



# The new Webex Attendant Console

Imagicle OEM for Webex Calling



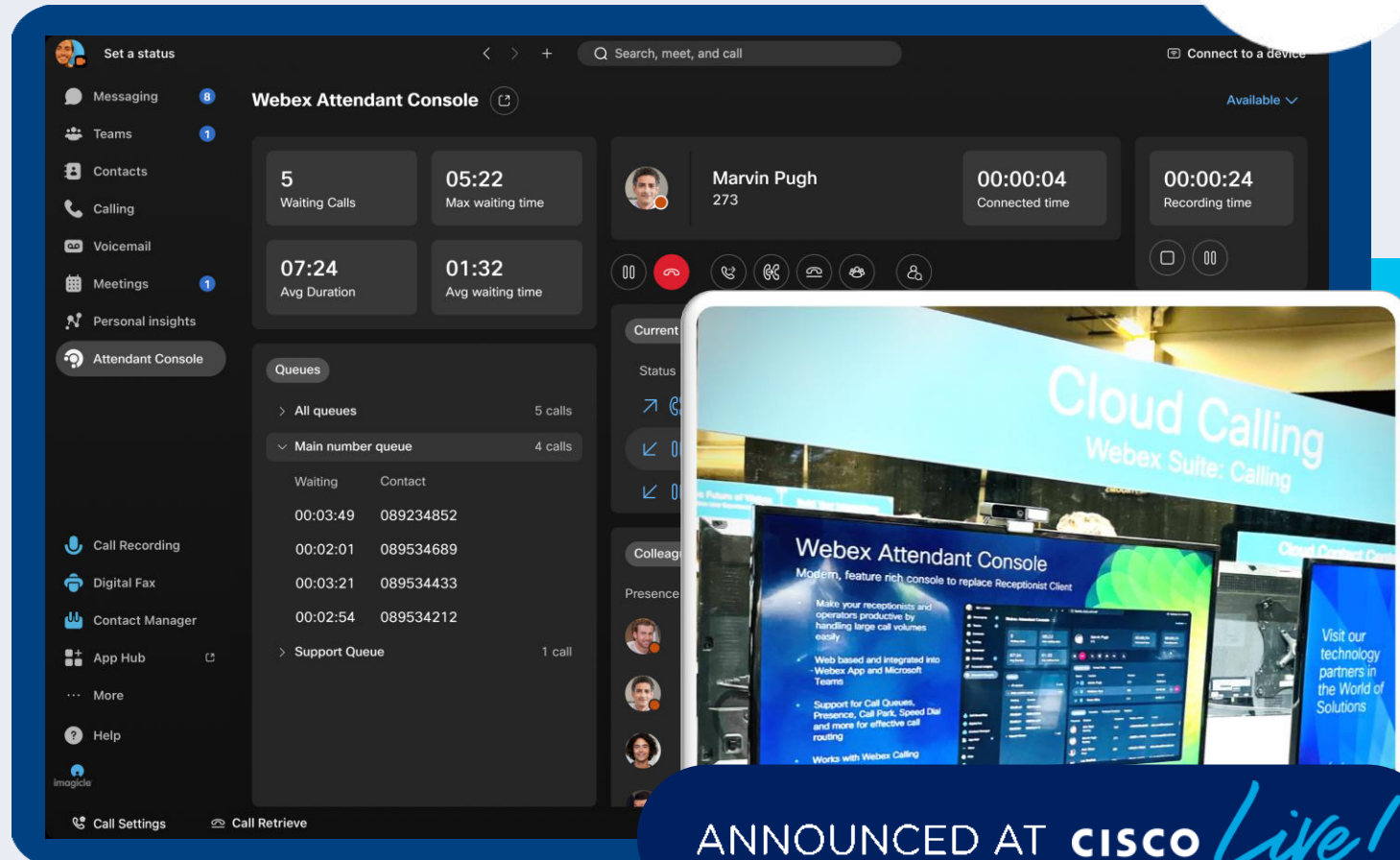
# Webex Attendant Console

 **imgicle**™ OEM for Webex Calling



## To replace current Cisco Receptionist client

- **Web based, Cloud native multi-tenant,** super easy to self getting started in minutes
- **Integrated with WxC MT** for auth, queuing, provisioning
- Plugged into **Webex App**, pluggable also in MS Teams
- Available in 2 versions: **Essentials, Advanced.**



The screenshot displays the Webex Attendant Console interface. The top navigation bar includes 'Set a status', 'Search, meet, and call', and 'Connect to a device'. The main content area is divided into several sections:

- Call Statistics:** 5 Waiting Calls, 05:22 Max waiting time, 07:24 Avg Duration, and 01:32 Avg waiting time.
- Call Log:** A table with columns 'Waiting' and 'Contact' showing call details.
- Queues:** A list of queues including 'All queues' (5 calls), 'Main number queue' (4 calls), and 'Support Queue' (1 call).
- Call Recording:** A section for managing call recordings.
- Call Settings and Call Retrieve:** Options for configuring call settings and retrieving call records.

On the right side, there is a profile card for Marvin Pugh (273) with a 'Connected time' of 00:00:04 and a 'Recording time' of 00:00:24. Below the profile card are various call control icons.

An inset image shows a trade show booth for 'Cloud Calling Webex Suite: Calling' with a large screen displaying the Webex Attendant Console interface. The screen text reads: 'Webex Attendant Console Modern, feature rich console to replace Receptionist Client. Make your receptionists and operators productive by handling large call volumes easily. Web based and integrated into Webex App and Microsoft Teams. Support for Call Queues, Presence, Call Park, Speed Dial and more for effective call routing. Works with Webex Calling. Visit our technology partners in the World of Solutions.'

ANNOUNCED AT **CISCO** *Live!*

# Easier, richer, modern!

	NEW	OLD
Modern (beautiful) UI	✓	✗
Webex SSO	✓	✗
Webex App support	✓	✗
Notification of calls on queue	✓	✗
Telephony presence	✓	Limited to 100/200
Monitor calls in queue	✓	Limited to 5
Webex presence	✓	✗
Photos of internal contacts	✓	✗
Call Park	✓	Limited no park panel
MS Teams presence*	✓	✗
O365 Calendar*	✓	✗

\* Available for the Advanced version only.