

Cisco AI Assistant for Webex Contact Center

It's time to empower customer-facing teams with the right knowledge and tools, immediately at their disposal, to effectively interact with every single customer, on every channel.

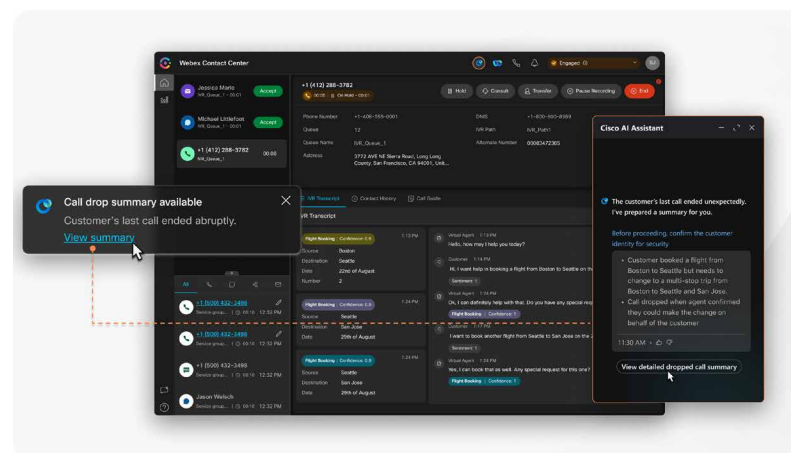
Boost productivity and engagement while simultaneously improving customer experiences with the [Cisco AI Assistant for Webex Contact Center](#).

The AI Assistant streamlines customer interactions by automating repetitive tasks, offering real-time suggestions, delivering contextual insights, and transcribing conversations as they happen.

With instant guidance and seamless engagement, agents resolve issues faster, reduce stress, and create exceptional customer experiences that drive satisfaction and long-term loyalty. For supervisors and analysts, the AI Assistant provides real-time insights into CSAT scores and common contact drivers, enabling them to make quick, data-driven decisions that improve the quality of service.

AI in action: engaged teams = elevated customer experience

Rising consumer expectations and growing competition are driving the push for greater employee and process efficiency. In fact, [71% of contact center decision-makers](#) report that inefficient manual processes and lack of automation create major obstacles to productivity, customer satisfaction, and overall business success.



With AI assistance, your contact center gains access to automated guidance, contextual insights, summaries, and real-time transcriptions - boosting job satisfaction, enhancing customer interactions and driving successful resolutions.

Trusted and secure

The AI Assistant is designed with Cisco's stringent data security measures and upholds the strongest privacy principles when it comes to safeguarding your data - so you can rest assured that your data belongs to you.

When it comes to protecting your brand, the AI Assistant has reliable AI guardrails that ensure trustworthy content and maintains safeguards. What's more, every new AI innovation adheres to our [Responsible AI Framework](#), which guides our product development processes and ensures that AI technologies are integrated responsibly and ethically.

Designed for agents and supervisors

	FOR AGENTS	FOR SUPERVISORS
<p>Suggested responses</p> <p>AI automatically suggests replies for agents in real-time, incorporating customer context and history for faster, more accurate responses.</p>	Saves time typing replies, boosting both agent productivity and handling capacity.	Streamlines onboarding, reduces training times and improves the consistency of answers.
<p>Dropped call summaries</p> <p>Generates a recap of all voice calls that are dropped, enabling contact centres to proactively reach out to dropped callers.</p>	Provides context for seamless continuity when the call resumes.	Generates reports on dropped calls to quickly identify network issues.
<p>AI agent transfer summaries</p> <p>Generates a brief, accurate summary of every AI Agent chat and voice call, providing customer service agents with valuable conversation context and history. This ensures a seamless transition from AI to human agents.</p>	Seamlessly handover from an AI Agent with the full context of their issue.	Enable faster resolutions, without customers having to repeat themselves.
<p>Automatic CSAT</p> <p>Predicts customer satisfaction (CSAT) scores based on analysis of recordings, sentiment, tone of voice, hold times, and transcripts.</p>	Gain real-time feedback and empower agents to assess their own performance.	Easily identify training needs, select calls for review, and ensure swift resolution for dissatisfied customers
<p>Agent wellbeing</p> <p>Identifies signs of agent burnout in real-time and automatically takes action to mitigate the impact. It can re-route calls to other agents, switch agents to a less demanding channel or add a break to their schedule.</p>	Reduces stress and helps agents to stay energized.	Minimizes agent churn and distributes demand across the workforce.
<p>Real-time transcription</p> <p>Provides instant, accurate, and continuous transcription of conversations during live calls.</p>	Overcome challenges related to hearing issues, accent comprehension or complex discussions	Improve the consistency of agent support regardless of customer comprehension issues.
<p>Topic analytics</p> <p>Identifies the reasons for customer contact and organizes conversations between agents and callers by topic - making it easy to track trends and gain a deeper insight into customer inquiries.</p>	Use insights to quickly and proactively identify potential customer solutions.	Easily optimize staffing, enhance agent training, refine routing strategies, and boost automation

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For more information

Please visit www.webex.ai/ai-assistant