

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

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## Introduction

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

Contributed by Bhushan Suresh, Cisco TAC Engineer.

## 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:

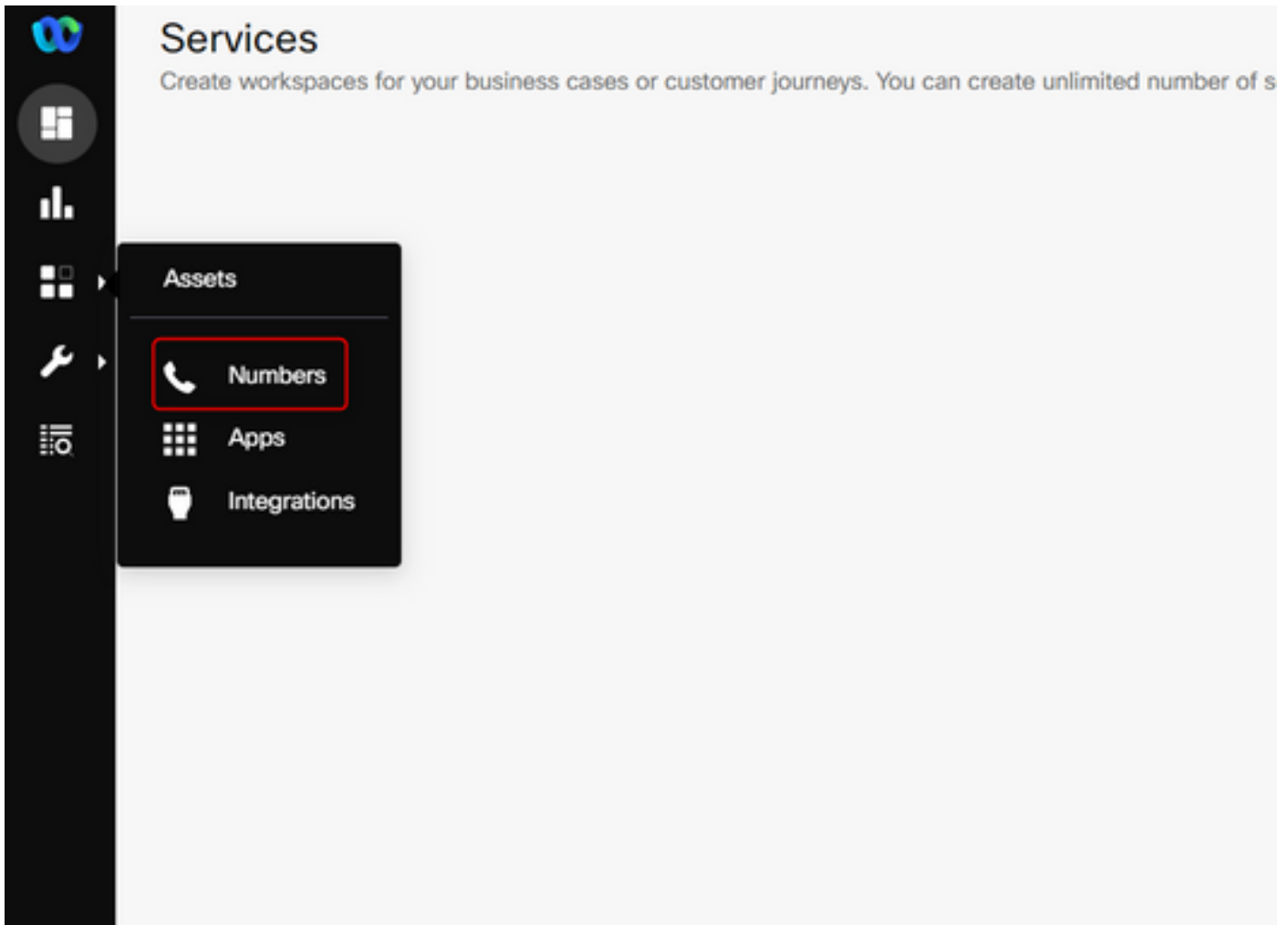
- WxCC 2.0

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**.

The screenshot shows a table of phone numbers in the Webex Connect portal. The table has four columns: a phone icon, the number, and two columns of zeros. The first row is highlighted. A dropdown menu is open for the first row, showing 'Manage' and 'Delete' options. The 'Manage' option is highlighted with a red rectangular box.

 12523743086 <span>PCI</span> <span>10DLC</span> Landline - United States Service -	0	0	0	<input type="checkbox"/> <b>Manage</b> Delete
 12523743085 <span>PCI</span> <span>10DLC</span> Landline - United States Service -	0	0	0	<input type="checkbox"/>
 12523743071 <span>PCI</span> <span>10DLC</span> Landline - United States Service -	0	0	0	<input type="checkbox"/>

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

The screenshot shows a configuration page for a phone number 12523743086. The page includes fields for Type (LANDLINE), Added on (08-09-2022 5:48:36 PM), Features (VOICE,SMS), Brand ID (BJQCQBH), and Campaign ID (CQTQFQI). A modal dialog titled "Register to Webex Engage - 12523743086" is open, asking for confirmation to register the number to Webex CC. The dialog contains a "Select Service" dropdown menu with "bhusures\_IMI\_New\_Integration" selected, and "Cancel" and "Register" buttons. Red arrows point from the "Register To Webex Engage" button on the page to the dialog, and from the dropdown menu to the "Register" button.

**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.

The screenshot shows the "Entry Point" configuration page in the Webex Contact Center portal. The page is divided into "General Settings" and "Advanced Settings" sections. In the "General Settings" section, the "Name" field is set to "bhusures\_SMS\_EF", "Channel Type" is "Social Channel", "Social Channel Type" is "SMS", and "Asset Name" is "12523743087". The "Advanced Settings" section shows "Time Zone (Routing Strategies Only)" set to "Default (Tenant Time Zone)". At the bottom of the page, there are "Save", "Reset", and "Cancel" buttons.

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

Webex CC With WxC as PBX   Dashboard ×   Entry Point ×   Queue ×

### Queue

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#### General Settings

Name:

Description:

Type: Queue

Channel Type:

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#### Contact Routing Settings

Queue Routing Type:

Note: Queue Routing Type cannot be edited once the queue is created.

Conversation Distribution: Add a Conversation Distribution Group to associate one or more teams with this queue. Add multiple groups to distribute conversations to more teams as time in queue progresses. Note that conversation distribution acts independently from other queue login defined in routing flows.

[+ Add Group](#)

Group1

Teams		Team Type
Team Name	Site Name	
Team_HQ	WashingtonDC_HQ	Agent Based

**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.

**SMS** Help

**Configuration** **Transition Actions (Optional)**

Send short messages of upto 1024 characters

Destination Type  Destination

From Number

Message Type

Message  Characters remaining: 1012

+ Add Smart Link

Correlation ID (Optional)

Notify URL (Optional)

Callback Data (Optional)

Extra Parameters (Optional)

Parameter	Value
e.g., keyname	e.g., value

+ Add New

Advanced Options (Optional)

Wait For

SMS  
Node ID: 1020 Cancel

**Input Variables**  
List of variables available as input for this node

Q Search

- ▶ Custom Variables [F18977]
- ▶ Start Node ID: 2
- ▶ Evaluate Node ID: 9
- ▶ Search Conversation Node ID: 613
- ▶ Create Conversation Node ID: 665

**Output Variables** ▶

**Node Outcomes** ▶

**Step 8: Edit the Queue Task node.**

**Queue Task**

**Configuration** **Transition Actions (Optional)**

Method Name

NODE RUNTIME AUTHORIZATION

Task ID  Conversation ID

Media Type  MEDIA CHANNEL

Queue details

Queue Name  Queue routing Type: Longest available agent

**Input Variables**  
List of variables available as input for this node

Q Search

- ▶ Custom Variables [F18977]
- ▶ Start Node ID: 2
- ▶ Evaluate Node ID: 9
- ▶ Search Conversation Node ID: 613
- ▶ Create Conversation Node ID: 665
- ▶ Re-Open Conversation Node ID: 676
- ▶ Append Conversation Node ID: 698
- ▶ Create Task Node ID: 735

## 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