

# Elevate the customer experience with Webex Calling

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# Introduction

## Calling is central to the customer experience.

Customers call your business when they have urgent concerns that require immediate attention. Your business' reputation, along with its ability to retain and add customers will be defined by its ability to support customers when they need you the most.

Webex Calling customers can make calling central to the customer experience with our simple, cost effective tools that enable employees to deliver delightful customer interactions. These capabilities are built into Webex Calling out of the box and are available through cost effective packages that fit the customer experience needs of businesses of any size.

In this ebook you will learn how you can elevate the customer experience with Webex Calling.





Customer journey

# Voice queues

## Deliver seamless customer interactions

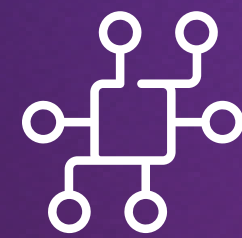
Voice queues provide call center features out of the box, and are included with Webex Calling for no additional fee. Voice queues are essential for any calling-focused customer experience strategy – it includes flexible tools to greet callers with custom messages, eliminate frustrating hold times, and route callers to skilled agents.

Note: Voice queues were formerly known as Group Call Management



### Caller greetings

Create custom welcome and comfort messages for each queue so callers are always greeted with a friendly and informative experience.



### Queue policies

Customize your queues with holiday and night services, forwarding rules, and announcements.



### Call routing

Select from priority or skills-based routing to direct calls to the right agents every time.



### Request call back

Provide callers with estimated wait times and allow them to request a call back to eliminate frustrating wait times.



### Overflow settings

Create rules to manage busy queues so customers are never left with a busy signal.



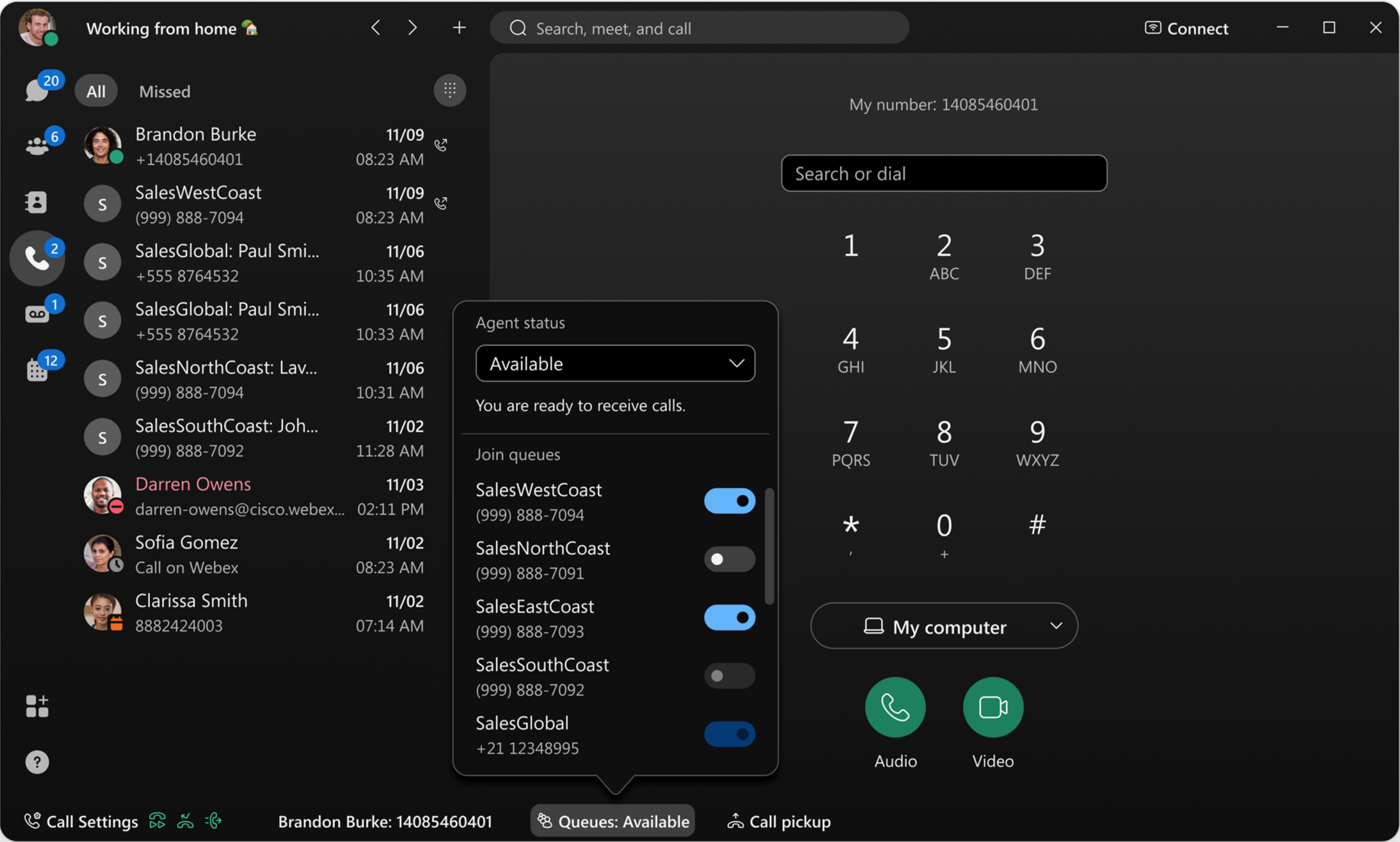
Agent experience

# Webex App

## Elevate the customer experience without friction

Any Webex Calling user can be elevated to a customer experience agent with tools built into the familiar Webex App experience. Users can easily join or unjoin queues, select from multiple lines, and manage calls with mid-call controls.

With our Webex Calling CX Essentials license, customer experience agents can automatically receive screen pops that display customer information from connected CRM systems to make every call more efficient.





Agent experience

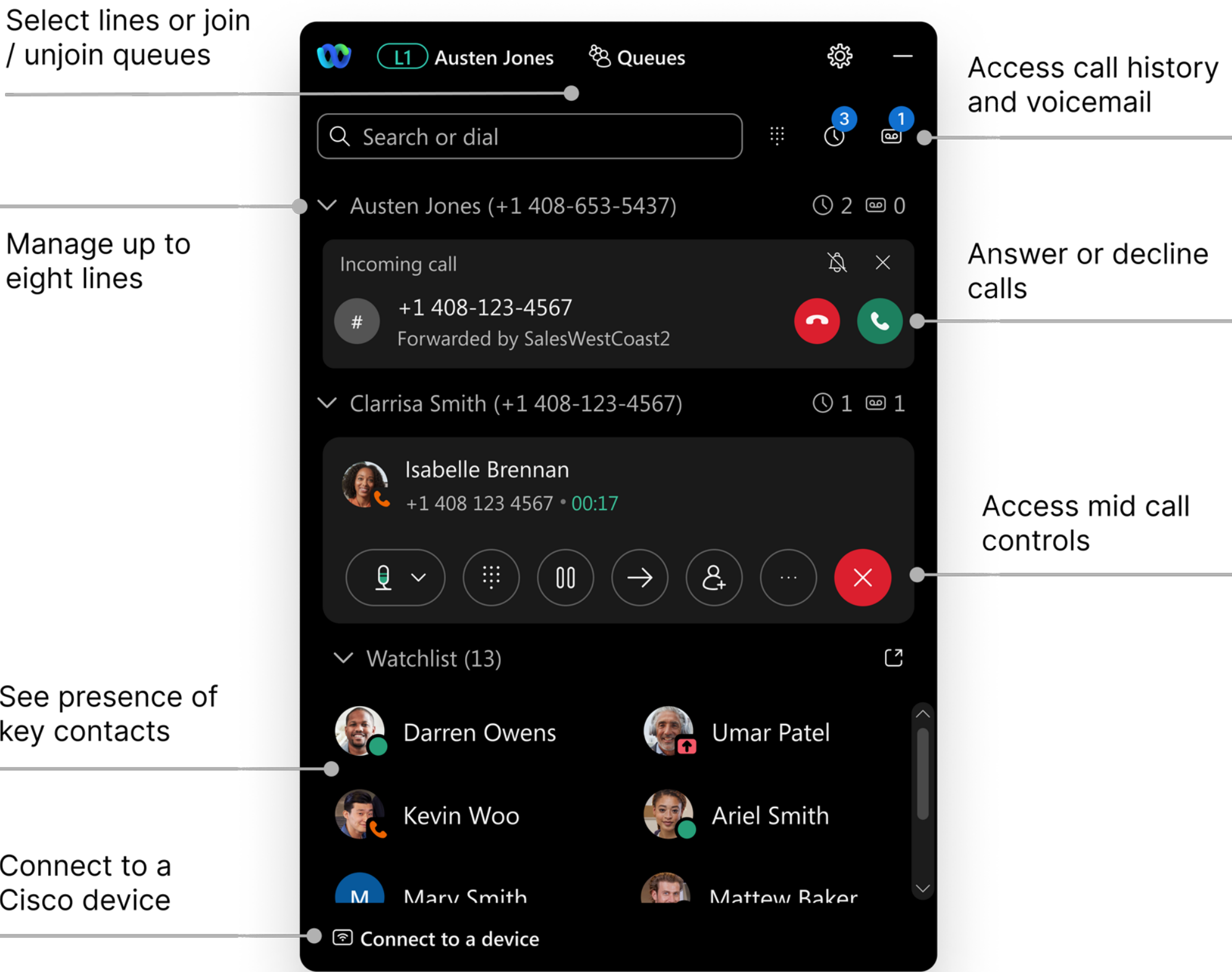
# Multi call window

## Manage customer interactions at scale

The multi call window is a powerful companion to the Webex App that enables users to easily manage a high volume of calls across multiple lines and queues. The multi call window has a compact profile that fits seamlessly within your desktop workflow and can be docked to your desktop for immediate access.

The multi call window is ideal for customer experience agents that make and receive a high volume of calls. Agents can quickly select from multi lines or join and unjoin call queues, and manage calls with easily-accessible mid-call controls.

Learn More





Agent experience

# Webex Calling for Microsoft Teams

## Elevate Microsoft Teams users to customer experience agents

Webex Calling for Microsoft Teams delivers a complete, enterprise-grade calling experience through the Microsoft Teams interface.

Our new home page is accessible directly from the Teams sidebar. It provides immediate access to a dial pad, speed dial, directory search, call history, voicemail, and presence.

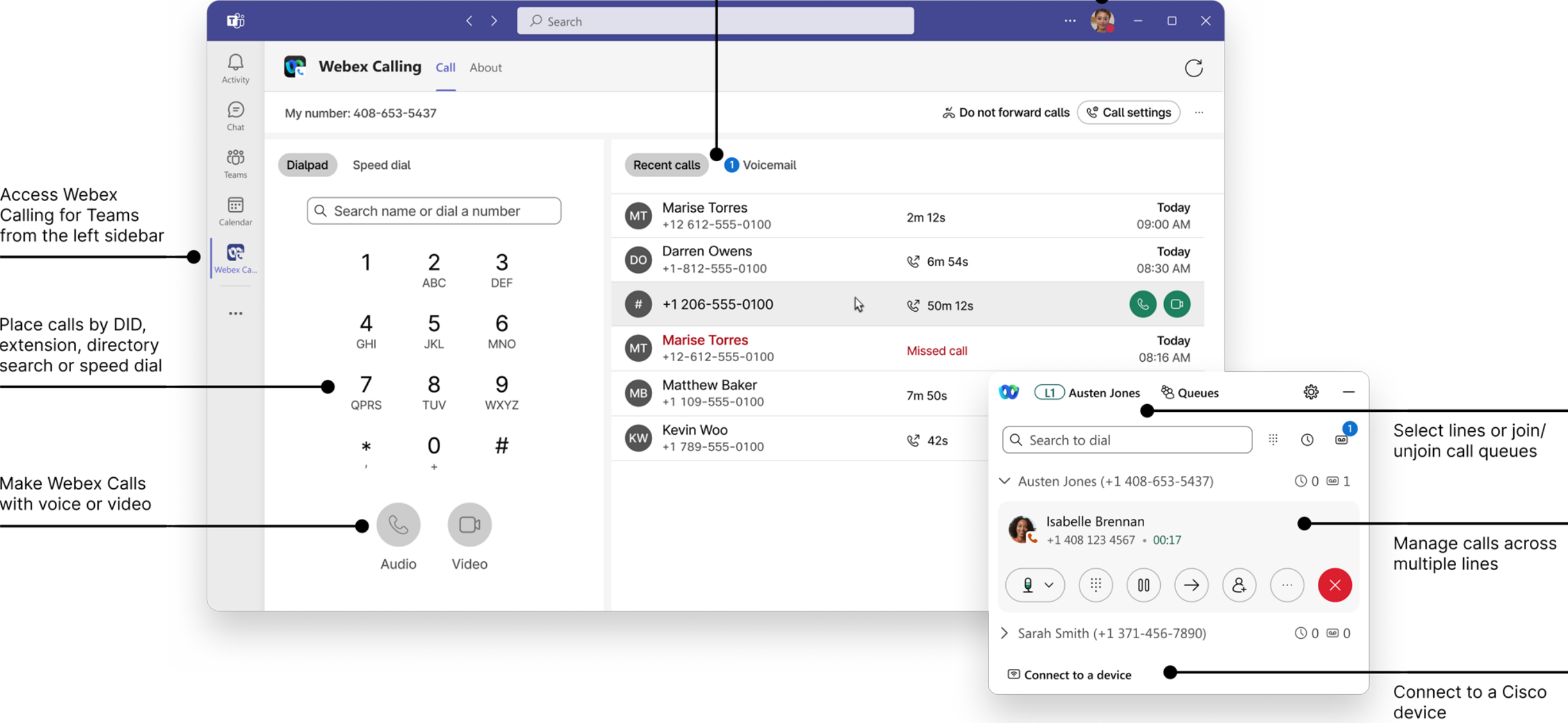
Teams users also have access to our multi call window. This powerful companion enables Teams users to act as customer experience agents, with the ability to join and unjoin queues and manage calls across multiple lines.

Learn More

Our new home page provides immediate access to Webex Calling features from the Teams interface

View call history and voicemail

Presence is synced between Teams and Webex



Multi call window enables users to easily manage calls across lines and queues through a compact window



## Agent experience

# End-to-end noise removal

## Eliminate distractions from customer interactions

Background noise during calls is distracting and makes every customer interaction less productive. We've built powerful, artificial intelligence-powered noise removal tools into Webex Calling to eliminate background noise on both ends of the call.

### Noise removal and optimize for my voice

These features remove noise from the Webex Calling user's side of the call. Noise removal eliminates distracting background noise, so employees can work from anywhere. Optimize for my voice focuses on the voice closest to the microphone – an ideal feature for busy environments like a crowded call center or coffee shop.

### HD Voice

This industry-first feature includes our award-winning background noise removal, which eliminates background noise on the customer's side of the call.

HD Voice also includes our new wideband audio technology, which uses artificial intelligence to reconstruct the high quality wideband speech spectrum from the original narrowband PSTN audio signal. This adds richness to voice and makes speech easier to understand.

Webex Calling users can activate HD Voice on calls with any external users with a single click. It's an essential feature for customer experience agents.





Supervisor experience

# Supervisor desktop

## Deliver quality customer service, training, and coaching

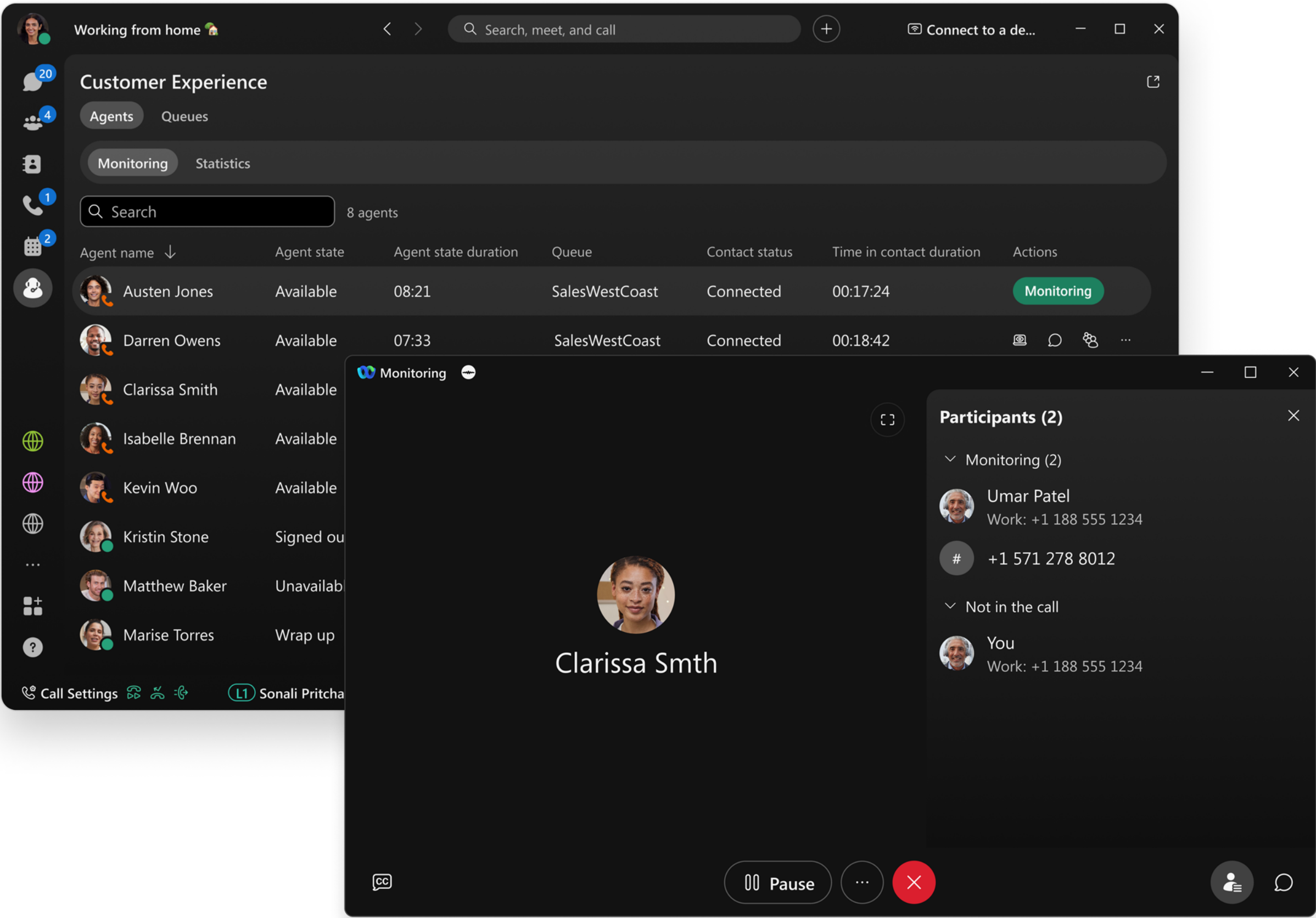
Our new supervisor desktop delivers powerful training, monitoring, and agent management tools through the familiar Webex App experience.

The supervisor desktop gives supervisors immediate insight into agent availability across queues. Supervisors can change the status of agents and assign or unassign agents to queues.

Our monitoring tools enable supervisors to barge, monitor, or whisper into agent conversations<sup>1</sup>. These features are essential for training, and help organizations to maintain the highest level of quality during customer interactions.

[Learn More](#)

<sup>1</sup> Barge and whisper will be released soon





## Supervisor experience

# Analytics

## Eliminate distractions from customer interactions

Our new supervisor experience includes analytics tools that provide essential insight into the performance of agents and queues.

### Live queue statistics

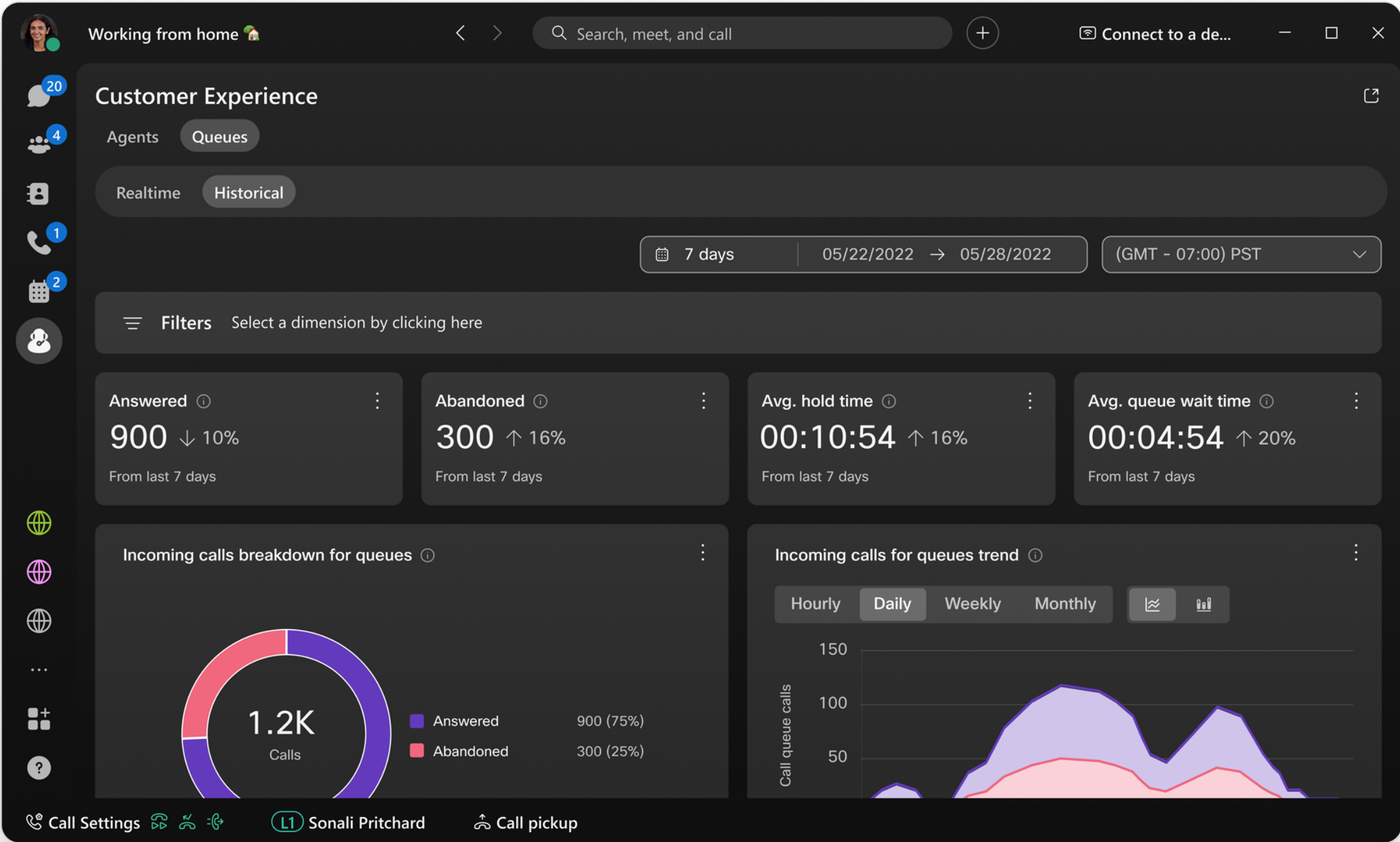
Our live statistics show queue performance in real time. It provides supervisors with immediate insight into queue metrics like answered calls, bounced calls, and average call handling time so customer service issues can be quickly resolved.

### Call queue analytics

These historical statistics give supervisors insight into call answered, abandoned, and transfer rates over time. These essential metrics help organizations to optimize staffing and improve the efficiency of call queues.

### Agent statistics

These metrics provide supervisors with insight into average agent call handling, talk, and hold times, as well as rankings of agents by performance. This data helps supervisors to identify opportunities for agent training and optimization.





Attendant experience

# Attendant Console

## Connect callers to the right contacts

Our new attendant console provides operators, receptionists, and attendants with a powerful interface to manage inbound calls.

The attendant console provides visibility into calls waiting in queue and the presences of colleagues. Users have quick access to call controls, including forwarding, transfer, park, and conference.

The attendant console is delivered through the familiar Webex App experience and is easily enabled through Control Hub.

Learn More

See activity in voice queues

Launch the Attendant Console from the Webex App

Set a status

Messaging 6

Teams 1

Contacts

Calling

Voicemail

Meetings

Personal insights

Attendant Console

App Hub

More

Help

Webex Attendant Console

Queues

Available

3 Queues

27 Waiting calls

05:22 Max waiting ti...

All queues

> Eu Support 12 calls

11:56 Avg handling time

02:32 Avg waiting time

> UK Support 5 calls

12:24 Avg handling time

03:58 Avg waiting time

Contact

Waiting

089234852 00:02:29

089538689 00:02:29

089885696 00:02:29

Show more

> US Support 15 calls

09:57 Avg handling time

04:11 Avg waiting time

Murad Higgins +1 212 555 1234

00:00:00 Connected time

Recording...

00

Call controls icons

Current Calls

Contact	Number	Duration
Marvin Pugh	27366	00:00:00
Unknown	808 555 9911	00:00:00
Unknown	808 555 6543	00:00:00
Lee Sheffield	32467	00:00:00

Colleagues Favorites Personal Contacts History

by contact, numbers and e-mail

Contact	Extension	Mobile number	e-mail	Note
Matthew Baker (Me) Meeting	24959	+1 555 123 4567	m.baker@company.com	-
Austen Jones Active	29985	+1 408 555 1234	a.jones@company.com	Only available from 10pm to 6 am
Murad Higgins Meeting	27366	+1 212 555 1234	m.higgins@company.com	-
Kevin Woo Sharing screen	32467	+1 808 555 1234	k.woo@company.com	Does not accept blind transfers
Umar Patel Active	36731	+1 408 555 9999	u.patel@company.com	-

Easily manage calls with call controls

Start, stop, or pause call recording

Manage current calls and park calls

See the presence and availability of key contacts



# Customer experience solutions for any need

Elevate the customer experience today and evolve for the future with the Webex portfolio

Webex Calling customers can elevate the customer experience with tools included with the Webex Calling Professional License, including voice queues, agent experience, multi call window, and Microsoft Teams integration. This is an ideal solution for businesses with up to 50 agents and 250 calls per queue.

**CX Essentials**

Businesses with more agents, a higher volume of calls, or more complex interactions can upgrade to the CX Essentials license, which adds screen pops, supervisor tools, and analytics. CX Essentials will be available in CY H1 2024.

**Webex Contact Center**

Businesses that require a complete, omni-channel contact center solution can leverage the full capabilities of Webex Contact Center.

With Webex, organizations can meet their customer experience needs today and evolve for the future with flexible solutions delivered by a single vendor.

FEATURE	DESCRIPTION
Webex Calling Professional License	<ul style="list-style-type: none"><li>• Voice queues</li><li>• Agent experience</li><li>• Multi call window</li><li>• HD Voice</li><li>• Microsoft Teams integration</li><li>• Up to 50 agents and 250 calls per queue</li></ul>
Webex Calling CX Essentials license	<ul style="list-style-type: none"><li>• Includes Webex Calling license</li><li>• Supervisor experience</li><li>• Supervisor analytics</li><li>• Agent screen pops</li><li>• No agent or call limitations</li></ul>
Webex Contact Center	<ul style="list-style-type: none"><li>• Omni channel</li><li>• Dedicated agent and supervisor experience</li><li>• End-to-end customer journey orchestration</li><li>• Campaign management</li><li>• Workforce management and optimization</li></ul>



# Learn More

Find out how your business can elevate the customer experience with Webex Calling

Webex Calling

Contact Us



