

# Comprehensive Inbound Contact Flow

## Name

Comprehensive Inbound Contact Flow

## Labels

Intermediate, Voice, Inbound, PIQ, Queue

## Description

This flow demonstrates a comprehensive inbound voice call scenario for Webex Contact Center. It includes handling business hours, holidays, emergency overrides, self-service options, position in queue (PIQ) announcements, and customer callback options. This is suitable for environments where basic self-service and call queuing are essential.

## Details

This inbound flow provides a comprehensive handling of incoming calls, covering business hours checks, position in queue announcements, and callback options. Modify the flow to fit specific organization needs and to handle unknown conditions gracefully.

Note: This flow uses Cisco Text-to-Speech (TTS) for audio activities requiring prompts (if any).

For music, it defaults to the defaultmusic\_on\_hold.wav file provided out-of-box.

All organization-specific configurations such as Queue, Entry Points, Connectors, Outdial ANI must be manually configured in the Webex Contact Center Management Portal before publishing.

## 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](#).
- Set up working hours, holiday lists, and emergency overrides from Control Hub → Services → Contact Center Setup → Business Hours.
- If Cisco Text-to-Speech (TTS) is not enabled for prompts, upload the required static audio files.

## Flow Breakdown

1. **Call is Received:**
  - Call enters the flow at the **NewPhoneContact** activity.
2. **Check Business Hours:**
  - The flow checks the current time against the defined business hours using the **BusinessHours** activity.
    - **Working Hours:** The call is routed to the **Work\_Non\_WorkHours\_Match** activity, and further handled based on conditions such as open hours or after-hours.

- **Holidays:** The **Holiday\_Closed** message plays, informing the caller that the office is closed due to a holiday, followed by disconnection.
- **Emergency Override:** The **Override\_Emergency** activity plays an emergency override message, followed by disconnection.
- **After Hours:** The **AfterHours\_Prompt** activity plays a closed-hours message, and the call is disconnected.

### 3. Self-Service Options:

- During open hours, the **WelcomeMenu** (IVR Menu) activity plays a menu offering basic self-service options to callers:
  - **Press 1 for Customer Support:** The call is queued for the support team.
  - **Press 2 for Sales:** The call is queued for the sales team.

### 4. Queue Placement:

- The caller is placed in a queue using the **Queue** activity.
- The **GetPositioninQueue** activity retrieves the caller's position in the queue, and this information is announced to the caller using the **PlayPIQ** activity.

### 5. Callback and Voicemail Options:

- If the caller chooses to leave a voicemail or request a callback, the **FinalMenu** activity is triggered:
  - **Press 1 for Callback:** The **Callback\_guf** activity is used to schedule a callback.
  - **Press 2 for Voicemail:** The call is transferred to voicemail using the **VoiceMail** activity.

### 6. Hold Music:

- While waiting in the queue, the caller hears hold music using the **MusicOnHold** activity.

### 7. Loop Handling:

- The flow ensures that if a caller loops too many times (via the **CallLoopCycle** and **LoopCycle** activities), they are directed to the final menu options (callback or voicemail).

### 8. Call Disconnection:

- After all steps are completed or if the caller chooses to exit, the call is disconnected using the **DisconnectContact** activities.

## Activities Used

### Start

- **NewPhoneContact:** Starts the flow when the call is received.

## Business Hours Check

- **BusinessHours:** Checks if the call is during business hours, holidays, or emergency override situations.

## IVR Menu

- **WelcomeMenu:** Plays a menu with options for self-service (Press 1 for Support, Press 2 for Sales).

## Queue Handling

- **Queue:** Places the caller in a queue for the appropriate team (e.g., support or sales).
- **GetPositioninQueue:** Retrieves and announces the caller's position in the queue.
- **PlayPIQ:** Announces the caller's position in the queue.

## Callback and Voicemail Options

- **FinalMenu:** Offers callback or voicemail options if the call loops multiple times.
- **Callback\_guf:** Schedules a callback for the caller.
- **VoiceMail:** Transfers the caller to voicemail.

## Hold Music

- **MusicOnHold:** Plays hold music while the caller waits in the queue.

## Loop Handling

- **CallLoopCycle and LoopCycle:** Ensures that calls looping too many times are directed to the final menu.

## Disconnection

- **DisconnectContact:** Disconnects the call after messages or when the caller chooses to end the interaction.

## Additional Details

For more information, refer to the detailed documentation on the Webex Contact Center help portal.

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