

# Webex Contact Center Enterprise for Government

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# Product overview

Webex® Contact Center Enterprise for Government (Webex CCE-G) provides a comprehensive, customizable, highly secure solution to meet the complex needs of Federal and State Agencies requiring a FedRAMP Moderate authorized by cloud Contact Center.

Readily extensible and backed by the security and support benefits only available from a trusted brand like Cisco, Webex CCE-G opens a path to the cloud for even the most business-critical contact centers.

Webex CCE-G is operated, and supported directly by Cisco in FedRAMP-authorized DataCenters.

## Enterprise scale

With support for up to 36,000 concurrent agents, Webex Contact Center Enterprise for Government has the proven scale, security, and features to meet the needs of today's largest enterprise contact centers.

## Cisco backed

Trust your investment in a solution owned, managed, and operated as part of Cisco's global data centers and cloud infrastructure, coupled with full adherence to Cisco's market-leading security and privacy standards for the utmost in reliability, stability, and compliance.

## Cloud-based

Webex Contact Center Enterprise for Government is built on the Webex Collaboration Platform – an open, flexible multi-tenant cloud infrastructure that enables feature velocity, agility, innovation, and integration with other cloud applications.

## Customizable and extensible

Our open and flexible cloud platform enables you to easily integrate your contact center with not only the rest of your Webex applications, but also with other critical cloud applications such as Customer Relationship Management (CRM) and Workforce Optimization (WFO) platforms central to effectively running your business.

## Optimized user experience

A sophisticated, yet intuitive administration portal puts contact center operations management in the hands of the organization, freeing the business to operate with a new level of speed while unburdening critical technical resources.

## Features and benefits

WxCCE-G consists of an integrated, cloud-based feature set of core components that provide for Auto Call Distribution (ACD), Interactive Voice Response (IVR), Computer Telephony Integration (CTI), outbound services, reporting, mobile applications, and IP telephony.

The solution also includes numerous points of integration to customer applications, including Workforce Optimization (WFO), leading Customer Relationship Management (CRM) systems. Webex Contact Center Enterprise for Government is dynamic in nature and its full set of features and functionality will continuously evolve. Core features of Webex CCE-G are outlined in Table 1.

Table 1. Core features

Feature	Benefit
<p><b>Automatic Call Distribution (ACD)</b></p>	<ul style="list-style-type: none"> <li>• Webex CCE-G provides information routing services based on Cisco’s Unified Contact Center Enterprise (UCCE) and Cisco Unified Communications Manager (UCM) technology.</li> <li>• ACD functionality allows collection and routing of calls to a contact center agent; conversion of calls to formats that can be carried by a data network to their recipient; rules-based routing; multi-skilled expert agent selection; precision routing; supervisor features; call prompting; announcements; and music-on-hold and queuing capabilities.</li> <li>• WxCCE-G includes precision routing, which sends the contact to the best available resource based on information about the caller and the attributes of the agent. By delivering the contact effectively, companies can reduce overall handling time, decrease the need for multiple transfers, and increase customer satisfaction with the experience. Precision routing is supported for all contact channels, including voice, video, web, chat, and email.</li> <li>• WxCCE-G provides the option for callers to leave a voicemail if a desired agent is unavailable.</li> </ul> <p><b>WxCCE-G also includes the following call distribution capabilities:</b></p> <ul style="list-style-type: none"> <li>• <b>Computer Telephony Integration (CTI):</b> Screen pops based on ANI or customer-entered information can be used to improve efficiency and customer satisfaction.</li> <li>• <b>Queue enhancements:</b> Includes priority within queue, announcements/prompts within the queue, redirect on no answer.</li> </ul>

Table 1. Core features

Feature	Benefit
<p><b>Customer routing administration</b></p>	<p>WxCCE-G provides the customer with a portal for configuring routing rules and scripts. This functionality includes:</p> <ul style="list-style-type: none"> <li>• Agent-and skill-based intelligent routing:</li> <li>• Precision routing to enable routing based on multi-dimensional agent and customer-specific business logic</li> <li>• Adjusting real-time routing and call treatment</li> <li>• Setting schedules, enabling treatments and audit trails</li> <li>• Overflowing one skill group to another</li> <li>• Triggering messages on expected wait times</li> <li>• Controlling time-of-day routing and hours-of-operation schedules</li> <li>• Controlling special schedules that override and extend the normal schedule</li> </ul>
<p><b>Customer profile routing</b></p>	<ul style="list-style-type: none"> <li>• WxCCE-G extends the sources of data available for making contact routing decisions and for populating agent desktop applications. For instance, you can perform a lookup in your customer database during routing to guide its decisions. You can also use information from CRM applications to match customers with agents and expand the data available to screen-pop applications.</li> <li>• Wherever an agent is based, the system delivers context-call event and customer-profile data as a contact arrives, allowing the agent or application to personalize service and help maximize efficiency.</li> </ul>
<p><b>Enterprise Chat and Email</b></p>	<p>Each premium agent license includes Cisco Enterprise Chat and Email (ECE), which offers multichannel capabilities with chat, email, and web callback.</p> <ul style="list-style-type: none"> <li>• This feature set helps businesses manage customer email messages and chats by automatically routing the chat or email to the correct resource, based upon information in the request and agent availability.</li> <li>• With <b>chat collaboration</b>, customers can chat with agents live over the web, with agents able to handle multiple chat sessions simultaneously.</li> <li>• The <b>email feature</b> helps businesses manage large volumes of customer email inquiries by sending automated replies and routing the email to the right resource.</li> </ul> <p>With the <b>web callback feature</b>, customers can request a callback from a contact center when the right agent is available. ECE also provides reporting and monitoring tools to more effectively manage your contact center.</p>

Table 1. Core features

Feature	Benefit
<p><b>Self-service Interactive Voice Response (IVR)</b></p>	<p><b>WxCCE-G provides self-service interactive voice response via Cisco Unified Customer Voice Portal (Unified CVP).</b></p> <ul style="list-style-type: none"> <li>• With Unified CVP, you can pay a bill, order products and track delivery, locate a dealer, schedule a pickup, change name and address information, make travel arrangements, check payment status, receive notification of unusual activity, and request literature or product information.</li> <li>• Customers can use voice commands to retrieve the information they require without ever speaking with an agent, or to quickly navigate to the correct department or agent who can help them.</li> <li>• Unified CVP is designed to simplify business integration, increase flexibility, and provide efficiency gains. These features can reduce business costs and dramatically improve customer satisfaction.</li> </ul>
<p><b>Agent greeting</b></p>	<ul style="list-style-type: none"> <li>• Play a configurable, automated agent greeting to callers, standardizing the caller experience. The greeting helps keep the agent voices fresh because they do not have to repeat the same greeting on every call.</li> </ul>
<p><b>Agent whisper</b></p>	<ul style="list-style-type: none"> <li>• Play a configurable announcement to an agent right before the caller is connected, providing information about the type of call being delivered (for example, sales or technical support) and other guidance. Agents get information about the caller through their headset, speeding problem handling and improving first-call resolution.</li> </ul>
<p><b>Remote agent support</b></p>	<ul style="list-style-type: none"> <li>• Remote agent support extends the contact center by providing Computer Telephony Integration (CTI), contact distribution, and reporting capabilities to remote agents in branch offices or at home, through either a broadband network connection or their home telephone line. WxCCE-G provides identical user interfaces and feature functions to agents, regardless of location.</li> <li>• Cisco Unified Mobile Agent allows agents to choose their destination phone number during login time, and to change the number as often as they want, giving the contact center the flexibility to adapt to a fast-moving mobile workforce. With work-at-home programs, agents can be given location flexibility while reducing the contact center’s startup costs. This capability also allows agents to be on any phone device on any third-party switch infrastructure.</li> </ul>
<p><b>Team collaboration</b></p>	<ul style="list-style-type: none"> <li>• Allows agents to collaborate with subject matter experts throughout the enterprise via messaging embedded within the agent desktop.</li> </ul>

Table 1. Core features

Feature	Benefit
<p><b>Cisco Outbound Option</b></p>	<ul style="list-style-type: none"> <li>• The Cisco Outbound Option, with its combination of outbound dialing modes, complements the powerful inbound call-handling capability of WxCCE-G.</li> <li>• Build campaigns to use predictive, progressive, or preview dialing, which are integrated with inbound calls and compliant with contact center service levels, to offer a powerful blended solution.</li> <li>• Allocate agents to handle only inbound, only outbound, or both inbound and outbound contacts, offering an effective way to increase resource use.</li> <li>• Call-Progress Analysis (CPA) (also known as answering machine detection) is enabled for the outbound dialer.</li> <li>• Outbound reports include performance monitoring counters and personal call-back improvements for better agent usage.</li> </ul>
<p><b>Agent and supervisor desktops</b></p>	<ul style="list-style-type: none"> <li>• The Cisco Finesse® desktop is a next-generation agent and supervisor desktop designed to provide easy access to the applications and information your customer service organization needs through a customizable web-based interface.</li> <li>• It offers contact center representatives an intuitive, easy-to-use desktop design to help improve their performance and satisfaction, in turn enhancing their ability to provide quality customer service.</li> <li>• For IT professionals, the Cisco Finesse application offers a thin-client agent desktop that integrates smoothly with the Cisco Collaboration portfolio. It is standards compliant and offers low cost of customization for agent and supervisor desktops.</li> </ul> <p><b>Desktop features include:</b></p> <ul style="list-style-type: none"> <li>• User-configurable settings such as codes and speed dials</li> <li>• Direct reporting integration for select real-time reports</li> <li>• Screen pop service capabilities</li> <li>• Customized agent activity grids to separate inbound, outbound, and internal calls</li> <li>• Supervisor tools such as force logout, silent monitor, and real-time statistics</li> <li>• Integration to customer data via a published gadget integration methodology</li> </ul> <p>Finesse desktop supports multiple gadgets accessed via tabs, from within a single, custom desktop gadget called Multi-Tab gadget.</p> <p>The Multi-Tab gadget allows rendering multiple gadgets in a single desktop view, thus presenting more information in a concise and readily accessible manner. Gadget tabs can be re-arranged within Multi-Tab gadget. The Call Control gadget can also be hosted as a tab within Multi-Tab gadget. The height of gadgets within Multi-Tab gadget can be configured as dynamically adjusting or always maximized. Gadgets can also be made to appear/hide based on the desktop context, using APIs. Notifications can be made to appear or hide to control user attention, using APIs. This feature is available for Agents and Supervisors.</p>

Table 1. Core features

Feature	Benefit
<p><b>Single sign-on</b></p>	<ul style="list-style-type: none"> <li>The solution simplifies login and password management for agents and supervisors by allowing just one login for the Cisco Finesse desktop and associated gadgets.</li> </ul>
<p><b>Supervisory features</b></p>	<ul style="list-style-type: none"> <li>Supervisors can view agent states and call information, send chat messages to agents, interrupt or intercept calls, record conversations, and silently monitor agent calls from the corporate network or through a remote dial-in connection. These features add value to the supervisor's role in the contact center and help them effectively manage their teams.</li> <li>With supervisor and agent chat capabilities, supervisors can send chat messages to agents participating in a call, allowing supervisors to coach agents unobtrusively on cross-sell and up-sell opportunities, and help agents resolve customer situations. Supervisors can interrupt an agent's call to create a three-way conference, and then interact with both the caller and the agent to help resolve a concern. A supervisor can remove the agent from a call using the Intercept feature, allowing the supervisor and caller to complete the call on their own while the agent handles another customer request.</li> <li>Supervisors can change an agent's state from their desktop. For example, agents may forget to make themselves available to take calls after a break or neglect to log out when away from their workstations for an extended period. Supervisors can easily log out missing agents or make unintentionally idle agents ready to take calls.</li> <li>This function is critical to highly distributed contact center deployments.</li> <li>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.</li> </ul>
<p><b>Reporting and analytics</b></p>	<ul style="list-style-type: none"> <li>Reporting is provided by the Cisco Unified Intelligence Center (CUIC), which offers numerous report templates intended to meet common reporting needs. With the availability of the underlying data model and schema, you can easily develop custom reports to extend the solution to meet specific reporting needs.</li> <li>Allows for the export of reporting data to external data warehouse environments for extended storage and advanced analytics.</li> <li>Provides real-time and historical data necessary for mission-critical contact center reporting across all media types. The solution provides accurate and timely reports on contact center activity, helping managers make informed decisions regarding staffing levels and contact handling procedures.</li> <li>The Live Data feature provides a new real-time architecture with significant real-time refresh-rate improvements with actionable, real-time contact center information.</li> </ul>



Table 1. Core features

Feature	Benefit
<p><b>Administration and management portal</b></p>	<p>Streamlined administration allows managers to perform all contact center administration centrally. The administrative interface allows agents to be set up to handle voice, web, chat, and email contacts, depending on their assigned skill sets.</p> <p>The interface allows system managers, administrators, and supervisors to develop, modify, or view routing scripts; manage the system configuration; monitor contact center performance; define and request reports; and help ensure system security. This one user interface provides enterprise-wide control across a single or multisite contact center.</p> <p><b>WxCCE-G’s web-based administration portal includes capabilities to:</b></p> <ul style="list-style-type: none"> <li>• Manage access and role-based permissions.</li> <li>• Search for an agent team or skill group.</li> <li>• Quickly add or remove agents to or from a skill or team.</li> <li>• Create agents, change agent passwords, and disable agents.</li> <li>• Bulk and clone agents.</li> <li>• Create contact center users.</li> <li>• Audit trail retention for six months.</li> <li>• Administer Unified Communications (UC) phones and features.</li> <li>• Customizable dashboards.</li> <li>• Enable access to most functions via a mobile device (i.e., a smartphone or tablet if the device is connected to the customer’s network).</li> <li>• Create and publish audio files in real time.</li> <li>• Automate distribution of audio files to media servers.</li> <li>• Enable/disable pre-recorded audio prompts.</li> <li>• Access restrictions.</li> <li>• Enable call back to customer upon agent availability.</li> </ul>

Table 1. Core features

Feature	Benefit
<p><b>APIs</b></p>	<ul style="list-style-type: none"> <li>• <b>Cisco Finesse API</b> allows companies to develop custom Cisco Finesse desktop capabilities tailored to meet the specific needs of their contact center operations through REST APIs and JavaScript libraries that simplify the development and integration of value-added applications and reduce the need for detailed desktop development expertise.</li> <li>• <b>Outbound campaign management API</b> allows for more precise control over contact center outbound calling campaigns.</li> <li>• <b>Precision routing API</b> enables an administrator to programmatically control their routing rules.</li> <li>• <b>Unified Customer Voice Portal (Unified CVP) Call Studio integrations</b> offer an IVR developer the ability to provide backend integrations to IVR applications, allowing personalization and integration with backend business systems.</li> <li>• <b>Database lookup API / app gateway</b> provides the ability to integrate business logic with agent routing algorithms.</li> <li>• <b>Cisco Unified Intelligence Center (UIC) reporting API</b> provides a systems analyst with the ability to create customized reports and dashboards.</li> </ul>
<p><b>Portal call backs</b></p>	<ul style="list-style-type: none"> <li>• WxCCE-G offers a portal callback feature to allow callers to hold their place in queue and be called back when an agent is available.</li> </ul>
<p><b>Cisco Emergency Responder (CER)</b></p>	<ul style="list-style-type: none"> <li>• WxCCE-G can optionally provide a solution to enhance the existing emergency 9-1-1 functionality offered by Cisco Unified Communications Manager.</li> <li>• It assures that Cisco Unified Communications Manager will send emergency calls to the appropriate Public Safety Answering Point (PSAP) for the caller’s location, and that the PSAP can identify the caller’s location and return the call if necessary.</li> </ul>

## Availability

Webex Contact Center Enterprise for Government is available for United States Federal and State Agencies Exclusively.

**North America:** United States

## 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. 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.

## Licensing

Cisco Webex Contact Center Enterprise for Government is a cloud service available in a Concurrent Agent buying model.

**Table 2.** Available buying model and agent types for Cisco Webex Contact Center Enterprise for Government

Buying model	Standard Agent	Premium Agent
Concurrent Agent	X	X

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 means the maximum quantity of Contact Center Users that are simultaneously logged in to use the Webex Contact Center Enterprise for Government software or services.

### Agent types

Cisco Webex Contact Center Enterprise for Government is available in two agent types that can be combined per the selected agent model. Table 3 explains the types. Table 4 details considerations when choosing agent types.

Concurrent Agent means the maximum quantity of Contact Center Users that are simultaneously logged in to use the Webex Contact Center Enterprise software or services.

Table 3. Available agent types for WxCCE-G

Agent types	Description
<p><b>Standard Agent</b></p>	<p>Standard Agent functionality includes browser-based agent desktop, inbound and outbound voice, touch-tone IVR, and web and voice callbacks.</p>
<p><b>Premium Agent</b></p>	<p>Premium Agent includes all Standard Agent features and adds support for Enterprise Chat and Email, multi-channel reporting and analytics, and supervisor monitoring and barge-in for all types of agents.</p>

Table 4. WxCCE-G agent type considerations

Agent considerations	Description
<p><b>Committed agents</b></p>	<p>Charges are based on a usage model. You have the option to pay for a committed quantity of agents on the order. The committed agent quantity will be used to determine your excess agent usage for each month.</p>
<p><b>Agent overages</b></p>	<p>WxCCE-G allows for agent usage in excess of the committed agent quantity selected on the order. Agent overages are calculated each month when the total number of agents used exceeds the total number of purchased committed agents on the order. On a monthly basis, Cisco will provide an excess usage quote to your reseller for the agents used in excess of the number of committed agents on the order.</p>

## Features and benefits by agent types

Your agent type selection entitles you to receive a bundle of WxCCE-G features. Table 5 describes the included features and additional options available based on the agent type selections.

Table 5. WxCCE-G features by agent type

Features	Standard	Premium
<b>Inbound and outbound voice</b>	Included	Included
<b>Intelligent skills-based routing and queuing</b>	Included	Included
<b>Browser-based agent desktop</b>	Included	Included
<b>Standard and customizable reporting (CUIC)</b>	Included	Included
<b>Touch-tone IVR</b> (CVP – 1 Primary and 1 Redundant port per agent ordered)	Included	Included
<b>Voice callback</b>	Included	Included
<b>Web callback</b>	Included	Included
<b>Basic outbound</b> (preview dialing)	Included	Included
<b>Real-time and historical reports data storage</b>	Included	Included
<b>Administration portal</b>	Included	Included
<b>Advanced outbound</b> (outbound option for predictive dialing)	Not Included	Included

Table 5. WxCCE-G features by agent type

Features	Standard	Premium
<b>Enterprise Chat and Email</b>	Not Included	Included
<b>Supervisor privileges</b> (monitoring, barge-in, and coaching of all agents)	Not Included	Included

## 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.

Please refer to the Cisco Collaboration Flex Plan Contact Center Ordering Guide for complete ordering details.

## 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 about Cisco Contact Center Services, visit:

<https://www.cisco.com/c/en/us/products/contact-center/service-listing.html>.

# 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 the following table:

**Table 6.** Cisco environmental sustainability


Sustainability topic	Reference
Information on product material content laws and regulations	<a href="#">Materials</a>
Information on electronic waste laws and regulations, including products, batteries, and packaging	<a href="#">WEEE compliance</a>

Cisco makes the packaging data available for informational purposes only. It may not reflect the most current legal developments, and Cisco does not represent, warrant, or guarantee that it is complete, accurate, or up to date. This information is subject to change without notice.

# Cisco Capital

## Flexible payment solutions to help you achieve your objectives

Cisco Capital 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 about Cisco contact center products,**  
Please visit [cisco.com/go/cc](https://cisco.com/go/cc).

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