

Datasheet

Microsoft Teams

Calling with Cisco

Contact Center

To propel the customer/agent experience, today's organizations must provide a true omnichannel experience. Contact Center solutions deliver a powerful customer/agent experience to accelerate business outcomes.

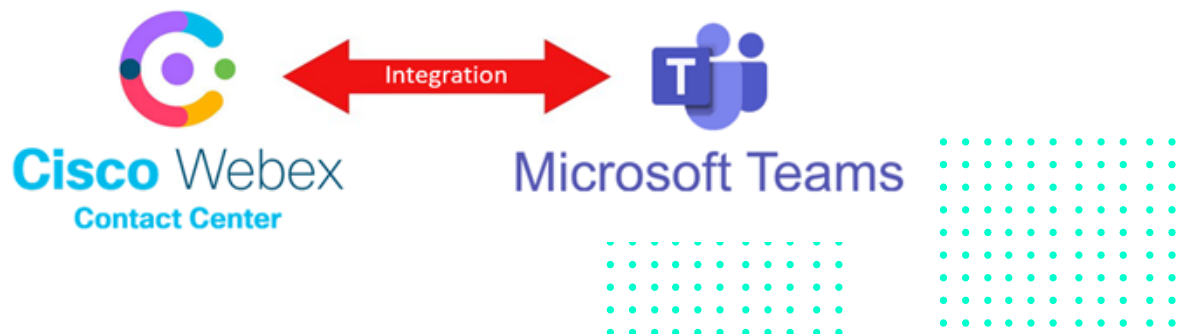
Overview

Webex Contact Center lets your customers connect through their preferred channel – chat, text, social, email, or call. AI-powered voice and chat virtual agents give customers options for natural, fast, and easy 24/7 self-service - with a seamless baton pass to a live agent when desired.

Modern collaboration platforms such as Teams allows your team to connect with each other and your customers anywhere, on any device via chat or audio and video calls and meetings, sharing and collaborating on documents and workflows securely in real-time.

Webex Contact Center combined with Microsoft Teams Calling creates a very versatile platform for contact center agents. Whether in the office or working from home, agents and supervisors will have the same experience and tools at their fingertips.

This integrated solution allows customers to use Microsoft Teams as their primary calling and collaboration platform, while leveraging Webex Contact Center for their customer experience platform. Logicalis Collaboration Services can provide the skilled services necessary to implement Webex Contact Center and integrate it with Teams Calling.





Solution Benefits

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Logicalis Services

- Professional & Consulting Services
- Implementation & Integration
- Support & Maintenance
- Training
- Managed Services

Technologies Supported

- ▲ Cisco Webex Contact Center
- ▲ Cisco Unified Contact Center Express
- ▲ Cisco Webex Calling
- ▲ Cisco Unified Communications Manager (UCM)
- ▲ Cisco Unified Communications Manager (UCM) Cloud

What we can do for your organization?

Contact Logicalis to learn how we can help.

Visit
www.us.logicalis.com

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