

# 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 <ul style="list-style-type: none"><li>Voice queues</li><li>Agent experience</li><li>Skills-based routing</li><li>Multi call window</li><li>Audio Intelligence</li><li>Call queue analytics</li><li>Courtesy callback</li></ul>	Everything in Customer Experience Basic, plus: <ul style="list-style-type: none"><li>Agent queue monitoring and screen pops</li><li>Supervisor experience</li><li>Supervisor and agent analytics</li><li>Includes Webex Calling Professional License</li></ul>	Sold as Webex Contact Center <ul style="list-style-type: none"><li>Omni channel</li><li>Deep agent and supervisor functionality</li><li>AI capabilities</li><li>Automation and virtual agents</li><li>Customer journey data</li><li>Robust reporting and analytics</li></ul>
Use cases	<ul style="list-style-type: none"><li>Small internal help desks</li><li>Small real estate offices</li><li>Regional auto dealership</li></ul>	<ul style="list-style-type: none"><li>Enterprise internal help desk</li><li>Retail and pharmacy branches</li><li>Regional insurance agencies</li><li>Local healthcare clinics</li></ul>	<ul style="list-style-type: none"><li>Global airline</li><li>Headquarters of large retailer</li><li>National insurance company</li></ul>
Pricing starts at	\$11.95 per user / month* <small>*CSRP for Webex Suite Enterprise Agreement based on 3 year agreement</small>	\$30 per user / month* <small>*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</small>	Contact your partner for pricing

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## Agent Experience

✓ Available at launch

✓ Roadmap

	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	✓	✓	✓
Inbound & outbound voice	✓	✓	✓
Audio Intelligence noise removal	✓	✓	—
HD Voice external caller noise removal	✓	✓	✓
Call recording (on demand, auto, 3rd party)	✓	✓	✓
AI Call summaries	✓	✓	✓
Real time queue analytics	—	✓	✓
Post-call wrap up	—	✓	✓
Customer Journey Data Widget	—	✓	✓
Customizable layout	—	—	✓
Cisco AI Assistant	✓	✓	✓

### Outbound

Preview/Progressive/Predictive dialing	—	—	✓
Campaign management	—	—	✓ Add-on

### Integrations

Microsoft Teams app integration	✓	✓	✓
URL screen pop	—	✓	✓
CRM connector	—	—	✓

### Channels

Voice	✓	✓	✓
Digital	—	✓	✓

## Supervisor Experience

✓ Available at launch

✓ Roadmap

	Customer Experience Basic	Customer Experience Essentials	Customer Experience Standard / Premium
Supervisor experience	N/A	Webex App	Webex Contact Center Supervisor Desktop
Visual agent monitoring	—	✓	✓
Agent state control	—	✓	✓
Monitor	—	✓	✓
Barge and coach	—	✓	✓
Real time analytics	—	✓	✓
Historical analytics	—	✓	✓
Basic reporting	—	✓	✓
Customer reporting and advanced analytics	—	—	✓
Supervisor alerts	—	—	✓
Post interaction survey	—	—	✓

## Administration and Routing

✓ Available at launch

✓ Roadmap

	Customer Experience Basic	Customer Experience Essentials	Customer Experience Standard / Premium
Telephony / PBX	Webex Calling	Webex Calling	Webex Calling or 3rd Party

### Routing

Standard routing and queuing	✓	✓	✓
Automatic call distribution	✓	✓	✓
Skills-based routing	✓	✓	✓
Touch-tone IVR	✓	✓	✓
Data-directed routing	—	—	✓

### Customer journey data

Real time customer journey tracking	—	—	✓
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## Add-ons

✓ Available at launch

✓ Roadmap

	Customer Experience Basic	Customer Experience Essentials	Customer Experience Standard / Premium
Workforce optimization			
Quality management	—	—	✓
Workforce management	—	—	✓

### Integrations

Virtual Agent	—	✓	✓
Google CCAI / TTS	—	—	✓
Post Interaction Survey	—	—	✓

### Artificial Intelligence

Virtual agents	—	—	✓
Advanced AI (Agent answers, burnout prevention, and more)	—	—	✓
Google CCAI / TTS	—	—	✓

### PSTN

Local Gateway	✓	✓	✓
Cloud Connect for Webex Calling	✓	✓	✓
Cisco Calling Plans	✓	✓	✓
Service number	✓	✓	✓

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

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