

The Cisco Live! logo, featuring the word "CISCO" in a dark blue, sans-serif font, followed by "Live!" in a dark blue, script font.

CISCO *Live!*

The text "Let's go" in a large, dark blue, sans-serif font, positioned to the left of a bright, multi-colored sunburst graphic that radiates from the right side of the image.

Let's go

#CiscoLiveAPJC



The bridge to possible

Next-gen Voice Automation

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BRKCCT-2686

CISCO *Live!*

#CiscoLiveAPJC

Cisco Webex App

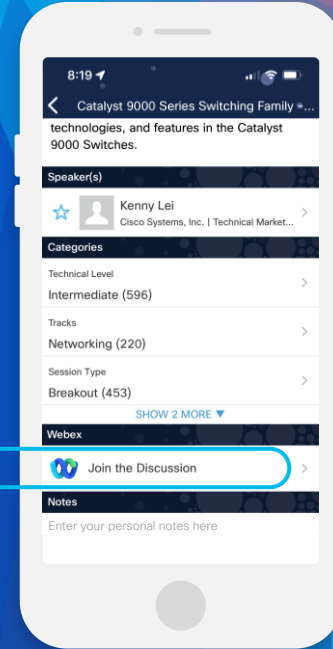
Questions?

Use Cisco Webex App to chat with the speaker after the session

How

- 1 Find this session in the Cisco Live Mobile App
- 2 Click “Join the Discussion”
- 3 Install the Webex App or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

Webex spaces will be moderated by the speaker until December 22, 2023.



<https://cislive.ciscoevents.com/cislivebot/#BRKCCT-2686>

About me...

And why you care.

Lazy  Efficiency driven



About me...

And why you care.

O.C.D.  Customer Obsessed



About me...

And why you care.

Pragmatic  R.O.I.



About me...

And why you care.

- Efficiency driven
- Customer Obsessed
- **R.O.I.**



What's
wrong?



Agenda

- Introduction
- Next Gen voice architecture
- Voice treatment toolset
- Delivering Outcomes
- Administration Updates
- Conclusion

Cisco contact center portfolio

Cloud

Webex
Contact Center



Webex Contact Center (Multi-tenant Cloud)

Webex Contact Center Enterprise
(Dedicated Instance Cloud)

On-Premises

Contact Center



Express: SMB-midsize, up to 400 agents

Enterprise: Large enterprise, up to 36,000 agents

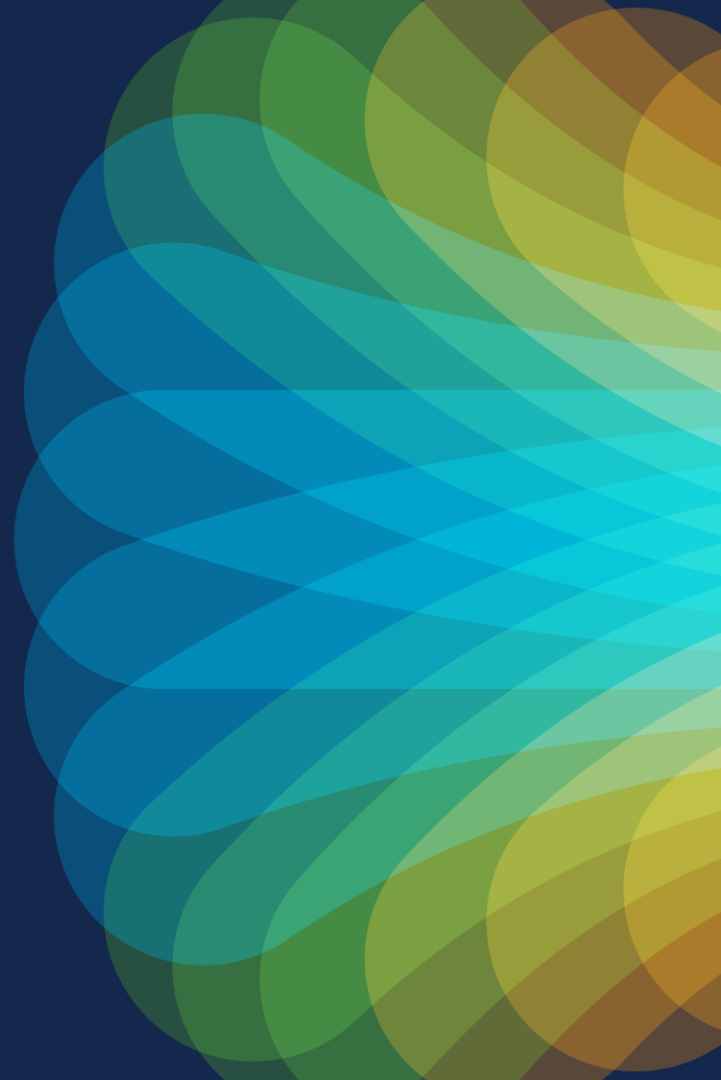
Digital interactions and journey orchestration

Artificial Intelligence

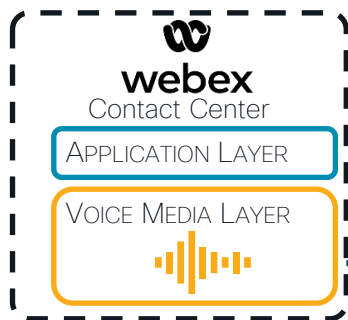
Workforce Optimization

Analytics and Insights

Next Gen Voice Architecture



Why Next Generation?



1

Faster deployment & expansion / time to market

2

Auto scaling (up & down) / cost effective

3

Additional media services and features

4

Enhance logging, analytics, troubleshooting

5

Increased global footprint with Regional Media

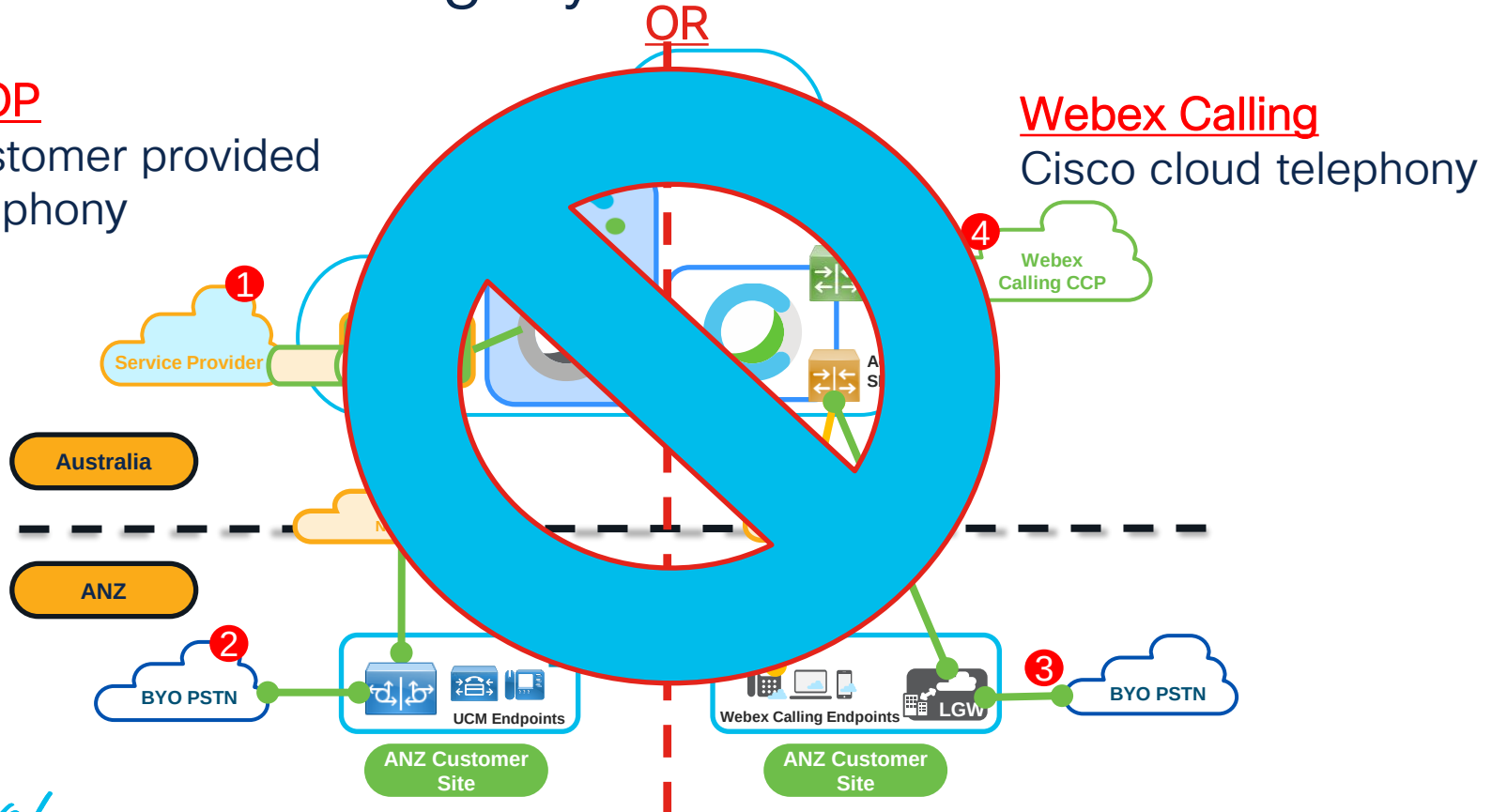
Cisco Webex – Legacy PSTN Architecture

vPOP

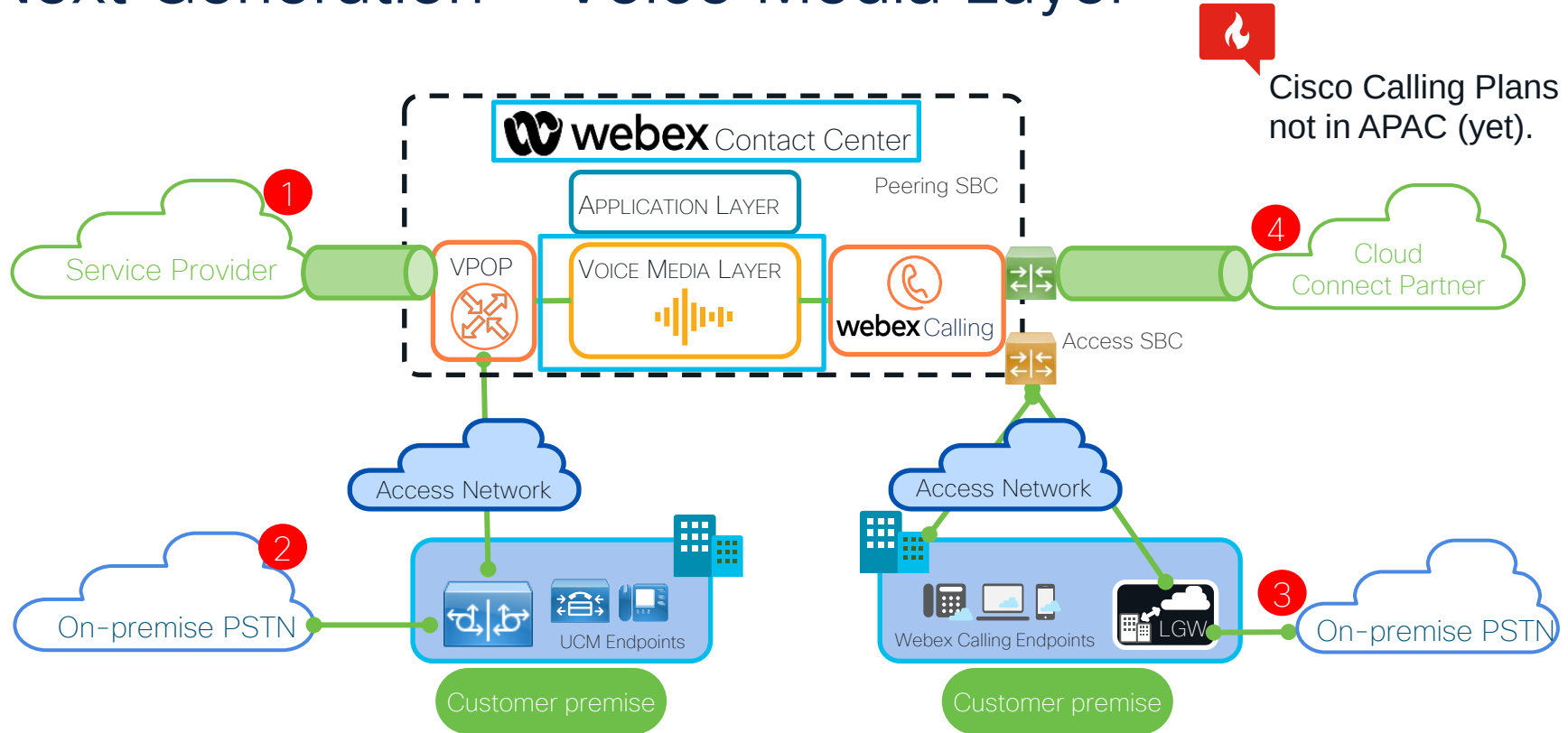
Customer provided telephony

Webex Calling

Cisco cloud telephony



Next Generation - Voice Media Layer



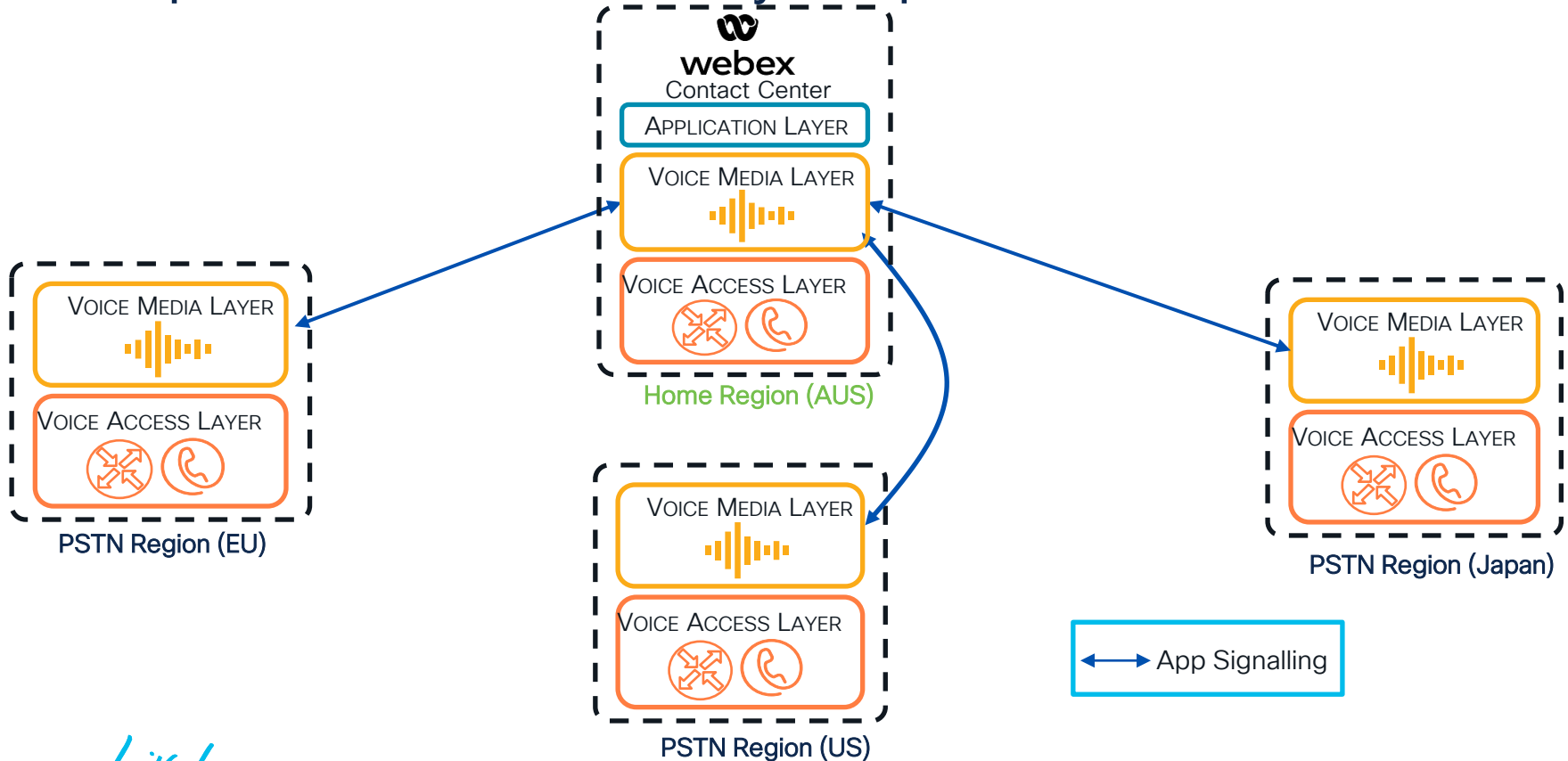
 Cisco Calling Plans not in APAC (yet).

Introducing... WxCC PSTN Region

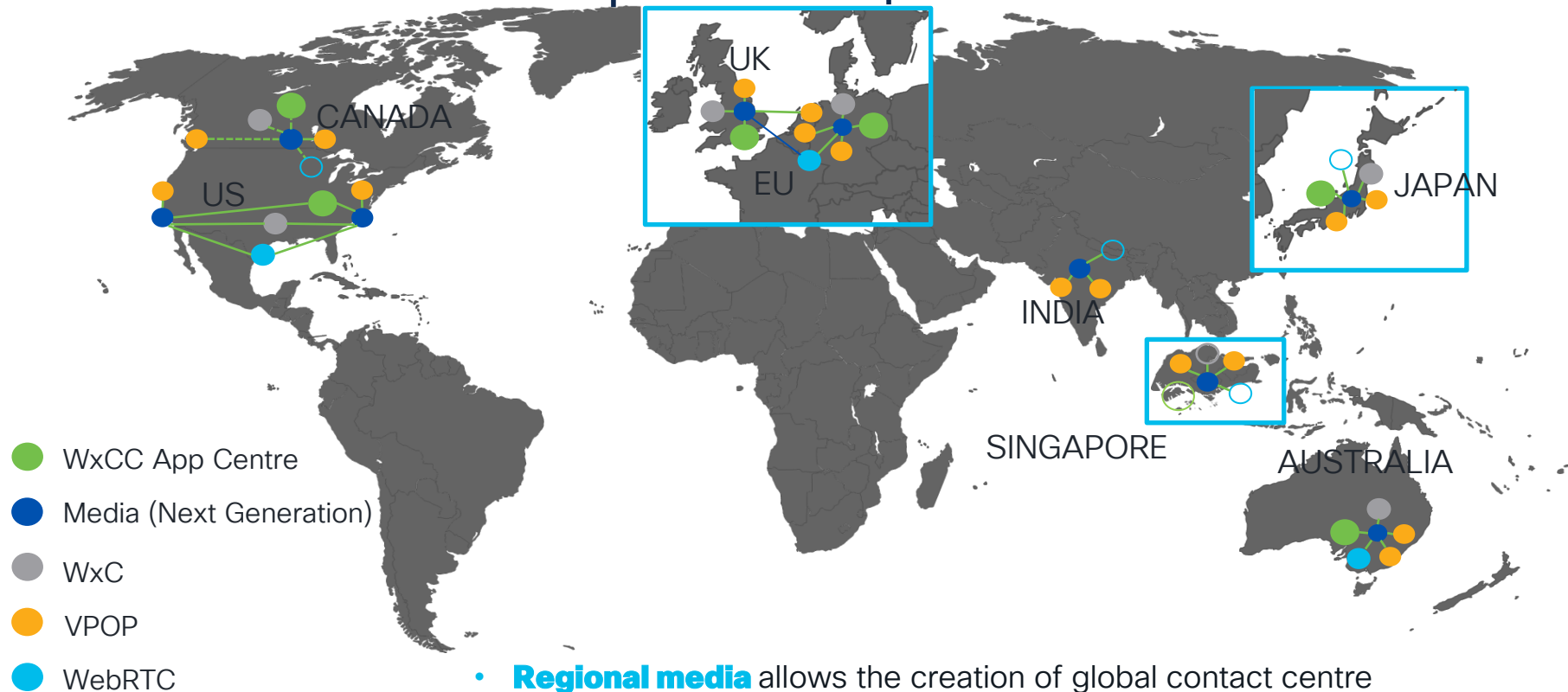


- Also known as **Remote Region** or **Remote PSTN Region**
- **Archors media in-region** during IVR and agent call legs
- **Records** calls in-region
- **Forks media** to ancillary services
- Communicates with Home region for call routing decisions
- Only has Voice Media Layer and Voice Access Layer
- Does NOT contain application layer components

Multiple Voice Media Layers per tenant



Worldwide WxCC points of presence



- **Regional media** allows the creation of global contact centre managed from a single centralised tenant in the home region

Feature Dependencies on Next Generation Media

- **Regional Media** for voice access layer
- Virtual Agent capabilities with Google **Dialogflow CX**:
- **Background Noise Removal** for Premium agents
- **WebRTC** (Web Real-Time Communication) support for Agent Desktop
- Experience Manager: Contact centers can understand the voice of customers with digital surveys and **Interactive Voice Response Post Call surveys** (IVR PCS).

Reference link:

<https://help.webex.com/en-us/article/560kt8/Next-Generation-media-platform>

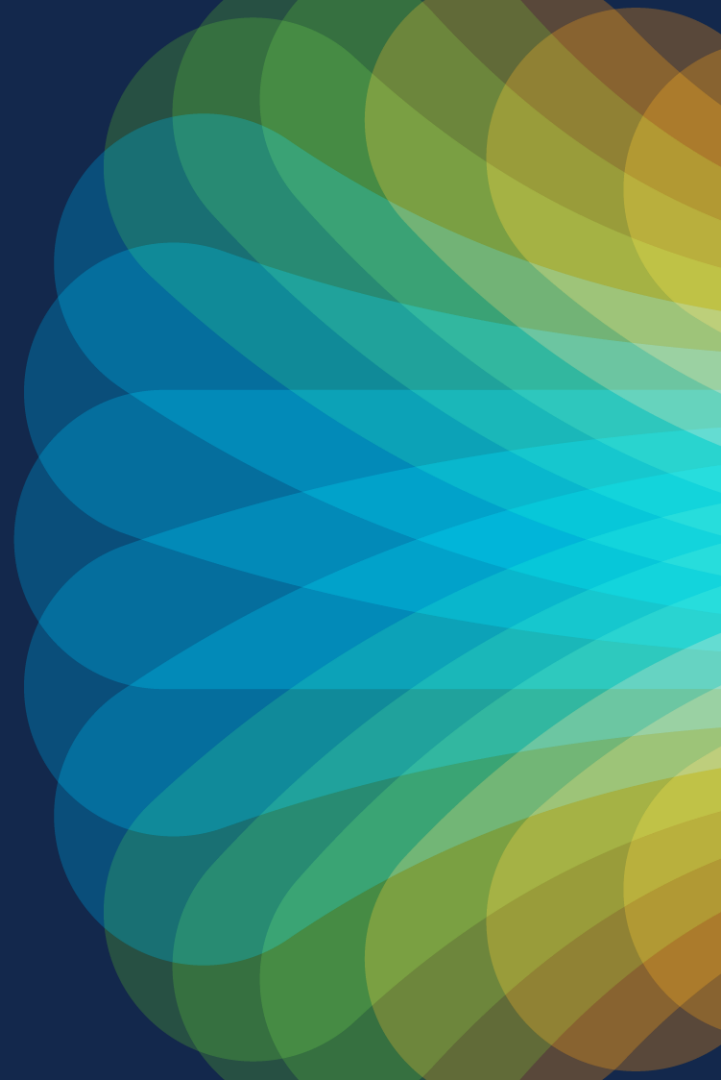
Next Generation Media Roadmap

- Transition to Next Gen for existing customers
- SIP header extraction
- **AI/ML/NLP enhancements** with new AI Universal Harness
 - Multiple NLP engine support
 - Agent Assist
 - Regional Media for NLP
 - Live transcription
 - Voice Biometrics

Summary

- Next Generation Media enables **global deployments, even more flexibility and new feature velocity**
- Traffic between points of presence is **carried on the Webex backbone**
- This is a **differentiator**, no other CCaaS provider has this reach or reliability
- **Position WxCalling** as a starting point

Voice toolset



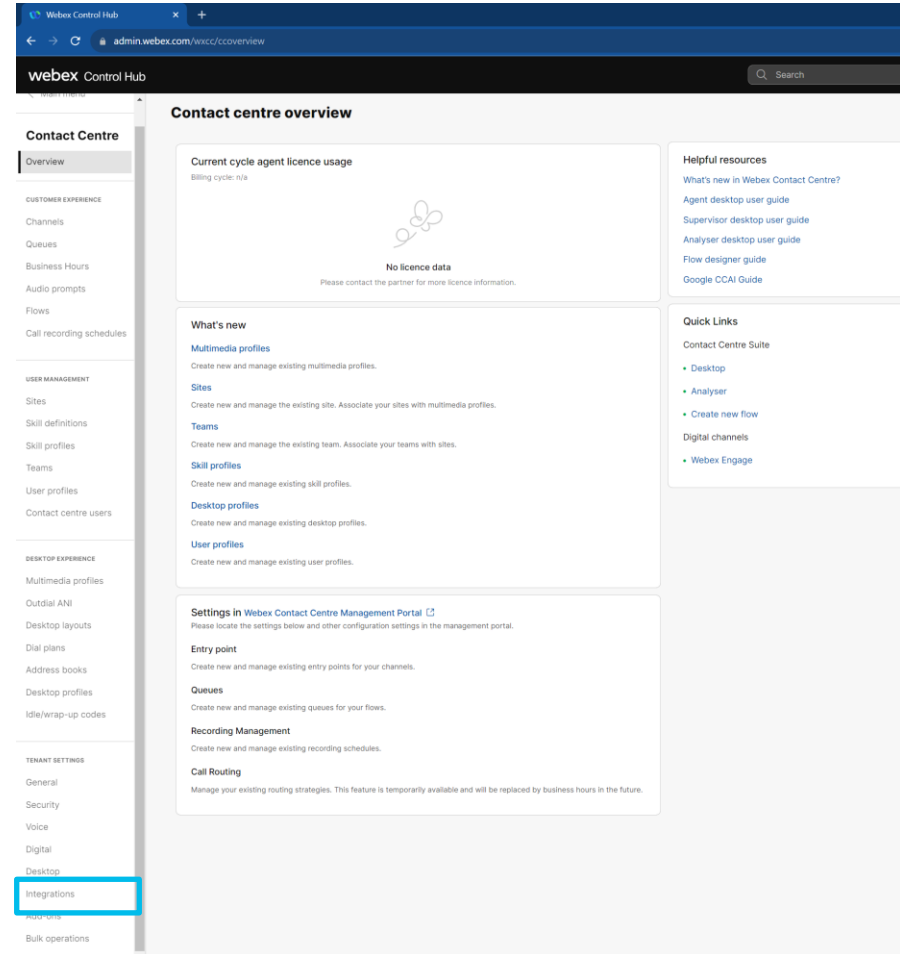
Integrations

- Integration connectors
- Goggle CCAI
 - Text to Speech (TTS)
 - Google Dialogflow (GDF)
- Salesforce (SFDC)

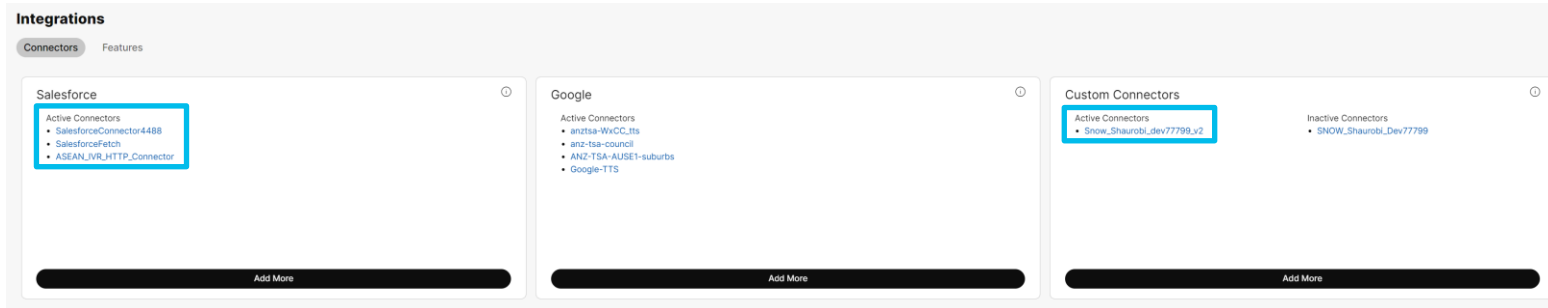


Coming soon to APAC:

- Webex Experience Management (WxM)
WxM Next or Post Interaction **Surveys**



Connectors



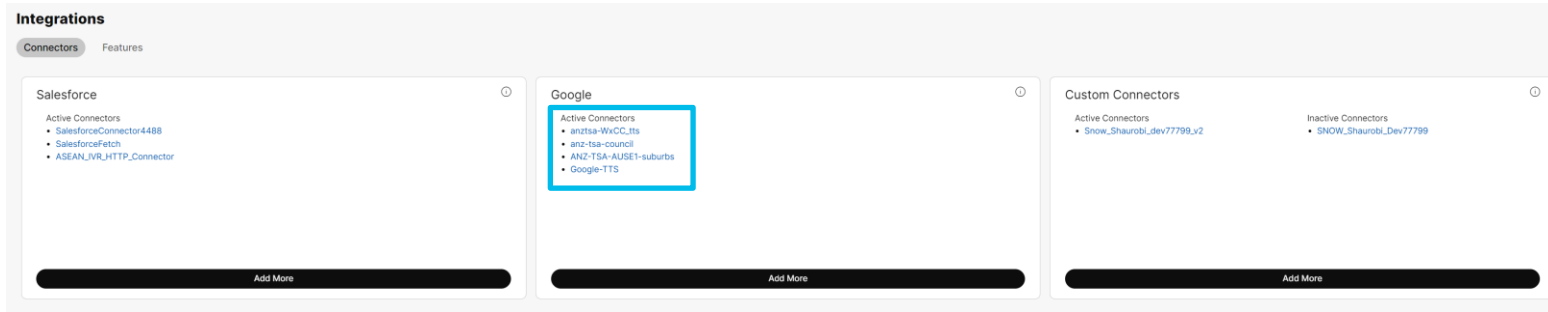
- Configured connectors are available as **drop down menus** in the **flow editor**
- **Multiple datasources** are supported for different use cases or departments

No cost from Cisco!

Included in standard agent license

Reference: <https://help.webex.com/en-us/article/n2re5jy/Webex-Contact-Center-Documentation>

Connectors



- Configured connectors are available as **drop down menus** in the **flow editor**
- **Multiple datasources** are supported for different use cases or departments
- **Google** services relate to **TTS connector** (not GDF).



Native Cisco TTS is coming!

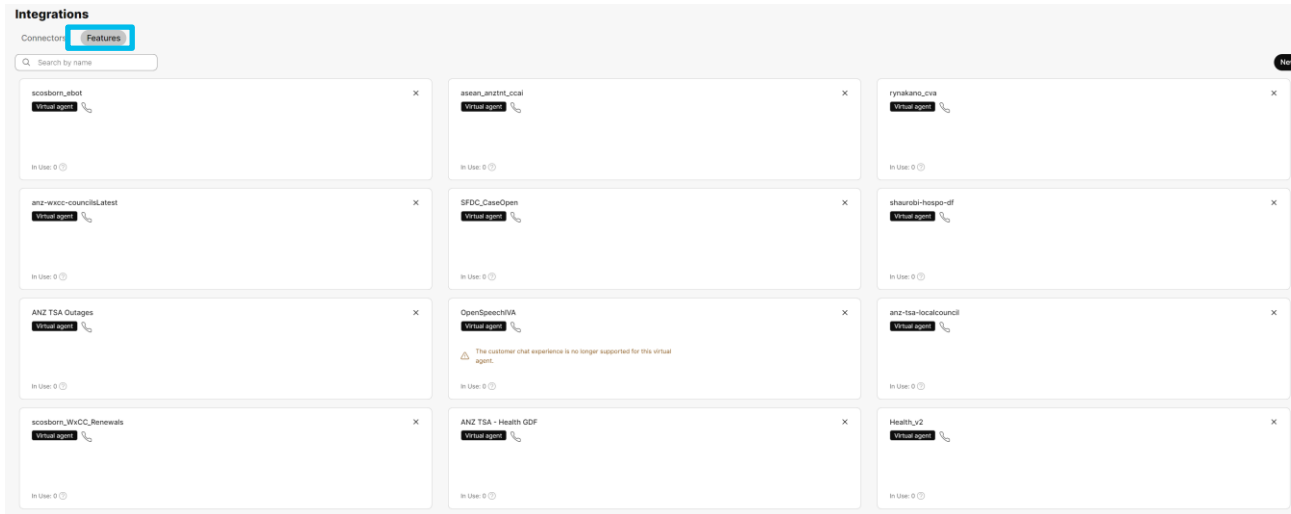
Watch the What's New/Coming Soon page...

<https://help.webex.com/en-us/article/a1gx3h/What's-New-in-Webex-Contact-Center>

Partners the Contact Center Progress Report is now included in the quarterly **Cisco Collaboration Roadmap for Partners...**

https://salesconnect.cisco.com/sc/s/learning-activity-detail-standard?ltui_urlRecordId=a0n8c00000Mf2uEAAR

Features

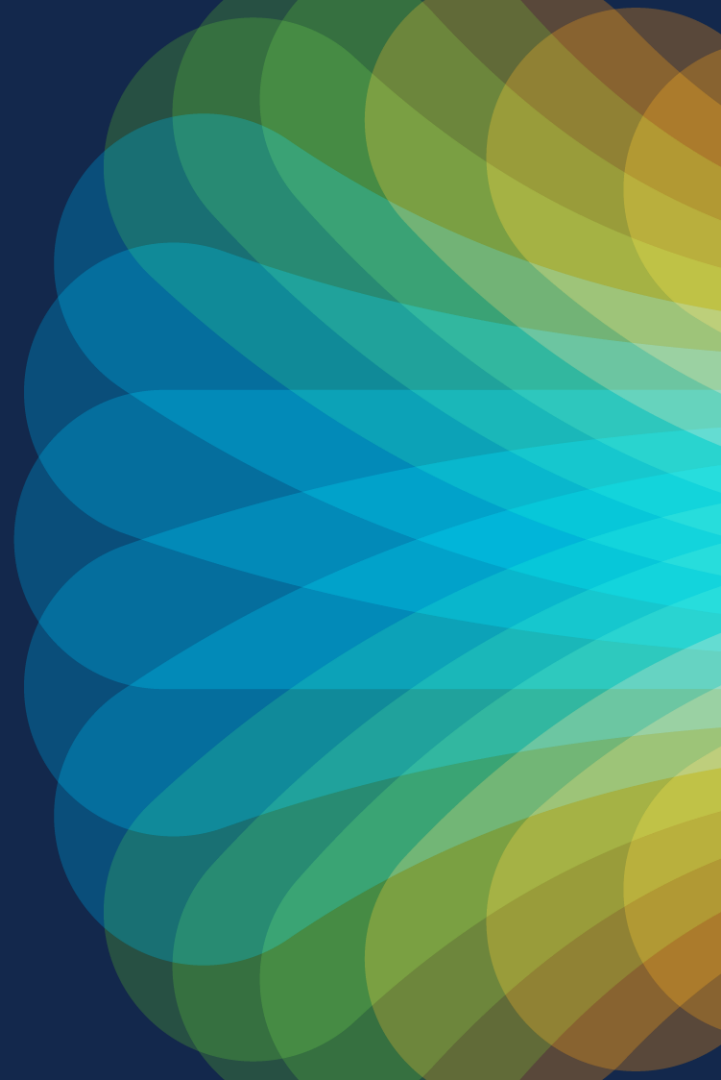


- Access to GDF Virtual Agents (BOTs)

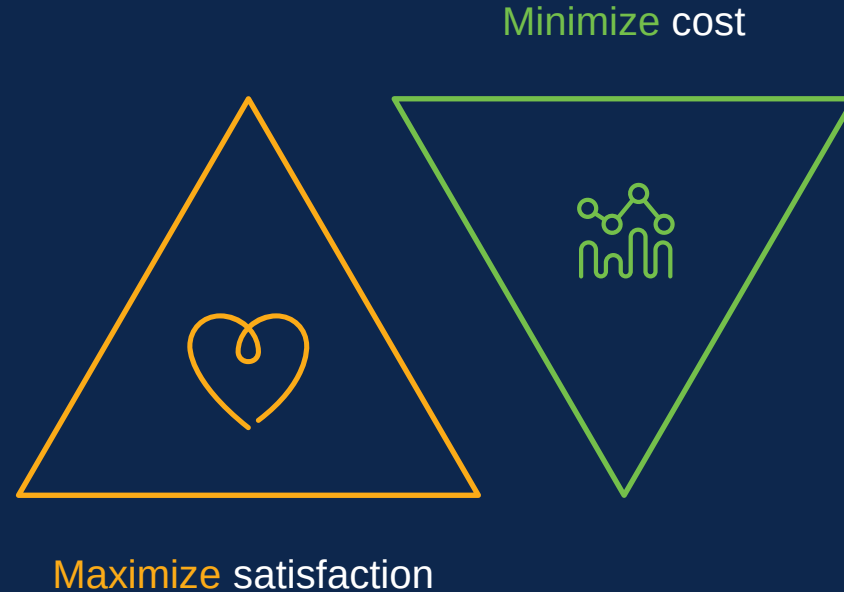


GDF services are provisioned and charged via Cisco

Why?



The customer experience imperative



Customer Expectations



Proactive
communications



Fast and easy
self-service



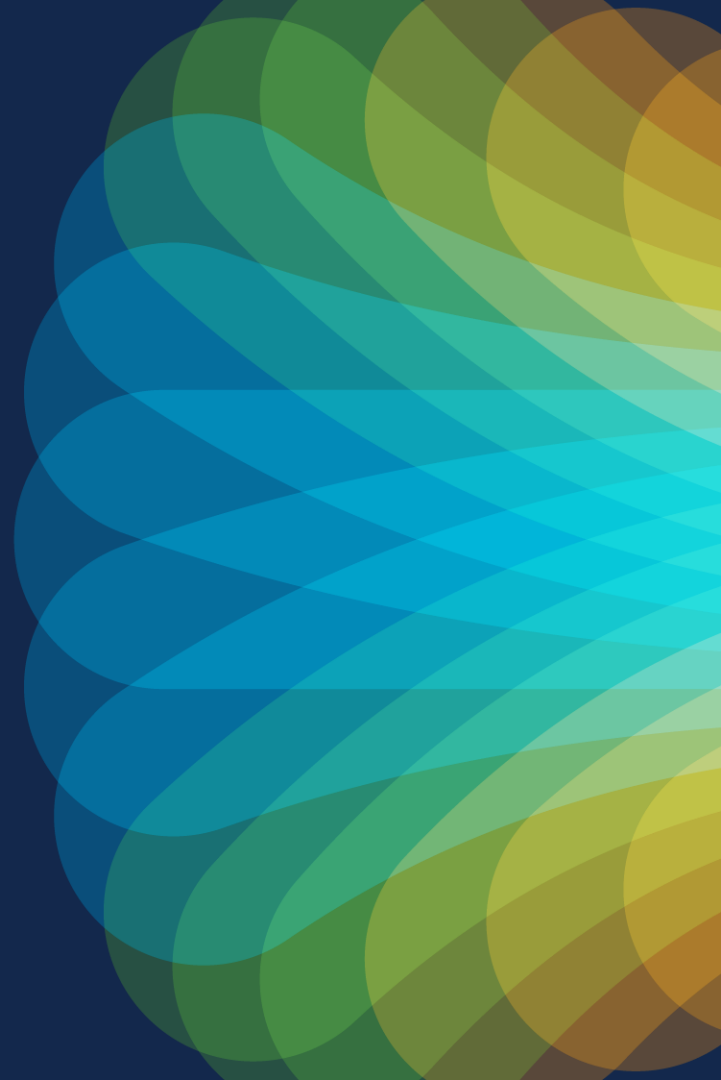
Empathetic
human engagement

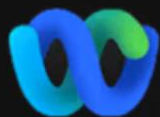
1 in 3

customers will abandon a brand
after a single negative experience

Source: [PWC Study](#), "Experience is Everything. Here's how to get it right"

Scenario 1 Personalisation and Self-Service





The all-new Webex Contact Center

DEMO



Known Customer – Voice Based Customer Experience

- A known customer or repeat caller receives a personalised experience



Cisco Cars Ingredients

Personalisation



Google

Active Connectors

- [anztsa-WxCC_tts](#)
- [anz-tsa-council](#)
- [ANZ-TSA-AUSE1-suburbs](#)
- [Google-TTS](#)

Context



Integrations

Connectors

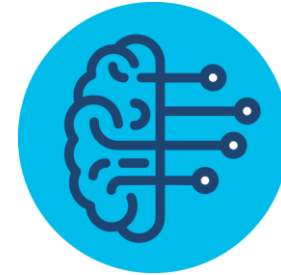
Features

Salesforce

Active Connectors

- [SalesforceConnector4488](#)
- [SalesforceFetch](#)
- [ASEAN_IVR_HTTP_Connector](#)

Automation



Integrations

Connectors

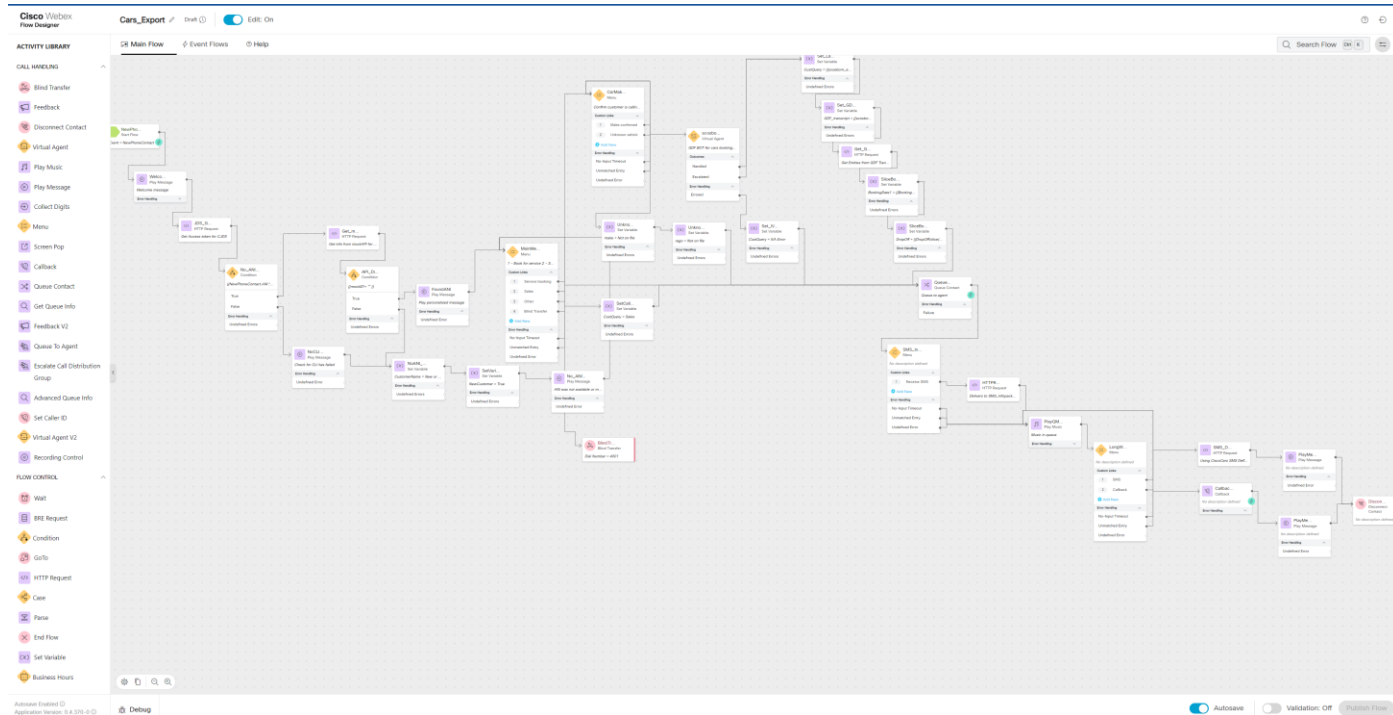
Features

Search by name

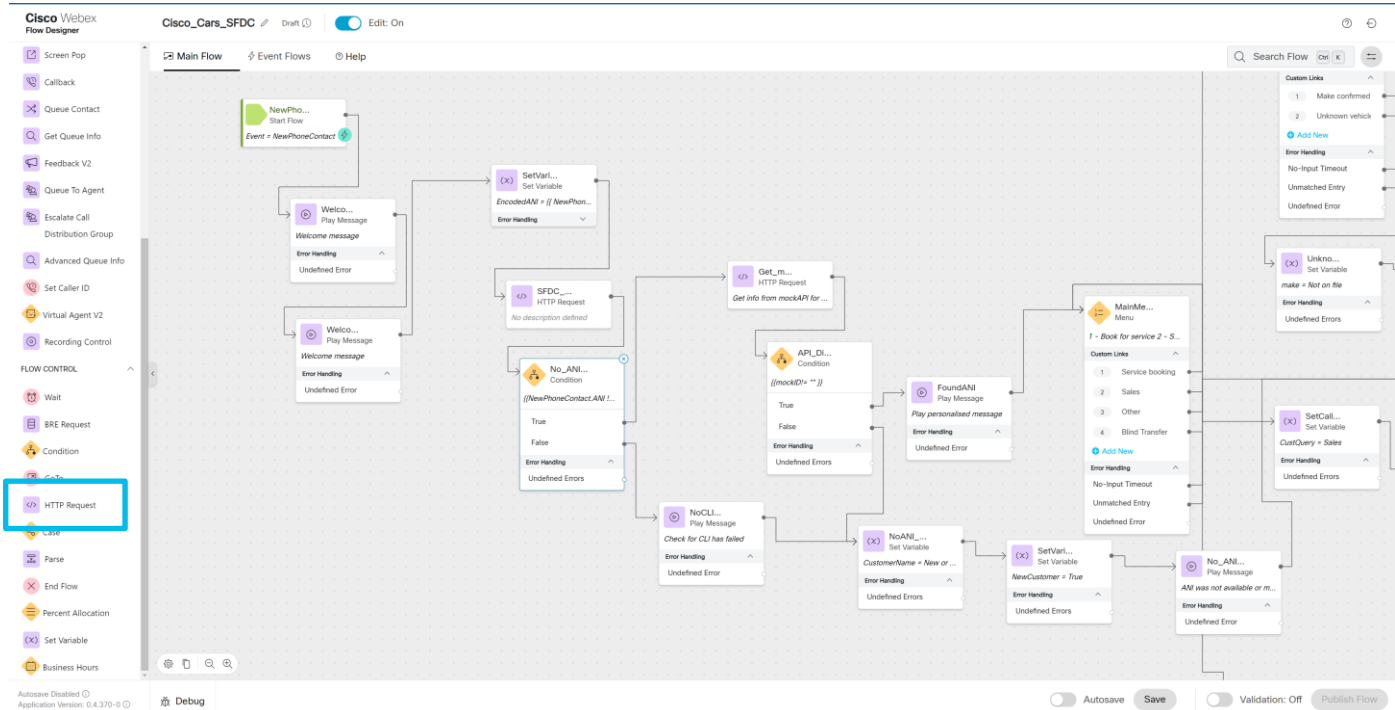
scosborn_ebot

Virtual agent

Cisco Cars – Voice Flow Designer



Flow Designer – Data



Flow Designer – Data Connectors

The screenshot displays the Cisco Webex Flow Designer interface. The main workspace shows a flow diagram for 'Cisco_Cars_SFDC'. The flow starts with a 'NewPhoneContact' event, followed by a 'Welcome message' activity. It then branches into two paths: one for 'NewPhoneContact' and another for 'NewPhoneContact.ANI'. The 'NewPhoneContact.ANI' path includes a 'SetVariable' activity, an 'SFDC HTTP Request' activity, a 'NoANI' condition, and a 'FoundANI' activity. The 'NewPhoneContact' path includes a 'SetVariable' activity, an 'SFDC HTTP Request' activity, a 'NoANI' condition, and a 'FoundANI' activity. The flow concludes with a 'MainMenu' activity and a 'Snow_Shaurabi_dev77799_v2' connector.

The right-hand panel shows the 'SFDC_Dip HTTP Request Activity Settings'. The 'General Settings' section includes the 'Activity Label' (SFDC_Dip) and the 'Activity Description' (Enter a Description). The 'HTTP Request Settings' section is highlighted with a blue box and a blue arrow. It includes the 'Use Authenticated Endpoint' toggle (checked), the 'Connector' dropdown (set to 'SalesforceFetch'), and the 'HTTP Request Headers' section (set to 'Application/JSON').

Flow Designer – Data Connectors

- Request Syntax will vary depending on the datasource
- Trim or encode the calling number variable
e.g. `{{NewPhoneContact.ANI|slice(1)}}`
- Salesforce e.g.
`/services/data/v51.0/query/?q=SELECT+Id,LastName,FirstName,LeadSource,MailingCity,MailingPostalCode+from+Contact+WHERE+Phone='{{ EncodedANI }}'+LIMIT+1`

Reference:

https://developer.salesforce.com/docs/atlas.en-us.soql_sosl.meta/soql_sosl/sforce_api_calls_soql_select.htm

Flow Designer – Data Variables

Local (Flow) Variables

Configurable variables of different data types that you can use throughout the flow.

Types:

- String
- Integer
- Date Time
- Boolean
- Decimal
- JSON

Default Value = YES
Agent Viewable = YES
Agent Editable = YES
Reportable = NO
Secure = YES

Global Variables

Custom variables that are defined in the Provisioning module and accessible throughout a flow.

Types:

- String
- Integer
- Date Time
- Boolean
- Decimal

Default Value = YES
Agent Viewable = YES
Agent Editable = YES
Reportable = YES

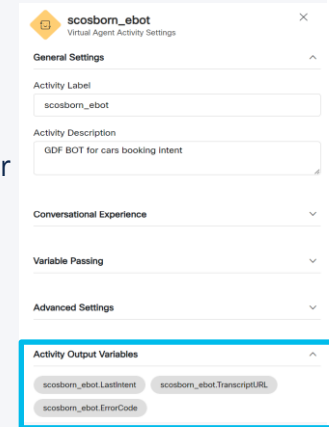
max 30 variables per flow
max 100 variables for reporting

Output Variables

Store the data captured from activities.

Types:

- String
- Integer



Default Value = NO
Agent Viewable = NO
Agent Editable = NO
Reportable = NO

Flow Designer – Data Variables

The screenshot displays the Cisco Webex Flow Designer interface. The main workspace shows a flow diagram for 'Cisco_Cars_SFDC'. The flow starts with a 'NewPhoneContact' event, followed by a 'Welcome' message, a 'SetVariable' action, an 'SFDC' HTTP request, a 'NoANI' condition, an 'API' condition, a 'FoundANI' message, a 'MainMenu' menu, a 'NoANI' message, a 'SetVariable' action, and finally a 'NoANI' message. The right-hand panel shows the 'SFDC_Dip' HTTP Request Activity Settings. The 'Parse Settings' section is expanded, showing 'Content Type' set to 'JSON'. Below this, there are four 'Output Variable' settings, each with a 'Path Expression' field. The first three are highlighted with a blue border. The first 'Output Variable' is 'CustomerName' with path expression '\$.[0].name'. The second is 'mockID' with path expression '\$.[0].id'. The third is 'make' with path expression '\$.[0].make'. The fourth is 'rego' with path expression '\$.[0].rego'.

Flow Designer Interface:

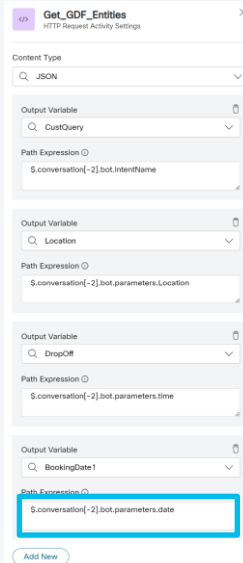
- Left Panel:** Cisco Webex Flow Designer. Main Flow, Event Flows, Help. Search Filter.
- Main Canvas:** Flow diagram for 'Cisco_Cars_SFDC'. Steps include: NewPhoneContact (Event), Welcome (Play Message), SetVariable (Set Variable), SFDC (HTTP Request), NoANI (Condition), API (Condition), FoundANI (Play Message), MainMenu (Menu), NoANI (Play Message), SetVariable (Set Variable), NoANI (Play Message).
- Right Panel:** SFDC_Dip HTTP Request Activity Settings.
- Parse Settings:** Content Type: JSON.
- Output Variables:**

 - Output Variable: CustomerName. Path Expression: \$.[0].name.
 - Output Variable: mockID. Path Expression: \$.[0].id.
 - Output Variable: make. Path Expression: \$.[0].make.
 - Output Variable: rego. Path Expression: \$.[0].rego.

Flow Designer – Data

Manipulate Data

Through JSONPath syntax the returned data can be filtered or manipulated to the customer's scenario.



Get_GDF_Entities
HTTP Request Activity Settings

Content Type
JSON

Output Variable
OutQuery

Path Expression
\$conversation[-2].bot.interName

Output Variable
Location

Path Expression
\$conversation[-2].bot.parameters.Location

Output Variable
DropOff

Path Expression
\$conversation[-2].bot.parameters.time

Output Variable
BookingDate1

Path Expression
\$conversation[-2].bot.parameters.date

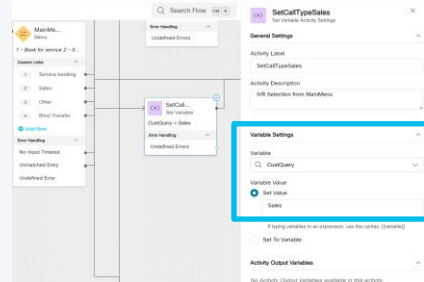
Add New

Using Data

The data stored in variables can be used in the script to make conditional personalised interactions.

Common Nodes:

- Set Variable
- Play Message
- Case
- Condition
- Screen Pop



SetCallTypeSales
Set Variable Activity Settings

General Settings
Activity Label
SetCallTypeSales
Activity Description
Set Call Type from Main Menu

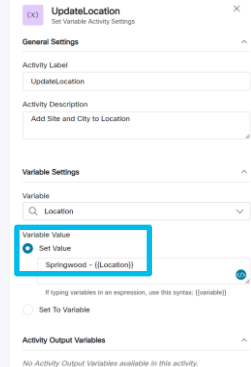
Variable Settings
Variable
OutQuery
Variable Value
Set Value
Set To Variable

Activity Output Variables
No Activity Output Variables available in this activity.

Advanced Manipulation

Variable Expression Parser uses Pebble Templating Engine to allow you to manipulate data.

- All Pebble expressions (e.g., split(), join(), min(), max(), filter, | and more)
- Variables can be chained and appended or updated



UpdateLocation
Set Variable Activity Settings

General Settings
Activity Label
UpdateLocation
Activity Description
Add Site and City to Location

Variable Settings
Variable
Location
Variable Value
Set Value
Springwood - {{Location}}
Set To Variable

Activity Output Variables
No Activity Output Variables available in this activity.

Flow Designer – Testing Syntax

(X)

SliceBookTime

Set Variable Activity Settings

×

General Settings

Activity Label

SliceBookTime

Activity Description

Trim booking time

Variable Settings

Variable

DropOff

Variable Value

Set Value

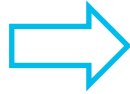
[[DropOff|slice(11,16)]]

If typing variables in an expression, use this syntax: {{variable}}

Set To Variable

Activity Output Variables

No Activity Output Variables available in this activity.



Test Expression

Expression

[[DropOff|slice(11,16)]]

DropOff

Enter sample value

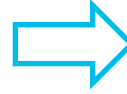
Result

Click on Test to see the result

Test

Close

Apply Changes



Test Expression

Expression

[[DropOff|slice(11,16)]]

DropOff

2023-07-20T08:30:00+10:00

Result

08:30

Test

Close

Apply Changes

Reference: <https://pebbletemplates.io/>

Agent Desktop Display

[illegible]

The screenshot shows the 'Cisco_SaRS_FDC' Global Flow Properties page. On the left, the 'Flow Control' section has a red box around the 'Debug' icon. A large red arrow points from this icon to the 'Configuration' tab on the right. The 'Configuration' tab is active, showing 'Flow Variables' which are fully configurable local variables. A red box highlights the 'Add Flow Variables' button at the bottom.



Variable Definition

Configuration

Desktop Viewability & Order

Incoming Popover

A popover can display from 3 to 6 variables under a call and 3 additional variables for a consult call. The variables appear in the following order in the Incoming popover.

- 1 Phone Number
- 2 DNS
- 3 Queue Name

Select Variables

Interaction Control Pane and Monitoring Control Pane

Interaction Control Pane (Agent) and Monitoring Control Pane (Supervisor) can display up to 30 variables.

- 1 Phone Number
- 2 CustomerName
- 3 CustQuery
- 4 Location
- 5 make
- 6 rego
- 7 BookingDate1
- 8 DropOff
- 9 Sms_Followup
- 10 Survey_Optn
- 11 DropCustomer
- 12 z_OV_Notes

Flow Designer – Virtual Agent

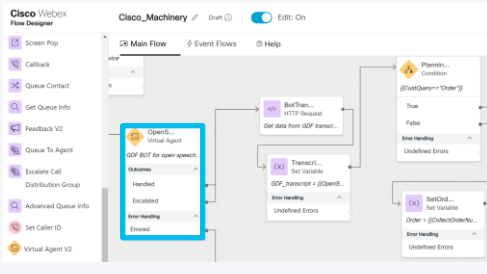
Google Dialogflow

Virtual Agent (GDF)

Configured through Control Hub
> Integration > Features and
available as drop list in the Virtual
Agent node.

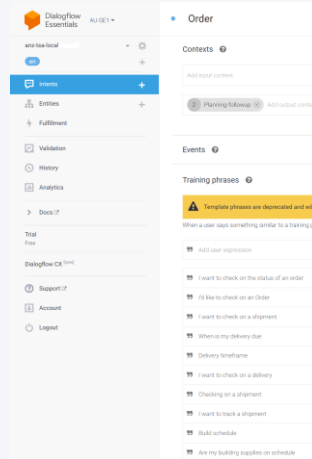
Try to keep “agents” defined for
their specific task or purpose.

Return a Handled or Escalated
outcome.



Can also be used for Knowledge
or FAQ scenarios and supports
different languages.

GDF ES and CX are supported, but
align the version to your needs.



SSML tagging

Use the SSML tagging to
present data in an easy to
understand format.

Order numbers, dates, speed of
information can be managed to
make it user friendly.

Text-to-Speech Message

```
<say-as interpret-as="verbatim">{{Order}}</say-as> has a status of {{OrderStatus}}. The order date was <say-as interpret-as="date" format="yyyyMMdd" detail="1">{{OrderDate}}</say-as>. The expected shipping date is <say-as interpret-as="date" format="yyyyMMdd" detail="1">{{ShipDate}}</say-as>.
```

Reference:

<https://cloud.google.com/text-to-speech/docs/ssml>

Flow Designer – Google Dialogflow

The screenshot displays the Google Dialogflow Flow Designer interface for a project named 'scoasborn-WxCC-EBOT'. The 'BOOKING' intent is selected. The left sidebar contains navigation options: Intents, Entities, Knowledge, Fulfillment, Integrations, Training, Validation, History, Analytics, Prebuilt Agents, Small Talk, Docs, Trial Free, and Dialogflow CX (new). The main area shows the 'Training phrases' section with a warning: 'Template phrases are deprecated and will be ignored in training time. More details here.' Below this, four training phrases are listed, with a blue box highlighting the first three: 'Can I book my vehicle in for servicing at Clowelly Park on Thursday', 'Can you make a service booking for next Monday at Kensington', and 'I want to book my car in for a service'. The 'Action and parameters' section is expanded, showing a table with columns: IS REQUIRED, PARAMETER NAME, ENTITY, VALUE, IS LIST, and PROMPTS. A blue box highlights the first three rows of the table.

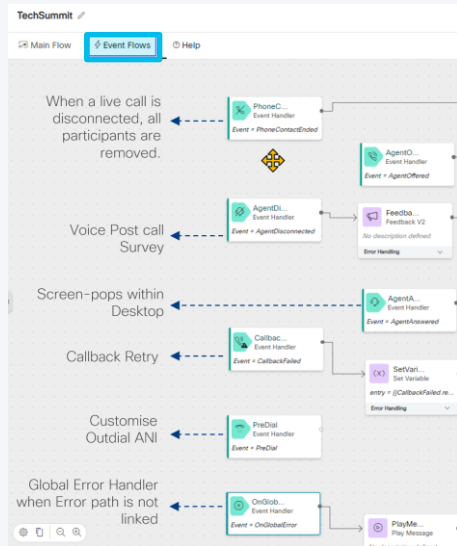
IS REQUIRED	PARAMETER NAME	ENTITY	VALUE	IS LIST	PROMPTS
☒	Location	@Location	\$Location	☐	Define prompts...
☒	date	@sys.date	\$date	☐	Define prompts...
☒	time	@sys.time	\$time	☐	Define prompts...
☐	Enter name	Enter entity	Enter value	☐	—

Reference: <https://dialogflow.cloud.google.com/>

Flow Designer – Agent Experience

Event Flows

Second tab in Flow Designer has event nodes to trigger workflows on call events.

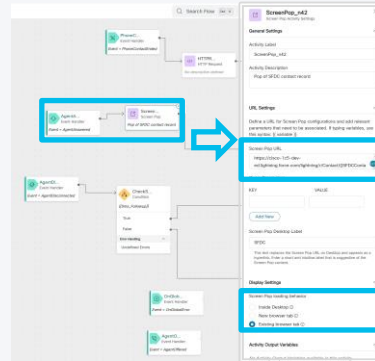


Screenpop

Screenpop from the Agent Answered event to present the customer record CRM to the agent.

Make conditional based on attached variable data to present different or multiple platforms.

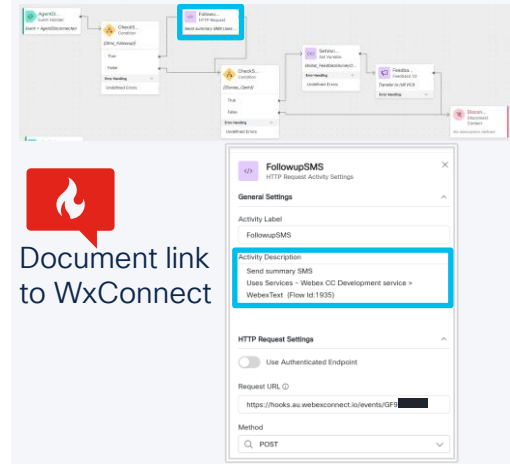
Can be embedded or external.



Data Management

Variables that are updated can be written to source system.

- PhoneContactEnded or AgentDisconnected events
- Use conditions to manage updates

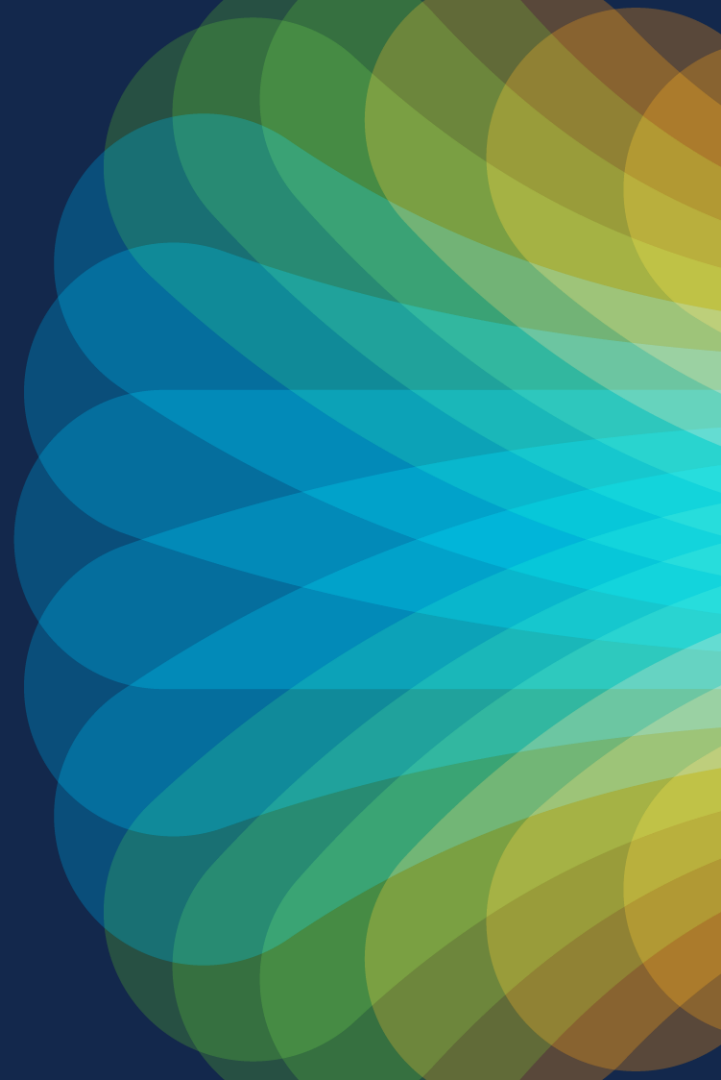


Summary

- Use data to **contextualise** the interaction, multiple connectors are available
- Be **proactive** and **automate** where possible
- Use **digital** to continue a journey
- Don't forget the **agent experience**
- **Start** small, but start

Scenario 2

Automation and Digital Adoption



Danny O'Conner

EXPANDING BUSINESS OWNER



Male



41 years



Sunshine Coast

SCENARIO

Danny's got COVID and is working while in isolation. He can see in the portal that the new 428 Loader he bought is due for delivery this week. He might still be in iso, and the mobile phone reception here is terrible, he wants to make sure the delivery and handover goes smoothly.

JOURNEY - Part 1: DANNY CALLS TO CHECK ON THE DELIVERY

Danny uses the landline to call in to check on the delivery time, he'll need to make sure someone else is there to cover him. As he is calling from an unrecognised number the system, doesn't know who he is. He uses the open speech menu to ask about his order, and the system authenticates him, before informing him the unit is in transit and due for delivery on Wednesday. He will need to speak to his "legend" Ron in the Sunshine Coast Branch to sort out the handover. The system offers him the option to patch him straight through to Ron's mobile.

JOURNEY - Part 2: OH NO!!! THIS NEVER HAPPENS

Danny's in the office, when one of his site managers calls to report the 428 Loader has shut down with a CID 110-03 warning code. He calls Ron's mobile, but it is out of range. This is terrible, he needs that machine running to finish the job this week or things go very bad. He calls the service line. The system recognises him and already knows that the loader has an alarm. He is offered the option to connect directly to an Earthmoving specialist.

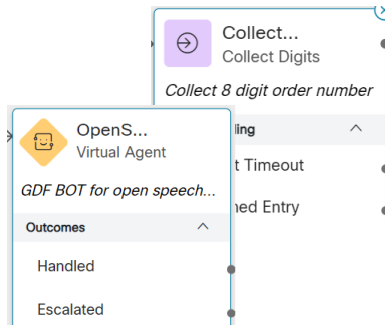
The expert sends Danny the Error Code manual for his loader and advises that his coolant temperature is above normal. He sets up a Webex meeting to show Danny the video of what causes this alarm, how to safely clear it to keep operating until the mechanic can attend.

“

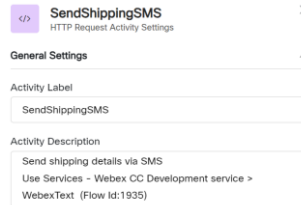
I buy Cisco because it's the right equipment to represent my business.

Machinery Ingredients

Personalisation



Adoption



Context



Flow Designer – Google Dialogflow

Dialogflow Essentials AU-SE1

anz-tsa-localcouncil

en

Intents

Fulfillment

Validation

History

Analytics

Docs

Trial Free

Dialogflow CX

Support

Account

Logout

Fulfillment

Webhook

Your web service will receive a POST request from Dialogflow in the form of the response to a user query matched by intents with webhook enabled. Be sure that your web service meets all the [webhook requirements](#) specific to the API version enabled in this agent.

Inline Editor (Powered by Google Cloud Functions)

Build and manage fulfillment directly in Dialogflow via Cloud Functions. [Docs](#)

Newly created cloud functions now use Node.js 10 as runtime engine. Check [migration guide](#) for more details.

```
index.js package.json
1 // See https://github.com/dialogflow/dialogflow-fulfillment-nodejs
2 // for Dialogflow fulfillment library docs, samples, and to report issues
3 'use strict';
4
5 const functions = require('firebase-functions');
6 const {WebhookClient} = require('dialogflow-fulfillment');
7 const {Card, Suggestion} = require('dialogflow-fulfillment');
8
9 // Define Global Context Constants.
10 const SESSION_PROPS = 'sessionprops';
11 const DEF_CTX_LIFESPAN = 99;
12
13 // Remove extraneous session path components to work with WxCC and Dialogflow Console.
14 // sessionPath - The session path.
15 const sessionPathRegex = /^\/locations\/[^\/]+/;
```

View execution logs in the Google Cloud Console

Last deployed on 03/07/2023 00:53

DEPLOY

Flow Designer – Virtual Agent

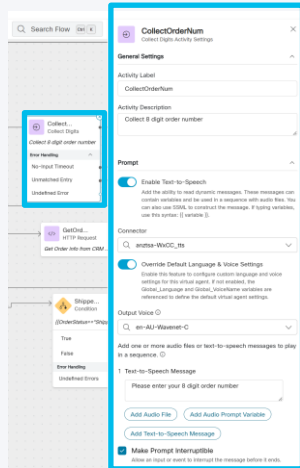
Collect Digits

Webhook to SMS

Configured through Flow editor.

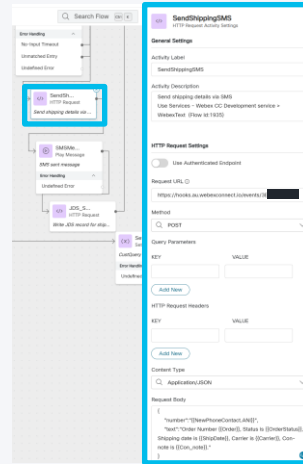
Collect identifiers to source info from business systems.

Numeric (DTMF) is still king.



Send information to WxConnect webhook to send SMS.

Payload can include all necessary info or identifiers for WxConnect to source info in its flow execution.

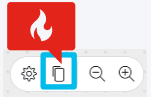
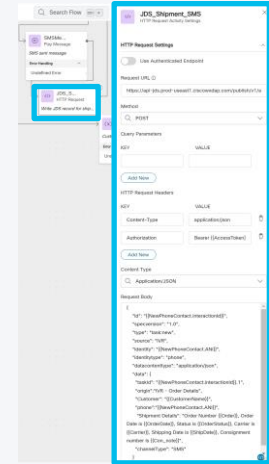


Write JDS event

Default events do not include outcomes. Write key events.

Get token early in script and use a variable to simplify use.

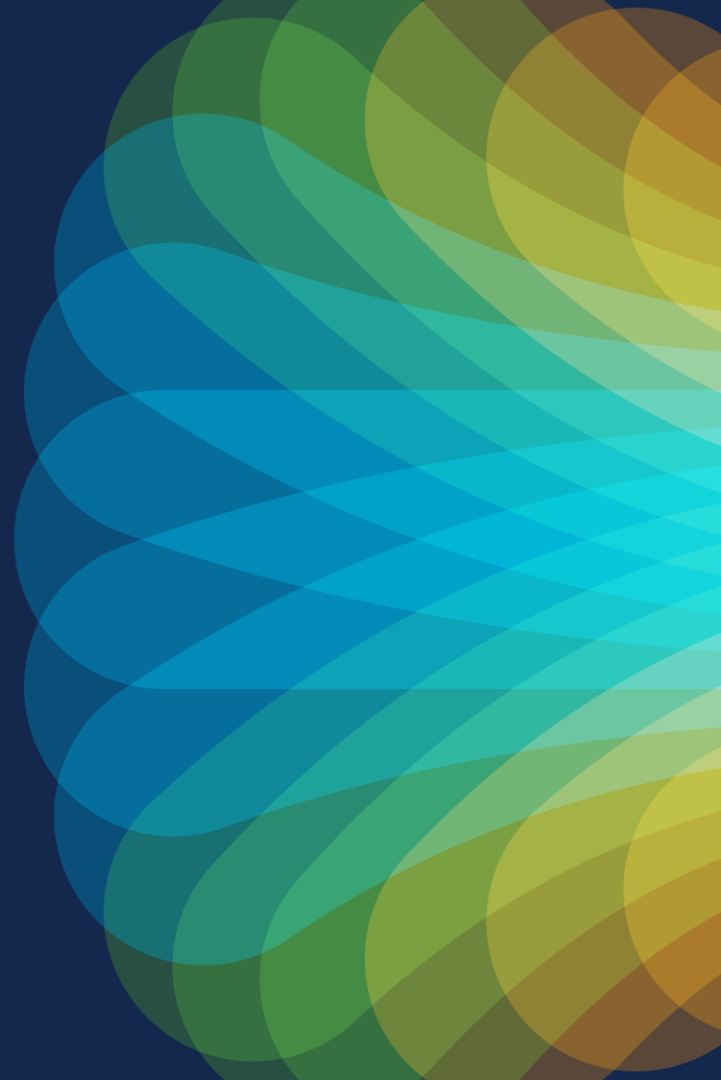
Duplicate is your friend.



Summary

- **Collect info** to understand context if data isn't available
- Use **multiple** data sources
- Use AI/BOTS **when appropriate**
- **Provide visibility** of key events by writing automated or outcome events to CJDS

Scenario 3 Proactive Engagement





Webex Contact Centre

ServiceNow Integration



Digital-first

Delightful customer experiences



Intelligent

Super Agents



Contextual

Customer experience management



Flexible

Customizable platform



Collaborative

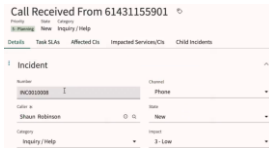
Contact Centre

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webex

SNOW Ingredients

Personalisation

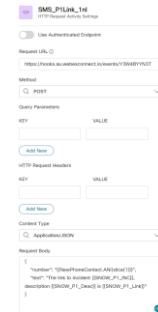


Context



		IMPACT		
		High	Mid	Low
URGENCY	High	1	2	3
	Mid	2	3	4
	Low	3	4	5

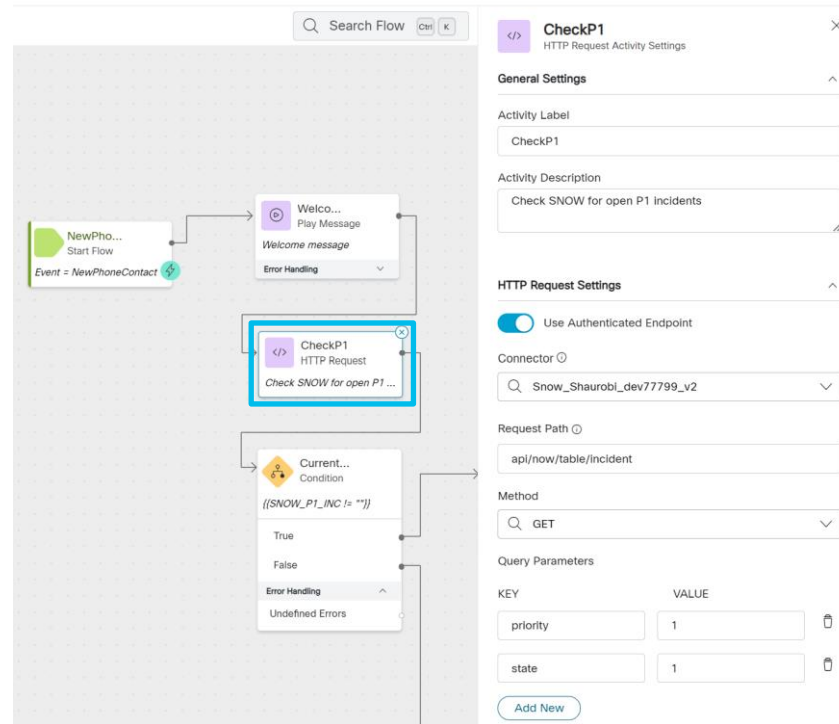
Adoption



Flow Designer – SNOW Connector

Flow nodes

The **HTTP Request** node is used to source data from ServiceNow.

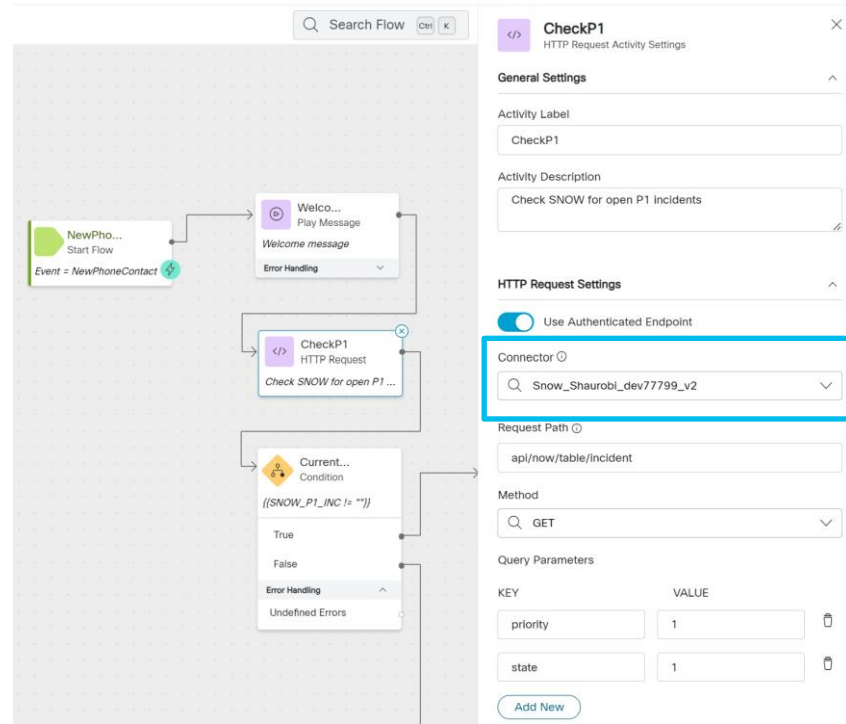


Flow Designer – SNOW Connector

Flow nodes

The HTTP Request node is used to source data from ServiceNow.

A **connector** is selected for the service query.



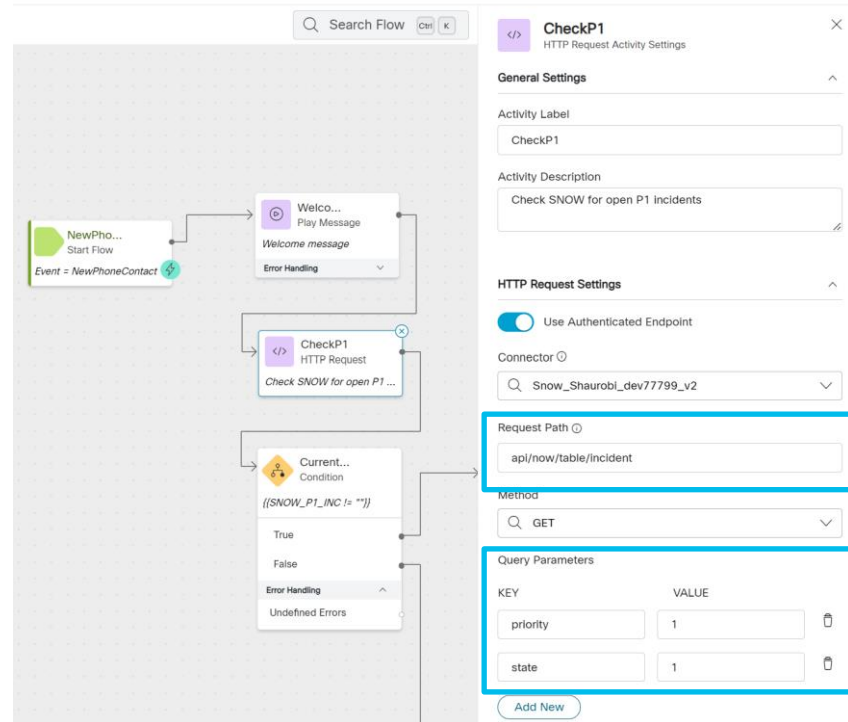
Flow Designer – SNOW Connector

Flow nodes

The HTTP Request node is used to source data from ServiceNow.

A connector is selected for the service query.

The **Request Path** and **Query Parameters** are defined to select the required data from the API.



Reference:

https://developer.servicenow.com/dev.do#!/reference/api/sandiego/rest/c_TableAPI#table-GET

Flow Designer – SNOW Connector

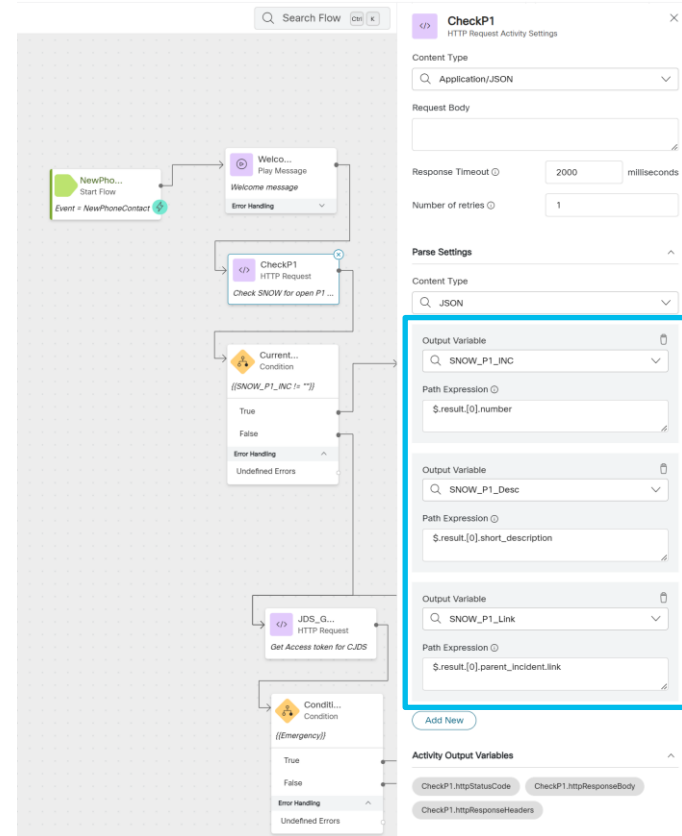
Flow nodes

The HTTP Request node is used to source data from ServiceNow.

A connector is selected for the service query.

The Request Path and Query Parameters are defined to select the required data from the API.

Returned data is **Parsed** and mapped to **Flow Variables**.



Flow Designer – Decisioning

Flow nodes

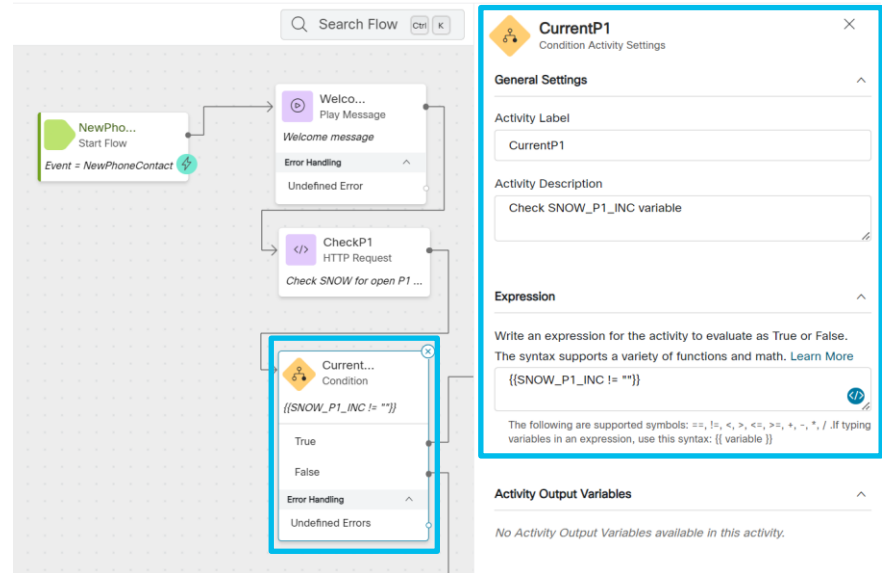
The HTTP Request node is used to source data from ServiceNow.

A connector is selected for the service query.

The Request Path and Query Parameters are defined to select the required data from the API.

Returned data is Parsed and mapped to Flow Variables.

Condition and **Case** nodes are used to conditionally route the contact based on the data.



Flow Designer – Digital Engagement

Flow nodes

The HTTP Request node is used to source data from ServiceNow.

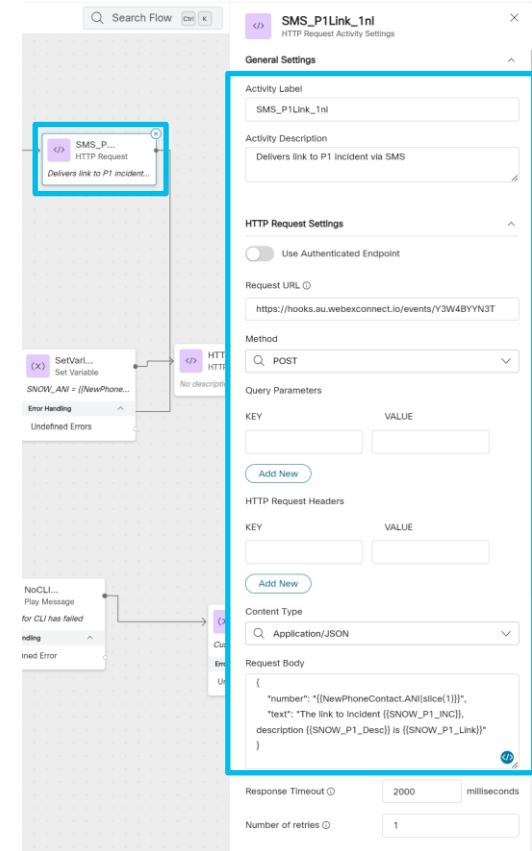
A connector is selected for the service query.

The Request Path and Query Parameters are defined to select the required data from the API.

Returned data is Parsed and mapped to Flow Variables.

Condition and Case nodes are used to conditionally route the contact based on the data.

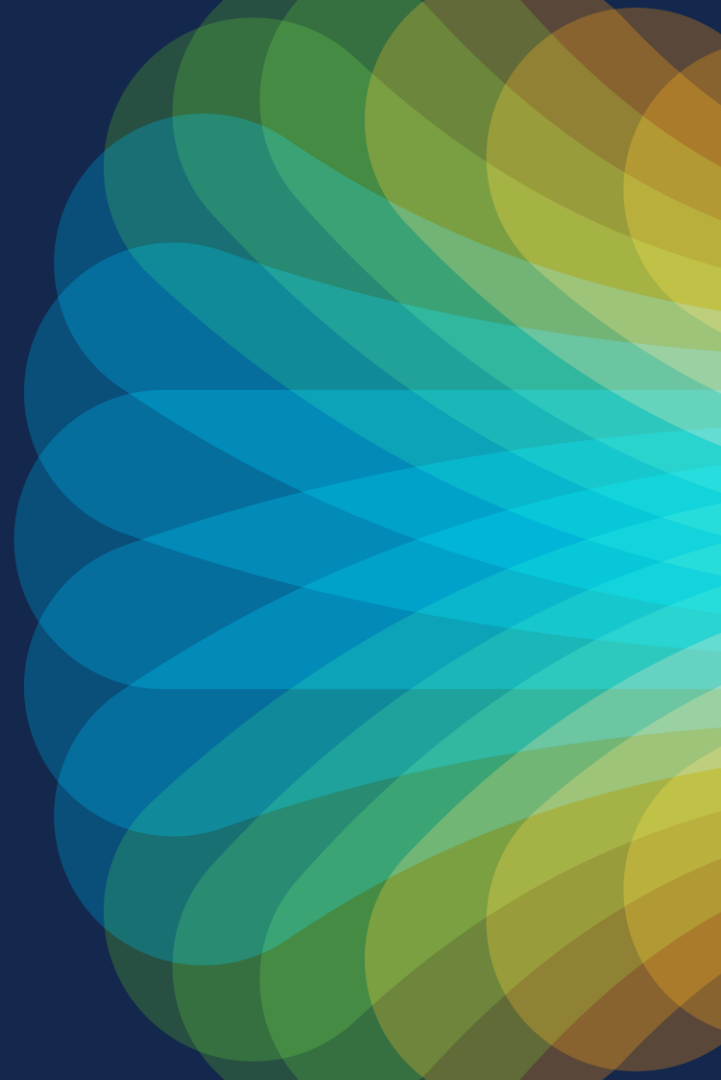
The **HTTP Request** node is used to send link via SMS



Summary

- **Multiple connectors can be used** depending on the type of query
- Use data to provide **context** and **automate proactively** informing callers
- Encourage self-service on digital channels by making it **easy for the user to adopt**
- **Start** small, but start

Administration Updates



Flow Designer – New Stuff

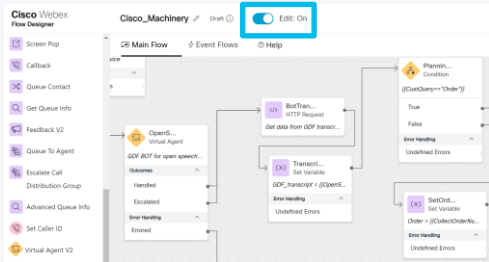
Edit Mode

Can be used to safely review script without the risk of changes.

The configuration pane will be “greyed out” with Edit: Off

Only **one administrator** can be in **edit mode** on a flow.

Edit mode will time out and revert on inactivity.

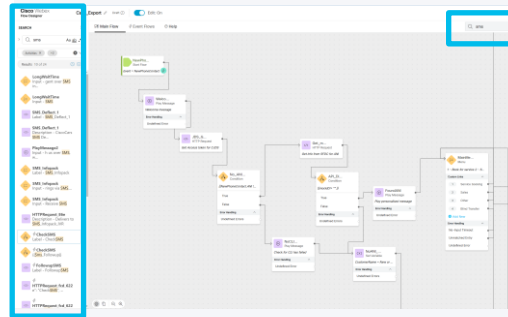


Search

Find references to specific keywords anywhere in the flow.

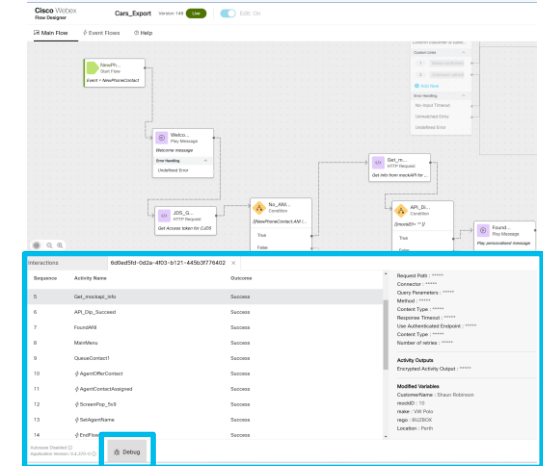
Encompasses node names, descriptions and configuration info.

Results hyperlink to node.



Debug

Trace call flows and node outcomes.



Reference:

<https://app.vidcast.io/share/4a9d3514-28e4-4dc4-b044-93acbbdd63d3>

Flow Designer – New Stuff

Versioning

The “Revert” button no longer exists.

Replaced by versioning which has Dev, Test, Live and Latest tags.

Entry Points now have a **Version Label** associated with the flow.

webex Control Hub

< Main menu

Contact Centre

Overview

CUSTOMER EXPERIENCE

Channels

Queues

Business Hours

Audio prompts

Flows

Call recording schedules

USER MANAGEMENT

Sites

Skill definitions

Skill profiles

Teams

User profiles

Contact centre users

DESKTOP EXPERIENCE

Multimedia profiles

Outdial ANI

Desktop layouts

Dial plans

Address books

< Channels

EP-Cars-IVA

ID: 86c874ae-4e5c-4255-853e-531b7e7ac5c8 • Last Modified: November 03, 2023 15:35 pm

Entry point

Name * EP-Cars-IVA

Description Voice EP for GDF Cars IVA

Channel type * Inbound telephony

Referenced by You can access following link to see which other entities are referenced.

Reference list

Entry point settings

Service level threshold 60 Seconds

Timezone (Business hours only) * Australia/Sydney

Routing flow Cars_Export

Version label Live

Music on Hold

Support number

Flow Designer – New Stuff

Versioning

The “Revert” button no longer exists.

Replaced by versioning which has Dev, Test, Live and Latest tags.

Entry Points now have a Version Label associated with the flow.

Access versions by clicking on the **Draft** button.

The screenshot shows the Flow Designer interface for a flow named 'Cars_Export'. The 'Draft' button is highlighted in the top bar. The 'Version History' dialog box is open, showing a list of versions. The 'Draft' version is highlighted.

PUBLISH TIME	VERSION	TAGS	LAST EDIT BY	PUBLISH NOTE
-	Draft		scohorn@apjtsad...	N/A
11/08/2023 09:55:55 AM	150	Dev Latest	scohorn@apjtsad...	Publishing DEV version for C...
11/02/2023 07:28:56 AM	148	Live	shaurobi@apjtsad...	Removed previous demo note

Other Versions

PUBLISH TIME	VERSION	TAGS	LAST EDIT BY	PUBLISH NOTE
11/03/2023 12:16:30 PM	149		shaurobi@apjtsad...	Testing collect digits functions
11/01/2023 13:47:32 PM	147		shaurobi@apjtsad...	Added a new voice message
10/31/2023 14:24:34 PM	146		scohorn@apjtsad...	Changed screen-pop to exte...
10/31/2023 13:24:30 PM	145		scohorn@apjtsad...	Reverting to version with M...
10/26/2023 13:01:01 PM	144		anatsawccc@gmail...	Reverted demo changes
10/26/2023 12:52:20 PM	143		anatsawccc@gmail...	demo

Flow Designer – New Stuff

Versioning

The “Revert” button no longer exists.

Replaced by versioning which has Dev, Test, Live and Latest tags.

Entry Points now have a Version Label associated with the flow.

Access versions by clicking on the Draft button.

Maintains the most recent **100 versions** of the script.

Version History

Active Versions

PUBLISH TIME	VERSION	TAGS	LAST EDIT BY	PUBLISH NOTE
-	Draft		scosborn@apjtsad...	N/A
11/08/2023 09:55:55 AM	150	Dev Latest	scosborn@apjtsad...	Publishing DEV version for C...
11/02/2023 07:28:56 AM	148	Live	shaurobi@apjtsad...	Removed previous demo note

Other Versions

Enter keyword to search: version number, tags, published by, publish note, date...

PUBLISH TIME	VERSION	TAGS	LAST EDIT BY	PUBLISH NOTE
11/03/2023 12:16:30 PM	149		shaurobi@apjtsad...	Testing collect digits functions
11/01/2023 13:47:32 PM	147		shaurobi@apjtsad...	Added a new voice message
10/31/2023 14:24:34 PM	146		scosborn@apjtsad...	Changed screen-pop to exte...
10/31/2023 13:24:30 PM	145		scosborn@apjtsad...	Reverting to version with M...
10/26/2023 13:01:01 PM	144		anntsawccc@gmail...	Reverted demo changes
10/26/2023 12:52:20 PM	143		anntsawccc@gmail...	demo

Cancel

Flow Designer – New Stuff

Versioning

The “Revert” button no longer exists.

Replaced by versioning which has Dev, Test, Live and Latest tags.

Entry Points now have a Version Label associated with the flow.

Access versions by clicking on the Draft button.

Maintains the most recent **100 versions** of the script.

Search function can be used to refine results based on the **notes**

The screenshot displays the Flow Designer interface for a flow named 'Cars_Export'. The flow diagram includes steps like 'Welcome message', 'JDS_G... HTTP Request', and 'Collect... Collect Digits'. A 'Version History' panel is open on the right, showing a table of versions. The 'Active Versions' section lists three versions: Draft, 150 (Dev/Latest), and 148 (Live). The 'Other Versions' section lists versions 145, 126, and 104, with a search bar set to 'mockapi'.

PUBLISH TIME	VERSION	TAGS	LAST EDIT BY	PUBLISH NOTE
-	Draft		scosborn@apjtsad...	N/A
11/08/2023 09:55:55 AM	150	Dev Latest	scosborn@apjtsad...	Publishing DEV version for C...
11/02/2023 07:28:56 AM	148	Live	shaurobi@apjtsad...	Removed previous demo note

PUBLISH TIME	VERSION	TAGS	LAST EDIT BY	PUBLISH NOTE
10/31/2023 13:24:30 PM	145		scosborn@apjtsad...	Reverting to version with M...
08/23/2023 11:46:44 AM	126		scosborn@apjtsad...	CHANGED MOCKAPI TIMEO...
07/03/2023 12:47:28 PM	104		scosborn@apjtsad...	Change mockapi to 61ad71...

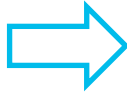
Reference: <https://app.vidcast.io/share/ddc78795-5f95-445b-a1f4-516739591f13>

Flow Designer – New Stuff

New Call Handling Nodes



Feedback V2



Use with new surveys feature



Queue To Agent

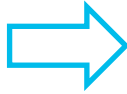


Escalate Call

Distribution Group



Advanced Queue Info



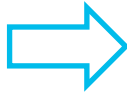
Use with skills based routing



Set Caller ID



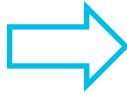
Virtual Agent V2



Use with Dialogflow CX



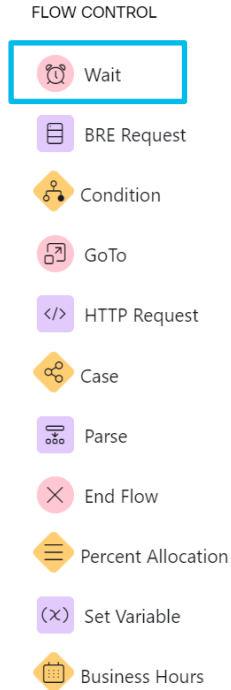
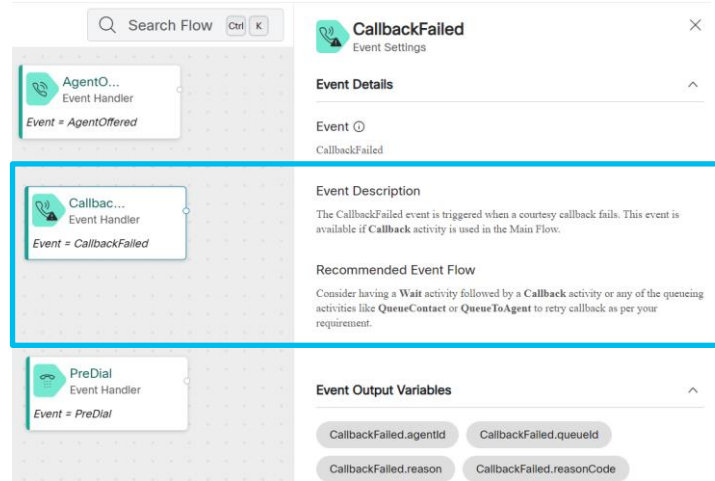
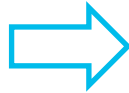
Recording Control



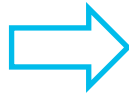
Opt in or out of recording

Flow Designer – New Stuff

New Call Handling Nodes



Distribute calls across targets



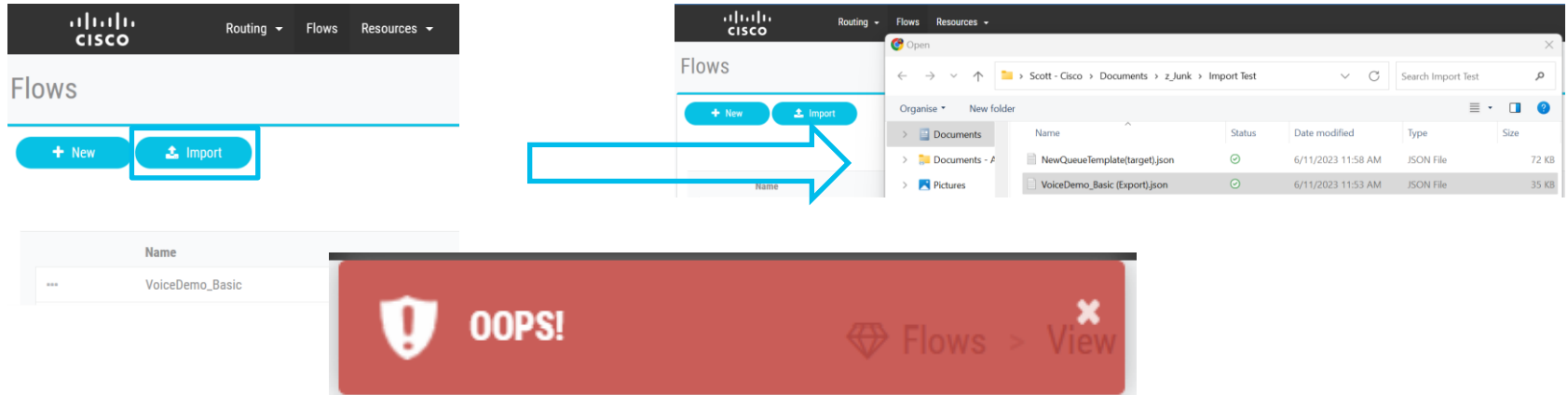
Conditional control of the call treatment



Reference: <https://app.vidcast.io/playlists/f1c3647a-9196-400f-a337-3a3db4d7a053>

Flow Designer – Import/Export

Design once and reuse it



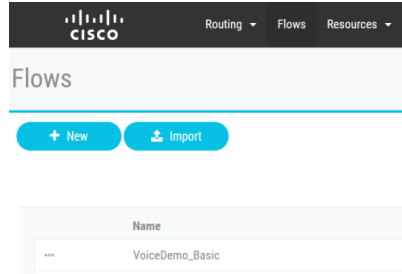
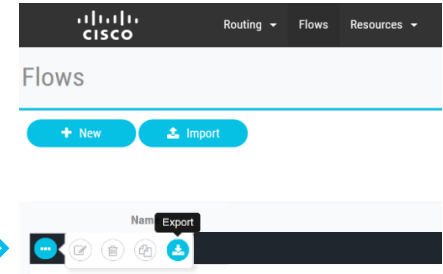
Import validates format and data!

Flow Designer – Import steps

Source the data

Access the **source** system and identify the **connectors** in use.
Export the script.

Access the **target** system and create/copy a basic script with the **same type of connectors**
Export the script.

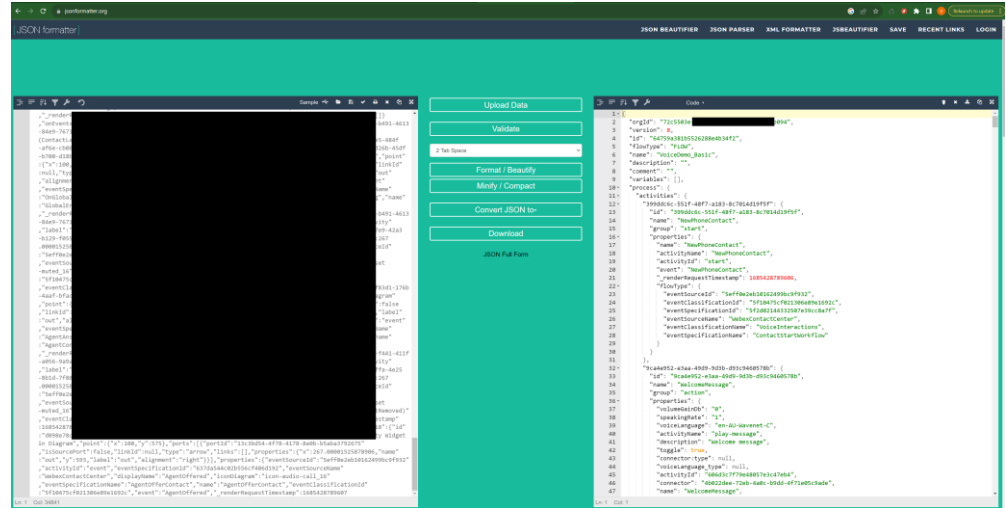


Flow Designer – Import steps

Make it readable

Open both files in text editor
(Notepad++)

Use <https://jsonformatter.org/> to
beautify them



Before (redacted)

After

Flow Designer – Import steps

Replace the orgId

Open both files in text editor
(Notepad++)

Use <https://jsonformatter.org/> to
beautify them

Update the **"orgId"** with
information from the target
system



```
{  
  "orgId": "b604d617-b274-4785-[REDACTED]",  
  "version": 8,  
  "id": "64759a381b5526288e4b34f2",  
  "flowType": "FLOW",  
  "name": "VoiceDemo_Import",  
}
```

1 occurrence at the start of file

Flow Designer – Import steps

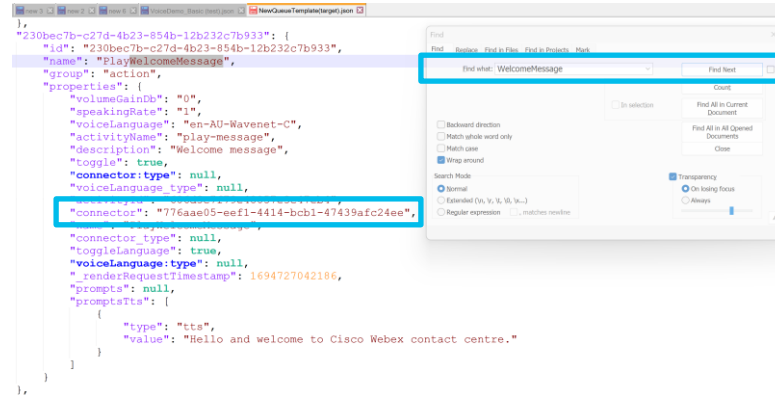
Source the connector

Open both files in text editor
(Notepad++)

Use <https://jsonformatter.org/> to
beautify them

Update the "orgId" with
information from the target
system

In the **source** file, find the TTS
connector id. Hint: search a node
name
(e.g. PlayWelcomeMessage)



```
},
{
  "id": "230bec7b-c27d-4b23-854b-12b232c7b933", {
    "name": "PlayWelcomeMessage",
    "group": "action",
    "properties": {
      "volumeGainDb": "0",
      "speakingRate": "1",
      "voiceLanguage": "en-AU-Wavenet-C",
      "activityName": "play-message",
      "description": "Welcome message",
      "toggle": true,
      "connector": {
        "type": null,
        "connector": "776aae05-ee1f-4414-bc1b-47439afc24ee",
        "connector_type": null,
        "toggleLanguage": true,
        "voiceLanguage": {
          "type": null,
          "renderRequestTimestamp": 1694727042186,
          "prompts": null,
          "promptsTts": [
            {
              "type": "tts",
              "value": "Hello and welcome to Cisco Webex contact centre."
            }
          ]
        }
      }
    }
  }
},
]
```

Flow Designer – Import steps

Replace the connector

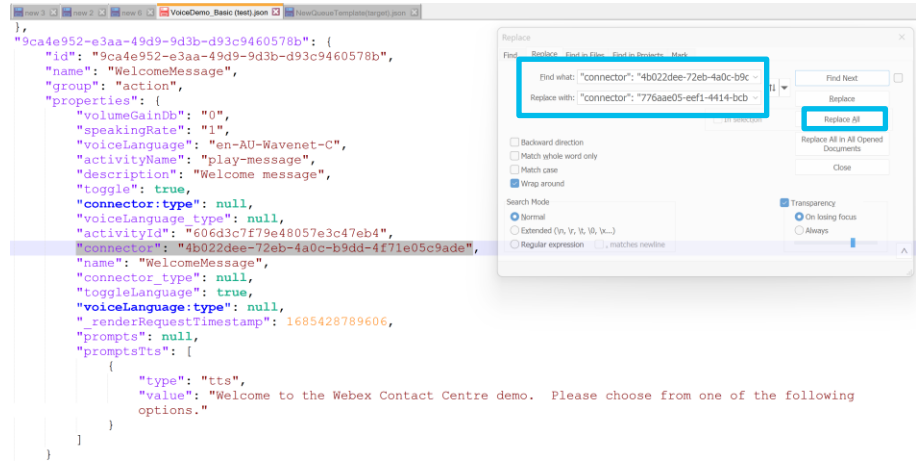
Open both files in text editor
(Notepad++)

Use <https://jsonformatter.org/> to
beautify them

Update the "orgId" with
information from the target
system

In the source file, find the TTS
"connector" id, search a node
name
(e.g.PlayWelcomeMessage)

In the **target** file, find/replace the
TTS "connector" id.



Multiple occurrences for each node that
uses the connector (Find/Replace)

Flow Designer – Import steps

Import the configuration

Open both files in text editor
(Notepad++)

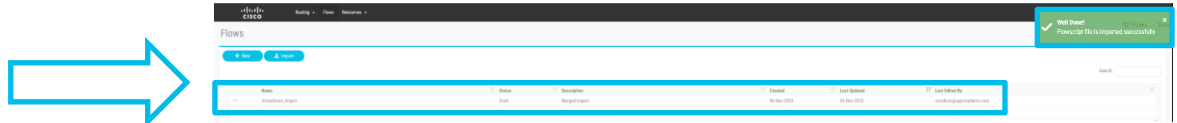
Use <https://jsonformatter.org/> to
beautify them

Update the "orgId" with
information from the target
system

In the source file, find the TTS
“connector” id, search a node
name
(e.g.PlayWelcomeMessage)

In the target file, find/replace the
TTS “connector” id.

Save and **import** your file



Flow Designer – Import steps

Validate configuration

Open both files in text editor
(Notepad++)

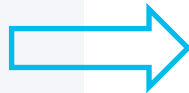
Use <https://jsonformatter.org/> to
beautify them

Update the "orgId" with
information from the target
system

In the source file, find the TTS
“connector” id, search a node
name
(e.g.PlayWelcomeMessage)

In the target file, find/replace the
TTS “connector” id.

Save and import your file

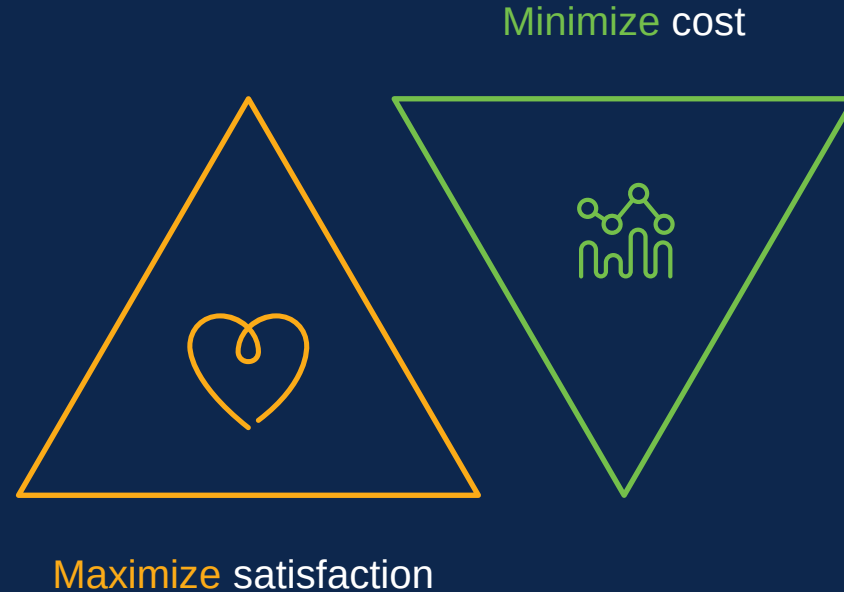


Merged
configuration

Validate to isolate and fix other
identifier configuration

Validate

The customer experience imperative



Customer Experience Basic and Essentials

Webex Customer Experience

Basic

 Webex Suite/Webex Calling

- Voice queues
- Skills-based routing
- Multi-line
- Multi Call window
- Audio intelligence
- Call queue analytics

Included in Webex Suite via A-FLEX-3

Essentials

 Webex Suite/Webex Calling

- Webex Customer Experience Basic +
- Supervisor experience
- Agent Screen pops
- Operational reports
- Voice at launch,
- Omnichannel (H2 CY24)
- Webex Calling Professional License

Coming soon!

Standard & Premium

 Webex Contact Center

- Omnichannel
- Agent & Supervisor desktop app
- AI capabilities
- Automation & virtual agents
- Customer journey data
- Robust reporting & analytics

Available now via A-FLEX-3-CC

Webex Platform

Security, AI, Manageability, Sustainability

Customer Experience Essentials and Agents

Better together



Benefits



Customer Experience



Employee Experience



Extended Reach



Work From Anywhere



Reporting Visibility



Administration Simplicity



Reduced Licensing \$\$\$



Increased Revenue \$\$\$\$

Summary

- Tools are being simplified and consolidated into **Control Hub** as a central location for all configuration.
- Lots of features and functions are being released. Watch the **partner spaces** for updates.
- Configuration is **reusable**, build a library of assets and reuse them.
- We have the tools to **change** the business
- **Start** small, but start

Customer Engagement sessions at Cisco Live



Webex CE Architecture Overview

BRKCCT-1685

Shaun Robinson

Tuesday 2pm

Next-gen Voice Automation

BRKCCT-2686

Scott Osborne

Wednesday 8:30am

Digital Interaction Automation

BRKCCT-2687

Avinab Nanda

Wednesday 1pm

Agent Desktop Best Practices

BRKCCT-2690

Prasanna Arjunan

Wednesday 2:40pm

Journey Data Services

BRKCCT-2029

Rue Green

Wednesday 4pm

CISCO *Live!*

Did you know?

You can have a
one-on-one session with
a technical expert!

Visit Meet the Expert in The HUB
to meet, greet, whiteboard & gain
insights about your unique questions
with the best of the best.



Meet the Expert Opening Hours:

Tuesday	3:00pm – 7:00pm
Wednesday	11:15am – 7:00pm
Thursday	9:30am – 4:00pm
Friday	10:30am – 1:30pm

Session Surveys

We would love to know your feedback on this session!

- Complete a minimum of four session surveys and the overall event surveys to claim a Cisco Live T-Shirt



Continue your education



- Visit the Cisco Showcase for related demos
- Book your one-on-one Meet the Expert meeting
- Attend the interactive education with DevNet, Capture the Flag, and Walk-in Labs
- Visit the On-Demand Library for more sessions at www.CiscoLive.com/on-demand



The bridge to possible

Thank you

CISCO *Live!*

#CiscoLiveAPJC

The background is a vibrant, abstract graphic featuring a rainbow color palette. On the left, there are soft, overlapping cloud-like shapes in shades of red, orange, and yellow. On the right, a bright white light source emits a series of sharp, radiating lines in various colors, creating a sunburst effect. The overall composition is dynamic and celebratory.

cisco *Live!*

Let's go

#CiscoLiveAPJC