UCx with Cisco Webex Call Center

TPX

Whether you have 5 employees or 5,000, you can project the impression of a large, professional organization when you add Call Center to your UCx with Cisco Webex service.

UCx with Cisco Webex is a cloud-based communications and collaboration service. It includes includes HD video, messaging, file sharing, screen sharing, conferencing and enterprise VoIP calling and much more in a single easy-to-use application that can connect with the other business tools you use to simplify life. And it's easy to add Call Center functionality to your service.

Call Center allows you to distribute inbound calls from a central phone number to groups of agents. You'll have the freedom to decide exactly how your calls are handled, even with multiple call centers. What's more, thanks to the power of UCx, your agents won't be tied to the main office — they can answer calls in the queue from branch locations or even at home.

Key Benefits

Call Center goes far beyond call routing, enabling you to:

- Empower your call center agents with fully-featured Instant Messaging and Presence
- Work seamlessly across multiple locations, and even incorporate remote workers
- Give your supervisors full visibility into the call center's performance with robust reporting tools
- Increase customer satisfaction with entrance messages, comfort messages, and alternate off-hours routing

UCx Call Center

Our Call Center is ideal for organizations faced with the need to manage a large call volume. Its robust features, paired with outbound calling capability and a queue that can handle up to 525 calls, will give you the ability to quickly and efficiently handle all customer calls.

In addition, the following web-based clients can be added to either Call Center package to integrate advanced functionality.

UCx Call Center Agent Client

The Call Center Agent Client puts the power of the call center at the fingertips of the agent. It allows the agent to join the call center, view inbound call and queue information, instant message and view presence state of contacts, set ACD state, escalate calls to the supervisor, and more.

UCx Call Center Supervisor Client

The Call Center Supervisor Client gives the call center supervisor a full set of tools to more effectively manage the queue and their agents' performance. Supervisors can directly manage queued calls, barge-in or silently monitor agents' calls, manually enable Night Service or Forced Forwarding, and access detailed agent and queue activity reports.

UCx Call Center	Base	Agent Client	Supervisor Client
Basic Features			
Basic Inbound ACD Specify call routing order	🟩	🟩	🟩
Inbound Call Center Queues	🟥		🟩
Assignable Agents Assign specific agents to the ACD group	🟩	🟩	🟩
Agent Poly Logon	🟩	🟩	🟩
Call Escalation		🟩	🟩
Incoming Call and Queue Info Displays number of callers and hold times	🟥	🟩	🟩
Thresholds and Alerts Monitor statistics outside acceptable range	🟥	🟩	🟩
Advanced Features			
Custom Unavailable Codes	🟥	🟩	🟩
Outbound Call Center	🟩	🟩	🟩
DNIS Prioritization	🟩	🟩	🟩
Agent Whisper Announcement	🟩	🟩	🟩
Call Disposition Codes	🟥	🟩	🟩
Emergency Escalation	🟥	🟩	🟩
Skill-Based Routing Assign skill levels to each agent	🟥	🟩	🟩
Reporting & Presence			
Basic Reporting & Monitoring	+		+
Enhanced Agent Reporting		🟩	🟩
Enhanced Queue Reporting			🟩
Queue Visibility			🟩
Agent Status Availability			🟩

🟩 Available feature with this package

🟥 May be entered/viewed with the Poly phone

+ Available with Supervisor only (Non Agent)

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