# Cisco WCC: Contact Routing

Entry Points, Queues, Teams, and Agents

Call Flows and Routing Strategies

Introduction of WCC Terms

- **Agents** handle contacts and are assigned to teams

- **Teams** of agents are assigned to queues, where contacts wait for the next available agent

- **Queues** are buckets where incoming contacts are organized to wait for the next available agent

- **Entry Points** are the main ingress point of the contact center, typically associated with TFNs

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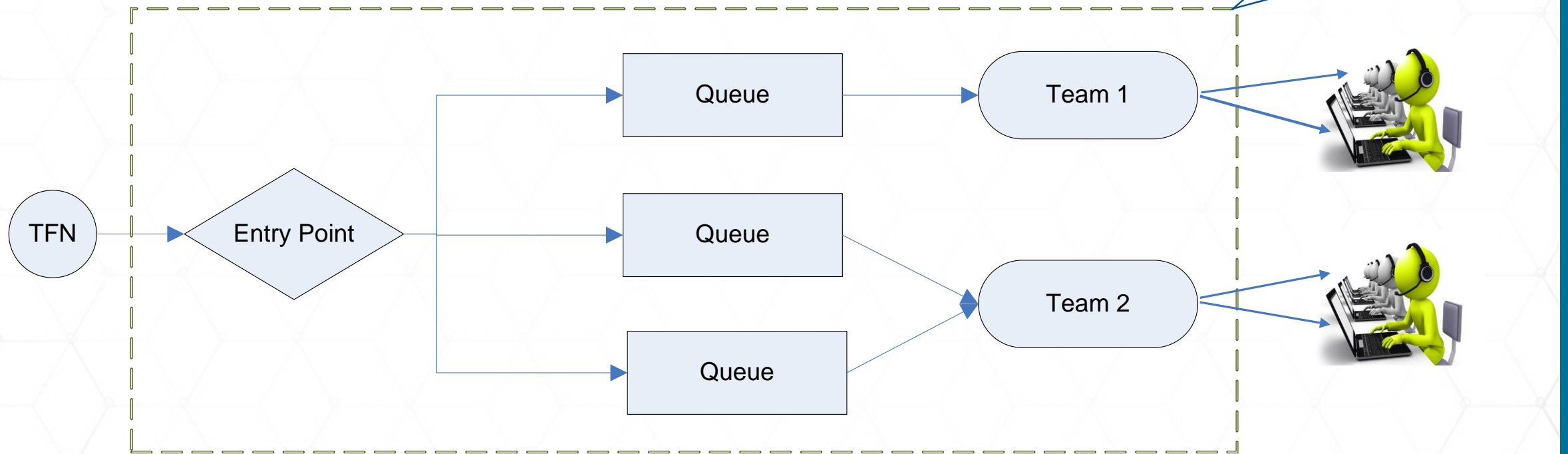
Introduction of WCC Terms

- Resources (Media Files)
  - Hold Music
  - Greetings
  - IVR Messaging

- Control Scripts (Call Flows)
  - Entry Points – greetings, IVR options, identify skill requirements, identify queues
  - Queues – queue greetings, hold music, advanced features (callback)

- Routing Strategies (Hours of Operation)
  - Combine Resources and Control Scripts
  - Direct contacts during specific dates and times
  - Exceptions – holidays, meetings, emergencies

Call Flows and Routing Strategies

Control Script
- Defines logic
- Defines flow
- Elements, i.e.
  - Menus
  - Messages
  - Queues
  - Callback
- Provide Defaults

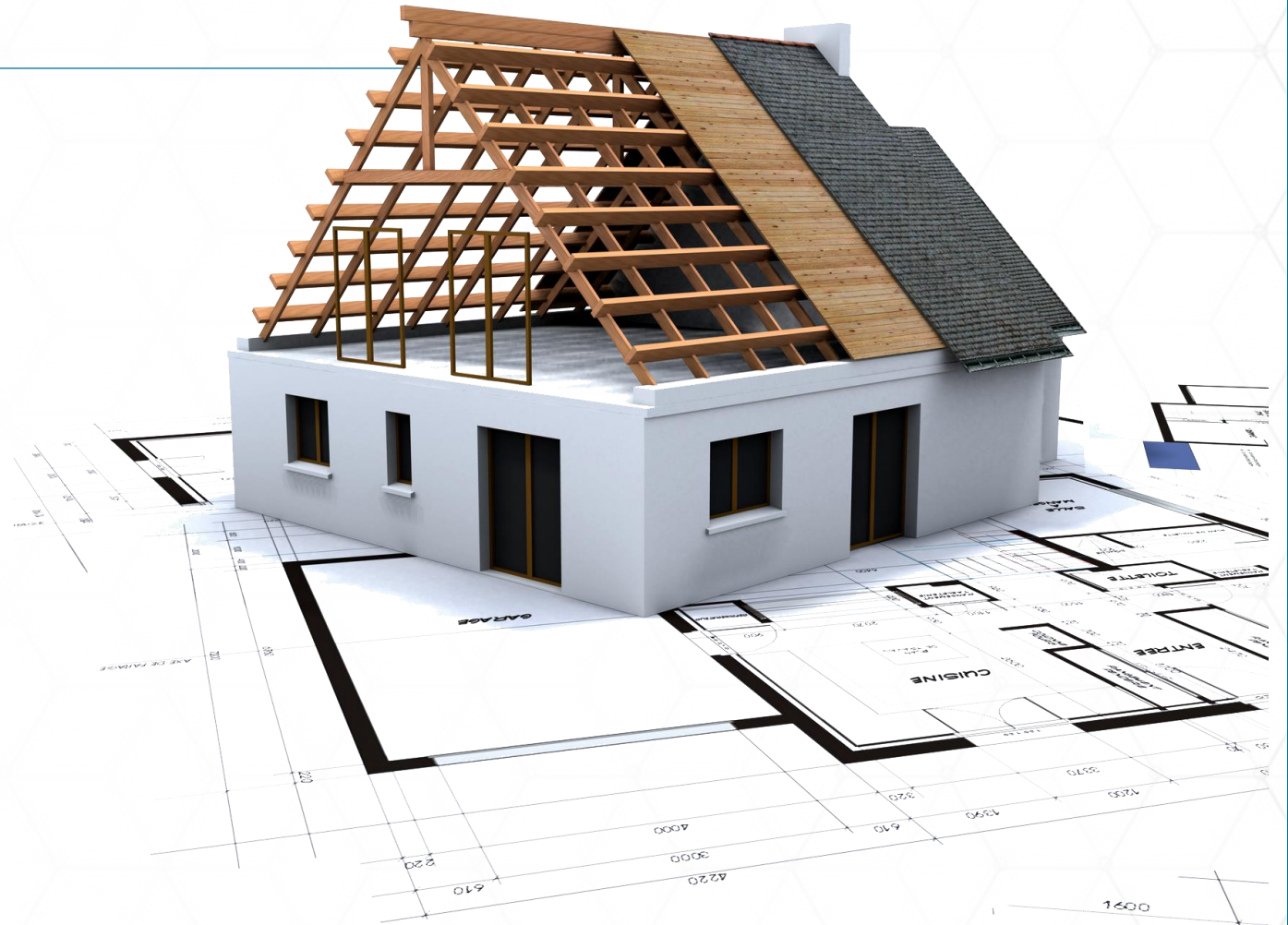Created for both
Entry Points & Queues

Routing Strategy
- Hours of Operation
- Days of the week
- Hold Music
- Select Control Script
- Select Queues
- Select Media Files*
- Call Distribution

Created for both
Entry Points & Queues

* Media Files are loaded under Resources in the Routing Strategy Module.

Building a Call Flow

- Create Entry Points

- Create Queues

- Create Teams of Agents

- Load Media Files

- Create the Control Script

- NOW Create a Routing Strategy which ties it all together!

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