



ANM TECH DAY

Enhancing the Customer
and Agent Experience

Adam Stoddard

Solutions Architect - Collaboration

- **3+ years at ANM in my current role.**
- **13 years working specifically with Collaboration and Communication Technology.**
- **Areas of Focus**
 - Contact Center Architecture & Design
 - Cloud Calling (Webex & MSFT Teams)
 - Hybrid Hospitals, Gov't & Edu.



FREE YOUR AGENTS

TRANSFORM YOUR CONTACT CENTER.

How AI turns menial tasks into meaningful work —and your agents into high-value contributors.

3 LIVE DEMOS

50 Minutes · Real Outcomes

01 Agnostic AI Bot

02 AI Assist for Agents

03 MCP Based Multi-Integration

Your Agents Are Spending Too Much Time on the Wrong Things.

6-12%

of agent time on
after-call admin & wrap-up tasks

MULTIPLE

disconnected systems
agents must navigate

60%

of failed resolutions from
missing information

The real cost isn't just efficiency — it's talent. Skilled people doing low-value work is inefficient, unfulfilling and the customers who reach them feel it.

MEET ALEX

(HELP DESK TECHNICIAN)

Senior Contact Center Agent
5 Years Experience

Smart. Empathetic. Underutilized.

ALEX'S TYPICAL DAY

8:30am

Logs into multiple systems before the first call

10:00am

Taken 5 calls — spend an average of 6 min post-call write up, ticket logging

11:50am

Escalation: 25 min manually hunting for customer history

1:00pm

More of the same— calls and questions

3:30pm

Routine billing query takes 15 min due to slow CRM lookup

4:30pm

Training module interrupted twice by simple, deflectable calls

What if every **menial task** disappeared from Alex's day?

Not to replace Alex — but to give Alex back the time, context, and space to do what only a human can do: build trust, solve complexity, and grow.

That's what we're showing you today.

Three Live Demos. One Transformation.

01

The AI-Agnostic Bot

Begin to filter the basic

Let an AI BOT handle the mundane, routine questions that kill high value focused working time

02

AGENT ASSIST

Real-time intelligence, right when it's needed

Live transcription, suggested responses, knowledge surfacing, and auto-generated wrap-up notes — while Alex focuses entirely on the customer.

03

MCP ORCHESTRATION

Self-service that actually services

Multi-database lookups, context driven support, using the LLM to it's fullest

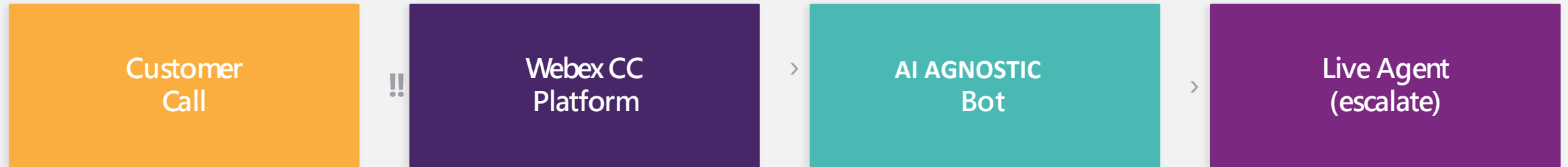
DEMO 01

THE AI-AGNOSTIC BOT

Your best bot. Your choice of AI. Seamlessly connected.

How it frees Alex: The bot handles tier-1 and tier-2 calls that would otherwise land on Alex's queue — without sacrificing quality or context.

Virtual Agent – Agnostic AI BOTs



The Scenario – Basic Q&A – The Repetitive Task

A new employee calls to inquire how to get additional Storage. The AI bot handles the entire interaction. Answers the questions, gives them information on where to follow up if needed and asks if the caller needs anything else.

- 1 Caller reached out to Help desk
- 2 AI Agnostic BOT answers the call
- 3 The caller asks the question – that would normally go to Alex, after a few minutes in queue
- 4 The BOT answers the question
- 5 The caller didn't have to wait in queue
- 6 Alex was freed from this interaction
- 7 This interaction was captured, logged, and categorized by the contact center

L I V E D E M O

01

AI-Agnostic Bot

What This Means for Alex

60%

of tier-1 calls handled
without Alex

0 min

post-call wrap-up
for deflected calls

Analyzed & Categorized

Similar calls will be handled the same way
(without Alex)

What This Means for the Customer

No Time in Queue

Get Answers Immediately

0 min

Hold Music

Get Answers Anytime

24/7 Support

DEMO 02

AI Agent Assist

Real-time AI intelligence. Right when the conversation needs it.

How it frees Alex: AI handles note-taking, research, and wrap-up — so Alex gives every customer 100% of their attention.

Six AI Capabilities Working Together



Live Transcription

Every word transcribed in real time. No more frantic note-taking mid-conversation.



AI-generated summaries

AI surfaces relevant reply options based on what the customer just said.



Suggested Responses

Relevant articles appear before Alex even has to search.



Sentiment Analysis

Customer frustration flagged early — giving Alex and supervisors a heads-up.



Auto Wrap-Up

Summary, disposition, and follow-up actions generated automatically after the call.



Wellness breaks

Take a quick break and gain some metal clarity

L I V E D E M O

02

AI Agent Assist

For AI ex - From Overwhelmed to Empowered

Faster Response Time

Relevant information faster

0 min

post-call wrap-up
documentation

Improved Customer Relationship

What This Means for the Customer

No Repeating Info

Conversation is fluid and moves forward

Problem Moves Forward

Get Help

Improved Trust in the Agent

DEMO 03

Model Context Protocol (MCP) Orchestration

Connect to anything. Resolve everything. Involve no one.

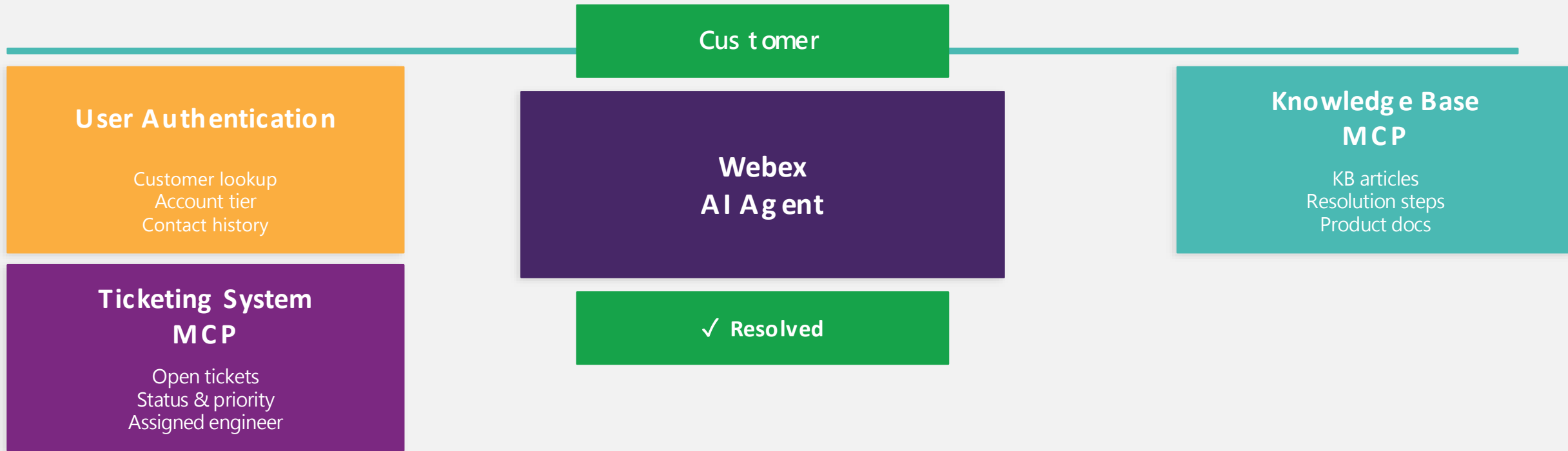
How it frees Alex: The bot autonomously resolves complex multi-system queries using live data — the kind of call that used to always end up on Alex's desk.

User Database

Ticketing System

Knowledge Base

MCP Orchestration: The Bot That Does Its Own Research



No human agents involved. Zero hold time. Fully auditable

The Scenario

A customer calls about an unresolved support ticket. The autonomous bot greets them, looks them up in one database, finds their open ticket in another database, based on the ticket information offers a potential resolution. No waiting in queue, no Alex, no problem

LIVE DEMO

03

MCP Orchestration

For AI to Back to Focus on Other Things

NOT INVOLVED

Handling other tasks

ESCALATIONS COME WITH RICH CONTEXT

The BOT queried information is pushed to the agent

ADD HUMAN TOUCH AND TRUE VALUE WHEN NEEDED

24/7 Support

What This Means for the Customer

ONE CALL

Conversation is fluid and moves forward

REAL ANSWERS

Context driven answers

DYNAMIC SUPPORT

Support Based on flexible information

Alex, Reimagined.

BEFORE AI

- Answering the same 5 questions 40 times a day
- Typing call notes while trying to listen to the customer
- Searching 6 systems for customer history
- Dreading Monday || same calls, same frustration, no growth

WITH AI

- Handling complex, emotionally charged cases only Alex can solve
- Mentoring newer agents using AI insights and call recordings
- Running escalation playbooks with real-time AI support
- Building a career path — not just a call count

This Isn't About Replacing People.

It's about giving your best people their best work.

Upskill, Don't Downsize

As AI handles volume, redirect agents toward complex problem-solving, empathy-driven conversations, and customer success roles.

Better for Customers

Instant self-service for simple queries. A deeply prepared, calm, and informed agent for conversations that truly matter.

Org - Wide Intelligence

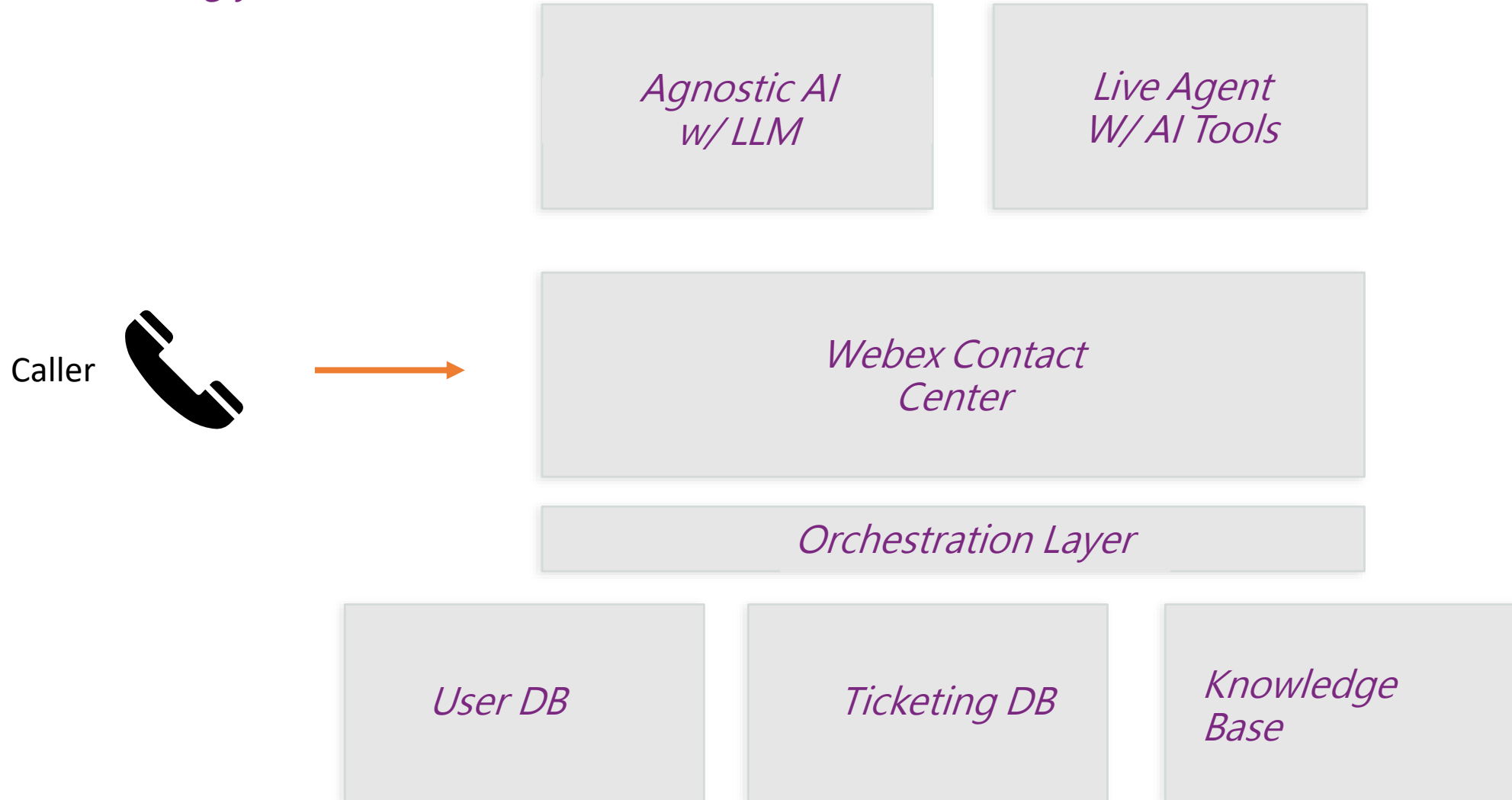
Every call becomes training data. Every KB gap surfaces automatically. Your contact center gets smarter every single day.

Open Ecosystem

Webex's AI-agnostic approach means you're never locked in. Best-of-breed tools, working together, on your terms.

The 3 Demos – What we saw

Connecting your tools



Alex, in other Industries

Before AI

UPSKILLED

Healthcare

- Verifying patient insurance manually
- Repeating clinical histories across calls
- Searching multiple EMR systems
- Scheduling conflicts and missed follow-ups

Care coordination specialist

- Helping patients navigate complex treatment plans
- Patient advocate for high-risk case
- Telehealth quality & empathy coach

Universities

- Password resets and portal access issues
- Answering the same enrollment questions
- Looking up housing, financial aid, course info
- Manually routing to 12+ departments

Student success advisor

- Retention outreach for at-risk students
- Mental health first responder & referrals
- Career services & alumni engagement

DN (EZE ZA)

- Processing routine permits & licenses
- Reading scripts about services available
- Transferring between disconnected agencies
- Data entry across legacy systems

Constituent advocate

- Crisis response & emergency coordination
- Complex case resolution across agencies
- Community outreach & public education

What's Your Alex Story?

Every contact center has agents handling repetitive work. ANM can change that!

1

Map your agent pain points

Where is time being lost today?

2

Pick your first AI use case

Agnostic bot? Agent Assist? MCP automation?

3

Let ANM build a Proof of Concept

Measure containment, AHT, and agent NPS

Partnering with ANM

An industry leader

We are here to help.

- Building and Running POCs
 - Design pilot programs to validate technology fit
 - Measure real performance against current state
 - Minimize risk before full-scale investment
- Cloud Contact Center Migrations
 - Assess current infrastructure and readiness
 - Design phased migration strategy
- Integration & Implementation
 - Connecting systems
 - Building AI BOTs
 - Crafting Instructions
- Training & Development
 - Agent
 - Supervisor
 - Administrator

Collaboration
Webex Contact Center
Managed Services

anm

In today's mobile workplace, seamless connections rule the day.

ANM Webex Contact Center Managed Services (WCCMS) provides support pertaining to Cisco Webex Contact Center solutions. The ANM team will work as an extension of your voice and collaboration operations team to ensure that the contact center environment is performing as expected.

ANM's WCCMS facilitates application and device management and incident response. The following services are available within the ANM service offering.

Managed Elements:

- › Cisco Webex Contact Center platform support (Platform troubleshooting, outage escalations)
- › Cloud connected local gateway (Optional)
- › Advanced Problem Investigation and turn-chair services as it relates to core system functionality of Webex Contact Center and PSTN
- › Moves/Adds/Changes/Deletes (MACD)

(MACD work is limited to batches of ten (10) or less users for existing client locations.)

A MACD is a type of service request and is defined as a move, add, change or deletion to a user or configuration element. These MACDs are specific to the operation and functionality within the existing covered applications or devices. MACD is an activity on an individual element that meets these requirements:

- › Is not part of a project
- › Is not an upgrade or implementation of new global feature addition
- › Does not require planning or design
- › Does not require any physical change
- › Is not part of multiple changes to a configuration element

› Minor CCX Script Changes

- › • Addition, deletion and/or revisions for agents and supervisors
- › • Addition, deletion and/or revisions to reason and wrap codes
- › • Addition, deletion and/or revisions to system prompts and recordings
- › • Requests for any other UCCX specific services will be reviewed by ANM Managed Services department, the request could be covered by this agreement. If it is determined that the request is outside coverage by ANM Managed Services the request can be reviewed and delivered under a separate engagement with ANM.
- › • Revision and deletions of Skill Assignments
- › • Revisions and/or creation of Holiday Check documents
- › • Troubleshooting signaling and device control issues
- › • Time of Day changes which include but not limited to business hours, after hours, days of business and holidays

Optional Managed Elements
(must be listed in Client Device Covered):

- › Carrier Incident Management (Turn-chair troubleshooting)

Collaboration is Key

Our expertise in web conferencing and collaboration platforms brings people and tools together to improve productivity, communications and problem-solving. We start the conversation with end goals – not product pitches – architecting custom collaboration solutions to meet your needs.

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Technology Focus Areas

Security

We assess your unique risks and develop detailed solutions to identify and mitigate threats before they impact your business.

Data Center & Cloud

Based on your current environment and end goals, we create a custom path to your on-premises, private cloud or hybrid cloud solution.

Network & Automation

We work with you to build an infrastructure that connects people, applications and devices securely and efficiently.

Collaboration

Our expertise in web conferencing and collaboration platforms brings people and tools together to improve productivity, communications and problem-solving.

Salesforce Consulting & Apps

We help maximize your investment with expert advice and customized applications that simplify your business processes and accelerate your workflow.

Professional Services

Our dedicated project managers are at your side to install, configure and deploy the perfect solution for your needs.

Managed Services

Our engineers are available 24/7 to assist with incidents and requests, as well as support and manage advanced, highly complex, architectures.

We'd love to hear from you.
 ☎ (866) 527-8822 ✉ info@anm.com 🌐 anm.com **anm**

And many other best-of-breed partners:
<https://anm.com/partners/>

Logos: Guardicore, ARISTA, Zscaler, Palo Alto, Commvault, Pure Storage, Arctic Wolf, Splunk, Fortinet, LiveAction, BeyondTrust, Cloudflare, NetApp, Rubrik, Uba, SentinelOne.

Thank you for your time today.

ANM - The soul of a startup. The experience of an enterprise.