

Feedback & Accolades

from the marketplace

June 2022

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01

Webex in the lead

Webex leadership by the numbers.

Meetings

250M+

Monthly participants

2B+

Monthly meetings minutes

Calling

45M+

Cloud calling users

8B

Monthly calls

Contact Center

3.6M

Agents

36K

Customer enterprises

Devices

29

Red Dot Design Awards for video devices¹

100M+

Calling devices shipped

Platform

\$1.5B

Invested in AI

47

Global data centers

AI

52B

Minutes of background noise removed

200M

People have used Webex Smart Audio

CPaaS

150M+

Messaging API hits per month

15B+

Interactions delivered per year

Events

125M

Attendees hosted on Webex

1.8M

Webinars hosted on Webex Webinars

200+

Countries available

1. Red Dot. 2021.

Continuous innovation and strategic investments.



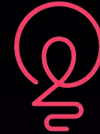
Quality enhancement

Improvements include video super scaling and eliminated choppy audio in congested networks.



Acquisitions

\$1.5B+ of acquisitions, including companies like BabbleLabs, Slido, IMI mobile, Socio, and Involvio.



Feature velocity

1000+ innovations within the last year and **\$2B+** invested in R&D.



Usability enhancements

75 net promoter score.

Industry takes notice of Webex innovation.

“Cisco has demonstrated a rapid pace of innovation, launching more than 1,000 Webex innovations in the last 12 months, addressing the challenges of hybrid work for organizations of all sizes.”¹



Krishna P. Baidya
Director, Frost & Sullivan

“In the last 18 months Cisco has closed the feature gap, and is now outpacing the rest of the industry in almost all areas of collaboration.”²



Zeus Kerravala
Founder and Principal Analyst, ZK Research

1. [LinkedIn](#). Krishna P. Baidya, 2021.

2. [No Jitter](#). Cisco Loads Webex Up With New Innovations. Zeus Kerravala, October 26, 2021.

The awards keep coming...



Best Value for Price (2022)¹



Best Collaboration Platform (2021)²



Collaboration Leader of the Year (2021)³



Editors' Choice Award (2021)⁴



Best Relationship (2022)⁵



Best Feature Set (2022)⁶



Top 50 Products for Remote Work (2021)⁷



Top 50 Collaboration Products (2022)⁸

1. [TrustRadius](#). Best of 2022 Awards. Becky Susko, January 11, 2022.
2. [UC Today](#). The Winners Are In: UC Awards 2021. Rebekah Carter, August 2021.
3. [UC Today](#). The Winners Are In: UC Awards 2021. Rebekah Carter, August 2021.
4. [PCMAG.com](#). Cisco Webex Business Review. Daniel Brame, February 12, 2021.

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 Remote Work Products for 2021.
8. [G2](#). Best Collaboration and Productivity Products for 2022.

T-Mobile counts on Webex for incredible customer experiences.

“We have relied on Webex for nearly every aspect of our business over the past two years.”

Callie Field

President, Business Group

[Read Story](#)



Webex enables deep space video collaboration as humanity returns to the moon.

“The future of technology is about igniting human potential whenever and wherever that may be – which will soon extend to the depths of space.”

Jeetu Patel

EVP and GM of Security & Collaboration, Cisco

[Read Story](#)

Webex is joining the upcoming NASA Artemis I mission as part of Callisto, a technology demonstration payload onboard the Orion spacecraft to enable video collaboration from Earth to a craft traveling 240,000 miles away:

- Overcoming bandwidth constraints for HD quality video with leading-edge AV1 codec that Webex is at the forefront of developing
- Using proprietary blend of next-gen adaption and resiliency technology for intelligent error correction and a smoother video/audio experience while Orion travels to the far side of the Moon
- Enabling seamless hardware and software experiences for content sharing and video to space via Webex Board Series and Webex Desk Pro—one of the most advanced, AI-powered collaboration desk devices on Earth



Bringing teams together with Webex.

“I would honestly recommend Webex to everyone who is looking for a solution to solve their virtual meeting problems.”¹

IT Engineer

IT & Services Company

“The product has been excellent. It’s stable and secure, the quality is excellent, and the layout and the ease of using the interface were outstanding.”²

General Manager

Event Services Company

1. [TrustRadius](#). May 25, 2022.

2. [TrustRadius](#). May 25, 2022.

Webex offers a new collaboration standard to power hybrid work and delight customers.

Webex brings everyone together to turn ideas into innovation, achieve great results, and wow customers. That's the promise of the hybrid workforce – people who are engaged, empowered, and energized no matter how, when, and where they work.

Today, Webex is uniquely positioned to help create amazing experiences for your team and your customers, with intuitive technology and real-time, actionable insights.

Our people-focused, inclusive culture.

From customers to our team, people are our #1 priority.

#2

World's Best
Workplaces™¹

#1

Fortune 100 Best
Companies to Work For²

#1

Fortune Best Workplaces
in Technology
(Large Companies)³

#2

PEOPLE Companies
that Care®⁴

#5

Fortune Best Workplaces
in the Bay Area™
(Large Companies)⁵

#9

Fortune Best Workplaces
for Women
(Large Companies)⁶

#1

Best Workplaces
for Parents™⁷

#1

Fortune Best Workplaces
for Millennials
(Large Companies)⁸

1. [Great Place to Work](#). 2021.
5. [Great Place to Work](#). 2021.

2. [Fortune](#). 2022.
6. [Fortune](#). 2021.

3. [Fortune](#). 2021.
7. [Great Place to Work](#). 2021.

4. [Great Place to Work](#). 2021.
8. [Fortune](#). 2021.

02 Calling

Market-leading calling numbers.

Webex offers more PSTN options than any other vendor.

45M +

Cloud calling users

8B

Calls connected
per month

700+

Cisco integrated
service providers

100M

Calling endpoints shipped

5K+

Global partners

110+

Countries available

Our telecom operator calling partners, around the world.

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



Webex Calling is best of breed.

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

	Webex Calling ¹	RingCentral	Zoom Phone	GoTo Connect
Cloud PBX	9.0	7.5	8.4	8.5
Call Management	9.2	7.8	8.3	8.5
VoIP System Collaboration	9.3	6.6	8.7	8.9
Mobile Apps	9.2	7.3	8.8	7.7
Usability	10.0	4.9	8.0	8.5

*Scores out of 10

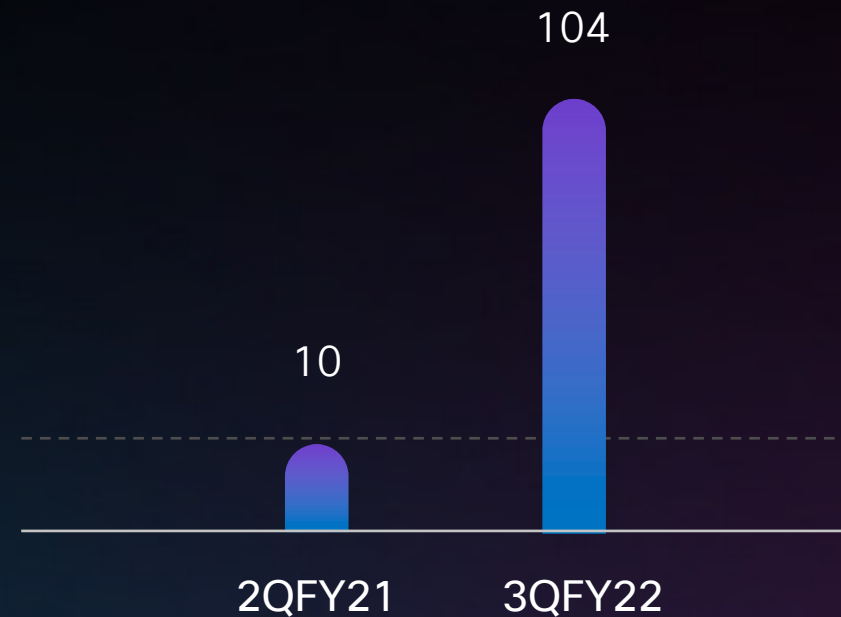
1. [TrustRadius](#). What users are saying about Webex Calling vs RingCentral vs Zoom Phone vs GoTo Connect. February 28, 2022.

Webex for BroadWorks sees 10x growth in service provider partners worldwide.

Hosted by Cisco service provider partners, Cisco BroadWorks integrates with Webex to meet the full range of enterprise communications and collaboration needs.

Excitement about Webex for Cisco BroadWorks continues to rise, with total partners growing nearly 10x 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.

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Magic Quadrant for Unified Communications as a Service, Worldwide



Source: Gartner (October 2021)

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

The Aragon Research Globe™ for Unified Communications and Collaboration, 2021
(As of 6/22/21)



1. The Aragon Research Globe for Unified Communications and Collaboration. 2021, April 2021.
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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.

Webex Calling keeps this UK small business running smoothly.

“Answering calls from my mobile is so easy and the sound quality is brilliant. I can easily switch the call over to my desk phone, laptop, or another device, mid-call. I would recommend Webex from a price, quality, and service functionality perspective.”

James Hersheson
IT Director, ITCD

[Read Story](#)

Challenges

- A legacy phone system nearing obsolescence.
- A complex, potentially multi-vendor approach in transitioning from legacy phone system to cloud calling.
- Limited and costly device selections with existing provider.

Strategy

- Transitioned to flexible cloud calling powered by Webex Calling.

Results

- Improved user and client experience with enterprise-grade calling features.
- Rich integrations with enterprise applications.
- Simplified and cost-effective calling process.
- Cutting-edge calling solutions to execute business more effectively.

03 Meetings

Webex Meetings leadership by the numbers.

250M+

Monthly meeting
participants

2B+

Monthly meeting
minutes

1.6B+

Minutes of background
noise removed per month

Audience engagement is at the heart of Webex.

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

120M

Participants¹
+



Q&A



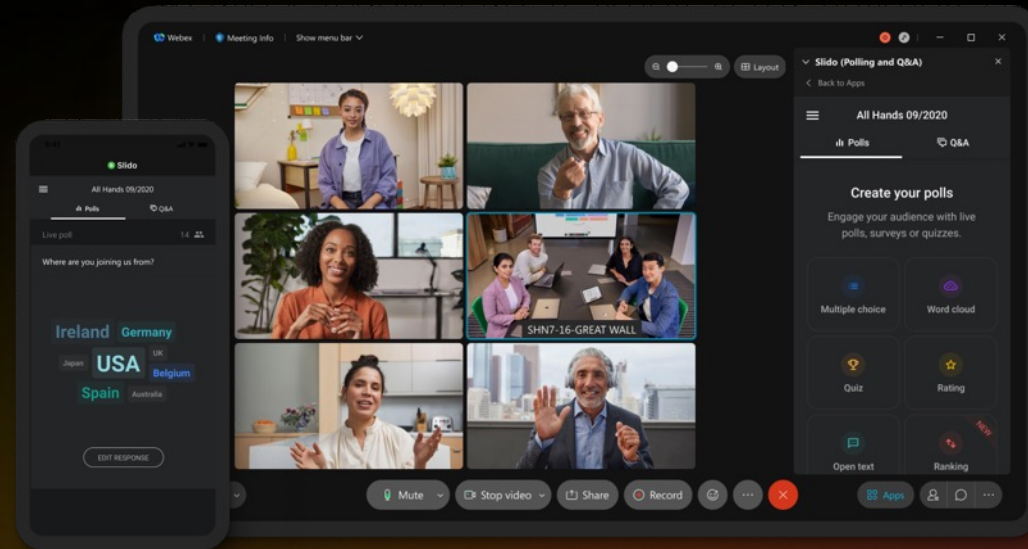
Multiple choice



Open text



Quiz



200+

Countries

Rating poll



Word cloud



Ranking poll

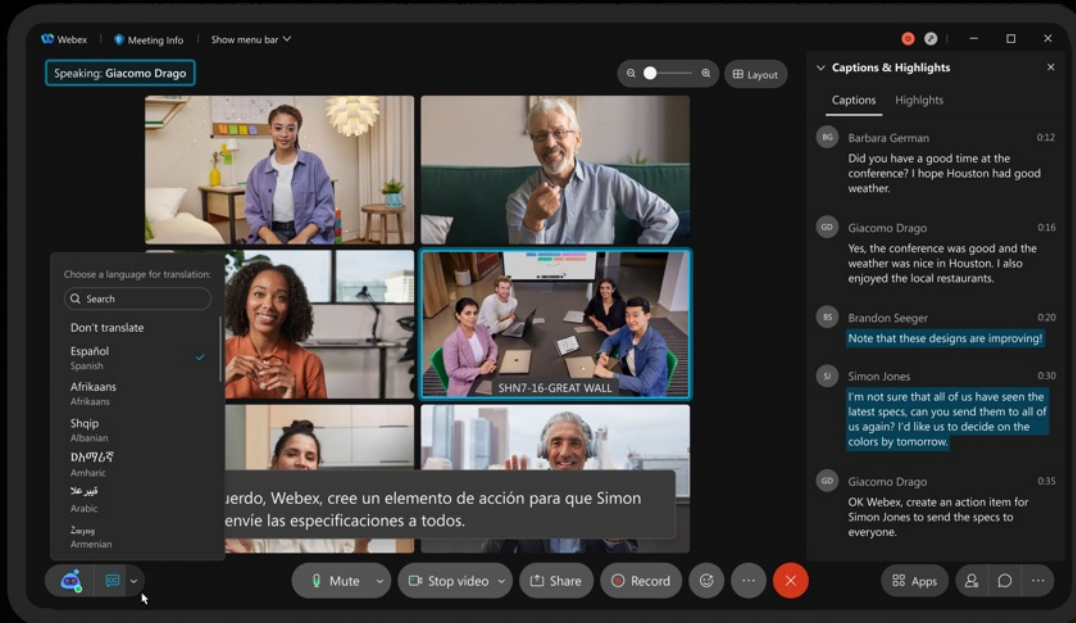


1. All time.

Inclusivity is at the heart of Webex.

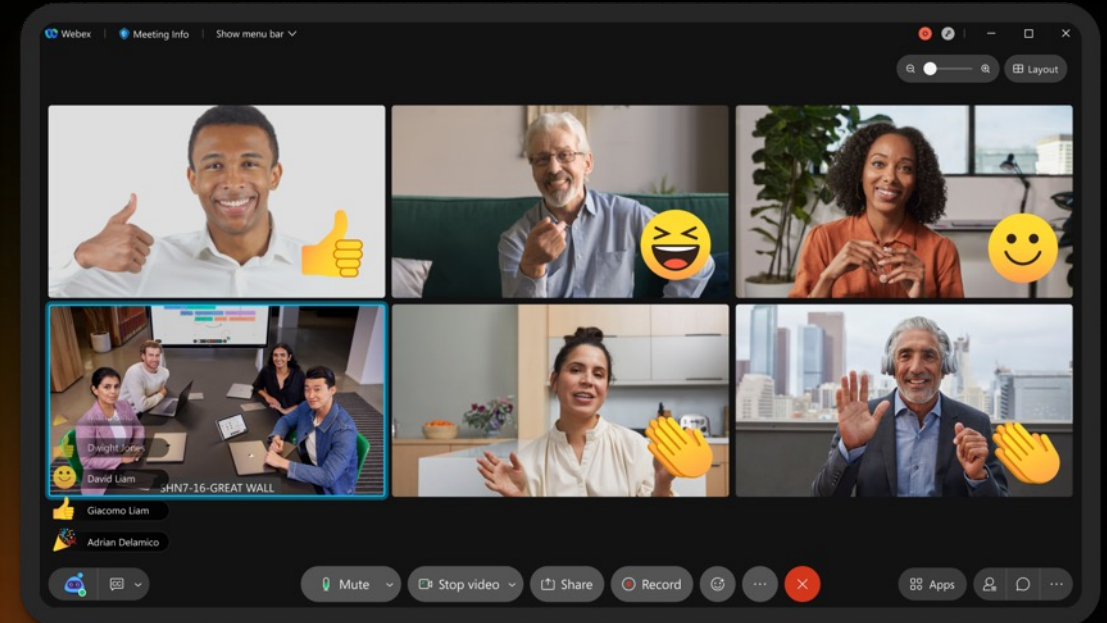
Language should never be a barrier

120 languages supported for real-time translation



Share feedback without saying a word

1st in the market to offer built-in camera intelligence that enables gesture recognition



Webex Meetings gets rave reviews from users.



Awarded G2 Best ROI, Easiest Setup, and Easiest Admin for Enterprise¹



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



G2 video conferencing leader in multiple regions across the globe⁴



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

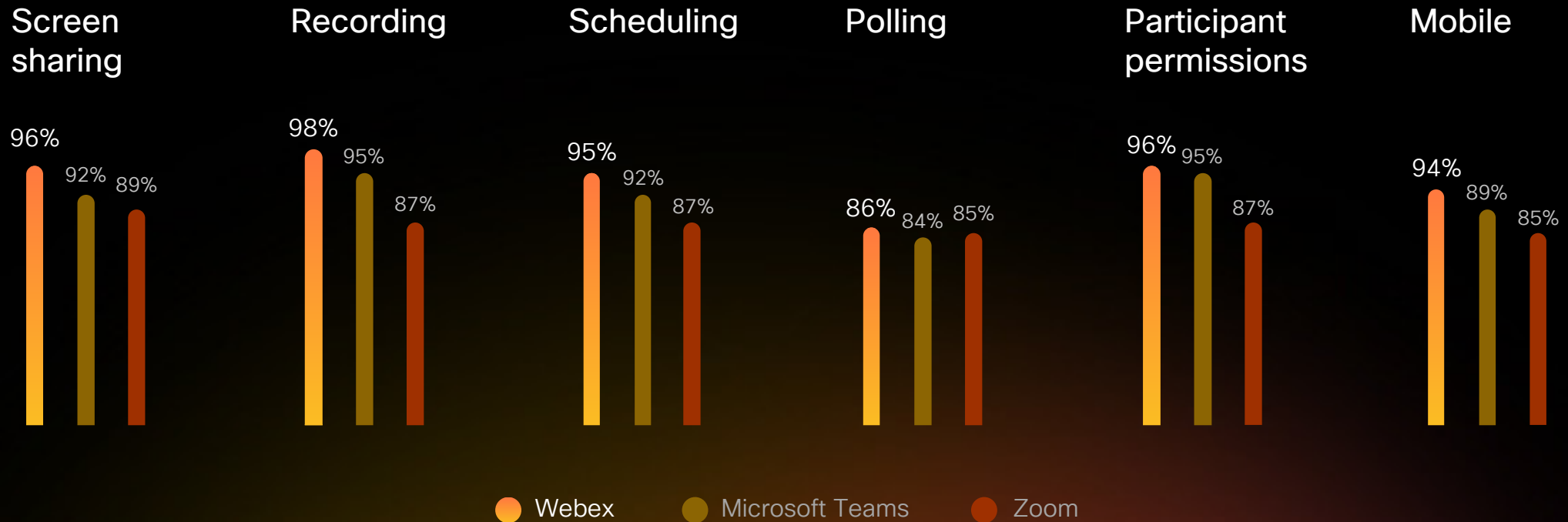


Cisco recognized as a 2022 Gartner® Peer Insights™ Customers' Choice for Meeting Solutions for the Webex Suite⁶

1. G2. Webex Meetings Reviews & Product Details.
2. G2. Best Collaboration and Productivity Products for 2022.
3. G2. Best Global Sellers for 2022.
4. G2. Webex Meetings Reviews & Product Details.

5. PCMag.com. Cisco Webex Business Review. Daniel Brame, February 12, 2021.
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.

G2 satisfaction scores put Webex ahead of key competition.¹



1. G2. User Satisfaction Ratings. February 14, 2022.

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

(For 15th consecutive time!)

1. [Gartner® Magic Quadrant™ for Meeting Solutions](#). Mike Fasciani, Tom Eagle, Brian Doherty, Christopher Trueman, October 7th, 2021.

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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, 2021, May 2021.
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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 Antúñez, MD

Medical Director and Orthopedic Surgeon

[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

[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 and CEO

[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

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



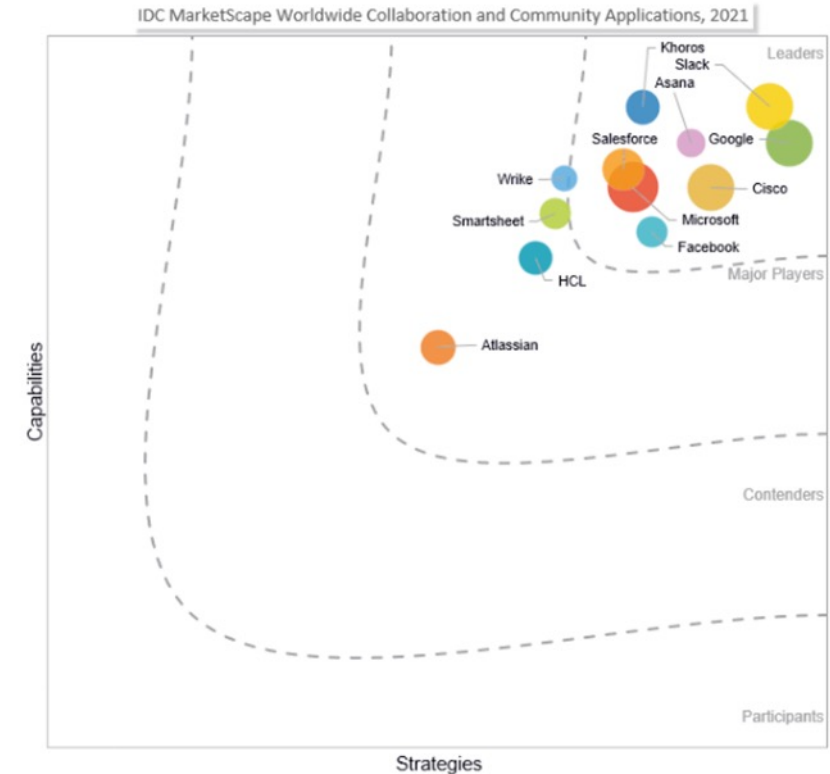
1. The Aragon Research Globe for Team Collaboration, 2022, January 2022.
Copyright © 2022 Aragon Research Inc. and/ or its affiliates. All rights reserved. Aragon Research and the Aragon Research Globe are trademarks of Aragon Research Inc.

Cisco named a leader in IDC MarketScape Worldwide Collaboration and Community Applications 2021 Vendor Assessment

1. IDC MarketScape: Collaboration and Community Applications 2021 Vendor Assessment, by Wayne Kurtzman, September 2021, IDC Doc# US46743820.

IDC MarketScape vendor analysis model is designed to provide an overview of the competitive fitness of ICT suppliers in a given market. The research methodology utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each vendor's position within a given market. The Capabilities score measures vendor product, go-to-market and business execution in the short-term. The Strategy score measures alignment of vendor strategies with customer requirements in a 3-5-year timeframe. Vendor market share is represented by the size of the circles. Vendor year-over-year growth rate relative to the given market is indicated by a plus, neutral or minus next to the vendor name.

IDC MarketScape Worldwide Collaboration and Community Applications 2021 Vendor Assessment



Source: IDC, 2021

Webex honored for team collaboration.



Recognized with TrustRadius Best Relationship 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](#). Announcing 2022 Best of Awards in 106 Categories. Becky Susko, January 11, 2022.

2. [G2](#). Webex App Reviews & Product Details. 2022.

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 and Gateway Cybersecurity Ambassador

Galway Simon Community

“We live in our chats. The chat functionality is excellent on Webex. I love the file sharing of images, videos, and documents.”²



Meaghan Hynes
Head of Fundraising and Communication

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

2. [Webex Blog](#). Webex keeps Irish nonprofit connected with cloud calling and more. Emily Brooks, October 7, 2021.

05 Devices

Turn any space into a productive workspace.

Whether you're at home, the office, or anywhere in between, our award-winning¹ Webex devices can help you transform your workspace and create incredible hybrid work experiences.

[Get Started](#)

1. Webex 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



Devices that bring out the best of hybrid work.

Desk & peripherals devices

Purpose-built collaboration for the home and office desk



Webex Desk Hub



Webex Desk Mini



Webex Desk



Webex Desk Pro

USB cameras



Desk Cameras

Headsets



300 Series



500 Series



700 Series



Bang & Olufsen Cisco 980

Room devices

Video bars and collaboration kits

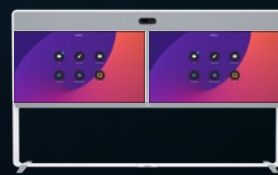


Webex Room Bars and Kits

Single and multi-screen integrated room systems



Webex Board Series



Webex Room Series



Webex Room Panorama Series

Room controls and peripherals



Webex Room Navigator

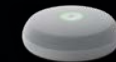


Table & Ceiling Microphones



PTZ Cameras

Phones & frontline devices

Wireless & DECT phones



Wireless IP Phone 8821



Webex Wireless Phone



IP DECT 6800 + Base Station

Desk phones



6800 Series



7800 Series



8800 Series

Conference phones



Webex Room Phone

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

31

Red Dot Design Awards

6

Best of the Best
Red Dot Design Awards

13

Consecutive years Webex devices
recognized for outstanding design



reddot winner 2022



Webex Desk Mini
Red Dot Award 2022



reddot winner 2022
best of the best

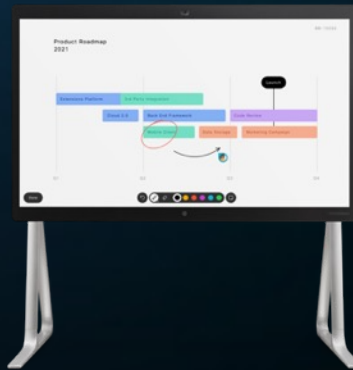
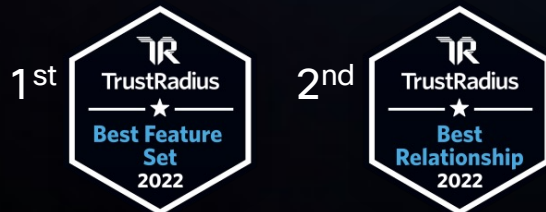


Webex Board Pro
Red Dot Award 2022 Best of the Best

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



Cisco Headset 730



Webex Board Series



Webex Room Series



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

Oak Meadow School uses Webex video devices to drive inclusion and education success.

“Great learning only happens when the social and emotional side of a student’s life is in balance. We needed a technology where the whole purpose was to engage students and learners.”

Jay Scheurle
Head of School

[Read Story](#)

Challenge

- Enable teachers to teach in an engaging way so that children could learn and complete their full curriculum no matter the location.

Strategy

- Utilize Webex Room Kits and Webex Boards for teaching with the goal of making all children feel included, irrespective of whether they were in the classroom or at home.

Results

- Oak Meadow had an amazingly successful school year.
- The school is now actively working on using their classrooms and Webex to enhance their curriculum such as engaging with national park rangers or marine biologists at aquariums, all from their classrooms.

Rebel is reimagining coworking spaces for the hybrid work era with Webex 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

[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 Webex 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.

06

Hybrid events

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

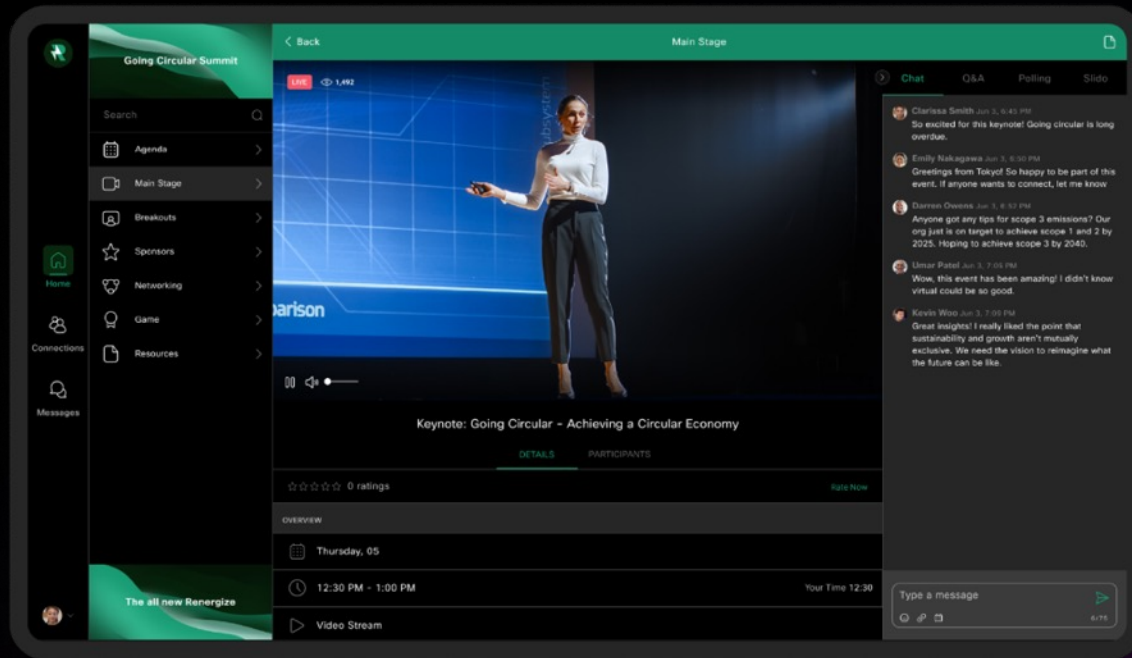
10,000

100,000

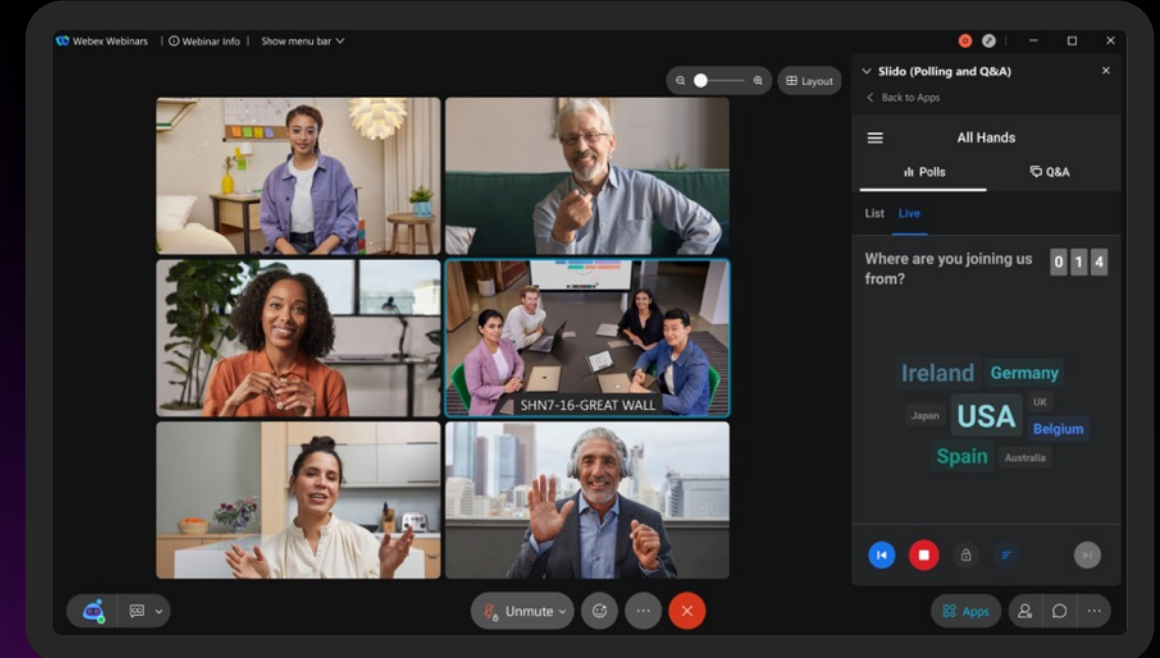
Connecting audiences around the globe.

Memorable events of all shapes and sizes, in person and virtual.

Webex Events¹



Webex Webinars



1. Webex Events (formerly Socio).

More meaningful events.

125M

Attendees hosted
on Webex

1.8M

Webinars hosted
with Webex Webinars

200+

Countries
available

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.

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

[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

[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

Powered by Webex Events, WebexOne 2021 sees record levels of engagement and participation.

"We carefully chose the features that made the most sense for a virtual event, and then tied them all together with gamification to really drive engagement in a beautiful way."

Joe Watkins

Customer Success Leader, Webex Events (formerly Socio)

[Read Story](#)

[Watch Video](#)

Background

WebexOne is Webex's annual showcase event. In 2021, the event was hosted virtually via Webex Events. Webex was able to deliver robust networking, custom agendas, immersive content, valuable sponsor interactions, and many more enhancements that helped make the event a success.

Results

- 76,000 registrants (185% increase)
- 40+ sponsors
- 5.2 million keynote views (470% increase)
- 96.7% overall positive social sentiment rating

07 Webex Suite

Webex Suite powers the five essential characteristics of hybrid work.

Flexible

Adapts to any work style, role, and environment

Inclusive

Equal experiences for everyone

Supportive

Focused on safety, empathy, and well-being

Secure

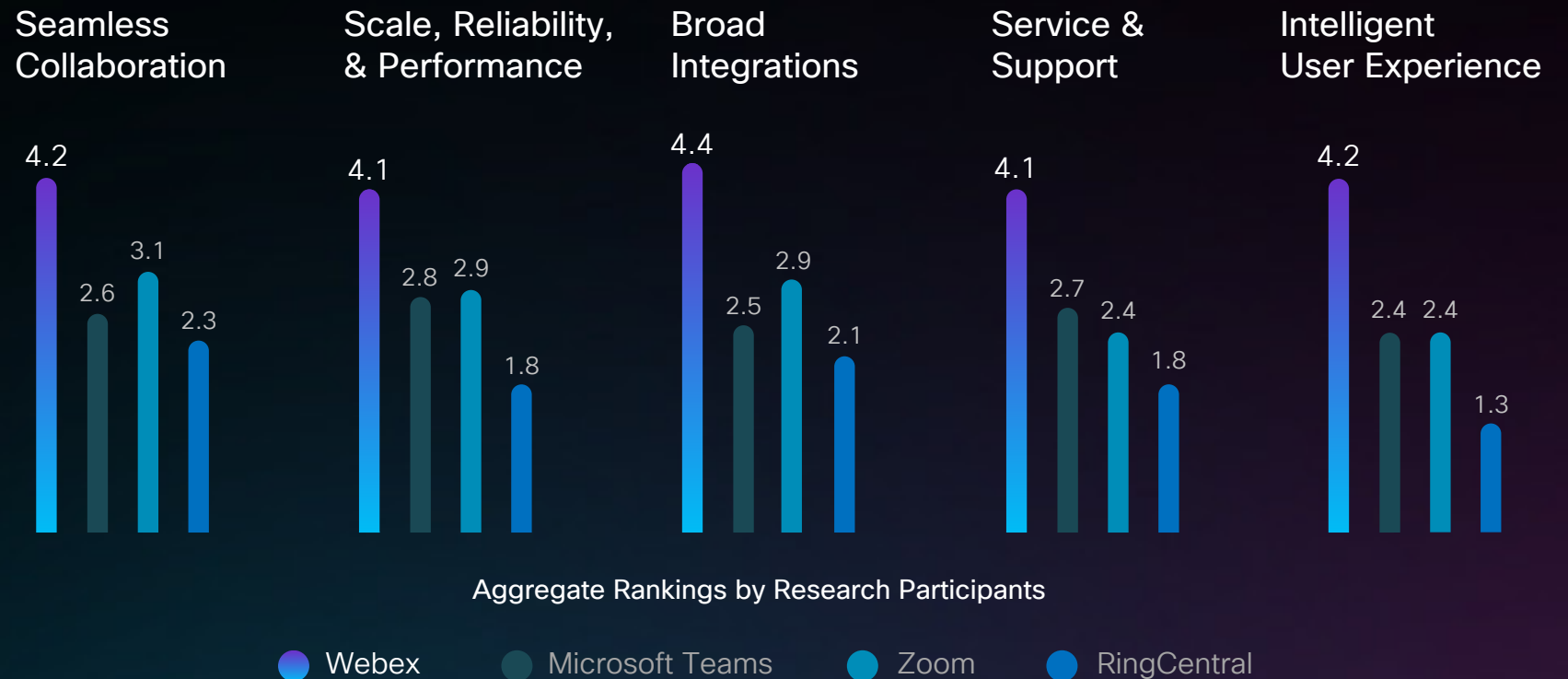
Secure by design, private by default

Managed

Modern infrastructure, frictionless administration

Webex leads in IT decision-maker survey.¹

"Decision-makers consistently ranked Webex as the leader across all five vendor selection criteria."



1. [Apprize360](#). Enterprise Collaboration Platform Buyers' Guide. June 2021.

Integrated Care 24 delivers urgent response to remote work with Webex.

“The Webex Suite is the collaboration solution that unites us all. We’ve been able to bring people together, wherever their location.”

James Howes

Head of Infrastructure & Telephony

[Read Story](#)

Challenges

- Enable seamless, secure remote work for contact center teams supporting critical health service.
- Collaborate across the organization in remote work environment.

Strategy

- Cisco Packaged Contact Center Enterprise allows agents to work remotely in supporting the NHS 111 phone service.
- Calling, meeting, and messaging in the Webex App supports organization-wide collaboration and hybrid work.

Results

- Accommodate 400% increase in health services demand with hybrid work.
- Customer satisfaction scores before and after the pandemic increased 11% on average for IC24, while national scores decreased 2%.

Powering a new world of hybrid work with our customers.



08

Webex platform

Webex is the only
end-to-end
collaboration platform
with secure,
compliant, and
scalable solutions.



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 + privacy

- ISO 27xxx (ISO 27001 / 27017 / 27018 / 27701)
- SOC 2 Type II and SOC 3
- Germany BSI C5:2020
- EU Cloud Code of Conduct
- FedRAMP
- HIPAA third-party attestation (NEW)
- Cisco's Quality Management System
- ISO 9001
- CSA STAR L2
- DoD IL5 (Webex for Defense HCS-D)
- Japan's ISMAP (NEW)
- Spain ENS (NEW)
- Australia IRAP (in execution)

Regulatory¹

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

Cross-border transfers

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



1. We are continually assessing regulations to ensure we are compliant with the latest standards.

“Webex is the only major UCaaS platform that met the criteria of providing ultra-secure communication and collaboration, and it had the most security and privacy controls.”¹



Sorell Slaymaker

Principal Consulting Analyst, TechVision Research

1. [No Jitter](#). Evaluating Cisco, Microsoft, Zoom on UCaaS Security. Sorell Slaymaker, December 14, 2021.

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 Webex.



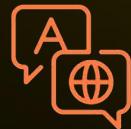
Audio intelligence

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



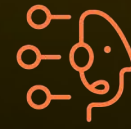
Video intelligence

- Gesture and face recognition
- People focus
- 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

52B

Minutes of
background
noise removed

57M

People have used
Webex Assistant to
record and transcribe
meetings

2M+

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

[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

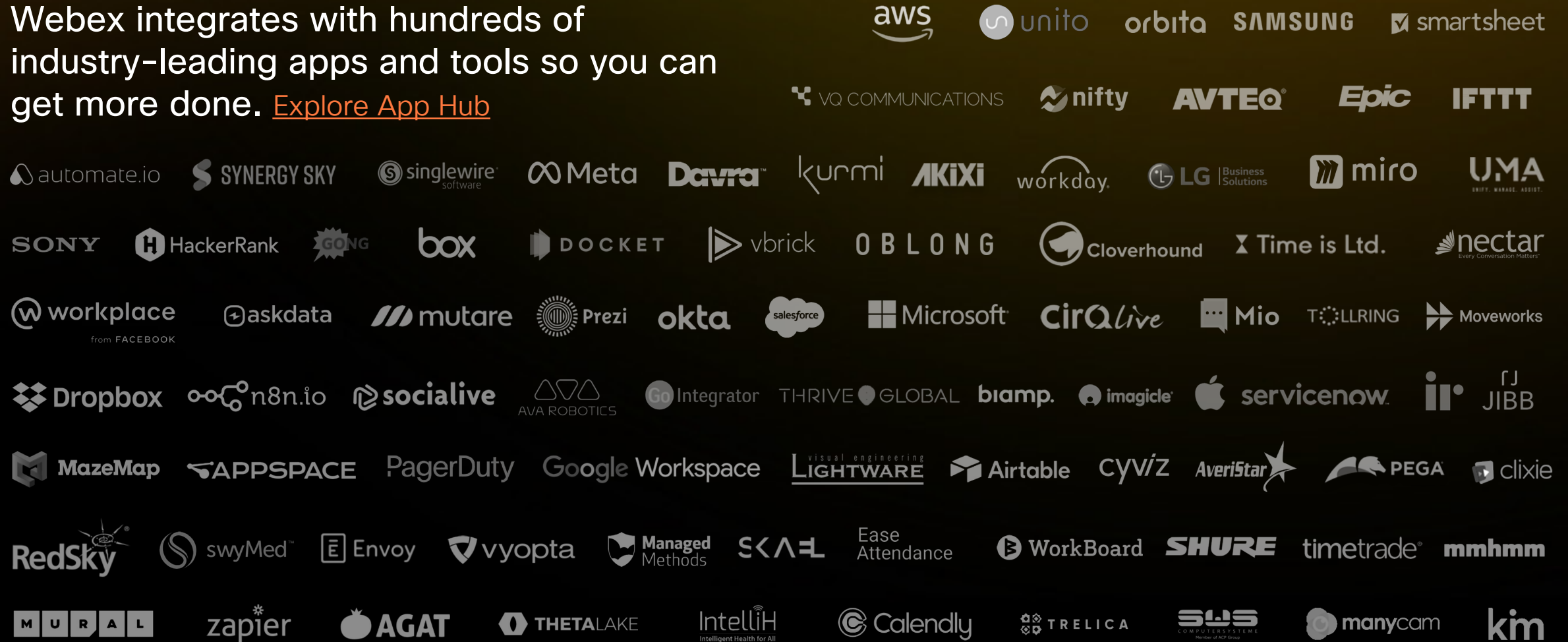
- Webex Suite: App, Meetings, Messaging, Calling
- Webex Contact Center with AI and chatbot capabilities
- Cisco Unified Communications Manager
- Cisco Enterprise Network
- Cisco Meraki System Manager

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.

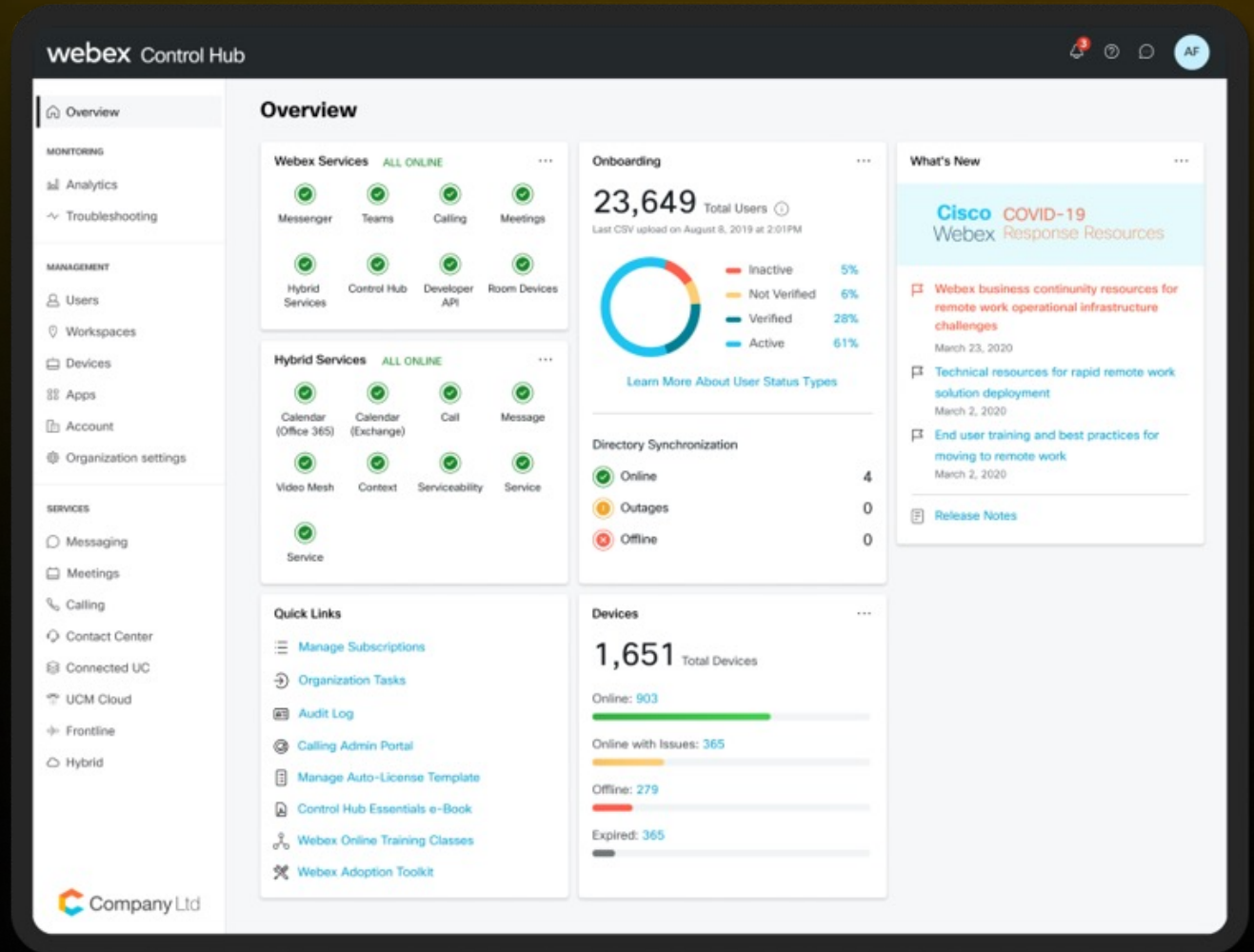
Powerful partnerships that elevate hybrid work.

Webex integrates with hundreds of industry-leading apps and tools so you can get more done. [Explore App Hub](#)



Manage every user, device, and workspace.

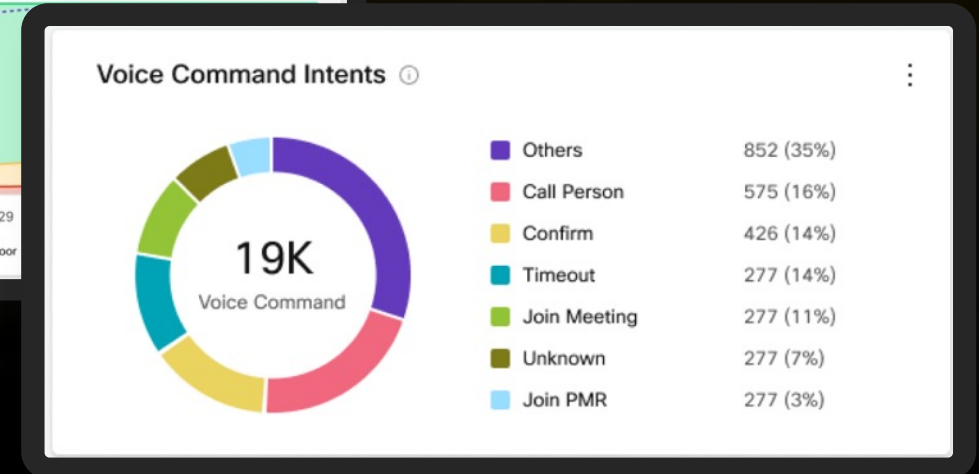
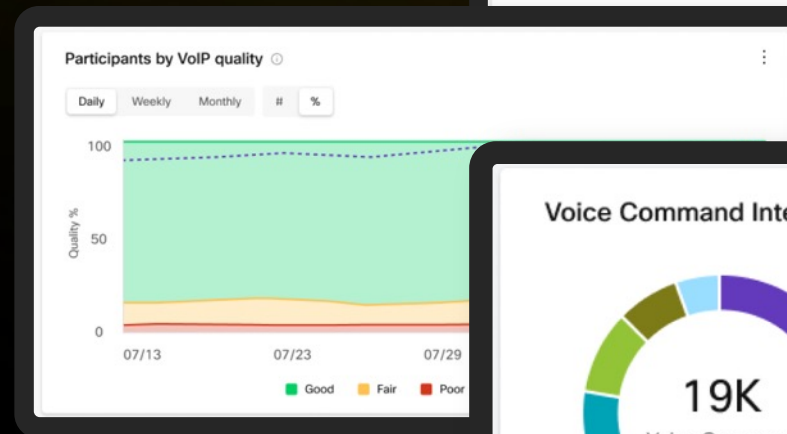
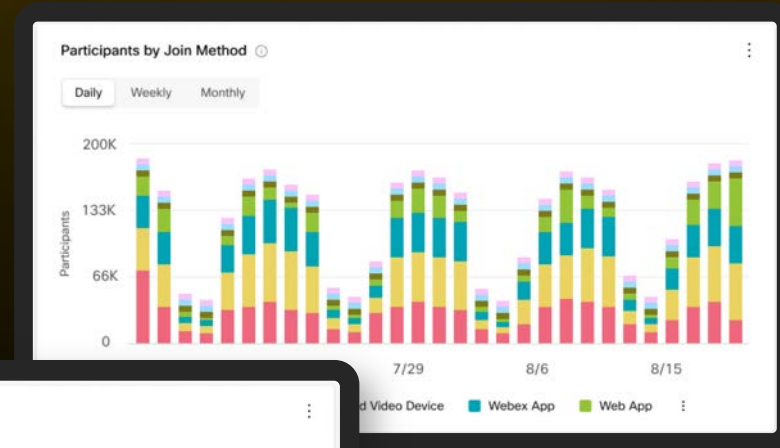
Control Hub—one powerful and intuitive management tool with the most advanced troubleshooting and insights available.



San Francisco Design Week Award 2021.

Control Hub wins Data Visualization award for providing increased accessibility to color blind users.¹

Three sets of chart colors are used in Control Hub Analytics, with a color differentiation success rate of 91.6–94.6% for people with color blindness (7–15% higher than other chart colors).



1. [San Francisco Design Week](#). Accessible Colors for Data Visualization. June 2021.

09

Customer experience

Webex powers the five competencies to deliver delightful customer experiences.

Listen

Gather and create rich customer profiles

Engage

Connect with customers when, how, and where they want

Augment

Leverage AI and collaboration to create super agents

Learn

Use insights to predict and optimize customer journeys

Adapt

Automate customer journeys with no or low code

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

Customers/enterprises

1.5K

Global partners

Total Economic Impact™ of Webex Contact Center.¹

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

262%

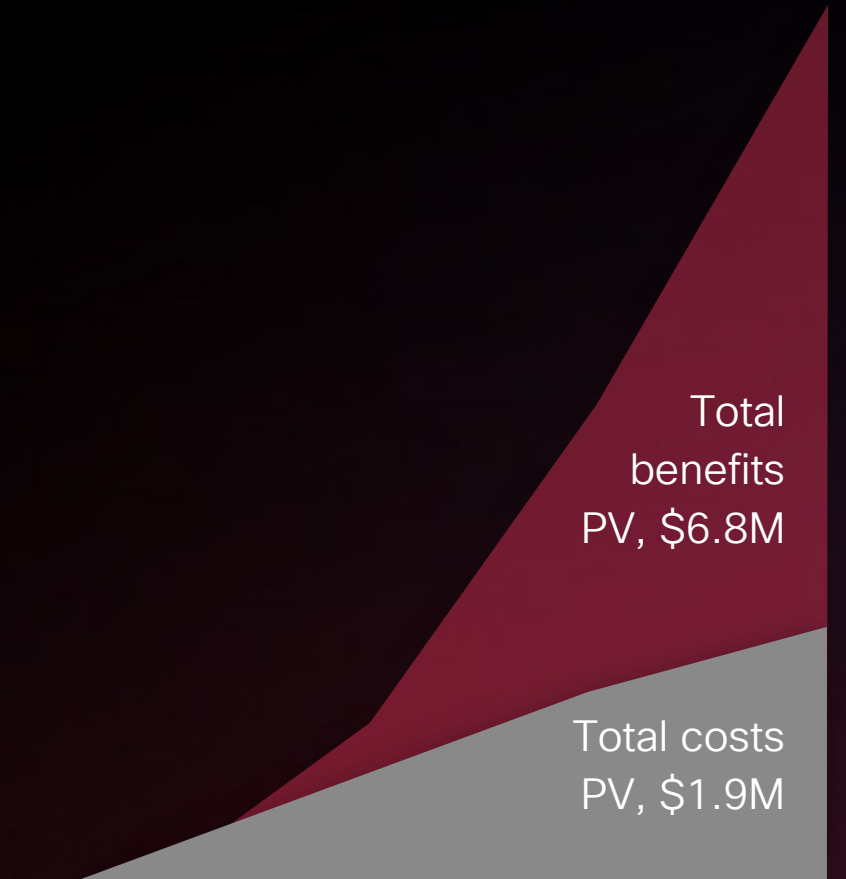
ROI

13 Month

Payback

\$6.8M

Benefits PV



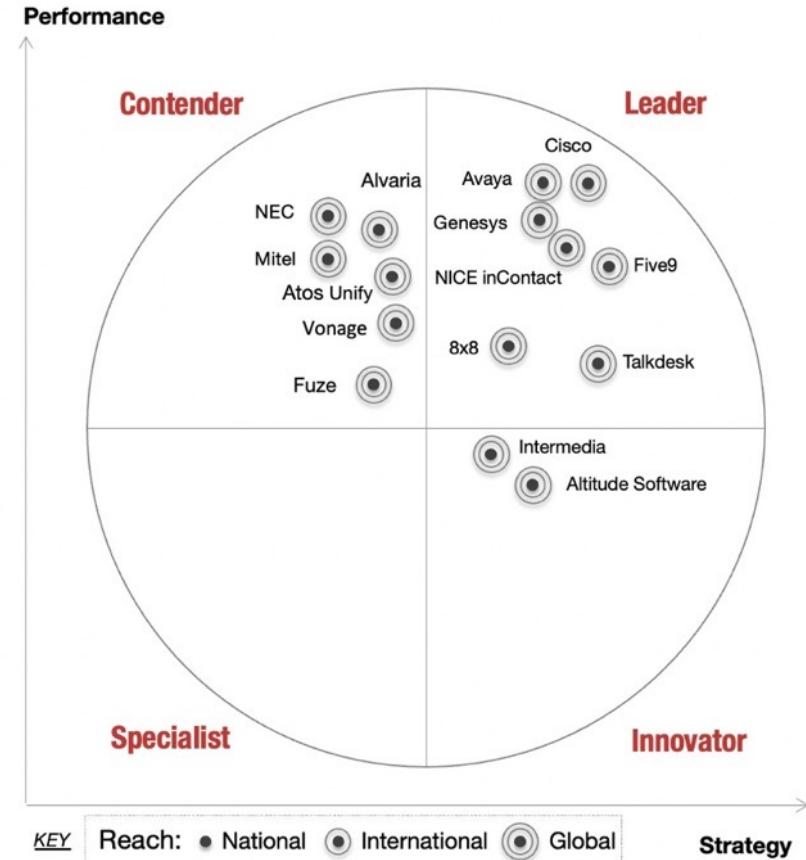
1. [The Total Economic Impact of Cisco Webex Contact Center](#), October 2020.
A Forrester Total Economic Impact™ study commissioned by Cisco published October 2020

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.

The Aragon Research Globe™ for Intelligent Contact Centers, 2021
(As of 7/15/2021)



1. The Aragon Research Globe™ for Intelligent Contact Centers, 2021, July 2021.
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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.”

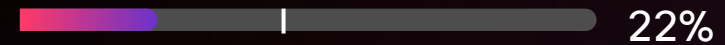
Tamara Jensen

Sr. Technical Product Manager

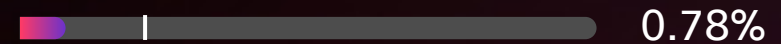
[Read Story](#)

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 Connect CPaaS

Webex Connect¹ (CPaaS) by the numbers.

230M+

Messaging API hits
per month

15B+

Interactions delivered
per year

800M+

Journey flows
per month

< 2s

Message
latency

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

Connecting customers anytime, anywhere, with reliable messaging infrastructure.

Tier 1

Direct connection to carriers

- Across U.S., UK, Canada, and Germany

200+

Countries

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

6

Regions

- 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%

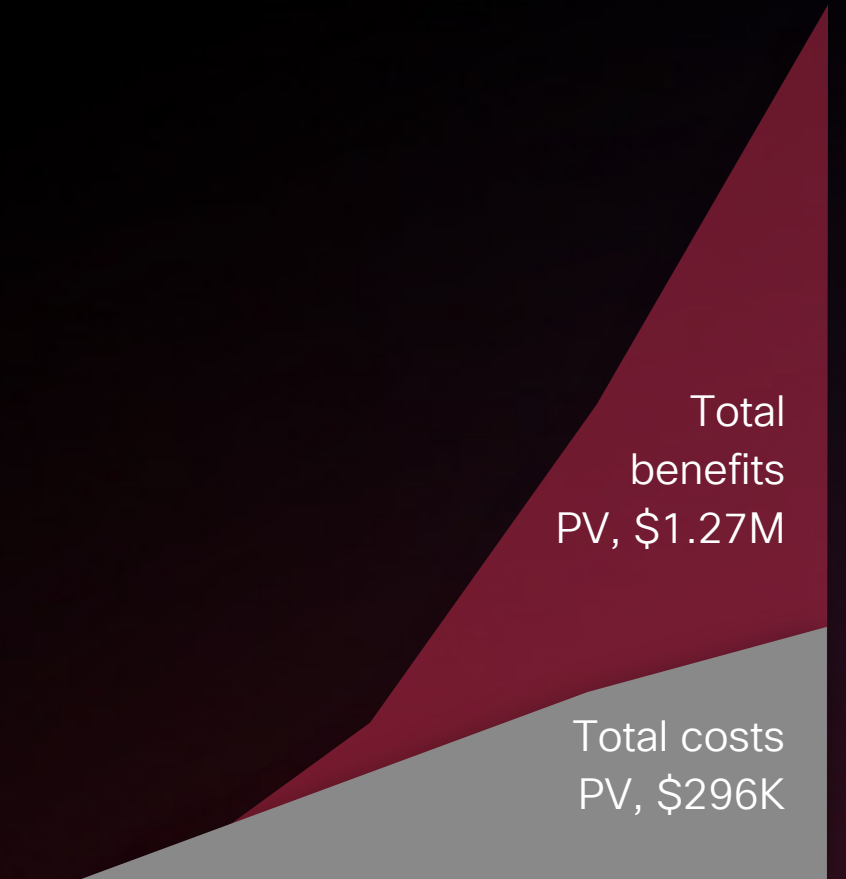
ROI

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.

Cambridge Hospitals NHS Trust reduces missed appointment rates by 27%.

“This solution has resulted in a 27% decrease in missed appointments, which has helped the Trust have one of the lowest Did Not Attend rates in the country. The solution is more cost effective than the previous system and achieves higher patient contact outcomes increasing income potential.”¹

Sian Freeman

Deputy Operations Manager, Outpatient Services



[Read Story](#)



webex
by CISCO