A cloud-based contact center can help your organization unlock higher levels of agility, flexibility, scalability, innovation, and customer success.

Why is the transition to the cloud worth the effort?
Let’s explore the benefits of a cloud contact center:

- **Improved agility**
  - Instant access to the latest features
  - Faster access to emerging technologies
  - Integration with major cloud apps

- **Reduced costs**
  - More predictable costs
  - Reduced capital overlay
  - More accurate budgeting

- **Faster deployment of services**
  - Frequent updates to new capabilities
  - No IT planning required
  - No disruption to your employees

- **Higher security**
  - Strict regulatory and legal compliance requirements
  - Protect contact center uptime and customer privacy
  - Cisco-trusted security standards and investments

- **IT efficiencies**
  - Reduced IT management
  - Migrate data to the cloud now for easier cloud transition later
  - More time for strategic initiatives

Meet your customers where they are
Communicate with your customers the way they choose. All their interactions — voice, email or chat — arrive through a unified and seamless experience, making it easy for your agents and customers to engage in a variety of ways. You match the right channel to the best agent, and agents can handle all channels from one place.

Know your customers better
A cloud solution provides a 360° view of your customer’s journey. Using data analytics and AI to understand your customer’s journey, enables you to predict their needs based on the stage of their journey, and make changes that will deliver the best financial metrics and business outcomes.

Work from home agents
Because it’s in the cloud, your contact center agents can work from home, regardless of endpoints or physical location — without a VPN connection. All they need is a home or smartphone that can be dialed directly, and a computer with a browser and internet connection. This ensures they stay fully productive and connected to customers and the rest of your business.

Provide cognitive and intelligent experiences
Use AI and self-service capabilities to equip your agents with the ability to handle simple, repetitive, and specific requests that don’t always require a human agent. This enhances your customer’s experience and empowers agents to spend more quality time helping customers with more complex scenarios.

Streamline your operations and workflows
The possibilities are vast. Integrate systems and applications connected to your contact center, channel your agents to the right person at the right time, and ensure your customer’s journey is less frictionless. This enables the best financial metrics and bottom-line results.

The Case for Cloud Contact Centers
Now is the ideal time for a cloud-based contact center. Let Cisco lead the way.

Learn more about Cisco Contact Center solutions.

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