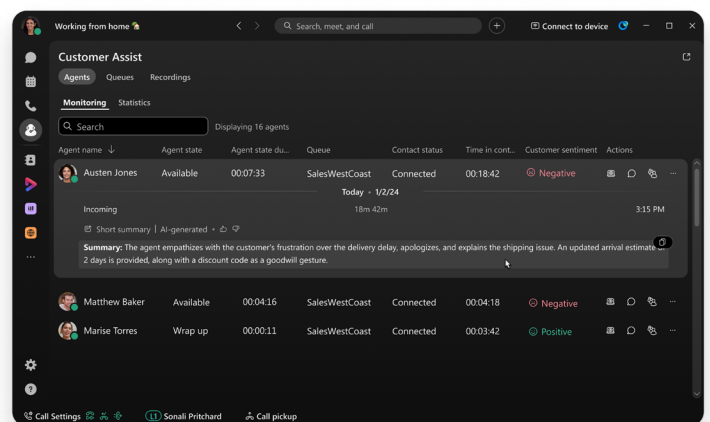


# Webex Calling Customer Assist

Empower any employee to deliver outstanding customer assistance through our modern, AI-powered experience in the Webex app

Local and regional branch offices are the frontline of your business and the face of your brand in the community. These offices face a unique challenge: they must quickly resolve customer issues and build strong relationships—all without dedicated contact center staff or tools.

Webex Calling Customer Assist empowers your employees to deliver outstanding customer interactions with AI-powered agent, supervisor, and analytics tools available in the Webex app. Available through a reimagined Webex Calling offer, these capabilities deliver a powerful selection of tools that enable organizations to improve customer satisfaction, increase operational efficiency, and reduce costs.



Supervisors can easily monitor the sentiment of agent calls and review live call summaries with our Call sentiment for Supervisors feature.

The customer experience is more important than ever

75%

of customers believe that good service is a reason to be a repeat customer

95%

would change brands for a better customer experience

# Smarter interactions. Seamless support.

## Queues

**Voice Queues** - A complete call center experience, including customizable greetings, the ability for customers to hear estimated wait times and request a call back, and flexible routing options including skills and priority-based routing.

**Advanced auto attendant** - Speech-recognition enables callers to easily navigate IVR menus with their voice. Text-to-speech helps businesses to quickly create announcements, and multi-level menus provide improved navigation to ensure that customers are efficiently guided to the right destination. Available with the Webex Calling Professional License in 2025.

**Click-to-call** - Boost sales and enhance customer service by enabling customers to easily connect with your business via voice or video directly from your website.

## Agent experience

**Agent experience** - Agents can easily join/unjoin queues, select from multiple lines, select between queue and personal lines (coming in 2025), view queue activity, and set their status directly in the Webex app.

**AI Assistant for Agents** - Make every interaction more efficient with tools like live call and post call summaries, translations and transcriptions, and the ability to share summaries with others. Coming in 2025.

**Multi call window** - This complement to the Webex App enables agents to easily manage a high volume of calls across multiple lines or queues from a compact desktop client. [Learn more](#)

**Audio Intelligence** - Experience HD Voice, our latest Audio Intelligence feature that removes background noise and enriches narrowband PSTN audio with wideband for clearer, more productive calls.

## Supervisor experience

**Supervisor experience** - Our supervisor experience provides immediate insight into agent activity across queues, and enables supervisors to barge, whisper, or monitor calls - all in the Webex app.

**Call sentiment for supervisors** - Equip supervisors with real-time AI sentiment insights and call summaries, giving them a clear understanding of each interaction and ensuring every customer experience is exceptional. Coming in 2025.

**Analytics** - Gain clear visibility into queue and agent KPIs with real-time and historical analytics. Intuitive charts empower supervisors to make data-driven decisions and optimize the customer experience.



**For more information**

Please read the Webex Calling Customer Assist ebook

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