



Modernize Public Sector Communications and Services



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ZUCCHETTI

What is the Cisco and Imagicle combined solution:

Public sector organisations in Healthcare, Education, and Government are under pressure to improve service efficiency. The joint Cisco and Imagicle solution modernise communications by combining Imagicle's AI-powered UC and CX applications with Cisco UCM and Webex (MT & DI). Supporting cloud, hybrid, and on-prem deployments, this partnership enables 24/7 service, ensures regulatory compliance, and reduces operational costs.

[Joint solution overview](#) [Watch Webinar \(30 min\)](#)

Why customers are investing:

- Scalable Efficiency: Centralise call handling and use AI-powered routing to manage high volumes, ensuring no request goes unanswered.
- Actionable Insights: Advanced call analytics and reporting provide visibility into performance, helping optimise resources and justify budget decisions.
- Regulatory Compliance: Secure recording, auditability, and data protection (GDPR, HIPAA, MiFID compliant) are built-in, with AI-driven transcription and sentiment analysis.
- Simplified Modernisation: A fully integrated platform across Cisco environments that reduces complexity and allows for flexible adoption of AI services. Available on Cisco GPL S+.

What are the Main Use cases and Applications:

Attendant Console	AI Receptionist	Compliance Recording	Call Analytics	Digital Fax
Advanced call management; enables receptionists to handle queues and prioritisation with ease.	24/7 automated answering, multilingual support, and smart routing for FAQs and bookings.	Secure, auditable recording with AI-powered transcription, sentiment analysis, and summarisation.	Operational insights into call volumes, usage trends, and costs to drive service improvements.	Secure, encrypted document transmission integrated with any Cisco platform and Webex.

Key Benefits in Education | Healthcare | Government

Education	• Centralise student support, manage peak demand, and improve transparency while reducing departmental costs.
Healthcare	• Enhance patient interactions with 24/7 routing, ensure secure data handling, and improve staff efficiency in critical environments.
Government	• Streamline citizen services, automate high-volume requests, and maintain strict auditability for all communications.

How Imagicle integrates with Cisco:

imagicle integrates directly with Cisco UCM, Webex Calling, and collaboration tools, providing a unified management interface.

- IMAGICLE is a Cisco Solution Plus Partner

Who to Contact in the UK:

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