



Getting Started

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System Requirements

This section details system requirements for various contact center applications.

Supported Browsers for Management Portal

The following table lists the supported operating systems and browsers for various client devices to access the Webex Contact Center Management Portal:

Browser	Microsoft Windows 10	Microsoft Windows 11	Mac OS X	Chromebook
Google Chrome	76.0.3809	103.0.5060.114	76.0.3809 or higher	76.0.3809 or higher
Mozilla Firefox	ESR 68 or higher ESRs	ESR V102.0 or higher ESRs	ESR 68 and higher ESRs	NA
Microsoft Edge	42.17134 or higher	103.0.1264.44 or higher	NA	NA
Chromium	NA	NA	NA	79 or higher

Sign in to Management Portal

Sign in to the Webex Contact Center Management Portal through a web browser with your sign in credentials. You can access the modules and functionalities that your administrator grants access to.

To sign in to the Management Portal:

Procedure

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- Step 1** Sign in to <https://admin.webex.com>.
 - Step 2** Click **Services** from the left pane.
 - Step 3** On the **Contact Center** card, click **Settings**.
 - Step 4** Under the **Advance Configuration** section, click the Management Portal link. You can bookmark this link and access the portal directly with this link.

The Management Portal landing page appears. For more information, see [About Management Portal Components, on page 2](#).

Note After you sign out, close all Webex Contact Center windows before you sign in again.

About Management Portal Components

The Webex Contact Center Management Portal landing page has multiple components that you can access based on your authorization.

The following table describes the components of the Management Portal landing page:

Component	Description
Navigation bar	<p>Displays the modules that you are authorized to access. For more information, see Webex Contact Center Modules</p> <p>You can see either the name of the module or, if the navigation bar is collapsed, an icon that represents the module. Hover the mouse pointer over an icon to display the module name.</p> <p>To expand or collapse the navigation bar, click the button on the upper-left side of the landing page.</p>

Component	Description
Dashboard	<p>Displays the number of calls that are currently in IVR, in queue, connected, and the number of currently available agents.</p> <p>The rest of this panel displays four charts. Three of them provide real-time statistics for the current call activity, interval call activity, and site-level agent activity. The fourth chart provides historical statistics.</p> <p>You can click the icon at the top of a chart to display the corresponding report in the Reporting and Analytics module window.</p> <p>To change the size of a chart, point to a corner or edge and when the mouse pointer changes to a two-headed arrow, drag the corner or edge to shrink or enlarge the chart.</p> <p>To restore the original size of resized charts, click Reset Widgets.</p>
Settings button	<p>Expands and collapses a panel where you can do the following:</p> <ul style="list-style-type: none"> • Select a different user interface skin. For more information, see Change User Interface Colors, on page 5. • Customize the user interface banner color and images that are used on the Management Portal pages. For more information, see Create a Custom Theme, on page 5. • Change the time zone in which the time values in routing strategies are displayed. For more information, see View routing strategies by time zone. • View and update the API key assigned to your user account. For more information, see View and Regenerate Your API Key, on page 6.
Your name button	<p>Displays the following options in a drop-down list:</p> <ul style="list-style-type: none"> • Help: Opens the Management Portal online help document in a separate window. • Sign Out: Closes all of the open modules and signs you out of the Management Portal.

About Dashboards

For detailed information about the visualizations available in each dashboard, see the section [Visualization](#) in the *Cisco Webex Contact Center Analyzer User Guide*.



Note The dashboard summary view appears only for users whose user profile is configured as Administrator or Supervisor. The date and time information in the dashboard is displayed in the browser time zone.

Entry Point - Site Level Dashboard

Displays information about the number of contacts that are in IVR and Queues.

- Snapshot Entry Point IVR Realtime - Chart: Indicates the number of calls that are in the IVR.

- **Entry Point Interval Realtime - Chart:** Indicates the number of contacts (voice, email, and chat) per entry point in real time for a specific interval. By default, the interval is 30 minutes and the duration is from the start of the day.
- **Site Interval Realtime - Chart:** Indicates the number of connected contacts (voice, email, and chat) per site in real time since the start of the day.
- **Entry Point Contact Volume - Chart:** Indicates the number of connected contacts per entry point on a daily interval, for the last seven days.

Agent State Data - Realtime

As an administrator or supervisor, you can monitor the agent state data using the Agent State Data - Realtime dashboard. The dashboard displays the following information:

- The name of the agent.
- The site and team to which the agent is assigned.
- The login time of the agent.
- The most recent known state of the agent.
- The duration for which the agent has been in the most recent state.
- The idle code, if the agent is in the **Idle** state.

The filters at the top of the dashboard enable you to display the agent state data for selected sites, teams, or agents. The list of sites, teams, or agents available in the filters depends on the teams or sites to which the administrator or supervisor has access rights. For more information, see [Access Rights](#).

The Agent State Data - Realtime dashboard provides you the ability to sign out agents based on the agent state in the **Most Recent State** field. You can sign out agents in the **Available**, **Idle**, or **Not Responding** state across all media channels, as described in the following table.

Most Recent State	Indicates that	Agent Sign out Allowed
Connected	The agent is connected to at least one channel. This state includes Ringing and Wrap-Up also An icon indicates the most recently connected channel in the State Duration field.	No
Not Responding	The agent isn't accepting contacts that are assigned.	Yes
Available	The agent is available on the desktop, but hasn't received an active contact.	Yes
Idle	The agent has set an Idle state. Check the Idle Code field for more information.	Yes



Note For Chat and Email channels, when the supervisor tries to forcefully sign out an agent from the Management Portal, the agent gets signed out; but the chat session remains open. The contact clean up functionality is not available for these channels.

To sign out an agent, click **Sign Out** in the **Action** field. You receive a notification that the agent is successfully signed out.



Note You can access the Agent State Data - Realtime dashboard only if you have View or Edit permissions to the Logout Agents module. To sign out agents, you must have Edit permissions to the module. For more information, see [Module Settings](#).

For more information about reports, see the *Types of Records Available in Each Repository* section in [Webex Contact Center Analyzer User Guide](#).

Change User Interface Colors

You can set colors or skins in the selection panel and in the banner on the pages:

Procedure

- Step 1** Click the **Gears** icon at the top-right corner of the Management Portal.
 - Step 2** Click the tab displaying the **Wrench** icon, and select a skin. The colors change immediately.
 - Step 3** (Optional) Click the **Reset** icon to restore the default color.
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Create a Custom Theme

You can customize the banner color and images for the Management Portal user interface by creating a custom theme. You must have proper authorization to customize the user interface.

To create a custom theme:

Procedure

- Step 1** Click the **Gears** icon at the top-right corner of the Management Portal.
- Step 2** Click the tab displaying the **Custom Theme** icon.
- Step 3** In **Banner Color**, enter the HTML (hexadecimal) code for a color or click the small box on the right and select a color.

- Step 4** (Optional) Click the folder button for each listed image type, navigate to the image file in your system that you want to use, and click **Open**. The supported file types are PNG, JPG, JPEG, and GIF.
- Step 5** Click **Save**.
The user interface updates with the new theme.
- Step 6** (Optional) Click **Reset** to revert your changes.
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View and Regenerate Your API Key

To view or regenerate your API key:

Procedure

- Step 1** Click the **Gears** icon at the top-right corner of the Management Portal.
- Step 2** Click the tab displaying the **API Key** icon.
- Step 3** (Optional) Click the link to view the API key.
- Step 4** Click **Regenerate Key** to regenerate your API key.
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Access Audit Trail Reports

The Audit Trail page provides an interface where you can view details about the provisioning module changes to your account in last three years. However, you can fetch data for a seven-day period only. You can also download the details in a Microsoft Excel or an Adobe PDF file. Ensure that you have permission to view the reports.

To display an audit trail report:

Procedure

- Step 1** From the Management Portal navigation bar, choose **Audit Trail**.
- Step 2** Select the filters:

Call Status	Description
Entity	Select the entity from the drop-down. Entities are the items in the provisioning database tables.
Action	Select the action performed on the selected entity, such as Create, Delete, and Update.
Time Period	Select a date range of seven days from the calendar controls.

- Step 3** Click **Apply Filters**.
- Step 4** (optional) Click **Download PDF** or **Download EXCEL** to download the report.

View a Web Callback Request Report

The Web Callback feature enables authorized users to view the Web Callback Request Report. This report displays the details of the web callback requests. If your enterprise uses the Voice Callback feature, then this report also displays the details about the voice callbacks. For more information, see [About Web Callback](#).

To access the report:

Procedure

- Step 1** Click the **Web Callback Report** on the Portal landing page.
The Web Callback Request Report page appears.
- Step 2** In the Report Filter panel on the left side of the page, select the outdial entry points you want to include in the report.
- Step 3** From the Call Status drop-down list, select one of the call status values described in the following table or select **All** to include all call status values in the report.

Call Status	Description
Scheduled	The requested callback has been scheduled.
Processed	The requested callback was successfully connected to the requester.
Failed	An outbound call was made to the requester's phone number, but was not successfully connected to the requester. For example, this would be the case if the requester did not answer the call, or the call was answered by a recorded message or a busy signal. A failed callback is optionally rescheduled based on the maximum callback attempts allowed and the retry attempt interval provisioned for your enterprise
Cancelled	The requested callback was made, but was rejected by the requester.
Tam Post Failed	The Webex Contact Center Callback Manager was unable to post the callback request to the Webex Contact Center Interaction Router (internally referred to as TAM). For example, this would be the case if the Router was down.

- Step 4** Click inside the field displaying a date range and select a time period for the report from the drop-down list: Today, Yesterday, Last 7 Days, Last 30 Days, This Month, Last Month, or Custom Range.

When you select **Custom Range**, additional controls appear for you to specify a date range of up to 30 days. Use the calendar controls to select start and end dates or type dates into the two fields.

Step 5 Click **Apply**.

The report displays requested callback details as described in the following table.

Column	Description
Request Id	An ID number assigned by the system to the callback request.
Outdial Entry Point Name	The name of the outdial entry point that was used to place the call to the requester.
Number of Callback Attempts	The number of times the system attempted to call the requester.
Results of Last Callback Attempt	For a description of each value that can appear in this column, see the above table (beneath step) describing Call Status values on (beneath step).
Callback Time	The date and time the system placed the call to the requester.
Number	The phone number that the system used to call the requester.
First Callback Attempted Time	The time of the first callback to this requester.
Last Callback Attempted Time	The time of the last callback to this requester.
Created Date	The date the callback request was sent by the Callback Manager to the server.
