

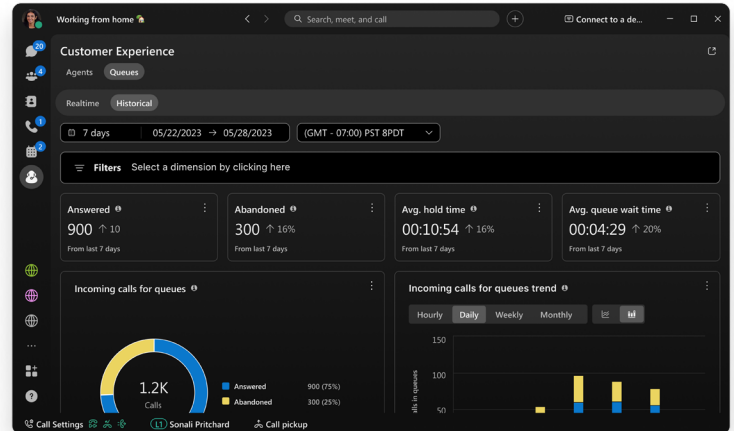
Webex Customer Experience Basic and Essentials

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 have two options to elevate the customer experience with Webex Customer Experience Basic and Essentials. For a complete contact center experience, customers can select Webex Customer Experience Standard and Premium available through Webex Contact Center.

[See a comparison of Webex Customer Experience solutions here.](#)

Webex Customer Experience Basic

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](#)

Audio Intelligence – Experience HD Voice, our latest Audio Intelligence feature that removes background noise and enriches narrowband PSTN audio with wideband for clearer, more productive calls. [Learn more](#)

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.

Included with Webex Suite and Webex Calling Professional Licenses

Webex Customer Experience Essentials

For customer-facing teams of any size

Everything in Customer Experience Basic, 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. [Learn more](#)

Agent screen pops – Our agent 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.

Digital channels – Coming in H2 CY 2024

Intelligent routing – Coming in H2 CY 2024

March 2024



For more information

Please read our Webex Calling customer experience ebook