Webex Contact Center

Documentation Guide

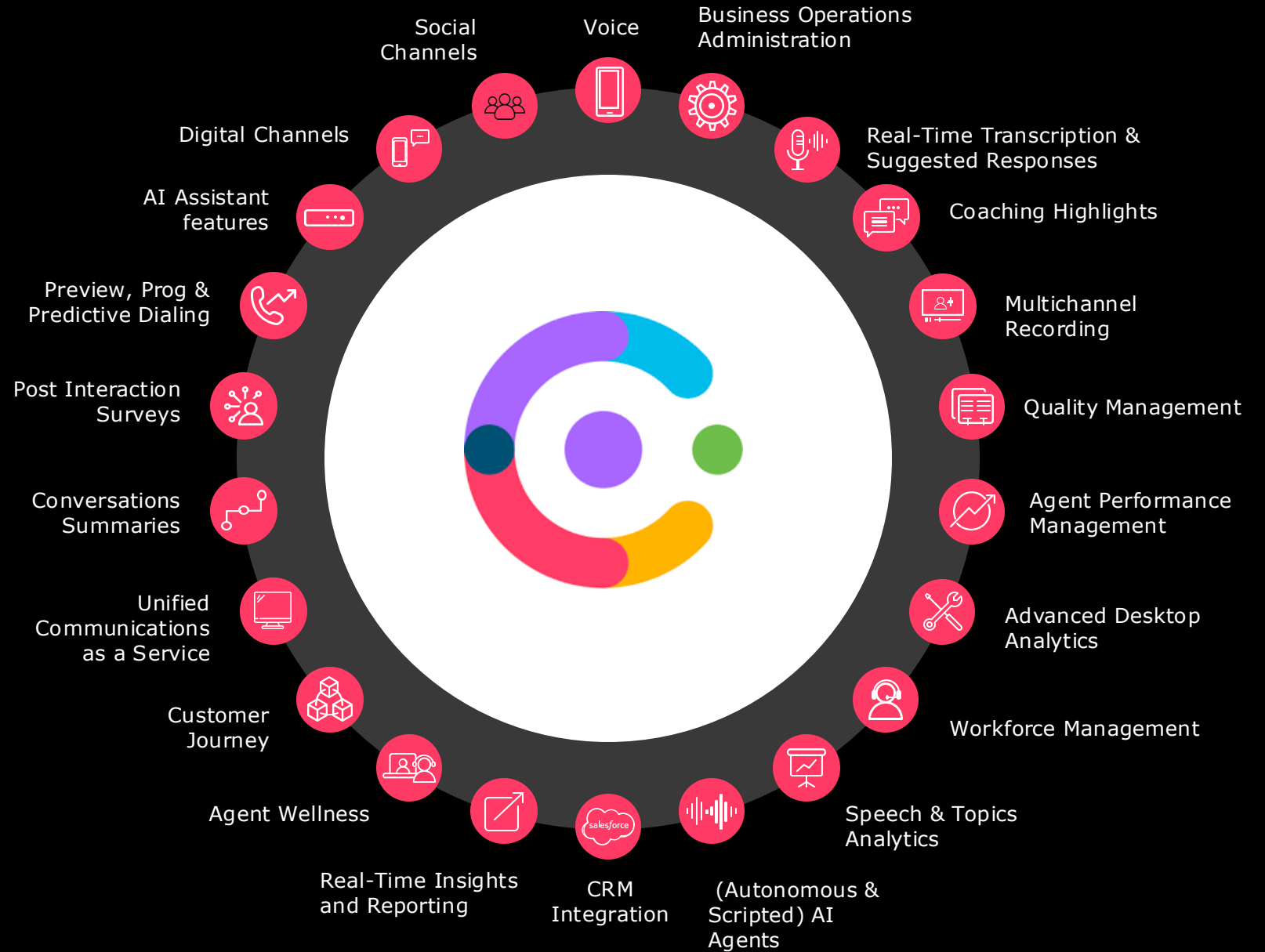Tarig Farid

Sr. Solutions Engineer – Contact Center Architecture

EMEA25

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Cisco Webex Contact Center Solutions

- Social Channels
- Voice
- Business Operations Administration
- Digital Channels
- Real-Time Transcription & Suggested Responses
- AI Assistant features
- Coaching Highlights
- Preview, Prog & Predictive Dialing
- Multichannel Recording
- Post Interaction Surveys
- Quality Management
- Conversations Summaries
- Agent Performance Management
- Unified Communications as a Service
- Advanced Desktop Analytics
- Customer Journey
- Workforce Management
- Agent Wellness
- Speech & Topics Analytics
- Real-Time Insights and Reporting
- CRM Integration
- (Autonomous & Scripted) AI Agents

Webex Contact Center

WxCC Documentation Guide

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