



Webex Contact Center Call Flow

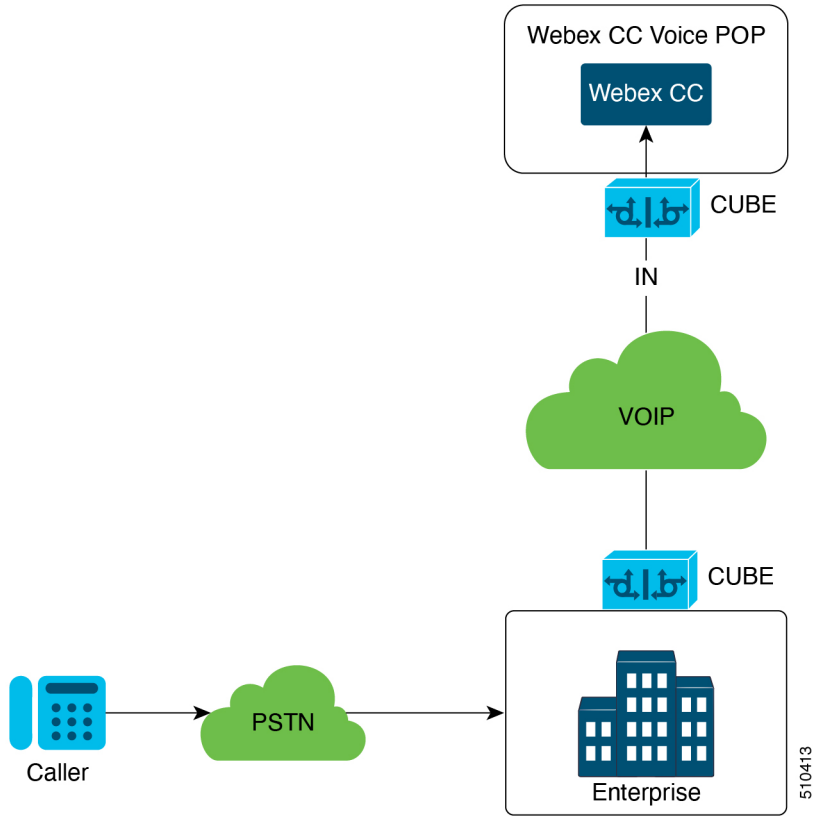
Inbound and outbound calls to Webex Contact Center come through a carrier, which is routed through the Enterprise and CUBE. Every call can include multiple sessions, depending on the call flow. Typical call flows include:

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Inbound Call to an IVR

An inbound call from the caller to the Webex Contact Center Voice POP creates a single session in the enterprise CUBE and a single session in the Webex Contact Center CUBE.

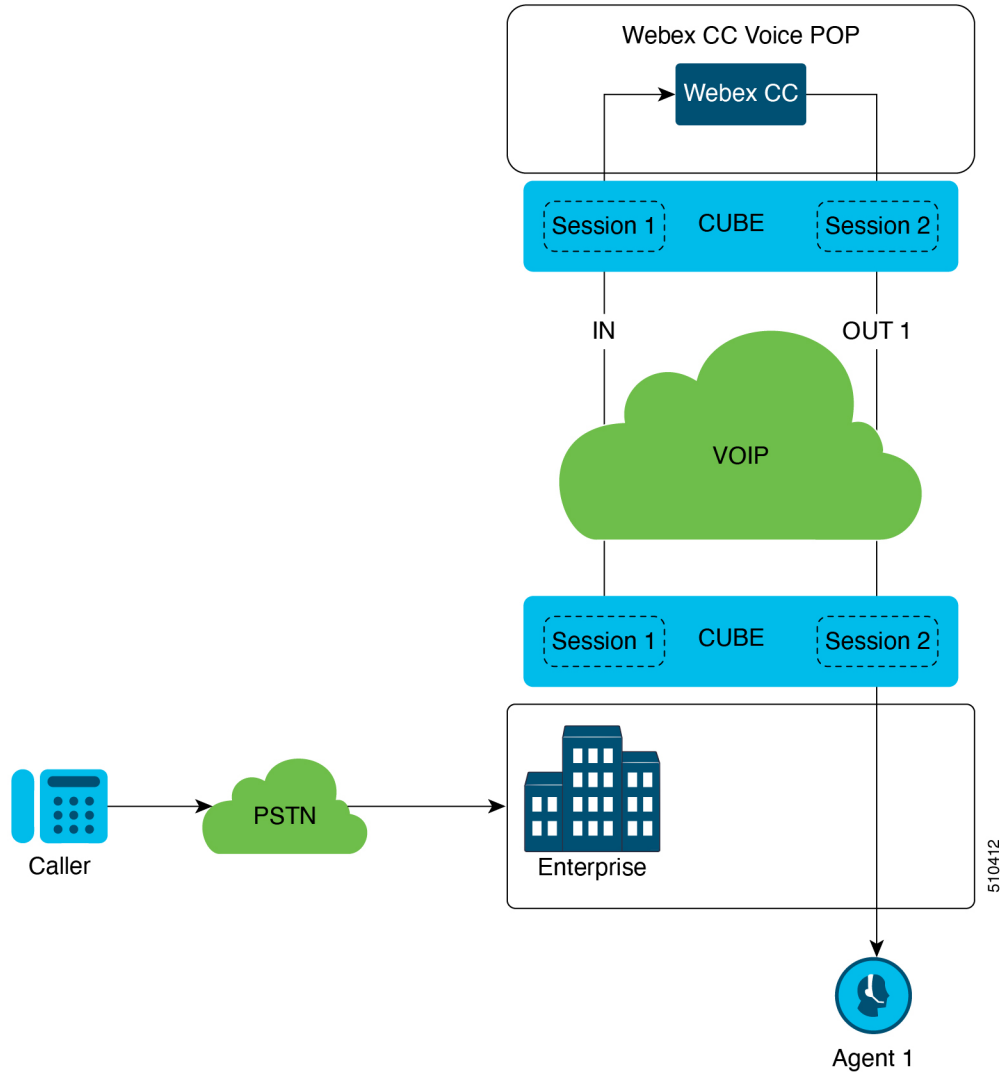
Figure 1: Inbound Call to IVR



Inbound Call to an Agent

An inbound call to an agent adds an outbound session in the Webex Contact Center CUBE and a single session in the enterprise CUBE.

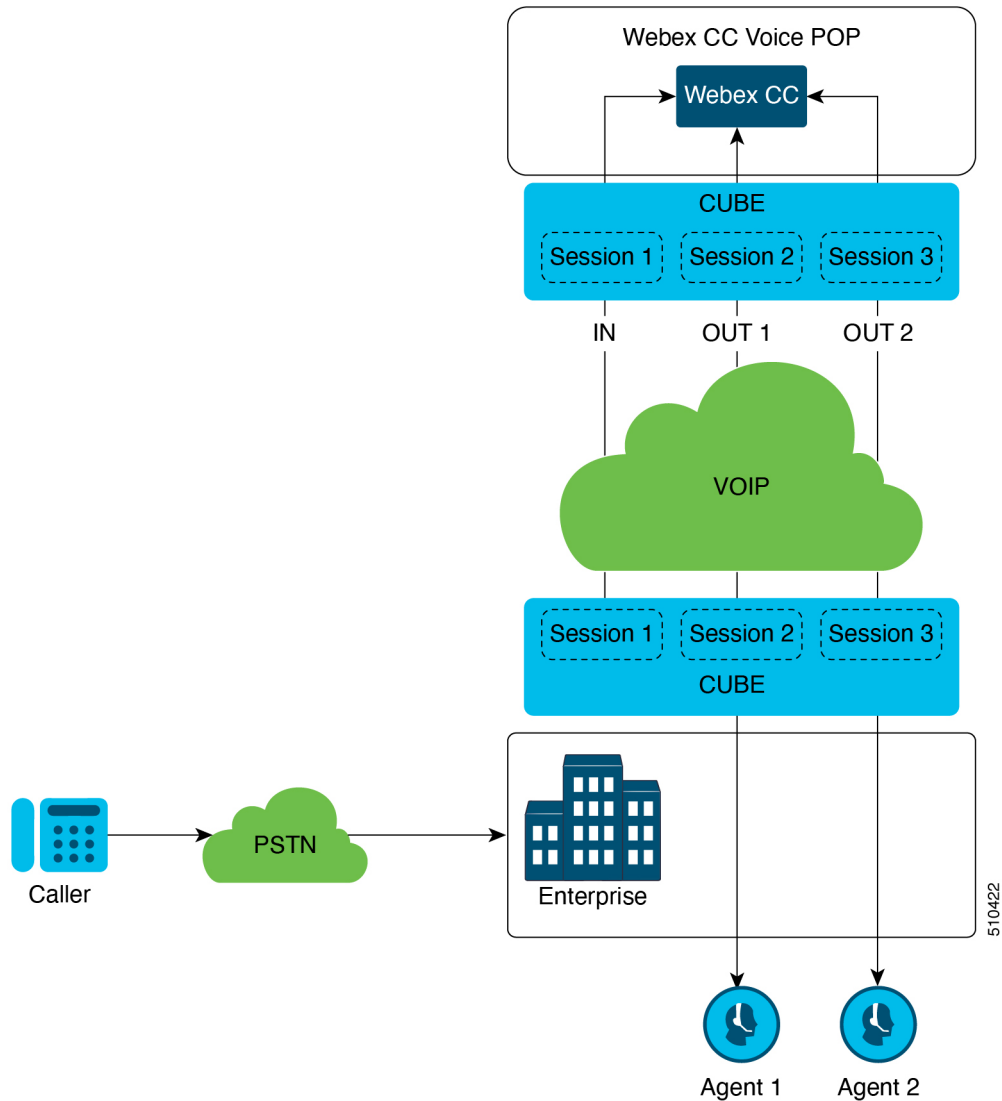
Figure 2: Inbound Call to an Agent



Conference and Consult Transfer

An agent to agent conference or consult transfer creates an additional outbound session in Webex Contact Center and enterprise CUBE.

Figure 3: Agent to Agent Conference



Callback or Outbound Call to PSTN

An outbound call creates two sessions, one from the Enterprise tenant to Webex Contact Center and another from Webex Contact Center to the Enterprise.

Figure 4: Outbound Call to PSTN

