

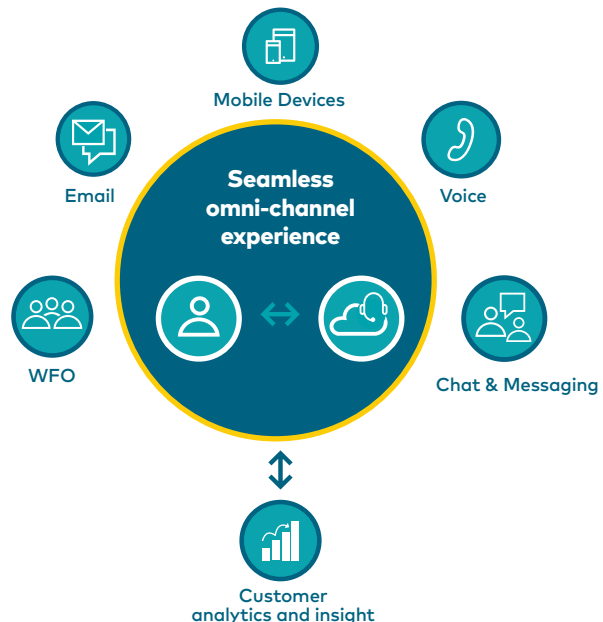
Personalise your customer journey and be an efficient, analytics-driven contact centre *Yes*

Streamline your customer journey and differentiate your business from the rest

Highlights

- **Omni-channel solutions**
Seamless customer journey across every touchpoint across digital and non-digital channels, while increasing agent productivity
- **Predictive Analytics**
Leverage in-depth knowledge to drive deeper satisfaction and increase first-contact resolution
- **Open architecture for integrations**
Creates a unified experience for customers, agents and management
- **Flexible Deployment**
Enables you to choose when and how you evolve your contact centre

A thoughtfully integrated omni-channel solution improves customer experience



Benefits of a cloud contact centre

- **Customer Journey Analyzer**
Cloud-data-driven analytics across your entire organisation provides critical insights on your customers journey for any deployment type
- **Centralised control**
Centralised analytics and rules drive single distribution engine for both premises-based and cloud-based agents
- **Distributed resource optimisation**
Real-time system visibility enables workload balancing and optimises agent routing
- **Global visibility**
Real-time global dashboards unify and correlate metrics from multiple systems and sites
- **Graceful cloud migration**
Gradually move to cloud rather than perform expensive and risky "rip and replace" approach



Features and Inclusions (Cont.)

Webex Contact Centre Core Capabilities	
Feature	Available in Webex Contact Centre
Inbound Voice	Yes
Outbound Voice	Yes
ANI Mask	Yes
Skill-based Routing	Yes
Web Callback	Yes
Outbound Campaign Management	Yes
Workforce Optimization	Yes
Real-time Reports	Yes
Historical Reports	Yes
Agent Personal Stats	Yes
Multi-tenant Jukebox	Yes
Jukebox Pruning Strategy	Yes
Call Recording including pause/resume recording	Yes
Call Monitoring	Yes
Advanced IVR	Yes
Audit Trail	Yes
Salesforce Classic out-of-the-box	Yes
Salesforce Lightning out-of-the-box	Yes
Zendesk out-of-the-box	Yes
Microsoft Dynamics 365 out-of-the-box	Yes
Recording Management, Encryption	Yes
Multiple Timezone - Telephony	Yes
Agent access to recordings	Yes
Business Rules Engine	Yes
Agent Bulk Upload	Yes
CDX	Yes
Call Finder and Agent Finder	Yes
Consolidated customer interaction history on agent desktop	Yes
Provisioning API	Yes
Agent Profiles	Yes
Supervisor Dashboards	Yes
Skill definitions and skill profiles - telephony	Yes
Last Agent Routing - Telephony	Yes
TTS - Estimated wait time	Yes
Supervisory logout of agents from Realtime Reports	Yes
Custom Integrations	Yes
Localization	Yes
Analyzer	Yes
PCI Compliance	Yes
HIPPA Compliance	Yes
CATO Compliance	Yes
SSO	Yes
GDPR (R10 Level)	Yes

Features and Inclusions (Cont.)

Chat Specific Capabilities	
Feature	Available in Webex Contact Centre
Secure Chat	Yes - Omni Channel
Use data from web form in routing	Yes - Omni Channel
Chat FIFO	Yes - Omni Channel
Proactive Chat	Yes - Omni Channel
Branding - Control, chat form and behaviour of chat bubble	Yes - Omni Channel
Chat Attachments	Yes - Omni Channel
Chat Surveys	Yes - Omni Channel
Bot Integration (Customer Virtual Assistant)	Yes - Omni Channel
Transfer to Agent	Yes - Omni Channel
Chat Conference	Yes - Omni Channel
Transcripts - Customer Save	Yes - Omni Channel
Video chat with escalation from text chat	Yes - Omni Channel
Chat/System messages on global as well as tenant level message setting	Yes - Omni Channel

Email Specific Capabilities	
Feature	Available in Webex Contact Centre
Subject Line Treatment	Yes
Email editor with rich text, inline images	Yes
Support different email servers (Gmail and Office365 over SSL/TSL)	Yes
OOB Template with greetings, signatures	Yes
Email attachments and threaded email	Yes
Reply all/forward	Yes
Transfer to Agent	Yes
Keyword based routing	Yes
Credit card masking	Yes
Auto pushback from agent inbox	Yes

Features and Inclusions

Chat and Email Shared Capabilities	
Feature	Available in Webex Contact Centre
Queueing and routing	Yes
Multi-session	Yes
Unified ordering and provisioning flow	Yes
Customer journey available to agent	Yes
RONA	Yes
Monitoring tools support	Yes
Agent productivity reporting via Analyzer	Yes
Reports by channel, agent, contact reason, team, skill, wrap up via Analyzer	Yes
Audiable and visual indicator for new chat/email	Yes
Fault Tolerance	Yes
Agent ability to add wrap up code for chat/email in desktop	Yes
Contact History across channels for a customer	Yes
Security policy management for attachments	Yes
Strategy base routing to agent	Yes
Queue level priority routing	Yes

Features and Inclusions (Cont.)

Cisco Analyzer Capabilities	
Feature	Available in Webex Contact Centre
Historical Reporting	Yes
Realtime Reporting	Yes
Stock Reports	Yes
Custom Visualisation Creation	Yes
Start Time setting in custom visualisation	Yes
Custom Intervals	Yes
Multiple Modules creation for a visualisation	Yes
Report Formatting - Visualisation, Title, Table	Yes
Formula	Yes
Variables	Yes
Stock Dashboards	Yes
Dashboard - Portal Admin	Yes
ACL for Analyzer	Yes
Activity Records on Home page - CAR, CSR, AAR, ASR	Yes
Search in a folder	Yes
Bread Crumbs	Yes
Schedule Jobs	Yes
Filters in Dashboard	Yes
Export Report as XL, CSV	Yes
Display Filters in Analyzer	Yes
Enhanced fields in Analyzer	Yes
Agent Personal stats	Yes

Features and Inclusions (Cont.)

Common Reporting Capabilities	
Feature	Available in Webex Contact Centre
Historical Reports	Yes
Realtime Reports	Yes
Stock Reports	Yes
Custom Visualisation Creation	Yes
Start Time setting in custom visualisation	Yes
Custom Intervals	Yes
Multiple Modules creation for a visualtiosation	Yes
Formatting - Visualisation, Title, Table	Yes
Formula	Yes
Variables	Yes
Stock Dashboards	Yes
Dashboard - Portal Admin	Yes
ACL for Analyzer	Yes
Activity records on Home page - CAR, CSR, AAR, ASR	Yes
Search in a folder	Yes
Bread crumbs	Yes
Schedule Jobs	Yes
Filters in Dashboard	Yes
Export report as XL, CSV	Yes
Supervisory logout of agents from Realtime reports	No
Display Filters in analyzer	Yes
Enhanced Fields in analyzer	Yes
Agent Personal stats	Yes

Features and Inclusions (Cont.)

Real Time Reporting	
Feature	Available in Webex Contact Centre
Agent Interval Realtime	Yes
Agent Interval Realtime - Chart	Yes
Agent Outdial Statistics Realtime	Yes
Agent Statistics Realtime	Yes
Queue Statistics Realtime	Yes
Site Interval Realtime	Yes
Site Interval Realtime - Chart	Yes
Team Interval Realtime	Yes
Team Interval Realtime - Chart	Yes
Team Statistics Realtime	Yes
Agent Realtime	Yes
Agent State - Site Realtime	Yes
Abandoned Chart	Yes
Abandoned Realtime	Yes
Entry Point Interval Realtime - Chart	Yes
Incoming, Short, IVR Time - Entry Point	Yes
Queue Service Level Realtime	Yes
Queue Service Level Realtime - Chart	Yes
Sites Contact Details Realtime	Yes
Sites Contact Details Realtime - Chart	Yes
Team Contact Details Realtime	Yes
Team Contact Details Realtime - Chart	Yes
Snapshot Entry Point IVR Realtime - Chart	Yes
Snapshot Entry Point Realtime - Chart	Yes
Snapshot Entry Point Realtime	Yes
Snapshot Queue Realtime - Chart	Yes
Snapshot Queue Service Level Realtime	Yes

Features and Inclusions (Cont.)

Historical Reporting	
Feature	Available in Webex Contact Centre
Agent	Yes - Omni Channel
Agent - Chart	Yes - Omni Channel
Agent Outdial Statistics	Yes - Omni Channel
Agent Statistics	Yes - Omni Channel
Site	Yes - Omni Channel
Site - Chart	Yes - Omni Channel
Team	Yes - Omni Channel
Team - Chart	Yes - Omni Channel
Team Statistics	Yes - Omni Channel
Agent Trace	Yes - Omni Channel
Agent Idle Auxiliary	Yes - Omni Channel
Site Idle Auxiliary	Yes - Omni Channel
Team Idle Auxiliary	Yes - Omni Channel
Agent WrapUp Auxiliary	Yes - Omni Channel
Site WrapUp Auxiliary	Yes - Omni Channel
Team WrapUp Auxiliary	Yes - Omni Channel
Volume Report - Chart	Yes - Omni Channel
Agent Volume	Yes - Omni Channel
Agent Volume - Chart	Yes - Omni Channel
Contact Reason	Yes - Omni Channel
Contact Reason - Chart	Yes - Omni Channel
Contact Volume	Yes - Omni Channel
Contact Volume - Chart	Yes - Omni Channel
Entry Point Contact Volume - CAR	Yes - Omni Channel
Entry Point Contact Volume - Chart	Yes - Omni Channel
Incoming, Short Contacts - Entry Point	Yes - Omni Channel
Queue Abandoned	Yes - Omni Channel
Queue Abandoned Chart	Yes - Omni Channel
Queue Contact Volume - Chart	Yes - Omni Channel
Queue Service level	Yes - Omni Channel
Queued Contact Volume	Yes - Omni Channel
Site Contact Volume - Chart	Yes - Omni Channel
Site Contact Details	Yes - Omni Channel
Team Contact Details	Yes - Omni Channel
Volume Report	Yes - Omni Channel
Volume Report - Chart	Yes - Omni Channel