

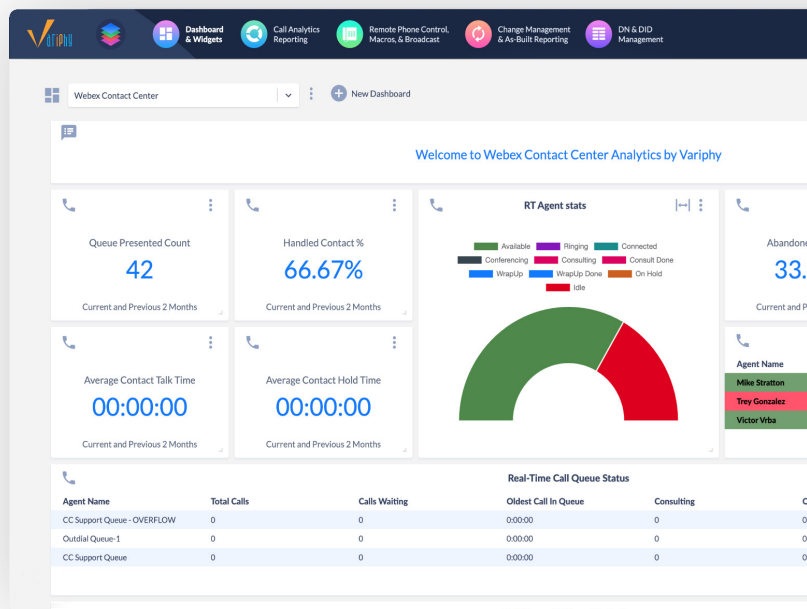


Webex Contact Center Analytics and Reporting

Variphy enhances Webex Contact Center with more advanced, flexible reporting and analytics. It gives voice engineers and contact center managers real-time and historical visibility that's easier to understand and act on.

With Variphy, you gain:

- ✓ Data retention flexibility.
- ✓ Advanced report and dashboard customization.
- ✓ Centralized visibility for multiplatform environments.
- ✓ Real-time queue tracking, agent monitoring, and wallboards.
- ✓ Dedicated success teams and ongoing enhancements.
- ✓ Role-based permissions for secure data access.



Variphy and Webex Contact Center Analyzer

FEATURE	With Variphy Integration	Analyzer Only
DASHBOARDS	Fully customizable and shareable dashboards with flexible widget options	Limited dashboard functionality with minimal customization
DATA	Unlimited data retention, real-time reporting access, and flexible data hosting	Limited to 13 months of storage; 24-hour delay for data availability
PRODUCTIVITY & PERFORMANCE REPORTING	In-depth reporting on call volumes, missed calls, queues, hunt groups, and directionality (inbound/outbound)	Basic call record logging with minimal detail and insight
AGENT & CSQ REAL-TIME WIDGETS	Real-time visibility into agent state and CSQ performance, including color-coded alerts based on thresholds	Feature not included
SUPPORT	100% U.S.-based support from contact center and UC analytics subject matter experts	General Cisco TAC, not specialized for reporting or analytics
PLATFORM SUPPORT	Centralized visibility, including CUCM, UCCX, CUBE, Webex Calling, Microsoft Teams, and Zoom Phone	Limited to Webex Calling (Multi-tenant/Dedicated), Cisco Webex, and Cloud-Connected UC
LICENSING	One Variphy license supports unlimited users for reporting	Each user needs a Pro Pack license to access Analyzer reporting