

# Course Outline

## Administering Webex Contact Center Course AWXCC: 3 days Instructor Led

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### About this course

The Administering Webex Contact Center (AWXCC) course is a 3-day, hands-on, instructor-led training intended for administrators, team leads, workflow analysts, systems engineers, and Cisco partners requiring Day 2 support of the Webex Contact Center environment. This lab-intensive course enables learners to administer Webex Contact Center in a cloud-native environment. The lab environment emulates a typical deployment and provides each learner with the individualized resources available within Webex Contact Center. Since the training and deployment environments are similar, the positive impacts of the knowledge gained in the course will be immediate.

Course topics include setting up accounts, navigating the Contact Center Management Dashboard, configuring basic Contact Routing Flows to establish the customer experience, and performing day-to-day operational tasks. The course also includes advanced features that focus on creating custom call queues, defining contact attributes, utilizing digital communication channels, and creating a typical Call Center operating environment for Agents and Supervisors including Monitoring, Recording, and Reporting capabilities. Functional testing and problem isolation are included as a part of the lab environment itself.

### Audience profile

- Administrators
- DevOPs teams
- Operations managers
- Contact center solution and training specialists
- Support/Quality teams
- Webex Partner systems engineers
- Anyone with Day-2 responsibilities for Webex Contact Center

### Course Outline

#### Section 1: An Introduction to Cisco Webex Contact Center

Objective: Introduce the capabilities, architecture, and navigation of the Webex Contact Center solution (note topics are brief and from a customer's perspective)

- Overview of the Webex Contact Center Suite
- Webex Contact Center Architecture overview
- Navigating the Webex Control Hub and Contact Center Portal
  - Supported Browsers
  - Control Hub Overview
  - Contact Center Portal Overview
  - Dashboards and Customization options
- Webex Contact Center Call Flow Overview
  - The Components of a Call Flow
  - Tenant Profile overview

## Course Outline

- Routing Strategies and Call Control Scripts Overview
- Discovery 1-1: Navigating the Deployment using Webex Contact Center Management Portal and the Contact Center portal (includes Tenant Settings)
- Discovery 1-2: Interactive discussion around Telephony Provisioning options

### Section 2: Provisioning the Tenant Profile

Objective: Demonstrate and configure the components of a Tenant Profile

- Tenant Profile components
- User vs. Agent vs. Supervisor functionality overview
- Skills
- Profiles (Skill, User, Agent, Multimedia)
- Sites
- Teams
- User/Agent/Supervisor configuration
- Bulk Tools
- Discovery 2-1: Provision of the components of a Tenant Profile
- Discovery 2-2: Provision of a Tenant Administrator and Test Login functionality
- Discovery 2-3: Provision a Tenant Agent and Login to Agent Interface
- Discovery 2-4: Provision an Entry Point and Queue to route calls to Agent (basic level)

### Section 3: Routing Strategies

Objective: Configure Entry Point and Complex Call Routing Strategies and Call Control Scripts

- Routing Strategies and Call Control Scripts overview
- Entry Points
- Queues
- Control Scripts
- Professional Services Considerations
- Flow Designer and Control Script Blocks
- Routing Strategy types and scheduling considerations
- Entry Point Routing Strategies
- Audio Files
- Call Queue Routing Strategies
- Skills Based Routing and Skill Relaxation
- Discovery 3-1: Build a basic Call Control Script and deploy audio files
- Discovery 3-2: Complex Routing Strategy utilizing Skill Relaxation
- Discovery 3-3: Database Lookup?? (Should be a common task performed by scripts)

### Section 4: Supervisory Functions

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

- Supervisor Configuration

## Course Outline

- Monitoring and Recording Overview
- Monitoring Calls
- Coach an Agent
- Barge in on a Call
- Recording Schedules
- Searching/pruning recordings
- Customize the Desktop Layout
- Discovery 4-1: Provision of a Tenant Supervisor and Login to Supervisor Interface
- Discovery 4-2: Monitor Calls and Managing Recordings
- Discovery 4-3: Customize the Desktop Layout (Utilize the DB Lookup results?)

### Section 5: Outbound Campaigns

Objective: Define and configure the components of the Outbound Campaign solution

- System Module
- Campaigns and Campaign Management Console
- Dialing Modes vs. Campaign Modes
- Contact Strategies
- Campaign Groups and Actions
- Business Outcomes
- Contact Lists and Profiles
- Outbound Routing Strategies
- Campaign Management Options
- Call Guides and Script Designer
- Outbound Dialer Reports
- Discovery 5-1: Configure, Manage and Verify an Outbound Campaign

### Section 6: Digital Channels (a.k.a. OmniChannel)

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

- CPaaS Digital Channels Overview
- Licensing Considerations
- Engage and Connect
- Facebook Messenger
- SMS
- WebChat
- Email
- Routing Strategy Considerations
- Discovery 6-1: Digital Channels Configuration and Verification

### Section 7: Reporting and Analytics

Objective: Define the available types of Reports and Analytics and demonstrate the ability to generate custom reports within specified parameters

- Reporting options (includes licensing considerations)

## Course Outline

- Stock Reports
- Customer Journey Analyzer
- Visualizations
- Discovery 7-1: Running reports
- Discovery 7-2: Using the CJ Analyzer, incorporate some cool Visualizations