Webex Contact Center Advanced

Duration: 4 Days Course Code: WXCCA Delivery Method: Company Event

Overview:

A comprehensive advanced training program designed to build practical expertise in managing, configuring, and optimizing Webex Contact Center environments.

Webex Contact Center Advanced course is designed to provide an in-depth understanding and hands-on expertise in the advanced functionalities of Webex Contact Center. This comprehensive course is tailored for professionals seeking to elevate their skills in the complex aspects of managing and optimizing a contact center environment.

Updated 14/06/2026

Target Audience:

This class is intended for the following participants:

- Digital Platform Architects
- Voice System Engineers
- DevOps teams
- Operations managers
- Contact Center solution and training specialists
- Support/Quality teams
- Webex Partner systems engineers
- Anyone with Day-2 responsibilities for Webex Contact Center

Objectives:

- Webex Contact Center Advanced course is designed to provide an in-depth understanding and hands-on expertise in the advanced functionalities of Webex Contact Center. This comprehensive course is tailored for professionals seeking to elevate their skills in the complex aspects of managing and optimizing a contact center environment. The students should gain proficiency in the following:
- Understand the Integration of Google Dialogflow with Webex Contact Center: Learn how to integrate and utilize Google Dialogflow for enhanced customer interaction and automated responses in the Webex Contact Center.
- Mastering Webex CC APIs: Gain in-depth knowledge about Webex CC APIs for customizing and enhancing the functionality of the Webex Contact Center.
- Develop Skills in Advanced Voice Flow Design: Acquire the ability to design and implement complex call flows that cater to various customer interaction scenarios in the Webex Contact Center.
- Customize Agent and Supervisor Interfaces: Learn techniques for customizing and optimizing the interfaces used by agents and supervisors in the Webex Contact Center for improved efficiency and usability.
- Expertise in Webex Connect Flow Designer: Develop proficiency in using the Webex Connect Flow Designer to create and manage customer interaction flows.
- Enhance Customer Experience through Advanced Routing Techniques: Understand and apply advanced routing techniques to direct customer interactions to the most appropriate agents or resources.
- Implementing Effective Reporting and Analytics: Learn how to implement and utilize reporting and analytics features in Webex Contact Center for performance tracking and decision-making.

Prerequisites:

Each learner must have a PC/laptop with audio/video capability, preferably with the Webex app already installed. At least one PSTN-capable phone (cell phone) is required. Although you will be using Webex Calling for Agent functionality, access to multiple PSTN phones will augment the understanding of the Webex Contact Center environment regarding routing calls to Agents – wherever they may reside.

- Learner should have taken AWXCC or CWCCE or have equivalent knowledge.
- AWXCC - Administering Webex Contact Center

Testing and Certification

- None

Follow-on-Courses:

- *None recommended*

Content:

Module 1: Google Dialogflow

- Introduction to Dialogflow

- Overview of Dialogflow and its capabilities

- Understanding the role of AI in Dialogflow

- Use cases and applications of virtual agents

- Setting Up the Environment

- Creating a Google Cloud account

- Setting up a Dialogflow project

- Overview of the Dialogflow console

- Basic Concepts

- Understanding Intents, Entities, and Contexts

- Designing conversational flows

- Training phrases and responses

- Building a Basic Agent

- Creating your first agent

- Designing simple conversations

- Testing the agent in the Dialogflow simulator

- Managing Dialogflow Agents in WxCC

- Deploying a Virtual Agent in WxCC

- Integrating the Virtual Agent into the Flow

- Advanced Dialogflow Features

- Utilizing contexts for maintaining conversation state

- Working with entities for dynamic user input

- Implementing fulfillment using webhooks

- Integrating with external APIs

Discovery 1: Explore the Documentation

Discovery 2: Using Postman

Discovery 3: Create a Python Script using AI

- Task 1: Use ChatGPT or CoPilot to build a Python Script to Authenticate to Webex Contact Center
- Task 2: Get a list of Agents
- Task 3: Add a Queue thru the API
- Task 4: Get Performance metrics thru the API

Discovery 4: Track a call thru the API

- Task 1: Create a Python Script to Queury the 4 Historical Databases
- Task 2: Track a call thru the 4 databases and extract call details

Module 3: Advanced Flows

- Business Rules
- Querying an external Database

- Using APIs for DB query

- http to jdbc

- Pebblebed Expressions
- Advanced Activities

Discovery 1: Business Rules

Discovery 2: Query a Database and Parse

Discovery 3: The Recording Activity

Discovery 4: Using Pebble Templates

Discovery 5: Queue to Agent

Discovery 6: Advanced Queue Information

Discovery 7: Escalate Call Distribution

Module 4: Customizing the Agent and Supervisor Interface

- The Desktop Layout
- JSON file structure
- Adding elements to the interface

- Advanced Bot features

Discovery 1: The Bot Builder interface

Discovery 2: Configuring your first Bot

Discovery 3: Building logic into your Bot

Module 7: Analyzer Deep Dive

- Introduction to Webex Contact Center Analyzer

- Overview and purpose of Contact Center Analyzer

- Key features and benefits

- Typical use cases and business applications

- Getting Started with Contact Center Analyzer

- Accessing and navigating the Analyzer interface

- Understanding the dashboard and reporting tools

- Basic configuration and setup

- Deep Dive into Reporting Features

- Overview of available reports

- Customizing reports for specific needs

- Understanding data sources and integration points

- Advanced Data Analysis and Visualization

- Leveraging advanced filtering and data segmentation

- Visualizing data with charts and graphs

- Best practices for data interpretation

Discovery 1: Verify the Google CCAI Integration

Discovery 2: Building a Basic Agent

- Task 1: Logging into DialogFlow
- Task 2: Create a new Agent
- Task 3: Create Intents
- Task 4: Create Entities

Discovery 3: Integrate with Webex Contact Center

- Task 1: Create a new Virtual Agent in WxCC
- Task 2: Map the Virtual agent to a DialogFlow zip
- Task 3: Complete the Dialog Integration

Discovery 4: Advanced functionality

- Task 1: Using Contexts
- Task 2: Integrating with an External Database
- Task 3: Using the returned data in DialogFlow
- Task 4: Webhooks

Discovery 5: Monitoring and Analytics

- Task 1: Monitoring from Google
- Task 2: Monitoring from WxCC

Module 2: Webex CC API's

- Introduction to Webex Contact Center API's

- Documentation

- Try it

- Authentication

- Apps

- Test Token

- Exploring the API's
- Building a Python script
- Understanding GraphQL

- Enabling Features

Discovery 1: Explore the Defaut Desktop Layout

Discovery 2: Customizing the Agent and Supervisor Layouts

- Task 1: Download the json file
- Task 2: Modify the Icon and Header
- Task 3: Add a custom Widget
- Task 4: Enabling Chat between Supervisor and Agent

Module 5: Webex Connect Flow Designer

- Flow Designer Overview

- Digital Channels review

- Beyond the Default Flows

- Branching Logic

- Using Variables

Discovery 1: Building a Flow

Discovery 2: Business Hours for Digital Channels

Discovery 3: Customizing the Chat Flow

Module 6: Digital Channels Bot Builder

- Digital Channels Overview

- Digital Channels review

- Introducing the Bot Builder

- Building a Bot

Discovery 1: Login to Customer Journey Analyzer and Review the Default Dashboard Reports

Discovery 2: Customer Journey Analyzer User Interface

Discovery 3: Access Control

Discovery 4: Execute Stock Reports

Discovery 5: Create a Custom Report using a Stock Report

Discovery 6: Create Realtime Contact Report

Discovery 7: Create Realtime Agent Report

Discovery 8: Create Chat Reports with Interval

Discovery 9: Using Formula and Filters

Discovery 10: Enhanced Field Compound Visualization and Drill-down

Additional Information:

“Official course book provided to participants.”

Further Information:

For More information, or to book your course, please call us on 0800/84.009

info@globalknowledge.be

www.globalknowledge.com/en-be/