

Provision Webex Connect Digital Channels (IMI) Hybrid Services with CCE

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Background](#)

[Provision](#)

[Control Hub Subscription](#)

Introduction

This document describes how to onboard and provision Webex Connect Digital Channel with Cisco Contact Center Enterprise (CCE).

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Contact Center Enterprise (UCCE) Release 12.6.2
- Cisco Package Contact Center Enterprise (PCCE) Release 12.6.2
- Webex Control Hub
- Cisco Commerce Workplace (CCW)

Components Used

The information in this document is based on this software:

- Cisco Commerce Workspace (CCW)
- Webex Control Hub

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background

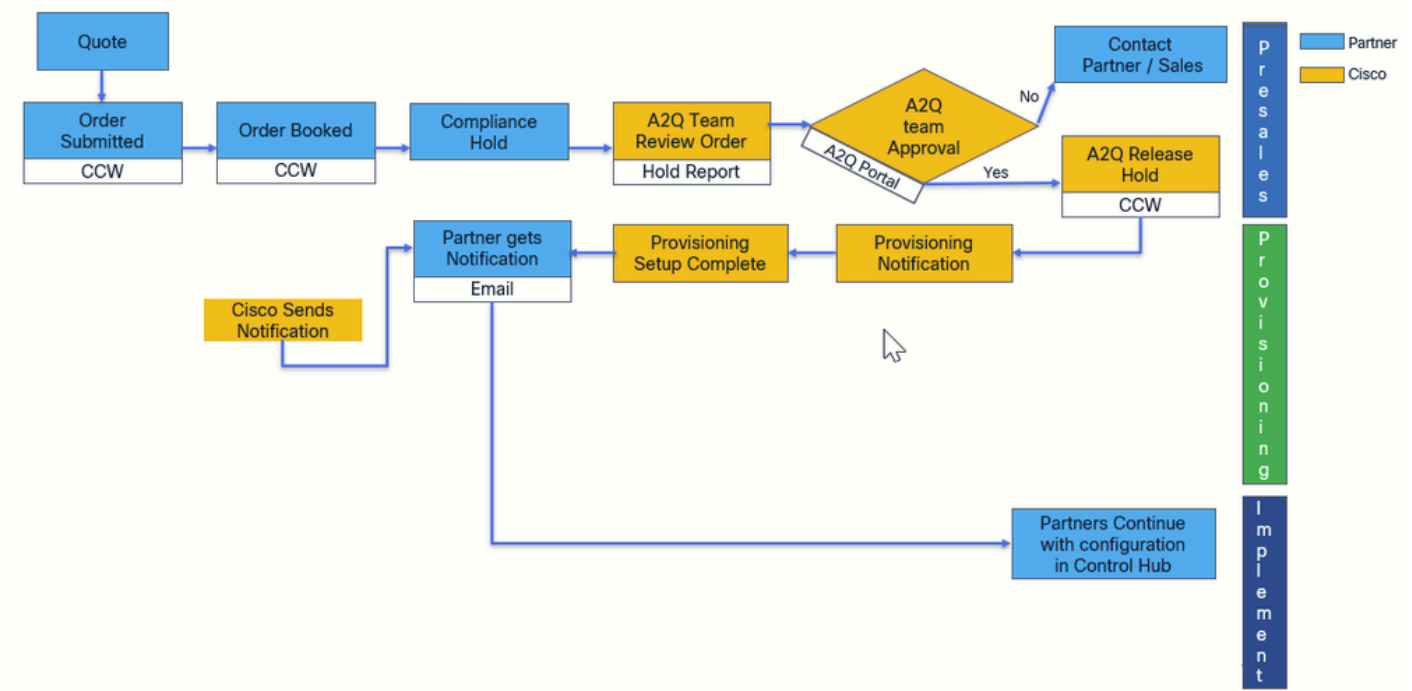
Cisco Contact Center Enterprise customers can leverage Digital Channel powered by provisioning Webex Connect Cloud Services in Webex Control Hub. Webex Connect is the CPaaS (Communication Platform as a Service) solution from Cisco.

You can read more about it here: [Cisco Webex Connect](#)

This document outlines the steps partners or customers need to take in order to enable Digital Channel services procured through Cisco and provision it to work with Cisco Contact Center Enterprise solution.

Provision

This workflow indicates the steps required to provision Webex Connect for Cisco partners:



The steps for the successful provisioning of Webex Connect enterprise are outlined here:

Step 1. Place the order on Cisco Commerce Workspace (CCW).

Partners log in to the CCW with their CCO ID. CCW Link: <https://apps.cisco.com/Commerce/home>

Either a new order is placed or an existing order is modified. In CCW partners can modify an existing Flex CC order and include Digital when they check that option. If its new order, then partner starts by the selection of CCE agent quantity and the Digital option which adds the necessary WxConnect SKU's

Flex 3.0 for Contact Center
A-FLEX-3-CC NEW

Pricelist Global Price List - INDIA 0.00 Cancel Verify & Save RK

Subscription **Service** Expand All Collapse All Reset Configuration

Premium Agents - Committed Quantity 5 Clear

Standard Agents - Committed Quantity City

Additional Customer Voice Portal (CVP) IVR Ports City

Software Version
☐ Version 12.5
☒ Version 12.6

Virtualized Voice Browser (VVB) Software Options
☐ VVB Security Enabled
☐ VVB Security Disabled

Packaged Contact Center Enterprise

Unified Contact Center Express

Additional Options 1 Added

Additional Options 1 Added

Platform Addons
☐ Google CCAI
☐ Third Party AI Voice
☐ Webex Workforce Optimization (WFO)
☒ Webex Connect Premium Uncommitted

Configuration Summary Sort: Category

Hide Included Items

PRODUCTS	QUANTITY	EXTENDED LIST PRICE
Support		
SVS-CSS-SUPT-SSPT Per Each/Month x 12 Months	1 Each	0.00
On-Premises Agents		
A-FLEX-CCE-P-C Per Agent/Month x 12 Months	5 Agent	0.00
Digital Channels - Webex Connect Premium Uncommitted		
A-WXCN-PRM-AUTOINT USAGE Per Each	1 Each	
SMS Channel		
A-CHAN-U-SMS-SC-US USAGE Uncommitted US SMS SC Rates	1 Each	
A-SMS-SC-PROV 0.00 Per Each	1 Each	
A-CHAN-SMS-SCR-NUM 0.00 Per Each	1 Each	
A-CHAN-SMS-SCV-NUM	1	

If you have A-FLEX-CC, steps are same:

Flex Contact Center
A-FLEX-CC NEW

Pricelist Global Price List - 0.00 Cancel Verify & Save RK

Subscription **Service** Expand All Collapse All Reset Configuration

How many Premium UCCE Concurrent Agents are needed? 5 Clear

How many Standard UCCE Concurrent Agents are needed? City

For UCCE, what kind of Virtualized Voice Browser (VVB) Software is needed?
☐ Security Enabled
☐ Security Disabled

Do you want to purchase additional UCCE Customer Voice Portal (CVP) IVR Ports? ☐ Yes

Hosted Concurrent Agents

Additional Options 2 Added

Would you like to purchase Flex Contact Center AI powered by Google Cloud? ☐ Yes

Would you like to add Cisco PSTN Audio Options? ☐ Yes

Do you want to purchase Workforce Optimization? ☐ Yes

Would you like to activate Digital Channels? ☒ Yes

Deployment Choices
☒ On Premises
☐ Hosted
☐ Webex Contact Center
☐ Webex Contact Center Enterprise

Included Deliverable Items 6 Added

Priced Items 1 Added

Configuration Summary Sort: Category

Hide Included Items

PRODUCTS	QUANTITY	EXTENDED LIST PRICE
Support		
SVS-FLEX-SUPT-BAS	1 Each	0.00
Included Deliverable Items (0 items are hidden)		
Priced Items		
A-FLEX-PJEP-C 0.00 Per User/Month x 12 Months	5 User	0.00
Digital Channels - Webex Connect Premium Uncommitted		
A-WXCN-PRM-AUTOINT USAGE Per Each	1 Each	
SMS Channel		
A-CHAN-U-SMS-SC-US USAGE Uncommitted US SMS SC Rates	1 Each	
A-SMS-SC-PROV 0.00 Per Each	1 Each	
A-CHAN-SMS-SCR-NUM 0.00 Per Each	1 Each	
A-CHAN-SMS-SCV-NUM	1	

Step 2. On Edit Options, select **Additional Options**, then, click **Yes** on the question, **Would you like to activate Digital Channels?**

After selecting Yes for Digital in Flex 2.0, its important to select the type of deployment like WxCCE or On prem.

Step 3. On the **Plan Options**, select **Usage Based Price**.

Additional Options 2 Added

Would you like to purchase Flex Contact Center AI powered by Google Cloud?

☐ Yes

Plan Options

☒ Usage Based Price

☐ Fixed Price (BU Approval Required)

Would you like to add Cisco PSTN Audio Options?

☐ Yes

Do you want to purchase Workforce Optimization?

☐ Yes

Would you like to activate Digital Channels?

☐ Yes

Step 4. Click **SAVE** and **Continue**.

Step 5. Proceed to complete Control Hub Subscription. For more information see the section Control Hub Subscription.

Control Hub Subscription

When the CCW and A2Q processes are completed, an email is sent to the email address provided during ordering. In general the email is sent to the the partner email account.

This section shows how to provision an Org. from scratch with Digital Channel.

Step 1. When you receive an email to provision your org., this is the first screen you see on Webex Control Hub



Hi there! Welcome to Webex.

You're nearly ready to connect and collaborate with Webex! 🎉
Tell us about your subscription and we'll get started. This should only take a few moments.

Let's get started

Step 2. Confirm the order number. In this example, a partner provisions the org. for a customer.

Who's using Webex?

We need to know more about **Order #97** [REDACTED]. After you confirmed the order, your customer can set up their own services.



This order is for a customer
I'm a partner and my customer will use Webex



This order is for my company
I'll use Webex

☐ I want someone else to complete this order.

Choose this option if a colleague or customer needs to complete this order.

Step 3. Webex Control Hub verifies the information.

Welcome back! We found your organization

Based on your email address ([REDACTED]@[REDACTED].com), we matched your order with your organization.



Organization ID:

[REDACTED]



Domains

Verified domains [REDACTED].com

Claimed domains [REDACTED].com

Users

Number of users 5293

Full administrators

[REDACTED] WebEx Suite

Last user activity 2024-10-01T15:01:48.429Z

Subscriptions

Active trials 0

Active subscriptions 8

Other information

Country or region North America

Account created 11/11/14, 8:08:58 PM

Step 4. Partner can look for customers organization based on their email address.

Enter an email to find your customer's organization

[REDACTED]@[REDACTED].edu

Search

Based on this email address ([REDACTED]@[REDACTED].edu), we matched your order with your organization.



Organization ID:

[REDACTED]



Domains

Verified domains [REDACTED].edu

Claimed domains [REDACTED].edu

Users

Number of users 100255

Full administrators

[REDACTED]

Last user activity 2024-09-30T19:51:23.004Z

Subscriptions

Active trials 0

Active subscriptions 12

Other information

Country or region North America

Account created 7/25/12, 2:27:21 AM

Back

Next

Step 5. It asks you to confirm the information. It says **<Partner Name> will manage <Customer Name>**. It also shows you the subscription ID.

Partner InformationCustomer InformationVerifyDone

will manage

Subscription ID: Sub12

If you're sure this is your customer organization, continue with provisioning this subscription. **Submitting this is final and can't be undone.**

Review

Review

Partner

Organization ID: 10

Domains

Verified domains .com

Claimed domains .com

Users

Number of users 5293

Full administrators

Last user activity 2024-10-01T15:01:48.429Z

Subscriptions

Active trials 0

Active subscriptions 8

Customer

Organization ID: 33

Domains

Verified domains .edu, .edu, .edu

Claimed domains .edu, .edu, .edu, .edu

Users

Number of users 100255

Full administrators

Back

Submit

Step 6. Webex Control Hub asks you to verify the information.

Partner Information

Customer Information

Verify

Done

Organization ID: 10

Domains

Verified domains .com

Claimed domains .com

Users

Number of users 5293

Full administrators

Last user activity 2024-10-01T15:01:48.429Z

Subscriptions

Active trials 0

Active subscriptions 8

Other information

Country or region North America

Account created 11/11/14, 8:08:58 PM

Organization ID: 33

Domains

Verified domains .edu, .edu, .edu

Claimed domains .edu, .edu

Users

Number of users 100255

Full administrators

Last user activity 2024-09-30T19:51:23.004Z

Subscriptions

Active trials 0

Active subscriptions 12

Other information

Country or region North America

Account created 7/25/12, 2:27:21 AM

Back

Submit

Step 7. The provisioning is concluded and the Order Number and Subscription ID is shown.



You're now ready to set up services

Order Number: [redacted]84

Subscription ID: [redacted]79

→ **Next step: set up services**

It'll take about 10 minutes to set up services. Control Hub is your admin portal to manage all your users and services.

[Take me to set up services](#)

Step 8. Webex Control Hub shows a summary of the subscription and proceeds to provisioning.

Summary of subscription

- Order ID [redacted] 84
- Subscription ID [redacted] 79
- Org Name [redacted]
- Org ID [redacted] 33

Check your order confirmation email if you have questions about your order details.

You'll see all changes after completing this setup wizard.

Contact Center New

Webex Connect

Webex Engage

Set up later

Provision

Customers

Customers

Search Subscription type = Enterprise x [redacted] x 1 customer

Filter by Recently viewed **✓ Enterprise** BroadWorks Wholesale Has critical status Has warning status

Customer Name	Status	Tags
---------------	--------	------

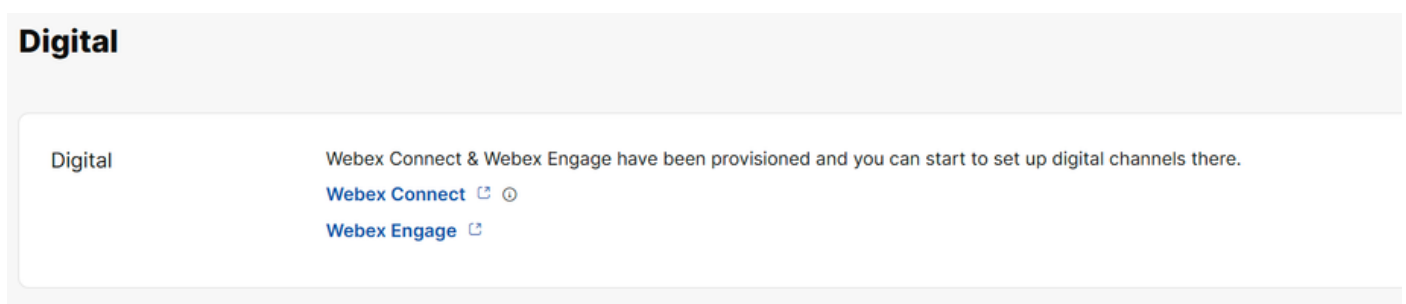
[redacted]	Provisioning...	
------------	-----------------	--

Step 9. Once the Org. is provisioned, you can navigate to Contact Center - Digital within Webex Control Hub.

Digital Channels is provisioned by default and you see this:



Step 10. Once Digital Channels have been provisioned, you see links to Webex Connect and Webex Engage.



The customer email provided while provisioning gets a link to access WxConnect platform directly or the WxConnect and Engage platform can be accessed using the Control hub cross launch links.

If you encounter any issues during this process, please open a TAC SR under any of these product components and include these details:

Packaged Contact Center Enterprise (PCCE) - Digital Channels by Webex Connect

Unified Contact Center Enterprise (UCCE) - Digital Channels by Webex Connect

CCE Version details:

Organization ID:

Organization Name:

Region:

Partner Name:

Subscription:

WebOrderID (optional):

Admin Email ID:

Issue task details if it was related to any of the tasks,

Transaction ID:

WorkFlow (if applicable):

Services (if applicable):

If the issues were related to Webex connect/engage, these URLs are mandatory,

Webex Connect URL:

Webex Engage URL: