

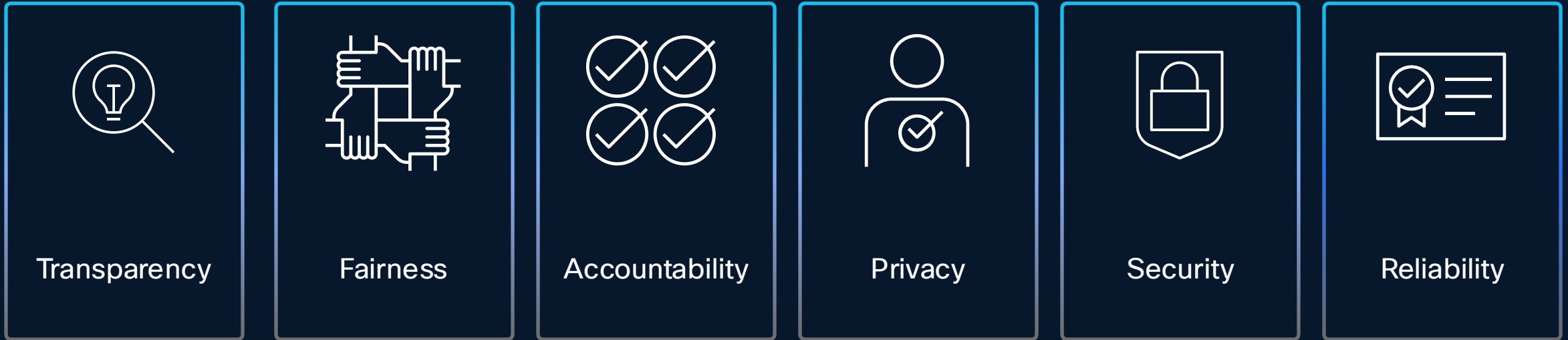
AI Powered Contact Center Experience

Byron Gallien, Contact Center Solutions Engineer
Sales Engineering



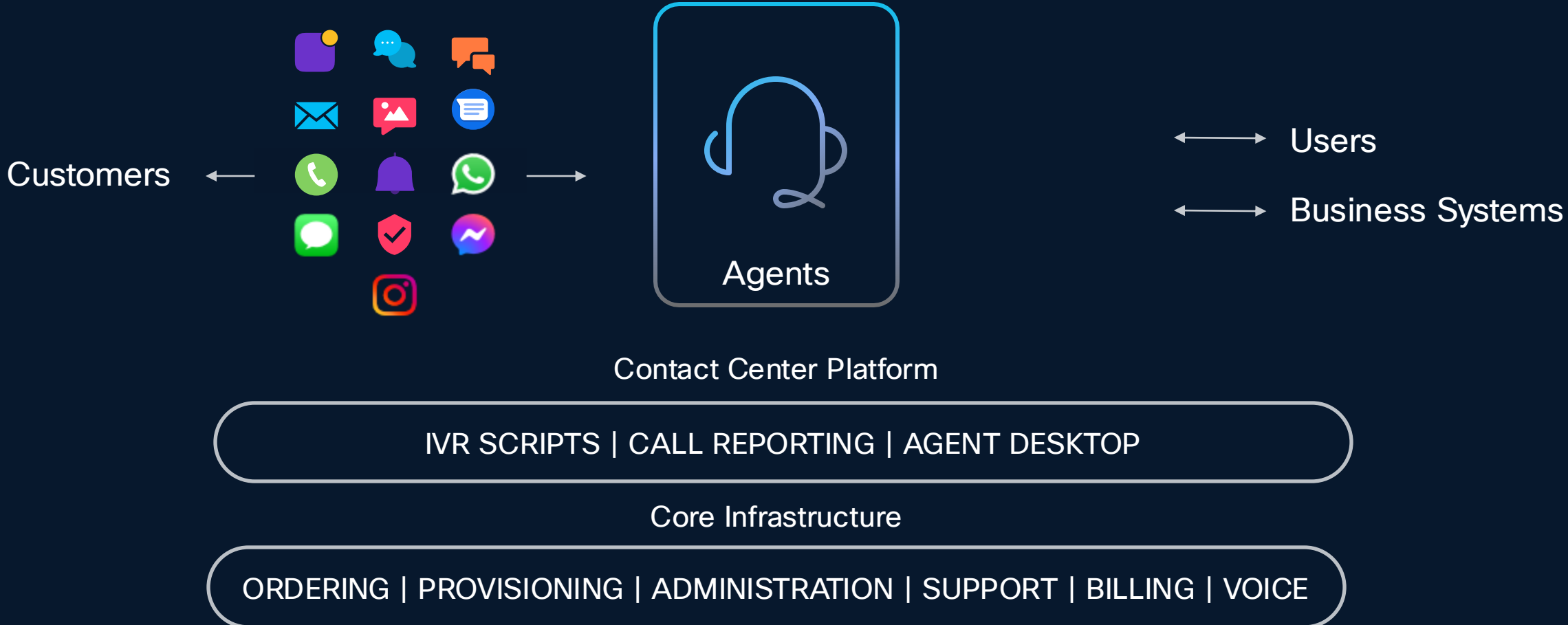
October 15, 2025

Cisco Responsible AI Principles



Responsible AI Framework Principles Reference

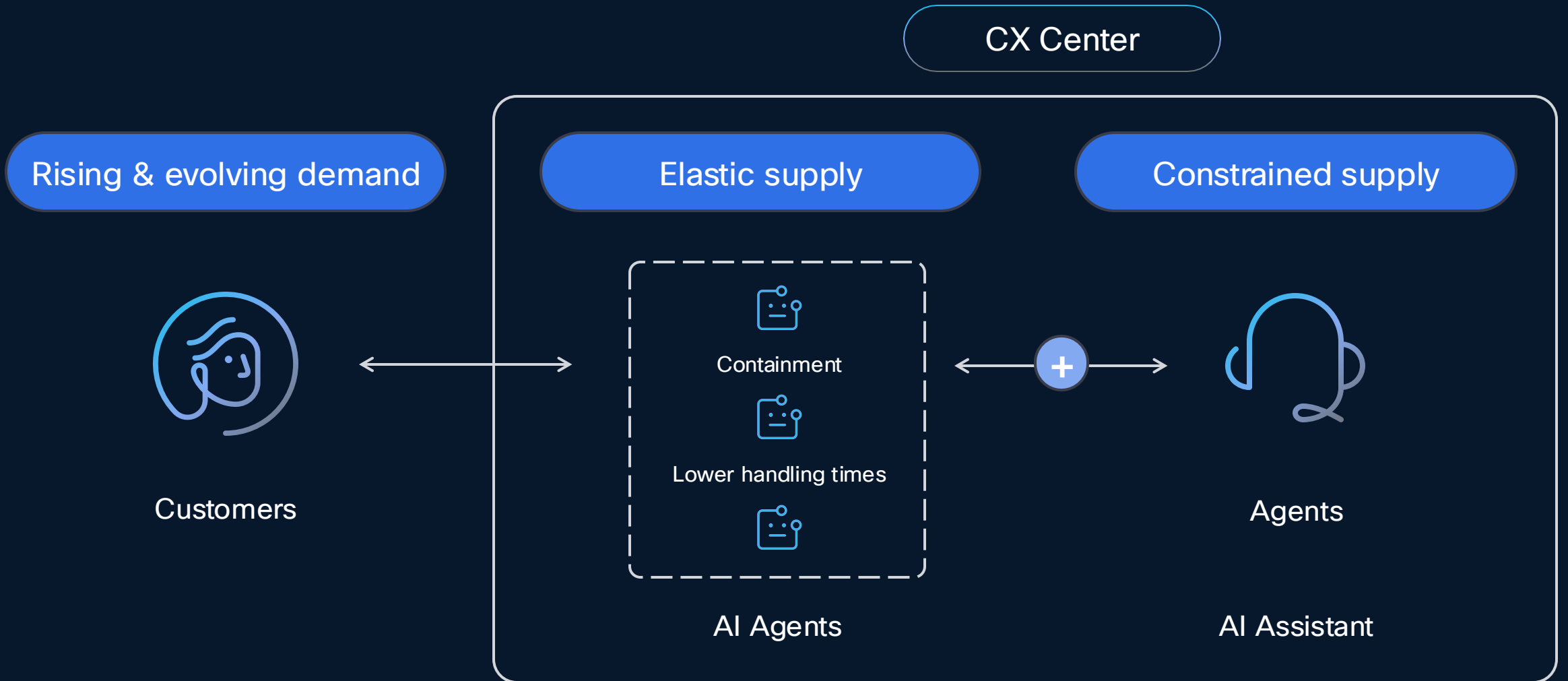
The Traditional Contact Center is Changing



The Problem Contact Centers Face



Create an AI Front Door



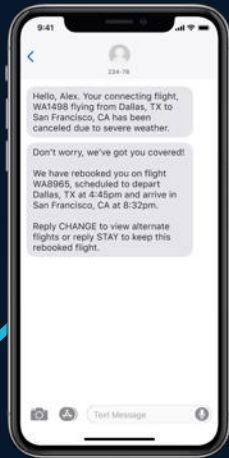
Delivering a fully connected journey

Across digital automation, self-service, and human engagement

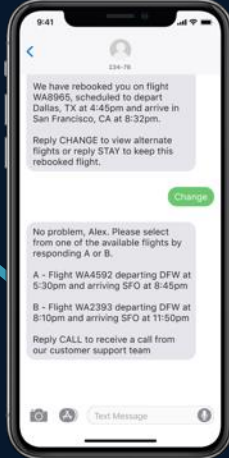
Digital automation and self-service

Human engagement

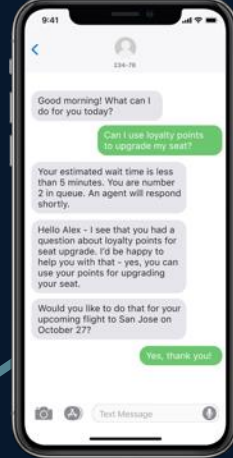
Digital automation



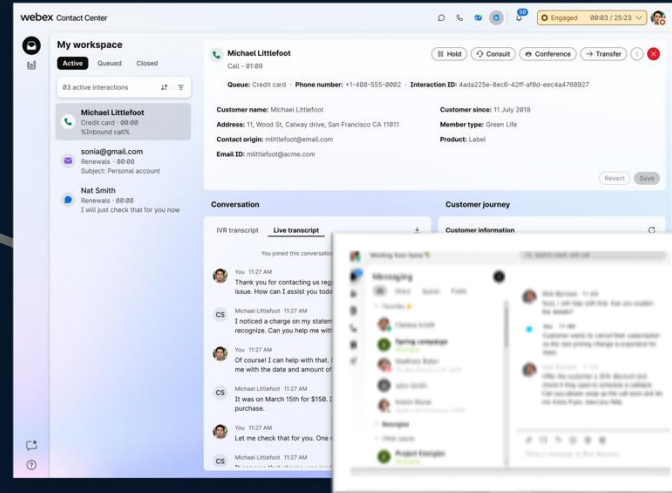
Proactive notification



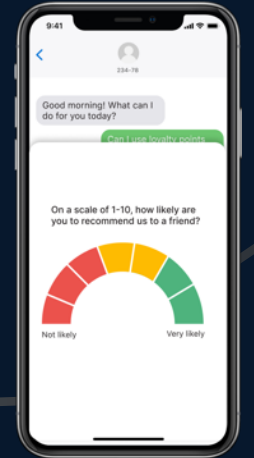
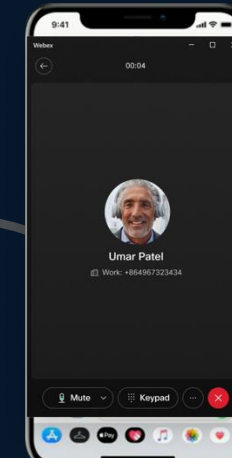
Self-service options



Handover to human agent



Contact Center agent desktop with full customer context



Experience survey

AI, Security, Manageability

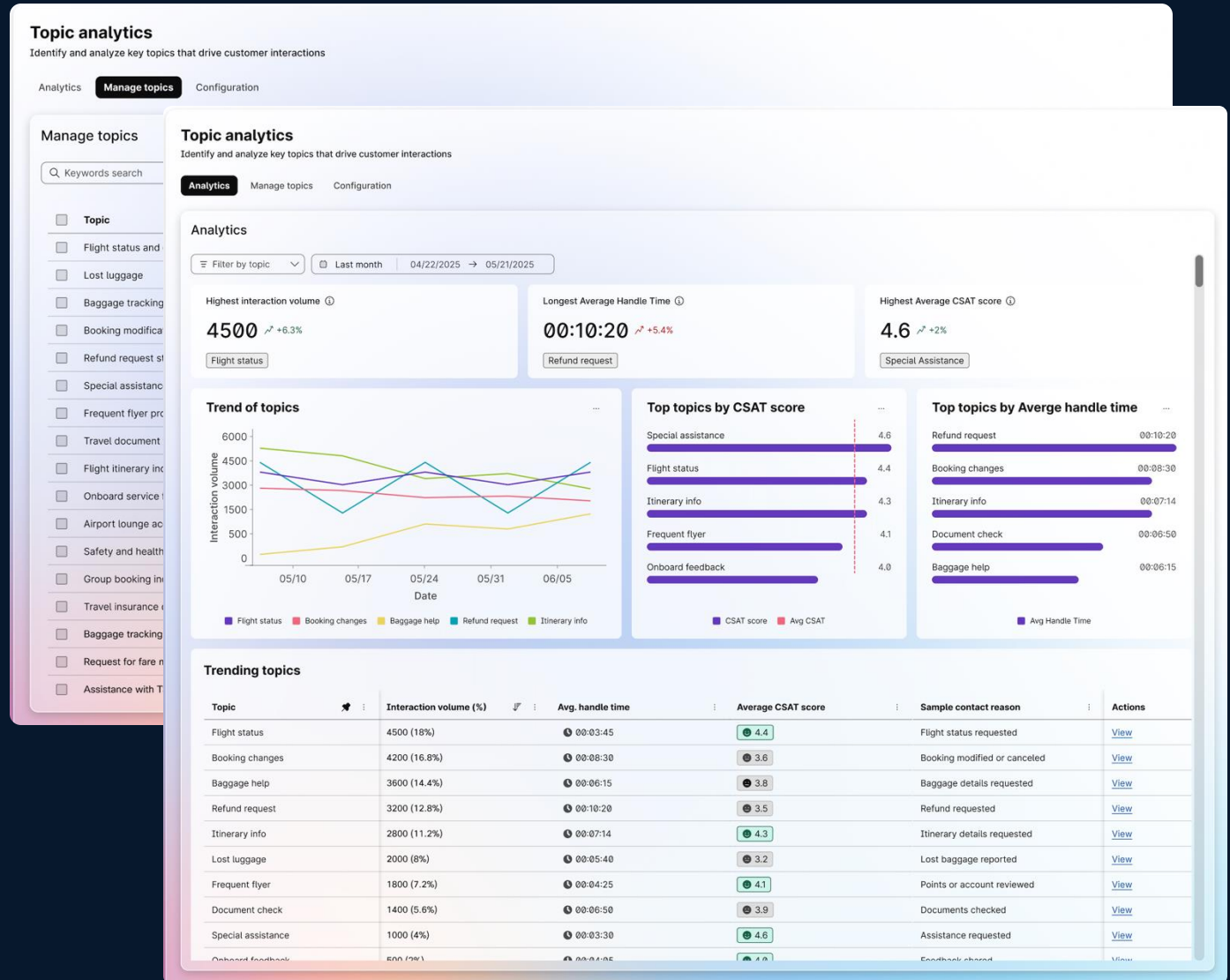
An AI assistant that helps understand
why customers are calling

Topic analytics

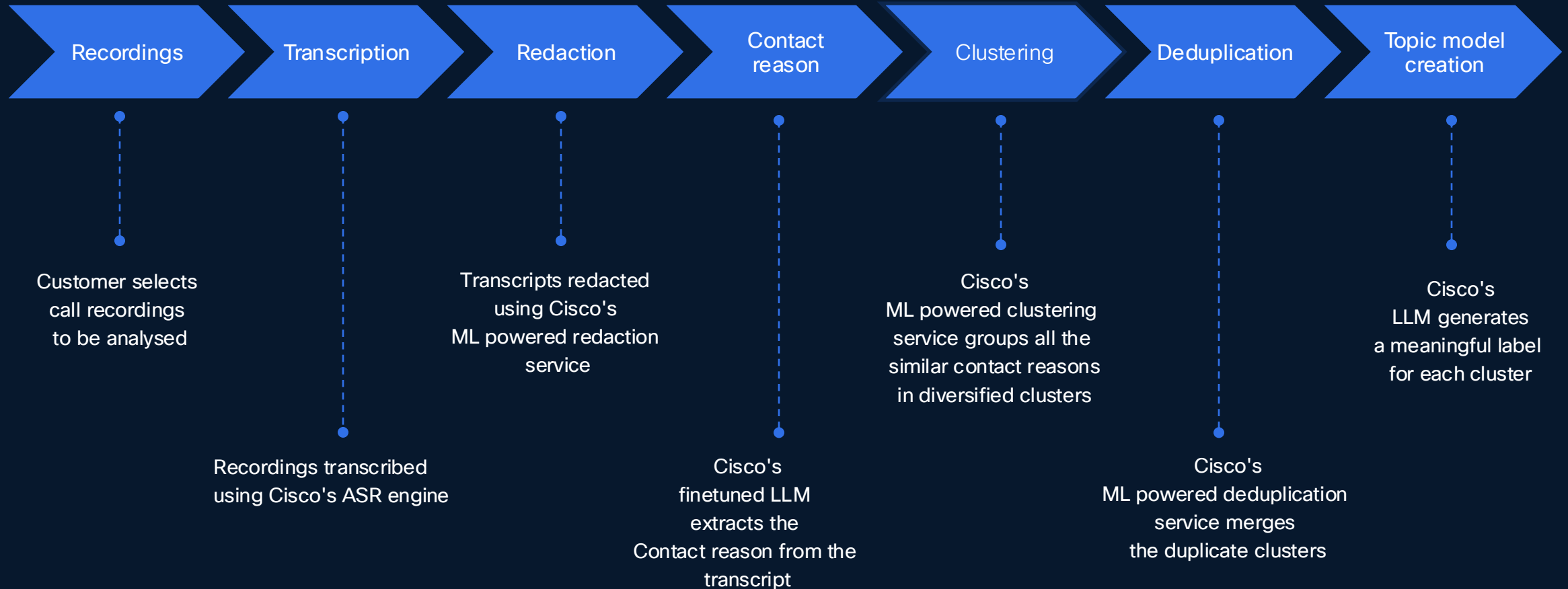
Uncover why customers are calling for all calls

Develop AI agents, self-service tools, or workflows to better serve customers

Identify opportunities to improve resource planning and agent training



How does topic analytics work?



Topic analytics enhancements

GA April 2025

Edit Topics

Allowing admins to tailor the analysis to better fit specific business needs or contexts – and better communicate reporting to stakeholders.

Coming August 2025

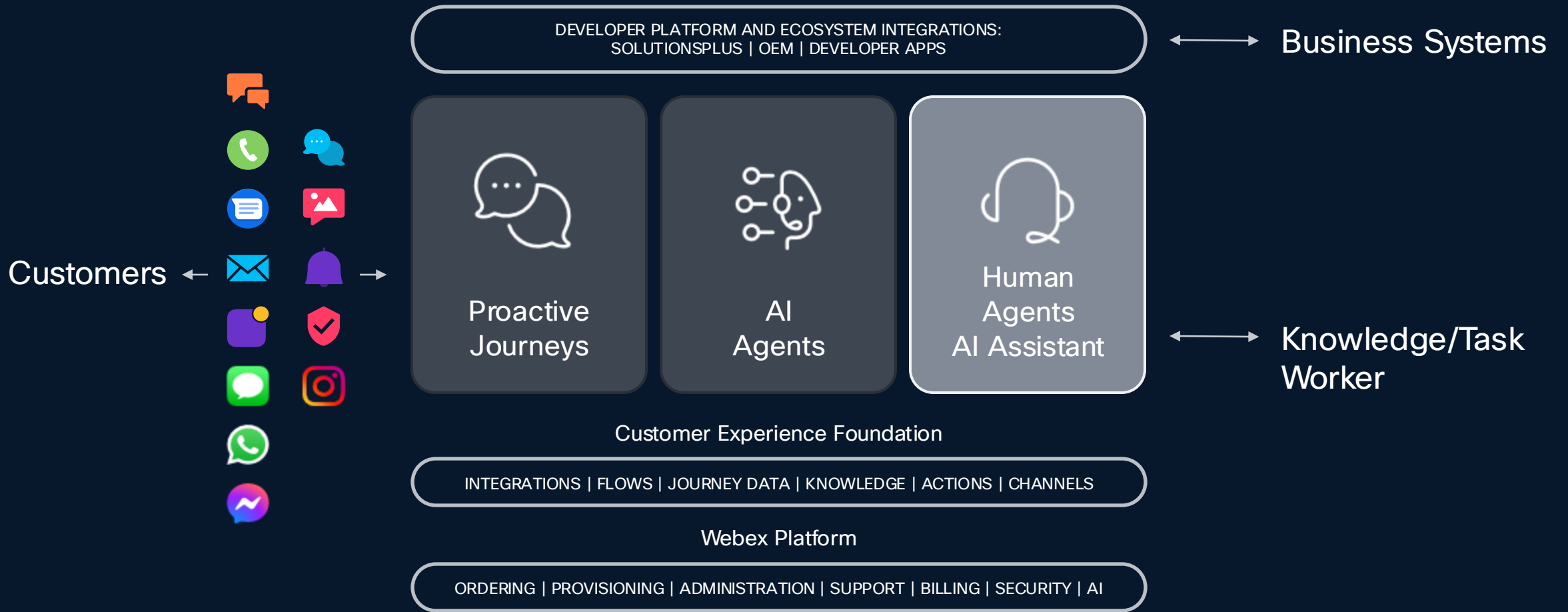
Reporting in Analyzer

Empower more Contact Center employees to make data-driven decisions with access to Topic Analytics reporting

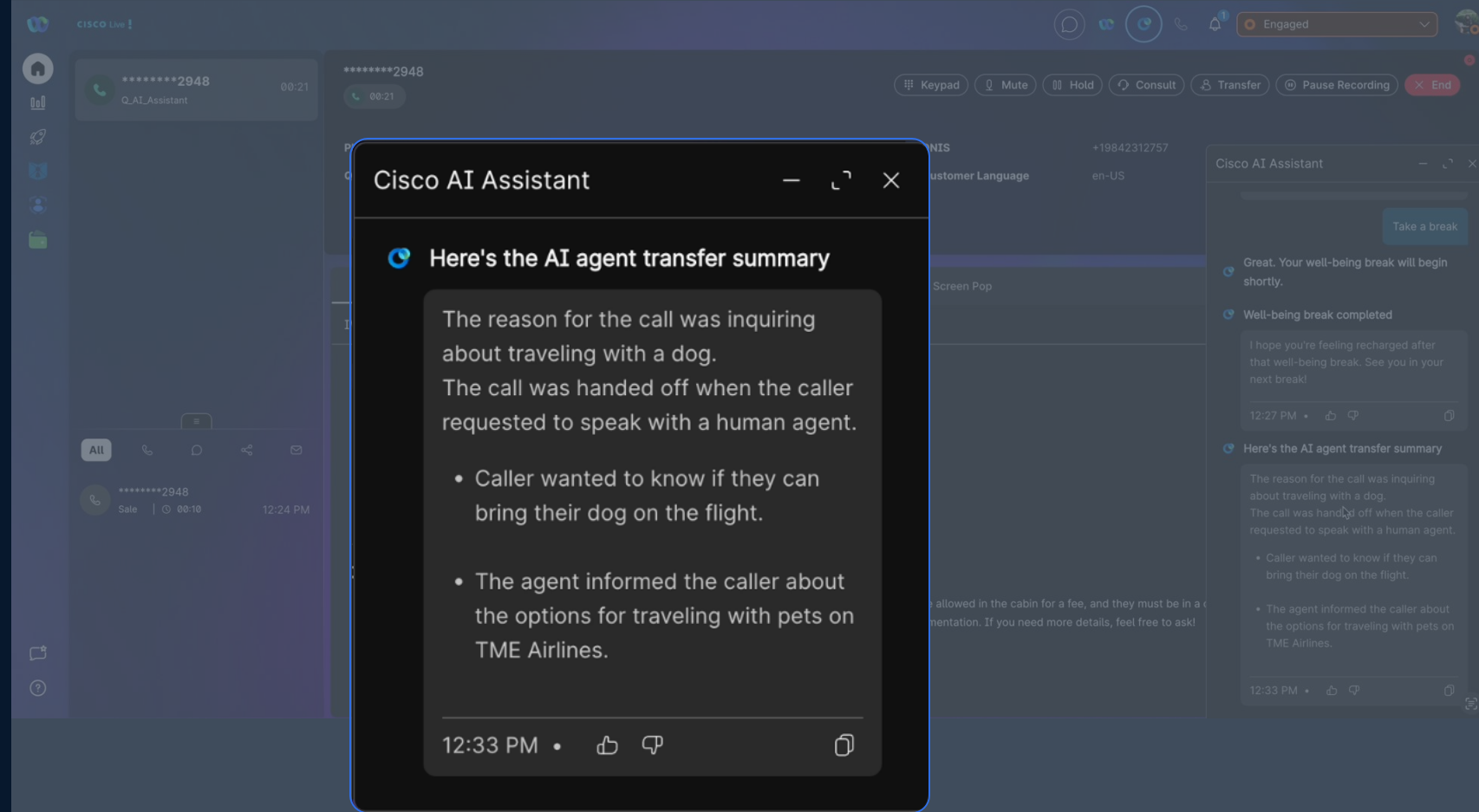
The screenshot displays the 'Topic Performance Report' in the Cisco Analyzer interface. The report is filtered for 'All' Site Name and 'All' Channel Type, with a duration of 'Custom'. The data is presented in a table with the following columns: Rank, Topic, % of interactions, Total # of interactions, Avg CSAT, Min handle time, and Max handle time.

Rank	Topic	% of interactions	Total # of interactions	Avg CSAT	Min handle time	Max handle time
1	Appointment scheduling	27.4%	1,428	4.6	1m 12s	18m 03s
2	Billing and payments	15.8%	823	4.2	2m 05s	22m 45s
3	Prescription refills	12.1%	629	4.8	45s	8m 10s
4	Lab results and reports	10.5%	547	4.7	1m 30s	14m 22s
5	Insurance coverage	9.6%	502	4.9	40s	6m 50s
6	Medical advice and triage	8.3%	433	3.9	3m 10s	25m 00s
7	Provider information	6.3%	326	4.1	1m 20s	16m 35s
8	Account login issues	4.7%	244	4.5	2m 00s	11m 47s
9	Referrals	3.4%	177	4.4	55s	9m 18s
10	Facility information	1.9%	99	4.6	30s	5m 40s
11	Complaints	1.3%	68	3.8	1m 10s	12m 02s
12	Wellness care inquiries	0.9%	47	4.3	50s	4m 15s

Your modern customer experience: a Cisco view



An AI assistant that summarizes AI agent interactions





Incoming Call

*****2948

Q_AI_Assistant - 00:00

Answer

Decline

Phone Number *****2948

DNIS +19842312757

Queue Name Q_AI_Assistant

All

*****2948

Sale | 00:13

09:20 PM



An AI assistant that summarizes dropped calls

The screenshot displays the Cisco Live interface with a call summary window for a dropped call. The call ID is *****2948 and the queue is Q_AI_Assistant_CDS. The call duration is 00:05. The summary text reads: "The customer's last call ended unexpectedly. I've prepared a summary for you. Before proceeding, confirm the customer's identity for security". Below this, a list of bullet points states: "• The final issue discussed in the call was about changing a flight." and "• Call dropped when the agent was about to confirm the proposed flight change." The interface also shows call controls like Keypad, Mute, Hold, Consult, Transfer, Pause Recording, and End. A sidebar on the left shows a "No history" message. The bottom right of the summary window shows the time 08:05 PM and interaction icons for thumbs up, thumbs down, and copy.

Cisco AI Assistant

The customer's last call ended unexpectedly. I've prepared a summary for you.

Before proceeding, confirm the customer's identity for security

- The final issue discussed in the call was about changing a flight.
- Call dropped when the agent was about to confirm the proposed flight change.

08:05 PM • [thumbs up] [thumbs down] [copy]



Incoming Call

*****2948

Q_AI_Assistant... 00:03

Answer

Decline

Phone Number *****2948

DNIS +19842312757

Queue Name Q_AI_Assistant_CDS

All



No history



An AI assistant that transcribes calls in real time

The screenshot displays the webex Contact Center interface. On the left, a 'Tasks' panel shows three active tasks, with the top one for 'Michael Littlefoot' (+1-408-555-0002) regarding a 'Credit card' renewal. The main area shows a call with 'Michael Littlefoot' (Call - 01:09) in the 'Credit Card' queue. A 'Conversation' window is open, showing a real-time transcript of the call. The transcript includes the following text:

Conversation

IVR transcript Live transcript

You started a chat with Michael Littlefoot. 20/20/2024 11:26 AM

You 00:05
Thank you for calling Acme Bank Customer Support. My name is Nat. How can I assist you today?

ML Michael Littlefoot 00:11
Hi, eh I see a charge of \$523.45 that I didn't make. I need some help to check it.

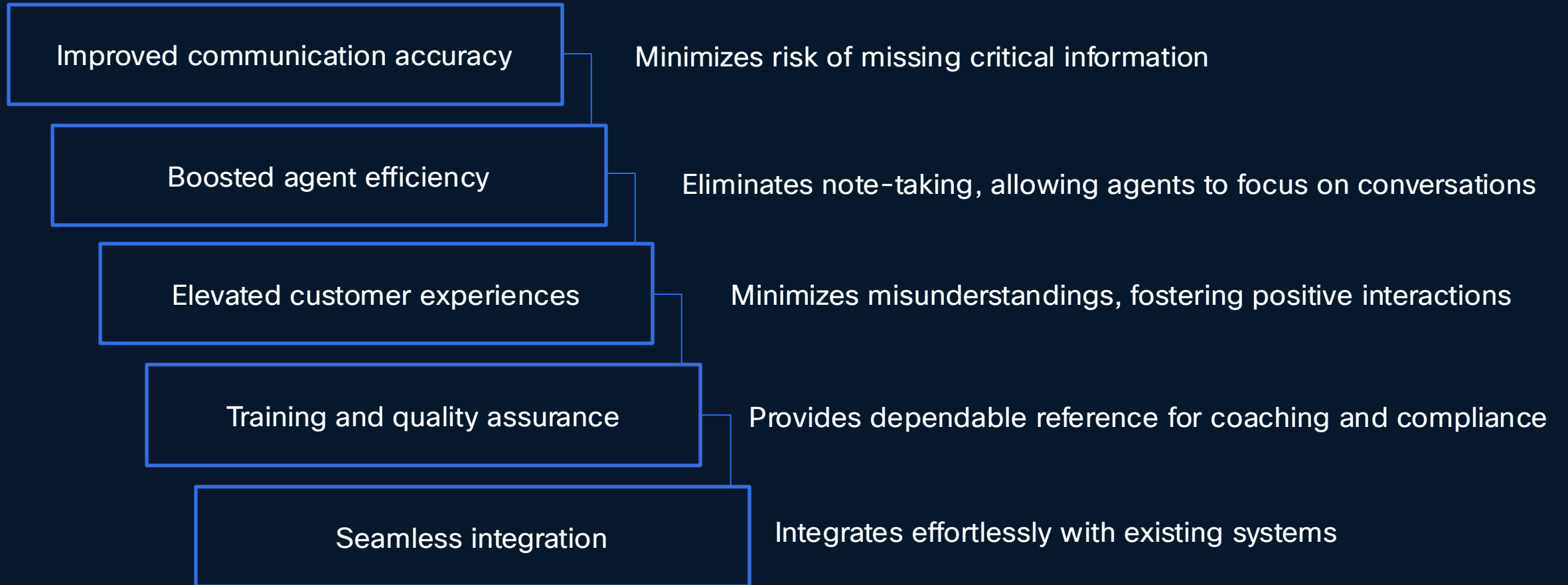
You 00:23
I'm sorry to hear about that. Let's get this sorted out for you. Could you please provide your mobile number and date of birth for verification?

ML Michael Littlefoot 00:32
My mobile number is 0123244553 and date of birth is 16th October 1996

You 00:46
Great, thank you for verifying your information, Michael. Can you share more details about the issue, the transaction amount and the place where it was made

At the bottom right, an 'Inbound chat' window shows a 'Renewal query' at 12:15 AM.

Benefits of real-time transcription



An AI assistant that suggests real-time agent responses

Cisco AI Assistant

Get suggestions

I'm here to help! I'll keep listening and suggest responses as the conversation evolves.

Michael Littlefoot said:

"I see a charge of \$523.45 that I didn't make"

Here's how I suggest you respond:

- Acknowledge their concern
- Inform that as per the bank's policy, customers are not held liable for unauthorized transactions if reported within 1 week
- Explain you'll document the fraudulent charge
- Ask when they first noticed the transaction
- Confirm if their card is still in their possession

Listening for information

Add context to refine suggestions

I can make mistakes, so check my responses.

webex Contact Center

My workspace

Active Queued Closed

03 active interactions

Michael Littlefoot
Credit card - 00:00
%Inbound call%

sonia@gmail.com
Renewals - 00:00
Subject: Personal account

Nat Smith
Renewals - 00:00
I will just check that for you now

Engaged 00:03 / 25:23

Hold Consult Conference Transfer

action ID: 4ada225e-8ec6-42ff-af0d-eec4a4760927

Customer since: 11 July 2018
Member type: Green Life
Product: Label

Revert Save

Customer journey

Customer information

ML Michael Littlefoot

Interactions within the last 10 days: 3
Interactions within 24 hours: 1

Contacts and activities

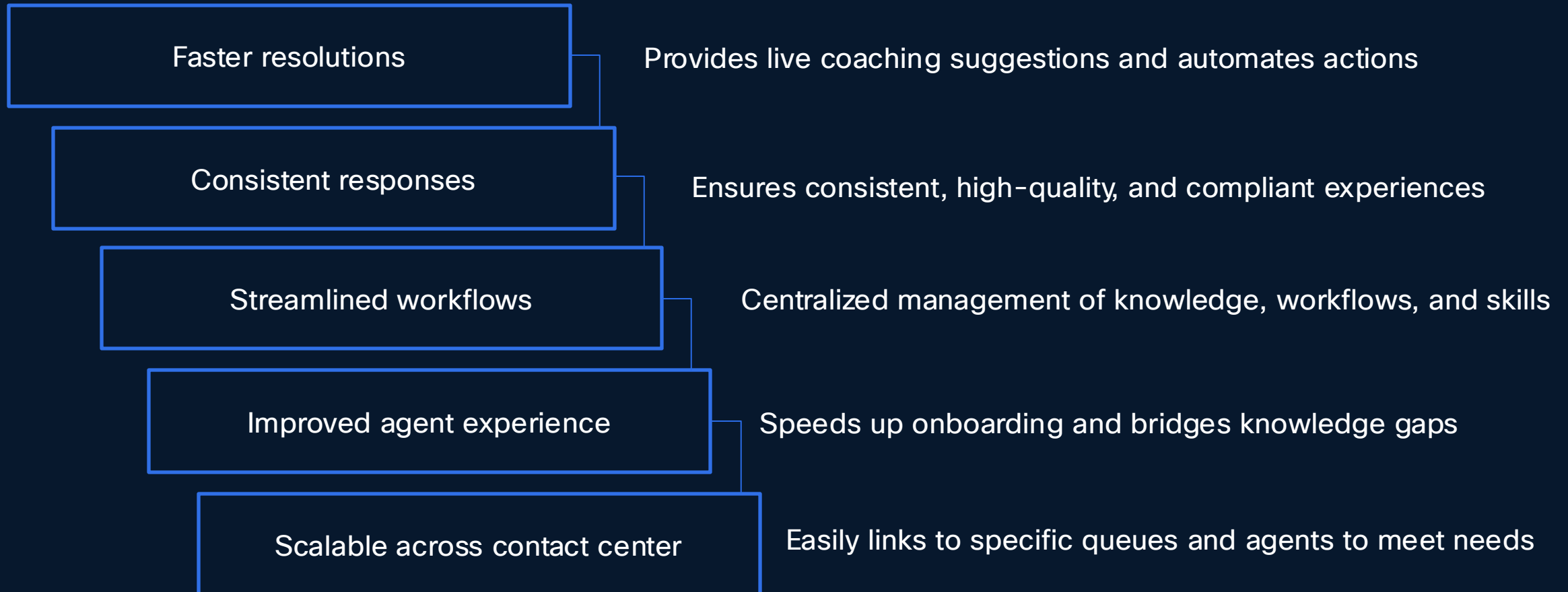
Channel: All Time range: All

Today 06/15/2025

Inbound call
03:00 PM - Wrap-up code: In... Negative ↑

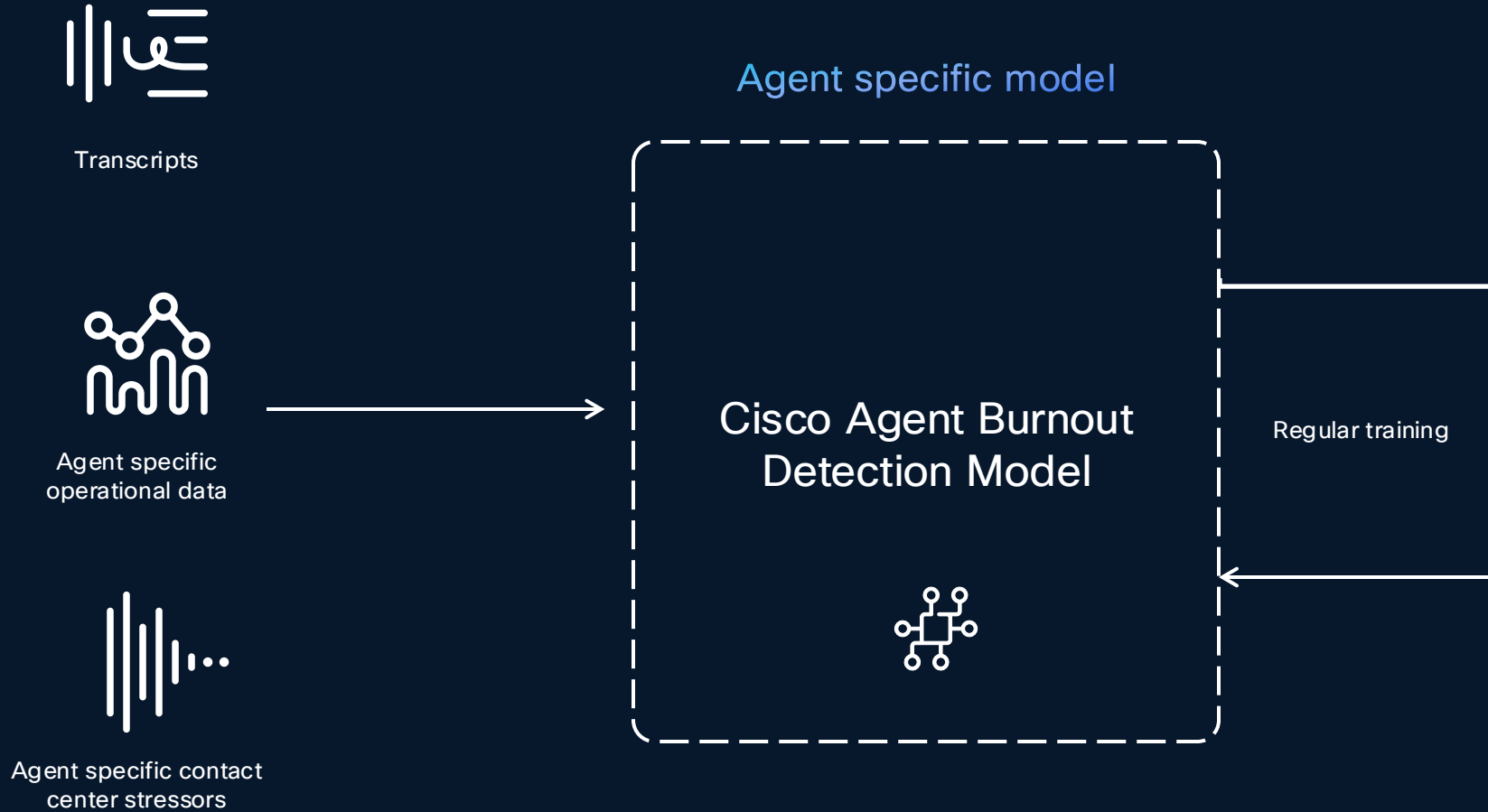
Activity - Health Insurance
02:20 PM - Wrap-up code: Insurance renewal

Empower agents with suggested responses



An AI assistant that **cares about agent well-being**

AI-powered agent burnout detection training



AI-powered agent burnout



Customer

Interaction Data



Cisco Agent Burnout
Detection Model



Burnout score



Automatic actions – e.g.
wellness breaks



No tasks



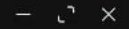
All



Loading..



Cisco AI Assistant



Well-being break scheduled

This break is pre-approved by your organization for your well-being. You deserve it.

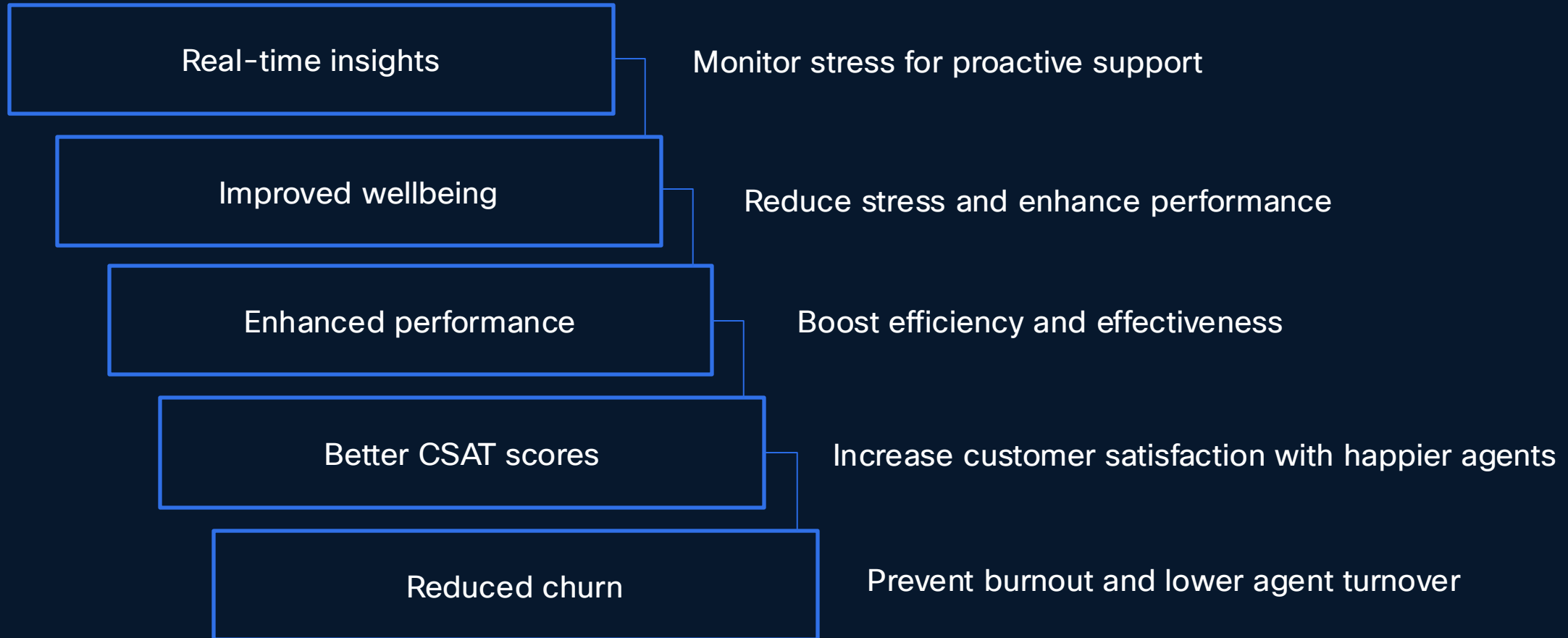
Take a break

Later

12:26 PM



Benefits of agent wellbeing



Agents Burnout Insights APIs

- The following APIs will be published in our developer portal for customers and partners to leverage real-time and historical insights on Agents' stress levels and build complimenting actions to avoid burnout and sustain performance.
- Subscription API to receive real-time agent burnout scores
- Search API to receive current burnout level of agents
- Search API to receive historical burnout trends

The screenshot shows the 'webex Contact Center for Developers' developer portal. The main content area is titled 'Agent Wellbeing' and contains two API endpoints:

- Get Agent Burnout config by ID**: A GET endpoint for `/organization/{orgid}/agent-burnout/{id}` that retrieves a configuration for a specific organization and agent ID.
- Update Agent Burnout config by ID**: A PUT endpoint for `/organization/{orgid}/agent-burnout/{id}` that updates the configuration.

Below these, there is a section for 'Subscribe for realtime burnout events' (POST `/v1/agentburnout/subscribe`). This section includes a 'Request Body' example with a `clientType` field set to `string`. The text explains that `clientType` identifies the subscriber and follows the convention `ClientName_TypeOfClient` (e.g., `acme_wellness`).

On the right side, there is a 'Sample Code' tab showing a cURL command for the subscription endpoint and a 'Response' section showing a JSON object with `subscriptionId` and `websocketUrl`.

AI-powered CSAT prediction
for every interaction

Measure the Impact

AI-powered CSAT training



Transcripts

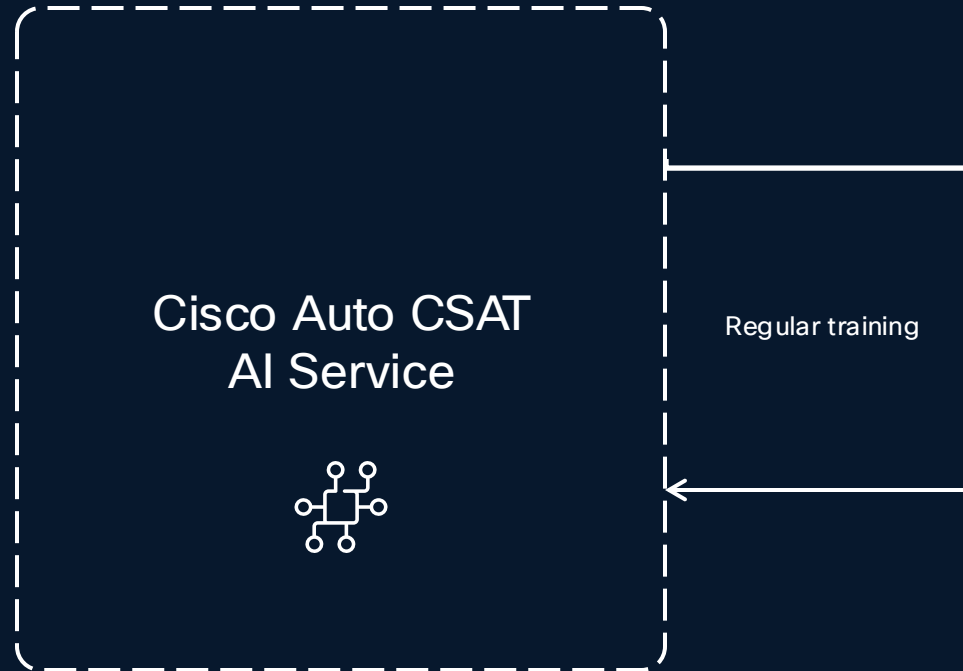


Operational Data



Surveys

Customer specific model



AI-powered CSAT prediction



Customer

Interaction Data



Cisco Auto CSAT
AI Service



Auto CSAT
score



Supervisors and Analysts

How can contact centers use AutoCSAT scores

Proactive Resolution

Address issues early by spotting dissatisfaction

Tailored Training

Create custom programs based on agent data

Continuous Improvement

Refine service processes with CSAT insights

Strategic Decisions

Guide strategy with data-driven insights

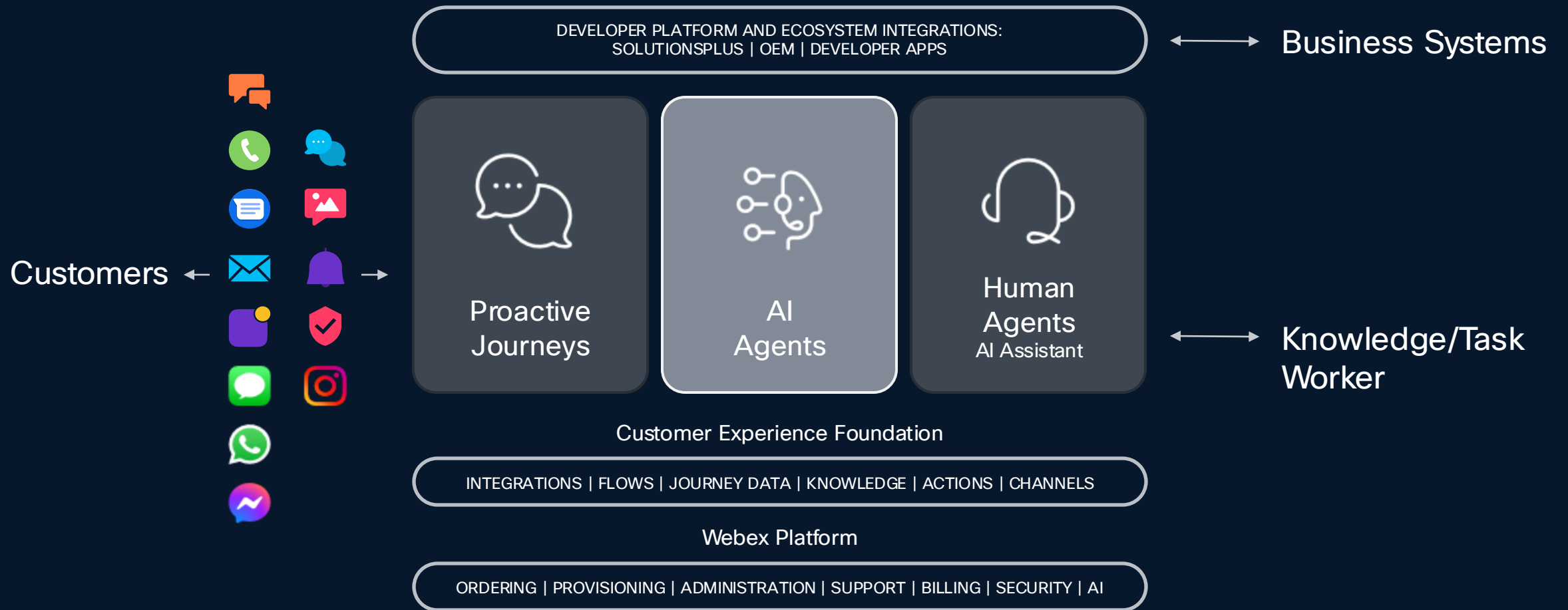
Auto CSAT reports

- Generate custom visualizations in analyzer
- Review CSAT in Supervisor desktop

The screenshot displays the webex Contact Center interface. A modal window titled "Auto CSAT" is open, showing a list of CSAT scores for various agents. The scores are displayed with smiley face icons and numerical values. The background shows a table of agent performance metrics.

Customer...	Channel	Star...	Agent	Auto CSAT	Wrap up reason	Actions
(202) 555-0198	✉	06/0...	Nat Smith	1.3	Billing Inquiry	View
(303) 555-0123	📞	06/0...	Sam Mohan	2.8	Technical Support	View
(404) 555-0147	📧	06/0...	Eli Cho	4.0	Product Return	View
(505) 555-0189	💬	06/0...	Kevin Woo	4.8	Service Upgrade	View
(606) 555-0112	📞	06/0...	Nat Smith	4.9	Account Issue	View
(707) 555-0165	📧	06/0...	Max Torres	1.2	Feedback Request	View
(808) 555-0178	📞	06/0...	Isabelle B...	3.4	Order Status	View
(909) 555-0134	💬	06/0...	Nat Smith	2.8	Appointment Chang	View
(212) 555-0156	📧	06/0...	Umar Patel	4.1	Cancellation Reques	View
(313) 555-0190	✂	06/0...	Sam Mohan	1.9	General Inquiry	View
(414) 555-0101	💬	06/0...	Max Torres	3.3	Service Disruption	View
(515) 555-0122	✉	06/0...	Dylan Ow...	2.5	Policy Update	View
(616) 555-0143	📞	06/0...	Nat Smith	4.0	Subscription Query	View
(717) 555-0184	💬	06/0...	Nat Smith	1.7	Payment Issue	View
(818) 555-0167	📞	06/02/2025, 04:...	Kevin Woo	3.8	Product Inquiry	View
(919) 555-0199	📧	06/02/2025, 05:...	Isabelle B...	2.2	Warranty Claim	View
(123) 555-0110	💬	06/02/2025, 06:...	Umar Patel	4.5	Technical Issue	View
(234) 555-0123	📞	06/02/2025, 07:...	Nat Smith	1.6	Service Feedback	View

Your modern customer experience: a Cisco view



Webex AI Agent

Powering more human-like interactions across voice and digital channels

| Omnichannel, multilingual AI agents

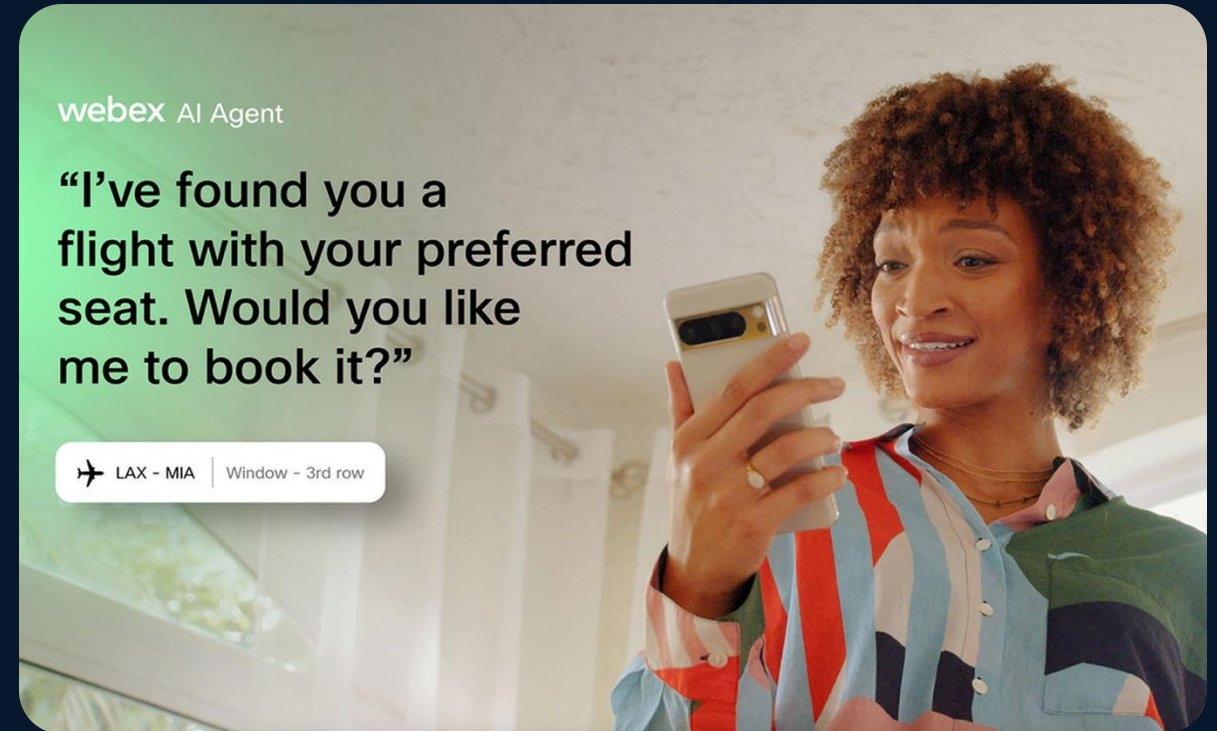
| Autonomous and scripted modes

| Fulfill with system integrations

| Integrate with contact centers

| 9 languages supported

| Easily build your own agent



What can Webex AI Agent do?



Build and manage
multichannel and
multilingual AI
agents



Leverage gen AI or use
own training data with
scripted responses



Enable answering
questions from
enterprise knowledge
bases

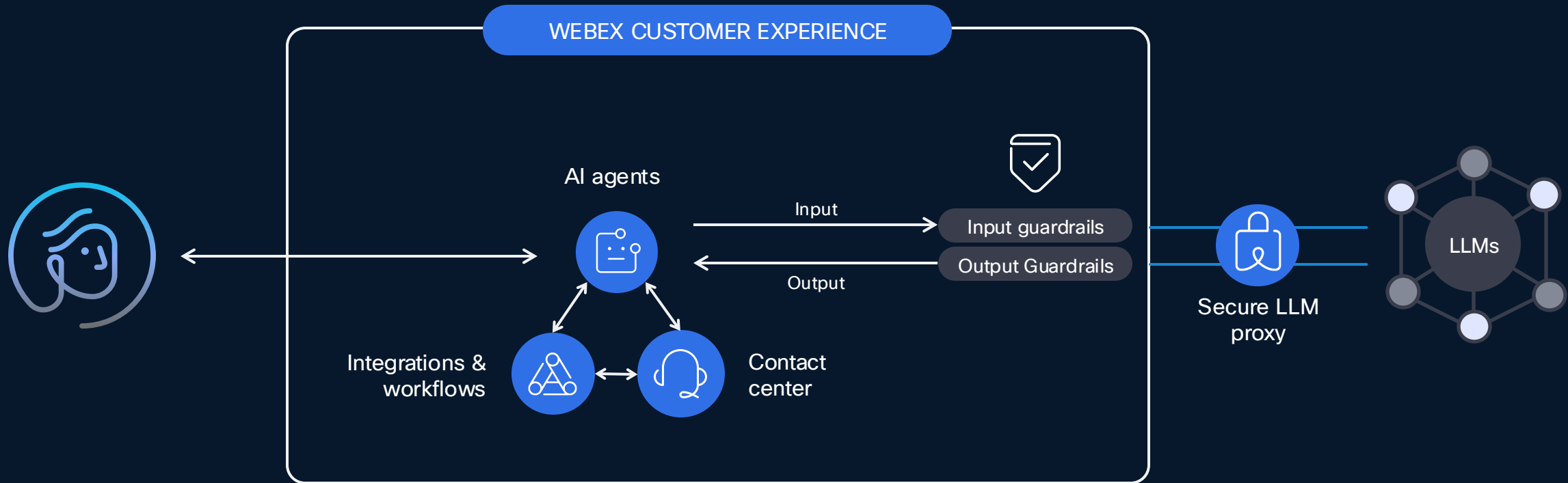


Deliver true self-service
with integrations and
end-to-end fulfillment



Integrate seamlessly
with your contact
center workflows

Applying a safety and security first approach





AI Agent

Build an AI Agent

The screenshot displays the 'webex AI Agent' management dashboard. On the left is a navigation sidebar with 'AI agents' (selected), 'Knowledge base', and 'Reports'. The main area is titled 'AI agents' and includes a search bar, a filter dropdown set to 'Filter by type', and a search input 'Search by agent name'. It shows 7 agents in a grid:

- Symptom Checker** (Autonomous): An AI agent that helps users identify potential health issues based on their symptoms. Last modified: 08/30/24.
- Medication Reminder** (Autonomous): An AI agent that reminds patients to take their medications on time and provides dosage instructions. Last modified: 08/30/24.
- Mental Health Support** (Scripted): An AI agent designed to provide emotional support and resources for mental health care. Last modified: 08/30/24.
- Chronic Disease Monitor** (Autonomous): An AI agent that tracks and provides recommendations for managing chronic conditions like diabetes or hypertension. Last modified: 08/30/24.
- Medical Information Retrieval** (Autonomous): An AI agent that provides quick access to medical information, research articles, and guidelines. Last modified: 08/30/24.
- Patient Onboarding** (Scripted): An AI agent that assists new patients in filling out forms, understanding their care plans, and navigating the healthcare system. Last modified: 08/30/24.
- Rehabilitation Support** (Scripted): An AI agent that offers exercises, monitoring, and progress tracking for patients undergoing physical rehabilitation. Last modified: 08/30/24.

At the bottom left of the interface are links for 'Settings', 'Help center', and 'Reenergize Healthcare'. The top right corner features a search bar and a user profile icon.



AI Agent

Knowledge Base Content

The screenshot displays the 'webex AI Agent' interface. At the top, it shows 'AI agents > Reschedule appointment' with a 'Ready to preview' status and a 'Publish' button. A 'Link knowledge base' dialog box is open, prompting the user to 'Select your knowledge base collections to link to this agent.' The dialog includes a search bar for 'Search collection name' and a grid of six knowledge base collections:

- Surgery Prep & Recovery**: Surgery prep & recovery includes vital steps for safe procedures like knee operations, heart surgeries, etc.
- First Aid Basics**: Basic first aid steps for common injuries and emergencies, including cuts, burns, and choking.
- Vaccination Schedules**: Recommended vaccination schedules for children and adults, including the importance of vaccines and side effects.
- Pain Management**: Overview of pain conditions, pain management strategies, and tips for improving quality of life.
- Healthy Diet and Nutrition**: Overview of balanced diets, essential nutrients, and dietary recommendations for different age groups.
- Cold and Flu Symptoms**: Information about the symptoms of common cold and flu, including fever, cough, sore throat, and body aches.

The dialog has 'Cancel' and 'Next' buttons at the bottom right. In the background, the agent's profile is visible, showing 'AI engine: Nova', 'Agent's goal: Ensuring that patients can e...', and 'Instructions' such as 'Always begin by introduc...', 'Before answering any ques...', and 'For booking new appointm...'. The 'Knowledge' section shows a filter and search bar, and a 'Parking Informati...' toggle is partially visible. On the right side of the interface, there is a 'Start call' and 'Start chat' button, and a note that says 'How your agent responds. Test creation in action by starting a conversation.'

AI Agent Preview

The screenshot shows the 'webex AI Agent' configuration page for an agent named 'Reschedule appointment'. The interface is dark-themed and includes a search bar at the top right. The main content is divided into two columns: 'Settings' and 'Preview'.

Settings Column:

- Profile:** Includes 'AI engine' (Nova) and 'Agent's goal' (Ensuring that patients can easily adjust their appointments to fit their changing schedules.).
- Instructions:** A list of three instructions: 'Always begin by introducing yourself and asking the patient how you could help today.', 'Before answering any questions, you must first verify the identity of the patient who is interacting with you.', and 'For booking new appointments or rescheduling existing ones, always check slot availability first.'
- Actions:** A table listing two actions: 'Agent handover' (added by System) and 'Reschedule appointment' (added by Shiv).

Preview Column:

- Contains a 'Preview' section with a stylized graphic of a telephone handset and the letters 'w' and 'e'.
- Text: 'See how your agent responds. Test your creation in action by starting a conversation.'
- Buttons: 'Start call' and 'Start chat'.

Know what AI Agent is right for your use case

Technical differences

	Scripted	Autonomous
Training	<ul style="list-style-type: none">Needs training data – the more, the better	<ul style="list-style-type: none">No training – only instructions & examples
Inference	<ul style="list-style-type: none">Classical ML algos for intent classification	<ul style="list-style-type: none">Taken care of by the LLM
Slot filling	<ul style="list-style-type: none">NLU frameworks	<ul style="list-style-type: none">Taken care of by the LLM
State & context management	<ul style="list-style-type: none">Highly reliant on developer	<ul style="list-style-type: none">Shared by app framework + LLM
Responses	<ul style="list-style-type: none">Pre-defined by the developer	<ul style="list-style-type: none">Generated by the LLM at runtime

Practical differences

	Scripted	Autonomous
Benefits	<ul style="list-style-type: none">Higher controlCheaper to runFaster at runtime	<ul style="list-style-type: none">Faster and easier to buildVery natural IXScope changes are easier
Considerations	<ul style="list-style-type: none">Effort intensive to buildCan appear stilted	<ul style="list-style-type: none">Higher costLower control, possibility of hallucinations, etc

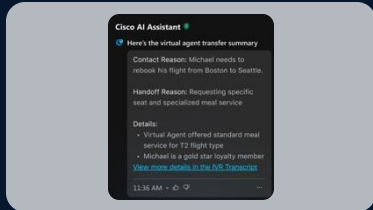
Cisco AI Assistant for the Human Agent

Continuous momentum with new features

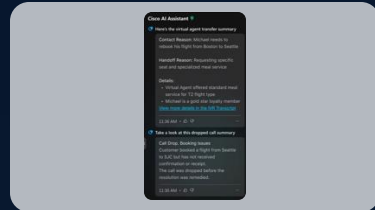
Generally Available

Generally Available

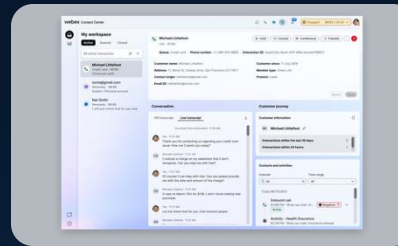
GA H2 25



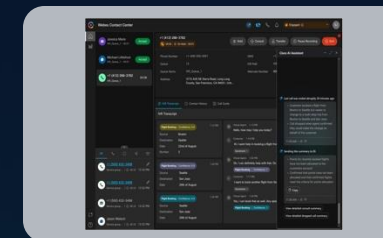
Virtual agent context transfer summaries



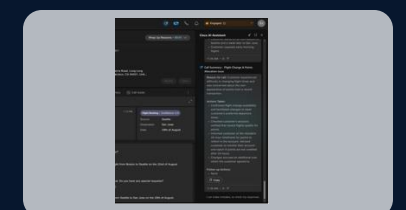
Dropped call summaries



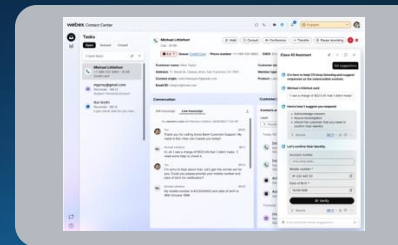
Real-time Transcription



Consult/Transfer mid-call summaries



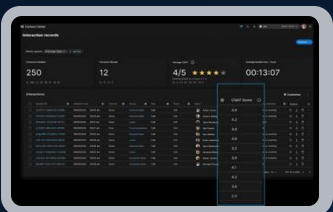
Wrap-up summaries



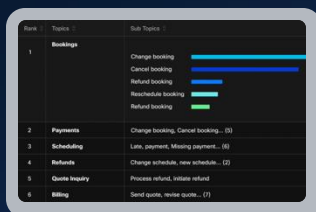
Suggested responses

12 Additional Spoken Languages

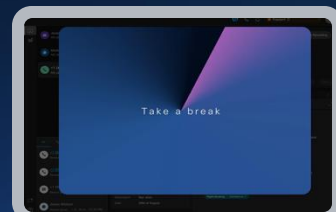
- Dutch
- French
- German
- Italian
- Spanish
- Hindi
- Japanese
- Korean
- Polish
- Portuguese
- Chinese, Mandarin (simplified)
- Chinese, Mandarin (traditional)



Automatic CSAT



Topic Analytics



Agent Wellbeing

Phase 2: 50+ languages supported

Beta Q4 CY25

AI Agent (autonomous) & AI Assistant

- French
- German
- Spanish
- Italian
- Portuguese
- Dutch
- Polish
- Danish
- Swedish
- Norwegian
- Bulgarian (bg)
- Catalan (ca)
- Chinese Simplified
- Chinese Traditional
- Croatian
- Czech
- Finnish
- Hungarian
- Japanese
- Korean
- Romanian
- Russian
- Serbian*
- Slovak
- Slovenian
- Turkish
- Ukrainian
- Bahasa (Indonesia)
- Bahasa (Malaysia)*
- Singlish*
- Tagalog*
- Thai
- Zulu*
- Hindi
- Hinglish*
- Kannada
- Malayalam
- Marathi*
- Tamil
- Telugu
- Swiss German*
- Arabic
- Welsh*
- Hebrew
- Taglish*
- Vietnamese
- Flemish*
- Greek
- Latvian*
- Icelandic
- Georgian

Note:

- 1) English supported already.
- 2) Scripted AI Agent does not support these 12 languages marked *
- 3) Languages that need right to left UI may need additional time for official support.
- 4) AI Assistant – All features supported in Beta. Expect topic analytics targeted Q1 CY26.

Webex Customer Experience AI Offer Bundles

Making AI capabilities easy to buy and consume

Two bundle packages: AI Agent and AI Assistant

Session-based usage (not seat count)

Competitive pricing compared to major players in the market



AI
Agents



AI
Assistant

Cisco AI Assistant

Cisco AI Agent

\$100
bundled sessions
(4,800 units)

Cisco AI Assistant

\$30
2,000 bundled minutes
or 1,000 digital
messages

Cisco AI Agent Includes:

- Realtime Transcription
- For every **bundle**, you get 4,800 units for:
 - Digital scripted session: 1 unit used
 - Voice scripted session: 4 units used
 - Digital autonomous session: 24 units used
 - Voice autonomous session: 24 units used

Digital session is up to 15 messages

Voice sessions are **2 minutes** max increments

Mix & Match is possible

Cisco AI Assistant Includes:

- Realtime Transcription
- Dropped call summary
- Virtual Agent transfer summary
- Agent Wellbeing Detection
- Agent Wellbeing Actions
- Auto CSAT
- Suggested Responses (5,000 maximum)
- Realtime media streaming API
- Realtime transcript API
- Topic Analysis

Native AI Quality Management

The screenshot displays the Webex Contact Center interface for a customer interaction. The top header shows "webex Contact Center" and a user profile. The main area is divided into several sections:

- Team performance:** Shows a phone number "+35371639403" and a user "Nat Smith".
- Customer Information:** Displays the customer's name "Michael Littlefoot", phone number "+35371639403", and time "15:20". It also shows "Auto CSAT: 1.1", "Queue: Credit card", "Phone number: +1-408-555-0002", and "Interaction ID: 4ada225e-8ec6-42ff-af0d-eec4a4760927".
- Conversation:** Features a "Recordings" section with a playback timeline from 00:04:15 to 00:15:10. Below it is a "Transcript" section with a list of messages:
 - CS: Michael Littlefoot 30/3/2021, 11:27 AM: "I noticed some unusual charges on my credit card. Can you help me? I think it might be fraud."
 - Nat Smith 30/3/2021, 11:27 AM: "Sure, I can assist you with that. Can you please provide the details of the transactions?"
 - CS: Michael Littlefoot 30/3/2021, 11:27 AM: "I understand. Let me share that transaction details. Can you also help if I am covered for fraud charges"
 - Nat Smith 30/3/2021, 11:27 AM: "Thank you for contacting us, Have a great day."
- Additional information:** Includes an "Evaluations" section showing an "Average evaluation score" of 61% (Average of 4 forms) with a "Completed" status. It also lists "Evaluation forms (04)" with "Compliance" marked as "Completed". A section for "Show only sections to be evaluated(0)" is currently off. Below this, two evaluation sections are shown:
 - 1. Verification** (Score: 4/5)
 - 2. Agent compliance** (Score: 4/5)
 - Question: "Did the agent ask the customer to fill out the survey form?"
 - Options: Yes (unselected), No (selected).
 - Feedback: "Thank you for contacting us, Have a great day" (04:51)

Webex Contact Center for Salesforce

The screenshot displays the Webex Contact Center for Salesforce interface, split into two main sections: a chat conversation on the left and a case management view on the right.

Left Panel (Chat Conversation):

- Header:** Retail Console, Omni Supervisor, Lauren Bailey (San Francisco, CA), and a case ID MS-00000161.
- Contact Details:** Phone: 605-815-0060, Email: lbailey@example.com, Account Name: Omega, Inc., Title: SVP, Technology.
- Conversation:** Active chat window with an "End Chat" button.
- Session Log:** "Session started • 9/9/2025, 03:04:36 PM CDT".
- Message 1:** "The conversation highlights the customer's inquiry about the backorder status of their MerakiBook 13 Pro (Case Number: 1455), which is delayed until October 8th, 2025, and their request to expedite the order for a class starting on the 10th." (Guest • 9/9/2025, 3:04:36 PM)
- Message 2:** "Thanks for contacting us! Your message has been received, and a member of our team will be with you soon!" (Automated Process • 9/9/2025, 3:04:36 PM)
- Message 3:** "Jon S joined the conversation • 03:04:45 PM CDT"
- Message 4:** "You're now connected with an agent. How can we assist you today?" (Automated Process • 9/9/2025, 3:04:47 PM)
- Message 5:** "Hi Laurent!" (Jon S • 9/9/2025, 3:05:20 PM)
- Message 6:** "hello" (Guest • 9/9/2025, 3:05:27 PM)
- Input:** "Looks like you would like to e" (with a send button).

Right Panel (Case Management):

- Case Title:** Shipment Delayed – Backorder on...
- Case Info:** Case Number: 00001454, Case Origin: Chat, Priority: Medium, Status: Working, Contact Name: Lauren Bailey.
- Case Flow:** Working, Waiting on C..., Escalated, Closed.
- Key Fields:** Type: Product Support, Sub-Type, Customer Facing Notes: Order shipment delayed until October 8th, 2025.
- Feed:** "Most Recent Activity" section with a search bar and activity log:
 - Jon Sprang (Case updated) - September 5, 2025 at 5:26 AM
 - Automated Process (Case updated) - September 5, 2025 at 5:25 AM
- Details:** Subject: Shipment Delayed – Backorder on... Pro for Order #00000206, Description: MerakiBook 13 Pro for Order #0000...
- Case Information:** Case Number: 00001454, Case Origin: Chat, Status: Working.

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