

# Webex AI Quality Management

## Complete visibility for the modern workforce

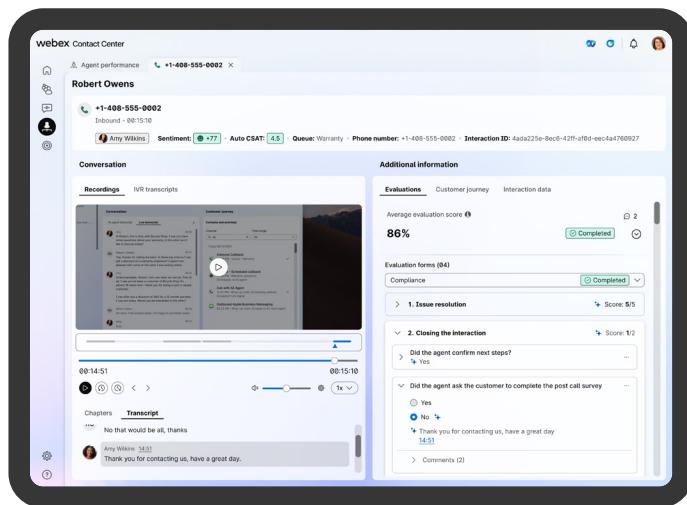
The workforce is transforming at breakneck speed. As customer expectations soar and demand intensifies, organizations are scaling to meet the challenge – bringing on not only more human agents but also an expanding fleet of AI agents to manage increasingly complex interactions. With this expanded workforce comes a new challenge: ensuring consistent, high-quality service across every customer touchpoint, human or AI.

Traditionally, quality management has focused on manually evaluating a small sample of human-handled calls, leaving the majority of other interactions, including those handled by AI agents, largely unmonitored. For many companies, this has become a critical blind spot.

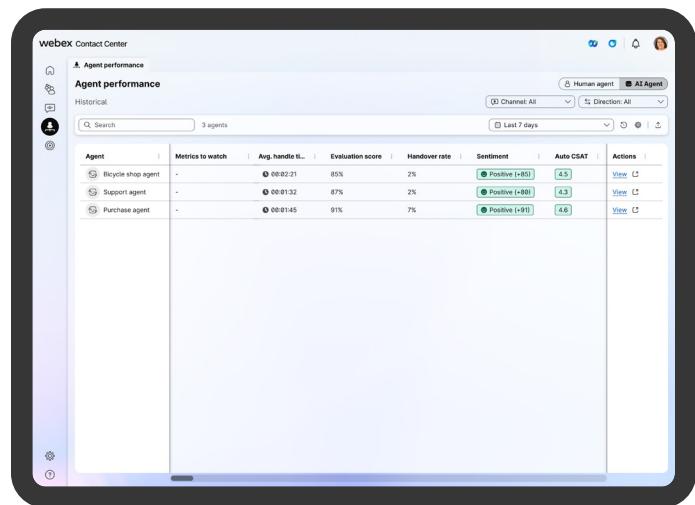
## Introducing Webex AI Quality Management (AI QM)

Webex AI QM offers visibility into your entire workforce with near real-time responsiveness. By automatically analyzing 100% of interactions, whether handled by human or AI agents, AI QM unlocks actionable insights that help you strengthen training, elevate customer experiences, and proactively refine your strategy.

Natively built into Webex Contact Center, AI QM delivers the same comprehensive insights and performance metrics for AI agents as it does for human agents. Supervisors gain a unified, consistent view across the entire workforce – so nothing is missed, no matter who handled the interaction.



Automated interaction scoring



Agent	Metrics to watch	Avg. handle time	Evaluation score	Handover rate	Sentiment	Auto CSAT	Actions
Bicycle shop agent	-	00:01:21	85%	2%	Positive (+85)	4.5	<a href="#">View</a>
Support agent	-	00:01:32	87%	2%	Positive (+88)	4.3	<a href="#">View</a>
Purchase agent	-	00:01:45	91%	7%	Positive (+91)	4.6	<a href="#">View</a>

AI agents' performance

# Benefits of Webex AI Quality Management

## Retain customer loyalty

When every interaction is monitored and improved, customer satisfaction and loyalty naturally rise – turning each conversation into an opportunity for growth.

## Accelerated business agility

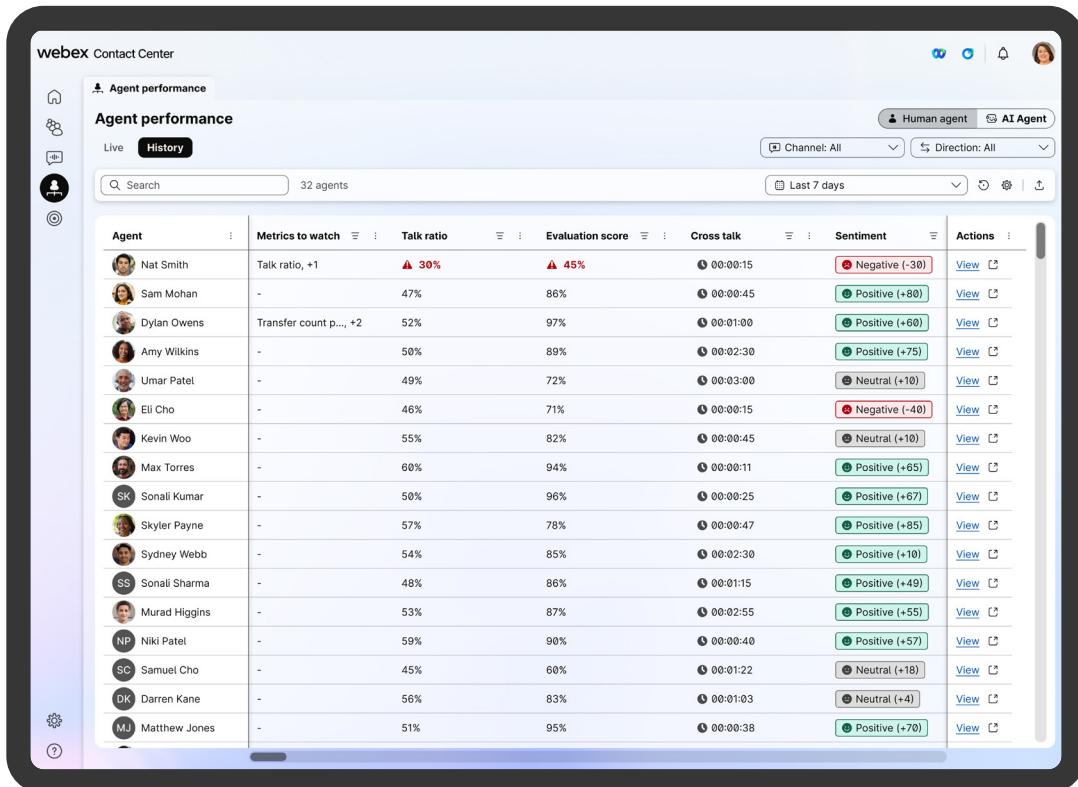
Respond to evolving customer needs, market changes, and operational challenges in near real time. Instant insights and automated analysis empower your teams to adapt rapidly and keep your organization ahead.

## Consistency at scale

Deliver the same high standards of quality, performance, and accountability – whether the conversation is managed by a human or an AI agent. Webex AI QM ensures every customer receives a seamless experience.

## Minimize operational costs

By reducing manual effort and consolidating insights, teams can accomplish more and elevate call quality – using the same resources available today.



The screenshot shows the 'Agent performance' section of the Webex Contact Center. The table displays 32 agents' metrics over the last 7 days. The columns include Agent, Metrics to watch, Talk ratio, Evaluation score, Cross talk, and Sentiment. Each row shows a different agent's name, their current metric (e.g., 'Talk ratio, +1'), their talk ratio percentage, their evaluation score percentage, the duration of their cross talk, and the sentiment count (e.g., 'Negative (-30)').

Agent	Metrics to watch	Talk ratio	Evaluation score	Cross talk	Sentiment	Actions
Nat Smith	Talk ratio, +1	▲ 30%	▲ 45%	⌚ 00:00:15	🔴 Negative (-30)	<a href="#">View</a>
Sam Mohan	-	47%	86%	⌚ 00:00:45	🟢 Positive (+80)	<a href="#">View</a>
Dylan Owens	Transfer count p..., +2	52%	97%	⌚ 00:01:00	🟢 Positive (+60)	<a href="#">View</a>
Amy Wilkins	-	50%	89%	⌚ 00:02:30	🟢 Positive (+75)	<a href="#">View</a>
Umar Patel	-	49%	72%	⌚ 00:03:00	🟡 Neutral (+10)	<a href="#">View</a>
Eli Cho	-	46%	71%	⌚ 00:00:15	🔴 Negative (-40)	<a href="#">View</a>
Kevin Woo	-	55%	82%	⌚ 00:00:45	🟡 Neutral (+10)	<a href="#">View</a>
Max Torres	-	60%	94%	⌚ 00:00:11	🟢 Positive (+65)	<a href="#">View</a>
SK Sonali Kumar	-	50%	96%	⌚ 00:00:25	🟢 Positive (+87)	<a href="#">View</a>
Skyler Payne	-	57%	78%	⌚ 00:00:47	🟢 Positive (+85)	<a href="#">View</a>
Sydney Webb	-	54%	85%	⌚ 00:02:30	🟢 Positive (+10)	<a href="#">View</a>
SS Sonali Sharma	-	48%	86%	⌚ 00:01:15	🟡 Neutral (+49)	<a href="#">View</a>
Murad Higgins	-	53%	87%	⌚ 00:02:55	🟢 Positive (+55)	<a href="#">View</a>
NP Niki Patel	-	59%	90%	⌚ 00:00:40	🟢 Positive (+57)	<a href="#">View</a>
SC Samuel Cho	-	45%	60%	⌚ 00:01:22	🟡 Neutral (+18)	<a href="#">View</a>
DK Darren Kane	-	56%	83%	⌚ 00:01:03	🟡 Neutral (+4)	<a href="#">View</a>
MJ Matthew Jones	-	51%	95%	⌚ 00:00:38	🟢 Positive (+70)	<a href="#">View</a>

Human agents' performance

# Features & functionality

## Easy to deploy. Ready to use.

Because it's natively part of Webex Contact Center, AI QM requires no complex setup. Supervisors and leaders can start accessing insights immediately, with unified data and intuitive visualization.

## Automated interaction scoring

AI QM automatically evaluates customer conversations across voice and digital channels, providing consistent and unbiased results. Although every interaction is assessed by AI, human oversight remains important, and evaluators can adjust scores when necessary.

## Insights for supervisors

Dynamic visual dashboards surface key insights, helping supervisors spot coaching opportunities and performance trends.

## Personalized coaching recommendations

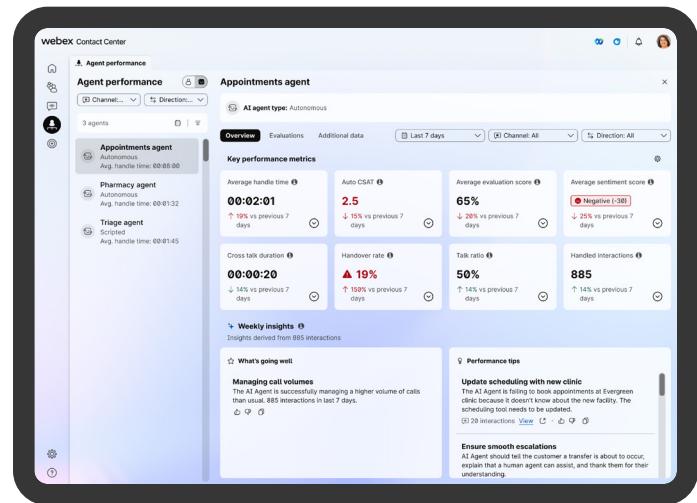
After each conversation, AI QM provides coaching suggestions tailored to each agent's unique strengths and areas for growth – encouraging continuous learning and engagement.

## Complete visibility into customer sentiment

Sentiment analysis is applied to every interaction across human and AI agents, helping you pinpoint what's working and what needs attention across your entire workforce.

## AI Agent insights

Access a clear view of AI agent performance with metrics such as evaluation scores, auto CSAT, sentiment, and speech analytics – all within the same quality framework used for human agents.



Insights for supervisors, coaching & guidance



For more information  
Please visit [webex.com](http://webex.com)

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