Configure Counter in Menu Block for Webex Contact Center Flows

Contents

Introduction

This document describes how to configure the counter with menu block when you create or edit flows.

Prerequisites

Requirements

Cisco recommends that you have knowledge of the following topics:

- Webex Contact Center (WxCC) Flow builder

Components Used

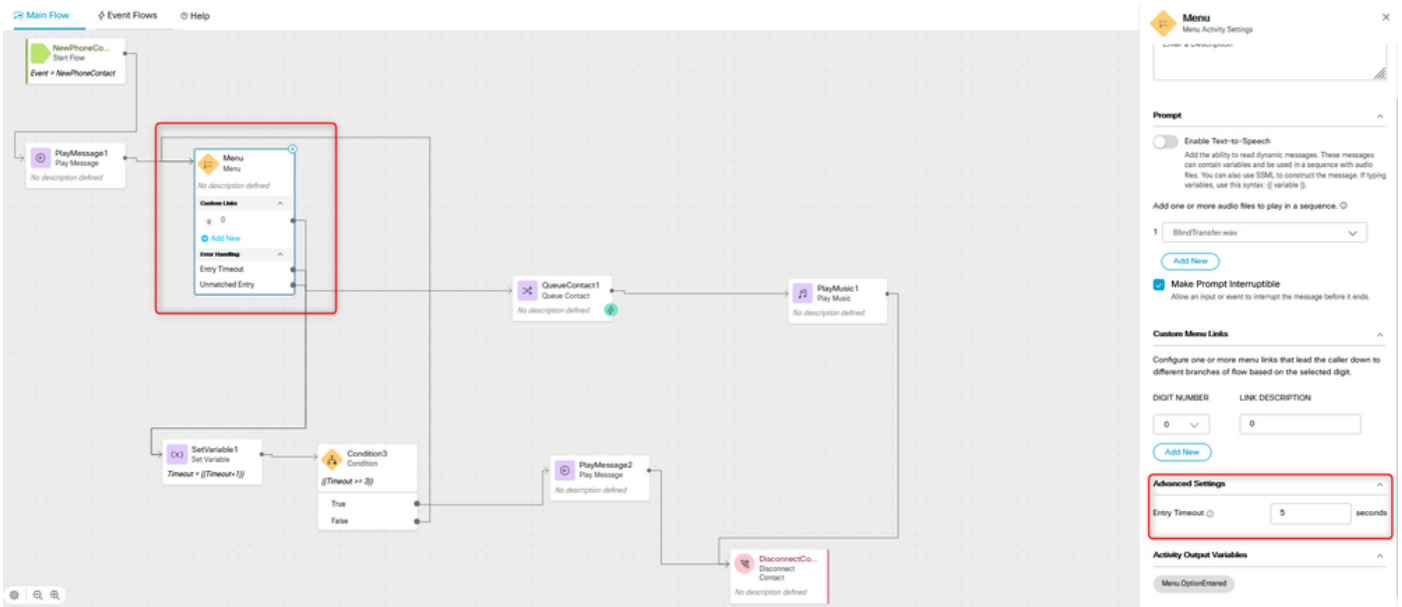The information in this document is based on these software and hardware versions:

- WxCC 2.0

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.
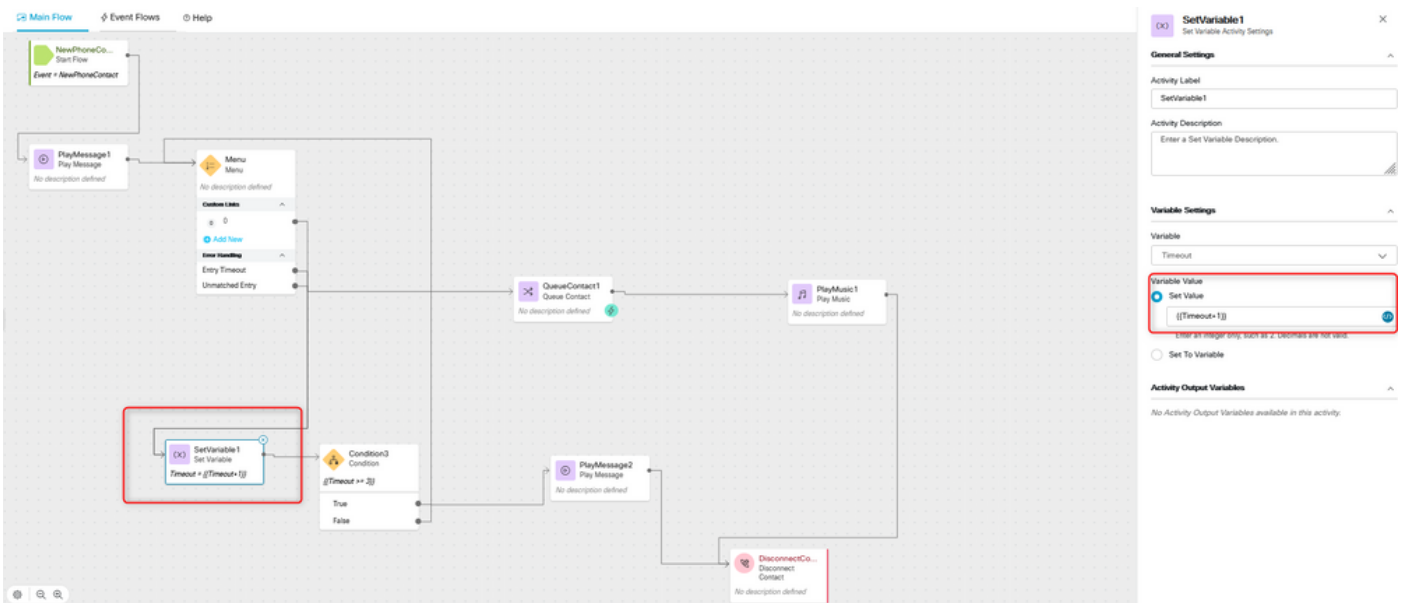
Configure

The counter can be designed for multiple applications but in this example, the call shall return back to menu multiple times if the agent selects an incorrect option or the menu timeout occurs and after specific attempts move the call to next logic. You have to configure the counter in the flow builder with the Set Variable and Condition blocks. Here are the steps:
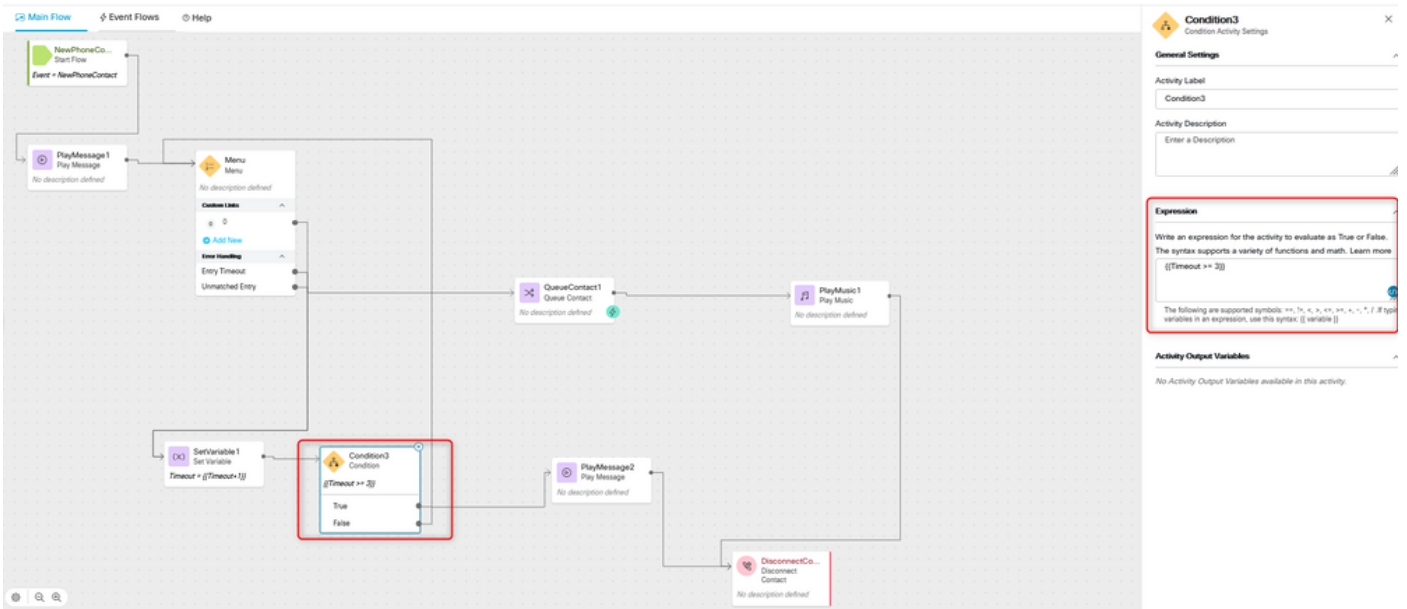
1. Configure menu block with entry timeout and unmatched entry options connect to Set Variable block. In the Advanced Settings of the menu block configure the timeout interval.
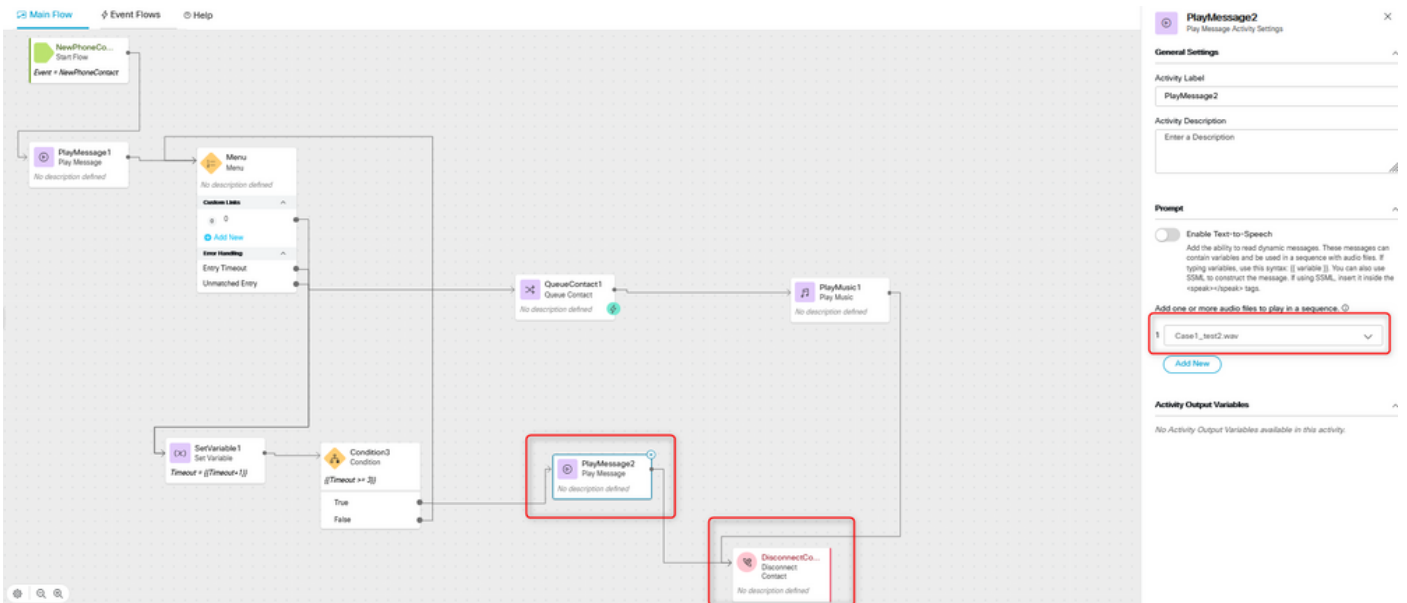
2. Configure Set Variable block with Set Value {{Timeout+1}}.

3. Configure Condition block with expression {{Timeout >= n}}, where n is the number of times you would like to return the call back to menu before the call disconnects. For example, {{Timeout >= 3}} configuration returns the call back to menu 3 times before the call disconnects as per the flow logic.

4. Configure Play Message followed by Disconnect Contact blocks to play the recording and disconnect the call if the caller doesn't select the correct option or time out occurs n number of times.

Verify

Make a call to the flow with the menu option and verify if the behaviour is as per the configured logic.