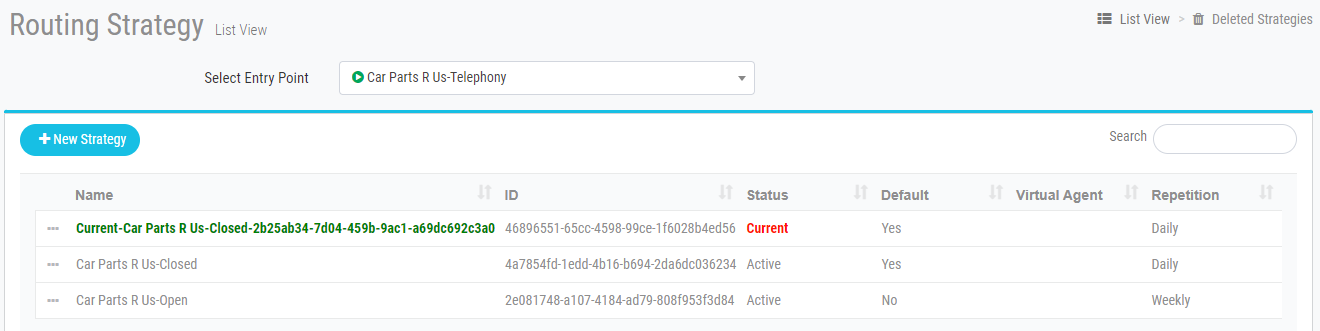


**Email – Queue**

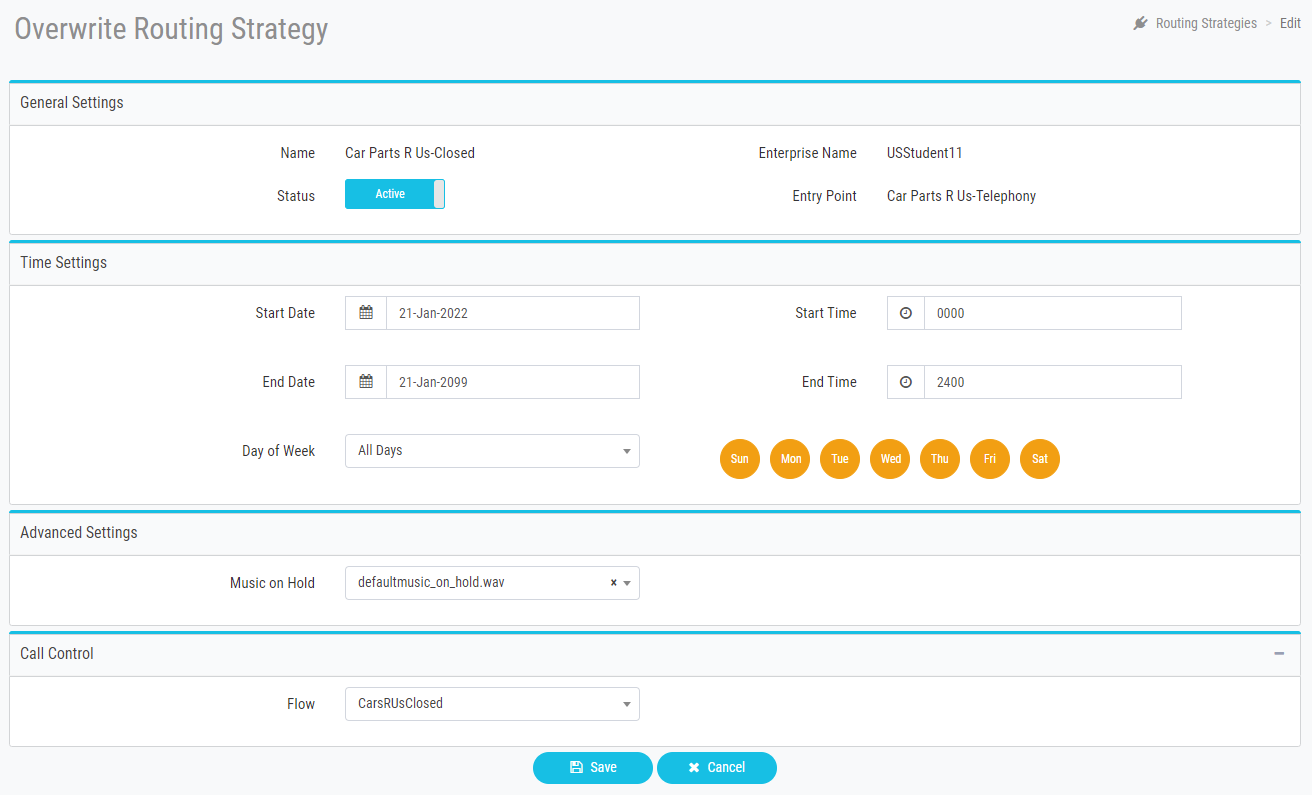




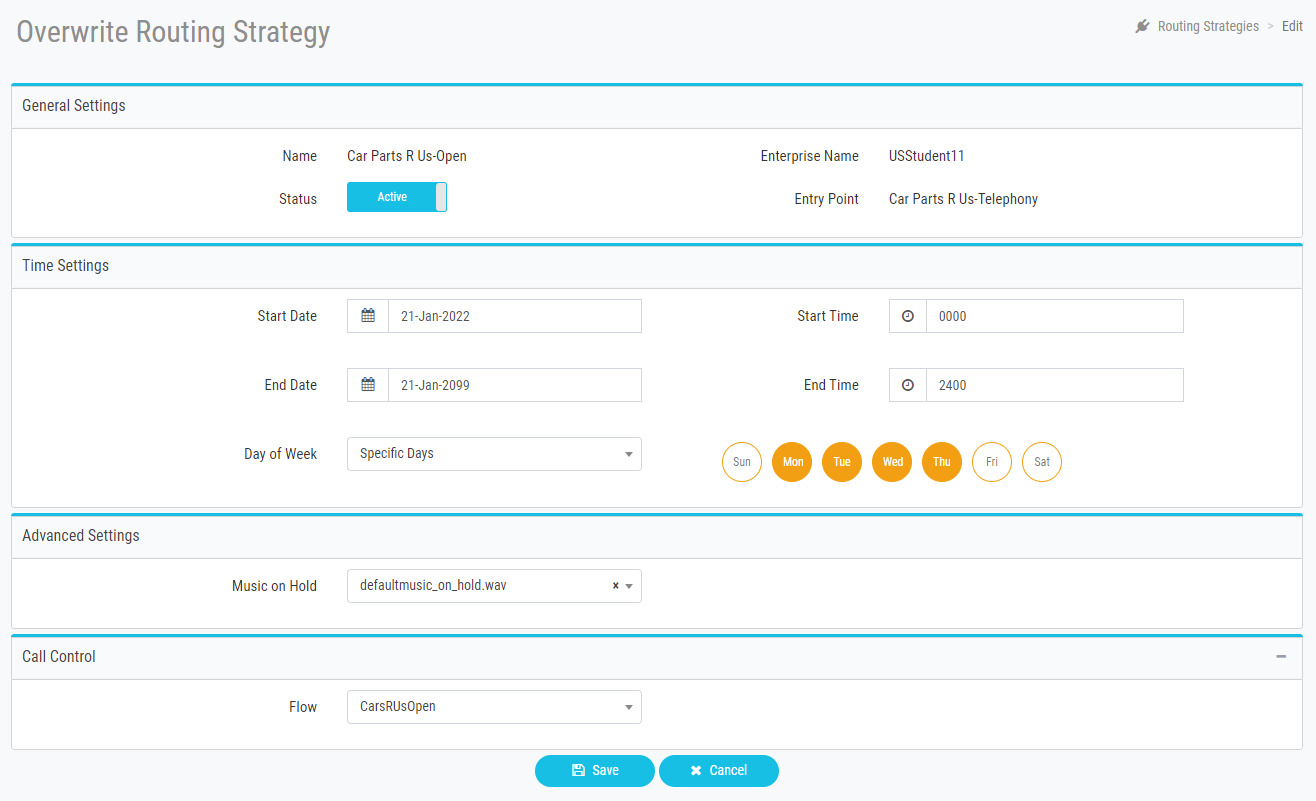
**Assignment 2-4**. Screenshots of the new Entry Point Routing Strategies: General, Time, Advanced, Call Control settings.



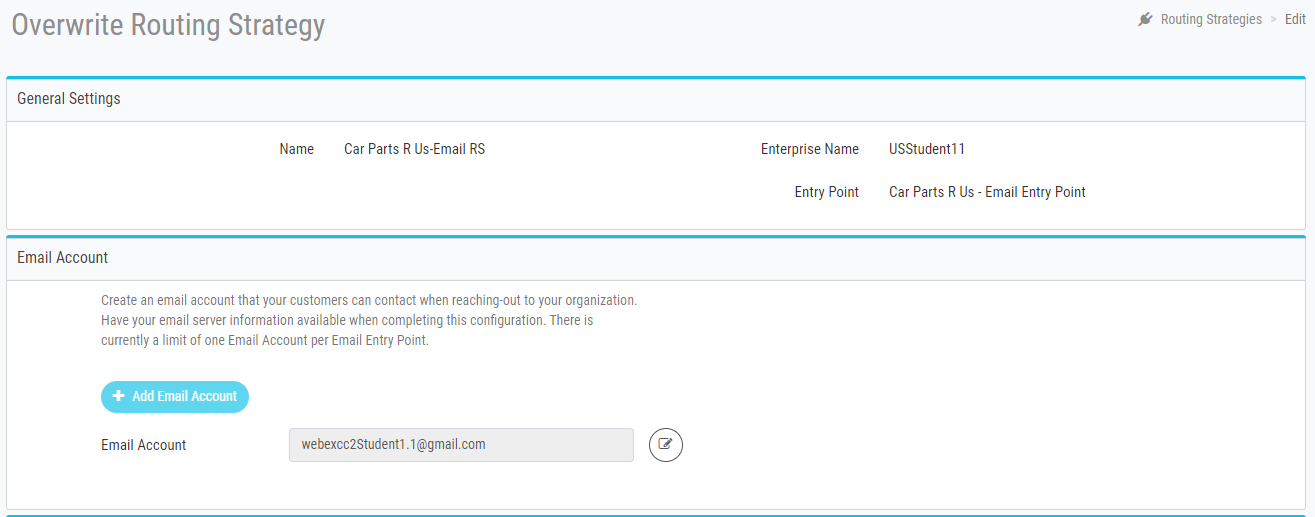
Closed RS is set up as a default RS:

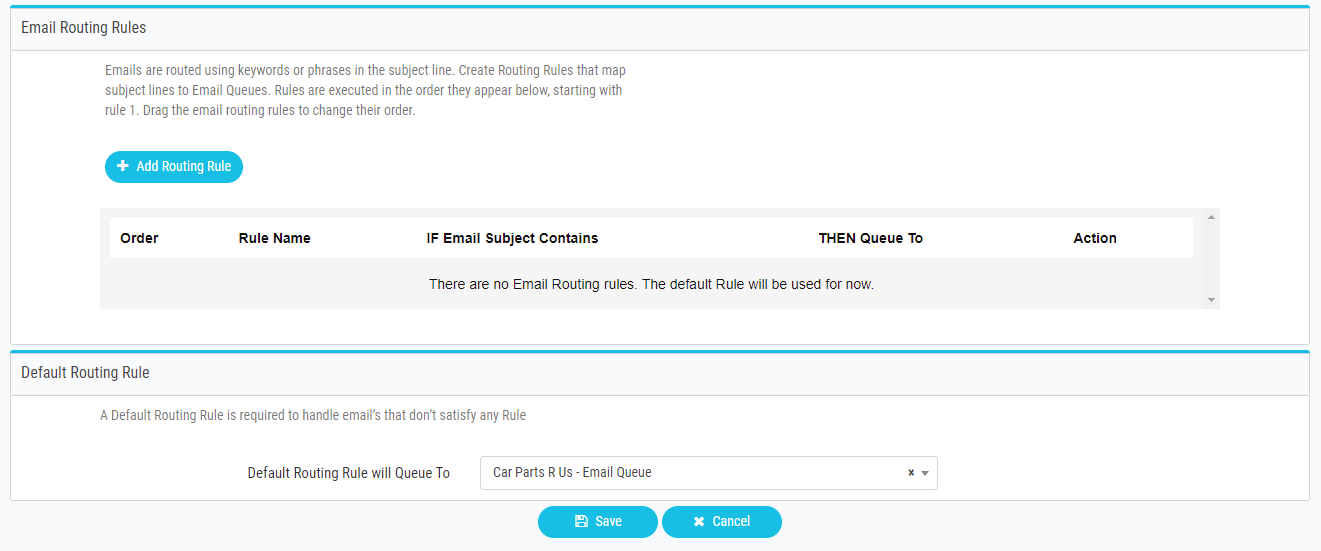


Open RS:-

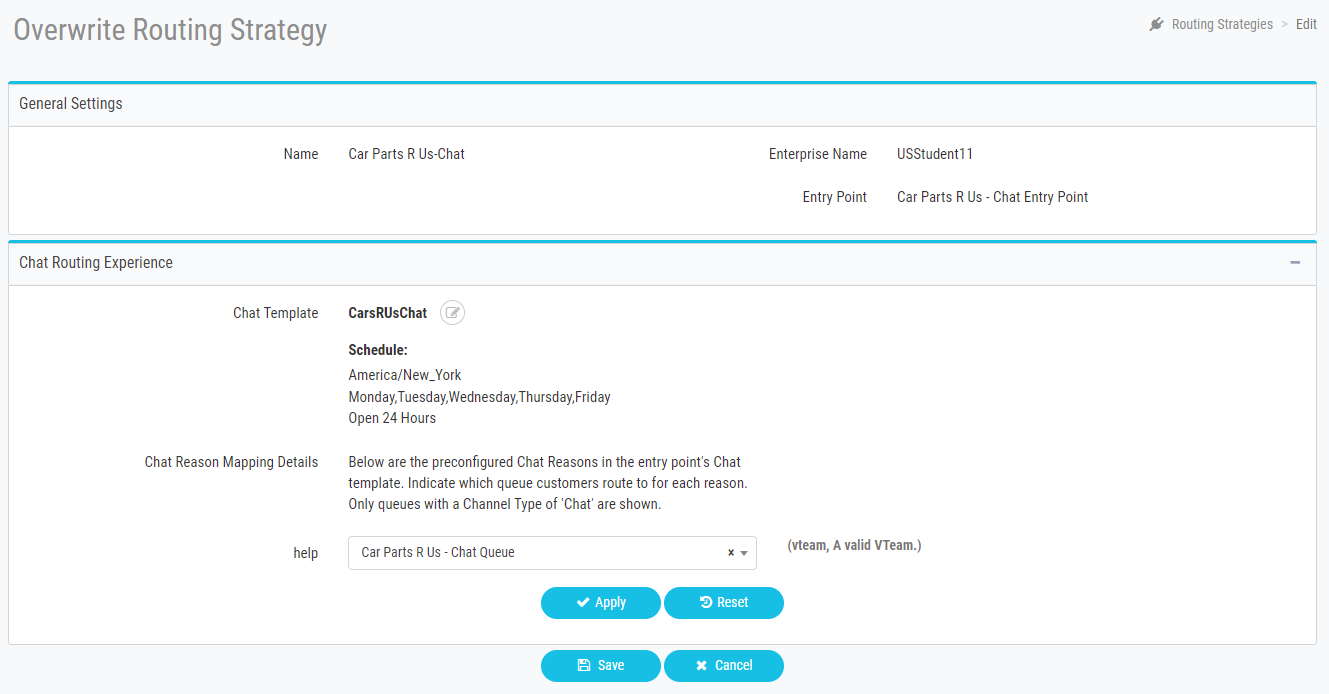


Email – Routing Strategy

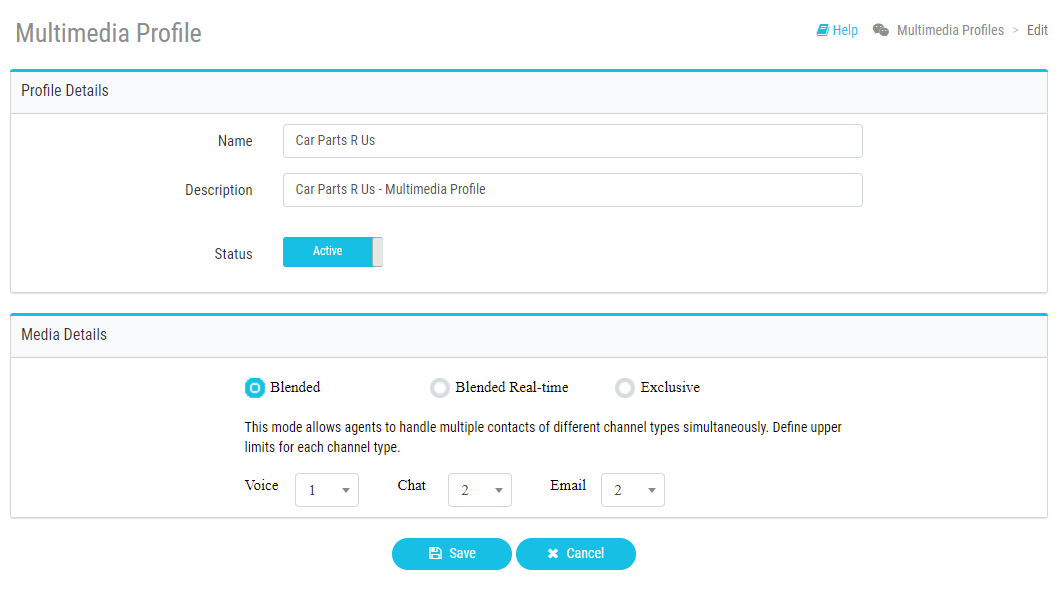




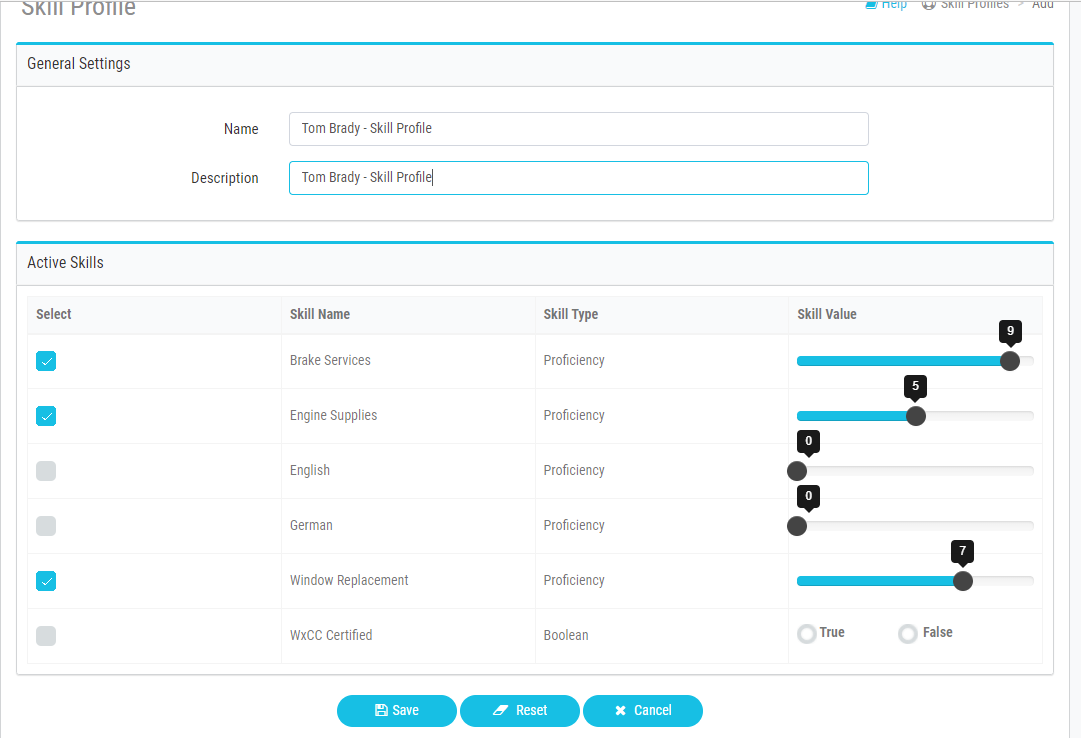
Chat – Routing Strategy

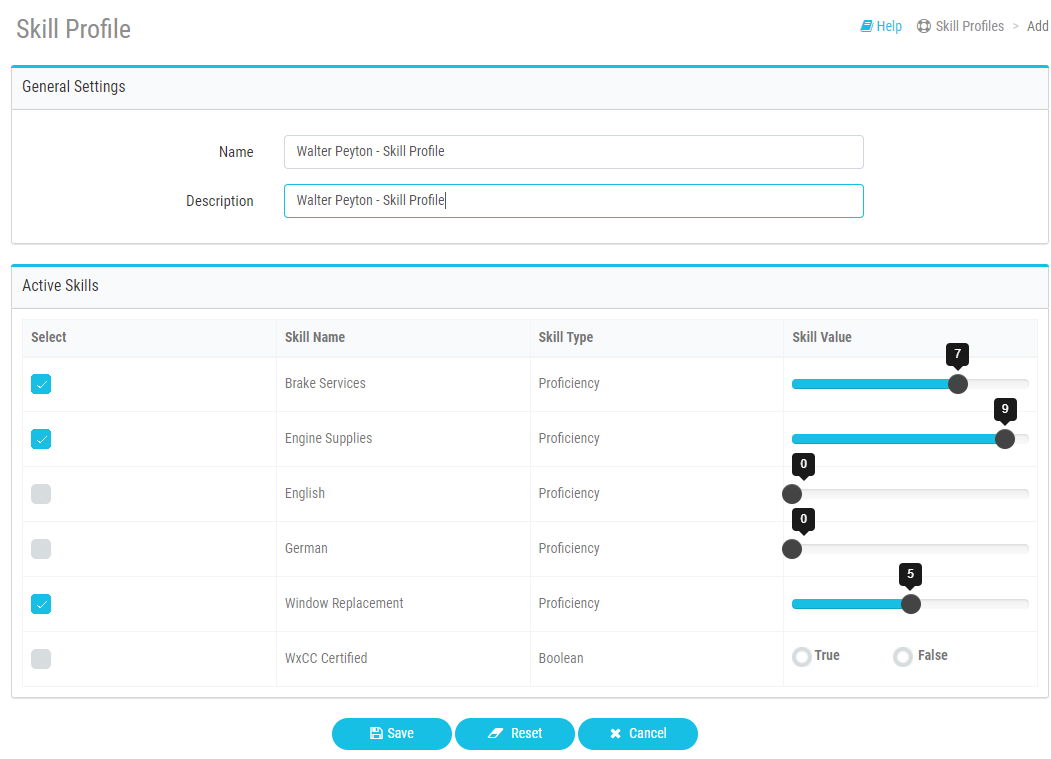


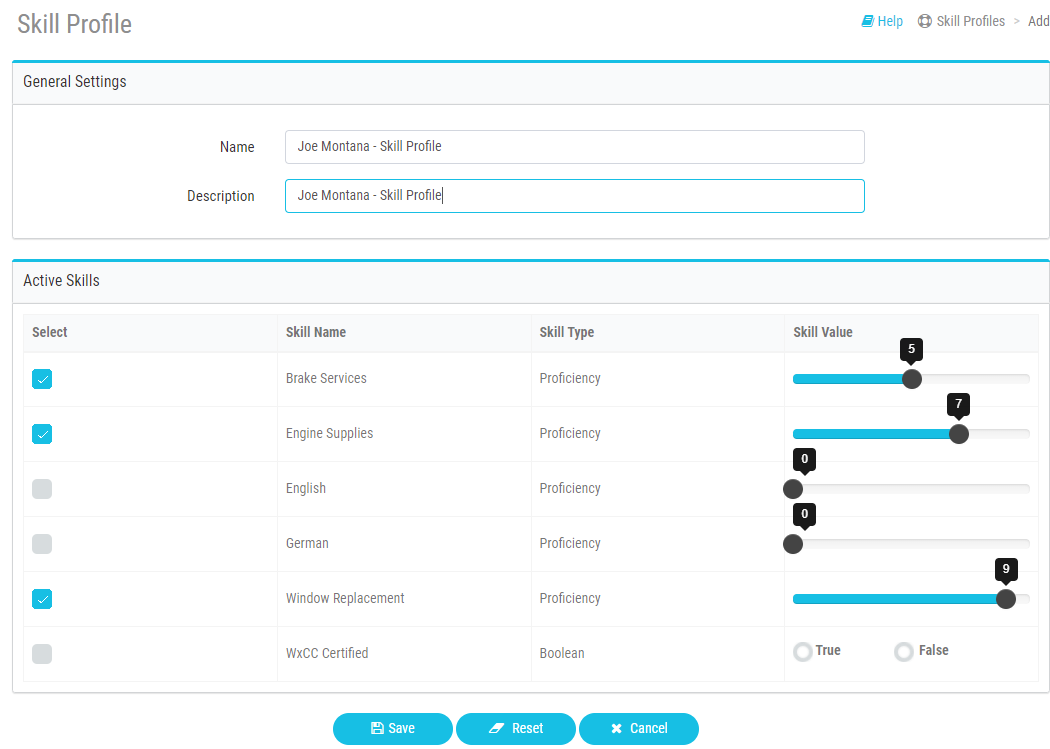
**Assignment 2-5**. Screenshots of the Multimedia Profile assigned to Agents: Profile Details, Media Details settings.

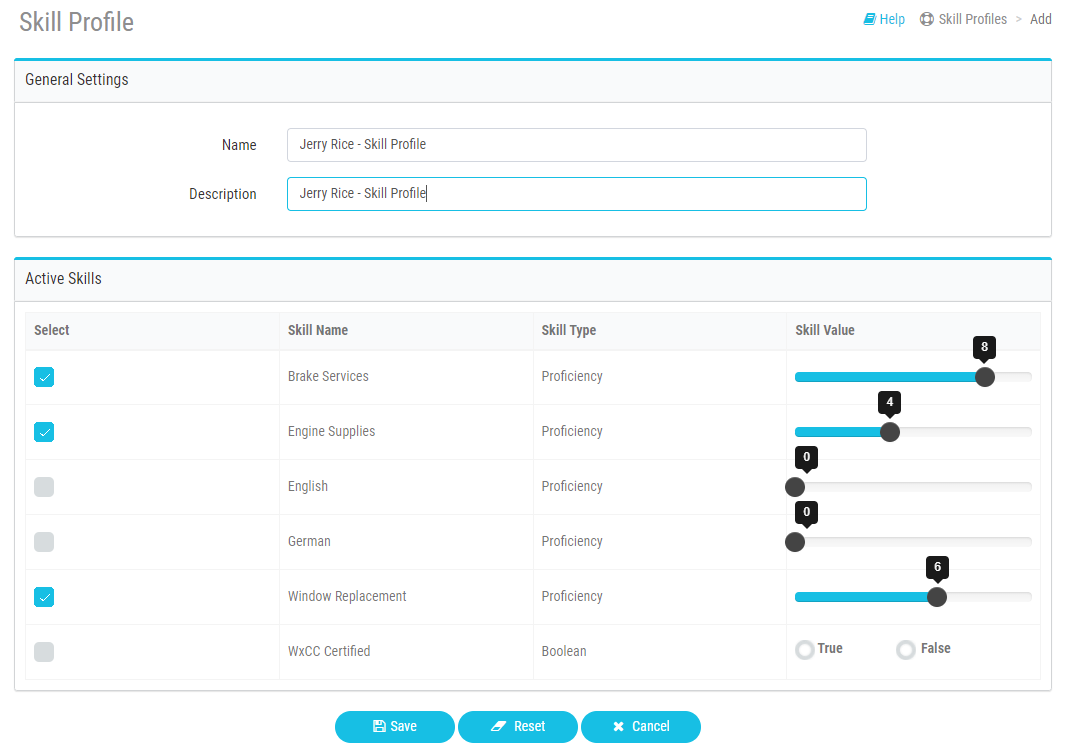


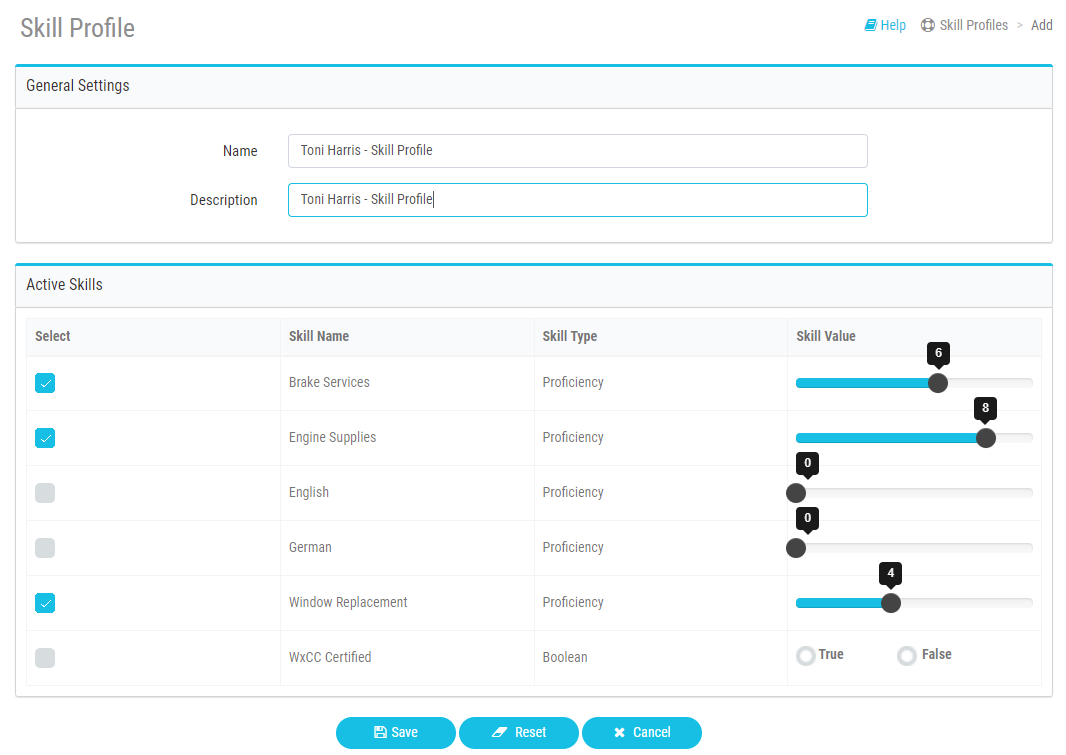
**Assignment 2-6**. Screenshots of the skill profiles assigned to each Agent.

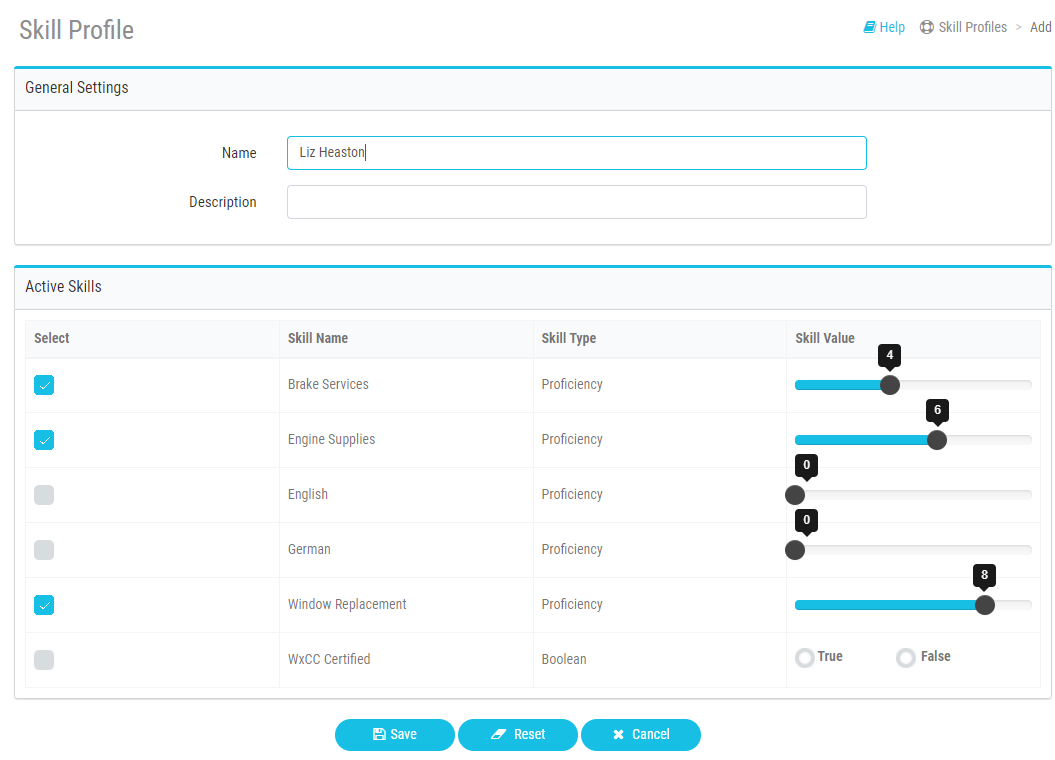












Katie will have a profile so she will be selected as the 3rd round of agents after the 5 minutes.

