

Cognitive Collaboration: The answer to better human experiences

Cisco Cognitive Collaboration uses intelligence and context to make it easier to foster human relationships, enhance customer interactions, and build high-performance teams that can make smarter, faster decisions and better serve customers. What's holding you back from personalized interactions and next-generation workstreams? Get to know the four capabilities driving Cognitive Collaboration:

How can I better connect with coworkers and customers during meetings?



THE ANSWER:

People Insights

Only Cisco Webex Meetings includes People Insights, making it easier to foster human connections, communicate with customers, and engage with attendees. With real-time profiles for 250 million people and 20 million companies and counting, meaningful relationship insights are at your fingertips.

What's the key to creating engaging and profitable customer experiences?

THE ANSWER:

Customer Journey Insights

Our customer journey solutions use cloud-based analytics and artificial intelligence to optimize agent experiences and consolidate contact center, operational, and business data into a complete view of your customer journey. The impact? Personalized, proactive customer experiences that improve financial performance and customer value.



How can I offload the tedious parts of meetings so I can focus on the good stuff?



THE ANSWER:

Webex Assistant

Automate mundane tasks with a digital meeting assistant that can help you join your meeting with a simple voice command, call the right "John Smith," share your content, or control the meeting. Webex Assistant removes common friction points so you can focus on getting your work done.

Have I met that person before? What's their role, again?

THE ANSWER:

Facial Recognition

Remembering names is no longer a guessing game. Facial Recognition gives attendees a name label—when they opt in—so you know everyone in the room and their role. Say hello to immediate context, frictionless meetings, and a more personal experience with no compromise to your privacy.



At every point of the conversation, innovative cognitive collaboration capabilities are making it easier to remove tedious tasks, increase productivity, and improve employee and customer experiences, all while creating deeper human connections.

Visit cisco.com/go/cognitivecollab to find out how you can take advantage of these capabilities right now.

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