



Delivering Magical Experiences

Cisco Contact Center

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Cisco's Global Contact Center Opportunity



Significant Momentum from Last Year

13%

YoY Growth
Globally

200%

YoY Growth
in Cloud

2

Major
Acquisitions

25%

YoY Growth
in APJ

675

APJ Partners

3,300+

APJ Customers

A photograph of several yellow tower cranes against a sunset sky. The cranes are silhouetted against the bright orange and yellow light of the setting sun, which transitions into a deep blue at the top. The cranes are positioned at various heights and angles, creating a sense of scale and industrial activity.

We are investing in Contact Center!

Magical employee and customer experiences

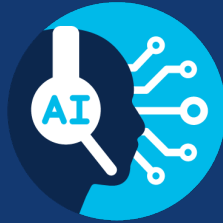
Expert Teams



Connected.

Global Platform

“Super Agents”



Cognitive.

Leading the Way

Experience Management



Cognitive.

Leading the Way

Global Reach



Cloud.

Webex Contact Center

Connected: Expert Teams



Webex Calling



Webex Contact Center



Webex Teams

Collaboration:

Empowered Agents, Happy Customers

A Team of experts:

Cross functional Collaboration



48%

decrease
in agent
attrition

31%

reduction
in calls
escalated

71%

decrease
in transfer
red calls

25%

drop in
post paid
churn

56%

increase
in NPS

Collaboration Vision: Single Platform

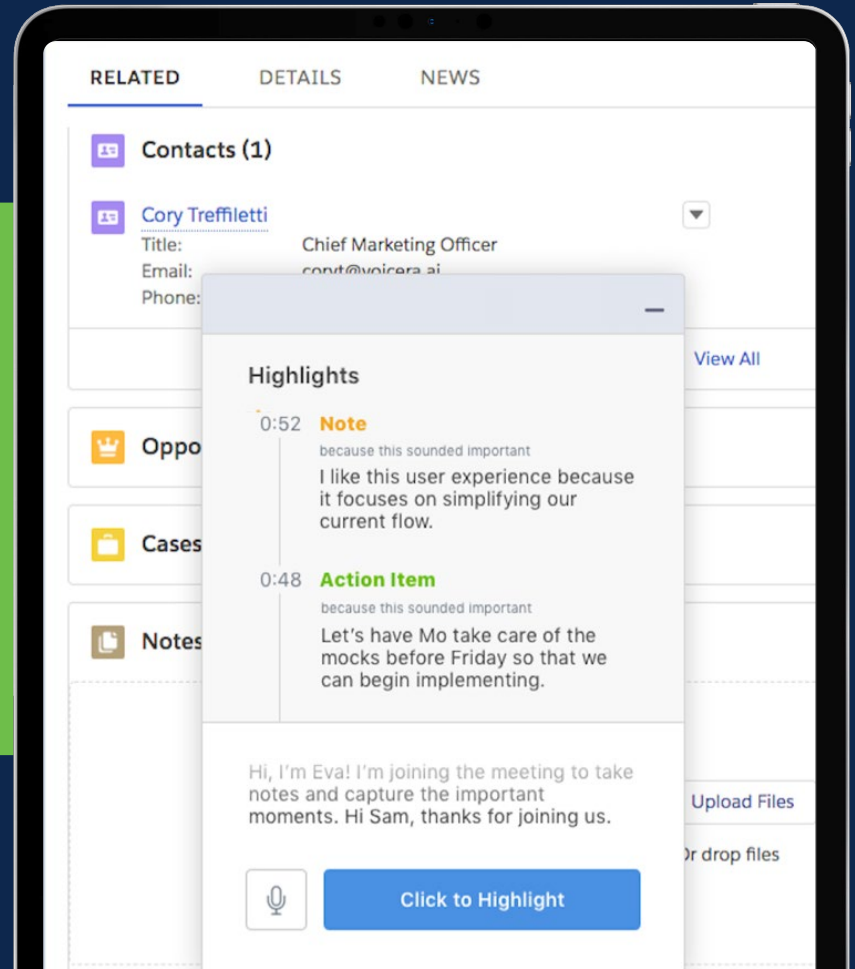


Cognitive leading the way

AI Augmented Super Agents

AI Augmented Agents

- Closed Captioning
- Whisper Coaching Support
- Conversational IVR
- Identify Next Steps, Questions
- Call X-Ray
- Strong reactions



Voicea Demo



+

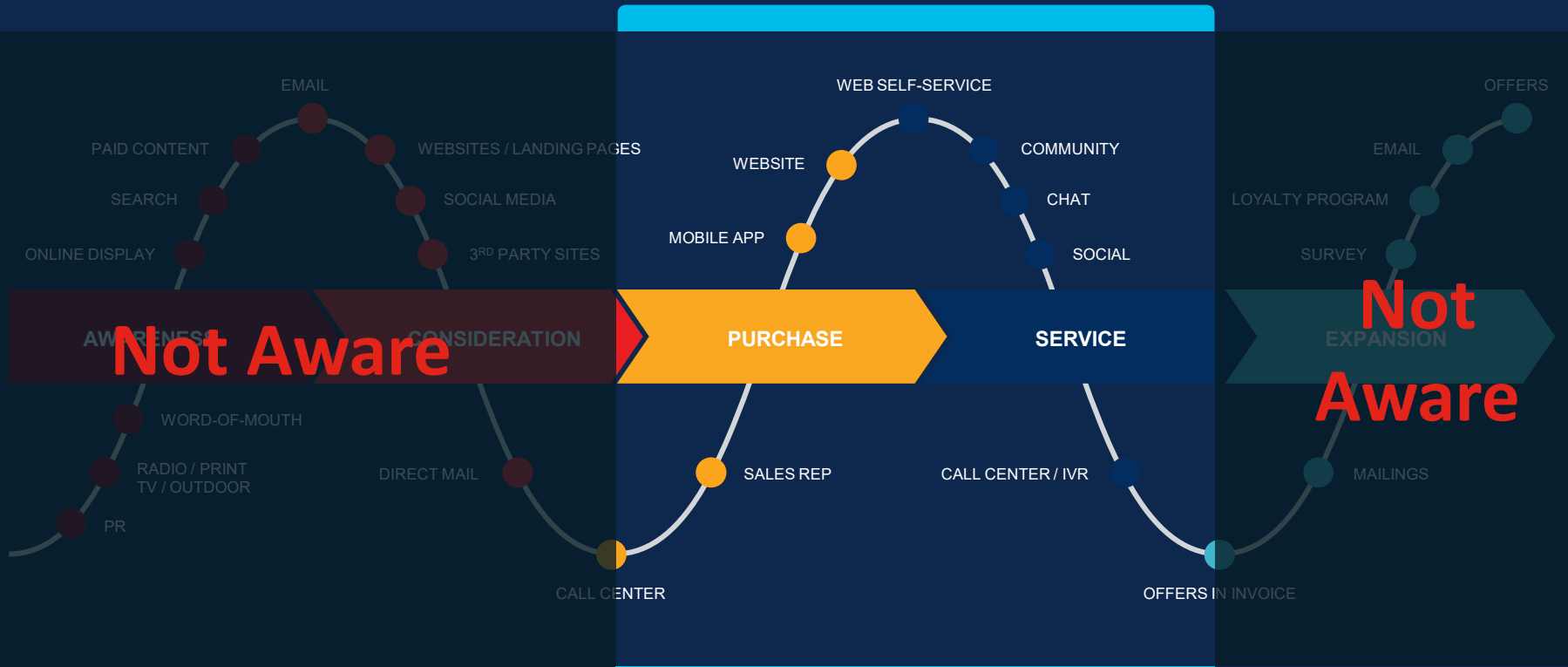




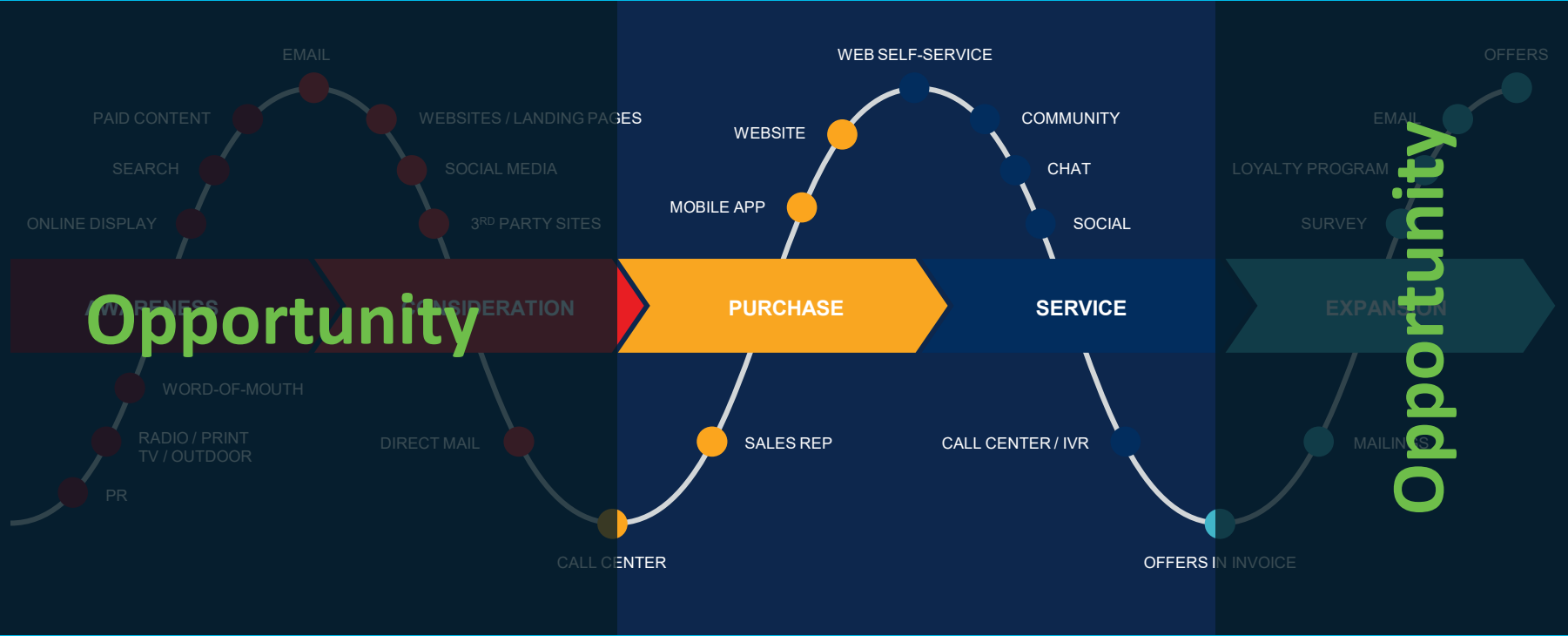
Problem: no awareness outside contact center



Problem: no awareness outside contact center



Opportunity: see the entire customer journey



Contact Center

CloudCherry Demo

Cloud Webex Contact Center



Introducing



Webex Contact Center Enterprise



Scale, quality, and security
for the large enterprise



Common components
enabling **low risk migrations**
for existing customers



Extensive set of API's for
customization

Webex Contact Center Portfolio



Webex
Contact Center

Webex Contact Center

Webex Contact Center
Enterprise

Webex single platform for contact center

Cisco Webex

Call | Meet | Message | Devices | APIs/SDKs
Voicea | CloudCherry | Analyzer | Other

Single Global Platform

Cognitive Collaboration

All Business Sizes

Single Subscription

Cisco Contact Center Portfolio

On-Premises



Contact Center

- Available on-premises or Partner Hosted
- All business sizes
- Express: SMB-Midsize up to 400 agents
- Enterprise: Large Enterprise up to 24,000
- HCS: Partner Hosted up to 24,000

Cisco Cloud



Webex Contact Center

- Cisco hosted
- All business sizes
- Express: SMB-Midsize up to 500 agents
- Enterprise: Large Enterprise up to 24,000
- Single Webex Platform for Contact Center

Magical employee and customer experiences

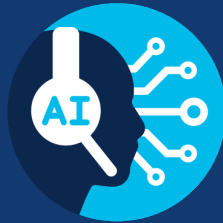
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