

Webex Calling Capture the Flag: A Hands-On Collaboration Lab

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Agenda

1. Introduction
2. CTF – Overview
3. CTF – Accessing the Event

What is Capture the Flag

Capture the Flag, or simply **CTF**, is a next generation learning platform where people can obtain hands-on experience on compelling **architectural use cases**, by solving real lab challenges in a **gamified** environment

CTF involves two components - a **PORTAL** (that drives the story by presenting one or more missions) and one or more **LABs** (to perform the actual tasks for each mission)



Capture the Flag Missions



Calling Features



Customer Assist



ThousandEyes Integration

Webex Calling – Enterprise Feature Set

- A partial list of supported calling features

Alternate numbers	Call logs w/click to dial	Directed call pickup	Inbound caller ID	Pre-alert announcement	Simultaneous ring
ATA support	Call Pickup	Directed call pickup barge in	Inbound fax to email	Privacy	Speed Dial 100
Auto attendant	Call restrictions	Distinctive ring	Main number outbound call ID	Webex Go	T-38 Fax
Barge-in exempt	Call routing and queuing	Call Park	Mobility	Reports and metrics	Three-way calling (variable length)
Business continuity (CFNR)	Call transfer – attended	Enterprise phone directory	Music on hold (site)	Receptionist client	Video (point to point)
Busy lamp monitoring	Call transfer-blind	Exec / assistant	N-Way voice and video calling (6)	Schedules	Virtual extensions
Call forwarding	Call waiting – Up to 4 calls	Feature access codes	Single number reach (Office anywhere)	Selective call rejection	Visual voicemail
Call history	Conferencing (site based)	Hoteling (guest)	Outbound caller ID blocking	Sequential ring	Voicemail transcription
Call hold and resume	Convenience call recording	Hunt group	Personal phone directory	Shared line appearance	Video N Way

Webex Customer Experience Options

A customer experience solution for any need

Webex Calling – Call Queues

Lightweight voice-only call center

Included with Webex Calling – Professional

Call queues

Agent experience

Skills-based routing

Multi-line, Multi-call window

Audio Intelligence

Call queue analytics

Courtesy Callback

Webex Calling – Customer Assist

Customer facing teams with rich Supervisor experience

Webex Calling Call Queues plus:

Supervisor experience

Agent screen pops

Wrap-up reasons

Agent silent monitoring, whisper, barge

Supervisor & agent analytics

Includes Webex Calling Professional License

Browser-based click-to-call (audio only)

Webex Customer Experience Standard & Premium

Large scale feature-rich contact center

Sold as Webex Contact Center

Omnichannel

Deep agent & supervisor functionality

AI capabilities

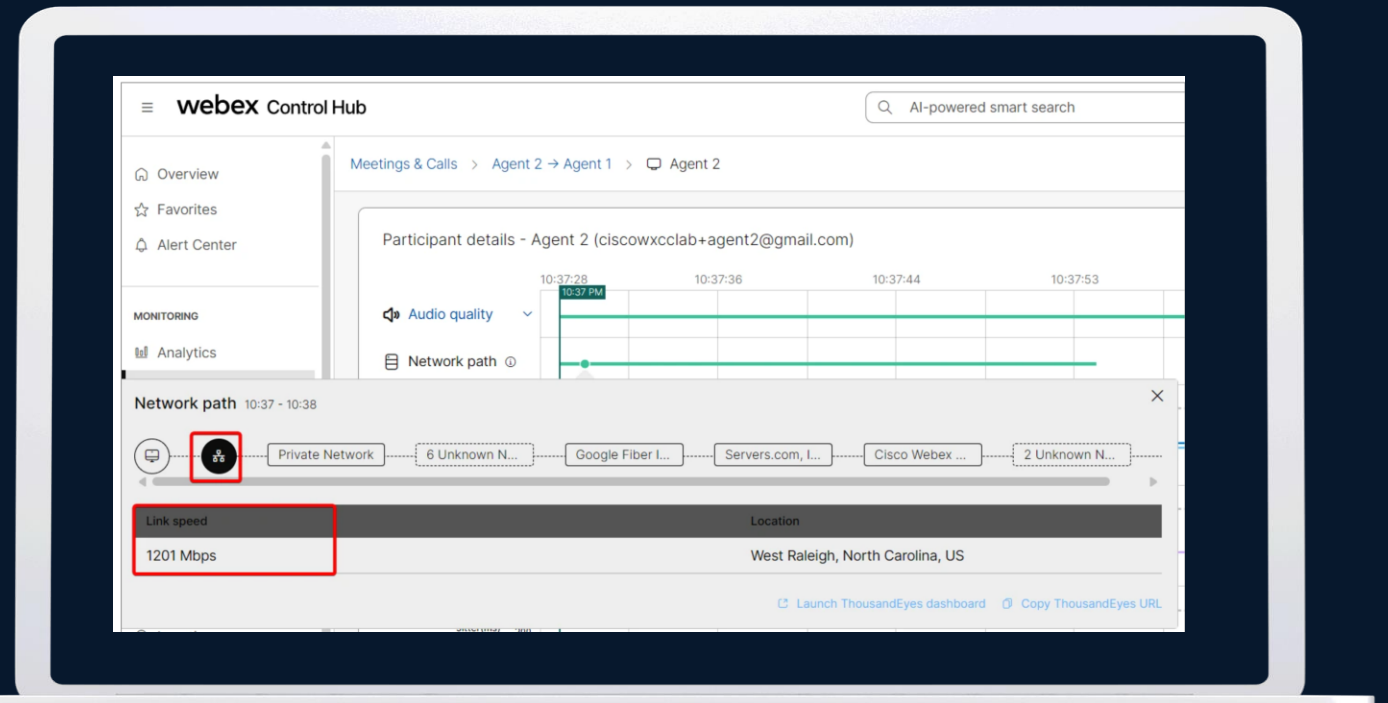
Automation & virtual agents

Customer journey data

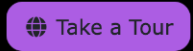
Robust reporting & analytics

ThousandEyes Integration

- End-to-End Network Visibility
- Full Path Network Monitoring
- Rapid Root Cause Identification
- Proactive Performance Management
- Support for Hybrid Workforce
- Direct Integration with Webex Devices



Accessing the Event

1. CTF Event Join URL – Browse to site.
2. If you don't have a CTF login, create a new one with your Cisco.com ID
3. Your Ongoing CTF Events – “Cisco Connect Nashville – Webex Calling CTF Session”
4. If you aren't familiar with the CTF portal interface, select  in the Information Corner for a guided walkthrough.

CTF Event – Join URL



<http://cs.co/9003B6rjM5>



CISCO Connect

Thank you

