



Cisco Connect Dallas

Charting the future of AI-powered customer experience

Webex Contact Center

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Contact Center Architecture

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December 3rd, 2024

Why customers want cloud



Why Cisco Contact Center?



Webex Calling = UCaaS



Webex Contact Center = CCaaS



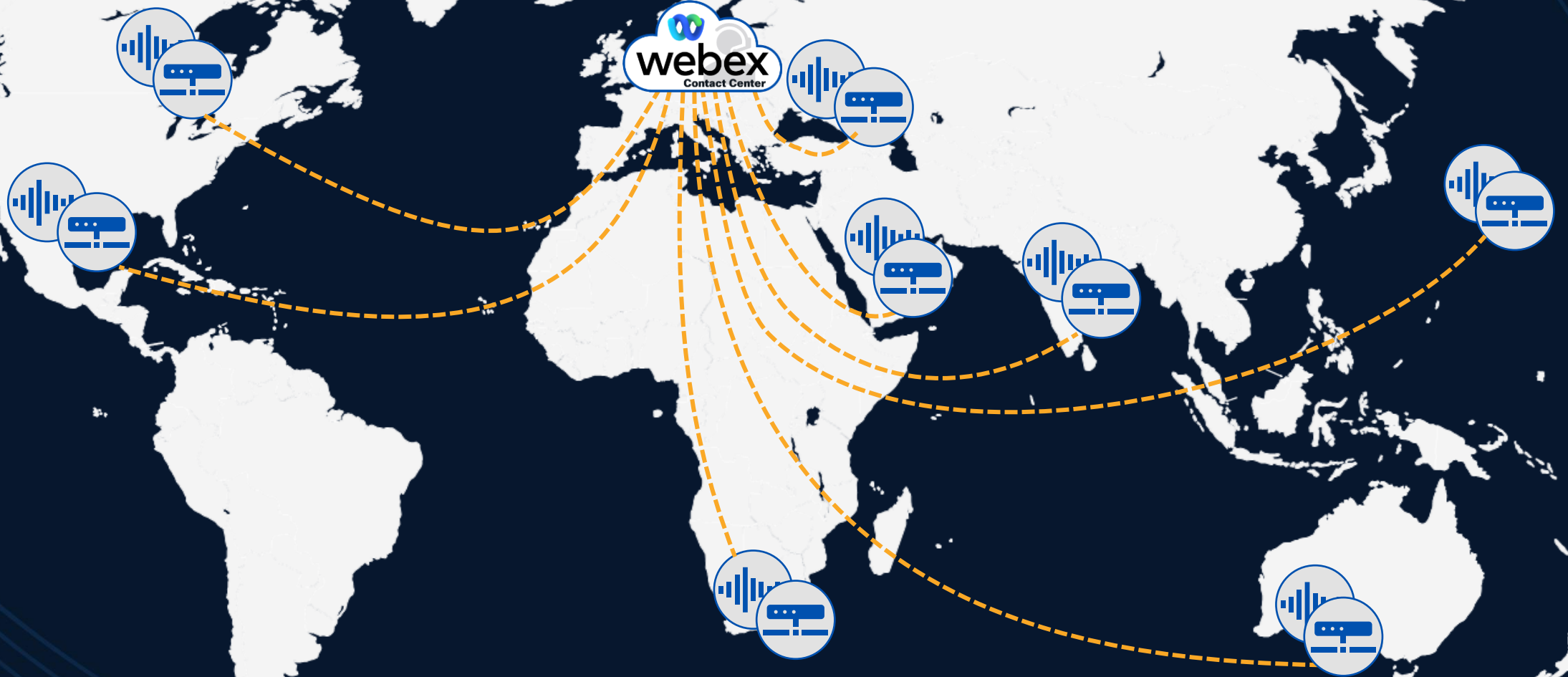
Webex Connect (Digital) = CPaaS

Best in class experience from a single trusted provider.

Webex Control Hub

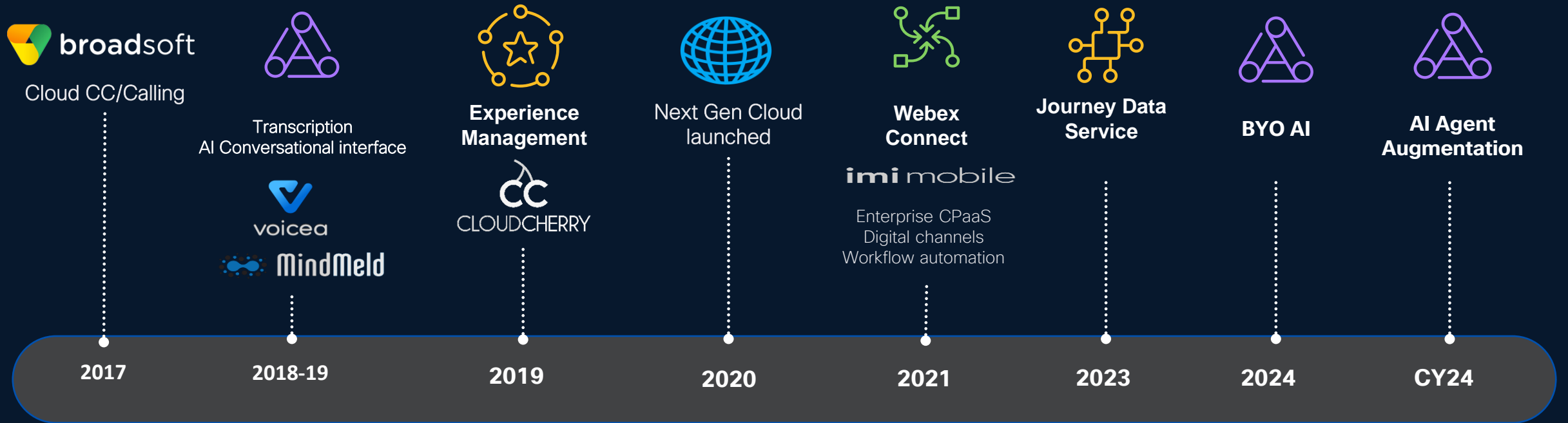
The only SaaS solution provider that appears in all three magic quadrants.

Complete Global Solution



Webex Contact Center

Significant Internal development and best of breed acquisitions
More than \$2B in acquisitions



Webex omnichannel contact center key capabilities



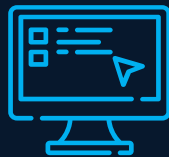
No code / low code visual
flow orchestration



Native bot
builder



Cross-channel
customer journey history



Unified agent
desktop

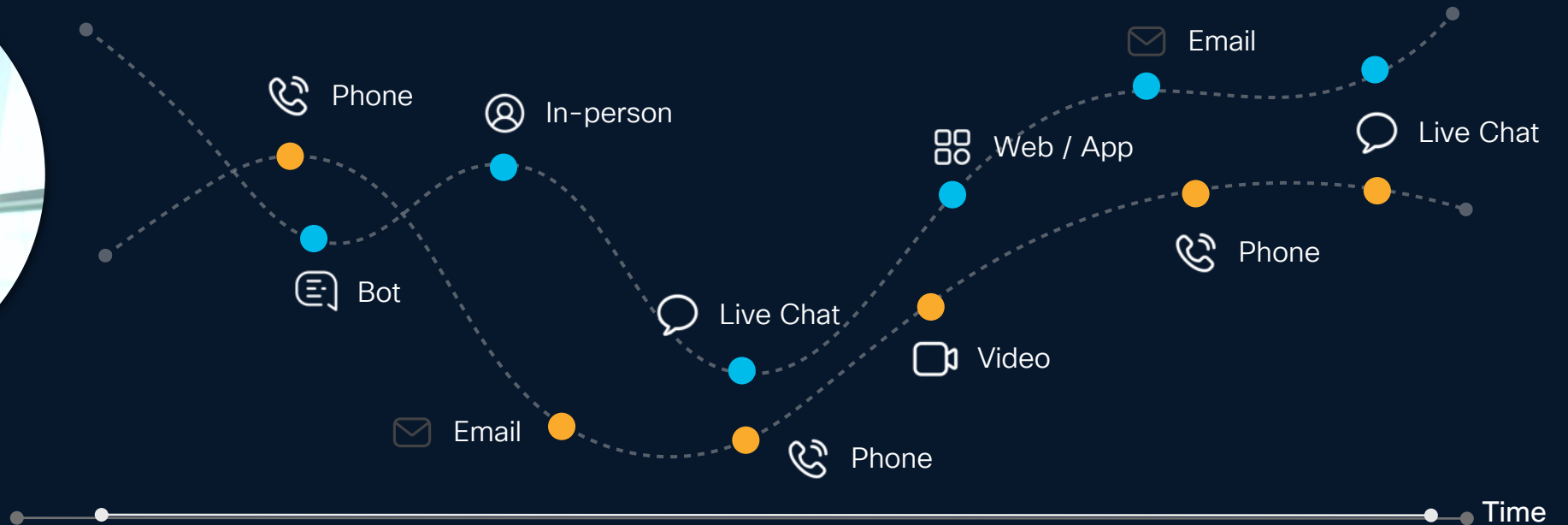


Queuing for voice and
digital channels



Unified reporting
& analytics

Every interaction is different



JOURNEY

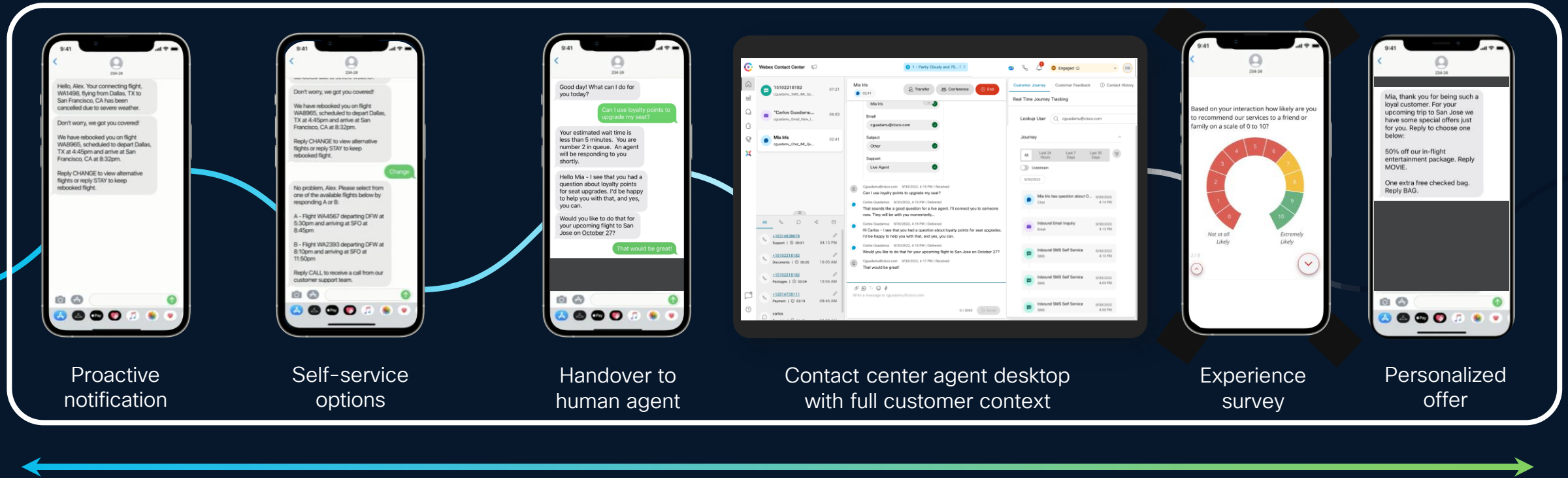
Right Resource, Right Channel, Right Time

Connect with your customers on their terms
Measured by new metrics like customer effort and net promoter score

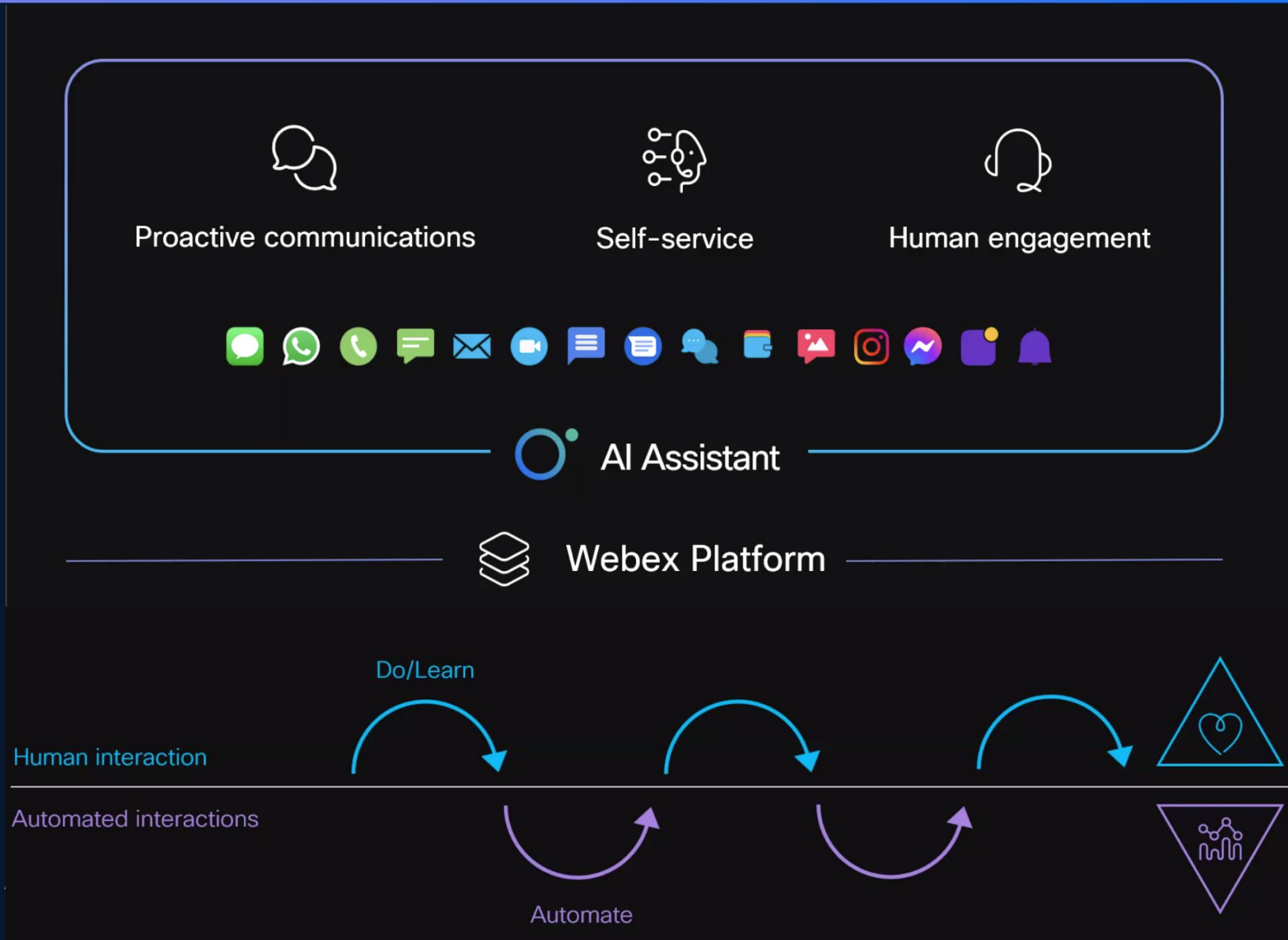
Digital automation and self-service

Human engagement

Digital automation follow-up



Webex Contact Center Industry leading Digital Engagement / AI



Contact Center AI with a Customer Lens



Cisco Responsible AI Principles



Transparency



Fairness



Accountability



Privacy



Security



Reliability

[Responsible AI Framework Principles Reference](#)

How AI impacts Businesses and Customers

Customer Journey

Customer CX

Lack of effective automation

How can I automate to enable customers to self-serve and optimize need for a human agent?

Conversational IVR

Insights

Lack of actionable insights

How can I draw actionable insights from contact center data for operational excellence?

Topic Analysis and Insights

Agent CX

Lack of agent effectiveness

How do I make my agents more effective & efficient ?

Agent Knowledge / Augmentation

Contact Center Problems



AI Value



Average Contact Center Numbers

Total Calls: 580,888 Abandoned Calls: 136,961 Interaction Duration: 5.8'

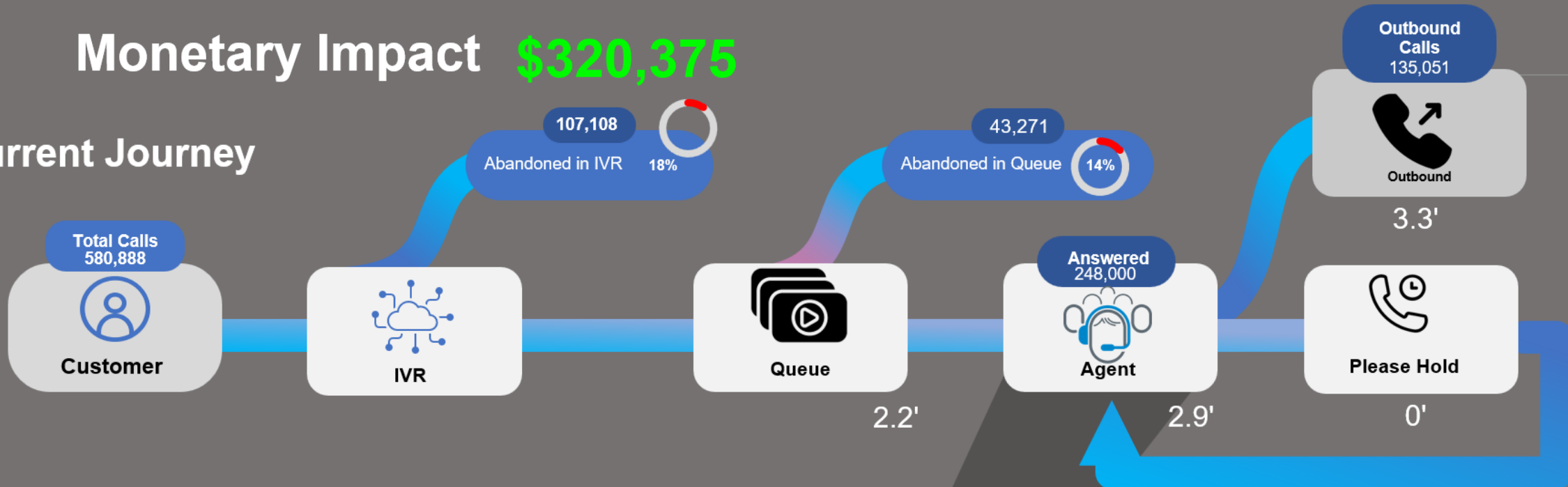
Reducing Repeats 2%
Deflection to Digital Channels 0%
Self-Service Containment 10%
AHT↓ (min) 0.50
AI Enabled Agent AHT↓ 10%

AI Infusion



Monetary Impact **\$320,375**

Current Journey





Topic Analytics for automation opportunities

Recognize and spot business trends for rapid optimization.

- Surface trends as to what customers are calling in for
- Use insights to create additional bots, self-service resources, or additional workflows to better serve customers
- Viewing individual recordings & transcripts

Insights

The screenshot displays the 'webex Post-Contact Analytics Portal (beta)' interface. The main content area is titled '3months-calldrivers' and shows a date range of '01/01/2023 - 03/15/2023'. It includes filters for 'Queues: 3 selected', 'Sites: Any', 'Teams: Any', and 'Agents: Any'. A summary box indicates 'Total topics: 9', 'Total transcriptions used: 3,800', and 'Date created: 03/15/2023'. Below this is a table with columns for Rank, Topic, Transcription count, and Sample call drivers.

Rank	Topic	Transcription count	Sample call drivers
1	PIN Reset	550	Reset My Pin, Change My Pin, Pin Not Working, Forgot My Pin
2	Lost/Stolen Card	524	Lost My Debit Card, Stole My Card, Can't Find Card, Help Cancel Card, Card Is Missing
3	Loan Eligibility	480	Am I Eligible, Can I Borrow, Get Car Loan, Home Loan Eligibility
4	Loan Application Status	402	Status Of My Application, My Loan Application, Update On Application, Approval For Loan Applicatio
5	Loan Refinancing	354	Refinancing My Home Loan, Options For Refinancing Car, Process Of Refinancing, Better Interest Rate
6	Card Limit	320	Increase My Credit Limit, Request For Credit Limit Increase, Eligibility For Credit Limit Increase
7	Charge/Fee Dispute	214	Card Charge Too High, Reverse My Fee
8	Loan Dispute	153	My Rate Is Too High, Mortgage Loan Bounced, Postpone My Loan Payment
9	Card Activation	149	Activate My Card, Process For Activation, Help Me Activate



Auto Customer Satisfaction (CSAT) Score

Leverage 100% interactions for insights and decision making for maximizing customer satisfaction and agent performance.

Agent CX

Customer CX

In Beta Now

Webex Contact Center

Recordings

Displaying 56 recordings

04/09/2023 12:00:00 AM - 04/10/2023 12:00:00 AM

Agent	Queue	Site	Team	AutoCSAT	ANI	DNIS	Duration	Actions
JW Joanna Wang	Queue #1	Site Name #1	Team Name #1	4.8	4088957541	+15307344001	00:01:41	▶
AJ Austen Jones	Queue #3	Site Name #5	Team Name #2	3.2	4088957543	+15307344001	00:01:41	▶
CS Clarissa Smith	Queue #2	Site Name #2	Team Name #3	2.0	4088957532	+15307344001	00:02:02	▶
KW Kevin Woo	Queue #5	Site Name #3	Team Name #4	4.7	4088957591	+15307344001	00:00:26	▶
MB Mathew Baker	Queue #4	Site Name #8	Team Name #5	1.9	4088957501	+15307344001	00:02:02	▶
JW Joanna Wang	Queue #1	Site Name #1	Team Name #1	2.8	4088957541	+15307344001	00:01:41	▶
AJ Austen Jones	Queue #3	Site Name #5	Team Name #2	3.4	4088957543	+15307344001	00:02:02	▶
CS Clarissa Smith	Queue #2	Site Name #2	Team Name #3	4.1	4088957532	+15307344001	00:02:02	▶
KW Kevin Woo	Queue #5	Site Name #3	Team Name #4	1.3	4088957591	+15307344001	00:02:02	▶
MB Mathew Baker	Queue #4	Site Name #8	Team Name #5	3.2	4088957501	+15307344001	00:01:41	▶
JW Joanna Wang	Queue #1	Site Name #1	Team Name #1	4.1	4088957541	+15307344001	00:02:02	▶
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CS Clarissa Smith	Queue #2	Site Name #2	Team Name #3	1.9	4088957532	+15307344001	00:00:26	▶
KW Kevin Woo	Queue #5	Site Name #3	Team Name #4	2.0	4088957591	+15307344001	00:01:41	▶
MB Mathew Baker	Queue #4	Site Name #8	Team Name #5	3.2	4088957501	+15307344001	00:00:26	▶

Agent CX

Customer CX

An AI assistant that summarizes dropped calls

The screenshot displays the Webex Contact Center interface. On the left, a sidebar shows a list of contacts: Michael Littlefoot (IVR_Queue_1 - 00:01) and Jessica Marie (IVR_Queue_1). The main window shows a chat conversation with Michael Littlefoot. A red box highlights two AI-generated summaries:

- Cisco AI Assistant**
 - Here's the virtual agent transfer summary
 - Contact Reason: Michael needs to rebook his flight from Boston to Seattle
 - Handoff Reason: Requesting specific seat and specialized meal service
 - Details:
 - Virtual Agent offered standard meal service for T2 flight type
 - Michael is a gold star loyalty member
 - [View more details in the IVR Transcript](#)
- 11:36 AM • [thumbs up] [reply] ...

- Cisco AI Assistant**
- Take a look at this dropped call summary
 - Call Drop. Booking Issues
 - Customer booked a flight from Seattle to SJC but has not received confirmation or receipt.
 - The call was dropped before the resolution was remedied.
- 11:30 AM • [thumbs up] [reply] ...

At the bottom of the interface, there is a search bar with the text "No history" and a "Summarize" button. The bottom right corner shows a "Send" button and a character count "0 / 1000".

Agent CX

Customer CX

An AI assistant that suggests responses

AVAILABLE Q1 25



Home, Queue, Agent icon

Michael Littlefoot
IVR_Queue_1 - 00:01 01:20

ML Michael Littlefoot 11:28 AM
Hi

You 11:28 AM
Hi Michael, I am Eli and I'll be assisting you today.

You 11:28 AM
I can see you had some suspicious activity on your account. I am sorry to hear that. Have you contacted the merchant directly to try and resolve the issue?

ML Michael Littlefoot 11:29 AM
Yes I have, they asked me to contact you.

All, Phone, Chat, Share, Mail icons

Michael Littlefoot 01:20

Transfer, Conference, End

Contact Summary Neutral

- This contact has been escalated to you from a virtual agent. [View More Details](#)
- Mr. Littlefoot is experiencing **suspicious transactions** on his account.
- He's been in queue for about 2 minutes.

You picked this conversation 11:28 AM

ML Michael Littlefoot 11:28 AM
Hi

You 11:28 AM
Hi Michael, I am Eli and I'll be assisting you today.

You 11:28 AM
I can see you had some suspicious activity on your account. I am sorry to hear that. Have you contacted the merchant directly to try and resolve the issue?

ML Michael Littlefoot 11:29 AM
Yes I have, they asked me to contact you.

Suggested Response:

Hi Michael, I apologize for the inconvenience. To dispute the transaction listed for \$51.52 at Renergize Restaurant [please log in to your online bank account](#) and navigate to 'Dispute a Transaction'. I can help you enroll and guide you through the process.

Remove 488 / 1000 Send

Agent Answers, Customer icon

Agent Answers

[How to file a dispute?](#)

ACCOUNT PROTECTION

Initiate the dispute: Guide the customer to account on your website and navigate to the section and provide necessary information to the dispute system to initiate the dispute on by filling out the [dispute form](#).

[Steps to take on suspicious activity](#)

ACCOUNT FAQs

Contact the Merchant: If the suspicious activity transaction or purchase, advise the customer to contact the merchant associated with that transaction.

[How to gather information?](#)

ACCOUNT PROTECTION

Gather information: Encourage the customer to gather documentation or evidence they have, such as screenshots, emails, or account statements.



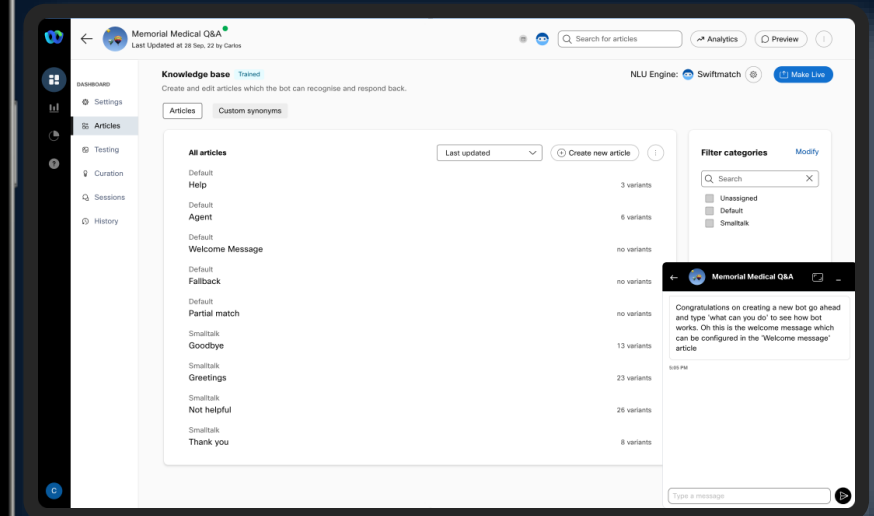
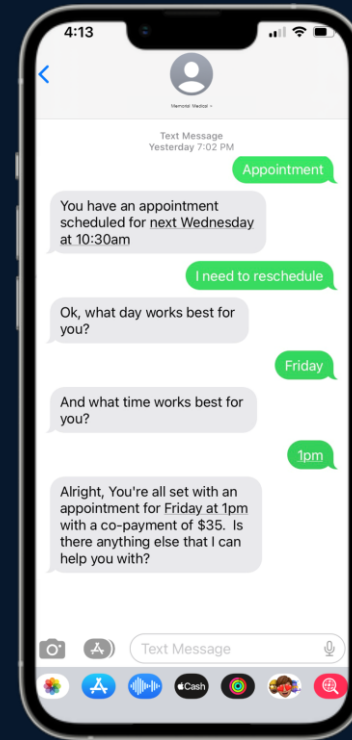
Native conversational virtual agent

Native bot builder and virtual agent capabilities over digital & voice channel

- Task BOTs
- FAQ BOTs

Out-of-box conversational voice (ASR & TTS) capability added to Bot builder integrated to Webex Contact Center Flow Designer

- NLU powered by Mindmeld technology for native bots
- Native TTS capability in Webex Contact Center IVR



Virtual agent management in Webex bot builder

AI Agent Builder



Templates

- Start from scratch or Use a Template


← **Create an AI agent**
Choose how you want to get started.


+


Start from scratch
Build a new AI agent from the ground up.


Or select a template to start with

Filter

 **Telecom**
Scripted
Updated on Sep 2, 24

 **Banking**
Scripted
Updated on Sep 2, 24

 **Airlines**
Scripted
Updated on Sep 2, 24

 **Appointment booking**
Scripted
Updated on Sep 2, 24

× Cancel → Next

AI Agent Mode

- Autonomous Vs Scripted
- User Gen AI to create a fully autonomous agent or use traditional ML(intent/entities) to create a scripted Agent

← **Create an AI agent**
Start from scratch.

○ ————— ○
Get started Set up profile

How would you like your AI agent to function?

Autonomous
The AI agent will generate responses based on your instructions.

Scripted
The AI agent will follow logic and responses you configure.

What will be the AI agent's main capability?

Answer questions
Provide responses from a knowledge base.

Perform actions
Complete tasks and fulfill customer intents.

Here's what to expect from your AI agent based on your selections:

- **End user experience:** Experience a more natural and fluid conversation with fewer dead ends. However, occasional inaccuracies may occur due to how large language models work.
- **Setup experience:** You can simply upload files as a knowledge source, and the AI will learn in the backend, rather than manually configuring training data, offering a quicker setup.

[Learn more about how AI agents work](#)

← Previous → Next

Autonomous Agent



Generative AI driven approach to agent building

The screenshot shows the 'Agent configuration' page in the Cisco Webex Bot Builder. The agent is named 'Acme Bank Credit Card Assistant' and was last updated on Sep 9, 2024, at 5:11 PM by Kevin. The interface includes a sidebar with navigation options: Dashboard, Settings, Sessions, and History. The main configuration area is divided into 'Profile' and 'Skills' tabs. The 'Profile' tab contains several fields: 'Agent name' (Acme Bank Credit Card Assistant), 'System ID' (AcmeBankCreditCardAssistant-uah13as), 'Agent's goal' (To help customers who have lost or misplaced their credit card block it and order a replacement if needed. You must first authenticate the user by sending an OTP to the registered mobile number. Once authentication is success...), 'URL for agent profile image' (https://us.webexbotbuilder.com/static/assets/i...), 'AI engine' (Cisco AI Engine 1.0), and 'Welcome message' (Write an opening message to the customer). A 'Publish' button is located in the top right corner.

Acme Bank Credit Card Assistant
Last Updated at Sep 9, 24 5:11 PM by Kevin

Agent configuration Ready to publish
Change the agent settings

Profile Skills

Agent name *
Acme Bank Credit Card Assistant

System ID *
AcmeBankCreditCardAssistant-uah13as

Agent's goal * ⓘ [View examples](#)
To help customers who have lost or misplaced their credit card block it and order a replacement if needed. You must first authenticate the user by sending an OTP to the registered mobile number. Once authentication is success...

URL for agent profile image *
https://us.webexbotbuilder.com/static/assets/i...

AI engine *
Cisco AI Engine 1.0

Welcome message ⓘ
Write an opening message to the customer

[Publish](#)

Assign Skills for Performing Actions

The screenshot displays the 'Agent configuration' page for the 'Acme Bank Credit Card Assistant'. The page is titled 'Agent configuration' and includes a 'Ready to publish' status. The main content area shows a table of skills with columns for Skill name, Created by, Description, and Last updated. Each skill has a toggle switch to its left. The skills listed are: Agent handover (System), Order replacement card (Kevin), Send OTP (Kevin), Block card (Kevin), and Fetch address (Kevin). The interface also features a sidebar with navigation options (Dashboard, Settings, Sessions, History) and a top navigation bar with 'Analytics' and 'Preview' buttons.

Acme Bank Credit Card Assistant
Last Updated at Sep 9, 24 5:11 PM by Kevin

Agent configuration Ready to publish
Change the agent settings

Skills

Skill name	Created by	Description	Last updated
<input checked="" type="checkbox"/> Agent handover	System	Transfer the conversation to a customer ser...	September 9, 2024 01:00 PM
<input checked="" type="checkbox"/> Order replacement card	Kevin	Place an order for a replacement card to be...	September 9, 2024 01:20 PM
<input checked="" type="checkbox"/> Send OTP	Kevin	Authenticate customer by sending an OTP t...	September 9, 2024 01:30 PM
<input checked="" type="checkbox"/> Block card	Kevin	Block a credit card	September 9, 2024 01:45 PM
<input checked="" type="checkbox"/> Fetch address	Kevin	Fetch customer address on file	September 9, 2024 01:50 PM

Adding a New Skill

Define a natural language description

Add Slots

← **Add a skill** ×

Provide the necessary details to complete skill creation

General information

Name *

Describe what the skill will be used for * ⓘ

Select skill capability *

Slot filling

Add input entities in a table or define input parameters in JSON for slot filling to ensure the AI agent gathers all necessary information.

Input entities * [↗ Use JSON instead ⓘ](#)

+ New input entity

Entity name	Type	Value	Description	Example	Required	Actions
Customer ID	String	-	Customer's ID	C982345	Yes	✎ 🗑
Shipping address	String	-	Shipping address for the card	-	Yes	✎ 🗑
Shipping priority	String	-	Priority based on customer tier	Standard, Premium	Yes	✎ 🗑

Fulfillment

Determine how to handle customer requests or resolve issues, then define the output entities or schema.

✕ Cancel → Add

Skills can leverage our workflow engines for fulfillment making the overall solution powerful

Fulfillment
Determine how to handle customer requests or resolve issues, then define the output entities or schema.

Select a fulfillment approach *
Flow

Select a flow builder *
Webex Connect Flow Builder

[Learn more about Webex Connect Flow Builder for fulfillment](#)

Webhook URL *

Service Key *

[Where to find the Webhook URL and Service Key](#)

Output entities [Use JSON instead](#)

Entity name	Type	Value	Description	Example	Required	Actions
+ Add output entity						

Actual integration flow can be built out using flows

Flows can be invoked by the tool in a secure manner

AI agents can also answer questions from your knowledge base

The image displays a user interface for managing a knowledge base. On the left, a sidebar shows a list of 'Files uploaded' with columns for file names, sizes, and status. The main area is a large dashed box labeled 'Drag and drop files here' with an 'Add file' button and supported file formats (pdf, doc, docx) and a 2GB size limit. On the right, a document editor is open for 'Customer facing' with a search bar, a list of categories (including 'HDFC Online banking'), and a rich text editor containing placeholder text.

Files uploaded

File Name	Size	Status
FAQs-8786329878798981.pdf	32 KB	✓
Knowledge-from_servicenow.pdf	35 KB	✓
readme.pdf	42 KB	✓

Drag and drop files here

Supported file formats: pdf, doc, docx
Each file cannot exceed 2GB in size

Customer facing (Available for agent assistance)

Search categories or documents

- Unassigned
- HDFC Online banking

Unassigned / HDFC Online banking (Unsaved changes) Updated on 3rd Oct 2023, 12:14 PM

Etiam rhoncus

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean commodo ligula eget dolor. Aenean massa. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Donec quam felis, ultricies nec, pellentesque eu, pretium quis, sem. Nulla consequat massa quis enim. Donec pede justo, fringilla vel, aliquet nec, vulputate eget, arcu. In enim justo, rhoncus ut, imperdiet a, venenatis vitae, justo. Nullam dictum felis eu pede mollis pretium. Integer tincidunt. Cras dapibus. Vivamus elementum semper nisi. Aenean vulputate eleifend tellus. Aenean leo ligula, porttitor eu, consequat vitae, eleifend ac, enim. Aliquam lorem ante, dapibus in, viverra quis, feugiat a, tellus. Phasellus viverra nulla ut metus varius laoreet. Quisque rutrum. Aenean imperdiet. Etiam ultricies nisi vel augue. Curabitur ullamcorper ultricies nisi.

Nam eget dui. Etiam rhoncus. Maecenas tempus, tellus eget condimentum rhoncus, sem quam semper libero, sit amet adipiscing sem neque sed ipsum. Nam quam nunc, blandit vel, luctus pulvinar, hendrerit id, lorem. Maecenas nec odio et ante tincidunt tempus. Donec vitae sapien ut libero venenatis faucibus. Nullam quis ante. Etiam sit amet orci eget eros faucibus tincidunt. Duis leo. Sed fringilla mauris sit amet nibh. Donec sodales sagittis magna. Sed consequat, leo eget bibendum sodales, augue velit cursus nunc, quis gravida magna mi a libero. Fusce vulputate eleifend sapien. Vestibulum purus quam, scelerisque ut, mollis sed, nonummy id, metus. Nullam accumsan lorem in dui. Cras ultricies mi eu turpis hendrerit fringilla. Vestibulum ante ipsum primis in faucibus orci luctus et ultrices posuere cubilia Curae; In ac dui quis mi consectetur lacinia.

Maecenas tempus

Nam pretium turpis et arcu. Duis arcu tortor, suscipit eget, imperdiet nec, imperdiet iaculis, ipsum. Sed aliquam ultrices mauris. Integer ante arcu, accumsan a, consectetur eget, posuere ut, mauris. Praesent adipiscing. Phasellus ullamcorper ipsum rutrum nunc. Nunc nonummy metus. Vestibulum volutpat pretium libero. Cras id dui. Aenean ut eros et nisl sagittis vestibulum. Nullam nulla eros, ultricies sit amet, nonummy

Scripted Agents



Training Data

- Add Training data (intent/entities)
- Optionally you can also generate training data using Generative AI

The screenshot displays the Cisco AI Assistant Builder interface for configuring an intent named "Reset Pin Number". The interface includes a sidebar with navigation options like Dashboard, Settings, NLP, Training, Responses, Testing, Curation, Sessions, and History. The main area shows the intent configuration, including the intent name, context, and a list of utterances. A "Generate variants" dialog box is open, allowing the user to generate training data using Generative AI. The dialog includes a description field, a "Number of variants" input set to 5, and a "Creativity" slider set to High. The background shows the intent name, context, and a list of utterances.

Generate variants

Description

Describe your intent. For example - Help users book an appointment with a doctor by collecting date, time, location and reason for the appointment.

Number of variants: 5

Creativity: Low Medium High

Cancel Generate

Define Responses

- Define responses for each channel
- You can add TTS SSML input as part of the Voice channel

The screenshot displays the 'VA summary Pin Reset' configuration page. The left sidebar shows navigation options: Dashboard, Settings, NLP, Training, Responses (selected), Testing, Curation, Sessions, and History. The main content area is titled 'Responses' and includes a 'Live' indicator and a description: 'Configure the responses for the recognized intents and entities to complete user flow'. There are two tabs: 'Templates' and 'Workflows'. A list of 'Custom templates' is shown, with 'Prompt Temporary Pin' selected. The configuration panel for 'Prompt Temporary Pin > Default response' is active, showing 'Voice' settings. The 'Voice settings' section includes a 'Timeout (s)' field set to 7, a 'Timeout response' text area with the placeholder 'Please configure your timeout response', and checkboxes for 'Allow barge-in' (checked) and 'DTMF input'. The 'Text' section shows a 'Variant 1' with SSML code:

```
<say-as interpret-as="digits">${newdfState.model_state.entities.phone_number.value}</say-as> matches with our records. We have sent a temporary pin to your registered phone number. Kindly enter the same.
```

Virtual Agent Transcript & Summary

Providing right context to the Human Agent when the call is handed off from the Virtual Agent

The screenshot displays a 'Contact Center Desktop' interface. At the top, it shows the contact number '+19726544820' and the queue 'CL_ID128_Queue'. The main area is divided into two sections: 'IVR Transcript' and 'Contact History'. The 'IVR Transcript' section shows a conversation between a Virtual Agent and a Customer. The Virtual Agent starts with a welcome message and asks for the reason for the call. The Customer responds that they want to cancel an appointment. The Virtual Agent then asks for the patient's insurance number, which the Customer provides as '123456'. The Virtual Agent then asks for the patient's ten-digit phone number, which the Customer provides as '1231234123'. The Virtual Agent then confirms the appointment details and asks if the customer would like to cancel it.

IVR Transcript

Virtual Agent 05:50 PM
Welcome to Cumulus Healthcare. How may I assist you today ?

Customer 05:50 PM
I would like to cancel my appointment

Virtual Agent 05:50 PM
We'll need the patient's insurance number, it should contain six digits. Could you provide that, please?

Cancel an appointment | Confidence: 0.81

Customer 05:50 PM
123456

Virtual Agent 05:50 PM
Please provide your ten digit phone number.

Cancel an appointment | Confidence: 1

Customer 05:51 PM
It's 1231234123

Virtual Agent 05:51 PM
You have an appointment on 31/05/2024 at 15:00. Would you like to cancel it?

Cisco AI Assistant

Here's the virtual agent transfer summary

The reason for the call was to cancel an appointment
The call was handed off when the caller requested to be connected to an agent

- The caller wanted to cancel an appointment
- The caller provided their insurance number and phone number
- The agent confirmed the appointment details before cancellation

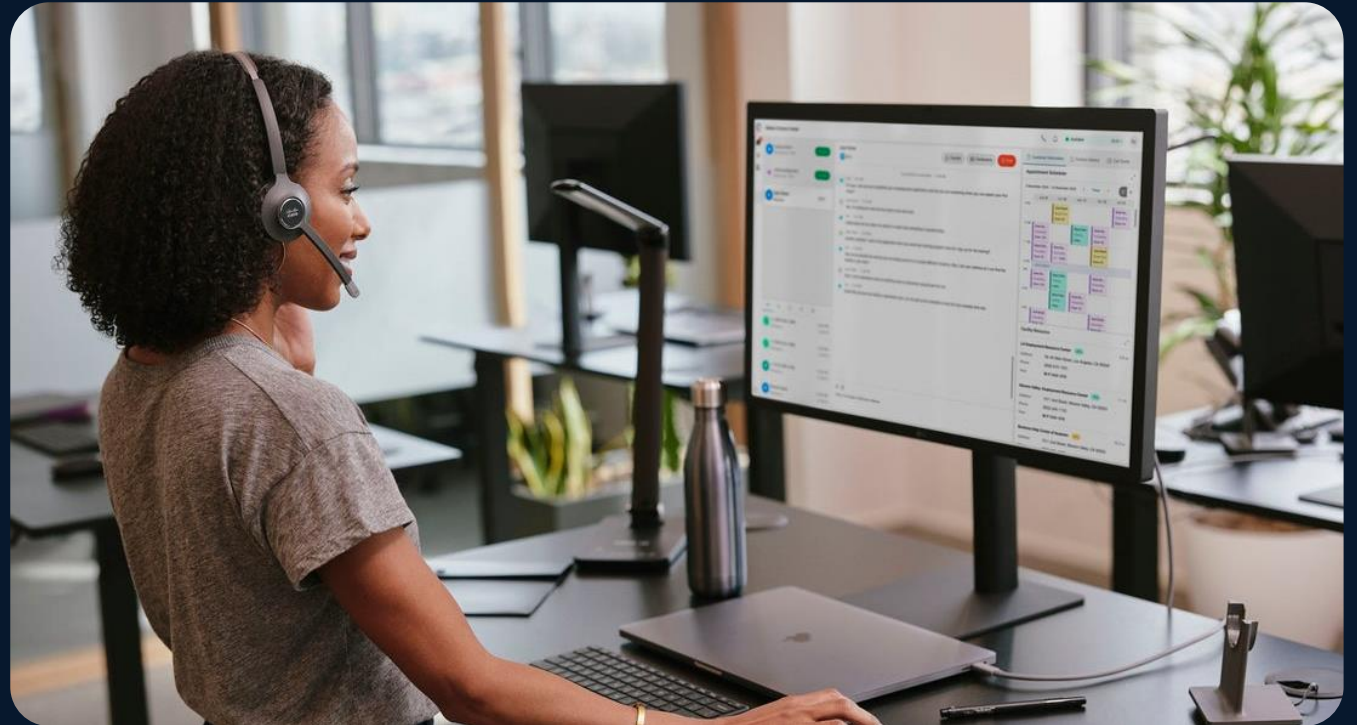
5:51 PM



Agent burnout detection

Focus on agent well-being and deliver the best customer experiences

- Detects early indicators of agent stress
- Automatically trigger corrective action



Roadmap



Agent CX

An AI assistant that wraps-up calls

AVAILABLE H1 25



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Michael Littlefoot
IVR_Queue_1 - 00:01

Michael Littlefoot

00:05 | Wrap Up - 00:01

Wrap Up Reasons - 00:01

Contact summary and wrap-up

Contact Summary

Positive

- Mr. Littlefoot called to inquire about suspicious transactions on his account.
- Sandra J. assisted the customer on this call, and she confirmed that Mr. Littlefoot has already contacted the merchant to resolve the issue.
- Sandra then assisted Mr. Littlefoot in disputing the suspicious transaction through the online banking portal.
- Mr. Littlefoot requested assistance with package shipment, and Sandra directed the conversation with a representative from the logistics department.
- Sandra provided some tips to Mr. Littlefoot on how to prevent credit card fraud, and said she would email him a full guide.

Edit

Actions

- Email copy of the guide for 'How to prevent credit card fraud' to customer

Wrap-up Reasons

Suspicious transaction | Travel credit card | Edit

Accept and submit

Initiate the dispute: G
account on your web
section and provide r
dispute system to ini
filling out the [dispute](#)

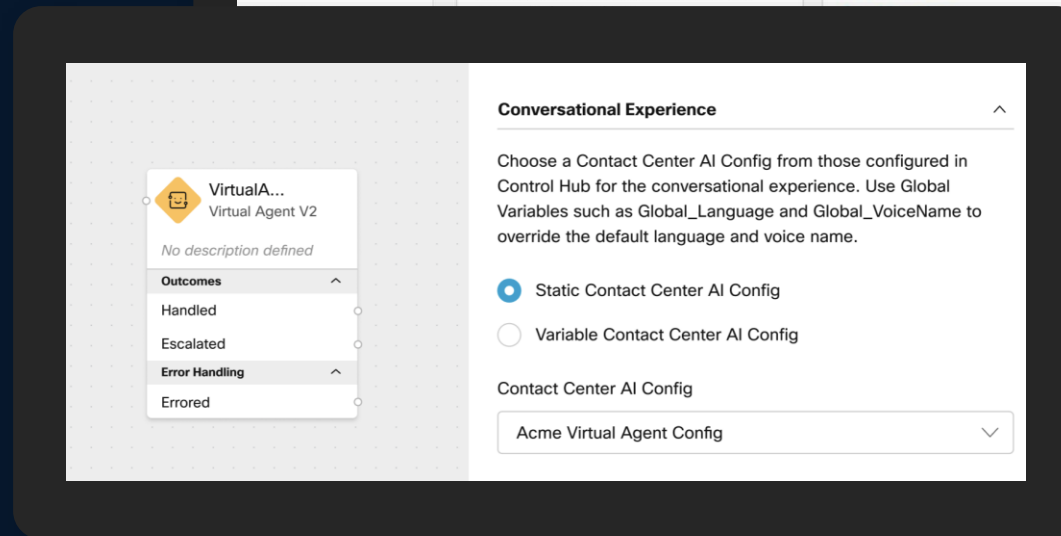
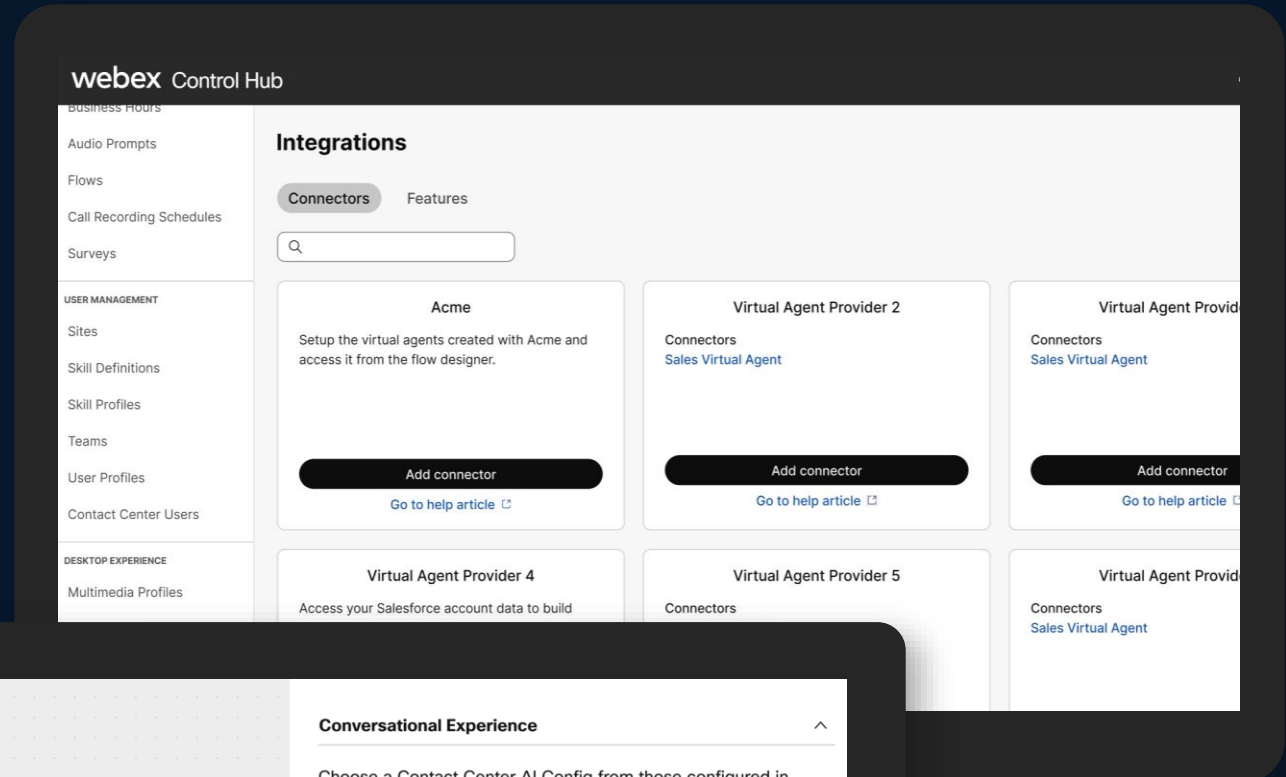
Contact the Merchan
transaction or purcha
merchant associated

Gather information: E
documentation or evi
emails, or account st

Bring your own Virtual Agent

Enables customers to connect to their preferred voice Virtual Agent solution with Cisco Contact Center

- Onboarding experience from **Webex AppHub**
- Provisioning and authentication from **Control Hub**
- Easily integrate into workflows with **Flow Designer**



Insights

An AI assistant that makes your agents better

AVAILABLE H1 25

Webex Contact Center

Summary

Highlights for the last 4 hours

Contact highlights

Tue, Oct 10, 9:32 AM - 9:50 AM

Contact session ID: 8gdf6963-2574-996f-o337-4eb5c523

56% Response

5/5

1/5

16:50/18:00

1.2x

Negative

Highlights Transcript Coaching/Improvement opportunities

- Ms. Kristin Stone **did not understand two line items in her recent billing statement.** [0:23](#)
- Sofia began to authenticate the customer, but audio quality was bad. [0:38](#)
- Sofia detected networking issue and put the customer on hold to look into it. She could offer to call her back instead. [4:53](#)
- Sofia looked into the billing line items and put the customer on hold again to look up information. She didn't know the details of new service charges and her search in the knowledge articles wasn't helpful. The [knowledge articles should be updated.](#) [8:41](#)
- Sofia consulted with Umar Patel before returning to Ms. Stone with answers. [10:20](#)

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AI Multi-language support

Cisco technology



Virtual Agent

- TTS: 21 languages
- Virtual agent – digital: 33 languages
- Virtual agent – voice: currently English only; by GA plan to support 6 languages (English, German, Spanish, French, Italian and Portuguese)



AI Assistant

- Currently (beta): English only
- Plan to expand using transcription from 12 languages: English, French, German, Spanish, Italian, Dutch, Polish, Portuguese, Chinese, Hindi, Japanese, Korean

Partner technology

- Google DialogFlow CX in 40-50 languages (<https://cloud.google.com/dialogflow/cx/docs/reference/language>)

Bring your own technology

- Expand BYO-VA with media forking in H2CY24

Beta program for Contact Center AI

Webex Beta Program

Signup
<https://gobeta.webex.com/welcome/>

The screenshot shows the Webex Contact Center AI feedback dashboard. At the top, there is a navigation bar with the Webex logo, 'Webex Contact Center AI', and various menu items like 'Management', 'Activities', and 'Feedback'. Below the navigation bar, the main heading is 'Webex Contact Center AI'. The dashboard features a section titled 'Webex Contact Center AI feedback' with four interactive cards: 'View Issues' (3 items), 'View Ideas' (6 items), 'View Praise' (0 items), and 'View Question' (0 items). Each card has a 'Submit' button. Below this is a section titled 'Features Currently in Beta' with a progress bar indicating 'Phase progress' at 0% (0 of 3 features completed) with 22 days left. The features listed are 'Topic Analytics', 'Agent Wellness', and 'Auto CSAT', each with a 'Complete' button.

webex beta by cisco

Webex Contact Center AI

Management

Activities 2

Feedback

Webex Contact Center AI feedback

View Issues 3

View Ideas 6

View Praise 0

View Question 0

Submit

Submit

Submit

Submit

Features Currently in Beta

Phase progress

You've completed 0 of 3 (0%) with 22 days left!

Topic Analytics

This feature helps contact center users quickly identify the reasons for their customers' calls.

Complete

Agent Wellness

Offers real-time insights on agent stress levels for proactive action, promoting agent well-being and customer satisfaction.

Complete

Auto CSAT

This feature predicts post-interaction CSAT for all customers.

Complete

