

通过CCE调配Webex Connect数字通道(IMI)混合服务

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简介

本文档介绍如何通过Cisco Contact Center Enterprise(CCE)加入和调配Webex Connect数字通道。

先决条件

要求

Cisco 建议您了解以下主题：

- 思科统一联络中心企业版(UCCE)版本12.6.2
- 思科套装联络中心企业版(PCCE)版本12.6.2
- Webex Control Hub
- 思科商务工作空间(CCW)

使用的组件

本文档中的信息基于以下软件：

- 思科商务工作空间(CCW)
- Webex Control Hub

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您的网络处于活动状态，请确保您了解所有命令的潜在影响。

背景

Cisco Contact Center Enterprise客户可以利用由Webex Control Hub中的Webex Connect云服务调

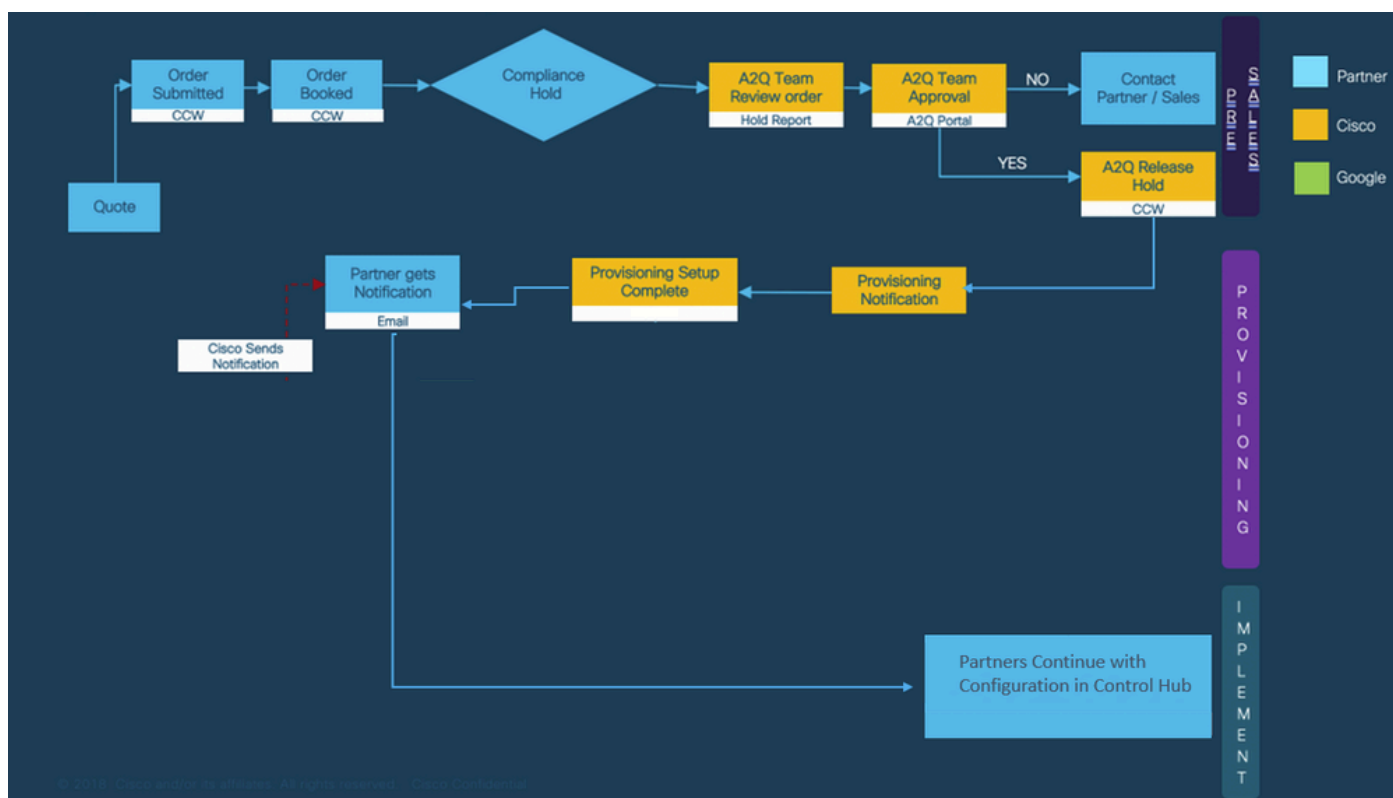
配支持的数字通道。Webex Connect是思科提供的CPaaS (通信平台即服务) 解决方案。

您可以在此处阅读有关它的更多信息：[Cisco WebEx Connect](#)

本文档概述了合作伙伴或客户为启用通过思科采购的数字渠道服务并将其调配为与Cisco Contact Center Enterprise解决方案配合使用而需要采取的步骤。

调配

此工作流程指示为思科合作伙伴调配Webex Connect所需的步骤：



成功调配Webex Connect企业版的步骤概述如下：

步骤1.在Cisco Commerce Workspace(CCW)上下订单。

合作伙伴使用其CCO ID登录CCW。 CCW链接：<https://apps.cisco.com/Commerce/home>

下新订单或修改现有订单。在CCW中，合作伙伴可以修改现有的Flex CC订单，并在选中该选项时包括数字订单。如果是新订单，则合作伙伴首先选择CCE代理数量和添加必要的WxConnect SKU的数字选项

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-SPPT 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 Per Each	1 Each	
A-CHAN-SMS-SCR-NUM Per Each	1 Each	
A-CHAN-SMS-SCV-NUM	1	

如果您有A-FLEX-CC，步骤相同：

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 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 Per Each	1 Each	
A-CHAN-SMS-SCR-NUM Per Each	1 Each	

第2步：在“编辑选项”上，选择其他选项，然后在“是否激活数字通道”问题中单击是。

在Flex 2.0中，为全数字化选择“是”后，选择部署类型（如WxCCE或On prem）非常重要。

第3步：在“计划选项”上，选择基于使用的价格。

Additional Options 2 Added ^

Would you like to purchase Flex Contact Center AI powered by Google Cloud?	<input type="checkbox"/> Yes
Plan Options	<input checked="" type="radio"/> Usage Based Price
	<input type="radio"/> Fixed Price (BU Approval Required)
Would you like to add Cisco PSTN Audio Options?	<input type="checkbox"/> Yes
Do you want to purchase Workforce Optimization?	<input type="checkbox"/> Yes
Would you like to activate Digital Channels?	<input type="checkbox"/> Yes

步骤4. 点击保存并继续。

步骤5. 继续完成Control Hub订阅。有关更多信息，请参阅Control Hub订阅部分。

控制中心订用

当CCW和A2Q流程完成时，系统会向订购过程中提供的电子邮件地址发送一封电邮。通常，电子邮件会发送到合作伙伴电子邮件帐户。

本节介绍如何调配组织。借助数字渠道从零开始。

第 1 步. 当您收到用于调配组织的电子邮件时，这是您在Webex Control Hub上看到的第一个屏幕



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

步骤2. 确认订单编号。在本例中，合作伙伴调配组织。对于客户。

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.

步骤3. Webex Control Hub 检验信息。

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

第 4 步：合作伙伴可以根据其电邮地址查找客户组织。

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]@[REDACTED].edu

Claimed domains [REDACTED]@[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

步骤5. 它会要求您确认该信息。它说<Partner Name>将管理<Customer Name>。它还显示订用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

Partner

Organization ID: 10

Domains

Verified domains .com

Claimed domains .com

Users

Number of users5293

Full administrators

Last user activity2024-10-01T15:01:48.429Z

Subscriptions

Active trials0

Active subscriptions8

Review

Customer

Organization ID: 33

Domains

Verified domains .edu, .edu, .edu

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

Users

Number of users100255

Full administrators

Back

Submit

步骤6. Webex Control Hub要求您验证该信息。

●

●

○

○

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,

Claimed domains .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

步骤7.调配结束，并显示订单号和订用ID。



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](#)

第8步:Webex Control Hub显示订阅摘要并继续进行调配。

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

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

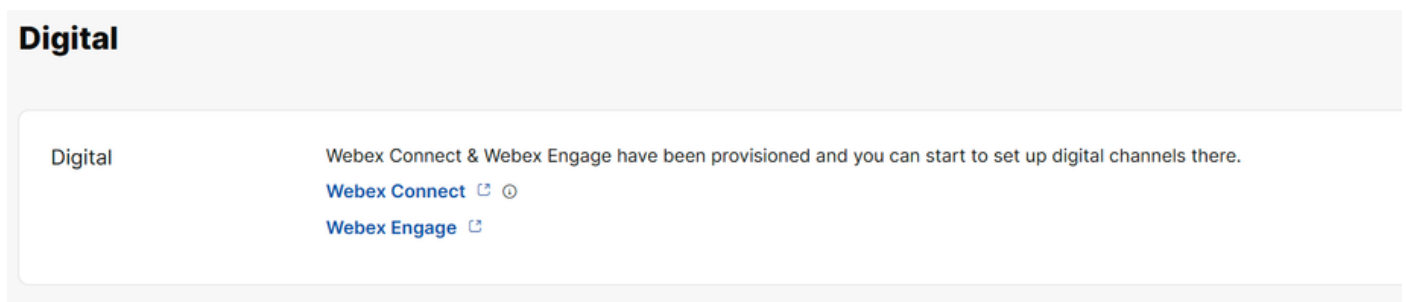
Provisioning...

步骤9.组织创建后。 ，您可以在Webex Control Hub中导航到Contact Center - Digital。

默认情况下会调配数字频道，您会看到以下内容：



步骤10.一旦数字渠道调配完成，您会看到指向Webex Connect和Webex Engage的链接。



调配时提供的客户电邮获得直接访问WxConnect平台的链接，或者可以使用Control hub交叉启动链接访问WxConnect and Engage平台。

如果您在此过程中遇到任何问题，请在这些产品组件下打开TAC SR并添加以下详细信息：

套装联络中心企业版(PCCE)- Webex Connect提供的数字通道

Unified Contact Center Enterprise(UCCE)- Webex Connect提供的数字通道

CCE版本详细信息：

组织ID:

单位名称:

地区：

合作伙伴名称：

订用：

WebOrderID（可选）：

管理员电子邮件ID:

如果任务与任何任务相关，则发出任务详细信息。

事务 ID:

工作流（如果适用）：

服务（如果适用）：

如果问题与Webex connect/engage相关，则这些URL是必需的，
Webex Connect URL:

Webex Engage URL:

关于此翻译

思科采用人工翻译与机器翻译相结合的方式将此文档翻译成不同语言，希望全球的用户都能通过各自的语言得到支持性的内容。

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