

# 行銷活動經理配置

## 目錄

[簡介](#)

[需求](#)

[預覽活動的出站入口點配置](#)

[配置預覽市場活動](#)

[針對漸進式活動的回叫外撥入口點配置](#)

[配置進步活動](#)

## 簡介

本文介紹Webex聯絡中心的活動經理配置。這取決於您的企業中語音活動的設定方式，您可以自己發起外撥活動呼叫，也可以由系統為您發起外撥呼叫。在預覽活動中，當您處於空閒狀態時，可以向Webex聯絡中心請求外撥聯絡人卡。接受聯絡人卡片時，Webex聯絡中心會發出撥出呼叫。如果聯絡中心之前曾與您呼叫的人員通訊，則這些呼叫的歷史記錄將顯示在Agent Desktop的右面板中。在漸進市場活動中，無論何時您處於「可用」狀態，系統都會向您推送外撥呼叫。如果聯絡中心之前曾與您呼叫的人員通訊，則這些呼叫的歷史記錄將顯示在Agent Desktop的右面板中。

## 需求

思科建議您瞭解以下主題：

- Webex客服中心入口點配置。
- Webex Contact Center的活動管理基礎知識。
- 對外行銷活動的基本知識

**附註：**本文檔面向已在其網路基礎設施中部署Webex聯絡中心的客戶和合作夥伴。

## 預覽活動的出站入口點配置

正確配置的出站入口點（出站EP）是預覽活動的前提條件。在處理預覽活動配置之前，請確保座席能夠使用Agent Desktop Application(ADA)上的撥號盤進行簡單的出站呼叫。如果座席無法發出外撥呼叫ADA，請參閱以下步驟以確保座席配置正確。

步驟1。為使座席能夠從ADA發出出站呼叫，需要將使用者帳戶分配到已正確配置出站入口點（出站EP）的座席配置檔案。

Agent Settings

Site	site_KrisRCDN
Teams	<input type="text" value="krisSalesTeam"/>
Skill Profile	<input type="text" value="kris_Sales5_eng_service10"/>
Agent Profile	<input type="text" value="agentProfile_Kris"/>

## Agent Profile

General Information Auxiliary Codes Collaboration **Dial Plan** Agent DN Validation Agent Viewable Statistics Agent Thresholds

Dial Plan

Outdial Enabled	<input checked="" type="checkbox"/>
Outdial Entry Point	<input type="text" value="EP_Outdial"/>

步驟2. 出站EP路由策略必須配置OutdialEP控制指令碼。

Advanced Settings

Music on Hold	<input type="text" value="defaultmusic_on_hold.wav"/>
---------------	---

Call Control

Control Script	<input type="text" value="OutdialEP_ANI.js"/>	<input type="button" value="Image"/>
OutdialQueue	<input type="text" value="OutdialQ"/>	(vteam, The Outdial Queue.)

步驟3. 出站隊列路由策略必須使用OutdialQ控制指令碼進行配置。

Call Control

Control Script	<input type="text" value="outdialQ_v2.js"/>	<input type="button" value="Image"/>
----------------	---	--------------------------------------

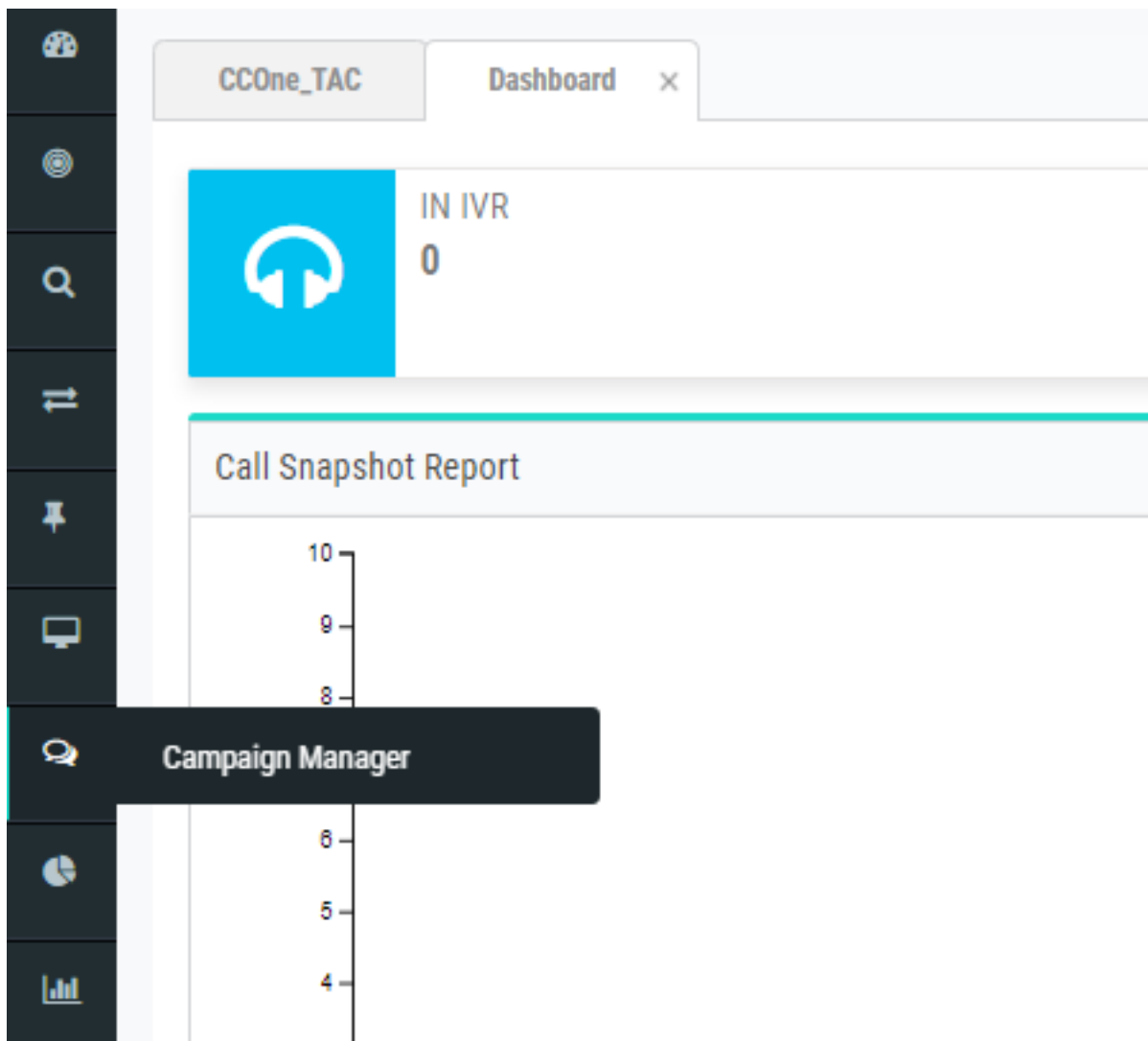
**附註：**入口點和隊列的自定義控制元件指令碼名稱可能具有不同的租戶名稱。

**附註：**任何新的外撥入口點都需要由思科TAC/SA團隊調配才能正常工作。

## 配置預覽市場活動


步驟1. 確保已配置外撥EP並將其分配到代理配置檔案。

步驟2. 從Webex客服中心門戶開啟Campaign Manager模組。




步驟3.導航系統→模式。新增語音模式。可為您的租戶預配置此項。

**Mode Name**

 Mobile

---

**Description**

 Mobile

---

Minimum length

Maximum length

步驟4.導航**系統**→**時區**。啟用合適的時區。

步驟5.定位至**系統**→**配置業務結果組**。預設情況下，在Webex聯絡中心預配模組中定義的總結代碼將作為業務結果新增到市場活動管理器中。

點選業務成果圖示，如下所示。



將開啟「業務結果」螢幕。

**System Configuration** System Menu

**Business Outcome**

Showing 1 - 1 of 1 records

Search

Business Outcome Grou...	Description	Parent Outcomes	Outcomes	Actions
Wrapup Code	Wrapup Code	Parent Outcomes (0) ▼	Outcomes (7) ▼	

1 of 1 items per page

在「操作」列中按一下編輯，然後在「業務結果組」和「父結果組」嚮導上按一下下一步按鈕以導航到「結果」嚮導。


**Configure Business Outcome Group**

Business Outcome Group Parent Outcomes Outcomes **3**


Outcome	Parent Name	Outcome Type	RescheduleDays(D:H:M)	Max Retry	Priority	Close Contact	Retain PCB	Actions
Follow-Up		Success	0:0:0	0	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Campaign-WrapUp		Success	0:0:0	0	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Callback Requested		Failure	0:0:5	3	0	<input type="checkbox"/>	<input type="checkbox"/>	
Sale		Success	0:0:0	0	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Transferred		Success	0:0:0	0	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Pending Case		Success	0:0:0	0	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Closed		Success	0:0:0	0	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

步驟6.導航Contact strategy → Add。保持文字簡單。選擇您以前建立的模式。設定電話結果。

Contact Strategy Name

 kris\_CS

---

 Description

---

Contact Strategy Type:      Simple     Advanced     Callback




 Edit Contact Strategy

Contact Strategy Name		Select Mode			Telephony Outcomes		
Outcomes	Reschedule Time (D:H:M)	Max Retry	Priority	Branch Mode	Retain PCB	Close Contacts	Remove
voice	0:0:0	1	-1	Default	No	Yes	No
answer-machine	0:0:15	1	-1	Default	No	Yes	No
no-ringback	0:0:15	1	-1	Default	No	Yes	No
Error	0:0:15	1	-1	Default	No	Yes	No

步驟7.定位市場活動→新增市場活動。選擇運行市場活動的日期/時間範圍，選擇生存時間和時區。

附註：業務結果組是一組總結代碼。生存時間是市場活動中的聯絡人有效的時間。

Create New Campaign

Campaign Detail	Campaign Group	Contact Strategy	Configuration Options
<p>Campaign Name</p> <p>krisDemoPreview</p> <hr/> <p>Description</p> <p>Preview Campaign</p> <hr/> <p>Select Date Range</p> <p>05/01/2020 to 04/02/2021 </p> <hr/> <p>Select Time Range</p> <p>12:00 AM - 11:59 PM </p> <hr/> <p>Business Outcome Group</p> <p>Wrapup Code</p> <hr/> <p>Time to Live(days) - 365 +</p> <hr/> <p>TimeZone</p> <p>[UTC-05:00] Eastern Time (US and Canada) </p>			

[NEXT](#)

步驟8.選擇模式「預覽」(Preview)，然後執行團隊選擇。團隊必須與為座席配置的團隊相同。

Create New Campaign

Campaign Detail Campaign Group Contact Strategy Configuration Options

Group Selection

Channel:  Voice  Digital/CPaaS

Dedicated Campaign Group  Shared List

Pacing Mode  
Preview

Available Team

- AAAIms\_auto\_team
- AAAIms\_life\_experts
- Arcastil\_Sales\_Team
- Arcastil\_Service
- Ari\_Demo\_Team
- Blended\_Team
- BroadCloudPaaS\_AgentTeam

Assigned Team

- krisSalesTeam

PREVIOUS NEXT

步驟9.選擇聯絡策略和回撥策略，建議使用Default\_Callback\_Strategy。按一下下一步建立市場活動

Create New Campaign

Campaign Detail Campaign Group Contact Strategy Configuration Options

Contact strategy:  Simple  Advance

Global Retry

Cycle Retry

Global Retry

Cycle Retry Interval  
Day  Hrs  Min

Callback Strategy  
Default\_Callback\_Strategy

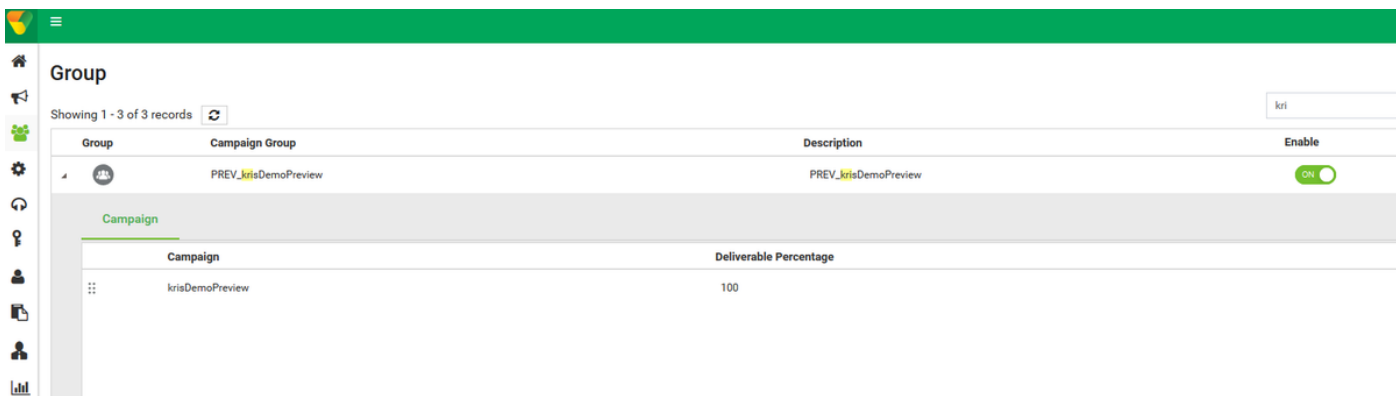
Reset Daily and Global Retries  OFF

PCB to NCB reset:  Retries  Duration

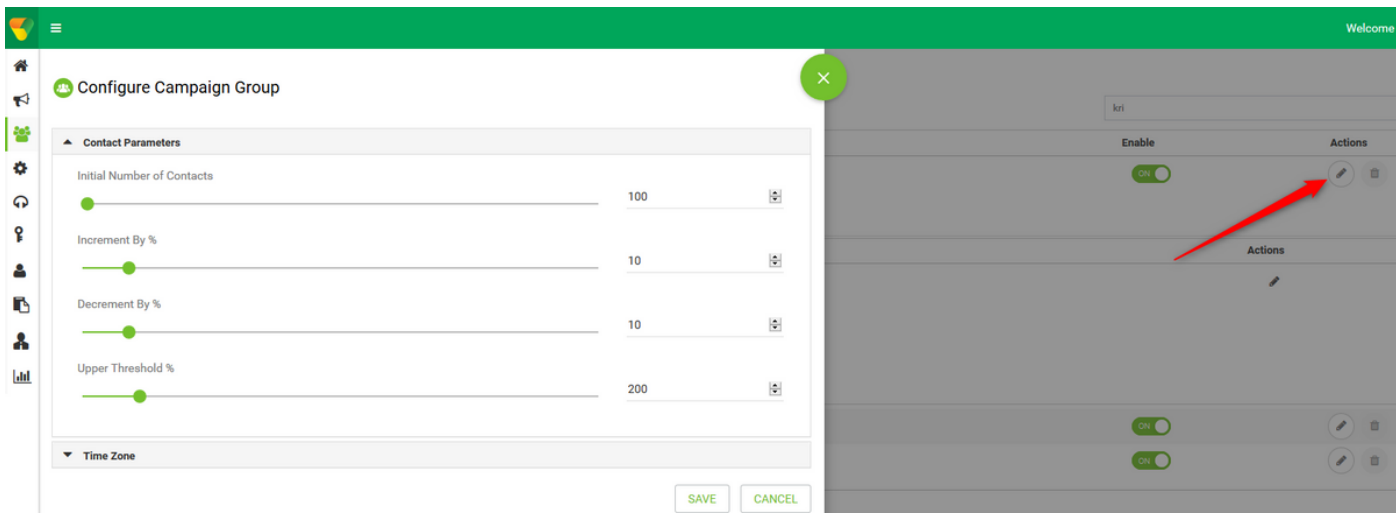
Attempts to reach Agent

PREVIOUS NEXT

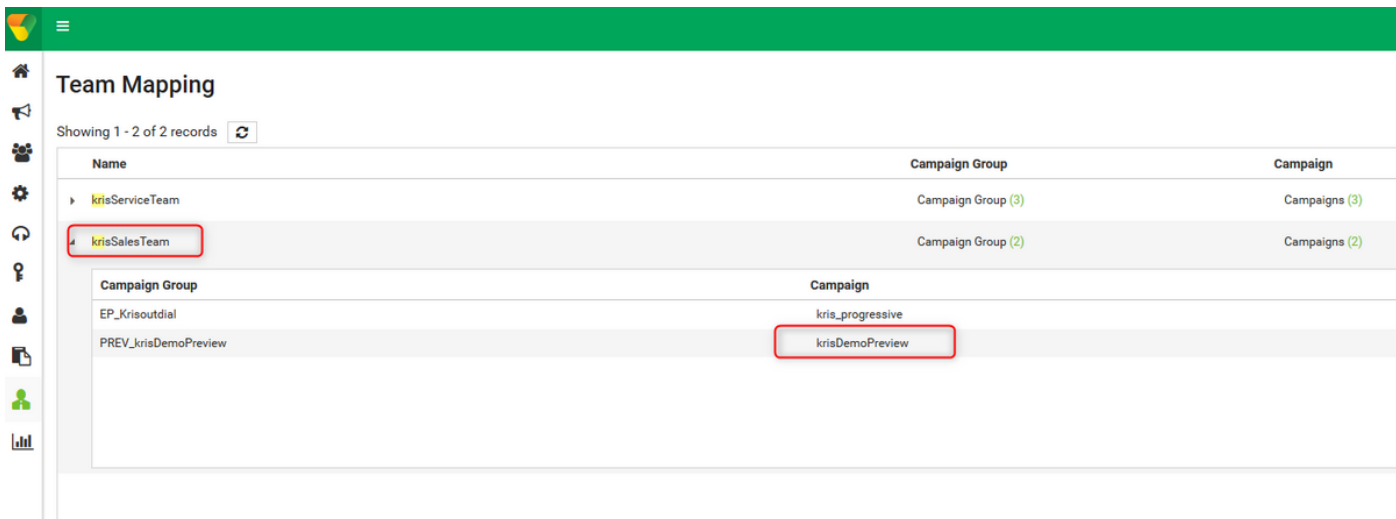
步驟10.定位組模組並確保啟用市場活動組並且新建立的市場活動與其關聯。



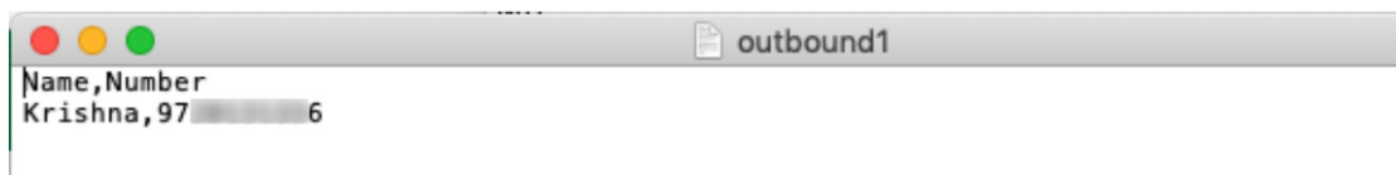
步驟11. 按一下Edit組並配置聯絡人引數。



步驟12. 導航團隊，並確保座席團隊與市場活動關聯。



步驟13. 建立示例聯絡人檔案。



步驟14. 從編輯聯絡人清單和上載聯絡人列→清單→導航正確→活動，然後添→聯絡人清單。



Configure Campaign krisDemoPreview

Campaign Detail Business Parameter CSS Chaining **Contact Lists** Manage Contacts Schedule IVR Template Editor Email Template Editor SMS Template Editor Other Configuration

Contact Lists Showing 1 - 10 of 12 records

List ID	Global List ID	Start Time	End Time	Records Available	Records Pending	Status	Actions
12	NA	04/09/2019 03:58 PM	03/09/2020 03:59 PM	1	0	Active	100%
11	NA	04/09/2019 03:56 PM	03/09/2020 03:56 PM	1	0	Active	100%
10	NA	04/09/2019 02:46 PM	03/09/2020 02:48 PM	1	0	Stopped	100%
9	NA	04/09/2019 02:46 PM	03/09/2020 02:46 PM	1	0	Stopped	100%
8	NA	03/09/2019 07:40 PM	02/09/2020 07:41 PM	1	0	Stopped	100%
7	NA	03/09/2019 07:37 PM	02/09/2020 07:37 PM	1	0	Stopped	100%

Page 1 of 2 10 items per page

步驟15.選擇聯絡人檔案(,)中的正確分隔符。 選擇檔案。

Upload Contacts

Enable to view one panel at a time

Import File

Source Type  Formatted File  Database Table  Database View

Delimiter

Choose File

Choose your file here to Upload.

UPLOAD

步驟16.選擇ZoneName作為活動特定時區。

ZoneName Campaign Specific TimeZone

步驟17.從檔案選擇Number欄位，進入Mobile模式或其他適用的模式，如家庭、辦公室等。

Modes Mapping

Modes	Fields
Mobile	Number

第18步點選Refresh。新聯絡人清單必須在幾秒鐘後出現。

Configure Campaign krisDemoPreview

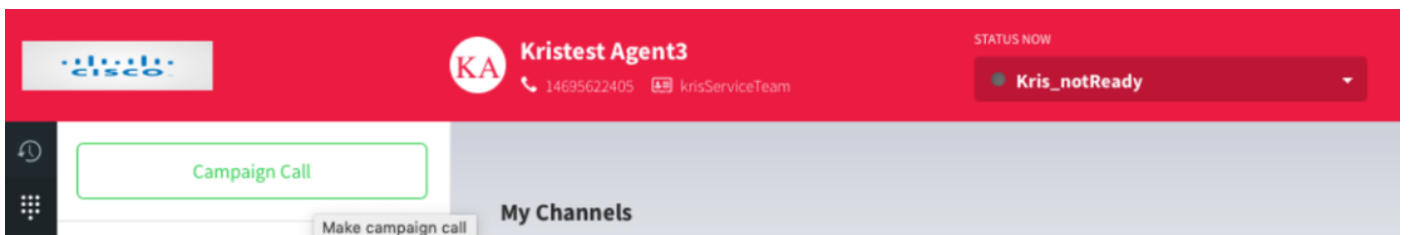
Campaign Detail Business Parameter CSS Chaining **Contact Lists** Manage Contacts Schedule IVR Template Editor Email Template Editor SMS Template Editor Other Configuration

Contact Lists ●

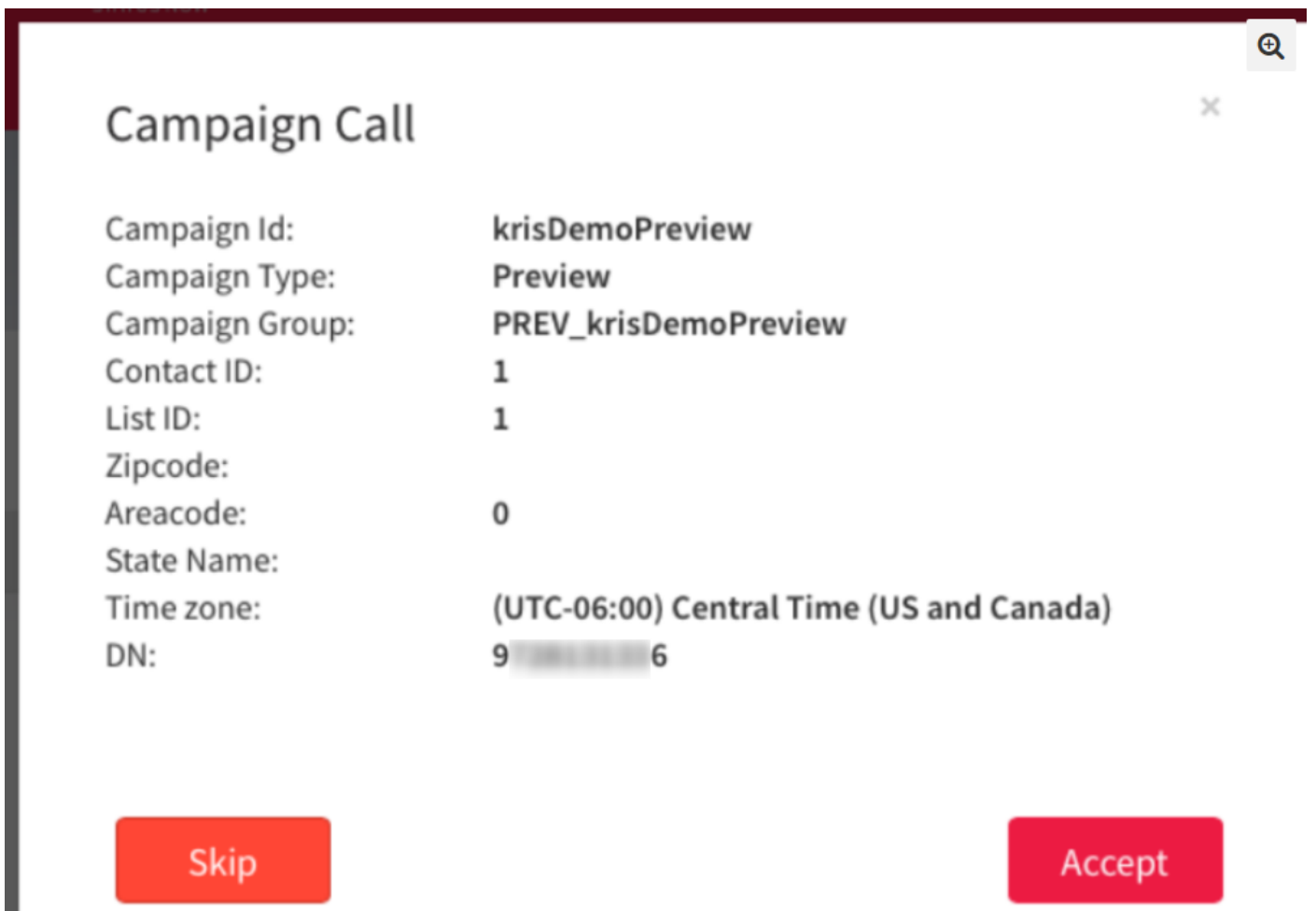
Showing 1 - 6 of 6 records

List ID	Global List ID	Start Time	End Time	Records Available	Records Pending	Status	Actions																																				
6	NA	11/03/2019 09:24 PM	10/03/2020 09:24 PM	1	1	Active	0%																																				
<table border="1"> <thead> <tr> <th colspan="4">Contact</th> <th colspan="2">NDNC</th> <th colspan="2">Corporate DNC</th> <th colspan="2">Compliance DNC</th> <th colspan="2">Litigation</th> </tr> <tr> <th>Processed</th> <th>Uploaded</th> <th>Failed</th> <th>Duplicate</th> <th>Contact</th> <th>Mode</th> <th>Contact</th> <th>Mode</th> <th>Contact</th> <th>Mode</th> <th>Contact</th> <th>Mode</th> </tr> </thead> <tbody> <tr> <td>2</td> <td>1</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>								Contact				NDNC		Corporate DNC		Compliance DNC		Litigation		Processed	Uploaded	Failed	Duplicate	Contact	Mode	Contact	Mode	Contact	Mode	Contact	Mode	2	1	1	0	0	0	0	0	0	0	0	0
Contact				NDNC		Corporate DNC		Compliance DNC		Litigation																																	
Processed	Uploaded	Failed	Duplicate	Contact	Mode	Contact	Mode	Contact	Mode	Contact	Mode																																
2	1	1	0	0	0	0	0	0	0	0	0																																
<table border="1"> <thead> <tr> <th colspan="6">Upload Details</th> </tr> <tr> <th>Time</th> <th>Type</th> <th>Sub-Type</th> <th>Mode Failed</th> <th>File Name</th> <th></th> </tr> </thead> <tbody> <tr> <td>11/03/2019 09:25 PM</td> <td>MANUALUPLOAD</td> <td>NEW</td> <td>0</td> <td>outbound1</td> <td></td> </tr> </tbody> </table>								Upload Details						Time	Type	Sub-Type	Mode Failed	File Name		11/03/2019 09:25 PM	MANUALUPLOAD	NEW	0	outbound1																			
Upload Details																																											
Time	Type	Sub-Type	Mode Failed	File Name																																							
11/03/2019 09:25 PM	MANUALUPLOAD	NEW	0	outbound1																																							

步驟19.在Agent Desktop應用程式中，將座席狀態更改為「空閒」，然後按一下**Campaign Call**選項。座席在預覽模式下發起活動呼叫。



呼叫將呈現給座席。接受或跳過呼叫。



## 針對漸進式活動的回叫外撥入口點配置

這是使用語音回叫功能配置外撥入口點以使「漸進式行銷活動」發揮作用的前提條件。

附註：任何新的外撥入口點都需要由思科TAC/SA團隊調配才能正常工作。

### 步驟1. 建立外撥EP。


#### General Settings

Name	EP_Krisoutdial
Description	kris outdial EP
Type	Outdial Entry Point
Outdial Primary DID URL	http://localhost:8000/Demo-EP_Krisoutdial-outdial.xml
Outdial Backup DID URL	http://localhost:8000/Demo-EP_Krisoutdial-outdial.xml
Channel Type	Telephony
Status	Active

### 步驟2. 配置出站EP的路由策略。選擇WebCallbackEP作為控制指令碼，然後選擇「出站隊列」。

Music on Hold


---

Control Script  



Queue  x v (vteam, The Queue.)

### 步驟3. 配置外撥隊列路由策略。選擇WebcallbackQ控制指令碼。新增必須處理進步市場活動呼叫的團隊。

#### Call Control


Control Script  

MIQ  x v (mediaFile, Music In Queue)

---

#### Call Distribution



##### Group1

Teams			
Team Name	Site Name	Status	Team Type
krisServiceTeam	site_KrisRCDN	In Service	Agent Based

附註：可能需要PS約定才能獲取WebCallbackEP.js和WebcallbackQ.js回撥控制指令碼。


## 配置進步活動

步驟1.確保已配置外撥EP並使用回撥控制指令碼正常工作。

步驟2.開啟市場活動管理器。


步驟3.導航系統→模式。新增語音模式。可為您的租戶預配置此項。

**Mode Name**

 Mobile

---

**Description**

 Mobile

---

Minimum length

Maximum length

步驟4.導航系統→時區。啟用合適的時區。

步驟5.定位System → Configure Business Outcome Group。預設情況下，在Webex聯絡中心預配模組中定義的總結代碼會作為業務結果新增到Campaign Manager中。按一下Business Outcome圖示。此時將開啟「業務結果」螢幕。

**System Configuration** System Menu

**Business Outcome**

Showing 1 - 1 of 1 records Search

Business Outcome Grou...	Description	Parent Outcomes	Outcomes	Actions
Wrapup Code	Wrapup Code	Parent Outcomes (0) ▼	Outcomes (7) ▼	

Navigation: 1 of 1, 10 items per page

在「操作」列中按一下編輯，然後在「業務結果組」和「父結果組」嚮導上按一下下一步按鈕以導航到「結果」嚮導。

**Configure Business Outcome Group** X


Business Outcome Group Parent Outcomes Outcomes 3

Outcome	Parent Name	Outcome Type	RescheduleDays(D:H:M)	Max Retry	Priority	Close Contact	Retain PCB	Actions
Follow-Up		Success	0:0:0	0	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Campaign-WrapUp		Success	0:0:0	0	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Callback Requested		Failure	0:0:5	3	0	<input type="checkbox"/>	<input type="checkbox"/>	
Sale		Success	0:0:0	0	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Transferred		Success	0:0:0	0	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Pending Case		Success	0:0:0	0	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Closed		Success	0:0:0	0	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

PREVIOUS SAVE

步驟6.導航Contact strategy → Add。保持文字簡單。選擇您以前建立的模式。設定電話結果。

Contact Strategy Name

 kris\_CS

 Description

Contact Strategy Type:

Simple  Advanced  Callback

 Edit Contact Strategy

Contact Strategy Name		Select Mode			Telephony Outcomes		
Outcomes	Reschedule Time (D:H:M)	Max Retry	Priority	Branch Mode	Retain PCB	Close Contacts	Remove Mode
voice	0:0:0	1	-1	Default	No	Yes	No
answer-machine	0:0:15	1	-1	Default	No	Yes	No
no-ringback	0:0:15	1	-1	Default	No	Yes	No
Error	0:0:15	1	-1	Default	No	Yes	No

步驟7.定位市場活→和新增市場活動。選擇日期/時間範圍以運行市場活動。選擇生存時間和時區。

附註：業務結果組是一組總結代碼。生存時間是市場活動中的聯絡人有效的時間。

## Create New Campaign

Campaign Detail

Campaign Group

Contact

Campaign Name

kris\_progressive

Description

kris\_progressive

Select Date Range

11/03/2019 to 30/04/2019

Select Time Range

12:00 AM - 11:59 PM

Business Outcome Group

Time to Live(days)

TimeZone

(UTC-06:00) Central Time (US and Canada)

選擇「語音通道」和「漸進式步調模式」。選擇先前使用回撥控制指令碼建立的出站入口點。

**Group Selection**

Channel:  Voice  Digital/CPaaS

Dedicated Campaign Group  Shared List

Pacing Mode: Progressive

Entry Point: EP\_Krisoutdial

選擇聯絡策略和回叫策略。

Contact strategy:  Simple  Advance

Global Retry:

Cycle Retry:

kris\_CS

Daily Retry:

Cycle Retry Interval: Day  Hrs  Min

Callback Strategy: Default\_Callback\_Strategy

Reset Daily and Global Retries:

PCB to NCB reset:  Retries  Duration

Attempts to reach Agent:

步驟8.導航組。確保已啟用市場活動組並且已關聯漸進市場活動。

Campaign	Deliverable Percentage	Actions
kris_progressive	100	

配置聯絡人引數。

**Contact Parameters**

Initial Number of Contacts: 85

Increment By %: 30

Decrement By %: 60

Upper Threshold %: 200

選擇正確的時區

## Time Zone

Showing 8 records 

Enabled	Zone Name	Start Time	End Time
<input type="checkbox"/>	(UTC+01:00) Brussels Copenhagen Madrid Paris	12:00 AM	11:59 PM
<input type="checkbox"/>	(UTC+08:00) Kuala Lumpur Singapore	12:00 AM	11:59 PM
<input type="checkbox"/>	(UTC-05:00) Eastern Time (US and Canada)	12:00 AM	11:59 PM
<input checked="" type="checkbox"/>	(UTC-06:00) Central Time (US and Canada)	12:00 AM	11:59 PM

步驟9. Navigate Teams。將市場活動與正確的團隊對應起來。

## Team Mapping

Showing 1 - 2 of 2 records 

Name	Campaign Group	Campaign	Actions
krisServiceTeam	Campaign Group (3)	Campaigns (3)	 
EP_Krisoutdial	kris_progressive	BSFT PROGRESSIVE	

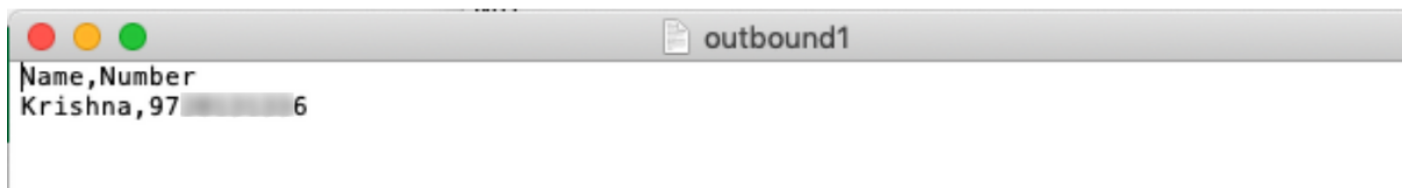
## Team Mapping

### Campaign Mapping



Select	Campaigns	Campaigns	Pacing Mode
<input type="checkbox"/>	krisDemoPreview	PREV_krisDemoPreview	BSFT PREVIEW
<input checked="" type="checkbox"/>	kris_progressive	EP_Krisoutdial	BSFT PROGRESSIVE

步驟10. 建立示例聯絡人檔案。



11. 導航活動→編輯→聯絡人清單→新增聯絡人清單→上傳聯絡人。



Configure Campaign kris\_progressive

Campaign Detail Business Parameter CSS Chaining **Contact Lists** Manage Contacts Schedule IVR Template Editor Email Template Editor SMS Template Editor

Contact Lists

Showing 1 - 10 of 43 records

List ID	Global List ID	Start Time	End Time	Records Available	Records Pending	Status	Actions
43	NA	04/09/2019 03:46 PM	03/09/2020 03:50 PM	1	0	Active 100%	⋮
42	NA	04/09/2019 03:46 PM	03/09/2020 03:47 PM	1	0	Active 100%	⋮
41	NA	04/09/2019 03:42 PM	03/09/2020 03:44 PM	1	0	Stopped 100%	⋮
40	NA	04/09/2019 03:42 PM	03/09/2020 03:42 PM	0	0	Stopped 0%	⋮
39	NA	04/09/2019 02:44 PM	03/09/2020 02:44 PM	1	0	Active 100%	⋮
38	NA	03/09/2019 08:11 PM	02/09/2020 08:11 PM	0	0	Stopped 0%	⋮

Page 1 of 5 10 items per page

選擇正確的分隔符，如聯絡人檔案(,)。選擇檔案。

Upload Contacts

Enable to view one panel at a time

Import File

Source Type  Formatted File  Database Table  Database View

Delimiter

Choose File

Choose your file here to Upload.

UPLOAD

選擇區域名稱作為市場活動特定時區

ZoneName Campaign Specific TimeZone

從檔案選擇Number欄位，進入Mobile模式或其他適用的模式，這些模式可以是家中、辦公室等。

Modes Mapping

Modes	Fields
Mobile	Number

按一下「Upload」，然後按一下「Refresh」。新聯絡人清單必須在幾秒鐘後出現。

Welcome jamie@demotenant.com

Configure Campaign kris\_progressive

Campaign Detail Business Parameter CSS Chaining **Contact Lists** Manage Contacts Schedule IVR Template Editor Email Template Editor SMS Template Editor

Contact Lists

Showing 1 - 10 of 43 records

List ID	Global List ID	Start Time	End Time	Records Available	Records Pending	Status	Actions
43	NA	04/09/2019 03:46 PM	03/09/2020 03:50 PM	1	0	Active 100%	

Contact				NDNC		Corporate DNC		Compliance DNC		Litigation	
Processed	Uploaded	Failed	Duplicate	Contact	Mode	Contact	Mode	Contact	Mode	Contact	Mode
1	1	0	0	0	0	0	0	0	0	0	0

Upload Details				
Time	Type	Sub-Type	Mode Failed	File Name
04/09/2019 03:51 PM	MANUALUPLOAD	NEW	0	outbound1

12. 開啟Agent Desktop應用程式，將狀態更改為「可用」。系統會自動開始呼叫您上傳到聯絡人清單中的號碼。

**Kristest Agent3** STATUS NOW

14695622405 krisServiceTeam

**Available**

SESSION DETAILS

```
wcbrequestid: AWLunVbP_1uTFjV894r9
origin: Web Call-Back
externalid: 48|3|178|0|0|15|2
enterpriseid: 1000005
_xera_guid: 36fdc249-04dd-4217-af3d-27028f71203c
__lcmContact: {"dnis":"97[REDACTED]6","externalId":"48|3|178|0|0|15|2","entryPointId":1007235,"contactData":{"name":"Campaign Id","value":"kris_progressive"},{"name":"Campaign Type","value":"Progressive"},{"name":"Campaign Group","value":"EP_Krisoutdial"},{"name":"Contact ID","value":"48"},{"name":"List ID","value":"24"}, {"name":"Zipcode","value":""}, {"name":"Areacode","value":"0"}, {"name":"State Name","value":""}, {"name":"Time zone","value":"(UTC-06:00) Central Time (US and Canada)"},"callMeNow":true}

Zipcode:
Time zone: (UTC-06:00) Central Time (US and Canada)
State Name:
List ID: 24
Contact ID: 48
Campaign Type: Progressive
Campaign Id: kris_progressive
Campaign Group: EP_Krisoutdial
Areacode: 0
virtualTeamName: kris_OB
dnis: 97[REDACTED]6
ani:
```

## 關於此翻譯

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。