

Webex Contact Center feature matrix

Explore some of the features, learn more about how to use them, and quickly access resources for setup, management, and adoption.

Feature	Definition	Use case	Resources
Skill	<p>A specific competency or area of expertise assigned to contact center agents that determines their ability to handle certain types of interactions or customer inquiries. Skills are used to route calls and other customer interactions to the most appropriate agents based on their expertise, ensuring efficient and effective customer service.</p> <p>Text: A free-form text skill that must be matched exactly. The text value can include up to 40 characters (including spaces).</p> <p>Proficiency: Can have a value ranging from 0 to 10 that represents the agent’s level of expertise in the skill.</p> <p>Boolean: Can have the value of true or false to indicate whether or not the agent has the skill.</p> <p>Enum: A named set of predefined values. For example, a skill named Line of business might have a set of three values: Sales, Service, and Billing. Each value can include up to 20 characters (including spaces).</p>	<p>A customer contacts the support center because their device is not connecting to Wi-Fi. The call is routed to a "Technical support" agent, who quickly diagnoses the issue as a common firmware problem. The "Technical support" skill ensures that customer interactions are handled by the most qualified agent available.</p>	<p>Deploy and manage: Help article Manage skill definitions</p>



We've gathered everything in our launch kits—simply download and share to onboard agents and supervisors and drive adoption.

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Feature	Definition	Use case	Resources
Skill profile	<p>A collection of skills assigned to an agent or a group of agents that defines their capabilities and areas of expertise. Skill profiles are used to ensure that customer interactions are routed to the most appropriate agents based on their specific competencies, thereby optimizing service delivery and improving customer satisfaction.</p>	<p>An agent working for a multinational electronics company that provides customer support for its products. The contact center handles a variety of customer interactions, including technical support, sales inquiries, and general customer service.</p>	<p>Deploy and manage: Help article Manage skill profiles Help article Webex Contact Center setup and administration (skill profiles)</p>
Multimedia profile	<p>A configuration that determines the types and number of simultaneous interactions an agent can handle across different communication channels. This profile helps manage and balance the workload of agents by specifying their capacity to engage with customers through various media types such as voice, chat, email, and social media.</p> <p>Blended: Allows agents to handle multiple contacts simultaneously for different channel types.</p> <p>Blended real-time: Allows agents to handle one mandatory real-time channel, either voice or chat, and in addition you can set the limit for email.</p> <p>Exclusive: Allows agents to focus on one customer contact at a time.</p> <p>Attention: You can assign multimedia profiles to sites, teams, or individual agents. By default, the system assigns the Default_Telephony_Profile to every site. You can't edit or delete this profile, but you can re-assign a different multimedia profile to the site.</p>	<p>An agent who is responsible for handling customer service interactions across multiple communication channels. Their multimedia profile is configured to balance their workload effectively, allowing them to provide timely and high-quality service across all platforms.</p>	<p>Deploy and manage: Help article Manage multimedia profiles Help article Manage user profiles</p>

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Site	<p>A logical grouping or configuration that represents a physical or virtual location within the organization's contact center operations. This concept helps manage and organize resources, such as agents, teams, and communication channels, within a specific geographical area or functional unit.</p>	<p>A multinational retail company with contact centers in multiple countries. Each country's contact center can be set up as a separate site within Webex Contact Center allowing for localization of operations, optimal routing and performance.</p>	<p>Deploy and manage: Help article Manage sites</p>
Teams	<p>A group of agents organized based on specific criteria such as function, skills, geographical location, or shift patterns. Teams are a fundamental organizational unit within the contact center, facilitating efficient management, monitoring, and performance optimization.</p> <p>Agent based: You assign a specific number of agents to the team also a specific Desktop Layout use (if it has already been created).</p> <p>Capacity based: You don't assign any specific number of agents to the team. You use capacity-based teams for voice mailboxes or agent groups that Webex Contact Center doesn't manage.</p>	<p>Consider a contact center for an internet service provider. By organizing agents into teams, contact centers can enhance specialization, improve performance, and deliver better customer experiences.</p>	<p>Deploy and manage: Help article Manage teams</p> <p>Drive adoption: For supervisors: Video Configure Agents Help article Supervise teams</p> <p>For agents: Help article Change your team in Agent Desktop</p>
Desktop layout	<p>A customized interface to suit the specific needs of your contact center agents.</p> <p>Global layout: This layout is a system-generated layout that gets assigned by default when you create a team.</p> <p>Custom layout: A layout that provides a customized desktop experience. You can create a custom layout for one or more teams.</p>	<p>Ensure that your contact center's desktop layout is optimized for efficiency and effectiveness, providing agents with the tools they need to deliver excellent customer service. Each Team can have a specific desktop suited to their needs.</p>	<p>Deploy and manage: Help article Manage desktop layouts</p> <p>Drive adoption: For supervisors: Video Supervisor Desktop Help article Get started with Supervisor Desktop</p> <p>For agents: Video Agent login Video Introduction to Agent Desktop Help article Sign in to Agent Desktop</p>

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Dial plan	<p>Allows you to define validation criteria for the Dial Number (DN) that an agent uses to sign in to the Agent Desktop or the DN that an agent uses for out dialing. The default dial plans are:</p> <p>US: 1-800-555-1234 1 (800) 555-1234</p> <p>Any format: 123 5551234</p>	Ensure that agents are logging into the system with your company defined telephone numbers and not their cell phones number.	<p>Deploy and manage: Help article Webex Contact Center setup and administration (dial plans).</p>
Address book	<p>An entity that contains entries with phone numbers. Parent types to select:</p> <ul style="list-style-type: none">▪ Tenant: The address book is available to all sites at your enterprise.▪ Site: The address book is only available for a specific site.	Instead of entering a number manually when starting a call, agents can use the address book to select an entry to dial.	<p>Deploy and manage: Help article Webex Contact Center setup and administration (address books).</p>
Auxiliary code	<p>An auxiliary code (often referred to as an "aux code") is used to categorize and track the various reasons why agents are not handling calls or are engaged in activities other than direct customer interaction. There are two types of auxiliary codes:</p> <ul style="list-style-type: none">▪ Idle codes typically indicate why an agent isn't available to take customer contacts, such as during a lunch break or meeting.▪ Wrap-up codes indicate the result of the customer contacts, for example, the agent escalated the contact, or sold a service.	<p>A vital tool for managing and optimizing the performance of a contact center, ensuring that both agent activities and customer service are effectively tracked and managed. Allowing for reporting on breaks, administration tasks, issues, projects, and more.</p>	<p>Deploy and manage: Help article Setup and administration Help article Desktop settings</p> <p>Drive adoption: Help article Apply a wrap-up reason Video Availability</p>

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Desktop profile	A configuration that determines the features, tools, and layout available to contact center agents on their desktop interface. Creating and managing desktop profiles allows administrators to tailor the agent interface to meet specific operational needs and enhance productivity.	Agents specializing in technical support can have a profile with access to diagnostic tools, technical documentation, and collaboration features to facilitate problem-solving.	Deploy and manage: Help article Manage desktop profiles
User profile	A set of configurations and permissions that define an users access to features, functionalities, and data within the contact center environment. User profiles help ensure that users have the appropriate tools and resources needed for their specific roles.	An administrator needs access to the full workings of Webex Contact Center, a supervisor may only need access to reports and certain teams for monitoring. An agent would normally only need access to their desktop application. User roles define this access.	Deploy and manage: Help article Manage user profiles
Audio prompts	Pre-recorded messages used within the system to guide and interact with callers. These prompts play a crucial role in directing callers through menu options, providing information, playing music, and facilitating self-service capabilities.	Audio prompts are used to direct callers through various menu options in the IVR, helping them navigate to the right department or service quickly.	Deploy and manage: Help article Manage audio prompts
Queues	A system component that manages incoming customer interactions by holding them in line until an appropriate agent becomes available to handle the interaction. Queues are essential for organizing and prioritizing how calls, chats, or other communication types are managed within the contact center.	A technology company receives a high volume of support calls related to software troubleshooting. A dedicated queue is set up specifically for technical support inquiries. Calls are routed to agents with the appropriate technical skills and expertise. This ensures that customers with technical issues are connected to knowledgeable agents quickly.	Deploy and manage: Help article Manage queues

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Business hours	Refer to the specific times during which the contact center is operational and agents are available to handle customer interactions. Allows centralized management of working hours, holidays, and emergency hours for a contact center. You can plan the contact center working and non-working hours in advance as well as take emergency actions for issues.	Clearly defined business hours help set customer expectations regarding when they can reach support or sales agents. By specifying operational hours, contact centers can plan staffing and resource allocation to ensure adequate coverage during peak times.	Deploy and manage: Help article Set up business hours
Surveys	A tool used to collect feedback from customers regarding their experience with the contact center's services. Surveys can be conducted after interactions to assess customer satisfaction, gather insights on service quality, and identify areas for improvement.	After each customer call, an automated IVR survey is offered, asking customers to rate their satisfaction on a scale of 1 to 5 and provide any additional feedback.	Deploy and manage: Help article Webex Contact Center setup and administration (Cisco Webex Experience Management Post Call Survey) .
Flows	A predefined sequence of actions and decision points that dictate how incoming customer interactions are handled and routed within the contact center. Flows are essential for automating processes, ensuring efficient call handling, and enhancing the overall customer experience.	The flow begins with an IVR prompt that offers options for checking order status or initiating a return. Based on the customer's selection, the flow either provides automated order updates or routes the call to a specialized returns agent.	Deploy and manage: Help article Flow Designer
Channels	Provide diverse communication options for customers, allowing them to choose the most convenient method to contact the center based on their needs and preferences. The options are, Voice, Email, Chat, Social Media, and SMS.	The company integrates voice, chat, email, and social media channels into its Webex Contact Center. Agents are cross-trained to handle interactions across these channels, with a unified interface displaying customer history.	Deploy and manage: Help article Set up voice and digital channels Video Introduction to setting up voice channels Video Getting started with channels in Control Hub