

WCC Admin Quick Start Guide

Where do I update a user's access, team, skills, etc? **Provisioning Module**

Provisioning > Users

- **Edit** User Profile, Team assignment, Skill Profile, Agent Profile, Assign DN
- **Copy** – Easiest way to create a new agent that will be on the same team and use the same profiles. Just need to update login, name, email, and password.
- **Delete** – Selecting Delete will inactivate the user account. They will remain in the system for 13 months for reporting purposes.

Provisioning > Agent Profiles – Access to the Agent Desktop

- Update **Idle / Wrap Up** codes, **Wrap Up** settings, transfer options, assign an **Address Book**, allow access to stats and call recordings and create **Agent Thresholds**

Provisioning > Auxiliary Codes – Create new Idle / Wrap Up codes

Where can I make adjustments to hours to my routing strategies?

Routing Strategies

- **Current** – A copy of the default strategy that is scheduled right now.
- **Default** – Regular daily / weekly strategy
- **Non-Default** – Special event that will overwrite all strategies when **Active** (Holiday, Emergency, Company Event).
- To adjust any strategy, select the three dots to the left of the desired strategy and then select **Edit**.

+ New Strategy				
Name	ID	Status	Default	
*** Current-Open 800 am to 500 pm	AW_zME40_v3qzelFnU08	Current	Yes	
*** Closed 500 pm to Midnight	AW_zMPOJKSomwRkc06p3	Active	Yes	
*** Holiday	AW_zMavMQYytjb8rwKTI	Active	No	
*** Open 800 am to 500 pm	AW_zMCVwtUuxKYz-PrkS	Active	Yes	

How do I add or adjust media files? Resources / Media Files

- Record Media Files and convert them in a media converter, like GoldWave:
 - Format: u-law, 8000Hz, 64kbps, mono
 - Save name of file without spaces or dashes (underscores are permitted)
- Upload into WCC in **Routing Strategies > Resources > Audio Files** tab -Editing and uploading media files with **the exact same name** will ensure control scripts and routing strategies play the new file without the need of further adjustments.

