



Shadow Agent for Webex Calling



Real time features for Webex Calling by Cisco

Shadow Agent for Webex Calling is a real time integration that connects seamlessly to your Webex by Cisco ecosystem. It offers real time call activity, user presence, agent and queue metrics via leaderboards, and user/agent and queue dashboards.

BENEFITS



Customer Experience

Monitor call queues and agent KPIs in real-time enabling managers to improve service levels and customer satisfaction.



Advanced Leaderboard

Examine real time user activity by studying user or department performance metrics.



Agent Performance

Improve agent productivity through real time analysis of agent status including advanced real time presence, and login state.



Agent Training and Assistance

Assist agents in real time through advanced panic mode alerting feature.

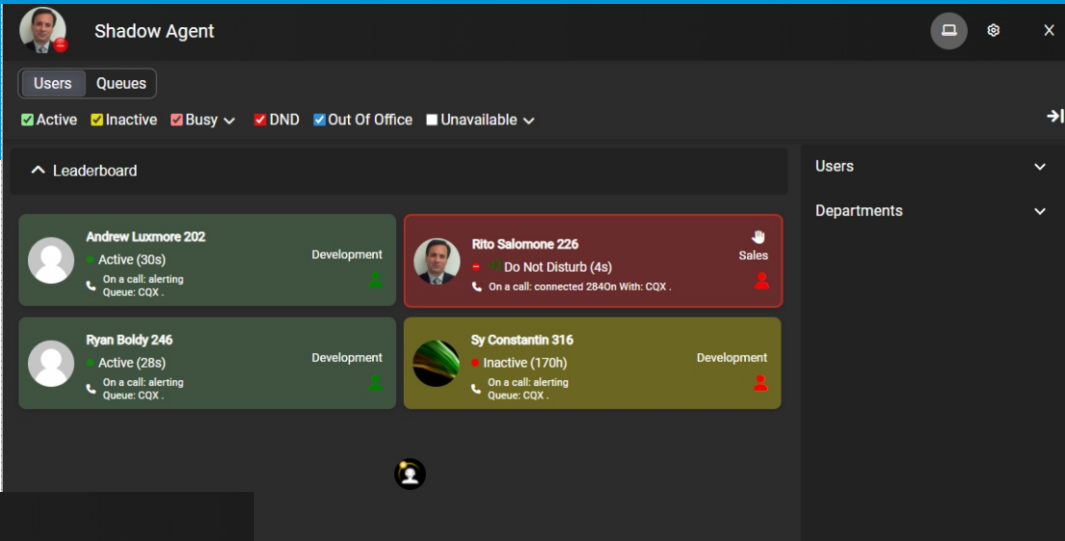


Find out more on the **RSI Portal**
<https://www.telecost.com/cisco>

FEATURES

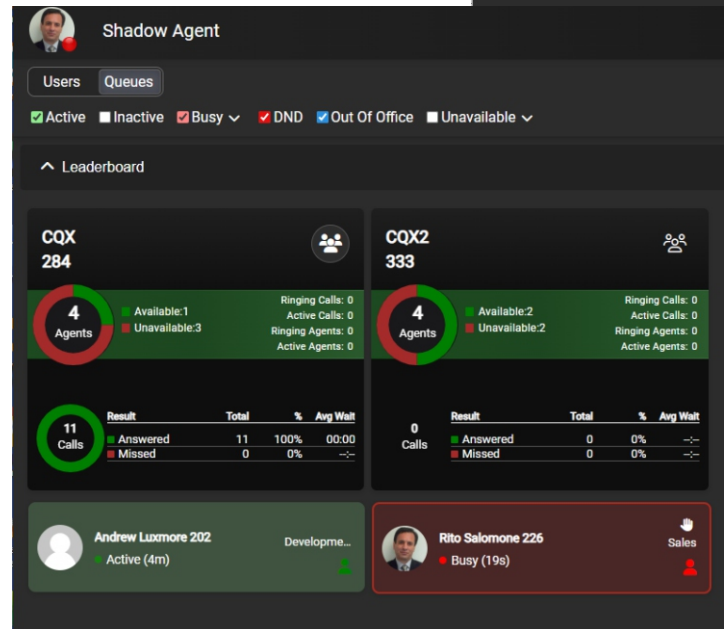
Agent Presence

Real time agent presence, call status, time spent in current state and queue membership.



Queue KPIs, Agent Presence and Real Time Leaderboards

Real time KPIs are customizable for agents, groups, specific queues or departments, answered vs missed calls, active agents and queue presence status.



Ext...	First Name	Last Name	Status	Total Ans...	Answered Outbound	Missed Inbound	Total Missed	Total talk time	Total R...
246	Ryan	Boldy	active	11	11	5	5	00:10:31	00:00:03
226	Rito	Salomone	active	9	5	9	9	00:11:41	00:00:29
202	Andrew	Luxmore	active	0	0	19	19	00:00:00	00:00:00
316	Sy	Constantin	inactive	0	0	12	12	00:00:00	00:00:00

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Andrew Luxmore 202

Development

Active (20h)

Rito Salomone 226

Sales

Active (2m)

Ryan Boldy 246

Development

Active (5h)

Users

Display

First Last (ext)

Sort Field

First Name

Sort Direction

Ascending

SELECT ALL

SELECT NONE

Search

☒ Andrew Luxmore (202)

☒ Andrew Luxmore

☒ Calum Cordiner (245)

☒ Drew Walker

☒ Jason O'Neill

☒ Rito Salomone (226)

☒ Ryan Boldy (246)

☒ Shadow Spaces

☒ Shadow Spaces

☐ Steve Cummings



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