

# 使用CCE調配Webex Connect數字通道(IMI)混合服務

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## 簡介

本檔案介紹如何使用Cisco Contact Center Enterprise(CCE)加入和調配Webex Connect數字通道。

## 必要條件

### 需求

思科建議您瞭解以下主題：

- 思科整合客服中心企業版(UCCE)版本12.6.2
- 思科套裝客服中心企業版(PCCE)版本12.6.2
- Webex Control Hub
- Cisco Commerce Workplace(CCW)

### 採用元件

本檔案中的資訊是根據以下軟體：

- Cisco Commerce Workspace(CCW)
- Webex Control Hub

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路運作中，請確保您瞭解任何指令可能造成的影響。

## 背景

思科聯絡中心企業版客戶可以利用由在Webex Control Hub中調配Webex Connect雲服務支援的數

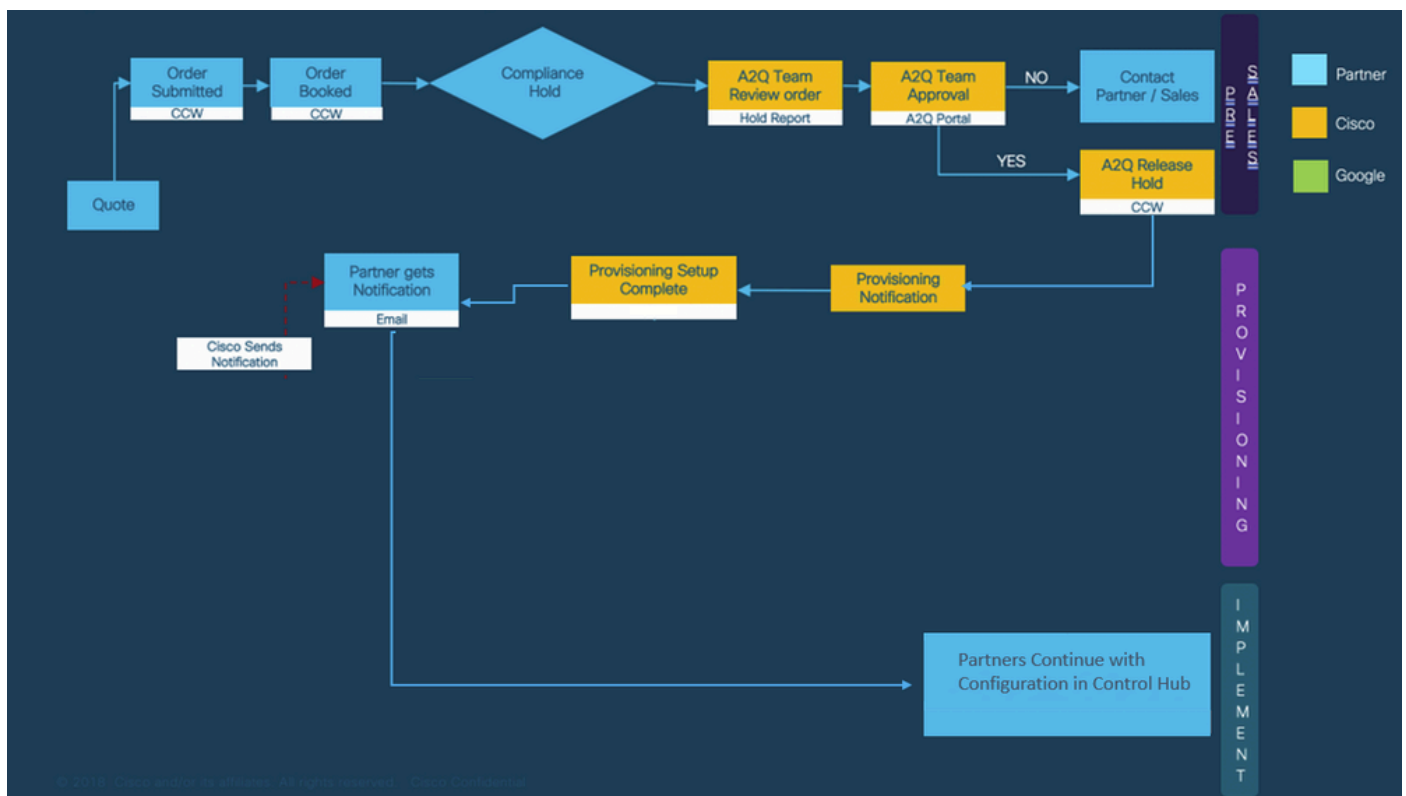
字通道。Webex Connect是思科提供的CPaaS ( 通訊平台即服務 ) 解決方案。

您可以在此處閱讀更多相關資訊：[Cisco Webex Connect](#)

本文檔概述了合作夥伴或客戶需要採取的步驟，以便支援通過思科採購的數字管道服務，並將其調配為與思科聯絡中心企業解決方案配合使用。

## 提供

此工作流程指示為思科合作夥伴調配Webex Connect所需的步驟：



成功調配Webex Connect enterprise的步驟概述如下：

步驟1.在Cisco Commerce Workspace(CCW)上下訂單。

合作夥伴使用其CCO ID登入CCW。 CCW連結：<https://apps.cisco.com/Commerce/home>

下新訂單或修改現有訂單。在CCW中，合作夥伴可以修改現有的Flex CC訂單，並在選中該選項時包括數字訂單。如果是新訂單，則合作夥伴首先選擇CCE代理數量和新增必要的WxConnect SKU的數字選項

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

如果您有A-FLEX-CC，步驟相同：

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

步驟2.在「編輯選項」上，選擇Additional Options，然後在問題Would you like to activate Digital Channels?

在Flex 2.0中為數字選項選擇「是」後，選擇部署型別（如WxCCE或On prem）非常重要。

步驟3.在「計畫選項」上，選擇「基於用量的價格」。

| Additional Options <span>2 Added</span>                                    |  |
|--|--|
| 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                             |

步驟4.按一下SAVE並Continue。

步驟5.繼續完成控制中心訂閱。有關更多資訊，請參閱Control Hub訂購部分。

## 控制中心訂閱

當CCW和A2Q流程完成時，會向訂購期間提供的電子郵件地址傳送一封電子郵件。通常，電子郵件會傳送到合作夥伴電子郵件帳戶。

本節介紹如何設定組織。藉助數字管道從零開始。

步驟 1.當您收到用於設定組織的電子郵件時，這是您在Webex控制中心上看到的第一個螢幕



## 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

步驟2. 確認訂單編號。在此示例中，合作夥伴調配組織。對於客戶。

### 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.

步驟3. Webex控制中心驗證資訊。

## 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

步驟 4. 合作夥伴可以根據客戶的電郵地址查詢客戶組織。

## 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

步驟5。會要求您確認該資訊。它說<Partner Name>將管理<Customer Name>。它還向您顯示訂閱ID。

Partner Information

Customer Information

Verify

Done

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 users 5293

Full administrators

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

Subscriptions

Active trials 0

Active subscriptions 8

Review

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

步驟6. Webex控制中心會要求您驗證資訊。

●

●

○

○

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

步驟7.完成調配，並顯示訂單號和訂用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](#)

步驟8. Webex Control Hub顯示訂閱的摘要並繼續調配。

## 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

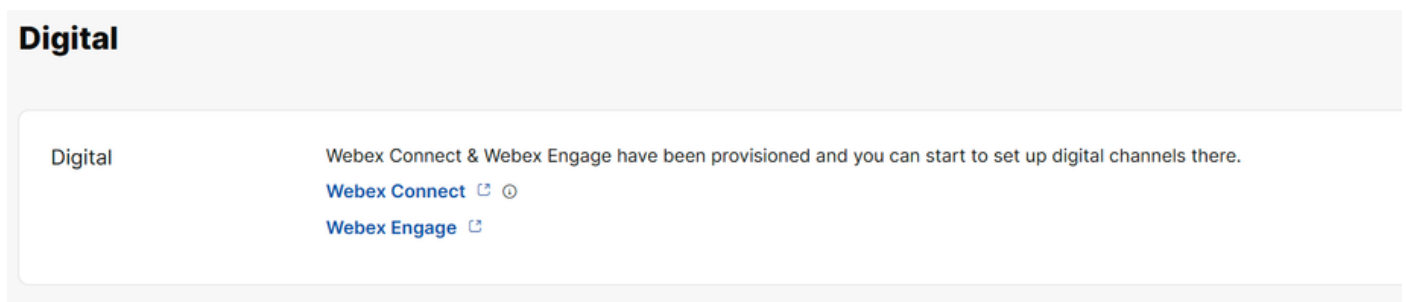
| Customer Name | Status          | Tags |
|---------------|-----------------|------|
| [redacted]    | Provisioning... |      |

步驟9.組織建立一次。調配後，您可以在Webex Control Hub中導航到Contact Center - Digital。

預設情況下會調配數字通道，您會看到：



步驟10.一旦數字通道調配完畢，您就會看到指向Webex Connect和Webex Engage的連結。



調配時提供的客戶電子郵件獲得直接訪問WxConnect平台的連結，或者使用Control hub交叉啟動連結訪問WxConnect and Engage平台。

如果您在此過程中遇到任何問題，請在這些產品元件下開啟TAC SR，並包括下列詳細資訊：

套裝客服中心企業版(PCCE)- Webex Connect提供的數位通道

整合客服中心企業版(UCCE) — 透過Webex Connect提供的數位通道

CCE版本詳細資訊：

組織ID:

組織名稱：

地區：

合作夥伴名稱：

訂閱：

WebOrderID ( 可選 )：

管理員電子郵件ID:

如果任務與任何任務相關，則發出任務詳細資訊。

事務ID:

WorkFlow ( 如果適用 )：

服務 ( 如果適用 )：

如果問題與Webex connect/engage相關，則這些URL是強制性的，  
Webex Connect URL:

Webex Engage URL:

## 關於此翻譯

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。