



Consilium UniSupervisor Onboarding Guide

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1 Introduction

1 Introduction

This document provides the detailed steps of Consilium UniSupervisor onboarding and sample flow for CC Navigator.

1.1 About UniSupervisor

Consilium UniSupervisor for Webex Contact Center (WxCC) is a tool tailored to aid contact center supervisors in effectively managing and overseeing agent performance and overall contact center operations. A Supervisor Desktop is a crucial tool for managing and monitoring contact center operations effectively.

1.2 UniSupervisor Key features

- Customer Experience Analytics (Post call survey)
- Routing Cockpit
- CRM Integration
- Webex Analyzer Realtime Report
- Webex Analyzer Historical Report
- Web based Desktop integration.
- Team performance details
- Recording

2 UniSupervisor Customer Onboarding

Pre-requisites:

- 1- Admin credentials for Control Hub access
- 2- At least one admin and one supervisor with extensions set up in Control Hub (Lab 1 - Admin Experience).
- 3- Agent accounts with Standard or Premium licenses in Control Hub.
- 4- Agent account configured on Webex CC management portal with agent sign-in capability.

3 UniSupervisor Installation Steps

Step-1: Locating UniSupervisor

- Access Webex App Hub.
- Search for Consilium UniSupervisor.

Step-2: Setting Up Supervisor Layout

- Use admin credentials to sign in to Control Hub.
- Navigate to contact center users.
- Select an existing agent to be a supervisor or create a new one.
- Assign a supervisor license to the user.

Step-3: Configuring Supervisor in Management Portal

- Download the Supervisor Desktop Layout JSON from [Link].
- In the management portal, go to Provisioning -> Desktop Layout.
- Click 'New Layout', name it, upload the JSON file, validate, and save.
- Under Provisioning -> Teams, create a new team, select the site, and assign the Desktop Layout.
- In User Profiles, copy the default Supervisor Profile, rename, and ensure necessary module access.
- Locate your supervisor user under Users, edit, and configure the following:
 - Contact Center: Enabled
 - Primary Team: Select the team created
 - Site: Select as per lab guide
 - Teams: Add relevant teams
 - Agent Profile: Choose default

- Multimedia Profile: Choose default

Step-4: Configuring CC Navigator

- Navigate to Control Hub > Contact Center > Integrations > Custom Connector.
- Click 'Set Up' and configure with the following details:
- Name: ConsiliumConnector
- Auth Type: Basic Auth
- Resource Domain: <https://webex.consiliumapps.com>
- Grant Type: Client Credentials
- Username: unisupervisor@consiliuminc.com
- Password: ****

Step-5

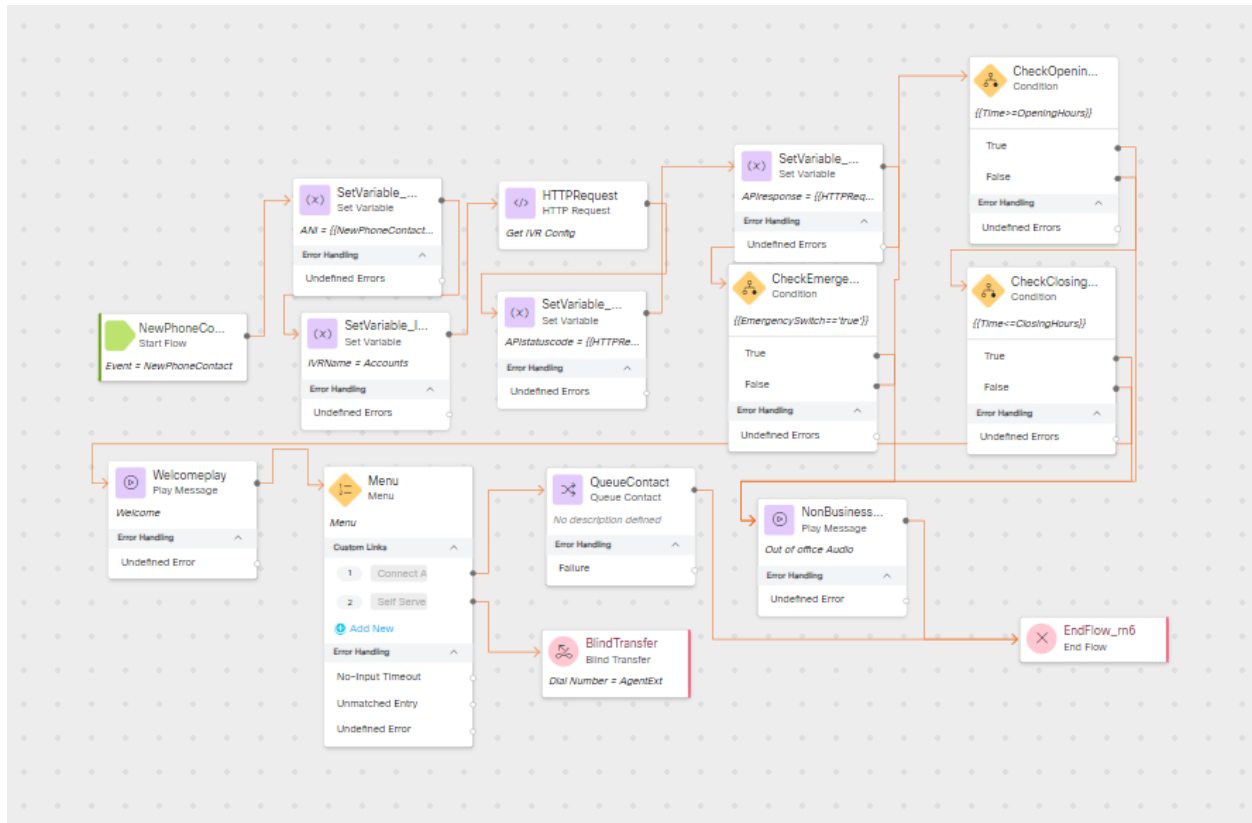
- Navigate to management portal > Routing > Flows > Import > SampleCCNavFlow.json
Click > save and deploy.
Call on the Mapped Dialed Number and check if flow is being executed.

Note: Please make sure Entry Point mapping is done and Flow is assigned to the entry point

Step-6

- Login to WxCC Desktop with the supervisor > CC Navigator > try updating the value of any media flow e.g. Update the welcome message -
- Make a call to EP, you should be able to listen to the updated Welcome message.

4 Sample flow for CC Navigator



The provided Sample Flow depicts a call handling process for a contact center using an IVR (Interactive Voice Response) system.

Summary of Flow:

1. **New Phone Contact:** The flow starts when a new phone contact is received.
2. **Set Variables:** The system sets variables for the new contact, which might include caller information and account details.

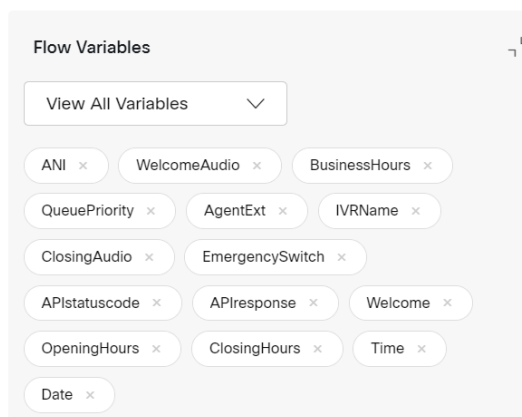
Global Variables Variables in the flow:

- MediaFlow -IVRName - Specifies the media flow

3. **HTTP Request:** An HTTP request is made to retrieve configuration data, to update/Edit the flow from CC Navigator
4. **Check Business Hours:** The system checks if the call is within business hours.
5. **Welcome Message:** A welcome message is played to the caller.
6. **Menu Options:** The caller is presented with a menu of options, including the ability to connect to a representative, use self-service, or add a new query.
7. **Queue Contact:** If the caller chooses to connect with a representative, the contact is queued.
8. **Emergency Check:** The system checks for emergency conditions to route the call appropriately.
9. **Blind Transfer:** Calls can be transferred to another agent without the initial agent speaking to them.
10. **Non-Business Hours Message:** If the call is outside business hours, an out-of-office message is played.
11. **End Flow:** The call flow ends, which can happen after a message is played or if the call is disconnected.

This process ensures efficient and responsive call management within the contact center, guided by the IVR system's structured flow.

Variables in the flow:



- **IVRName** – Media flow
- **WelcomeAudio** – Welcome message
- **Business Hours** – Hours specified media flow is active.
- **QueuePriority** – To set the priority of Queue
- **Emergency Switch** – switch the DN
- **Opening Hours** – hour when media flow is activated.
- **Closing Hours** – Hour when media flow is deactivated.

- **Time and Date** at which Flow was updated from CC Navigator

-Closing Audio – IVR to play when media flow is not active.

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