



The bridge to possible

# Automate Your IT Management

Chris Dexter, VP Cisco Technical Assistance Center, Cisco  
Frederic Detienne, CX Distinguished Engineer, Cisco  
Wissal Berrada, IP Engineer, Altitude  
Benoit Calvet, Senior Network Engineer, Orange

# 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



Make smarter decisions faster to  
deliver on IT and business continuity



# Self-service support made easier

Stay a step ahead by  
taking preventative action

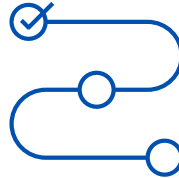
Proactive alerts and  
automated health checks



Save 8 hours  
per health check

Quickly find root causes  
to prevent failures

Guided problem-solving and  
automated workflows



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

Get expert back-up  
on demand

Webex Chat Assistant

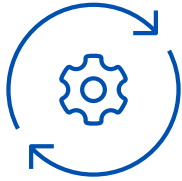


19,000+ exact match  
answers provided  
3-month period



# 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



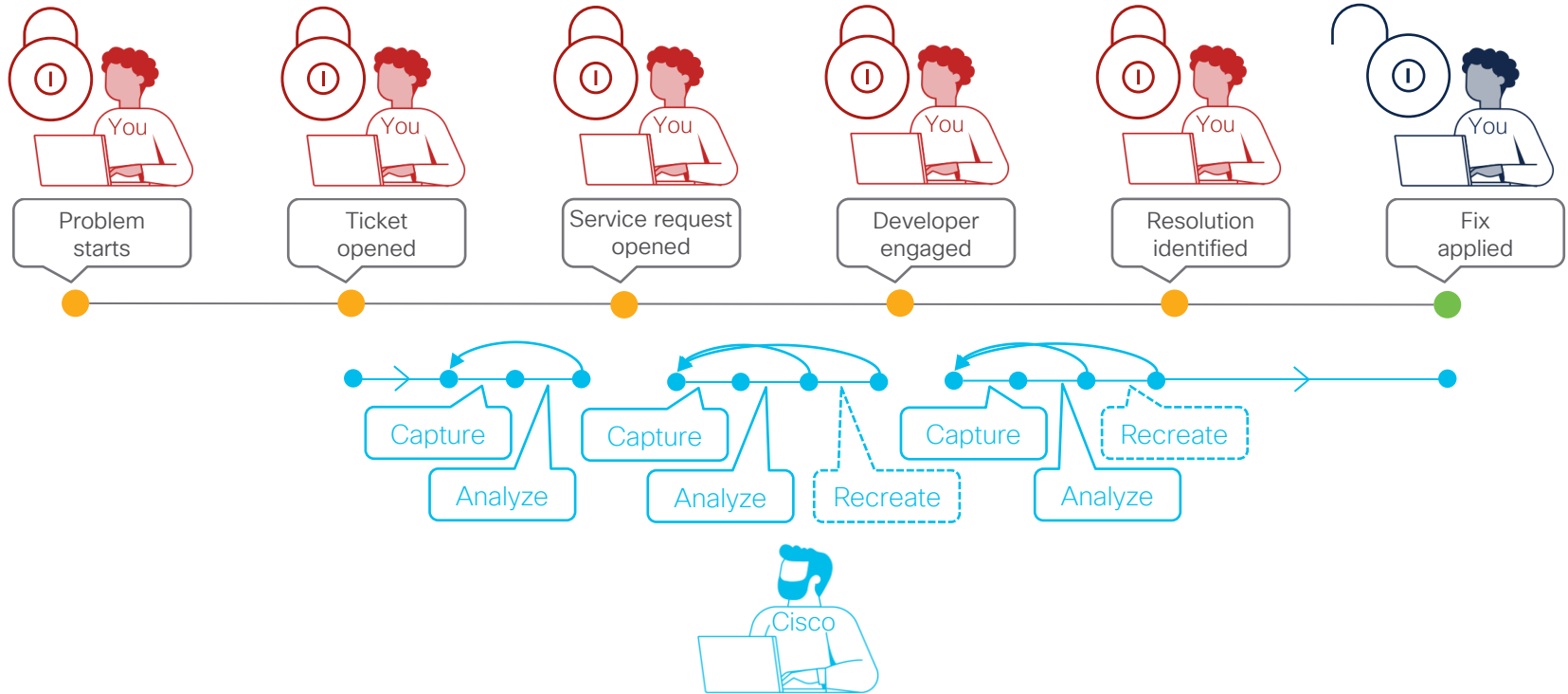
**Manage. Troubleshoot.  
Automate. No effort.**



“The use of RADKit is projected to **free up 100 -120 business days** where we can re-focus on critical work.”

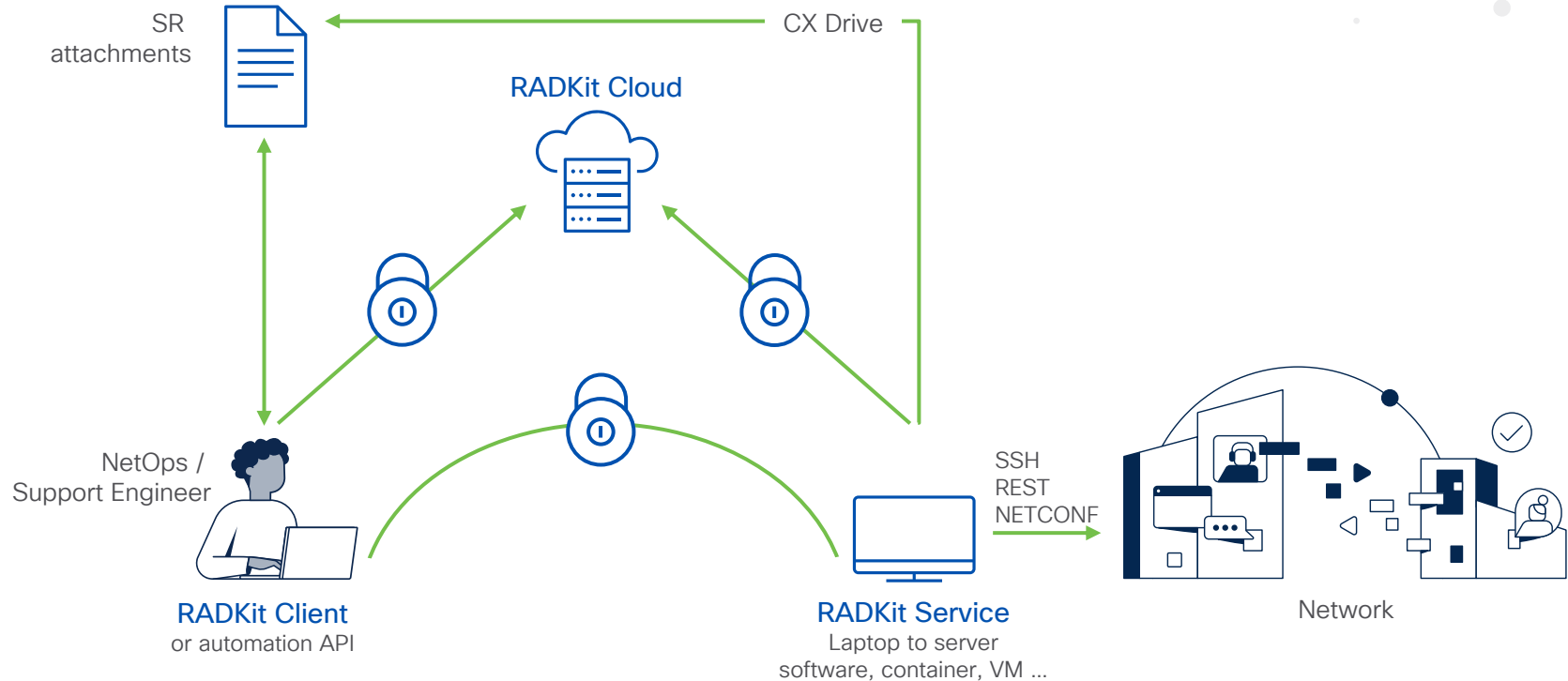
Jorge Carreno  
Sr. Product Owner  
Telstra, Australian Service Provider

# 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

# 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



# 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

The screenshot displays the Cisco CX Cloud interface. At the top, there's a navigation bar with 'My Portfolio' and 'Hybrid Cloud' tabs. Below this, a dashboard shows several key metrics: '45% Asset Support Coverage' under 'ASSETS & COVERAGE', a 'LIFECYCLE' diagram showing 'Onboard' and 'Implement' stages, and 'ADVISORIES' with counts for Security Advisories (18), Field Notices (15), and Priority Bugs (16). A 'Cases' section shows '120 TOTAL' cases, with a breakdown by status: 'Customer Pending' (11), 'New' (1), and 'Updated' (108). A table lists 'Open Cases' with columns for Severity, Case Number, Title, and Status. The table shows several cases, including one with severity S1 and title 'Error "Sign in to services"', and another with severity S4 and title 'Error when reconfiguring'. On the right, a 'Cisco Support' chat window is open, showing a conversation with a virtual agent. The chat messages include: 'Hi, I'm the CX Cloud Virtual Agent.', 'How can I help you today? Below are case related topics I can help with, or you can type a request.', 'Get case summary', 'OK! Here are two open cases you created. Or you can tell me a different case number to use.', '162983975: Voice quality issues', 'Okay, just a moment. I'll get the case summary for you.', 'Here is the current case summary.', and a detailed case summary for Case 162983975, including the TAC Engineer's name, the issue description, and the resolution steps.

CX Cloud  
One-stop digital intelligence





Digital + human  
intelligence

# Get to your desired outcomes faster



**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



# 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.

# Complete your Session Survey

- Please complete your session survey after each session. Your feedback is important.
- All surveys can be taken in the Cisco Events Mobile App or by logging in to the Session Catalog and clicking the "Attendee Dashboard" at <https://www.ciscolive.com/emea/learn/sessions/session-catalog.html>



# Continue Your Education



Visit the Cisco Showcase for related demos.



Book your one-on-one Meet the Engineer meeting.



Attend any of the related sessions at the DevNet, Capture the Flag, and Walk-in Labs zones.



Visit the On-Demand Library for more sessions at [ciscolive.com/on-demand](https://ciscolive.com/on-demand).



The bridge to possible

# Thank you

CISCO *Live!*

CISCO *Live!*

ALL IN