

# Webex Contact Center Expert

Call Routing Strategies

Module 6

# Module Objectives

- Understanding the WXCC Call Routing Strategy and it's Configuration:
  - Entry Points
  - Queues
- Customer Scenarios
- Being able to execute standard configuration

# Call Routing Strategies

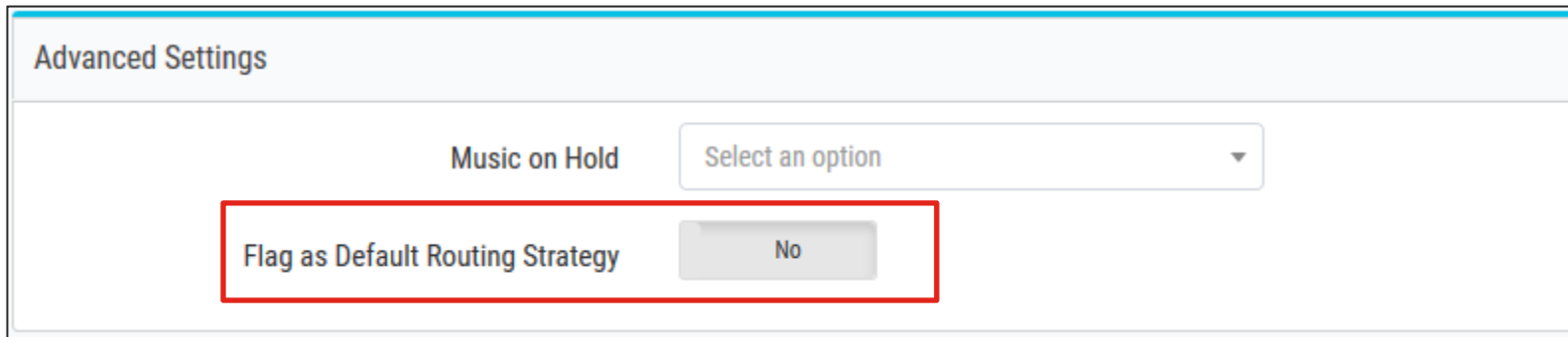
# Definitions

Call Routing Strategy	<p>Call handling strategy for Entry Points.</p> <p>Entry Point Routing Strategies determine schedules and call flow selection.</p>
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# Routing Strategies

## Default vs. Non-Default

- Two Routing Strategy types
  - Default
  - Non-Default
- Specified at time Routing Strategy is created



Advanced Settings

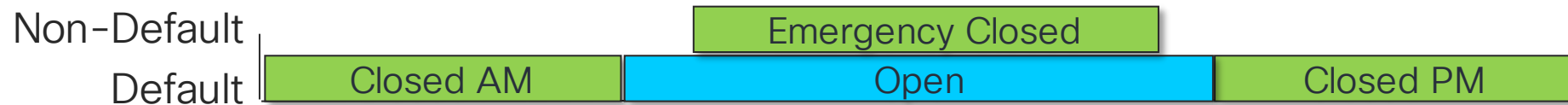
Music on Hold Select an option ▼

Flag as Default Routing Strategy No

# Routing Strategies

## Default vs. Non-Default

- Default Routing Strategies cannot overlap with one another and are the day to day call handling.
- Non-Default Routing Strategies can overlap with Default ones
- Non-Default take precedence
- Active Non-Default Routing Strategies cannot overlap with other Active Non-Default ones

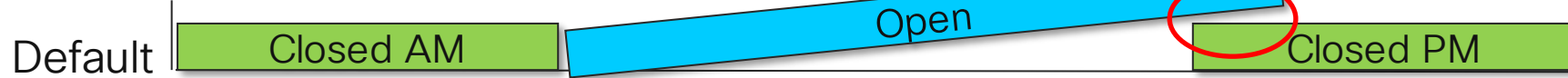


# Routing Strategies

## Right



## Wrong



# Current Routing Strategies

- The Current Routing Strategy is the active Routing Strategy
- It is a working copy, created by the system, based on attributes such as status, default, start date, start time, etc
- In order to apply changes to a Routing Strategy, you may need to delete the current copy
- A new Current Routing Strategy will be created automatically, assuming an active Routing Strategy for that time period exists

Select Entry Point/Queue Voice EP


[+ New Strategy](#)

Name	ID	Status	Default	Virtual Agent	Repetition	Start Date	Start Time	End Time	End Date	Timezone
Current-M-F Day	AXYjwMafrfOmAE-t20B3	Current	Yes		Weekly	02-Dec-2020	0900	1700	02-Dec-2020	America/New_York
M-F Day	AXYf_DVG_6UEhhi3Lgy7	Active	Yes		Weekly	01-Dec-2020	0900	1700	01-Dec-2099	America/New_York
M-F OOH	AXYgBjt8wb-tZrANlpTR	Active	Yes		Weekly	01-Dec-2020	1700	0900	01-Dec-2099	America/New_York
WeekEnds	AXYgBqhXpxttOIBXBVov	Active	Yes		Weekly	01-Dec-2020	0000	2400	01-Dec-2099	America/New_York



# Entry Point Routing Strategies

# Entry Point Routing Strategies



Routing ▾ Flows Resources ▾

wxcctrainingadmin wxcctrainingadmin ▾

Create Routing Strategy Routing Strategies > Add

General Settings

Name

Enterprise Name

Webex CC Training Org

Status

Active

Entry Point

Entry Point-1

Time Settings

Start Date

Start Time

End Date

End Time

Day of Week

All Days

Sun

Mon

Tue

Wed

Thu

Fri

Sat

Advanced Settings

Music on Hold

Select an option

Flag as Default Routing Strategy

No

Call Control

Flow

Select an option

# EP Mapping (to DNs)

# EP Mapping

- Entry Points that are assigned to receive customer calls shall be mapped with Telephone Numbers (Webex Calling, Voice POP Bridge, Cisco PSTN numbers).

The screenshot displays the Cisco Webex CC Training Org interface. The top navigation bar includes the Cisco logo, a hamburger menu, and the text 'Webex CC Training Org | Local Time' along with a user profile 'wxcctrainingadmin'. Below this, a breadcrumb trail shows 'Webex CC Training Org' > 'Dashboard' > 'Entry Point Mappings'. The main content area is titled 'New Dialed Number Mapping' and includes a 'Help' link and a breadcrumb 'Entry Point Mappings > Add'. A section titled 'Webex Calling' contains a blue information icon and a text block: 'Select a Webex Calling Location, choose from available numbers and assign the number to an Entry Point. Webex Calling numbers can be added through the Webex Calling Service in Control Hub via a Authorized Cloud Connected PSTN Provider or using the Local Gateway method.' Below this text are three form fields: 'Location' with a dropdown menu showing 'Office', 'Available Numbers' with a text input showing '+12402248506' and a clear button, and 'Entry Point' with a dropdown menu showing 'Entry Point-1'. At the bottom of the form are three buttons: 'Save', 'Reset', and 'Cancel'. The footer of the interface shows 'Copyright © 2020 Cisco Systems Inc. All rights reserved.' and 'Version 1.2.1.3083'.

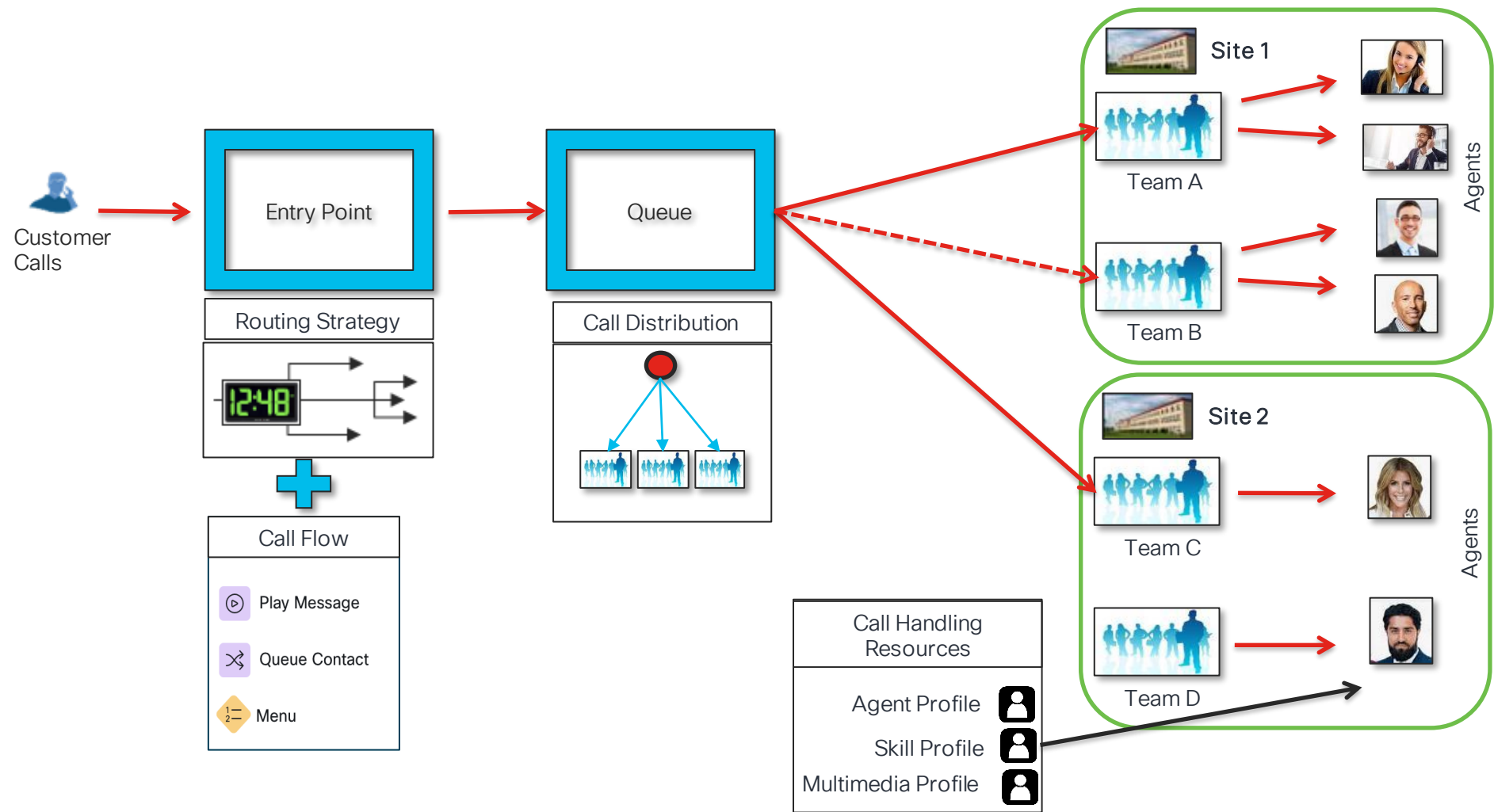
# Lab 8

## Entry Point and EP Routing Strategies, EP Mapping

- *Estimated Time to Completion 30 minutes*



# Lab 8 Outcomes



# Global Routing Overrides



# Global Routing Override

- Use Global Routing Overrides to change the contact handling flow for multiple entry points at the same time, such as for a holiday or emergency situation. Voice only.
- Preconfigure one or more flows that can be quickly applied as an override when needed.
- Once active, the Global Routing Override only applies to new calls, while active calls follow the current Entry Point Routing Strategies.



# Global Routing Override

General Settings

Name

Example

Enterprise Name

Webex CC Training Org

Channel Type

Telephony

Entry Points

✕ Entry Point-1

✕ Voice EP

✕

Status

Active

Time Settings

Timezone

America/New\_York

Start Date

23-Mar-2021

End Date

23-Mar-2021

Day of Week

All Days

Start Time

0000

End Time

2400

Sun

Mon

Tue

Wed

Thu

Fri

Sat

Advanced Settings

Music on Hold

Select an option

Flag as Default Routing Strategy

No

Call Control Override

Select a flow that overrides the contact handling behavior for the selected entry point(s) during the configured time period.

Flow

Select an option

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webex

# Customer Solutions

# Instructor Led / Discussion

## Customer Solution 1

# “GasYouLike” Company Profile

- “GasYouLike” is a gas supply company working throughout North America.
- They have three main numbers, one for Sales, one for Support and one for Accounts. Plus a free phone Number.
- They have three distinct departments of agents, Sales, Support and Accounts. They are mixed up over three sites (A, B and C), with a supervisor for each group on each site.
- Sales – 60 agents, Support – 100, Accounts – 30.

# “GasYouLike” Company Profile

- All Departments work 0900 to 1640hrs (M-F).
- All Calls must be greeted with a statement saying all calls are recorded. The free phone number plays a menu with options for Sales, Support and Accounts.
- All Departments calls must be answered by the Agent who has been available the longest.
- Out of Hours receives a Closed message Only

# Group Discussion

## Customer Solution

# “Quick Support” Company Profile

- “Quick Support” is company that provides global IT support for Enterprise customers.
- They have offices in North America, Germany, France, Japan and Spain. Each with their own local Telephone number.
- Every office has 50 support specialists apart from North America, which has 200.
- Offices work 0830hrs to 1730hrs in their local time zone except North America which work 24/7. Closed on Weekends.

# “Quick Support” Company Profile

- “Quick Support” have a Platinum Support group, based in North America for select customers, they have to enter in their account code via the entry menu to reach them. 25 of the North America Agents work in this group.
- All Calls are greeted with the same welcome menu. Customers can choose to select platinum support or stay on the line for standard support.



# “Quick Support” Company Profile

- Calls are answered by the in country team. If no one answers for a Country after 1 minute the call is presented to North American Agents.
- If the call is Out of hours for the country team it should route to the North American team.

# Group Presentations

## Customer Solution 2

# Lab 9

## Customer Solution: “Billie Joe Real Estate”

- *Estimated Time to Completion 30 minutes*



# Review Questions

Can you create multiple Routing Strategies Per Entry Point?

Yes

True/False. A flow can be assigned to a Queue Routing Strategy

False

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