Configure Webex Connect with Short Message Service (SMS) Digital Channel

Contents

Introduction

This document describes the steps to configure Webex Connect with Short Message Service (SMS) digital channel

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Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Contact Center (WxCC) 2.0
- Webex Connect (Formally IMI)

Components Used

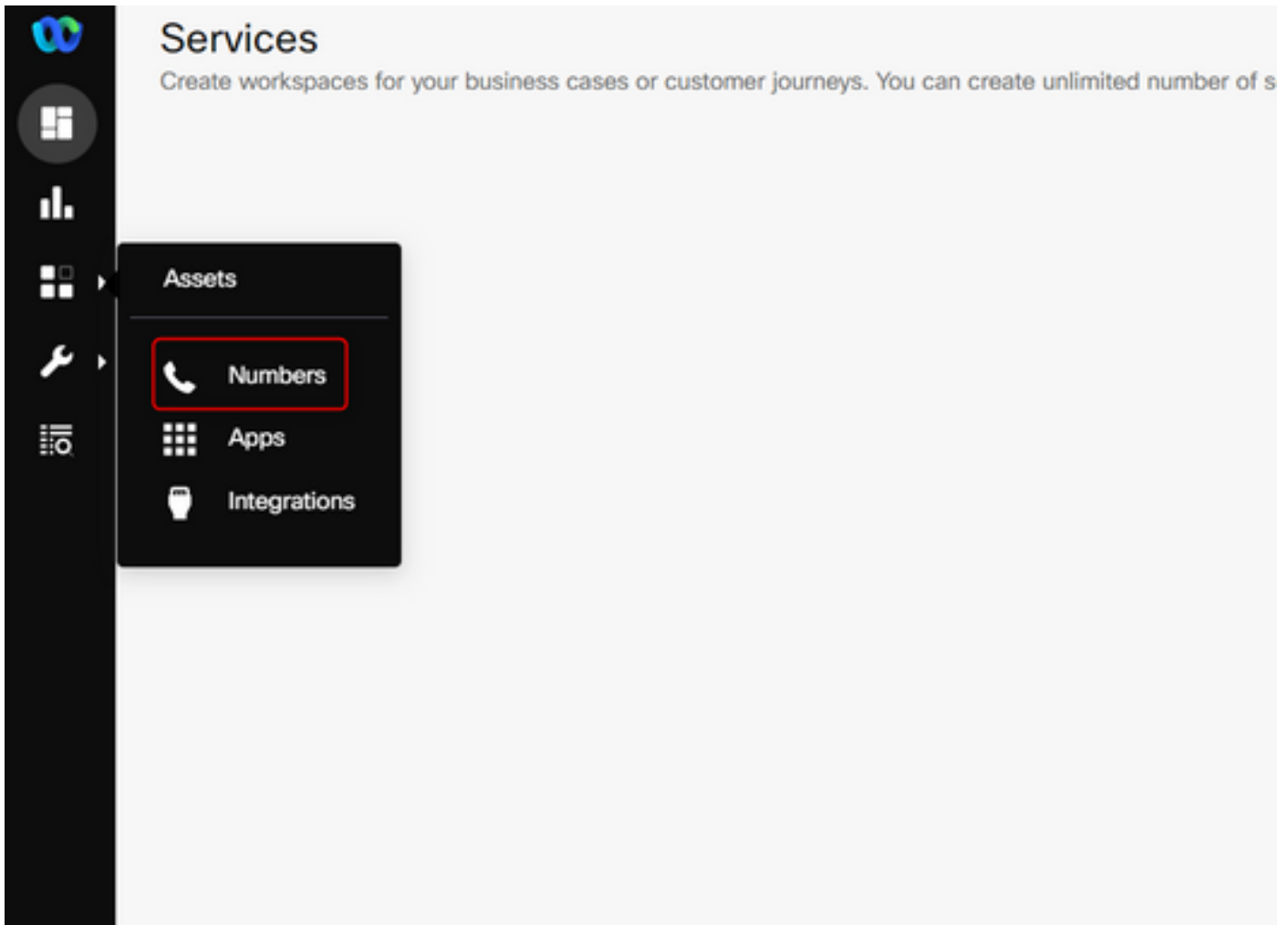The information in this document is based on these software versions:

- WxCC 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 the SMS Digital Channel

Step 1: Select an available number you want to use the Webex Connect portal under Assets > Numbers.

An available number is a number that does not have a Service associated with it

Step 2: Select the number and select Manage.

Step 3: Register to the Webex Contact Center with the Register To Webex Engage option > Select the service > select Register.

Step 4: Create an Entry point on the Webex Contact Center portal page as shown:

Note: The asset name is the SMS number that you registered with the Webex Contact Center.

Step 5: Create a queue and assign a team to the call distribution.

Step 6: Create a SMS flow. The SMS flow is available here and can be uploaded to the service.

You do not have to create the flow from the start. There are some pre-configured flows that you can use. Navigate to Webex Connect Flows and download the flow for SMS integration.

Step 7: Edit the ALL SMS nodes and add the number as the From Number.

Step 8: Edit the `Queue Task` node.

Onboard SMS Numbers for the Tenant

The process to add SMS numbers on the tenant is to submit a 10DLC form to the Webex Connect team. Please reach out to your Customer Success Manager or Partner Success Manager for the sample form