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

webex
by CISCO

Contents

01
Webex in the lead

Webex leadership by the numbers.

Meetings

100B+
Minutes of background noise removed

27B
Meeting minutes annually

Security

225M+
Files & URLs scanned for malware per month

Messaging

1.2B+
Messages sent per month

Calling

50M+
Cloud users

11M+
Webex Calling users

8B+
Monthly calls

Devices

31
Red Dot Design Awards for video devices[1]

100M+
Devices shipped

Platform

110
Global data centers

Contact Center

3.6M
Agents

36K
Customer enterprises

CPaaS

270M+
Messaging API hits per month

30B+
Interactions delivered per year

Events

3M+
Attendee networking connections

Webinars

70M+
Webinar attendees per year

100K
Simultaneous participants supported

Polling

300M
Participants and counting

1. Red Dot. 2022.

webex

The awards keep coming...

Best Value for Price (2022)[1]

Best UCaaS Provider (2023)[2]

Best Meeting Room Product (2023)[3]

Editors' Choice Award (2022)[4]

Best Relationship (2022)[5]

Best Feature Set (2022)[6]

Top Rated (2023)[9]

Users Most Likely to Recommend (2023)[7]

Momentum Leader (2023)[8]

1. TrustRadius. Best of 2022 Awards. Becky Susko, January 11, 2022.
2. UC Today. 2023 Winners. 2023.
3. UC Today. 2023 Winners. 2023.
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. Webex Events (formerly Socio) Users Most Likely to Recommend. Summer 2023.
8. G2. Webex Events (formerly Socio) Momentum Leader for 2023.
9. TrustRadius. Top Rated Award for 2023.

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

webex

02
Calling

Calling market leadership.

Trusted by millions worldwide, across cloud and on-premises

50M+

Cloud users (partner & Cisco hosted)

11M+

Webex Calling users

700+

Partners

100M+

Calling devices shipped

8B+

Monthly calls

120+

Markets served

webex

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 Calling proven reliability

Historical uptime

99.999%
Last three months

99.999%
Last six months

99.999%
Last nine months
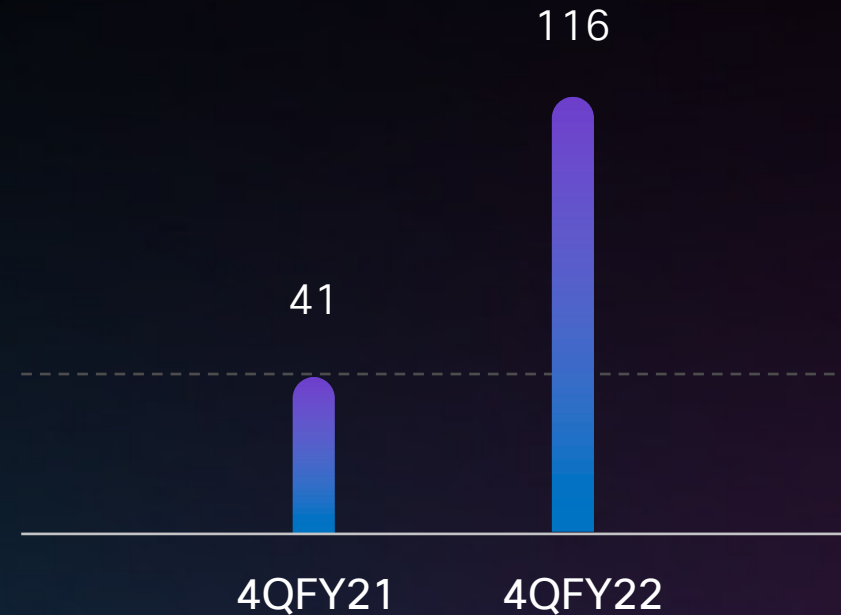
99.999%
Last twelve months

Total downtime over past year: 3.02 minutes

webex

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

116

41

4QFY21   4QFY22

webex

Gartner®

Magic Quadrant for Unified Communications as a Service, Worldwide[1]

Published 28 November 2022

1. Gartner® Magic Quadrant™ for Unified Communications as a Service, Worldwide. Rafael Benitez, Megan Fernandez, Christopher Trueman, Pankil Sheth, 28 November 2022

Figure 1: Magic Quadrant for Unified Communications as a Service, Worldwide

Source: Gartner (November 2022)

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

The Aragon Research Globe™ for Unified Communications and Collaboration, 2022 (As of 9/20/22)

1. The Aragon Research Globe for Unified Communications and Collaboration. 2022, September 2022.

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"

Employee experience — 4.5, 2.8, 3

Customer experience — 4.5, 2.5, 1.8

Cost & complexity — 4, 2.4, 2.9

Cloud migration path — 4.5, 2.8, 1.6

Flexible & extensible — 4.6, 2.5, 1.5

Rankings by Research Participants

● Webex Calling   ● PBX Vendor #1   ● PBX Vendor #2
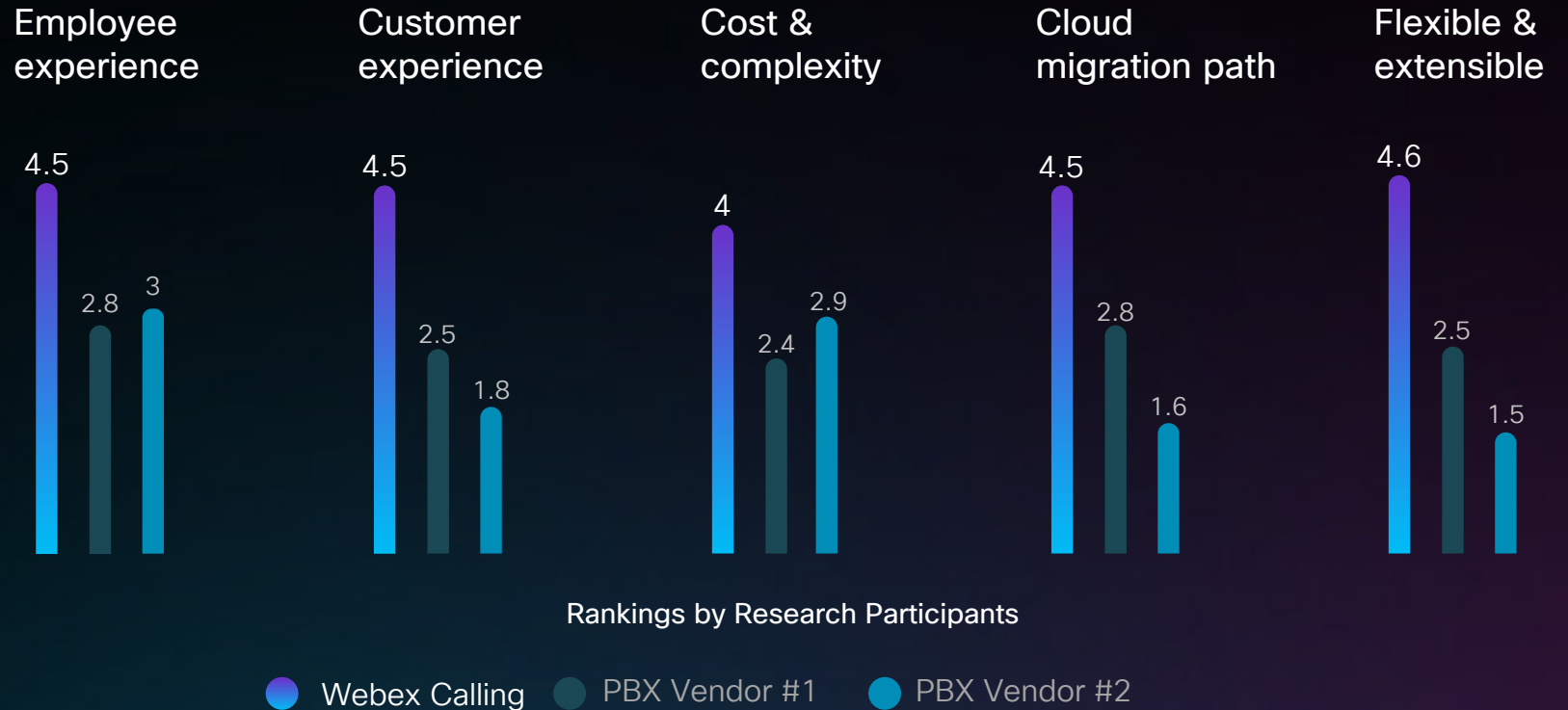
1. Apprize360. Cloud-Based PBX Buyers' Guide. August 2022.

webex

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 deliver unrivaled mobility for today's workforce.

One mobile number for your Webex identity

Powerful enterprise-grade calling on mobile

Fast and reliable 5G wireless connectivity

Fully managed, secure and compliant

"Mobility is key to enabling hybrid work. Businesses want a seamless and reliable communication experience. By deeply integrating our technology, businesses can be assured their communications are built on a solid foundation. Together we are unlocking new levels of productivity, agility, and connectivity— enabling teams to thrive in the modern work landscape."

Mike Troiano
Senior Vice President, Business Products, AT&T

Read more

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03
Meetings

Webex Meetings by the numbers.

100+

Languages for real-time translation

27B

Meeting minutes annually

100B+

Minutes of background noise removed

webex

Audience engagement is at the heart of Webex.

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

Q&A
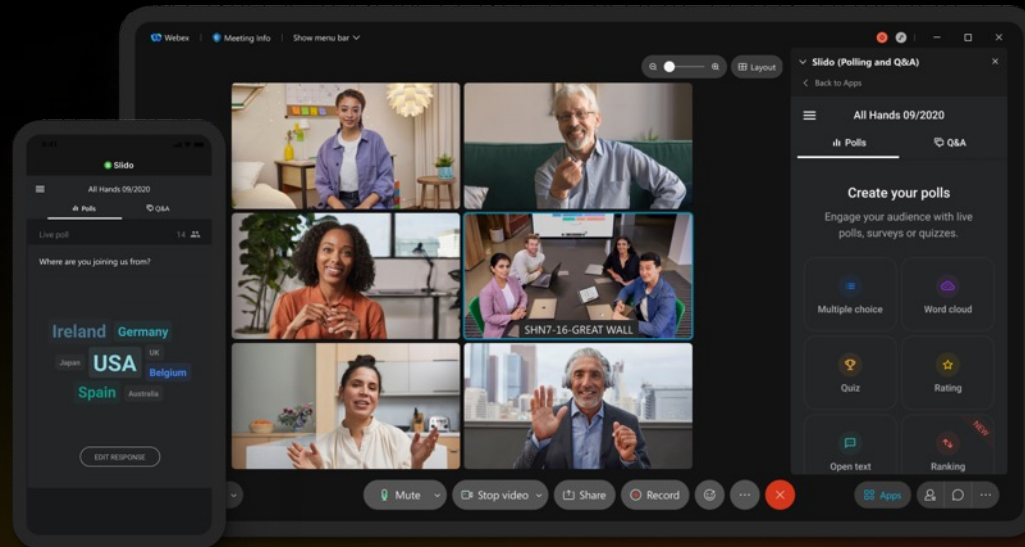
Multiple choice

Open text

Quiz

Rating poll

Word cloud

Ranking poll

G2 satisfaction scores put Webex ahead of key competition.[1]

Screen sharing

96%
92%
89%

Recording

98%
95%
87%

Scheduling

95%
92%
87%

Polling

86%
84%
85%

Participant permissions

96%
95%
87%

Mobile

94%
89%
85%

● Webex ● Microsoft Teams ● Zoom
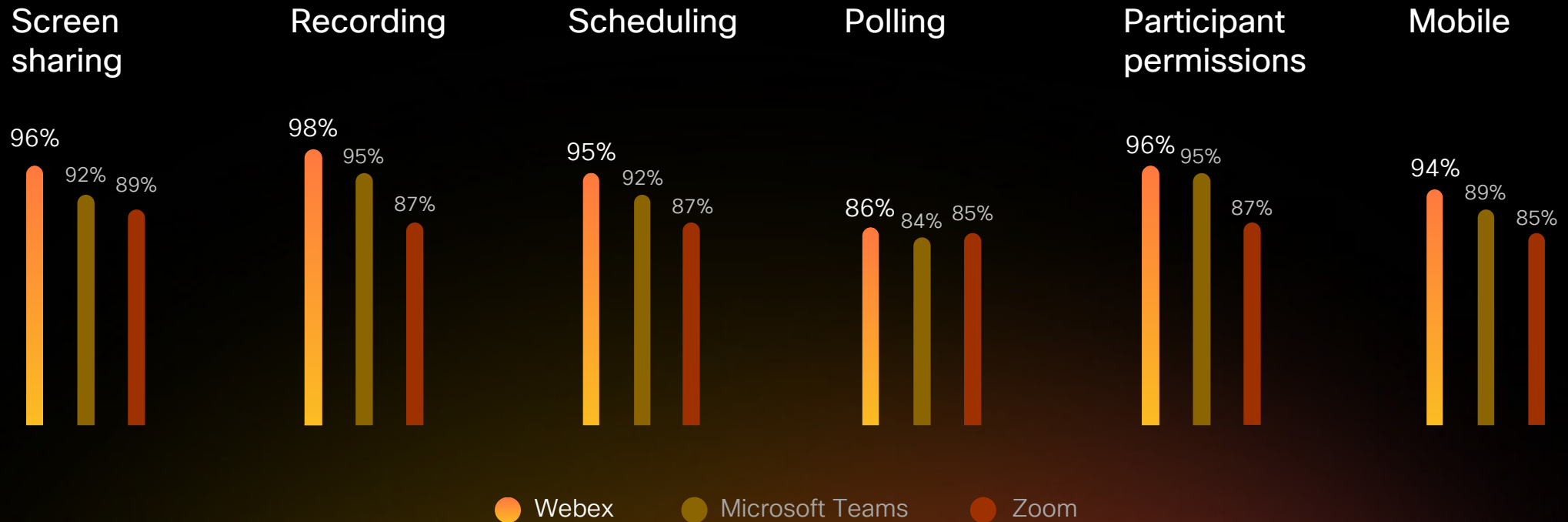
webex

Webex Meetings gets rave reviews from users.

Leader	High Performer	Momentum Leader	Leader
Enterprise	Small Business	SUMMER	SUMMER
SUMMER 2023	SUMMER 2023	2023	2023

Awarded G2 High Performer, Enterprise Leader, and Momentum Leader (2023)[1]

Mid-Market High Performer	High Performer	High Performer	Leader
Southeast Asia	ANZ	Small Business	Enterprise
SUMMER 2023	SUMMER 2023	SUMMER 2023	SUMMER 2023

Virtual Classroom and Screen Sharing[2] Leader and High Performer[3] (2023)

Leader	Leader	Leader
Italy	Southeast Asia	Middle East & Africa
SUMMER 2023	SUMMER 2023	SUMMER 2023

Leader	Leader	Small Business Leader	Leader
Australia	Europe	Asia Pacific	India
SUMMER 2023	SUMMER 2023	SUMMER 2023	SUMMER 2023

G2 video conferencing leader in multiple regions across the globe (2023)[4]

PCMAG.COM

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

Gartner Peer Insights Customers' Choice 2022

Cisco recognized as a 2022 Gartner® Peer Insights™ Customers' Choice for Meeting Solutions for the Webex Suite[6]

1. G2. Webex Meetings Reviews & Product Details.
2. G2. Screensharing and virtual classroom for 2023
3. G2. Screensharing and virtual classroom for 2023
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."


The Aragon Research Globe™ for Video Conferencing, 2022
(As of July 27, 2022)

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

OMDIA UNIVERSE: Collaborative Meeting Services
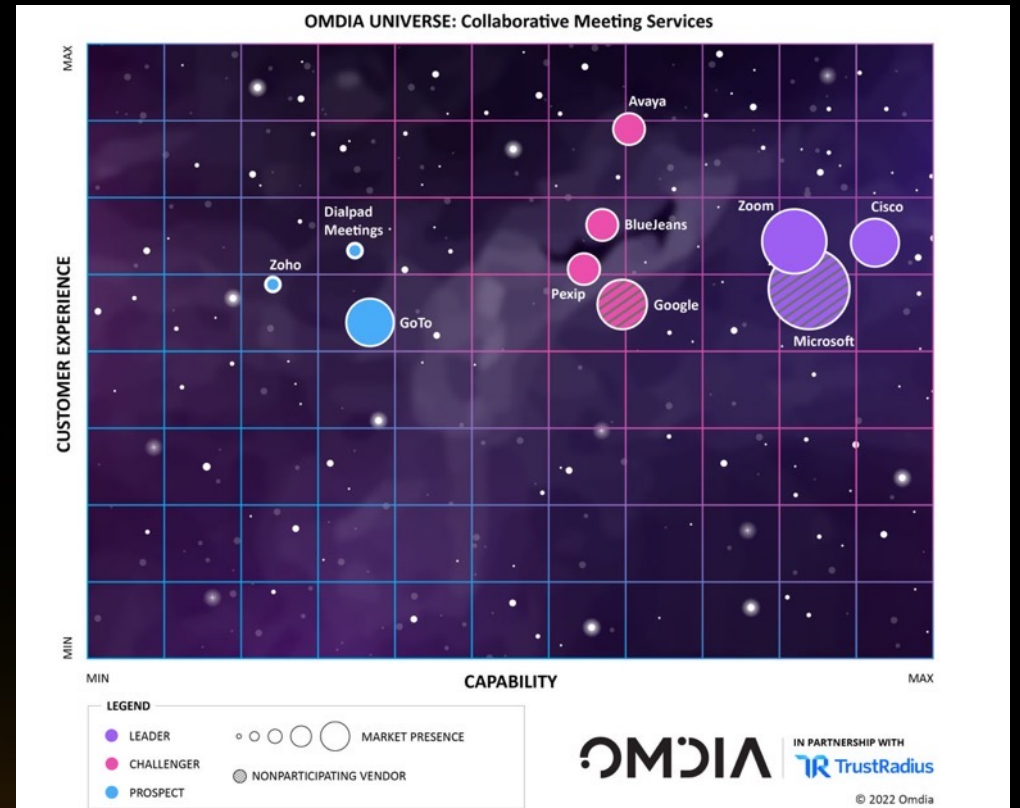
1. Omdia. Omdia Universe: Collaborative Meeting Services, 2022-23. Prachi Nema, June 1, 2022.

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 in 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 **1.2B+ messages** sent every month.
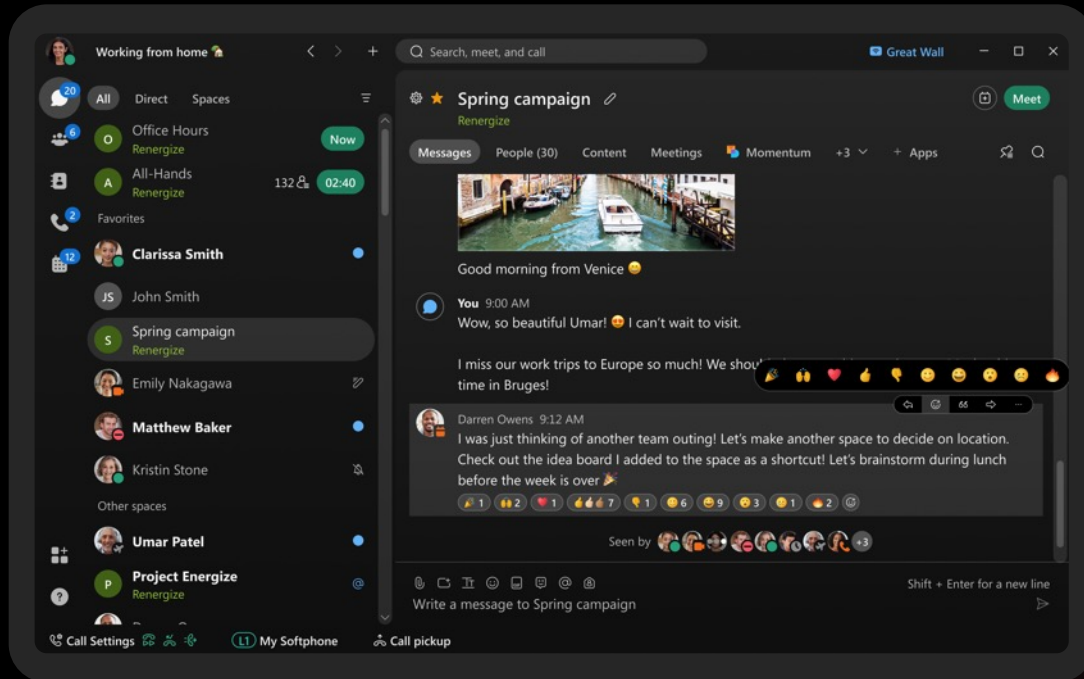
1-on-1 messaging and group collaboration
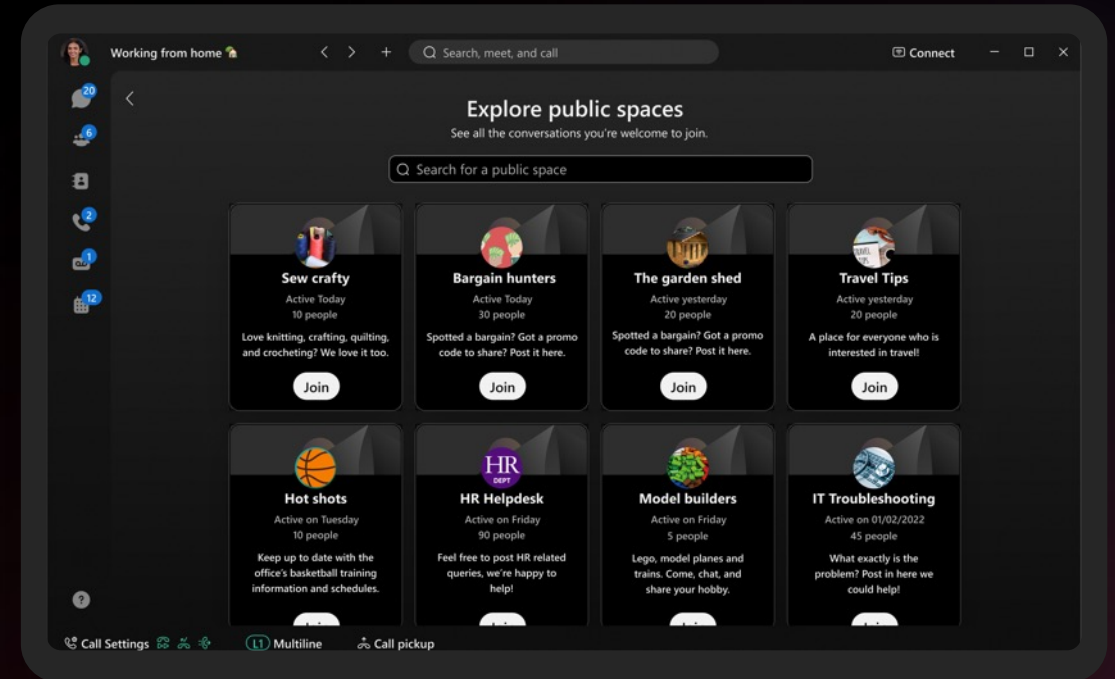
Public spaces

Webex honored for team collaboration.

Recognized with TrustRadius Best Value for Price and Best Feature Set awards for collaboration[1]

Recognized by G2 in the Leader, Momentum Leader, and Best Estimated ROI categories[2]

1. TrustRadius. Best of Summer 2022 Awards.
2. G2. Webex App Reviews & Product Details. 2022.

webex

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

The Aragon Research Globe™ for Team Collaboration, 2022
(As of January 11, 2022)

Leng-d'Or

Odeabank

"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]

"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]

Enric Cuixeres Saez
CIO & Gateway Cybersecurity Ambassador

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-winning[1] 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

reddot winner 2022
best of the best

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

1st TrustRadius ★ Best Feature Set 2022   2nd TrustRadius ★ Best Relationship 2022

Cisco Board Series

2nd TrustRadius ★ Best Feature Set 2022   3rd TrustRadius ★ Best Relationship 2022

Cisco Room Series

3rd TrustRadius ★ Best Feature Set 2022   1st TrustRadius ★ Best Relationship 2022
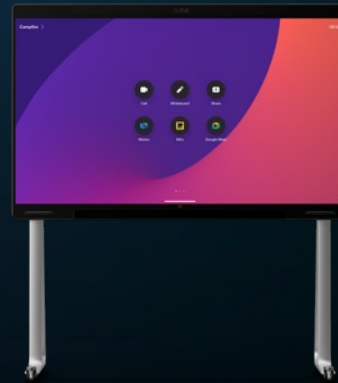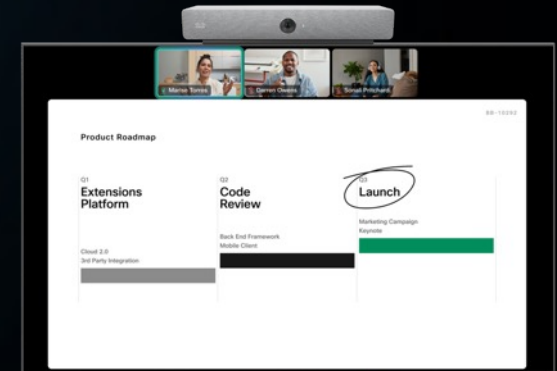
1. Webex Blog. Webex wins fifteen "Best of 2022" TrustRadius Awards. Amit Barave, January 18, 2022.

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
Webinars & Events

More meaningful events.

Webex Webinars

70M+

Webinar attendees
per year

1.3M+

Webinars hosted
per year

100K

Simultaneous
participants
supported

Webex Events

3M

Attendee networking
connections

Comprehensive hybrid events are at the heart of Webex.

Internal

| Training | Quarterly business review | Sales kickoff | Annual all hands |

External

| Press conference | Marketing webinar | Conference | Industry expo |

Attendees

10   100   1,000   10,000   100,000

Webex Events[1] is a leader in event management platforms.

Highest-ranked event platform (and voted #2 overall)[1]

Best Event Management solution, Best New Product (Onsite by Webex Events) in the Stevie American Business Awards [2]

Top rated in two "Best" categories and Best Ease of Use and Most Recommended[3]

1 G2. Webex Events Reviews & Product Details for 2022.
2. Stevie Awards for American Business 2022
3. Capterra. Reviews, Ratings, and Product Details for 2022.

webex

43

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 Events[1] 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.

webex

The power of the Webex Platform.

Enterprise-grade security

Simple administration

Advanced collaboration features

Extensible architecture

Scalable and global.

110
Webex cloud locations

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

Vancouver · Toronto · Montreal · London · Amsterdam · Chicago · New York · Frankfurt · Portland · Columbus · Seoul · Tokyo · San Jose · Denver · Virginia · Osaka · Los Angeles · Dallas · Raleigh · Hong Kong · Austin · South Carolina · Mumbai · Hyderabad · Bangalore · Singapore · Rio De Janeiro · São Paulo · Sydney · Melbourne

Comprehensive collaboration security built in.

Ethical walls

Organizational data governance

Advanced DLP

Bring your own key

Zero Trust security

Legal hold support

Simple administration

On-prem key management

Responsible AI

End-to-end encryption

e-Discovery support

Security badges

Regulatory compliance

Data residency

Identity verification

Security for devices

Auto-lock meetings

Lobby controls

Legal and regulatory compliance.

Information security + privacy[1]

- 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
- Japan ISMAP
- Thailand ETDA
- Swiss DTL

Regulatory[2]

- 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.

webex

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

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

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.

Extensible platform with strong partnerships and integrations

Growing ecosystem with 100s of integrations available today

THETALAKE · tuki by Correnet · emtrain · kurmi · SYNERGY SKY · RSI · Nextcloud · samwin · yarnlab · HackerRank · Lucid

HeySummit · Collaboard Great minds think together. · Calendly · BroadSource · eleveo · LIVEPERSON · box · VING MIT WHERE META MATTERS · AGAT

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loqbooq · raddle · dedoco · TOLLRING · QuizFLIGHT · Empida · zendesk · new wave WORKSPACE · ZELLO · SAMSUNG

HYVE · CaptureMyMeeting · moderro · Variphy · Doodle · kisi · singlewire software · smartbilling

smartsheet · Hyperstack · ELIGO EVOTING & CONSULTING · Billsby · MURAL · ricklearn LEARNING IS JUST ONE TEXT AWAY

VERINT · Aware · servicenow · inclusive.hr · tandem

Davra Collab · kaltura · Workast · smarsh · HubSpot · slack

FLEXCOM · Numici · Notion · CREWDLE · RTEL WORLD · Moveworks

visual engineering LIGHTWARE · Jira Software · uniphore · JIBB · mondaGo · AKiXi

CASSAVA Are You Safe? · Planning Poker · PagerDuty · wisembly · Envoy · netumo · BasicOps · torq · Yaylo

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chrome enterprise · morgen · animaze · GONG · optic for Voice Networks · Whiteboard.chat · SPIKY.AI · upstreamworks · VECTION TECHNOLOGIES

Dropbox · asana · slido · ORACLE Advertising and CX · miro · AISERA · NexGen Virtual · WorkStory

salesforce · GoMe.ai · CallSights · Yoxel · Journey The Trusted Identity Platform · MAVENIR · moyobi · TATA COMMUNICATIONS · invision

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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.
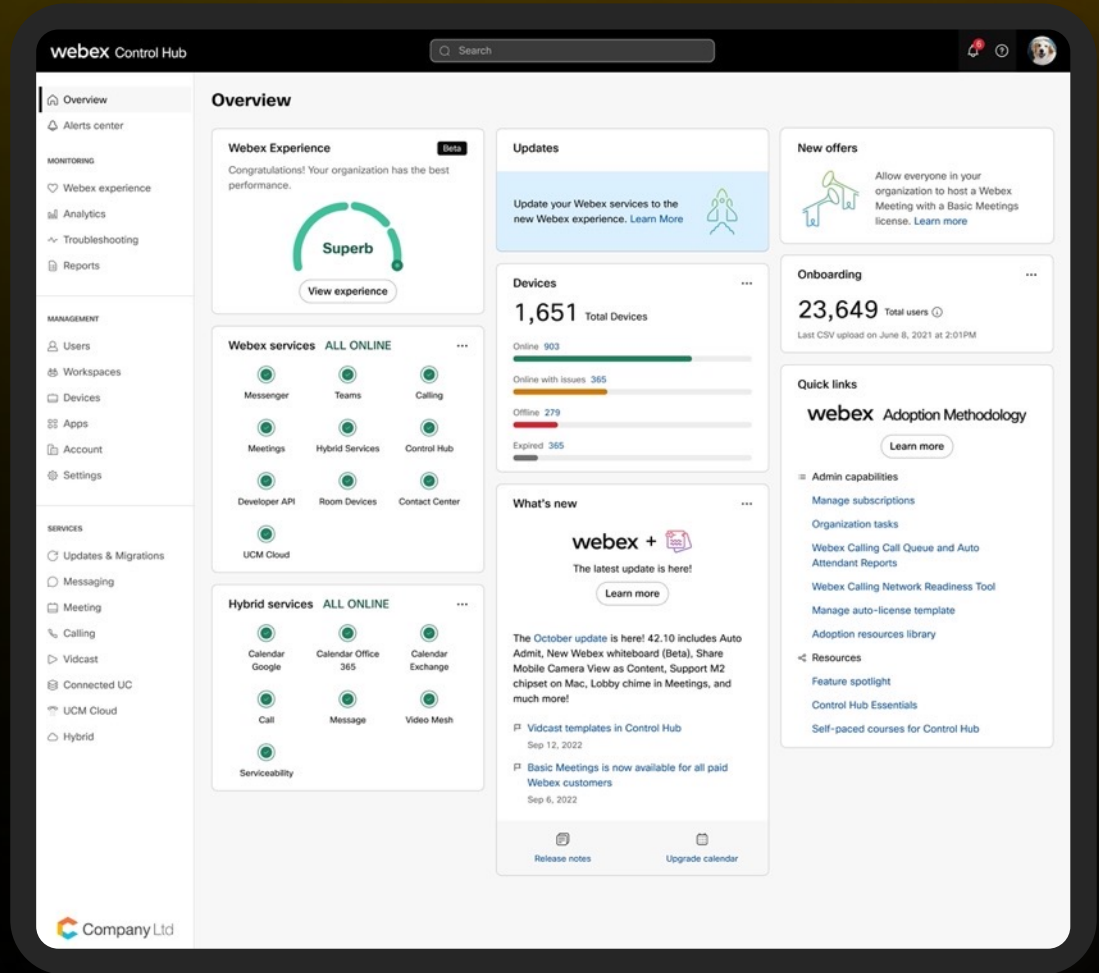
09
Customer experience

CX Today

Webex customer experience solutions win the Best CX Solution award at the CX Awards.[1]

1. CX Today. CX Awards 2022. February 17, 2022.

Contact Center

Contact Center by the numbers.

3.6M

Agents

36K

Customer enterprises

370+

Certified Contact Center 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

Total benefits PV, $6.8M

Total costs PV, $1.9M
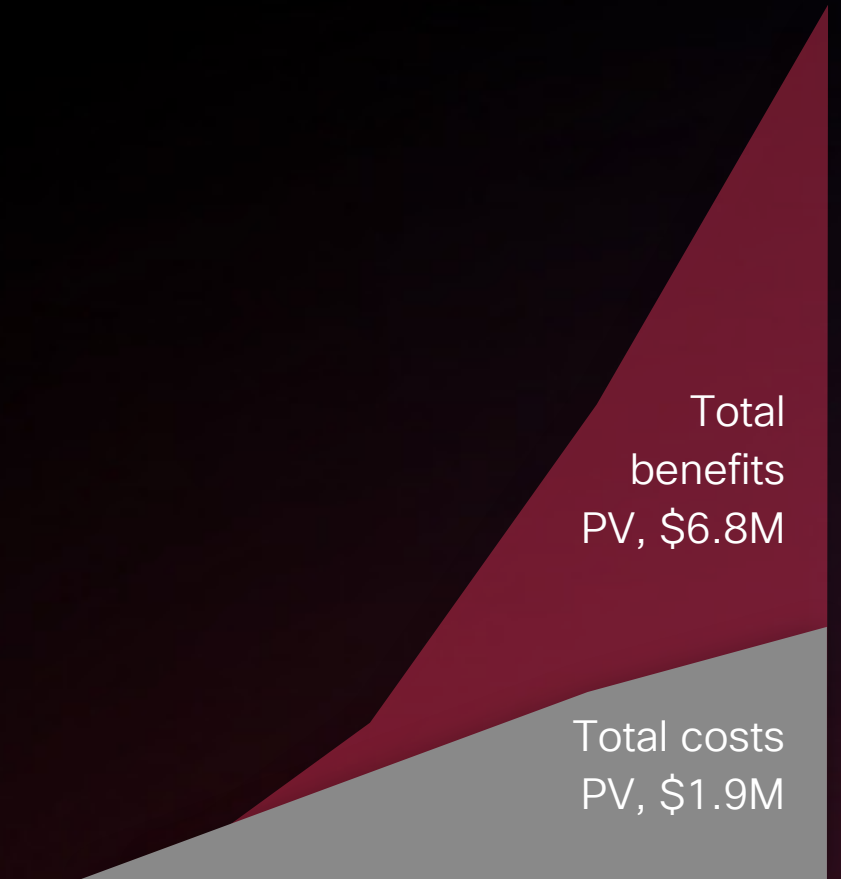
1. The Total Economic Impact of Cisco Webex Contact Center, October 2020.
A Forrester Total Economic Impact™ study commissioned by Cisco published October 2020

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.

webex

The Aragon Research Globe.™

Webex by Cisco is identified as a leader in the Aragon Globe for Intelligent Contact Centers 2022.[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.

The Aragon Research Globe™ for the Intelligent Contact Center, 2022
(As of 11/3/2022)

Gartner

2023 Gartner Magic Quadrant™ for Contact Center as a Service[1]

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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 Webex.

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Figure 1: Magic Quadrant for Contact Center as a Service

CX Today

Webex Contact Center wins the Best Contact Centre Platform Award at the CX Awards.[1]

1. CX Today. CX Awards 2022. February 17, 2022.

Delivering quality banking experiences with cloud-based contact center technology.

"Webex is the center of our strategy. It'll be an integral part of communicating and sharing ideas with our colleagues and I think it is central to our success and collaboration with both our peers and external partners as we move forward."

Jason O'Dell
VP, Global Services Manager at First Horizon Bank

Read Story

Challenge

- On-premise IVR systems and collaboration suites don't mesh with modern customers or workspaces.

Strategy

- Webex Contact Center, Meetings, Webinars and Devices simplify the customer experience and bridge the gap between remote workers.

Results

- Customers experience 87% monthly self-service rates

- First Horizon employees gain a simplified and seamless collaboration suite, allowing them to work wherever and whenever they want.

T-Mobile

Impressive outcomes

"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

- Fine-tuned routing to ensure the right calls were going to the right agents

- Decreased agent attrition rate from 42% to 22%

  22%
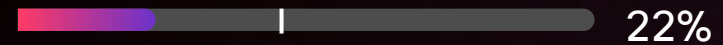
- Decreased churn rate from 2.5% to 0.78%

  0.78%
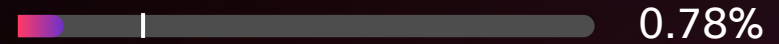
Webex CPaaS Solutions

Webex Connect[1] (CPaaS) by the numbers.

30B+

Interactions delivered
per year

3.2B+

Journey flows
per month

600M+

Communications API hits
per month

1. Webex Connect, was formerly marketed as imiconnect from imimobile

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

Tier 1
Carriers & Partners

- Direct connectivity in the US, UK, Germany, Canada, India, and South Africa

- Established relationships with key channels: Google, Meta, Apple

200+
Regions

- Outbound SMS and voice

- Two-way SMS in 40+ countries

6
Platform instances

- Platform availability in U.S., Canada, UK, Ireland, India, Sydney, 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
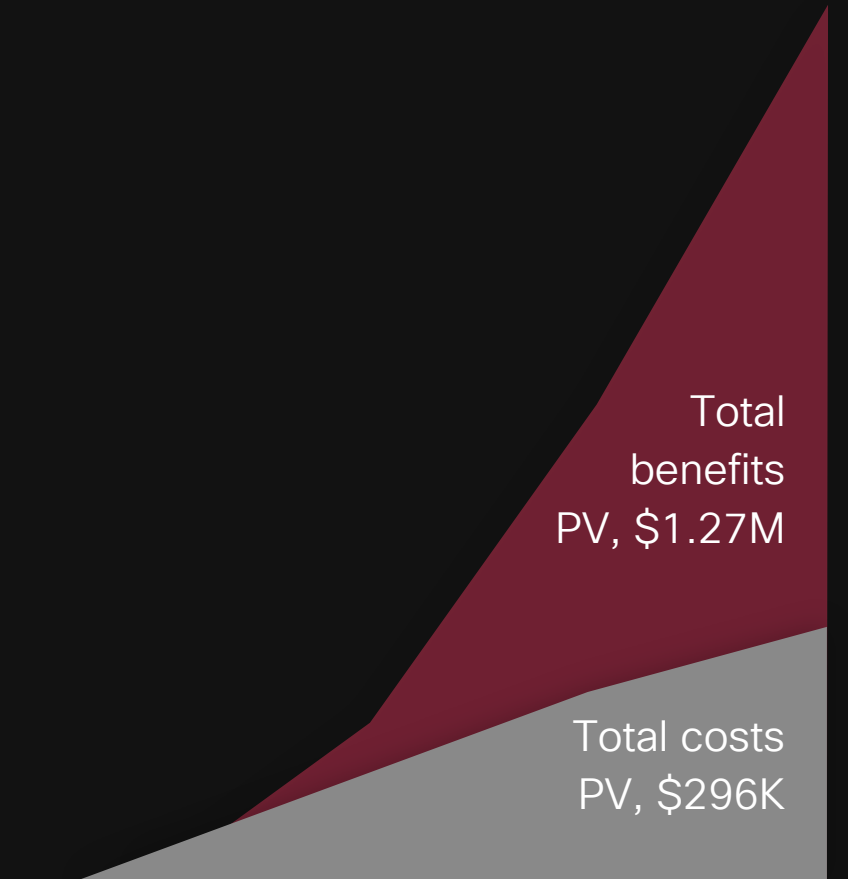
Total benefits
PV, $1.27M

Total costs
PV, $296K

SMARTY experienced a 500% increase in campaign engagement.

"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 multi-channel platform which centralizes customer interactions and improves overall CX – Webex Connect.

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.

HMRC achieved faster time to market and increased agility

"Webex Campaign has simplified our processes through the management of email and mobile messaging communications, through a single platform, across different services and teams. We continue to learn about the platform's CX capabilities and will evolve, improve and refine our processes, as part of our digital transformation ambitions and journey."

Service Owner
HM Revenue & Customs

Read Story

Challenge

- HMRC used different providers to send their SMS and email communications, which created complexity. They also had concerns about the increasing prevalence of SMS phishing scams and were dealing with high call volumes into their contact center.

Strategy

- Consolidate their email and mobile messaging channel providers and invest in Webex Campaign, a centralized platform delivering communication campaigns at scale, across multiple digital channels.

Results

- HMRC sends 380m emails and 20m SMS campaigns yearly via Webex Campaign

- Profile Manager maintains 11.5m customer records

- HMRC has achieved: "Greater speed to market, enhanced reporting, and improved visibility of communications across teams" with Webex Campaign

D&G reduced inbound call volumes and elevated customer satisfaction

Leveraging the power of Webex Connect, Domestic & General implemented automated workflows to proactively update customers on repair statuses, effectively reducing the need for contact center calls.

This cost-effective approach not only lightened employee workload but also significantly elevated customer satisfaction.

Read Story

Challenge

- D&G faced challenges in its repair and claims processes, which relied on manual methods including voice calls and postal comms. This led to slow customer interactions, poor engagement, and an upsurge in contact center inquiries.

Strategy

- Use Webex Connect and Webex Engage to adopt digital channels such as SMS, email, LiveChat, WhatsApp.

- Implement automated workflows to proactively update customers on repair statuses, effectively reducing the need for contact center calls.

Results

- Reduced inbound call volumes
  - After implementing web chat for online repair bookings, 99% of customers didn't follow up with a phone call within 2 days, and 89% didn't do so within 2 weeks,
- Positive shift in customer sentiment and increased customer retention
- Branding on digital communications created a more cohesive and engaging experience

Recognized by the industry

Cisco recognized as a Visionary in 2023 Gartner® Magic Quadrant ™ for Communications Platform as a Service

[Read the report](#)

Figure 1: Magic Quadrant for Communications Platform as a Service

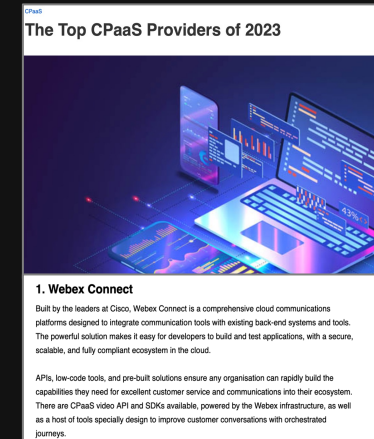# Cisco recognized as a Leader in IDC MarketScape for CPaaS 2023

- Recognized for a range of CPaaS solutions, reliable and scalable platform, and extensive experience

- IDC notes: *"consider Cisco when you are a large enterprise company with diverse customer engagement requirements"*

- [Read the report](#)

IDC MarketScape Worldwide Communications Platform as a Service, 2023

Source: IDC, 2023

webex

CPaaS recognized by the industry

Gold Award
CPaaS Provider of the Year
Telco Innovation Awards 2023

Gold Award
Best RCS Initiative
Telco Innovation Awards 2023

UC Awards 2023 - Best CPaaS Platform

WEBEX BY CISCO
TOKU

BEST CPAAS PLATFORM
HIGHLY COMMENDED

The Top CPaaS Providers of 2023

1. Webex Connect
Built by the leaders at Cisco, Webex Connect is a comprehensive cloud communications platforms designed to integrate communication tools with existing back-end systems and tools. The powerful solution makes it easy for developers to build and test applications, with a secure, scalable, and fully compliant ecosystem in the cloud.

APIs, low-code tools, and pre-built solutions ensure any organisation can rapidly build the capabilities they need for excellent customer service and communications into their ecosystem. There are CPaaS video API and SDKs available, powered by the Webex infrastructure, as well as a host of tools specially design to improve customer conversations with orchestrated journeys.

CX LEADER OF THE YEAR
WINNER
JAY PATEL
VP & GM, WEBEX CPaaS

JUNIPER

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