

# Fast-Facts: Eleveo + Webex Contact Center Integration

Moving to a cloud or hybrid environment?  
Take Eleveo with you.

Eleveo's integration with Cisco's customer journey platform, Webex Contact Center, lets you leverage Eleveo's Workforce Optimization, Workforce Management (WFM) and Quality Management tools and capabilities - in the cloud or in a hybrid environment.

**Low cost. Minimal complexity. Eleveo reliability.**



## Webex CC

Deployed now in U.S., U.K., Europe, Australia and New Zealand, Middle East, and Africa.



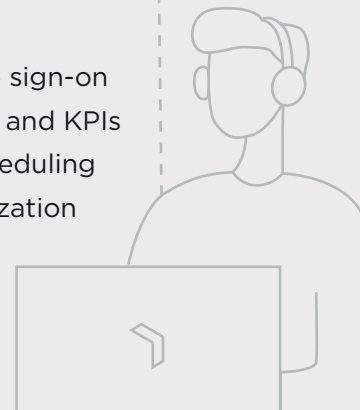
## Easy Integration

- Be an existing Webex CC user
- Provision required licenses
- Partner with Eleveo for access and integration plan



## Capabilities Available Now

- Automatic retrieval of voice recordings from WebexCC
- Manual User Management in WFM
- Quality Management and evaluation schedules
- Automatic User and group synchronization and single sign-on
- WFO Analytics dashboard and KPIs
- WFM Forecasting and Scheduling
- Webex CC User Synchronization and Single Sign On



## Eleveo pricing advantage

Eleveo's competitive pricing minimizes the license, storage and total cost of your Webex CC Integration.