

Contact Center

Contact centers are typically crowded, noisy environments, causing a real problem when agents need to communicate clearly with their customers. As contact centers continue to reopen, and call volumes get higher, this becomes an issue that can no longer be ignored.

The **Cisco Desk Phone 8851** is a productivity powerhouse for contact center agents. With programmable keys, multi-call-per-line call handling, and access to applications, contact center agents have everything they need at the touch of a button. The **Cisco Headset 500** and **Headset 720** series pair perfectly with Cisco IP phones to reduce background noise with unidirectional microphones and a boom arm that isolates sound to the agent's voice. That means even in a room filled with commotion, your agents stay focused, and your customers will always get a great experience.

Webex Contact Center, integrated with the **Webex Suite** delivers full-featured collaboration and helps bring the power of your business together to address customer issues. It allows agents to quickly connect face-to-face with subject matter experts to get faster, more accurate answers for customers. And for an even better experience, the **Cisco Desk Camera 1080p** can be easily placed on a monitor to deliver a high-quality video experience.

Soon, all your agents will be super agents.



Product List

WEBEX DEVICES

[Cisco Headset 500 series](#)

[Cisco Headset 720 series](#)

[Cisco Desk Camera 1080p](#)

[Cisco Desk Phone 8851](#)

SOFTWARE/FEATURES

[Webex Contact Center](#)

[Webex Suite](#)