



The bridge to possible

Novinky ze Cisco Live US Collaboration a Security

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#CiscoLive

*Dotazy pište do Slido
nebo zvedněte ruku a
my vám zapneme
mikrofon*




Agenda – Collaboration


- Smarter Hybrid Workspaces – “Distance Zero” meetings
 - Cisco Spaces
 - Cinematic Meetings
 - Microsoft Teams Rooms
- Individual collaboration
 - Webex with AI & O365
- Customer Experience
 - CPaaS – Digital channels with Communications Platform as a Service
 - Webex Contact Center – “power agents”


Enabling a Smarter Hybrid Workplace



 Curated Experiences

 User Experience

 AI enablement and Interop

 Automation & Optimization

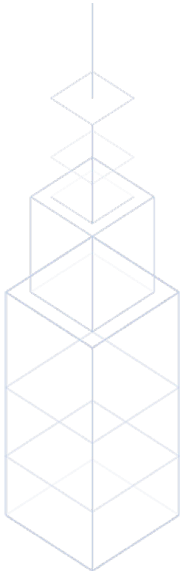
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Intelligent Office Arrival Experiences



- Office occupancy
- Desk utilization
- Digital signage
- Wayfinding
- Monitoring (people presence, people count)
- Monitoring (air quality, temperature, humidity)
- Surveillance

SPACE VISIBILITY / WAYFINDING

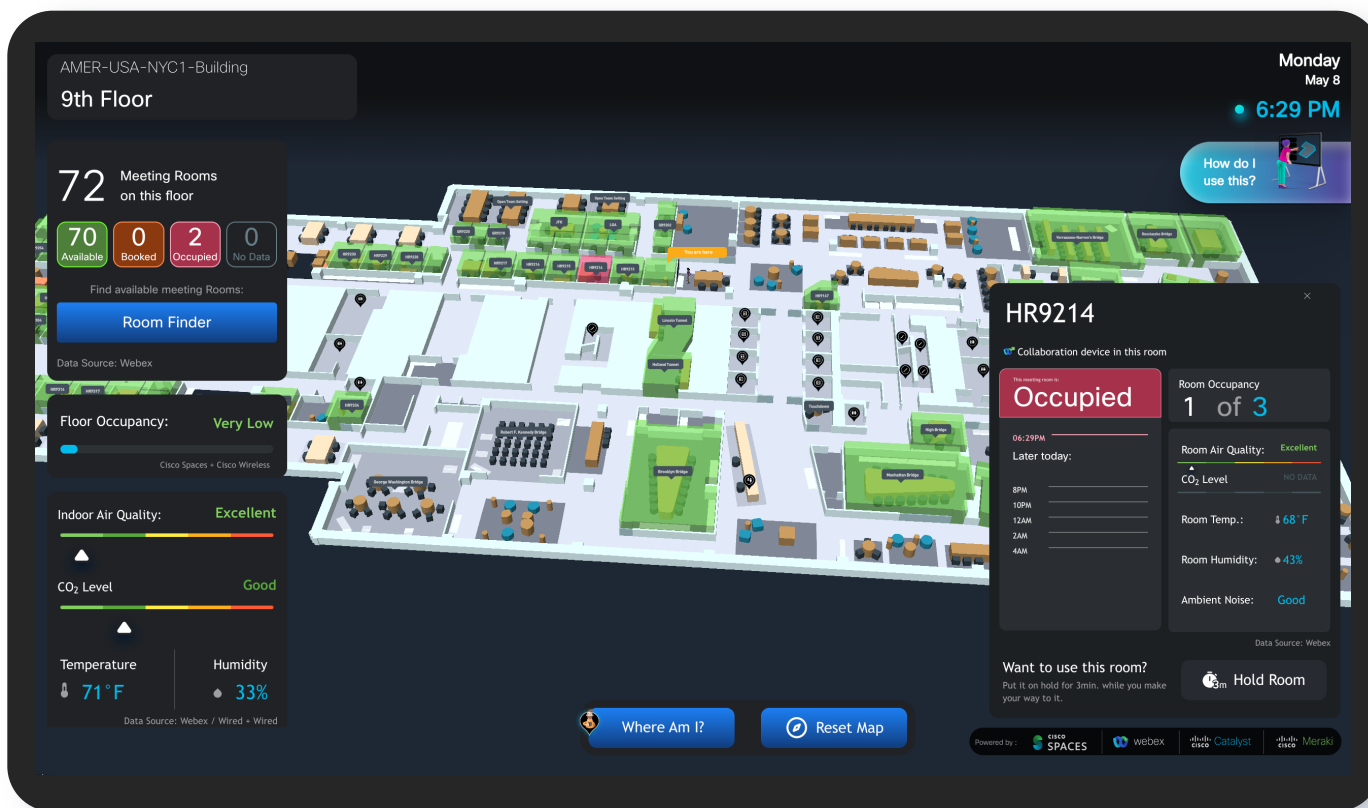
SURVEILLANCE / OCCUPANCY

CONNECTIVITY / SENSING



KIOSK / DIGITAL SIGNAGE

Smart Workspaces – Rich Map



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Your Network as a Sensor

With

CISCO SPACES

 Catalyst

 Meraki

 webex

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Cisco Catalyst Access Points

Sensor for ...

- Occupancy
- Air Quality, Temperature, Humidity
- As a BLE Gateway



Cisco Catalyst Switches

Sensor for ...

- Wired IoT Gateway
- Occupancy & Energy Analytics



Cisco Meraki Access Points

Sensor for ...

- Occupancy
- Meraki Things gateway



Meraki Things and Vision

Sensor for ...

- MT for Temperature, Humidity and Air quality
- MV for counting and MT gateway



Webex Room Devices

Sensor for ...

- Room Occupancy
- People Count
- Ambient Noise



Webex Navigator

Sensor for ...

- Temperature, Humidity
- Indoor Air Quality



Webex Board / Desk Pro

Sensor for ...

- People count, Ambient Noise,
- Temperature, Humidity, Indoor Air Quality



Wired & Wireless Third Party Sensors

Sensor for ...

- Occupancy, Co2, Temp, Humidity, air quality, noise levels, etc.

NSD5
Thursday
February 23
10:39 AM

NSD5-24

16 Meeting Rooms on this floor

4 Available

4 Booked

8 Occupied

0 No Data

Find available meeting Rooms:

Room Finder

Data Source: Webex

Floor Occupancy: Very Low

DNA Spaces + Cisco Wireless

Indoor Air Quality: Excellent

Temperature

20°C

Humidity

65%

Data Source: Webex

Reset Map

Aironet

Collaboration device in this room

This meeting room is: Occupied

Room Occupancy: **2 of 12**

Room Air Quality: **Excellent**

CO₂ Level: **NO DATA**

Room Temp.: **22°C**

Room Humidity: **62%**

Ambient Noise: **Quiet**

Data Source: Webex

Want to use this room?

Put it on hold for 3min. while you make your way to it.

Hold Room

Powered by:

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TECCOL-2457

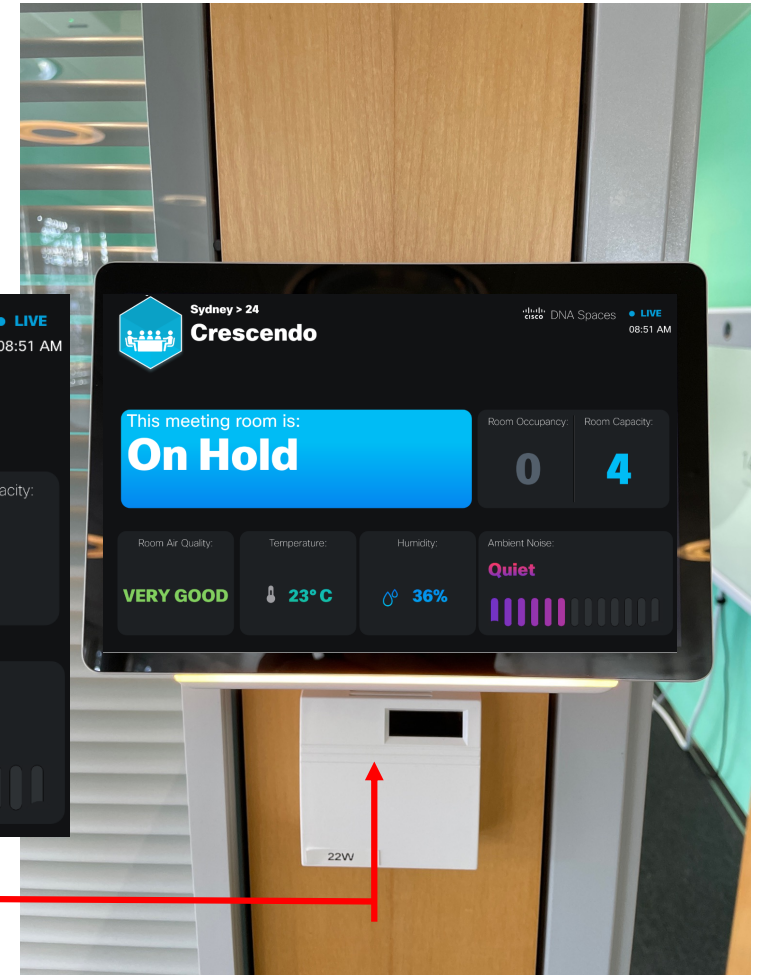
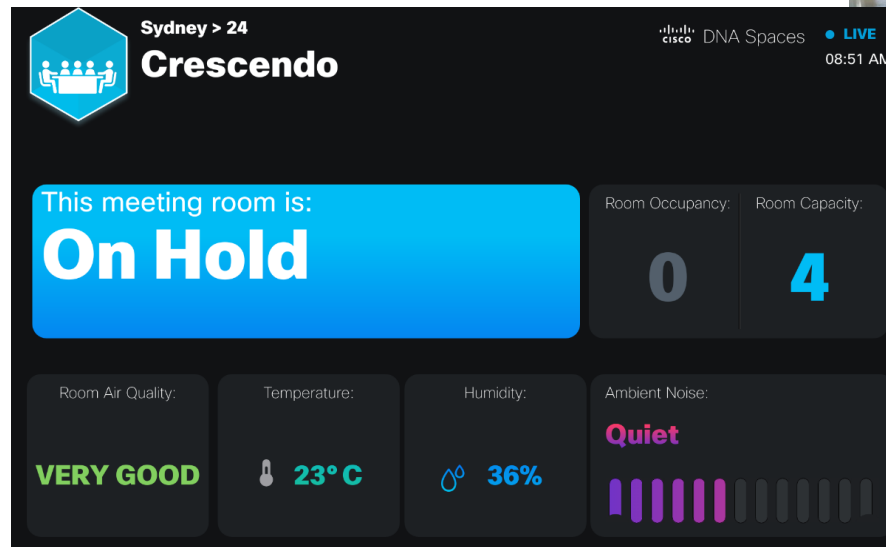
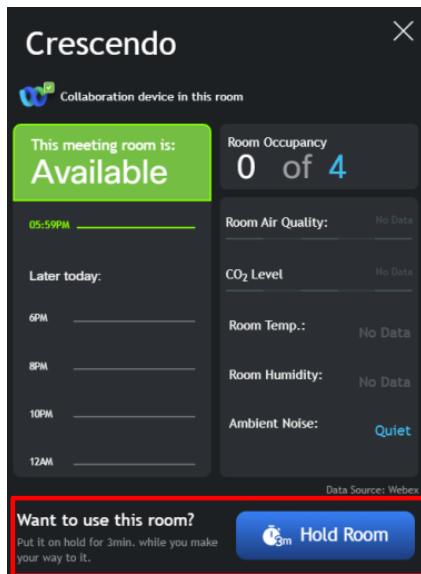
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Persistent WebApp on Navigator panels

Show room environmental metrics and occupancy/booking

Blue “Hold” button on the Cisco Spaces will change Navigator LED color to blue



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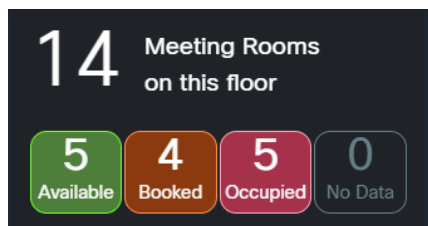
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Webex Device Telemetry mapped to Rich Map

People Presence
Detection

Hybrid Calendar
Booking Status



Growth Park Collaboration device in this room

This meeting room is: **Available**

Room Occupancy: 0 of 12

Room Air Quality: Excellent

CO₂ Level: NO DATA

Room Temp.: 22°C

Room Humidity: 69%

Ambient Noise: Quiet

Later today:

2PM —————

4PM — [Booked] —————

6PM —————

8PM —————

Want to use this room? Put it on hold for 3min. while you make your way to it. **Hold Room** 3m

Data Source: Webex

Workspace Capacity

Current People Count
(in and off of call)

Environmental Metrics
(from Navigator / Board Pro
or Desk Devices)

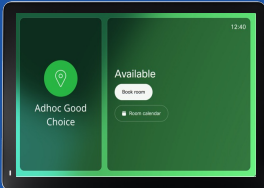
Ambient Noise

**Need to be enabled on Devices or in
Global Workspace Settings*

Ambient Noise Estimation
People Count Out Of Call
People Presence Detector

Smarter Room Booking

Ad Hoc /
On-Site
Only
Booking



Room
Booking (w/
check-in*)



Inside &
Outside

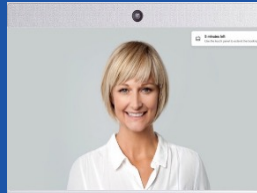
Voice
Assistance



Room
Status
Visibility



Meeting
Reminders



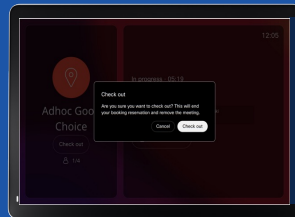
Frictionless
Meeting
Extension



Room
Booking
Automation



Ghost
Meeting
Release



Persistent
Web
Apps



Room booking automation macros

Auto Book Room

Book a room simply by walking in (people count)

Ghost Meetings Release

Free up the room when no one shows up to a meeting

<https://roomos.cisco.com/macros>

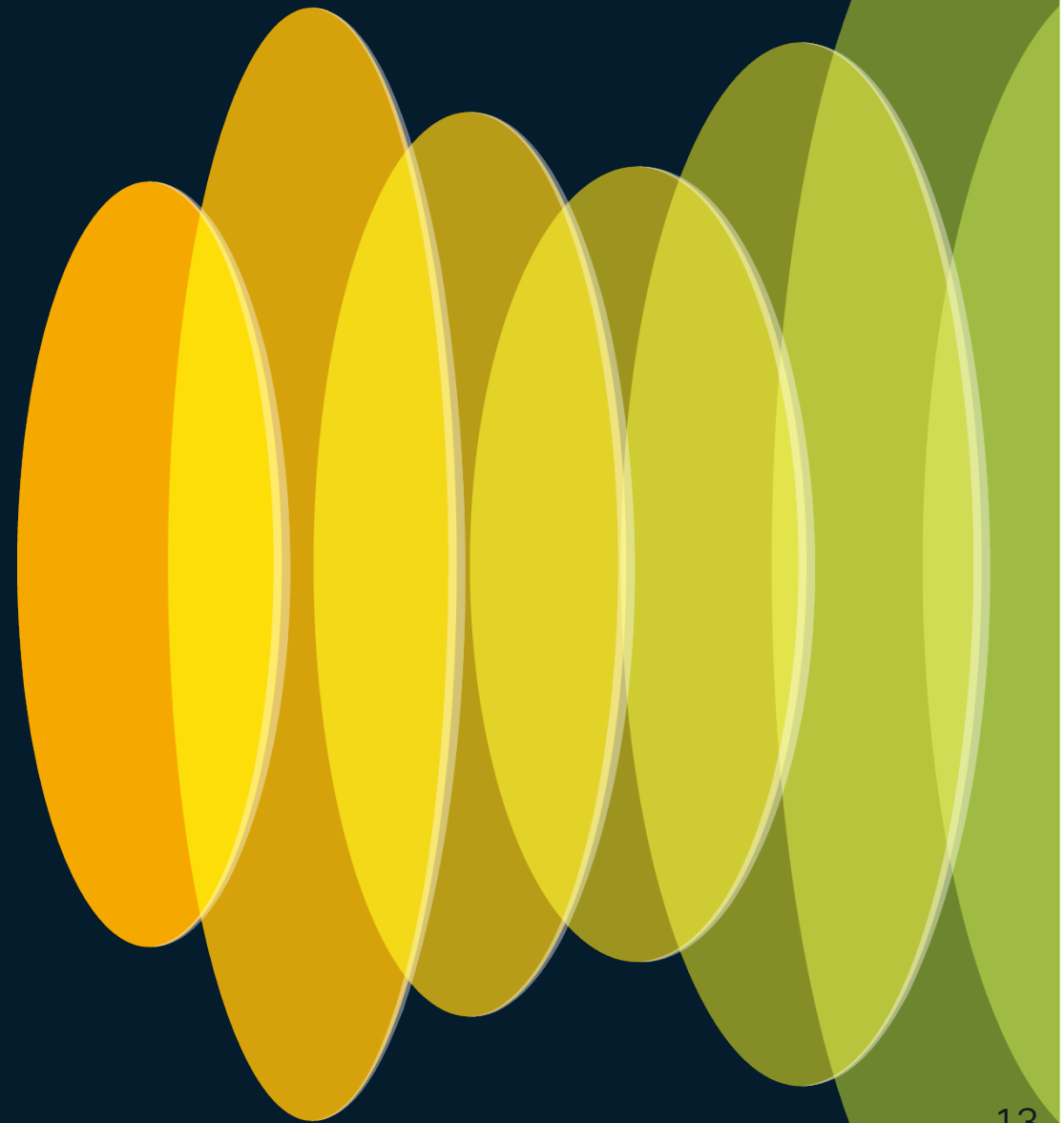
OR

<https://github.com/CiscoDevNet/roomdevices-macros-samples>

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Microphone



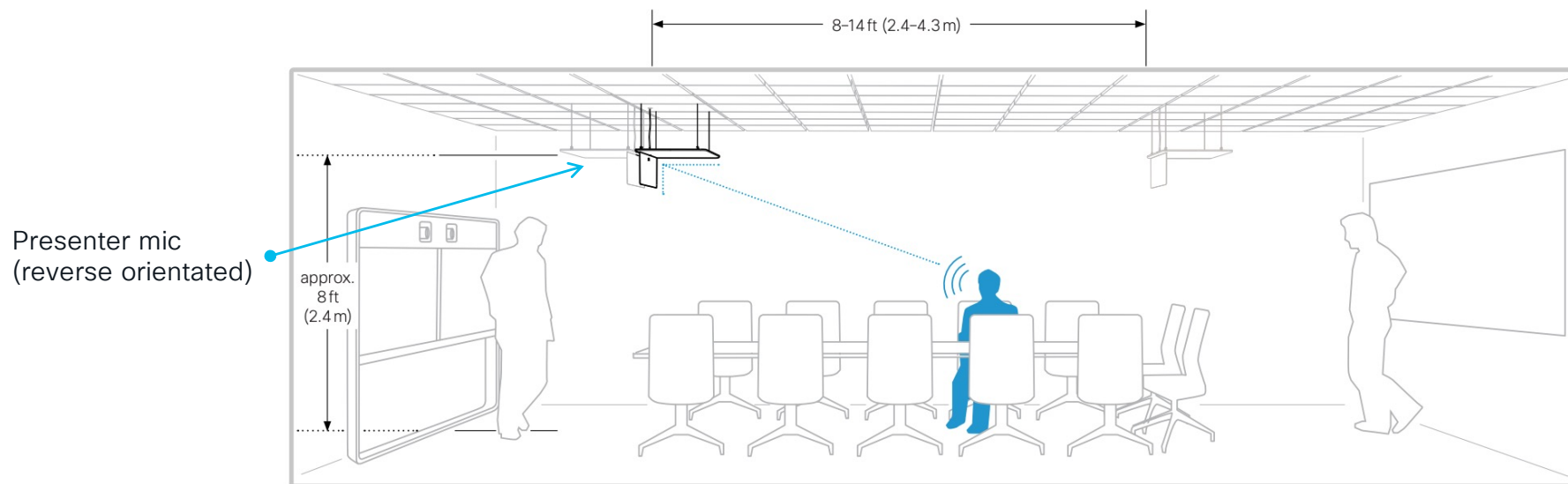
Cisco Microphones

- Cisco Table Mic (analog)
 - Table Mic E with Euroblock/phoenix connector
 - Table Mic J with 4-pin mini jack
- Cisco Table Mic Pro
 - Audio over IP connected
- Cisco Ceiling Mic (analog)
 - Ships with ethernet to Euroblock and ethernet to 4-pin mini jack connectors



Cisco Ceiling Microphone

Placement best practice



Whereas the Table Mic has a circular pickup pattern covering a full 360-degrees, the Ceiling Mic is designed with a semi-circular pickup pattern covering 180-degrees. Maximum radius is approx. 4m (~14 feet). Ceiling height is also an important consideration with the ideal height being between 2.1m-2.4m (~7 feet to ~8 feet).

Remember: If installing as a Presenter mic, then approx. 1.5m (~5 feet) from the device is recommended. Acoustic damping in the workspace also plays a key part. Rooms with less damping may require that the microphones are placed closer together (this may also mean additional microphones are needed)

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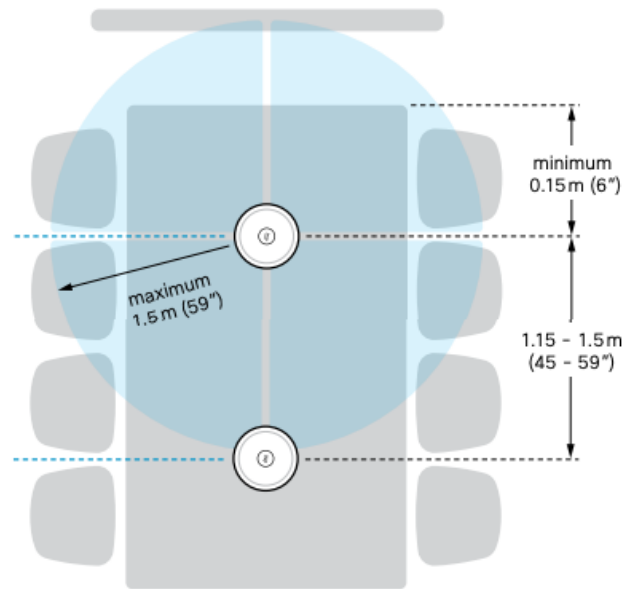
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Table Microphone Pro

Microphone placement

Cisco Table Mic have around a 1.5m (~59") pickup radius. Best placement is positioned between seats (not directly in front of)

Ideal placement for Table Mic Pro is recessed into the table. This makes calculation of number of mics and placement even more critical



Microphones should be no less than 15cm (~6 inches) from the edge of the table

Wider tables may require a second row of microphones to maintain the pickup radius in relationship to the microphone <-> chair.

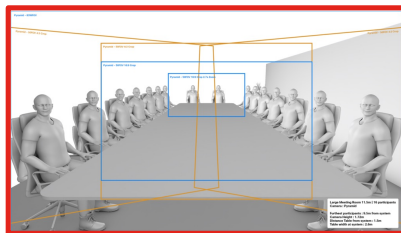
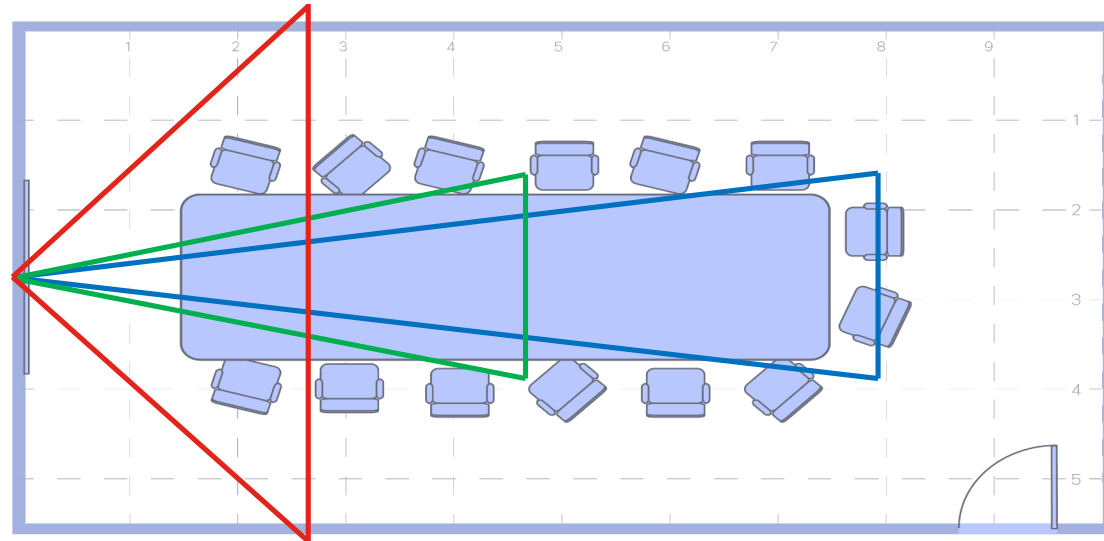
Point to note: Table Mic Pro has a larger pickup area vs Table Mic which can allow for wider spaces between microphone placement

Follow the centerline of the table for even placements

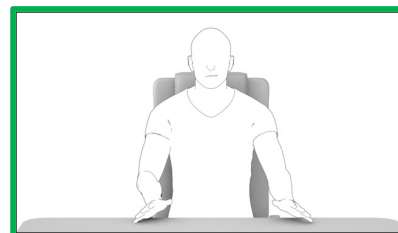
Camera

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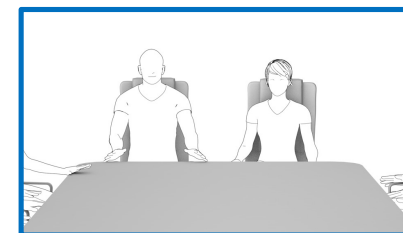
<https://collabexperience.com>



Best overview

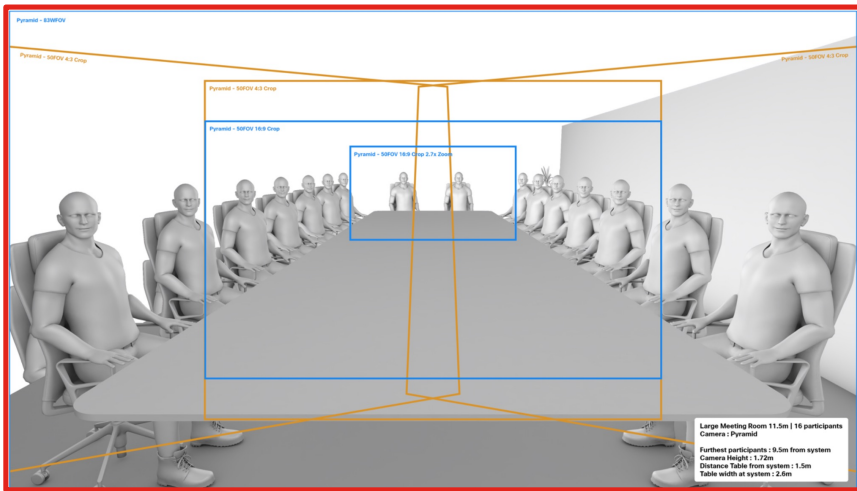


Single Person Frame

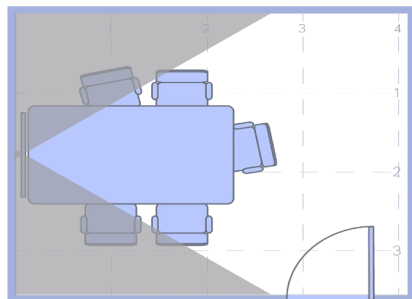
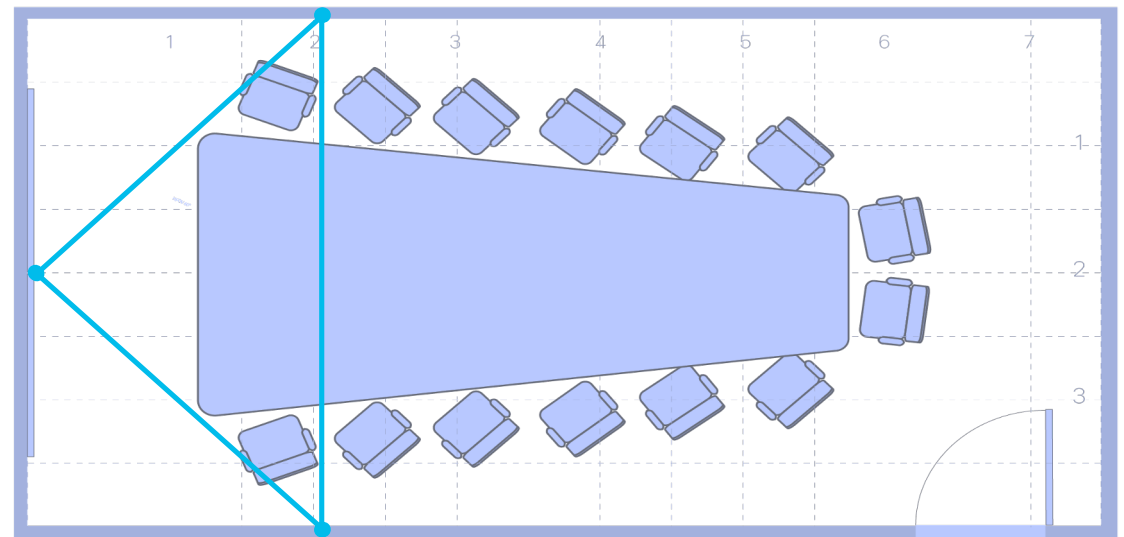


Two Person Frame

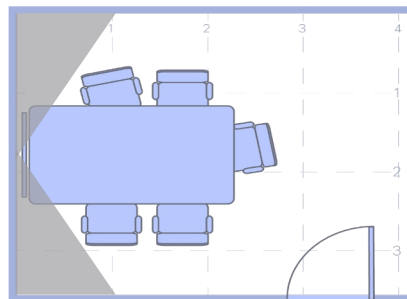
Best Overview – how close can you be?



Best Overview



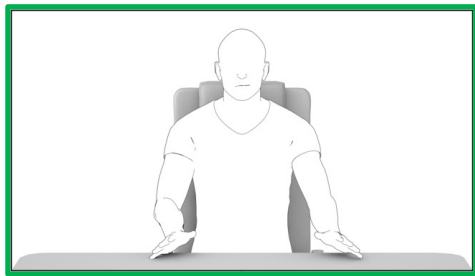
70 deg FOV



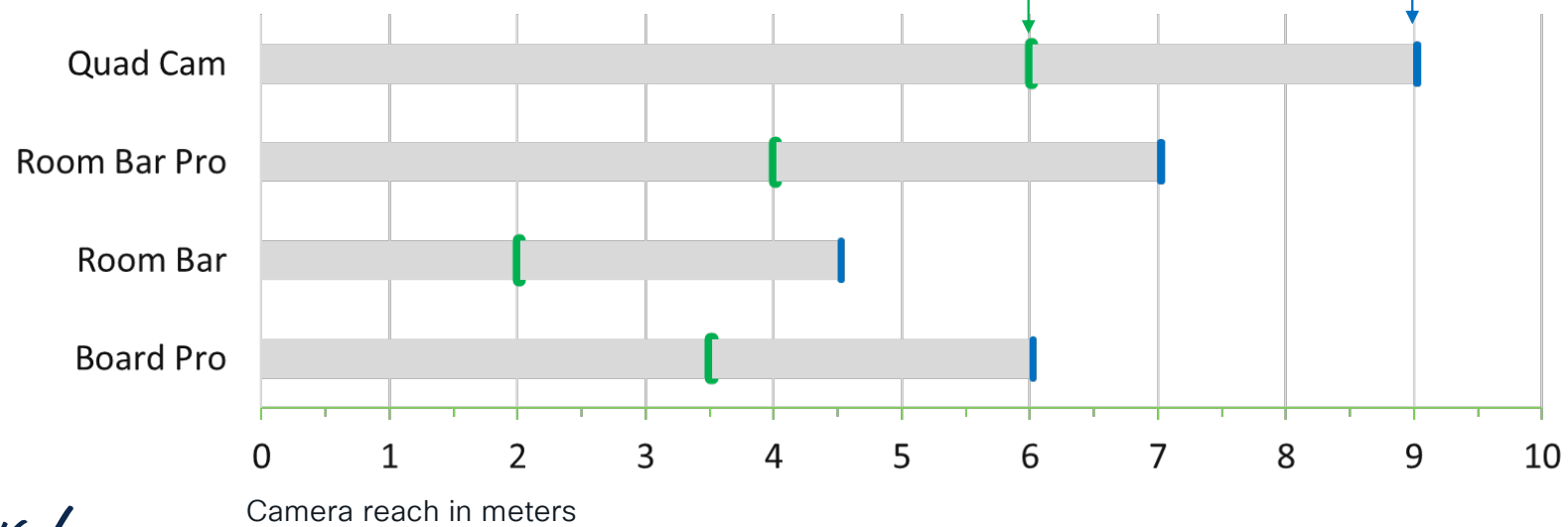
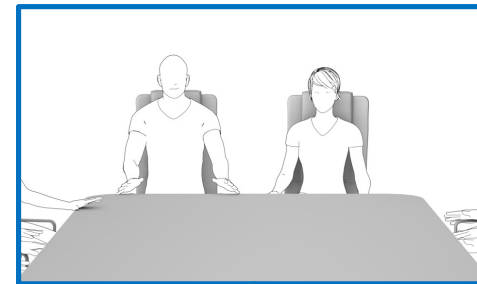
120 deg FOV

Camera Reach

Single person frame

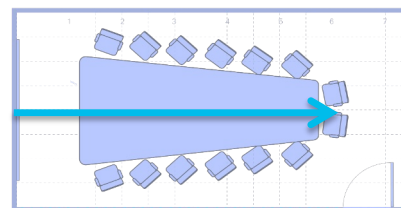
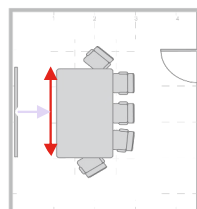


Two-person frame



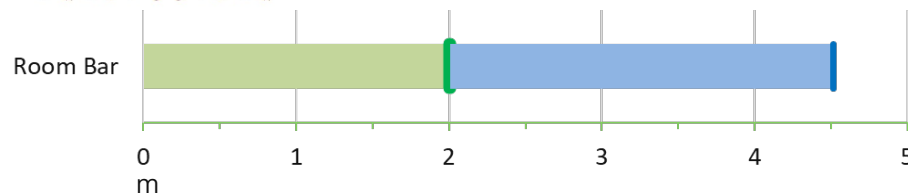
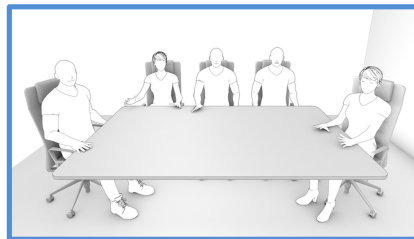
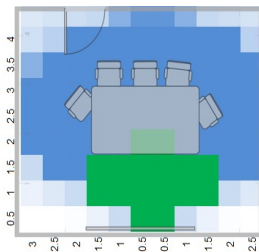
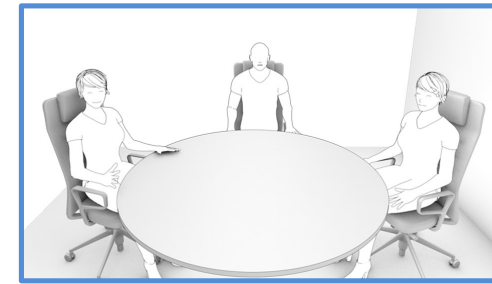
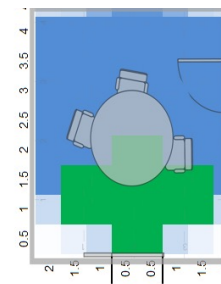
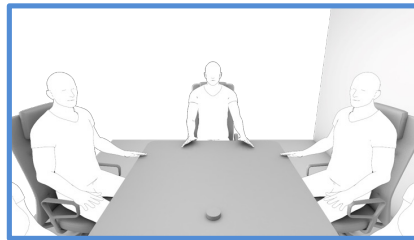
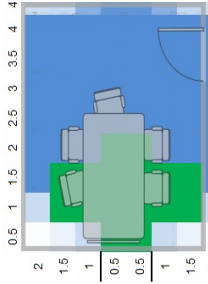
Camera Reach

	Width @1Meter	Single person frame (up to)	Two person frame (up to)
Board Pro	3.5m (11.5 ft)	3.5m (11.5 ft)	6m (20 ft)
Room Bar	3.5m (11.5 ft)	2m (6.5 ft)	4.5m (15 ft)
Room Bar Pro/Board Pro G2	3m (10 ft)	4m (13 ft)	7m (23 ft)
Quad Camera	1.8m (6 ft)	6m (20 ft)	9m (30 ft)



Camera Reach

Room Bar



Room Bar

Last updated version 26-Aug-23

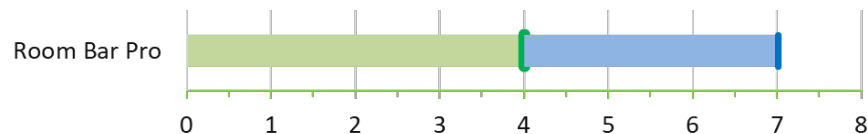
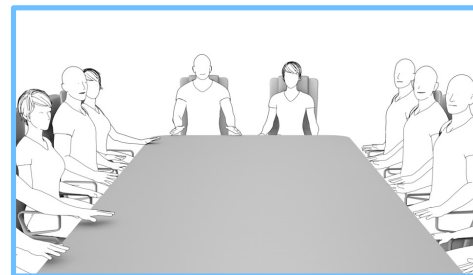
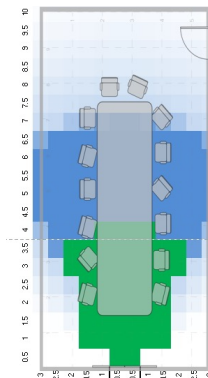
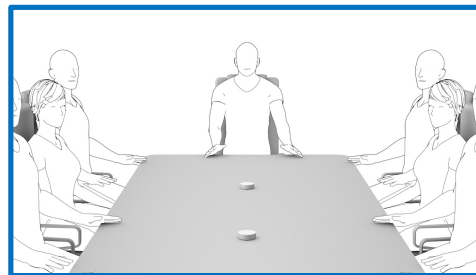
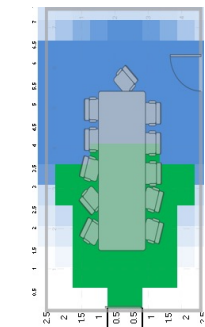
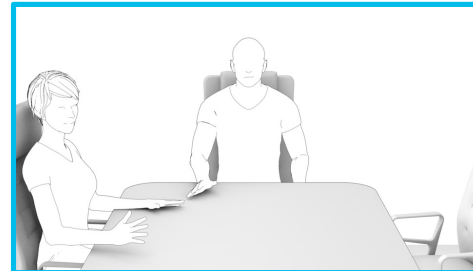
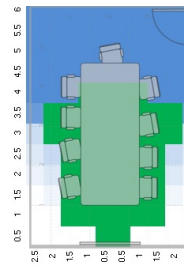
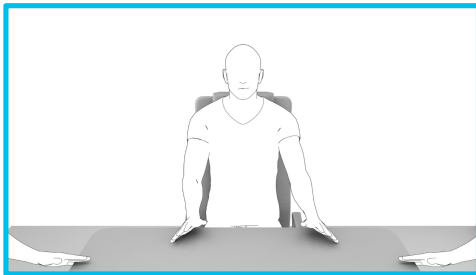
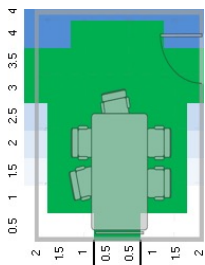
HFOV	HFOV
Wide camera	120 deg

Zoom	
Max Speaker Track Zoom	3.0 X
Max Manual Zoom	5.0 X

Reach	ft	mts
Width of table at 1 mt	11 ft	3.5 m
Single person frame	7 ft	2. m
Two person frame	15 ft	4.5 m

Camera Reach

Room Bar Pro/Board Pro G2



Room Bar Pro

Last updated version 26-Aug-23

HFOV	HFOV
Wide camera	112 deg
Far camera	70 deg

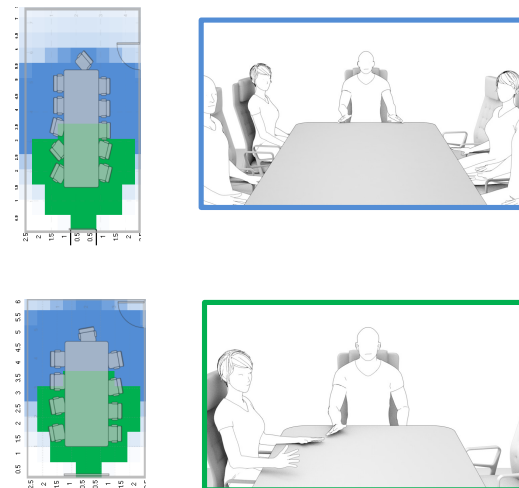
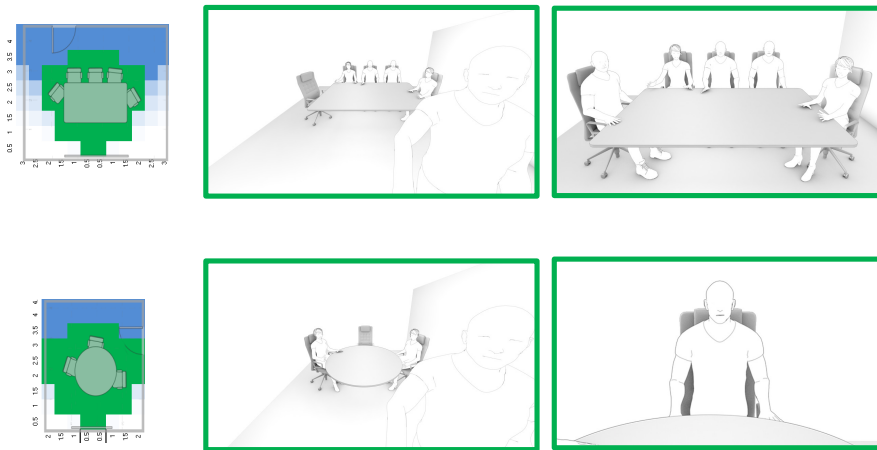
Zoom	
Max Speaker Track Zoom	2.3 X
Max Manual Zoom	5.0 X

Reach	ft	mts
Width of table at 1 mt	10 ft	3. m
Single person frame	13 ft	4. m
Two person frame	23 ft	7. m

For reference

Camera Reach

Board Pro G1



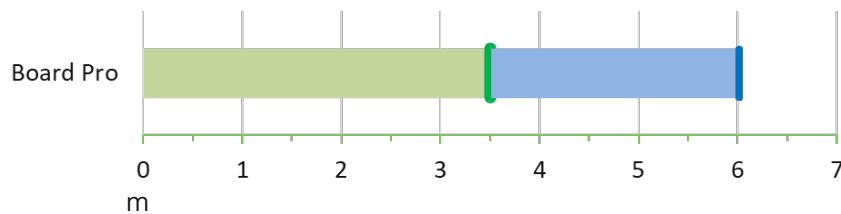
Board Pro

Last updated version 26-Aug-23

HFOV	HFOV
Wide camera	120 deg
Far camera	85 deg

Zoom	
Max Speaker Track Zoom	3.0 X
Max Manual Zoom	5.0 X

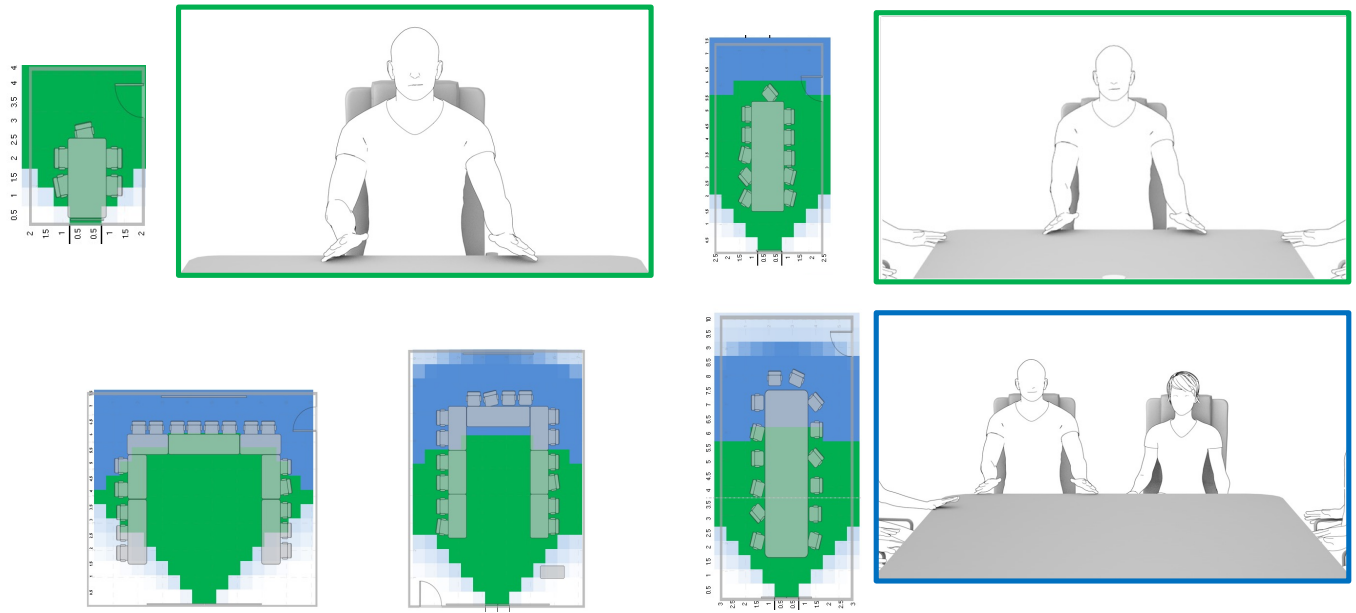
Reach	ft	mts
Width of table at 1 mt	11 ft	3.5 m
Single person frame	11 ft	3.5 m
Two person frame	20 ft	6. m



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Camera Reach

Quad Camera



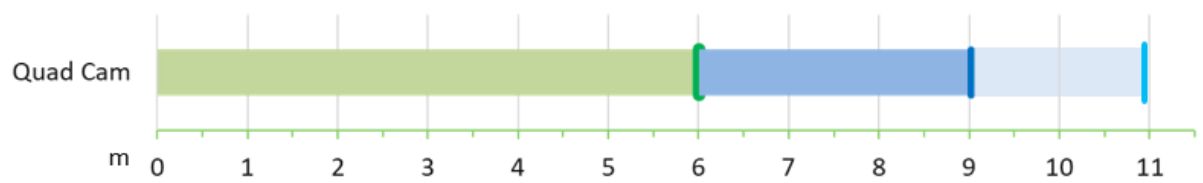
Quad Cam

Last updated version 26-Aug-23

HFOV	HFOV
Wide camera	83 deg
Far camera	94 deg

Zoom	
Max Speaker Track Zoom	2.7 X
Max Manual Zoom	2.7 X

Reach	ft	mts
Width of table at 1 mt	6 ft	1.8 m
Single person frame	20 ft	6. m
Two person frame	30 ft	9. m
Extended Zoom Range	38 ft	11.5 m



NOTES:
 Quadcam has 3 overlapping telenses, each with 40 HFOV composing 94 total HFOV
 Enable extended Zoom Range:
 xConfiguration Cameras SpeakerTrack ZoomRange: Extended/Standard

Camera Reach

PTZ4K and P60

PTZ 4K

Last updated version 12-Jul-23

Max Zoom Far Camera

1080p zoom	24.0 X
720p zoom*	36.0 X
Max Manual Zoom	240.0 X

Width of table at 1 mt	1.4 m	5 ft
Single person frame	36. m	118 ft
Two person frame	54. m	177 ft

P60

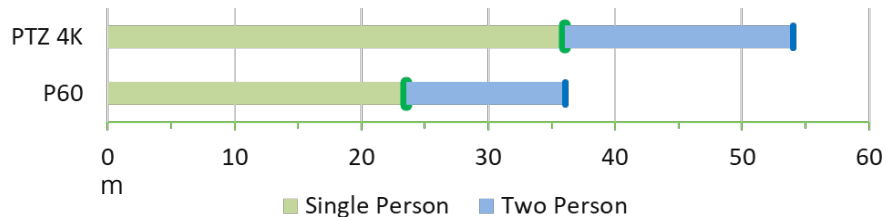
Last updated version 12-Jul-23

Max Zoom Far Camera

1080p zoom	20.0 X
Max Manual Zoom	20.0 X

Width of table at 1 mt	1.8 m	6 ft
Single person frame	23.5 m	77 ft
Two person frame	36. m	118 ft

	PTZ4K	P60
Max Optical Zoom	12 X	10 X
Max Digital Zoom	20 X	2 X
Max Total Zoom	240 X	20 X



- Cisco PTZ4K and P60 do not have built-in speaker track functionality
- Extended reach together with a Quad Camera will enable speaker track functionality on PTZ4K
- Distances displayed on this table assume a quality of 1080p or superior at reasonable distances. Longer distances are reachable with high dependency on illumination conditions
- Presenter track can be enabled with a Codec Plus, Pro, EQ or Board Pro

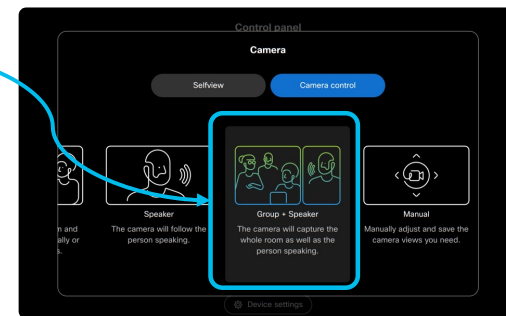
Subject to change

Multi-camera Group and Speaker View

RoomOS July (beta)

- Designed to provide a 'group' view of the space plus an additional stream with the active speaker.
- Supported initially on Cisco Bar Pro and Board Pro G2
- Support only within Webex meeting on devices
 - Cloud registered
 - Webex Edge for Devices with Optimized Join
 - Webex app support expected later this calendar year

Sending side activation



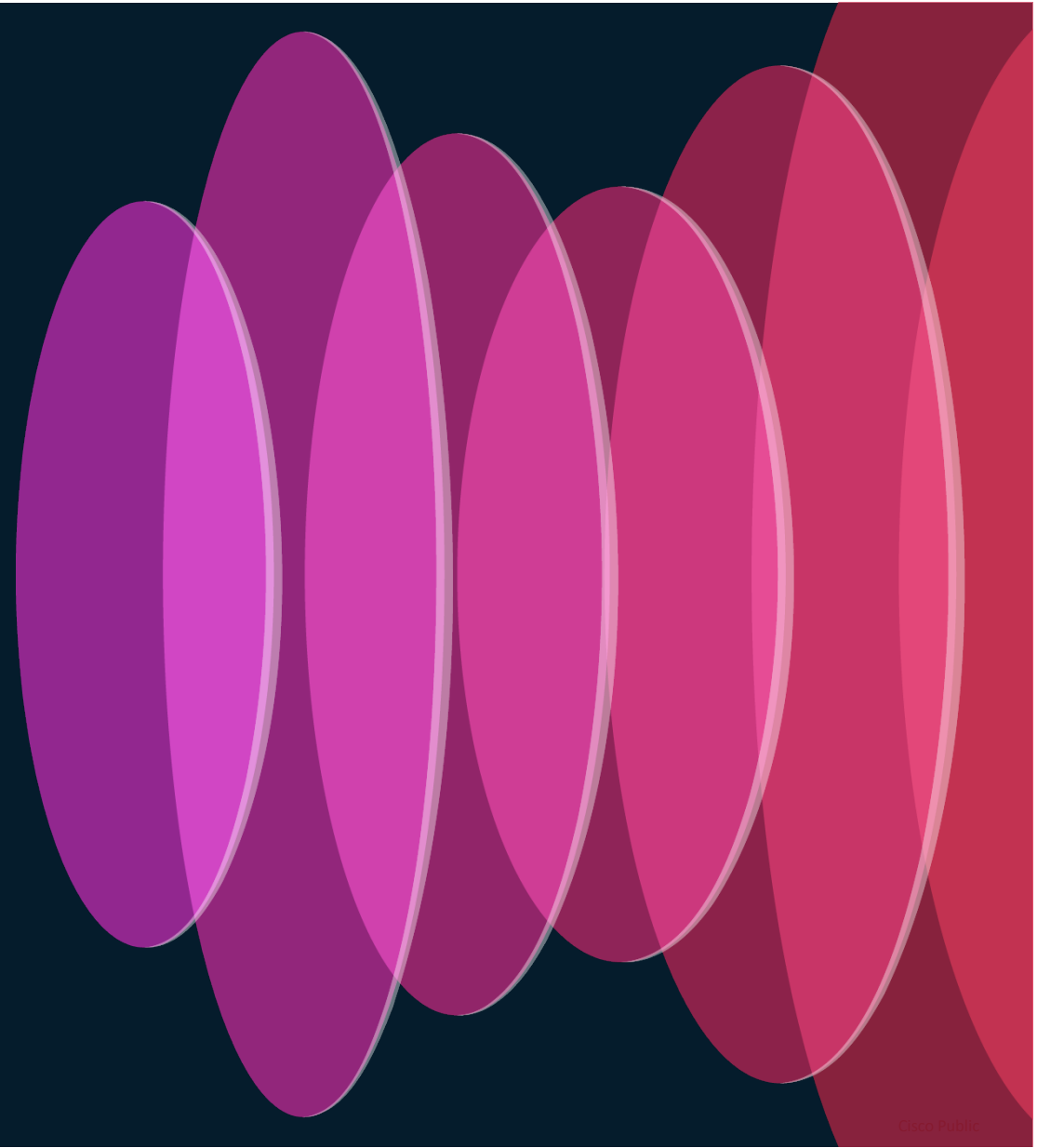
Receiving side: Group view Active speaker



Cinematic Meetings

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Cinematic Meetings is not an actual feature – It is an experience made up of several features



Cinematic Meetings Experience

Meeting zones

Enable distraction-free meetings in glass-walled meeting rooms by only framing and tracking people within predefined perimeters



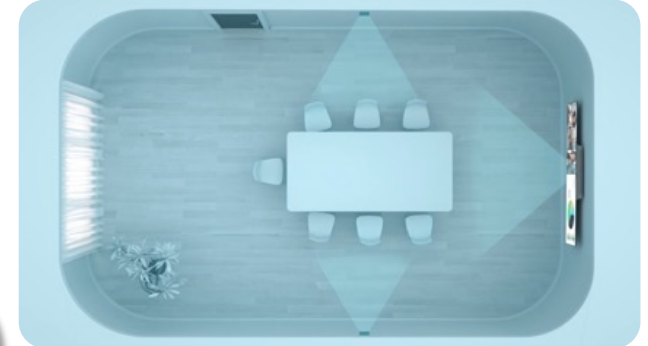
Multi-camera speaker view

Dynamic switching between the built-in camera system and the PTZ 4K Camera for extended reach and high-quality framing



Multi-camera cross-view

Show the best view of in-room participants across the table through adaptive, AI-directed framing for true-to-life meetings.



Cinematic Meetings Experience

Presenter & audience view

Run engaging local, remote and hybrid sessions with AI presenter tracking, camera switching and multi-stream video intelligence



Frames & people focus

Ensure everyone is equally seen in the meeting with AI people cropping and augment the experience with intelligent video layouts on Webex



Campfire

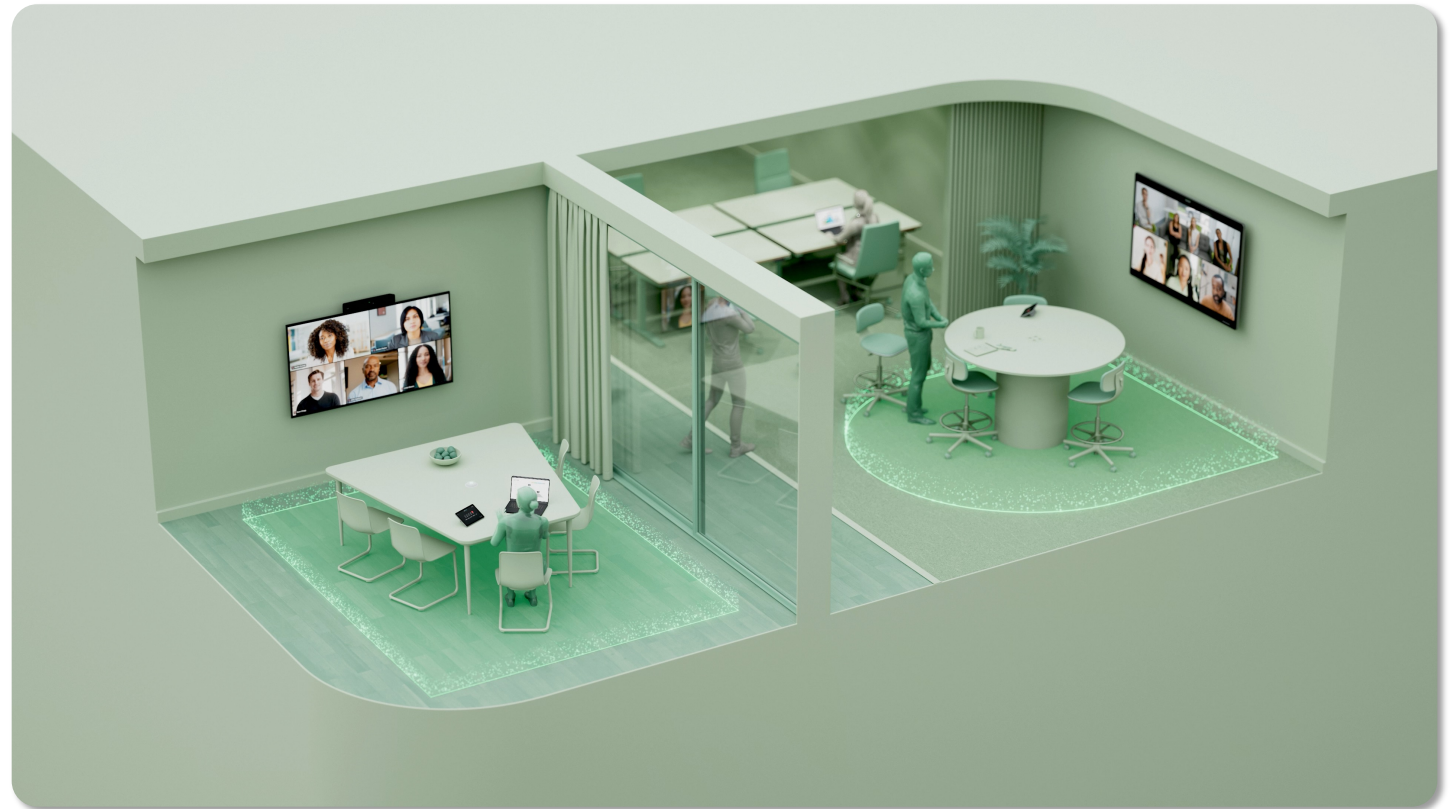
Bring an inclusive experience to executive meetings with a purpose-designed setup with multiple codecs, cameras and screens.



Cinematic Meetings

Meeting Zone

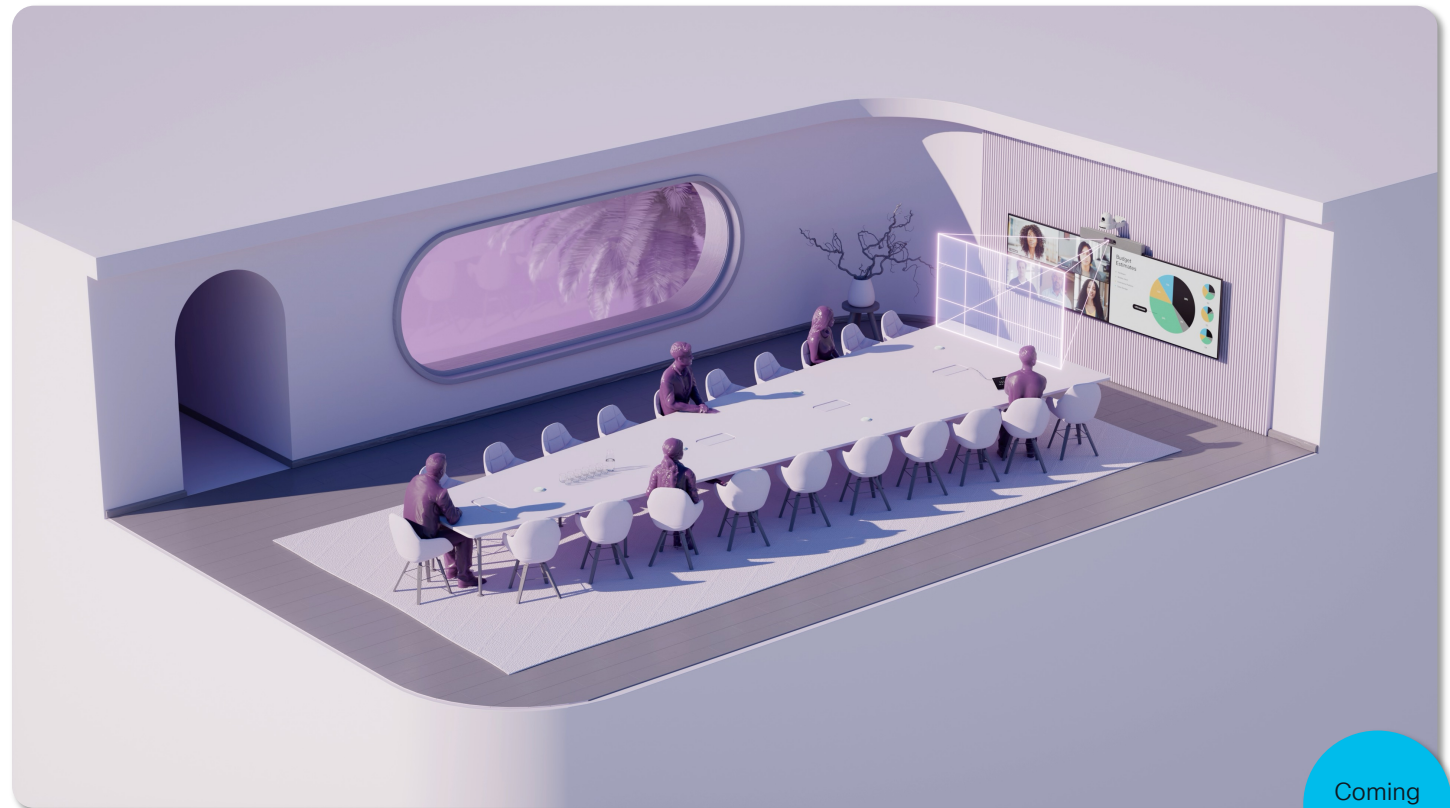
- Configurable from the UI of the Cisco device
- Supported on Desk, Board and Room series.
- xAPI also available for deployment



Cinematic Meetings

Multi-camera Speaker View

- Also known as Extended SpeakerTrack
- Quad Camera and PTZ4K will work together to switch between each other.
- Codec Pro and EQ based systems only.
- Expected to use Table Mic Pro to extend Speaker Track pickup area



Coming soon

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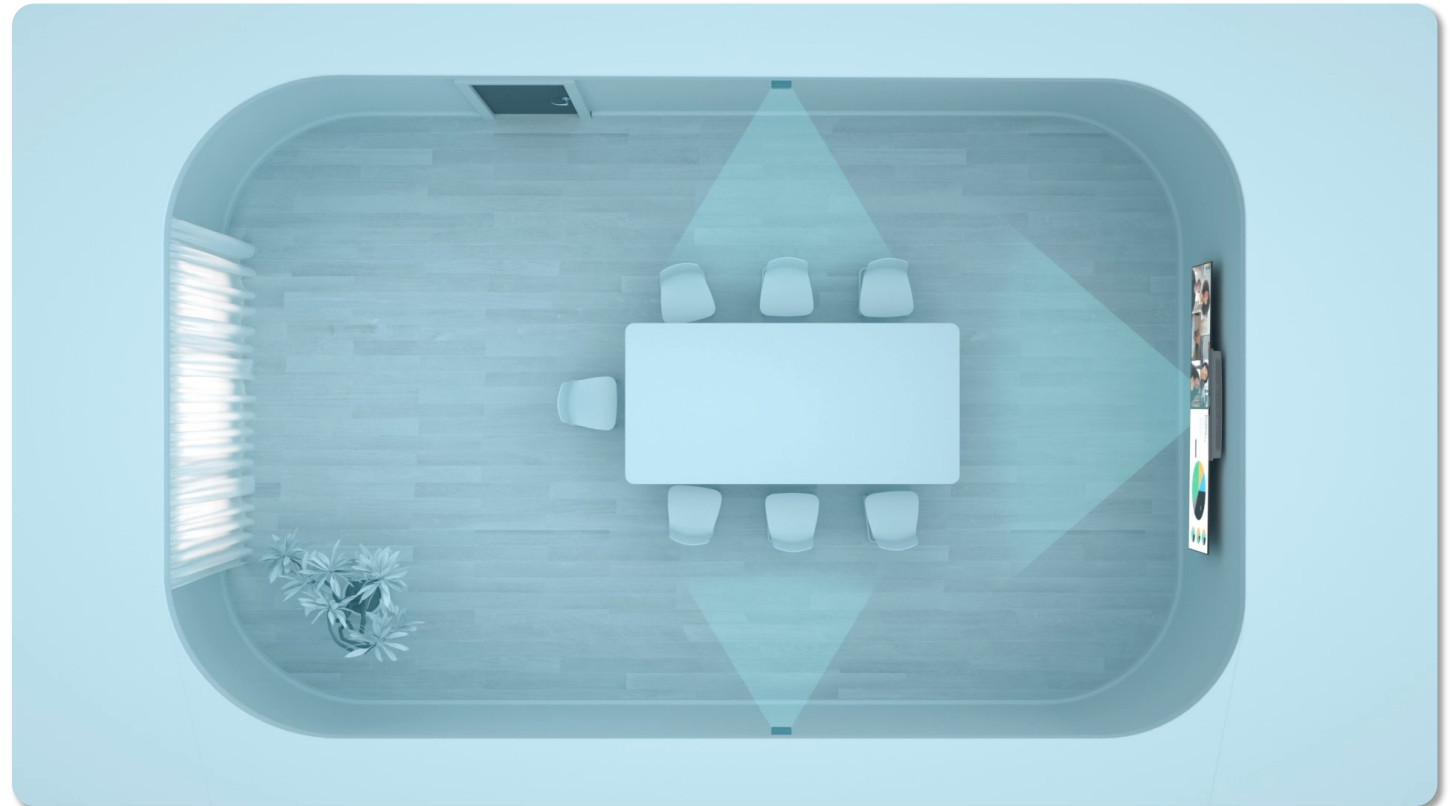
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Cinematic Meetings

Multi-camera Cross-view

- Quad Camera and PTZ4K camera setup
- Switching between main and sides
- Codec EQ based systems
- Table Mic Pro required



Cinematic Meetings

Presenter and Audience view

- Presenter and Audience setup designed to support Hybrid Events (for example training or town halls)
- Supported with RoomOS 11 on:
 - Codec EQ based systems
 - Codec Pro bases systems (not Panorama)
 - Room Kit Plus
 - Room 70 G1/G2 and Room 55 Dual
- Only supported in Webex meetings and SIP calls



Cinematic Meetings

Campfire

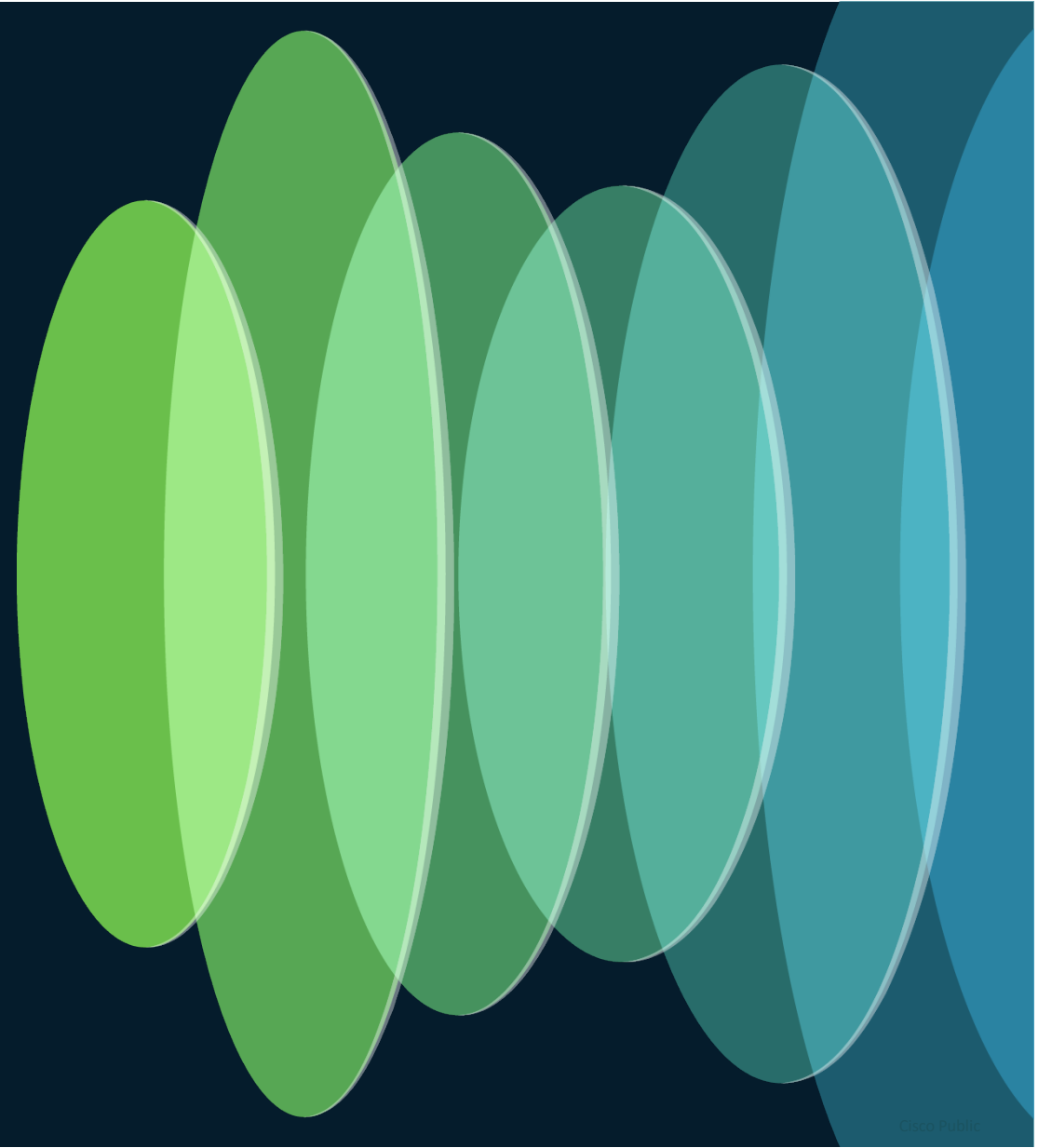
- Macro based solution based upon:
 - Multiple Quad Camera
 - Multi codec (EQ/Pro for example)
 - Furniture not part of the solution!
 - Not supported with MTR



Beyond the meeting room

CISCO *Live!*

Cisco Public



Kiosk Mode – What is it

Disable all non-video functions

Call

Whiteboarding

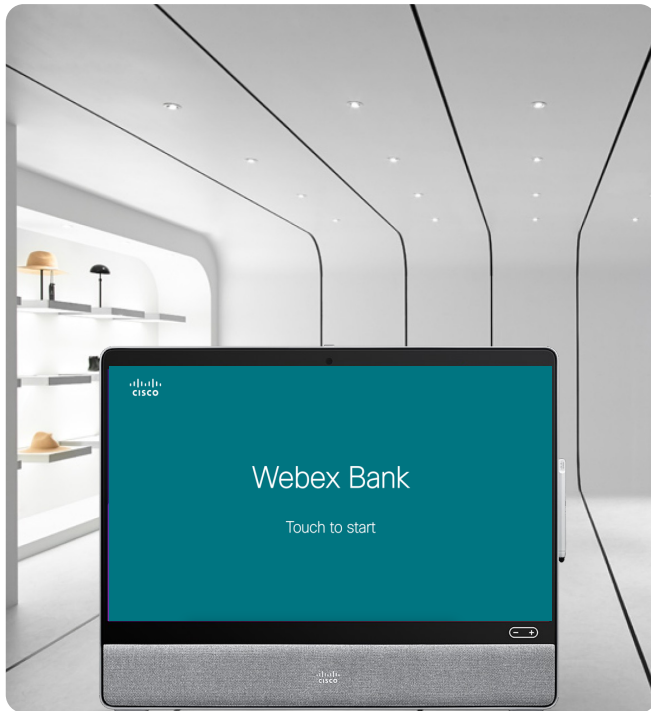
Screenshare



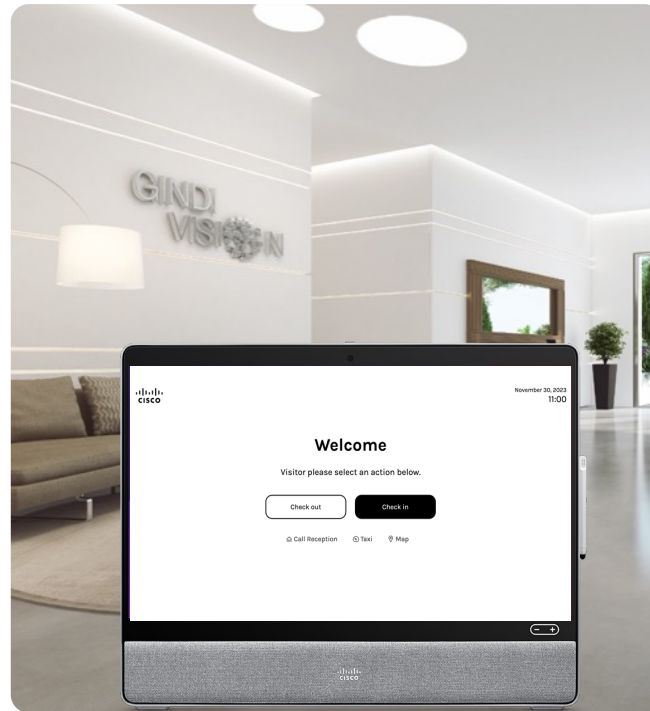
Settings

Swipe gesture

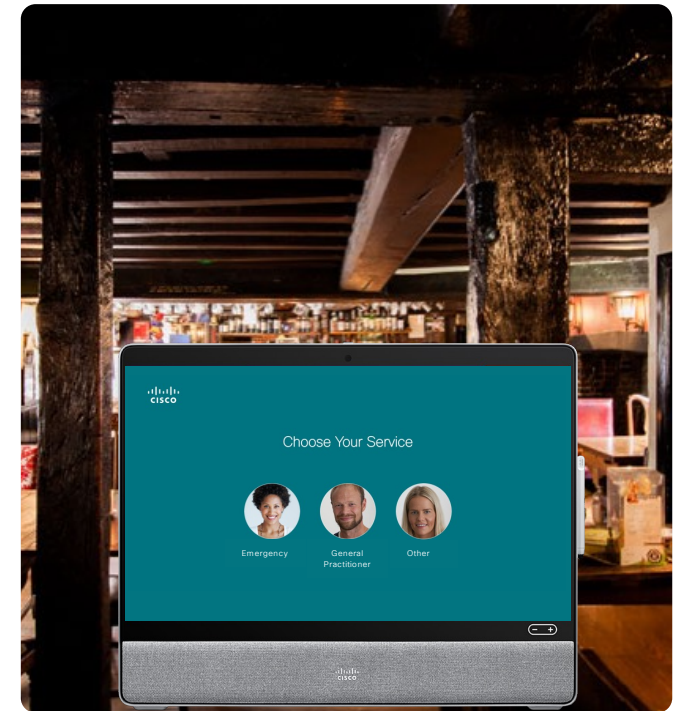
Kiosk Use Cases



Retail Store



Reception



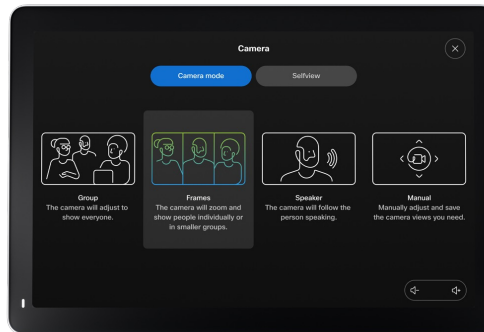
Telehealth

Persistent Web App

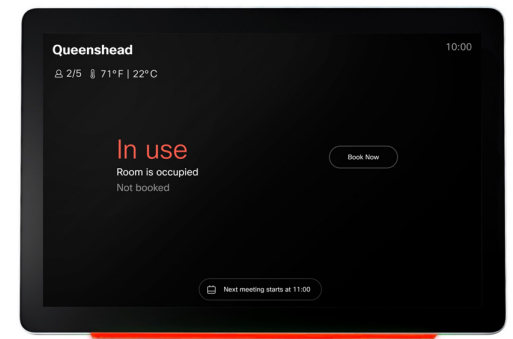
Room control



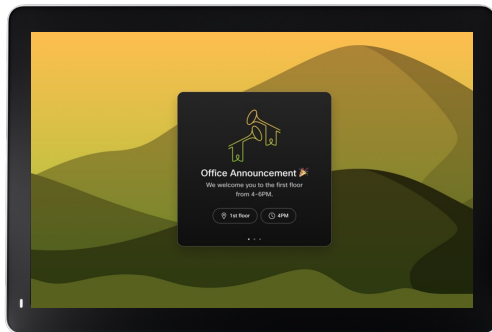
Conference control



Room booking

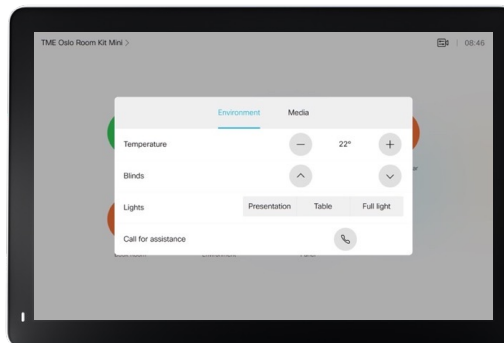


Digital signage



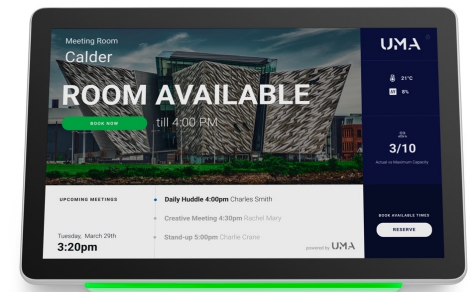
CISCO *Live!*

Sensors & Analytics



#CiscoLive TECOL-2457

Third-party experiences



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40 Cisco Public

A complete portfolio Microsoft Teams Rooms



Desk Pro

Teams Room GA now
Teams Display Q1 2024



Board Pro 55/75



Room Kit EQX

Now certified



Room Bar



Room Bar Pro

Now certified



Room Kit EQ



Room Kit Pro



Room Navigator

Teams Panel Q1 2024



Desk Camera
4K



Headset 320
Series



Headset 720
Series

Webex App

CISCO *Live!*

TECCOT⁴²

A single app for all your collaboration needs



Webex Suite



Meetings



Messaging



Calling



Webinars



Events



Whiteboarding



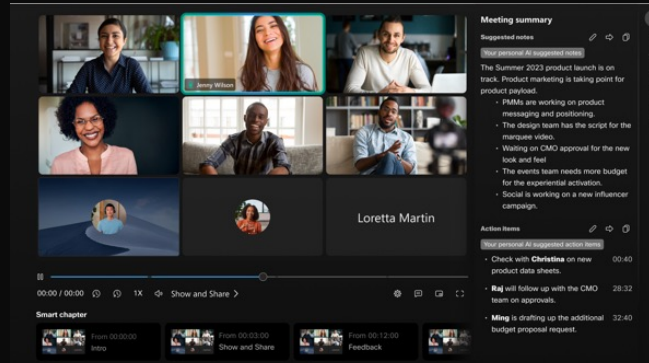
Polling



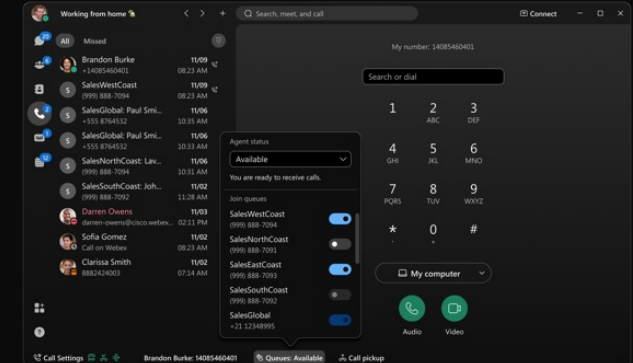
Video Messaging

Webex App

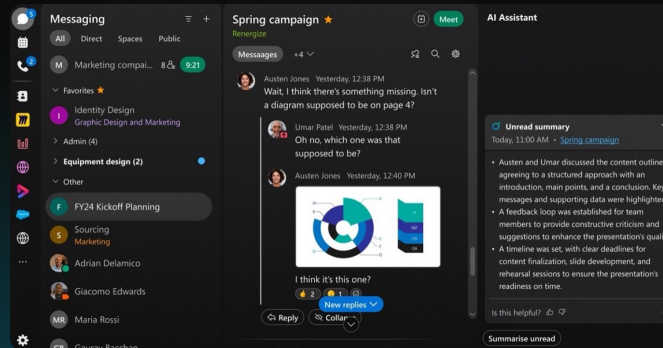
One app for all your collaboration needs



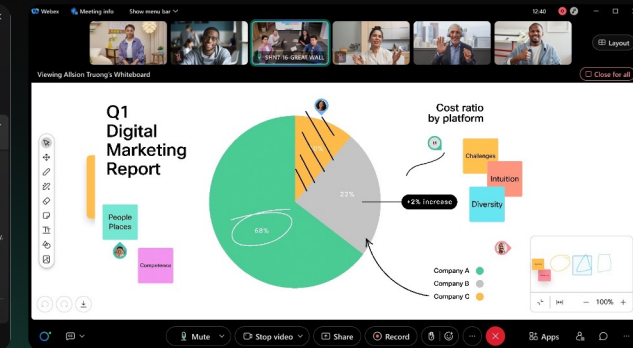
 Meetings




 Calling



 Messaging



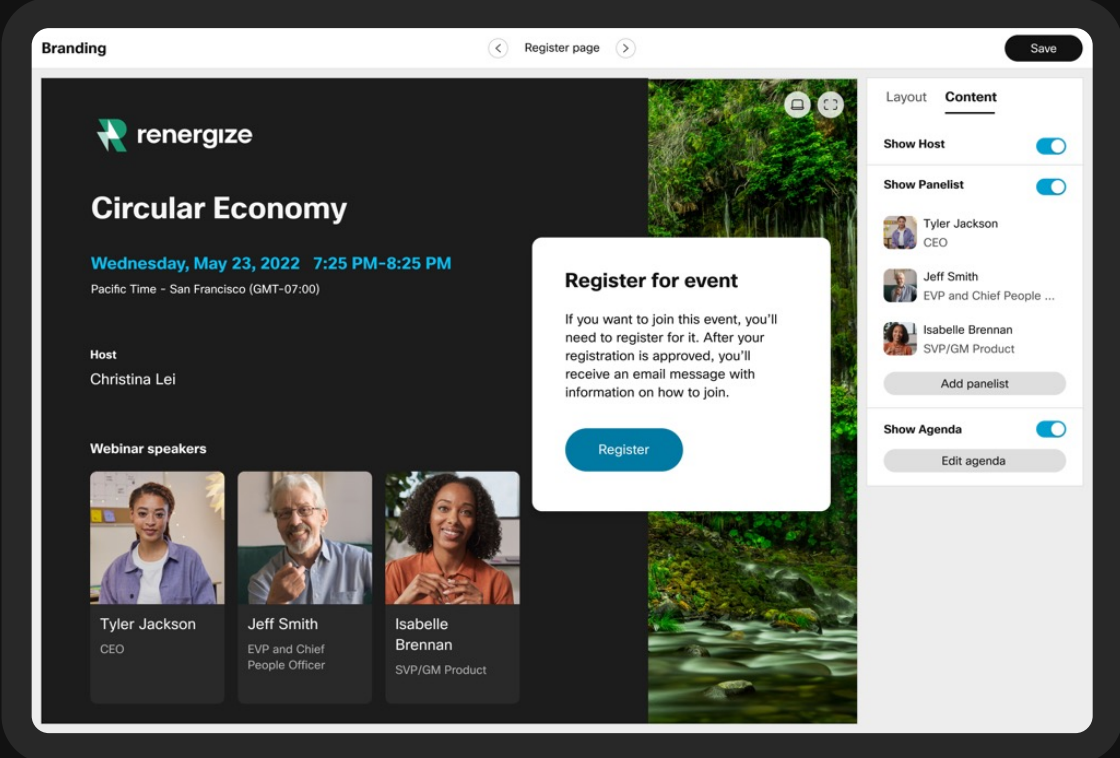
 Whiteboarding

Webinars



A scalable webinar platform for interactive experiences

Up to 100,000 simultaneous participants



Branding Register page Save

renergize

Circular Economy

Wednesday, May 23, 2022 7:25 PM-8:25 PM
Pacific Time - San Francisco (GMT-07:00)

Host
Christina Lei

Webinar speakers

- Tyler Jackson**
CEO
- Jeff Smith**
EVP and Chief People Officer
- Isabelle Brennan**
SVP/GM Product

Register for event

If you want to join this event, you'll need to register for it. After your registration is approved, you'll receive an email message with information on how to join.

[Register](#)

Layout **Content**

Show Host

Show Panelist

- Tyler Jackson**
CEO
- Jeff Smith**
EVP and Chief People ...
- Isabelle Brennan**
SVP/GM Product

[Add panelist](#)

Show Agenda

[Edit agenda](#)

End-to-end event management for in-person, virtual & hybrid



▶ Video Messaging



Stay in sync with fewer meetings

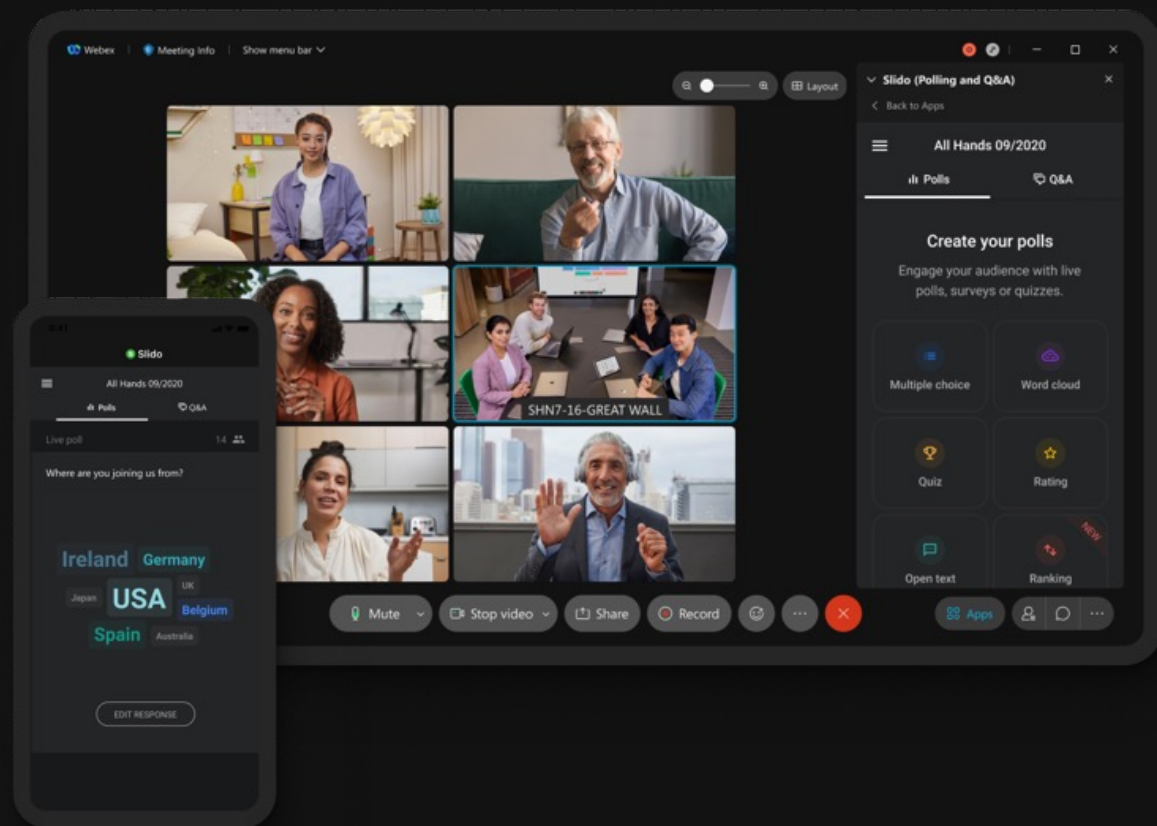
Record, edit and share short videos with Vidcast



✔ Polling

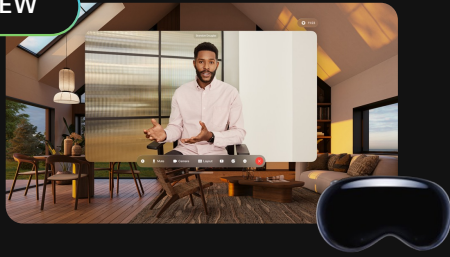
Keep audiences engaged

Energize your audience to participate in the conversation with live polling, Q&A, and more



Webex + Apple Integrations

NEW



Apple Vision Pro
Webex Suite*



Apple TV 4k
Collaborate on your biggest screen
Webex Suite*



Apple Watch
Hands-free collaboration
Webex Suite* | Webex Go



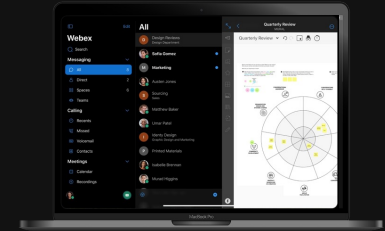
Apple iPad
Multi-tasking hybrid work
Webex Suite



Apple iPhone
Mobile camera share
Webex Suite | Webex Go



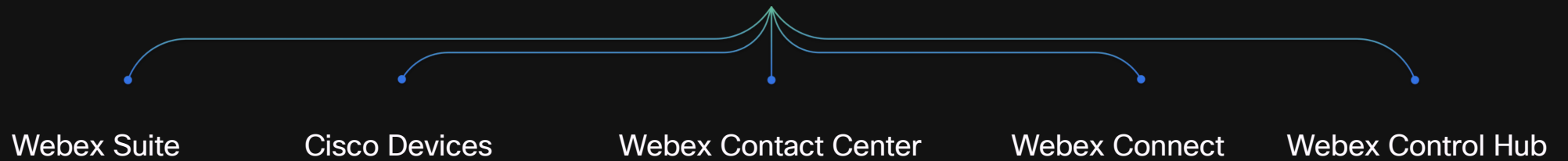
Apple CarPlay
On-the-go collaboration
Webex Suite* | Webex Go



Apple MacBook
Meet | Call | Message | Share
Webex Suite



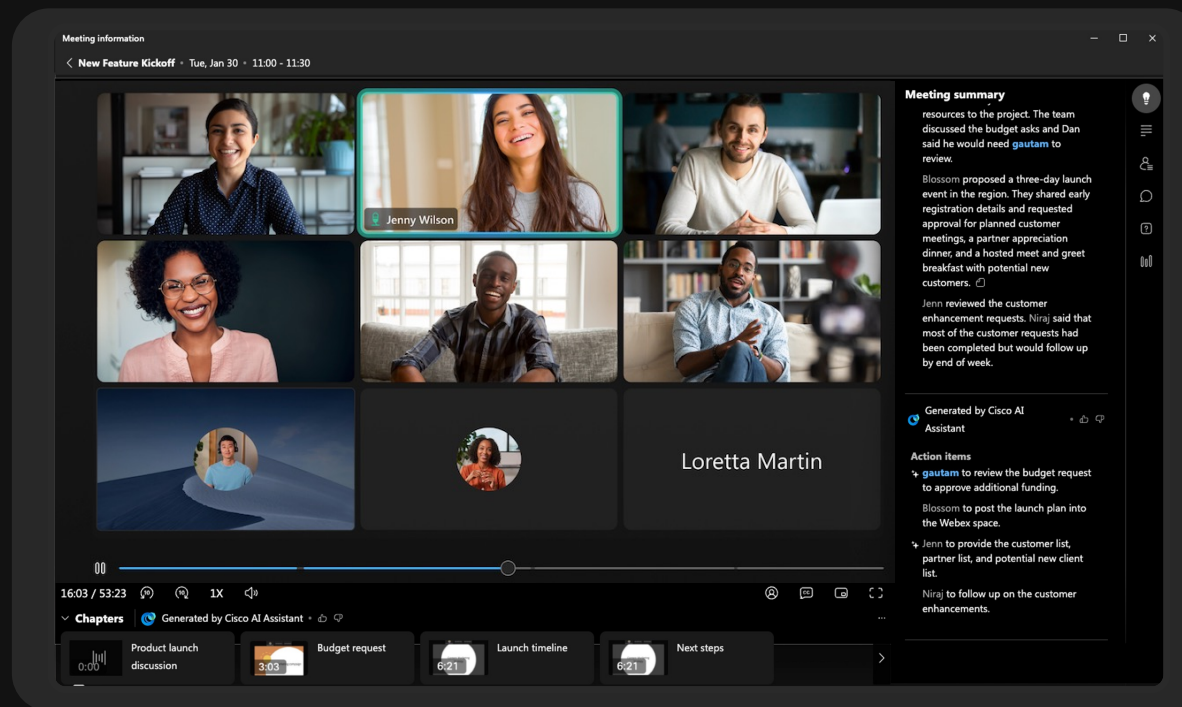
An AI Assistant that **works** for you



AVAILABLE ACROSS THE WEBEX ECOSYSTEM

An AI assistant that catches you up on a meeting

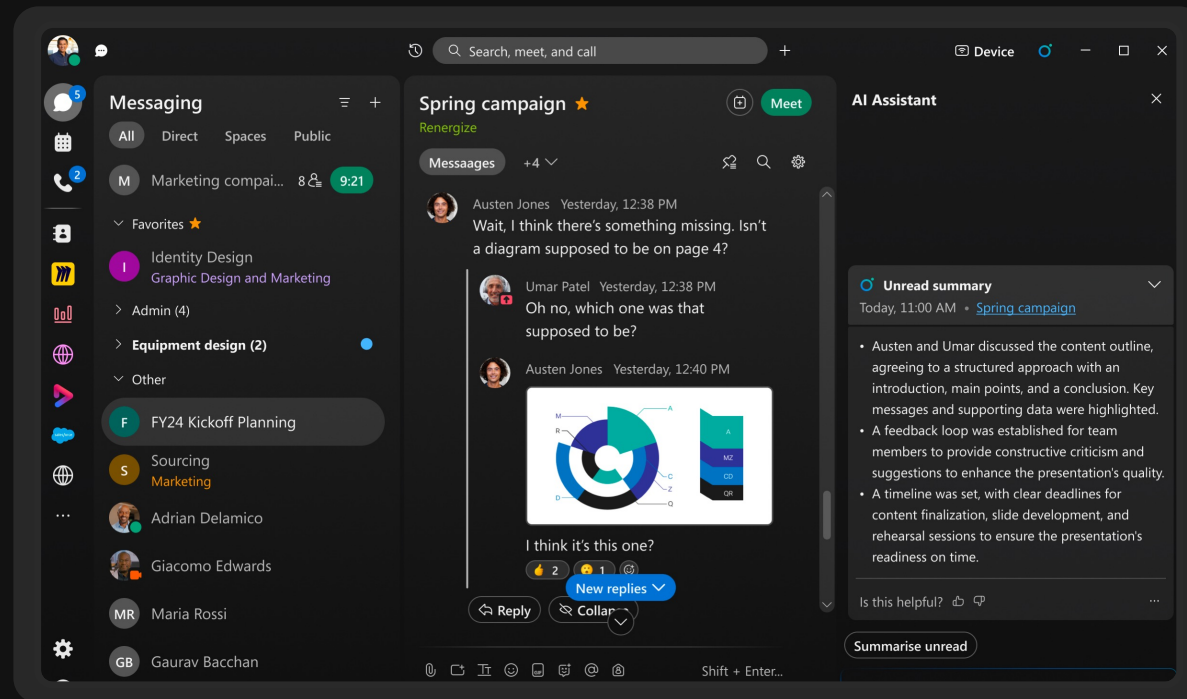
AVAILABLE NOW



Catch up on a missed meeting

An AI assistant that **personalizes** for you

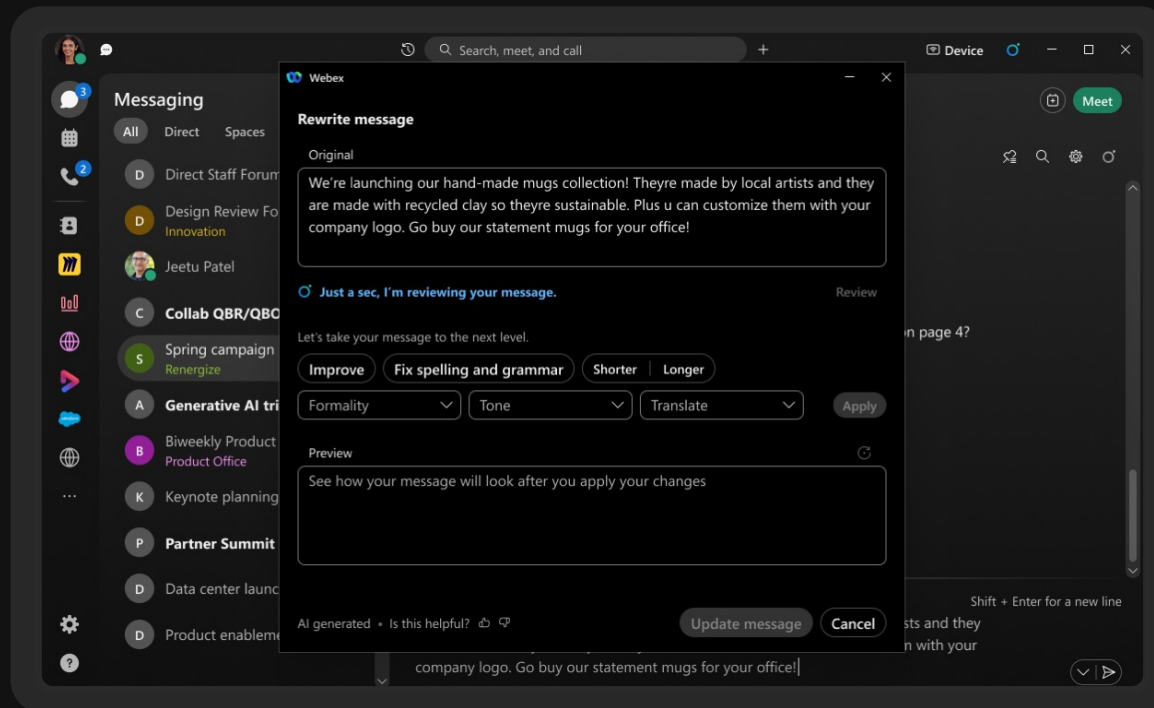
AVAILABLE NOW



Space summaries

An AI assistant that **writes** for you

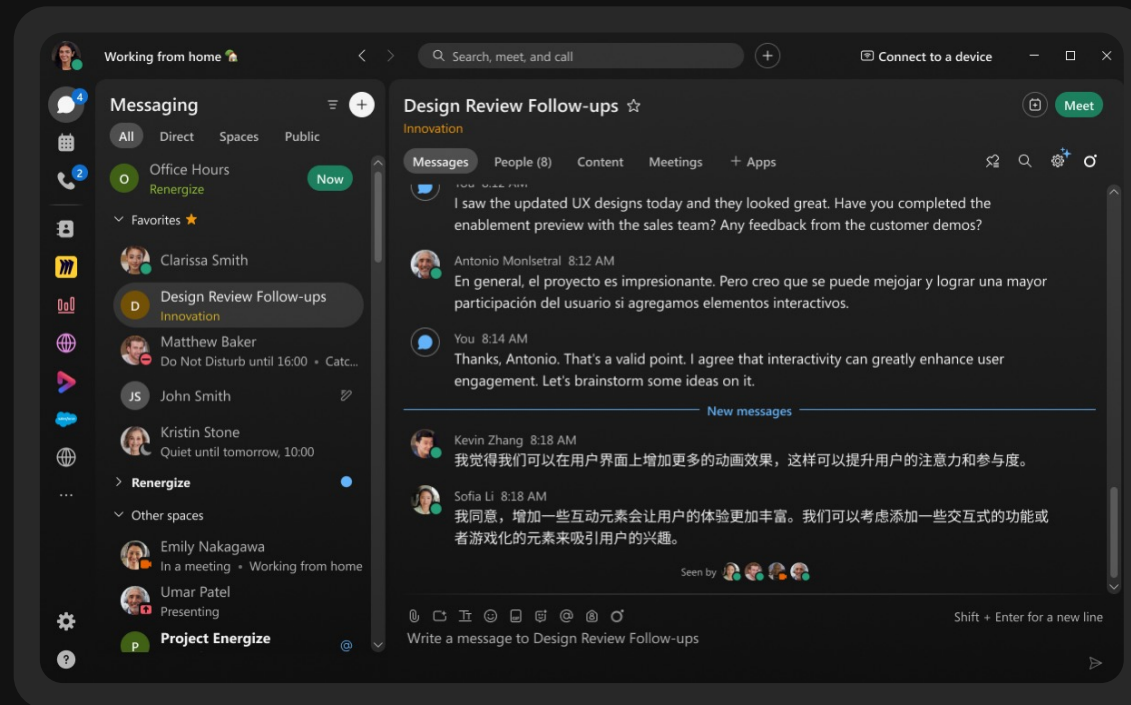
AVAILABLE NOW



Re-write message

An AI assistant that **translates** for you

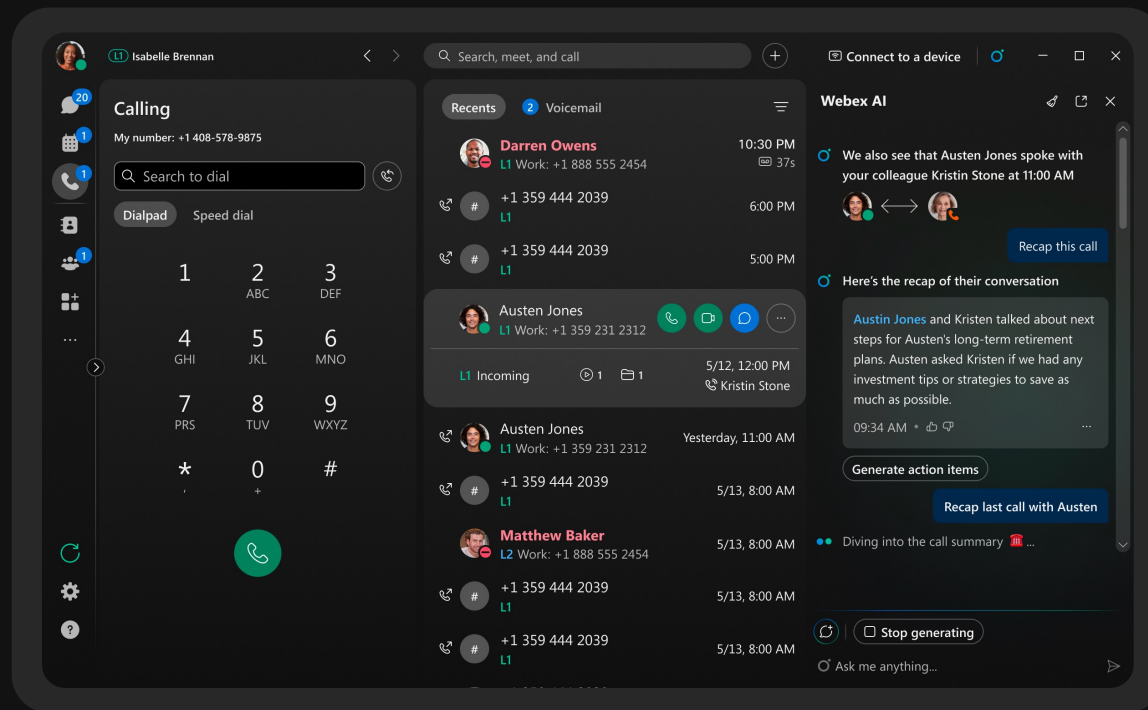
NEW | AVAILABLE APRIL



Translation for messages

An AI assistant that summarizes for you

NEW | BETA AVAILABLE SOON



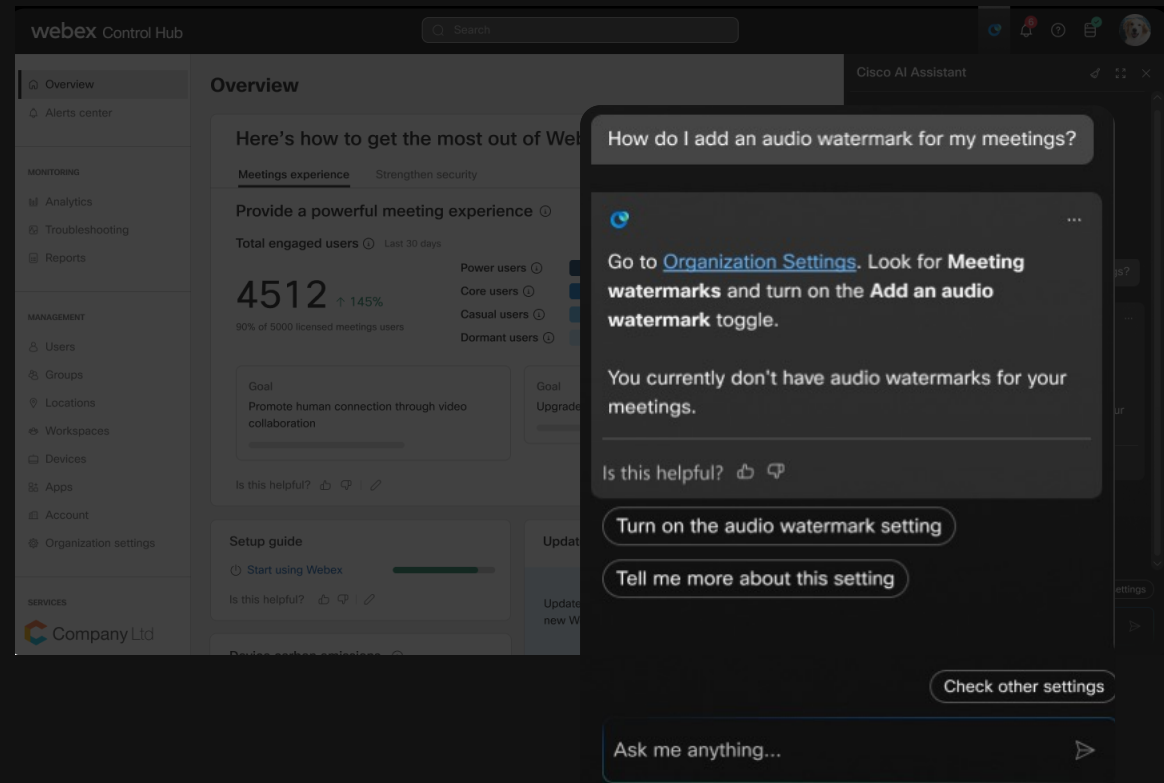
Call summaries

An AI assistant that finds answers for you



Ask the AI Assistant during Meetings

AI Assistant for Control Hub



webex Control Hub

Search

Overview

Alerts center

MONITORING

Analytics

Troubleshooting

Reports

MANAGEMENT

Users

Groups

Locations

Workspaces

Devices

Apps

Account

Organization settings

SERVICES

Company Ltd

Overview

Here's how to get the most out of Webex

Meetings experience | Strengthen security

Provide a powerful meeting experience

Total engaged users Last 30 days

4512 ↑ 145%

90% of 5000 licensed meetings users

Power users

Core users

Casual users

Dormant users

Goal: Promote human connection through video collaboration

Goal: Upgrade

Setup guide

Start using Webex

Is this helpful?

Is this helpful?

Is this helpful?

Cisco AI Assistant

How do I add an audio watermark for my meetings?

Go to [Organization Settings](#). Look for **Meeting watermarks** and turn on the **Add an audio watermark** toggle.

You currently don't have audio watermarks for your meetings.

Is this helpful?

Turn on the audio watermark setting

Tell me more about this setting

Check other settings

Ask me anything...

Overview

Alerts center

MONITORING

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MANAGEMENT

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Company Ltd

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Here's how to get the most out of Webex!

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90% of 5000 licensed meetings users

Power users ⓘ		1476	↑ 143%
Core users ⓘ		1412	↑ 139%
Casual users ⓘ		1053	↑ 113%
Dormant users ⓘ		771	↑ 106%

Goal
Promote human connection through video collaboration



Goal
Upgrade meeting experiences with Messaging



Is this helpful?

[What is Control Hub as a Coach?](#)

Setup guide

Start using Webex

Is this helpful?

Updates

Update your Webex services to the new Webex experience. [Learn More](#)



Cisco AI Assistant



Hi there!

I'm Cisco AI Assistant. I can guide you through Control Hub and other admin tasks for your organization.

[Show me what you can do](#)

Input field for the AI Assistant with a search icon on the right.

- Overview
- Alerts center
- MONITORING
 - Analytics
 - Troubleshooting
 - Reports
- MANAGEMENT
 - Users
 - Groups
 - Locations
 - Workspaces
 - Devices
 - Apps
 - Account
 - Organization settings
- SERVICES
 - Company Ltd

Overview

Here's how to get the most out of Webex!

Meetings experience Strengthen security

Provide a powerful meeting experience ⓘ

Total engaged users ⓘ Last 30 days

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Goal
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Is this helpful? 👍 🗨️ ✎

[What is Control Hub as a Coach?](#)

Setup guide

Start using Webex

Is this helpful? 👍 🗨️ ✎

Updates

Update your Webex services to the new Webex experience. [Learn More](#)



Cisco AI Assistant



Show me any meeting issues for Donna Miller

During their last meeting, Donna may have experienced choppy audio.

Is this helpful? 👍 🗨️

Show me their meeting details

Show me their total issues for the last 7 days

Ask me anything...

Customer Experience

CISCO *Live!*

The Webex advantage

Customer Experience



Digital interactions

Webex Connect (CPaaS)



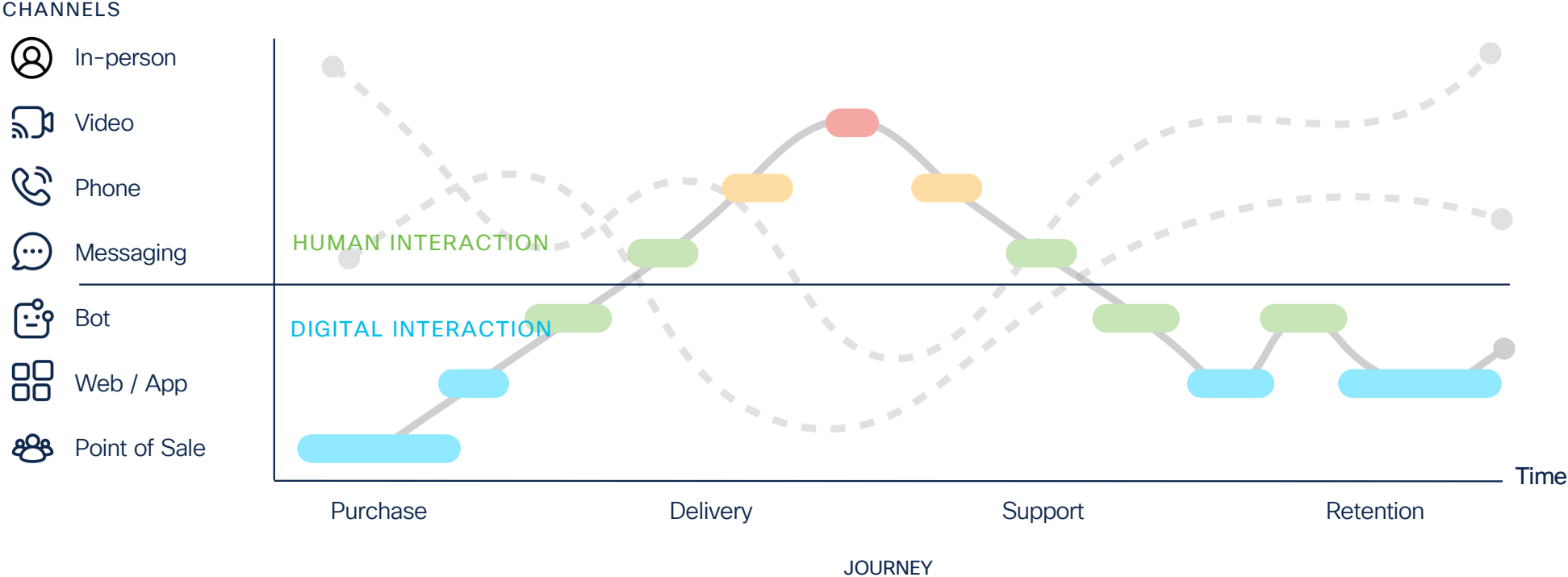
Human interactions

Webex Contact Center (CCaaS)

Webex Platform

AI, Security, Manageability, Sustainability

The customer journey spans across multiple touchpoints, both human and digital

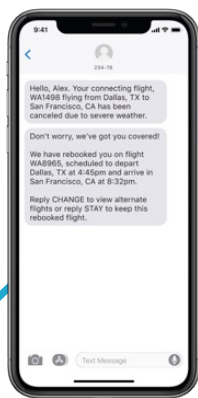


Is there a business need or imperative to delivery seamless CX across the entire customer lifecycle?

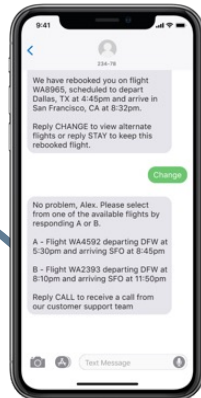
Automation and self-service

Human engagement

Listen and measure



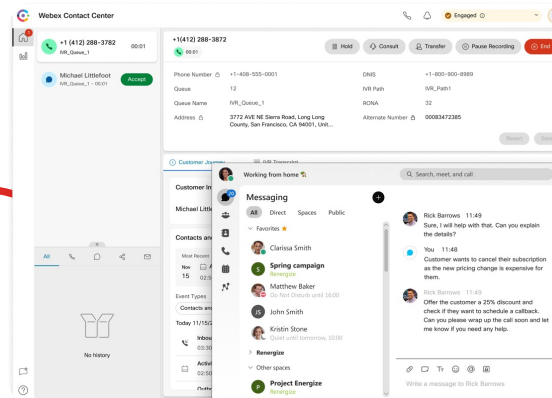
Proactive notification



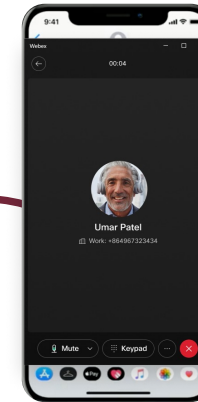
Self-service options



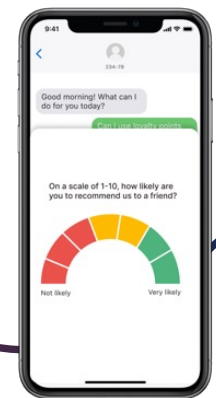
Handover to human agent



Contact Center agent desktop with full customer context



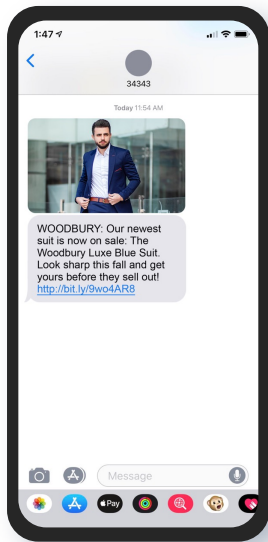
Enterprise collaboration



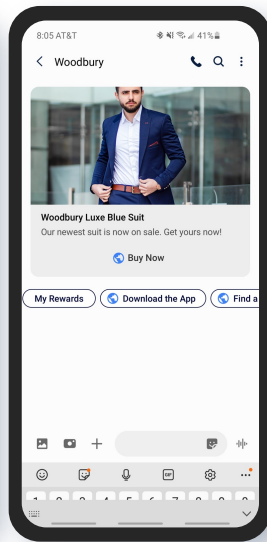
Experience survey

Customer journey

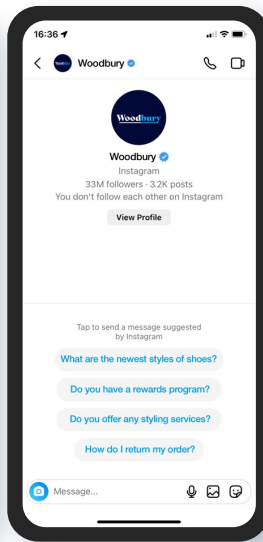
Do you see digital messaging channels as opportunity?



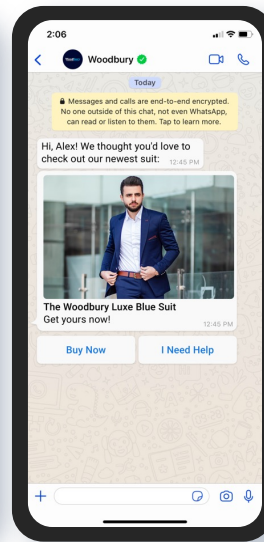
SMS/MMS



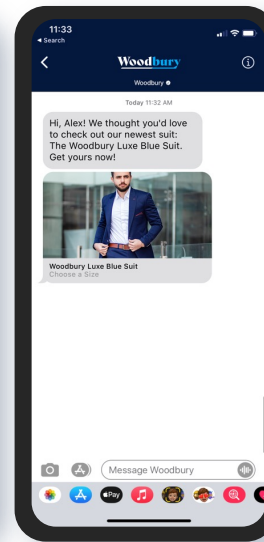
RCS



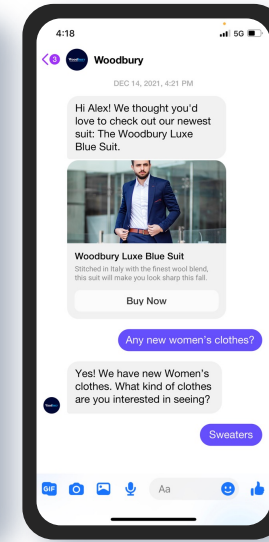
Instagram



WhatsApp

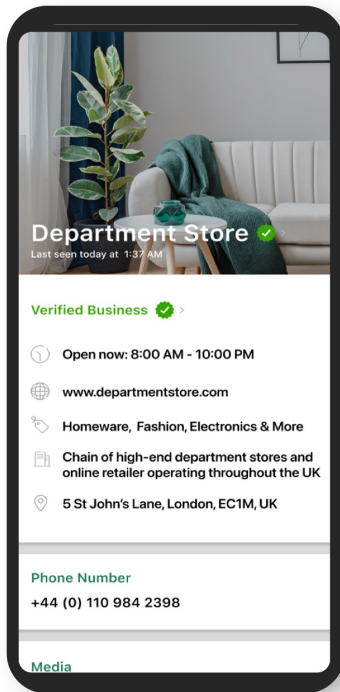


Apple Messages
for Business

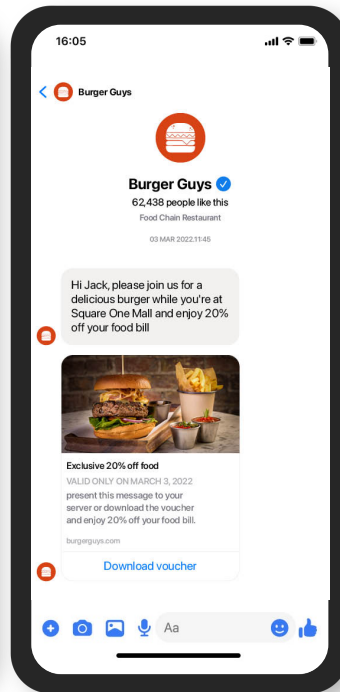


Facebook
Messenger

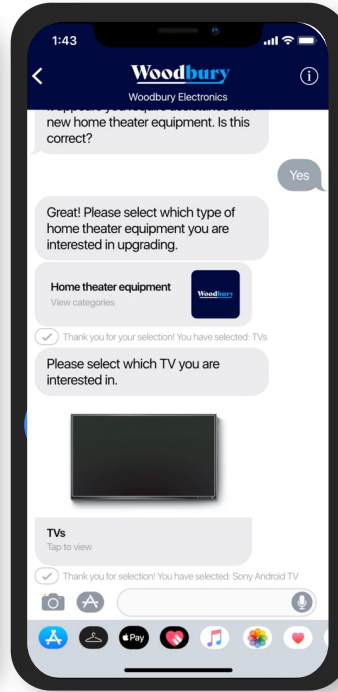
They offer capabilities that enrich customer engagement



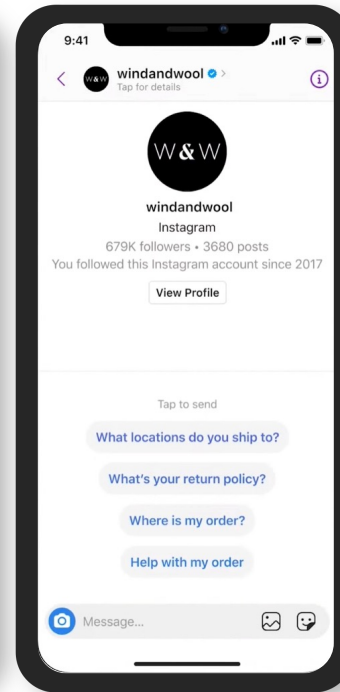
Easy to discover



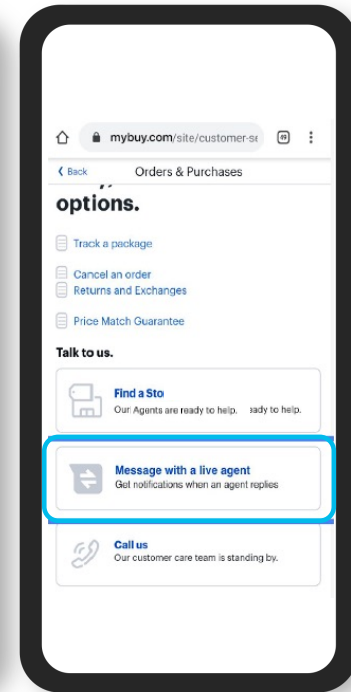
Secure and verified



Understand engagement



Tap not text

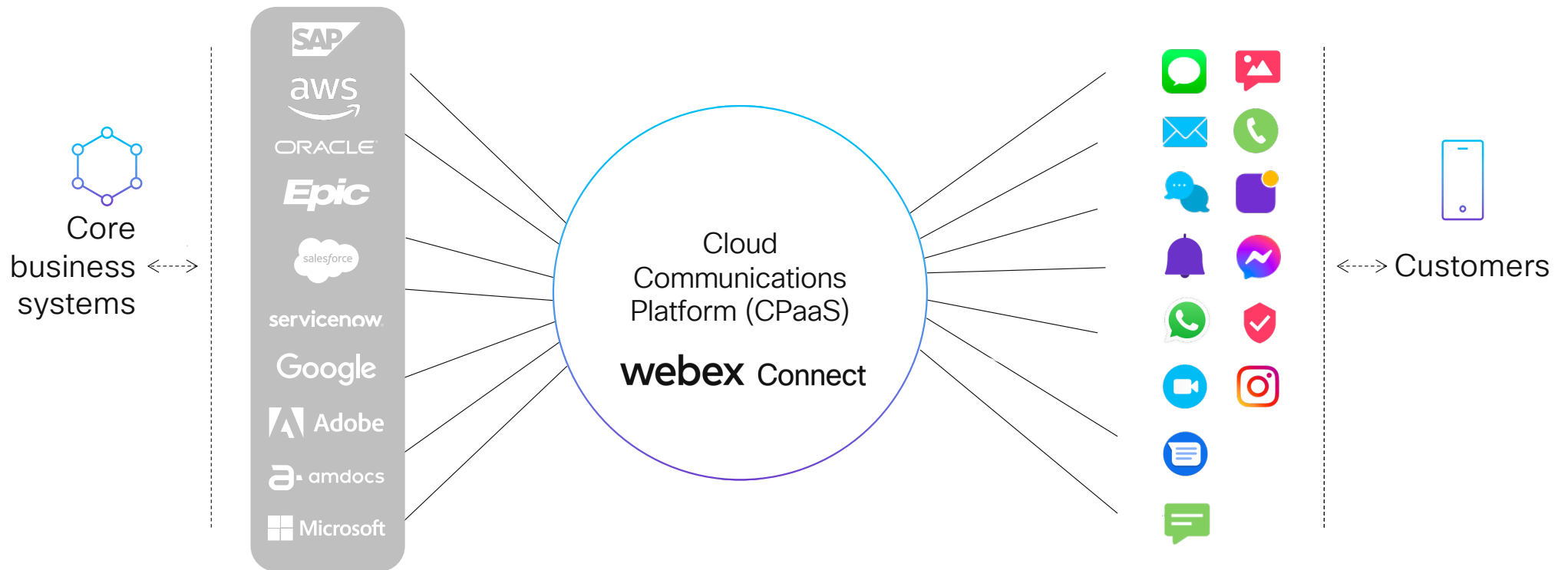


Persistent Agent Chat

Webex Connect: Helping business navigate multiple challenges

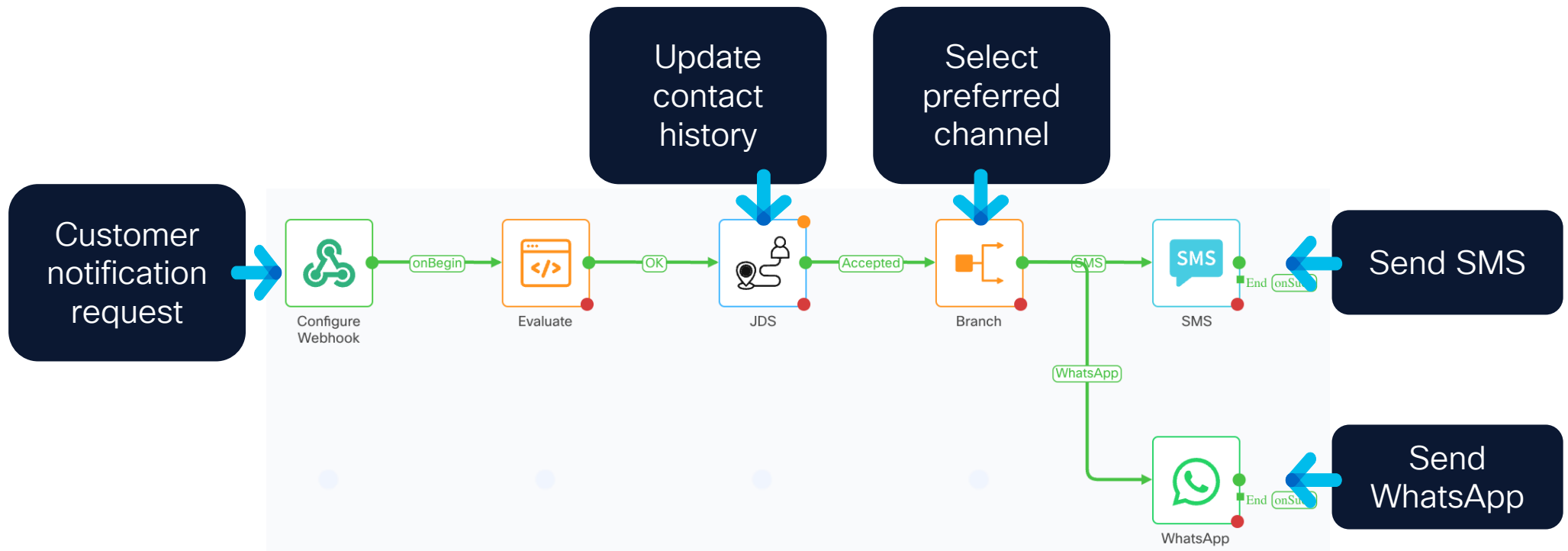


Webex Connect: A centralized CPaaS platform for the enterprise



Low-code / No-code Approach

Customer notification example



WebexCC AI

Self-service

- Virtual agents
- Chat bots
- Voice biometrics

Agent effectiveness

- Call transcription
- Summarization
- Agent Answers
- Supervisor monitoring

Analytics & insights

- Topic analysis
- Topic trends
- Agent quality monitoring

1st party

imi mobile

voicea

ACCOMPANY

babblelabs

MindMeld

3rd party

Google

NUANCE

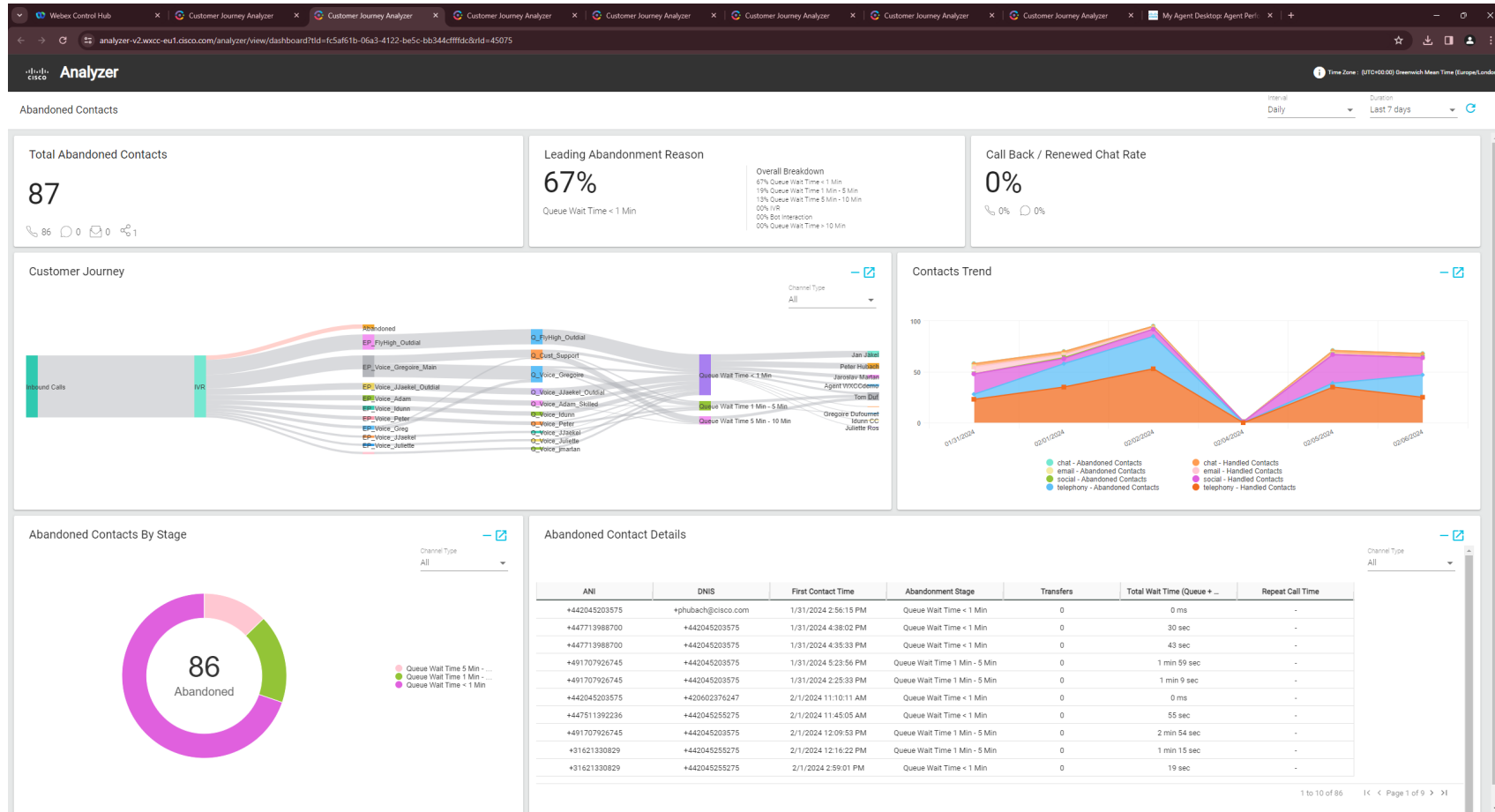
Amazon Lex

IBM Watson

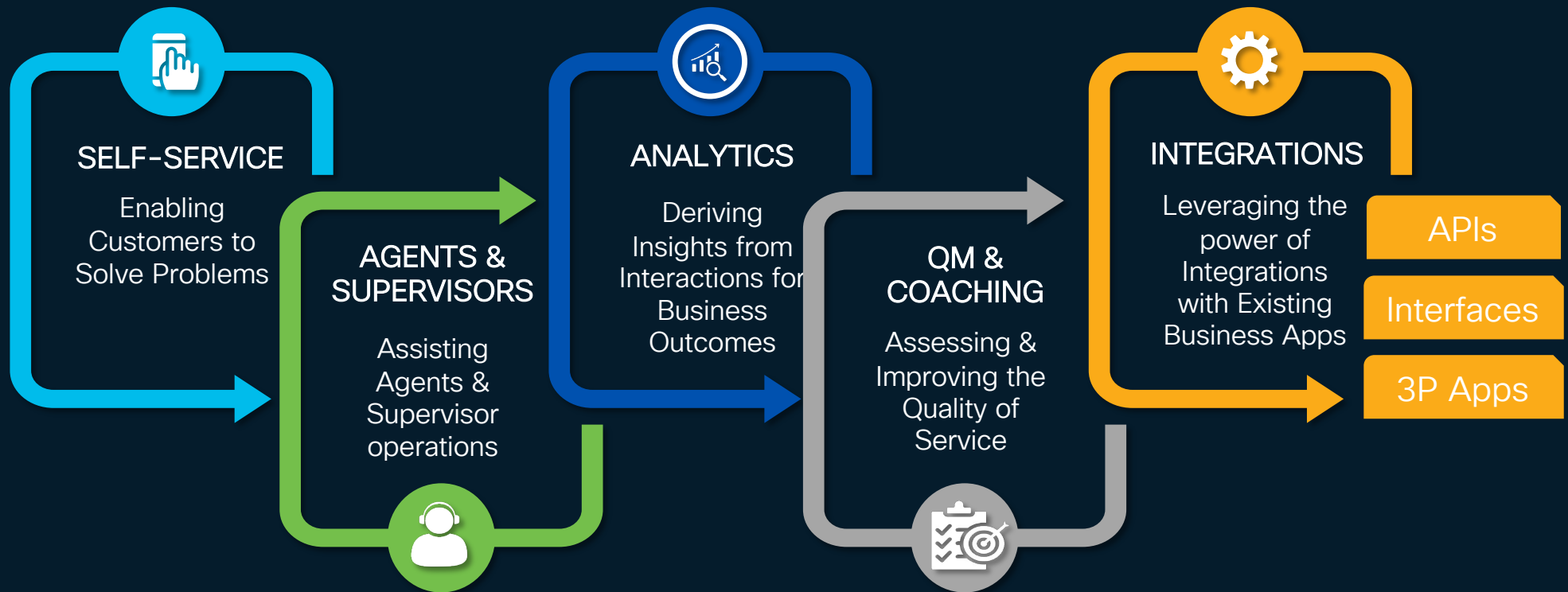
Universal Harness

Webex Platform






Analytics





Journey to an AI Powered Contact Center



Omnichannel Contact Centers

-  Call
-  Webchat
-  SMS
-  Email
-  Social

Modes


-  Audio
-  Text

1800-HELPLINE

 Virtual Agents

 AI Powered Agent Selection

AI Augmented Agents 

 Suggested Knowledge

 Collaboration

 Escalations

 Automate Wrap Up



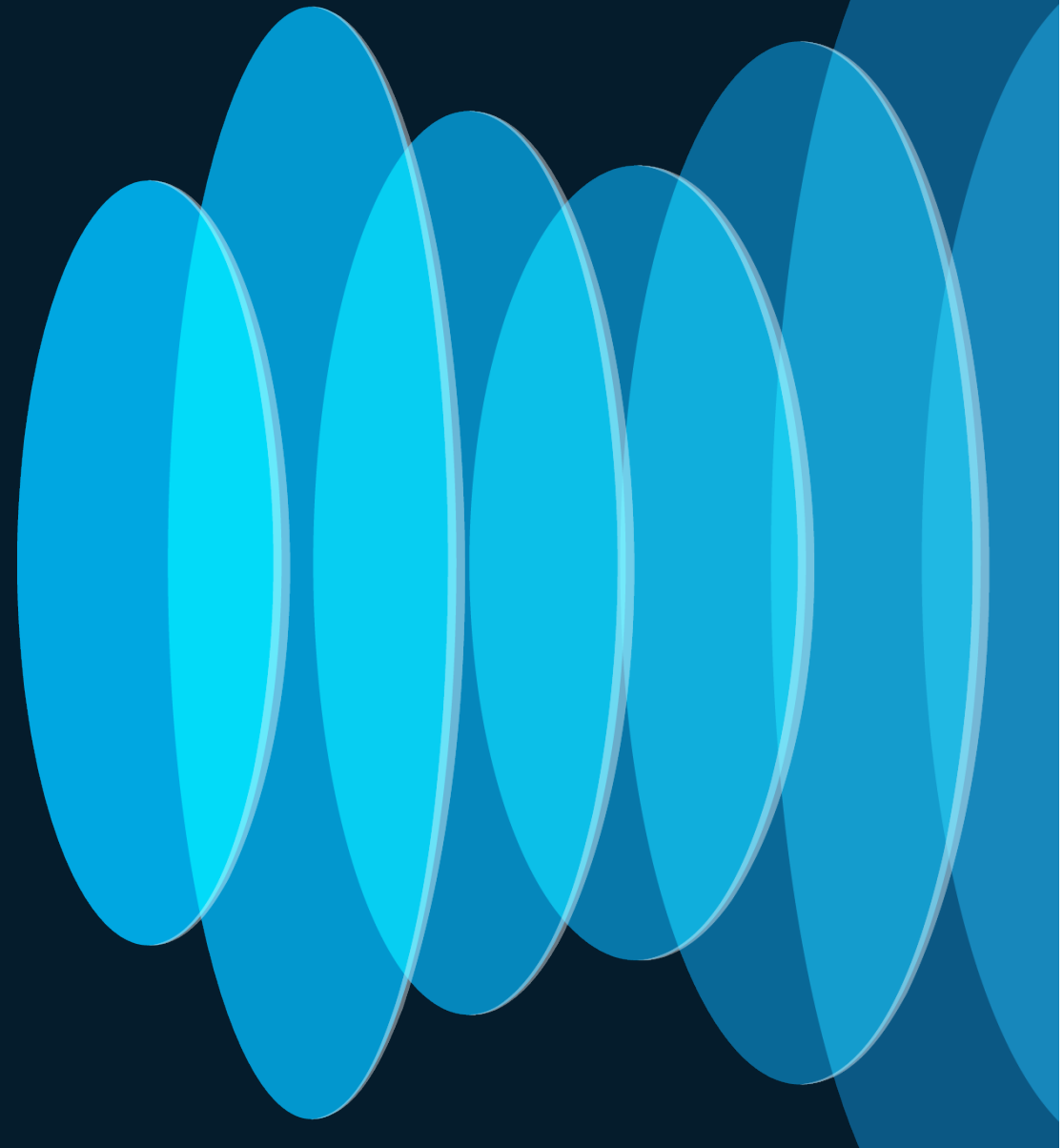
RECORDINGS & TRANSCRIPTS



REPORTING & DATA INSIGHTS

Journey to an AI-powered Contact Center

CISCO *Live!*



Journey to AI Powered Contact Centers



Voice



Webchat



SMS



Email



Social

Journey to AI Powered Contact Centers



Voice



Webchat



SMS



Email



Social

Modes



Audio



Text

Journey to AI Powered Contact Centers



Voice



Webchat



SMS



Email



Social

Modes



Audio



Text

1800-HELPLINE



Self-Service
IVR

Journey to AI Powered Contact Centers



Voice



Webchat



SMS



Email



Social

Modes



Audio



Text

1800-HELPLINE



Virtual Agents



Agent Selection
Routing

Journey to AI Powered Contact Centers



Voice



Webchat



SMS



Email



Social

Modes



Audio



Text

1800-HELPLINE








Virtual Agents





Agent Selection
Routing

Increase Containment
Increase Scale
High Value for Humans
Improve Efficiencies

Journey to AI Powered Contact Centers

-  Voice
-  Webchat
-  SMS
-  Email
-  Social

Modes


-  Audio
-  Text

1800-HELPLINE

 Virtual Agents

 Agent Selection Routing

Agent Engagement 

 Knowledge Context

 Collaboration

 Escalations

 Wrap up Notes

Omnichannel Contact Centers



Voice



Webchat



SMS



Email



Social

Modes



Audio



Text

1800-HELPLINE



Virtual Agents



AI Powered Agent Selection

Agent Engagement



Knowledge Context



Collaboration








Escalations





Wrap up Notes

Journey to AI Powered Contact Centers

-  Voice
-  Webchat
-  SMS
-  Email
-  Social

Modes

-  Audio
-  Text


1800-HELPLINE

 Virtual Agents


 AI Powered Agent Selection

Agent Engagement 






 Wrap up Notes

 Knowledge Context



 Collaboration

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Journey to AI Powered Contact Centers

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1800-HELPLINE

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1800-HELPLINE


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Journey to AI Powered Contact Centers

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-  Webchat
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-  Social

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-  Text

1800-HELPLINE


 Virtual Agents

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AI Augmented Agents 






 Suggested Knowledge

 Collaboration



 Escalations

 Wrap up Notes

Journey to AI Powered Contact Centers

-  Voice
-  Webchat
-  SMS
-  Email
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Modes


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1800-HELPLINE

 Virtual Agents

 AI Powered Agent Selection

AI Augmented Agents 

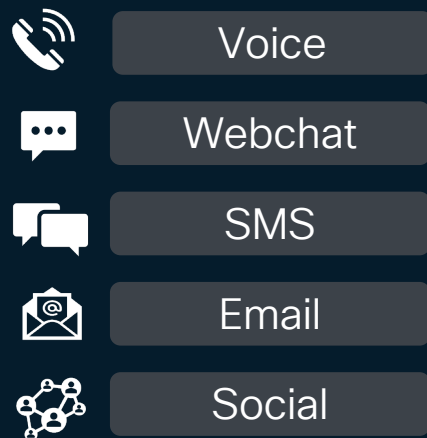
 Suggested Knowledge

 Collaboration

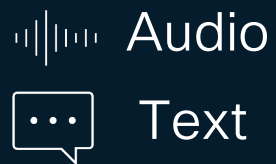
 Escalations

 Wrap up Notes

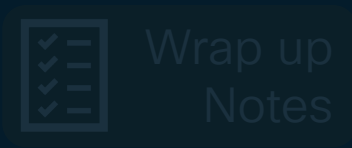
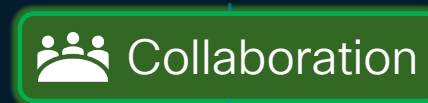
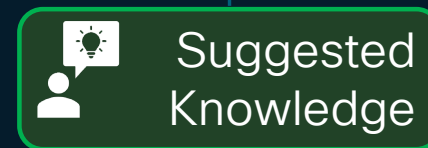
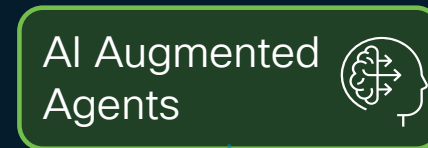
Journey to AI Powered Contact Centers








Modes





1800-HELPLINE



Journey to AI Powered Contact Centers

-  Voice
-  Webchat
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-  Email
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Modes


-  Audio
-  Text

1800-HELPLINE

 Virtual Agents

 AI Powered Agent Selection

AI Augmented Agents 






 Suggested Knowledge

 Collaboration



 Escalations

 Wrap up Notes

Journey to AI Powered Contact Centers

-  Voice
-  Webchat
-  SMS
-  Email
-  Social


Modes


-  Audio
-  Text

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RECORDINGS & TRANSCRIPTS





REPORTING & DATA INSIGHTS

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AI POWERED
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