

Cisco Webex Contact Center Sales

COURSE OVERVIEW:

This course represents an elective subject of study by the student. Following the successful completion of the course, a certification will be awarded.

The Webex Contact Center Sales Certification course focuses on providing students with the needed information to be able to pitch and sell Cisco Contact Center solutions to prospective customers.

Before the final certification exam, an interactive customer simulation will help students to wrap up and review the concepts taught during the online class. Indeed, students will be asked to pitch the right solution given to different customer environments.

PREREQUISITES:

There are no mandatory prerequisites. However, there is a strong recommendation that the student possesses the following knowledge:

- Some cursory knowledge of the purpose and function of a call center
- Hosted PBX Telephony

COURSE OBJECTIVES:

Successful candidates will demonstrate the ability to:

- Understand the contact center market, its trends, and needs
- Understand the competitive contact center vendors, in which customer environments you are likely to run into, and how to position against them
- Become proficient in selling the Cisco Webex Contact Center features and their business benefits
- Become proficient in articulating the Cisco Webex Contact Center competitive differentiation
- Understand which Cisco products to pitch according to a given customer environment and business needs
- Learn skills in delivering customer-facing real-world demonstrations

COURSE OUTLINE:

- Pre-assessment
- Contact Center Overview and Challenges
- The Contact Center Market and Competition
- Cisco Webex Contact Center Product Line Overview – The Basics
- Selling Webex Contact Center
- Qualifying Customer Opportunities
- Executing a Successful Contact Center Demonstration
- Sales Simulation



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Sunset Learning Institute (SLI) has been an innovative leader in developing and delivering authorized technical training since 1996. Our goal is to help our customers optimize their cloud technology investments by providing convenient, high quality technical training that our customers can rely on. We empower students to master their desired technologies for their unique environments.

What sets SLI apart is not only our immense selection of trainings options, but our convenient and consistent delivery system. No matter how complex your environment is or where you are located, SLI is sure to have a training solution that you can count on!

Premiere World Class Instruction Team

- All SLI instructors have a four-year technical degree, instructor level certifications and field consulting work experience.
- Sunset Learning has won numerous Instructor Excellence and Instructor Quality Distinction awards since 2012

Enhanced Learning Experience

- The goal of our instructors during class is ensure students understand the material, guide them through our labs and encourage questions and interactive discussions.

Convenient and Reliable Training Experience

- You have the option to attend classes at any of our established training facilities or from the convenience of your home or office with the use of our HD-ILT network (High Definition Instructor Led Training)
- All Sunset Learning Institute classes are guaranteed to run – you can count on us to deliver the training you need when you need it!

Outstanding Customer Service

- Dedicated account manager to suggest the optimal learning path for you and your team
- Enthusiastic Student Services team available to answer any questions and ensure a quality training experience