

# COLLABORATION TRANSITIONS

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Contact Center:

## Transitioning from Unified Contact Center Express to Webex Contact Center

CTG Technical Marketing Engineering Team

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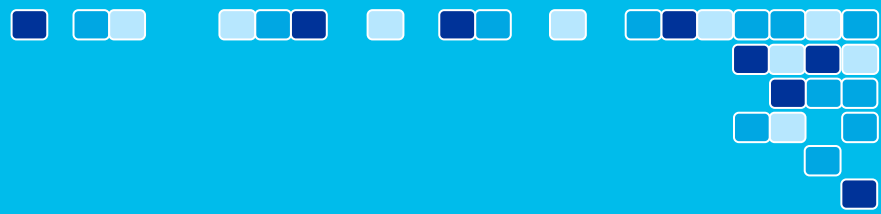
## Mapping the Transition (cont.)

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Collaboration Transitions

Contact Center: Transitioning from Unified CCX to Webex Contact Center

# Scenario Introduction

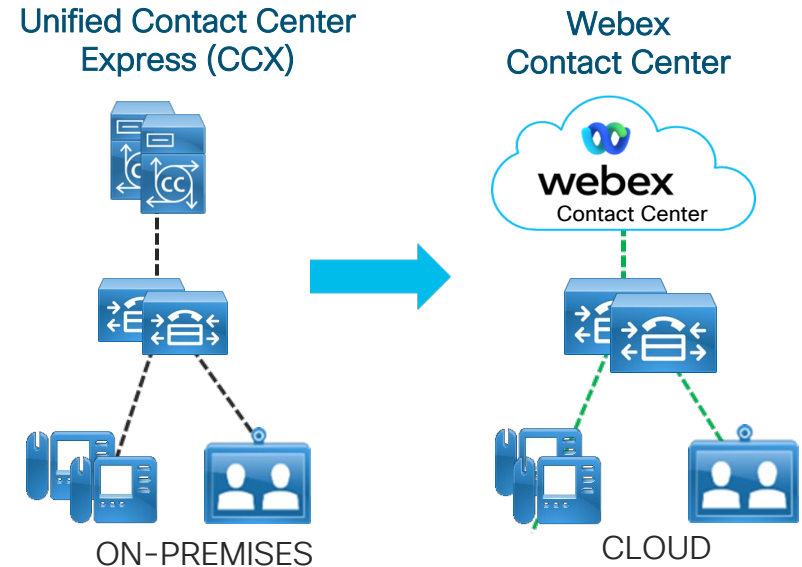
# Contact Center: Unified CCX to Webex CC

## Scenario Introduction: Decision

This scenario applies specifically to transitioning from on-premises **Unified Contact Center Express (CCX)** to **Webex Contact Center (CC)** in the cloud.

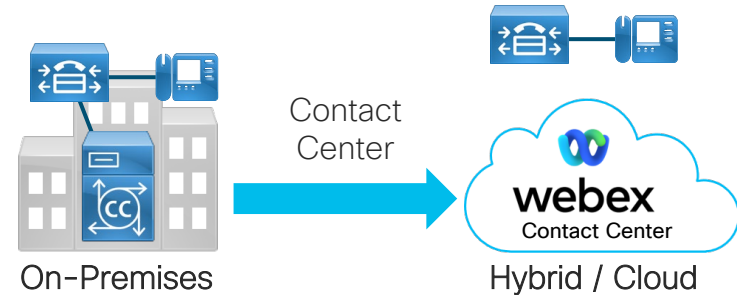
Consider carefully before making this transition if you have any of these restrictions or requirements:

- » Unreliable Internet access.
- » Stringent data privacy policies.
- » Compliance requirements for on-premises or in-country media recording and storage.
- » Historical data from on-premises systems must be maintained.
- » Complex or numerous on-premises custom integrations with other solutions.



# Contact Center: Unified CCX to Webex CC Scenario Introduction: Overview

Contact Center transition scenario  
covering the transition from on-premises  
Unified CCX to Webex Contact Center  
in the cloud.



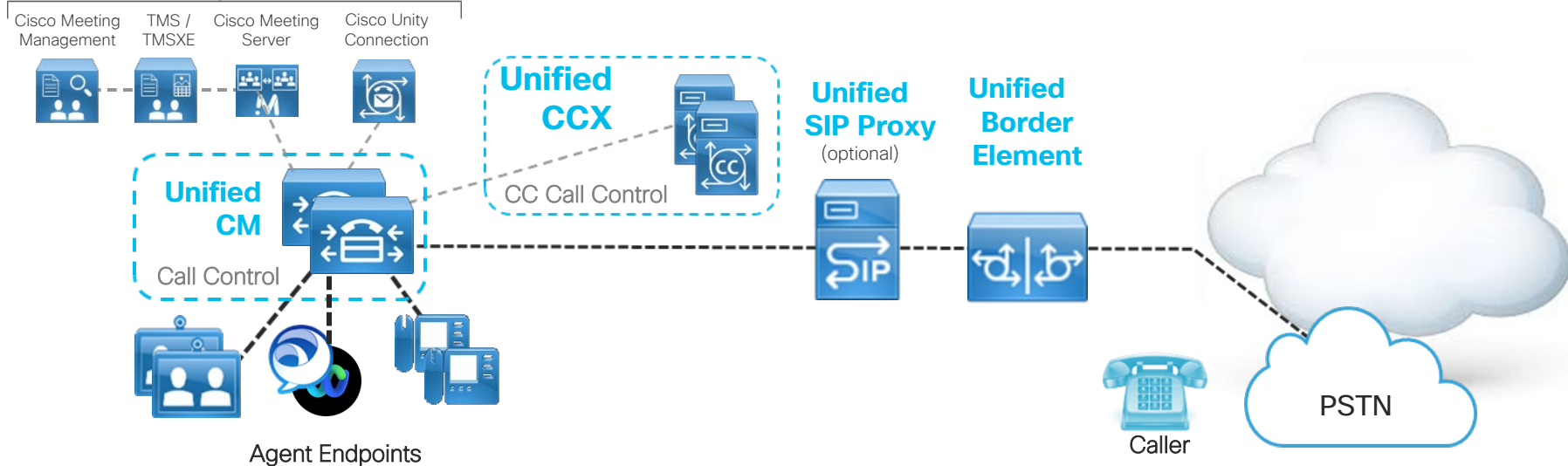
## Scenario Objective

- To evaluate the transition **FROM** Unified CCX (on-premises contact center) **TO** Webex CC (cloud contact center).
- Experiences that will change after the transition:
  - » **Agents/Supervisors:** Device interaction, Contact Center features and functions.
  - » **Administrators:** Provisioning, management, and troubleshooting.

# Contact Center: Unified CCX to Webex CC

## Scenario Introduction: Base Architecture

Voice Messaging & Conferencing (optional)



- » Architecture based on the **Enterprise On-Premises Preferred Architecture<sup>1</sup>** (version 12.x).
- » **Unified CCX** is the contact center call control.
- » **Unified Communications Manager (Unified CM)** provides device registration and call routing.

- » Video endpoints, desk phones, Jabber and Webex apps register to Unified CM for calling services.
- » **Cisco Unified Border Element (CUBE)** and optionally **Cisco Unified SIP Proxy (CUSP)** provide PSTN access.

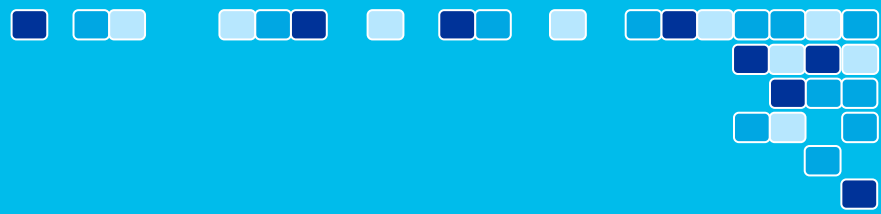
<sup>1</sup> While the Enterprise On-Premises PA does **not** include Contact Center components and functionality, all other aspects of the latest Enterprise On-Premises PA still apply to this transition.



# Contact Center: Unified CCX to Webex CC

## Scenario Introduction: Scope

- Enterprise contact center resources are moved from traditional on-premises UCCX solution to cloud Webex CC.
  - » [This transition evaluation was performed with on-premises Unified CM for call control and call processing.](#) While there are other methods to achieve this, those are not covered in this transition map. Refer to the [Unified CCX to Webex CC Deployment Guide](#) for more details.
- Only [features and functions for enterprise on-premises contact center deployments](#) were evaluated with the Webex CC environment.
  - » 80/20 Rule: It is expected this scenario will be applicable to ~80% of enterprise customers, understanding that ~20% of customers may have additional considerations or requirements not covered. This is based on the actual call control that is present at the time of the transition.
- Webex CC can work with most endpoints that can receive or make a call (for example, Cisco 7800 and 8800 series phones).
  - » Unified CM provides endpoint registration & call routing before, during, and after the transition.



Collaboration Transitions

# Contact Center: Transitioning from Unified CCX to Webex Contact Center

## Mapping the Transition

# Contact Center: Unified CCX to Webex CC

## Mapping the Transition: High-Level Transition Map

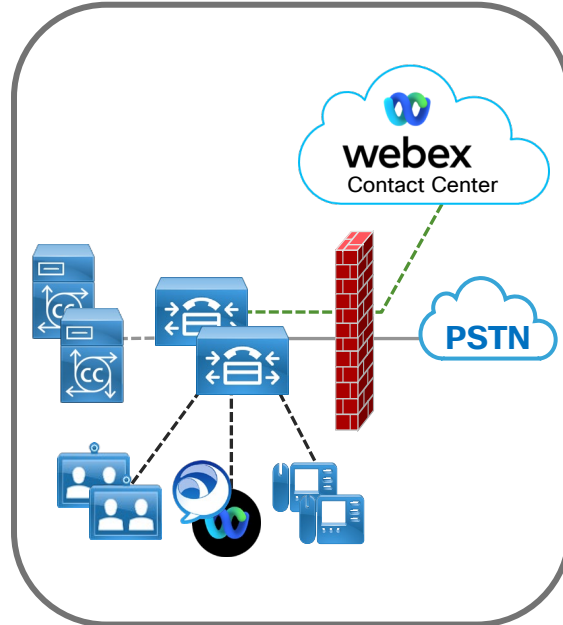
0

Unified CM with UCCX



1

Unified CM with UCCX and Webex Contact Center



2

Unified CM with Webex Contact Center



Note: This map is a visual representation of the workload transition(s), highlighting the primary architectural changes during the deployment.

# Contact Center: Unified CCX to Webex CC

## Mapping the Transition: Step 0 – Unified CCX Deployment

0

### Unified CM with UCCX



1

### Unified CM with UCCX and Webex Contact Center



2

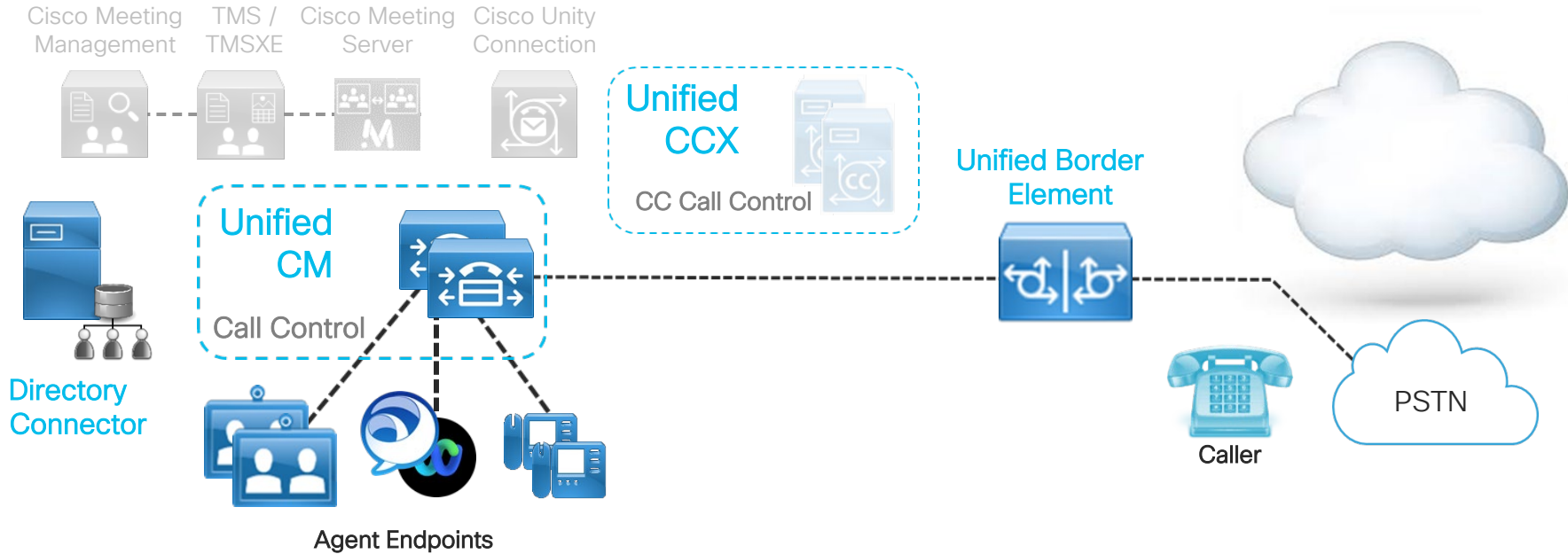
### Unified CM with Webex Contact Center



Note: This map is a visual representation of the workload transition(s), highlighting the primary architectural changes during the deployment.

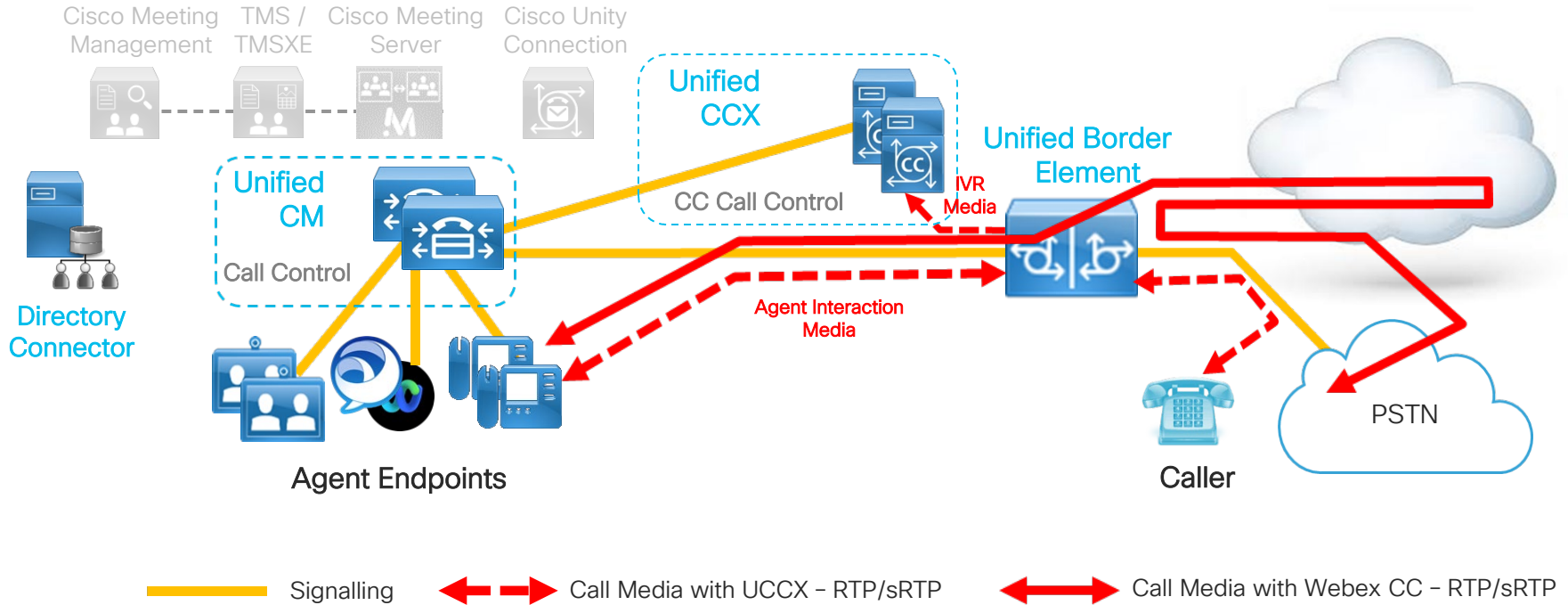
0

# Contact Center: Unified CCX to Webex CC Unified CM with Unified CCX Deployment



# 0

## Contact Center: Unified CCX to Webex CC Unified CM with Unified CCX Flow



<sup>1</sup> Unified CCX CTI ports register to Unified CM like phones to stream RTP.

# Contact Center: Unified CCX to Webex CC

## Mapping the Transition: Step 1 – Unified CCX and Webex CC

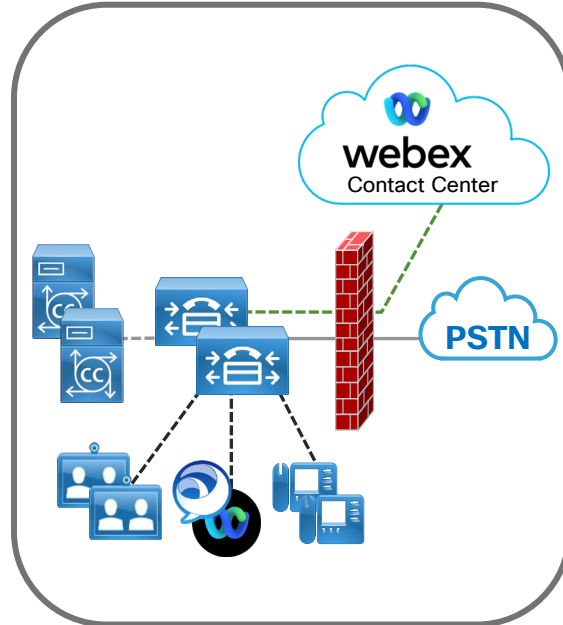
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Unified CM with UCCX



1

Unified CM with UCCX and Webex Contact Center



2

Unified CM with Webex Contact Center

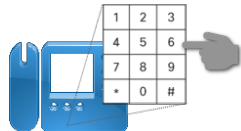
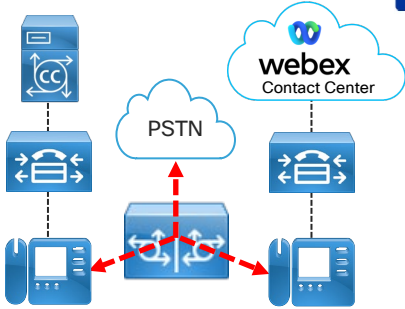


Note: This map is a visual representation of the workload transition(s), highlighting the primary architectural changes during the deployment.

# 1

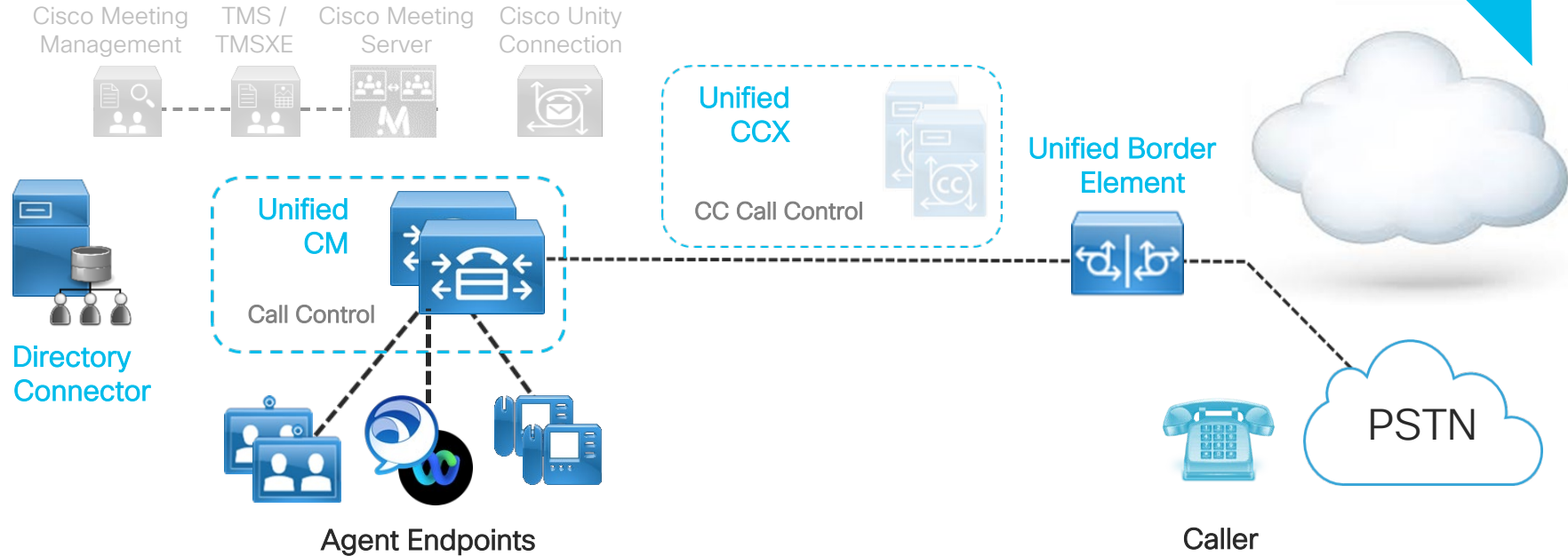
## Contact Center: Unified CCX to Webex CC What Changes with Unified CCX and Webex CC?

- **Licensing:** Move to Flex licensing to begin consuming Webex CC. You must consider CUBE licenses<sup>1</sup> for this migration depending on call volume.
- **On-Premises Calling Integration:** CUBE for Webex CC to communicate with Unified CM and for access to the PSTN.
- **Directory Integration:** Directory Connector<sup>2</sup> pushes and regularly synchronizes on-premises users in the corporate directory to the organization's Webex identity store.
- **Call Control Dial Plan:**
  - » A plan will need to be developed to route calls to either platform based on business needs.
  - » Dialing class of restrictions must be revisited during transition.



<sup>1</sup> CUBE platform licensing (voice, security, throughput (vCUBE only)).  
<sup>2</sup> Directory Connector is an optional component. Users may also be added manually.

# 0 Contact Center: Unified CCX to Webex CC Before – Unified CM with Unified CCX

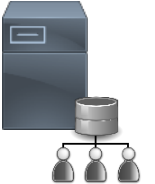
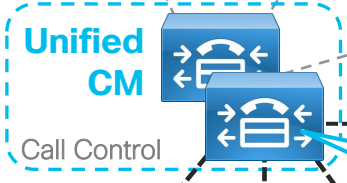


1

# Contact Center: Unified CCX to Webex CC After – Unified CM with Unified CCX and Webex CC

On-premises Contact Center: **Unified CCX** plays IVR prompts, reserves the agent, and routes call to agent via Unified CM.

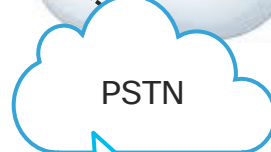
Cloud Contact Center: **Webex Contact Center** provides ACD<sup>1</sup>, reserves the agent, and routes incoming calls (internal and PSTN) via Unified CM to agent.



**Directory Connector**

On-Premises Call Control: **Unified CM** continues to provide phone registration and call routing.

**Unified Border Element**



Caller

**CUBE:** PSTN and Webex CC interop.

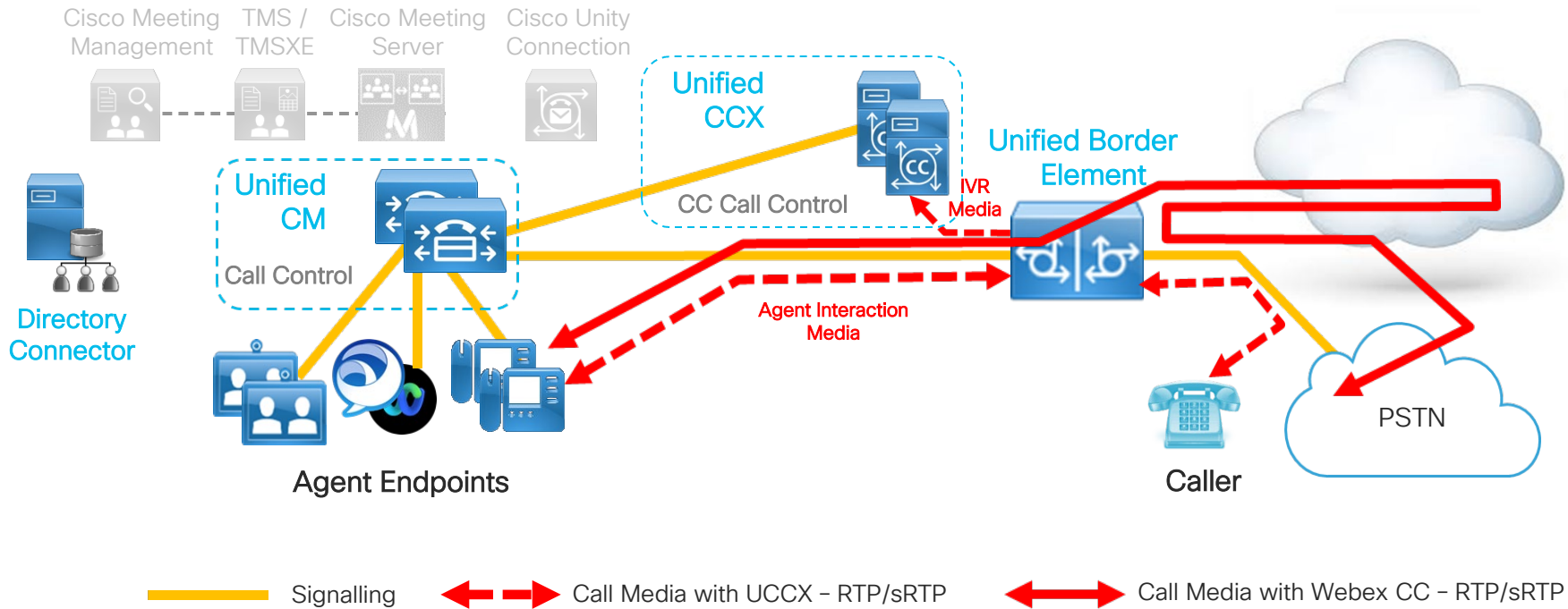
Users: **Directory Connector** is the integration point for cloud user identity.

Endpoints: **All hardware endpoints and software clients (Jabber, Webex App)** continue to use Unified CM calling.

**PSTN and ISP:** Existing PSTN connection routing calls to customer gateway.

<sup>1</sup> Automatic Call Distribution (ACD)

# 1 Contact Center: Unified CCX to Webex CC After – Unified CM with Unified CCX and Webex CC Flow



<sup>1</sup> Unified CCX CTI ports register to Unified CM like phones to stream RTP.

# Contact Center: Unified CCX to Webex CC

## Mapping the Transition: Step 2 - Webex CC Deployment

0

Unified CM with UCCX



1

Unified CM with UCCX and Webex Contact Center



2

Unified CM with Webex Contact Center

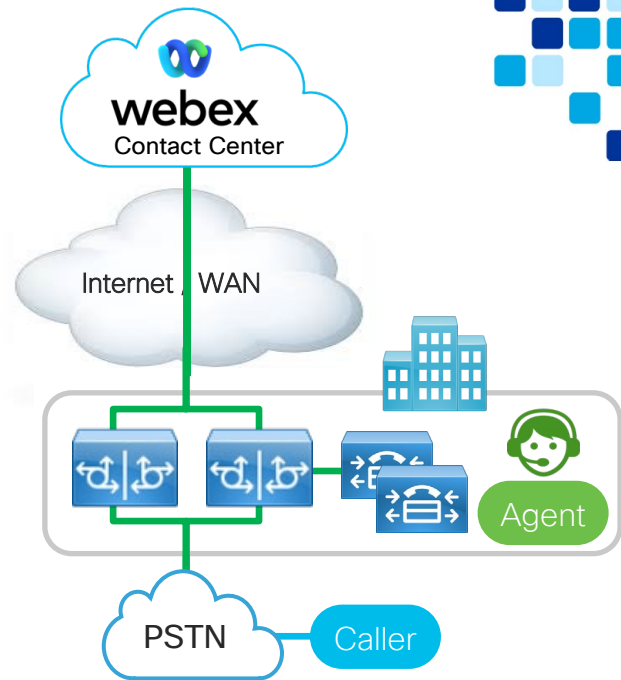


Note: This map is a visual representation of the workload transition(s), highlighting the primary architectural changes during the deployment.

## 2

# Contact Center: Unified CCX to Webex CC What Changes with Webex CC

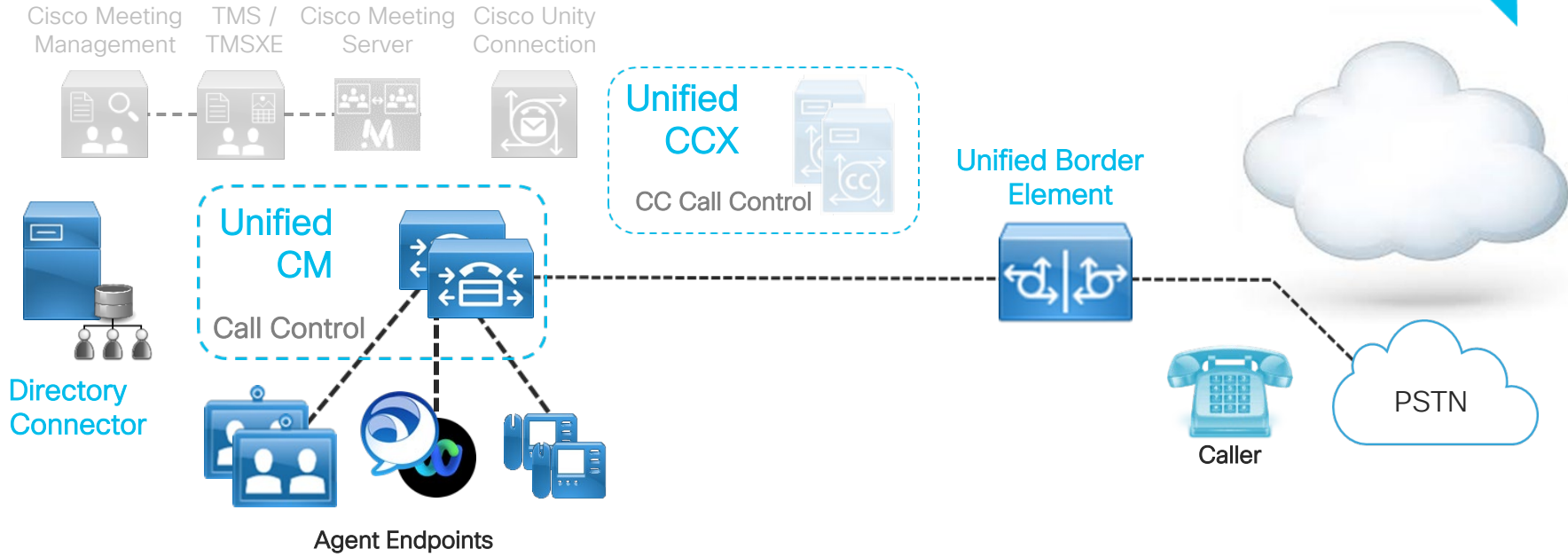
- **Scripting:** Unified CCX call scripts will need to be recreated on the Webex CC Flow Control script builder.
- **SIP Trunks:** Bi-directional, redundant, SIP over TLS trunks (supporting G.711) are required to Webex CC.
- **Single Sign-On:** Integrate with Directory Connector and synchronize users from Active Directory to Control Hub before configuring SSO for synchronized users.
- **Reporting:** All reporting will be run using Cisco's cloud-based Analyzer analytics tool.
- **Workforce Optimization<sup>1</sup>:** Build a fresh installation of Webex WFO in parallel to the existing WFO on-premises system, and then plan a cutover from the existing production system. The on-premises WFO system is then utilized as a **search-and-play archival system**.



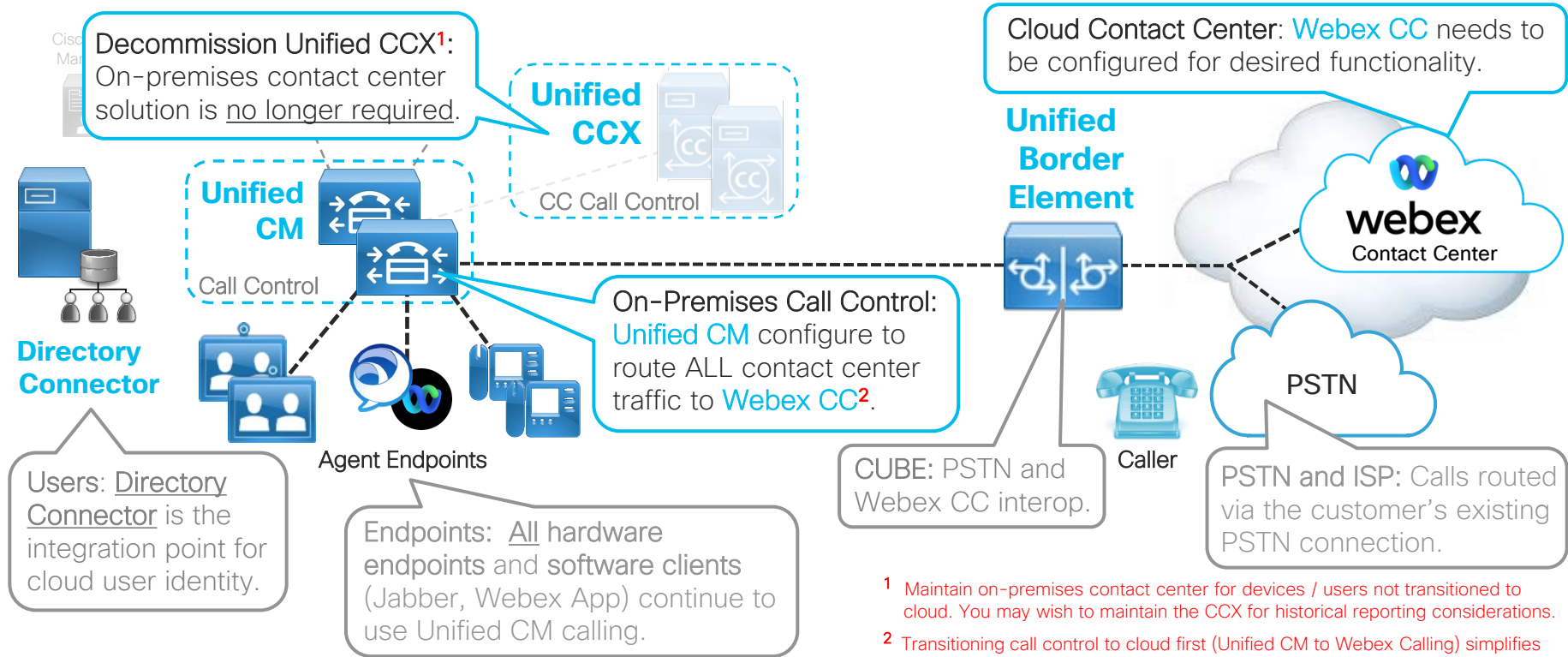
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# Contact Center: Unified CCX to Webex CC

## Before - Unified CM with Unified CCX and Webex CC



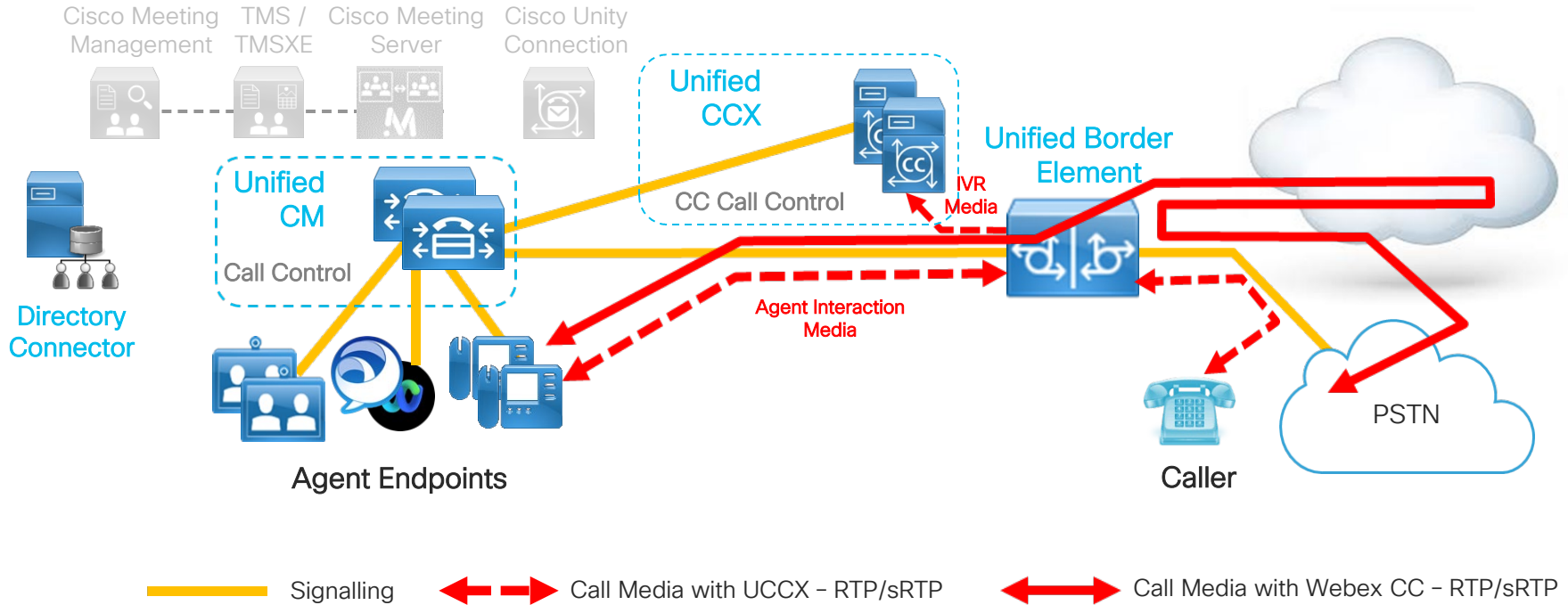
# 2 Contact Center: Unified CCX to Webex CC After – Unified CM with Webex CC Deployment



<sup>1</sup> Maintain on-premises contact center for devices / users not transitioned to cloud. You may wish to maintain the CCX for historical reporting considerations.

<sup>2</sup> Transitioning call control to cloud first (Unified CM to Webex Calling) simplifies the transition to Webex CC. Routing via the CUBE is also an option.

## 2 Contact Center: Unified CCX to Webex CC After – Unified CM with Webex CC Flow



<sup>1</sup> Unified CCX CTI ports register to Unified CM like phones to stream RTP.



## Contact Center: Unified CCX to Webex CC

# Why Move to Webex CC?

There are many compelling reasons for transitioning from Unified CCX to Webex CC:

- **Quickly transform your contact center from a cost center to a strategic business asset.**
  - » A cloud contact center is hosted in the public cloud and does not require up-front hardware or on-site server costs. Instead, you pay a monthly subscription fee for cloud services.
  - » The cloud provides easy access to newer technologies and integrations to other cloud applications critical to running your business.
- **Cloud contact center provides flexibility, scalability, and advanced security & data privacy.**
  - » Allows for faster deployment and immediate access to latest features while optimizing your IT resources.
  - » Enables you to easily scale up and down based on seasonal needs as your business evolves.
  - » Cisco's cloud solutions adhere to strict regulatory and legal compliances for cloud-hosted solutions and provide the highest security standards to ensure customers' privacy is always protected.



Contact Center: Unified CCX to Webex CC

## What is Different When Moving to Webex CC?

The following tables highlight key technical considerations to be aware of when transitioning **from** the Unified CCX **to** a Webex CC deployment.

The considerations have been divided into the following categories:

- » Call flow scripting.
- » System provisioning.
- » Reporting.
- » Agent and supervisor desktops.
- » CUBE considerations

## Contact Center: Unified CCX to Webex CC

# Call Flow Scripting & System Provisioning Considerations

Considerations for call flow scripting and system provisioning include:

Category	Considerations
<b>Call Flow Scripting</b>	<ul style="list-style-type: none"><li>• UCCX scripting is accomplished using the UCCX Script Editor, and the Webex CC uses the Webex CC Flow Builder scripting environment.</li><li>• You will need to capture the flow of your call scripts within the Unified CCX Editor, and then recreate those call flows within the Webex CC Flow Builder scripting environment.</li></ul>
<b>System Provisioning</b>	<ul style="list-style-type: none"><li>• Unified CCX provisioning is accomplished using the Unified CCX Application Admin interface.</li><li>• Webex CC provisioning is accomplished using both the Control Hub and the Webex CC Management Portal.</li><li>• Be aware that there are terminology differences between the Unified CCX system elements and the Webex CC.</li></ul>



# Contact Center: Unified CCX to Webex CC

## Reporting Considerations

Considerations for reporting include:

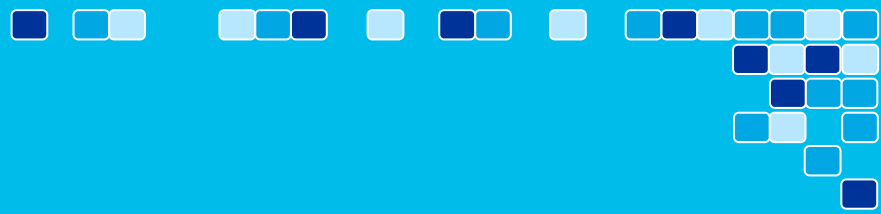
Category	Considerations
Reporting	<ul style="list-style-type: none"><li>• Unified CCX historical &amp; real-time reporting uses the Cisco Unified Intelligence Center (CUIC) reporting interface as well as the Analyzer reporting interface for business metric dashboard (abandoned calls). Webex CC uses only the Analyzer for real time &amp; historical reporting.</li><li>• During the hybrid phase of the migration, it is essential to continue using CUIC for Unified CCX calls and Analyzer for Webex CC calls.</li><li>• Using the Analyzer with your existing Unified CCX system will help ease the full migration to the Webex CC environment.</li><li>• You may also choose to keep your Unified CCX CUIC historical reports active for some time following final Unified CCX system cutover to Webex CC.</li></ul>

## Contact Center: Unified CCX to Webex CC

# Agent and Supervisor Desktop and CUBE Considerations

Considerations for agent and supervisor desktops and CUBE include:

Category	Considerations
<b>Agent and Supervisor Desktops</b>	<ul style="list-style-type: none"><li>• There is a difference in the overall agent and supervisor experiences between Unified CCX and Webex CC.</li><li>• Both systems utilize the Webex Design Standard, so that they look similar. This helps ease the transition from one agent or supervisor desktop to the other.</li><li>• Both the Unified CCX and the Webex CC agent desktops are gadgetized, allowing for gadgets that were built for your Unified CCX environment to also be used within the Webex CC agent desktops.</li></ul>
<b>CUBE</b>	<ul style="list-style-type: none"><li>• Additional CUBE configurations may need to be added depending on your planned Routing Strategy.</li><li>• Licensing/sizing will need to be considered to accommodate the call flows to the Webex CC cloud.</li></ul>



Collaboration Transitions

# Contact Center: Transitioning from Unified CCX to Webex CC

## References

# Contact Center: Unified CCX to Webex CC

## References

### Webex Contact Center homepage

- Cisco Webex Contact Center home page.  
<https://www.cisco.com/c/en/us/products/contact-center/webex-contact-center/index.html>

### Data Sheet

- Webex Contact Center Data Sheet.  
<https://www.cisco.com/c/en/us/products/collateral/contact-center/webex-contact-center/datasheet-c78-742822.html>

### Security

- Access to security, data privacy, and compliance documents.  
[https://trustportal.cisco.com/c/r/ctp/trust-portal.html#/customer\\_transparency](https://trustportal.cisco.com/c/r/ctp/trust-portal.html#/customer_transparency)

### Artificial Intelligence

- Webex Contact Center AI.  
<https://www.cisco.com/c/en/us/products/contact-center/artificial-intelligence.html>

### Collaboration Transitions

- Unified CM to Webex Calling Transition Map and Deployment Guide.  
<https://www.cisco.com/go/ct>

## Contact Center Transition Deployment Guide

- Contact Center: Transitioning from Unified CCX to Webex Contact Center Deployment Guide  
[https://www.cisco.com/c/dam/en/us/td/docs/solutions/PA/mcp/D/EPLOYMENT\\_CONTACT\\_CENTER\\_UnifiedCCX\\_to\\_WebexCC.pdf](https://www.cisco.com/c/dam/en/us/td/docs/solutions/PA/mcp/D/EPLOYMENT_CONTACT_CENTER_UnifiedCCX_to_WebexCC.pdf)



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