

Webex Contact Center Enterprise (WXCCE)

Duration – 40 Hours (5 Days)

Module 1: Introduction to Webex Contact Center Enterprise (WXCCE)

1. Overview of Contact Center Solutions and Evolution
 2. Introduction to the Webex Platform and Ecosystem
 3. Key Features and Benefits of WXCCE
 4. Deployment Options: Cloud vs. Hybrid
 5. Cisco Licensing and Subscription Models
 6. Use Cases and Industry Applications
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Module 2: WXCCE Architecture and Deployment Models

1. Core Components and Architecture Overview
 2. Role of Unified CCE and Webex Cloud Connectors
 3. Tenant and POD Design in WXCCE
 4. Hybrid Connectivity Considerations
 5. High Availability and Redundancy Planning
 6. Data Flow, Media Path, and Call Control
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Module 3: Platform Configuration and Initial Setup

1. Control Hub Introduction and Navigation
 2. Provisioning a WXCCE Tenant
 3. Configuring Global and Regional Settings
 4. Setting Up Users and Roles
 5. Media Resource Configuration
 6. Network and Security Configuration
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Module 4: Call Flow Design and Routing Strategies

1. Call Routing Fundamentals
 2. Script Editor and Call Flow Designer
 3. Building IVR Trees and Menus
 4. Time-of-Day and Skill-Based Routing
 5. Using Labels and Precision Queues
 6. Failover and Error Routing Scenarios
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Module 5: Agent Desktop and User Experience Management

1. Webex Agent Desktop Overview
 2. Configuring Agent Profiles and Workflows
 3. Assigning Skills and Resource Groups
 4. Call Controls, Disposition Codes, and Status States
 5. Supervisor Views and Monitoring Tools
 6. User Experience Customization Options
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Module 6: Integration with Enterprise Applications and APIs

1. Integration Concepts and Methods
 2. CRM Integration (e.g., Salesforce, Zendesk)
 3. Webhooks and Event Subscriptions
 4. RESTful API Usage for External Apps
 5. Embedding Agent Desktop in External Platforms
 6. Using Webex Connect and CPaaS Features
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Module 7: Reporting, Analytics, and Monitoring Tools

1. Real-Time Reporting Dashboards
 2. Historical Reports and Custom Report Builder
 3. KPIs and SLA Tracking
 4. Agent Performance Analytics
 5. Report Scheduling and Distribution
 6. Monitoring Tools for Supervisors and Admins
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Module 8: Troubleshooting, Maintenance, and Best Practices

1. Common Issues and Troubleshooting Tools
2. Log Files and Diagnostic Utilities
3. Software Updates and Lifecycle Management
4. Security Best Practices for WXCCE
5. Backup and Disaster Recovery Planning
6. Post-Deployment Support and Cisco TAC Overview