

Five reasons to choose Webex for your cloud contact center

Webex® Contact Center delivers the future of customer experience for companies big and small, making every customer interaction a delight, and every agent experience a breeze.

01 The tools you need. The experience your customers want.

Digital-First

Customers can connect when and how they want – via chat, text, social, email or call.

Intelligent

Super agent intelligence with AI-powered assistance and a new, modular agent desktop.

Collaborative

All-in-one messaging, meetings, calling, devices and more to engage your entire team.

Contextual

Collect valuable customer feedback with surveys delivered straight to the customer.

Flexible

Next-generation, fully customizable cloud contact center from the market leader.

02 A future-proof investment that saves you money today.

As a cloud-based subscription, Webex Contact Center can offer you the technological advances you need and the service your customers want while minimizing upfront capital investment.

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

– Director of IT Infrastructure, energy services industry

See what one customer was able to save.

\$2.4M

From streamlined customer care

\$2.1M

From reduced IT costs

\$1.9M

From reduced agent labor

13

Month payback

03 More than just a vendor. We’ll be your collaborator too.

We’ll partner with you to provide delightful customer service by equipping your agents with the tools they need to make every interaction a positive experience.

“The support we receive from the Cisco team, and the partnership we’ve made with them, has helped our business grow. Cisco has not just been a technology partner for our company, but a strategic partner from an executive and stakeholder perspective as well.”

– Drew Peterson, President and CRO, Veracity Networks

Booking.com

aetna



T-Mobile

VERACITY NETWORKS

PAYCHEX

04 An enterprise-grade solution for companies big and small.

Our contact center solutions are enterprise-grade, but they aren’t just built for enterprises: they’re built for companies of all sizes.

“Webex Contact Center provided a quick and easy way to handle the call volume coming in and keep track of trends so we could forecast and plan accordingly.”

– IT Systems Analyst, Global 500 Banking Company

05 Millions engage with Webex Contact Center, every day.

Utilize the suite of tools your team already knows and trusts. Webex offers the same experiences for on-premises and cloud users, making the transition to Webex Calling and Webex Contact Center more intuitive for your Cisco Unified Communications Manager users.

#1

Market share in North America²

3.2M

Agents

#2

Market Share Globally²

1.5K

Global Partners

34K

Businesses use Cisco Contact Center

3

Customer Experience technology acquisitions: Voicea, CloudCherry and IMImobile

It’s all in Webex.

Find out why Cisco is the leading choice and trusted partner for your cloud contact center technology.

1. Forrester Research Total Economic Impact (TEI) Study of Webex Contact Center, October 2020
2. Synergy, 2020