Hello World

Name

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Labels

Basic, Voice, Inbound

Description

Use this template to create a simple inbound voice flow where callers are greeted with a message and then disconnected. Often used during closed hours.

Details

This flow provides a simple flow that plays an announcement to the caller.

Modify the flow to ensure a smooth caller experience by handling any errors or unknown conditions.

Note: The Flow uses Cisco Text-to-speech for all the audio activities that require prompts (if any).

For music, it defaults to the defaultmusic_on_hold.wav file available out of box.

For all organization specific configuration activities such as Queue, Entry Points, Connectors, Outdial ANI, etc. those need to be manually configured by the user before the template is published.

Pre-requisites

- Create Entry Point, Queue, Teams and Entry Point Mapping from the Webex Contact Center Management Portal. Refer to the Webex Contact Center Setup and Administration Guide.

- This flow uses Cisco TTS(Text-to-speech). Upload required static audio files if using your own audio for the prompts.

Flow Breakdown

1. Call is received and enters the flow.

2. A welcome message is played to the caller.

3. The caller is placed in a queue.

4. Hold music is played while the caller waits.

Activities Used

Start

- The flow begins when a call is received

Play Message

- The call is directed to the "WelcomeMessage" activity, which plays a welcome message to the caller.

- This uses TTS (Text to speech) but can be a pre-recorded message, greeting the caller or providing some information.

Disconnect

- After the welcome message, the call is directed to the disconnect activity.

- This activity disconnects the call, ending the interaction after the message has been played.

Additional Details

For more information, refer to the detailed documentation on help.webex.com.

[Webex Contact Center Flow Designer - Administration Guide](#)