Cisco Webex

The All New
Webex
Contact Center

Intelligent. Flexible. Delightful.

Start here >

CISCO

Contents

Creating customer delight

What does customer satisfaction look like in the contact center?

It's simple:
Your customers get the answers they need, through their preferred channel, with astonishing speed. Wasted time and stress are a thing of the past.

Cisco Webex® Contact Center gives you the tools you need to make every customer interaction a delight, every time.

Introducing the all-new Webex Contact Center

Built for the future of customer experience, with four core values at the heart of everything we do

Delightful
customer experiences

Digital-first engagements informed by customer experience management.

Let customers connect when and how they want – via chat, text, social, email, or call.

Go >

Intelligent
super agents

Super agent intelligence for an intuitive agent experience.

AI-powered assistance and a new, modular agent desktop makes agents' days a breeze.

Go >

Flexible
customizable platform

Next-generation, fully customizable platform.

Enterprise-grade, out-the-box ready, flexible cloud contact center, from the market leader.

Go >

Collaborative
contact center

Complete collaboration suite to engage your entire team.

All-in-one messaging, meetings, calling, devices, and more from a security-focused leader.

Go >

Customer delight

It's not just a contact center.
It's a customer experience center.

Webex Contact Center lets your customers connect through their preferred channel – chat, text, social, email, or call. AI-powered voice and chat virtual agents give customers options for natural, fast, and easy 24/7 self-service – with a seamless baton pass to a live agent when desired.

Customer contact history at the agent's fingertips ensures customers never have to repeat themselves, and agents are context-aware for every interaction.

Webex Experience Management surveys provide insight into sentiment and a consistent pulse on customer experience.
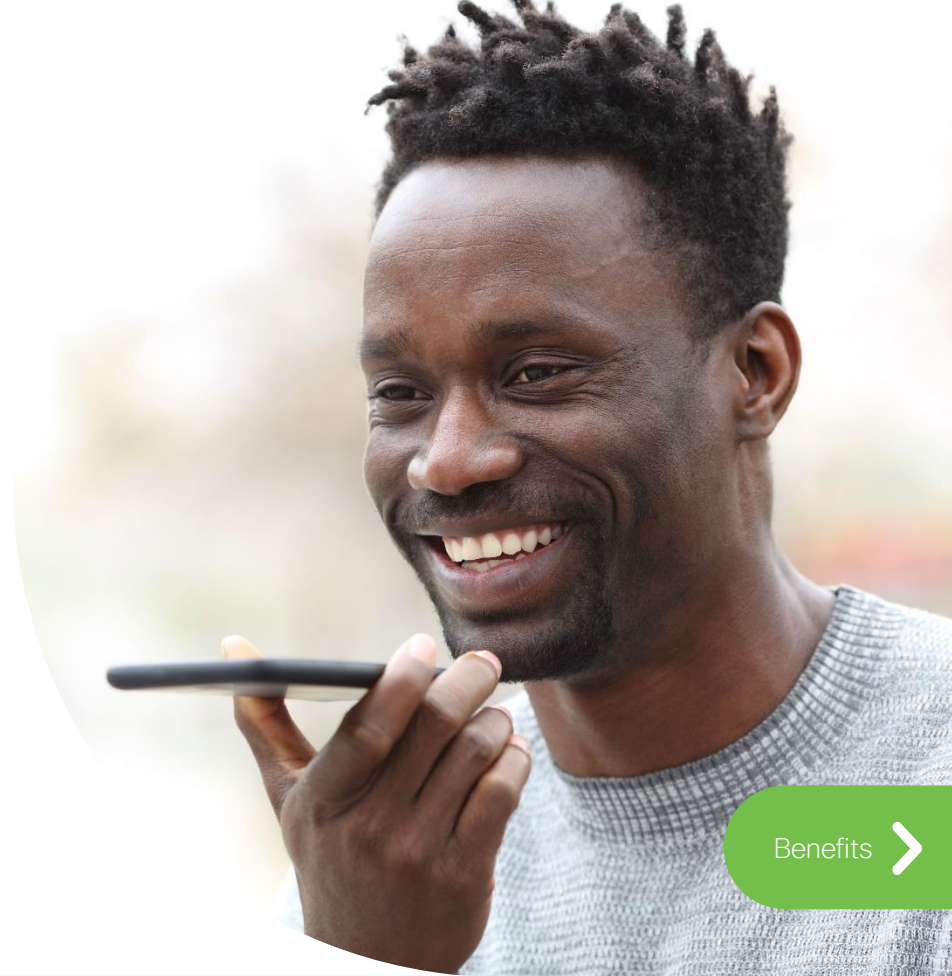
Benefits >

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Delightful customer experiences

Built for digital-first customer experience

- Let today's digital-first customer connect their way - via chat, text, social, email, or call.

- Natural, AI-powered voice and chat virtual agents provide options for fast and easy 24/7 self-service.

- Agents benefit from complete customer interaction history in a single interface, regardless of channel – empowering them with full visibility.

End-to-end customer experience management

- Close the feedback loop with Webex Experience Management.

- Post-call surveys are delivered to the customer via text, email, or interactive voice response (IVR) to capture immediate feedback and proactively manage and measure customer sentiment.

- Agents have real-time visibility into previous customer survey responses to personalize interactions.

Features

Omni
channel

[Go >]

24/7
self-service

[Go >]

Webex Experience
Management

[Go >]

Super agents

Deliver exceptional customer experiences – every time.

AI-powered assistance and a new, user-optimized agent desktop gives your agents everything they need to deliver exceptional customer experiences.

Agent tools provide a complete customer history, all in one place and at their fingertips, ensuring they are always context-aware.

They can also tailor interactions based on full visibility of customer feedback in the Webex Experience Management customer experience journey agent desktop widget.
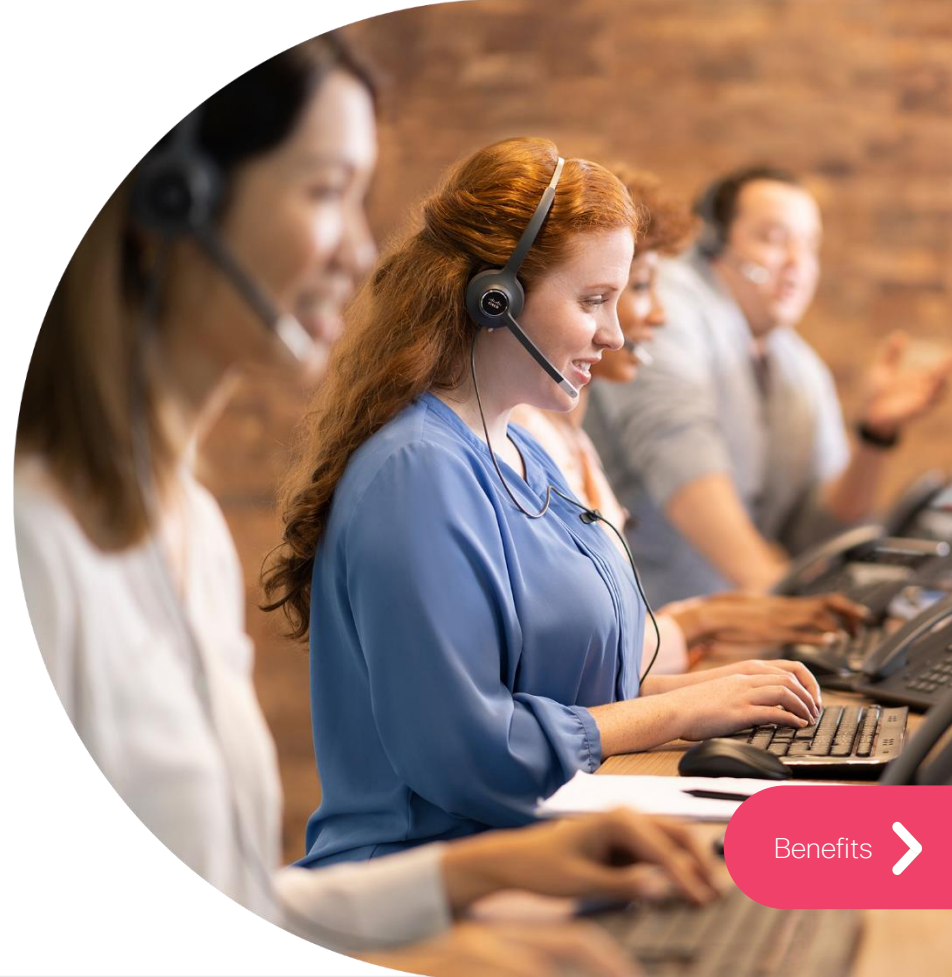
Benefits >

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Intelligent super agents

Intuitive agent experience

- Agents have everything they need in a single consolidated view with the new modular agent desktop.

- Smart customer interaction history and information via third-party application widget support.

- Webex Workforce Optimization promotes workforce engagement – including workforce management, quality management, and workforce analytics.

Super agent intelligence

- AI-powered chat and voice virtual agents deflect routine interactions and provide a seamless baton pass to human agents.

- Visibility to customer feedback and communication history give agents full context to tailor interactions.

- Remote agent support provides a seamless experience no matter where agents sit.

- Coming in 2021:

  -Agent Answers for context-driven turn-by-turn guidance.
  -Agent Call Transcription to aid with fast call wrap-up.

Features

Agent desktop	Webex Workforce Optimization	Outbound campaigns	Remote agents
Go >	Go >	Go >	Go >

Flexible platform

Inspired by customers.
Built for business.

The world's most customer-focused provider meets the most advanced contact center.

Our out-the-box ready, yet fully customizable, enterprise grade platform allows for ultimate scalability and performance – that's truly next generation.

With Cisco® Webex Contact Center you get it all – security, scalability, flexibility, from a provider with a collaboration-focused heritage.
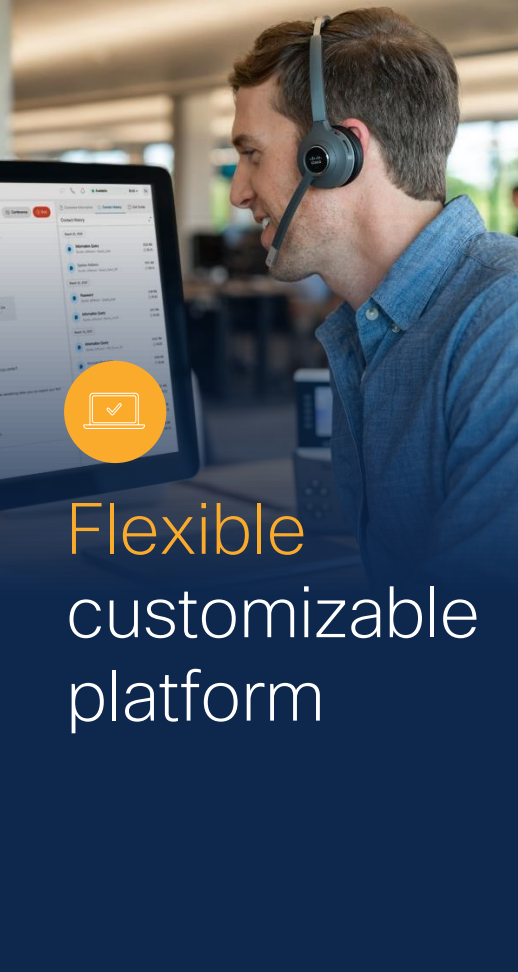
Benefits >

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Flexible customizable platform

Open and extensible

- Cloud provider-agnostic, microservices architecture provides enterprise-grade horizontal scalability, flexibility, and rapid feature innovation and deployment.

- Drag-and drop flow control builder puts customization in the hands of the user and frees IT resources.

- Open APIs allow for customization of AI, data, media and desktop capabilities for ultimate flexibility.

Enterprise-grade

- Integrate with your preferred CRM and business applications including Salesforce, MS Dynamics, Zendesk, and more.

- Cloud data analytics provide historical and real-time reporting and dashboards.

- Agents can work from anywhere with full remote agent support

Features

Flow control builder	Routing and scalability	Business application integrations	Reports and dashboards (Analyzer)	Open APIs
Go >	Go >	Go >	Go >	Go >

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Complete collaboration

Connect agents to your wider team of experts

Webex messaging, video, and call tools let agents and subject matter experts work together to optimize every customer engagement.

Single-pane-of-glass provisioning and management for all Webex collaboration services with Webex Control Hub makes administration a breeze.

Benefits >

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Collaborative contact center

Complete portfolio

- Complementary Webex messaging and meetings tools allow agents to engage team members and subject matter experts to give customers optimal support.

- Common UI across the full portfolio aids in employee onboarding and training.

Enterprise-grade

- Integration with extended calling options including PSTN, Webex Calling, and Webex devices and endpoints supports ease of use.

- Webex Control Hub integration provides a simple way to secure and manage all your Cisco collaboration applications.

Features

Complementary collaboration	Calling options	Webex devices	Webex Control Hub
Go >	Go >	Go >	Go >

Why Cisco

Go >

More than just a vendor. We'll be your collaborator too.

We'll be your partner in great customer service. So you can offer your customers the support they expect, on their terms, and give your agents the tools they need to provide it.

The world's largest experience centers run on Cisco for a reason – because they can rely on us.

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The contact center market leader

Cisco is a global leader in contact centers, delivering the most complete contact center portfolio.

Webex Contact Center is an omnichannel contact center-as-a-service (CCaaS) for any size contact center that delivers enriched customer journeys, all powered by the cloud and data intelligence, driving faster and more personalized customer experiences.

Built on the open and flexible Webex Platform for Contact Center, our portfolio integrates advanced cloud services such as AI capabilities, enterprise-grade cloud calling, data analytics, workforce optimization, CRM and experience management applications.

#1
Market share cloud / hosted contact center installed base[1]

3.6M
Agents

36K
Contact center enterprises

15K
Global partners

[1]Synergy

The most complete contact center and collaboration suite – all in the cloud

Cisco collaboration tools help connect the dots between your agents, your experts, third-party SMEs and your customers – so your teams can offer excellent customer service, every time.

Our Webex portfolio delivers the most complete collaboration suite of cloud calling, meetings, collaboration and contact center solutions with world-class devices and headsets.

45% On-premises calling share	**#1** Collaboration and contact center market shares	**61%** Cloud Calling market share
100M Cisco IP phones	**3.6M** Contact center agents	**30M** Cloud calling users
54% Video devices market share	**#1** Meetings and video	**53%** Meetings market share
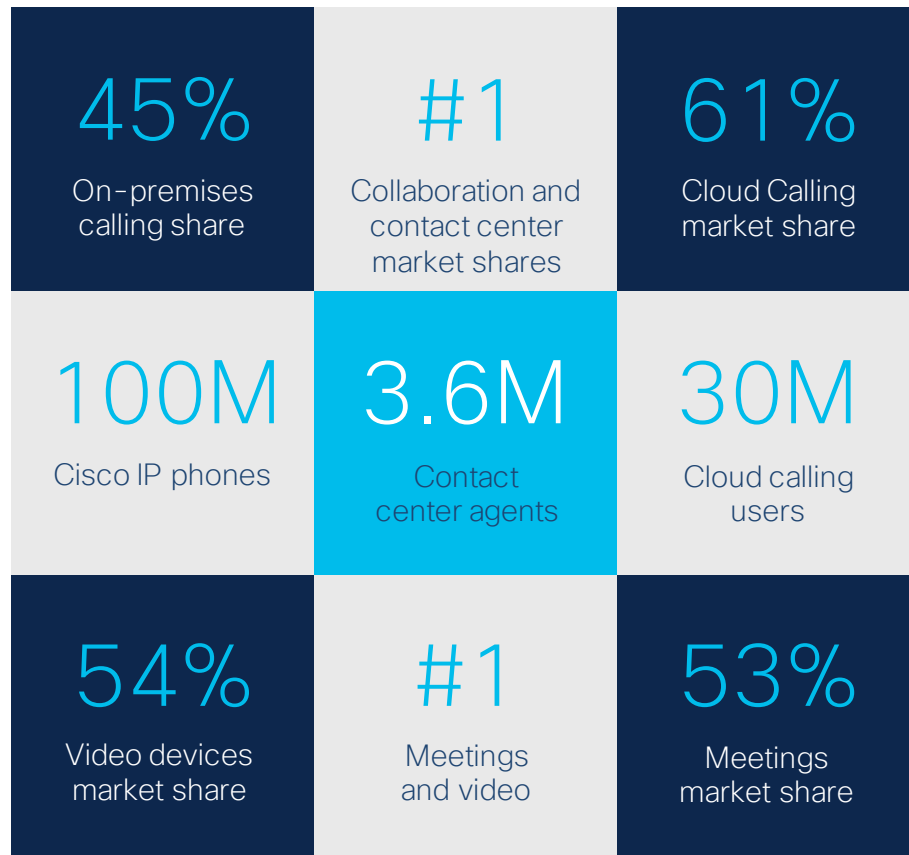
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Omnichannel

Let customers connect on their own terms.

Digital-first support means customers are free to reach out through whichever platform suits their lifestyle.
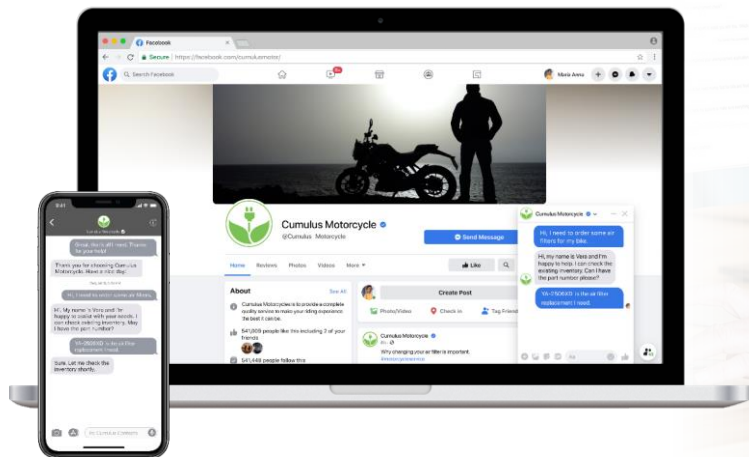
New text (SMS) and social channels for today's digital-first customer
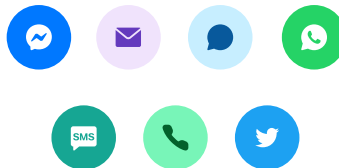
24/7 self-service

Offer round the clock customer support with
AI-powered voice and chat virtual agents

Customers can connect to support services
however they like, whenever they like,
switching seamlessly between virtual and
human agents.

Agent tools provide complete customer
history in one place, at their fingertips –
ensuring they are context-aware and
customers never have to repeat themselves.
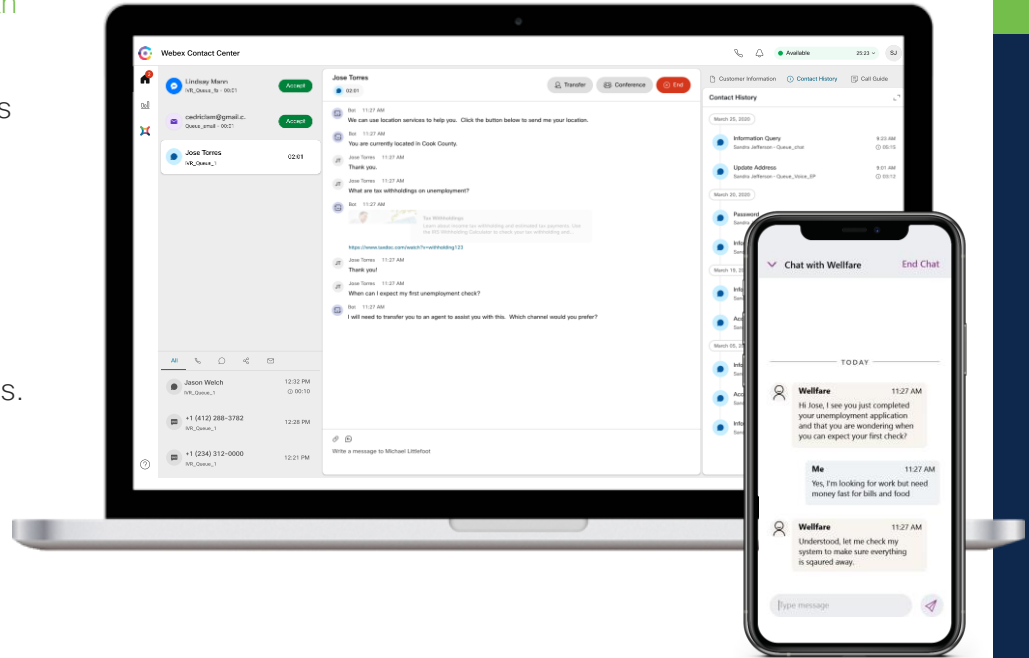
Customer experience management

Optimize results and boost customer satisfaction

Collect valuable customer feedback with Webex Experience Management surveys, delivered straight to the customer via text message (SMS), email, or interactive voice response (IVR).

Empower customers to give immediate feedback on their experience, and agents to customize interactions based on their knowledge of previous customer experience ratings.
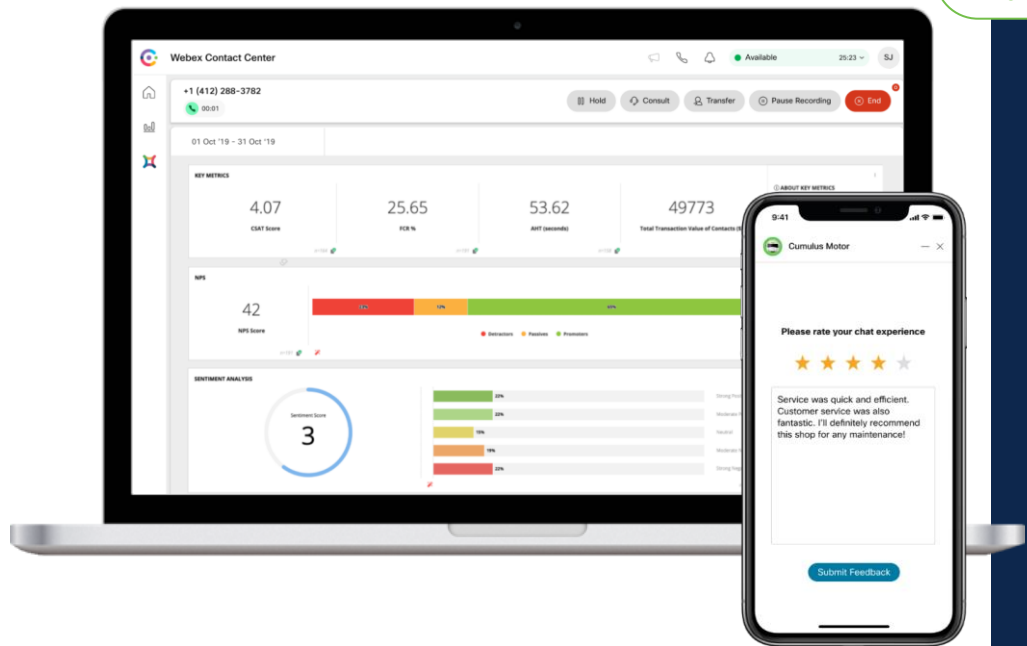
Agent desktop experience

Intuitive agent experience
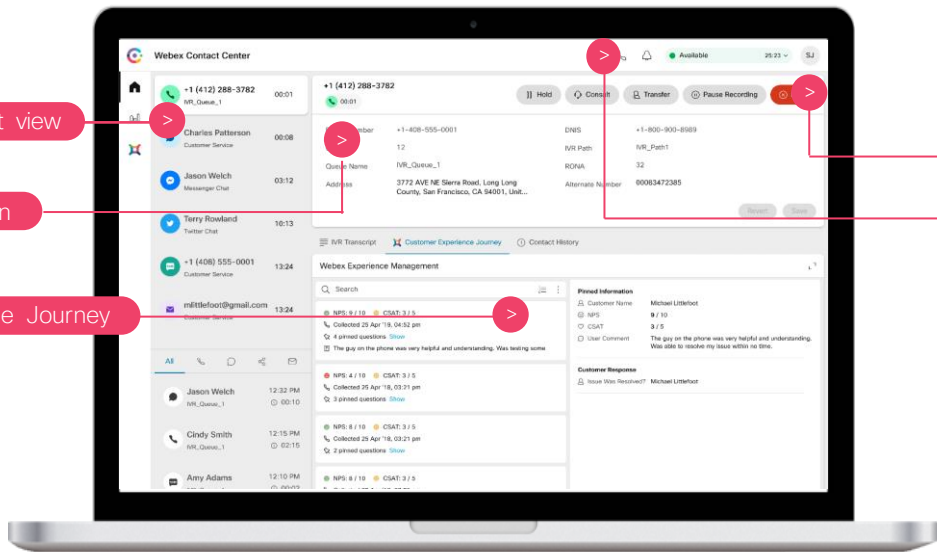
Omnichannel task list view

Customer information

Customer Experience Journey

Mid-call features

Agent profile

| Intuitive agent experience > | Single view for Inbound channels > | Intelligent seamless handoff > | Customer experience journey > | Customer experience analytics > | Context-relevant information > | Customizable desktop > |

Agent desktop experience

Single view for all inbound channels

Inbound channels

Contact history

| Intuitive agent experience > | Single view for Inbound channels | Intelligent seamless handoff > | Customer experience journey > | Customer experience analytics > | Context-relevant information > | Customizable desktop > |

Agent desktop experience

Intelligent seamless handoff

Virtual Agent (IVR) Transcript

Agent desktop experience

Proactive customer experience insights
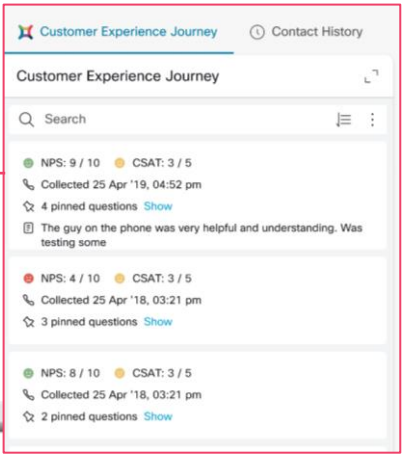

Customer Experience Journey View

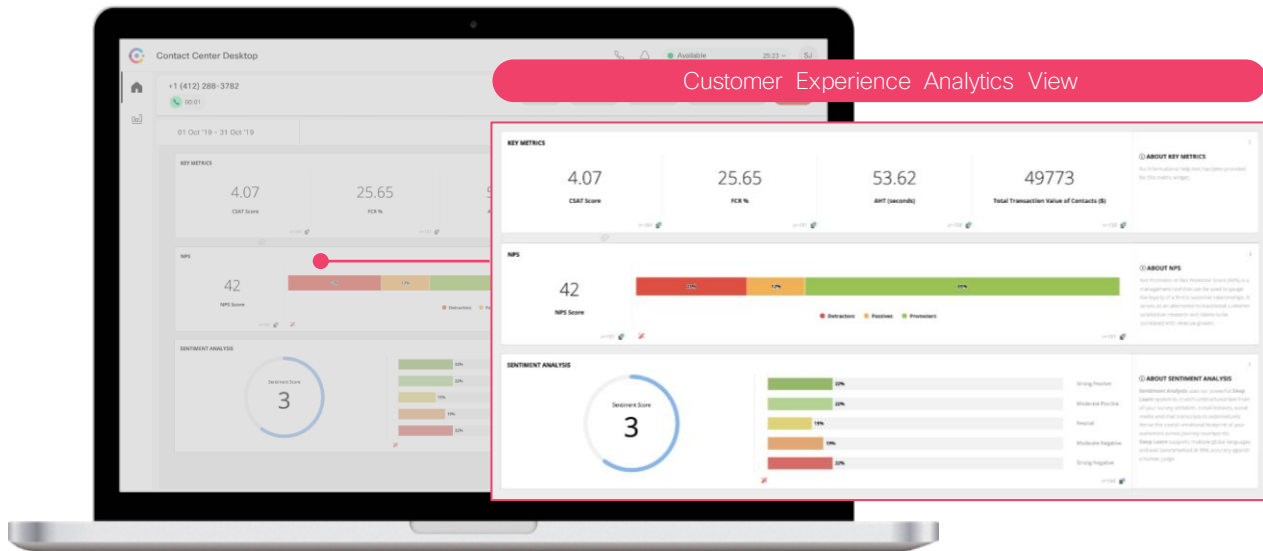| Intuitive agent experience > | Single view for Inbound channels > | Intelligent seamless handoff > | Customer experience journey > | Customer experience analytics > | Context-relevant information > | Customizable desktop > |

Agent desktop experience

Proactive customer experience insights

Customer Experience Analytics View

Intuitive agent experience >

Single view for Inbound channels >

Intelligent seamless handoff >

Customer experience journey >

Customer experience analytics >

Context-relevant information >

Customizable desktop >

Agent desktop experience

Context-relevant information from external sources
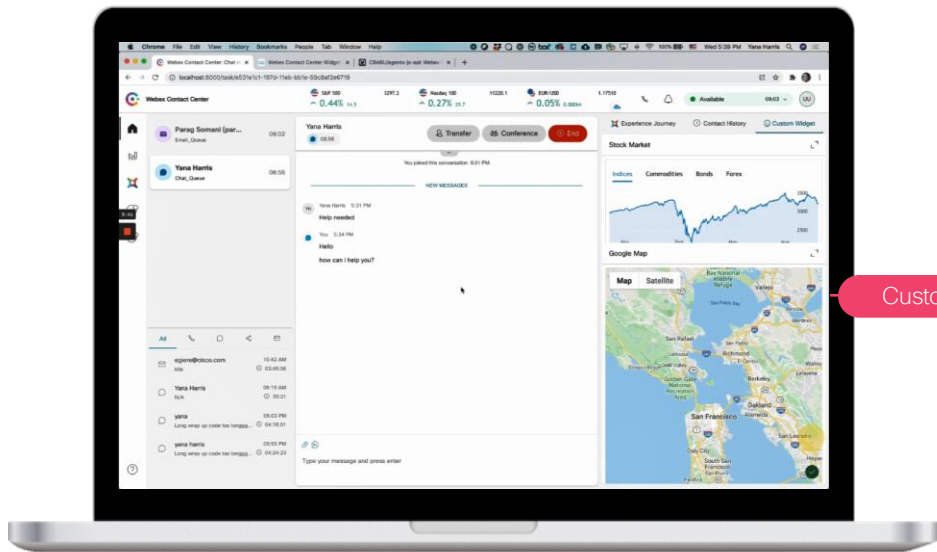
Customizable Third-Party Widgets

Intuitive agent experience >

Single view for Inbound channels >

Intelligent seamless handoff >

Customer experience journey >

Customer experience analytics >

Context-relevant information >

Customizable desktop >

Agent desktop experience

Customize your desktop: choose between light or dark mode

Customizable desktop

Intuitive agent experience >

Single view for Inbound channels >

Intelligent seamless handoff >

Customer experience journey >

Customer experience analytics >

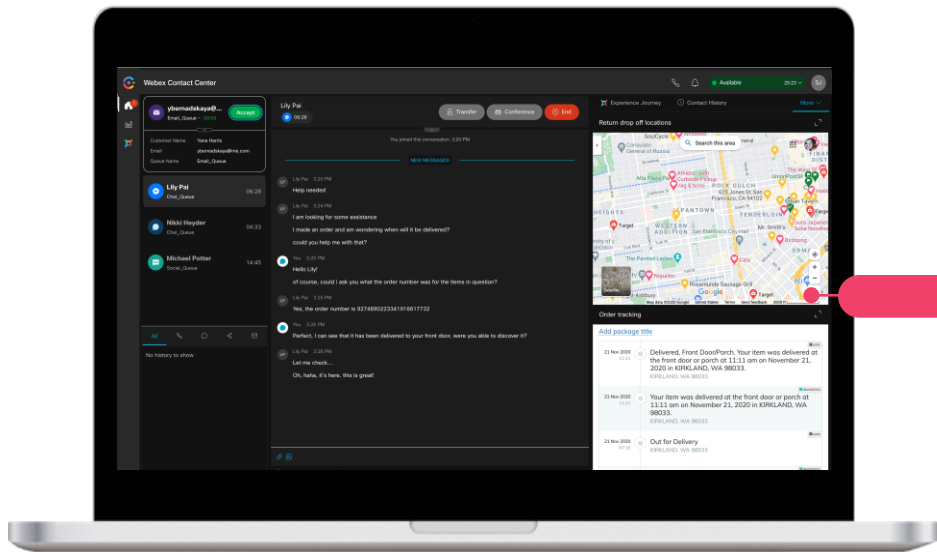Context-relevant information >

Customizable desktop >

Webex Workforce Optimization*

Workforce Management (WFM)

Dynamic scheduling allows agents, supervisors, and staffing analysts to collaborate live.

Agent-centric: We keep the agent experience front and center, with software designed to support them.

Flexible: Our software works the way you need it to, and can adapt to many business models, situations, and organizations.

Iterative and incremental: Development is ongoing. We collect feedback and update features to ensure the best possible experience.

> Quality Management (QM)

> Workforce Optimization Analytics

*Optional Webex Contact Center feature
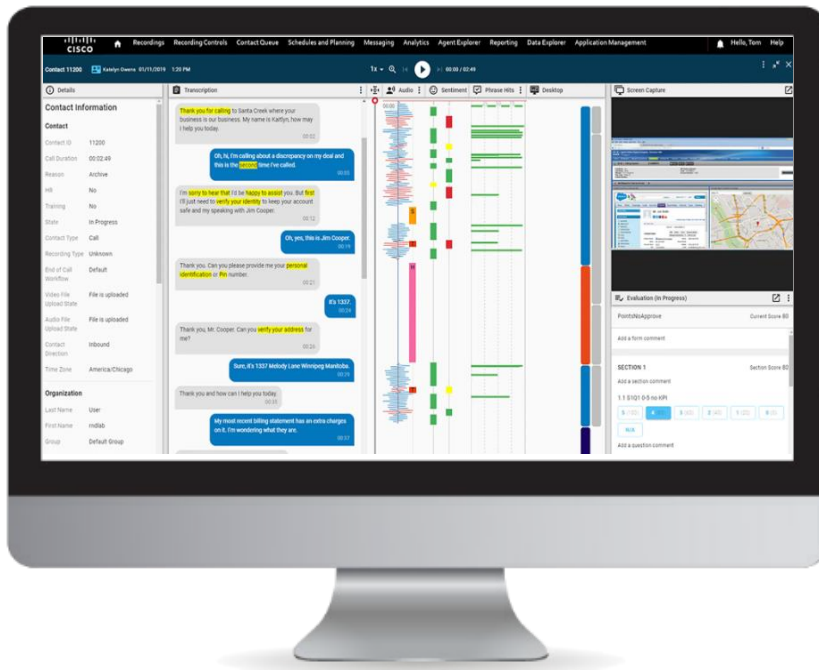
Webex Workforce Optimization*

> **Workforce Management (WFM)**

Quality Management (QM)

Evaluate and measure agent efficiency and performance through tailored evaluation forms

Boost morale via gamification and agent self-assessment.

> **Workforce Optimization Analytics**

*Optional Webex Contact Center feature

Webex Workforce Optimization*

> Workforce Management (WFM)

> Quality Management (QM)

Workforce Optimization Analytics

Analyze speech and desktop actions to gain insights. Correlate agent performance to net promoter scores (NPS).

Holistic view: one-click access to view, consume and act on data with more precision and less effort.

Powerful streamlined contacts filter: Find conversations quickly. Use core data and custom metadata information to build your filter and save it for quick retrieval later.

Engage your employees: Give agents a voice with timely feedback loops and the guidance they need with gamification, evaluations, coaching and training.

*Optional Webex Contact Center feature
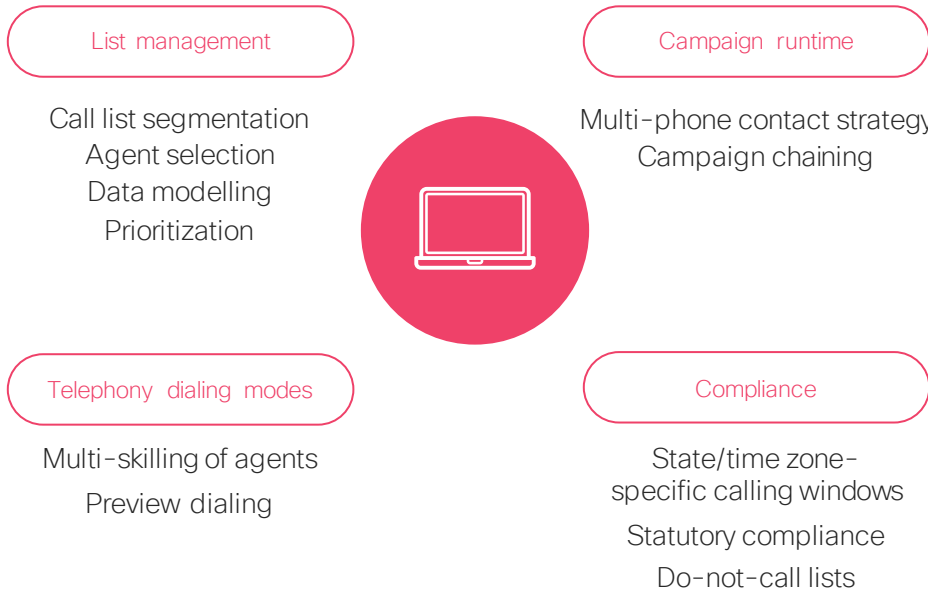
Outbound campaigns*

Improve agent productivity and overall business performance by letting agents spend more time interacting with customers and less time trying to reach them.

- Increase sales and upsells
- Increase customer retention
- Improve marketing campaign results

Outbound campaign management

List management

Call list segmentation
Agent selection
Data modelling
Prioritization

Campaign runtime

Multi-phone contact strategy
Campaign chaining

Telephony dialing modes

Multi-skilling of agents
Preview dialing

Compliance

State/time zone-specific calling windows
Statutory compliance
Do-not-call lists

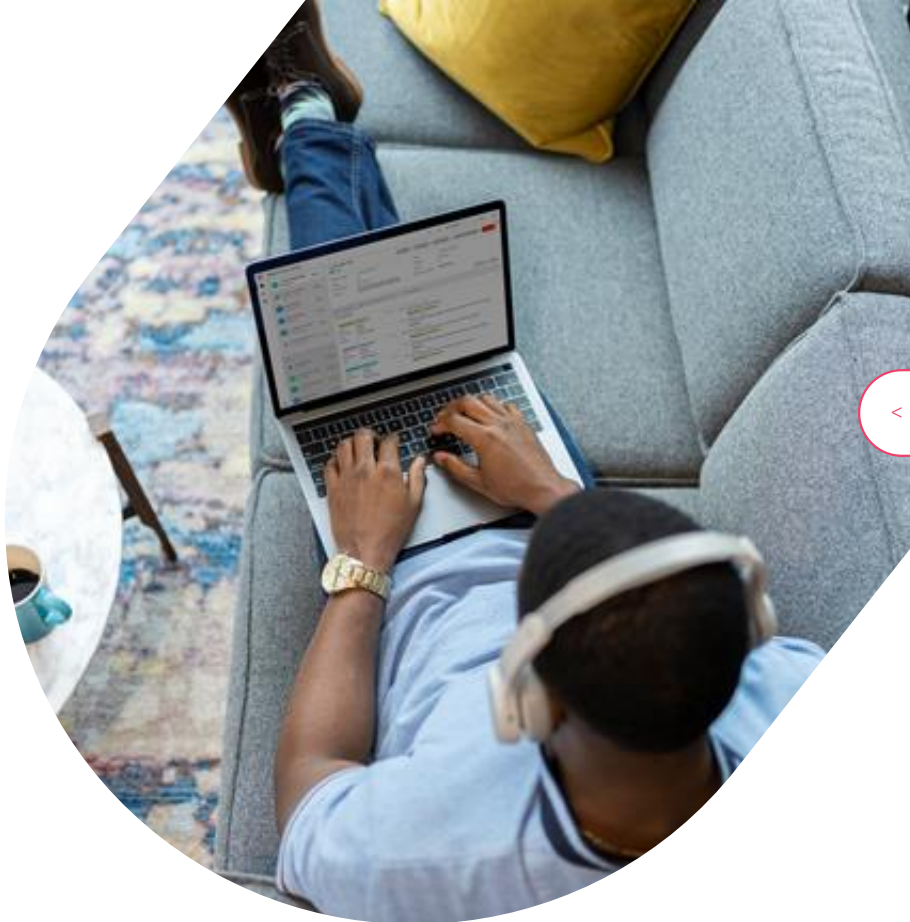*Optional Webex Contact Center feature

Remote agents

Empower agents to work anywhere – fast

When you need to offload expanding call volume, or agents need to work from home, Webex Contact Center can be quickly deployed to allow your agents to take calls from anywhere.
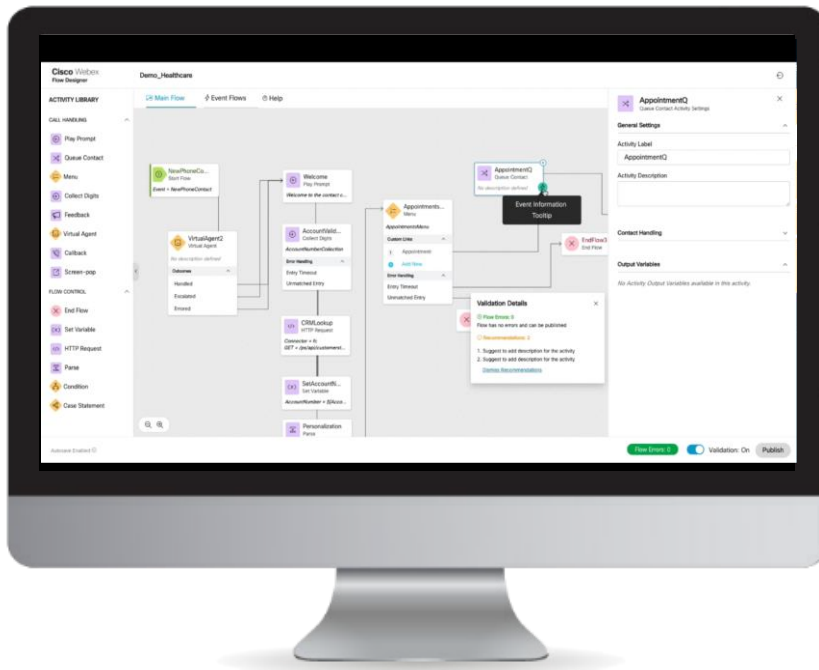
Give your contact center staff seamless experiences, no matter where they are.

Flow control builder

Customization in your hands

A new drag-and drop flow control builder puts customization into the hands of the business user and frees up valuable IT resources.

Enterprise-grade horizontal scale

Microservices-based, cloud-provider agnostic platform enables dependable scalability and rapid feature innovation and deployment

Singular, omnichannel routing simplifies interaction handling regardless of underlying queues, agents, channels, and skills.

Intelligently distribute calls across any number of sites and locations, with ease of integration that lets you work with the channels that suit your business.

Business application integrations

Customer Delight >

Super Agents >

Flexible Platform

< Flow control builder

< Routing and scalability

< Business application
  integrations

< Reports and
  dashboards (Analyzer)

< Open APIs

Complete
Collaboration >

Seamless integrations

Access contact center functionality from the business applications your agents use every day, like Salesforce, Zendesk, and Microsoft Dynamics.

Agents benefit from seamless workflows, a unified experience and improved contact center performance – all with less complexity.
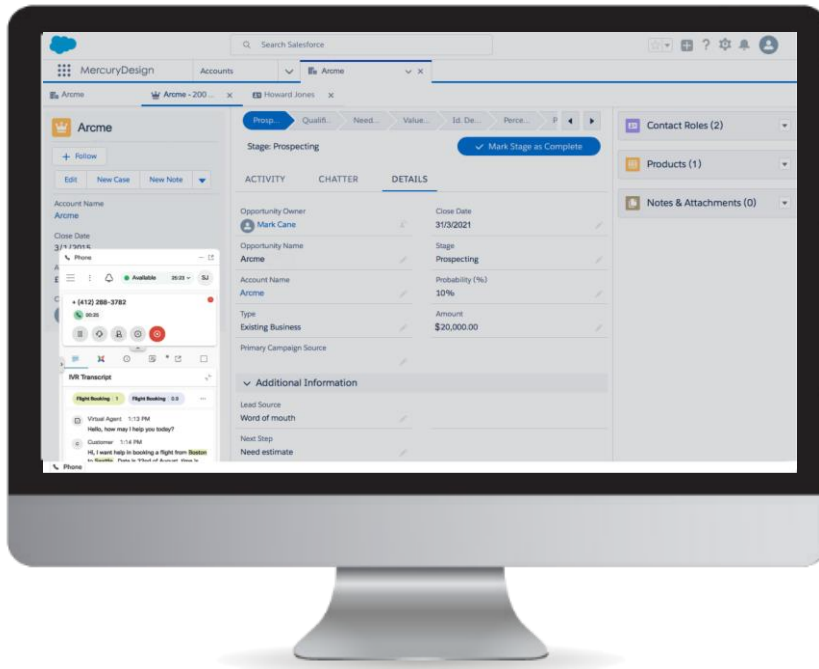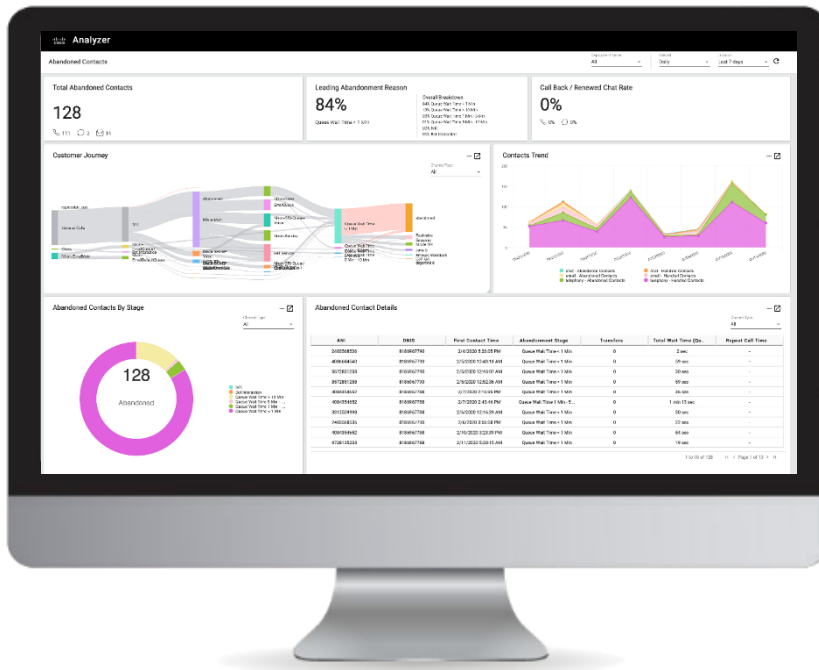

…plus more.

Reports and dashboards

Improve efficiency with real-time and historical operational dashboards and reports.
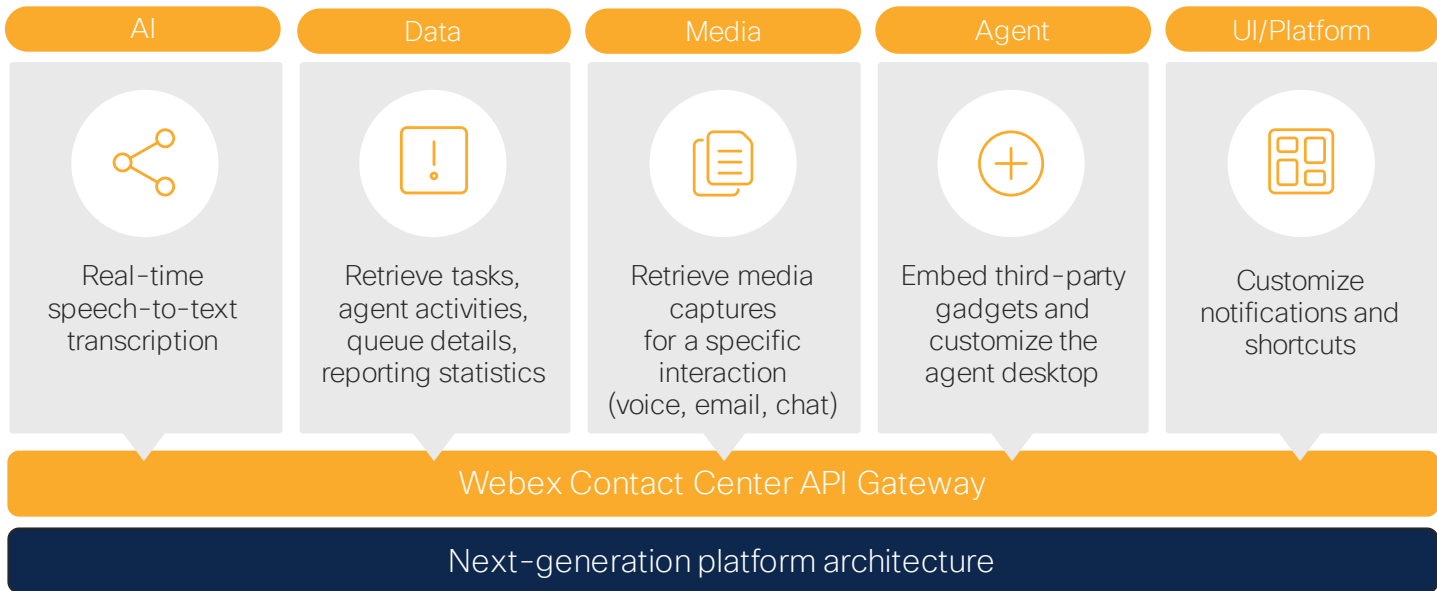
Interactive exploratory and trend analysis to cross-analyze customer interactions and agent activity with business and financial metrics to help you find optimization opportunities.

Brings together data from calls (ACD), virtual agent interactions, and more so you can analyze, understand, and manage your contact center, and optimize for operational efficiency in new and innovative ways.

Fully customizable

API-first for a next-generation platform

AI	Data	Media	Agent	UI/Platform
Real-time speech-to-text transcription	Retrieve tasks, agent activities, queue details, reporting statistics	Retrieve media captures for a specific interaction (voice, email, chat)	Embed third-party gadgets and customize the agent desktop	Customize notifications and shortcuts

Webex Contact Center API Gateway

Next-generation platform architecture
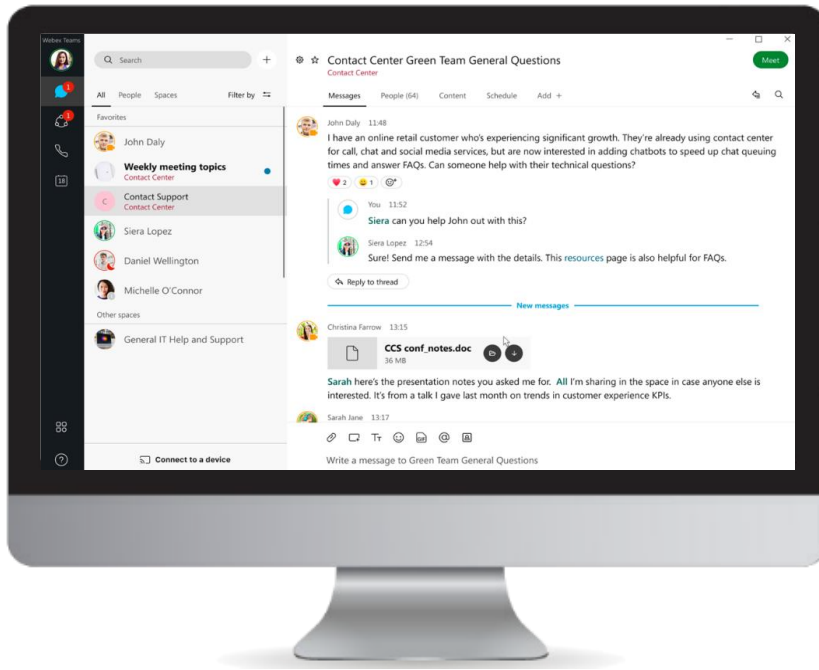
Elastic contact routing   Automation   Enterprise-grade scalability

Complementary Webex calling, messaging and meeting tools*

Connect agents to subject matter experts

Create a team that goes beyond the walls of the contact center, powered by Webex calling, messaging, and meetings tools.

*Optional companion solutions

Extended calling options for Webex Contact Center*

New integration with Webex Calling plus Cisco PSTN options

Experience superior voice quality, accelerated onboarding, and easy provisioning via Webex Control Hub with Webex Calling combined with Webex Contact Center.

Leverage Webex endpoints to receive calls from anywhere via the Webex app.

*Optional companion solutions

Webex devices*

Cisco can provide everything agents and their subject matter experts need, from software to hardware, in one place.

*Optional Webex Contact Center companion products

Effortless management from anywhere with Webex Control Hub

Get unparalleled control of your cloud environment

Webex Control Hub offers a single-pane-of-glass solution that provides one central cloud app for all Webex administrative functions.

The intuitive interface provides a simple way to manage all your Cisco collaboration applications and services, settings, security, and analytics including:

- Connectors for business applications and digital channels
- Users
- PSTN
- Webex Contact Center AI options

Find out how
Webex Contact Center
can elevate your
customer experiences

Contact your Cisco
authorized partner today >

www.cisco.com/go/webexcc