

DGTL-PSOCCT-1645  
**Contact Center Market  
Overview and Portfolio  
Direction**

DGTL-BRKCCT-1004  
**Webex Contact Center solution  
updates and deep dive**

DGTL-BRKCCT-2000  
**Cloud Use Cases with  
Webex Contact Center**

DGTL-BRKCCT-1008  
**Contact Center Super  
agents, AI Is Your Sidekick!**

DGTL-BRKCCT-1016  
**Webex Contact Center  
Enterprise, Overview,  
updates & roadmap**

DGTL-BRKCCT-1012  
**Contact Center Enterprise (CCE)  
Overview, Updates & Roadmap**

DGTL-BRKCCT-2352  
**Contact Center Enterprise  
Solution Troubleshooting**

DGTL-BRKCCT-2012  
**Implementing your messenger  
applications of choice with  
Enterprise Chat and Email (ECE)**

DGTL-BRKCCT-1011  
**Contact Center Express  
(CCX) Update and Roadmap**

DGTL-BRKCCT-2011  
**Understanding and  
Instrumenting Security  
Concepts within UCCE & UCCX**

DGTL-BRKCCT-1003  
**Design & deploy AI for Contact  
Center CCE & CCX**

DGTL-PSOCOL-1317  
**Artificial Intelligence and the  
Future of Cisco Contact Centers**

DGTL-BRKCCT-1013  
**Webex Experience  
Management for Contact  
Center (CloudCherry)**

DGTL-BRKCCT-2056  
**Customer Journey Solutions  
Reporting & Analytics**

DGTL-BRKCCT-1000  
**The Next Generation Agent  
Desktop Experiences (Finesse  
and Webex Contact Center  
Desktop)**

DGTL-BRKCCT-1002  
**Demystifying the Contact  
Center Flex Plan (and more\*)**

# Contact Center



■ New Content  
□ Library Content