Automate Your IT Management

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PSOCX-2113

Cisco Webex App

Questions?
Use Cisco Webex App to chat
with the speaker after the session

How

1. Find this session in the Cisco Live Mobile App
2. Click "Join the Discussion"
3. Install the Webex App or go directly to the Webex space
4. Enter messages/questions in the Webex space

Webex spaces will be moderated
until February 24, 2023.

Simplicity.
Efficiency.
Speed.

The journey begins with digitizing our knowledge and insights

Get access to these insights through innovative automation capabilities

Digital intelligence delivered through
CX Cloud

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Make smarter decisions faster to deliver on IT and business continuity

Self-service support made easier

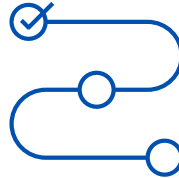**Stay a step ahead by taking preventative action**
Proactive alerts and automated health checks

Quickly find root causes to prevent failures
Guided problem-solving and automated workflows

Get expert back-up on demand
Webex Chat Assistant

Save 8 hours per health check

400+ engineers solved 13,000+ cases
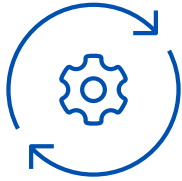3-month period

19,000+ exact match answers provided
3-month period

IT management made more efficient

Fast track your hardware refresh
Zero-touch RMAs

Save up to 80 hours from start to finish

Access on-demand intelligence
Virtual TAC Engineer AI/ML insights

Get responses in minutes vs. hours / days

Finetune and accelerate remote triage securely
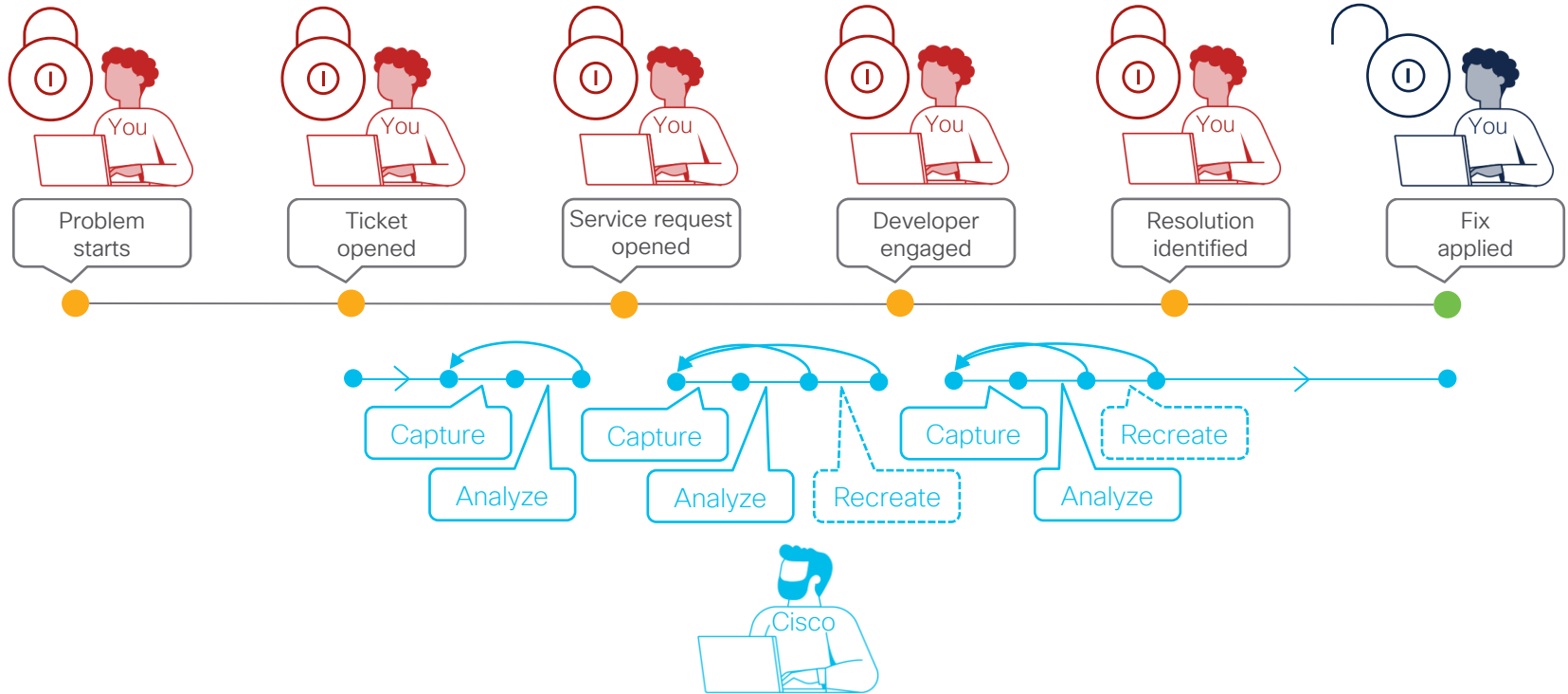RADKit software development kit

Manage. Troubleshoot. Automate. No effort.

"The use of RADKit is projected to **free up 100 -120 business days** where we can re-focus on critical work."
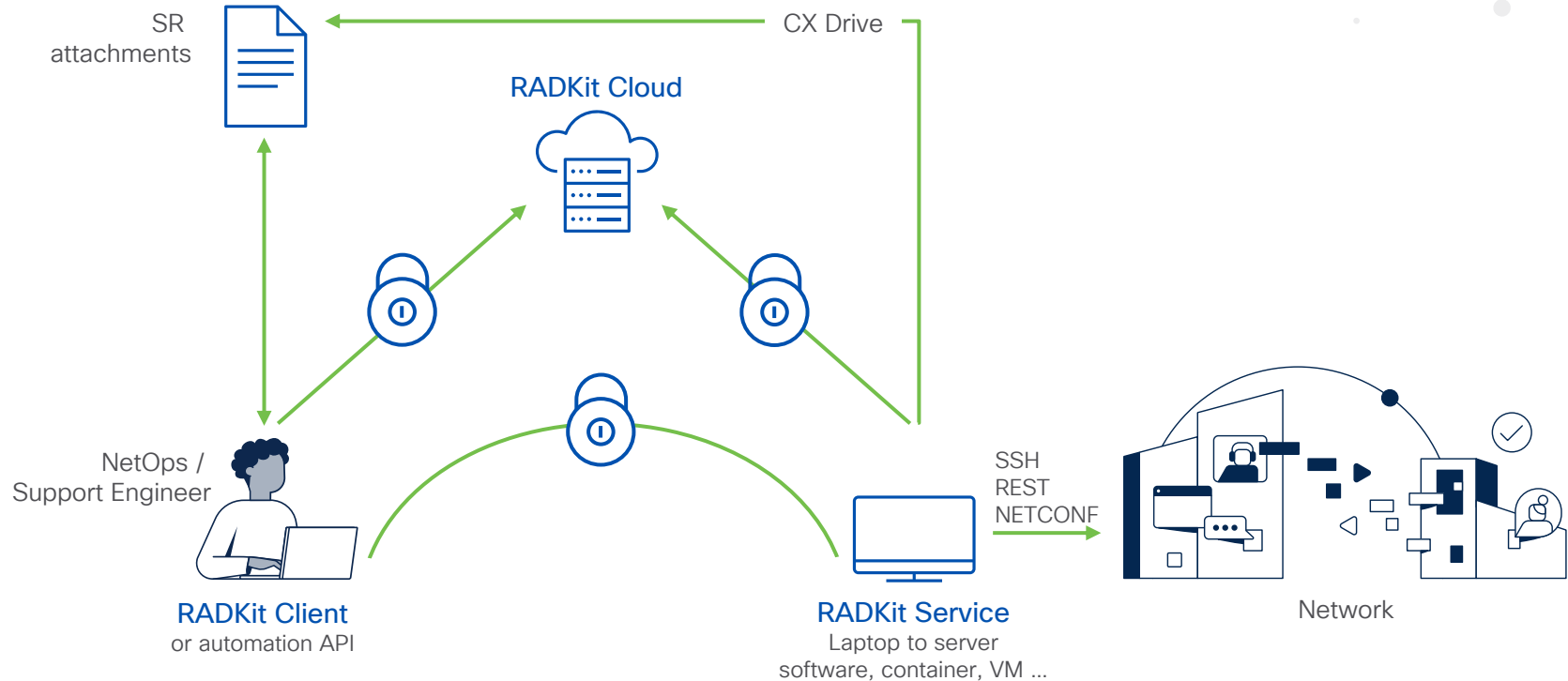
Jorge Carreno
Sr. Product Owner
Telstra, Australian Service Provider

Too locked down capturing data?

Focus on critical business, not busywork

Cisco Remote Automation Development Kit (RADKit)

RADKit Q&A

Frederic Detienne, CX Distinguished Engineer, Cisco

Wissal Berada, IP Engineer, Altitude

Benoit Calvet, Senior Network Engineer, Orange

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See more, learn more

✓ **Visit** https://radkit.cisco.com

✓ **Attend** an in-depth RADKit demo at DEVNET-2327

✓ **Try** RADKit yourself at the walk-in lab at LABARC-2543

✓ **Talk** to one of our engineers and ask for a 1:1 RADKit demo at the CX booth

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CX Cloud
One-stop digital intelligence

Drive adoption

Reduce risk

Improve efficiency

Get to your desired outcomes faster

Fast, automated case opening through Rapid Problem Resolution

Minimize risk with proactive security Advisories

Access intelligence on demand with Virtual Chat Assistant

Fast-track hardware refresh with automated Zero-touch RMAs

CX Cloud
One-stop digital intelligence

Get to your desired outcomes faster

Digital + human intelligence

✓ **25% reduction in incidents**
with Managed Insights

✓ **99% successful change rate**
with Automated Change and Assurance

✓ **95% fault detection**
with Automated Incident and Assurance

Continue the Conversation with Cisco Customer Experience

VISIT:

① Visit the **Cisco Customer Experience stand** in the WoS for Lightning Talks and Demos

② Learn how to **win** a Brompton P Line Urban Foldable Commuter bike prize package!

③ Visit **CX at Cisco Live** website

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RIDE TO
POSSIBLE

Pedal your way to insights, knowledge, and fun and help
Cisco CX support of the World Bicycle Relief organization.

1. **Join** the Cisco Live WIFI network

2. **Scan** this QR code to get started

3. **Explore** Cisco Live for more CX QR codes

4. **Enter** to win a Brompton P-Line Urban
   Folding Commuter bike prize package!
   (A value of €3,500)

Hint: check out
the map in the app
for locations

Sweepstakes Rules:
• Sweepstakes drawing results will be for (2) Brompton Urban Folding Bikes.
• Drawing to take place Thursday, 9 February, 2023 at 16:00 CET in the CX Stand in the World of Solutions.
• Winners must be present to win, at the time of drawing.
• Winners must claim their prize immediately after the winners are announced.

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CX Cisco
Customer Experience

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https://www.ciscolive.com/emea/learn/sessions/session-catalog.html

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Thank you

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ALL IN