

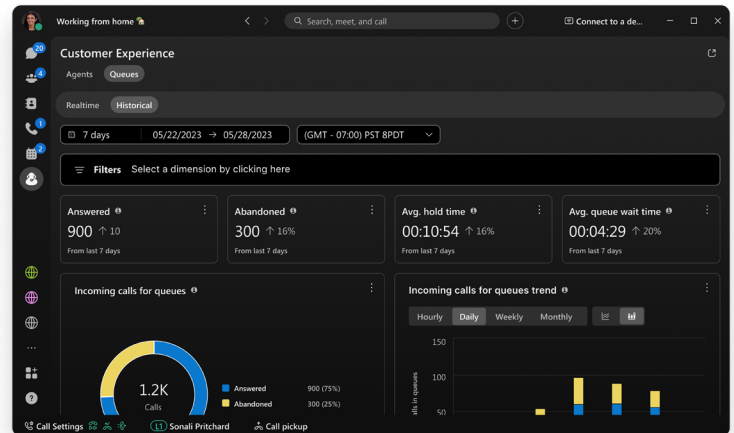
Webex Calling and Customer Experience Essentials

Build and strengthen customer relationships with Webex Calling

Calling is central to the customer experience. Customers call your business when they have urgent concerns that require immediate attention. Your business' reputation and 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 empower 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.

[Watch video](#)



Our new supervisor experience delivers immediate visibility into agents and powerful insights, directly in the Webex App

The customer experience is more important than ever

75%

believe that good customer service is a reason to be a repeat customer

55%

would change brands for a better customer experience

Elevate the customer experience with Webex Calling

Webex Calling customers can enhance the customer experience with tools included with the Webex Calling Professional License for no additional fee, or leverage features like Agent, Supervisor, and Analytics experiences with Webex Customer Experience Essentials. For a complete, omnichannel contact center experience, customers can select Webex Contact Center. [See a comparison of Webex Customer Experience solutions here.](#)

Webex Calling Professional License

Lightweight call center

Voice Queues – Easily manage customer calls with customizable messages, the ability for callers to request a call back, and rich routing options including skills-based routing. [Learn more](#)

Agent experience in the Webex App – Agents can easily select from multiple lines, join/unjoin queues, and set their status directly in the Webex App.

Multi call window – This complement to the Webex App enables agents to easily manage a high volume of calls across multiple lines or queues from a compact desktop client. [Learn more](#)

Artificial Intelligence – Ensure that every call is crystal clear with Audio Intelligence, HD Voice, and Webex AI Codec. Make every employee more productive with Cisco AI Assistant for Calling, which is coming soon to Webex Calling users worldwide.

Call queue analytics – Available in Control Hub, these real time and historical analytics dashboard give administrators insight into agent and queue performance for data-driven decision making.

Webex Customer Experience Essentials

For customer-facing teams of any size

Includes the Webex Calling Professional License, plus:

Supervisor Experience in the Webex App – Supervisors have immediate visibility of agents across multiple queues, and can message, monitor agent calls, join/unjoin agents from queue, or change agent status.

Agent screen pops and queue monitoring – Improve the customer experience with agent queue monitoring in the Webex App. Screen pops connect to any API-accessible database and display relevant caller information to make every interaction more productive.

Supervisor analytics – Available in the Webex App, Supervisor analytics deliver real-time visibility into call queues, and historical agent and queue reports for data-driven decision making.



For more information

Please read our Webex Calling customer experience ebook

November 2024