Cisco Webex Contact Center Enterprise

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Contents

Product overview

Cisco Webex® Contact Center Enterprise (Webex CCE) provides a comprehensive, customizable, highly secure solution to meet the complex needs of the world's largest contact centers.

Readily extensible via open APIs and add-on options and backed by the security and support benefits only available from a trusted brand like Cisco, Webex CCE opens a path to the cloud for even the most business-critical contact centers.

Webex CCE is owned, operated, and supported directly by Cisco in North America, Europe, Asia, and Australia.

Enterprise scale

With support for up to 24,000 concurrent agents, Webex Contact Center Enterprise has the proven scale, security, and features to meet the needs of today's largest enterprise contact centers.

Cisco backed

Trust your investment in a solution owned, managed, and operated as part of Cisco's global data centers and cloud infrastructure, coupled with full adherence to Cisco's market-leading security and privacy standards for the utmost in reliability, stability, and compliance.

Cloud-based

Webex Contact Center Enterprise is built on the Webex Platform for Contact Center - an open, flexible multi-tenant cloud infrastructure that enables feature velocity, agility, innovation, and integration with other cloud applications.

Customizable and extensible

Our open and flexible cloud platform enables you to easily integrate your contact center with not only the rest of your Webex applications, but also with other critical cloud applications such as Customer Relationship Management (CRM) and Workforce Optimization (WFO) platforms central to effectively running your business.

Optimized user experience

A sophisticated, yet intuitive administration portal puts contact center operations management in the hands of the business, freeing the business to operate with a new level of speed and unburdening critical technical resources.

A path to cloud at your pace with the Collaboration Flex Plan

Webex Contact Center Enterprise is available as part of the Cisco® Collaboration Flex Plan, which provides an intelligent and practical path for migrating from on-premises to cloud contact center and collaboration solutions at your own pace, with an award-winning user experience at every step.

With common components, desktop, administration, and feature set, current Cisco Contact Center Enterprise customers can enjoy an especially seamless transition to cloud and minimal switching costs or operations disruption with Webex Contact Center Enterprise.

Features and benefits

Webex Contact Center Enterprise (Webex CCE) consists of an integrated, cloud-based feature set of core and optional add-on components that provide for Auto Call Distribution (ACD), Interactive Voice Response (IVR), Computer Telephony Integration (CTI), Workforce Optimization (WFO) including Quality Management (QM) and Workforce Management (WFM), outbound services, reporting, mobile applications, and video and IP telephony—all on an omnichannel basis.

The solution also includes numerous points of integration to customer applications, including leading Customer Relationship Management (CRM) systems. Webex Contact Center Enterprise is dynamic in nature and its full set of features and functionality will continuously evolve. Core features of Webex CCE are outlined in Table 1.

Table 1.   Core features

Feature	Benefits
Omnichannel: voice, email, and chat	Each agent license includes Cisco Enterprise Chat and Email (ECE), which offers multichannel capabilities with chat, email, and web callback. • This feature set helps businesses manage customer email messages and chats by automatically routing the chat or email to the correct resource, based upon information in the request and agent availability. • With **chat collaboration**, customers can chat with agents live over the web, with agents able to handle multiple chat sessions simultaneously. • The **email feature** helps businesses manage large volumes of customer email inquiries by sending automated replies and routing the email to the right resource. • With the **web callback feature**, customers can request a callback from a contact center when the right agent is available. ECE also provides reporting and monitoring tools to more effectively manage your contact center.
Automatic Call Distribution (ACD)	• Webex CCE provides information routing services based on Cisco's Unified Contact Center Enterprise (UCCE) and Cisco Unified Communications Manager (UCM) technology. • ACD functionality allows collection and routing of calls to a contact center agent; conversion of calls to formats that can be carried by a data network to their recipient; rules-based routing; multi-skilled expert agent selection; precision routing; supervisor features; call prompting; announcements; and music-on-hold and queuing capabilities. • Webex CCE includes **precision routing,** which sends the contact to the best available resource based on information about the caller and the attributes of the agent. By delivering the contact effectively, companies can reduce overall handling time, decrease the need for multiple transfers, and increase customer satisfaction with the experience. Precision routing is supported for all contact channels, including voice, video, web, chat, and email. • Webex CCE provides the option for callers to leave a voicemail if a desired agent is unavailable

Feature	Benefits
	Webex CCE also includes the following call distribution capabilities: ● **Computer Telephony Integration (CTI):** Screen pops based on ANI or customer-entered information can be used to improve efficiency and customer satisfaction. ● **Queue enhancements:** includes priority within queue, announcements/prompts within the queue, redirect on no answer
Customer routing administration	Webex CCE provides the customer with a portal for configuring routing rules and scripts. This functionality includes: ● Agent- and skill-based intelligent routing ● Precision routing to enable routing based on multi-dimensional agent and customer-specific business logic ● Adjusting real-time routing and call treatment ● Setting schedules, enabling treatments and audit trails ● Overflowing one skill group to another ● Triggering messages on expected wait times ● Controlling time-of-day routing and hours of operation schedules ● Controlling special schedules that override and extend the normal schedule
Customer profile routing	● Webex CCE extends the sources of data available for making contact routing decisions and for populating agent desktop applications. For instance, you can perform a lookup in your customer database during routing to guide its decisions. You can also use information from CRM applications to match customers with agents and expand the data available to screen-pop applications. ● Wherever an agent is based, the system delivers context-call event and customer-profile data as a contact arrives, allowing the agent or application to personalize service and help maximize efficiency.
Self-service Interactive Voice Response (IVR)	Webex CCE provides self-service interactive voice response via Cisco Unified Customer Voice Portal (Unified CVP). ● With Unified CVP, you can pay a bill, order products and track delivery, locate a dealer, schedule a pickup, change name and address information, make travel arrangements, check payment status, receive notification of unusual activity, and request literature or product information. ● Customers can use voice commands to retrieve the information they require without ever speaking with an agent, or to quickly navigate to the correct department or agent who can help them. ● Unified CVP is designed to simplify business integration, increase flexibility, and provide efficiency gains. These features can reduce business costs and dramatically improve customer satisfaction.
Agent greeting	● Play a configurable, automated agent greeting to callers, standardizing the caller experience. The greeting helps keep the agent voices fresh because they do not have to repeat the same greeting on every call.
Agent whisper	● Play a configurable announcement to an agent right before the caller is connected, providing information about the type of call being delivered (for example, sales or technical support) and other guidance. Agents get information about the caller through their headset, speeding problem handling and improving first-call resolution.
Remote agent support	● Remote agent support extends the contact center by providing Computer Telephony Integration (CTI), contact distribution, and reporting capabilities to remote agents in branch offices or at home, through either a broadband network connection or their home telephone line. Webex CCE provides identical user interfaces and feature functions to agents, regardless of location. ● Cisco Unified Mobile Agent allows agents to choose their destination phone number during login time, and to change the number as often as they want, giving the contact center the flexibility to adapt to a fast-moving mobile workforce. With work-at-home programs, agents can be given location flexibility while reducing the contact center's startup costs. This capability also allows agents to be on any phone device on any third-party switch infrastructure.

Feature	Benefits
Team collaboration	• Allows agents to collaborate with subject matter experts throughout the enterprise via messaging embedded within the agent desktop.
Cisco Outbound Option	• The Cisco Outbound Option, with its combination of outbound dialing modes, complements the powerful inbound call-handling capability of Webex CCE. • Build campaigns to use predictive, progressive, or preview dialing, which are integrated with inbound calls and compliant with contact center service levels, to offer a powerful blended solution. • Allocate agents to handle only inbound, only outbound, or both inbound and outbound contacts, offering an effective way to increase resource use. • Call-Progress Analysis (CPA) (also known as answering machine detection) is enabled for the outbound dialer. • Outbound reports include performance monitoring counters and personal call-back improvements for better agent usage.
Agent and supervisor desktops	• The Cisco Finesse® desktop is a next-generation agent and supervisor desktop designed to provide easy access to the applications and information your customer service organization needs through a customizable web-based interface. • It offers contact center representatives an intuitive, easy-to-use desktop design to help improve their performance and satisfaction, in turn enhancing their ability to provide quality customer service. • For IT professionals, the Cisco Finesse application offers a thin-client agent desktop that integrates smoothly with the Cisco Collaboration portfolio. It is standards-compliant and offers low cost of customization of agent and supervisor desktops. Desktop features include: • User-configurable settings such as codes and speed dials • Direct reporting integration for select real-time reports • Screen pop service capabilities • Customized agent activity grids to separate inbound, outbound. and internal calls • Supervisor tools such as force logout, silent monitor, and real-time statistics • Integration to customer data via a published gadget integration methodology
Single sign-on	• The solution simplifies login and password management for agents and supervisors by allowing just one login for the Cisco Finesse desktop and associated gadgets.
Supervisory features	• Supervisors can view agent states and call information, send chat messages to agents, interrupt or intercept calls, record conversations, and silently monitor agent calls from the corporate network or through a remote dial-in connection. These features add value to the supervisor's role in the contact center and help them effectively manage their teams. • With supervisor and agent chat capabilities, supervisors can send chat messages to agents participating in a call, allowing supervisors to coach agents unobtrusively on cross-sell and up-sell opportunities and help agents resolve customer situations. Supervisors can interrupt an agent's call to create a three-way conference, and then interact with both the caller and the agent to help resolve a concern. A supervisor can remove the agent from a call using the Intercept feature, allowing the supervisor and caller to complete the call on their own while the agent handles another customer request. • Supervisors can change an agent's state from their desktop. For example, agents may forget to make themselves available to take calls after a break or neglect to log out when away from their workstations for an extended period. Supervisors can easily log out missing agents or make unintentionally idle agents ready to take calls. • This function is critical to highly distributed contact center deployments. • Supervisors also can change an agent's skill profile in real time. This capability gives supervisors tactical tools to manage their agent teams and support contact center management objectives.

Feature	Benefits
Reporting and analytics	• Reporting is provided by the Cisco Unified Intelligence Center (UIC), which offers numerous report templates intended to meet common reporting needs. With the availability of the underlying data model and schema, you can easily develop custom reports to extend the solution to meet specific reporting needs. • Allows for the export of reporting data to external data warehouse environments for extended storage and advanced analytics. • Provides real-time and historical data necessary for mission-critical contact center reporting across all media types. The solution provides accurate and timely reports on contact center activity, helping managers make informed decisions regarding staffing levels and contact handling procedures. • The Live Data feature provides a new real-time architecture with significant real-time refresh-rate improvements with actionable, real-time contact center information.
Administration and management portal	Streamlined administration allows managers to perform all contact center administration centrally. The administrative interface allows agents to be set up to handle voice, web, chat, and email contacts, depending on their assigned skill sets. The interface allows system managers, administrators, and supervisors to develop, modify, or view routing scripts; manage the system configuration; monitor contact center performance; define and request reports; and help ensure system security. This one user interface provides enterprise-wide control across a single or multisite contact center. Webex CCE's web-based administration portal includes capabilities to: • Manage access and role-based permissions • Search for an agent team or skill group • Quickly add or remove agents to or from a skill or team • Create agents, change agent passwords, and disable agents • Bulk and clone agents • Create contact center users • Audit trail retention for six months • Administer Unified Communications (UC) phones and features • Customizable dashboards • Enable access to most functions via a mobile device (i.e., a smartphone or tablet if the device is connected to the customer's network) • Create and publish audio files in real time • Automate distribution of audio files to media servers • Enable/disable pre-recorded audio prompts • Access restrictions
APIs	• **Cisco Finesse API** allows companies to develop custom Cisco Finesse desktop capabilities tailored to meet the specific needs of their contact center operations through REST APIs and JavaScript libraries that simplify the development and integration of value-added applications and reduce the need for detailed desktop development expertise. • **Agent request API** enables businesses to add voice callback as a feature to their custom-developed applications for the web and for mobile applications. Businesses can present callback as one of the ways customers can contact them, allowing customers to choose the channel of communication that works best for them. • **Outbound campaign management API** allows for more precise control over contact center outbound calling campaigns. • **Precision routing API** enables an administrator to programmatically control their routing rules. • **Unified Customer Voice Portal (Unified CVP) Call Studio integrations** offer an IVR developer the ability to provide backend integrations to IVR applications, allowing personalization and integration with backend business systems.

Feature	Benefits
	• **Database lookup API / app gateway** provides the ability to integrate business logic with agent routing algorithms. • **Cisco Unified Intelligence Center (UIC) reporting API** provides a systems analyst with the ability to create customized reports and dashboards.

Table 2 outlines the add-on options available in Webex CCE.

Table 2.   Add-on options

Feature	Benefits
Omnichannel: SMS and MMS text, Facebook Messenger, Twitter Direct Message	• Webex CCE can optionally provide additional messaging channels, including: SMS and MMS text, Facebook Messenger, and Twitter direct messages. This can be used in conjunction with the channel solution or in a standalone mode to an agent desktop. • Webex CCE can optionally provide a customer with a smart notifications solution that enables automated messages created by a business system to be sent to customers' mobile phones, with replies forwarded to either the contact center (live agent) or back to the business system. • U.S. and Canadian customers can enable their existing toll or toll-free numbers for messaging (SMS and MMS pictures) without the need for the voice service to be ported. This provides a level of service that allows message recipients to reply to automated messages by text or phone.
Automatic Speech Recognition (ASR) and Text-To-Speech (TTS)	• Webex CCE optionally includes ASR and TTS functionality to enhance the cloud IVR that is included in the core package. • With ASR and TTS, callers can obtain personalized answers to their questions and conduct business in innovative ways without the costs of interacting with a live agent.
Portal call backs	Webex CCE offers a portal callback feature to allow callers to hold their place in queue and be called back when an agent is available. Portal callback features include: • High volume auto callback • Ability to secure an agent before callback • Service-level reports • Queue time reporting for callbacks separated from normal inbound calls • Capability for a caller to leave a voice message the agent can review before callback (preview) • Capability to perform answering machine detection on the out-dial to the customer and leave a message
Unified Agent Desktop	The Unified Agent Desktop add-on provides enhanced desktop functionality on top of the included Finesse-based agent desktop, including user-friendly gadgets and a consistent agent interface for interaction management across all channels. **Voice Agent Desktop** includes: • Cisco Universal Queue • Interaction history across channels • Task manager • Customer contact capture quick type • CRM integration • Marquee directory • Agent stats • Agent/supervisor

Feature	Benefits
	Omnichannel Agent Desktop In addition to the capabilities included in the Voice Agent Desktop, the omnichannel desktop is designed to provide an integrated omnichannel solution across voice, email, chat, and SMS channels. It includes: • Cisco voice • Voice • Email • Chat / SMS • Mobile • Fax • Social manual • IVR
Workforce Optimization (WFO) and Workforce Management (WFM)	Webex CCE optionally provides customer access to cloud WFM services on a named agent basis. Features include: • Individual site, multisite, or enterprise multi-channel forecasting • Agent scheduling based on work rules, agent preferences, and agent availability • Real-time intraday management • Real-time agent adherence and historical adherence reporting • Web-based agent self-service (trade schedules, PTO requests, overtime, etc.) • Web-based supervisor administration • Personnel management • Mobile support for both agent and supervisor modules • Support for back office, branch, retail, and outbound campaign management • Standard reports • Ability to do custom reporting • Support for small businesses to large enterprise businesses
Quality Management (QM)	• Webex CCE provides access to Cloud QM services. This access provides digital recordings of voice and data (screen) functionality, including evaluation and storage of recorded voice interactions.
CRM and business application connectors	Webex CCE supports a wide range of CRM and business application connectors, including Salesforce, Microsoft Dynamics, ServiceNow, Oracle, SAP, Zendesk, and Siebel. The CRM Adapter service provides a prepackaged CTI integration method between the cloud ACD platform and the customer's CRM tool. The toolset allows for: • Agent state control • Call control • Click to dial • Screen pop on ANI or call variables

Feature	Benefits
Outbound campaign management	Webex CCE provides access to included Cisco outbound dialer services. This access can also optionally provide predictive, progressive, or preview outbound dialing functionality and support outbound dialing applications. Features include: • Predictive, preview, progressive, and direct preview dialing modes • Dialer management via a portal; import dialer lists and build query rules • Dedicated and blended agents • Call progress analysis • Transfer to IVR feature; support for up to 10 numbers per record • Support for import of do-not-call lists • U.S. area code mapping • Standard outbound reporting via Cisco UIC-provided templates **Optional outbound campaign management services** Webex CCE offers the following optional capabilities for Outbound Voice services as an additional feature. Features included in the Advanced Campaign Manager and which contain all of the optional Portal Outbound Voice functionality include: • Campaign chaining • Contact selection strategies • Time zone management • Regional and state laws • Historical and real-time reporting • Optional SMS campaigns (requires SMS gateway service): add-on to support • Two-way SMS text campaigns - SMS responses can be scripted responses eliminating agent interactions while servicing the customer. The interaction can be elevated to an agent campaign. • Optional email campaigns (requires SMTP gateway) - optional list campaign management add-on to support outbound email campaigns • Optional Telephone Call Protection Act (TCPA) compliance - optional compliance module supporting the most recent updates to TCPA guidelines as related to 'prior express written consent' (PEWC). The TCPA module provides varying levels of control outside the auto-dialer capable component of the UC solution, enabling campaign management tools for use with customer-provided lists for manual dial to wireless telephone numbers and those numbers with no prior express written consent.
List Manager	Webex CCE also provides a list manager as an additional feature, a fully integrated centralized dialing list manager for the outbound dialer services. Features include: • Call exclusion list for each dialing list • Do-not-call global number exclusion filtered by the dialer • Global exclusion filters numbers • Sublist support • Dialing list management, including an enable/disable list, dialing mode by skill group, and agent percentage control • Support for import of a calling list from third-party sources • Monitor dialing list statistics

Feature	Benefits
Cisco Emergency Responder (CER)	Webex CCE can optionally provide a solution to enhance the existing emergency 9-1-1 functionality offered by Cisco Unified Communications Manager. ● It assures that Cisco Unified Communications Manager will send emergency calls to the appropriate Public Safety Answering Point (PSAP) for the caller's location, and that the PSAP can identify the caller's location and return the call If necessary.

Global availability

Webex Contact Center Enterprise is available in North America, Europe, and Australia and will be supported by eight global Cisco data centers. Asia availability is planned in the near future, pending regulatory approvals.

Available countries include:

North America: United States, Canada (North American data centers: Denver, Austin)

Europe: Austria, Belgium, Bulgaria, Czech Republic, Croatia, Cyprus, Denmark, Estonia, France, Hungary, Ireland, Finland, Germany, Greece, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom (European data centers: London, Amsterdam)

Australia (Australian data centers: Sydney, St. Leonards)

Asia (planned): Hong Kong, Malaysia, Philippines, Singapore (Asian data centers: Hong Kong, Singapore)

Technical support services

Cisco offers technical support services covering the areas of problem resolution, customer success and adoption, and designated support management in three service tiers: Basic, Enhanced, and Premium. Basic Support is included with any Cisco Collaboration Flex Plan subscription at no additional cost for the duration of your subscription. For more information about Basic, Enhanced, and Premium Support, read the services description for Cisco Software Support Services.

Licensing

Cisco Webex Contact Center Enterprise is a cloud service available in a Concurrent Agent buying model under Cisco's Collaboration Flex Plan. (See Table 3)

Table 3.   Available buying model and agent types for Cisco Webex Contact Center Enterprise

Buying model	Standard Agent	Premium Agent
Concurrent Agent	X	X

A Contact Center User is a user who logs into the contact center system as part of the job duties performed on the customer's behalf.

Concurrent Agent means the maximum quantity of Contact Center Users that are simultaneously logged in to use the Webex Contact Center Enterprise software or services.

Agent types

Cisco Webex Contact Center Enterprise is available in two agent types that can be combined per the selected agent model. Table 4 explains the types. Table 5 details considerations when choosing agent types.

Table 4. Available agent types for Webex CCE

Agent types	Description
Standard Agent	Standard Agent provides essential functionality to voice-only call centers with typical or sophisticated needs. Standard Agent functionality includes browser-based agent desktop, inbound and outbound voice, call recording, touch-tone IVR, and web and voice callbacks.
Premium Agent	Premium Agent includes all Standard Agent features and adds omnichannel communication, such as chat and email, multi-channel reporting and analytics, and supervisor monitoring and barge-in for all types of agents.

Table 5. Webex CCE agent type considerations

Agent considerations	Description
Committed agents	Charges are based on a usage model. You have the option to pay for a committed quantity of agents on the order. The committed agent quantity will be used to determine your excess agent usage for each month.
Agent overages	Webex CCE allows for agent usage in excess of the committed agent quantity selected on the order. Agent overages are calculated each month when the total number of agents used exceeds the total number of purchased committed agents on the order. On a monthly basis, Cisco will provide an excess usage quote to your reseller for the agents used in excess of the number of committed agents on the order.
Maximum cloud-provisioned users	Under the cloud deployment, you are allowed a maximum number of users capable of being provisioned. Cisco and your reseller configure this value. Contact your reseller if your capacity needs to be increased.

Features and benefits by agent types

Your agent type selection entitles you to receive a bundle of Webex CCE features. Table 6 describes the included features and additional options available based on the agent type selections.

Table 6. Webex CCE features by agent type

Features	Standard	Premium
Inbound and outbound voice	Included	Included
Intelligent skills-based routing and queuing	Included	Included
Browser-based agent desktop	Included	Included
Standard and customizable reporting	Included	Included
Touch-tone IVR	Included	Included
Voice callback	Included	Included

Features	Standard	Premium
Web callback	Included	Included
Basic outbound (preview dialing)	Included	Included
Call recording (one month)	Included	Included
Real-time and historical reports data storage	Included	Included
Advanced outbound (outbound option for predictive dialing)	Not included	Included
Multi-channel reporting and analytics	Not included	Included
Email and web chat media	Not included	Included
Supervisor privileges (monitoring, barge-in, and coaching of all agents)	Not included	Included
Speech-enabled IVR	Optional	Optional
Additional recording storage	Optional	Optional
CRM connectors	Optional	Optional
Campaign management (outbound campaigns)	Optional	Optional
Quality management	Optional	Optional
Workforce management	Optional	Optional
WFO analytics	Optional	Optional

Ordering information

To place an order, contact your local Cisco certified partner or Cisco sales agent. If you need help finding a partner in your area, use the Partner Locator tool. Your partner or Cisco sales agent can also assist with any modifications to your subscription after your initial order is placed.

An Assessment-to-Quality (A2Q) must be completed prior to receiving initial access to the products (initial design) and during the term (design changes). A post-sale A2Q review request can be submitted via the Cisco reseller. Table 7 lists the product SKUs for each agent type.

Table 7.   Agent SKUs to use in ordering

Product name	Part number
Standard Agent	A-FLEX-WHESC
Premium Agent	A-FLEX-WHEPC

System requirements

The customer is responsible for provisioning PCs and LANs for the services and for desktop applications being provided by the customer. In addition to the requirements resulting from any pre-launch assessment report, the minimum specifications for customer PCs (Table 8) and LANs follow.

Customer LAN

- Cat5e or Cat6 cabling

- Cisco switches min 100/full ports to each desktop and gigabit uplinks to a core router

- End-to-end Quality of Service (QoS) enabled throughout the network for all elements impacting the call flow (i.e., from routers to gateways to desktop)

Table 8.   Minimum customer PC specifications

System requirement	Windows	MacOS
Installed RAM	4 GB	4 GB
Free physical memory	2 GB	2 GB
Free disk space	1 GB	1 GB
CPU speed and type	4th Generation Intel Core i3 or later	1.6-GHz dual-core Intel i5 or later on the following hardware: • Mac Pro • MacBook Pro (including Retina display models) • MacBook • MacBook Air • iMac • Mac mini
I/O ports (For Jabber® only)	USB 2.0 for USB audio devices	USB 2.0 for USB audio devices
Screen resolution	1024x768	1024x768

Supported operating systems

The following operating systems are supported:

- Microsoft Windows 10

- Mac OS X (10.13 and higher)

Supported browsers

In general, Webex CCE supports major browsers, including Chrome, Firefox, and Edge but browser requirements vary based on the applications being used and need to be evaluated closely. Java JRE may be required as well for some applications. Project teams will assist with the final versions required.

Sound card and speakers

Integrated audio and speakers (speakers are optional) are required for QM supervisor Concurrent Users only.

Supported phones

Table 9 lists the phones that are supported.

Table 9. Supported phones for contact center agents

Phone model	Hard phone or soft phone
Cisco IP Phones 7821, 7841, 7861	Hard phone
7925G, 7925G-EX	Hard phone
7942G, 7945G, 7962G, 7965G, 7975G	Hard phone
8811, 8821, 8841, 8851, 8851NR, 8861	Hard phone
8845, 8865	Hard phone
8941, 8945	Hard phone
8961	Hard phone
9951, 9971	Hard phone
Jabber	Soft phone

* Any phone can potentially serve as a contact center agent phone when mobile agent is being used.

Suggested headsets

Cisco recommends one headset per agent. The services can support any headset model or vendor that has been verified for use with Cisco IP Communicator through the Cisco Technology Developer Program. Noise canceling models reduce background noise and are common in most call centers.

Cisco and partner services

Adapt to market changes while increasing productivity, improving competitive advantage, and delivering a rich media experience across any workspace. The combined strengths of Cisco and our partners provide a portfolio of services that can help you prepare your infrastructure for future changes aligning to long-term business goals. Together, we create innovative, network-centric architecture solutions resulting in a scalable and responsive foundation that can help you realize the full value of your IT and communication investment.

For more information about Cisco Contact Center Services, visit:
https://www.cisco.com/c/en/us/products/contact-center/service-listing.html.

Cisco environmental sustainability

Information about Cisco's environmental sustainability policies and initiatives for our products, solutions, operations, and extended operations or supply chain is provided in the "Environment Sustainability" section of Cisco's Corporate Social Responsibility (CSR) Report.

Reference links to information about key environmental sustainability topics (mentioned in the "Environment Sustainability" section of the CSR Report) are provided in the following table:

Sustainability topic	Reference
Information on product material content laws and regulations	Materials
Information on electronic waste laws and regulations, including products, batteries, and packaging	WEEE compliance

Cisco makes the packaging data available for informational purposes only. It may not reflect the most current legal developments, and Cisco does not represent, warrant, or guarantee that it is complete, accurate, or up to date. This information is subject to change without notice.

Cisco Capital

Flexible payment solutions to help you achieve your objectives

Cisco Capital makes it easier to get the right technology to achieve your objectives, enable business transformation and help you stay competitive. We can help you reduce the total cost of ownership, conserve capital, and accelerate growth. In more than 100 countries, our flexible payment solutions can help you acquire hardware, software, services and complementary third-party equipment in easy, predictable payments. Learn more.

Cisco Collaboration Flex Plan

Flex up on the cloud momentum

If your business needs a more intuitive way to work and a more predictable financial path to the cloud, talk to your Cisco representative about the Cisco Collaboration Flex Plan. For additional information, visit: cisco.com/go/collaborationflexplan.

The addition of Webex Contact Center Enterprise to the Cisco Collaboration Flex Plan gives businesses an intelligent and practical path for taking their business from on-premises to cloud communications and collaboration at their own pace, with an award-winning user experience at every step.

The Collaboration Flex Plan offers several important benefits:

- Access to a full-stack, enterprise-grade cloud collaboration bundle that includes everything a business needs—cloud calling, meetings, teams, contact center, and a broad portfolio of integrated devices

- Secure and reliable cloud service and implementation, supported by certified Cisco enterprise channel partners

- Flexibility to support a mix of on-premises and cloud system deployments, with financial protection for future migration of any included Cisco on-premises licenses

- Built to support multisite and global multi-national networking requirements

- Intelligent user experience that integrates customer collaboration applications and devices with other cloud applications you depend on, so you can streamline workflows and support a more intuitive way to work

For more information

For more information about Cisco contact center products, visit: https://www.cisco.com/go/cc.

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