Administering Webex Contact Center

Duration: 4 Days **Course Code: AWXCC** **Delivery Method: Company Event**

Overview:

Ready to get your Webex Contact Center wings and become a true expert? Administering Webex Contact Center is the course that lays the foundation for maximizing the platform's value and driving adoption in your organization.
Designed for contact center and customer experience technology professionals who support and deliver to service users, this 4-day course is hands-on, practical, and filled with real-world examples.
You'll explore the full capabilities, architecture, navigation, and administration of Webex Contact Center—covering everything from moves, adds, and changes to new service provisioning and troubleshooting. We'll dive into voice and digital channels, entry point configuration, flow building, call control scripts, routing strategies, user profiles, reporting, dashboards, monitoring, recording, and much more. This course is ideal for contact center and CX architects, engineers, analysts, and those who support service delivery to the business.
Only available from Sunset Learning, the AWXCC course is led by expert instructors who deliver live instruction, engaging content, guided labs, and recordings to review later. When we're done, you'll know how to provision, configure, and optimize the Webex Contact Center environment and get the very best out of it for you and your business.
It's a popular course, so choose your time zone, date, and register to secure your seat in class. Want to train your whole team? Contact us for private session options. This is the foundation of your Webex Contact Centre capability – start building your expertise today.
Why you should attend this course: AWXCC puts you in control and helps you get the most out of your investment in Webex Contact Center, meet the needs of your business, and drive service optimization and adoption.
Pre-requisites: Attendees must be familiar with contact center operations and have a basic understanding of contact queuing, routing, and reporting in an on-prem or cloud environment. Familiarity with cloud applications, services and voice architectures is also desirable.
Updated *23/06/2026*

Target Audience:

- 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:

- Learners will gain proficiency with the Webex Contact Center Cloud-based operating environment and be able to provide Day 2 operational support in a multi-channel Tenant environment. Upon successful completion of this course, the student should gain proficiency in the following:
- Describe the capabilities, architecture, licensing, and PSTN calling options of the Webex Contact Center solution
- Configure Tenant Profile components, including Sites, Teams, Users, Agents, and the various types of associated profiles
- Design Queues, Call Routing Strategies, and Flows to handle common inbound calls routed to the IVR and Agents
- Configure skill overflow/relaxation techniques used for LAA and SBR queues
- Configure Routing Strategies to accommodate Business Hours
- Establish Supervisory functions, including Call Monitoring and Recording
- Define the functionality of Digital Channels including Email, SMS, WebChat, and others
- Generate common analytics displays and custom reports
- Perform basic configuration and administration of the Webex Contact Center solution

Prerequisites:

Testing and Certification

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.

Learners should have the following knowledge or experience:

- MUST have prior knowledge of Call/Contact Center Operations and/or Administration
- SHOULD have a basic understanding of Contact Routing and Reporting in an On-prem or Cloud based Call/Contact Center environment
- SHOULD have familiarity with applications and services available in the Cloud
- Possess multitasking skills regarding computer functionality, including the simultaneous use of the Ctrl-Tab keys

- None

Follow-on-Courses:

- Non Recommended

Content:

The Administering Webex Contact Center (AWXCC) course is a 4-day, hands-on, instructor-led training intended for anyone with Day-2 responsibilities for Webex Contact Center. This lab-intensive course enables learners to administer Webex Contact Center. The course contains the following lecture and lab components.

Module 1: An Introduction to Cisco Webex Contact Center

Objective: Introduce the capabilities, architecture, and navigation of the Webex Contact Center solution

- Webex Contact Center Overview
- Webex Contact Center Architecture
- Licensed Options
- Accessing the Contact Center
- PSTN Options
- Discovery 1-1: Navigating the Control Hub and Contact Center Portal

Module 2: Tenant Profiles

Objective: Demonstrate and configure the components of a Tenant Profile

- Components of a Tenant Profile
- Contact Center User Types
- Profile Types for Users
- Skill, User, Agent, Multimedia
- Including Skill Definitions
- Sites and Teams
- Adding Contact Center Users
- Profile Associations for Various Types of Contact Center Users
- Bulk Tools
- Discovery 2-1: Creating Profiles for Users
- Discovery 2-2: Configuring Sites and Teams
- Discovery 2-3: Provisioning Contact Center Agents

Module 3: Routing Strategies and Call Flows

Objective: Configure Entry Point, complex Call Routing strategies, and Call Control scripts

- Overview
- Dialed Numbers (DNs), Entry Points, and Queues
- Routing Strategies and Audio Files
- Call Flow Overview
- Basic Activity Configuration for Inbound Call Flows
- Advanced Activity Configuration
- Discovery 3-1: Defining Dialed Numbers, Extensions, Entry Points, and Queues
- Discovery 3-2: Creating a Call Flow to Agents
- Discovery 3-3: Adding IVR Functionality to the Call Flow

Module 4: Supervisory Functions

Objective: Define and demonstrate the Supervisory functions including Call Monitoring and Recording

- Supervisor Configuration
- Call Recording
- Recording Management
- Call Monitoring
- Discovery 4-1: Configuring the Supervisor and Common Supervisor Tasks

Module 5: WebEx Connect Digital Channels

Objective: Define the Digital Channel functionality of the Webex Contact Center environment

- Digital Channels Overview
- Web/Live Chat
- Facebook Messenger
- Email
- SMS
- Digital Channel Flow
- Discovery 5-1: Loading the Three Default Flows for WebEx Connect (Instructor Demo)
- Discovery 5-2: Configuring Web/Live Chat in WXCC
- Discovery 5-3: Configuring the Facebook Messenger Channel
- Discovery 5-4: Configuring the Email Channel

Module 6: Reports and Dashboards Using Visualizations

Objective: Define the available types of Reports and Analytics for visualizations, and demonstrate the ability to generate custom reports within specified parameters

- Visualizations
- Reporting options
- Stock Reports
- Dashboards
- Discovery 6-1: Using Visualization to Generate Reports and Dashboards

LAB ACTIVITIES

- Discovery 1-1: Navigating the Control Hub and Contact Center Portal
- Explore the Webex Control Hub
- Explore the Webex Contact Center Management Portal
- Create an Administrative User for the Control Hub and Contact Center Portal
- Discovery 2-1: Creating Profiles for Users
- Create a User Profile
- Create an Agent Profile
- Create a Multimedia Profile
- Create Skill Definitions and Skill Profiles
- Discovery 2-2: Configuring Sites and Teams
- Configure a Site
- Configure Teams
- Discovery 2-3: Provisioning Contact Center Agents
- Contact Center Enable your Administrator account
- Add an Agent to the Contact Center
- Discovery 3-1: Defining Dialed Numbers, Extensions, Entry Points, and Queues
- Observe Contact Center Dialed Numbers, add Agent Extensions

- Configure and Map Entry Point to DN
- Configure Longest Available Agent (LAA) Queues
- Configure a Skills-Based Routing (SBR) Queue
- Discovery 3-2: Creating a Call Flow to Agents
- Create a Basic Call Flow
- Configure a Routing Strategy
- Test inbound calling to an Agent
- Discovery 3-3: Adding IVR Functionality to the Call Flow
- Add basic Prompt/Collect (IVR) functionality to a Call Flow
- Skills Based Routing (SBR) and Relaxation
- Routing Strategy considerations for Business Hours
- Discovery 4-1: Configuring the Supervisor and Common Supervisor Tasks
- Log in to Webex Control Hub and Make a Supervisor
- Configure and Use Call Recording as a Supervisor or Administrator
- Configure and Use Call Monitoring as a Supervisor or Administrator
- Discovery 5-1: Loading the Three Default Flows for WebEx Connect (Instructor Demo)
- Log In to Webex Connect
- Discovery 5-2: Configuring Web/Live Chat in WXCC
- Create an Account on Glitch.com
- Configure a Service in Webex Connect
- Configure a Chat App/Asset in Webex Connect
- Create an Entry Point and Queue for Chat in Webex CC
- Add a Template
- Create a New Chat Flow
- Configure the Chat Asset in Webex Engage
- Configure Chat Templates in Webex Engage
- Discovery 5-3: Configuring the Facebook Messenger Channel
- Create a Facebook Page
- Create a Facebook App (Asset) in Webex Connect
- Create an Entry Point and Queue for Facebook Messenger in Webex CC
- Add and Configure the Facebook Messenger Flow to Your Service
- Test Your Facebook App
- Configure Facebook Templates in Webex Engage
- Discovery 5-4: Configuring the Email Channel
- Create an Email App (Asset) in Webex Connect
- Log In to Your Student Email Box and Forward to Webex Connect
- Create an Entry Point and Queue for Email in Webex CC
- Add and Configure the Email Flow to Your Service

- Configure Email Templates in Webex Engage
- Test your Email Digital Channel
- Discovery 6-1: Using Visualization to Generate Reports and Dashboards
- Log into Customer Journey Analyzer and Review the Default Dashboard Reports
- Customer Journey Analyzer User Interface
- Access Control
- Execute Stock Reports
- Create a Custom Report Using a Stock Report
- Create a Real-time Contact Report
- Create a Real-time Agent Report
- Create Chat Reports with Interval
- Use Formulas and Filters
- Enhanced Field Compound Visualization and Drill-down
- Stock Dashboards

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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