

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 handling 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.

The screenshot shows the Webex Attendant Console interface. On the left is a navigation sidebar with options like Messaging, Teams, Contacts, Calling, Voicemail, Meetings, Personal Insights, and Attendant Console. The main area displays call queues for 'Eu Support' (12 calls) and 'UK Support' (5 calls), with metrics for average handling and waiting times. A 'Current Calls' table lists active calls with contact names, numbers, and durations. A 'Parked Calls' section shows a call for Matthew Hunt. At the bottom, there's a 'Colleagues' list with contact details and availability. Annotations with blue lines point to various features: 'See activity in call queues' points to the queue summary; 'Launch the Attendant Console from the Webex App' points to the sidebar; 'Easily manage calls with call controls' points to the call control icons; 'Start, stop, or pause call recording' points to the recording button; 'Manage current calls and park calls' points to the call lists; and 'Quickly see the presence and availability of key contacts' points to the colleagues list.

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

October 2023