Cisco Webex Connect Expert (CWCONE)

COURSE OVERVIEW

Cisco Webex Connect Expert – CWCONE is a technical course intended for anyone requiring knowledge on how to implement or configure the Webex Connect CPaaS Platform. This workshop-intensive course enables learners to comprehend the core technical capabilities of these technologies to be able to implement and administer them on behalf of their customers.

The lab environment includes a production Webex Connect environment and provides each learner with the resources available within Webex Connect to gain experience at an individualized pace. Since the training environment and customers' production environments are similar, the positive impacts of the knowledge gained in the course will be immediately beneficial to attendees as well as the Webex Connect organization being maintained.

The course is built to incorporate an effective blend of lectures and hands-on practical training on each of the topics discussed. Learner proficiency with implementing and administering the Webex Connect environment are the expected learning outcomes of the course.

Reference the Course Outline below for specific Modules, Topics and Discovery Exercises constructed to give the learner an immediate jump-start with becoming technically proficient in the Webex Connect environment.

WHO WILL BENEFIT FROM THIS COURSE?

Individuals with the following job roles are likely to have the most benefit from completing the course:

- Business Analysts
- System Analysts
- Pre-Sales consultants
- Implementation consultants
- Developers
- Administrators
- DevOPs teams
- Webex Partner systems engineers
- Anyone with Day-2 responsibilities for Webex Connect

PREREQUISITES

Attendees should have completed our Webex Contact Center Expert (CWCCE) course or have equivalent experience, with a solid understanding of Webex Contact Centre voice and digital channels. If you haven't completed CWCCE training, you can book it here.

COURSE OBJECTIVES

Upon successful completion of this course, the student should gain proficiency in the following:

- Understand the features, capabilities, and integration options of the Webex Connect solution
- Define the functionality of Digital Channels
- Leverage the capabilities to integrate into APIs, CRMs and Chat Bot solutions.
- Troubleshoot flows and integrations
- Design customer journeys
- Build customer journeys and integrations
- Configure and administer the Webex Connect solution

COURSE OUTLINE

Module 1: Introduction to Cisco Webex Connect

Objective: Introduce the capabilities and navigation of the Webex Connect solution

- Webex Connect Overview
- Proactive Journeys Overview
- Channel Support
- Integration Options
- AI Agent Overview
- Use Cases
- Partner Resources
- Accessing Webex Connect
- Discovery 1-1: Configure a Webex Connect Sandbox

Module 2: Setup Cisco Webex Connect

Objective: Demonstrate and configure the baseline components used within the Webex Connect environment.

- System Management
- User Management
- Services Overview
- Assets Overview
- Introduction to Visual Flow Builder
- AI Agent and Event Scheduler Overview
- Best Practices
- Discovery 2-1: Initial Configuration, Production Webex Connect Instance

Module 3: Webex Connect Integration Options

Objective: Define the Integration Options available within the Webex Connect environment.

- Billable Editions and Integration Types
- Pre-built Integrations
- Webhook Integrations
- Data Streams Integrations
- Custom Event/Node Integrations
- Discovery 3-1: Interactive Contact Center Integration Demonstration

Module 4: APIs, Webhooks and Whatnot

Objective: Understand the API and Webhook suite and channels/use cases supportable.

- API Overview
- Sandbox APIs
- Webhooks and Custom Event APIs
- Multi-Channel Communication APIs
- Contact Policy
- Additional APIs – Profile, Thread, Segment, Topic
- SDK
- Discovery 4-1: API Discovery

Module 5: Flow Builder

Objective: Understand and Use the Flow Builder to construct the enterprise logic

- Flow Builder Interface
- Flow Builder Variables
- Transition Actions
- Flow Builder Nodes
- Flow Debug
- Flow Versioning
- Flow Analytics
- Reports
- Discovery 5-1: Building and testing your first Flow
- Discovery 5-2: Understanding Flow Execution and Debugging your Flow

Module 6: Proactive Journey Email and Chat integration

Objective: Define and demonstrate the configuration requirements for integrating Webex Connect with Email and Chat Services

- Email Integration Options
- Web Chat Integration Options
- Facebook Chat Integration Options (Americas audiences only)
- Discovery 6-1: Configure Email Integration
- Discovery 6-2: Configure Web Chat Integration
- Discovery 6-3: Configure Facebook Chat Integration (Americas audiences only)

Module 7: Proactive Journey SMS, RCS and WhatsApp Integration

Objective: Define and demonstrate the configuration requirements for integrating Webex Connect with SMS and WhatsApp Services

- SMS
- WhatsApp Integration (Cover for EMEA audiences)
- Discovery 7-1: Configuring SMS
- Discovery 7-2: Configuring WhatsApp (Cover for EMEA audiences)

Module 8: Webhook Integration

Objective: Define and demonstrate the configuration requirements for Webhook

- Introduction to Webhooks
- Webhooks in Webex Connect
- Discovery 8-1: Implement inbound Webhook

Module 9: Event Scheduler

Objective: Define and demonstrate the configuration and usage of the Event

- Event Scheduler Overview
- Event Configuration
- Discovery 9-1: Schedule SMS and Custom Events

Module 10: Troubleshooting

Objective: Define and demonstrate the troubleshooting capabilities within the Webex Connect Environment.

- Channel and Integration Troubleshooting
- Reporting for Optimization and Troubleshooting
- Debugging and Problem Escalation
- Discovery 10-1: Log Downloader and Flow Debugger

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