

Cisco

**APJC Contact Center  
Symposium 2019**

Modernize the Workforce  
Experience

The New Way of Working with Webex

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# Confession

I  Contact Centre

Customer Experience  's Employee Experience



Companies with great  
employee experiences

**25%** increased  
profits

**2X** customer satisfaction  
and innovation

A person's hands are holding a 'foundr' magazine over a laptop on a wooden desk. The magazine cover features a portrait of Richard Branson and several headlines. The background is a blurred office setting with a laptop and a mug.

If you look after your staff, they'll look after

# Your Customers

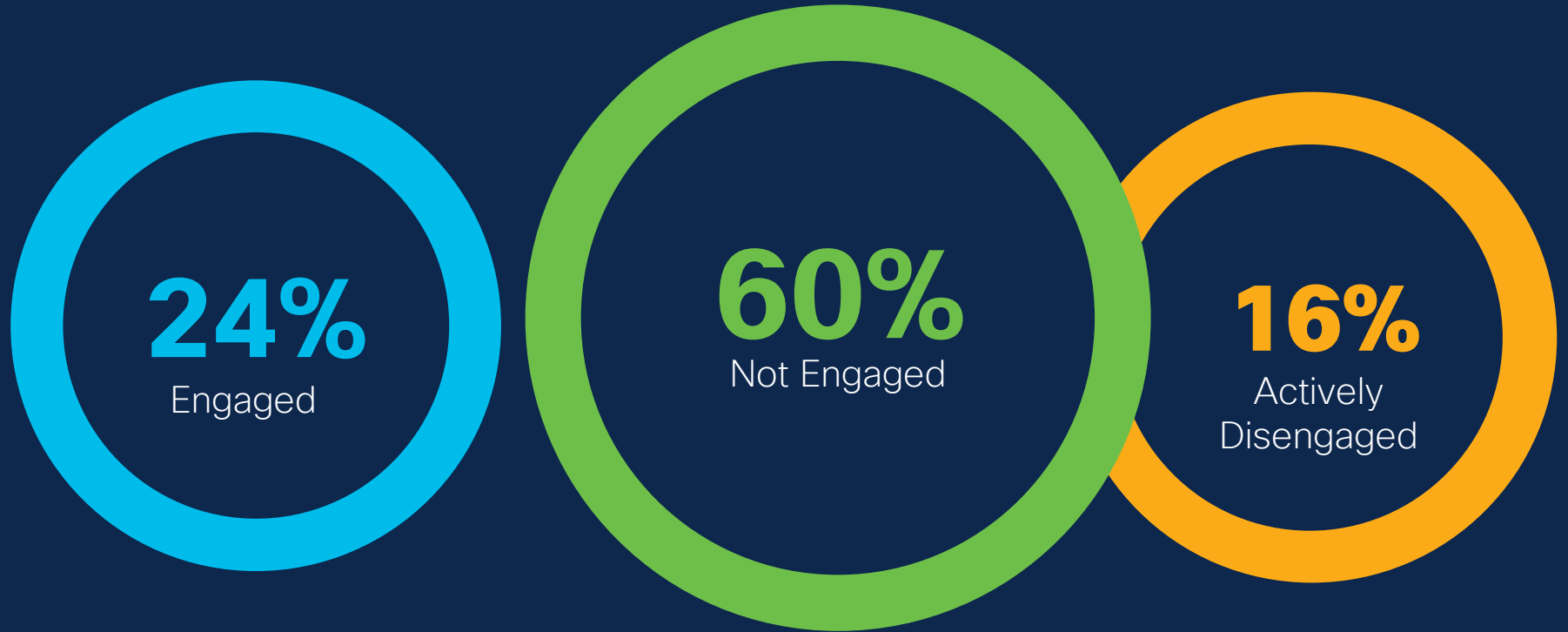
It's that simple

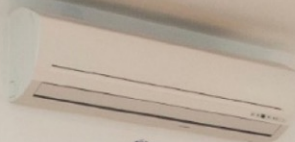
Richard Branson

76%



# Employee Engagement





EXIT



# The world of work is changing



# Workforce Transformation



**60%**

Will rely on mobile collaboration as frequently as email by 2020

-Aragon Research



**65%**

Employees believe remote work schedule would increase productivity

-Forbes



**66%**

Millennials look at smart device first thing in the AM

-Tech Times



**500%**

increase in the amount of information created by 2020

-Social Media Today



Employees demand

**better experiences**



People, Place and Technology





# Human Connection







# Human Connection





Hearing



Seeing



Perceiving



Across Devices & Browsers



# Cisco Webex



Call



Meet



Message



Devices



Contact Center



Integrations

On-Prem, Hybrid & Cloud

Cognitive Collaboration

Edge Services

Enterprise-grade Security

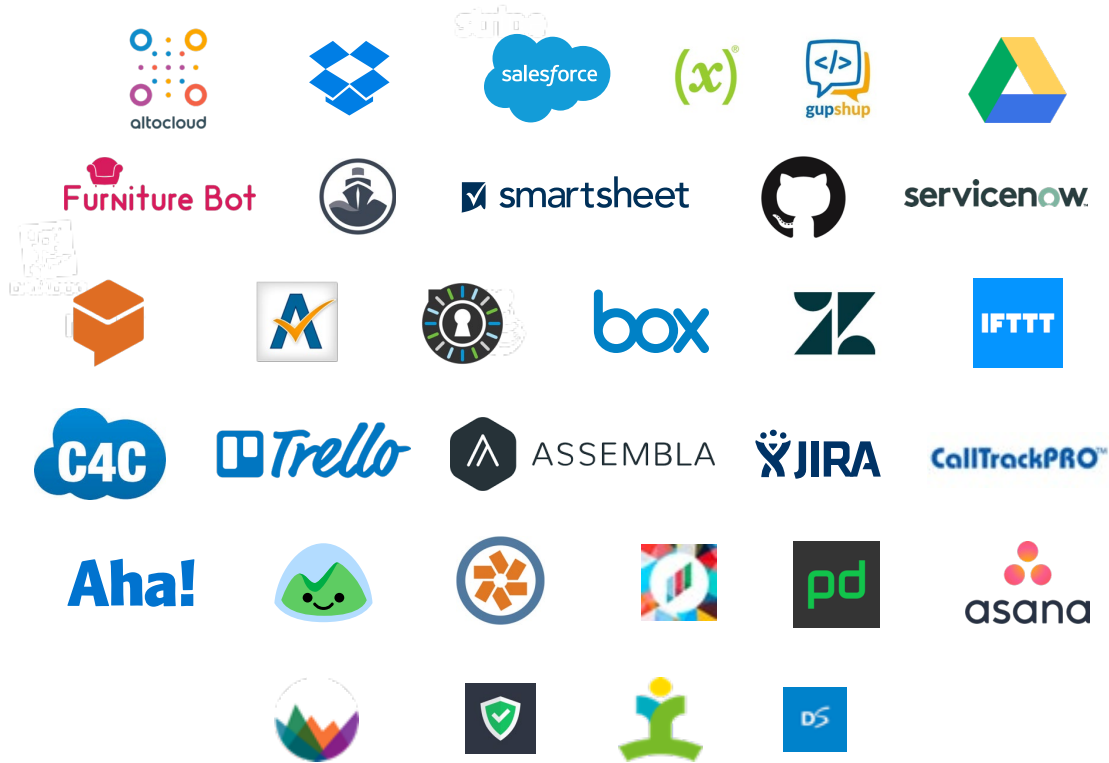
NETWORK

Open Platform



+ 24,000 more

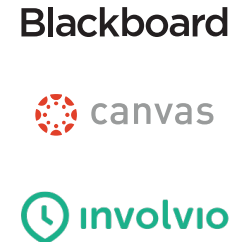
## Business Productivity



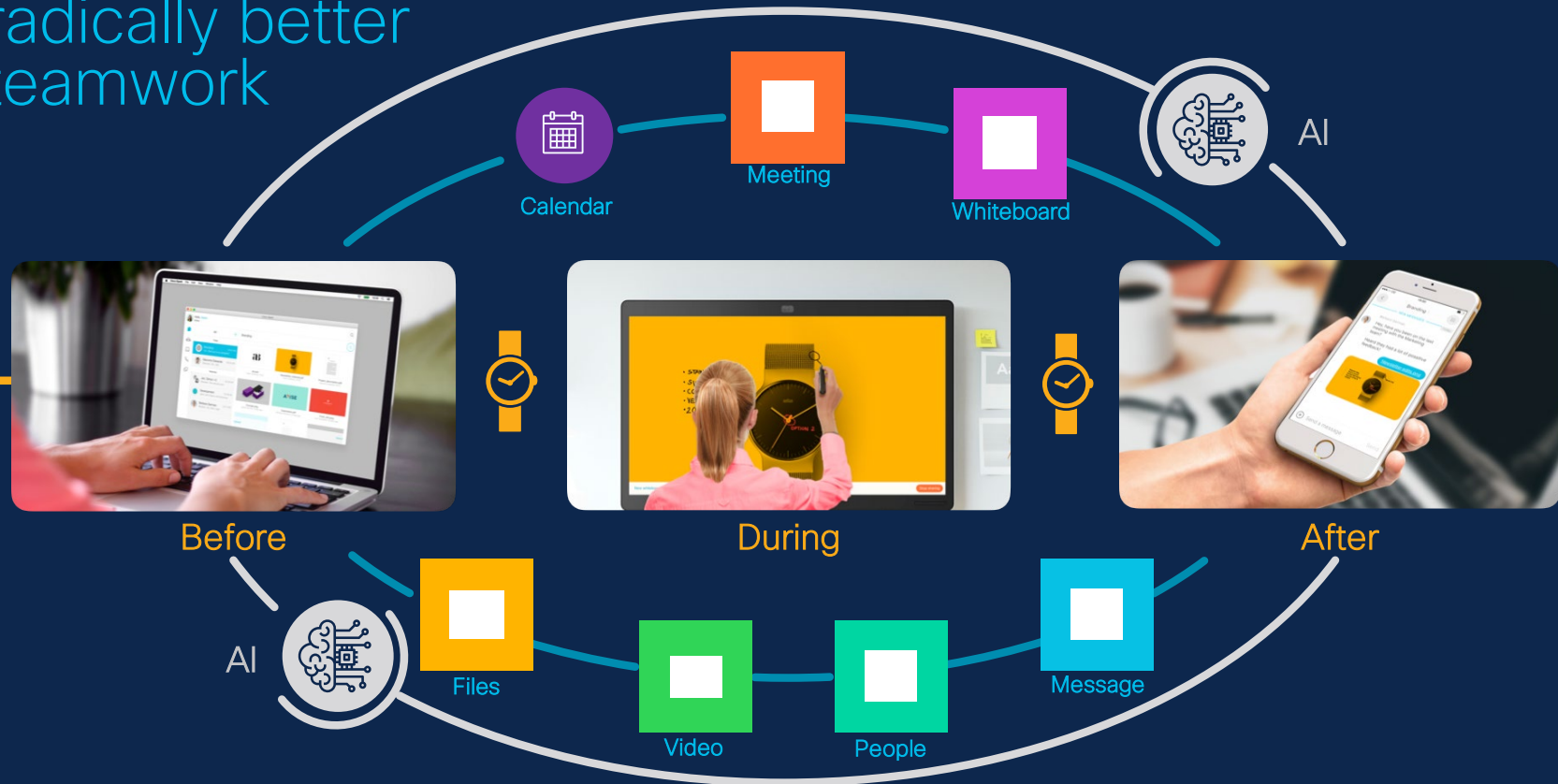
## Healthcare



## Education

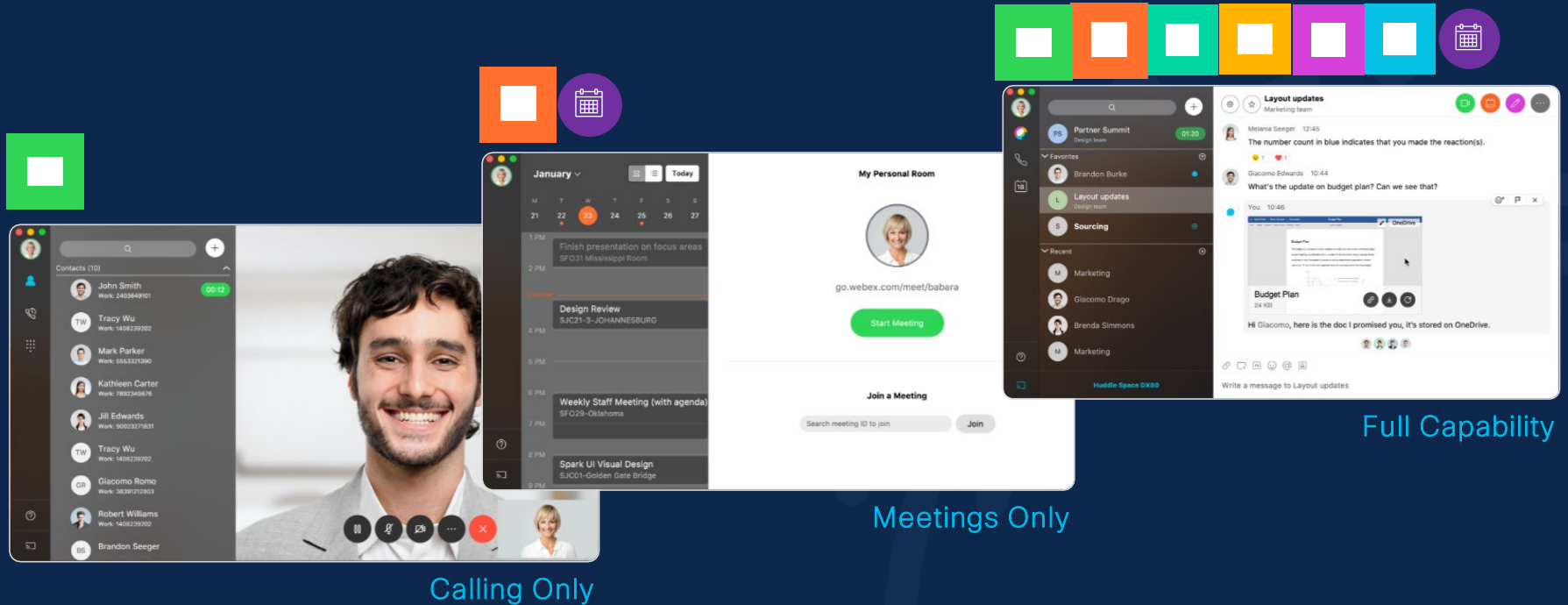


# Our vision for radically better teamwork



# Webex unified experience

Any combination of Calling, Meeting and/or Messaging



Meetings Only

Full Capability

# Imagine the possibilities...

Great employee experiences drive better customer experience

Engage Employees with Amazing Experiences

Single platform with continuous innovation





Employee Experience

Customer Experience



Be the Bridge