Administering Webex Contact Center (AWXCC)

Duration: *4 Day(s)*

Course Overview

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.

Review this course online at https://www.alta3.com/courses/AWXCC

Objectives

- Understand Webex Contact Center architecture and navigation.
- Configure tenant profiles and call routing strategies efficiently.
- Implement supervisory functions including call monitoring and recording.
- Utilize digital channels and generate detailed reports and analytics.

Who Should Attend

- Administrators
- DevOPs teams
- Operations managers
- Contact center specialists
- Support teams
- Webex Partner systems engineers

Prerequisites

- Each attendee must have a PC/laptop with audio/video capability.
- SHOULD have a basic understanding of inbound call-handling in a Call Center
- SHOULD have familiarity with applications and services available in the Cloud

Course Outline

Section 1: An Introduction to Cisco Webex Contact Center

1. Overview of the Webex Contact Center Suite

2. Webex Contact Center Architecture overview
3. Navigating the Webex Control Hub and Contact Center Portal
4. Webex Contact Center Call Flow Overview
5. Discovery 1-1: Navigating the Deployment using Webex Contact Center Management Portal
6. Discovery 1-2: Interactive discussion around Telephony Provisioning options

Section 2: Provisioning the Tenant Profile

7. Tenant Profile components
8. User vs. Agent vs. Supervisor functionality overview
9. Skills
10. Profiles (Skill, User, Agent, Multimedia)
11. Sites
12. Teams
13. User/Agent/Supervisor configuration
14. Bulk Tools
15. Discovery 2-1: Provision of the components of a Tenant Profile
16. Discovery 2-2: Provision of a Tenant Administrator and Test Login functionality
17. Discovery 2-3: Provision a Tenant Agent and Login to Agent Interface
18. Discovery 2-4: Provision an Entry Point and Queue to route calls to Agent

Section 3: Routing Strategies

19. Routing Strategies and Call Control Scripts overview
20. Entry Points
21. Queues
22. Control Scripts
23. Professional Services Considerations
24. Flow Designer and Control Script Blocks
25. Routing Strategy types and scheduling considerations
26. Entry Point Routing Strategies
27. Audio Files
28. Call Queue Routing Strategies
29. Skills Based Routing and Skill Relaxation
30. Discovery 3-1: Build a basic Call Control Script and deploy audio files
31. Discovery 3-2: Complex Routing Strategy utilizing Skill Relaxation
32. Discovery 3-3: Database Lookup

Section 4: Supervisory Functions

33. Supervisor Configuration
34. Monitoring and Recording Overview
35. Monitoring Calls
36. Coach an Agent
37. Barge in on a Call

38. Recording Schedules
39. Searching/pruning recordings
40. Customize the Desktop Layout
41. Discovery 4-1: Provision of a Tenant Supervisor and Login to Supervisor Interface
42. Discovery 4-2: Monitor Calls and Managing Recordings
43. Discovery 4-3: Customize the Desktop Layout

Section 5: Outbound Campaigns

44. System Module
45. Campaigns and Campaign Management Console
46. Dialing Modes vs. Campaign Modes
47. Contact Strategies
48. Campaign Groups and Actions
49. Business Outcomes
50. Contact Lists and Profiles
51. Outbound Routing Strategies
52. Campaign Management Options
53. Call Guides and Script Designer
54. Outbound Dialer Reports
55. Discovery 5-1: Configure, Manage and Verify an Outbound Campaign

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

56. CPaaS Digital Channels Overview
57. Licensing Considerations
58. Engage and Connect
59. Facebook Messenger
60. SMS
61. WebChat
62. Email
63. Routing Strategy Considerations
64. Discovery 6-1: Digital Channels Configuration and Verification

Section 7: Reporting and Analytics

65. Reporting options
66. Stock Reports
67. Customer Journey Analyzer
68. Visualizations
69. Discovery 7-1: Running reports
70. Discovery 7-2: Using the CJ Analyzer, incorporate some cool Visualizations