

Administering Webex Contact Center

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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
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Module 3: Routing Strategies and Call Flows

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

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

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

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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

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