

Webex Contact Center Expert

Agenda


Module 1

Course Objectives

- Successful candidates will demonstrate the ability to identify Webex Contact Center Service Solutions for a given customer deployment
- In addition, candidates will gain a solid fundamental understanding of:
 - Contact Center (CC) Roles (Partner, Tenant, Supervisor, Agent)
 - Webex CC Architecture and Interconnections, Features, Services
 - Webex CC Provisioning, Configuration, Reporting
 - Webex CC Support Process and Troubleshooting
 - Webex CC Onboarding Process

Course Materials



<https://golearn.webex.com>





Cisco Webex
Contact Center

Webex Contact Center Expert
Session: **Rockville Classroom**



Overview **Content**



 WXCCE2_Slide_Decks.zip



 WXCCE2_Labs.zip

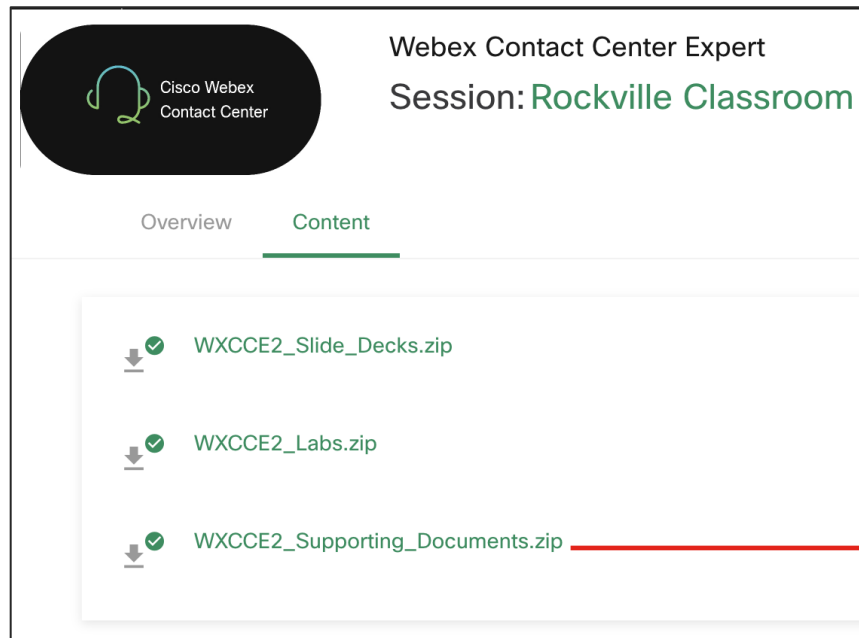








 WXCCE2_Supporting_Documents.zip

Reference Documentation

The following documents are most relevant to Webex Contact Center and will be referenced during this course.

They have packaged in Supporting Docs ZIP file.



-  Add-Ons
-  Admin and User Guides
-  CRM Connectors
-  Data Sheet
-  Developers
-  Voice Integration

Reference Documentation

- Administration Guides

<https://www.cisco.com/c/en/us/support/customer-collaboration/webex-contact-center/products-installation-and-configuration-guides-list.html>

- Contact Center Setup and Admin Guide
- Business Rules Engine User Guide
- Manager Reports Guide
- Campaign Manager User Guide
- Desktop Developer Guide
- Contact Center for Salesforce

Reference Documentation

- User Guides

<https://www.cisco.com/c/en/us/support/customer-collaboration/webex-contact-center/products-user-guide-list.html>

- Agent Desktop User Guide
- Analyzer User Guide

Reference Documentation cont.

- Integration Guides
 - Integration Note Webex CC Cisco.pdf
- Onboarding Documents
 - Voice Onboarding Instructions.pdf
- Other Documents
 - CRM Connectors
 - Service Description: Cisco Software Support
 - Agent Desktop Developer Guide

Other Documentation Resources

- Webex Contact Center SalesConnect <https://salesconnect.cisco.com/#/program/PAGE-13368>
- Webex Contact Center Product and Data Sheet <https://www.cisco.com/c/en/us/products/collateral/contact-center/webex-contact-center/datasheet-c78-744541.html>
- Webex Contact Center Community <https://community.cisco.com/t5/cisco-customer-journey-platform/ct-p/partner-cust-journey-platform>

Other Documentation Resources cont.

- Cisco Specializations <https://www.cisco.com/c/en/us/partners/partner-with-cisco/channel-partner-program.html>
- Program Management and Application <https://www.cisco.com/go/pma>
- Cisco Partner Locator
<http://locatr.cloudapps.cisco.com/WWChannels/LOCATR/openBasicSearch.do;jsessionid=8CDF9284D014CFF911CB8E6F81812619>

Other Documentation Resources cont.

- Cisco Webex Contact Center Assurance To Quality (A2Q)
<https://community.cisco.com/t5/contact-center-documents/assurance-to-quality-a2q-process-for-cisco-customer-journey/ta-p/3648683> and its form
<https://app.smartsheet.com/b/form/d2f23beba3644a52aa7e132f84c71d87>
- Cisco Commerce Workspace (CCW) <https://apps.cisco.com/Commerce/home>
- Webex Contact Center APIs: <https://devportal.wxcc-us1.cisco.com/>

Agenda

1

- Product Overview and Connectivity Options
- Control Hub Provisioning

2

- Tenant Portal Provisioning
- Flows
- Call Routing Strategies
- Customer Scenarios

3

- Contact Center Admin
- Agent Desktop and Virtual Agent
- Multimedia

4

- Add On Overview
- Analytics
- Licensing
- Support

5

- Cert Exam

Webex Contact Center Training Networks

- Each student has their own Tenant logins
- Students reach the WXCC Production system by logging in using their own credentials via the portals
- Each Portal and Dashboard is reachable world-wide

Control Hub



Tenant and User
Creation

MM Channel config

Tenant Portal



CC Administration

MM

Analyzer

Desktop Client

Introductions

 Name

 Title & Company

 Contact Center experience?

 Product Used

 Expectations

Advantages of being Certified

Course Content Constantly Updated

<https://golearn.webex.com>

- Courses are constantly updated to follow product releases as well as new industry developments
- Once enrolled into a course, you will always have access to your courses and most recent training materials




Electronic Certificate


Download

- Your certificate is located in your **Learning Center** profile
- To find it you need to go to:
Menu > My Activities > My Courses >
*click on the little grey badge icon next to the
course name to download the certificate*


Get your Certificate

☰







10





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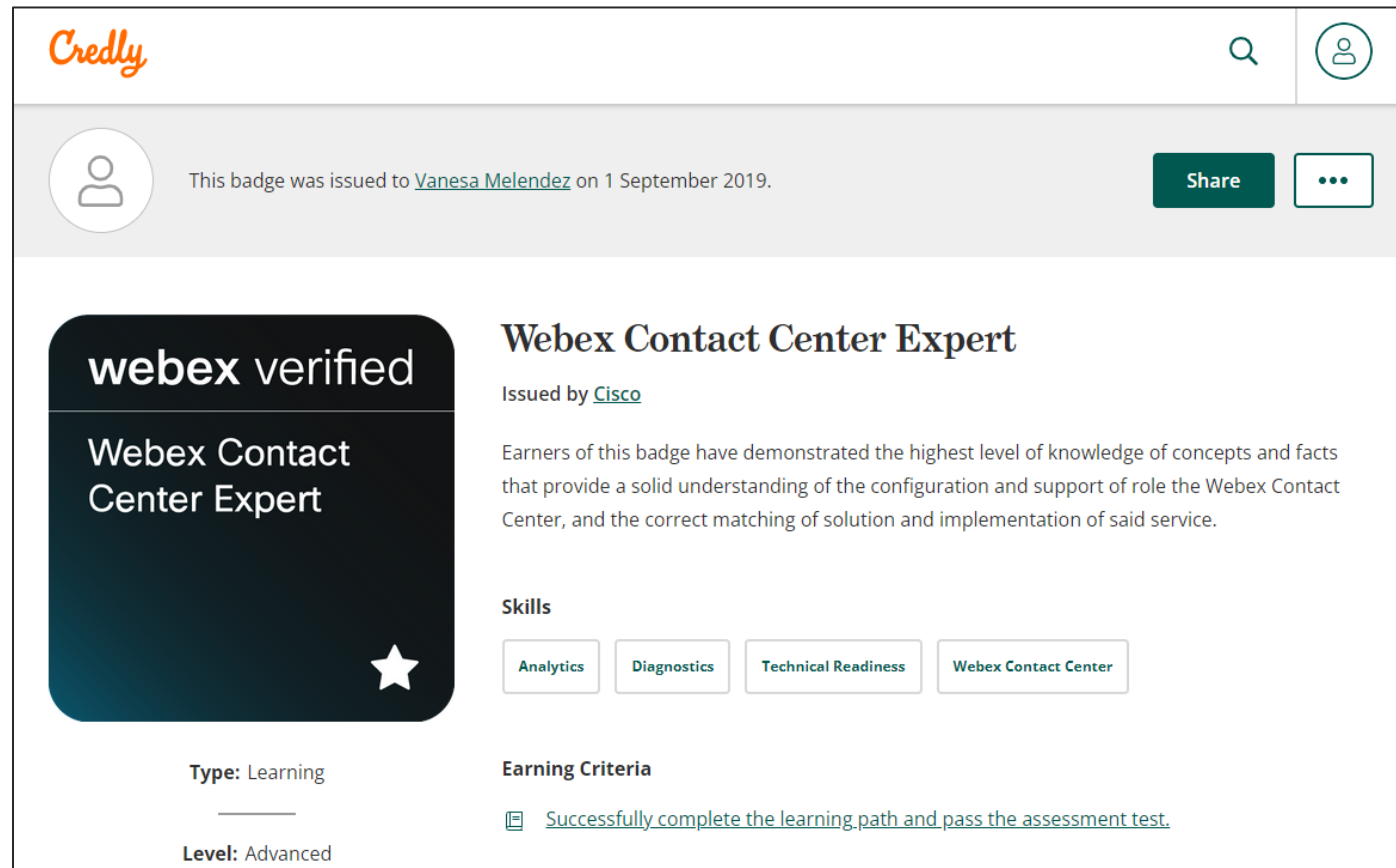
 Certification

Courses

COURSE CODE	COURSE NAME	USER STATUS	ENROLLED	COURSE COMPLETION	CREDITS (CEUS)	TOTAL TIME	SCORE	
COMM CERT BWKS NE PRO	BroadWorks Certified Network Engineer - Professional	COMPLETED	4/1/2016	4/18/2016	5.00	8h 41m	0.00	
COMM CERT BWKS OE PROIMS	BroadWorks Certified Operational Engineer - Professional with IMS	IN PROGRESS	6/23/2016		5.00	0h 1m	0.00	
COMM CERT BWKS OE PRO FT	BroadWorks Certified Operational Engineer - Professional - Fast Track	IN PROGRESS	2/22/2017		1.00	0h 10m	0.00	
COMM CERT BWKS NE PRO FT	BroadWorks Certified Network Engineer - Professional - Fast Track	IN PROGRESS	2/22/2017		1.00	0h 3m	0.00	
INT CERT CC-ONE	Contact Center One 2016	IN PROGRESS	10/27/2016			0s	0.00	
CUST CUSTOM MTN-Cyprus PS	PacketSmart Training	IN PROGRESS	9/13/2016			0h 1m		
COMM TUT UC-1 Connect	UC-One Connect Tutorial	SUBSCRIBED	2/26/2018			0s		

Signature Badge

- Your signature badge is also available in Credly, this allow you to use your Badge on Email signatures, post it on LinkedIn and more <https://www.credly.com>



Continuous Education

Stay current about Cloud Product changes!

- Partner Enablement is a never-ending process
- Certified Students will be kept up-to-date about new Cloud product Features and Changes
- <https://community.cisco.com/t5/webex-contact-center-documents/webex-contact-center-continuous-education-power-up-schedule/tac-p/4048707#M4>



Email

- Newsletter
- Content Distribution



Video

- Whiteboard-style
- How-to
- Informal Training



Webinar

- “Partner Power-up” Webinar

Power-Up!

Webinar

- All Power-Ups are online webinars lasting max 90 minutes
- They Include:
 - Welcome and SME Speaker intro
 - Explanation of format, process, Q&A
 - Power-up subjects including Demos
 - Call to Action, Close
- <https://community.cisco.com/t5/webex-contact-center-documents/webex-contact-center-continuous-education-power-up-schedule/tac-p/4048707#M4>

Subscribe to Continuous Education



Cisco Webex Contact Center Specialization

- Cisco Cisco Webex Contact Center Specialization ensures excellence in customer satisfaction with the Cisco Webex Contact Center Platform solution

https://www.cisco.com/c/dam/en_us/partners/partner_with_cisco/channel_partner_program/specializations/webex-contact-center-specialization-program.pdf

Requirements

- "Cisco Simple Resale" authorization (aka Cisco SaaS)
- Certification requirements
 - Cisco Webex Contact Center Online Sales Certification
 - Cisco Webex Contact Center Expert Technical Certification
- Other requirements

Partner must maintain resources for Webex Contact Center service delivery within Partner's authorized territory for proper implementation

