# Webex Contact Center Desktop: Agent and Supervisor Journey (June - July 2025 Feature Rollout)

## 1. Introduction: A Refreshed Experience for Agents and Supervisors

Cisco Webex Contact Center is continuously evolving to enhance the user experience, streamline workflows, and boost productivity for our agents and supervisors. The upcoming June and July 2025 feature rollout brings significant updates, particularly focusing on a refreshed user interface, improved call handling, and advanced management capabilities.

This document serves as your comprehensive guide to understanding these transformative changes, detailing the journey from login to daily operations for both agents and supervisors. Our goal is to ensure a smooth transition and maximize the adoption of these powerful new features.

### 1.1. Overall UI Refresh: A New Look and Feel for Everyone (Enabled by Default) (General Availability: July 22, 2025)

A cornerstone of this rollout is a comprehensive visual uplift for both the Agent and Supervisor Desktops. This refresh aims to provide a cleaner, more modern, and intuitive interface.

**What's Changing:**

- **Visual Enhancements**: Expect updated fonts, refined background colors, streamlined UI elements, and a refreshed color palette. This is not just cosmetic; it is designed to enhance clarity and visual appeal, making your daily tasks more comfortable and efficient.
- **Updated Information Architecture**: The underlying structure of the desktop UIs is being optimized to seamlessly integrate upcoming functionalities. This lays the groundwork for features like enhanced task management, real-time queue statistics, and a more robust interactions tab.

**Why it Matters:** This visual refresh provides a consistent and modern experience across the platform, improving usability and preparing the desktop for future advanced capabilities.

**Action for Users:** The new UI is targeted for General Availability (GA) on **July 22, 2025**. All new features mentioned in this document are available exclusively in the new UI. Once enabled, agents will have the option to turn off the new UI via **Settings → Switch new look**. However, please note that some of the new features will not function in the older look. For supervisors, all new capabilities will only be available in the new UI, and they will not have the option to switch it off.

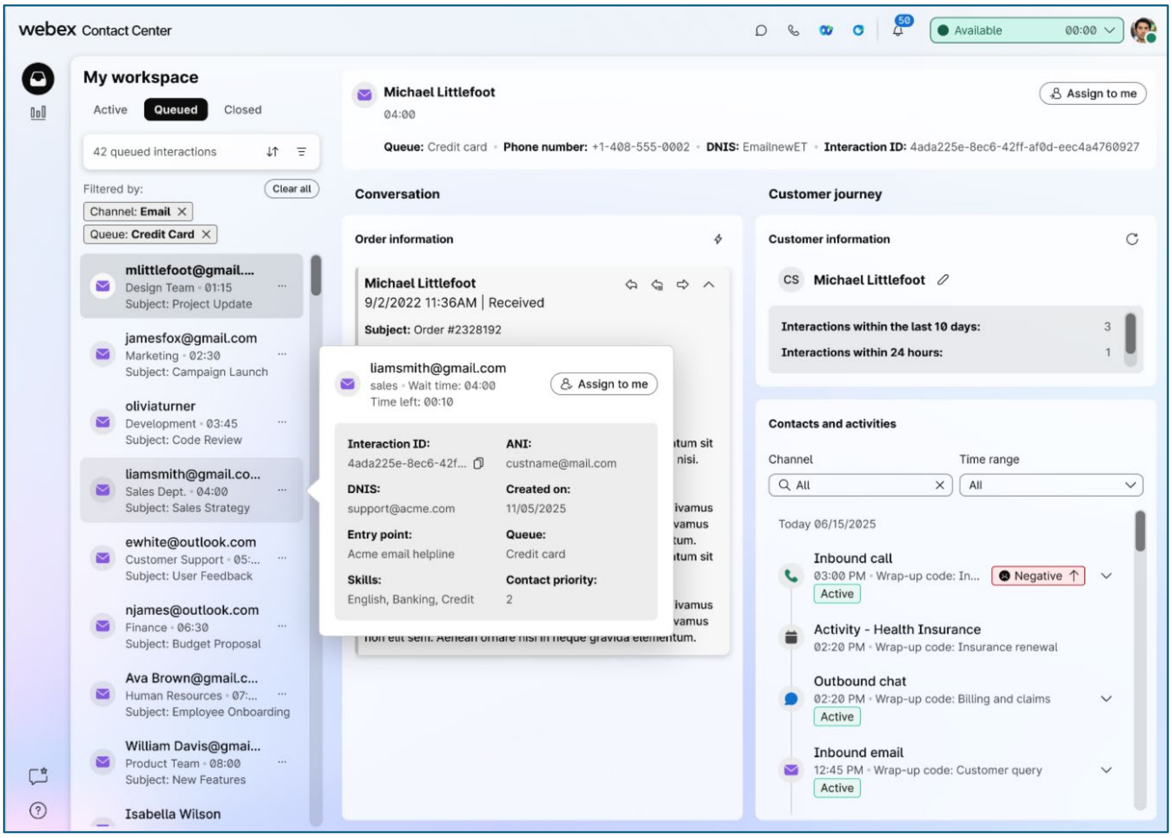


*Figure 1Refreshed Agent Desktop UI*

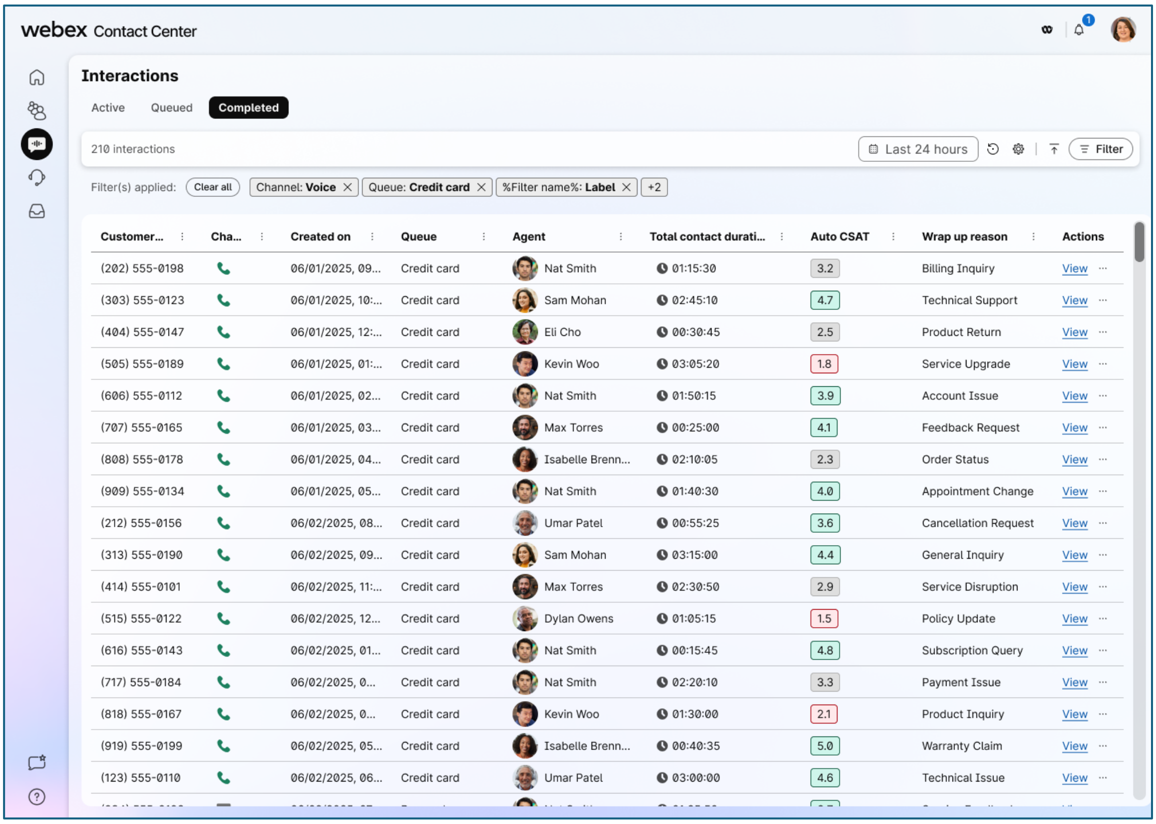


***Figure 2 Refreshed Supervisor Desktop UI***

# 2. The Agent Journey: From Login to Customer Interaction

This section outlines the key changes and enhancements impacting the Webex Contact Center Agent Desktop experience.

## 2.1. Enhanced Sign-In and Station Credentials (Requires Admin Configuration) (General Availability: July 22, 2025)

The login process is being streamlined to be faster, more efficient, and less prone to errors, addressing common agent frustrations related to incorrect or inactive dial numbers and repetitive selections.

**What's Changing:**

- **Smarter Sign-In Options**: The sign-in screen will dynamically display only the options relevant to your agent profile. For example, if you are configured for desktop-only telephony, you will only see the desktop option, eliminating unnecessary choices. Digital-only agents will no longer see telephony options.
- **Pre-populated Credentials**: If your profile includes a single configured dial number or extension, this information will be automatically pre-filled, saving you

time and effort. For profiles with multiple options, a convenient dropdown will be available, allowing selection from different dial plans or the entry of a custom extension.

- **Webex Calling Validation**: For Webex Calling users, real-time validation ensures that the entered extension or dial number is correct, registered to a device or app, and not currently in use by another agent. This proactive validation prevents common routing issues like RONA (Redirection on No Answer) and improves call routing accuracy.
- **"Don't Show This Again" Feature**: A new checkbox allows you to save your details and skip the station selection screen during subsequent sign-ins, enabling auto sign-in and bypassing this step. This setting persists across distinct browser sign-ins and can be cleared at any time in Profile Settings if needed.

**Why it Matters**: Previously, agents had to manually enter their credentials and navigate multiple steps to sign in, which often led to delays and errors. This enhancement streamlines the process by automating key steps, significantly reducing sign-in time, minimizing errors caused by mistyped information, and improving call routing accuracy. Agents who have saved credentials selected today will not see the new UI, ensuring a seamless experience for those already using this feature. Overall, this change leads to a smoother start to the workday and increased productivity for agents.

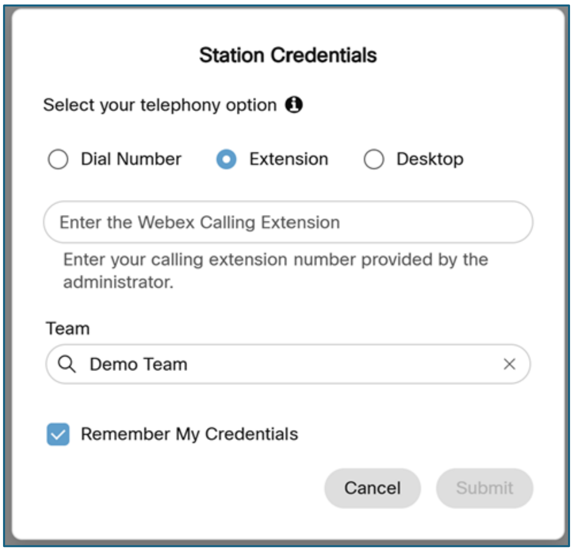


*Figure 3 Current Agent Sign-In Screen*

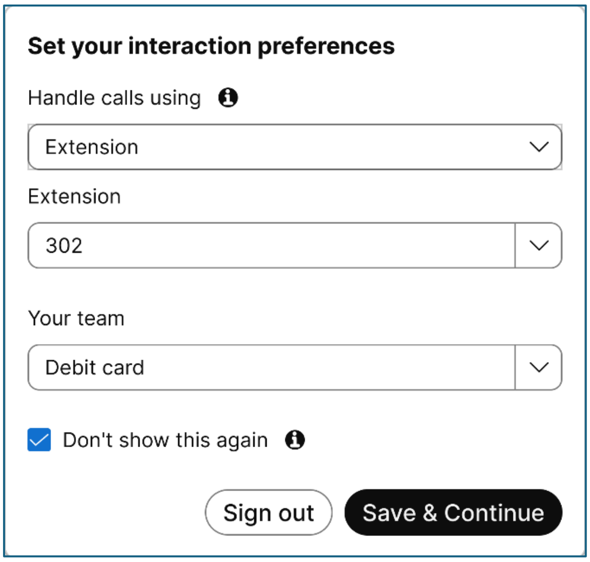


*Figure 4 Enhanced Agent Sign-In Screen*

## 2.2. Task Management: Streamlined Interaction Handling

How agents view and manage incoming and queued tasks is evolving for better clarity and control.

### 2.2.1. Task List UI Update (Enabled by Default) (General Availability: July 22, 2025)

The Task List pane is undergoing a significant redesign to improve organization and readability, offering a unified inbox for all interactions.

**What's Changing:**

- **Tabbed Design**: The previous split section for "**Recents**" will be replaced with a 3-tabbed design, providing a clear overview of your workload:
  - **Active**: Shows all currently active interactions, including call type, customer phone number, DNIS, queue, and elapsed time.
  - **Queued**: Displays interactions waiting in queues for the agent to pick, showing customer name, email (if available), queue, and elapsed time.
  - **Completed**: Provides a chronological log of recently completed interactions across all channels.
- **Improved Visibility**: All agents will experience this Task List UI change, enhancing their ability to manage their workload effectively by providing a comprehensive, single-pane view of all incoming and ongoing interactions.
- **Unread Message Indicators**: Visually highlight unread messages in chats and social conversations.

- **Bulk Actions**: Option to "**Accept All Tasks**" when multiple new requests are pending.

**Why it Matters**: This update introduces a significant shift in how agents manage their interactions by replacing the previous split section for "**Recents**" with a streamlined, tabbed design. By providing a clearer and more organized overview of current, queued, and completed tasks in a single-pane view, agents can better prioritize and manage their workload. This change not only simplifies navigation but also improves efficiency, enabling agents to manage interactions more effectively and deliver enhanced customer satisfaction.

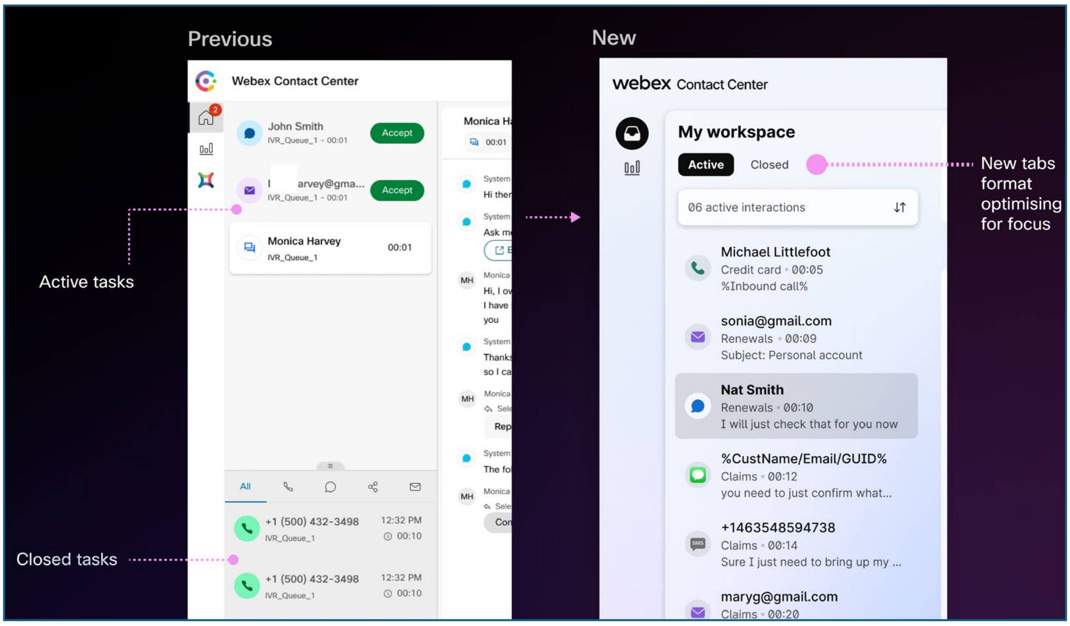


*Figure 5 Task panel - Old vs. New UI*

## 2.2.2. Cherry Pick (Search and Pick) Interactions (Requires Admin Configuration) (General Availability: July 31, 2025)

Agents will gain more control over selecting digital interactions from queues, empowering them to manage their workload more effectively.

**What's Changing:**

- **New "Queued" Tab Functionality**: Within the new Task List UI, the "**Queued**" tab will allow agents to view, filter, and sort conversations within the queues they have access to. This addresses scenarios like interaction spikes or specific agent expertise.
- **Agent-Initiated Selection**: Agents with standard and premium licenses can now manually assign conversations to themselves, even if they surpass their concurrent limits, providing flexibility in handling high-priority or specialized tasks.

- **Filtering and Sorting**: The interface will offer various icons to apply sort labels (e.g., contact priority, customer name, longest wait time, queue name) and filters (e.g., interaction flow, details, time metrics, channel, entry point).
- **Real-time Transcripts Preview**: Agents can view conversation transcripts in read-only mode before picking up a task, providing crucial context for efficient handling.
- **Bulk Selection**: Ability to bulk-select conversations from the queue for increased efficiency.

**Why it Matters:** This feature empowers agents to prioritize certain conversations based on expertise or urgency, improving customer experience by ensuring quicker and more accurate resolutions. It also simplifies conversation transition procedures at the end of shifts, allowing agents to close loops on related tasks.

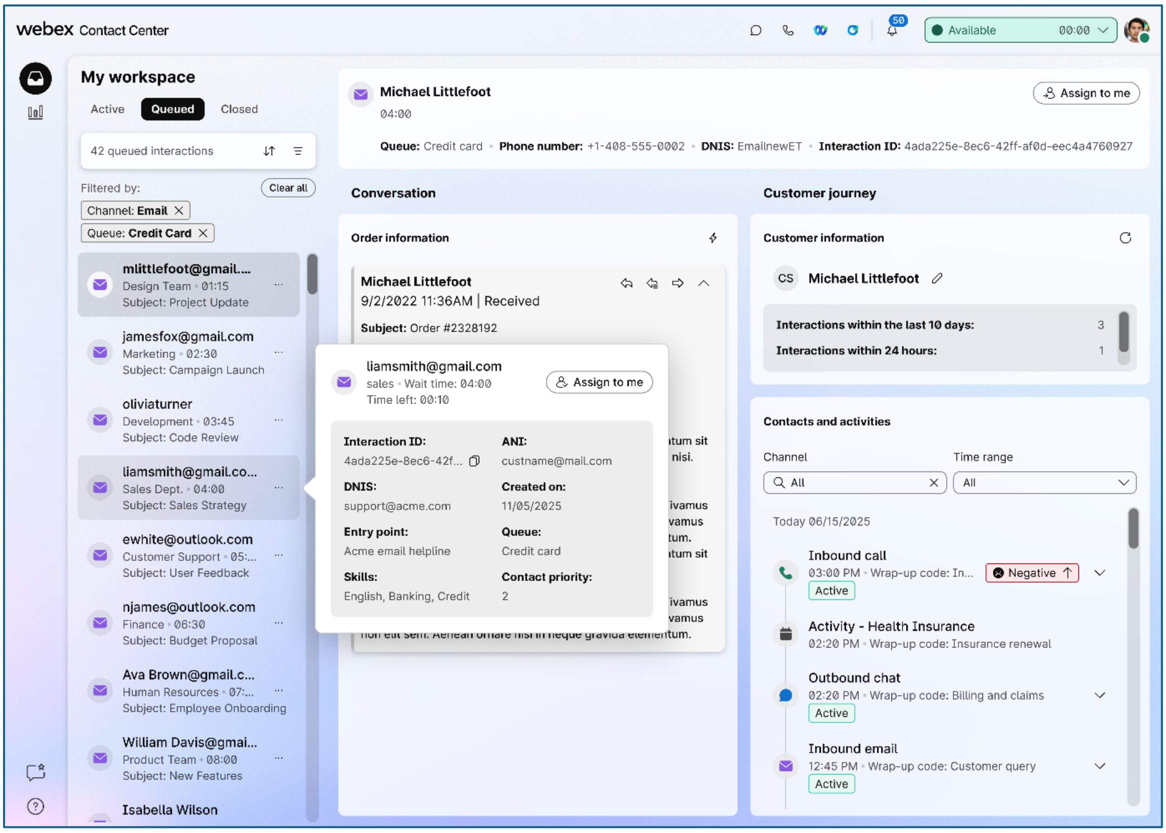


*Figure 6 Agent Desktop with Cherry Pick functionality*

## 2.3. Call Handling: Enhanced Communication Tools

Several improvements are being introduced to make call management more efficient and provide better context during customer interactions.

### 2.3.1. Real-time Transcripts for Agents (Requires Admin Configuration) (General Availability: June 10, 2025)

Agents will now have a live, continuously updated transcript of customer conversations, enhancing their ability to follow and respond effectively.

**What's Changing:**

- **Live Transcription**: Every spoken word is accurately captured in real-time directly within the Agent Desktop, with a target latency of less than 1 second.
- **Auto Scrolling**: The transcription automatically scrolls to show the latest spoken words while allowing agents to scroll back to review earlier parts of the conversation.
- **Multi-party Call Support**: During call transfer, consult, or conference scenarios, transcripts will be displayed live from the point of joining the call for new participants, and primary agent consult/conference events are clearly marked.
- **Reduced Manual Note-taking**: Agents can follow along effortlessly without the need for manual note-taking, allowing them to stay fully engaged and focus on the customer.
- **Feedback Mechanism**: An optional thumbs up/down feedback option is available at the end of the conversation to help improve transcription accuracy.

**Why it Matters:** This feature improves communication accuracy, reduces misunderstandings (especially with accents or complex information), and increases efficiency by minimizing repetitive conversations and manual note-taking, leading to more accurate and timely responses.

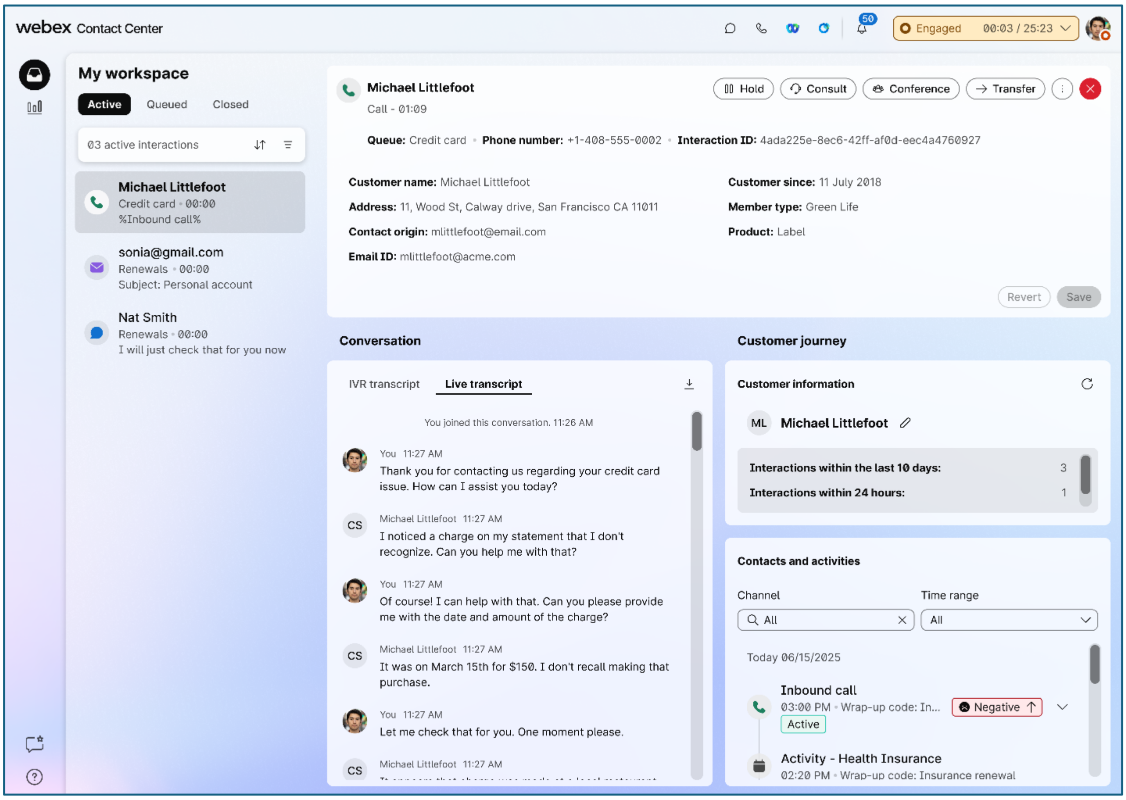


*Figure 7 Agent Desktop with Live Transcripts*

## 2.3.2. Scalability: Enhanced Consult & Transfer Modals (Enabled by Default) (General Availability: July 7, 2025)

The user experience for call transfer and conference features is being improved for greater consistency and clarity, especially in large-scale deployments.

**What's Changing:**

- **Streamlined UI**: The Consult and Transfer modals will have a more consistent and intuitive design, with separate radio buttons for entry points and queues.
- **Clearer Navigation**: Entry points and queues will be displayed as separate options in the transfer modal for easier navigation, optimizing screen real-estate.
- **Standardized Entity Listing**: Entities (e.g., agents, queues) will be listed uniformly across both modals, optimizing your workspace by showing only what you have access to, based on access control settings.
- **Paginated Search**: Station credentials, consult, and transfer modals will support paginated search to manage large numbers of teams, entry points, and queues efficiently.

**Why it Matters:** These enhancements improve efficiency and make your call handling workflow smoother, reducing confusion and errors during transfers and consultations, particularly for large contact centers.

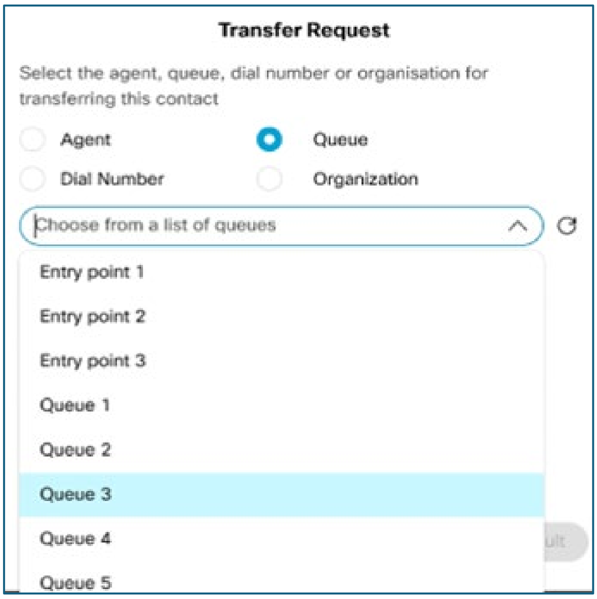


*Figure 8 Current Transfer/ Consult Modals*

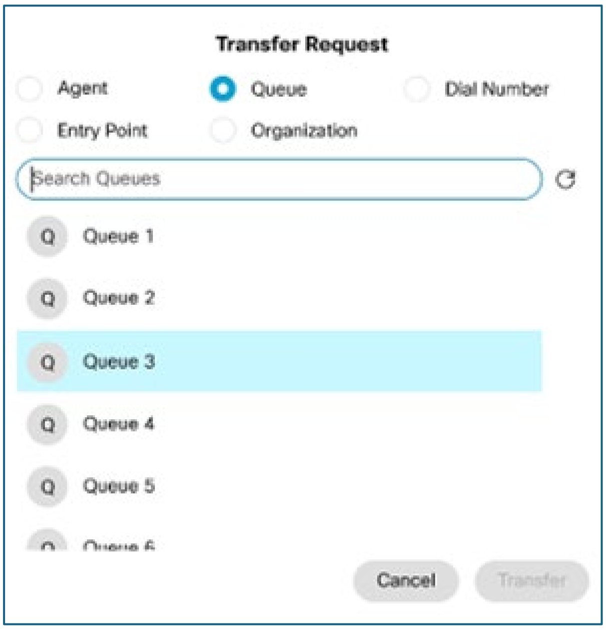


*Figure 9 Enhanced Transfer/ Consult Modals*

### 2.3.3. Gracefully Extend Consult Leg if Customer Inadvertently Drops (Requires Admin Configuration) (General Availability: July 15, 2025)

This feature enhances collaboration during consult calls, ensuring continuity and allowing agents to finalize discussions even if the customer disconnects.

**What's Changing:**

- **Clear Drop Notifications**: Agents will receive a clear notification when a customer exits the conversation, and the participants pane will accurately reflect the customer's absence.

- **Seamless Agent-Consulted Party Collaboration**: The agent and consulted party can continue their discussion uninterrupted, allowing them to align on next steps or action plans for the customer.
- **Flexibility to Reconnect**: Agents will have the ability to place the consult on hold, do a callback to the customer, connect with them, and seamlessly resume the consult without losing context.

**Why it Matters:** This ensures that agents can finalize discussions with experts even if the customer drops, improving post-call processes, reducing abrupt endings, and enhancing overall efficiency and customer experience.

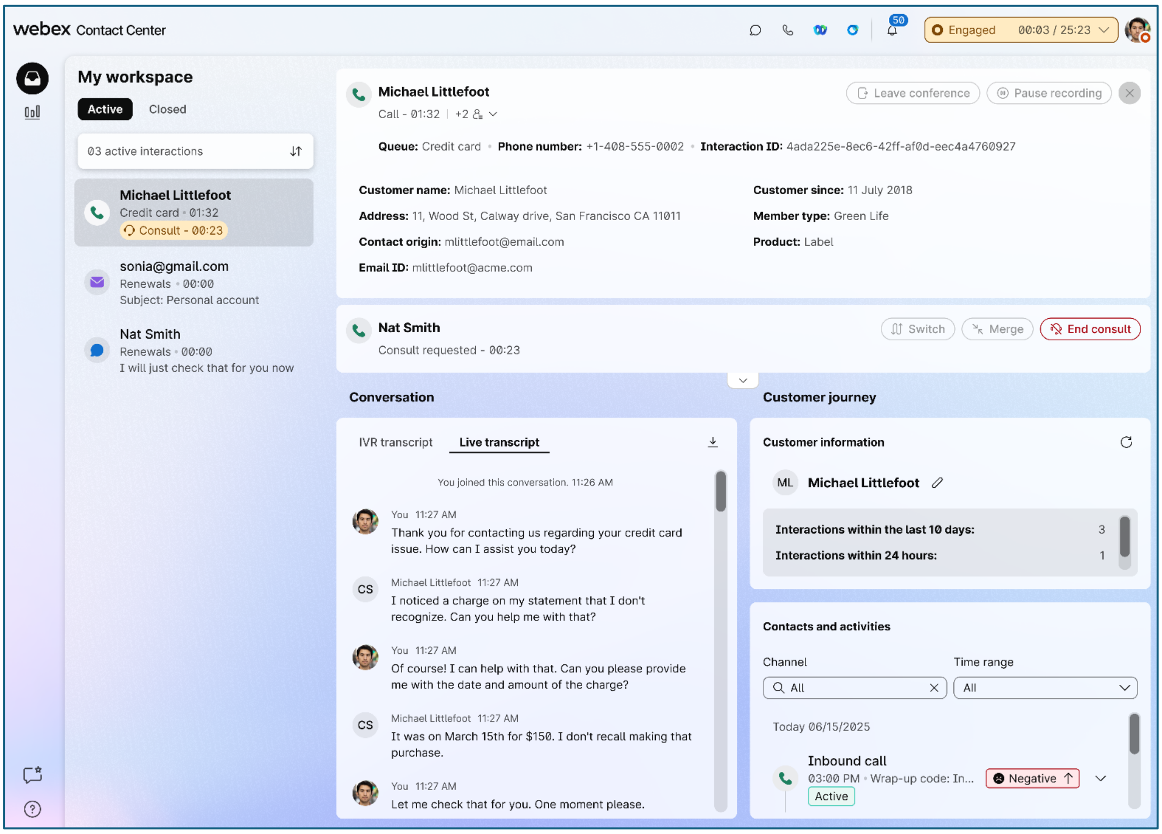


***Figure 10 Consult continues after customer disconnects***

## 2.3.4. Schedule Callbacks - Inbound and Manual Outbound (Requires Admin Configuration) (General Availability: July 31, 2025)

New capabilities for agents to schedule callbacks, enhancing flexibility in customer follow-ups.

**What's Changing:**

- **Agent-Initiated Callback Scheduling**: Agents will be able to schedule both inbound and manual outbound callbacks directly from the desktop during a live interaction or even in a wrap-up state.

- **Configurable Details**: Agents can configure callback details such as customer name, desired time (from 30 minutes to 30 days), time zone, callback number, and queue name.
- **Assignment Options**: Callbacks can be assigned to anyone in the queue, or a specific agent.
- **Management Capabilities**: Agents can manage existing callbacks, including editing, requeuing, or canceling them.
- **Desktop Notifications**: The system will provide clear desktop notifications for scheduled callbacks.

**Why it Matters:** This provides greater flexibility in managing customer follow-ups and proactive outreach, improving customer satisfaction by allowing conversations at convenient times and boosting agent productivity by spreading call volume.

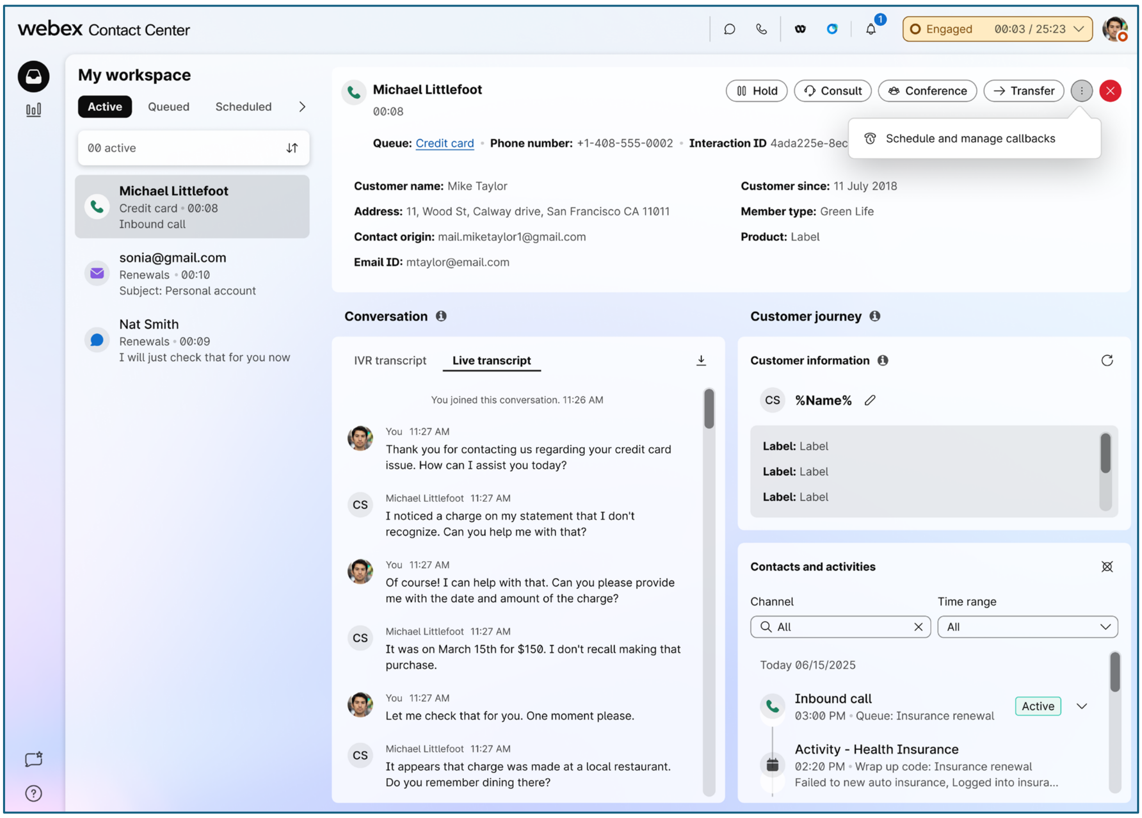


***Figure 11 Enhanced Callback Scheduling - Interaction control options***

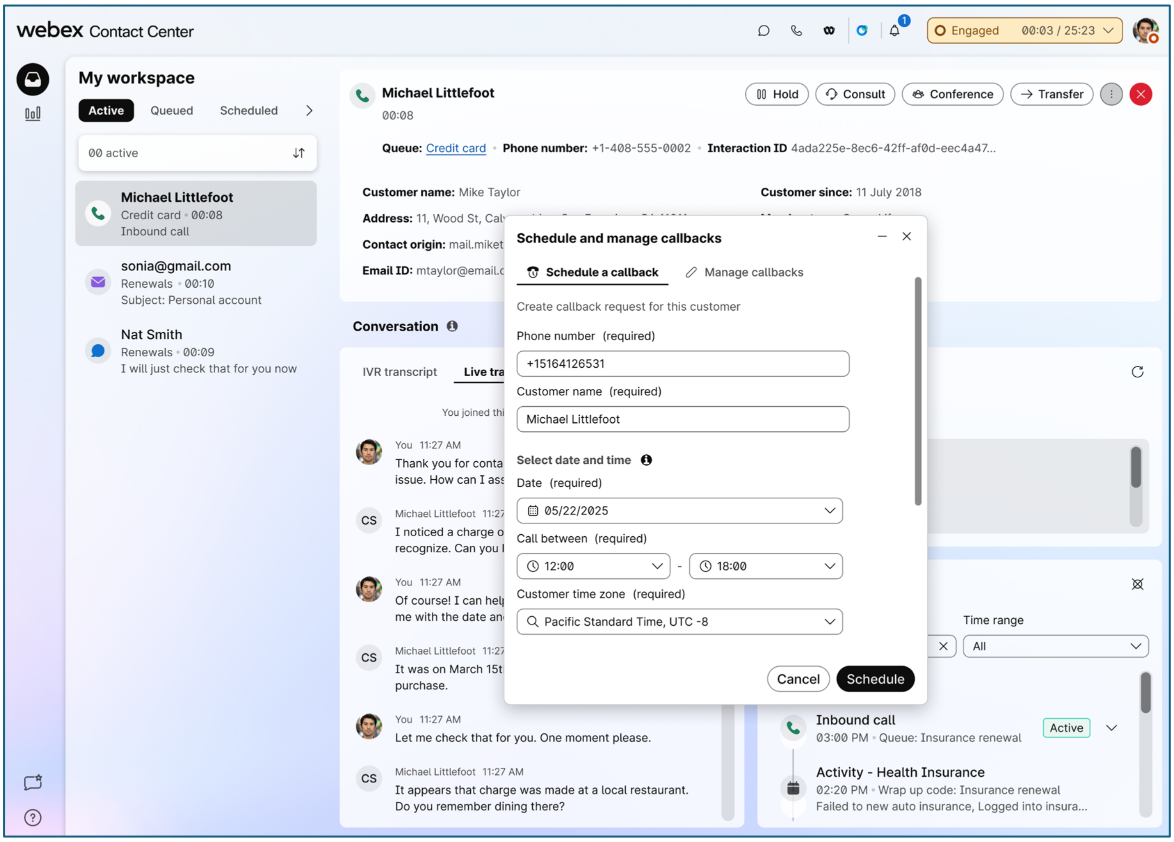


*Figure 12 Enhanced Callback Scheduling - Schedule and manage callbacks*

## 2.3.4. Customer Journey Widget: Agent Experience (Enabled by Default) (General Availability: June 30, 2025)

Agents will now have immediate access to a comprehensive, omni-channel view of customer interactions, providing critical context during live engagements.

**What's Changing:**

- **Default Availability**: The Customer Journey Data Service (CJDS) widget will now be provided by default in the Webex Contact Center Agent Desktop and for supervisors with agent personas. It will replace the existing Contact History widget in the default layout.
- **Holistic Customer View**: Agents will gain a consolidated, real-time view of all prior customer engagements across voice, native chat, email, and IMI channels, complete with timestamps.
- **Enhanced Context**: The widget allows agents to filter customer engagement information based on channels (voice, email, chat, IMI) and over a span of 365 days, enabling quick reference to historical details.
- **Customer Insights**: Agents can view customer profiles and insights, leading to a better understanding of the customer and more personalized interactions.

**Why it Matters:** This feature empowers agents with a holistic view of customer history at their fingertips, eliminating the need to repeat information and significantly improving their ability to address queries efficiently. This leads to an improved Average Handling Time (AHT) and a more positive customer experience (CSAT/NPS).

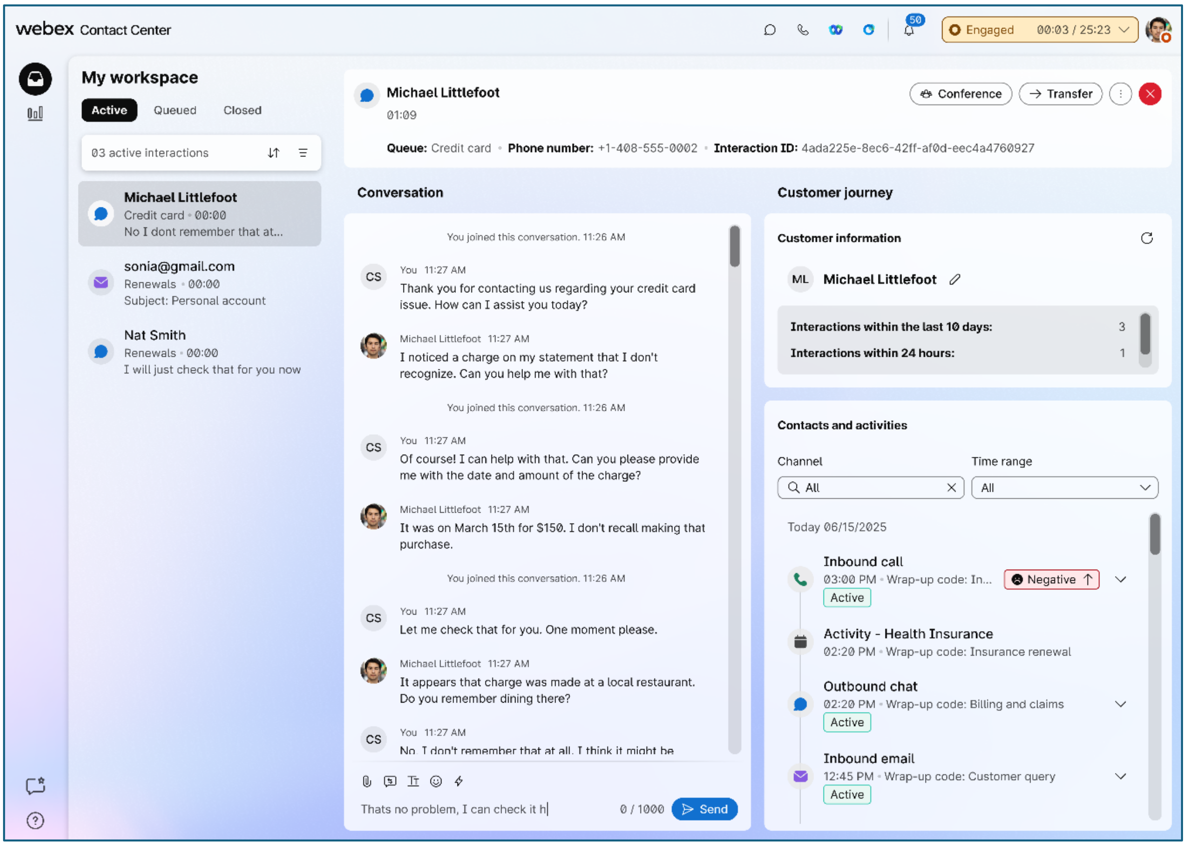


***Figure 13 Customer Journey Widget***

## 2.4. Outbound Interactions: Digital and Campaign Enhancements

New capabilities for initiating and managing outbound digital interactions and campaigns.

### 2.4.1. Digital Agent Initiated Outbound - Transfer Interaction (Enabled by Default) (General Availability: July 18, 2025)

Agents will now have the flexibility to transfer outbound digital interactions (SMS and Email) to queues or other agents/supervisors.

**What's Changing:**

- **Transfer Outbound SMS/Email**: Agents with premium licenses can transfer digital outbound SMS and email interactions to queues, other agents, or supervisors (for those with supervisor and agent roles). This is critical for managing ongoing communications.

- **Transfer Inbound Email to Agent**: Agents can now blind transfer inbound email interactions to other agents/supervisors, a capability previously limited to queues, offering more direct handoff options.

**Why it Matters:** This enhancement allows agents to avoid ending conversations prematurely at the end of their shifts, ensuring seamless handoffs and continuous customer service, especially for customers who require continuous communication channels.

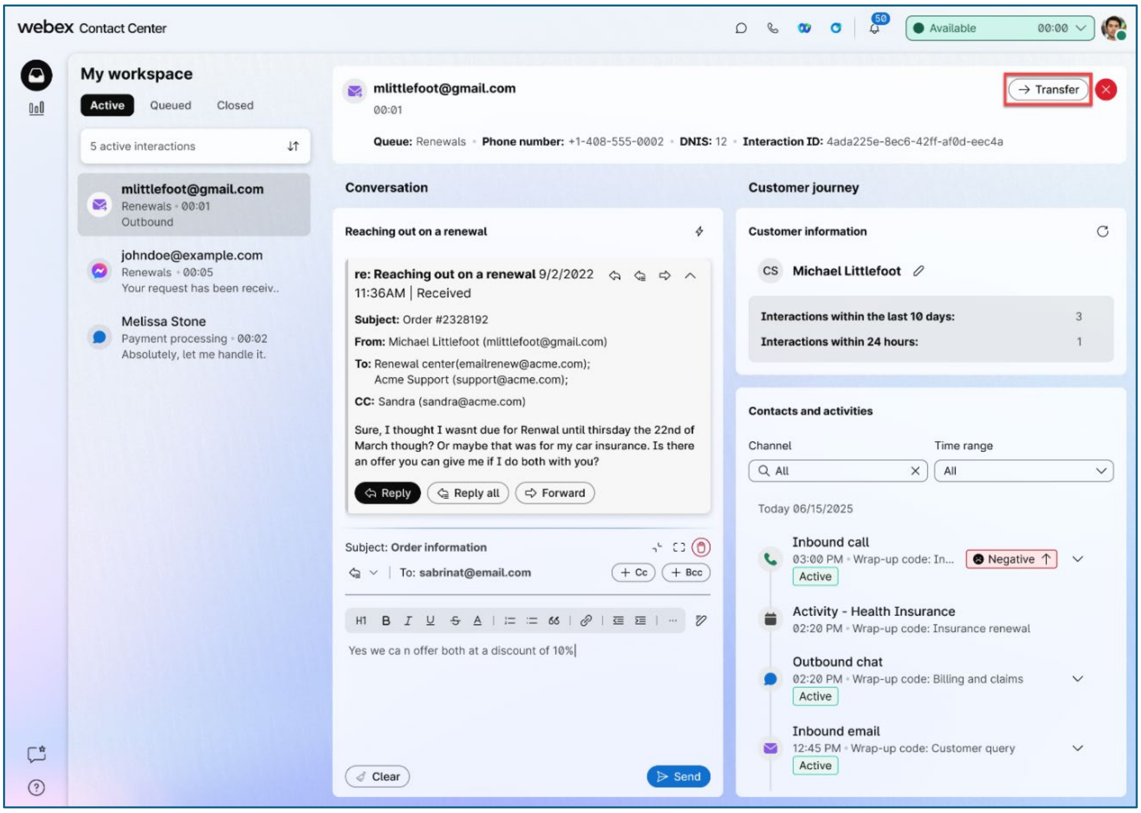


***Figure 14 Outbound email with transfer button***

## 2.4.2. Desktop UX Enhancements for Preview Campaigns (Requires Admin Configuration) (General Availability: July 25, 2025)

The user experience for managing outbound campaigns is being improved to align with current industry standards and Webex on-prem capabilities.

**What's Changing:**

- **Enhanced Preview Campaign Experience**: Agents can now accept the call or skip/remove contacts with these actions captured via API response.

- **Automated Contact Push**: Contacts will be automatically pushed to agents when they become available, optimizing agent time (moving from a pull to a push model).

- **Configurable Options**: Campaign-level settings will allow administrators to disable "**Skip**" and "**Remove**" options, and configure timeout durations and automated actions (Skip, Accept, Decline).
- **Logging**: The system will log how often agents use the "**Skip**" and "**Remove**" options for better campaign management.

**Why it Matters:** These updates aim to provide a more intuitive and efficient experience for agents engaged in outbound campaigns, helping them to better prepare for and manage these interactions, and close existing feature gaps.

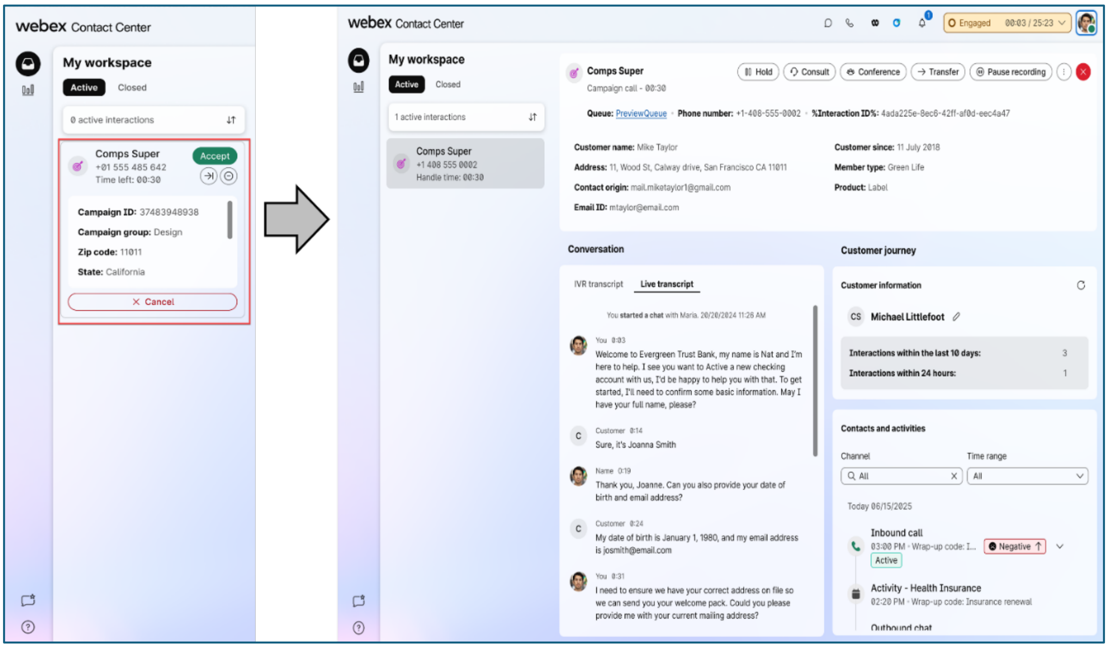


*Figure 15 Enhanced Preview Campaign*

# 3. The Supervisor Journey: Enhanced Oversight and Management

This section details the significant changes and new capabilities coming to the Webex Contact Center Supervisor Desktop.

## 3.1. Enhanced Sign-In and Station Credentials (Requires Admin Configuration) (General Availability: July 22, 2025)

Similar to agents, supervisors will experience a more streamlined login process, reducing friction and improving efficiency.

**What's Changing:**

- **Smarter Sign-In Options**: The sign-in screen will dynamically display only the options relevant to your supervisor profile, eliminating irrelevant choices.

- **Pre-populated Credentials**: Automatic pre-filling of dial numbers or extensions for single-option profiles, saving time.
- **Webex Calling Validation**: Real-time validation for Webex Calling users, ensuring correct and registered extensions/dial numbers.
- **"Don't Show This Again" Feature**: Option to skip station selection for future sign-ins, enabling auto sign-in.

**Why it Matters:** Faster login, reduced errors, and improved routing efficiency for supervisors, allowing them to quickly access their management tools. Additionally, supervisors who already have saved credentials selected will continue to enjoy a seamless experience without encountering the new UI, maintaining their current workflow.

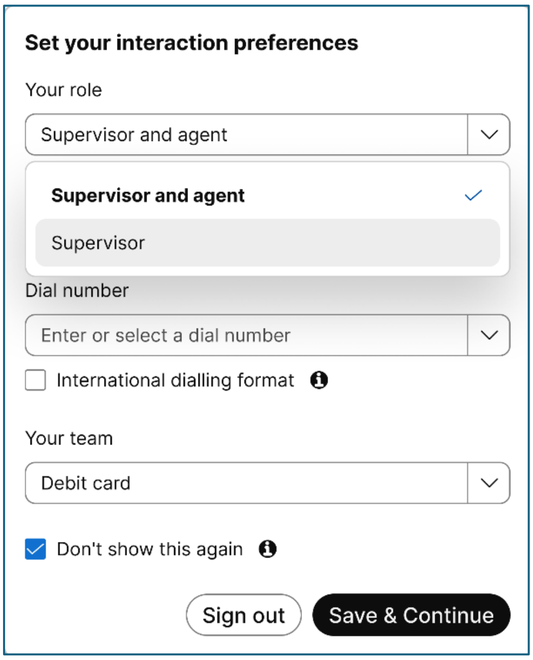


*Figure 16 Enhanced Supervisor Sign-In Screen*

## 3.2. Monitoring & Management: Deeper Insights and Control

Supervisors will gain more powerful tools for real-time monitoring and managing their teams, enabling data-driven decisions.

### 3.2.1. Real-time Queue Stats (Enabled by Default) (General Availability: July 22, 2025)

Supervisors will have a centralized and actionable view of queue performance, replacing the previous home page dashboard.

**What's Changing:**

- **Dedicated "Queues" Tab**: A new tab/section in the Supervisor Desktop will offer a single point of access for all queue-related information, including real-time metrics for agents idle/signed out, and daily/7-day trendlines.
- **Personalized View**: Ability to select, arrange, and filter columns to display the most relevant metrics for specific queues (e.g., longest waiting task, average time in queue, average time to answer).
- **Visual Representation**: Real-time queue metrics will be presented in a visually appealing and easily understandable format (tables, charts, graphs).
- **Drill-down Capabilities**: Supervisors can delve into queue details, examining agent status and current interactions, and gaining insights into skill-based routing.
- **Direct Actions**: Interface provides direct access to actions like assigning or removing agents (for agent-based queues).

**Why it Matters:** This feature provides critical real-time insights into queue performance, enabling supervisors to make quick, data-driven decisions to optimize staffing, improve service levels, and adapt to changing call volumes.

**Important Notes:**

- This feature is only implemented in the new UI. Supervisors will need to switch to the "**New Look**" to access real-time queue stats.
- The new queue view will automatically appear for supervisors in the "**New Look**" interface. They do not need to update the JSON layout to enable or access this feature.

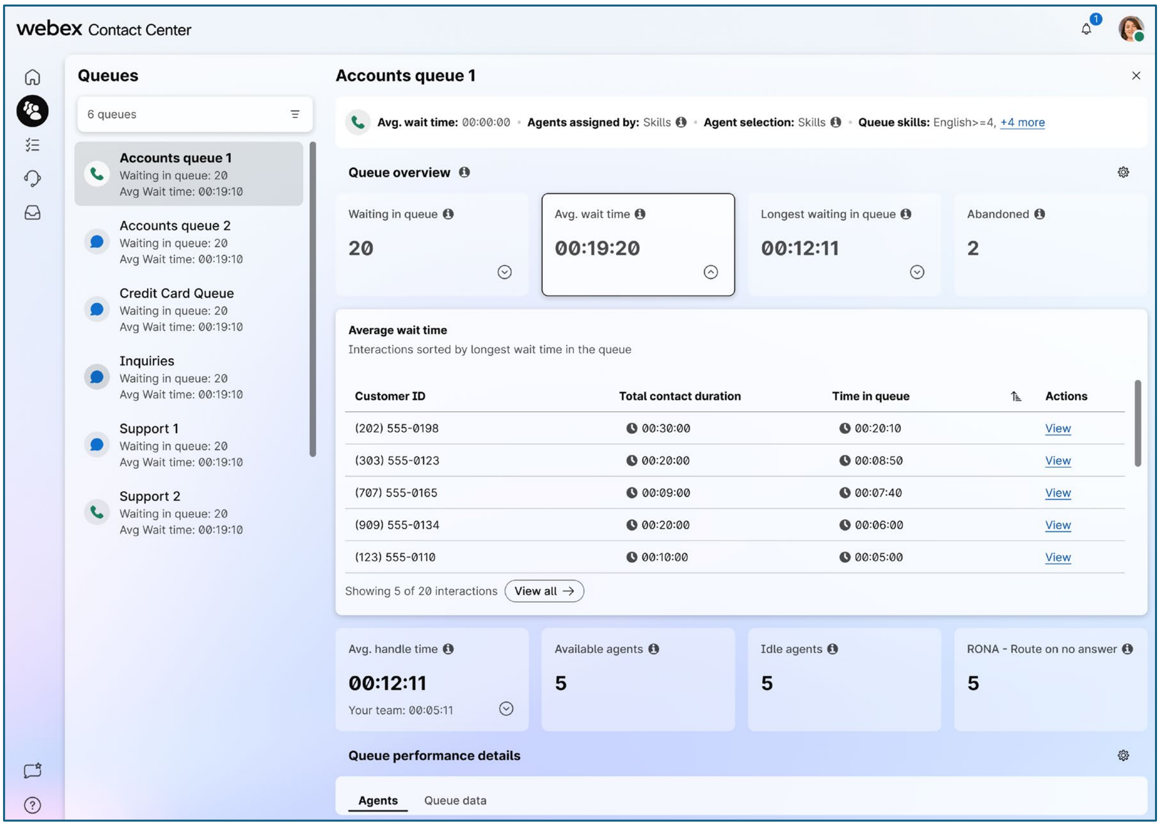


***Figure 17 New Supervisor Real-time Queue Stats tab***

## 3.2.2. Interactions List View (Enabled by Default) (General Availability: July 31, 2025)

The Recording Management area is being replaced with a new Interactions tab, providing a comprehensive view of all customer interactions.

**What's Changing:**

- **New "Interactions" Tab**: This tab will provide a clear, real-time view of customer interactions at every stage, consolidating live, in-queue, and past interactions.
- **Three Sub-tabs**:
    - **Active Interactions**: Monitor live conversations in real time, showing details like Interaction ID, Channel, Queue, Agent Name, and engagement duration.
    - **In-Queue Interactions**: See interactions waiting in queues, including Interaction ID, Queue, Channel, and time spent in the contact center.
    - **Completed Interactions**: Access past interactions and recordings with ease.
- **Customizable Table**: A customizable table for filtering and organizing data, enhancing usability.

**Why it Matters:** This enhanced feature simplifies tracking ongoing cases and reviewing completed interactions, boosting efficiency and responsiveness for supervisors by providing a single, intuitive interface for interaction management.

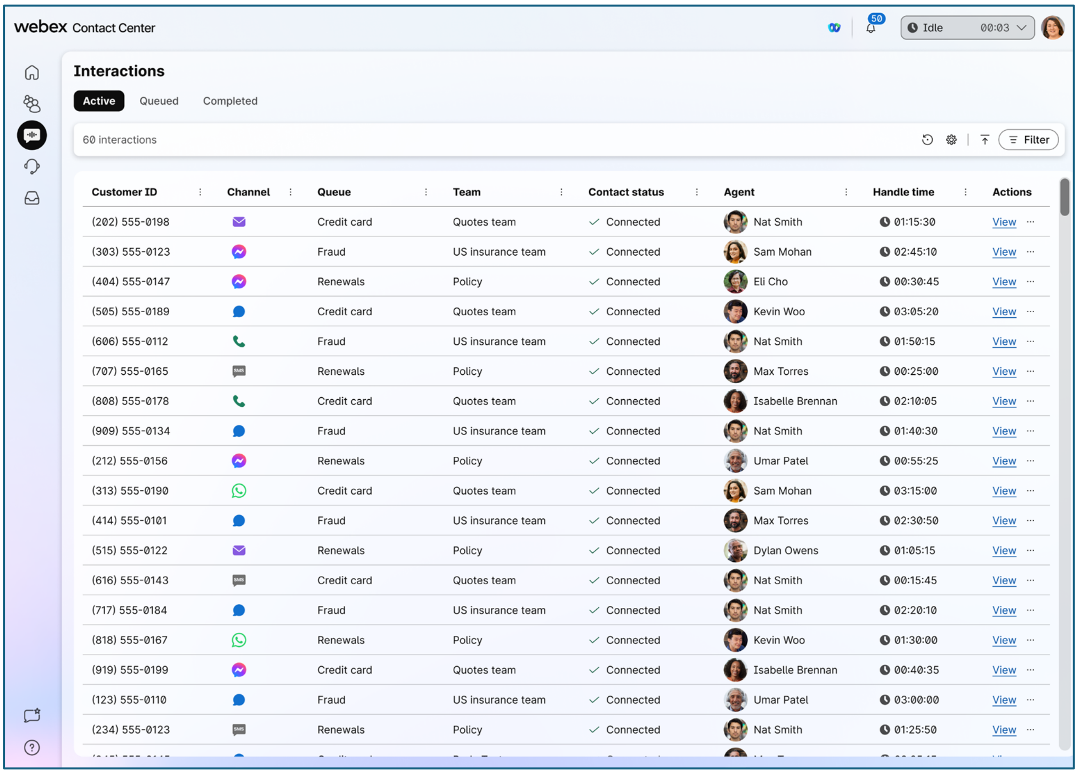


***Figure 18 New Interactions List View***

## 3.2.3. Interactions Detail View (Requires Admin Configuration) (General Availability: July 31, 2025)

A comprehensive, full-page view for detailed interaction analysis, providing deeper insights for supervisors.

**What's Changing:**

- **Enhanced Details View**: Supervisors will get a comprehensive overview of customer interactions, including live and completed transcripts for digital interactions.
- **Rich Data Panel**: Alongside existing recordings, you will gain deeper insights through real-time transcripts, a detailed interaction data panel (showing timings, duration, hold time, and handle time), and a customer journey view across different channels and days.
- **Centralized Access**: This view consolidates all relevant interaction data, simplifying analysis and review.

**Why it Matters:** This provides supervisors with richer data for improved monitoring, analysis, and a deeper understanding of customer engagements, facilitating better coaching and performance management.

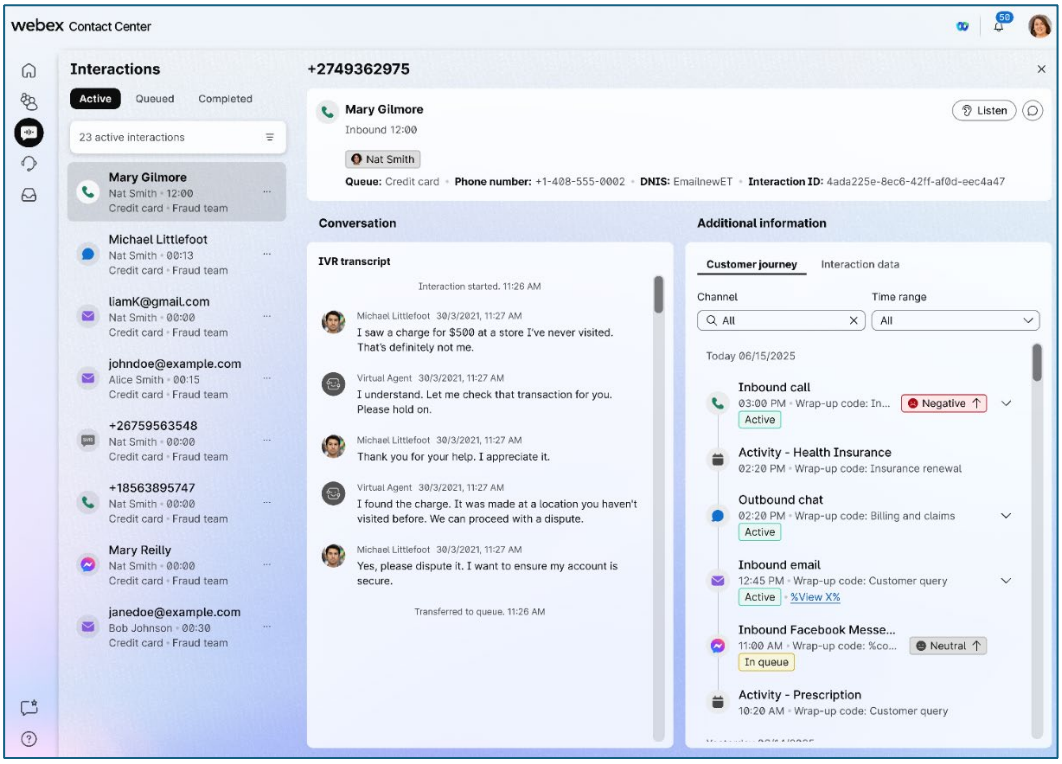


*Figure 19 Comprehensive Interaction Details View*

## 3.2.4. Update Individual Agent Skill Profile from Supervisor Desktop (Requires Admin Configuration) (General Availability: July 22, 2025)

Supervisors will have the ability to directly adjust agent skill profiles, streamlining operations and reducing administrative overhead.

**What's Changing:**

- **Direct Skill Profile Updates**: Supervisors can view and update individual agent skill profiles directly from the Supervisor Desktop within the Team Performance Details view. This eliminates the need to navigate to the Control Hub for such changes.
- **Real-time Adjustments**: This empowers supervisors to make real-time adjustments for agents under their scope, such as updating skill levels or assigning/removing skill profiles, ensuring immediate impact on routing.
- **Key Skill Details**: Supervisors can view key skill profile details such as Skill Name, Skill Type, and Skill Value to make informed decisions quickly.
- **Alphabetical Sorting**: Available skill profiles and skills within a profile will be sorted alphabetically for ease of use.

**Why it Matters:** This feature enhances operational agility, allowing supervisors to quickly adapt to changing needs by managing agent skills directly, without requiring administrator intervention for every change, improving efficiency and responsiveness.

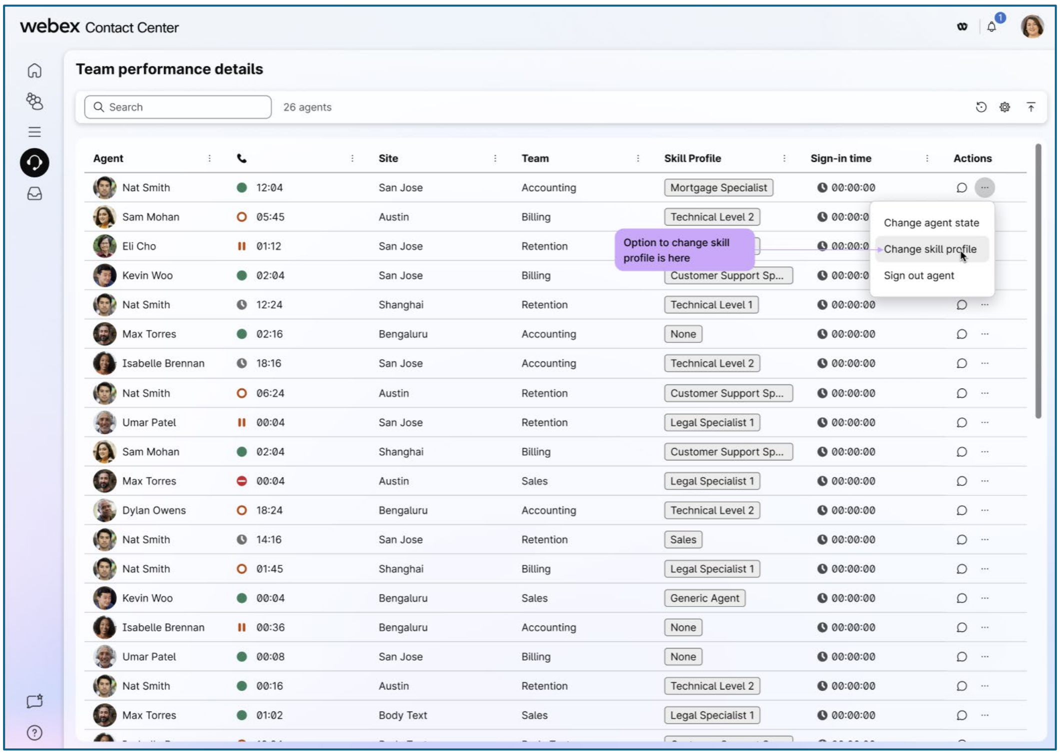


*Figure 20 Supervisor Direct Skill Profile Update*

## 3.2.5. Manage Direct Agent Assignment to Queues from Supervisor Desktop (Requires Admin Configuration) (General Availability: July 31, 2025)

Supervisors can directly assign agents to agent-based queues, providing greater control over workforce management.

**What's Changing:**

- **Direct Agent-to-Queue Assignment**: Supervisors can directly assign agents to agent-based queues from the Supervisor Desktop, enabling dynamic adjustments to staffing based on real-time needs.
- **Queue Capacity Visibility**: Supervisors will have visibility into queues that have reached their capacity, allowing them to prevent additional agent assignments to avoid overwhelming queues.
- **Role-Based Access**: Access to this functionality is controlled by administrators via Control Hub, ensuring authorized users make changes.
- **Real-time Confirmation**: Supervisors will receive real-time confirmation/notification when queue assignments are successfully updated.

**Why it Matters:** This capability provides supervisors with greater control over agent allocation, allowing for more dynamic and efficient workforce management, especially in agent-based queue environments, and supports the migration of on-premises customers.

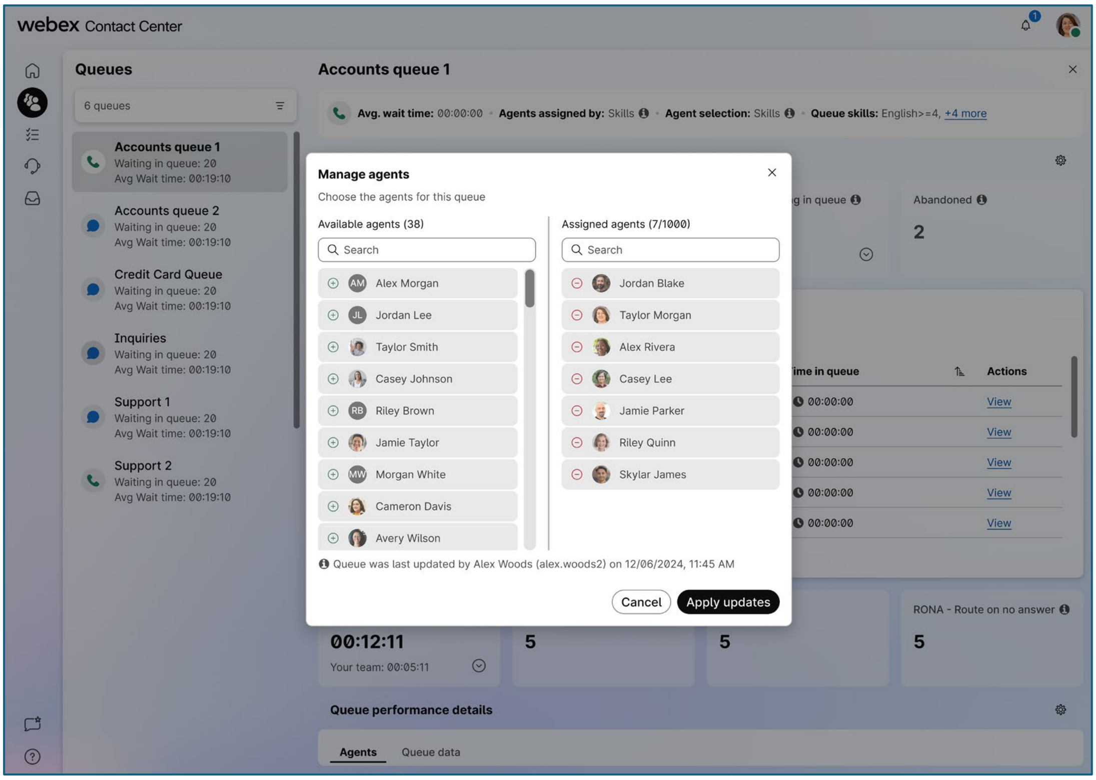


*Figure 21 Supervisor Direct Agent Assignment*

## 4. Conclusion: Empowering Your Contact Center

The June and July 2025 feature rollouts for Webex Contact Center Desktop represent a significant step forward in enhancing the daily experience for both agents and supervisors. From streamlined logins and intuitive task management to powerful real-time insights and flexible call handling, these updates are designed to boost efficiency, improve communication, and deliver exceptional customer service.

We encourage all users to explore these new capabilities, provide feedback, and leverage them to their full potential. Your insights are invaluable as we continue to evolve and refine the Webex Contact Center experience.

## 5. Key Takeaways and Partner Action Items

This June-July 2025 feature rollout marks a significant leap forward for Webex Contact Center Desktop, delivering substantial enhancements for both agents and supervisors.

To ensure a smooth transition and maximize the value for your customers, here are the critical outcomes and essential actions for our partners.

## 5.1. Core Outcomes for Your Customers

### 5.1.1 Modernized and Intuitive User Experience

- **Expectation**: Agents and supervisors will experience a fresh, consistent, and visually appealing interface. This fresh look is designed to reduce cognitive load, improve usability, and provide a more intuitive workflow, laying the groundwork for future innovations.
- **What to Communicate**: Highlight the benefits of the UI refresh: a cleaner, more modern look, improved clarity, and a more comfortable daily experience.

### 5.1.2 Empowered Agents, Driving Faster Resolutions

- **Expectation**: Agents gain powerful new tools directly integrated into their workflow. Features like **Real-time Transcripts**, the **Customer Journey Widget**, **Cherry Pick interactions**, and **Scheduled Callbacks** will significantly enhance their ability to understand customer context, manage interactions efficiently, and provide more accurate and timely responses.
- **What to Communicate**: Emphasize how these features will boost agent productivity, reduce Average Handling Time (AHT), and lead to higher customer satisfaction (CSAT) by enabling more personalized and informed interactions.

### 5.1.3 Enhanced Supervisor Control & Real-time Operational Insights

- **Expectation**: Supervisors receive unprecedented visibility and control over their contact center operations. The new **Real-time Queue Stats**, comprehensive **Interactions List and Detail Views**, and the ability to directly **Update Agent Skill Profiles** and **Manage Agent Assignments to Queues** will enable data-driven decision-making and proactive workforce optimization.
- **What to Communicate**: Stress the increased operational agility and improved management capabilities that will allow supervisors to quickly adapt to changing demands and optimize team performance.

## 5.2. Essential Partner Action Items

### 5.2.1 Proactive Communication & Awareness

- **Action**: Inform your customers about these upcoming changes well in advance. Share this document as a resource and highlight the key benefits relevant to their specific operations.

- **Why it Matters**: Early communication helps manage expectations and prepares customers for the transition, fostering a positive adoption experience.

### 5.2.2 Strategic Configuration & Enablement Planning

- **Action**: **Crucially, many of these powerful new features are NOT enabled by default.** Review the "Requires Admin Configuration" notes for each feature in this document. Work with your customers to strategically plan the activation of feature flags, configure necessary settings in Control Hub, and adjust user permissions.
- **Why it Matters**: Timely and correct configuration is essential for customers to unlock the full value of these enhancements. Proactive planning avoids last-minute issues and ensures features are tailored to customer needs.

### 5.2.3 Training & Adoption Support

- **Action**: Prepare training materials and sessions for your customers' agents and supervisors. Focus on the new workflows introduced by features like Cherry Pick, Real-time Transcripts, the Customer Journey Widget, and the enhanced supervisor management tools.
- **Why it Matters**: Effective training is key to successful feature adoption, ensuring users understand how to leverage new capabilities to improve their daily tasks and overall performance.

### 5.2.4 Monitor and Provide Feedback

- **Action**: Encourage your customers to provide feedback on the new features during and after rollout. Relay any critical observations or suggestions back to Cisco.
- **Why it Matters**: Your insights and customer feedback are invaluable for continuous product improvement and refinement.