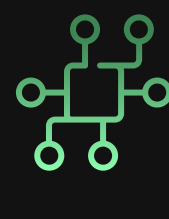


Are you ready to unlock innovation?

Move your contact center to the cloud.

The promise of cloud.

Investments in cloud technology enable your business to adapt quickly to change and remain relevant and viable in today's competitive climate.



Innovation

Leverage AI to drive efficiency and competitive advantage



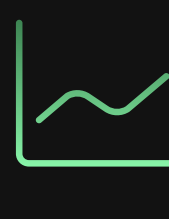
Agility

Evolve with the market and adapt rapidly to change



Flexibility

Accelerate feature availability and increase extensibility



Scalability

Support business growth and meet customer demands



Stability

Lower your costs and improve financial stability



Security

Keep up with compliance and protect customer data

Why cloud now?

The benefits of moving your contact center to the cloud

Legacy on-premises platforms are costly, stifle innovation, and reduce IT efficiency, making scaling tough and updates unreliable, which can affect talent retention. Transitioning to a cloud contact center eliminates these issues by:

Increasing innovation

Leverages AI and real-time data for better decision-making and efficiency, reducing IT dependency for updates, and improving customer satisfaction through enhanced first-contact resolution.

Lowering operating costs

Lowers operating expenses and increases flexibility by easily adding new features like omnichannel support, without the costs of maintaining outdated systems.

Improving IT efficiency

Minimizes the need for heavy infrastructure investment, support licenses, and IT labor, making system integration more streamlined.

Improving scalability

Provides extensibility and scalability, allowing seamless integration with cloud applications and easy adjustment to business changes without high customization fees.

Speeding up software updates

Enables faster and more regular updates, simplifying scalability and cutting down on the costs and inefficiencies of lengthy deployments and complex upgrades.

Accelerating time-to-market

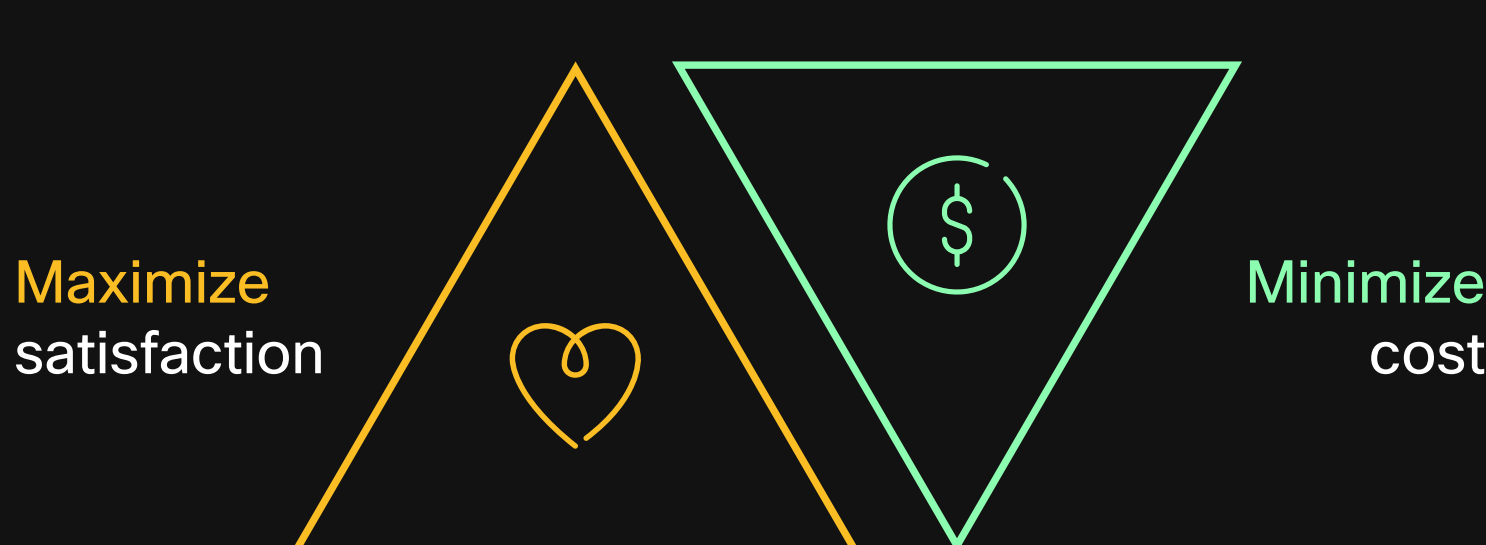
Speeds up time-to-market, giving your company a competitive edge by quickly adapting to market changes and avoiding delays tied to on-premises complexity.

Attracting top talent

Makes your company more attractive to top IT and contact center professionals who prefer working with cutting-edge, efficient technology.

The CX imperative.

Every business faces the same customer experience imperative.



How do you strike the right balance between cost efficiency and customer satisfaction?

Maximize satisfaction

- ✓ Deploy the right channels to meet customers where they're at
- ✓ Offer customers intuitive AI self-service options 24/7
- ✓ Empower agents with "just-in-time" AI assistance
- ✓ Streamline engagement with integrated applications at agent desktop
- ✓ Automate call summarization to save time and reduce wait times
- ✓ Provide agents with easy real-time access to back-office experts
- ✓ Establish work-from-home to maximize resources and improve agent satisfaction

Minimize cost

- ✓ Shift CAPEX to OPEX by deploying a cloud contact center
- ✓ Switch to a predictable budget with subscription-based pricing
- ✓ Use workforce optimization tools to efficiently scale and optimize staffing
- ✓ Deflect common queries to virtual assistants to resolve issues without the help from agents
- ✓ Reduce hardware infrastructure maintenance and upgrade costs
- ✓ Scale on-demand without additional hardware or IT assistance

The ROI of cloud contact center.

Forrester's analysis of four Cisco Webex Contact Center customers.

\$1.7M

Reduced IT support costs

\$3.6M

Reduced contact center agent labor.

\$2.8M

Reduced customer care and quality management costs.

\$3.5M

Legacy license savings.

\$3.6M

Avoided cost of downtime.

Discover the advantages of moving your contact center to the cloud.

[Learn more](#)