webex
by CISCO

AI Receptionist for Webex Calling

Improve customer satisfaction and increase operational efficiency with an AI-powered, virtual receptionist

AI Receptionist for Webex Calling is your always-available virtual front desk assistant. It automates routine tasks like answering calls, responding to simple questions, scheduling appointments*, and transferring calls to queue. With AI Receptionist handling the basics, your staff can stay focused on high-value conversations that truly enhance customer satisfaction.

Easy to deploy and simple to use, AI Receptionist integrates seamlessly with Webex Calling. It supports transfers to individuals or Webex Calling Customer Assist queues. Available as an add-on, AI Receptionist is coming later in 2025—so you can soon put AI to work right at the front line.

Benefits

Always-on
Available 24/7, AI Receptionist ensures that your business never misses an important customer call.

Conversational
AI Receptionist uses natural language processing to engage callers conversationally, with multilingual support*.

Instant answers, anytime
Provide customers with quick answers to common questions, like operation hours and location details.

Smart transfers
AI Receptionist intelligently routes calls to individuals or queues, so customers quickly reach the right contacts without frustration.

Focus on high-value interactions
By automating simple tasks, AI Receptionist empowers your team to focus on conversations that improve customer satisfaction and drive results.

* Available in a future release

Get AI Receptionist up and running in minutes in Control Hub

AI Receptionist is designed for fast, intuitive deployment in Control Hub— no technical expertise required. You can customize how your virtual receptionist speaks, load key company information, and set up smart routing rules. Whether you're supporting one location or many, AI Receptionist is flexible enough to match your business needs while ensuring every caller gets fast, intelligent service.

Assign a Phone Number

Choose a Webex Calling phone number where AI Receptionist will receive incoming calls. This is the number your customers will dial to reach your business, and AI Receptionist will answer based on the schedule you define.

Set Voice & Language

Customize how AI Receptionist speaks to your callers. Select from natural-sounding voices, adjust tone and style to match your brand personality, and enable multilingual support* to serve diverse customer bases.

Add Company Information

Provide important business details like store hours, office locations, parking instructions, or holiday closures. AI Receptionist will use this information to answer routine questions, reducing the burden on your team.

Build a Knowledge Base

Upload documents or link to existing web resources containing FAQs, product info, or service policies. AI Receptionist will scan and learn from this content to provide instant, accurate answers to customer inquiries.

Create a Welcome Greeting

Use text-to-speech to craft a friendly, branded greeting that plays when customers call. You can customize messages for different times of day or business conditions (e.g., during holidays or special events).

Define Working Hours

Set the specific times AI Receptionist should be active—24/7, only during business hours, or weekdays only.

Set Contacts & Routing Rules

Decide how AI Receptionist handles live call transfers. You can direct calls to specific individuals or queues, and define keywords or phrases that trigger smart routing—so customers quickly reach the right person or department.

* Available in a future release

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ⓘ **For more information**
Contact Webex Sales to schedule a live demo

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