

# Multi call window for Webex Calling

## Empower agents to manage interactions at scale

To deliver the highest level of customer service, your agents need the ability to efficiently manage a high volume of calls across multiple lines or queues. This can be difficult with existing multi-line solutions that require bulky desk phones or complex applications that are difficult to use and obtrusive on a computer desktop.

The multi call window streamlines the experience of users that manage a high volume of calls. A complement to the Webex App, the multi call window enables users to easily manage up to eight lines, shared lines, call queues, or call groups from their computer desktop. Users have access to enterprise calling features, such as line and queue selection, presence indicators, and functions including hold, transfer, record, conference, park, and escalate to screen share.

The slim design of the multi call window fits unobtrusively on a computer desktop, so users can manage multiple phone calls and monitor colleagues while continuing to use other applications. Our new calling dock can be placed around your desktop to provide quick access to the multi call window. And unlike traditional, immobile multi-line phones, the multi call window is accessible from anywhere—in the office, at home, or on the road.



Empower agents to elevate the customer experience



Easily manage multiple lines and call queues



Increase the productivity of users working from anywhere

## Benefits

### Powerful

Manage up to eight lines with powerful enterprise calling features, from the convenience of your computer desktop

### Easy to use

Easily select lines, voice queues, and manage multiple calls

### Maximize productivity

Slim and unobtrusive, the multi call window fits within your desktop workflow to maximize productivity

### Flexible

Each line can be a shared line, call queue, or call group, providing users with the flexibility to use the multi call window for a variety of applications

### Elevated agent experience

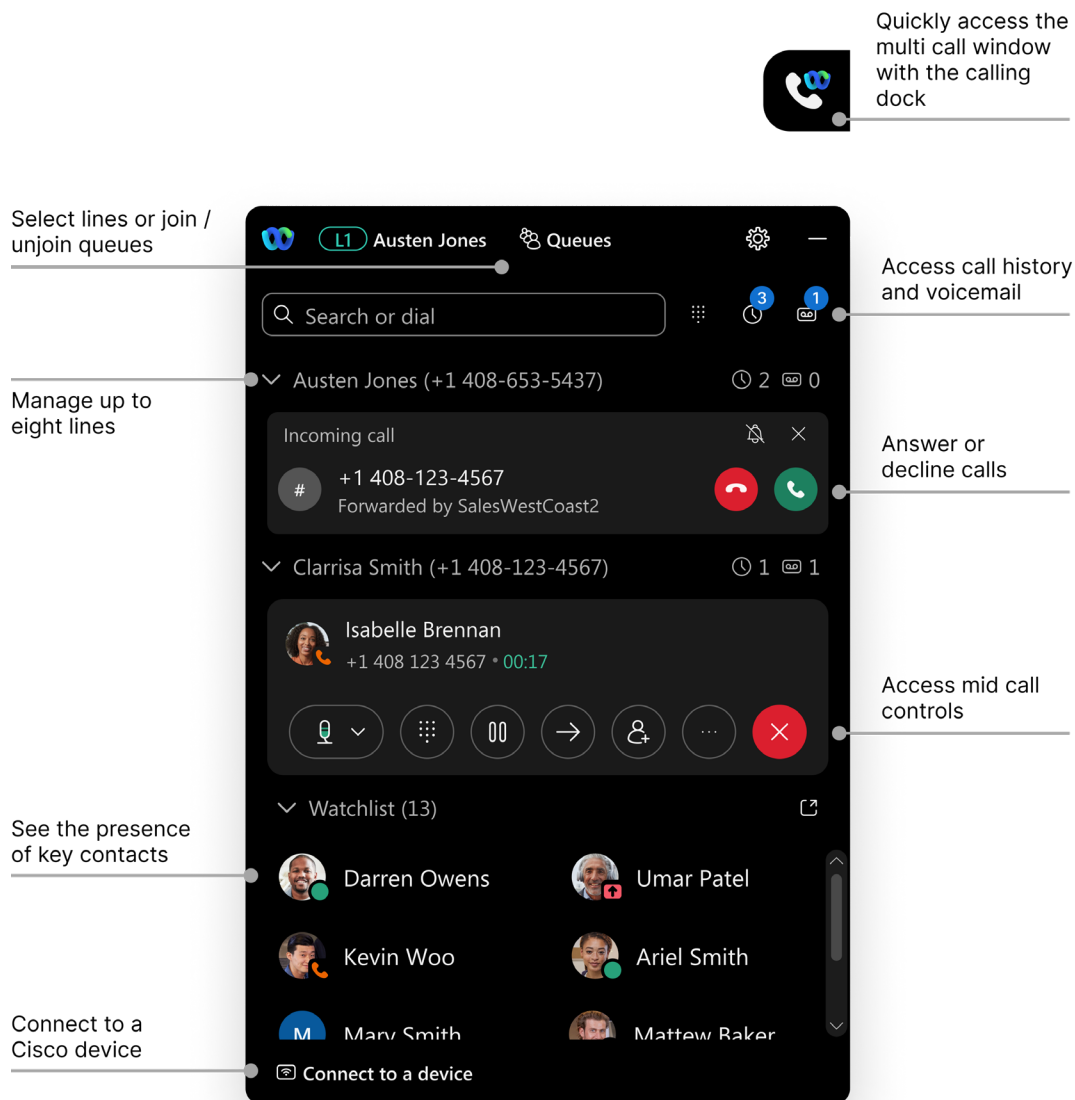
Empower agents with powerful tools to manage a high volume of calls from anywhere, without the need for bulky desktop phones

### No additional cost

Included for free with a standard Webex license with Calling

## Multi call window user experience

The multi call window gives agents immediate access to powerful calling tools across multiple lines or queues, all from a compact desktop window. The multi call window is a complement to the Webex App and is available for Webex Calling, Webex for BroadWorks, and Cisco Unified Communications Manager. Microsoft Windows is currently supported, with Apple MacOS support coming soon.



For more information about the multi call window, please visit [www.webex.com/contact-sales.html](https://www.webex.com/contact-sales.html) or contact your account manager or partner.

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