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Change History

This table lists changes made to this guide. Most recent changes appear at the top.

Change	See	Date
This topic is updated.	Users	April 2022
This topic is updated.	Agent Metrics	February 2022
This topic is updated.	Map an Entry Point	June 2021
This topic is updated.	Assigning Skill Requirements to Incoming Calls Map an Entry Point	February 2021

Change	See	Date
These topics are updated.	<ul style="list-style-type: none"> • Map an Entry Point • Sign in to Management Portal • About Dashboards • Update and Upload Agent Template • View a Web Callback Request Report • Monitor calls • Settings • Agent Viewable Statistics • Create an Entry Point • Create a Queue or an Outdial Queue • Map an Entry Point • Bulk Add or Remove Dial Number to Entry Point Mappings • Delete Dial Number to Entry Point Mappings • Create a Multimedia Profile • Module Settings • Monitor calls • Call Recording • Create a Custom Theme • About Management Portal Components 	December 2020
Initial Release of Document		July 2019

About this Guide

The *Cisco Webex Contact Center Setup and Administration Guide* describes how to use Management Portal for managing and monitoring calls, chats, and emails across a heterogeneous contact center environment.

Audience

This document is intended for users who use Cisco Webex Contact Center to run their contact centers.

Related Documentation

To view the list of Webex Contact Center documentation, see <https://www.cisco.com/c/en/us/support/customer-collaboration/webex-contact-center/series.html>.

To view Webex Contact Center developer documentation and API references, see <https://developer.webex-cx.com/documentation/getting-started>.

Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at [Cisco Profile Manager](#).
- To get the business impact you're looking for with the technologies that matter, visit [Cisco Services](#).
- To submit a service request, visit [Cisco Support](#).
- To discover validated apps, products, solutions, and services, visit [Cisco Marketplace](#).
- To obtain general networking, training, and certification titles, visit [Cisco Press](#).
- To find warranty information for a specific product or product family, access [Cisco Warranty Finder](#).

Cisco Bug Search Tool

[Cisco Bug Search Tool](#) (BST) provides web-based access to the Cisco bug tracking system. This system maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

Documentation Feedback

Provide your comments about this guide to the contactcenterproducts_docfeedback@cisco.com site.

Conventions

This guide uses the following conventions.

Convention	Description
Boldface font	Text in a boldface font indicates commands, such as user entries, keys, buttons, and submenu names. For example: <ul style="list-style-type: none">• Choose Edit > Find.• Click Finish.

Convention	Description
<i>Italic font</i>	<p>Text in an italic font indicates the following:</p> <ul style="list-style-type: none">• A new term. Example: A <i>skill group</i> is a collection of agents who share similar skills.• Emphasis. Example: <i>Do not</i> use the numerical naming convention.• An argument for which you must supply values. Example: IF (<i>condition, true-value, false-value</i>)• A book title. Example: See the <i>Webex Contact Center Getting Started Guide</i>.
Window font	<p>Text in a Window font, such as Courier, indicates the following:</p> <ul style="list-style-type: none">• Text as it appears in code or information that the system displays. Example: <code><html><title>Cisco Systems, Inc. </title></html></code>• Filenames. Example: <code>tserver.properties</code>.• Directory paths. Example: <code>C:\Program Files\Adobe</code>