WxCC Administrator Guide

WebEx Contact Centre Administrator Training Guide

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1. WebEx Contact Center Service Overview

What does WebEx Contact Center do?

For the Caller

- Call routing based on menu prompts and selections
- Call queuing and distribution

For the Agent

- Call management (hold, consult, conference and transfer)
- Make calls (outbound)
- Agent state management (available, break, meeting etc.)
- Personal statistics

For the System Administrators

- ACD administration
- Access control rights
- Agent provisioning

For the Management Team (including QA)

- Call monitoring
- Call recording
- Real-time reports
- Historical reports

1.1 Provisioning

WebEx Contact Center Provisioning Framework

Below is a Top-Level diagram of the WebEx Contact Center Provisioning Framework





1.1.1 Basics

- An 'Entry Point' is the initial landing place for a customer call
- A 'Queue' is where active calls are stored before being connected to Teams and Agents
- A 'Team' is a group of Agents at a specific site who handle calls
- An '**Agent**' is the person at the end of the call flow who handles calls
- A 'Site' is a physical Contact Centre location under control of the Tenant
 - Teams are provisioned under Sites. Sites are not used for Routing Strategies, but they can be used to run specific reports
 - Every single inbound call will consist of at least one Entry Point and one Queue



1.2 Call Routing & Teams

Calls in queues are distributed to teams

- Calls in a specific queue can be routed to one or more teams
- The queue Routing Strategy determines the grouping, order, and timing of team distribution
- Calls can be distributed to agents in a team, based on 'longest available', 'skills-based', 'load-based' or 'priority-based'

Types of Team

Agent-based

- Is the most-commonly used type of team
- Composed of agents who select their team when logging in to the Agent Desktop
- When an agent is selected, a call is placed to the phone number he or she entered at the log in (or the phone number the administrator has specified in their user settings)
- An agent can only log into one team at a time

Capacity-based

• A different type of team

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- Each capacity-based team has an associated phone number
- When a capacity-based team is selected, a call is placed to that phone number
- Calls in excess-of the specified capacity for the team will be queued

1.3 Call Handling & Management

For Call Handling and Management, Contact Center Administrators can handle the following:

- Provisioning
- Call Recording, Recording Management & Monitoring
- Release Notes
- Reporting and Analytics
- Routing Strategies & Control Scripts
- Music & Message files (.WAV)

2. Management Portal Dashboard Training and Additional Features

2.1 Login

To Log in to the WxCC Management Portal, follow the link provided to your Organisation during the Onboarding process.

Enter your **Email address** that you set up when you followed the steps in the Cisco WebEx Teams provisioning email.



Enter the **Password** that you created when you followed the steps in the Cisco WebEx Teams provisioning email.



ADMINISTRATOR GUIDE



2.2 Management Portal Dashboard

Once you have logged in, the **Management Portal Dashboard** will appear as follows:



Click on the 3 bars to the right of the Cisco logo and the **Management Portal <u>Navigation bar</u>** will appear.

 Image: Cisco

 Image: Cisco







3. Provisioning

3.1 Entry Points/ Queues

- Entry Points and Queues are types of virtual teams. A virtual team is a holding place for incoming customer requests.
- Use the WebEx Contact Center **Management Portal** to create entry points and queues. You can create entry points and queues depending on how the WebEx Contact Center administrator has configured your profile.
- An entry point is the initial landing place for customer chats, calls, or emails in the WebEx Contact Center system. For the customer calls, you can associate one or more toll-free or dial numbers with a given entry point. The system uses IVR call treatment for a call while it is in the entry point.
- **Outdial Entry Point** is a virtual team for Outdial calls.
- To use entry points for the telephony channel type, ensure that you do the following:
 - Map a dial number to the entry point.
 - Contact your WebEx Contact Center administrator for other **Provisioning** configurations.
- A queue is where the customer chats, calls, or emails wait before the system assigns them to any agent.
- **Outdial Queue** is a virtual team for Outdial calls.

Entry Points

From the WebEx Contact Center portal navigation bar, choose **Provisioning** and **Entry Point** or **Outdial Entry Point**.

The Entry Point or Outdial Entry Point page appears. The page lists all the entry points, if any.

Click the <u>+ New Entry Point</u> or <u>+ New Outdial Entry Point</u>.

Entr	y Points				Help O Entry Points > List
+ N	ew Entry Point				Search
	Name	1. Channel Type	↓ ↑ Description	J↑ Status	11 0 11
	C Entry Point-1	Telephony	Entry point created by system	Active	AW7uMBfxxyEakvqCJ0AR
	C EP_ChatTest	Chat		Active	AW7wjoU8lqV1djhrsgxP
	CEP_ChatTest2	Chat		Active	AXD40RgdU32nBVKz-R77
	CEP_Corona_Virus	Chat	Entry Point for Corona Virus Enquiry Chats	Net Active	AXEN_EcxJSJb89zFb_SW
	C EP_CoronaVirus	Chat	Entry Point for Corona Virus Enquiry Chats	Active	AXERkWtjJSJb89zFcRu-
	CEP_EmailTest	Email		Active	AW7wjA4tXN9FxzFKQ7XQ
	C EP_GmailTest	Email		Active	AXBm2JqmA6BazzTPG-Hd
	C EP_MB_Sales	Telephony	MB Entry Point for Sales	Active	AXDUd1pRS5DaPq800zvb
	CEP_Service_Desk	Telephony		Active	AW-AQq1LMSLwefJ_y200
	CEP_Test_1	Telephony	Test Entry Point	Active	AXEW1uwDJSJb89zFcsyH
	C EP_VoiceTest	Telephony		Active	AW7wj8xyEakvqCKAA3
Show	ving 1 to 11 of 11 entries				First Previous 1 Next Last
					٥

• You can copy an existing Entry Point or Queue by clicking the <u>Three Dots</u> next to the Name and



- Enter the following settings for the entry point and click **Save**:
 - **Note**: There are some settings that you cannot edit.

General Settings:



Seneral Settings		
Name		
Description		
Туре	Entry Point	
Channel Type	Select an option 💌	

- Name: The name for the entry point.
- Description: (Optional) A short description of the entry point.
- Channel Type: Select a channel type. Supported channel types are Telephony, Email, or Chat.
 - The default value for Outdial Entry Point is Telephony.
 - **Outdial Primary DID URL:** The full pathname of the DID .xml file that supports outbound dialing. The WebEx Contact Center administrator configures this field.
 - This setting is applicable only for Outdial Entry Point.
 - **Outdial Backup DID URL**: The full pathname of the backup DID .xml file. The WebEx Contact Center administrator configures this field.
 - This setting is applicable only for Outdial Entry Point.

Advanced Settings

Advanced Settings		
Service Level Threshold	0	seconds
Maximum Active Calls	0	
Control Script URL	http://iccalihost.8080/BrightCloudGold/	
IVR Requeue URL	http://localhost:8080/BrightCloudGold/	
Overflow Number		
Vendor ID		
Time Zone (Routing Strategies Only)	Default (Tenant Time Zone)	¥
Map Group	None	
Billing Group	None	

- Service Level Threshold: Enter the time that a customer request can be in a queue before the system flags it as outside the service level. If the agent completes a customer service request within this time interval, the system considers it within the service level.
- **Maximum Active Calls**: Enter the maximum number of simultaneous calls that you allow for this entry point. The system busies out any call that is beyond this number.
 - This setting is available for the Telephony channel type.
- **Maximum Active Chats**: Enter the maximum number of simultaneous chats that you allow for this entry point.

• This setting is available for the Chat channel type.

- **Maximum Active Emails**: Enter the maximum number of simultaneous emails that you allow for this entry point.
 - This setting is available for the Email channel type.
- **Control Script URL**: The system automatically populates this field with the URL for this entry point or the default control script of the queue. It happens when you do not configure the control script using the WebEx Contact Center Routing Strategy module.
 - This setting is available for the Telephony channel type.
- IVR Requeue URL: Currently we do not support this setting.
- **Overflow Number**: Enter the destination phone number to which the system diverts the customer calls when they exceed the Maximum Time in Queue that you have set in the routing strategy.
 - This setting is applicable only for the Telephony channel type.
- Vendor ID: Enter the unique alphanumeric string that maps this entry point to the vendor.



- Currently we do not support this setting.
- **Time Zone**: (Routing Strategies Only) (Optional) BrightCloud will set this according to your Organisation's requirements.

DN List	
IVR DN List	
Scorecard Routing Settings	
CC-One Queues Only	Yes
	E Save A Resol X Cancel

DN List

- IVR DN List: Enter the DN pool list numbers if you want to integrate this entry point with an external IVR.
 - This setting is available for the Telephony channel type.
- Scorecard Routing Settings: The setting is for Scorecard Routing.
 - This setting is applicable for the Telephony channel type in Entry Point.
 - Currently we do not support this setting.

Queues

In the WebEx Contact Center portal navigation bar, click **Provisioning**. Select **Queue** or **Outdial Queue**.

The Queue or Outdial Queue page appears. The page lists all the queues, if any.

• Click the <u>+ New Queue</u> or <u>+ New Outdial Queue</u>.

Queues						🖉 Help 🛛 Q Queues > List
+ New Que	Ne					Search
	Name	↓ L Channel Type	11 Description	J↑ Status	lî ID	
	••• Q_2222	Telephony	Test Queue for Matt	Active	AXCl0Bml1TKapEjlzkTi	
	••• Q_Agent_Demo	Telephony	Queue created for Agent Demo	Active	AW_Te2qKwhDJZV4yokkY	
	••• Q_ChatTest	Chat		Active	AW7wkH_1xyEakvqCKACT	
	••• Q_ChatTest2	Chat		Active	AXD435NAvBUyXmw0S00C	
	••• Q_Corona_Virus_Chat	Chat	Chat for Corona Virus Enquiries	Active	AXEN9xbEtQrrqsfEdw1_	
	••• Q_EmailTest	Email		Active	AW7wjgXIXN9FxzFKQ7Zo	
	••• Q_MB_Gen_Enq	Telephony		Active	AXDqsF91S5DaPq802mj0	
	••• Q_MB_Sales	Telephony		Active	AXDqr6fMn0aKU-tEI7Zg	
	••• Q_Service_Desk_Other	Telephony	Queue for Service Desk's Other Inquiries	Active	AW-FJqiQxyEakvqCVQV_	
	••• Q_Service_Desk_Products	Telephony	Queue for Service Desk Products	Active	AW-FIaJFXN9FxzFKcIdR	
	••• Q_Service_Desk_Support	Telephony	Queue for Service Desk Option 1 - Support	Active	AW-FIpLvMSLwefJ_zN5r	
Showing 1 to	13 of 13 entries				Fin	st Previous 1 Next Last
						0

• Enter the following settings for the queue and click Save.

General Settings

General Settings		
Name		
Description		
Туре	Queve	
Check Agent Availability	No	
Channel Type	Select an option +	



- Name: Enter the name for the queue.
- **Description**: (Optional) Enter a short description of the queue.
- **Type**: (Read-only) This read-only field displays whether the settings are for an entry point, a queue, an Outdial entry point, or an Outdial queue.
- **Check Agent Availability**: This setting specifies whether the system can exclude teams with no logged in agents for the relevant routing strategies. This setting is not available for Outdial Queues.
 - If you enable the Check Agent Availability feature in the Tenant settings, you cannot disable it from here.
- **Channel Type**: The channel type for the queue.
 - For Outdial entry points, the default channel type is Telephony.

Advanced Settings

Advanced Settings		
Permit Monitoring	No	
Permit Parking	No	
Permit Recording	No	
Record All Calls	No (Recording Enabled at Tenant level)	
Pause/Resume Enabled	No	
Service Level Threshold	0	seconds
Maximum Active Calls	0	
Control Script URL	http://localhost.8080/BrightCloudGold/	
IVR Requeue URL	http://localhost:8080/BrightCloudGold/	
Maximum Time in Queue	0	seconds
Overflow Number		
Vendor ID		
Time Zone (Routing Strategies Only)	Default (Tenant Time Zone)	Ŧ
Map Group	None	
Billing Group	None	

- **Permit Monitoring**: Select **Yes** or **No** to specify whether you can monitor the calls.
 - This setting is available only for the Telephony channel type.
- **Permit Parking**: Select **Yes** or **No** to specify whether the system can queue the calls.
 - This setting is available only for the Telephony channel type.
- **Permit Recording**: Select **Yes** or **No** to specify whether the system can record the calls.
 - If you enable **Record All Calls** in the **Tenant** settings, you cannot disable **Permit Monitoring** from here.
 - This setting is available only for the Telephony channel type.
- Record All Calls: This setting is available only if you enable Permit Recording.
 - Select **Yes** or **No** to indicate whether the system can record all the calls for this queue.
 - If **Record All Calls** is enabled in the **Tenant** settings, you cannot disable this setting from here.
 - This setting is available only for the Telephony channel type.
- **Pause/Resume Enabled:** Select **Yes** or **No** to specify whether the agents can pause and resume a call recording. For example, the agent can pause call recording while discussing sensitive information from the customer, such as credit card details.
 - If you enable the Pause/Resume Enabled feature in the Tenant settings, the system overrides a No setting here. For more information, see Tenant Settings.
 - Note: Agents can use this feature, only if the Privacy Shield feature is enabled in the WebEx Contact Center service configuration, BrightCloud will set this according to your Organisation's requirements.
- **Recording Pause Duration**: This setting is available only if you set **Pause/Resume Enabled** to **Yes**.
 - This setting specifies the time in seconds, after which the recording resumes automatically.



- This setting is available only for the Telephony channel type.
- Service Level Threshold: Enter the time that a customer request can be in a queue before the system flags it as outside the service level. If you complete a customer service request within this time interval, the system considers it within the service level.
- **Maximum Active Calls**: Enter the maximum number of simultaneous calls allowed for this queue. The system busies out any call that is beyond this number.
 - This setting is available only for the Telephony channel type.
- Maximum Active Chats: Enter the maximum number of simultaneous chats allowed for this queue.
 This setting is available only for the Chat channel type.
- Maximum Active Emails: Enter the maximum number of simultaneous emails allowed for this queue.
 This setting is available only for the Email channel type.
- **Control Script URL**: The URL for the queue or the default control script of the queue. If you do not use the routing strategy module to configure the control script, the system automatically populates the URL.
 - This setting is available only for the Telephony channel type.
- **IVR Requeue URL**: Currently we do not support this setting.
 - This setting is available only for the Telephony channel type.
- **Maximum Time in Queue**: Enter the time after which the system distributes the queued customer request to the overflow number that you provision for this queue. The value that you enter is the default value for the **Maximum Time in Queue** field in the routing strategy for this queue. If you enter different value while defining the routing strategy using this queue, the systems ignores this value.
 - For an email queue, enter high value to avoid overflow.
- **Overflow Number**: Enter the destination phone number to which the system distributes the customer calls when they exceed the **Maximum Time in Queue** that you have set in the routing strategy.
 - This setting is applicable only for the Telephony channel type.
- Vendor ID: Enter the unique alphanumeric string that maps this queue to the vendor.
 - This setting is available only for the Telephony channel type.
 - Currently we do not support this setting.
- **Time Zone**: (**Routing Strategies** only) (Optional) If **Multiple Time Zone** is enabled, you can select the time zone of the queue. BrightCloud will set this according to your Organisation's requirements. Any routing strategy for this queue uses the time zone that you select here.

Scorecard Routing Settings	
CC-One Queue Yes	

- Scorecard Routing Settings: The setting for Scorecard Routing.
 - This setting is available only for the Telephony channel type.
 - Currently we do not support this setting.

Deactivate an Entry Point or a Queue

- You cannot deactivate an entry point or queue if you associate it with any other entities such as, dial numbers or any other routing strategy. When you try to deactivate such entry points or queues, you get an error message. Click the **Information icon** at the end of the message to view the list of all the associated entities.
- After you deactivate an entry point or queue, you can still see it in the **Entry Points/Queues** page as **Not Active**. Historical reports also display details of the deactivated entry points or queues.
- In the **Entry Points/Queues** page, you can click the **Three Dots** and then the restore icon to reactivate an entry point or queue.
- From the WebEx Contact Center Portal navigation bar, choose Provisioning.
- Choose Entry Points/Queues and then select the type of entry point or queue you want to deactivate.



- The page for the type of entry point or queue page appears. The page displays the list of existing entry points or queues.
- Click the Three Dots
 Click the Three Dots
- The **Heads Up!** dialog box appears. Click **Yes** to confirm.

3.2 Teams

From the WebEx Contact Center Portal navigation bar, choose Provisioning. Choose Teams.

The Teams page appears. This page displays a list of teams. Click <u>+ New Team</u>.

Teams						🖉 Help	🕯 Teams > List
+ New 1	Team					Search	
	Team	↓l. Site	.↓↑ Туре	11 Team Status	J↑ Status	11 ID	
	T2	Site_Test	Capacity Based	Not Available	Active	AW7wj164XN9FxzFKQ7bK	
	T7	Site_MB_Glenrothes	Capacity Based	Not Available	Active	AXDUaeFpn0aKU-tEHItC	
	Team-1	Site-1	Capacity Based	In Service	Active	AW7uMB-uxyEakvqCJ0CC	
	Team_Corona	Site_Leeds	Agent Based	In Service	Active	AXENhosCJSJb892Fb87b	
	Team_Demo	Site_Leeds	Agent Based	In Service	Active	AW_TgCjlawwuDZYoJHNx	
	Team_Homeworker	Site_Homeworker	Capacity Based	In Service	Active	AW-uT-Rz90BFcE9AxiCe	
	Team_Leeds	Site_Leeds	Capacity Based	In Service	Active	AW-uT4cw90BFcE9AxICZ	
	Team_MB_Sales	Site_MB_Glenrothes	Agent Based	In Service	Active	AXDUcZ_5S5DaPq800zoS	
	Team_Test	Site_Test	Agent Based	In Service	Active	AW7wk22PxyEakvqCKAFb	

Enter the following details and click **Save**.

General Settings

General Settings			
Site	Site-1	•	
Name			
Туре	Capacity Based	 Agent Based 	
Team Status	O In Service	O Not Available	

- Site: Select the site from the drop-down. You cannot edit the site later.
- **Name**: Enter the name for the team. Generally, use names that indicate the function of the team, such as **Billing** or **Customer Support**.
- **Type**: Choose the team type from the following:
- **Agent Based**: You assign a specific number of agents to the team.
- **Capacity Based**: You do not assign any specific number of agents to the team. You use capacity-based teams for voice mailboxes or agent groups that are not managed by the WebEx Contact Center system.
 - The capacity setting determines the capacity of such teams. But the team capacity strategy in the Routing Strategy module overwrites the capacity setting.
- **Team Status**: Select the status of the team to indicate whether the team is available to handle customer contacts. You cannot change the team status if the team is part of any routing strategy.
- Status: This setting appears on the Edit page to specify whether the team is Active or Not Active.



Advanced Settings

Advanced Settings		
DN	0	
Priority	0	
Capacity	0	
Skill Profile	Select •	٣
Multimedia Profile	None	٣
Agents	Select an option	

- **DN**: Enter the dial number where the system distributes the calls for this team. This setting is applicable only for capacity-based teams.
- **Priority**: The priority of the team. Currently we do not support this feature.
- **Capacity**: Enter the maximum number of simultaneous contacts that this team can handle. The system routes any contacts beyond this number as per the routing strategy. And, if there are no routing strategies, then the system queues the contacts.
 - This setting is applicable only for capacity-based teams.
 - You can create scheduled team capacity strategies to override this setting for dynamic contact center conditions. If you do not create any team capacity strategy for a capacity-based team, the system uses this capacity value.
- **Skill Profile**: (Optional) If your enterprise uses the optional **Skills-Based Routing** feature, you can select a skill profile for this team. For more information, see **Skill Profiles**.
 - You cannot assign a skill profile to a capacity-based team.
- **Multimedia Profile**: (Optional) If **Multimedia** is enabled, you can select a multimedia profile for this team. BrightCloud will set this according to your Organisation's requirements. For more information, see **Multimedia Profiles**. This profile overrides the multimedia profile that you assign to the site of this team.
 - You cannot assign a multimedia profile to a capacity-based team.
- **Agents**: Assign agents to the team from the drop-down list. You can only assign the agents that your organization administrator provisions for your enterprise.
 - This setting is applicable only for agent-based teams.



- To edit a team, click the Three Dots beside the team you want to edit and click Edit \Box
- To deactivate a team, click the **Three Dots** beside the team you want to edit and click **Delete**



- The Heads Up! dialog box appears. Click Yes to confirm.
- The status of the team changes to Not Active.
- In the **Teams** page, you can click the **Three Dots** and then the restore icon to reactivate a team.



3.3 Users

Users tab will open within the **Management Portal**. You can search for users by typing in the <u>Search bar</u>. You can also filter users by the <u>Field headers</u>.

				1 Elligii		J↑ Site		User Profile	Contact Center Enab	led 💷	Status
ey.						Site_Test		Administrator Profile	Yes		Active
						N/A		CC Manager Profile	No		Active
nt1						Site_Test		Premium Agent User Profile	Yes		Active
112						Site_Test		Premium Agent User Profile	Yes		Active
swcctest						N/A		Premium Agent User Profile	No		Active
						N/A		Administrator Profile	No		Active
						N/A		Administrator Profile	No		Not Active
						Site_Test		Premium Agent User Profile	Yes		Active
						Site_Test		Administrator Profile	Yes		Active
m						N/A		Administrator Profile	No		Active
0 of 24 antrios						Site_Leeds		Premium Agent User Profile	Yes		Active
0 01 24 entries										First Previ	ius 1 2 Ne
nt1 nt2 sw	octest	octest	oclest	votest	votest	octest	Image: A state of the stat	Image: Content of the second of the secon	Image: Profile Site_Test Premium Agent User Profile Cottest Site_Test Premium Agent User Profile N/A Premium Agent User Profile N/A Administrator Profile N/A Administrator Profile N/A Administrator Profile Site_Test Site_Test Administrator Profile Site_Test Administrator Profile Site_Test Administrator Profile N/A Site_Test Administrator Profile Site_Test Administrator Profile Site_Test Premium Agent User Profile N/A Premium Agent User Profile Site_Test Premium Agent User Profile N/A Premium Agent User Profile Site_Test Premium Agent User Profile N/A Premium Agent User Profile Site_Test Premium Agent User Profile Premium Agent User Profile Site_Test Premium Agent User Profile Premium Agent User Profile Site_Test Premium Agent User Profile Premium Agent User Profile	NA CC Manager Profile Image: Profil	N/A CC Manager Profile Image: CC Manager Profile

- To edit the User, click on the <u>Three Dots</u> next to their first name.
- The options are to View, Edit, Export in Excel and Export as PDF.
- To Make changes, select **Edit**, the below settings page will appear:

User Profile	Premium Agent User Profile	
Contact Center Enabled	Yes	
Status	Active	
Site	Site_Test	
Teams	× Team_Test	
Skill Profile	Select	
Agent Profile	Agent-Profile x +	
Multimedia Profile	MMP_Test ~	
Default DN		
External ID		
	E) Save X Cancel	

You can:

- Fill in User and Work Location information
- Assign User Profile by clicking the drop down menu



- Choose whether they can use the Agent Desktop by using the **Yes/No** toggle next to **Contact Center Enabled**
- Assign a user's **Team**
- Select a Skill Profile
- Select an Agent Profile
- Select a Multimedia Profile
- Assign a **Default DN** if you only want the user to use a certain number to make and receive call
- Click **Save** to keep the settings you have made or **Cancel** to dismiss them.

3.4 Work Types

Work Types are used to group Idle and Wrap-Up codes in Auxiliary Reports.

From the WebEx Contact Center Portal navigation bar, choose **Provisioning** and then **Work Types**.

The Work Types page appears. This page displays a list of work types.

uliulu cisco	=				r ⊅ A BrightC	loud Gold Local Time 🕐	~
69	Dashboard	× Users × Work Types ×					
8	Work Ty	pes					🖉 Help 🔸 Work Types 💈 List
٩	+ New Work	к Туре					Search
+		Name	11. Description	J↑ Status	.l1 Туре	11 D	
ø		Car Sale	MB code	Active	Wrap Up Code	AXDUmUjDn0aKU-tEHJqB	
Ģ		Default Idle Work Type	Default Idle code Work Type	Active	Idle Code	AW7uMBeoxyEakvqCJ0AN	
•		Default Wrapup Work Type	Default Wrapup Code Work Type	Active	Wrap Up Code	AW7uMBe7xyEakvqCJ0AO	
49		General Enquiry	General Enquiries	Active	Wrap Up Code	AXETRwVnJSJb89zFcafg	
		No Lead	Dead End	Active	Wrap Up Code	AXETSG24JSZD7s02JHCS	
		Partner Enquiry	Partner Enquiry	Active	Wrap Up Code	AXETSOXmsQGdMph26hTG	
		Passed to Sales	Passed query to Sales Team	Active	Wrap Up Code	AXESachItQrrqsfEeJk4	
		Training	MB code	Active	Idle Code	AXDUmJVQn0aKU-tEHJpO	
		Webex Contact Center Enquiry	Webex Contact Center Enquiry	Active	Wrap Up Code	AXETR8Z3sQGdMph26hRj	
	Showing 1 to	o 9 of 9 entries				ñ	rst Previous 1 Next Last
							0

- Click + New Work Type.
- The Work Type page appears.
- Enter the following details and click **Save**:
 - Name: Enter a name for the work type.
 - **Description**: (Optional) Enter a description of the work type.
 - Type: Specify the type of auxiliary code you can associate the work type with.



3.5 Auxiliary Codes

From the WebEx Contact Center Portal navigation bar, choose **Provisioning** and then **Auxiliary Codes**. The Aux Codes page appears. By default, the system displays the Idle Codes. To view the list of wrap-up codes, select <u>Wrap Up Codes</u> at the top of the page.

uluulu cisco ≡						📢 🗘 Bright	Cloud Gold Local Time 💿	¢
8	Dashboard ×	Users × Wor	k Types \times Auxiliary Codes \times					
۲	Aux Cod	PS Idle Codes	📵 Idle (Codes	🔵 Wrap Up Codes			🖉 Help 🕢 Idle Codes > List
Q #	+ New Idle C	Code						Search
	1	Name	11 Description	.↓↑ Status	.↓† Default	🕼 Work Type	.l↑ ID	
		Customer Service	MB Training code	Active		Training	AXDUql14U32nBVKz7lu-	
ဂ		Meeting	Default idle code	Active	~	Default Idle Work Type	AW7uMB8RxyEakvqCJ0B7	
49	Showing 1 to	2 of 2 entries					Fit	Previous 1 Next Last

- Click <u>+ New Idle Code</u> or <u>+ New Wrap Up Code</u>.
 The Aux Codes Idle Codes or Aux Codes Wrap Up Codes page appears.
- Enter the following details and click **Save**:
 - Name: Enter the code name
 - **Description**: (Optional) Enter a description of the code.
 - Is Default: Select Yes or No to indicate whether this is the default code.
- If this is the first idle or wrap-up code for your organization, you must make it the default. You can modify it later after you create more codes.
- When you make a code default, the system overrides the existing default code. At one point, there can be only one default code each for Idle and Wrap Up.
- You must assign the default idle and wrap-up codes in agent profiles.
 - The default wrap-up code is used when the agent's profile specifies Auto Wrap Up. Such agents do not enter wrap-up codes. Instead, they automatically go into the Available state after completing an incoming call and automatically go into the Idle state after making an Outdial call.
 - The default idle code is used when the agent initially logs in and after the agent makes an Outdial call if the agent's profile specifies Auto Wrap Up.
- Work Type: Select the work type you want to associate with this code.
- On the Idle Codes or Wrap Up Codes List page:
 - To add a new code, click **New Idle Code** or **New Wrap Up Code**.
 - To edit the settings for a code, click the **Three Dots** to the left of a listed code and select **Edit**.
 - To delete a code, click the **Three Dots** to the left of a listed code and select **Delete**. Then, in the confirmation dialog box, click **OK**.



3.6 Agent Profiles

An Agent Profile is a group of permissions and Agent Desktop behaviours that you assign to specific agents. Each agent profile specifies the following permissions and settings:

- Queue Transfer
- Agent Consult and Transfer
- Wrap Up and Idle Codes
- Wrap-up timeout values
- Agent auto available
- Dialing capabilities
- Dial number capabilities
- Access to the agent personal statistics

altalta cisco	=					r¢ 🗘 BrightClou	d Gold Local Time 🕐	o
20	Dashboard	× Users × Work Types	× Auxiliary Codes × Agent Profiles ×					
۲	Agent P	rofiles					🖉 Help 🗖 Ag	ent Profiles > List
Q	+ New Age	ent Profile					Search	
*		Name	11 Description	11 Parent Type	11 Parent Name	↓↑ Status	J) ID	
st.		igent-Profile	Agent profile	Tenant	BrightCloud Gold	Active	AW7uMB_CxyEakvqCJ0CD	
Ģ		Agent-Profile (Auto WrapUp)	Agent profile Autowrapup	Tenant	BrightCloud Gold	Active	AW7uMB_ZxyEakvqCJ0CE	
٠		AP_AILAccess		Site	Site_Homeworker	Not Active	AW-uVrSQwhDJZV4ylsQg	
		AP_Colona_Virus	Corona_Virus Agent Profile	Tenant	BrightCloud Gold	Active	AXENkbG2tQrrqsfEdupo	
		AP_Support Agent	Support Agent Profile	Site	Site_Leeds	Not Active	AW-uVkliwhDJZV4ylsPx	
		MA-Agent-Profile	Agent profile	Tenant	BrightCloud Gold	Active	AXEc0FJ_tQrrqsfEfAAn	
		MB_Agent_Profile	MB Agent Profile for Sales Team	Tenant	BrightCloud Gold	Active	AXDUkh1vS5DaPq8000R6	
	Showing 1 to	a 7 of 7 entries					First Previous 1	Next Last
								0

Create an Agent Profile:

From the WebEx Contact Center Portal navigation bar, choose **Provisioning** and then **Agent Profiles**.

The Agent Profiles page appears. This page displays a list of agent profiles.

• Click the <u>+ New Agent Profile</u> and enter the following settings:

General Information:

Agent Profile		Help 🛄 Agent Profiles > Add					
General Information Auxiliary Codes Collaboration Dial Plan Agent DN Validation Agent Viewable Statistics Agent Thresholds							
General Information							
Name							
Description							
Parent Type	Tenant •						
Screen Popups	No						
Last Agent Routing	No						
	🛐 Sere 🖉 Roat 🕅 🛪 Cancel						



- **Name**: Enter a name for the agent profile. The system appends the words 'copy_of' before the name of the original agent profile. You can keep the same name or edit it as per your requirement.
- **Description**: (Optional) Enter a description of the profile.
- **Status**: This setting appears only on the Edit page to indicate whether the profile is active or not.
- Active: You can assign the profile to an agent.
- Not Active: You cannot assign the profile to an agent.
- **Parent Type**: Select a parent type:
 - **Tenant**: The agent profile is available to all sites at your enterprise.
 - **Site**: The agent profile is available to a specific site.
- **Parent Name**: This setting is available if you choose Parent Type as Site. Select the site for which this agent profile is available.
- Screen Popups: Select Yes or No to specify whether you want to allow external pop-up screens.
- Last Agent Routing: This setting appears only if your administrator enables the Last Agent Routing feature for your enterprise.
 - Select Yes or No to specify whether to display the Last Agent Routing check box on the Agent Desktop during wrap-up.
 - When an agent selects this checkbox during wrap-up, the system routes the calls to them the next time the customer calls for the same issue.

Auxiliary Codes:

Agent Profile			Help 🖪 Agent Profiles > Add					
General Information Auxiliary Codes Collaboration Dial Plan Agent DN Validation	Agent Viewable Statistics Agent Thresholds							
Auxiliary Codes								
Wrap Up Settings	Manual Wrap Up	Auto Wrap Up With Time Out Of						
Agent Available After Outdial	No							
Allow Auto Wrap Up Extension	No							
Wrap Up Codes		O Specific						
Idle Codes		O Specific						
	🖹 Save 🥒 🖉 Re	sat X Cancel						

- Wrap Up Settings: When you select Auto Wrap Up with Time Out Of and enter the time, the system automatically enters the default wrap-up code after an agent completes a conversation. The agent, however, can select a different code within the time-period that you specify here.
 - Select Manual Wrap Up if you want the agent to select a wrap-up code after completing a call.
 - No timeout is associated with manual wrap-up.
- Agent Available After Outdial: Select Yes if you want the agent to go into the Available state after completing and wrapping up an Outdial call.
 - The agent can also manually select an Idle state from the **STATUS NOW** drop-down list before selecting a wrap-up code.
 - Select **No** if you want the agent to go into the Idle state after completing and wrapping up an Outdial call.
- Allow Auto Wrap Up Extension: Select Yes if you want agents to cancel the auto wrap-up time and extend the wrap-up time.
 - When this option set to Yes, the system displays the **Cancel Auto Wrap Up** option when the agent is in auto wrap-up mode.
- Wrap Up Codes: Specify the wrap-up codes that the agents can select when they wrap up a contact:
 - Select **All** to make all wrap-up codes available.
 - Select **Specific** to make specific codes available; then select **Codes** from the drop-down list. To remove a code, click **X** on the left side of the listed code name.



- You must add the default wrap-up code in the **Selected Codes** list. The system uses the default code when you have enabled **Auto Wrap Up** in the profile of the agent. Such agents do not enter wrap-up codes.
- Idle Codes: Specify the Idle codes that the agents can select in Agent Desktop:
 - Select All to make all idle codes available.
 - Select **Specific** to make specific codes available; then select **Codes** from the drop-down list. To remove a code, click **X** on the left side of the listed code name.
- You must add the default idle code in the **Selected** list. The system uses default codes in the following scenarios:
 - When the agent initially logs in.
 - After the agent makes an Outdial call if you have enabled **Auto Wrap Up** in the profile of the agent.

Collaboration:

Agent Profile			🖉 Help 🛛 Agent Profiles	> Add			
General Information Auxiliary Codes Collaboration Dial Plan Agent DN Validation Agent Viewable Statistics Agent Thresholds							
Collaboration							
Entry Point / Queue Transfer Targets		O Specific	O None				
Buddy Teams	All	Specific	O None				
Consult To Queue	No						
R Som / Heart X Cancel							

- Entry Point/Queue Transfer Targets: Specify the entry points or queues that the agents can select from the Queue drop-down list on the Agent Desktop:
 - Select **All** to make all entry points and queues available.
 - Select **Specific** to make specific entry points and queues available; then select **Entry Points and Queues** from the drop-down list.
 - Select **None** if you do not want to make any entry points or queues available as transfer targets.
- **Buddy Teams**: Specify the teams that the agents can select from the Agent drop-down list on the **Agent Desktop**. Agents can consult with, conference with, and transfer calls to the agents from the teams that they select.
 - Select **All** to make the agents on all teams available.
 - Select **Specific** to make agents on specific teams available; then select **Teams** from the dropdown.
 - Select **None** if you do not want to make any teams available for consultation, conference, or call transfer.
- **Consult to Queue**: Select **Yes** if you want the agent to be able to select a queue in the Queue dropdown as a target for a consultation. The target must be an inbound WebEx Contact Center queue.
 - If the agent selects an entry point as the target, the system disables the **Consult** button.
 - The system supports **Consult to Queue** only for queues that have teams serving them. If the agent attempts to consult to a queue that only redirects to another entry point or queue, the system displays a **Consult Failed** message.



Dial Plan:

Agent Profile		Help 🖾 Agent Profiles > Add
General Information Auxiliary Codes Collaboration Dial Plan Agent DN Validation	Agent Viewable Statistics Agent Thresholds	
Dial Plan		
Outdial Enabled	No	
Address Book	Select an option -	
Dial Plan Enabled	No	
	🔁 Save 🖉 Reat 🗶 Cancel	

• Outdial Enabled:

- If you want the agent to be able to make Outdial calls, select **Yes**.
- If you do not want the agent to make Outdial calls, select **No**. This setting prevents the Dialpad from appearing on the **Agent Desktop**.

Note: To display the Dialpad, you must have an appropriate setup. Contact your administrator for the setup.

- **Outdial Entry Points**: If you set **Outdial Enabled** to **Yes**, select the Outdial entry point that the agent can use to make Outdial calls.
- Address Book: Select the address book that includes the speed-dial numbers that the agent can select to make Outdial and consult calls.
 - If you set **Outdial Enabled** to **No** and you select an address book, the agent can select a name from the address book for consults and transfers but cannot make Outdial calls.
 - Select **None** if you do not want to make an address book available to the agent.
- Dial Plan Enabled:
 - If you want the agent to be able to make ad-hoc Outdial calls, select Yes.
 - If you specify No, the agent cannot make ad-hoc Outdial calls. However, if you set Outdial Enabled to Yes, the agent can make an Outdial call, but only by either selecting an entry from the address book or typing a name from the address book in the Start a new call field on the Dialpad.
- Select Dial Plan:
 - This setting appears only if you set **Dial Plan Enabled** to **Yes**. Select the dial plans that determine the inputs that the system accepts in the Start a new call field. Two system-supplied dial plans are available. Your administrator can also create other dial plans for your enterprise. The included dial plans are:
 - **US** accepts input text such as the following: 18005551234, 1-800-555-1234, 1 (800) 555-1234
 - **Any Format** accepts any sequence of alphanumeric characters, hyphens, parentheses, and spaces, plus, non-sequential, underscores, and periods. The input cannot begin with an underscore or period. The system strips hyphens, spaces, and parentheses, but not the periods and underscores. You can use this format for any phone number as well as for the first part of an e-mail address or SIP URI. For example: (011X) xxx xxxx, 0500 xxxxx, 0800-1111, 17070, 1470, 999
- Outdial ANI: This setting appears only if you set Outdial Enabled to Yes. Optionally, select the list of phone numbers that the agent can select before making an Outdial call. The system uses the number that you select as the caller ID for the call.



Agent DN Validation:

Agent Profile			🖉 Help 🛛 Agent Profiles > Add			
General Information Auxiliary Codes Collaboration Dial Plan Agent DN Validation Agent Viewable Statistics Agent Thresholds						
Agent DN Validation						
Validation For Agent DN O Unrestricted (Allow any value)	Provisioned Value (Restrict login DN to provisioned Agent DN)	O Validation Criteria (Select from list)				
🖹 Save 🥒 Reset 🗶 Cancel						

- Validation for Agent DN: Select Unrestricted to allow agents to use any DN to log in to the Agent Desktop.
 - To restrict the DN that the agent can enter, select one of the following:
 - **Provisioned Value** restricts the login DN to the default value that you provision for the agent. Note: If you do not provision any DN value, the agent can enter any DN value.
 - Validation Criteria restricts the login DN to the format specified in the **Validation Criteria** setting.
- Validation Criteria: This setting appears only if you select Validation Criteria in the Validation for Agent DN. Select the formats for the DN:
 - Select All to restrict the DN to all available formats.
 - Select **Specific** and then select formats from the Select **Validation Criteria** drop-down.

Agent Viewable Statistics:

Agent Profile			🖉 Heip 💶 Agent Profiles > Add					
General Information Auxiliary Codes Collaboration Dial Plan Agent DN Validation Agent Viewable Statistics Agent Thresholds								
Agent Viewable Statistics	Agent Viewable Statistics							
Agent Statistics	No							
Queue Statistics	O All	Specific	O None					
Logged-In Team Statistics	No							
Team Statistics	O All	Specific	O None					
Access To Recordings	No							
	🖻 Save 🥒 Re	ed X Cancel						

- **Agent Statistics**: Select **Yes** or **No** to specify whether you want the agents to view their personal statistics in **Agent Desktop**.
- **Queue Statistics**: This setting controls whether the agent can display statistics for all or some queues in the Agent Personal Statistics tab. Do one of the following:
 - Select All to enable the agent to display statistics for all queues.
 - Select **Specific** and then the queues from the Select **Queues** drop-down to enable the agent to display statistics for specific queues.
 - Select **None** to prevent the agent from displaying queue statistics.
- Logged-in Team Statistics: Select Yes or No to specify whether the agent can view statistics for their team.

Note: Settings for Logged-in Team Statistics and Team Statistics are independent of each other.

Team Statistics: This setting controls whether the agent can display statistics for all or some teams in the **Agent Personal Statistics** tab. Do one of the following:

- Select All to enable the agent to display statistics for all teams.
- Select Specific and then the teams from the Select Teams drop-down to enable the agent to display statistics for specific teams.
- Select **None** to prevent the agent from displaying team statistics.



• Access to Recordings: This setting appears only if your enterprise uses the Agent Access to Recordings feature. Select Yes or No to specify whether the agent can access recordings of calls that they have handled in the last 24 hours.

Agent Thresholds:

Agent Profile		Help 🛄 Agent Profiles > Add					
General Information Auxiliary Codes Collaboration Dial Plan Agent DN Validation Agent Viewable Statistics Agent Thresholds							
Agent Thresholds							
Agent Viewable Threshold Alerts	Select an option						
Enable Agent Threshold Alerts	No						
	El Save / Reset X Cancel	,					

The **Agent Thresholds** page appears only if your enterprise uses the **Threshold Alerts feature**. This page provides settings for specifying which, if any, agent-viewable alerts the agent can display in the Agent Personal Statistics tab on the **Agent Desktop**.

Threshold Rules are further explained in Section 3.14.

If your enterprise uses the **Agent Threshold Alerts feature**, the page also provides settings for specifying which, if any, thresholds are associated with the agent.

- Agent Viewable Threshold Alerts: Specify the alerts that you want the agent to receive by selecting rules from the drop-down. When an agent breaches a threshold rule, the system generates an alert and displays it in the Agent Personal Statistics tab in Agent Desktop.
- Enable Agent Threshold Alerts: Select Yes or No to specify whether you want the agent and the supervisor to receive alerts when the agent breaches specified threshold rules. If the agent breaches a selected rule, the system generates the alert and displays it in the Agent Threshold Alerts section of the Agent Personal Statistics tab. The supervisor also receives the alert in their WebEx Contact Center Management Portal.
- **Threshold Alerts**: This is available if you enable threshold alerts. If agent viewable threshold alerts are available, select the rules for triggering the alerts from the drop-down.

3.7 Address Book

From the WebEx Contact Center Portal navigation bar, choose Provisioning then Address Book.

The Address Book page appears. This page displays a list of address books. Click + New Address Book.

Dashboard ×	Users × Work Types × Auxiliary Cod	les × Agent Profiles × Business Metrics× Address Book ×			
Address E	Book				Help 🖪 Address Book > List
+ New Address	s Book				Search
	Address Book Name	↓h Parent Type	11 Parent Name	↓† ID	
	MB Sales	Site	Site_MB_Glenrothes	AXDUnFARn0aKU-tEHJt8	
Showing 1 to 1	of 1 entries				First Previous 1 Next Last
					0



Address Book			Help 🖪 Address Book > Add
General Settings			
Name			
Description			
Parent Type	Tenant	-	
Entry List			
÷	Name Phone Number	Action	
	No records available		0
	😫 Save 🥒 Reset 🗶 Cancel		

Note: The maximum number of entries in the Address Book is 150.

Enter the following details and click Save.

- Name: Enter a name for the address book.
- **Description**: (Optional) Enter the description of the address book.
- Parent Type: Select a parent type:
 - **Tenant**: The address book is available to all sites at your enterprise.
 - Site: The address book is only available for a specific site.
- **Parent Name**: Select the site for the address book. This field is available only if you select Parent Type as Site.
- (Optional) In Entry List, click the + icon to add new entries to the address book.
- The Add Address Book dialog box appears.

In the Add Address Book dialog box enter the following details:

Add Address Book		×
Name Phone Number		
	🖺 Save 🗶 Cancel	

- Name: Enter the name of the entry.
- **Phone Number**: Enter phone number of the entry.
- To edit an Address Book, click the Three Dots beside the Address Book you want to edit and click Edit



• To delete an Address Book, click the Three Dots beside the Address Book you want to delete and click



• The Heads Up! dialog box appears. Click Yes to confirm.

Note: You cannot delete an address book if you associate it with any other entities such as, agent profile. When you try to delete such address books, you get an error message. Click the information icon at the end of the message to view the list of all the associated entities.



3.8 Outdial ANI

From the WebEx Contact Center Portal navigation bar, choose **Provisioning** then **Outdial ANI**.

The **Outdial ANI** page appears. This page displays a list of **Outdial ANIs**.

Click + New Outdial ANI

Outdial ANI			🖉 Help 🛛 🕾 Outdial ANI > List
+ New Outdial ANI			Search
	Outdial ANI Name	11. ID	
	MB Out ANI	AXDUq4rNU32nBVKz7lwq	
	Outbound	AXEcJycfJSJb892FdID8	
Showing 1 to 2 of 2 entries			
			First Previous 1 Next Last
			0
			-

- Enter the following details and click **Save**
 - Name: Enter a name for the Outdial ANI.
 - Description:(Optional) Enter the description of the Outdial ANI.

Outdial ANI				dt Help 🛛 📾 Outdial ANI > Add
General Settings				
Name Description				
Outdial ANI Entry List				
	Name	Number o records available	Action	0
	P) Save	Ø Reset ★ Canod		

(Optional) In the **Outdial ANI Entry List**, click the **+** icon to add new entries to the Outdial ANI.

Add Outdial ANI		×
Name		
Number		
	🖺 Save 🗶 Cancel	

- The Add Outdial ANI dialog box appears.
- In the Add Outdial ANI dialog box enter the following details:
 - Name: Enter the name of the entry.
 - **Number**: Enter phone number of the entry.



3.9 CAD Variables

CAD Variables				🖉 Hel	p }≡ CAD Variables > List
+ New GAD Variable				Searc	h
Name	11 Description	11 Agent Editable	.↓† Status	.lt to	
	No	records available			

- You define **Call-Associated Data** (CAD) variables using the **Provisioning** module for use in call control scripts to collect one of the following types of data values:
- **Caller-entered data**: The data that the customer enters using IVR during a call, such as the account number.
- Agent-entered data: The data the agent enters, such as a case number or any action code.
- The system stores the CAD values in the cumulative call detail records (CCDRs). WebEx Contact Center Management Portal users can display and export to Excel or .csv files.
- Note the following:
 - The system stores a CAD variable that is used in a call control script only if the variable name matches the name of an active CAD variable that the organization administrator provisions for your enterprise.
 - You can view a list of the CAD variables used in a call control script in the Call Control section of the **Create Routing Strategy** or **Edit Routing Strategy** page.
- The system saves an agent-entered CAD value after the agent completes the Wrap-up state for that call. If due to some reason **Agent Desktop** connectivity is lost, the system does not store the CAD value that is entered by the agent. When an agent transfers a call, then the CAD variable that the last agent enters is saved.
- Note that: CAD variable values are visible to all individuals who have access to historical records on the **Management Portal**. You should not store secure data such as credit card numbers, PINs, and social security numbers should not be stored through use of CAD variables.
- The system stores the CAD data subject to network availability and other operation considerations. CAD variables provide reference data only and are not intended to provide Customer Relationship Management (CRM) functionality.
- You cannot delete a CAD variable but can deactivate it. You cannot use an inactive CAD variable to store data.
- Your organization administrator provisions the maximum number of CAD variables that you can define.

From the WebEx Contact Center Portal navigation bar, choose **Provisioning** and then **CAD Variables**. The **CAD Variables** page appears. This page displays a list of CAD Variables.

Click <u>+ New CA</u>	D Variable.				
CAD Variables				2 H	lelp }≣ CAD Variables > List
Name	1. Description	4 Agent Editable	11 Status	.↓⊺ ID	
		No records available			

The CAD Variable page appears.



CAD Variable		Help I≡ CAD Variables > Add
General Settings		
Name		
Description		
Agent Editable	No	
Status	Active	
	🖹 Save 🖉 Reset 🗶 Cancel	

- Enter the following details and click **Save**.
- **Name**: Enter a name for the CAD variable. The name can include alphanumeric characters and the following characters:
 - o hyphen (-)
 - o underscore (_)
 - o space character
 - The name cannot begin with space and cannot include two or more hyphens, underscores, or spaces in a row. You cannot edit the name later.
- **Description**: (Optional) Enter a description of the CAD variable.
- Agent Editable: Select Yes or No to specify whether agents can edit the value of the variables from the WebEx Contact Center Agent Desktop.
- **Status**: Select the **Status** of the CAD variable.
- As an example: You may want to create a CAD variable for CED (Caller Entered Digits) so that you can
 use a decision to send it to a certain queue. For Example, if caller enters 1, your
 Administrator can use this in a Control Script to send it to Option 1 Queue.

3.10 Multimedia Profiles

- If your administrator enables multimedia for your enterprise, you can assign each agent with a multimedia profile. Each profile specifies the number of each type of media, such as email, chat, or telephone, the agent can handle simultaneously.
- You can assign multimedia profiles to sites, teams, or individual agents. By default, the system assigns the 'Default_Telephony_Profile' to every site. You cannot edit or delete this profile but can re-assign a different multimedia profile to the site.
- All the teams under a site have the same multimedia profile as that of the site unless you assign a different profile to the teams. Similarly, all the agents under the teams have the same profile as that of the team, unless you change the profile for the agents.

On the WebEx Contact Center Portal navigation bar, choose **Provisioning** and then **Multimedia Profiles**.

The Multimedia Profiles page appears. This page displays a list of multimedia profiles.

Multir	nedia Profiles								🖉 Help 📮 Multimedia	Profiles > List
+ New	New Multimedia Profile Search									
	Name	↓≜ Voice	↓† Email	J↑ Chat	J↑ Fax	J† Video	$\downarrow\uparrow$ Others	J↑ Status	.lî D	
	Default_Telephony_Profile	1	0	0	0	0	0	Active	AW7uMBeVxyEakvqCJ0AM	
	MB Sales MM Profile	ĩ	1	1	0	0	0	Active	AXDUreuJS5DaPq80001_	
	MMP_Test	1	5	5	0	1	0	Active	AW7wkRNoXN9FxzFKQ7dZ	
	MP_Telephony	1	•	0	0	0	0	Active	AW-uuzjzHbLEvuV9UFHv	

To add a profile, click <u>+ New Multimedia Profile</u>.



- To view or edit a profile, click the Three Dots to the left of a listed profile and select View or Edit.
 - If you are adding or editing a profile, specify or change the settings on the page that appears, and then click Save. Settings are described below.
- To delete a profile, click the **Three Dots** to the left of a listed profile and select **Delete**.
 - You cannot delete a profile that is assigned to a site, team, or agent.
 - Profile Details:
 - **Name**: Enter a name for the multimedia profile.
 - **Description**: Optionally, enter a description of the profile.
- Allow agents to simultaneously handle multiple Realtime interactions
 - o If set to Yes, multiple Realtime contacts can be routed to the agent at the same time.
 - If set to **No**, only one Realtime contact can be routed to the agent at a time. For example, the agent cannot receive a chat contact while handling a voice contact.
- Status: Displayed on the View and Edit pages to specify whether the profile is Active or Not Active.
- Media Details:
 - **Voice**: For each media type, specify the number of concurrent contacts of that type an agent can handle or specify 0 if no contacts of that type can be sent to the agent. Currently, only email, chat, and telephony media types are available.
 - For **Voice**, you can specify only **0** or **1**.
- The maximum number of media channels is determined by the **Maximum Channels Per Profile** provisioned on the **Module Permissions** page of the tenant settings for your enterprise.
 - Email: Enter a value
 - Fax: Enter a value
 - Chat: Enter a value
 - Video: Enter a value
 - o Others: Enter a value

3.11 Skills: Skill Profiles & Skill Definitions

- **Skills-Based Routing** is an optional WebEx Contact Center feature that enables you to assign skill requirements, such as language fluency or product expertise, to incoming calls so they can be distributed to agents with a matching set of skills.
- The **Skill Definitions** page provides an interface for viewing, creating, and editing the skills that can be assigned to calls and to skill profiles, which can then be assigned to teams or individual agents.
- The maximum number of active skills that you can create is determined by the **Maximum Skills** and **Maximum Text Skills** values provisioned for your enterprise.
- To create, view, or edit skill definitions:



Skill Definitions

On the Portal navigation bar, select **Provisioning > Skills > Skill Definition**.

On the Skill Definitions page:

• To add a new skill definition, click <u>+ New Skill Definition</u>.

kill D	efinitions					🖉 Help 🛛 🗘 Skill Definiti	ions > Lis
🕇 New S	kill Definition					Search	
	Name	14 Description	↓ ↑ Туре	$\downarrow\uparrow$ Service Level Threshold	↓î Status	.↓† ID	
•••	MB Skill Sales	MB Skill for Sales Queue	Proficiency	30	Active	AXDU0whWn0aKU-tEHK0R	
	MB Skills General Enquiries	MB Skill for General Enquiries Queue	Proficiency	30	Active	AXDU1Bo0U32nBVKz7JpK	
	SD_Agent_Demo	Skill Definition for agent demo	Proficiency	120	Active	AW_xeifBawwuDZYoLdSx	
	SD_Corona_Virus	Skill Definition for handling of Corona Virus Enquiries	Proficiency	120	Active	AXENWiYyJSJb89zFb8CW	
	SD_Other_Enquiries	Other Enquiries Skill Definition	Proficiency	120	Active	AW-uSufHwhDJZV4yIsCN	
	SD_Products_Services	Products and Services Skill Definition	Proficiency	120	Active	AW-uSh15HbLEvuV9UCxF	
	SD_Support	Support Skill Definition	Proficiency	120	Active	AW-uSYY4awwuDZYoGP5e	
•••	SD_TEST	test skill definition	Boolean	120	Not Active	AXEW20h5JSZD7s02JZ4Z	
	SD_TEST2		Text	60	Active	AXEW3WYaJSZD7s02JZ6z	
Showing	1 to 9 of 9 entries					First Previous 1 Next	Last
							(

• To edit a skill definition, click the **Three Dots** to the left of a listed skill and select **Edit**.

Skill Definition		Help Skill Definitions > Edit
Name	\$0_TE\$T2	
Description		
Service Level Threshold	60	
Туре	Text	
Status	Active	
	E2 Save X Cancel	

Specify or change the settings for the skill as described below, and then click Save.

- Name: Enter a name for the skill.
- **Description**: Optionally, enter a description of the skill.
- Service Level Threshold: Specify how many seconds a customer call can be in queue for this skill before being flagged as outside service level. If a call is completed within this time interval, it is considered to have been handled within service level for this skill.
- **Type**: If you are creating a new skill, specify the skill type (you cannot change the skill type):
 - **Text**: A free-form text skill that must be matched exactly. For example, you might define a skill named **Extension** that will let you route a call to a specific agent's extension number based on digits entered by the caller in response to a prompt. The text value can include up to 40 characters, including spaces.
 - **Proficiency**: Can have a value ranging from 0 to 10 that represents the agent's level of expertise in the skill. For example, you might define a skill for each language that your agents speak.
 - Boolean: Can have the value of True or False to indicate whether or not the agent has the skill.
 For example, you might define a skill named 'PlatinumService' to ensure that your most valuable customers get the best service. Your most experienced agents can be assigned a value of True, and your least experienced agents can be assigned a value of False



- Enum: A named set of predefined values. For example, a skill named Line of Business might have a set of three values: Sales, Service, and Billing. Each value can include up to 20 characters, including spaces.
- List Values: If the skill type is Enum, specify the values that can be associated with this skill. For example, for an Enum skill named **Operating System**, you might define three values: **Windows**, Linux, and Unix. Each value is limited to a maximum length of 20 characters, including spaces.
 - To add a value, type the value name in the **List Value** field and then press **Enter**. Repeat for each value you want to add.
 - To delete a value, click the **x** on the left side of the value entry.
- Status: Select **Active** or **Not Active**. A skill cannot be made inactive if it is used in a skill profile or a routing strategy.

Skill Profiles

- A **Skill Profile** is a set of skills, each with an assigned value, that can be assigned to an agent-based team or to an individual agent. For example, a skill of English might be assigned a high level of proficiency in one skill profile and a lower level in another profile.
- If a skill profile is assigned to a team, all agents logged in to that team are associated with that skill profile unless the agent is assigned a specific skill profile.

On the WebEx Contact Center Portal navigation bar, select **Provisioning > Skills > Skill Profiles**.

On the Skill Profiles page:

• To add a skill profile, click <u>+ New Skill Profile</u>.

kill Profiles	S			🖉 Help 🔀 Skill Profiles > Lis
New Skill Profile				Search
	Name	14 Description	11 ID	
***	MB Skill Profile	MB Skill Profile for Site Agents	AXDU1NodS5DaPq8001nb	
	SP_Agent_Demo	Skill Profile for Agent Demo	AW_xeyqGHbLEvuV9Zk4T	
	SP_Corona_Virus	Skill Profile for handling of Corona Virus Enquiries	AXENXr2sJSZD7s02loPI	
•••	SP_Other_Enquiries	Other Enquiries Support Profile	AW-uTTLlawwuDZY0GP-A	
	SP_Products_Services	Products and Services Skill Profile	AW-uTHHP90BFcE9Axk-o	
	SP_Support	Support Skill Profile	AW-uS7FZawwuDZYoGP7y	
Showing 1 to 6 of 6	i entries		Fe	st Previous <mark>1</mark> Next Last

- To copy or edit the settings for a skill profile, click the <u>Three Dots</u> to the left of a listed skill profile and select Copy or Edit.
- Enter or change the name and optional description of the skill profile on the Add, Copy, or Edit page.



Skill Profile						🖉 Help 🛛 Skill f	Profiles > Edit
General Settings							
	Name	SP_Support					
	Description	Support skill Profile					
Active Skills							
Select	Skill Name		Skill Type	Skill Value			
	MB Skill Sales		Proficiency				
	MB Skills General End	luiries	Proficiency				
	SD_Agent_Demo		Proficiency				
	SD_Corona_Virus		Proficiency				
	SD_Other_Enquiries		Proficiency				
	SD_Products_Service	S	Proficiency	•	5		
	SD_Support		Proficiency		•		
	SD_TEST2		Text				
		😫 Save	Cancel				

- Select or clear the check box to the left the name of each skill you want to add to or remove from the skill profile and specify the value of each selected skill as described below.
 - **Proficiency**: Drag the slider to a number between 0 and 10 to indicate how proficient the agent is in this skill.
 - **Boolean**: Click one of the radio buttons to specify whether the agent has this skill (**True**) or does not have the skill (**False**).
 - Text: Enter a maximum of 40 characters (including spaces).
 - Enum: Select the check box next to each list value that represents a skill the agent has.
- Click **Save** to save the skill profile.

3.12 Threshold Rules

- If your enterprise uses the **Threshold Alerts** feature, authorized users can create threshold rules to monitor agent and call data.
- A threshold alert can be displayed in the **Agent Personal Statistics** tab on the **Agent Desktop** if **Agent Viewable** is set to **Yes** for the threshold rule and the threshold alert is selected in the agent profile assigned to the agent.

Threshold Rules								🖉 Help 📮 Threshold	d Rules > List
+ New Threshold Rule								Search	
	Name	$\downarrow \downarrow$ Threshold Metric $\downarrow \uparrow$ Operand	11 Trigger Value	1 Trigger Interval (Seconds)	11 Entity Type	11 Entity Name	11 Status	J† ID	
			No records available						

- Threshold rules can be configured for the call and agent metrics listed in the following table. For each rule, you specify a value that will trigger the alert and one of the following operands:
 - > Greater than
 - >= Greater than or equal to
 - Less than
 - <= Less than or equal to
 - Equal to



Threshold Table

Metric	Entity Type	Trigger Value Type
Abandoned Calls	Queue	Count
Average Queue Time	Queue	Duration
Average Speed of Answer	Queue	Duration
Blind Transferred Calls	Queue	Count
IVR Calls	Entry Point	Count
Longest Time in Queue	Queue	Duration
Number of Calls in Queue	Queue	Count
Overflow Calls	Queue	Count
Service Level Threshold	Queue	Percentage
Short Calls	Entry Point or Queue	Count
Transferred Calls	Queue	Count
Available Agents	Site or Team	Count
Connected Agents	Site or Team	Count
Current Available Time	Agent	Duration
Current Connected Time	Agent	Duration
Current Hold Time	Agent	Duration
Current Idle Time	Agent	Duration
Current Wrap-up Time	Agent	Duration
IB Average Handle Time	Site or Team	Duration
Idle Agents	Site or Team	Count
Not Responding Agents	Site or Team	Count
Number of Agents in Outdial	Site or Team	Count
Number of Logged in Agents	Site or Team	Count
OB Average Handle Time	Site or Team	Duration
Occupancy	Site or Team	Percentage
Total Available Time	Agent	Duration
Total Idle Time	Agent	Duration

• The maximum number of threshold rules that you can create is determined by the **Maximum Threshold Rules** value provisioned for your enterprise.

On the WebEx Contact Center Portal navigation bar, select **Provisioning > Threshold Rules**.



• To add a new rule, click + New Threshold Rule.

Threshold Rules							Help ∓ Threshol Search	ld Rules > List
Name	$\downarrow \downarrow$ Threshold Metric $\downarrow \uparrow$ Operand	1 Trigger Value	1 Trigger Interval (Seconds)	11 Entity Type	11 Entity Name	11 Status	J† ID	
		No records available						

- To view, copy or edit the settings for a threshold rule, click the **Three Dots** to the left of a listed rule and select **Copy** or **Edit**.
- To delete a threshold rule, click the **Three Dots** to the left of a listed rule and select **Delete**. Then, in the confirmation dialog box, click **OK**.

If you are adding, copying, or editing a threshold rule, specify or change the settings for the rule as described below and click **Save**.

- General Settings
 - Name: Enter a name for the rule.
 - **Description**: Enter a short description of the rule.
 - Agent Viewable: Select Yes or No to specify whether an alert can be sent to agents when the threshold rule is breached. If Yes, this rule will be available for selection on the Agent Profiles > Agent Thresholds page when you create or edit an agent profile (see Agent Profiles).
 - Entity Type: Select the entity type that the threshold rule will apply to: Entry Point, Queue, Site, Team, or (if your enterprise uses the Agent Threshold Alerts feature) Agent.
 - **Status**: This setting appears on the **Edit** page to specify whether the threshold is **Active** or **Not Active**.
- Entity Information
 - **Metric Type**: Specify whether this is an agent threshold or a call threshold.
 - **Entity**: Select the entry point, queue, site, or team that the rule will apply to. This setting is not applicable if the entity type is **Agent**.
- Threshold Information
 - **Threshold Metric**: Select a value from the drop-down list. The list displays only those metrics that are applicable to the selected entity type.
 - **Operand**: Select a value from the drop-down list:
 - (greater than), >= (greater than or equal to), < (less than), <= (less than or equal to), = (equal to)
 - **Trigger Value**: Specify the value that will trigger a threshold alert. The value type (duration, count, or percentage) is based on the metric selected.
 - The trigger value must be greater than 0 for all metrics except **Available Agents**, **Connected Agents**, **Number of Agents in Outdial**, and **Number of Logged in Agents**.
 - **Trigger Interval**: Specify the interval, in seconds, during which the system will generate only one alert for the threshold rule check.
- Email Information
 - Notification Receivers: If you want an email alert or text message to be sent to an individual when the threshold is triggered, enter the email address in either the Notification Receivers or the Text Notification Receivers field, and then press Enter. Repeat for each address you want to add.
 - **Text Notification Receivers**: To remove an address, click the **x** on the left side of the listed address.



3.13 Entry Point Mappings

The **DN to Entry Point Mappings** page is an interface for managing the mappings between **Dial Numbers** (DN) and entry points.

- To use an entry point you must map a dial number to the entry point.
- You can also add and remove multiple DN mappings using a .csv file.
- From the WebEx Contact Center Portal navigation bar, click **Provisioning**. Click **DN to Entry Point Mapping**.
- The DN to Entry Point Mapping appears. This page lists all the available mappings.

Entry Po	int Mappings			Help 💿 Entry Point Mappings > List
Dialed Numbers	Colort Enter Dolot			* *
+ New Mappin	Select Entry Point All	•		Search
	DN	J≜ Entry Point	L† ID	
		EP_Service_Desk	AW8UIATfxyEakvqCMuNc	
		EP_MB_Sales	AXDU10tHU32nBVKz7Jtc	
		EP_VoiceTest	AW8UIDk_xyEakvqCMuNh	

Click <u>+ New Mapping</u>.

Enter the following settings and click **Save**.

- **DN**: Enter the ingress toll-free or DID number. The format must match with the number that you receive from the inbound carrier. You can only enter numbers.
 - If WebEx Calling is enabled, you can select a DN from the drop-down. BrightCloud will set this according to your Organisation's requirements. Your Service Provider can configure the DNs from Control Hub.
- Entry Point: Select the entry point to which you want to map the DN. If you want to map the entry point later, select None from the drop-down.
- **Note**: The changes take effect after the system automatically synchronizes the associated files per hour.
- You can Edit/ Delete a mapping as long as it is not in use by clicking on the Three Dots next to DN.

To add or remove dial number to entry point mappings in bulk:

- Before you begin:
 - Create a CSV file with new-line separated entries and save it in your local system. Each line must include a comma-separated dial number and entry point ID pair. For example: 8005551234, AVx90dWsbxpvzWSp3Tso

) Help	Entry Point Mappings > List	1

- From the DN to Entry Point Mapping page, click Bulk Update
- Do one of the following:
 - Add **New DN Mappings**: To add new dial number and entry point mappings in bulk.
 - **Remove Existing DN Mappings**: To overwrite the existing mappings with new mappings in bulk.

Entry Point Mapping		
Operation Upload File	Add New DN Mappings	Remove Existing DN Mappings
	a lipicai	Reset X Cancel



• Upload the new CSV file from your local system and click Upload.

3.14 Bulk Operation Status

On the WebEx Contact Center Portal navigation bar, select **Provisioning > Bulk Operation Status**.

Bulk Operations Status						Help O Bulk Operations Status > List
Operation Type	Agent Bulk Upload		*	Batch Name	Maciej Bierkus-13-Mar-2020 10:50	•
						Search
Username	↓≜ First Name	J↑ Last Name	11 Operation Status	1 Failure Reason		
abbey.haigh@gmail.com	abbey	haigh	Failed	Site should not be empty.		
agent1_brightcloud@email.carehybrid.com	agent1	brightcloud	Success			
agent2_brightcloud@email.carehybrid.com	agent2	brightcloud	Success			
aleonard76@gmail.com	aleonard76	aleonard76	Failed	Site should not be empty.		
dougyhall2@gmail.com	Richard	Hall	Failed	Site should not be empty.		
mabierk@gmail.com	Maciej	Bierkus	Failed	Site Site_Test is already assigned to the	e user Maciej, Site is not allowed to edit once assigned	
matt_moulson@hotmail.com	Matthew	Moulson	Failed	Site should not be empty.		
meenanader@gmail.com	Meena	Anton	Failed	Site should not be empty.		
richard.bowmaker@gmail.com	richard	bowmaker	Success			
wccpsam_brightcloud@email.carehybrid.com	wccpsam_brightcloud	w	Failed	Site should not be empty.		

Here you can view:

- Operation Type
- A list of Users who have been added via a Bulk Upload
- Which Administrator added the batch of users
- The time and date that your Administrator added the batch of Users
- Whether the Operation Passed or Failed and the Failure Reason

Click on **Provisioning > Templates** and you can download an **Agent Update Template** for your **Administrator** to upload.

3.15 Reports

You will find this under **Provisioning > Reports.**

You can select from a drop-down list of reports to either:

- Download / Export in Excel or PDF format
- Email yourself a copy

Provisioned Items Site Report		
Options	o Download	Email me a copy of it
Export Options	O Excel	O PDF
		✓ Ok

Click OK to save your choice and proceed.



4. Call Monitoring

🙃 Call Monitoring

The WebEx Contact Center Call Monitoring module enables contact centre managers to monitor the quality of service being delivered across their multi-source contact centres. Authorised users can select a combination of one or more queues, sites, and teams, as well as a specific agent they want to monitor. After these criteria have been entered, the system places a request to monitor the next call that matches the combination of all the criteria when the call is distributed to the destination site. Monitoring can be done on a continuous, one time only (ad hoc), or scheduled basis, and authorised users can monitor a call that is already in progress.

The audio for the call is delivered through an inbound phone call using a phone number associated with the user engaged in monitoring. Authorised supervisors can coach an agent during a connected call by providing comments that only the agent can hear and can barge in on a call and become part of the conversation between the agent and the customer.

Note the following:

- You cannot make a continuous monitoring request and an ad-hoc request for the same target at the same time.
- If a scheduled request and a continuous request are made for the same target, the continuous request takes precedence. When the continuous request is paused or cancelled, the scheduled request is enabled.
- If a scheduled request and an ad-hoc request are made for the same target, the ad-hoc request takes precedence. When the ad-hoc request is either cancelled or completed, the scheduled request is enabled.
- If you sign out of the Management Portal while a monitoring request is still active, a message asks if you want to cancel the monitor request or continue monitoring.
- If you select Yes, any active mid-call, ad-hoc, or continuous monitoring requests will be cancelled after you log out and any scheduled requests will be suspended.

To open the **Call Monitoring** Page, click on the 'headphones' **Con** in the navigation bar of the **Management Portal**.

،، ،، ،، cısco	Call Monitoring	Schedule									٩		
Monitoring Filter	Current Calls	Status											- 2
Queue	¹⁰ T												
× All ×	9-												
Site	7-												
× All ×	8-							No records available					
Team	4-												
× All ×	3 -												
Agent	1-												
	0+												۲
Callback Number													
Callback Number	Calls Being I	Monitored											
Use Invisible Mode	Queue	Site	Team	Agent	Monitoring Sta	itus	Su	pervisor Name	Superviso	r Number	Duration	Action	
Other U.S. Format								No records available					
	Monitor Reg	vests											
 Monitor Next Call 			0	o't-	×	Arrest	Marchaeler Olator		Querrando en Marena	Record on Humber		t et es	
C Mid-Call Monitor	Request Type		Queue	Site	Team	Agent	Monitoring Status	No records available	Supervisor Name	Supervisor Number		Action	
Continuous Monitor													

• In the <u>Monitoring Filter Panel</u> on the left side of the page, specify one or more queues, sites, teams, and agents you want to monitor. If you leave a **Queue**, **Site**, **Team**, or **Agent list** set to **All**, only those entities to which you have access will be included in the request.



- In the Callback Number field, enter the phone number where you want the audio to be sent and click Register. Enter all the digits required to reach that phone, without hyphens or other special characters.
- Select **Other** Format. Other indicates that the phone number format is other than U.S. format.
- If you want to prevent this monitoring session from being displayed on other users' Management

Portals, select the Use Invisible Mode check box.

- Click one of the following buttons to submit your monitor request.
 - **C** Monitor Next Call Monitor next call: Monitor the next incoming call that fits the specified criteria.
 - Mid-call Monitor: Monitor a call that is already in progress and connected to an agent. This button is available only if mid-call monitoring is authorized by your user profile. If no call is in progress, the request fails.
 - Continuous Monitor calls that fit the specified criteria. After you click this button, a dialog box appears where you can enter the duration of the monitoring session in minutes or leave the default set to Unlimited. Then, click Monitor to dismiss the dialog box and submit your request.
- Note: After the monitor duration has expired, the system may take up to 5 minutes to remove the monitor request, during which time one additional call might be delivered to you.
- If authorized by your user profile, you can click the **Coach** or **Barge In** button in the **Action** column to coach the agent or barge in on the monitored call.
- When the call has ended, click **Monitor Next Call** to monitor the next call in the queue, or, if you selected **Continuous**, the next call in the queue is automatically sent to you.
- Click the **Cancel** button to cancel monitoring activity for that request. If you selected **Continuous**, you could click the **Pause** button to temporarily halt the calls sent to your number. Then you can click the **Resume** button to resume monitoring.
- Note: If an agent goes into the **Not Responding** state, the call goes back to queue and the caller hears music on hold. If during this time, a supervisor is monitoring the call, the supervisor is disconnected as well. If the supervisor is scheduled to monitor the call but has not yet picked up, the call disappears from the **Monitor Requests** list and the phone stops ringing.
- If the **Whisper Coach** feature is enabled in your user profile, you can speak to an agent who is being monitored without being heard by the customer.
 - The coaching session continues, even if the call is transferred to another agent, until the call either ends or is transferred to another number (agent-to-DN transfer).
 - If the coached agent consults with another agent, you will hear music on hold and will not be able to continue coaching the agent until the caller is taken off hold.
- While coaching an agent, you can barge in on the call if the **Barge In** feature is enabled in your user profile. To silently coach an agent:
 - While you are monitoring a call (as described in Monitoring Calls and the call is connected to an agent, click the **Coach** button.
 - Do not click the Coach button if the call is waiting in a queue after having been transferred by the agent to another queue. Doing so will cause your coach request to fail.
 - The Coach button is not available when the agent transfers the call to another number (DN transfer).
 - Provide verbal instructions to the agent.
 - To remove yourself from the call, hang up. The call is removed from the **Calls Being Monitored** list.



5. Call Recording and Recording Management

For Call Recording, click on the 'Microphone'

Item Call Rooting Control Contron Control Contro Control Control Control Control Control

icon in the left panel of the Management Portal.

Here you can View any call **Recording Schedules** <u>IF</u> these are set up by your **Administration**.

Q

You can view these by clicking on the Date/Time Range buttons.

You can also Filter by Queue.

For **Recording Management**, click on the 'Speaker' icon in the left panel of the **Management Portal**.

uluulu cisco			á	•
Search Recordings	Search Results			
Queues	2 Front			-
× All ×				
Sites	Show 10 • entries			Search :
× All ×		11 Duration	↓ ↑ Wrap Up Codes	.↓↑ Date ↓₹
Teams	BDB8EA1E789C42819BCDE9D24DEFB829 OQ_Test Site_Test Team_Test	00:00:22	General Enquiry	2020-04-30 11:44:32
× All	c0132905c88d4669945459636e46f7e0 Q_VoiceTest Site_Test Team_Test	00:00:10	General Enquiry	2020-04-30 11:42:47
Agents	36b1555a8a1d4defa65929530c9ae17b Q_VoiceTest Site_Test Team_Test	00:06:02	No Lead	2020-04-30 11:09:42
× All ×	a22db7db106642bb93518b914ff70b69 Q_VoiceTest Site_Test Team_Test	00:03:04	No Lead	2020-04-30 10:43:47
Wrap Up Codes	6E3401E5F0FC480888F7018582A791E 0Q_Test Site_Test Team_Test	00:01:55	No Lead	2020-04-28 05:50:13
× All ×	80DEC80BD57C4B1684B30B7E13334DBC OQ_Test Silte_Test Team_Test	00:00:24	No Lead	2020-04-28 05:48:34
Tags	6CD1383971654AC7889716C79AD58035 OQ_Test Site_Test Team_Test	00:00:48	No Lead	2020-04-28 05:46:42
× All ×	ec5264db885045ff9bd82dc9ea86682e Q_VoiceTest Silte_Test Team_Test	00:00:41	No Lead	2020-04-28 05:45:25
Exclude Deleted Agents	999A3DB7E7F44D2C88629D14E8A2DD0C OQ_Test Site_Test Team_Test	00:00:18	No Lead	2020-04-28 05:40:51
Search Deleted Files	c44a70c4e04f47818f9400fab3c0366d Q_VoiceTest Site_Test Team_Test	00:00:35	No Lead	2020-04-28 05:39:52
Advanced Search	Showing 1 to 10 of 100 entries		Previou	is 1 2 3 4 5 10 Next
Date Range				
April 1, 2020 0:00 - April 30, 2020 23:59 ▼				
I Reset				
Q Search	Conversion & 2020 Classo Systems Inc. All rights reserved			Version 10.0.0.241
L				•cross110.0.0.241



Select the <u>Calendar</u> icon to select your date range. You can choose between the pre-configured date ranges or select your own dates and times.

	Today	🛗 01-Apr-2020 0:00							🛗 30-Apr-2020 23:59						
	Yesterday	0		0	▼ :	00	Ŧ		0		23	▼ :	00	۳	
	Last 7 Days	<	Apr		Ŧ	2020	٣			May		Ŧ	2020	Ŧ	
	Last 30 Days	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
	This Month	29	30	31	1	2	3	4	26	27	28	29	30	1	2
	Last Month	5	6	7	8	9	10	11	3	4	5	6	7	8	9
	Custom Range	12	13	14	15	16	17	18	10	11	12	13	44	15	16
	Apply Cancel	19	20	21	22	23	24	25	17	18	19	20	21	22	23
		26	27	28	29	30	1	2	24	25	26	27	28	29	30
		3	4	5	6	7	8	9	31	4	2	3	4	5	6
	April 1, 2020 0:00 - April 3 2020 23:59 -	0,													

• You can search recordings you would like to play back.

uluilu cisco	≡ Search Search Attributes Others	۲
Search Recordings	Search Results	
Queues	A Event	
× All		
Sites	Session ID Queue Site Team Agent ANI DNIS Duration Wrap Up Codes	Date
× All		
Teams		
× All ×		
Agents		
× All ×		
Wrap Up Codes		
× All ×		
Tags		
× All ×		
Exclude Deleted Agents		

You can **Filter** by any of the choices in the <u>Search Panel</u> on the left. You can <u>Export</u> the list of recordings you wish to view to Excel.

	A	В	с	D	E	F	G	н	L	J	к	
1	Session ID	Queue	Site	Team	Agent	ANI	DNIS	Duration	Wrap Up Codes	Date		
2	b154b5f40c2d4033994ff28735170240	Q_VoiceTest	Site_Test	Team_Test	agent1 brightcloud	7711404530	2037479370	00:00:27	General Enquiry	11/05/2020 05:39		
3	544dce4904524dcf85a1410bc4053179	Q_VoiceTest	Site_Test	Team_Test	agent1 brightcloud	7711404530	2037479370	00:06:40	Passed to Sales	07/05/2020 05:28		
4												
5												
6												

6. Reporting and Analytics

To access **Reports**, click on the 'Search tool' Reporting and Analytics icon left panel of the **Management Portal**. A new tab will open. Use the same credentials you used for **Management Portal** to log into **Reports**.



-ihiihi cisco	≡ Home		±
ń			
▦	*	Total Agent Activity Records 11,306	Total Agent Session Records 2,639
	✓ More details		+ More details
Ċ			-
	. .,	Total Customer Activity Records 10,013	Total Oustomer Session Records 2,929
	+ More details		- More details

Please see the WebEx Contact Center Customer Journey Analyzer User Guide for further information. This was sent to your lead Administrator during the Onboarding process.



- Message while on hold •
- All wav files are stored in application under Resources tab of Routing Strategies
- **Routing Strategy > Resources** •
- If supervisors/administrators need to implement a new .wav file, they can upload it to the resources tab • and then attach it to the correct Routing Strategy

🖋 Routing Strategy

Use the following file format and settings:

To upload a new .wav file:

- Go to the Routing Strategy tab (plug icon)
- Open the Resources Tab

Go to the Routing Strategy ta	ab (plug icon) 💻	from the left panel of the Management Porta					
Open the Resources Tab		Routing 👻	Team Capacity	Control Scripts Resources	Queue Precedence		
	Routing Strategy	List View					
	Resources						
	+ New						
Click on the '+ New' resource							

- Browse to your files to attach the correct .wav file
- The .way file name will automatically populate when the file is attached •
- **IMPORTANT**: Be sure there are no spaces in the .wav file name. If there are the wav file will not be compatible and will cause an error

•



Version	Author	Release Date	Signed by
1.0	Abbey Haigh 20/05/2020		Alex Morrison

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