Webex Contact Center Enterprise 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.

To meet the needs of this evolving work dynamic and enable your business to continue without disruption, Cisco® is providing a new quick deployment solution for Webex® Contact Center Enterprise, our feature-rich, highly-secure cloud contact center for large enterprises.

Who is this solution for?

This quick deployment solution allows organizations the ability to quickly and cost-effectively deploy a cloud contact center solution, while providing the ability to add full-featured functionality over time in a seamless manner.

In particular, this solution is intended for:

Any organization that has an **immediate need for a new or expanded cloud contact center**, providing capacity for 500 or more 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 want to **provide flexibility for their agents and supervisors to work from home** with ready remote agent solution options.

Organizations that are looking for a **first step towards a broader cloud migration strategy.**

Solution highlights

The quick deployment solution bundles contact center agent software with a robust set of omnichannel, self-service, routing, and reporting capabilities for 500 to 24,000 concurrent agents. It features:

Quick deployment: typically live in 10 business days or less from order placement

Short-term commitment: 12 month commitment

Flexible volume scaling: flexibility to add additional agents to scale with volume and respond to fluctuating demands

Full support for remote agents: Cisco Mobile Agent functionality provides secure remote access for at-home agents

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

Special considerations: this solution is currently only available in the U.S. and agents must also be in the U.S. Additional global locations may be added in the future.

Learn more

To find out more about Webex® Contact Center Enterprise and its quick deployment solution, visit these additional online resources:

- **Webex Contact Center Enterprise Quick Deploy Solution Overview**
- **Webex Contact Center Enterprise Data Sheet**
- **Webex Contact Center Enterprise Webpage**

Ready to get started? Contact us at: **webex-cce-questions@cisco.com**