

# **Webex Contact Center Expert Certification**

Practical Test

Release 3.0

## 1 Webex Contact Center Expert Certification

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In this test, you will create a new configuration and create a new Contact Center flow, utilizing your Customer Organization, the one used throughout the Lab exercises in class.

Please create new Profiles, Agents, Entry Points, Queues, Routing Strategies and anything else you need as required. For the purposes of this Test DO NOT connect a new DN to the Entry Point.

### TEST ASSIGNMENTS

#### 1. Customer Scenario:

Car Parts R Us are a small company, just 25 people, all based out of a Houston, USA Office.

They have Webex Calling which is connected into the WXCC System. You can assume that it is already connected into your Customer Organization and all configuration in Webex calling is complete.

They have a total of 6 Agents:

- Tom Brady
- Walter Peyton
- Joe Montana
- Jerry Rice
- Toni Harris
- Liz Heaston

***Please Note: for this test you will not have to activate those users. You will only have to create the proper Teams in the Tenant Portal.***

As Car Parts R Us will also offer support by chat and email in the future, you should configure your Contact Center Profiles only, to be able to receive 1 current call, 2 concurrent chats and 2 concurrent emails. There is no need to create EPs, Queues and teams for this.

A Supervisor, Katie Haneda, oversees the Teams and occasionally takes calls in the queues when they are very busy. She is always the last option in each queue and only takes a call if the caller has waited for longer than 5 minutes.

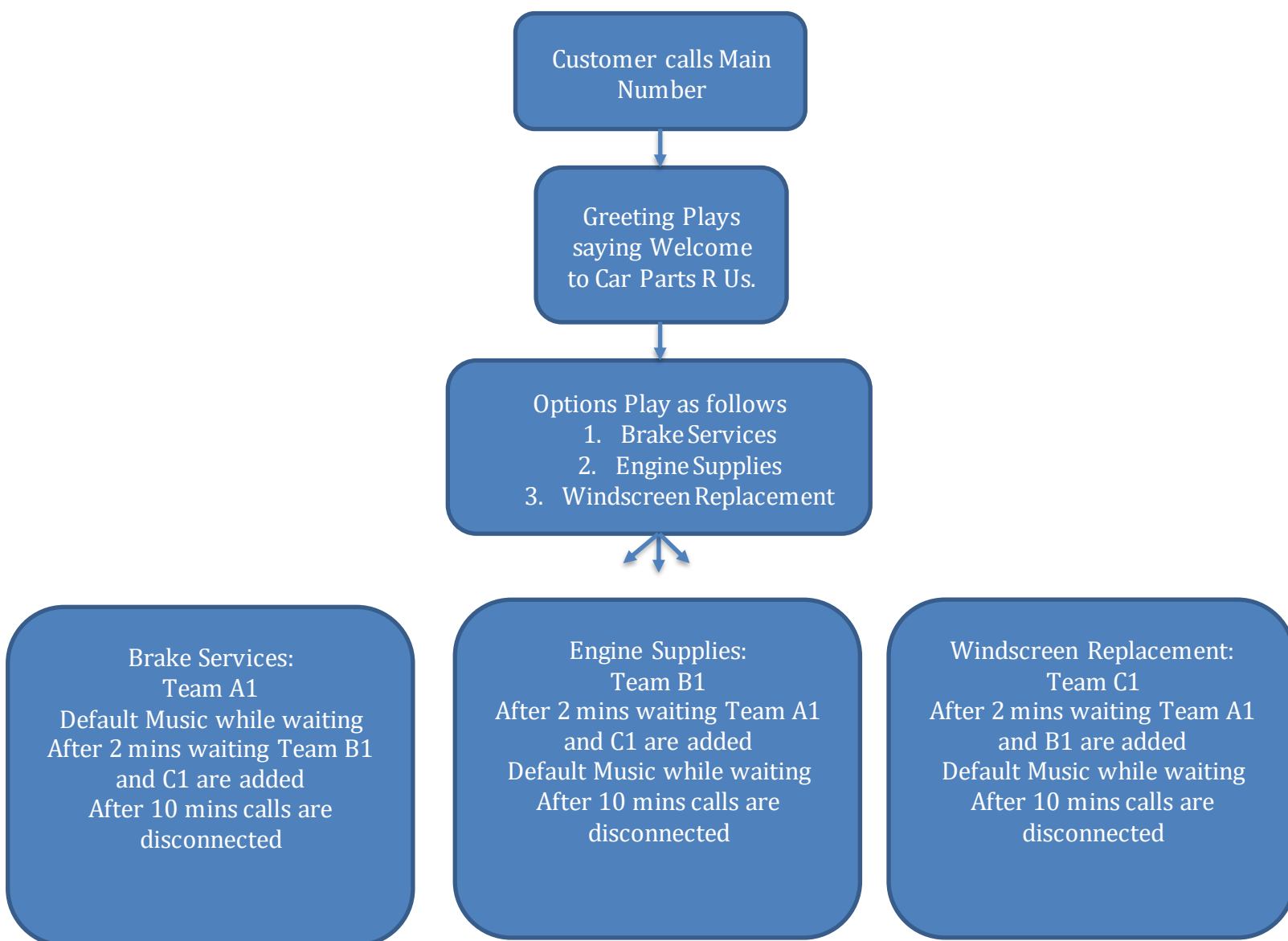
You should use one of your Gmail accounts to activate and configure the Supervisor. For example [yourmailbox@gmail.com](mailto:yourmailbox@gmail.com)

The office works Monday, Tuesday, Wednesday and Thursday, 24h and it doesn't work on Fridays, Saturdays or Sundays.  
Calls are not answered when the office is closed at all, but they are played an announcement stating the office hours before disconnecting.

The Agents need to be able to answer calls for their respective Teams only and need to have the calls delivered to the highest skilled agent first.

Agent	Team	Brake Services Skill	Engine Supplies Skill	Window Replacement Skill
Tom Brady	A1	9	5	7
Walter Peyton	B1	7	9	5
Joe Montana	C1	5	7	9
Jerry Rice	A1	8	4	6
Toni Harris	B1	6	8	4
Liz Heaston	C1	4	6	8

They would like a small Call Center created for them with the following routing:



2. The Tenant Administrator needs to grant access to the new Supervisor, Katie Haneda

The new Supervisor shall have View access to all the modules except Call Recording, Multimedia, Provisioning, Recording Management and Reporting and Analytics.

The Supervisor shall manage only "Car Parts R Us" Team(s). She should also have access only to "Car Parts R Us" Entry Point(s) and Queue(s).

## LOGIN INSTRUCTIONS

Please use log in to the Tenant Portal using your assigned credentials.

URL: <https://admin.webex.com>

Login: Your Tenant Username

Password: Your Tenant Password

## INSTRUCTIONS

Please use the provided MS Word template document and renamed it

***FirstName.LastName.WXCC.docx***

Please upload the file into the **LMS** once you have captured the following screenshots:

**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.

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

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

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

**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.