

# Webex Contact Center: The **AI-powered** customer experience platform for today. And tomorrow.

Unlock the power of purpose-built AI to anticipate customer needs, empower agents, and deliver unparalleled business results.

[Request a demo](#)



# 95%

of users rated it  
4 or 5 stars

“

**Our company’s customer interaction strategy revolves around Webex Contact Center...** For our agents and customers, satisfaction levels with Webex Contact Center have increased. Better customer loyalty, lower operating costs, and simplified processes are signs of a successful ROI.”



G2 Reviewer ★★★★★

“

**Webex Contact Center offers the advantage of easy scalability, reduced IT infrastructure costs.** It is also extremely scalable and customizable. Webex Contact Center has made it possible to move our advisors to a remote environment.”

G2 Reviewer ★★★★★



“

**Our customer service security posture has been greatly improved through the implementation of Webex Contact Center.** Customer trust in us grows as a result of our commitment to data security and compliance, which in turn demonstrates our return on investment. Industries with strict compliance standards will find this a reliable solution due to its powerful security features.”

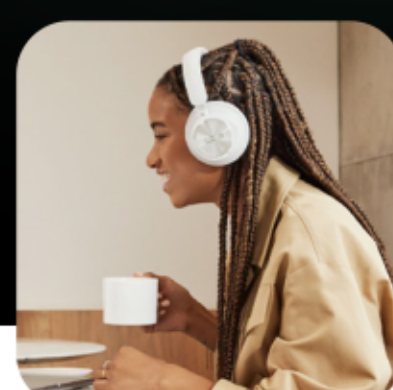


G2 Reviewer ★★★★★☆

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**I love this tool as it reduces the response time of our incoming calls and decreases the call abandonment rate.** It also allows seamless integration of communications through various channels, providing a coherent and fluid experience for customers.”

G2 Reviewer ★★★★★☆



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**It has created a better culture in our call center** and our call center agents have easy access to their KPIs.”



G2 Reviewer ★★★★★

Powered by



Data was sourced from the Winter 2025 Grid® Report for Contact Center

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