Configure a User as a Full External Administrator on Control Hub

Contents

Introduction

This document describes steps to add a user as a full external adminstrator for user in Webex Contact Center.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Contact Center 2.0
- Webex Control Hub
- This action can only be performed by a full internal adminstrator.
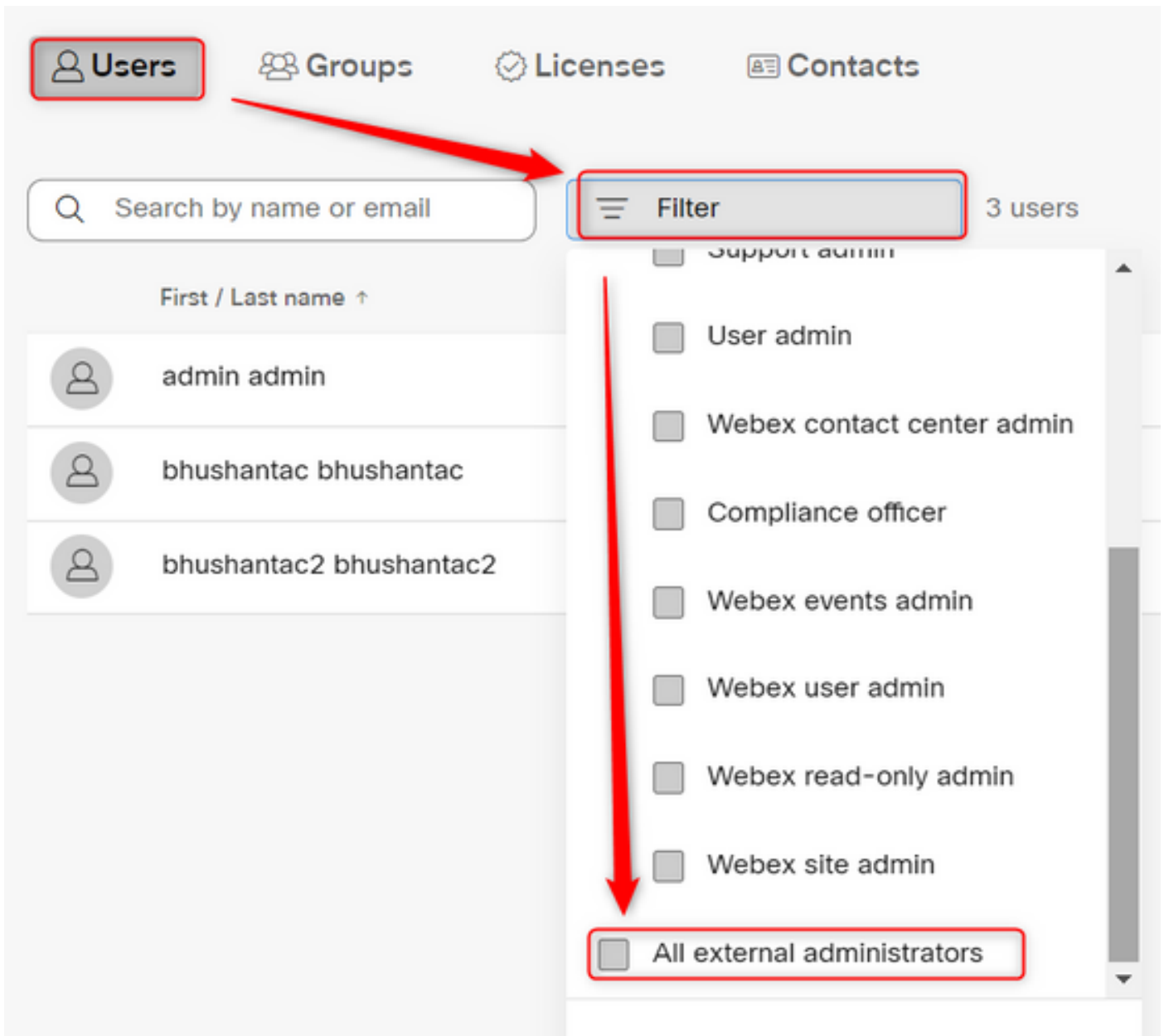
Components Used

The information in this document is based on these software versions:
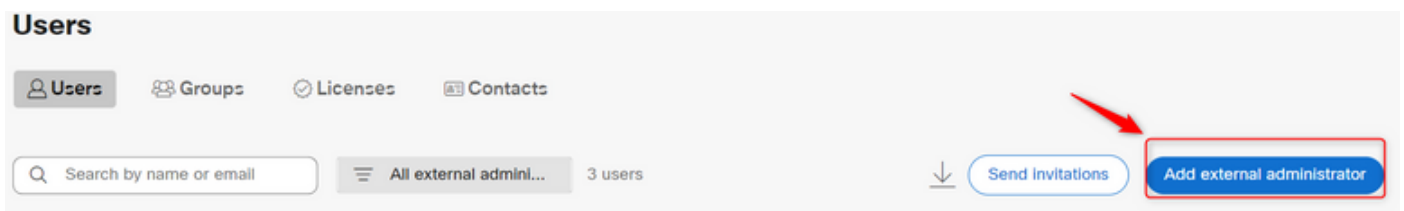
- Webex Contact Center 2.0

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.
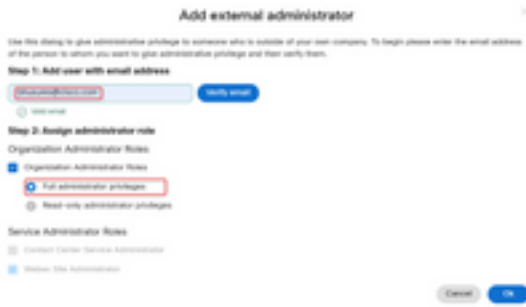
Configure

Step 1: Sign in to https://admin.webex.com, Go to **Users**, select the **Filter** tab, scroll to the bottom of the list and select **All External Adminstrators**

Step 2: Select **Add External Adminstrator**, enter the user **Email ID**, select **Verify** Email and provide **Full Adminstrator Privilages**

   Note: This step needs to be performed by an internal adminstrator

Add external administrator ✕

Use this dialog to give administrative privilege to someone who is outside of your own company. To begin please enter the email address of the person to whom you want to give administrative privilege and then verify them.

Step 1: Add user with email address

bhusures@cisco.com   **Verify email**

⊘ Valid email

Step 2: Assign administrator role

Organization Administrator Roles

☑ Organization Administrator Roles

    ◉ Full administrator privileges

    ○ Read-only administrator privileges

Service Administrator Roles

☐ Contact Center Service Administrator

☑ Webex Site Administrator

Cancel   **Ok**

Verify

Verify that the user access has been updated to the level of Full external administrator.

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Administrator roles		
	Organizational	☑ Organization administrator
		⦿ Full administrator ⓘ
		◯ Read-only administrator ⓘ
	Services	☐ Contact center service administrator
		☐ Webex site administrator roles
	Revoke admin privilege	**Revoke admin privilege**