



## Introduction

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Cisco Customer Journey Platform (CJP) cloud service architecture enables service providers to deliver a state-of-the-art collaborative, multichannel (voice, chat, email) contact center solution featuring reliability, extensive scalability, and carrier-grade performance.

The CJP service includes two distinct operational categories—multichannel switching and application delivery. Multichannel switching enables contacts to be distributed to agents globally. Voice contacts (or calls) are received at one of many voice Points of Presence (POPs) through the use of media gateways, media servers, and CJP call control gateways (CCGs).

Additionally, the CJP service provides tenants with a suite of Web-based contact center applications residing in redundant data centers. Telecom managers, contact center managers, and other representatives of the tenant who are authorized to access the CJP service are provided with a view of contact center activity at their enterprise through the CJP Management Portal.

The CJP Management Portal is used by system administrators to set up additional tenant profiles and create user accounts for contact center managers and other individuals responsible for contact center operations. In addition, you can assign administrative rights to specific users. These tasks are performed from the modules available to service providers through the CJP Management Portal.

Topics covered in this chapter:

- [CJP Service Provider Portal Prerequisites, on page 1](#)
- [Logging In to the CJP Service Provider Portal, on page 2](#)
- [Working with the CJP Service Provider Portal, on page 2](#)
- [Tenant Provisioning Example, on page 5](#)

## CJP Service Provider Portal Prerequisites

The CJP Service Provider Portal requires Internet Explorer 10 or higher, or Mozilla Firefox 38 or higher, or Google Chrome 44 or higher, set up as follows:

- Browser cache cleared before starting the current release for the first time
- Cookies set to Enabled
- Security level set to Medium
- Show Pictures option selected
- Pop-up blocker disabled

- Javascript enabled



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**Note** For better performance, recommended browser is Mozilla Firefox or Google Chrome.

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## Logging In to the CJP Service Provider Portal

You log in to the CJP Service Provider Portal through a Web browser, using login information provided to you by your CJP service provider.

To log in to the CJP Service Provider Portal:

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- Step 1** Open a Web browser and navigate to the URL provided to you.
  - Step 2** Enter your user name and password. Note that the password is case sensitive.
  - Step 3** Click **Login**.

The Service Provider Portal landing page appears. For more information about the landing page, see [Working with the CJP Service Provider Portal, on page 2](#).

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## Working with the CJP Service Provider Portal

The Service Provider Portal provides an interface where you can:

- Create additional service provider users (peers)
- Create service providers under your domain (child service providers)
- Create child service provider users
- Create tenants
- View all the service providers and tenants under your domain
- View all the tenants within each child service provider
- Search for specific service providers and tenants under your domain

When users for a child service provider log in, those users have visibility to service providers and tenants below their level in the hierarchy. Users cannot view the service providers and tenants above their level.

Topics covered in this section:

- [Components of the Service Provider Portal Home Page, on page 3](#)
- [Searching for Service Providers and Tenants, on page 4](#)

## Components of the Service Provider Portal Home Page

Components of the Service Provider Portal home page are described in the following table.

Component	Description
Navigation bar	<p>The navigation bar on the left side of the page displays links to the following modules:</p> <ul style="list-style-type: none"> <li>• <b>Network Provisioning:</b> Provides access to controls for setting up back-end components for tenants (see <a href="#">Network Provisioning</a> beginning on <a href="#">Network Provisioning</a>).</li> <li>• <b>Broadcast Messages:</b> Provides controls for creating a message that will be displayed on the tenant portal. Typically, such messages inform users of scheduled system unavailability due to system maintenance (see <a href="#">Broadcast Messages</a>).</li> <li>• <b>Release Notes:</b> Provides an interface for uploading release note files and making them available to tenants (see <a href="#">Release Notes</a>).</li> </ul> <p>Each link displays either the name of a module or, if the navigation bar is collapsed, an icon that represents the module. Point to an icon to display the module name.</p> <p>To expand or collapse the navigation bar, click the button on the left side of the Portal title bar.</p>
Activity summary charts panel	<p>Displays four charts that show the aggregate number of logged-in agents, current calls, current emails, and current chats for all service providers and tenants. To refresh the data, click the Refresh button in the upper-right corner of the page.</p> <p>The metrics in the charts change depending on which service provider is selected in the Service Provider panel. You can drill down to display the activity summary for a service provider below your level in the hierarchy by selecting the card for that service provider in the Service Providers panel.</p>

Component	Description
Service Providers panel	<p>Displays buttons for adding a new service provider, adding and managing service provider users, and adding and updating SIP trunk settings that you can assign to your tenants (see <a href="#">Adding a Service Provider</a>, <a href="#">Managing Service Provider Users</a>, and <a href="#">Managing SIP Attributes</a>).</p> <p>Lists service providers that are configured under you. Each service provider is represented by a card that displays the number of active customers and active service providers under that service provider.</p> <ul style="list-style-type: none"> <li>• When you select a card, the activity charts at the top of the Portal home page display the aggregate statistics for that service provider and all service providers and tenants under that service provider. Then you can click a breadcrumb in the lower-right corner of the charts panel to return to the previous level.</li> <li>• The Edit button on the header of a service provider card opens a page where you can view and edit the settings for the service provider.</li> </ul>
Tenants panel	<p>Displays the Add Tenant button (see <a href="#">Adding a New Tenant</a>) and lists all tenants under the selected service provider. Each tenant is represented by a card that displays the number of active entry points, queues, sites, teams and users the tenant currently has.</p> <ul style="list-style-type: none"> <li>• The Edit button on the header of a tenant card opens a page where you can view and edit the tenant settings.</li> <li>• Click a tenant card to launch the Management Portal page for that tenant. The page displays exactly what the tenant administrator will see. From there, you can manage the tenant.</li> </ul>

## Searching for Service Providers and Tenants

To search for specific service providers or tenants under your domain:

1. Enter a text string into the Search box in the upper-right corner of the ServiceProviders or Tenants panel, and then click the Search button.

To perform a global service provider/tenant search:

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- Step 1** Click the Global Service Provider/Tenant Search button in the lower-left corner of the Activity Summary charts panel.

- Step 2** In the text box that appears, enter a text string, and then click the Search button.  
If matches are found, they are displayed as links that you can click to launch the portal for that service provider or tenant.
- Step 3** If no matches are found, click the Back button that is displayed above the Search text box to return to the previous portal page.
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## Tenant Provisioning Example

A CJP tenant is an enterprise that has contact centers at one or more sites. The enterprise also has ingress points (*entry points*) for incoming contacts (toll-free numbers for voice calls, designated email addresses for emails) associated with *queues*. For example, a tenant named *Acme* might have an entry point named *Welcome* that classifies calls into *AcmeBilling* to be distributed to teams (of agents) in Chicago, Manila, and Bangalore.

Each CJP tenant (enterprise) is configured with a profile consisting of sites, teams, entry points, and queues.

- A *site* is a physical contact center location under the control of the enterprise (or an outsourcer). For example, Acme might have sites in Chicago, Manila, and Bangalore.
- A *team* is a group of agents at a specific site who handle a particular type of contact. For example, Acme might have teams at their Chicago site named *Chi\_Billing*, *Chi\_Sales* and *Chi\_GoldCustomerService*, and teams at their Bangalore site named *Bgl\_Billing*, *Bgl\_GoldCustomerService*, and *Bgl\_Experts*. Agents can be assigned to more than one team, but an agent can service one and only one team at a time.
- An *entry point* is the initial landing place for customer contacts on the CJP system. For voice, typically one or more toll-free or dial numbers can be associated with an entry point. IVR call treatment is performed while a call is in the entry point. For other media (chat, email) this triaging can be done based on the Topic/Subject line specified by the person reaching out to the contact center.
- A *queue* is where active contacts are kept while they await handling by an agent. Contacts are moved from the entry point into a queue and are subsequently distributed to agents.

Tenants that use the outdial feature are also configured with outdial entry points and outdial queues.

Telecom managers, contact center managers, and other representatives of the enterprise who are authorized to access the CJP service are provided with a view of contact center activity at their enterprise through the CJP Management Portal.

In addition to sites, teams, entry points, and queues, the Provisioning module of the CJP Management Portal provides the interface for adding agents and assigning them to teams. Each agent is configured with an agent profile—a value assigned to an agent that determines the agent’s permission levels and Agent Desktop behaviors, including which wrap-up and idle codes are available to the agent. Thus, you should add wrap-up and idle codes to the tenant profile before defining agent profiles, and define agent profiles before defining agents. For tenants that are provisioned with the optional skills-based routing feature, you should also add skills and skill profiles before defining teams and agents.

