Let's see what a customer service journey looks like when you’re using Cisco’s Customer Virtual Assistant.

This is the moment where you lose his business or make him loyal for life.

Bruce clicks the app link, where he’s greeted by Cisco’s Customer Virtual Assistant. He just got some terrible news.

Your flight has been canceled. Click through Alert Airline info to find a new flight.

Meet your customer, Bruce.

He doesn’t realize that the Customer Virtual Assistant he’s chatting with is a bot. The bot is able to answer simple, specific requests and share basic information.

This is a nonstop service from contact center to profit center.

As Amy communicates with Bruce, Cisco’s Customer Virtual Assistant likely pulled means Bruce will have an even more personalized experience next time.

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Did you know?

Contact center employees spend 17% of their time looking for information they need to do their jobs.1

Corporate real estate integrates with AI and automation technologies to save 25% or more in annual productivity.

Organizations with AI-powered virtual customer assistants have up to 70% fewer call, chat, and email inquiries.2

When agents are able to deliver proactive, positive customer experiences, the contact center becomes a key player in your business, delivering big benefits to your organization.

Customer retention

Proactive service can increase customer loyalty by 17%.

Better context

AI reduces customer escalations by 31%.

Agent productivity

AI agents work 20% faster than human agents.

First-contact resolution

Agent-focus on 75% of cases can be solved before the customer escalates.

Lower costs

AI-driven automation eliminates 70% of customer interactions.

Operational efficiency

20% of call center resources are retired or repurposed.

Why Cisco?

Cisco provides a complete contact center solution including cloud-based contact center capabilities, virtual assistants, web collaboration with webex and team collaboration with webex Teams.


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