

Deeper Insights with 2Ring Historical Reporting for Webex Contact Center

Add-On to 2Ring Dashboards & Wallboards

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CISCO Live !

2RING

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Cisco Webex
Contact Center

Deliver Eye-Catching & Flexible Layouts ..



Integration and Data Handling ..



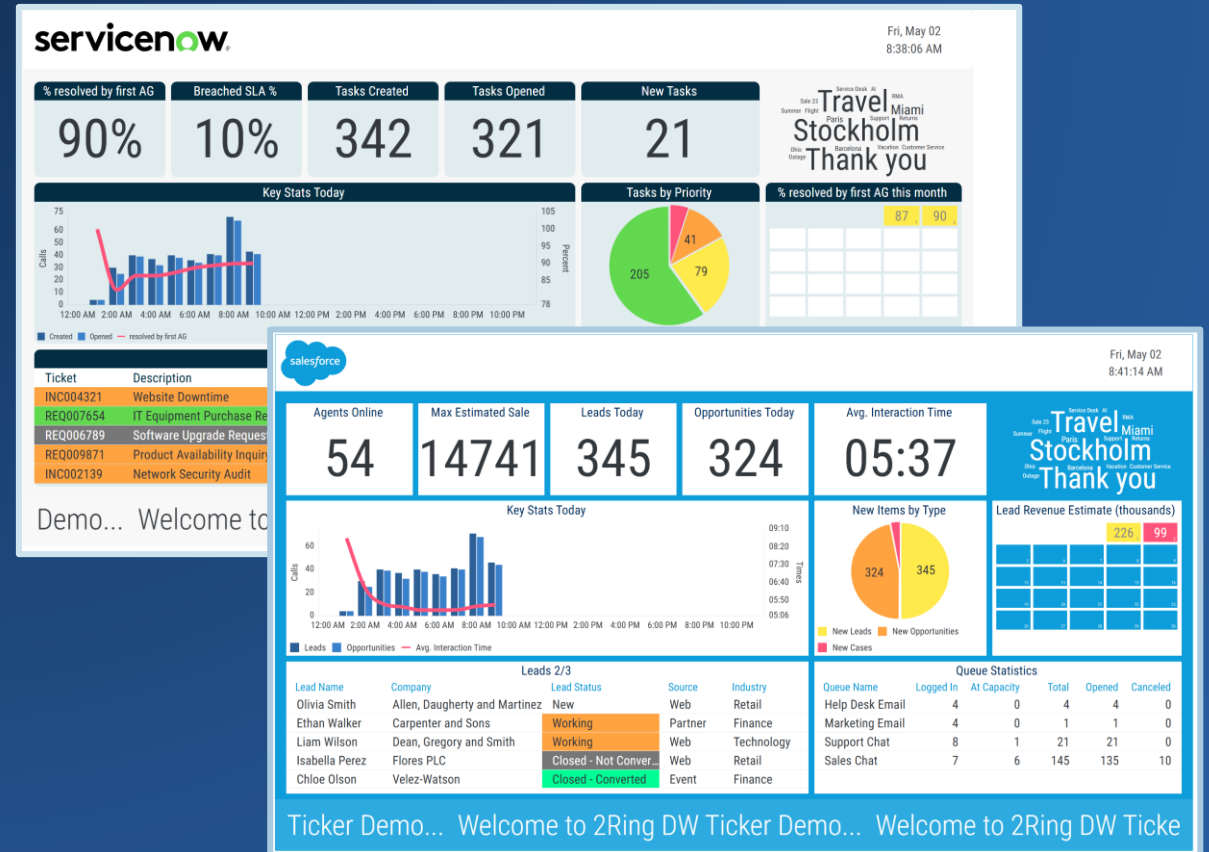
Real-Time Reporting and Customization ..

- Current time & date
- Images
- Marquees & Tickers
- PPT / PDFs
- Social media feeds
- YouTube videos
- Weather
- Web pages - anonymous



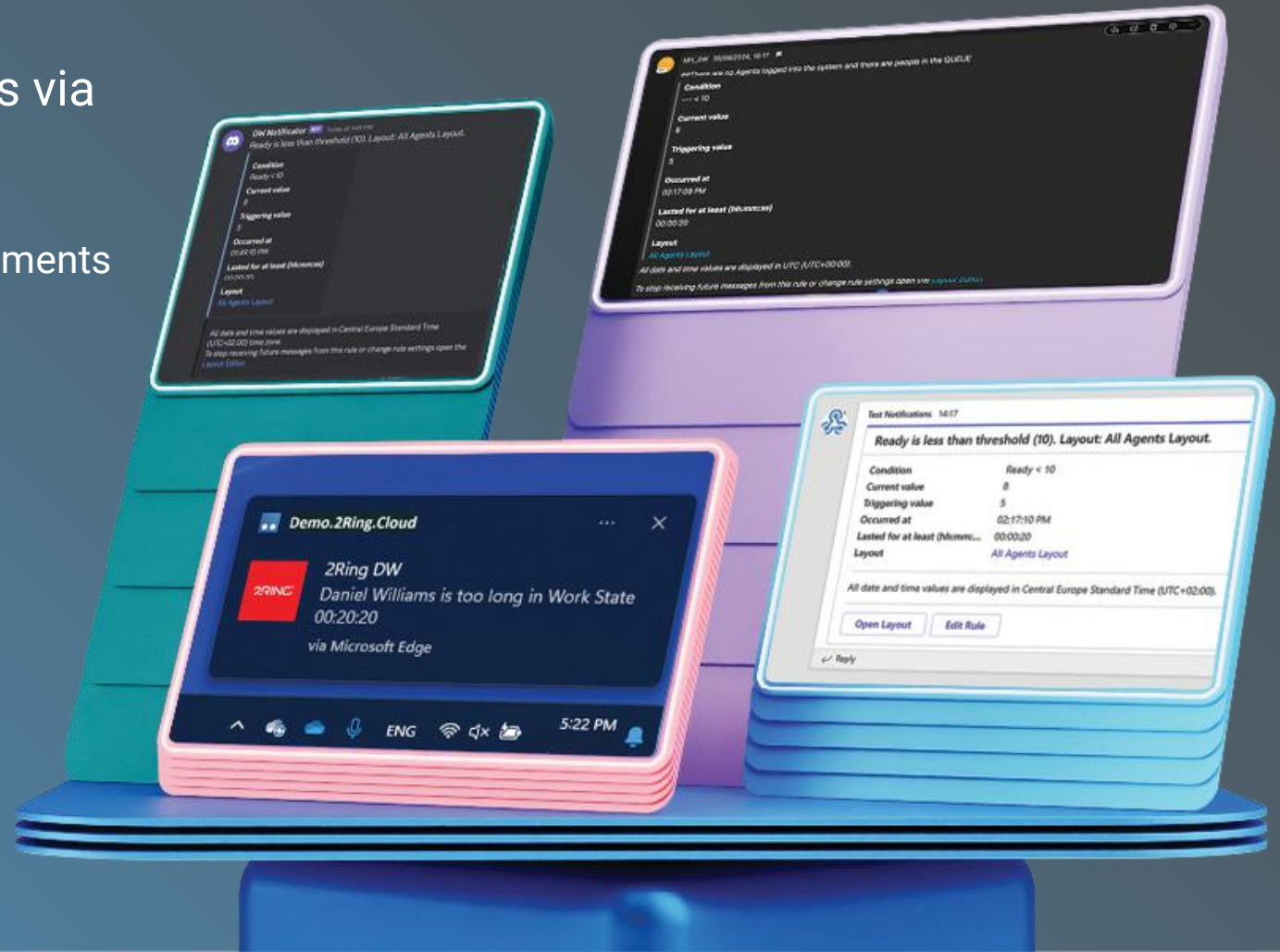
Salesforce & ServiceNow Integration

- Salesforce & ServiceNow Integration
 - Complete KPI List
- Alerts & Notifications
 - Audible Alerts
 - Visual Alerts
 - IM Alerts
 - Email Alerts
- Display along Cisco Data
 - Sequencing
 - Within Same Layouts



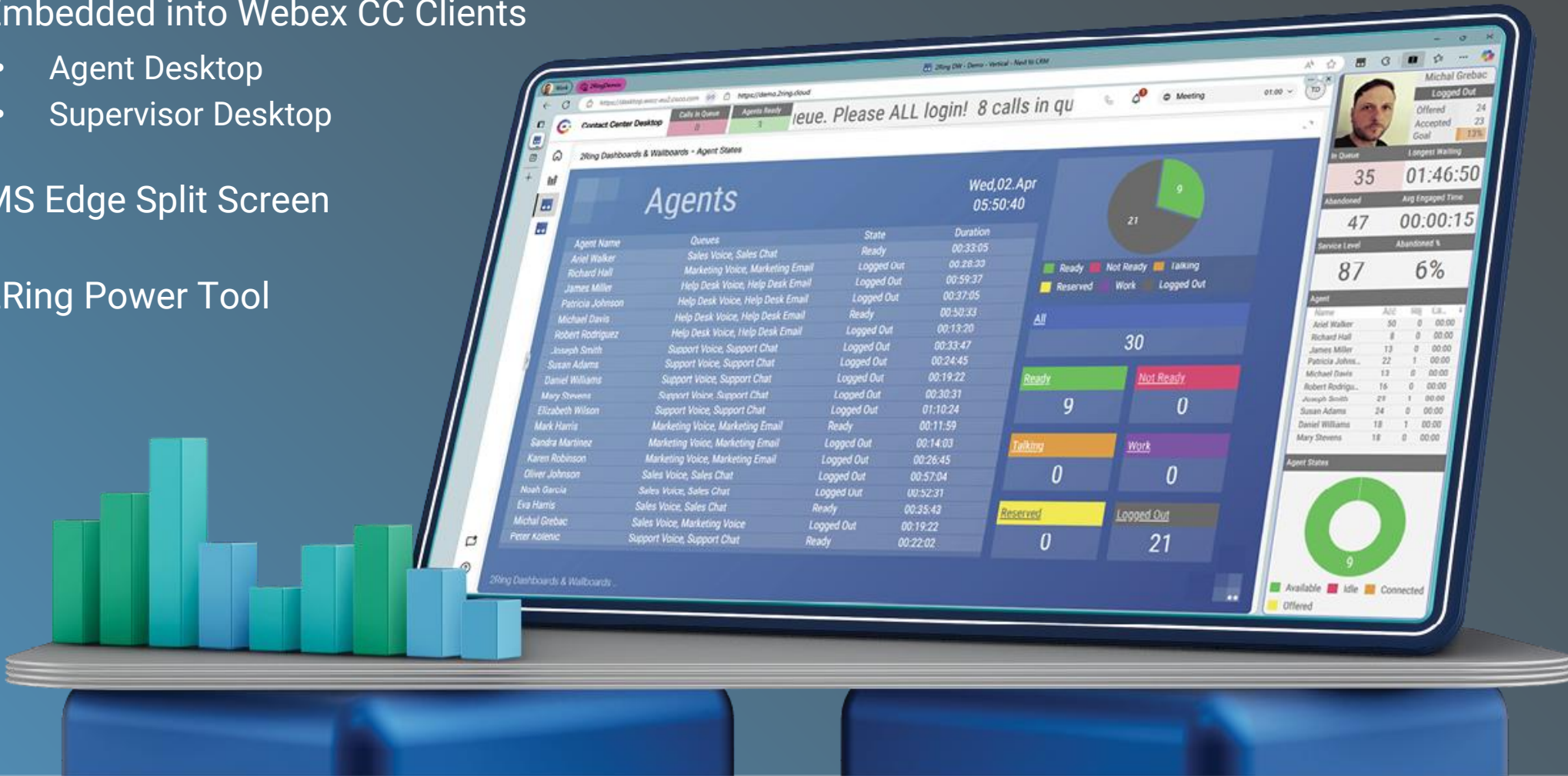
Real-Time Thresholds & Alerts ..

- Define your thresholds
- Display alerts on layouts via
 - changing colors
 - blinking
 - audible alerts / announcements
 - messages sent to tickers/marquees
- Deliver alerts
 - as toast alerts
 - via email
 - to IM Clients (**Webex, MS Teams, Discord, Slack, WhatsApp**)
 - via SMS/texting
 - to Webex Connect



2Ring Layouts & Webex CC Desktops

- Embedded into Webex CC Clients
 - Agent Desktop
 - Supervisor Desktop
- MS Edge Split Screen
- 2Ring Power Tool



Gamification - Leaderboards

- Engage you agents to perform better by providing gamification targets and real-time score evaluation
- Use dynamic layouts to position best performers on top of the podium
- Combine data with visual elements to deliver any artistic outcome
- Agent and Queue Specific Targets on the fly



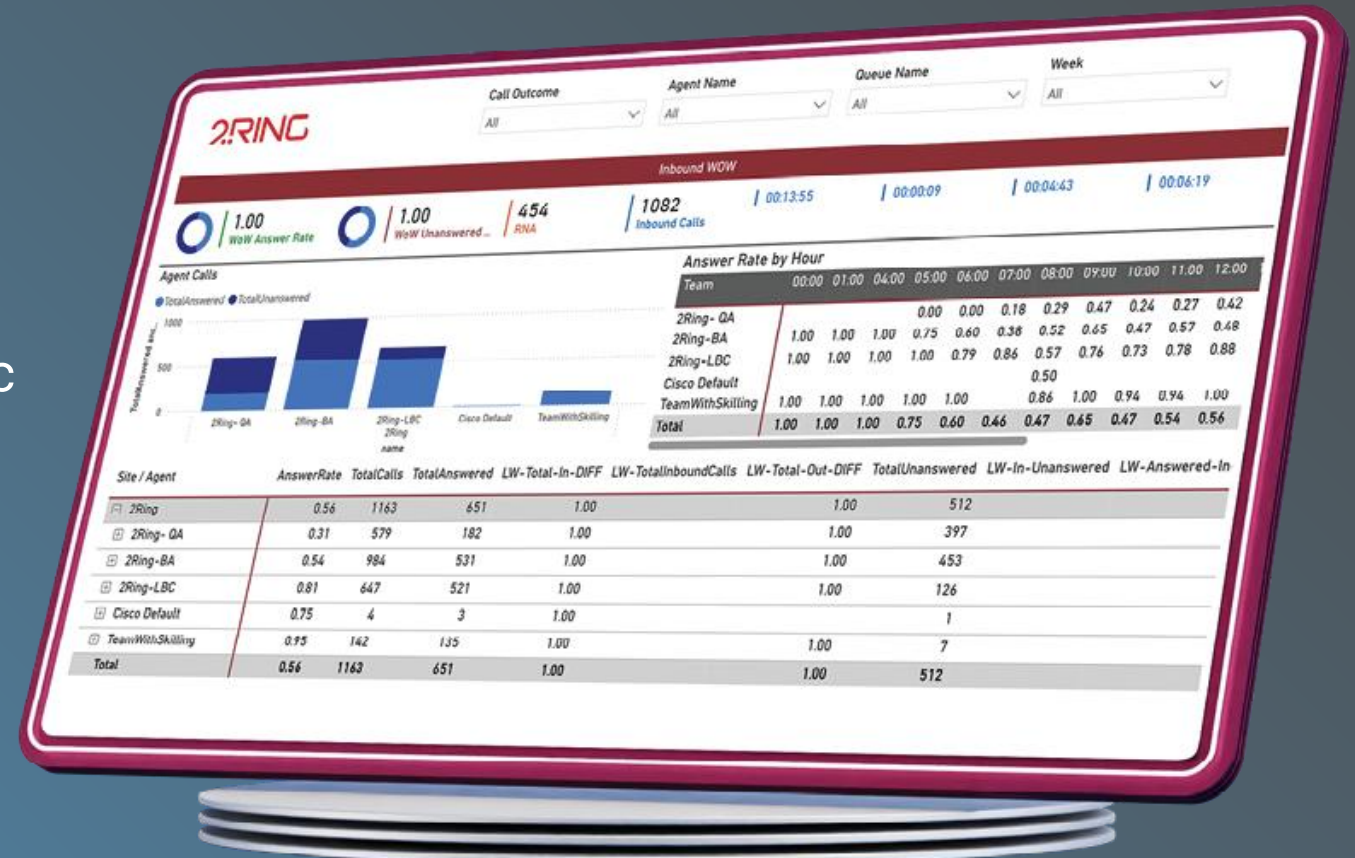
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Customer Challenges

- Too much time on reporting, not enough time helping customers
- Can't run the report they need / Siloed Data / Hard to access data
- Need data from other business Apps like Salesforce or ServiceNow
- Missing SLA and incurring penalties or fines
- Limited visibility on overall customer service level & performance
- Unclear on how to improve customer service

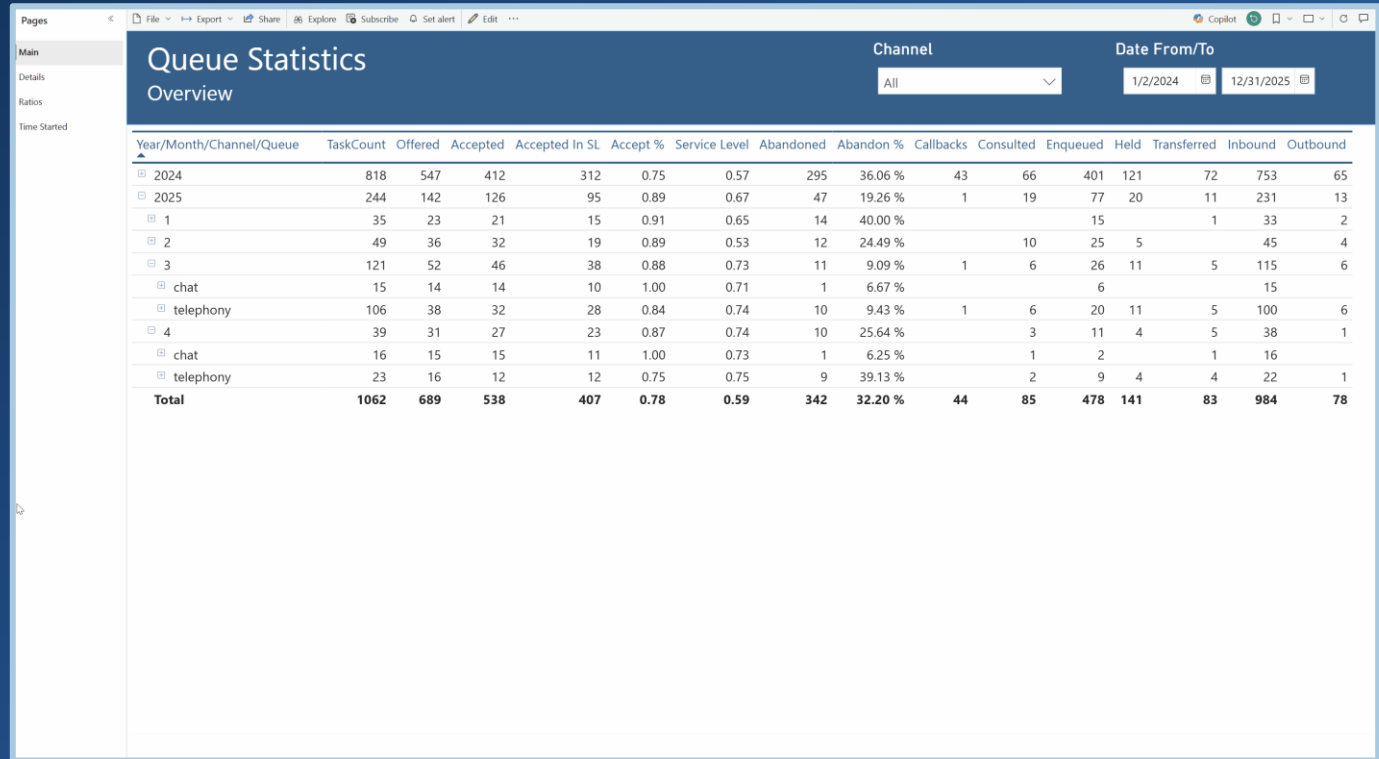
Introducing .. 2Ring Fabby

- A brand-new Historical Reporting Add-On to 2Ring Dashboards & Wallboards in 2Ring Cloud
- Built on Microsoft Fabric
- Comes with a set of prebuilt reports to clone and modify
- Comes with the same exceptional 2Ring support that end-users can count on



Interactive Historical Reports .. Power BI Feature Set

- Drill Down Details
- Drill Through
- Dynamic filtering
- Y/Y or M/M comparisons
- Time Analysis
- Cross Filtering



Year/Month/Channel/Queue	TaskCount	Offered	Accepted	Accepted In SL	Accept %	Service Level	Abandoned	Abandon %	Callbacks	Consulted	Enqueued	Held	Transferred	Inbound	Outbound
2024	818	547	412	312	0.75	0.57	295	36.06 %	43	66	401	121	72	753	65
2025	244	142	126	95	0.89	0.67	47	19.26 %	1	19	77	20	11	231	13
1	35	23	21	15	0.91	0.65	14	40.00 %			15		1	33	2
2	49	36	32	19	0.89	0.53	12	24.49 %		10	25	5		45	4
3	121	52	46	38	0.88	0.73	11	9.09 %	1	6	26	11	5	115	6
chat	15	14	14	10	1.00	0.71	1	6.67 %			6				15
telephony	106	38	32	28	0.84	0.74	10	9.43 %	1	6	20	11	5	100	6
4	39	31	27	23	0.87	0.74	10	25.64 %		3	11	4	5	38	1
chat	16	15	15	11	1.00	0.73	1	6.25 %		1	2			1	16
telephony	23	16	12	12	0.75	0.75	9	39.13 %		2	9	4	4	22	1
Total	1062	689	538	407	0.78	0.59	342	32.20 %	44	85	478	141	83	984	78

Editing Mode .. Familiar Power BI Interface

2Ring Dashboards & Wallboards

Queue Statistics Overview

Channel: All Date From/To: 3/9/2025 12/9/2025

Year/Month/Channel/Queue	TaskCount	Offered	Handled	Handled In SL	Service Level	Abandoned	Abandon Rate (All)	Abandoned in IVR	Abandon Rate (IVR)	Abandoned in Queue	Abandon Rate
2025	160	83	73	70	0.73	21	13.13 %	69	0.43	16	
April	39	31	27	25	0.74	10	25.64 %	4	0.10	9	
chat	16	15	15	11	0.73	1	6.25 %			1	
telephony	23	16	12	14	0.75	9	39.13 %	4	0.17	8	
BA-Sales	4							4	1.00		
BA-Support	1					1	100.00 %			1	1
LBC-Sales	15	14	10	12	0.71	7	46.67 %			1	1
LBC-Support	1	1	1	1	1.00					6	
Outdial Queue-1	1	1	1	1	1.00						
March	121	52	46	45	0.73	11	9.09 %	65	0.54	7	
chat	15	14	14	10	0.71	1	6.67 %			1	
telephony	106	38	32	35	0.74	10	9.43 %	65	0.61	6	
BA-Sales	65					1	100.00 %			1	1
LBC-Sales	15	14	13	14	0.93	2	13.33 %			2	
LBC-Support	19	18	16	15	0.67	4	21.05 %			3	
Outdial Queue-1	6	6	3	6	0.50	3	50.00 %				
Total	160	83	73	70	0.73	21	13.13 %	69	0.43	16	

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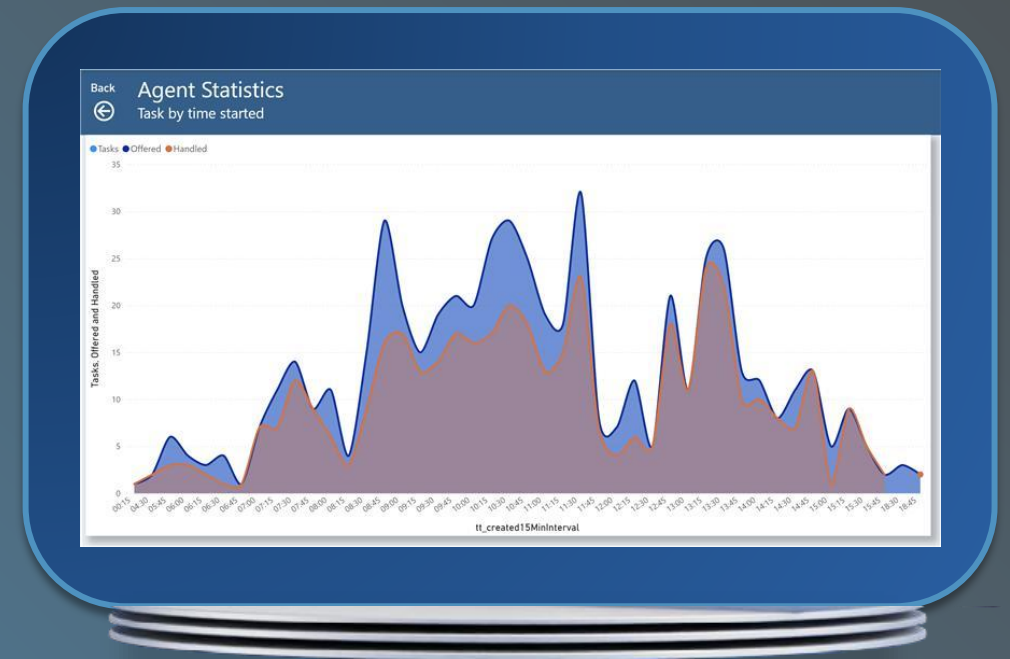
Removing Complexities and Management Overhead

- ETL Pipeline Managed by 2Ring
 - Ensuring Webex CC API updates are addressed promptly
- Data Storage Provided by 2Ring
- Familiar Access
 - existing 2Ring Cloud user accounts
 - integrates with Entra ID and OKTA



Focused on Business Users

- Business Centric Reports
 - Abandon Analysis
 - First Call Resolution
- Empowered Business Users
 - Modify any of the prebuilt reports
 - Create custom clones
- 2Ring Provides Live Assistance to Users as and if needed
- Creation of completely new and custom reports available as a service



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Sign Up for a Free Preview .. Exclusive Access

Scan the QR code below or visit
2Ring.com/FabbyPreview to sign up ..



- A Free Preview Access is initially limited to
 - Webex Contact Center Data
 - US Data Region
 - Existing Customers in 2Ring Cloud

If you are not in 2Ring Cloud, you can still sign up to get your place in queue.
- Sign Up Today to reserve your place in queue!
 - In the coming weeks, we will review your application and reach out to discuss your expectations and our onboarding process

Visit Our Booth (2215-P) in the Collaboration Village

- **Talk to us about 2Ring Fabby**
 - Sign Up for the Preview at 2Ring.com/FabbyPreview
- **Sign up for a free trial (PoC) of our Dashboards & Wallboards**
 - Register for a Free Trial of our Dashboards & Wallboards at 2Ring.com/DWWebexCCTrial
- **Grab yourself an awesome 2Ring t-shirt!**
 - Stop by our booth in-person to get a t-shirt 😊
- If you wear a 2Ring gear during Cisco Live! and you're spotted by us, **you could win one of many \$22 gift cards*!**



**Terms and Conditions Apply. Visit 2Ring.com/CiscoLive2025 for more details.*



Contact Us ..

2Ring .. Questions

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2Ring .. Links to Remember

DW Product Site	2Ring.com/WebexCC ..
Request Instant Access to DW (Cloud)	2Ring.com/DWWebexCCTrial..
Request a Live Demo	2Ring.com/WebEx..
View a Sample Wallboard Layout	2Ring.com/TryItWebexCC..

Thank you!

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