

# Deliver next-generation customer experiences with a next-generation cloud contact center.

**Webex Contact Center: Inspired by customers and built for businesses**

Consumers today look for digital-first customer experiences where they can get the answers they need using the most convenient channel available to them. Customer service agents want intuitive tools and data that will help them improve the customer journey, while making their jobs easier. Strategic-minded leaders seek greater operational efficiencies and insights into their business's customer interactions, satisfaction and retention. The good news? Webex Contact Center can deliver all of this and much more.

Webex Contact Center is a next-generation cloud contact-center solution that's inspired by customers and architected for business. Designed and built as a Software-as-a-Service (SaaS) cloud solution, Webex Contact Center's platform architecture brings the innovation, flexibility, scalability and agility of the cloud to your business without sacrificing security. As a cloud-based solution, Webex Contact Center enables rapid time to market and time to new revenue while minimizing upfront capital investments.

When combined with Webex Calling, Webex Contact Center gives you greater control over every incoming and outgoing customer interaction from a centralized point, regardless of organization, technology or location. It knows which agents, teams, sites and partners are available at any given time and sends each interaction to agents with the best identified skills for resolving an issue. Webex collaboration tools enable agents to engage peers inside and outside your contact center to help improve customers' experiences with your organization and optimize outcomes from every interaction.

## Benefits



### Digital-first customer experiences

Customers can connect to your business using the channel or channels of their choice. Webex Contact Center supports text/SMS, social media, chat, email and calling contact options. Voice- and artificial intelligence (AI)-powered virtual agents give customers additional options for natural, fast and easy self-service, 24/7.



### Intuitive agent experiences and AI-powered assistance

An intuitive agent desktop offers the ideal central command center for agents to provide the best possible customer experiences. Its fresh, modern, widget-based design allows administrators to give agents all the tools they might need via a single interface. Agents can benefit from contextual information about customer journeys that's displayed on their desktops. Plus, analytics reports can capture feedback trends that can guide agents in developing proactive responses to customer concerns. The end result is increased first-call resolution, greater overall agent satisfaction and improved retention.



### Flexible, customizable platform

Webex Contact Center is a microservices-based, cloud contact-center solution that provides enterprises with the ability to scale and add new features efficiently. It includes a number of user tools, such as a drag-and-drop flow control builder, that empower greater flexibility and management without burdening your IT resources. The solution also easily integrates with leading customer relationship management (CRM) applications such as Salesforce, Microsoft Dynamics and Zendesk to help reduce contact switching.



### Collaborative contact center

With available Webex collaboration tools for messaging, calling and meetings, agents can benefit from a common user experience. Conversely, organizations and administrators can benefit from the streamlined management of contact center, and collaboration tools and users via the single Webex Control Hub. Contact center agents can rely on the support of cross-department, cross-functional subject matter experts for increased collaboration—all with a common goal of providing delightful customer experiences.

## Features

Webex Contact Center includes powerful features to help you manage and improve your contact center operations:

- **Routing and queue management.** Intelligently distribute calls across teams and agents, including remote agents distributed across multiple sites
- **Flow builder.** Build customer contact flows using a simple drag-and-drop interface
- **Remote agent support.** Maintain consistency across teams as automatic call distribution (ACD) features work the same for all agents, whether they're local or remote and regardless of their phone endpoints
- **Callback options.** Enable customers to keep their positions in the queue and receive a call back when the agent is available
- **Self-service interactive voice response (IVR).** Take advantage of both touch-tone and speech-enabled IVR for inbound and outbound calls and callbacks
- **Virtual agent chat and voice.** Give customers intuitive, online self-service, 24/7, using a chatbot for simple inquiries. For voice-over-the-phone inquiries, Webex Contact Center offers a natural conversational IVR self-service experience
- **CRM integrations.** Easily integrate contact-center operations into several industry-leading CRM systems, including Salesforce, Zendesk, Microsoft Dynamics and others
- **Supervisory features.** Manage agent performance with features that include call monitoring, coaching and barge-in
- **Call recording.** Allow authorized users to record calls
- **Reporting and dashboards.** Analyze, understand and manage your contact center to optimize operational efficiency in new, innovative ways
- **Agent desktop.** Provide agents with an experience-focused, extensible desktop

- **Music on hold.** Record and save music and messaging that can then be made available for use in any queue on the platform
- **Built-in disaster recovery.** Seamlessly redirect call center traffic during unexpected emergencies or disruptions
- **Single sign-on.** Simplify login and password management by allowing users to log in once to access all Webex Contact Center applications and services
- **Webex Control Hub.** Get a unified administration experience for all Webex collaboration services, including Meetings, Calling, Messaging and Contact Center
- **Management portal.** Use web-based tools for real-time, end-to-end management and administration of your contact center

## Why Verizon

With Verizon's network already connected and provisioned into Webex Contact Center, you'll experience the platform's scalability and flexibility right from the start. We've implemented several Cisco-based solutions, including Webex Calling, to help you deliver consistent customer interactions, whether customers call toll-free or local numbers, domestically or internationally.

Verizon has been providing contact center solutions for over 30 years. Because we operate one of the world's largest IP networks, we're well situated to help you connect to customers around the globe. Whether you're migrating from an on-premises platform or starting a new contact center, we have the experience and tools to help deliver a seamless solution.

### Learn more:

To learn more about how Webex Contact Center and Verizon can help transform your customer interactions, contact your Verizon Business Account Manager or visit us at [verizon.com/business/products/contact-center-cx-solutions/cloud-contact-center/webex-contact-center/](https://verizon.com/business/products/contact-center-cx-solutions/cloud-contact-center/webex-contact-center/)