

WxCC Global Variable Setting from Agent/Supervisor Desktop

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- Values of Global Variables used within your routing flows can be changed using the standard admin portal within WxCC.
- A (Glitch) webpage is used to control the WxCC APIs to allow access to the Global Variables from the Agent or Supervisor Desktops
- This makes it easier for Supervisors to make changes without having to open up the admin portal

WxCC Global Variable Setting from Agent/Supervisor Desktop

This guide shows how to set up an Agent/Supervisor Desktop to allow quick access to Global variables.

The screenshot displays the 'My Agent Desktop' interface in a web browser. The browser address bar shows 'desktop.wxcc-eu1.cisco.com/gv'. The interface includes a top navigation bar with 'My Agent Desktop' and a status bar with 'Not Ready' and '02:42:30'. The main content area is titled 'Demo Control' and contains two sections: 'Demo Controls' and 'Messages'. The 'Demo Controls' section lists various features with toggle switches and 'Apply' buttons. The 'Messages' section contains three text boxes for 'Welcome Message', 'Company Name', and 'Message of the Day', each with an 'Apply' button.

Control	Toggle	Action
Salesforce	OFF	Apply
Biometrics (Digital)	OFF	Apply
Post Call Survey	ON	Apply
Service Now	OFF	Apply
Fly High Voice Bot	ON	Apply
Message of the Day	OFF	Apply
Biometrics (Voice)	OFF	Apply

Message	Character Count	Action
Welcome Message Please be aware that we record all calls to comply with regulations and help us to continually improve our services	115/256	Apply
Company Name Webex by Cisco	14/256	Apply
Message of the Day We are aware that there is a problem with our website. We anticipate the problem to be fixed by 5 pm.	102/256	Apply

WxCC Global Variable Setting from Agent/Supervisor Desktop

- Values of Global Variables used within your routing flows can be changed using the standard admin portal within WxCC.
- There have been several customers that have enquired whether this could be done from the Agent/Supervisor Desktop instead.
- A (Glitch) webpage has been designed to use the WxCC APIs to allow access to the Global Variables from the Agent or Supervisor Desktops
- This makes it easier for Supervisors to make changes without having to open up the admin portal
- The following steps are required:
 - Create a WxCC API integration including Google Cloud Function for Access Token Service
 - Create Global variables (Boolean and String types are currently supported)
 - Add Global Variables to your inbound routing flow
 - Create a (glitch) webpage.
 - Add webpage to your Agent/Supervisor Desktop profile

Create API Integration

- Click on this link for a github article with instructions on how to create a WxCC API integration and Google Cloud Function Access Token Service
- [Github Token Service Example](#)
- Take a note of the:
 - Trigger URL
 - Token Name
 - Passphrase
- Note: These samples are meant to be used, as "samples", for demos, and to understand how to interact with the WebexCC APIs. When building a production grade solution, please consider the overall architecture and design with a security first approach. Also, please consider how you would extend this app for multiple orgs, manage tokens for the orgs, etc. These samples are only meant to provide working, starter code and many layers have been simplified and abstracted away to focus on the Webex Contact Center use

Create Global Variable

- Use the (legacy) Admin portal to create a Global Variable
 - Prefix your global variables with your name
 - E.g. **Adam**_Survey
 - Give your Global Variable a Description – this is what will be shown in the webpage in the Desktop
 - Choose either Boolean or String as the type of the Global variable
 - Set a default value
 - Save

Create Global Variable

EMEA Sales DEMO (UK) Global Variables ×

Global Variable

General Settings

Name Adam_Survey

Description Post Call Survey

Variable Type Boolean

Default Value True

Status **Active**

Reporting Settings

Make Reportable No

This enables the variable to appear in Analyzer for reporting purposes. Each tenant has a limit of 100 variables that can be reported on.

Agent Settings

Make Agent Viewable No

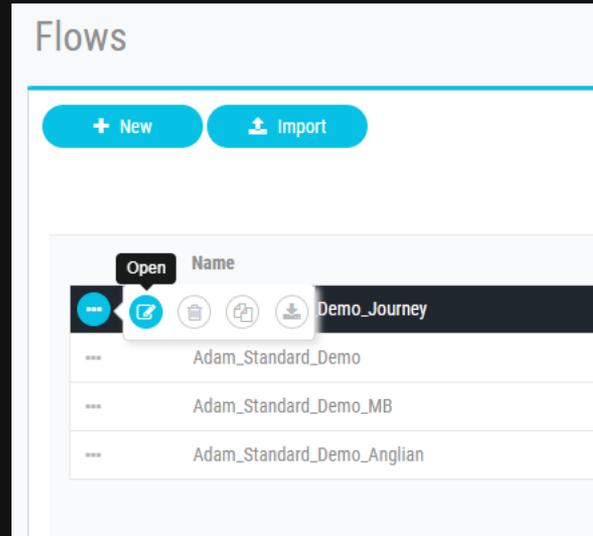
This enables the variable to be displayed on Desktop with the value captured as part of the Flow.

Save **Cancel**

- Repeat to add more Global Variables if necessary

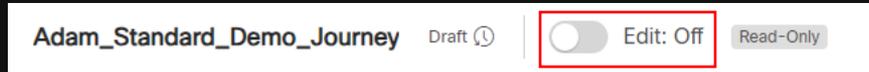
Add Global variable to your inbound routing flow

- Open the Routing Flow you want to add the Global Variable to

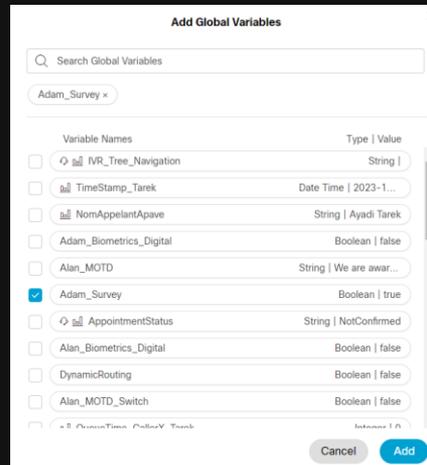


Add Global variable to your inbound routing flow

- Select Edit

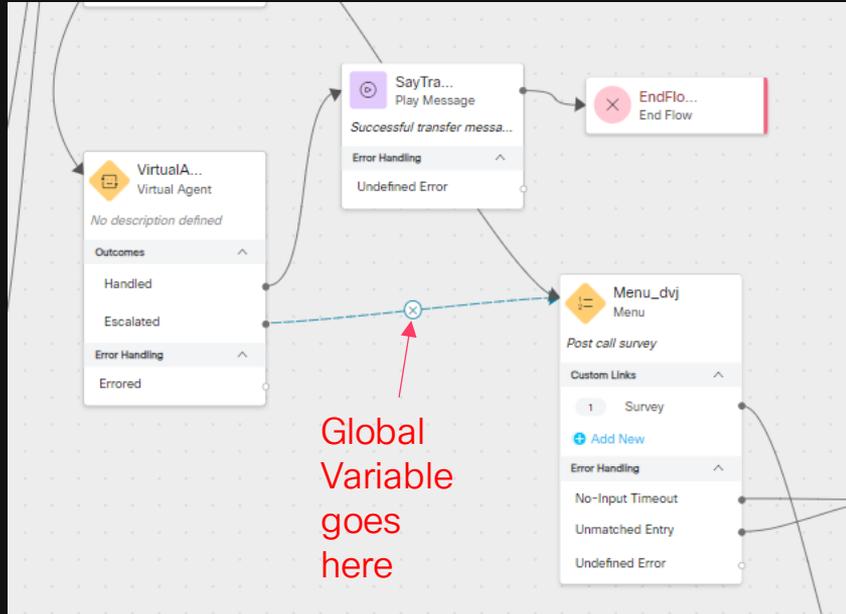


- In the General Settings, scroll down to the **Global Variables** section
- Select **Add Global Variables**
- Select the Global Variable(s) you created above
- Select **Add**



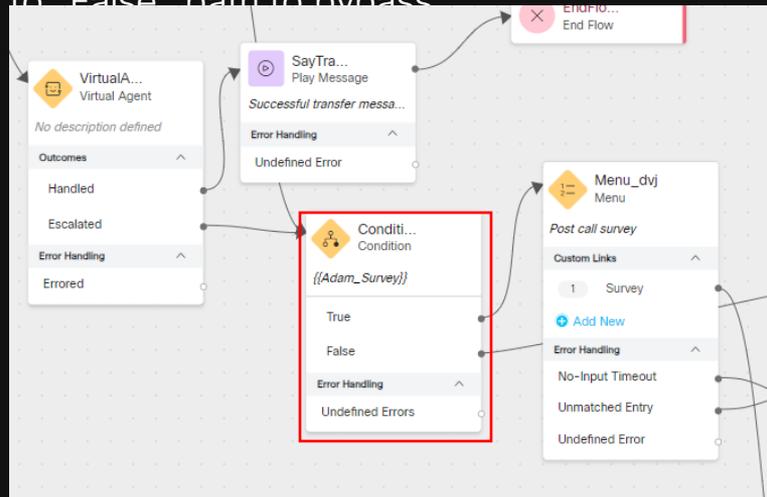
Add Global variable to your inbound routing flow

- Find the location in your flow where you want to use the Global Variable
- In this example, the offer of a Survey to the customer will be switched on/off by setting the Global Variable



Add Global variable to your inbound routing flow

- Remove the Connectors into the node being preceded by the Global Variable condition
- Add a Condition Node
- Add your Global variable as the condition e.g. `{{Adam_Survey}}`
- Connect to “True” path to what is being controlled by the Global Variable
- Connect to “False” path to bypass

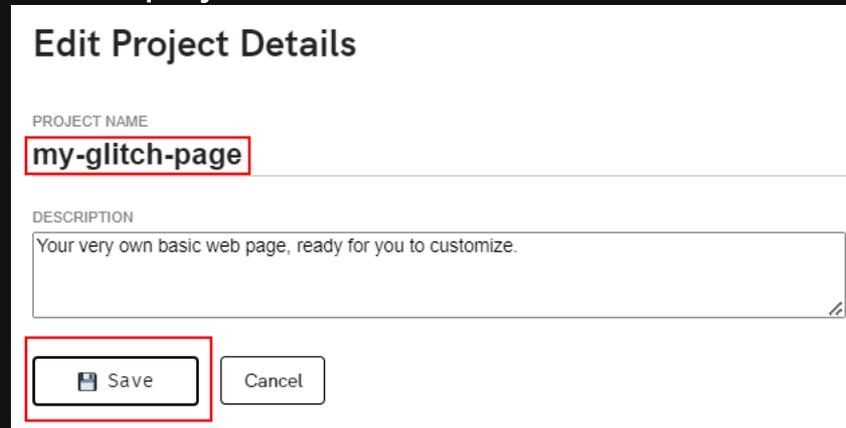
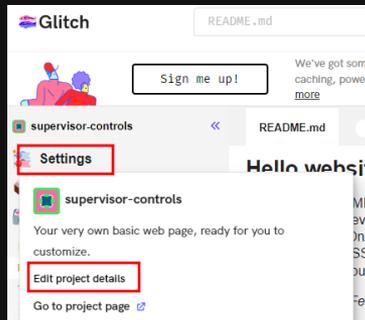


Add Global variable to your inbound routing flow

- Validate and Publish your Flow

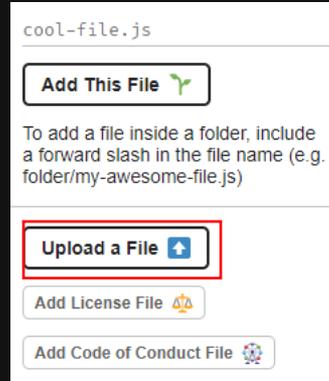
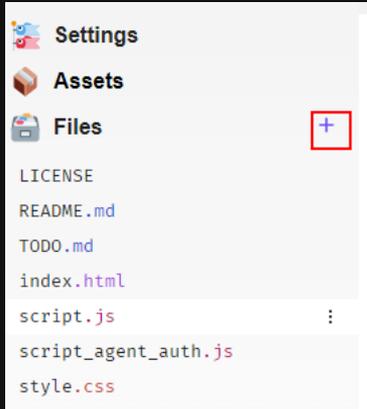
Create a Glitch webpage

- Login to glitch.com and create a new Project
 - You can sign up to glitch for free if you don't already have an account
- Optional – rename the glitch project to something other than the 3 random words that glitch gives you by default.
- You can do this by selecting the **Settings** menu option on the lefthand side and then select **Edit project details**

A screenshot of the 'Edit Project Details' form. The 'PROJECT NAME' field contains 'my-glitch-page' and is highlighted with a red box. The 'DESCRIPTION' field contains the text 'Your very own basic web page, ready for you to customize.' Below the form are two buttons: 'Save' (highlighted with a red box) and 'Cancel'.

Create a Glitch webpage

- Upload the script.js file to the glitch Files menu by selecting the “+”



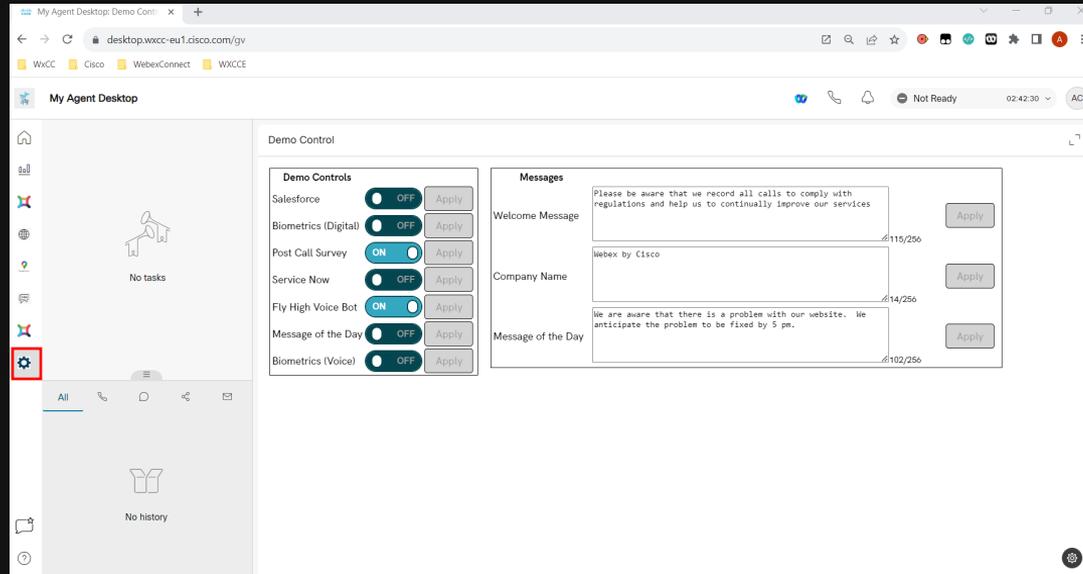
Add Webpage to your Agent/Supervisor Desktop

- Edit your Desktop JSON file to add the following code

```
{
  "nav" : {
    "label" : "Supervisor Controls",
    "icon" : "settings",
    "iconType" : "momentum",
    "navigateTo" : "supervisorcontrols",
    "align" : "top"
  },
  "page" : {
    "id" : "supervisorcontrols",
    "widgets" : {
      "right" : {
        "comp" : "supervisor-controls",
        "script" : "<Your Glitch page URL>/script.js",
        "wrapper" : {
          "title" : "Supervisor Controls",
          "maximizeAreaName" : "app-maximize-area"
        },
        "properties" : {
          "User": "<Your Global Variable prefix>",
          "orgId": "$STORE.agent.orgId",
          "triggerURL": "<Your Trigger URL>",
          "passPhrase": "<Your passphrase>"
        }
      }
    }
  },
  "layout" : {
    "areas" : [
      [
        "right"
      ]
    ],
    "size" : {
      "cols" : [
        1
      ],
      "rows" : [
        1
      ]
    }
  }
}
```

Add Webpage to your Agent/Supervisor Desktop

- Save and upload your JSON file to your Desktop Layout
 - Log in or refresh your agent and you will see a new “Cog” icon on the left hand side
 - Select the cog to show the webpage
 - Your specific Global Variable(s) will be shown
- Try it out!!



The screenshot displays the 'My Agent Desktop' interface. The browser address bar shows 'desktop.wxcc-eu1.cisco.com/gv'. The interface includes a navigation sidebar on the left with icons for home, tasks, and history. The main content area is titled 'Demo Control' and contains two panels: 'Demo Controls' and 'Messages'. The 'Demo Controls' panel lists several settings with toggle switches and 'Apply' buttons: Salesforce (OFF), Biometrics (Digital) (OFF), Post Call Survey (ON), Service Now (OFF), Fly High Voice Bot (ON), Message of the Day (OFF), and Biometrics (Voice) (OFF). The 'Messages' panel contains three message templates: 'Welcome Message' (110/250 characters), 'Company Name' (14/250 characters), and 'Message of the Day' (102/256 characters). Each message template has an 'Apply' button. A red box highlights a gear icon in the bottom-left corner of the sidebar, indicating the settings menu.



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