



# Comm100 for Cisco Contact Center Solutions



## Complete your contact center's digital transformation with our best-of-breed omnichannel platform

If your contact center uses Cisco UCCX or UCCE, you have a world-class solution for your phone channel. But there are three challenges you face.

1. The future of the contact centre is digital
2. Customers now expect service on a growing number of channels, including live chat, social media, email, messaging and self-serve knowledge base
3. Offering a variety of channels drives query volume.

Providing this omnichannel experience is crucial, but managing the ecosystem is complex. Delivering great experiences hinges on a contact center's ability to track and understand these digital journeys, and use tools that drive agent efficiency and allow customers to self-serve as much as possible.

Comm100 is the only all-in-one platform that empowers contact centers running on Cisco UCCX and UCCE to accomplish both these goals.

## Embrace Digital with Comm100

Comm100 connects you with your customers anytime and anywhere, on the digital channels they use every day. Deliver seamless customer service experiences on your website and in your mobile app, via live chat, text messaging, social media, and email, with human agents, powerful chatbots, self-serve knowledge bases or a carefully orchestrated combination of all the above.

## The Comm100 Digital Omnichannel Customer Engagement Platform



### Live Chat

Comm100 Live Chat is the world's most flexible and easy to use chat solution. Engage with customers on your website or mobile app via text, audio and video chat or guide their on-site experience using co-browsing. Deep configurability and a rich agent toolbox including features like real-time translation, pre-scripted canned messages, and omnichannel customer histories make it a win-win for customers and agents alike.



### **Ticketing & Messaging**

Manage all your social, messaging, and email conversations in one place. Easily create and manage tickets from any channel when follow-up is required. Get needed context from previous interactions, respond on any available channel, and automatically enforce service level agreements (SLA).



### **AI Chatbots**

Powerful Natural Language Processing (NLP) and an easy-to-use bot interface gives you the confidence and control you need to automate customer service where appropriate, without compromising the customer experience. AI Chatbots can be deployed over Live Chat, Facebook, Twitter, WeChat, and WhatsApp for Business, and integrate easily with your core business systems to effectively automate end-to-end customer interactions.



### **Knowledge Base**

Reliable and accessible information is the backbone of every successful digital customer engagement platform. Comm100 Knowledge Base helps you centralize your vital knowledge resources and ensure quick and easy access inside your agent console and from your website and mobile app, making vital information more accessible to everyone through easy-to-read articles authored with text, video, images, and links.

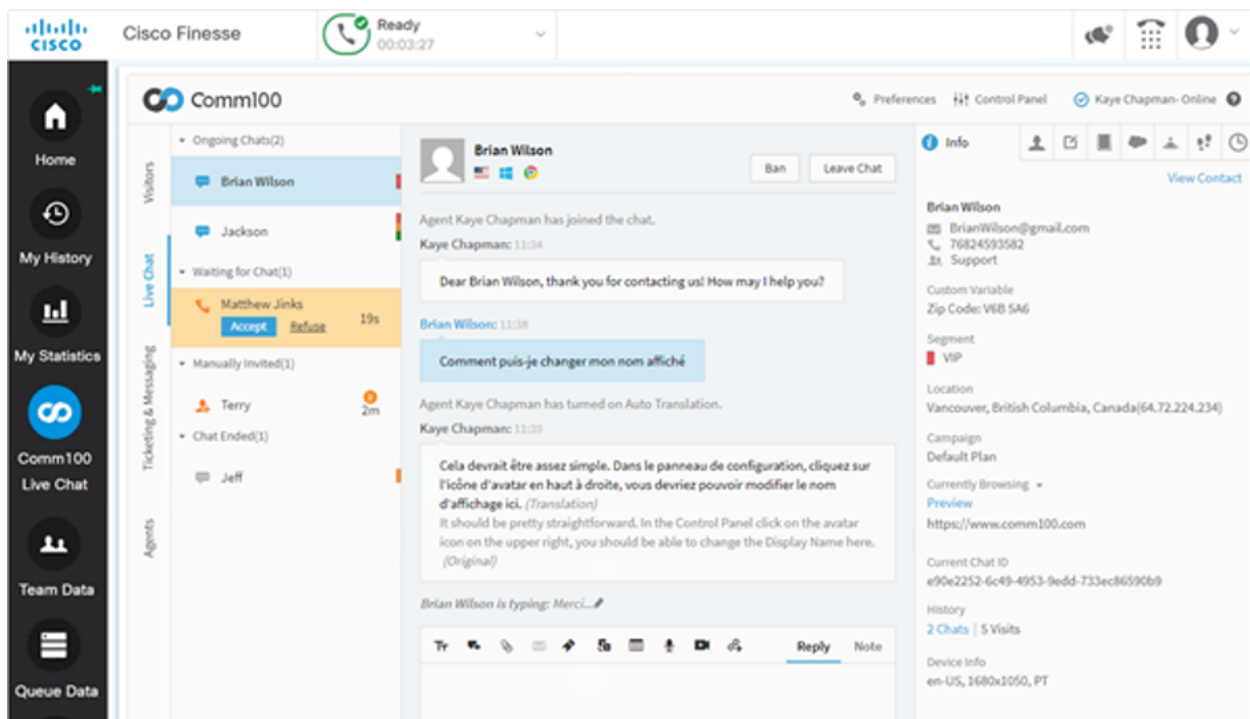


### **Agent Assist**

Comm100 Agent Assist is an AI-powered virtual assistant that monitors inbound messages and automatically suggests answers to the agent from your canned messages, bot replies, and knowledge base articles. It helps your agents understand and respond to customer queries more quickly, more accurately, and more confidently than ever before.

## Fully integrated with Cisco UCCX and UCCE

Comm100 integrates with Cisco UCCX and UCCE and can be embedded directly into Cisco Finesse. Once your agents log in to the Cisco Finesse agent desktop, they have full access to the Comm100 agent console, making it easy for them to service your customers on all channels using a single tool. In addition, you have the option to link agent states in Comm100 and Cisco such that an agent cannot be engaged in a phone call and live chat at the same time.



The Comm100 Agent Console Embedded within the Cisco Finesse Agent Desktop

## Why Choose Comm100 over Cisco ECE?

For contact centers using Cisco UCCX/UCCE, there can be internal momentum to use Cisco's native chat and email client – Cisco ECE. However, Cisco ECE does not provide the channels, depth of features, or ease of use that are needed for success in digital transformation. Key areas where Comm100 outperforms Cisco ECE include:

- **More engagement channels:** Expand beyond chat and email to text messaging, Facebook, Twitter, WhatsApp for Business, and WeChat
- **Ease of configuration:** Change the look, feel, and functionality of your digital customer engagement in seconds without writing a line of code
- **Omnichannel routing engine:** Harness Comm100's omnichannel routing engine to ensure your customers connect to the agent or chatbot best suited to handle their question immediately
- **Contact management:** Build customer profiles and access transcripts from all previous interactions while talking to customers
- **AI and automation built-in:** No need to use a third party to build and deploy chatbots. Comm100 has a native easy-to-use chatbot building interface and offers experienced chatbot architects to help you on your automation journey
- **Built-in reporting suite:** A comprehensive omnichannel reporting suite including 29 pre-built reports for tracking team efficiency, service quality, and chatbot performance across all channels.



## The Wrap-up

Comm100 transforms your Cisco contact center solution into a complete omnichannel digital customer engagement platform; robust, unified communications across every digital channel and automation that makes it possible to deliver great experiences at scale. Couple that with seamless integration for your agents, and you have the perfect partner in digital transformation.



## Let's chat

Comm100 is a leading global provider of omnichannel customer experience solutions with a mission to make online service and support delivery more genuine, more personalized, and more productive through meaningful conversations. Let us show you how.

[Learn more](#)