

Administering Webex Contact Center (AWXCC)

Price: 3995

Duration:

Delivery Methods: Virtual

Overview

Ready to get your Webex Contact Center wings and become a true expert? Administering Webex Contact Center is the course that lays the foundation for maximizing the platform's value and driving adoption in your organization. Designed for contact center and customer experience technology professionals who support and deliver to service users, this 4-day course is hands-on, practical, and filled with real-world examples.

You'll explore the full capabilities, architecture, navigation, and administration of Webex Contact Center—covering everything from moves, adds, and changes to new service provisioning and troubleshooting. We'll dive into voice and digital channels, entry point configuration, flow building, call control scripts, routing strategies, user profiles, reporting, dashboards, monitoring, recording, and much more. This course is ideal for contact center and CX architects, engineers, analysts, and those who support service delivery to the business.

Why you should attend this course: AWXCC puts you in control and helps you get the most out of your investment in Webex Contact Center, meet the needs of your business, and drive service optimization and adoption.

Pre-requisites: Attendees must be familiar with contact center operations and have a basic understanding of contact queuing, routing, and reporting in an on-prem or cloud environment. Familiarity with cloud applications, services and voice architectures is also desirable.

Course Schedule

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

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For questions

call:

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

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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.