

Available at launch

Roadmap

Webex Customer Experience

A customer experience solution for any need

	Customer Experience Basic	Customer Experience Essentials	Customer Experience Standard / Premium
Overview	Lightweight voice-only call center included with Webex Calling	Essential contact center tools, plus Webex Calling Professional License	Large scale, feature rich contact center and CPaaS solution
Key features	 Included with Webex Calling Professional License Voice queues Agent experience Skills-based routing Multi call window Audio Intelligence Call queue analytics Courtesy callback 	 Everything in Customer Experience Basic, plus: Agent queue monitoring and screen pops Supervisor experience Supervisor and agent analytics Includes Webex Calling Professional License 	 Sold as Webex Contact Center Omni channel Deep agent and supervisor functionality Al capabilities Automation and virtual agents Customer journey data Robust reporting and analytics
Use cases	 Small internal help desks Small real estate offices Regional auto dealership 	 Enterprise internal help desk Retail and pharmacy branches Regional insurance agencies Local healthcare clinics 	 Global airline Headquarters of large retailer National insurance company
Pricing starts at	\$11.95 per user / month* *CSRP for Webex Suite Enterprise Agreement based on 3 year agreement	\$30 per user / month* *Promotional price for licensing only for US only in USD with a 3 year minimum term, pricing through partners may vary depending on included elements and will vary regionally. \$60 per user / month list pricing	Contact your partner for pricing
	Learn More →	Learn More →	Learn More →

Agent Experience

Audio Intelligence noise

	Customer Experience Basic	Customer Experience Essentials	Customer Experience Standard / Premium
Agent experience	Webex App (desktop and mobile) Multi call window	Webex App (desktop and mobile) Multi call window	Webex Contact Center Agent Desktop
Queue selection / state management			\checkmark
Inbound & outbound voice		\checkmark	\checkmark

removal			_
HD Voice external caller noise removal	\checkmark	\checkmark	\checkmark
Call recording (on demand, auto, 3rd party)	\checkmark	\checkmark	\checkmark
AI Call summaries			\checkmark
Real time queue analytics	_	\checkmark	\checkmark
Post-call wrap up	_	\checkmark	\checkmark
Customer Journey Data Widget	_	\checkmark	\checkmark
Customizable layout	_	_	\checkmark
Cisco Al Assistant		\checkmark	\checkmark

Outbound

Preview/Progressive/ Predictive dialing	_	_	\checkmark
Campaign management	_	_	\checkmark
			Add-on

Integrations

Microsoft Teams app integration	\checkmark	\checkmark	\checkmark
URL screen pop	_		\checkmark
CRM connector	_	_	\checkmark

Channels

Voice	\checkmark	\checkmark	\checkmark
Digital	_	\checkmark	\checkmark

Supervisor Experience

Customer Experience Basic

N/A

Customer Experience Essentials

Webex App



Customer Experience Standard / Premium

Webex Contact Center Supervisor Desktop

Visual agent monitoring

Supervisor experience

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Agent state control	_	\checkmark	\checkmark
Monitor	_	\checkmark	\checkmark
Barge and coach	_	\checkmark	\checkmark
Real time analytics	_	\checkmark	\checkmark
Historical analytics	_		\checkmark
Basic reporting	_	\checkmark	\checkmark
Customer reporting and advanced analytics	_	_	\checkmark
Supervisor alerts	_	_	\checkmark
Post interaction survey	_		\checkmark

Administration and Routing

Customer Experience

Basic

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Customer Experience Standard / Premium

Telephony / PBX	Webex Calling	Webex Calling	Webex Calling or 3rd Party
Routing			
Standard routing and queuing			
Automatic call distribution	\checkmark	\checkmark	\checkmark
Skills-based routing	\checkmark	\checkmark	\checkmark
Touch-tone IVR	\checkmark	\checkmark	\checkmark
Data-directed routing	_	_	\checkmark
Customer journey data			
Pool time customer			

Customer Experience

Essentials

Real time customer	_	_	
journey tracking	_	_	

Add-ons

Customer Experience Basic

Customer Experience **Essentials**

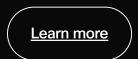
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Customer Experience Standard / Premium

Workforce optimization

optimization			
Quality management	_	_	\checkmark
Workforce management	_	_	
Integrations			
Virtual Agent	_		\checkmark
Google CCAI / TTS	_	_	\checkmark
Post Interaction Survey	_	_	\checkmark
Artificial Intelligence			
Virtual agents	_	_	\checkmark
Advanced AI (Agent answers, burnout prevention, and more)	_	_	\checkmark
Google CCAI / TTS	_	_	\checkmark
PSTN			
Local Gateway	\checkmark	\checkmark	\checkmark
Cloud Connect for Webex Calling	\checkmark	\checkmark	\checkmark
Cisco Calling Plans	\checkmark	\checkmark	\checkmark
Service number		\checkmark	\checkmark

Find a customer experience solution that meets any need with Webex.



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