Cisco Webex Contact Center 1.0 Setup and Administration Guide

First Published: 2019-02-26

Last Modified: 2021-12-02

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Change History

This table lists changes made to this guide. Most recent changes appear at the top.

Change	See	Date
This topic is updated.	Users	April 2022
This topic is updated.	Agent Metrics, on page 81	February 2022
This topic is updated.	Map an Entry Point, on page 89	June 2021
This topic is updated.	Assigning Skill Requirements to Incoming Calls, on page 131 Map an Entry Point, on page 89	February 2021

Change	See	Date
These topics are updated.	• Map an Entry Point, on page 89 • Sign in to Management Portal, on page 8 • About Dashboards, on page 9 • Update and Upload Agent Template, on page 40 • View a Web Callback Request Report, on page 13 • Monitor calls, on page 146 • Settings, on page 19 • Agent Viewable Statistics, on page 56 • Create an Entry Point, on page 24 • Create a Queue or an Outdial Queue, on page 27 • Map an Entry Point, on page 89 • Bulk Add or Remove Dial Number to Entry Point Mappings, on page 91 • Delete Dial Number to Entry Point Mappings, on page 90 • Create a Multimedia Profile, on page 72 • Module Settings, on page 42 • Monitor calls, on page 146 • Call Recording, on page 153 • Create a Custom Theme, on page 11 • About Management Portal Components, on page 8	December 2020
Initial Release of Document		July 2019

About this Guide

The *Cisco Webex Contact Center Setup and Administration Guide* describes how to use Management Portal for managing and monitoring calls, chats, and emails across a heterogeneous contact center environment.

Audience

This document is intended for users who use Cisco Webex Contact Center to run their contact centers.

Related Documentation

To view the list of Webex Contact Center documentation, see https://www.cisco.com/c/en/us/support/customer-collaboration/webex-contact-center/series.html.

To view Webex Contact Center developer documentation and API references, see https://developer.webex-cx.com/documentation/getting-started.

Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at Cisco Profile Manager.
- To get the business impact you're looking for with the technologies that matter, visit Cisco Services.
- To submit a service request, visit Cisco Support.
- To discover validated apps, products, solutions, and services, visit Cisco Marketplace.
- To obtain general networking, training, and certification titles, visit Cisco Press.
- To find warranty information for a specific product or product family, access Cisco Warranty Finder.

Cisco Bug Search Tool

Cisco Bug Search Tool (BST) provides web-based access to the Cisco bug tracking system. This system maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

Documentation Feedback

Provide your comments about this guide to the contactcenterproducts_docfeedback@cisco.com site.

Conventions

This guide uses the following conventions.

Convention	Description
Boldface font	Text in a boldface font indicates commands, such as user entries, keys, buttons, and submenu names. For example: • Choose **Edit** > **Find**. • Click **Finish**.

Preface

Convention	Description
Italic font	Text in an italic font indicates the following: • A new term. Example: A *skill group* is a collection of agents who share similar skills. • Emphasis. Example: *Do not* use the numerical naming convention. • An argument for which you must supply values. Example: IF (*condition, true-value, false-value*) • A book title. Example: See the *Webex Contact Center Getting Started Guide*.
Window font	Text in a Window font, such as Courier, indicates the following: • Text as it appears in code or information that the system displays. Example: <html><title>Cisco Systems,Inc. </title></html> • Filenames. Example: tserver.properties. • Directory paths. Example: C:\Program Files\Adobe

CHAPTER 1

Introduction

- Webex Contact Center Overview, on page 1
- About Sites, Teams, Entry Points, and Queues, on page 2
- Webex Contact Center Management Portal, on page 2
- Webex Contact Center Modules, on page 3
- About Time Zones, on page 4
- PCI compliance, on page 4

Webex Contact Center Overview

Contact centers of multisourcing enterprises leverage a combination of sourcing solutions, including captive, outsourced, and offshore. The typical multisource contact-center environment is organizationally complex, consisting of sites located all over the world, and staffed by direct company employees and/or outsourced agents.

In this environment, most locations operate independently and use disparate contact center technologies, including routing, administrative solutions, and reporting tools. This combination of tools and technologies makes both management and quality monitoring across different locations extremely challenging.

Cisco's Webex Contact Center offers a unique solution that combines contact center and IP technologies in a global call management service. The Webex Contact Center solution is built on the Cisco Midpoint Call Management ® technology, a centralized control point for managing and monitoring calls and contacts across a heterogeneous contact center environment.

Offered as a cloud service, Webex Contact Center provides enterprises with full control over their global contact center queues and creates the appearance of a single, unified contact center environment. Calls, chats, and emails are distributed to the contact center sites where agents are available. When agents are occupied, contacts are queued centrally so they can be serviced by the next available agent irrespective of the physical location of the agent.

In the voice context, by queuing calls centrally, enterprises can offload the queuing function from their premises-based equipment, thus achieving substantial cost savings in telecom hardware, toll charges, and bandwidth use. More importantly, a call can be directed to the next available agent at any site. And because the endpoint of the call can be anywhere around the globe, Webex Contact Center seamlessly integrates remote agents and at-home agents into the enterprise's multisource contact center environment.

About Sites, Teams, Entry Points, and Queues

A Webex Contact Center tenant is an enterprise that has contact centers at one or more sites. The enterprise also has entry points for incoming contacts that are associated with queues. Incoming contacts can be toll-free numbers for voice calls, designated email addresses for emails, or chats with agents. For example, an enterprise that is named Acme might have an entry point that is named Welcome. Welcome classifies contacts into AcmeBilling and distributes to teams of agents in Chicago, Manila, and Bangalore.

Each Webex Contact Center tenant profile consists of sites, teams, entry points, and queues.

- A site is a physical contact center location under the control of the enterprise or an outsourcer. For example, Acme might have sites in Chicago, Manila, and Bangalore.
- A team is a group of agents at a specific site who handle a particular type of contact. For example, Acme might have teams at their Chicago site that are named Chi_Billing, Chi_Sales, and Chi_GoldCustomerService, and teams at their Bangalore site named Bgl_Billing, Bgl_GoldCustomerService, and Bgl_Experts. Agents can be assigned to more than one team, but an agent can service only one team at a time.
- An entry point is the initial landing place for the customer contacts on the Webex Contact Center system. For the voice contacts, typically one or more toll-free or dial numbers are associated with an entry point. IVR call treatment is performed while a call is in the entry point.
- A queue is where active contacts are kept while they await handling by an agent. Contacts are moved from the entry point into a queue and are distributed to agents.

Tenants that use the outdial feature are also configured with at least one outdial entry point and one outdial queue.

Telecom managers, contact center managers, and other representatives of the enterprise who are authorized to access the Webex Contact Center service have a view of contact center activity at their enterprise through the Webex Contact Center Management Portal.

In addition to sites, teams, entry points, and queues, the Provisioning module of the Webex Contact Center Management Portal provides an interface to add agents and assign them to teams. Each agent is configured with an agent profile, a value that determines the agent's permission levels and Agent Desktop behaviors, including which wrap-up and idle codes are available to the agent. Thus, you should add wrap-up and idle codes before you define agent profiles, and define agent profiles before you define agents. If your enterprise is provisioned with the optional skills-based routing feature, you should also add skills and skill profiles before you define teams and agents.

Webex Contact Center Management Portal

You can access the Webex Contact Center Management Portal through a web browser. The Portal provides access to Webex Contact Center modules that enable authorized users to perform various tasks such as:

- View real-time and historical contact center data
- Silently monitor interactions directed to destination sites
- Create agent accounts and other contact center resources

- Create and edit scheduled contact routing strategies and team capacity strategies to control contact treatment and distribution

In addition, the Webex Contact Center Management Portal landing page displays graphs of real-time and historical call activity and current agent status.

Your assigned user profile determines your access to Webex Contact Center modules and functionality.

For information about how to access and work with the Webex Contact Center Management Portal, see Supported Browsers for Management Portal, on page 7.

Webex Contact Center Modules

After you sign in to the Management Portal, click the module on the navigation bar that you want to access. If the navigation bar is collapsed, click the navigation button on the top-left corner of the Management Portal landing page to expand it. If you can't see a module in your interface, then either you don't have the appropriate permissions to access the module, or it's an optional module that your enterprise doesn't have license to.

The following table describes the modules that authorized users can access through the Webex Contact Center Management Portal.

Module	**Description**
Provisioning	Allows authorized users to create, view, and edit the settings that are provisioned for the enterprise. The module provides access to the Audit Trail, Agent Skills Report, Provisioned Items Report, and Provisioned Skills Report.
Reporting and Analytics	Allows authorized users to segment, profile, and visualize the data in contact center systems. The module also helps to identify the key variables that impact productivity and desired business outcomes. For more information, see *Webex Contact Center Analyzer User Guide*.
Business Rules	Allows authorized users of the Analyzer module to incorporate customer data into the Webex Contact Center environment for custom routing.
Agent Desktop	Allows authorized users to access the Desktop interface for handling customer contacts and supervisor capabilities. For more information, see *Webex Contact Center Agent Desktop User Guide*.
Routing Strategy	Provides a web-based user interface to manage and configure contact handling strategies. Authorized users can create and schedule global routing and team capacity strategies, and alter them in real time in response to changes in business dynamics. For more information, see Contact Routing, on page 97.
Web Callback Request Report	Allows authorized users to view information about Web callback requests. For more information, see View a Web Callback Request Report, on page 13.

Module	Description
Call Monitoring	Allows authorized users to silently monitor the quality of service being delivered across their multisource contact centers. The power of the Webex Contact Center service lies in the unique ability to monitor any call across any site. Through a simplified web interface, users can select the queue, team, site, or agent that they want to silently monitor. Authorized users can provide instructions to the monitored agent without being heard by the caller, and can join a call being monitored and participate in the conversation. For more information, see Monitor Calls, on page 145.
Call Recording	Optional module that allows authorized users to record calls.
Recording Management	Optional module that allows authorized users to search for and play calls recorded through the Webex Contact Center Call Recording feature. For more information, see Recording Management, on page 157.
Audit Trail	Allows authorized users to view details about provisioning changes made for their enterprise and export the data to a data analysis tool, such as Microsoft Excel. For more information, see Access Audit Trail Reports, on page 12.

About Time Zones

All dates and times displayed on the Webex Contact Center Management Portal and in the Webex Contact Center modules reflect the time zone that is provisioned for the enterprise with the following exceptions:

- Dates and times displayed on the main pages of the Real-Time Reports and Call Monitoring modules reflect the browser time.
- Time values in routing strategies are based on the time zone that is provisioned for the entry point or queue. If no time zone is specified, the time zone is provisioned for the enterprise.

Dates are converted to UTC time when they are saved to the database, so the system behavior, such as time-of-day routing, is applied universally across the multi-site contact center network, regardless of which time zones the sites are located in. The system filters the historical reports based on the enterprise time zone.

To specify a different time zone for displaying the time values in routing strategies, see View routing strategies by time zone, on page 119.

Note When you edit a tenant time zone, you must relogin to see the changes.

PCI compliance

Webex Contact Center is fully Payment Card Industry (PCI) compliant to protect customer organizations from data loss while using voice and digital channels. We protect and secure PCI data and related information in strict adherence to the Payment Card Industry Data Security Standard (PCI DSS). This compliance enables you to:

- Prevent logging and storing of any sensitive information that is related to PCI data.
- Mask and encrypt customer sensitive information such as debit or credit card details.
- Drop attachments if PCI data is detected.
- Restrict attachments in the email and chat services if it contains cardholder information.
- Allow administrators to configure either to reject or drop the email or chat content if it has PCI data in the email subject line or email or chat body.

In Webex Contact Center, PCI is enabled by default.

With PCI enabled, the following file types are supported across all digital channels for inline and regular attachments:

".dotx", ".xlshtml", ".dothtml", ".xlthtml", ".pub", ".pptmhtml", ".xlsx", ".xlsb", ".pdf", ".xlt", ".dotm", ".pubmhtml", ".odt", ".xps", ".ppam", ".rtf", ".xml", ".dot", ".html", ".doc", ".ppt", ".xls", ".xlam", ".ods", ".xltx", ".pptxml", ".pot", ".shtml", ".mht", ".xltm", ".ppthtml", ".pothtml", ".pubhtml", ".xlsm", ".mhtml", ".pps", ".eml", ".msg", ".pdfxml", ".xhtml", ".txt"

Note Embedded images aren’t supported in attachments.

CHAPTER 2

Getting Started

- System Requirements, on page 7
- Sign in to Management Portal, on page 8
- About Management Portal Components, on page 8
- About Dashboards, on page 9
- Change User Interface Colors, on page 11
- Create a Custom Theme, on page 11
- View and Regenerate Your API Key, on page 12
- Access Audit Trail Reports, on page 12
- View a Web Callback Request Report, on page 13

System Requirements

This section details system requirements for various contact center applications.

Supported Browsers for Management Portal

The following table lists the supported operating systems and browsers for various client devices to access the Webex Contact Center Management Portal:

Browser	Microsoft Windows 10	Microsoft Windows 11	Mac OS X	Chromebook
Google Chrome	76.0.3809	103.0.5060.114	76.0.3809 or higher	76.0.3809 or higher
Mozilla Firefox	ESR 68 or higher ESRs	ESR V102.0 or higher ESRs	ESR 68 and higher ESRs	NA
Microsoft Edge	42.17134 or higher	103.0.1264.44 or higher	NA	NA
Chromium	NA	NA	NA	79 or higher

Sign in to Management Portal

Sign in to the Webex Contact Center Management Portal through a web browser with your sign in credentials. You can access the modules and functionalities that your administrator grants access to.

To sign in to the Management Portal:

Procedure

Step 1 Sign in to https://admin.webex.com.

Step 2 Click **Services** from the left pane.

Step 3 On the **Contact Center** card, click **Settings**.

Step 4 Under the **Advance Configuration** section, click the Management Portal link. You can bookmark this link and access the portal directly with this link.

The Management Portal landing page appears. For more information, see About Management Portal Components, on page 8.

Note After you sign out, close all Webex Contact Center windows before you sign in again.

About Management Portal Components

The Webex Contact Center Management Portal landing page has multiple components that you can access based on your authorization.

The following table describes the components of the Management Portal landing page:

Component	Description
Navigation bar	Displays the modules that you are authorized to access. For more information, see Webex Contact Center Modules, on page 3 You can see either the name of the module or, if the navigation bar is collapsed, an icon that represents the module. Hover the mouse pointer over an icon to display the module name. To expand or collapse the navigation bar, click the button on the upper-left side of the landing page.

Component	Description
Dashboard	Displays the number of calls that are currently in IVR, in queue, connected, and the number of currently available agents. The rest of this panel displays four charts. Three of them provide real-time statistics for the current call activity, interval call activity, and site-level agent activity. The fourth chart provides historical statistics. You can click the icon at the top of a chart to display the corresponding report in the **Reporting** and **Analytics** module window. To change the size of a chart, point to a corner or edge and when the mouse pointer changes to a two-headed arrow, drag the corner or edge to shrink or enlarge the chart. To restore the original size of resized charts, click **Reset Widgets**.
Settings button	Expands and collapses a panel where you can do the following: • Select a different user interface skin. For more information, see Change User Interface Colors, on page 11. • Customize the user interface banner color and images that are used on the Management Portal pages. For more information, see Create a Custom Theme, on page 11. • Change the time zone in which the time values in routing strategies are displayed. For more information, see View routing strategies by time zone, on page 119. • View and update the API key assigned to your user account. For more information, see View and Regenerate Your API Key, on page 12.
Your name button	Displays the following options in a drop-down list: • Help: Opens the Management Portal online help document in a separate window. • Sign Out: Closes all of the open modules and signs you out of the Management Portal.

About Dashboards

For detailed information about the visualizations available in each dashboard, see the section Visualization in the *Cisco Webex Contact Center Analyzer User Guide*.

Note The dashboard summary view appears only for users whose user profile is configured as Administrator or Supervisor. The date and time information in the dashboard is displayed in the browser time zone.

Entry Point - Site Level Dashboard

Displays information about the number of contacts that are in IVR and Queues.

- Snapshot Entry Point IVR Realtime - Chart: Indicates the number of calls that are in the IVR.

- Entry Point Interval Realtime - Chart: Indicates the number of contacts (voice, email, and chat) per entry point in real time for a specific interval. By default, the interval is 30 minutes and the duration is from the start of the day.
- Site Interval Realtime - Chart: Indicates the number of connected contacts (voice, email, and chat) per site in real time since the start of the day.
- Entry Point Contact Volume - Chart: Indicates the number of connected contacts per entry point on a daily interval, for the last seven days.

Agent State Data - Realtime

As an administrator or supervisor, you can monitor the agent state data using the Agent State Data - Realtime dashboard. The dashboard displays the following information:

- The name of the agent.
- The site and team to which the agent is assigned.
- The login time of the agent.
- The most recent known state of the agent.
- The duration for which the agent has been in the most recent state.
- The idle code, if the agent is in the **Idle** state.

The filters at the top of the dashboard enable you to display the agent state data for selected sites, teams, or agents. The list of sites, teams, or agents available in the filters depends on the teams or sites to which the administrator or supervisor has access rights. For more information, see Access Rights.

The Agent State Data - Realtime dashboard provides you the ability to sign out agents based on the agent state in the **Most Recent State**field. You can sign out agents in the **Available**, **Idle**, or **Not Responding** state across all media channels, as described in the following table.

Most Recent State	Indicates that	Agent Sign out Allowed
Connected	The agent is connected to at least one channel. This state includes Ringing and Wrap-Up also An icon indicates the most recently connected channel in the **State Duration** field.	No
Not Responding	The agent isn’t accepting contacts that are assigned.	Yes
Available	The agent is available on the desktop, but hasn’t received an active contact.	Yes
Idle	The agent has set an Idle state. Check the **Idle Code** field for more information.	Yes

Note For Chat and Email channels, when the supervisor tries to forcefully sign out an agent from the Management Portal, the agent gets signed out; but the chat session remains open. The contact clean up functionality is not available for these channels.

To sign out an agent, click **Sign Out** in the **Action** field. You receive a notification that the agent is successfully signed out.

Note You can access the Agent State Data - Realtime dashboard only if you have View or Edit permissions to the Logout Agents module. To sign out agents, you must have Edit permissions to the module. For more information, see Module Settings, on page 42.

For more information about reports, see the *Types of Records Available in Each Repository* section in *Webex Contact Center Analyzer User Guide*.

Change User Interface Colors

You can set colors or skins in the selection panel and in the banner on the pages:

Procedure

Step 1 Click the **Gears** icon at the top-right corner of the Management Portal.

Step 2 Click the tab displaying the **Wrench** icon, and select a skin.
The colors change immediately.

Step 3 (Optional) Click the **Reset** icon to restore the default color.

Create a Custom Theme

You can customize the banner color and images for the Management Portal user interface by creating a custom theme. You must have proper authorization to customize the user interface.

To create a custom theme:

Procedure

Step 1 Click the **Gears** icon at the top-right corner of the Management Portal.

Step 2 Click the tab displaying the **Custom Theme** icon.

Step 3 In **Banner Color**, enter the HTML (hexadecimal) code for a color or click the small box on the right and select a color.

Step 4 (Optional) Click the folder button for each listed image type, navigate to the image file in your system that you want to use, and click **Open**. The supported file types are PNG, JPG, JPEG, and GIF.

Step 5 Click **Save**.
The user interface updates with the new theme.

Step 6 (Optional) Click **Reset** to revert your changes.

View and Regenerate Your API Key

To view or regenerate your API key:

Procedure

Step 1 Click the **Gears** icon at the top-right corner of the Management Portal.

Step 2 Click the tab displaying the **API Key** icon.

Step 3 (Optional) Click the link to view the API key.

Step 4 Click **Regenerate Key** to regenerate your API key.

Access Audit Trail Reports

The Audit Trail page provides an interface where you can view details about the provisioning module changes to your account in last three years. However, you can fetch data for a seven-day period only. You can also download the details in a Microsoft Excel or an Adobe PDF file. Ensure that you have permission to view the reports.

To display an audit trail report:

Procedure

Step 1 From the Management Portal navigation bar, choose **Audit Trail**.

Step 2 Select the filters:

Call Status	Description
Entity	Select the entity from the drop-down. Entities are the items in the provisioning database tables.
Action	Select the action performed on the selected entity, such as Create, Delete, and Update.
Time Period	Select a date range of seven days from the calender controls.

Step 3 Click **Apply Filters**.

Step 4 (optional) Click **Download PDF** or **Download EXCEL** to download the report.

View a Web Callback Request Report

The Web Callback feature enables authorized users to view the Web Callback Request Report. This report displays the details of the web callback requests. If your enterprise uses the Voice Callback feature, then this report also dispalys the details about the voice callbacks. For more information, see About Web Callback, on page 100.

To access the report:

Procedure

Step 1 Click the **Web Callback Report** on the Portal landing page.

The Web Callback Request Report page appears.

Step 2 In the Report Filter panel on the left side of the page, select the outdial entry points you want to include in the report.

Step 3 From the Call Status drop-down list, select one of the call status values described in the following table or select **All** to include all call status values in the report.

Call Status	Description
Scheduled	The requested callback has been scheduled.
Processed	The requested callback was successfully connected to the requester.
Failed	An outbound call was made to the requester's phone number, but was not successfully connected to the requester. For example, this would be the case if the requester did not answer the call, or the call was answered by a recorded message or a busy signal. A failed callback is optionally rescheduled based on the maximum callback attempts allowed and the retry attempt interval provisioned for your enterprise
Cancelled	The requested callback was made, but was rejected by the requester.
Tam Post Failed	The Webex Contact Center Callback Manager was unable to post the callback request to the Webex Contact Center Interaction Router (internally referred to as TAM). For example, this would be the case if the Router was down.

Step 4 Click inside the field displaying a date range and select a time period for the report from the drop-down list: Today, Yesterday, Last 7 Days, Last 30 Days, This Month, Last Month, or Custom Range.

When you select **Custom Range**, additional controls appear for you to specify a date range of up to 30 days. Use the calendar controls to select start and end dates or type dates into the two fields.

Step 5 Click **Apply**.

The report displays requested callback details as described in the following table.

Column	Description
Request Id	An ID number assigned by the system to the callback request.
Outdial Entry Point Name	The name of the outdial entry point that was used to place the call to the requester.
Number of Callback Attempts	The number of times the system attempted to call the requester.
Results of Last Callback Attempt	For a description of each value that can appear in this column, see the above table (beneath step) describing Call Status values on (beneath step).
Callback Time	The date and time the system placed the call to the requester.
Number	The phone number that the system used to call the requester.
First Callback Attempted Time	The time of the first callback to this requester.
Last Callback Attempted Time	The time of the last callback to this requester.
Created Date	The date the callback request was sent by the Callback Manager to the server.

CHAPTER 3

Provisioning

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Tenant Settings

You can use the Webex Contact Center Management Portal to configure the tenants that your administrator provisions for your enterprise. To view the tenant settings for your enterprise, click your enterprise name under the Provisioning module in the navigation bar.

Click the following tabs to configure the tenant settings:

- General Settings, on page 16
- Desktop settings
- Provisioning, on page 17

- Settings, on page 19
- Module Permissions, on page 20
- Other Permissions, on page 22

General Settings

The **General Settings** tab displays the following settings.

In the following table, the cross mark (✓) at the Tenant column indicates the settings that the authorized users of your enterprise specify. Similarly the ✓ mark in the Partner column identifies the settings that the partner administrator specifies. The ✓ in the Webex Contact Center column identifies the settings that the Webex Contact Center administrator specifies.

To modify the settings, click **Edit** at the bottom of the page.

Setting	Description	Tenant	Partner	Webex Contact Center
Tenant Details				
Name	The name of your enterprise.	✓	✓	✓
Description	(Optional) The description for your enterprise.	✓	✓	✓
Time Zone	The time zone that you provision for your enterprise. For more information, see About Time Zones, on page 4.	✓	✓	✓
Status	The status of the tenant. You cannot change the status of the tenant.			

Desktop settings

The **Desktop** section displays the following settings.

- **Agent experience**: Set the inactivity timeout and auto wrap-up interval.
- **Voice features**: Enable or disable force default DN, end call, and end consult.
- **RONA timeouts**: Configure RONA (Redirection on No Answer) timeouts for unanswered calls.
- **System settings**: Set lost connection recovery timeouts.

Manage RONA timeouts

The contact center administrators can manage the Redirection on No Answer (RONA) timeout settings for agents and customers.

To configure the RONA timeout settings for both inbound and outbound call scenarios:

Procedure

Step 1 Log in to the customer organization on Control Hub.

Step 2 Navigate to **Services** > **Contact Center** > **Settings** > **Desktop**.

Step 3 In the **RONA timeouts** section, enter the timeout values in seconds, for the channels.

The table shows the default value and the allowed range for the RONA timeout settings.

Channels	Default Value (seconds)	Minimum Value (seconds)	Maximum Value (seconds)
Telephony (inbound and outbound)	18	1	120
Chat	30	1	6000
Email	300	1	6000
Social	30	1	6000

Note

- For inbound call scenarios, Webex Contact Center connects the customer call to the agent session for the duration of the unanswered call. The call is then redirected to another agent or skill group. For example, if the Telephony default value is set to 18 seconds and the agent does not receive the call within the specified time, the call goes to RONA state. Webex Contact Center returns the call to the queue and re-routes it to another agent or skill group.
- For outbound call scenarios, the configured time is inclusive of both agent and customer accepting the expected call for the specified duration. Webex Contact Center will first connect to the agent for the time specified and the remaning time will be utilized to connect to the customer. For example, if the Telephony default value is set to18 seconds and it takes 2 seconds to connect to the agent, the remaining 16 seconds will be utilized to connect to the customer. It is recommended to set an optimal time that balances both the time of the agent and the customer/devices handling the calls.

Step 4 Click **Save**.

Provisioning

The **Provisioning** tab displays the following settings. The partner administrator and the Webex Contact Center administrator specify these settings.

To modify the settings, click **Edit** at the bottom of the page.

Setting	Description
System Profile	

Setting	Description
Workforce Options	Allows the supervisors to manage the human resources. Supervisors can proactively analyze and adjust for daily realities and make smarter decisions to manage resources to optimize service levels. Workforce Options enable one or more of the following Workforce Optimization options for your enterprise: • Quality Management • Workforce Management • WFO Analytics • Workforce Analytics with Transcriptions • Workforce Optimization Bundle The availability of these features depends on your license. Contact your organization administrator for more information.
Campaign Management	Enables the third-party software List and the Campaign Manager (LCM) module for a tenant. LCM manages the upload, selection, and rescheduling of contacts. It also provides campaign manager reports. The availability of this feature depends on your license. Contact your organization administrator for more information.
Speech Enabled IVR	If this setting is **Yes**, your enterprise allows customers to post questions or concerns in plain language to the system. The availability of this feature depends on your license. Contact your organization administrator for more information.
Web Callback Option	It is a default feature that enables Web Callback for your enterprise. For more information, see About Web Callback, on page 100.
Recording Storage	The number of months for which the system stores the call recordings. The system calculates the time using the formula: There are 31 days in a month. The system adds a day to the total number of days before deleting the recordings. Thus, 1 month means 32 days, 2 months mean ((31*2)+1) days = 63 days, and so on. **Note** • The system hides this field if you do not use the time-based pruning strategy. For more information, see View the pruning details section. • For some tenants, this field shows the value in days. • The system deletes the recordings after the specified number of days.

Settings

The **Settings** tab displays the following settings. An asterisk (*) indicates that the settings are not available to tenants with standard licenses.

In the table below, the ✓ mark in the Tenant column indicates the settings that authorized users of your enterprise specify. Similarly, the ✓ mark in the Partner column identifies the settings that the partner administrator specifies. The ✓ in the Webex Contact Center column identifies the settings that the Webex Contact Center administrator specifies.

To modify the settings, click **Edit** at the bottom of the page.

Setting	Description	Tenant	Partner	Webex Contact Center
Call Settings				
Short Call Threshold	The time interval, in seconds, to determine whether the call is short or abandoned.	✓	✓	✓
Sudden Disconnect Threshold	The time interval, in seconds, to determine whether the agent handles the call or the call ends. The time determines if there is an issue with the connectivity or with the behavior of the agent. You can consider a call as disconnected if the call terminates within this time interval after it reaches a destination site.	✓	✓	✓
Maximum Active Contacts	The maximum number of active conversations that you allow for the channel type. The maximum number of inbound or outbound conversations cannot exceed this value. **Note** The maximum number of active contacts depends on your license. Contact your organization administrator for more information.		✓	✓
Inbound Maximum Active Contacts	The maximum number of active inbound conversations for any channel. This includes calls, emails, or chats from all the sites, teams, DNs, queue, and ongoing calls, emails, or chats. The system drops any contact beyond this number.		✓	✓
Outdial Maximum Active Contacts	The maximum number of active outdial calls, emails, or chats across the tenant at any point in time.		✓	✓
Other Settings				
Allow Agent Threshold	If you set **Yes**, the system enables the Agent Threshold Alert feature for your enterprise. All tenants with a Standard or a Premium license have Agent Threshold Alert. **Note:** As of now, this feature is not available.	✓	✓	✓

Setting	Description	Tenant	Partner	Webex Contact Center
Maximum Callback Attempts	The number of times the system attempts a requested callback if the initial callback attempt fails.	✓	✓	✓
Retry Callback Interval	The number of seconds between the callback attempts in case the initial callback attempt fails.	✓	✓	✓
Pause/Resume Enabled	If you set **Yes**, agents can pause and resume recording a call. For example, the agent can pause a call recording while obtaining sensitive information from the customer, such as credit card information. If you set **No**, you can later enable this feature for individual queues. **Note** You can use this feature only if your administrator enables the Privacy Shield feature for your enterprise. For more information, contact your administrator.	✓	✓	✓
Recording Pause Duration	This setting specifies the time for which the system pauses the call recording. After the time has elapsed, the system automatically starts recording the call.	✓	✓	✓
Record All Calls	If you set **Yes**, the system records all inbound and outdial calls. If you set **No**, the system records calls based on the settings for each queue.	✓	✓	✓

Module Permissions

Note These configurations are accessible only to the Cisco Solution Assurance team. To configure these settings, contact the Cisco Solution Assurance team.

In the following table, the check mark (✓) at the Tenant column indicates the settings that the authorized users of your enterprise specify. Similarly, the ✓ mark in the Partner column identifies the settings the partner administrator specifies. The ✓ in the Webex Contact Center column identifies the settings that the Webex Contact Center administrator specifies.

To modify the settings, click **Edit** at the bottom of the page.

Setting	Description	Tenant	Partner	Webex Contact Center
SBR Enabled	Set to **Yes** to enable the Skills-Based Routing (SBR) feature for your enterprise.			✓
Maximum Skills	The maximum number of skills that you can define for your enterprise.			✓
Maximum Text Skills	The maximum number of text skills that you can define for your enterprise.			✓
Multimedia Enabled	Set to **Yes** to enable the Multimedia feature for your enterprise. For more information, see Configure Multimedia Profiles, on page 99.			
Maximum Channels Per Profile	The maximum number of channels that you can specify for a multimedia profile. You can use this feature, only if your administrator enables the Multimedia feature for your enterprise. For more information, see Multimedia Profiles, on page 72.			✓
Voice Callback Enabled	Set **Yes** to enable the Callback call control block for call control scripts. For more information, see Callback Block, on page 107. A **Yes** setting here automatically enables Web Callback Enabled.			✓
Web Callback Enabled	Set **Yes** to enable the Web Callback feature for your enterprise. **Note:** When you enable Voice Callback Enabled, the system automatically enables Web Callback Enabled. You cannot disable it from here.			✓
Recording Management Enabled	Set to **Yes** to enable the Recording Management module for your enterprise.			✓
Recording Pruning Strategy	Enable the Recording Management module to specify the recording pruning strategy for your enterprise.			✓
Pruning Value	Specify the value for the recording pruning strategy. Time Based strategy is the only available strategy. The system calculates the Time Based pruning strategy according to your Additional Recording Storage license. For the Time Based strategy, define the number of days to retain the recordings. The system deletes the recordings after the specified number of days.			✓
Analytics Enabled	Set to **Yes** to enable the Reporting and Analytics module and the Business Rule module.			✓

Setting	Description	Tenant	Partner	Webex Contact Center
Pruning Value	Specifies the value for the selected recording pruning strategy as either 0 for No Pruning or one of the following values: • For the **Time-Based** strategy, the number of days to retain recordings. Recordings made before the specified number of days are removed. • For the Agent Minutes strategy, the maximum number of minutes of recordings per agent. When the maximum number of minutes is reached, the oldest recordings are removed to make room for new recordings. • For the **Storage Based** strategy, the limit on the total recording size in megabytes. When the limit is reached the oldest recordings beyond the specified storage value are removed.			✓
Recording Pruning Strategy	If the Recording Management module is enabled for your enterprise, specify the recording pruning strategy for the enterprise: No Pruning, Time Based, Agent Minutes, or Storage Based. When a change is made to this setting, an email is sent to all users who are authorized to change the setting.			✓

Other Permissions

Only the Cisco Solution Assurance team can configure the settings described in the table below. To configure these settings, contact the Cisco Solution Assurance team.

Setting	Description
Number of CAD Variables	The maximum number of active call-associated data (CAD) variables that you can configure. For more information, see Call-Associated Data Variables, on page 69.
Maximum Address Books	The maximum number of address books that you can configure for your enterprise. For more information, see Create an Address Book, on page 60.
Maximum Entry Points and Queues	The maximum number of entry points and queues that you can configure for your enterprise.

Setting	Description
Enabled Leg Recording	Set this option to **Yes** to create the following files for each recorded call: • The audio of both the customer and the agent. • The audio of only the customer. • The audio of only the agent. Currently, Enabled Leg Recording is a custom setting. Set this option to **No** to disable Enabled Leg Recording.
Multiple Time Zone Enabled	Set this option to **Yes** to associate the entry points and queues with time zones. If you do not specify a time zone, the system provisions a time zone for your enterprise. Set this option to **No** to disable Multiple Time Zone Enabled.

Entry Points and Queues

Entry points and queues are types of virtual teams. A virtual team is a holding place for incoming customer requests.

You can create entry points and queues depending on how the Webex Contact Center administrator has configured your profile.

Entry Point

The inbound entry point is the initial landing place for a customer contact in the Webex Contact Center system. For the customer calls, you can associate one or more toll-free or dial numbers with a given entry point. The system performs IVR call treatment for a call while the call is in the entry point.

We strongly recommend you to assign new flows directly to an entry point using the business hours activity. For the existing flows, you should also plan to migrate their routing strategy flow configurations to entry point using business hours.

If a flow is associated to an entry point and uses business hours, it will take precedence over the same flow that is associated with a routing strategy as well.

To use entry points for the telephony channel type, ensure that you do the following:

- Map a dial number (DN) to the entry point. For more information, see Entry Point Mappings, on page 88.
- Contact your Webex Contact Center administrator for other Provisioning configurations.

Queue

An inbound queue is where the customer contact waits before the system assigns the customer to an agent or DN.

Create an Entry Point

To create an entry point:

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Entry Points/Queues**.

Step 2 Choose **Entry Point**.

Step 3 Click **+ New Entry Point**.

Step 4 In the **General Settings** area, enter the following settings:

Setting	Description
Name	The name of the entry point. **Note** The Name can’t exceed 80 characters. It can contain alphanumeric characters, underscores, and hyphens.
Description	A short description of the entry point.
Channel Type	Choose a channel type, such as Telephony, Email, and Chat. The default channel type is Telephony.
Outdial Primary DID URL	The full pathname of the DID .xml file that supports outbound dialing. The Webex Contact Center administrator configures this field. This setting is applicable only for Outdial Entry Point.
Outdial Backup DID URL	The full pathname of the backup DID .xml file. The Webex Contact Center administrator configures this field. This setting is applicable only for Outdial Entry Point.

Step 5 In the **Advanced Settings** area, enter the following settings:

Setting	Description
Service Level Threshold	Enter the duration for which a customer request can be in a queue before the system flags it as outside the service level. If the agent completes a customer service request within this time interval, the system considers it within the service level.
Control Script URL	The system automatically populates this field with the URL for this entry point or the default control script of the queue. It happens when you don’t configure the control script using the Webex Contact Center Routing Strategy module. This setting is available for the Telephony channel type.
IVR Requeue URL	Currently we don’t support this setting.

Setting	Description
Overflow Number	Enter the destination phone number to which the system diverts the customer calls when they exceed the Maximum Time in Queue that you have set in the routing strategy. This setting is applicable only for the Telephony channel type.
Vendor ID	Enter the unique alphanumeric string that maps this entry point to the vendor. Currently, we don't support this setting.
Time Zone (Routing Strategies Only)	(Optional) Enter the time zone that routing strategies use for this entry point. The default time zone is the time zone of the tenant.
DN List	
IVR DN List	Enter the DN pool list numbers if you want to integrate this entry point with an external IVR. This setting is available for the Telephony channel type.

Step 6 Click **Save**.

View the Details of an Entry Point

To view an entry point:

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Entry Points/Queues**.

Step 2 Choose **Entry Point** .

Step 3 Click the ellipsis icon beside an entry point and click **View**. You can view the following details:

Setting	Description
Name	The name of the entry point. **Note** The Name can't exceed 80 characters. It can contain alphanumeric characters, underscores, and hyphens.
Description	A short description of the entry point.
Channel Type	Choose a channel type, such as Telephony, Email, and Chat. The default channel type is Telephony.
Outdial Primary DID URL	The full pathname of the DID .xml file that supports outbound dialing. The Webex Contact Center administrator configures this field. This setting is applicable only for Outdial Entry Point.

Setting	Description
Outdial Backup DID URL	The full pathname of the backup DID .xml file. The Webex Contact Center administrator configures this field. This setting is applicable only for Outdial Entry Point.

Edit an Entry Point

To edit an entry point:

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Entry Points/Queues**.

Step 2 Choose **Entry Point**.

Step 3 Click the ellipsis icon beside an entry point and click **Edit**.

Step 4 You can edit the following fields:

Setting	Description
Name	The name of the entry point. **Note** The Name can’t exceed 80 characters. It can contain alphanumeric characters, underscores, and hyphens.
Description	A short description of the entry point.
Channel Type	Choose a channel type, such as Telephony, Email, and Chat. The default channel type is Telephony.
Outdial Primary DID URL	The full pathname of the DID .xml file that supports outbound dialing. The Webex Contact Center administrator configures this field. This setting is applicable only for Outdial Entry Point.
Outdial Backup DID URL	The full pathname of the backup DID .xml file. The Webex Contact Center administrator configures this field. This setting is applicable only for Outdial Entry Point.

Copy an Entry Point

To copy an entry point:

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Entry Points/Queues**.

Step 2 Choose **Entry Point**.

Step 3 Click the ellipsis icon beside an entry point and click **Copy**.
A copy of the selected entry point appears. The fields have the same values as the original entry point.

You can save the same entry point with a different name or edit and save the entry point.

Step 4 You can edit the following details:

Note There are some settings that you cannot edit. You can edit the Chat Template settings from https://admin.webex.com/.

Setting	Description
Name	The name of the entry point. **Note** The Name can't exceed 80 characters. It can contain alphanumeric characters, underscores, and hyphens.
Description	A short description of the entry point.
Channel Type	Choose a channel type, such as Telephony, Email, and Chat. The default channel type is Telephony.
Outdial Primary DID URL	The full pathname of the DID .xml file that supports outbound dialing. The Webex Contact Center administrator configures this field. This setting is applicable only for Outdial Entry Point.
Outdial Backup DID URL	The full pathname of the backup DID .xml file. The Webex Contact Center administrator configures this field. This setting is applicable only for Outdial Entry Point.

Create a Queue or an Outdial Queue

To create a queue or an outdial queue:

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Entry Points/Queues** .

Step 2 Choose **Queue** or **Outdial Queue**.

Step 3 Click the **+ New Queue** or **+ New Outdial Queue**.

Step 4 Enter the following settings for the queue and click **Save**:

View the Details of a Queue or an Outdial Queue

To view a queue or an outdial queue:

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Entry Points/Queues**.

Step 2 Choose **Queue** or **Outdial Queue**.

Step 3 Click the ellipsis icon beside a queue and click **View**. You can view the following details:

Edit a Queue or an Outdial Queue

To edit a **Queue** or **Outdial Queue** queue:

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Entry Points/Queues**.

Step 2 Choose **Queue** or **Outdial Queue**.

Step 3 Click the ellipsis icon beside a queue and click **Edit**.

Step 4 You can edit the following fields:

Note There are some settings that you cannot edit. You can edit the Chat Template settings from Cisco Webex Control Hub.

Copy a Queue or an Outdial Queue

To copy a **Queue** or **Outdial Queue**:

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Entry Points/Queues**.

Step 2 Choose **Queue** or **Outdial Queue**.

Step 3 Click the ellipsis icon beside a queue and click **Copy**.
A copy of the **Queue** or **Outdial Queue** page appears. The fields have the same values as the original queue.

You can save the same queue with a different name or edit the queue.

Step 4 You can edit the following details and click **Save**:

Note You cannot edit some settings. You can edit the Chat Template settings from https://admin.webex.com/.

Deactivate an Entry Point or a Queue

You cannot deactivate an entry point or queue if you associate it with any other entities such as dial numbers or other routing strategy. When you try to deactivate these entry points or queues, you get an error message. Click the information icon at the end of the message to view the list of all the associated entities.

After you deactivate an entry point or queue, you can still see it in the Entry Points/Queues page as Not Active. Historical reports also display details of the deactivated entry points or queues.

In the Entry Points/Queues page, you can click the ellipsis icon and then the restore icon to reactivate an entry point or queue.

To deactivate an entry point or queue:

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Entry Points/Queues**.

Step 2 Choose the type of entry point or queue that you want to deactivate.

Step 3 Click the ellipsis icon beside an entry point or queue and click **Mark Inactive**.

Step 4 Click **Yes** to confirm.

Note Once the object is marked inactive, it can be permanently deleted. For more information, see Delete inactive objects permanently, on page 94.

Activate an Entry Point or a Queue

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Entry Points/Queues**.

Step 2 Choose the type of entry point or queue that you want to activate.

Step 3 Click the ellipsis icon beside the entry point or queue with the status Not Active and click **Restore**.

Step 4 Click **Yes** to confirm.
The status of the entry point or queue changes to Active.

Sites

A site is a physical contact center location under the control of your enterprise. For example, enterprise Acme can have sites in Chicago, Manila, and Bangalore with agents to handle customer contacts.

When you create a site, the system automatically adds a team and a multimedia profile to the new site. You can change the team name and other settings, but cannot change the team type from Capacity based to Agent based. Do not delete the team without adding another team for the new site.

Create a Site

To create a site:

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Entry Points/Queues**.

Step 2 Click **+ New Site**.

Step 3 Enter the following details and click **Save**:

Settings	Description
General Settings	
Name	Enter a name for the site.
Latitude	Enter the geographical coordinates of the site.
Longitude	
Advanced Settings	
Multimedia Profile	This setting is available, if your administrator enables Multimedia for your enterprise. Select a multimedia profile for the site. If you do not assign, the system assigns the *Default_Telephony_Profile*. For more information, see Multimedia Profiles, on page 72.
Block Area Codes	Click **Yes** or **No** to specify whether to block the routing of calls to this site for the area codes. When you click **Yes**, the Area Codes To Block field appears. Click the icon below the Area Codes To Block field to display the Choose Area Codes. Select the area codes that you want to block. For more information, see Block an Area Code, on page 30.

Block an Area Code

You can block area codes when you create a new site or edit an existing site. To block an area code:

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Site**.

Step 2 Do one of the following:

- Click **+ New Site**.
- Click the ellipsis icon beside a site that you want to edit and click **Edit**.

Step 3 Set Block Area Codes to **Yes**.

Step 4 Click the edit icon in the Area Codes to Block text box.

Step 5 In the Choose Area Codes, enter the following details, and click **Save**:

Setting	Description
State	Select the state from the drop-down list. **Note:** You can select multiple states. For each state that you select, you must enter area codes.
Area Codes	Enter the area code. You can enter multiple area codes.

You can see the area codes and the corresponding states in the Selected Area Code Details panel.

Step 6 (Optional) Click **Delete** under Action, if you want to delete the area codes.

View the Details of a Site

To view the details of a site:

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Site**.

Step 2 Click the ellipsis icon beside the site that you want to view, and click **View**.

Step 3 You can view the following settings:

Setting	Description
General Settings	
Name	The name of the site. Generally, the name is the geographical location.
Latitude	The geographical coordinates of the site.
Longitude	
Advanced Settings	
Status	The status of the site.

Setting	Description
Multimedia Profile	The multimedia profile for the site. If you do n't assign a profile to the site, the system assigns the *Default_Telephony_Profile*. This setting is available, if the administrator enables Multimedia for your enterprise. For more information, see Multimedia Profiles, on page 72.
Block Area Codes	The area codes that you want to block. Or, add area codes to block. For more information, see Create a Site, on page 30 and Block an Area Code, on page 30.

Edit a Site

To edit a site:

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Site**.

Step 2 Click the ellipsis icon beside the site that you want to edit, and click **Edit**.

Step 3 You can edit the following settings. Click **Save** after you have made the changes:

Setting	Description
General Settings	
Name	Edit the name of the site. Generally, it is the name of the geographical location.
Latitude	Edit the geographical coordinates of the site.
Longitude	
Advanced Settings	
Status	Modify the status of the site.
Multimedia Profile	Modify the multimedia profile for the site. If you do not assign a profile to the site, the system assigns the *Default_Telephony_Profile*. This setting is available if the administrator has enabled Multimedia for your enterprise. For more information, see Multimedia Profiles, on page 72.
Block Area Codes	Modify the area codes that you want to block. Or, add area codes to block. For more information, see Create a Site, on page 30 and Block an Area Code, on page 30.

Deactivate a Site

You cannot deactivate a site if agents or active teams are associated with the site. If you try to deactivate such a site, a message informs you that you cannot deactivate the site. You can click the information icon in the message to view the list of entities that are associated with this site.

If you deactivate a site, you can still see it in the Sites page as Not Active. Historical reports also display details of the deactivated sites.

To deactivate a site:

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Site**.

Step 2 Click the ellipsis icon beside the site you want to deactivate, and click **Mark Inactive**.

Step 3 Click **Yes** to confirm.
The status of the site changes to Not Active.

Note Once the object is marked inactive, it can be permanently deleted. For more information, see Delete inactive objects permanently, on page 94.

Activate a Site

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Site**.

Step 2 Click the ellipsis icon beside the site that you want to activate and click **Restore**.

Step 3 Click **Yes** to confirm.
The status of the site changes to Active.

Teams

A team is a group of people who support a specific group of functions. For example, supporting the Gold customers or managing billing, and so on. A team consists of agents and is associated with a specific site.

Create a team

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Team**.

Step 2 Click **+ New Team**.

Step 3 Enter the following details:

Setting	Description
General Settings	
Site	Choose the site from the drop-down list. You can’t edit the site later.
Name	Enter a name for the team. Use names that indicate the function of the team, such as Billing or Customer Support.
Type	Choose a team type: • Agent Based: You assign a specific number of agents to the team. • Capacity Based: You don’t assign any specific number of agents to the team. You use capacity-based teams for voice mailboxes or agent groups that Webex Contact Center does not manage.
Advanced Settings	
DN	Enter the dial number where the system distributes the calls for this team. This setting is applicable only for capacity-based teams.
Priority	The priority of the team. Currently Cisco doesn’t support this feature.
Skill Profile	(Optional) If your organization administrator enables the optional Skills-based Routing feature for your enterprise, you can select a skill profile for this team. For more information, see Skill Profiles, on page 78.
Multimedia Profile	(Optional) If your organization administrator enables Multimedia for your enterprise, you can select a multimedia profile for this team. For more information, see Multimedia Profiles, on page 72. This profile overrides the multimedia profile that you assign to the site of this team. **Note** You can’t assign this profile to a capacity-based team.
Agents	From the drop-down list, choose the agents you want to add to the team. You can assign only the agents that your organization administrator configures for your enterprise. For more information, see View the Details of a User, on page 37. **Note** You can’t assign this profile to a capacity-based team.

Step 4 Click **Save**.

View a team

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Team**.

Step 2 Click the ellipsis icon beside the team that you want to view, and click **View**. You can view all of the configured details.

Edit a team

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Team**.

Step 2 Click the ellipsis icon beside the team that you want to edit, and click **Edit**. You can edit the following settings:

Setting	Description
General Settings	
Site	Choose the site from the drop-down list. You can't edit the site later.
Name	Enter a name for the team. Use names that indicate the function of the team, such as Billing or Customer Support.
Type	Choose a team type: • Agent Based: You assign a specific number of agents to the team. • Capacity Based: You don't assign any specific number of agents to the team. You use capacity-based teams for voice mailboxes or agent groups that Webex Contact Center does not manage.
Advanced Settings	
DN	Enter the dial number where the system distributes the calls for this team. This setting is applicable only for capacity-based teams.
Priority	The priority of the team. Currently Cisco doesn't support this feature.
Skill Profile	(Optional) If your organization administrator enables the optional Skills-based Routing feature for your enterprise, you can select a skill profile for this team. For more information, see Skill Profiles, on page 78.

Setting	Description
Multimedia Profile	(Optional) If your organization administrator enables Multimedia for your enterprise, you can select a multimedia profile for this team. For more information, see Multimedia Profiles, on page 72. This profile overrides the multimedia profile that you assign to the site of this team. **Note** You can't assign this profile to a capacity-based team.
Agents	From the drop-down list, choose the agents you want to add to the team. You can assign only the agents that your organization administrator configures for your enterprise. For more information, see View the Details of a User, on page 37. **Note** You can't assign this profile to a capacity-based team.

Deactivate a team

You cannot deactivate teams associated with agents or active routing strategies. When you try to deactivate such teams, Management Portal displays a message that the team cannot be deactivated. You can click the information icon in the message to view the list of entities associated with a team.

If you deactivate a team, you still see the Teams page as Not Active. Historical reports also display details of deactivated teams.

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Team**.

Step 2 Click the ellipsis icon beside the team that you want to deactivate, and click **Mark Inactive**.

Step 3 Click **Yes** to confirm.
The status of the team changes to Not Active.

Note Once the object is marked inactive, it can be permanently deleted. For more information, see Delete inactive objects permanently, on page 94.

Activate a Team

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Team**.

Step 2 Click the ellipsis icon beside the team that you want to activate and click **Restore**.

Step 3 Click **Yes** to confirm.

The status of the team changes to **Active**.

Users

Users of a contact center are agents, supervisors, and managers. A user profile defines a user's access privileges for the Management Portal. Management Portal modules provide users with real-time visibility and control over resources for which they are responsible.

An agent user account must include a user profile granting access to the Agent Desktop module, and must include an agent profile, as described in Agent Profiles, on page 51. Agents use the Webex Contact Center Desktop to manage customer interactions .

Note You can create and delete users through Control Hub.

Management Portal synchronizes users with contact center licenses from Control Hub, irrespective of their status.

By default, you are shown only active users. To view inactive users, check the **Show Inactive Users** check box.

View the Details of a User

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Users**.

Step 2 To view the details of a user, click the ellipsis icon beside the first name, and then click **View**.

Edit a User

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Users**.

Step 2 To edit the details of a user, click the ellipsis button next to the first name of the user and then click **Edit**. You can edit the following settings:

Setting	Description
General Settings	
Country	Edit the country in which the user resides.
State	Edit the state in which the user resides.

Setting	Description
City	Edit the city in which the user resides.
Street	Edit the street in which the user resides.
Work	Edit the work phone number of the user.
Mobile	Edit the mobile phone number of the user.
Zip Code	Edit the postal code of the user.
User Profile	Edit the profile of the user. For more information, see Manage a User Profile, on page 41.
Contact Center Enabled	Click **On** to provide the user access to Agent Desktop.
Status	Edit the status of the user.
Supervisor Settings	
Agent Settings	
Site	The site of the agent. For more information, see Create a Site, on page 30. Ensure that the following conditions are met when you change the site of a user: • The agent isn't signed in to the Agent Desktop when the site is changed. You can sign out the agent explicitly or change the site during a scheduled maintenance. • If the site attribute is changed while an agent is signed in, the agent experiences errors and unexpected desktop behavior. When you change the site: • The team assigned to the agent is automatically reset. You must assign a new team to the agent. • The agent profile is reset if its parent type attribute is **Site**. The agent profile isn't reset if its parent type attribute is **Tenant**. • The agent can't see the data that is related to the previously assigned site in the Agent Performance Statistics Reports on the Agent Desktop.
Teams	The teams to which the agent belongs. To assign the agent to one or more teams, choose the teams from the drop-down list.
Skill Profile	Edit the skill profile of the agent. Choose a profile from the drop-down list. This feature is available if your administrator enables the optional Skills-Based Routing feature for your enterprise. This profile overrides any skill profile at the team level that is associated with the agent. For more information, see Skill Profiles, on page 78.

Setting	Description
Agent Profile	Edit the profile of the agent. Choose a profile from the drop-down list. For more information, see Agent Profiles, on page 51. **Note:** An agent can belong to several teams, but has a single agent profile.
Multimedia Profile	Edit the multimedia profile of the agent. Choose a profile from the drop-down list. **Note** You can't assign custom multimedia profiles to standard agents. This field is grayed out by default when you choose a standard agent. This feature is available if your administrator enables the optional Multimedia feature for your enterprise. This profile overrides the multimedia profile of the team that the agent uses to log in to the Agent Desktop. For more information, see Multimedia Profiles, on page 72.
Default DN	(Optional) Edit the dial number of the agent. If a dial number isn't specified for the agent, you can add a dial number.
External ID	(Optional) Edit the identification details of the agent, such as the employee number.

You can edit the following settings from Cisco Webex Control Hub:

Setting	Description
General Settings	
Username	The name that the user uses to log in to Management Portal.
First Name	The first name of the user.
Last Name	The last name of the user.
Email	The email address of the user.

Export Items Provisioned for a User

To export the details of the items that you have provisioned for a user:

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Users**.

Step 2 Click the ellipsis icon beside a username and click **Excel** or **PDF**. The report contains details of the following items:

Setting	Description
Active Inbound Entry Point Details	The details of the entry points that you map to the user.
Outdial Entry Points	The details of outdial entry points that you map to the user.
Inbound Queues	The details of inbound queues that you map to the user.
Outdial Queues	The details of outdial queues that you map to the user.
Sites	The details of the sites that you map to the user.
Teams	The details of the teams that you map to the user.
Agents	The details of the agents that you map to the user.

Revoke API Key for a User

To revoke API key for a user:

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Users**.

Step 2 Click the ellipsis icon beside the required user and click **Revoke API Key**.
A message appears that you have successfully revoked the API Key for the user.

If you do not map an API key to the profile of that user, an error message appears that the user does not have an API key.

Update and Upload Agent Template

To upload the details of multiple agents simultaneously:

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Users**.

Step 2 To download the template, click the **Export as CSV** ( ) icon.

Step 3 Click **Bulk Update** ( ) icon.

Step 4 Browse the Agent Update template from your local system and choose the template.

Step 5 Click **Upload**.

Step 6 (Optional) Check the status of the upload from Bulk Operations Status in Provisioning.

User Profiles

Manage a User Profile

To create a user profile:

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **User Profiles**.

Step 2 Click the **+ New User Profile**.

Step 3 Enter the details in the following tabs and click **Save** in each tab.

- General Settings, on page 41
- Module Settings, on page 42
- Access Rights, on page 44

General Settings

When you configure a new user profile or edit an existing user profile, you can change the following settings in the General Settings tab.

Parameter	Description
Name	Enter a name for the user profile. When you copy a user profile, the system appends the words *copy_of* before the name of the original user profile. You can keep the same name or edit it as per your requirement.
Description	(Optional) Enter a description for the profile.
Profile Type	Choose a type to determine the privilege level for this profile. For Management Portal, generic profile and module mapping are: • • Premium Agent—Has access to Agent Desktop and Multimedia module. • Supervisor—Has access to all modules but can't manage tenants in the Provisioning module. • Administrator—Has access to all modules. You can't edit the profile type later.

Parameter	Description
Status	You can view and change this setting only when you edit or copy a user profile.

Module Settings

You can use user profiles to control access to Management Portal. The **Module Settings** tab allows you to specify permissions to the Management Portal modules. You can set module access when you create a new user profile, or edit or copy an existing user profile.

The **Module Access** has the following options:

If you click **All** for Module Access, then the user profile can access all of the modules. Click **Specific** if you want to provide the user access to selected modules only.

You can specify access to the following specific modules.

Setting	Description
Agent Desktop	Allows the user to access the Desktop.
Call Monitoring	Allows the user to silently monitor the quality of service that is delivered to customers across multisource contact centers. The user can silently monitor a selected queue, team, site, or agent if you enable Call Monitoring for the user. To enable the following settings, click the toggle button: • **Whisper Coach**: Allows the user who is monitoring the call to speak to the agent (who is handling the call), without the customer hearing the conversation. • **Barge-In**: Allows the user to join any call that the user is monitoring and participate in the conversation between the agent and the customer. • **Restricted Monitor Only**: Prevents the user from viewing and editing monitoring schedules that the user did not create. • **View Blind Monitor Requests**: Allows the user to view blind monitoring requests of other users.
Call Recording	Allows the user to record any active Webex Contact Center call. The user can select the call from a queue, team, site, or agent, and specify the duration for which to record the call.
Multimedia	Allows authorized users to choose a multimedia profile for the user, that includes all types of media such as voice, chat, email, and social. If Multimedia is not enabled, when you edit the user's details via **Provisioning > Users**, the **Multimedia Profile** drop-down list displays only the default telephony profile. **Note** Users with Standard Agent user profile have access to Digital Channels only.

Setting	Description
Provisioning	Provides the user access to the Provisioning module. The user can perform provisioning activities for the enterprise only if you select **Edit** in the **Provisioning** drop-down list. You can control access for an administrator user to perform the following provisioning activities for the enterprise: • **Manage Entry Points/Queues**: Allows the user to manage Webex Contact Center entry points and queues. • **Manage Sites**: Allows the user to manage Webex Contact Center sites. • **Manage Teams**: Allows the user to manage Webex Contact Center teams. • **Manage Users**: Allows the user to manage Webex Contact Center users. • **Manage User Profiles**: Allows the user to manage Webex Contact Center user profiles. • **DN Mappings**: Allows the user to map DNs to entry points. • **Manage Dial Plans**: Allows the user to create and edit dial plans. • **Audit Trail**: Allows the user to access the Audit Trail interface. This interface allows users to view details of the provisioning changes for the enterprise. • **Branding**: Provides the user access to the Custom Theme settings on the Management Portal landing page. The user can customize the banner color and images on the Management Portal pages. • **Manage Tenants**: Allows the user to edit some of the tenant settings in the Provisioning module.
Recording Management	Provides access to the Recording Management module, which allows the user to search for and play audio files recorded through the Webex Contact Center Call Recording feature. You can enable the following permissions to the Recording Management module: • **Tags:** Allows the user to access the **Tags** tab to view, create, and edit tags that can be assigned to audio files. You can use these tags as search criteria. • **Custom Attributes:** Allows the user to access the **Custom Attributes** tab to create and modify custom attributes whose values can be saved with the recordings and can be later searched for. • **Security Keys:** Allows the user to access the **Security Keys** tab to view and change the schedule for generating security key pairs.
Reporting and Analytics	Provides access to the Reporting and Analytics module. The Reporting and Analytics module allows the user to segment, profile, and visualize the data in contact center systems. This module also helps to identify the key variables that impact productivity and desired business outcomes. Users can configure and modify the Analyzer schemas using this module. You can provide the user access to Business Rules if you have enabled View or Edit permissions for the Reporting and Analytics module. Business Rules enable the user to incorporate customer data into the Webex Contact Center environment for custom routing and other generic implementation.

Setting	Description
Routing Strategy	Provides you access to the web-based user interface for managing and configuring call handling strategies. You can create and schedule global call routing and team capacity strategies and alter them in real-time in response to changes in business dynamics. You can enable the following permissions to the Routing Strategy module: • **Manage Call Flow Scripts:** Allows you to upload and update call control scripts. A control script defines how calls are handled. • **Manage Flows:** Allows you to create and manage flows. A flow defines how you handle the calls. • **Manage Media Files:** Allows you to upload and update media resources such as audio-on-hold files for use in routing strategies. Resource files with .wav, .ulaw, .au, .php, and .xml extensions are supported along with other formats, depending on how the tenant's system is configured.

Access Rights

You can configure the following settings from the **Access Rights** tab when you configure a new user profile or edit an existing user profile:

- Entry Points
- Cloud Connect Deployments
- Queues
- Sites
- Teams

From the drop-down list, choose the specific entities that the user can access. You can choose **All** to provide access to all entities of that type.

Note The Cloud Connect Deployments field appears only for Cloud Connect users. Deployments that you have already configured appear in the drop-down list. The Queues and Sites drop-down list appears according to the deployments that you select.

View the Details of a User Profile

To view the details of a user profile:

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **User Profiles**.

Step 2 Click the ellipsis icon beside a user profile and click **View**.

Step 3 You can view the following details:

- General Settings, on page 41
- Module Settings, on page 42
- Access Rights, on page 44

Edit a User Profile

To edit a user profile:

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **User Profiles**.

Step 2 Click the ellipsis icon beside a user profile that you want to edit and click **Edit**.

Step 3 You can edit the details in the following tabs and click **Save** in each tab:

- General Settings, on page 41
- Module Settings, on page 42
- Access Rights, on page 44

Deactivate a User Profile

Before you begin

Ensure that you do not associate the user profile to any entity before you deactivate the user profile.

To deactivate a user profile:

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **User Profiles**.

Step 2 Click the ellipsis icon beside a user profile and click **Mark Inactive**.

Step 3 Click **Yes** to confirm.
The status of the user profile changes to Not Active.

Note Once the object is marked inactive, it can be permanently deleted. For more information, see Delete inactive objects permanently, on page 94.

Activate a User Profile

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **User Profiles**.

Step 2 Click the ellipsis icon beside the user profile that you want to activate and click **Restore**.

Step 3 Click **Yes** to confirm.
The status of the user profile changes to Active.

Copy a User Profile

You can copy an existing user profile, update the details, and save the profile with a different name.

To copy a user profile:

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **User Profiles**.

Step 2 Click the ellipsis icon beside a user profile that you want to copy, and click **Copy**.

Step 3 Enter the details in the following tabs and click **Save** in each tab.

- General Settings, on page 41
- Module Settings, on page 42
- Access Rights, on page 44

Work Types

When you create an idle or wrap-up code, you associate it with a work type. Work types group idle and wrap-up codes in auxiliary reports.

Create a Work Type

To create a work type:

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Work Types**.

Step 2 Click **+ New Work Type**.

Step 3 Enter the following details and click **Save**:

Setting	Description
Name	Enter a name for the work type.
Description	(Optional) Enter a description of the work type.
Type	Specify the type of auxiliary code to associate with the work type.

Edit a Work Type

To edit a work type:

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Work Types**.

Step 2 Click the ellipsis icon beside the work type that you want to edit and click **Edit**. Except the Type, you can edit the following settings:

Setting	Description
Name	Edit the name for the work type.
Status	You cannot edit the status. It can only be changed if the Restore option is used. You cannot assign an inactive work type to an auxiliary code.
Description	(Optionally) Edit the description of the work type.
Type	Specifies the type of auxiliary code. You cannot edit this setting.

Deactivate a Work Type

You cannot deactivate a work type if there are any auxiliary codes that are associated with the work type. When you try to deactivate such a work type, a message informs you that you cannot deactivate the work type. You can click the information icon in the message to view the list of entities that you have associated with this work type.

After you deactivate a work type, you can still see it in the Work Types page as Not Active work types. Historical reports also display details of the deactivated work types.

To deactivate a work type:

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Work Types**.

Step 2 Click the ellipsis icon beside the work type that you want to deactivate and click **Mark Inactive**.

Step 3 Click **Yes** to confirm.
The status of the work type changes to Not Active.

Note Once the object is marked inactive, it can be permanently deleted. For more information, see Delete inactive objects permanently, on page 94.

Activate a Work Type

To activate a work type:

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Work Types**.

Step 2 Click the ellipsis icon beside the work type that you want to activate and click **Restore**.

Step 3 Click **Yes** to confirm.
The status of the work type changes to Active.

Auxiliary Codes

Idle or wrap up codes are two types of Auxiliary codes. Agents select Idle or Wrap-Up codes in Webex Contact Center Agent Desktop to indicate their unavailability or status of the customer contacts. Idle codes typically indicate why an agent is not available to take customer contacts, such as during a lunch break or meeting. Wrap-up codes indicate the result of the customer contacts, for example, the agent escalated the contact, or sold a service.

You associate each idle or wrap-up code with a work type. Work types are values that the system uses to group idle and wrap-up codes in auxiliary reports. For more information, see Create a Work Type, on page 46.

Agents can use an idle or wrap-up code if you assign the code to their profile.You must add at least one idle code and one wrap-up code in an agent profile. For more information, see Agent Profiles, on page 51.

Note If your enterprise uses the outdial feature, it is recommended that you create a wrap-up code such as `Outdial Failed`. Agents can use this code when they are in the wrap-up state after initiating an outdial call that fails to connect.

Create Idle or Wrap-Up Codes

To create an idle or wrap-up code:

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Auxiliary Codes**.
The Aux Codes Idle Codes page appears. To view the list of wrap-up codes, click **Wrap Up Codes** at the top of the page.

Step 2 Click **+ New Idle Code** or **+ New Wrap Up Code**.

Step 3 Enter the following details and click **Save**.

Setting	Description
Name	Enter the code name.
Description	(Optional) Enter a description of the code.
Is Default	Click **Yes** or **No** to indicate whether this is the default code. • If this is the first idle or wrap-up code for your organization, you must make it the default. You can modify it later after you create more codes. • When you make a code default, the system overrides the existing default code. At one point, there can be only one default code each for Idle and wrap-up. You must assign the default idle and wrap-up codes in agent profiles. For more information, see Agent Profiles. • The default wrap-up code is used when the agent's profile specifies Auto Wrap Up. These agents do not enter wrap-up codes. Instead, they automatically go into the Available state after completing an incoming call and automatically go into the Idle state after making an outdial call. • The default idle code is used when the agent initially logs in and after the agent makes an outdial call if the agent's profile specifies Auto wrap-up.
Work Type	Select the work type that you want to associate with this code.

Edit Idle or Wrap-Up Codes

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Auxiliary Codes**.

Step 2 Click the ellipsis icon beside the idle or wrap-up code that you want to edit and click **Edit**.

Step 3 Enter the following details and click **Save**.

Setting	Description
Name	Enter the code name.
Description	(Optional) Enter a description of the code.
Is Default	Click **Yes** or **No** to indicate whether this code is the default code. • If this code is the first idle or wrap-up code that you create, you must make it the default code. You can modify it later after you create other codes. You must include the default idle and wrap-up codes in agent profiles. For more information, see Agent Profiles, on page 51. • The system uses the default wrap-up code when the profile of the agent specifies Auto Wrap Up. These agents do not enter wrap-up codes. Instead, they automatically go into the Available state after completing an incoming call and automatically go into the Idle state after making an outdial call. • The system uses the default idle code when the agent profile has Auto Wrap enabled.
Is System Auxiliary Code	Click **Yes** or No to indicate whether this code is the system code. The multimedia subsystem uses the System auxiliary codes.
Work Type	Select the work type that you want to associate with this code.

Delete Idle or Wrap-up Codes

You cannot delete the idle or wrap-up code that is set as default. A message informs you that you cannot suspend or delete the default aux-code if you try to delete it. You must set another idle or wrap-up code to default before deleting the chosen wrap-up or idle code. See Edit Idle or Wrap-Up Codes, on page 50 to change the default setting.

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Auxiliary Codes**.

Step 2 Click the ellipsis icon beside the idle or wrap-up code and click **Mark Inactive**.

Step 3 Click **Yes** to confirm.
The status of the idle or wrap-up code changes to Not Active.

Note Once the object is marked inactive, it can be permanently deleted. For more information, see Delete inactive objects permanently, on page 94.

Agent Profiles

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

- Queue Transfer
- Agent Consult and Transfer
- Wrap-up and Idle Codes
- Wrap-up Timeout Values
- Agent Auto Available
- Dialing Capabilities
- Dial Number Capabilities
- Access to the agent personal statistics
- Auto Answer

For reports in the **Agent Personal Statistics** (APS) pane on Agent Desktop, agent profile settings are applied.

Create an Agent Profile

To create an agent profile:

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Agent Profiles**.

Step 2 Click the **+ New Agent Profile** and enter the following settings:

- General Information, on page 52

- Auxiliary Codes, on page 52
- Collaboration, on page 53
- Dial Plan, on page 54
- Agent DN validation, on page 55
- Agent Viewable Statistics, on page 56
- Agent Thresholds, on page 57
- Agent Timeout, on page 57

General Information

The **General Information** tab displays the following settings.

Setting	Description
Name	Enter a name for the agent profile. You can create an agent profile from a copy of another agent profile. When you copy a profile, the system renames the copy. The copy name consists of the name of the profile from which the copy is made and the words *copy_of* appended as a prefix. You can retain the name the system assigned to the file or rename it.
Description	(Optional) Enter a description for the profile.
Status	This setting appears only on the Edit page to indicate if the profile is active. • **Active**: You can assign the profile to an agent. • **Not Active**: You can't assign the profile to an agent.
Parent Type	Choose a parent type: • **Tenant**: The agent profile is available to all sites at your enterprise. • **Site**: The agent profile is available to a specific site.
Parent Name	This setting is available if you choose **Parent Type** as Site. Choose the site for which this agent profile is available.
Screen Popups	Click **On** or **Off** to specify whether you want to allow external pop-up screens.

Auxiliary Codes

The **Agent Profile** > **Auxiliary Codes** page displays settings for the wrap up and idle codes and permissions that are related to wrap up and agent availability.

Setting	Description
Wrap Up Settings	When you click **Auto Wrap Up with Time Out Of** and enter the time, the system automatically enters the default wrap-up code after an agent completes a conversation. The agent, however, can select a different code within the time period that you specify here. Click **Manual Wrap Up** if you want the agent to select a wrap-up code after completing a call. No timeout is associated with manual wrap-up.
Agent Available After Outdial	Click **On** if you want the agent to go into the Available state after completing and wrapping up an outdial call. The agent can also manually choose an Idle state from the STATUS NOW drop-down list before selecting a wrap-up code. Click **Off** if you want the agent to go into the Idle state after completing and wrapping up an outdial call.
Allow Auto Wrap Up Extension	Click **On** if you want agents to cancel the auto wrap-up time and extend the wrap-up time. When this option set to On, the system displays the Cancel Auto Wrap Up option when the agent is in auto wrap-up mode.
Wrap Up Codes	Specify the wrap-up codes that the agents can select when they wrap up a contact: • Click **All** to make all wrap-up codes available. • Click **Specific** to make specific codes available; then choose codes from the drop-down list. To remove a code, click **X** on the left side of the listed code name. You must add the default wrap-up code in the Selected Codes list. The system uses the default code when you have enabled Auto Wrap Up in the profile of the agent. These agents do not enter wrap-up codes.
Idle Codes	Specify the Idle codes that the agents can select in Agent Desktop: • Click **All** to make all idle codes available. • Click **Specific** to make specific codes available; then select codes from the drop-down list. To remove a code, click **X** on the left side of the listed code name. You must add the default idle code in the Selected list. The system uses default codes in the following scenarios: • When the agent initially logs in. • After the agent makes an outdial call if you have enabled Auto Wrap Up in the profile of the agent.

Collaboration

The Agent Profile > Collaboration page displays the following settings:

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

Dial Plan

The **Agent Profile** > **Dial Plan** page allows you to configure settings related to agent outdialing. The following table describes these settings.

Setting	Description
Outdial Enabled	If you want the agent to be able to make outdial calls, click the **Outdial Enabled** field to toggle to **Yes**. If you don't want the agent to make outdial calls, click the **Outdial Enabled** field to toggle to **No**. This setting prevents the dial pad from appearing on the Agent Desktop. **Note** To display the dial pad, you must have an appropriate setup. Contact the full administrator for the setup.

Setting	Description
Outdial Entry Points	If you set **Outdial Enabled** to **Yes**, choose an entry point that the agent can use to make outdial calls from the drop-down list in the **Outdial Entry Point** field.
Address Book	Choose an address book from the drop-down list in the **Address Book** field. An address book includes the speed-dial numbers that the agent can choose from to make outdial and consult calls. If you set **Outdial Enabled** to **No** and you choose an address book, the agent can select a name from the address book for consults and transfers, but can't make outdial calls. Choose **None** if you don't want to make an address book available to the agent. See Create an Address Book, on page 60 for more information.
Dial Plan Enabled	If you want the agent to be able to make ad-hoc outdial calls, click the **Dial Plan Enabled** field to toggle to **Yes**. If you don't want the agent to be able to make ad-hoc outdial calls, click the **Dial Plan Enabled** field to toggle to **No**. When the **Dial Plan Enabled** setting is **No**, and the **Outdial Enabled** setting is **Yes**, the agent can make an outdial call, but only by either selecting an entry from the address book or typing a name from the address book in the **Enter number to call** field on the dial pad.

Select Dial Plan	This setting appears only if you set **Dial Plan Enabled** to **Yes**. Choose one or more dial plans for the system to use to validate the Dial Numbers (DN) that the agent enters in the **Enter number to call** field.
	
	Two default dial plans are available. You can also create custom dial plans for your enterprise. The default dial plans are:
	
	• **US** accepts input text such as the following:
	
	`18005551234 1-800-555-1234 1 (800) 555-1234`
	
	• **Any Format** accepts input such as the following:
	
	`123 5551234 555-1234 1-800-FLOWERS (800) 555-1234 John.Smith`

Outdial ANI	This setting appears only if you set **Outdial Enabled** to **Yes**. Optionally, from the drop-down list in the **Outdial ANI** field, choose the name associated with the list of phone numbers that the agent can use to make an outdial call. The system uses the number that the agent uses as the caller ID for the call. For more information, see Create an Outdial ANI, on page 62.

Agent DN validation

The **Agent Profile** > **Agent DN Validation** page displays the following settings.

Setting	Description
Validation for Agent DN	Click **Unrestricted** to allow agents to use any DN to sign in through the **Station Credentials** prompt on the Agent Desktop. **Note** If an agent enters an ad-hoc DN and the entry does not meet the sign-in syntax rules, the system rejects the agent sign-in. To restrict the DN that the agent can enter, click one of the following: • **Provisioned Value** restricts the sign-in DN to the default value you provision for the agent. **Note**: To provision or change an agent's default DN, edit the agent's user settings. Choose **Provisioning** > **User** > **Edit** > **Agent Settings** and enter a DN in the **Default DN** field. If you do not provision a DN, the agent can enter any DN to sign in. • **Validation Criteria (Select from list)** restricts the sign-in DN to the one or more dial plans you specify in the Validation Criteria setting.
Validation Criteria	This setting appears only if you set **Validation for Agent DN** to **Validation Criteria**. Select the dial plan to use for the DN validation: • Click **All** to validate the DN against all available dial plan formats. • Click **Specific** to validate the DN against one or more dial plans that you can choose from the **Select Validation Criteria** drop-down list. For more information, see Dial Plan, on page 54.

Agent Viewable Statistics

The **Agent Profile** > **Agent Viewable Statistics** page displays the following settings.

Setting	Description
Agent Statistics	Click **On** or **Off** to specify whether you want the agents to view their personal statistics in Agent Desktop.
Queue Statistics	This setting controls whether the agent can display statistics for all or some queues in the Agent Personal Statistics tab. Do one of the following: • Click **All** to enable the agent to display statistics for all queues. • Click **Specific** and then choose the queues from the Select Queues drop-down list to enable the agent to display statistics for specific queues. • Click **None** to prevent the agent from displaying queue statistics.
Logged-in Team Statistics	Click **On** or **Off** to specify whether the agent can view statistics for the team. **Note** • Settings for Logged-in Team Statistics and Team Statistics are independent of each other.

Setting	Description
Team Statistics	This setting controls whether the agent can display statistics for all or some teams in the Agent Personal Statistics tab. Do one of the following: • Click **All** to enable the agent to display statistics for all teams. • Click **Specific** and then choose the teams from the Select Teams drop-down list to enable the agent to display statistics for specific teams. • Click **None** to prevent the agent from displaying teams statistics.

Agent Thresholds

The **Agent Thresholds** page appears only if your enterprise uses the Threshold Alerts feature. This page provides settings to specify the alerts that the agent can display in the Agent Personal Statistics tab on the Agent Desktop.

Note This feature is not supported. Enabling or disabling the **Allow Agent Threshold** under tenant settings to show the agent threshold on the agent profile page will be removed in sometime.

If your enterprise uses the Agent Threshold Alerts feature, the page also provides settings to specify the thresholds associated with the agent.

For more information, see Threshold Rules, on page 80.

Setting	Description
Agent Viewable Threshold Alerts	Choose rules from the drop-down list to specify the alerts that you want the agent to receive. When an agent breaches a threshold rule, the system generates an alert and displays it in the Agent Personal Statistics tab in Agent Desktop.
Enable Agent Threshold Alerts	Click **On** or **Off** to specify whether you want the agent and the supervisor to receive alerts when the agent breaches specified threshold rules. If the agent breaches a selected rule, the system generates the alert and displays it in the Agent Threshold Alerts section of the Agent Personal Statistics tab. The supervisor also receives the alert in their Webex Contact Center Management Portal.
Threshold Alerts	This is available if you enable threshold alerts. If agent viewable threshold alerts are available, choose the rules for triggering the alerts from the drop-down list.

Agent Timeout

Agent Timeout enables you to automatically sign out an agent from the desktop after being idle for the specified time.

Setting	Description

Desktop Inactivity Timeout	Choose an idle timeout setting for an agent from the following options: **Default Value**: Select this to inherit the values given in Timeout Settings at the tenant level configuration. **Custom Value**: Type the value in minutes to set the idle timeout. Enter any value from 3 to 10,000 minutes in the text box. This overrides the value given in Timeout Settings at the tenant level configuration.

View the Details of an Agent Profile

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Agent Profiles**.

Step 2 Click the ellipsis icon beside the agent profile you want to view and click **View**. You can view the following details:

- General Information, on page 52
- Auxiliary Codes, on page 52
- Collaboration, on page 53
- Dial Plan, on page 54
- Agent DN validation, on page 55
- Agent Viewable Statistics, on page 56
- Agent Thresholds, on page 57
- Agent Timeout, on page 57

Step 3 (Optional) Click **Edit** in each tab to edit the settings.

Edit an Agent Profile

Procedure

Step 1 From the Webex Contact Center Portal navigation bar, choose **Provisioning**.

Step 2 Choose **Agent Profiles**.

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

Step 3 Click the ellipsis icon beside the agent profile you want to edit and click **Edit**. You can edit the following details:

- General Information, on page 52

- Auxiliary Codes, on page 52
- Collaboration, on page 53
- Dial Plan, on page 54
- Agent DN validation, on page 55
- Agent Viewable Statistics, on page 56
- Agent Thresholds, on page 57
- Agent Timeout, on page 57

Copy an Agent Profile

Procedure

Step 1 From the Management Portal navigation bar, choose , **Provisioning** > **Agent Profiles**.

Step 2 Click the ellipsis icon beside the agent profile you want to copy and click **Copy**. You can edit the following details in the copied agent profile:

- General Information, on page 52
- Auxiliary Codes, on page 52
- Collaboration, on page 53
- Dial Plan, on page 54
- Agent DN validation, on page 55
- Agent Viewable Statistics, on page 56
- Agent Thresholds, on page 57
- Agent Timeout, on page 57

Step 3 (Optional) Click **Edit** in each tab to edit the settings.

Deactivate an Agent Profile

You cannot deactivate an agent profile if you associate it with any other entities such as, dial numbers or any other routing strategy. When you try to deactivate these agent profiles, you get an error message. Click the information icon at the end of the message to view the list of all the associated entities.

After you deactivate an agent profile, you can still see it in the Agent Profiles page as Not Active. Historical reports also display details of the deactivated agent profile.

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Agent Profiles**.

Step 2 Click the ellipsis icon beside an agent profile and click **Mark Inactive**.

Step 3 Click **Yes** to confirm.
The status of the agent profile changes to Not Active.

Note Once the object is marked inactive, it can be permanently deleted. For more information, see Delete inactive objects permanently, on page 94.

Activate an Agent Profile

To activate an agent profile:

Procedure

Step 1 From the From the Management Portal navigation bar, choose **Provisioning** > **Agent Profiles**.

Step 2 Click the ellipsis icon beside an agent profile with the status Not Active and click **Restore**.

Step 3 Click **Yes** to confirm.
The status of the agent profile changes to **Active**.

Address Books

Address books contain entries with phone numbers. Instead of entering a number manually when starting a call, agents can use the address book to select an entry to dial. Agents can access an address book after you add it to their Agent Profile. For more information, see Dial Plan, on page 54 in Agent Profiles, on page 51.

You can create address books that are available to all sites or only to a specific site. The value of Maximum Address Books in the tenant settings of your enterprise determines the number of address books that you can create. For more information, see Tenant Settings, on page 15.

Create an Address Book

To create a new address book:

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Address Book**.

Step 2 Click **+ New Address Book**.

Step 3 Enter the following details and click **Save**.

Setting	Description
Name	Enter a name for the address book.
Description	(Optional) Enter a description for the address book.
Parent Type	Select a parent type: • **Tenant:** The address book is available to all sites at your enterprise. • **Site:** The address book is only available for a specific site.
Parent Name	Select the site for the address book to be available. This field is available only if you select the Parent Type as Site.

Step 4 (Optional) In the Entry List, click the **+** icon to add new entries in the address book.

Step 5 In the **Add Address Book** dialog box, enter the following details:

Setting	Description
Name	Enter the name of the entry.
Phone Number	Enter the phone number for the entry.

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

Edit an Address Book

You can edit the general settings and the entries of an address book.

Procedure

Step 1 From the From the Management Portal navigation bar, choose **Provisioning** > **Address Book**.

Step 2 Click the ellipsis button beside the address book that you want to edit and click **Edit**.

You can edit the following fields in the General Settings tab:

Setting	Description
Name	Edit the name of the address book.
Description	Edit the description of the address book.
Parent Name	Edit the site for the address book. This field is available only if the parent type is Site.

Step 3 In the **Entry List** section, under the **Action** column, click the edit button to edit an entry.

Step 4 You can edit the following in the **Edit Address Book** dialog box:

Setting	Description
Name	Edit the name of the entry.
Phone Number	Edit the phone number of the entry.

Step 5 (Optional) In the **Entry List** section, under the **Action** column, click **Delete** to delete an entry.

Step 6 (Optional) Click the **+** icon to add a new entry to the entry list.

Step 7 Click **Save**.

Delete an Address Book

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

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Address Book**.

Step 2 Click the ellipsis icon beside the address book that you want to delete and click **Delete**.

Step 3 Click **Yes** to confirm.

Outdial Automatic Number Identification (ANI)

The Outdial Automatic Number Identification (ANI) feature allows an agent to select a phone number as the caller ID for an outdial call.

To make an outdial ANI list available to an agent, add the outdial ANI list to an agent profile, and assign the profile to the agent. For more information, see Agent Profiles, on page 51.

Create an Outdial ANI

To create an outdial ANI:

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Outdial ANI**.

Step 2 Click **+ New Outdial ANI**.

Step 3 Enter the following details in the **General Settings** section:

Field	Description
Name	Enter a name for the outdial ANI.
Description	(Optional) Enter a description for the outdial ANI.

Note The **Name** and **Description** fields allow alphanumeric characters, space, hyphen (-), and underscore (_).

Step 4 Click the + icon in the **Outdial ANI Entry List** section to add a new outdial ANI entry.

Step 5 Enter the following details in the **Add Outdial ANI** dialog:

Field	Description
Name	Enter a name for the outdial ANI entry. The field allows alphanumeric characters, space, hyphen (-), and underscore (_).
Number	Enter a valid phone number or valid SIP URI.

Step 6 Repeat Step 5 and Step 6 to add another outdial ANI entry to the list.

Step 7 Click **Save**.

Newly added entries are in the **Outdial ANI Entry List** section.

Edit an Outdial ANI

To edit an outdial ANI:

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Outdial ANI**.

Step 2 Click the ellipsis icon beside the outdial ANI that you want to edit and click **Edit**.

Step 3 You can edit the following:

- **General Settings** section—Edit the **Name** or **Description** of the outdial ANI.
- **Outdial ANI Entry List** section—Edit the name or dial number of an outdial ANI entry.

  a. In the **Action** column, click the **Edit** icon next to an entry.

  b. Edit the outdial ANI entry **Name** or **Number**.

  c. (Optional) To delete an entry, click the corresponding **Delete** icon in the **Action** column.

  Click **Yes** to the prompt message to confirm the deletion.

Step 4 Click **Save**.

Delete an Outdial ANI

Note You cannot delete an outdial ANI if you have associated it with any entity, for example, an agent profile.

To delete an outdial ANI:

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Outdial ANI**.

Step 2 Click the ellipsis icon beside the outdial ANI that you want to delete and click **Delete**.

Step 3 Click **Yes** to confirm.

Dial Plans

The **Dial Plan** page allows you to define validation criteria for the:

- Dial Number (DN) that an agent uses to sign in to the Agent Desktop.
- DN that an agent uses for outdialing.

If you satisfy the validation prerequisites, the system validates DNs that agents enter in the Desktop environment against the syntax rules that are defined in one or more dial plans. The following table describes the validation prerequisites.

DN usage	Validation prerequisites
Agent Desktop sign-in	Configure **Agent Profile** > **Agent DN Validation** as follows: • Set **Validation for Agent DN** to **Validation Criteria (Select from list)**. • Set **Validation Criteria** field to **Specific**. • Choose a dial plan from the drop-down list in the **Select Validation Criteria** field. Default dial plans and any dial plan you create appear in this list.

<table>
<tr><th>DN usage</th><th>Validation prerequisites</th></tr>
<tr><td>Outdial calls</td><td>Configure Agent Profile > Dial Plan as follows:
• Set Outdial Enabled to Yes.
• Set Dial Plan Enabled to Yes.
• Choose a dial plan from the drop-down list in the Select Dial Plan field. Default dial plans and any dial plan you create appear in this list.
Note Note: Agents use the Desktop dial pad to make outbound calls. To display the dial pad, you must have the correct setup. Contact your administrator for the setup.</td></tr>
</table>

Note If you allow agents to enter DNs without requiring validation and their entries don't comply with valid syntax, the Desktop rejects sign-ins and outbound calls fail.

You can choose from two default dial plans and create new dial plans. The default dial plans are:

- **US**
- **Any Format**

The default **US** dial plan accepts entries such as:

- 1-800-555-1234
- 1 (800) 555-1234
- 18005551234
- 18005551234,,,222

  In this example, commas indicate pauses before entry of an extension number.

The default **Any Format** dial plan accepts entries such as:

- 123
- 5551234
- 555-1234
- 8005551234
- 1800FLOWERS
- bruce.matthews

Note You can use the **Any Format** dial plan to validate a DN, the first part of an email address, or a Session Initiation Protocol (SIP) uniform resource identifier (URI).

All dial plans require a regular expression for the system to recognize what defines a valid entry. The regular expression comprises the syntax rules that the system uses to interpret what is valid.

You can create separate dial plans with appropriate regular expressions to specify the required syntax for the:

- DN that an agent uses to sign in to the Desktop **Station Credentials** pop-up window.
- DN an agent enters in the **Enter number to call** field of the Desktop dial pad.

  Optionally, you can specify a prefix and characters that the system must strip from the entry in the dial pad.

The regular expressions of the default dial plans are described in the following sections. You can refer to the syntax rules that are described in these sections to guide you in formulating regular expressions for the dial plans you create.

- Regular expression for the default US dial plan, on page 66
- Regular expression for the default Any Format dial plan, on page 67

For an outdial call, the system performs the following steps to determine the validity of an entry an agent makes in the **Enter number to call** field of the Desktop dial pad:

1. Strip the characters specified in the dial plan's **Stripped Characters** field from the entry in the **Enter number to call** field.

Note In the default **US** and **Any Format** dial plans, the specified **Stripped Characters** are left parenthesis, right parenthesis, space, and hyphen.

2. Validate the resulting entry according to the criteria defined in the regular expression of the chosen dial plan. If the entry meets the criteria, it's deemed valid.
3. If the entry is invalid, prepend the entry that is specified in the **Prefix** field.

Note In the **US** dial plan, the specified prefix is number 1.

4. Validate the resulting entry according to the defined regular expression again.

Regular expression for the default US dial plan

The regular expression that is specified for the **US** dial plan is:

1[0-9]{3}[2-9][0-9]{6}([,]{1,10}[0-9]+){0,1}

Following is a description of what this regular expression specifies.

- The first digit must be 1.
- Three digits in the range of 0–9 must follow.

  {3} means 3 digits in the preceding range [0-9]
- One digit in the range of 2-9 must follow.

- Six digits in the range of 0-9 must follow.

  {6} means six digits in the preceding range [0-9]

- Zero or one occurrence of the following sequence can follow: between one and ten commas [,] followed by one or more digits [0-9].

  {1,10} means one to ten pauses as specified by one comma [,] per pause

  + means one or more digits in the preceding range [0-9]

  {0,1} means zero or one occurrence of the sequence of pauses [,] followed by one or more digits in the preceding range [0-9]

Regular expression for the default Any Format dial plan

The regular expression that is specified for the **Any Format** dial plan is:

([0-9a-zA-Z]+[-._])*[0-9a-zA-Z]+

Following is a description of what this regular expression specifies.

- The dial pad entry can start with zero or more sets of the following sequence:

  one or more alphanumeric characters [0-9a-zA-Z] followed by one hyphen, period, or underscore [-._].

  - + means one or more alphanumeric characters in the preceding range [0-9a-zA-Z]
  - * means zero or more of the preceding sequence of alphanumeric characters [0-9a-zA-Z] followed by one hyphen, period, or underscore [-._].

- One or more alphanumeric characters [0-9a-zA-Z] must follow.

Create a Dial Plan

Before you begin

You require Administrator privileges to complete this procedure.

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Dial Plan**.

The **Dial Plan** page appears. This page displays a list of existing dial plans.

Step 2 Click **+ New Dial Plan**.

Step 3 Configure the following settings.

Setting	Description
Name	Enter a name for the **Dial Plan**. You can assign one or more dial plans to an agent when you create or edit the agent's profile, and when you configure **Agent DN validation**.

Setting	Description
Regular Expression	Enter a regular expression. The regular expression comprises the valid syntax for dial numbers (DN) the agent enters in the Desktop environment. Each dial plan requires a regular expression. For examples of the regular expressions of the default dial plans, see the following sections. Use the examples shown in these sections to formulate regular expressions for the dial plans you create. • Regular expression for the default US dial plan, on page 66 • Regular expression for the default Any Format dial plan, on page 67
Prefix	(Optional) Enter a prefix that the system automatically adds to the phone number that the agent enters. For example, enter the digit 1 for long-distance calls within the United States. The system adds a prefix only if the agent does not add it when entering a DN in the Desktop environment.
Stripped Character	Enter the characters that the system removes from the DN that an agent enters in the Desktop environment. The system automatically removes the following characters from the number that an agent enters: left and right parentheses, space, and hyphen.

Step 4 Click **Save**.

Edit a Dial Plan

Before you begin

You require Administrator privileges to complete this procedure.

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Dial Plan**.

The **Dial Plan** page appears. This page displays a list of existing dial plans.

Step 2 Click the ellipsis icon beside the dial plan you want to edit and choose **Edit**.
The **Edit Dial Plan** page appears.

Step 3 You can edit the settings described in the following table. When you are done editing, click **Save**.

Setting	Description
Name	Edit the name of the **Dial Plan**.

Setting	Description
Regular Expression	Edit the **Regular Expression**. The regular expression comprises the valid syntax for dial numbers (DN) the agent enters in the Desktop environment. Each dial plan requires a regular expression.
Prefix	Enter a DN in the Desktop environment.
Stripped Character	Edit the **Stripped Character**. The system automatically removes the following characters from the number that the agent enters: left and right parentheses, space, and hyphen.

Delete a Dial Plan

Before you begin

- You require Administrator privileges to complete this procedure.
- Before deleting a dial plan, ensure that it isn't provisioned for an agent profile or used to validate an agent's sign-in Dial Number (DN). If you can't delete a dial plan, contact your Full Administrator.

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Dial Plan**

The **Dial Plan** page appears. This page displays a list of all existing dial plans.

Step 2 Click the ellipsis icon beside the dial plan you want to delete and choose **Delete**.
The Heads Up! dialog box appears.

Step 3 Click **Yes** to confirm.

Call-Associated Data Variables

You define Call-associated data (CAD) variables using the Provisioning module for use in call control scripts to collect one of the following types of data values:

- Caller-entered data: The data that the customer enters using IVR during a call, such as the account number.
- Agent-entered data: The data the agent enters, such as a case number or any action code.

The system stores the CAD values in the cumulative call detail records (CCDRs). Webex Contact CenterManagement Portal users can display and export to Excel or .csv files. Note the following:

- The system stores a CAD variable that is used in a call control script only if the variable name matches the name of an active CAD variable that the organization administrator provisions for your enterprise. You can view a list of the CAD variables used in a call control script in the Call Control section of the Create Routing Strategy or Edit Routing Strategy page. For more information, see Assigning Call Control Scripts and Parameters, on page 129.
- The system saves an agent-entered CAD valueafter the agent completes the Wrap-up state for that call. If due to some reason Agent Desktop connectivity is lost, the system does not store the CAD value that is entered by the agent.When an agent transfers a call, then the CAD variable that the last agent enters is saved.

Note that:

- CAD variable values are visible to all individuals who have access to historical records on the Management Portal. You should not store secure data such as credit card numbers, PINs, and social security numbers should not be stored through use of CAD variables.
- The system stores the CAD data subject to network availability and other operation considerations. CAD variables provide reference data only, and are not intended to provide Customer Relationship Management (CRM) functionality.

You cannot delete a CAD variable, but can deactivate it. You cannot use an inactive CAD variable to store data.

Your organization administrator provisions the maximum number ofCAD variables that you can define.For more information, see Tenant Settings, on page 15.

Create a CAD Variable

To create a CAD variable:

Procedure

Step 1 From the Webex Contact Center Portal navigation bar, choose **Provisioning**

Step 2 Choose **CAD Variables**.

The CAD Variables page appears. This page displays a list of CAD Variables.

Step 3 Click **+ New CAD Variable**.
The CAD Variable page appears.

Step 4 Enter the following details and click **Save**.

Setting	Description
Name	Enter a name for the CAD variable. The name can include alphanumeric characters and the following characters: • hyphen (-) • underscore (_) • space character The name cannot begin with space and cannot include two or more hyphens, underscores, or spaces in a row. You cannot edit the name later.
Description	(Optional) Enter a description of the CAD variable.
Agent Editable	Select Yes or No to specify whether agents can edit the value of the variables from the Webex Contact Center Agent Desktop.
Status	Select the status of the CAD variable.

Edit a CAD Variable

To edit a CAD variable:

Procedure

Step 1 From the Webex Contact Center Portal navigation bar, choose **Provisioning**

Step 2 Choose **CAD Variables**.

The CAD Variables page appears. This page displays a list of CAD Variables.

Step 3 Click the ellipsis icon beside any CAD variable and click **Edit**.
The CAD variable appears.

Step 4 You can edit the following details and click **Save**.

Setting	Description
Description	(Optional) Edit the description of the CAD variable.
Agent Editable	Edit the settings to specify whether the agents can edit the value of the variable from the Webex Contact Center Agent Desktop.

Setting	Description
Status	Edit the status of the variable.

Multimedia Profiles

If your administrator enables multimedia for your enterprise, you can assign each agent with a multimedia profile. Each profile specifies the number of each type of media, such as email, chat, or telephone, that the agent can handle simultaneously.

You can assign multimedia profiles to sites, teams, or individual agents.

All of the teams under a site have the same multimedia profile as that of the site, unless you assign a different profile to the teams. Similarly, all of the agents under the teams have the same profile as that of the team, unless you change the profile for the agents.

Create a Multimedia Profile

To configure a multimedia profile:

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Multimedia Profiles**

Step 2 Click **+ New Multimedia Profile**.

Step 3 Do the following:

a) In the **Profile Details** area, enter the following details:

Setting	Description
Name	Enter a name for the multimedia profile.

b) In the **Media Details** area, enter the following details:

Setting	Description
Profile Details	
Allow agents to handle multiple realtime interactions simultaneously	If set to Yes, you can route multiple realtime contacts to the agent at the same time. If set to No, you can route only one realtime contact to the agent at a time. For example, the agent can’t receive a chat contact while handling a voice contact.
Status	Displayed in the View and Edit pages to specify whether the profile is Active or Not Active.

Step 4 Click **Save**.

View the Details of a Multimedia Profile

To view the details of a multimedia profile:

Procedure

Step 1 From the Webex Contact Center Portal navigation bar, choose **Provisioning**.

Step 2 Click the ellipsis icon beside a multimedia profile and click **View**.

a) In the **Profile Details** area, view the following information about the multimedia profile:

Setting	Description
Name	The name of the multimedia profile.
Description	The description of the profile.
Status	The status of the multimedia profile. The status can be either **Active** or **Inactive**.

b) In the **Media Details** area, view the following information about the multimedia profile:

Setting	Description
Voice	Displays the number of contacts for the voice channel.
Chat	Displays the number of contacts for the chat channel.
Email	Displays the number of contacts for the email channel.

Note You can define the maximum number of media types in Maximum Channels Per Profile in the Module Permissions page of the tenant settings for your enterprise. For more information, see Tenant Settings, on page 15.

Setting	Description
Profile Details	
Name	Shows name for the multimedia profile.
Description	(Optional) Shows description for the profile.
Media Details	
Blended	Shows configured contacts to simultaneously handle different channel types.

Setting	Description
Blended Real-time	Shows configured contacts to simultaneously handle different real-time and non real-time channel types.
Exclusive	Shows configured contacts to handle one channel types at a time.

Step 3 (Optional) Click **Edit** to change the settings. For more information, see Edit a Multimedia Profile, on page 74.

Step 4 (Optional) Click **Delete** to deactivate the settings. For more information, see Deactivate a Multimedia Profile, on page 75.

Edit a Multimedia Profile

To edit a multimedia profile:

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Multimedia Profiles**.

Step 2 Click the ellipsis icon beside a multimedia profile and click **Edit**.

Step 3 Do the following:

a) In the **Profile Details** area, edit the following details:

Setting	Description
Name	Enter a name for the multimedia profile.

b) In the **Media Details** area, edit the following details:

Setting	Description
Profile Details	
Allow agents to handle multiple realtime interactions simultaneously	If set to **Yes**, you can route multiple realtime contacts to the agent at the same time. If set to **No**, you can route only one realtime contact to the agent at a time. For example, the agent can’t receive a chat contact while handling a voice contact.
Status	Displayed in the View and Edit pages to specify if the profile is **Active**.

Step 4 Click **Save**.

Deactivate a Multimedia Profile

Note You cannot deactivate a multimedia profile if you associate it with any entity.

To delete a multimedia profile:

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Multimedia Profiles**.

Step 2 Click the ellipsis icon beside the multimedia profile that you want to deactivate, and click **Mark Inactive**.

Step 3 Click **Yes** to confirm.
The status of the multimedia profile changes to **Not Active**.

Note Once the object is marked inactive, it can be permanently deleted. For more information, see Delete inactive objects permanently, on page 94.

Activate a Multimedia Profile

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Multimedia Profiles**.

Step 2 Click the ellipsis icon beside a multimedia profile with the status **Not Active** and click **Restore**.

Step 3 Click **Yes** to confirm.
The status of the multimedia profile changes to **Active**.

Skill Definitions

Skills-based routing is an optional Webex Contact Center feature that enables you to assign skill requirements, such as language fluency or product expertise, to incoming calls so they can be distributed to agents with a matching set of skills.

The Skill Definitions page provides an interface for viewing, creating, and editing the skills that can be assigned to calls and to skill profiles, which can then be assigned to teams or individual agents. For more information, see Skill Profiles, on page 78.

The maximum number of active skills that you can create is determined by the Maximum Skills and Maximum Text Skills values provisioned for your enterprise. For more information, see Tenant Settings, on page 15.

Create a Skill Definition

Procedure

Step 1 On the Portal navigation bar, choose **Provisioning** > **Skills** > **Skill Definition**.

Step 2 On the Skill Definitions page, click **+ New Skill Definition**.

Step 3 Specify the skill settings as described in this table.

Setting	Description
Name	Enter a name for the skill.
Description	Optionally, enter a description of the skill.
Service Level Threshold	Specify how many seconds a customer call can be in queue for this skill before being flagged as outside the service level. If a call is completed within this time interval, it is considered to have been handled within service level for this skill.
Type	If you are creating a new skill, specify the skill type: • Text: A free-form text skill that must be matched exactly. For example, you might define a skill named Extension that will let you route a call to a specific agent's extension number based on digits entered by the caller in response to a prompt. The text value can include up to 40 characters, including spaces. • Proficiency: Can have a value ranging from 0 to 10 that represents the agent's level of expertise in the skill. For example, you might define a skill for each language that your agents speak. • Boolean: Can have the value of True or False to indicate whether or not the agent has the skill. For example, you might define a skill named PremierService to ensure that your most valuable customers get the best service. Your most experienced agents can be assigned a value of True, and your least experienced agents can be assigned a value of False • Enum: A named set of predefined values. For example, a skill named Line of Business might have a set of three values: Sales, Service, and Billing. Each value can include up to 20 characters, including spaces. **Note** You can't change the skill type later.
Status	Select **Active** or **Not Active**. You can't inactivate a skill, if it is used in a skill profile or a routing strategy.

Step 4 Click **Save**.

Step 5 To reset the settings in all fields, click **Reset**.

Edit a Skill Definition

Procedure

To view and edit a skill definition:

Step 1 On the Management Portal navigation bar, choose **Provisioning** > **Skills** > **Skill Definition**.

Step 2 Click the ellipsis icon beside the listed skill and click **Edit**.

Step 3 Edit the skill settings as described in this table.

Setting	Description
Name	Displays the name of the skill. You can't edit the name of the skill.
Description	Optionally, enter a description of the skill.
Service Level Threshold	Specify how many seconds a customer call can be in the queue for this skill before being flagged as outside the service level. If a call is completed within this time interval, it is considered to have been handled within the service level for this skill.
Type	Displays the skill type. You can't edit the skill type.
List Values	This field is displayed only if the skill type is enum. Specify the values that can be associated with this skill. For example, for an enum skill named Operating System, you might define three values: Windows, Linux, and Unix. Each value is limited to a maximum length of 20 characters, including spaces. • To add a value, type the value name in the List Value field and then press Enter. Repeat for each value you want to add. • To delete a value, click x on the value entry.
Status	Select **Active** or **Not Active**. You can't inactivate a skill, if it is used in a skill profile or a routing strategy.

Step 4 Click **Save**.

Deactivate a Skill Definition

Procedure

Step 1 On the Management Portal navigation bar, choose **Provisioning** > **Skills** > **Skill Definition**.

Step 2 Click the ellipsis icon besides the skill that you want to delete and click **Mark Inactive**.

Step 3 Click **Yes** to confirm.

Note Once the object is marked inactive, it can be permanently deleted. For more information, see Delete inactive objects permanently, on page 94.

Activate a Skill Definition

Procedure

Step 1 On the Management Portal navigation bar, choose **Provisioning** > **Skills** > **Skill Definition**.

Step 2 Click the ellipsis icon beside a skill with the status **Not Active** and click **Restore**.

Step 3 Click **Yes** to confirm.
The status of the skill changes to **Active**.

Skill Profiles

A skill profile is a set of skills, each with an assigned value, that you assign to an agent-based team or to an individual agent. For example, you can assign a skill of English a high level of proficiency in one skill profile and a lower level in another profile.

If you assign a skill profile to a team, all agents that are logged in to that team are associated with that skill profile unless an agent is assigned a specific skill profile.

Note

- As an administrator, you can update the skill profile of agents. These changes are applied to all relevant agents without the need for these agents to sign out and sign back in to the Agent Desktop.
- The number of agents who share the same skill profile is limited to 500 to ensure effective performance of the system. You can assign the skill profile to the agent directly or to a team (Choose **Provisioning > Skills > Skill Profiles**). When you add an agent to a team, the agent is assigned the team's skill profile.

Create a Skill Profile

Procedure

Step 1 On the Management Portal navigation bar, choose **Provisioning** > **Skills** > **Skill Profiles**.

Step 2 On the Skill Profiles page, click **+ New Skill Profile**.

Step 3 Enter the name of the skill profile and description.

Step 4 Select the active skills you want to assign from the Active skills list.

Step 5 Provide the appropriate skill value. For more information, see Create a Skill Definition.

Step 6 Click **Save** to save the skill profile.

Step 7 (Optional) Click **Reset** to reset the values in all fields.

Edit a Skill Profile

Procedure

Step 1 On the Management Portal navigation bar, choose **Provisioning** > **Skills** > **Skill Profiles**.

Step 2 Click the ellipsis icon beside the skill profile and click **Edit**.

Step 3 Edit the name, description, and active skills.

Step 4 Click **Save** to save the skill profile.

Copy a Skill Profile

Procedure

Step 1 On the Management Portal navigation bar, choose **Provisioning** > **Skills** > **Skill Profiles**.

Step 2 Click the ellipsis icon beside a skill profile and click **Copy**.

Step 3 Edit the necessary details.

Step 4 Click **Save** to save the skill profile.

Deactivate a Skill Profile

Procedure

Step 1 On the Management Portal navigation bar, choose **Provisioning** > **Skills** > **Skill Profiles**.

Step 2 Click the ellipsis icon beside the skill profile that you want to delete and choose **Delete**.

Step 3 Click **Yes** to confirm.

Activate a Skill Profile

Procedure

Step 1 On the Management Portal navigation bar, choose **Provisioning** > **Skills** > **Skill Profiles**.

Step 2 Click the ellipsis icon beside a skill profile with the status **Not Active** and click **Restore**.

Step 3 Click **Yes** to confirm.
The status of the skill profile changes to **Active**.

Threshold Rules

If your enterprise uses the Threshold Alerts feature, authorized users can create threshold rules to monitor agent and call data.

Call Metrics

You can configure threshold rules for call metrics. For each rule, specify a value that triggers the alert. Configure call metrics as described in this table.

Table 1: Call Metrics

Metric	Entity Type	Trigger Value Type
Abandoned Calls	Queue	Count
Average Queue Time	Queue	Duration
Average Speed of Answer	Queue	Duration
Blind Transferred Calls	Queue	Count
IVR Calls	Entry Point	Count
Longest Time in Queue	Queue	Duration
Number of Calls in Queue	Queue	Count
Overflow Calls	Queue	Count
Service Level Threshold	Queue	Percentage
Short Calls	Entry Point	Count
Transferred Calls	Queue	Count

Agent Metrics

You can configure threshold rules for agent metrics. For each rule, specify a value that triggers the alert. Configure agent metrics as described in this table.

Table 2: Agent Metrics

Metric	Entity Type	Trigger Value Type
Available Agents	Site or Team	Count
Connected Agents	Site or Team	Count
Current Available Time	Agent	Duration
Current Connected Time	Agent	Duration
Current Hold Time	Agent	Duration
Current Idle Time	Agent	Duration
Current Wrap-up Time	Agent	Duration
IB Average Handle Time	Site or Team	Duration
Idle Agents	Site or Team	Count
Not Responding Agents	Site or Team	Count
Number of Agents in Outdial	Site or Team	Count
Number of Logged in Agents	Site or Team	Count
OB Average Handle Time	Site or Team	Duration
Occupancy	Site or Team	Percentage
Total Available Time	Agent	Duration
Total Idle Time	Agent	Duration

By default, the maximum number of threshold rules that are allowed for a tenant is 50. To increase this to a higher limit, contact Cisco Support.

Create a Threshold Rule

A threshold alert is displayed in the Agent Peformance Statistics report on the Agent Desktop if you set **Agent Viewable** to **Yes** for the threshold rule and select the threshold alert in the agent profile. For more information, see Agent Profiles, on page 51.

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Threshold Rules**.

Step 2 On the **Threshold Rules** page:

- Click **+ New Threshold Rule**.
- To delete a threshold rule, click the ellipsis button beside a listed rule and click **Delete**. In the confirmation dialog box, click **OK**.

Step 3 Specify or change the settings for the rule. You can specify or change the following settings in the **General Settings** area:

Setting	Description
Name	Enter a name for the rule.
Description	Enter a short description for the rule.
Agent Viewable	Choose **Yes** or **No** to specify whether agents can receive an alert when a threshold rule is breached. If you choose **Yes**, this rule is available for selection on the **Agent Profiles> AgentThresholds** page when you create or edit an agent profile (see Agent Profiles, on page 51).
Entity Type	Choose the entity type to which the threshold rule is applicable: Entry Point, Queue, Site, Team, or Agent (if your enterprise uses the Agent Threshold Alerts feature).
Status	This setting appears on the **Edit** page to specify whether the threshold rule is Active or Not Active.

You can specify or change the following settings in the **Entity Information** area:

Setting	Description
Metric Type	Specify whether this is an Agent Threshold or a Call Threshold.
Entity	Choose the entry point, queue, site, or team to which the rule is applicable. This setting is not applicable if the entity type is Agent.

You can specify or change the following settings in the **Threshold Information** area:

Setting	Description
Threshold Metric	Choose a value from the drop-down list. The list displays only those metrics that are applicable to the selected entity type.

Setting	Description
Operand	Choose a value from the drop-down list: • > (greater than) • >= (greater than or equal to) • < (less than) • <= (less than or equal to) • = (equal to)
Trigger Value	Specify the value that triggers a threshold alert. The value type (duration, count, or percentage) is based on the metric selected. The trigger value must be greater than 0 for all metrics except Available Agents, Connected Agents, Number of Agents in Outdial, and Number of Logged in Agents.
Trigger Interval	Specify the interval, in seconds, during which the system generates only one alert for the threshold rule check.

You can specify or change the following settings in the **Email Information** area:

Setting	Description
Notification Receivers	If you want an individual to receive an email alert in the HTML format when the threshold is triggered, enter the email address in the **Notification Receivers** field and press Enter. Repeat for each address that you want to add. To remove an address, click **x** on the left side of the listed address.
Text Notification Receivers	If you want an individual to receive an email alert in the text format when the threshold is triggered, enter the email address in the **Text Notification Receivers** field and press Enter. Repeat for each address that you want to add. To remove an address, click **x** on the left side of the listed address.

Step 4 Click **Save**.

Copy a Threshold Rule

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Threshold Rules**.

Step 2 On the **Threshold Rules** page, click the ellipsis button beside a listed rule and click **Copy**.

Step 3 Specify or change the settings for the rule. You can specify or change the following settings in the **General Settings** area:

Setting	Description
Name	Enter a name for the rule.
Description	Enter a short description for the rule.
Agent Viewable	Choose **Yes** or **No** to specify whether agents can receive an alert when a threshold rule is breached. If you choose **Yes**, this rule is available for selection on the **Agent Profiles> AgentThresholds** page when you create or edit an agent profile (see Agent Profiles, on page 51).
Entity Type	Choose the entity type to which the threshold rule is applicable: Entry Point, Queue, Site, Team, or Agent (if your enterprise uses the Agent Threshold Alerts feature).
Status	This setting appears on the **Edit** page to specify whether the threshold rule is Active or Not Active.

Step 4 You can specify or change the following settings in the **Entity Information** area:

Setting	Description
Metric Type	Specify whether this is an Agent Threshold or a Call Threshold.
Entity	Choose the entry point, queue, site, or team to which the rule is applicable. This setting is not applicable if the entity type is Agent.

Step 5 You can specify or change the following settings in the **Threshold Information** area:

Setting	Description
Threshold Metric	Choose a value from the drop-down list. The list displays only those metrics that are applicable to the selected entity type.

Setting	Description
Operand	Choose a value from the drop-down list: • > (greater than) • >= (greater than or equal to) • < (less than) • <= (less than or equal to) • = (equal to)
Trigger Value	Specify the value that triggers a threshold alert. The value type (duration, count, or percentage) is based on the metric selected. The trigger value must be greater than 0 for all metrics except Available Agents, Connected Agents, Number of Agents in Outdial, and Number of Logged in Agents.
Trigger Interval	Specify the interval, in seconds, during which the system generates only one alert for the threshold rule check.

Step 6 You can specify or change the following settings in the **Email Information** area:

Setting	Description
Notification Receivers	If you want an individual to receive an email alert in the HTML format when the threshold is triggered, enter the email address in the **Notification Receivers** field and press Enter. Repeat for each address that you want to add. To remove an address, click **x** on the left side of the listed address.
Text Notification Receivers	If you want an individual to receive an email alert in the text format when the threshold is triggered, enter the email address in the **Text Notification Receivers** field and press Enter. Repeat for each address that you want to add. To remove an address, click **x** on the left side of the listed address.

Step 7 Click **Save**.

Edit a Threshold Rule

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Threshold Rules**.

Step 2 On the Threshold Rules page:

- To edit the settings for a threshold rule, click the ellipsis icon beside a listed rule and click **Edit**.

Note After you create the Entity Information while creating a Threshold Rule, you cannot edit Metric Type and Entity options in this field.

Step 3 Specify or change the settings for the rule. You can specify or change the following settings in the **General Settings** area:

Setting	Description
Name	Enter a name for the rule.
Description	Enter a short description for the rule.
Agent Viewable	Choose **Yes** or **No** to specify whether agents can receive an alert when a threshold rule is breached. If you choose **Yes**, this rule is available for selection on the **Agent Profiles> AgentThresholds** page when you create or edit an agent profile (see Agent Profiles, on page 51).
Entity Type	Choose the entity type to which the threshold rule is applicable: Entry Point, Queue, Site, Team, or Agent (if your enterprise uses the Agent Threshold Alerts feature).
Status	This setting appears on the **Edit** page to specify whether the threshold rule is Active or Not Active.

Step 4 You can specify or change the following settings in the **Threshold Information** area:

Setting	Description
Threshold Metric	Choose a value from the drop-down list. The list displays only those metrics that are applicable to the selected entity type.

Setting	Description
Operand	Choose a value from the drop-down list: • > (greater than) • >= (greater than or equal to) • < (less than) • <= (less than or equal to) • = (equal to)
Trigger Value	Specify the value that triggers a threshold alert. The value type (duration, count, or percentage) is based on the metric selected. The trigger value must be greater than 0 for all metrics except Available Agents, Connected Agents, Number of Agents in Outdial, and Number of Logged in Agents.
Trigger Interval	Specify the interval, in seconds, during which the system generates only one alert for the threshold rule check.

Step 5 You can specify or change the following settings in the **Email Information** area:

Setting	Description
Notification Receivers	If you want an individual to receive an email alert in the HTML format when the threshold is triggered, enter the email address in the **Notification Receivers** field and press Enter. Repeat for each address that you want to add. To remove an address, click **x** on the left side of the listed address.
Text Notification Receivers	If you want an individual to receive an email alert in the text format when the threshold is triggered, enter the email address in the **Text Notification Receivers** field and press Enter. Repeat for each address that you want to add. To remove an address, click **x** on the left side of the listed address.

Step 6 Click **Save**.

Deactivate a Threshold Rule

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Threshold Rules**.

Step 2 Click the ellipsis icon beside the threshold rule that you want to deactivate and click **Mark Inactive**.

Step 3 Click **Yes** to confirm.
The status of the threshold rule changes to **Not Active**.

Note Once the object is marked inactive, it can be permanently deleted. For more information, see Delete inactive objects permanently, on page 94.

Activate a Threshold Rule

Procedure

Step 1 On the Management Portal navigation bar, choose **Provisioning** > **Threshold Rules**.

Step 2 Click the ellipsis icon beside a threshold rule with the status **Not Active** and click **Restore**.

Step 3 Click **Yes** to confirm.
The status of the threshold rule changes to **Active**.

Entry Point Mappings

The Entry Point Mappings page is an interface for managing the mappings between entry points and the following:

- Dial Numbers (DN)

By default, all the DN to entry point mappings are listed. If required, you can filter the list by selecting an entry from the **Select Entry Point** drop-down list. The list displays DN, Entry Point, and ID.

Note The following points apply if you've a Cisco PSTN add-on:

- The Number Type column displays if the number is a toll number or toll-free number.
- If your tenant contains any DN that is recognized as toll-free and you do not have Cisco **Bundle 2: Inbound toll-free number access** add-on, then a banner appears saying "Some mappings need to be deleted". Remove the toll-free numbers as the entitlement does not exist.

To use an entry point, you must map a dial number to the entry point.

You can also add and remove multiple DN mappings using a .csv file. For more information, see Bulk Add or Remove Dial Number to Entry Point Mappings, on page 91.

Map an Entry Point

To map an entry point:

Procedure

Step 1 On the Management Portal navigation bar, click **Provisioning** > **Entry Point Mappings**.

Step 2 Click **DN to Entry Point Mappings.**

Step 3 Click **+ New DN to EP Mapping**.

Step 4 Enter the following fields:

- For DN mapping:

Setting	Description
Available Numbers / DN	• For Webex Calling: Select the number that you want to map to this entry point. **Note** • The Webex Calling location main number doesn't appear in this list. If you need to use that main number for mapping, change the main number. For details on managing numbers, see the article Manage Numbers in Locations. • A toll-free number cannot be used for Entry Point mapping without the appropriate entitlement. If the Telephony type is Cisco PSTN and you do not have Cisco **Bundle 2: Inbound toll-free number access** add-on, use a toll number to map an entry point.
Entry Point	Choose the entry point to which you want to map the DN.
PSTN Region (Only for RTMS voice platform)	Choose a region in which you want to enable regional voice media services. The dial number (DN) must be configured in the selected region to accept incoming calls. The entry point is mapped to the dial number that belongs to the selected region. Mapping the dialed number to a region keeps the voice media local to that region. If you don't choose a region, the **Default** region is selected. The default region is the data center corresponding to the country of operation that is configured on Control Hub when you provision the contact center tenant. **Note** The PSTN region is applicable only for the new customers who provision their contact center tenant with the RTMS voice platform and want to use the regional media services.

Step 5 Click **Save**.

Edit Dial Number to Entry Point Mappings

To edit the mapping of a dial number to an entry point:

Procedure

Step 1 From the Management Portal navigation bar, click **Provisioning** > **Entry Point Mappings**.

Step 2 Choose the appropriate list:

- Dialed Numbers
- Social Messaging

For dial numbers, you can do the following:

- In the **Select Entry Point** drop-down list, search for the dial number that you have mapped to an entry point.
- From the **Select Entry Point** drop-down list, choose **Not Mapped**. All of dial numbers that are not mapped to entry points display. You can then map a dial number to an entry point as required.
- (Optional) To export the dial numbers and the related entry points as a CSV file, click **Export as CSV**.

Step 3 To edit a mapping, click the ellipsis icon beside a dial number , and click **Edit**.

Step 4 Make the edits and click **Save**.

Delete Dial Number to Entry Point Mappings

To delete the mapping of a dial number to an entry point:

Procedure

Step 1 From the Management Portal navigation bar, click **Provisioning** > **Entry Point Mappings**.

Step 2 Choose the appropriate list:

- Dialed Numbers
- Social Messaging

Step 3 Click **DN to Entry Point Mappings**.

Step 4 Click the ellipsis icon beside the entry that you want to delete and click **Delete**.

Step 5 Click **Yes** to confirm.

Bulk Add or Remove Dial Number to Entry Point Mappings

To add or remove Dial Number to Entry Point mappings in bulk:

Before you begin

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

```
8005551234,AVx90dWsbxpvzWSp3TSo
```

Procedure

Step 1 From the Webex Contact Center Portal navigation bar, choose **Provisioning**.

Step 2 Click **DN to Entry Point Mappings** .
The DN to Entry Point Mappings page appears. This page lists all the available mappings.

Step 3 Click **Bulk Upload**.

Step 4 Do one of the following:

- **Add New DN Mappings**: To add new dial number and entry point mappings in bulk.
- **Remove Existing DN Mappings**: To overrite the existing mappings with new mappings in bulk.

Step 5 Upload the new CSV file from your local system and click **Upload**.

Note The following points apply if you've a Cisco PSTN add-on:

- The Number Type column displays if the number is a toll number or toll-free number.
- If your tenant contains any DN that is recognized as toll-free and you do not have Cisco **Bundle 2: Inbound toll-free number access** add-on, then a banner appears saying "Some mappings need to be deleted". Remove the toll-free numbers as the entitlement does not exist.

Manage Entry Point or Queue Groups

The Entry Point or Queue Group is an interface for creating groups to use with the Map View and Billing Report. After you add an Entry Point or Queue group, you can assign the group to an entry point or a queue.

For more information, see Create an Entry Point, on page 24 and Create a Queue or an Outdial Queue, on page 27.

To view, add, edit, or delete an entry point or queue group:

Procedure

Step 1 From the Webex Contact Center Portal navigation bar, click **Provisioning**.

Step 2 Click **Entry Point/Queue Group**.
The Entry Point/Queue Group page appears. The page lists all the entry point or queue groups, if any.

Step 3 You can do the following:

- To add a new group, click the **+ New EntryPoint/Queue Group**.
- To edit an existing entry point or queue group, click the button to the left of a group and click **Edit**.
- To delete an existing entry point or queue group, click the button to the left of a group and click **Delete**.

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

Step 4 If you are adding or editing an entry point or queue group, update the following fields and click **Save**.

Setting	Description
Name	Enter the name of the group.
Type	Select the group type: • Billing: The system adds the group to the Billing Group drop-down in the configuration for entry points and queues. • Map: The system adds the group to the Map Group drop-down in the configuration for entry points and queues. For more information, see Create an Entry Point, on page 24 and Create a Queue or an Outdial Queue, on page 27. You cannot change the Type for an exiting entry point or queue group.
Status	Select the status of the group. This setting is available when you edit an entry point or a queue group. You cannot deactivate an entry point or queue group if that is the only entry point or queue group for your tenant.

Reports for the Provisioned Items

Use the Management Portal to generate reports about the active resources that the Webex Contact Center administrator provisions for your enterprise.You can view the following reports:

Report	Description
Site Report	The details of the sites for your enterprise. For more information, see About Sites, Teams, Entry Points, and Queues, on page 2
Team Report	The details of the teams for your enterprise. For more information, see About Sites, Teams, Entry Points, and Queues, on page 2

Report	Description
Agent Report	The details of the agents for your enterprise. For more information, see Agent Profiles, on page 51.
Inbound EP Report	The details of the entry points for your enterprise. For more information, see Entry Points and Queues, on page 23.
Inbound Queues Report	The details of the queues for your enterprise. For more information, see Entry Points and Queues, on page 23.
Outdial EP Report	The details of the outdial entry points for your enterprise. For more information, see Entry Points and Queues, on page 23.
Outdial Queues Report	The details of the outdial queues for your enterprise. For more information, see Entry Points and Queues, on page 23.
Agent Profile Report	The details of the agent profiles for your enterprise. For more information, see Agent Profiles, on page 51.
Skill Report	The details of the skills that are available for your enterprise. This report is available if your enterprise uses the Skill-Based Routing. For more information on how to define the skills for your enterprise, see Skill Definitions, on page 75. **Note** Currently we do not support Skill-Based Routing.
Skill Profile Report	The details of the mapping of the skills and the corresponding profiles. This report is available if your enterprise uses the Skill-Based Routing. For more information on how to define the profiles for the skills, see Skill Profiles, on page 78.

Report	Description
Routing Report	The details about the mapping of the routing strategies with the entry points, queues, and teams. For more information on how to define routing strategies, see About Contact Routing, on page 97.
Agent Skills Report	The details about the agents and their corresponding skills. This report is available if your enterprise uses the Skill-Based Routing. For more information on how to define the skills for your enterprise and Agent profiles, see Skill Definitions, on page 75 and Agent Profiles, on page 51. **Note:** Currently we do not support Skill-Based Routing.

Manage Reports for the Provisioned Items

To email the report or download the report for any provisioned item:

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning** > **Reports**.

Step 2 Select the required type of report.

For more information on the types of the reports, see Reports for the Provisioned Items, on page 92.

Step 3 Download the report as either an Excel sheet or PDF.

Note For the Routing Report, you have to select the type of the routing strategy for which you want to generate the report. The options are:

- Current
- Active
- All

Delete inactive objects permanently

Webex Contact Center allows administrators to permanently delete configuration objects that have been marked inactive. This helps customers remove unwanted configurations, keep a lightweight configuration footprint, and improve application performance. Before deleting a configuration object permanently, you will need to mark it inactive. You can also periodically delete inactive objects using an automatic purge tenant level setting.

You can permanently delete the following configuration object types:

- Users
- User Profiles
- Agent Profiles
- Work Types
- Auxiliary Codes
- Threshold Rules
- Skill Profile
- Teams
- Sites
- Entry Points
- Outdial Entry Points
- Queues
- Outdial Queues
- Desktop Layouts
- Global Variables
- Multimedia Profiles
- Skill Definitions

The maximum number of inactive users is 5000. The maximum inactive objects for all other object types is 100. If this limit is reached, you must delete inactive objects to be able to deactivate more objects. If the configuration object has associated objects, you must inactivate all the referenced objects.

Procedure

Step 1 From the Management Portal navigation bar, choose **Provisioning**.

Step 2 Select an entity.

Step 3 To permanently delete a configuration object manually, on the entity page, click the ellipsis icon beside the object. Select **Delete**.

Step 4 On the dialog box that informs you that the object will be permanently deleted and can't be recovered, click **Yes**. A message appears that the object is permanently deleted.

Note To configure an automatic purge of inactive objects for permanent deletion, see the article Configure auto-purge of inactive entities.

CHAPTER 4

Contact Routing

- About Contact Routing, on page 97
- Configure Multimedia Profiles, on page 99
- About Web Callback, on page 100
- Working with Call Control Scripts, on page 100
- Working with Resource Files, on page 111
- Configure Routing Strategies, on page 116

About Contact Routing

The Routing Strategy module provides a flexible environment for routing contacts to the best resource, regardless of location. Each incoming contact arrives at an entry point, from where it's sent to queue for distribution among teams at contact center sites according to scheduled routing strategies, scheduled team capacity strategies, and queue precedence settings specified in the Routing Strategy module.

In addition, if your enterprise uses the outdial feature, each outdial call passes through an outdial entry point and outdial queue according to routing strategies in the Routing Strategy module.

Note Although the examples in the following sections refer to phone contacts, the same contact routing options are available to other media types.

Basic Contact Routing

An incoming call arrives at an entry point where the caller is presented with three options. After the caller selects an option, the call is sent to a queue, where it waits for an agent to become available on one of the teams servicing that queue.

Each entry point and queue is associated with one or more routing strategies, which control how calls get serviced at specified time intervals, including what call control script to use to treat the call and what audio file to play when a call arrives or is waiting in queue.

In addition, the routing strategy for a queue specifies which teams receive calls and in what order, how long the call can wait in queue (before it gets distributed to an overflow destination number), and fail-over settings for agents and teams. You can specify one of the following options for identifying an agent to service a call:

- Longest Available Agent—Incoming calls get directed to the agent who has been available for the longest time.
- Load Balance—Incoming calls get distributed among a group of teams based on ratios specified in the strategy.
- Priority Based—Incoming calls get distributed to agent teams based on a priority rating assigned to each team.
- Skill Based—Incoming calls get distributed to agents who possess a required set of skills, such as language fluency or product expertise.

Set Up Skills-Based Routing

Procedure

Step 1 Define the skills. For more information, see Skill Definitions, on page 75.

Step 2 Define the skill profiles. For more information, see Skill Profiles, on page 78.

Step 3 Assign the skill profiles to teams or agents. You can assign a skill profile to each agent-based team. All agents logged in to the team are associated with that skill profile. However, you can also assign a skill profile to an individual agent, which overrides the skill profile of the team.
For more information, see Create a team, on page 33 and. View the Details of a User, on page 37

Step 4 Create Entry Points and Queues, on page 23.

Step 5 Create or upload a call control script that defines how to treat the call. For more information, see Working with Call Control Scripts, on page 100.

Step 6

Step 7 Create an entry point and queue routing strategy. In the entry point routing strategy, you assign skill requirements to calls during call treatment defined in the call control script. For more information, see Assigning Skill Requirements to Incoming Calls, on page 131. The calls are then distributed to the specified queue where they wait for an agent with the required skills.

In the queue routing strategy, you specify options for identifying agents to service the incoming calls. If an agent with the required skills doesn't become available within a specified time interval, you can remove or reduce the skill requirement.

For more information, see Create an Agent Profile, on page 51.

Step 8 Create an entry point routing strategy and select the flow that you created. For more information, see Create a routing strategy, on page 120.

About Queue Reshuffling

Queue Reshuffling feature can be used with all available contact routing methods. The reshuffling engine associates a score to each contact in the queue based on various factors, such as the importance of the customer or the due time of a particular contact according to service level agreements (SLAs).

A score of between 0 and 1 is associated with each contact. For example, if there are two email contacts in queue and one is due tomorrow, while the second one is due the day after, the engine can assign the first email a score of 0.9 and the second a score of 0.8. This way, the email contact with the earliest due time will be handled first. The same logic can be applied when there are more than two contacts.

If contacts are waiting in queue for an available agent, the routing engine sorts the queue based on the score associated with each contact. The contact with the highest score is assigned to the first available agent. The queue reshuffling engine can change the score for any or all contacts at any time.

You can implement queue reshuffling by working with Webex Contact Center Operations to assign scores to contacts through IVR data dips or via an external entity. Alternatively, Professional Services can help set a score through an API.

About Queue Precedence

A team can handle contacts from more than one queue. You can assign an agent to take contacts from more than one queue by adding that agent's team to the routing strategies for multiple queues. To cause an agent team to prioritize contacts from one queue ahead of contacts to other queues, you can set a priority for each queue by using the settings available on the Queue Precedence page.

About Team Capacity Strategies

Your enterprise can use agent-based teams or capacity-based teams or a mixture of both team types. Capacity-based teams do not have specific agents assigned to them, and the agents do not use the Webex Contact Center Agent Desktop.

You can create scheduled team capacity strategies to override these settings in response to changing contact center conditions. If a team capacity strategy is not created for a capacity-based team, the system uses the capacity value provisioned for the team.

Configure Multimedia Profiles

If your enterprise uses social channels, chat, and email routing in addition to voice, then Multimedia profiles are enabled. You can associate sites and agents with multimedia profiles.

Procedure

Step 1 Define the multimedia profiles. If your enterprise subscribes to the Multimedia feature, each agent is associated with a multimedia profile, which specifies how many contacts of each media type the agent can handle concurrently. For more information, see Multimedia Profiles, on page 72.

Step 2 Assign multimedia profiles to sites, teams, or agents. When Multimedia is enabled, every site is associated with a multimedia profile. Each agent-based team at a given site is associated with the profile assigned to that site unless the team is assigned a different multimedia profile. Similarly, each agent logged in to a team is associated with the team's profile unless the agent is assigned a different multimedia profile. For more information, see Sites, on page 30, Create a team, on page 33, and Users, on page 37.

Step 3 Create separate entry points and queues for each media type. For more information, see Create an Entry Point, on page 24.

Step 4 Work with Webex Contact Center Operations to create routing strategies configured to use a specialized call control script.

Step 5 Work with your specific CRM vendor to configure the multimedia interaction at the agent level.

Alternately you can configure the queue routing strategy to assign multimedia contacts (Chat, Email, Social Channels) to your agents.

About Web Callback

The Web Callback feature enables visitors to your enterprises Web site to complete and submit a callback request specifying a name, phone number, and callback time. The request is sent to the Webex Contact Center system for scheduling. When the callback time is reached, a call to the requester is initiated on an outbound entry point that is used exclusively for Web callbacks.

The routing strategy for Web Callback uses a specialized call control script that typically includes IVR treatment that requires input from the callback requester to proceed.

- If the requester answers and responds to the voice prompts appropriately, then the call is connected to an available agent and the callback request is marked as processed.
- If the call fails (for example, the call is not answered or is answered by a recorded message or a busy signal), the callback is optionally rescheduled based on the maximum callback attempts allowed and the retry attempt interval provisioned for your enterprise.
- If the requester rejects the call, the callback request is marked as cancelled.

The overall process for implementing Web Callback involves the following tasks:

Procedure

Step 1 Creating a Web page to capture the Web callback details and posting them to the Webex Contact Center Web Callback service.

Step 2 Specifying the maximum callback attempts allowed and the retry attempt interval (see Module Permissions, on page 20).

Step 3 Creating the outdial entry points to use for Web callbacks (see Create an Entry Point, on page 24).

Step 4 Working with Webex Contact Center Operations to create routing strategies configured to use a specialized call control script.

Working with Call Control Scripts

A call control script defines how a call is handled when it arrives at an entry point or queue. The Control Scripts page in the Routing Strategy module displays a list of call control scripts and provides authorized users with an interface for creating and editing control scripts.

After you create a control script, you can associate it with a routing strategy for an entry point or queue and specify values for any configurable parameters that are in the script, such as which sound file to play when a call arrives, or the timeout value for entering digits in response to a prompt (see Assigning Call Control Scripts and Parameters, on page 129).

Note When you update an existing call control script, the value in the Skill Requirements field gets reset. in the **Call Flow Paths** dialog box. For configuring the skill requirement, see Assigning Skill Requirements to Incoming Calls, on page 131

The following topics are covered:

Creating Call Control Scripts

The New button on the Control Scripts page provides access to the call flow builder interface where authorized users can create a control script for an entry point or queue.

To create a call control script:

Procedure

Step 1 Open the Routing Strategy module and click the **Control Scripts** button.

The page displays the list of control scripts and associated image files.

Step 2 Click **New**.

The New Call Flow page appears, displaying a Start block in the canvas area. The panel on the left side of the page displays the building blocks for constructing a call flow. You can drag a block from this panel to the canvas to add it to the call flow.

Step 3 Enter a name and optionally, a description for the control script in the fields at the top of the page.

The name you enter will be displayed in the Control Script drop-down list for selection when users create or edit a routing strategy (see Assigning Call Control Scripts and Parameters, on page 129).

Step 4 Double-click the Start block and specify the call flow type (entry point or queue) and other parameters in the dialog box that opens. For a description of each parameter, see Start Block, on page 102.

Step 5 Drag flow control blocks to the canvas to add them to the call flow. To remove a block from the canvas, click the x on the upper right side of the block.

Step 6 After adding a flow control block, double-click the block and enter the required parameters in the dialog box that opens. For a description of each block and its parameters, see Call Control Block Descriptions, on page 102.

Step 7 To connect the blocks, drag each output connector to the appropriate input connector.

All blocks except the Start block have one input connector, represented by a black-filled circle at the top of the block. All blocks except the EP/Queue, Callback, Queue Call, and End Call blocks have one or more output connectors, represented by empty circles at the bottom and sides of the block.

In the following example, the Start block is connected to a Menu block that plays an audio file prompting the caller to enter one of two options. The Menu block in this example has four outputs: one for each of two branches, plus Timeout and Invalid outputs, which are connected back to the Menu blocks input connector.

Step 8 Each connector represents a call flow path. To specify a name for a path, click a green connector line and in the dialog box that opens, enter a name and optional description.

Step 9 After you have finished adding and connecting blocks, click **Save** to save the control script.

The system automatically performs validation. If errors are found, they are listed in a message at the top of the page. In the following example, a connection is missing for the Menu blocks Timeout output. A control script cannot be saved until all errors are corrected.

Call Control Block Descriptions

Call control blocks and their parameters are described in the following sections.

Start Block

The Start block signifies the beginning of a call flow. All call control scripts must begin with a Start block. The Start block has the following parameters.

Parameter	Description
Type	Select the call flow type: Entry Point or Queue. If you select **Queue**, the symbol for the Start block changes as shown below after you click **OK**.
Call Associated Data	Specifies a comma-separated list of call-associated data (CAD) variables that are guaranteed to be associated with the call when it is delivered to the Agent Desktop, regardless of whether they are collected in IVR. This enables agent-editable fields that are not collected in IVR, such as a case number. (Note that these can still be filtered out by Agent Desktop settings provisioned for your enterprise.) Select or type the name of a CAD variable, then click + to add it to the list. Repeat for each additional CAD variable. **Note** If you create a CAD variable in one of the call control blocks in the call flow, it will be delivered to the Agent Desktop along with the call.
On IVR error go to	Specifies the destination to which calls are distributed when there is an error in IVR. By default, this is the overflow number provisioned for the entry point or queue, but you can select an entry point or queue from the drop-down list instead.
On Overflow go to	Specifies the destination to which calls are distributed when they exceed the Maximum Time in Queue setting specified in the routing strategy. By default, this is the overflow number provisioned for the entry point or queue, but you can select an entry point or queue from the drop-down list instead.

Parameter	Description
Maximum Calls	This parameter appears only if an entry point or queue other than the provisioned overflow number is selected for the On Overflow go to parameter. If the value entered here is smaller than the Maximum Calls in Queue provisioned for an entry point or queue, then when the number of calls in queue reaches this value, they will be sent to the entry point or queue specified in the On Overflow go to parameter.
Description	Optionally enter a description for the block.

Play Block

The Play block plays an uninterruptible message to the caller and has the following parameters.

Parameter	Description
Name	Enter a name for the play block or accept the default name.
Media	Select an audio file to play as a prompt.
Description	Optionally enter a description for the block.

Menu Block

The Menu block plays an interruptible prompt, allowing the caller to enter a DTMF digit or symbol and take the configured branch for the entered digit or symbol. A menu can have from 1 to 10 branches.

The Menu block has the following parameters and outputs.

Parameter	Description
Name	Enter a name for the menu or accept the default name.
Media	Select an audio file to play as a prompt.
Timeout	Specify the number of seconds to wait after prompting. If the caller does not enter data before the timeout, the call will take the Timeout path configured in the control script.
Number of Branches	Select the number of output branches.
Branch <N>	For each branch, select the DTMF digit or symbol that must be entered for the call to take that branch.
Description	Optionally enter a description for the block.

Output	Description
Branch <N>	Path to take if the caller enters a matching DTMF digit or symbol.
Timeout	Path to take if the caller does not enter data before the specified Timeout.
Invalid	Path to take if the caller enters a DTMF digit or symbol that does not match a branch.

Condition Block

The Condition block embodies a condition for example, AccountLevel equals Gold. The call takes the True or False path depending on whether or not the condition is met.

The Condition block has the following parameters and outputs.

Parameter	Description
Operand 1	Select a CAD variable from the drop-down list.
Condition	Select an operator from the drop-down list: < (less than) != (not equal) > (greater than) == (equal to) >= (greater than or equal to) <= (less than or equal to) Contains
Operand Type	Select an option to specify whether Operand 2 is an existing CAD variable or a literal value that you specify.
Operand 2	Select an existing CAD variable name from the drop-down list or click the User specified button and type a literal value.
Description	Optionally enter a description for the block.

Output	Description
True	Path to take if the condition is met.
False	Path to take if the condition is not met.

Counter Block

The Counter block counts the number of times the call reaches this block. The Counter block has the following parameters and outputs.

Parameter	Description
Name	Enter a name for the counter.
Threshold	Enter the number of times the call can pass through this block before taking the alternate path.
Description	Optionally enter a description for the block.

Output	Description
No	Path to take if the threshold is not reached.
Yes	Path to take if the threshold is reached.

Collect Digits Block

The Collect Digits block plays an interruptible prompt and collects a DTMF string (digits 0 - 9) of a specified length from the caller.

Note The # character signifies end of input.

The Collect Digits block has the following parameters and outputs.

Parameter	Description
Call Associated Data	Select the name of the call-associated data (CAD) variable to which the entered data will be stored.
Media	Select an audio file to play as a prompt.
Timeout	Specify the number of additional seconds the user has to enter the requested string after the audio message has finished playing or after the last key press, whichever comes later. If the timeout is reached, the call takes the Timeout path configured in the control script.
Maximum Number of Digits	Specify the maximum DTMF string length.
Minimum Number of Digits	Specify the minimum DTMF string length.
Description	Optionally enter a description for the block.

Output	Description
OK	Path to take if the caller enters an acceptable DTMF string.
Timeout	Path to take if the caller does not enter acceptable data before the timeout is reached.
Invalid	Path to take if the caller enters a DTMF string that is too long or too short.

Set Variable Block

The Set Variable block sets a variable and gives it a literal value. The Set Variable block has the following parameters.

Parameter	Description
CAD Name	Select or enter the name of a call associated data (CAD) variable.
Value	Enter the value to set on the CAD variable.
Description	Optionally enter a description for the block.

Fetch Variable Block

Use the Fetch Variable block to send the HTTP request to an external source. For example, use this block to retrieve information from an external HTTP URL based on an account number that is retrieved (through a preceding Collect Digits block). And, then associate the retrieved information with the call.

The Fetch Variables block has the following parameters and outputs.

Parameter	Description
Name	Name of the Fetch Variable Block. This is mandatory.
Description	Enter a description for the block. This is optional.
REQUEST	
Connector	Select the connector from the drop-down list. This field fetches the connectors that are configured under Integrations on the Control Hub. To configure a connector on Control Hub, see the Set Up Connectors for Cisco Webex Contact Center article.
URL	Enter the URL from which the variables are to be retrieved.
Request Variables	Specifies a comma-separated list of CAD variables to be sent on the request. Select the name of a CAD variable, then click + to add it to the list. Repeat for each additional CAD variable.

Parameter	Description
Response Variables	Specifies a comma-separated list of CAD variables to be returned from the external source. Select or type the name of a CAD variable, then click + to add it to the list. Repeat for each additional CAD variable.
Error	Path to take if there's no response or if the response isn't valid.

EP/Queue Block

The EP/Queue block transfers control of the call to a queue or entry point and has the following parameters and no outputs.

Parameter	Description
Name	Enter a name for the block or accept the default name.
EP/Queue	Select an entry point or queue from the drop-down list. If you select an entry point, the symbol for the call control block changes as shown below after you click **OK**.
Description	Optionally enter a description for the block.

Reset Counter Block

The Reset Counter block resets the internal counter of a Counter block. The Reset Counter block has the following parameters.

Parameter	Description
Counter	Select the name of the counter to be reset.
Description	Optionally enter a description for the block.

Callback Block

The Callback block is available only if the Voice Callback feature is enabled for your enterprise.

The Callback block sends a callback request to the Web callback entry point where it is queued until an agent is available. This block has the following parameters and no outputs.

Parameter	Description
Name	Enter a name for the block or accept the default name.
Outdial EP	Select an outdial entry point for Web callback from the drop-down list.

Parameter	Description
Callback Number	Select the CAD variable containing the callback number, such as the ANI that came in with the call or a number collected in a Collect Digits block in the call flow. If no selection is made, the caller's ANI will be used.
WCB CAD	Optionally you can select other CAD values that came in with the call for delivery along with the callback request.
Description	Optionally enter a description for the block.

Queue Call Block

The Queue Call block places the call in the queue. This block can only be used in queue scripts and has the following parameters and no outputs.

Parameter	Description
Name	Enter a name for the block or accept the default name.
Music in Queue	Select a media file from the drop-down list.
Description	Optionally enter a description for the block.

End Call Block

The End block terminates the call. This block has no parameters and no outputs.

Copying or Modifying a Call Control Script

You can copy or modify a control script that was created using the call flow builder interface available when you select the New button on the Control Scripts page. Custom control scripts can be modified only by Professional Services, after which they must be updated as described in Uploading a Custom Control Script, on page 109.

To copy or modify a call control script:

Procedure

Step 1 Open the Routing Strategy module and click the **Control Scripts** button.

The page displays the list of control scripts and associated image files along with creation date, date of last update, and source-Custom or Call Flow Builder. You can copy or modify a control script.

Step 2 Click the ellipsis icon to the left of a listed control script and select **Copy** or Edit.

Step 3 Make your changes. For details about available settings and how to add, remove, and configure call control blocks see Creating Call Control Scripts, on page 101 and Call Control Block Descriptions, on page 102.

Step 4 Click **Save**. The system automatically performs a validation.

If errors are found, they are listed in a message at the top of the page. You must correct the errors before you can save the script.

Step 5 If you are modifying a control script that has been assigned to a routing strategy, it must be reassigned to the routing strategy as follows:

a) Click the Call Routing button on the menu bar, select the routing strategy to which the control script was previously assigned, and click **Edit**.
b) In the Call Control section of the page, re-select the control script from the drop-down list, edit parameters if necessary, and then click **Apply**.
c) Click **Update** to save your changes to the routing strategy.

Uploading a Custom Control Script

Custom control script are created by Professional Services and must be uploaded to the Management Portal before they can be assigned to routing strategies. If a custom control script changes, it must be re-uploaded to the Portal for changes to take effect.

To upload a custom control script :

Procedure

Step 1 Open the **Routing Strategy** module and click the **Control Scripts** button on the menu bar.

The page displays the list of scripts and associated image files.

Step 2 Click **Upload**. The Upload Control Script page appears.

Step 3 Enter a **`name`** and optionally, a description for the script in the data fields.

Step 4 Click the **Browse** button to the right of the Control Script File field and, in the dialog box that opens, navigate to the script file in your system and click **Open**.

The dialog box closes and the File field displays the path and file name of the uploaded file. If you entered a different file name in the Control Script Name field, it is overwritten by the name of the file you uploaded. You can change the text in the Control Script Name field if you want to.

Step 5 Optionally, upload the associated control script image file as follows: click the Browse button to the right of the Control Script Image field and, in the dialog box that opens, navigate to the image file in your system and click **Open**. Only GIF and JPEG file formats are supported.

Step 6 Click **Save**. The script is uploaded and available for selection from the control script list (see Assigning Call Control Scripts and Parameters, on page 129).

Note To copy a custom control script, upload it as described, but enter a different name in the Control Script Name field. The control script will be uploaded and saved under the new name.

Updating a Custom Control Script

To update a custom control script:

Procedure

Step 1 Open the Routing Strategy module and click the **Control Scripts** button on the menu bar.

Step 2 Click the ellipsis icon to the left of the custom control script that has been changed and select **Edit**. The Edit Control Script page appears.

Step 3 Leave the Name field unchanged and enter a new description if desired.

Step 4 Click the **Browse** button in the Control Script File field and, in the dialog box that opens, navigate to the control script file in your system and click **Open**.

Step 5 Optionally, upload the associated control script image file as follows: click the **Browse** button in the Control Script Image field and, in the dialog box that opens, navigate to the image file in your system and click **Open**. Only GIF and JPEG file formats are supported.

Step 6 Click **Save** to save your changes.

Step 7 Click the Call Routing button on the menu bar, select the routing strategy to which the control script was previously assigned, and click **Edit**.

Step 8 In the Call Control section of the page, re-select the control script from the drop-down list, edit parameters if necessary, and then click **Apply**.

Step 9 Click **Update** to save your changes to the routing strategy.

Uploading and Updating a Custom Control Script Image File

You can view the image file associated with a control script on the Control Scripts page or by clicking the Image link in the CallControl section of the Create Routing Strategy or Edit Routing Strategy page (see Assigning Call Control Scripts and Parameters, on page 129). Only GIF and JPEG file formats are supported.

When a control script is created or modified using the call flow builder interface available through the New button on the ControlScripts page, the associated image file is available in the Routing Strategy module when the control script is saved. However, image files associated with custom control scripts created by Professional Services must be manually uploaded and updated.

To upload or update the image file associated with a custom control script:

Procedure

Step 1 Open the Routing Strategy module and click the Control Scripts button on the menu bar.

The page displays the list of uploaded scripts and associated image files.

Step 2 Click the Image button in the Image column that corresponds to the custom control script for which you want to view, upload, or update the associated image file.

Step 3 Do one of the following:

- In the Call Flow Image dialog box, click the Browse button and in the dialog box that opens, navigate to the image file in your system and click **Open**.

  -OR-

- Open the directory on your system where the image file is located and then drag and drop it into the designated area of the Call Flow Image dialog box.

Step 4 In the Call Flow Image dialog box, click **Save** to upload the image.

Viewing and Exporting References to a Control Script

You can view or export a list that shows the name of each routing strategy that references a specified control script and the name of the associated entry point or queue. In the case of a global routing strategy, the list shows 0 instead of the name of an entry point or queue.

Procedure

Step 1 Open the Routing Strategy module and click the Control Scripts button on the menu bar.

The page displays the list of control scripts and associated image files.

Step 2 Click the horizontal ellipsis button to the left of a listed control script and select **Excel** or CSV.

Step 3 In the dialog box that opens, specify whether to open or save the file.

Working with Resource Files

To view the resources, choose **Routing Strategy** from the Management Portal navigation bar.

You can choose to see the audio files, predefined emails, or predefined chat responses.

Upload an Audio Resource File

Webex Contact Center supports uploading .wav audio files with the following specifications:

- Mono Recording (for combined, caller, or agent recording)
  - Channels: 1
  - Sample Rate: 8000
  - Precision: 16-bit
  - Sample Encoding: GSM
  - Maximum Recording Duration: 2 Hours
- Stereo Recording (for combined recording)
  - Channels: 2
  - Sample Rate: 8000
  - Precision: 13-bit
  - Sample Encoding: 4-bit IMA ADPCM
  - Maximum Recording Duration: 2 Hours

Note By default, only mono recording is enabled for all tenants.

Procedure

Step 1 From the Management Portal navigation bar, choose **Routing Strategy**.

Step 2 From the **Routing Strategy** page, choose **Resources** > **Audio Files**.

Step 3 Click **New**.

Step 4 On the **Upload Resource** page, click **Browse**.

Step 5 Navigate to the file in your system, and click **Open**.

The **File** field displays the path and file name of the uploaded file, and the **Resource Name** field displays the file name.

Step 6 Click **Save**.

Edit an Audio Resource File

Note Do not update resources that are currently used by the system.

Procedure

Step 1 From the Management Portal navigation bar, choose **Routing Strategy**.

Step 2 From the **Routing Strategy** page, choose **Resources** > **Audio Files**.

Step 3 Click the **Ellipsis** button beside the resource name and click **Edit**.

Step 4 On the **Overwrite Resource** page, click **Browse**.

Step 5 Navigate to the file in your system, and click **Open**.

The **File** field displays the path and file name of the uploaded file, and the **Resource Name** field displays the file name.

For audio file specifications, see Upload an Audio Resource File, on page 111.

Step 6 Click **Save**.

Step 7 Click **Yes** to confirm overwriting the audio file.

Play or Download a .wav File

Procedure

Step 1 From the Management Portal navigation bar, choose **Routing Strategy**.

Step 2 From the **Routing Strategy** page, choose **Resources** > **Audio Files**.

Step 3 Click the ellipsis button beside the file name and click **Play**.

Step 4 In the dialog box that opens, specify whether you want to open or save the file. When you click **Open**, the media player installed on your computer opens and plays the file. If a compatible media player is not installed, a dialog box opens and prompts you to download a player.

Update a Resource File

Procedure

Step 1 From the Management Portal navigation bar, choose **Routing Strategy**.

Step 2 From the **Routing Strategy** page, choose **Resources** > **Audio Files**.

Step 3 Click the ellipsis button beside the file name and click **Edit**.

Step 4 Make the necessary changes to the resource.

Step 5 Click **Save**.

Copy a Resource File

The copy function enables you to create backup copies of prompts and other resource files. Only files with the *.wav* extension can be copied.

Procedure

Step 1 From the Management Portal navigation bar, choose **Routing Strategy**.

Step 2 From the **Routing Strategy** page, choose **Resources** > **Audio Files**.

Step 3 Click the ellipsis button beside the file name and click **Copy**.

Step 4 On the page that appears, enter a name for the copied file or leave the default name (Copy_ is prepended to the original name).

Step 5 Click **Save**.

Export References to a Media File

You can view or export a list showing the name of each routing strategy that references a specified media file along with the name of the associated entry point or queue. In the case of a global routing strategy, the list shows 0 instead of the name of an entry point or queue.

To view or export the references to a media file:

Procedure

Step 1 From the Management Portal navigation bar, choose **Routing Strategy**.

Step 2 From the **Routing Strategy** page, choose **Resources** > **Audio Files**.

Step 3 Click the ellipsis button beside the file name and click **Excel** or **CSV**.

Step 4 In the dialog box that opens, specify whether to open or save the file.

Create a Predefined Email Template

You can predefine the email template that agents use to communicate with customers. An organization can have a single predefined template for email.

To edit or delete the template, click the ellipsis button beside the template in the **Predefined Emails** page.

Note You cannot use the predefined email templates for quick-reply emails.

To create an email template:

Procedure

Step 1 From the Management Portal navigation bar, choose **Routing Strategy**.

Step 2 From the **Routing Strategy** page, choose **Resources** > **Predefined Emails**.

Step 3 Click **New**.

Note The **New** button is disabled if your organization already has a predefined email template.

Step 4 In the **New Predefined Email** dialog box, do the following:

a) Enter a name for the email template.

b) Set the status for the template.

Set the status as **Active** to use it as a default template for all email communications between agents and customers.

Set the status to **Not Active** to save it as draft. You can later change the status to **Active** to use it.

c) Enter the email body. You can use the formatting tools to draft the email body.

d) (Optional) Add macros to the email body.

You can use the macro to add variables for **Customer Name** or **Agent Name** to the email. You can set a default value for the variable type you choose. You can use the macros multiple times in the template as per your requirement.

- To add the macro variables, place the cursor where you want the variable. Choose the type of macro you want to add and click the **Insert to Text Editor** button.
- To set a default value for a macro, enter the default value in the field **Default Value** before you insert the macro to the text editor.

e) Click **Save** to save the email template.

Create a Predefined Chat Response

You can define a set of chat responses that your agents can use to communicate with the customers. You can configure the chat responses for a specific queue or for all the queues. We support the following languages:

- US English
- Japanese
- Italian
- French
- German
- Spanish

You can configure 50 responses per language, per queue, for a total of 300 responses per queue. Agents can see the responses in their queue based on the language settings in their local browser. Thus, agents can see only 50 responses at a time.

Procedure

Step 1 From the Management Portal navigation bar, choose **Routing Strategy**.

Step 2 From the **Routing Strategy** page, choose **Resources** > **Predefined Chat Responses**.

Step 3 Click **New**.

Step 4 Enter the following details:

Setting	Description
Response Name	Contains the name of the predefined chat response. You can enter a name of maximum 40 characters.
Status	Contains the status of the predefined chat response. Deactivate the status to hide it from the agents in Agent Desktop.

Setting	Description
Language	Choose the language of the predefined chat response from the drop-down list. You cannot edit the language of the chat reponse.
Queue	Choose the queue for which you want to define the chat response. If you select All from the drop-down list, all agents in all the queues in your organization can use the chat response. However, if any queue has reached the capacity of 50 messages, the system displays an error message with the names of the queues that have reached the limit. The system disables the queues that have reached the limit and you cannot choose them.
Content	Contains the text for the chat response. You can enter a maximum of 150 characters.

Step 5 Click **Save**.

Configure Routing Strategies

If you want to proceed with routing strategies, consider the following aspects. For each entry point and queue, you should create a set of default routing strategies that cover all time intervals. In addition, you can schedule an alternate strategy beyond the default strategy for any time interval. For example, Queue 1 could have a BusyHourStrategy for the normal day shift and an OffHoursStrategy for non-business hours.

Flag the normal daily schedule as the default strategy. You can create a non-default strategy, such as a holiday schedule for a time interval that overlaps the default strategy. A strategy that is not flagged as default overrides a default strategy and is used as an exception to the default schedule. This means that the system first checks for a strategy that is not flagged as default, and if none exists, the system uses the default strategy.

When the default strategy is the current strategy (that is, the strategy that is currently running), the system checks every three minutes for a non-default strategy and if one is found, it becomes the current strategy.

If no strategy is specified for a time interval, and there is no default strategy for the time interval, the last strategy used by the system may continue as the current strategy even though it has expired. In this case, the system checks every minute for a valid strategy and as soon as it finds one, that strategy becomes the current strategy.

About Team Types

When you create or modify a queue routing strategy, the following options appear:

- **Agent-Based** teams have a known number of agents that are assigned to teams. Authorized users assign an agent profile to one or more teams. These agents use the Agent Desktop to interface with the Webex Contact Center system.

- **Capacity-Based** teams don’t have specific agents that are assigned to them, and the agents don’t use the Agent Desktop. For example, an outsourcer could have teams that use a PBX or an ACD to handle calls. You can use a capacity-based team to represent a voicemail box or an agent group, which Webex Contact Center doesn’t manage.

  The capacity of these teams is based on the provisioned team capacity setting, which can override the team capacity strategies. For more information, see Scheduling Team Capacity, on page 138. If the team's actual capacity is higher or lower than the value currently used by the system, the result is either not enough or too many calls for agents to handle, making strategy design more challenging.

Note When you use the getNumAgentsLoggedIn API, the response includes the number of agents logged in along with the number of capacity based teams that are considered as active.

When you create a routing strategy, you can mix team types. Remember that the accuracy of call routing to capacity-based teams depends on the capacity number specified.

Note When a static load-balancing strategy includes both agent-based and capacity-based teams, the system doesn't distribute calls to agent-based teams even if the call volume exceeds the capacity of the capacity-based teams.

View routing strategies for an entry point or queue

To view all routing strategies for an entry point or queue:

Procedure

Step 1 From the Management Portal navigation bar, choose **Routing Strategy**.

Step 2 Choose an entry point or queue from the **Select Entry Point** drop-down list to display the routing strategies for that entry point or queue.

For more information on the parameters that display on the **Routing Strategy** page, see Routing strategy parameters, on page 118.

The upper section of the list view displays a table that lists all routing strategies available for the selected entry point or queue.

Note (Optional) Use the sort button at the end of the table to chronologically sort the strategies.

Step 3 To see details for a strategy, click the ellipsis beside the routing strategy and click **Edit**.

The lower section of the **Routing Strategy** page displays the Routing Strategy Mapping Details table, which:

- lists destination queues and entry points, which are based on the active routing strategies that you define for the selected entry point.
- lists the teams to which the system routes calls, chats, or emails, which are based on the active routing strategies that you define for the selected queue. Mapping details aren't provided for a queue routing strategy that simply redirects the call to another entry point or queue.

Note Your access privileges determine what you see in the Mapping Details table. For example, if the system routes calls for the Sales queue to Teams A and B, and you have access rights only to Team A, the mapping table shows only Team A as the destination for incoming calls.

Step 4 Click **Save**.

Routing strategy parameters

The following table describes the parameters that appear on the **Routing Strategy** page.

Column	Description
Name	Displays the name you assign to the strategy. You can't change the strategy name after you create it.
ID	Displays the system-assigned number of the strategy.
Status	Indicates the status of the strategy. • **Current** (appears in Red) means this is a snapshot of the currently running strategy. You can't copy the current strategy, but you can modify any setting that does not affect execution time or date. Changes to the strategy don't affect the recurring scheduled version of the strategy. **Note** You can delete the current strategy, but don't delete it before you create a different strategy for the same time interval. If you delete a strategy without having another one in place, the last strategy used by the system becomes the default strategy although the start and end times and dates have expired. If this occurs, either create a new strategy for the current time period, or copy the default strategy and correct the time settings. • **Active** means that the strategy is in effect at the specified start time on the specified start date. This is the default status. • **Not Active** means the strategy isn't in effect regardless of the specified start time and date. This status lets you save a strategy for future use or as a draft to continue with later.
Default	Indicates whether the strategy is the default. A strategy not flagged as the default overrides a default strategy and potentially replaces the default schedule.
Chat Template	Identifies the chat template used for the routing strategy.
Repetition	Specifies whether the strategy repeats daily or only on specific days of the week.
Start Date	Displays the date on which the strategy starts.
End Date	Displays the date on which the strategy ends.
Start Time	Displays the time at which the strategy starts (in 24-hour format) for any given day in the specified date range.

Column	Description
End Time	Displays the time at which the strategy ends (in 24-hour format) for any given day in the specified date range.
Time Zone	Displays the time zone if you enable the Multiple Time Zone feature when you create the entry point or queue.
Flow	Lists the associated call flows when a routing strategy is executing.

View the current routing strategies

You can view a list of currently deployed routing strategies for multiple entry points or queues.

Procedure

Step 1 From the Management Portal navigation bar, choose **Routing Strategy**.

Step 2 From the **Routing Strategy** page, choose **Resources** > **Current Routing Strategies**.

Step 3 Choose **All** from the drop-down list to view current strategies for all entry points or queues.

Step 4 Click **Apply**.

Routing strategy parameters provides details about the current routing strategies for the selected entry points or queues. The Control Script column displays the names of the call control scripts that are associated with the listed entry points or queues.

View routing strategies by time zone

If you enable the Multiple Time Zone feature for your enterprise, you can configure entry points and queues with time zones. Time values that are used in the routing strategies are based on the time zone you configure for the entry point or queue. If you don't configure time zones with entry points and queues, the system uses the time zone that you configure for your enterprise (typically headquarters).

When you click your name button on the upper-right side of the **Routing Strategy** page, any time zones you configure for entry points or queues appear in a drop-down list.

If you do not enable the Multiple Time Zone feature for your enterprise, time values in routing strategies are based on the time zone you configure for your enterprise.

If the time zone observes daylight-saving time, the time adjusts automatically when the daylight-saving time changes.

Procedure

Step 1 On the Management Portal, click the gears icon in the upper-right corner to view the three or four Tab keyed settings panel.

Step 2 Click the gears icon. Select a time zone from the **Time Zone** drop-down list.

Step 3 Click **Apply**.

Step 4 From the Management Portal navigation bar, choose **Routing Strategy** to view the routing strategies based on the selected time zone.

Create a routing strategy

Use this procedure to create new routing strategies. You can also create a new strategy by editing an existing strategy and changing the parameters in accordance with the requirements.

Before you create new strategies:

- Always create an active strategy for every time interval. If you don't specify an active strategy for a time interval, the system uses the default. If there’s no default strategy, the last strategy that the system used may continue as the current strategy although it has expired.
- You can easily create a new strategy from an existing strategy, change some settings, and save it as a new strategy.
- You can have only one routing strategy for each chat or email entry point.

Note You can't have a global routing strategy for Chat and Email entry points.

- You can't save changes to an active strategy when the scheduled dates or times conflict with an existing active strategy.

Before you begin

You must Create a Chat Template before you create a Chat Routing Strategy.

Procedure

Step 1 From the Management Portal navigation bar, choose **Routing Strategy**.

Step 2 At the **Routing Strategy** page, choose **Routing** > **Routing Strategies**.

Step 3 Choose an entry point from the **Select Entry Point** drop-down list.

Step 4 Do one of the following in the list view:

- Click **New Strategy**.

  Note Global Routing Overrides only apply to Telephony channel type.

  - OR -

- Click the ellipsis button beside an existing routing strategy with Active status and click **Copy**.

Step 5 Enter or modify the settings as described in the following tables.

Note You can create more than one strategy for a Telephony or Social channel.

Table 3: General settings applicable in routing strategy

Setting	Description
General Settings	
Name	Enter a name for the strategy, such as US Holiday or Weekends. You can't edit this field after you save the strategy.
Enterprise Name	Shows the tenant name.
Status	Click **Active** if you want the strategy to become effective on the start date that you specify in the Start Date field. Click **Not Active** if you want to save the strategy for future use or as a draft to work on later. The status is always **Active** for chat and email routing strategies as you can configure only one routing strategy for each entry point or queue.
Call Distribution (only applicable to queues)	
Add Group	If this is an inbound queue routing strategy, specify the teams that you must associate with this strategy and organize them into groups. See Specifying Call Distribution Settings, on page 132 for details. In addition, do the following (as described in Assigning Teams and Skill-Relaxation Settings to Groups, on page 133): • If the routing type is Load Balance, assign percentage spreads or capacities to each team in Group 1. You can add more groups, but you can't assign percentage spreads or capacities to the teams in those additional groups. • If the routing type is Priority, assign priorities. Assign a specific priority to only one team within the strategy (for example, only one team can have a priority of 1 assigned to it). • If the routing type is Skills Based, specify skill relaxation settings if appropriate. If this is a routing strategy for an outdial queue, you must specify a team in the Call Distribution section. The specified team is only a placeholder and not used. In addition, be sure to create only one group for an outdial queue routing strategy.

Table 4: Settings applicable in routing strategy for Telephony and Social Channel Entry Point

Setting	Description
Entry Point	This field shows the entry point for which you're creating the strategy. Select the entry points or queues that are associated with this routing strategy.
Queue	This field shows the queue for which you're creating the strategy. Select the entry points or queues that are associated with this routing strategy.
Time Settings	
Start Date End Date	Click in each of these fields and use the calendar controls to specify the start date (the date strategy becomes effective) and the end date (the date strategy expires).

Setting	Description
Start Time End Time	Enter in 24-hour format (0000–2400) the time of day you want the strategy to start and end.
Day of Week	From the drop-down list: • Choose **All Days** if you want to schedule the strategy to run every day. • Choose **Weekdays** if you want to schedule the strategy to run from Monday through Friday only. • Choose **Specific Days**, and click on the icons representing weekdays if you want to schedule the strategy to run on specific days of the week.
Advanced Settings	
Music on Hold	Select the name of the audio (.wav) file to play for calls when they arrive or are waiting in a queue. This isn’t applicable for email and chat routing strategies.
Maximum Time in Queue	For a standard Webex Contact Center queue routing strategy, specify the duration in seconds before a queued call routes to the overflow destination number provisioned for the queue. Cisco recommends setting this to 1800 (30 minutes) or to three times the average queue length during busy hours. If this is an email routing strategy, set this to a high value to avoid overflow. By default, this field adopts the value that is configured for the queue. **Important** The cumulative specified queue time for all groups in the Call Distribution section of the routing strategy mustn’t be greater than the value specified here. See Specifying Call Distribution Settings, on page 132 for more information.
Retries within the Cisco Webex Teams	For a standard Webex Contact Center queue routing strategy, specify the maximum number of times to attempt sending a call to a team before the call gets routed to the next available team. The system makes no further attempts to send the call to that team again. Exceptions: • This setting doesn’t apply to Skills Based routing strategies. For Skills Based routing, if the call is in the last group, the call overflows if the system finds no matching agent. • In a load balance strategy using percentage allocation, the system doesn't route a call to a second team when the first team is unavailable. Instead, the system retries the first team's DN according to the specified number of times for the strategy and then overflows the call.
Flag as Default Routing Strategy -or- Update as Default Routing Strategy	This setting is available only if you’re creating a new strategy or copying an existing one. Set to Yes if you want this to be the default routing strategy for the specified time interval for this entry point or queue. Set to No if you’re creating an exception to the default schedule, such as a holiday. A strategy that has no default flag overrides the default strategy. That is, the system checks first for a strategy that has no default flag, and if none exists, the system uses the default strategy.
Call Control	

Setting	Description
Control Script	Select a call control script in the drop-down list. Every strategy must have an associated control script, which defines how the system handles calls. If appropriate, change the script's default parameters in the fields displayed. For more information, see Assigning Call Control Scripts and Parameters, on page 129. **Caution** If you're editing an existing strategy, selecting a different call control script can significantly change how the system handles calls. It's important that you're clear on what you want to do before changing scripts or script parameters. If this is an entry point strategy for Skills-Based routing, assign skills requirements as described in Assigning Skill Requirements to Incoming Calls, on page 131.
Call Distribution	
Business Metrics & Queue Escalation (applicable only to cross-ACD entry points)	If this routing strategy is for a cross-ACD entry point, organize the queues that the entry point serves into one or more groups and specify the call routing algorithm and applicable parameters as described in Specifying Call Distribution Settings, on page 132.

Table 5: Settings applicable in routing strategy for Telephony Queue

Setting	Description
Queue	Select the queue that you plan to associate with this routing strategy.

Setting	Description
Routing Type	

Setting	Description

	This option is not available for proxy queues:
	• **Longest Available Agent**: The system routes calls to the agent who has been available for the longest time among all the agents on all the teams assigned to the strategy in the Call Distribution section.
	• **Load Balance**: The system routes calls to agents based on load-balancing conditions that you set in the Mode and Type fields and in the settings you specified in the Call Distribution section.
	  • **Mode**: If you specified Load Balance in the Routing Type field, select one of the following values to specify how to handle the call load:
	    • **Percentage**: The system routes calls to selected teams based on a percentage allocation that you specify for each team in the Call Distribution section. The percentage spread total must equal 100 across all teams selected for Group 1. For more information, see Specifying Call Distribution Settings, on page 132.
	    • **Number**: The system routes calls to selected teams based on the value you specify for each team in the Call Distribution section. This value reflects the call capacity for that team. After the system sends the specified number of calls to a particular team, it sends no additional calls to that team. In other words, this strategy allows you to specify an upper limit on the total number of calls the system sends to a particular team. This allows you to meet any contractual obligations not to exceed certain targets.
	  • **Type**: If you specified Load Balance in the Routing Type field, select one of the following values in the Type field:
	    • **Dynamic**: Calls routed dynamically result in a single virtual queue. The system queues callers for the longest available agent across all associated teams instead of routing them immediately at the time of call arrival to a team specified in the load balance strategy (based on active call conditions).
	    • **Static**: The system routes calls to specific teams on the basis of a predefined percentage or numeric allocation at the time of call arrival. In static routing, the system assigns calls to a team based on the allowable number of calls specified for that team in the Call Distribution section (either a percentage or number of calls). In dynamic routing, the system assigns calls to a team based on the current allocation of calls among the teams based on the day's tally.
	• **Priority Based**: The system routes calls to agent teams based on a priority scheme that you set in the Call Distribution section.
	• **Skills Based**: The system routes calls to agents based on skill requirements that are specified in the Call Distribution section of the routing strategy for the entry point that sends calls to this queue. The Skills Based routing type is available only if your enterprise has the optional Skills-Based Routing feature provisioned.
	When you select Skills Based as the routing type, two more settings appear for you to specify how to route a call when more than one agent has the required skill set:
	  • **Longest Available Agent**: The system routes the call to the agent who has been available

Setting	Description
	the longest. • **Best Available Agent**: When you select this setting, a Skill drop-down list appears. The system routes the call to the agent with the highest proficiency in the skill you select from the drop-down list.
Time Settings (These are read-only for proxy queues.)	
Start Date End Date	Click in each of these fields and use the calendar controls to specify the start date (the date the strategy becomes effective) and end date (the date the strategy expires).
Start Time End Time	Enter in 24-hour format (0000–2400) the time of day you want the strategy to start and end.
Day of Week	From the drop-down list, select **All Days** if you want to schedule the strategy for every day or Weekdays if you want to schedule the strategy for Monday through Friday only. -OR- Select each icon that represents a day on which you want to schedule the strategy.
Advanced Settings	
Music on Hold	Select the name of the audio (.wav) file to play for calls when they arrive or are waiting in a queue. This isn't applicable for email and chat routing strategies.
Maximum Time in Queue	If this is a standard Webex Contact Center queue routing strategy, enter the length of time to wait, in seconds, before the system routes a queued call to the overflow destination number provisioned for the queue. Cisco recommends setting this to 1800 (30 minutes) or to three times the average queue length during busy hours. If this is an email routing strategy, set this parameter to a value high enough to avoid overflow. By default, this field adopts the value provisioned for the queue. **Important** The cumulative total queue time configured for all groups in the Call Distribution section of the routing strategy mustn't exceed the value specified here. See Specifying Call Distribution Settings, on page 132 for more information.
Retries within the Team	If this is a standard Webex Contact Center queue routing strategy, specify the maximum number of attempts the system makes to send a call to a team before it routes the call to the next available team. The system makes no further attempts to send the call to that team again. Exceptions: • This setting doesn't apply to Skills-Based routing strategies. For Skills Based routing, if the call is in the last group, the call overflows if the system finds no matching agent. If the call is in any other group, and if it's sent to an agent who doesn't answer, the system continues to try matching other available agents any number of times, without regard to this setting. • In a load balance strategy using percentage allocation, the system does not route a call to a second team when the first team is unavailable. Instead, the system retries the first team's DN for the number of times that are specified for the strategy, and then overflows the call.

Setting	Description
Flag as Default Routing Strategy -or- Update as Default Routing Strategy	This setting is available only if you’re creating a new strategy or copying an existing one. Set to Yes if you want this to be the default routing strategy for the specified time interval for this entry point or queue. Set to No if you’re creating an exception to the default schedule, such as a holiday. A strategy that isn’t configured as default overrides the default strategy. That is, the system first checks for a strategy that isn’t flagged as default, and if none exists, the default strategy is used.
Call Control	
Control Script	Select a call control script from the drop-down list. Every strategy must have a control script associated with it, which defines how calls are handled. If appropriate, change the script's default parameters in the fields displayed. For more information, see Assigning Call Control Scripts and Parameters, on page 129. **Note** When you create an Inbound Queue, if a Control Script is selected, then the Music in Queue setting gets reset. **Caution** If you’re editing an existing strategy, selecting a different call control script can significantly change how calls are handled. It’s important that you’re clear on what you want to do before changing scripts or script parameters. If this is an entry point strategy for Skills-Based routing, assign skills requirements as described in Assigning Skill Requirements to Incoming Calls, on page 131.

Table 6: Settings applicable in routing strategy for Email Entry Point and Queue

Setting	Description
Email Account You can add only one email account for each entry point. You can edit or delete the email account using the icons beside the email account name.	

<table>
<tr><th>Setting</th><th>Description</th></tr>
<tr><td>Add Email Account</td><td>Click the Add Email Account button to open the Add Email Account dialog box. Enter the following details:

Email Address:
Enter the email address to contact your organization.
Inbound Server Settings:
Enter the following server details for incoming emails:
• Incoming Protocol
• Incoming Host
• Inbound Encryption
• Inbound Port Number

Outbound Server Settings:
Enter the following server details for outgoing emails:
• SMTP Server
• Outbound Encryption
• Outbound Port Number

Server Authentication:
Enter the username and password to connect to the email account.

Note Ensure you use only secure access to mail servers, such as:
• SMTP, IMAP, or POP over SSL
• SMTP, IMAP, or POP over TLS

Note Mandatory steps to use a Gmail account for an email channel are as follows:
a. Enable the IMAP option if you provide IMAP server to fetch mails in the server in the Gmail settings.
b. Enable the Less Secure Apps flag in the Gmail account settings.
c. Disable the captcha by logging into https://g.co/allowaccess.
d. Update the credentials in the routing strategy and click Save.

Advanced Email Account Settings:
Enter the following advanced settings for the email account:
• Maximum Attachment Size
• Number of Attachment Limit
• Mail Delay
• Maximum Messages/Cycle</td></tr>
</table>

Setting	Description
Email Routing Rules You can add up to 20 email routing rules. Use the icon beside the rule to edit or delete the rule.	
Routing Rule	Click the **Add Routing Rule** button to open the **Add Routing Rule** dialog box. Enter the following details to add a rule: **Routing Rule Name:** Enter the name for the rule. **IF Email Subject Contains:** Enter the text in the email subject to set the condition for the rule. You can add up to 10 conditions using the AND or OR operators. However, you can mix the AND and OR operators in a rule. **Then:** Select the email queue to which the email is queued if it satisfies any condition.
Default Routing Rule	Select an email queue for the default routing rule in case none of the defined rules satisfy the criteria.

Table 7: Settings applicable in routing strategy for Chat

Setting	Description
Chat Routing Experience	
Chat Template	Shows that the name of the Chat Template used. To edit, you must log in to Control Hub.
Chat Reason Mapping Details	Associate the preconfigured chat reasons. For more information, see Create a Chat+Callback Template.

Assigning Call Control Scripts and Parameters

Call control scripts define how a call is handled. If a control script is not assigned to a routing strategy, the default control script provisioned for the entry point or queue is used.

Flows define how a call is handled. If a flow is not assigned to an entry point routing strategy, the default flow provisioned for the entry point is used.

The Call Control settings for a routing strategy allow you to assign a control script to the routing strategy and set values for configurable parameters if any are specified in the control script.

If your enterprise uses the optional Skills-Based Routing feature, the Call Control settings for an entry point strategy can also include controls for specifying skill requirements for calls that arrive at the entry point, as described in Assigning Skill Requirements to Incoming Calls, on page 131.

Note the following:

- Before you can assign a custom control script, it must be uploaded to the Portal (see Uploading a Custom Control Script, on page 109).

- After a control script is available for selection, it can be assigned to new or existing routing strategies.
- If a control script is modified after being assigned to a routing strategy, it must subsequently be reassigned to the routing strategy. For more information, see Copying or Modifying a Call Control Script, on page 108 and Uploading a Custom Control Script, on page 109.

Caution Assigning a different control script to an existing routing strategy can significantly change how calls are handled. Be sure that you are clear on what you want to do before changing a control script or control script parameters.

Caution Assigning a different flow to an existing routing strategy can significantly change how calls are handled. Be sure that you are clear on what you want to do before changing a flow.

To assign a control script and parameters to a routing strategy:

Procedure

Step 1 Open the Routing Strategy module and on the Call Routing Strategy page, display the list view.

Step 2 Select an entry point or queue from the **Select Entry Point/Queue** drop-down list.

Step 3 Do one of the following:

- To create a new strategy, follow the instructions in Create a routing strategy, on page 120, and then return to this procedure for instructions on assigning a control script to the strategy.
- To assign a control script to an existing strategy, from the list view, click the horizontal ellipsis button to the left of the listed strategy you want to modify and select **Edit**.

Step 4 In the Call Control section of the page, make a selection from the **Control Scripts** drop-down list. If an image associated with the control script is available, you can click the Image button to the right of the Control Script list box to display it.

The configurable parameters for your selection are displayed beneath the control script name. You must set a value for every parameter.

If any call-associated data (CAD) variables are specified in the selected control script, their names are displayed in the Call-Associated Data list on the lower left side of the Call Control section. The system will capture data for a CAD variable as part of the call record only if it matches the name of an inactive CAD variable provisioned for your enterprise.

The color of a CAD variable name indicates the status of the variable.

Color	Variable Status
Green	A matching active variable exists.
Red	An inactive matching variable exists; the system does not store data for inactive variables.
Black	No matching variable exists; thus no data will be stored for the variable.

Step 5 Specify a value for each parameter. To reset the parameter fields to the default values, click the **Reset** button beneath the parameter fields.

Note Parameters for a proxy queue include site and team. For these parameters, you must select a dummy site and dummy team that is not agent-based.

Step 6 If the control script uses skills-based routing, a Manage button is displayed to the right of the **Reset** button. For details about adding skill requirements to a routing strategy, see the next section Assigning Skill Requirements to Incoming Calls, on page 131.

Step 7 Click **Apply** to apply your control script and parameter settings.

Step 8 To save your settings to the routing strategy, click **Save**.

Assigning Skill Requirements to Incoming Calls

Skills-based routing is an optional Webex Contact Center feature that matches the needs of callers with agents who have the skills to best meet those needs. When calls arrive at an entry point, they are assigned skill requirements based on call paths specified in the call control script associated with the routing strategy for the entry point. The calls are then distributed to the specified queue for distribution to agents who possess a matching set of skills.

To assign skill requirements to incoming calls:

Procedure

Step 1 Display the routing strategy page for the entry point to which you want to assign or modify skill requirements.

Step 2 In the Call Control section of the page, select the appropriate call control script and set any parameters as described in Assigning Call Control Scripts and Parameters, on page 129.

Step 3 Click the **Manage** button to display the Call Flow Paths window.

Step 4 Click the check box to the left of a call path for which you want to assign skills, and then click the **Edit Skills** button.

Step 5 On the Skill Assignment Page that appears, click the **Add Skill** button.

Step 6 Select a skill from the drop-down list and use the controls that are displayed to the right of the skill name to specify a value for the skill.

The controls for assigning a value to the skill vary depending on the skill type. The four skill types are described in the table that follows. (For more information about skill types, see About Skills Based Routing section.)

Note
- When you update an existing call control script, the value in the **Skill Requirements** field is reset. Ensure that you take note of the configuration so that you can re-enter the right values for the **Skill Requirements** field in case the call control script is modified.
- Skill requirements specified for the default path will be used for any path that doesn’t have skill requirements assigned to it.

Skill Type	Description
Proficiency	Select the >= (greater than or equal to) button or the <= (less than or equal to) button, and then drag the slider to the right or left to assign a value between 0 (lowest) and 10 (highest) that represents the required level of expertise in the skill.
Boolean	Select **True** or False to indicate whether the agent handling the call is required to have or required not to have this skill.
Text	Enter a value in the text box and select the is or is NOT button to indicate whether the agent handling the call must have or must not have a matching value.
Enumeration	Select a value from the drop-down list.

Step 7 To add another skill requirement for the selected path, repeat the previous step. To delete a skill requirement mapping, click the **Delete** button to the right of the setting for that skill.

Step 8 When you’re finished adding skill requirements for the selected path, click the Save button to save your changes and close the Skills Assignment Page.

Step 9 To add skill requirements for another path, start again at step 4.

Step 10 When you’re finished, click the **Apply** button at the bottom of the Call Flow Paths window.

Step 11 To save your settings to the routing strategy, click **Save**.

Specifying Call Distribution Settings

Call Distribution settings to determine which teams receive calls, and in what order. These settings are available in the Call Distribution section of the routing strategy for a standard Webex Contact Center queue, enabling you to assign teams to groups, which are assigned a priority based on the order in which they are created.

You assign a queue time to Group 2 and each subsequent group. When a call comes in, the teams in Group 1 become available first. If the call is not handled within the queue time specified for Group 2, the teams in Group 2 also become available. Teams in Group 2 and later serve as escalation groups; that is, their availability to handle overflow from Group 1 teams can considerably reduce the number of time calls wait in a queue.

In the case of priority-based routing, you assign a priority to each team in each group. Note that priorities are assigned across groups. Suppose, for example, that Group 1 has two teams with priorities 1 and 4, and Group 2 has two teams with priorities 2 and 3. In this scenario, the system would try to send the call to team1, then to team4. If the call has not been answered within the queue time specified for Group 2, the teams in Group 2 become available to handle the call, and the system will try the four teams based on their team priorities across the two groups.

If a team is assigned to groups in the routing strategies for more than one queue, the system routes a call to that team based on whichever queue (1) has that team earliest in its priority-based routing strategy and (2) has had a call waiting in queue the longest..

If your enterprise uses the optional Skills-Based Routing feature, you can use settings in the Call Distribution section to relax or remove skill requirements after specified time intervals.

Note In a routing strategy for an outdial queue, you must specify a team in the Call Distribution section; this is only a placeholder and will not be used. In addition, you should specify only one group for an outdial queue routing strategy.

About Team Types

When you create or modify a queue routing strategy, the following options appear:

- **Agent-Based** teams have a known number of agents that are assigned to teams. Authorized users assign an agent profile to one or more teams. These agents use the Agent Desktop to interface with the Webex Contact Center system.
- **Capacity-Based** teams don't have specific agents that are assigned to them, and the agents don't use the Agent Desktop. For example, an outsourcer could have teams that use a PBX or an ACD to handle calls. You can use a capacity-based team to represent a voicemail box or an agent group, which Webex Contact Center doesn't manage.

  The capacity of these teams is based on the provisioned team capacity setting, which can override the team capacity strategies. For more information, see Scheduling Team Capacity, on page 138. If the team's actual capacity is higher or lower than the value currently used by the system, the result is either not enough or too many calls for agents to handle, making strategy design more challenging.

Note When you use the getNumAgentsLoggedIn API, the response includes the number of agents logged in along with the number of capacity based teams that are considered as active.

When you create a routing strategy, you can mix team types. Remember that the accuracy of call routing to capacity-based teams depends on the capacity number specified.

Note When a static load-balancing strategy includes both agent-based and capacity-based teams, the system doesn't distribute calls to agent-based teams even if the call volume exceeds the capacity of the capacity-based teams.

Assigning Teams and Skill-Relaxation Settings to Groups

When you create a routing strategy for a queue, you must create a minimum of one group of teams; there is no maximum. The required settings for a group vary depending on the type of routing strategy the group is created for.

Note Be sure to create only one group for an outdial queue routing strategy.

If you are creating a group for a skills based routing strategy, you can specify skill-relaxation settings for the second and each subsequent group. Groups that specify skill-relaxation settings can include added teams but are not required to.

Skill-relaxation settings allow you to reduce or remove skill requirements assigned to a call in response to excessive customer wait times, thus expanding the pool of agents available to serve the customer.

To create a group:

Procedure

Step 1 From the Create Routing Strategy or Edit Routing Strategy page, go to the Call Distribution section of the page and click the Add Group button.

Step 2 In the Add Call Distribution Group dialog box that opens, select the check box next to each team you want to include in the first group. You must select at least one team.

Note If the status of a team (displayed in the Status column) is Not Available, calls will not be distributed to that team until it becomes available. The system allows you to add such a team to a group for planning purposes. For example, you might want to create a routing strategy for future use.

Step 3 If you are creating a group for a load balance strategy, do one of the following:

- If the specified call distribution mode is Percentage, specify the percentage spread among the teams. The spread must total 100.
- If the mode is Number, enter the number of calls to be routed to each team.

  This is a requirement only for Group 1. You do not specify a percentage spread or number for any additional groups.

Step 4 If you are creating a group for a priority-based strategy, assign a priority to each team in each group by making selections from the drop-down list in the Priority column. Note that priorities are assigned across groups.

Step 5 Click **Save Group** to save the group.

After the group is successfully saved, the settings in the dialog box are cleared you can create an additional group.

Step 6 To create a second group, select the team or teams you want to serve as overflow teams in the event that the Group 1 teams are all busy, and select where to position the group in the call distribution sequence by selecting a value from the Add Group As drop-down. Specify the queue time as described in step Scheduling Team Capacity, on page 138 and any additional information as required by the type of strategy you are creating or editing.

For a skills based strategy, adding a team to the second and subsequent groups is optional.

Step 7 If you are creating a group for a skills based strategy, you can specify skill-relaxation settings to remove or reduce some or all of the skill requirements assigned to the calls after a specified queue time. To do so, you must know exactly which skill requirements were assigned to the calls in the routing strategy for the entry point that sends calls to this queue (see Assigning Skill Requirements to Incoming Calls, on page 131).

To specify skill-relaxation settings:

a. Click the Skill Relaxation tab at the top of the Add Call Distribution Group page and then click the Add Skill button. You can click this button multiple times to display relaxation settings for multiple skills.

To delete a displayed setting, click Delete button to the right of the setting.

a. Select a skill from the drop-down list.

b. If you selected a proficiency skill, select an option to indicate whether you want to increase, decrease, or remove the skill. If you selected Increase or Decrease, drag the slider to change the skill-level setting.

c. Specify queue time as described in the next step.

Step 8 Specify the queue time, in seconds. Queue time is the amount of time that calls in the previous group will remain in queue before teams in the next group become available to handle them or until skills are relaxed or removed as specified in the Skill Relaxation tab. Only Group 2 and subsequent groups require a queue time.

Note Keep in mind that calls are directed to the overflow number after reaching the timeout value specified in the Maximum Time in Queue field. Therefore, it is important that you adjust that timeout value so that it is greater than or equal to the total queue time (that is, the cumulative queue times for all groups in the routing strategy).

Step 9 Click Save Group.

Step 10 To create another group, start again at step 6.

Step 11 After you have created all the groups you want, click Close. The Call Distribution section displays a Group header for each added group. Each header displays two or three buttons on the right side:

a) Click the Expand button to expand a group section so you can see the settings for the group.
b) Click the Edit buttton to open a dialog box where you can edit the group's settings.
c) Click Delete to delete the group. This button is not displayed on Group 1 because the strategy must have at least one group.

Editing a Group of Teams or Skill Relaxation Settings

To edit a group:

Procedure

Step 1 Display the Edit Routing Strategy page for the relevant routing strategy (see Modify a Routing Strategy, on page 136).

Step 2 In the Call Distribution section, do one of the following:

- Click the Delete button on the right side of the header for the group to delete the group. This button is not displayed on Group 1 because you cannot delete the first group.
- Click the Edit button to open the Edit Call Distribution Group dialog box where you can edit the group's settings.
- Click the Add Group button at the top of the Call Distribution section to create a new group, as described in Assigning Teams and Skill-Relaxation Settings to Groups, on page 133.

Step 3 If you are editing a group, the Edit dialog box display all teams available for selection as well as the teams that are currently selected for the group. You can select different teams or change the queue time.

If you are editing a group for a skill based strategy, click the Skill Relaxation tab where you can modify, delete, or add skill relaxation settings for the group.

Step 4 After making your changes in the Edit Call Distribution Group dialog box, click the Save Group button and then click the Close button to close the dialog box.

Step 5 Click Save at the bottom of the page to save the changes to the routing strategy.

Deleting a Group of Teams or Skill Relaxation Settings

To delete a group of teams:

Procedure

Step 1 Display the Edit Routing Strategy page for the appropriate routing strategy (see Modify a Routing Strategy, on page 136).

Step 2 In the Call Distribution section, click the Delete button on the right side of the header for the group you want to delete.

Step 3 Click **Save** to save this change to the routing strategy.

Modify a Routing Strategy

Before you modify a routing strategy, be aware of the following:

- Although you cannot copy the current strategy, you can modify any of its settings except those that affect execution time or date. These changes have no effect on the recurring scheduled version of the strategy.
- When you modify the current strategy, your changes take effect immediately for new calls and remain in effect until the current strategy ends. If there are calls in the queue when the modifications are made, the existing queued calls follow the original strategy unless you check the **Apply changes to current calls in queue** check box to the right of the **Save** button.
- When you modify a strategy that is not the current strategy, your changes take effect according to the scheduled times specified in the strategy.

Procedure

Step 1 From the Management Portal navigation bar, choose **Routing Strategy**.

Step 2 On the **Routing Strategy** page, choose an entry point or queue from the **Select Entry Point/Queue** drop-down list.

Step 3 Click the ellipsis button beside the strategy that you want to modify and choose **Edit**.

Step 4 If you are modifying a global routing strategy:

a) Click the **Routing** button on the menu bar, select **Global Routing Strategies**, select the **Entry Point** or **Queue** button on the upper-left side page.
b) If you are modifying a strategy for cross-ACD entry points or for proxy queues, set the **CC-one ACD** field to **False**.
c) Click the horizontal ellipsis button to the left of a the strategy you want to modify and select Edit.

Step 5 Make your changes. For information about each setting, see the setting descriptions table in Create a routing strategy, on page 120.

Step 6 If you modify the current strategy and want the changes to apply to calls currently in queue, check the **Apply changes to current calls in queue** check box on the lower right side of the page. If you don't check this check box, the changes only apply to new calls.

Step 7 Click **Save** to save your changes.

Routing Strategies Deletion and Restoration

When you delete a routing strategy, the system moves the strategy to the **Deleted Routing Strategies** or **Deleted Global Routing Strategies** page where it can be restored or permanently deleted within 30 days. After 30 days, the system permanently deletes the routing strategy.

Note When you delete a current strategy, the system activates the next strategy scheduled for that time period. Do not delete a current strategy unless an alternate strategy is available.

Delete a Standard Routing Strategy

Procedure

Step 1 From the Management Portal navigation bar, choose **Routing Strategy**.

Step 2 On the **Routing Strategy** page, choose an entry point or queue from the **Select Entry Point/Queue** drop-down list.

Step 3 Click the ellipsis button beside the routing strategy that you want to delete and click **Delete**.

Step 4 Click **Yes** to confirm.

The system moves the strategy to the **Deleted Routing Strategies** page where it can be restored or permanently deleted (see Restore or Permanently Delete a Routing Strategy, on page 137).

Restore or Permanently Delete a Routing Strategy

Procedure

Step 1 From the Management Portal navigation bar, choose **Routing Strategy**.

Step 2 On the **Routing Strategy** page, click **Deleted Strategies**.

Step 3 Choose an entry point or queue from the **Select Entry Point/Queue** drop-down list.

Step 4 Click the ellipsis button beside the strategy that you want to either restore or permanently delete and do one of the following:

- To permanently delete the strategy, click **Delete**. Click **Yes** to confirm.

- OR -

- To restore the strategy, click **Restore**.

Step 5 If you are restoring a strategy, modify the settings as required, and click **Restore**.

Note You cannot restore a deleted Chat Entry Point Routing Strategy, if a Routing Strategy is assigned to the Entry Point.

If any settings conflict with an existing routing strategy, a message informs you. In this case, you must modify the settings before you can restore the strategy.

Scheduling Team Capacity

A teams capacity setting represents the number of simultaneous calls the team can handle. Each capacity-based team is provisioned with a static capacity value of up to 10,000 (see Create a team, on page 33 for more information).

You can create scheduled team capacity strategies to override these settings in response to changing contact center conditions. If a team capacity strategy is not created for a team, the system uses the capacity value provisioned for the team.

Because teams can service multiple queues, team capacity is independent of the call routing strategies that you create for queues.

Viewing Scheduled Team Capacity Strategies

To view existing team capacity strategies:

Procedure

Step 1 Open the **Routing Strategy** module and click the **Team Capacity** button on the menu bar.

Step 2 If the scheduled team capacity strategies for the site you want to view are not currently displayed, make a selection from the **Site** drop-down list.

The page displays a grid listing the scheduled team capacity strategies that have been created for the selected site. Following is a description of each column.

Column	Description
Name	The name assigned to the strategy when it was created.
ID	The identification number of the strategy. This number is automatically assigned by the system.

Column	Description
Status	Indicates the status of the strategy. • **Current** means that this is a snapshot of the current team capacity strategy for the selected site. You cannot copy the current team capacity strategy, but you can modify any setting that does not affect execution time or date. You can delete the current team capacity strategy, but do not delete it before creating a different strategy for the same time interval. Your changes will not affect the recurring scheduled version of the strategy. • **Active** means the strategy will become effective at the specified start time on the specified start date. • **Not Active** means the strategy will not become effective regardless of the specified start time and date. This status lets you save a strategy for future use or as a draft to continue working on later.
Default	Indicates whether the strategy is the default. A strategy that is not flagged as default overrides a default strategy and is used as an exception to the default schedule.
Repetition	Specifies whether the strategy is scheduled to be repeated daily or only on specific days of the week.
Start Date	The date the strategy is scheduled to start.
Start Time	The time the strategy is scheduled to start (in 24-hour format) for any given day in the specified date range.
End Time	The time the strategy is scheduled to end (in 24-hour format) for any given day in the specified date range.
End Date	The date the strategy is scheduled to end.

Step 3 To view strategy information, click the button next to the strategy you want to view, and then click **Edit**.

Creating or Modifying a Scheduled Team Capacity Strategy

Before modifying a team capacity strategy, be aware of the following:

- Although you cannot copy the current team capacity strategy, you can modify any of its settings except those that affect execution time or date. These changes have no effect on the recurring scheduled version of the strategy.

- When you modify the currently running strategy, your changes take effect immediately and remain in effect until the current strategy ends.
- When you modify a strategy that is not the current strategy, your changes take effect according to the scheduled times specified in the strategy.

To create or modify a team capacity strategy:

Procedure

Step 1 Open the **Routing Strategy** module and click the **Team Capacity** button on the menu bar.

Step 2 If the scheduled team capacity strategies for the site you want to view are not currently displayed, make a selection from the **Site** drop-down list.

The team capacity strategies for the site you selected are displayed.

Step 3 Do one of the following:

- Click the **New Strategy** button.

  - OR -

- Click the horizontal ellipsis button to the left of the listed strategy you want to modify or copy and select **Edit** or **Copy**

Step 4 On the page that appears, specify the appropriate settings as described in the following table.

Setting	Description
General Settings	
Name	Enter a descriptive name for the strategy, such as US Holiday or Weekends.
Strategy Description	Enter a description for the strategy.
Default	Select **Yes** if you want this to be the default team capacity strategy for this site. A strategy that is not flagged as default overrides the default strategy and is used as an exception to the default schedule.The system first checks for a strategy that is not flagged as default, and if none exists, the default strategy is used. If no team capacity strategy exists for a team, the system uses the capacity value provisioned for the team.
Status	Select **Active** if you want the strategy to become effective on the start date you specify in the **Start Date** field. Select **Not Active** to save the strategy for future use or as a draft to continue working on later.

Setting	Description
Duration	
Start Date End Date	Click in each of these fields and use the calendar controls to specify the start date (the date the strategy becomes effective) and end date (the date the strategy expires).
Execution Start Time of Day	Enter in 24-hour format (0000 to 2400) the time of day the strategy will start.
Execution End Time of Day	Enter in 24-hour format (0000 to 2400) the time of day the strategy will end.
Day of Week	From the drop-down list, select **All Days** to schedule the strategy for every day or Weekdays to schedule the strategy for Monday through Friday only. -OR- Select each icon that represents a day on which you want to schedule the strategy.
Team Capacity	
This section lists each team associated with the site along with the team status either In Service or Not Available. In the Capacity column, specify the capacity for each team of up to 10,000.	

Step 5 Click **Save** (if you are creating a new strategy) or **Update** (if you are modifying a strategy).

Deleting a Scheduled Team Capacity Strategy

Caution When you delete a current team capacity strategy, the next strategy scheduled for that time period is activated. Do not delete a current team capacity strategy unless an alternate one has already been created.

To delete a team capacity strategy:

Procedure

Step 1 Open the **Routing Strategy** module and click the **Team Capacity** button on the menu bar.

Step 2 If the strategies for the site you want to view are not currently displayed, make a selection from the **Site** drop-down list.

The team capacity strategies for the site you selected are displayed.

Step 3 Click the horizontal ellipsis button to the left of the listed strategy you want to delete and select **Delete**.

Specifying Queue Precedence

The queue precedence function allows you to assign the order in which calls are routed from queues to teams, on a per-team basis. For example, suppose that TeamA can take calls from queues Billing and Sales. You could use queue precedence to assign a higher priority to the Billing queue, so when calls come in to the queues, those from Billing will be routed to TeamA ahead of those from Sales.

If you assign a priority only to some of the queues, calls in those queues will take precedence over calls in the queues for which no priority is specified.

Note This is an optional feature; you do not have to set up queue precedence for teams.

To set up a team routing scenario:

Procedure

Step 1 Open the **Routing Strategy** module and click the **Queue Precedence** button on the menu bar.

The Team Routing page appears, displaying a list of all queues belonging to the enterprise.

Step 2 Select a team from the **Select Team** drop-down list, which includes the names of all teams belonging to the enterprise.

The current queue priorities for the selected team are displayed in the Priority column.

Step 3 Assign a priority to as many queues as you want. A priority of 1 is highest. Queues for which no priority value is specified have the lowest priority.

To assign a priority to a queue, click in the **Priority** field for the queue and enter a number in the text box that appears. Then click the check mark button to the right of the text box.

To delete an assigned priority, click in the Priority field for the queue and then click the delete button that appears to the right of the text box.

Step 4 Click **Save** to save changes, which become effective immediately.

Audio on Hold

When a call is queued on the network, an audio file continues to play until the call is distributed to a team with available capacity. If the call is queued for longer than the length of the audio content, the audio file loops back and restarts from the beginning.

We recommend that the audio file include a brief delay message followed by music. The message should announce the name of the associated queue, instruct the caller to hold for the next available agent, and include a warning that calls may be monitored.

You can record one audio file for each strategy, so the message can vary by time of day, day of week, holiday schedule, and other factors.

CHAPTER 5

Call Monitoring

- Monitor Calls, on page 145

Monitor Calls

The Call Monitoring module enables authorized users to silently monitor any active call that is managed by the Webex Contact Center service at any time, across any site, and to verify that customers are being served in a professional manner. Authorized users can also create monitoring schedules, coach an agent who is connected to a call by providing comments that only the agent can hear, and barge in on calls as needed.

Monitoring Overview

The Webex Contact Center Call Monitoring module enables contact center managers to monitor the quality of service being delivered across their multisource contact centers. Through a simplified Web interface, authorized users can select a combination of one or more queues, sites, and teams, as well as a specific agent that they want to monitor. After these criteria are entered, the system places a request to monitor the next call that matches the combination of all the criteria when the call is distributed to the destination site. Monitoring can be done on a continuous, one time only (ad hoc), or scheduled basis, and authorized users can monitor a call that is already in progress.

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

Note the following:

- You cannot make a continuous monitoring request and an ad-hoc request for the same target at the same time.
- If a scheduled request and a continuous request are made for the same target, the continuous request takes precedence. When the continuous request is paused or canceled, the scheduled request is enabled.
- If a scheduled request and an ad-hoc request are made for the same target, the ad-hoc request takes precedence. When the ad-hoc request is either canceled or completed, the scheduled request is enabled.
- If you sign out of the Management Portal while a monitoring request is still active, a message asks if you want to cancel the monitor request or continue monitoring.

If you select **Yes**, any active ad-hoc, or continuous monitoring requests are canceled after you log out. Any scheduled requests are suspended.

Monitor calls

The **Call Monitoring** page provides an interface for monitoring a call on a continuous or one-time only basis, and till the agent level.

Procedure

Step 1 From the Management Portal navigation bar, select **Call Monitoring**.

Step 2 In the Monitoring Filter panel on the left side of the page, specify one or more queues, sites, teams, and agents that you want to monitor. If you leave a queue, site, team, or agent list set to All, it includes only entities to which you have access to in the request.

Step 3 In the **Callback Number** field, enter the phone number to send the audio, and click **Register**. If you must update a number, enter the new callback number and click **Update**.

Note
- Enter all the digits required to reach that phone, without hyphens or other special characters. For example, if the phone number is 415-555-1234, enter 4155551234.
- The callback number for monitoring must be same as the one used by the supervisor in Agent Desktop when logging in, or the monitoring request will fail.

Step 4 To prevent this monitoring session from being displayed on the Management Portal for other users, check the **Use Invisible Mode** check box.

Step 5 Click one of the options described in the following table to submit your call monitoring request.

Note The system disables these options if you don't have a callback number registered.

Select this option	To do this
Monitor Next Call	Monitor the next incoming call that fits the specified criteria.
Continuous Monitor	Continuously monitor calls that fit the specified criteria. After you click this button, a dialog box appears where you can enter the duration of the monitoring session in minutes, or keep the default to Unlimited. Then, click **Monitor** to dismiss the dialog box and submit your request. **Note** After the monitoring duration has expired, the system may take up to five minutes to remove the call monitoring request, during which time one more call might be delivered to you.

Your request appears in the Monitor Requests list along with any pending requests from your colleagues.

When a call that matches the criteria you specified is distributed to the destination site, the audio is delivered through a phone call to the number that you specified. The monitored call appears in the Calls Being Monitored list.

For more information about the **Call Monitoring** page, see Viewing Call Monitoring Information, on page 148.

Step 6 If authorized by your user profile, you can click the **Coach** or **Barge In** button in the **Action** column to coach the agent or barge in on the monitored call. For details, see Barge in on a Call, on page 147.

Step 7 When the call ends, click **Monitor Next Call** to monitor the next call in the queue. Alternatively, if you selected the **Continuous Monitor** option, the next call in the queue is automatically sent to you.

Step 8 Click **Cancel** to cancel the monitoring activity for that request. If you selected **Continuous Monitor**, you can click the **Pause** button to temporarily halt the calls sent to your number. You can then click the **Resume** button to resume monitoring.

Note If an agent goes into the Not Responding state, the call goes back to the queue and the caller hears music on hold. If a supervisor is monitoring the call during this time, the supervisor is disconnected as well. If the supervisor is scheduled to monitor the call but has not yet picked up the call, it disappears from the Monitor Requests list and the phone stops ringing.

Coach an Agent

If the Whisper Coach feature is enabled in your user profile, you can speak to an agent who is being monitored without being heard by the customer.

- The coaching session continues, even if the call is transferred to another agent, until the call either ends or is transferred to another number (agent-to-DN transfer).
- If the coached agent consults with another agent, you hear music on hold and are not able to continue coaching the agent until the caller is taken off hold.

While coaching an agent, you can barge in on the call if the Barge In feature is enabled in your user profile.

To silently coach an agent:

Procedure

Step 1 While you monitor a call (as described in Monitor calls, on page 146) and the call is connected to an agent, click **Coach**.

Do not click **Coach** if the call is waiting in a queue after being transferred by the agent to another queue. Doing so causes your coach request to fail.

The **Coach** button is not available when the agent transfers the call to another number (DN transfer).

Step 2 Provide verbal instructions to the agent.

Step 3 To remove yourself from the call, hang up. The call is removed from the Calls Being Monitored list.

Barge in on a Call

Authorized users can use the Barge-In function to join a call they are monitoring and participate in the conversation between the agent and the customer unless the call is transferred to another number (agent-to-DN transfer), after which the call is removed from the Calls Being Monitored list. To barge in on a call:

Procedure

Step 1 While you are monitoring or coaching a call, and the call is connected to an agent (and not waiting in a queue), click **Barge In**.

You are immediately connected to the call. The **Barge In** button disappears from the page.

Step 2 To remove yourself from the call, hang up. The call is removed from the Calls Being Monitored list.

Viewing Call Monitoring Information

To view call monitoring information, from the Management Portal navigation bar, click **Call Monitoring**

The Call Monitoring page displays the following:

- Controls for requesting a monitoring session. For more information, see Monitor calls, on page 146.
- A chart of active and queued calls for the queue that is currently selected in the Monitoring Filter panel on the left side of the page.
- The Monitoring Requests/Calls Being Monitored table, which displays the two lists described in the following sections.

Note If you resize the Call Monitoring window to a very narrow size, the Monitoring Requests/Calls Being Monitored table displays at the bottom of the window. It might appear that the table is missing, but you can see it if your scroll to the bottom of the window.

Calls Being Monitored List

The Calls Being Monitored list displays information about all calls currently being monitored in your enterprise.

Note When a monitored call is transferred to a specific phone number (agent-to-DN transfer), it is removed from the Calls Being Monitored list and thus, the Coach and Barge In buttons are no longer available.

Table 8: Calls Being Monitored List

Column	Description
Queue	The queue that received the call.
Site	The contact center location to which the call was distributed.
Team	The team to which the call was distributed.
Agent	The name of the agent being monitored or a numeric ID code if the call was answered by a capacity-based team resource instead of by a Webex Contact Center agent.

Column	Description
Monitoring Status	The status of the monitoring session: • **monitoring-started**: The monitoring supervisor has picked up the phone. • **connected**: The agent has picked up the call. • **CoachStarted**: The monitoring supervisor has started coaching the agent. • **barged**: The monitoring supervisor has barged in on the call.
Supervisor Name	The name of the person monitoring the call.
Supervisor Number	The phone number of the person monitoring the call.
Duration (mm:ss)	The number of minutes and seconds since the call arrived.
Action	Buttons that you can click to coach or barge in on a call that is being monitored, if authorized by your user profile.

Monitoring Requests List

The Monitor Requests list displays information about all monitoring requests in your enterprise.

If a monitoring request includes multiple queues, sites, teams, or agents, you can display a list of them in a tool tip by placing your mouse on a value in the Queue, Site, Team, or Agent column.

Table 9: Monitoring Requests List

Column	Description
Request Type	The request types are: • **Continuous**: The specified target (queue, team, site, or agent) is continuously monitored until the request is paused or canceled or until the monitoring duration is reached if the monitoring user specified a duration. You can point to the word Continuous to display a tooltip showing the duration of the monitoring request or Unlimited if no duration was specified. • **Scheduled**: A call monitoring schedule for the specified target is set up and running. • **Ad-Hoc**: The next call that matches the specified criteria is monitored.
Queue	The queues included in the request. If multiple queues are included, you can display a list of them by pointing to the value displayed in the column.
Site	The sites included in the request. If multiple sites are included, you can display a list of them by pointing to the value displayed in the column.
Team	The teams included in the request. If multiple teams are included, you can display a list of them by pointing to the value displayed in the column.

Column	Description
Agent	The agents included in the request. If multiple agents are included, you can display a list of them by pointing to the value displayed in the column.
Monitoring Status	The status of the monitoring session: • **Request Pending**: The request is submitted. • **Monitoring**: The supervisor has picked up the phone.
Supervisor Name	The name of the person who submitted the request.
Supervisor Number	The phone number of the person who submitted the request.
Action	Buttons that you can click to pause, resume, or cancel a monitoring request.

Working with Monitoring Schedules

The **Monitoring Schedules** page in the Call Monitoring module enables authorized users to schedule call monitoring requests at specific times of the day or week. Note the following:

- Unless otherwise authorized by your user profile, you can view and edit only those call monitoring schedules that you created.
- The start and end times specified in the Call Monitoring Schedule use the enterprise time. However, calls are monitored in local time. Be sure to adjust for this when you specify the start and end times in your monitoring schedules.

Create or Edit a Monitoring Schedule

To create a new monitoring schedule or edit an existing schedule:

Procedure

Step 1 From the Management Portal navigation bar, choose **Call Monitoring** > **Schedule**.

Step 2 To create a new schedule:

- From the list view, click **New Schedule**.

  \- OR -

- From the calendar view, point to the beginning date of the schedule and click the **Create** link that appears at the upper-left corner of the date box.

Step 3 To copy or edit an existing schedule from the list view, click the ellipsis button beside a listed schedule and choose **Copy** or **Edit**.

Step 4 On the page that appears, specify the appropriate settings as described in the following table:

Setting	Description
Name	Enter a name for the schedule.

Setting	Description
Start Date and End Date	To select the start date (the date on which the schedule becomes effective) and end date (the date on which the schedule expires), click the appropriate calendar icon in the **Start Date** or **End Date** field, and then select a date from the calendar that appears.
Start Time and End Time	Enter the time of the day that you want the schedule to start and end. Specify the time in the 24-hour format (0000–2400). Note that the time that you specify in the Call Monitoring Schedule is based on the enterprise time. However, calls are monitored in the local time. **Note** Pending monitor requests are checked every 'n' number of seconds as configured in your system. The default interval is five minutes. When the checking starts, each monitor request is checked and validated. If the request is past the scheduled deadline (that is, the End Time value), it is removed from the pending monitor requests list. Because of this added functionality, the scheduled end time may actually occur a few minutes later than specified.
Day of Week	From the drop-down list, select **All Days** if you want the schedule to run every day, or **Weekdays** if you want the schedule to run from Monday through Friday only. OR Click each icon that represents a day during which you want the schedule to run.
Status	Click **Active** if you want the schedule to become effective at the specified start time on the specified start date. Otherwise, click **Not Active**.
Callback Number	This field displays the phone number to which the audio is sent.
Filter By	Select the queues, sites, teams, and agents that you want to be monitored as part of this schedule.

Step 5 Click **Save**.

Activate or Deactivate Monitoring Schedules

You can activate or deactivate a monitoring schedule by editing the **Status** field in the settings for the schedule, or you can click a button in the list view **Monitoring Schedules** page as follows:

Procedure

Step 1 From the Management Portal navigation bar, choose **Call Monitoring** > **Schedule**.

Step 2 Click the ellipsis button beside a listed schedule and click **Activate** or **Deactivate**.

Export the Monitoring Schedule List

To export the monitoring schedule list to a data analysis tool such as Microsoft Excel:

Procedure

Step 1 From the Management Portal navigation bar, choose **Call Monitoring** > **Schedule**.

Step 2 In the list view, click **Action** on the upper-right side of the page header and choose **Excel** or **CSV**.

Step 3 In the dialog box that opens, either click **Open** to open the file, or click **Save**, navigate to the directory where you want to save the file, and then click **Save**.

Delete a Monitoring Schedule

To delete a monitoring schedule:

Procedure

Step 1 From the Management Portal navigation bar, choose **Call Monitoring** > **Schedule**.

Step 2 In the list view, click the ellipsis button beside a listed schedule and click **Delete**.

Step 3 Click **Yes** to confirm the deletion.

CHAPTER 6

Call Recording

- Call Recording, on page 153
- Create or Edit a Recording Schedule, on page 154
- Deleting a Recording Schedule, on page 156

Call Recording

The optional Call Recording module enables authorized users to record any active call that Webex Contact Center manages.

Authorized users can create recording schedules with a time period. Choose queue, team, site, and agent for which you want to record voice calls. The system then starts recording the calls that match the criteria.

Because you can't determine the total number of incoming calls and the number of calls to be recorded, Webex Contact Center uses predictive modeling to decide which calls to record. The models include pseudorandom number generator (PRNG) or deterministic random bit generator (DRBG). The accuracy in the percentage of calls that are recorded increases with the number of contacts.

Note Regardless of the call recording duration, the first two hours of each call recording is available in Webex Contact Center.

The recordings are in standard .wav format. Authorized users can access these recordings directly and review them using standard third-party utilities. You can also use the features of the optional Webex Contact Center Recording Management module to search for and play recorded files.

Note

- The Webex Contact Center Recording Management module records the calls routed to the overflow destination number, but doesn't list them in the user interface.
- When an agent puts a caller on hold, recording of the caller's audio continues.
- For blind transfer to Dial Number (DN), and Entry Point (EP) to Dial Number (DN) call patterns there may be a mismatch in speech and record duration of calls displayed on user interface.
    - During a blind transfer, the agent who receives the call is in reserved state for a short period while the call is transferred to another agent. Based on the configuration set at each organization level the call recording either continues or ends.
    - For EP-DN, the call is recorded for consult and conference, and not for transfer of the child call (when transferred to another EP-DN number).

Create or Edit a Recording Schedule

To create or edit a call recording schedule:

Procedure

Step 1 From the Management Portal navigation bar, choose the **Call Recording** module.

Step 2 On the **Recording Schedules** page, select a queue from the **Queue** drop-down list.

All call recording schedules for that queue are displayed. From here, you can:

- Add a new schedule
- Edit or view an existing schedule
- Delete an existing schedule
- Copy an existing schedule
- Switch between a list view and calendar view of all schedules for this queue.

Step 3 To create a new schedule:

- From the list view, click **New Schedule**.

  - OR -

- From the calendar view, point to the schedule's beginning date and click the **Create** link that appears in the upper-left corner of the date box.

Step 4 To copy or edit an existing schedule, from the list view, click the ellipsis button beside a listed schedule and click **Copy** or **Edit**.

Step 5 On the page that appears, specify the appropriate settings as described in the following table, and then click **Save**.

Setting	Description
Name	Enter a name for the schedule.
Start Date and End Date	To select the start date (the date on which the schedule becomes effective) and end date (the date on which the schedule expires), click the appropriate calendar icon, and then select a date from the calendar that appears.
Start Time and End Time	Enter in 24-hour format (0000 to 2400) the time of day you want the schedule to start and end.
Days of Week	From the drop-down list, choose **All Days** if you want the schedule to run every day or **Weekdays** if you want the schedule to run from Monday through Friday only. -OR- Click each icon corresponding to the day on which you want the schedule to run.
Status	Click **Active** if you want the schedule to become effective at the specified start time on the specified start date. Otherwise, click **Not Active**.
Stop Recording on Transferred Out Calls	Click **On** if you want recording to stop when a call is transferred.
Enable Pause Resume	Click **On** if you want the agent to have access to the Privacy Shield icon during call recording so that the agent can pause and resume recording. For example, the agent might need to pause potential call recording when obtaining a credit card number or other protected information. Be sure to instruct agents regarding when to use this feature. **Note** The Privacy Shield icon is displayed on the Agent Desktop only if the Privacy Shield feature is enabled in your Webex Contact Center service configuration.
Pause Duration (in Sec)	If you set **Enable Pause Resume** to **On**, enter the number of seconds for which the recording will be paused if the user had not clicked the **Turn Off Privacy Shield** button earlier.
Percentage	Specify the percentage of the total number of current calls you want recorded for this queue.
Filter By	Select the sites, teams, and agents you want to include in your recording schedule. **Note** Outdial call recording is based on the site, team, and agent who makes the outdial call. For example, if a recording schedule is created for the Outdial queue and a site named Chicago, then only those outdial calls made by teams under the Chicago site are recorded, and not calls made from other sites.

Deleting a Recording Schedule

To delete a recording schedule:

Procedure

Step 1 From the Management Portal navigation bar, choose the **Call Recording** module.

Step 2 On the **Recording Schedules** page, select a queue from the **Queue** drop-down list.

Step 3 Click the ellipsis button beside a listed schedule and click **Delete**.

CHAPTER 7

Recording Management

The optional Webex Contact Center Recording Management module enables authorized users to search for and play audio files that are recorded through the Webex Contact Center Call Recording feature. In addition, authorized users can create tags that can be assigned to audio files for use as search criteria, specify which CAD variables to store with recordings, create custom attributes, and view recent Recording Management activity.

Note For configuration objects that have been deleted, an option to filter data using the deleted object names will not be available. It is recommended to query and fetch the data by a date range. The result set will contain details of calls handled for those configuration objects which are permanently deleted.

- Search for and Play Recordings, on page 157
- Assign and Remove Tags, on page 159
- Search Attributes, on page 159

Search for and Play Recordings

To search for and play a recording:

Procedure

Step 1 From the Management Portal navigation bar, choose **Recording Management**.

By default, the search page lists all of the recordings. To search based on specific criteria, use the following search fields on the left pane to filter the recordings:

- Queues: Choose one or more queues to filter the recordings returned by queue.
- Sites: Choose one or more sites. The teams and agents associated with the selected sites display in the Teams and Agents lists.
- Teams: Choose one or more teams. Only the agents associated with the selected teams appear on the Agents list. If the Teams field is empty, then all agents associated with the selected sites appear.
- Agents: Choose one or more agents to filter the recordings based on active agent ID.

- Wrap Up Codes: Choose one or more codes from the list to filter the search based on the wrap-up codes.
- Tags: Define a text string and assign it to the recording. You can filter the search based on tags by selecting them in the Tags list. For more information, see the section Assign and Remove Tags, on page 159 and Create and Export Tags, on page 159.
- Exclude Deleted Agents: Check the check box to exclude recordings for deleted agents from the search.
- Search Deleted Files: Check the check box to search audio files that were deleted within 30 days. The system permanently removes deleted files older than 30 days. To play a deleted audio file, restore the file as described in Search for and Play Recordings.

Note
- The Queues, Sites, and other lists appear based on your access privileges.
- To reset all lists and fields, and start over again, click **Reset**.

Step 2 To filter the list based on more criteria, click the **Advanced Search** button.

In the dialog box that appears, you can filter the search results based on Recording Duration and Call Attributes:

- Filter by Recording Duration: You can enter values in the **Recording Duration** fields to specify the minimum and maximum length of the recording to search for. You can also check the **Unlimited** check box to search for a recording of any length.
- Filter by Call Attributes: You can enter values that appear under the **Call Attributes** field to filter the search results based on the following attributes:
  - Session ID
  - DNIS
  - ANI number

Step 3 Click the **Search** button to search.

If the search criteria match, then the **Search Results** page lists the recordings.

Step 4 Click the ellipsis button beside an entry. The following options appear:

Action	Description
Play	Play a recording by selecting the **Stereo** icon. It plays the full audio conversation of the agent and caller. If the Leg Recording option is enabled for your enterprise, three play buttons are available when you click the button. Select **Agent** to play just the agent audio; select **Caller** to play just the caller audio.
Delete	Delete a recording.
Tags	Assign a tag to a recording or remove a tag from a recording. For more information, see Assign and Remove Tags, on page 159.
Restore	Restore a recording.

Note
- Recordings only display for active Queues. Before searching for any recordings, it may be helpful to check, first, whether the Queue is active or inactive.

Assign and Remove Tags

You can assign the same tag to multiple recordings and you can assign multiple tags to an individual recording.

To assign a tag to a recording or remove a tag from a recording:

Procedure

Step 1 From the Management Portal navigation bar, choose **Recording Management**.

Step 2 On the **Search** page, perform a search for the recordings you want to either assign tags to or remove tags from, as described.

Step 3 Click the ellipsis button beside a listed recording on the Search Results page and click **Tags**.

On the upper part of the dialog box that opens, the list of tags assigned to the recording is displayed on the right and a list of tags that are available is displayed on the left.

Step 4 To assign a tag to the recording, select a tag in list on the left and click **Assign Tag** to move it to the list on the right.

Step 5 To remove a tag from the recording, select a tag in the list on the right and click **Remove Tag** to move it to the list on the right.

Step 6 When you are finished, click **Save**.

Search Attributes

The **Recording Management** > **Search Attributes** page provides access to controls where you can perform the tasks described in the following topics:

- Create and Export Tags, on page 159
- Create and Modify Custom Attributes, on page 160

Create and Export Tags

The Tags section of the **Recording Management** > **Search Attributes** page enables authorized users to create and export a list of tags that can be assigned to recordings (see Assign and Remove Tags, on page 159).

To create a tag or export a list of tags:

Procedure

Step 1 From the Management Portal navigation bar, choose **Recording Management** > **Search Attributes**.

Step 2 In the Tags section of the page that appears, do one of the following:

- To create a tag, click **Add**. Enter a name for the tag and click **Save**.
- To export the list of tags, click the **Excel** or **CSV** link beneath the tags list. In the dialog box that opens, click **Open** to open the file, or click **Save**, navigate to the directory where you want to save the file, and then click **Save**.

Create and Modify Custom Attributes

The Custom Attributes section of the **Recording Management** > **Search Attributes** page enables authorized users to create attributes that can be saved with recordings and later searched for.

To create a custom attribute:

Procedure

Step 1 From the Management Portal navigation bar, choose **Recording Management** > **Search Attributes**.

Step 2 In the Custom Attributes section of the page that appears, click **Add**.

Step 3 In the dialog box that opens, enter a name for the customer attribute and click **Save**.

CHAPTER 8

Troubleshooting

- Troubleshooting Management Portal Problems, on page 161
- Troubleshooting Desktop Problems, on page 163

Troubleshooting Management Portal Problems

Management Portal Problems

If you experience a problem with the Management Portal, the following table may help you solve the problem.

Problem	**Description/Workaround**
You cannot log in to the Management Portal.	Check to make sure that you enetered the correct user name and password.
You cannot access a module from the Management Portal, or you cannot see some entry points or queues.	You do not have the correct privileges to access these modules, entry points, or queues. Contact your Webex Contact Center administrator.
The Management Portal does not display data for agents or calls, or shows that no agents are logged in.	Make sure that the privacy setting for Internet Explorer is set to Medium.
Occasionally the message `Please Refresh the Page` appears in the Real-Time Reports module.	Log out of the current Webex Contact Center session. Close any remaining Webex Contact Center windows and log in again.
When you resize the Agent view of a real-time agent report, tooltips for idle and wrap-up codes are sometimes displayed in the graph area instead of near the cursor.	Maximize the window to display the tooltip near the cursor.
Too many abandoned calls are being reported.	Escalate to Customer Support.
While you view a chart in a report or on a monitoring page, you see the following message `Communication Interruption on <date> at <time>`.	The system has been unable to refresh the data in the chart since the time indicated in the message, typically because of an intermittent network interruption or server issue. If the problem persists for several minutes, notify your system administrator.

Problem	Description/Workaround
The real-time reports are not refreshing on the Management Portal.	Escalate to Customer Support.
The real-time report statistics are not displayed.	Escalate to Customer Support.
In a real-time agent report, the wrap-up count and number of entered wrap-up codes do not match.	This discrepancy occurs when an agent logs out while still in the Wrap-up state without selecting a wrap-up code. Instruct agents to always go into the Idle state and then click the **Log Out** button to log out rather than closing the browser while logged in.
Changes to the names of existing idle and wrap-up codes do not appear immediately in agent reports. Instead, agent reports display the previous code names before they were edited or N/A for a new code.	Log out and then log in again to see the changes.
When exported to CSV format, data in the Agent View of a current snapshot agent report displays incorrectly.	The Time Value displays in two cells instead of one when exported to CSV format. This is because a comma separates the day from the date and time in the Login Time field.
When you export historical report data to Microsoft Excel that includes date and time in the hh:mm:ss format, Excel displays only the hours and minutes, and not the seconds.	By default, Excel displays the data in hh:mm format. However, you can double-click in the cell to see the data in hh:mm:ss format.
For a new team, data in the agent interval report displays in half-hour intervals from the time an agent on the team logs in after system restart.	This is transient for teams that log in for the first time. Normally, data displays in half-hour intervals from midnight.
In the Historical Reports module, occasionally the parameters for a customized default report are not saved after you log out and log in again.	After you save a custom report, wait 10-15 seconds before logging out.
You cannot make a monitoring request.	Ensure that you use the correct DN and prefix.
Monitoring session left open for an hour or longer displays a blank page or unexpected behavior	Close the module and re-open it.
Supervisor phone rings even when the monitoring request is for a different queue.	If a monitoring request is made for a team and if multiple queues use the same team for routing, any of the queue's calls for that team can be monitored.
A call ends, but the monitoring screen indicates that the call is still in progress.	Escalate to Customer Support
Signed in agents cannot see changes made to Skill profile.	The agent needs to sign in again to view the changes.

Reporting Management Portal Issues to Customer Support

When you escalate a Management Portal issue to Cisco Webex Contact Center Customer Support, make sure to provide the following information:

- The login and user name of the person experiencing the problem.
- The time that the issue was first observed.
- If the problem occurred in the Monitoring module, the number that the supervisor was attempting to call and a call session ID, if available.

Troubleshooting Desktop Problems

Network Interruptions

If a network interruption occurs that lasts for less than two minutes, the Desktop display a `Reconnecting` message and then successfully reconnect.

If a network interruption lasts longer than two minutes, instruct agents to close the current Desktop window, and then sign in using the primary URL. If the sign in fails with the primary URL, instruct agents to use the backup application center sign in.

Escalate all network interruptions; report the time that the problem occurred and the number of agents affected.

If the network to the primary application center is down, Management Portal users cannot view any statistics.

Desktop Application Problems

If you experience a problem with the Desktop application, the following table may help you solve the problem.

Problem	Description/Workaround
You are not able to sign in to the Desktop.	**1.** Check to make sure that cookies are enabled in Internet Explorer. **2.** Ensure that you enter the correct user name and password in the sign-in screen.
During sign in, the error message `Invalid phone number` appears after you click **Go**.	Check the format of the DN that you entered and make sure that the number is valid.
You accidentally closed the browser window while on a call.	If you close the browser window while on a call, you cannot sign in again until you complete the call. If you close the browser window while the call is on hold, the system automatically takes the call off hold.
When you refresh the Desktop window, you are signed out and the sign-in screen displays.	Sign in again. Avoid refreshing the window while signed in.

Problem	Description/Workaround
The status bar on the Desktop displays `Not Responding` and your phone does not ring.	**1.** Check the volume setting on the phone and make sure that the ringer is set to high. **2.** Check the DN (dial number), including the dialing prefix, and make sure it is correct. **3.** After resolving the problem, click one of the buttons on the message to change your state to Available or Idle .
After reconnecting to the system following a network interruption, you are suddenly signed out.	Sign in to the Desktop again. If you are unable to sign in, escalate to Customer Support.
Re-launching the Desktop while you are signed in may create problems	Do not open more than one Desktop application at a time on the desktop.
The Desktop becomes very slow.	This can happen when you leave the Desktop open for long periods of time. Close both the Desktop and the browser after you sign out of the system. If this does not help, end the process from the Windows Task Manager.
The Desktop occasionally signs out agents following a network interruption.	Sign in to the Desktop again.
The Desktop is not displayed.	Minimize the Desktop, and then restore it from the taskbar.
Launch pages and graphs do not display properly.	Make sure that in Internet Explorer, the **Show Pictures** option is selected in the **Advanced** tab of the **Internet Options** dialog box.
You are available but no calls are sent to you.	Make sure you are in the Available state and are signed in to the correct team.
You are talking to a customer, but the Desktop status bar displays `Reserved`.	Report the incident to Customer Support.
Your agent softphone is not ringing, but the Desktop status bar displays `Not Responding`.	Make sure that you entered the correct DN.
The Desktop status bar displays `Re-connecting`.	Check to see if the computer network cable has been disconnected or loosened. If you do not see a message indicating that there has been a network problem, escalate to Customer Support.
You answer a call, but the call disconnects after 30 seconds.	If `Not Responding` displays in the Desktop status bar, change to the Available state and wait for the next call.
The Internet Explorer browser freezes.	Open Windows Task Manager and end all browser processes.

Problem	Description/Workaround
Pop-up blockers appear.	From the **Internet Explorer Tools** menu, disable pop-up blockers.
The Desktop status bar displays a connected state while the phone is ringing.	Report the incident to Customer Support.
An outbound call fails.	Make sure you entered the correct DN and prefix.
During a blind transfer, call details do not display on the Desktop of the receiving agent while that agent is in the Reserved state.	The Reserved state is transient. Call details display when the second agent answers the call.

Audio Problems

If you experience audio problems with the Desktop, the following table may help to resolve the problems.

Problem	Description/Workaround
Echo or low volume	Check the phone settings. If using a softphone, check the Microsoft Windows and softphone settings.
Jitter/Stutter audio -OR- High latency	Bad connectivity, probably due to a network problem. Check to make sure that your PC is not also running other software that uses audio. Escalate to Customer Support.
Cross talk	Escalate to Customer Support.
One-way audio	Make sure you are not on mute. If not, escalate to Customer Support.

Reporting Agent Desktop Issues to Customer Support

When you escalate an Agent Desktop issue to Webex Contact Center Customer Support, make sure to provide the following information:

- Ask the agent to provide a screen capture of the Agent Desktop screen.
- Include the time that the issue was first observed.

CHAPTER 9

Report Parameters

- Call Report Parameters, on page 167
- Agent Report Parameters, on page 177
- Historical Skill Report Parameters, on page 193
- Historical Threshold Alerts Report Parameters, on page 195
- Usage Metrics Report Parameters, on page 195

Call Report Parameters

The following table describes the parameters available in Webex Contact Center real-time and historical call reports. In the table, CSR is an abbreviation for Customer Session Record.

Parameter	Description	Report
% Abandoned	The percentage of calls that were abandoned during the report interval. (Abandoned/Total) * 100	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues
% Answered	The number of answered calls divided by the number of calls that entered the queue minus short calls multiplied by 100. (Answered/(Answered + Abandoned)) * 100	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues
Abandoned	The number of calls that were abandoned during the report interval. An abandoned call is a call that was terminated without being distributed to a destination site, but that was in the system for longer than the time specified by the Short Call threshold provisioned for the enterprise.	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues
Abandoned Time	The cumulative amount of time that calls were in the system for longer than the time specified by the Short Call threshold, but terminated before being distributed to an agent or other resource.	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues

Parameter	Description	Report
Abandoned within SL	The number of calls that were terminated while in queue within the Service Level threshold provisioned for the queue or skill (in a skills interval by queue report). **Note** Although this metric is visible for outdial calls, it is not meaningful for outdial calls.	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues
Adjusted Service Level %	The number of calls that were either answered or abandoned within the Service Level threshold provisioned for the queue or skill (in a skills interval by queue report), divided by total calls (including abandoned calls) multiplied by 100. ((In Service Level + Abandoned within SL)/(Answered + Abandoned)) * 100 **Note** Although this metric is visible for outdial calls, it is not meaningful for such calls.	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues, Sites, & Teams
Agent	The name of the agent who handled the call or a numeric ID code if the call was handled by a capacity-based team resource instead of by a Webex Contact Center agent.	CSR
Agent Start Time	The time the agent picked up the phone and began talking with the caller.	CSR
ANI	The ANI digits delivered with the call. ANI, or Automatic Number Identification, is a service provided by the phone company that delivers the caller's phone number along with the call.	CSR
Answered	The number of calls that were routed from the queue to an agent or available resource and were answered by the agent or resource.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Answered Time	The cumulative amount of time between when calls entered the queue and when they were answered (connected to an agent or other resource) during the report interval. Because answered time is calculated after the call is answered, answered time for calls that are waiting to be answered is not reflected in the report.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Available Agents	The number of logged-in agents who are currently in the Available state.	Call Snapshot report
Avg Abandoned Time	The total amount of time that calls were in the system before they were abandoned divided by the total number of calls that were abandoned: Abandoned Time/Abandoned	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues

Parameter	Description	Report
Avg Connected Time	The total connected time divided by the total number of calls that were answered during the report interval: Connected Time/(Answered + Secondary Answered)	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Avg Handle Time	The average length of time spent handling a call (connected time plus wrap-up time), divided by number of answered calls: Connected Time+Wrap Up Time/(Answered + Secondary Answered)	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Avg IVR Time	The total amount of time that calls were in the IVR system divided by the total number of calls that were in the IVR system.	Real-time Call Interval & Historical Call reports for Entry Points
Avg Queued Time	The total amount of time that calls were in queue divided by the total number of calls that were queued: Queued Time/Queued	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues.
Avg Speed of Answer	The total answered time divided by the total number of answered calls: Answered Time/Answered	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Avg Wrap Up Time	The total amount of time agents spent in the Wrap-up state divided by the total number of answered calls: Wrap Up Time/(Answered + Secondary Answered)	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Blind Transfer Count	The number of times the call was transferred out of the queue by the agent without the first agent consulting or conferencing with the party to whom the call was transferred	CSR
Blind Transfers	The subset of transferred out calls that were transferred by the agent to another agent or an external DN without the first agent consulting or conferencing with the party to whom the call was transferred.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Call Duration	The amount of time between when the call arrived at the entry point or queue and when it was terminated.	CSR
Call End Time	The time the call was terminated.	CSR
Call Start Time	The time the call arrived at the entry point or queue.	CSR

Parameter	Description	Report
Completed	The number of calls that ended during the report interval. Answered, abandoned, and disconnected calls are included in this count. Transferred and short calls are not counted.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Conference Count	The number of times the agent established a conference call with the caller and another agent.	CSR
Conference Count	The number of times agents initiated a conference call to an agent or external number.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Conference Time	The amount of time an agent spent in conference with the caller and another agent.	CSR
Connected	The number of calls currently connected to an agent.	Call Snapshot report
Connected Time	The time interval between when calls were answered by an agent or other resource and when the calls were terminated. Because connected time is not calculated until the call is terminated, the connected time for a call that is still in progress is not reflected in the report.	Real-time call interval reports for Sites, Teams, Queues, & Skills by Queue; Historical Call reports for Queues, Sites, & Teams
Connected Time	The total amount of time the call was connected to an agent (talk time plus hold time).	CSR
Consult Count	The number of times agents initiated a consult with another agent or someone at an external number during a call.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Consult Count	The number of times the agent consulted another agent during the call.	CSR
Consult Errors	The number of times agents did not respond to a consult invitation.	CSR
Consult Time	The amount of time an agent spent consulting with another agent during this call.	CSR
CTQ Answer Count	The number of times consult-to-queue requests were answered.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
CTQ Answer Time	The cumulative amount of time between when consult-to-queue requests were answered and when the consultations ended.	Historical Call reports for Queues, Sites, & Teams
CTQ Request Count	The number of times consult-to-queue requests were initiated.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams; CSR

Parameter	Description	Report
CTQ Request Time	The cumulative amount of time between when consult-to-queue requests were initiated and when the consultations ended.	Historical Call reports for Queues, Sites, & Teams; CSR
Current Service Level %	The percentage of calls in queue that have not yet reached the Service Level threshold provisioned for the queue (in a queue report) or skill (in the skill rows of a skills-by-queue report). **Note** Although this metric is visible for outdial calls, it is not meaningful for outdial calls.	Call Snapshot report
Disconnected	The number of calls that were answered (that is, connected to an agent or distributed to and accepted by a destination site), but that were then immediately disconnected within the Sudden Disconnect threshold provisioned for the enterprise.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
DN	The number the caller dialed (DNIS).	All DN Canned report
DNIS	The DNIS digits delivered with the call. DNIS, or Dialed Number Identification Service, is a service provided by the phone company that delivers a digit string indicating the number the caller dialed along with the call.	CSR
Entry Point	The name of the entry point associated with the call.	CSR
From Entry Point	The number of calls that entered this queue after having been classified into the queue from an entry point by the IVR call control script.	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues
From Entry Point	The number of calls that came in to this entry point from another entry point.	Real-time Call Interval & Historical Call reports for Entry Points
Full Monitored Calls	The number of calls that were monitored from beginning to end.	Monitored Calls report
Handle Time	The amount of time spent handling the call (Connected Time + Wrap Up Time).	CSR
Handle Time	The cumulative amount of time spent handling calls: Connected Time + Wrap Up Time	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams

Parameter	Description	Report
Handle Type	How the call was handled. Possible values: • **park**: The call was queued in the Webex Contact Center network and subsequently ended without being distributed to a site. • **park_and_transfer**: The call was queued in the Webex Contact Center network and subsequently distributed to a site. • **straight_transfer**: The call was distributed to a site upon arrival without being queued in the Webex Contact Center network. • **ivr**: The call was handled by the IVR but the caller disconnected before the call was transferred or parked. • **unknown**: This is the default value when no other value overrides it.	CSR
Hold Count	The number of times the call was put on hold.	• CSR • Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Hold Time	The amount of time the call was on hold in this queue (for a queue CSR) or in all underlying queues (for an entry point CSR).	CSR
In IVR	The number of calls that are currently in the IVR system.	Call Snapshot report
In Queue	The number of calls currently in the queues that are covered in the report. In the case of entry-point reports, this is the number of calls that are currently in queues fed by the entry point. In entry point and queue reports, you can click a number in this column to display the Age of Calls in Queue pie chart in a pop-up window. The chart displays the number of calls that have been in the queue for the length of time represented by three time segments. The time segments are derived by dividing the Longest Time in Queue value by three, rounding the resulting value down to the nearest 10 seconds, and then multiplying that value by 1, 2, and 3. For example, if the Longest Time in Queue value is 85 seconds, then 85/3=28.3, which is rounded down to 20, and the chart displays time segments of 20, 40, and 60 seconds.	Call Snapshot report

Parameter	Description	Report
In Service Level	The number of calls that were answered within the Service Level threshold provisioned for this queue or skill (in a skills interval by queue report). **Note** Although this metric is visible for outdial calls, it is not meaningful for outdial calls.	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues, Sites, & Teams
Invisible Monitored Calls	The number of calls that were monitored using the Invisible mode, which prevents the monitoring session from being displayed on Management Portals other than that of the initiating supervisor.	Monitored Calls report
IVR Ended	The number of calls that ended in the IVR but were not short calls.	Real-time Call Interval & Historical Call reports for Entry Points
IVR Time	The amount of time the call was in the IVR system.	CSR
IVR Time	The cumulative amount of time calls were in the IVR system.	Real-time Call Interval & Historical Call reports for Entry Points
Logged-in Agents	The number of agents who are currently logged in to this team or to all teams at this site. At the queue level, this is the number of agents logged in to all teams at the sites serving this queue.	Call Snapshot report
Longest Call In Queue Time	The longest amount of time a call has been in each queue covered in the report.	Call Snapshot report
Maximum Wait Time	The longest amount of time a call was in the queue waiting to be answered.	Historical Call reports for Queues
Midcall Monitored Calls	The number of calls for which monitoring began after the call was already in progress.	Monitored Calls report
Monitor Flag	Whether or not the call was monitored, coached, or barged in on. Possible values: • **Not Monitored.** The call was not monitored • **Monitored.** The call was monitored. • **Whisper-Coach.** While the call was monitored, the monitoring supervisor coached the agent, but did not barge in on the call. • **Barged-In.** While the call was monitored, the monitoring supervisor barged in on the call.The supervisor might have also coached the agent. (If the call was both coached and barged-in on, the value of this parameter is Barged-In). For information about monitoring, see Monitor Calls, on page 145.	CSR

Parameter	Description	Report
New	The number of external calls that came in to the entry point.	Real-time Call Interval & Historical Call reports for Entry Points
New	The number of calls that came into the system by way of a specific dialed number.	All DN Canned report
No. of Transfers	The number of times the call was transferred by an agent.	CSR
Overflow	The number of calls that were sent to the overflow number provisioned for the queue and were answered. Typically, a call is sent to an overflow number if it is queued for longer than the maximum time specified in the routing strategy or because an error occurred when the call was sent to an agent. If the call is not answered, it is included in the Abandoned or Disconnected count when the call ends.	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues
Queue	The name of the queue associated with the call.	CSR
Queue	The name of the queue that was monitored.	Calls Monitored report
Queue Time	The amount of time the call was in a queue waiting to be sent to a destination site.	CSR
Queued	The number of calls that entered the queue during this interval.	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues
Queued Time	The cumulative amount of time calls were in queue, waiting to be sent to an agent or other resource. Because queued time is calculated after the call leaves the queue, the queued time for a call that is still in the queue is not reflected in the report.	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues
Record Flag	Whether or not the call was recorded by Webex Contact Center through the optional call recording feature.	CSR
Requeued	The number of calls that left this queue after having been transferred by the agent to another queue. For calls to be requeued, the first agent clicks the Queue button, selects a queue from the drop-down list, and clicks Transfer.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
S No.	A sequence number identifying each leg of a call as it moves through the Webex Contact Center system. Click an entry in this column to open a window that displays the history of the call throughout its life cycle.	CSR

Parameter	Description	Report
Secondary Answered	The number of calls that were answered by an agent after being transferred to the agent by another agent.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Service Level%	The number of calls that were answered within the Service Level threshold provisioned for the queue or skill (in a skills interval by queue report), divided by total calls (including abandoned calls) multiplied by 100: ((In Service Level)/(Answered + Abandoned)) * 100 **Note** Although this metric is visible for outdial calls, it is not meaningful for outdial calls.	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues, Sites, & Teams.
Session ID	A value assigned by the system that uniquely identifies a call during its life cycle.	CSR
Short	The number of calls that were terminated within the Short Call threshold provisioned for the enterprise without being distributed to a destination site or connected to an agent.	Real-time Call Interval & Historical Call reports for Entry Points
Short	The number of calls that were terminated within the Short Call threshold provisioned for the enterprise without being connected to an agent.	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues
Site	The contact center location to which the call was distributed.	CSR
Site	The name of the site that was monitored.	Monitored Calls report
Team	The name of the team to which the call was distributed.	CSR
Team	The name of the team that was monitored.	Monitored Calls report
Terminating Party	Who terminated the call: Agent or Caller	CSR

Parameter	Description	Report
Termination Type	How the call was terminated. Possible values: • **abandoned**: The call was terminated before being distributed to a destination site, but was in the system for longer than the time specified in the Short Call threshold provisioned for the enterprise. • **agent_transfer**: The call was transferred from one agent to another. • **transfer_error**: The call could not be transferred to the agent. • **normal**: The call ended normally. • **reclassified**: The call was sent to another entry point. • **transferred**: The call was transferred by an agent. • **self_service:** The call ended in the IVR. • **short_call**: The call was never connected and the total duration of the call was less than the specified Short Call threshold. • **quick_disconnect**: The call was connected, but the agent talk time for the call was less than the specified Sudden Disconnect threshold. • **overflow**: The call was transferred to the overflow destination number provisioned for the queue. Typically te transfer is because the call was queued for longer than the maximum queue time specified in the routing strategy or because an error occurred when the call was sent to an agent.	CSR
To Entry Point	The number of calls that were transferred to another entry point.	Real-time Call Interval & Historical Call reports for Entry Points
To Queue	The number of calls that were sent to a queue.	Real-time Call Interval & Historical Call reports for Entry Points
Total Monitored Calls	The total number of calls monitored during the report time interval.	Monitored Calls report
Transfer Errors	The number of times an error occurred during the transfer process.	CSR

Parameter	Description	Report
Transferred	The sum of all calls transferred from this queue to an agent, external DN, or another Webex Contact Center queue: Transferred Out + Requeued	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Transferred In	The number of calls that were transferred to this entry point by an agent.	Real-time Call Interval & Historical Call reports for Entry Points
Transferred In	The number of calls that entered this queue after being transferred into the queue by an agent who clicked the **Queue** button, selected a queue from the drop-down list, and clicked **Transfer**.	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues
Transferred Number	The phone number to which the agent transferred the call in an agent-to-DN transfer. This parameter appears in the Webex Contact Center window that opens when you click an entry in the S No. (sequence number) column of either an entry point or queue call detail record (CSR).	CSR
Transferred Out	The number of calls that left this queue after being transferred by an agent to an external DN or to another agent. Transferred-out calls result when an agent clicks the **Agent** button, selects an agent from the drop-down list, and clicks **Transfer**, or when the agent clicks the DN button, enters a phone number, and clicks **Transfer**. Transferred-out calls may begin as a consultation or conference, but are counted as transferred-out only when the first agent completes the transfer to the second party.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Wrap Up	The wrap-up code that the agent gave for the call. Note that if the agent wraps up the call after the CSR is generated, the corresponding CSR is updated after the agent selects the wrap-up code for that call.	CSR
Wrap Up Time	The amount of time an agent spent in the Wrap-up state during the call.	CSR
Wrap Up Time	The cumulative amount of time agents spent in the Wrap-up state during the call.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams

Agent Report Parameters

The following table describes the parameters available in Webex Contact Center real-time and historical agent reports. In the table, ADR is an abbreviation for Agent Detail Report.

Parameter	Description	Report
Action	Icons you can click to perform an action: • Click the **Logout** icon to sign out the agent. • Click the **Monitor** icon to open the Call Monitoring module where you can monitor the agent's call by when you enter your callback number and clicking the **Midcall Monitor** button. This icon displays only in the Team view and only if the agent is in the Connected state and your user profile authorizes midcall monitoring. For more information, see Monitor Calls, on page 145.	Snapshot/Team & Skill views
Agent	The name of an agent in the report. If your enterprise uses the Multimedia feature and the report includes more than one media channel, you can click the a collapse arrow or expand arrow to the left of an agent name to collapse or expand the data grouped by channel type.	Snapshot/Agent view; Real-time Agent Interval/Agent-level
Agent Requeue	The number of times an agent requeued an inbound call.	Historical Agent Summary & Interval reports; ADR; Snapshot/Agent view; Agent Trace report
Agent Transfer	The number of times an agent transferred an inbound call to another agent.	Historical Agent Summary & Interval reports; ADR; Agent Trace report
Available	**Count**: The number of times an agent went into the Available state. **Total Tim**e: The total amount of time an agent spent in the Available state. **Average Time**: (Not in ADR or Snapshot/Agent view or Agent Trace report) The average length of time agents were in the Available state (Total Available Time divided by Available Count). **% Time**: (Only in ADR) The percentage of time the agent was in the Available state.	Historical Agent Summary & Interval reports; ADR & Snapshot/Agent view; Agent Trace report
Available	The number of agents currently in the Available state or, in the Skill view, the number of agents in the Available state who possess the skill.	Snapshot/Site, Skill, & Skills by Team views
Available Time	The amount of time agents were in the Available state during the time interval.	Real-time Agent Interval reports
Average Connected Time	The connected time divided by the number of calls that were connected during the time interval.	Real-time Skills Interval by Team

Parameter	Description	Report
Average Handle Time	The average length of time spent handling a call (connected time plus wrap-up time, divided by number of calls).	Real-time Skills Interval by Team
Blind Transfer	The number of times an agent transferred an inbound call without consulting first.	Historical Agent Summary & Interval reports; ADR; Snapshot/Agent view; Agent Trace report
Calls Handled	The number of calls the agent handled (or, for the Skill view, the number of calls the agent handled for that skill) since logging in. Rest the cursor over a number in this column to display a pop-up showing the wrap-up codes the agent entered and how many times each code was entered.	Snapshot/Team view & Skill view
Calls Handled	The total number of inbound and outdial calls handled.	Historical Agent Summary & Interval reports
Channel	The media channel associated with the activity. (Appears only if your enterprise uses the Multimedia feature.)	ADR; Agent Trace report
Conference	The number of times the agent initiated a conference call.	Historical Agent Summary & Interval reports; ADR; Snapshot/Agent view; Agent Trace report
Connected	The number of agents currently connected to an inbound call, or in the Skill view, the number of agents connected to a call who possess the skill.	Snapshot/Site, Skill, & Skills by Team views
Connected Time	The amount of time inbound calls were connected to an agent during the time interval (talk time plus hold time).	Real-time Skills Interval by Team
Consult	**Count**: The number of times an agent answered a consult request plus the number of times an agent consulted other agents. **Total Time**: Total Consult Answer Time plus Total Consult Request Time. **Average Time**: (Not in ADR or Agent Trace report) The average length of consulting time (Total Consult Time divided by Consult Count).	Historical Agent Summary & Interval reports; ADR; Agent Trace report

Parameter	Description	Report
Consult Answer	**Count**: The number of times an agent answered a consult request from another agent. **Total Time**: The total amount of time an agent spent answering consult requests from agents. **Average Time**: (Not in ADR or Agent Trace report) The average length of time agents spent answering consult requests (Total Consult Answer Time divided by Consult Answer Count). **% Time**: (Only in ADR and Agent Trace report) The percentage of time the agent spent answering consult requests.	Historical Agent Summary & Interval reports; ADR; Agent Trace report
Consult Request	**Count**: The number of times an agent sent a consult request to another agent. **Total Time**: The total amount of time an agent spent consulting other agents. **Average Time**: (Not in ADR or Agent Trace report) The average length of time agents spent consulting other agents (Total Consult Request Time divided by Consult Request Count). **% Time**: (Only in ADR and Agent Trace report) The percentage of time the agent spent consulting other agents while on an inbound call.	Historical Agent Summary & Interval reports; ADR; Agent Trace report
Consulting	The number of agents currently consulting with another agent.	Snapshot/Site & Skills by Team views
CTQ	The number of agents currently consulting with another agent after initiating or answering a consult-to-queue request.	Snapshot/Site view
Current State	The agent's current state. In Team and Skill views, if the current state is Idle, the idle code the agent selected is shown in parentheses. No code shows if the agent has just signed in and has not selected an idle code.	Snapshot/Team, Skill, & Agent views
Disconnected Count	The number of calls that were connected to an agent, but that were then immediately disconnected within the Sudden Disconnect threshold provisioned for the enterprise.	Historical Agent Summary & Agent Interval reports; ADR; Agent Trace report
Disconnected Hold Count	The number of times an inbound call was disconnected while the caller was on hold.	Snapshot/Agent view
DN	The dial number the agent used to log in to the Agent Desktop.	Snapshot/Team, Agent, & Skill views; ADR; Agent Trace report

Parameter	Description	Report
Duration	The amount of time the agent was in the state.	Agent Trace Report
Final Logout Time	The date and time the agent logged out. This column appears only in agent-level summary reports.	Historical Agent Summary/Agent level
Hold	The number of agents in the Connected state who have placed the caller on hold.	Snapshot/Site view & Skills by Team view
Hold Time	The amount of time callers were on hold during the time interval.	Real-time Skills Interval by Team
Idle	The number of times the agent went into the Idle state from a different state. Rest the cursor over a number in this column to display a pop-up showing the idle codes the agent entered and how many times each code was entered. **Note** Because an agent can change the idle code while in the Idle state, the number of idle codes displayed in the pop-up can exceed the number of times the agent went into the Idle state. For example, an agent might move from Idle-Break to Idle-Email.	Snapshot/Team & Skill views
Idle	The number of agents currently in the Idle state.	Snapshot/Site & Skills by Team views
Idle	**Count**: The number of times an agent went into the Idle state. **Total Time**: The total amount of time agents spent in the Idle state. **Average Time**:(Not available in ADR or Agent Trace report) The average length of time agents were in the Idle state (Total Idle Time divided by Idle Count). **% Time.**:(Not available in Agent Summary and Interval reports) The percentage of time the agent was in the Idle state.	Historical Agent Summary & Interval reports; ADR; Agent Trace report

Parameter	Description	Report
Idle	**Count**: The number of times the agent went into the Idle state from a different state. Rest the cursor over the number in this field to see the idle codes the agent entered and how many times each code was used. **Note** Because an agent can change the idle code while in the Idle state, the number of idle codes can exceed the number of times the agent went into the Idle state. For example, an agent might move from Idle-Break to Idle-Email. **Total Time**: The total amount of time the agent spent in the Idle state.	Snapshot/Agent view
Idle Time	The amount of time agents were in the Idle state during the time interval.	Real-time Agent Interval reports
In Outdial	The number of agents who are connected to or are wrapping up an outdial call.	Snapshot/Site view & Skills by Team view
In Outdial	The number of times the agent was connected to or was wrapping up an outdial call.	Snapshot/Team view
In Time	The time the agent entered the state.	Agent Trace report

Parameter	Description	Report
Inbound	**Reserved Time**: The amount of time agents were in the Reserved state, during which incoming calls were ringing but had not yet been answered. **Answered Count**: The number of inbound calls that were answered by an agent during the time interval. **Talk Time**: The amount of time agents were talking on inbound calls during the time interval. **Hold Time**: The amount of time inbound calls were on hold during the time interval. **Connected Time**: The amount of time inbound calls were connected to an agent during the time interval (inbound talk time plus inbound hold time). **Wrap Up Time**: The amount of time agents spent in the Wrap-up state after an inbound call during the time interval. **Average Connected Time**: Inbound connected time divided by the number of inbound calls that were connected during the time interval. **Average Handle Time**: The average length of time spent handling an inbound call (inbound connected time plus inbound wrap-up time, divided by number of inbound calls).	Real-time Agent Interval reports
Inbound Average Handle Time	The average length of time spent handling a call (total connected time plus total hold time and total wrap-up time, divided by connected count).	Snapshot/Agent view
Inbound Avg Handle Time	The average length of time spent handling an inbound call (Total Inbound Connected Time plus Total Wrap Up Time, divided by Inbound Connected Count).	Historical Agent Summary & Interval reports; ADR; Agent Trace report

Parameter	Description	Report
Inbound Connected	**Hold Count**: The number of times an agent put an inbound caller on hold. **Connected Count**: The number of inbound calls that were connected to an agent. **Total Talk Time**: The total amount of time an agent was talking with a caller. **Total Hold Time**: The total amount of time inbound calls were on hold. **Total Time**: The total amount of time agents were connected to inbound calls. **Average Hold Time**: (Not in ADR or Snapshot/Agent view or Agent Trace report) The average hold time for inbound calls (Total Hold Time divided by Hold Count). **Average Time**: (Not in ADR or Snapshot/Agent view) The average inbound connected time (Total Time divided by Connected Count). **% Talk Time**: (Only in ADR and Agent Trace report) The percentage of inbound connected time the agent was talking with the caller. **% Hold Time**: (Only in ADR) The percentage of inbound connected time the caller was on hold. **% Time**: (Only in ADR) The percentage of time the agent was connected to an inbound call.	Historical Agent Summary & Interval reports; ADR; Snapshot/Agent view; Agent Trace report
Inbound Consult	**Count**: The number of times an agent answered a consult request plus the number of times an agent consulted other agents. **Total Time**: Total Consult Answer Time plus Total Consult Request Time.	Snapshot/Agent view
Inbound Consult Answer	**Count**: The number of times an agent answered a consult request from another agent handling an inbound call. **Total Time**: The total amount of time an agent spent answering consult requests from agents handling inbound calls.	Snapshot/Agent view
Inbound Consult Request	**Count**: The number of times an agent sent a consult request to another agent during an inbound call. **Total Time**: The total amount of time an agent spent consulting other agents during inbound calls.	Snapshot/Agent view

Parameter	Description	Report
Inbound CTQ	**Count**: Inbound CTQ Answer Count plus Inbound CTQ Request Count. **Total Time**: Total Inbound CTQ Answer Time plus Total Inbound CTQ Request Time.	Snapshot/Agent view
Inbound CTQ Answer	**Count**: The number of times an agent answered a consult-to-queue request from an agent who was handling an inbound call. **Total Time**: The total amount of time an agent spent answering consult-to-queue requests from agents handling inbound calls.	Snapshot/Agent view; Historical Agent Summary & Interval reports; ADR
Inbound CTQ Request	**Count**: The number of times an agent initiated a consult to queue while handling an inbound call. **Total Time**: The total amount of time between when an agent initiated consult-to-queue requests while handling inbound calls and when the consultations ended.	Snapshot/Agent view; Historical Agent Summary & Interval reports; ADR
Inbound Reserved	**Count**: (Not in ADR or Agent Trace report) The number of times an agent went into the Inbound Reserved state, during which a call is coming in to an agent’s station but has not yet been answered. **Total Time**: The total amount of time an agent spent in the Reserved state. **Average Time**: The average length of time agents were in the Inbound Reserved state (Total Available Time divided by Available Count). **% Time**: (Only in ADR and Agent Trace report) The percentage of time the agent was in the Inbound Reserved state.	Snapshot/Agent view
Inbound Transfers	The number of inbound calls the agent transferred to another agent, queue, or number.	Snapshot/Agent view

Parameter	Description	Report
Inbound Wrap Up	**Count**: The number of times an agent went into the Wrap-up state after an inbound call. In the Snapshot/Agent view, you can rest the cursor over a number in this column to see the wrap-up codes the agent entered and how many times each code was used. **Total Time**: The total amount of time an agent spent in the Wrap-up state after an inbound call. **Average Time**: (Not in ADR, Agent Trace report, or Snapshot/Agent view) The average length of time agents were in the Wrap-up state after an inbound call (Total Wrap Up Time divided by Wrap Up Count). **% Time**: (Only in ADR and Agent Trace report) The percentage of time the agent was in the Wrap-up state after an inbound call.	Historical Agent Summary & Interval reports; ADR; Agent Trace report; Snapshot/Agent view
Initial Login Time	The date and time the agent signed in.	Historical Agent Summary/Agent level
Login Count	Total number of times an agent sined in on that day. Appears only if Agents is selected in the Display Results By drop-down list.	Historical Agent Summary/Agent level
Login Time	The date and time the agent logged in to the Agent Desktop.	Snapshot/Team, Agent, & Skill views; ADR; Agent Trace report
Logout Time	The date and time the agent signed out of the Agent Desktop.	ADR; Agent Trace report
Not Responding	The number of agents currently in the Not Responding state.	Snapshot/Site & Skills by Team views
Not Responding	**Count**: The number of times an agent was in the Not Responding state. **Total Time**: The total amount of time an agent spent in the Not Responding state. **Average Time**: (Not in ADR or Snapshot/Agent view or Agent Trace report) The average length of time agents were in the Not Responding state (Total Not Responding Time divided by Not Responding Count). **% Time**: (Only in ADR and Agent Trace report) The percentage of time the agent was in the Not Responding state.	Historical Agent Summary & Interval reports; ADR; Agent Trace report; Snapshot/Agent view
Not Responding Time	The amount of time agents spent in the Not Responding state during the time interval.	Real-time Agent Interval reports

Parameter	Description	Report
Number of Calls	The number of inbound calls that were connected to the site or team during the time interval.	Real-time Skills Interval by Team
Occupancy	The measure of time the agent spent on calls compared to available and idle time, calculated by dividing total connected time (inbound connected time plus outdial connected time) plus total wrap up time (inbound wrap-up time plus outdial wrap up time) by staff hours.	Snapshot/Agent view; Real-time Agent Interval reports; Historical Agent Summary, Agent Interval, ADR, & Agent Trace report
Occupancy	The measure of time the agent spent on calls compared to available and idle time, calculated by dividing inbound connected time plus inbound wrap up time by staff hours.	Real-time Skills Interval by Team
Out Time	The time the agent left the state.	Agent Trace report
Outdial	**Attempted**: The number of calls that agents initiated during the time interval. **Connected**: The number of outdial calls that were connected to an agent during the time interval. **Reserved Time**: The amount of time agents were in the Outdial Reserved state, a state indicating that the agent has initiated an outdial call, but the call is not connected yet. **Talk Time**: The amount of time agents were talking on outdial calls during the time interval. **Hold Tim**: The amount of time outdial calls were on hold during the time interval. **Connected Time**: The amount of time outdial calls were connected to an agent during the time interval (outdial talk time plus outdial hold time). **Average Connected Time**: Outdial connected time divided by the number of outdial calls that were connected during the time interval. **Wrap Up Time**: The amount of time agents spent in the Wrap-up state after an outdial call during the time interval. **Average Handle Time**: The average length of time spent handling an outdial call (outdial connected time plus outdial wrap up time, divided by number of outdial calls).	Real-time Agent Interval reports

Parameter	Description	Report
Outdial Avg Handle Time	The average length of time spent handling an outdial call (Total Outdial Connected Time plus Total Outdial Wrap Up Time, divided by Outdial Connected Count).	Historical Agent Summary, Agent Interval, ADR, & Agent Trace report
Outdial Conference	The number of outdial calls the agent conferenced with another party.	Snapshot/Agent view
Outdial Connected	**Attempted Count**: The number of times an agent attempted to make an outdial call. **Connected Count**: The number of outdial calls that were connected to an agent. **Hold Count**: The number of times an agent put an outdial call on hold. **Total Talk Time**: The total amount of time an agent was talking with a party on an outdial call. **Total Hold Time**: The total amount of time outdial calls were on hold. **Total Time**: The total amount of time agents were connected to outdial calls. **Average Hold Time**: (Not in ADR, Agent Trace report, or Snapshot/Agent view) The average hold time for outdial calls (Total Hold Time divided by Hold Count). Average Time. (Not in ADR, Agent Trace report, or Snapshot/Agent view) The average outdial connected time (Total Time divided by Connected Count).	Historical Agent Summary & Interval reports; ADR; Agent Trace report; Snapshot/Agent view
Outdial Consult	**Count**: Outdial Consult Answer count plus Outdial Consult Request count. **Total Time**: Total Outdial Consult Answer Time plus Total Outdial Consult Request Time.	Snapshot/Agent view
Outdial Consult Answer	**Count**: The number of times the agent answered a consult request from another agent who was on an outdial call. **Total Time**: The amount of time the agent was consulted by another agent who was on an outdial call.	Snapshot/Agent view
Outdial Consult Request	**Count**: The number of times the agent consulted another agent while on an outdial call. **Total Time**: The amount of time the agent consulted another agent during an outdial call.	Snapshot/Agent view

Parameter	Description	Report
Outdial CTQ	**Count**: Outdial CTQ Answer Count plus Outdial CTQ Request Count. **Total Time**: Total Outdial CTQ Answer Time plus Total Outdial CTQ Request Time	Snapshot/Agent view
Outdial CTQ Answer	**Count**: The number of times an agent answered a consult-to-queue request from an agent who was handling an outdial call. **Total Time**: The total amount of time an agent spent answering consult-to-queue requests from agents handling outdial calls.	Snapshot/Agent view; Historical Agent Summary & Interval reports; ADR
Outdial CTQ Request	**Count**: The number of times an agent initiated a consult to queue while handling an inbound call. **Total Time**: The total amount of time between when an agent initiated consult-to-queue requests while handling inbound calls and when the consultations ended.	Snapshot/Agent view; Historical Agent Summary & Interval reports; ADR
Outdial Reserved	**Count**: The number of times an agent was in the Outdial Reserved state, a state indicating that the agent has initiated an outdial call, but the call is not connected yet. **Total Time**: The total amount of time an agent was in the Outdial Reserved state. **Average Time**: (Not in ADR, Agent Trace report, or Snapshot/Agent view) The average amount of time agents were in the Outdial Reserved state (Total Time divided by Count).	Historical Agent Summary & Interval reports; ADR; Agent Trace report; Snapshot/Agent view
Outdial Transfers	The number of outdial calls the agent transferred to another agent, queue, or number.	Snapshot/Agent view
Outdial Wrap Up	**Count**: The number of times an agent went into the Wrap-up state after an outdial call. **Total Time**: The total amount of time an agent spent in the Wrap-up state after an outdial call. **Average Time**: (Not in ADR, Agent Trace report, or Snapshot/Agent view) The average length of time agents were in the Wrap-up state after an outdial call (Total Outdial Wrap Up Time divided by Outdial Wrap Up Count).	Historical Agent Summary & Interval reports; ADR; Agent Trace report; Snapshot/Agent view
Queue	If the agent is currently handling a call, the name of the queue that the call came in on.	Snapshot/Team, Agent, & Skill views

Parameter	Description	Report
Reason	The reason the agent logged out. For example: • **Desktop browser closed.** The browser window in which the Agent Desktop application was running was closed while the agent was logged in. • **LoggingInAnotherInstance.** The system logged the agent out because the agent logged in to another instance of the Agent Desktop. • **Lost network connection.** The agent was logged out because of a network interruption that exceeded two minutes (unless a different timeout is specified for your system). • **Normal logout.** The agent clicked the Log Out button in the Agent Desktop window. • **Operational logout.** The system logged the agent out in response to a command initiated by Webex Contact Center Operations or Technical Support. • **Supervisory logout.** The supervisor logged the agent out. Other reasons can occasionally occur.	ADR; Agent Trace report
Reserved	The number of agents currently in the Reserved state, during which a call is coming in but has not yet been answered.	Snapshot/Site view & Skills by Team view
Reserved	The number of agents in the Reserved state who possess the skill.	Snapshot/Skill view
Site	The name of a site. If your enterprise uses the Multimedia feature and the report includes more than one media channel, you can click the a collapse arrow or expand arrow to the left of a team name to collapse or expand the data grouped by channel type. In the Site view of a current snapshot agent report, you can do the following: • Click a collapse arrow or expand arrow next to a site name to collapse or expand the list of logged-in teams at the site. • Click the name of a team to drill-down to the Team view for that team.	Snapshot/Site view; Real-time Agent Interval reports (except Agent-level)

Parameter	Description	Report
Site	The site where the team the agent was handling calls for is located.	ADR; Agent Trace report
Skill	The name of the skill. In the Skill view of the current snapshot agent report you can do the following: • Click a collapse arrow or expand arrow next to a skill name to collapse or expand the list of logged-in agents who possess the skill. • Click the name of an agent to drill-down to the Agent view for that agent. • If your enterprise uses the Multimedia feature and the report includes more than one media channel, you can click the collapse or expand arrow to the left of an agent name to collapse or expand the data grouped by channel type.	Snapshot/Skill view; Real-time Skills Interval by Team
Staff Hours	The amount of time the agent has been logged in.	Snapshot/Team, Agent, & Skill views
Staff Hours	The amount of time the agent was logged in during the time interval.	Real-time Agent Interval reports & Skills Interval by Team
Staff Hours	The total amount of time agents were logged in.	Historical Agent Summary & Interval reports
Staff Hours	The amount of time the agent was logged in during each login session.	ADR; Agent Trace report

<table>
<tr><th>Parameter</th><th>Description</th><th>Report</th></tr>
<tr><td>State</td><td>The time the agent logged in and logged out and each state the agent was in during the login session:
Available: The agent was available and waiting for calls.
Conference: The agent conferenced a call with another party.
Consult-Answer: The agent answered a consult request from another agent.
Consult-Request: The agent initiated a consultation with another agent.
Idle: The phone rang but was not answered within a specified period of time.
Not Responding: The agent's phone rang but the agent did not answer within a specified period of time.
Hold: The agent placed a connected call on hold.
Talk: The agent was talking on an inbound call.
Wrap Up: The call ended but the agent was not ready for the next call.</td><td>Agent Trace report</td></tr>
<tr><td>Talk</td><td>The number of agents in the Connected state who are currently talking with a caller.</td><td>Snapshot/Site & Skills by Team views</td></tr>
<tr><td>Talk Time</td><td>The amount of time agents were talking with callers during the time interval.</td><td>Real-time Skills Interval by Team</td></tr>
<tr><td>Team</td><td>The name of a team in the report.
In the Team view and Skills by Team view of a current snapshot agent report you can do the following:
Click a collapse arrow or expand arrow next to a team name to collapse or expand the list of logged-in agents on the team.
If your enterprise uses the Multimedia feature and the report includes more than one media channel, you can click the a collapse or expand arrow to the left of an agent name to collapse or expand the data grouped by channel type.
In the Team view, you can click the name of an agent to drill-down to the Agent view for that agent.</td><td>Snapshot/Team view & Skills by Team view; Real-time Agent Interval report/Team & Skills by Team level</td></tr>
</table>

Parameter	Description	Report
Team	The team the agent was handling calls for.	ADR; Agent Trace report
Time in Current State	The amount of time the agent has been in the current state.	Snapshot/Team, Agent, & Skill views
Total Calls	Inbound Answered calls plus Outdial Attempted calls.	Real-time Agent Interval reports
Total Logged In	The number of agents currently logged in or, in the Skill view, the number of agents currently logged in who possess the skill.	Snapshot/Site, Team, Skill, & Skills by Team views
Channels Logged In	The number of media channels to which agents are currently logged in. Appears only if your enterprise uses the Multimedia feature.	Snapshot/Site, Team, Skill, & Skills by Team views
Wrap Up	The number of agents currently in the Wrap-up state.	Snapshot/Site & Skills by Team view
Wrap Up Time	The amount of time agents spent in the Wrap-up state after an inbound call during the time interval.	Real-time Skills Interval by Team

Historical Skill Report Parameters

The following table describes the parameters available in Webex Contact Center historical Skills by Queues reports. Asterisks (*) mark parameters that are available only in a skill summary report, which you can display by drilling down on a skill name in a Skills by Queue report.

Parameter	Description	Report
% Calls Matched	The percentage of calls for which the initial value of the skill required by the call was equal to the final value when the call was distributed to an agent. (Matched Calls * 100)/ (Connected + Abandoned + Reclassified)	Skills by Queue
Abandoned	The number of calls with this skill requirement that were abandoned during the report interval.	Skills by Queue
Abandoned within SL	The number of calls that were terminated while in queue within the Service Level threshold provisioned for this skill.	Skills by Queue
Avg Handle Time	The average length of time spent handling a call with this skill requirement (total connected time plus total wrap-up time, divided by calls handled).	Skills by Queue & Skills by Agents
Connected	The number of calls with this skill requirement that were connected during the report interval.	Skills by Queue & Skills by Agents

Parameter	Description	Report
Connected within SL	The number of calls with this skill requirement that were connected within the Service Level threshold provisioned for this skill.	Skills by Queue & Skills by Agents
Final Operand*	The skill operand type that was assigned to the call when it was distributed to an agent with a matching skill.	Skills by Queue
Final Value*	The value of the skill requirement assigned to the call when the call was distributed to an agent.	Skills by Queue
Initial Operand*	The skill operand type that was assigned to the call when it was distributed to the queue. Possible values: • **eq** (equal to) • **neq** (not equal to) • **gte** (greater than or equal to) • **lte** (less than or equal to)	Skills by Queue
Initial Value*	The value of the skill requirement assigned to the call when it arrived in the queue.	Skills by Queue
Operand	The skill operand type that was assigned to the call when it was distributed to the agent. Possible values: • **eq** (equal to) • **neq** (not equal to) • **gte** (greater than or equal to) • **lte** (less than or equal to)	Skills by Agents
Reclassified	The number of calls with this skill requirement that were transferred from the queue by the system.	Skills by Queue
Reclassified within SL	The number of calls with this skill requirement that were transferred from the queue by the system within the Service Level threshold provisioned for the skill.	Skills by Queue
Skill	The name of a skill. In a Skills by Queue report, you can click an entry in this column to drill down to view daily activity for the month (from a monthly summary) or to view half-hourly data for a day (from a daily summary).	Skills by Queue Skills by Agents
Total	The total number of calls.	Skills by Queue
Value	The value of the skill requirement assigned to the call when the call was distributed to the agent.	Skills by Agents

Historical Threshold Alerts Report Parameters

If your enterprise uses the threshold alerts feature and your user profile authorizes you to view alerts, you can use the controls on the Threshold Alerts page of the Historical Reports module to display details about threshold alerts that were triggered between midnight of the current day and three months ago. The following table describes the available parameters.

Parameter	Description
Acknowledged	Whether or not a supervisor acknowledged the alert.
Acknowledged Time	The time the alert was acknowledged.
Actual Value	The actual value that triggered the alert.
Archived	Whether or not a supervisor archived the alert.
Comments	Optional comments, if any, entered by the supervisor who acknowledged the alert.
Metric	The metric that the threshold is associated with.
Operand	> (greater than) >= (greater than or equal to) < (less than) <= (less than or equal to) = (equal to)
Supervisor	The name of the supervisor who acknowledged the alert.
Time	The date and time that the threshold alert was triggered.
Trigger Interval	The number of seconds specified in the threshold rule as the interval during which the system should generate only one alert for the threshold rule check.
Trigger Value	The value that the threshold rule defined as the trigger.

Usage Metrics Report Parameters

The following table describes the parameters available in the Usage Metrics Report.

Column	Description
Calls Duration (min)	The total amount of time between when inbound calls arrived or outdial calls were placed and when they were terminated.

Column	Description
Inbound	Total Calls: The total number of inbound calls. Connected Calls: The number of inbound calls that were connected to an agent. IVR Duration (min): The number of minutes during which calls were in the IVR system. Queue Duration (sec): The number of seconds during which calls were in a queue. Talk Time (min): The number of minutes during which agents were talking with callers. Hold Time (min): The number of minutes during which inbound calls were on hold.
Month	The month during which the call activity occurred.
Outdial	Total Calls: The total number of outdial calls. Connected Calls: The number of outdial calls that were connected to an agent. Talk Time (min): The number of minutes during which an agent was talking with a party on an outdial call. Hold Time (min): The number of minutes during which outdial calls were on hold.
Recorded Calls	The number of calls that were recorded.
Total Calls	The total number of inbound and outdial calls.