Webex Contact Center Quick Deployment Solution

Business continuity is critical to enable ongoing communications between your business and customers during times of natural disasters, crises, or simply the unexpected. No matter what the circumstances, it's key to ensure your agents can work from wherever they are to quickly and efficiently service your customers.

Cisco has developed a solution designed to enable your business to continue without disruption, with a cloud contact center quick deployment solution that can typically be deployed in less than a week.

Who is this solution for?

Cisco's goal with this solution is to provide companies and organizations the ability to deploy a cloud contact center solution quickly and cost-effectively, and also to deliver information to customers in a time when communication channels are paramount.

In particular, this solution is intended for:

Any business that has **an immediate need** for a cloud contact center, providing capacity for up to 1000 concurrent work-from-home or onsite agents.

Organizations that need to **offload expanding volume from their current contact center** to a secondary platform to ensure scalability and continuity of service.

Organizations that **don't currently have a contact center** but need to provide their customers an "emergency hotline".

Organizations that want to **provide their agents and supervisors the flexibility to work from home** without the need for a VPN connection.

Solution highlights

The quick deployment solution includes agent software with a robust set of omnichannel, routing, and reporting capabilities for up to 1000 concurrent agents, and features:

Quick deployment: typically live in as little as 5 business days from order placement

Short-term commitment: 12 month commitment

No minimum volume: no committed minimum agent volume

PSTN add-on: Cisco PSTN is available as a paid option for toll-free, toll/local, and toll/outbound voice services.

VPN not required: no need for a VPN connection to enable service

Special considerations: Initial solution is available in the U.S., Canada, and parts of EMEAR. Additional global locations to be added.

Learn more ⊙

To find out more about our Webex® Contact Center Quick Deploy solution, please follow these links to our solution resources:

- ⊗ **Webex Contact Center Quick Deploy Solution Overview**
- ⊗ **Webex Contact Center Quick Deploy Data Sheet**
- ⊗ **Webex Contact Center Product Details**

Ready to get started with Webex Contact Center? **Click here to contact Cisco Sales to get started.**