

Cisco Ask Product Teams

Q&A Partner Summit 2023

April 2023

Agenda

FY22 PM Session Recap

PM Team Introduction

Vision and Roadmap by PM leads

Slido Q&A discussion



Event Code: 2628575


Passcode: PM2023



FY22 Recap and Outcomes

Feedback	Outcomes
Partners have no visibility into roadmap	Quarterly roadmap updates, Webex coming soon updates
No proper communication on new features	EA announcements, Webex what's new updates
Platform stability concerns	Reliability our platform strength
Roadmap Input	Features released


Contact Center PM|GTM Leadership




Jono Luk
Product | GTM




Willem Evert
Nijenhuis
Contact Center
Product









Connie Tang
Developer
Platform






Zack Taylor
Strategic
Communication



Kevin McPartlan
Offer
Management

					
Rui Brettes	Rajen Goel	Arvi Krishnaswamy	Daniel Jonathan Valik	Emerik Giorgetti	Girish Variyath
Reduce Customer Time-to-Value	Drive efficiency with Orchestration & Automation	Empower key customer-facing employees	Enable best action with data & insights	Make Contact Center truly omni-channel	Webex CCE and CC

Leadership Teams
focused on
delivering specific
customer outcomes
by building
innovative solutions

		
Sandeep Bajaj	Raj Kumar	Rahul Dubey
Outbound/ Routing & Queuing	Security & Compliance	Market Access

How to reach out

For questions on released features

Reach out to your respective Customer Success Manager

Or

Submit a request through the [Webex Calling Help Desk](#) (now also supports WebexCC)

For product roadmap questions

Refer to the Quarterly [Cisco Collaboration Roadmap](#) (Next publish April 27)

Or

Reach out to Product management team at the below mailer: pmfeedback_cc@cisco.com

Enable best action with data & insights

Our Product Team



Daniel Valik
(Lead)



Christian Braun
JDS, WXM



Scott Stone
Billing/Reporting



Hardik Modi
CC Analytics



Aaron Buda
WXM



Varun Kulkarni
Analyzer



Zubin Dang
JDS



Our Mission

Providing a data platform, analytics, and reporting to enable all customers and partners for our services to understand what is going on across their contact center in the format and location that works best for them.

Customer Journey
Data Service

Experience
Management

Analyzer

Usage Based
Reporting and Billing

Data Platform
Services

Services/ Products we drive

- Unified Reporting and Analytics for Contact Center (Cloud and On-Premise)
- Analyzer for Contact Center
- Journey Data Service
- Experience Management (WXM)
- Usage Based Billing and Reporting

Roadmap Highlights (6 months)

- Journey Data Service Early Access and Launch
- Experience Management V2 Early Access
- Usage Based Billing and Reporting Pilot
- Unified Reporting Early Prototype
- Analyzer UX Refresh
- Analyzer V2 Prototype

Make CC truly omnichannel

Our Product Team



Emerik Giorgetti
Team Lead



Shantanu Nandi
Digital Channels



Bryan Morris
Real-time media



Dennis Marshall
WebRTC



Sandeep Bajaj
Outbound



Vikram Gururaj
Routing & Queuing



SK Kolavennu
Recording

Our Mission

Enable companies to have rich, intelligent, personalized interactions with their customers across any channel

Services/ Products we drive

- Global real-time media services (RTMS) with local / regional points-of-presence
- WebRTC and SDK for app development / integration
- Digital channels (powered by Webex Connect)
- Routing and queuing
- Outbound
- Recording and transcription

Roadmap Highlights (6 months)

- Simplification of digital channel flows (Webex CC)
- Transcription APIs
- New digital channels: Apple Business Chat
- Enterprise CC: WhatsApp, FB Messenger, ABC
- Webex CC: Progressive dialing
- WebRTC (Agent and Supervisor Desktop)
- RTMS GA in new geos (UK, GER, AUS, IND, SGP, etc)

Drive Efficiency with Orchestration and Automation

Our Product Team



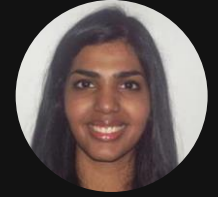
Rajen Goel
Lead +
Flow Designer



Ankush Jaggi
Webex CC IVR,
CVP / VVB



Puneet
Shrivastava
Virtual agent



Soundarya
Muthuvel
Dev. eco-system

Our Mission

- Enable continually improving **omni-channel self-service** experience which customers prefer, to optimize need for human agent interaction.
- Enable non-developers to create & manage self-service automation workflows using **easy to use low-no code tools**.
- Enable partners to create and monetize integrations using APIs by providing a rich **developer eco-system**.

Services/ Products we drive

- Webex CC IVR
- Webex CCE IVR (CVP/VVB)
- Virtual agents
- Flow Designer
- Developer eco-system (Portal, APIs, AppHub)
- Analytics for self-service automation

Roadmap Highlights (6 months)

Flow Designer enhancements

- New capabilities: Flow environments, Sub-flows, Graphical Flow analytics, Percentage-based forking
 - Improved usability – curved lines, flows organization, search, VIEW only access
- Webex Contact Center IVR** – Native speech IVR (TTS, Directed dialog), Record utterance
- Virtual agent:** Dialogflow CX/ES, Webex Connect Bot builder (voice), Nuance Mix, Analytics for automation (topic modeling)
- Developer** – Search capability, Developer Sandbox, New User Sign up, 3rd Party virtual agents

Empower customer facing employees

Our Product Team



Arvi
Krishnaswamy



Karishma
Manshani



Padmini
Krishnan



Janani
Ramakrishnan



Ramya
Tummala



Rajiv
Krishnan



Adikeshav C

Our Mission

→ Empower customer-facing employees to intelligently offer a personalized experience to end customers who connect with their business.

Efficient Turnarounds • Deeper Relationships • Agent Wellness • Real-time Supervision

→ Deliver the experiences and capabilities needed for human agents, and their supervisors (scope: from the point of human contact through the end of the interaction)

Services/ Products we drive

- Desktop & UIIP (Adikeshav), Finesse (Rajiv)
- Efficient Turnarounds (Rajiv)
- Real-time Supervision (Padmini)
- CRM & MS Teams Integration (Adikeshav)
- Customer Journey (Rajiv)
- Agent Answers and Auto Responses (Ramya)
- Quality Management (Padmini)

Roadmap Highlights (6 months)

- Supervisor Core (Janani)
- MS Teams & Dynamics Interop (Adikeshav)
- Omni-channel Customer Journey (Rajiv)
- Agent Answers (digital) (Ramya)
- Auto Responses via ChatGPT3 (EA)

Reduce Customer Time-to-Value

Our Product Team



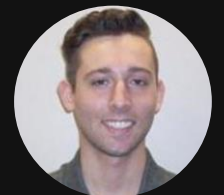
Rui Brettes



Priyobrato
Chatterjee



Jonathan
Cook



Zach
Tagerstein

Our Mission

Our team is focused on reducing customer Time to Value (TTV), it refers to how much time it takes a customer to realize and extract value from our products or services.

Services/ Products we drive

- Hybrid Platforms, Migrations (Priyo)
- Admin & Partner Experiences (Zach)
- Provisioning, Onboarding & Activation (Jonathan)
- Tenant Core automation (Priyo)

Roadmap Highlights (6 months)

- Control Hub WxCC Administration
- Partner trials, demos
- Smart default templates
- Hybrid Connector improvements

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