WEBEX CONTACT CENTRE

EQUIP STAFF THROUGHOUT YOUR ORGANIZATION TO OFFER THE BEST CUSTOMER EXPERIENCE THROUGH MULTIPLE DIGITAL CHANNELS MAXIMISING THEIR PRODUCTIVITY.

WEBEX CONTACT CENTRE IS A CLOUD-BASED CONTACT CENTRE SOLUTION THAT DELIVERS ENTERPRISE-GRADE FEATURES AND RELIABILITY. IT'S EASY TO USE, WITH A SINGLE APPLICATION FOR DYNAMIC RESPONSE QUEUING ACROSS DIGITAL CHANNELS.

Improved customer experience: Webex Contact Centre makes it easy to collaborate with colleagues, customers, and partners.

Its omni-channel approach offers your customers choice in how they communicate, whilst skills-based routing optimises the agents' work, delivering increased customer satisfaction.

Increased productivity: Webex Contact Centre can help you stay connected and productive, even when you're not in the office.

Our cloud solution gives agents across your organisation a common platform, whether in the office, working from home or in a temporary setup. Dynamic workflows match the skills and numbers of staff available to the demand and responses are queued and managed across omni-channel communications. This allows agents to handle multiple actions throughout the day, whilst maintaining service levels.

Enhanced security: Webex Contact Centre is backed by Cisco's world-class security and support.

Webex Contact Centre has been Certified by Microsoft Teams Configuration, with records, recording and reporting securely stored together with end-to-end encryption in a UK residency.

Cisco Select Certified Partner

Node4 is proud to be a Cisco Select Certified Partner, with a Specialisation with Webex Contact Centre. This means that your organisation's and Webex Contact Centre support requirements can be serviced by our knowledgeable support teams.

KEY BENEFITS

SKILLS BASED ROUTING
Agents can work across multiple channels with each assigned an SLA. Queues are dynamically managed to your business needs, matching the available resource and skills. Never have an untrained agent on a queue again.

CALLING PLATFORM AGNOSTIC
Interconnect existing PBX infrastructure with Webex Contact Centre.
Supporting your critical business systems Cloud infrastructure is used to ensure high availability, for resilient and reliable access.

CERTIFIED FOR MICROSOFT TEAMS
Demonstrating strong security and compliance practices are in place to protect customer data when the app is used in an organisation.

24X7 SUPPORT AND PROFESSIONAL SERVICES
Whether a simple deployment or an organisation wide change, our helpdesk-to-helpdesk support and professional service engineers help ensure customer success.

SCALABLE AND EXTENSIBLE
Licence flexibility allows you to adjust usage based on your business needs. Channels can be extended to include digital platforms such as Twitter & WhatsApp. Open based API allows connectivity to the platforms of tomorrow.

CENTRALIZED MANAGEMENT
The Control Hub management portal enables access to all configuration and administration.

SUSTAINABLE APPROACHES
Webex datacentre hosted solutions run on 100% renewable energy. Webex Contact Centre supports handsets and devices that power down when not in use, saving energy and decreasing CO_2 emissions.

DIGITAL CHANNELS

Webex Contact Centre supports a wide range of digital channels, connecting businesses to their customers in the way that they prefer.

Channels include:
WhatsApp
Facebook Messenger
Twitter
SMS
Email
Web Chat

Webex Contact Centre's integration with digital channels can help improve customer service and productivity, reducing costs.

WEBEX CONTACT CENTRE LICENCES

Webex Contact Centre has 2 licences, Standard and Premium.

STANDARD AGENT

Standard Agent provides core contact centre functionality including a browser-based agent desktop, agent-assisted chat and email channels, inbound and outbound voice, call recording, touch-tone IVR, web and voice call backs, and standard CRM connectors.

PREMIUM AGENT COMMUNICATION CHANNELS

Premium Agent includes all Standard Agent features and adds additional digital communication channels such as text / SMS, social, multi-channel reporting and analytics, and supervisor monitoring and barge-in for all types of agents.

FEATURES	STANDARD	PREMIUM
Inbound and outbound voice	INCLUDED	INCLUDED
Intelligent skills-based routing and queuing	INCLUDED	INCLUDED
Browser-based agent desktop	INCLUDED	INCLUDED
Touch-tone IVR	INCLUDED	INCLUDED
Voice callback	INCLUDED	INCLUDED
Web callback	INCLUDED	INCLUDED
Basic outbound (preview dialling)	INCLUDED	INCLUDED
Call recording (with one month of storage)	INCLUDED	INCLUDED
Standard CRM connectors	AVAILABLE	AVAILABLE
Real-time and historical reports data storage	INCLUDED	INCLUDED
Live chat and email queuing	INCLUDED	INCLUDED
Webex Connect (self-service channels/automation in digital channels) also available as a standalone option.	NOT INCLUDED	INCLUDED
Supervisor privileges (monitoring, barge-in, and coaching of all agents)	NOT INCLUDED	INCLUDED
Standard and customizable reporting	NOT INCLUDED	INCLUDED
Multi-channel reporting and analytics	NOT INCLUDED	INCLUDED
Digital channels (SMS, WhatsApp, Facebook Messenger)	NOT INCLUDED	INCLUDED

ADDITIONAL OPTIONS AND CRM INTEGRATIONS

Cisco native and also third-party modules are available for Workforce Optimization (WFO) and Workforce Management (WFM). Cisco has also developed and provides several CRM integrations ready to use in Webex Contact Centre (WxCC), including Salesforce, Microsoft Dynamics, ServiceNow, Zendesk and Freshdesk, with more in development.