

Datasheet

Omnichannel 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

Today's leaders know all too well that a poor customer experience can negatively impact revenue—and increase churn rates. At the same time, disconnected back-end systems, multiple applications, manual processes and cumbersome desktop interfaces can increase agent turnover. Challenges include:

- Legacy systems that require continual hardware upgrades and fixes.
- Siloed data due to different departments, different technologies and lack of integration.
- Lack of emerging technologies, such as AI/ML, that can streamline customer interactions.
- Unsupported digital channels—like online chat, text, video, social media, etc.

The result? Fragmented processes, technologies and data, leading to high agent attrition and low customer satisfaction.

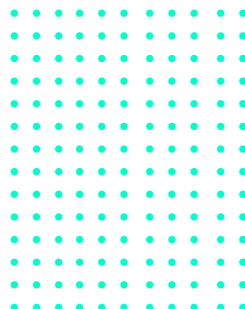
To keep pace, organizations must deliver a seamless, more personalized customer experience and streamline the agent process.

Advanced and integrated call center solutions, whether on-premises or in the cloud, provide a 24/7 omnichannel experience while enabling emerging technologies, continually delivering new capabilities, simplifying management and enabling easy integration and scale.

Leveraging your existing assets, Logicalis helps boost productivity, profitability, and the customer/agent experience by designing, implementing, and supporting the contact center solution that best meets your organization's business needs.

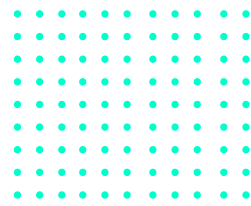
79%

Customer experience has a significant impact on revenue and sales¹



93%

Technology is very important in creating a better customer experience¹



Benefits

- **Deliver a comprehensive, integrated collaboration experience** – Combine a contact center solution with enterprise cloud calling, meetings, team collaboration, customer experience management, and audio/video devices/headsets for a seamless, cost-effective collaboration experience.
- **Get a clear path to cloud** – Take advantage of advanced applications, the latest features, and a low-disruption path to the cloud for seamless collaboration between back-office and front-office employees, while reducing costs and simplifying management and provisioning.
- **Enable artificial Intelligence** – Use AI and data insights to power contact center performance and give agents relevant knowledge so they can provide more meaningful interactions with customers.
- **Understand the customer experience** – Next-generation, AI-powered, real-time customer sentiment data provides a true 360-degree view of the customer journey, bringing critical insight to all customer touchpoints across the organization. Access to e-mail, documents, contacts, and calendars on nearly any device

	Cisco Contact Center Express		Cisco WebEx Contact Center	
	Premium	Enhanced	Premium	Standard
Inbound Voice	•	•	•	•
Outbound Voice	•	–	•	•
Blended Preview Outbound Dialer	•	•	•	•
Intelligent skills-based routing & queuing	•	–	•	•
Outbound IVR	•	–	Optional	Optional
Agent E-mail	•	–	•	–
Web Chat	•	–	•	–
Database Integration	•	–	•	•
WFO: Call Recording	•	•	•	•
WFO: Advanced Quality Management	•	•	Optional	Optional
WFO: Workforce Management	•	•	Optional	Optional
Finesse Agent and Supervisor Desktop	•	•	n/a	n/a
Finesse IP Phone Agent	•	•	n/a	n/a
Browser-based Agent Desktop	n/a	n/a	•	•
Real-time & historical reports data storage	•	–	•	–

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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