

webexone²³

WebexOne 2023 combines the best in-person and virtual experiences to create an immersive, unforgettable hybrid event. It's where you'll get hands-on training across Webex solutions, explore groundbreaking

innovations in AI, connect with influential leaders, and tap into expert insights. The event takes place October 24-26 in beautiful Anaheim, CA—just a half-block away from Disneyland.



Reimagine work with the Webex Suite

Breakout sessions: Track 1

The new era of AI at work

AI is revolutionizing how we work. See how the latest AI innovations in audio, video, and natural language are revolutionizing collaboration.

Tap into AI-enhanced collaboration

Equip your teams with modern collaboration tools that drive tangible business value. You will learn how Webex customers are leveraging AI today to optimize hybrid work for their teams.

Calling: Ditch the old, embrace the bold

Learn how millions of on-prem calling users have confidently moved to the cloud with Webex Calling. Hear from Deutsche Telekom how Webex Calling offered a seamless path to cloud migration.

Breakout sessions: Track 1**Better together:
Webex Suite + Microsoft E3**

Understand the true value of combining the Webex Suite and Microsoft E3.

**Maximize teamwork,
minimize costs**

Join Forrester and a panel of IT experts as they discuss how to lower overall technology costs without sacrificing business outcomes through the Webex Suite.

**Supercharge your teams with
workplace engagement**

Learn how to foster engagement by creating captivating interactions and understand how organizations like Broadridge are embracing the right tools to improve employee and customer experiences.

**Go all-in with collaboration
on the go**

Unleash unrivaled mobility experiences. With seamless connectivity from home to the office and everywhere in-between.

**Reimagine the
anywhere workforce**

Hear directly from our technology partners and learn how to unleash the power of a mobile workforce.

Reimagine events. Improve ROI.

Deep-dive into the transformational technology and business strategies for large meetings, webinars, and events with our panel of experts, including IT and event leaders from Experience Marketing Summit, Dallas Cowboys, and more.

**Connected data,
improved workflows**

Bring all of your favorite applications together to streamline work. Deutsche Telekom will share how they are integrating bot and embedded apps to improve their businesses workflows.



Reimagine workspaces with collaboration devices

Breakout sessions: Track 2

Embrace the power of AI in your workspaces

Experience AI-powered collaboration from Cisco and NVIDIA.

It's not sci-fi. It's Webex Hologram.

See how Webex Hologram takes immersive collaboration to the next level.

Meet without boundaries on any platform

See how Webex, Microsoft, Google, and Zoom work together seamlessly on Cisco devices.

Demystify the meeting room

Learn how to choose room devices for your workspaces, including best practices from T-Mobile on creating a simplified experience for employees.

Shaping office culture with technology and design

At Cisco, we walk the walk. Our offices offer a glimpse into the hybrid office of the future.

Breakout sessions: Track 2**Make data-driven
workplace decisions**

Discover how Cisco devices, Cisco Spaces, and Control Hub offer insights that make a difference – and how Anglo American are leveraging insights in their business.

**Turn office space allocation
on its head**

Explore strategies to make space allocation smarter with intuitive room booking, hot desking, and more. And learn about WeWork's strategy for video-enabling spaces in co-working locations.

**Communication has
no boundaries**

Explore how Cisco devices connect frontline staff, contact center agents, and hybrid workers.

**The ultimate experience with
Webex and Cisco devices**

Pair the Webex Suite with Cisco devices to unlock the best experience. Hear how Fox-Rothschild providing better collaboration experiences for all of their employees.

**Make net zero possible
with Cisco devices**

Learn how to achieve your organization's sustainability goals with Cisco devices and Webex.



Reimagine customer experience with Webex Contact Center & Webex Connect

Breakout sessions: Track 3

Unleashing extraordinary customer experiences

Discover how to deliver personalized, AI-powered customer experiences, at scale.

Real-life experiences from customer experience champions

Hear how our customers leveraged Webex to deliver transformative customer experiences and exceptional business outcomes.

One portfolio. Countless advantages.

Discover how Webex gave Burrell Behavioral Health a strategic advantage across both employee and customer experiences

Harnessing AI to create unrivaled customer experiences

Explore how AI can make customer experiences personalized, efficient, and delightful.

Future-proof your cloud contact center

Explore the advantage of a seamless, efficient cloud migration for any business size with Webex.

Breakout sessions: Track 3**Customer experience excellence
with proactive outreach.**

See how deploying a cloud communications platform is helping Grand River Hospital connect with patients how they want, when they want.

**Empowering agents, delighting
customers**

Supercharging customer experiences through great agent support.

**Smarter communications:
navigate next-gen messaging
channels**

See how to optimize customer journeys across multiple messaging channels.

**Your quick start guide for great
customer experiences**

Discover the building blocks to reimagine customer experience success.



Reimagine IT with the Webex Platform

Breakout sessions: Track 4

Unleashing the power of IT

Transform and simplify your IT with Cisco and Webex solutions.

Turn any building into intelligent spaces

Discover how Cisco Spaces transforms your building into intelligent spaces.

One platform. Unlimited possibilities.

See how the extensive, AI-powered Webex platform is transforming hybrid work.

Secure by design. Private by default.

Hear from Premier America Credit Union about how Webex products deliver uninterrupted service, safely and securely.

Supercharging collaboration in the era of AI

See how the AI revolution is powering collaboration and facilitating hybrid work.

Breakout sessions: Track 4**Control Hub: Your home base for IT**

Hear how T-Mobile USA is leveraging insights from Control Hub to make data-driven decisions.

A cloud-first network changes everything

Learn how Meraki and Webex team up to deliver exceptional experiences.

Make IT a bright spot in your organization

See beyond the gaps in your digital experience with ThousandEyes.

Innovative solutions for government

See how Webex makes hybrid work more modern, secure, and frictionless for the public sector.

Build with Webex

Revolutionize collaboration with Webex developer tools, resources, APIs, SDKs, and more.

Training sessions

Control Hub: Configure foundations and optimize your environment for Suite success

Learn how to configure your Control Hub environment for success with essential settings for Webex. Establish foundational configurations to support your organization's growth, including verifying and claiming domains, Directory Sync, Single Sign-on (SSO), and Calendar Sync. This session will provide a comprehensive understanding of how to set up a scalable Control Hub platform for any organization size.

Cisco video devices for Microsoft Teams – zero to fully deployed in 60 Minutes!

This intermediate-level session will guide attendees through the deployment of a Cisco device enabled with the Microsoft Teams experience. We will cover the pre-configuration steps, supported capabilities, and the end user experience.

Room customization journey: From build to deploy

Introduce device customization via the UI Extensions Editor, Macro Editor, JsXapi Module, and Cloud xAPIs. Learn how to deploy these new customizations and see how customizing a device can introduce new experiences and solve challenges for demanding spaces. We'll discuss how to leverage Cisco device and Webex cloud APIs to either run custom scripts against an environment, so a customer can craft their own management system, or utilize Control Hub to manage their customizations no matter the size of the deployment.

Webex video interoperability with Microsoft Teams

This intermediate-level session provides attendees with a detailed understanding of how the Cisco collaboration solution can interoperate with Microsoft Teams, with a focus on devices and meetings. We will cover high-level architectures, supported capabilities, and an overview of the end user experience.

Implementing customer interaction automation using Webex Connect

In this session, you'll learn about our CPaaS platform, Webex Connect. Having a single, central communications platform that combines APIs and low code tools with a high-performance execution engine unifies all interactions to support the customer conversation in one place. We'll focus on hands-on demonstrations of three areas: integrating with enterprise systems, tools for productivity, and conversational automation on multiple channels. You'll walk away knowing how to orchestrate and automate customer journeys quickly and easily.

Exploring Webex Contact Center functionality and use cases

For the benefit of those new to Webex Contact Center, this session will start with a technical overview of the solution and a walkthrough of the main functional elements such as contact delivery, self-service, routing/queuing, agent desktop, administration, and reporting. It will then move on to a more detailed examination of contact handling features and capabilities using several real-world use cases.

Get your UC and Webex environments cloud-ready for a successful transition to Webex Calling

Whether you are migrating to Webex Calling today or in the future, now is the time to get ready for your transition. This session will cover the pre-migration activities to configure your UC and Webex environments to prepare them for the transition. We'll discuss migration options from Unified Communications Manager to Webex Calling multi-tenant. As part of a migration, users and devices need to be moved from the existing on-premises Unified Communications Manager, and features need to be mapped. Finally, we'll give an overview of the existing options for bulk migration automation using APIs and existing tools for migrations.

Live demo: Configure Webex Calling in a flash!

This course teaches Webex Calling Administrators how to set up and maintain a functional Webex Calling environment. You will learn how to configure the initial setup and tailor specific calling features to maximize benefits for your company.

Best practices for a successful migration from Jabber to Webex

This session will cover the activities to successfully transition users from Jabber to Webex. The migration activities of each collaboration workload will be highlighted with a deep dive into the key activities. Best practices to complete the activities will be highlighted. You'll also learn about the different options for migrating users and contacts as well as the tools available to assist in the transition.

Calling interoperability with Microsoft Teams

This intermediate-level session provides attendees with a detailed understanding of how Cisco communication solutions can interoperate with Microsoft Teams, with a specific focus on the calling scenarios.

Unlock the power of Webex Calling analytics in Control Hub

Analyze your Webex Calling to measure ROI, optimize features, and stay ahead. Custom dashboards and troubleshooting tools provide real-time insights and help resolve issues with precision. Get quality insights on call factors like jitter, packet loss, and latency, and use data to ensure a smooth user experience.

Managing Webex Calling at the pace of business change

To succeed in business today, it's important to manage Webex Calling effectively. Businesses must adapt to changing demands with adaptable strategies and innovative technologies. With Webex Calling, organizations can support growth and stay ahead of communication needs. Being proactive in managing Webex Calling is key to thriving amidst change.

Migrating IP phones from Unified Communications Manager to Webex Calling

This session will provide an in-depth understanding of how to migrate between Enterprise Firmware used with Cisco Unified Communications Manager and Multiplatform Firmware used with Webex Calling for the Cisco IP Phone 7800 and 8800 Series. Participants will learn about migration automation tools within Control Hub as well as the Cloud Upgrader to maximize your success rate by avoiding common mistakes.

Implement ThousandEyes to monitor and troubleshoot your collaboration environment

With more and more customers following a hybrid work environment and choosing to work from anywhere (home, office, or in transit), it's more crucial than ever for IT administrators to be able to quickly identify and isolate any issue end users report or experience. We'll cover endpoint agents as well as cloud and enterprise agents for monitoring the network path visibility for media traffic to cloud.

Webex Security: Identity, compliance, and encryption

This lab explores Webex security and educates attendees on the practical steps required to enable and manage security features and functions available with Webex deployments including Identity, Authentication (AuthN), and Authorization (AuthZ); Compliance; and End-to-End (E2E) Encryption.

Dip into the new digital channels for Webex Contact Center

This session is suited for those wanting to gain a deeper insight into the digital channel offerings of Webex Contact Center. You'll learn how to create and configure all the supported digital channels including chat, email, Facebook Messenger, and SMS. We'll show you how to improve the agent productivity and user experience by applying best practices. You'll also understand how to build, review, and troubleshoot the flow scripts.

Control Hub: Configure critical elements for management success

Our lab helps with initial configurations for a scalable Webex organization. We confirm domains, synchronize directories, and configure calendars for easy scheduling. The lab takes 3-4 hours and includes support from Cisco-certified trainers and engineers.

Setting up Webex Calling

This lab outlines the essential steps and factors for setting up Webex Calling, a vital communication tool in today's remote work environment. It covers hardware, network, user setup, and security measure and emphasizes ongoing management for a smooth user experience.

Calling Config A: Locations, Cisco PSTN, and cloud connected PSTN

Learn how to set up locations and PSTN for Webex Calling to establish a reliable communication system. Accurate location setup and PSTN integration are crucial for seamless call routing and compliance with emergency services regulations. Optimize your Webex Calling experience for efficient communication and improved user satisfaction.

Calling Config B: BYOP, LGW (Local Gateway), trunks, route groups, and dial plans

Learn how to integrate your PSTN connections and CUBE devices with Webex Calling. We'll cover key considerations, challenges, and best practices for seamless implementation, ensuring interoperability, security, and call quality. By configuring BYO PSTN and CUBE effectively, businesses can enjoy the powerful features of Webex Calling while maintaining the familiarity and reliability of their telephony infrastructure.

Calling Config C: Group management and call queue

We will explore how to configure group management for Webex Calling to ensure effective communication and collaboration within organizations. Structuring user groups, roles, and permissions is crucial for seamless administration and streamlined operations. We'll discuss key considerations, best practices, and challenges with an emphasis on scalability, security, and user experience.

Webex Contact Center analytics

This lab will provide you with both foundational and advanced knowledge of Webex Contact Center data and analytics. You will learn about the key data repositories, data points, and metrics, as well as utilizing stock reports and dashboards. The lab will guide you through the usage of the Webex Contact Center analyzer, which serves as the main contact center reporting application. You'll receive a step-by-step guide on designing and constructing analytical visualizations and dashboards aimed at capturing your business and operational KPIs, along with actionable insights

Webex Contact Center admin experience

This lab session offers administrators a guided journey through essential tasks necessary to achieve comprehensive pre-configuration of their tenant. The lab serves as an introduction to the new admin experience for Webex Contact Center, encompassing user management within the Control Hub and user configuration in the Contact Center administration portal.

Webex Contact Center IVR contact routing

In this lab, we'll walk through key contact center configurations and flow orchestration to deliver the caller's expected IVR/self-service experience and route calls to the appropriate agent based on caller preferences. Our initial focus is on configuring the essential components necessary to seamlessly direct calls into the designated queue. Building upon this foundational setup, we will also review additional capabilities that can improve the customer experience for callers.

Webex Contact Center agent experience

This lab session provides attendees with a guided exploration of the agent experience in Webex Contact Center. It emphasizes the agent desktop experience from the perspective of an agent persona, addresses various use cases for the agent desktop, and delves into its extensibility and customization options. Additionally, the lab touches on administrative aspects of the agent desktop for admins and supervisors.

Webex Contact Center supervisor experience

This lab session provides attendees with a guided exploration of the supervisor experience in Webex Contact Center. The lab emphasizes the new extensible supervisor desktop, covers the updated functionality of supervisor reports and monitoring, and highlights the extensibility and customization options of the desktop. Additionally, the lab addresses the administrative touchpoints tailored for the supervisor persona.

The power of programmability

In this hands-on lab, participants will be introduced to Webex programmability. Learn tricks to quickly embed Webex into your web applications and even unlock transformative conference room experiences on RoomOS devices. Participants will get a glimpse into the "Art of the Possible" and how to re-imagine workflow automation for transformational experiences.

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To learn more about this can't-miss event,
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