

## **Administering Webex Contact Center**

**Duration: 32 Hours (4 Days)**

### **Overview**

The Administering Webex Contact Center certification is a professional credential that verifies an individual's competency in using the Webex Contact Center platform, a Cloud-based solution for customer service management. It reflects the holder's proficiency in managing, configuring, and Supporting customer interactions in a virtual environment. Industries leverage it to deploy efficient customer service platforms, Monitoring interactions and collating data for actionable insights. Learning the basic concepts behind the certification, such as Integration, Workflow design, and Data analysis, individuals can ensure a higher quality of customer service, streamline operational efficiency, and enhance business performance in the rapidly advancing digital landscape. The certification is recognized globally, making it highly valuable for IT professionals and businesses alike.

### **Audience Profile**

IT Professionals seeking knowledge in Cisco Webex technologies

Call center administrators looking to streamline operations

Enterprise communication teams

Customer service managers focusing on improving service quality

Telecommunication specialists upgrading their skills

Tech-savvy individuals aiming at a career in unified communications

Existing Webex users wanting to optimize utilization.

### **Course Syllabus**

#### **Module 1: An Introduction to Cisco Webex Contact Center**

**Objective: Introduce the capabilities, architecture, and navigation of the Webex Contact Center solution**

- Webex Contact Center Overview
- Webex Contact Center Architecture
- Licensed Options
- Accessing the Contact Center
- PSTN Options
- Discovery 1-1: Navigating the Control Hub and Contact Center Portal

#### **Module 2: Tenant Profiles**

**Objective: Demonstrate and configure the components of a Tenant Profile**

- Components of a Tenant Profile

- Contact Center User Types
- Profile Types for Users
- Skill, User, Agent, Multimedia
- Including Skill Definitions
- Sites and Teams
- Adding Contact Center Users
- Profile Associations for Various Types of Contact Center Users
- Bulk Tools
- Discovery 2-1: Creating Profiles for Users
- Discovery 2-2: Configuring Sites and Teams
- Discovery 2-3: Provisioning Contact Center Agents

## **Module 3: Routing Strategies and Call Flows**

**Objective: Configure Entry Point, complex Call Routing strategies, and Call Control scripts**

- Overview
- Dialed Numbers (DNs), Entry Points, and Queues
- Routing Strategies and Audio Files
- Call Flow Overview
- Basic Activity Configuration for Inbound Call Flows
- Advanced Activity Configuration
- Discovery 3-1: Defining Dialed Numbers, Extensions, Entry Points, and Queues
- Discovery 3-2: Creating a Call Flow to Agents
- Discovery 3-3: Adding IVR Functionality to the Call Flow

## **Module 4: Supervisory Functions**

**Objective: Define and demonstrate the Supervisory functions including Call Monitoring and Recording**

- Supervisor Configuration
- Call Recording
- Recording Management
- Call Monitoring
- Discovery 4-1: Configuring the Supervisor and Common Supervisor Tasks

## **Module 5: IMI Digital Channels**

**Objective: Define the Digital Channel functionality of the Webex Contact Center environment**

- Digital Channels Overview
- Web/Live Chat
- Facebook Messenger
- Email
- SMS
- Digital Channel Flow

- Discovery 5-1: Loading the Three Default Flows for IMI (Instructor Demo)
- Discovery 5-2: Configuring Web/Live Chat in WXCC
- Discovery 5-3: Configuring the Facebook Messenger Channel
- Discovery 5-4: Configuring the Email Channel

## **Module 6: Reports and Dashboards Using Visualizations**

**Objective: Define the available types of Reports and Analytics for visualizations, and demonstrate the**

- ability to generate custom reports within specified parameters
- Visualizations
- Reporting options
- Stock Reports
- Dashboards
- Discovery 6-1: Using Visualization to Generate Reports and Dashboards

### **LAB ACTIVITIES**

- Discovery 1-1: Navigating the Control Hub and Contact Center Portal
- Discovery 2-1: Creating Profiles for Users
- Discovery 2-2: Configuring Sites and Teams
- Discovery 2-3: Provisioning Contact Center Agents
- Discovery 3-1: Defining Dialed Numbers, Extensions, Entry Points, and Queues
- Discovery 3-2: Creating a Call Flow to Agents
- Discovery 3-3: Adding IVR Functionality to the Call Flow
- Discovery 4-1: Configuring the Supervisor and Common Supervisor Tasks
- Discovery 5-1: Loading the Three Default Flows for IMI (Instructor Demo)
- Discovery 5-2: Configuring Web/Live Chat in WXCC
- Discovery 5-3: Configuring the Facebook Messenger Channel
- Discovery 5-4: Configuring the Email Channel
- Discovery 6-1: Using Visualization to Generate Reports and Dashboards