

The Intelligent Core of Customer Experience

Human Agents, AI Assist, and the Modern Contact Center

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Enterprise-grade Calling for Webex Contact Center



Webex Contact Center

Customer Experience
(CCaaS & CPaaS)



Webex Connect



Webex Calling

UNMATCHED RELIABILITY

99.999% SLA

Site Survivability

GLOBALY AVAILABLE

195+ markets

20+ data centers

95% of global GDP

FLEXIBLE DEPLOYMENTS

Dedicated Instance or Multi-tenant

Multiple PSTN options

Service numbers

ADMINISTRATION

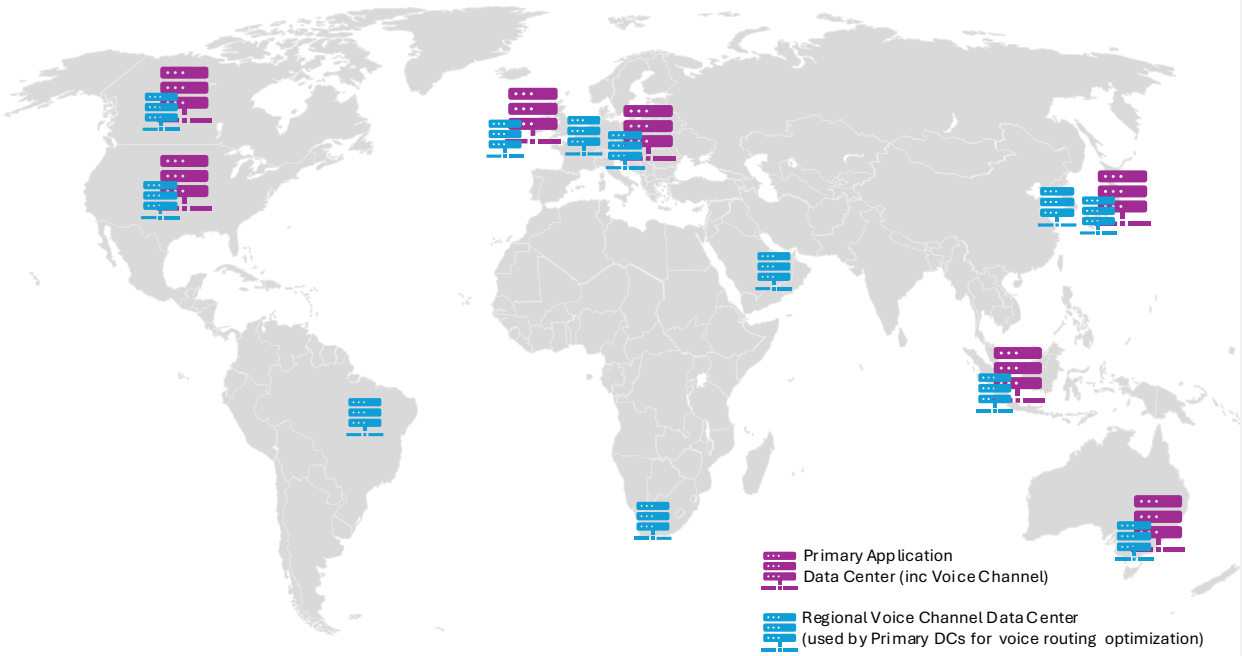
Control Hub

Troubleshooting / analytics

Role-based admin

Webex Customer Experience Region Availability

Seven Primary DCs for 160 contracting countries



Due diligence for regulatory and compliance is up to the end customer

India-based agents can only handle international traffic, they must be directly connected via a private network to call source location and can't be connected to Indian PSTN services

United Kingdom

- Albania
- Algeria
- Angola
- Armenia
- Azerbaijan
- Bahrain
- Benin
- Bosnia and Herzegovina
- Botswana
- Cameroon¹
- Congo Brazaville
- Cote d'Ivoire¹
- Egypt
- Ethiopia
- Ghana¹
- Guinea Conakry
- Iraq
- Israel¹
- Jordan
- Kazakhstan
- Kenya
- Kosovo
- Kuwait
- Kyrgyzstan
- Lebanon
- Lesotho
- Liberia
- Malawi
- Mauritius
- Mayotte
- Moldova
- Monaco
- Montenegro
- Morocco¹
- Mozambique
- Namibia
- Nigeria
- Oman
- Pakistan
- Qatar¹
- Republic of North Macedonia
- Reunion
- Rwanda
- Saudi Arabia
- Serbia
- Sierra Leone
- South Africa ●
- South Sudan
- Sudan
- Swaziland
- Tajikistan
- Tanzania
- Tunisia
- Turkey
- Turkmenistan
- Uganda¹
- United Kingdom¹
- Uzbekistan
- Zambia¹
- Zimbabwe

United States

- Anguilla
- Antigua and Barbuda
- Argentina¹
- Aruba
- Aruba¹
- Bahamas¹
- Barbados
- Belize
- Belize¹
- Bermuda¹
- Bolivia
- Brazil ●
- British Virgin Islands
- Cayman Islands¹
- Chile
- Colombia¹
- Costa Rica¹
- Curacao
- Curacao¹
- Dominica
- Dominican Republic¹
- Ecuador
- El Salvador
- Grenada
- Guatemala
- Guyana
- Haiti
- Honduras
- India
- Jamaica¹
- Mexico
- Montserrat
- Nicaragua
- Panama
- Paraguay
- Peru
- Puerto Rico¹
- Saint Kitts & Nevis
- Saint Lucia
- Saint Vincent & the Grenadines
- Sint Maarten
- Trinidad and Tobago¹
- Turks and Caicos Islands
- United States¹
- Uruguay ●
- US Virgin Islands

EU/Germany

- Austria¹
- Belgium¹
- Bulgaria¹
- Croatia¹
- Cyprus¹
- Czech Republic¹
- Denmark¹
- Estonia¹
- Finland¹
- France¹
- Georgia¹
- Germany¹
- Greece¹
- Hungary¹
- Iceland¹
- Ireland¹ ● ●
- Italy¹
- Latvia¹
- Liechtenstein
- Lithuania¹
- Luxembourg¹
- Malta¹
- Netherlands¹ ●
- Norway¹
- Poland¹
- Portugal¹
- Romania¹
- Slovakia¹
- Slovenia¹
- Spain¹
- Sweden¹
- Switzerland¹
- Ukraine¹

Singapore

- American Samoa
- Bangladesh
- Bhutan
- Cambodia
- Guam
- Hong Kong¹
- Indonesia
- Jordan
- Laos
- Malaysia
- Mongolia
- Myanmar (Burma)
- Nepal
- Northern Mariana Islands
- Philippines
- Singapore
- South Korea
- Sri Lanka
- Taiwan¹
- Thailand¹
- Timor-Leste
- Vietnam
- United Arab Emirates ●

Australia

- Australia¹
- Fiji
- New Zealand
- Papua New Guinea
- Vanuatu

Canada

- Canada¹

Japan

- Japan¹ ● ●

FEATURE SET Data Centers

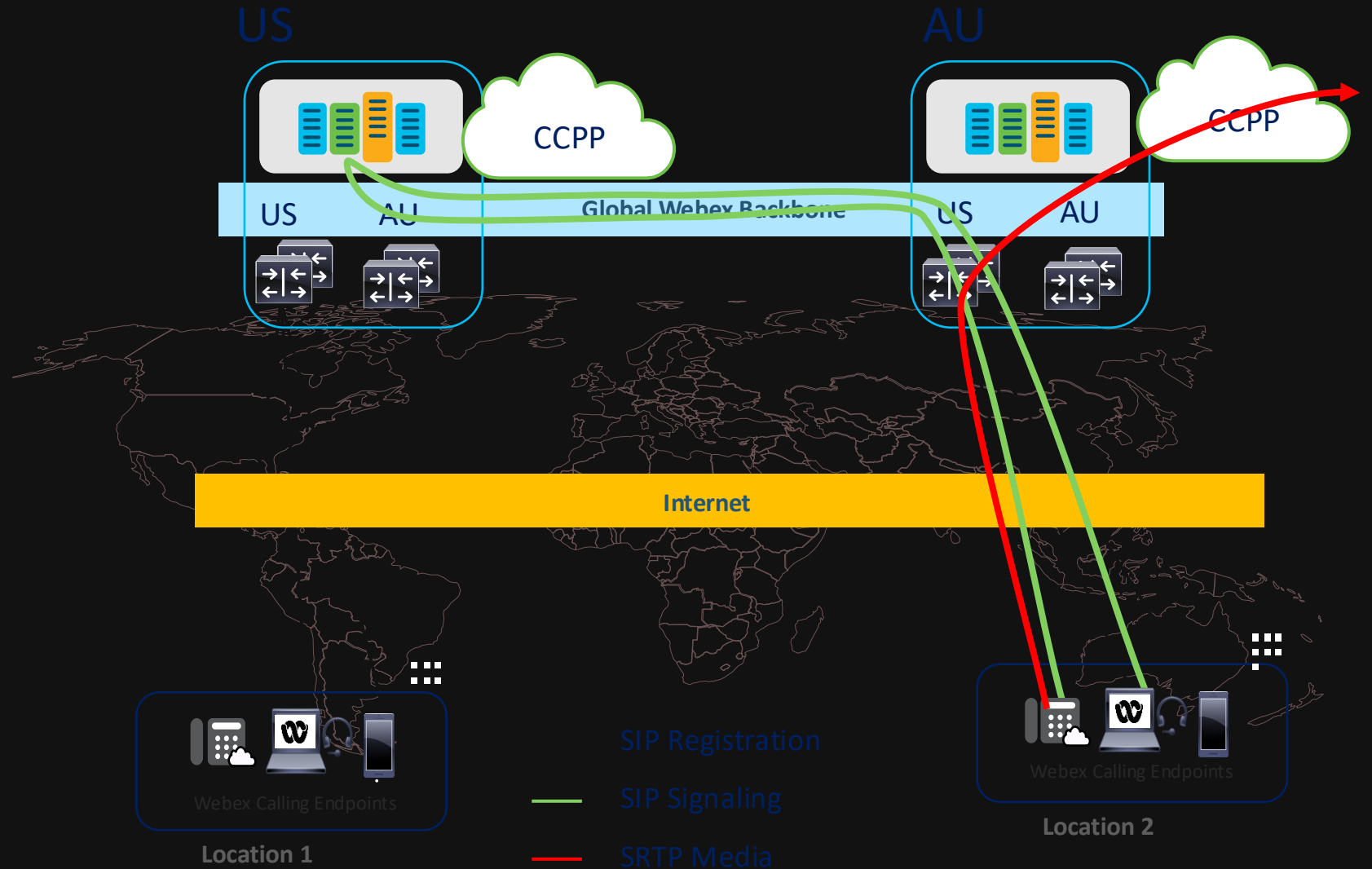
- Webex CC application Data Center
- Voice/CC Edge (Common Edge)
- Webex Campaign Management
- Webex Connect Data Center
- Webex WFO Data Center

Multi-region customer: Regional media for Cloud Connected PSTN

Locations in home region can use all CCP providers available in home region

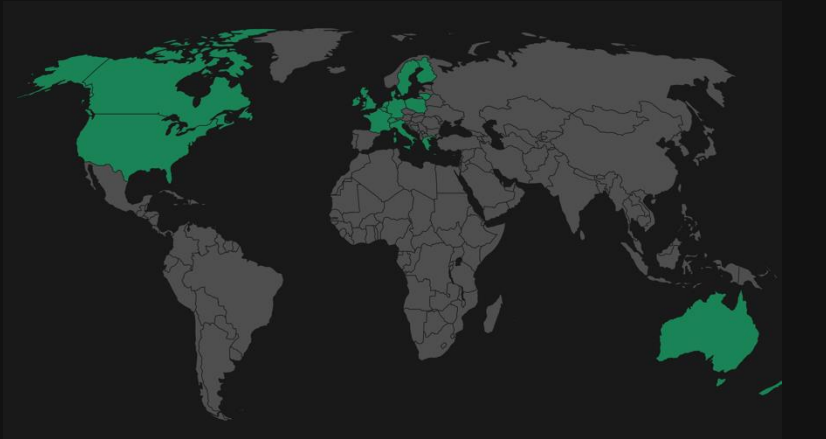
New: locations in remote region can now use CCP providers available in remote region

PSTN media traffic stays within region if CCP provider in remote region is used



Flexible PSTN Options

Cisco Calling Plan



Available in 19 countries

Sold by Cisco

Easily provisioned in Control Hub

Cloud Connected PSTN

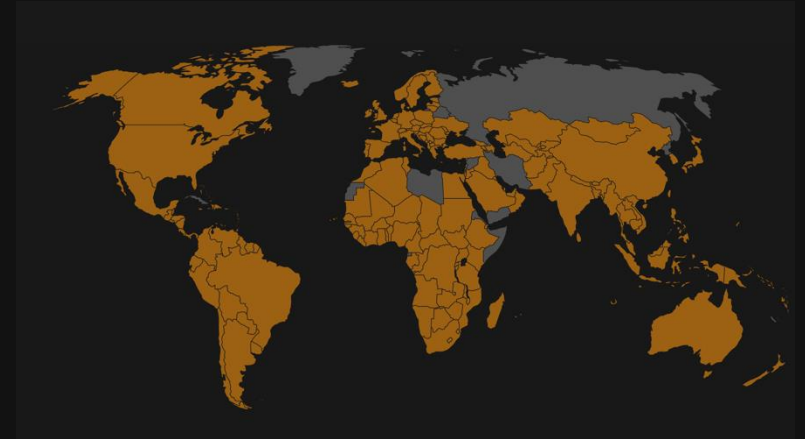


Available in 70+ markets

Available through 40+ Certified Calling Providers

Easy administration in Control Hub

Local Gateway



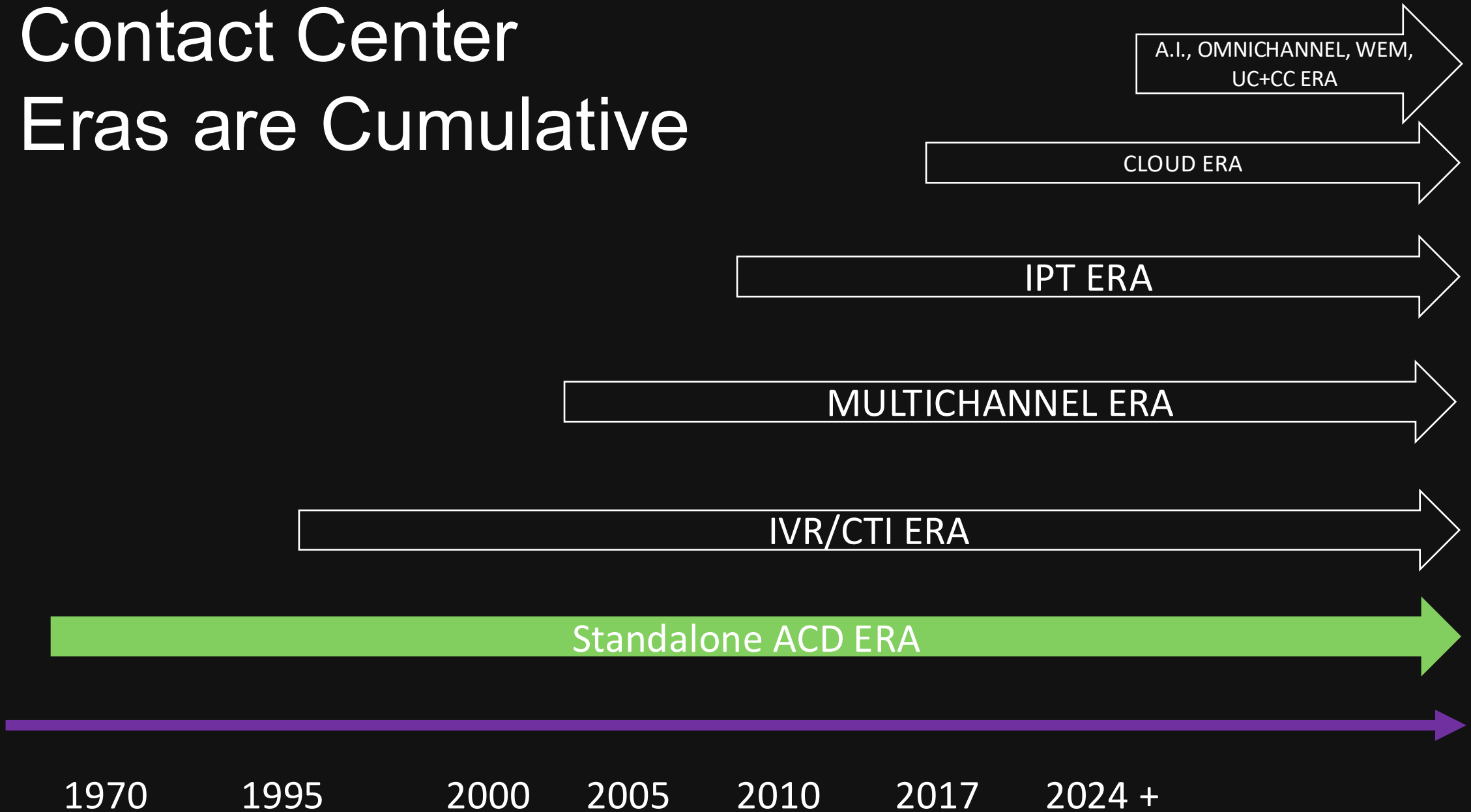
Available in 195+ markets

BYOC

Continue using existing provider

Support for third party SBCs

Contact Center Eras are Cumulative



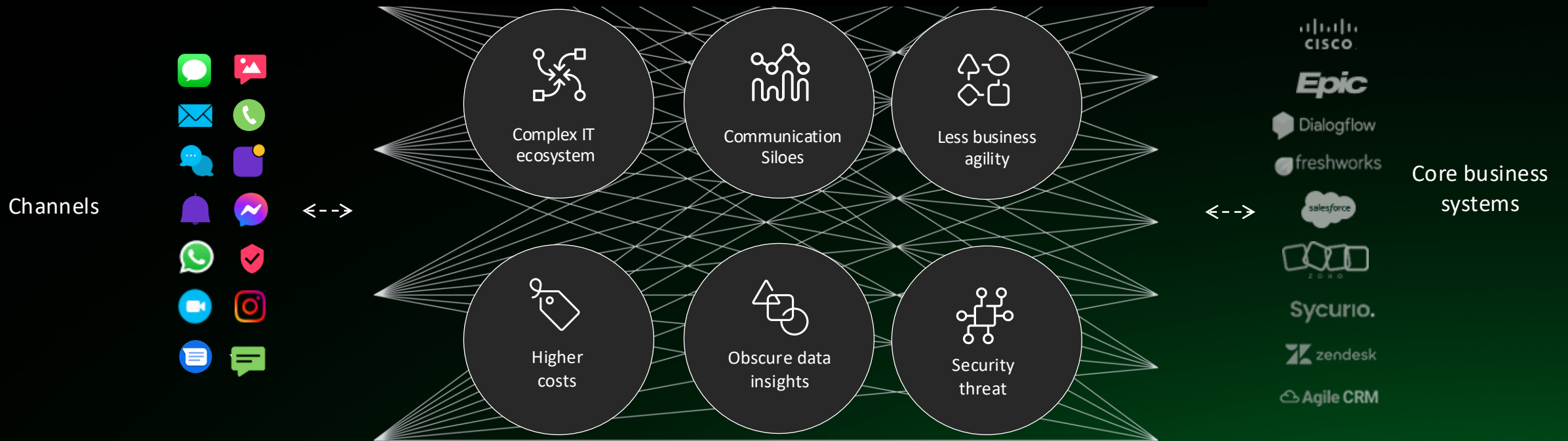


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SERPENT FOUNTAIN



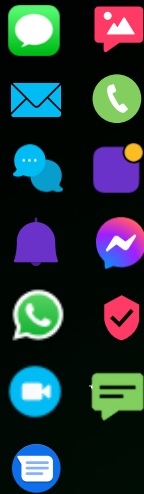
Managing customer interactions is increasingly complex



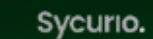
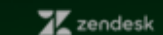
Webex Contact Center & Webex Connect

A central CPaaS platform for automating digital interactions at scale, across the customer journey.

Customers



SERVICE ASSURANCE



Business Systems

Connected Intelligence

Building the workplace of today, for the workforce of tomorrow

Intelligent
Front Door

Context Driven
Orchestration

Agentic Webex CX strategy

One Experience. One Platform. One Cisco.

Powered by
One Cisco

Extensible AI
Native Platform

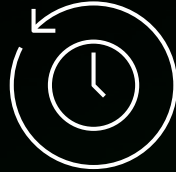
Open | Secure | Seamless

Engaging with a brand should be like engaging with your favorite person

Customers want to...



Expect you to
know them



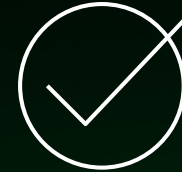
Be heard at any
hour



Never repeat
themselves



Engage how
they want



Have their issues
resolved fast



"You've been on hold forever. How much longer?"

4:54 PM

AGENT DASHBOARD
SHIFT END: 17:00
CURRENT TIME: 16:54
QUEUE: 0 WAITING
STATUS: AVAILABLE

ON HOLD
2:58:43
Caller: C. NORRIS
Queue: VIP DIRECT

ON HOLD 2:58:43

"It's Chuck Norris. I'm afraid to ask."

Bolstering our AI capabilities with acquisitions, investments and strategic partnerships

Acquisitions



Investments



\$1B Investment Fund
AI Infrastructure and AI Software

Partnerships



AI Partner Specialization Training for
Channel Partners

All-new Partner 360 program built for
partners in the AI era

Background noise removal

Without background noise removal



- Stress
- Anxiety
- Frustration
- Low CSAT
- Burnout

WITH background noise removal



- Accuracy
- Effectiveness
- FCR
- Higher CSAT
- Confidence



No dogs were harmed in the making of this video

AI Assistant and AI Agent Offer Update

AI Offer Update

Initial Offer Details:

- English only
- 2-minute sessions – AI Agent
- 1-minute sessions – AI Assistant



Updated Offer Details:

- 52 languages
- Per second metering for both
- Support for A2A & MCP



Webex AI Agent for Contact Center

Always on 24/7 self-service

Scripted or fully autonomous - voice & digital

Complex, multi-agent orchestration

Natural Language conversation

52 global languages

Enterprise grade security



Technical Differences

Scripted



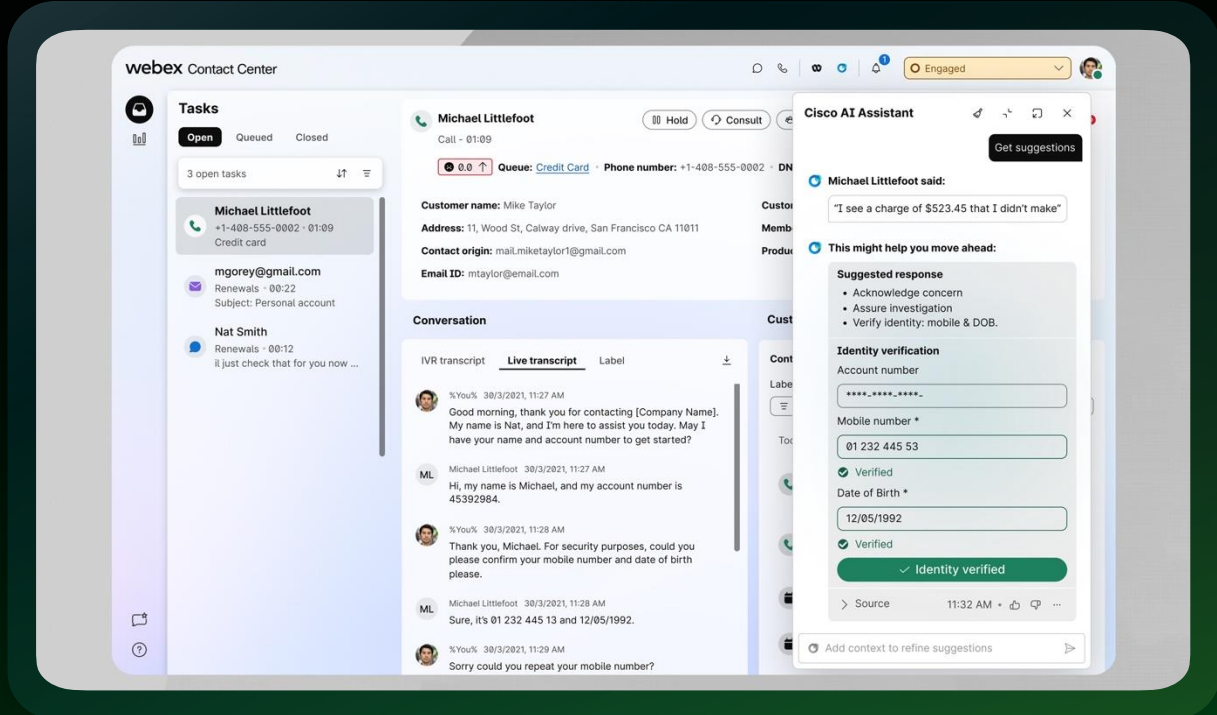
Autonomous



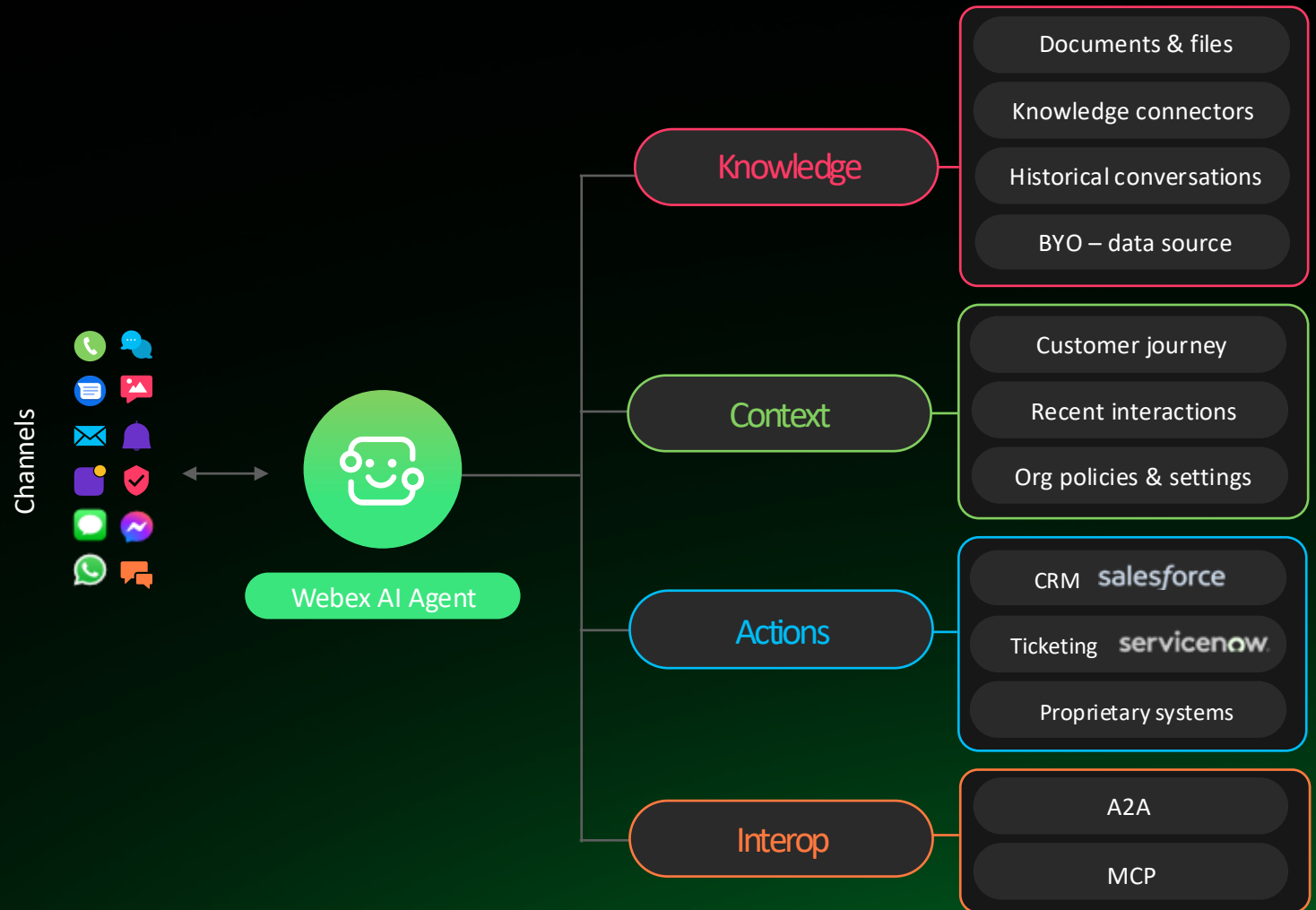
Cisco AI Assistant

Augmenting agents to deliver better customer experiences and satisfaction

- AI Agent Transfer Context Summary
- Wrap-up summaries
- Drop call summaries
- Agent Wellbeing
- Real-time Transcription & Media APIs
- Auto CSAT score (voice)
- Real-Time Assist
- Topic analytics
- Consult/Transfer summary
- Sentiment Analysis (New)



An agentic platform for delivering exceptional customer experiences



It's our job to help you deliver & delight, profitably

We help you...

But if a call is needed

Pre-emptive actions for zero call resolution

Offer always-on AI Agents

Across all channels

Contextual hand-over

To Human Agents with AI Assistant

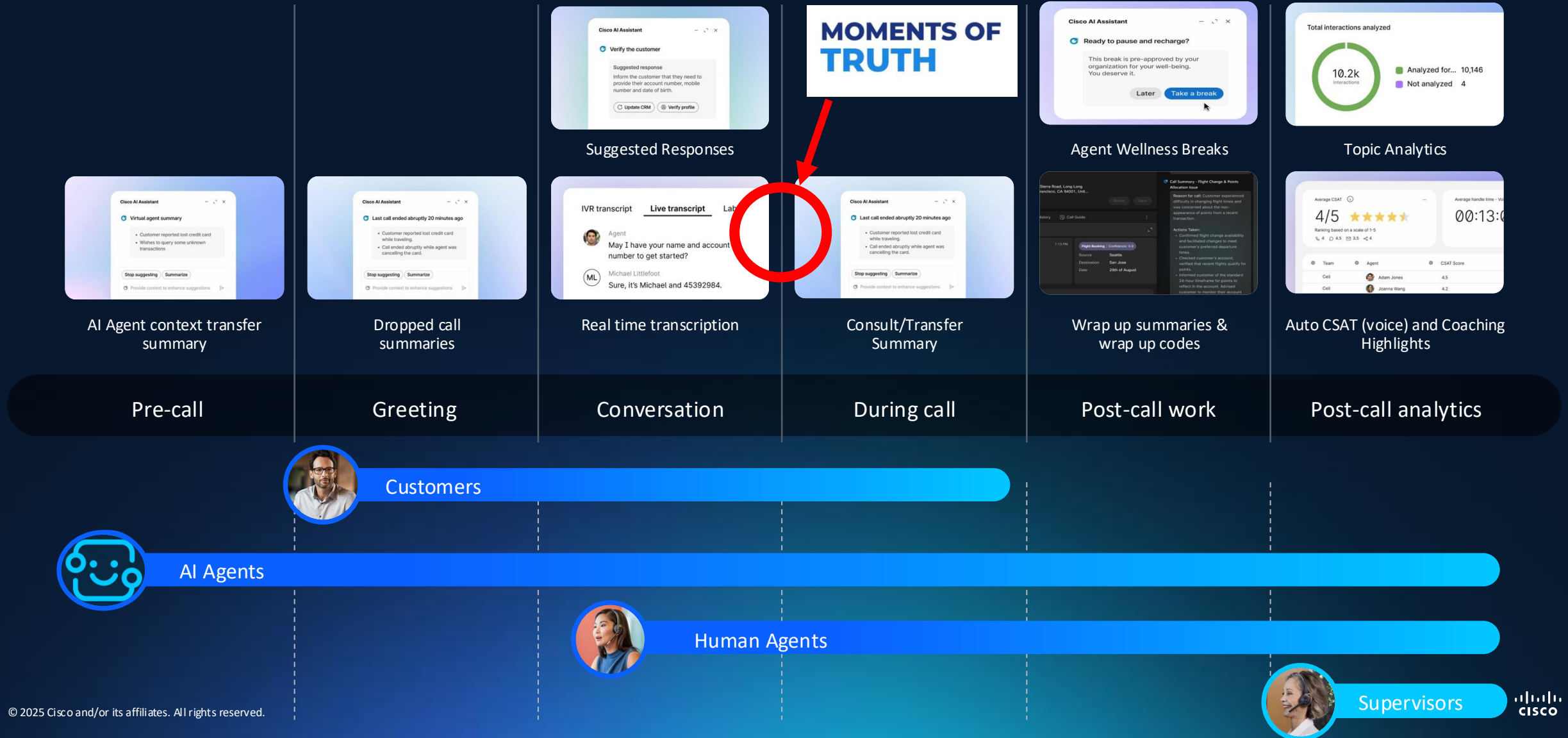
Improve First Call Resolution time & NPS

& If a human agent is required

Which allows you to

Cisco Solution: The fully connected journey

Across digital automation, self-service, and human engagement

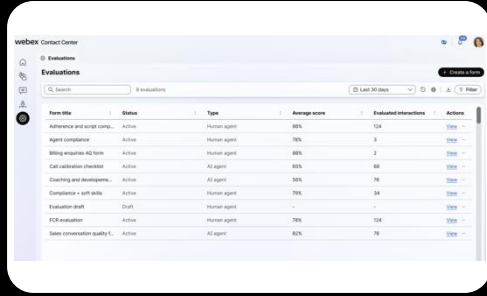


The background features a dark, almost black, space filled with vibrant, flowing light trails in shades of blue and teal. These trails are composed of many thin, parallel lines that create a sense of motion and depth. Interspersed among the trails are several out-of-focus circular light spots, or bokeh, in various sizes and colors, including light blue, cyan, and green. The overall effect is a futuristic and dynamic digital aesthetic.

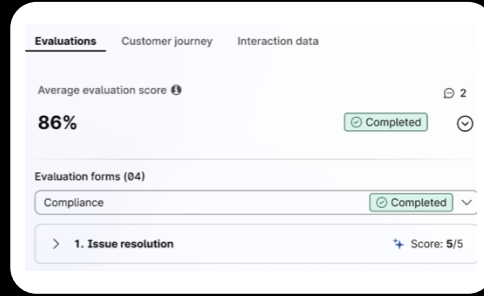
Coming Soon

Webex AI Quality Management

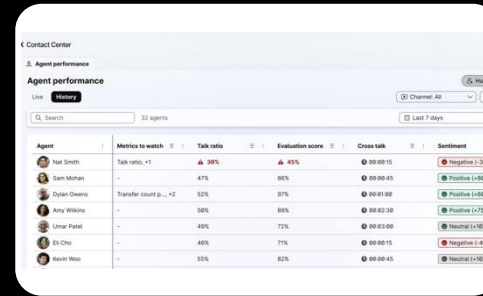
Solution overview



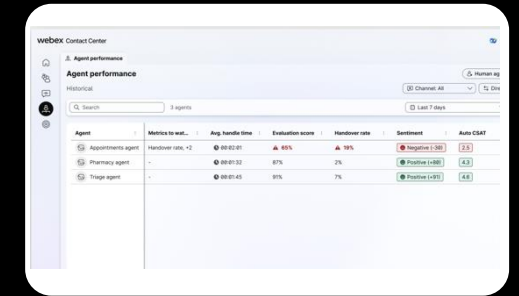
AI-powered evaluation form designer



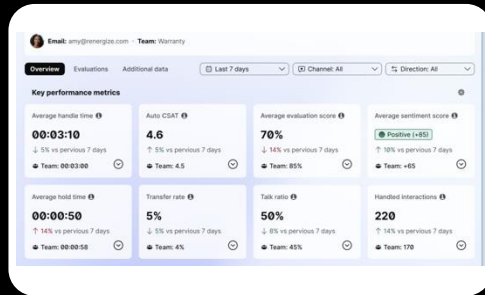
Automated & human-assisted interaction scoring



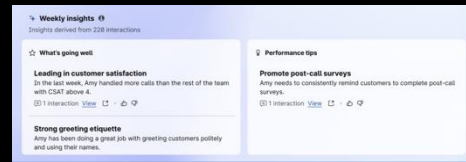
Agent performance insights for supervisors



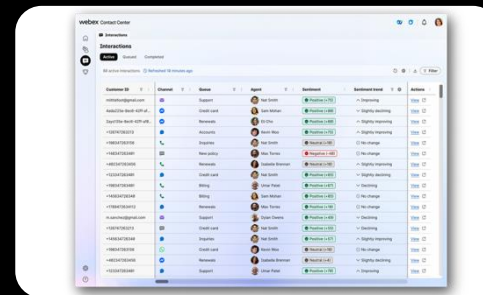
AI Agent performance insights



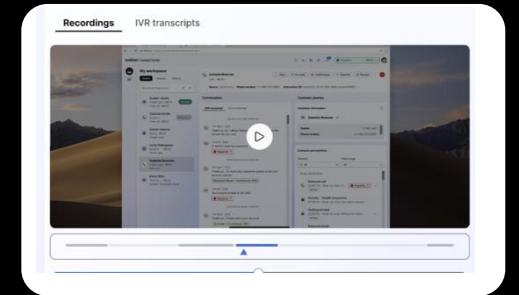
Dashboard, reporting and analytics



Personalized coaching recommendations



Sentiment Analysis



Screen recording

General Availability Q1 CY26 (26th March)

General Availability Q2 CY26

ANNOUNCING

Translation agent for Contact Center

Beta H2 CY2026

Conversations that feel local, yet global.

Dynamic translation for more human connection

Natural sounding, authentic conversations

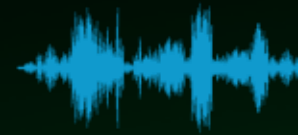
Instantly scale your talent pool without intensive multi-lingual resource demands

Unlock cost efficiencies by rethinking hiring and training



Customer
Native Spanish speaker

¡Buen día!



Real-time translation



Agent
Native English speaker

Good Morning!

Webex Control Hub

The one dashboard to manage it all:
UCaaS, CCaaS, CPaaS and AI

Provides Administrators and Partners a single-entry point to setup and manage customer configurations for all Webex workloads.

The screenshot displays the Webex Control Hub interface for a contact center. The main content area is titled "Webex Contact Center overview" and includes several key sections:

- Get started guide:** A step-by-step guide to help with tenant setup, with buttons for "I'll do it later" and "Resume".
- Current cycle agent license usage:** Shows a billing cycle from April 15 to May 14. It features two bar charts: "Standard license usage" (47, over) and "Premium license usage" (20, under). The standard license usage is compared against 147 purchased licenses, and premium usage is compared against 100 purchased licenses.
- Recording usage:** Shows 6.8GB used (57% of a 12GB limit) with a peak date of 09/10/2022. A breakdown shows 6.8/12 GB total recording, with 167 active recordings, 13 in trash, and 20 in legal hold.
- Organization info:** Displays details for "Sun Airline", including a 10-day trial duration, Salesforce integration, 30 agents, and office locations in San Francisco, New York, and Austin. It also lists support phone numbers and email addresses.
- Quick links:** Provides shortcuts to the contact center suite, agent desktop, supervisor desktop, analyzer, flow builder, digital channel, Webex Connect, and Webex Engage.

The left sidebar contains a "Main menu" with categories like "Contact Center", "USER MANAGEMENT", "CUSTOMER EXPERIENCE", and "AGENT EXPERIENCE". The top navigation bar includes the "webex Control Hub" logo, a search bar, and user profile icons.



webex
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