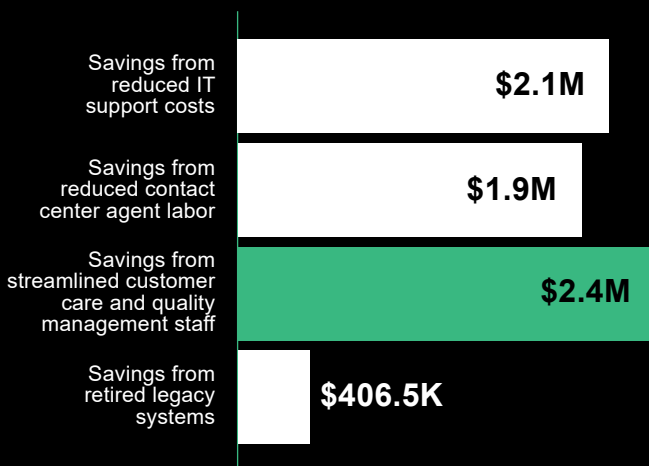


The Total Economic Impact™ Of Cisco Webex Contact Center

Through a customer interview and data aggregation, Forrester concluded that Cisco Webex Contact Center has the following three-year financial impact.

SUMMARY OF BENEFITS

Three-year risk-adjusted



ROI
262%



BENEFITS PV
\$6.8M



PAYBACK
13 months

VOICE OF THE CUSTOMER

“Cisco Webex Contact Center brings our business the innovation, flexibility, and agility of the cloud with security and scalability. As a cloud-based subscription, Webex Contact Center allows us to have the latest technological advances while minimizing upfront capital investment.”

Director of IT infrastructure, energy services industry

“Cisco has an entire team internally that we can depend on to secure our infrastructure. So, I have more confidence in Cisco being secure than our previous legacy platforms.”

“We’ve had so many compliments from our people in the field that finally we’re a unified company. Cisco has changed how we work; it’s made us more efficient.”

“We were experiencing a number of very painful outages, so reliability was a big reason to look for a new solution. The bottom line is that our customers need to be able to reach us consistently and with good quality responses and Cisco fit the bill.”

“Cisco Webex Contact Center was one of the best technology investment decisions we’ve ever made.”



Read the full study

This document is an abridged version of a case study commissioned by Cisco titled: The Total Economic Impact Of Cisco Webex Contact Center, October 2020.

Commissioned By



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