



Cisco Webex Contact Center Setup and Administration Guide

First Published: 2020-12-02

Last Modified: 2021-03-09

Americas Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
<http://www.cisco.com>
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

All printed copies and duplicate soft copies of this document are considered uncontrolled. See the current online version for the latest version.

Cisco has more than 200 offices worldwide. Addresses and phone numbers are listed on the Cisco website at www.cisco.com/go/offices.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: <https://www.cisco.com/c/en/us/about/legal/trademarks.html>. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1721R)

© 2021 Cisco Systems, Inc. All rights reserved.



Preface

- [Change History](#), on page iii
- [About this Guide](#), on page iv
- [Audience](#), on page iv
- [Related Documents](#), on page v
- [Communications, Services, and Additional Information](#), on page v
- [Documentation Feedback](#), on page v
- [Conventions](#), on page v

Change History

This table lists changes made to this guide. Most recent changes appear at the top.

Change	See	Date
The following topics are updated:	JSON Layout Top-Level Properties , on page 97 Header Widgets , on page 100 Screen Pop , on page 121 Navigation (Custom Pages)	March 2021
The following topics are updated:	Cisco Webex Experience Management Post Call Survey , on page 263 Create a Flow , on page 151 Feedback , on page 159 Publish a Flow , on page 154 Properties Pane , on page 156 Map an Entry Point , on page 137 Create a Routing Strategy , on page 210 Navigation (Custom Pages) , on page 101	February 2021

Change	See	Date
The following topics are updated:	Create an Outdial ANI, on page 83 Delete Entry Point Mappings, on page 139 Create a Queue and an Outdial Queue, on page 25 View the Details of a Queue or an Outdial Queue, on page 30 Edit a Queue or an Outdial Queue, on page 35 Copy a Queue or an Outdial Queue, on page 40	January 2021
The following topics are added:	Desktop Layout, on page 94 Working with Flow Designer, on page 149 Transfer an Outdial Call to a Queue, on page 239 Stereo Recording, on page 241 Opt Out When in Queue, on page 243 Social Channel, on page 245 Webex Calling Integration, on page 247 Self Service, on page 259	December 2020
The following topics are updated:	About Time Zones, on page 4 Entry Points and Queues, on page 19 Map an Entry Point, on page 137 Create a Multimedia Profile, on page 90 View a Multimedia Profile, on page 91 Create a Site, on page 46 Create a Team, on page 50 Threshold Rules, on page 133 Entry Point Mappings, on page 136	
Initial Release of Document		

About this Guide

The Cisco Webex Contact Center Setup and Administration Guide describes how to use Management Portal for managing and monitoring calls, chats, and emails across a heterogeneous contact center environment.

Audience

This document is intended for users who use Cisco Webex Contact Center to run their contact centers.

Related Documents

To view the list of Cisco Webex Contact Center documents, go to page <https://www.cisco.com/c/en/us/support/customer-collaboration/webex-contact-center/series.html>.

To view Cisco Webex Contact Center developer documents and API references, go to page <https://apim-dev-portal.devus1.ciscoccservice.com/documentation/getting-started>.

Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at [Cisco Profile Manager](#).
- To get the business impact you're looking for with the technologies that matter, visit [Cisco Services](#).
- To submit a service request, visit [Cisco Support](#).
- To discover and browse secure, validated enterprise-class apps, products, solutions and services, visit [Cisco Marketplace](#).
- To obtain general networking, training, and certification titles, visit [Cisco Press](#).
- To find warranty information for a specific product or product family, access [Cisco Warranty Finder](#).

Cisco Bug Search Tool

[Cisco Bug Search Tool](#) (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

Documentation Feedback

Provide your comments about this document to: mailto:contactcenterproducts_docfeedback@cisco.com.

Conventions

This guide uses the following conventions.

Convention	Description
boldface font	Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example: <ul style="list-style-type: none">• Choose Edit > Find• Click Finish.

Convention	Description
<i>italic font</i>	<p>Italic font is used to indicate the following:</p> <ul style="list-style-type: none"> • To introduce a new term. Example: A <i>skill group</i> is a collection of agents who share similar skills. • For emphasis. Example: <i>Do not</i> use the numerical naming convention. • An argument for which you must supply values. Example: IF (<i>condition, true-value, false-value</i>) • A book title. Example: See the <i>Cisco Webex Contact Center Getting Started Guide</i>.
window font	<p>Window font, such as Courier, is used for the following:</p> <ul style="list-style-type: none"> • Text as it appears in code or information that the system displays. Example: <code><html><title> Cisco Systems, Inc. </title></html></code> • File names. Example: <code>tserver.properties.</code> • Directory paths. Example: <code>C:\Program Files\Adobe</code>



CONTENTS

PREFACE

[Preface](#) **iii**

[Change History](#) **iii**

[About this Guide](#) **iv**

[Audience](#) **iv**

[Related Documents](#) **v**

[Communications, Services, and Additional Information](#) **v**

[Documentation Feedback](#) **v**

[Conventions](#) **v**

CHAPTER 1

[Introduction](#) **1**

[Webex Contact Center Overview](#) **1**

[About Sites, Teams, Entry Points, and Queues](#) **2**

[Webex Contact Center Management Portal](#) **2**

[Webex Contact Center Modules](#) **3**

[About Time Zones](#) **4**

CHAPTER 2

[Getting Started](#) **5**

[Supported Browsers](#) **5**

[Log in to Management Portal](#) **5**

[About Management Portal Components](#) **6**

[About Dashboards](#) **7**

[Change User Interface Colors](#) **10**

[Create a Custom Theme](#) **10**

[View and Regenerate Your API Key](#) **11**

[Access Audit Trail Reports](#) **11**

CHAPTER 3**Provisioning 13**

Tenant Settings 13

General Settings 14

Provisioning 14

Settings 15

Module Permissions 17

Other Permissions 18

Entry Points and Queues 19

Create an Entry Point or an Outdial Entry Point 20

View the Details of an Entry Point or an Outdial Entry Point 21

Edit an Entry Point or an Outdial Entry Point 22

Copy an Entry Point or an Outdial Entry Point 24

Create a Queue and an Outdial Queue 25

View the Details of a Queue or an Outdial Queue 30

Edit a Queue or an Outdial Queue 35

Copy a Queue or an Outdial Queue 40

Deactivate an Entry Point or a Queue 45

Activate an Entry Point or a Queue 46

Sites 46

Create a Site 46

Block an Area Code 47

View the Details of a Site 47

Edit a Site 48

Deactivate a Site 49

Activating a Site 49

Teams 50

Create a Team 50

View a Team 51

Edit a Team 51

Deactivate a Team 53

Activate a Team 53

Users 54

View the Details of a User 54

Edit a User	55
Export Provisioned Items for a User	57
Revoke API Key for a User	58
Update and Upload Agent Template	58
User Profiles	59
Manage a User Profile	59
General Settings	60
Module Settings	60
Access Rights	63
View the Details of a User Profile	63
Edit a User Profile	63
Deactivate a User Profile	64
Activate a User Profile	64
Copy a User Profile	65
Work Types	65
Create a Work Type	65
Edit a Work Type	66
Deactivate a Work Type	66
Activate a Work Type	67
Auxiliary Codes	67
Idle or Wrap-Up Codes	69
Edit Idle or Wrap-Up Codes	69
Agent Profiles	70
Create an Agent Profile	71
General Information	71
Auxiliary Codes	72
Collaboration	73
Dial Plan	74
Agent DN Validation	76
Agent Viewable Statistics	77
Agent Thresholds	78
View the Details of an Agent Profile	78
Edit an Agent Profile	79
Copy an Agent Profile	79

Deactivate an Agent Profile	80
Activate an Agent Profile	80
Address Books	81
Create an Address Book	81
Edit an Address Book	82
Delete an Address Book	83
Outdial Automatic Number Identification (ANI)	83
Create an Outdial ANI	83
Edit an Outdial ANI	84
Delete an Outdial ANI	85
Dial Plans	86
Regular Expression for the System-Supplied US Dial Plan	87
Regular Expression for the System-Supplied Any Format Dial Plan	87
Create a Dial Plan	88
Edit a Dial Plan	89
Delete a Dial Plan	90
Multimedia Profiles	90
Create a Multimedia Profile	90
View a Multimedia Profile	91
Edit a Multimedia Profile	92
Deactivate a Multimedia Profile	93
Activate a Multimedia Profile	93
Desktop Layout	94
Create a Desktop Layout	94
View Layout Experience on Agent Desktop	95
Define a Custom Desktop Layout	96
View a Desktop Layout	128
Edit a Desktop Layout	129
Copy a Desktop Layout	129
Deactivate a Desktop Layout	130
Activate a Desktop Layout	131
Skill Definitions	131
Skill Profiles	133
Threshold Rules	133

Entry Point Mappings	136
Map an Entry Point	137
Edit Entry Point Mappings	138
Delete Entry Point Mappings	139
Update and Upload Agent Template	139
Check the Status of a Bulk Operation	140
Download Agent Update Template	140
Reports for the Provisioned Items	140
Manage Reports for the Provisioned Items	142

CHAPTER 4

Business Rules 145

About Business Rules Engine	145
Configuring BRE in Webex Contact Center	145

CHAPTER 5

Contact Routing 147

About Contact Routing	147
About Skills-Based Routing	147
About Multimedia	148
Working with Flow Designer	149
About Flow Designer	149
Getting Started	149
Accessing the Flow Designer Application	150
Flow Designer Browser and Email Requirements	150
Key Terminology	151
Working with Flows	151
Create a Flow	151
Modify a Flow	152
Validate a Flow	152
Copy a Flow	153
Publish a Flow	154
Delete a Flow	154
Entry Point Routing Strategies	154
Queue Routing Strategies	155
Layout of the Flow Designer	155

Activity Library	155
Canvas, Main Flow, and Event Flows	155
Properties Pane	156
Header Pane	157
Footer Pane	157
Activities In Flow Designer	157
Activities in CALL HANDLING	157
Activities in FLOW CONTROL	180
Variables and Expressions in Flow Designer	196
Custom Flow Variables	196
Creating Flow Variables	196
Creating Call-Associated Data Variables	197
Editing Flow Variables	198
Deleting Flow Variables	199
Predefined Variables	199
Writing Expressions	201
Pebble Template Syntax	201
Validating Expressions	201
Flow Designer Error Codes	202
Uploading and Updating Resource Files	203
Uploading a Resource File	203
Playing or Downloading a .wav File	203
Updating a Resource File	203
Copying a Resource File	204
Exporting the References to a Media File	204
Creating a Predefined Email Template	205
Creating a Predefined Chat Response	206
Viewing, Creating, Modifying, and Deleting Routing Strategies	207
Viewing Routing Strategies for an Entry Point or Queue	207
Viewing Current Routing Strategies	209
Understanding Time Values in Routing Strategies	209
Create a Routing Strategy	210
Modifying a Routing Strategy	215
Deleting and Restoring Routing Strategies	216

Deleting a Standard Routing Strategy	216
Restoring or Permanently Deleting a Routing Strategy	217
Audio on Hold	217

CHAPTER 6

Call Monitoring 219

Monitor Calls	219
Monitoring Overview	219
Monitoring Calls	220
Coaching an Agent	221
Barging in on a Call	222
Viewing Call Monitoring Information	222
Working with Monitoring Schedules	225
Creating or Editing a Monitoring Schedule	225
Activating and Deactivating Monitoring Schedules	227
Exporting the Monitoring Schedule List	227
Deleting a Monitoring Schedule	227

CHAPTER 7

Call Recording 229

Call Recording	229
Creating or Editing a Recording Schedule	230
Deleting a Recording Schedule	232

CHAPTER 8

Recording Management 233

Searching for and Playing Recordings	233
Assigning and Removing Tags	235
Search Attributes	235
Creating and Exporting Tags	235
Creating and Modifying Custom Attributes	236
Others Page	236
Viewing and Changing the Security Key Schedule	236
Viewing the Pruning Details	237

CHAPTER 9

Transfer an Outdial Call to a Queue 239

Map the Outdial Transfer to Queue Entry Point to a DN	239
---	-----

Transfer an Outdial Call to Queue on Agent Desktop 239

View Agent Outdial Statistics Report 240

CHAPTER 10

Stereo Recording 241

Play a Stereo Recorded File 241

CHAPTER 11

Opt Out When in Queue 243

Task Flow to Set up the Opt-out Functionality 243

View Opt-out-of-Queue Report 243

CHAPTER 12

Social Channel 245

Set Up a Social Channel Connector and Map to an Entry Point 245

CHAPTER 13

Webex Calling Integration 247

Webex Calling Integration Task Flow 247

CHAPTER 14

Blended Multimedia Profiles 249

Overview 249

Configure a Multimedia Profile 250

Associate a Multimedia Profile to an Agent, Team, or Site 250

Assign Contacts to Agents 251

View Agent Details 251

CHAPTER 15

Courtesy Callback 253

Overview 253

Configure the Callback Flow 254

Make a Courtesy Callback 256

View Courtesy Callback Reports 256

CHAPTER 16

OEM Integration with Acqueon 257

Overview 257

Set Up Campaign Management 257

Make Outbound Campaign Calls 258

Campaign Management Reports 258

CHAPTER 17

Self Service 259

Configure Entry Point and Select the Flow in Routing Strategy 259

Virtual Agent 259

Build a Dialogflow Agent 260

Configure Virtual Agent 260

Create Virtual Agent Activity in Flow Designer 260

Blind Transfer 260

Disconnect Contact 261

IVR Transcript and CAD Variables in Agent Desktop 261

IVR and CVA Dialog Flow Report in Analyzer 261

Text-to-Speech 261

Create a Service Account for Google Connector 262

Configure a Google Connector 262

Text-to-Speech Toggle 262

CHAPTER 18

Cisco Webex Experience Management Post Call Survey 263

Cisco Webex Experience Management Account Setup 264

Create a Cisco Webex Experience Management Connector 264

Create Feedback Activity in Flow Control 265

View Agent Desktop Widgets 265

CHAPTER 19

Troubleshooting 267

Troubleshooting Management Portal Problems 267

Management Portal Problems 267

Reporting Management Portal Issues to Customer Support 269

Troubleshooting Agent Desktop Problems 269

Network Interruptions 269

Agent Desktop Application Problems 269

Audio Problems 271

Reporting Agent Desktop Issues to Customer Support 271

CHAPTER 20

Report Parameters 273

Call Report Parameters	273
Agent Report Parameters	288
Historical Skill Report Parameters	310
Historical Threshold Alerts Report Parameters	312
Usage Metrics Report Parameters	313



CHAPTER 1

Introduction

- [Webex Contact Center Overview, on page 1](#)
- [About Sites, Teams, Entry Points, and Queues, on page 2](#)
- [Webex Contact Center Management Portal, on page 2](#)
- [Webex Contact Center Modules, on page 3](#)
- [About Time Zones, on page 4](#)

Webex Contact Center Overview

Contact centers of multisourcing enterprises leverage a combination of sourcing solutions, including captive, outsourced, and offshore. The typical multisource contact-center environment is organizationally complex, consisting of sites located all over the world, and staffed by direct company employees and/or outsourced agents.

In this environment, most locations operate independently and use disparate contact center technologies, including routing, administrative solutions, and reporting tools. This combination of tools and technologies makes both management and quality monitoring across different locations extremely challenging.

Cisco's Webex Contact Center offers a unique solution that combines contact center and IP technologies in a global call management service. The Webex Contact Center solution is built on the Cisco Midpoint Call Management[®] technology — A centralized control point for managing and monitoring calls and contacts across a heterogeneous contact center environment.

Offered as a cloud service, Webex Contact Center provides enterprises with full control over their global contact center queues and creates the appearance of a single, unified contact center environment. Calls, chats, and emails are distributed to the contact center sites where agents are available. When agents are occupied, contacts are queued centrally so they can be serviced by the next available agent irrespective of the physical location of the agent.

In the voice context, by queuing calls centrally, enterprises can offload the queuing function from their premises-based equipment, thus achieving substantial cost savings in telecom hardware, toll charges, and bandwidth use. More importantly, a call can be directed to the next available agent at any site. And because the endpoint of the call can be anywhere around the globe, Webex Contact Center seamlessly integrates remote agents and at-home agents into the enterprise's multisource contact center environment.

About Sites, Teams, Entry Points, and Queues

A Webex Contact Center tenant is an enterprise that has contact centers at one or more sites. The enterprise also has entry points for incoming contacts that are associated with queues. Incoming contacts can be toll-free numbers for voice calls, designated email addresses for emails, or chats with agents. For example, an enterprise that is named Acme might have an entry point that is named Welcome. Welcome classifies contacts into AcmeBilling and distributes to teams of agents in Chicago, Manila, and Bangalore.

Each Webex Contact Center tenant profile consists of sites, teams, entry points, and queues.

- A site is a physical contact center location under the control of the enterprise or an outsourcer. For example, Acme might have sites in Chicago, Manila, and Bangalore.
- A team is a group of agents at a specific site who handle a particular type of contact. For example, Acme might have teams at their Chicago site that are named Chi_Billing, Chi_Sales and Chi_GoldCustomerService, and teams at their Bangalore site named Bgl_Billing, Bgl_GoldCustomerService, and Bgl_Experts. Agents can be assigned to more than one team, but an agent can service only one team at a time.
- An entry point is the initial landing place for the customer contacts on the Webex Contact Center system. For the voice contacts, typically one or more toll-free or dial numbers can be associated with an entry point. IVR call treatment is performed while a call is in the entry point.
- A queue is where active contacts are kept while they await handling by an agent. Contacts are moved from the entry point into a queue and are distributed to agents.

Tenants that use the outdial feature are also configured with at least one outdial entry point and one outdial queue.

Telecom managers, contact center managers, and other representatives of the enterprise who are authorized to access the Webex Contact Center service are provided with a view of contact center activity at their enterprise through the Webex Contact Center Management Portal.

In addition to sites, teams, entry points, and queues, the Provisioning module of the Webex Contact Center Management Portal provides an interface for adding agents and assigning them to teams. Each agent is configured with an agent profile—A value that is assigned to an agent to determine the agent's permission levels and Agent Desktop behaviors, including which wrap-up and idle codes are available to the agent. Thus, you should add wrap-up and idle codes before defining agent profiles, and define agent profiles before defining agents. If your enterprise is provisioned with the optional skills-based routing feature, you should also add skills and skill profiles before defining teams and agents.

Webex Contact Center Management Portal

The Webex Contact Center Management Portal is accessed through a web browser. The Portal provides access to Webex Contact Center modules that enable authorized users to view real-time and historical contact center data, silently monitor interactions directed to destination sites, create agent accounts and other contact center resources, and control contact treatment and distribution by creating and editing scheduled contact routing strategies and team capacity strategies.

In addition, the Webex Contact Center Management Portal landing page displays graphs of real-time and historical call activity and current agent status.

Access to Webex Contact Center modules and functionality is restricted based on the user profiles assigned to users.

For information about accessing and working with the Webex Contact Center Management Portal, see [Supported Browsers, on page 5](#).

Webex Contact Center Modules

After signing in to the Management Portal, click the module on the navigation bar that you want to access. If the navigation bar is collapsed, click the navigation button on the upper-left side of the Management Portal landing page to expand it. Each module is briefly described in the following table. If you can't see a module in your interface, then either you don't have the appropriate permission to access the module, or it's an optional module that your enterprise doesn't have license to.

The modules that authorized users can access through the Webex Contact Center Management Portal are described in the following table.

Module	Description
Provisioning	Enables authorized users to create, view, and edit the settings that are provisioned for the enterprise. It provides access to Audit Trail, Agent Skill Report, Provisioned Items Report, and Provisioned Skills Report.
Reporting and Analytics	Enables authorized users to segment, profile, and visualize the data in contact center systems. It also helps to identify the key variables that impact productivity and desired business outcomes. For more information, see <i>Webex Contact Center Analyzer User Guide</i> .
Business Rules	Enables authorized users of the Analyzer module to incorporate customer data into the Webex Contact Center environment for custom routing.
Agent Desktop	Enables authorized users to access the interface for handling customer contacts.
Routing Strategy	Provides a web-based user interface for managing and configuring contact handling strategies. Authorized users can create and schedule global routing and team capacity strategies and alter them in real time in response to changes in business dynamics. For more information, see Contact Routing, on page 147 .
Call Monitoring	Enables authorized users to silently monitor the quality of service being delivered across their multisource contact centers. The power of the Webex Contact Center service lies in the unique ability to monitor any call across any site. Through a simplified web interface, users can select the queue, team, site, or agent they want to silently monitor. Authorized users can provide instructions to the monitored agent without being heard by the caller, and can join a call being monitored and participate in the conversation. For more information, see Monitor Calls, on page 219 .
Call Recording	Optional module that enables authorized users to record calls.
Recording Management	Optional module that enables authorized users to search for and play calls recorded through the Webex Contact Center Call Recording feature. For more information, see Recording Management, on page 233 .

Module	Description
Audit Trail	Enables authorized users to view details about provisioning changes made for their enterprise and export the data to a data analysis tool, such as Microsoft Excel. For more information, see Access Audit Trail Reports, on page 11 .

About Time Zones

All dates and times displayed on the Webex Contact Center Management Portal and in the Webex Contact Center modules reflect the time zone that is provisioned for the enterprise with the following exceptions:

- Dates and times displayed on the main pages of the Real-Time Reports and Call Monitoring modules reflect the browser time.
- Time values in routing strategies are based on the time zone that is provisioned for the entry point or queue. If no time zone is specified, the time zone is provisioned for the enterprise.

Dates are converted to UTC time when they are saved to the database, so the system behavior, such as time-of-day routing, is applied universally across the multi-site contact center network, regardless of which time zones the sites are located in. The system filters the historical reports based on the enterprise time zone.

To specify a different time zone for displaying the time values in routing strategies, see [Understanding Time Values in Routing Strategies, on page 209](#).



Note

When you edit a tenant time zone, you must relogin to see the changes.



CHAPTER 2

Getting Started

- [Supported Browsers, on page 5](#)
- [Log in to Management Portal, on page 5](#)
- [About Management Portal Components, on page 6](#)
- [About Dashboards, on page 7](#)
- [Change User Interface Colors, on page 10](#)
- [Create a Custom Theme, on page 10](#)
- [View and Regenerate Your API Key, on page 11](#)
- [Access Audit Trail Reports, on page 11](#)

Supported Browsers

The Webex Contact Center Management Portal supports the following browsers:

Browser	Microsoft Windows 10	Mac OS X	Chromebook
Google Chrome	76.0.3809	76.0.3809 or higher	76.0.3809 or higher
Mozilla Firefox	ESR 68 or higher ESRs	ESR 68 and higher ESRs	NA
Microsoft Edge	42.17134 or higher	NA	NA
Chromium	NA	NA	79 or higher

Log in to Management Portal

Log in to the Webex Contact Center Management Portal through a web browser using your login credentials. You can access the modules and functionalities that your administrator grants access to.

To log in to Portal:

Procedure

- Step 1** Sign in to <https://admin.webex.com>.

Step 2 Click **Services** from the left pane.

Step 3 On the **Contact Center** card, click **Settings**.

Step 4 Under the **Advance Configuration** section, click the Management Portal link. You can bookmark this link and access Portal directly with this link.

The Management Portal landing page appears. For more information, see [About Management Portal Components, on page 6](#).

Note After you log out, close all Webex Contact Center windows before logging in again.

About Management Portal Components

The Webex Contact Center Management Portal landing page has multiple components that you can access based on your authorization.

The following table describes the components of the Management Portal landing page:

Component	Description
Navigation bar	<p>Displays the modules that you are authorized to access. For more information, see Webex Contact Center Modules, on page 3</p> <p>You can see either the name of the module or, if the navigation bar is collapsed, an icon that represents the module. Hover the mouse pointer over an icon to display the module name.</p> <p>To expand or collapse the navigation bar, click the button on the upper-left side of the landing page.</p>
Dashboard	<p>Displays the number of calls that are currently in IVR, in queue, connected, and the number of currently available agents.</p> <p>The rest of this panel displays four charts. Three of them provide real-time statistics for the current call activity, interval call activity, and site-level agent activity. The fourth chart provides historical statistics.</p> <p>You can click the icon at the top of a chart to display the corresponding report in the Reporting and Analytics module window.</p> <p>To change the size of a chart, point to a corner or edge and when the mouse pointer changes to a two-headed arrow, drag the corner or edge to shrink or enlarge the chart.</p> <p>To restore the original size of resized charts, click Reset Widgets.</p>

Component	Description
Settings button	<p>Expands and collapses a panel where you can do the following:</p> <ul style="list-style-type: none"> • Select a different user interface skin. For more information, see Change User Interface Colors, on page 10. • Customize the user interface banner color and images that are used on the Management Portal pages. For more information, see Create a Custom Theme, on page 10. • Change the time zone in which the time values in routing strategies are displayed. For more information, see Understanding Time Values in Routing Strategies, on page 209. • View and update the API key assigned to your user account. For more information, see View and Regenerate Your API Key, on page 11.
Your name button	<p>Displays the following options in a drop-down:</p> <ul style="list-style-type: none"> • Help: Opens the Management Portal online help document in a separate window. • Logout: Logs you out of the Management Portal after closing all the open modules.

About Dashboards

The Webex Contact Center Management Portal landing page provides the following dashboards:

- Entry Point - Site level Dashboard (default)
- Contact Center Overview - Realtime
- Contact Center Overview - Historic
- Agent State Data - Realtime

You can access the dashboards from the drop-down list at the top-left corner of the **Dashboard** tab.



Note

The dashboard summary view appears only for users whose user profile is configured as Administrator or Supervisor. The date and time information in the dashboard gets displayed in the browser time zone.

Entry Point - Site level Dashboard

Displays information about the number of contacts that are in IVR and Queues.

- Snapshot Entry Point IVR Realtime - Chart—Indicates the number of calls that are in the IVR.
- Entry Point Interval Realtime - Chart—Indicates the number of contacts (voice, email, and chat) per entry point in real time for a specific interval. By default, the interval is 30 min and the duration is from the start of the day.

- Site Interval Realtime - Chart—Indicates the number of connected contacts (voice, email, and chat) per site in real time since the start of the day.
- Entry Point Contact Volume - Chart—Indicates the total number of contacts (voice, email, and chat) that were connected per entry point on a daily interval, for the last seven days.

Contact Center Overview - Realtime

Displays information about contacts handled, contacts abandoned, and contacts in queues in real time. To filter the data based on queues and channel types, use the **Queue Name** and **Channel Type** drop-down lists at the top-right corner of the dashboard. To refresh the data, use the refresh icon.

The following information is available:

- Average Service Level—Indicates the percentage of contacts that were handled within the configured service level for the queue.
- Total Contacts Handled—Indicates the total number of contacts (voice, email, social, and chat) that were handled.
- Total Contacts Abandoned—Indicates the number of contacts (voice, email, social, and chat) that were abandoned.
- Average Handled Time—Indicates the average time taken to handle a contact (voice, email, social, and chat).
- Longest Contact in Queue—Indicates the time in queue for the contact (voice, email, social, or chat) that had the longest waiting time in queue.
- Contact Details in Queue—Shows the details of contacts (voice, email, social, and chat) that are currently in queue.

In addition, the Team Details Real-Time dashboard shows the details of teams, agents in teams, agent login and contacts handled by the agents in real time.

Contact Center Overview - Historical

Displays information about contacts handled, contacts abandoned, and contacts in queues for a specified duration and time interval. You can use the **Interval** and **Duration** drop-down lists at the top-right corner of the dashboard to filter the data based on the selected time interval and duration. To refresh the data, use the refresh icon.

The following information is available:

- Average Service Level—Indicates the percentage of contacts that were handled within the configured service level for the queue.
- Total Contacts Handled—Indicates the total number of contacts (voice, email, social, and chat) that were handled.
- Total Contacts Abandoned—Indicates the number of contacts (voice, email, social, and chat) that were abandoned.
- Average Handled Time—Indicates the average time taken to handle a contact (voice, email, social, and chat).

- **Longest Contact in Queue**—Indicates the time in queue for the contact (voice, email, social, or chat) that had the longest waiting time in queue.
- **Contact Details in Queue**—Shows the details of contacts (voice, email, social, and chat) that are currently in queue.

In addition, the Team Details - Historical dashboard displays the details of teams, agents in teams, agent login and contacts handled by the agents in a specified duration and time interval. You can filter the data using the **Agent Name**, **Team Name**, **Interval**, and **Duration** filters available at the top of the dashboard.

Agent State Data - Realtime

As an administrator or supervisor, you can monitor the agent state data using the Agent State Data - Realtime dashboard. The dashboard displays the name of the agent, site, and team to which the agent is assigned, login time of the agent, the most recent known state of the agent, the duration for which the agent has been in the most recent state, and the idle code if the agent is in the Idle state.

The filters at the top of the dashboard enable you to display agent state data for selected sites, teams, or agents. The list of sites, teams, or agents available in the filters is based on the teams or sites to which the administrator or supervisor has access rights. For more information, see [Access Rights](#).

The Agent State Data - Realtime dashboard provides you the ability to log out agents based on the agent state in the **Most Recent State** field. You can log out agents who are in the Available, Idle, or Not Responding state across all media channels at a point in time, as described in the following table:

Most Recent State	Indicates that	Agent Logout Allowed
Connected	The agent is connected (which includes states such as Ringing and Wrap-Up) to at least one channel. The most recently connected channel is indicated by an icon in the State Duration field.	No
Not Responding	The agent isn't accepting contacts that are assigned.	Yes
Available	The agent is available on the desktop, but hasn't received an active contact.	Yes
Idle	The agent has set an Idle state. Check the Idle Code field for more information.	Yes

To log out an agent, click Logout in the **Action** field. You receive a notification that the agent has been successfully logged out.



Note You can access the Agent State Data - Realtime dashboard only if your administrator has provided you View or Edit permissions to the Logout Agents module. To be able to log out agents, you must have Edit permissions to the module. For more information, see [Module Settings, on page 60](#).

**Note**

- The Social channel type appears in the reports only if your enterprise has purchased the Social Channel add-on.
- The **Deployment Name** filter appears only for Cloud Connect users.

For more information about reports, see the *Types of Records Available in Each Repository* section in [Cisco Webex Contact Center Analyzer User Guide](#).

Change User Interface Colors

You can set colors or skins in the selection panel and in the banner on the pages:

Procedure

-
- Step 1** Click the gear icon beside your name in the upper-right corner in the Management Portal landing page. The Settings panel appears.
 - Step 2** Click the tab displaying the wrench icon, and select a skin. The colors change immediately.
 - Step 3** To restore the default color set, click the reset icon at the bottom.
-

Create a Custom Theme

You can customize the banner color and images for the Management Portal user interface by creating a custom theme. You should have proper authorization for customizing the user interface.

To create a custom theme:

Procedure

-
- Step 1** Click the gears icon in the upper-right side of the Management Portal landing page. The Settings panel appears.
 - Step 2** Click the **Custom Theme** settings tab.
 - Step 3** In **Banner Color**, enter the HTML (hexadecimal) code for a color or click the small box on the right and select a color.
 - Step 4** (Optional) Click the folder button for each listed image type, navigate to the image file in your system that you want to use and click **Open**. The supported file types are PNG, JPG, JPEG, and GIF.
 - Step 5** Click **Save**.
The user interface is updated with the new theme.

Click **Reset** to revert your changes.

View and Regenerate Your API Key

To view or regenerate your API key:

Procedure

- Step 1** Click the gears icon in the upper-right corner of the Management Portal landing page. The settings panel appears.
 - Step 2** Click the **API Key Details** tabs. The API key is displayed.
 - Step 3** To regenerate your API key, click the **Regenerate Key** button.
-

Access Audit Trail Reports

The Audit Trail page provides an interface where you can view details about the provisioning module changes made to your account in the last seven days. You can also download the details in a Microsoft Excel or an Adobe PDF file. You should be authorized to view the reports.

To display an audit trail report:

Procedure

- Step 1** From the Management Portal navigation bar, select **Audit Trail**. The Audit Trail page appears.
- Step 2** Select the filters:

Call Status	Description
Entity	Select the entity from the drop-down. Entities are the items in the provisioning database tables.
Action	Select the action performed on the selected entity, such as Create, Delete, and Update.
Time Period	Select a date range of seven days or less from the calender controls.

- Step 3** Click **Apply Filters**.
 - Step 4** (Optional) Click **Download PDF** or **Download EXCEL** to download the report.
-



CHAPTER 3

Provisioning

- [Tenant Settings, on page 13](#)
- [Entry Points and Queues, on page 19](#)
- [Sites, on page 46](#)
- [Teams, on page 50](#)
- [Users, on page 54](#)
- [User Profiles, on page 59](#)
- [Work Types, on page 65](#)
- [Auxiliary Codes, on page 67](#)
- [Agent Profiles, on page 70](#)
- [Address Books, on page 81](#)
- [Outdial Automatic Number Identification \(ANI\), on page 83](#)
- [Dial Plans, on page 86](#)
- [Multimedia Profiles, on page 90](#)
- [Desktop Layout, on page 94](#)
- [Skill Definitions, on page 131](#)
- [Skill Profiles, on page 133](#)
- [Threshold Rules, on page 133](#)
- [Entry Point Mappings, on page 136](#)
- [Update and Upload Agent Template, on page 139](#)
- [Check the Status of a Bulk Operation, on page 140](#)
- [Download Agent Update Template, on page 140](#)
- [Reports for the Provisioned Items, on page 140](#)

Tenant Settings

You can use the Webex Contact Center Management Portal to configure the tenants that your administrator provisions for your enterprise. To view the tenant settings provisioned for your enterprise, click your enterprise name under the Provisioning module in the navigation bar.

Click any of the following tenant settings to configure it:

- [General Settings, on page 14](#)
- [Provisioning, on page 14](#)

- [Settings, on page 15](#)
- [Module Permissions, on page 17](#)
- [Other Permissions, on page 18](#)

General Settings

The General Settings tab displays the following settings.

In the following table, the cross mark (X) at the Tenant column indicates the settings that the authorized users of your enterprise specify. Similarly the X mark in the Partner column identifies the settings that the partner administrator specifies. The X in the Webex Contact Center column identifies the settings that the Webex Contact Center administrator specifies.

Setting	Description	Tenant	Partner	Webex Contact Center
Tenant Details				
Name	The name of your enterprise.	X	X	X
Description	(Optional) The description for your enterprise.	X	X	X
Login Domain	The value to uniquely identify your enterprise.		X	X
Time Zone	The time zone that you provision for your enterprise. For more information, see About Time Zones, on page 4 .	X	X	X
Tenant Configuration XML URL	The location of the XML configuration file for your enterprise			X
IVR Park URL	The location of the audio file that plays while a call is in the queue. The audio filename is available in the Routing Strategy module. The system concatenates the filename to the path specified in this field. Note: If a tenants IVR Park URL changes, you must update all the relevant routing strategies for the tenant with the new url.			X
Status	The status of the tenant. You cannot change the status of the tenant.			

You can also modify the settings by clicking **Edit** at the bottom of the page.

Provisioning

The Provisioning tab displays the following settings. The partner administrator and the Webex Contact Center administrator specify these settings:

Setting	Description
System Profile	
Workforce Options	<p>Allows the supervisors to manage the human resources. Supervisors can proactively analyze and adjust for daily realities and make smarter decisions to manage resources for optimizing service levels.</p> <p>Workforce Options enable one or more of the following Workforce Optimization options for your enterprise:</p> <ul style="list-style-type: none"> • Quality Management • Workforce Management • WFO Analytics • Workforce Analytics with Transcriptions • Workforce Optimization Bundle <p>The availability of these features depends on your license. Contact your organization administrator for more information.</p>
Campaign Management	<p>Enables the third-party software List and the Campaign Manager (LCM) module for a tenant. LCM manages the upload, selection, and rescheduling of contacts. It also provides campaign manager reports.</p> <p>The availability of this feature depends on your license. Contact your organization administrator for more information.</p>
Speech Enabled IVR	<p>If you set Yes, your enterprise allows customers to post questions or concerns in plain language to the system.</p> <p>The availability of this feature depends on your license. Contact your organization administrator for more information.</p>

You can also modify the settings by clicking **Edit** at the bottom of the page.

Settings

The Settings tab displays the following settings. Asterisk (*) indicates the settings that are not available to tenants with Standard licenses.

In the following table, the cross mark (X) at the Tenant column indicates the settings that the authorized users of your enterprise specify. Similarly, the X mark in the Partner column identifies the settings the partner administrator specifies. The X in the Webex Contact Center column identifies the settings that the Webex Contact Center administrator specifies.

Setting	Description	Tenant	Partner	Webex Contact Center
Call Settings				

Setting	Description	Tenant	Partner	Webex Contact Center
Short Call Threshold	The time interval, in seconds, to determine whether the call is short or abandoned.	X	X	X
Sudden Disconnect Threshold	The time interval, in seconds, to determine whether the agent handles the call or the call ends. The time determines if there is an issue with the connectivity or with the behavior of the agent. You can consider a call as disconnected if the call terminates within this time interval after it reaches a destination site.	X	X	X
Maximum Active Contacts	The maximum number of active conversations that you allow for the channel type. The maximum incoming or outbound conversations cannot exceed this value. Note: The number of maximum active contacts depends on your license. Contact your organization administrator for more information.		X	X
Inbound Maximum Active Contacts	The maximum number of active inbound conversations for any channel. It includes calls, emails, or chats from all the sites, teams, DNPs, queue, and ongoing calls, emails, or chats. Beyond this number, the system drops any contact.		X	X
Outdial Maximum Active Contacts	The maximum number of active outdial calls, emails, or chats across the tenant at any point in time.		X	X
Other Settings				
Allow Agent Threshold	If you set Yes , the system enables the Agent Threshold Alert feature for your enterprise. All tenants with a Standard or a Premium license have Agent Threshold Alert. Note: As of now, this feature is not available.	X	X	X
Maximum Callback Attempts	The number of times the system attempts a requested callback if the initial callback attempt fails.	X	X	X
Retry Callback Interval	The number of seconds between the callback attempts in case the initial callback attempt fails.	X	X	X

Setting	Description	Tenant	Partner	Webex Contact Center
Pause/Resume Enabled	<p>If you set Yes, agents can pause and resume recording a call. For example, the agent can pause a call recording while obtaining sensitive information from the customer, such as credit card information.</p> <p>If you set No, you can later enable this feature for individual queues.</p> <p>Note: You can use this feature only if your administrator enables the Privacy Shield feature for your enterprise. For more information, contact your administrator.</p> <p>For more information, see Create an Entry Point or an Outdial Entry Point.</p>	X	X	X
Recording Pause Duration	This setting specifies the time for which the system pauses the call recording. After the time has elapsed, the system automatically starts recording the call.	X	X	X
Record All Calls	<p>If you set Yes, the system records all inbound and outdial calls.</p> <p>If you set No, the system records calls based on the settings for each queue.</p>	X	X	X

You can also modify the settings by clicking **Edit** at the bottom of the page.

Module Permissions



Note

These configurations are accessible only to the Cisco Solution Assurance team. To configure these settings, contact the Cisco Solution Assurance team.

In the following table, the cross mark (X) at the Tenant column indicates the settings that the authorized users of your enterprise specify. Similarly, the X mark in the Partner column identifies the settings the partner administrator specifies. The X in the Webex Contact Center column identifies the settings that the Webex Contact Center administrator specifies.

To modify the settings, click **Edit** at the bottom of the page.

Setting	Description	Tenant	Partner	Webex Contact Center
SBR Enabled	Set Yes to enable the Skills-Based Routing (SBR) feature for your enterprise.			X
Maximum Skills	The maximum number of skills that you can define for your enterprise.			X

Setting	Description	Tenant	Partner	Webex Contact Center
Maximum Text Skills	The maximum number of text skills that you can define for your enterprise.			X
Multimedia Enabled	Set Yes to enable the Multimedia feature for your enterprise. For more information, see About Multimedia, on page 148 .			
Maximum Channels Per Profile	The maximum number of channels that you can specify for a multimedia profile. You can use this feature, only if your administrator enables the Multimedia feature for your enterprise. For more information, see Multimedia Profiles, on page 90 .			X
Recording Management Enabled	Set Yes to enable the Recording Management module for your enterprise.			X
Recording Pruning Strategy	Enable the Recording Management module to specify the recording pruning strategy for your enterprise.			X
Pruning Value	Specify the value for the selected recording pruning strategy. As of now only Time Based strategy is available. The system calculates the Time Based pruning strategy that is based on your Additional Recording Storage license. For the Time Based strategy, define the number of days to retain the recordings. The system deletes the recordings after the specified number of days.			X
Analytics Enabled	Set Yes to enable the Analytics and Reports and Business Rules modules for your enterprise.			X

Other Permissions



Note

These configurations are accessible only to the Cisco Solution Assurance team. To configure these settings, contact the Cisco Solution Assurance team.

In the following table, the cross mark (X) at the Tenant column indicates the settings that the authorized users of your enterprise specify. Similarly the X mark in the Partner column identifies the settings the partner administrator specifies. The X in the Webex Contact Center column identifies the settings that the Webex Contact Center administrator specifies.

Setting	Description	Tenant	Partner	Webex Contact Center
Maximum Address Books	The maximum number of address books that you can configure for your enterprise. For more information, see Create an Address Book, on page 81 .			X
Maximum Entry Points and Queues	The maximum number of entry points and queues that you can configure for your enterprise.			X
Last Agent Routing	If you set Yes , the system routes contacts to that agent in the queue who is the last to log in to Agent Desktop.	X		X
Enabled Leg Recording	If you set Yes , the system creates the following files for each recorded call: <ul style="list-style-type: none"> • One with the audio of both the customer and the agent. • One with the audio of only the customer. • One with the audio of only the agent. Currently, Enabled Leg Recording is a custom setting.	X		X
Multiple Time Zone Enabled	If you set Yes , the system associates the entry points and queues with time zones. If you do not specify any time zone, the system provisions a time zone for your enterprise.			X

You can also modify the settings by clicking **Edit** at the bottom of the page.

Entry Points and Queues

Entry points and queues are types of virtual teams. A virtual team is a holding place for incoming customer requests.

You can create entry points and queues depending on how the Webex Contact Center administrator has configured your profile.

Entry Point

The inbound entry point is the initial landing place for a customer contact in the Webex Contact Center system. For the customer calls, you can associate one or more toll-free or dial numbers with a given entry point. The system performs IVR call treatment for a call while it is in the entry point.

To use entry points for the telephony channel type, ensure that you do the following:

- Map a dial number (DN) to the entry point. For more information, see [Entry Point Mappings, on page 136](#).
- Contact your Webex Contact Center administrator for other Provisioning configurations.

Queue

An inbound queue where the customer contact waits before the system assigns the customer to an agent or DN.

The inbound queue that represents a third-party Automatic Call Distributor (ACD) is known as a proxy queue. Calls that are sent to an external ACD are distributed to agents by the external ACD. Proxy queues are used by Webex Contact Center to track the call activity occurring on the external ACD queues. There are two types of proxy queues: dedicated and shared. Agents signed in to a dedicated proxy queue serve only the Webex Contact Center customer; agents signed in to a shared queue serve multiple customers.

Outdial Entry Point

The outdial entry point is provisioned for outbound (outdial) customer chats, calls, or emails in the Webex Contact Center system.

In the Outdial Entry Point list, a *system-generated Outdial Transfer to Queue* entry point is automatically created. If the outdial calls are required to be transferred to the queue, then map the DN to the Outdial Transfer to Queue entry point. For more information on mapping an outdial entry point, see [Map an Entry Point, on page 137](#).



Note

The system-generated Outdial Transfer to Queue entry point cannot be edited.

Outdial Queue

This is an outbound queue where the customer contact waits before the system assigns the customer to an agent or DN.

Create an Entry Point or an Outdial Entry Point

To create an entry point or an outdial entry point:

Procedure

- Step 1** From the Webex Contact Center portal navigation bar, choose **Provisioning**.
- Step 2** Choose **Entry Point** or **Outdial Entry Point**.
The Entry Point or outdial entry point page appears. The page lists all the entry points that are available.
- Step 3** Click the + **New Entry Point** or + **New Outdial Entry Point**.
- Step 4** Enter the following settings for the entry point and click **Save**:

Setting	Description
General Settings	
Name	The name for the entry point.
Description	A short description of the entry point.

Setting	Description
Channel Type	Select a channel type. Supported channel types are Telephony, Email, Social Channel, and Chat. Note Social Channel appears only if you've purchased the Social Channel add-on. The default value for Outdial Entry Point is Telephony.
Social Channel Type	Select the type of social channel from the drop-down list.
Advanced Settings	
Service Level Threshold	Enter the time that a customer request can be in a queue before the system flags it as outside the service level. If the agent completes a customer service request within this time interval, the system considers it within the service level.
Maximum Active Calls	Enter the maximum number of simultaneous calls that you allow for this entry point. The system busies out any additional calls when the number of active calls exceeds this number. This setting is available for the Telephony channel type.
Maximum Active Chats	Enter the maximum number of simultaneous chats that you allow for this entry point. This setting is available for the Chat channel type.
Maximum Active Emails	Enter the maximum number of simultaneous emails that you allow for this entry point. This setting is available for the Email channel type.
Time Zone (Routing Strategies Only)	(Optional) If your organization administrator enables Multiple Time Zone for your enterprise, you can select the time zone of the entry point. Any routing strategy for this entry point uses the time zone that you select here.

View the Details of an Entry Point or an Outdial Entry Point

To view an entry point or an outdial entry point:

Procedure

- Step 1** From the Webex Contact Center portal navigation bar, choose **Provisioning**.
- Step 2** Choose **Entry Point** or **Outdial Entry Point**.
The Entry Point or Outdial Entry Point page appears. The page lists all the entry points, if any.
- Step 3** Click the ellipsis icon beside an entry point and click **View**. You can view the following details:

Setting	Description
General Settings	
Name	The name for the entry point.
Description	A short description of the entry point.
Channel Type	<p>Select a channel type. Supported channel types are Telephony, Email, Social Channel, and Chat.</p> <p>Note Social Channel appears only if you've purchased the Social Channel add-on.</p> <p>The default value for Outdial Entry Point is Telephony.</p>
Social Channel Type	Select the type of social channel from the drop-down list.
Advanced Settings	
Service Level Threshold	Enter the time that a customer request can be in a queue before the system flags it as outside the service level. If the agent completes a customer service request within this time interval, the system considers it within the service level.
Maximum Active Calls	<p>Enter the maximum number of simultaneous calls that you allow for this entry point. The system busies out any additional calls when the number of active calls exceeds this number.</p> <p>This setting is available for the Telephony channel type.</p>
Maximum Active Chats	<p>Enter the maximum number of simultaneous chats that you allow for this entry point.</p> <p>This setting is available for the Chat channel type.</p>
Maximum Active Emails	<p>Enter the maximum number of simultaneous emails that you allow for this entry point.</p> <p>This setting is available for the Email channel type.</p>
Time Zone (Routing Strategies Only)	(Optional) If your organization administrator enables Multiple Time Zone for your enterprise, you can select the time zone of the entry point. Any routing strategy for this entry point uses the time zone that you select here.

Edit an Entry Point or an Outdial Entry Point

To edit an entry point or an Outdial Entry Point:

Procedure

- Step 1** From the Webex Contact Center Portal navigation bar, select **Provisioning** and then click **Entry Points/Queues**.
- Step 2** Select **Entry Point** or **Outdial Entry Point**.
The Entry Point page appears. The page lists all the entry points, if any.
- Step 3** Click the ellipsis icon to the left of an entry point and click **Edit**.
The entry point or outdial entry point page appears.
- Step 4** You can edit the following fields:

Setting	Description
General Settings	
Name	The name for the entry point.
Description	A short description of the entry point.
Channel Type	<p>Select a channel type. Supported channel types are Telephony, Email, Social Channel, and Chat.</p> <p>Note Social Channel appears only if you've purchased the Social Channel add-on.</p> <p>The default value for Outdial Entry Point is Telephony.</p>
Social Channel Type	Select the type of social channel from the drop-down list.
Advanced Settings	
Service Level Threshold	Enter the time that a customer request can be in a queue before the system flags it as outside the service level. If the agent completes a customer service request within this time interval, the system considers it within the service level.
Maximum Active Calls	<p>Enter the maximum number of simultaneous calls that you allow for this entry point. The system busies out any additional calls when the number of active calls exceeds this number.</p> <p>This setting is available for the Telephony channel type.</p>
Maximum Active Chats	<p>Enter the maximum number of simultaneous chats that you allow for this entry point.</p> <p>This setting is available for the Chat channel type.</p>
Maximum Active Emails	<p>Enter the maximum number of simultaneous emails that you allow for this entry point.</p> <p>This setting is available for the Email channel type.</p>

Setting	Description
Time Zone (Routing Strategies Only)	(Optional) If your organization administrator enables Multiple Time Zone for your enterprise, you can select the time zone of the entry point. Any routing strategy for this entry point uses the time zone that you select here.

Copy an Entry Point or an Outdial Entry Point

To copy an entry point or an Outdial Entry Point:

Procedure

- Step 1** From the Webex Contact Center portal navigation bar, choose **Provisioning**.
- Step 2** Choose **Entry Point** or **Outdial Entry Point**.
The Entry Point or an Outdial Entry Point page appears. The page lists all the entry points, if any.
- Step 3** Click the ellipsis icon beside an entry point and click **Copy**.
The entry point or an Outdial Entry Point page appears. The fields have the same values as the original entry point.
You can either save the same entry point with a different name or edit the entry point and save it.
- Step 4** You can edit the following details:
- Note** There are some settings that you cannot edit. You can edit the Chat Template settings from <https://admin.webex.com/>.

Setting	Description
General Settings	
Name	The name for the entry point.
Description	A short description of the entry point.
Channel Type	Select a channel type. Supported channel types are Telephony, Email, Social Channel, and Chat. Note Social Channel appears only if you've purchased the Social Channel add-on. The default value for Outdial Entry Point is Telephony.
Social Channel Type	Select the type of social channel from the drop-down list.
Advanced Settings	

Setting	Description
Service Level Threshold	Enter the time that a customer request can be in a queue before the system flags it as outside the service level. If the agent completes a customer service request within this time interval, the system considers it within the service level.
Maximum Active Calls	Enter the maximum number of simultaneous calls that you allow for this entry point. The system busies out any additional calls when the number of active calls exceeds this number. This setting is available for the Telephony channel type.
Maximum Active Chats	Enter the maximum number of simultaneous chats that you allow for this entry point. This setting is available for the Chat channel type.
Maximum Active Emails	Enter the maximum number of simultaneous emails that you allow for this entry point. This setting is available for the Email channel type.
Time Zone (Routing Strategies Only)	(Optional) If your organization administrator enables Multiple Time Zone for your enterprise, you can select the time zone of the entry point. Any routing strategy for this entry point uses the time zone that you select here.

Create a Queue and an Outdial Queue

To create a queue:

Procedure

- Step 1** In the Webex Contact Center portal navigation bar, click **Provisioning**.
- Step 2** Select **Queue** or **Outdial Queue**.
The Queue page appears. The page lists all the queues, if any.
- Step 3** Click the + **New Queue** or + **New Outdial Queue**.
- Step 4** Enter the following settings for the queue and click **Save**:

Table 1: Configuration for Channel Type Telephony

Setting	Description
General Settings	
Name	Enter the name for the queue.
Description	(Optional) Enter a short description of the queue.

Setting	Description
Type	(Read-only) This read-only field displays whether the settings are for an entry point, a queue, an outdial entry point, or an outdial queue.
Channel Type	<p>The channel type is:</p> <p>Telephony The default channel type.</p> <p>Note For outdial queues the only channel type supported is Telephony.</p>
Contact Routing Settings <p>If Campaign Management is enabled in the System Profile (see Provisioning, on page 14), then the Contact Routing Settings section is displayed for the Outdial queues.</p>	
Queue Routing Type	<p>The supported queue routing types are:</p> <ul style="list-style-type: none"> • Longest Available Agent: Calls are routed to the agent who has been available for the longest time over all teams assigned to the queue in the Call Distribution section. • Skills Based: Calls are routed to agents based on skill requirements configured in the Flow associated with the entry point. <p>The Skills Based routing type is available only if your queue is provisioned with Channel Type as Telephony.</p> <p>When you select Skills Based as the routing type, two additional options appear for you to specify how to route a call when more than one agent with the required skill set is available:</p> <p>Longest Available Agent: The call will be routed to the agent who has been available the longest.</p> <p>Best Available Agent: When you select this setting, the call will be routed to the agent with the highest proficiency across all skills for the contact.</p> <p>Queue Routing Type cannot be edited once the Queue is saved.</p>
Outbound Campaign Enabled	<p>This toggle is displayed only for outdial queues.</p> <p>If the toggle is enabled, then the Call Distribution and Queue Routing Type fields are displayed. This field cannot be edited later and the Longest Available Agent is the only supported queue routing type for outdial queues.</p>
Call Distribution	
Add Group	Add a Call Distribution Group to associate one or more teams with this queue. Add multiple groups to distribute calls to more teams as time in queue progresses.
Advanced Settings	
Permit Monitoring	<p>Select Yes or No to specify whether you can monitor the calls.</p> <p>This setting is available only for the Telephony channel type.</p>

Setting	Description
Permit Recording	<p>Select Yes or No to specify whether the system can record the calls.</p> <p>If you enable Record All Calls in the Tenant settings, you cannot disable Permit Monitoring from here. For more information, see Other Permissions, on page 18.</p> <p>This setting is available only for the Telephony channel type.</p>
Record All Calls	<p>This setting is available only if you enable Permit Recording.</p> <p>Select Yes or No to indicate whether the system can record all the calls for this queue.</p> <p>If you enable Record All Calls in the Tenant settings, you cannot disable this setting from here. For more information, see Other Permissions, on page 18.</p> <p>This setting is available only for the Telephony channel type.</p>
Pause/Resume Enabled	<p>Select Yes or No to specify whether the agents can pause and resume a call recording. For example, the agent can pause call recording while discussing sensitive information from the customer, such as credit card details.</p> <p>If you enable the Pause/Resume Enabled feature in the Tenant settings, the system overrides a No setting here. For more information, see Tenant Settings, on page 13.</p> <p>Note: Agents can use this feature, only if your organization administrator enables the Privacy Shield feature in the Webex Contact Center service configuration.</p>
Recording Pause Duration	<p>This setting is available only if you set Pause/Resume Enabled to Yes.</p> <p>This setting specifies the time in seconds, after which the recording resumes automatically.</p> <p>This setting is available only for the Telephony channel type.</p>
Service Level Threshold	<p>Enter the time that a customer request can be in a queue before the system flags it as outside the service level. If you complete a customer service request within this time interval, the system considers it within the service level.</p> <p>Note This option is not applicable when Social Channel type is selected.</p>
Maximum Time in Queue	Enter the time after which the contact (all media types) are terminated.
Default Music in Queue	<p>Select the name of the audio (.wav) file to play for calls when they arrive or are waiting in queue. This is the default audio file.</p> <p>Note If Play Music is not configured in the Queue Contact activity, then the default music file is played.</p>
Time Zone (Routing Strategies Only)	(Optional) If your organization administrator enables Multiple Time Zone for your enterprise, you can select the time zone of the entry point.

Table 2: Configuration for Channel Type Chat

Setting	Description
General Settings	
Name	Enter the name for the queue.
Description	(Optional) Enter a short description of the queue.
Type	(Read-only) This read-only field displays whether the settings are for an entry point, a queue, an outdial entry point, or an outdial queue.
Channel Type	<p>The channel type is:</p> <p>Chat</p> <p>Note For outdial queues the only channel type supported is Telephony.</p>
Contact Routing Settings	
Queue Routing Type	<p>The supported queue routing types are:</p> <ul style="list-style-type: none"> • Longest Available Agent: Chats are routed to the agent who has been available for the longest time over all teams assigned to the queue in the Chat Distribution section. <p>Queue Routing Type cannot be edited once the Queue is saved.</p>
Add Group	Add a Chat Distribution Group to associate one or more teams with this queue. Add multiple groups to distribute chats to more teams as time in queue progresses.
Advanced Settings	
Service Level Threshold	<p>Enter the time that a customer request can be in a queue before the system flags it as outside the service level. If you complete a customer service request within this time interval, the system considers it within the service level.</p> <p>Note This option is not applicable when Social Channel type is selected.</p>
Maximum Time in Queue	Enter the time after which the contact (all media types) are terminated.
Time Zone (Routing Strategies Only)	(Optional) If your organization administrator enables Multiple Time Zone for your enterprise, you can select the time zone of the entry point.

Table 3: Configuration for Channel Type Email

Setting	Description
General Settings	
Name	Enter the name for the queue.
Description	(Optional) Enter a short description of the queue.

Setting	Description
Type	(Read-only) This read-only field displays whether the settings are for an entry point, a queue, an outdial entry point, or an outdial queue.
Channel Type	<p>The channel type is:</p> <p>Email</p> <p>Note For outdial queues the only channel type supported is Telephony.</p>
Contact Routing Settings	
Queue Routing Type	<p>The supported queue routing types are:</p> <ul style="list-style-type: none"> • Longest Available Agent: Emails are routed to the agent who has been available for the longest time over all teams assigned to the queue in the Email Distribution section. <p>Queue Routing Type cannot be edited once the Queue is saved.</p>
Add Group	Add a Email Distribution Group to associate one or more teams with this queue. Add multiple groups to distribute emails to more teams as time in queue progresses.
Advanced Settings	
Service Level Threshold	<p>Enter the time that a customer request can be in a queue before the system flags it as outside the service level. If you complete a customer service request within this time interval, the system considers it within the service level.</p> <p>Note This option is not applicable when Social Channel type is selected.</p>
Maximum Time in Queue	Enter the time after which the contact (all media types) are terminated.
Time Zone (Routing Strategies Only)	(Optional) If your organization administrator enables Multiple Time Zone for your enterprise, you can select the time zone of the entry point.

Table 4: Configuration for Channel Type Social Channel

Setting	Description
General Settings	
Name	Enter the name for the queue.
Description	(Optional) Enter a short description of the queue.
Type	(Read-only) This read-only field displays whether the settings are for an entry point, a queue, an outdial entry point, or an outdial queue.
Channel Type	<p>The channel type is:</p> <p>Social Channel</p> <p>Note For outdial queues the only channel type supported is Telephony.</p>

Setting	Description
Contact Routing Settings	
Queue Routing Type	<p>The supported queue routing types are:</p> <ul style="list-style-type: none"> • Longest Available Agent: Conversations are routed to the agent who has been available for the longest time over all teams assigned to the queue in the Conversation Distribution section. <p>Queue Routing Type cannot be edited once the Queue is saved.</p>
Add Group	Add a Conversation Distribution Group to associate one or more teams with this queue. Add multiple groups to distribute conversations to more teams as time in queue progresses.
Advanced Settings	
Maximum Time in Queue	Enter the time after which the contact (all media types) are terminated.
Time Zone (Routing Strategies Only)	(Optional) If your organization administrator enables Multiple Time Zone for your enterprise, you can select the time zone of the entry point.

View the Details of a Queue or an Outdial Queue

To view a queue or an outdial queue:

Procedure

- Step 1** From the Webex Contact Center portal navigation bar, choose **Provisioning**.
- Step 2** Choose **Queue** or **Outdial Queue**.
The Queue page or Outdial Queue page appears. The page lists all the queues, if any.
- Step 3** Click the ellipsis icon beside a queue and click **View**. You can view the following details:

Table 5: Configuration for Channel Type Telephony

Setting	Description
General Settings	
Name	Enter the name for the queue.
Description	(Optional) Enter a short description of the queue.
Type	(Read-only) This read-only field displays whether the settings are for an entry point, a queue, an outdial entry point, or an outdial queue.

Setting	Description
Channel Type	<p>The channel type is:</p> <p>Telephony The default channel type.</p> <p>Note For outdial queues the only channel type supported is Telephony.</p>
Contact Routing Settings If Campaign Management is enabled in the System Profile (see Provisioning, on page 14), then the Contact Routing Settings section is displayed for the Outdial queues.	
Queue Routing Type	<p>The supported queue routing types are:</p> <ul style="list-style-type: none"> • Longest Available Agent: Calls are routed to the agent who has been available for the longest time over all teams assigned to the queue in the Call Distribution section. • Skills Based: Calls are routed to agents based on skill requirements configured in the Flow associated with the entry point. <p>The Skills Based routing type is available only if your queue is provisioned with Channel Type as Telephony.</p> <p>When you select Skills Based as the routing type, two additional options appear for you to specify how to route a call when more than one agent with the required skill set is available:</p> <p>Longest Available Agent: The call will be routed to the agent who has been available the longest.</p> <p>Best Available Agent: When you select this setting, the call will be routed to the agent with the highest proficiency across all skills for the contact.</p> <p>Queue Routing Type cannot be edited once the Queue is saved.</p>
Outbound Campaign Enabled	<p>This toggle is displayed only for outdial queues.</p> <p>If the toggle is enabled, then the Call Distribution and Queue Routing Type fields are displayed. This field cannot be edited later and the Longest Available Agent is the only supported queue routing type for outdial queues.</p>
Call Distribution	
Add Group	<p>Add a Call Distribution Group to associate one or more teams with this queue.</p> <p>Add multiple groups to distribute calls to more teams as time in queue progresses.</p>
Advanced Settings	
Permit Monitoring	<p>Select Yes or No to specify whether you can monitor the calls.</p> <p>This setting is available only for the Telephony channel type.</p>

Setting	Description
Permit Recording	<p>Select Yes or No to specify whether the system can record the calls.</p> <p>If you enable Record All Calls in the Tenant settings, you cannot disable Permit Monitoring from here. For more information, see Other Permissions, on page 18.</p> <p>This setting is available only for the Telephony channel type.</p>
Record All Calls	<p>This setting is available only if you enable Permit Recording.</p> <p>Select Yes or No to indicate whether the system can record all the calls for this queue.</p> <p>If you enable Record All Calls in the Tenant settings, you cannot disable this setting from here. For more information, see Other Permissions, on page 18.</p> <p>This setting is available only for the Telephony channel type.</p>
Pause/Resume Enabled	<p>Select Yes or No to specify whether the agents can pause and resume a call recording. For example, the agent can pause call recording while discussing sensitive information from the customer, such as credit card details.</p> <p>If you enable the Pause/Resume Enabled feature in the Tenant settings, the system overrides a No setting here. For more information, see Tenant Settings, on page 13.</p> <p>Note: Agents can use this feature, only if your organization administrator enables the Privacy Shield feature in the Webex Contact Center service configuration.</p>
Recording Pause Duration	<p>This setting is available only if you set Pause/Resume Enabled to Yes.</p> <p>This setting specifies the time in seconds, after which the recording resumes automatically.</p> <p>This setting is available only for the Telephony channel type.</p>
Service Level Threshold	<p>Enter the time that a customer request can be in a queue before the system flags it as outside the service level. If you complete a customer service request within this time interval, the system considers it within the service level.</p> <p>Note This option is not applicable when Social Channel type is selected.</p>
Maximum Time in Queue	Enter the time after which the contact (all media types) are terminated.
Default Music in Queue	<p>Select the name of the audio (.wav) file to play for calls when they arrive or are waiting in queue. This is the default audio file.</p> <p>Note If Play Music is not configured in the Queue Contact activity, then the default music file is played.</p>
Time Zone (Routing Strategies Only)	(Optional) If your organization administrator enables Multiple Time Zone for your enterprise, you can select the time zone of the entry point.

Table 6: Configuration for Channel Type Chat

Setting	Description
General Settings	
Name	Enter the name for the queue.
Description	(Optional) Enter a short description of the queue.
Type	(Read-only) This read-only field displays whether the settings are for an entry point, a queue, an outdial entry point, or an outdial queue.
Channel Type	<p>The channel type is:</p> <p>Chat</p> <p>Note For outdial queues the only channel type supported is Telephony.</p>
Contact Routing Settings	
Queue Routing Type	<p>The supported queue routing types are:</p> <ul style="list-style-type: none"> • Longest Available Agent: Chats are routed to the agent who has been available for the longest time over all teams assigned to the queue in the Chat Distribution section. <p>Queue Routing Type cannot be edited once the Queue is saved.</p>
Add Group	Add a Chat Distribution Group to associate one or more teams with this queue. Add multiple groups to distribute chats to more teams as time in queue progresses.
Advanced Settings	
Service Level Threshold	<p>Enter the time that a customer request can be in a queue before the system flags it as outside the service level. If you complete a customer service request within this time interval, the system considers it within the service level.</p> <p>Note This option is not applicable when Social Channel type is selected.</p>
Maximum Time in Queue	Enter the time after which the contact (all media types) are terminated.
Time Zone (Routing Strategies Only)	(Optional) If your organization administrator enables Multiple Time Zone for your enterprise, you can select the time zone of the entry point.

Table 7: Configuration for Channel Type Email

Setting	Description
General Settings	
Name	Enter the name for the queue.
Description	(Optional) Enter a short description of the queue.

Setting	Description
Type	(Read-only) This read-only field displays whether the settings are for an entry point, a queue, an outdial entry point, or an outdial queue.
Channel Type	<p>The channel type is:</p> <p>Email</p> <p>Note For outdial queues the only channel type supported is Telephony.</p>
Contact Routing Settings	
Queue Routing Type	<p>The supported queue routing types are:</p> <ul style="list-style-type: none"> • Longest Available Agent: Emails are routed to the agent who has been available for the longest time over all teams assigned to the queue in the Email Distribution section. <p>Queue Routing Type cannot be edited once the Queue is saved.</p>
Add Group	Add a Email Distribution Group to associate one or more teams with this queue. Add multiple groups to distribute emails to more teams as time in queue progresses.
Advanced Settings	
Service Level Threshold	<p>Enter the time that a customer request can be in a queue before the system flags it as outside the service level. If you complete a customer service request within this time interval, the system considers it within the service level.</p> <p>Note This option is not applicable when Social Channel type is selected.</p>
Maximum Time in Queue	Enter the time after which the contact (all media types) are terminated.
Time Zone (Routing Strategies Only)	(Optional) If your organization administrator enables Multiple Time Zone for your enterprise, you can select the time zone of the entry point.

Table 8: Configuration for Channel Type Social Channel

Setting	Description
General Settings	
Name	Enter the name for the queue.
Description	(Optional) Enter a short description of the queue.
Type	(Read-only) This read-only field displays whether the settings are for an entry point, a queue, an outdial entry point, or an outdial queue.
Channel Type	<p>The channel type is:</p> <p>Social Channel</p> <p>Note For outdial queues the only channel type supported is Telephony.</p>

Setting	Description
Contact Routing Settings	
Queue Routing Type	<p>The supported queue routing types are:</p> <ul style="list-style-type: none"> • Longest Available Agent: Conversations are routed to the agent who has been available for the longest time over all teams assigned to the queue in the Conversation Distribution section. <p>Queue Routing Type cannot be edited once the Queue is saved.</p>
Add Group	Add a Conversation Distribution Group to associate one or more teams with this queue. Add multiple groups to distribute conversations to more teams as time in queue progresses.
Advanced Settings	
Maximum Time in Queue	Enter the time after which the contact (all media types) are terminated.
Time Zone (Routing Strategies Only)	(Optional) If your organization administrator enables Multiple Time Zone for your enterprise, you can select the time zone of the entry point.

Edit a Queue or an Outdial Queue

To edit a **Queue** :

Procedure

- Step 1** From the Webex Contact Center Portal navigation bar, select **Provisioning** and then click **Entry Points/Queues**.
- Step 2** Select **Queue** or **Outdial Queue**.
The **Queue** page or **Outdial Queue** appears. The page lists all the queue, if any.
- Step 3** Click the ellipsis icon to the left of a queue and click **Edit**.
The **Queue** or **Outdial Queue** page appears.
- Step 4** You can edit the following fields:

Note There are some settings that you cannot edit. You can edit the Chat Template settings from [Cisco Webex Control Hub](#).

Table 9: Configuration for Channel Type Telephony

Setting	Description
General Settings	
Name	Enter the name for the queue.
Description	(Optional) Enter a short description of the queue.

Setting	Description
Type	(Read-only) This read-only field displays whether the settings are for an entry point, a queue, an outdial entry point, or an outdial queue.
Channel Type	<p>The channel type is:</p> <p>Telephony The default channel type.</p> <p>Note For outdial queues the only channel type supported is Telephony.</p>
Contact Routing Settings <p>If Campaign Management is enabled in the System Profile (see Provisioning, on page 14), then the Contact Routing Settings section is displayed for the Outdial queues.</p>	
Queue Routing Type	<p>The supported queue routing types are:</p> <ul style="list-style-type: none"> • Longest Available Agent: Calls are routed to the agent who has been available for the longest time over all teams assigned to the queue in the Call Distribution section. • Skills Based: Calls are routed to agents based on skill requirements configured in the Flow associated with the entry point. <p>The Skills Based routing type is available only if your queue is provisioned with Channel Type as Telephony.</p> <p>When you select Skills Based as the routing type, two additional options appear for you to specify how to route a call when more than one agent with the required skill set is available:</p> <p>Longest Available Agent: The call will be routed to the agent who has been available the longest.</p> <p>Best Available Agent: When you select this setting, the call will be routed to the agent with the highest proficiency across all skills for the contact.</p> <p>Queue Routing Type cannot be edited once the Queue is saved.</p>
Outbound Campaign Enabled	<p>This toggle is displayed only for outdial queues.</p> <p>If the toggle is enabled, then the Call Distribution and Queue Routing Type fields are displayed. This field cannot be edited later and the Longest Available Agent is the only supported queue routing type for outdial queues.</p>
Call Distribution	
Add Group	Add a Call Distribution Group to associate one or more teams with this queue. Add multiple groups to distribute calls to more teams as time in queue progresses.
Advanced Settings	
Permit Monitoring	<p>Select Yes or No to specify whether you can monitor the calls.</p> <p>This setting is available only for the Telephony channel type.</p>

Setting	Description
Permit Recording	<p>Select Yes or No to specify whether the system can record the calls.</p> <p>If you enable Record All Calls in the Tenant settings, you cannot disable Permit Monitoring from here. For more information, see Other Permissions, on page 18.</p> <p>This setting is available only for the Telephony channel type.</p>
Record All Calls	<p>This setting is available only if you enable Permit Recording.</p> <p>Select Yes or No to indicate whether the system can record all the calls for this queue.</p> <p>If you enable Record All Calls in the Tenant settings, you cannot disable this setting from here. For more information, see Other Permissions, on page 18.</p> <p>This setting is available only for the Telephony channel type.</p>
Pause/Resume Enabled	<p>Select Yes or No to specify whether the agents can pause and resume a call recording. For example, the agent can pause call recording while discussing sensitive information from the customer, such as credit card details.</p> <p>If you enable the Pause/Resume Enabled feature in the Tenant settings, the system overrides a No setting here. For more information, see Tenant Settings, on page 13.</p> <p>Note: Agents can use this feature, only if your organization administrator enables the Privacy Shield feature in the Webex Contact Center service configuration.</p>
Recording Pause Duration	<p>This setting is available only if you set Pause/Resume Enabled to Yes.</p> <p>This setting specifies the time in seconds, after which the recording resumes automatically.</p> <p>This setting is available only for the Telephony channel type.</p>
Service Level Threshold	<p>Enter the time that a customer request can be in a queue before the system flags it as outside the service level. If you complete a customer service request within this time interval, the system considers it within the service level.</p> <p>Note This option is not applicable when Social Channel type is selected.</p>
Maximum Time in Queue	Enter the time after which the contact (all media types) are terminated.
Default Music in Queue	<p>Select the name of the audio (.wav) file to play for calls when they arrive or are waiting in queue. This is the default audio file.</p> <p>Note If Play Music is not configured in the Queue Contact activity, then the default music file is played.</p>
Time Zone (Routing Strategies Only)	(Optional) If your organization administrator enables Multiple Time Zone for your enterprise, you can select the time zone of the entry point.

Table 10: Configuration for Channel Type Chat

Setting	Description
General Settings	
Name	Enter the name for the queue.
Description	(Optional) Enter a short description of the queue.
Type	(Read-only) This read-only field displays whether the settings are for an entry point, a queue, an outdial entry point, or an outdial queue.
Channel Type	<p>The channel type is:</p> <p>Chat</p> <p>Note For outdial queues the only channel type supported is Telephony.</p>
Contact Routing Settings	
Queue Routing Type	<p>The supported queue routing types are:</p> <ul style="list-style-type: none"> • Longest Available Agent: Chats are routed to the agent who has been available for the longest time over all teams assigned to the queue in the Chat Distribution section. <p>Queue Routing Type cannot be edited once the Queue is saved.</p>
Add Group	Add a Chat Distribution Group to associate one or more teams with this queue. Add multiple groups to distribute chats to more teams as time in queue progresses.
Advanced Settings	
Service Level Threshold	<p>Enter the time that a customer request can be in a queue before the system flags it as outside the service level. If you complete a customer service request within this time interval, the system considers it within the service level.</p> <p>Note This option is not applicable when Social Channel type is selected.</p>
Maximum Time in Queue	Enter the time after which the contact (all media types) are terminated.
Time Zone (Routing Strategies Only)	(Optional) If your organization administrator enables Multiple Time Zone for your enterprise, you can select the time zone of the entry point.

Table 11: Configuration for Channel Type Email

Setting	Description
General Settings	
Name	Enter the name for the queue.
Description	(Optional) Enter a short description of the queue.

Setting	Description
Type	(Read-only) This read-only field displays whether the settings are for an entry point, a queue, an outdial entry point, or an outdial queue.
Channel Type	<p>The channel type is:</p> <p>Email</p> <p>Note For outdial queues the only channel type supported is Telephony.</p>
Contact Routing Settings	
Queue Routing Type	<p>The supported queue routing types are:</p> <ul style="list-style-type: none"> • Longest Available Agent: Emails are routed to the agent who has been available for the longest time over all teams assigned to the queue in the Email Distribution section. <p>Queue Routing Type cannot be edited once the Queue is saved.</p>
Add Group	Add a Email Distribution Group to associate one or more teams with this queue. Add multiple groups to distribute emails to more teams as time in queue progresses.
Advanced Settings	
Service Level Threshold	<p>Enter the time that a customer request can be in a queue before the system flags it as outside the service level. If you complete a customer service request within this time interval, the system considers it within the service level.</p> <p>Note This option is not applicable when Social Channel type is selected.</p>
Maximum Time in Queue	Enter the time after which the contact (all media types) are terminated.
Time Zone (Routing Strategies Only)	(Optional) If your organization administrator enables Multiple Time Zone for your enterprise, you can select the time zone of the entry point.

Table 12: Configuration for Channel Type Social Channel

Setting	Description
General Settings	
Name	Enter the name for the queue.
Description	(Optional) Enter a short description of the queue.
Type	(Read-only) This read-only field displays whether the settings are for an entry point, a queue, an outdial entry point, or an outdial queue.
Channel Type	<p>The channel type is:</p> <p>Social Channel</p> <p>Note For outdial queues the only channel type supported is Telephony.</p>

Setting	Description
Contact Routing Settings	
Queue Routing Type	<p>The supported queue routing types are:</p> <ul style="list-style-type: none"> • Longest Available Agent: Conversations are routed to the agent who has been available for the longest time over all teams assigned to the queue in the Conversation Distribution section. <p>Queue Routing Type cannot be edited once the Queue is saved.</p>
Add Group	Add a Conversation Distribution Group to associate one or more teams with this queue. Add multiple groups to distribute conversations to more teams as time in queue progresses.
Advanced Settings	
Maximum Time in Queue	Enter the time after which the contact (all media types) are terminated.
Time Zone (Routing Strategies Only)	(Optional) If your organization administrator enables Multiple Time Zone for your enterprise, you can select the time zone of the entry point.

Copy a Queue or an Outdial Queue

To copy a queue:

Procedure

- Step 1** In the Webex Contact Center portal navigation bar, click **Provisioning**.
- Step 2** Select **Queue** or **Outdial Queue**.
The **Queue** or **Outdial Queue** page appears. The page lists all the queues, if any.
- Step 3** Click the ellipsis icon beside a queue and click **Copy**.
The queue page appears. The fields have the same values as the original queue.
You can either save the same queue with a different name or edit the queue and save it.
- Step 4** You can edit the following details:

Note There are some settings that you cannot edit. You can edit the Chat Template settings from <https://admin.webex.com/>.

Table 13: Configuration for Channel Type Telephony

Setting	Description
General Settings	
Name	Enter the name for the queue.

Setting	Description
Description	(Optional) Enter a short description of the queue.
Type	(Read-only) This read-only field displays whether the settings are for an entry point, a queue, an outdial entry point, or an outdial queue.
Channel Type	<p>The channel type is:</p> <p>Telephony The default channel type.</p> <p>Note For outdial queues the only channel type supported is Telephony.</p>
Contact Routing Settings If Campaign Management is enabled in the System Profile (see Provisioning, on page 14), then the Contact Routing Settings section is displayed for the Outdial queues.	
Queue Routing Type	<p>The supported queue routing types are:</p> <ul style="list-style-type: none"> • Longest Available Agent: Calls are routed to the agent who has been available for the longest time over all teams assigned to the queue in the Call Distribution section. • Skills Based: Calls are routed to agents based on skill requirements configured in the Flow associated with the entry point. The Skills Based routing type is available only if your queue is provisioned with Channel Type as Telephony. When you select Skills Based as the routing type, two additional options appear for you to specify how to route a call when more than one agent with the required skill set is available: Longest Available Agent: The call will be routed to the agent who has been available the longest. Best Available Agent: When you select this setting, the call will be routed to the agent with the highest proficiency across all skills for the contact. <p>Queue Routing Type cannot be edited once the Queue is saved.</p>
Outbound Campaign Enabled	<p>This toggle is displayed only for outdial queues.</p> <p>If the toggle is enabled, then the Call Distribution and Queue Routing Type fields are displayed. This field cannot be edited later and the Longest Available Agent is the only supported queue routing type for outdial queues.</p>
Call Distribution	
Add Group	<p>Add a Call Distribution Group to associate one or more teams with this queue.</p> <p>Add multiple groups to distribute calls to more teams as time in queue progresses.</p>
Advanced Settings	

Setting	Description
Permit Monitoring	Select Yes or No to specify whether you can monitor the calls. This setting is available only for the Telephony channel type.
Permit Recording	Select Yes or No to specify whether the system can record the calls. If you enable Record All Calls in the Tenant settings, you cannot disable Permit Monitoring from here. For more information, see Other Permissions, on page 18 . This setting is available only for the Telephony channel type.
Record All Calls	This setting is available only if you enable Permit Recording. Select Yes or No to indicate whether the system can record all the calls for this queue. If you enable Record All Calls in the Tenant settings, you cannot disable this setting from here. For more information, see Other Permissions, on page 18 . This setting is available only for the Telephony channel type.
Pause/Resume Enabled	Select Yes or No to specify whether the agents can pause and resume a call recording. For example, the agent can pause call recording while discussing sensitive information from the customer, such as credit card details. If you enable the Pause/Resume Enabled feature in the Tenant settings, the system overrides a No setting here. For more information, see Tenant Settings, on page 13 . Note: Agents can use this feature, only if your organization administrator enables the Privacy Shield feature in the Webex Contact Center service configuration.
Recording Pause Duration	This setting is available only if you set Pause/Resume Enabled to Yes . This setting specifies the time in seconds, after which the recording resumes automatically. This setting is available only for the Telephony channel type.
Service Level Threshold	Enter the time that a customer request can be in a queue before the system flags it as outside the service level. If you complete a customer service request within this time interval, the system considers it within the service level. Note This option is not applicable when Social Channel type is selected.
Maximum Time in Queue	Enter the time after which the contact (all media types) are terminated.
Default Music in Queue	Select the name of the audio (.wav) file to play for calls when they arrive or are waiting in queue. This is the default audio file. Note If Play Music is not configured in the Queue Contact activity, then the default music file is played.
Time Zone (Routing Strategies Only)	(Optional) If your organization administrator enables Multiple Time Zone for your enterprise, you can select the time zone of the entry point.

Table 14: Configuration for Channel Type Chat

Setting	Description
General Settings	
Name	Enter the name for the queue.
Description	(Optional) Enter a short description of the queue.
Type	(Read-only) This read-only field displays whether the settings are for an entry point, a queue, an outdial entry point, or an outdial queue.
Channel Type	<p>The channel type is:</p> <p>Chat</p> <p>Note For outdial queues the only channel type supported is Telephony.</p>
Contact Routing Settings	
Queue Routing Type	<p>The supported queue routing types are:</p> <ul style="list-style-type: none"> • Longest Available Agent: Chats are routed to the agent who has been available for the longest time over all teams assigned to the queue in the Chat Distribution section. <p>Queue Routing Type cannot be edited once the Queue is saved.</p>
Add Group	Add a Chat Distribution Group to associate one or more teams with this queue. Add multiple groups to distribute chats to more teams as time in queue progresses.
Advanced Settings	
Service Level Threshold	<p>Enter the time that a customer request can be in a queue before the system flags it as outside the service level. If you complete a customer service request within this time interval, the system considers it within the service level.</p> <p>Note This option is not applicable when Social Channel type is selected.</p>
Maximum Time in Queue	Enter the time after which the contact (all media types) are terminated.
Time Zone (Routing Strategies Only)	(Optional) If your organization administrator enables Multiple Time Zone for your enterprise, you can select the time zone of the entry point.

Table 15: Configuration for Channel Type Email

Setting	Description
General Settings	
Name	Enter the name for the queue.
Description	(Optional) Enter a short description of the queue.

Setting	Description
Type	(Read-only) This read-only field displays whether the settings are for an entry point, a queue, an outdial entry point, or an outdial queue.
Channel Type	<p>The channel type is:</p> <p>Email</p> <p>Note For outdial queues the only channel type supported is Telephony.</p>
Contact Routing Settings	
Queue Routing Type	<p>The supported queue routing types are:</p> <ul style="list-style-type: none"> • Longest Available Agent: Emails are routed to the agent who has been available for the longest time over all teams assigned to the queue in the Email Distribution section. <p>Queue Routing Type cannot be edited once the Queue is saved.</p>
Add Group	Add a Email Distribution Group to associate one or more teams with this queue. Add multiple groups to distribute emails to more teams as time in queue progresses.
Advanced Settings	
Service Level Threshold	<p>Enter the time that a customer request can be in a queue before the system flags it as outside the service level. If you complete a customer service request within this time interval, the system considers it within the service level.</p> <p>Note This option is not applicable when Social Channel type is selected.</p>
Maximum Time in Queue	Enter the time after which the contact (all media types) are terminated.
Time Zone (Routing Strategies Only)	(Optional) If your organization administrator enables Multiple Time Zone for your enterprise, you can select the time zone of the entry point.

Table 16: Configuration for Channel Type Social Channel

Setting	Description
General Settings	
Name	Enter the name for the queue.
Description	(Optional) Enter a short description of the queue.
Type	(Read-only) This read-only field displays whether the settings are for an entry point, a queue, an outdial entry point, or an outdial queue.
Channel Type	<p>The channel type is:</p> <p>Social Channel</p> <p>Note For outdial queues the only channel type supported is Telephony.</p>

Setting	Description
Contact Routing Settings	
Queue Routing Type	<p>The supported queue routing types are:</p> <ul style="list-style-type: none"> • Longest Available Agent: Conversations are routed to the agent who has been available for the longest time over all teams assigned to the queue in the Conversation Distribution section. <p>Queue Routing Type cannot be edited once the Queue is saved.</p>
Add Group	Add a Conversation Distribution Group to associate one or more teams with this queue. Add multiple groups to distribute conversations to more teams as time in queue progresses.
Advanced Settings	
Maximum Time in Queue	Enter the time after which the contact (all media types) are terminated.
Time Zone (Routing Strategies Only)	(Optional) If your organization administrator enables Multiple Time Zone for your enterprise, you can select the time zone of the entry point.

Deactivate an Entry Point or a Queue

You cannot deactivate an entry point or queue if you associate it with any other entities such as, dial numbers or any other routing strategy. When you try to deactivate such entry points or queues, you get an error message. Click the information icon at the end of the message to view the list of all the associated entities.

After you deactivate an entry point or queue, you can still see it in the Entry Points/Queues page as Not Active. Historical reports also display details of the deactivated entry points or queues.

In the Entry Points/Queues page, you can click the ellipsis icon and then the restore icon to reactivate an entry point or queue.

To deactivate an entry point or queue:

Procedure

-
- Step 1** From the Webex Contact Center Portal navigation bar, choose **Provisioning**.
- Step 2** Choose **Entry Points/Queues** and then select the type of entry point or queue you want to deactivate.
- The page for the type of entry point or queue page appears. The page displays the list of existing entry points or queues.
- Step 3** Click the ellipsis icon to the left of an entry point or queue and click **Delete**.
- The Heads Up! dialog box appears. Click **Yes** to confirm.
-

Activate an Entry Point or a Queue

Procedure

-
- Step 1** From the Webex Contact Center Portal navigation bar, choose **Provisioning**
- Step 2** Choose **Entry Points/Queues** and then select the type of entry point or queue you want to activate.
The page for the type of entry point or queue page appears. The page displays the list of existing entry points or queues.
- Step 3** Click the ellipsis icon beside the entry point or queue with the status Not Active and click **Restore**.
The Confirm Activate? dialog box appears.
- Step 4** Click **Yes** to confirm.
The status of entry point or queue changes to Active.
-

Sites

A site is a physical contact center location under the control of your enterprise. For example, enterprise Acme can have sites in Chicago, Manila, and Bangalore with agents to handle customer contacts.

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.

Create a Site

To create a site:

Procedure

-
- Step 1** From the Webex Contact Center Portal navigation bar, choose **Provisioning**.
- Step 2** Choose **Site**.
The Sites page appears. The page lists all the site, if any.
- Step 3** Click + **New Site**.
The Site page appears.
- Step 4** Enter the following details and click **Save**:

Settings	Description
General Settings	
Name	Enter a name for the site
Advanced Settings	

Settings	Description
Multimedia Profile	This setting is available, if your administrator enables Multimedia for your enterprise. Select a multimedia profile for the site. . For more information, see Multimedia Profiles, on page 90 .

Block an Area Code

You can block area code when you create a new site or edit an existing site. To block an area based on their codes:

Procedure

- Step 1** From the Webex Contact Center Portal navigation bar, choose **Provisioning**.
- Step 2** Choose **Site**.
The Sites page appears. The page lists all the site, if any.
- Step 3** Do one of the following:
- Click + **New Site**. See [Create a Site, on page 46](#).
 - Click the ellipsis icon beside a site that you want to edit and click **Edit**. See [Edit a Site, on page 48](#).
- Step 4** Set Block Area Codes to **Yes**.
The Area Codes to Block text box appears.
- Step 5** Click the edit icon in the text box.
The Choose Area Codes panel appears.
- Step 6** In the Choose Area Codes, enter the following details, and click **Save**:

Setting	Description
State	Select the state from the drop-down. Note: You can select multiple states. For each state you select, you have to enter area codes.
Area Codes	Enter the area code. You can enter multiple area codes.

You can see the area codes and the corresponding states in the Selected Area code Details panel.

- Step 7** (Optional) Click **Delete** under Action, if you want to delete area codes.

View the Details of a Site

To view the details of a site:

Procedure

Step 1 From the Webex Contact Center Portal navigation bar, choose **Provisioning**

Step 2 Choose **Site**.

The Site page appears. This page displays a list of sites.

Step 3 Click the ellipsis icon beside the site you want to view, and click **View**.

Step 4 You can view the following settings:

Setting	Description
General Settings	
Name	The name of the site. Generally, it is the name of the geographical location.
Advanced Settings	
Multimedia Profile	The multimedia profile for the site. If you do not assign a profile to the site, the system assigns the <i>Default_Telephony_Profile</i> . This setting is available, if the administrator enables Multimedia for your enterprise. For more information, see Multimedia Profiles, on page 90 .

Step 5 (Optional) Click **Edit** to modify the site.

For more information, see [Edit a Site, on page 48](#).

Step 6 (Optional) Click **Delete** to delete the site.

For more information, see [Deactivate a Site, on page 49](#).

Edit a Site

To edit a site:

Procedure

Step 1 From the Webex Contact Center Portal navigation bar, choose **Provisioning**

Step 2 Choose **Site**.

The Site page appears. This page displays a list of sites.

Step 3 Click the ellipsis icon beside the site you want to edit, and click **Edit**.

Step 4 You can edit the following settings. Click **Save** after you have made the changes:

Setting	Description
General Settings	

Setting	Description
Name	Edit the name of the site. Generally, it is the name of the geographical location.
Advanced Settings	
Multimedia Profile	Modify the multimedia profile for the site. If you do not assign a profile to the site, the system assigns the <i>Default_Telephony_Profile</i> . This setting is available, if the administrator has enabled Multimedia for your enterprise. For more information, see Multimedia Profiles, on page 90 .

Deactivate a Site

You cannot deactivate a site if there are any agents or active teams that are associated with the site. When you try to deactivate such a site, a message informs you that you cannot deactivate the site. You can click the information icon in the message to view the list of entities that you have associated with this site.

After you deactivate a site, you can still see it in the Sites page as Not Active sites. Historical reports also display details of the deactivated sites.

To deactivate a site:

Procedure

- Step 1** From the Webex Contact Center Portal navigation bar, choose **Provisioning**
- Step 2** Choose **Site**.
The Site page appears. This page displays a list of sites.
- Step 3** Click the ellipsis icon beside the site you want to deactivate, and click **Delete**.
- Step 4** The Heads Up! dialog box appears. Click **Yes** to confirm.
The status of the site changes to Not Active.

Activating a Site

Procedure

- Step 1** From the Webex Contact Center Portal navigation bar, select **Provisioning**.
- Step 2** Click **Site**.
The Sites page appears. This page lists all the sites.
- Step 3** Click the ellipsis icon beside the site that you want to activate and click **Restore**.
The Confirm Activate? dialog box appears.
- Step 4** Click **Yes** to confirm.

The status of the site changes to Active.

Teams

A team is a group of people who support a specific group of functions. For example, supporting the Gold customers or managing billing, and so on. A team consists of agents and is associated with a specific site.

Create a Team

To create a team:

Procedure

Step 1 From the Management Portal navigation bar, click **Provisioning > Teams**.

The Teams page appears. This page displays a list of teams.

Step 2 Click + **New Team**.

The Team page appears.

Step 3 Enter the following details:

Setting	Description
General Settings	
Site	Select the site from the drop-down list. You can't edit the site later.
Name	Enter the name for the team. Generally, use names that indicate the function of the team, such as Billing or Customer Support.
Type	Choose the team type from the following: <ul style="list-style-type: none"> • Agent Based: You assign a specific number of agents to the team. • Capacity Based: You don't assign any specific number of agents to the team. You use capacity-based teams for voice mailboxes or agent groups that are not managed by the Webex Contact Center system. The capacity setting determines the capacity of such teams. But, the team capacity strategy in the Routing Strategy module overwrites the capacity setting.
Team Status	Select the status of the team to indicate whether the team is available to handle customer contacts. You can't change the team status when the team is part of any routing strategy.
Status	This setting appears on the Edit page to specify whether the team is Active or Not Active.
Advanced Settings	
DN	Enter the dial number where the system distributes the calls for this team. This setting is applicable only for capacity-based teams.

Setting	Description
Capacity	Enter the maximum number of simultaneous contacts that this team can handle. The system routes any contacts beyond this number as per the routing strategy. And, if there are no routing strategies, then the system queues the contacts. This setting is applicable only for capacity-based teams.
Multimedia Profile	(Optional) If your organization administrator enables Multimedia for your enterprise, you can select a multimedia profile for this team. For more information, see Multimedia Profiles, on page 90 . This profile overrides the multimedia profile that you assign to the site of this team. Note You can't assign this profile to a capacity-based team.
Agents	Select agents to the team from the drop-down list. You can only assign the agents that your organization administrator provisions for your enterprise. For more information, see View the Details of a User, on page 54 . Note You can't assign this profile to a capacity-based team.
Desktop Layout	Select a desktop layout for the team from the drop-down list. By default, the Default Layout is selected. To create a desktop layout, see Create a Desktop Layout, on page 94 .

Step 4 Click **Save**.

View a Team

To view a team:

Procedure

- Step 1** From the Management Portal navigation bar, click **Provisioning > Teams**.
The Teams page appears. This page displays a list of teams.
- Step 2** Click the ellipsis icon beside the team you want to view, and click **View**. You can view all the configured details.

Edit a Team

To edit a team:

Procedure

- Step 1** From the Management Portal navigation bar, click **Provisioning > Teams**.

The Teams page appears. This page displays a list of teams.

Step 2 Click the ellipsis icon beside the team you want to edit, and click **Edit**. You can edit the following settings:

Setting	Description
General Settings	
Site	Select the site from the drop-down list. You can't edit the site later.
Name	Enter the name for the team. Generally, use names that indicate the function of the team, such as Billing or Customer Support.
Type	<p>Choose the team type from the following:</p> <ul style="list-style-type: none"> • Agent Based: You assign a specific number of agents to the team. • Capacity Based: You don't assign any specific number of agents to the team. You use capacity-based teams for voice mailboxes or agent groups that are not managed by the Webex Contact Center system. <p>The capacity setting determines the capacity of such teams. But, the team capacity strategy in the Routing Strategy module overwrites the capacity setting.</p>
Team Status	Select the status of the team to indicate whether the team is available to handle customer contacts. You can't change the team status when the team is part of any routing strategy.
Status	This setting appears on the Edit page to specify whether the team is Active or Not Active.
Advanced Settings	
DN	Enter the dial number where the system distributes the calls for this team. This setting is applicable only for capacity-based teams.
Capacity	<p>Enter the maximum number of simultaneous contacts that this team can handle. The system routes any contacts beyond this number as per the routing strategy. And, if there are no routing strategies, then the system queues the contacts.</p> <p>This setting is applicable only for capacity-based teams.</p>
Multimedia Profile	<p>(Optional) If your organization administrator enables Multimedia for your enterprise, you can select a multimedia profile for this team. For more information, see Multimedia Profiles, on page 90. This profile overrides the multimedia profile that you assign to the site of this team.</p> <p>Note You can't assign this profile to a capacity-based team.</p>
Agents	<p>Select agents to the team from the drop-down list. You can only assign the agents that your organization administrator provisions for your enterprise. For more information, see View the Details of a User, on page 54.</p> <p>Note You can't assign this profile to a capacity-based team.</p>

Setting	Description
Desktop Layout	Select a desktop layout for the team from the drop-down list. By default, the Default Layout is selected. To create a desktop layout, see Create a Desktop Layout, on page 94 .

Deactivate a Team

You cannot deactivate a team if there are any agents or active routing strategies that are associated with the team. When you try to deactivate such a team, a message informs you that you cannot deactivate the team. You can click the information icon in the message to view the list of entities that you have associated with this team.

After you deactivate a team, you can still see it in the Teams page as Not Active teams. Historical reports also display details of the deactivated teams.

To deactivate a team:

Procedure

- Step 1** From the Webex Contact Center Portal navigation bar, choose **Provisioning**.
- Step 2** Choose **Team**.
The Teams page appears. This page displays a list of teams.
- Step 3** Click the ellipsis icon beside the team you want to deactivate, and click **Delete**.
- Step 4** The Heads Up! dialog box appears. Click **Yes** to confirm.
The status of the team changes to Not Active.

Activate a Team

Procedure

- Step 1** From the Webex Contact Center Portal navigation bar, select **Provisioning**.
- Step 2** Click **Team**.
The Teams page appears. This page lists all the teams.
- Step 3** Click the ellipsis icon beside the team that you want to activate and click **Restore**.
The Confirm Activate? dialog box appears.
- Step 4** Click **Yes** to confirm.
The status of the team changes to Active.

Users

Users are the contact center supervisors, managers, and agents who are responsible for day-to-day operations. Their user profile specifies the level of access to the modules of Webex Contact Center Management Portal modules. They use the Management Portal to access the modules for real-time visibility and to control the resources that they are responsible for.

An agent user account must include a user profile that grants access to the Agent Desktop module, and must also include an agent profile, described in [Agent Profiles, on page 70](#). Agents use the Webex Contact Center Agent Desktop to manage customer interactions.


Note

You can create and delete users from <https://admin.webex.com/>.

View the Details of a User

To view the details of a user:

Procedure

- Step 1** From the Webex Contact Center Portal navigation bar, select **Provisioning**.
- Step 2** Click **Users**.
The Users page appears. This page lists all the users in your enterprise.
- Step 3** Click the ellipsis icon beside the user that you want to view and click **View**.
The User page appears. The page displays the details of the user.
- Step 4** You can view the following details:

Setting	Description
General Settings	
Username	The name you use to log in to the Webex Contact Center Management Portal.
First Name	The first name of the user.
Last Name	The last name of the user.
Email	The email address of the user.
Country	The address details of the user.
State	
City	
Street	
Work	The work phone number of the user.

Setting	Description
Mobile	The mobile phone number of the user. The system displays the number as a string, without dashes, for example: 4155551212.
Zip Code	The postal code of the user.
User Profile	The profile of the user. For more information, see Manage a User Profile, on page 59 .
Contact Center Enabled	The setting is for accessing the Agent Desktop to handle customer requests.
Status	The status of the user.
Agent Settings	
Site	The site of the agent. For more information, see Create a Site, on page 46 .
Teams	The team of the agent. For more information, see Create a Team, on page 50 .
Skill Profile	The skill profile of the user. This feature is available if your administrator enables the optional Skills-Based Routing feature for your enterprise. This profile overrides any skill profile at the team level that is associated with the agent. For more information, see Skill Profiles, on page 133 .
Agent Profile	The profile of the agent. For more information, see Agent Profiles, on page 70 . Note: An agent can belong to several teams, but has a single agent profile.
Multimedia Profile	The multimedia profile of the agent. This feature is available if your administrator enables the optional Multimedia feature for your enterprise. This profile overrides the multimedia profile of the team that the agent uses to log in to Agent Desktop. For more information, see Multimedia Profiles, on page 90 .
External ID	Agent identification details, such as the employee number.
Default DN	The dial number of the agent.

Step 5 (Optional) Click **Edit** to modify the user details. For more information, see [Edit a User, on page 55](#).

Step 6 (Optional) Click **Delete** to deactivate the user.

Edit a User

To edit the details of a user:

Procedure

Step 1 From the Webex Contact Center Portal navigation bar, choose **Provisioning**.

Step 2 Click **Users**.

The Users page appears. This page lists all the users in your enterprise.

Step 3 Click the ellipsis icon beside the user you want to edit and click **Edit**. You can edit the following settings:

Setting	Description
General Settings	
Country	Edit the address of the user.
State	
City	
Street	
Work	Edit the work phone number of the user.
Mobile	Edit the mobile phone number of the user.
Zip Code	Edit the postal code of the user.
User Profile	Edit the profile of the user. For more information, see Manage a User Profile, on page 59 .
Contact Center Enabled	Select Yes to provide access to Agent Desktop.
Status	Edit the status of the user.
Agent Settings	
Site	The site of the agent. For more information, see Create a Site, on page 46 .
Teams	The teams to which the agent belongs to. To assign the agent to one or more teams, select the teams from the drop-down list.
Skill Profile	<p>Edit the skill profile of the agent. Select a profile from the drop-down.</p> <p>This feature is applicable if your administrator enables the optional Skills-Based Routing feature for your enterprise. This profile overrides any skill profile at the team level that is associated with the agent. For more information, see Skill Profiles, on page 133.</p>
Agent Profile	<p>Edit the profile of the agent. Select a profile from the drop-down. For more information, see Agent Profiles, on page 70.</p> <p>Note: An agent can belong to several teams, but has a single agent profile.</p>

Setting	Description
Multimedia Profile	Edit the multimedia profile of the agent. Select a profile from the drop-down. This feature is applicable if your administrator enables the optional Multimedia feature for your enterprise. This profile overrides the multimedia profile of the team that the agent uses to log in to Agent Desktop. For more information, see Multimedia Profiles, on page 90 .
Default DN	(Optional) Edit the dial number of the agent. If there is no dial number for the agent, you can add a dial number.
External ID	(Optional) Edit identification details of the agent, such as the employee number.

You can edit the following settings from [Cisco Webex Control Hub](#):

Setting	Description
General Settings	
Username	The name the user uses to log in to Webex Contact Center.
First Name	The first name of the user.
Last Name	The last name of the user.
Email	The email address of the user.

Export Provisioned Items for a User

To export the details of the items that you have provisioned for a user:

Procedure

- Step 1** From the Webex Contact Center Portal navigation bar, click **Provisioning**.
- Step 2** Click **Users**.
The Users page appears. This page lists all the users in your enterprise.
- Step 3** Click the ellipsis icon beside a username and click **Excel** or **PDF**. The report has details about the following items:

Setting	Description
Active Inbound Entry Point Details	The details about the entry points that you map to the user.
Outdial Entry Points	The details about the outdial entry points that you map to the user.

Setting	Description
Inbound Queues	The details about the queues that you map to the user.
Outdial Queues	The details about the outdial queues that you map to the user.
Sites	The details about the sites that you map to the user.
Teams	The details about the teams that you map to the user.
Agents	The details about the agents that you map to the user.

Revoke API Key for a User

To revoke API key for a user:

Procedure

Step 1 From the Webex Contact Center Portal navigation bar, choose **Provisioning**.

Step 2 Click **Users**.

The Users page appears. This page lists all the users in your enterprise.

Step 3 Click the ellipsis icon beside the required user and click **Revoke API Key**.

A message appears that you have successfully revoked the API Key for the user.

If you do not map an API key to the profile of that user, an error message appears that the user does not have an API key.


Update and Upload Agent Template

Before you begin

To upload the details of multiple agents simultaneously:

Procedure

Step 1 From the Webex Contact Center Management Portal, choose **Provisioning > Users**.

Step 2 Download the template by clicking the **Export as CSV** () icon.

Step 3 Click **Bulk Update** () icon.

Step 4 Browse the Agent Update template from your local system and choose the template.

Step 5 Click **Upload**.

- Step 6** (Optional) Check the status of the upload from Bulk Operations Status in Provisioning.
-

User Profiles

When you create a user from Control Hub or change the license or role of a user, the system automatically maps the following profiles in Webex Contact Center.

The mapping of Standard and Premium licenses from Control Hub to Webex Contact Center Management Portal is as follows:

- Standard Agent—Standard Agent User Profile
- Premium Agent—Premium Agent User Profile
 - Supervisor—Supervisor Profile
 - Administrator—Administrator Profile

The mapping of Cloud Connect user profile from Control Hub to Webex Contact Center Management Portal is as follows:

- Analyzer User—Analyzer User Profile
- Analyzer Administrator—Analyzer Administrator Profile

From Management Portal, you can also assign a user with a custom profile. The Profile Type of the custom profile must be same as the role of the user on Control Hub. For example, a Premium License user with a Supervisor role can be a custom profile of the type Supervisor. For more information on license privileges, see [General Settings, on page 60](#).

Manage a User Profile

To create a user profile:

Procedure

- Step 1** From the Webex Contact Center Portal navigation bar, choose **Provisioning**
- Step 2** Choose **User Profiles**.
- The User Profiles page appears. This page displays a list of user profiles.
- Step 3** Click the + **New User Profile**.
The User Profile page appears.
- Step 4** Enter the details in the following tabs and click **Save** in each tab.
- [General Settings, on page 60](#)
 - [Module Settings, on page 60](#)

- [Access Rights, on page 63](#)

General Settings

You can configure the following settings from the General Settings tab while configuring a new user profile or editing an existing user profile:

Setting	Description
Name	Enter a name for the user profile. When you copy a user profile, the system appends the words <i>copy_of</i> before the name of the original user profile. You can keep the same name or edit it as per your requirement.
Description	(Optional) Enter a description of the profile.
Profile Type	Select a type to determine the privilege level for this profile. For Webex Contact Center, generic profile and module mapping are as follows: <ul style="list-style-type: none"> • Standard Agent—Has access to Agent Desktop module. • Premium Agent—Has access to Agent Desktop and Multimedia module. • Supervisor—Has access to all modules except to manage tenants in the Provisioning module. • Administrator—Has access to all modules. For Cloud Connect, generic profile and module mapping are as follows: <ul style="list-style-type: none"> • Analyzer User Profile—Has access to Reporting and Analytics module. • Analyzer Administrator Profile—Has access to Reporting and Analytics, and Provisioning (Manage Entry Points/Queues, Manage Teams, Manage User Profiles, and Manage Users) modules. You cannot edit the profile type later.
Status	You can view and change this setting only when you edit or copy a user profile.

Module Settings

You can use user profiles to control access to Webex Contact Center. The **Module Settings** tab enables you to specify permissions to the Webex Contact Center modules. You can set module access when creating a new user profile, or when editing or copying an existing user profile.

If you select **All** for Module Access, then the user profile can access all the modules. Select **Specific** if you want to provide the user access to selected modules only. You can specify access to the following modules:

Setting	Description
Agent Desktop	Enables the user to access the Agent Desktop.

Setting	Description
Call Monitoring	<p>Enables the user to silently monitor the quality of service that is delivered to customers across multisource contact centers. The user can silently monitor a selected queue, team, site, or agent if Call Monitoring is enabled for the user.</p> <p>You can enable the following settings for this module:</p> <ul style="list-style-type: none"> • Barge-In: Allows the user to join any call that the user is monitoring and participate in the conversation between the agent and the customer. • Whisper Coach: Allows the user who is monitoring the call to speak to the agent (who is handling the call), without the customer hearing the conversation. • Restricted Monitor Only: Prevents the user from viewing and editing monitoring schedules that the user did not create. • View Blind Monitor Requests: Allows the user to view blind monitoring requests of other users.
Call Recording	<p>Enables the user to record any active Webex Contact Center call. The user can select the call from a queue, team, site, or agent, and specify the duration for which to record the call.</p>
Logout Agents	<p>Provides an administrator or supervisor access to the Agent State Data - Realtime dashboard. You can select the following values in the Logout Agents drop-down list:</p> <ul style="list-style-type: none"> • None: The user will not have access to view the Agent State Data - Realtime dashboard. • View: The user can view the Agent State Data - Realtime dashboard. • Edit: The user can view the Agent State Data - Realtime dashboard and log out agents who are in the Available, Idle, or Not Responding state across all media channels. <p>Note To view the agent status details of a team or site, the administrator or supervisor must have access rights to the team or site. For more information, see Access Rights.</p> <p>For more information about viewing the Agent State Data - Realtime dashboard and logging out agents, see About Dashboards, on page 7.</p>
Multimedia	<p>Enables authorized users to choose a multimedia profile for the user, that includes all types of media such as voice, chat, email, and social. If Multimedia is not enabled, when editing the user's details via Provisioning > Users, the Multimedia Profile drop-down list displays only the default telephony profile.</p>

Provisioning	<p>Provides the user access to the Provisioning module. The user can perform provisioning activities for the enterprise only if you select Edit in the Provisioning drop-down list. You can control access for an administrator user to perform the following provisioning activities for the enterprise:</p> <ul style="list-style-type: none"> • Manage Entry Points/Queues: Allows the user to manage Webex Contact Center entry points and queues. • Manage Sites: Allows the user to manage Webex Contact Center sites. • Manage Teams: Allows the user to manage Webex Contact Center teams. • Manage Users: Allows the user to manage Webex Contact Center users. • Manage User Profiles: Allows the user to manage Webex Contact Center user profiles. • Entry Point Mappings: Allows the user to map DNSs to entry points. • Manage Dial Plans: Allows the user to create and edit dial plans. • Audit Trail: Allows the user to access the Audit Trail interface. This interface enables users to view details of the provisioning changes for the enterprise. • Branding: Provides the user access to the Custom Theme settings on the Management Portal landing page. The user can customize the banner color and images on the Management Portal pages. • Manage Tenants: Enables the user to edit some of the tenant settings in the Provisioning module.
Recording Management	<p>Provides access to the Recording Management module, which enables the user to search for and play audio files recorded through the Webex Contact Center Call Recording feature. You can enable the following permissions to the Recording Management module:</p> <ul style="list-style-type: none"> • Manage Recordings: Allows the user to delete and restore recordings. • Tags: Allows the user to access the Tags tab to view, create, and edit tags that can be assigned to audio files that can be used as search criteria. • Custom Attributes: Allows the user to access the Custom Attributes tab to create and modify custom attributes whose values can be saved with the recordings and can be later searched for. • Security Keys: Allows the user to access the Security Keys tab to view and change the schedule for generating security key pairs.
Reporting and Analytics	<p>Provides access to the Webex Contact Center Reporting and Analytics module. The reporting and analytics module enables the user to segment, profile, and visualize the data in contact center systems. This module also helps to identify the key variables that impact productivity and desired business outcomes. Users can configure and modify the Analyzer schemas using this module.</p> <p>You can provide the user access to Business Rules if you have enabled View or Edit permissions for the Reporting and Analytics module. Business Rules enable the user to incorporate customer data into the Webex Contact Center environment for custom routing and other generic implementation.</p>

Routing Strategy	Provides the user access to the web-based user interface for managing and configuring call handling strategies. You can enable the following permissions to the Routing Strategy module:
------------------	---

Access Rights

You can configure the following settings from the **Access Rights** tab while configuring a new user profile or editing an existing user profile:

Setting	Description
Entry Points	<p>From the drop-down list, select the specific entities which the user can access. You can select All to provide access to all entities of that type.</p> <p>Note: The Cloud Connect Deployments field appears only for Cloud Connect users. Deployments that you have already configured appear in the drop-down list. The Queues and Sites drop-down list appears according to the deployments that you select.</p>
Cloud Connect Deployments	
Queues	
Sites	
Teams	

View the Details of a User Profile

To view the details of a user profile:

Procedure

-
- Step 1** From the Webex Contact Center Portal navigation bar, choose **Provisioning**.
 - Step 2** Choose **User Profile**.
The User Profiles page appears. This page displays a list of user profiles.
 - Step 3** Click the ellipsis icon beside a user profile and click **View**.
The User Profile page appears.
 - Step 4** You can view the following details:
 - [General Settings, on page 60](#)
 - [Module Settings, on page 60](#)
 - [Access Rights, on page 63](#)
-

Edit a User Profile

To edit a user profile:

Procedure

- Step 1** From the Webex Contact Center Portal navigation bar, choose **Provisioning**
- Step 2** Choose **User Profiles**.
The User Profiles page appears. This page displays a list of user profiles.
- Step 3** Click the ellipsis icon beside a user profile that you want to edit and click **Edit**.
The User Profile page appears.
- Step 4** You can edit the details in the following tabs and click **Save** in each tab:
- [General Settings, on page 60](#)
 - [Module Settings, on page 60](#)
 - [Access Rights, on page 63](#)
-

Deactivate a User Profile

Before you begin

Ensure that you do not associate the user profile to any entity before deactivating the user profile.

To deactivate a user profile:

Procedure

- Step 1** From the Webex Contact Center Portal navigation bar, choose **Provisioning**
- Step 2** Choose **User Profiles**.
The User Profiles page appears. This page displays a list of user profiles.
- Step 3** Click the ellipsis icon beside a user profile and click **Delete**.
The Heads Up! dialog box appears.
- Step 4** Click **Yes** to confirm.
The status of the user profile changes to Not Active.
-

Activate a User Profile

Procedure

- Step 1** From the Webex Contact Center Portal navigation bar, choose **Provisioning**
- Step 2** Choose **User Profiles**.

The User Profiles page appears. This page displays a list of user profiles.

Step 3 Click the ellipsis icon beside the user profile you want to activate and click **Restore**. The Confirm Activate? dialog box appears.

Step 4 Click **Yes** to confirm. The status of the user profile changes to Active.

Copy a User Profile

You can copy an existing user profile, update the details, and save it with a different name.

To edit a user profile:

Procedure

Step 1 From the Webex Contact Center Portal navigation bar, choose **Provisioning**.

Step 2 Choose **User Profiles**.

The User Profiles page appears. This page displays a list of user profiles.

Step 3 Click the ellipsis icon beside a user profile that you want to copy, and click the **Copy**. The User Profile page appears.

Step 4 Enter the details in the following tabs and click **Save** in each tab.

- [General Settings, on page 60](#)
 - [Module Settings, on page 60](#)
 - [Access Rights, on page 63](#)
-

Work Types

When you create an idle or wrap-up code, you associate it with a work type. Work types group idle and wrap-up codes in auxiliary reports.

Create a Work Type

To create a work type:

Procedure

Step 1 From the Webex Contact Center Portal navigation bar, choose **Provisioning**.

Step 2 Choose **Work Types**.

The Work Types page appears. This page displays a list of work types.

Step 3 Click **+ New Work Type**.
The Work Type page appears.

Step 4 Enter the following details and click **Save**:

Setting	Description
Name	Enter a name for the work type.
Description	(Optional) Enter a description of the work type.
Type	Specify the type of auxiliary code you can associate the work type with.

Edit a Work Type

To edit a work type:

Procedure

Step 1 From the Webex Contact Center Portal navigation bar, choose **Provisioning**.

Step 2 Choose **Work Types**.

The Work Types page appears. This page displays a list of work types.

Step 3 Click the ellipsis icon beside the work type that you want to edit and click **Edit**. Except the Type, you can edit the following settings:

Setting	Description
Name	Edit the name for the work type.
Description	(Optionally) Edit the description of the work type.
Status	Edit status of the team to specify if it is active or not. You cannot assign auxiliary code to an inactive work type.
Type	Specify the type of auxiliary code you can associate the work type with.

Deactivate a Work Type

You cannot deactivate a work type if there are any auxiliary codes that are associated with the work type. When you try to deactivate such a work type, a message informs you that you cannot deactivate the work

type. You can click the information icon in the message to view the list of entities that you have associated with this work type.

After you deactivate a work type, you can still see it in the Work Types page as Not Active work types. Historical reports also display details of the deactivated work types.

To deactivate a work type:

Procedure

- Step 1** From the Webex Contact Center Portal navigation bar, choose **Provisioning**.
 - Step 2** Choose **Work Types**.
The Work Types page appears. This page displays a list of work types.
 - Step 3** Click the ellipsis icon beside the work type that you want to deactivate and click **Delete**. The Heads Up! dialog box appears.
 - Step 4** Click **Yes** to confirm.
The status of the work type changes to Not Active.
-

Activate a Work Type

To activate a work type:

Procedure

- Step 1** From the Webex Contact Center Portal navigation bar, choose **Provisioning**.
 - Step 2** Choose **Work Types**.
The Work Types page appears. This page displays a list of work types.
 - Step 3** Click the ellipsis icon beside the work type that you want to activate and click **Restore**. The Confirm Activate? dialog box appears.
 - Step 4** Click **Yes** to confirm.
The status of the work type changes to Active.
-

Auxiliary Codes

To create an idle or wrap-up code or to edit or delete a wrap-up or idle code that has been created for your enterprise:

Procedure

- Step 1** From the Webex Contact Center Portal navigation bar, choose **Provisioning**

Step 2 Choose **Auxiliary Codes**.

The Aux Codes page appears. By default the system displays the Idle Codes. To view the list of list of wrap-up codes, select **Wrap Up Codes** at the top of the page.

Step 3 Click + **New Idle Code** or + **New Wrap Up Code**.

The Aux Codes Idle Codes or Aux Codes Wrap Up Codes page appears.

Step 4 Enter the following details and click **Save**.

Setting	Description
Name	Enter the code name.
Description	(Optional) Enter a description of the code.
Is Default	<p>Select Yes or No to indicate whether this is the default code.</p> <ul style="list-style-type: none"> • If this is the first idle or wrap-up code for your organization, you must make it the default. You can modify it later after you create more codes. • When you make a code default, the system overrides the existing default code. At one point, there can be only one default code each for Idle and Wrap Up. <p>You must assign the default idle and wrap-up codes in agent profiles. For more information, see Agent Profiles, on page 70.</p> <ul style="list-style-type: none"> • The default wrap-up code is used when the agent's profile specifies Auto Wrap Up. Such agents do not enter wrap-up codes. Instead, they automatically go into the Available state after completing an incoming call and automatically go into the Idle state after making an outdial call. • The default idle code is used when the agent initially logs in and after the agent makes an outdial call if the agent's profile specifies Auto Wrap Up.
Work Type	Select the work type you want to associate with this code.

Step 5 To display a list of wrap-up codes, select **Wrap Up Codes** at the top of the page.**Step 6** On the Idle Codes or Wrap Up Codes List page:

- To add a new code, click **New Idle Code** or **New Wrap Up Code**.
- To edit the settings for a code, click the ellipsis button to the left of a listed code and select **Edit**.

- To delete a code, click the ellipsis button to the left of a listed code and select **Delete**. Then, in the confirmation dialog box, click **OK**.

Idle or Wrap-Up Codes

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.

You associate each idle or wrap-up code with a work type. Work types are values that the system uses to group idle and wrap-up codes in auxiliary reports. For more information, see [Create a Work Type, on page 65](#).

Agents can use an Idle or Wrap-Up code when you assign the code to their profile. You must add at least one idle code and one wrap-up code in an agent profile. For more information, see [Agent Profiles, on page 70](#).

**Note**

If your enterprise uses the outdial feature, it is recommended that you create a Wrap-Up code such as `Outdial Failed`. Agents can use this code when they are in the Wrap Up state after initiating an outdial call that fails to connect.

Edit Idle or Wrap-Up Codes

Procedure

- Step 1** From the Webex Contact Center Portal navigation bar, choose **Provisioning**
- Step 2** Choose **Templates** and then **Agent Update Template**.
The Opening AgentBulkUpdate.csv dialog box appears.
- Step 3** Enter the following details and click **Save**.

Setting	Description
Name	Enter the code name.
Description	(Optional) Enter a description of the code.

Setting	Description
Is Default	<p>Select Yes or No to indicate whether this code is the default code.</p> <ul style="list-style-type: none"> If this code is the first idle or wrap-up code that you create, you must make it the default code. You can modify it later after you create other codes. <p>You must include the default idle and wrap-up codes in agent profiles. For more information, see Agent Profiles, on page 70.</p> <ul style="list-style-type: none"> The system uses the default wrap-up code when the profile of the agent specifies Auto Wrap Up. Such agents do not enter wrap-up codes. Instead, they automatically go into the Available state after completing an incoming call and automatically go into the Idle state after making an outdial call. The system uses the default idle code when the agent profile has Auto Wrap enabled.
Is System Auxiliary Code	<p>Select Yes or No to indicate whether this code is the system code. The multimedia subsystem uses the System auxiliary codes.</p>
Work Type	<p>Select the work type that you want to associate with this code.</p>

Agent Profiles

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

For reports in the Agent Personal Statistics (APS) on Agent Desktop, agent profile settings are applied.

Create an Agent Profile

To create an agent profile:

Procedure

-
- Step 1** From the Webex Contact Center Portal navigation bar, choose **Provisioning**
- Step 2** Choose **Agent Profiles**.
- The Agent Profiles page appears. This page displays a list of agent profiles.
- Step 3** Click the + **New Agent Profile** and enter the following settings:
- [General Information, on page 71](#)
 - [Auxiliary Codes, on page 72](#)
 - [Collaboration, on page 73](#)
 - [Dial Plan, on page 74](#)
 - [Agent DN Validation, on page 76](#)
 - [Agent Viewable Statistics, on page 77](#)
 - [Agent Thresholds, on page 78](#)
-

General Information

The General Information (that appears on the Agent Profile page) displays the settings that are described in the following table:

Setting	Description
Name	Enter a name for the agent profile. The system appends the words <i>copy_of</i> before the name of the original agent profile. You can keep the same name or edit it as per your requirement.
Description	(Optional) Enter a description of the profile.
Status	This setting appears only on the Edit page to indicate whether the profile is active or not. <ul style="list-style-type: none">• Active: You can assign the profile to an agent.• Not Active: You cannot assign the profile to an agent.

Setting	Description
Parent Type	<p>Select a parent type:</p> <ul style="list-style-type: none"> • Tenant: The agent profile is available to all sites at your enterprise. • Site: The agent profile is available to a specific site.
Parent Name	This setting is available if you choose Parent Type as Site. Select the site for which the site this agent profile is available.
Screen Popups	Select Yes or No to specify whether you want to allow external pop-up screens.
Last Agent Routing	<p>This setting appears only if your administrator enables the Last Agent Routing feature for your enterprise. Select Yes or No to specify whether to display the Last Agent Routing check box on the Agent Desktop during wrap-up.</p> <p>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.</p> <p>Note Additional actions might be required from the Professional Services to activate Last Agent Routing.</p>

Auxiliary Codes

The Agent Profile > Auxiliary Codes page displays settings for specifying the wrap up and idle codes and permissions that are related to wrap up and agent availability.

Setting	Description
Wrap Up Settings	<p>When you select Auto Wrap Up with Time Out Of and enter the time, the system automatically enters the default wrap-up code after an agent completes a conversation. The agent, however, can select a different code within the time period that you specify here.</p> <p>Select Manual Wrap Up if you want the agent to select a wrap-up code after completing a call. No timeout is associated with manual wrap-up.</p>

Setting	Description
Agent Available After Outdial	<p>Select Yes if you want the agent to go into the Available state after completing and wrapping up an outdial call. The agent can also manually select an Idle state from the STATUS NOW drop-down list before selecting a wrap-up code.</p> <p>Select No if you want the agent to go into the Idle state after completing and wrapping up an outdial call.</p>
Allow Auto Wrap Up Extension	<p>Select Yes if you want agents to cancel the auto wrap-up time and extend the wrap-up time.</p> <p>When this option set to Yes, the system displays the Cancel Auto Wrap Up option when the agent is in auto wrap-up mode.</p>
Wrap Up Codes	<p>Specify the wrap-up codes that the agents can select when they wrap up a contact:</p> <ul style="list-style-type: none"> • Select All to make all wrap-up codes available. • Select Specific to make specific codes available; then select codes from the drop-down list. To remove a code, click X on the left side of the listed code name. <p>You must add the default wrap-up code in the Selected Codes list. The system uses the default code when you have enabled Auto Wrap Up in the profile of the agent. Such agents do not enter wrap-up codes.</p>
Idle Codes	<p>Specify the Idle codes that the agents can select in Agent Desktop:</p> <ul style="list-style-type: none"> • Select All to make all idle codes available. • Select Specific to make specific codes available; then select codes from the drop-down list. To remove a code, click X on the left side of the listed code name. <p>You must add the default idle code in the Selected list. The system uses default codes in the following scenarios:</p> <ul style="list-style-type: none"> • When the agent initially logs in. • After the agent makes an outdial call, if you have enabled Auto Wrap Up in the profile of the agent.

Collaboration

The Agent Profile > Collaboration page displays the settings that are described in the following table.

Setting	Description
Entry Point/Queue Transfer Targets	<p>Specify the entry points or queues that the agents can select from the Queue drop-down list on the Agent Desktop:</p> <ul style="list-style-type: none"> • Select All to make all entry points and queues available. • Select Specific to make specific entry points and queues available; then select entry points and queues from the drop-down list. • Select None if you do not want to make any entry points or queues available as transfer targets.
Buddy Teams	<p>Specify the teams that the agents can select from the Agent drop-down list on the Agent Desktop.</p> <p>Agents can consult with, conference with, and transfer calls to the agents from the teams that they select.</p> <ul style="list-style-type: none"> • Select All to make the agents on all teams available. • Select Specific to make agents on specific teams available; then select teams from the drop-down. • Select None if you do not want to make any teams available for consultation, conference, or call transfer.
Consult To Queue	<p>Select Yes if you want the agent to be able to select a queue in the Queue drop-down as a target for a consultation. The target must be an inbound Webex Contact Center queue.</p> <ul style="list-style-type: none"> • If the agent selects an entry point as the target, the system disables the Consult button. • The system supports Consult to Queue only for queues that have teams serving them. If the agent attempts to consult to a queue that only redirects to another entry point or queue, the system displays a Consult Failed message.

Dial Plan

The Agent Profile > Dial Plans page displays the following settings.

Setting	Description
Outdial Enabled	<p>If you want the agent to be able to make outdial calls, select Yes.</p> <p>If you do not want the agent to make outdial calls, select No. This setting prevents the dialpad from appearing on the Agent Desktop.</p> <p>Note: To display the dialpad, you must have an appropriate setup. Contact your administrator for the setup.</p>
Outdial Entry Points	If you set Outdial Enabled to Yes , select the outdial entry point that the agent can use to make outdial calls.
Address Book	<p>Select the address book that includes the speed-dial numbers that the agent can select to make outdial and consult calls.</p> <p>If you set Outdial Enabled to No and you select an address book, the agent can select a name from the address book for consults and transfers, but cannot make outdial calls.</p> <p>Select None if you do not want to make an address book available to the agent.</p> <p>See Create an Address Book, on page 81 for more information.</p>
Dial Plan Enabled	<p>If you want the agent to be able to make ad-hoc outdial calls, select Yes.</p> <p>If you specify No, the agent cannot make ad-hoc outdial calls. However, if you set Outdial Enabled to Yes, the agent can make an outdial call, but only by either selecting an entry from the address book or typing a name from the address book in the Start a new call field on the dialpad.</p>

Setting	Description
Select Dial Plan	<p>This setting appears only if you set Dial Plan Enabled to Yes. Select the dial plans that determine the inputs that the system accepts in the Start a new call field. Two system-supplied dial plans are available. Your administrator can also create other dial plans for your enterprise. The dial plans are:</p> <ul style="list-style-type: none"> • US accepts input text such as the following: 18005551234 1-800-555-1234 1 (800) 555-1234 • Any Format accepts any sequence of alphanumeric characters, hyphens, parentheses, and spaces, plus, non-sequential, underscores, and periods. The input cannot begin with an underscore or period. The system strips hyphens, spaces, and parentheses, but not the periods and underscores. You can use this format for any phone number as well as for the first part of an e-mail address or SIP URI. For example: 123 5551234 555-1234 1-800-FLOWERS (800) 555-1234 John.Smith
Outdial ANI	<p>This setting appears only if you set Outdial Enabled to Yes. Optionally, select the list of phone numbers that the agent can select before making an outdial call. The system uses the number that you select as the caller ID for the call. For more information, see Create an Outdial ANI, on page 83.</p>

Agent DN Validation

The Agent Profile > Agent DN Validation page displays the following settings.

Setting	Description
Validation for Agent DN	<p>Select Unrestricted to allow agents to use any DN to log in to the Agent Desktop.</p> <p>To restrict the DN that the agent can enter, select one of the following:</p> <ul style="list-style-type: none"> • 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.

Setting	Description
Validation Criteria	<p>This setting appears only if you select Validation Criteria in the Validation For Agent DN. Select the formats for the DN:</p> <ul style="list-style-type: none"> • Select All to restrict the DN to all available formats. • Select Specific and then select formats from the Select Validation Criteria drop-down. For more information, see Dial Plan, on page 74.

Agent Viewable Statistics

The **Agent Profile > Agent Viewable Statistics** page displays the following settings.

Setting	Description
Agent Statistics	Select Yes or No to specify whether you want the agents view their personal statistics in Agent Desktop.
Queue Statistics	<p>This setting controls whether the agent can display statistics for all or some queues in the Agent Personal Statistics tab. Do one of the following:</p> <ul style="list-style-type: none"> • Select All to enable the agent to display statistics for all queues. • Select Specific and then the queues from the Select Queues drop-down to enable the agent to display statistics for specific queues. • Select None to prevent the agent from displaying queue statistics.
Logged-in Team Statistics	<p>Select Yes or No to specify whether the agent can view statistics for their team.</p> <p>Note: Settings for Logged-in Team Statistics and Team Statistics are independent of each other.</p>
Team Statistics	<p>This setting controls whether the agent can display statistics for all or some teams in the Agent Personal Statistics tab. Do one of the following:</p> <ul style="list-style-type: none"> • Select All to enable the agent to display statistics for all teams. • Select Specific and then the teams from the Select Teams drop-down to enable the agent to display statistics for specific teams. • Select None to prevent the agent from displaying teams statistics.

Agent Thresholds



Note As of now this feature is not enabled.

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.

If your enterprise uses the Agent Threshold Alerts feature, the page also provides settings for specifying which, if any, thresholds are associated with the agent.

For more information, see [Threshold Rules, on page 133](#).

Setting	Description
Agent Viewable Threshold Alerts	Specify the alerts that you want the agent to receive by selecting rules from the drop-down. When an agent breaches a threshold rule, the system generates an alert and displays it in the Agent Personal Statistics tab in Agent Desktop.
Enable Agent Threshold Alerts	Select Yes or No to specify whether you want the agent and the supervisor to receive alerts when the agent breaches specified threshold rules. If the agent breaches a selected rule, the system generates the alert and displays it in the Agent Threshold Alerts section of the Agent Personal Statistics tab. The supervisor also receives the alert in their Webex Contact Center Management Portal.
Threshold Alerts	This is available if you enable threshold alerts. If agent viewable threshold alerts are available, select the rules for triggering the alerts from the drop-down.

View the Details of an Agent Profile

To view an agent profile:

Procedure

Step 1 From the Webex Contact Center Portal navigation bar, choose **Provisioning**.

Step 2 Choose **Agent Profiles**.

The Agent Profiles page appears. This page displays a list of agent profiles.

Step 3 Click the ellipsis icon beside the agent profile you want to view and click **View**. You can view the following details:

- [General Information, on page 71](#)

- [Auxiliary Codes, on page 72](#)
- [Collaboration, on page 73](#)
- [Dial Plan, on page 74](#)
- [Agent DN Validation, on page 76](#)
- [Agent Viewable Statistics, on page 77](#)
- [Agent Thresholds, on page 78](#)

Step 4 (Optional) Click **Edit** in each tab to edit the settings.

Edit an Agent Profile

Procedure

Step 1 From the Webex Contact Center Portal navigation bar, choose **Provisioning**.

Step 2 Choose **Agent Profiles**.

The Agent Profiles page appears. This page displays a list of agent profiles.

Step 3 Click the ellipsis icon beside the agent profile you want to edit and click **Edit**. You can edit the following details:

- [General Information, on page 71](#)
 - [Auxiliary Codes, on page 72](#)
 - [Collaboration, on page 73](#)
 - [Dial Plan, on page 74](#)
 - [Agent DN Validation, on page 76](#)
 - [Agent Viewable Statistics, on page 77](#)
 - [Agent Thresholds, on page 78](#)
-

Copy an Agent Profile

To copy an agent profile:

Procedure

Step 1 From the Webex Contact Center Portal navigation bar, choose **Provisioning**.

Step 2 Choose **Agent Profiles**.

The Agent Profiles page appears. This page displays a list of agent profiles.

Step 3 Click the ellipsis icon beside the agent profile you want to copy and click **Copy**. You can edit the following details in the copied agent profile:

- [General Information, on page 71](#)
- [Auxiliary Codes, on page 72](#)
- [Collaboration, on page 73](#)
- [Dial Plan, on page 74](#)
- [Agent DN Validation, on page 76](#)
- [Agent Viewable Statistics, on page 77](#)
- [Agent Thresholds, on page 78](#)

Step 4 (Optional) Click **Edit** in each tab to edit the settings.

Deactivate an Agent Profile

You cannot deactivate an agent profile if you associate it with any other entities such as, dial numbers or any other routing strategy. When you try to deactivate such agent profiles, you get an error message. Click the information icon at the end of the message to view the list of all the associated entities.

After you deactivate an agent profile, you can still see it in the Agent Profiles page as Not Active. Historical reports also display details of the deactivated agent profile.

To deactivate an agent profile:

Procedure

Step 1 From the Webex Contact Center Portal navigation bar, choose **Provisioning**

Step 2 Choose **Agent Profiles**.

The Agent Profiles page appears. This page displays a list of agent profiles.

Step 3 Click the ellipsis icon beside an agent profile and click **Delete**.
The Heads Up! dialog box appears.

Step 4 Click **Yes** to confirm.
The status of the agent profile changes to Not Active.

Activate an Agent Profile

To activate an agent profile:

Procedure

-
- Step 1** From the Webex Contact Center Portal navigation bar, choose **Provisioning**
- Step 2** Choose **Agent Profiles**.
- The Agent Profiles page appears. This page displays a list of agent profiles.
- Step 3** Click the ellipsis icon beside an agent profile with the status Not Active and click **Restore**.
The Confirm Activate? dialog box appears.
- Step 4** Click **Yes** to confirm.
The status of the agent profile changes to Active.
-

Address Books

Address books contain entries with phone numbers. Instead of manually entering a number when they start a call, agents can use the address book to select an entry to dial. Agents can access an address book when you add it to their Agent Profile. For more information, see [Dial Plan, on page 74](#) in [Agent Profiles, on page 70](#).

You can create address books that are available to all sites or only to a specific site. The Maximum Address Books value in the tenant settings for your enterprise determines the number of address books you can create. For more information, see [Tenant Settings, on page 13](#).

Create an Address Book

To create a new address book:

Procedure

-
- Step 1** From the Webex Contact Center Portal navigation bar, choose **Provisioning**.
- Step 2** Choose **Address Book**.
- The Address Book page appears. This page displays a list of address books.
- Step 3** Click **+ New Address Book**.
- Note** The maximum number of entries in the Address Book is 150.
- Step 4** Enter the following details and click **Save**.

Setting	Description
Name	Enter a name for the address book.
Description	(Optional) Enter the description of the address book.

Setting	Description
Parent Type	Select a parent type: <ul style="list-style-type: none"> • Tenant: The address book is available to all sites at your enterprise. • Site: The address book is only available for a specific site.
Parent Name	Select the site for the address book. This field is available only if you select Parent Type as Site.

Step 5 (Optional) In Entry List, click the + icon to add new entries to the address book. The Add Address Book dialog box appears.

Step 6 In the Add Address Book dialog box enter the following details:

Setting	Description
Name	Enter the name of the entry.
Phone Number	Enter phone number of the entry.

Edit an Address Book

You can edit the general settings and the entries of the address book.

To edit an address book:

Procedure

Step 1 From the Webex Contact Center Portal navigation bar, choose **Provisioning**

Step 2 Choose **Address Book**.

The Address Book page appears. This page displays a list of address books.

Step 3 Click the ellipsis icon beside the address book that you want to edit and click **Edit**.

You can edit the following fields:

Setting	Description
General Settings	
Name	Edit the name of the address book.
Description	Edit the description of the address book.
Parent Name	Edit the site for the address book. This field is available only for the Site parent type.

Step 4 In Entry List, under Action, click **Edit** to edit an entry.
The Edit Address Book dialog box appears.

Step 5 In the Edit Address Book dialog box you can edit the following:

Setting	Description
Name	Edit the name of the entry.
Phone Number	Edit the phone number of the entry.

Step 6 (Optional) In Entry List, under Action, click **Delete** to delete an entry.

Step 7 (Optional) Click the + icon to add a new entry to the Entry List.

Delete an Address Book

You cannot delete an address book if you associate it with any other entities such as, agent profile. When you try to delete such address books, you get an error message. Click the information icon at the end of the message to view the list of all the associated entities.

To delete an address book.

Procedure

Step 1 From the Webex Contact Center Portal navigation bar, choose **Provisioning**

Step 2 Choose **Address Book**.

The Address Book page appears. This page displays a list of address books.

Step 3 Click the ellipsis icon beside the address book that you want to delete and click **Delete**.
The Heads Up! dialog box appears.

Step 4 Click **Yes** to confirm.

Outdial Automatic Number Identification (ANI)

The Outdial Automatic Number Identification (ANI) feature allows an agent to select a phone number as the caller ID for an outdial call.

To make an outdial ANI list available to an agent, add the outdial ANI list to an agent profile, and then assign the profile to the agent. For more information, see [Agent Profiles, on page 70](#).

Create an Outdial ANI

To create an outdial ANI:

Procedure

Step 1 From the Webex Contact Center Portal navigation bar, choose **Provisioning**.

Step 2 Choose **Outdial ANI**.

The **Outdial ANI** page appears. This page displays a list of outdial ANIs.

Step 3 Click + **New Outdial ANI**.

Step 4 Enter the following details in the **General Settings** section:

Field	Description
Name	Enter a name for the outdial ANI.
Description	(Optional) Enter a description for the outdial ANI.

Note The **Name** and **Description** fields allow alphanumeric characters, space, hyphen (-), and underscore (_).

Step 5 Click the + icon displayed in the **Outdial ANI Entry List** section to add a new outdial ANI entry. The **Add Outdial ANI** dialog appears.

Step 6 Enter the following details in the **Add Outdial ANI** dialog:

Field	Description
Name	Enter a name for the outdial ANI entry. The field allows alphanumeric characters, space, hyphen (-), and underscore (_).
Number	Select a dial number from the drop-down list. The drop-down list displays only the dial numbers that are mapped to entry points. For more information, see Entry Point Mappings, on page 136 .

Step 7 Repeat Step 5 and Step 6 to add another outdial ANI entry to the list.

Step 8 Click **Save**.

Newly added entries are displayed in the **Outdial ANI Entry List** section.

Edit an Outdial ANI

To edit an outdial ANI:

Before you begin

[Create an Outdial ANI, on page 83](#).

Procedure

- Step 1** From the Webex Contact Center Portal navigation bar, choose **Provisioning**.
- Step 2** Choose **Outdial ANI**.
- The **Outdial ANI** page appears. This page displays a list of outdial ANIs.
- Step 3** Click the ellipsis icon beside the outdial ANI that you want to edit.
- Step 4** Click **Edit**.
- The **Outdial ANI** page appears in edit mode.
- Step 5** You can edit the following:
- **General Settings** section—Edit the **Name** or **Description** of the outdial ANI.
 - **Outdial ANI Entry List** section—Edit the name or dial number of an outdial ANI entry.
 - a. In the **Action** column, click the **Edit** icon next to an entry.The **Edit Outdial ANI** dialog appears.
 - b. (Optional) To delete an entry, click the corresponding **Delete** icon in the **Action** column.
- Click **Yes** to the prompt message to confirm the deletion.
- Step 6** Click **Save**.
- The updated outdial ANI details are displayed in the **Outdial ANI** page.
-

Delete an Outdial ANI



Note You cannot delete an outdial ANI if you have associated it with any entity, for example, an Agent Profile.

To delete an outdial ANI:

Before you begin

[Create an Outdial ANI, on page 83.](#)

Procedure

- Step 1** From the Webex Contact Center Portal navigation bar, choose **Provisioning**.
- Step 2** Choose **Outdial ANI**.
- The **Outdial ANI** page appears. This page displays a list of outdial ANIs.
- Step 3** Click the ellipsis icon beside the outdial ANI that you want to delete.

Step 4 Click **Delete**.

Step 5 Click **Yes** to the prompt message to confirm deletion.

For more information on deleting an outdial ANI entry, see [Outdial ANI Entry List](#).

Dial Plans

If an agent is assigned a profile in which the Dial Plan setting is enabled, the agent can make outdial calls by entering valid text in the Start a new call field of the dialpad on the Agent Desktop. The system validates the text entered by the agent based on criteria specified in the Dial Settings section of the agent profile.



Note

In order for the dialpad to be enabled on the Agent Desktop, your service must be set up for Outdial.

Dial plans can also be used to validate the DN an agent uses to log in to the Agent Desktop, as specified in the Agent DN Validation Settings section of the agent profile.

Example:

When you add a dial plan, you must create a regular expression to specify the required format for the phone number entered in the Start a new call field on the Agent Desktop or to validate the DN an agent uses to log in. Optionally, you can also specify a prefix and stripped characters.

The system-supplied US dial plan accepts input text such as the following:

- 18005551234
- 1-800-555-1234
- 1 (800) 555-1234
- 18005551234,,,222

In the last example (18005551234,,,222), commas are inserted before an extension number to indicate pauses.

The system performs the following steps to determine the validity of text the agent enters in the Start a new call field:

1. Strip the characters specified in the dial plan's Stripped Characters field from the input text. In the system-supplied US and Any Format dial plans, the specified characters are left parenthesis, right parenthesis, space, and hyphen.
2. Validate the resulting text according the specified regular expression. If the text passes this test, it is deemed valid.
3. If the text is not deemed valid, concatenate the text specified in the Prefix field. In the US dial plan, the specified prefix is the number 1.
4. Validate the resulting text according to the defined regular expression again.

Regular Expression for the System-Supplied US Dial Plan

The regular expression specified for the US dial plan is shown below with annotations.

Following is a description of what this regular expression specifies.

Procedure

-
- | | |
|---------------|---|
| Step 1 | The first digit must be 1. |
| Step 2 | Three digits 0-9 must follow.
{3} means “3 of the preceding” |
| Step 3 | One digit 2-9 must follow. |
| Step 4 | Six digits 0-9 must follow.
{6} means “6 of the preceding” |
| Step 5 | Zero or one of the following sequence can follow: between one and ten commas, followed by one or more digits 0-9.
{1,10} means “1 to 10 of the preceding”
+ means “one or more of the preceding”
{0,1} means “0 or 1 of the preceding” |
-

Regular Expression for the System-Supplied Any Format Dial Plan

Following is a second annotated example of a regular expression. This regular expression is specified for the system-supplied dial plan named Any Format.

`([0-9a-zA-Z]+[-.])*[0-9a-zA-Z]+`

1. `([0-9a-zA-Z]+[-.])`

a. `[0-9a-zA-Z]`

b. `[-.]`

2. `[0-9a-zA-Z]`

This regular expression can be used to validate any phone number as well as the part of an email address preceding the @. For example:

123

5551234

555-1234

8005551234

1800FLOWERS

bruce.matthews

Following is a description of what this regular expression specifies:

Procedure

-
- Step 1** The input text can start with zero or more sets of the following (* means “0 or more of the preceding”):
- a) one or more alphanumeric characters (0-9a-zA-Z) followed by
 - b) one hyphen, period, or underscore.
- Step 2** One or more alphanumeric characters (0-9a-zA-Z) must follow.
-

Create a Dial Plan

To add, edit, or delete a dial plan:

Procedure

-
- Step 1** From the Webex Contact Center Portal navigation bar, choose **Provisioning**.
- Step 2** Choose **Dial Plan**.
- The Dial Plan page appears. This page displays a list of Dial Plans.
- Step 3** Click + **New Dial Plan**.
- Step 4** Enter the following details and then click **Save**:

Setting	Description
Name	Enter a name for the dial plan. You can assign a dial plan to an agent when you create or edit the agent profile. For more information, see Create an Agent Profile, on page 71 and Edit an Agent Profile, on page 79 .
Regular Expression	<p>A regular expression specifies the format of the phone number and the characters that you can use while dialing a number.</p> <p>The system uses this expression to validate the characters that the agent enters in the Start a new call field or in the DN field when they log in.</p> <p>For examples, see:</p> <ul style="list-style-type: none"> • Regular Expression for the System-Supplied US Dial Plan, on page 87 • Regular Expression for the System-Supplied Any Format Dial Plan, on page 87

Setting	Description
Prefix	(Optional) Enter a prefix that the system automatically adds to the phone number that the agent enters. For example, digit 1 for long-distance calls within the United States. The system adds a prefix only if the agent does not add it while dialing a call.
Stripped Character	Enter the characters that system removes from the phone number that the agent dials. For example, left and right parentheses, space, and hyphen.

Edit a Dial Plan

Procedure

Step 1 From the Webex Contact Center Portal navigation bar, choose **Provisioning**.

Step 2 Choose **Dial Plan**.

The Dial Plan page appears. This page displays a list of Dial Plans.

Step 3 Click the ellipsis icon beside the dial plan you want to edit and click **Edit**.
The Edit Dial Plan dialog box appears.

Step 4 You can update the following details and click **Save**:

Setting	Description
Name	Edit the name of the dial plan.
Regular Expression	Edit the regular expression. The regular expression specifies the format of the phone number and the exceptions, if any.
Prefix	Edit the prefix. If the agent does not add a prefix, the system automatically adds it to the phone number when the agent dials a number. For example, adding digit 1 for long-distance calls made within the United States.

Setting	Description
Stripped Character	<p>Edit the stripped character. The system removes the characters from the number that the agent dials.</p> <p>For example, left and right parentheses, space, and hyphen.</p>

Delete a Dial Plan

Before you begin

Ensure that you do not associate the dial to any entity before deleting the dial plan. If you cannot delete a dial plan, contact your organization administrator.

To delete a dial plan:

Procedure

- Step 1** From the Webex Contact Center Portal navigation bar, choose **Provisioning**
- Step 2** Choose **Dial Plan**.
The Dial Plan page appears. This page displays a list of all dial plans.
- Step 3** Click the ellipsis icon beside the dial plan you want to delete and click **Delete**.
The Heads Up! dialog box appears.
- Step 4** Click **Yes** to confirm.

Multimedia Profiles

If your administrator enables multimedia for your enterprise, you can assign each agent with a multimedia profile. Each profile specifies the number of each type of media, such as email, chat, social channels, or telephone, the agent can handle simultaneously.

You can assign multimedia profiles to sites, teams, or individual agents. By default, the system assigns the *Default_Telephony_Profile* to every site. You cannot edit or delete this profile, but can re-assign a different multimedia profile to the site.

All the teams under a site have the same multimedia profile as that of the site, unless you assign a different profile to the teams. Similarly, all the agents under the teams have the same profile as that of the team, unless you change the profile for the agents.

Create a Multimedia Profile

To configure a multimedia profile:

Procedure

- Step 1** From the Webex Contact Center Portal navigation bar, choose **Provisioning**
- Step 2** Choose **Multimedia Profiles**.
- The Multimedia Profiles page appears. This page displays a list of multimedia profiles.
- Step 3** Click + **New Multimedia Profile**.
The Multimedia Profile page appears.
- Step 4** Enter the following details and click **Save**.

Setting	Description
Profile Details	
Name	Enter a name for the multimedia profile.
Description	(Optional) Enter a description for the profile.
Media Details	
Blended	<p>Allows agents to handle multiple contacts simultaneously for different channel types. Set the number for each channel type.</p> <p>Note Number of contacts that you can set:</p> <ul style="list-style-type: none"> • Voice: 0–1 • Chat, Email, and Social Channel: 0–5
Blended Real-time	<p>Allows agents to handle one mandatory real-time channel, either Voice or Chat, and in addition you can set the limit for Email and Social Channel.</p> <p>Note Number of contacts that you can set:</p> <ul style="list-style-type: none"> • Voice: 1 (mandatory) • Chat: 1–5 • Email and Social Channel: 0–5
Exclusive	Allows agents to focus on one customer contact at a time. Select the check boxes that agents can receive only those channels.

View a Multimedia Profile

To view the details of a multimedia profile:

Procedure

-
- Step 1** From the Webex Contact Center Portal navigation bar, choose **Provisioning**
- Step 2** Choose **Multimedia Profiles**.
The Multimedia Profiles page appears. This page displays a list of multimedia profiles.
- Step 3** Click the ellipsis icon beside a multimedia profile and click **View**. You can view the following details:
- Step 4** (Optional) Click **Edit** to change the settings. For more information, see [Edit a Multimedia Profile, on page 92](#).
- Step 5** (Optional) Click **Delete** to deactivate the settings. For more information, see [Deactivate a Multimedia Profile, on page 93](#).
-

Edit a Multimedia Profile

To view and edit a multimedia profile:

Procedure

-
- Step 1** From the Webex Contact Center Portal navigation bar, choose **Provisioning**
- Step 2** Choose **Multimedia Profiles**.
The Multimedia Profiles page appears. This page displays a list of multimedia profiles.
- Step 3** Click the ellipsis icon beside a multimedia profile and click **Edit**.
The Multimedia Profile page with the details of the profile appears.
- Step 4** You can edit the following details and click **Save**.

Setting	Description
Profile Details	
Name	Enter a name for the multimedia profile.
Description	(Optional) Enter a description for the profile.
Media Details	
Blended	Allows agents to handle multiple contacts simultaneously for different channel types. Set the number for each channel type. Note Number of contacts that you can set: <ul style="list-style-type: none"> Voice: 0–1 Chat, Email, and Social Channel: 0–5

Setting	Description
Blended Real-time	<p>Allows agents to handle one mandatory real-time channel, either Voice or Chat, and in addition you can set the limit for Email and Social Channel.</p> <p>Note Number of contacts that you can set:</p> <ul style="list-style-type: none">• Voice: 1 (mandatory)• Chat: 1–5• Email and Social Channel: 0–5
Exclusive	<p>Allows agents to focus on one customer contact at a time. Select the check boxes that agents can receive only those channels.</p>

Deactivate a Multimedia Profile



Note You cannot deactivate a Multimedia profile if you associate it with any entity.

To delete a multimedia profile:

Procedure

- Step 1** From the Webex Contact Center Portal navigation bar, choose **Provisioning**
- Step 2** Choose **Multimedia Profiles**.
The Multimedia Profiles page appears. This page displays a list of multimedia profiles.
- Step 3** Click the ellipsis icon beside the multimedia profile that you want to deactivate, and click **Delete**.
The Heads Up! page appears.
- Step 4** Click **Yes** to confirm.

Activate a Multimedia Profile

Procedure

- Step 1** From the Webex Contact Center Portal navigation bar, choose **Provisioning**
- Step 2** Choose **Multimedia Profiles**.
The Multimedia Profiles page appears. This page displays a list of multimedia profiles.

- Step 3** Click the ellipsis icon beside a multimedia profile with the status Not Active and click **Restore**. The Confirm Activate? dialog box appears.
- Step 4** Click **Yes** to confirm. The status of the multimedia profile changes to Active.
-

Desktop Layout

The Desktop Layout feature allows you to configure the Agent Desktop layout as per your business requirements by customizing elements such as logo, title, and widgets. The complete list of elements that you can customize is provided in [Define a Custom Desktop Layout, on page 96](#). You can create a desktop layout and assign it to a team. This layout is used to generate the agent experience on the desktop for all agents who sign in as part of that team.

There are two types of layouts:

- **Global Layout**—This layout is a system-generated layout that gets assigned by default when you create a team. For more information, see [Create a Team, on page 50](#). When you create a team, the Global Layout is automatically set as the desktop layout for the team. You cannot delete this layout.
- **Custom Layout**—A layout that is created to provide a customized Agent Desktop experience. A custom layout can be created for one or more teams.



Note If you assign a new desktop layout when an agent is logged in, then the agent must reload the page to see the new layout.

Create a Desktop Layout

This topic discusses how to create a desktop layout and assign it to a team. A system-generated default layout is provided. This default layout is automatically assigned when you create a team. For more information, see [Create a Team, on page 50](#).

To create a custom desktop layout:

Before you begin

Ensure that you have a custom JSON layout file that defines your layout. To create a custom JSON layout file, download the *Default Desktop Layout.json* file from this page and customize as described in [Define a Custom Desktop Layout, on page 96](#).

Procedure

- Step 1** From the Management Portal navigation bar, click **Provisioning > Desktop Layout**.
- Step 2** Click **New Layout**. The Desktop Layout page appears.
- Step 3** Enter the following details:

Setting	Description
Name	Enter a name that identifies the purpose of the layout.
Description	Enter a description.
Team	<p>Select a team name from the drop-down list.</p> <p>Note</p> <ul style="list-style-type: none"> • If a custom layout is already assigned to a team, then that team name doesn't appear in this drop-down list. For more information on the Team settings, see Create a Team, on page 50. • Assigning a custom layout on this page overwrites the global layout, which is the default layout for all teams.
JSON File	The <i>Default Desktop Layout.json</i> file appears. Click on the JSON file to download and customize it as described in Define a Custom Desktop Layout, on page 96 .

Step 4 Upload the JSON file that you customized to define the custom desktop layout.

- Note**
- The system validates the JSON file for errors and an appropriate message appears. The **Save** button is enabled only when the validation is complete.
 - To integrate Webex Experience Management widgets, see the [Webex Experience Management documentation](#).

Step 5 If the uploaded custom layout has validation errors, click **Restore** to restore the default layout.

Step 6 Click **Save** to save the configuration.

Important:

To confirm a layout experience on the Agent Desktop, see [View Layout Experience on Agent Desktop, on page 95](#).

View Layout Experience on Agent Desktop

Procedure

- Step 1** Create a test team. For more information, see [Create a Team, on page 50](#).
- Step 2** Assign yourself to the test team.
- Step 3** From the navigation bar, click the **Agent Desktop** icon.
- Step 4** Select the test team and validate the experience.

Define a Custom Desktop Layout

This topic discusses how to create a custom layout by editing the JSON file and provides sample use cases to get started with widgets such as the Customer Experience Management Metrics widget and Customer Experience Journey widget.

This topic covers the following sections:

Before You Begin

The following are good-to-have skills to customize the Agent Desktop layout:

1. Understanding of the HTML structure
2. Understanding of the document tree model in a browser
3. Understanding of the JSON format

Agent Desktop Layout Overview

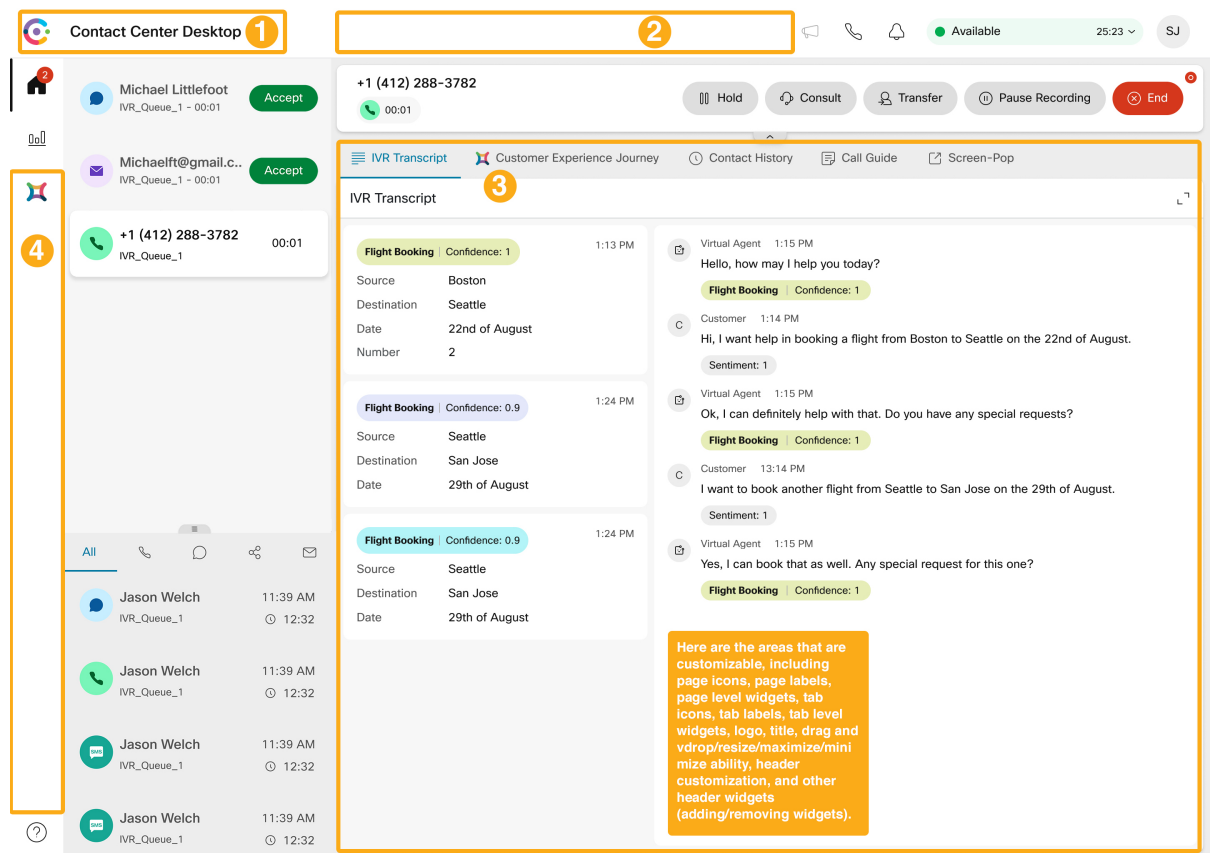
The following list details the spaces that can be configured. The image illustrates the layout of the Agent Desktop:

1. **Title and Logo** area—This space displays the Cisco Webex Contact Center logo and name (default) at the top-left corner of your screen.
2. **Header Widgets** area—This space has a configurable area that is populated with custom widgets. These widgets can display, for example, inline information and drop-down menus. As the height of this header is only 64px, the widget height can't cross the header height.
3. **Auxiliary Information Pane** area—This space changes as per the selection on the Navigation Bar or while interacting with customers. When an agent is on a call, this area displays the interaction control and auxiliary information pane (that includes custom widgets and persistent widget). When an agent is interacting on email, chat, or social channels, this area displays the workspace area and auxiliary information pane (that includes the persistent widget area).

Custom Page is displayed on the Agent Desktop interface in the workspace pane. The custom page is accessed through icons on the Navigation bar. Each custom page can contain one or more custom widgets.

Custom Widget is a third-party application that is configured in the JSON layout. The custom widget is placed on the custom page, custom tab (Auxiliary Information pane), or on the horizontal header of the Agent Desktop.

4. **Navigation Bar** area—This space is used to add navigation items to access custom pages.



JSON Layout Top-Level Properties

The following are the top-level properties for JSON Layout:

```
"version": "0.0.5",
  "appTitle": "Contact Center Desktop",
  "logo": "https://my-cdn.com/logo.png",
  "dragDropEnabled": false,
  "notificationTimer": 8,
  "maximumNotificationCount": 3,
  "browserNotificationTimer": 8,
  "wxmConfigured": false,
```

appTitle

Specify a title on the horizontal header of Agent Desktop. The default title is `Contact Center Desktop`.

The title can either be a text, or an image, or an empty string. The title text appears in two rows. If the text extends beyond the second row, an ellipsis icon is displayed, and the tooltip displays the complete title. Styles cannot be applied to the title.

You can either use data URIs or host a custom title image on a CDN, Amazon Web Services (AWS) Simple Storage Service (S3) bucket, or a similar hosting service, and then specify the URL to the hosted image. The supported title image formats are PNG, JPG, JPEG, SVG and WebP. The supported title image size is 184 x 32 pixels (width x height).

logo

Specify a URL for the company logo. If you do not provide a URL, then the Cisco Webex Contact Center logo appears by default.

You can host a custom logo image on a CDN, Amazon Web Services (AWS) Simple Storage Service (S3) bucket, or a similar hosting service, and then specify the URL to the hosted image. The supported logo image formats are PNG, JPG, JPEG, SVG and WebP. The supported logo image size is 96 x 32 pixels (width x height).

Table 17: Display Matrix for appTitle and logo Based on the Desktop Layout Configuration

Condition	Example	appTitle	logo
If appTitle and logo are not configured	"appTitle": "", "logo": "",	No title	Default logo
If appTitle and logo are configured	"appTitle": "ABC Company", "logo": "https://my-cdn.com/abclogo.png",	Configured text	Configured logo
If appTitle is configured and logo is not configured	"appTitle": "ABC Company", "logo": "",	Configured text	Default logo
If appTitle is not configured and logo is configured	"appTitle": "", "logo": "https://my-cdn.com/abclogo.png",	No title	Configured logo
If appTitle is configured and logo is not preferred	"appTitle": "ABC Company", "logo": "no-logo",	Configured text	No logo
If appTitle is not configured and logo is not preferred	"appTitle": "", "logo": "no-logo",	No title	No logo
If appTitle is added as an image and logo is configured	"appTitle": "https://my-cdn.com/abccompanylogo.png", ", "logo": "https://my-cdn.com/abclogo.png",	Configured image	Configured logo
If appTitle is added as an image and logo is not configured	"appTitle": "https://my-cdn.com/abccompanylogo.png", ", "logo": "",	Configured image	Default logo
If appTitle is added as an image and logo is not preferred	"appTitle": "https://my-cdn.com/abccompanylogo.png", ", "logo": "no-logo",	Configured image	No logo

**Note**

- If title and logo are not configured in the horizontal header of Agent Desktop, that space will be used by the header widgets. The header widgets must be configured correctly to use the title and logo space.
- The title and logo together cannot exceed the maximum width of 304 pixels (including padding). If the logo width is lesser than 96 pixels, the remaining width can be used for the title.
- If the custom image size is higher than the supported size, the image size is adjusted based on the aspect ratio in the horizontal header. If the custom image size is lesser than the supported size, the actual image size is retained in the horizontal header.
- No changes required for custom titles and logos configured previously for customers.

dragDropEnabled

Set the value to true to enable the agent to drag-and-drop and resize the widgets on the custom pages. The default value is false.

notificationTimer

Set duration (in seconds) for the desktop notification to dismiss automatically. The desktop notification appears on the top-right corner of Agent Desktop. If the value isn't specified, the timeout is set to 8 seconds by default. The valid recommended range is 1–10 seconds. The browser must be refreshed for timeout changes to take effect.

maximumNotificationCount

Set the number of desktop notifications to be displayed at a time in the range 1–10. The desktop notifications are stacked. If there are too many notifications, they appear with a slight delay (depending on the Notification Timer settings). The default value is 3.

browserNotificationTimer

Set duration (in seconds) for the browser notification timeout to dismiss automatically. Toaster is a native browser notification that appears only if the desktop's browser tab is in the background. Browser toaster notifications are displayed if Agent Desktop is not the active browser window or tab. Agent Desktop browser window or tab is inactive when,

- You are working on other browser windows or tabs.
- You are working on other applications.
- You have minimized Agent Desktop browser window.

If the value is not specified, the timeout is set to 8 seconds by default. The valid recommended range is 5–15 seconds. The browser must be refreshed for timeout changes to take effect.

**Note**

The configured timeout for browser notifications depends on the operating system and browser settings. The timeout value is honored in the Chrome browser across Windows OS, Chrome OS, and macOS. However, the other supported browsers do not honor the configured notification timeout value consistently.

wxmConfigured

(Optional) Set the value to true to integrate the Customer Experience Management. The default value is false.



Note You need more configuration to integrate. For more information, see [Configure and Access Customer Experience Management Metrics Widget From the Navigation Bar](#).

area

This property is the core section of Agent Desktop layout. You can define the layout as per the area.

```
"area": {
  "header": {...},
  "panel": {...},
  "navigation": [...],
  "persistent": {...},
  "headless": {...},
```

You can configure the following Area objects:

- **Header**—Represents the header that appears on top of the layout, which includes the appTitle, logo, and custom widget.
- **Headless**—Represents the widgets that don't have a visual interface, but execute logic in the background.
- **Panel**—Represents the second panel or the right-most panel in the Auxiliary Information pane.
- **Persistent**—Represents the page-level widgets that are persistent and displayed on all pages of Agent Desktop.
- **Navigation**—Represents custom pages and their navigation elements related to the pages.

Header Widgets

The header is used to display inline information, to add drop-down menus, and so on. As the header container has limited vertical space, the overall header height is only 64 pixels. For more information on the layout alignment, see the [layout property](#).

Example:

```
"header": {
  "id": "header",
  "widgets": {
    "head1": {
      "comp": "header-widget-one",
      "script": "https://my-cdn.com/dynamic-widgets/header-widget-one.js",
    },
    "head2": {
      "comp": "header-widget-two",
      "script": "https://my-cdn.com/dynamic-widgets/header-widget-two.js",
    }
  },
  "layout": {
    "areas": [ [ "head1", "head2" ] ],
    "size": { "cols": [ 1, 1 ], "rows": [ 1 ] }
  }
}
```

```
}
}
```

The style attributes `display` and `height` must be added to configure any widgets through `iFrame` in the customizable widget area in the header. The best fit value of the `height` attribute is 64 pixels.



Note Ensure that you add the style attributes to the existing header widgets for them to load as expected within the `iFrame`.

Example:

```
"head1": {
  "comp": "agentx-wc-iframe",
  "attributes": {
    "src": "https://widget-kad.s3.amazonaws.com/Headers/Timer/Timer.htm",
    "style": "height:64px;display:flex;"
  }
},
```



Note We recommend that you use only a single row with multiple columns for the header because the header height is only 64 pixels. For more information on the alignment, see the [layout property](#).

Navigation (Custom Pages)

In this section, you can add pages that appear on the left Navigation bar. You must specify a navigation icon and a unique URL for the widget to appear on the Navigation bar. We recommend using a specific prefix for the URL to avoid conflicts. For more details, see the [nav property](#) configuration.

You can also have a collection of widgets that can be displayed on this page. It can be a single widget that appears on a full screen or can be a collection of widgets arranged in a grid. For more details on grid arrangement, see the [layout property](#).



Note You do not need to add a dynamic-area wrapper to the widget tree. This means that you can drag-and-drop and resize widgets on custom pages when this option is enabled.

Example:

```
{
  "nav": {
    "label": "Custom Page",
    "icon": "stored-info",
    "iconType": "momentum",
    "navigateTo": "dynamic-tabs",
    "align": "top"
  },
  "page": {
    "id": "my-custom-page",
```

```

"widgets": {
  "comp1": {
    "comp": "md-tabs",
    "children": [
      { "comp": "md-tab", "textContent": "Shift Timer", "attributes": { "slot": "tab" } },
      {
        "comp": "md-tab-panel",
        "attributes": { "slot": "panel" },
        "children": [
          {
            "comp": "my-custom-timer",
            "source": "http://my-cdn.com/my-custom-timer.js",
            "wrapper": { "title": "Shift Timer", "maximizeAreaName": "app-maximize-area" }
          }
        ]
      },
      {
        "comp": "md-tab",
        "textContent": "Stock Market",
        "attributes": { "slot": "tab" },
        "visibility": "NOT_RESPONSIVE"
      },
      {
        "comp": "md-tab-panel",
        "attributes": { "slot": "panel" },
        "children": [
          {
            "comp": "agentx-wc-iframe",
            "attributes": { "src": "https://widget-kad.s3.amazonaws.com/Trading.htm" },
            "wrapper": { "title": "Stock Market", "maximizeAreaName": "app-maximize-area" }
          }
        ],
        "visibility": "NOT_RESPONSIVE"
      },
      { "comp": "md-tab", "textContent": "Widget3", "attributes": { "slot": "tab" } },
      { "comp": "md-tab-panel", "textContent": "Three Content", "attributes": { "slot": "panel" } }
    ]
  },
  "comp2": {
    "comp": "my-google-maps-component",
    "source": "https://my-cdn.com/my-google.maps.js",
    "wrapper": { "title": "Google Map", "maximizeAreaName": "app-maximize-area" }
  },
  "layout": { "areas": [["left", "right"]], "size": { "cols": [1, 1], "rows": [1] } }
}

```

The following table describes *nav* and *page* properties along with their child properties:

First-Level	Next-Level	Description and Code
Property		
nav	label	<p>As the dynamic widgets reside on the Navigation bar, provide the page navigation identifier.</p> <p>These parameters are necessary to display your custom page on the Navigation bar.</p> <pre>type Navigation.Item = { label:string; iconType:"momentum" "other"; icon:string; align:"top" "bottom"; navigateTo:string; iconSize?:number; iconActive?:string; isResponsive?:boolean; };</pre> <p>The “label” property is the title of the custom page. This appears in the tooltip and is also read by the screen reader.</p>
	iconType	<p>This property represents the type of icon you would like to show in the Navigation bar for the custom page.</p> <p>The following types of icons are allowed:</p> <ul style="list-style-type: none"> • Momentum—You can choose any available icons from the collection: https://momentum.design/icons. The advantage of using Momentum is that it provides a few icons with an “active” version. <p>Use case of an active version:</p> <p>For example, if you select a Momentum icon type “announcement”, you can see the default icon on the Navigation bar. When you navigate to the custom page (linked to the icon), the icon changes to the “announcement-active” version automatically. Ensure that you verify whether it has an “active” version of this same icon in the icon library.</p> <ul style="list-style-type: none"> • Other—You can provide a custom image URL (hosted on a CDN) that appears on the Navigation bar. If you use a black or white custom icon, it might not be visible when you switch between light and dark modes.
	icon	<p>Name of the icon as it appears in the Momentum library or the CDN URL.</p> <pre>type Navigation.Item = { icon:“announcement”; }; // OR // type Navigation.Item = { icon:“https://my-cdn.com /my-navigation-icon.png”; };</pre>
	align	<p>Helps you align the icon to the top or bottom of the Navigation bar.</p> <p>Note Currently, the property only allows top alignment.</p>

First-Level	Next-Level	Description and Code
Property		
	navigateTo	<p>Specify the name of the custom page. This name appears in the address bar when the agent navigates.</p> <p>Note The navigateTo must not include the following values: images, fonts, css, build_info, help, app, i18n, icons, images-mfe-wc, and sounds.</p> <pre>type Navigation.Item = { navigateTo: "my-custom-page"; };</pre>


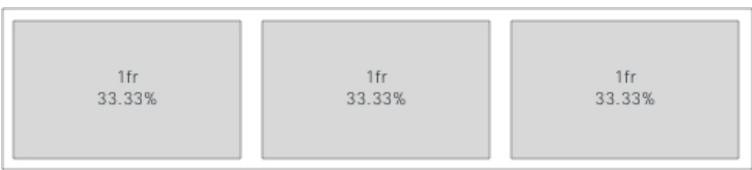
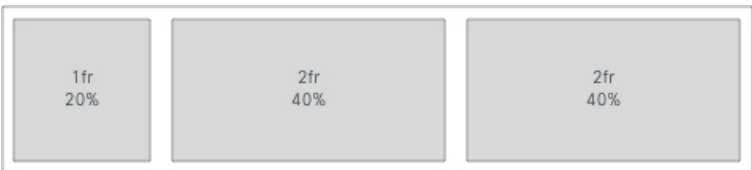
First-Level	Next-Level	Description and Code
Property		
page	id	<p>In “page” property, you specify the custom page (dynamic widget) object.</p> <p>The “id” property represents a unique page identifier. For example, my-custom-page-1. Agent can’t see this identifier on the Agent Desktop.</p> <pre>type DynamicWidgets.Page = { id:string; widgets:Record<string, DynamicWidget.Options>; layout:Layout; };</pre>
	widgets	<p>Helps you define your custom widgets. To place multiple widgets, specify widget options in sequence. Ensure that you give each widget a unique area name. Use it in the layout section later.</p>
	comp	<pre>"widgets": { "comp1": {...} "comp2": {...} }</pre> <p>This property represents the name of the custom HTML element (known as Web Component or any other element - if you would like to use it as a wrapper). For more information, see Sample Use Case Examples. Enter your custom element name here without angular brackets (“<” or “>”). For example, “my-custom-element”.</p> <p>Each entry under the widgets section supports the following format:</p> <pre>type Options = { comp:string; script?:string; properties?:Record<string,any>; attributes?:Record<string,string>; children?:Options[]; textContent?:string; style?:Partial<CSSStyleDeclaration>; wrapper?: { title:string; maximizeAreaName:string; }; };</pre>
	script	

First-Level	Next-Level	Description and Code
Property		
		<p>(Optional) This property is required only when your widget or component is being loaded from a remote location such as a CDN.</p> <pre>"comp1": { "comp": "widget-one", "script": "http://my-cdn.com /dynamic-widgets/widget-one.js", }</pre>
	properties	<p>You can specify properties that you need to pass for the Web component.</p> <pre>"properties": { "user": "admin", },</pre>
	attributes	<p>You can specify the Web component attributes in this section.</p> <pre>"attributes": { "disabled": "false", },</pre>
	visibility	<p>(Optional) By default, all widgets are considered as responsive. If a widget added in the custom layout isn't responsive in the smaller viewport including connector view, set the value as NOT_RESPONSIVE. If you set as NOT_RESPONSIVE, the unresponsive widget is not visible in the small connector view, however it still appears in the larger desktop view.</p> <pre>{ "comp": "md-tab", "textContent": "Stock Market", "attributes": { "slot": "tab" }, "visibility": "NOT_RESPONSIVE" }</pre>
	children	

First-Level	Next-Level	Description and Code
Property		
		<p>This property is the core part of the layout. In the “children” section, you can nest as many levels as you need. If the Web Component-based widget allows you to pass children (usually to make it possible, the developer must programmatically handle the “slotted” content.) For more information, see the Desktop Widget Development Documentation.</p> <p>To know about passing STORE values as properties, see Data Provider in Widget Properties and Attributes.</p> <pre> "children":[{ "comp":"div", "textContent":"Test" }, { "comp":"div", "textContent":"Test" }, { "comp":"div", "textContent":"Test" }, { "comp":"div", "textContent":"Test" }, { "comp":"div", "children":[{ "comp":"div", "textContent":"Test" }, { "comp":"div", "textContent":"Test" }, { "comp":"div", "textContent":"Test" }] }], </pre> <p>The advantage of the “children” array section is that you can use existing Web Components in your layout specification, which is already part of the Agent Desktop bundle. A few of the Agent Desktop bundle Web Components include:</p> <ul style="list-style-type: none"> • agentx-wc-iframe—A widget that allows you to place any web page into an iFrame as a widget. • dynamic-area—A component that allows you to enable the drag-and-drop feature for Agents in a place other than custom pages. The custom pages can also have this capability if you enable drag-and-drop by default.

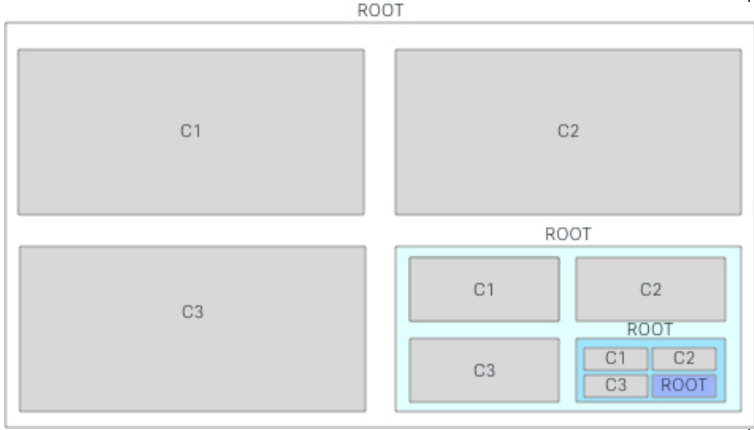
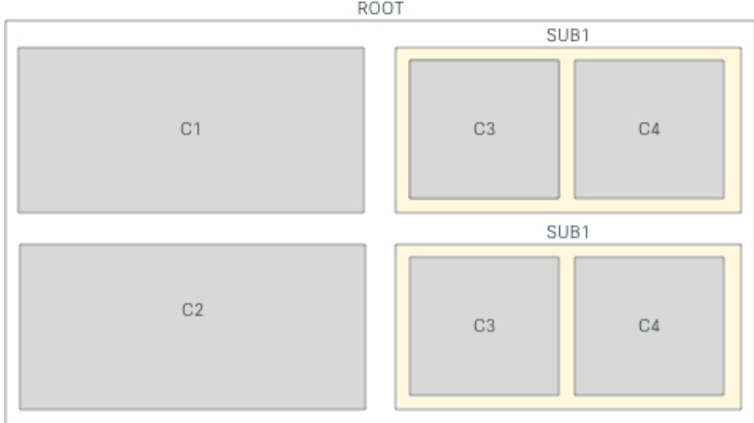
First-Level	Next-Level	Description and Code
Property		
		<ul style="list-style-type: none"> Any component from the momentum-ui-web-component library. For more information, see GitHub. For example: <ul style="list-style-type: none"> md-tabs—Tabs container wrapper md-tab—Single tab header md-tab-panel—Single tab content
	textContent	<p>Helps you to add your text content.</p> <pre>"textContent": "My Text Content",</pre>
	style	<p>Helps you to assign a particular CSS style to your component.</p> <pre>"style": { "backgroundColor": "#CBD", "overflow": "scroll" },</pre>
	wrapper	<p>Widget wrapper allows you to add a toolbar on top of your widget. The toolbar can contain a title and a maximize icon on top of the widget. When the widget has occupied a small space on the page, the maximize icon allows the agent to see the widget in full workspace.</p> <p>Ensure that you use the default value as "app-maximize-area". Currently, only the default value is available.</p> <pre>"wrapper": { "title": "My Widget Title", "maximizeAreaName": "app-maximize-area" }</pre>
	agentx-wc-iframe	<p>Allows you to embed a web page in an iFrame that appears as a widget on the Agent Desktop. You can use the iFrame widget called "agentx-wc-iframe".</p> <pre>"comp1": { "comp": "agentx-wc-iframe", "attributes": { "src": "https://blog.logrocket.com/the-ultimate-guide-to-iframes/" }, "wrapper": { "title": "AgentX iFrame", "maximizeAreaName": "app-maximize-area" } },</pre>
	layout	

First-Level	Next-Level	Description and Code
Property		
		<p>Allows you to arrange the widgets on a page.</p> <p>The following format represents a grid layout:</p> <pre>type Layout = { areas:string[][]; size: { rows:number[]; cols:number[]; }; };</pre> <p>Here you can define the grid using the area names that you defined in the Widgets section.</p> <p>The following example shows how the layout of three rows and three columns has been specified:</p> <pre>"layout": { "areas": [["comp1", "comp1", "comp3"], ["comp2", "comp2", "comp3"], ["comp4", "comp4", "comp4"]], "size": { "cols": [1,1,1], "rows": [1,1,1] } }</pre> <p>Figure 1: Equal Distribution of a 3x3 Layout</p>

First-Level	Next-Level	Description and Code
Property		
		 <p>In the size section, numbers represent the fraction of space that a widget can occupy, relative to the other widgets. All three columns occupy equal 1 fraction of space. With 100% as available width, each widget occupies 33.33% of horizontal space.</p> <p>Figure 2: With Equal Column Width</p>  <p>Another use case example, if you set as "cols": [1, 2, 2], it means that overall space is divided by 5 (1+2+2) and the first widget occupies 20% of horizontal space. The second and third widgets take 40% each. To know more on fraction, see Basic Concepts of Grid Layout.</p> <p>Figure 3: After Changing the Column Width</p> 
	ROOT	

First-Level	Next-Level	Description and Code
Property		
		<p>Nesting of layouts is called a sub-layout. In case you have nested layouts in your layout configuration, you are always required to have a single "ROOT" object as a parent for sub-layouts. Otherwise, your layout configuration can be flat if no nesting is required.</p> <p>This sub-layout provides more control over the layout resize behavior. Page.layout property has to be of type Record<string, Layout>. The layout property allows you to arrange the widgets on a page.</p> <pre> { "id": "some-id", "widgets": { "c1": { "comp": "div", "textContent": "c1" }, "c2": { "comp": "div", "textContent": "c2" }, "c3": { "comp": "div", "textContent": "c3" }, "c4": { "comp": "div", "textContent": "c4" }, "c5": { "comp": "div", "textContent": "c5" } }, "layout": { "ROOT": { "areas": [["c1", "sub1"],["c2", "sub2"],], "size": { "cols": [1, 1], "rows": [1, 1] } }, "sub1": { "areas": [["c3", "c4"]], "size": { "cols": [1, 1], "rows": [1] } }, "sub2": { "areas": [["c1"], ["c5"]], "size": { "cols": [1], "rows": [1, 1] } } } } </pre> <p>This setup creates a grid from the ROOT layout with two sub-grids that you can resize independently.</p> <p>Figure 4: Sub-layout Appearance</p>

First-Level	Next-Level	Description and Code
Property		
		 <p>Resizing a component affects the components within that sub-layout.</p> <p>Figure 5: After Resizing both Sub-layouts</p>  <p>Note These are a few cases to take care of:</p> <p><u>Infinite loop</u>—In case you include ROOT layout as a sub-layout of ROOT, it causes "call stack exceeded" error and runs into an infinite loop.</p> <pre> { "layout": { "ROOT": { "areas": [["c1", "c2"], ["c3", "ROOT"],], "size": { "cols": [1, 1], "rows": [1, 1] } } } } </pre>

First-Level	Next-Level	Description and Code	
Property			
			<p>Figure 6: Sub-layout With Infinite Loop</p> 
		<p><u>Same Sub-Layout (N) times</u>—If you include the sub-layout into your grid more than once with the same name, and if you resize one of them, all the sub-layouts get resized automatically.</p> <p>In case this is not the desired behavior, rename each of the sub-layouts with a unique name.</p>	
		<pre>{ "layout": { "ROOT": { "areas": [["c1", "sub1"], ["c2", "sub1"],], "size": { "cols": [1, 1], "rows": [1, 1] } }, "sub1": { "areas": [["c3", "c4"]], "size": { "cols": [1, 1], "rows": [1] } } } }</pre>	<p>Figure 7: Sub-layout with N times</p> 

Persistent Widgets

You can configure any custom widget to be persistent. The persistent widgets are displayed on all pages of the Agent Desktop. Persistent widgets don't apply to the Home page. When you have any active contact request or conversation, then the persistent widget is displayed as a new tab in the Auxiliary Information pane.

Example:

```

"area": {
  "persistent": [
    {
      "comp": "md-tab", "textContent": "Shift Timer", "attributes": { "slot": "tab" } },
      {
        "comp": "md-tab-panel",
        "attributes": { "slot": "panel" },
        "children": [
          {
            "comp": "agentx-wc-iframe",
            "attributes": { "src": "https://widget-kad.s3.amazonaws.com/Timer/Timer.htm" },
            "wrapper": { "title": "Shift Timer", "maximizeAreaName": "app-maximize-area" }
          }
        ]
      },
    ],
    {
      "comp": "md-tab",
      "attributes": { "slot": "tab" },
      "children": [
        { "comp": "md-icon", "attributes": { "name": "emojicons_16" } },
        { "comp": "span", "textContent": "Custom Page Widget" }
      ]
    },
    {
      "comp": "md-tab-panel",
      "attributes": { "slot": "panel" },
      "children": [
        {
          "comp": "dynamic-area",
          "properties": {
            "area": {
              "id": "dw-panel-two",
              "widgets": {
                "comp1": {
                  "comp": "agentx-wc-iframe",
                  "attributes": { "src": "https://blog.logrocket.com/the-ultimate-guide-to-iframes/" },
                  "wrapper": { "title": "AgentX iFrame", "maximizeAreaName": "app-maximize-area" }
                },
                "comp2": {
                  "comp": "uuiip-widget-two",
                  "script": "/dynamic-widgets/widget-two.js",
                  "attributes": { "title": "WIDGET 2 content" },
                  "wrapper": { "title": "Widget 2 title", "maximizeAreaName": "app-maximize-area" }
                }
              }
            },
            "layout": {
              "areas": [ [ "comp1", "comp2" ] ],
              "size": { "cols": [1,1], "rows": [1] }
            }
          }
        }
      ]
    }
  ]
}

```

When you customize a widget, you can choose either one of the options:

- Host an application on a web page that can be embedded within an iframe.
- Build a custom widget.

The technical widget requirements are described in the [Desktop Widget Development Documentation](#). As a layout editor, ensure that you have these details:

- What is the name of the custom HTML element (known as Web Component)?
- What is the URL to the content delivery network (CDN) source that hosts the JavaScript bundle?

Auxiliary Information Pane

You can do the following on the Auxiliary Information Pane:

- Add tabs.
- Change the tab order.
- Remove predefined tabs.

In this area, configure the Customer Experience Journey widget after you enable the Customer Experience Management Metrics on the Management Portal. For more information, see [Sample Use Case Examples](#).

Example:

```
"panel": {
  "comp": "md-tabs",
  "attributes": {
    "class": "widget-tabs"
  },
  "children": [
    {
      "comp": "md-tab",
      "attributes": { "slot": "tab", "class": "widget-pane-tab" },
      "children": [ { "comp": "slot", "attributes": { "name": "CONTACT_HISTORY_TAB" } } ]
    },
    {
      "comp": "md-tab-panel",
      "attributes": { "slot": "panel", "class": "widget-pane" },
      "children": [ { "comp": "slot", "attributes": { "name": "CONTACT_HISTORY" } } ]
    },
    {
      "comp": "md-tab",
      "attributes": {
        "slot": "tab",
        "class": "widget-pane-tab"
      },
      "children": [
        { "comp": "md-icon", "attributes": { "name": "pop-out_16" } },
        { "comp": "span", "textContent": "Screen Pop" },
        "visibility": "SCREEN_POP"
      ],
      {
        "comp": "md-tab-panel",
```

```

    "attributes": { "slot": "panel", "class": "widget-pane" },
    "children": [ { "comp": "#SCREEN_POP"
    }
  ],
},
{
  "comp": "md-tab",
  "attributes": { "slot": "tab"
  },
  "children": [
    { "comp": "md-icon", "attributes": { "name": "emojicons_16" }
    },
    { "comp": "span", "textContent": "Custom Widget"
    }
  ]
},
{
  "comp": "md-tab-panel",
  "attributes": {
    "slot": "panel"
  },
  "children": [
    {
      "comp": "dynamic-area",
      "properties": {
        "area": {
          "id": "dw-panel-two",
          "widgets": {
            "comp1": {
              "comp": "agentx-wc-iframe",
              "attributes": {
                "src": "https://blog.logrocket.com/the-ultimate-guide-to-iframes/"
              },
              "wrapper": {
                "title": "AgentX iFrame", "maximizeAreaName": "app-maximize-area"
              }
            },
            "comp2": {
              "comp": "widget-one",
              "script": "https://my-cdn.com/dynamic-widgets/widget-one.js",
              "wrapper": {
                "title": "Widget title", "maximizeAreaName": "app-maximize-area"
              }
            }
          }
        }
      },
      "layout": {
        "areas": [ ["comp1"], ["comp2"] ],
        "size": { "cols": [1], "rows": [1,1]
        }
      }
    }
  ]
},
],
},
},

```

In the Auxiliary Information Pane, add new tabs to place your custom widgets. No special rules apply here and the component nesting as expected and described in the “children” section. The following are the specific examples to customize your tab headers:

Example to place icons and labels in the children property

```
{
  "comp": "md-tab",
  "attributes": { "slot": "tab", "class": "widget-pane-tab" },
  "children": [
    { "comp": "md-icon", "attributes": { "name": "transcript_16" } },
    { "comp": "span", "textContent": "My Widget Tab" }
  ],
},
```

Example to place image (with CSS) and labels in the children property

```
{
  "comp": "md-tab",
  "attributes": { "slot": "tab" },
  "children": [
    {
      "comp": "span",
      "attributes": { "style": "align-items: center; display: flex;" },
      "children": [
        {
          "comp": "img",
          "attributes": {
            "src": "http://my-cdn.com/icon.svg",
            "width": 16, "height": 16, "style": "margin-right: 0.5rem;"
          }
        },
        { "comp": "span", "textContent": "My Widget Tab" }
      ]
    }
  ],
},
```



Note

In the previous example, we’re placing a “dynamic-area” component as a child inside the custom tab panel. This component enables the agent to use Drag-and-Drop and Resize features inside the custom tab (the same way as done on the custom page). For more information, see the [Children](#) property of the page.

Headless Widgets

In the headless section, you can add widgets that are hidden and do not appear on the Agent Desktop. These widgets are used to execute logic in the background. This section is useful to trigger events that occur on the Desktop and execute widget-specific logic. For example, opening a custom CRM Screen Pop for an SMS on its arrival.

Example:

```

"headless": {
  "id": "headless",
  "widgets": {
    "comp1": {
      "comp": "headless-widget-one",
      "script": "https://my-cdn.com/dynamic-widgets/headless-widget-one.js",
    },
    "comp2": {
      "comp": "headless-widget-two",
      "script": "https://my-cdn.com/dynamic-widgets/headless-widget-two.js",
    }
  },
  "layout": {
    "areas": [ [ "comp1", "comp2" ] ],
    "size": { "cols": [ 1, 1 ], "rows": [ 1 ] }
  }
}

```

Share Data from Desktop to Widgets

To receive real-time data through properties or attributes inside a custom widget, assign appropriate STORE values in the layout JSON configuration.

In addition, to access the data through JavaScript SDK subscribers, you can also pass the data through properties or attributes. If your component is built to react to property or attribute changes, you get real-time data updates from Agent Desktop, which is called a data provider.

Currently, we have a single data provider under a key STORE. Below you can find a breakdown of all possible data and type definition that is available through STORE key:

Example:

```

STORE.agent.agentId: string;
STORE.agent.agentName: string;
STORE.agent.agentPhoto: string;
STORE.agent.agentProfileId: string;
STORE.agent.allowConsultToQueue: boolean;
STORE.agent.dialPlan: Service.Aqm.Configs.DialPlan;
STORE.agent.dnNumber: string;
STORE.agent.enterpriseId: string;
STORE.agent.enterpriseId: string;
STORE.agent.cadVariables: Service.Aqm.Configs.CadVariables[];
STORE.agent.channels: {
  voiceCount: number,
  chatCount: number,
  emailCount: number,
  socialCount: number
};
STORE.agent.idleCodes: Service.Aqm.Configs.Entity[];
STORE.agent.idleStatusTimestamp: Date;
STORE.agent.isAgentAvailableAfterOutdial: boolean;
STORE.agent.isAdhocDialingEnabled: boolean;
STORE.agent.isCampaignManagementEnabled: boolean;
STORE.agent.isEndCallEnabled: boolean;
STORE.agent.isOutboundEnabledForAgent: boolean;
STORE.agent.isOutboundEnabledForTenant: boolean;

```

```
STORE.agent.privacyShieldVisible: string;  
STORE.agent.profileType: string;  
STORE.agent.subStatus: string;  
STORE.agent.subStatusChangeTimestamp: Date;  
STORE.agent.teamId: string;  
STORE.agent.teamName: string;  
STORE.agent.wrapUpData: Service.Aqm.Configs.WrapupData;
```

App Level:**Example:**

```
STORE.app.logo: string;  
STORE.app.title: string;  
STORE.app.darkMode: boolean;
```

SSO

```
STORE.auth.accessToken: string;
```

App Notifications**Example:**

```
STORE.generalNotifications.isNotificationsEnabled: boolean;  
STORE.generalNotifications.isSilentNotificationsEnabled: boolean;  
STORE.generalNotifications.countActivated: number;  
STORE.generalNotifications.countDeactivated: number;  
STORE.generalNotifications.countPending: number;  
STORE.generalNotifications.countAdded: number;
```

Admin Persona**Example:**

Data provider usage in Layout JSON

```
"widgets": {  
  "my-component": {  
    "comp": "my-custom-component",  
    "properties": {  
      "agentDnNumber": "$STORE.agent.dnNumber",  
      "subStatus": "$STORE.agent.subStatus",  
      "teamId": "$STORE.agent.teamId",  
    }  
  }  
}
```

Preview Campaign Call

The administrator creates campaigns, configures dialing mode (preview), and assigns a team to the campaign. If an agent is part of the team for which campaigns are assigned, then the agent can make an outbound preview campaign call. For more information, see the [Cisco Webex Contact Center Campaign Manager User Guide](#).

The administrator configures the following in the custom layout to enable preview campaign contact for an agent.

- [Campaign Contact](#)
- [Call Guide](#)

Campaign Contact

The administrator adds the Campaign Contact in the header container of the custom layout. The campaign contact displays the customer's contact information based on the defined properties. For more information on the layout alignment, see the [layout](#) property.

Example:

```
"header": {
  "id": "dw-header",
  "widgets": {
    "acqueon-component": {
      "comp": "agentx-preview-campaign",
      "properties": {
        "isCampaignManagementEnabled": "$STORE.agent.isCampaignManagementEnabled",
        "agentDbId": "$STORE.agent.agentDbId",
        "lcmUrl": "$STORE.agent.lcmUrl",
        "isCallInProgress": "$STORE.agentContact.isActiveCall",
        "outdialEntryPointId": "$STORE.agent.outDialEp",
        "teamId": "$STORE.agent.teamId",
        "campaignManagerAdditionalInfo": "$STORE.agent.campaignManagerAdditionalInfo"
      }
    }
  },
  "layout": {
    "areas": [
      [
        "acqueon-component"
      ]
    ],
    "size": {
      "cols": [1], "rows": [1]
    }
  }
}
```

Call Guide

The **Call Guide** tab is displayed in the Auxiliary Information pane on the Agent Desktop. The call guide displays the questions and answers at the campaign level. The agent is prompted to read through the set of questions in the call guide and submit the responses.

Example:

```
"panel": {
  "comp": "md-tabs",
  "attributes": {
    "class": "widget-tabs"
  },
}
```



```

"children":[
  {
    "comp":"md-tab",
    "attributes":{
      "slot":"tab",
      "class":"widget-pane-tab"
    },
    "children":[
      {
        "comp":"md-icon",
        "attributes":{"name":"icon-note_16"}
      },
      {
        "comp":"span", "textContent":"Call Guide"
      }
    ],
    "visibility":"CALL_GUIDE"
  },
  {
    "comp":"md-tab-panel",
    "attributes":{
      "slot":"panel", "class":"widget-pane"
    },
    "children":[
      {
        "comp":"agentx-call-guide",
        "wrapper":{
          "title":"Call Guide", "maximizeAreaName":"app-maximize-area"
        },
        "properties":{
          "lcmKey":"$STORE.agentContact.getCallGuideProps.LCMKey",
          "agentDbId":"$STORE.agent.agentDbId",
          "lcmUrl":"$STORE.agent.lcmUrl",
          "campaignManagerAdditionalInfo":"$STORE.agent.campaignManagerAdditionalInfo"
        }
      }
    ],
    "visibility":"CALL_GUIDE"
  }
]
}

```

Screen Pop

In the Desktop Layout, you can configure Screen Pop in either of the following ways:

- As a custom page
- As one of the widgets in the custom page
- As a tab in the Auxiliary Information pane

Configuring Screen Pop in the Navigation Bar

You can configure Screen Pop as a custom page, or as one of the widgets in the custom page. Screen Pop custom page can be accessed by clicking the **Screen Pop** icon on the Navigation bar. Screen Pop widget in

the custom page can be accessed by clicking the custom icon on the Navigation bar. For more information on `nav` properties, see [Navigation \(Custom Pages\)](#), on page 101.

Example: Screen Pop as a Custom Page

```
{
  "nav": {
    "label": "Screen Pop",
    "icon": "pop-out",
    "iconType": "momentum",
    "navigateTo": "/screenpop",
    "align": "top"
  },
  "page": {
    "id": "agentx-wc-screen-pop",
    "widgets": {
      "comp1": {
        "comp": "agentx-wc-screen-pop",
        "properties": {
          "screenPopUrl": "$STORE.session.screenpop.screenPopSelector"
        }
      }
    },
    "layout": {
      "areas": [
        ["comp1"]
      ],
      "size": {
        "cols": [1],
        "rows": [1]
      }
    }
  },
  "visibility": "SCREEN_POP"
}
```

Example: Screen Pop as a Widget in the Custom Page

```
"comp1": {
  "comp": "agentx-wc-screen-pop",
  "properties": {
    "screenPopUrl": "$STORE.session.screenpop.screenPopSelector"
  }
}
```



Note

- If the Screen Pop is not configured in the Flow Designer, the custom page appears blank. For more information on configuring Screen Pop in the Flow Designer, see [Screen Pop](#), on page 163.
- If the Screen Pop display is configured as **Inside Desktop** or **In the existing browser tab** in the Flow Designer, data being entered in the Screen Pop for a call will be lost if the agent accepts a new call. To prevent loss of data being entered in the Screen Pop, ensure that you configure the display option as **In the new browser tab**.

For example, consider that the Screen Pop display is configured as **Inside Desktop**. If the agent accepts a new inbound call while entering data in the Screen Pop for a previous call, the data being entered for the previous call will be lost when the Screen Pop for the new call pops up. To prevent loss of data, configure the display option as **In the new browser tab**.

Configuring Screen Pop in the Auxiliary Information Pane

Screen Pop can be configured to appear as a tab in the Auxiliary Information pane.



Note By default, Screen Pop appears as a new tab in the Auxiliary Information pane if Screen Pop is configured to be displayed as **Inside Desktop** in the Flow Designer.

Add the following attribute in the `panel` section to include Screen Pop as a tab in the Auxiliary Information pane. For more information on `panel` details, see [Auxiliary Information Pane, on page 115](#).

Example: Screen Pop as a tab in the Auxiliary Information Pane

```
{
  "comp": "md-tab",
  "attributes": {
    "slot": "tab",
    "class": "widget-pane-tab"
  },
  "children": [
    { "comp": "md-icon", "attributes": { "name": "pop-out_16" } },
    { "comp": "span", "textContent": "Screen Pop" } ],
  "visibility": "SCREEN_POP"
},
{
  "comp": "md-tab-panel",
  "attributes": { "slot": "panel", "class": "widget-pane" },
  "children": [ { "comp": "#SCREEN_POP" } ]
},
]
```

Sample Use Case Examples

The following sections provide a few examples for your reference:

- [Configure and Access Customer Experience Management Metrics Widget From the Navigation Bar](#)
- [Using Tabs on the Custom Page](#)
- [Default Auxiliary Information Pane with Contact History, and Screen Pop](#)
- [Auxiliary Information Pane with Customer Experience Journey Widget](#)

Configure and Access Customer Experience Management Metrics Widget From the Navigation Bar

Example:

```
{
  "nav": {
    "label": "Customer Experience Management Metrics",
    "icon": "/app/images/wxm.bcd45cc3.svg",
    "iconType": "other",
    "navigateTo": "wxm-metrics",
    "align": "top"
  },
  "page": {
    "id": "wxm-metrics",
    "widgets": {
```

```

    "comp1": {
      "comp": "agentx-wc-cloudcherry-widget",
      "attributes": {
        "metrics": true
      },
      "properties": {
        "userModel": "$STORE.app.userModel",
        "spaceId": "",
        "metricsId": "",
        "teamId": "$STORE.agent.teamName",
        "ani": "$STORE.agentContact.taskSelected.ani",
        "isDarkMode": "$STORE.app.darkMode"
      },
      "wrapper": {
        {
          "title": "Customer Experience Journey",
          "maximizeAreaName": "app-maximize-area"
        }
      }
    },
    "layout": {
      "areas": ["comp1"]
    },
    "size": {
      "cols": [1], "rows": [1]
    }
  }
},
}

```

**Note**

To get the spaceId and metricsId, see the [Webex Experience Management](#) documentation.

Using Tabs on the Custom Page

Example:

```

{
  "nav": {
    "label": "Dynamic Tabs",
    "icon": "stored-info",
    "iconType": "momentum",
    "navigateTo": "dynamic-tabs",
    "align": "top"
  },
  "page": {
    "id": "page-id-tabs",
    "widgets": {
      "comp1": {
        "comp": "md-tabs",
        "children": [
          {
            "comp": "md-tab",
            "textContent": "One",

```

```

        "attributes": {
          "slot": "tab"
        }
      },
      {
        "comp": "md-tab-panel",
        "attributes": {
          "slot": "panel"
        },
        "children": [
          {
            "comp": "widget-two",
            "script": "http://my-cdn.com/dynamic-widgets/widget-two.js"
          }
        ]
      },
      {
        "comp": "md-tab",
        "textContent": "Two",
        "attributes": { "slot": "tab" }
      },
      {
        "comp": "md-tab-panel",
        "textContent": "Two Content",
        "attributes": { "slot": "panel" }
      }
    ]
  },
  "comp2": {
    "comp": "widget-two",
    "script": "http://my-cdn.com/dynamic-widgets/widget-two.js"
  },
  "layout": {
    "areas": [ [ "comp1", "comp2" ] ],
    "size": { "cols": [ 1, 1 ], "rows": [ 1 ] }
  }
}

```

Default Auxiliary Information Pane with Contact History, and Screen Pop

Example:

```

"panel": {
  "comp": "md-tabs",
  "attributes": {
    "class": "widget-tabs"
  },
  "children": [
    {
      "comp": "md-tab",
      "attributes": { "slot": "tab", "class": "widget-pane-tab" },
      "children": [ { "comp": "slot", "attributes": { "name": "CONTACT_HISTORY_TAB" } } ]
    },
  ],
}

```

```

    {
      "comp": "md-tab-panel",
      "attributes": { "slot": "panel", "class": "widget-pane" },
      "children": [ { "comp": "slot", "attributes": { "name": "CONTACT_HISTORY" } } ]
    },
  ],
  {
    "comp": "md-tab",
    "attributes": {
      "slot": "tab", "class": "widget-pane-tab"
    },
    {
      "comp": "md-tab",
      "attributes": { "slot": "tab", "class": "widget-pane-tab" },
      "children": [ { "comp": "slot", "attributes": { "name": "SCREEN_POP_TAB" } } ],
      "visibility": "SCREEN_POP"
    },
    {
      "comp": "md-tab-panel",
      "attributes": { "slot": "panel", "class": "widget-pane" },
      "children": [ { "comp": "slot", "attributes": { "name": "SCREEN_POP" } } ],
      "visibility": "SCREEN_POP"
    }
  },
},

```

Auxiliary Information Pane with Customer Experience Journey Widget

Example:

```

"panel": {
  "comp": "md-tabs",
  "attributes": {
    "class": "widget-tabs"
  },
  "children": [
    {
      "comp": "md-tab",
      "attributes": { "slot": "tab" },
      "children": [ { "comp": "slot", "attributes": { "name": "WXM_JOURNEY_TAB" } } ],
      "visibility": "WXM_JOURNEY"
    },
    {
      "comp": "md-tab-panel",
      "attributes": { "slot": "panel", "class": "widget-pane" },
      "children": [
        {
          "comp": "agentx-wc-cloudcherry-widget",
          "properties": {
            "userModel": "$STORE.app.userModel",
            "spaceId": "",
            "metricsId": "",
            "teamId": "$STORE.agent.teamName",
            "ani": "$STORE.agentContact.taskSelected.ani",
            "isDarkMode": "$STORE.app.darkMode"
          }
        }
      ]
    }
  ]
},

```

```

        "wrapper": { "title": "Customer Experience Journey", "maximizeAreaName": "app-maximize-area" }
      },
    ],
    {
      "comp": "md-tab",
      "attributes": {
        "slot": "tab", "class": "widget-pane-tab"
      },
      "children": {
        "comp": "md-tab",
        "attributes": { "slot": "tab", "class": "widget-pane-tab" },
        "children": [ { "comp": "slot", "attributes": { "name": "CONTACT_HISTORY_TAB" } } ]
      },
      {
        "comp": "md-tab-panel",
        "attributes": { "slot": "panel", "class": "widget-pane" },
        "children": [ { "comp": "slot", "attributes": { "name": "CONTACT_HISTORY" } } ]
      },
      {
        "comp": "md-tab",
        "attributes": { "slot": "tab", "class": "widget-pane-tab" },
        "children": [ { "comp": "slot", "attributes": { "name": "SCREEN_POP_TAB" } } ],
        "visibility": "SCREEN_POP"
      },
      {
        "comp": "md-tab-panel",
        "attributes": { "slot": "panel", "class": "widget-pane" },
        "children": [ { "comp": "slot", "attributes": { "name": "SCREEN_POP" } } ],
        "visibility": "SCREEN_POP"
      },
      {
        "comp": "md-tab-panel",
        "attributes": { "slot": "panel", "class": "widget-pane" },
        "children": [ { "comp": "slot", "attributes": { "name": "SCREEN_POP" } } ],
        "visibility": "SCREEN_POP"
      },
    ],
  },
},

```

Keyboard Shortcuts

Keyboard shortcuts define an alternative way to perform a specific action on the desktop. For more information on the system-defined keyboard shortcuts, see the *Access Keyboard Shortcuts* section in the *Introduction* chapter of the [Cisco Webex Contact Center Agent Desktop User Guide](#).



Note

The order of the shortcut key number in the Agent Desktop navigation bar is based on the order in which the related widget or custom page is configured in the Desktop Layout. For example, if the Cisco Webex Experience Management icon is the third item in your navigation bar, the Ctrl + Alt + 3 opens the Cisco Webex Experience Management page.

The developer can register the keyboard shortcuts for custom widgets using the Shortcut Key module. For more information, see [Cisco Webex Contact Center Desktop Developer Guide](#).

Keyboard Shortcut Conflicts

Keyboard shortcut conflicts occur if multiple widgets use the same keyboard shortcut. This causes the keyboard shortcut to be disabled until the conflict is resolved.

Keyboard shortcut conflicts can occur in the following scenarios:

Scenario	Resolution
Conflicts can occur when two widgets (custom widget or Cisco-provided desktop widget) have the same keyboard shortcut, and both are on the same page.	Move one of the widgets (custom widget) to another page. The resolution is applicable for all non-page-level widgets.
Conflicts can occur when the keyboard shortcut is the same for a custom widget and a page-level widget.	This conflict cannot be resolved by the Agent Desktop administrator.



Note

- When there are multiple instances of the same widget with the same keyboard shortcut, the system ignores the duplicate key registration for the widget. When the keyboard shortcut is used, all instances of the widget are triggered.
- The administrator cannot create new keyboard shortcuts or modify the existing (out-of-the-box) keyboard shortcuts.
- Any conflict of the Agent Desktop keyboard shortcuts with the browser or operating system keyboard shortcuts cannot be resolved. The behavior depends on the browser or the operating system. When the conflicting keyboard shortcut is used, both the Agent Desktop functionality and the browser or operating system functionality might be executed.

View a Desktop Layout

To view a desktop layout:

Procedure

- Step 1** From the Management Portal navigation bar, click **Provisioning > Desktop Layout**.
- Step 2** Select the ellipsis icon next to the Desktop Layout name that you need to view, and click **View**. The Desktop Layout page appears.
- Step 3** View the following details:

Setting	Description
Name	Shows the name of the layout.
Description	Shows the description for the layout.
Team	Shows the team name that is assigned to this layout.
JSON File	Shows the JSON file that is used for this layout.

- Step 4** (Optional) You can edit the layout by clicking the **Edit** button.
- Step 5** Click **Cancel** to return to the Desktop Layout page.

Edit a Desktop Layout

You edit the Global Layout or a custom desktop layout. To edit a desktop layout:

Procedure

- Step 1** From the Management Portal navigation bar, click **Provisioning > Desktop Layout**.
- Step 2** Select the ellipsis icon next to the Desktop Layout that you need to edit, and click **Edit**.
- Step 3** Edit the following details:

Setting	Description
Name	Enter a name that identifies the purpose of the layout.
Description	Enter a description.
Team	Select a team name from the drop-down list. Note <ul style="list-style-type: none">• If a custom layout is already assigned to a team, then that team name doesn't appear in this drop-down list. For more information on the Team settings, see Create a Team, on page 50.• Assigning as custom layout on this page overwrites the global layout, which is the default layout for all teams.
JSON File	The <i>Default Desktop Layout.json</i> file appears. Click on the JSON file to download and customize it as described in Define a Custom Desktop Layout, on page 96 .

- Step 4** Once you've customized the file, click **Upload** to upload the customized JSON file.

- Note**
- The system validates the JSON file for errors and an appropriate message appears.
The **Save** button is enabled only when the validation is complete.
 - To intergrate Webex Experience Managment widgets, see the [Webex Experience Managment documentation](#).

- Step 5** (Optional) Click **Restore** to restore the default layout.

- Step 6** Click **Save** to save the configuration.

Important:

To confirm a layout experience on the Agent Desktop, see [View Layout Experience on Agent Desktop, on page 95](#).

Copy a Desktop Layout

To copy a desktop layout:

Procedure

Step 1 From the Management Portal navigation bar, click **Provisioning** > **Desktop Layout**.

Step 2 Select the ellipsis icon next to the Desktop Layout that you need to copy, and click **Copy**.

Note When you copy a desktop layout, the Team field is not copied. Ensure that you configure the Team field.

The Desktop Layout page appears.

Step 3 Edit the following details:

Setting	Description
Name	Enter a name that identifies the purpose of the layout.
Description	Enter a description.
Team	<p>Select a team name from the drop-down list.</p> <p>Note</p> <ul style="list-style-type: none"> • If a custom layout is already assigned to a team, then that team name doesn't appear in this drop-down list. For more information on the Team settings, see Create a Team, on page 50. • Assigning as custom layout on this page overwrites the global layout, which is the default layout for all teams.
JSON File	The <i>Default Desktop Layout.json</i> file appears. Click on the JSON file to download and customize it as described in Define a Custom Desktop Layout, on page 96 .

Step 4 Once you've customized the JSON file locally, click **Upload** to upload the file. The Webex Contact Center system starts to validate the JSON file.

Note

- The system validates the JSON file for errors and an appropriate message appears.

The **Save** button is enabled only when the validation is complete.

- To intergrate Webex Experience Managment widgets, see the [Webex Experience Managment](#) documentation.

Step 5 (Optional) Click **Restore** to restore the default layout.

Step 6 Click **Save** to save the configuration.

Deactivate a Desktop Layout

You cannot deactivate a desktop layout if it is assigned to a team. When you try to deactivate such a layout, a message informs you that you cannot deactivate the desktop layout. You can click the information icon in the message to view the list of entities that you have associated with this desktop layout.

After you deactivate a desktop layout, you can still see it in the desktop layout page as Not Active layouts.

To deactivate a Desktop Layout:

Procedure

- Step 1** From the Webex Contact Center Portal navigation bar, choose **Provisioning**.
- Step 2** Choose **Desktop Layout**.
- The desktop layout page appears. This page displays a list of desktop layouts.
- Step 3** Click the ellipsis icon beside the desktop layout you want to deactivate, and click **Delete**.
- Step 4** The Heads Up! dialog box appears. Click **Yes** to confirm.
- The status of the desktop layout changes to Not Active.
-

Activate a Desktop Layout

Procedure

- Step 1** From the Webex Contact Center Portal navigation bar, select **Provisioning**.
- Step 2** Click **Desktop Layout**.
- The Desktop Layout page appears. This page lists all the desktop layouts.
- Step 3** Click the ellipsis icon beside the desktop layout that you want to activate and click **Restore**.
- The Confirm Activate dialog box appears.
- Step 4** Click **Yes** to confirm.
- The status of the desktop layout changes to Active.
-

Skill Definitions

Skills-based routing is an optional Webex Contact Center feature that enables you to assign skill requirements, such as language fluency or product expertise, to incoming calls so they can be distributed to agents with a matching set of skills.

The Skill Definitions page provides an interface for viewing, creating, and editing the skills that can be assigned to calls and to skill profiles, which can then be assigned to teams or individual agents. For more information, see [Skill Profiles, on page 133](#).

The maximum number of active skills that you can create is determined by the Maximum Skills and Maximum Text Skills values provisioned for your enterprise. For more information, see [Tenant Settings, on page 13](#).

To create, view, or edit skill definitions:

Procedure

- Step 1** On the Portal navigation bar, select **Provisioning > Skills > Skill Definition**.

Step 2 On the Skill Definitions page:

- To add a new skill definition, click + **New Skill Definition**.
- To edit a skill definition, click the button to the left of a listed skill and select **Edit**.

Step 3 Specify or change the settings for the skill as described in the following table, and then click **Save**.

Setting	Description
Name	Enter a name for the skill.
Description	Optionally, enter a description of the skill.
Service Level Threshold	Specify how many seconds a customer call can be in queue for this skill before being flagged as outside service level. If a call is completed within this time interval, it is considered to have been handled within service level for this skill.
Type	<p>If you are creating a new skill, specify the skill type (you cannot change the skill type):</p> <ul style="list-style-type: none"> • Text: A free-form text skill that must be matched exactly. For example, you might define a skill named Extension that will let you route a call to a specific agent's extension number based on digits entered by the caller in response to a prompt. The text value can include up to 40 characters, including spaces. • Proficiency: Can have a value ranging from 0 to 10 that represents the agent's level of expertise in the skill. For example, you might define a skill for each language that your agents speak. • Boolean: Can have the value of True or False to indicate whether or not the agent has the skill. For example, you might define a skill named PremierService to ensure that your most valuable customers get the best service. Your most experienced agents can be assigned a value of True, and your least experienced agents can be assigned a value of False • 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. Each value can include up to 20 characters, including spaces.
List Values	<p>If the skill type is enum, specify the values that can be associated with this skill. For example, for an enum skill named Operating System, you might define three values: Windows, Linux, and Unix. Each value is limited to a maximum length of 20 characters, including spaces.</p> <ul style="list-style-type: none"> • To add a value, type the value name in the List Value field and then press Enter. Repeat for each value you want to add. • To delete a value, click the x on the left side of the value entry.
Status	Select Active or Not Active . A skill cannot be made inactive if it is used in a skill profile or a routing strategy.

Skill Profiles

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. For example, a skill of English might be assigned a high level of proficiency in one skill profile and a lower level in another profile.

Currently, Webex Contact Center does not support skill profile assigned to a team.

To create, copy, or edit a skill profile:

Procedure

- Step 1** On the Webex Contact Center Portal navigation bar, select **Provisioning > Skills > Skill Profiles**.
- Step 2** On the Skill Profiles page:
- To add a skill profile, click + **New Skill Profile**.
 - To copy or edit the settings for a skill profile, click the button to the left of a listed skill profile and select **Copy** or **Edit**.
- Step 3** Enter or change the name and optional description of the skill profile on the Add, Copy, or Edit page.
- Step 4** Select or clear the check box to the left the name of each skill you want to add to or remove from the skill profile, and specify the value of each selected skill as described in the following table.
- | For this skill type | Do this to specify the skill value |
|---------------------|---|
| Proficiency | Drag the slider to a number between 0 and 10 to indicate how proficient the agent is in this skill. |
| Boolean | Click one of the radio buttons to specify whether the agent has this skill (True) or does not have the skill (False). |
| Text | Enter a maximum of 40 characters (including spaces). |
| Enum | Select the check box next to each list value that represents a skill the agent has. |
- Step 5** Click **Save** to save the skill profile.

Threshold Rules

If your enterprise uses the Threshold Alerts feature, authorized users can create threshold rules to monitor agent and call data.

A threshold alert can be displayed in the Agent Personal Statistics tab on the Agent Desktop if Agent Viewable is set to Yes for the threshold rule and the threshold alert is selected in the agent profile assigned to the agent. For more information, see [Agent Profiles, on page 70](#).

Threshold rules can be configured for the call and agent metrics listed in the following table. For each rule, you specify a value that will trigger the alert:

Metric	Entity Type	Trigger Value Type
Call Metrics		
Abandoned Calls	Queue	Count
Average Queue Time	Queue	Duration
Average Speed of Answer	Queue	Duration
Blind Transferred Calls	Queue	Count
IVR Calls	Entry Point	Count
Longest Time in Queue	Queue	Duration
Number of Calls in Queue	Queue	Count
Overflow Calls	Queue	Count
Service Level Threshold	Queue	Percentage
Short Calls	Entry Point or Queue	Count
Transferred Calls	Queue	Count
Agent Metrics		
Available Agents	Site or Team	Count
Connected Agents	Site or Team	Count
Current Available Time	Agent	Duration
Current Connected Time	Agent	Duration
Current Hold Time	Agent	Duration
Current Idle Time	Agent	Duration
Current Wrap-up Time	Agent	Duration
IB Average Handle Time	Site or Team	Duration
Idle Agents	Site or Team	Count
Not Responding Agents	Site or Team	Count
Number of Agents in Outdial	Site or Team	Count
Number of Logged in Agents	Site or Team	Count
OB Average Handle Time	Site or Team	Duration

Metric	Entity Type	Trigger Value Type
Occupancy	Site or Team	Percentage
Total Available Time	Agent	Duration
Total Idle Time	Agent	Duration

The maximum number of threshold rules that you can create is determined by the Maximum Threshold Rules value provisioned for your enterprise. For more information, see [Tenant Settings, on page 13](#).

To view, edit, or create a threshold rule:

Procedure

Step 1 On the Webex Contact Center Portal navigation bar, select **Provisioning** > **Threshold Rules**.

Step 2 On the Threshold Rules page:

- To add a new rule, click + **New Threshold Rule**.
- To view, copy or edit the settings for a threshold rule, click the ellipsis button to the left of a listed rule and select **Copy** or **Edit**.
- To delete a threshold rule, click the ellipsis button to the left of a listed rule and select **Delete**. Then, in the confirmation dialog box, click **OK**.

Step 3 If you are adding, copying, or editing a threshold rule, specify or change the settings for the rule as described in the following table, and then click **Save**.

Setting	Description
General Settings	
Name	Enter a name for the rule.
Description	Enter a short description of the rule.
Entity Type	Select the entity type that the threshold rule will apply to: Entry Point, Queue, Site, Team, or Agent (if your enterprise uses the Agent Threshold Alerts feature).
Entity Information	
Metric Type	Specify whether this is an Agent Threshold or a Call Threshold.
Entity	Select the entry point, queue, site, or team that the rule will apply to. This setting is not applicable if the entity type is Agent.
Threshold Information	
Threshold Metric	Select a value from the drop-down list. The list displays only those metrics that are applicable to the selected entity type.

Setting	Description
Operand	<p>Operand. Select a value from the drop-down list:</p> <ul style="list-style-type: none"> • > (greater than) • >= (greater than or equal to) • < (less than) • <= (less than or equal to) • = (equal to)
Trigger Value	<p>Specify the value that will trigger a threshold alert. The value type (duration, count, or percentage) is based on the metric selected.</p> <p>The trigger value must be greater than 0 for all metrics except Available Agents, Connected Agents, Number of Agents in Outdial, and Number of Logged in Agents.</p>
Trigger Interval	Specify the interval, in seconds, during which the system will generate only one alert for the threshold rule check.
Email Information	
Notification Receivers	<p>If you want an email alert or text message to be sent to an individual when the threshold is triggered, enter the email address in either the Notification Receivers or the Text Notification Receivers field, and then press Enter. Repeat for each address you want to add.</p> <p>To remove an address, click the x on the left side of the listed address.</p>
Text Notification Receivers	

Entry Point Mappings

The Entry Point Mappings page is an interface for managing the mappings between entry points and the following:

- Dial Numbers (DN)
 - Webex Contact Center PSTN
 - Voice POP bridge
 - Webex Calling
- Social Messaging

By default, all the DN to entry point mappings are listed. If required, you can filter the list by selecting an entry from the **Select Entry Point** drop-down list. The list displays DN, Entry Point, Number Type, and ID.



Note The following points apply if you've a Cisco PSTN add-on:

- The Number Type column displays if the number is a toll number or toll-free number.
- If your tenant contains any DN that is recognized as toll-free and you do not have Cisco **Bundle 2: Inbound toll-free number access** add-on, then a banner appears saying "Some mappings need to be deleted". Remove the toll-free numbers as the entitlement does not exist.

To use an entry point, you must map a dial number to the entry point.

Map an Entry Point

To map an entry point:

Procedure

Step 1 On the Webex Contact Center Portal navigation bar, click **Provisioning**.

Step 2 Click **Entry Point Mappings** and choose the appropriate mapping:

- Dialed Numbers—Used to map dialed numbers to entry points.
- Social Messaging—Used to map social channel connectors to entry points.

Step 3 Enter the following fields:

- For DN mapping:

Setting	Description
Location (Only for Webex Calling)	<p>Select a location from the drop-down list. The list of locations appears as configured on Webex Calling.</p> <p>Note Ensure that you've created a location in Webex Calling and added the required numbers. For more details on adding numbers in Webex Calling, see the article Manage Numbers in Locations.</p>
Available Numbers / DN	<ul style="list-style-type: none"> • For Webex Calling: <p>Select the number that you want to map to this entry point.</p> <p>Note</p> <ul style="list-style-type: none"> • The Webex Calling location main number doesn't appear in this list. If you need to use that main number for mapping, change the main number. For details on managing numbers, see the article Manage Numbers in Locations. • A toll-free number cannot be used for Entry Point mapping without the appropriate entitlement. If the Telephony type is Cisco PSTN and you do not have Cisco Bundle 2: Inbound toll-free number access add-on, use a toll number to map an entry point.

Setting	Description
Entry Point	Select the entry point to which you want to map the DN.

Note To use the Outdial Transfer to Queue feature, map the **Outdial Transfer to Queue** entry point to a DN.

- For Social messaging mapping:

Setting	Description
Connector	Choose a connector from the drop-down list.
Entry Point	Select the entry point to which you want to map the connector.

Step 4 (Only for SMS) Once you select the Entry Point, a **Webhook URL** gets populated on the page. Copy the Webhook URL and configure [MessageBird](#). This configuration helps exchange SMS messages with MessageBird.

Step 5 Click **Save**.

Edit Entry Point Mappings

To edit the mapping of a dial number or social messaging channel to an entry point:

Procedure

Step 1 From the Webex Contact Center Portal navigation bar, click **Provisioning**.

Step 2 Click **Entry Point Mappings** and select the appropriate tab.

Alternately, you can also do the following:

- Search the dial number that you have mapped to an entry point from the **Select Entry Point** drop-down.
- Select **Not Mapped** from the **Select Entry Point** drop-down to view all the dial numbers that you have not mapped to any entry points. Then you can edit the dial number to map them to an entry point.

The **Entry Point Mappings** appears. This page lists all the available mappings.

Step 3 (Optional) To export the dial numbers and their related entry points as a CSV file, click **Export as CSV**.

Step 4 To edit, click the ellipsis icon beside the dial number or social messaging channel that you want to edit and click **Edit**.

The Entry Point Mappings appears.

Step 5 Click **Save**.

Delete Entry Point Mappings

To delete the mapping of a dial number or social messaging channel to an entry point:

Procedure



-
- Step 1** From the Webex Contact Center Portal navigation bar, click **Provisioning**.
- Step 2** Click **Entry Point Mappings**.
The Entry Point Mappings appears. This page lists all the available mappings.
- Step 3** Click the ellipsis icon beside the entry that you want to delete.
- Step 4** Click **Delete**.
- Step 5** Click **Yes** to the prompt message to confirm deletion.
- Note** You cannot delete the entry if the DN is referenced to any other entities (for example, Outdial ANI List Entry).
- Click the ⓘ (Information) icon in the error message to view the list of entities associated with the selected DN. You can delete the DN to Entry Point mapping only when the associated entities are deleted.
-

Update and Upload Agent Template

Before you begin

To upload the details of multiple agents simultaneously:

Procedure

-
- Step 1** From the Webex Contact Center Management Portal, choose **Provisioning > Users**.
- Step 2** Download the template by clicking the **Export as CSV** () icon.
- Step 3** Click **Bulk Update** () icon.
- Step 4** Browse the Agent Update template from your local system and choose the template.
- Step 5** Click **Upload**.
- Step 6** (Optional) Check the status of the upload from Bulk Operations Status in Provisioning.
-

Check the Status of a Bulk Operation

After performing a bulk operation to add, delete, unlock, or change the password for multiple agents, you can check the status of the operation as follows:

Procedure

	Command or Action	Purpose
Step 1	On the Portal navigation bar, select Provisioning > Bulk Operations Status.	
Step 2	From the drop-down lists at the top of the page, select the operation type as Agent Bulk Upload and batch name.	
Step 3	To filter the list, enter one or more characters in the Search box.	The page displays the details about each agent you attempted to add, delete, unlock, or change the password for, including whether the deletion was successful, and if a deletion failed, the reason for the failure.

Download Agent Update Template

To download the agent update template:

Procedure

-
- Step 1** From the Webex Contact Center Portal navigation bar, choose **Provisioning**
- Step 2** Choose **Templates** and then **Agent Update Template**.
The Opening AgentBulkUpdate.csv dialog box appears.
- Step 3** You can do one of the following:
- Open the file.
 - Save the file in your local system.
-

Reports for the Provisioned Items

You can generate reports about the active resources that the Webex Contact Center administrator provisions for your enterprise, using the Webex Contact Center portal. You can view the following reports:

Report	Description
Site Report	The details of the sites for your enterprise. For more information, see About Sites, Teams, Entry Points, and Queues, on page 2
Team Report	The details of the teams for your enterprise. For more information, see About Sites, Teams, Entry Points, and Queues, on page 2
Agent Report	The details of the agents for your enterprise. For more information, see Agent Profiles, on page 70 .
Inbound EP Report	The details of the entry points for your enterprise. For more information, see Entry Points and Queues, on page 19 .
Inbound Queues Report	The details of the queues for your enterprise. For more information, see Entry Points and Queues, on page 19 .
Outdial EP Report	The details of the outdial entry points for your enterprise. For more information, see Entry Points and Queues, on page 19 .
Outdial Queues Report	The details of the outdial queues for your enterprise. For more information, see Entry Points and Queues, on page 19 .
Agent Profile Report	The details of the agent profiles for your enterprise. For more information, see Agent Profiles, on page 70 .
Skill Report	<p>The details of the skills that are available for your enterprise.</p> <p>This report is available if your enterprise uses the Skill-Based Routing.</p> <p>For more information on how to define the skills for your enterprise, see Skill Definitions, on page 131.</p> <p>Note Currently we do not support Skill-Based Routing.</p>

Report	Description
Skill Profile Report	<p>The details of the mapping of the skills and the corresponding profiles.</p> <p>This report is available if your enterprise uses the Skill-Based Routing.</p> <p>For more information on how to define the profiles for the skills, see Skill Profiles, on page 133.</p>
Routing Report	<p>The details about the mapping of the routing strategies with the entry points, queues, and teams.</p> <p>For more information on how to define routing strategies, see About Contact Routing, on page 147.</p>
Agent Skills Report	<p>The details about the agents and their corresponding skills.</p> <p>This report is available if your enterprise uses the Skill-Based Routing.</p> <p>For more information on how to define the skills for your enterprise and Agent profiles, see Skill Definitions, on page 131 and Agent Profiles, on page 70.</p> <p>Note: Currently we do not support Skill-Based Routing.</p>

Manage Reports for the Provisioned Items

To email the report or download the report for any provisioned item:

Procedure

Step 1 In the Webex Contact Center portal navigation bar, click **Provisioning**.

Step 2 Click **Reports**.

A drop-down with the type of reports that are available appears.

Step 3 Select the required type of report.

For more information on the types of the reports, see [Reports for the Provisioned Items, on page 140](#).

The report page appears.

Step 4 Do one of the following:

- Download the report as either an Excel sheet or PDF.
- Email the report to your email address.

Note For the Routing Report, you have to select the type of the routing strategy for which you want to generate the report. The options are:

- Current
 - Active
 - All
-



CHAPTER 4

Business Rules

- [About Business Rules Engine, on page 145](#)
- [Configuring BRE in Webex Contact Center, on page 145](#)

About Business Rules Engine

The Business Rules Engine (BRE) provides a means for tenants to incorporate their data into the Webex Contact Center environment for custom routing as well as for general implementation. Administrators can use the BRE solution with Webex Contact Center to leverage business data for their organization in flows.

Configuring BRE in Webex Contact Center

As an administrator, configure the following to invoke the rules engine from Webex Contact Center:

Before you begin

Contact Cisco Professional Services Group to setup BRE and the BRE DataSync accounts.

Procedure

- Step 1** Select **Cisco Webex Contact Center Management Portal > Business Rules** to launch the Business Rules Engine utility.
- You must create rules in the BRE utility. For more information about configuring the rules in the BRE utility, see *Creating a Set of Rules* section in the [Cisco Webex Contact Center Business Rules Engine User Guide](#).
- Step 2** Configure the BRE DataSync utility for every dataset that the Rules Engine will be using to make decisions.
- For more information, see the *Configuring a BRE DataSync Instance* section in the [Cisco Webex Contact Center Business Rules Engine User Guide](#).
- Step 3** Create and configure a flow with the [BRE Request, on page 181](#) activity.
-



CHAPTER 5

Contact Routing

- [About Contact Routing, on page 147](#)
- [About Multimedia, on page 148](#)
- [Working with Flow Designer, on page 149](#)
- [Uploading and Updating Resource Files, on page 203](#)
- [Viewing, Creating, Modifying, and Deleting Routing Strategies, on page 207](#)

About Contact Routing

Each contact arrives at an entry point, where a routing strategy associated to the entry point is used to apply business logic. Based on the evaluated criteria in the routing strategy an appropriate queue is selected to distribute the contact to one of the available teams.

About Skills-Based Routing

Skills-Based Routing is an optional feature that matches the needs of callers with agents who have the skills to best meet those needs. When calls arrive at an entry point, they are classified into subsets that can be routed only to agents who possess a required set of skills, such as language fluency or product expertise.

Skill requirements are assigned to calls in the flow. The calls are then sent to a queue for distribution to agents who have been assigned a matching set of skills. If an agent doesn't become available within a time interval specified in the queue, the skill requirements can be removed or reduced by specifying skill relaxations in the [Queue Contact, on page 178](#) activity.



Note Skills based routing is applicable only for Telephony.

The overall process for implementing skills-based routing involves the following steps:

Procedure

Step 1 Define skills. Four types of skills can be defined:

- A proficiency skill can have a value ranging from 0 to 10 that represents the agent's level of expertise in the skill. For example, you might define a skill for each language that your agents speak.

- A boolean skill can have the value of true or false to indicate whether or not the agent has the skill. For example, to ensure that your most valuable customers get the best service, you might define a skill named PremierService and assign it with a value of true to your most experienced agents.
- A text skill is a free-form text skill that must be matched exactly. For example, you might define a skill named Extension that will let you route a call to a specific agent's extension number based on digits entered by the caller in response to a prompt.
- An enum skill is a named set of predefined values. For example, you might create a skill named Line of Business that can have the values Sales, Service, and Billing; or a skill named Operating System that can have the values Linux, Windows, and UNIX.

Step 2 Define skill profiles. A skill profile is a set of skills that can be collectively assigned to a team or agent. Each skill in the profile is assigned a specific value. For example, a skill of English might be assigned a high level of proficiency in one skill profile and a lower level in another profile. For more information, see [Skill Profiles, on page 133](#).

Currently, Webex Contact Center does not support skill profile assigned to a team.

Step 3 Assign skill profiles to agents. An individual agent is assigned a skill profile. For more information, see [View the Details of a User, on page 54](#).

Step 4 Create a queue with channel type as **Telephony**.

a) In the Contact Routing Settings, select the **Queue Routing Type** as **Skills Based**.

For more information, see [Create a Queue and an Outdial Queue, on page 25](#)

Step 5 Create a flow that defines how to treat the call (see [Working with Flows, on page 151](#))

a) Add a **Queue Contact** activity and select the queue for which **Skills Based** routing is configured.

For more information about selecting skill requirements and specifying skill relaxations, see [Queue Contact, on page 178](#).

Step 6 Create an entry point routing strategy and select the flow created in [Step 5, on page 148](#).

For more information, see [Create a Routing Strategy, on page 210](#).

About Multimedia

If your enterprise uses chat and email routing offered by Webex Contact Center in addition to voice, then Multimedia profiles are enabled. You will be able to associate sites and agents with multimedia profiles.

The overall process for implementing multimedia routing involves the following steps:

Procedure

Step 1 Define multimedia profiles. If your enterprise subscribes to the Webex Contact Center Multimedia feature, each agent is associated with a multimedia profile, which specifies how many of each media type the agent can handle concurrently. For more information, see [Multimedia Profiles, on page 90](#).

Step 2 Assign multimedia profiles to sites, teams, or agents. When Multimedia is enabled, every site is associated with a multimedia profile. Each agent-based team at a given site is associated with the profile assigned to that

site unless the team is assigned a different multimedia profile. Similarly, each agent logged in to a team is associated with the team's profile unless the agent is assigned a different multimedia profile. For more information, see [Sites, on page 46](#), [Create a Team, on page 50](#), and [Users, on page 54](#).

- Step 3** Create separate entry points and queues for each media type. For more information, see [Create an Entry Point or an Outdial Entry Point, on page 20](#).
- Step 4** Work with Webex Contact Center Operations to create routing strategies configured to use a specialized call control script.
- Step 5** Work with your specific CRM vendor to configure the multimedia interaction at the agent level.
- Alternately you can configure the queue routing strategy to assign multimedia contacts (Chat, Email) to your agents.
-

Working with Flow Designer

About Flow Designer

Flow Designer is a drag-and-drop UI used to define flows that orchestrate and automate the components of the Cisco Webex Contact Center. Through a set of ready made activities, you can flexibly create a flow that is based on your organizational requirements.

Getting Started

Whether you are coming from an existing Cisco Webex Contact Center environment or are just starting, this guide will help you get started using the Flow Designer application.

Prerequisites

Before using Flow Designer, you must provision several entities from the Cisco Webex Contact Center Management Portal and the Control Hub. These entities can be leveraged directly as part of Flow Designer (for example, Queues and Audio Files) or indirectly to enable contact routing (for example, Call Distribution in Queue Routing Strategies).

The following is a list of items that must be configured before building flows in Flow Designer:

Entry Points

Queue

Agents

User Profile

Agent Profile

Teams

Virtual Agent

Audio Files

Accessing the Flow Designer Application

The Flow Designer Application can be accessed from the Routing Strategies module. Follow this click path **Cisco Webex Contact Center Management Portal > Routing Strategies > Flow > Create New Flow**.

To access Flow Designer, you must have a Premium Agent License and a user profile that has rights to edit the Routing Strategies module.

Flow Designer leverages Common Identity and a Single Sign-On interaction. If the users are already logged in to the Cisco Webex Control Hub or the Cisco Webex Contact Center Management Portal while attempting to access Flow Designer, they will automatically gain access. If not, they will be prompted to enter their SSO credentials in the standard login screen.

Flow Designer Browser and Email Requirements

Browser Requirements

The following table lists the supported browsers.

Table 18: Supported Browsers

Operating System	Browser Version
Windows 10	<ul style="list-style-type: none"> • Google Chrome V76.0.3809 and later • Firefox Extended Support Release (ESR) V68 and later • Edge Chromium (MS Edge V79 and later)
macOS	<ul style="list-style-type: none"> • Google Chrome V76.0.3809 and later • Firefox Extended Support Release (ESR) V68 and later • Edge Chromium (MS Edge V79 and later)
Chrome OS	<ul style="list-style-type: none"> • Chromium V73 and later • Google Chrome V76.0.3809 and later

The following browser options must be configured:

- Cookies and site data is enabled.
- Security level is set to *Medium*.
- Image option is enabled.
- Pop-up blocker is disabled.
- JavaScript is enabled.

Supported Email Servers

Flow Designer supports the following email servers:

Office 365

Gmail

Key Terminology

The following are a few key terms that will be referenced throughout this documentation:

- **Workflow Engine (WFE):** A software application that manages process automation.
- **Flow:** A user-defined sequence of activities that are executed in response to an event.
- **Event:** An internal or external stimulus to the system which may cause a flow or flow path to be executed. These may be Kafka messages, external HTTP requests, user actions, etc. Flow Designer is an event-driven application that executes flows in response to events. If and when certain events are triggered, flows are automatically executed as configured
- **Activity:** A single step of a flow, as represented by a node in the Flow Designer interface. For example, play a message or make an HTTP request. This is the element that is dragged and dropped by the user into a flow. There are four key types of Activities
 - **Start Activities:** These activities start a flow or path of a flow. They have 0 inputs and 1 output. Start Activities include the Start Flow and the Event Handler activities. The Start Flow activity indicates the Trigger Event that causes a flow to be executed. The Event Handler activity allows you to build custom branches of a flow that are only executed if the indicated event is triggered at some point during the execution of the Main Flow. Start Activities are represented by a pentagon shape and shaded left-edge
 - **Actions:** These activities are used in the middle of the flow and indicate a step that can only have 1 successful outcome. They have more than single inputs, two required output, and potentially some error handling outputs. Actions are represented by a square shape
 - **Enum-Gateways:** These activities are used in the middle of the flow and indicate a step that can have multiple successful outcome paths. They have 1+ inputs, 2+ required outputs, and potentially some error handling outputs. Enum-Gateways are represented by a diamond shape
 - **Terminating Activities:** These activities end a flow or flow path. They have 1+ inputs and 0 outputs. For example, the **End Flow** and **Disconnect Contact** activities are Terminating Activities that end either the flow or the contact depending on whether or not a contact is actively involved. Terminating Activities are represented by a circle shape and shaded right-edge. At least one Terminating Activity is required in every flow to indicate that the flow will end eventually. Multiple terminating activities can be used in a single flow to terminate different flow paths
- **Link:** A link is the arrow that connects one activity to another. It indicates the direction of the flow and dependency between events. To delete a link and break the connection between two activities, click on the link to reveal the delete icon, and proceed to delete the line
- **Port:** A port is an unlinked output or input on an activity. It is represented by a circle from which a link can be dragged or connected. All ports must be linked, otherwise the flow is invalid.

Working with Flows

Create a Flow

Flows are created and managed from the Routing Strategy module.



Note The flow name must be unique.

To create a flow:

1. Navigate to the **Cisco Webex Contact Center Management Portal > Routing Strategy > Flows**.
2. Click **New**.
3. Enter a unique **Flow Name**.



Note The Flow Name must not contain spaces, special characters, and cannot exceed 80 characters. It can contain alphanumeric characters, underscores, and hyphens. For example, NewContact_01.

4. Click **Start Building Flow**.

The flow name appears on the Flow Designer canvas and on the Global Properties pane after validation.

Navigate to the **Cisco Webex Contact Center Management Portal > Routing Strategy > Flows**. You see a table where all existing flows for your tenant are managed.

The Flows table contains the following information:

Name

The name of the flow as configured in the Flow Designer application.

Status

Whether the flow is published or is still in draft stage.

Description

The description of the flow as configured in the Flow Designer application.

Created

The date when the flow was created. This follows the time zone settings configured for the user.

Last Updated

The date when the flow was last edited. This follows the time zone settings configured for the user.

Last Edited By

The email of the user who last edited the flow.

Modify a Flow

To modify or edit flow, navigate to the Flow Management Table through the following click-path: **Cisco Webex Management Portal > Routing Strategy > Flows**.

Locate the flow that you want to modify, and click Actions button that appears in the far-left column (with 3 dots). This opens a menu with the actions **Open**, **Delete**, and **Copy**.

Click **Open** option to open the flow in a new browser window. From here, you can proceed with editing the flow draft as desired.

Validate a Flow

Validating a flow ensures that all required fields are configured and that the structure of the flow is valid. Validation cannot determine how the flow will be executed at run-time, and does not guarantee that the flow will run as expected.

When the Validation toggle is set to **Off**, validation is not running at all and the system doesn't know if there are errors with the flow.

Once the Validation toggle is set to **On**, then validation starts running and any errors are surfaced to the UI.

There are three mechanisms for displaying errors:

- Flow Errors Button
- Activity Error Styling
- Validation Details Window

Flow Errors Button: there is a Red button that appears next to the Validation toggle. This shows the number of active errors. If there are no errors (Flow Errors: 0), the button is Green.

Activity Error Styling: If an activity has configuration errors, it appears as having a red outline with a red information icon in the upper-right corner. Click this icon to show a contextual tooltip that summarizes any errors with the activity. Once the errors are addressed, the activity will lose the error styling in real time.

Validation Details Window: This pop-up window keeps a running list of active errors in the flow. This window can be dragged and moved around the canvas. It also can be closed entirely by clicking **Close** icon in the upper right.

If you close the Validation Details Window and want to reopen it, you can click the Flow Errors Button.

There are two sections within this window: **Flow Errors** and **Recommendations**.

Flow Errors Section: This section lists all the active errors in the flow and breaks them down by activity. All of these errors must be resolved before the flow is eligible for publishing. For more information, see [Flow Designer Error Codes, on page 202](#).

Recommendation Section: This section lists best practices and reminders when building flows. While it is important to consider these items before publishing a flow, the recommendations are not required.

If you do not want to see the recommendations, click **Dismiss Recommendations** text to hide the list. The list will stay hidden until you close the Validation Details window and open it again.



Note

Flow Validation is not able to evaluate functions or check to see if variables will resolve to expected values. It only checks for structural errors. Double-check your variables to ensure that they work as expected.

Copy a Flow

To copy flow, navigate to the Flow Management Table through the following click-path: **Cisco Webex Management Portal > Routing Strategy > Flows**.

Locate the flow you would like to copy, and click **Actions** button that appears in the far-left column (with 3 dots). This opens a menu with the actions **Open**, **Delete**, and **Copy**.

Click **Copy** option to proceed with copying the flow. The copied flow will appear below the original flow in the Flows table. The name takes this format: Copy_FlowName_FlowID where Flow Name is the name configured for the original flow, and FlowID is a unique identifier for the original flow.

Open the copied flow in the Flow Designer application to edit the name.

Publish a Flow

The Publish a Flow button allows you to Publish a Flow, once it is validated and free of errors. Once a flow is published, it becomes available for use in Entry Point Routing Strategies. Before publishing a flow, ensure that you are fully satisfied with the configuration and that the flow is suitable for use in live contact center interactions. Now, editing a published flow is not fully support (see Known Limitations).

Flows must be validated before they can be published. The **Publish Flow** button is disabled as long as the Validation toggle is off. Once Validation is turned on, the **Publish Flow** button will remain disabled if there are any active errors in the flow.

When you click the **Publish Flow** button, the **Publish Flow** confirmation window appears. Before proceeding, ensure that all the expressions work and that the flow behaves as desired. Click the **Publish** button to publish, you will be redirected to a confirmation screen once the flow is published.

If an error occurs:

1. You will see a notification window with the **Tracking Id** and **Flow Id**. You can contact Cisco Support for help with using the **Tracking Id** to seek further assistance.
2. Click the **Retry Publish** button, to try publishing again.
 - If the flow is published successfully, you will be redirected to the status page and see a confirmation message.

Delete a Flow

To delete a flow, navigate to the Flow Management Table through the following click-path: **Cisco Webex Contact Center Management Portal > Routing Strategy > Flows**.

Locate the flow that you want to delete, and click the Actions button that appears in the far-left column (with 3 dots). This opens a menu with the actions Open, Delete, and Copy.

Click **Delete** option to proceed with deleting the flow. You will see a confirmation messaging asking if you are sure you want to delete the flow. Click **Yes** to proceed or **No** to not proceed with deleting the flow.



Note

If a flow has a Status of **Published**, it can be part of a Routing Strategy configuration. Ensure that you know where a flow is used before deleting it. Otherwise, you could impact live contact center interactions.

Entry Point Routing Strategies

An Entry Point Routing strategy is a configuration that controls the routing behavior of a contact when it reaches an entry point. When a contact arrives at an entry point, the routing engine checks to see which Entry Point Routing Strategy is active at the given time. It then follows the behavior that is defined in that configuration.

The Call Control section of the Entry Point Routing Strategy configuration allows you to choose a flow that controls the experience callers have during their interaction. With the new Flow Designer application, you can configure an end-to-end flow that controls both the initial treatment of the call in the IVR, as well as the queue experience after the contact is queued.

Select a flow from the “Flow” drop-down to indicate which flow controls this end-to-end call experience during the time interval specified in the routing strategy. Only flows that have been published from the Flow Designer application are available for selection from this drop-down menu.



Note Flows are only available for Telephony Entry Points. Also, you cannot override any settings in the flow from the Entry Point Routing Strategy.

Queue Routing Strategies

A Queue Routing strategy is a configuration that controls the routing behavior of a contact when it reaches a queue. When a contact arrives at a queue, the routing engine checks to see which Queue Routing Strategy is active at the given time. It then follows the behavior defined in that configuration.



Note Customers who have started using Queue Routing Strategies in Webex Contact Center can still access them, but new strategies cannot be created. It is recommended that all customers should transition over their configurations to Queues and eventually no longer need Queue Routing Strategies.

Layout of the Flow Designer

Activity Library

- The Activity Library comprises the list of activities associated with Flow Designer. The user can drag and drop the activities to the Main Flow or Event Flows canvases to design their flows. The Activity Library has two sections: **CALL HANDLING** and **FLOW CONTROL**.

CALL HANDLING: Call Handling activities are used to build flows that handle voice interactions in the contact center. They are specific to the use case of handling calls through Interactive Voice Response (IVR) and virtual or human agents

FLOW CONTROL: Flow Control activities are agnostic to Flow Type, and are used to control the logic in the flow regardless of use case.

- You can hide and expand the Activity Library as desired to increase working space on the canvas between configurations.

Canvas, Main Flow, and Event Flows

The Canvas is represented by the gray working space upon which activities are dropped. You can pan around the canvas and zoom in/out using the controls in the bottom-left of the screen. There are no constraints on how big a flow can be or how much of the canvas is in use. There are two tabs in Flow Designer which allow for extra canvas space – Main Flow and Event Flows. These exist to logically separate different paths of your flow and create a more organized workspace, as described below:

- **Main Flow:** The Main Flow tab is intended to be where the user scripts the primary flow based on the Trigger Event defined in the Start Flow activity. These are predictable flow steps that are executed in a sequence. For a traditional Contact Handling workflow, this is where you will configure the end-to-end

experience that a caller has from the Interactive Voice Response (IVR) Menu through waiting in a Queue, including any opt-out experiences.




- **Event Flows:** At any point during the execution of the Main Flow, it's possible that events could be triggered in the contact center that will interrupt the Main Flow. For example, once the agent answers a phone call, it interrupts the caller's experience in the queue. If you want to define unique behavior to happen when these events are triggered, you can script optional Event Flows.. Event Flows are asynchronous to the Main Flow, meaning you can't predict if or when they will be triggered. For this reason, Event Flows are optional and are intended to augment the Main Flow functionality.


Note

While multiple Event Handling flows can be configured in the Event Flows canvas, each event flow must have a unique start and end with no shared activities.



Zoom Toolbar

The zoom toolbar in Flow Designer has Global Properties, zoom-in, and zoom-out buttons which help you display the **Global Properties** pane, and minimize or maximize the contents in the canvas.

- **Global Properties** : click the  icon to open the **Global Properties** pane. For more information, see [Properties Pane, on page 156](#).
- **Zoom-In**: click the  icon on the toolbar. When you have reached the maximum limit, the button will be disabled.
- **Zoom-Out**: click the  icon on the toolbar. When you have reached the maximum limit, the button will be disabled.


Properties Pane

Flow Designer has a Properties Pane that appears on the right of the application. The parameters are set for either the flow (Global Properties) or for a selected activity. You can hide and expand the panel as desired to increase working space on the canvas between configurations.

The **Global Properties** pane is displayed by default when the Flow loads. Click the  icon to open the **Global Properties** pane. The  icon helps you to open and close the Properties Pane while working on flows. You can also click anywhere on the empty canvas to return to the **Global Properties** pane view. The **Global Properties** pane is not visible when an activity is selected.

The following configurations are contained in the Global Properties pane:

- (Optional) Provide a flow description
- Manage custom and predefined variables (see, [Set Variable, on page 181](#) for additional information about flow variables)
- View Flow History information, including the owner, last edited date, and version number.

Click the  icon to close the Properties Pane.



Note There is no version control feature currently. The version represents the number of times that the flow is published and overwritten.

Header Pane

- The Header pane displays the name of your Flow, which dynamically updates when the flow name is edited from the Global Properties Pane.
- The header panel has a **Sign Out** button. Flow Designer allows you to save an existing flow draft if you wish to return and continue working later.
- To save your drafts of the flows or to close the application, click **Save Flow** and **Sign Out** icon in the top-right corner of the application.

Footer Pane

- **Autosave Enabled:** On the left of the Footer Pane is an indication that Autosaving is enabled. Flows are saved to avoid data loss, and an error notification appears if auto-saving is suspended.



Note *There is a scenario in which data could be lost if the browser window is closed while data is autosaving. We recommend you wait a few seconds after making changes to your flow before closing the browser.*

- **Flow Validation:** Flow Validation is a feature that checks to see if there are any errors in a flow's structure that will prevent it from working. The validation toggle on the right of the Footer Pane can be enabled at any time. By default, validation is not running on the back end, so no errors are surfaced to the UI. When the toggle is enabled, the backend validation commences and any errors in the flow are surfaced to the UI. For more information about Flow Validation, see [Validate a Flow](#) , on page 152.
- **Flow Publishing:** Before publishing, a flow must be validated and all errors must be resolved. The **Publish** button is disabled if the Validation toggle is off. Once validation is enabled, the Publish button remains disabled if there are any active errors in the flow. For more information about Flow Publishing, see [Publish a Flow](#) , on page 154 .

Activities In Flow Designer

Activities in CALL HANDLING

Play Music

The **Play Music** activity plays a music notation when a call arrives or while waiting in a queue. To configure **Play Music** activity, you can choose a media file from the drop-down list.

You can choose the audio file while the caller is on hold.

Table 19: General Settings

Parameter	Description
Label Name	Indicates the name for the activity.
Description	(Optional) Enter a description for the activity.

Table 20: Music Settings

Parameter	Description
Music File	<p>Choose the name of the audio (.wav) file from the drop-down list.</p> <p>You can manage Audio Files from the Cisco Webex Contact Center Routing Strategies module by navigating to the Resources tab and selecting Audio Files. These files appear for selection in the drop-down list.</p>
Music Duration	<p>Specify the time duration of the music file selected.(For example: 30 sec).</p> <p>Note You can enter a static number (example: 20) or an expression {{MusicVar + 20}}. The duration will change dynamically.</p> <p>Specify the duration in seconds only. Ensure that your input has numeric values. If the Start Offset and the Music Duration are longer than the file length, the music loops back to the start and continues playing.</p>
Start Offset	<p>Allows you to set time duration for the audio file to play.</p> <p>For Example, assume that your music file is of 60 sec. If the Start Offset initiates at 45 sec and the music duration is 30 sec. The file should play the last 15 sec and loops to the start and then play the first 15 sec. 0 is the start time.</p> <p>Note You can enter a static number (example: 20) or an expression {{MusicVar + 20}}.The duration will change dynamically according to the duration entered.</p> <p>Specify the duration in seconds only. Ensure that your input has numeric values.</p>

Feedback

Configure the Feedback activity to initiate a Cisco Webex Experience Management post-call survey to collect feedback from customers. Two types of surveys can be initiated:

- IVR post-call surveys: configure the Feedback activity in the **Event Flows** tab in Flow Designer following the **AgentDisconnected** event. An IVR survey will be played to the customer as set up in Cisco Webex Experience Management. The customer uses the keypad to answer the survey. If the customer partially answers the survey by not responding within the configured timeout duration, or by providing an invalid input then the partially answered survey is sent to Cisco Webex Experience Management.
- Email or SMS post-call surveys: configure the Feedback activity in the **Event Flows** tab in Flow Designer following the **PhoneContactEnded** event. A survey will be sent to customers over email or SMS depending on the dispatch policy rules setup in Cisco Webex Experience Management.

General Settings

Parameter	Description
Activity Label	Enter the name of the label.
Activity Description	(Optional) Enter a description of the activity.

Survey

You can administer a survey to the customer by selecting from a list of questionnaires for voice or dispatches for Email/SMS surveys, that is based on the configuration in the Cisco Webex Experience Management.

Table 21: Survey Method

Parameter	Description
Voice Based	If you want to play the inline survey to the customer, then select the Voice Based option and select the survey from the drop-down.
Email/SMS Based	If you want to provide an offline Email/SMS survey to the customer. Select the Email/SMS Based option and select the dispatch template from the drop-down.
Dispatch	Select the name of the dispatch template from the drop-down list. All the dispatch templates that are configured in Cisco Webex Experience Management are listed in the drop-down.

Parameter	Description
Preferred Language	<p>The language in which the customer experiences the survey. The drop-down displays the list of languages that are supported by Cisco Webex Experience Management. You can also choose to pass a variable by choosing the Set to Variable option. This can be used for scenarios where the selection of the language must be determined during the call flow.</p> <p>Preferred language setting will work only if the corresponding dispatch message template and consequently, the questionnaire has the language translations added in Cisco Webex Experience Management.</p> <p>Note For Voice Based surveys, only the default language configured for your Webex Experience Management questionnaire is supported at this time. You should select the language that matches the default. For Email/SMS Based surveys, ensure that the language you configure is supported by the questionnaire in the dispatch. If it is not, the default language for the dispatch is used.</p>
Customer Information	<p>This information is passed along with the prefill that is required by Cisco Webex Experience Management to send and capture the survey response. The prefill information that must be sent depends on the dispatch configurations set in Cisco Webex Experience Management.</p> <p>For example, a survey that is sent only to customers over phone as defined in the dispatch rules does not require the Email field to be filled as part of this configuration.</p>

The Feedback activity has the following **Advanced Settings** that can help to validate the expected DTMF responses from Cisco Webex Experience Management.

Table 22: Advanced Settings

Parameter	Description
Timeout	Specifies the maximum duration that the activity waits for a response from the customers. The default value is 3 seconds.

Play Message

The **Play Message** activity plays uninterruptible message to the caller. You can use the **Play Message** activity with or without the Text-To-Speech capability enabled. The configuration options change accordingly.

Table 23: General Settings

Parameter	Description
Activity Label	Enter a name for the activity.
Activity Description	(Optional) Enter a description for the activity.

Table 24: Prompt Configuration without Text-To-Speech Enabled

Parameter	Description
Add Audio Files	<p>By default, Text-To-Speech is not enabled. To proceed with configuring the prompt without Text-To-Speech, add at least one prerecorded audio file. Choose the file from the drop-down field labeled with 1. To add more audio files, click the check box button. The files are played in a sequence to the caller in the order they appear. You can choose up to five audio files. To remove an audio file from the sequence, click the Delete icon that appears alongside each drop-down field.</p> <p>To remove an audio file from the sequence, click Delete icon that appears alongside each drop-down list.</p>

Prompt Configuration with Text-to-Speech

To use Text-To-Speech in your prompt, enable the Text-To-Speech toggle. More required configurations become visible when you enable the Text-To-Speech toggle.

Table 25: Prompt Configuration with Text-To-Speech Enabled

Parameter	Description
Connector	Choose a Connector to authenticate the Text-To-Speech service. The drop-down field displays the name of all the Google connectors that are configured in the Control Hub. You can select the connector from the drop-down list (Only the active connectors are displayed).

Parameter	Description
Language and Voice	<p>The Language and Voice options change based on the selected Connector.</p> <p>The selection dictates the language, gender, and tone used to read Text-To-Speech messages to the caller.</p> <p>If you are using Google Text-To-Speech, you can preview the different options on this page: https://cloud.google.com/text-to-speech</p>
Add Text-to-Speech Message	<p>When building your prompt, you can exclusively use Text-To-Speech or you can use a mix of prerecorded audio files and Text-to-Speech messages. Click Add Text-to-Speech Message button to add a new text input field to the prompt creation section. Here, you can type the message that should be read out to the caller using the selected Language and Voice. The field accepts two types of input: raw text (plaintext) or SSML-formatted data. You can also use variables as part of the message to read dynamic content.</p>
Add Audio File	<p>To alternate Text-To-Speech messages with prerecorded audio files, click the Add Audio File button. This adds a new row to the configuration where an audio file can be selected from a drop-down field. The full prompt is played in a Sequence. In the order that each message appears, alternating between Text-To-Speech and static audio files as configured. You can configure up to five audio messages. To remove an item from the sequence, click the Delete icon that appears alongside each input or drop-down field.</p>

Table 26: Text-to-Speech Settings

Parameter	Description
Speaking Rate	<p>The Speaking Rate defines the speed at which the speech rate at which the voice speaks.</p> <p>Note Provide numeric inputs in the range: 0.25 to 4.0 dB. The default value is 1dB.</p>
Volume Gain	<p>The Volume Gain increases the volume from the normal native volume supported by a specific voice.</p> <p>Note Provide numeric inputs within the range: -96.0 to 16.0 dB. The default value is 1.0 dB.</p>

Screen Pop

A **Screen Pop** is a window or a dialog box that autonomously appears on an Agent's Desktop when an agent answers a customer call. An agent gets more information about the caller to proceed further with a conversation. For more information, see the *Working with Agent Desktop* section in the [Cisco Webex Contact Center Agent Desktop User Guide](#).

The Screen Pop activity becomes relevant only after an agent is involved in an interaction. It typically uses the **AgentAnswered** event and the **PhoneContactEnded** event.

AgentAnswered

The **AgentAnswered** event is triggered when an agent answers an inbound call. The event will be triggered only if a **QueueContact** activity is used in the Main Flow. The event types available for configuration will be predefined, based on the Flow Type selected for this flow.

You can build only a single event handling flow for each event. For example, when an inbound call is accepted by an agent, a Screen Pop is displayed. The Screen Pop activity contains information that is based on the selected variables. The Screen Pop integrates the Cisco Contact Center solution with other business applications such as CRM (Salesforce), ticketing tools, and order entry system.

Complete this configuration in the **Event Flows** tab in Flow Designer. To define different Screen Pop behaviors which are based on criteria that are configured in the Main Flow, use a **Condition** or **Case** activity. You can define one Screen Pop per flow.

General Settings

Parameter	Description
Activity Label	Enter a name for the activity.
Activity Description	(Optional) Enter a description for the activity.

URL Settings

The URL settings option must be used to define a URL for Screen Pop configurations. If you are typing variables, use the syntax. `{{variables}}`. For example, `{{NewPhoneContact.ANI}}`

Parameter	Description
Screen Pop URL	Enter the URL of the intended website, such as www.salesforce.com . After the agent answers a call, the configured URL populates the Screen Pop that appears in Desktop.
Query Parameters	Enter the various variables in the payload. To add a new query parameter, click Add New . Enter the attribute–value details in the KEY and VALUE fields respectively.

Display Settings

Parameter	Description
In a new browser tab	The Screen Pop is displayed in a new browser tab every time without affecting the existing Screen Pop.
In the existing Screen Pop tab	The Screen Pop must be displayed inside the existing browser tab replacing the previous Screen Pop.
Inside Desktop	The Screen Pop is displayed as a tab in the Auxiliary Information pane in Desktop.



Note

- If the Screen Pop display is configured as **Inside Desktop** or **In the existing browser tab**, data being entered in the Screen Pop for a call will be lost if the agent accepts a new call. To prevent loss of data being entered in the Screen Pop, ensure that you configure the display option as **In the new browser tab**.

For example, consider that the Screen Pop display is configured as **Inside Desktop**. If the agent accepts a new inbound call while entering data in the Screen Pop for a previous call, the data being entered for the previous call will be lost when the Screen Pop for the new call pops up. To prevent loss of data, configure the display option as **In the new browser tab**.

- If the Screen Pop is configured to be displayed as **Inside Desktop**, the Screen Pop is displayed in the Auxiliary Information pane for the duration of the call. The Screen Pop is retained even when you select a task from another channel type in the Task List pane.

Collect Digits

The **Collect Digits** activity prompts the caller to enter a DTMF input, such as an account number. Like the **Play Message** and **Menu** activities, Collect digits can utilize audio files. Text to Speech messages, or a combination of both to prompt the caller to enter their digits.

Table 27: General Settings

Parameter	Description
Activity Label	Enter a name for the activity.
Activity Description	(Optional) Enter a description for the activity.

Table 28: Prompt Configuration Without Text-To-Speech Enabled

Parameter	Description
Add Audio File(s)	<p>By default, Text to Speech is not enabled. To proceed with configuring the prompt without Text to Speech, add at least one pre recorded audio file. Choose the file from the drop-down field labeled with “1”. To add more audio files, Click Add New button. The files are played in a sequence to the caller in the order they appear. You can choose up to 5 audio files. To remove an audio file from the sequence. Click Delete icon that appears alongside each drop-down field. Because at least one audio file is required, the Delete icon is not visible when only one drop-down field is visible.</p> <p>Note Manage Audio Files from the Cisco Webex Contact Center Routing Strategies module. You can navigate to the Resources tab and select Audio Files. These files appear for selection in the drop-down lists.</p>
Make Prompt Interruptible	The Make Prompt Interruptible check box allows you to indicate if the configured prompt can be interrupted by a caller input or event. By default, Make Prompt Interruptible is not checked for the Collect Digits activity. If the prompt is important for the caller to hear, do not allow it to be interruptible.

Prompt Configuration with Text to Speech

To use the Text to Speech in your prompt, enable the Text to Speech toggle.

Configurations become visible when you enable the Text to Speech toggle.

Table 29: Prompt Configuration with Text-To-Speech Enabled

Parameter	Description
Connector	<p>The Language and Voice options change based on the selected Connector. The selection dictates the language, gender, and tone used to read Text to Speech messages to the caller.</p> <p>If you are using Google TTS, you can preview the different options on this page, https://cloud.google.com/%20text%E2%80%90to%E2%80%90speech</p>

Parameter	Description
Add Text to Speech Message	<p>When building your prompt, you can exclusively use Text to Speech or you can use a mix of pre recorded audio files and Text to Speech messages. Click Add Text-to-Speech Message button to add a new text input field to the prompt creation section. Here, you can type the message that should be read to the caller using the selected Language and Voice. The field accepts two types of input: raw text (plain text) or SSML formatted data. You can also use variables as part of the message to read dynamic content.</p> <p>If typing a variable, use this syntax: <code>{{variable}}</code>. For instance <code>{{NewPhoneContact.ANI}}</code> is variable syntax.</p>
Add Audio File	<p>To alternate Text to Speech messages with pre recorded audio files, click Add Audio File button. This adds a new row to the configuration where an audio file can be selected from a drop-down field. The full prompt is played to the caller in a sequence. In the order that each message appears, alternating between Text to Speech and static audio files as configured. You can configure up to five total messages (Text to Speech messages and audio files combined). To remove an item from the sequence, click Delete icon that appears alongside each input or drop down field. The Delete icon is not visible when only one field is configured, because at least one message or audio file is required.</p>
Make Prompt Interruptible	<p>The Make Prompt Interruptible check box allows you to indicate if the configured prompt can be interrupted by a caller input or event. By default, this is not checked for the Collect Digits activity. If the prompt is important for the caller to hear, consider not allowing it to be interruptible.</p>

Table 30: Text to Speech Settings

Parameter	Description
Speaking Rate	<p>Indicates the rate of speech. Speaking Rate is controlled by increasing or by decreasing the numeric input to maintain the ideal rate of speech.</p> <p>Note Provide numeric inputs within the range: 0.25 to 4.0 decibels. The default value is 1.</p>

Parameter	Description
Volume Gain	<p>Indicates the increase or decrease in volume output. Volume Gain is controlled by increasing or by decreasing the numeric input to maintain the ideal volume of speech.</p> <p>Note Provide numeric inputs within the range: 96.0 to 16.0 decibels. The default value is 1.0 dB.</p>

The Collect Digits activity has the following Advanced Settings that can help to validate the expected DTMF input from the caller.

Table 31: Advanced Settings

Parameter	Description
Entry Timeout	<p>Specifies the maximum duration the activity waits for input before proceeding down the Entry Timeout path. The default value is 3. This will typically occur if the caller becomes idle after listening to the prompt and entering their digits.</p>
Inter-Digit Timeout	<p>Specifies the maximum duration the activity waits between digits before continuing in the flow. This occurs only after at least one digit is entered. If the caller enters a Terminating Symbol to indicate that they are done with their entry, they can progress in the flow before the Inter-Digit Timeout is reached.</p> <p>Note Inter-Digit Timeout is not applicable for customers using the Telnyx platform. This parameter is not disabled by default.</p>
Minimum Number of Digits	<p>Specifies the minimum number of digits the caller must enter. The default value is 1. If the caller enters an input that is less than this value, the flow will follow the Unmatched Entry path that is configured from the Error Handling section of the activity.</p>
Maximum Number of Digits	<p>Specifies the maximum number of digits the caller must enter. The default value is 10. If the caller enters an input that is more than this value, the flow will follow the Unmatched Entry path that is configured from the Error Handling section of the activity.</p>
Terminator Symbol	<p>The Terminator Symbol is a character that the caller can enter to specify the end of their input. The Terminator Symbol can be either # or * depending on the configuration.</p> <p>The default Termination Symbol is #</p>

Error Handling

The Collect Digits activity is associated with two required error handling paths (Entry Timeout and Unmatched Entry). These appear by default on the activity, and cannot be removed. Validation will fail if flow paths are not configured from these links.

Entry Timeout

Configure the path that the flow takes after the entry timeout duration has passed. This ensures that the caller does not go idle for too long. Modify the entry timeout duration from the Advanced Settings section of the Properties Pane. Consider playing a message to clarify what is expected from the caller, and then loop back to the start of the activity.

Unmatched Entry

Configure the path that the flow takes if the caller enters a DTMF input that does not follow the minimum and maximum digit guidelines defined in the Advanced Settings. This ensures that the caller is given an opportunity to restart the activity and try again. Consider playing a message to clarify what is expected from the caller, and then loop back to the start of the activity.

Output Variable

The Collect Digits activity is associated with the `{{CollectDigits.DigitsEntered}}` output variable. When the flow is executed, this variable stores the DTMF input that the caller entered during their interaction with the activity. Use this variable in later activities to control the flow sequence. The variable name dynamically changes based on the label associated with the Collect Digits activity. Multiple variable values to be captured if more than one Collect Digits activity is used in flow. See, [Event Output Variables , on page 200](#)

Menu

The **Menu** activity allows you to build an Interactive Voice Response (IVR) experience in your flow. The activity plays a prompt, allowing the caller to enter a DTMF digit. Based on the selected digit, the flow can take a different path.

A Menu can have 1–10 branches that are represented by digits from 0 to 9.

You can use the **Menu** activity with or without the Text-to-Speech enabled. The configuration options change accordingly.

Table 32: General Settings

Parameter	Description
Activity Label	Enter a name for the activity.
Activity Description	(Optional) Enter a description for the activity.

Prompt Configuration without Text-to-Speech

To use Text-to-Speech in your prompt, enable the Text-to-Speech toggle. This reveals additional required configurations.

Table 33: Prompt Configuration without Text-to-Speech Enabled

Parameter	Description
Add Audio Files	<p>By default, Text-to-Speech is not enabled. To proceed with configuring the prompt without Text-to-Speech, add at least one pre-recorded audio file. Choose the file from the drop-down field labeled with “1”. To add additional audio files, click the Add New button. The files are played in a sequence to the caller in the order they appear. You can choose up to 5 audio files. To remove an audio file from the sequence, click the Delete icon that appears alongside each drop-down field. Because at least one audio file is required, the Delete icon is not visible when only one drop-down field is visible.</p> <p>Note Manage Audio Files from the Webex Contact Center Routing Strategies module by navigating to the Resources tab and selecting Audio Files. These files appear for selection in the dropdown fields.</p>

Prompt Configuration with Text-to-Speech

To use Text-to-Speech in your prompt, enable the Text-to-Speech toggle. This reveals extra required configurations.

Table 34: Prompt Configuration with Text-to-Speech Enabled

Parameter	Description
Connector	<p>Choose a Connector to authenticate the Text-to-Speech service. The drop-down field displays the name of all the Google connectors configured in the Control Hub. You can select the connector from the drop-down list.</p> <p>Note Only the active connectors are displayed.</p>
Language and Voice	<p>The Language and Voice options change based on the selected Connector.</p> <p>The selection dictates the language, gender, and tone used to read Text-to-Speech messages to the caller.</p>

Parameter	Description
Add Text to Speech Message	<p>When building your prompt, you can exclusively use Text-to-Speech or you can use a mix of pre-recorded audio files and Text-to-Speech messages. Click the Add Text-to-Speech Message button to add a new text input field to the prompt creation section.</p> <p>Here, you can type the message that should be read to the caller using the selected Language and Voice. The field accepts two types of input: raw text (plain text) or SSML-formatted data. You can also use variables as part of the message to read dynamic content. If typing a variable, use this syntax: <code>{{variable}}</code>. For instance, <code>{{NewPhoneContact.ANI}}</code> uses valid variable syntax.</p>
Add Audio File(s)	<p>To alternate Text-to-Speech message with pre-recorded audio file(s), click Add Audio File button. This adds a new row to the configuration where an audio file can be selected from a drop-down field. The full prompt is played to the caller in the order that each message appears, alternating between Text-to-Speech and static audio files as configured. You can configure up to 5 total messages (Text-to-Speech messages and audio files combined). To remove an item from the sequence, click the Delete icon that appears alongside each input or drop-down field. Because at least one message or audio file is required, the Delete icon is not visible when only one field is configured.</p>
Make Prompt Interruptible	<p>The Make Prompt Interruptible checkbox allows you to indicate if the configured prompt can be interrupted by a caller input or event. By default, Make Prompt Interruptible is not checked for the Menu activity. If you want the caller to be able to interrupt the menu upon entering their DTMF input, consider making the message interruptible.</p>

Custom Menu Links

The **Custom Menu Links** helps you to configure one or more Menu Links based on the organizational requirements.

This capability helps one or more users to select different branches in the flow based on the selected digit.



Note

You can configure up to ten **Custom Menu Links**.

Table 35: General settings

Parameter	Description
DIGIT	Select a number from the drop-down list. DIGIT corresponds to the DTMF input that the caller enters to indicate which path of the flow to follow. Digits 0-9 are available for selection, and each can only be selected only once.
LINK DESCRIPTION	<p>Add a description to indicate what path of the flow the digit corresponds to.</p> <p>For example, if pressing 1 leads the caller to a queue that can help with a sales question, type Sales in the link description. LINK DESCRIPTION has no impact on the call itself, but can help with tracking how the Menu is constructed.</p>
Add New	Click the Add New button to add additional menu links. A Digit and Link Description can be added for each row. Up to 10 links can be added.



Note Menu links can be configured in both the Properties pane and in the activity itself. This allows for different configuration options based on the preference of the user. The content is updated real-time in both locations whenever an edit is made.

Table 36: Text to Speech Settings

Parameter	Description
Speaking Rate	<p>Indicates the rate of speech. Speaking Rate is controlled by increasing or by decreasing the numeric input to maintain the ideal rate of speech.</p> <p>Note Provide numeric inputs within the range: 0.25 to 4.0. The default value is 1.</p>
Volume Gain	<p>Indicates the increase or decrease in volume output. Volume Gain is controlled by increasing or by decreasing the numeric input to maintain the ideal volume of speech.</p> <p>Note Provide numeric inputs only within the range: -96.0 to 16.0 decibels. The default value is 1.0 dB.</p>
Entry Timeout	Specifies the maximum time the activity waits for input before proceeding down the Entry Timeout path. The default value is 3.

Error handling

The **Menu** activity is associated with two required error handling paths (Entry Timeout and Unmatched Entry). These appear by default on the activity, and cannot be removed. Validation will fail if flow paths are not configured from these links.

Entry Timeout

Configure the path that the flow takes after the entry timeout duration has passed. This ensures that the caller doesn't go idle for too long. Modify the entry timeout duration from the Advanced Settings section of the Properties Pane. Consider playing a message to clarify what is expected from the caller, and then loop back to the start of the activity.

Unmatched Entry

Configure the path that the flow takes if the caller enters a DTMF input that is not configured in the Custom Menu Links section. This ensures that the caller is given an opportunity to restart the activity and try again. Consider playing a message to clarify what is expected from the caller, and then loop back to the start of the activity.

Output Variables

The **Menu** activity is associated with the `{{Menu.OptionEntered}}` output variable. When the flow is executed, this variable stores the DTMF input that the caller entered during their interaction with the **Menu**.

Use this variable in later activities to control the flow sequence. The variable name dynamically changes based on the label that is associated with the Menu activity. This allows multiple variable values to be captured if more than one **Menu** activity is used in the flow. Refer to the **Activity Output Variable** section for more information about this variable type.

Blind Transfer

The **Blind Transfer** activity refers to a process wherein a call contact is transferred to an external Dial Number (DN) through the IVR, without agent intervention. The subset of the transfer can be to a third-party Dial Number (DN).

The **Blind Transfer** activity is applicable when a call should be transferred to another subset or an external Dial Number based on certain criteria set. The transfer can also be initiated to an external bridge.

The configured variables can store the details of the external Dial Number (DN).

General Settings

Parameter	Description
Activity Label	Indicates a name for the activity.
Activity Description	Enter a description for the activity.

Transfer Dial Number

The Transfer Dial Number indicates the Dial Number (DN) that a call must be transferred to. You can enter the number manually or you can select a dynamic number through a variable.

Table 37: Transfer Dial Number Settings

Parameter	Description
Transfer Dial Number	Indicates the Dial Number (DN) to which a call should be transferred. This can be a specific number that is manually entered, or a dynamic number that is indicated through a flow variable. The phone number should follow E.164 guidelines.
Specific Dial Number	Enter the number to which the call must be a transferred.
Variable Dial Number	Select the configured variable from the drop-down list. The variable that you select will store the number to which the call should be transferred.

Virtual Agent

Virtual Agent handles conversations with your end-users. You can add a **Virtual Agent** to the call flow to handle customer queries in conversational format. The Virtual Agent is powered by Google's Dialogflow capabilities. The intent of the conversation and assists the customer as part of the IVR experience. Depending on the way you have set up the Dialogflow agent, you can use the **Virtual Agent** activity to solve for different kinds of use cases.

Before using a **Virtual Agent**, you must set up a Dialogflow agent. For more details on building a Dialogflow agent in Google Cloud, refer: <https://cloud.google.com/dialogflow/es/docs/quick/build-agent>

You must configure a **Virtual Agent** in Control Hub. **Virtual Agent** can be configured under the **Features** tab in Cisco Contact Center.

Outcomes

Handled

The Dialogflow takes this path if the Handled Intent is triggered.

Escalated

The Dialogflow takes this path if the Escalation Intent is triggered.

To know more about intents in Dialogflow, see:

<https://cloud.google.com/dialogflow/es/docs/intents-overview>

Error Handling

Error

This is the path that the flow takes for any error-related scenarios.



Note

The functionality of the above attributes depends on the configuration and the flow designed by the administrator.

Table 38: General Settings

Parameter	Description
Activity Label	Enter a name for the activity.
Activity Description	(Optional) Enter a description for the activity.

Conversational Experience

Table 39: Conversational Experience

Parameter	Description
Virtual Agent	<p>Choose a Virtual Agent from those configured in Control Hub.</p> <p>The Virtual Agent powers the natural language conversation as part of the IVR experience with the caller.</p>
Make Prompts Interruptible	Enables the customers to interrupt the Virtual Agent to make new requests or end the call.

Advanced Settings

Parameter	Description
Termination Delay	<p>This setting enables the Virtual Agent to complete their last message before the activity is stopped and moves on to the next step in the flow.</p> <p>For example, if you want the Virtual Agent to indicate something to the caller before escalating the call to an agent, consider the time it takes to complete the final message before escalation. You can set a delay according to your requirements. Valid values are in the range of 0 to 30 seconds.</p>
DTMF Inputs	<p>Enabling this setting allows the activity to collect DTMF inputs from the caller and send those values to Dialogflow for processing.</p> <p>This exposes two other settings:</p> <p>DTMF Timeout: The time until which Virtual Agent waits for the next DTMF input before moving on in the conversation flow. The default is set to 3 seconds. Valid values in the range of 0 - 30 seconds.</p> <p>Terminator Symbol: The Terminator Symbol is a character that the caller can enter to specify the end of their input. The Terminator Symbol can be either # or * depending on the configuration.</p>

Parameter	Description
Enable IVR Transcript	Enable IVR Transcript allows Desktop to display the transcript of the conversation between the Virtual Agent and the customer. The raw transcript is also available via a dynamic URL which can be used to extract specific sections from the transcript with an HTTP request.

Output Variables

VVA.LastIntent

This variable stores the last intent that is triggered by the Virtual Agent before hitting Escalation or Handled intent.

VVA.TranscriptURL

This variable stores the URL which stores the transcript of the conversation between the Virtual Agent and the customer.

Callback

The Callback activity is available only if the preferred queue and the Callback feature are enabled for your enterprise. By default, the **Callback** activity creates a Courtesy **Callback** task in the same queue that the call was placed originally. If preferred, a different queue must be indicated as part of the activity configuration. If the same queue is used, the task retains its position in queue until the next agent is available.

If a new queue is preferred, the task must be placed at the bottom of the preferred queue. As an agent accepts the task, the **Callback** is initiated. If the caller is unable to answer, the **Callback** will not be retried.

This activity has the following parameters and descriptions:

Table 40: General Settings

Parameter	Description
Activity Label	Enter a name for the activity.
Activity Description	(Optional) Enter a description for the activity.

Callback Settings

Callback Settings defines the **Callback** Dial Number and the queue in which the caller must be placed while making the **Callback** request. The caller's place in the queue must be reserved until the next agent is available.

Table 41: Callback Settings

Parameter	Description
Callback Dial Number	<p>The dial number at which the caller will receive the Callback must be defined here.</p> <p>Choose the variable containing the Callback number, such as the ANI that is associated with the call. It can be a number that is collected in a Collect Digits activity in the call flow. If no selection is made, the caller's ANI will be used. The Callback number is stored in the NewPhoneContact.ANI event output variable.</p> <p>Note Choose a variable from the drop-down list.</p>

Callback Queue

The administrator can prefer the **Callback** Queue using two components.

Variable Queue

The Variable Queue allows the administrator to indicate a **Callback** Queue based on the conditions in the flow. The default is set to the queue in which the caller is placed, as captured in the contact parked. QueueName output variable associated with the Queue Contact activity. If needed, choose a different variable from the drop - down list. Ensure that the variable yields a valid queue selection.

Single Queue

Choose a static queue in which all **Callback** requests must be placed. Tasks are placed at the bottom of this queue. Manage queues from the Cisco Contact Center.

Output Variables

There are no output variables for this activity.



Note

You must use a Disconnect Contact activity to terminate a flow branch that uses a Callback activity. Otherwise, the call will not be ended after a Callback request is placed.

Get Queue Info

The **Get Queue Info** activity provides the caller's current **Position in Queue** (PIQ) and the **Estimated Wait Time** (EWT).

Table 42: General Settings

Parameter	Description
Queue Information	<p>Choose the name of the queue to get the estimated wait time and your current position in the selected queue.</p> <p>The queues are managed from the Cisco webex Contact Center.</p>

Parameter	Description
Lookback Time	<p>Specify the Lookback Time for which the Estimated Wait Time (EWT) is calculated after the activity is triggered.</p> <p>The Estimated Wait Time (EWT) is calculated in minutes.</p> <p>Note Specify the duration in minutes only. Ensure that your input has numeric values only. The accepted value range 5–240 minutes.</p>

The **Get Queue Info** activity has three types of output flow branches which get triggered based on the EWT and PIQ API return values:

Success: The Success branch is triggered when both EWT and PIQ APIs succeed and return non-negative values. In this flow, valid EWT, and PIQ variable values can be retrieved and accessed.

Insufficient Information Flow: The Insufficient Information Flow branch is triggered when only the PIQ API returns a valid variable value, and EWT has the value as -1. In this flow, the PIQ value can be retrieved and accessed, but the EWT API fails due to insufficient data to calculate the EWT value.

Failure: The Failure branch is triggered when the PIQ API, the EWT API, or both the APIs fail and return negative values. The EWT API fails due to reasons other than insufficient data to calculate the EWT value.

Output Variables

Position in the Queue (PIQ) provides the contact's current position in the selected queue.

Estimated Wait Time (EWT) provides an estimated waiting time or the average wait time for the contact before talking to an agent.

Disconnect Contact

Use this terminating activity to disconnect an active leg of a call. This is required if no agents join the call to manually disconnect.

For instance, this can be used before a call is queued or after scripting an opt-out of queue experience. You can use as many **Disconnect Contact** activity as desired when constructing your flow to ensure that the call is terminated no matter which path of the flow it takes.

You have the option of giving each activity a unique label and description, but no other configurations are required.

Table 43: General Settings

Parameter	Description
Activity Label	Enter a name for the activity.
Activity Description	(Optional) Enter a description for the activity.

Output Variables

We do not have any Output Variables available in this activity.

Queue Contact

The **Queue Contact** activity places a contact in a queue. By virtue of using this activity in the Main Flow, you will expose the following events in the Event Flows tab:

AgentAnswered

The **AgentAnswered** event is triggered when an agent answers an inbound call and interrupts the customer's experience in a queue.

PhoneContactEnded

The **PhoneContactEnded** event is triggered when a live call is disconnected and all participants are removed. The event is available if select call handling activities are used in the flow. Escalation to an agent is not required.

AgentDisconnected

The **AgentDisconnected** event is triggered when the last agent disconnects from a live call, leaving the customer alone on the line.

Table 44: General Settings

Parameter	Description
Activity Label	Enter a name for the activity.
Activity Description	(Optional) Enter a description for the activity.

Table 45: Contact Handling

Parameter	Description
Queue	Select a queue to which the contacts are sent. Only inbound telephony queues are available for selection. Note Manage Queues from the Webex Contact Center Management Portal.

Skill Requirements

If the selected queue uses Skill Based Routing, additional sections are displayed for Configuring Skill Requirements and Skill Relaxation.

You can add one or more requirement(s) to assign to contact in this queue. This is based on the selected queue.



Note

If you do not specify any skill(s), all the available agents in the selected queue are eligible to receive contacts.

Table 46: Skill Settings

Parameter	Description
Skill	Select the desired skill from the drop-down list. The skill definitions are configured in the Webex Contact Center Management Portal.

Parameter	Description
Condition	<p>Select the desired condition from the drop-down list. The condition options is based on the type of skill selected.</p> <p>Note Skills types Boolean and Enum do not need a Condition.</p> <p>For example - IS , IS NOT, >= , <=</p>
Value	<p>Select the value from the drop-down list. The Value options change based on the type of skill selected. For skills of type Enum, the preconfigured values appear for selection.</p>

Skill Relaxation

Skill-relaxation settings allow you to reduce or remove skill requirements assigned to a flow in response to excessive customer wait times, thus expanding the pool of agents available to serve the customer.



Note

Consider using common time intervals to align Skill Relaxation with queue logic in the flow and with Call Distribution settings configured for teams in the queue.

To configure skill relaxation:

1. Click **Enable Skill Relaxation** to enable the skill relaxation toggle.

By default, the initial Skill Requirements are copied and displayed at the time that the Skill Relaxation toggle is turned on. This allows the user to start with the ideal set of skills from which to start relaxing.

The **After waiting in the queue for:** field indicates the waiting time after which the skill relaxation applies in the queue. The default wait time is 60 seconds. Specify the time duration in seconds.

2. You can add, edit or delete the skill relaxation requirements.

- a. To add new skill relaxation requirements, click **Add Skill Requirement**.
- b. Click the delete icon to delete the skill relaxation requirement.
- c. Click the edit icon to edit the skill relaxation requirement.

3. Click **Add Skill Relaxation Step** to add a new skill relaxation group.

When you add a new Skill Relaxation Step, a copy of the skill requirements seen in the previous step is displayed by default to make it easier for the user to keep relaxing requirements.

Edits made to skills in earlier relaxation steps are not updated in subsequent steps.

Activities in FLOW CONTROL

Start Flow

The Start Flow activity appears on the Main Flow canvas by default and cannot be deleted. This activity indicates the Trigger Event that causes the flow to be executed. It dictates how the flow can be used and the types of activities that are available for configuration.



Note

The only Flow Trigger Event available today is NewPhoneContact. This event is triggered when a new call reaches a telephony entry point in the contact center. Flows that are triggered by the NewPhoneContact event can be used in **Entry Point Routing Strategies**. The Flow Trigger Event is currently selected by default and cannot be edited. Additional events will be exposed in the future

The Start Flow activity is automatically labeled with the name of the selected Flow Trigger Event. This allows you to see at a quick glance at what type of flow is being built.

Output Variables

The number and type of Output Variables associated with the Start Flow activity depend on the selected Flow Trigger Event. These variables store data that is captured at the moment the flow is triggered. For example, the three output variables described below are exposed through the NewPhoneContact event.

Use these variables in later activities to control the flow sequence.

NewPhoneContact.ANI

Automatic Number Identification (ANI) is a feature of a telecommunications network for automatically determining the originating phone number of a call. This variable stores the phone number of the caller who triggered the NewPhoneContact event.

NewPhoneContact.DNIS

Dialed Number Identification Service (DNIS) is a service that identifies the originally dialed telephone number of a call. This variable stores the phone number that the caller dialed to trigger the NewPhoneContact event.

NewPhoneContact.InteractionID

This variable stores a unique Webex Contact Center identifier that is associated with each interaction triggered by the NewPhoneContact event.

End Flow

This terminating activity marks the end of a particular flow path. You can use as many End Flow activities as desired when constructing your flow to ensure that all flow paths terminate.

You have the option of giving each activity a unique label and description, but no other configurations are required.

Table 47:

Parameter	Description
Activity Label	Enter a name for the activity.
Activity Description	(Optional) Enter a description for the activity.

Set Variable

The **Set Variable** activity is used to set value to a variable. You can modify the value of the variable that is based on your requirement or according to a flow.



Note Specify the type of variable you wish to select. (Refer: **Custom Flow Variables** and **Predefined Variables**).

Table 48: General Settings

Parameter	Description
Activity Label	Enter a name for the activity.
Activity Description	(Optional) Enter a description for the activity.

Table 49: Variable Settings

Parameter	Description
Variable	Select the variable from the drop-down list. Only Custom Flow variables can be set to custom values. Predefined Variables have fixed value as dictated by the flow execution.
Variable Value	<p>Select the Set Value radio button if you want to the variable to a specific value. The input field type will change based on the data type of the selected variable. To learn more about variable data types, refer to the Creating Flow Variables section.</p> <p>If the value is a string, you can enter basic text or an expression.</p> <p>Note If you are typing the expression; use this syntax <code>{{variable}}</code>.</p> <p>Select the Set to Variable radio button if you want to select a variable to be set to the value of another variable in the flow. Choose a variable from the drop-down list. All variables in the flow are available for selection here.</p>

BRE Request

The **BRE Request** activity is used to retrieve the data from your organizations Business Rules Engine (BRE) to be used in the flow. The **BRE Request** activity uses standard HTTP protocols to fetch data from the BRE.

Table 50: General Settings

Parameter	Description
Activity Label	Enter a name for BRE Request activity. This field is mandatory.
Activity Description	(Optional) Enter a description for the activity.

Query Parameters

You can pass parameters as part of the **BRE Request**. These are the parameters that are provided in the API call to the BRE. The Key-Value columns allow you to enter the key for the query and the associated value that must be sent along with the query. Variable values can also be passed by using the double curly braces syntax.

The BRE activity has one predefined Query Parameter, the **context**. This query parameter is passed in the API call to the BRE.



Note

The **TenantID** is automatically injected as a parameter, it is not required to configure it.

Parameter	Description
context	<p>This is a mandatory parameter and cannot be edited or deleted.</p> <p>Note Ensure that you configure the same value for context as the value specified in the Attribute context in BRE. For more information, see Creating a Set of Rules section in the <i>Cisco Webex Contact Center Business Rules Engine User Guide</i>.</p>
ANI	<p>This parameter is provided as a default parameter, but it can be edited or deleted based on the rules configuration in the BRE.</p> <p>A sample value for ANI can be: {{NewPhoneContact.ANI}}</p>
Response Timeout	<p>This specifies the connection timeout for the BRE Request. Default is set at 2000 milliseconds.</p>
Number of Retries	<p>This specifies the number of times the BRE Request will be attempted after failure.</p> <p>Note Number of Retries is used if the status code is 5xx. Example: 500, 501, 502 and so on.</p>

To add a query parameter, click **Add New** button. This adds a row where you can enter the respective key value pairs. You can add as many query parameters as required as part of the **BRE Request**.

Parse Settings

This section enables you to parse the response generated from the **BRE Request** into different variables for meaningful usage:

Parameter	Description
Response Variable	Select a variable in which you want to extract a particular section of the response object returned from the BRE Request . Only Custom Flow variables can be selected from the drop-down.
Path Expression	<p>Define the Path Expression for parsing the response object. Depending on the kind of data structure of the response object and the use cases for extracting a subset of that information, the Path Expression will vary.</p> <p>Data is normalized to an object hierarchy before Path Expression execution, so JSONPath is used in the response object regardless of the configured Content Type.</p>

Output Variables

The **BRE Request** returns two output variables:

- **BRERequest1.httpResponseBody**: This returns the response body for the BRE Request.
- **BRERequest1.httpStatusCode**: This returns the status code of the BRE Request.

These response codes are classified into five main categories:

Informational responses (100–199)

Successful responses (200–299)

Redirects (300–399)

Client errors (400–499)

Server errors (500–599)

Content Type Formats

The following examples describe sample input Content Type formats and the JSON response:

Content Type XML

Use this tool to convert XML into JSON format <https://www.convertjson.com/xml-to-json.htm>

XML Input Format:

```
<note>
  <to>Tove</to>
  <from>Jani</from>
  <heading>Reminder</heading>
  <body>Test application</body>
</note>
```

Data/JSON Normalized Response

```
{
  "note": {
    "to": "Tove",
    "from": "Jani",
    "heading": "Reminder",
    "body": "Test application"
  }
}
```

Example JSON Path Expression: Use \$.note.from to get the value as Jani

Content Type TOML

Use this tool to convert TOML to JSON format <https://www.convertjson.com/toml-to-json.htm>

TOML Input Format:

```
title = "TOML Example"
[owner]
name = "Tom Preston-Werner"
dob = 1979-05-27T07:32:00-08:00
```

Data/JSON Normalized Response

```
{
  "title": "TOML Example",
  "owner": {
    "name": "Tom Preston-Werner",
    "dob": "1979-05-27T15:32:00.000Z"
  }
}
```

Example JSON Path Expression: Use \$.owner.name to get the value as 'Tom Preston-Werner'

Content Type YAML

Use this tool to convert YAML to JSON format <https://www.convertjson.com/yaml-to-json.htm>

YAML Input Format:

```
# An employee record
martin:
  name: Martin D'vloper
  job: Developer
  skill: Elite
```

Data/JSON Normalized Response

```
{
  "martin": {
    "name": "Martin D'vloper",
    "job": "Developer",
    "skill": "Elite"
  }
}
```



```

    "skill": "Elite"
  }
}

```

Example JSON Path Expression: Use \$.martin.job to get the value Developer

Content Type JSON

Use the JSON Expression Evaluator <https://jsonpath.herokuapp.com/>

JSON Input Format:

```

{
  "martin": {
    "name": "Martin D'vloper",
    "job": "Developer",
    "skill": "Elite"
  }
}

```

Data/JSON Normalized Response

```

{
  "martin": {
    "name": "Martin D'vloper",
    "job": "Developer",
    "skill": "Elite"
  }
}

```

Example JSON Path Expression: Use \$.martin.job to get the value Developer

HTTP Request

The HTTP Request activity can be used to fetch information from an external data source such as a CRM by using standard HTTP protocols. The endpoints on HTTP request are authenticated and unauthenticated.

Basic Auth and OAuth 2.0 attributes are supported for authenticated endpoints.

Table 51: General Settings

Parameter	Description
Activity Label	Enter a name for the HTTP Request activity. This is mandatory.
Activity Description	(Optional) Enter a description for the activity.

HTTP REQUEST SETTINGS

Parameter	Description
Authenticated endpoint	This toggle is ON by default. It allows you to make an HTTP request to an authenticated endpoint.

Parameter	Description
Connector	<p>Select the Connector from the drop-down list. This selection fetches the Connectors that are configured under the Connectors tab within Contact Center in Control Hub. The Connector provides a common location to store credentials for the service you want to access.</p> <p>For example, the Salesforce Connector allows you to authenticate credentials for the Salesforce account. This Connector can then be referenced from within the HTTP Request activity to make a request. This essentially creates the domain section of the URL. To configure a connector on Control Hub see : https://help.webex.com/preview/en-us/7fuy63/#id_136621</p>
Request Path	Enter the request path for the HTTP request.
Request URL	For unauthenticated endpoints (toggle is off), the Request URL needs to be defined in this input field which spans both domain as well as request path.
Method Types: GET, POST, PUT, PATCH, DELETE, OPTIONS, HEAD	<p>The HTTP request activity supports the following popular methods.</p> <p>GET: Used to request data from a specified resource.</p> <p>POST: Used to send data to a server to create or update a resource.</p> <p>PUT: Replaces all current representations of the target resource with the request payload.</p> <p>PATCH: Used to apply partial modifications to a resource.</p> <p>DELETE: Used to delete the specified resource.</p> <p>OPTIONS: Used to describe the communication options for the target resource.</p> <p>HEAD: Asks for a response identical to that of a GET request, but without the response body.</p>

Parameter	Description
Query Parameters	<p>You can pass parameters as part of the HTTP Request. These are extra parameters provided to the Web server. This is used in cases like making a GET Request. The Key-Value columns allow you to enter the key for the query and the associated value that needs to be sent along with the query. Those parameters are a list of key/value pairs that are separated with the ‘&’ symbol. Variable values can also be passed by using the double curly braces syntax.</p> <p>For example, if you want to fetch the account balance of a customer based on the ANI, depending on the APIs defined by the data store service, the key and value could be something like:</p> <p>Key: ANI</p> <p>Value: {{NewPhoneContact.ANI}}</p> <p>To add a query parameter, click on the Add New button. This adds a row where you can enter the respective key-value pairs. You can add as many query parameters as required as part of the HTTP Request.</p>

Parameter	Description
HTTP Headers	<p>HTTP headers let the client and the server pass additional information with an HTTP request. Request headers such as Accept, Accept-*, or If-* allow to perform conditional requests along with other headers such as Cookie and User-Agent.</p> <p>For Example, few Request headers as part of a GET Request:</p> <p>GET /home.html HTTP/1.1</p> <p>Host: developer.mozilla.org</p> <p>User Agent: Mozilla/5.0 (Macintosh; Intel Mac OS X 10.9; rv:50.0)</p> <p>Gecko/20100101 Firefox/50.0</p> <p>Accept: text/html,application/xhtml+xml,application/xml;q=0.9,*/*;q=0.8</p> <p>Accept Language: en-US,en;q=0.5 Accept Encoding: gzip, deflate, br</p> <p>Referer: https://developer.mozilla.org/testpage.html</p> <p>Connection: keep-alive</p> <p>Upgrade-Insecure-Requests: 1</p> <p>If-Modified-Since: Mon, 18 Jul 2016 02:36:04 GMT</p> <p>If-None-Match: "c561c68d0ba92bbeb8b0fff2a9199f722e3a621a"</p> <p>Cache-Control: max-age=0</p> <p>To add an HTTP Header, click on the Add New button. This adds a row where you can enter the respective key-value pairs. You can add as many HTTP headers as required as part of the HTTP Request.</p>
Request Body	<p>HTTP Request Body is the data bytes transmitted in an HTTP transaction message, immediately following the headers if there are any. In certain types of HTTP Requests such as a POST or PUT request, you can send a request body which specifies the content with which the update needs to be made at the target resource.</p>
Response Timeout	<p>This specifies the connection timeout for the HTTP Request. Default is set at 2000 milliseconds.</p>

Parameter	Description
Number of Retries	<p>This specifies the number of times the HTTP Request will be attempted after failure. Retry for service is unavailable.</p> <p>Note Number of Retries is applicable if the status code is 5xx. Example -500, 501, 502 and so on.</p>

Parse Settings

This section is defined to enable you to parse the response generated from the HTTP Request into different variables for meaningful usage. This configuration is optional as parsing will not be valid for all HTTP Request scenarios.

Parameter	Description
Content Type	This specifies the expected content type of the response body. JSON, TOML, XML and YAML are supported content types.
Output Variable	Select a variable in which you want to extract a particular section of the response object returned from the HTTP Request.
Path Expression	<p>Define the Path Expression for parsing the response object. Depending on the kind of data structure of the response object and the use cases for extracting a subset of that information, the Path Expression will vary.</p> <p>Data is normalized to an object hierarchy before Path Expression execution, so JSONPath is used in the response object regardless of the configured Content Type.</p>

Output Variables

The HTTP Request returns three output variables.

HTTPRequest1.httpStatusCode: This returns the status code of the HTTP.

These response codes are classified into five main categories:

Informational responses (100–199)

Successful responses (200–299)

Redirects (300–399)

Client errors (400–499)

Server errors (500–599)

HTTPRequest1.httpResponseBody: This returns the response body for the HTTP Request.

HTTPRequest1.httpResponseHeaders: This returns the header information which comes back as a part of the response.

Content Type Formats

The following examples describe sample input Content Type formats and the JSON response:

Content Type XML

Use this tool to convert XML into JSON format <https://www.convertjson.com/xml-to-json.htm>

XML Input Format:

```
<note>
  <to>Tove</to>
  <from>Jani</from>
  <heading>Reminder</heading>
  <body>Test application</body>
</note>
```

Data/JSON Normalized Response

```
{
  "note": {
    "to": "Tove",
    "from": "Jani",
    "heading": "Reminder",
    "body": "Test application"
  }
}
```

Example JSON Path Expression: Use \$.note.from to get the value as Jani

Content Type TOML

Use this tool to convert TOML to JSON format <https://www.convertjson.com/toml-to-json.htm>

TOML Input Format:

```
title = "TOML Example"
[owner]
name = "Tom Preston-Werner"
dob = 1979-05-27T07:32:00-08:00
```

Data/JSON Normalized Response

```
{
  "title": "TOML Example",
  "owner": {
    "name": "Tom Preston-Werner",
    "dob": "1979-05-27T15:32:00.000Z"
  }
}
```

Example JSON Path Expression: Use \$.owner.name to get the value as 'Tom Preston-Werner'

Content Type YAML

Use this tool to convert YAML to JSON format <https://www.convertjson.com/yaml-to-json.htm>

YAML Input Format:

```
# An employee record
martin:
  name: Martin D'vloper
  job: Developer
  skill: Elite
```

Data/JSON Normalized Response

```
{
  "martin": {
    "name": "Martin D'vloper",
    "job": "Developer",
    "skill": "Elite"
  }
}
```

Example JSON Path Expression: Use \$.martin.job to get the value Developer

Content Type JSON

Use the JSON Expression Evaluator <https://jsonpath.herokuapp.com/>

JSON Input Format:

```
{
  "martin": {
    "name": "Martin D'vloper",
    "job": "Developer",
    "skill": "Elite"
  }
}
```

Data/JSON Normalized Response

```
{
  "martin": {
    "name": "Martin D'vloper",
    "job": "Developer",
    "skill": "Elite"
  }
}
```

Example JSON Path Expression: Use \$.martin.job to get the value Developer

Parse

The **Parse** activity takes input string (JSON, TOML, XML, and YAML) and processes it by converting it into a JSON structure based on the specified data which then can be assigned to a variable of choice using a JSON path expression.

The **Parse** activity has the following parameters and descriptions:

Table 52: General Settings

Parameter	Description
Activity Label	Enter a name for the activity.
Activity Description	(Optional) Enter a description for the activity

Parse activity can be used to perform parse operations on a data object.

Table 53: Parse Settings

Parameter	Description
Input Variable	This input field is used to specify the variable which stores the data object that needs to be used for parsing.
Content Type	This specifies the expected content type of the data object. JSON, TOML, XML, and YAML are supported content types.
Output Variable	Select a variable in which you want to extract a particular section of the response object returned from the HTTP Request.
Path Expression	<p>Define the Path Expression for parsing the response object. Depending on the kind of data structure of the response object and the use case for extracting a subset of that information, the Path Expression will vary.</p> <p>Data is normalized to an object hierarchy before Path Expression execution, so JSONPath is used in the response object regardless of the configured Content Type.</p> <p>Path Expressions should confirm to Jayway JSONPath expressions, see https://github.com/json-path/JsonPath.</p>

Content Type Formats

The following examples describe sample input Content Type formats and the JSON response:

Content Type XML

Use this tool to convert XML into JSON format <https://www.convertjson.com/xml-to-json.htm>

XML Input Format:

```
<note>
  <to>Tove</to>
  <from>Jani</from>
  <heading>Reminder</heading>
  <body>Test application</body>
</note>
```


Data/JSON Normalized Response

```
{
  "note": {
    "to": "Tove",
    "from": "Jani",
    "heading": "Reminder",
    "body": "Test application"
  }
}
```

Example JSON Path Expression: Use `$.note.from` to get the value as `Jani`

Content Type TOML

Use this tool to convert TOML to JSON format <https://www.convertjson.com/toml-to-json.htm>

TOML Input Format:

```
title = "TOML Example"
[owner]
name = "Tom Preston-Werner"
dob = 1979-05-27T07:32:00-08:00
```

Data/JSON Normalized Response

```
{
  "title": "TOML Example",
  "owner": {
    "name": "Tom Preston-Werner",
    "dob": "1979-05-27T15:32:00.000Z"
  }
}
```

Example JSON Path Expression: Use `$.owner.name` to get the value as `'Tom Preston-Werner'`

Content Type YAML

Use this tool to convert YAML to JSON format <https://www.convertjson.com/yaml-to-json.htm>

YAML Input Format:

```
# An employee record
martin:
  name: Martin D'vloper
  job: Developer
  skill: Elite
```

Data/JSON Normalized Response

```
{
  "martin": {
    "name": "Martin D'vloper",
    "job": "Developer",
    "skill": "Elite"
  }
}
```

Example JSON Path Expression: Use `$.martin.job` to get the value `Developer`

Content Type JSON

Use the JSON Expression Evaluator <https://jsonpath.herokuapp.com/>

JSON Input Format:

```
{
  "martin": {
    "name": "Martin D'vloper",
    "job": "Developer",
    "skill": "Elite"
  }
}
```

Data/JSON Normalized Response

```
{
  "martin": {
    "name": "Martin D'vloper",
    "job": "Developer",
    "skill": "Elite"
  }
}
```

Example JSON Path Expression: Use \$.martin.job to get the value Developer

Condition

The **Condition** activity embodies a condition. The flow takes the True or False path depending on whether or not the condition is met.

The **Condition** activity has the following parameters and outputs.

Table 54: General Settings

Parameter	Description
Activity Label	Enter a name for the activity.
Activity Description	(Optional) Enter a description for the activity.

Expression

Each expression must be wrapped as seen here: {{Enter Expression}}.

Find the list of Conditions supported below:

Table 55: Expression

Condition	Description
Condition	Select the Condition from the drop-down list: <(less than) != (not equal) > (greater than) == (equal to) >= (greater than or equal to) <= (less than or equal to) * (multiplied by) / (divided by) + (add) -(subtract)

Case

The **Case** activity enables you to build out switch **Case** in you call flow. If there are multiple possibilities or outcomes at a certain decision point, the case statement can be used to drive that logic forward.

For example, you can use **Case** to define different screen pop for different agent teams depending on the team name. Each **Case** becomes a branch from which the appropriate paths can be defined. The flow will proceed down the path which evaluates as true for a particular instance of the flow. There is a default for each **Case** which can be used to catch for all other kinds of cases that have not already been defined explicitly. If none of the **Case** are evaluated to be true, the default **Case** will be evaluated as true and the flow will proceed along that branch.

The **Case** activity has the following parameters and outputs:

Table 56: General Settings

Parameter	Description
Activity Label	Enter a name for the activity.
Activity Description	(Optional) Enter a description for the activity.

Table 57: Case

Parameter	Description
Variable	You can select a variable against which you want to evaluate the different cases. The variable can be selected from the drop-down list.

Parameter	Description
Expression	You can enter an expression to evaluate the different cases against. Use the Pebble Template syntax to define the expression.
Case	You can add the different cases that you want the Variable or expression to compare against. You can add up to 20 case statements per activity. Clicking on Add New will add a new case statement block where you can enter a static value or a variable or an expression to compare against. If using a variable or expression, ensure appropriate usage of the Pebble Syntax template.

Pebble Template Syntax

All input fields in Flow Control leverage an open-source expression syntax called Pebble Templates:

<https://pebbletemplates.io/>

It is recommended that you review Pebble Template documentation before using expressions in Flow Designer. This link offers a good overview of the functionality that can be leveraged as part of writing expressions:

<https://pebbletemplates.io/wiki/>

For example, in this basic condition use case, the expression is checking to see if the caller's AccountNumber is greater than or equal to a certain value. Based on how the expression evaluates for a given flow execution, the flow can take the True or the False path.

Table 58: Activity Outcomes

Output	Description
True	Path to take if the condition is met.
False	Path to take if the condition is not met.

Variables and Expressions in Flow Designer

Custom Flow Variables

There are two types of variables in the Flow Designer. They are **Custom Flow Variables** and **Predefined Variables**.

Custom Flow Variables are configurable variables of different data types that can be utilized throughout the flow. You can create numerous Flow Variables as needed to satisfy the logic in your flow.

Creating Flow Variables

To create a Custom Flow Variable,

Procedure

-
- Step 1** Navigate to the Global Properties Pane
- Step 2** Click Variable Definition section.
- Step 3** Click **Add Flow Variable** button.
-

Creating Call-Associated Data Variables

Call-associated data (CAD) variables are a type of Custom Flow Variables that are passed to the Desktop as part of an interaction. You define these as part of the Flow Variable configuration in Flow Designer. CAD variables could be used to collect the following types of data values:

Caller-entered data

The data that the customer enters using IVR during a call, such as the account number.

Agent-entered data

The data that the agent enters, such as a case number or action code.



Note

CAD variable values are visible to all individuals who have access to historical records on the Management Portal. You should not store secure data such as credit card numbers, PINs, and social security numbers through CAD variables.

To create a CAD variable:

Procedure

-
- Step 1** [Creating Flow Variables](#) , on page 196.
- Step 2** Enter the **Name** and **Description** of the variable.
- a) Select a **Variable Type** from the drop-down list and specify the **Variable Value**.

The supported variable types are:

Variable Type	Variable Value
Boolean	Select True or False.
String	Enter the string value. If you want to use a variable in an expression, use the syntax: {{variable}}
Integer	Enter the integer value.
Decimal	Enter the decimal value.
Date Time	Enter the date and time in one of the supported formats YYYY-MM, YYYY-MM-DD, YYYY-MM-DDThh:mmTZD, or YYYY-MM-DDThh:mm:ssTZD.

Step 3 (Optional) If you enable the **Mark as CAD Variable** toggle when creating a variable, it enables the variable to be displayed on the Desktop along with the value captured as part of the flow.

When you enable the **Mark as CAD Variable** toggle, the following configurations appear:

- **Desktop Label:** Specify the label that is associated with this variable when it appears on the Desktop. This allows you to choose a clearer label than the variable name itself, so that the agent can understand the data that is being passed to them.
- **Agent Editable:** Check this box if you want the agent to be able to edit the value of the variable as part of the interaction session. Any updates made by the agent will be passed back to the Flow Designer. The agent can edit the CAD Variable and click the **Save** button from Desktop. If the call gets disconnected before the edits are saved, the CAD Variable update will not take place.

Once you save a CAD Variable, it is saved as a tag in the Global Properties Panel on the Desktop. If marked as a CAD variable, the tag displays a headset icon for easy identification.

Example: Order of CAD Variables Displayed on the Desktop

When you create variables marked as a CAD variable they are displayed on the Desktop in a particular order.

For example, if you have created the following CAD variables: *CustomerType*, *SubscribedCustomer*, *CustomerCount*, *CallRatio*, *dob*, *Datetest*.

The Desktop receives the CAD variables from Flow Control in the following order: *CallRatio*, *CustomerCount*, *CustomerType*, *SubscribedCustomer*, *ANI*, *DN*, *dob*, *ronaTimeout*, *Datetest*.

The Desktop displays the variables in the following order from left to right on the user interface:

1. The Customer variables *Phone Number*, *DN*, *Queue*, *Rona Time*
2. The CAD variables sorted in the alphabetical order with variables beginning with uppercase first, followed by variables with lowercase: *CallRatio*, *CustomerCount*, *CustomerType*, *Datetest*, *SubscribedCustomer*, *dob*.

Editing Flow Variables

If you click on a variable tag from the **Global Properties Pane**, it displays a pop-over window showing a summary of the information that was originally configured for the variable. **To edit a variable**

Click **Edit** in the upper-right corner of the pop-over. This will launch the Edit Flow Variable modal.

If the variable is not used in the flow, then all the fields are editable. You can modify the variable name, description, type, value, and CAD configurations.



Note The Save button remains disabled until a change is detected.

If the variable is already used, then you cannot edit the Variable Type. Doing so will have major implications on the flow. So, this action is prohibited. In this case, the Variable Type drop-down field is disabled and a warning message appears.

Click Information icon in this message to see a list of the activities where the variable is being used. If you would like to proceed with editing the variable, remove the variable from all flow configurations before trying to edit again.

Upon successfully editing a variable, the changes made will appear throughout the flow, and in the pop-over that appears when you click on a flow variable in the Global Properties Pane.

Deleting Flow Variables

To delete a Custom Flow Variable, find the variable you would like to delete in the Global Properties Pane and click the delete icon that appears on the variable tag. A pop-up window appears.

If the variable is not used in the flow, then you can confirm deletion and proceed with deleting the variable.

Note: If the variable is enabled as a CAD variable, the variable will no longer be visible to agents upon deletion.

If the variable is already being used, then you cannot delete it. Doing so will have major implications on the flow. So, this action is prohibited. In this case, the **Delete** button in the pop-up window is disabled, and a list of activities where the variable is being used will appear.

The activities are grouped based on whether they appear in the Main Flow or Event Flows tab. If you must delete a variable that is in use, remove it from all flow configurations before trying to delete it again.

Predefined Variables

Predefined Variables are created automatically in Flow Designer by using select events **Event Output Variables** and activities **Activity Output Variables** in a flow.

A list of all the available predefined variables appears in the Predefined Variables section in the Global Properties Pane. They also appear in the Properties pane for the selected Event or Activity.

Click on each variable to open a pop-up window that explains what type of data the variable stores, so you know how to use the variable in your flow.

While most attributes of an Event Output Variable are predefined and cannot be edited, you can edit the variable to modify the CAD Variable designation.

Click edit icon in the upper-right of the variable pop-over window to launch the Edit Variable modal. All fields in the window are disabled, except those associated with the CAD Variable configuration.



Note You can modify these configurations at any time.

Event Output Variables

Event Output Variables are specifically associated with Events and take on this nomenclature: **<EventName>.<VariableName>**.

All the **Event Output Variables** available for use in a flow automatically appear in the Global Properties Pane once an event is introduced to the flow, and also in the Properties Pane for the associated Event Handler activity.

The following is a list of the available **Event Output Variables**:

NewPhoneContact.ANI
 NewPhoneContact.DNIS
 NewPhoneContact.InteractionID
 AgentAnswered.AgentID
 AgentAnswered.AgentName
 AgentAnswered.AgentSessionID
 AgentAnswered.QueueID
 AgentAnswered.QueueName
 AgentAnswered.TeamID
 AgentAnswered.TeamName
 AgentAnswered.TenantID
 AgentAnswered.CAD
 PhoneContactEnded.AgentID
 PhoneContactEnded.TeamID
 PhoneContactEnded.QueueID
 PhoneContactEnded.InboundChannel
 PhoneContactEnded.RoutingStrategyID

Activity Output Variables

Activity Output Variables are specifically associated with Activities and take on this nomenclature: **<ActivityName>.<VariableName>** where the ActivityName dynamically changes based on the activity.

If an activity is used multiple times in a flow, each activity will have a unique instance of each associated Activity Output Variable. All the Activity Output Variables available for use in a flow automatically appear in the Global Properties Pane once an activity is introduced to the flow, and also in the Properties Pane for the associated activity.

The following is a list of the available Activity Output Variables:

Menu.OptionEntered - This variable stores the menu option that the caller selected during the Menu activity instance. This is a single digit from 0 to 9.

CollectDigits.DigitsEntered - This variable stores the digits entered by the caller during the Collect Digits activity instance. The number of digits depends on the activity configuration. For example, a credit card number may be entered.

HTTPRequest.HTTPStatusCode - This variable stores the status code received when the HTTP Request is attempted.

HTTPRequest.HTTPResponseBody - This variable stores the response when the HTTP Request is successfully triggered.

HTTPRequest.ResponseHeaders This variable stores the headers that are sent as part of the HTTP Request.

VirtualAgent.IntentTriggered - This variable stores the intent that triggered the conversational experience to be either handled or escalated.

GetQueueInfo.EWT - This variable stores the value for the estimated wait time for the selected queue.

GetQueueInfo.PIQ - This variable stores the value for the position in a queue for the selected queue whenever this activity is triggered.

Writing Expressions

Most text input fields in Flow Designer support writing expressions. Expressions are not required, but they allow for powerful scripting functionality through variables for advanced users. Basic text and numbers can also be entered in the same input fields for simple flows if expressions are not needed.

Each expression must be wrapped in double curly brackets as seen here: `{{Enter Expression}}`

For example, if you want to combine two string variables together, you must use `{{var1+var2}}`. For more information see: <https://pebbletemplates.io/>

Pebble Template Syntax

All input fields in Flow Control leverage an open-source expression syntax called Pebble Templates: <https://pebbletemplates.io/>

The following are supported symbols in Pebble Templates: `==, !=, <, >, <=, >=, +, -, *, /`. If you are typing custom variables in an expression, use this syntax: `{{variable}}`

Logic operators are also supported. For more information, see <https://pebbletemplates.io/wiki/operator/logic/>.

It is recommended that you review Pebble Template documentation before using expressions in Flow Designer. This link offers a good overview of the functionality that can be leveraged as part of writing expressions: <https://pebbletemplates.io/wiki/>

For example, in this basic condition use case, the expression is checking to see if the caller's AccountNumber is greater than or equal to a certain value. Based on how the expression evaluates for a given flow execution, the flow can take the True or the False path.

Validating Expressions

If an input field detects that an expression is being used (i.e. the `{{ }}` syntax is entered), a blue icon appears in the lower-right corner of the field.

Click the blue-button opens a modal where the expression can be tested until the desired outcome is configured.

The Test Expression modal contains the following fields:

Expression: This field shows the expression that was initially entered in the input field from the activity configuration.

Variable Fields: Each variable used in the expression will have a supporting field where a sample variable value can be entered. Enter a value for each variable, then click **Test** button to see the results if the expression is executed with the entered parameters.

To set variables in an expression, use the format `{{variable name}}` only. For instance, `{{NewPhoneContact.ANI}}` is a variable syntax.

Result: The result of the expression appears here after the **Test** button is clicked. If the results are different than expected, modify the Expression as desired. If changes are made to the configuration, click **Apply Changes** button to update the expression in the activity configuration.

Flow Designer Error Codes

Flow Error Codes is used to determine the nature of the error that occurred or the reason behind the error.

Error codes can be used to find the solution to an issue.

The following is the list of Flow Error Codes:

FC1001: Flow version could not be found. Refresh the page or create a new flow.

FC1002: Start Activity could not be found. Refresh the page or create a new flow. A Start Activity appears by default when a new flow is created

FC1003: One or more event flows do not have a valid start. Add an Event Handler activity to the start of each event flow.

FC1004: All non-event branches must lead to end node.

FC1005: There is an invalid variable configuration. For each variable, ensure that the configured data type and variable value are compatible.

FC1006: One or more ports in the activity are not connected. Ensure that all ports are connected to another activity through a link.

FC1007: Suggest to add description for the activity.

FC1008: There are duplicate variable names in use. Ensure that all variables have a unique name.

FC1009: The expression is invalid.

FC1010: The condition is invalid.

FC1011: A link in the Main Flow is broken. Delete the link to fix the error.

FC1012: A link in the Event Flow is broken. Delete the link to fix the error.

FC1013: Activity is used in multiple Event Flows. Event Flows cannot share common activities and must have a unique start and end.

FC1014: Queue Contact must terminate the flow. The output link can only connect to an End Flow activity.

FC1015: One or more fields in the activity are not configured correctly. Follow the requirements of each field to correct all errors and enter valid inputs.

FC1016: Another user created a flow that conflicts with the name of this flow. Edit the flow name so that it is unique.

Uploading and Updating Resource Files

You can view the resources by clicking **Routing Strategy** from the navigation panel in the left side of the Management Portal.

You can choose to see the audio files or the predefined emails.

Uploading a Resource File

It is strongly recommended that you do not update resources that are currently being used by the system.

To update a resource file:

Procedure

-
- Step 1** Open the Routing Strategy module and click the Resources button to display the list of uploaded resources.
 - Step 2** Click the ellipsis button to the left of the resource you want to update and select **Edit**.
 - Step 3** On the page that appears, click the Browse button.
 - Step 4** In the dialog box that opens, navigate to the file in your system and click **Open**.
 - Step 5** The dialog box closes, the File field displays the path and file name of the uploaded file, and the Resource Name field displays the file name.
 - Step 6** Click Save to overwrite the original resource with your changes.
-

Playing or Downloading a .wav File

To play or download a .wav file that has been uploaded to the Management Portal:

Procedure

-
- Step 1** Open the Routing Strategy module and click the Resources button to display the list of uploaded resources.
 - Step 2** Click the ellipsis button to the left of the file name and select **Play**.
 - Step 3** In the dialog box that opens, specify whether you want to open or save the file. When you click Open, the media player installed on your computer opens and plays the file. If a compatible media player is not installed, a dialog box opens and prompts you to download a player.
-

Updating a Resource File

The copy function enables you to create backup copies of prompts and other resource files. Only files with the .wav extension can be copied.

To copy a resource file:

Procedure

- Step 1** Open the **Routing Strategy** module and click the **Resources** button on the menu bar to display the list of uploaded resources.
 - Step 2** Click the horizontal ellipsis button to the left of the resource you want to copy and select **Copy**.
 - Step 3** Once the new page appears, enter a name for the copied file or leave the default name (Copy_ prepended to the original name), and click **Save** to upload the copy to the Management Portal.
-

Copying a Resource File

The copy function enables you to create backup copies of prompts and other resource files. Only files with the .wav extension can be copied.

To copy a resource file:

Procedure

- Step 1** Open the **Routing Strategy** module and click the **Resources** button on the menu bar to display the list of uploaded resources.
 - Step 2** Click the horizontal ellipsis button to the left of the resource you want to copy and select **Copy**.
 - Step 3** On the page that appears, enter a name for the copied file or leave the default name (Copy_ prepended to the original name), and click **Save** to upload the copy to the Management Portal.
-

Exporting the References to a Media File

You can view or export a list showing the name of each routing strategy that references a specified media file along with the name of the associated entry point or queue. In the case of a global routing strategy, the list shows 0 instead of the name of an entry point or queue.

To view or export the references to a media file:

Procedure

- Step 1** Open the Routing Strategy module and click the Resources button to display the list of uploaded resource files.
 - Step 2** Click the ellipsis button to the left of a listed .wav file and select **Excel** or CSV.
 - Step 3** In the dialog box that opens, specify whether to open or save the file.
-

Creating a Predefined Email Template

You can predefine an email template that agents can use to communicate with customers. At a time, an organization can have a single predefined template for email.

You can edit or delete the template by clicking the button beside the template in the **Predefined Emails** page.



Note You cannot use the predefined email templates for quick-reply emails.

To create a template:

Procedure

-
- Step 1** Click the **Routing Strategy** module on the left panel.
The list of routing strategies appears.
- Step 2** Go to the **Resources** menu and click **Predefined Emails**.
The **Predefined Emails** page appears.
- Step 3** Click **New**.
The **New Predefined Email** dialog box appears.
- Note** The **New** button is disabled if your organization already has a predefined email template.
- Step 4** In the **New Predefined Email** dialog box do the following:
- Enter a name for the email template.
 - Set the status for the template.

Set the status as **Active**, to use it as a default template for all email communications between agents and customers.

Set the status to **Not Active**, to save it as draft. You can later change the status to **Active** to use it.
 - Enter the email body. You can use the formatting tools for the drafting the email body.
 - (Optional) Add macros to the email body.

You can use the macro to add variables for **Customer Name** or **Agent Name** to the email. You can set a default value for the variable type you select. You can use the macros multiple times in the template as per your requirement.

To add the macro variables, place the cursor where you want the variable. Select the type of macro you want to add and click the **Insert to Text Editor** button.

To set a default value for a macro, enter the default value in the field **Default Value** before inserting the macro to the text editor.
- Click **Save** to save the email template. After you save, you can see the email template in the **Predefined Emails** page.
-

Creating a Predefined Chat Response

You can define a set of chat responses that your agents can use to communicate with the customers. You can configure the chat responses for a specific queue or for all the queues. Currently we support six languages, which are:

- US English
- Japanese
- Italian
- French
- German
- Spanish

You can configure 50 response per language, per queue, so in total 300 responses per queue. Agents can see the responses in their queue based on the language settings in their local browser. Thus, agents can see only 50 responses at a time.

Procedure

- Step 1** Click the **Routing Strategy** module on the left panel.
- Step 2** Click **Resources** and then click **Predefined Chat Responses**.
The Predefined Chat Responses page appears.
- Step 3** Click **+ New**.
The Create Predefined Chat Responses page appears.
- Step 4** Enter the following details and click **Save**:

Setting	Description
Response Name	The name of the predefined chat response. You can enter a name of maximum 40 characters.
Status	The status of the predefined chat response. Deactivate the status to hide it from the agents in Agent Desktop.
Language	Select the language of the predefined chat response from the drop-down. You cannot edit the language of the chat response.

Setting	Description
Queue	Select the queue for which you want to define the chat response. If you select All from the drop-down, all agents in all the queues in your organization can use the chat response. However, if any queue has reached the capacity of 50 messages, the system displays an error message with the names of the queues that have reached the limit. The system disables the queues that have reached the limit and you cannot select them.
Content	Enter the text for the chat response. You can enter a maximum of 150 characters.

Viewing, Creating, Modifying, and Deleting Routing Strategies

For each entry point and queue, you should create a set of default routing strategies that cover all time intervals. In addition, you can schedule an alternate strategy beyond the default strategy for any time interval. For example, Queue 1 could have a *BusyHourStrategy* for the normal day shift and an *OffHoursStrategy* for non-business hours.

The normal daily schedule should be flagged as the default strategy. A non-default strategy, such as a holiday schedule, can then be created for a time interval that overlaps the default strategy. A strategy that is not flagged as default will override a default strategy and be used as an exception to the default schedule. This means that the system first checks for a strategy that is not flagged as default, and if none exists, the default strategy is used.

When the default strategy is the current strategy (that is, the strategy that is currently running), the system checks every three minutes for a non-default strategy and if one is found, it becomes the current strategy.

If no strategy is specified for a time interval, and there is no default strategy for the time interval, the last strategy used by the system may continue as the current strategy even though it has expired. In this case, the system checks every minute for a valid strategy and as soon as it finds one, that strategy becomes the current strategy.

Viewing Routing Strategies for an Entry Point or Queue

To view all routing strategies for an entry point or queue:

Procedure

- Step 1** Click the **Routing Strategy** link from the Webex Contact Center Management portal's navigation bar. The Routing Strategy page with a list of all routing strategies appears.

Step 2 Select an entry point or queue from the drop-down list to display the routing strategies for that entry point or queue. The upper section of the list view displays a table that lists all routing strategies available for the selected entry point or queue. To see details for a strategy, click the button to the left of the routing strategy and click **Edit**.

The lower section of the page displays the Routing Strategy Mapping Details table:

- For an entry point, this table lists the destination queues and entry points based on the active routing strategies defined for the selected entry point.
- For a queue, this table lists the teams to whom calls, chats, or emails are being distributed based on the active routing strategies defined for the selected queue. Note that mapping details are not shown for a queue routing strategy that just redirects the call to another entry point or queue.

Note The entities displayed in the Mapping Details table are based on your access rights. For example, if calls for the Sales queue are being distributed to Team A and Team B, and you have access rights only to Team A, then the mapping table will only show Team A as the destination for calls coming into the Sales queue.

Following is a description of each column in the list view page. Use the sort button at the end of the table to chronologically sort the strategies.

Column	Description
Name	The name assigned to the strategy when it was created. You cannot change the name after the strategy has been created.
ID	The identification number of the strategy. This number is automatically assigned by the system.
Status	<p>Indicates the status of the strategy.</p> <ul style="list-style-type: none"> • Current (appears in Red) means this is a snapshot of the currently running strategy. You cannot copy the current strategy, but you can modify any setting that does not affect execution time or date. Changes to the strategy do not affect the recurring scheduled version of the strategy. • Important You can delete the current strategy, but do not delete it before creating a different strategy for the same time interval. If you delete a strategy without having another one in place, the last strategy used by the system becomes the default strategy even though the times and dates specified have expired. If this occurs, either create a new strategy for the current time period, or copy the default strategy and correct the time settings. • Active means the strategy will become effective at the specified start time on the specified start date. This is the default status. • Not Active means the strategy will not become effective regardless of the specified start time and date. This status lets you save a strategy for future use or as a draft to continue working on later.
Default	Indicates whether the strategy is the default. A strategy that is not flagged as the default overrides a default strategy and is used as an exception to the default schedule.

Column	Description
Chat Template	Indicates the chat template used for the routing strategy.
Repetition	Specifies whether the strategy is scheduled to be repeated daily or only on specific days of the week.
Start Date	The date the strategy is scheduled to start.
Start Time	The time the strategy is scheduled to start (in 24-hour format) for any given day in the specified date range.
End Time	The time the strategy is scheduled to end (in 24-hour format) for any given day in the specified date range.
End Date	The date the strategy is scheduled to end.

Viewing Current Routing Strategies

To view a list of currently deployed routing strategies for multiple entry points or queues:

Procedure

- Step 1** Click the Routing Strategy module, and from the menu bar select **Current Routing Strategies**.
- Step 2** In the next field, select **All** to view current strategies for all entry points or queues, and then click **Apply**.
Details about the current routing strategies for the selected entry points or queues are listed in the [table](#) and an additional Flow column displays the names of the call flows associated with the listed entry points or queues.

Understanding Time Values in Routing Strategies

If the Multiple Time Zone feature is enabled for your enterprise, entry points and queues can be provisioned with time zones. In this case, time values in routing strategies are based on the time zone provisioned for the entry point or queue or, if no time zone is specified, the time zone provisioned for your enterprise (typically headquarters).

If an entry point or queue is provisioned with a time zone, the time zone is displayed beneath the enterprise time in the drop-down list that appears when you click your name button on the upper-right side of the routing strategy page.

If the Multiple Time Zone feature is not enabled for your enterprise, time values in routing strategies are based on the time zone provisioned for your enterprise.

If the time zone observes daylight saving time, the time is adjusted automatically when daylight saving time changes.

You can display routing strategies in your preferred time zone as follows:

Procedure

-
- Step 1** Click the gears icon in the upper-right corner of the Portal landing page to display the three or four tabbed settings panel.
- Step 2** Click the tab displaying the gears icon, and under Time Zone, select a time zone from the Time Zone drop-down list and click **Apply**.
-

Create a Routing Strategy

You can use the Webex Contact Center portal to create new routing strategies. You can also create a new strategy by editing an existing one.

Note the following points before creating new strategies:

- Always create an active strategy for every time interval. If an active strategy isn't specified for a time interval, the default is used. If there's no default strategy, the last strategy that is used by the system may continue as the current strategy although it has expired.
- An easy way to create a new strategy is to edit an existing one, select the entry points or queues that you want to associate with. And then change the appropriate settings. If necessary, including the name of another routing strategy with the same name that exists for a selected entry point or queue.
- You can have only one routing strategy per chat or email entry point.
- If the scheduled dates or times conflict with an existing active strategy, the system doesn't allow you to save an active strategy.

To create a routing strategy:

Procedure

-
- Step 1** Click the **Routing Strategy** link from the Webex Contact Center portal's navigation bar.
- Step 2** To create a routing strategy:
- On the Routing Strategy page that appears, make a selection from the **Select Entry Point** drop-down list.
 -
- Step 3** Do one of the following from the list view:
- Click the **New Strategy** button.
- Note** • Create a chat template before you create a Chat Routing Strategy. For more information, see [Create a Chat Template](#).
- You also can't create more than one routing strategy for a Chat Template or Email entry point or queue.

- OR -

- You can copy an existing Telephony strategy only which is in Active status. To copy, click the entry menu and then click **Copy**.

Step 4 In the Time Settings section, specify the **Execution Date**. Click in the field and use the calendar controls to specify the execution date (the dates strategy becomes effective).

Note Applicable only for Telephony and Social Channel.

- a) Specify the **Execution Start Time**, and **Execution End Time** enter in 24-hour format (0000–2400) the time of day you want the strategy to start and end.

Step 5 Enter or modify the settings as described in the following tables and then click **Save**.

Note You can create more than one strategy for Telephony or Social Channel.

- [Table 59: Describes general settings applicable in routing strategy:](#)
- [Table 60: Describes settings applicable in routing strategy for Telephony](#)
- [Table 61: Describes settings applicable in routing strategy for Social Channel](#)
- [Table 62: Describes settings applicable in routing strategy for Email](#)
- [Table 63: Describes settings applicable in routing strategy for Chat](#)

Table 59: Describes general settings applicable in routing strategy:

Setting	Description
General Settings	
Name	Enter a name for the strategy, such as US Holiday or Weekends. You can't edit th field after saving the strategy.
Enterprise Name	Shows the tenant name.
Status	Select Active if you want the strategy to become effective on the start date you specify in the Start Date field. Select Not Active if you want to save the strategy for future use or as a draft to continue working on later. The status is always active for chat and email routing strategies as you can configure only one routing strategy per entry point or queue.

Table 60: Describes settings applicable in routing strategy for Telephony

Setting	Description
Time Settings (These are read-only for proxy queues.)	
Start Date End Date	Click in each of these fields and use the calendar controls to specify the start date (the date the strategy becomes effective) and end date (the date the strategy expires).

Setting	Description
Start Time End Time	Enter in 24-hour format (0000–2400) the time of day you want the strategy to start and end.
Day of Week	From the drop-down list, select All Days if you want to schedule the strategy for every day or Weekdays if you want to schedule the strategy for Monday through Friday only. -OR- Select each icon that represents a day on which you want to schedule the strategy.
Advanced Settings	
Music on Hold	Select the name of the audio (.wav) file to play for calls when an agent puts on hold. Music in Queue (MIQ) is handled from Flow. When a contact is queued and if no agent is available, customer is engaged with MIQ.
Call Control	
Flag as Default Routing Strategy -or- Update as Default Routing Strategy	<p>This setting is available only if you're creating a new strategy or copying an existing one.</p> <p>Set to Yes if you want this routing strategy to be the default routing strategy for the specified time interval for this entry point or queue.</p> <p>Set to No if you're creating an exception to the default schedule, such as a holiday. This strategy overrides the default strategy. That is, the system first checks for a strategy that isn't flagged as default, and if none exists, the default strategy is used.</p> <p>Note Various routing strategies may be configured for a given time interval, but only one can be considered as the current routing strategy. Webex Contact Center uses the following order of preference while deciding which routing strategy is considered as the current routing strategy at any given time:</p> <ol style="list-style-type: none"> 1. Global Routing Overrides 2. Default Global Routing Overrides 3. Routing Strategy 4. Default Routing Strategy
Flow	Select the flow from the drop-down.

Table 61: Describes settings applicable in routing strategy for Social Channel

Setting	Description
Time Settings	
Start Date End Date	Click in each of these fields and use the calendar controls to specify the start date (the date strategy becomes effective) and end date (the date strategy expires).
Start Time End Time	Enter in 24-hour format (0000–2400) the time of day you want the strategy to start and end.

Setting	Description
Day of Week	From the drop-down list, select All Days if you want to schedule the strategy for every day or Weekdays if you want to schedule the strategy for Monday through Friday only. -OR- Select each icon that represents a day on which you want to schedule the strategy.
Social Channel Routing Rules (Applicable only for Social Channel)	
Default Queue	Choose a default queue to escalate when self-service fails.
Virtual Agent	Social Channel conversations can be automated by enabling the Virtual Agent. Select a virtual assistant or if required create one from the Cisco Webex Control Hub .
Exit Intent Mapping	Map intents from the conversational experience to queues. If an intent causes the customer to exit self-service, they escalate to the specified queue. If self-service succeeds the call is disconnected. There's a limit of 100 Exit Intents Rules. <ul style="list-style-type: none"> • IF intent is: Select the intents that are defined in Dialog flow. • THEN queue to: Select the queue to escalate. Add Condition provides OR logic to add new intents.

Table 62: Describes settings applicable in routing strategy for Email

Setting	Description
Email Account (You can add only one email account per entry point. You can edit or delete the email account using the icons beside the email account name.)	

Setting	Description
Add Email Account	<p>Click the Add Email Account button to open the Add Email Account dialog box. Enter the following details:</p> <p>Email Address: Enter the email address to contact your organization.</p> <p>Inbound Server Settings: Enter the following server details for incoming emails:</p> <ul style="list-style-type: none"> • Incoming Protocol • Incoming Host • Inbound Encryption • Inbound Port Number <p>Outbound Server Settings: Enter the following server details for outgoing emails:</p> <ul style="list-style-type: none"> • SMTP Server • Outbound Encryption • Outbound Port Number <p>Server Authentication: Enter the username and password to connect to the email account.</p> <p>Note Only secure access to mail servers is allowed, such as:</p> <ul style="list-style-type: none"> • SMTP/IMAP/POP over SSL • SMTP/IMAP/POP over TLS <p>Advanced Email Account Settings: Enter the following advanced settings for the email account:</p> <ul style="list-style-type: none"> • Maximum Attachment Size • Number of Attachment Limit • Mail Delay • Maximum Messages/Cycle
Email Routing Rules (You can add up to 20 email routing rules. You can edit or delete the rule by using the icons beside the rule.)	

Setting	Description
Routing Rule	<p>Click the Add Routing Rule button to open the Add Routing Rule dialog box. Enter the following details to add a rule:</p> <p>Routing Rule Name: Enter the name for the rule.</p> <p>IF Email Subject Contains: Enter the text in the email subject to set the condition for the rule. You can add upto 10 conditions using the AND or OR operators. However, you can mix AND and OR condition in a rule.</p> <p>Then: Select the email queue to which the email is queued if it satisfies any condition.</p> <p>Note The email can remain in a queue for a maximum of 240 days. After 240 days, the email is removed from Webex Contact Center.</p>
Default Routing Rule	Select an email queue for the default routing rule in case none of the defined rules satisfy the criteria.

Table 63: Describes settings applicable in routing strategy for Chat

Setting	Description
Chat Routing Experience	
Chat Template	Shows that the name of the Chat Template used. To edit, you must log in to Control Hub.
Chat Reason Mapping Details	Associate the preconfigured chat reasons. For more information, see Create a Chat Template .

Modifying a Routing Strategy

Before modifying a routing strategy, be aware of the following:

- Although you cannot copy the current strategy, you can modify any of its settings except those that affect execution time or date. These changes have no effect on the recurring scheduled version of the strategy.
- When you modify the current strategy, your changes take effect immediately for new calls and remain in effect until the current strategy ends. If there are calls in the queue when the modifications are made, the existing queued calls will follow the original strategy unless you select the **Apply changes to current calls in queue** check box to the right of the **Save** button.



Note Changes made to the current Email or Chat entry point routing strategy also gets applied to the corresponding active routing strategies.

- When you modify a strategy that is not the current strategy, your changes take effect according to the scheduled times specified in the strategy.

To modify a routing strategy:

Procedure

-
- Step 1** Open the Routing Strategy module.
- Step 2** To modify a standard routing strategy, on the Routing Strategy page, select an entry point or queue from the **Select Entry Point/Queue** drop-down list.
- The routing strategies for the selected entry point or queue are displayed. Click the horizontal ellipsis button to the left of the strategy you want to modify and select Edit.
- Step 3** Make your changes. For information about each setting, see the setting descriptions table in [Create a Routing Strategy, on page 210](#).
- Step 4** If you are modifying the current strategy and want the changes to apply to calls currently in queue, select the Apply changes to current calls in queue check box on the lower right side of the page. If this check box is not selected, the changes will apply only to new calls.
- Step 5** Click **Save** to save your changes.
-

Deleting and Restoring Routing Strategies

When you delete a routing strategy, it is moved to the Deleted Routing Strategies or Deleted Global Routing Overrides page where it can be restored or permanently deleted within 30 days. After 30 days, it will be permanently deleted by the system.



Note When you delete a current strategy, the next strategy scheduled for that time period is activated. Do not delete a current strategy unless an alternate strategy has already been created.

Deleting a Standard Routing Strategy

To delete a standard routing strategy:

Procedure

-
- Step 1** Open the Routing Strategy module and on the Call Routing Strategy page, click the **List View** button.
- Step 2** Select an entry point or queue from the **Select Entry Point/Queue** drop-down list.
- The routing strategies for the selected entry point or queue are displayed.
- Step 3** Click the ellipsis button to the left of the strategy you want to delete and select **Delete**. In the confirmation dialog box that opens, click **OK**.
- The strategy is moved to the Deleted Routing Strategies page where it can be restored or permanently deleted (see [Restoring or Permanently Deleting a Routing Strategy, on page 217](#)).
-

Restoring or Permanently Deleting a Routing Strategy

To restore or permanently delete a standard routing strategy:

Procedure

- Step 1** Open the Routing Strategy module, click the **Deleted Strategies** button.
- Step 2** Make a selection from the **Select Entry Point/Queue** drop-down list.
- The deleted routing strategies for the entry point or queue you selected are displayed.
- Step 3** Click the ellipsis button to the left of the strategy you want to either restore or permanently delete and do one of the following:
- To permanently delete the strategy, click **Delete**. Then, in the confirmation dialog box, click **OK**.
 - OR -
 - To restore the strategy, click **Restore**.
- The Restore Routing Strategy page appears, displaying the settings for the routing strategy.
- Step 4** If you are restoring a strategy, modify the settings if you want to, and then click **Restore**.
- Note** You cannot restore a deleted Chat Entry Point Routing Strategy, if a Routing Strategy is assigned to the Entry Point.

If any settings conflict with an existing routing strategy, a message informs you. In this case, you must modify the settings before the strategy can be restored.

Audio on Hold

When a call is queued on the network, an audio file continues to play until the call is distributed to a team with available capacity. If the call is queued for longer than the length of the audio content, the audio file loops back and restarts from the beginning.

Cisco recommends that the audio file include a brief delay message followed by music. The message should announce the name of the associated queue, instruct the caller to hold for the next available agent, and include a warning that calls may be monitored.

You can record one audio file for each strategy, so the message can vary by time of day, day of week, holiday schedule, and other factors.



CHAPTER 6

Call Monitoring

- [Monitor Calls, on page 219](#)

Monitor Calls

The Call Monitoring module enables authorized users to silently monitor any active call that is managed by the Webex Contact Center service at any time, across any site, and verify that customers are being served in a professional manner. Authorized users can also create monitoring schedules, coach an agent who is connected to a call by providing comments that only the agent can hear, and barge in on calls as needed.

Monitoring Overview

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. After these criteria have been entered, the system places a request to monitor the next call that matches the combination of all the criteria when the call is distributed to the destination site. 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.

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.

Note the following:

- You cannot make a continuous monitoring request and an ad-hoc request for the same target at the same time.
- 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.
- If you sign out of the Management Portal while a monitoring request is still active, a message asks if you want to cancel the monitor request or continue monitoring.

If you select **Yes**, any active ad-hoc or continuous monitoring requests will be cancelled after you log out and any scheduled requests will be suspended.

Monitoring Calls

The Call Monitoring page provides an interface for monitoring a call on a continuous or one-time only basis, and down to the agent level.

To monitor a call:

Procedure

-
- Step 1** Open the **Call Monitoring** module.
- Step 2** In the Monitoring Filter panel on the left side of the page, specify one or more queues, sites, teams, and agents you want to monitor. If you leave a queue, site, team, or agent list set to **All**, only those entities to which you have access will be included in the request.
- Step 3** In the **Callback Number** field, enter the phone number to send the audio, and click **Register**. If you need to update a number, enter the new **Callback Number** field and click **Update**.

- Note**
- Enter all the digits required to reach that phone, without hyphens or other special characters. For example, if the phone number is 415-555-1234, you would enter 4155551234.
 - If a Webex Calling number is associated with your user profile, then that number automatically appears as the Callback Number on the Call Monitoring page. If required, you can edit this number by entering a new available number and henceforth this number gets associated with the supervisor.
- You cannot register an internal Webex Calling extension number as the monitoring DN, but you can use a full Direct Inward Dialing (DID) number to associate with that user in Webex Calling.

- Step 4** Select the format for the callback number:
- U.S. Format (the default) interprets the phone number as 1 + area code + seven-digit phone number.
 - Other indicates that the phone number format is other than U.S. format.

- Step 5** If you want to prevent this monitoring session from being displayed on other users' Management Portals, select the **Use Invisible Mode** check box.

- Step 6** Click one of the buttons described in the following table to submit your monitor request.

Note These buttons are disabled if the Callback Number isn't provided.

Select this button	To do this
Monitor Next Call	Monitor the next incoming call that fits the specified criteria.

Select this button	To do this
Continuous Monitor	<p>Continuously monitor calls that fit the specified criteria. After you click this button, a dialog box appears where you can enter the duration of the monitoring session in minutes or leave the default set to Unlimited. Then, click Monitor to dismiss the dialog box and submit your request.</p> <p>Note After the monitor duration has expired, the system may take up to 5 minutes to remove the monitor request, during which time one more call might be delivered to you.</p>

Your request appears in the Monitor Requests list along with any pending requests from your colleagues.

When a call that matches the criteria you specified is distributed to the destination site, the audio is delivered through a phone call to the number you specified. The monitored call appears in the Calls Being Monitored list.

For more information about the elements displayed on the Call Monitoring page, see [Viewing Call Monitoring Information, on page 222](#).

Step 7 If authorized by your user profile, you can click the Coach or Barge In button in the Action column to coach the agent or barge in on the monitored call. For details, see [Barging in on a Call, on page 222](#).

Step 8 When the call has ended, click Monitor Next Call to monitor the next call in the queue, or, if you selected Continuous, the next call in the queue is automatically sent to you.

Step 9 Click the Cancel button to cancel monitoring activity for that request. If you selected Continuous, you can click the **Pause** button to halt (temporarily) the calls sent to your number. Then you can click the Resume button to resume monitoring.

Note If an agent goes into the Not Responding state, the call goes back to queue and the caller hears music on hold. If during this time, a supervisor is monitoring the call, the supervisor is disconnected as well. If the supervisor is scheduled to monitor the call but hasn't yet picked up, the call disappears from the Monitor Requests list and the phone stops ringing.

Coaching an Agent

If the Whisper Coach feature is enabled in your user profile, you can speak to an agent who is being monitored without being heard by the customer.

- The coaching session continues, even if the call is transferred to another agent, until the call either ends or is transferred to another number (agent-to-DN transfer).
- If the coached agent consults with another agent, you will hear music on hold and will not be able to continue coaching the agent until the caller is taken off hold.

While coaching an agent, you can barge in on the call if the Barge In feature is enabled in your user profile.

To silently coach an agent:

Procedure

-
- Step 1** While you are monitoring a call (as described in [Monitoring Calls, on page 220](#) and the call is connected to an agent, click the Coach button.
- Do not click the Coach button if the call is waiting in a queue after having been transferred by the agent to another queue. Doing so will cause your coach request to fail.
- The Coach button is not available when the agent transfers the call to another number (DN transfer).
- Step 2** Provide verbal instructions to the agent.
- Step 3** To remove yourself from the call, hang up. The call is removed from the Calls Being Monitored list.
-

Barging in on a Call

Authorized users can use the Barge-In function to join a call they are monitoring and participate in the conversation between the agent and the customer unless the call is transferred to another number (agent-to-DN transfer), after which the call is removed from the Calls Being Monitored list. To barge in on a call:

Procedure

-
- Step 1** While you are monitoring or coaching a call, and the call is connected to an agent (and not waiting in a queue), click the Barge In button.
- You are immediately connected to the call. The Barge In button disappears from the page.
- Step 2** To remove yourself from the call, hang up. The call is removed from the Calls Being Monitored list.
-

Viewing Call Monitoring Information

To view call monitoring information, click the Call Monitoring link on the Webex Contact Center Management Portal.

The Call Monitoring page displays the following:

- Controls for requesting a monitoring session. For more information, see [Monitoring Calls, on page 220](#).
- A chart of active and queued calls for the queue that is currently selected in the Monitoring Filter panel on the left side of the page.
- The Monitoring Requests/Calls Being Monitored table, which displays the two lists described in the following sections.



Note If you resize the Call Monitoring window to a very narrow size, the Monitoring Requests/Calls Being Monitored table will be displayed at the bottom of the window. It might appear that the table is missing, but you can see it by scrolling to the bottom of the window.

The Calls Being Monitored list displays information about all calls currently being monitored in your enterprise. Following is a description of each column in the list.



Note When a monitored call is transferred to specific phone number (agent-to-DN transfer), it is removed from the Calls Being Monitored list and thus, the Coach and Barge In buttons are no longer available.

Column	Description
Queue	The queue that received the call.
Site	The contact center location to which the call was distributed.
Team	The team to which the call was distributed.
Agent	The name of the agent being monitored or a numeric ID code if the call was answered by a capacity-based team resource instead of by a Webex Contact Center agent.
Monitoring Status	<p>The status of the monitoring session:</p> <ul style="list-style-type: none"> • monitoring-started. The monitoring supervisor has picked up the phone. • connected. The agent has picked up the call. • CoachStarted. The monitoring supervisor has started coaching the agent. • barged. The monitoring supervisor has barged in on the call.
Supervisor Name	The name of the person monitoring the call.
Supervisor Number	The phone number of the person monitoring the call.
Duration (mm:ss)	The number of minutes and seconds since the call arrived.
Action	Buttons that you can click to coach or barge in on a call that is being monitored, if authorized by your user profile.

The Monitor Requests list displays information about all monitoring requests in your enterprise.

If a monitoring request includes multiple queues, sites, teams, or agents, you can display a list of them in a tool tip by placing your mouse on a value in the Queue, Site, Team, or Agent column.

Following is a description of each column in the Monitoring Requests list.

Column	Description
Request Type	<p>Three request types can appear in the list:</p> <ul style="list-style-type: none"> • Continuous. The specified target (queue, team, site, or agent) will be continuously monitored until the request is paused or cancelled or until the monitoring duration is reached if the monitoring user specified a duration. You can point to the word Continuous to display a tooltip showing the duration of the monitoring request or Unlimited if no duration was specified. • Scheduled. A call monitoring schedule for the specified target has been set up and is running. • Ad-Hoc. The next call that matches the specified criteria will be monitored.
Queue	The queues included in the request. If multiple queues are included, you can display a list of them by pointing to the value displayed in the column.
Site	The sites included in the request. If multiple sites are included, you can display a list of them by pointing to the value displayed in the column.
Team	The teams included in the request. If multiple teams are included, you can display a list of them by pointing to the value displayed in the column.
Agent	The agents included in the request. If multiple agents are included, you can display a list of them by pointing to the value displayed in the column.
Monitoring Status	<p>The status of the monitoring session:</p> <ul style="list-style-type: none"> • Request Pending. The request has been submitted. • Monitoring. The supervisor has picked up the phone.
Supervisor Name	The name of the person who submitted the request.
Supervisor Number	The phone number of the person who submitted the request.

Column	Description
Action	Buttons you can click to pause, resume, or cancel a monitoring request.

Working with Monitoring Schedules

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. Note the following:

- Unless otherwise authorized by your user profile, you can view and edit only those call monitoring schedules that you created.
- The start and end times specified in the Call Monitoring Schedule use the enterprise time. However, calls are actually monitored in local time. Be sure to adjust for this when specifying start and end times in your monitoring schedules.

Creating or Editing a Monitoring Schedule

To create a new monitoring schedule or edit an existing one:

Procedure

- Step 1** Open the Call Monitoring module and click the Schedule button on the menu bar.
- Step 2** To create a new schedule:
- From the list view, click New Schedule.
 - OR -
 - From the calendar view, point to the schedule's beginning date and click the Create link that appears in the upper-left corner of the date box.
- Step 3** To copy or edit an existing schedule from the list view, click the button to the left of a listed schedule and select Copy or Edit.
- Step 4** On the page that appears, specify the appropriate settings as described in the following table, and then click Save.

Setting	Description
Name	Enter a name for the schedule.
Start Date End Date	To select the start date (the date the schedule becomes effective) and end date (the date the schedule expires), click the appropriate calendar icon in the Start Date or End Date field, and then select a date from the calendar that appears.

Setting	Description
Start Time End Time	<p>Enter in 24-hour format (0000–2400) the time of day you want the schedule to start and end.</p> <p>Be sure to adjust for the fact that the time you specify in the Call Monitoring Schedule uses the enterprise time. However, calls are monitored in local time.</p> <p>Note Pending monitor requests are checked every 'n' number of seconds as configured for your system. The default value is five minutes. When this checking function starts, each monitor request is checked and validated. If the request is past the scheduled deadline (that is, the End Time value), it's removed from the pending monitor requests list. Because of this added functionality, the scheduled end time may actually occur a few minutes later than specified.</p>
Day of Week	<p>From the drop-down list, select All Days if you want the schedule to run every day or Weekdays if you want the schedule to run Monday through Friday only.</p> <p>-OR-</p> <p>Select each icon that represents a day during which you want the schedule to run.</p>
Status	<p>Select Active if you want the schedule to become effective at the specified start time on the specified start date. Otherwise, select Not Active.</p>
Callback Number	<p>Enter the phone number (where the audio must be sent) and click Register. Select U.S. Format if this number has the format: 1 + area code + number. Select Other for other countries.</p> <p>Note If number isn't registered, these buttons are disabled:</p> <ul style="list-style-type: none"> • Monitor Next Call • Continuous Monitor
Filter By	<p>Select the queues, sites, teams, and agents you want monitored as part of this schedule.</p>

Activating and Deactivating Monitoring Schedules

You can activate or deactivate a monitoring schedule by editing the Status field in the settings for the schedule, or you can simply click a button in the list view Monitoring Schedules page as follows:

Procedure

- Step 1** Open the Call Monitoring module and click the Schedule button on the menu bar.
 - Step 2** Click the horizontal ellipsis button to the left of a listed schedule and select **Activate** or Deactivate.
-

Exporting the Monitoring Schedule List

To export the monitoring schedule list to a data analysis tool such as Microsoft Excel:

Procedure

- Step 1** Open the Call Monitoring module and then click the Schedule button on the menu bar.
 - Step 2** In the list view, click the Action button on the upper-right side of the page header and select **Excel** or CSV.
 - Step 3** In the dialog box that opens, either click **Open** to open the file, or click **Save**, navigate to the directory where you want to save the file, and then click **Save**.
-

Deleting a Monitoring Schedule

To delete a monitoring schedule:

Procedure

- Step 1** Open the Call Monitoring module and click the Schedule button on the menu bar.
 - Step 2** In the list view, click the horizontal ellipsis button to the left of a listed schedule and select **Delete** from the drop-down list.
 - Step 3** In the dialog box that opens, click **Yes** to confirm the deletion.
-



CHAPTER 7

Call Recording

The optional Call Recording module enables authorized users to record any active call that is managed by the Webex Contact Center service.

Through a Web interface, authorized users can select which queue, team, site, and agent they want to record, and for what time period. After the recording schedules are created and saved, the system starts recording the next call that matches the criteria.

As we cannot determine the total number of incoming calls and the number of calls to be recorded, we use predictive modeling to decide which calls to record. We use predictive models such as pseudorandom number generator (PRNG) or deterministic random bit generator (DRBG). The accuracy in the percentage of calls getting recorded increases with the number of contacts.

The recordings are in standard .wav format and can be accessed directly by authorized individuals and reviewed using standard third-party utilities. Additionally, you can use the features of the optional Webex Contact Center Recording Management module to search for and play recorded files.



Note

Calls sent to the overflow destination number are not available for review through the Webex Contact Center Recording Management module.

- [Call Recording, on page 229](#)
- [Creating or Editing a Recording Schedule, on page 230](#)
- [Deleting a Recording Schedule, on page 232](#)

Call Recording

The optional Call Recording module enables authorized users to record any active call that is managed by the Webex Contact Center service.

Through a Web interface, authorized users can select which queue, team, site, and agent they want to record, and for what time period. After the recording schedules are created and saved, the system starts recording the next call that matches the criteria.

The recordings are in standard .wav format and can be accessed directly by authorized individuals and reviewed using standard third-party utilities. Additionally, you can use the features of the optional Webex Contact Center Recording Management module to search and play recorded files.

**Note**

Calls sent to the overflow destination number are not available for review through the Webex Contact Center Recording Management module.

Creating or Editing a Recording Schedule

To create or edit a call recording schedule:

Procedure

- Step 1** Open the Call Recording module and on the page appears, select a queue from the Queue drop-down list. All call recording schedules for that queue are displayed. From here, you can:
- Add a new schedule
 - Edit or view an existing schedule
 - Delete an existing schedule
 - Copy an existing schedule
 - Switch between a list view and calendar view of all schedules for this queue.
- Step 2** To create a new schedule:
- From the list view, click **New Schedule**.
 - OR -
 - From the calendar view, point to the schedule's beginning date and click the **Create** link that appears in the upper-left corner of the date box.
- Step 3** To copy or edit an existing schedule, from the list view, click the ellipsis button to the left of a listed schedule and select **Copy** or **Edit**.
- Step 4** On the page that appears, specify the appropriate settings as described in the following table, and then click Save.

Setting	Description
Name	Enter a name for the schedule.
Start Date End Date	To select the start date (the date the schedule becomes effective) and end date (the date the schedule expires), click the appropriate calendar icon, and then select a date from the calendar that appears.
Start Time End Time	Enter in 24-hour format (0000 to 2400) the time of day you want the schedule to start and end.

Setting	Description
Days of Week	<p>From the drop-down list, select All Days if you want the schedule to run every day or Weekdays if you want the schedule to run Monday through Friday only.</p> <p>-OR-</p> <p>Select each icon that represents a day during which you want the schedule to run.</p>
Status	Select Active if you want the schedule to become effective at the specified start time on the specified start date. Otherwise, select Not Active .
Stop Recording on Transferred Out Calls	Select On if you want recording to stop when a call is transferred.
Enable Pause Resume	<p>Select On if you want the agent to have access to the Privacy Shield icon during call recording so that the agent can pause and resume recording. For example, the agent might need to pause potential call recording while obtaining a credit card number or other protected information. Be sure to instruct agents regarding when to use this feature.</p> <p>Note The Privacy Shield icon is displayed on the Agent Desktop only if the Privacy Shield feature is enabled in your Webex Contact Center service configuration.</p>
Pause Duration (in Sec)	If you set Enable Pause Resume to On, enter the number of seconds that recording will be paused if the user does not click the Turn Off Privacy Shield button earlier.
Percentage	Specify the percentage of the total number of current calls you want recorded for this queue.
Filter By	<p>Select the sites, teams, and agents you want to include in your recording schedule.</p> <p>Note Outdial call recording is based on the site, team, and agent who makes the outdial call. For example, if a recording schedule is created for the Outdial queue and a site named Chicago, then only those outdial calls made by teams under the Chicago site will be recorded, and not calls made from other sites.</p>

Deleting a Recording Schedule

To delete a recording schedule:

Procedure

- Step 1** Open the Call Recording module and in the list view, make a selection from the Select Queue drop-down list. The recording schedules for the selected queue are displayed.
- Step 2** Click the button to the left of a listed schedule and Delete .
-



CHAPTER 8

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.

- [Searching for and Playing Recordings, on page 233](#)
- [Assigning and Removing Tags, on page 235](#)
- [Search Attributes, on page 235](#)
- [Others Page, on page 236](#)
- [Viewing and Changing the Security Key Schedule, on page 236](#)
- [Viewing the Pruning Details, on page 237](#)

Searching for and Playing Recordings

To search for and play a recording:

Procedure

- Step 1** From the Management Portal navigation bar, click **Recording Management**. By default, all the recordings are listed on the search page. To search based on specific criteria, use the following search fields on the left pane to filter the recordings:
- **Queues**—Select one or more queues.
 - **Sites**—Select one or more sites. The teams and agents associated with the selected sites are displayed in the Teams and Agents lists.
 - **Teams**—Select one or more teams. Only the agents associated with the selected teams appear on the Agents list. If the Teams field is empty, then all agents associated with the selected sites appear.
 - **Agents**—Select one or more agents.
 - **Wrap Up Codes**—Select one or more codes from the list to filter the search based on the wrap-up codes.
 - **Tags**—Define a text string and assign it to the recording. You can filter the search based on tags by selecting them in the Tags list. For more information, see the section [Assigning and Removing Tags, on page 235](#) and [Creating and Exporting Tags, on page 235](#).

- **Exclude Deleted Agents**—Select the checkbox to exclude deleted agents from the search.

Note

- The Queues, Sites, and other lists appear based on your access privileges.
- To reset all lists and fields and start over again, click the **Reset** button.

Step 2

To filter the list based on more criteria, click the **Advanced Search** button. In the dialog box that appears, you can filter the search results based on CAD variables, Custom Attributes, Recording Duration, and Call Attributes:

- **Filter by CAD Variables:** You can filter the search results based on the call-associated data (CAD) values by selecting the checkbox to the left. One or more entries in the **CAD Variables** list and entering a CAD value for each selected variable.
- **Filter by Custom Attributes:** If your Recording Management installation includes custom attributes, you can filter the search result based on custom attributes. To search based on attributes, select the checkbox to the left of the entries in the **Custom Attributes** list, and then enter a custom attribute.
- **Filter by Recording Duration:** You can enter values in the **Recording Duration** fields to specify the minimum and maximum length of the recording to search for. You can also select the **Unlimited** checkbox to search for a recording of any length.
- **Filter by Call Attributes:** You can enter values that appear under the **Call Attributes** field to filter the search results based on the following attributes:
 - Session ID
 - DNIS
 - ANI number

Step 3

Click the **Search** button to search.

If the search criteria match, then the Search Results page lists the recordings.

To export the search results to an Excel spreadsheet, click **Export** on the upper-left side of the results page.

Step 4

Click the ellipsis button on an entry. The following options appear:

Action	Description
Play	The option allows you to play a recording for the entire call that includes any transfers and conferences. The system also provides a separate file for each call event, such as pause, resume, transfer, and conference. You can access these individual files by clicking the arrow button to the left of a listed recording.
Download	Download a recording.
Tags	Assign a tag to a recording or remove a tag from a recording by clicking the Tags icon. For more information, see Assigning and Removing Tags, on page 235 .

Assigning and Removing Tags

You can assign the same tag to multiple recordings and you can assign multiple tags to an individual recording.

To assign a tag to a recording or remove a tag from a recording:

Procedure

-
- | | |
|---------------|---|
| Step 1 | Open the Recording Management module and on the Search page, perform a search for the recordings you want to either assign tags to or remove tags from as described. |
| Step 2 | Click the ellipsis button to the left of a listed recording on the Search Results page and select Tags .

On the upper part of the dialog box that opens, the list of tags assigned to the recording is displayed on the right and a list of tags that are available is displayed on the left. |
| Step 3 | To assign a tag to the recording, select a tag in list on the left and click the Assign Tag button to move it to the list on the right. |
| Step 4 | To remove a tag from the recording, select a tag in the list on the right and click the Remove Tag button to move it to the list on the left. |
| Step 5 | When you are finished, click Save . |
-

Search Attributes

The **Recording Management > Search Attributes** page provides access to controls where you can perform the tasks described in the following topics:

- [Creating and Exporting Tags, on page 235](#)
- [Creating and Modifying Custom Attributes, on page 236](#)

Creating and Exporting Tags

The Tags section of the **Recording Management > Search Attributes** page enables authorized users to create and export a list of tags that can be assigned to recordings (see [Assigning and Removing Tags, on page 235](#)).

To create a tag or export a list of tags:

Procedure

-
- | | |
|---------------|--|
| Step 1 | Open the Recording Management module and select Search Attributes on the menu bar. |
| Step 2 | In the Tags section of the page that appears, do one of the following: <ul style="list-style-type: none">• To create a tag, click Add and in the dialog box that opens, enter a name for the tag and click Save. |

- To export the list of tags, click the **Excel** or **CSV** link beneath the tags list and in the dialog box that opens, click **Open** to open the file, or click **Save**, navigate to the directory where you want to save the file, and then click **Save**.

Creating and Modifying Custom Attributes

The Custom Attributes section of the **Recording Management > Search Attributes** page enables authorized users to create attributes that can be saved with recordings and later searched for.

To create a custom attribute:

Procedure

-
- Step 1** Open the Recording Management module and select **Search Attributes** on the menu bar.
- Step 2** In the Custom Attributes section of the page that appears, click **Add** and in the dialog box that opens, enter a name for the customer attribute and click **Save**.
-

Others Page

The **Recording Management > Others** page provides access to controls where you can perform the tasks described in the following topics:

- [Viewing and Changing the Security Key Schedule, on page 236](#)
- [Viewing the Pruning Details, on page 237](#)

Viewing and Changing the Security Key Schedule

If your installation includes the encryption option, each recording file for your enterprise is encrypted using a public key that is randomly generated. When a user requests a recording file, the Recordings Server software decrypts the file using a randomly generated private key. A new set of public and private keys can be generated periodically based on settings specified in the Security Keys tab.

If your user profile authorizes you to access the Security Keys page, you can view and change the schedule for generating security key pairs:

Open the Recording Management module and click the **Others** button on the menu bar.

Setting	Description
Security Key Rotation Details	
Last Rotation Date	The date when a new security key pair was last generated. For a new installation, the value in this field is N/A (not available).

Setting	Description
Next Rotation Date	The date when a new security key pair will be generated.
Configure Security Key Rotation	
Enable Automatic Key Rotation	Select this check box if you want to specify a time interval for automatically generating a new security key pair, and then from the Rotate keys every drop-down list, select Day , Week , Month , Three Months , Six Months , or Year .
Rotate	Select this button to generate a new key pair immediately.
Save	Click this button to save your settings.

Viewing the Pruning Details

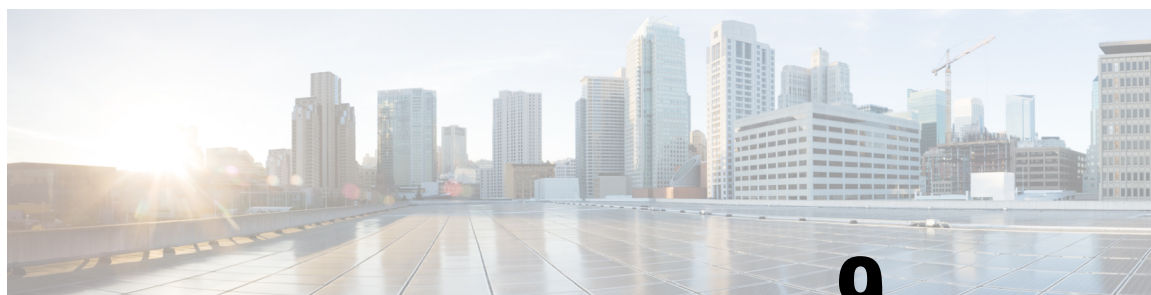
If your user profile authorizes you to access the Pruning Details settings, you can view the pruning strategy settings specified for your enterprise:

Open the Recording Management module and click the **Others** button on the menu bar.

The lower part of the page displays the Pruning Detail settings described in the following table.

Pruning Strategy	Pruning Value
No Pruning	0—No pruning occurs.
Time Based	<p>The number of months to retain recordings. Recordings made prior to the specified number of months are deleted.</p> <p>Note</p> <ul style="list-style-type: none"> • A month is defined as 31 days, and one additional day is added to the total number of days before the recordings are deleted. Thus, 1 month means 32 days; 2 months means 31 days x 2 + 1 day = 63 days. • For some enterprises, the value will be displayed as days.
Agent Minutes	The maximum number of minutes of recordings per agent. When the maximum number of minutes is reached, the oldest recordings are deleted to make room for new recordings.

Pruning Strategy	Pruning Value
Storage Based	The limit on the total recording size in megabytes. When the limit is reached the oldest recordings beyond the specified storage value are deleted.



CHAPTER 9

Transfer an Outdial Call to a Queue

This feature enables the agent to make an outbound call from the Agent Desktop. After the conversation with a customer, the agent can transfer the call to another queue in the contact center.

- [Map the Outdial Transfer to Queue Entry Point to a DN, on page 239](#)
- [Transfer an Outdial Call to Queue on Agent Desktop, on page 239](#)
- [View Agent Outdial Statistics Report, on page 240](#)

Map the Outdial Transfer to Queue Entry Point to a DN

To Map the Outdial Transfer to Queue entry point to a DN:

Procedure

- Step 1** Select the **Outdial Transfer to Queue** entry point from the Entry Point drop-down list when you [Map an Entry Point, on page 137](#).
- Step 2** Once you save the mapping, the agent can use this mapping on the Agent Desktop to transfer an outbound call.
-

Transfer an Outdial Call to Queue on Agent Desktop

To transfer an outdial call to a queue:

Procedure

- Step 1** From the Agent Desktop, make an outbound call. For more information, see *Make an Outbound Call* section in [Cisco Webex Contact Center Agent Desktop User Guide](#).
- Step 2** After the conversation, transfer the call to the configured queue. For more information, see *Transfer a Call to a Different Queue* section in [Cisco Webex Contact Center Agent Desktop User Guide](#).
-

View Agent Outdial Statistics Report

To view the Agent Outdial Statistics report:

Procedure

-
- Step 1** From the Analyzer portal, click **Visualization**.
- Step 2** Navigate to **Stock Reports > Historical Reports > Agent Reports**. For more information, see the *Agent Outdial Statistics* section in the [Cisco Webex Contact Center Customer Journey Analyzer User Guide](#).
-



CHAPTER 10

Stereo Recording

The Stereo Recording feature replaces the combined mono output file with a stereo output file. The stereo file provides the audio streams of the agent and the other participant (the caller or the called party) as two separate audio channels within a single recording. This enables better voice analytics than in a mono file, where the audio is mixed into a single stream.

- [Play a Stereo Recorded File, on page 241](#)

Play a Stereo Recorded File

To play a stereo recorded file, the Webex Contact Center Recording Management module enables authorized users to search for and play stereo recorded audio files. For more information, [Searching for and Playing Recordings, on page 233](#).



CHAPTER 11

Opt Out When in Queue

The customer can choose to opt out when in a queue. The customer is presented with the opt out of the queue menu with information about the estimated wait time and the position in the queue; the customer can choose to opt-out and exit the queue.

- [Task Flow to Set up the Opt-out Functionality](#), on page 243
- [View Opt-out-of-Queue Report](#) , on page 243

Task Flow to Set up the Opt-out Functionality

To set up the opt-out functionality, perform the following tasks:

Procedure

- | | |
|---------------|---|
| Step 1 | The administrator must create a new opt-out-of-queue flow from the Cisco Webex Contact Center Management Portal (Routing Strategy > Flows > New). |
| Step 2 | Configure the Play Music activity in the Flow Designer. For more information, see Play Music , on page 157. The Music-in-queue can be configured in the Play Music activity by specifying the music audio file, the duration the audio file is played, and the music start offset. |
| Step 3 | Configure the Get Queue Info activity in the Flow Designer to configure the Estimated Wait Time or Position in Queue of the caller. For more information, see Get Queue Info . |
| Step 4 | Configure the Menu activity in the Flow Designer. For more information, see Menu , on page 168. The opt-out prompt with the Text-to-Speech functionality is configured in the Menu activity. |
| Step 5 | Click Publish Flow . For more information, see Publish a Flow , on page 154. |

View Opt-out-of-Queue Report

The Opt-out-of-Queue report captures the average wait time in a queue after the customer chooses to opt out of the queue. For more information about how to view the Opt-out-of-Queue report, see the [Webex Contact Center Analyzer User Guide](#).



CHAPTER 12

Social Channel

The Social Channel enables you to interact with your customers on Facebook Messenger and SMS.



Note

This Social Channel option appears only if you've a Social Channel subscription.

- [Set Up a Social Channel Connector and Map to an Entry Point, on page 245](#)

Set Up a Social Channel Connector and Map to an Entry Point

To set up Social Channels:

Procedure

- Step 1** Configure the Social Channel connector on Control Hub. For details, see [Set Up Social Channel Connectors for Cisco Webex Contact Center](#)
- Step 2** Create an Entry Point and select the Social Channel Type. For details, see [Create an Entry Point or an Outdial Entry Point, on page 20](#).
- Step 3** Map an Entry Point to a Social Channel connector. For details, see [Map an Entry Point, on page 137](#).



CHAPTER 13

Webex Calling Integration

This feature enables the user (who has Webex Calling license) to use the Webex Calling DN as their preferred agent endpoint device when used with the Webex Contact Center Agent Desktop. This helps the agent to be remote on their Webex Calling devices and also provide on-net call transfers to internal users on both solutions bypassing the PSTN.

Webex Contact Center supports all features supported by the Webex Calling.

- [Webex Calling Integration Task Flow, on page 247](#)

Webex Calling Integration Task Flow

To integrate Webex Calling with Webex Contact Center and map the DNs:

Before you begin

This feature is only applicable to customers with the Webex Calling subscription.

Procedure

- | | |
|---------------|--|
| Step 1 | Partner administrator can use the article Get Started with Cisco Webex Contact Center and onboard customers by selecting the Webex Calling option. |
| Step 2 | Dial numbers must be configured as recommended in the Webex Calling article Manage Number in Location . |
| Step 3 | Once the dial numbers are added, map them to the Entry Point. For more details, see Entry Point Mappings, on page 136 . |
-



CHAPTER 14

Blended Multimedia Profiles

- [Overview, on page 249](#)
- [Configure a Multimedia Profile, on page 250](#)
- [Associate a Multimedia Profile to an Agent, Team, or Site, on page 250](#)
- [Assign Contacts to Agents, on page 251](#)
- [View Agent Details, on page 251](#)

Overview

Blended Multimedia Profiles offer Webex Contact Center administrators the ability to configure the media channel types (voice, chat, email, and social) and the number of contacts of each media channel that an agent can handle simultaneously.

Administrators can configure multimedia profiles of the following types:

- Blended
- Blended Real-time
- Exclusive

The administrator can then associate the multimedia profile to agents at the site, team, or agent level.

Advantages of Blended Multimedia Profiles

Blended Multimedia Profiles enable organizations to provide dedicated attention to customers, promoting better quality of service, improved customer experience, and better conversion rates. Also, organizations can balance the load across media channels when experiencing uneven load in some channels, enabling efficient utilization of agents.

Setting Up Blended Multimedia Profiles

The steps involved in setting up Blended Multimedia Profiles are:

1. The administrator configures the Blended Multimedia Profile using the Multimedia settings in the Provisioning module of the Management Portal.
2. The administrator associates the Blended Multimedia Profile to an agent, team, or site.

In the Agent Desktop, agents are assigned contacts based on the multimedia profile associated with them at any point in time.

Administrators and supervisors can view multimedia profile settings of agents and the number of contacts of each media channel type that the agents handled, via the Agent Details report. This report is available in the Webex Contact Center Analyzer.

To view the sequence of tasks involved in Blended Multimedia Profiles, refer the following sections.

Configure a Multimedia Profile

As an administrator, do the following to configure a multimedia profile:



Note To be able to configure multimedia profiles, Multimedia must be enabled for your enterprise. For more information, see [Module Permissions, on page 17](#).

1. From the Management Portal navigation bar, choose **Provisioning > Multimedia Profiles**.
2. On the **Multimedia Profiles** page, click + to create a new multimedia profile or click the ellipsis button to edit an existing multimedia profile.
3. In the **Media Details** section, select the blended multimedia profile as required. The available multimedia profile types are:
 - **Blended:** Allows you to specify the media channels and the number of contacts per media channel that an agent can handle simultaneously (for example, 1 voice, 3 chats and 5 emails).
 - **Blended Real-time:** Contacts of only one real-time media channel (either voice or chat) will be assigned to an agent at a point in time, along with contacts of other media channel types (email and social).



Note For Blended and Blended Real-time multimedia profiles, the maximum number of contacts that can be assigned to an agent is 1 for voice, and 5 for chat, email and social.

- **Exclusive:** Select this profile type to assign only one contact to the agent across all media channels, at a point in time.

For more information, see [Create a Multimedia Profile, on page 90](#).

Associate a Multimedia Profile to an Agent, Team, or Site

After configuring the multimedia profile, associate the profile to a site, team, or agent via the Provisioning module in the Management Portal. For more information, see [Sites, on page 46](#), [Teams, on page 50](#), and [Users, on page 54](#).

**Note**

A multimedia profile associated with an agent takes precedence over the multimedia profile of the agent's team. A multimedia profile of the team takes precedence over the multimedia profile associated with the site.

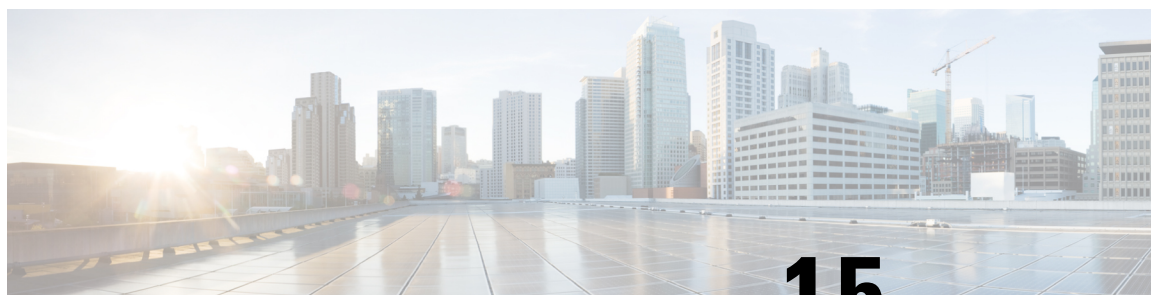
Assign Contacts to Agents

In the Agent Desktop, contacts are assigned to an agent based on the multimedia profile associated with the agent. For more information, see the section *Working with the Agent Desktop* in the [Cisco Webex Contact Center Agent Desktop User Guide](#).

View Agent Details

As an administrator or supervisor, you can view the multimedia profile settings of agents and the number of contacts of each channel type handled by the agents, via the Agent Details report in the Webex Contact Center Analyzer.

For more information, see *Agent Details Report* in the *Visualization* chapter in the [Cisco Webex Contact Center Analyzer User Guide](#).



CHAPTER 15

Courtesy Callback

- [Overview, on page 253](#)
- [Configure the Callback Flow, on page 254](#)
- [Make a Courtesy Callback, on page 256](#)
- [View Courtesy Callback Reports, on page 256](#)

Overview

A customer calling the contact center can be offered an option to receive a callback rather than waiting in queue to connect to an agent. The customer can be offered the callback option during peak hours when the wait time is more, or during non-working hours of the contact center.

Advantages of Courtesy Callback

Courtesy callback enables the contact center to offer better quality of service, and increase customer retention. The customer experience is enhanced, as the customer receives a proactive call from an agent rather than having to wait to connect to the agent.

Setting Up Courtesy Callback

To set up courtesy callback, the flow developer needs to configure the callback flow using the Flow Designer.



Note Prior to configuring the courtesy callback flow, the inbound entry point and queue for courtesy callback must be configured by the contact center administrator.

When a customer dials in to the contact center and waits in queue for an agent, the customer can be provided the option to opt out of the queue and receive a callback instead. The customer's position in queue is retained for receiving the callback. When an agent is available, the agent is offered the callback request in the Agent Desktop, based on the customer's position in the queue. After the agent accepts the callback request, the call is dialed out to the customer. When the interaction ends, the agent wraps up the call by selecting a wrap-up code.

A Courtesy Callback report is available in Webex Contact Center Analyzer, for the supervisor and administrator to view callback statistics. In addition, agents can gain insights on their callback statistics via the *Team Stats-Historic* Agent Performance Statistics (APS) report.

The sequence of events in Courtesy Callback are described in the sections that follow.

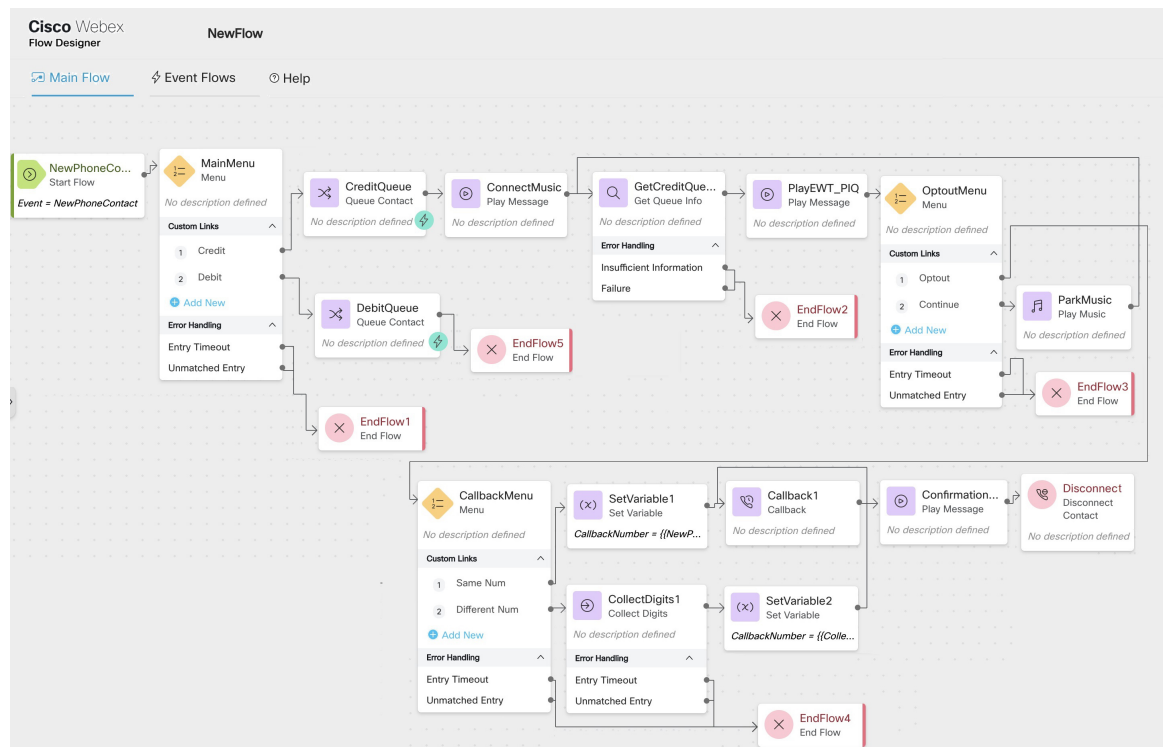
Configure the Callback Flow



Note

Ensure that the administrator has set up the inbound entry point and queue for courtesy callback. For more information about setting up entry points and queues, see [Entry Points and Queues](#), on page 19.

As a flow developer, set up the courtesy callback flow using the Flow Designer. The following figure illustrates a sample courtesy callback flow:



For more information on configuring a flow using the Flow Designer, see [Working with Flow Designer](#), on page 149.

The following steps summarize the sample courtesy callback flow:

1. The customer dials into the IVR.
2. The customer contact can be routed to an appropriate queue as required, by configuring the Menu and Queue Contact activities. The sample flow and the sequence of steps depicted here are based on this scenario.

**Note**

Alternatively, you can enable the customer to opt out of the call and receive a callback before the call is routed to a queue; for example, during non-working hours of the contact center. The contact can then be routed to an appropriate queue by configuring the Callback activity.

When the customer waits in queue (call is parked) for an agent, the customer can be engaged using the following activities:

- **Play Music:** Plays a static .wav file as the customer waits in queue.
- **Play Message:** The customer can be informed of the position in queue (PIQ) and the estimated wait time (EWT) using this activity. The EWT/PIQ can be fetched using the Get Queue Info activity.

The Play Music activity and the Play Message activity can be configured to play the audio files intermittently, until an agent is available or till the customer opts out of the queue.

3. The customer can be offered an Opt Out of Queue menu option, based on the EWT/PIQ. You can configure any of the following options when the customer opts out of the queue:

- **Leave a voice mail:** Configure a Blind Transfer activity to enable the customer to leave a voice mail when opting out of the queue.
- **Receive a courtesy callback:** The customer's position in queue is retained to receive a courtesy callback.

The following activities enable you to configure the callback:

- **Menu:** Configure a callback menu to enable the customer to choose a callback number.

The customer can provide the callback number, or the customer's ANI (Automatic Number Identification) number can be used as the default callback number.

You can use the Collect Digits and Set Variable activities to set the callback number, as illustrated in the callback flow.

- **Callback:** Configure the Callback activity to make the courtesy callback. You can configure the Callback activity to use the same queue as the inbound call, or a different queue to make the callback.

If you select the same queue to make the callback, the customer is called back when the agent is available in the queue, based on the customer's position in queue.

If you select a different queue to make the callback, the callback request is placed at the end of the new queue.

You can select a static queue or a variable queue when configuring the Callback activity. For more information on setting the Callback activity parameters, see [Callback, on page 175](#).

You can configure a confirmation message that the callback is registered and then disconnect the contact, by using the Play Message and the Disconnect Contact activities.

Make a Courtesy Callback

After the customer opts out of the queue, a callback request to the customer is initiated when an agent is available in the queue, based on the contact's position in the queue. The agent is offered the callback request in the Agent Desktop.

**Note**

If the agent does not accept the request, the request is routed to another available agent, or continues to wait in queue until an agent is available.

After the agent accepts the call, the call is dialed out to the customer. The customer receives the call from an ANI associated with the contact center. For more information on ANI, see [Outdial Automatic Number Identification \(ANI\)](#), on page 83.

If the customer does not respond to the call or rejects the call, the callback request is canceled. If the customer answers the call, the callback request is marked as processed.

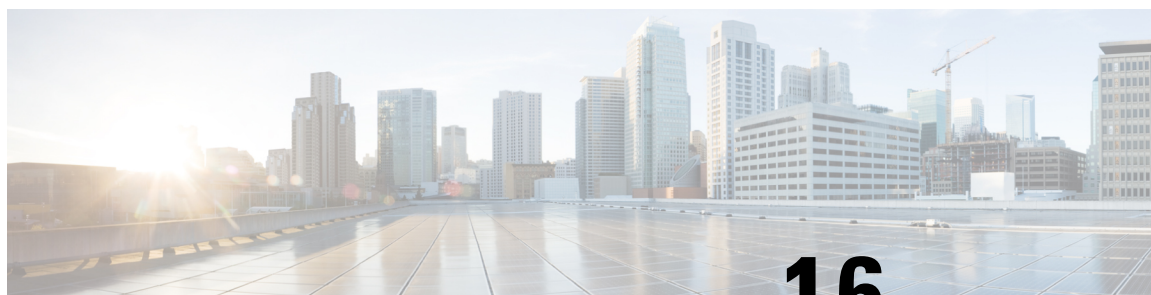
When the interaction ends, the agent wraps up the call by selecting a wrap-up code.

For more information about processing a callback request via Agent Desktop, see the *Courtesy Callback* section in the *Manage Voice Calls* chapter in the [Cisco Webex Contact Center Agent Desktop User Guide](#).

View Courtesy Callback Reports

The following reports are available for courtesy callback:

- **Courtesy Callback Report:** Enables administrators and supervisors to view callback statistics. For more information, see *Courtesy Callback Report* in the *Visualization* chapter in the [Cisco Webex Contact Center Analyzer User Guide](#).
- **Team Stats - Historic Report:** Enables agents to gain insights on their performance with respect to callback contacts. The APS report is available in the Agent Desktop. For more information, see the *Team Stats - Historic* report in the *Agent Performance Statistics Reports* chapter in the [Cisco Webex Contact Center Agent Desktop User Guide](#).



CHAPTER 16

OEM Integration with Acqueon

- [Overview, on page 257](#)
- [Set Up Campaign Management, on page 257](#)
- [Make Outbound Campaign Calls, on page 258](#)
- [Campaign Management Reports, on page 258](#)

Overview

Webex Contact Center provides enterprises the ability to manage outbound preview campaigns using the LCM (List and Campaign Manager) application.



Note To be able to manage campaigns, the enterprise must have purchased the Acqueon SKU.

Setting Up Campaign Management

The contact center administrator performs the following tasks to set up outbound preview campaigns:

1. The administrator provisions Campaign Management for the enterprise. This enables outbound (voice) capability in addition to multi-channel inbound capability for campaign management.
2. The administrator configures outbound preview campaigns using the LCM interface.

Agents can then initiate and make outbound campaign calls from the Agent Desktop.

An administrator can access and configure campaign reports available in the Cisco Webex Contact Center Campaign Manager modules. In addition, administrators and supervisors can view campaign statistics via the OEM Integration with Acqueon report, to measure the effectiveness of the campaigns. The report is available in the Webex Contact Center Analyzer.

To view the sequence of steps involved in campaign management, refer the sections that follow.

Set Up Campaign Management

As an administrator, do the following to set up campaign management for your enterprise:

**Note**

You can configure and use outbound campaigns only if your enterprise has purchased the Acqueon SKU.

1. Ensure that Campaign Management is provisioned for your enterprise.

To enable Campaign Management, click **Provisioning** in the Management Portal navigation bar, and select your enterprise. On your enterprise page, click the **Provisioning** tab and enable Campaign Management.

For more information, see [Provisioning, on page 14](#).

2. Configure outbound preview campaigns using the LCM interface. Webex Contact Center data such as entry points, teams, and wrap up codes will be available to you in the LCM interface to configure campaigns.

Additionally, the LCM interface enables you to configure the questions and answers to be displayed in the call guide at the campaign level.

For more information about configuring campaigns using LCM, see the [Cisco Webex Contact Center Campaign Manager User Guide](#).

Make Outbound Campaign Calls

An agent, when not handling an active contact, can initiate an outbound preview campaign call by clicking the Campaign Contact icon on the Agent Desktop interface. Campaign Management synchronizes the agent state and team information for the enterprise in real-time. Based on the preview campaigns that are currently active for the agent's team (in case of multiple active campaigns at the same time), Campaign Management dynamically retrieves a contact that the agent can dial out to. The contact details are displayed to the agent. The agent can then make the outbound preview campaign call.

A call guide is available for the agent to walk the customer through a sequence of campaign-specific questions and answers. The agent wraps up the call based on the call outcome.

For more information about making outbound campaign calls, see the *Make an Outbound Campaign Call* section in the *Manage Voice Contacts* chapter in the [Webex Contact Center Agent Desktop User Guide](#).

Campaign Management Reports

The following campaign-specific reports are available in Webex Contact Center:

- **Campaign Manager Reports:** The Campaign Manager reports are available in the Cisco Webex Contact Center Campaign Manager modules. As an administrator, you can configure real-time and historical reports and schedule reports to be sent periodically to specified recipients.

For more information about Campaign Manager reports, see the [Cisco Webex Contact Center Campaign Manager Reports Guide](#).

- **OEM Integration with Acqueon Report:** Supervisors and administrators can view outbound campaign statistics via the historical report in Analyzer to gain insights into the effectiveness of campaigns.

For more information, see the *Historical Reports* section in the *Visualization* chapter in the [Cisco Webex Contact Center Analyzer User Guide](#).



CHAPTER 17

Self Service

The Webex Contact Center offers Self-service functionality to handle the customer requests without involving human agents. Self-service uses the Interactive Voice Response (IVR) system in the call flow. This IVR includes basic activities such as Play Message, Collect Digits, and Menu. All these activities can also play the audio dynamically by using Text-to-Speech functionality.

Interactions in Self-service can also be extended to have Virtual Agents in the flow. The Virtual Agent can understand caller utterances to deliver a conversational Self-service experience.

You can use the Flow Designer to script any possible use cases in the Self-service space. For more information, see [Activities In Flow Designer](#)

- [Configure Entry Point and Select the Flow in Routing Strategy, on page 259](#)
- [Virtual Agent, on page 259](#)
- [Blind Transfer, on page 260](#)
- [Disconnect Contact, on page 261](#)
- [IVR Transcript and CAD Variables in Agent Desktop, on page 261](#)
- [IVR and CVA Dialog Flow Report in Analyzer, on page 261](#)
- [Text-to-Speech, on page 261](#)

Configure Entry Point and Select the Flow in Routing Strategy

You have to configure the Entry Point and select the flow in Routing Strategy in the Management Portal.

For more information on configuring the Entry Point, see [Entry Points and Queues](#) . For more information on selecting the flow in Routing Strategy, see [Viewing, Creating, Modifying, and Deleting Routing Strategies](#).

Virtual Agent

A virtual agent handles conversations with your end users. The Virtual Agent, powered by Google's Dialogflow capabilities, understands the intent of the conversation and assists the customer as part of the IVR experience.

The administrator has access to the Conversational IVR transcript.

To enable Virtual Agent, follow this task flow:

Procedure

-
- Step 1** To integrate the conversational experience into the IVR system, create the Dialogflow Agent. For more information, see [Build a Dialogflow Agent](#)
- Step 2** Configure a Virtual Agent in the Control Hub. For more information, see [Configure Virtual Agent](#)
- Step 3** Add a Virtual Agent to a call flow to handle customer queries in a conversational format. For more information, see [Create Virtual Agent Activity in Flow Designer](#)
-

Build a Dialogflow Agent

Complete the following procedure to configure Google Dialogflow:

Procedure

Build a [Dialogflow agent](#) that provides automated responses.

- a) Use the Google Cloud console.
 - b) Download the JSON file that contains the Authentication Key. For more information, see [About Service Account Keys](#).
 - c) Ensure that you create the JSON file using the Dialogflow API Admin role.
-

Configure Virtual Agent

After you download the Authentication Key, upload the Authentication Key by choosing the JSON file to create the Virtual Agent in the Control Hub.

The administrator must [Configure a Virtual Agent](#) in the Control Hub.

After configuring a Virtual Agent, the administrator can create the Virtual Agent activity in the Management Portal.

Create Virtual Agent Activity in Flow Designer

After configuring the Virtual Agent, create the Virtual Agent activity in the Management Portal.

You can add a Virtual Agent to a call flow to handle customer queries in a conversational format. The Virtual Agent understands the intent of the conversation and assists the customer as part of the IVR experience. For more information, see [Virtual Agent](#).

Blind Transfer

The Blind Transfer activity refers to a process wherein a contact is transferred to an external Dial Number (DN) through the IVR, without agent intervention.

The Blind Transfer activity is applicable when a call should be transferred to an external Dial Number. The transfer can also be initiated to an external bridge. For more information, see [Blind Transfer](#).

Disconnect Contact

This activity is used to disconnect the contact from the call. This refers to the end of a contact in IVR.

For more information, see [Disconnect Contact](#).

IVR Transcript and CAD Variables in Agent Desktop

The administrator can provide access to an agent to view the Conversational IVR transcript and to view or edit the CAD variables based on the configurations set in the call flow.

An agent can view the Conversational IVR transcript and the CAD variables extracted from the Conversational IVR transcript based on the permissions set in the call flow by the administrator. For more information on the Conversational IVR transcript in Agent Desktop, see the section *IVR Transcript* in the [Cisco Webex Contact Center Agent Desktop User Guide](#).

For more information on the CAD variables in Agent Desktop, see the section *Call-Associated Data Variables* in the [Cisco Webex Contact Center Agent Desktop User Guide](#).

IVR and CVA Dialog Flow Report in Analyzer

The IVR and CVA Dialog Flow report enables the administrators and supervisors to view the Self-service operational metrics.

For more information on the IVR and CVA Dialog Flow report in Analyzer, see the section *IVR and CVA Dialog Flow Report* in the [Cisco Webex Contact Center Analyzer User Guide](#).

Text-to-Speech

The Text-to-Speech capability is powered by Google's Text-to-Speech APIs. To enable this functionality, you must set up a Google Cloud account and configure the Text-to-Speech service.

With Text-to-Speech you can convert arbitrary strings, words, sentences, and variables into an actual human speech that is played dynamically to the caller. This is in place of playing a pre-recorded audio.

To enable Text-to-Speech, follow this task flow:

Procedure

-
- | | |
|---------------|--|
| Step 1 | Create a Service Account to download the private key. For more information, see Create a Service Account for Google Connector |
| Step 2 | Configure the Google Connector in Control Hub to enable the Text-to-Speech capability in Flow Designer. For more information, see Configure a Google Connector |

- Step 3** To use Text-to-Speech in your prompt, enable the Text-to-Speech toggle. For more information, see [Text-to-Speech Toggle](#)
-

Create a Service Account for Google Connector

Complete the following procedure to configure the Google Connector:

Procedure

Create a service account and download the JSON file that contains the Authentication Key.

- a) Create a [Service account](#).
 - b) Download the JSON file that contains the Authentication Key.
-

Configure a Google Connector

After you download the Authentication Key, upload the Authentication Key by choosing the JSON file to configure the Google Connector in the Control Hub.

- The administrator must [Configure a Google Connector](#) in the Control Hub.
- Add the ability to read dynamic messages. These messages can contain variables and can be used in a sequence with audio files.
- If you are using variables, use this syntax: {{ variable }}. You can also use SSML to construct the message. If you are using SSML, insert it inside the <speak></speak> tags.
- To learn more about Google tags, see: <https://developers.google.com/assistant/conversational/df-asdk/ssml%22>

After creating the connector, the administrator can enable the Text-To-Speech functionality.

Text-to-Speech Toggle

The Text-to-Speech toggle allows you to create natural-sounding, synthetic human speech as part of activities in your flow that can play messages to the caller, including **Menu**, **Play Message**, and **Collect Digits**. With Text-to-Speech, you can convert arbitrary strings, words, sentences, and variables into an actual human speech that is played dynamically to the caller. This is in place of playing a pre-recorded audio.

Text-to-Speech takes two types of input: raw text (plain text) or Speech Synthesis Markup Language-formatted (SSML-formatted) data.

After creating the Google Connector, enable the Text-To-Speech toggle in the Management Portal. For more information, see [Menu](#), [Play Message](#), [Collect Digits](#).



CHAPTER 18

Cisco Webex Experience Management Post Call Survey

Cisco Webex Experience Management is a Customer Experience Management (CEM) platform, enabling you to see your business from your customers' perspective and their experience with the brand. Cisco Webex Experience Management powers customer journey mapping, text analytics, and predictive modeling using the feedback collected from customers via different channels such as email, SMS, and Interactive Voice Response (IVR). For more information, see [Cisco Webex Experience Management Overview](#).

With Cisco Webex Experience Management integrated with Webex Contact Center:

- Customer experience surveys - Administrators can configure and send post-call surveys to customers, after an interaction, to collect feedback about their interaction.
- Customer Experience Journey (CEJ) gadget - Displays all the past survey responses from a customer in a chronological list. The agent and supervisor use this gadget to gain context about the customers past experiences with the business and engage with them appropriately. Administrators can configure and add the CEJ widget to be viewed on the Cisco Webex Contact Center Agent Desktop.
- Customer Experience Analytics (CEA) gadget - Displays the overall experience of the customer interaction with agents using industry-standard metrics such as NPS, CSAT, and CES or other KPIs tracked within Cisco Webex Experience Management. Administrators can configure and add the CEA widget to be viewed on the Cisco Webex Contact Center Agent Desktop.

Cisco Webex Experience Management Post Call Survey

Cisco Webex Experience Management Post Call surveys are used to collect feedback from customers to determine the performance of the contact center and the services that are offered. With Cisco Webex Experience Management, you can configure post-call surveys that can be initiated over IVR when agents end the calls from Webex Contact Center Agent Desktop or can be sent to the customer via Email or SMS after the call ends.

For a survey over IVR, after an agent ends the call, Webex Contact Center transfers the call to Cisco Webex Experience Management and the inline survey is played to the customer. Customer uses the keypad to answer the survey.

For a survey via email or SMS, Webex Contact Center can be configured to send out an email or SMS containing a message along with a link to launch the survey and provide feedback.

The data that is collected through various surveys can be analyzed and presented to agents and supervisors as widgets on the Webex Contact Center Agent Desktop.

- [Cisco Webex Experience Management Account Setup](#), on page 264
- [Create a Cisco Webex Experience Management Connector](#), on page 264
- [Create Feedback Activity in Flow Control](#), on page 265
- [View Agent Desktop Widgets](#), on page 265

Cisco Webex Experience Management Account Setup

To create an Cisco Webex Experience Management account:

Procedure

- Step 1** Submit the form [Assurance to Quality\(A2Q\) process for Cisco Webex Experience Management](#). A correct provisioning administrator email address should be provided in the A2Q form to ensure that provisioning notification and service access information is received.
- Step 2** As part of the account creation process the following actions are performed:
- a. Creates an account for you and provisions the account.
 - b. Creates default spaces and metric groups for your account. For more information about creating spaces, see [Space Creation](#).
 - c. Creates standard questionnaires for Cisco Webex Experience Management Post Call Surveys and publishes the same. For more information about creating questionnaires, see [Questionnaires](#).
- Step 3** After creating and provisioning the account, the handover information will be sent to the admin email address provided in the A2Q form. The handover emails contain credentials and other essential information about your account.
- Step 4** Initially, Spaces and Widgets are created as part of the Cisco Webex Experience Management account provisioning. To know more about the different default Widgets within Experience Management, how to use the Metric Library to create additional Experience Management Widgets, and how to export and derive meaningful insights from them, see [Cisco Webex Experience Management Widgets](#).
- Step 5** Add the Cisco Webex Experience Management widgets as an Agent Desktop widget into the Agent Desktop layout. For more information, see [Cisco Webex Experience Management Widgets and Gadgets](#).
-

Create a Cisco Webex Experience Management Connector

After you receive the handover emails with credentials and other essential information about your Cisco Webex Experience Management account, use the credentials to create a Cisco Webex Experience Management connector in Control Hub.

To create a Cisco Webex Experience Management connector in Control Hub:

Procedure

- The administrator must [Configure the Webex Experience Management Connector](#) on Control Hub.

After creating the connector, the administrator can create the feedback activity in the Webex Contact Center Management Portal.

Create Feedback Activity in Flow Control

After creating the Webex Experience Management connector, configure the surveys as follows:

Configure IVR Post-Call Survey

The tasks to enable IVR post-call survey in Webex Contact Center solution is as follows:

1. Create and configure the questionnaires in Webex Experience Management for sending IVR surveys to the customer. For more information about creating questionnaires, see [Questionnaires](#).

**Note**

The audio prompts from the questionnaire will be cached for 24 hours.

2. Create a **Voice Based** feedback activity in Webex Contact Center Management Portal. For more information, see [Feedback](#)

Configure SMS/Email Post-Call Survey

The tasks to enable SMS or Email post-call survey in Webex Contact Center solution is as follows:

1. The partner hosted module in the Webex Experience Management Invitations solution is mandatory for the SMS/Email surveys to work.

For information about partner hosted module, see [Cisco Webex Experience Management Invitations Module Architecture Document](#).

For information about how to provision the infrastructure required to deploy the partner hosted components of the Experience Management Invitations module, [Infra Provisioning Guide For Cisco Webex Experience Management Invitations Module](#).

For information about how to deploy the partner hosted components, see [Deployment Guide for Cisco Webex Experience Management Invitations Module](#).

To configure the Experience Management Invitation module for sending SMS/Email surveys to the customer. Create dispatch templates on Experience Management. For information about setting up dispatch in Experience Management, see [Dispatch User Guide](#).

2. Create a **SMS/Email Based** feedback activity in Webex Contact Center Management Portal. For more information, see [Feedback](#)

View Agent Desktop Widgets

After you have configured the Agent Desktop widgets, you can start viewing the Customer Experience Journey (CEJ) and Customer Experience Analytics (CEA) widgets. For more information about configuring widgets, see [Cisco Webex Experience Management Widgets](#).

Procedure

View the CEJ and CEA widgets in the Agent Desktop. For more information, see *Cisco Webex Experience Management* section in the [Cisco Webex Contact Center Agent Desktop User Guide](#).



CHAPTER 19

Troubleshooting

- [Troubleshooting Management Portal Problems, on page 267](#)
- [Troubleshooting Agent Desktop Problems, on page 269](#)

Troubleshooting Management Portal Problems

Management Portal Problems

If you experience a problem while using the Management Portal, the following may help you solve the problem.

Problem	Description/Workaround
You cannot log in to the Management Portal.	Check to make sure that the correct user name and password are entered.
You cannot access a module from the Management Portal, or you cannot see some entry points or queues.	You do not have the correct privileges to access these modules, entry points, or queues. Contact your Webex Contact Center administrator.
The Management Portal does not display data regarding agents or calls, or shows that no agents are logged in.	Make sure that the privacy setting for Internet Explorer is set to Medium.
Occasionally the message "Please Refresh the Page" appears in the Real-Time Reports module.	Log out of the current Webex Contact Center session. Close any remaining Webex Contact Center windows and log in again.
When you resize the Agent view of a real-time agent report, tooltips for idle and wrap-up codes are sometimes displayed in the graph area instead of near the cursor.	Maximize the window to display the tooltip near the cursor.
Too many abandoned calls are being reported.	Escalate to Customer Support.

Problem	Description/Workaround
While viewing a chart in a report or on a monitoring page, you see the following message "Communication Interruption on <date> at <time>".	The system has been unable to refresh the data in the chart since the time indicated in the message, typically because of an intermittent network interruption or server issue. If the problem persists for several minutes, notify your system administrator.
The real-time reports are not refreshing on the Management Portal.	Escalate to Customer Support.
The real-time report statistics are not displayed.	Escalate to Customer Support.
In a real-time agent report, the wrap-up count and number of entered wrap-up codes do not match.	This discrepancy occurs when an agent logs out while still in the Wrap-up state without selecting a wrap-up code. Instruct agents to always go into the Idle state and then click the Log Out button to log out rather than closing the browser while logged in.
Changes to the names of existing idle and wrap-up codes do not appear immediately in agent reports. Instead, agent reports display the previous code names before they were edited or N/A for a new code.	Log out and then log in again to see the changes.
When exported to CSV format, data in the Agent View of a current snapshot agent report is displayed incorrectly.	The Time Value is displayed in two cells instead of one when exported to CSV format. This is because a comma separates the day from the date and time in the Login Time field.
When you export historical report data to Microsoft Excel that includes date and time in the hh:mm:ss format, Excel displays only the hours and minutes, and not the seconds.	By default, Excel displays the data in hh:mm format. However, you can double-click in the cell to see the data in hh:mm:ss format.
For a new team, data in the agent interval report is displayed in half-hour intervals from the time an agent on the team logs in after system restart.	This is transient for teams that log in for the first time. Normally, data is displayed in half-hour intervals from midnight.
In the Historical Reports module, occasionally the parameters for a customized default report are not saved after you log out and log in again.	After you save a custom report, wait 10-15 seconds before logging out.
You cannot make a monitoring request.	Ensure that you are using the correct DN and prefix.
Monitoring session left open for an hour or longer displays a blank page or unexpected behavior	Close the module and re-open it.
Supervisor phone rings even when the monitoring request is for a different queue.	If a monitoring request is made for a team and if multiple queues use the same team for routing, any of the queue's calls for that team can be monitored.
A call ends, but the monitoring screen indicates that the call is still in progress.	Escalate to Customer Support

Problem	Description/Workaround
Signed in agents can not see changes made to Skill profile.	The agent needs to sign in again to view the changes.

Reporting Management Portal Issues to Customer Support

When escalating a Management Portal issue to Cisco Webex Contact Center Customer Support, make sure to provide the following information:

- The login and user name of the person experiencing the problem.
- The time that the issue was first observed.
- If the problem occurred in the Monitoring module, the number that the supervisor was attempting to call and a call session ID, if available.

Troubleshooting Agent Desktop Problems

Network Interruptions

If a network interruption occurs that lasts for less than two minutes, all the Agent Desktops display a "Reconnecting" message and then successfully reconnect.

If a network interruption lasts longer than two minutes, instruct agents to close the current Agent Desktop window, and then log in using the primary URL. If the login fails with the primary URL, instruct agents to use the backup application center login.

Escalate all network interruptions; report the time the problem occurred and the number of agents affected.

If the network to the primary application center is down, Management Portal users cannot view any statistics.

Agent Desktop Application Problems

If you experience a problem while using the Agent Desktop application, the following may help you solve the problem.

Problem	Description/Workaround
You are not able to log in to the Agent Desktop.	<ol style="list-style-type: none"> 1. Check to make sure that cookies are enabled in Internet Explorer. 2. Ensure that the correct user name and password are entered in the login screen.
During login, the error message "Invalid phone number" appears after you click Go .	Check the format of the DN that you entered and make sure the number is valid.

Problem	Description/Workaround
You accidentally closed the browser window while on a call.	If you close the browser window while on a call, you cannot log in again until you complete the call. If you close the browser window while the call is on hold, the system automatically takes the call off hold.
When you refresh the Agent Desktop window, you are logged out and the login screen is displayed	Log in again. Avoid refreshing the window while logged in.
The status bar on the Agent Desktop displays "Not Responding" and your phone does not ring.	<ol style="list-style-type: none"> 1. Check the volume setting on the phone and make sure that the ringer is set to "high." 2. Check the DN (dial number), including the dialing prefix, and make sure it is correct. 3. After resolving the problem, change your state to Available or Idle by clicking one of the buttons on the message that appeared when you entered the Not Responding state.
After reconnecting to the system following a network interruption, you are suddenly logged out.	Log in to the Agent Desktop again. If you are unable to log in, escalate to Customer Support.
Re-launching the Agent Desktop while logged in may create problems	Do not open more than one Agent Desktop application at a time on the desktop.
The Agent Desktop becomes very slow.	This can happen when you leave the Agent Desktop open for long periods of time. Close both the Agent Desktop and the browser after logging out of the system. If this does not help, end the process from within the Windows Task Manager.
The Agent Desktop occasionally logs out agents following a network interruption.	Log in to the Agent Desktop again.
The Agent Desktop is not completely displayed.	Minimize the Agent Desktop, and then restore it from the taskbar.
Launch pages and graphs are not displayed properly.	Make sure that in Internet Explorer, the Show Pictures option is selected in the Advanced tab of the Internet Options dialog box.
You are available but no calls are sent to you.	Make sure you are in the Available state and are logged in to the correct team.
You are talking to a customer, but the Agent Desktop status bar displays Reserved.	Report the incident to Customer Support.
Your agent softphone is not ringing, but the Agent Desktop status bar displays Not Responding.	Make sure that you entered the correct DN.

Problem	Description/Workaround
The Agent Desktop status bar displays Re-connecting.	Check to see if the PC network cable has been disconnected or loosened. If you do not see a message indicating that there has been a network problem, escalate to Customer Support.
You answer a call, but the call disconnects after 30 seconds.	If Not Responding is displayed in the Agent Desktop status bar, change to the Available state and wait for the next call.
The Internet Explorer browser freezes.	Open Windows Task Manager and end all browser processes.
Pop-up blockers appear.	From the Internet Explorer Tools menu, disable pop-up blockers.
The Agent Desktop status bar displays a connected state while the phone is ringing.	Report the incident to Customer Support.
An outbound call fails.	Make sure you entered the correct DN and prefix.
During a blind transfer, call details are not displayed on the Agent Desktop of the receiving agent while that agent is in the Reserved state.	The Reserved state is very transient. Call details are displayed as soon as the second agent answers the call.

Audio Problems

The following may help to resolve audio problems that could occur while using the Agent Desktop.

Problem	Description/Workaround
Echo or low volume	Check the phone settings. If using a softphone, check the Microsoft Windows and softphone settings.
Jitter/Stutter audio -OR- High latency	Bad connectivity, probably due to a network problem. Check to make sure that your PC is not also running other software that uses audio. Escalate to Customer Support.
Cross talk	Escalate to Customer Support.
One-way audio	Make sure you are not on mute. If not, escalate to Customer Support.

Reporting Agent Desktop Issues to Customer Support

When escalating an Agent Desktop issue to Cisco Webex Contact Center Customer Support, make sure to provide the following information:

- Ask the agent to provide a screen capture of the Agent Desktop screen.

- Include the time that the issue was first observed.



CHAPTER 20

Report Parameters

- [Call Report Parameters, on page 273](#)
- [Agent Report Parameters, on page 288](#)
- [Historical Skill Report Parameters, on page 310](#)
- [Historical Threshold Alerts Report Parameters, on page 312](#)
- [Usage Metrics Report Parameters, on page 313](#)

Call Report Parameters

The parameters available in Webex Contact Center real-time and historical call reports are described in the following table. In the table, CDR is an abbreviation for Call Detail Report.

Parameter	Description	Report
% Abandoned	The percentage of calls that were abandoned during the report interval. $(\text{Abandoned}/\text{Total}) * 100$	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues
% Answered	The number of answered calls divided by the number of calls that entered the queue minus short calls multiplied by 100. $(\text{Answered}/(\text{Answered} + \text{Abandoned})) * 100$	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues
Abandoned	The number of calls that were abandoned during the report interval. An abandoned call is a call that was terminated without being distributed to a destination site, but that was in the system for longer than the time specified by the Short Call threshold provisioned for the enterprise.	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues

Parameter	Description	Report
Abandoned Time	The cumulative amount of time calls were in the system for longer than the time specified by the Short Call threshold, but terminated before being distributed to an agent or other resource.	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues
Abandoned within SL	<p>The number of calls that were terminated while in queue within the Service Level threshold provisioned for the queue or skill (in a skills interval by queue report).</p> <p>Note Although this metric is visible for outdial calls, it is not meaningful for such calls.</p>	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues
Adjusted Service Level %	<p>The number of calls that were either answered or abandoned within the Service Level threshold provisioned for the queue or skill (in a skills interval by queue report), divided by total calls (including abandoned calls) multiplied by 100.</p> <p>$((\text{In Service Level} + \text{Abandoned within SL}) / (\text{Answered} + \text{Abandoned})) * 100$</p> <p>Note Although this metric is visible for outdial calls, it is not meaningful for such calls.</p>	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues, Sites, & Teams
Agent	The name of the agent who handled the call or a numeric ID code if the call was handled by a capacity-based team resource instead of by a Webex Contact Center agent.	CDR
Agent Start Time	The time the agent picked up the phone and began talking with the caller.	CDR

Parameter	Description	Report
ANI	The ANI digits delivered with the call. ANI, or Automatic Number Identification, is a service provided by the phone company that delivers the caller's phone number along with the call.	CDR
Answered	The number of calls that were routed from the queue to an agent or available resource and were answered by the agent or resource.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Answered Time	The cumulative amount of time between when calls entered the queue and when they were answered (connected to an agent or other resource) during the report interval. Because answered time is calculated after the call is answered, answered time for calls that are waiting to be answered is not reflected in the report.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Available Agents	The number of logged-in agents who are currently in the Available state.	Call Snapshot report
Avg Abandoned Time	The total amount of time that calls were in the system before they were abandoned divided by the total number of calls that were abandoned: Abandoned Time/Abandoned	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues
Avg Connected Time	The total connected time divided by the total number of calls that were answered during the report interval: Connected Time/(Answered + Secondary Answered)	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Avg Handle Time	The average length of time spent handling a call (connected time plus wrap-up time), divided by number of answered calls: Connected Time+Wrap Up Time/(Answered + Secondary Answered)	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams

Parameter	Description	Report
Avg IVR Time	The total amount of time that calls were in the IVR system divided by the total number of calls that were in the IVR system.	Real-time Call Interval & Historical Call reports for Entry Points
Avg Queued Time	The total amount of time that calls were in queue divided by the total number of calls that were queued: Queued Time/Queued	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues.
Avg Speed of Answer	The total answered time divided by the total number of answered calls: Answered Time/Answered	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Avg Wrap Up Time	The total amount of time agents spent in the Wrap-up state divided by the total number of answered calls: Wrap Up Time/(Answered + Secondary Answered)	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Blind Transfer Count	The number of times the call was transferred out of the queue by the agent without consulting first.	CDR
Blind Transfers	The subset of transferred out calls that were transferred by the agent to another agent or an external DN without the first agent consulting or conferencing with the party to whom the call was transferred.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Call Duration	The amount of time between when the call arrived at the entry point or queue and when it was terminated.	CDR
Call End Time	The time the call was terminated.	CDR
Call Start Time	The time the call arrived at the entry point or queue.	CDR
Completed	The number of calls that ended during the report interval. Answered, abandoned, and disconnected calls are included in this count. Transferred and short calls are not.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams

Parameter	Description	Report
Conference Count	The number of times the agent established a conference call with the caller and another agent.	CDR
Conference Count	The number of times agents initiated a conference call to an agent or external number.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Conference Time	The amount of time an agent spent in conference with the caller and another agent.	CDR
Connected	The number of calls currently connected to an agent.	Call Snapshot report
Connected Time	The time interval between when calls were answered by an agent or other resource and when they were terminated. Because connected time is not calculated until the call is terminated, the connected time for a call that is still in progress is not reflected in the report.	Real-time call interval reports for Sites, Teams, Queues, & Skills by Queue; Historical Call reports for Queues, Sites, & Teams
	The total amount of time the call was connected to an agent (talk time plus hold time).	CDR
Consult Count	The number of times agents initiated a consult with another agent or someone at an external number while handling a call.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
	The number of times the agent consulted another agent during the call.	CDR
Consult Errors	The number of times agents did not respond to a consult invitation.	CDR
Consult Time	The amount of time an agent spent consulting with another agent while handling this call.	CDR
CTQ Answer Count	The number of times consult-to-queue requests were answered.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams

Parameter	Description	Report
CTQ Answer Time	The cumulative amount of time between when consult-to-queue requests were answered and when the consultations ended.	Historical Call reports for Queues, Sites, & Teams
CTQ Request Count	The number of times consult-to-queue requests were initiated.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams; CDR
CTQ Request Time	The cumulative amount of time between when consult-to-queue requests were initiated and when the consultations ended.	Historical Call reports for Queues, Sites, & Teams; CDR
Current Service Level %	The percentage of calls in queue that have not yet reached the Service Level threshold provisioned for the queue (in a queue report) or skill (in the skill rows of a skills-by-queue report). Note that although this metric is visible for outdial calls, it is not meaningful for such calls.	Call Snapshot report
Disconnected	The number of calls that were answered (that is, connected to an agent or distributed to and accepted by a destination site), but that were then immediately disconnected within the Sudden Disconnect threshold provisioned for the enterprise.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
DN	The number the caller dialed (DNIS).	All DN Canned report
DNIS	The DNIS digits delivered with the call. DNIS, or Dialed Number Identification Service, is a service provided by the phone company that delivers a digit string indicating the number the caller dialed along with the call.	CDR
Entry Point	The name of the entry point associated with the call.	CDR

Parameter	Description	Report
From Entry Point	The number of calls that entered this queue after having been classified into the queue from an entry point by the IVR flow.	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues
	The number of calls that came in to this entry point from another entry point.	Real-time Call Interval & Historical Call reports for Entry Points
Full Monitored Calls	The number of calls that were monitored from beginning to end.	Monitored Calls report
Handle Time	The amount of time spent handling the call (Connected Time + Wrap Up Time).	CDR
	The cumulative amount of time spent handling calls: Connected Time + Wrap Up Time	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Handle Type	How the call was handled. Possible values: <ul style="list-style-type: none"> • park. The call was queued in the Webex Contact Center network and subsequently ended without being distributed to a site. • park_and_transfer. The call was queued in the Webex Contact Center network and subsequently distributed to a site. • straight_transfer. The call was distributed to a site upon arrival without being queued in the Webex Contact Center network. • ivr. The call was handled by the IVR but the caller disconnected before the call was transferred or parked. • unknown. This is the default value when no other value overrides it. 	CDR

Parameter	Description	Report
Hold Count	The number of times the call was put on hold.	CDR
	The number of times a caller was put on hold.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Hold Time	The amount of time the call was on hold in this queue (for a queue CDR) or in all underlying queues (for an entry point CDR).	CDR
In IVR	The number of calls that are currently in the IVR system.	Call Snapshot report
In Queue	<p>The number of calls currently in the queues that are covered in the report. In the case of entry-point reports, this is the number of calls that are currently in queues fed by the entry point.</p> <p>In entry point and queue reports, you can click a number in this column to display the Age of Calls in Queue pie chart in a pop-up window. The chart displays the number of calls that have been in the queue for the length of time represented by three time segments. The time segments are derived by dividing the Longest Time in Queue value by three, rounding the resulting value down to the nearest 10 seconds, and then multiplying that value by 1, 2, and 3. For example, if the Longest Time in Queue value is 85 seconds, then $85/3=28.3$, which is rounded down to 20, and the chart displays time segments of 20, 40, and 60 seconds.</p>	Call Snapshot report

Parameter	Description	Report
In Service Level	<p>The number of calls that were answered within the Service Level threshold provisioned for this queue or skill (in a skills interval by queue report).</p> <p>Note Although this metric is visible for outdial calls, it is not meaningful for such calls.</p>	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues, Sites, & Teams
Invisible Monitored Calls	The number of calls that were monitored using the Invisible mode, which prevents the monitoring session from being displayed on Management Portals other than that of the initiating supervisor.	Monitored Calls report
IVR Ended	The number of calls that ended in the IVR but were not short calls. (Call interval real-time and Historical call reports for entry points)	Real-time Call Interval & Historical Call reports for Entry Points
IVR Time	The amount of time the call was in the IVR system.	CDR
	The cumulative amount of time calls were in the IVR system.	Real-time Call Interval & Historical Call reports for Entry Points
Logged-in Agents	The number of agents who are currently logged in to this team or to all teams at this site. At the queue level, this is the number of agents logged in to all teams at the sites serving this queue.	Call Snapshot report
Longest Call In Queue Time	The longest amount of time a call has been in each queue covered in the report.	Call Snapshot report
Maximum Wait Time	The longest amount of time a call was in the queue waiting to be answered.	Historical Call reports for Queues
Midcall Monitored Calls	The number of calls for which monitoring began after the call was already in progress.	Monitored Calls report

Parameter	Description	Report
Monitor Flag	<p>Whether or not the call was monitored, coached, or barged in on. Possible values:</p> <ul style="list-style-type: none"> • Not Monitored. The call was not monitored • Monitored. The call was monitored. • Whisper-Coach. While the call was being monitored, the monitoring supervisor coached the agent, but did not barge in on the call. • Barged-In. While the call was being monitored, the monitoring supervisor barged in on the call. The supervisor might have also coached the agent. (If the call was both coached and barged-in on, the value of this parameter is Barged-In). <p>For information about monitoring, see Monitor Calls, on page 219.</p>	CDR
New	The number of external calls that came in to the entry point.	Real-time Call Interval & Historical Call reports for Entry Points
	The number of calls that came into the system via a specific dialed number.	All DN Canned report
No. of Transfers	The number of times the call was transferred by an agent.	CDR
Overflow	The number of calls that were sent to the overflow number provisioned for the queue and were answered. Typically, a call is sent to an overflow number if it has been queued for longer than the maximum time specified in the routing strategy or because an error occurred when the call was sent to an agent. If the call is not answered, it is included in the Abandoned or Disconnected count when it ends.	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues

Parameter	Description	Report
Queue	The name of the queue associated with the call.	CDR
	The name of the queue that was monitored.	Calls Monitored report
Queue Time	The amount of time the call was in a queue waiting to be sent to a destination site.	CDR
Queued	The number of calls that entered the queue during this interval.	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues
Queued Time	The cumulative amount of time calls were in queue, waiting to be sent to an agent or other resource. Because queued time is calculated after the call leaves the queue, the queued time for a call that is still in the queue is not reflected in the report.	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues
Record Flag	Whether or not the call was recorded by Webex Contact Center through the optional call recording feature.	CDR
Requeued	The number of calls that left this queue after having been transferred by the agent to another queue. For calls to be requeued, the first agent clicks the Queue button, selects a queue from the drop-down list, and clicks Transfer.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
S No.	A sequence number identifying each leg of a call as it moves through the Webex Contact Center system. Click an entry in this column to open a window displaying the history of the call throughout its life cycle.	CDR
Secondary Answered	The number of calls that were answered by an agent after being transferred to the agent by another agent.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams

Parameter	Description	Report
Service Level %	<p>The number of calls that were answered within the Service Level threshold provisioned for the queue or skill (in a skills interval by queue report), divided by total calls (including abandoned calls) multiplied by 100:</p> $((\text{In Service Level})/(\text{Answered} + \text{Abandoned})) * 100$ <p>Note Although this metric is visible for outdial calls, it is not meaningful for such calls.</p>	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues, Sites, & Teams.
Session ID	A value assigned by the system that uniquely identifies a call during its life cycle.	CDR
Short	The number of calls that were terminated within the Short Call threshold provisioned for the enterprise without being distributed to a destination site or connected to an agent.	Real-time Call Interval & Historical Call reports for Entry Points
	The number of calls that were terminated within the Short Call threshold provisioned for the enterprise without being connected to an agent.	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues
Site	The contact center location to which the call was distributed.	CDR
	The name of the site that was monitored.	Monitored Calls report
Team	The name of the team to which the call was distributed.	CDR
	The name of the team that was monitored.	Monitored Calls report
Terminating Party	Who terminated the call: Agent or Caller	CDR

Parameter	Description	Report
Termination Type		CDR

Parameter	Description	Report
	<p>How the call was terminated. Possible values:</p> <ul style="list-style-type: none"> • abandoned. The call was terminated before being distributed to a destination site, but was in the system for longer than the time specified in the Short Call threshold provisioned for the enterprise. • agent_transfer. The call was transferred from one agent to another. • transfer_error. The call could not be transferred to the agent. • normal. The call ended normally. • reclassified. The call was sent to another entry point. • transferred. The call was transferred by an agent. • self_service. The call ended in the IVR. • short_call. The call was never connected and the total duration of the call was less than the specified Short Call threshold. • quick_disconnect. The call was connected, but the agent talk time for the call was less than the specified Sudden Disconnect threshold. • overflow. The call was transferred to the overflow destination number provisioned for the queue—typically because the call was queued for longer than the maximum queue time specified in the routing strategy or because an error occurred when the call was 	

Parameter	Description	Report
	sent to an agent.	
To Entry Point	The number of calls that were transferred to another entry point.	Real-time Call Interval & Historical Call reports for Entry Points
To Queue	The number of calls that were sent to a queue.	Real-time Call Interval & Historical Call reports for Entry Points
Total Monitored Calls	The total number of calls monitored during the report time interval.	Monitored Calls report
Transfer Errors	The number of times an error occurred during the transfer process.	CDR
Transferred	The sum of all calls transferred from this queue to an agent, external DN, or another Webex Contact Center queue: Transferred Out + Requeued	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Transferred In	The number of calls that were transferred to this entry point by an agent.	Real-time Call Interval & Historical Call reports for Entry Points
	The number of calls that entered this queue after having been transferred into the queue by an agent who clicked the Queue button, selected a queue from the drop-down list, and clicked Transfer.	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues
Transferred Number	The phone number to which the agent transferred the call in an agent-to-DN transfer. This parameter appears in the Webex Contact Center window that opens when you click an entry in the S No. (sequence number) column of either an entry point or queue call detail record (CDR).	CDR

Parameter	Description	Report
Transferred Out	The number of calls that left this queue after having been transferred by an agent to an external DN or to another agent. Transferred out calls result when an agent clicks the Agent button, selects an agent from the drop-down list, and clicks Transfer, or when the agent clicks the DN button, enters a phone number, and clicks Transfer. Transferred out calls may begin as a consultation or conference, but will be counted as transferred out only when the first agent completes the transfer to the second party.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Wrap Up	The wrap-up code that the agent gave for the call. Note that if the agent wraps up the call after the CDR is generated, the corresponding CDR will be updated after the agent selects the wrap-up code for that call.	CDR
Wrap Up Time	The amount of time an agent spent in the Wrap-up state after handling the call.	CDR
	The cumulative amount of time agents spent in the Wrap-up state after handling the calls.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams

Agent Report Parameters

The parameters available in Webex Contact Center real-time and historical agent reports are described in the following table. In the table, ADR is an abbreviation for Agent Detail Report.

Parameter	Description	Report
Action	<p>Icons you can click to perform an action:</p> <ul style="list-style-type: none"> • Click the Logout icon to log out the agent. • Click the Monitor icon to open the Call Monitoring module where you can monitor the agent's call by entering your callback number and clicking the Midcall Monitor button. <p>This icon is displayed only in the Team view and only if the agent is in the Connected state and your user profile authorizes midcall monitoring. For more information, see Monitor Calls, on page 219.</p>	Snapshot/Team & Skill views
Agent	<p>The name of an agent in the report.</p> <p>If your enterprise uses the Multimedia feature and the report includes more than one media channel, you can click the a collapse arrow or expand arrow to the left of an agent name to collapse or expand the data grouped by channel type.</p>	Snapshot/Agent view; Real-time Agent Interval/Agent-level
Agent Requeue	The number of times an agent requeued an inbound call.	Historical Agent Summary & Interval reports; ADR; Snapshot/Agent view; Agent Trace report
Agent Transfer	The number of times an agent transferred an inbound call to another agent.	Historical Agent Summary & Interval reports; ADR; Agent Trace report

Parameter	Description	Report
Available	Count. The number of times an agent went into the Available state. Total Time. The total amount of time an agent spent in the Available state. Average Time. (Not in ADR or Snapshot/Agent view or Agent Trace report) The average length of time agents were in the Available state (Total Available Time divided by Available Count). % Time. (Only in ADR) The percentage of time the agent was in the Available state.	Historical Agent Summary & Interval reports; ADR & Snapshot/Agent view; Agent Trace report
	The number of agents currently in the Available state or, in the Skill view, the number of agents in the Available state who possess the skill.	Snapshot/Site, Skill, & Skills by Team views
Available Time	The amount of time agents were in the Available state during the time interval.	Real-time Agent Interval reports
Average Connected Time	The connected time divided by the number of calls that were connected during the time interval.	Real-time Skills Interval by Team
Average Handle Time	The average length of time spent handling a call (connected time plus wrap-up time, divided by number of calls).	Real-time Skills Interval by Team
Blind Transfer	The number of times an agent transferred an inbound call without consulting first.	Historical Agent Summary & Interval reports; ADR; Snapshot/Agent view; Agent Trace report

Parameter	Description	Report
Calls Handled	The number of calls the agent handled (or, for the Skill view, the number of calls the agent handled for that skill) since logging in. Rest the cursor over a number in this column to display a pop-up showing the wrap-up codes the agent entered and how many times each code was entered.	Snapshot/Team view & Skill view
	The total number of inbound and outdial calls handled.	Historical Agent Summary & Interval reports
Channel	The media channel associated with the activity. (Appears only if your enterprise uses the Multimedia feature.)	ADR; Agent Trace report
Conference	The number of times the agent initiated a conference call.	Historical Agent Summary & Interval reports; ADR; Snapshot/Agent view; Agent Trace report
Connected	The number of agents currently connected to an inbound call, or in the Skill view, the number of agents connected to a call who possess the skill.	Snapshot/Site, Skill, & Skills by Team views
Connected Time	The amount of time inbound calls were connected to an agent during the time interval (talk time plus hold time).	Real-time Skills Interval by Team
Consult	Count. The number of times an agent answered a consult request plus the number of times an agent consulted other agents. Total Time. Total Consult Answer Time plus Total Consult Request Time. Average Time. (Not in ADR or Agent Trace report) The average length of consulting time (Total Consult Time divided by Consult Count).	Historical Agent Summary & Interval reports; ADR; Agent Trace report

Parameter	Description	Report
Consult Answer	<p>Count. The number of times an agent answered a consult request from another agent.</p> <p>Total Time. The total amount of time an agent spent answering consult requests from agents.</p> <p>Average Time. (Not in ADR or Agent Trace report) The average length of time agents spent answering consult requests (Total Consult Answer Time divided by Consult Answer Count).</p> <p>% Time. (Only in ADR and Agent Trace report) The percentage of time the agent spent answering consult requests.</p>	Historical Agent Summary & Interval reports; ADR; Agent Trace report
Consult Request	<p>Count. The number of times an agent sent a consult request to another agent.</p> <p>Total Time. The total amount of time an agent spent consulting other agents.</p> <p>Average Time. (Not in ADR or Agent Trace report) The average length of time agents spent consulting other agents (Total Consult Request Time divided by Consult Request Count).</p> <p>% Time. (Only in ADR and Agent Trace report) The percentage of time the agent spent consulting other agents while on an inbound call.</p>	Historical Agent Summary & Interval reports; ADR; Agent Trace report
Consulting	The number of agents currently consulting with another agent.	Snapshot/Site & Skills by Team views
CTQ	The number of agents currently consulting with another agent after initiating or answering a consult-to-queue request.	Snapshot/Site view

Parameter	Description	Report
Current State	The agent's current state. In Team and Skill views, If the current state is Idle, the idle code the agent selected is shown in parentheses (no code is shown if the agent has just logged in and has not selected an idle code).	Snapshot/Team, Skill, & Agent views
Disconnected Count	The number of calls that were connected to an agent, but that were then immediately disconnected within the Sudden Disconnect threshold provisioned for the enterprise.	Historical Agent Summary & Agent Interval reports; ADR; Agent Trace report
Disconnected Hold Count	The number of times an inbound call was disconnected while the caller was on hold.	Snapshot/Agent view
DN	The dial number the agent used to log in to the Agent Desktop.	Snapshot/Team, Agent, & Skill views; ADR; Agent Trace report
Duration	The amount of time the agent was in the state.	Agent Trace Report
Final Logout Time	The date and time the agent logged out. This column appears only in agent-level summary reports.	Historical Agent Summary/Agent level
Hold	The number of agents in the Connected state who have placed the caller on hold.	Snapshot/Site view & Skills by Team view
Hold Time	The amount of time callers were on hold during the time interval.	Real-time Skills Interval by Team

Parameter	Description	Report
Idle	<p>The number of times the agent went into the Idle state from a different state. Rest the cursor over a number in this column to display a pop-up showing the idle codes the agent entered and how many times each code was entered.</p> <p>Note Because an agent can change the idle code while in the Idle state, the number of idle codes displayed in the pop-up can exceed the number of times the agent went into the Idle state. For example, an agent might move from Idle-Break to Idle-Email.</p>	Snapshot/Team & Skill views
	The number of agents currently in the Idle state.	Snapshot/Site & Skills by Team views
	<p>Count. The number of times an agent went into the Idle state.</p> <p>Total Time. The total amount of time agents spent in the Idle state.</p> <p>Average Time. (Not available in ADR or Agent Trace report) The average length of time agents were in the Idle state (Total Idle Time divided by Idle Count).</p> <p>% Time. (Not available in Agent Summary and Interval reports) The percentage of time the agent was in the Idle state.</p>	Historical Agent Summary & Interval reports; ADR; Agent Trace report
		Snapshot/Agent view

Parameter	Description	Report
	<p>Count. The number of times the agent went into the Idle state from a different state. Rest the cursor over the number in this field to see the idle codes the agent entered and how many times each code was used.</p> <p>Note Because an agent can change the idle code while in the Idle state, the number of idle codes can exceed the number of times the agent went into the Idle state. For example, an agent might move from Idle-Break to Idle-Email.</p> <p>Total Time. The total amount of time the agent spent in the Idle state.</p>	
Idle Time	The amount of time agents were in the Idle state during the time interval.	Real-time Agent Interval reports
In Outdial	The number of agents who are connected to or are wrapping up an outdial call.	Snapshot/Site view & Skills by Team view
	The number of times the agent was connected to or was wrapping up an outdial call.	Snapshot/Team view
In Time	The time the agent entered the state.	Agent Trace report

Parameter	Description	Report
Inbound	Reserved Time. The amount of time agents were in the Reserved state, during which incoming calls were ringing but had not yet been answered.	Real-time Agent Interval reports
	Answered Count. The number of inbound calls that were answered by an agent during the time interval.	
	Talk Time. The amount of time agents were talking on inbound calls during the time interval.	
	Hold Time. The amount of time inbound calls were on hold during the time interval.	
	Connected Time. The amount of time inbound calls were connected to an agent during the time interval (inbound talk time plus inbound hold time).	
	Wrap Up Time. The amount of time agents spent in the Wrap-up state after an inbound call during the time interval.	
	Average Connected Time. Inbound connected time divided by the number of inbound calls that were connected during the time interval.	
	Average Handle Time. The average length of time spent handling an inbound call (inbound connected time plus inbound wrap-up time, divided by number of inbound calls).	
Inbound Average Handle Time	The average length of time spent handling a call (total connected time plus total hold time and total wrap-up time, divided by connected count).	Snapshot/Agent view

Parameter	Description	Report
Inbound Avg Handle Time	The average length of time spent handling an inbound call (Total Inbound Connected Time plus Total Wrap Up Time, divided by Inbound Connected Count).	Historical Agent Summary & Interval reports; ADR; Agent Trace report
Inbound Connected	<p>Hold Count. The number of times an agent put an inbound caller on hold.</p> <p>Connected Count. The number of inbound calls that were connected to an agent.</p> <p>Total Talk Time. The total amount of time an agent was talking with a caller.</p> <p>Total Hold Time. The total amount of time inbound calls were on hold.</p> <p>Total Time. The total amount of time agents were connected to inbound calls.</p> <p>Average Hold Time. (Not in ADR or Snapshot/Agent view or Agent Trace report) The average hold time for inbound calls (Total Hold Time divided by Hold Count).</p> <p>Average Time. (Not in ADR or Snapshot/Agent view) The average inbound connected time (Total Time divided by Connected Count).</p> <p>% Talk Time. (Only in ADR and Agent Trace report) The percentage of inbound connected time the agent was talking with the caller.</p> <p>% Hold Time. (Only in ADR) The percentage of inbound connected time the caller was on hold.</p> <p>% Time. (Only in ADR) The percentage of time the agent was connected to an inbound call.</p>	Historical Agent Summary & Interval reports; ADR; Snapshot/Agent view; Agent Trace report

Parameter	Description	Report
Inbound Consult	Count. The number of times an agent answered a consult request plus the number of times an agent consulted other agents. Total Time. Total Consult Answer Time plus Total Consult Request Time.	Snapshot/Agent view
Inbound Consult Answer	Count. The number of times an agent answered a consult request from another agent handling an inbound call. Total Time. The total amount of time an agent spent answering consult requests from agents handling inbound calls.	Snapshot/Agent view
Inbound Consult Request	Count. The number of times an agent sent a consult request to another agent during an inbound call. Total Time. The total amount of time an agent spent consulting other agents during inbound calls.	Snapshot/Agent view
Inbound CTQ	Count. Inbound CTQ Answer Count plus Inbound CTQ Request Count. Total Time. Total Inbound CTQ Answer Time plus Total Inbound CTQ Request Time.	Snapshot/Agent view
Inbound CTQ Answer	Count. The number of times an agent answered a consult-to-queue request from an agent who was handling an inbound call. Total Time. The total amount of time an agent spent answering consult-to-queue requests from agents handling inbound calls.	Snapshot/Agent view; Historical Agent Summary & Interval reports; ADR

Parameter	Description	Report
Inbound CTQ Request	<p>Count. The number of times an agent initiated a consult to queue while handling an inbound call.</p> <p>Total Time. The total amount of time between when an agent initiated consult-to-queue requests while handling inbound calls and when the consultations ended.</p>	Snapshot/Agent view; Historical Agent Summary & Interval reports; ADR
Inbound Reserved	<p>Count.(Not in ADR or Agent Trace report) The number of times an agent went into the Inbound Reserved state, during which a call is coming in to an agent's station but has not yet been answered.</p> <p>Total Time. The total amount of time an agent spent in the Reserved state.</p> <p>Average Time. The average length of time agents were in the Inbound Reserved state (Total Available Time divided by Available Count).</p> <p>% Time. (Only in ADR and Agent Trace report) The percentage of time the agent was in the Inbound Reserved state.</p>	Snapshot/Agent view
Inbound Transfers	The number of inbound calls the agent transferred to another agent, queue, or number.	Snapshot/Agent view

Parameter	Description	Report
Inbound Wrap Up	<p>Count. The number of times an agent went into the Wrap-up state after an inbound call.</p> <p>In the Snapshot/Agent view, you can rest the cursor over a number in this column to see the wrap-up codes the agent entered and how many times each code was used.</p> <p>Total Time. The total amount of time an agent spent in the Wrap-up state after an inbound call.</p> <p>Average Time. (Not in ADR, Agent Trace report, or Snapshot/Agent view) The average length of time agents were in the Wrap-up state after an inbound call (Total Wrap Up Time divided by Wrap Up Count).</p> <p>% Time. (Only in ADR and Agent Trace report) The percentage of time the agent was in the Wrap-up state after an inbound call.</p>	Historical Agent Summary & Interval reports; ADR; Agent Trace report; Snapshot/Agent view
Initial Login Time	The date and time the agent logged in.	Historical Agent Summary/Agent level
Login Count	Total number of times an agent logged in on that day. Appears only if Agents is selected in the Display Results By drop-down list.	Historical Agent Summary/Agent level
Login Time	The date and time the agent logged in to the Agent Desktop.	Snapshot/Team, Agent, & Skill views; ADR; Agent Trace report
Logout Time	The date and time the agent logged out of the Agent Desktop.	ADR; Agent Trace report

Parameter	Description	Report
Not Responding	The number of agents currently in the Not Responding state.	Snapshot/Site & Skills by Team views
	<p>Count. The number of times an agent was in the Not Responding state.</p> <p>Total Time. The total amount of time an agent spent in the Not Responding state.</p> <p>Average Time. (Not in ADR or Snapshot/Agent view or Agent Trace report) The average length of time agents were in the Not Responding state (Total Not Responding Time divided by Not Responding Count).</p> <p>% Time. (Only in ADR and Agent Trace report) The percentage of time the agent was in the Not Responding state.</p>	Historical Agent Summary & Interval reports; ADR; Agent Trace report; Snapshot/Agent view
Not Responding Time	The amount of time agents spent in the Not Responding state during the time interval.	Real-time Agent Interval reports
Number of Calls	The number of inbound calls that were connected to the site or team during the time interval.	Real-time Skills Interval by Team
Occupancy	The measure of time the agent spent on calls compared to available and idle time, calculated by dividing total connected time (inbound connected time plus outdial connected time) plus total wrap up time (inbound wrap up time plus outdial wrap up time) by staff hours.	Snapshot/Agent view; Real-time Agent Interval reports; Historical Agent Summary, Agent Interval, ADR, & Agent Trace report
	The measure of time the agent spent on calls compared to available and idle time, calculated by dividing inbound connected time plus inbound wrap up time by staff hours.	Real-time Skills Interval by Team
Out Time	The time the agent left the state.	Agent Trace report

Parameter	Description	Report
Outdial	Attempted. The number of calls that agents initiated during the time interval.	Real-time Agent Interval reports
	Connected. The number of outdial calls that were connected to an agent during the time interval.	
	Reserved Time. The amount of time agents were in the Outdial Reserved state, a state indicating that the agent has initiated an outdial call, but the call is not connected yet.	
	Talk Time. The amount of time agents were talking on outdial calls during the time interval.	
	Hold Time. The amount of time outdial calls were on hold during the time interval.	
	Connected Time. The amount of time outdial calls were connected to an agent during the time interval (outdial talk time plus outdial hold time).	
	Average Connected Time. Outdial connected time divided by the number of outdial calls that were connected during the time interval.	
	Wrap Up Time. The amount of time agents spent in the Wrap-up state after an outdial call during the time interval.	
	Average Handle Time. The average length of time spent handling an outdial call (outdial connected time plus outdial wrap up time, divided by number of outdial calls).	
Outdial Avg Handle Time	The average length of time spent handling an outdial call (Total Outdial Connected Time plus Total Outdial Wrap Up Time, divided by Outdial Connected Count).	Historical Agent Summary, Agent Interval, ADR, & Agent Trace report

Parameter	Description	Report
Outdial Conference	The number of outdial calls the agent conferenced with another party.	Snapshot/Agent view
Outdial Connected	<p>Attempted Count. The number of times an agent attempted to make an outdial call.</p> <p>Connected Count. The number of outdial calls that were connected to an agent.</p> <p>Hold Count. The number of times an agent put an outdial call on hold.</p> <p>Total Talk Time. The total amount of time an agent was talking with a party on an outdial call.</p> <p>Total Hold Time. The total amount of time outdial calls were on hold.</p> <p>Total Time. The total amount of time agents were connected to outdial calls.</p> <p>Average Hold Time. (Not in ADR, Agent Trace report, or Snapshot/Agent view) The average hold time for outdial calls (Total Hold Time divided by Hold Count).</p> <p>Average Time. (Not in ADR, Agent Trace report, or Snapshot/Agent view) The average outdial connected time (Total Time divided by Connected Count).</p>	Historical Agent Summary & Interval reports; ADR; Agent Trace report; Snapshot/Agent view
Outdial Consult	Count. Outdial Consult Answer count plus Outdial Consult Request count.	Snapshot/Agent view
	Total Time. Total Outdial Consult Answer Time plus Total Outdial Consult Request Time.	
Outdial Consult Answer	Count. The number of times the agent answered a consult request from another agent who was on an outdial call.	Snapshot/Agent view
	Total Time. The amount of time the agent was consulted by another agent who was on an outdial call.	

Parameter	Description	Report
Outdial Consult Request	Count. The number of times the agent consulted another agent while on an outdial call.	Snapshot/Agent view
	Total Time. The amount of time the agent consulted another agent during an outdial call.	
Outdial CTQ	Count. Outdial CTQ Answer Count plus Outdial CTQ Request Count. Total Time. Total Outdial CTQ Answer Time plus Total Outdial CTQ Request Time	Snapshot/Agent view
Outdial CTQ Answer	Count. The number of times an agent answered a consult-to-queue request from an agent who was handling an outdial call. Total Time. The total amount of time an agent spent answering consult-to-queue requests from agents handling outdial calls.	Snapshot/Agent view; Historical Agent Summary & Interval reports; ADR
Outdial CTQ Request	Count. The number of times an agent initiated a consult to queue while handling an inbound call. Total Time. The total amount of time between when an agent initiated consult-to-queue requests while handling inbound calls and when the consultations ended.	Snapshot/Agent view; Historical Agent Summary & Interval reports; ADR
Outdial Reserved	Count. The number of times an agent was in the Outdial Reserved state, a state indicating that the agent has initiated an outdial call, but the call is not connected yet. Total Time. The total amount of time an agent was in the Outdial Reserved state. Average Time. (Not in ADR, Agent Trace report, or Snapshot/Agent view) The average amount of time agents were in the Outdial Reserved state (Total Time divided by Count).	Historical Agent Summary & Interval reports; ADR; Agent Trace report; Snapshot/Agent view

Parameter	Description	Report
Outdial Transfers	The number of outdial calls the agent transferred to another agent, queue, or number.	Snapshot/Agent view
Outdial Wrap Up	<p>Count. The number of times an agent went into the Wrap-up state after an outdial call.</p> <p>Total Time. The total amount of time an agent spent in the Wrap-up state after an outdial call.</p> <p>Average Time. (Not in ADR, Agent Trace report, or Snapshot/Agent view) The average length of time agents were in the Wrap-up state after an outdial call (Total Outdial Wrap Up Time divided by Outdial Wrap Up Count).</p>	Historical Agent Summary & Interval reports; ADR; Agent Trace report; Snapshot/Agent view
Queue	If the agent is currently handling a call, the name of the queue that the call came in on.	Snapshot/Team, Agent, & Skill views

Parameter	Description	Report
Reason	<p>The reason the agent logged out. For example:</p> <ul style="list-style-type: none"> • Desktop browser closed. The browser window in which the Agent Desktop application was running was closed while the agent was logged in. • LoggingInAnotherInstance. The system logged the agent out because the agent logged in to another instance of the Agent Desktop. • Lost network connection. The agent was logged out because of a network interruption that exceeded two minutes (unless a different timeout is specified for your system). • Normal logout. The agent clicked the Log Out button in the Agent Desktop window. • Operational logout. The system logged the agent out in response to a command initiated by Cisco Webex Contact Center Operations or Technical Support. • Supervisory logout. The supervisor logged the agent out. <p>Other reasons can occasionally occur.</p>	ADR; Agent Trace report
Reserved	The number of agents currently in the Reserved state, during which a call is coming in but has not yet been answered.	Snapshot/Site view & Skills by Team view
	The number of agents in the Reserved state who possess the skill.	Snapshot/Skill view

Parameter	Description	Report
Site	<p>The name of a site.</p> <p>If your enterprise uses the Multimedia feature and the report includes more than one media channel, you can click the a collapse arrow or expand arrow to the left of a team name to collapse or expand the data grouped by channel type.</p> <p>In the Site view of a current snapshot agent report, you can do the following:></p> <ul style="list-style-type: none"> • Click a collapse arrow or expand arrow next to a site name to collapse or expand the list of logged-in teams at the site. • Click the name of a team to drill-down to the Team view for that team. 	Snapshot/Site view; Real-time Agent Interval reports (except Agent-level)
	The site where the team the agent was handling calls for is located.	ADR; Agent Trace report
Skill	<p>The name of the skill.</p> <p>In the Skill view of the current snapshot agent report you can do the following:</p> <ul style="list-style-type: none"> • Click a collapse arrow or expand arrow next to a skill name to collapse or expand the list of logged-in agents who possess the skill. • Click the name of an agent to drill-down to the Agent view for that agent. • If your enterprise uses the Multimedia feature and the report includes more than one media channel, you can click the collapse or expand arrow to the left of an agent name to collapse or expand the data grouped by channel type. 	Snapshot/Skill view; Real-time Skills Interval by Team

Parameter	Description	Report
Staff Hours	The amount of time the agent has been logged in.	Snapshot/Team, Agent, & Skill views
	The amount of time the agent was logged in during the time interval.	Real-time Agent Interval reports & Skills Interval by Team
	The total amount of time agents were logged in.	Historical Agent Summary & Interval reports
	The amount of time the agent was logged in during each login session.	ADR; Agent Trace report
State	<p>The time the agent logged in and logged out and each state the agent was in during the login session:</p> <ul style="list-style-type: none"> • Available. The agent was available and waiting for calls. • Conference. The agent conferenced a call with another party. • Consult-Answer. The agent answered a consult request from another agent. • Consult-Request. The agent initiated a consultation with another agent. • Idle. The phone rang but was not answered within a specified period of time. • Not Responding. The agent's phone rang but the agent did not answer within a specified period of time. • Hold. The agent placed a connected call on hold. • Talk. The agent was talking on an inbound call. <p>Wrap Up. The call ended but the agent was not ready for the next call.</p>	Agent Trace report
Talk	The number of agents in the Connected state who are currently talking with a caller.	Snapshot/Site & Skills by Team views

Parameter	Description	Report
Talk Time	The amount of time agents were talking with callers during the time interval.	Real-time Skills Interval by Team
Team	<p>The name of a team in the report.</p> <p>In the Team view and Skills by Team view of a current snapshot agent report you can do the following:</p> <ul style="list-style-type: none"> Click a collapse arrow or expand arrow next to a team name to collapse or expand the list of logged-in agents on the team. If your enterprise uses the Multimedia feature and the report includes more than one media channel, you can click the a collapse or expand arrow to the left of an agent name to collapse or expand the data grouped by channel type. <p>In the Team view, you can click the name of an agent to drill-down to the Agent view for that agent.</p>	Snapshot/Team view & Skills by Team view; Real-time Agent Interval report/Team & Skills by Team level
	The team the agent was handling calls for.	ADR; Agent Trace report
Time in Current State	The amount of time the agent has been in the current state.	Snapshot/Team, Agent, & Skill views
Total Calls	Inbound Answered calls plus Outdial Attempted calls.	Real-time Agent Interval reports
Total Logged In	The number of agents currently logged in or, in the Skill view, the number of agents currently logged in who possess the skill	Snapshot/Site, Team, Skill, & Skills by Team views
Channels Logged In	The number of media channels to which agents are currently logged in. Appears only if your enterprise uses the Multimedia feature.	Snapshot/Site, Team, Skill, & Skills by Team views
Wrap Up	The number of agents currently in the Wrap-up state.	Snapshot/Site & Skills by Team view

Parameter	Description	Report
Wrap Up Time	The amount of time agents spent in the Wrap-up state after an inbound call during the time interval.	Real-time Skills Interval by Team

Historical Skill Report Parameters

The parameters available in Webex Contact Center historical Skills by Queues reports are described in the following table. Asterisks (*) mark parameters that are available only in a skill summary report, which you can display by drilling down on a skill name in a Skills by Queue report.

Parameter	Description	
% Calls Matched	The percentage of calls for which the initial value of the skill required by the call was equal to the final value when the call was distributed to an agent. (Matched Calls * 100) / (Connected + Abandoned + Reclassified)	Skills by Queue
Abandoned	The number of calls with this skill requirement that were abandoned during the report interval.	Skills by Queue
Abandoned within SL	The number of calls that were terminated while in queue within the Service Level threshold provisioned for this skill.	Skills by Queue
Avg Handle Time	The average length of time spent handling a call with this skill requirement (total connected time plus total wrap-up time, divided by calls handled).	Skills by Queue & Skills by Agents
Connected	The number of calls with this skill requirement that were connected during the report interval.	Skills by Queue & Skills by Agents
Connected within SL	The number of calls with this skill requirement that were connected within the Service Level threshold provisioned for this skill.	Skills by Queue & Skills by Agents
Final Operand*	The skill operand type that was assigned to the call when it was distributed to an agent with a matching skill.	Skills by Queue

Parameter	Description	
Final Value*	The value of the skill requirement assigned to the call when the call was distributed to an agent.	Skills by Queue
Initial Operand*	The skill operand type that was assigned to the call when it was distributed to the queue. Possible values: <ul style="list-style-type: none"> • eq (equal to) • neq (not equal to) • gte (greater than or equal to) • lte (less than or equal to) 	Skills by Queue
Initial Value*	The value of the skill requirement assigned to the call when it arrived in the queue.	Skills by Queue
Operand	The skill operand type that was assigned to the call when it was distributed to the agent. Possible values: <ul style="list-style-type: none"> • eq (equal to) • neq (not equal to) • gte (greater than or equal to) • lte (less than or equal to) 	Skills by Agents
Reclassified	The number of calls with this skill requirement that were transferred from the queue by the system.	Skills by Queue
Reclassified within SL	The number of calls with this skill requirement that were transferred from the queue by the system within the Service Level threshold provisioned for the skill.	Skills by Queue
Skill	The name of a skill. In a Skills by Queue report, you can click an entry in this column to drill down to view daily activity for the month (from a monthly summary) or to view half-hourly data for a day (from a daily summary).	Skills by Queue Skills by Agents

Parameter	Description	
Total	The total number of calls.	Skills by Queue
Value	The value of the skill requirement assigned to the call when the call was distributed to the agent.	Skills by Agents

Historical Threshold Alerts Report Parameters

If your enterprise uses the threshold alerts feature and your user profile authorizes you to view alerts, you can use the controls on the Threshold Alerts page of the Historical Reports module to display details about threshold alerts that were triggered between midnight of the current day and three months ago. Available parameters are described in the following table.

Parameter	Description
Acknowledged	Whether or not a supervisor acknowledged the alert.
Acknowledged Time	The time the alert was acknowledged.
Actual Value	The actual value that triggered the alert.
Archived	Whether or not a supervisor archived the alert.
Comments	Optional comments, if any, entered by the supervisor who acknowledged the alert.
Metric	The metric that the threshold is associated with.
Operand	> (greater than) >= (greater than or equal to) < (less than) <= (less than or equal to) = (equal to)
Supervisor	The name of the supervisor who acknowledged the alert.
Time	The date and time that the threshold alert was triggered
Trigger Interval	The number of seconds specified in the threshold rule as the interval during which the system should generate only one alert for the threshold rule check.
Trigger Value	The value that the threshold rule defined as the trigger.

Usage Metrics Report Parameters

Parameters available in the Usage Metrics Report are described in the following table.

Column	Description
Calls Duration (min)	The total amount of time between when inbound calls arrived or outdial calls were placed and when they were terminated.
Inbound	Total Calls. The total number of inbound calls. Connected Calls. The number of inbound calls that were connected to an agent. IVR Duration (min). The number of minutes during which calls were in the IVR system. Queue Duration (sec). The number of seconds during which calls were in a queue. Talk Time (min). The number of minutes during which agents were talking with callers. Hold Time (min). The number of minutes during which inbound calls were on hold.
Month	The month during which the call activity occurred.
Outdial	Total Calls. The total number of outdial calls. Connected Calls. The number of outdial calls that were connected to an agent. Talk Time (min). The number of minutes during which an agent was talking with a party on an outdial call. Hold Time (min). The number of minutes during which outdial calls were on hold.
Recorded Calls	The number of calls that were recorded.
Total Calls	The total number of inbound and outdial calls.

