

Informational Guide

Why Now Is the Time to Move to Webex Contact Center

Unlocking AI-Powered Customer Experience with Logicalis + Cisco



Gaps in the Cloud

Webex Calling gives organizations a reliable, enterprise-grade cloud calling foundation. However, in today's data-driven world, voice calls alone are no longer the full picture of the customer relationship. Today's customers expect instant, intelligent, and always-on service across every channel.

For Webex Calling customers, the question of next steps is straightforward: why deploy and manage a separate contact center platform when everything needed to deliver AI-powered customer experience is already inside the Cisco ecosystem?

- 68% | predict an increase in Net Promoter Score
- 75% | anticipate a reduction in customer churn rates
- 65% | expect customer lifetime value will increase



Webex Contact Center

Improving Every Interaction with AI

Cisco's Webex Contact Center platform has evolved significantly. At WebexOne 2025, Cisco unveiled a sweeping series of AI-powered enhancements that position Webex Contact Center as a pioneering platform where AI agents and human agents work side by side under unified management.

Webex AI Agent

Webex AI Agent handles autonomous, always-on self-service across voice and digital channels including WhatsApp, Apple Messages for Business, RCS, and webchat. It understands natural language, fulfills intent in real time, and connects to third-party business systems to complete customer requests without human intervention.



Cisco AI Assistant for Webex Contact Center

Supports live agents with real-time call transcription, suggested next-best responses, and automated wrap-up summaries. This means agents spend less time on documentation and more time on quality interactions.

AI-generated insights

Give supervisors AI-powered analyses that drive smarter business decisions. Contact center leadership can better understand agent behaviors that impact business outcomes, coach and develop teams, and track progress over time, all from one integrated platform.

70%

Expect 3X or faster agent response times with Webex AI

1 in 3

Believe average handling times will be reduced by 10% or more with AI-generated summaries

92%

Report agents will get up to speed faster and have more context with customer histories

Migration for Existing

Webex Customers

Including Webex Suite, Calling, Meet, and Webinars

For current Webex customers, adoption is simple: Webex solutions share the same Cisco cloud architecture, the same Control Hub management environment, and the same Cisco PSTN infrastructure. Webex solutions integrate directly as the voice channel for Webex Contact Center, preserving existing investments while activating a full Call Center-as-a-Service (CCaaS) capability set.

If you are already paying for Webex licenses, Webex Contact Center seamlessly extends the platform you already use with channels, AI intelligence, workforce management, and more.

Enter the Era of AI with

Logicalis + Webex Contact Center

Customer expectations have shifted permanently. Tolerance for long wait times, repeated transfers, and inconsistent service is at an all-time low. AI gives organizations the ability to deliver consistent, personalized, high-quality experiences at scale. Webex Contact Center provides that capability inside a platform Webex Calling customers already know, managed through familiar tools, backed by Cisco's global infrastructure.

Core Capabilities

- **Omnichannel routing**
Voice, chat, email, social, and messaging channels unified under one platform.
- **Webex AI Agent**
24/7 autonomous self-service with natural conversational AI, available in 50+ languages.
- **Cisco AI Assistant**
Real-time agent guidance, transcription, and automated call summaries.
- **AI Quality Management**
Unified coaching and scoring for AI and human agents via a single supervisor dashboard.
- **Deep integrations**
Native connections to Salesforce Service Cloud, Amazon Lex, and Epic EHR for healthcare.
- **Scalable architecture**
Supports deployments from mid-market teams up to 36,000 concurrent agents.
- **Multi-agent AI orchestration**
Agent2Agent and Model Context Protocol support enables sophisticated AI agents to collaborate on complex customer requests, arriving in 2026.

To learn more about Webex Contact Center or discuss migration, contact Logicalis for a free strategy session.

Schedule Free Strategy Session