cisco Live!
ALL IN

The bridge to possible

Fast-Track Business Value with Cisco CX Cloud

Zak Zielezinski, Head of Adoption & Growth
Jeffrey den Oudsten, Chief Technology Officer, Conscia Netherlands
PSOCX-1103

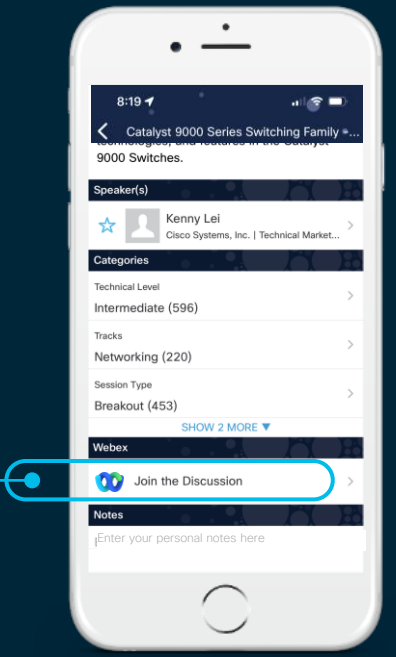
Cisco Webex App

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



https://ciscolive.ciscoevents.com/ciscolivebot/#PSOCX-1103

Webex spaces will be moderated by the speaker until June 17, 2022.

© 2022 Cisco and/or its affiliates. All rights reserved. Cisco Public

76% of CIOs find it difficult to balance between business innovation and operational excellence

State of the CIO 2022

© 2022 Cisco and/or its affiliates. All rights reserved. Cisco Public

Pressure to deliver value faster

- Obstacles at every turn

isco and/or its affiliates. All rights reserved. Cisco Public

Journey to accelerate success

Human + digital intelligence

Reactive

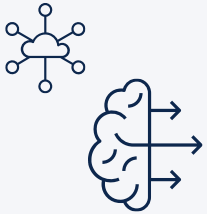
Customers reach out when problems and issues arise

Lifecycle

Proactive

Continually engage with always-on digital access to on-demand insights and expertise

Predictive



Digitally collaborate with knowledge fueled by actionable telemetry supported by analytics-driven expert guidance

© 2022 Cisco and/or its affiliates. All rights reserved. Cisco Public

Accelerate customer success

Cisco Success Tracks

Lifecycle guided journey

Expert Resources

Quickly adopt technologies with expert guidance

Trusted Support

Resolve complex issues with solution support

Insights and Analytics

Minimize risk and simplify operations with AI/ML

Contextual Learning

Empower teams with knowledge and expertise

CX Cloud

Unified digital experience

© 2022 Cisco and/or its affiliates. All rights reserved. Cisco Public

Get to value faster

One-stop, unified digital experience with CX Cloud

Guided lifecycle journey

Use case driven

Predictive intelligence

People and digital

Fastrack time to value

> “CX Cloud has opened innumerable possibilities for our business.”
>
> - Washington Trust Bank

© 2022 Cisco and/or its affiliates. All rights reserved. Cisco Public

Demand for simplicity and agility

Introducing Cisco+

85%

CIOs say flexibility and cost predictability to manage IT spend is important. Pay-as-you-consume gives organizations…

Cisco 2021 CIO and IT Decision Makers Trends Pulse

Predictable outcomes to drive business value

Flexibility to make IT agile and future-ready

Intelligence to adapt and protect the business

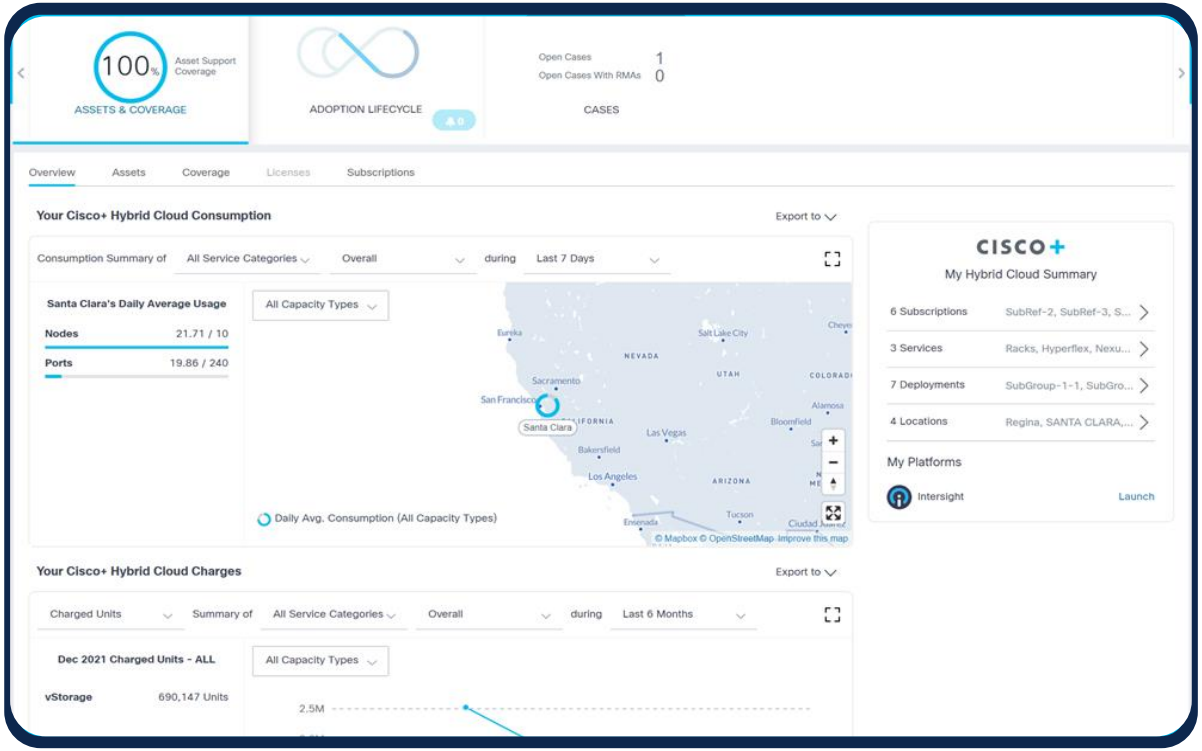
© 2022 Cisco and/or its affiliates. All rights reserved. Cisco Public

Welcome, Conscia

Jeffrey den Oudsten
Chief Technology Officer
Conscia Netherlands

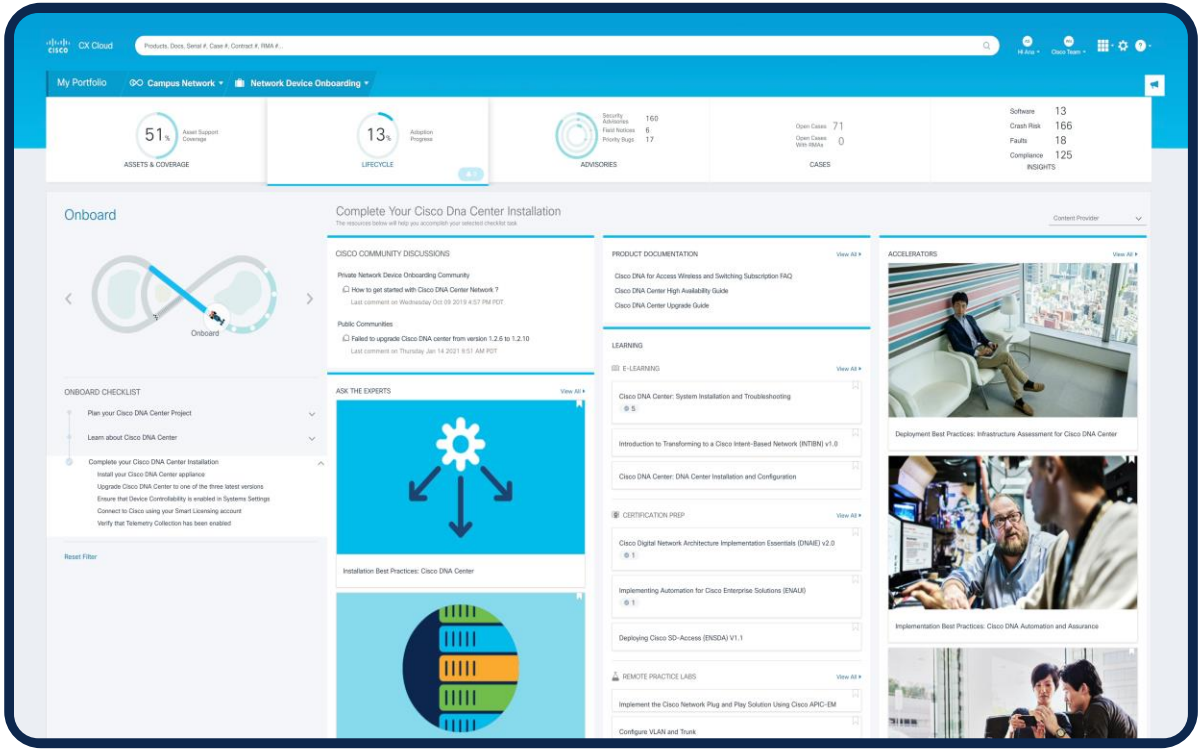
cisco Live!

Cisco+ consumption dashboard



© 2022 Cisco and/or its affiliates. All rights reserved. Cisco Public

CX Cloud



© 2022 Cisco and/or its affiliates. All rights reserved. Cisco Public

Simplifying your experience

CX Cloud today and future

Cisco+ Hybrid Cloud

CX Cloud, unified digital experience

© 2022 Cisco and/or its affiliates. All rights reserved. Cisco Public

Continue the Conversation

1. Attend our other **CX PSO Sessions**
2. Visit the **Cisco Customer Experience booth** in the WoS (*Booth # 2274*) for Lightning Talks and Demos
3. Visit **CX at Cisco Live** website www.cisco.com/go/cxciscolive

cisco Live!

RIDE TO **POSSIBLE**

Engage with Customer Experience at Cisco Live

Each time you scan a CX QR code, you may enter the sweepstakes to win, and you'll also be contributing to Cisco's donations to two bicycle charities.

Pedal your way to insights, knowledge, and fun.

cisco Live!

How to enter to win a bike

1. **Join** the Cisco Live wifi network
2. **Scan** this QR code to get started
3. **Explore** Cisco Live for more QR codes. Hint: check out the map in the game for locations.
4. **Enter** to win a Cannondale Moterra Neo Carbon 2 e-mountain bike!

Deadline to enter is Wednesday, June 15 at 5:00pm PT

Technical Session Surveys

- Attendees who fill out a minimum of four session surveys and the overall event survey will get Cisco Live branded socks!
- Attendees will also earn 100 points in the Cisco Live Game for every survey completed.
- These points help you get on the leaderboard and increase your chances of winning daily and grand prizes.

© 2022 Cisco and/or its affiliates. All rights reserved. Cisco Public

Technical Session Surveys

- Attendees who fill out a minimum of four session surveys and the overall event survey will get Cisco Live branded socks!
- Attendees will also earn 100 points in the Cisco Live Game for every survey completed.
- These points help you get on the leaderboard and increase your chances of winning daily and grand prizes.

© 2022 Cisco and/or its affiliates. All rights reserved. Cisco Public

Cisco Learning and Certifications

From technology training and team development to Cisco certifications and learning plans, let us help you empower your business and career. www.cisco.com/go/certs

Pay for Learning with Cisco Learning Credits

(CLCs) are prepaid training vouchers redeemed directly with Cisco.

Learn

Cisco U.
IT learning hub that guides teams and learners toward their goals

Cisco Digital Learning
Subscription-based product, technology, and certification training

Cisco Modeling Labs
Network simulation platform for design, testing, and troubleshooting

Cisco Learning Network
Resource community portal for certifications and learning

Train

Cisco Training Bootcamps
Intensive team & individual automation and technology training programs

Cisco Learning Partner Program
Authorized training partners supporting Cisco technology and career certifications

Cisco Instructor-led and Virtual Instructor-led training
Accelerated curriculum of product, technology, and certification courses

Certify

Cisco Certifications and Specialist Certifications
Award-winning certification program empowers students and IT Professionals to advance their technical careers

Cisco Guided Study Groups
180-day certification prep program with learning and support

Cisco Continuing Education Program
Recertification training options for Cisco certified individuals

Here at the event? Visit us at **The Learning and Certifications lounge at the World of Solutions**

© 2022 Cisco and/or its affiliates. All rights reserved. Cisco Public

Continue your education

- Visit the Cisco Showcase for related demos
- Book your one-on-one Meet the Engineer meeting
- Attend the interactive education with DevNet, Capture the Flag, and Walk-in Labs
- Visit the On-Demand Library for more sessions at www.CiscoLive.com/on-demand

cisco Live!

© 2022 Cisco and/or its affiliates. All rights reserved. Cisco Public

Thank you

cisco Live!
ALL IN