Webex Contact Center Administrators

Get ready to manage users, teams, and sites with Webex Contact Center and Control Hub. Use this guide to begin setting up services, manage licenses, and call flows for your organization's contact center.

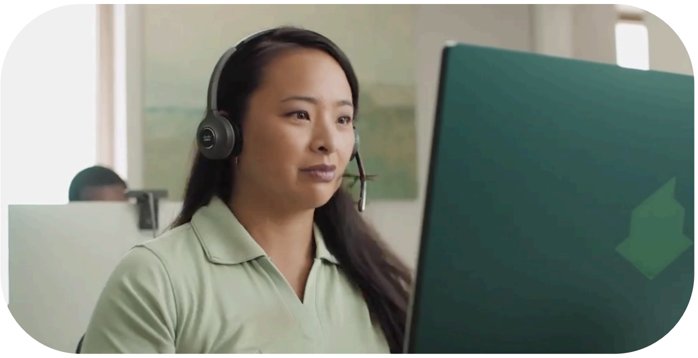
Complete technical setup

Once your Contact Center is created and ready to go, you can revisit it at any time to make adjustments and customizations as needed.

1. From Control Hub, navigate to **Contact Center** > **Settings**.
2. Click **Set up Cisco Webex Contact Center**.

Visit the Webex Labs Repository to see what's new and view step-by-step guides on configuring Webex Contact Center features.

Go to the Lab Repository



Leverage Control Hub

Control Hub is the core management and operations center of Webex Contact Center, where you set up the services for your contact center, manage your desktop experience, and more.

Click the **Services** link to get to contact center management and manage users, Calling and Contact Center licenses.

From Control Hub, you can:

- Manage, maintain and create most of the Contact center services.
- Access Analyzer to get specific insights on your entire call center.
- Download the Desktop tenant for your computer.
- Design and manage call flows.
- Manage before and after actions, screen pops, surveys, and more.
- Utilize data storage / CRMs to route calls through data dips.

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Manage licenses and user profiles

Admins usually modify calling licenses to be for contact center, but there are other options as well.

User profiles determine the features accessible to a user in Contact Center. You can manage the license and role of a user in Control Hub.

- **Agents:** Determine who will be taking calls and at what level. Licenses include standard and premium.

  Tip: The WCC interface is customizable for contact center agents. They can modify their Desktop to include Webex App so that everything's connected.

- **Call flows**: Determine how calls are routed and and manage calling behavior.
- **Sites:** Can be physical or virtual locations of your contact center. Each site can be associated with specific teams, entry points, and queues, allowing for customized configuration based on geographical location or functional needs.
- **Auxiliary codes:** Use auxiliary codes to track non-productive time, like breaks, meetings, and training, and wrap-up codes to categorize post-call activities. Both are essential for understanding time distribution and improving workforce management.
- **Dial plans:** Define validation criteria for the Dial Number (DN) that an agent uses to sign in to the Agent Desktop, and for DN that an agent uses for outdialing.

Find out how to add users manually or set up automatic license assignment.

Set up and manage call flows and services

The Flow Designer enables you to create real-time call flows to route calls through a system that meets your organization's requirements.

You can specify how agents are assigned to the calls and what occurs at each stage of the process through configuring activities and events.

- Audio prompts are used to direct callers through various menu options in the IVR, helping them navigate to the right department or service quickly.
- Queues are essential for organizing and prioritizing how calls, chats, or other communication types are managed within the contact center.
- Clearly defined business hours help set customer expectations regarding when they can reach support or sales agents.
- After each customer call, an automated IVR survey can be offered, asking customers to rate their satisfaction on a scale of 1 to 5 and provide any additional feedback.

Manage call flows with activities and channels

While creating your call flow, you can create and include activities like queue contact, play message, or blind transfer to offer options for callers and help your call flow operate more seamlessly.

A channel is an entry point and mapping of the entry point (only for inbound telephony) with support or dial number (DN), and includes voice or digital.

We recommend to start with voice channels, as they're the easiest to learn, but if using digital channels, you can include email, chat, social media, and SMS.

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Resources for admins

We've gathered everything you need to help you get started with navigating your Contact Center journey. Visit these resources to get answers to questions, watch step-by-step videos, and use the launch kit to distribute guidance resources to your supervisors and agents.

Web resources:

- Webex Adoption
- Contact Center help documentation
- Admin adoption resources

Videos:

- Webex Contact Center for Administrators - Playlist
- Introducing Webex Contact Center
- Multi Channel and Omni Channel Definitions
- Multi Channel and Omni Channel Summary Comparison
- Introduction to Setting up Voice Channels
- Checking Licenses and Subscriptions in Control Hub
- Verify or Order PSTN Numbers in Control Hub
- Get Started with Channels in Control Hub

Enroll in the customer admin training course

Enroll now

Resources to share with teams

Web resources:

- Launch kit to get supervisors up and running
- Launch kit for agents
- Contact Center Agent documentation
- Contact Center Supervisor documentation

Videos:

- Agent playlist
- Supervisor playlist