

Cisco Webex Contact Center Datasheet

Cisco Webex Contact Center Overview

Aligned to the Cisco Webex framework of collaboration solutions, including Contact Center, Meetings, Calling, Teams and Devices, the Webex Contact Center is Cisco's cloud based omnichannel contact centre solution. Designed and built from the ground up as a cloud solution, Webex Contact Center brings users, flexibility, and agility of the cloud with security and scalability. As a cloud-based subscription, Webex Contact Center can enable rapid time to market while minimizing upfront investments.

Webex Contact Center can connect to the customer infrastructure with great flexibility, offering options for global rollout, integrating with any customer phone system, or utilising Webex Calling to deliver the underpinning telephony solution.

Features

- Omnichannel customer interactions that provide voice, bot, webchat, and email communications in a unified environment. These interactions deliver a seamless customer experience to agents, managers, and administrators.
- Comprehensive omnichannel ACD capability, with flexible contact routing strategies, agent skill and team models. Intelligent call routing that distributes calls across multiple contact centres, branch offices, and agents working from their homes. Incoming calls are automatically routed to the best available agent for more efficient resource utilization and faster, more accurate call handling. Customers can create routing strategies to leverage skill assignments at the team or agent level. Modifications to routing strategies take effect immediately and are applied to current calls in queue. Webex Contact Center accurately matches agent availability and skill sets with customer priority, value, and needs. Agents are more productive, and customers are better served.
- IVR with touch-tone (Dual-Tone Multi-Frequency [DTMF]), with optional speech recognition, and text-to-speech to quickly deploy simple IVR menus for intelligent call routing, backend integrations to provide data-rich interactions, and sophisticated self-service options. The IVR comes with a web-based, easy-to-use, drag-and-drop call flow builder that makes it easy for business users to configure and/or maintain IVR call flows. Features such as position in queue, estimated wait time, call back, and transfer to post call survey are included as standard
- Bundled call recording, management information, self-service portal, basic CTI screen pops
- Workforce Optimization (WFO) options that offers a smarter, simpler, integrated way to optimize the performance of contact centres, people, and technology. This solution empowers contact centres of all sizes to optimize agent performance. Data analysis capabilities provide direct insight into customer needs. The options include:
 - Wallboard
 - Advanced Call Recording
 - Long term Storage and Archive
 - PCI Compliance
 - Quality Management
 - Workforce Management
 - Basic and Advanced Speech Analytics and Transcription
 - Post Call Survey
- Outbound campaigns that provide:
 - Outbound campaign management
 - Contact list management
 - Advanced contact strategies across multiple contact numbers
 - Automation with preview and progressive dialling
 - Compliance tools

- An embedded business application that provides the option for customer agents to manage all contact centre interactions within Salesforce, Microsoft Dynamics, Zendesk, and ServiceNow,
- A native cloud-designed and built architecture that delivers security, agility, flexibility, and scalability to the contact centre. The architecture improves operational and capital efficiencies. It can also lower Total Cost of Ownership (TCO) and provide predictable monthly costs.
- Scalability, supporting up to 3,000 agents per customer tenant.
- Reliability: Offering 99.99% up time
- Voice Quality: Offering a MOS score of 4+ (dependent on deployment model)
- Native Cloud based solution. This approach provides substantial savings in telecom hardware, applications, deployment services, complex local architecture and networks, customer technology team engagement and dependency on local infrastructure.
- Evergreen solution. The platform is consistently updated with new features and functionality. Larger upgrades that may affect service can be managed in line with customer needs / requirements. Customer will always have access to the latest features without any upgrade cost or maintenance penalty.
- Comprehensive visibility and control, which is available through a management dashboard. A web-based dashboard provides a centralized point to manage and

monitor calls and multimedia contacts across virtual contact centre operations. Supervisors have a real-time view of call volumes and agent activity across all sites, networks, and technologies. Webex Contact Center tracks every activity and call from beginning to end. Cumulative call details provide visibility into the complete lifecycle of every call, from the time it arrives until it terminates. Call centre managers have the tools and information to measure and manage distributed contact centre operations in real time.

- Built-in disaster recovery, which enables businesses to seamlessly redirect call centre traffic during unexpected emergencies. Cisco provides quick recovery from major disasters or minor interruptions in customer service. A phone, computer, and Internet connectivity are all that agents need to be productive anywhere. Webex Contact Center can ensure business continuity without the need for significant upfront capital investment.



Webex Contact Center Features and Packaging

Webex Contact Center offer subscriptions in either Named or Concurrent models, in Standard and Premium capability sets, these are outlined below:

Feature	Standard	Premium
Inbound and outbound voice channel (requires end point)	✓	✓
Intelligent skills-based routing and queuing	✓	✓
Browser-based agent desktop	✓	✓
Agent anywhere functionality	✓	✓
Standard and customisable reporting	✓	✓
Touch-tone IVR	✓	✓
Voice callback	✓	✓
Web callback	✓	✓
Call recording (one month storage) with Pause and Resume	✓	✓
Real-time and historical reports data storage	✓	✓
Standard CRM connectors	✓	✓
Cloud Context Service	✓	✓
Basic CTI Screenpop	✓	✓
Post Call Survey	✓	✓
Multi-channel reporting and analytics	✓	✓
Email and web chat media		✓
Chat bot / automation		✓
Supervisor privileges		✓
(dashboard, monitoring, barge-in, and coaching of agents)		✓
Administration / Provisioning Tools		✓
Cisco Options		
Speech-enabled IVR	Optional	Optional
Additional recording storage / long term archive	Optional	Optional
Campaign Management (outbound campaigns)	Optional	Optional
Quality Management	Optional	Optional
Basic Speech Analytics	Optional	Optional
Workforce Management	Optional	Optional
WFO Analytics	Optional	Optional
WFO Analytics with Transcription	Optional	Optional
CCBox Options		
Full PCI Compliance Overlay	Optional	Optional
Recording	Optional	Optional
Recording Archive Manager	Optional	Optional
Quality Management & Basic Speech Analytics	Optional	Optional
Workforce Management	Optional	Optional
Knowledge Base	Optional	Optional
Wallboard	Optional	Optional

- All features may require professional services to enable
- Some features may incur additional transactional charges e.g. Chat bot
- All optional subscriptions are 'Named' Agents only – regardless of any concurrent standard and premium agent subscriptions procured.
- Bundles with commercial benefit are available for grouping optional elements