

Facebook مادختساب Webex لاصتا نيوكت

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عمدقمل

Facebook مادختساب Webex Connect نيوكت تاوطخ دنتسملا اذه فصوي

Cisco نم TAC سندنهم، كوشتليناد الوكيم ةطساوب ةمهاسملا تمت

ةيساسأل تابلطتم

تابلطتم

ةيلاتل عيضاوملاب ةفرعم كيديل نوكت ناب Cisco ي صوت:

- Webex (WxCC) 2.0 لاصتا زكرم
- Facebook قفدت نيوكت عم Webex لاصتا لخدم

عمدختسمل تانوكمل

ةوقداصملا لىصافت ىلع عالطالل لصوملا حتفا

< IMI OAuth Client Credential

Credentials

Name *

IMI OAuth Client Credential

Resource Domain *

https://api-us-site-1.

Client ID

e585196 ... c6ab433

Client Secret

/UayJsGtw ... CbzyOjWSbjE9o=

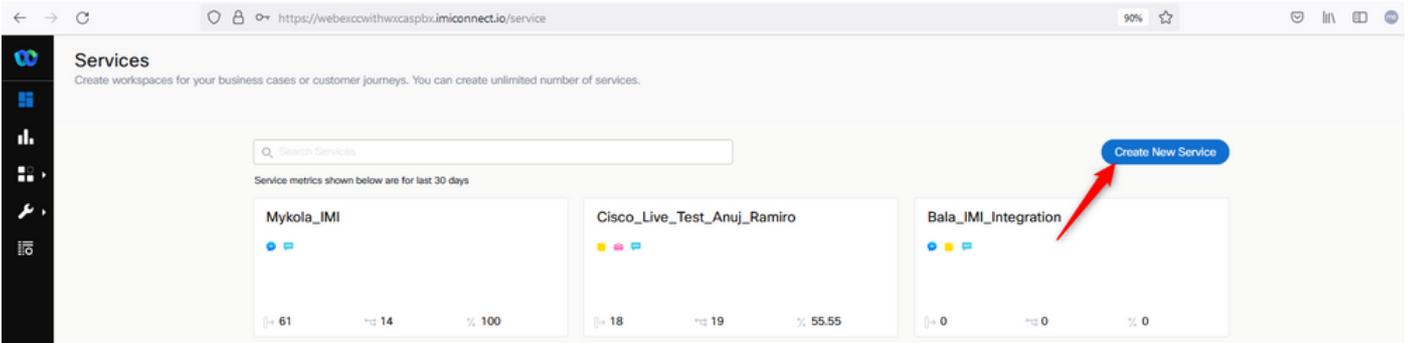
Scope

Token URL

https://api-us-site-1.imiengage.io/api/v1/oauth/token

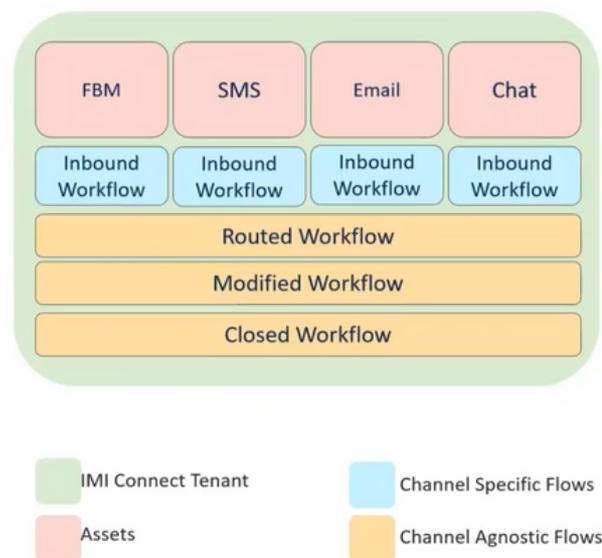
Webex لاصتا لخدم ي ف ةمدخ عاشنإ 2. ةوطخل

لصف ديرت تنك اذإ وأ كب صاخلا رجأتسم لل اهؤاشنإ مت تامدخ ي ك لتمت ال لازت ال تنك اذإ ةديج ةمدخ عاشنإ اءارلا ،نيرخآلا نيمدختسملا نع كب ةصاخلا لماكتلا تاي ل مع عيمج



ةيساسألا ماهملا تاقفدت لىزنن تب مق 3. ةوطخل

Core Task Flows، مادختساب رجأتسملا نيوكت بجي Routed, Modified, و Closed Workflows لثم



Workflows Overview:

- Channel specific **inbound** workflows needs to be created per channel/trigger
- **Routed** workflow is 1 per instance and gets triggered when an agent clicks 'Accept' button in WxCC desktop.
- **Modified** workflow is 1 per instance and gets triggered when an agents attempts transfer/conference in WxCC desktop.
- **Closed** workflow is 1 per instance and is triggered when agents click on 'End' button in WxCC desktop.
- Routed, Modified, Closed workflows are readily available and can be uploaded to the tenant and then updated with the tenant specific configuration.

Core Workflows ن Github: [Webex Connect قفدت](#) ليزنت

File Name	Description	Time
Email Inbound Flow.workflow.zip	Pushed the changes to Handled the plain test mode	2 months ago
Facebook Inbound Flow.workflow.zip	Pushed the individual zip for flow templates	3 months ago
Live Chat Close Flow.workflow.zip	Pushed the individual zip for flow templates	3 months ago
Live Chat Inbound Flow.workflow.zip	Pushed the individual zip for flow templates	3 months ago
SMS Inbound Flow.workflow.zip	Pushed the individual zip for flow templates	3 months ago
Task Close Flow.workflow.zip	Pushed the individual zip for flow templates	3 months ago
Task Modified Flow.workflow.zip	Pushed the individual zip for flow templates	3 months ago
Task Routed Flow.workflow.zip	Pushed the individual zip for flow templates	3 months ago
WAB Inbound Flow.workflow.zip	Pushed the individual zip for flow templates	3 months ago

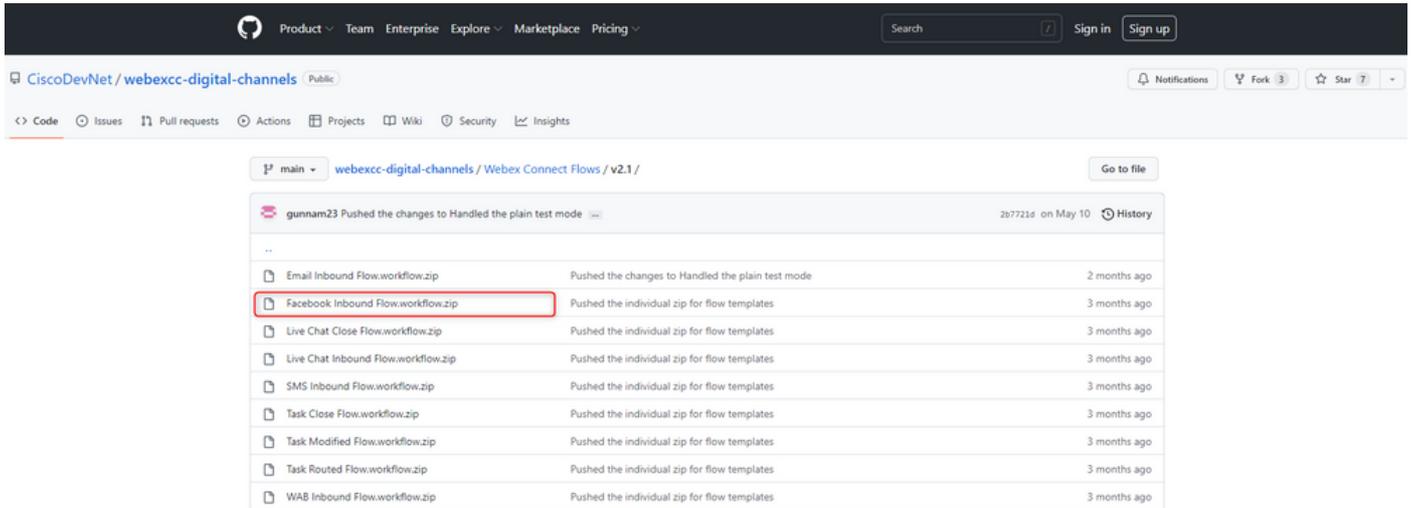
كانه تاقفدت ل هذه ةفاضت ساو ةباوب Webex Connect في ةلصفنم تامدخ عاشناب ي صوي

Trigger	Flow	Status	State	Executions	Actions
	Close_Flow Flow Id:14579	Live	Enabled	166	
	Modified_Flow Flow Id:14578	Live	Enabled	1	
	Routed_Flow Flow Id:14577	Live	Enabled	163	

Facebook ل GitHub ن اقبسم نوكم قفدت ليزنت 4 ةوطخلال

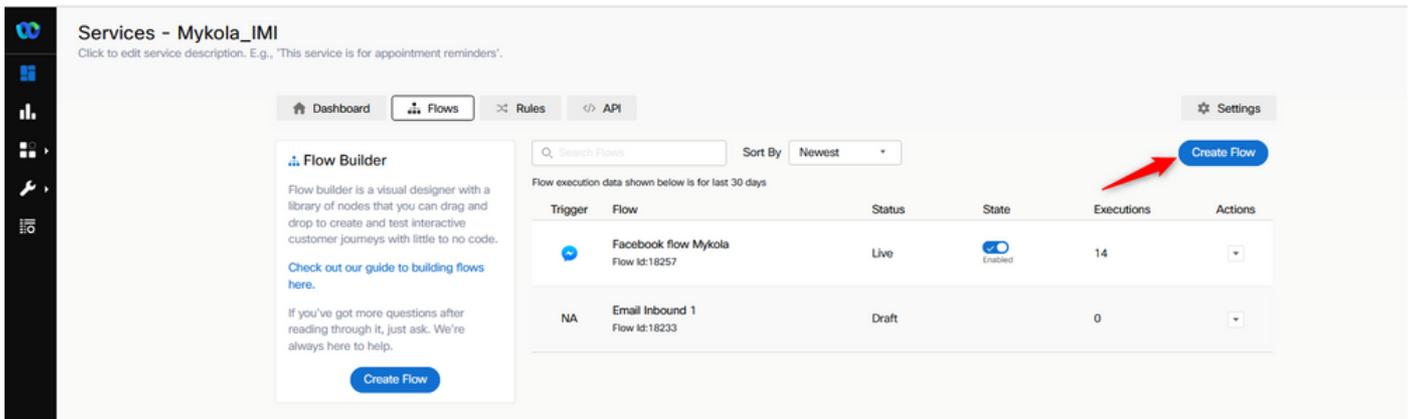
اقبس م اهنيوكت مت يتل اتا قفدتال ضع ب كانه .ةي ادبل نم قفدتال عاشن اكي ل ع بجي ال [Webex لاصتا تا قفدت](#) الى لقتنا .اهم ادختسا كنكمي يتلاو

كوب سي ف لم اكت قفدت لي زنتو

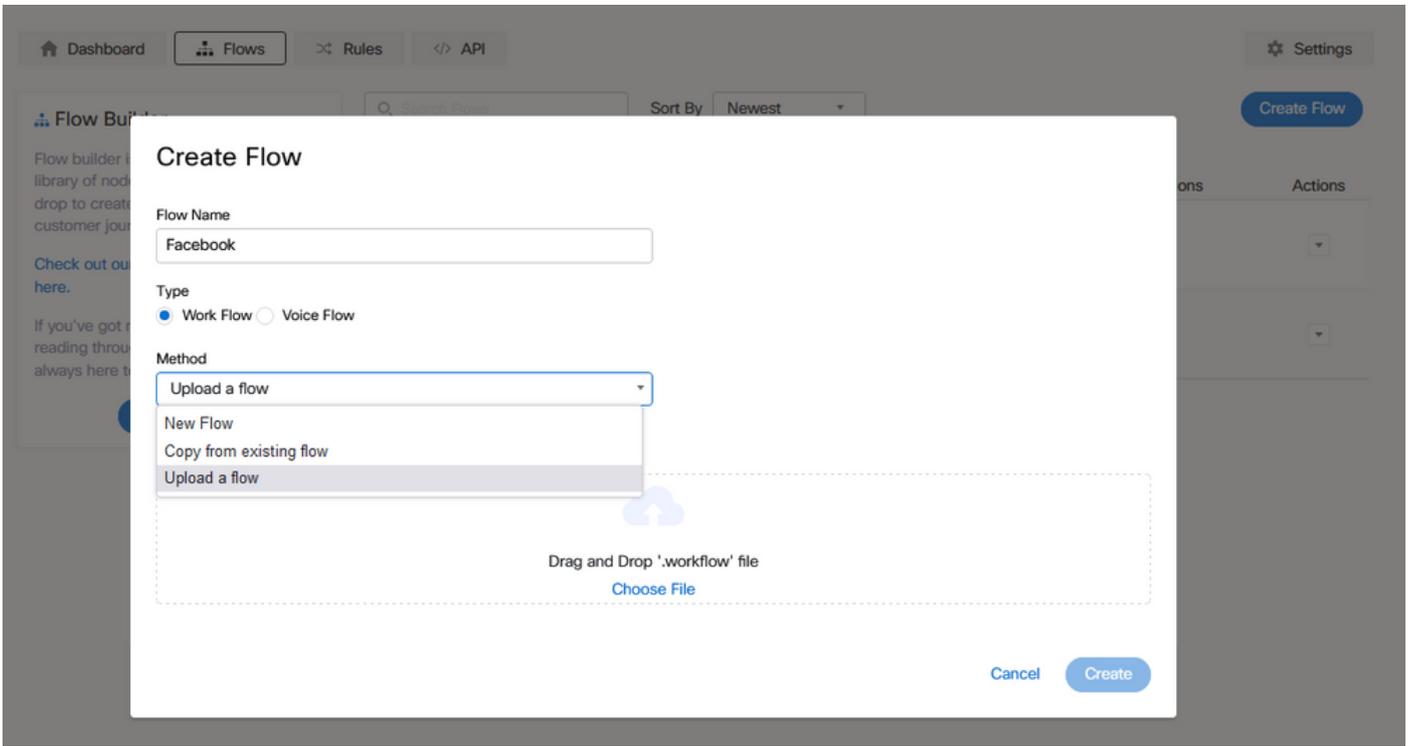


Services تحت Flows الى هلي محتب مق ،رتوي بمكلا الى ع قفدت كي دل نو كي ام دن ع

رقنا Create Flow.



تام دخلا الى هلي محتل هتال فواق بس م هنيوكت مت يتل اذلا قفدتال بحسا



ل.يوقتلا دادعلا 5. ةوطخلا

Integrations قوف رقنا مث Assets لى لى لقتنا



Webex CC Engage integration تحت ضيوفتلا نيوكت

< Manage Integration - Prebuilt Integration

Integration Details

Integration Details

Name : Webex CC Engage

Description : CRUD for imiengage test12223

Service : Core Task Flows, Anuj_imi_service_V2, bhusures_IMI_New_Integration, Jeevan_Test_Service, TAC_Dock3, Bala_IMI_Integration, Cisco_Live_Test_Anuj_Ramiro, Mykola_IMI, New_TAC_Email_Dock

Flows : Routed_Flow, Modified_Flow, Close_Flow, Email_Flow, Facebook_Flow, LiveChat_Inbound, LiveChat_Close, bhusures_fb_flow, bhusures_imi_email_flow, bhusures_imi_chat_flow, bhusures_imi_chat_close_flow, Social_check, SMS_working_flow, Jeevan_IMI_Chat_Flow, TAC_LiveChat_Dock3, Fb_Flow, Bala_chat_flow, Cisco_Live_Chat_Flow_v1, gmailemailoauth2_Flow, Facebook flow Mykola, Email_inbound

Rules : NA

Tenant Identifier : [Redacted]

Validate Signature : Disabled

Authorization for Inbound events

Authorization : Disabled

Node Authorizations

Authorization	Auth Type	Grant Type	Status	Action
> WxCC Engage Authorisation	oauth2	client_credentials	Authorized	[Dropdown]

Nodes

Node

Add Authorization

Webex CC Task integration. في يرس حات فم عاشن او ضيوفت لال نيوكت

< Manage Integration - Prebuilt Integration

Integration Details

Integration Details

Name : Webex CC Task

Description : Make CRUD operations on WxCC task APIs

Service : Core Task Flows, Anuj_imi_service_V2, bhusures_IMI_New_Integration, Jeevan_Test_Service, TAC_Dock3, Bala_IMI_Integration, Cisco_Live_Test_Anuj_Ramiro, Mykola_IMI, New_TAC_Email_Dock

Flows : Routed_Flow, Modified_Flow, Close_Flow, Email_Flow, Facebook_Flow, LiveChat_Inbound, LiveChat_Close, bhusures_fb_flow, bhusures_imi_email_flow, bhusures_imi_chat_flow, bhusures_imi_chat_close_flow, Social_check, SMS_working_flow, Jeevan_IMI_Chat_Flow, TAC_LiveChat_Dock3, Fb_Flow, Bala_chat_flow, Cisco_Live_Chat_Flow_v1, gmailemailoauth2_Flow, Facebook flow Mykola, Email_inbound

Rules : NA

Tenant Identifier : [Redacted]

Validate Signature : Enabled

Secret Key	Created On	Created By	Status	Action
[Redacted]	02-08-2022 10:58 UTC -0400	Admin	Active	Discard

Create Secret Key

Authorization for Inbound events

Authorization : Disabled

Node Authorizations

Authorization	Auth Type	Grant Type	Status	Action
> WxCC Authorisation	oauth2	authorization_code	Authorized	[Dropdown]

Nodes

Node

Add Authorization

Webex. لاصتا لخدم ىلع Facebook قي ببط عاشن. 6 ةوطخ لال

Assets لىل لقتنا، New App عاشن لال. لوخدلا ةطقن اساساً وه لخدم لال Webex Connect ىلع قي ببطت Configure New App قوف رقتنا مث

Apps
Configure Apps to send and receive messages from Mobile, Web, Email and Social Messaging Platforms.

Search Apps

App Type: All Apps

Message data shown below is for last 30 days

Channel	Apps (37)	Messages Sent	Messages Received	Actions
	FB_Mykola App ID : a_637926733345030000 Service - Mykola_JMI	61	14	
	RaiCiscoLive1 App ID : RA16165513 Service - RaiCiscoLive1	3	2	
	Ciscotoluser7Chat App ID : C116161920 Service - CiscoLive7 , Cisco Live	1	3	

Configure New App

ق م س اب ك ق ي ب ط ت ة ي م س ت ب م ق Add Messenger Page.

< Configure New App - Messenger

Link your Facebook page with Webex Connect to start using the platform for sending and receiving messages over Facebook Messenger. You need to be an admin for the concerned Facebook Page for this. Refer [docs](#). for more info.

Name

Facebook test

Register To Webex CC Configure Outbound Webhooks DOCS

Messenger Page Details

You can add one of your Messenger pages in this application to send and receive Messenger messages from your customers. Learn more about messaging on Messenger in our [docs](#).

ADD Messenger PAGE

Facebook دامتعا تانايب لخدأ Facebook. ةني عم ةحفص ىل ق ي ب ط ت ل ن ي ع ت ن ك م ي ة ح و ت ف م Facebook ةحفص ىل ق ي ب ط ت ل ن ي ع ت ل

Login to Facebook

Sign in to continue.

facebook

Sign in to continue.

dan

.....

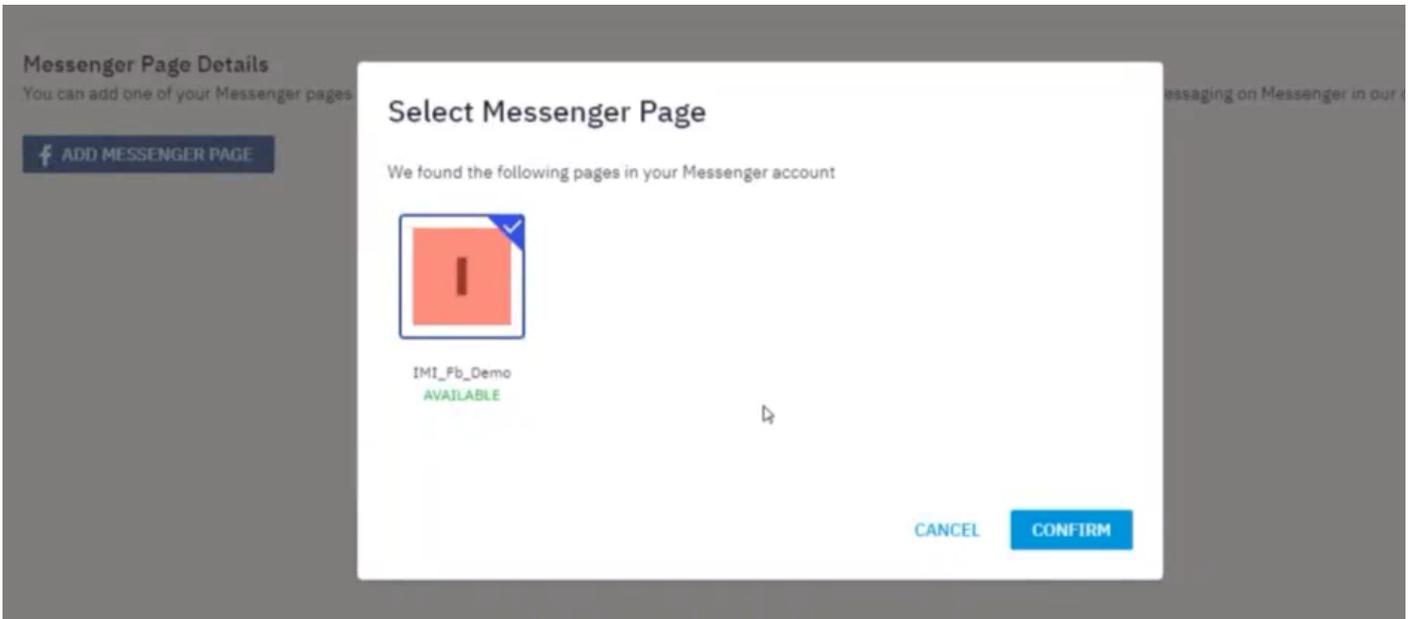
Entrance

Forgot your account?

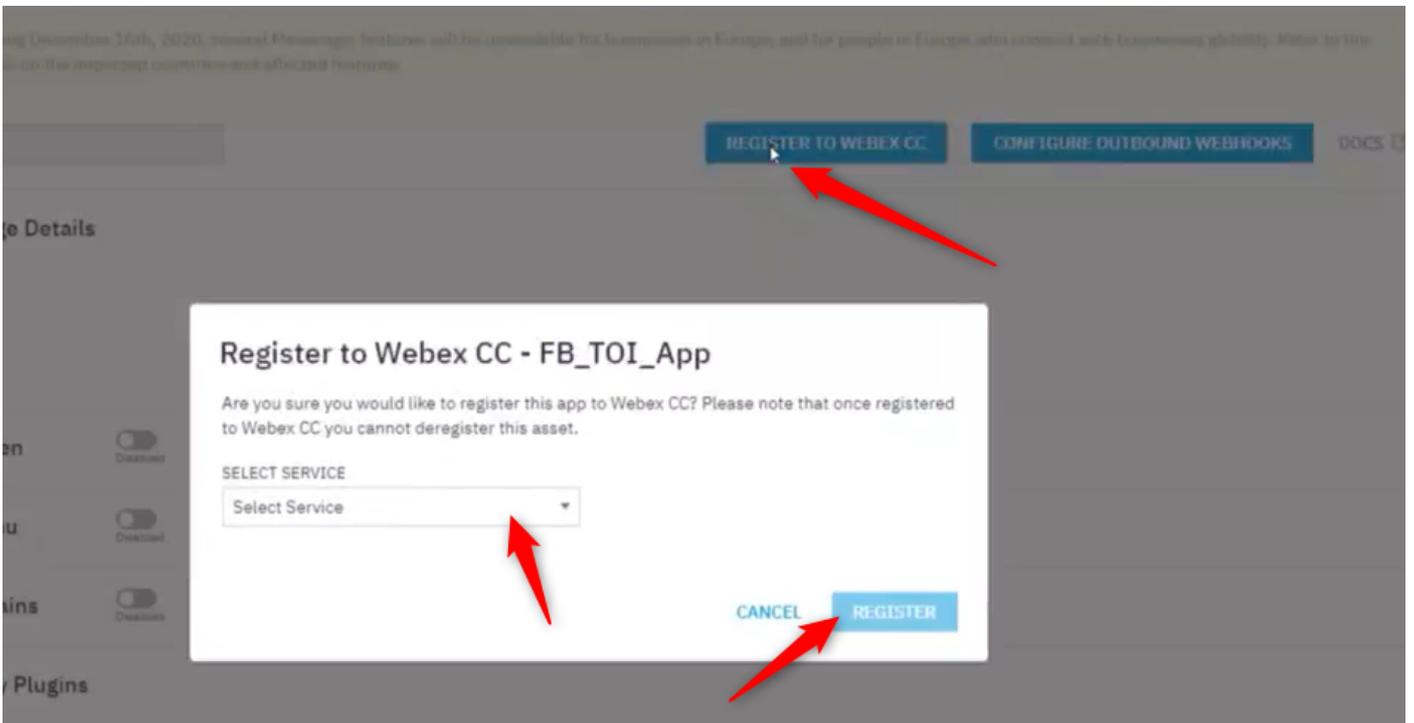
or

Create a new account

لم ا ك ت ل ا ا ذ ه ل ا ه م ا د خ ت س ا د ي ر ت ي ت ل ا ة ح و ت ف م ل ا ر د ص م ل ا ة ح ف ص ل ا د ح

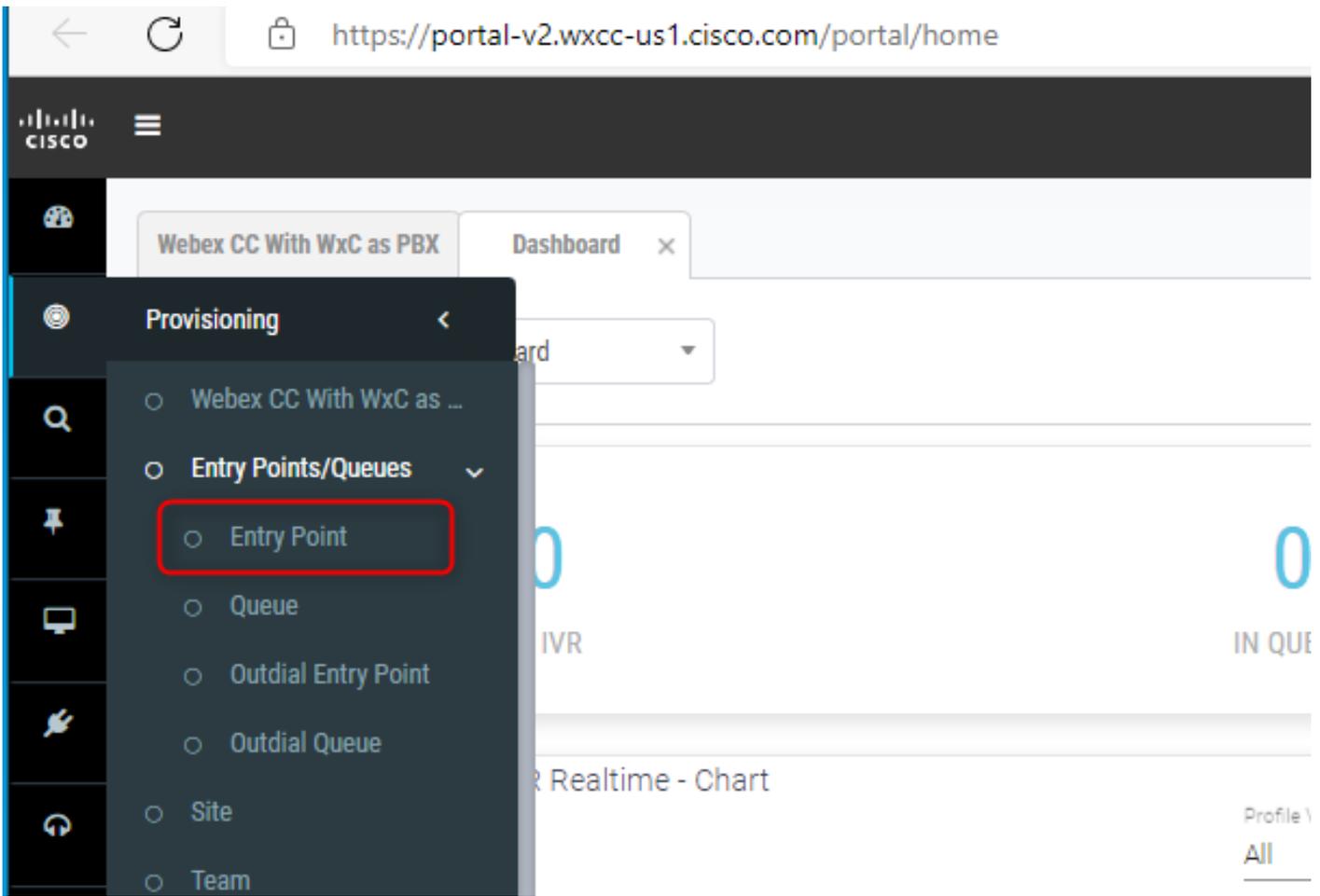


ةرادإلا ةباوب Webex Contact Center يف اهارن يكل Webex CC عم Facebook ةحفص ليجست



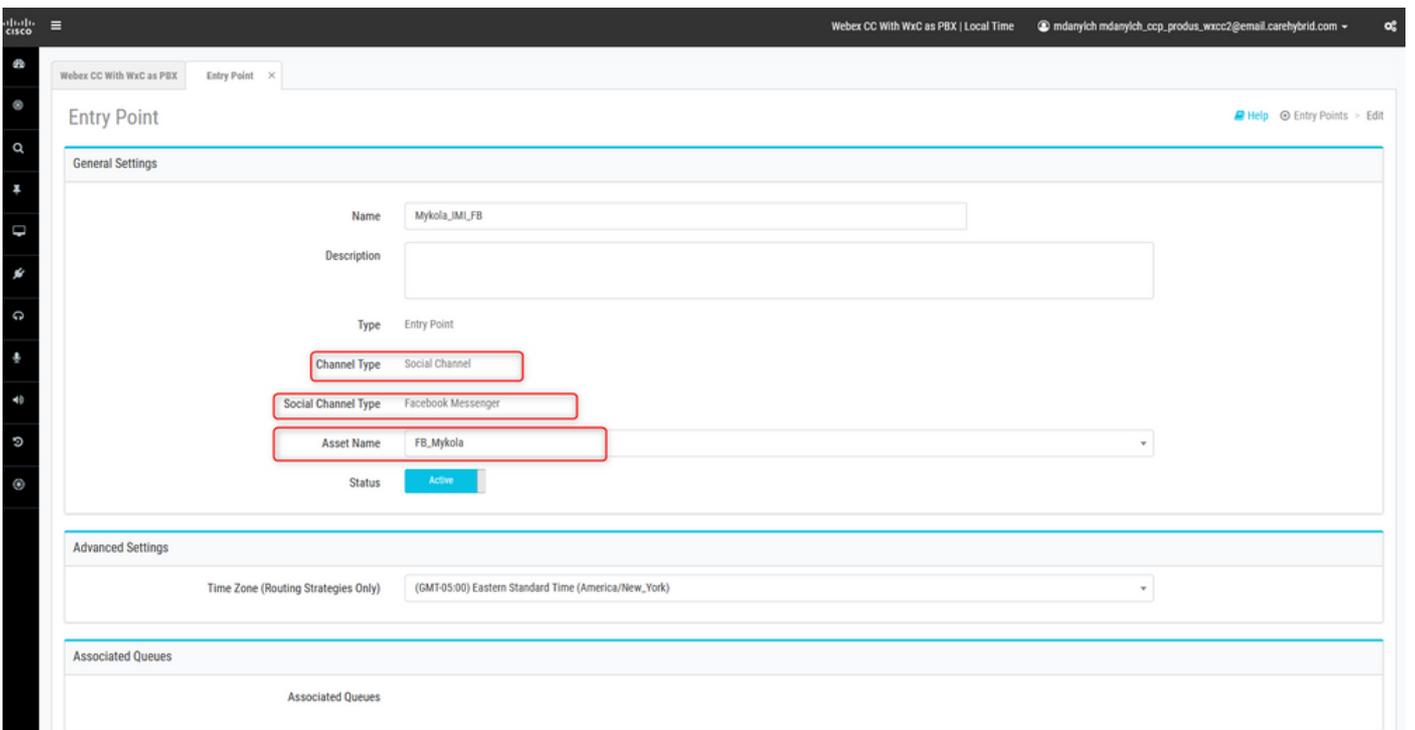
Webex لوؤسم لخدم يف راطتنا ةمئاقو لاخدا ةطقن ءاشناب مق 7. ةوطخلا
Contact Center.

Webex Contact Center لخدم Provisioning > Entry Point. لىل لقتنا، لخدم



لإدخال عتقن عاشن | Channel Type - Social Channel, Social Channel Type - Facebook Messenger و Asset Name.

لإدخال عتقنل هتتوت ةتتتتارتس | أ عاشن | كتل ع بتوت ال.



لإدخال عتقنل هتتوت ةتتتتارتس | راطتنا ةمئاق عاشن | Channel Type - Social Channel.

Queue Routing Type نأ نكمي Longest Available Agent أو Best Available Agent.

ةمئاقلا لىل قيرف ةفاضل

General Settings

Name: Mykola-IMI-FB-Q

Description:

Type: Queue

Channel Type: Social Channel

Status: Active

Contact Routing Settings

Queue Routing Type: Longest Available Agent

Conversation Distribution: Add a Conversation Distribution Group to associate one or more teams with this queue. Add multiple groups to distribute conversations to more teams as time in queue progresses.

+ Add Group

Group1

Team Name	Site Name	Team Type
Team_HQ	WashingtonDC_HQ	Agent Based

Advanced Settings

Maximum Time in Queue: 3600 seconds

Time Zone (Routing Strategies Only): Default (Tenant Time Zone)

Webex لاصتا قفدت يف ةيمومع تاريختم نيوكت 8 ةوطخل

قباس تقوي ةباوبلا لىل هليمتب تمق يذلا Facebook قفدت حتفا

Services - Mykola_IMI

Click to edit service description. E.g., "This service is for appointment reminders".

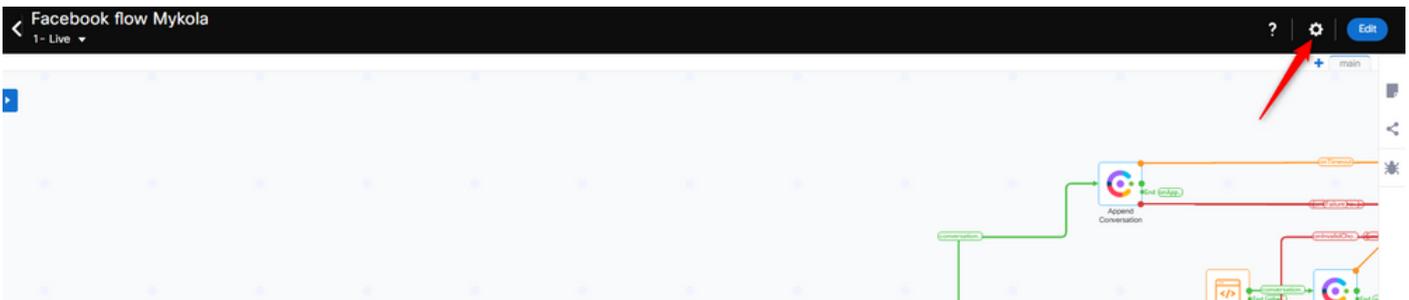
Dashboard | Flows | Rules | API | Settings

Flow Builder

Flow execution data shown below is for last 30 days

Trigger	Flow	Status	State	Executions	Actions
	Facebook flow Mykola Flow id:18257	Live	Enabled	15	

تادادعإل لىل رعرقنا



ةصصخملا تاريختملا لوقح تحت ةماعلا تاريختملا فيرعتب مق

Define values for custom variables you have created in the flow.

Variable Name	Default Value (Optional)	Externalize
FBpageid	104482825663424	<input type="checkbox"/>
appid	a_637926733345030000	<input type="checkbox"/>
messengerPayloadObject		<input type="checkbox"/>
messagetext		<input type="checkbox"/>
attachmentURL		<input type="checkbox"/>
nonPCComplianceReasonObject		<input type="checkbox"/>
conversationId		<input type="checkbox"/>
isPCValidationDone		<input type="checkbox"/>
isPCCompliance	false	<input type="checkbox"/>
dropCountAttachments	0	<input type="checkbox"/>

مٹ Assets حت ف. اق بسم هؤاشن مت يذلا قي بطت ال ي ف FBpaPageid و appid يلع روثل ال نكمي قي بطت ال دح.

ميرقك هلاخذ اكي لبع بح يذلا PageID و AppID ةيؤر كنكمي، قي بطت ال حت فت ام دنع ةي ومو م ال تاريخت مل.

```

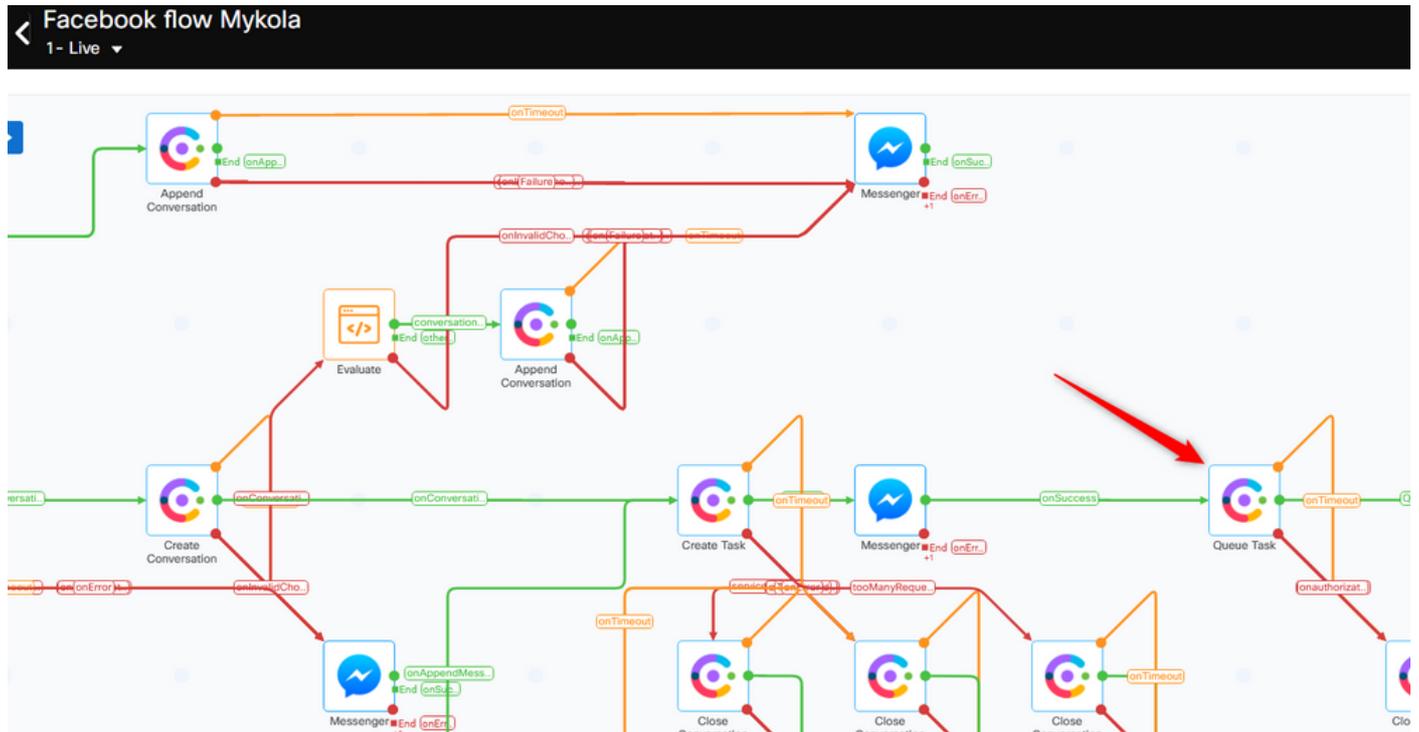
<div class="fb-messengermessageus"
messenger_app_id="1822698121398487"
page_id="104482825663424"
color="blue | white">
size="standard | large | xlarge">
</div>

```

Webex | لاصتا زكرم لخدم نم راطت نال امة ئاق ني عت ب مق 9 ة و ط خ ل ل

WebEx لاصتا لخدم ي ف دوجوم ل ق ف دت ل ل

ة ل ت ك Queue Task ن ع ث ح با ، Facebook ق ف دت ي ف



ة ب ا و ب Webex Contact Center ي ف ا ق ب ا س ة ا ش ن ا ب ت م ق ي ذ ل ا ع م Queue Name دا ع |

Queue Task

Configuration **Transition Actions (Optional)**

Method Name: Queue task

NODE RUNTIME AUTHORIZATION: WxCCTacRootConnect

Task ID: \${fid}

Conversation ID: \${conversationId}

Media Type: Social

MEDIA CHANNEL: Facebook Messenger

Queue details

Queue Name: Mykola-IMI-FB-Q

Queue routing Type: Longest available agent

Input Variables
List of variables available as input for this node

- Custom Variables [F18257]
- Start Node ID: 2
- Evaluate Node ID: 9
- Messenger Node ID: 23
- Search Conversation Node ID: 1687
- Create Conversation Node ID: 1688
- Re-open Conversation Node ID: 1691
- Append Conversation Node ID: 1693
- Create Task Node ID: 1697

م ا ه م ل ل و ب ق ل ز ه ا ج ق ف دت ل ل ن ا ف ي ل ل ا ت ل ا ب و Make Live ل ع ر ق ن ا ، ق ف دت ل ل ن ي و ك ت د ن ع

ةمچرتل هذه لوج

ةللأل تاي نقتل نم ةومچم مادختساب دن تسمل اذه Cisco تچرت
ملاعلاء انءمچ يف نيمدختسمل معدى وتحم مي دقتل ةيرشبل او
امك ةقيد نوك تنل ةللأل ةمچرت لصف انءمچم لىچرئى. ةصاغل متهتبل ب
Cisco يلخت. فرتحم مچرت مامدقي يتل ةيفارتحال ةمچرتل عم لالحل وه
ىلإ أمئاد ةوچرلاب يصوت وتامچرتل هذه ةقदन ةتيلوئسم Cisco
Systems (رفوتم طبارل) يلصلأل يزلچنل دن تسمل