

The background is a vibrant, abstract graphic. It features a central bright white light source from which numerous colorful rays emanate, creating a sunburst or starburst effect. The rays transition through a spectrum of colors including yellow, orange, red, and various shades of blue and green. Overlaid on this are large, flowing, wavy shapes in similar colors, giving the impression of liquid or smoke being illuminated by the light. The overall effect is dynamic and energetic.

cisco *Live!*

Let's go

#CiscoLive



The bridge to possible

Accelerate your Business Outcomes with CX Automation

Charmaine Boyd @charmwil
CX Product Management Leader
PSOCX-2001



#CiscoLive



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 by the speaker until June 9, 2023.



<https://ciscolive.ciscoevents.com/ciscolivebot/#PSOCX-2001>

Agenda

- Introduction
- Our panelists
- Panel discussion
- Conclusion and next steps

Take the next steps in your automation journey

“

With an increasing number of providers, we don't have end-to-end visibility, making root cause analysis and remediation difficult.

“

Managing the change process is time-consuming, and we don't have the right test and validation tools and environment.

“

We need to detect events before they impact service. How do we cut through the noise, and expedite remediation?

“

It's almost impossible to find the right talent with the broad range of technologies in our network.

“

We need to get a lot more done in much less time in order to stay competitive in our market.



Our panelists



Mike Jones

Associate Vice President
of Network Technology



Steve Sheldon

Leader,
Cloud Edge Networking

The background is a vibrant, abstract graphic. It features a central bright white light source from which numerous colorful rays emanate, creating a sunburst or starburst effect. The rays transition through a spectrum of colors including yellow, orange, red, and various shades of blue and green. Overlaid on this are large, flowing, wavy shapes in similar colors, giving the impression of liquid or smoke. The overall effect is dynamic and energetic.

cisco *Live!*

Let's go

#CiscoLive

How can we help you?

- Message me in the Cisco Webex App
- Visit the Lifecycle Services Automation demo station in the CX booth
- Watch one of the automation Lightning Talks
- Join me off stage to schedule a personalized workshop
- Contact your salesperson and ask them about Cisco's CX automation portfolio



Fill out your session surveys!



Attendees who fill out a minimum of four session surveys and the overall event survey will get **Cisco Live-branded socks** (while supplies last)!



Attendees will also earn 100 points in the **Cisco Live Challenge** for every survey completed.



These points help you get on the leaderboard and increase your chances of winning daily and grand prizes

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

Continue the Conversation with Cisco Customer Experience

VISIT:



1

Visit the **Cisco Customer Experience Booth (#3310)** in the WoS for Lightning Talks, Workshops, and Demos

2

Enter the **Next stop, the future** sweepstakes!

3

Visit **CX at Cisco Live** website



Next stop, the future.

Jump your way to insights, knowledge, and fun and earn an entry into our sweepstakes.

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 travel prize package and a Cisco U. subscription! (A value of \$6,800 USD)



Deadline to enter the drawing is Thursday, June 8, 2023 at 11:00am PDT

Official Rules:

- (1) travel prize package and a Cisco U. subscription will be given away.
- Drawing to take place Thursday, June 8 at 12:30pm PDT in the CX Theater in booth #3310 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.

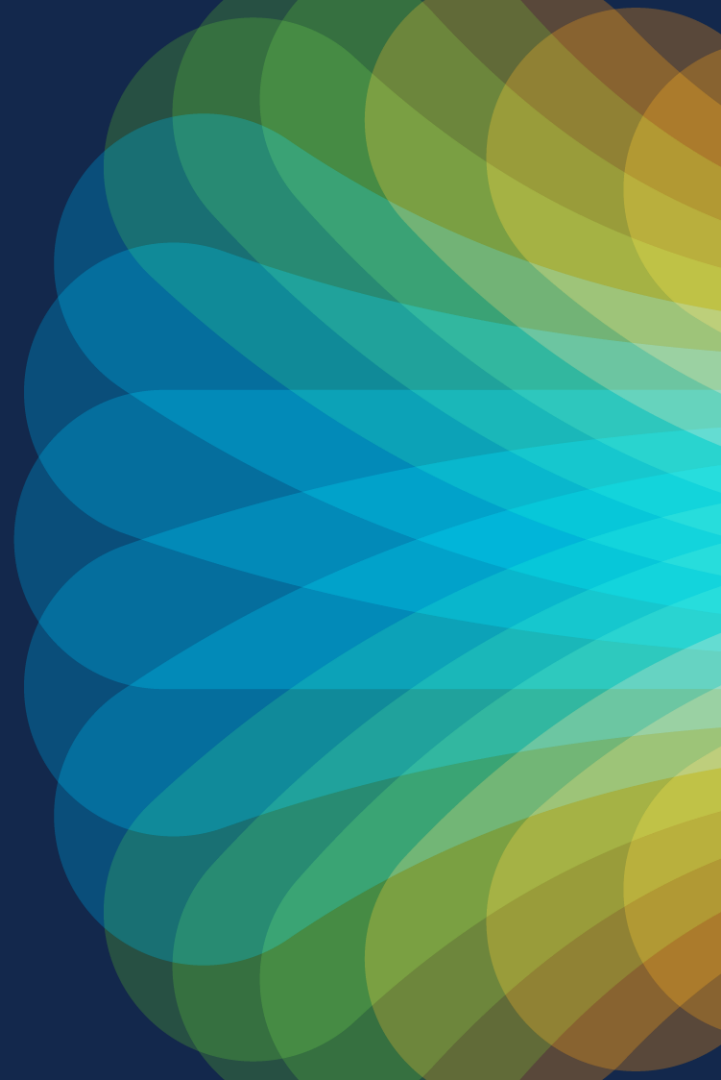


The bridge to possible

Thank you

CISCO *Live!*

#CiscoLive

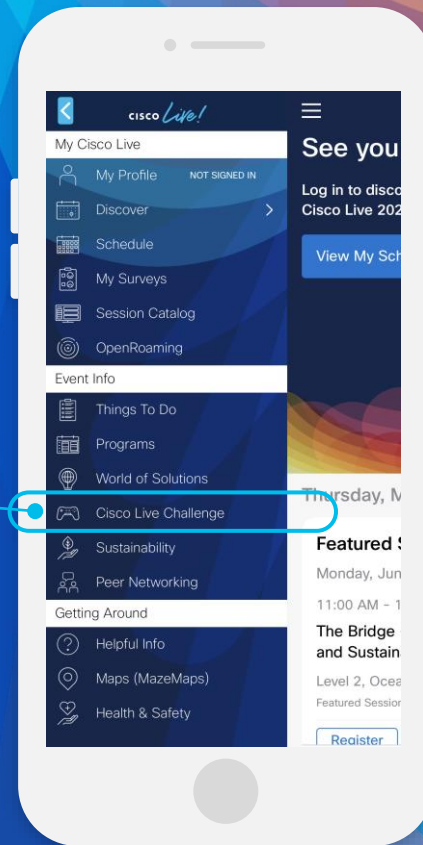


Cisco Live Challenge

Gamify your Cisco Live experience!
Get points for attending this session!

How:

- 1 Open the Cisco Events App.
- 2 Click on 'Cisco Live Challenge' in the side menu.
- 3 Click on View Your Badges at the top.
- 4 Click the + at the bottom of the screen and scan the QR code:



The background is a vibrant, abstract graphic. It features a central bright white light source from which numerous colorful rays emanate, creating a sunburst or starburst effect. The rays transition through a spectrum of colors including yellow, orange, red, and various shades of blue and green. Overlaid on this are several large, semi-transparent, wavy shapes in similar color tones, giving the overall image a sense of motion and energy.

cisco *Live!*

Let's go

#CiscoLive