Llevando la satisfacción del cliente a otro nivel

Reimagining our Customers' Experience
Throughout the technology journey

Strategic roadmap development

Continuous optimization and innovation

Learning, implementation and adoption

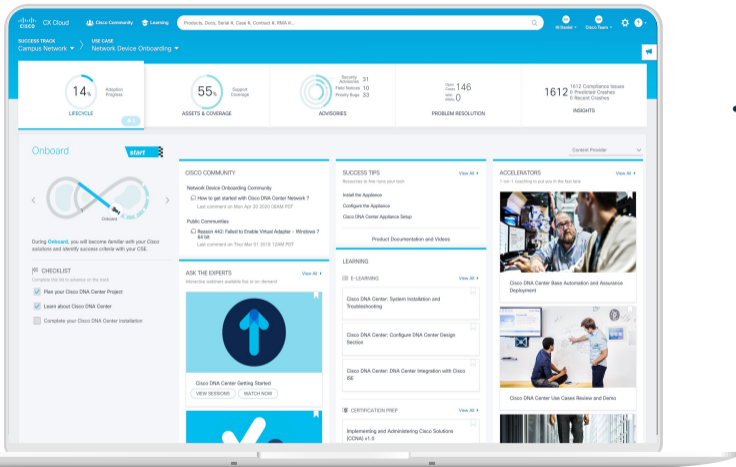Customers

Getting to business outcomes faster

CISCO

CX – innovation and Customer's Experience

- Digital experience
- Use case driven
- Actionable telemetry
- Contextual learning
- AI/ML

CX Cloud for Customers

- Use case drive – Adoption

- Case Managment & Automated Fault Managment

- Assets and licence view.

- Contextual learnings

Outcomes-driven customer experience journey

Align to business outcomes	Implement and adopt	Realize tangible impact

Value definition → ← Value realization →

Integrated service delivery to ensure a unified experience