Group Call Management

A call center included with Webex Calling at no extra cost

Group Call Management helps organizations bring operational excellence to hunt groups or call queues, by adding agent and supervisor features, as well as real-time and historical call queue analytics, to ensure our customers are always able to deliver the best service to their customers.

Group Call Management supports the needs of calling teams, or groups, that handle time-sensitive operations. Think internal help desks, for IT, or HR, for example. Or these could be outward facing groups handling calls from customers, clients, or patients. These features are easy to use as they are built right into our Webex App and Cisco MPP phones along with ease of administration via our Control Hub. It is included as part of the Professional Webex Calling subscription at no extra cost.

Webex Calling — Group Call Management + Webex Contact Center

Provide value to everyone

Key features enrich the experience for your callers, your staff, supervisors and administrators.

Not a Contact Center replacement

Supports calling media only, not omni-channel engagement, nor the advanced workforce management tools of a contact center solution.

Competitive differentiators

Offered out-of-the-box at no additional cost, including advanced features like basic skills-based routing and caller requested callback.

Provide value to everyone

For callers

- Welcome greeting
- Comfort greeting (we will be with you shortly)
- Request callback (caller can designate a callback number, rather than wait in queue)
- Enhanced queue routing policies (for night service, holidays, and forced forwarding)

For staff

- One-step login/logout of queue
- Personal readiness status management
- Multi-queue operations
- Intuitive UX options for desk phone and Webex App

For supervisors and administrators

- Monitor/whisper/barge/takeover active calls
- Call queue reporting and analytics dashboard
- Assign call queue staff per queue
- Assign skills-based routing ratings of staff, per queue

Not a Contact Center replacement

Group Call Management is not intended as a replacement for a Webex Contact Center solution. Rather, it is provided to support our customers' need for a more professional way of providing service and measuring performance of their hunt group and call queue team operations.

Competitive differentiators

Cisco and our competitors have been offering hunt groups and call queues as part of their cloud calling services for years. So what sets Group Call Management apart from the rest?

Three qualities make the difference:

- Basic skills-based routing ensures callers are served by the best available agent every time. Competitors require a contact center subscription to get skills-based routing.
- Caller requested call back provides added convenience for callers, to choose when they wait in queue. Some competitors don't even offer the callback request feature in their cloud contact center solution.
- No premium subscription price, because Group Call Management is included with every Professional Webex Calling subscription. Competitors charge a monthly, per-user premium for similar features.

October 2022

For more information
Talk to your Cisco, or Cisco partner account team to learn more.

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