

Webex Contact Center

TechSummit 2023

Webex WFO

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Contents

01 Webex WFO Overview

02 Offers & Ordering

03 Cloud Migration Promo

04 Design, A2Q & Considerations

05 Resources

01

Webex WFO Overview

Webex WFO Call Recording and Quality Management

ROBUST:

PROVIDES THE RIGHT TOOLS FOR TIME-CONSCIOUS CONTACT CENTERS TO IMPROVE QUALITY AND PERFORMANCE

EASY TO USE:

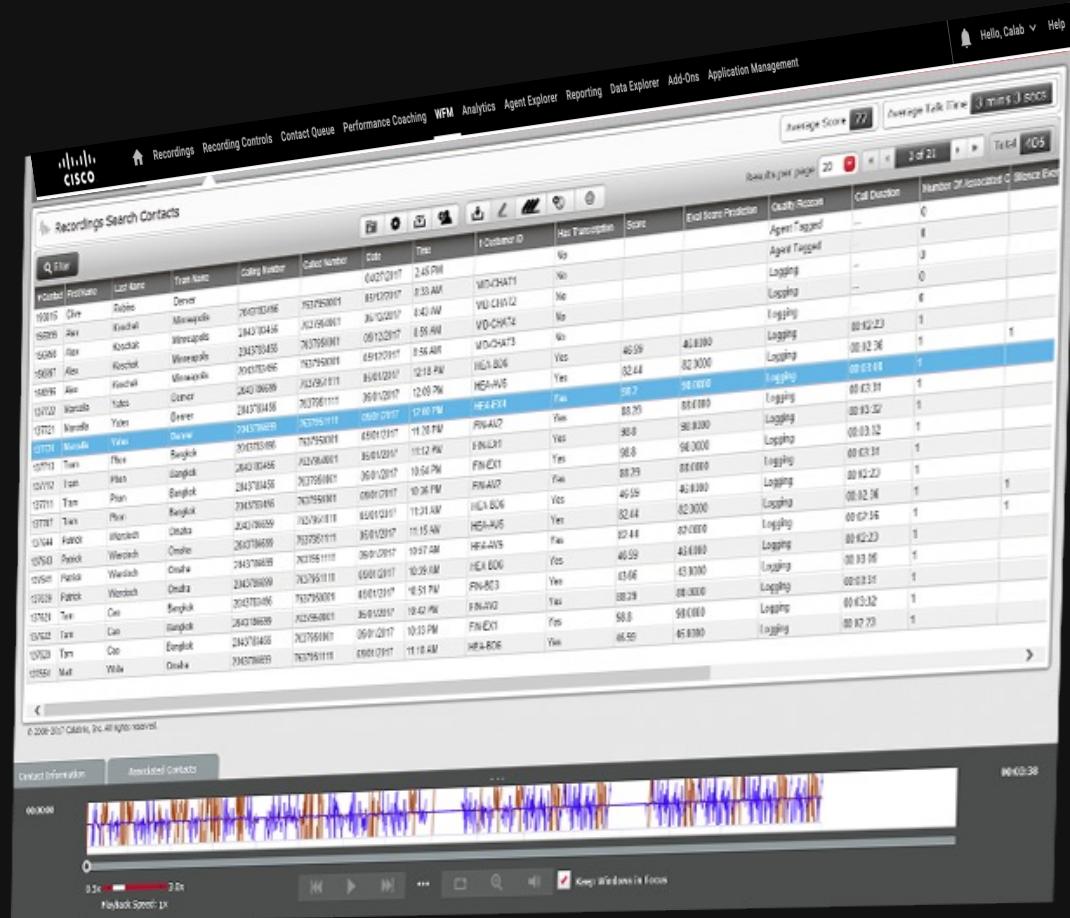
SIMPLIFIES CAPTURING THE FULL AGENT AND CUSTOMER EXPERIENCE OF THE CONTACT CENTER

MITIGATES RISK:

ENSURE COMPLIANCE AND MANAGE RISK TO PROTECT YOUR DATA AND YOUR BUSINESS

FOUNDATION FOR ANALYTICS:

CONNECTS CALL DATA WITH VOICE OF THE CUSTOMER ANALYTICS

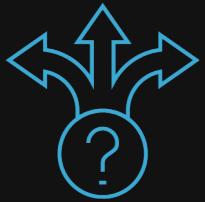


Workforce Management

THE WORLD'S LEADING WFM



MOBILE APP FOR
SELF SERVICE



VIRTUAL SELF-
SERVICE ASSISTANT



SELF-
SCHEDULING



NEXT GEN INTRADAY
DYNAMIC
SCHEDULING



BULK-EDITING



INTELLIGENT
INTRADAY



DASHBOARD
REPORTING (DX)



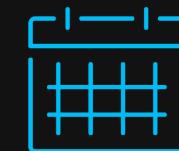
DRAG AND DROP
SCHEDULE EDITING



INTELLIGENT
ADHERENCE



GRANULAR
FORECASTING (5, 10,
15, 30 MINUTES)



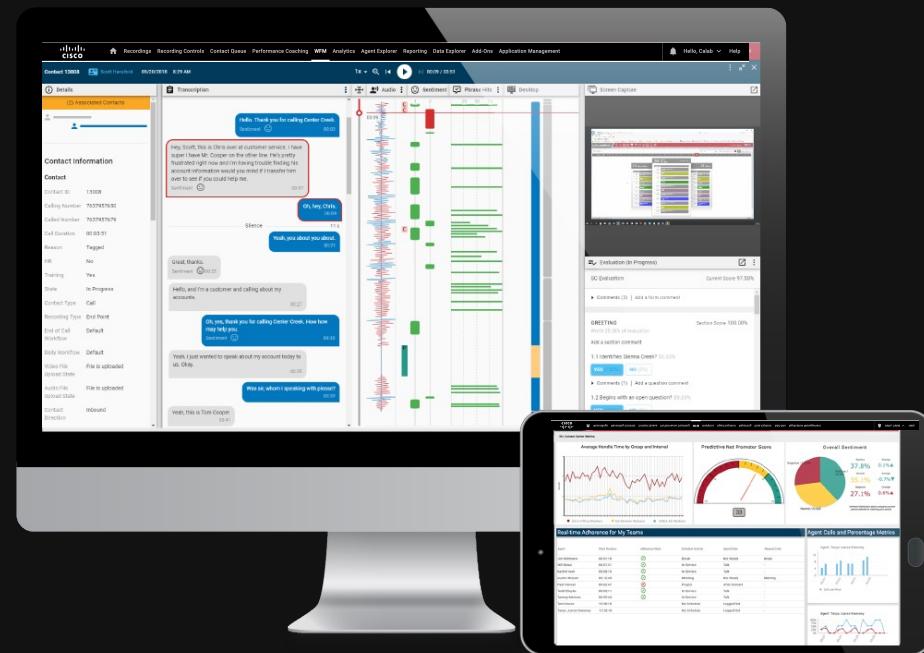
DATE-BASED
EMPLOYEE
ATTRIBUTES



DYNAMIC RESOURCE
ALLOCATION FOR
OMNI-CHANNEL
SCHEDULING

Webex WFO Analytics

INSIGHTS TO FUEL AGENT ENGAGEMENT
AND OUTSTANDING CUSTOMER
EXPERIENCES



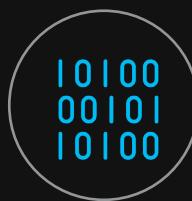
Easy

- Fully integrated suite, modern intuitive UI, and out-of-the box solutions – all in the cloud
- Simple, straightforward pricing and lower TCO



Personalized

- Powered by AI and ML to predict the outcomes that most impact your business
- Customizable suite-wide reporting and dashboards with one-click access to the voice of the customer



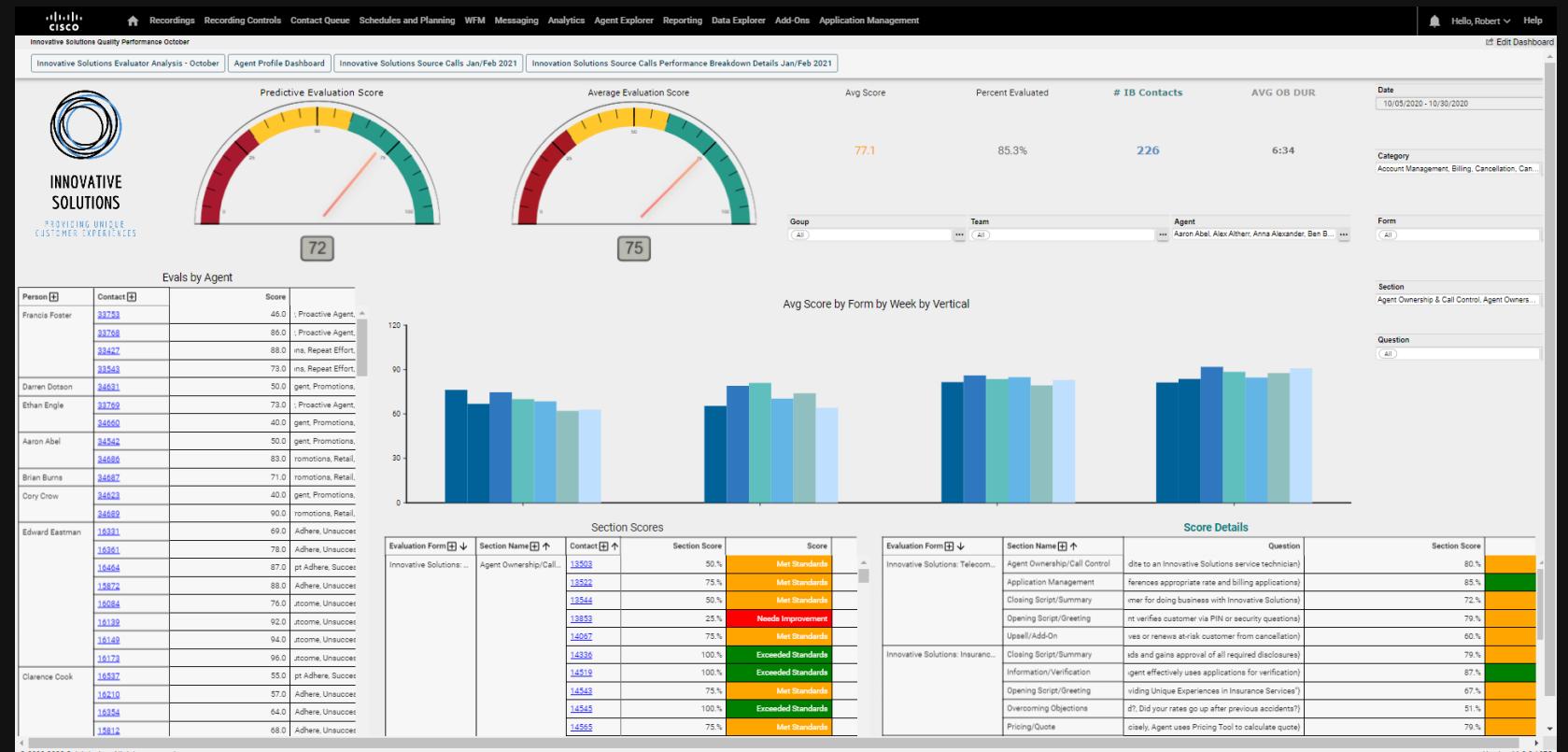
Smart

- Combined power of Speech, Desktop, Text and Predictive Analytics
- Analytics insights embedded throughout the suite – optimized, actionable and at your fingertips

DATA EXPLORER

Bring together all your personalized and most meaningful data in one place.

- Business intelligence and custom reporting that allows you to seamlessly integrate and visualize information from anywhere in Webex WFO ONE
- Down-to-earth reporting using everyday words and phrases
- Easily share and collaborate
- Keep hyper-personalized insights at your fingertips
- Explore insights multi-dimensionally by drilling down and drilling through nearly every link
- Make any report or dashboard - whether it's a pre-built AI-propelled visual or something you've created from scratch - your Webex WFO ONE homepage with the click of a button



02

Offer & Ordering

Ordering Webex WFO

There are currently two offers for ordering Webex WFO

- A-FLEX-CC & A-FLEX-3-CC
 - List prices are the same for both offers
 - The discount structure is different for both offers
 - Storage units/price is different for both offers
 - Overages billed in arrears

The image displays two screenshots of the Cisco Flex Contact Center configuration interface. Both screenshots show the 'Subscription' tab selected.

Screenshot 1: Flex Contact Center (A-FLEX-CC)

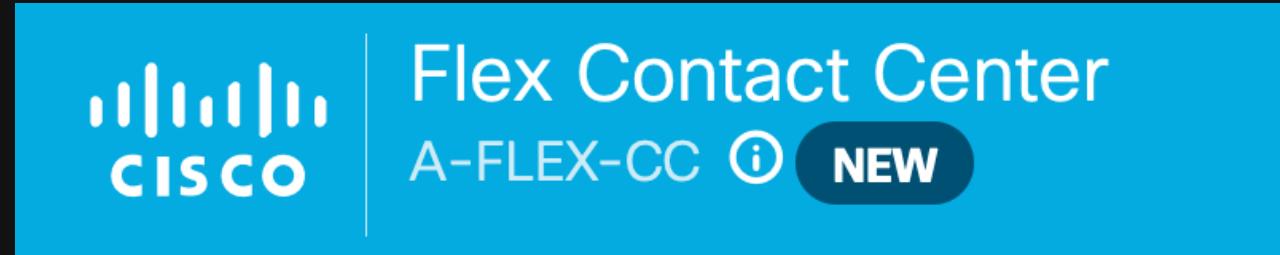
- Section: Additional Options
- Question: Do you want to purchase Workforce Optimization?
- Answer: Yes (highlighted with a green box)

Screenshot 2: Flex 3.0 for Contact Center (A-FLEX-3-CC)

- Section: Additional Options
- Category: Platform Addons
- Option: Webex Workforce Optimization (WFO) (highlighted with a green box)

A-FLEX-CC

- Same Term & Billing Option
- Pricing is Named Agent Only
- Discounts
 - 20% Market Based Discount
 - 7% Additional Flex Discount (certified partners)
- Storage
 - Unit 50GB Per Month
 - Separate rates for Realtime & Archive
- Value Transfer Credits (Purchase adjustments) available for Unified Workforce Optimization – must have active SWSS and 36 month term



New Terms and Billing

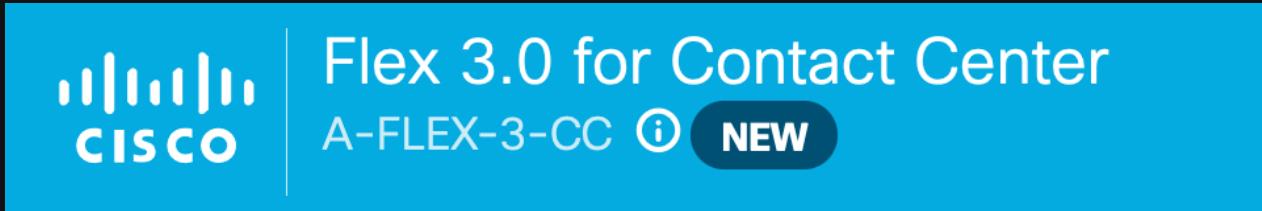
Requested For > 12 Months from 10-Feb-2023 to 09-Feb-2024

| | |
|--|---|
| Auto Renewal <input checked="" type="checkbox"/> On | Billing Frequency <input type="checkbox"/> Monthly Billing |
| Automatically Renews For 60 Months on 10-Feb-2024 <small>Enter any whole month value from 0-60</small> | End Date <input checked="" type="radio"/> Effective For 12 Months <small>Enter whole month count from 1 to 84</small> |
| Requested Start Date 10 Feb 2023 <input type="button" value=""/> | <input type="radio"/> Co-Term to an End Date <input type="checkbox"/> |
| <small>Enter a date between 07-Feb-2023 & 05-Aug-2023.</small> | |
| Standard-Market Category - Certification - Premier - USD 20.00% | |
| Promotion-Spark Flex Reseller Program - US PP-SPRe-170729-105452 7.00% | |
| How many monthly committed WFO 50 GB Real Time Storage is needed? <input type="text" value="Qty"/> | |
| How many monthly committed WFO 50 GB Archive Storage is needed? <input type="text" value="Qty"/> | |

When connected to WxCC needs to be on the same subscription.

A-FLEX-3-CC

- Same Term & Billing Option
- Pricing is Named Agent Only
- Discounts
 - 20% Market Based Discount
 - Tiered Discounts based on WxCC & Webex WFO
 - 0% - 15% additional depending on the tier
- Storage
 - Unit Per GB Per Month
 - Same cost for Realtime & Archive



New Terms and Billing

Requested For > 12 Months from 10-Feb-2023 to 09-Feb-2024

Auto Renewal On

Billing Frequency Monthly Billing

Automatically Renews For
60 Months on 10-Feb-2024
Enter any whole month value from 0-60

End Date
 Effective For 12 Months
Enter whole month count from 1 to 84

Requested Start Date
10 Feb 2023

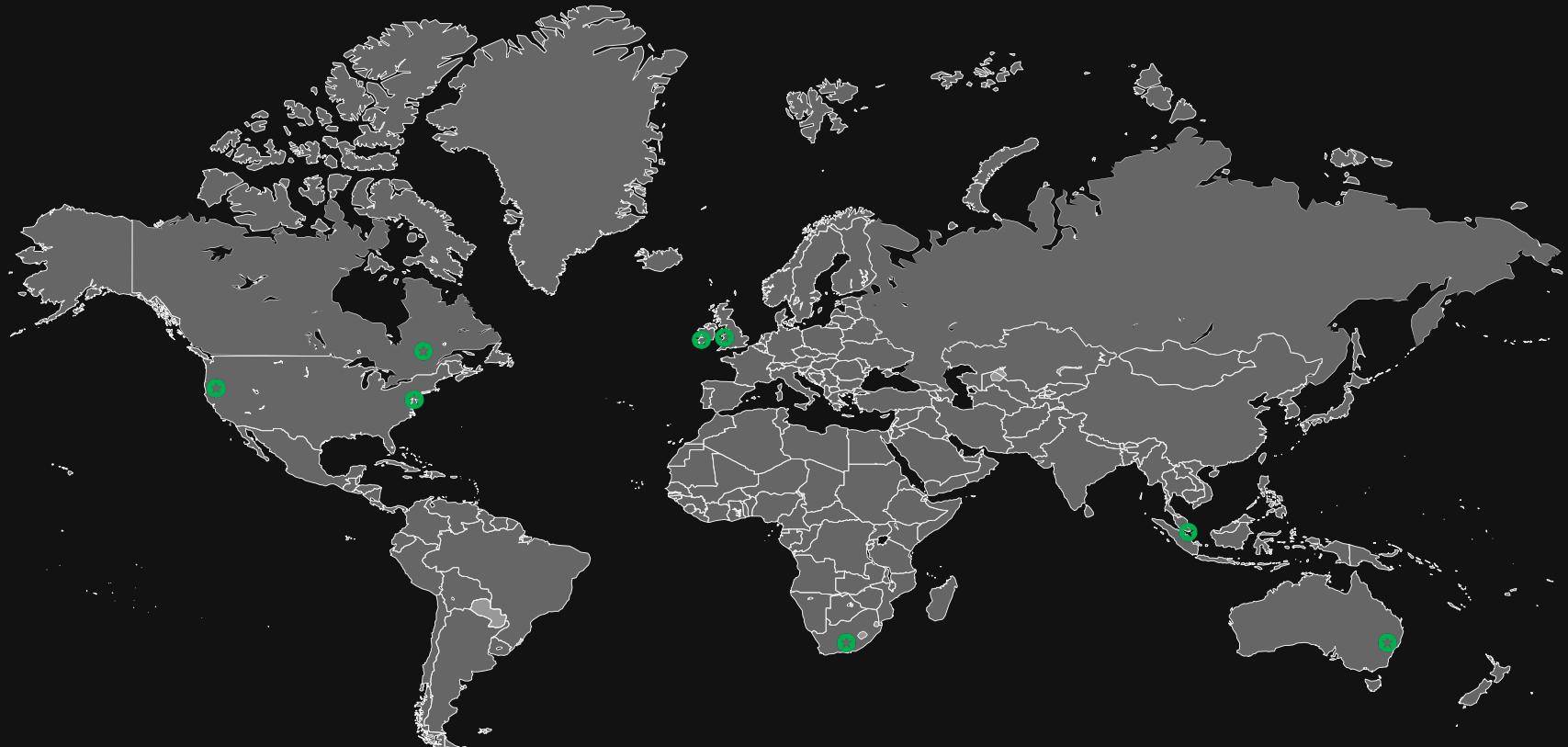
Co-Term to an End Date

| Standard-Market Category - Certification - Gold - USD | 20.00% |
|--|----------------------------|
| Promotion-Flex Contact Center 3 Reseller - US PP-CCRe-230729-12716 | 10.00% |
| WFO Realtime and Archive Storage GB A-FLEX-WFO-STG | 0.05 Per GB/month/Month |

Depends on the tier

When connected to WxCC needs to be on the same subscription.

Webex WFO Global Availability



United States
Canada
UK
EU (Dublin)
Singapore
Sidney
South Africa

Product IDs

| A-FLEX-CC | A-FLEX-3-CC | Description |
|--------------|------------------|------------------------------|
| A-FLEX-NWFB | A-FLEX-WFO-NWFB | WFO Bundle |
| A-FLEX-CR | A-FLEX-WFO-CR | Call Recording |
| A-FLEX-NQM | A-FLEX-WFO-NQM | Quality Management |
| A-FLEX-NWFM | | Workforce Management |
| A-FLEX-NWFM2 | A-FLEX-WFO-NWFM2 | Workforce Management |
| A-FLEX-NWFA | A-FLEX-WFO-NWFA | Analytics |
| A-FLEX-NWFT | A-FLEX-WFO-NWFT | Analytics With Transcription |
| A-FLEX-RTS | A-FLEX-WFO-STG | Storage |
| A-FLEX-ARC | | Storage |

03

Cloud Migration Programs

Cloud Migrations

There are flavors of cloud migration programs

1. Migrating from on premise to the cloud

- Unified Workforce Optimization - Announced End of Life July 1, 2020 - Last day of support August 31, 2023
 - Discount on the services required to migrate for CR/QM & WFM - training, consulting and workshops are not included
 - Requires 3 year term - discount based on the Annual Contract Value
 - Will support the on premise deployment thru last day of support
- On Premise Solution Plus
 - Discount on the services required to migrate for CR/QM & WFM - training, consulting and workshops are not included
 - Requires 3 year term - discount based on the Annual Contract Value
 - Will support the on premise deployment for 6 months

2. Webex WFO Bundle

- Basic implementation service included in the agent licenses
- Training, consulting and workshops are at normal costs
- Requires standard discounts

What is included in the Basic Implementation Services for the Bundle (Suite)

Included Services

- Project Management for Base implementation
- Implementation Engineering for Webex WFO initial tenant configuration and user provisioning
- Single phase project with up to one (1) Production Go Live
- Integration to one Cisco ACD Instance
- Cloud Administration Knowledge Transfer
- Basic Data Explorer (DX) overview

Training, Workshops & Consulting are NOT included

Services That Can/Should be added

- User Training Workshops*
- AQM/CAS and WFM Consulting*
- Business Intelligence Consulting*

Optional Services

- Custom Development
- Data migration
- Multiple phases
- New Module Services (i.e. Having QM and Adding WFM)

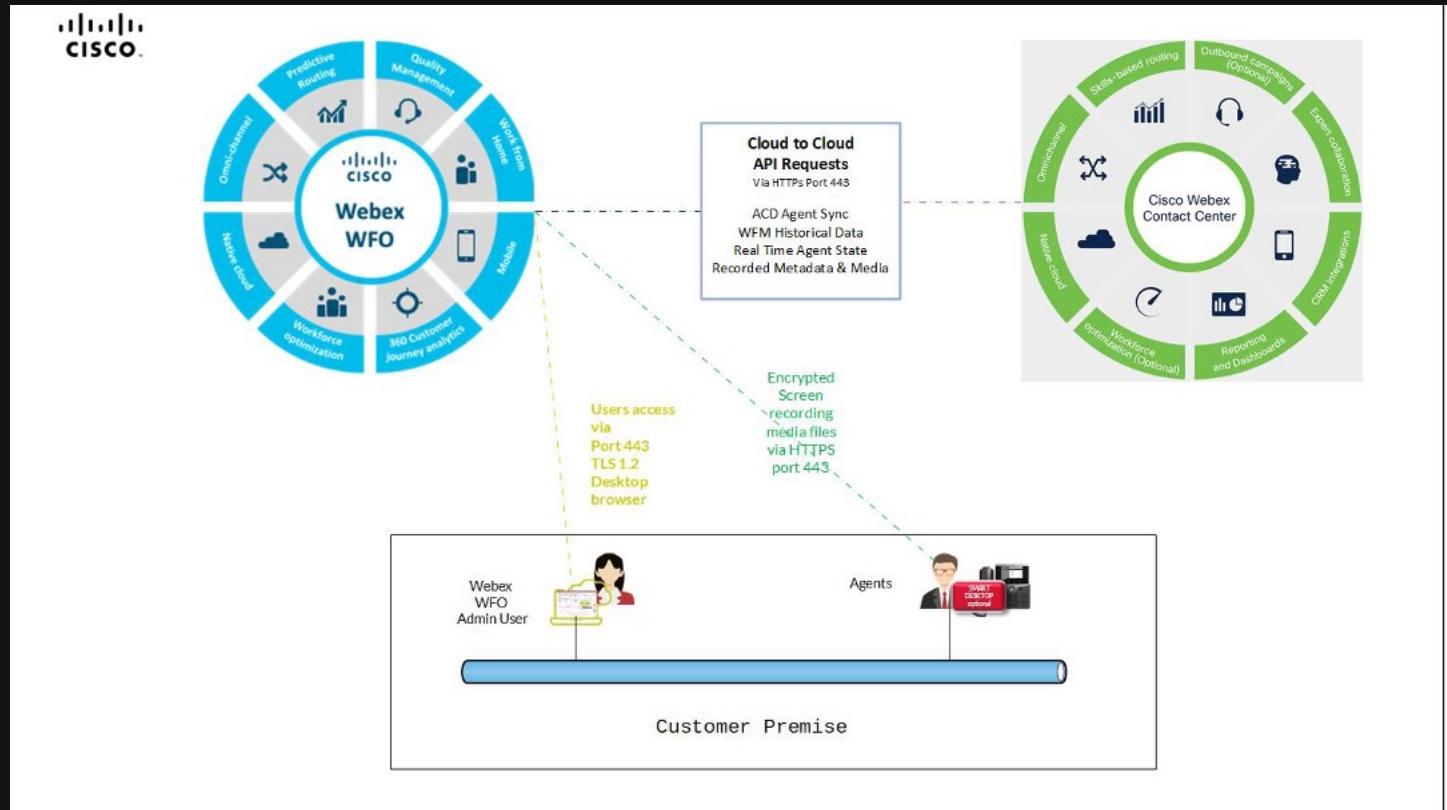
**Note that there will be a recommended standard amount of User Training Workshops and Consulting hours based on the number of overall users.*

04

Design, A2Q & Considerations

Design

- Webex WFO is 100% cloud native
- Call recordings are captured/logged by WxCC
- Calls are compressed and encrypted – then moved from WxCC to the Webex WFO platform via an API request
- Storage should be sized based on the call data and timeframe required for retention
 - Storage is price per 1GB per month and billed based on the quantity required.
 - Storage in excess of the quantity ordered will be billed in arrears.
- Webex WFO Quick Design Spreadsheet



A2Q & Tenant Provisioning Request

- Ordering Webex WFO with Webex Contact Center at the same time you will use the Webex CC Smartsheet
<https://app.smartsheet.com/b/form/d2f23beba3644a52aa7e132f84c71d87>
- Please be sure to select WFO as part of the appropriate phase of the rollout plan.

Required Information for WFO

- 2 Customer Tenant Admins (name & email)
- Tenant Display Name
- Tenant Location
- Tenant Time Zone
- WFM – Statistics Interval (15/30)
- Data Restriction (Yes/No)
- Authentication Type (company SSO/Direct/Both)
- Company/Customer SSO Details (SSO Metadata URL)
webex

Contact Center Rollout Plan

Please select the number of potential/identified phases in this deployment rollout *

2

Phase 1 Go Live *

Please provide a potential high confident Go Live Date for Phase 1 i.e. Initial rollout

31

How many agents could be part of the Phase 1 Rollout/Go-Live? *

5

Select all the feature that will be required for Phase 1 Rollout *

Select

WhatsApp

CRM Integration

Voice Callback

Web Callback

Post Call Survey

Outbound Voice Campaign

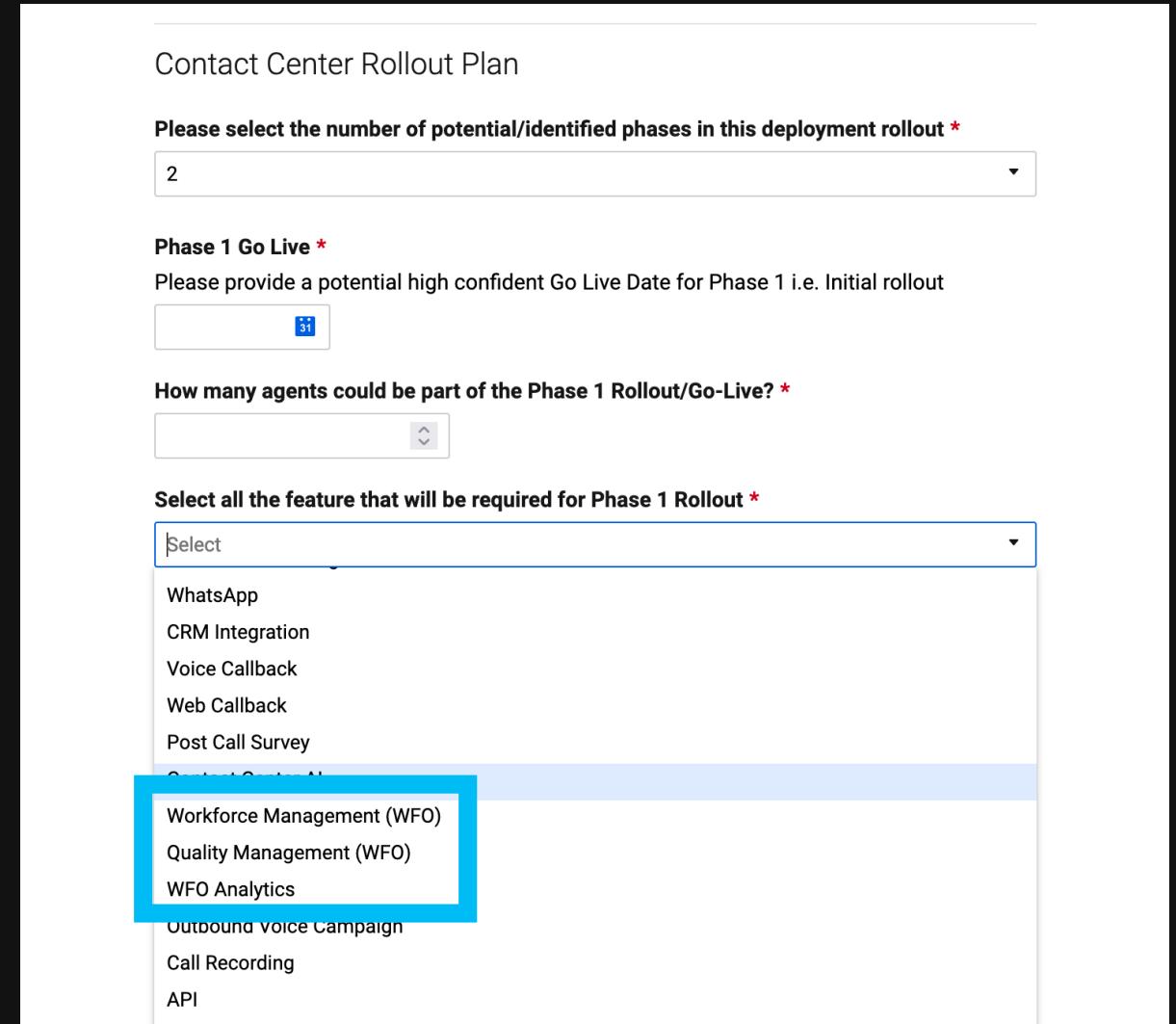
Workforce Management (WFO)

Quality Management (WFO)

WFO Analytics

Call Recording

API

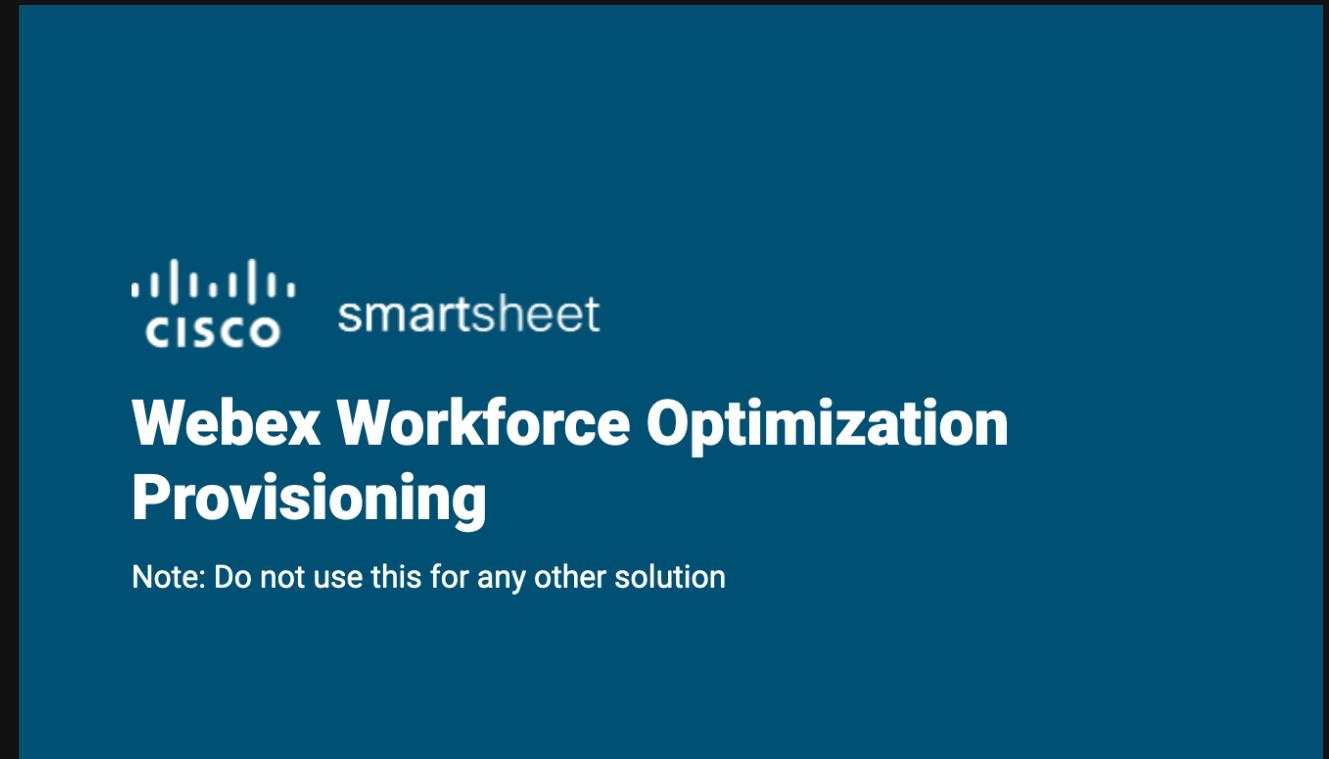


A2Q & Tenant Provisioning Request

- Ordering Webex WFO as an add-on to an existing Webex CC tenant use the Webex WFO Provisioning Smartsheet
<https://app.smartsheet.com/b/form/eef6d1b7233a41aea364b9f18ff9082c>
- Ignore the Webex Contact Center (DO NOT USE)

Required Information for WFO

- 2 Customer Tenant Admins (name & email)
- Tenant Display Name
- Tenant Location
- Tenant Time Zone
- WFM – Statistics Interval (15/30)
- Data Restriction (Yes/No)
- Authentication Type (company SSO/Direct/Both)
- Company/Customer SSO Details (SSO Metadata URL)



Considerations

- All New deployments should be using the latest WFM product
- All new deployments will be deployed with the new 2.0 Programmatic APIs
- ACD Migrations (ex: moving from UXCC > WxCC)
 - Webex WFO Tenant stays the same – add a new ACD – Agent merg and clean up process
- Pause & Resume
 - Audio controls are performed by WxCC – screen redaction takes place in post call processing (Reconciliation)
 - Multiple options for configuration depending on customer requirements
- Deployment Services
 - Requires an SOW from a certified partner or Calabrio
 - WFM & Analytics is highly consultative – requires training/consulting/workshops
 - Typically need several months of call data to tweak/optimize
- System Administration – Auto-User creation

Resources

- Landing page for Webex WFO documentation
 - <https://www.cisco.com/c/en/us/support/contact-center/webex-workforce-optimization/series.html>
- Webex WFO Information on SalesConnect
 - <https://salesconnect.cisco.com/#/briefcase-details/P1675807365680714>
- Webex WFO Provisioning Process on the Cisco Partner Community
 - <https://community.cisco.com/t5/webex-workforce-optimization-knowledge-base/cisco-webex-wfo-provisioning-process/ta-p/4126344>
- Calabrio Success Center - training materials, videos & documentation
 - <https://success.calabrio.com/s/login/?ec=302&startURL=%2Fs%2F>

Updates to the Smartsheets and provisioning process will be out shortly

Webex WFO Pitch Deck, Data Sheet and Sizing tool are in process of being posted to the product landing page and SalesConnect