

# Collaboration

## Cisco Contact Center and The Cloud – Cloud Webex Contact Center

### “Cloud” Webex Contact Center

Learn about Webex Contact Center capabilities such as routing, agent desktop, reporting and omni-channel.

Start

- PSOCCT-1901**  
The Future of Customer Experience with Cisco + IMI mobile
- BRKCCT-2012**  
Webex Contact Center Deployment and Contact Routing - A Deep Dive
- BRKCCT-2013**  
All the PSTN Options Explained for the New Webex Contact Center
- BRKCCT-1004**  
New Webex Contact Center Analyzer - Data, Analytics and Insights
- BRKCCT-2016**  
The New Webex Contact Center Agent Desktop - Architecture and Feature Deep Dive
- BRKCCT-2014**  
Design and Deploy Digital Channels with New Webex Contact Center

Finish

### “On Prem” Contact Center

Learn about the new AI capabilities for Contact Center Enterprise solutions, including virtual assistance, Agent Answers and troubleshooting AI.

Start

- BRKCCT-2021**  
Implementing Customer Virtual Assistant using CVP and Dialogflow + Contact Center Release 12.6 Highlights
- BRKCCT-2020**  
Cisco Agent Answers - What It Is And How It Works
- BRKCCT-2022**  
Troubleshooting Customer Virtual Assistant

