

webex for Gamma

Re-imagining Business Communications

YOUR UTILITIES

webex for **Gamma**

Revolutionise your business with Webex for Gamma an all-in-one solution crafted to elevate how you connect, communicate, and collaborate.

As your organisation grows, so should your communication platform. Webex for Gamma evolves with your needs, keeping your team seamlessly connected and in sync, wherever they are.

Experience enterprise-grade capabilities with Webex for Gamma, tailored to offer cutting-edge audio, video, and messaging features in an accessible format. Our AI-driven communication and collaboration tools deliver clear, high-quality interactions and smart insights, all while adapting to your specific needs.



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What is **Webex for Gamma**?

Webex for Gamma is a robust, enterprise-grade communication and collaboration platform tailored for your business. It combines advanced calling, messaging, and meeting capabilities into a single, seamless solution, all underpinned by Gamma's reliable, high-performance network and comprehensive service wrap. Optimised for organisations that demand high security, scalability, and deep integration with existing systems, Webex for Gamma enables teams to work smarter, respond faster, and compete more effectively in today's dynamic business landscape.



Messaging

Express yourself with feature-rich messaging including flagging, quoting, threading, emojis, and GIFs.

Calling

Webex for Gamma has all the enterprise calling features your users will need to complete their work and stay connected with crystal clear audio.

Meeting

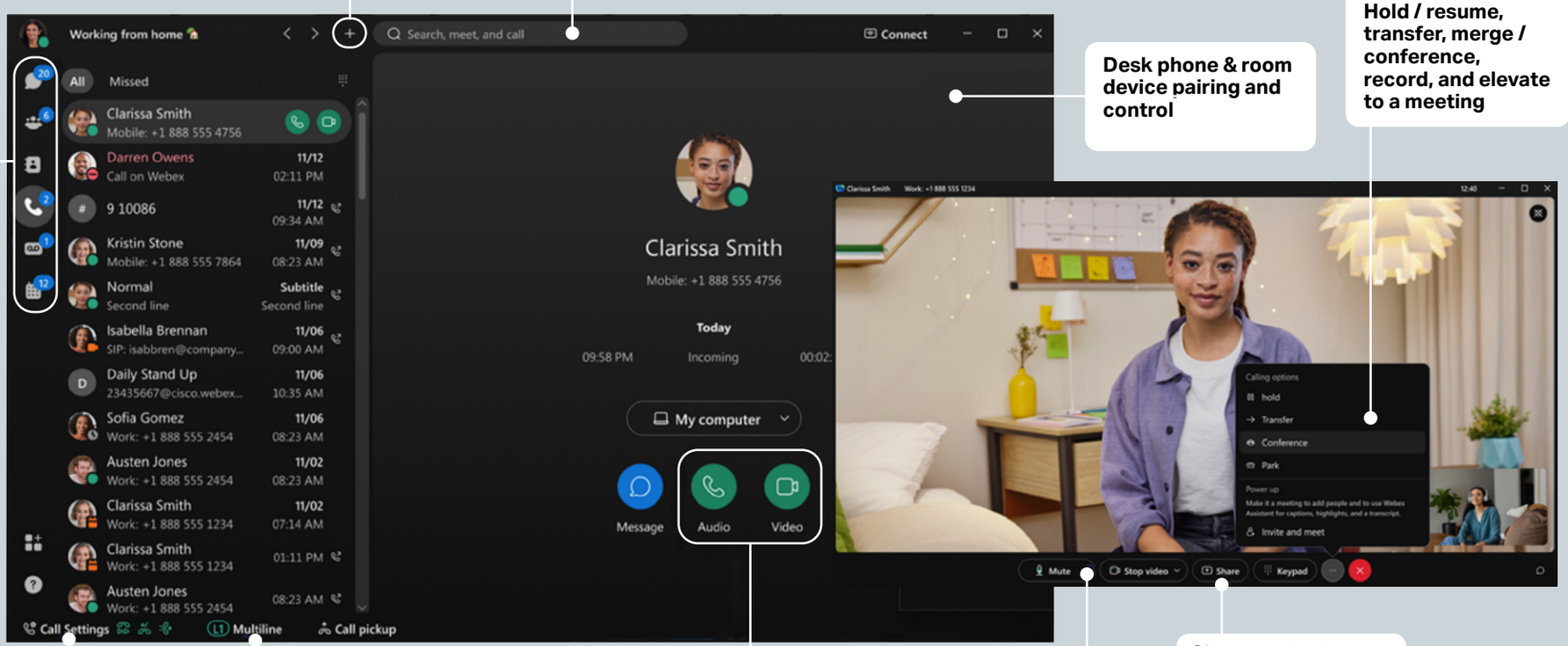
Seamless, high-quality video conferencing and collaboration tools that ensure every virtual interaction is as effective and engaging as an in-person meeting.

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Your all-in-one communication platform

Webex for Gamma provides your team with all the advanced calling features they need to stay connected and productive, backed by the industry's best-in-class audio quality. When communication needs to go beyond voice, users can effortlessly share content or seamlessly transition from a call to a full meeting—without missing a beat.



Why choose **Webex for Gamma**?

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Unparalleled Scalability

Easily adjust your cloud services with flexible contract terms that suit your evolving needs. With Webex for Gamma, your communication infrastructure grows with you, providing the flexibility you need to adapt to changing business environments.



Cost-Effective

Our flexible plans are designed to offer you the best value for your investment, tailored specifically to your requirements. Streamline your operations and reduce overheads with our single, unified platform that brings together all your communication needs—meetings, messaging, audio, video calls, and more—into one integrated system.



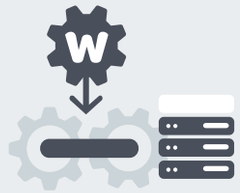
Advanced AI Features

Webex for Gamma includes advanced AI features like transcription services and noise reduction to enhance your communication efficiency. These tools help you capture meeting notes accurately and maintain high-quality audio during calls, ensuring you never miss important details.



Robust Security

You can trust our enterprise-grade security to keep your data safe. Full guest participation is securely managed, ensuring compliance with global privacy laws and regulations. This commitment to security helps you maintain trust and integrity in your communications.



Unified collaboration environment

Webex for Gamma integrates seamlessly with your existing systems and third-party applications, boosting your productivity and maximising ROI. Its compatibility ensures that your current investments work harmoniously within your technological ecosystem, making your communication tools more efficient and effective.



Gamma-Powered Telephony and VoIP Technology

With Webex for Gamma, you gain access to leading telephony and VoIP technology, backed by Gamma's award-winning network with over 99.99% uptime. This ensures clear audio and reliable connectivity, so your team stays connected wherever they are. Gamma's optimised network enhances performance, delivering smoother calls and video conferences, ensuring every conversation is productive and uninterrupted.

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Power Up Your Business with **Webex for Gamma**

Empower your workforce with Webex for Gamma's all-in-one solution, integrating calls, messages, and meetings to drive productivity and retain talent.



Improve employee productivity and engagement

With Webex for Gamma's comprehensive all-in-one solution, seamlessly integrate your calling, messaging, and meeting needs into a unified platform. Empower your team to collaborate effortlessly, increasing their productivity and engagement across the board.



Accelerate responsiveness

Enhance your team's efficiency with Webex for Gamma's deeply integrated calling experience, fully embedded within your collaboration tools. Ensure quick, reliable communication that keeps your business moving forward at a competitive pace.



Retain your employees and customers

Deliver an exceptional experience for both employees and customers with Webex for Gamma. By providing intuitive, reliable, and secure communication tools, you'll foster loyalty and satisfaction that strengthens your organisation from within.



Compete more effectively

Outpace your competition with Webex for Gamma's advanced collaboration capabilities. Equip your business with cutting-edge tools that enhance teamwork, streamline operations, and keep you ahead in a rapidly evolving market.

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Stay Focused, Stay Engaged

Features to empower your teams



Noise Reduction

Enhance your communication with advanced noise reduction, designed to minimise disruptions. Whether working from home, in a noisy coffee shop, or in a busy office. Enjoy clear, professional conversations free from distractions.



AI Assistant

Make your meetings more productive, with automated voice activated commands, note-taking and meeting highlights.



Advanced Analytics

Leverage data-driven insights to improve your team's performance and customer interactions. Webex for Gamma's advanced analytics provide detailed reports on usage, engagement, meeting effectiveness, and customer experience, helping you make informed decisions to optimise both productivity and customer satisfaction.



Immersive Presentations

Immersive share allows for more engaging presentations, where the audience doesn't have to choose whether to focus on the presenter or on the content.



Gesture Recognition

Raise your hand, clap, or give a thumbs up or down in front of your desk device to let others know you have a question or react, without interrupting the conversation.



Real-Time Queue View

Monitor customer interactions more effectively with the real-time queue view, directly within the app. Stay on top of wait times, manage agent availability, and optimise customer service in the moment to deliver a seamless experience.

Availability of features are dependent on Subscription model*

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Tailored solutions for every need

Our flexible solutions are designed for businesses of all sizes, and adapt as your business evolves.

	Common Area Deskphone only No Webex app	Webex Voice	Webex Calling	Webex Suite	Webex Calling Customer Assist	Webex Meetings
Calling	• Dial tone • Call hold • Call transfer • Call waiting •Group Call Park/ Retrieve •Call Pickup	Everything in Common Area+ • Webex App (Softphone only) • Presence/availability • Call recording • Deskphone control	Everything in Webex Voice + • Executive Assistant	Everything in Webex Calling.	Everything in Webex Calling.	
Messaging			Direct, team & external messaging Presence	Everything in Webex Calling	Everything in Webex Calling	Everything in Webex Suite
Meetings			• Up to 100 participants • Breakout sessions	Everything in Webex Calling plus + • Up to 1000 participants • Cloud Meeting Recording & Transcription	Everything in Webex Calling	Everything in Webex Suite
Customer experience		• Call Queuing • Call back • Analytics	Everything in Webex Voice	Everything in Webex Voice	• Agent & Supervisor management • Screen pop configuration • Real time queue view in app • Agent monitoring	
Tools		• MS Teams integration • Vidcast	• MS Teams integration • Google Calendar • MS office calendar • Outlook • Slack • One drive • Vidcast • Slido	Everything in Webex Calling	Everything in Webex Calling	• Google Calendar • MS Office Calendar • Outlook • Slack • One Drive • Vidcast • Slido

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Smart Collaboration, Powered by **Webex for Gamma**

Boost productivity and enhance collaboration with AI-powered features by Webex, designed to streamline workflows and create more engaging experiences.

		Webex Voice	Webex Calling	Webex Customer Assist	Webex Suite	Webex Meetings
Background Noise Removal		●	●	●	●	
Vidcast		●	●	●	●	●
Breakout Sessions			●	●	●	●
Immersive Share			●	●	●	●
Webex AI Capabilities						
Call Recording	Transcriptions, notes, summary actions and items	●	●	●	●	
Webex Messaging	Rephrase or change tone, translate message		●	●	●	●
Webex App	Unread messages recap & space summaries		●	●	●	●
Cisco AI Assistant			●	●	●	●
Meeting Recordings	Save summary & transcript summarisation				●	●
In Meetings	Catch Me Up, Ask AI assistant, Save Summaries & transcripts without recording, Real Time Transcription, Auto Step Away				●	●

Which solution is right for you?

Common Area Calling

The Common Area Calling subscription is tailored to meet the needs of phones located in shared spaces such as conference rooms and lobbies. It offers a basic set of calling features that include dial tone, call hold, call transfer, call waiting, and video calling. This ensures that communication is efficient and reliable.

Webex Voice

Designed for users who require extensive calling capabilities, Webex Voice includes all features found in the Common Area Calling package, with added functionalities. This subscription supports call history, call forwarding, call recording, call queue agent services, voicemail, and access through a mobile app. Webex Voice is ideal for professionals needing advanced calling options on both desk phones and softphone applications, ensuring flexibility and comprehensive communication solutions.

Webex Calling

Webex Calling is perfect for businesses that require robust and versatile communication tools to enhance productivity and connectivity across the organisation. Offering a complete unified communications solution, Webex Calling encompasses everything in the Webex Voice subscription, with additional advanced features including call park/pickup, executive assistant capabilities, single number reach, and call forwarding when not reachable. You also gain access to Webex's meetings and messaging capabilities, ensuring a truly all-in-one collaboration solution supported by Gamma's network and service.

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Webex CX essentials

Designed to enhance customer service operations and improve the overall customer experience through seamless coordination and efficient handling of interactions. Webex CX Essentials integrates with CRM systems and includes collaboration tools such as direct messaging, file sharing, and video conferencing to enhance coordination and improve overall customer service.

Webex Suite

For users with advanced collaboration needs, the Webex Suite provides an all-encompassing solution that includes all features of Webex Calling plus more. This subscription supports direct and group messaging, feature-rich messaging, file sharing, screen sharing, Webex assistant and enhanced meeting controls such as direct moderator controls and announcement mode. The Webex Suite is designed to facilitate seamless collaboration and efficient communication among team members, regardless of their location.

Webex Meetings

Focused on users who primarily need messaging and meeting functionalities, the Webex Meetings subscription is an ideal choice. It includes all meeting capabilities present in the Webex Suite without the need to incorporate calling functionalities, supporting HD personal room meetings for up to 1,000 people. Key features include meeting dial-in numbers, meeting recording with substantial cloud storage, Webex Assistant, post-meeting summaries, remote desktop control, and host/co-host meeting delegation. This subscription ensures that businesses can conduct high-quality virtual meetings and maintain productive interactions with ease.

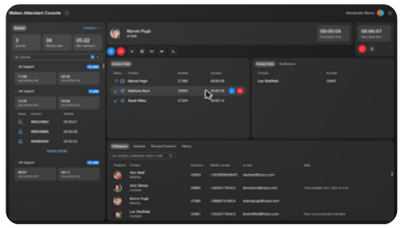
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Coming soon

AI-powered Speech Recognition Auto-Attendant

Simplify the way callers reach the right person. This intelligent, voice-driven system lets callers say what they need, such as “tech support” or “billing”, and routes them automatically without the need to press buttons.

With fully customisable announcements and menu options, businesses can create multi-level call flows based on working hours, holidays or out-of-hours routing. It delivers a smarter, more professional first impression every time.



New Webex Attendant Console

Built for busy front-of-house teams, the new Attendant Console gives receptionists and operators the tools to manage high call volumes with confidence, all from within the Webex app.

View real-time insights into call queues, waiting times, parked calls and colleague availability, all within a single interface. With one-click actions, built-in KPIs and full presence visibility, it helps teams respond faster and keep service levels high.

AI-Receptionist

Your always-on virtual receptionist. The AI-Receptionist uses natural language understanding to greet callers, answer routine questions, schedule appointments and transfer calls to the right contact or queue.

It supports multiple languages and offers localised responses to create a smooth, human-like experience for every caller. It frees up your team to focus on more complex queries while your virtual front desk takes care of the rest.



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For more information on Webex and how it could transform your business get in touch now

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