

Bringing the Cisco CX story to life at Cisco Live EMEAR

CX on the Mainstages



Opening keynote featuring
Alistair Wildman
Head of CX, EMEAR

Tue, 28 Jan, 9am CET

[Add to your schedule](#)

CX Innovation Talk

Improving the Customer Experience with Innovative Technology

Alistair Wildman & Mohammed Al Hashmi, CTO, Expo 2020 Dubai

Wed, 29 Jan, 4:30pm CET
Innovation Talk Theatre

[Add to your schedule](#)

CX Partner Session

Together we win with CX Lifecycle

Denny Trevett, Kerry Partridge & Bryan Bedford

Tue, 28 Jan, 12:10pm CET
WOS Theatre

[Add to your schedule](#)

Ask The Experts "ATX" Session

Productive and Predictive Networking with Cisco DNAC and CX

Peter Malic & Juan Cazila

Tue, 28 Jan, 11am CET

[Add to your schedule](#)

CX Product & Solution Sessions

Accelerate Transformation with Cisco Managed Services

Jesse Reed
Mon, 27 Jan, 5pm CET
[Add to your schedule](#)

Demo of CX Portals

Dave Zacks & Tiffany Pham
Tue, 28 Jan, 1pm CET
[Add to your schedule](#)

Succeed with Cisco's Success Portfolio

Sanjeev Kumar
Wed, 29 Jan, 1:15pm CET
[Add to your schedule](#)

Helping you Perform and Transform at Scale

Matt Lewis
Thur, 30 Jan, 8:30am CET
[Add to your schedule](#)

85+
CX-led sessions

Find Your Pathway to Success with CX in the World of Solutions

4 connected locations



CX Booth in the World of Solutions

Go on a journey with Cisco CX by playing an augmented reality game designed to help you build your pathway to success.

20 minute | Mini ATX Sessions

NEW! Launching 20min Mini ATX theatre sessions in the main CX Booth.

[See below for full schedule.](#)

6 CX Demos in the Cisco Showcase

- Migration Support
- Success Portfolio
- Cisco ML/AI in Action
- Data your way with APIs
- Managed Detection & Response
- Managed Secure Cisco SD-WAN

Learn About the Customer and Partner Portals

In the CX Design & Incubation Booth



CX Booth in the WoS

Visit the Cisco Live Network Operations Center

And engage with our CX teammates

Tue, 28 Jan

WoS open 10:30am-8:00pm

Time	Session
11:00-11:20pm	No Sessions Main ATX at 11am CET
12:00-12:20pm	DNA Center Features Overview
1:00-1:20pm	NGFW Upgrade Techniques and Scenarios
2:00-2:20pm	Possible Integrations with Stealthwatch
3:00-3:20pm	Why ACI?
4:00-4:20pm	Smart Accounts and Enterprise Agreement Workspace Onboarding
5:00-5:20pm	Telemetry On
6:00-6:20pm	Best Practices for Setting up ACI
6:30pm	Raffle with Exclusive Giveaways for Mini ATX attendees

Wed, 29 Jan

WoS open 10:30am-6:15pm

Time	Session
11:00-11:20pm	API and Automation
12:00-12:20pm	DNA Center Features Overview
1:00-1:20pm	Smart Accounts and Enterprise Agreement Workspace Onboarding
2:00-2:20pm	Why ACI?
3:00-3:20pm	NGFW Upgrade Techniques and Scenarios
4:00-4:20pm	How to use Stealthwatch in a SOC
5:00-5:20pm	Telemetry On
5:30pm	Raffle with Exclusive Giveaways for Mini ATX attendees

Thur, 30 Jan

WoS open 10:30am-4:30pm

Time	Session
11:00-11:20pm	Best Practices for Setting up ACI
12:00-12:20pm	Possible integrations with Stealthwatch
1:00-1:20pm	API and Automation
2:00-2:20pm	DNA Center Features Overview
3:00pm	Raffle with Exclusive Giveaways for Mini ATX attendees

CX on Cisco TV



Wed, 29 Jan

Segment One: 9:45am CET | Segment Two: 5:00pm CET

Phil Wolfenden, VP CX Centres, EMEAR
Menna Ayad, Consulting Engineer, EMEAR

Denny Trevett, VP CX Partner Model
Kerry Partridge, Head of Partner CX, EMEAR

Alistair Wildman, Head of CX, EMEAR
Farah Ali Hassan, Enterprise Architect, EMEAR

Mario Sebastian, CX EMEAR SP
Ilham Darkaoui, Success Programs Manager, EMEAR

[Watch Live](#)