

Business Resiliency Solutions with Cisco Contact Center

Business resiliency is critical for adapting to disruptions, while maintaining **continuous business operations**



Your **contact center agents** are your customers' first point of contact, meaning it's key to ensure your agents can work from wherever they are to quickly and efficiently service your customers.



Cisco® Contact Center solutions are designed to enable your business to continue without disruption, allowing you to meet your key metrics, and empowering agents to work remotely with all the tools they need at their fingertips.

AI-based self service



Provide your customers with a **convenient way to reach you 24/7**, with intuitive self-service virtual agents for voice and chat.



Intelligent virtual agents can understand what concerns a caller has, respond accordingly, or **route them to a human agent** when necessary.



Manage inbound interaction volumes more efficiently, and empower your agents to provide **personalized, accurate, and timely responses every time** to your customers.

Find out more about our Webex Contact Center AI solutions

» **Manage inbound inquiries more efficiently**

» **Give customers rapid 24/7 self-service**

Fast cloud deployment options



When you need to offload expanding call volume, or agents need to stay at home, our cloud contact center solutions can be quickly deployed to **enable your agents to take calls from anywhere they are**.

Find out more about our Webex Contact Center Quick Deploy Solution

- » **Easily support up to 24,000 at-home agents**
- » **Provide consistent and seamless experiences to your contact center staff**
- » **Take steps towards a cloud contact center now and for the future**

Find out more about our Webex Contact Center Enterprise Quick Deploy Solution

Remote agents



Find out more about Unified Contact Center work-from-home solutions

Cisco's work-from-home solutions include multiple approaches to enable agents and supervisors to **effectively perform their jobs** and continue to provide exceptional customer service, from the comfort of their homes or wherever they are.

- » **Increase capacity of your contact center and improve agent productivity and job satisfaction**
- » **Agents seamlessly collaborate with back-office experts while working remote**
- » **Supervisors can manage agents and teams across sites, regardless of geographic location**

Experience management



Ensuring your employees are **productive while working from home**, and understanding how this is impacting their ability to serve your customers, is a critical component of business continuity.



Provide your employees with an **easy-to-use, anonymous, online survey** to share their work-from-home experiences. You can also give your customers a "voice" to express their opinions and satisfaction with your business.

Find out more about our "voice of employee" solution

- » **Create a responsive feedback loop to ensure employee and customer satisfaction**
- » **Keep a real-time pulse on sentiment via voice-of-customer (VoC) and voice-of-employee (VoE) surveys**