

CDW understands how to transform customer experience.

Strategic Consulting Engagement Focusing on AI for Cisco Contact Center



Many organizations struggle to know where to start with modernization and AI adoption. CDW evaluates the customer experience to identify gaps, pain points and opportunities to apply automation and AI. Through strategic virtual workshops, CDW digital strategists analyze processes, journeys and workflows, delivering impact-driven recommendations that help organizations modernize customer experience (CX) and improve customer and agent satisfaction.

A Strategic Consulting Engagement Focusing on AI for Cisco Contact Center can help you achieve:



Operational Efficiencies



Increased Performance



Reduced Cost

Finding the Right Solution

CDW's Strategic Consulting Engagement Focusing on AI for Cisco Contact Center provides the following:

- Customer experience design
- Definition of top-level success metrics
- Definition of user journeys and requirements for selected use case(s)
- Identification of high-level fulfillment requirements

We'll help you identify and decide on your next steps for your CX AI technologies, including:

- Self-service and call containment priorities
- Current and future integration options to enable efficiencies
- Agent enhancements, including AI assist

We provide an Executive Readout that includes:

- Full data from engagement
- High-level overview for executive consumption
- Recommendations and prioritization of the top three use cases

CDW + CISCO

CDW was the first Cisco Master Collaboration Partner. We have built our business to ensure our customers receive the highest level of expertise while partnering, building and expanding a complete solution that meets their needs. CDW and Cisco share the same commitment for our customers. We align with Cisco to deliver a secure, intelligent platform for digital business customers.

The CDW Intelligent Customer Experience (CX) Consulting team is the most technical CX integrator in the industry. We have successfully run these engagements with organizations across all verticals, which allows us to provide a streamlined, interactive customer experience design. We provide an optimal customer experience that includes rapid AI adoption and improved contact center metrics, while increasing customer satisfaction and agent efficiency.

CDW focuses on the following critical areas for customers:

- Employee and customer experience
- Foundational security
- Reinventing the network
- Embracing a multi-cloud world
- Unlocking the power of data

CDW has 20-plus years of delivering Cisco solutions to enterprise organizations. We have more than 1,300 certified employees supporting multiple areas within a solution, and we were the first partner to win Cisco's award for collaboration.

CDW's full lifecycle of Services can support your organization no matter where you are on your journey



Design



Orchestrate



Manage



On-Premises



On-Journey



Cloud-Based



Proofpoints

140+

Technical presales resources.

100K+

Contact Center agents deployed.

80+

Contact Center field services engineers.

25

Years of Cisco collaboration implementations and deployments.

8+

Average years of experience of CDW engineers.

#1

Consistently ranked as Cisco's No. 1 collaboration and contact center partner.

1,000+

Global Cisco Engagement Contact Center implementations.

CUSTOMER SUCCESS STORY

Organization: Not-for-profit regional healthcare organization with \$3.5 billion in annual revenue

Employees: 18,000-plus employees

CHALLENGE: This customer services a very large geographic region with hundreds of thousands of patients. Due to COVID pressure and limited staff, customer support was experiencing massive queue times and large abandon rates.

SOLUTION: We conducted an Exploration Services Workshop that included technical discovery. We processed years of call recording data to identify intents and topic modeling, and then developed Google Conversational AI virtual agent on Cisco Contact Center based on priority use cases.

RESULT: Developed a proof of concept in less than three weeks that automated routing and transfers to each medical facility and department, automating more than 40% of inbound calls. The customer then immediately expanded the scope of the project to include the ability to automate scheduling for the applicable departments.

To learn more about CDW's Strategic Consulting Engagement Focusing on AI for Cisco Contact Center, contact your account team or call 800.800.4239.

