



Webex Contact Center

Contents

03	Product overview
06	Features and benefits
35	Data security and data privacy
35	Global availability
36	System requirements
37	Cisco Collaboration Flex Plan
37	Licensing
39	Ordering information
40	Technical support services
40	Cisco and partner services
41	Cisco environmental sustainability
41	Cisco Capital
	For more information



Product overview

Webex Contact Center is a cloud-native contact center solution designed to deliver intelligent, connected customer experiences at scale. Built on a modern cloud architecture, the platform combines enterprise-grade reliability with the agility of a true Software-as-a-Service (SaaS) delivery model – enabling organizations to deploy rapidly, scale elastically, and innovate continuously without sacrificing security or compliance.

The platform is designed for modern customers who expect personalized, seamless experiences across every interaction, regardless of channel. Whether a customer reaches out by phone, email, chat, text message, social media, or through an AI-powered virtual agent, Webex Contact Center unifies every touchpoint into a single, coherent experience. Agents gain a complete view of the customer journey, supervisors gain real-time operational intelligence, and administrators gain centralized control through Webex Control Hub – the same management plane used across the entire Cisco collaboration portfolio.

Key value propositions

Automated self-service

The full spectrum of self-service automation capabilities from IVR, deterministic scripted agents or IVAs and fully autonomous LLM-backed AI agents across both voice and digital channels.

AI-powered agent and supervisor experiences

An extensible, intuitive agent desktop provides an ideal central command center for agents to provide the best possible customer experiences. Its fresh, modern, widget-based design allows administrators to provide all the tools an agent might need in a single interface. Optional integrated Webex Workforce Optimization provides tools for workforce management, quality management, and workforce analytics.

Cisco AI Assistant is embedded natively throughout the experience, providing real-time guidance, instant transcription, automated summaries across the full interaction lifecycle, agent wellbeing monitoring, and predictive customer satisfaction scoring – turning every agent into a high-performer and giving supervisors the intelligence to lead proactively.

Digital-first customer experiences

With support for chat, email, SMS, WhatsApp, and social messaging apps, customers can connect with the brand through the channel of their choice. AI-powered Virtual Agents handle common queries, collect information, and enable fast, easy, 24/7 self-service, while seamless handoffs to live agents ensure full context is preserved without customers needing to repeat themselves.

Fully customizable cloud native architecture

A microservices-based, cloud-provider-agnostic platform provides enterprise-grade horizontal scalability and rapid feature innovation and deployment. Business user-focused tools such as a drag-and-drop flow control builder empower flexibility and management without burdening IT resources. Integration with business applications such as Salesforce, Microsoft Dynamics,

and Zendesk reduces context switching. Cloud data analytics power real-time and historical reporting and dashboards for business optimization.

Open APIs, webhooks, and SDKs allow organizations to embed contact center capabilities into existing business processes and third-party applications.

Complete collaboration portfolio

Contact center agents can rely on the support of cross-department, cross-functional subject matter experts—all with a common goal of providing delightful customer experiences—the first time, every time. With available Webex collaboration tools for messaging, calling, meetings, and even headsets and phones, agents benefit from common user experience. Organizations and administrators benefit from ease of management of contact center and collaboration tools and users through the single Webex Control Hub. Whether you're a new business creating your first contact center, a medium-size business looking to improve contact center operations, or a large enterprise needing visibility and control over multiple contact center sites, Webex Contact Center empowers you to deliver the future of customer experiences.

Path to cloud at your pace with Collaboration Flex Plan

The [Cisco Collaboration Flex Plan](#) provides a predictable subscription model with financial protection for organizations migrating from on-premises deployments at your own pace, with an award-winning user experience at every step.



Webex Contact Center is built for organizations of all sizes – from mid-market businesses deploying their first cloud contact center to large enterprises with thousands of agents across multiple geographies. The platform's microservices architecture ensures that every customer benefits from continuous innovation delivered through regular feature releases, with no upgrade downtime or migration projects required.

The result:

Organizations gain a future-ready contact center platform that reduces total cost of ownership, accelerates time to value, and positions the business to adapt to evolving customer expectations.

Features and benefits

AI agents

Webex Contact Center comes natively integrated with Webex AI Agent, our conversational AI platform for automated customer service.

KEY FEATURES	BENEFIT
Autonomous and scripted AI across voice and digital channels	Support both goal-driven AI agents and deterministic flows across voice, chat, messaging, and digital touchpoints.
Natural conversations in 50+ languages	Deliver multilingual self-service with language understanding and responses with human-like natural language conversations.
Unified knowledge across structured and unstructured data	Use FAQs, articles, documents, websites, and other knowledge sources to answer customer questions accurately.
Action-taking automation with agent orchestration	Go beyond answering questions by triggering workflows, calling systems and APIs, and coordinating with other agents to complete tasks.
Seamless escalation to human agents	Hand off conversations with context, history, and intent preserved so agents can continue without forcing customers to repeat themselves.
Low-code / no-code design and deployment	Build, test, and launch AI agents quickly with business-friendly tooling, reusable workflows, and faster iteration cycles.
An open and future-proof platform	Leverage an enterprise-grade open platform with support for agentic protocols such as MCP, A2A, etc. without having to worry about vendor lock-in.
Security and controls for build and runtime	Govern how agents are designed, deployed, accessed, and monitored with enterprise-grade guardrails and controls across development and live operations.

Self-service IVR (Interactive Voice Response)

Webex Contact Center offers both touch-tone (Dual-Tone Multi-Frequency, or DTMF) and speech-enabled IVR (optional add-on) for inbound and outbound calls and callbacks.

Touch-tone (DTMF) IVR provides intelligent call routing and basic self-service through a nimble, cloud-based solution.

The feature set includes:

- Touch-tone (DTMF) caller inputs
- Audio prompts
- Text-to-Speech (TTS)
- Third-party integrations
- Screen-pop data collected in IVR passed to agents
- Historical reports available in Analyzer (Reporting solution)
- Browser-based, drag-and-drop call flow designer

Speech-enabled IVR is a sophisticated customer engagement solution powered by Text-to-Speech (TTS), Automatic Speech Recognition (ASR), and Natural Language Understanding (NLU). It enables automation of complex end-user tasks while providing an intuitive conversational experience.

The feature set includes:

- Virtual Agent Voice (via Google Dialogflow; can be Cisco-provided or customer-owned)
- Touch-tone (DTMF) caller inputs
- Multilingual Automated Speech Recognition (ASR)
- Open-ended speech responses
- Multilingual Text-to-Speech (TTS)
- Third-party integrations
- Virtual Agent transcript and data collected in IVR passed to agents
- Historical reports
- Managed with a browser-based, drag-and-drop flow designer

Both touch-tone IVR and speech-enabled IVR are cloud-based and integrated into Webex Contact Center. The speech-enabled IVR can be invoked from within the touch-tone IVR, so in some use cases it may be most economical to split the application between the two solutions. The self-service IVR integrates with external data sources via HTTPS connectors, enabling real-time lookups for account balances, order status, and appointment availability. Post-call IVR surveys collect customer feedback immediately after the interaction, with results flowing directly into Analyzer for trend analysis and service quality measurement.

Routing and queue management

Webex Contact Center delivers intelligent, cloud-based routing that distributes customer interactions (voice & digital) across teams, skills, agents, multiple sites, and remote workers – ensuring every contact reaches the right resource regardless of physical location.

With Webex Contact Center, calls are queued in the cloud network, not on-premises based equipment – this approach provides substantial savings in telecom hardware, toll charges, and bandwidth. The ability to centrally manage contact center resources on a global level eliminates variances in queue times among sites and lowers administration expenses.

Routing interactions can leverage skill assignments at the team or agent level. Agent availability and skill sets are accurately matched with customer priority, value, and needs so that Agents are more productive, and customers are better served.

From a simple, user-friendly interface, supervisors can change routing configuration without knowing complex scripting languages. This allows customer organizations to maximize resources and respond quickly to changing conditions. Modifications take effect immediately and can be applied to current calls in queue.

Call distribution

Webex Contact Center supports flexible call distribution algorithms that adapt to changing business conditions. Administrators can configure distribution rules at the queue level, balancing between skills-based selection, longest-idle assignment, and team-capacity models. Distribution strategies can be changed in real time by supervisors through the management interface, enabling rapid response to unexpected volume spikes, agent availability changes, or business-priority shifts.

Call queues cascade through groups of single or multiple teams with specific skill requirements.

Callers waiting in queue receive queue position and expected wait time announcements delivered through professional services scripts configured within Flow Designer. These real-time updates set accurate caller expectations and reduce abandonment rates during peak periods. Administrators prioritize call distribution based on agent skill sets through the routing module dashboard, ensuring that interactions requiring specialized competencies reach the most qualified resources.

Webex Contact Center offers a full range routing options to serve a variety of contact center needs:

1. Skills-based routing

This helps contact centers manage agent skill sets at a granular level to optimize call routing. Agents can be assigned multiple skills and skill types based on their proficiencies.

Agents' skills can be defined as:

- A proficiency score of 1 to 10
- A Boolean “true” or “false” value
- A predefined enumerated values
- Free-form text

The routing engine evaluates each queued interaction against the available agent pool and selects the best match based on skill requirements.

2. Longest available agent routing

Distributes contacts to the agent who has been idle the longest, balancing workload across the team.

3. Agent routing

Distributes contacts to the agent directly assigned to queues. Administrator can choose between the longest available, circular & linear agent selection algorithms, balancing workload across the team.

4. Capacity based team routing

Directs contacts to teams with the greatest available capacity, optimizing resource utilization during peak periods.

Business hours

Business hours enable supervisors to redirect traffic in real time – for example, rerouting contacts from an overwhelmed site to an alternate location – without requiring changes to underlying flow logic. All queuing occurs in the cloud rather than on-premises, eliminating single points of failure and simplifying disaster recovery.

The result:

Contacts reach the most qualified agent faster, service levels improve, and administrators retain full control over routing strategies without scripting or vendor intervention.

Callback options

When queue wait times exceed acceptable thresholds, Webex Contact Center offers courtesy callback functionality that allows customers to request a return call rather than waiting on hold. Callback offers can be triggered based on position in queue or estimated wait time and are configured directly within Flow Designer. When activated, the system reserves the customer's place and initiates an outbound call when an agent becomes available – preserving the original interaction context and routing priority.

Callback options (continued)

Web callback extends courtesy callback functionality to digital channels, enabling customers browsing a website or using a mobile application to request a callback without placing a voice call first. Web callback requests are submitted through an embedded form or widget, collected in the contact center queue, and routed to agents using the same skills-based and priority-based rules applied to voice callbacks. This omnichannel callback capability gives customers maximum flexibility in how they initiate the callback request while ensuring that the organization manages all callback types through a unified queue and reporting framework.

Both voice callback and web callback capabilities are included in Standard and Premium agent licenses at no additional cost, enabling organizations to deploy callback strategies that reduce abandonment, improve customer satisfaction, and optimize agent utilization without incurring additional licensing fees. Callback analytics are available through Analyzer, providing visibility into callback request rates, callback completion rates, and the impact of callback offers on overall queue performance.

Agents can schedule callback when they are handling a live interaction. Agents can assign the interaction for a callback later either to a queue or to some of their buddy agents or themselves (personal callback) or a campaign callback. For more information, refer to Agent Desktop section.

The result:

Reach customers at their convenience, rather than having them wait in queue or during a call there by improving customer satisfaction.

Flow Designer

The Webex Contact Center Flow Designer provides a browser-based, drag-and-drop design environment for creating and managing contact flows without writing code. Administrators and business analysts can build sophisticated interaction journeys that include self-service menus, virtual agent handoffs, data dips, callbacks, and conditional branching – all through a visual canvas.

The omnichannel flow designer now supports event flows that trigger based on specific contact center events such as interaction routing, modification, or closure. Shared flows provide reusable flow components that can be invoked across multiple parent flows, including specialized flow types for routed events, modified events, and close events. This modular architecture reduces duplication and simplifies maintenance of complex flow logic.

Build flows dynamically using variables, expression testing, HTTP request activities, and the Function activity for inline JavaScript or Python, enabling custom parsing, JSON manipulation, secure API integrations, and custom logic directly within flows.

Variables provide powerful mechanisms for capturing, storing, and passing contextual data throughout the interaction lifecycle. Global variables are accessible to both agents and flows, and can be configured as agent-viewable, agent-editable, and reportable, enabling agents to see and modify interaction context directly from the Agent Desktop. Custom flow variables allow developers to create purpose-built variables for specific flow logic, data integrations, and conditional branching scenarios.

Predefined flow templates are available through the Cisco DevNet portal, providing production-ready starting points for common use cases such as callback requests, after-hours handling, payment processing, and virtual agent handoffs. These templates accelerate flow development and incorporate best practices for routing, self-service, and error handling.

Enable common custom flow requests, including playing prompts, Dual-Tone Multi-Frequency (DTMF) / touchtone menus, digit collection, and courtesy callbacks based on Place In Queue (PIQ) and Estimated Wait Time (EWT), screen pops, music in queue, and triggers for feedback collection with experience management.

Flow Designer (continued)

Key capabilities include:

Webex Contact Center uses existing endpoints for call delivery. These endpoints can be:

- AI Agent integration – Embed autonomous or scripted AI agents directly into voice flows to automate routine inquiries before routing to a human agent.
- Call-associated data (CAD) variables – Capture and pass contextual data throughout the interaction lifecycle, enabling screen pops and personalized routing decisions.
- Courtesy callbacks – Offer callers the option to receive a callback based on position in queue (PIQ) or estimated wait time (EWT), reducing abandonment rates.
- Dual-Tone Multi-Frequency (DTMF) digit collection – Gather touch-tone input for account verification, menu navigation, and self-service transactions.
- GoTo activity – Chain multiple flows together for modular, reusable designs.
- Call prioritization – Assign priority levels to contacts based on business rules, ensuring high-value interactions are handled first.
- Subflows – Create reusable flow components that can be shared across multiple parent flows, reducing duplication and simplifying maintenance.
- Flow versioning and environment-aware logic – support Dev/Test/Live mappings and runtime logic based on the flow version label for safer testing and promotion.
- Flow templates – Accelerate development with pre-built templates for common use cases such as callback requests, after-hours handling, and payment processing.
- Flow Analytics – Monitor flow performance with built-in analytics that visualize path traversal, drop-off points, and completion rates directly within the designer.

- Flow import and export APIs – Programmatically manage flow definitions for version control, migration, and CI/CD pipeline integration.
- Integrations – Connect with 3rd party systems using stronger HTTPS connector security, including certificate-based OAuth2 authentication using custom connectors, and dedicated connector options such as Salesforce, Microsoft Dynamics 365, ServiceNow.
- Advanced HTTPS connector security – Enhanced security controls for outbound HTTP requests, including certificate validation, IP allowlisting, and timeout configuration.

SIP header extraction and passing

Extract and forward Session Initiation Protocol (SIP) headers through the flow, enabling integration with upstream telephony systems and carrier metadata.

- Bridge transfer activity – Transfer calls to external IVRs or ACDs, exchange DTMF during transfers, and return the contact to the original queue if the third-party system does not handle it.
- DTMF collection and Send Digits – Gather caller input and send DTMF tones to external IVRs/services for authentication and handoff use cases.
- Omnichannel start node – A unified entry point that replaces channel-specific start nodes, simplifying flow design for organizations that handle both voice and digital interactions.
- Modernized canvas UI with dark mode – An updated visual interface with improved navigation, zooming, and node organization for faster flow authoring. User persona settings ensure that dark mode and other user preferences are retained across sessions.
- Audio prompt management – Upload, manage, and preview audio prompts directly within the flow designer, eliminating the need to switch between tools.

Flow Designer (continued)

- Place In Queue (PIQ) and Estimated Wait Time (EWT) – provides the ability to configure and use Call Associated Data (CAD) variables, transfer activity, and courtesy callbacks based on Place In Queue (PIQ) and Estimated Wait Time (EWT), while the caller hears music.

Call prioritization allows administrators to assign priority to inbound calls in a queue. The flow designer also supports digital channel business logic orchestration through Webex Connect, where administrators design pre-treatment flows, bot handoffs, CRM data dips, and custom event processing across chat, email, SMS, and social messaging channels. A node-based programming model provides dozens of pre-built nodes for CRM integration, HTTP requests, decision making, screen pops, and variable management. Predefined flow templates for digital channel journeys are available through the Cisco DevNet portal for rapid deployment.

The result:

Business users can design, test, and deploy complex interaction flows in hours rather than weeks, with full visibility into flow performance and the flexibility to iterate quickly.

For more information, see the [flow designer documentation](#) on the Webex Help Center.

Agent desktop

The Webex Contact Center Agent Desktop is a browser-based workspace designed for productivity, personalization, and accessibility. It provides a unified interface for handling voice, email, chat, text/SMS, and social messaging interactions through a single omnichannel task pane.

Agent Desktop capabilities include:

- Granular agent state control by media type – Ability to manage availability independently for voice, chat, email, and other channels, ensuring agents can focus on the interactions that match their current capacity and expertise.
- Agent state timer and connected timer – Real-time visibility into idle time and interaction duration.
- Call-associated data (CAD) variables – Contextual data displayed alongside the active interaction for informed handling.
- Omnichannel task pane – A single view for managing voice calls, emails, social messages, and chat interactions simultaneously.
- Agent interaction history – Cross-channel history showing previous interactions with the same customer, enabling continuity and personalized service.
- Notification settings – Configurable alerts for incoming interactions, state changes, and system events.
- Screen pop – Automatic display of customer information from CRM or business systems when an interaction arrives.
- Screen-pop display – View screen-pop details in a new browser tab or in the Auxiliary Information pane, based on display settings configured by administrators.
- Toaster notifications – Browser toaster notifications alert agents to incoming contacts, ensuring timely awareness even when the desktop is not in focus.
- Pause and resume recording – Agents can pause call recording during sensitive data collection (for example, credit card numbers) and resume afterward, supporting PCI compliance.
- Desktop layout reset – Restore the desktop to its default configuration with a single action.
- Sub-layout feature – Assign different desktop layouts to different teams or roles within the same tenant.
- Profile pictures – Display agent and customer profile images for a more personalized experience.

- Keyboard shortcuts – Accelerate common actions such as answering, transferring, and ending interactions.
- Install as desktop application – Run the Agent Desktop as a standalone application outside the browser for a dedicated workspace experience.
- Accessibility features – Compliance with accessibility standards to support agents with disabilities.
- Agent performance statistics – Real-time personal performance metrics including handle time, wrap-up time, and interactions completed.
- Agent sign-out notification – Agents receive notification when a supervisor signs them out, providing transparency and awareness of state changes initiated by supervisory staff.
- Campaign call preview – Agents review customer contact information and account details before making an outbound preview campaign call, enabling preparation and personalized interactions.
- Channel capacity – Agents view the number of active contacts on each media channel at a given time, providing visibility into workload distribution and capacity utilization.
- Inactivity timeout – Automatic sign-out after a configurable period of inactivity (3 to 10,000 minutes), enhancing security and ensuring accurate agent state reporting.
- Real-time transcripts – Live, continuously updated transcript of customer conversations displayed in the Agent Desktop, enabling agents to review what has been said, search for key details, and ensure accuracy without relying on memory alone.
- Agent whisper announcements – A brief pre-recorded message plays to the agent before connecting with the caller (the caller hears standard ringing), preparing the agent with context about the call source, queue, or priority level.
- Personal greeting recording – Agents can create, record, and update personal greetings directly from the Agent Desktop; greetings play automatically at the start of an interaction, providing a personalized and professional customer experience.
- Webex App state synchronization – Agent states synchronize between Webex App and Agent Desktop, enabling real-time presence lookup for subject matter experts during consult and transfer operations, reducing failed handoffs and improving resolution times.
- Manual wrap-up gives agents an admin-configured period after each interaction to complete disposition codes, update CRM records, and document outcomes without interruption. Optional extensions can be enabled to allow extra time for complex interactions or follow-up tasks.
- Auto wrap-up A makes agents immediately available after a call ends to maximize throughput during high-volume periods. Agents can switch to Idle to go offline, with admin-configured idle durations of 1–10 minutes.
- RONA (Redirect on No Answer) protects service levels when an agent fails to answer a routed interaction. If an agent does not respond within the configured timeout period, the platform automatically retrieves the call and reroutes it to the next available agent. The non-responding agent is placed into an unavailable state and must manually toggle back to active status before receiving additional contacts. This behavior prevents repeat no-answer events and ensures that contacts are not delayed by unavailable or distracted agents.
- Preview & Pick Interactions – Agents can view and filter queued digital conversations using interaction metadata (e.g., customer info, wait time, channel, priority, subject, date, etc.) and preview real-time transcripts in read-only mode before accepting.
- WebRTC support enables browser-based telephony directly within the Agent Desktop, eliminating the need for a separate desk phone, softphone, or VPN connection. Agents can answer, place, and manage calls entirely within the browser – an essential capability for remote and hybrid work environments.

Agent desktop (continued)

- Customer Journey Widget delivers a single, unified view of the customer's end-to-end journey within the agent desktop, combining real-time insights, omnichannel interaction history, and progressive profile data. Enables agents to quickly understand context and deliver faster, more personalized service without switching tools.
- Personalized themes allow agents to customize the look and feel of their desktop, including color schemes and layout preferences, creating a workspace that matches individual preferences and reduces cognitive fatigue.
- Enhanced consult and transfer UI streamlines the process of consulting with or transferring to another agent, queue, or external number with an improved interface that surfaces availability, skill profiles, and presence status.
- EPIC Desktop Connector enables healthcare organizations to integrate Webex Contact Center with EPIC electronic health record (EHR) systems, providing agents with patient context directly within the desktop.
- CRM Desktop Connectors for: Salesforce, ServiceNow, Microsoft Dynamics 365, Zendesk, Freshdesk enables organizations to integrate Webex Contact Center with respective CRM applications, providing agents with customer context directly within the desktop.
- Webex Calling integration allows agents to answer Webex Calling interactions on their preferred device directly from the Agent Desktop, unifying contact center and business calling into a single experience.
- Custom desktop layouts give administrators full control over the agent experience. Capabilities include custom titles and logos, embedded third-party applications via iframes, drag-and-drop widget placement, and persistent widgets that remain visible across interaction states.

Disposition codes (wrap-up codes)

Disposition codes (also known as wrap-up codes) allow agents to categorize the outcome of every interaction at completion. Administrators define disposition code sets and assign them to queues, ensuring consistent classification across teams and channels. Disposition data feeds directly into reporting and analytics, enabling organizations to identify trending issues, measure first-contact resolution rates, and refine routing strategies based on interaction outcomes.

Idle reason codes provide granular tracking of non-contact-related agent activity, including breaks, meetings, training sessions, and administrative work. These auxiliary codes are distinct from disposition codes and enable supervisors to understand the full picture of how agent time is allocated throughout the workday. Auxiliary code reports in Analyzer surface patterns in idle time, helping organizations identify training needs, optimize break scheduling, and distinguish between productive and non-productive downtime.

Supervisors use disposition data to track agent availability in detail, correlating wrap-up code selections with handle time, queue assignments, and interaction complexity. This level of visibility enables targeted coaching on documentation efficiency, identification of agents who may need additional training on specific issue types, and validation that wrap-up time is being used appropriately rather than as idle time. Combined with idle reason codes, disposition data provides a complete operational view of how agents spend every minute of their shift.

The result:

Agents spend less time navigating tools and more time helping customers, with desktop experience that adapts to their role, channel mix, and personal preferences.

Cisco AI Assistant in Webex Contact Center

Cisco AI Assistant in Contact Center brings intelligence directly into the Webex Contact Center Agent Desktop, augmenting agents and supervisors throughout the full interaction lifecycle. Powered by large language models and real-time analytics, it reduces cognitive load, improves average handling time (AHT), and delivers actionable insights during and after every customer interaction.

- **AI-generated call summaries:** Automatically generates structured summaries to reduce after-call work and preserve context across agent transitions and connected systems.

Supported summary types include:

- **Wrap-Up Summary** - A post-interaction summary automatically generated for agent review and CRM handoff, significantly reducing after-call work time
- **Mid-Call Transfer / Consult Summary** - Generates an in-progress summary during active interactions so receiving agents can immediately understand context without delay
- **AI Agent Handoff Summary** - Summarizes prior virtual agent interactions and passes full context to live agents, eliminating customer repetition and accelerating resolution
- **Call Drop Summary** - Preserves complete interaction context when a call disconnects unexpectedly, allowing agents to resume with full history intact
- **Real-Time Assist:** Automatically surfaces context-aware guidance during live voice and digital interactions, including relevant knowledge articles, recommended next steps, and workflow automation based on detected customer intent. Enterprise-grade moderation controls ensure compliance and consistency.

- **Real-Time Transcripts:** Delivers instant speech-to-text transcription directly within the Agent Desktop, giving agents a live conversation record that reduces the need for customers to repeat information.
- **Agent Wellbeing Detection:** Continuously analyzes interaction patterns to identify signs of agent fatigue and stress. Based on administrator-configured policies, the system can automatically trigger wellness breaks during high-intensity workloads, enabling proactive supervisor intervention before burnout occurs.
- **Auto CSAT scoring:** Generates a predicted customer satisfaction score for every interaction by analyzing transcripts and conversation signals – automatically, consistently, and across all supported channels. Extends coverage well beyond the fewer than 10% of customers who typically respond to post-interaction surveys.
- **Topic Analytics** :Automatically identifies, clusters, and tracks recurring and emerging topics across all interactions in real time – giving supervisors instant visibility into trends and enabling faster operational decisions without manual tagging.
- **Sentiment analysis:** Automatically identifies and assess completed interactions using AI-driven customer sentiment scores. This enables quick identification of issues, effective coaching and an overall improvement in customer experience.

The result:

Routine inquiries are resolved without human involvement, agents receive intelligent in-the-moment assistance, and supervisors gain predictive insights into customer satisfaction, emerging issues, and agent wellbeing – all within a unified AI-powered experience.

Customer Journey

Customer Journey Data Service (CJDS) is a next generation customer journey management service that enables businesses to capture customer journeys across any channel or application, identify insights, and take real-time actions to provide an excellent customer experience.

Customer Journey Widget delivers a single, unified view of the customer's end-to-end journey within the agent desktop, combining real-time insights, omnichannel interaction history, and progressive profile data. Enables agents to quickly understand context and deliver faster, more personalized service without switching tools.

Journey Node is a configurable node in Webex Connect that enables real-time interaction with Customer Journey Data Services (CJDS), allowing systems to write events, manage identities, and retrieve customer history and behaviors. It supports key methods such as event ingestion, identity resolution, and progressive profile access to power journey aware orchestration and personalization, enabling use cases like real time profile enrichment during conversations, triggering personalized workflows based on customer behavior, and syncing cross channel interactions for a unified customer experience.

Supervisory features

- Real-time dashboard – Monitor contact states, queue depths, agent states, and service levels across all channels on a continuously updated dashboard.
- Queue management – Monitor queue performance and activity in a centralized dashboard. Supervisors can view real-time, summary data across all the queues they manage, and drill down into a specific queue for more details.
- Interactions – The interactions page in Supervisor Desktop gives Supervisors a real-time view of omnichannel customer interactions at every stage, consolidating live, in-queue, and past interactions. Supervisors can drill down into a specific interaction to see interaction data, live and completed transcripts, access recordings, and view the customer journey across channels.
- Team performance – The team performance page provides Supervisors with a consolidated view of all agents on their team, allowing them to effectively monitor performance and manage agent availability with channel specific granularity. Supervisors can see detailed information about their agents, such as RONA behavior or interaction duration, and can use that information to take action to improve team and agent performance.
- The historical team performance dashboard – available with Webex AI QM SKU – gives supervisors a unified, aggregated view of agent metrics across teams, enabling faster and more informed decision-making. With customizable filters and a comprehensive set of operational, evaluation and speech analytics KPIs, supervisors can quickly identify performance trends and coaching opportunities for agents.
- Call monitoring – Listen to live agent-customer interactions in three modes: continuous monitoring across all calls for a selected agent, one-time monitoring of a specific interaction, or scheduled monitoring based on predefined criteria. Monitoring can be done on a continuous, one-time, or scheduled basis. A combination of queues, sites, teams, and agents can form a monitoring schedule, or supervisors can monitor a session in real time for immediate operational insight.
- Coaching – an integration with the Webex App allows a Supervisor to send a one-on-one message to an agent, facilitating real-time skill development and issue resolution.
- Barge-in – Join a live interaction as an active participant, converting the call to a three-way conference. Supervisors can address customer concerns directly when escalation is warranted.

Supervisory features (continued)

- Agent skill profile management – Modify agent skill profiles in real time from the Supervisor Desktop, adapting to changing queue conditions without administrative delays. Supervisors can change agent skill profiles dynamically – giving tactical tools to manage teams and support contact center management objectives in response to volume spikes, skill gaps, or business priority shifts.
- Agent queue assignment management – Add or remove agents from queues directly from the Supervisor Desktop, providing immediate staffing flexibility.
- WebRTC support for supervisors – Supervisors can monitor, coach, and barge into calls directly from the browser without a separate phone endpoint.
- Consult session recording access – Supervisors can view recordings of consult sessions between agents, providing complete visibility into collaborative handling of complex interactions.

Cisco AI Assistant for supervisors augments human judgment with AI-driven insights

- Agent Wellbeing detection identifies agents showing signs of burnout or stress based on interaction patterns, enabling supervisors to intervene proactively with schedule adjustments or coaching.
- Auto CSAT (Customer Satisfaction) scoring predicts customer satisfaction for every interaction using AI models – without requiring post-call surveys – giving supervisors a comprehensive view of service quality.
- Topic Analytics automatically discovers and labels conversation topics across interactions, surfacing trending issues and emerging patterns that require attention.

The result:

Supervisors can identify and act on quality, performance, and wellbeing issues in real time, backed by AI insights that extend human observation capabilities.

Digital channels

Supported channels

Webex Contact Center provides built-in support for digital customer engagement across multiple channels – such as Email, Chat, SMS, Apple Messages for Business, WhatsApp, Facebook Messenger – all managed through a unified routing and reporting framework.

Onboarding channel assets

Webex Contact Center leverages Webex Connect to procure / onboard digital channel assets. Administrators can purchase SMS numbers / configure chat widgets / integrate their digital touch points such as WhatsApp Business Accounts, Email mailboxes, Apple Messages for Business Accounts and link them to their contact center administration seamlessly.

- Chat: Customize and brand your customer facing chat widget as per your business's needs. Manage your chat widget's visibility based on Business Hour configurations in cases where the business may not have a 24 X 7 virtual assistant. The chat widget is WCAG 2.1 AA compliant and is localized based on the end-customer's browser locale.
- Email: Integrate your email mailboxes by setting up forwarding rules for inbound emails and configure your SMTP server credentials of M365 or Gmail Suite protected by OAuth 2.0
- SMS: Webex Contact Center supports SMS via Webex Connect's native integrations with local gateways and telecom operators. The platform supports multiple numbers for text/SMS, allowing customers to offer different numbers for different purposes/use cases, such as support for different products/brands, or having dedicated numbers for different languages. SMS is currently available in select countries, with support for longcode, shortcode, and toll-free number types depending on regional regulations/considerations.

Digital channels (continued)

- Apple Messages for Business: Register your Apple Messages for Business account with Webex Contact Center via Apple's portal directly to get started on messaging
- WhatsApp Business: Sign up from within Webex Contact Center's integrated Webex Connect portal to create your WhatsApp Business Account and link your WhatsApp numbers to Contact Center.
- Facebook Messenger: Link your Facebook page with Webex Contact Center using Facebook's OAuth integration to allow the system to manage messaging on this channel on behalf of your business.

Orchestrating self-service and routing

Webex Connect allows you to orchestrate incoming messages across supported digital channels called out above and optionally handling them via AI agents, fetching / writing contextual back into CRM systems via Integrations and eventually queuing the task into Contact Center.

- Message resolution: Webex Connect Flows offer a gamete of nodes / activities that allow administrators to thread incoming messages to an interaction thread based on your business logic.
- Integrate with AI agents: Integrate with AI agents using the AI agent node that generate responses that can subsequently be sent out to the customer
- Contextual queuing: Leverage channel specific attributes that allow you to do conditional routing to relevant contact center queues using the Queue Task node with the appropriate priority configured
- Event Flows: Automate and extend your integration use-cases with the help of Event Flows that allow you to run business process automation (OR) extend the agent experience as needed.

- Task Routed: Can be leveraged to offer screen pops etc. to agents.
- Task Closed: Can be leveraged to conduct post interaction surveys (OR) posting the transcript to an external CRM as needed. Digital surveys can be deployed at the conclusion of digital interactions, capturing customer feedback through in-channel survey forms. Survey responses are aggregated in the Analyzer with dedicated baseline reports, giving organizations a structured mechanism to measure digital channel satisfaction alongside voice survey data.
- On demand flows: Agent can invoke workflows on demand via the Desktop to run a routine business process. Example use-cases include authenticating the end-customer before proceeding with the customer's query, etc.

Desktop experience

Webex Contact Center's Desktop offers a unified experience across all digital channels while honoring channel nuances. Considering the asynchronous nature of digital channels, the Desktop allows agents to handle multiple interactions in parallel spanning voice and digital both inbound and outbound.

- Unified task list: The task list is clearly segmented by interaction states Active, Queued and Completed allowing the agent to focus on the relevant ones within those states. The task list also bakes in visual and audible notifications to alert agents of incoming tasks or messages.
- Flexible task assignment patterns: Allows agents to be offered interactions manually by the ACD engine (OR) self-assign interactions from the queue by looking at contextual interaction metadata such as Entry Point, Queue, Customer Name / Identifier, etc. along with the associated transcript before they assign interactions to themselves.

Digital channels (continued)

- **Handling multiple interactions:** The multi-media profile mapped to an agent determines how the capacity of an agent is to be utilized. The multimedia profile can be configured in way that agents to handle multiple digital interactions in parallel (OR) even alongside voice interactions. Agents can handle up to a maximum of 5 interactions / channel type assigned via the ACD engine, and maximum of 5 more / channel type picked up via self-assignment.
- **Context from AI agents:** In cases of a handover from a virtual agent, the human agents receive full context of messages exchanged previously allowing them to continue seamlessly from where the AI agent handed over.
- **Channel specific interaction layouts:** Webex Contact Center adapts to the channel when agents are responding back to the customer on a specific channel. Focusing on channel nuances, the interaction media pane renders rich previews of interactive message types such as carousels, quick replies and a native email client like experience for email as a channel. The rich composer also facilitates free text entry, canned responses using Quick Replies with personalization, emojis, and support for attachments governed by the channel policies set by the channel provider (e.g. SMS does not support attachments, Size limits and file formats may vary from one channel to another).
- **Trigger workflows on demand:** Trigger workflows from an active interaction on demand from the desktop to automate business processes such as customer authentication etc.
- **Transfers and conference:** Agents can transfer any digital interactions to a Queue (OR) a specific agent while preserving the transcript context allowing the business to present the appropriate subject matter expert based on customers' queries.
- **Agent initiated outbound interactions:** Webex Contact Center supports agent initiated outbound directions on SMS and Email thereby allowing agents of a business to get in touch with customers / external vendors on demand.

- **Wrap-up codes:** Agents can choose a disposition code when ending an interaction from the desktop for reporting purposes.

Proactive outbound

Webex Contact Center allows you to proactively engage with customers on the back of system alerts from your business systems etc. by integrating with Webhooks and invoking flows on demand that can send out these notifications and wait for customers to respond back optionally.

In addition to this, on chat as a channel, administrators can also define rules based on customer behavior (Page URL, Time spent on page, click on a button, etc.) to engage customer proactively when they need help or cross-sell/up-sell commercial opportunities. Choose from a variety of delivery modes such as center page posts, unintrusive chat previews and more.

Security

- **PCI masking:** Text messages containing sensitive PCI content is masked upon ingress and stored as such within Cisco's boundaries ensuring no PCI content is presented to agents. This scanning applies to both inbound and human agent sent outbound messages across all digital channels.
- **PII masking:** Automatically detects and redacts personally identifiable information across chat, email, and messaging interactions, strengthening data protection and compliance.
- **Encryption:** Messages exchanged on digital channels are encrypted at rest and in motion within relevant solution boundaries of Webex Contact Center including Webex Connect and Digital services. Attachments exchanged on digital channels are encrypted using cisco's native encryption strategies leveraging Webex KMS using org specific keys to maintain data sovereignty.
- **Blocklisted words:** Administrators can manage blocklisted words that are redacted when present in inbound customer messages. Agents sending messages with blocklisted words are also prevented with alarms to configured recipients in such an event.

Webex AI Quality Management (AI QM)

Enables supervisors to evaluate up to 100% of interactions, access aggregated agent performance metrics with the ability to drill down into individual conversations, and analyze results against evaluation forms. It provides visibility into interaction sentiment, highlights coaching opportunities in near real time, and helps drive continuous improvement across the contact center at scale.

AI-Powered Evaluations

AI-powered evaluations empower supervisors and Quality Management leads to monitor and enhance interaction quality with precision, drive operational excellence, and support continuous improvement in customer experience.

- **Flexible Forms:** Create intuitive evaluation forms with Yes/No and Scaled question types, grouped into sections to match your specific business needs.
- **Form assignment:** Assign form seamlessly to a combination of Queues, Teams and Agents. Interactions are evaluated against evaluation forms based on this assignment.
- **Evaluation rules and frequency:** Define evaluation rules and frequency to evaluate only a proportion of interactions that meet criteria.
- **Automated Scoring:** AI automatically evaluates 100% of interactions, providing an objective evaluation score for each question with justification, while still allowing supervisors to manually adjust scores when necessary.
- **Speech Analytics:** Gain deeper visibility into interaction quality by measuring critical metrics such as crosstalk time, word ratio, and dead air time, helping to identify areas for productivity improvements.

Speech Analytics

AI QM offers speech analytics of interactions by measuring metrics: crosstalk time, word ratio and dead air time that provide deeper visibility into interaction quality. These metrics empower supervisors to identify areas for improvement. Speech analytics metrics are generated at interaction level as well as aggregated at agent level to discover coaching opportunities.

- **Crosstalk time:** Identifies the duration for which agent talked over customer during interaction.
- **Dead airtime:** Identifies the duration for which there was complete silence in interaction and neither customer nor agent were speaking.
- **Word ratio:** Number of words spoken by agent as percentage compared to total number of words in interaction.

Supervisor Team Performance Dashboard

The agent performance dashboard gives supervisors a unified, aggregated view of agent metrics across teams, enabling faster and more informed decision-making. With customizable filters and a comprehensive set of operational, evaluation and speech analytics KPIs, supervisors can quickly identify performance trends and coaching opportunities for agents.

- **Holistic Insights:** Aggregates operational, quality management, and speech analytics metrics for agents across teams in one place.
- **Customizable Views:** Provides advanced filtering and configurable metric cards to track trends, compare agent performance with the team, and drill down into detailed interaction-level data.

Customer Sentiment Analysis

This feature empowers supervisors to quickly identify and assess completed interactions using AI-driven customer sentiment scores. This enables quick identification of issues, effective coaching and an overall improvement in customer experience.

- **Sentiment Scores:** Analyses customer utterances in interactions and generates a sentiment score (between -100 and +100) in near real time as soon as the interaction is ended.
- **Sentiment Classification:** Automatically tags interactions as 'Positive', 'Neutral', or 'Negative', allowing supervisors to filter and prioritize interactions that require immediate attention or deeper review.

AI-Powered Coaching Insights

Agent coaching streamlines and automates coaching process, saving supervisors' valuable time and effort. By delivering personalized, data-driven coaching insights and providing links to the interactions as evidence, it eliminates bias and enables targeted performance improvement.

- **Data-Driven Recommendations:** Uses evaluation scores and performance metrics to highlight agent strengths and pinpoint specific areas for improvement.
- **Evidence-Based Feedback:** Each coaching insight is backed by actual interaction data, providing supervisors with the context needed to have meaningful, productive coaching conversations.
- **Configurable KPIs:** Supervisors can define team-specific KPIs, allowing the AI to generate tailored insights that align with unique performance goals.

Other features:

Auto CSAT and real-time transcriptions are included as part of the AI Quality Management SKU.

The result:

Organizations can evaluate more interactions with greater consistency, identify quality and sentiment trends faster, and equip supervisors with actionable insights that improve coaching effectiveness, agent performance, and customer experience.

Localization

The agent desktop, management portal, and Analyzer user interfaces support localization in the following languages: Bulgarian, Catalan, Chinese (China), Chinese (Taiwan), Croatian, Czech, Danish, Dutch, English, Finnish, French, German, Hungarian, Italian, Japanese, Korean, Norwegian Bokmal, Polish, Portuguese, Romanian, Russian, Serbian, Slovak, Slovenian, Spanish, Swedish, and Turkish. Localization extends to IVR prompts, chat widgets, email templates, and reporting dashboards, enabling organizations to deliver consistent customer and agent experiences in regional languages. The platform supports text-to-speech (TTS) and automatic speech recognition (ASR) in a broad set of languages, and AI Agent capabilities include multilingual support with additional languages added regularly to serve diverse customer populations without deploying separate systems per region.

Remote agent support

The platform is architected for distributed workforces. Because all routing, queuing, and media processing occur in the cloud, agents can work from any location with a broadband internet connection. WebRTC-based telephony eliminates the dependency on desk phones or VPN infrastructure, making it straightforward to onboard remote agents and scale capacity without provisioning physical hardware.

Built-in disaster recovery

Webex Contact Center is built on a cloud-native, microservices architecture designed for high reliability and continuous service availability. Services are deployed across three AWS Availability Zones within each region and use stateless, Kubernetes-based design principles to support automatic recovery, resiliency, and elastic scaling. Proactive monitoring, continuous validation, and automated alerting help detect and address issues before they affect operations, while documented business continuity and disaster recovery processes support recovery from large-scale outages.

Single Sign-On (SSO)

[SSO](#) integration allows agents, supervisors, and administrators to authenticate using their organization's existing identity provider (IdP). Webex Contact Center supports Security Assertion Markup Language (SAML) 2.0 and OpenID Connect protocols, enabling integration with identity platforms such as Microsoft Azure Active Directory, Okta, and Ping Identity. SSO simplifies user management, strengthens security, and reduces password fatigue. For organizations with strict identity governance requirements, SSO ensures that access policies, multi-factor authentication, and session controls defined in the corporate IdP are enforced consistently across the contact center platform.

Webex Control Hub

Webex Control Hub is the centralized, cloud-based administration portal for the entire Webex portfolio. Contact center administrators use Control Hub to manage users, assign licenses, configure tenant settings, monitor service health, and access analytics – all from a single interface alongside Webex Calling, Meetings, and Messaging configuration.

Control Hub provides unified administrative experience for all Webex services, including Meetings, Calling, Messaging, and Contact Center. Organizations can simplify user onboarding through a single interface, control entitlements, security, and compliance settings, and manage the entire organization, users, services, and license assignments from one centralized location.

It provides advanced configuration capabilities for contact center operations, including queue management, routing definitions, agent profiles, and tenant-level settings. Administrators can set up flexible routing and call flows that define how customer interactions are distributed across teams, queues, and agents. Multi-skilled agent assignment enables administrators to assign agents to multiple queues based on their competencies, ensuring that each agent's skills are fully utilized across the contact center.

Default Outdial ANI (Automatic Number Identification) can be set at the tenant level, defining the calling number displayed to customers when agents place outbound calls – supporting brand consistency and compliance requirements.

Contact Center provisioning and management capabilities include onboarding and provisioning of Contact Center human agents and AI portfolio services, management of connectors for CRM integrations, and configuration of connectivity to digital channels.

Contact Center Role Base Access Administrators can assign a service-specific administrator role for restricted access to contact center features without granting full organizational administrative privileges. This allows administrators to provide granular access to resources to other administrators or supervisors, so they can manage settings for those configuration settings. Restricting access to only the queues, flows, agent teams, etc. those administrators/supervisors should be able to manage.

Cross launch to service specific – Allows administrators and developers to access specific parts of the configuration in the most tailored experience for each job to be done. Eg. AI Agent configuration in AI Agent Studio or digital channel assets in Webex Connect.

Flexible PSTN options – including Cisco PSTN (US only), Cloud Connected PSTN, and Local Gateway (ByoPSTN) – are provisioned and configured through Control Hub, providing organizations with unified provisioning experience regardless of telephony architecture.

Webex Control Hub (continued)

Partner administration features provide a central point for provisioning and ordering, allowing partners to add and view customer organizations, manage subscriptions, and perform bulk configuration tasks across multiple tenants.

Service Details section within Control Hub provides access to platform-level configurations including country of operation, digital and voice channel enablement, telephony options, and tenant-wide settings.

The result:

Administrators get a centralized control plane for provisioning, user and license management, service configuration, and operational visibility across Webex Contact Center and the broader Webex portfolio. This simplifies day-to-day administration, reduces tool switching, and speeds up onboarding, configuration changes, and ongoing governance.

Call recording

Webex Contact Center includes call recording as a standard capability, providing two recording options: compliance call logging, which records all calls in a given queue at 100 percent, and percentage call recording, which captures a defined subset of interactions for quality assurance and training purposes. Recording can be restricted at the site, team, and agent level, with flexibility to configure percentage-based or all-call recording based on business and compliance requirements.

Recording schedule functionality provides administrators with the option to pause recording during sensitive information collection, such as credit card numbers or social security numbers, supporting PCI-DSS and data privacy regulations. Agents can pause and resume recording manually during interactions, ensuring that compliance requirements are met without sacrificing the audit trail for the remainder of the conversation.

Recording management is delivered through a jukebox-like application that enables supervisors and administrators to search, filter, and access recorded interactions. Recordings can be filtered by queues, sites, teams, and agents, allowing targeted retrieval for coaching, compliance audits, or dispute resolution. Tagging with business-specific labels provides fast access to recordings related to specific campaigns, issues, or product lines. Advanced search capabilities enable users to locate recordings using CAD variables, DNIS (Dialed Number Identification Service), ANI (Automatic Number Identification), session ID, recording duration, and custom attributes. Agent updates made during interactions persisted to CAD variable values, ensuring that context and metadata are captured alongside the audio.

Percentage recording options include selected randomly by percentage, where a defined percentage of calls are recorded at random; scheduled by time and day, enabling targeted recording during peak periods or specific shifts; and based on criteria such as site, team, or agent, allowing organizations to focus recording resources on new hires, specific customer segments, or high-risk interactions.

Recordings are managed through recording management in control hub for archival and retrieval. Multi-segment recordings (such as those involving transfers or consultations) may be stitched to a single file for ease of playback and analysis. Administrators and supervisors can download recordings using an API, enabling integration with quality management systems, legal hold processes, and external archival solutions.

Purge recordings policy enables administrators to configure retention periods aligned with compliance mandates and storage optimization goals. Automated purging ensures that recordings are retained for the required duration and then deleted, reducing storage costs and minimizing data liability.

Call recording (continued)

AI Agent Studio call recording captures interactions handled by autonomous AI agents on both voice and digital channels, ensuring that automated conversations are subject to the same quality review, compliance, and training processes as human-handled interactions.

Recordings are stored securely in the cloud and are accessible through the management interface and reporting tools. Standard Agent licenses include one month of recording storage; Premium Agent licenses provide extended retention options for organizations with longer compliance or business requirements.

The result:

Organizations maintain comprehensive audit trails for compliance, quality assurance, and training, with flexible recording policies that balance regulatory obligations, storage costs, and operational needs.

Music on hold

Administrators can configure music on hold and custom audio messages that play to callers while they wait in queue or during transfers. Multiple audio files can be assigned to different queues, enabling branded or context-specific hold experiences. Audio prompts support common formats and can be managed directly within Flow Designer.

CRM integrations

Webex Contact Center provides pre-built CRM integrations embed contact center capabilities directly into the agent’s CRM workspace, reducing context switching and accelerating issue resolution. CTI embedded desktop connectors have been superseded by deeper native CCaaS integrations that use the entire real estate of the agent workspace inside the CRM.

Table 1. Supported CRM platforms

CRM PLATFORM	KEY CAPABILITIES
Salesforce	• Choice of Integration with Salesforce Service Cloud Voice and embedded CTI Connector experience available. • Screen pop, click-to-dial, call logging, agent state control, embedded agent desktop controls. • Deep integration with Salesforce Voice Call Records. • Call recording playback within the contact record. • Realtime transcription powered by Webex AI. • Contact Summaries (Mid Call, Post call) powered by Webex AI. Full article →
ServiceNow	• Choice of Integration with ServiceNow Contact Center Integration Framework (CCIF) and CTI embedded desktop experience available. • Deep Integration with ServiceNow Interaction Records. • Realtime transcription powered by Webex AI. • Contact summaries (Mid call, Post call) powered by Webex AI. • Screen pop, click-to-dial, call logging, agent state control, Actions Widget.
Microsoft Dynamics 365	• Embedded CTI Desktop Experience. • Screen pop, click-to-dial, call logging, agent state control, Actions Widget.
Zendesk	• Embedded CTI Desktop Experience. • Screen pop, click-to-dial, call logging, agent state control.
Freshdesk	• Embedded CTI Desktop Experience. • Screen pop, click-to-dial, call logging, agent state control.

CRM integrations (continued)

New-generation CRM connectors deliver a modernized integration architecture with improved reliability, faster screen pops, and enhanced configuration options across Salesforce, Dynamics 365, and ServiceNow.

Actions Widget for Microsoft Dynamics 365 and ServiceNow enables agents to perform CRM-specific actions – such as creating cases, updating records, and logging notes – directly from the contact center desktop without switching to the CRM application.

ServiceNow integration provides a deep, bi-directional integration with ServiceNow Contact Center Integration Framework (CCIF) that uses ServiceNow's core capabilities for an embedded agent experience.

Enhanced CTI connectors include integrated dial pad, record sharing capabilities, and improved workflow automation.

Microsoft Teams presence lookup enables agents to view the real-time availability of subject matter experts in Microsoft Teams when initiating a consult or transfer, ensuring that agents connect with available colleagues on the first attempt.

EPIC Integration

Webex Contact Center has an in-house integration built to support patient workflows into EHR (Electronic Health Record) platforms such as Epic Systems. The goal of the integration is to allow contact center agents, schedulers, and care teams to manage patient interactions while having immediate access to relevant patient information inside Epic.

How the Integration Works

The integration typically uses Computer Telephony Integration (CTI) and APIs to link the Webex Contact Center desktop, and AI Agent fulfillment flows with Epic Hyperspace, Cadence, Willow and other modules.

Agents can access patient data directly from the Epic interface while handling calls or messages, which reduces the need to switch between applications.

Key Capabilities

- **Patient Record Screen Pop:** when a patient calls, the system can automatically search Epic using the incoming phone number and display the matching patient chart. This allows agents to immediately verify patient details and address the reason for the call.
- **Click to Dial from Epic:** staff can initiate outbound calls directly from within Epic by selecting a phone number in the patient record. The call is then placed through Webex Contact Center.
- **Integrated Agent Workspace:** Agents can manage communications through Webex Contact Center while viewing patient records within Epic, creating a more unified workflow.
- **Interaction Context Sharing:** Details about the interaction—such as call reason, routing information, or queue details—can be passed between Webex and Epic to provide additional context to the agent.
- **Improved Routing for Patient Services:** Calls can be routed to the appropriate scheduling, billing, or care coordination teams using Webex Contact Center routing logic while maintaining visibility into the patient's Epic data.

Computer Telephony Integration (CTI)

Webex Contact Center supports CTI integration for organizations that require contact center capabilities within third-party desktop applications. The CTI interface provides programmatic control over call handling – including answer, hold, transfer, conference, and disconnect – as well as agent for state management and screen pop functionality. This enables integration with custom-built agent desktops, specialized line-of-business applications, and healthcare or financial services platforms that require embedded telephony controls. CTI connectors include integrated dialpad capabilities and record sharing features that allow agents to access and share interaction records directly within the third-party application.

Reporting and dashboards (Analyzer)

Webex Contact Center Data Platform and Analyzer

These are the cloud-based reporting and analytics capabilities that provide real-time and historical visibility into contact center performance. Analyzer supports 13 months of data available via UI and API. The reporting feature is available with Premium Agent seats only.

1. Core Capabilities

- **Real-Time & Historical Reporting:** Real-time dashboards refresh every 5 seconds to provide immediate visibility into queue performance, agent states, and service levels. Historical data is processed and available within 15 minutes, with a standard data retention period of 13 months.
- **Omnichannel Reporting Framework:** A centralized interface providing an omnichannel view across voice, email, chat, SMS, and social messaging.
- **Customization & Flexibility:** Users can utilize drag-and-drop a wide range of metrics to create custom charts and tables without technical expertise. The system supports “Custom Formulae,” allowing you to define calculated metrics that combine standard data fields to meet unique business requirements. In addition, you can also bring metrics from other systems.
- **Ad-Hoc & Entity-Based Analysis:** Build and run one-time queries for investigative analysis. Dedicated reporting views are organized by specific entities, including queue, agent, interaction, AI agents, topics, and the customer.
- **Analysis:** Enhanced filtering options, color coding, and shareable permalinks for report URLs ensure streamlined collaboration across teams.

2. Key reportable entities and default reporting

- **Agent & Team Performance:** Granular visibility into individual and team performance – includes site, team, and agent comparisons, agent status and adherence analysis, performance summaries for executive review, and wrap-up/idle code reports to identify downtime reasons.

- **Queue & Flow Analytics:** Historical queue performance and SLA deviations, visualize flow execution paths, identify drop-off points, and measure completion rates directly within the interface.
- **Customer Experience & Surveys:** Includes baseline reports for digital post-interaction surveys and enhanced IVR survey reporting, covering response rates, score distributions, and trend analysis.
- **AI Assistant:** AI Assistant usage and ROI analysis to understand usage and outcomes from using Assistant capabilities.
- **Executive & Operational Views:** Pre-built and customizable dashboards designed to track trends over time (e.g., weekly volume summaries) and enable drill-down analysis at different organizational levels (tenant, site, team, agent).
- **Customer Entity Report:** For the first time, analysts can build custom reports and dashboards in Analyzer using a unified Customer Entity, consolidating a customer’s interactions across voice, chat, email, and digital channels into a single persistent profile. Surface metrics like sentiment trends, handle times, self service rates, and channel preferences without complex data joining or manual prep.

3. Key Metrics

The system tracks comprehensive data points in 15-minute intervals for granular trend analysis:

- **Volume & Capacity:** Incoming calls, queued contacts per hour (for staffing optimization), and completed contacts (answered + abandoned).
- **Agent Activity:** Total time spent in states: Available, Engaged Busy, Idle (with custom Idle Codes), and Offline/Signed Out.

Reporting and dashboards (Analyzer) (continued)

- Efficiency Metrics (created as formulae):
 - Average Handle Time (AHT): Total connected time divided by contacts terminated.
 - Average Speed of Answer (ASA): Total answer time divided by total answered contacts.
 - Service Level: Percentage of contacts answered within a predefined threshold (e.g., 80% in 20 seconds).
 - Percentage of Answered Contacts: Answered contacts divided by (arrived contacts – short calls).
- Time-Based Metrics: Answer time, Talk/Connected time, Consult Time, Hold Time, Queue time, Abandoned time, and IVR time.
- Call Quality/Status: Abandoned contacts, Disconnected calls (within lost call threshold), and Short calls (terminated within short call threshold).

4. Analyzer User Experience

Analyzer acts as the primary engine for your reporting needs, offering:

- Omnichannel Integration: Provides a consistent view across all entities—interaction, queues, agents, AI agents, and topics—in both real-time and historical dimensions.
- Visualization: Customizable graphs and tables that allow users to visualize complex patterns and trends effectively.

5. APIs, Webhook Notifications & Data Access

- Integration: All reports support download capabilities, making it simple to integrate data with executive dashboards and third-party business intelligence (BI) platforms.
- Automation: Reports can be scheduled for automated delivery, ensuring that stakeholders receive updated insights on a recurring basis.

- Exportability: Data can be exported in multiple formats to support external data processing and enterprise-wide analytics requirements.

The result:

Decision-makers at every level—from frontline supervisors to executive leadership—have access to the precise data they need to optimize staffing, identify training needs, and measure the impact of operational changes, all within a unified, omnichannel reporting ecosystem.

Integrations and open APIs

Webex Contact Center exposes a comprehensive set of APIs and developer tools that enable organizations to extend, customize, and integrate the platform with external systems.

API protocols and interfaces:

- REST APIs – Standard HTTP-based interfaces for configuration, data retrieval, and operational control.
- gRPC APIs – High-performance, low-latency interfaces for real-time data streaming and event processing.
- GraphQL APIs – Flexible query interfaces that allow consumers to request exactly the data fields they need.
- Webhooks – Event-driven notifications that push real-time updates to external systems when contact center events occur.
- WebSocket APIs – Persistent, bidirectional connections for real-time agent desktop events and live data feeds.

Integrations and open APIs (continued)

SDK families:

- Agent and Supervisor Desktop SDKs – Build custom widgets, embed third-party applications, and extend desktop functionality.
- AI SDKs – Integrate external AI models and services such as Model Context Protocol (MCP) Servers and Agent to Agent (A2A) tools and functions with the contact center platform.
- Configuration Sample Apps – Programmatically manage tenants, queues, teams, users, and routing strategies.
- Data Sample Apps – Access reporting data, interaction records, and analytics programmatically.
- Customer Journey Sample Apps – Retrieve and contribute to cross-channel customer journey data.
- Media Sample Apps – Control voice and digital media streams for custom recording, transcription, or analysis.
- Skill-based inbound routing from the Microsoft Teams phone system directs customer calls through the Webex Contact Center intelligent routing engine before delivering them to Teams-based agents.
- Support for Microsoft PSTN and third-party providers ensures compatibility with the organization's existing telephony infrastructure.
- Call handling from the Teams interface allows agents to manage contact center interactions – including answer, hold, transfer, and conference – without leaving Microsoft Teams.
- Microsoft Teams presence lookup for consult and transfer operations enables agents to check the real-time availability of colleagues in Teams before initiating a handoff, reducing failed transfers and improving resolution times.

The open platform architecture supports common integration patterns including CRM screen pops, workforce management data exchange, business intelligence data export, custom reporting dashboards, and automated provisioning workflows. Comprehensive API documentation, sample code, and a developer sandbox environment are available through the Webex Contact Center Developer Portal, enabling rapid prototyping and deployment of custom integrations.

The result:

Organizations are not locked into a closed ecosystem. The platform adapts to existing technology investments and evolves with changing business requirements through extensible, standards-based APIs.

Microsoft Teams integration

Webex Contact Center integrates with Microsoft Teams to enable organizations that have standardized on the Microsoft communications platform to use enterprise-grade contact center capabilities.

Add-on feature options

Webex Contact Center offers optional add-on capabilities that extend the base platform for organizations with specialized requirements. Add-on features are licensed separately and can be activated as business needs evolve. Key add-on categories include AI Agent, Cisco AI Assistant for Contact Center, Native Campaign Management, Workforce Optimization, and advanced PSTN services. Each add-on integrates with the core platform, sharing the same administration interface, reporting engine, and security framework – ensuring a cohesive operational experience regardless of which options are enabled.

Webex Calling integration

Organizations using Webex Calling for their enterprise telephony benefit from built-in integration with Webex Contact Center. Agents can receive and handle contact center interactions alongside standard business calls, and administrators manage both environments through a unified Webex Control Hub. Shared directory, presence, and voicemail integration simplify communication across contact center and back-office teams.

PSTN services

Webex Contact Center supports multiple Public Switched Telephone Network (PSTN) connectivity options, including Cisco-provided PSTN, cloud-connected PSTN via certified partners, and local gateway (on-premises) PSTN. This flexibility allows organizations to use existing carrier relationships or adopt Cisco-managed telephony services.

Noise reduction

Noise reduction technology filters out background sounds – such as typing, barking dogs, traffic, and household noise – from both the agent and customer audio streams. This capability is particularly valuable for remote and work-from-home agents operating in uncontrolled environments.

Enhanced noise removal delivers improved algorithms that provide cleaner audio across a broader range of ambient noise scenarios, resulting in better speech recognition accuracy for AI features and improved conversation clarity for agents and customers.

Webex Workforce Optimization (Webex WFO)

Important Note:

On June 30, 2026 [Cisco formally announced the End of Life \(EOL\) for the Webex WFO offer](#). This strategic transition marks a shift in our portfolio as we launch a new, AI-native Cisco Workforce Engagement Management (WEM) solution, built from the ground up for the Agentic Era.

For customers wanting traditional WEM solutions, we are leaning on the strength of our partner ecosystem through our [SolutionsPlus \(S+\) program](#), enabling like-for-like workforce engagement management options for choice and flexibility.

For Customers and Partners with current Webex WFO contracts, please be aware of the following important dates:

- As of July 27th, 2026, no new orders of Webex WFO may be placed.
- As of July 31, 2027, no manual renewals or modifications to existing deployments will be allowed.
- July 31, 2031 is the official Last Day of Support for Webex WFO.

Webex Contact Center has a workforce optimization suite (Webex WFO) that provides three core functions: WFM, QM, Analytics and Performance Management.

See the [Webex WFO data sheet](#) for complete details on the solution. Webex WFO Insights is an advanced analytics platform that provides deeper operational intelligence through cross-functional data correlation, trend analysis, and predictive modeling. Webex WFO embedded in Agent and Supervisor Desktop integrates schedule views, quality evaluations, and coaching sessions directly into the contact center desktop, reducing the need for agents and supervisors to access separate WFO applications.

Webex WFO Workforce Management (WFM)

The workforce management solution offers contact center supervisors, agents, and staffing analysts the ability to dynamically manage agent schedules (with a focus on agent self-service), forecast and plan staffing based on trends, and ensure adherence to schedules.

Key features include:

- **Dynamic scheduling:** Allows agents, supervisors, and staffing analysts to collaborate in creating a schedule that meets everyone's needs.
- **Dynamic intra-day scheduling:** Enables last-minute scheduling changes.
- **Automated agent approval:** For exceptions, time off, schedule offer/trade, and mentoring. Provides set workflows to automate approval, denial, wait listing, and manual handling.
- **Agent-initiated peer mentoring:** When an agent submits a request and the peer accepts, there is an automated supervisor approval, and both agents' schedules are updated.
- **Strategic planning and forecasting:** Allow users to forecast staffing needs based on trends.
- **Intraday Re-forecasting:** Enables supervisors to realign staffing throughout the day based on the latest demand. By quickly generating and implementing revised forecasts, teams can efficiently address unexpected events like call surges or agent absences with increased precision and flexibility.

- **Agent Assist:** GenAI-powered assistant designed to help agents manage their schedules through natural, conversational interactions. Agent Assist enables agents to ask questions like checking upcoming shifts, requesting time off, or volunteering for overtime without navigating multiple screens or workflows.
- **WFM with Trending Topics:** AI-powered capability that provides deeper operational insights within Workforce Management. By analyzing thousands of customer interactions, Trending Topics identifies emerging themes and topics, helping to explain increases in interaction volume or average handle time.
- **Vacation Planner Pro:** Streamlines and automates the management of vacation requests for contact centers, ensuring a fair and efficient process. By eliminating the need for spreadsheets or manual approvals.

Webex WFO Quality Management (QM)

Quality management helps customers measure agent efficiency and performance using tailored evaluation forms.

Key features include:

- **Multichannel quality evaluation:** Evaluate call, email, and chat interactions.
- **Targeted evaluations:** Find interactions of interest with pinpoint precision using a combination of transaction data, customer data, speech energy, and other business-related metadata.
- **Library of customized evaluation forms:** Percentage or points-based scoring methods
- **Pinpoint evaluation commenting:** Add comments to a call and search for comments by questions, section, form, or duration.
- **Gamification of agent KPIs:** Agents earn badges for quality scores and adherence.
- **Evaluation calibration:** Supervisors, managers, and agents can comment on an evaluation for a collaborative approach to quality.
- **Automated contact queue:** Contacts are routed to a contact queue according to workflow configuration.
- **Post-call survey data integration:** with call data makes playback easily accessible during evaluations.
- **Export calls:** Use for training or within e-learning platforms.

Webex WFO analytics

Webex WFO Analytics helps organizations gain data-driven insights to improve the customer experience and to drive revenue with every customer interaction.

Companies can analyze interactions and make valuable discoveries about your customers, employees, and business. With sophisticated speech, desktop and text analytics, organizations can unlock a gold mine of intelligence buried in the contact center.

Key features include:

- **Speech analytics (phonetics).**
- **Speech-to-text transcribed audio to full-text transcripts.**
- **Text analytics for channels,** including email, chat, text, social media, and surveys.
- **Desktop analytics to track desktop activity,** facilitate compliance, and create automated workflows with activity triggers.
- **Interaction Summary,** powered by Generative AI, creates concise, consistent summaries of customer conversations across voice and digital channels. It helps agents reduce after-call work and manual notes, supports evaluators in identifying which conversations to review, and gives supervisors quick context to plan more effective coaching.
- **AI-powered Advanced Sentiment analysis,** which translates all call interactions into a score of positive, neutral, or negative automatically with separate sentiment scores for agents and customers.
- **Powerful, easy-to-use dashboards** with drill-down capabilities.
- **Predictive quality evaluation scores.**

- Predictive Net Promoter Scores (NPS) using NPS survey data and speech data to automatically evaluate 100 percent of your customer interactions.
- Language packs to help you understand customers, regardless of linguistics.
- Speech search.
- Out-of-the-box and easy-to-use features.
- Dynamic reporting options with rich data visualizations like phrase clouds and interactive charts.
- Advanced customization dashboard capabilities.
- Widget-based dashboards and intuitive interface.

Webex WFO analytics (continued)

Enterprise Analytics: Advanced AI-powered analytics for your contact center Enterprise Analytics enhances Webex Workforce Optimization with advanced AI-driven tools that work together to improve agent performance and customer experience. These capabilities help contact centers focus on the conversations that matter most, automate evaluations, and coach more effectively at scale. It includes all capabilities within Analytics and builds on them with deeper AI-powered automation.

Auto QM automatically evaluates 100 percent of customer interactions against consistent performance criteria. AI-driven scoring delivers objective, unbiased insights to improve agent development and reduce manual evaluation effort.

Trending Topics uses AI to analyze thousands of conversations and organize them into prioritized topics, helping identify top contact drivers and streamline root cause analysis. Together, Interaction Summary, Trending Topics, and Auto QM create a powerful cycle of continuous improvement. Trending Topics identifies emerging issues and hot spots across customer conversations. From there, supervisors can quickly drill into Interaction Summaries to understand the context behind the trend—without reading full transcripts. And once you've pinpointed where performance needs to improve, Auto QM enables you to scale targeted evaluations across 100% of interactions to measure, monitor, and coach with precision.

Performance management

Performance Management connects performance data, coaching, and business outcomes in a single system so supervisors can actively develop agent performance rather than simply report on it. By unifying metrics, providing clear goals, and tracking coaching effectiveness, organizations can transform performance data into meaningful action. Performance Management provides a structured framework that brings together performance insights, coaching workflows, and agent visibility. This allows leaders to identify opportunities faster, track progress over time, and focus teams on the metrics that matter most.

Key features include:

- Personalized agent portal that provides each agent with a single view of goals, quality scores, schedules, and coaching sessions to promote transparency and ownership.
- KPI performance dashboards that display quality, efficiency, and business metrics aligned with individual and team objectives.
- Coaching effectiveness dashboards that help supervisors measure the impact of coaching sessions and identify which approaches are driving improvement.
- Performance trend analysis that reveals how key metrics change over time and helps identify root causes such as skill gaps, quality issues, or workload challenges.
- Mini goal tracking and achievements that break long-term performance improvement into manageable steps and highlight progress.
- Coaching session planning and scheduling that allows supervisors to organize development activities directly within the platform.
- Integration with workforce management scheduling to ensure coaching sessions occur at the right time without affecting staffing or service levels.
- Goal-aligned development that connects coaching activity directly to the KPIs that matter most, such as quality scores, handle time, and adherence.

- Recognition and reinforcement capabilities that highlight achievements and encourage the behaviors that drive strong customer experiences.
- Role-based dashboards that give supervisors and leaders visibility into team performance, coaching progress, and improvement opportunities.
- Coaching Effectiveness Dashboard in Performance Management: Enables supervisors to gain insights into how coaching is delivered across teams and to assess its overall impact.

Outbound voice option

Webex Contact Center supports outbound voice interactions, enabling agents to place outbound calls directly from the Agent Desktop. Outbound calls use the same routing engine, recording infrastructure, and reporting framework as inbound interactions, ensuring consistent data capture and quality management.

Agent-initiated outbound SMS and email extends outbound capabilities beyond voice, allowing agents to proactively reach customers through text messaging and email directly from the desktop.

Native Webex Campaign Management

Native Webex Campaign Management is an add-on module for the Webex Contact Center platform specifically designed to empower contact centers with proactive outreach capabilities.

Contact center administrators and supervisors can configure, manage, and optimize outbound communication campaigns to enhance customer engagement, drive sales, debt collection, lead management and improve operational efficiency.

This module can help improve agent productivity and the overall business performance of a contact center by letting agents spend more time engaging with customers and less time trying to reach them.

Key features & capabilities:

1. Campaign dialing modes

Supports Standard/Direct Preview, Progressive, and Predictive dialing modes to be used with human agents, as well as Progressive and Predictive IVR dialing modes for agentless automation.

- Preview dialing presents agents with customer information before the call is placed, enabling preparation and personalization. The enhanced preview dialer experience provides richer contact context and streamlined call initiation.
- Progressive dialing automatically dials the next contact when an agent becomes available, optimizing agent utilization without the aggressive pacing of predictive dialing. Predictive dialing with Call Progress Analysis (CPA) dials multiple numbers simultaneously based on predicted abandonment rates, with automated detection of answering machines, busy signals, and live customer voices.
- IVR-based campaigns deploy automated outbound campaigns that deliver pre-recorded messages or interactive IVR flows without agent involvement, suitable for appointment reminders, payment notifications, and surveys. These campaigns are also suitable for transferring call control to AI Agents after the call recipient has answered.

2. Intelligent contact list management

- Seamlessly automate contact list creation via secure FTP or via API or upload contact lists manually within specific campaigns.
- Map contact list attributes in field mapping and reuse field mapping in multiple campaigns.
- Automated PII encryption for specific contact list attributes.
- Handles call attempts across multiple customer phone numbers.
- Agent viewable contact attributes.
- Automatically expire contact list after x days.

3. Advanced contact selection filters

Apply complex conditions on the contact attributes to filters contacts from contact list who need to be contacts, so that you do not need to segregate your contact list outside the system. This advanced filter can be applied separately on fresh contacts and retry contacts.

4. Advanced scheduling

Define daily windows, business days, and organization-wide exclusion dates to prevent untimely outreach.

5. Automated retry logic and contact attempt tracking

Customizable retry strategies with specific intervals for unanswered calls or busy signals to improve contact rates.

Native Webex campaign management (continued)

6. Dynamic suppression rules

Configure multi-layered suppression based on contact timing windows, attempt frequency, and telephone conversation history.

7. Safe-calling window

System-calculated safest calling time window across multiple phone number of the same contact ensures calls stay within the legal time windows across timezone.

8. Timezone inference for global outreach

Infer contact timezones directly from contact-list data to support compliant safe-calling windows across additional international markets. This helps organizations run outbound campaigns more accurately across multi-timezone regions, improve contact rates, reduce manual data preparation, and support compliance-sensitive outreach. You can infer timezone information for call recipients using the following customer info:

- US ZIP code
- Postal codes for countries such as US, Canada, Australia, and Indonesia.
- Telephone area codes for countries such as US, Canada, Brazil, and Mexico.

9. Search contacts

Track contacts across contact lists and its status within a campaign.

10. Dynamic telephony outcome and wrap-up code set per campaign

You can assign different telephony outcome and wrap-up code set per campaign.

11. Campaign chaining

Dynamically transfer contacts between campaigns based on specific agent wrap-up codes and telephony outcomes. This can help you improve lead management, enhance agent productivity, and boost conversion rates.

12. Comprehensive reporting

Access pre-configured abandoned call summaries and contact attempt transaction reports with scheduling options.

Business benefits:

1. Improve Agent productivity

Automated pacing, contact selection, and retry management help agents spend more time engaging with customers and less time manually working lists.

2. Increase outbound efficiency

Predictive and progressive dialing strategies, retry automation, and campaign controls help improve contact rates and campaign throughput.

3. Enable proactive customer engagement

Support outreach programs for collections, reminders, service notifications, lead nurturing, renewals, retention, and other proactive contact center use cases.

4. Strengthen compliance posture

DNC controls, suppression rule sets, safe calling windows, and regional blocking features help reduce regulatory risk.

5. Improve operational agility

Teams can configure, duplicate, adjust, and launch campaigns faster in response to changing business priorities or service events.

6. Enhance customer experience

Timezone-aware outreach and campaign-specific workflows help ensure customers are contacted at appropriate times with more relevant interactions.

Native Webex Campaign Management (continued)

Technical specifications & requirements:

1. Platform requirement

Requires a valid Webex Contact Center license and the Native Webex Campaign Management add-on entitlement.

2. Administrative prerequisites

Outbound entry point, flow, global variables, and wrap-up codes must be configured in Webex Control Hub before campaign creation.

3. User access model

Native Webex Campaign Management is launched from Control Hub, with access governed through Webex Contact Center roles and permissions.

4. User provisioning

User profiles are created through just-in-time synchronization when an eligible user accesses the application for the first time.

5. Supported file formats

Contact list uploads support .csv and .txt formats, subject to product constraints and file structure requirements.

6. Contact ingestion options

Supports manual uploads, API-based ingestion, and SFTP integration for automated contact list pickup.

7. Capacity and scale considerations

Supports high-volume outbound operations with platform limits and tenant-specific configuration boundaries defined by the product.

Compliance & security:

1. DNC and suppression controls

Prevent unwanted outreach through DNC lists, suppression rule sets, and configurable campaign-level contact restrictions.

2. Contact timing controls

Use safe calling windows, business days, daily schedules, and exclusion dates to reduce the risk of contacting customers outside approved windows.

Regional protection controls:

- US and Canada phone area-code blocking.
- US ZIP-code-based protections where configured.

4. Data privacy

Protect sensitive data through field-level encryption for selected PII-relevant attributes and role-based visibility controls.

Reports:

Reporting for Outbound campaigns is available in Cisco Webex Analyzer.

Data security and data privacy

Webex Contact Center is built on a security-first architecture that protects customer data, interaction content, and system configuration across every layer of the platform.

Compliance certifications:

- CATO (Cloud Assessment and Authorization) – Compliance with Cisco's cloud security assessment framework.
- HIPAA (Health Insurance Portability and Accountability Act) – Support for healthcare organizations handling protected health information (PHI).
- GDPR (General Data Protection Regulation) – Compliance with European Union data protection requirements, including data residency options, right-to-erasure support, and data processing transparency.
- PCI-DSS Level 1 – The highest level of Payment Card Industry Data Security Standard certification, enabling organizations to process payment card information within the contact center environment.

Security lifecycle management ensures that security controls are continuously assessed, updated, and validated throughout the platform's evolution. The security safeguards implemented for Webex Contact Center meet the policy and control requirements set forth in the Webex Contact Center Security Framework and are aligned with the Cisco Security and Trust Organization (STO). The security lifecycle includes policy lifecycle management, ratification, approval and implementation, annual review and recertification, communication and awareness training, and exceptions management. Management is responsible for oversight and governance of the policy lifecycle process, ensuring that security posture, policies, and practices are implemented, updated, and communicated to staff and other parties as appropriate.

For more information, see the [Webex Contact Center Privacy data sheet](#) or visit the [Cisco Trust Center](#) online.

Data encryption is applied both in transit and at rest. All communication between the agent desktop, the cloud platform, and integrated third-party systems is secured using Transport Layer Security (TLS) 1.2 or higher. Sensitive data fields – including call recordings, customer personally identifiable information (PII), and payment card data – are encrypted using Advanced Encryption Standard (AES) 256-bit encryption at rest. Role-based access control (RBAC) ensures that users can only access the data and configuration elements appropriate to their assigned role, and comprehensive audit logging tracks all administrative actions for compliance and forensic review.

Global availability

Webex Contact Center is available globally, with data center presence across North America, Europe, Asia-Pacific, and other regions. Regional data center deployments support data residency requirements and provide low-latency connectivity for local users. A localized AI engine for Europe addresses AI-specific data residency needs for European customers by processing AI workloads within European data centers.

Organizations operating in regulated industries or jurisdictions with strict data sovereignty requirements can select the data center region in which their tenant data is hosted. For details, see [Data Locality in Webex Contact Center](#). Cisco continues to expand its global data center footprint to support emerging market requirements and evolving regulatory frameworks.

System requirements

Supported browsers:

Microsoft Windows 10 / 11:

- Chrome V76.0.3809 and higher
- Firefox 68 and higher ESRs
- Microsoft Edge V42.17134 and higher

Mac OS:

- Chrome V76.0.3809 and higher
- Firefox ESR 68 and higher ESRs

Chromebook:

- Chromium v73 and higher
- Chrome V76.0.3809 and higher

Cisco Collaboration flex plan

Flex up on the cloud momentum

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.

You can buy services for the three customer experience workloads, proactive notification services, AI Agent services and human agent contact center services for all employees, or simply purchase what you need today and grow at your own pace. All workloads offer simple uncommitted pricing with an additional discount for committed consumption. The Flex Plan also offers flexibility for future needs by enabling value shift within the three workloads. For example, you can start with a committed spend on human agents. If you decide to add AI Agents you can transfer some of your human agent committed spend to AI Agents. The same applied for outbound Proactive Journeys. All offering a flexible spend as business requirements evolve. With the Flex Plan, one agreement includes software, upgrades, and support.

Benefits:

- Full customer experience suite: Access a full-stack, enterprise-grade cloud collaboration bundle that includes everything a business needs – proactive journeys, AI Agents and human agent contact center, and a broad portfolio of available add-ons.
- Single OpEx subscription: Remove the need for hefty upfront capital investments and replace them with predictable monthly fees.
- Secure and reliable: Cloud service and implementation supported by certified Cisco enterprise channel partners.
- Flexibility: 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.

Licensing

Proactive Journeys

Outbound proactive notifications are licensed using a monthly committed platform bundle, the CX Edition, or via a pay-as-you-go uncommitted edition. The CX Edition includes a bundle of interactions and the uncommitted edition does not. Both choices have rate tables for channel transport costs (SMS, WhatsApp, etc.).

AI Agents

AI Agents offer inbound customer interactions access to information using AI to collect information and deliver a customer outcome. AI Agents are billed based on usage for voice calls and digital interactions. Voice calls are metered in seconds and digital sessions can be up to 10 outbound messages.

Human Agents

Webex Contact Center is a cloud service available in either a Concurrent Agent or Named Agent buying model. See the [Webex Contact Center ordering guide](#) for additional details. Webex Contact Center is available under the Cisco Collaboration Flex Plan.

- Concurrent Agent is the maximum quantity of Contact Center users who are simultaneously logged in to use Webex Contact Center software or services.
- Named Agent is a unique Contact Center user who logs in during any given month to use the Webex Contact Center software or services.

All three cloud workloads supports usage-based overages. Overage SKUs are automatically added to each order. Cloud usage is reported monthly and billed as the committed portion, and any usage above the committed levels is billed as overage.

Agent types

Webex Contact Center is available in two agent types that can be combined per the selected agent model:

Table 1. Available agent types for Webex Contact Center

AGENT TYPES	DESCRIPTION
Standard Agent	Provides core contact center functionality including a browser-based agent desktop, agent-assisted chat and email channels, inbound and outbound voice, call recording, touch-tone IVR, web and voice callbacks, and standard CRM connectors.
Premium Agent	Includes all Standard Agent features and adds additional digital communication channels such as text/SMS, social, multi-channel reporting and analytics, and supervisor monitoring and barge-in for all types of agents.

Features and benefits by agent types

Table 2. Webex Contact Center features by agent type

CAPABILITY	STANDARD AGENT	PREMIUM AGENT
Inbound and outbound voice	Included	Included
Email and web chat media	Included	Included
Intelligent skills-based routing and queuing	Included	Included
Browser-based agent desktop	Included	Included
Touch-tone IVR with TTS	Included	Included
Voice callback ¹	Included	Included
Web callback ¹	Included	Included
Outbound dialing ²	Included	Included
Call recording (with one month of storage)	Included	Included
CTI CRM connectors	Available	Available
Standard and customizable reporting	Not included	Included

Table 2. (continued) Webex Contact Center features by agent type

CAPABILITY	STANDARD AGENT	PREMIUM AGENT
Multi-channel reporting and analytics (Analyzer)	Not included	Included
SMS, WhatsApp, Facebook Messenger (agent assisted)	Not included	Included
Supervisor privileges (monitoring, barge-in, and coaching of all agents)	Not included	Included

Note: Organizations can mix Standard and Premium Agent licenses within the same tenant, assigning the appropriate tier based on each agent’s role and channel requirements. This flexibility allows organizations to optimize licensing costs while ensuring that agents with supervisory, digital, or advanced reporting needs have access to the full capability set. License upgrades can be applied at any time during the subscription term without service disruption.

¹ May require services
² May require campaign management software

Available add-ons

Table 3. (continued) Webex Contact Center features by agent type

CAPABILITY	STANDARD AGENT	PREMIUM AGENT
Additional recording storage	Add-on	Add-on
Campaign management (outbound campaigns)	Add-on	Add-on
Webex WFO Quality Management (QM)	Add-on	Add-on
Webex WFO Workforce management (WFM)	Add-on	Add-on
Webex WFO analytics with transcription	Add-on	Add-on
Webex WFO bundle	Add-on	Add-on
Webex WFO storage	Add-on	Add-on
Webex WFO call recording	Add-on	Add-on
AI Agent	Add-on	Add-on
Cisco AI Assistant for Contact Center	Add-on	Add-on

Ordering information

Webex Contact Center is available through Cisco authorized partners and direct Cisco sales. Organizations can subscribe through the Cisco Collaboration Flex Plan or through standalone contact center licensing. Contact your Cisco account representative or authorized partner for a customized quote based on agent count, license tier, add-on selections, and PSTN requirements.

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 Signature. Basic Support is included with any Cisco Collaboration Flex Plan subscription at no additional cost for the duration of your subscription.

TIER	FEATURES
Basic	• 24x7 TAC phone support with 1-hour response time • Knowledge base access • Software update and upgrade • Self-service adoption
Enhanced	Basic included • 24x7 TAC phone support with 30-minute response time • Centralized support coordination with solution alliance partner products • Technical adoption support • Analytics/proactive notifications • Priority case routing
Signature	Enhanced included • 24x7 TAC phone support with 15-minute response time • Designated service management • High touch and top priority support • Business review, advanced customer success • Advanced analytics

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.

Table 5. Environmental sustainability

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 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.

Cisco capital

Flexible payment solutions to help you achieve your objectives

Cisco Capital financing 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.

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For more information
Please visit webex.com/contact-center.html