# TechClub Inovace Cisco Collaboration

webexone<sup>2</sup>

# Key customer challenges



Make hybrid work, work



Make the office a magnet, not a mandate



Show customers you care

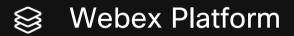
# Our strategy



REIMAGINE WORK WITH WEBEX SUITE

REIMAGINE WORKSPACES WITH DEVICES

REIMAGINE CUSTOMER EXPERIENCE WITH CONTACT CENTER AND CPAAS



### Innovation across the portfolio



O AI Assistant Personalized message summaries



O AI Assistant Translate messages & adjust tone

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O AI Assistant Meeting summaries

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Get the most out of Webex with Al Assistant for Control Hub

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Network Insights with Meraki Integration



Room Kit EQX

32

**Coaching Highlights** 

II ÞI 4

CSAT Highlights o

56%

webexone<sup>23</sup>



**Cinematic Meetings** 





Video super-resolution



Campfire



Bang & Olufsen 950



Automatic Customer Satisfaction Scores



Generated Wrap Up



Agent Burnout Detection

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Thrive Global Partnership



REIMAGINE WORK WITH WEBEX SUITE

REIMAGINE WORKSPACES WITH DEVICES

REIMAGINE CUSTOMER EXPERIENCE WITH CONTACT CENTER AN<u>D CPAAS</u>

### Al-powered Webex Platform



REIMAGINE WORK WITH WEBEX SUITE



REIMAGINE WORKSPACES WITH DEVICES



REIMAGINE CUSTOMER EXPERIENCE WITH CONTACT CENTER AND CPAAS

### Al-powered Webex Platform

webexone<sup>23</sup>

# Commitment to Responsible Al

- Transparency
- Fairness
- Accountability
- Privacy
- Security
- 📀 Reliability

# Delivering immersive experiences with



Translation Transcription

എപ്ര Audio Intelligence

Background noise removal Speaker focus

Climit Video Intelligence

Cinematic meetings

People focus

### Key announcements





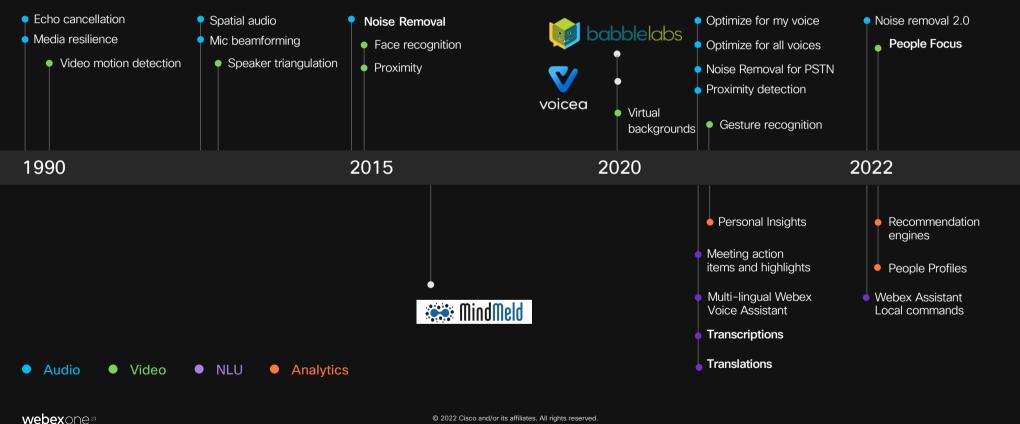


Industry-first Real-time Media Models (RMM) Introducing the all new Webex AI Assistant

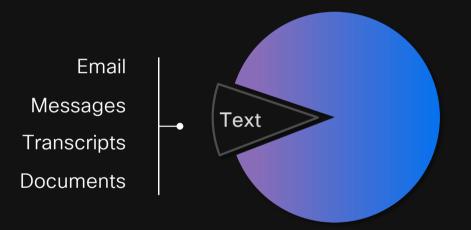
Crystal clear audio quality with Webex Al Codec Revolutionizing video with Super Resolution

webexone<sup>2</sup>

### Webex: Decades of Purpose-Built Media and Al Innovation

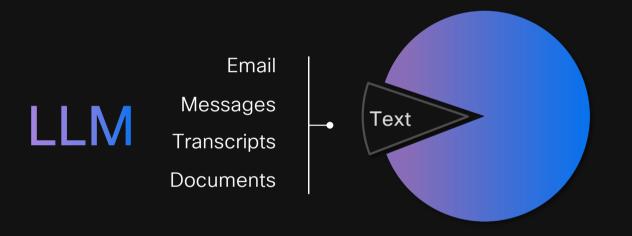


## Great communication involves more than words



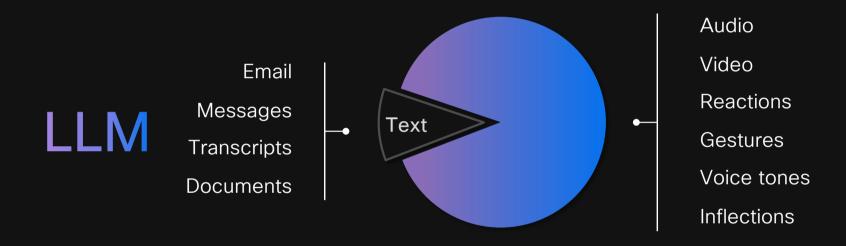
webexone<sup>23</sup>

# Great communication involves more than words



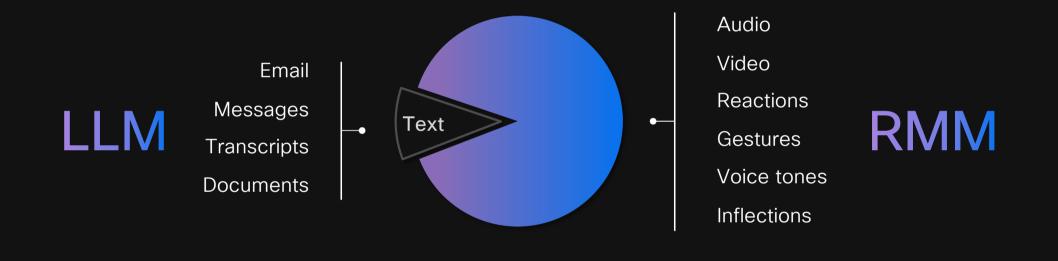
webexone<sup>23</sup>

## Great communication involves more than words



webexone<sup>23</sup>

# Introducing Real-time Media Models (RMM)



webexone<sup>23</sup>

# Be right back

Blur your camera and mute microphone automatically when you step away



## Revolutionizing video with Super Resolution

Generative AI video will rebuild packets in poor bandwidth conditions



Low resolution video captured at 270p



Super Resolution rescales 270p back into 1080p

webexone<sup>23</sup>

# Launching the all new Webex Al Codec

#### Up to 16X less bandwidth

Than the industry standard codec, Opus

#### Crystal clear audio

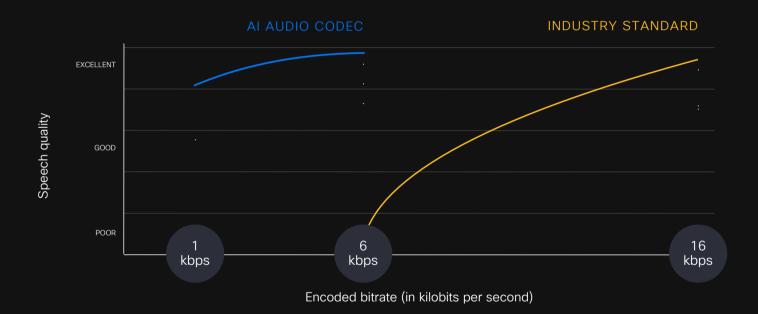
Generative AI audio will rebuild packets in poor bandwidth conditions

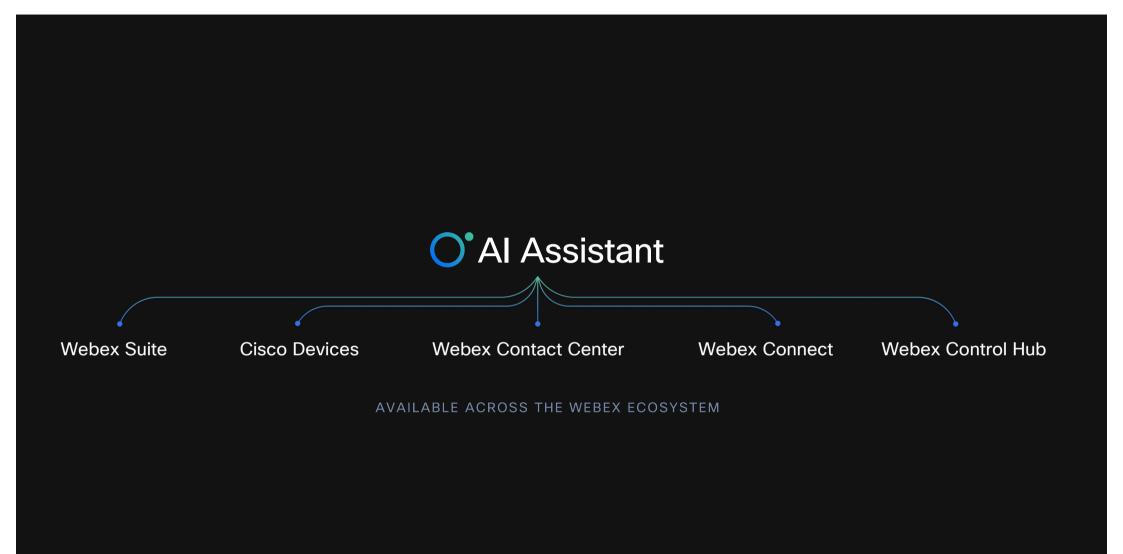
#### Reduced storage costs

Massive reduction in bandwidth resulting in compressed audio

# INTRODUCING Al Audio Codec

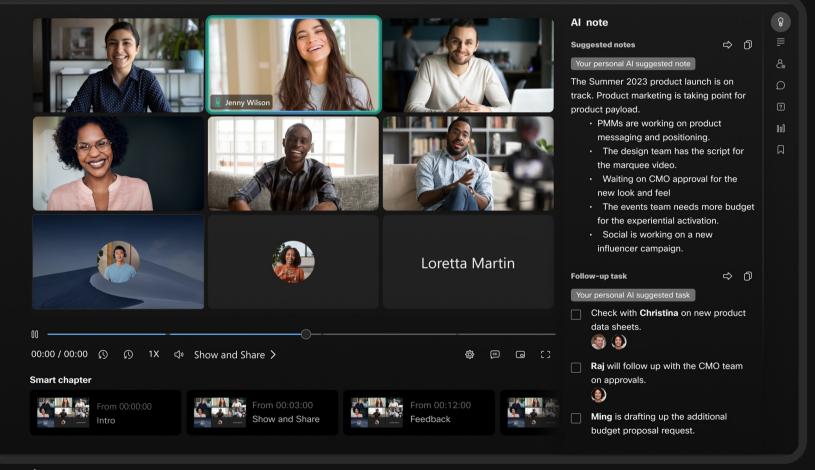
Optimal quality audio at a fraction of the bandwidth





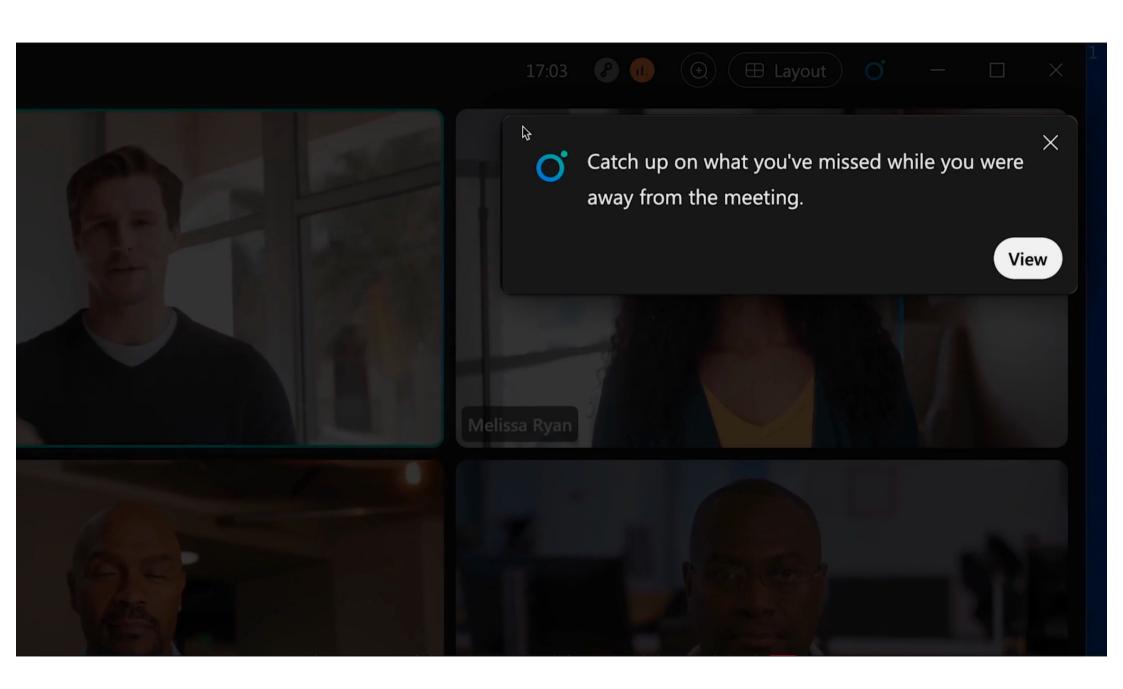
# Catch up quickly with

Meeting, Messaging, Vidcast, and Slido Summaries



**Al** Assistant

webexone<sup>23</sup>



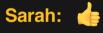
#### Transcript

#### Search the transcript

Jane: Alright, let's get started. Today, we're going to be discussing our marketing campaign for the new product launch.

#### Clarissa: Stepped away from the meeting

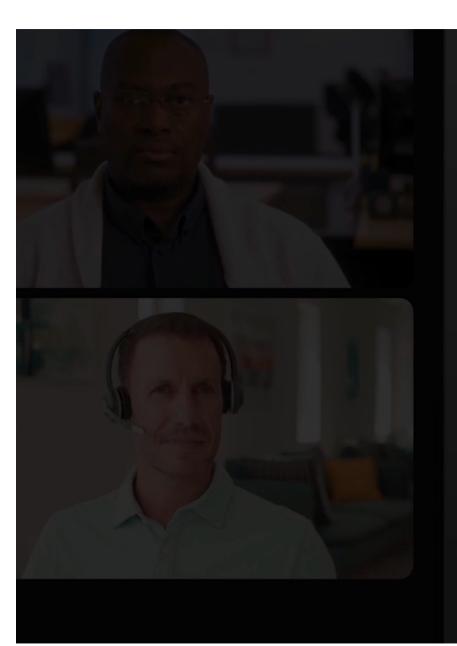
Austin: Great. I'll start by talking about our social media strategy. We're planning to launch a dedicated campaign next week, with a focus on generating excitement and buzz for the product.



#### Irene: (

Jerry: We'll be using a variety of content formats, including videos, images, and infographics. We'll also be running paid ads on social media platforms like Twitter and Instagram.

webexone<sup>23</sup>



**Recap meeting while you were away** Today, 10:52 AM

O Here is the summary

The team plans to leverage Instagram for visual content and direct engagement, and LinkedIn for B2B connections and thought leadership.

Was my name mentioned?

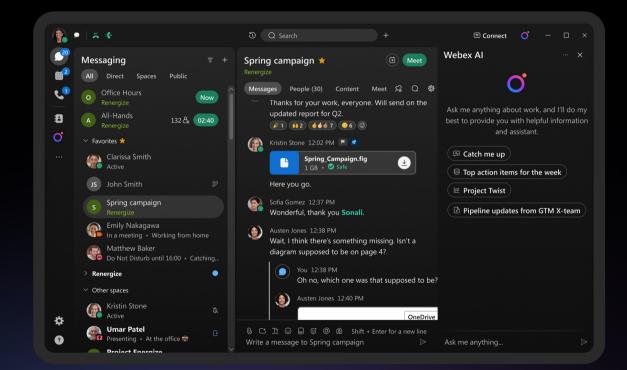
View full transcript

. . .

C Ask me anything...

# **O** Al Assistant

Reimagining how you work



# Send the perfect message with

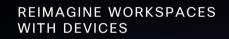
Change the Tone

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	Original	
132 ද≞ 🌘	Soon will update document	
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	Thanks for the feedback, I'll check the document shortly!	•

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REIMAGINE WORK WITH WEBEX SUITE





REIMAGINE CUSTOMER EXPERIENCE WITH CONTACT CENTER AND CPAAS

### Al-powered Webex Platform



REIMAGINE WORK WITH WEBEX SUITE





REIMAGINE CUSTOMER EXPERIENCE WITH CONTACT CENTER AND CPAAS

### **Al-powered Webex Platform**

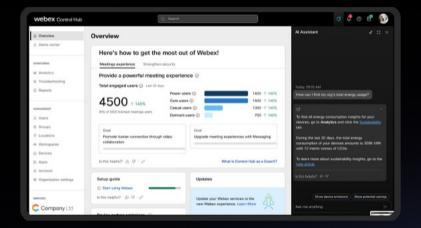
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#### INTRODUCING THE ALL-NEW

### Webex AI Assistant

for Control Hub

# Most extensive Al-powered management and troubleshooting tool



Get the most out of Webex with AI Assistant for Control Hub



Network Insights with Meraki Integration O Al Assistant

Available H1 24

### Get the most out of Webex with AI Assistant for Control Hub

- Find answers faster
- Increase IT productivity

webex Control Hub				o 🖗 💿 🗳 🔞
Overview  Alerts center	Overview			
	Here's how to get the mo Meetings experience Strengthen secur Provide a powerful meeting ex			
	Total engaged users ⊙ Last 30 days	Power users () 1400 Core users () 1400	↑ 140% ↑ 140% ↑ 140% ↑ 140% How do I add an au	idio watermark for my meetings?
		Dormant users ①       700	↑ 140% O Go to Organization	 Settings. Look for <b>Meeting</b>
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			meetings.	have audio watermarks for your
		Updates	Is this helpful? D Q	watermark setting
	① Start using Webex Is this helpful? む 伊 1 2	Update your Webex services to the	Tell me more about	at this setting
	Davies carbon emissions	new Webex experience. Learn More	Ask me anything	



for Control Hub

webex Control Hub			o \$ 0 € 🚯
Overview	Overview		
Alerts center	Here's how to get the most out	t of Webex!	
MONITORING	Meetings experience Strengthen security		
L Analytics	Provide a powerful meeting experien		
Troubleshooting	Total engaged users (i) Last 30 days		
Reports	Power use		
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巻 Groups			Show me any meeting issues for Donna Miller
	Goal Promote human connection through video	Goal Upgrade meeting experiences with Messaging	
🖶 Workspaces			් During their last meeting, Donna may have
📋 Devices			experienced choppy audio.
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SERVICES		Update your Webex services to the	
Company Ltd		new Webex experience. Learn More	Ask me anything
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for Control Hub

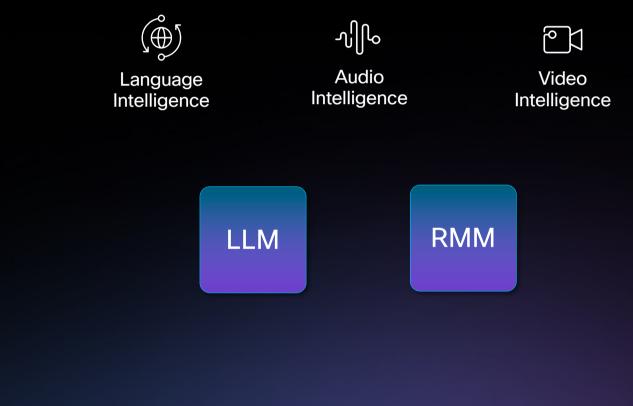
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On 10/23/23 from 03:	05 PM to 03:35 PM	, the audio packet loss	s of 31% excee	eded the 8% thre	shold for 3 co	nsecutive minute	es.
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Name	IP address	Private IPv4	Loss	Latency	Jitter	Network	Location
Local ISP network	192.168.31.115	192.168.31.115	31%	41ms	43ms	Private	US
ls this helpful? 占 🖓							
Set up a live meeting	g alert for Donna						
Ask me anything							

Available Q4 23

### Network insights with Meraki Integration

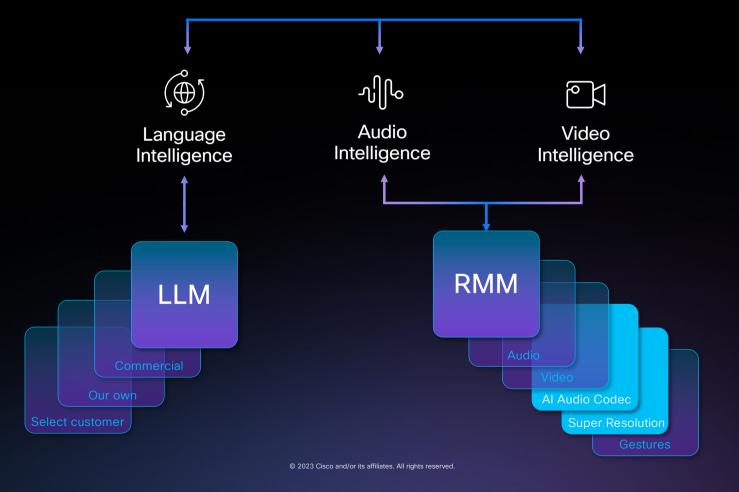
- Easily troubleshoot in Control Hub
- Comprehensive network analysis.

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	/	New March			LAN IP:	10.15.0.7 (v	
PATTIF-WI	N10	RTP-10DMZ	DMZ Rack		DNS:	Warning	
			G58 Switch		DHCP:	Normal	
					ARP:	Normal	
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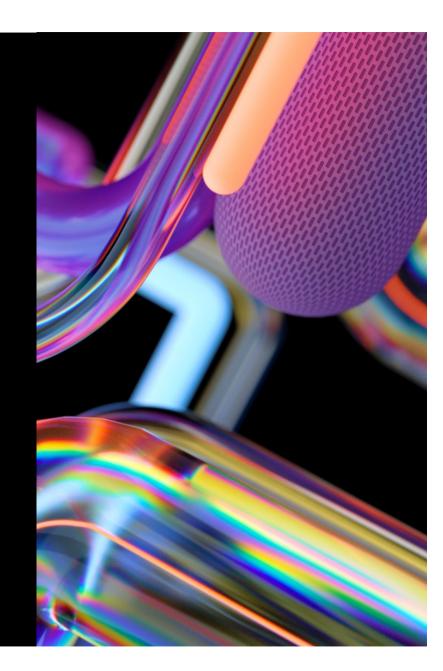
### ○ AI Assistant



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# Webex Platfom

# Security, Compliance



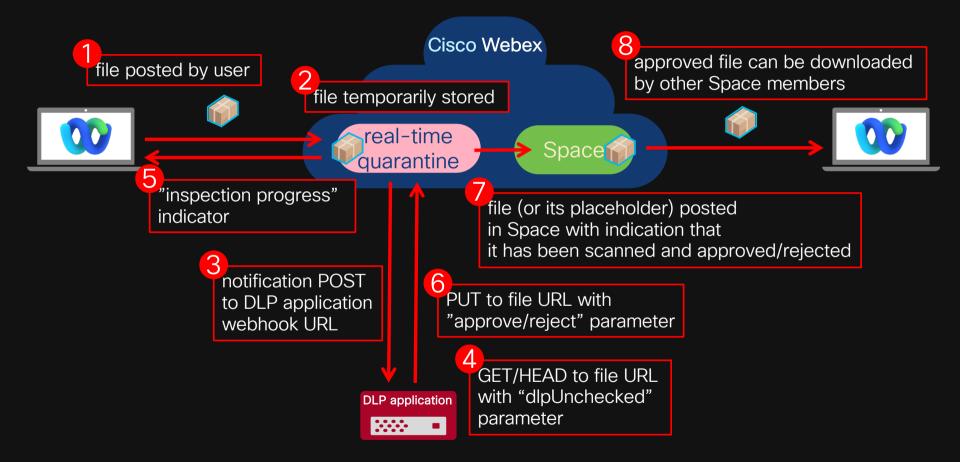
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#### AVAILABLE NOW

# Real-time data loss prevention with Cisco Cloudlock

Cisco Cloudlock		Policies				
Dashboard						
Incidents						
Policies						ADD A POLICY -
Activities	Manage Poli	cies Suspicious IP L	ibrary Trusted IP L	ibrary User List Lib	orary	
Operations	Filter by policy	name -				
Support						
Settings	Credit Card Nur	nber 😒			_	
Audit Log	Policy	Description	Status 🗌 Type	Severity Detection Criteria	Response Actions	Last (UTC) Modified
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## Real-time File DLP – how it works





REIMAGINE WORK WITH WEBEX SUITE

REIMAGINE WORKSPACES WITH DEVICES

REIMAGINE CUSTOMER EXPERIENCE WITH CONTACT CENTER AN<u>D CPAAS</u>

## Al-powered Webex Platform





REIMAGINE WORK WITH WEBEX SUITE

REIMAGINE WORKSPACES WITH DEVICES



REIMAGINE CUSTOMER EXPERIENCE WITH CONTACT CENTER AND CPAAS

## **AI-powered Webex Platform**

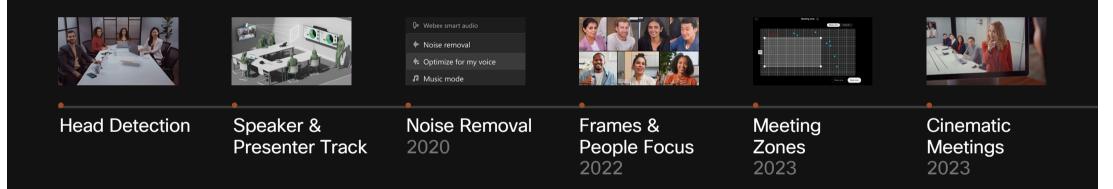
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## The broadest data set for collaboration Al



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# Building blocks for Al innovation



## Best in-meeting context, in-room or at home

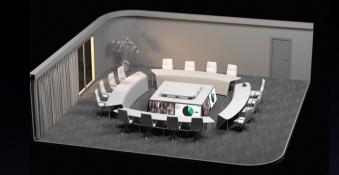


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# Al-powered & interoperable collaboration devices









Reimagine the most critical meetings with Campfire

All-day audio companion with Bang & Olufsen 950



# Cisco Room Kit EQX

## Design meets performance

- All-in-one conference room setup
- Flagship meeting room experience
- Super simple to deploy at scale



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## Choose the mounting that best suits your workspace



# Remove complexity by installing a fully integrated cisco device

Elegant design encompassing all-in-	a a a a a a a a a a a a a a a a a a a	
6x speakers for directional audio		*
Cisco Quadcam		
Cisco audio amplifier for premium sound ——		
Cisco Codec EQ		
Highly adjustable VESA mount to fit most 65" to 75" screens		
Separate bass speaker for improved		

## Levelling up any medium and large workspace



### Cisco Room Kit EQ

Modular, flexible room kit solution with advanced meeting room intelligence, multicamera cinematic meetings, rich connectivity for medium and large workspaces



### Cisco Room Kit EQX

Integrated super-bundle providing the ultimate video conferencing experience for flagship spaces featuring advanced meeting room AI, flexible mounting, iconic frame design and spatial sound

UX & Interop via Cisco RoomOS

Intelligence engine powered by NVIDIA

Scalable management in Control Hub

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## Level up your workspaces with next-generation devices







#### Cisco Room Bar

Integrated video bar appliance designed to simply and flexibly videoenable huddle and small workspaces Cisco Room Bar Pro

Simple deployment, Alpowered meetings, advanced interop and unified management scaled to the medium workspace

## Cisco Room Kit EQ

Advanced meeting room Al, multi-camera cinematic meetings, and rich connectivity for medium to large workspaces



#### **Cisco Board Pro**

Hybrid, all-in-one room device for Al video conferencing and visual collaboration in small and medium workspaces



#### **Cisco Room Kit EQX**

Integrated super-bundle of Room Kit EQ for medium-tolarge everyday and flagship spaces with mounting options, frame design and spatial audio

UX & Interop powered by RoomOS

Intelligence engine powered by NVIDIA

Scalable management in Control Hub

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## Cisco Room Bar Pro Immersive collaboration for hybrid workspaces

## Full HD meetings

Provides up to 1080p60 resolution for live video on Webex, Microsoft Teams, Zoom and Google Meet.

#### 4K content sharing

Can be paired with dual screens to display video and content separately. Displays remote content with 15 fps.

### Camera intelligence

Automatically frames and provides optimized view of in-room participants and keeps the active speaker in focus.



#### Spatial audio

Uses 3-channel loudspeakers for spatial audio and intelligent mic array for enhanced noise cancellation and voice capture.

#### Device management

Unified management, provisioning, analytics and troubleshooting in Control Hub.

#### Room intelligence

Conference controls, room scheduling and room controls with Cisco Room Navigator.

## Triplescreen support

Augmented experience with the option to display live video or video and content divided on three screens.

Triple-screen support requires Room OS.



## Dual camera system

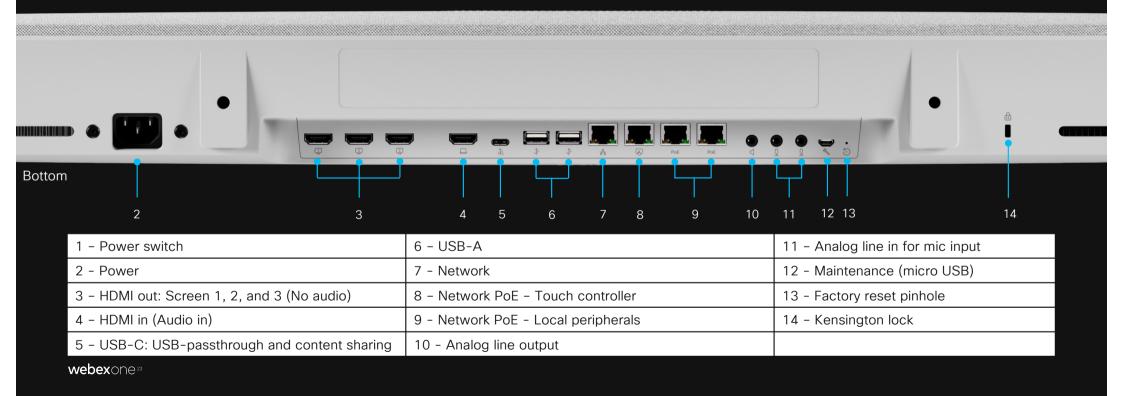
Dual camera system featuring a wideangle lens and a telelens, both with 48 MP image sensors.

Motorized tilt of camera body for flexible installation and optimum view of the workspace.



# Cisco Room Bar Pro

### Inputs and outputs



## Elevate every workspace

		-			NEW
	Room Bar	Room Bar Pro	Room Kit EQ	Board Pro 55/75	Room Kit EQX
CAMERA	Single, 12MP wide-lens camera	Dual-lens, 96MP system Multi-camera ready	Quad-lens, 80MP system, Multi-camera ready	Dual-lens, 48MP system, Multi-camera ready	Quad-lens, 80MP system, Multi-camera-ready
AUDIO	Spatial sound; mic array & mic extension	Spatial sound & mic array; audio over IP, USB & analog	Speakers & mic array; audio over IP, USB & analog; Audio APIs	Spatial sound & mic array; audio over analog, USB & IP	Immersive audio system; audio over IP, USB & analog; Audio APIs
SCREEN	Dual, with touch- screen support	Triple, with touch- screen support	Triple, with touch- screen support	Integrated touch screen. Screen extension via HDMI	Dual 65-75" and 1x additional screen
CONTROLS	Touch controls with Room Navigator	Touch controls with Room Navigator	Touch controls with Room Navigator	Touch controls with Room Navigator	Touch controls with Room Navigator
1/0	USB-A/C, HDMI, PoE and analog	Extended USB-A/C, HDMI, PoE, and analog	Advanced USB-A/C, HDMI, PoE and analog	Extended with analog, USB- A, USB-C, HDMI, PoE	Advanced with PoE, USB- A/C, HDMI, analog
ROOM	Huddle, small meeting room	Medium	Medium-to-Large	Small-to-Medium	Medium-to-Large, Flagship workspaces
INTEROP	Native Cisco RoomOS and Microsoft Teams	Native Cisco RoomOS and Microsoft Teams	Native Cisco RoomOS and Microsoft Teams	Native Cisco RoomOS and Microsoft Teams	Native Cisco RoomOS and Microsoft Teams
FORM FACTOR	Integrated video bar appliance	Integrated video bar appliance	Modular room kit appliance	Integrated, all-in-one room device with mounting options	Integrated room kit appliance with mounting options & frame design

#### Benefits

# Give everyone a voice in the meeting

Cisco Table Microphone Pro



Inclusive video meetings boost engagement and productivity



High-quality, natural sound helps reduce meeting fatigue



Seamless device deployment and scalability reduces IT headache

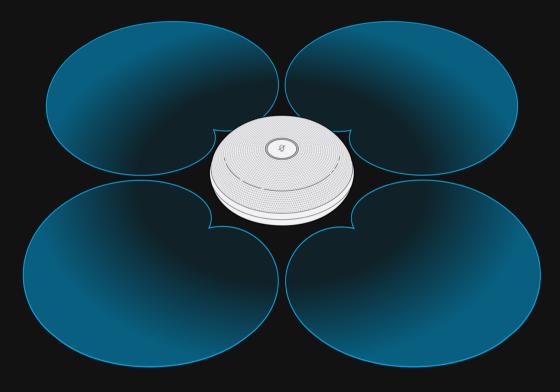


Fully manageable and secure deployment reduces IT headache and prevents risk Cisco Table Microphone Pro

# Adaptive, multidirectional voice pickup

Four directional microphones deliver optimal pickup from every part of the table. Through setup it can deliver a directional audio output from your meeting room, enhancing the experience for remote participants.

Supports cardioid pickup pattern and provides 4 independent microphone channels.



360-degree, cardioid voice capture

Cisco Table Microphone Pro

The most capable, flexible, and intelligent digital conferencing microphone

			conferencing microphones
	Cisco Table Microphone	Cisco Table Microphone Pro	
Audio over IP	No	Yes	Yes
Plug & Play with Cisco Video Endpoint	Yes	Yes	No
Directional Pickup	No	Yes	Yes
Encryption	No	Yes	No
Adaptable Pickup	No	Yes	Yes
Readiness for future Cisco SW enhancements	No	Yes	No
Unified management of video endpoint and microphone	No	Yes	No
Scalability via PoE	No	Yes	Yes

Third-party digital

# Bang & Olufsen Cisco 950

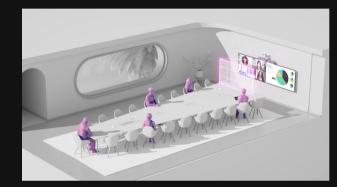
Perfect pairing. Optimized for Webex

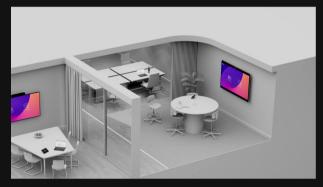
- Customized for IT and business users
- Legendary sound
- Tailored fit for hybrid work

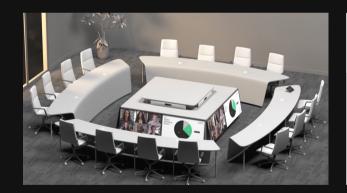


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# Distance Zero in any meeting, in any room.



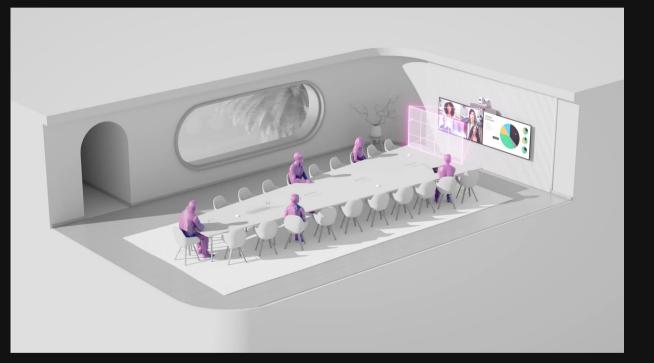






# Extended Speaker Track

High-quality close-ups and people framing in large rooms



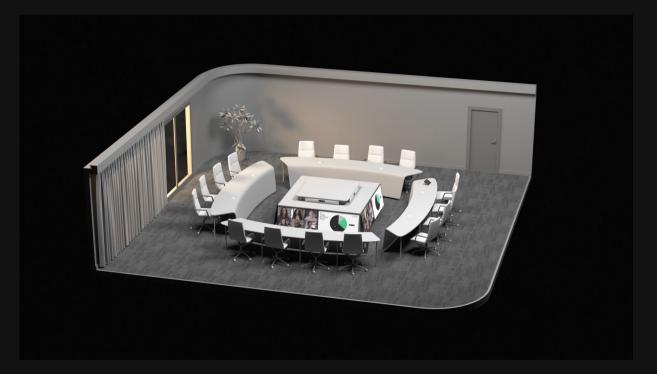
# Meeting Zones

Eliminate distractions in open spaces and glasswalled rooms



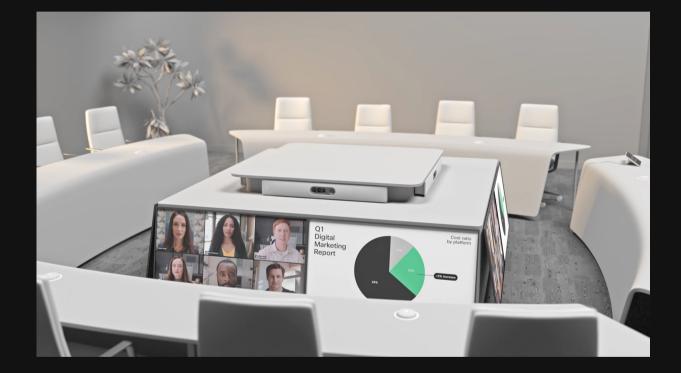
# Campfire meeting spaces

Reimagine the most critical meetings



# Campfire meeting spaces

Reimagine the most critical meetings



# Campfire meeting spaces

Reimagine the most critical meetings



# Presenter and audience

Cinematic experiences in auditorium-style rooms



# Cross-view

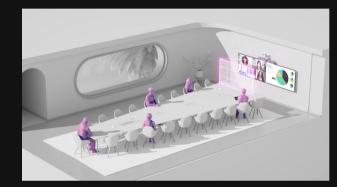
Multiple cameras, directed by RoomOS

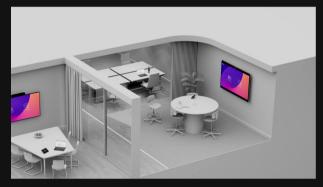
Follow the discussion from the best angle

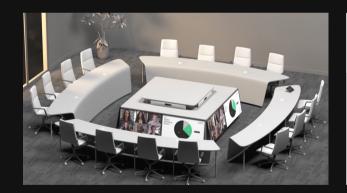


Q1CY24

# Distance Zero in any meeting, in any room.











REIMAGINE WORK WITH WEBEX SUITE



REIMAGINE WORKSPACES WITH DEVICES



#### REIMAGINE CUSTOMER EXPERIENCE WITH CONTACT CENTER AND CPAAS

## Al-powered Webex Platform

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Never wait

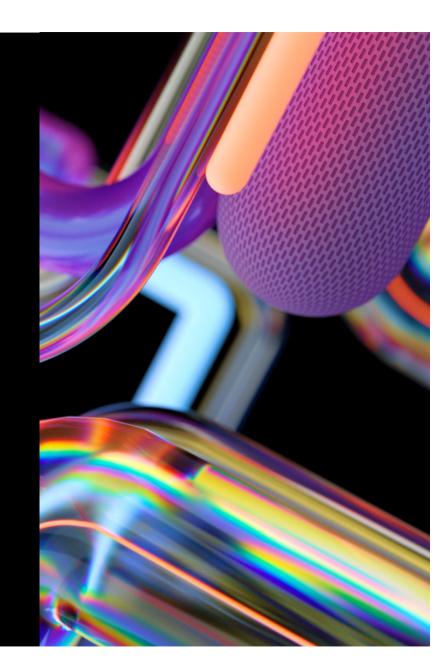
Never repeat

Personal concierge

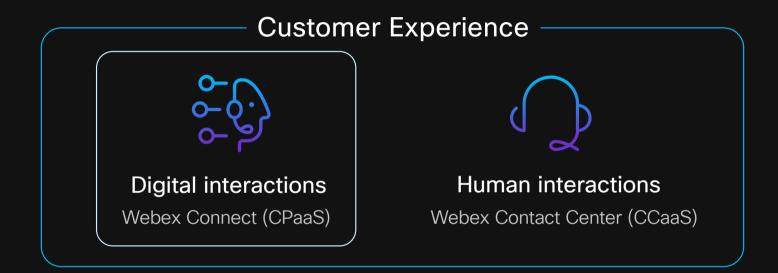
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# CPaaS Webex Connect



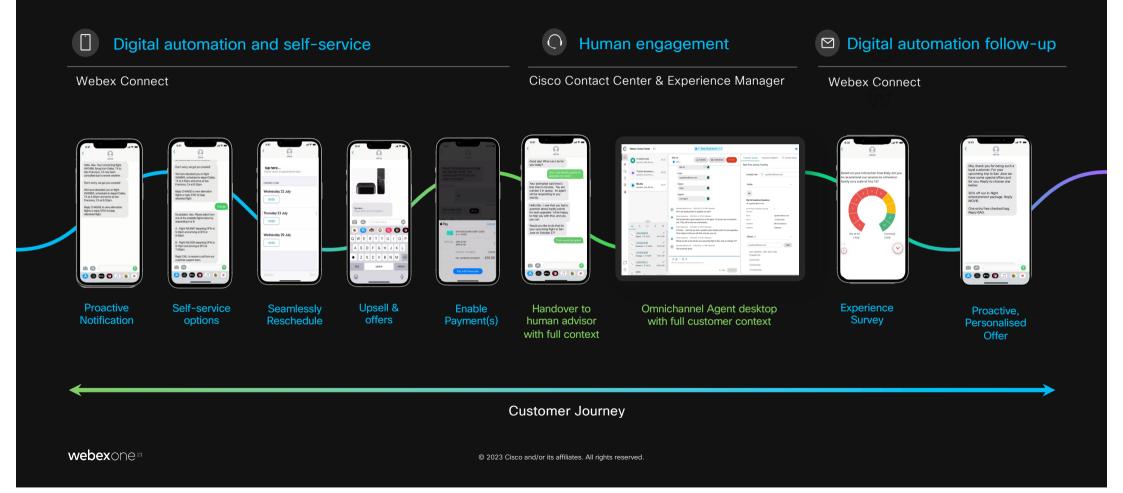
## The Webex advantage



## Webex Platform

Al, Security, Manageability, Sustainability

## End-to-end customer journey

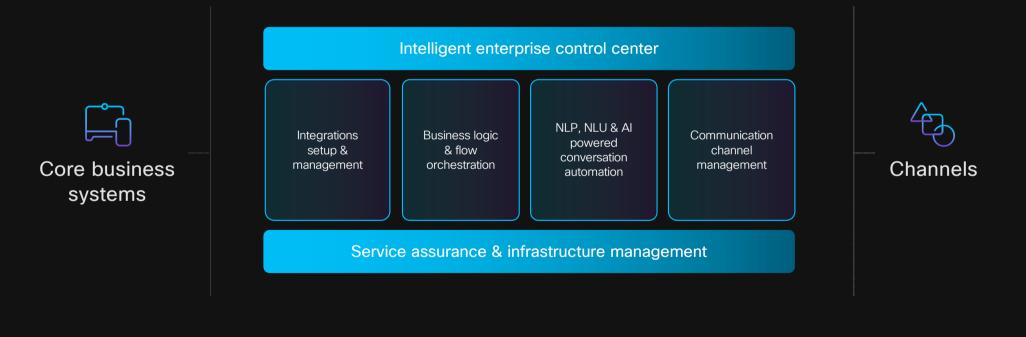


# A single, centralized architectural control point for your cloud communications



# Webex Connect is a fully programmable enterprise CPaaS offering

Delivering six key capability areas for richer, smarter experiences





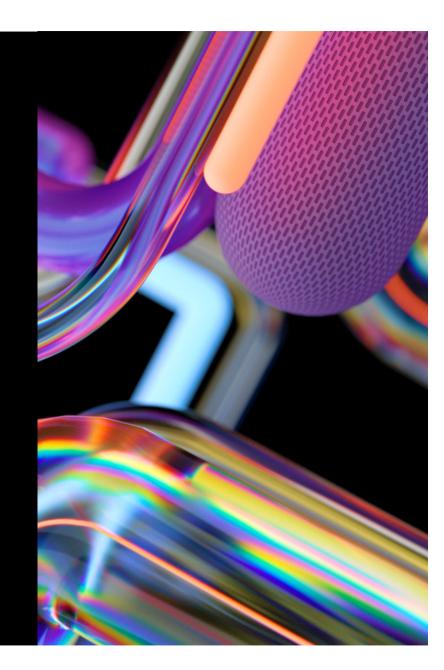


Apple Messages for Business

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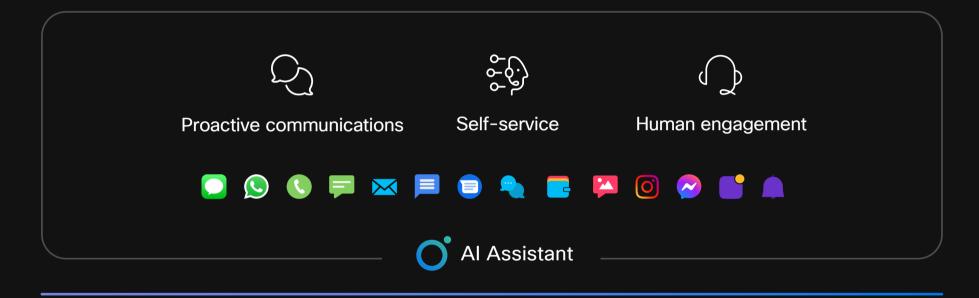
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### CCaaS Webex Contact Center



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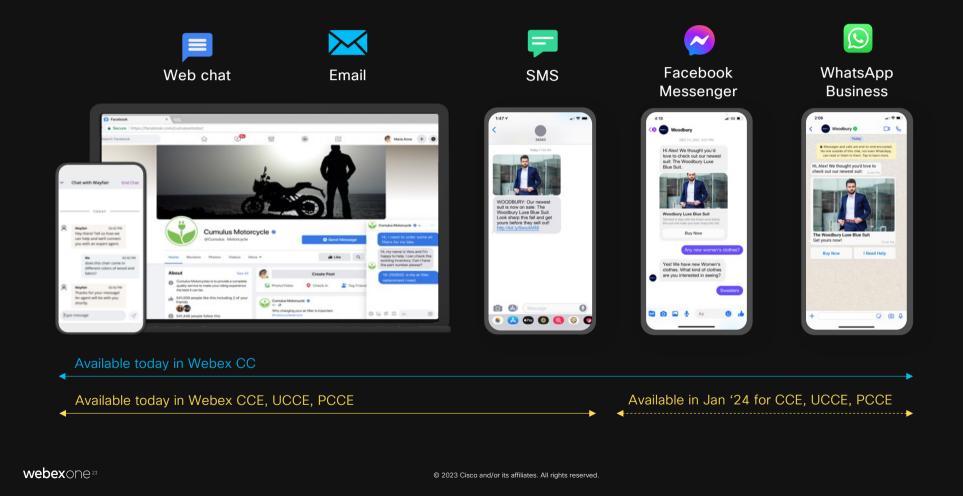
#### Webex Contact Center





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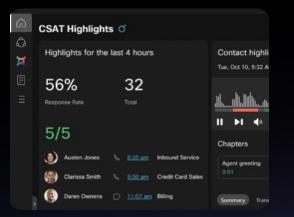
#### Digital channels powered by Cisco contact center



## Al-powered cloud contact center delivering delightful customer experiences

+1 (412	9 288 3782					
About th	is contact 🕓 Customer					
Cont	act summary and wrap-up					
י דו י דו י דו י דו	le agent and the customer dis le agent provided a clear exp le customer expressed their a coughout the conversation. le agent confirmed the next s solution, leaving the custome	lanation of the resc oppreciation for the teps for the custon	Nution process, assuring agent's assistance and ner, including the submi	a the customer the I felt reassured by Ission of any nece	t their claim would be ha the agent's professionali	ndled promptly. sm and empathy
•	Request medical records fro Email required documents to					
					+26% >	
						Accept and sub
	osed resolution: Contact primary o Follow up action: Email the list of r					

Intelligent session summary with Generated Wrap Up



Every agent is your best agent with Coaching Highlights



Agent well-being with Agent Burnout Detection O Al Assistant

#### Beta H1 24

### Generated wrap-up

- Intelligent session summary
- Extracted from transcripts

<u>©</u>	Webex Contact Center						
G	+1 (412) 288 3782		Wrap up reasons 0:31				
<u>0o0</u>	<b>Q</b> 00:01						
×							
	About this contact (Customer Journey (TBD) Agent	Answers 📄 IVR Transcript					
	Contact summary and wrap-up						
	The agent and the customer discussed the insurance claim iss						
	<ul> <li>The agent provided a clear explanation of the resolution process, assuring the customer that their claim would be handled promptly.</li> <li>The customer expressed their appreciation for the agent's assistance and felt reassured by the agent's professionalism and empathy</li> </ul>						
	throughout the conversation.	urance coverage					
	<ul> <li>The agent confirmed the next steps for the customer, including resolution, leaving the customer with a sense of confidence ar</li> </ul>	uments and the expected timeline for the					
		WRAP UP REASONS					
	Request medical records from the providers.	Claim denial Policy updat					
	Email required documents to customer						
			iuits their uniqu				
	High     In progress		5 mandar secu				
			Accept and submit				
	<ul> <li>Last time he contacted was 7 days ago, and the issue was a claim denial.</li> <li>Proposed resolution: Contact primary care provider and ask for the most red</li> </ul>						
	<ul> <li>Follow up action: Email the list of required documents and medical rec</li> </ul>	cord request form to Mr. Littlefoot.					
(?)		Customer sentiment					
<u> </u>	High     Not start yet	-4% 🛰					

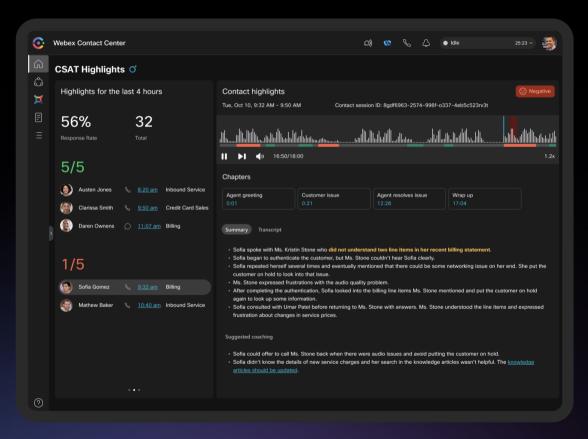
O Al Assistant

#### CY 2024

### Coaching Highlights

#### Make every agent your best agent

- Analyzes highest and lowest rated customer interactions
- Summarizes interaction learnings and suggests coaching



O Al Assistant

Beta Q4 23

## Agent burnout detection

Focus on agent well-being and deliver the best customer experiences

- Detects early indicators of agent stress
- Automatically trigger corrective action



#### Background noise removal

Without background noise removal



Stress Anxiety Frustration Low CSAT Burnout

WITH background noise removal







Crystal clear audio



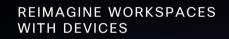
Accuracy Effectiveness FCR Higher CSAT Confidence

### WebRTC - Agent experience

Station Credentials	C Webex Contact Center	R	S 🖉 📀 Engaged 🛈 🗸 🤍 🖓
Select your telephony option 🕡 <ul> <li>Dial Number</li> <li>Extension</li> <li>Desktop</li> </ul>	Image: marked state         +447713988537         00:17           Image: marked state         wxc_q         00:17	+447713988537 00:17	
International Dialing Format  International Dialing Format International Diali		Phone Number +447713988537 DN Queue WxC_Q	IS +61370463510 Revert Save
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REIMAGINE WORK WITH WEBEX SUITE





REIMAGINE CUSTOMER EXPERIENCE WITH CONTACT CENTER AND CPAAS

#### Al-powered Webex Platform

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## What's next?

### webex.ai



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