

Webex: The award-winning platform that has customers and analysts raving.

Webex is fueling a new era of collaboration, customer experience, and event management. And it's showing.

Discover what customers are saying, why analysts rave, and how award-winning Webex solutions and devices are transforming communication and collaboration.

“It’s almost like magic where everything comes together into one and users just have that seamless journey in Webex.”

Edward Green
Head of Commercial Technology,
McLaren Racing

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01

Webex in the lead

Webex leadership by the numbers.

Meetings

250M+

Monthly participants

120B

Meeting minutes annually

Calling

45M+

Cloud users

7M+

Webex Calling users

8B+

Monthly calls

Contact Center

3.6M

Agents

36K

Customer enterprises

Devices

31

Red Dot Design Awards for video devices¹

100M+

Devices shipped

Platform

\$1.5B

Invested in AI

47

Global data centers

AI

87B

Minutes of background noise removed

200M

People have used Webex Audio Intelligence

CPaaS

270M+

Messaging API hits per month

25B+

Interactions delivered per year

Webinars

90M+

Webinar attendees per year

1.5M+

Webinars hosted per year

Messaging

15B+

Messages sent per year

Polling

260M

Participants and counting

Async Video

47M

Meeting minutes saved

Events

2.5M+

Attendee networking connections

1. [Red Dot](#), 2022.

The awards keep coming...



Best Value for Price (2022)¹



Best Collaboration Platform (2022)²



Best Meeting Room Product (2022)³



Editors' Choice Award (2022)⁴



Best Relationship (2022)⁵



Best Feature Set (2022)⁶



Best Estimated ROI (2022)⁷



Top 50 Collaboration Products (2022)⁸

1. [TrustRadius](#). Best of 2022 Awards. Becky Susko, January 11, 2022.

2. [UC Today](#). 2022 Winners. 2022.

3. [UC Today](#). 2022 Winners. 2022.

4. [PCMAG.com](#). Webex by Cisco Review. Daniel Brame, June 22, 2022.

5. [TrustRadius](#). Best of 2022 Awards. Becky Susko, January 11, 2022.

6. [TrustRadius](#). Best of 2022 Awards. Becky Susko, January 11, 2022.

7. [G2](#). Best Estimated ROI for Enterprise. Summer 2022.

8. [G2](#). Best Collaboration & Productivity Products for 2022.

Connecting when milliseconds matter.

“Webex technology is embedded throughout our team’s operations, helping us to be connected and agile with our people who operate at race pace around the globe.”

Matt Dennington

Executive Director, Partnerships, McLaren Racing

[Read Story](#)



02 Calling

Calling market leadership.

Trusted by millions worldwide.

45M+

Cloud users (partner
& Cisco hosted)

7M+

Webex Calling
users

700+

Integrated service
provider partners

100M+

Calling devices shipped

8B+

Monthly calls

120+

Markets served

Webex Calling is best of breed.

Users rate Webex Calling the best in five key areas.*

	Webex Calling	RingCentral ¹	Mitel MiCloud ²	GoTo Connect ³
Cloud PBX	8.7	5.4	8.2	8.2
Call Management	8.9	6.1	8.6	8.2
VoIP System Collaboration	9.1	5.7	7.6	8.6
Mobile Apps	9.1	6.4	6.2	7.4
Usability	9.6	3.1	8.0	8.1

*Scores out of 10

1. [TrustRadius](#). What users are saying about RingCentral MVP vs Webex Calling. September 1, 2022.

2. [TrustRadius](#). What users are saying about MiCloud Connect vs Webex Calling. September 1, 2022.

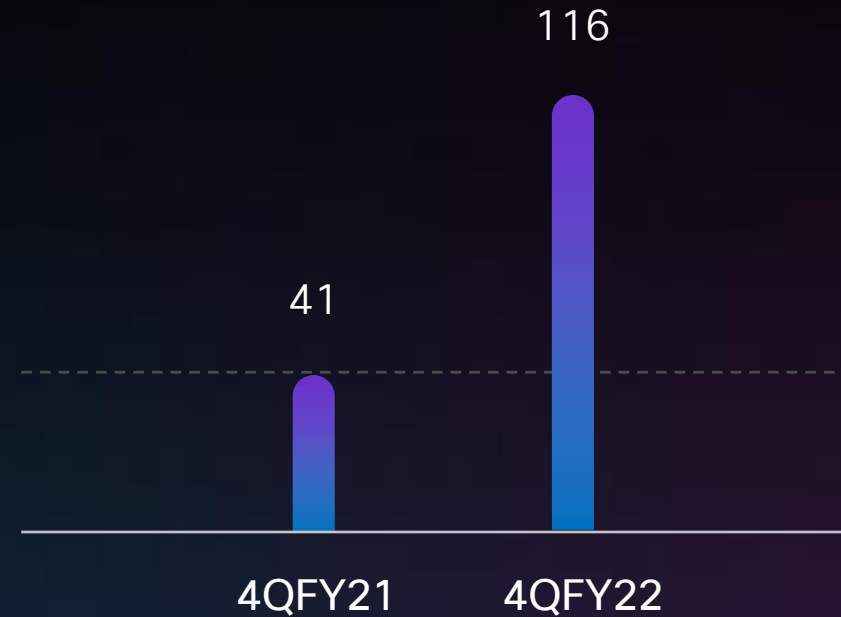
3. [TrustRadius](#). What users are saying about GoTo Connect vs Webex Calling. September 1, 2022.

Webex for BroadWorks sees 3x growth in Service Provider Partners worldwide.

Hosted jointly by Cisco and Service Provider Partners, Webex for BroadWorks meets the full range of enterprise communications and collaboration needs.

Excitement for the solution continues to rise, with total partners growing nearly 3x in the past 12 months.

Webex for BroadWorks partners



Magic Quadrant for Unified Communications as a Service, Worldwide¹

Published 18 October 2021

1. Gartner® Magic Quadrant™ for Unified Communications as a Service, Worldwide. Rafael Benitez, Megan Fernandez, Daniel O'Connell, Christopher Trueman, Pankil Sheth, 18 October 2021.

This graphic was published by Gartner, Inc. as part of a larger research document and should be evaluated in the context of the entire document. The Gartner document is available upon request from Cisco.

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Aragon names Webex an industry leader for unified communications and collaboration.¹



1. The Aragon Research Globe for Unified Communications and Collaboration, 2022, September 2022.
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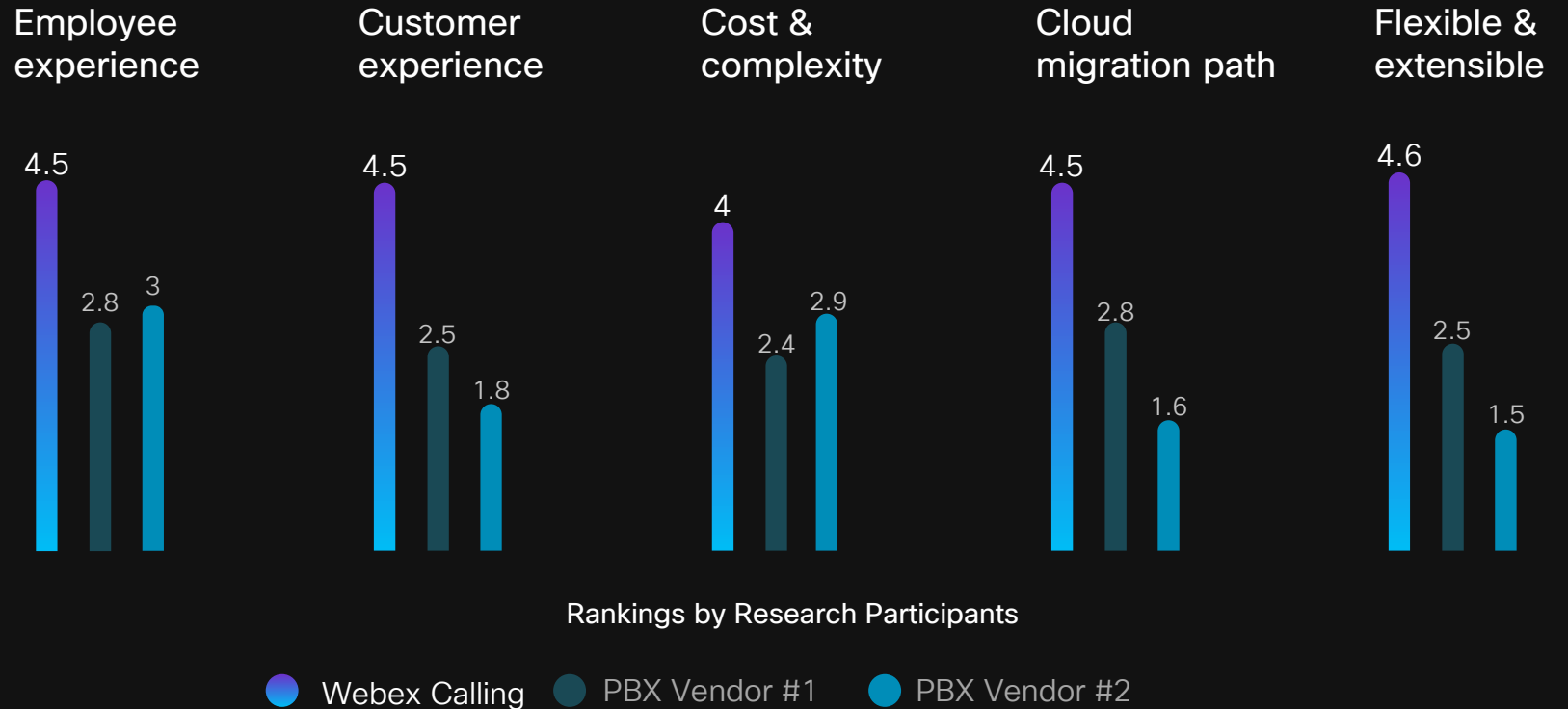
Our telecom operator calling partners, around the world.

700+ leading operators offer cloud calling using Cisco calling platforms.



Webex Calling leads in IT decision-maker survey.¹

"Apprize360's assessment found that Webex addresses all five cloud PBX migration criteria and delivers a complete, high performance, integrated communication and collaboration platform"



1. [Apprize360](#). Cloud-Based PBX Buyers' Guide. August 2022.

Webex Calling enables Broadcom to grow globally and nimbly.

“Webex Calling has given the user a far superior collaboration experience...It actually allowed users to start collaborating on the same platform, on Day One at the close of acquisition, instead of waiting months”

Stanley Toh

Head of Global IT, Broadcom

[Read Story](#)

Challenges

- Quickly connecting 25,000 remote employees across 59 countries.
- Time consuming and costly to connect legacy on-premise infrastructure.

Strategy

- Moved to Webex Calling for seamless cloud calling.
- Leverages Webex Calling alongside Webex Meetings, Webex Messaging, Webex Contact Center, and Webex Devices for a unified collaboration ecosystem that can be controlled from a single app.

Results

- 25,000 new users added in one month.
- No business interruptions and zero escalations.
- Users from acquired organizations can connect on Day One.

AT&T and Webex partner to power hybrid work with world-class cloud calling.

“We’re able to take two market leaders and bring both a world-class communication network and world-class collaboration tools together.”

Rich Shaw

VP of Voice & Collaboration Product Management, AT&T

[Read Story](#)

Challenge

- Equipping teams for amazing hybrid work experiences.

Strategy

- Allow Webex calls placed on AT&T’s networks to be made “out of band” to avoid congested networks and ensure high-quality audio

Results

- High-quality audio with the combined expertise of the AT&T network across technologies such as 5G, SD WAN, and fiber.

03 Meetings

Webex Meetings leadership by the numbers.

250M+

Monthly meeting participants

120B

Meeting minutes annually

87B

Minutes of background
noise removed

Audience engagement is at the heart of Webex.

Energize your audience to participate in the conversation with live polling and moderated Q&A.

120M+

Participants¹

120

Languages supported for real-time translation

200+

Countries



Q&A



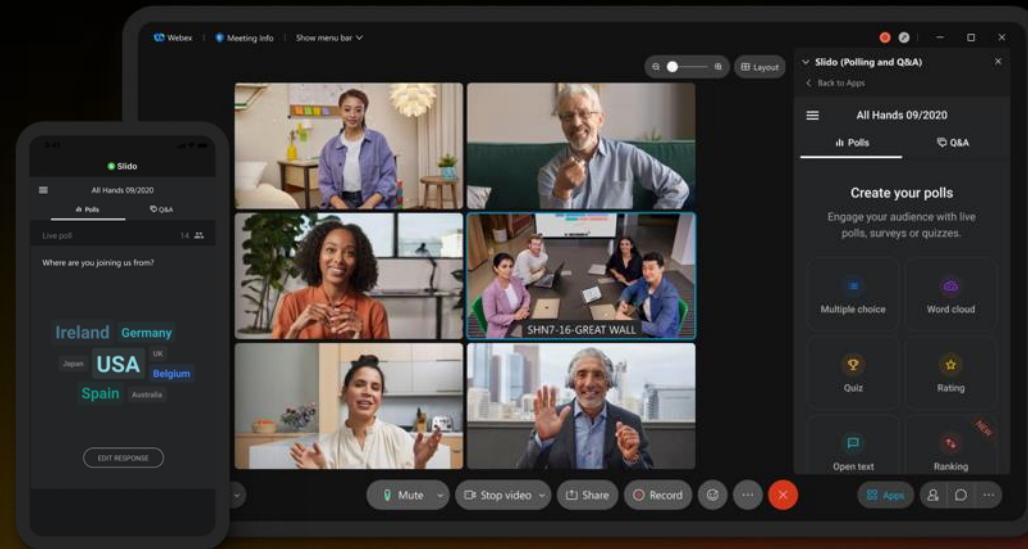
Multiple choice



Open text



Quiz



Rating poll



Word cloud

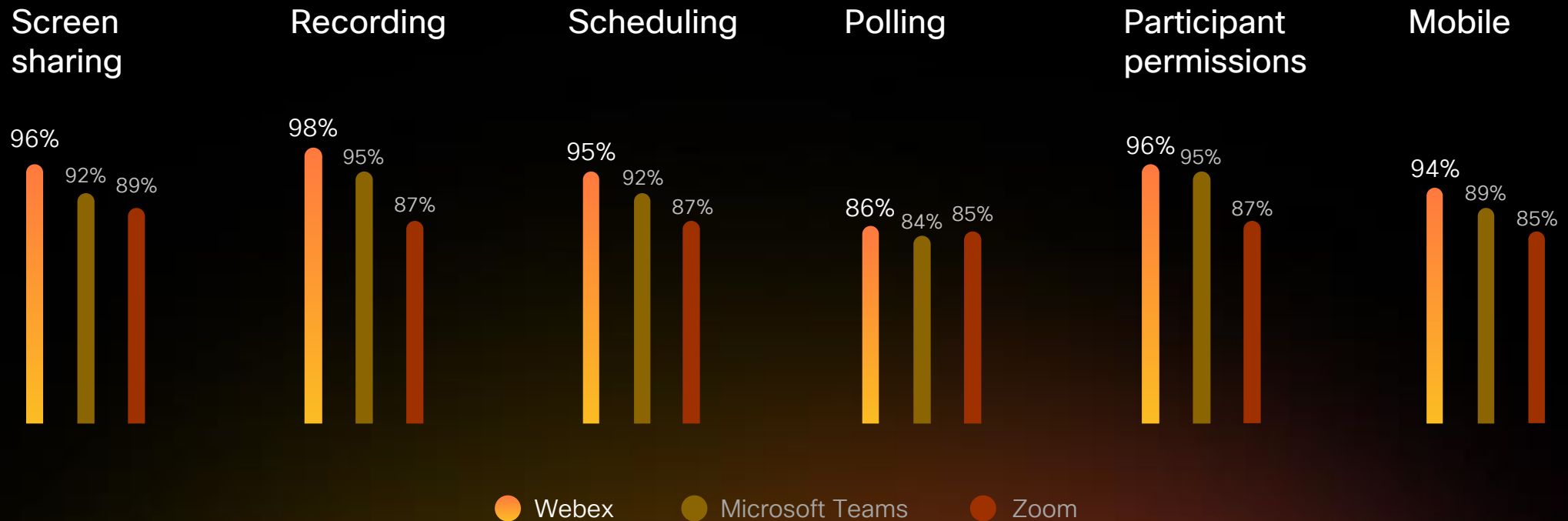


Ranking poll



1. All time.

G2 satisfaction scores put Webex ahead of key competition.¹

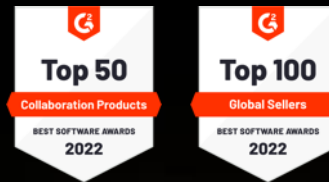


1. [G2](#). User Satisfaction Ratings. June 24, 2022.

Webex Meetings gets rave reviews from users.



Awarded G2 Best ROI, Easiest Setup, and Easiest Admin for Enterprise (2022)¹



On G2's Best Collaboration Products² and Best Global Sellers³ 2022 lists



G2 video conferencing leader in multiple regions across the globe (2022)⁴



Named PC Magazine's Best Enterprise Video Conferencing Software (2022)⁵



Cisco recognized as a 2022 Gartner® Peer Insights™ Customers' Choice for Meeting Solutions for the Webex Suite⁶

1. [G2](#). Webex Meetings Reviews & Product Details.
2. [G2](#). Best Collaboration & Productivity Products for 2022.
3. [G2](#). Best Global Sellers for 2022.
4. [G2](#). Webex Meetings Reviews & Product Details.

5. [PCMag.com](#). Webex by Cisco Review. Daniel Brame, June 22, 2022.
6. [Webex Blog](#). Cisco Recognized as a 2022 Gartner® Peer Insights™ Customers' Choice for Meeting Solutions for the Webex Suite. Amit Barave, April 27, 2022.

Cisco named as a leader in video conferencing by Aragon.¹

"To date, Cisco is still one of the only vendors that has an integrated virtual assistant that will take commands from humans and do actions such as document action items and then distribute them."

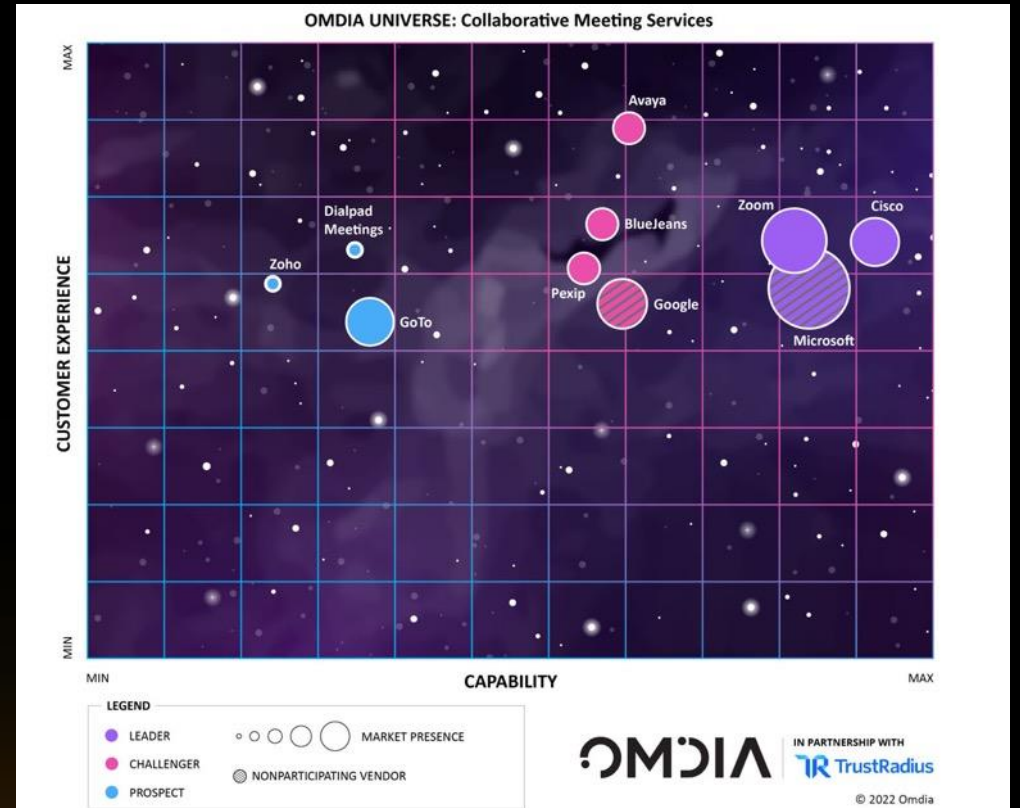


1. The Aragon Research Globe for Video Conferencing, 2022, July 2022.
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Omdia names Webex as a leader in collaborative meeting services.¹

"Webex has emerged as one of the most comprehensive collaborative meeting solutions. The depth and range of features offered by Webex have rapidly grown over the last year, making Cisco one of the fastest innovators in the market."

Prachi Nema
Principal Analyst, Omdia



1. Omdia. Omdia Universe: Collaborative Meeting Services, 2022-23. Prachi Nema, June 1, 2022. Copyright © 2022 Omdia. and/ or its affiliates. All rights reserved.

Assisted reality-powered collaboration for medical professionals.

“We can connect directly from the operating room to the conference room and beyond internationally. It can give students an invaluable, real-time view of challenging or interesting cases.”

Merlin Antúnez, MD

Medical Director & Orthopedic Surgeon, One World Surgery

[Read Story](#)

Challenge

- One World Surgery, a nonprofit surgical center in Honduras, faced challenges with supplemental surgical expertise not always locally available and travel for medical mission visits hampered by the COVID-19 pandemic.

Strategy

- Webex Meetings integrated with RealWear assisted reality to provide real-time second opinions, case discussions, mentoring, and learning opportunities.

Results

- Patients receive quality care from local medical professionals, with remote surgeons providing another level of expertise.
- Staff teams in Honduras and the U.S. communicate regularly and even more effectively using Webex Meetings for administrative activities and strategic planning.

Webex Meetings helps small business perform at global scale.

“Webex is an established brand, easy to use, familiar to all, and simultaneous interpretation on top of all of its other features makes it just perfect for our industry.”

Nada Buric
Director, Aion

[Read Story](#)

Challenges

- A provider of real-time interpretation services, Aion needed a reliable, secure video conferencing solution to connect global leaders with interpreters during high-stakes virtual meetings.
- They also needed a virtual meetings solution that was easy to use and engaging for employees.

Strategy

- Aion leveraged the simultaneous interpretation feature of Webex Meetings to seamlessly connect global leaders with interpreters during critical conversations.

Results

- Webex Meetings with simultaneous interpretation enabled Aion interpreters to easily work remotely and continue to provide the same level of service without missing a beat.
- Interpreters have quick and easy meeting join functionality.
- Simultaneous interpretation can be enabled when scheduling a meeting. From there, Aion can create an unlimited number of interpretation channels.

How Clayco, a leading construction and engineering firm, builds a culture of collaboration.

“Our business is constantly evolving. Webex provides the flexibility to really meet our needs as they continue to evolve.”

Russ Burns
President & CEO, Clayco

[Read Story](#)

Challenges

- Consolidating nine separate conferencing platforms.
- Establishing a unified collaboration platform across the organization.
- Integrating 40+ mobile field construction sites into seamless collaboration.

Strategy

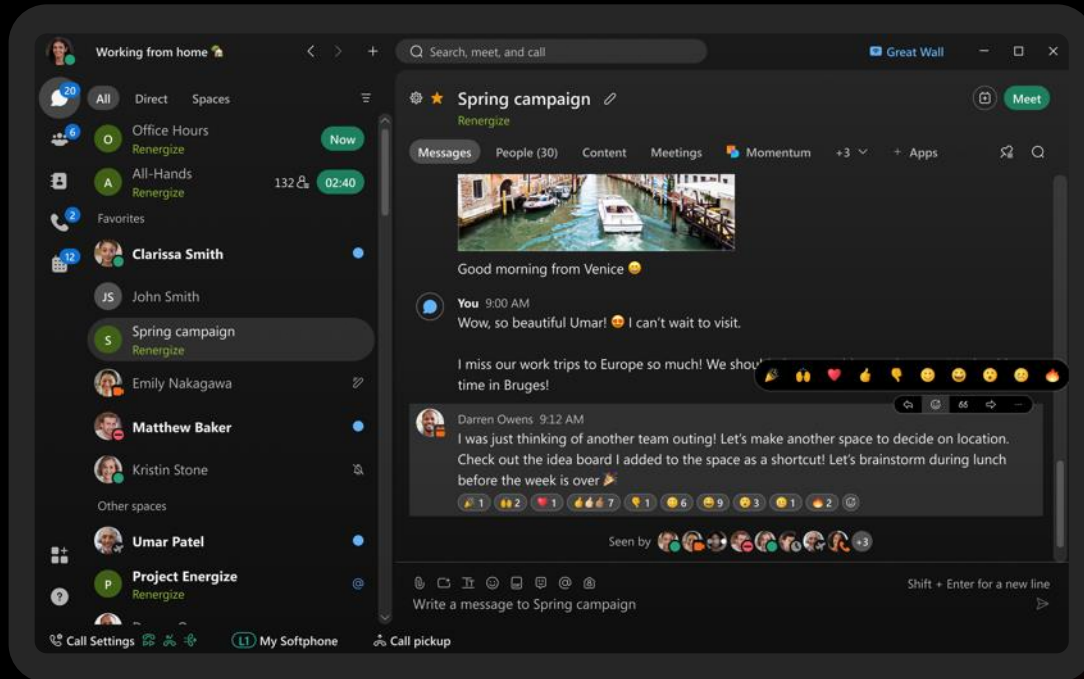
- Webex Meetings enables users to schedule, run, and record meetings.
- Meraki strengthens wireless network in head office and remote worksites.

Results

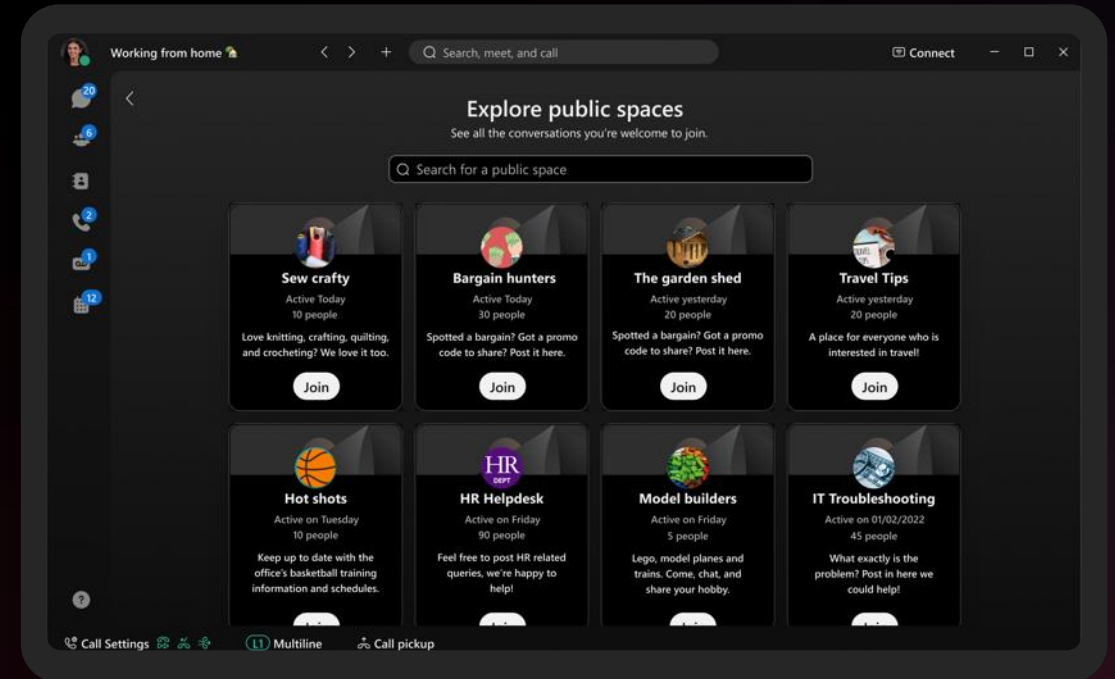
- Standardized workplace collaboration.
- Reduced travel with video conferencing and file sharing from Webex.
- Improved project management.
- Reduced demand on tech support.

04 Messaging

Webex keeps work flowing between meetings with **15B+ messages** sent in the last year.



1-on-1 messaging and group collaboration



Public spaces

Webex honored for team collaboration.

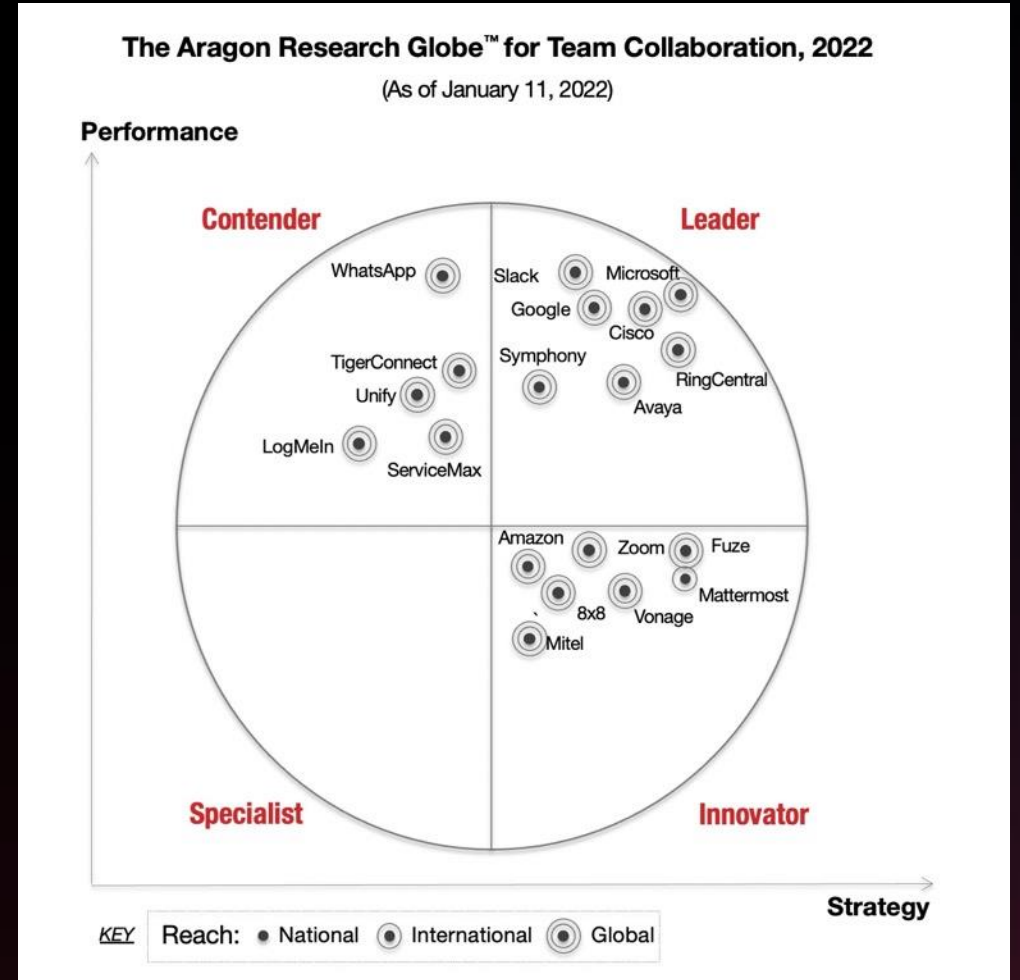


Recognized with TrustRadius Best Value for Price and Best Feature Set awards for collaboration¹

Highlighted by G2 for team collaboration, collaborative whiteboard, business instant messaging, internal communications, and screen sharing²

1. [TrustRadius](#). Best of Summer 2022 Awards.
2. [G2](#). Webex App Reviews & Product Details. 2022.

Cisco named a leader in Aragon Globe for Team Collaboration.¹



1. The Aragon Research Globe for Team Collaboration, 2022, January 2022.
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Leng-d'Or

“Webex lets us collaborate with all employees around the world. You can work in real time and share in real time. You can create new ideas and save them to the cloud.”¹



Enric Cuixeres Saez
CIO & Gateway Cybersecurity Ambassador

Odeabank

“Webex helps all our bank branches collaborate. Even when needing to work remotely, employees can send a quick message or securely share a file in the Webex App.”²



Çağın Cirikciel
Head of IT Infrastructure

1. [Webex](#). Advancing new products with assisted reality and Webex. May 2022.

2. [Webex Blog](#). Odeabank invests in Webex for secure hybrid work in the cloud. Shawna Anthony, August 19, 2022.

05 Devices

Turning any space into a productive workspace.

People deserve great collaboration devices that create incredible hybrid work experiences. Whether at home, the office, or anywhere in between, our award-winning¹ Cisco devices transform workspaces so everyone can innovate together, no matter where they are.

[Learn More](#)

1. Cisco devices have won 31 Red Dot Design awards and six Best of the Best Red Dot Design Awards, among other accolades ([Red_Dot](#), 2022).

webex



Cisco devices are **consistent** international design award winners.

31

Red Dot Design Awards

6

Best of the Best
Red Dot Design Awards

13

Consecutive years Cisco devices
recognized for outstanding design



reddot winner 2022
best of the best



reddot winner 2022



Cisco Desk Mini
Red Dot Award 2022



Cisco Board Pro
Red Dot Award 2022 Best of the Best

Cisco Board Pro named Best Meeting Room Product.

Recognized as the **best meeting room product** at the UC Awards 2022, beating out Logitech, Poly, and DisplayNote.¹

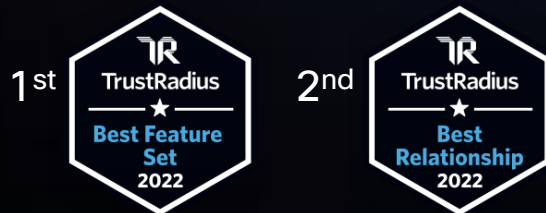


1. [UC Awards 2022 WINNERS](#), UC Today. Ryan Smith, July 29, 2022.

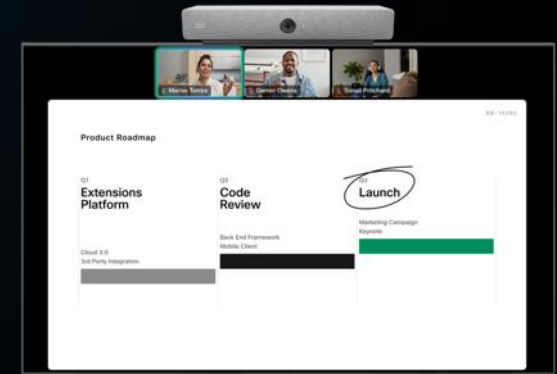
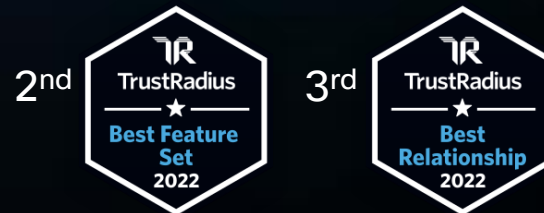
Cisco devices voted leaders for video conferencing in TrustRadius 2022 Best of Awards.¹



Cisco Headset 730



Cisco Board Series



Cisco Room Series



1. [Webex Blog](#). Webex wins fifteen "Best of 2022" TrustRadius Awards. Amit Barave, January 18, 2022.

Rebel is reimagining coworking spaces for the hybrid work era with Cisco devices.

“We designed the building around the concept of hybrid work – even before the pandemic. The pandemic only accelerated our thoughts around what we needed to do, and how we wanted to partner with Cisco and Webex to bring it all to life.”

Peter Jetzel
CEO, Rebel

[Read Story](#)

Challenge

- A one-of-a-kind coworking hub, Rebel wanted to provide fun, adaptable spaces for people to collaborate, share knowledge, and drive innovation – as well as continue the conversation after hours or on the weekends.

Strategy

- Design Rebel spaces around the concept of hybrid work and integrate a suite of Cisco devices that work well with any meeting platform, making collaboration inclusive and interactive.

Results

- Rebel has created a unique and dynamic environment for hybrid work, empowering its users to collaborate with others around the globe.

Designit keeps creativity flowing with Cisco devices.

“Cisco devices have now become so integral in terms of how we work... We’ve used Cisco devices with Zoom, Google Meet, Microsoft Teams, and Webex. Throughout the day, we need to switch platforms, depending on what the clients use.”

Niklas Mortensen

Managing Director, Designit

[Read Story](#)

Challenge

- Design their studio to power creativity and collaboration in a hybrid work world.

Strategy

- Utilize Cisco devices like Room Kits, Desk Pros, and Board Pros to build hybrid workspaces with employee well-being and creative collaboration in mind.
- Leverage the interoperability features of Cisco devices to connect with clients and colleagues from anywhere, no matter what meeting platform they're using.

Results

- The Designit team has created an environment where creativity can flow and everyone can thrive, no matter where they're working.

06 Hybrid events

More meaningful events.

Webex Webinars

90M+

Webinar attendees
per year

1.5M+

Webinars hosted
per year

Webex Events

2.5M+

Attendee networking
connections

Comprehensive hybrid events are at the heart of Webex.

Internal



External



Attendees



Webex Events¹ is a leader in event management platforms.



Highest-ranked event platform (and voted #20 overall)²



Honored with a variety of Event Management Platform awards³



Top rated in two "Best" categories and three shortlists for Ticketing, Community, and Meeting⁴

1. Webex Events (formerly Socio).
2. G2. Webex Events Reviews & Product Details for 2022.
3. G2. Best Event Management Segment Rankings for 2022.
4. Capterra. Reviews, Ratings, and Product Details for 2022.

Charter Communications creates rich virtual events with Webex Webinars.

"We do all of the production for our events, and we do it all with Webex."

Richard Bugbee

Director, Voice & Video Infrastructure, Charter Communications

[Read Story](#)

Background

In addition to using Webex devices and the Webex App for video meetings, messaging, and VoIP calling, Charter also started hosting large internal and external events on Webex Webinars.

Results

- Hosted engaging virtual events on Webex Webinars, leveraging features like streamlined Q&A and polling with Slido.
- 100% adoption rate with the Webex App, across all 100,000 people on the Charter team.

Pro cycling Team DSM wows with annual launch event powered by Webex Webinars.

“Events like our team launch, where we present the team for next year, were always in person before. We always invited the press, partners, and other stakeholders. We usually had well over 150 people on-site in the past. But by going virtual with Webex, we had almost 2,000 subscriptions.”

Tyscha Coolen-Waaijer
Project Manager, Team DSM

[Read Story](#)

Background

Team DSM took their annual event virtual with Webex Webinars. The new format allowed them to reach much larger audiences than previously possible and also empowered the team to continue making important personal connections with fans and media.

Results

- Reached 2,000 attendees globally
- Quickly moved a previously in-person event to an online format
- Real-time translation supported more effective communications

MAD//Fest partnered with Webex Events to bring their iconic in-person event to the virtual and hybrid stage.

"[The hybrid event] really took production to another level. We had to cater to the needs of in-person attendees and virtual attendees. That's where the Webex Events platform enabled us to seamlessly join the conversation between in-person and online attendees, so people could meet remotely, they could tune into the content, they could interact with the content, and that was all through the Webex Events platform."

Dan Brain

Co-Founder, MAD//Fest

[Read Story](#)

1. Webex Events (formerly Socio).

Background

Successful hybrid events seamlessly bring virtual and in-person attendees together. MAD//Fest did just that by leveraging Webex Events¹ to power an event experience where both virtual and in-person attendees felt engaged, connected, and informed.

Results

- 21.47K connections made
- 82% renewal rate for event sponsors
- 30+ countries represented

07 Webex Suite

Webex Suite

Designed to support all types of interactions



Calling



Messaging



Meetings



Whiteboarding



Webinars



Events



Polling



Async Video

08 Webex Platform

The Webex Platform accelerates what's possible in hybrid work with dynamic experiences that empower users and foster trust.



The power of the Webex Platform.



Enterprise-grade
security



Simple
administration



Advanced
collaboration features



Extensible
architecture

Scalable and globally available.



47

Webex data centers

- Global presence with local compliance
- Unmatched real-time media performance
- Failover and disaster recovery

Comprehensive collaboration security built in.



Legal and regulatory compliance.

Information security + privacy¹

- ISO 27xxx (ISO 27001 / 27017 / 27018 / 27701)
- SOC 2 Type II
- Germany BSI C5:2020
- EU Cloud Code of Conduct
- FedRAMP
- HIPAA third-party attestation
- Cisco's Quality Management System
- ISO 9001
- CSA STAR L2
- DoD IL5 (Webex for Defense HCS-D)
- Spain ENS
- Australia IRAP

Regulatory²

- HIPAA
- GDPR
- FERPA
- COPPA
- PIPEDA
- PHIPA
- CCPA
- PCI

Cross-border transfers

- Binding Corporate Rules
- APEC Cross-Border Privacy Rules
- EU Standard Contractual Clauses



1. Not all Webex products have obtained all certifications listed. For example, only Webex for Government is FedRAMP authorized.

2. Webex continually assesses relevant regulations to ensure applicability and compliance, as needed.

“The innovation inside Control Hub brought some much-needed capabilities to the IT pro.”¹



Zeus Kerravala

Founder & Principal Analyst, ZK Research

1. [No Jitter](#). Webex Delivers Innovation for IT Pros at Cisco Live 2022. Zeus Kerravala, June 14, 2022.

Cisco's Responsible AI Initiative.

Expands upon Cisco's Human Rights Policy and Data Privacy Trust Center with:

- **Guidance and oversight**
Continuous learning, policy setting, and observation cycles
- **Controls**
Assesses AI programs with a principles-led approach: Transparency, Fairness, Accountability, Privacy, Security, and Reliability
- **Incident management**
Expands Cisco Trust Center for stakeholder and customer response
- **Industry leadership**
Participation in standards committees and business roundtables
- **External engagement**
Government relations, sponsorship of ethical AI programs



The Cisco Responsible AI Framework

Security by Design / Human Rights by Design / Privacy by Design for personal data and consequential decisions

At Cisco, we appreciate that Artificial Intelligence (AI) can be leveraged to power an inclusive future for all. We also recognize that by applying this technology, we have a responsibility to mitigate potential harm. That is why we have developed a Responsible AI Framework based on [six principles](#) of Transparency, Fairness, Accountability, Privacy, Security and Reliability.

We translate these principles into controls that can be applied to model creation and the selection of training data with Security by Design, Privacy by Design, and Human Rights by Design processes embedded throughout the model's lifecycle and its application in products, services, and enterprise operations.

Cisco Public

1

Find out more at <https://trust.cisco.com>

AI-enabled experiences across the Webex Platform.



Audio intelligence

- Background noise removal
- Optimize for my voice
- Optimize for all voices



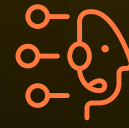
Video intelligence

- Gesture and face recognition
- People focus
- Speaker tracking
- Virtual backgrounds



Language intelligence

- Real-time transcription and closed captioning
- Real-time translation
- Noise removal and voice optimization



Virtual assistants

- Webex Assistant for Devices
- Webex Assistant for Meetings
- Webex Assistant skills



Collaboration insights

- People profile insights
- Personal insights

Artificial intelligence is at the heart of Webex.

\$1.5B investment in AI

200M

People have used Webex
Audio Intelligence

87B

Minutes of
background
noise removed

57M

People have used
Webex Assistant to
record and transcribe
meetings

4M+

Voice commands
supported year-to-date
with Webex Assistant
for Devices

How the University of Wisconsin–Whitewater builds an inclusive education community with Webex.

“Webex Assistant has been a really excellent addition to Webex. There are lots of different ways we’re using it on campus. Some of our departments have asked all their faculty to make sure that it is enabled and turned on for any of their virtual meetings.”

Kirsten Mortimer

Technology Adoption Coordinator, UW–Whitewater

[Read Story](#)

Challenge

- Meet the diverse education needs of students from different backgrounds, experiences, identities, and abilities.

Strategy

- Deploy collaboration technology tools from Webex including video conferencing, Webex devices, Webex Messaging, and Webex Webinars.
- Leverage the inclusive collaboration and accessibility features of Webex to serve the different learning styles in their diverse population.
- Use Slido for real-time polling to give all students a voice, gauge comprehension, and more.

Results

- Flexible and inclusive classroom experiences.
- Town hall meetings via Webex Webinars with live captioning services.
- Webex Assistant provides a variety of productivity and accessibility features during video meetings including real-time transcription and closed captions.
- Accessibility panel during Webex Meetings helps with screen reader notifications, the ability to change from dark to light mode helps some students see more clearly, and the chat panel’s customizable size also aids with accessibility.

Credit union transforms virtual customer experience with Webex.

“Webex has been a win, win, win. It keeps us in touch with our team members and credit union members. The platform is reliable, secure, and always available with less operational overhead.”

Janaki Rao

SVP & Chief Technology Officer, Premier America Credit Union

[Read Story](#)

Challenges

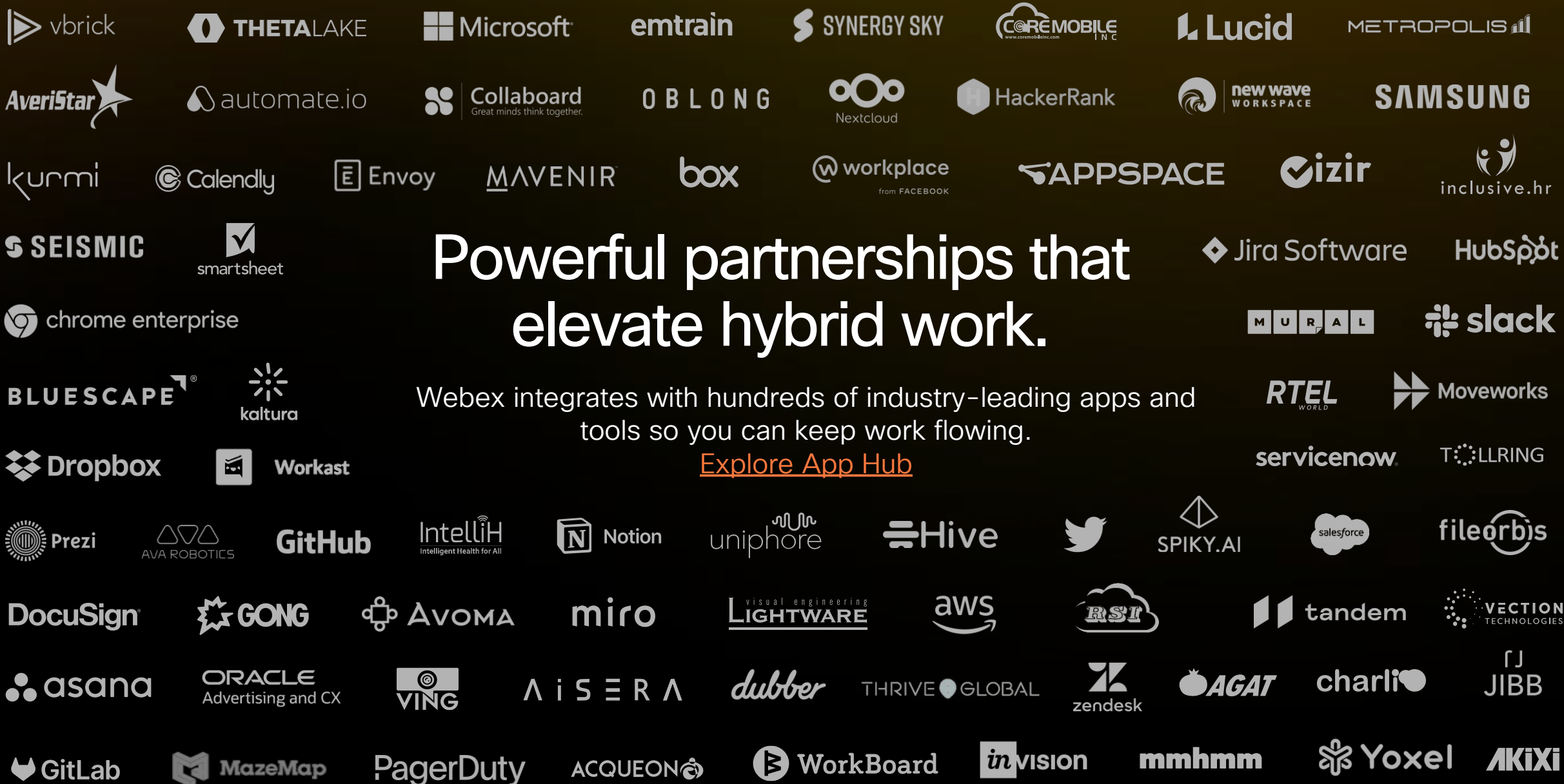
- Replace existing phone system in order to support remote workforce.
- Establish a unified collaboration platform for a hybrid work environment.
- Secure personal and financial data.
- Continue personal financial services with alternate remote tools.

Solutions

- Webex Suite: App, Meetings, Messaging, Calling
- Webex Contact Center with AI and chatbot capabilities
- Cisco Unified Communications Manager
- Cisco Enterprise Network
- Cisco Meraki System Manager

Results

- Ensures uninterrupted service to members.
- Allows remote working safely and securely.
- Expands online banking customer service.
- 99.999% phone system uptime with more cloud-enabled scalability and security.



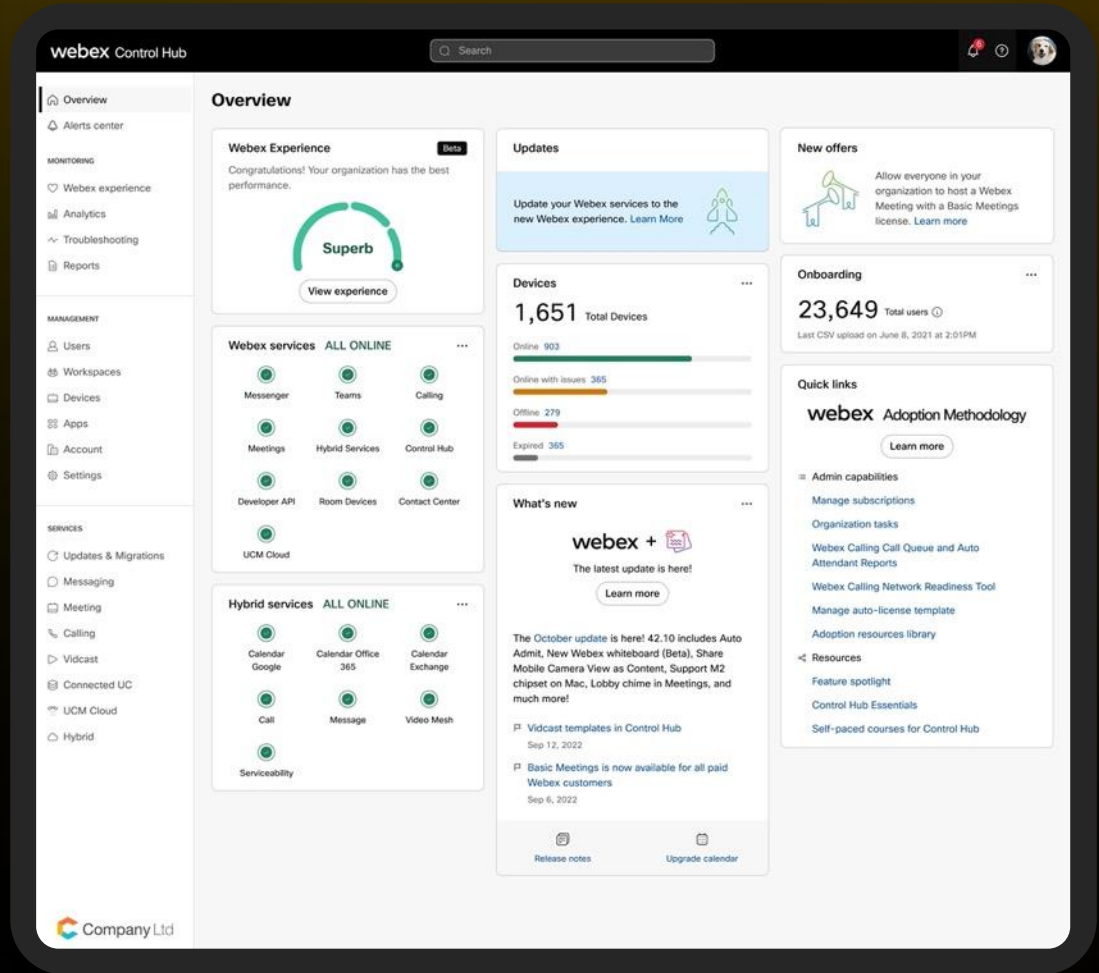
Powerful partnerships that elevate hybrid work.

Webex integrates with hundreds of industry-leading apps and tools so you can keep work flowing.

[Explore App Hub](#)

Your home base for every user, device, and workspace.

Control Hub—one powerful and intuitive management tool with the most advanced troubleshooting and insights available.



09 Customer experience

CX Today

Webex customer experience solutions win the Best CX Solution award at the first annual CX Awards in 2022.¹



1. [CX Today](#). CX Awards 2022. February 17, 2022.

Contact Center

Contact Center by the numbers.

3.6M

Agents

36K

Customer enterprises

1.5K

Global partners

Total Economic Impact™ of Webex Contact Center.¹

Forrester® financial summary (three-year risk-adjusted)

262%

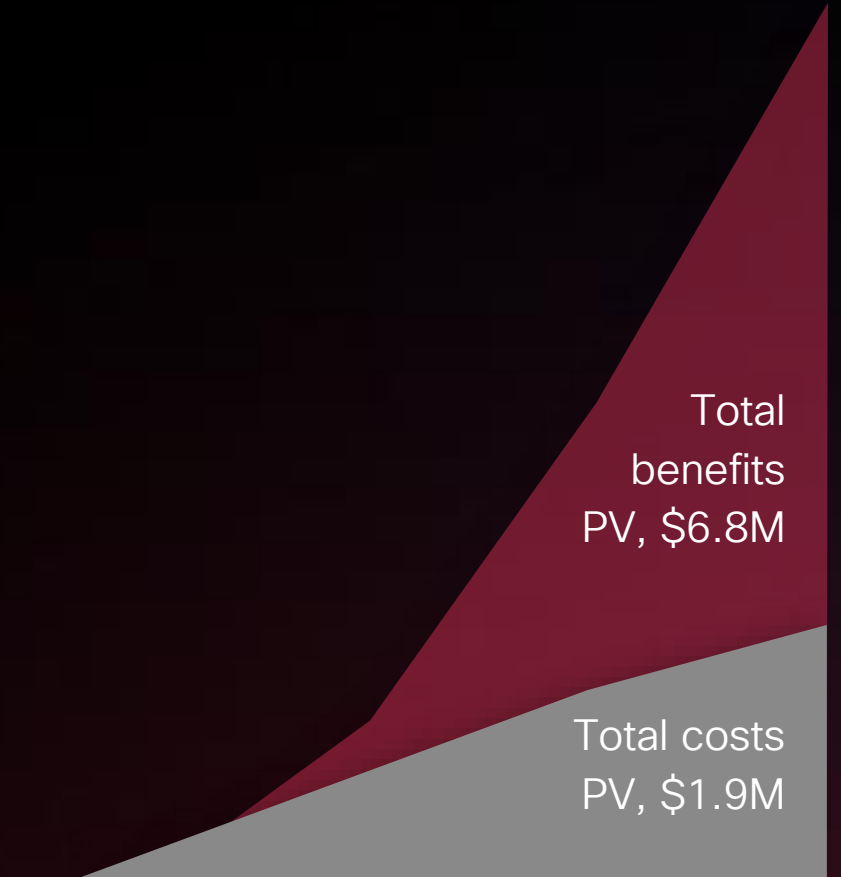
ROI

13 Month

Payback

\$6.8M

Benefits PV



1. [The Total Economic Impact of Cisco Webex Contact Center](#), October 2020.
A Forrester Total Economic Impact™ study commissioned by Cisco published October 2020

Webex Contact Center outperforms the competition.

Users rate Webex Contact Center the best in five key areas.*

	Webex Contact Center	Five9 ¹	Genesys ²	NICE ³
Agent Dashboard	9.3	8.2	6.2	8.6
Omnichannel Inbound Routing	9.6	8.3	8.0	8.5
Live Reporting	9.6	8.3	8.2	8.6
Multichannel Integration	9.7	7.9	7.1	8.4
Likelihood to Recommend	9.7	7.9	7.5	8.6

*Scores out of 10

1. [TrustRadius](#). What users are saying about Webex Contact Center vs Five9. August 23, 2022.

2. [TrustRadius](#). What users are saying about Webex Contact Center vs Genesys. August 23, 2022.

3. [TrustRadius](#). What users are saying about Webex Contact Center vs NICE CXone. August 23, 2022.

The Aragon Research Globe.™

Webex by Cisco is identified as a leader in the Aragon Globe for Intelligent Contact Centers 2021.¹

Currently, there's a critical need to solve customer problems faster with AI-powered contact centers. The Aragon Research Globe for Intelligent Contact Centers examines the major intelligent contact center providers, including industry-leader Webex.



1. The Aragon Research Globe™ for Intelligent Contact Centers, 2021, July 2021. Copyright © 2021 Aragon Research Inc. and/or its affiliates. All rights reserved. Aragon Research and the Aragon Research Globe are trademarks of Aragon Research Inc.



Magic Quadrant™ for Contact Center as a Service¹

Published 22 August 2022

1. [Gartner® Magic Quadrant™ for Contact Center as a Service \(CCaaS\)](#). Drew Kraus, Steve Blood, Pri Rathnayake, Pankil Sheth. 22 August 2022.

This graphic was published by Gartner, Inc. as part of a larger research document and should be evaluated in the context of the entire document. The Gartner document is available upon request from Cisco.

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Figure 1: Magic Quadrant for Contact Center as a Service



Source: Gartner (August 2022)

CX Today

Webex Contact Center wins the Best Contact Centre Platform Award at the first annual CX Awards in 2022.¹



1. [CX Today](#). CX Awards 2022. February 17, 2022.

T-Mobile

“In a matter of weeks, we were able to shut down all of our call centers and enable 12,000 agents to get back on the phone to help our customers. We don’t have to be physically together because we have the tools that we need to stay in contact with each other.”

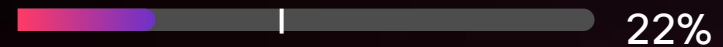
Tamara Jensen

Sr. Technical Product Manager, T-Mobile

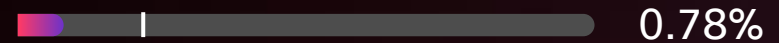
[Read Story](#)

Impressive outcomes

- Fine-tuned routing to ensure the right calls were going to the right agents
- Decreased agent attrition rate from 42% to 22%



- Decreased churn rate from 2.5% to 0.78%



Rethinking contact center technology in the travel insurance industry.

“Customers want an omnichannel experience – and for the company to engage with customers on their terms. Webex gives us that ability to have that discussion with the business on how we’re going to better service our customers.”

James Hill

Global Manager, Infrastructure & Cloud, Cover-More

[Read Story](#)

Challenge

- Scaling to address a significant increase in customer calls and requests that require intricate travel arrangements.

Strategy

- Leverage the power of collaborative and connected technology with Webex Contact Center to deliver remarkable customer experiences from the cloud.

Results

- Cover-More is saving 30% of its operating costs year-on-year.
- Omnichannel experience that helps eliminate fragmented customer experiences.

Webex CPaaS Solutions

Webex Connect¹ (CPaaS) by the numbers.

270M+

Messaging API hits
per month

25B+

Interactions delivered
per year

1B+

Journey flows
per month

< 2s

Message
latency

1. [Webex Connect](#), was formerly marketed as imiconnect from imimobile

Connecting with customers anytime, anywhere, with a reliable messaging infrastructure.

Tier 1

Carriers

- Direct connections across U.S., UK, Canada, and Germany

200+

Regions

- Outbound SMS and voice
- Two-way SMS in 80+ countries

6

Platform instances

- Platform availability in U.S., Canada, UK, Ireland, India, ANZ, and growing

Total Economic Impact™ of Webex Connect.¹

Forrester® financial summary (three-year risk-adjusted)

330%

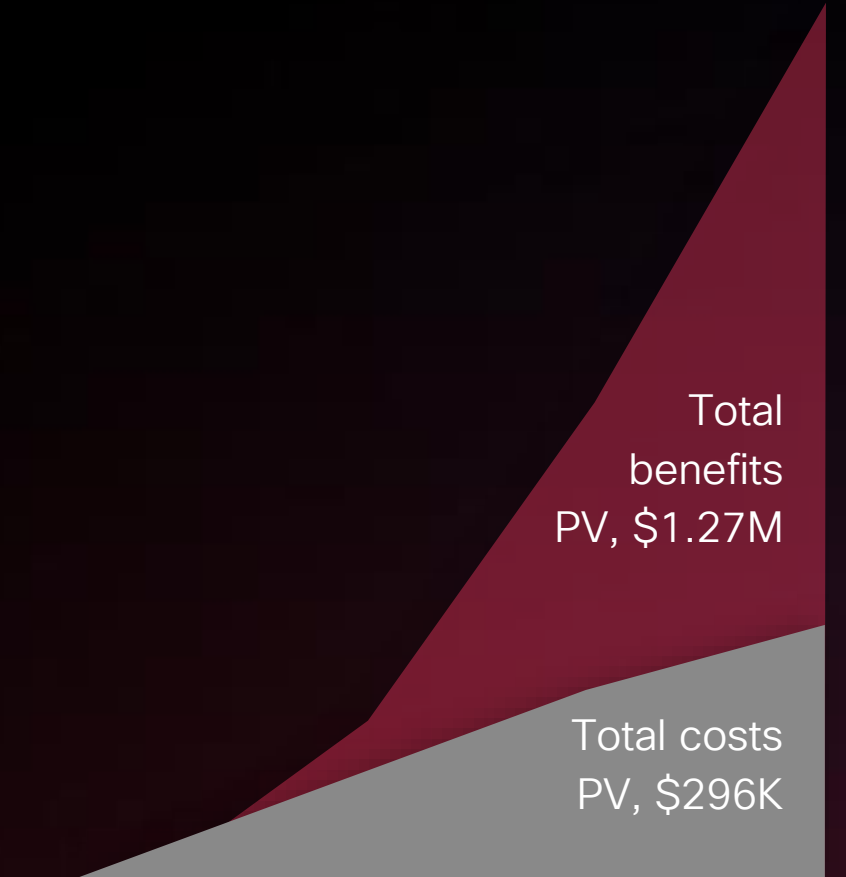
ROI

50%

Increase in productivity

\$1.27M

Benefits PV



1. [The Total Economic Impact of Webex Connect](#), January 2022.

A Forrester Total Economic Impact™ study commissioned by imimobile, part of Webex, published January 2022.

SMARTY experienced a 500% increase in campaign engagement with Webex Connect.

“SMARTY is in an extremely competitive industry, and we are an ambitious company – we were looking for a highly personalized, automated customer experience solution that would keep pace with the speed at which we are moving. Webex Connect has helped overhaul our entire approach to customer communications with its multi-channel capabilities providing a frictionless customer experience.”

Head of Marketing & Propositions

SMARTY

[Read Story](#)

Challenge

- SMARTY had lots of manual processes, disparate systems, and siloed data that were preventing growth. They also lacked a central system of record for customer information.

Strategy

- To have an integrated multichannel platform which centralizes customer interactions and improves overall CX.

Results

- SMARTY reached a 70% 5-star review on Trustpilot.
- 100% increase in customer engagement using RCS (Rich Communications Services) business messaging rather than email.

Winning at the US CX Awards with Walgreens.

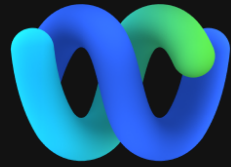
“Working with our technology partner, imimobile, we have been able to reimagine the customer experience through digital solutions that connect the digital and physical store pick up process.”

Ekta Anand

Sr. Product Manager, Digital Pharmacy Product & Communication, Walgreens Boots Alliance

[Read Story](#)





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by CISCO