

Move to the cloud with confidence

Webex Calling. Webex Contact Center.

Step into the future with the market leader as your cloud partner.

Webex empowers a more integrated, collaborative work style that provides the agility you need to be competitive in a hyperfast digital economy.



Edge and hybrid services provide flexible pathways to the cloud



Personalized experiences powered by cognitive capabilities and artificial intelligence (AI)



One unified modern experience for end users and IT

Webex Calling: Bridge cloud calling with on-premises systems.

Webex offers enterprises the benefits of cloud innovation today while enabling a smooth cloud migration over time. Webex Calling:

- Connects to your on-premises PBXs
- Delivers a common global dial plan
- Enables a phased transition to the cloud

Webex Contact Center: Enrich the customer experience.

Webex Contact Center enables new ways of interacting to enhance both your customers' and your agents' experiences:

- Faster first-call resolution
- Improved customer satisfaction
- Reduced customer churn

Choose cloud calling and contact center solutions from Webex and achieve:

01

Greater profitability



Companies that empower their agents with unified communications (UC) experience a **68% greater annual increase in customer profit margins.**



Companies with integrated UC within their contact center technology toolbox achieve **31% greater annual improvement in agent productivity.**

02

Reduced operational costs



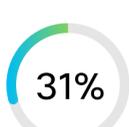
25% reduction in agent churn rates



2.3% overall annual cost reduction advantage

03

Faster, more accurate customer support



31% improvement in agent productivity



36% greater annual improvement in first-call resolution

04

Increased customer satisfaction



83% higher annual improvement in customer satisfaction ratings



UC-enabled firms that improve customer satisfaction rates also enjoy **98% greater annual improvement in client retention rates.**

05

Optimized collaboration workflows



Only 27% of companies are fully satisfied with their ability to use organizational knowledge to attain goals such as improved customer satisfaction rates and reduced average call handle times.



Employees spend 17% of their time looking for information.

Modernize your workplace with future-proof technology from Webex.

[Learn more about Webex Calling](#)

[Explore Webex Contact Center](#)

[Discover the Cisco Flex plan](#)

Source:

<https://www.cisco.com/c/dam/m/digital/elq-cmcglobal/OCA/Assets/Collaboration/Aberdeen-UC-Breakdown-Organizational-Silos-ebook.pdf>

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