

Blending AI Automation and Human Connection in WxCC

Byron Gallien Contact Center Solutions Engineer



Agenda

- Overview of Webex Contact Center
- AI Agent
- AI Assistant
- Connectors Available

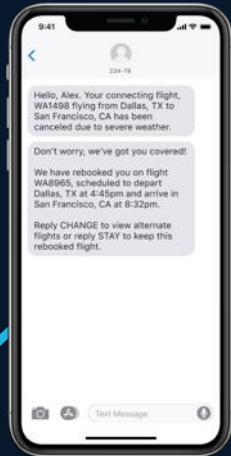
Delivering a fully connected journey

Across digital automation, self-service, and human engagement

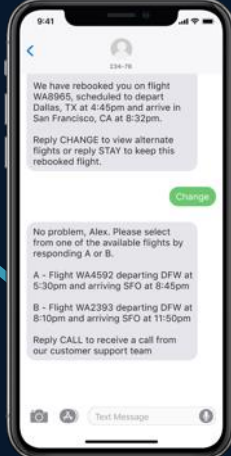
Digital automation and self-service

Human engagement

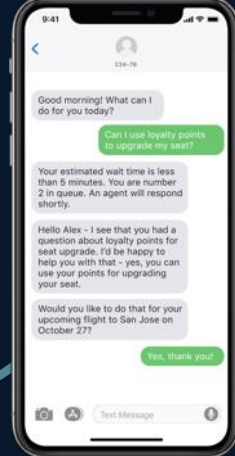
Digital automation



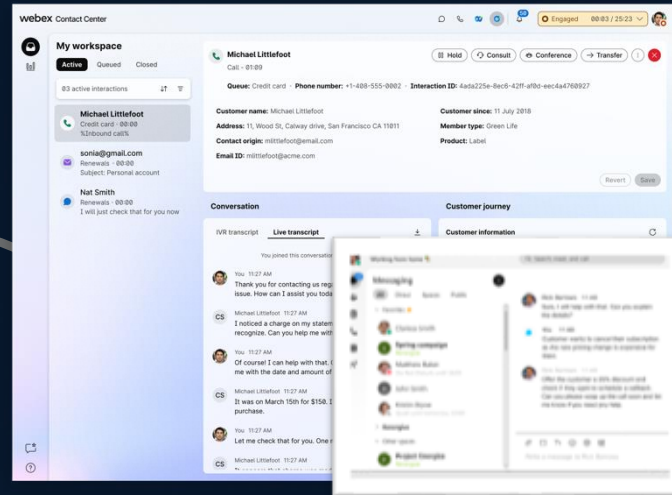
Proactive notification



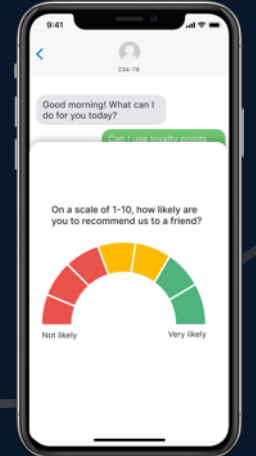
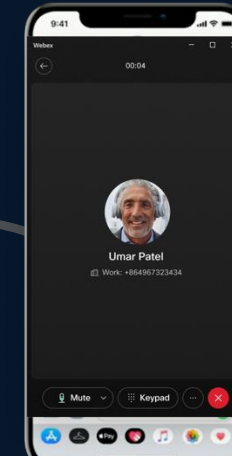
Self-service options



Handover to human agent



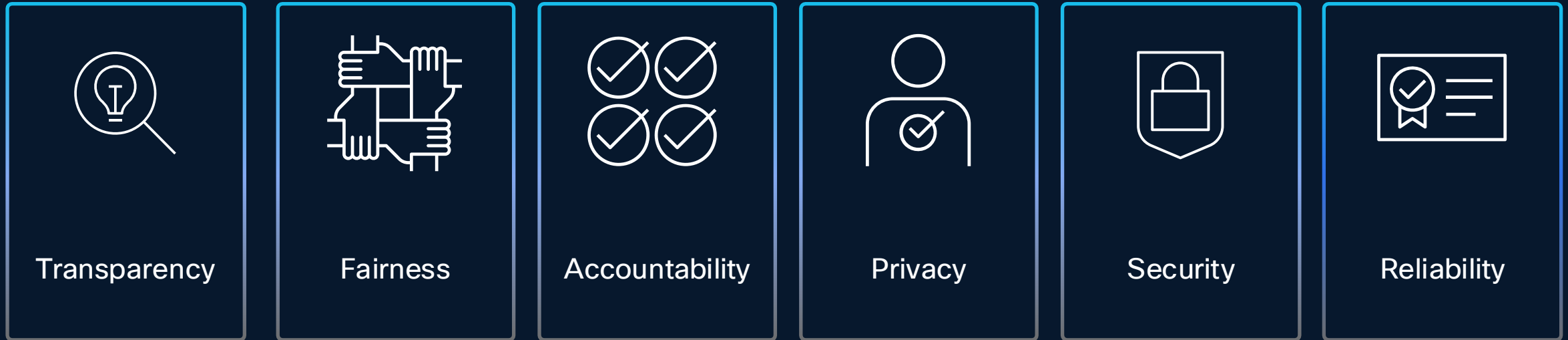
Contact Center agent desktop with full customer context



Experience survey

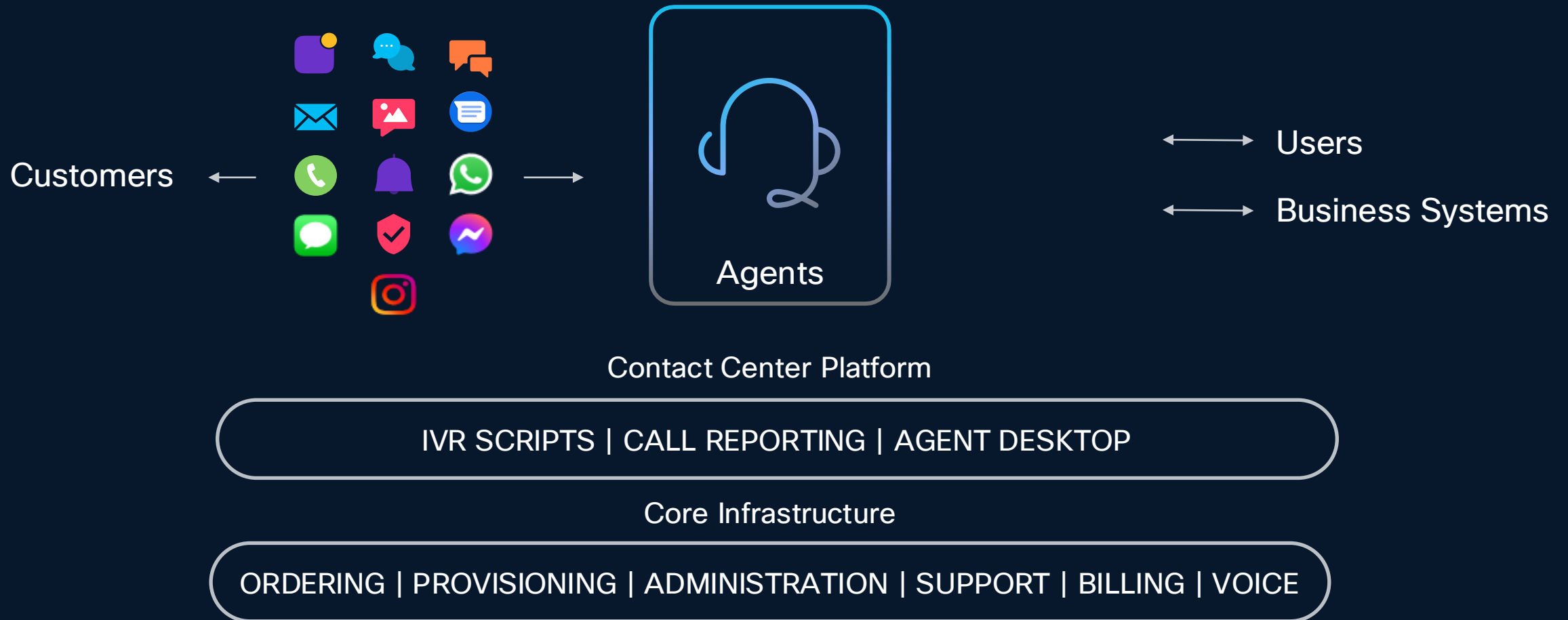
AI, Security, Manageability

Cisco Responsible AI Principles



Responsible AI Framework Principles Reference

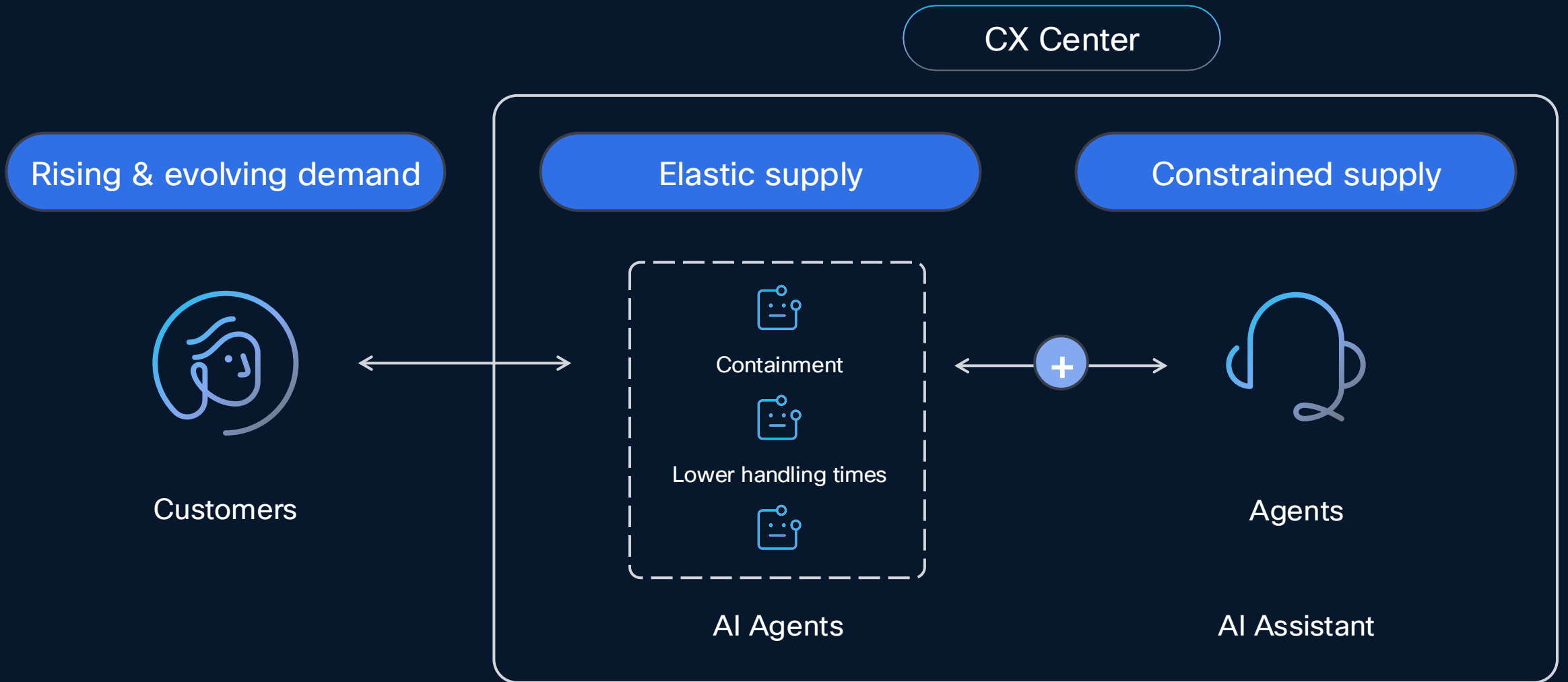
The Traditional Contact Center is Changing



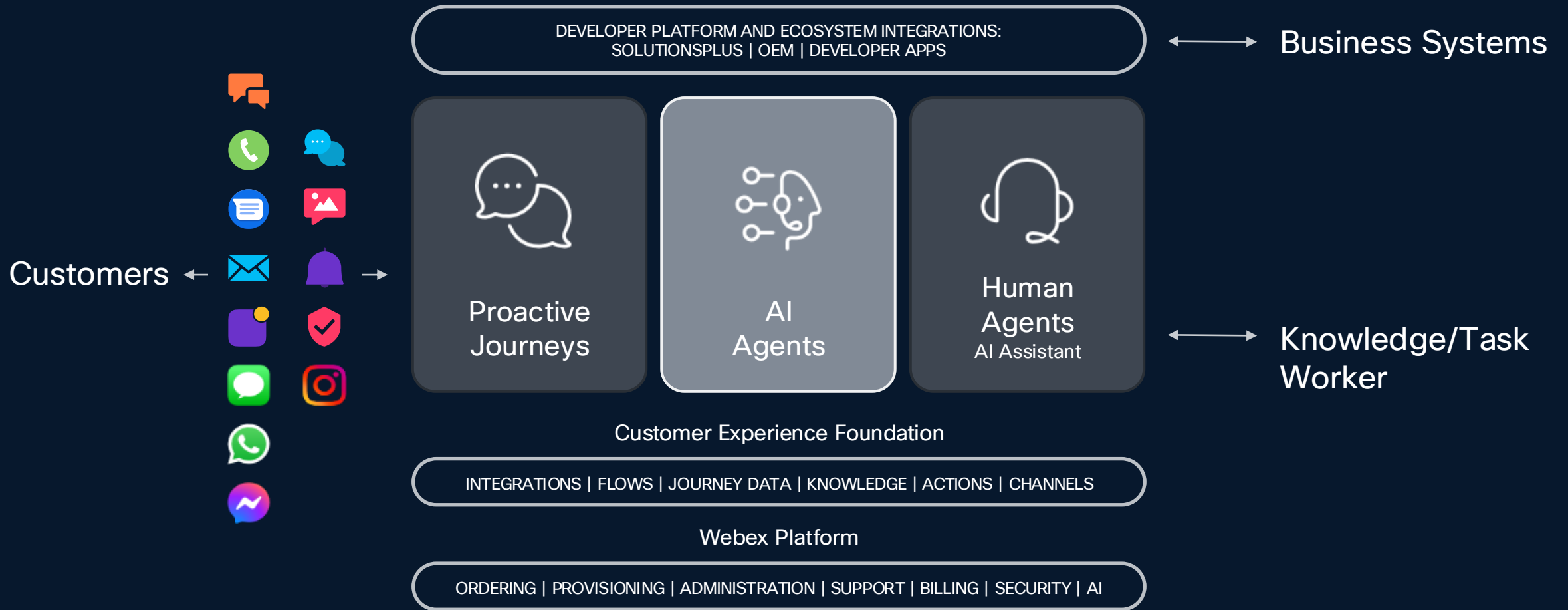
The Problem Contact Centers Face



Create an AI Front Door



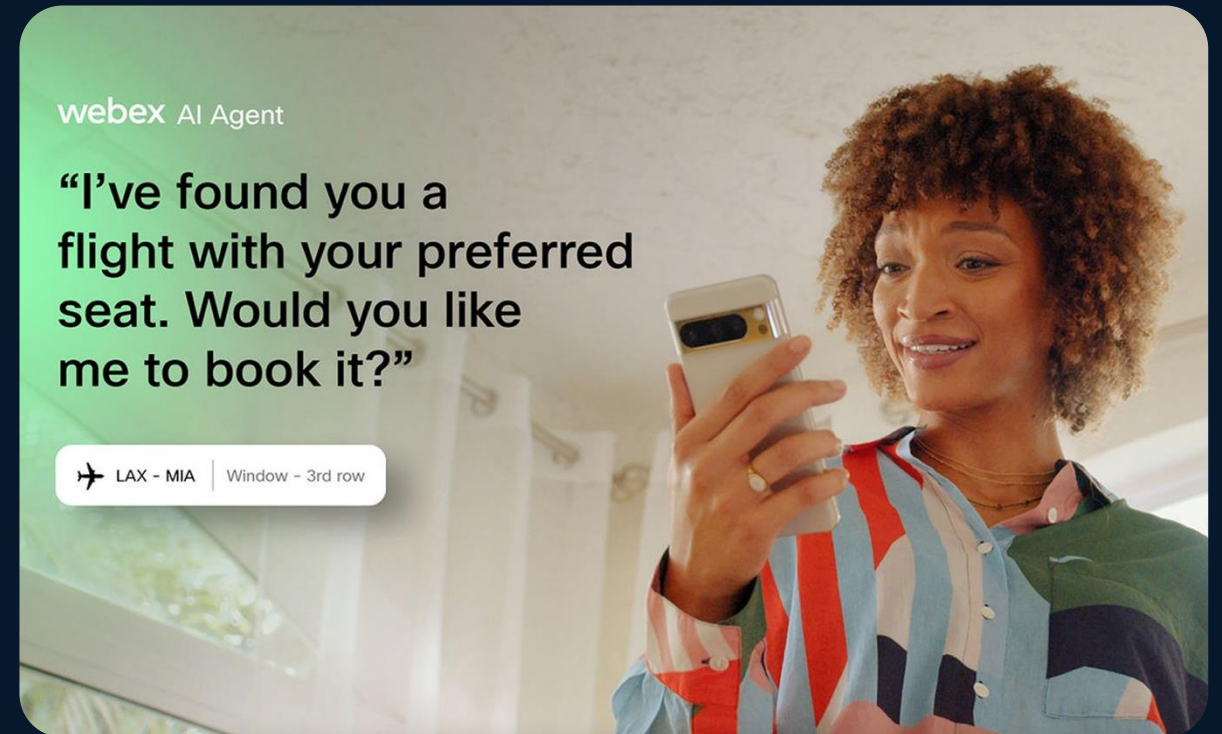
Your modern customer experience: a Cisco view



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

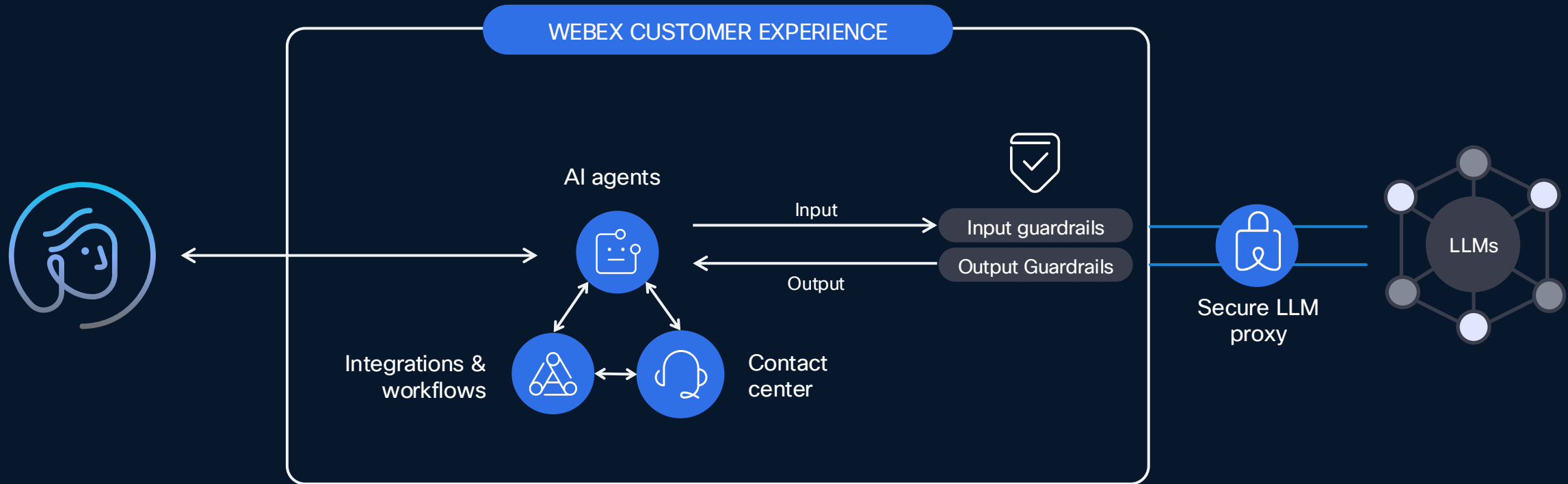


Deliver true self-service
with integrations and
end-to-end fulfillment



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

The screenshot displays the 'webex AI Agent' management dashboard. On the left is a navigation sidebar with 'AI agents' (selected), 'Knowledge base', and 'Reports'. The main area is titled 'AI agents' and includes a search bar, a filter dropdown set to 'Filter by type', and a search input field containing 'Search by agent name'. A '7 agents' indicator is present. At the top right are '+ Create agent' and 'Import agent' buttons. The dashboard features a grid of seven AI agent cards, each with a title, a type label (Autonomous or Scripted), a description, a profile picture, the name 'Shiv', and the text 'Last modified: 08/30/24'. The agents are: Symptom Checker (Autonomous), Medication Reminder (Autonomous), Mental Health Support (Scripted), Chronic Disease Monitor (Autonomous), Medical Information Retrieval (Autonomous), Patient Onboarding (Scripted), and Rehabilitation Support (Scripted). A bottom sidebar contains 'Settings', 'Help center', and 'Renergize Healthcare'.



AI Agent

Knowledge Base Content

The screenshot displays the 'webex AI Agent' interface. At the top, it shows '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 includes a search bar for 'Search collection name' and six selectable knowledge base items:

- 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. The background interface shows the agent's profile with fields for 'AI engine' (Nova), 'Agent's goal' (Ensuring that patients can...), and 'Instructions' (Always begin by introducing... Before answering any ques... For booking new appointm...). There is also a 'Knowledge' section with a filter and search bar, and a 'Parking Informati...' toggle. On the right side of the interface, there is a 'Start call' and 'Start chat' button, and a note: '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 |

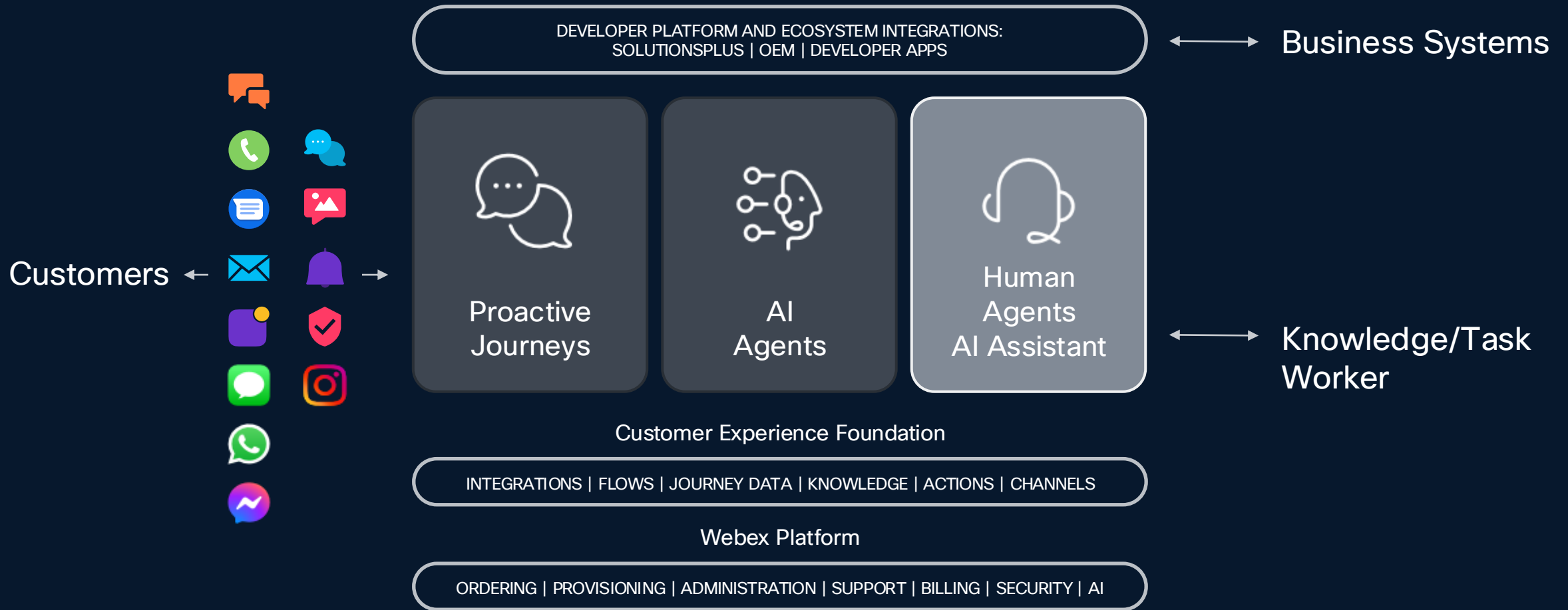
Practical differences

| | 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 |

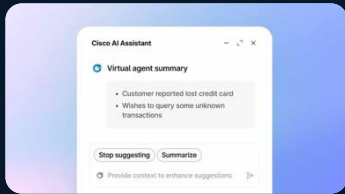
**Webex Contact Center FAQ
AI Agent Autonomous BOT
Test Number
980-283-0045**



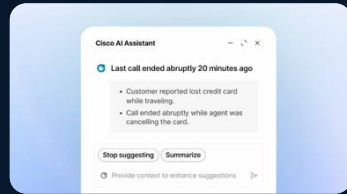
Your modern customer experience: a Cisco view



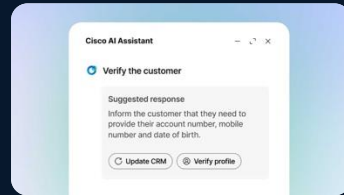
What's included in Cisco AI Assistant



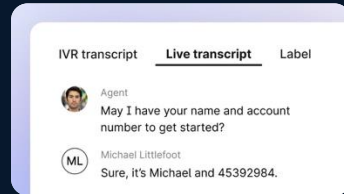
AI Agent context transfer summary



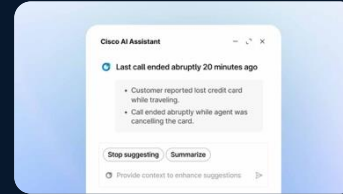
Dropped call summaries



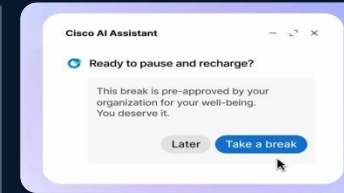
Suggested Responses



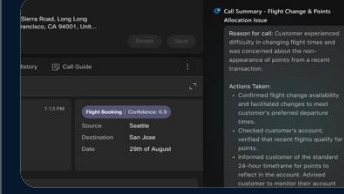
Real time transcription



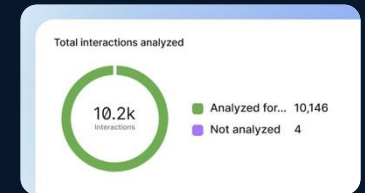
Consult/Transfer Summary



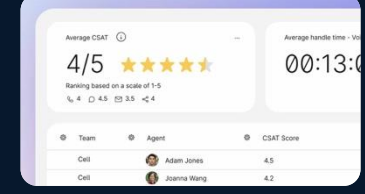
Agent Wellness Breaks



Wrap up summaries & wrap up codes



Topic Analytics



Auto CSAT (voice) and Coaching Highlights

Pre-call

Greeting

Conversation

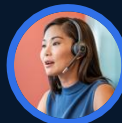
During call

Post-call work

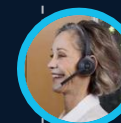
Post-call analytics



Customers



Agents



Supervisors

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 a top navigation bar with "Engaged" status and 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

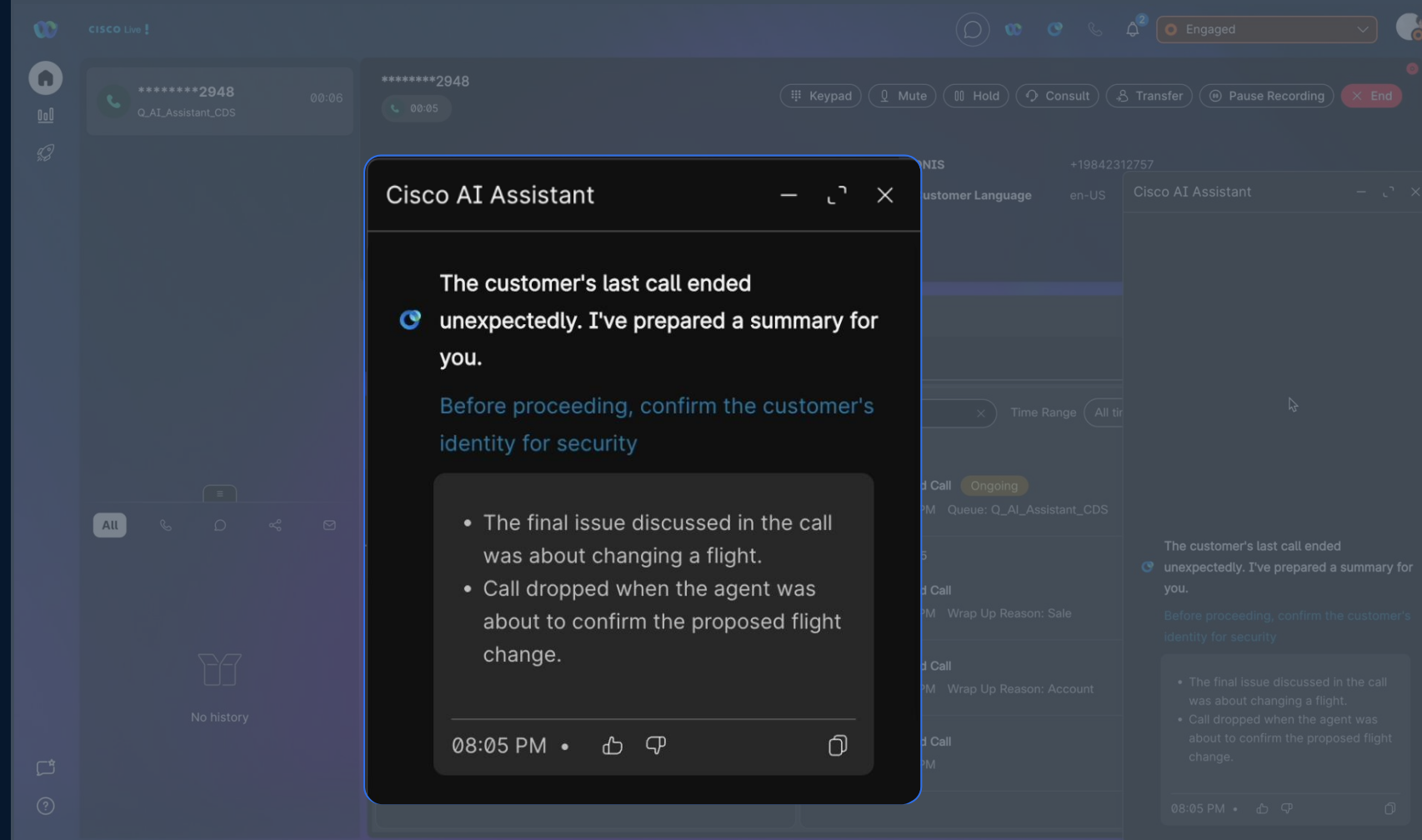
All

*****2948

Sale | 00:13 09:20 PM



An AI assistant that summarizes dropped calls





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. At the top, it says "webex Contact Center" and "Engaged". The main area is divided into three sections: "Tasks", "Call Information", and "Conversation".

Tasks: Shows 3 active tasks. The first task is for Michael Littlefoot (+1-408-555-0002) regarding a Credit card. Other tasks include mgorey@gmail.com (Renewals) and Nat Smith (Renewals).

Call Information: Call with Michael Littlefoot (+1-408-555-0002) at 01:09. Queue: Credit Card. Customer name: Mike Taylor. Address: 11, Wood St, Calway drive, San Francisco. Contact origin: mail.miketaylor1@gmail.com.

Conversation: Shows a transcript of the call. The transcript is titled "Conversation" and has tabs for "IVR transcript" and "Live transcript". The transcript content is as follows:

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?

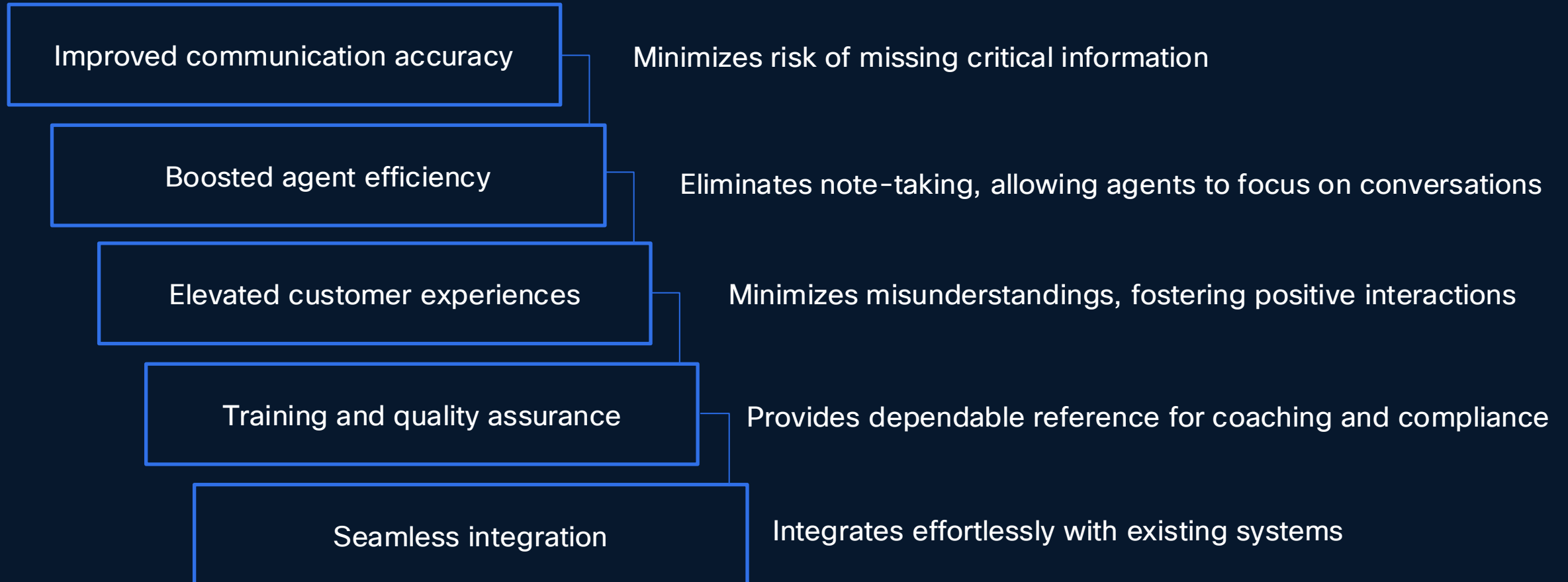
ML (00:11): Hi, eh I see a charge of \$523.45 that I didn't make. I need some help to check it.

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 (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

Benefits of real-time transcription



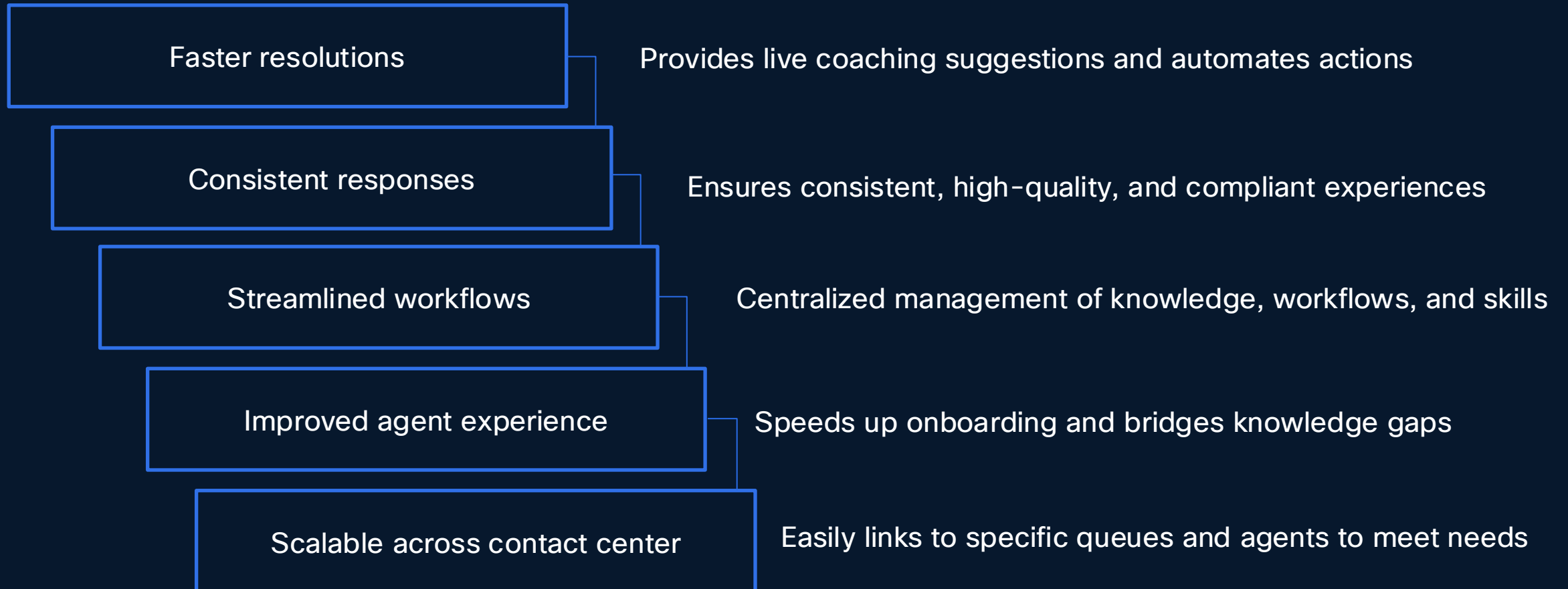
An AI assistant that suggests real-time agent responses

The screenshot displays the Cisco AI Assistant interface overlaid on a contact center workspace. The workspace includes a 'My workspace' section with tabs for 'Active', 'Queued', and 'Closed' interactions. A list of active interactions shows details for Michael Littlefoot (Credit card - 00:00), sonia@gmail.com (Renewals - 00:00), and Nat Smith (Renewals - 00:00). The AI Assistant window, titled 'Cisco AI Assistant', features a 'Get suggestions' button and provides the following information:

- 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
- Listening for information**
 - Add context to refine suggestions

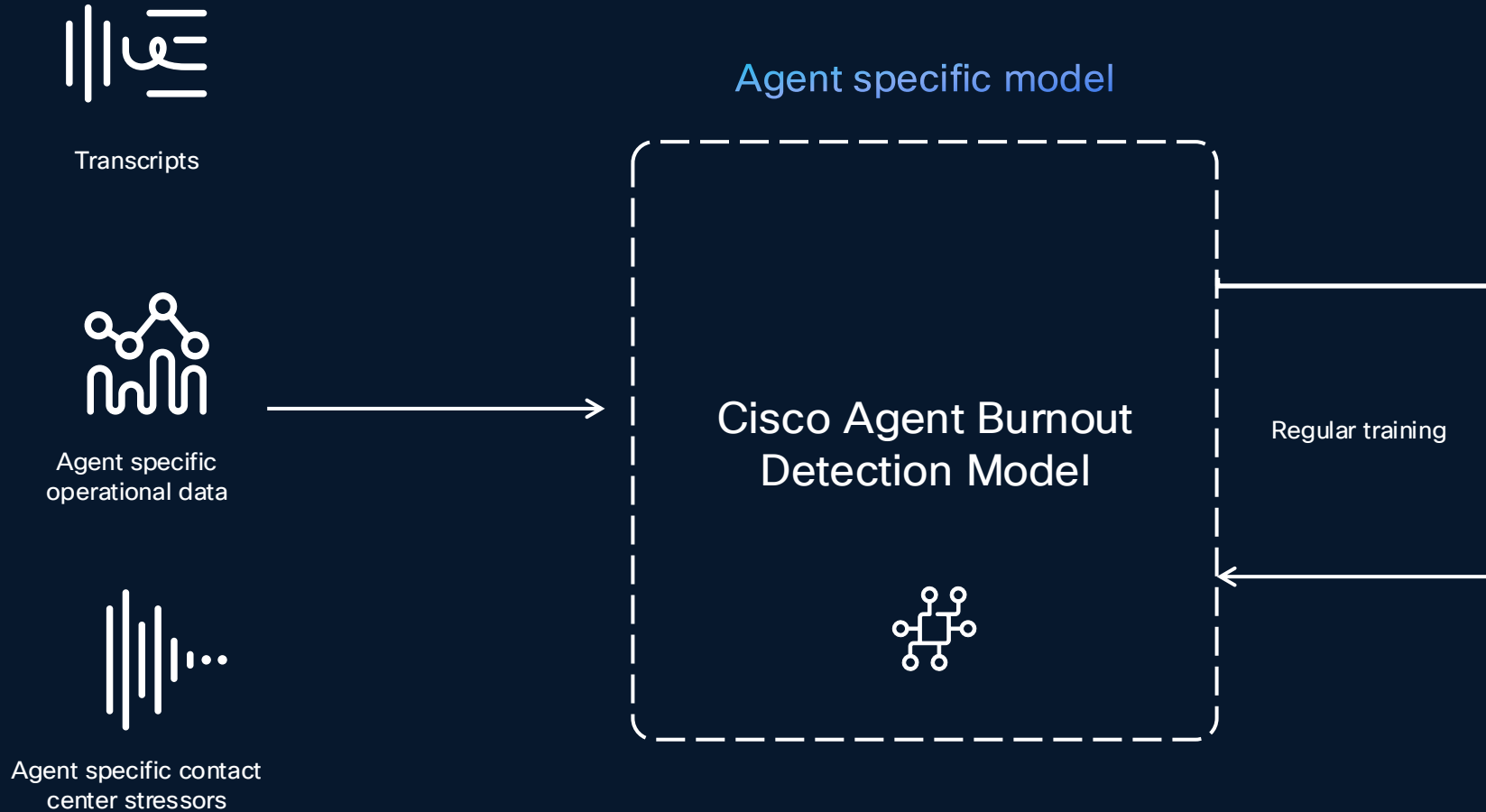
At the bottom of the assistant window, it states: "I can make mistakes, so check my responses." The background interface also shows a customer journey section with 'Customer information' (ML Michael Littlefoot), interaction counts (3 in last 10 days, 1 in 24 hours), and a list of activities including an inbound call and a health insurance activity.

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.

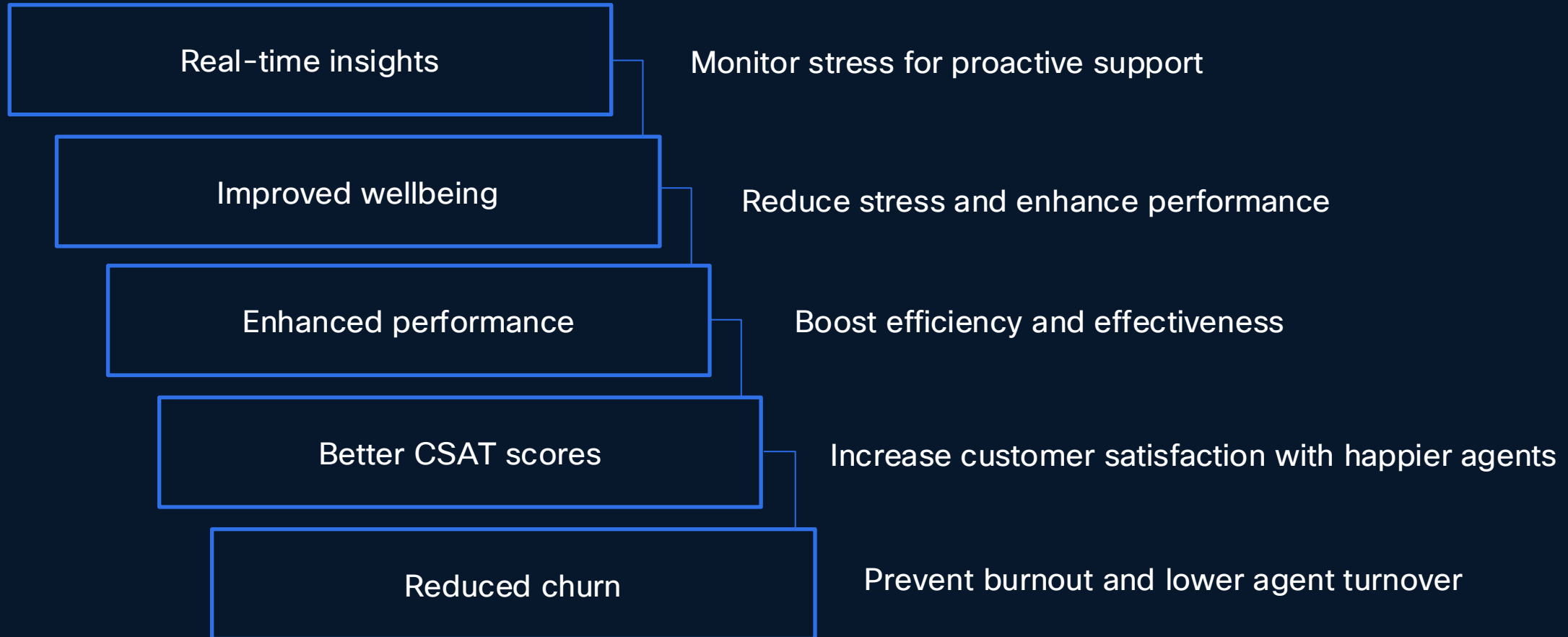
Take a break

Later

12:26 PM



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 'webex Contact Center for Developers' API documentation page. The main heading is 'Agent Wellbeing'. Below it, there is 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.'

Two API endpoints are listed:

- Get Agent Burnout config by ID**: A GET endpoint with the path `/organization/{orgid}/agent-burnout/{id}`. The description says: '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}`.

On the right side, there is a 'Contents' section with 'REST APIs' listed: 'Get Agent Burnout config by ID', 'Update Agent Burnout config by ID', and 'List Agent Burnout configs'.

Below the main content, there is a section for 'Subscribe for realtime burnout events'. It includes a 'Sample Code' tab with a cURL command for a POST request to `/v1/agentburnout/subscribe`. The cURL command is:

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

The 'Response' section shows a JSON object:

```
1 {  
2   "subscriptionId": "acme_wellness-5e67a820-0855-44f3-86df-348a88f784"  
3   "websocketUrl": "wss://api.intgus1.ciscoccservice.com/v1/realtime/subscrip"  
4 }
```

The 'Request Body' section shows a JSON object with a `clientType` field of type `string`. The description says: 'The Client Type is used to identify the client who is subscribing to the real-time feed. We suggest following the convention of `ClientName_TypeOfClient`. Maximum length 20 characters. Example: "acme_wellness"'

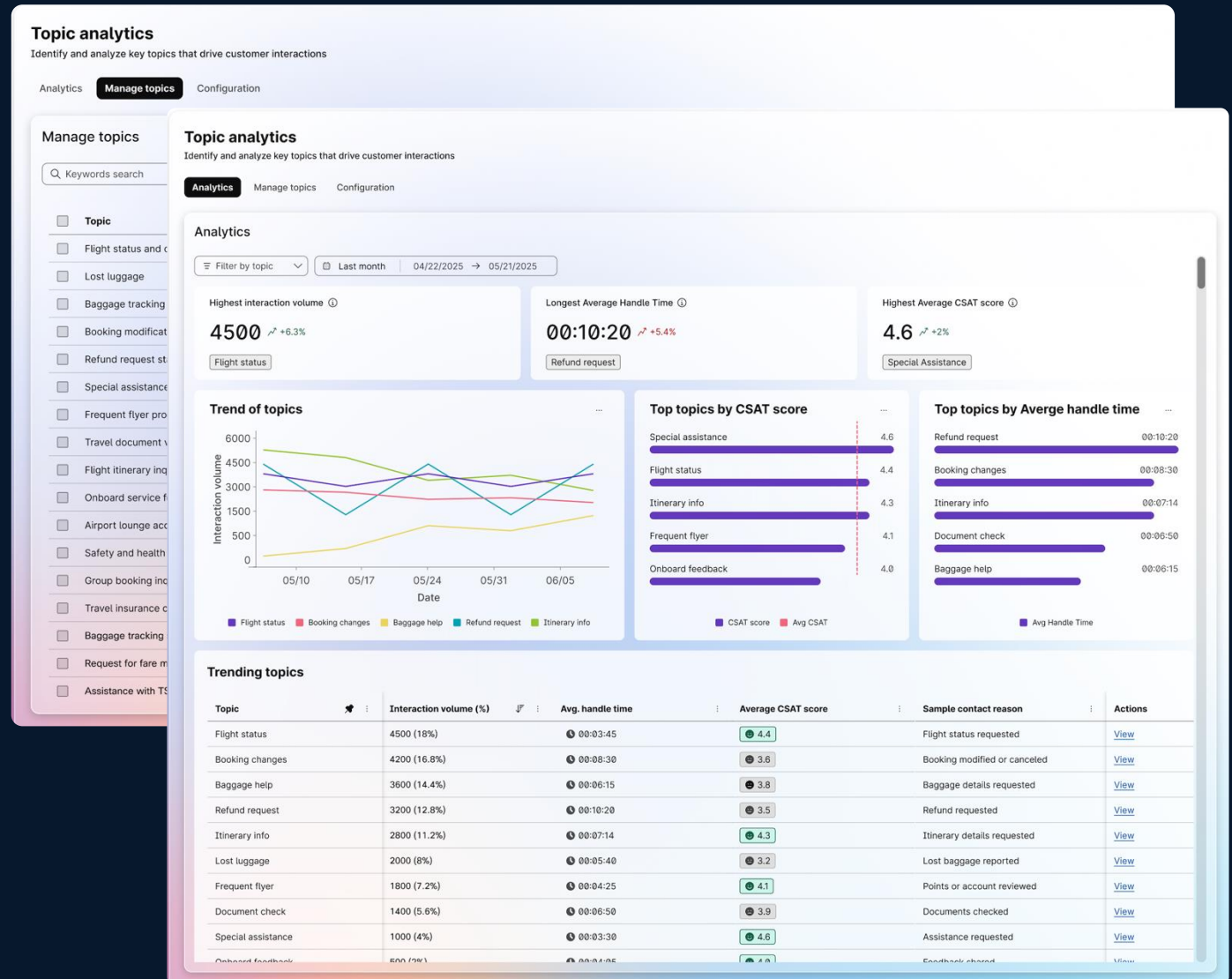
An AI assistant that helps understand
why customers are calling

Topic analytics

Uncover why customers are calling for all calls

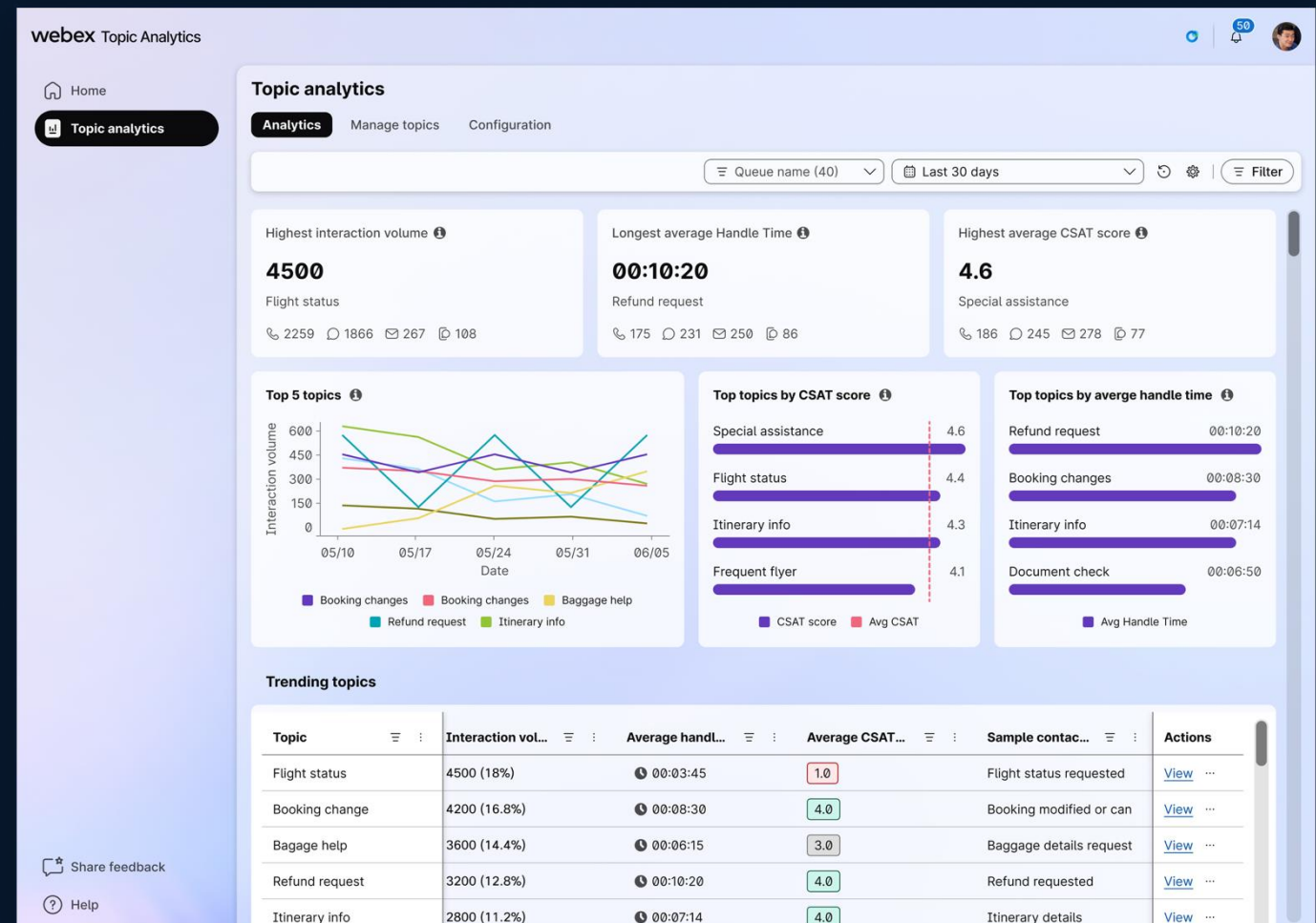
Develop AI agents, self-service tools, or workflows to better serve customers

Identify opportunities to improve resource planning and agent training



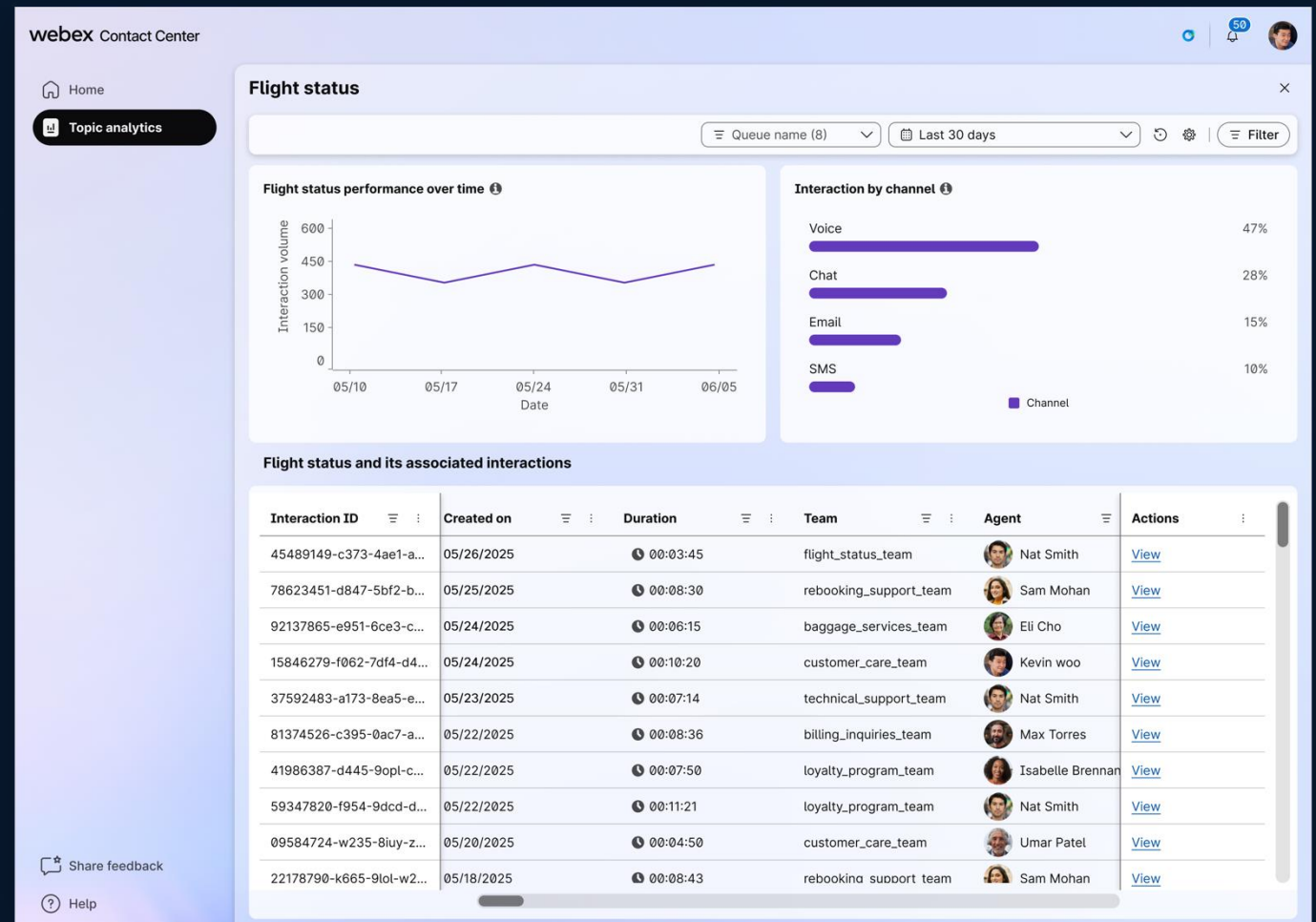
Near real-time topic discovery and labeling

- 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



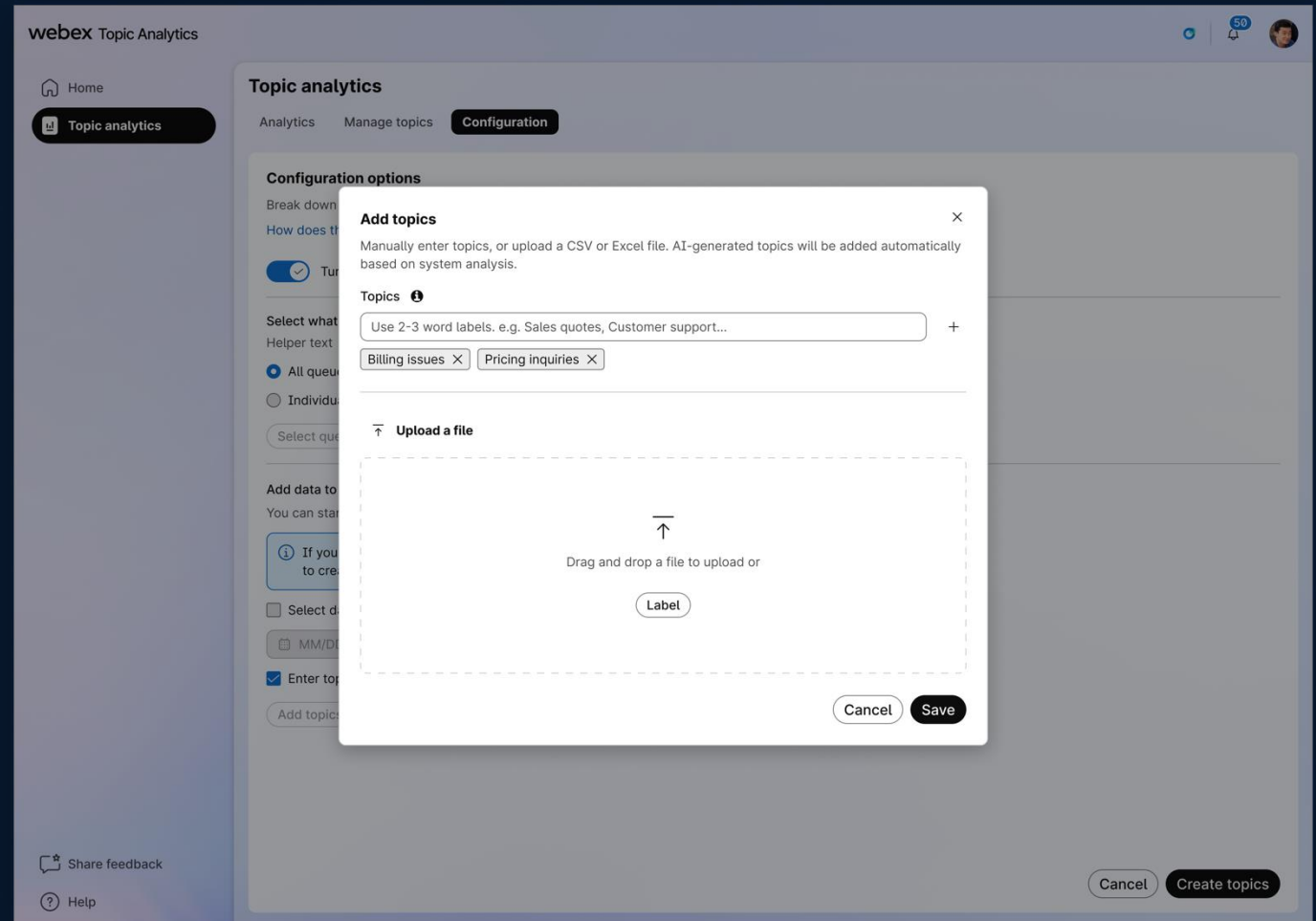
Drill down into individual topics

- 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

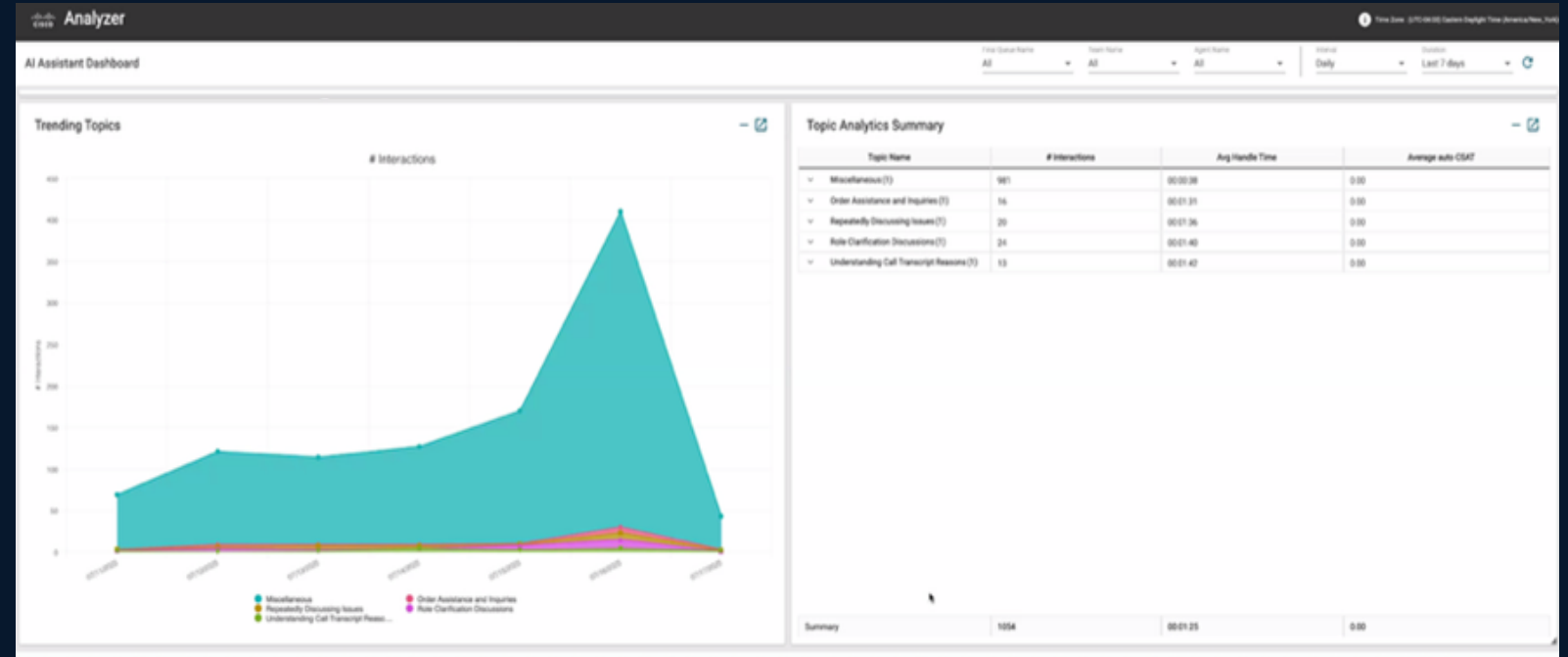
| Topic | Created by | Created on | Modified by | Last modified | Actions |
|--------------------------|--------------|------------|------------------|---------------|----------------------|
| Flight status | AI-generated | 05/24/25 | | 05/24/25 | View |
| Booking changes | AI-generated | 05/24/25 | | 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

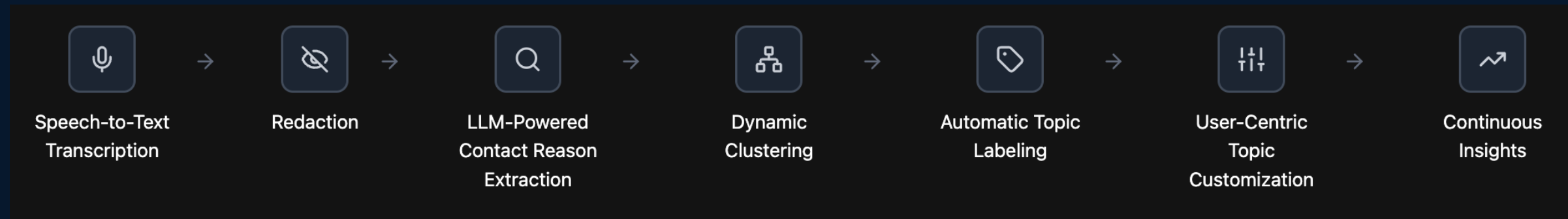
Viewing topics in Analyzer

- 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

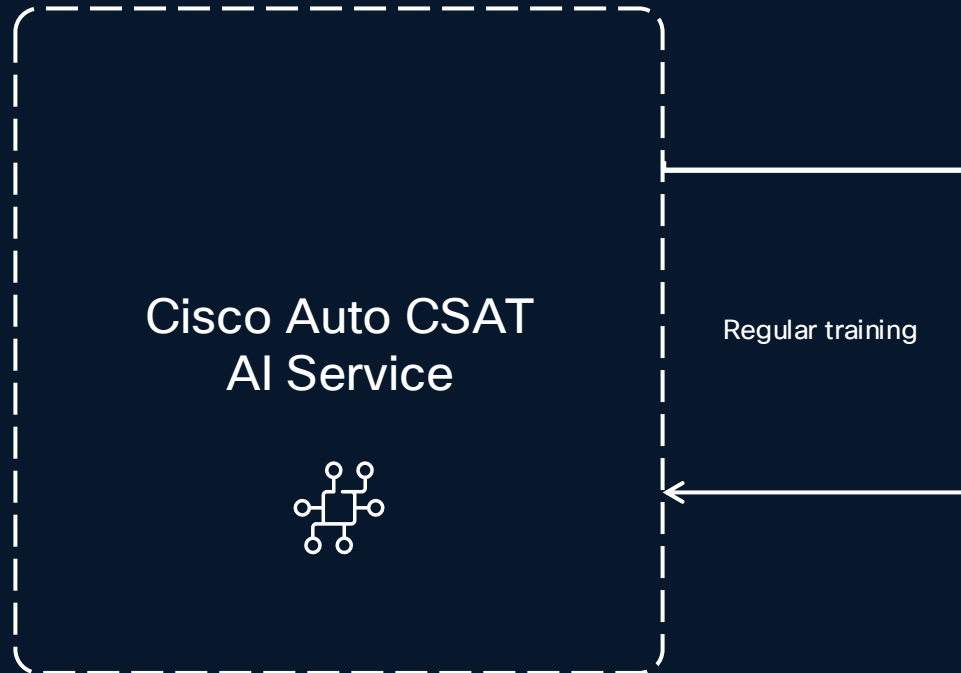
AI-powered CSAT prediction
for every interaction

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 red sad face for scores below 3.0 and a green 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 divided into several sections:

- Team performance:** Shows a phone icon, "Team performance", and a phone number "+35371639403".
- Customer Information:** Displays the customer's name "Michael Littlefoot", phone number "+35371639403", and time "15:20". Below this, it shows the agent "Nat Smith", "Auto CSAT: 1.1", "Queue: Credit card", "Phone number: +1-408-555-0002", and "Interaction ID: 4ada225e-8ec6-42ff-af0d-ee4a4760927".
- Conversation:** Contains a "Recordings" section with a progress bar and a "Transcript" section with a list of messages:
 - 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."
- Additional information:** Features an "Evaluations" section with a progress bar and a "Transcript" section with a list of messages:
 - Average evaluation score: 61% (Average of 4 forms). Status: Completed.
 - Evaluation forms (04): Compliance (Completed).
 - Show only sections to be evaluated(0): 0/40 questions.
 - 1. Verification: Score: 4/5.
 - 2. Agent compliance: Score: 4/5.
 - Did the agent ask the customer to fill out the survey form?
 - Yes
 - No (Selected)
 - Thank you for contacting us, Have a great day (04:51)
 - Comments (2)

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



Q Search...

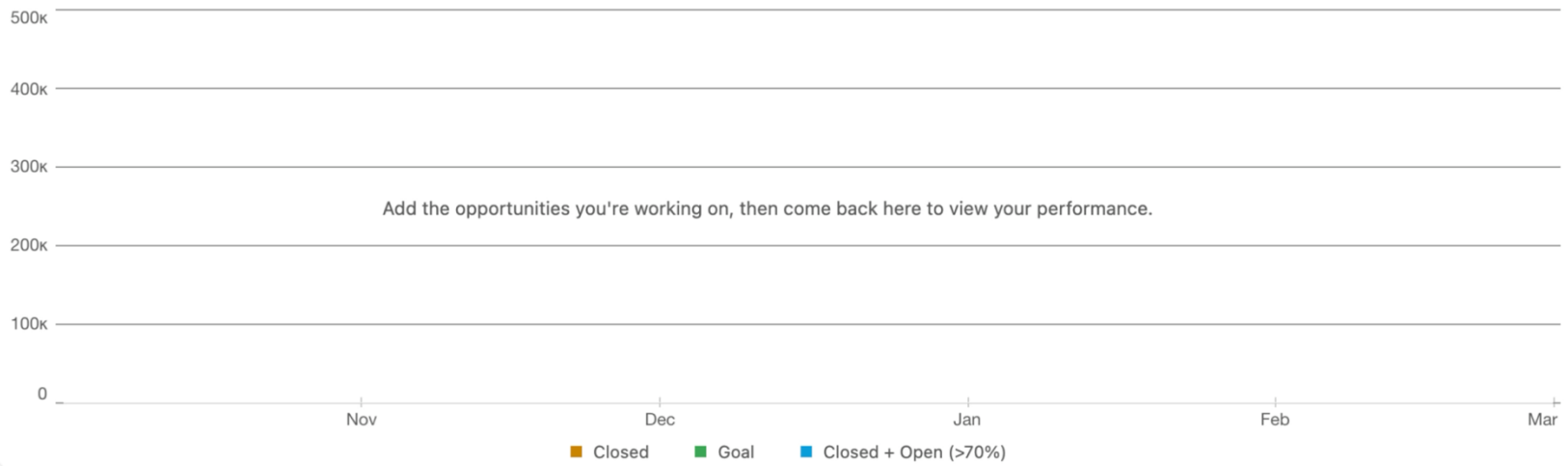


Service Console Home

Quarterly Performance

As of Today 2:42 PM

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



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

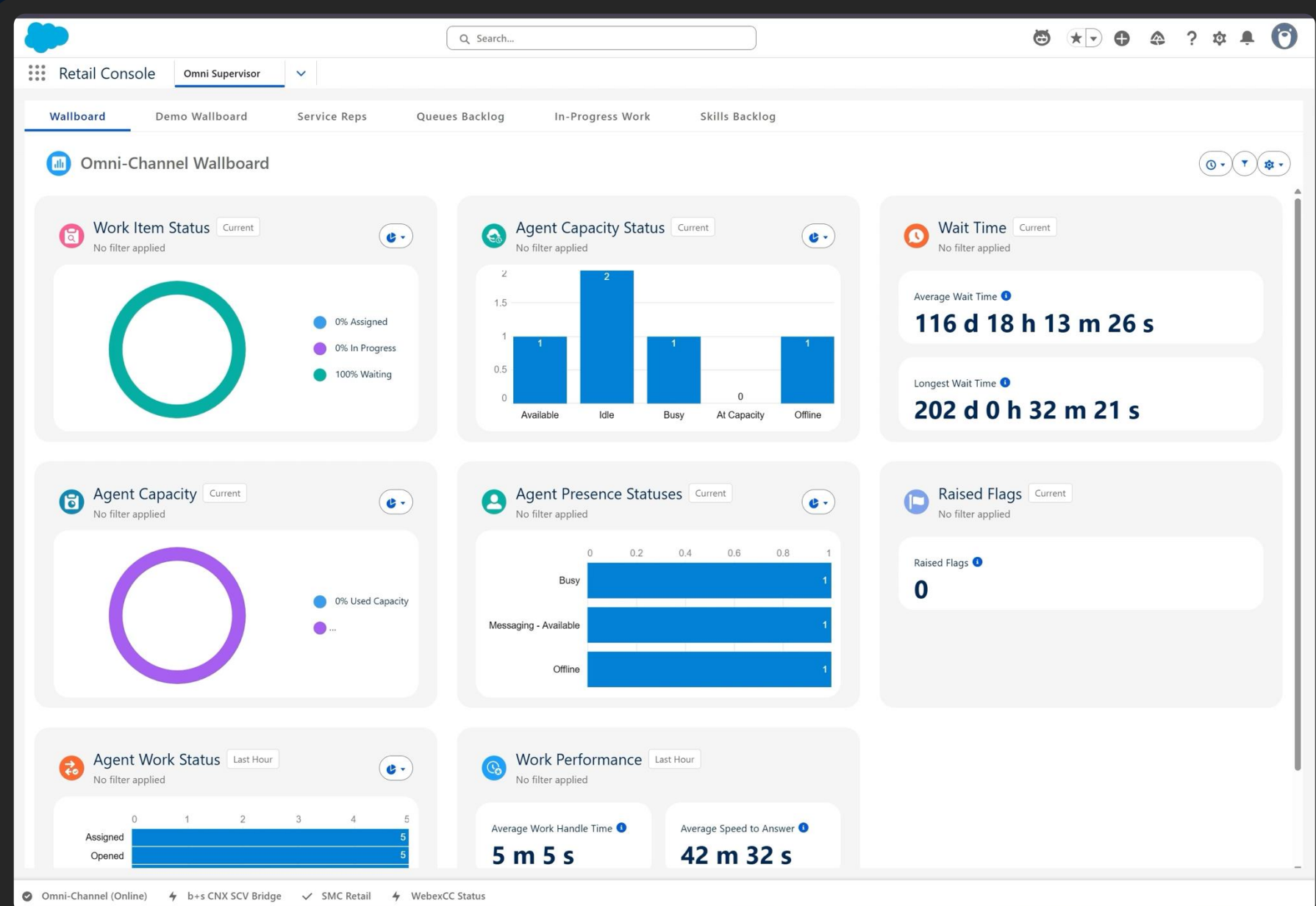
Demo

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

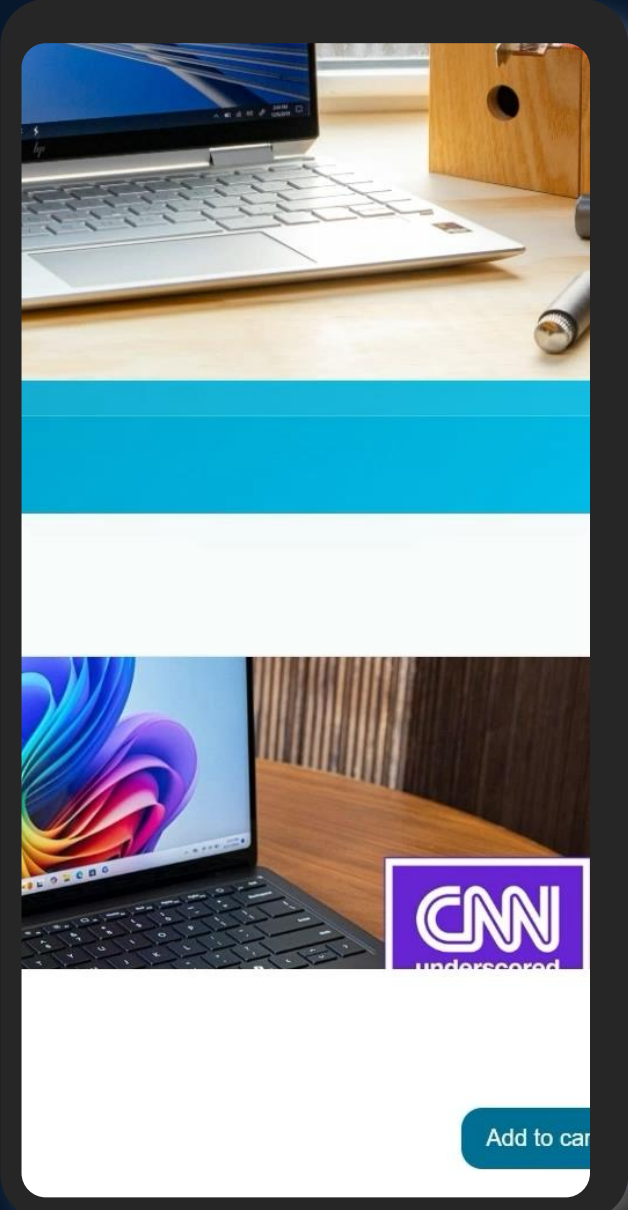
Release 2: Inbound WebChat to AI Agent with Salesforce fulfillment



Add to car



Release 2: Escalation to Human Agent – Screen Pop



The screenshot displays a 'Retail Console' dashboard for 'Omni Supervisor'. The dashboard is organized into several sections:

- Work Item Status:** A donut chart showing 0% Assigned, 0% In Progress, and 100% Waiting.
- Agent Capacity Status:** A bar chart showing 1 Available, 2 Idle, 1 Busy, 0 At Capacity, and 1 Offline.
- 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.
- Agent Presence Statuses:** A horizontal bar chart showing 1 Busy, 1 Messaging - Available, and 1 Offline.
- Raised Flags:** 0 Raised Flags.
- Agent Work Status:** A horizontal bar chart showing 5 Assigned and 5 Opened.
- Work Performance:** Average Work Handle Time: 5 m 5 s; Average Speed to Answer: 42 m 32 s.

At the bottom, there are status indicators for 'Omni-Channel (Online)', 'b+s CNX SCV Bridge', 'SMC Retail', and '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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