

Why Cisco Webex Contact Center (Webex CC)



MAKING A GOOD FIRST IMPRESSION

Using a contact center to unify your calls, chats, emails, and social media can help you to better serve your customers and prospects. An omnichannel contact center can help make connections between your clients and the person that can drive the best results for you and your customers, but it doesn't just happen automatically. Sometimes contact centers add frustration to customers' challenges. For example, think about the times you've contacted an organization for support and were left on hold for a long time or, worse, transferred to multiple departments only to have to describe your problem repeatedly.

On the other hand, recall an excellent contact center experience where you were quickly connected helpful and knowledgeable rep using your preferred channel — chat, text, email, or call — and your issue was resolved quickly. Isn't that the experience you want everyone who contacts your company to have? Isn't that what really drives brand loyalty?



HOW WEBEX CC FACILITATES AN EXCELLENT CX

Webex Contact Center (Webex CC) combines all the tools you need to make every interaction, from voice to messaging and beyond, a breeze.

The five key ingredients to Webex CC's capabilities include:

- 1. Digital-First.** Customers can connect when and how they want – via chat, text, social, email or call.
- 2. Contextual.** Collect valuable customer data delivered straight to the customer, agent, and applications that need it most.
- 3. Intelligent.** Super agent intelligence is built-in with AI-powered assistance and a new, modular agent desktop.
- 4. Flexible.** This next-generation cloud contact center is fully customizable.
- 5. Collaborative.** Engage your entire team with all-in-one messaging, meetings, calling, devices and more.

A FUTURE-PROOF INVESTMENT WITH IMMEDIATE SAVINGS

As a cloud-based subscription, Webex CC offers the technological advances you need and the service you expect while minimizing upfront CAPEX. As a result, many customers report significant savings from streamlined customer care and reduced IT and agent labor costs. Plus, the return on investment is typically between 13 and 18 months.

Webex offers the same experiences for on-premises and cloud users, making the transition to Webex Calling and Webex Contact Center more intuitive for Cisco Unified Communications users.

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WHAT MAKES US DIFFERENT

Presidio is a leading contact center and customer experience systems integrator with reputation of delivering high quality customer experience services across all industries and verticals. Presidio's deep expertise and proven design, delivery, development, and project management methodologies start with a focus on business outcomes. This allows our clients to leverage the art of the possible to holistically improve their citizen and customer journey. Our comprehensive approach to implementing solutions and depth of our portfolio allows us to uniquely provide a flexible and secure contact center environment.

Our professional services engagement model is built on the following value factors:

- ◆ Gathering a deep understanding of our customer's business drivers
- ◆ Defining customer experience goals upfront
- ◆ Initiate a white-glove services with meaningful communication touch points
- ◆ Creating documentation tailored to the business users
- ◆ Comprehensive training for all operational roles
- ◆ Ongoing holistic operational and business level support

WHY PRESIDIO

Industry leaders and analysts recognize Presidio for our ability to solve client challenges as they move to the cloud. We attract best-in-class engineering resources with the experience and knowledge to get it done right the first time.

Our clients benefit from the following:

- ◆ Thought leadership across technologies
- ◆ Experience in architecting, implementing, securing, and managing any customer experience or cloud transformation needs
- ◆ Multi-discipline experts working in concert to detect and remediate potential vulnerabilities
- ◆ A deep engineering bench and broad technology services and solutions, including domain expertise and consistent deliverables

Close integration between design, delivery, and customer experience teams results in professionally implemented solutions for each client's unique needs.

PRESIDIO AND CISCO

Presidio partners closely with Cisco to power successful business outcomes for our joint clients. We understand that the cloud is only as powerful as the network that supports it, unified collaboration hinges on highly available applications, and security is paramount for any cloud or hybrid strategy. Hence, the powerful alignment between Presidio's complete lifecycle services and Cisco's best-in-class technology is the differentiator behind customers' ever-evolving digital transformation.

Contact Presidio today: www.presidio.com
