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Akkadian Introduces Support for Webex Contact Center

An Ideal Provisioning Automation Solution for Webex Contact Center

Hoboken, NJ: Akkadian, the leader in UC provisioning automation, now offers support for Webex Contact Center and is officially announcing the release at Cisco Live in Las Vegas. Event attendees can experience a demonstration of the solution at the Akkadian booth (#4923), adjacent to Collaboration Village.

This addition expands Akkadian's Webex Control Hub provisioning support to include Webex Contact Center, adding to our current capabilities for all Cisco on-premise contact center products (UCCE, P-UCCE and UCCX). This allows for zero-touch provisioning from a single pane of glass for all the UC applications an agent will need.

Organizations migrating contact centers from on-premise to cloud or working in UC hybrid environments now get a provisioning solution that automates on-boarding contact center agents.

Adding this feature further expands our support of the Cisco UC Cloud Applications. This solidifies Akkadian's track record of being innovative and first to market, as well as our commitment to embracing the cloud.

"We're excited to announce this new provisioning support at Cisco Live," says Tom Bamert, Chief Product Officer of Akkadian. "At a time where many customers are migrating from on-premise to the cloud, we feel it's important to have access to the same automation capabilities as their on-premise solutions. Let's be honest, just because it's hosted by someone else, doesn't make it any easier to administer."

Learn more about this update and see it in action in a demo at Cisco Live at the Akkadian booth (#4923). If you can't attend the show, click here to schedule your demo.

About Akkadian Labs
Akkadian helps enterprises streamline user provisioning for unified communications. Our automated UC provisioning software helps turn manual, error-prone provisioning tasks into streamlined, repeatable steps that anyone can perform. Businesses and MSPs trust Akkadian to make their UC platforms more efficient, cost-effective, and easier to manage.

To learn more about us, visit akkadianlabs.com.

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