



Cisco Tech Day

Denver

March 3, 2026

Exploring Webex Contact Center and the AI Around It



Cisco Tech Day
Denver



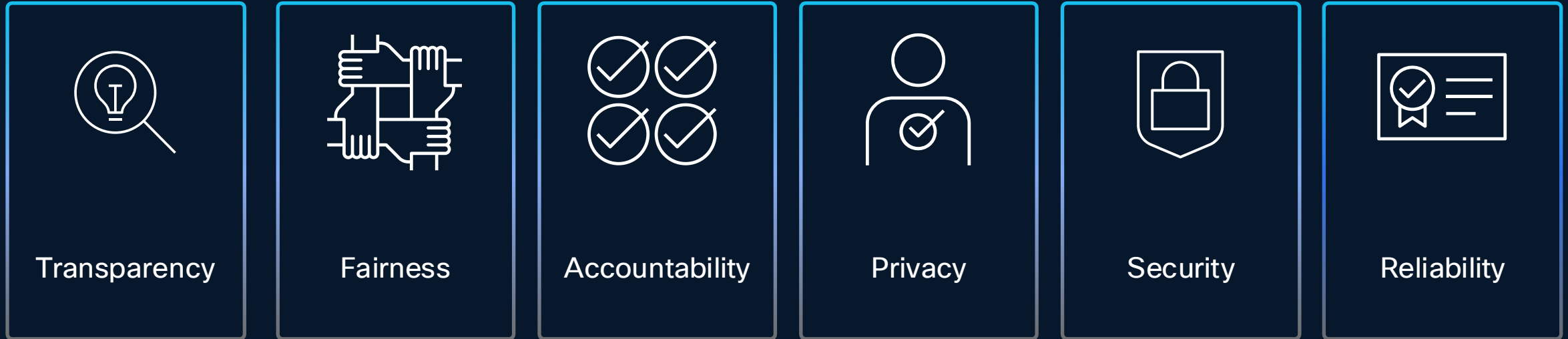
Byron Gallien

Contact Center Solutions Engineer

Agenda

- Overview of WxCC
- AI Agent
- AI Assistant
- Connectors Available

Cisco Responsible AI Principles



Responsible AI Framework Principles Reference

The Traditional Contact Center is Changing



Contact Center Platform

IVR SCRIPTS | CALL REPORTING | AGENT DESKTOP

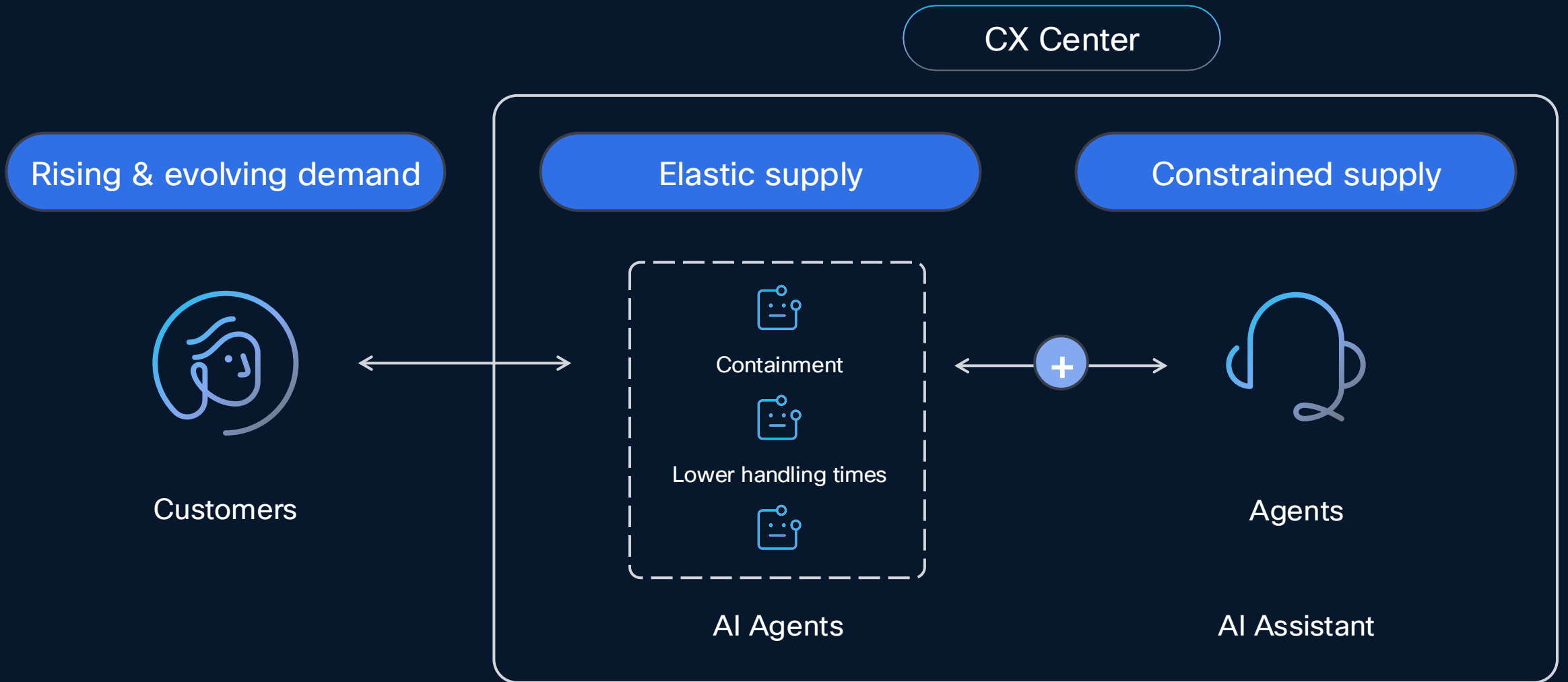
Core Infrastructure

ORDERING | PROVISIONING | ADMINISTRATION | SUPPORT | BILLING | VOICE

The Problem Contact Centers Face



Create an AI Front Door



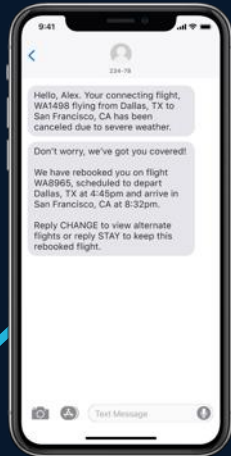
Delivering a fully connected journey

Across digital automation, self-service, and human engagement

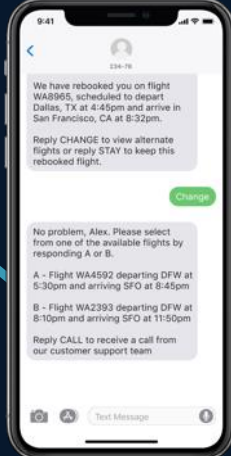
Digital automation and self-service

Human engagement

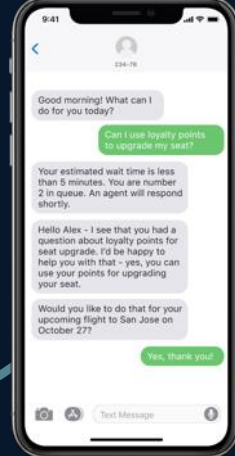
Digital automation



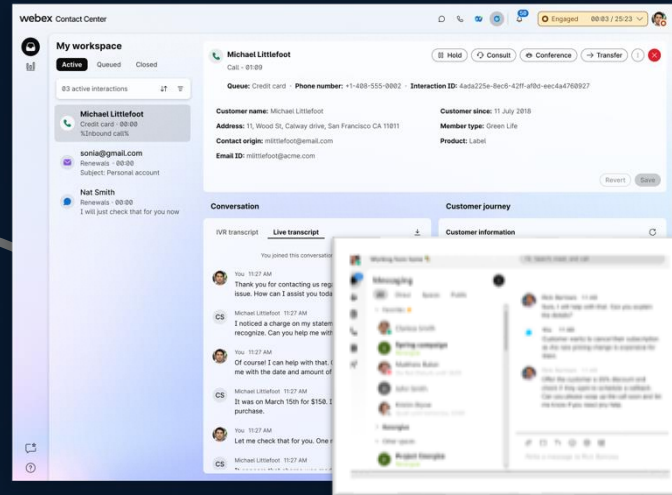
Proactive notification



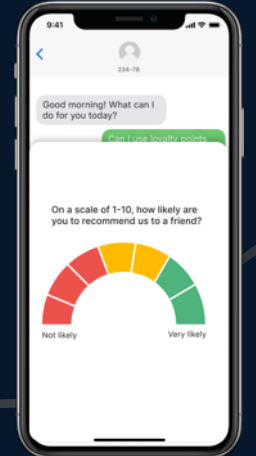
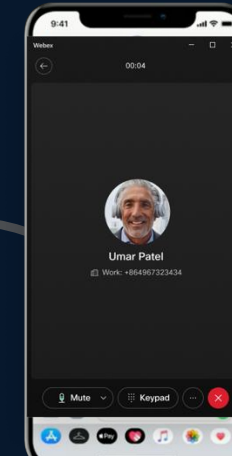
Self-service options



Handover to human agent



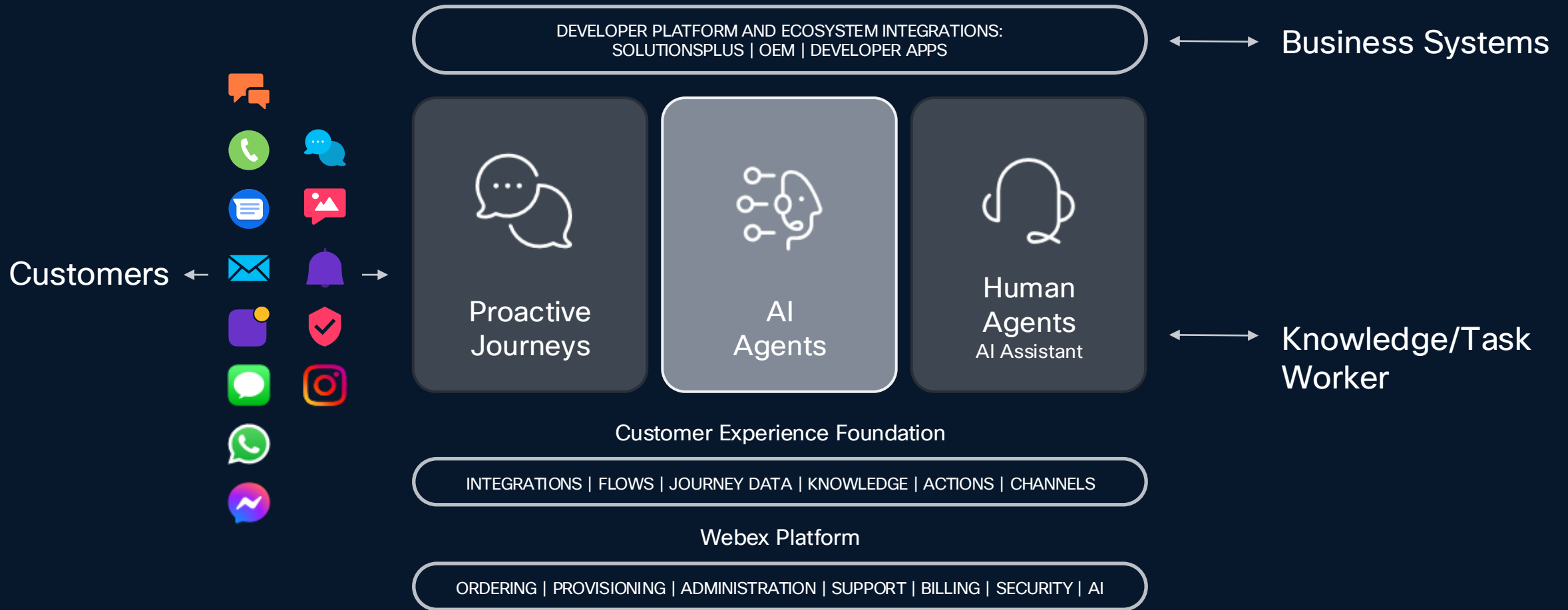
Contact Center agent desktop with full customer context



Experience survey

AI, Security, Manageability

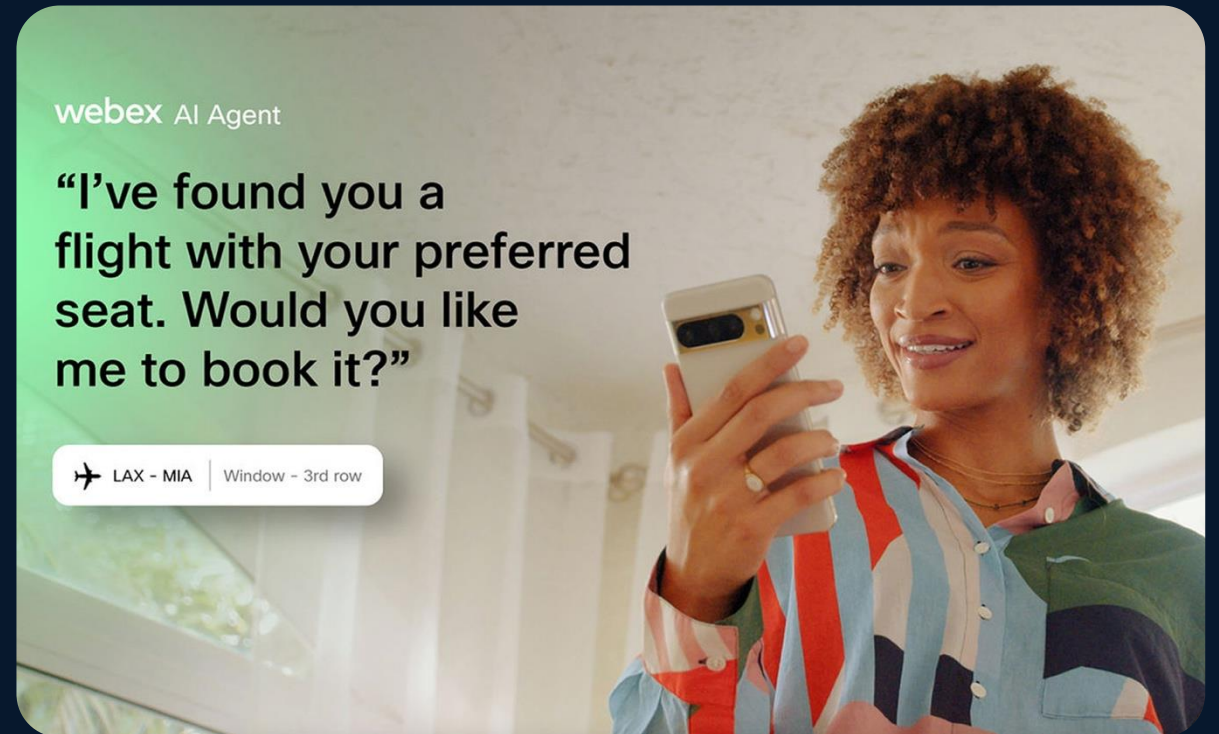
Your modern customer experience: a Cisco view



Webex AI Agent

Powering more human-like interactions across voice and digital channels

- | Omnichannel, multilingual AI agents
- | Autonomous and scripted modes
- | Fulfill with system integrations
- | Integrate with contact centers
- | 9 languages supported
- | Easily build your own agent



What can Webex AI Agent do?



Build and manage
multichannel and
multilingual AI
agents



Leverage gen AI or
use own training data
with scripted
responses



Enable answering
questions from
enterprise knowledge
bases

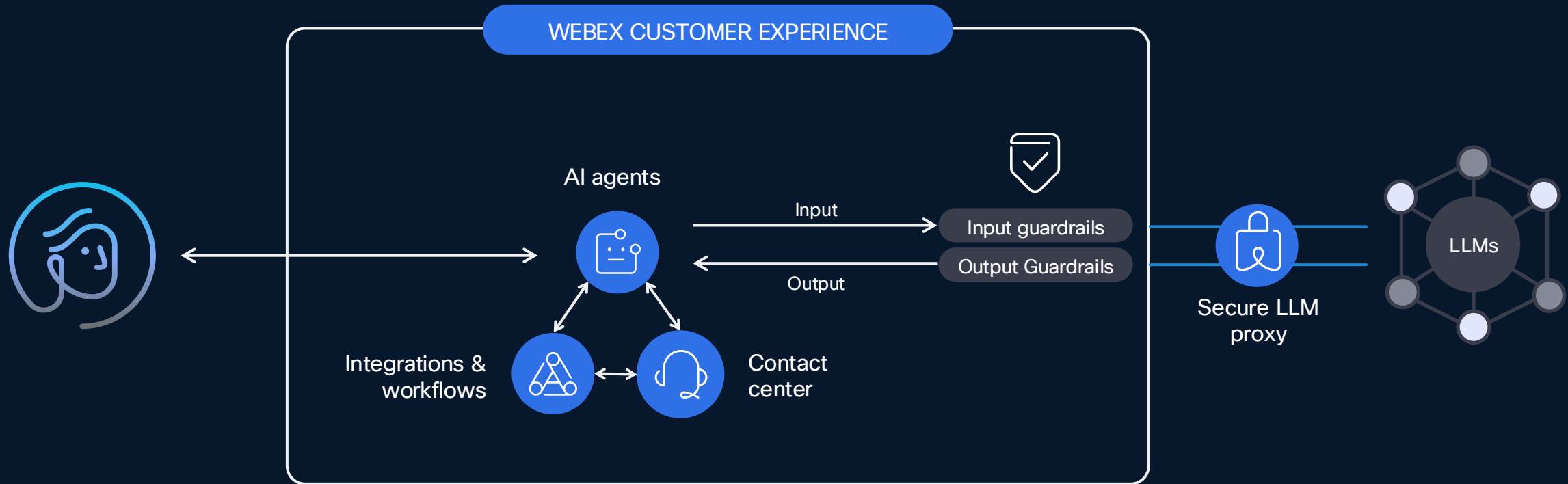


Deliver true self-service
with integrations and
end-to-end fulfillment



Integrate seamlessly
with your contact
center workflows

Applying a safety and security first approach



Rails available today

Toxicity - Default

Basic toxic speech detection focused on clearly harmful content. Detects toxic speech with a limited set of classes:

- toxic
- obscene
- threat
- insult
- identity hate

Toxicity - Expanded

Enhanced protection including demographic and identity-based harmful content. An expanded toxic speech detector, including additional classes beyond those in toxicity_default:

- male
- female
- homosexual, gay or lesbian
- christian
- jewish
- muslim
- black
- white
- psychiatric or mental illness

Harm

Identifies content that may lead to harm, such as:

- violent crimes
- non-violent crimes
- sex-related crimes
- child sexual exploitation
- specialized advice
- privacy violations
- intellectual property
- indiscriminate weapons
- hate
- suicide and self harm
- sexual content

Jailbreak

Preventing attempts to manipulate the LLM's behavior.

Detecting attempts to override the LLM's core functions and safety features.



AI Agent

Build an AI Agent

webex AI Agent

AI agents

Knowledge base

Reports

Filter by type

Search by agent name

7 agents

Symptom Checker
Autonomous
An AI agent that helps users identify potential health issues based on their symptoms.
Shiv
Last modified: 08/30/24

Medication Reminder
Autonomous
An AI agent that reminds patients to take their medications on time and provides dosage instructions.
Shiv
Last modified: 08/30/24

Mental Health Support
Scripted
An AI agent designed to provide emotional support and resources for mental health care.
Shiv
Last modified: 08/30/24

Chronic Disease Monitor
Autonomous
An AI agent that tracks and provides recommendations for managing chronic conditions like diabetes or hypertension.
Shiv
Last modified: 08/30/24

Medical Information Retrieval
Autonomous
An AI agent that provides quick access to medical information, research articles, and guidelines.
Shiv
Last modified: 08/30/24

Patient Onboarding
Scripted
An AI agent that assists new patients in filling out forms, understanding their care plans, and navigating the healthcare system.
Shiv
Last modified: 08/30/24

Rehabilitation Support
Scripted
An AI agent that offers exercises, monitoring, and progress tracking for patients undergoing physical rehabilitation.
Shiv
Last modified: 08/30/24

Settings

Help center

Rengize Healthcare

+ Create agent

↓ Import agent

Search



AI Agent

Knowledge Base Content

The screenshot displays the 'webex AI Agent' interface. At the top, it says 'AI agents > Reschedule appointment' with a 'Ready to preview' status and a 'Publish' button. A 'Link knowledge base' dialog box is open, prompting the user to 'Select your knowledge base collections to link to this agent.' The dialog features a search bar for 'Search collection name' and a grid of six knowledge base collections:

- Surgery Prep & Recovery**: Surgery prep & recovery includes vital steps for safe procedures like knee operations, heart surgeries, etc.
- First Aid Basics**: Basic first aid steps for common injuries and emergencies, including cuts, burns, and choking.
- Vaccination Schedules**: Recommended vaccination schedules for children and adults, including the importance of vaccines and side effects.
- Pain Management**: Overview of pain conditions, pain management strategies, and tips for improving quality of life.
- Healthy Diet and Nutrition**: Overview of balanced diets, essential nutrients, and dietary recommendations for different age groups.
- Cold and Flu Symptoms**: Information about the symptoms of common cold and flu, including fever, cough, sore throat, and body aches.

The dialog has 'Cancel' and 'Next' buttons at the bottom right. In the background, the agent's profile is visible, including the 'AI engine' (Nova), 'Agent's goal' (Ensuring that patients can...), and 'Instructions' (Always begin by introducing... Before answering any ques... For booking new appointm...). The 'Knowledge' section shows a search filter and a list of items, with 'Parking Informati...' partially visible. On the right side of the interface, there is a 'Start call' and 'Start chat' button, and a note that says 'How your agent responds. Test creation in action by starting a conversation.'

AI Agent Preview

webex AI Agent

AI agents > Reschedule appointment Ready to preview Publish

Settings Sessions History Analytics

Profile Edit

AI engine
Nova

Agent's goal ⓘ
Ensuring that patients can easily adjust their appointments to fit their changing schedules.

Instructions ⓘ

- Always begin by introducing yourself and asking the patient how you could help today.
- Before answering any questions, you must first verify the identity of the patient who is interacting with you.
- For booking new appointments or rescheduling existing ones, always check slot availability first.

Actions Add

An action is a functionality that lets your AI agent connect with external systems so it can perform more complex tasks, such as bookings or finding information.

Filter Search action name 2 actions

Action name	Added by	Last modified	Controls
<input checked="" type="checkbox"/> Agent handover	System	June 17, 2024 11:48 AM	✎ ⋮
<input checked="" type="checkbox"/> Reschedule appointment	Shiv	June 17, 2024 12:10 PM	✎ ⋮

Start call
Start chat

Know what AI Agent is right for your use case

Technical differences

	Scripted	Autonomous
Training	<ul style="list-style-type: none">Needs training data – the more, the better	<ul style="list-style-type: none">No training – only instructions & examples
Inference	<ul style="list-style-type: none">Classical ML algos for intent classification	<ul style="list-style-type: none">Taken care of by the LLM
Slot filling	<ul style="list-style-type: none">NLU frameworks	<ul style="list-style-type: none">Taken care of by the LLM
State & context management	<ul style="list-style-type: none">Highly reliant on developer	<ul style="list-style-type: none">Shared by app framework + LLM
Responses	<ul style="list-style-type: none">Pre-defined by the developer	<ul style="list-style-type: none">Generated by the LLM at runtime

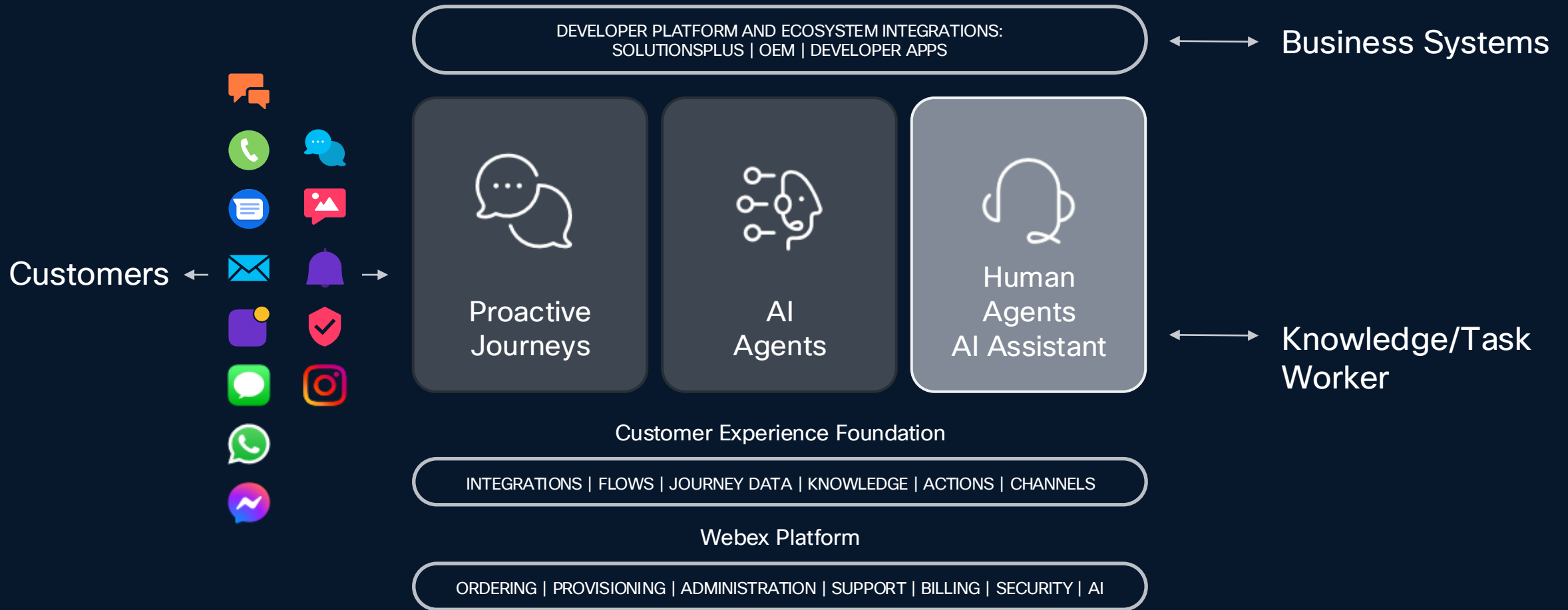
Practical differences

	Scripted	Autonomous
Benefits	<ul style="list-style-type: none">Higher controlCheaper to runFaster at runtime	<ul style="list-style-type: none">Faster and easier to buildVery natural IXScope changes are easier
Considerations	<ul style="list-style-type: none">Effort intensive to buildCan appear stilted	<ul style="list-style-type: none">Higher costLower control, possibility of hallucinations, etc

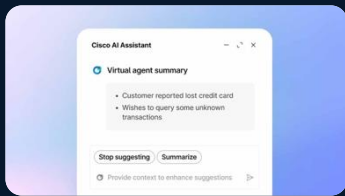
Webex Contact Center FAQ
AI Agent Autonomous BOT
Test Number
980-283-0045



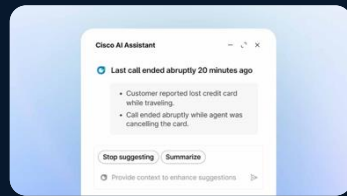
Your modern customer experience: a Cisco view



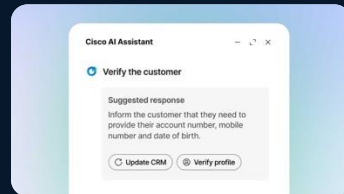
What's included in Cisco AI Assistant



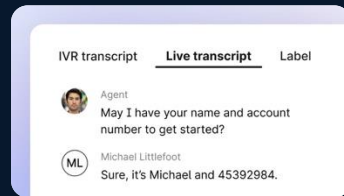
AI Agent context transfer summary



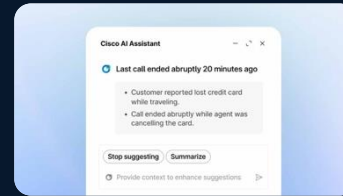
Dropped call summaries



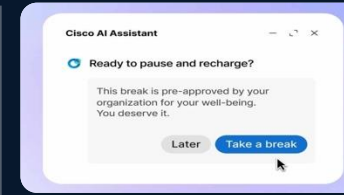
Suggested Responses



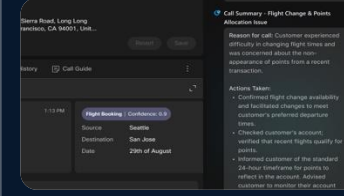
Real time transcription



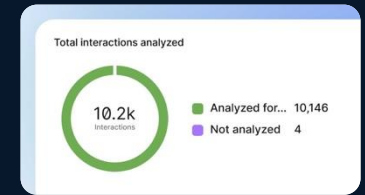
Consult/Transfer Summary



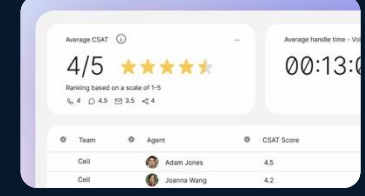
Agent Wellness Breaks



Wrap up summaries & wrap up codes



Topic Analytics



Auto CSAT (voice) and Coaching Highlights

Pre-call

Greeting

Conversation

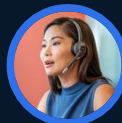
During call

Post-call work

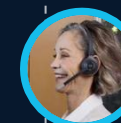
Post-call analytics



Customers



Agents



Supervisors

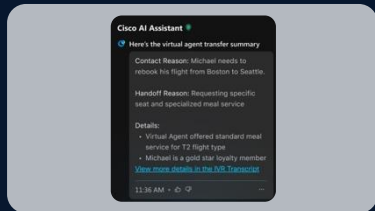
Cisco AI Assistant for the Human Agent

Continuous momentum with new features

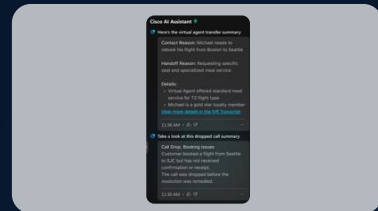
Generally Available

Generally Available

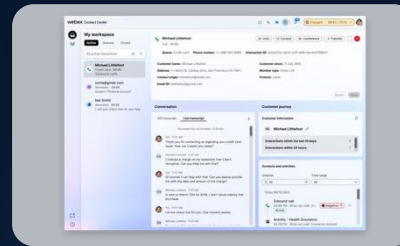
Generally Available



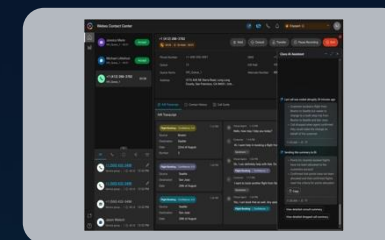
Virtual agent context transfer summaries



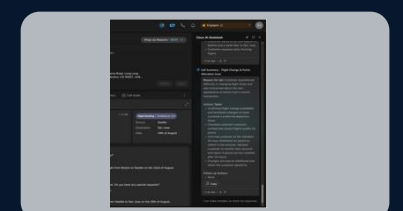
Dropped call summaries



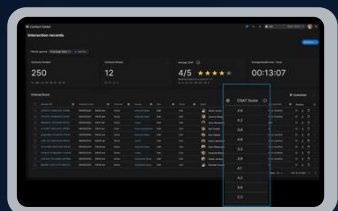
Real-time Transcription



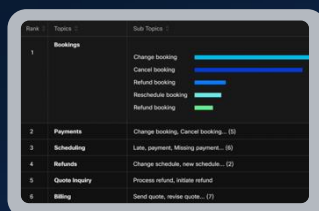
Consult/Transfer mid-call summaries



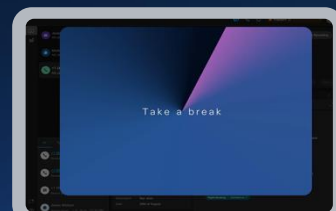
Wrap-up summaries



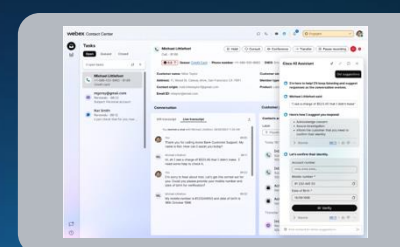
Automatic CSAT



Topic Analytics



Agent Wellbeing



Suggested responses

12 Additional Spoken Languages

- Dutch
- French
- German
- Italian
- Spanish
- Hindi
- Japanese
- Korean
- Polish
- Portuguese
- Chinese, Mandarin (simplified)
- Chinese, Mandarin (traditional)

Phase 2: 50+ languages supported

Beta Q4 CY25

AI Agent (autonomous) & AI Assistant

- French
- German
- Spanish
- Italian
- Portuguese
- Dutch
- Polish
- Danish
- Swedish
- Norwegian
- Bulgarian (bg)
- Catalan (ca)
- Chinese Simplified
- Chinese Traditional
- Croatian
- Czech
- Finnish
- Hungarian
- Japanese
- Korean
- Romanian
- Russian
- Serbian*
- Slovak
- Slovenian
- Turkish
- Ukrainian
- Bahasa (Indonesia)
- Bahasa (Malaysia)*
- Singlish*
- Tagalog*
- Thai
- Zulu*
- Hindi
- Hinglish*
- Kannada
- Malayalam
- Marathi*
- Tamil
- Telugu
- Swiss German*
- Arabic
- Welsh*
- Hebrew
- Taglish*
- Vietnamese
- Flemish*
- Greek
- Latvian*
- Icelandic
- Georgian

Note:

- 1) English supported already.
- 2) Scripted AI Agent does not support these 12 languages marked *
- 3) Languages that need right to left UI may need additional time for official support.
- 4) AI Assistant – All features supported in Beta. Expect topic analytics targeted Q1 CY26.

An AI assistant that summarizes AI agent interactions

The screenshot displays a Cisco Live interface with a call summary window in the foreground. The window is titled "Cisco AI Assistant" and contains the following text:

Here's the AI agent transfer summary

The reason for the call was inquiring about traveling with a dog. The call was handed off when the caller requested to speak with a human agent.

- Caller wanted to know if they can bring their dog on the flight.
- The agent informed the caller about the options for traveling with pets on TME Airlines.

The background shows a call log with a call from "*****2948" at 00:21, and a chat window with a message from "Sale" at 12:24 PM. The interface also includes various call control buttons like Keypad, Mute, Hold, Consult, Transfer, Pause Recording, and End.



4



Incoming Call

*****2948

Q_AI_Assistant - 00:00

Answer

Decline

Phone Number *****2948

DNIS +19842312757

Queue Name Q_AI_Assistant

All

*****2948

Sale | 00:13 09:20 PM



An AI assistant that summarizes dropped calls

The screenshot displays a Cisco Live interface with a call summary window titled "Cisco AI Assistant". The summary text is as follows:

The customer's last call ended unexpectedly. I've prepared a summary for you.

Before proceeding, confirm the customer's identity for security

- The final issue discussed in the call was about changing a flight.
- Call dropped when the agent was about to confirm the proposed flight change.

The interface also shows a call log with a "No history" message and a "Cisco AI Assistant" window in the background.



Incoming Call

*****2948

Q_AI_Assistant... 00:03

Answer

Decline

Phone Number *****2948

DNIS +19842312757

Queue Name Q_AI_Assistant_CDS

All



No history



An AI assistant that transcribes calls in real time

The screenshot displays the webex Contact Center interface. On the left, a 'Tasks' panel shows a list of active tasks, including one for Michael Littlefoot. The main area shows a call in progress with a 'Conversation' window open, displaying a real-time transcript of the call. The transcript includes the following text:

Conversation

IVR transcript Live transcript

You started a chat with Michael Littlefoot. 20/20/2024 11:26 AM

You 00:05
Thank you for calling Acme Bank Customer Support. My name is Nat. How can I assist you today?

ML Michael Littlefoot 00:11
Hi, eh I see a charge of \$523.45 that I didn't make. I need some help to check it.

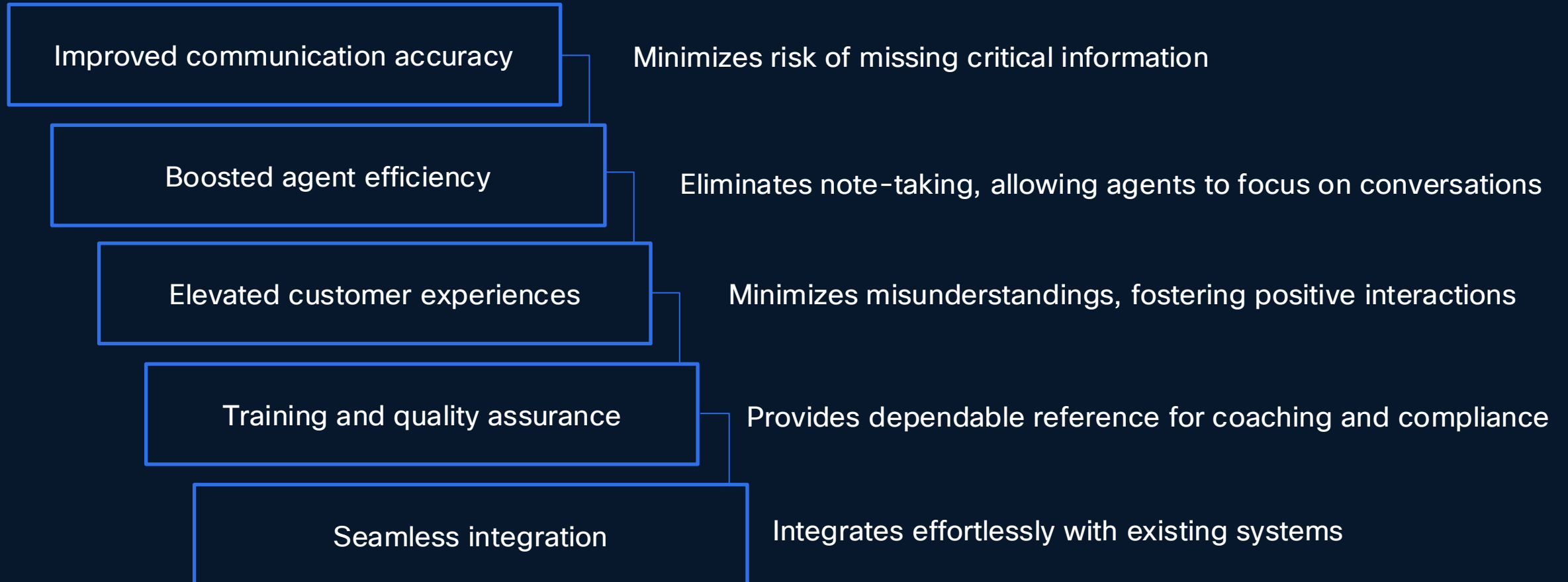
You 00:23
I'm sorry to hear about that. Let's get this sorted out for you. Could you please provide your mobile number and date of birth for verification?

ML Michael Littlefoot 00:32
My mobile number is 0123244553 and date of birth is 16th October 1996

You 00:46
Great, thank you for verifying your information, Michael. Can you share more details about the issue, the transaction amount and the place where it was made

The interface also shows call controls like 'Hold', 'Consult', 'Conference', 'Transfer', and 'Pause recording'. At the bottom right, there is an 'Inbound chat' section with a 'Renewal query' at 12:15 AM.

Benefits of real-time transcription



An AI assistant that suggests real-time agent responses

The screenshot shows a webex Contact Center interface with a Cisco AI Assistant overlay. The assistant provides real-time suggestions for agent responses based on customer input.

webex Contact Center

My workspace

Active Queued Closed

03 active interactions

Michael Littlefoot
Credit card - 00:00
%Inbound call%

sonia@gmail.com
Renewals - 00:00
Subject: Personal account

Nat Smith
Renewals - 00:00
I will just check that for you now

Cisco AI Assistant

Get suggestions

I'm here to help! I'll keep listening and suggest responses as the conversation evolves.

Michael Littlefoot said:

"I see a charge of \$523.45 that I didn't make"

Here's how I suggest you respond:

- Acknowledge their concern
- Inform that as per the bank's policy, customers are not held liable for unauthorized transactions if reported within 1 week
- Explain you'll document the fraudulent charge
- Ask when they first noticed the transaction
- Confirm if their card is still in their possession

Source 01:12 • Like Comment ...

Listening for information

Add context to refine suggestions

I can make mistakes, so check my responses.

Customer journey

Customer information

ML Michael Littlefoot

Interactions within the last 10 days: 3

Interactions within 24 hours: 1

Contacts and activities

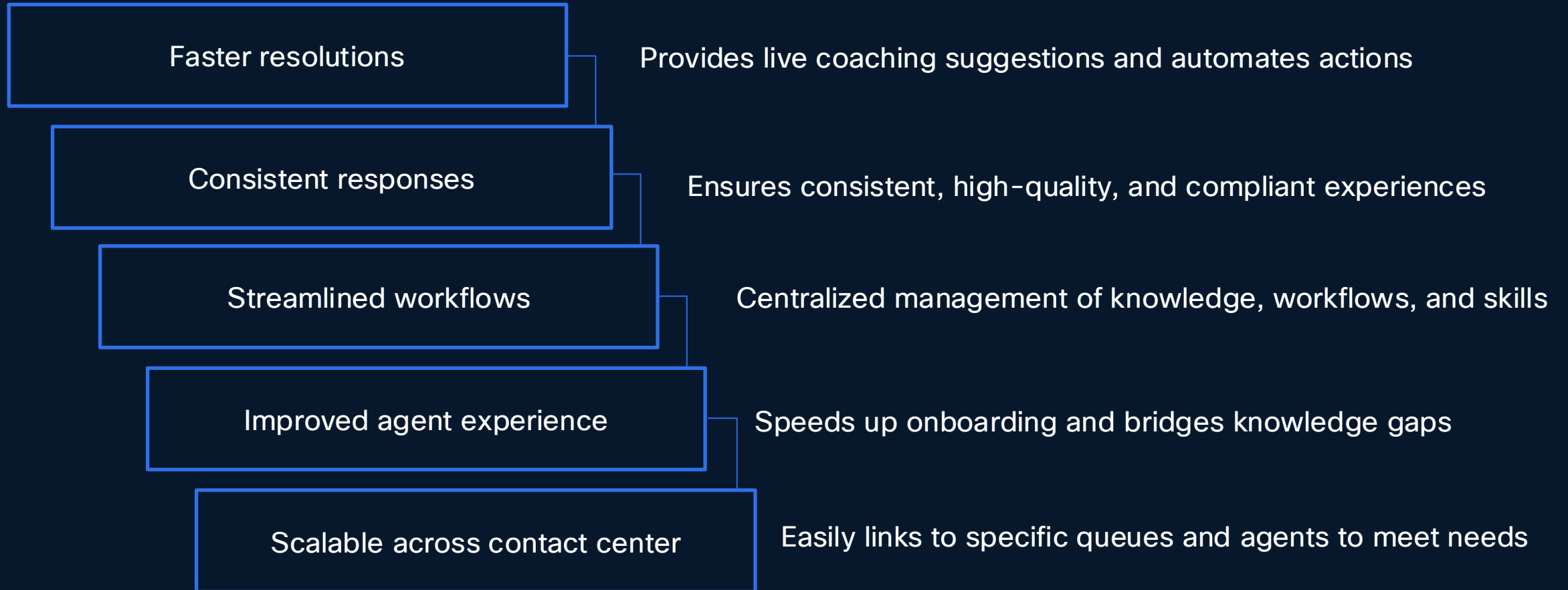
Channel: All Time range: All

Today 06/15/2025

Inbound call
03:00 PM - Wrap-up code: In... Negative ↑

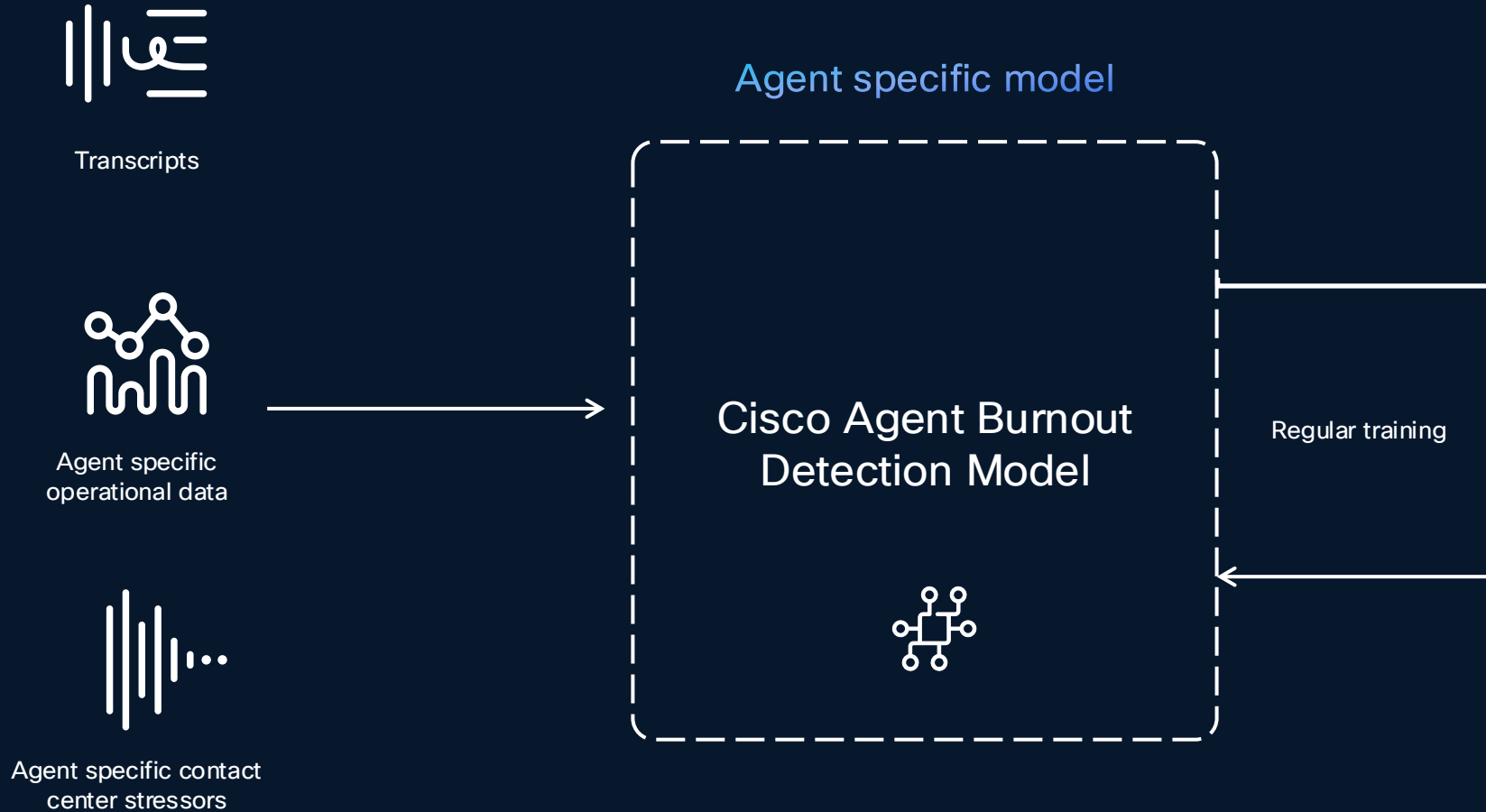
Activity - Health Insurance
02:20 PM - Wrap-up code: Insurance renewal

Empower agents with suggested responses



An AI assistant that **cares about agent well-being**

AI-powered agent burnout detection training



AI-powered agent burnout



Customer

Interaction Data



Cisco Agent Burnout
Detection Model



Burnout score



Automatic actions – e.g.
wellness breaks



No tasks



All



Loading..



Cisco AI Assistant

Well-being break scheduled

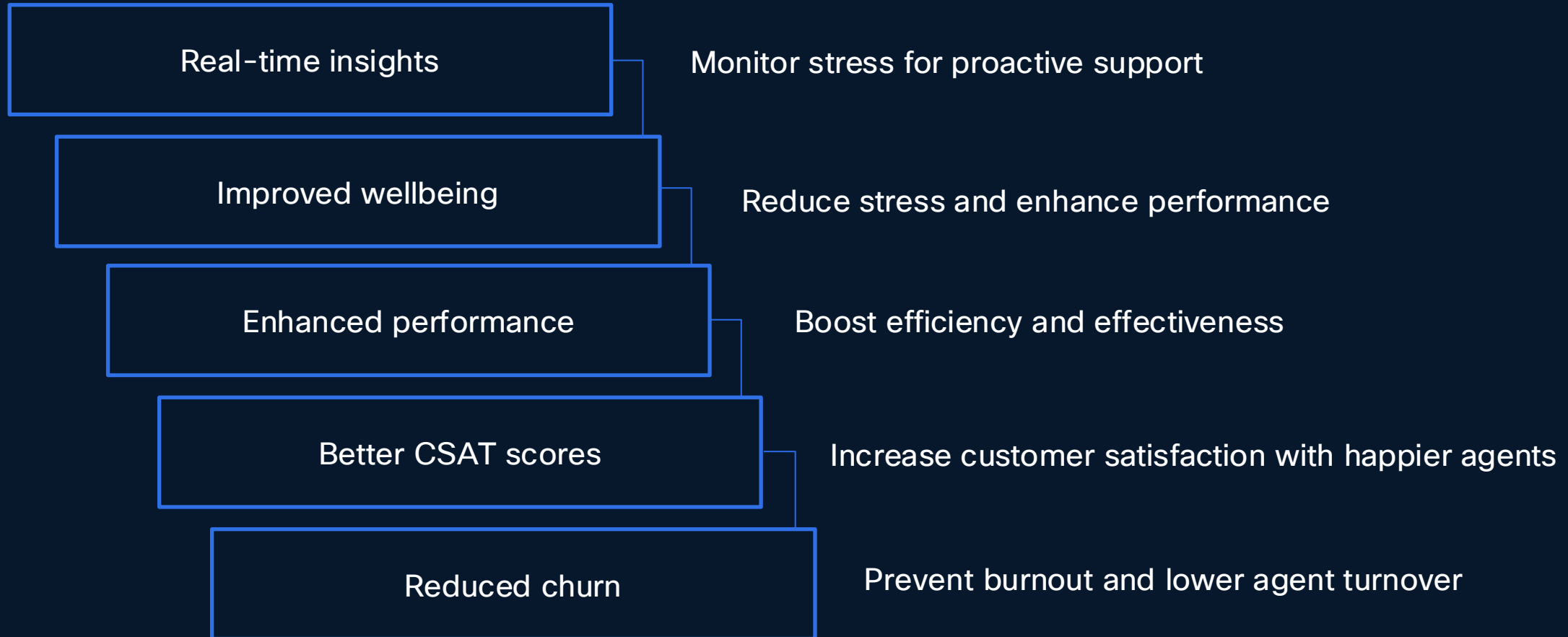
This break is pre-approved by your organization for your well-being. You deserve it.

Take a break

Later

12:26 PM • Like Reply Copy

Benefits of agent wellbeing



Agents Burnout Insights APIs

- The following APIs will be published in our developer portal for customers and partners to leverage real-time and historical insights on Agents' stress levels and build complimenting actions to avoid burnout and sustain performance.
- Subscription API to receive real-time agent burnout scores
- Search API to receive current burnout level of agents
- Search API to receive historical burnout trends

The screenshot shows the 'Agent Wellbeing' section of the webex Contact Center for Developers API documentation. The page is titled 'Agent Wellbeing' and includes a description: 'Agent Wellbeing configuration APIs. Agent Burnout entity represents the configuration of Agent Wellbeing feature. Creating and managing Agent Burnouts requires an administrator role and the appropriate `cjp:config_write` or `cjp:config_read` scopes.'

The 'Contents' sidebar lists the following REST APIs:

- Get Agent Burnout config by ID
- Update Agent Burnout config by ID
- List Agent Burnout configs

The main content area displays two API endpoints:

- Get Agent Burnout config by ID**: A GET endpoint with the path `/organization/{orgid}/agent-burnout/{id}`. The description is 'Retrieve a Agent Burnout config by ID for a given organization.'
- Update Agent Burnout config by ID**: A PUT endpoint with the path `/organization/{orgid}/agent-burnout/{id}`.

Below the endpoints, there is a section for 'Subscribe for realtime burnout events' (Version 1). It features a 'Sample Code' tab with a cURL example for a POST request to `/v1/agentburnout/subscribe`. The request body is a JSON object with a `clientType` field, which is highlighted as a string. The response is a JSON object containing `subscriptionId` and `websocketUrl`.

```
curl --request POST \
  --url https://api.wxcc-us1.cisco.com/v1/agentburnout/subscribe \
  --header 'Accept: application/json' \
  --header 'Authorization: Bearer YOUR_TOKEN' \
  --header 'Content-Type: application/json' \
  --data '{"clientType":""}'
```

```
{
  "subscriptionId": "acme_wellness-5e67a820-0855-44f3-86df-348a88f784",
  "websocketUrl": "wss://api.intgus1.ciscoccservice.com/v1/realtime/subscribe"
}
```

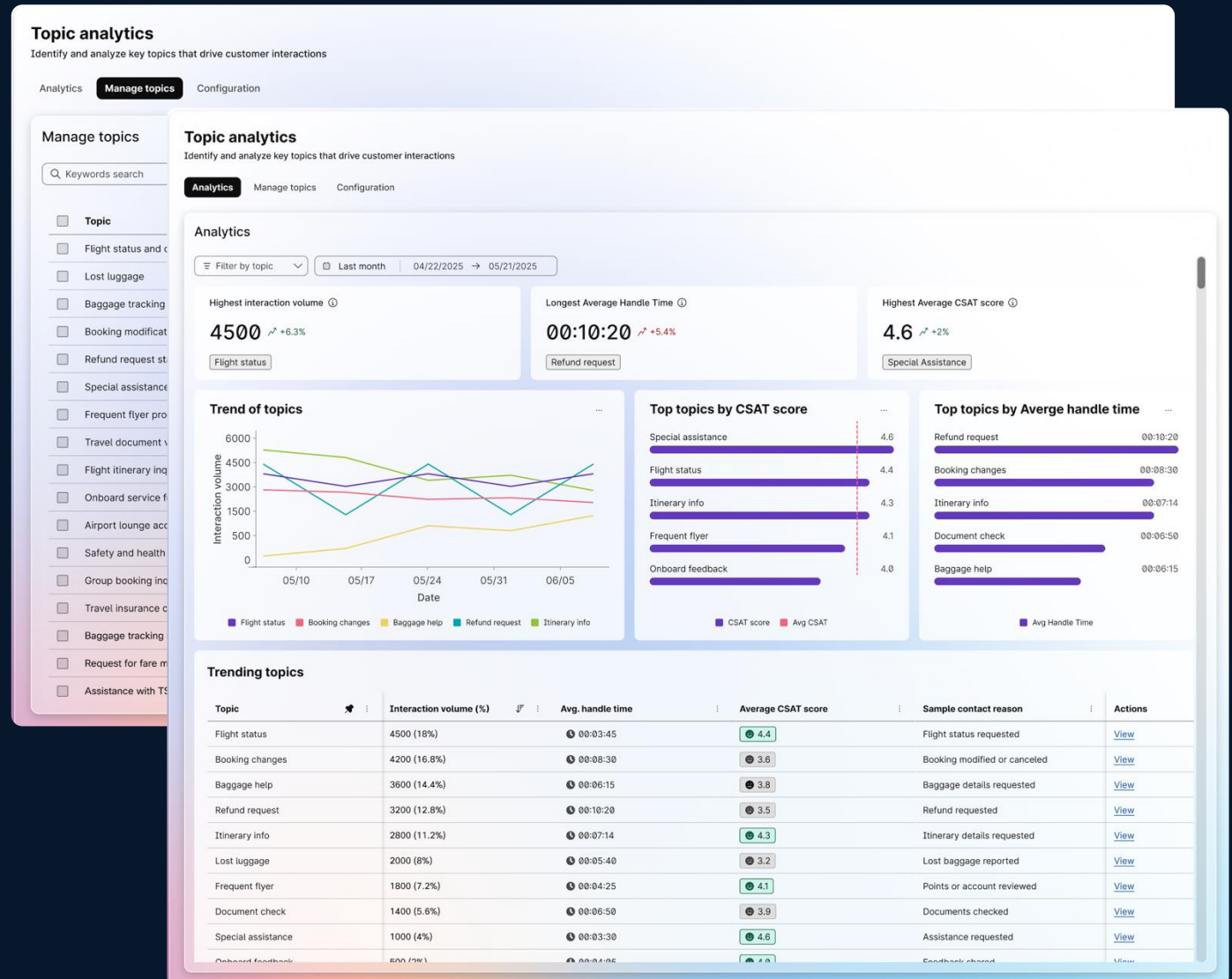
An AI assistant that helps understand
why customers are calling

Topic analytics

Uncover why customers are calling for all calls

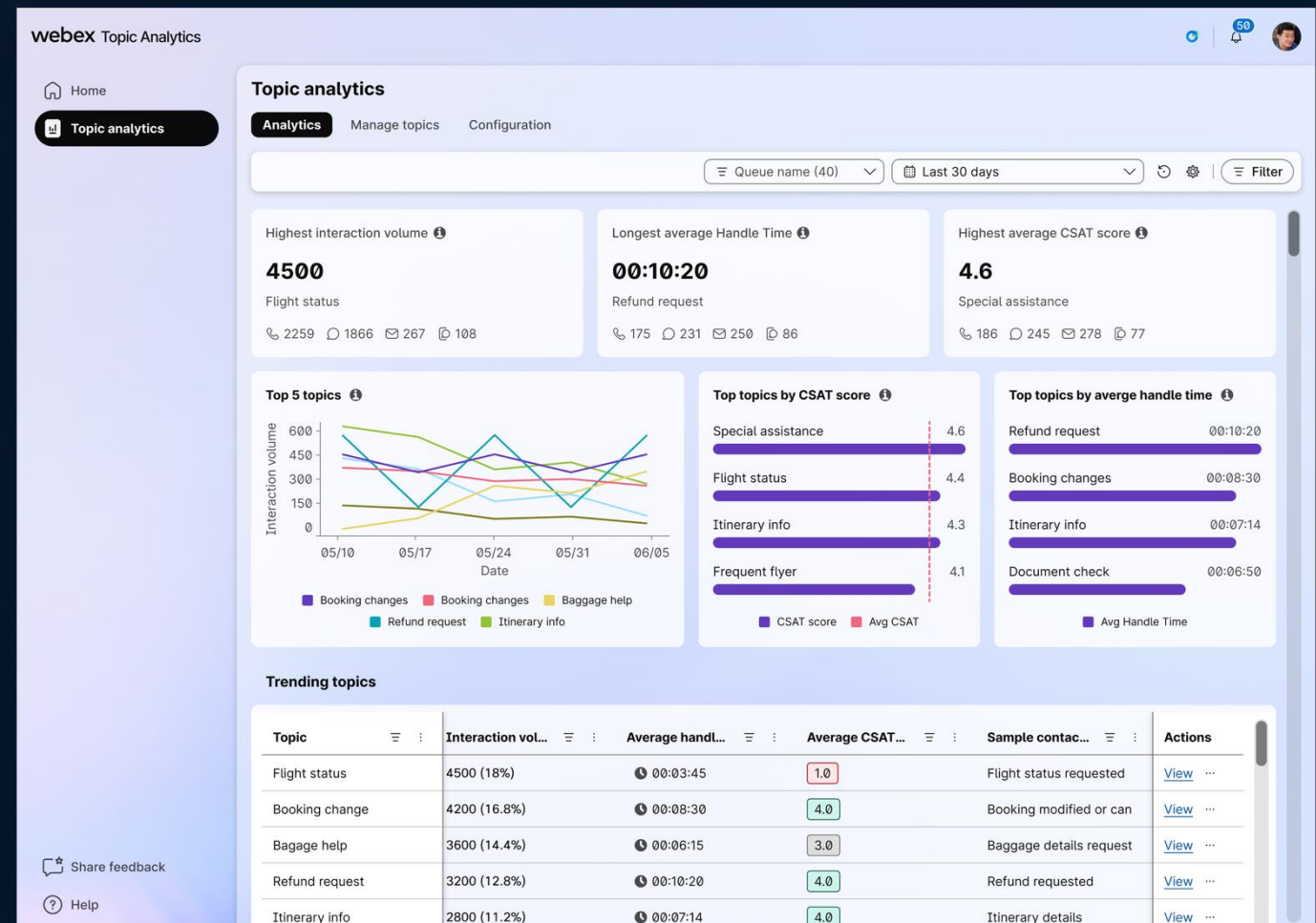
Develop AI agents, self-service tools, or workflows to better serve customers

Identify opportunities to improve resource planning and agent training



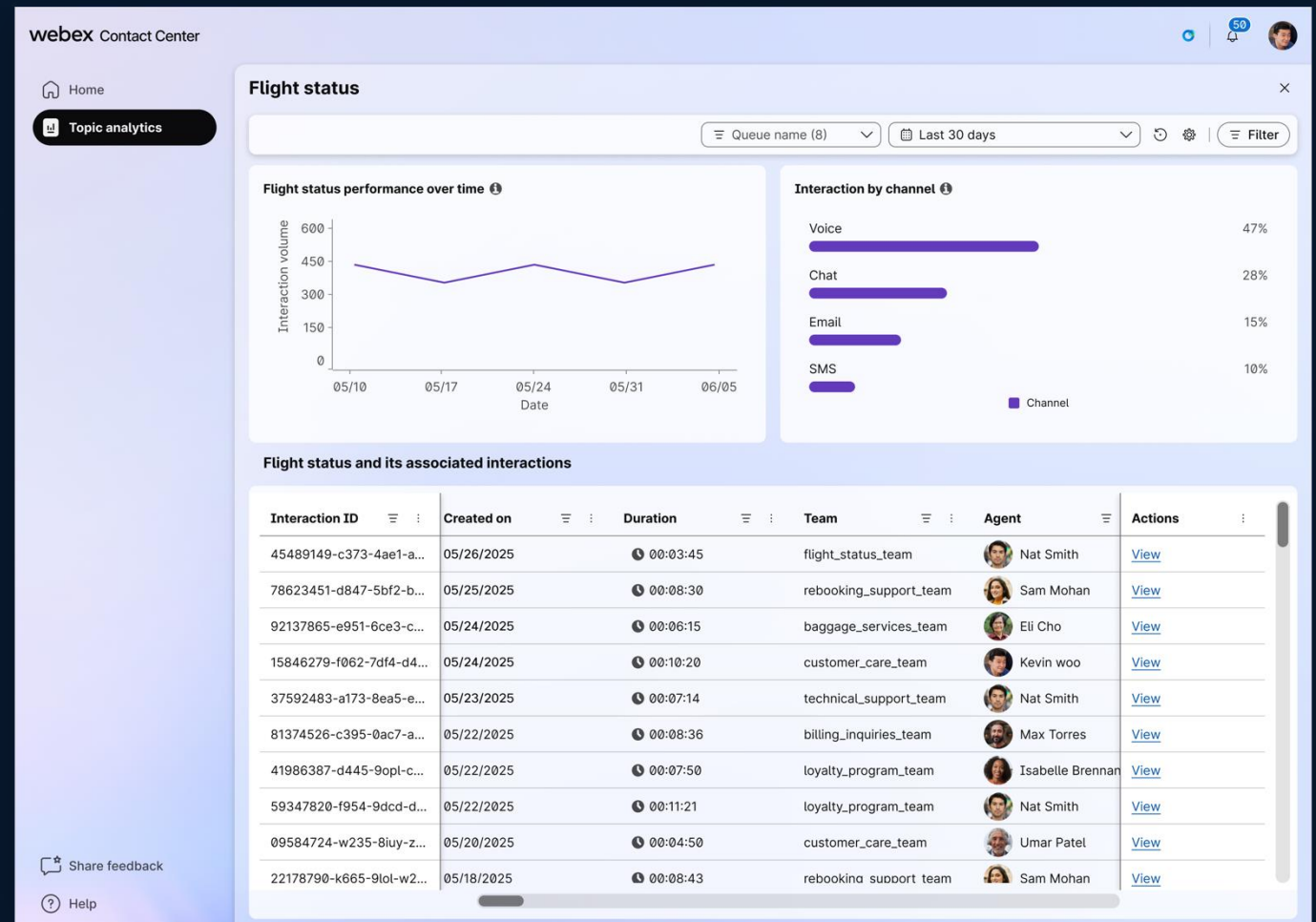
Near real-time topic discovery and labeling

- Every interaction is analyzed as it happens, so you always know what customers are contacting you about.
- Interactions are instantly assigned to the right topic as they are completed
- New topics automatically emerge when patterns change
- Dashboards stay current with the latest trends and insights



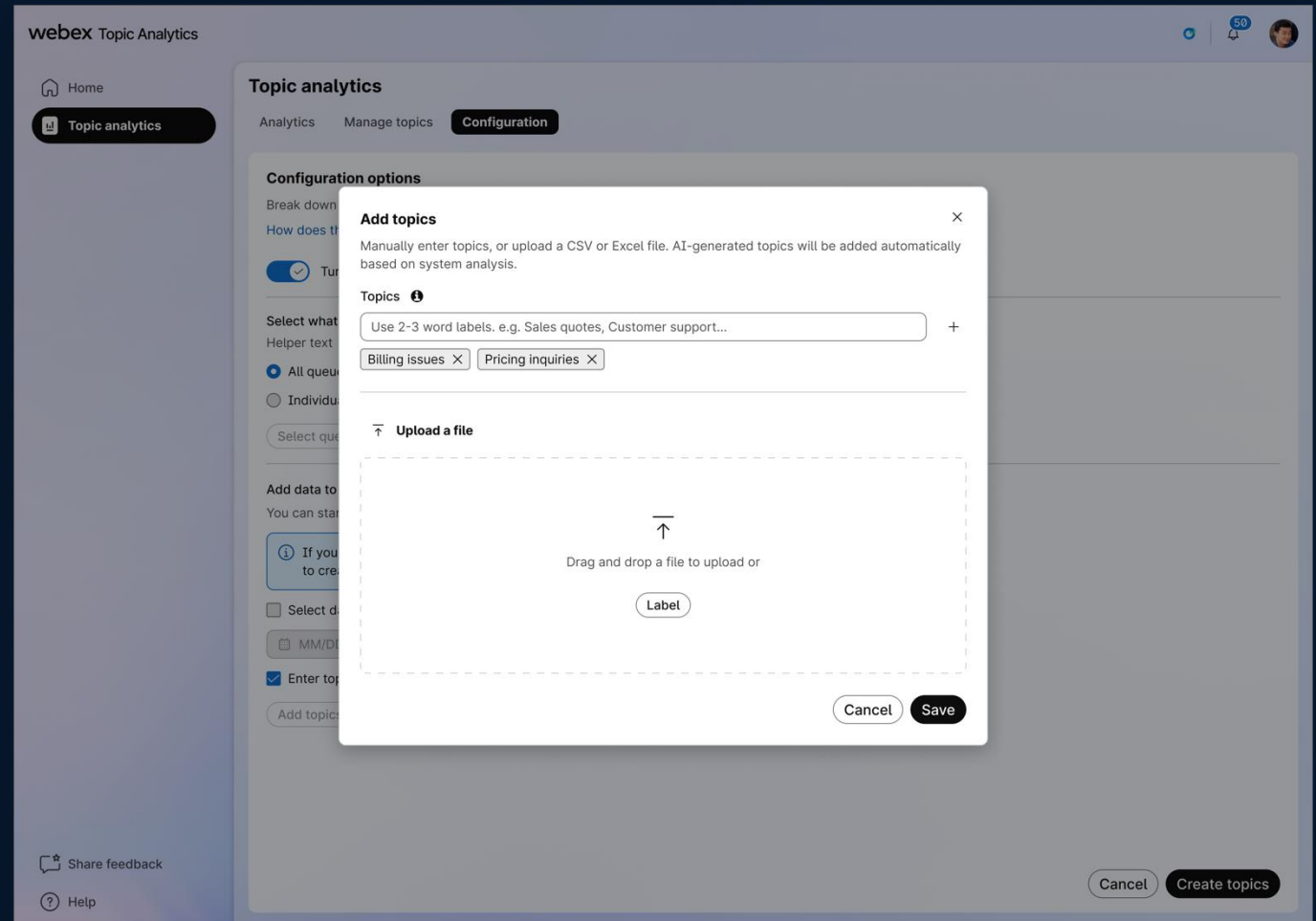
Drill down into individual topics

- Go deeper on any topic to understand what's driving it and how it's evolving over time.
- Track volume and trend changes for a specific topic
- View all associated interactions in one place
- Drill into individual conversations, including full transcripts and details



Pre-defined topics at time of configuration

- You can define topics during setup, before the first topics are created. This reduces ongoing topic management and ensures consistency from the start.
- Those topics are automatically and proactively matched to interactions, so you can track specific initiatives like marketing campaigns or product launches from day one.



Managing your topics

- Topic Analytics enables you to manually manage your topic list in addition to AI-powered topic discovery and labeling, allowing you to tailor the topics to better fit specific business needs, language, and terminology.
- You can perform the following edits:
 - Edit topic names
 - Merge topics
 - Add new topics

webex Topic Analytics

Home | Topic analytics | AI agents

Analytics | **Manage topics** | Configuration

Keywords search | Created by | Modified by

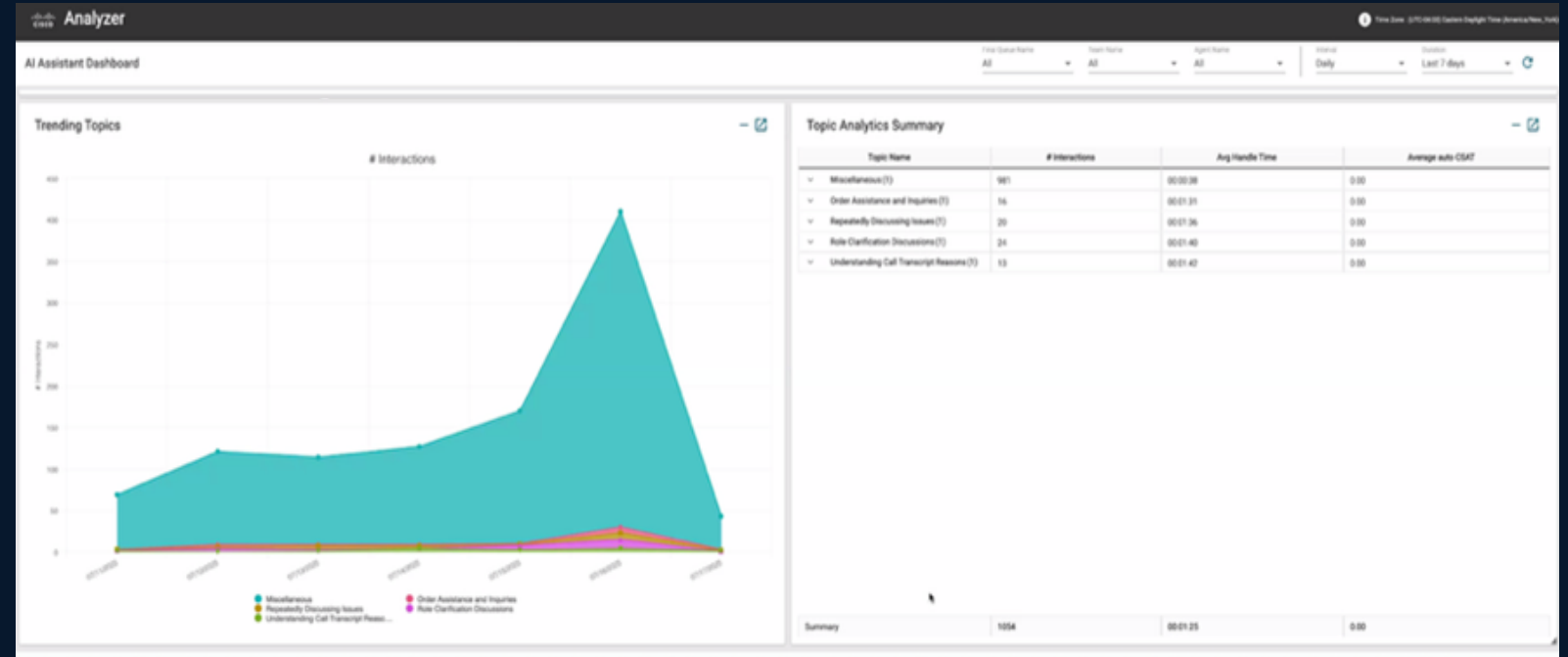
Topic	Created by	Created on	Modified by	Last modified	Actions
Flight status	AI-generated	05/24/25		05/24/25	View
Booking changes	AI-generated	05/24/25		05/24/25	View
Baggage help	AI-generated	05/24/25	Eli Cho	05/24/25	View
Refund request	Kevin Woo	05/20/25	Kevin Woo	05/20/25	View
Itinerary info	Nat Smith	05/18/25	Nat Smith	05/18/25	View
Lost luggage	AI-generated	05/16/25		05/16/25	View
Frequent flyer	AI-generated	05/16/25	Isabelle Brennan	05/16/25	View
Document check	Nat Smith	05/14/25	Nat Smith	05/14/25	View
Special assistance	AI-generated	05/12/25		05/12/25	View
Onboard feedback	Sam Mohan	05/11/25	Sam Mohan	05/11/25	View
Missed connections	AI-generated	05/07/25		05/07/25	View
Group bookings	Dylan Owens	05/07/25	Dylan Owens	05/07/25	View
Payment & billing issues	AI-generated	05/06/25		05/06/25	View
Transfers/shuttles	AI-generated	05/04/25	Nat Smith	05/04/25	View
Airport lounge access	AI-generated	05/04/25		05/04/25	View
Frequent flyer points	AI-generated	05/03/25		05/03/25	View
Tier status & benefits	AI-generated	05/01/25	Umar Patel	05/01/25	View

Share feedback | Help

AI-generated

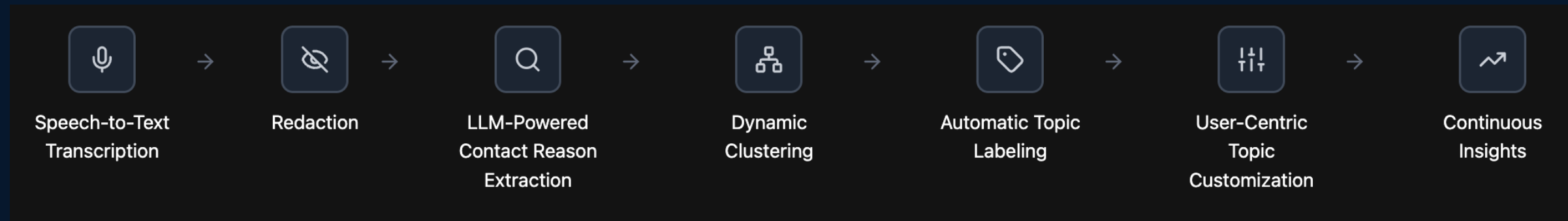
Viewing topics in Analyzer

- Topics data is available in Analyzer and via API
- Trending Topics: Monitor interaction trends over time to identify key customer contact drivers.
- Topic Analytics Summary: Analyze topic volume, average handle time, and Auto CSAT to drive business decisions and improve CX.
- New Custom Fields: Topic Name and Contact Driver are now available in Analyzer for use in new or existing custom reports.



How does Topic Analytics work?

- Topic Analysis is built on a dedicated, multi-stage pipeline engineered for the unique demands of contact center interactions. Our solution gives you accurate contact reasons and topics in near real-time, all while keeping your data safe according to Cisco's responsible AI principles.



What's coming for Topic Analytics

January – March 2026

- Near real-time topic discovery and labeling
- Pre-defined topic names

April – June 2026

- Support for multi-language voice interactions
- Support for digital interactions
- Support for AI Agent interactions (voice and digital)

Future enhancements

- Topic to AI Agent creation
- Topic themes for enhanced topic management organization
- Topic insights

AI Assistant Demo

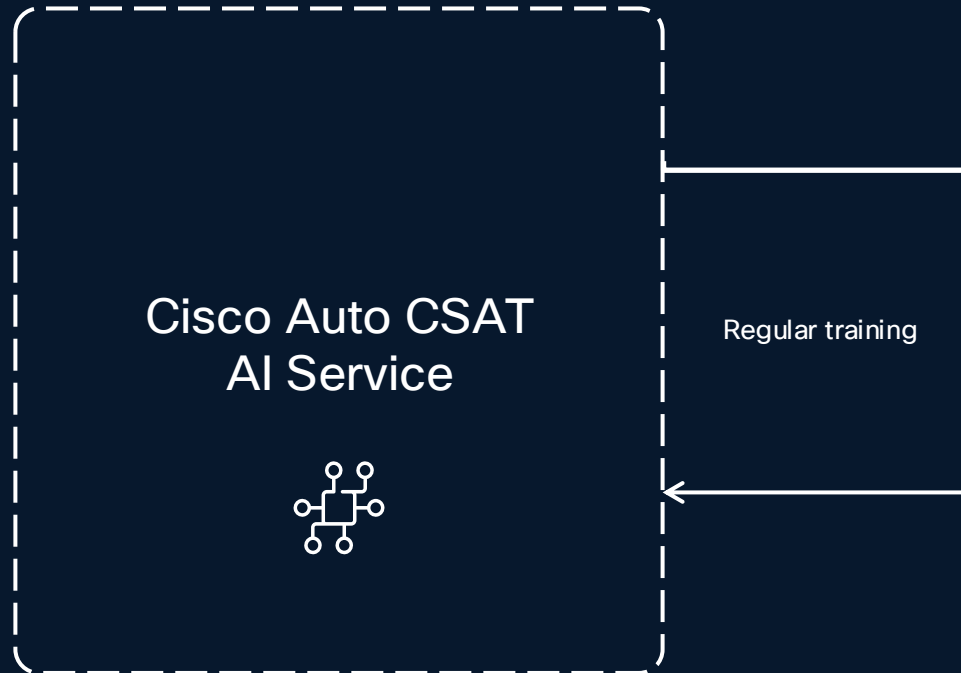
AI-powered CSAT prediction
for every interaction

Measure the Impact

AI-powered CSAT training



Customer specific model



AI-powered CSAT prediction



Customer

Interaction Data



Cisco Auto CSAT
AI Service



Auto CSAT
score



Supervisors and Analysts

How can contact centers use AutoCSAT scores

Proactive Resolution

Address issues early by spotting dissatisfaction

Tailored Training

Create custom programs based on agent data

Continuous Improvement

Refine service processes with CSAT insights

Strategic Decisions

Guide strategy with data-driven insights

Auto CSAT reports

- Generate custom visualizations in analyzer
- Review CSAT in Supervisor desktop

The screenshot displays the webex Contact Center Supervisor desktop interface. A modal window titled "Auto CSAT" is open, showing a list of CSAT scores for various agents. The scores are displayed with corresponding smiley face icons: a sad face for scores below 3.0 and a happy face for scores above 3.0. The scores are: 1.3, 2.8, 4.0, 4.8, 4.9, 1.2, 3.4, 2.8, 4.1, and 1.9.

The background interface shows a table of agent performance metrics. The table has columns for Agent, Auto CSAT, Wrap up reason, and Actions. The data is as follows:

Agent	Auto CSAT	Wrap up reason	Actions
Nat Smith	1.3	Billing Inquiry	View
Sam Mohan	2.8	Technical Support	View
Eli Cho	4.0	Product Return	View
Kevin Woo	4.8	Service Upgrade	View
Nat Smith	4.9	Account Issue	View
Max Torres	1.2	Feedback Request	View
Isabelle B...	3.4	Order Status	View
Nat Smith	2.8	Appointment Chang	View
Umar Patel	4.1	Cancellation Reques	View
Sam Mohan	1.9	General Inquiry	View
Max Torres	3.3	Service Disruption	View
Dylan Ow...	2.5	Policy Update	View
Nat Smith	4.0	Subscription Query	View
Nat Smith	1.7	Payment Issue	View
Kevin Woo	3.8	Product Inquiry	View
Isabelle B...	2.2	Warranty Claim	View
Umar Patel	4.5	Technical Issue	View
Nat Smith	1.6	Service Feedback	View

Webex Customer Experience AI Offer Bundles

Making AI capabilities easy to buy and consume

Two bundle packages: AI Agent and AI Assistant

Session-based usage (not seat count)

Competitive pricing compared to major players in the market



AI
Agents



AI
Assistant

Native AI Quality Management

The screenshot displays the Webex Contact Center interface for a customer interaction. The top header shows "webex Contact Center" and a user profile. The main area is titled "Michael Littlefoot" and shows a call log with the phone number "+35371639403" and a timestamp of "15:20". Below this, the "Conversation" section includes a "Recordings" player with a progress bar and a "Transcript" section with the following text:

CS Michael Littlefoot 30/3/2021, 11:27 AM
I noticed some unusual charges on my credit card. Can you help me? I think it might be fraud.

Nat Smith 30/3/2021, 11:27 AM
Sure, I can assist you with that. Can you please provide the details of the transactions?

CS Michael Littlefoot 30/3/2021, 11:27 AM
I understand. Let me share that transaction details. Can you also help if I am covered for fraud charges

Nat Smith 30/3/2021, 11:27 AM
Thank you for contacting us, Have a great day.

Ticket raised. 11:26 AM

The "Additional information" section on the right shows "Evaluations" with an "Average evaluation score" of 61% (Average of 4 forms) and a "Completed" status. Below this, "Evaluation forms (04)" are listed, including "Compliance" (Completed) and "1. Verification" (Score: 4/5). The "2. Agent compliance" section includes a question: "Did the agent ask the customer to fill out the survey form?" with a "No" selection and a note: "Thank you for contacting us, Have a great day" (04:51).

CRM Connectors

Demo

Release 1:
Service Cloud Voice (BYOT)
(Inbound + Outbound)

Inbound Call (With Call Data) and Screen pop to Customer Record Match (Contact)



Search...

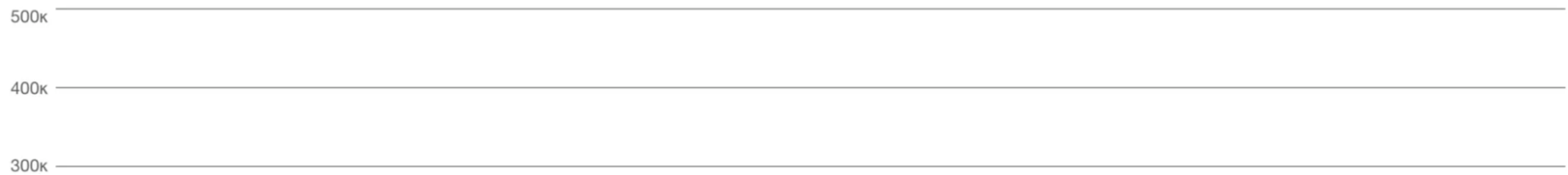


Service Console Home

Quarterly Performance

As of Today 2:38 PM

CLOSED \$0 OPEN (>70%) \$0 GOAL --



Add the opportunities you're working on, then come back here to view your performance.

Omni-Channel

Offline

Ready to make or receive calls? Log in to your phone system.

Inbox (0) Phone



Authenticate

Omni-Channel (Offline) History

Assistant



Nothing needs your attention right now. Check back later.

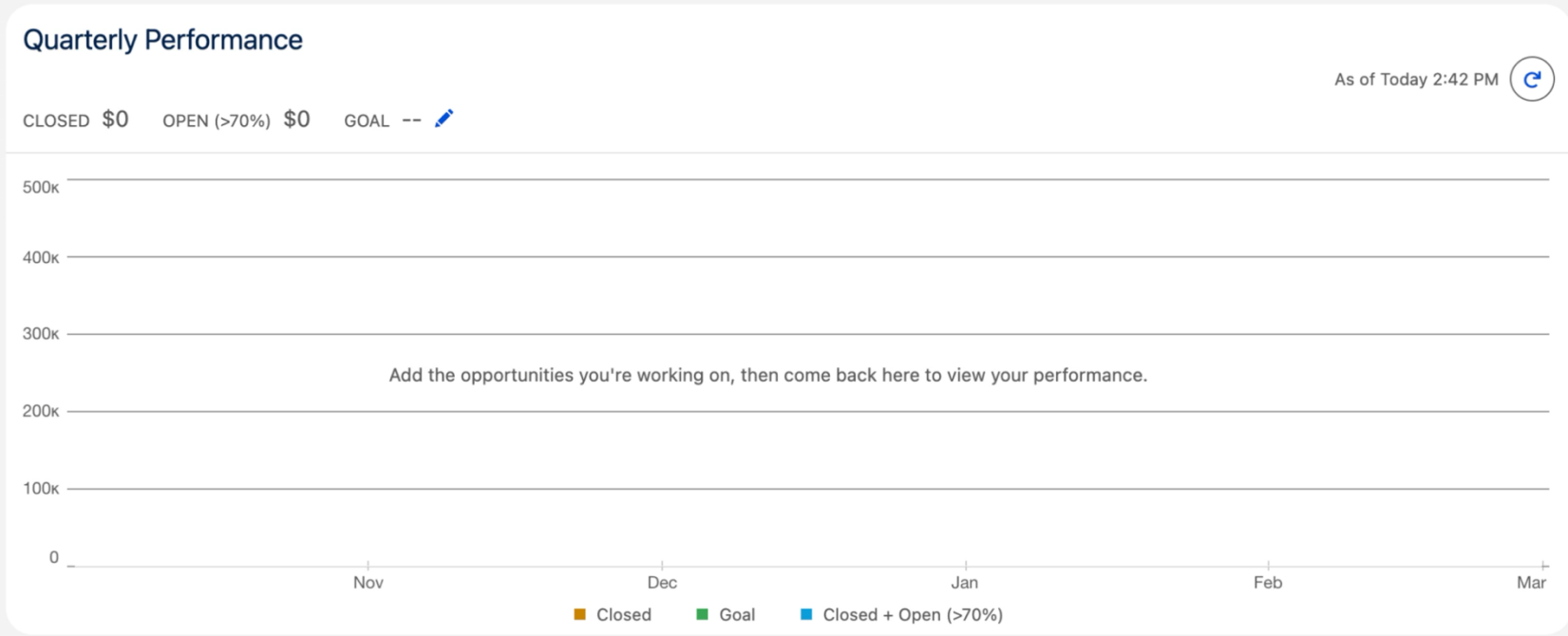
Today's Tasks



Nothing due today. Be a go-getter, and check back soon.

View All

Voice Call Records within Salesforce & Call Recording Playback



Assistant

Nothing needs your attention right now. Check back later.

Today's Events

Looks like you're free and clear the rest of the day.

[View Calendar](#)

Today's Tasks

Nothing due today. Be a go-getter, and check back soon.

[View All](#)

Outbound Click to Call from Salesforce Object (Contact Page)

Service Console Accounts

Accounts

Recently Viewed

2 items • Updated a few seconds ago

New Import Assign Label

Search this list...

	Account Name	Account Site	Phone	Account Owner Ali...
1	<input type="checkbox"/> Webex Contact Center		+13412049005	sft
2	<input type="checkbox"/> Webex Customer Experience		+12894426568	sft

Omni-Channel (Online) History

Demo

Release 2: BYOChannels Evolution into True Omnichannel with Webex AI Agents

Release 2: Inbound WebChat to AI Agent with Salesforce fulfillment

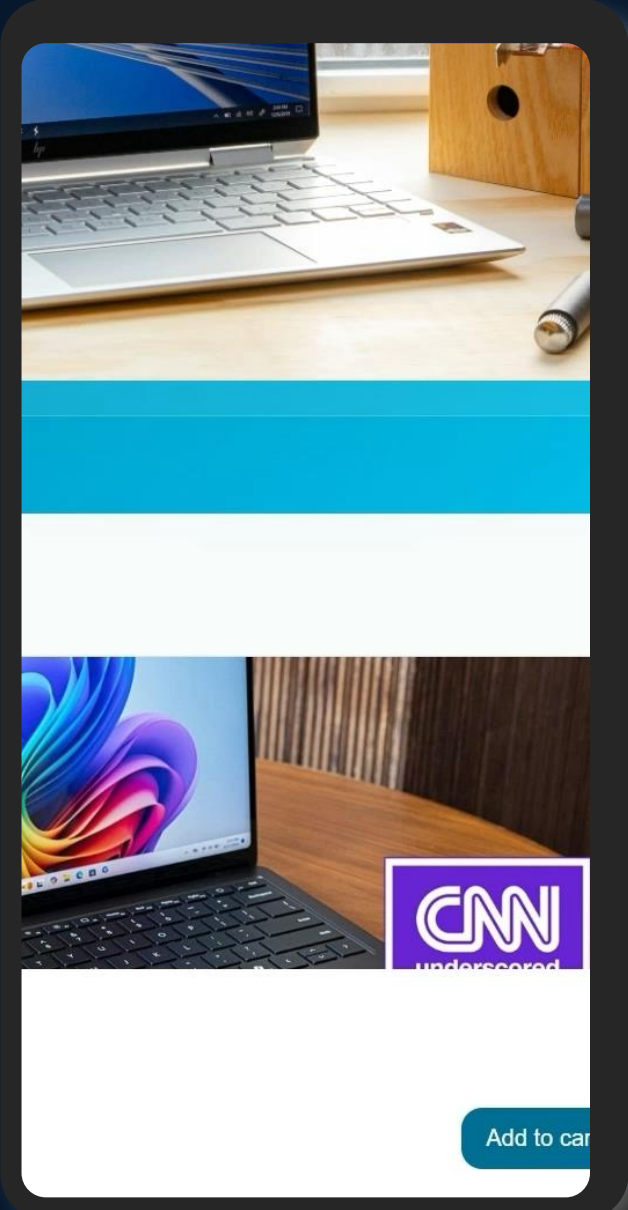


The screenshot shows the Salesforce Retail Console interface. At the top, it says 'Retail Console' and 'Omni Supervisor'. Below that are navigation tabs: 'Wallboard', 'Demo Wallboard', 'Service Reps', 'Queues Backlog', 'In-Progress Work', and 'Skills Backlog'. The main content area is titled 'Omni-Channel Wallboard' and contains several widgets:

- Work Item Status:** A donut chart showing 0% Assigned (blue), 0% In Progress (purple), and 100% Waiting (green).
- Agent Capacity Status:** A bar chart showing counts for Available (1), Idle (2), Busy (1), At Capacity (0), and Offline (1).
- Wait Time:** Average Wait Time: 116 d 18 h 13 m 26 s; Longest Wait Time: 202 d 0 h 32 m 21 s.
- Agent Capacity:** A donut chart showing 0% Used Capacity (blue) and an empty purple segment.
- Agent Presence Statuses:** A horizontal bar chart showing counts for Busy (1), Messaging - Available (1), and Offline (1).
- Raised Flags:** A box showing 0 raised flags.
- Agent Work Status:** A horizontal bar chart showing counts for Assigned (5) and Opened (5).
- Work Performance:** Average Work Handle Time: 5 m 5 s; Average Speed to Answer: 42 m 32 s.

At the bottom, there is a status bar with: 'Omni-Channel (Online)', 'b+s CNX SCV Bridge', 'SMC Retail', and 'WebexCC Status'.

Release 2: Escalation to Human Agent – Screen Pop



Retail Console | Omni Supervisor

Search...

Wallboard | Demo Wallboard | Service Reps | Queues Backlog | In-Progress Work | Skills Backlog

Omni-Channel Wallboard

Work Item Status

Current

No filter applied

- 0% Assigned
- 0% In Progress
- 100% Waiting

Agent Capacity Status

Current

No filter applied

Category	Count
Available	1
Idle	2
Busy	1
At Capacity	0
Offline	1

Wait Time

Current

No filter applied

Average Wait Time

116 d 18 h 13 m 26 s

Longest Wait Time

202 d 0 h 32 m 21 s

Agent Capacity

Current

No filter applied

- 0% Used Capacity
- ...

Agent Presence Statuses

Current

No filter applied

Status	Count
Busy	1
Messaging - Available	1
Offline	1

Raised Flags

Current

No filter applied

Raised Flags

0

Agent Work Status

Last Hour

No filter applied

Status	Count
Assigned	5
Opened	5

Work Performance

Last Hour

No filter applied

Average Work Handle Time

5 m 5 s

Average Speed to Answer

42 m 32 s

Omni-Channel (Online) | b+s CNX SCV Bridge | SMC Retail | WebexCC Status

Release 2: Omnichannel Escalation of WebChat to Voice Call with Click to Call



Retail Console | Omni Supervisor

Wallboard | Demo Wallboard | Service Reps | Queues Backlog | In-Progress Work | Skills Backlog

Omni-Channel Wallboard

Work Item Status

No filter applied

- 0% Assigned
- 0% In Progress
- 100% Waiting

Agent Capacity Status

No filter applied

Category	Count
Available	1
Idle	2
Busy	1
At Capacity	0
Offline	1

Wait Time

No filter applied

Average Wait Time: **116 d 18 h 13 m 26 s**

Longest Wait Time: **202 d 0 h 32 m 21 s**

Agent Capacity

No filter applied

Agent Presence Statuses

No filter applied

Status	Count
Busy	1
Messaging - Available	1
Offline	1

Raised Flags

No filter applied

Raised Flags: **0**

Agent Work Status

No filter applied

Status	Count
Assigned	5
Opened	5

Work Performance

No filter applied

Average Work Handle Time: **5 m 5 s**

Average Speed to Answer: **42 m 32 s**

Epic

HYPERSPACE®

February 2024

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02-11-2026 14:54

Hey, Byron! Here is the snapshot of what's important.

Overview My team

Overview

SLA at risk

0



No more SLAs at risk
Keep up the good work!

High priority

0



No more high priority cases
Good job!

All cases

0



No recently updated cases
Wow, good job!

WxCC for ServiceNow

Available 00:32

Enter phone number and dial

1	2	3
4	5	6
7	8	9
*	0	#

No data available.
There is no data available for the selected criteria.

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