Webex Attendant Console

Empower attendants with a streamlined console

Receptionists, attendants, and operators are the face of your business. They are responsible for answering incoming calls and connecting callers to employees that can provide timely, accurate information, and quickly resolve customer issues.

Our new Webex Attendant Console provides these users with a powerful interface to easily manage a high volume of incoming calls. It gives users instant visibility into incoming calls, calls waiting, voice queues, parked calls, key calling KPIs, the presence of employees, and access to call controls.

Webex Attendant Console is delivered through the familiar Webex App experience to provide users with seamless access to the complete suite of Webex services. It's a modern, intuitive replacement for Receptionist Client that will increase the productivity of users and enhance the customer experience.



Empower attendants with powerful call handling tools



Quickly connect callers to the right contacts



Modern and intuitive replacement for Receptionist Client

Benefits

Powerful tools in a streamlined console

Users have visibility into voice queues, inbound calls, calls in progress, call handing KPIs, key contacts, and parked calls from a single, intuitive interface

Quick and easy call handling

Answer, transfer, conference, hold, or park calls with a single click

Calling KPIs

See important metrics, like calls waiting, average and max waiting time, call duration, and more, to ensure that callers have a positive interaction with your business

Presence management

Instantly see the presence of key colleagues and favorite contacts so you'll always know who's available to answer customer calls

Integrated

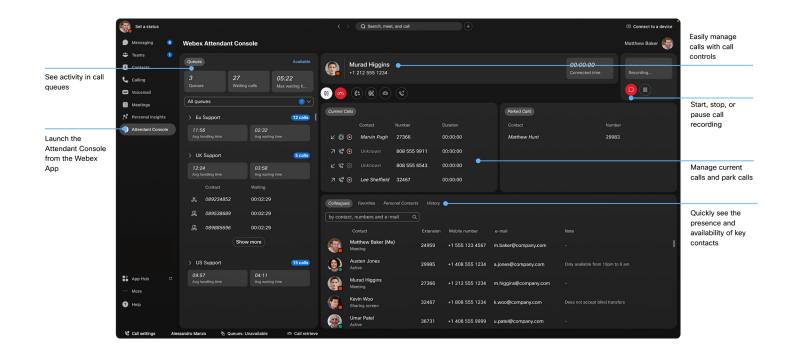
Webex Attendant Console is delivered through the familiar Webex App experience

Simple administration

Administrators can easily enable Webex Attendant Console through Control Hub for any Webex Calling multi-tenant user

Webex Attendant Console user experience

Empower receptionists, attendants, and operators with a seamless experience to efficiently manage a high volume of incoming calls. Available for Webex Calling multi-tenant users, this powerful console is a modern, intuitive replacement for Receptionist Client.



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For more information please visit www.webex.com/contact-sales.html or contact your account manager or partner. October 2023

2

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