



NowCollaborate Powered by Webex Contact Centre

Make every customer interaction a delight and connect through their preferred channels

...with AI-powered, collaborative platform

Contact Centre is often where the most direct, and personal, customer interactions take place. Customers today expect fast, friendly, and personalised service, through their preferred channel, at speed. Delivering on these high expectations, particularly with older contact centre solutions, isn't easy.

Save your customers' time and stress with Webex Contact Centre.

Webex Contact Centre is a native cloud contact centre solution that enables enriched customer engagement experiences between businesses and their customers.



NowCollaborate from Nowcomm Powered by Webex Contact Centre

Cisco Webex Contact Centre (Webex CC) enables security, visibility, flexibility, and scalability. The solution brings together all of a customer's interactions, into a unified environment for a seamless experience.



Multi-Channel

Let customers connect when and how they want – via chat, text, social, email, or call.

AI-powered voice and chat virtual agents

Complete customer interaction history in a single interface

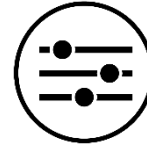


AI-Powered

AI-powered assistance and a new, modular Agent desktop makes agents days a breeze.

Remote agent support

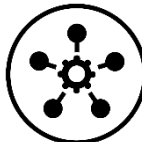
Workforce engagement and management tool



Flexible

Enterprise-grade, out-the-box ready, flexible cloud contact Centre with fully customisable platform

Preferred CRM and business applications integration including Salesforce, MS Dynamics, Zendesk ect



Collaborative

Secure, all-in-one messaging, meetings, calling and devices.

Common UI across the full portfolio

Extended calling integrations including PSTN, Webex Calling, and Webex devices and endpoint

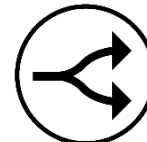
Enhance the capability of MS Teams.



Insightful

Real-time reporting and dashboards

360° customer journey analytics, helping to better understand the customer experience through the entire lifecycle, across all channels.



Comprehensive

An optional Workforce Optimization (WFO) suite, including dynamic scheduling with agent participation, quality management, and "voice of the customer" insights through speech and desktop analytics.

Optional Outbound Campaigns, with preview and progressive dialling and management.

NowCollaborate Powered by Webex Contact Centre provides the complete cloud contact Centre solution offering flexible level of management.

Flexible, scalable solution with a world-class, expert implementation and support.

- ✓ Ensure a successful implementation with strategic, expert consultation.
- ✓ Take advantage of managed configuration of the platform including, script creation, new service delivery, license changes etc.
- ✓ Choose between flexible levels of service from supply configuration and support, co-managed to fully managed.
- ✓ Seamless CRM integration (MS Dynamics, Zendesk, Salesforce ect.) as well as AI integration with Google and chosen telephony provider
- ✓ Drastically reduce capex costs by saving money on purchasing and maintaining equipment.
- ✓ Easily increase or reduce your capacity and control your costs



License Subscriptions

Standard Agent provides essential functionality to voice-only call Centres with typical or sophisticated needs.

Premium Agent includes all Standard Agent features and adds omnichannel communication such as chat and email, multi-channel reporting and analytics, and supervisor monitoring and barge-in for all types of agents.

Agent Type Considerations

Committed Agents - Pay for a committed quantity of agents on the order.

Agent overages - Usage in excess of the committed agent quantity selected on the order.

Maximum cloud-provisioned users - Under the cloud deployment, you are allowed a maximum number of users capable of being provisioned.

Take your contact Centre to the next level

If you'd like to discover how you can use NowCollaborate Webex Contact Centre to delight customers and connect with them through their preferred channels with AI-powered, collaborative platform, contact us today.

nowcomm.com

 [0300 3031200](tel:03003031200)

hello@nowcomm.com

Why Nowcomm?

We are an elite team of technology experts in the design, delivery and customer service of Cisco solutions. Our focus is on providing high-quality bespoke services and support for our customers specialising in the areas of networking, collaboration and security. We are one of only three UK Cisco Gold Partners to hold both Master Collaboration status and Webex Contact Centre Specialisation.



Master Collaboration Specialized
Gold Provider
Customer Experience Specialized