



The bridge to possible

# Exploring Webex Contact Center Functionality and Use Cases

The Sky Is The Limit

Carlos Guadamuz  
Business Development Manager  
BRKCCT-1030

CISCO *Live!*

#CiscoLive

# Cisco Webex App

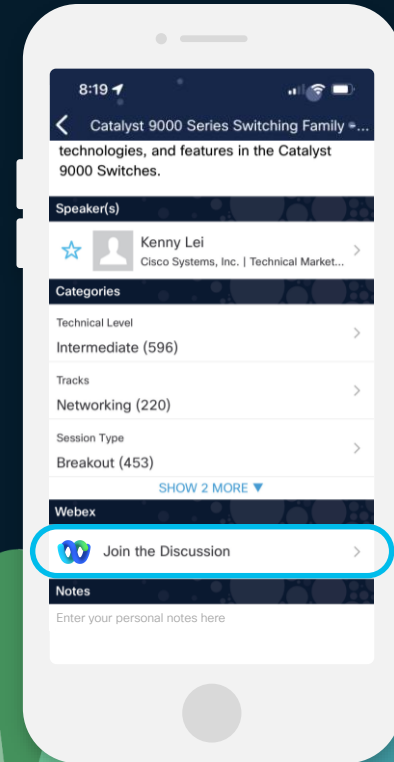
## Questions?

Use Cisco Webex App to chat with the speaker after the session

## How

- 1 Find this session in the Cisco Live Mobile App
- 2 Click “Join the Discussion”
- 3 Install the Webex App or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

Webex spaces will be moderated by the speaker until June 7, 2024.

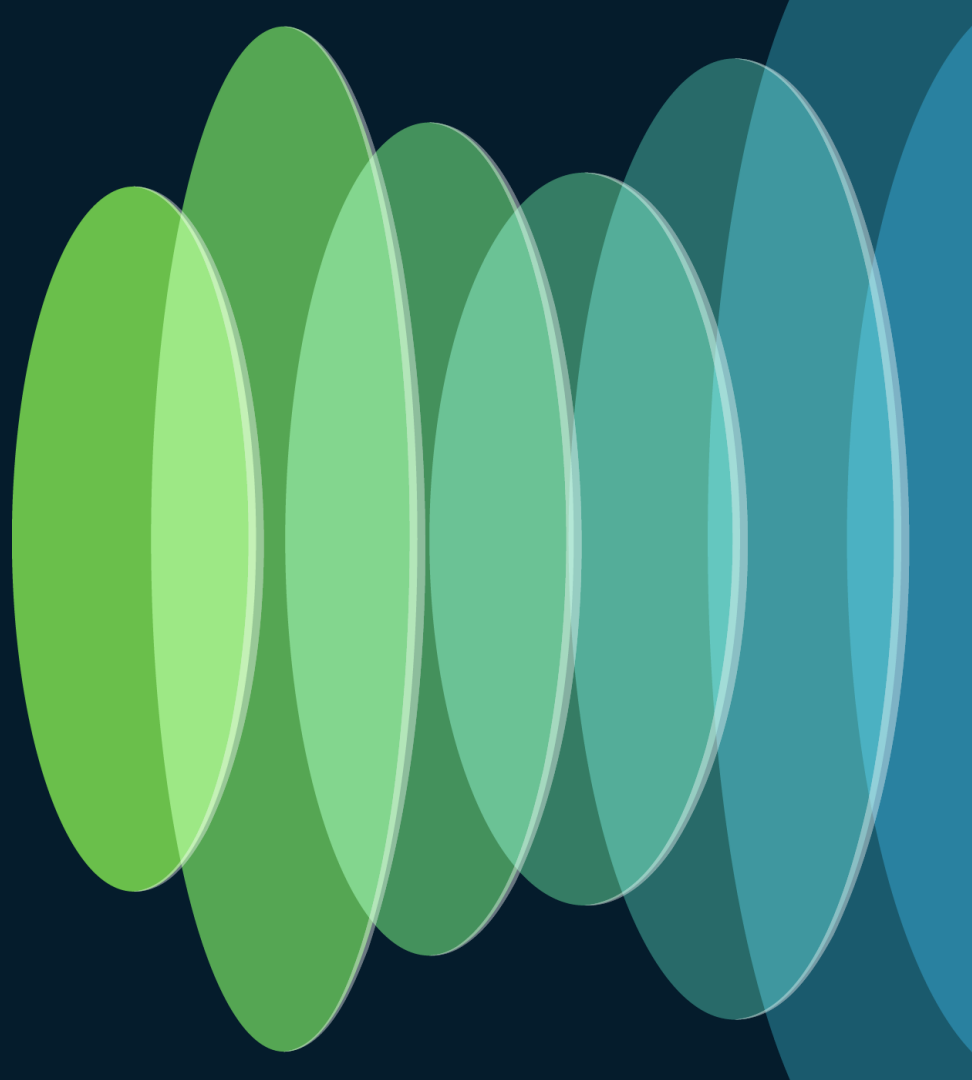




# Agenda

- Introduction
- Webex Contact Center Fundamentals
- Provisioning Use Cases
- Routing Use Cases
- Agent/Supervisor Experience
- Reporting
- Advanced Use Cases

# Introduction

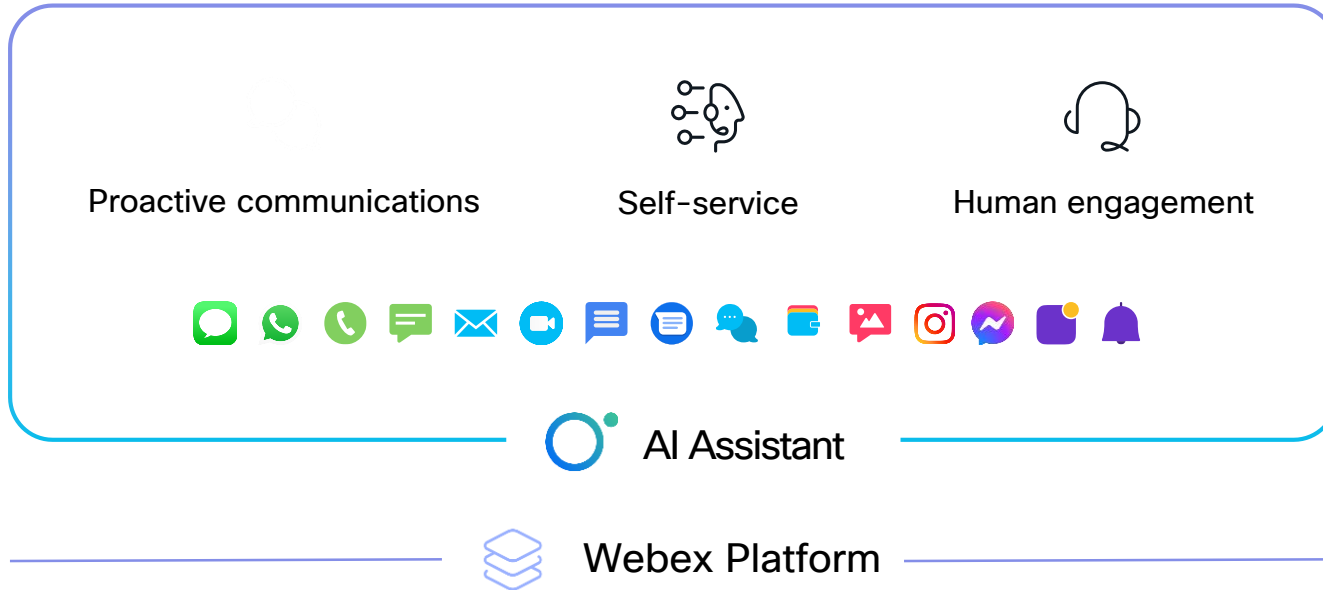




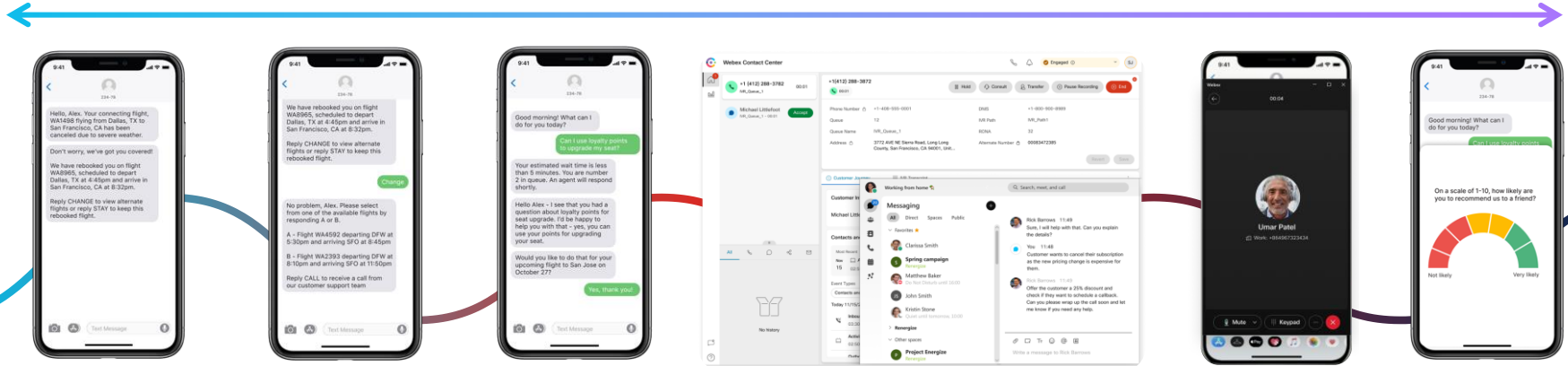
# Webex Customer Experience Vision

Empower smart, proactive,  
and personalized interactions  
across the customer journey

# Webex Contact Center



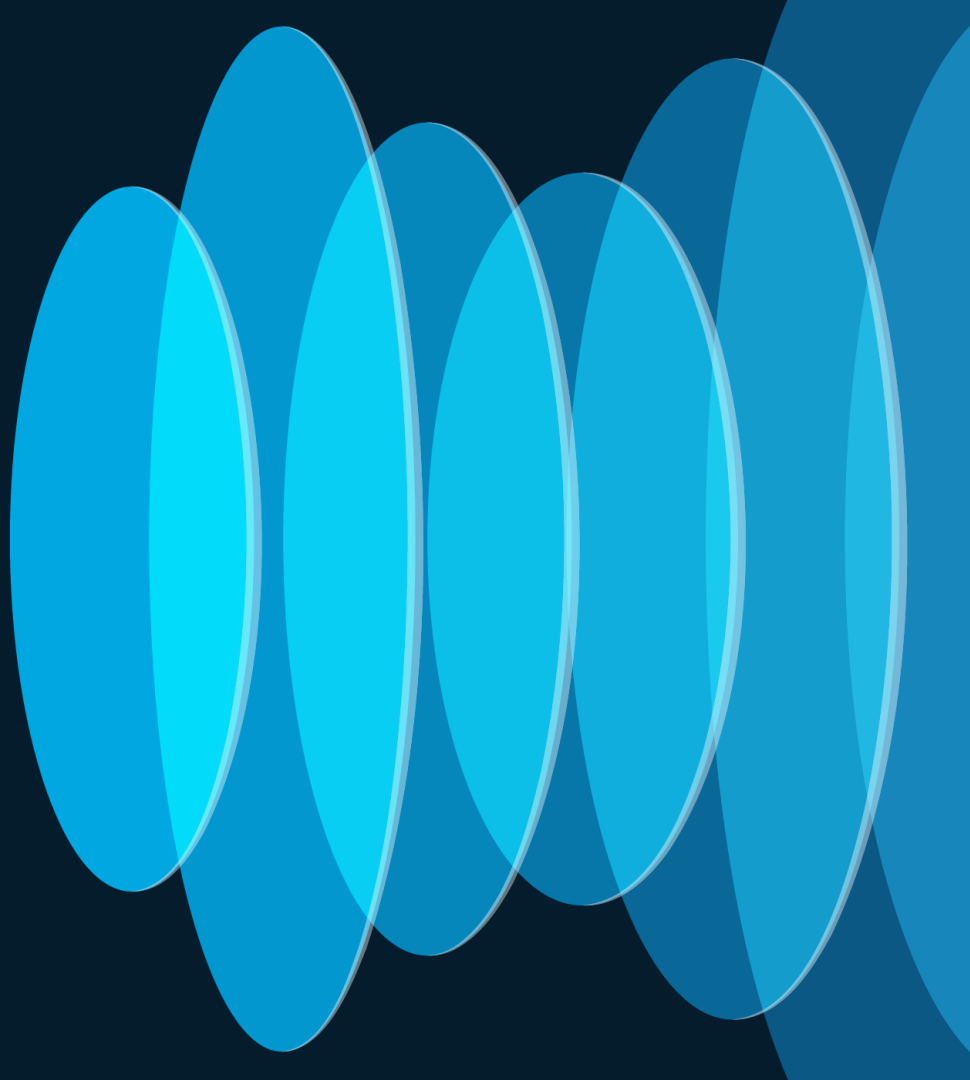
## Across digital automation, self-service, and human engagement



Enterprise  
collaboration

# Webex Platform

# The Fundamentals



# Licensing with CC Flex 3.0

	Standard Agent Features	Premium Agent Features
Positioning	Leading offer “Things a customer <i>needs</i> ”	High value “Things a customer <i>wants</i> ”
Features	Inbound voice IVR port Preview outbound <b>New:</b> Chat & Email (agent assisted) <b>New:</b> Journey Data Services <b>New:</b> Webex Connect (Self-Service channels)	All Standard Features plus SMS, WhatsApp, Facebook Messenger (Agent assisted) Supervisor features Future may include*: Smart Audio (BabbleLabs), Apple Bus Chat, Twitter, Other digital channels, Advanced recording
List Price	WXCC: \$115 Concurrent, \$85 Named	WXCC: \$170 Concurrent, \$130 Named

\*Draft – Future still in definition  
Subject to fair use, some elements may come with additional charge, inclusions may vary by region

# Add-Ons

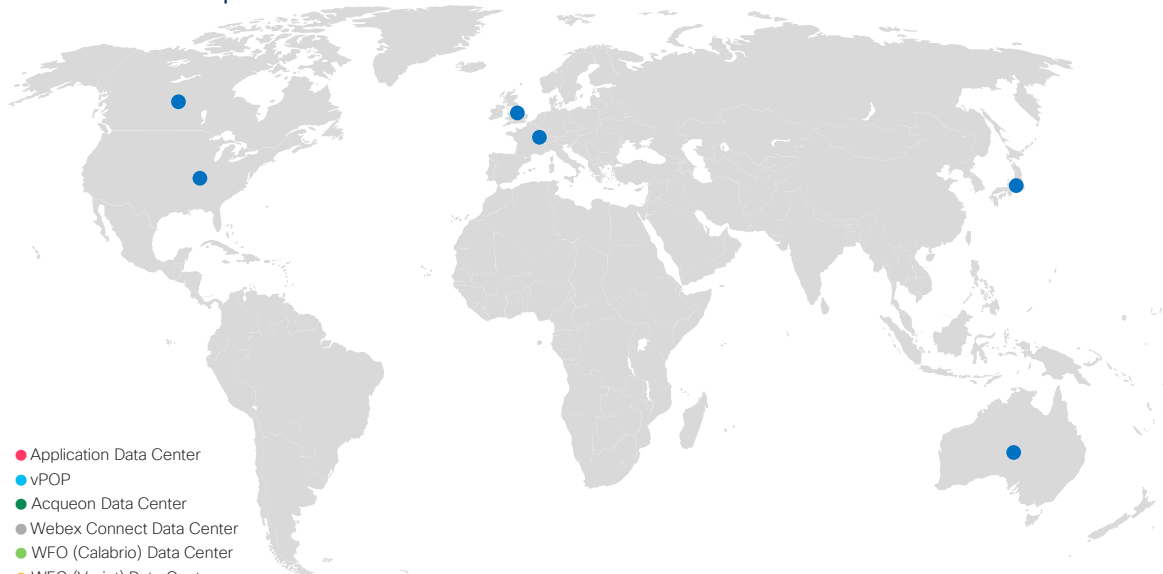


Full list of add-ons and descriptions will be available at offer launch. Solutions+ offerings are also available separately.

Add-on	Included	Paid
Cloud Workforce Optimization		X
PSTN		X
Google CCAI		X
Campaign Management		X
Digital Channels	X	X
Journey Data Service	X	

# Webex Contact Center Global Reach

87 Countries | 6 Data Centers



- Application Data Center
- vPOP
- Acqueon Data Center
- Webex Connect Data Center
- WFO (Calabrio) Data Center
- WFO (Verint) Data Center
- CCAI Data Center

<sup>1</sup>Permitted for SMS

<sup>2</sup>Permitted for unbundled (without PSTN) and bundled with Webex Contact Center PSTN

Countries permitted for sale in country unless noted otherwise. Sales are permitted for unbundled (without PSTN)  
Sales in India are restricted to India local BPOs serving US customers

Due diligence for regulatory and compliance is up to the end customer

**CISCO** Live!

## United States

- Argentina<sup>1</sup>
- Aruba<sup>1</sup>
- Bahamas<sup>1</sup>
- Belize<sup>1</sup>
- Bermuda<sup>1</sup>
- Brazil
- Cayman Islands<sup>1</sup>
- Chile
- Colombia<sup>1</sup>
- Costa Rica<sup>1</sup>
- Curacao<sup>1</sup>
- Dominican Republic<sup>1</sup>
- Ecuador
- El Salvador
- Guatemala
- Honduras
- India
- Jamaica<sup>1</sup>
- Mexico
- Nicaragua
- Panama
- Peru
- Puerto Rico<sup>1</sup>
- Trinidad and Tobago<sup>1</sup>
- United States<sup>1,2</sup>

## Canada

- Canada<sup>1,2</sup>

## Frankfurt

- Austria<sup>1</sup>
- Belgium<sup>1</sup>
- Bulgaria<sup>1</sup>
- Croatia<sup>1</sup>
- Cyprus<sup>1</sup>
- Czech Republic<sup>1</sup>
- Denmark<sup>1</sup>
- Estonia<sup>1</sup>
- Finland<sup>1</sup>
- France<sup>1</sup>
- Georgia<sup>1</sup>
- Germany<sup>1</sup>
- Greece<sup>1</sup>
- Hungary<sup>1</sup>
- Iceland<sup>1</sup>
- Ireland<sup>1</sup>
- Italy<sup>1</sup>
- Jordan
- Latvia<sup>1</sup>
- Liechtenstein
- Lithuania<sup>1</sup>
- Luxembourg<sup>1</sup>
- Malta<sup>1</sup>
- Netherlands<sup>1</sup>
- Norway<sup>1</sup>
- Poland<sup>1</sup>
- Portugal<sup>1</sup>
- Romania<sup>1</sup>
- Slovakia<sup>1</sup>
- Slovenia<sup>1</sup>
- Spain<sup>1</sup>
- Sweden<sup>1</sup>
- Switzerland<sup>1</sup>
- Ukraine<sup>1</sup>
- United Arab Emirates<sup>1</sup>

## United Kingdom

- Cameroon<sup>1</sup>
- Cote d'Ivoire<sup>1</sup>
- Egypt
- Ghana<sup>1</sup>
- Israel<sup>1</sup>
- Morocco<sup>1</sup>
- Nigeria
- Qatar<sup>1</sup>
- Saudi Arabia<sup>1</sup>
- South Africa
- South Sudan
- Turkey
- Uganda<sup>1</sup>
- United Kingdom<sup>1</sup>
- Zambia<sup>1</sup>

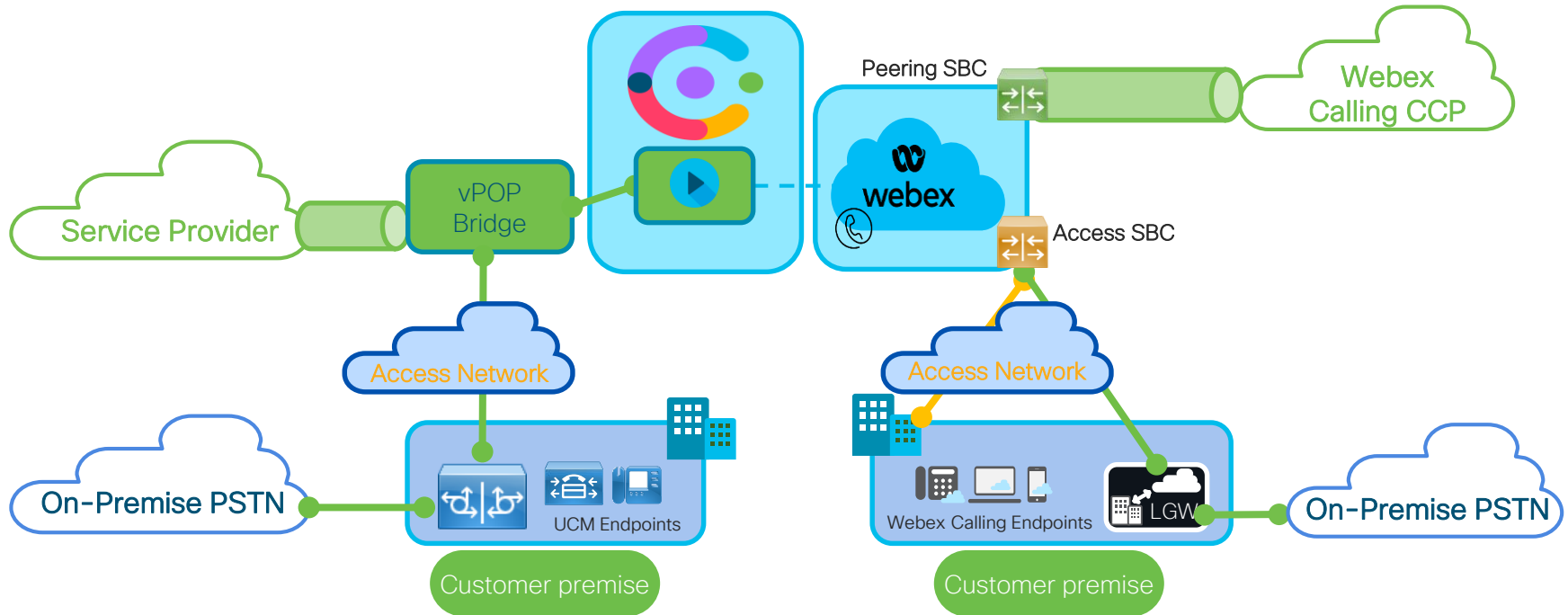
## Japan

- Japan<sup>1</sup>

## Australia

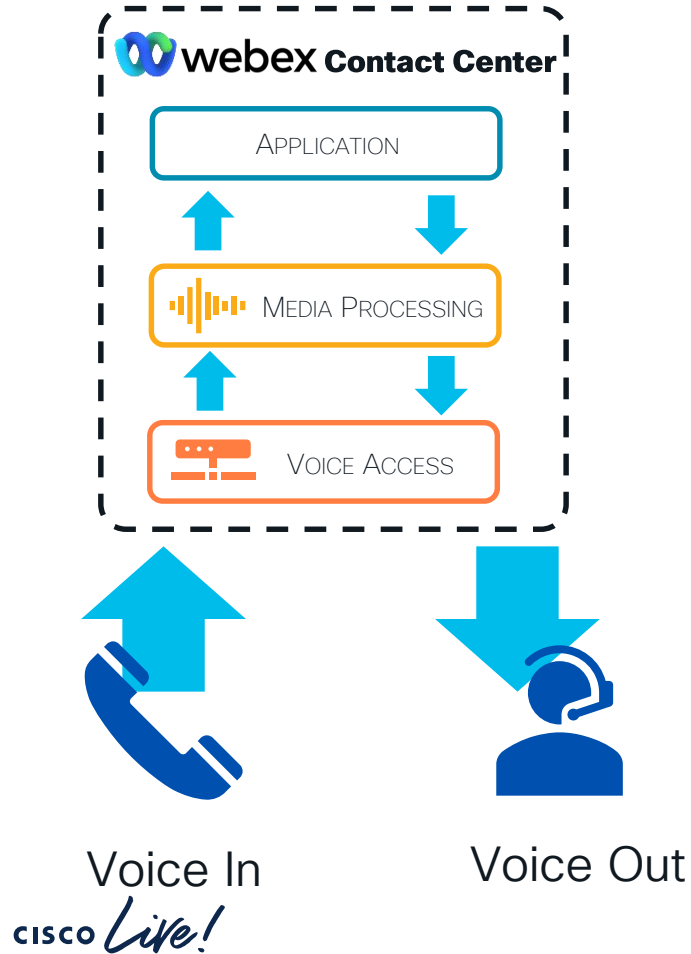
- Australia<sup>1</sup>
- Malaysia
- New Zealand
- Philippines
- Singapore
- South Korea
- Taiwan<sup>1</sup>
- Thailand
- Vietnam
- Hong Kong<sup>1</sup>
- Indonesia

# High Level Architecture





# High Level Architecture Simplified



- **Application Layer**

- Business Logic, Routing, Queuing, Flows and Agents management

- **Media Processing Layer**

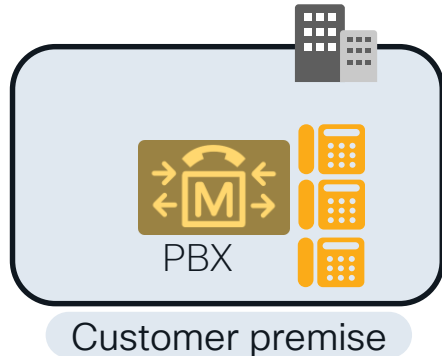
- Regional Voice termination, Signalling Media playout, capture input, AI Harness, BNR, agent connection and call recording

- **Voice Access Layer**

- Customer Premise AND SP Voice connections
- VPOP (Direct SIP Trunk) OR Webex Calling

# Use Case: Choosing the right architecture

US based customer wants to move CC to the cloud but wants to keep existing third-party PBX due to high investment in endpoints still under support.



Step 1- Select Home Region = US

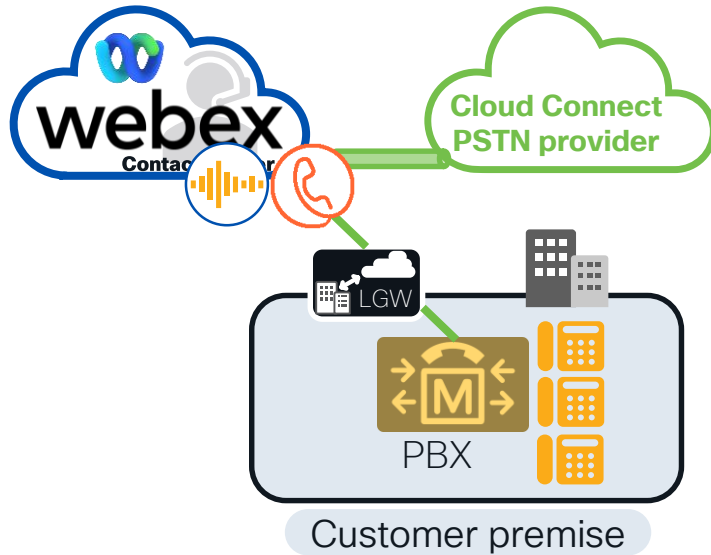
Step 2- Select PSTN Region(s) = US (Default)

Step 3- Select Access Layer

- Both **Webex Calling** or **VPOP** can interface with third-party PBX
- **Best practice: Choose Webex Calling/Media POP**
- Use **Local GW** to connect the on-premise PBX to Webex Calling

# Customer 1 – Existing PBX with endpoints

US based customer wants to move CC to the cloud but wants to keep existing third-party PBX due to high investment in endpoints still under support.

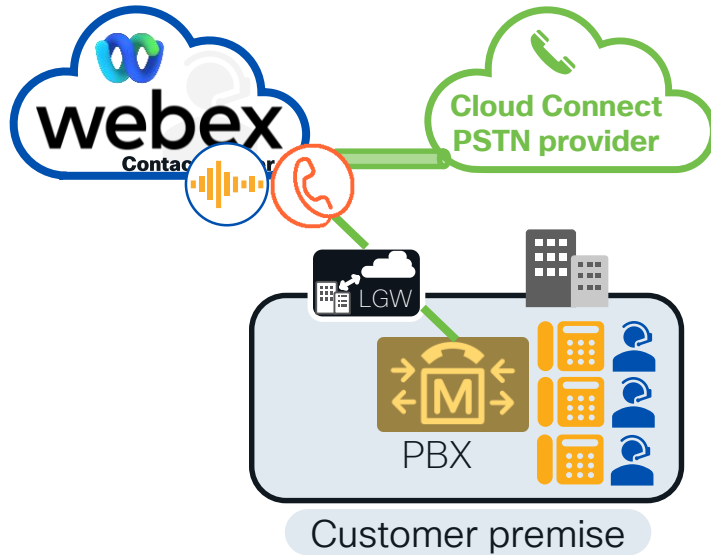


## Step 4 – Select PSTN

- No specific requirement from customer.
- **Best practice?**
- **Use Cloud connect for Webex Calling to reduce use of BW**

# Customer 1 – Existing PBX with endpoints

US based customer wants to move CC to the cloud but wants to keep existing third-party PBX due to high investment in endpoints still under support.



## Step 5 - Choose Agent Call Delivery

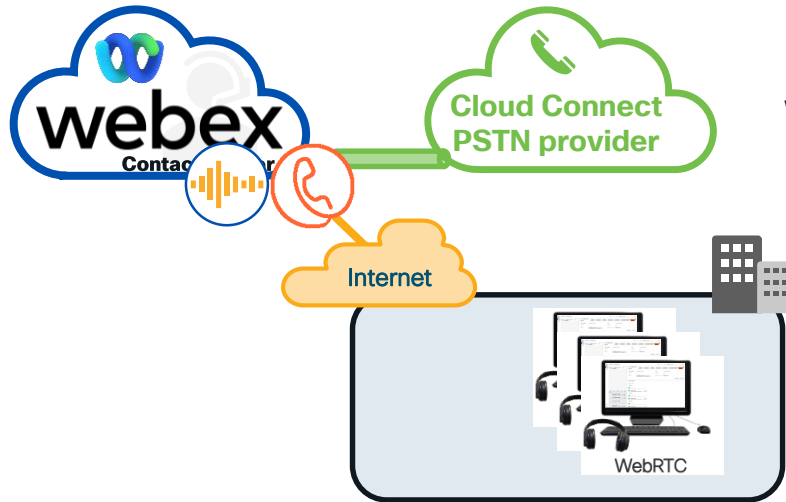
Dictated by customer requirement

Can this be optimized?

**Best practice:** WebRTC can serve as alternative method for agent call delivery as it is included in the Standard agent license

# Customer 1 – Existing PBX with endpoints

US based customer wants to move CC to the cloud but wants to keep existing third-party PBX due to high investment in endpoints still under support.



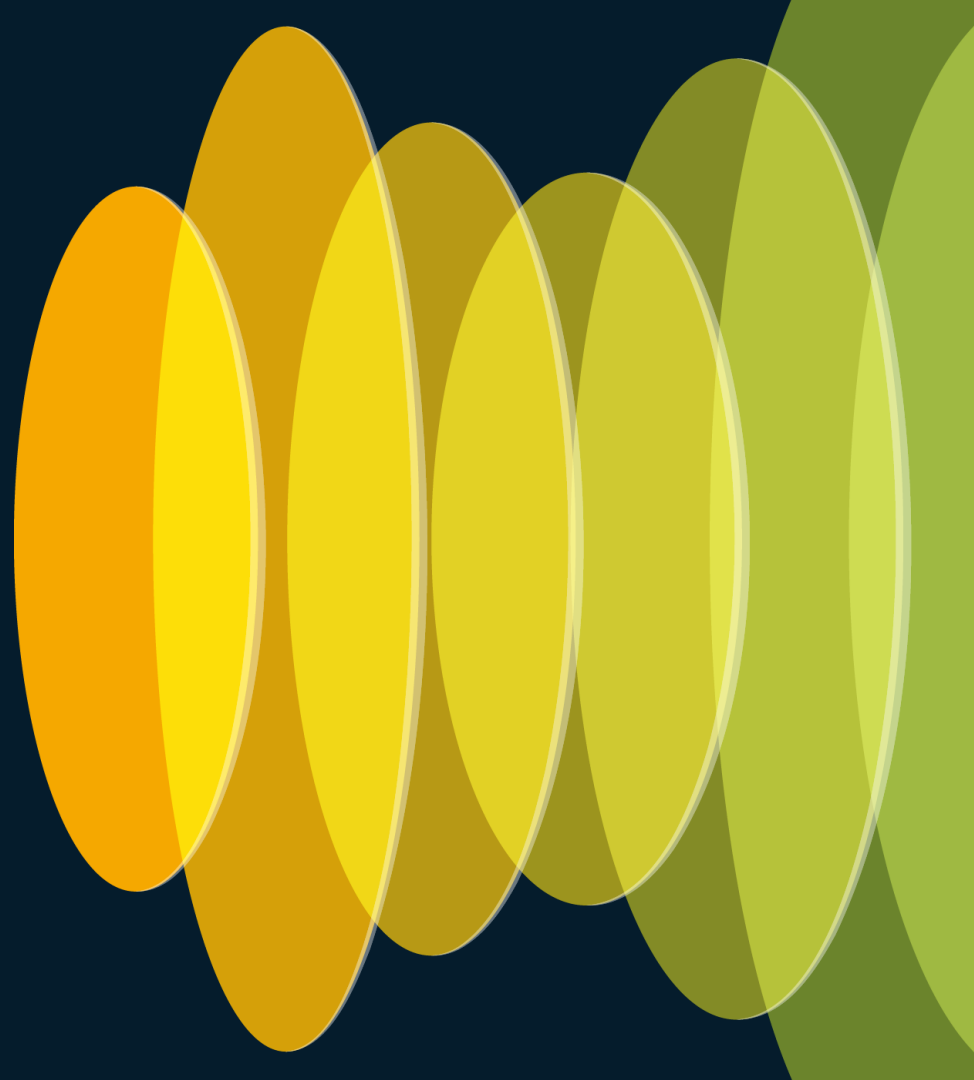
What about if the customer wants to remove the PBX?

BRKCCT-2723: Understanding Voice Media and Real-time Media Handling for Webex Contact Center

Bryan Morris



# Provisioning Use Cases



# Webex Control Hub

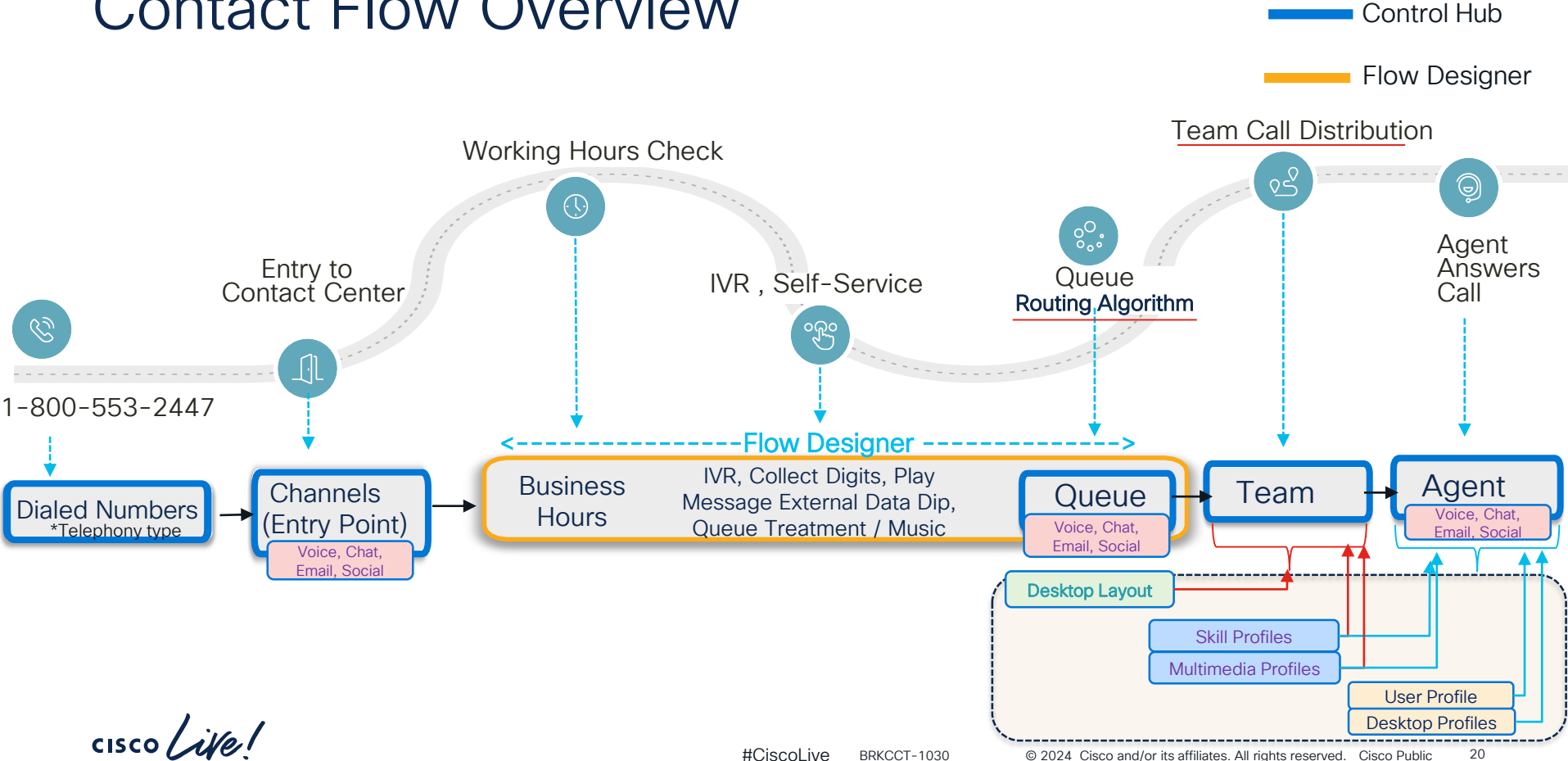
- Manage your organization using one central interface with Webex Control Hub.
- Manage users, service entitlements, licenses and contact center settings.

The screenshot displays the Webex Control Hub interface. The top navigation bar includes the 'webex Control Hub' logo and a search bar. The left sidebar contains a menu with categories: MONITORING (Analytics, Troubleshooting, Reports, Customer Journey Data), MANAGEMENT (Users, Groups, Locations, Workspaces, Devices, Apps, Account, Organization Settings), and SERVICES (Updates & Migrations, Messaging, Meeting, Calling, Videcast, **Contact Center**, Connected UC). The 'Contact Center' option is highlighted with a blue box and a right-pointing arrow.

The main content area is divided into two sections. The top section, 'Overview', features several cards: 'Setup guide' with a progress bar and a 'Start using Webex' link; 'Updates' with a 'Update Webex Meetings to the new Webex' link; 'Device carbon emissions' showing '2.9K kWh' and '0.7 metric tonnes CO<sub>2</sub>e' with a note on reducing energy consumption; 'New offers' including a 'Webex Webinar 5,000' offer and a 'Basic Meetings' offer; and 'Devices' showing '153 Total devices' and 'Online: 22'.

The bottom section, 'Contact Center Overview', includes a 'Main Menu' link, a 'Contact Center' sub-menu, and a 'Current cycle agent license usage' card showing 'Billing cycle: n/a' and 'No license data'. A 'Helpful resources' section lists links for 'What's new in Webex Contact Center', 'Agent Desktop User Guide', 'Supervisor Desktop User Guide', 'Analyzer Desktop User Guide', 'Flow Designer Guide', and 'Google CCAI Guide'. A 'Quick Links' section lists 'Contact Center Suite', 'Desktop', 'Analyzer', 'Create new flow', 'Webex Contact Center Management Portal', 'Digital Channels', and 'Webex Engage'.

# Contact Flow Overview





# Provisioning

- Start with licensing users on Control Hub. (Manual, CSV, or Active Directory Sync)
- Define **CX** based objects: Entry Points(Channels), Queues, Business Hours
- Define **User** based objects: Sites, Team, User Profiles, Skill Definition/Profile
- Define **Desktop** based objects: Multimedia profiles, Idle/Wrap-up codes, Desktop layouts

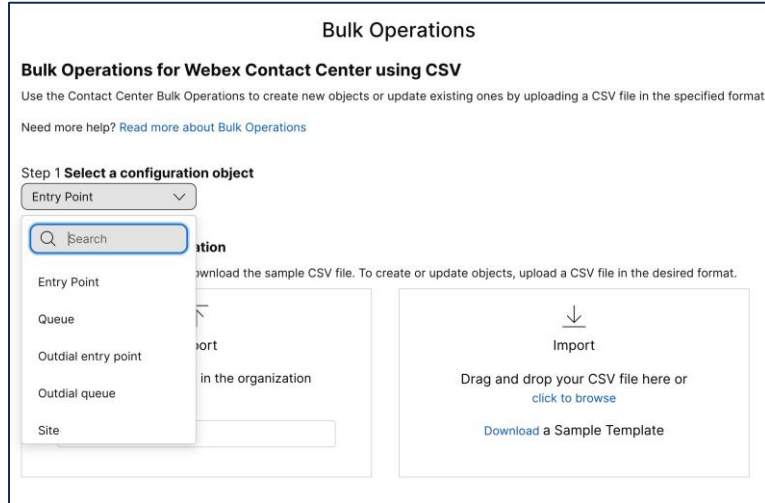
The screenshot displays the Cisco Control Hub provisioning interface. The top section, titled "Select the service entitlements that you want to provide to this user.", shows a list of service entitlements on the left and a selection area on the right. The "Contact Center" entitlement is selected, indicated by a blue circle with the number 1. The selection area on the right shows the "Subscription: Enterprise Trial - 08/21/2023" and lists the following entitlements: "Licensed Agent" (checked), "Standard Agent" (unchecked), "Premium Agent" (checked), "Premium Agent - Supervisor Role" (unchecked), and "Administrator" (checked). Below this, the "Idle/Wrap-up Codes" section is visible. It includes a search bar labeled "Search by name" and a filter button labeled "Active". The table below lists 12 Idle/Wrap-up Codes, with the first few rows shown:

Idle/Wrap-up Code	Description	Idle/Wrap-up Code Type
Account Inquiry	Account inquiry	Wrap-up Code
Billing	Billing issue	Wrap-up Code
Break	15 Min Break	Idle Code
Call Disconnected	Customer disconnected call	Wrap-up Code
Callback Requested	Customer requests callback	Wrap-up Code
Internal Call	Agent is on internal call	Idle Code

# Use Case: Easily Import objects in bulk

Bulk import and export is supported for configuration items including: Channels, Queues, Teams, Skills, and 13 more objects.

- Administrators have access to a reference list for each configuration item.



Details: <https://help.webex.com/en-us/article/na01x6o/Bulk-Operations-for-Webex-Contact-Center>

BRKCCT-1020: Migrating the Premise Contact Center to the Cloud

Mike Turnbow



# Control Hub Initiative Overview

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6

Separate portals that  
WxCC admins need to  
manage

---

30+

Admin configurations,  
settings, and features that  
are being moved from TM  
Portal to CH

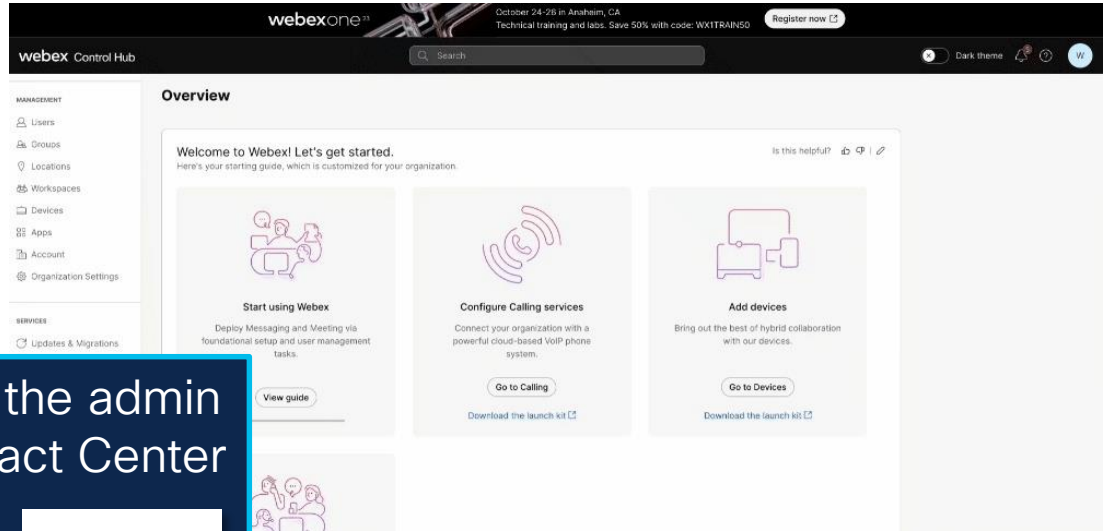
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~10

Non-CC specific settings  
already in CH that must be  
configured to properly set  
up a tenant

# Current progress

- We have successfully migrated **85% of admin features** from the admin portal into Control Hub
- But wait there's more...

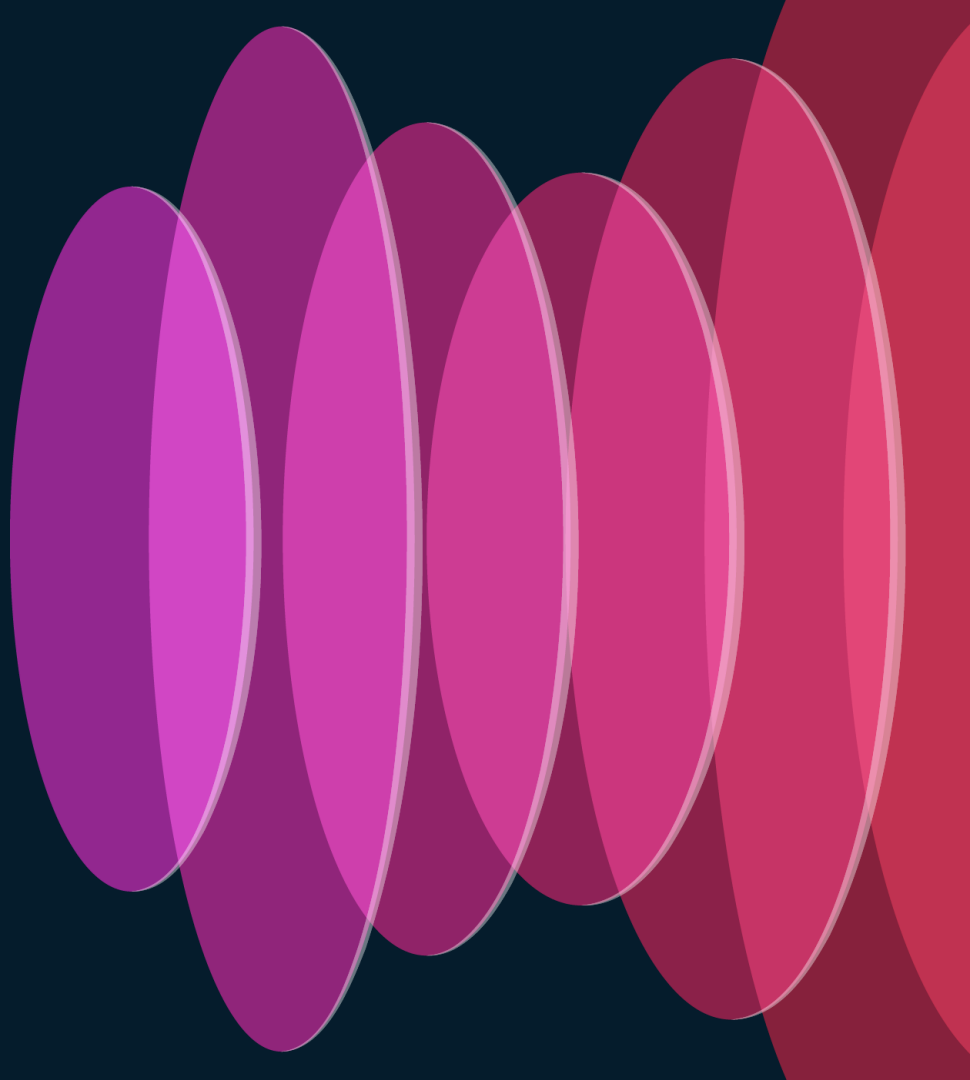


BRKCCT-1019: Simplifying the admin experience for Webex Contact Center

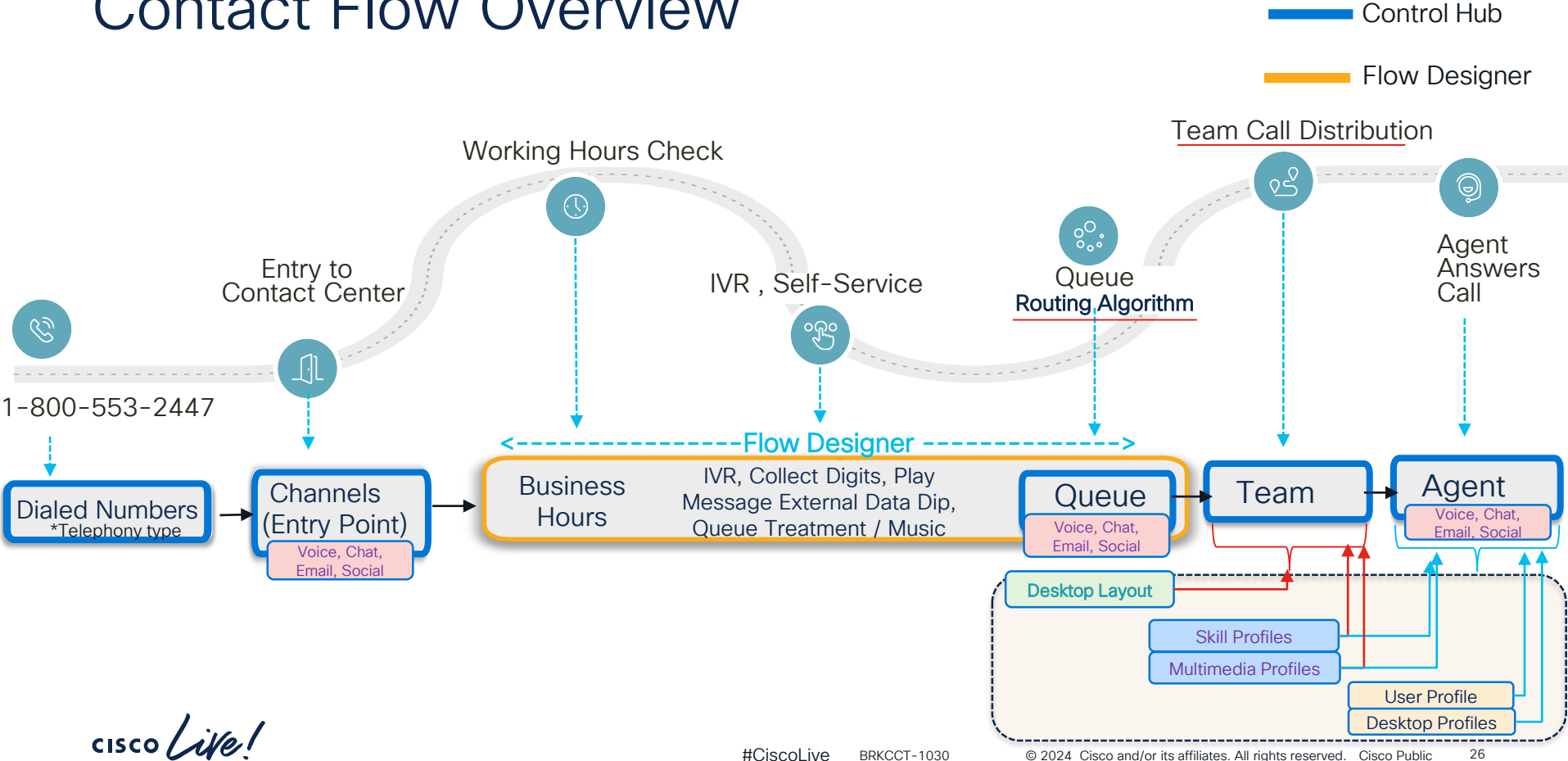
Jonathan Cook



# Routing Use Cases



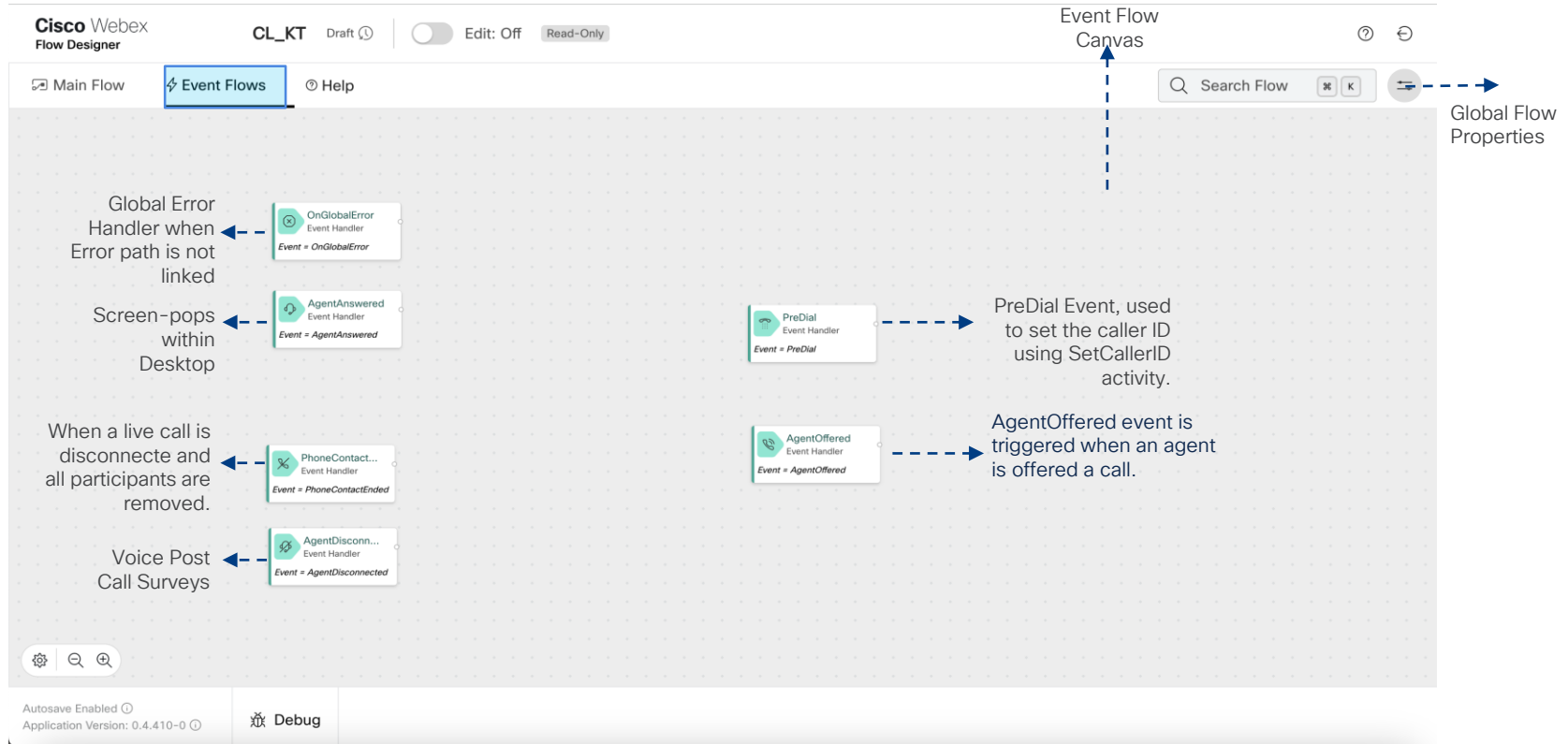
# Contact Flow Overview



**CISCO** *Live!*

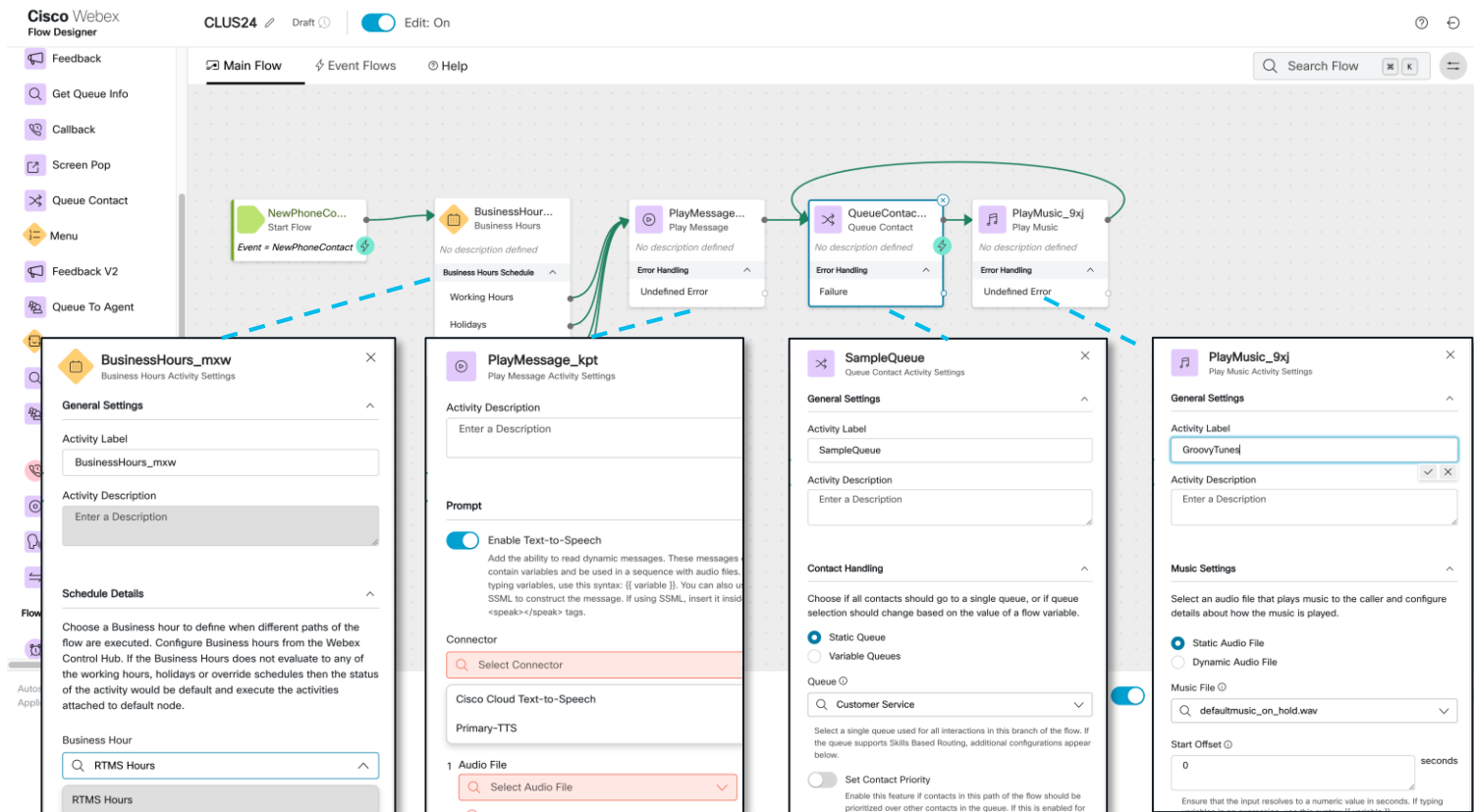


# Flow Designer – Event Flow





# Flow Designer – Use Case: Basic Flow with Screen Pop and Voice Survey



# Flow Designer – Use Case: Basic Flow with Screen Pop and Voice Survey

The screenshot displays the Cisco Webex Flow Designer interface. The main canvas shows a flow diagram with several event handlers and actions. The flow starts with 'PreDial' (Event = PreDial), followed by 'OutboundCall' (Event = OutboundCall...), then 'AgentAnswered' (Event = AgentAnswered) which triggers 'ScreenPop\_qn2' (Screen Pop). This is followed by 'PhoneContact' (Event = PhoneContactEnded) which triggers 'FeedbackV2\_j1s' (Feedback V2). The flow ends with 'AgentDisconnected' (Event = AgentDisconnected) which triggers 'EndFlow\_r67' (End Flow). Dashed blue lines connect the 'ScreenPop\_qn2' and 'FeedbackV2\_j1s' actions in the flow to their respective configuration sidebars.

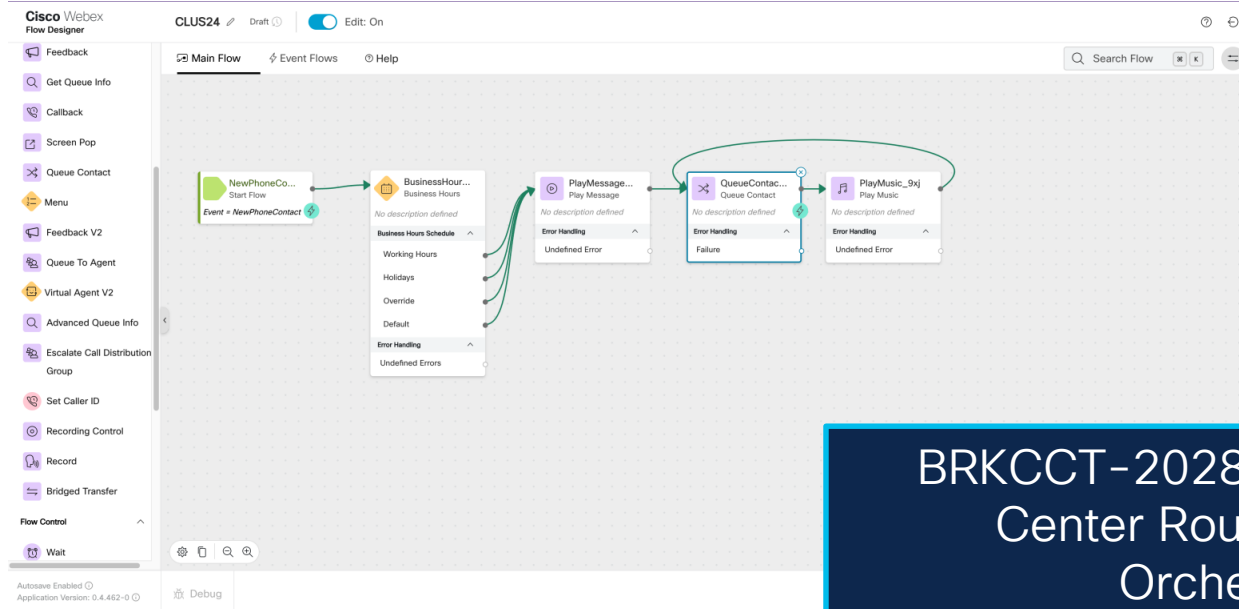
**ScreenPop\_qn2 Configuration (Screen Pop Activity Settings):**

- URL Settings:** Define a URL for Screen Pop configurations and add relevant parameters that need to be associated. If typing variables, use this syntax: {{ variable }}.
- Screen Pop URL:**
- Query Parameters:** Table with Key and Value columns. [Add New](#)
- Screen Pop Desktop Label:** . This text replaces the Screen Pop URL on Desktop and appears as a hyperlink. Enter a short and intuitive label that is suggestive of the Screen Pop content.
- Display Settings:** Screen Pop loading behavior: ☒ Inside Desktop ☐ New browser tab ☐ Existing browser tab
- Autosave:** ☒ **Validation:** Off **Publish Flow:**

**FeedbackV2\_j1s Configuration (Feedback V2 Activity Settings):**

- Survey:** Select a questionnaire for survey from the ones configured in Webex Experience Management.
- Survey Method:** ☒ Voice Based ☐ Select  Voice Based is a required field.
- Language Settings:** The language in which the customer experiences the survey. Language will fallback to English in case the language is not supported in Webex Experience Management. ☐ Override Language Settings
- Advanced Settings:** Timeout:  seconds
- Activity Output Variables:**
- Autosave:** ☒ **Validation:** Off **Publish Flow:**

# Flow Designer – Become an Expert!



BRKCCT-2028: Webex Contact  
Center Routing and Flow  
Orchestration



Krishna Tyagi

# Webex Contact Center Digital Channels

## Current Channels



Email



Chat



SMS



FB Messenger



WhatsApp

## Road Map Channels



Google Business Messages



Apple Business Chat

# Webex Connect – Flow Builder Tour

The screenshot displays the Webex Connect Flow Builder interface. The top header bar includes a back arrow, the title "Demo Flow", a status dropdown set to "Working Draft", and icons for help, settings, save, and "MAKE LIVE". The left sidebar contains a "Node Library" with categories: Utilities, Channels, and Integrations. Under Integrations, nodes include "Create Chat", "Validate Chat", "Intent", "Entity", "QnA bot", "Task bot", "Create Conversation", and "Append Conversation". The main canvas shows a flow starting with an "Incoming chat message" node, followed by a "Start Node". A "Page Connector" node is also visible. The flow continues with a "Create Task" node, which branches into a "Success Path" (labeled "onInv") and a "Failure Path" (labeled "onInv"). A "Timeout" node (labeled "onTim") is also part of the flow. The bottom of the canvas features a toolbar with various controls. Annotations with red dashed arrows point to specific elements: "Versioning" points to the "Working Draft" dropdown; "Make Live" points to the "MAKE LIVE" button; "Notes" points to a notepad icon; "Share Flow" points to a share icon; "Flow debugger" points to a bug icon; "Node Library" points to the left sidebar; "Help" points to the help icon; "Settings" points to the settings icon; "Save" points to the save icon; "Timeout" points to the "onTim" node; "Success Path" points to the "onInv" node; "Failure Path" points to the "onInv" node; "Flow Canvas" points to the main canvas area; and "Canvas Controls" points to the bottom toolbar.

Versioning

Make Live

Notes

Share Flow

Flow debugger

Node Library

Help

Settings

Save

Start Node

Incoming chat message

Page Connector

Timeout

Success Path

Failure Path

Flow Canvas

Canvas Controls

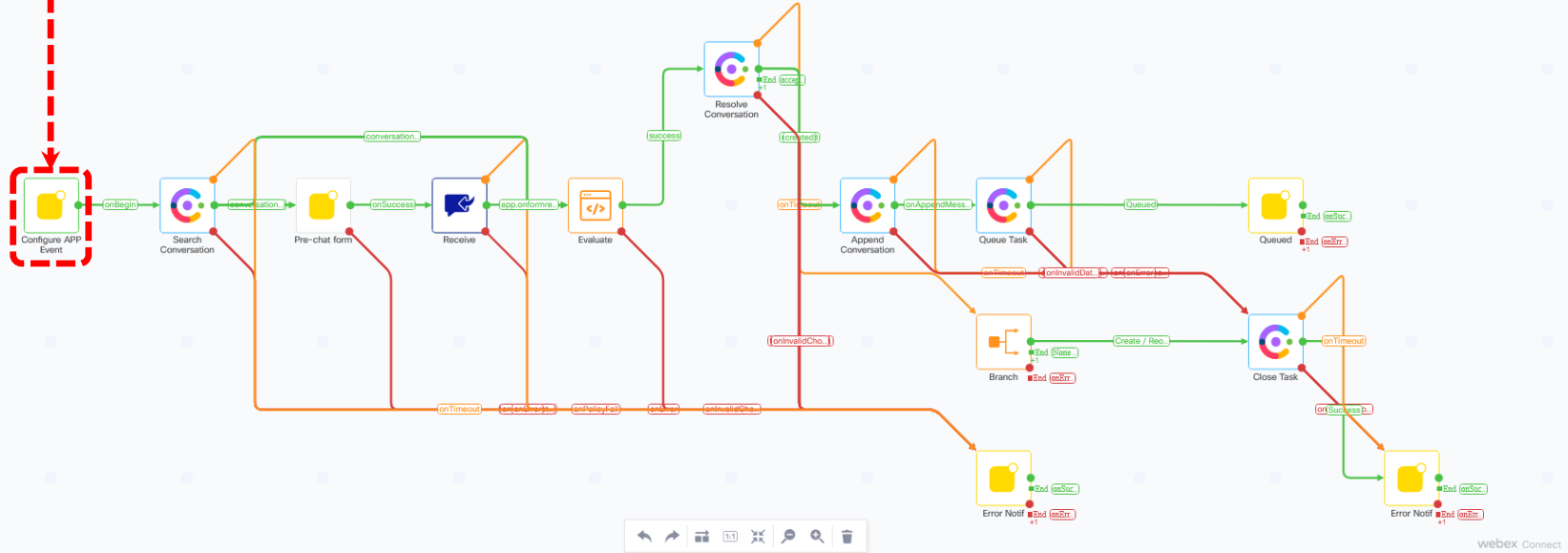
# Use Case – Route Web Chat to Agent

Chat Inbound v3\_1  
Working Draft

Build Analyse

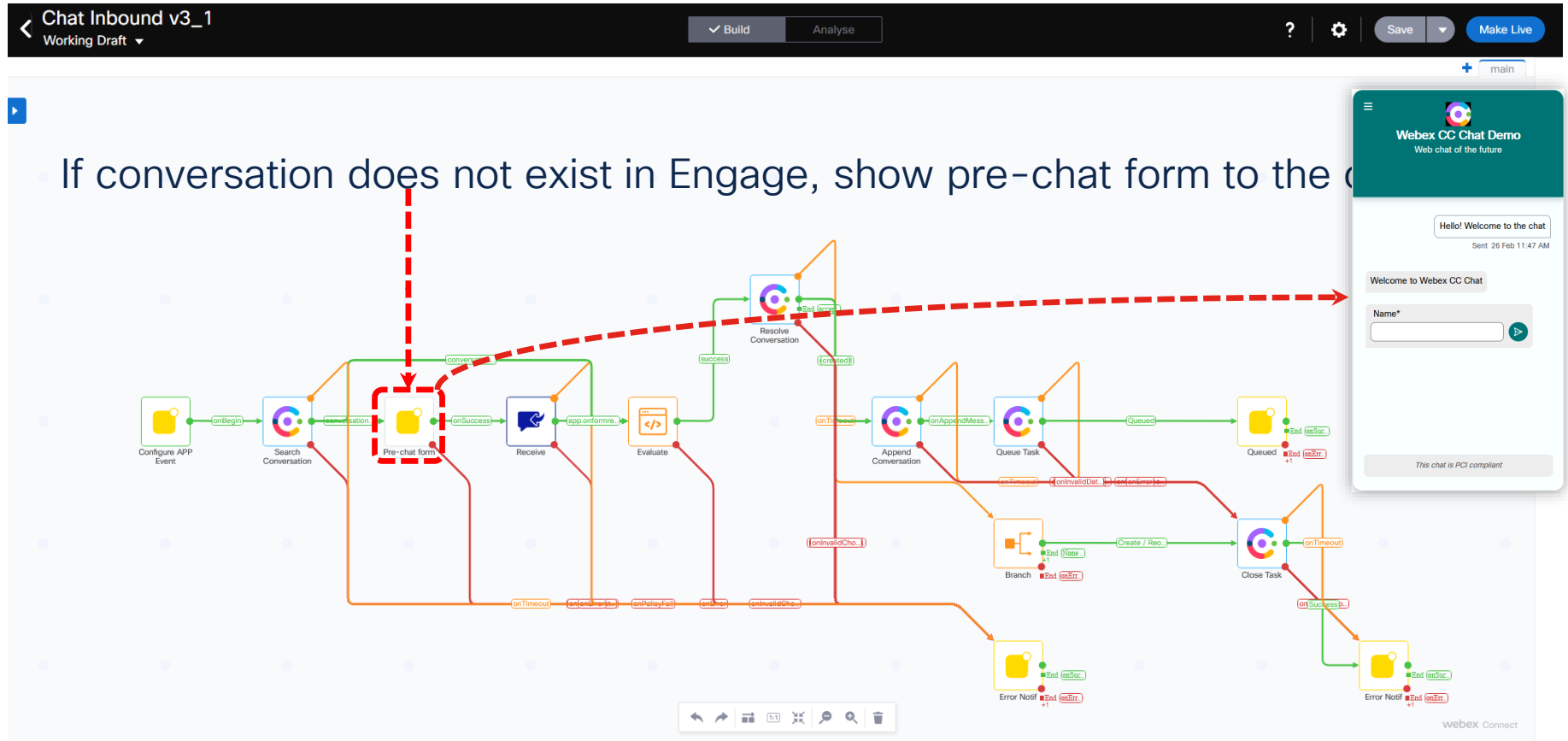
Save Make Live

- ✓ Start node is mapped to an Asset
- ✓ Flow is triggered by incoming message received via chat widget associated with the Asset





## Use Case – Route Web Chat to Agent cont'd





## Use Case – Route Web Chat to Agent cont'd

## Receive the data submitted by the customer via pre-chat form

[← Chat Inbound v3\\_1](#) Working Draft ▾ [✓ Build](#) [Analyse](#) ? ⚙️ [Save](#) ▾ [Make Live](#)

- ## Parse and evaluate chat form data or a message received from the customer:
- ✓ Variable mapping
  - ✓ Error checking
- 
- ```
graph LR
    Start([Configure APP Event]) -- onBegin --> Search([Search Conversation])
    Search -- conversation --> PreChat([Pre-chat form])
    Search -- conversation --> Receive([Receive])
    PreChat -- onSuccess --> Evaluate([Evaluate])
    Evaluate -- success --> Resolve([Resolve Conversation])
    Evaluate -- (onInvalidChp...) --> Append([Append Conversation])
    Evaluate -- (onInvalidChp...) --> Queue([Queue Task])
    Evaluate -- (onInvalidChp...) --> Close([Close Task])
    Evaluate -- (onInvalidChp...) --> Error1([Error Notif])
    Receive -- app.onForm... --> Evaluate
    Receive -- (onTimeout) --> Append
    Receive -- (onTimeout) --> Queue
    Receive -- (onTimeout) --> Close
    Receive -- (onTimeout) --> Error1
    Append -- onAppendMess... --> Queue
    Queue -- Queued --> Close
    Close -- onTimeout --> Error2([Error Notif])
    Close -- onSuccess --> End([End])
    Error1 -- #2sd (onErr) --> End
    Error2 -- #2sd (onErr) --> End
```

# Use Case – Route Web Chat to Agent cont'd

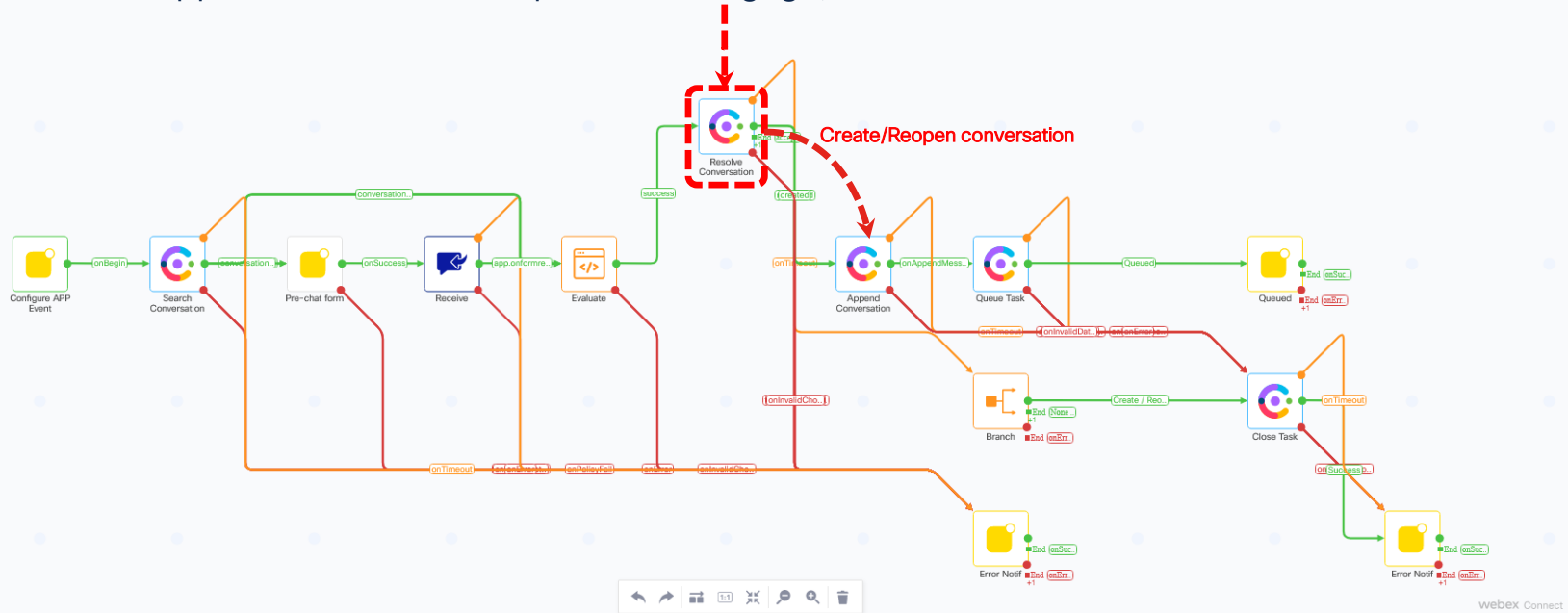
Chat Inbound v3\_1  
Working Draft

Build Analyse

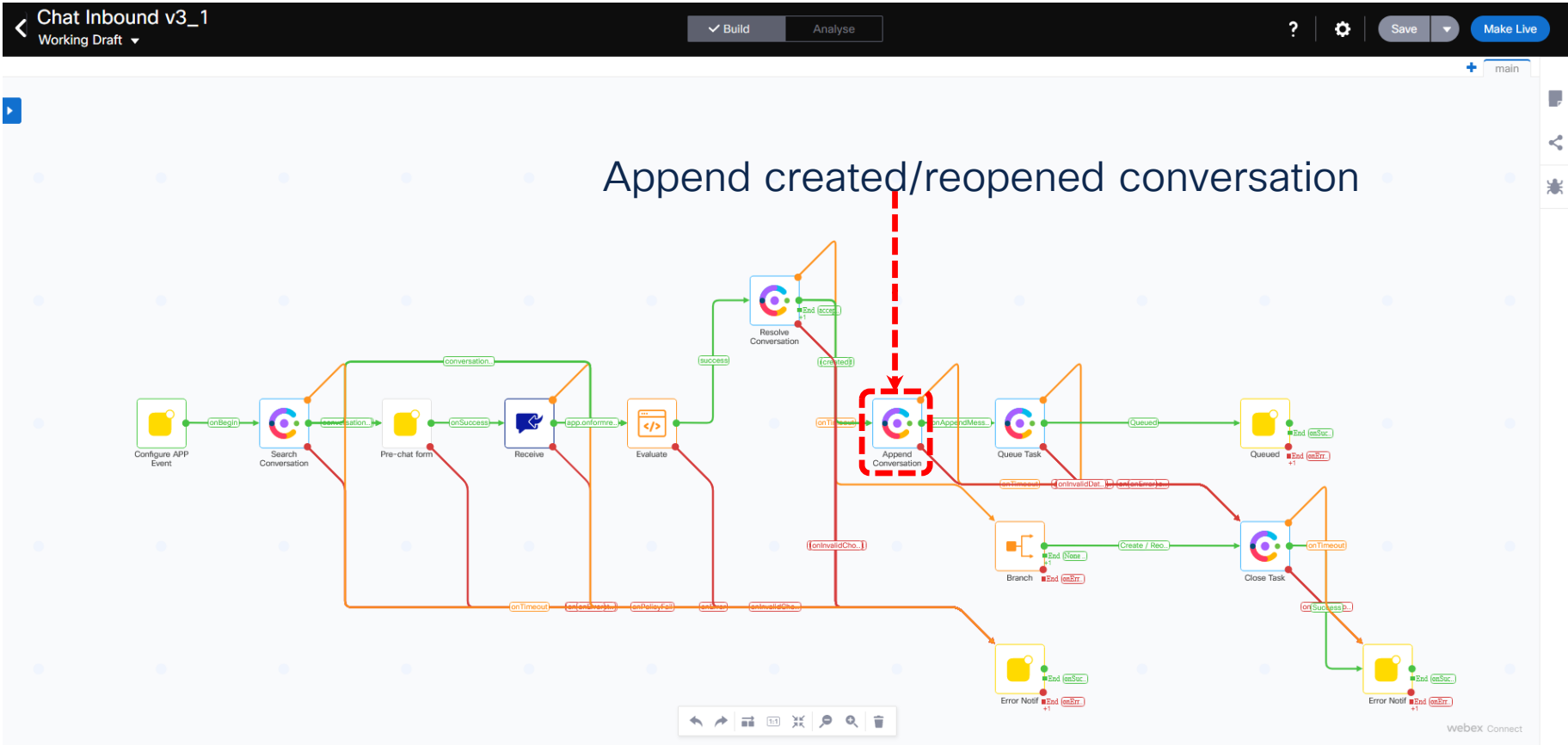
Save Make Live

## Resolve conversation:

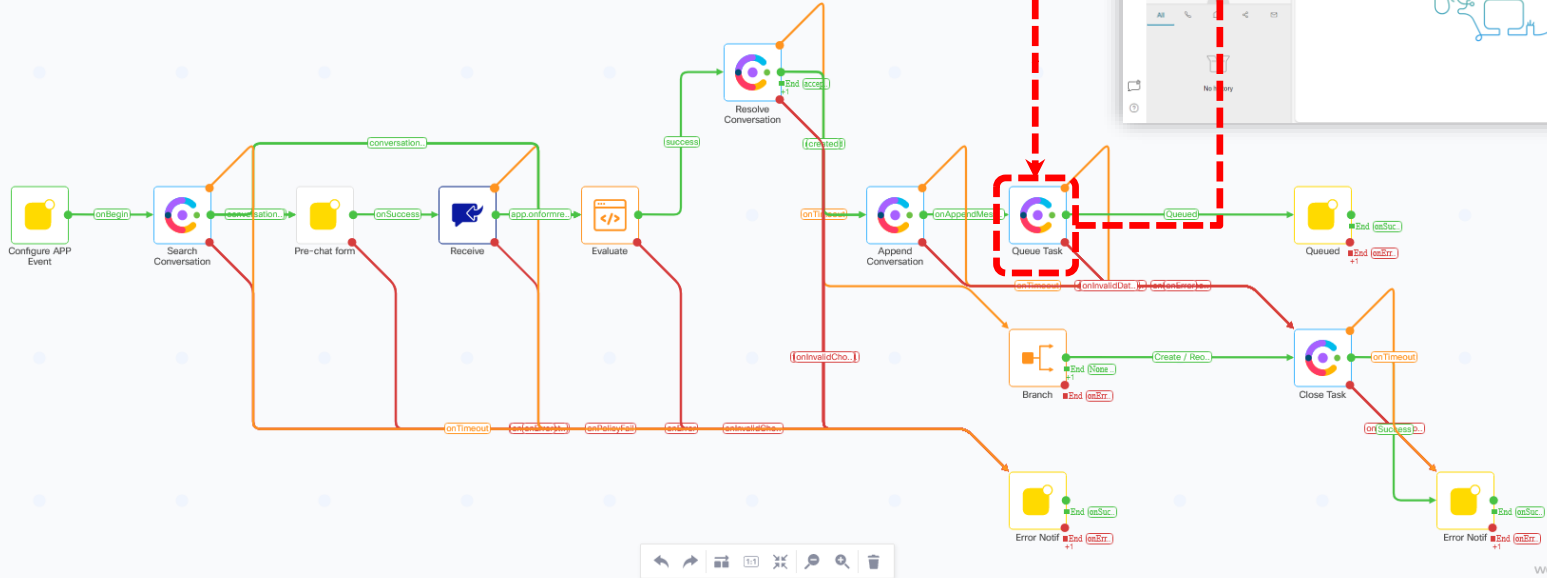
- ✓ Create or Reopen Conversation in Engage if absent, and create task in Webex CC
- ✓ Append Conversation if present in Engage, and end the flow



# Use Case – Route Web Chat to Agent cont'd



[← Chat Inbound v3\\_1](#) Working Draft ▾ [✓ Build](#) [Analyse](#) ? ⚙️ [Save](#) ▾ [Make Live](#)



# Use Case – Route Web Chat to Agent cont'd

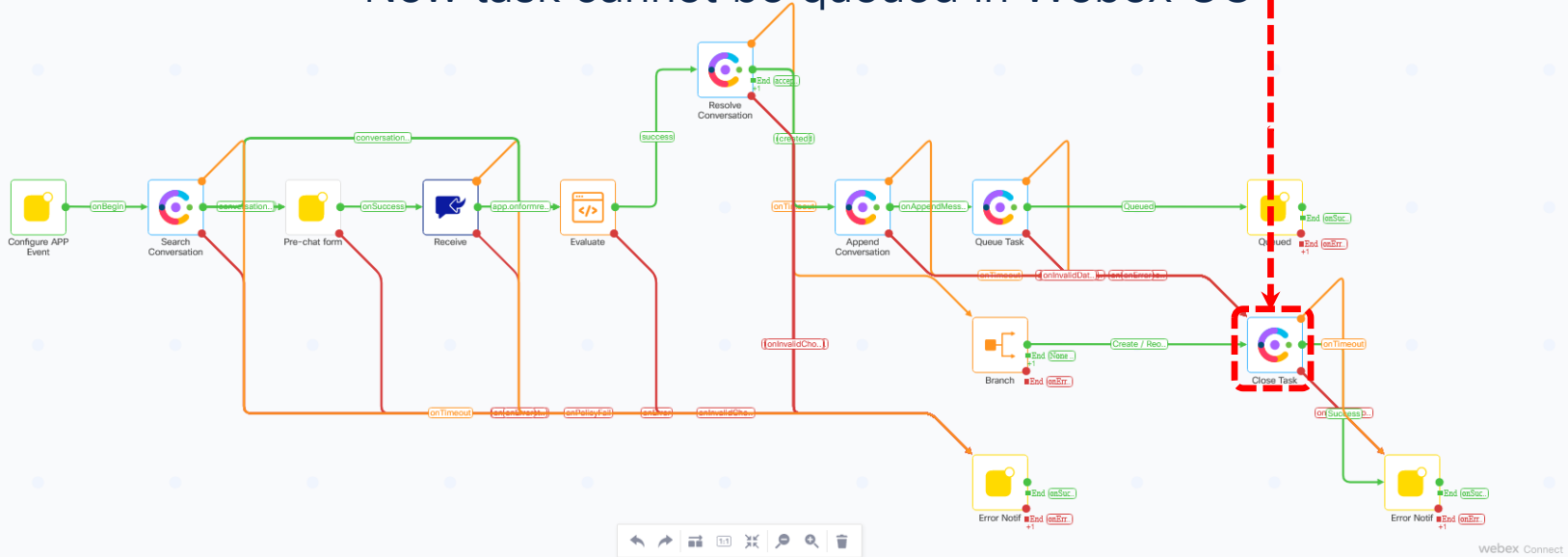
Chat Inbound v3\_1  
Working Draft

Build Analyse

? ⚙ Save Make Live

Close/delete the task in Webex CC if:

- ✓ Conversation cannot be created or reopened in Engage
- ✓ New conversation cannot be appended in Engage
- ✓ New task cannot be queued in Webex CC





# Use Case – Route Web Chat to Agent cont'd

Chat Inbound v3\_1  
Working Draft

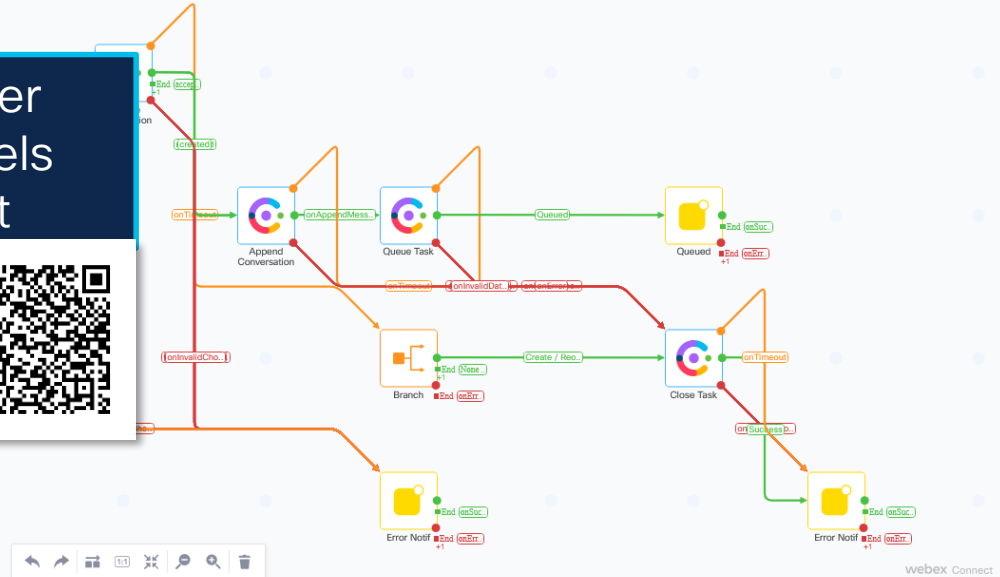
BuildAnalyse

?⚙️SaveMake Live

But wait...there's even more!

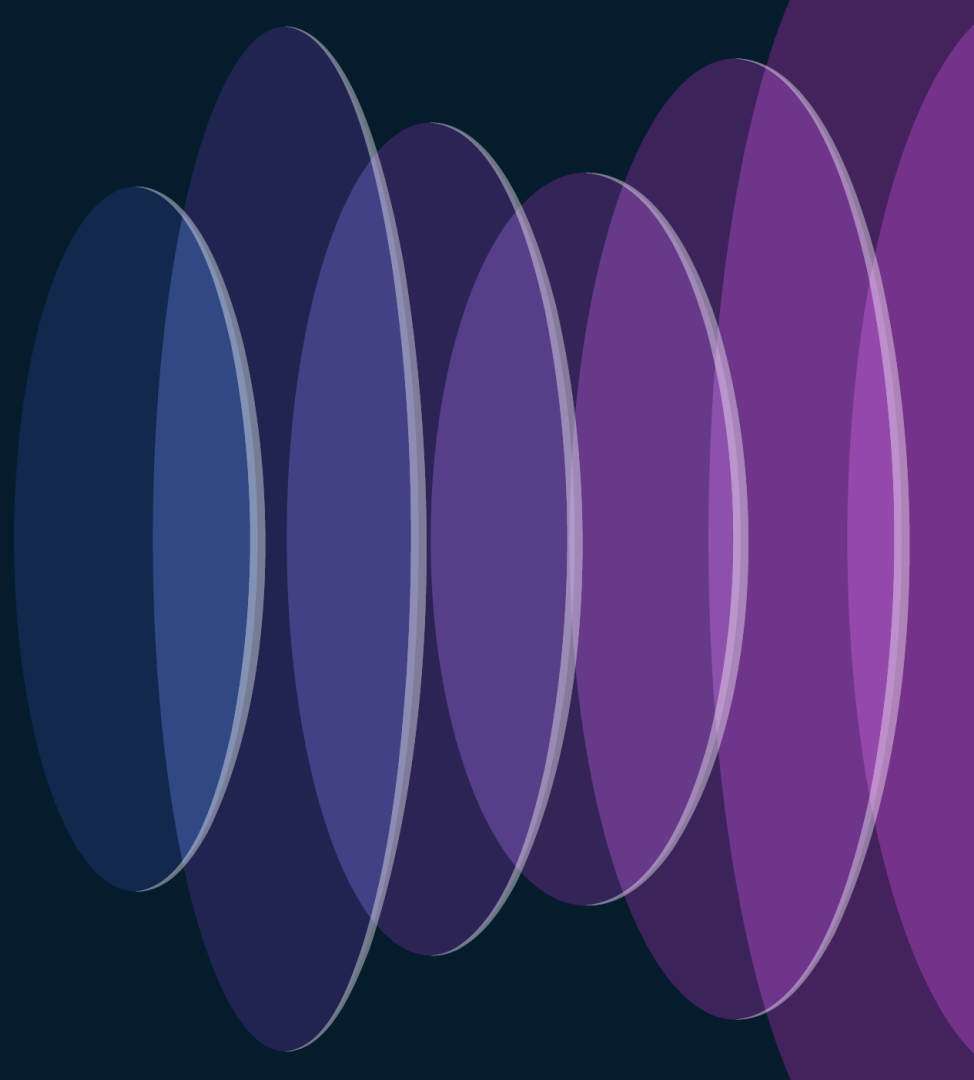
BRKCCT-2027: Contact Center Enterprise (CCE) digital channels powered by Webex Connect

Robert Rogier





# Agent Experience



# Webex Contact Center Agent Desktop – Tour

The screenshot displays the Webex Contact Center Agent Desktop interface. The top bar includes the 'Title and Logo' (Webex Contact Center), a 'Horizontal Header' with a news ticker ('NEWS: Apple to open first store in Malaysia as Asia'), and 'Webex Integration' controls. The main workspace is divided into several sections: 'Current interactions' on the left showing a list of active chats; 'Navigation Bar' on the far left with icons for various functions; 'History' on the bottom left showing a list of past interactions; 'Call Controls' on the right with buttons for Keypad, Mute, Hold, Consult, Transfer, Pause Recording, and End; 'Variables obtained from data dip' on the far right; and 'Journey Data Service' at the bottom center showing customer journey data for Carlos Guadamuz.

Webex Contact Center

Horizontal Header

Webex Integration

Current interactions

Navigation Bar

History

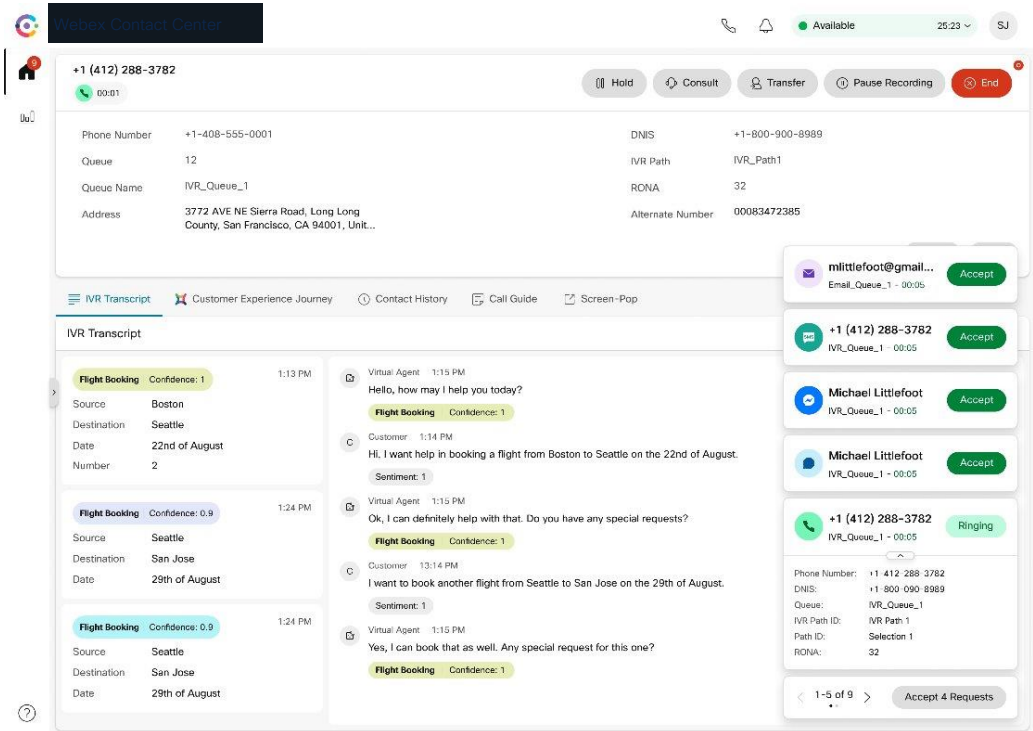
Call Controls

Variables obtained from data dip

Journey Data Service

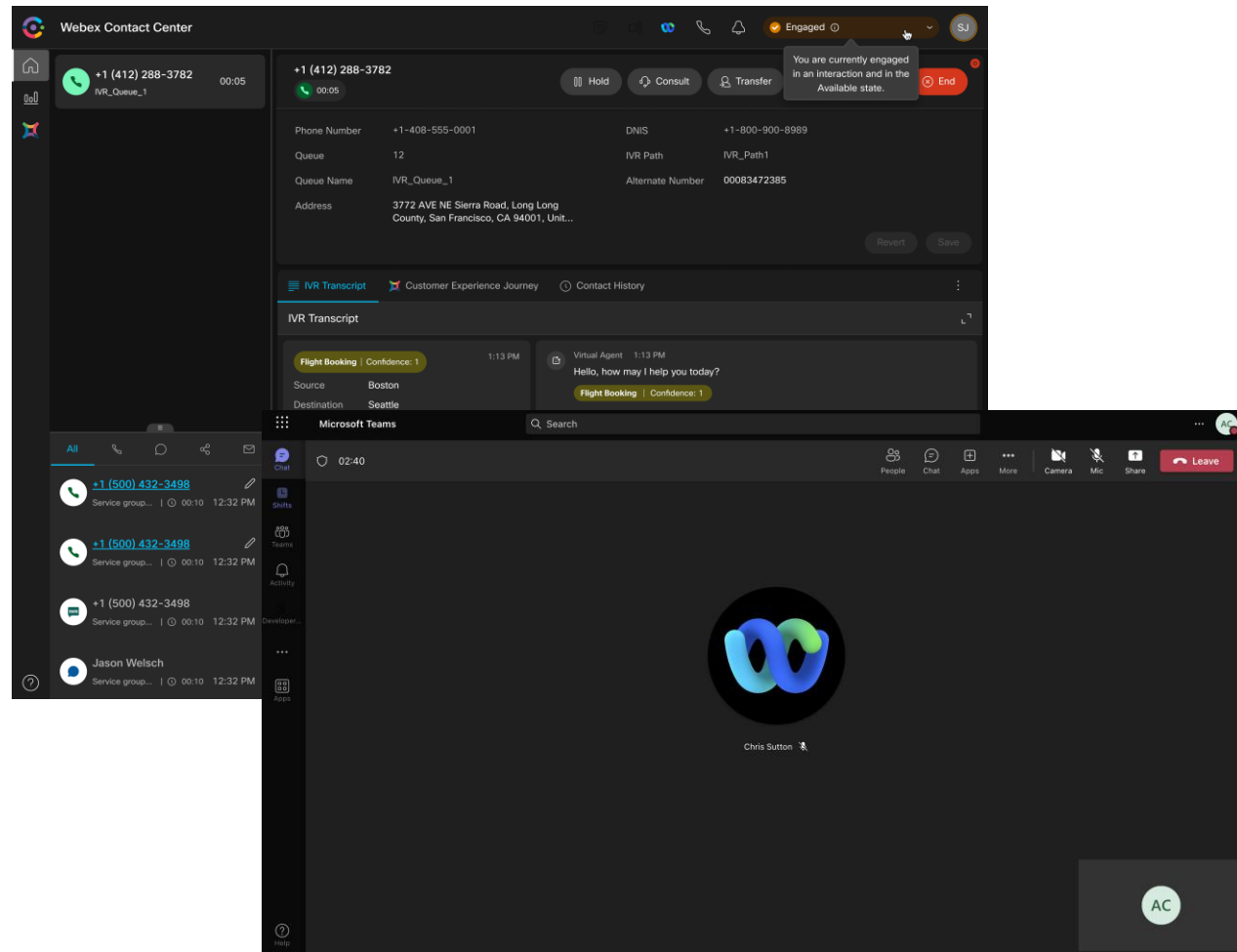
# Webex Contact Center Agent Desktop

- Enhanced agent productivity
  - State timers and call timers
  - Change Team without sign out
  - Screen-pop (via Flow Control configuration)
  - Shortcut keys
  - Notifications/alerts
    - Toaster notifications & popover
    - RONA popover
    - In-App notifications
    - Notification sound volume control
- Persistent call control
- Make outdial call from Available state
- CAD variable save for incoming calls
- View wrap-up reason in interaction history
- IVR transcript widget



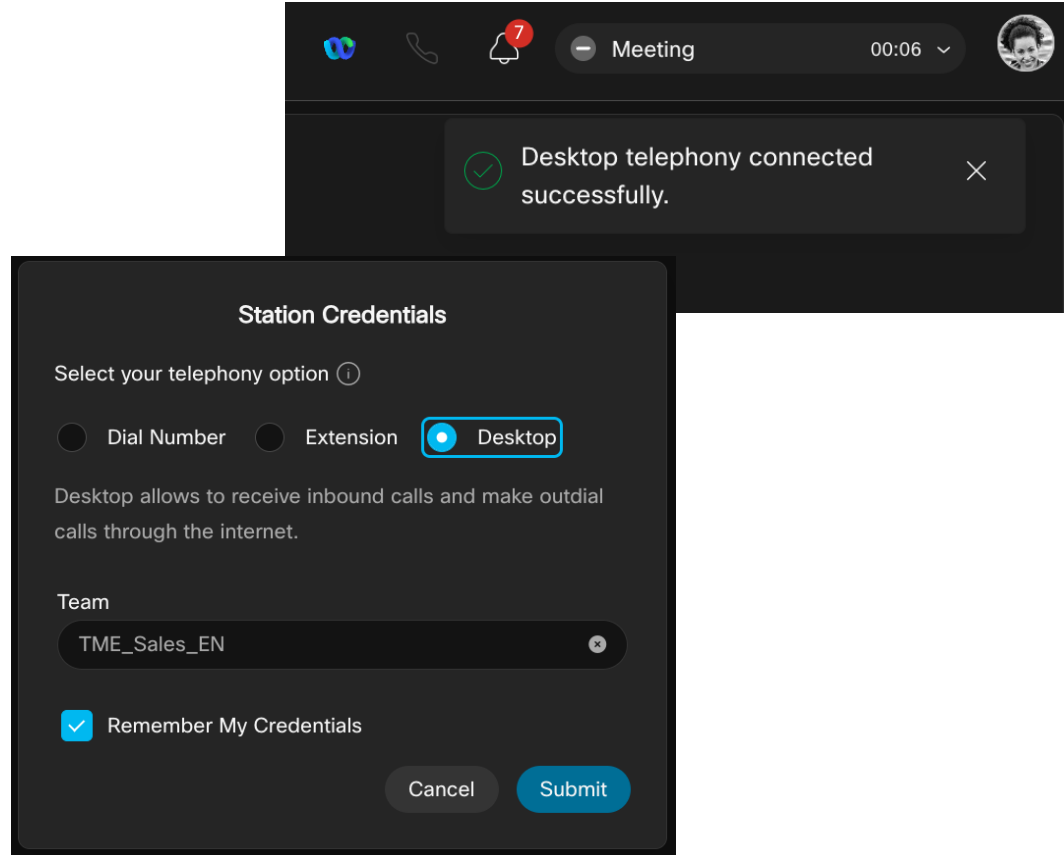
# Microsoft Teams Interoperability

- Skills-based routing of inbound calls from Microsoft Teams.
- MS Teams Directory Listing during Consult/Transfer and Presence Sync



# WebRTC Support

Answer calls without the need for a physical phone with WebRTC client for agent desktop.



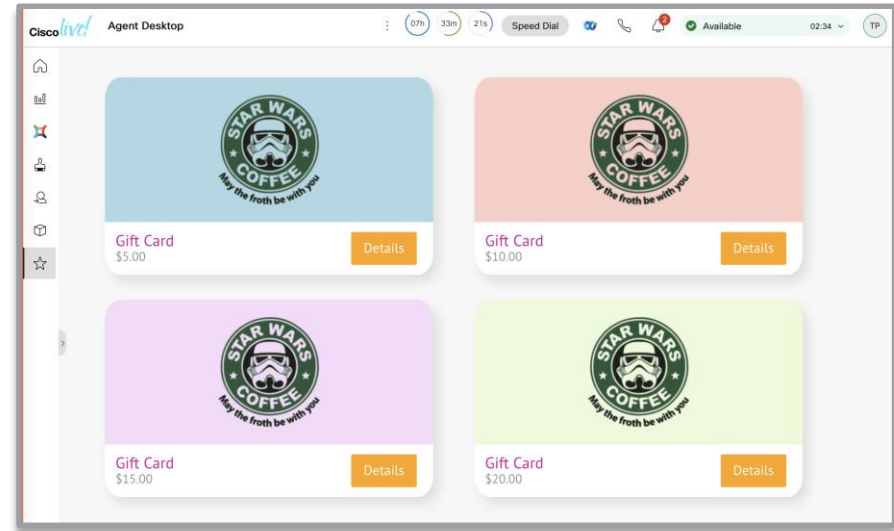
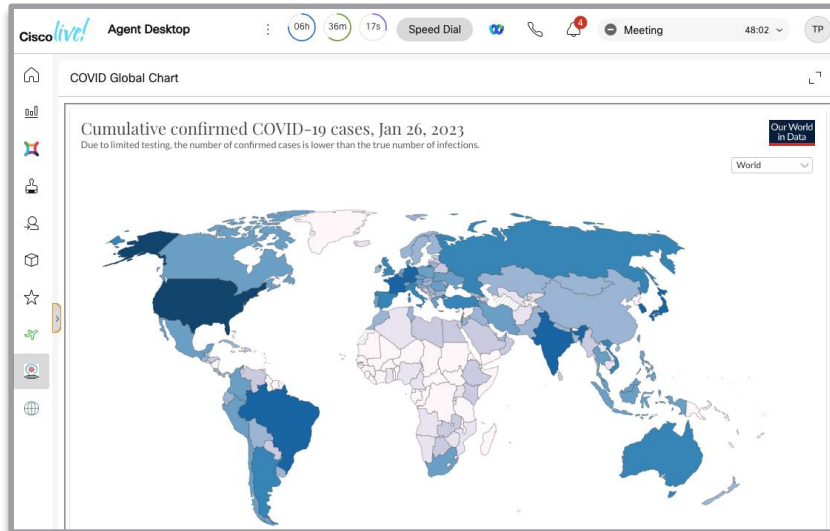
# Use Case: Customize Agent Desktop

**iFrame Based:** Provide link of webpage inside the layout in component “agentx-wc-iframe”

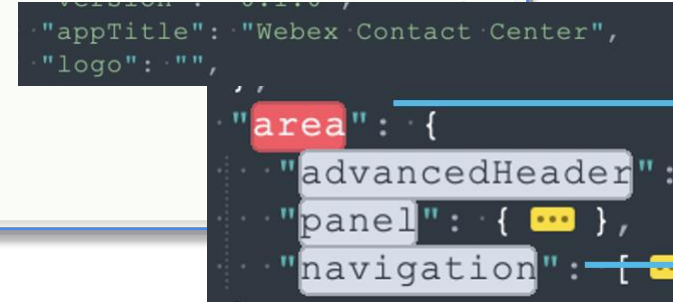
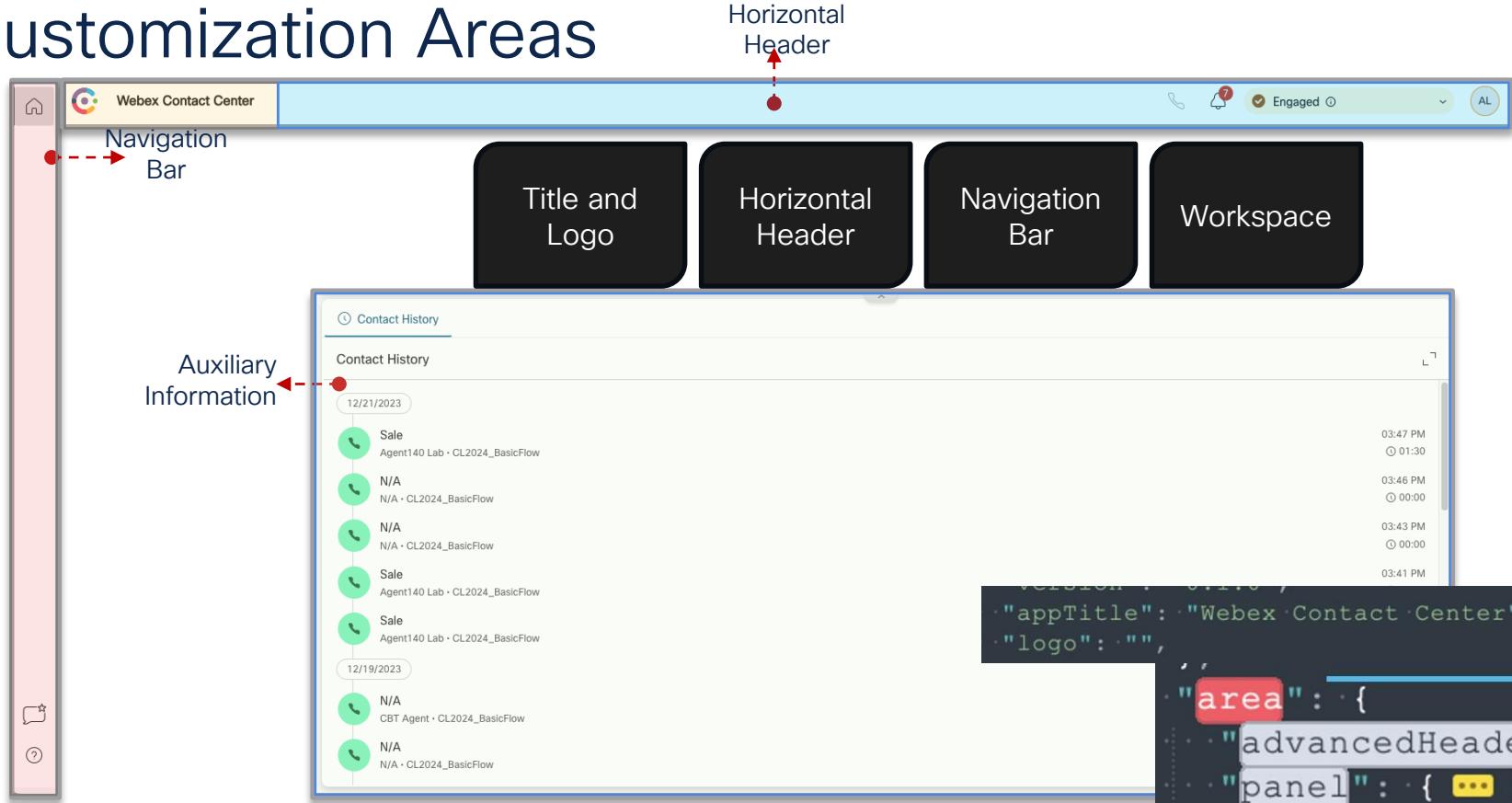
- Easily embedded existing web content
- Customize Size
- Can not use SDK or STORE data
- Requires Content security Policy (CSP)

**Web Component:** Write custom JS code, bundled and hosted in a location. Provide location in layout

- Fully Customizable
- Use SDK and STORE
- Requires development



# Customization Areas



# Areas of Customization – Nav Bar

Customized  
Logo & Title

Navigation  
Widgets  
(custom page)

This is a predefined area in the layout where navigation widgets are placed

This is the navigation icon and HTTPS custom page location, you can use the existing icons by setting "iconType": "momentum". Available icons in the collection: <https://momentum-design.github.io/momentum-design/en/tokens/icons/>.

Header Widgets

```
189 },
190   "navigation": {
191     "nav": {
192       "label": "Analyzer iFrame Widget",
193       "icon": "https://qaemailmedia.s3.amazonaws.com/d3116af2-20cd-4306-b471-0a44cc164388/AnalyzerReport_3323586588428918.png",
194       "iconType": "other",
195       "navigateTo": "iframe-widget",
196       "align": "top"
197     },
198   },
199   "page": {
200     "id": "iframe-widget",
201     "widgets": {
202       "left": {
203         "comp": "agentx-wc-iframe",
204         "attributes": {
205           "src": "https://analyzer-v2.wxcc-eu1.cisco.com/analyzer/view/visualization?tid=0a5fee99-004d-4f10-8676-42180de940f9&id=44172"
206         }
207       }
208     },
209     "layout": {
210       "areas": [{"left"}],
211       "size": {
212         "cols": [1],
213         "rows": [1]
214       }
215     }
216   },
217   "nav": {
```



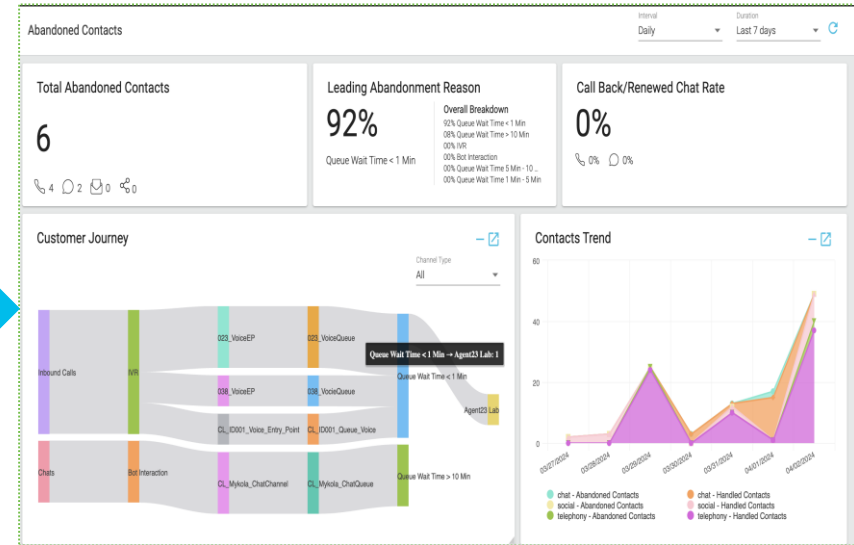
# Simpler Data Insights

## Default

| Summary Agent Stats - Historic Agent Stats - Realtime Agent Stats by State - Historic Agent Stats by State - Realtime More Tabs ^ |               |                         |            |                       |                                |
|-----------------------------------------------------------------------------------------------------------------------------------|---------------|-------------------------|------------|-----------------------|--------------------------------|
| Interval                                                                                                                          | Channel Type  | Queue Name              | # Contacts | Team Stats - Historic |                                |
| 03/27/2024 (5)                                                                                                                    | telephony (5) | Avinash_queue (1)       | 1          | 00                    | Team Stats - Realtime          |
|                                                                                                                                   |               | Jdiaz_Queue_1 (1)       | 1          | 00                    | Queue Stats - Historic         |
|                                                                                                                                   |               | Pratham_Voice_Queue (1) | 2          | 00                    | Queue Stats - Realtime         |
|                                                                                                                                   |               | SA_VoiceQ_2 (1)         | 1          | 00                    | Agent Outdial Stats - Historic |
|                                                                                                                                   |               | pratprak (1)            | 1          | 00                    | Agent Outdial Stats - Realtime |
| 03/28/2024 (2)                                                                                                                    | email (2)     | Geo_IML_Email_Q (1)     | 3          | 03                    |                                |
|                                                                                                                                   |               | aaberry_gmailQ (1)      | 1          | 02                    |                                |
| 03/30/2024 (1)                                                                                                                    | email (1)     | Geo_IML_Email_Q (1)     | 1          | 03                    |                                |
| 04/01/2024 (4)                                                                                                                    | email (1)     | aaberry_gmailQ (1)      | 2          | 02:00:01              |                                |
|                                                                                                                                   |               | aaberry_smsQ (1)        | 1          | 00:00:00              |                                |
|                                                                                                                                   | social (1)    | akgosain_voice_Q (1)    | 2          | 00:00:34              |                                |
|                                                                                                                                   |               | sdoddali_Q (1)          | 1          | 00:00:13              |                                |
| 04/02/2024 (2)                                                                                                                    | email (1)     | chmouli_imi_q (1)       | 1          | 00:00:00              |                                |
|                                                                                                                                   |               | aaberry_voiceQ (1)      | 1          | 00:00:00              |                                |



## Custom



# Layout of “iFrame Widget” sample

```
{
  "nav": {
    "label": "Analyzer iFrame Widget",
    "icon": "analysis-active",
    "iconType": "momentum",
    "navigateTo": "iframe-widget",
    "align": "top"
  },
  "page": {
    "id": "iframe-widget",
    "widgets": {
      "left": {
        "comp": "agentx-wc-iframe",
        "attributes": {
          "src": "https://analyzer-v2.wxcc-us1.cisco.com/analyzer/view/dashboard?tId=e56f00d4-98d8-4b62-a165-d05a41243d98&rId=-1181"
        }
      }
    },
    "layout": {
      "areas": [["left"]],
      "size": {
        "cols": [1],
        "rows": [1]
      }
    }
  }
},
```

[GitHub sample](#)



# Customer Journey Data Services (CJDS)



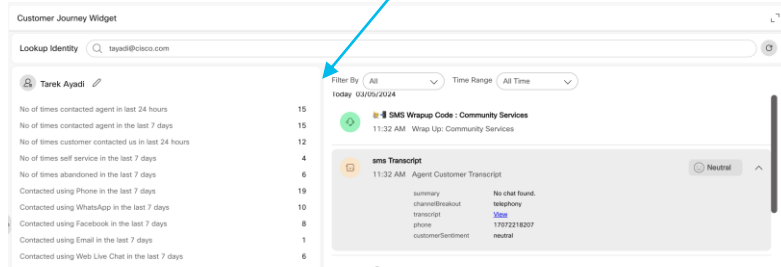
# Customer Journey Data Services (CJDS)



- Deliver consistent experiences across different channels.
- Make data-driven decisions for
- next-best-action.
- Provides agents with visual representation of a real time view of customer journey real-time insights

# Viewing Customer Journey Data Services

## Desktop View (CJDS Widget)



BRKCCT-2100: Accelerate Customer Engagement revenues and reduce customer friction

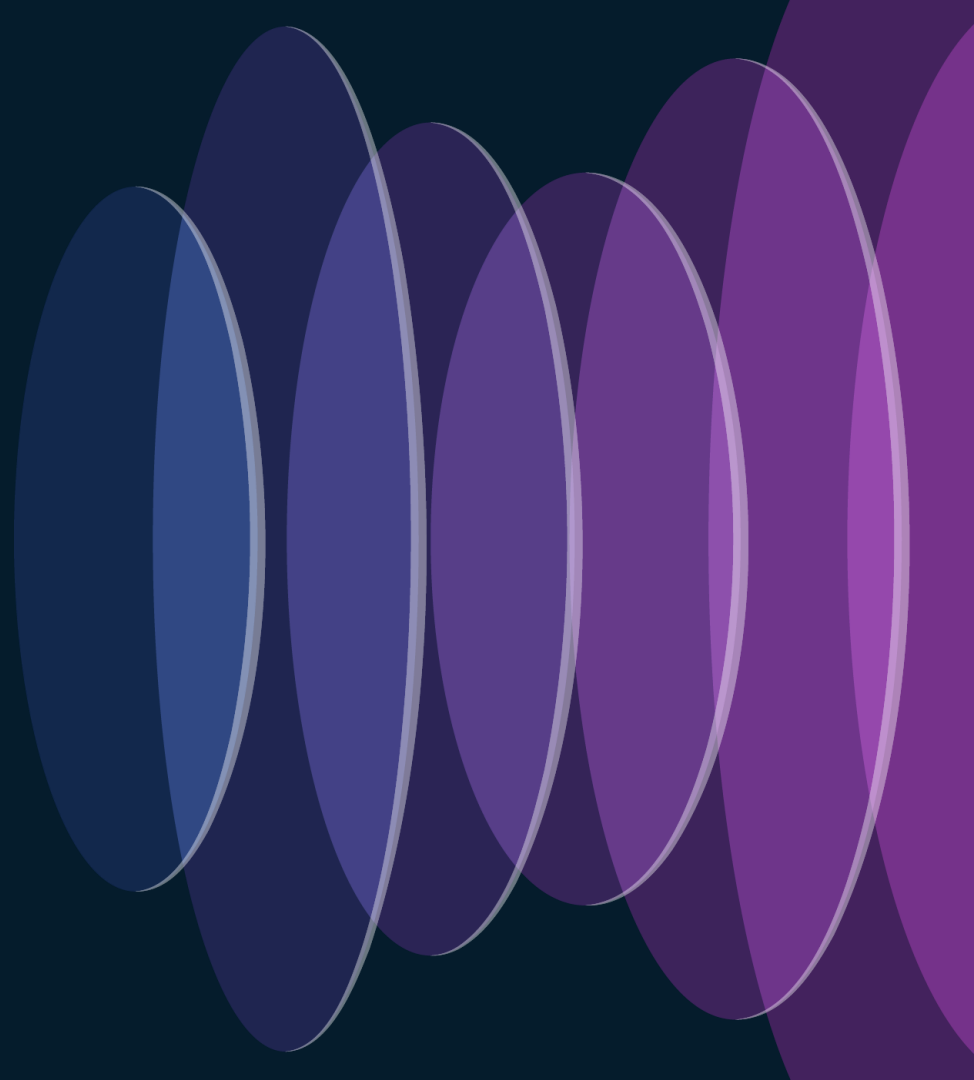
Barry McLellan



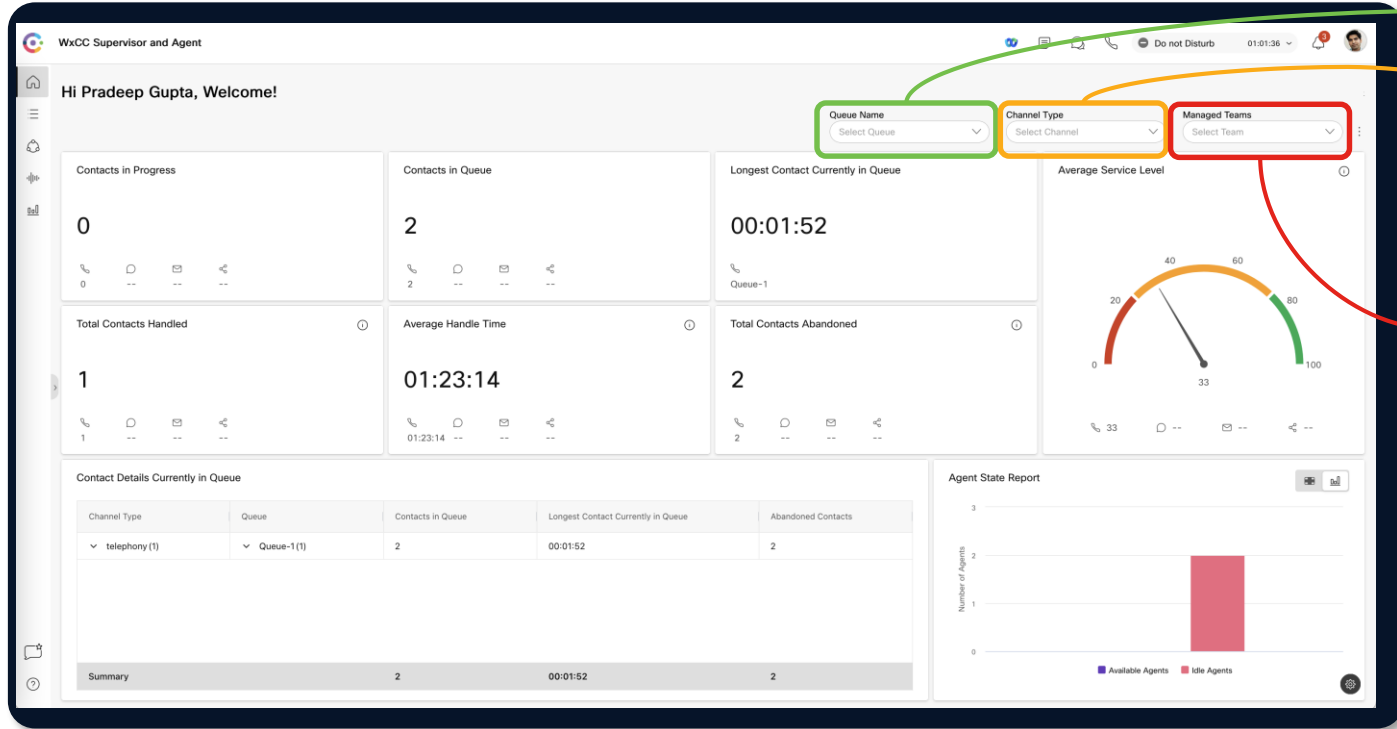
## Events Stream

- Localization
- Chronological journey
- Customizable data fields
- Clickable URL's
- Custom Icons and Colors
- Mark Events Hidden
- Filter by tags
- Support for emoji's
- Dynamic default filter
- Insert events from any platform
- Lookup Identity toggle

# Supervisor Experience



# Realtime queue data enables real-time decision making regarding Contact Center SLAs



Queue Name

Select Queue

- ☐ Select All
- ☐ Chat
- ☐ Email
- ☐ Outdial Queue-1

Channel Type

Select Channel

- ☐ Select All
- ☐ Voice
- ☐ Chat
- ☐ Email
- ☐ Social

Managed Teams

Select Team

- ☐ Select All
- ☐ MS Dynamics
- ☐ Team-Homepage
- ☐ TeamA
- ☐ TeamB

# Real time agent data helps supervisors empower agents with the help they need

The screenshot displays the 'Team Performance Details' interface. The main table lists three agents: Aashish Berry (AB), Adele Vance (AV), and Pradeep Gupta (PG). Aashish Berry is highlighted. Three pop-up windows are overlaid on the interface:

- Review and Monitor:** A window for Aashish Berry showing contact details (4085607152), queue (Queue-1), and status (Connected). It includes a 'Start Monitoring' button.
- Message:** A window for Aashish Berry with the text: 'You need to lower your Handle Time. Do you need some help?'. It includes 'Discard' and 'Send' buttons.
- Agent State Selection:** A window showing a search bar and a list of agent states: Available (checked), Break, Callback, Do not Disturb, Lunch Time, and Meeting.

Arrows indicate the flow of interaction: a green arrow from the 'Review and Monitor' window to the 'Start Monitoring' button, a red arrow from the 'Message' window to the 'Send' button, and a yellow arrow from the 'Agent State Selection' window to the 'Available' state.

| Agent Name       | Agent State    |
|------------------|----------------|
| AB Aashish Berry | Available      |
| AV Adele Vance   | Available      |
| PG Pradeep Gupta | Do not Disturb |

| Contact Status | Time in Contact | Total Contact Dur... | Sign in Time       | Actions |
|----------------|-----------------|----------------------|--------------------|---------|
| Connected      | 00:01:47        | 00:04:05             | 2/19/2024, 9:19 AM |         |
| -              | -               | -                    | 2/19/2024, 9:35 AM |         |
| -              | -               | -                    | 2/19/2024, 9:19 AM |         |

- Available
- Break
- Callback
- Do not Disturb
- Lunch Time
- Meeting



# Post Interaction Insights

- Supervisors can filter recordings based on a date & time range (no more than 30 days).
- Review and Playback call recordings from Supervisor Desktop for agent analysis and training.

The screenshot displays the WxCC Supervisor and Agent interface. The 'Recordings' section shows a table of call recordings. A red circle highlights the 'Filters' button in the top right corner of the table. A red arrow points from this button to a 'Filters' modal window. Another red arrow points from the 'Actions' column of the first row to a 'Recording Playback' modal window.

**Recordings Table:**

| Session ID                           | Queue   | Team          | Agent         | ANI        | DNIS         | Duration | Wrap Up Codes | Date                 | Actions         |
|--------------------------------------|---------|---------------|---------------|------------|--------------|----------|---------------|----------------------|-----------------|
| 15824b47-698a-4bb7-91c0-985ed40cf1a9 | Queue-1 | Team-Homepage | Aashish Berry | 4085607152 | +15307344001 | 00:10:25 | Completed     | 19/2/2024 9:31:44 am | [Filter] [Play] |
| 3bef0a9b-3bf2-4997-a6c4-022f5c5077b9 | Queue-1 | Team-Homepage | Aashish Berry | 4085607152 | +15307344001 | 00:00:07 | Redirected    | 18/2/2024 5:34:43 pm | [Filter] [Play] |
| 5643ac18-a8fd-4066-be60-d8196773e46a | Queue-1 | Team-Homepage | Aashish Berry | 4085607152 |              |          |               | 18/2/2024            | [Filter] [Play] |
| 26993be1-88ad-425d-ba8b-e66f2fa5ff89 | Queue-1 | Team-Homepage | Aashish Berry | 4085607152 |              |          |               | 18/2/2024            | [Filter] [Play] |
| a8cda201-dc4b-474c-bf3d-89f89c6df1ec | Queue-1 | Team-Homepage | Aashish Berry | 4085607152 |              |          |               | 18/2/2024            | [Filter] [Play] |
| 85244802-7885-46b9-bfcd-4cdcc5761853 | Queue-1 | Team-Homepage | Aashish Berry | 4085607152 |              |          |               | 18/2/2024            | [Filter] [Play] |

**Filters Modal:**

Date Range ( )

Start Date: 2024-02-01T11:25:19+05:00

End Date: 2024-02-19T11:25:18+05:00

February 2024

11 : 25 : 19 AM

**Recording Playback Modal:**

Session ID: 15824b47-698a-4bb7-91c0-985ed40cf1a9

ANI: 4085607152

Agent: Aashish Berry

Start Time: 19/2/2024 9:34:03 am

End Time: 19/2/2024 9:44:28 am

0:00 / 10:24

Close

Recording Management module should be enabled for the supervisor profile

# Post Interaction Insights..But wait there's more!

- Supervisors can filter recordings based on a date & time range (no more than 30 days).
- Review and Playback call recordings from Supervisor Desktop for agent analysis and training.

The screenshot displays the WxCC Supervisor and Agent interface. The 'Recordings' section shows a table with columns: Session ID, Queue, Team, Agent, ANI, DNIS, Duration, Wrap Up Codes, Date, and Actions. A red circle highlights the 'Filters' button in the top right of the table. An orange arrow points from the 'Filters' button to a 'Recording Playback' modal window. The modal window displays the following details:

- Session ID: 15824b47-698a-4bb7-91c0-985ed40cf1a9
- ANI: 4085607152
- Agent: Aashish Berry
- Start Time: 19/2/2024 9:34:03 am
- End Time: 19/2/2024 9:44:28 am

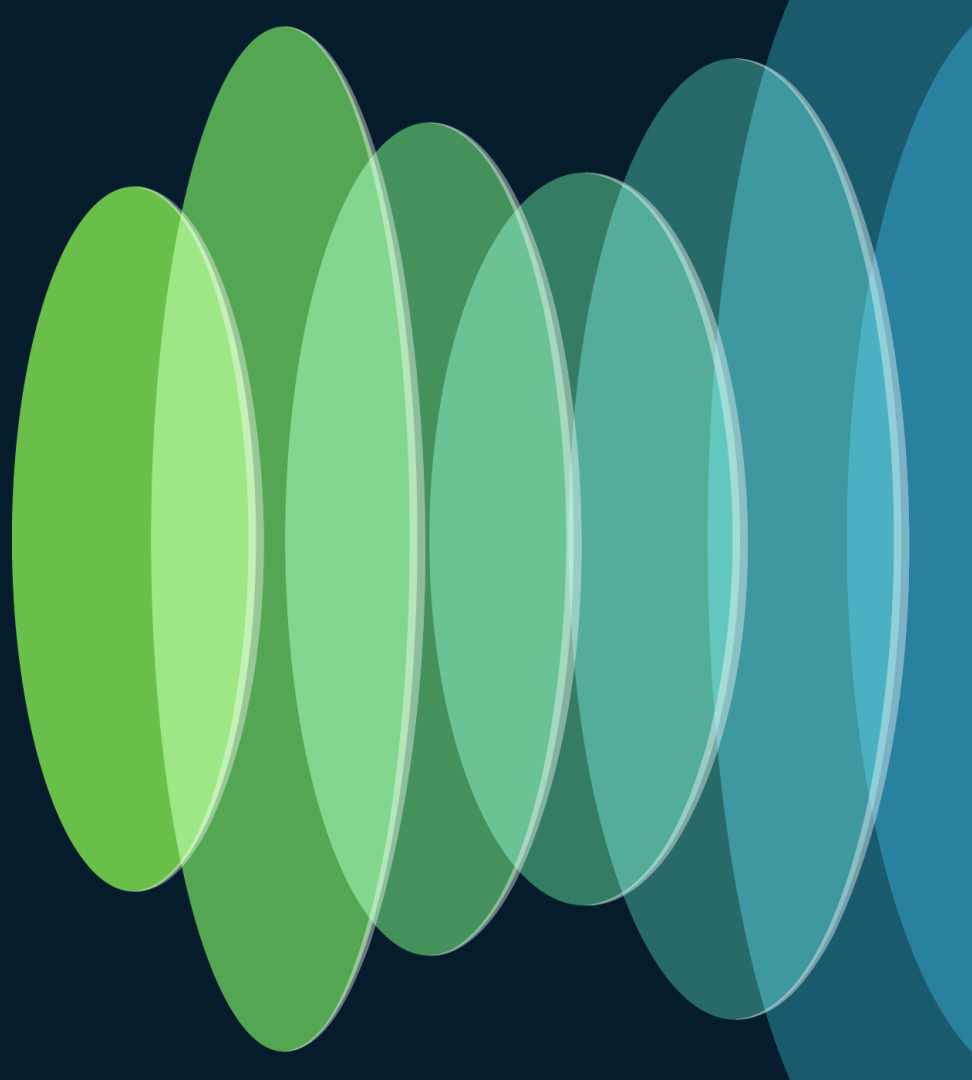
A video player interface is visible at the bottom of the modal, showing a progress bar at 0:00 / 10:24. A 'Close' button is located at the bottom right of the modal.

**BRKCCT-1008: Empowering Agents and Supervisors for Customer Service Excellence**

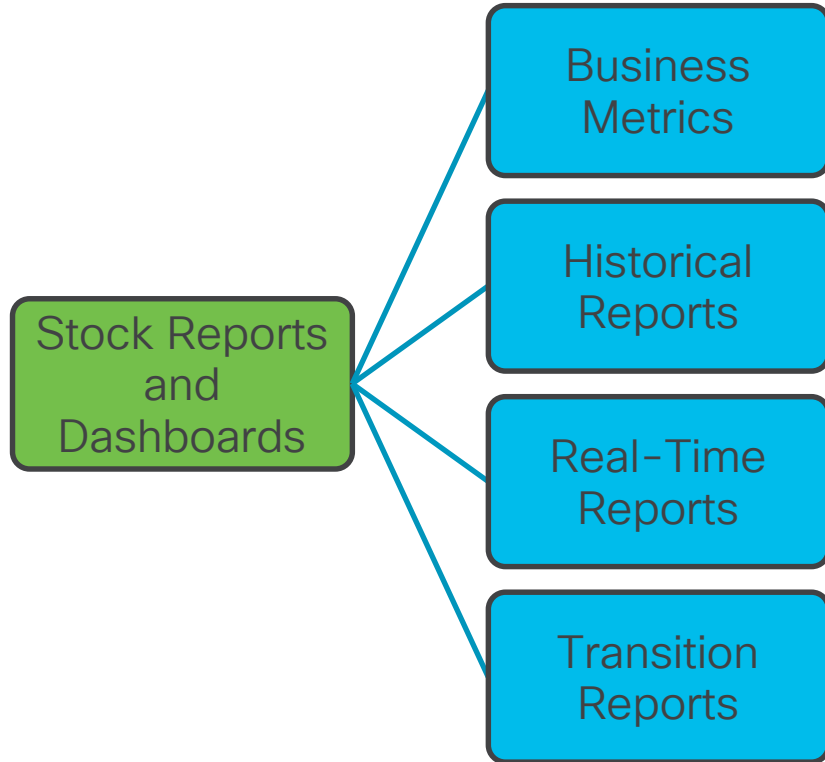
Janani Ramakrishnan  
*cisco Live!*

#CiscoLive BRKCCT-1030 © 2024 Cisco and/or its affiliates. All rights reserved. Cisco Public 62

# Reporting



# Stock: Reports and Dashboards



- 100+ Stock reports and 25+ stock dashboards
- Table, Chart and Card Formats
- Run, Create a copy, Schedule, Download options
- The timestamps on all the reports are shown as per the browser or Tenant time zone.
- Editable and Locked Definitions
- 36 Month data retention

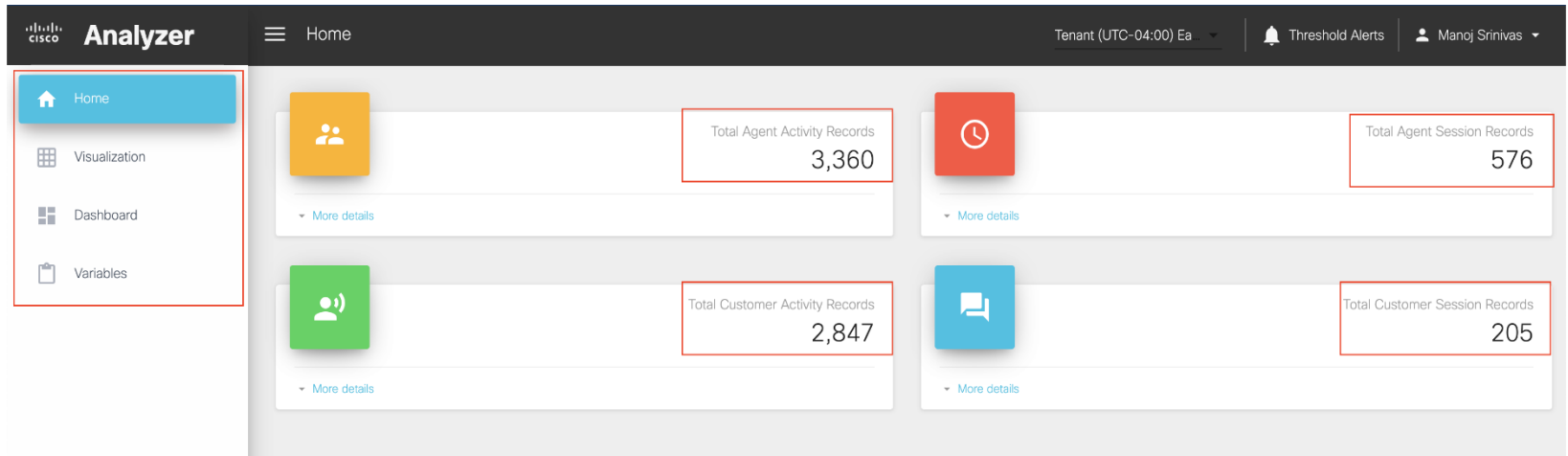
# Analyzer

- Analyzer mines real-time and historical data from Webex Contact Center data sources to generate specific business views.

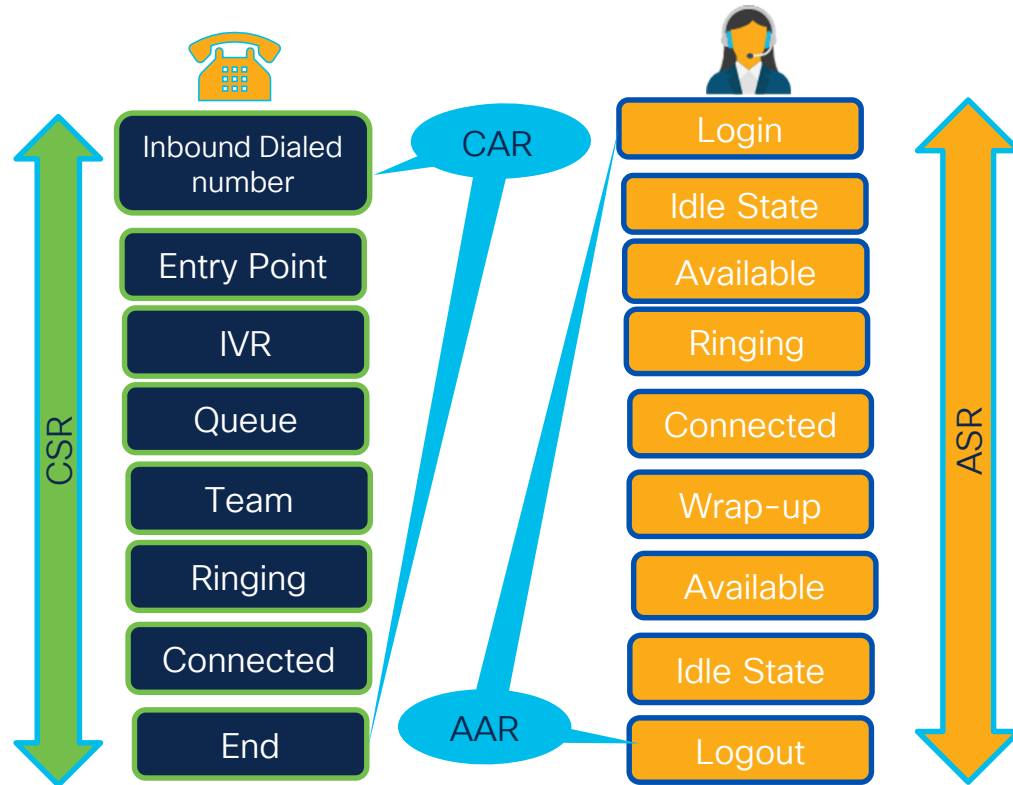
- 4 different tabs: “Home”, “Visualization”, “Dashboard” and “Variables”
- 4 types of data repositories:

Customer Session Records  
Customer Activity Records

Agent Session Records  
Agent Activity Records



# Analyzer Repositories



## Customer

- Customer Session Record (CSR)
- Customer Activity Record (CAR)

## Agent

- Agent Session Record (ASR)
- Agent Activity Record (AAR)

# Transition Reports

- Cisco provides a smoother transition for UCCX customers with a set of stock reports that resemble the look & feel of major UCCX reports.
- In total, **9 stock reports** are available:
  - Abandoned Call Detail Activity Report
  - Agent Call Summary Report
  - Agent Detail Report
  - Agent summary Report
  - Application Summary Report
  - CSQ Activity Report by Window Duration
  - CSQ Agent Summary Report
  - CSQ All fields Report
  - Multi Channel Agent Summary Report
- The reports are **now** enabled by default.

## BRKCCT-1110: Webex Contact Center Analyzer – Data, Analytics, Reporting



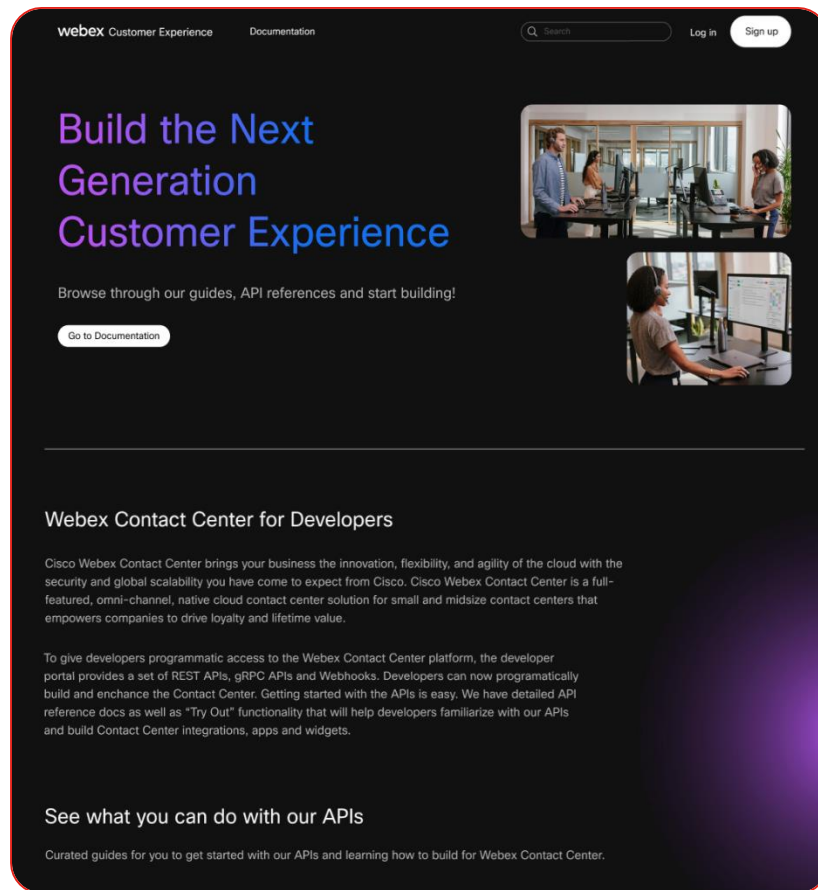
Jerad Cockraft



# Webex Contact Center APIs

For access to the latest API developments, click below for the link to the Webex customer experience developer portal:

<https://developer.webex-cx.com/>



The screenshot shows the Webex Customer Experience Developer Portal. At the top, there's a navigation bar with 'webex Customer Experience' and 'Documentation' links, a search bar, and 'Log in' and 'Sign up' buttons. The main heading is 'Build the Next Generation Customer Experience' in a large, stylized font. Below this, a subheading reads 'Browse through our guides, API references and start building!' with a 'Go to Documentation' button. Two images show people working at computers. The section 'Webex Contact Center for Developers' follows, with a paragraph about the platform's innovation and flexibility. Below that, another paragraph describes the developer portal's features, including REST APIs, gRPC APIs, and Webhooks. The final section, 'See what you can do with our APIs', includes a link to 'Curated guides for you to get started with our APIs and learning how to build for Webex Contact Center.'



# APIs Available today

Configuration

Reporting

Agent/Supervisor

Contact Control

Events

# APIs Available today



# APIs Available today



## Desktop Experience:

### DESKTOP EXPERIENCE

- Multimedia Profiles
- Outdial ANI
- Desktop Layouts
- Dial Plans
- Address Books
- Desktop Profiles
- Idle/Wrap-up Codes

## User Management:

### USER MANAGEMENT

- Sites
- Skill Definitions
- Skill Profiles
- Teams
- User Profiles**
- Contact Center Users

## Customer Experience:

### CUSTOMER EXPERIENCE

- Channels
- Queues
- Business Hours
- Audio Prompts
- Flows
- Call Recording Schedul...

# APIs Available today



## Desktop Experience:

- Multimedia Profile
- Outdial ANI
- Contact Number
- Desktop Layout
- Dial Plan
- Address Book
- Desktop Profile
- Auxiliary Code
- Work Types

## User Management:

- Site
- Skill
- Skill Profile
- Team
- User Profile
- Users

## Customer Experience:

- Entry Point
- Dial Number
- Contact Service Queue
- Business Hour
- Holiday List
- Overrides
- Audio Files
- Flow
- Global variables

# APIs Available today

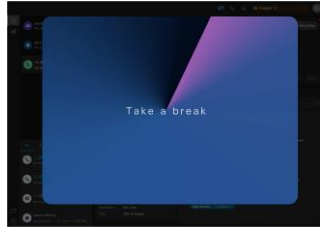


## Search API:

GraphQL endpoint to query declarative data fetching.

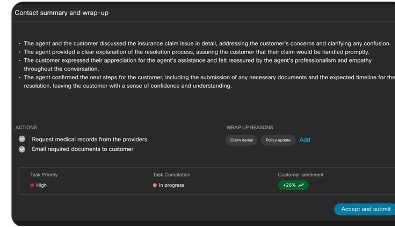
- Verbosely query data
- Return only the data you need
- Can return
  - value of
  - aggregation
  - a combination of both

# Make agents, supervisors, and businesses more effective with the Webex Assistant



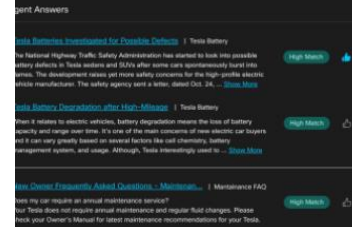
Agent wellbeing with  
agent burnout detection

BETA Q1 CY24



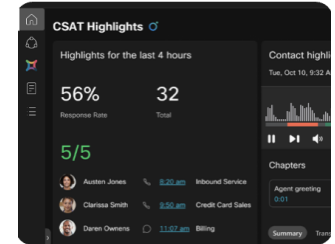
Automatic conversation  
summaries & recommended  
next actions

BETA Q3 CY24



Proprietary agent  
answers & suggested  
responses

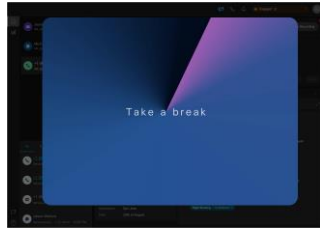
BETA Q4 CY24



Coaching highlights  
for supervisors

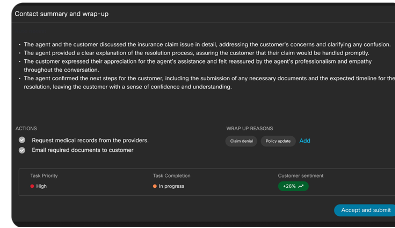
BETA Q4 CY24

# Make agents, supervisors, and businesses more effective with the Webex Assistant



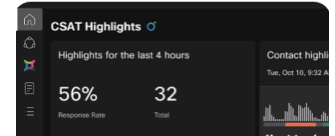
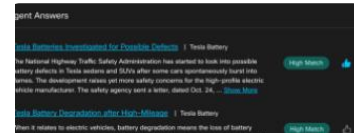
Agent wellbeing with  
agent burnout detection

BETA Q1 CY24



Automatic conversation  
summaries & recommended  
next actions

BETA Q3 CY24

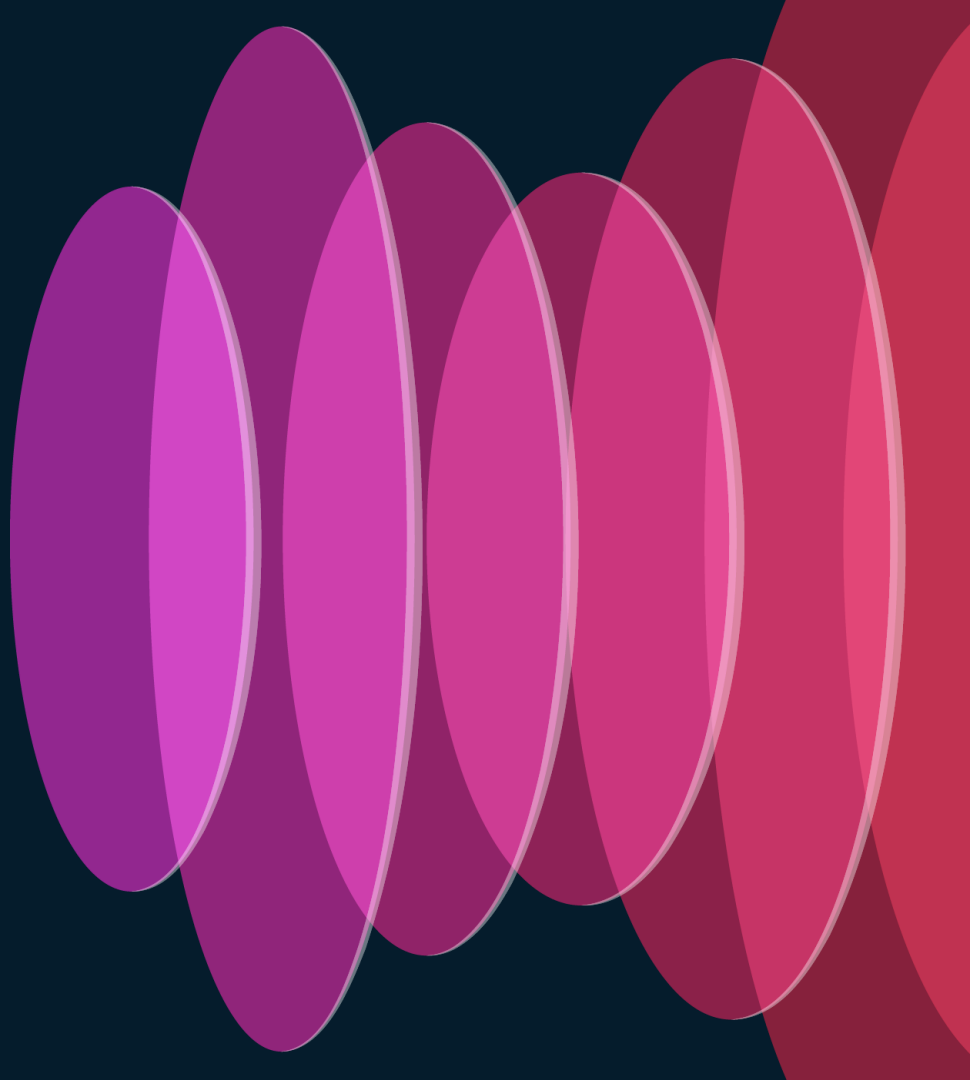


BRKCCT-2030: AI for the contact  
center

Arunabh Bhattacharjee  
Padmini Krishnan



# Scheduling a callback





# Scheduling a callback

## Use case:

Agent wants to schedule a callback for a customer.

Customer wants to schedule a callback for a different day instead of waiting in queue.

## Features used:

Webex Connect Webhook

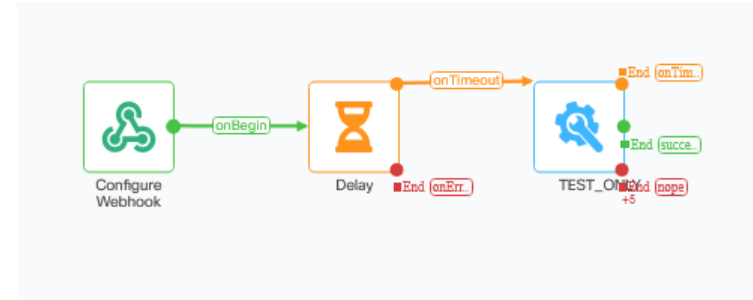
Digital Flow Builder

## APIs used:

Task

# Scheduling a callback

- Webhook accepts
  - Caller's name
  - Callback Time
  - Callback Number
- Delay
  - Holds flow until callback time is reached
- Call Task API
  - Callback Number
  - Caller Name as attribute
  - Entry Point ID to execute flow from



```
{  
  "destination": "${param1}",  
  "entryPointId": "dd0ece6a-9c2b-4541-9709-0af9bad7c242",  
  "attributes": {"customerName": "${param2}"},  
  "outboundType": "EXECUTE_FLOW",  
  "mediaType": "telephony"  
}
```

# Scheduling a callback

- The user fills out the information
- The form data gets parsed, and the date is formatted to be accepted by the webhook
- The request is sent to the webhook

## Scheduled Callback

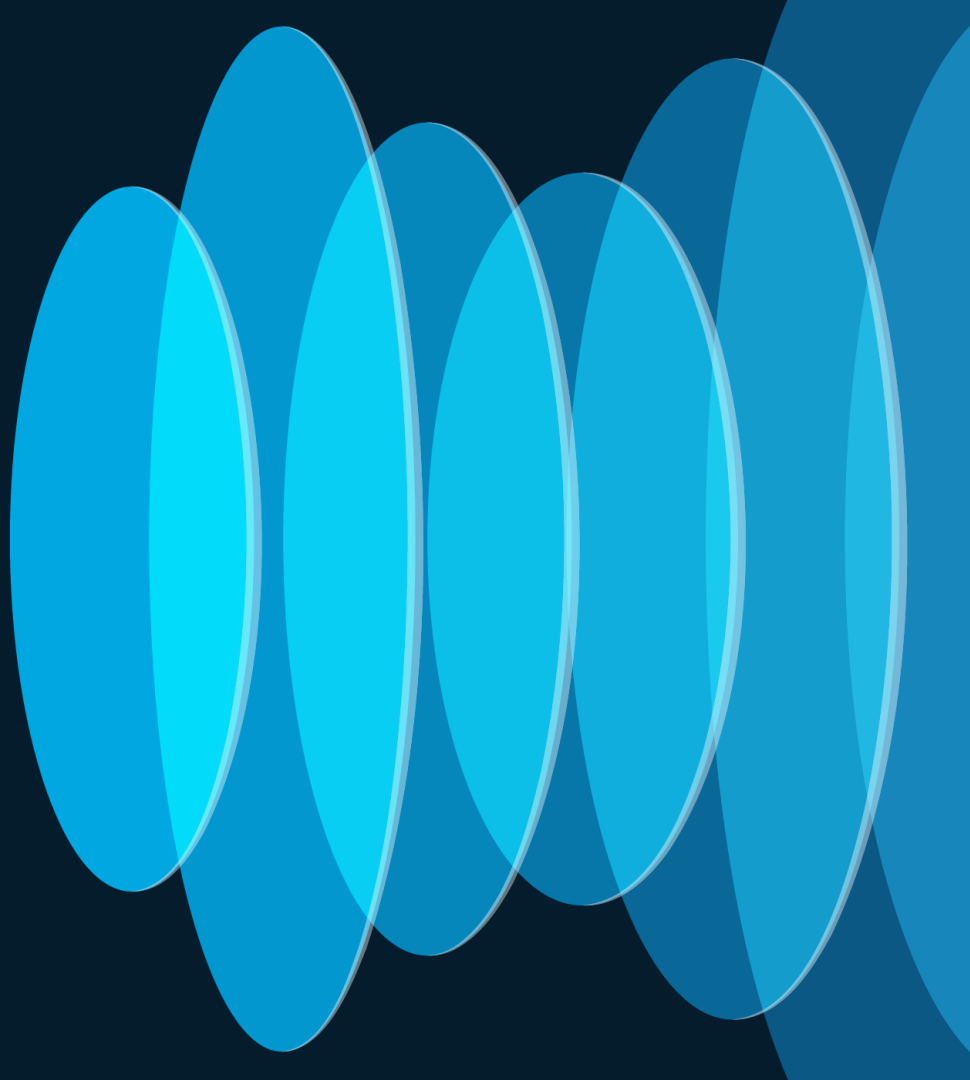
Name

Phone

Time  Date

```
<script>
function sendIt() {
  // Parse form entry into a date
  let cdate = new Date(document.forms.cb.date.value + "T" + document.forms.cb.time.value)
  // convert to GMT and format for webhook
  let cbTime = new Intl.DateTimeFormat('en-GB', {
    dateStyle: 'short', timeStyle: 'long', hourCycle: 'h24', timeZone: 'UTC'
  }).format(cdate).replaceAll("/", "-").replace(" ", "").slice(0,19)
  let myHeaders = new Headers();
  myHeaders.append("Content-Type", "application/json");
  // Create body with for details and formatted time
  let raw = JSON.stringify({
    "Name": document.forms.cb.name.value,
    "Number": document.forms.cb.phone.value,
    "Time": cbTime
  });
  let requestOptions = {
    method: 'POST',
    headers: myHeaders,
    body: raw,
    redirect: 'follow'
  };
  // Send Request
  fetch("https://hooks.us.webexconnect.io/events/RC77BYE0E1", requestOptions)
    .then(response => response.text())
    .then(result => console.log(result))
    .catch(error => console.log('error', error));
}
</script>
```

Update  
emergency  
close via IVR



# Update emergency close via IVR

## Use Case:

In the event of an emergency, supervisors need to update the welcome message and/or update callers in the queue with a message.

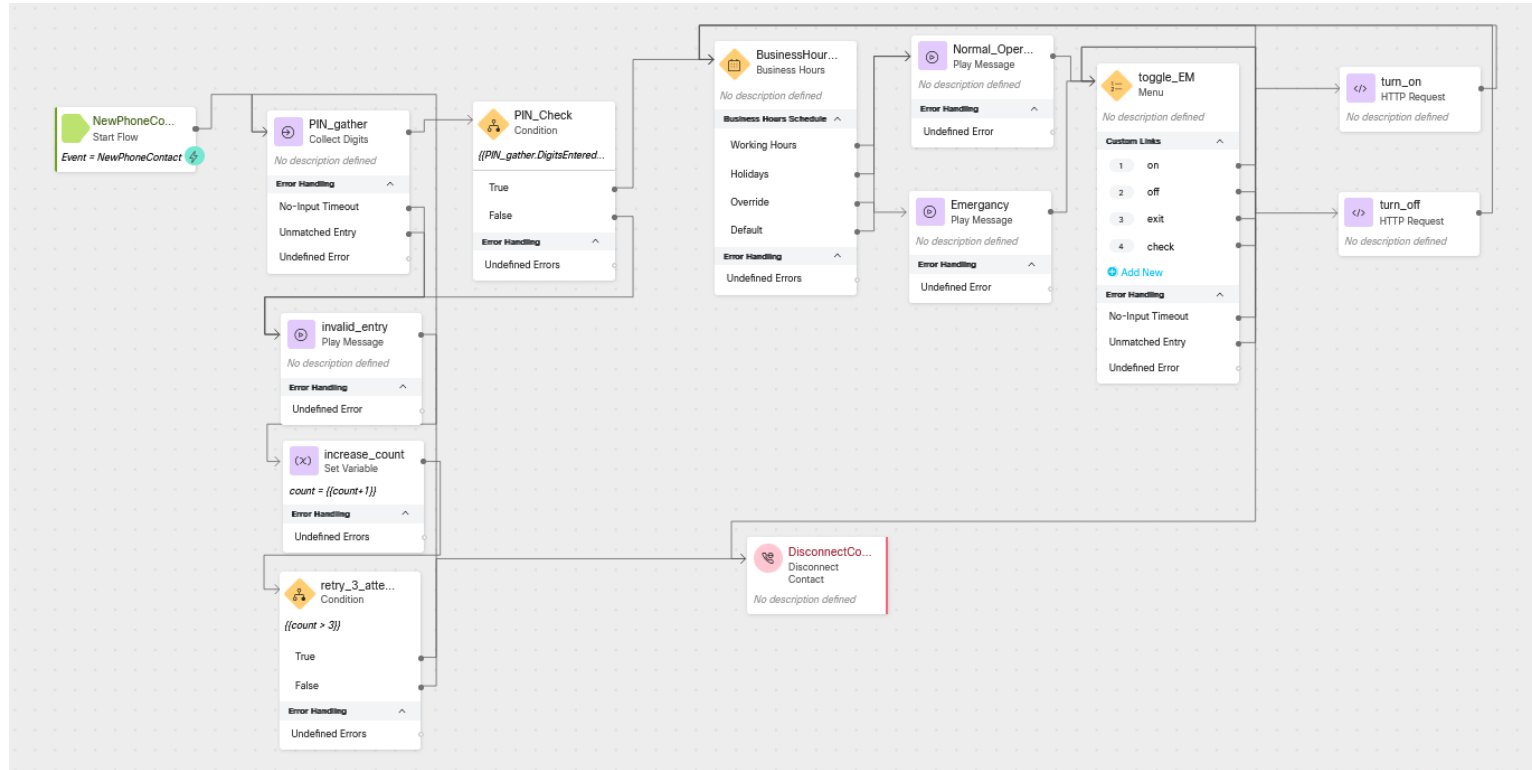
## Features Used

- Business Hours
- Calling APIs from a flow

## APIs used in demo

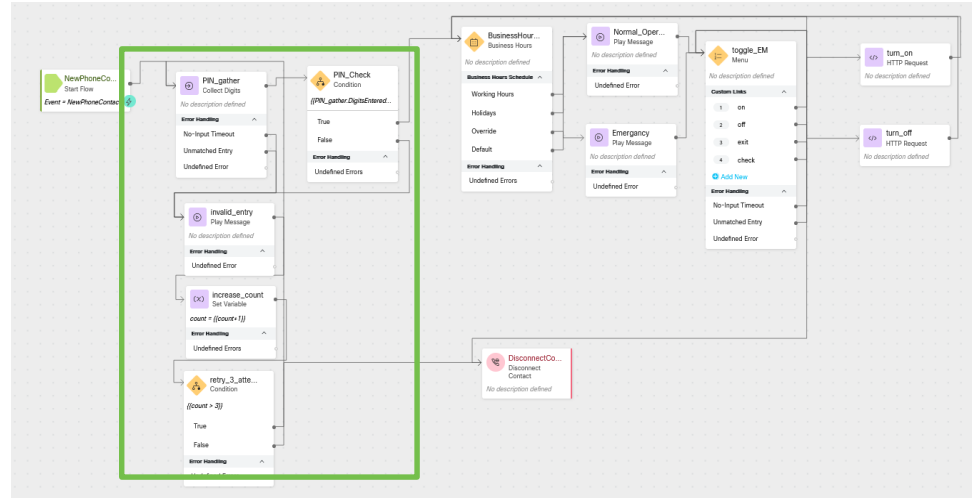
- Overrides

# Update emergency close via IVR



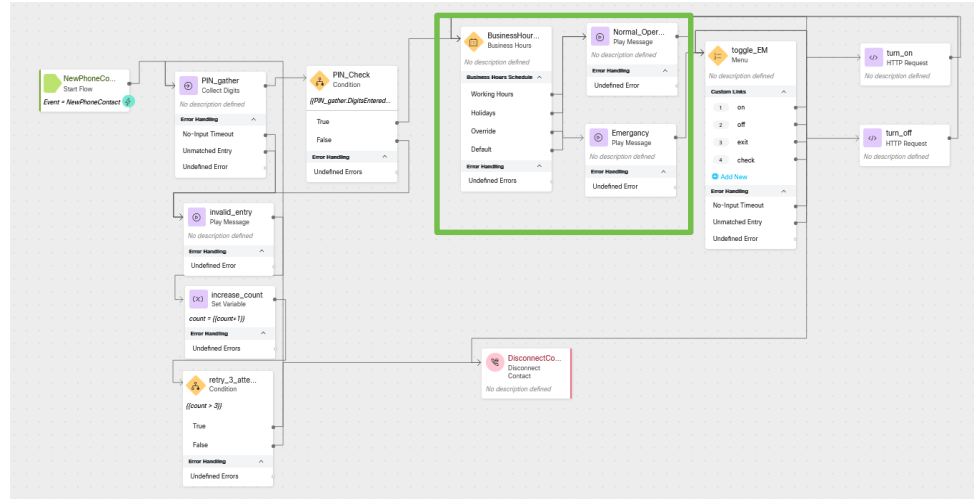
# Update emergency close via IVR

- Check for auth pin



# Update emergency close via IVR

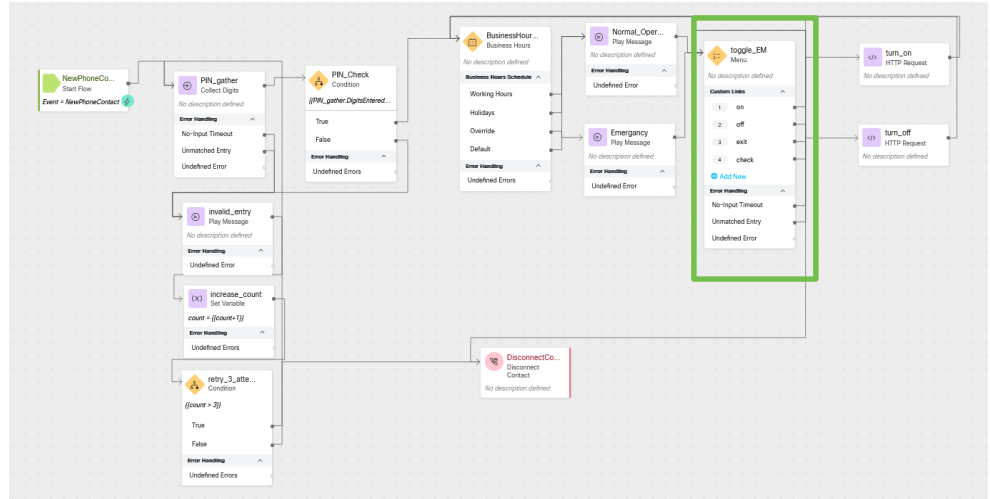
- Check for auth pin
- Check Current Status





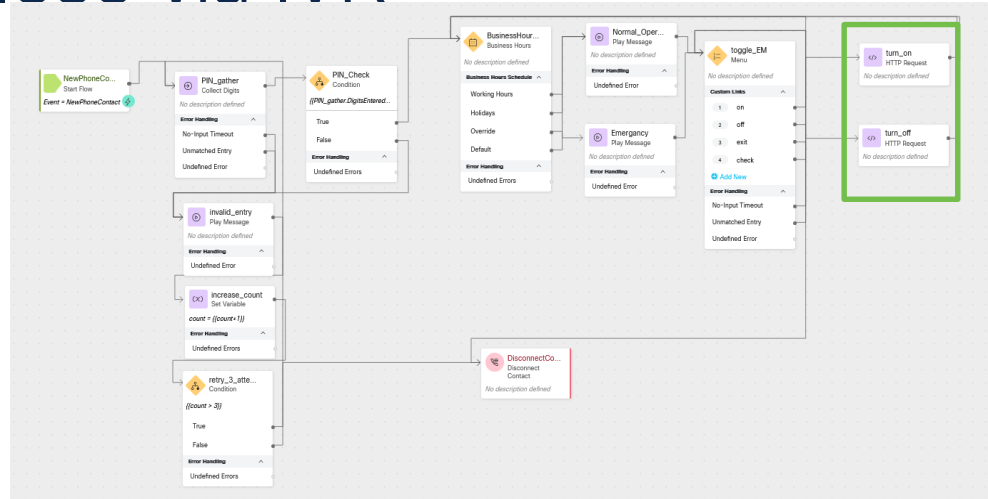
## Update emergency close via IVR

- Check for auth pin
- Check Current Status
- Offer Menu options
  - Turn on emergency mode
  - Turn off emergency mode
  - Hang up
  - Check Status Again



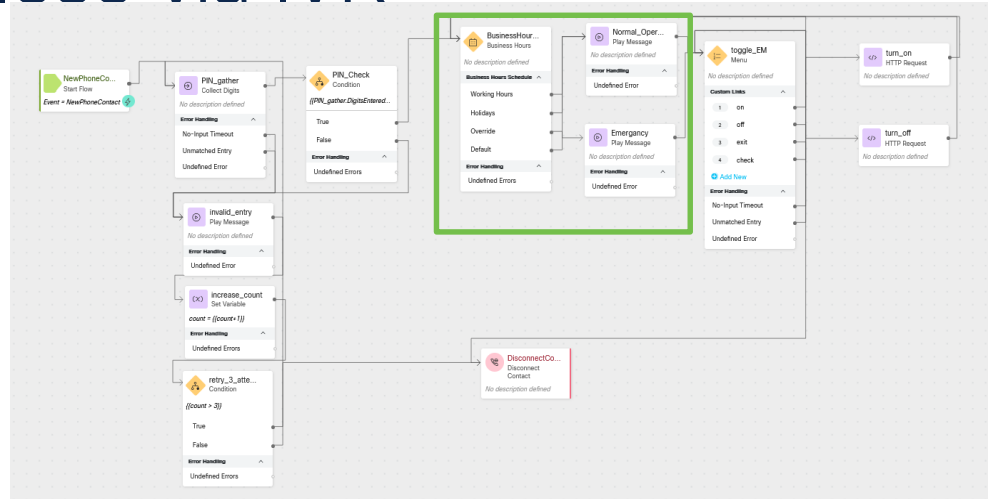
# Update emergency close via IVR

- Check for auth pin
- Check Current Status
- Offer Menu options
  - Turn on emergency mode
  - Turn off emergency mode
  - Hang up
  - Check Status Again
- Turn on or off emergency mode



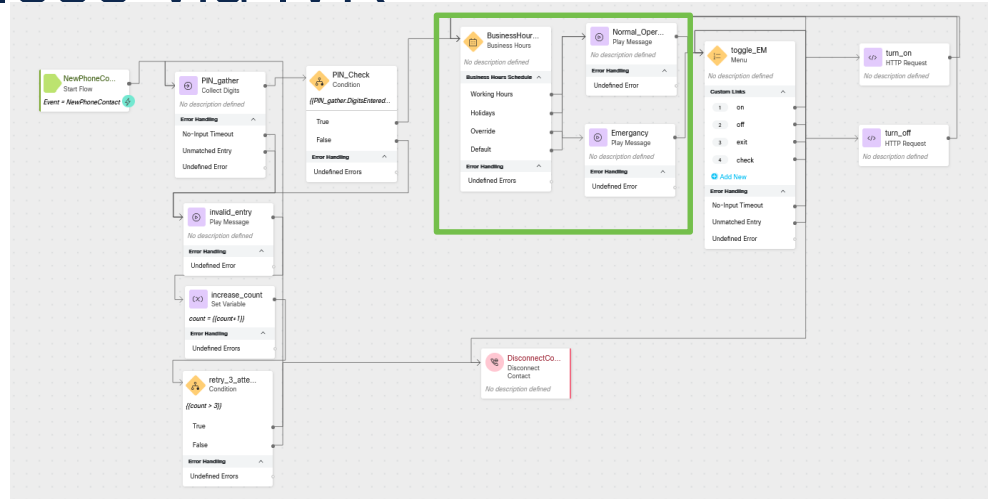
# Update emergency close via IVR

- Check for auth pin
- Check Current Status
- Offer Menu options
  - Turn on emergency mode
  - Turn off emergency mode
  - Hang up
  - Check Status Again
- Turn on or off emergency mode
- Confirm status

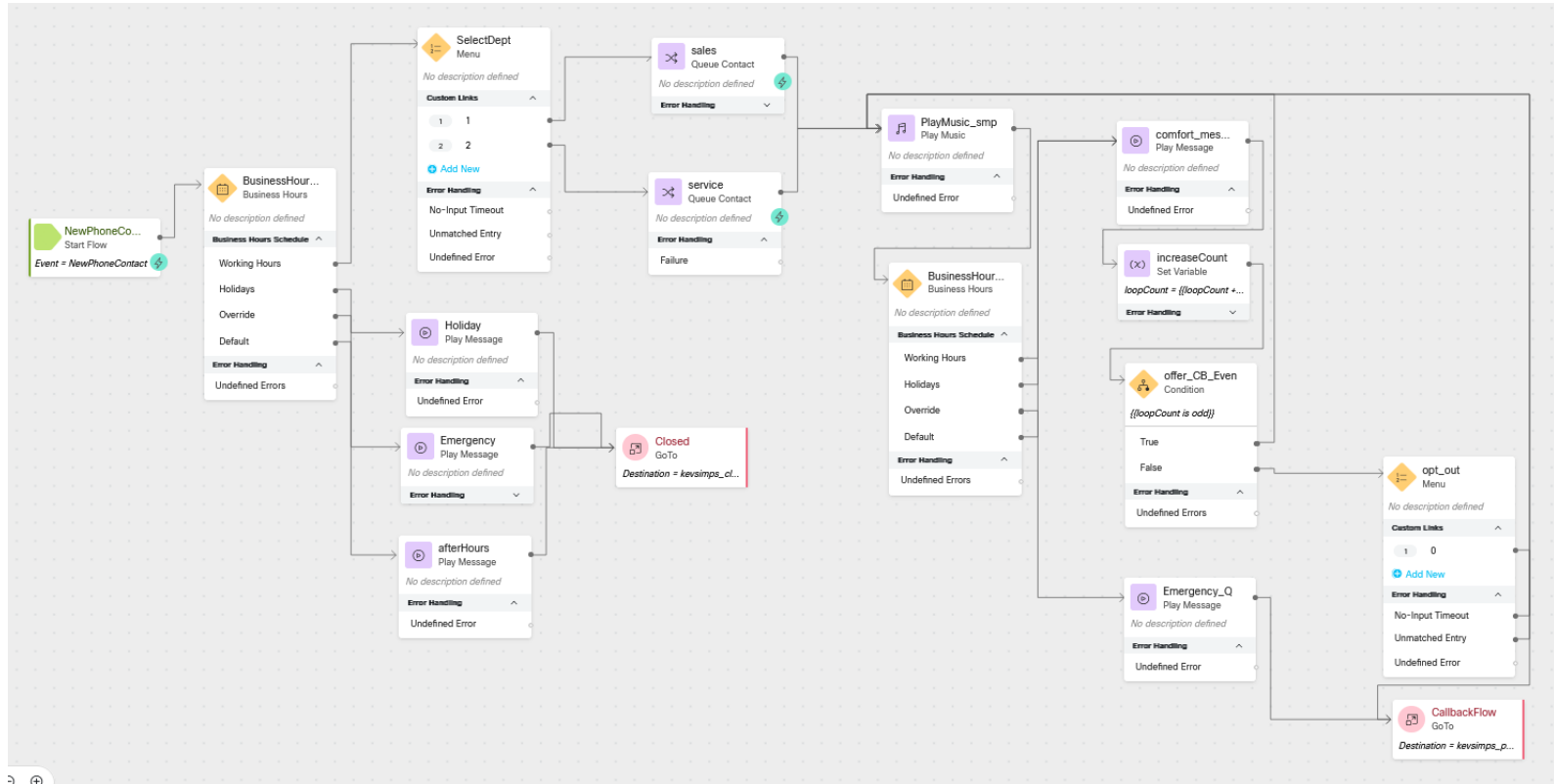


# Update emergency close via IVR

- Check for auth pin
- Check Current Status
- Offer Menu options
  - Turn on emergency mode
  - Turn off emergency mode
  - Hang up
  - Check Status Again
- Turn on or off emergency mode
- Confirm status

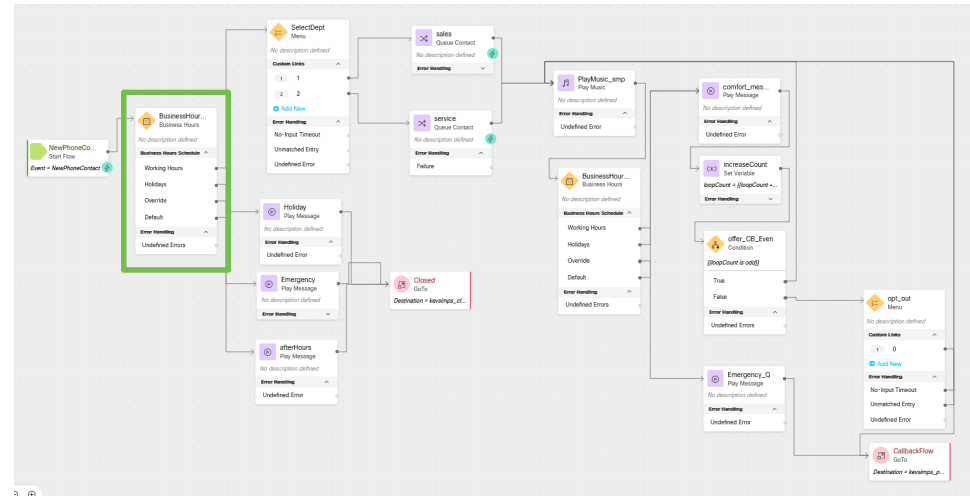


# Update emergency close via IVR



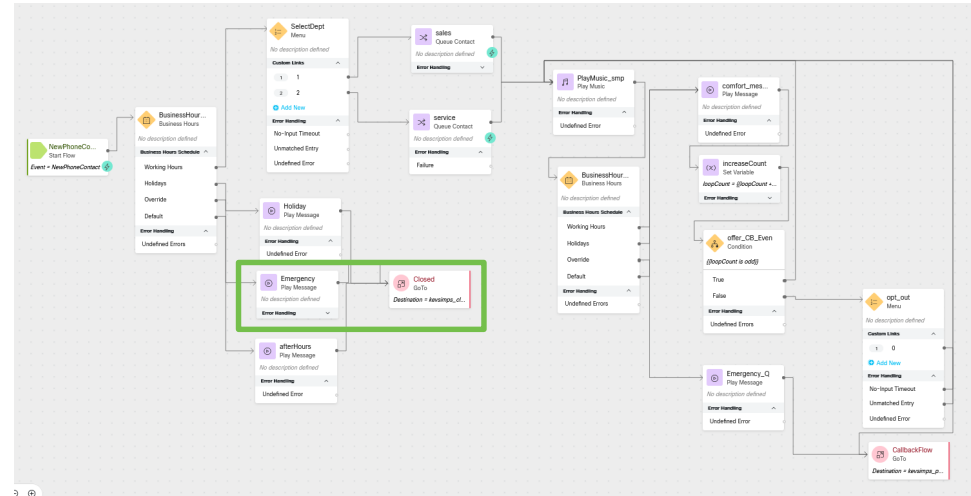
## Update emergency close via IVR

- Emergency changes will take effect on new calls



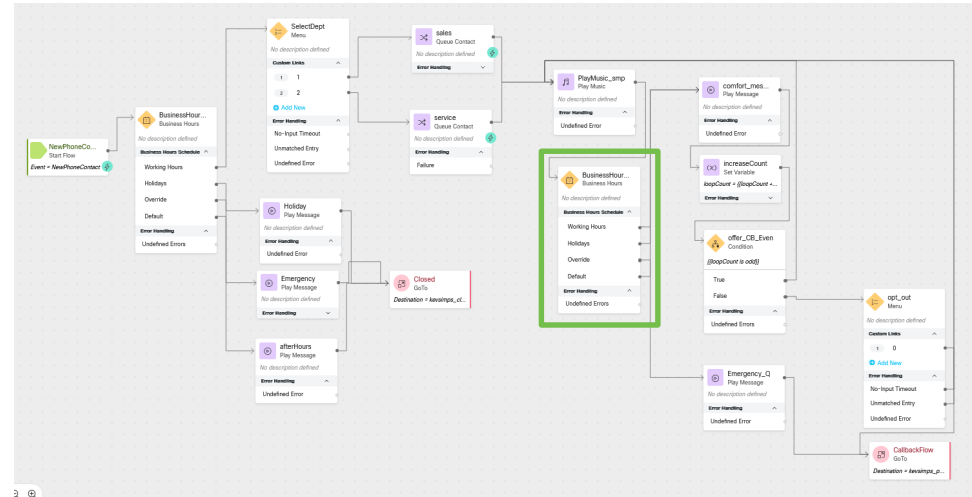
# Update emergency close via IVR

- Emergency changes will take effect on new calls
- Plays a different message
- Follows the closed flow



## Update emergency close via IVR

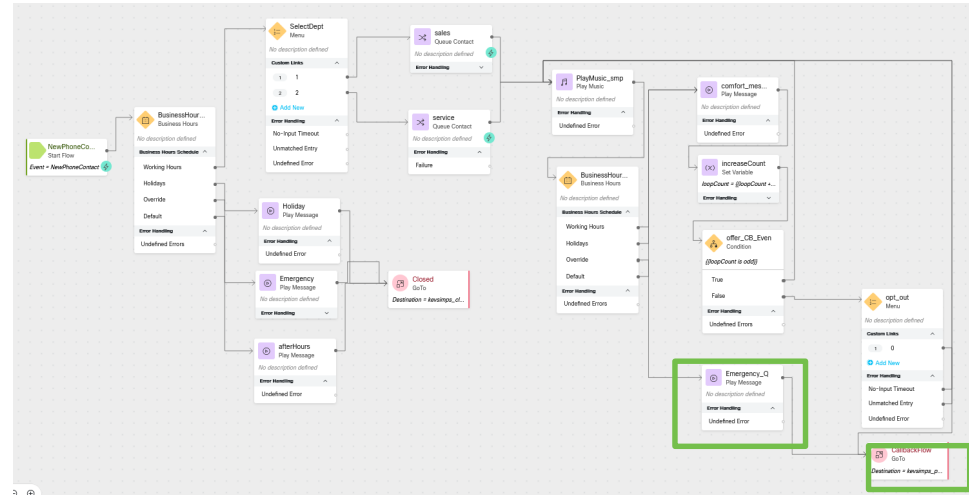
- Emergency changes will take effect on new calls
  - Plays a different message
  - Follows the closed flow
- Emergency changes will take effect on calls that are in the queue



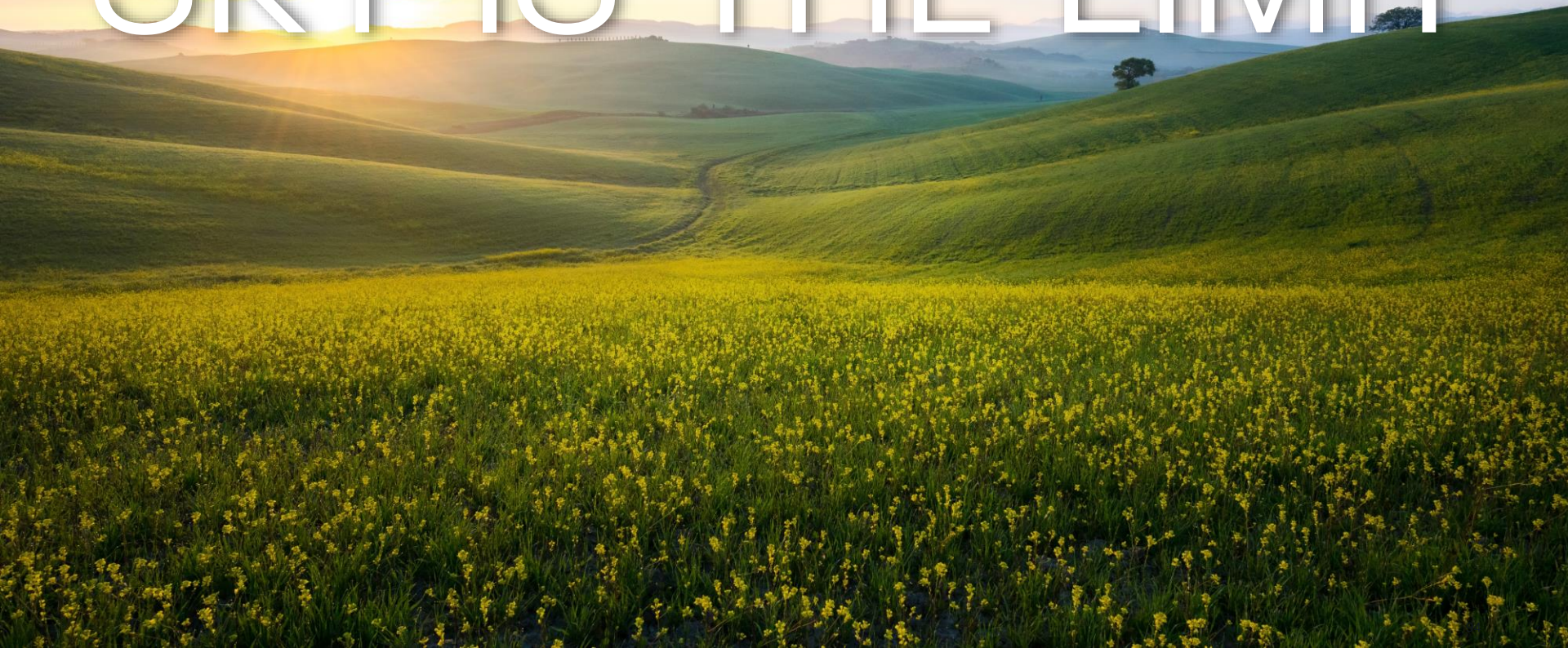


## Update emergency close via IVR

- Emergency changes will take effect on new calls
  - Plays a different message
  - Follows the closed flow
- Emergency changes will take effect on calls that are in the queue
  - Plays a special message
  - Forces calls to the callback flow



SKY IS THE LIMIT







Connectivity



Desktop Experience



Robust APIs

# Complete Your Session Evaluations



Complete a minimum of 4 session surveys and the Overall Event Survey to be entered in a drawing to **win 1 of 5 full conference passes** to Cisco Live 2025.

---



**Earn 100 points** per survey completed and compete on the Cisco Live Challenge leaderboard.

---



Level up and earn **exclusive prizes!**

---



Complete your surveys in the **Cisco Live mobile app**.

# Continue your education



- Visit the Cisco Showcase for related demos
- Book your one-on-one Meet the Engineer meeting
- Attend the interactive education with DevNet, Capture the Flag, and Walk-in Labs
- Visit the On-Demand Library for more sessions at [www.CiscoLive.com/on-demand](https://www.CiscoLive.com/on-demand)



The bridge to possible

# Thank you

CISCO *Live!*

#CiscoLive

# Defining Webex Contact Center

Webex Contact Center is a microservices based, cloud software solution that allows business to manage customer interactions.

The solution offers a robust set of tools allowing customers to connect with businesses through their preferred channel. It aims to improve CX by leveraging insights to drive efficiency across the agent, supervisor and admin personas.

# Customer Journey Data Services – Resources

JDS APIs – <https://developer.webex-cx.com/documentation/journey>

JDS Overview more on Vidcast – <https://app.vidcast.io/share/889c2cbf-51b2-4cc9-94f8-9143078dca83>

JDS Use Case and example Vidcast

- <https://app.vidcast.io/share/b90e50f4-d085-416c-9aae-29426fa18f53>
- <https://app.vidcast.io/share/0052e897-6d7a-4de5-8795-8926f0516503>
- <https://app.vidcast.io/collections/share/a3d5d3c9-faf8-4773-a16d-1abc27361113>

CloudEvent Spec Details – <https://github.com/cloudevents/spec/blob/v1.0.2/cloudevents/spec.md>

JDS Widget GitHub Link – <https://github.com/CiscoDevNet/cjaas-widgets>

Cisco Momentum Design (icons) – <https://momentum.design/icons>



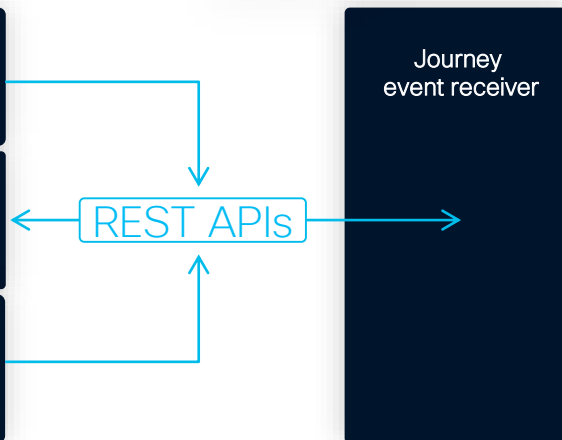
# High-level architecture



API-first, programmatic



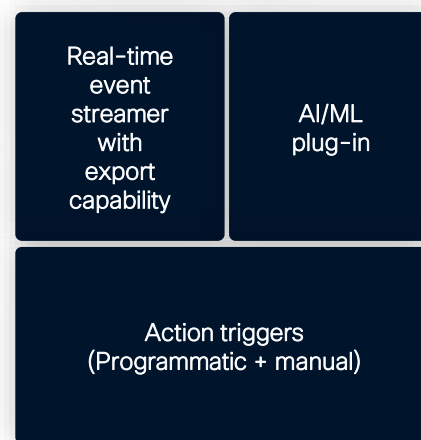
Hyper-scale event processing



Multi-Cloud

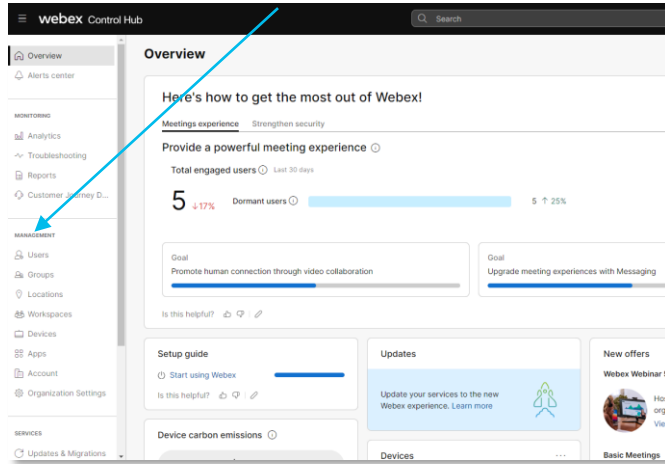


Data governance

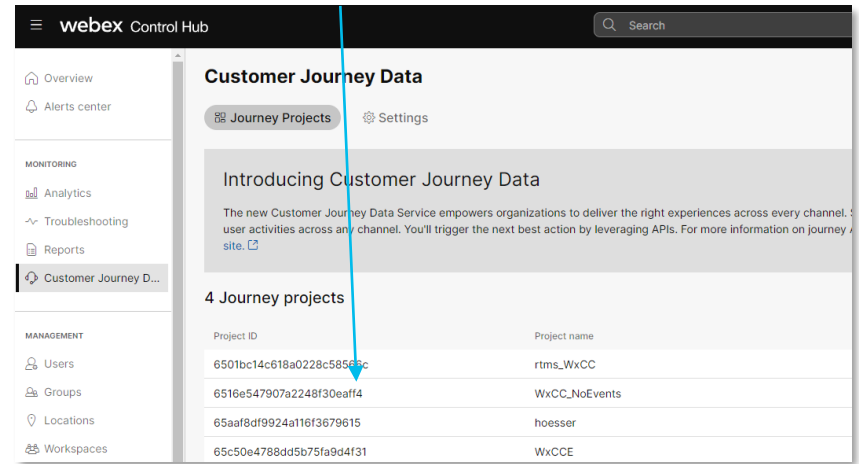


# Enabling Customer Journey Data Services

## Activate on Control Hub



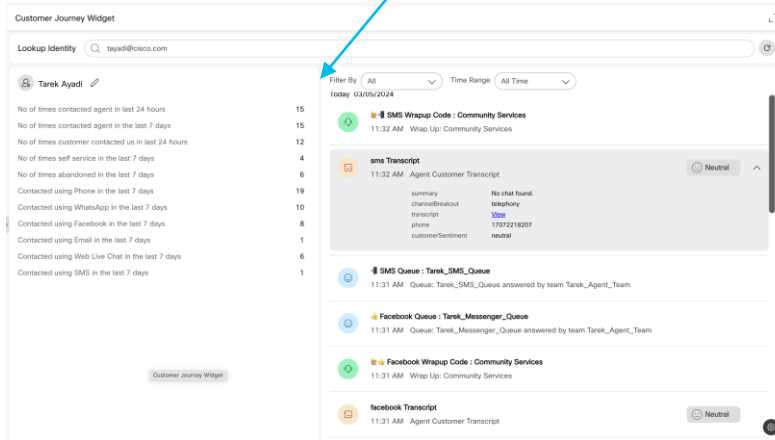
## Manage Journey Projects



Activate Native  
WxCC Connector

# Viewing Customer Journey Data Services

## Desktop View (CJDS Widget)

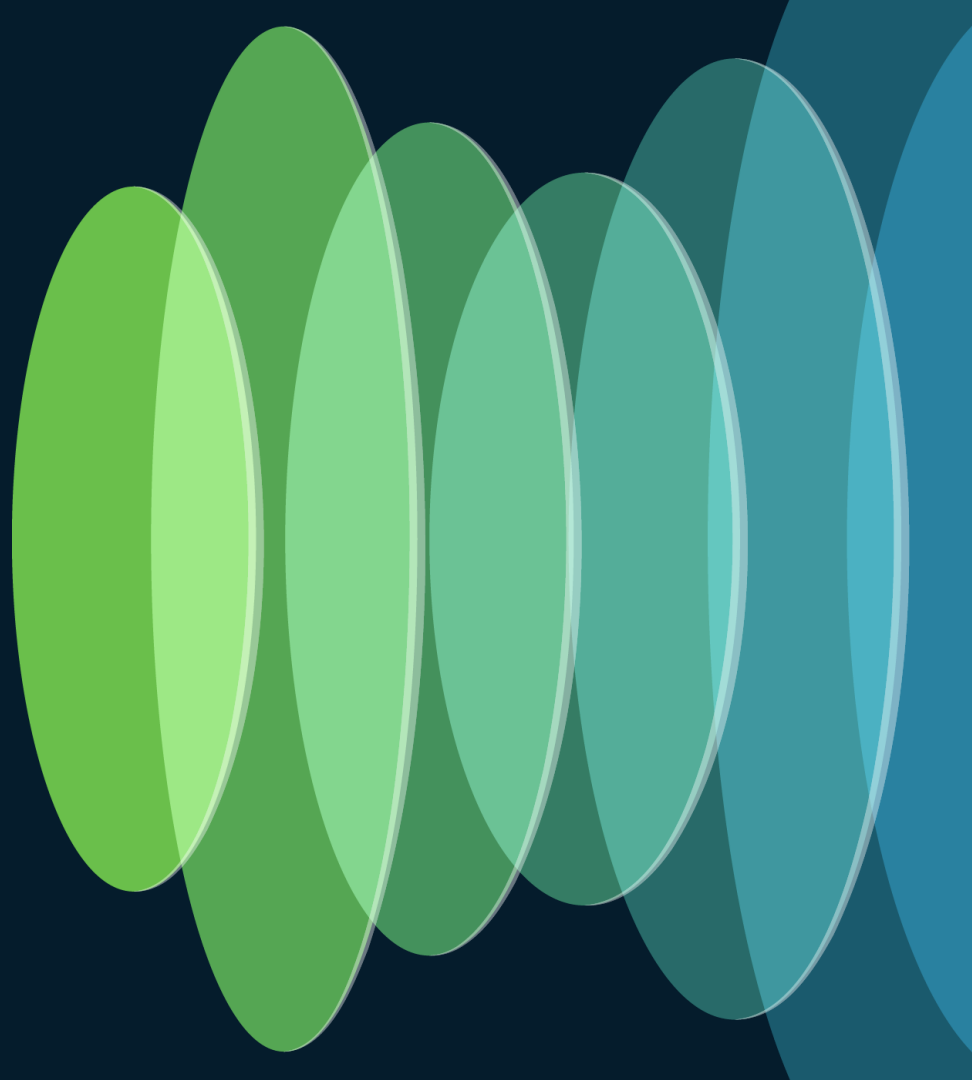


## Embed via Desktop layout

## Events Stream

- Localization
- Chronological journey
- Customizable data fields
- Clickable URL's
- Custom Icons and Colors
- Mark Events Hidden
- Filter by tags
- Support for emoji's
- Dynamic default filter
- Insert events from any platform
- Lookup Identity toggle

# Cherry Picking Calls



# Greater than the sum of their parts!

- Using flow logic to create a specific experience
- Using APIs to extend the functionality of a call flow
  - Reporting
  - Global Variables
  - Business Hours
- Using Webex Connect to extend the functions of a call flow
- Utilizing the whole suite of products to reach your desired outcome
  - Using Webex Calling to route calls to non-contact center team members
  - Adding Journey Data Services
- Connecting external services to enhance the customer experience
  - Data dips
  - Outbound Campaigns
  - Contact Center AI

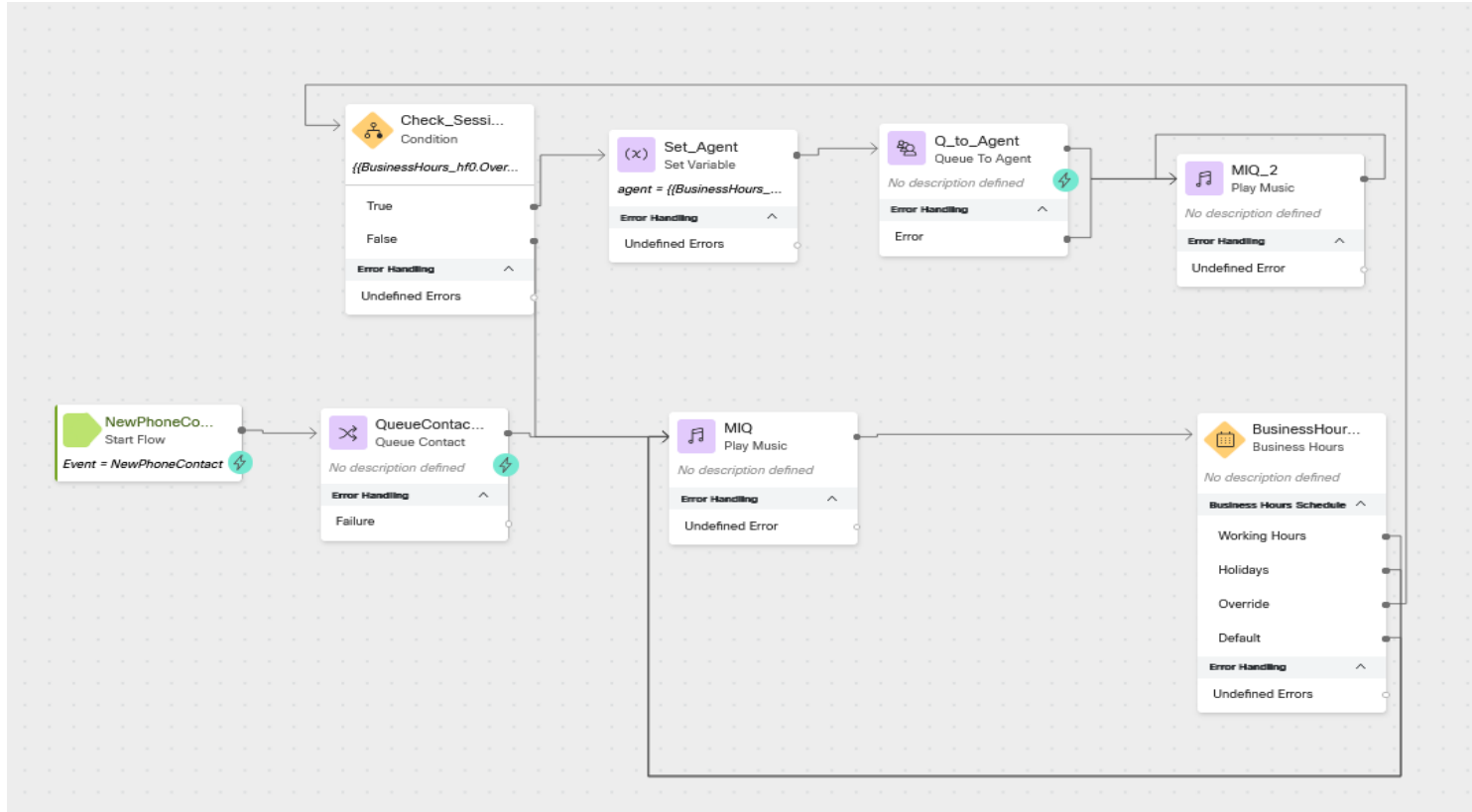
# Cherry Picking Calls

- Use Case:
  - To move a call which is in queue to a specific agent
- Features Used
  - Flow Designer
  - Business Hours node
  - Queue to agent node
  - Analyzer (Display UI)
- APIs used in demo
  - Overrides

# Cherry Picking Calls

- Configure Business Hours
- Create and link an Override
  - Note the Override ID
- Create an analyzer report
  - Needs to include the SessionID
  - Should include the ANI
- Create the flow

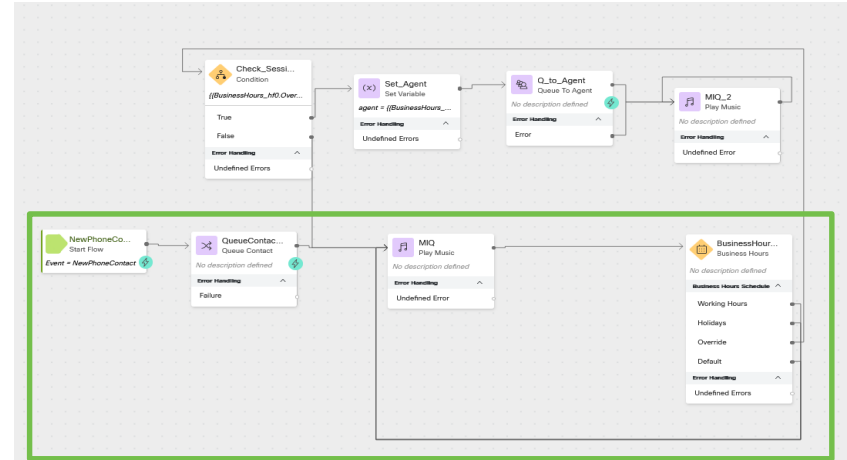
# Cherry Picking Calls





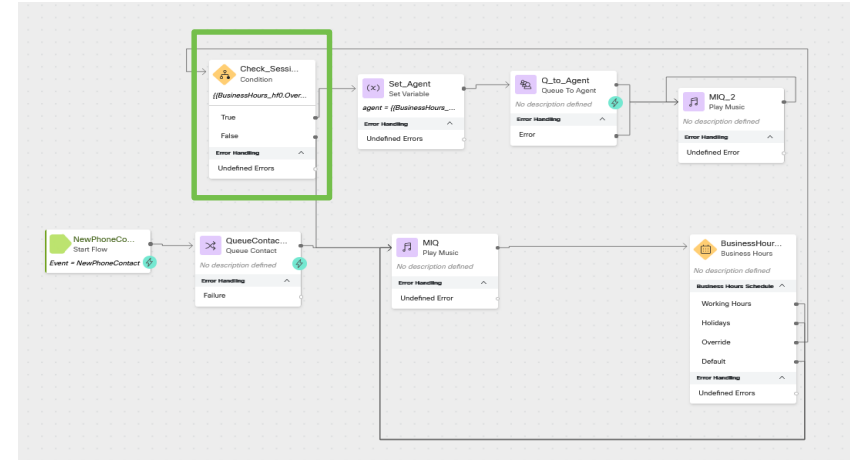
# Cherry Picking Calls

- Normal Flow
  - Call gets queued
  - Music in Queue played for caller
- Check Business Hours
  - If an Override is not active loop queue music



# Cherry Picking Calls

- Check Business Hours
  - An Override is active
    - The Override name does not include the current SessionID
      - Loop queue music



**CISCO** *Live!*

- #CiscoLive

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# Cherry Picking Calls

- Copy the Session ID from the analyzer report
- Paste the Session ID as the first part of the name field followed by the double underscore delimiter
- Paste the agent login name after the double underscore delimiter
- The call will be queued to the agent the next time the music in queue loops

| Queue Name     | ANI          | Session ID                           | Value of Preferred Agent Name |
|----------------|--------------|--------------------------------------|-------------------------------|
| DQ_Appointment | +16103665851 | 857cf200-1e26-4064-b28b-3e93f2313040 | N/A                           |

**Parameters**

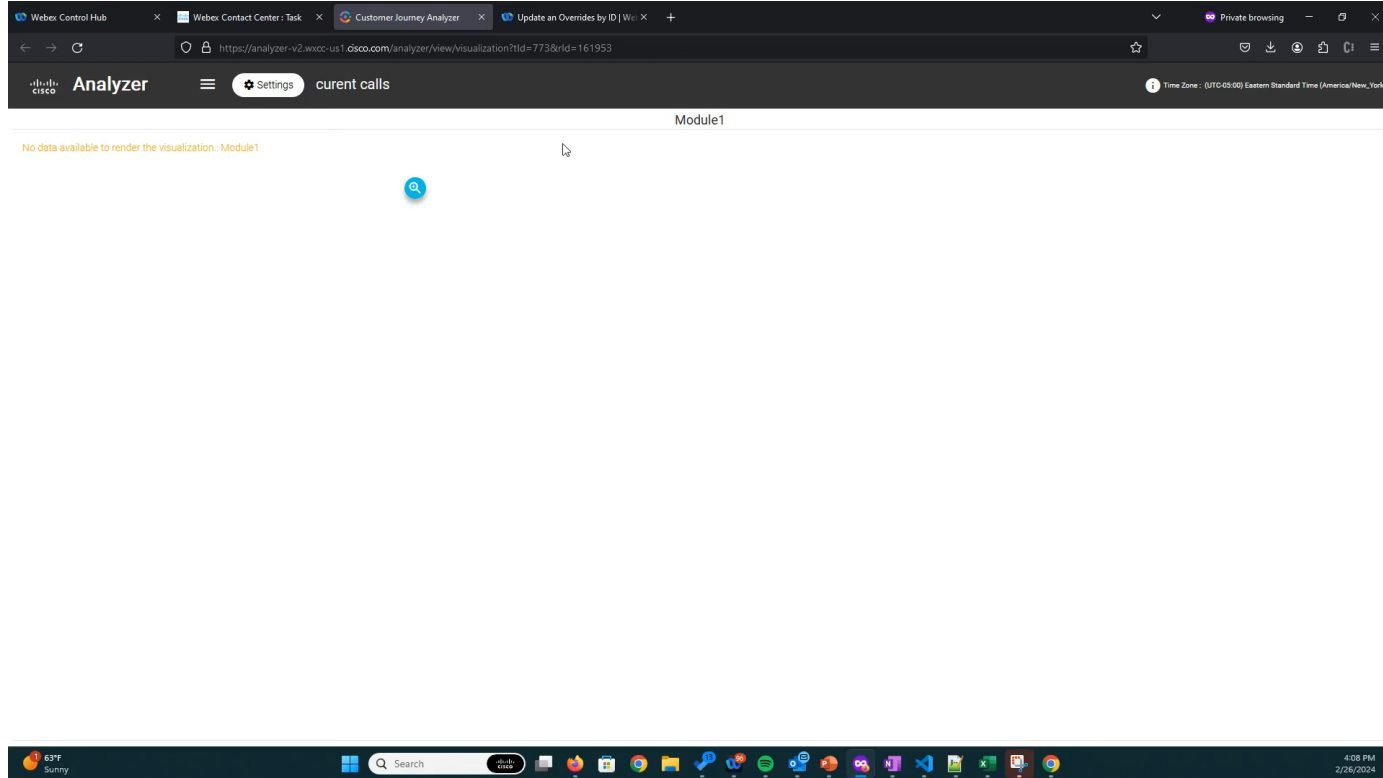
**orgId \***  
uuid 0228104d-cc26-442d-a829-5eb403bf919b

**id \***  
uuid 3883730a-e1c7-402d-8bbe-cb952abe74ef

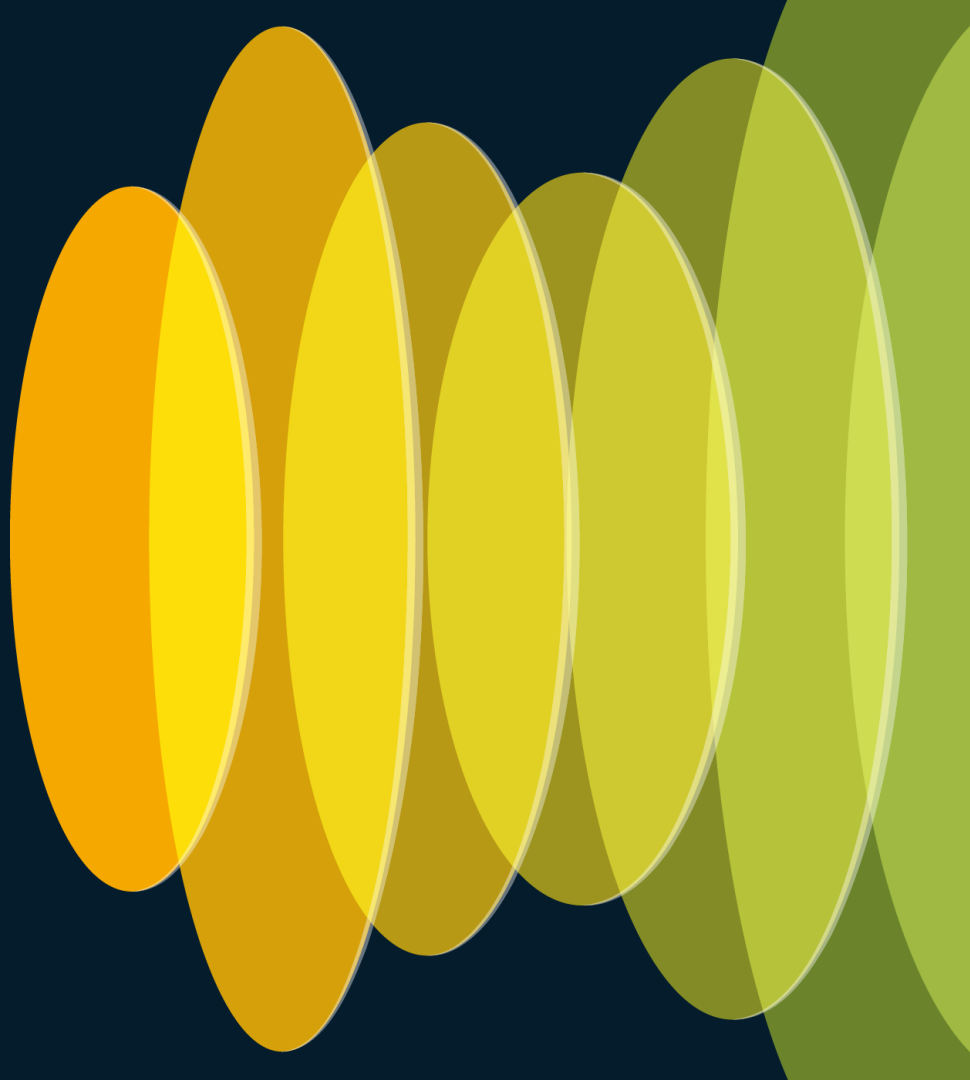
**Request Body**

```
{
  "id": "3883730a-e1c7-402d-8bbe-cb952abe74ef",
  "name": "Cherry_demo",
  "description": "",
  "timezone": "America/New_York",
  "overrides": [
    {
      "name": "148e9517-190d-490e-8aa4-0036f9935c11__kevsimos_csam_americas",
      "startDateTime": "2024-02-26T00:00",
      "endDateTime": "2024-02-26T23:59",
      "workingHours": true
    }
  ]
}
```

# Cherry picking Calls - Demo



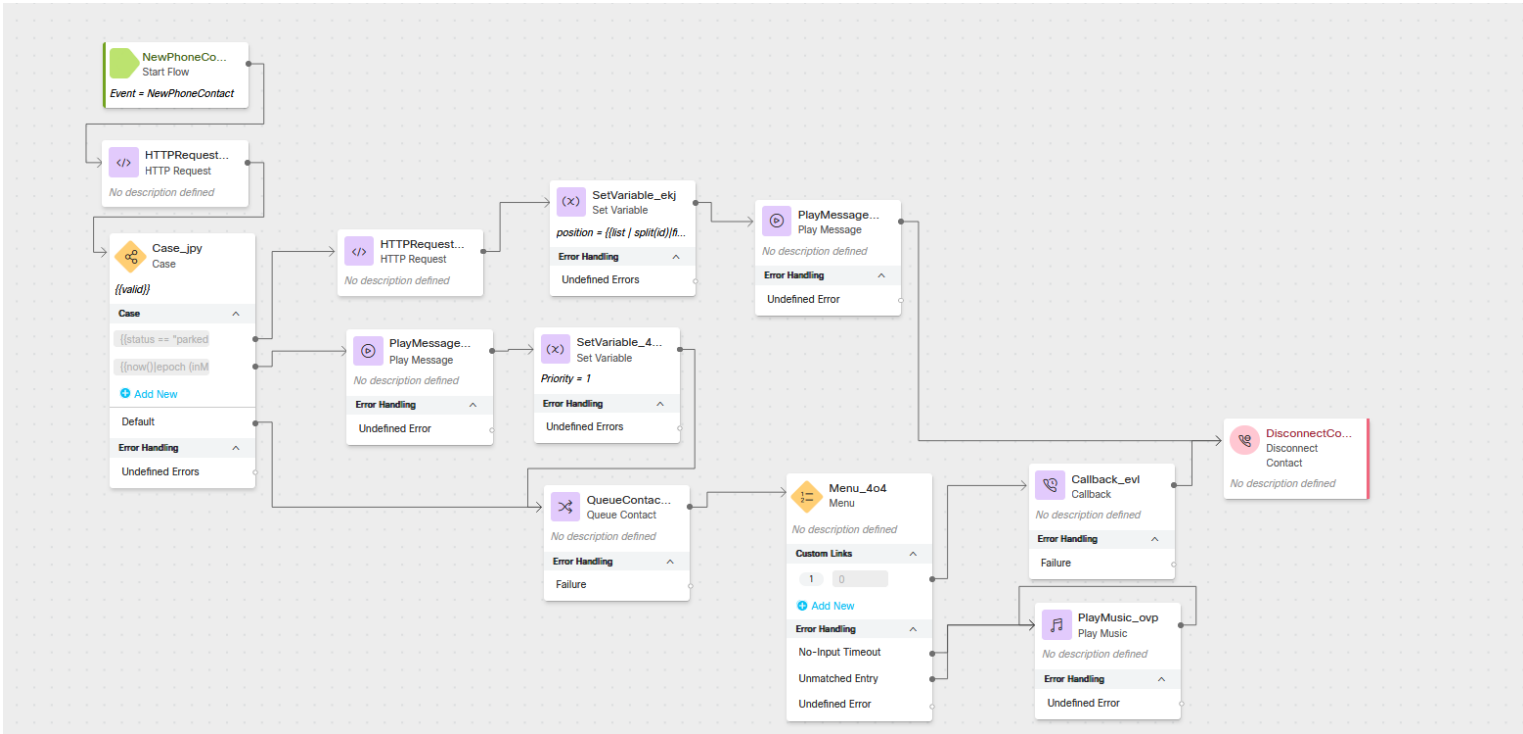
# Catching and handling a potential duplicate callback



# Catching and handling a potential duplicate callback

- Use Case:
  - Query new inbound call ANI to see if there is a callback pending and if there was a recent missed callback attempt/recently ended call (10 minutes)
  - If there is a Pending callback
    - The caller will be given their position in queue and informed that they will receive a callback when it is their turn.
  - If there was a recent missed callback attempt/recently ended call (10 minutes)
    - The caller will be moved to a P1 in the queue as it is still their turn.
  - If neither is true, the call will be placed in the queue treatment.
- Features Used
  - Calling APIs from a flow
- APIs used in demo
  - Search API

# Catching and handling a potential duplicate callback





# Catching and handling a potential duplicate callback

### HTTPRequest\_zq1

HTTP Request Activity Settings

https://api.wxcc-us1.cisco.com/search?orgId=0228104d-cc2

Method  
POST

Query Parameters

| Key           | Value         |
|---------------|---------------|
| Authorization | Bearer {{AT}} |

HTTP Request Headers

| Key           | Value         |
|---------------|---------------|
| Authorization | Bearer {{AT}} |

Content Type  
Application/JSON

Request Body

```
{ "query": " {task(from:{{now}}epoch (inMills=true) -86400000 )} to:{{now}} | epoch (inMills=true)}", "timeComparator": "createdTime filter: (and: {{isCallback: (equals: true)}} or: {{origin: (equals: \"{{NewPhoneContact ANI}}\")}} destination: (equals: \"{{NewPhoneContact ANI}}\")}})", "pagination": {} } {tasks(id status createdTime(sort:desc) endedTime origin destination direction owner(name id) terminationType channelSubType isActive isCallback callbackData[callbackStatus callbackRequestTime callbackConnectTime callbackQueueName callbackAgentName]lastQueue(name id))} ", "variables": {} }
```

### Parse Settings

Content Type  
JSON

Output Variable  
status

Path Expression  
\$.data.task.tasks[0].status

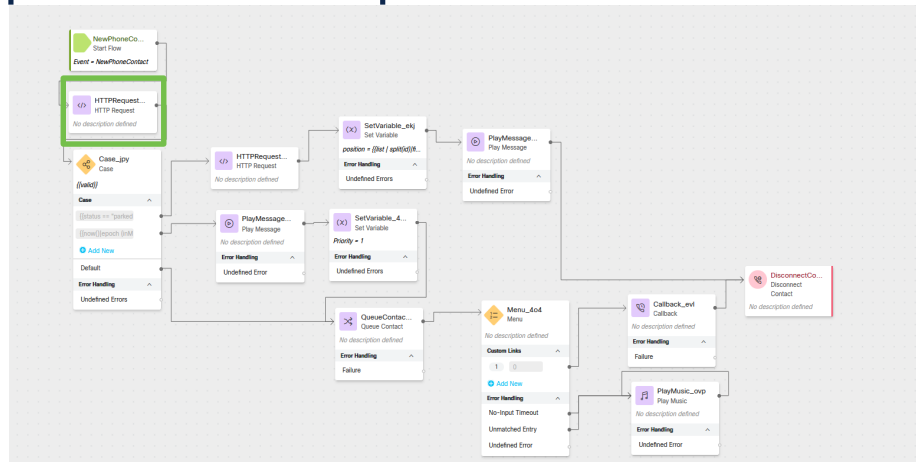
Output Variable  
queueName

Path Expression  
\$.data.task.tasks[0].lastQueue.name

Output Variable  
queueID


Path Expression  
\$.data.task.tasks[0].lastQueue.id

Output Variable  
timeEnded



- Query Search API filtering on isCallback and ANI for both inbound and outbound calls
- Returning
  - id
  - Status
  - endedTime

# Catching and handling a potential duplicate callback

 **Case\_jpy**  
Case Activity Settings

Activity Description

Enter a Description

Case

Case\_jpy

Case

[field]

Case

Default

Error Handling

Undefined Error

Select a variable or build an expression and add all possible cases that it can be matched against. Case statements are evaluated from top to bottom in sequence.

☒ Variable

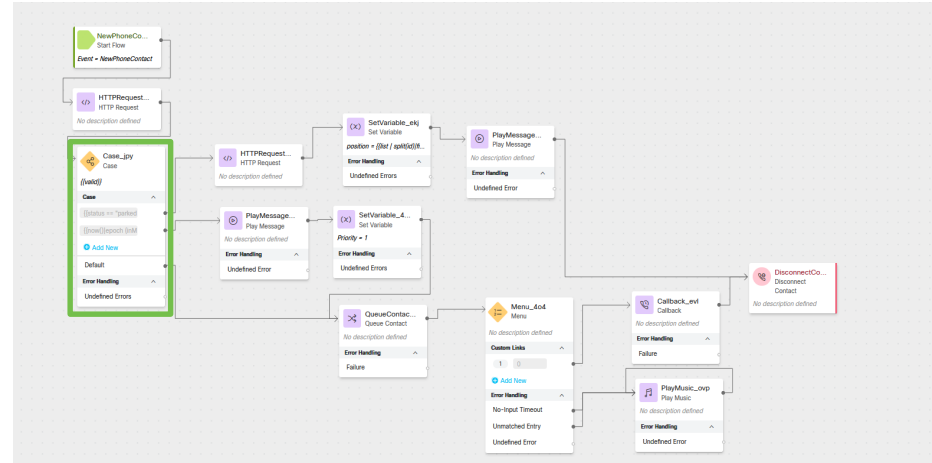
Q valid

☐ Build Expression

LINK DESCRIPTION

{{status == "parked" or status == "connect" }}

{{now()|epoch (inMillis=true) -600000 <= timeEnded }}



- If the Status is parked or connect (in case of RONA)
  - Query Search API for all calls in queue

## Catching and handling a potential duplicate callback

HTTPRequest\_ivd

HTTP Request Activity Settings

Use Authenticated Endpoint

Request URL

https://api.wxcc-us1.cisco.com/search?orgId=0228104d-cc2

Method

POST

Query Parameters

Key

Value

Add New

HTTP Request Headers

Key

Value

Authorization

Bearer {{AT}}

Add New

Content Type

Application/JSON

Request Body

```
{
  "query": "{(task[from: '{{now|epoch (inMillis=true) - 86400000 }}' to: '{{now|epoch (inMillis=true)}}' timeComparator.createdTime filter.(and: {{isCallback: {equals: true}}lastQueue: {name: {equals: '{{queueName}}'}}}) or: {{status: {equals: 'parked'}}})status: {equals: 'connect'}})pagination: {{}}tasks[id status createdTime(sort.asc)endedTime callbackData({callbackStatus callbackRequestTime callbackConnectTime callbackQueueName callbackAgentName}}), 'variables': {}"
}
```

**Parse Settings**

Content Type

Q

JSON

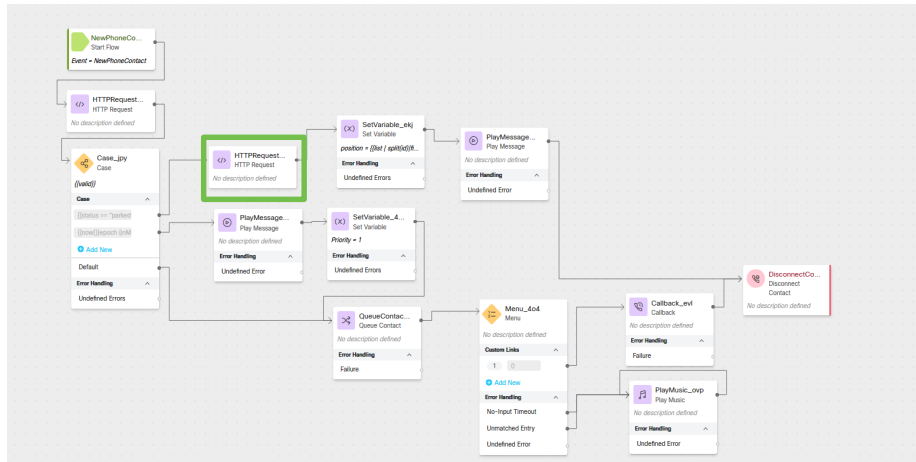
Output Variable

Q

list

Path Expression ⓘ

\$data.task.tasks.id



- If the Status is parked or connect (in case of RONA)
  - Query Search API for all calls in queue
  - Return a list of tasks

# Catching and handling a potential duplicate callback

HTTPRequest\_ivd

HTTP Request Activity Settings

Use Authenticated Endpoint

Request URL

https://api.wxcc-us1.cisco.com/search?orgId=0228104d-cc2

Method

POST

Query Parameters

| Key | Value |
|-----|-------|
|     |       |

Add New

HTTP Request Headers

| Key           | Value         |
|---------------|---------------|
| Authorization | Bearer {{AT}} |

Add New

Content Type

Application/JSON

Request Body

```
("query": "task(from: \"{{now}}\" | epoch (inMillis=true) -86400000 }}\" to: \"{{now}}\" | epoch (inMillis=true))\" | timeComparator.createdTime filter: {and: [{isCallback: {equals: true}} | lastQueue: {name: {equals: \"{{queueName}}\"}}] | or: [{status: {equals: \"parked\"}} | {status: {equals: \"connect\"}}] | pagination: {} | tasks(id status createdTime(sort:asc) endTime callbackData[callbackStatus callbackRequestTime callbackConnectTime callbackQueueName callbackAgentName])}]\", \"variables\": {})
```

Parse Settings

Content Type

JSON

Output Variable

list

Path Expression

\$.data.task.tasks..id

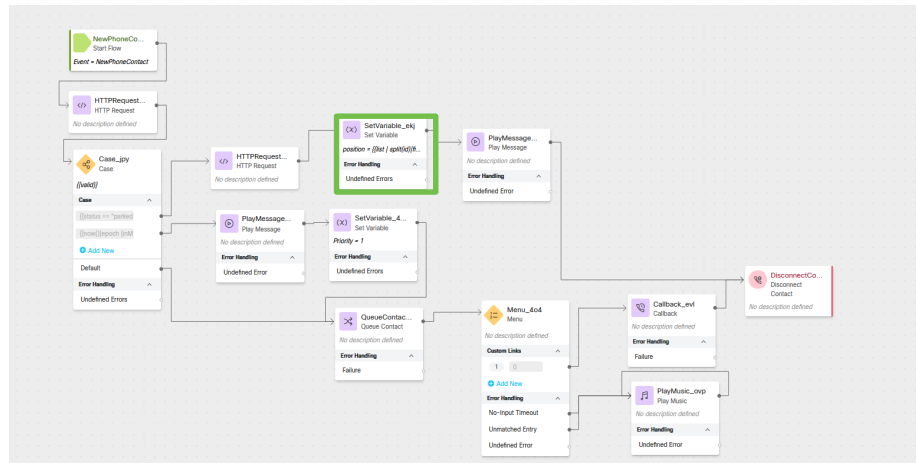
Variable Settings

Variable

position

Set Value

{{list | split(id)|first|split(\".\") |length}}



- If the Status is parked or connect (in case of RONA)
  - Query Search API for all calls in queue
  - Return a list of tasks
  - Split the list on the id of the existing callback and count how many tasks are ahead if the existing callback

# Catching and handling a potential duplicate callback

HTTPRequest\_ivd

HTTP Request Activity Settings

Use Authenticated Endpoint

Request URL

https://api.wxcc-us1.cisco.com/search?orgId=0228104d-cc2

Method

POST

Query Parameters

| Key | Value |
|-----|-------|
|     |       |

Add New

HTTP Request Headers

| Key           | Value         |
|---------------|---------------|
| Authorization | Bearer {{AT}} |

Add New

Content Type

Application/JSON

Request Body

```
{
  "query": "(task[from: \"{{now()}} epoch (inMillis=true) ~86400000 ])\" to: \"{{now() | epoch (inMillis=true)}}\" timeComparator: createdTime filter: (and: [{isCallback: (equals: true)}] lastQueue: {name: (equals: \"{{queueName}}\")}) } or: [{status: (equals: \"parked\")}] status: (equals: \"connect\")}]]) pagination: {} tasks[id status createdTime(sort:asc) endedTime callbackData[callbackStatus callbackRequestTime callbackConnectTime callbackQueueName callbackAgentName]]}}\", \"variables\": {}
```

Parse Settings

Content Type

JSON

Output Variable

list

Path Expression

\$.data.task.tasks..id

Variable Settings

Variable

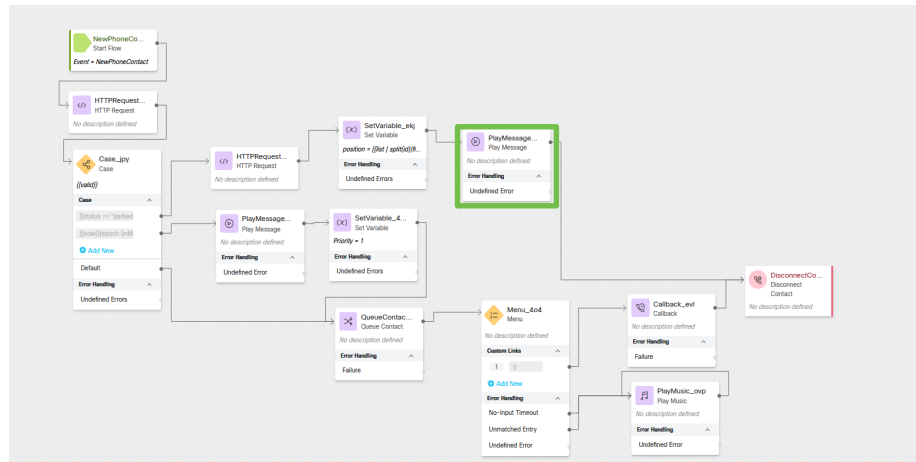
position

Variable Value

Set Value


{{list | split(id)|first|split(\".\") |length}}

Enter an integer only, such as 2. Decimals are not valid.



- If the Status is parked or connect (in case of RONA)
  - Query Search API for all calls in queue
  - Return a list of tasks
  - Split the list on the id of the existing callback and count how many tasks are ahead if the existing callback
  - Read back the position in queue

## Catching and handling a potential duplicate callback



## Case Activity Settings

### Activity Description

### Case

Select a variable or build an expression and add all possible cases that it can be matched against. Case statements are evaluated from top to bottom in sequence.

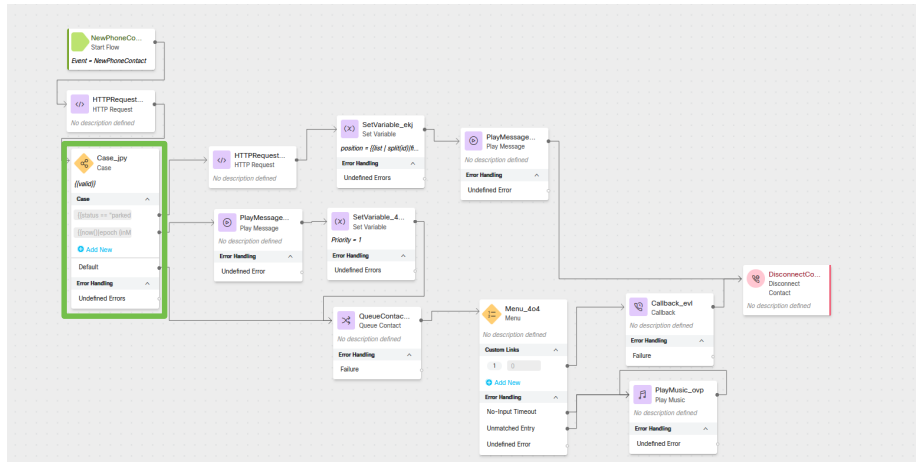
☒ Variable

☐ Build Expression

### LINK DESCRIPTION


```
{{status == "parked" or status == "connect" }}
```

```
{{(now())/epoch (inMillis=true) -600000 <= timeEnded }}
```



- If the timeEnded is less than 10 minutes ago

# Catching and handling a potential duplicate callback

 **Case\_jpy**  
Case Activity Settings

Activity Description

Enter a Description

Case

Select a variable or build an expression and add all possible cases that it can be matched against. Case statements are evaluated from top to bottom in sequence.

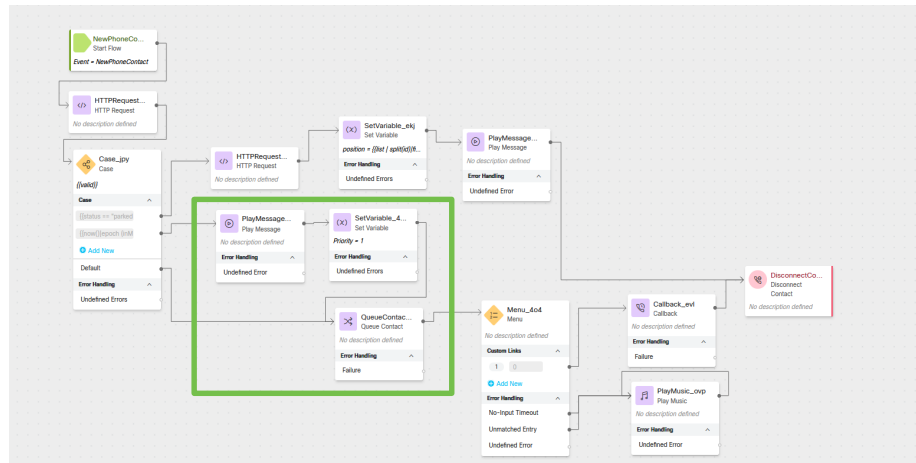
☒ Variable

☐ Build Expression

LINK DESCRIPTION

```
{{status == "parked" or status == "connect" }}
```

```
{{(now())epoch (inMillis=true) -600000 <= timeEnded }}
```



- If the timeEnded is less than 10 minutes ago
  - Play a message that the call is being prioritized
  - Set the queue priority to 1
  - Place the call in the queue

# Catching and handling a potential duplicate callback



## Activity Description

Enter a Description

## Case

Select a variable or build an expression and add all possible cases that it can be matched against. Case statements are evaluated from top to bottom in sequence.

### Variable

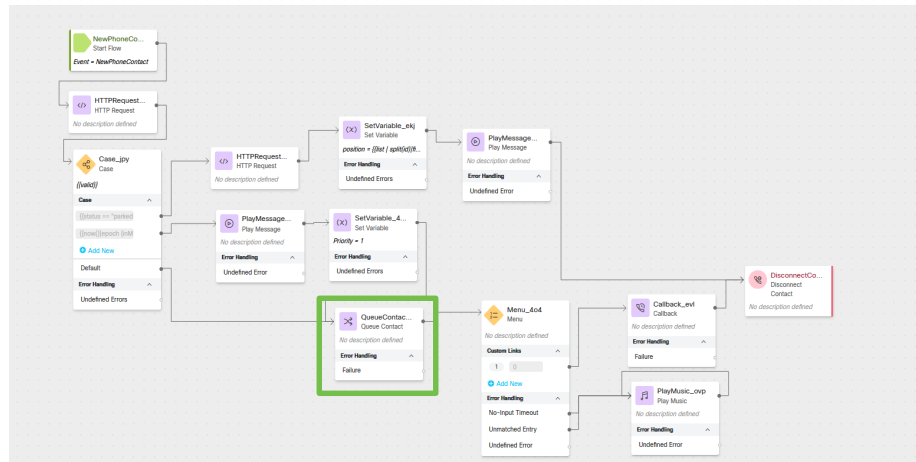
valid

### Build Expression

## LINK DESCRIPTION

```
{{status == "parked" or status == "connect" }}
```

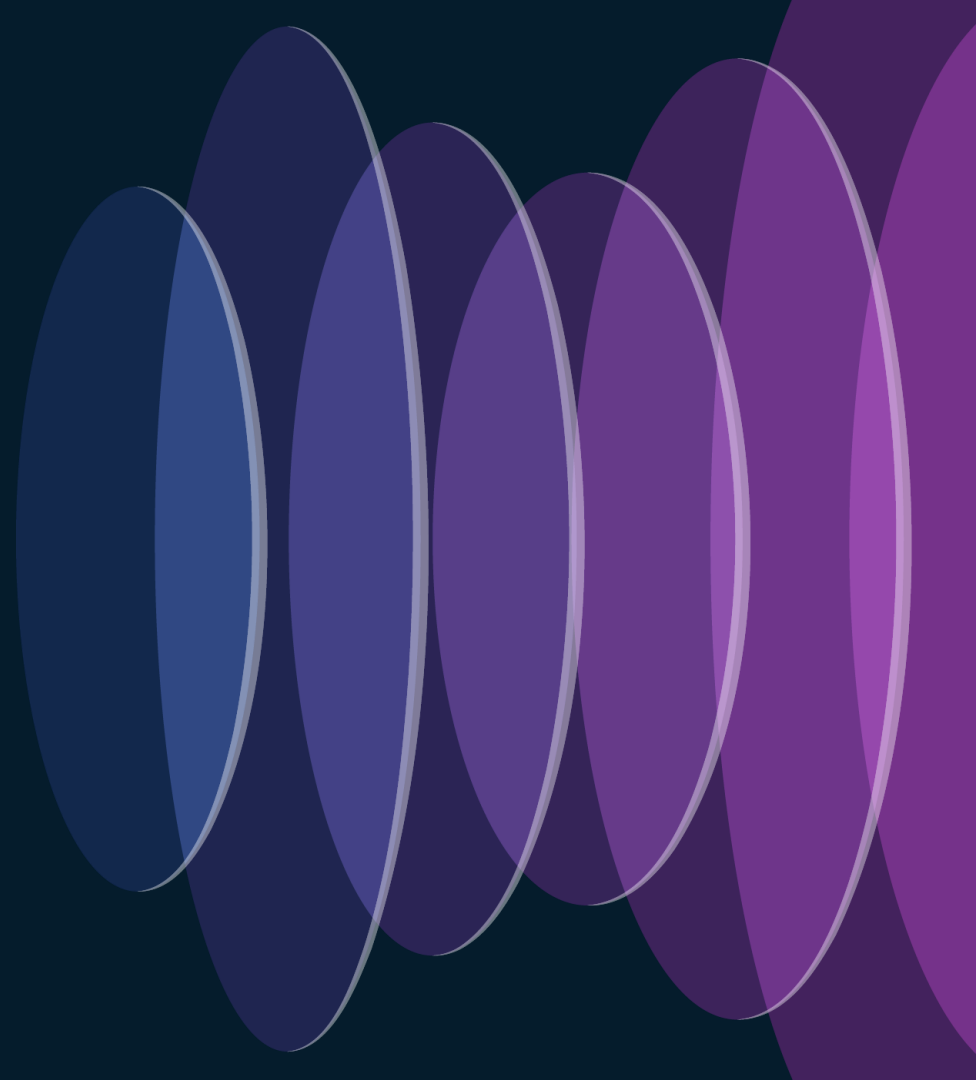
```
{{(now())epoch (inMillis=true) -600000 <= timeEnded }}
```



- If neither case is true
  - The call is new
  - Place the call in the queue



# Channel Shift - Voice Deflection to WhatsApp from IVR



# Channel Shift - Voice Deflection to WhatsApp from IVR

## Use Case

- Call queue has reached maximum capacity, and the business wants to leverage digital channels for self service.

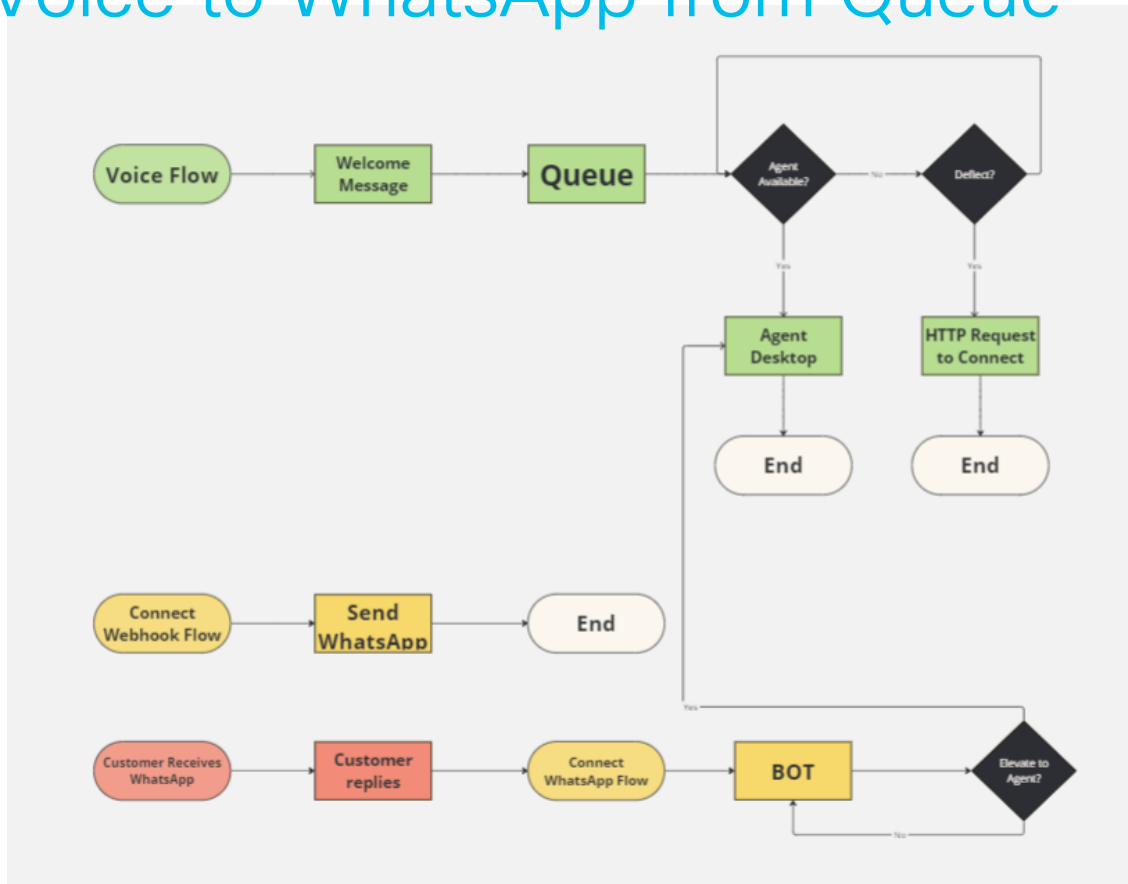
## Features Used

- Flow designer (HTTP Node)
- Flow builder (webhook flow)
- Bot builder and real agents if necessary
- Can elevate back to voice if necessary



# Channel Shift – Voice to WhatsApp from Queue

- Components
- Webex Contact Center
- Voice Flow
- Webex Connect
- Webhook Flow
- WhatsApp Flow



# Channel Shift – Voice to WhatsApp from Queue

- Webex Connect
- Webhook Flow
- Webhook URL will be used in Voice flow.
- Use a WhatsApp template for initial outbound message.



Webhook Name ⓘ  
DeflectToWhatsApp

We've generated a new endpoint for you to send request

Webhook URL ⓘ  
`https://hooks.uk.webexconnect.io/events/O5ZK0KB095`

☐ Validate signature  
Connect can validate JSON signatures generated using SHA256 or SHA400 error

Example Data

[Paste Json](#) [Paste XML](#) [Send Via Hook](#)

PROVIDE SAMPLE INPUT ⓘ

```
1 {  
2   "ANI": "string"  
3 }
```

WhatsApp

[Configuration](#) [Transition Actions \(Optional\)](#)

Send text, media, contact, location, interactive messages (list and reply buttons) and proactive template messages to your customers on WhatsApp.

Destination ⓘ  
`$(n2.inboundWebhook.ANI)`

WA ID

Message Type ⓘ  
TEMPLATE

Message Configuration

Template Name ⓘ  
techsummit (English (UK))

Buttons

Button Text  
Continue

Payload ⓘ  
Continue

Correlation ID (Optional) ⓘ  
`052...703ae008-7a7b-4061-a06d-928a3302800`

Notify URL (Optional) ⓘ

Message Preview

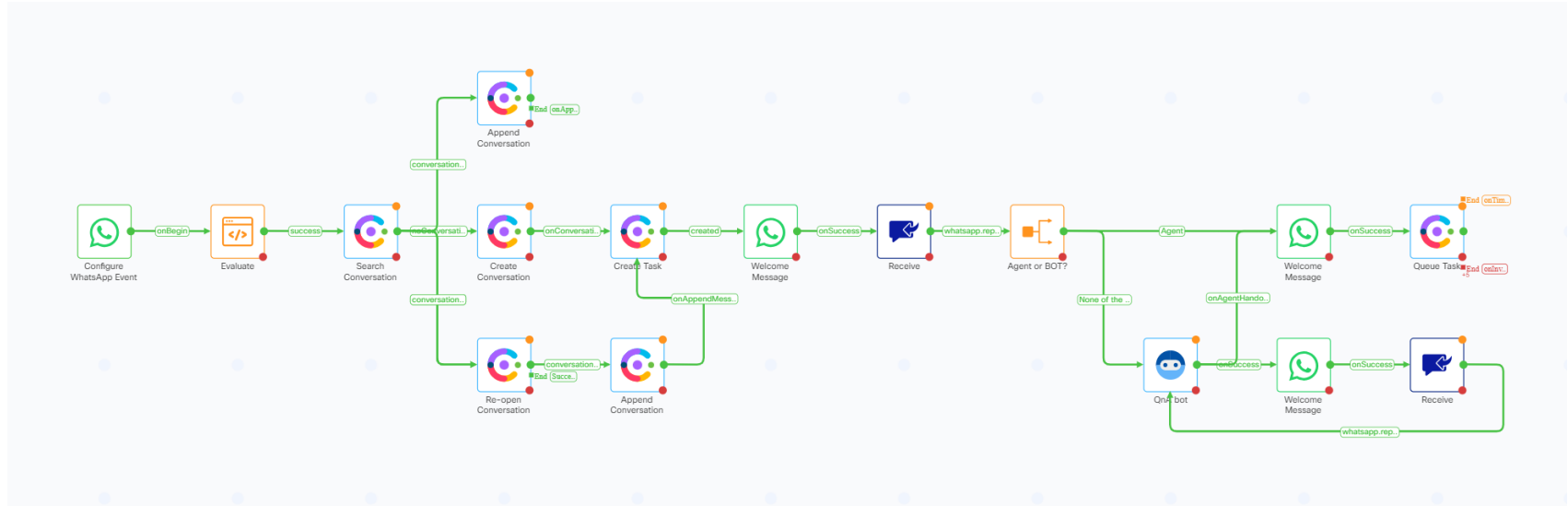
Business

Welcome to our interactive WhatsApp service

[Continue](#)

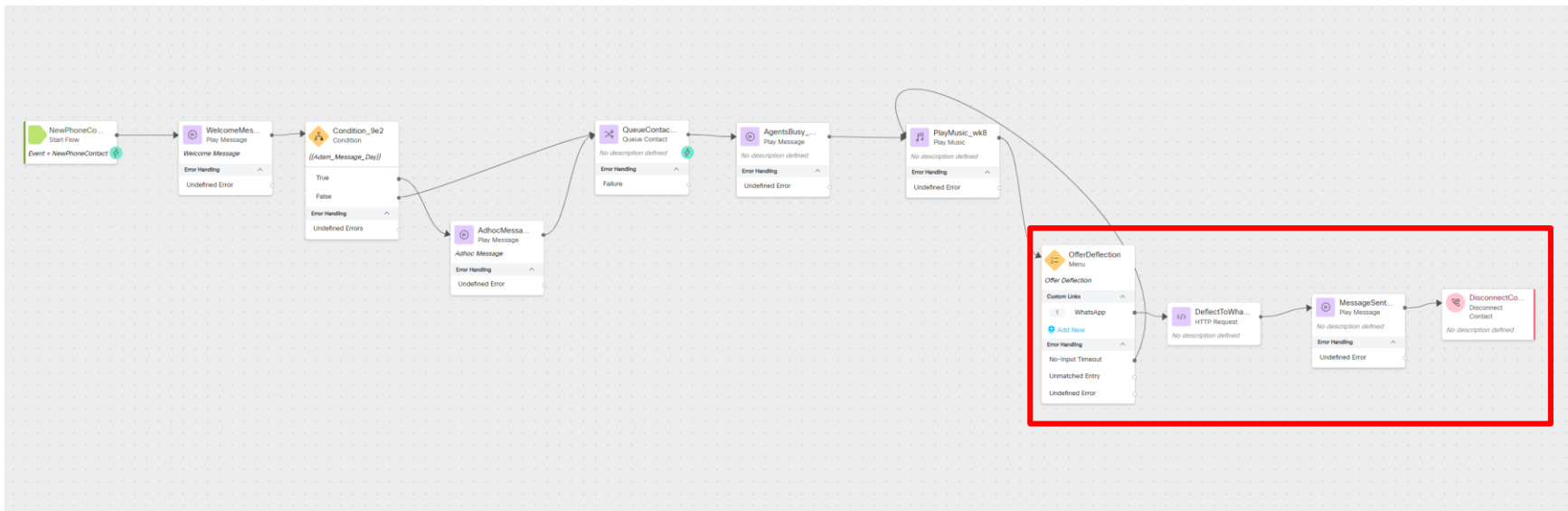
# Channel Shift – Voice to WhatsApp from Queue

- **Webex Connect**
  - WhatsApp flow to handle customer interactions



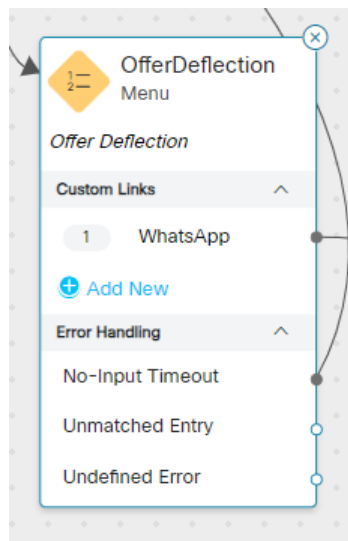
# Channel Shift – Voice to WhatsApp from Queue

- Webex Contact center
  - Voice Flow



# Channel Shift – Voice to WhatsApp from Queue

- Webex Contact Center
  - Voice Flow
  - Use Menu node to offer deflection



Add one or more audio files or text-to-speech messages to play in a sequence. ⓘ

## Text-to-Speech Message

1 We're still trying to find you someone to talk to. We now have an interactive WhatsApp service that you might find quicker and more convenient than waiting. Press 1 to start a WhatsApp conversation.

Add Audio File

Add Audio Prompt Variable

Add Text-to-Speech Message

## ☒ Make Prompt Interruptible

Allow an input or event to interrupt the message before it ends.

## Custom Menu Links

Configure one or more menu links that lead the caller down to different branches of flow based on the selected digit.

DIGIT NUMBER

LINK DESCRIPTION

1

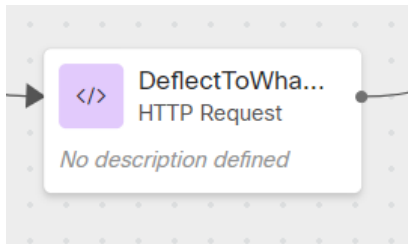
▼

WhatsApp

Add New

# Channel Shift – Voice to WhatsApp from Queue

- **Webex Contact Center**
  - Voice Flow
  - Customer presses one on their phone.
  - Use HTTP node to send request to Connect webhook flow created above.
  - Tell customer what has happened in a Message Node.



**HTTP Request Settings**

☐ Use Authenticated Endpoint

Request URL ⓘ  
**https://hooks.uk.webexconnect.io/events/O5ZK0KB095**

Method  
POST

Query Parameters

| Key                  | Value                |
|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> |

[Add New](#)

HTTP Request Headers

| Key                  | Value                |
|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> |

[Add New](#)

Content Type  
Application/JSON

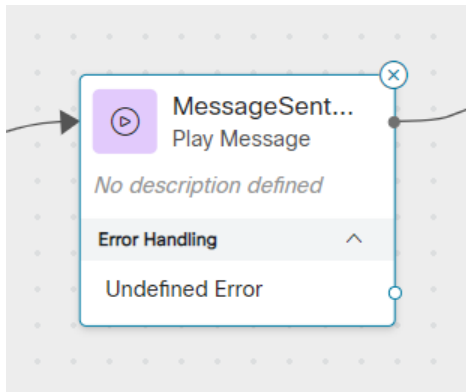
Request Body

```
{  
  "ANI": "{{NewPhoneContact.ANI}}"  
}
```



# Channel Shift – Voice to WhatsApp from Queue

- Webex Contact center
- Voice Flow
- Tell customer what has happened in a Message Node.



Output Voice ⓘ

en-GB-Wavenet-A

Add one or more audio files or text-to-speech messages to play in a sequence. ⓘ

1 Text-to-Speech Message

Thank you. We have sent you a WhatsApp message. Thank you for calling.

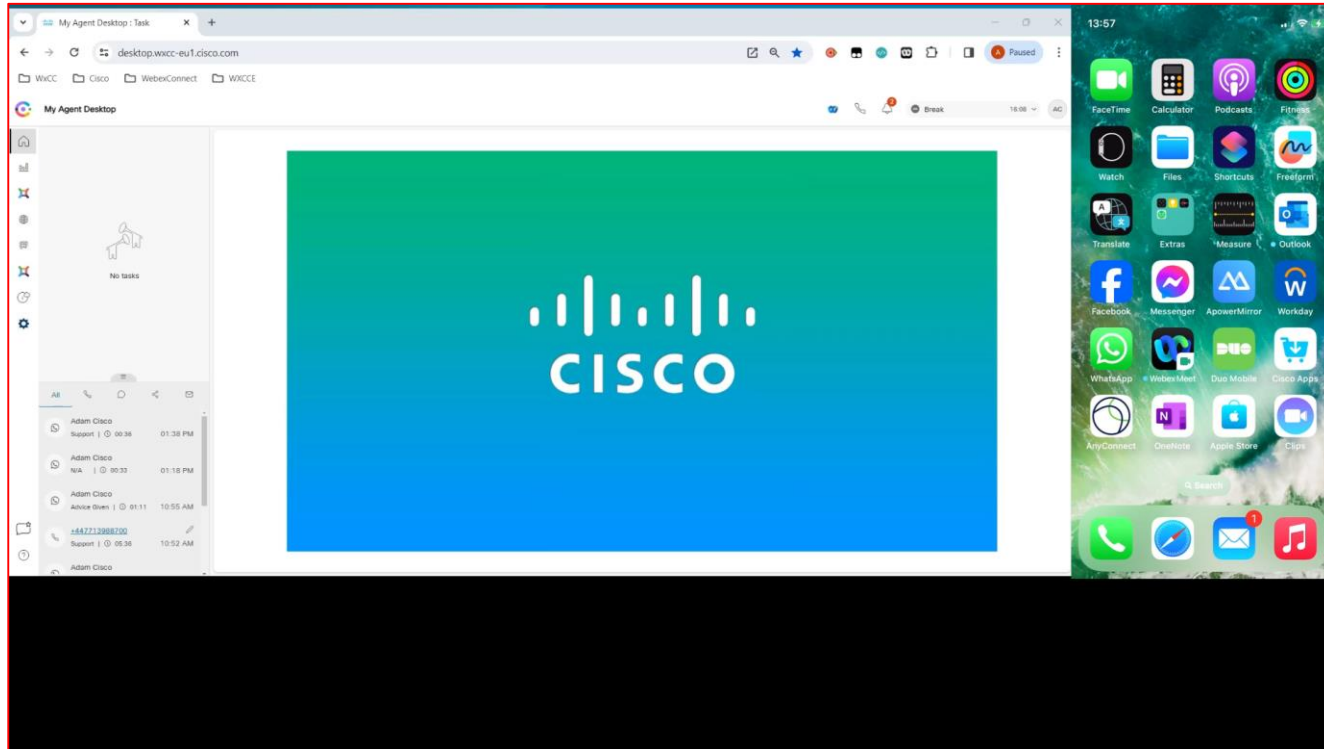
Add Audio File

Add Audio Prompt Variable

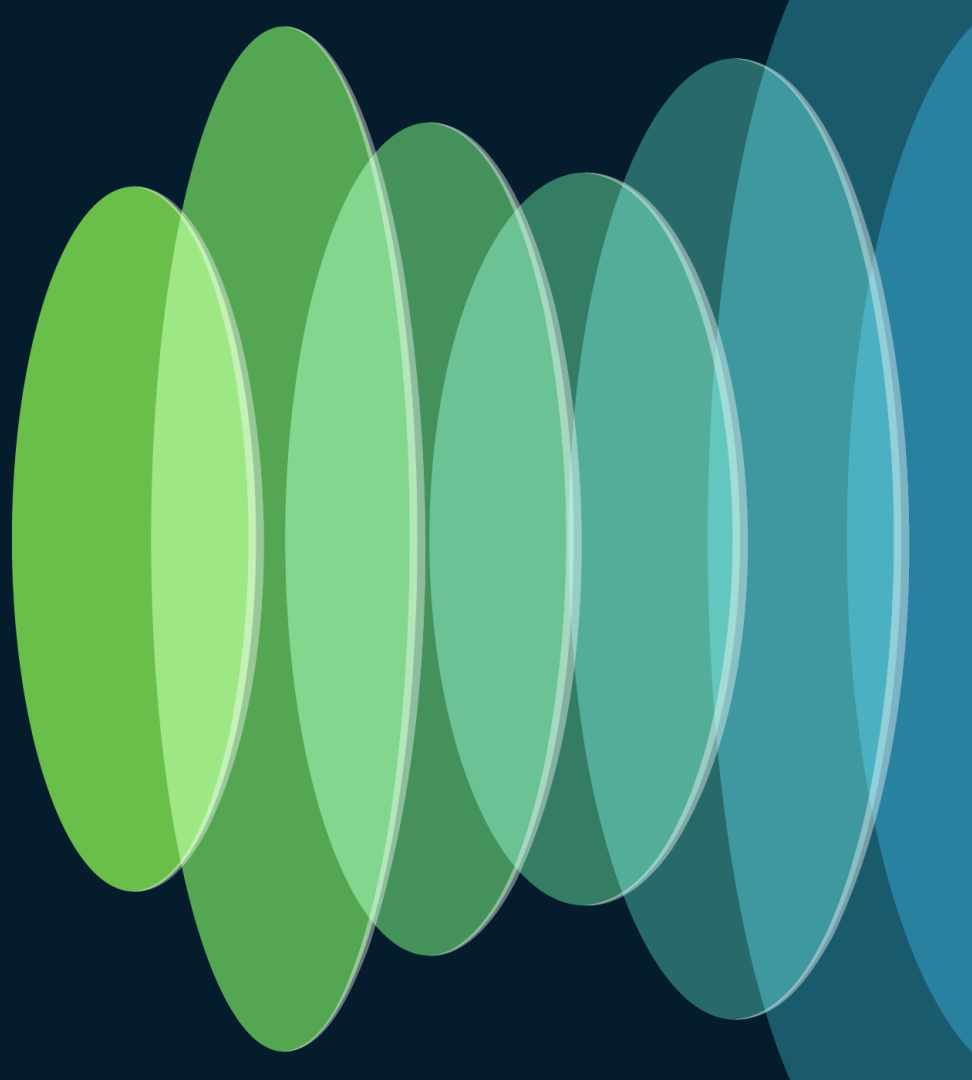
Add Text-to-Speech Message

# Channel Shift – Voice to SMS from Queue

## Demonstration



# Supervisor – Voice Flow changes from Desktop



# Supervisor - Voice Flow changes from Desktop

## Use Case

- Change Messaging including ad-hoc messages
- Put Contact center into Emergency Mode
- Control Surveys
- And much more...

## Features Used

- Global Variables APIs (read/write)
- (Glitch) webpage
- Supervisor Desktop Layout

# Supervisor Voice Flow changes from Desktop

## Standard Functionality

1

**Create Global variables** (Boolean and String types are currently supported)- naming convention required

2

Add Global Variables to your inbound routing flow

3

Create Glitch website to run in the Desktop

4

Use WxCC APIs within webpage to read and update global variables used in the Flow.

5

Add webpage to your Agent/Supervisor Desktop profile

# Step 1 – Create Global Variable(s)

Use the WxCC (Legacy) Admin Portal to create either **Boolean** or **String** Global Variables that can be used in your voice flow.

This example will add an ad-hoc message (Message of the Day) to the Voice Flow.

- Prefix your global variables with your name
  - e.g. **Adam\_Message\_Day**
- Give your Global Variable a Description – this is what will be shown in the webpage in the Desktop
- Choose either Boolean or String as the type of the Global variable
- Set a default value
- Save
- Repeat with a String Global Variable to contain the actual message to be played.



## Global Variable

General Settings

Name

Adam\_Message\_Day

Description

Message of the Day

Variable Type

Boolean

Default Value

False

Status

Active

Reporting Settings

Make Reportable

No

This enables the variable to appear in Analyzer for reporting purposes. Each tenant has a limit of 100 variables that can be reported on.

Agent Settings

Make Agent Viewable

No

This enables the variable to be displayed on Desktop with the value captured as part of the Flow.

Save

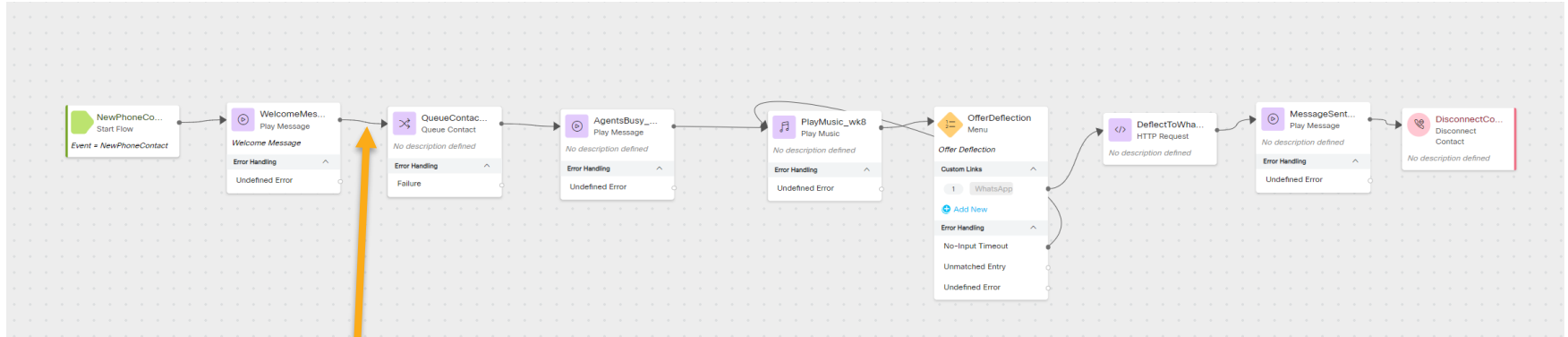
Cancel

# Step 2 – Add Global Variables to your Voice Flow

Use the WxCC Flow Editor to add the Global Variable to your Voice Flow.

We will build on the Call Deflection Flow from the previous example.

Add the Global variable before the queue node. (Note: you can add the Global Variable anywhere that is relevant)

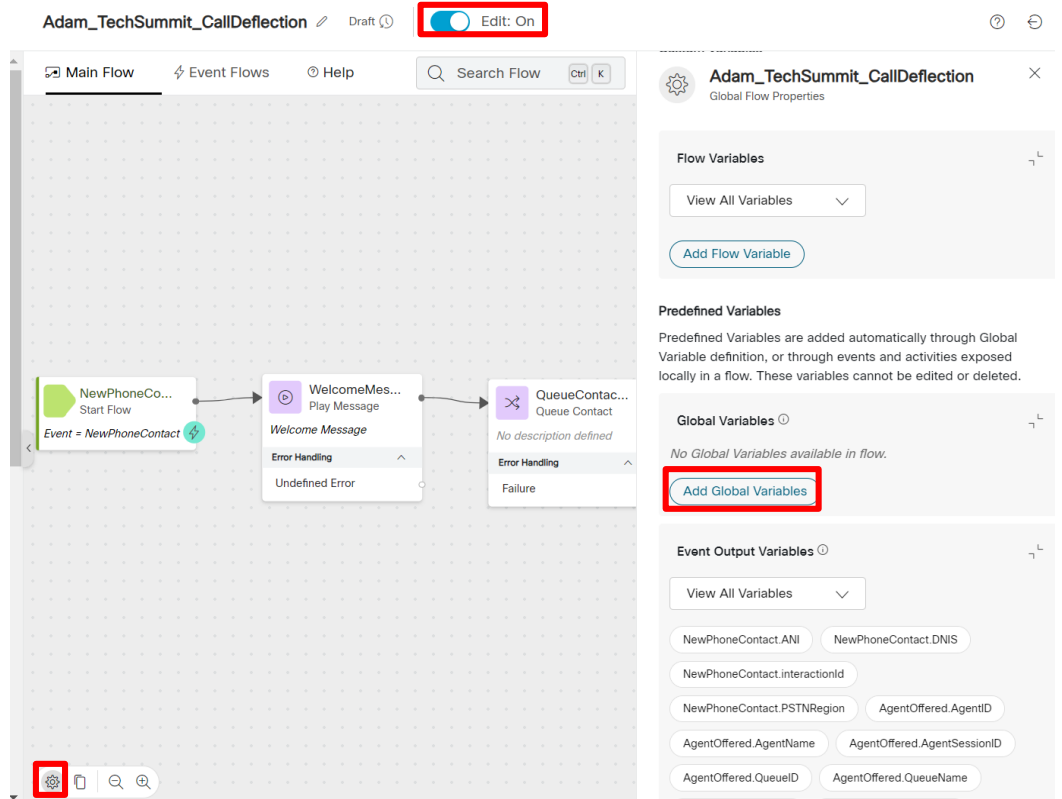


We will place the Global Variable here

# Step 2 – Add Global Variables to your Voice Flow

From Flow Designer

- Edit your flow.
- Select the **Global Flow Properties Cog**
- Scroll down to Global Variables and select **Add Global Variable**





# Step 2 – Add Global Variables to your Voice Flow

**Add Global Variables** ×

Search: adam ×

Adam\_Adhoc\_Message x Adam\_Message\_Day x

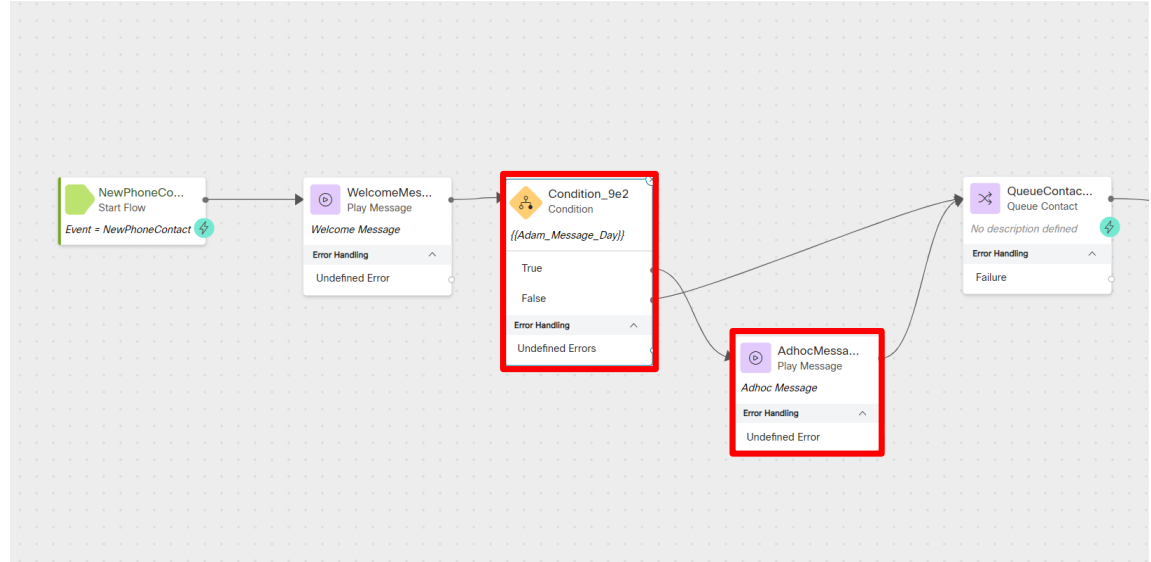
|                                     | Variable Names         | Type   Value             |
|-------------------------------------|------------------------|--------------------------|
| <input type="checkbox"/>            | Adam_SNOW              | Boolean   false          |
| <input type="checkbox"/>            | Adam_Voice_Bot         | Boolean   false          |
| <input checked="" type="checkbox"/> | Adam_Message_Day       | Boolean   false          |
| <input type="checkbox"/>            | Adam_Emergency_Message | String   Due to circu... |
| <input type="checkbox"/>            | Adam_Biometrics_Voice  | Boolean   false          |
| <input type="checkbox"/>            | Adam_MSD               | Boolean   false          |
| <input type="checkbox"/>            | Adam_Public_Sector_Bot | Boolean   false          |
| <input type="checkbox"/>            | Adam_Welcome_Message   | String   Please be a...  |
| <input type="checkbox"/>            | Adam_Company_Name      | String   Cisco Demo      |
| <input checked="" type="checkbox"/> | Adam_Adhoc_Message     | String   We are awar...  |
| <input type="checkbox"/>            | Adam_Emergency         | Boolean   false          |

Cancel Add

# Step 2 – Add Global Variables to your Voice Flow

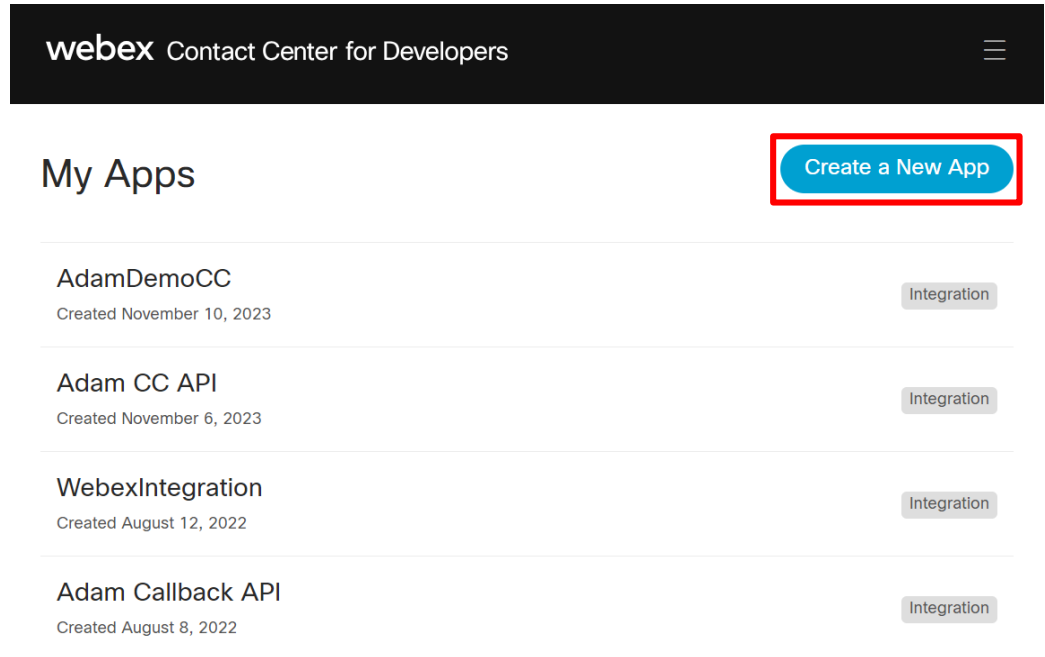
From Flow Designer

- Now, add to the main Flow:
- Condition
  - {{Adam\_Message Day}}
- Play Message
  - If Condition True
  - {{Adam\_Adhoc\_Message}}
- **Validate and Publish**



# Step 3 – Use WxCC APIs to read/write Global Variables

- From developer.webex-cx.com, create a new WxCC API App
  - Secret
  - Client Id
- Create an Access Token mechanism to provide access token in your website
  - Details available in [Cisco github repository](#).



webex Contact Center for Developers

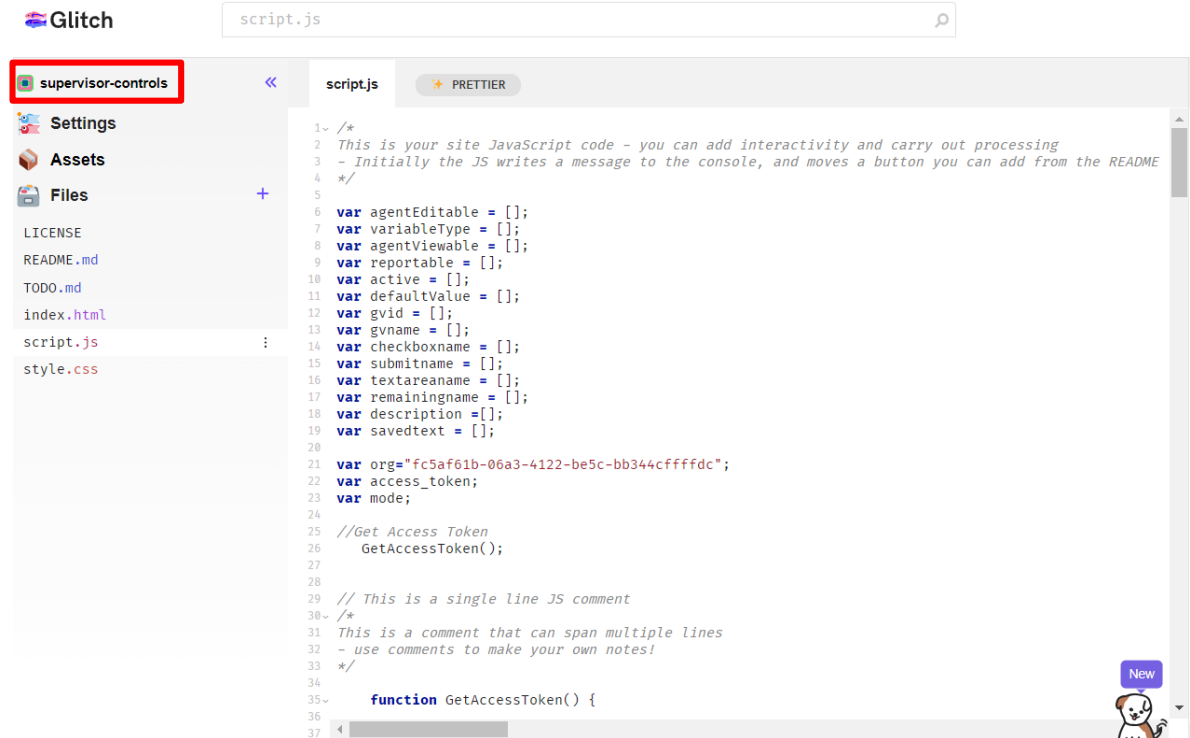
## My Apps

Create a New App

|                   |                           |             |
|-------------------|---------------------------|-------------|
| AdamDemoCC        | Created November 10, 2023 | Integration |
| Adam CC API       | Created November 6, 2023  | Integration |
| WebexIntegration  | Created August 12, 2022   | Integration |
| Adam Callback API | Created August 8, 2022    | Integration |

# Step 4 – Create (Glitch) website to enable view/update Global Variables

- Browse to Glitch.com
- Create a new Project
- Optional (rename project to something other than the random 3 words that Glitch defaults to)



```
1- /*
2 This is your site JavaScript code - you can add interactivity and carry out processing
3 - Initially the JS writes a message to the console, and moves a button you can add from the README
4 */
5
6 var agentEditable = [];
7 var variableType = [];
8 var agentViewable = [];
9 var reportable = [];
10 var active = [];
11 var defaultValue = [];
12 var gvid = [];
13 var gvname = [];
14 var checkboxname = [];
15 var submitname = [];
16 var textareaname = [];
17 var remainingname = [];
18 var description = [];
19 var savedtext = [];
20
21 var org="fc5af61b-06a3-4122-be5c-bb344cffffdc";
22 var access_token;
23 var mode;
24
25 //Get Access Token
26 GetAccessToken();
27
28
29 // This is a single line JS comment
30- /*
31 This is a comment that can span multiple lines
32 - use comments to make your own notes!
33 */
34
35- function GetAccessToken() {
36
37
```

# Step 4 – Use WxCC Apis to read/write Global Variables

- From webpage javascript file, use the APIs to list the current status of the global variables.
- Get an access token

```
function GetAccessToken() {  
  
    const myHeaders = new Headers();  
    myHeaders.append("x-token-passphrase", "hzqWFLqbK53h");  
  
    const requestOptions = {  
        method: "GET",  
        headers: myHeaders,  
        redirect: "follow",  
    };  
    console.log(requestOptions);  
  
    fetch("https://europe-west2-token-service-413010.cloudfunctions.net/token-service?name=wxcc token", requestOptions)  
        .then((response) => response.text())  
        .then((result) => GetGlobalVariables(JSON.parse(result)))  
        .catch((error) => console.log("[TEXTWIDGET] - ERROR - ", error));  
}
```

# Step 4 – Use WxCC Apis to read/write Global Variables

- Use the Global Variables API to retrieve a list of all Global variables with the prefix added to the search.

```
function GetGlobalVariables(result) {  
  
    var searchstring;  
    access_token=result.token;  
  
    if (username == null) {  
        searchstring = "";  
    } else {  
        searchstring = "?search="+username;  
    }  
  
    const myHeaders = new Headers();  
    myHeaders.append("Content-Type", "application/json");  
    myHeaders.append("Authorization", "Bearer " + access_token);  
  
    const raw = JSON.stringify({  
    });  
  
    const requestOptions = {  
        method: "GET",  
        headers: myHeaders,  
        redirect: "follow",  
    };  
    console.log(requestOptions);  
    fetch("https://api.wxcc-eu1.cisco.com/organization/"+org+"/v2/cad-variable"+searchstring, requestOptions)  
    .then((response) => response.text())  
    .then((result) => GotVariables(JSON.parse(result),context))  
    .catch((error) => console.log("[TEXTWIDGET] - ERROR - ", error));  
}
```

# Step 4 – Use WxCC Apis to read/write Global Variables

- Parse the results of the search to create an HTML table of results

```
for (let i = 0; i < result.meta.totalRecords; i++) {
  agentEditable[i]=result.data[i].agentEditable;
  variableType[i]=result.data[i].variableType;
  agentViewable[i]=result.data[i].agentViewable;
  reportable[i]=result.data[i].reportable;
  active[i]=result.data[i].active;
  defaultValue[i]=result.data[i].defaultValue;
  gvid[i]=result.data[i].id;
  gvname[i]=result.data[i].name;
  savedtext[i]=result.data[i].defaultValue;
  checkboxname[i]="checkbox"+i;
  submitname[i]="submit"+i;
  textareaname[i]="textarea"+i;
  remainingname[i]="remaining"+i;
  description[i]=result.data[i].description;

  if (description[i] == "" || description[i]===undefined || description[i]==null) {
    description[i]=gvname[i];
  }

  if (result.data[i].variableType=="Boolean") {
    booleandata.push ( { name: description[i], Value: defaultValue[i], CheckName:checkboxname[i], SubmitName:submitname[i] });
  }
  if (result.data[i].variableType=="String") {
    stringdata.push ( { name: description[i], Value: defaultValue[i], TextAreaName:textareaname[i], SubmitName:submitname[i], I
  }
}

const tableContainer = context.getElementById('table-container');
tableContainer.innerHTML = generateTable(booleandata);
const stringtableContainer = context.getElementById('table-container-string');
stringtableContainer.innerHTML = generateTableString(stringdata);
```

# Step 4 – Use WxCC Apis to read/write Global Variables

- Add some listeners

```
context.addEventListener('paste', e=>{
    let data = e.clipboardData.getData('text/plain');
    // text.innerHTML = data;
    var textarealength = e.srcElement.value.length+data.length;
    e.srcElement.nextSibling.innerHTML=textarealength+"/256";
})

context.addEventListener('keyup', e=>{
    var textarealength = e.srcElement.value.length;
    e.srcElement.nextSibling.innerHTML=textarealength+"/256";
    StringChanged(e.srcElement);
})

context.addEventListener('click', e=>{
    buttonclicked(e.srcElement);
})

function buttonclicked(id) {
    // Get number
    if (id.nodeName == 'INPUT') {
        checkboxticked(id);
    } else if (id.nodeName == 'BUTTON') {
        submitclicked(id);
    }
}
```



# Step 4 – Use WxCC Apis to read/write Global Variables

- If anything changes and the Apply button is clicked, use the Set Global variable API to update the Global Variable.

```
const myHeaders = new Headers();
myHeaders.append("Content-Type", "application/json");
myHeaders.append("Authorization", "Bearer " + access_token);

const raw = JSON.stringify({
  agentEditable:agentEditable[index],
  variableType:variableType[index],
  agentViewable:agentViewable[index],
  reportable:reportable[index],
  active:active[index],
  defaultValue:defaultValue[index],
  id:gvid[index],
  name:gvname[index],
  description:description[index]
});

const requestOptions = {
  method: "PUT",
  headers: myHeaders,
  body:raw,
  redirect: "follow",
};
console.log(requestOptions);

fetch("https://api.wxcc-eu1.cisco.com/organization/"+org+"/cad-variable/"+gvid[index], requestOptions)
  .then((response) => response.text())
  .then((result) => updateLabel(JSON.parse(result)))
  .catch((error) => console.log("[TEXTWIDGET] - ERROR - ", error));
}
```

# Step 5 – Add webpage to Supervisor Desktop

- Edit Desktop JSON File
- Add the following code to the Navigation section
- Use the User and orgId parameters to pass data to the script.
- Save and use Control Hub to upload to your Desktop Profile

```
{
  "nav" : {
    "label" : "Demo Control",
    "icon" : "https://london-mailmedia.s3.amazonaws.com/5eb65906-aa26-404d-8fd7-2ddb5f04d7e/Settings_1769175815618694.png",
    "iconType" : "other",
    "navigateTo" : "gv",
    "align" : "top"
  },
  "page" : {
    "id" : "gv",
    "widgets" : {
      "right": {
        "comp": "supervisor-controls",
        "script": "https://supervisor-controls-token.glitch.me/script.js",
        "wrapper" : {
          "title" : "Demo Control",
          "maximizeAreaName" : "app-maximize-area"
        },
        "properties": {
          "User": "Adam",
          "orgId": "$STORE.agent.orgId"
        }
      }
    },
    "layout" : {
      "areas" : [
        [
          "right"
        ]
      ],
      "size" : {
        "cols" : [
          1
        ],
        "rows" : [
          1
        ]
      }
    }
  }
}
```

# Supervisor - Voice Flow changes from Desktop

Refresh or log in as your supervisor. You should see a cog on the Navigation bar.

Select the cog and you will see your Global Variables created above.

The screenshot displays the 'My Supervisor and Agent Desktop' interface. On the left is a navigation bar with a settings gear icon at the bottom. The main content area is titled 'Demo Control' and is divided into two panels. The left panel, 'Demo Controls', lists various services with toggle switches and 'Apply' buttons. The right panel, 'Messages', contains text boxes for different messages, each with an 'Apply' button.

| Demo Controls           |                              |       |
|-------------------------|------------------------------|-------|
| Salesforce              | <input type="checkbox"/> OFF | Apply |
| Biometrics (Digital)    | <input type="checkbox"/> OFF | Apply |
| Post Call Survey        | <input type="checkbox"/> OFF | Apply |
| Service Now             | <input type="checkbox"/> OFF | Apply |
| Voice Bot               | <input type="checkbox"/> OFF | Apply |
| Message of the Day      | <input type="checkbox"/> OFF | Apply |
| Biometrics (Voice)      | <input type="checkbox"/> OFF | Apply |
| MS Dynamics             | <input type="checkbox"/> OFF | Apply |
| Public Sector Voice Bot | <input type="checkbox"/> OFF | Apply |
| Emergency               | <input type="checkbox"/> OFF | Apply |

| Messages           |                                                                                                                                                  |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| Emergency Message  | <div>Due to circumstances beyond our control we cannot handle your call at the moment. Please try again later.</div> <div>Apply</div>            |
| Welcome Message    | <div>Please be aware that we record all calls to comply with regulations and help us to continually improve our services.</div> <div>Apply</div> |
| Company Name       | <div>Cisco Demo</div> <div>Apply</div>                                                                                                           |
| Message of the Day | <div>We are aware that there is a problem with our website. We anticipate the problem to be fixed by 5 pm.</div> <div>Apply</div>                |