

Webex Contact Center, powered by AI

Webex Contact Center (Webex CC) is a Cisco Software-as-a-Service (SaaS) unified, omnichannel contact center solution centrally managed through Webex Control Hub. It is deployed and fully managed by CBTS—including service delivery through day two operational support—from the Cisco cloud to empower your agents, optimize your service operations, and enhance your customer experience. Webex CC's open platform and flexible cloud architecture allow easy integration into commonly used business applications and provide AI tools and insights that can transform your approach to customer service.

Webex Contact Center features

Omnichannel customer experience

Provides voice, web, e-mail, and chat communications in a unified environment, delivering a seamless experience to customers across their preferred channels—and the agents, managers, and administrators supporting them.

AI agent assistance

Call summaries, smart contact suggestions, and context-sensitive customer information support agents and streamline operations.

Intelligent routing

AI-driven call direction considers history and context to connect customers with the agents who can deliver the best experience.

- Distribute calls across multiple contact centers and brand offices.
- Create routing strategies to leverage skills assignments at a team or agent level.
- Accurately match agent availability and skill sets with customer priority values and needs.

IVR

- Virtual agents support customer self-service options and streamline escalation for human assistance.
- Touch-tone, speech recognition, and text-to-speech capabilities quickly deploy menus for intelligent call routing.
- Back-end integrations provide sophisticated service options.

Embedded business application

Provides the option for customer agents to manage all contact center interactions within Salesforce, Microsoft Dynamics, Zendesk, and ServiceNow, using a unified UX for agents.

A 360° customer journey

AI-powered analysis of omnichannel customer interactions to extract insights and refine the customer experience.

Scalability

Ability to support up to 500 agents per tenant with unlimited tenants.

Disaster recovery

- Seamlessly redirect call center traffic during unexpected emergencies.
- Ensure business continuity without the need for significant capital investment.

Centralized global queue

- Calls are queued in the network, providing substantial savings on hardware, toll charges, and bandwidth.
- Eliminate variance in queue times among sites.
- Lower administration expenses.
- Ensure consistent, high-quality customer care.

Visibility and control

A web-based dashboard provides a centralized point to manage and monitor calls and multimedia contacts across virtual contact center operations.

Additional features

Workforce optimization

Richly featured management suite offers a more intelligent, intuitive, AI-integrated way to optimize the performance of contact centers, people, and technology.

Quality management

Keeps users informed of customer satisfaction metrics with tools to review and assess performance at individual and team levels.

Workforce management

Provides easy-to-use, AI-driven tools to forecast trends, develop schedules, and track key performance indicators.

WFO analytics:

- Integrated speech, desktop, and text analytics in a single, unified offering.
- WFO analytics with automated transcription.
- WFO bundle.

Enhanced IVR:

- Virtual voice agents.
- Text-to-speech.

Outbound campaigns:

- Easy administration.
- AI-powered, automated outbound sales and marketing campaigns.
- Intelligent list management.
- Native dial management rules and campaign chaining.

Agent profiles

Standard agents:

- Essential functionality for voice-only contact centers.
- Browser-based agent desktop.
- Inbound and outbound voice.
- Call recording (one month).
- Touch-tone IVR.
- Web and voice callbacks.
- Standard CRM connectors.

Premium agents:

- Includes all standard agent features.
- Omnichannel communication—chat, e-mail, and web.
- Multi-channel reporting and analytics.
- Supervisor monitoring and barge-in.



Managed and supported by CBTS



Lower total cost of ownership



Leverage AI analytics to optimize operations



Raise customer satisfaction scores



Integrate key business applications



Secure enterprise-grade cloud provider



Increase first-call resolutions



Strategically balance call center loads by location



Centralized queuing and management



Measure agent productivity



Accurately measure marketing effectiveness

Purchasing options

Agent types:

- Concurrent agents—license only for the number of agents logged in at one time.
- Named agent—license per individual agent.

Committed and bursting—available for both concurrent and named agents

- The number of monthly committed agents is agreed upon based on business needs.
- Bursting allows companies to exceed the monthly committed agent count based on seasonal needs.

Support:

- 24x7x365 support.
- Omni-channel support – Meet customers at the channel of their preference.