

# Webex AI Agent for Cisco CCE 15

Modernize self-service with  
humanlike conversations  
that lead to resolutions.



Customer expectations are at an all-time high. Today's customers expect fast, personalized support whenever and however they choose. When those expectations aren't met, they're quick to take their business elsewhere.

Yet many self-service experiences still fall short, relying on outdated scripts and disconnected data that leave customers navigating confusing menus instead of finding answers. The result is frustrated customers, missed opportunities, and declining satisfaction scores.



## Introducing Webex AI Agent for Cisco Contact Center Enterprise 15

Reimagine customer support with AI agents that can autonomously answer questions and complete actions across voice and digital channels—now available for on-premises Cisco Contact Center Enterprise deployments.

Migration to Cisco CCE 15 is required to access Webex AI Agent capabilities. Through Cloud Connect, organizations can integrate their on-premises contact center environment with Webex Customer Experience and benefit from the latest cloud-based AI innovations while maintaining control over their deployment, data, security, and compliance.

Webex AI Agent combines advanced generative and conversational AI with powerful workflow automation to deliver intelligent, human-like self-service experiences. Unlike traditional chatbots, which rely on rigid, pre-programmed flows, Webex AI Agent uses large language models and domain-specific data to interpret natural language, understand individual needs, remember interaction history, and adapt to customer preferences.

It can converse across multiple topics without losing context, helping customers receive accurate, relevant responses throughout the interaction—across channels and at their convenience, 24/7 domain-specific data, so your customers receive accurate responses throughout the conversation — delivered at their convenience, 24/7.



## Trusted, secure, and scalable

The Webex AI Agent is designed with Cisco’s stringent security standards and privacy principles, ensuring your data remains protected and under your control.

Built-in AI guardrails keep responses accurate, trustworthy, and on-brand. In addition, every AI innovation adheres to Cisco’s Responsible AI Framework, ensuring AI technologies are deployed responsibly and ethically.



## Deploy scripted and autonomous agents

Webex AI Agent for Cisco CCE 15 lets enterprises deploy across the full spectrum of automation—from scripted to fully autonomous AI agents—all from a single platform. This flexible approach allows contact centers to start with simple, high-value use cases and scale at their own pace, choosing the right level of automation for each interaction based on business needs and AI maturity.



### Scripted AI Agents

| What are they?                                                                                    | How it works                                                                                   | Best for:                                                                           |
|---------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| Bot that follows designer-built conversation flows, using NLU to spot intent and fill in details. | NLU classifies the user’s intent and extracts entities, then walks a predefined decision tree. | FAQs and structured transactions: order status, password resets, bookings, returns. |



### Autonomous AI Agents

| What are they?                                                                       | How it works                                                                          | Best for:                                                                          |
|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| LLM-powered agents that reasons, plans, and acts dynamically without a fixed script. | Reasons over open-ended requests, plans multi-step actions, and calls tools and APIs. | Complex, open-ended, end-to-end resolution across multiple systems and follow-ups. |



## How it works

### Easy to build and deploy

Use a low-code, intuitive platform (AI Agent Studio) to quickly build AI Agents, customize self-service workflows, monitor performance, and deploy across a range of channels.

### Integrate with your business systems

Easily connect your AI Agent to critical systems like CRM, ERP, and HR for real-time customer solutions — from booking flights to processing refunds and everything in between.

### Customize your knowledge base

Quickly turn your Webex AI Agent into an expert by using existing knowledge bases, uploading files, or creating new ones directly in the design platform.

### Deploy across a range of channels

Effortlessly deploy Webex AI Agents across voice and digital channels, enabling seamless interactions on the platforms your customers prefer.

### Choose how you want to build

Configure Webex AI Agents as either Autonomous or Scripted. Autonomous Agents use LLMs for adaptive, human-like interactions, while Scripted Agents use NLP with controlled, pre-configured responses — ideal for sensitive data.



## Where tough questions meet instant answers

### Easy to build and deploy

AI suggests replies for agents in real time, drawing on customer conversations for faster, more accurate responses.

### Seamless agent handover

If human assistance is required, conversations transfer smoothly to your CCE agents with full context, so they continue right where the AI left off.

### Complete channel flexibility

Automate interactions across a range of channels, including Voice, SMS, Email, Live Chat, Apple Messages for Business, and WhatsApp.

### Integrations made simple

Easily integrate with multiple back-office systems and data sources to pull information and solve complex requests.

### Accurate, reliable answers

Provide precise and dependable responses using advanced machine learning algorithms and integrated knowledge bases.

### Rapidly deploy and iterate

Build in a low-code design platform that streamlines development and deployment, enhancing efficiency and accelerating time to value.

### Security built in, not bolted on

Cisco's stringent data security measures and reliable AI guardrails ensure trustworthy responses and safeguard your brand.

### Generate real-time insight

Automated AI Agent testing and scoring optimize performance to maximize customer satisfaction.

### Effortlessly scale with multi-lingual AI Agents

Accelerate your market reach by building a single AI Agent capable of conversing in over 10 languages.





## Discuss your AI strategy with Cisco

Every contact center has unique requirements when adopting AI. Factors such as data sovereignty, security and compliance obligations, integration complexity, operational models, and existing infrastructure all influence the right deployment approach.

For CCE customers, Cisco CCE 15 provides the foundation for accessing Webex AI Agent capabilities, whether organizations are migrating an existing CCE deployment or deploying CCE for the first time. Webex AI Agent is also available for PCCE and Webex Contact Center Enterprise (WxCCE) customers, providing organizations with flexibility to adopt AI-powered customer experiences based on their deployment requirements.

Webex AI Agent for Cisco CCE offers flexible deployment options designed to meet a broad range of business and regulatory requirements while preserving existing contact center investments. Whether you are looking to automate simple interactions, deploy advanced autonomous AI capabilities, or define a phased AI adoption strategy, Cisco can help determine the approach that best fits your environment.

Contact your Cisco account representative, Cisco sales specialist, or certified Cisco partner to discuss your customer experience goals and explore the deployment options best suited to your organization.



For more information, visit [Webex AI Agent](#)

