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Highlights
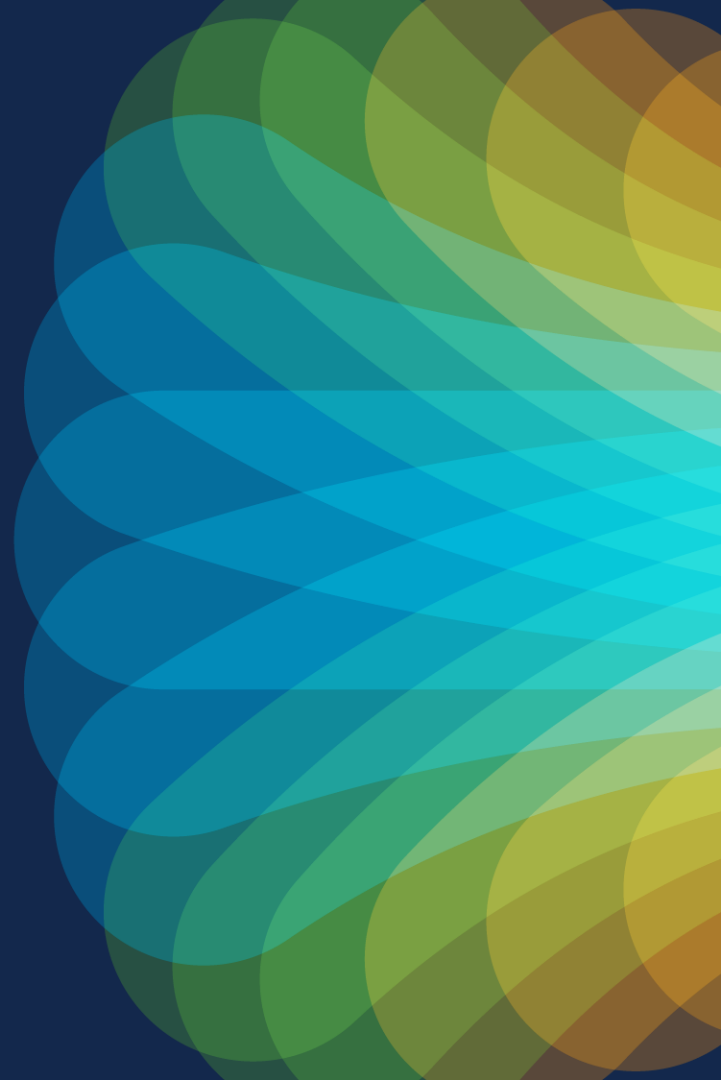
Cisco Live 2024 *Content Framework*

Keynotes — Company Vision & Strategy & Product Innovation / Launches

New! **Keynote Deep Dive** — 4 concurrent dedicated sessions for Security, Networking, Collab, Observability

New! **Center Stage** — Technology Strategy & Innovation (formerly Innovation Talks)

Technical Training

150	570	66
Hands-On Learning	Technical Breakouts	Product & Strategy Overviews

85	120
Cisco Showcase Demos	DevNet sessions

Thought Leadership

6	7
IT Trends (AI, sustainability reskilling, etc)	Inclusive Future

Executive Programming

10	25
Executive Symposium	IT Leadership

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CCT Track Coverage

```
Contact Center ──┬──> Webex CC ──> Strategy & vision (PSO), AI, Overview, PSTN, Analyzer,, Digital Channels, Desktop, Core Routing
                 │
                 └──> Webex CCE (+UCCE) ──> Hybrid services, Digital Channels, Webex CCE

CPaaS ──> Strategy & vision (PSO) , Overview/use cases, Deep dive (how-to)

Common ──> Migration , JDS/use cases , 5 IBOs
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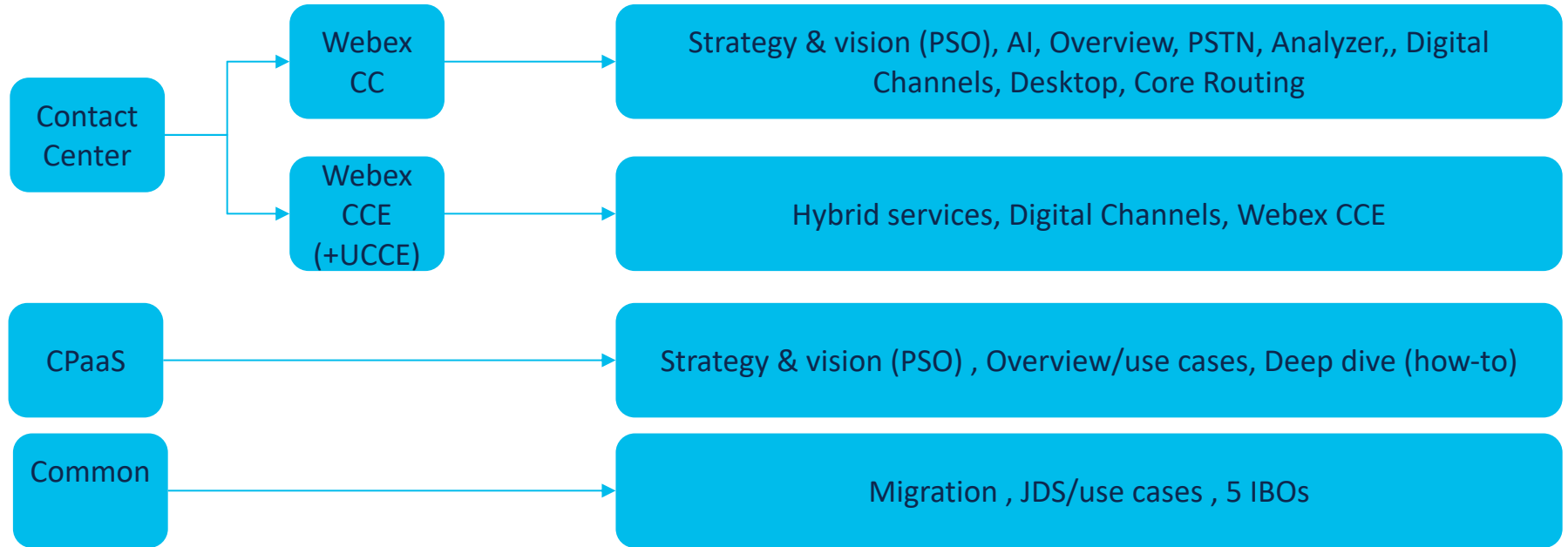
CCT Track

PSO sessions

Final SESSION CODE	SESSION TYPE	WxCCE coverage?	SESSION TITLE
PSOCCT-1013	PSO		Webex Contact Center: Enabling personalized, AI-powered
PSOCCT-1014	PSO		Future-proof your contact center: a customer experience solution for any need and any business with Webex
PSOCCT-1015	PSO		How deploying a cloud communications platform helps businesses connect with customers how they want, when they want

CCT Track Cont.'d

CPaaS Breakout sessions

Final SESSION CODE	SESSION TYPE	SESSION LENGTH (IN MINUTES)	WxCCE coverage?	SESSION TITLE
BRKCCT-2957	Breakout	60		Implementing Customer Interaction Automation Using Webex connect
BRKCCT-2722	Breakout	90		Understanding Webex Connect as the platform for customer engagement using digital channels

CCT Track Cont.'d

Contact Center Breakout sessions

Final SESSION CODE	SESSION TYPE	SESSION LENGTH (IN MINUTES)	WxCCE coverage?	SESSION TITLE
BRKCCT-2028	Breakout	90		Webex Contact Center Routing and Flow Orchestration - Elevating Customer and User Experiences
BRKCCT-1019	Breakout	60		Simplifying the admin experience for Webex Contact Center
BRKCCT-2723	Breakout	90		Understanding Voice Media and real-time media handling for Webex Contact Center
BRKCCT-1030	Breakout	90		Exploring Webex Contact Center functionality and use cases
BRKCCT-1110	Breakout	60		Webex Contact Center Analyzer - Data, Analytics, Reporting & Insights
BRKCCT-1008	Breakout	60		Empowering Agents and Supervisors for Customer Service Excellence
BRKCCT-2017	Breakout	90	yes	Omnichannel contact center: how to elevate your customers experience and deliver solutions for your business
BRKCCT-2100	Breakout	60	Yes	Accelerate Customer Engagement revenues and reduce customer friction with Webex Journey Data Service and Webex Experience Management
BRKCCT-2030	Breakout	90	yes	AI for the Contact Center
BRKCCT-1020	Breakout	90	Yes	Migrating the Premise Contact Center to the Cloud
BRKCCT-1017	Breakout	60	Yes	Designing Customer Engagement Outcomes, Not Contact Center Infrastructure
BRKCCT-2027	Breakout		yes	Contact Center Enterprise (CCE) digital channels integration powered by Webex Connect

CCT Track Cont.'d

Interactive Breakout sessions

Final SESSION CODE	SESSION TYPE	SESSION LENGTH (IN MINUTES)	WxCCE coverage?	SESSION TITLE
IBOCCT-2100			Yes	Your Contact center customer wants to be on premise, what's the future for them?
IBOCCT-1004			Yes	How AI will supercharge your Customer Experience and why Cisco is your partner to do it
IBOCCT-1005			Yes	Delivering differentiated customer experinces with the data you have
IBOCCT-1003			Yes	Keep your buiness going - Business continuity for contact center
IBOCCT-1007				CPaaS strategy & vision

CCT Track Cont.'d

Paid Content, Instructor led labs & Techtorials

Final SESSION CODE	SESSION TYPE	SESSION LENGTH (IN MINUTES)	WxCCE coverage?	SESSION TITLE
LTRCCT-2003	Instructor-Led Lab	240		Webex Contact Center Enterprise digital channels implementation and troubleshooting powered by Webex Connect
LTRCCT-2006	Instructor-Led Lab	240		Hands-on AI in Action: The Future of Customer Care with Webex Contact Center
LTRCCT-3002	Instructor-Led Lab	240		Webex CC virtual assitance and channel switching hands-on lab
LTRCCT-2005	Instructor-Led Lab	240		Hands-on lab to take your Webex Contact Center to the next Level
LTRCCT-2011	Instructor-Led Lab	240		Webex Contact Center - Data and Analytics Lab

CCT Track Cont.'d

Paid Content, Techtorials

Final SESSION CODE	SESSION TYPE	SESSION LENGTH (IN MINUTES)	WxCCE coverage?	SESSION TITLE
TECCCT-2010	Technical Seminar	240	YES	Cloud Services for Contact Center Enterprise (UCCE/PCCE/WxCCE) - Cisco's Hybrid Solution
TECCCT-3001	Technical Seminar	240		Webex Contact Center Workshop: Differentiating your Customer Experience

CCT Track Cont.'d

Walk-in Labs

Final SESSION CODE	SESSION TYPE	SESSION LENGTH (IN MINUTES)	WxCCE coverage?	SESSION TITLE
1227	Walk-in Lab	45	Yes	Google AI for Contact Center Solutions New Features
1531	Walk-in Lab	45	yes	AI functionalits in Webex Contact Center
BYODCCT-2978	Walk-in Lab	45	Yes	Contact Center Artificial Intelligence - Agent Answers and Transcripts
LABCCT-2924	Walk-in Lab	45	Yes	WxCCE and CCE Troubleshooting Made Easy with TAC Tools
LABCCT-2007	Walk-in Lab	45		Cisco Cloud APIs on Webex Contact Center (WxCC)
BYODCCT-1045	Walk-in Lab	45		Webex Contact Center Digital Channels powered by Webex Connect

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