Webex Contact Center Advanced (WXCCA)

Price: 3995

Duration: 4 days

Delivery Methods: Virtual

Overview

Webex Contact Center Advanced course is designed to provide an in-depth understanding and hands-on expertise in the advanced functionalities of Webex Contact Center. This comprehensive course is tailored for professionals seeking to elevate their skills in the complex aspects of managing and optimizing a contact center environment.

Audience Profile

Digital Platform Architects

Voice System Engineers

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

At Course Completion

Webex Contact Center Advanced course is designed to provide an in-depth understanding and hands-on expertise in the advanced functionalities of Webex Contact Center. This comprehensive course is tailored for professionals seeking to elevate their skills in the complex aspects of managing and optimizing a contact center environment. The students should gain proficiency in the following:

Understand the Integration of Google Dialogflow with Webex Contact Center: Learn how to integrate and utilize Google Dialogflow for enhanced customer interaction and automated responses in the Webex Contact Center.

Mastering Webex CC APIs: Gain in-depth knowledge about Webex CC APIs for customizing and enhancing the functionality of the Webex Contact Center.

Develop Skills in Advanced Voice Flow Design: Acquire the ability to design and implement complex call flows that cater to various customer interaction scenarios in the Webex Contact Center.

Customize Agent and Supervisor Interfaces: Learn techniques for customizing and optimizing the interfaces used by agents and supervisors in the Webex Contact Center for improved efficiency and usability.

Expertise in Webex Connect Flow Designer: Develop proficiency in using the Webex Connect Flow Designer to create and manage customer interaction flows.

Enhance Customer Experience through Advanced Routing Techniques: Understand and apply advanced routing techniques to direct customer interactions to the most appropriate agents or resources.

Implementing Effective Reporting and Analytics: Learn how to implement and utilize reporting and analytics features in Webex Contact Center for performance tracking and decision-making.

Outline

Topic: Google Dialogflow

Introduction to Dialogflow

Overview of Dialogflow and its capabilities

Understanding the role of AI in Dialogflow

Use cases and applications of virtual agents

Setting Up the Environment

Creating a Google Cloud account

Setting up a Dialogflow project

Overview of the Dialogflow console

Basic Concepts

Understanding Intents, Entities, and Contexts

Designing conversational flows

Training phrases and responses

Building a Basic Agent

Creating your first agent

Designing simple conversations

Testing the agent in the Dialogflow simulator

Managing Dialogflow Agents in WxCC

Deploying a Virtual Agent in WxCC

Integrating the Virtual Agent into the Flow

Advanced Dialogflow Features

Utilizing contexts for maintaining conversation state

Working with entities for dynamic user input

Implementing fulfillment using webhooks

Integrating with external APIs

Prerequisites

Each learner must have a PC/laptop with audio/video capability, preferably with the Webex app already installed. At least one PSTN-capable phone (cell phone) is required. Although you will be using Webex Calling for Agent functionality, access to multiple PSTN phones will augment the understanding of the Webex Contact Center environment regarding routing calls to Agents – wherever they may reside.

Learner should have taken AWXCC or CWCCE or have equivalent knowledge.

Course Schedule

Date	Time	Price	Options
06/15/2026	09:00 AM - 05:00 PM CT	3,995.00	[Buy Now](#) [Enroll](#)

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What is your late policy?

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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.