

Administering Webex Contact Center (AWXCC)

Price: 3995

Duration: 4 days

Delivery Methods: Virtual

Overview

The Administering Webex Contact Center (AWXCC) course is a 3-day, hands-on, instructor-led training intended for administrators, team leads, workflow analysts, systems engineers, and Cisco partners requiring Day 2 support of the Webex Contact Center environment. This lab-intensive course enables learners to administer Webex Contact Center in a cloud-native environment. The lab environment emulates a typical deployment and provides each learner with the individualized resources available within Webex Contact Center. Since the training and deployment environments are similar, the positive impacts of the knowledge gained in the course will be immediate.

Course topics include setting up accounts, navigating the Contact Center Management Dashboard, configuring basic Contact Routing Flows to establish the customer experience, and performing day-to-day operational tasks. The course also includes advanced features that focus on creating custom call queues, defining contact attributes, utilizing digital communication channels, and creating a typical Call Center operating environment for Agents and Supervisors including Monitoring, Recording, and Reporting capabilities. Functional testing and problem isolation are included as a part of the lab environment itself.

Audience Profile

- Administrators
- DevOPs teams
- Operations managers
- Contact center solution and training specialists

- Support/Quality teams
- Webex Partner systems engineers
- Anyone with Day-2 responsibilities for Webex Contact Center

Outline

The Administering Webex Contact Center (AWXCC) course is a 3-day, hands-on, instructor-led training intended for anyone with Day-2 responsibilities for Webex Contact Center. This lab-intensive course enables learners to administer Webex Contact Center. The course contains the following lecture and lab components.

Prerequisites

- Each attendee must have a PC/laptop with audio/video capability.
- SHOULD have a basic understanding of inbound call-handling in a Call Center
- SHOULD have familiarity with applications and services available in the Cloud

Course Schedule

Date	Time	Price	Options
09/28/2026	09:00 AM - 05:00 PM CT	3,995.00	Buy Now Enroll
08/24/2026	09:00 AM - 05:00 PM CT	3,995.00	Buy Now Enroll
07/27/2026	09:00 AM - 05:00 PM CT	3,995.00	Buy Now Enroll
06/22/2026	09:00 AM - 05:00 PM CT	3,995.00	Buy Now Enroll
05/26/2026	09:00 AM - 05:00 PM CT	3,995.00	Buy Now Enroll

Why Professionals Choose TOPTALENT?

Dedicated Texas-Based Support

Get assistance every step of the way from our **Texas-based team**, ensuring your training experience is hassle-free and aligned with your goals.

3000+ Curated Professional Courses

Access an extensive portfolio of over 3000 courses across IT, Business Application and Leadership –
Designed to meet evolving Industry demands

95% Client Approval Rating

Trusted by professionals nationwide our 95% approval rating reflects consistent quality, measurable impact and exceptional service.

Certified Industry Instructor

Learn from professionally certified experts with real world experience and a proven commitment to learner success.

For questions

call:

[\(469\) 721-6100](tel:4697216100)

Email:

info@toptalentlearning.com

[Find More Training](#)

FAQ

What if I have to reschedule my class due to conflict?

Ten (10) business days' notice is required to reschedule a class with no additional fees. Notify TOPTALENT LEARNING as soon as possible at 469-721-6100 or by written notification to info@toptalentlearning.com to avoid rescheduling penalties.

How do I enroll for this class?

Please contact our team at 469-721-6100; we will gladly guide you through the online purchasing process.

What happens once I purchase a class?

You will receive a receipt and an enrollment confirmation sent to the email you submitted at purchase. Your enrollment email will have instructions on how to access the class. Any additional questions our team is here to support you. Please call us at 469-721-6100.

What is your late policy?

If a student is 15 minutes late, they risk losing their seat to a standby student. If a student is 30 minutes late or more, they will need to reschedule. A no-show fee will apply. Retakes are enrolled on a stand-by basis. The student must supply previously issued courseware. Additional fees may apply.

What happens when I finish my class?

You will receive a 'Certificate of Completion' once you complete the class. If you purchased an exam voucher for the class, a team member from TOPTALENT LEARNING will reach out to discuss your readiness for the voucher and make arrangements to send it.