Datasheet

Webex Contact Center

Contents

03 Product overview

05 Features and benefits

26 Data security and data privacy

26 Global availability

27 System requirements

27 Licensing

30 Ordering information

30 Cisco Collaboration Flex Plan

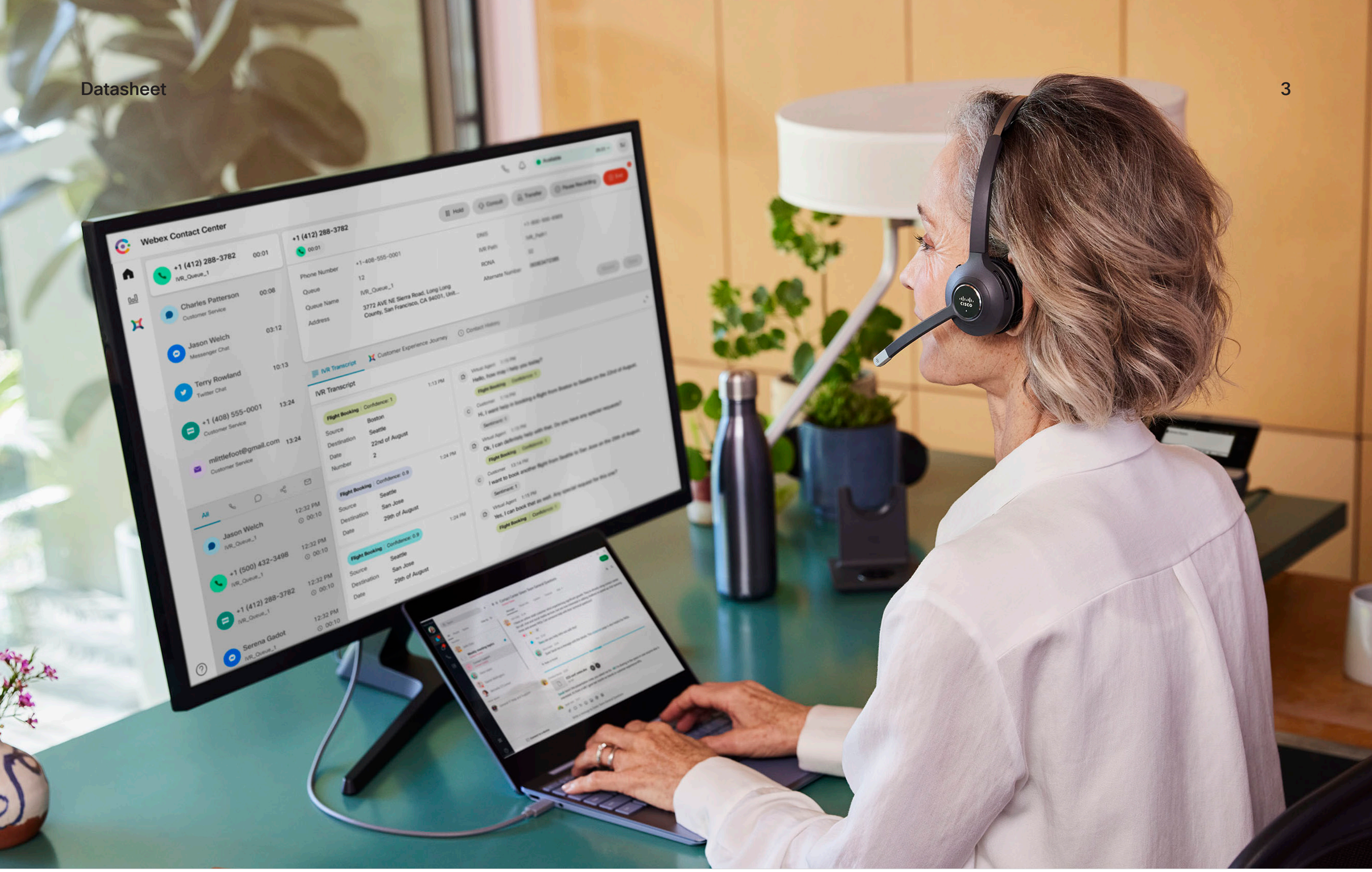
31 Technical support services

31 Cisco and partner services

31 Cisco environmental sustainability

32 Cisco Capital

32 For more information

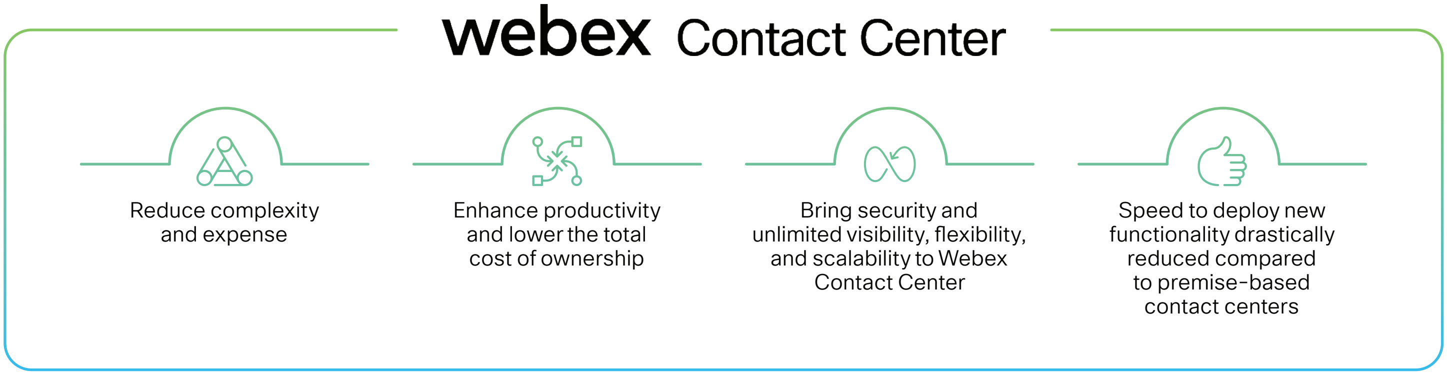


Product overview

Webex® Contact Center is a next-generation cloud contact center solution inspired by customers and architected for business.

Designed and built from its foundation as a Software-as-a-Service (SaaS) cloud solution, Webex Contact Center's best-of-breed platform architecture brings your business the innovation, flexibility, scalability, and agility of the cloud without sacrificing security (Figure 1). As a cloud-based subscription, Webex Contact Center enables rapid time to market and time to new revenue while minimizing upfront capital investment.

Figure 1. Webex Contact Center's native cloud architecture—agile and secure



Digital-first customer experiences: When they want, how they want it

With support for text / SMS, social media, chat, email, and calling contact options, customers can connect through the channel (or channels) of their choice. Voice and chat AI-powered Virtual Agents give customers options for natural, fast, and easy 24/7 self-service.

Intuitive agent experiences and AI-powered agent assistance

An extensible, intuitive agent desktop provides an ideal central command center for agents to provide the best possible customer experiences. Its fresh, modern, widget-based design allows administrators to provide all the tools an agent might need in a single interface.

Optional integrated Webex Workforce Optimization provides tools for workforce management, quality management, and workforce analytics.

The result: Increased first-call resolution, agent satisfaction, and retention.

Next-generation, fully customizable platform

A micro services-based, cloud-provider-agnostic platform provides enterprise-grade horizontal scalability and rapid feature innovation and deployment. Business user-focused tools such as a drag-and-drop flow control builder empower flexibility and management without burdening IT resources.

Integration with business applications such as Salesforce, Microsoft Dynamics, and Zendesk reduce context switching. Cloud data analytics power real-time and historical reporting and dashboards for business optimization.

The result: Accelerated feature delivery, reduced IT support overhead, and improved security and compliance.

Complete collaboration portfolio from a single, security-focused market leader

Contact center agents can rely on the support of cross-department, cross-functional subject matter experts—all with a common goal of providing delightful customer experiences—the first time, every time. With available Webex collaboration tools for messaging, calling, meetings, and even headsets and phones, agents benefit from a common user experience. Organizations and administrators benefit from ease of management of contact center and collaboration tools and users through the single Webex Control Hub.

Whether you're a new business creating your first contact center, a medium-size business looking to improve contact center operations, or a large enterprise needing visibility and control over multiple contact center sites, Webex Contact Center empowers you to deliver the future of customer experiences.

A path to cloud at your pace with the Collaboration Flex Plan

Webex Contact Center is available as part of the Cisco Collaboration Flex Plan, which provides an intelligent and practical path for migrating from an on-premises to cloud contact center and collaboration solutions at your own pace, with an award-winning user experience at every step.

For real-time feature updates and release dates, see the What's New in Webex Contact Center article on help.webex.com.

Features and benefits

Routing and queue management

Webex Contact Center intelligently distributes calls across:

- Teams and agents in multiple sites
- Remote agents

Routing strategies can be created to leverage skill assignments at the team or agent level.

Agent availability and skill sets are accurately matched with customer priority, value, and needs. Agents are more productive, and customers are better served.

From a simple, user-friendly interface, **supervisors can change routing strategies without knowing complex scripting languages.** This allows customer organizations to maximize resources and respond quickly to changing conditions.

Modifications to routing strategies take effect immediately and can be applied to current calls in queue.

With Webex Contact Center, calls are **queued in the cloud network,** not on-premises based equipment. This approach provides substantial savings in telecom hardware, toll charges, and bandwidth. The ability to centrally manage contact center resources on a global level eliminates variances in queue times among sites and lowers administration expenses.

Routing type options

Webex Contact Center offers a full range routing options to serve a variety of contact center needs.

Webex Contact Center supports routing strategies that take into account the real-time nature of channels such as voice and chat. This allows administrators to define the number of simultaneous real-time interactions an agent, team, or site should be tasked with handling at any given time. Alternatively, agents, teams, or sites may be set to an “exclusive” routing status, whereby they are only accountable for one conversation at any time.

Routing options include:

Skills-based routing: This helps contact centers manage agent skill sets at a granular level to optimize call routing strategies. Agents can be assigned multiple skills and skill types based on their proficiencies. Agents’ skills can be defined as:

- A proficiency score of 1 to 10
- A “true” or “false” value
- A predefined value
- Free-form text

Longest available agent routing: Incoming contacts get directed to the agent who has been available for the longest time.

Capacity-based team routing: Allows routing of calls to phone numbers, without requiring agents to sign on to the system. This is effective when the people taking the call are not traditional call center agents or the calls may be answered by voicemail, answering machines, or hunt groups.

The capacity-based team does not have specific agents assigned to it, and the agents do not use the Webex Contact Center agent desktop. A capacity-based team might be used to represent a voice mailbox or an agent group that is not managed by the Webex Contact Center system. The capacity of such teams is determined by the capacity setting, which can be overwritten by team capacity strategies defined in the routing strategy module.

Global routing overrides can be applied to one or more entry points.

Call distribution

Call distribution **configuration, management, and reporting** is managed through the web-based Webex Contact Center flow builder. Access rights are restricted by user login, so customer administrators or supervisors can only manage the sites for which they are responsible.

Call distribution (Continued)

Callers are provided with queue positions and expected wait times based on average speed of answer via a standard, complementary professional services-provided script.

Webex Contact Center offers the ability to prioritize call distribution based on agent skill set. The routing module in the dashboard allows users the ability to designate how calls are distributed to agents.

Call queues can cascade through groups made up of a single team or multiple teams and can include specific skill requirements. There is no hard limit to the number of skills that can be assigned to an agent.

Agents can be made automatically available after a call, go unavailable, or have a set break between calls.

Agents can be configured to have manual wrap-up time or auto wrap-up time:

- In manual wrap-up, the agent receives a period of time determined by the administrator to complete their after-call wrap-up. This can be extended by the agent if the administrator enables this capability.
- In auto wrap-up, the agent will be immediately available after the call. If the agent needs to go offline for a meeting, training, or lunch break, the agent can change his/her status to an idle state. No communications are routed to the agent in the idle state.
- If an agent, for whatever reason, fails to answer a call routed to them, the call is immediately taken back and rerouted to another available agent ("Redirect on No Answer", or RONA). To avoid sending additional calls to a non-responsive agent, the non-responding agent is put into an unavailable state and must toggle their status back to an active state to resume taking calls.

Flow builder

The Webex Contact Center flow builder provides a drag-and-drop interface that allows business users to build custom voice contact flows on top of system-generated events (such as agent answer, transfer, hang up) as well as external third-party variables, allowing contacts to be handled with precise workflows and routing.

An intuitive drag-and-drop UI allows users to create, edit, and validate flows before publication.

The flow builder also supports Virtual Agent inclusion in the flow sequence to deflect routine or low complexity inquiries from live agents and route escalation based on understood caller intent.

Build flows dynamically using variables and our all-new expression tester, as well as pull in third-party data using the HTTP request activity.

Flow builder provides the ability to configure and use Call Associated Data (CAD) variables, transfer activity, and courtesy callbacks based on Place In Queue (PIQ) and Estimated Wait Time (EWT), while the caller hears music.

Enable common custom flow requests, including playing prompts, Dual-Tone Multi-Frequency (DTMF) / touchtone menus, digit collection, and courtesy callbacks based on Place In Queue (PIQ) and Estimated Wait Time (EWT), screen pops, music in queue, and triggers for feedback collection with experience management.

Allow transfer activity in flow control to enable opt out of queue by transferring a call to a Directory Number (DN), with or without voicemail configured.

Provide agents with context upon answer with the ability to initiate screen pops from events.

The GoTo activity, flow chaining, allows for termination of a current flow and hand off a voice call to an entry point or another flow.

Call prioritization allows administrators to assign priority to inbound calls in a queue.

Disposition codes (wrap-up codes)

Administrators can create disposition codes (wrap-up codes) that can track the reason for a call's end and the reason for agent inactivity (idle codes).

The idle reason codes can be for any non-contact-related agent activity. They allow supervisors to track agent availability in detail.

There are specific reports—called auxiliary code reports—that track idle codes and wrap-up codes.

Callback options

Webex Contact Center offers callback from queue functionality. When the queue reaches a specific predetermined point, callers can be offered the option to leave their phone number for a callback rather than waiting in queue.

Courtesy callback allows an organization's administrator to configure a path for the caller by making them aware of the Estimated Wait Time (EWT) and opt for a call back, retaining their position in queue.

Agent desktop

Webex Contact Center features provide agents with an experience-focused, extensible agent desktop. The following features optimize agent efficiency and productivity:

Agent state timer and connected timer: The agent state timer displays the time that has elapsed since the agent is in the current state. If an agent is in an Idle state and switches between any other idle states, the timer displays the time spent in the current state, and the total time spent in all the idle states together. After the agent accepts a request, the connected timer displays the time that has elapsed since the request was accepted.

- Multiple agents can edit and save Call Associated Data (CAD) variables with real-time updates.
- Agents can make outbound calls when they are in the available state.
- Agents can search by availability state.

Support for voice, email, social, and chat channels via an omnichannel task pane with state timers.

- A badge in the task list pane indicates the number of unread chat and social messaging conversations.
- Incoming requests appear either in the task list pane or in a popover flash for a few seconds before the agent state is changed to Redirect On No Answer (RONA).
- Incoming call requests will not be delivered to agents in case of phone, device, or network failure. Incoming call requests are returned to the queue, and the agent state is changed to RONA. New requests will not be delivered to an agent who is in the RONA state.
- The task pane allows agents to select to accept all tasks across multiple channels (chat, email, and social) at the same time, as well as allowing the agent to view unread digital channel messages and prioritize those for reply.

Identify agents for consult or transfer call: In the transfer request and consult request dialog boxes, a drop-down list displays the enterprise address book including names and phone numbers to more accurately select the appropriate contact.

Channel capacity: Agents can view the number of contacts that can be handled on each media channel at a given time.

Agent interaction history provides the ability for agents to view previous communications with a customer across all channels (voice, email, chat, and social).

Virtual Agent: A voice transcript widget is available for an agent to see previous chat bot interactions (optional).

Campaign call: Agents can review the customer's contact information before making an outbound preview campaign call.

Agent desktop (Continued)

Notification settings: Agents can enable or disable desktop, silent, or sound notifications and can use a slider to adjust volume.

Toaster notifications: The agent desktop supports browser toaster notifications.

Screen-pop: The browser pops up on the agent desktop when an agent accepts the incoming call. The agent can view screen-pop details, either in a new tab or the screen pop tab of the Auxiliary Information pane, based on the screen-pop display settings.

Pause and resume recording: Agents can pause and resume recording of a call.

Desktop layout reset: Agents can reset a customized layout to the default desktop layout. Agents can also maximize and restore widgets to suit their personal preferences.

Sub-layout feature: Administrators can define nested desktop layouts, with finer control over widget placement and sizing.

Profile picture: Agents or administrators can add and update profile picture in user profiles.

Keyboard shortcuts: Agents can use keyboard shortcuts for specific desktop functionalities.

Switch to dark mode: Agents can enable or disable the dark background theme of the agent desktop.

Error report downloads: Agents can download error logs for administrators to use in troubleshooting

Agent sign out: Agents are notified when the supervisor signs out an agent from the agent desktop.

Install as an application: Agents can install the agent desktop as a desktop application.

Accessibility: The agent desktop supports features that improve accessibility for low-vision and vision-impaired users.

Agent performance statistics are available for agents to assess performance during the course of the day.

Administrator desktop layout and customization options.

Administrators can customize the agent desktop layout and assign it to a team. There are two types of desktop layouts:

- Default layout: This system-generated desktop layout is available for all the teams.
- Custom layout: Administrators can create layouts based on the requirements of specific teams and assign to one or more teams.

The custom layout allows an administrator to customize the following elements:

- Title and logo
- Third-party applications via iframe or web component-based desktop widgets
- Drag-and-drop and widget resizing
- Notification timer and maximum notification count
- Icons, tabs, header, pages, page-level widgets, and custom widgets
- Widgets, which can be defined to be persistent and be displayed on all pages of the agent desktop

When an agent signs in to the agent desktop, the desktop layout associated with the agent’s team is available to the agent. The agent can customize the desktop layout by using the drag-and-drop and resize features.

Localization

The agent desktop, management portal, and Analyzer user interfaces support localization in the following languages: Bulgarian, Catalan, Chinese (China), Chinese (Taiwan), Croatian, Czech, Danish, Dutch, English, Finnish, French, German, Hungarian, Italian, Japanese, Korean, Norwegian Bokmål, Polish, Portuguese, Romanian, Russian, Serbian, Slovak, Slovenian, Spanish, Swedish, and Turkish.

Remote agent support

Webex Contact Center uses existing endpoints for call delivery. These endpoints can be:

- PSTN phones
- Cell phones

With Webex Contact Center, all agents are essentially remote agents, and have the exact same capabilities regardless of endpoints. All Automatic Call Distribution (ACD) features work the same for all agents, whether they are local or remote and regardless of the telephony endpoint. Supervisors can monitor and record calls handled by agents, whether remote or in office. The only equipment required is:

- A PC with a broadband connection
- A supported browser
- An addressable phone number

Built-in disaster recovery

Businesses can seamlessly redirect call center traffic during unexpected emergencies such as natural disasters, transport facility outages, or other power disruptions.

A phone, computer, and Internet connectivity are all the equipment agents need to be productive anywhere.

Single Sign-On (SSO)

The solution simplifies login and password management for agents and supervisors and allows them to log in just one time for access to all Webex Contact Center applications.

All Webex Contact Center applications are integrated with the default Webex Control Hub identity service. This allows partners and customer to SSO into any contact center application using their Control Hub credentials.

In addition to using the built-in identity service of Control Hub, a customer can redirect the authentication request to their organization's common identity provider (IdP). This feature requires the IdP to confirm to Security Assertion Markup Language (SAML) 2.0 with certain additional configuration requirements. A list of tested SSO IdPs and high-level steps to validate other IdP services is provided here.

Webex Control Hub

Webex Contact Center is integrated with Webex Control Hub to:

- Provide a unified administration experience for all Webex collaboration services, including Meetings, Calling, Messaging, and Contact Center
- Allows a simplified user onboarding experience for one or many Webex collaboration services through a single interface
- Control entitlements, security, and compliance

For customer administrators, Webex Control Hub provides a web-based interface for:

- Managing your organization
- Managing your users
- Assigning services
- Onboarding and provisioning Webex Contact Center AI portfolio services
- Managing connectors for services such as CRM integrations
- Managing system connectivity to text / SMS and social channels

A service-specific administrator role allows users to restrict partner, external, and customer administrator access to contact center-specific administration actions only.

Webex Control Hub (Continued)

Flexible PSTN options (Cisco PSTN, Cisco Cloud Connected PSTN (CCP) or local gateway (LGW) can be easily added and provisioned via Webex Control Hub.

For partner administrators, Webex Control Hub is the central point for all provisioning and ordering services for end customers. In Webex Control Hub, you can:

- Add new customer organizations as managed organizations for your partner organization
- View all your customer organizations
- Access customer organizations for administrative activities
- The Service Details section available in the contact center settings in Webex Control Hub allows administrators to quickly identify platform-level configurations applicable to the customer organizations including country of operation, platform details, digital and voice channels, and telephony options

Webex Control Hub cross-launches into the Webex Contact Center Management Portal, providing ease of use through a single login.

Management Portal

The Webex Contact Center Management Portal provides administrators and supervisors with web-based tools for real-time, end-to-end management and administration of their contact centers. Users can:

- Set up flexible routing strategies and call flows
- Assign multi-skilled agent to queues
- Set a Default Outdial ANI (Automatic Number Identification) for the contact center organization at the tenant level
- Monitor performance in real time via dashboards and call monitoring
- Access historical reporting and analytics to track customer trends
- Agent state dashboard allows administrators and supervisors to log out inactive agents

Supervisory features (call monitoring, coaching, and barge-in)

Supervisory features, including **monitoring, coaching, and barge-in,** are Premium Agent license features.

Supervisors can use the real-time dashboard to view the **latest contact and agent states.**

A web-based dashboard provides a **centralized point to manage and monitor calls and multimedia contacts.** Supervisors have a real-time view of call volumes and agent activity across all sites, networks, and technologies. Call center managers have the tools and information to measure and manage distributed contact center operations in real time.

Queue status and contacts waiting in the queue are displayed on the supervisor interface in real time.

The **call monitoring feature** allows supervisors to access calls for the teams they manage and to listen in on conversations, either from the corporate network or through a remote dial-in connection. This can be done without the caller or agent knowing. The supervisor can coach or barge into the call at any time. If required, the supervisor can coach the agent on the conversation privately or create a three-way conference to join an ongoing conversation.

- The call monitoring application supports several flexible options to provide the flexibility that supervisors need. Monitoring can be done on a **continuous, one-time, or scheduled basis.**
- A combination of one or more queues, sites, teams, and agents can be provided to create a **monitoring schedule** or supervisors can choose to monitor a session in real time.

Supervisors also can **change an agent's skill profile in real time.** This capability gives supervisors tactical tools to manage their agent teams and support contact center management objectives.

Call recording

The call recording module enables authorized users to record calls and create recording schedules.

The call recording application allows supervisors or administrators to decide the recording schedule for each queue.

- Recording can be restricted at the site, team, and agent level and includes the flexibility of deciding whether all or only a percentage of total calls will be recorded.
- The recording schedule also provides an option to allow agents to pause recording for a specific duration when sensitive information is to be shared.

The recording management feature is a jukebox-like application that allows supervisors access to call recordings that can be filtered by queues, sites, teams, and agents.

- This application also allows call recording to be tagged using business-specific labels that significantly reduces access times.
- The application has an advanced search option that allows search of call recordings for CAD variables, call attributes such as Dialed Number Identification Service (DNIS), Automatic Number Identification (ANI), session ID, recording duration, and custom attributes.
- Agent updates are persisted to CAD variable values.

Users can choose between two different audio recording options: compliance call logging or percentage call recording.

Compliance call logging records all calls that are served by a given queue. This setting is useful for customers who require 100% recording for compliance purposes.

Percentage call recording enables customers to record a subset of their calls. This allows administrators to spot check call quality across the enterprise or perform targeted quality monitoring of certain agents, teams, or call center sites. Calls to be recorded can be:

- Selected randomly by the system on a percentage basis.
- Scheduled by time and/or day.
- Based upon criteria such as the site, team, or agent to whom the call is routed.

Recordings are stored on the recordings portal that provides archival and retrieval of call recordings.

Call recordings may be stitched to a single file.

Administrators and supervisors can download recordings using an API.

Music on hold

Music and messaging are recorded and saved as a .wav file. This file is then uploaded to Webex Contact Center and is available for use in any queue configured on the platform.

New recordings can be uploaded from the web-based dashboard at any time and made available to callers in near-real time.

Digital Channels

Digital channels in Webex Contact Center including email, chat, SMS, and social messaging come with:

Business logic orchestration – the flow builder helps create extensive self-help and pre-treatment of contacts. Dozens of nodes offer capabilities like CRM integration, logic crunching and decision making, generic HTTP requests, screen pop and many more.

Bot Builder – a Natural Language Processing (NLP)/ Natural Language Understanding (NLU)-based bot building tool which integrates into business logic via a Q&A bot or a Task Bot.

Google Dialogflow integration into the flow builder is also supported.

Queueing and routing – the flow builder allows for granular queuing of contacts.

Routing capabilities range from simple Longest Available Agent to more complex Skills Based Routing with skill relaxation.

Webex Contact Center agent desktop – contact handling by agent in a true blended fashion. Allows multiple digital contacts to be handled in parallel. Additionally, they can leverage productivity improvement tools such as predefined response templates with variable replacement capability and trigger workflow, and Screen Pop to present customer pages.

Email channel capabilities

The subject line of emails is scanned for business-specific keywords to decide the skill group or queue to which they need to be routed. Initial pre-treatment flows can also determine routing based on information obtained from integrated business systems such as CRMs.

Once they are placed inside a queue, the work distribution engine assigns them to available agents based on the queuing algorithm selected in the system.

Upon accepting an email, a rich text editor opens up for agent to compose a response, or an agent can also simply send a quick plain text response.

Emails have reply, reply-to, or forward functionality to allow agents to engage other internal supporting teams.

Agent can transfer email messages to other queues (for instance upon misclassification or to a review queue).

The agents can respond to emails with a **standard email response template** with full visibility on the past interactions of that customer.

Organizations can mask Payment Card Information (PCI) and related information per the Payment Card Industry Data Security Standard (PCI DSS).

For email we offer integration with any email system. Emails can be preprocessed for various queuing options like key words in subject/body or some CRM dip. Once an email contact is routed to an agent, it opens a rich text editor for the agent to compose a response. An agent can handle up to 5 emails – reply, reply all, forward; edit the To/CC fields etc. Attachments are supported. There is an option to send a plain text quick response.

PCI service helps mask body text or drop attachments which contain sensitive card holder information as per the Payment Card Industry Data Security Standards (PCI DSS).

Email channel capabilities (Continued)

Webex Contact Center email capabilities include:

- Pulling emails from multiple email accounts via different ingress points
- Predefined response templates with greetings and signatures
    - Response templates can be locked (not modifiable by agent) or unlocked
    - Has the facility to auto- replace parameters from the contact
- Routing emails based on subject line keyword analysis
    - An email editor with rich text capabilities
    - Reply/Reply All/Forward
    - Editable To, CC fields
    - Email requeue (transfer to another or same email queue)
    - Support for attachments with configurable limits
    - Multi-session support for email contacts (up to 5)
    - Reporting on emails in Analyzer
    - Providing conversation groupings for agentsto see history
    - Wrap-up codes
    - Audible indicators for new email arrival

Text / SMS and social media channel capabilities

Webex Contact Center supports text / SMS and social media as a customer engagement channels. For social messaging apps, Facebook Messenger and WhatsApp are available first, with future plans to expand to other social media platforms.

Supports multiple numbers for text / SMS, allowing cust-omers to offer different numbers for support of different languages. SMS is currently available in select countries.

Webex Contact Center text and social media messaging capabilities include:

- Secure interactions
- Transfer to agent or queue and conferencing with another agent
- Multi-session social contacts, which applies across all social channels
- Reporting on text/social interactions in Analyzer
- Wrap-up code post contact handling
- Audible indicator for new contacts
- Customer interaction history for a specific social channel

Chat channel capabilities

Customers may connect with an agent via a chat bubble on the customer website.

A chat history with Virtual Agents is provided in the same interface as the chat with a live agent for consistency of contact transfer.

Customers can fill out a form to provide initial information and a purpose or problem statement just after initiating the chat. This helps in queueing and routing decisions.

Chat interactions are **assigned to an agent based on the configured routing strategy**, for instance “longest available agent”.

Chats may be transferred to queues or other agents.

An agent can create a group chat (conference) with a second agent and a customer.

Chat channel capabilities (Continued)

Webex Contact Center web chat capabilities include:

- Secure chat
- Routing treatment based on chat reasons and queue position
- Self-serve chat template creation using an intuitive wizard
- Branding of the chat bubble
- Integration with Virtual Agent: Chat (bots) using the Webex native Bot Builder or Google Dialogflow, including use of intent from the bot for further routing to live agents and a transcription of interactions with the bot in the agent interface prior to transfer. This integration is via the flow builder.
- Support for transfer of attachments and URLs in chat
- Responding with configurable canned responses
- Transfer to another agent or queue and conferencing with another agent
- Customers can have the chat transcript emailed to them
- An agent can participate in multi-session chat (up to 5)
- Reporting on chats in Analyzer
- Wrap-up code for chats
- Audible indicator for new chat
- Customer interaction history

If needed, an agent can transfer a chat to another representative or subject matter expert by using the transfer button on the chat page. The agent is presented with a list of queues and can select an available agent within the queue for transfer. The new agent will receive all the previous chat information as well as any internal notes left by the first agent.

Virtual Agent: Chat

Provides 24/7 intuitive, online self-service experience with a bot for simple, less complex inquiries, reducing the number of inquiries to agents and leading to improved agent productivity and better customer experiences.

Improves customer experience and agent experience.

Improves call containment with fewer calls escalating to agents, leading to cost savings.

Automate a wider set of business transactions using self-service.

Agents are relieved of repetitive and mundane tasks.

Bots can be created via Webex Connect native Bot Builder or via Google Dialogflow integration.

Bot Builder allows simple Question & Answer (Q&A) Bot or more complex Task Bot which can enter into a conversation to gather information or determine intent. Both are NLU powered.

Virtual Agent: Voice

Provides natural conversational IVR self-service experience over the phone.

Reduces the average handle time and time spent in the IVR, leading to improved customer experience and a reduced number of calls to agents by automating business transactions handled via self-service.

Improves customer experience and agent experience.

Improves call containment with fewer calls escalating to agents, leading to cost savings.

Automate a wider set of business transactions using self-service.

Offer the same self-service experience across channels.

Agents are relieved of repetitive and mundane tasks.

Self-service Interactive Voice Response (IVR)

Webex Contact Center offers both **touch-tone (dual-tone multi-frequency, or DTMF) and speech-enabled IVR** (optional add-on) for inbound and outbound calls and callbacks.

Customers can use voice commands to retrieve information without ever speaking with an agent, or to quickly navigate to the correct department or agent to best assist them.

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.

Touch-tone (DTMF) IVR

A nimble touch-tone IVR solution provides intelligent call routing and basic self-service.

The feature set includes:

- Touch-tone (DTMF) caller inputs
- Audio prompts
- Text To Speech (TTS)
- Third-party integrations
- Screen-pop data collected in IVR passed to agents
- Historical reports available in Analyzer
- Browser-based, drag-and-drop call flow builderSpeech-enabled IVR

Speech-enabled IVR is a sophisticated customer engagement solution powered by Text-To-Speech (TTS), speech recognition, and Natural Language Understanding (NLU). It enables automation of complex end user tasks while providing an intuitive conversational experience.

This feature includes:

- Voice Virtual Agents (via Google Dialogflow; can be Cisco provided or customer-owned)
- Touch-tone (DTMF) caller inputs
- Multilingual Automated Speech Recognition (ASR)
- Open-ended speech responses
- Multilingual Text-To-Speech (TTS)
- Third-party integrations
- Virtual Agent transcript and data collected in IVR passed to agents
- Historical reports
- Managed with a browser-based, drag-and-drop flow builder

Both touch-tone IVR and speech-enabled IVR are cloud-based and integrated into Webex Contact Center. The speech-enabled IVR can be invoked from within the touch-tone IVR, so in some use cases it may be most economical to split the application between the two solutions.

CRM integrations

Webex Contact Center has pre-built connectors for integration with several industry-leading CRM systems, including Salesforce, Zendesk, and Microsoft Dynamics.

Additionally, the Cisco Professional Services team can help deliver integration with other CRM applications as a custom paid professional services engagement.

As part of the integration, data about the customer and the context of the call is delivered to the agent in an automatic screen pop.

Webex Contact Center also logs the interaction within the CRM application to capture the inbound call. The integration enables click-to-dial from within the CRM applications, where the agent can click on a phone number to dial out to the customer. The out-dialed call is automatically logged against the record whose number has been dialed out.

The CRM connectors provide CTI integration between the Webex Contact Center ACD and the customer's CRM tool. The toolset allows for:

- Agent state control
- Call control
- Click to dial
- Screen pop on Automatic Number ID (ANI) or call variables
- Receiving inbound and placing outbound (click-to-dial) calls from the CRM
- Automatic customer record screen pop in the CRM
- Automatic call activity logging in CRM

Computer Telephony Integration (CTI)

Webex Contact Center simplifies the deployment and management of multiple sites and agent locations, enabling companies to reduce the cost, complexity, and limitations of traditional contact center solutions.

The core infrastructure delivers the following data to the desktop client:

- Automatic Number Identification (ANI)
- Dialed Number Identification Service (DNIS)
- Prompt selection Customer-Entered Digits (CED)
- Site, team, or agent selection

All of this is delivered to any agent connected to the application, anywhere in the world, without the deployment of any technology footprint in the enterprise.

Reporting and dashboards (Analyzer)

Data for historical and real-time reports in Webex Contact Center's Analyzer feature is supplied by a sophisticated cloud data platform, a big data stream processing platform that provides high data availability, processing real-time call and agent data in 3 to 5 seconds, and historical data within 30 minutes from the time of occurrence of an event. It offers a secure data platform across all channels supported by Webex Contact Center and reliable data across real-time and historical reports, ensuring data integrity.

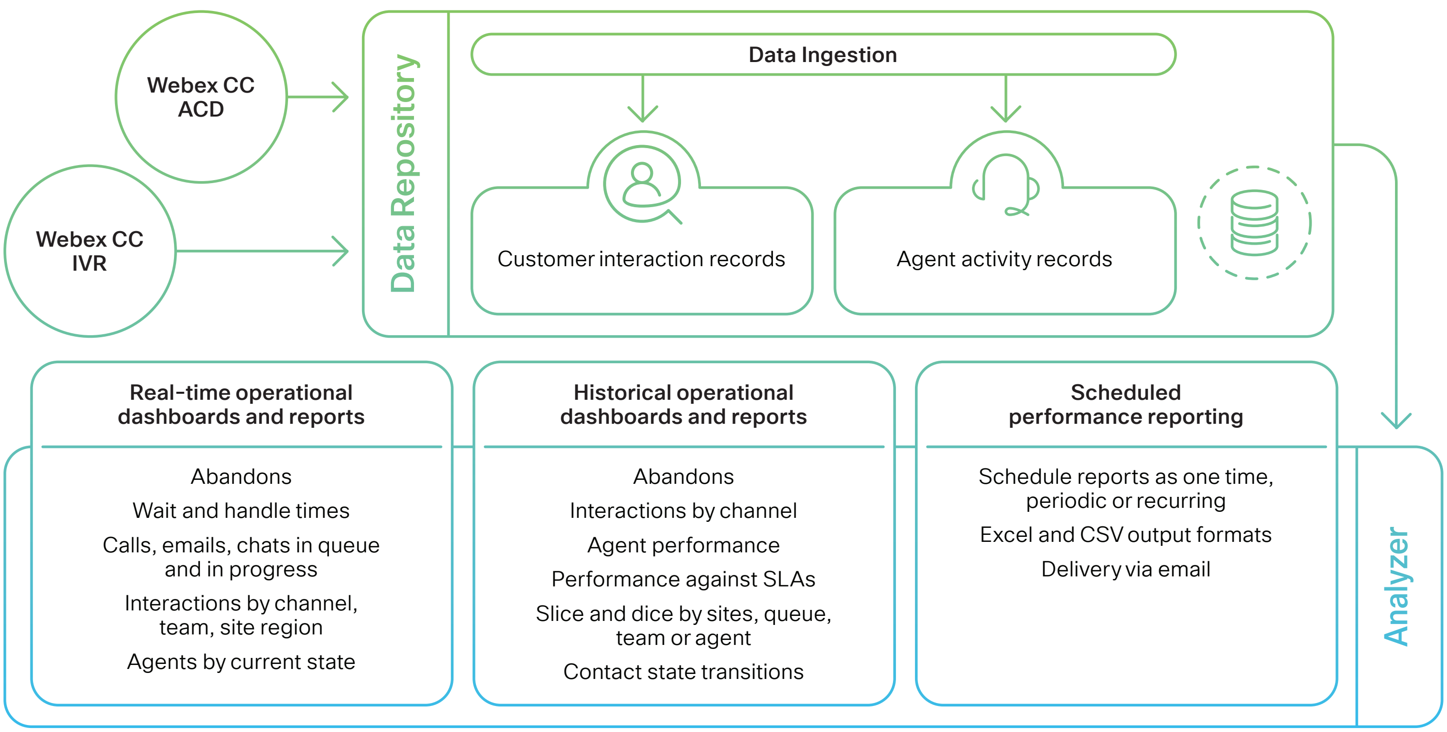
Analyzer brings data together from your Webex Contact Center Automated Call Distributor (ACD) and interactive voice response (IVR) so that you can analyze, understand, and manage your contact center and optimize for operational efficiency in new and innovative ways.

This feature is available with Premium Agent seats only.

Data is presented via Analyzer as:

- Real-time and historical operational dashboards that can be used to monitor operations throughout the day to make operational changes that maximize performance and productivity.
- Scheduled performance reports that automate creation of daily, weekly, monthly, and quarterly reports previously created manually.
- Exploratory and trend analyses that capture, organize, and interactively explore and cross-analyze customer interactions and agent activity with business and financial results to find optimization opportunities.
- Details of the types of information provided in Analyzer may be seen in Figure 2.

Figure 2. Analyzer reporting and dashboards



Reporting and dashboards (Analyzer) (Continued)

At the core of the Analyzer is a **cloud data service (the data repository), which stores customer interaction and agent activity records** from Webex Contact Center. The repository can be updated on a real-time or periodic basis, depending on customer needs.

Gathering data from Webex Contact Center Automatic Call Distributor (ACD) and Interactive Voice Response (IVR) contact center applications on a real-time or periodic basis, Analyzer creates integrated customer interaction and agent activity records for each customer engagement to provide operational metrics and business insights.

Analyzer can be used to segment, profile, and visualize data in contact center systems and identify key variables that affect contact center efficiency and agent productivity.

With these reporting tools customers can:

- **Create custom measures.** Create new business metrics calculated using fields and measures from the Webex Contact Center IVR and ACD.
- **Determine what impacts business outcomes.** Identify key variables that impact operational efficiency. Statistically pinpoint high-performing agent teams
- **Determine what and who delivers results.** Analyze operational metrics and agent productivity and discover how to best optimize for performance.

Categorize performance data by:

- Entry points
- Queues
- Agents
- Sites

With an intuitive drag-and-drop user interface, users can segment, profile, table, and graph data into historical or real-time dashboards, performance reports, and derive insights.

Data from Webex Contact Center ACD, IVR, chat, email, and social interactions appear in a left-side panel. That data can then be dragged and dropped into a central canvas to create insights and visualizations in interactive tables, bar charts, line graphs, pie charts, and time motion charts.

Users can create ad-hoc reports by selecting the following:

- Report elements on which they would like to report–teams, queues, sites, or entry points
- Graph and table parameters to display
- Specific timeframe for the data

Real-time reporting

Summary views provide a snapshot of real-time contact volumes, service levels, and abandon rates at each site and across the enterprise. This is available for all supported channels

Data parameters racked in real-time reports include:

- **Connected contacts,** which are the current number of contacts that have been accepted by a remote site and have not terminated.
- **Queued contacts,** which are the current number of contacts that have been connected to the Webex Contact Center service and are waiting to be answered.
- This information **allows for more efficient call routing and call distribution management.** From this centralized management system, contact center managers have real-time control and visibility into call queuing and routing strategies and real-time monitoring.
- This powerful dashboard can be customized to display customer-defined information for each site. This enables the customer to manage, monitor, and enforce service-level adherence for each site and for the enterprise. User-level privileges define access for multi-party management of the specific sites and teams.

Reporting and dashboards (Analyzer) (Continued)

The following data is available for display in real-time interval reports and in historical reports for all supported channels, including voice, chat, email, and social platforms:

- Queue: the virtual team to which the data belongs.
- Time: a period of time in 30-minute intervals, for which call activity is displayed.
- Incoming calls: total number of calls received during the report interval.
- Agent activity: total time an agent spends in each agent state.
- Answered calls: number of calls accepted by a remote site.
- Queued contacts per hour: number of contacts queued during the report interval.
- Abandoned contacts: number of contacts abandoned during the report interval.
- Completed contacts: total number of contacts in the system during the report interval; includes answered and abandoned calls.
- Disconnected calls: total number of calls answered, then disconnected within the lost call threshold period.
- Short calls: total number of calls terminated within the short call threshold without being distributed to a remote site (this metric is only for voice contacts).
- Answer time: cumulative time between when contacts arrive at the Webex Contact Center service and when they were answered.
- Talk / connected time: cumulative talk/ connected time.
- Queue time: cumulative time that contacts were queued, waiting to be routed to a remote site.
- Abandoned time: cumulative amount of time contacts were in the system for longer than the short contacts threshold time, but terminated before being answered by an agent.
- IVR time: cumulative amount of time calls were in the IVR system, waiting to be handled.
- Percentage of answered contacts: number of answered contacts divided by the number of contacts that arrived, minus short calls (in case of voice), multiplied by 100. An answered contact is one that is accepted by a remote site and either disconnected within the lost call threshold, answered by an agent, or queued at the remote site during the report interval.
- Average handle time: average handle time, calculated by dividing total connected time by the total number of contacts terminated during the report interval.
- Average queued time: total amount of time that contacts were in queue waiting to be sent to a remote site, divided by the total number of contacts that were queued.
- Average abandoned time: total amount of time that contacts were in the system before being abandoned, divided by the total number of contacts abandoned.
- Average speed of answer: total answer time divided by total number of answered calls.
- Service level: percentage of contacts answered within the predefined service level threshold provisioned for the virtual team.
- Historical reports.

Historical call reports provide an omnichannel view of:

- Weekly volume summaries
- Default and user-defined reports
- Call detail record views at different levels
- Queue reports
- Customizable graphs
- Download capability

Contact call details are displayed for all calls and all legs of the call. The call detail record represents the complete life cycle of a caller. It tracks the history of the call from the time it arrived at the entry point, either as a new, external call or as a call transferred from another

Reporting and dashboards (Analyzer) (Continued)

entry point or queue, until the call is terminated. When an agent transfers a call to another agent, a segment detail record is created for each leg of the call.

Historical agent reports provide:

- Site, team, and agent reports
- Performance summaries
- Wrap-up and idle code reports

Integrations and open APIs

Webex Contact Center is based on an open platform surrounded by several APIs and interfaces. This allows it to easily integrate with other in-house and off-the-shelf applications to leverage existing systems and investments.

This open platform also allows Webex Contact Center to integrate with other applications in the marketplace to create unique end-to-end solutions for customers. Webex Contact Center APIs allow third parties to develop software to leverage and extend Webex Contact Center capabilities.

Visit the Webex Contact Center Developer Portal for additional details on APIs for the Webex Contact Center, SDK, guides, sample code and use cases and developer support.

Webex Contact Center offers the following REST, gRPC, GraphQL, Webhooks and WebSocket APIs and SDKs for different services including:

- Agent and Supervisor Desktop
- Artificial Intelligence (AI)
- Configuration
- Data
- Experience Management
- Journey Data Service
- Media

Examples of integration options include:

CTI integration with CRM applications

- Webex Contact Center supports CTI functionality, including screen pops and record retrieval. Webex solutions are open and based on industry standards, not proprietary integrations and protocols. With this approach, customers can integrate with a number of different CRM applications.

Workforce management (WFM) integration

- Allows customers to integrate their existing WFM systems with Webex Contact Center.
- Provides historic agent activity data for agent scheduling within a third-party WFM.
- Provides real-time, event-driven agent activity notification for adherence computation.

In addition to the core features provided with Webex Contact Center, Webex provides a number of optional add-on features, and partners with select vendors to provide other best-in-class functionality specifically tested and optimized to integrate with Webex Contact Center.

Add-on feature options

Webex Calling integration

Webex Contact Center supports several easy-to-provision telephony options, including integration with Webex Calling.

When used with Webex Calling, Webex Contact Center includes support for use of a common cloud-connected PSTN provider (Cisco CCP), as well as additional benefits such as on-net transfers between agents and Webex Calling extensions and Webex endpoint support (including soft phones).

Additional benefits of Webex Contact Center and Webex Calling integration include:

- Single pane of glass provisioning and administration within Webex Control Hub for both telephony and the contact center
- On-net call routing to avoid PSTN charges for the agent portion of the call
- Webex Calling endpoint support to enable agents to easily take calls from anywhere
- Superior voice quality
- Choice of certified Cloud Connected PSTN (Cisco CCP) options
- Capabilities to transfer to a Directory Number (DN) or voicemail
- Outdial Automatic Number Identification (ANI) masking
- Local gateway support

PSTN services

U.S. customers can choose to buy PSTN services through Cisco as a Cisco PSTN bundle, with Cisco sourcing the PSTN telephony from a CPaaS vendor.

Customers can configure a mix of toll and toll-free numbers when using Cisco PSTN for contact center.

License usage reports provide customers metrics of the daily observed concurrent toll-free calls, including historical usage for up to the last thirty-six months.

Webex Workforce Optimization (Webex WFO)

Webex Contact Center has an optional workforce optimization suite (Webex WFO) that provides three core functions:

See the Webex WFO data sheet for complete detail on the solution.

Workforce Management (WFM)

Schedule staff and manage adherence to schedules

Forecast trends to prevent over- or under-staffing

Quality Management (QM)

Measure agent efficiency and performance through tailored evaluation forms

Boost morale via gamification, agent self-assessment

WFO Analytics

Analyze speech and desktop actions to gain insights

Correlate agent performance to NPS scores

Webex WFO Workforce Management (WFM)

The workforce management solution offers contact center supervisors, agents, and staffing analysts the ability to dynamically manage agent schedules, forecast and plan staffing based on trends, and ensure adherence to schedules.

Key features include:

- Dynamic scheduling: allows agents, supervisors, and staffing analysts to collaborate in creating a schedule that meets everyone's needs.
- Dynamic intra-day scheduling: enables last-minute scheduling changes.
- Automated agent approval: for exceptions, time off, schedule offer/trade, and mentoring. Provides set workflows to automate approval, denial, wait listing, and manual handling.
- Agent-initiated peer mentoring: when an agent submits a request and the peer accepts, there is an automated supervisor approval, and both agents' schedules are updated.
- Strategic planning and forecasting: allow users to forecast staffing needs based on trends.
- Vacation and holiday planning.

Webex WFO Quality Management (QM)

Quality management helps customers measure agent efficiency and performance using tailored evaluation forms.

Key features include:

- **Multichannel quality evaluation:** evaluate call, email, and chat interactions.
- **Targeted evaluations:** find interactions of interest with pinpoint precision using a combination of transaction data, customer data, speech energy, and other business-related metadata.
- **Library of customized evaluation forms:** percentage or points-based.
- **Pinpoint evaluation commenting:** add comments to a call and search for comments by questions, section, form, or duration.
- **Gamification of agent KPIs:** agents earn badges for quality scores and adherence.
- **Evaluation calibration:** supervisors, managers, and agents can comment on an evaluation for a collaborative approach to quality.
- **Automated contact queue:** contacts are routed to a contact queue according to workflow configuration.
- **Post-call survey data integration** with call data makes playback easily accessible during evaluations.
- **Export calls:** use for training or within e-learning platforms.

Webex WFO Analytics

Webex WFO Analytics helps organizations gain data-driven insights to improve the customer experience and to drive revenue with every customer interaction.

Companies can analyze interactions and make valuable discoveries about your customers, employees, and business. With sophisticated speech, desktop and text analytics, organizations can unlock a gold mine of intelligence buried in the contact center.

Key features include:

- Speech analytics (phonetics)
- Speech-to-text transcribed audio to full-text transcripts
- Text analytics for channels, including email, chat, text, social media, and surveys
- Desktop analytics to track desktop activity, facilitate compliance, and create automated workflows with activity triggers
- Sentiment analysis, which translates all call interactions into a score of positive, neutral, or negative automatically
- Powerful, easy-to-use dashboards with drill-down capabilities

Webex WFO Analytics (Continued)

- Predictive quality evaluation scores
- Predictive Net Promoter Scores (NPS) using NPS survey data and speech data to automatically evaluate 100 percent of your customer interactions
- Language packs to help you understand customers, regardless of linguistics
- XM speech search
- Out-of-the-box and easy-to-use features
- Dynamic reporting options with rich data visualizations like phrase clouds and interactive charts
- Advanced customization dashboard capabilities
- Widget-based dashboards and intuitive interface

Outbound voice option

This option, with its combination of outbound dialing modes, complements the powerful inbound call-handling capability of Webex Contact Center.

Allocate agents to handle only inbound, only outbound, or both inbound and outbound contacts, offering an effective way to increase resource use.

Outbound campaigns

The outbound campaigns option improves agent productivity and the overall business performance of a contact center by letting agents spend more time talking to customers and less time trying to reach them.

The outbound campaigns add-on feature provides:

- Outbound campaign management, including campaign chaining
- Contact list management
- Advanced contact strategies across multiple contact numbers
- Automation with preview dialing
- Compliance tools

List and campaign management capabilities:

- The outbound campaigns add-on provides powerful, yet flexible contact list and campaign management capabilities. This allows contact center managers to focus on their customer engagement strategy instead of spending time maintaining lists.
- There are flexible options to upload outbound calling lists into the campaign manager. This can be done by uploading flat files or integrating with customer databases or third-party data sources.
- These imported outbound lists can then be segmented using business rules-driven filters to be consumed by various outbound campaigns. Administrators can make real-time adjustments to the lists based on campaign performance or a shift in business strategy.
- At the contact level, businesses can prioritize the sequence of phone numbers to be dialed for a contact based on their individual preference.

Campaign runtime strategies: the campaign manager feature supports different management strategies for outbound campaigns, including:

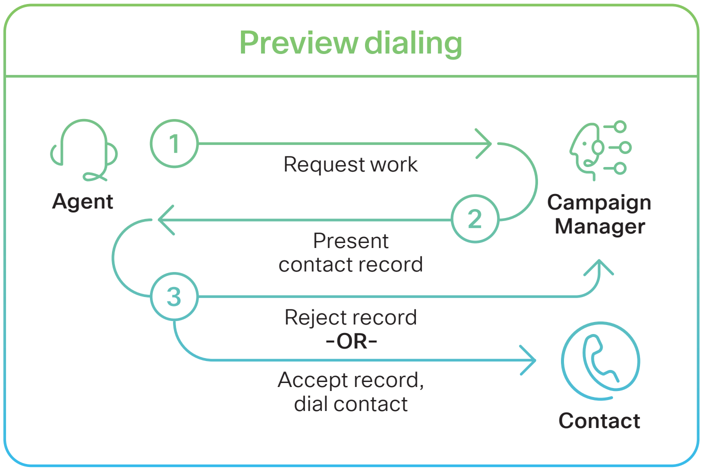
- Dialing rules
- Schedule-based campaign runtime automation
- Ability to switch across contact points based on outcome
- Contact-specific retry strategy

Telephony dialing modes: The outbound campaign function supports preview dialing mode, whereby, at the end of a call, agents see the next call in the list. They review the contact record and decide when to make the call or skip to the next name on the list. This is ideal for sales where the agent needs to conduct research between calls to increase the chance of a successful sale.

Outbound campaigns (Continued)

Figure 3 illustrates the telephony preview dialing mode.

Figure 3. Preview dialing



Compliance tools: The outbound campaigns feature provides tools to ensure that outbound campaigns stay compliant with industry regulations.

- For the United States, it has superior Telephone Consumer Protection Act (TCPA) compliance tools, which include checking do-not-call lists at the federal, enterprise, and/or campaign level and manual dial-out options to contacts who have not provided prior express written consent (PEWC).
- It also maintains compliance with state laws around calling, such as time-zone-specific calling windows.
- In the United Kingdom, the compliance tool helps ensure adherence to Ofcom's (the UK's communications regulator) outbound calling rules. The tools allow administrators to set communication thresholds and retry strategies for each contact number.

Outbound reports: The outbound campaigns feature includes real-time and historical reports, allowing you to review the status of your campaign as it occurs, and look back to see what worked and what didn't across past campaigns.

Real-time reports include:

- Contact versus agent availability
- Contact status
- Contact success ratio by campaign
- Campaign target achieved
- Calls dialed for the week by mode

Historical reports include:

- Campaign summary
- Do Not Call blocked
- Contact attempt
- Abandon percentage
- Callback
- Agent attempt
- Disposition by campaign, all with user-specified filters

Key features of outbound reports include:

- Automatic campaign runtime configuration based on date range and specific days
- Contact data uploads via seamless database integrations or via flat files
- Partial update of date for timely data refreshment
- Contact selection algorithm configurable by market strategy
- Contact selection filters driven by business outcomes
- Sharing contact lists across multiple campaigns
- Configuring multiple business outcomes per campaign
- Campaign chaining, with the option to copy and move campaigns
- Configuring dial plans and recalls for each business outcome to maintain contact life cycle
- Compliance filtering for Do-Not-Call (DNC) lists at the federal, global, and campaign levels
- Scrubbing of contact lists against DNC lists
- Contact list segmentation by time zone
- Adherence to state specific and global calling times, rules, and regulations
- Multiple calling numbers per contact in a single campaign
- Configuring global retries across all numbers provided for a contact in a single campaign

Data security and data privacy

Certifications and attestations

CATO compliant (Cisco InfoSec standard)

HIPAA compliance

GDPR compliance

Webex Contact Center is PCI-DSS Level 1 certified by a third-party Attestation Of Compliance (AOC) audit. AOC is reviewed annually, unless otherwise required by a business or based on industry security changes that are applicable to Webex Contact Center.

The security safeguards implemented for Webex Contact Center services meet the policy and control requirements as set forth in Webex Contact Center's Security Framework and are aligned with the Cisco Security and Trust Organization (STO).

Review cycle

Webex Contact Center manages its information security policy using a security lifecycle management process. This process includes the following components focusing on policy:

- Policy lifecycle management
- Ratification, approval, and implementation
- Annual review, updates (as necessary), and recertification
- Annual communication and awareness training
- Exceptions management

Management commitment

Management is responsible for oversight and governance to the policy lifecycle process ensuring that Webex Contact Center's security posture, policies, and practices are implemented, updated, and communicated to staff and other parties as appropriate.

Cisco operations and engineering teams are responsible to deploy IT systems, services, and processes consistent with these policies.

The Cisco STO will communicate recommended policy changes to management and relevant members and parties as business needs dictate, or at least annually. An employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

For more information see the Webex Contact Center Privacy data sheet or visit the Cisco Trust Center online.

Global availability

Webex Contact Center is available globally. For country-level ordering availability, reference the Collaboration Flex Plan Contact Center Offer Description.

For Webex Contact Center data locality, reference the Webex Help Center article Data Locality in Webex Contact Center.

System requirements

Supported browsers:

Microsoft Windows 10:

- Chrome V76.0.3809 and higher
- Firefox ESR 68 and higher ESRs
- Microsoft Edge V42.17134 and higher

Mac OS X:

- Chrome V76.0.3809 and higher
- Firefox ESR 68 and higher ESRs

Chromebook:

- Chromium v73 and higher
- Chrome V76.0.3809 and higher

Licensing

Webex Contact Center is a cloud service available in either a Concurrent Agent or Named Agent buying model. See the Webex Contact Center ordering guide for additional details.

Webex Contact Center is also available under Cisco's Collaboration Flex Plan. Refer to the Cisco Collaboration Flex Plan Contact Center data sheet and the Cisco Collaboration Flex Plan Contact Center ordering guide for more information on purchasing as part of this plan.

Webex Contact Center supports usage-based overages. Overage SKUs will automatically be added to each order. Cloud usage will be reported monthly and billed as the committed portion, and any usage above the committed levels will be billed as overage.

Upon reasonable request from Cisco, you will assist and make information available to Cisco to facilitate verification of the number of SaaS or software licenses that you have installed, accessed, deployed, or activated.

A Contact Center user is a user who logs into the contact center system as part of the job duties performed on the customer's behalf.

Concurrent Agent is the maximum quantity of Contact Center users who are simultaneously logged in to use Webex Contact Center software or services.

Named Agent is a unique Contact Center user who logs in in any given month to use the Webex Contact Center software or services.

Agent types

Webex Contact Center is available in two agent types that can be combined per the selected agent model. Table 1 explains the types.

Table 1. Available agent types for Webex Contact Center

AGENT TYPES	DESCRIPTION
Standard Agent	Standard Agent provides core contact center 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 callbacks, 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 and benefits by agent types

Your agent type selection entitles you to receive a bundle of Webex Contact Center features. Table 4 describes the included features and additional options available based on the agent type selections.

Table 2. Webex Contact Center features by agent type

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[1]	Included	Included
Web callback[1]	Included	Included
Basic outbound (preview dialing)[2]	Included	Included
Call recording (with one month of storage)	Included	Included
Standard CRM connectors	Available	Available
Standard and customizable reporting	Not included	Included
Real-time and historical reports data storage	Included	Included
Multi-channel reporting and analytics (Analyzer)	Not included	Included
Chat and email (agent assisted)	Included	Included

Table 2. (continued) Webex Contact Center features by agent type

FEATURES	STANDARD	PREMIUM
Webex Connect (self-service channels)	Included	Included
SMS, WhatsApp, Facebook Messenger (agent assisted)	Not included	Included
Email and web chat media	Included	Included
Supervisor privileges (monitoring, barge-in, and coaching of all agents)	Not included	Included
Additional recording storage	Optional	Optional
Campaign management (outbound campaigns)	Optional	Optional
Workforce optimization Quality Management (QM)	Optional	Optional
Workforce management (WFM)	Optional	Optional
Workforce optimization (WFO) analytics[3]	Optional	Optional
Workforce optimization (WFO) analytics with transcription[3]	Optional	Optional
Workforce optimization (WFO) bundle[4]	Optional	Optional
Workforce optimization (WFO) storage	Optional	Optional
Workforce optimization (WFO) call recording	Optional	Optional

Note: Workforce optimization services will be billed for all Webex Contact Center Named Agents.

[1] May require services

[2] May require campaign management software

[3] WFO analytics and WFO analytics with transcription cannot be ordered together

[4] WFO bundle cannot be mixed with a-la-carte quality management, workforce management, WFO analytics, and WFO analytics with transcription

Ordering information

To place an order, contact your local Cisco certified partner or Cisco sales agent. If you need help finding a partner in your area, use the Partner Locator tool. Your partner or Cisco sales agent can also assist with any modifications to your subscription after your initial order is placed.

Refer to the Cisco Collaboration Flex Plan Contact Center ordering guide for complete ordering details.

Cisco Collaboration Flex Plan

Flex up on the cloud momentum

If your business needs a more intuitive way to work and a more predictable financial path to the cloud, talk to your Cisco representative about the Cisco Collaboration Flex Plan. For additional information, visit: cisco.com/go/collaborationflexplan

The Cisco Collaboration Flex Plan gives businesses an intelligent and practical path for taking their business from on-premises to cloud communications and collaboration at their own pace, with an award-winning user experience at every step.

You can buy meeting, team collaboration, calling, and contact center services for all employees, or simply purchase what you need today and grow at your own pace. With the Flex Plan, one agreement includes software, upgrades, and support.

The Collaboration Flex Plan offers several important benefits:

Full collaboration suite: Access to a full-stack, enterprise-grade cloud collaboration bundle that includes everything a business needs–cloud calling, meetings, team collaboration, contact center, and a broad portfolio of integrated devices.

Single OpEx subscription: Remove the need for hefty upfront capital investments and replace them with predictable monthly fees. Consolidate technology road-maps and vendor relationships (license management, billing, support).

Secure and reliable cloud service and implementation, supported by certified Cisco enterprise channel partners.

Flexibility to support a mix of on-premises and cloud system deployments, with financial protection for future migration of any included Cisco on-premises licenses.

Built to support multisite and global multi-national networking requirements.

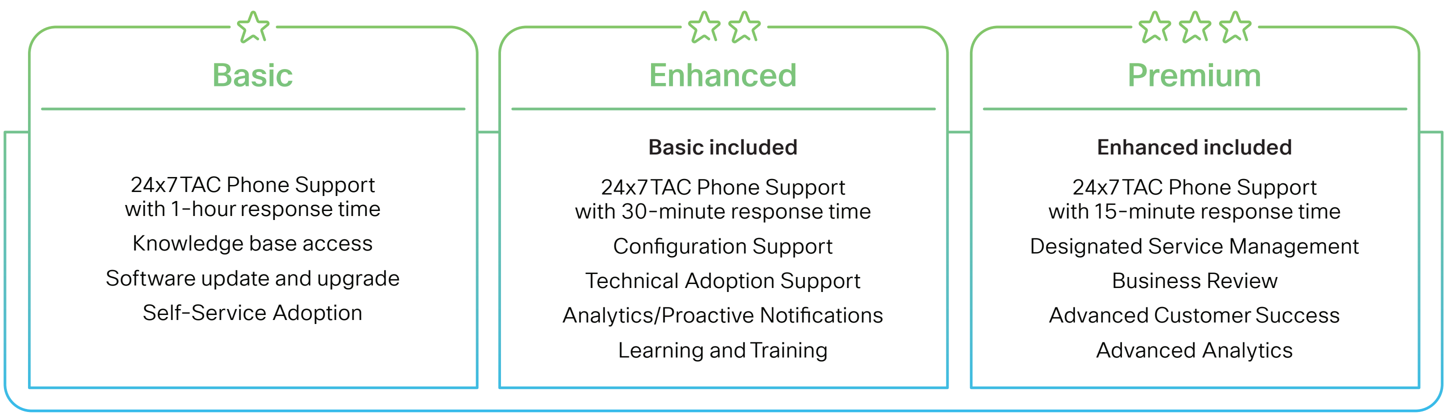
Intelligent user experience that integrates customer collaboration applications and devices with other cloud applications you depend on, so you can streamline workflows and support a more intuitive way to work.

Technical support services

Cisco offers technical support services covering the areas of problem resolution, customer success and adoption, and designated support management in three service tiers: Basic, Enhanced, and Premium (Figure 4). Basic Support is included with any Cisco Collaboration Flex Plan subscription at no additional cost for the duration of your subscription. For more information about Basic, Enhanced, and Premium Support, read the services description for Cisco Software Support Services.

Refer to the Cisco Collaboration Flex Plan Contact Center ordering guide for complete ordering details.

Figure 5. Cisco support levels and what they include



Cisco and partner services

Adapt to market changes while increasing productivity, improving competitive advantage, and delivering a rich media experience across any workspace. The combined strengths of Cisco and our partners provide a portfolio of services that can help you prepare your infrastructure for future changes aligning to long-term business goals. Together, we create innovative, network-centric architecture solutions resulting in a scalable and responsive foundation that can help you realize the full value of your IT and communication investment.

For more information, visit Cisco Contact Center Services.

Cisco environmental sustainability

Information about Cisco's environmental sustainability policies and initiatives for our products, solutions, operations, and extended operations or supply chain is provided in the "Environment Sustainability" section of Cisco's Corporate Social Responsibility (CSR) Report.

Reference links to information about key environmental sustainability topics (mentioned in the "Environment Sustainability" section of the CSR Report) are provided in Table 5.

Table 5. Environmental sustainability

SUSTAINABILITY TOPIC	REFERENCE
Information on product material content laws and regulations	Materials
Information on electronic waste laws and regulations, including products, batteries, and packaging	WEEE compliance

Cisco Capital

Flexible payment solutions to help you achieve your objectives

Cisco Capital® financing makes it easier to get the right technology to achieve your objectives, enable business transformation, and help you stay competitive. We can help you reduce the total cost of ownership, conserve capital, and accelerate growth. In more than 100 countries, our flexible payment solutions can help you acquire hardware, software, services, and complementary third-party equipment in easy, predictable payments. Learn more.

For more information
Please visit webex.com/contact-center.html

August 2022

webex by cisco