

AI in action

How AI is reshaping Customer Experience

AI is increasingly critical to Customer Experience strategies, and Webex is continually gathering customer input to understand what drives success and shapes innovation.

In a recent survey, Webex asked over 1,000 customers about their experiences with AI solutions like Webex AI Assistant, Webex AI Agent, and collaboration devices. The results provided valuable insights, highlighting the real impact of these tools and their potential moving forward.

Webex AI drives CX success

With connected AI and real-time automation across the customer journey, customers can deliver personalized experiences, anticipate customer needs, and empower agents.

Better self-service. Stronger bottom line.

AI Agent enables smarter self-service that delivers personalized, conversational experiences and optimizes workflows to help reduce costs.

3X

Faster customer self-service with AI Agent, compared to other solutions

31% ↓

Reduction in operational costs for self-service

Satisfied customers. Lasting loyalty.

AI Assistant helps agents accelerate response times and minimize delays from call transfers.

17% ↓

Decrease in hold time

2X ↓

Reduction in call transfers

Empowered agents. Enhanced customer interactions.

AI Assistant help agents handle inquires faster and provides real-time data insights to help agents make a greater impact.

8% ↓

Reduction in average handling time

4 hrs

Saved per week by agents

The most advanced generative AI platform

Webex delivers AI innovation across customer interactions, empowering businesses to enhance support, streamline service, and create seamless customer experiences.

Webex Contact Center

AI Agent

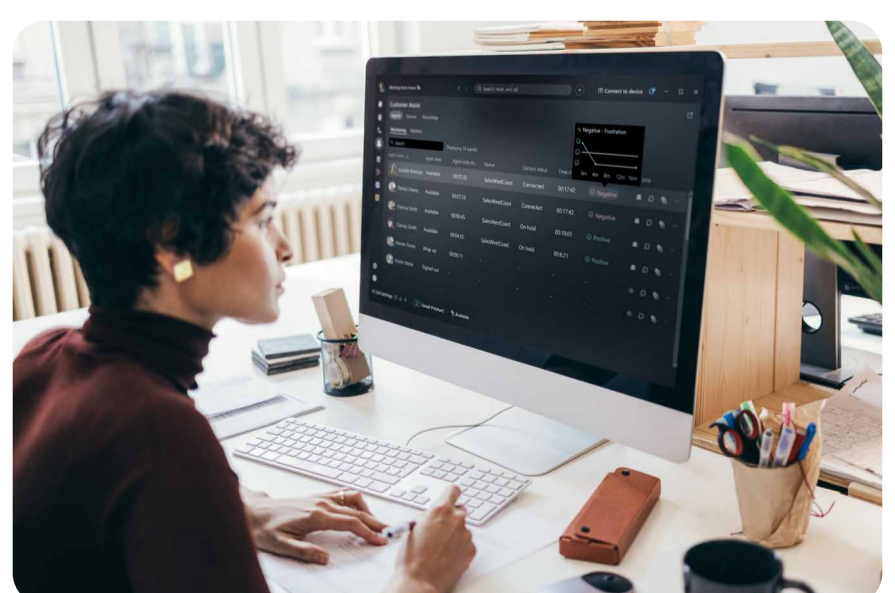
- Customizing every interaction
- Human-centric self-service
- Rapid agent deployment
- 24/7 customer service
- Seamless handoffs from virtual to human agents

AI Assistant

- Suggested responses for customer issues
- Customer history & summarization
- Access to CSAT scores in real-time
- Automated burnout detect
- Actionable insights to streamline operations

With Webex AI you're one step ahead

Webex AI makes every customer interaction smarter, faster, and more personal. With lifelike automation, real-time insights, and AI-powered assistance, businesses can resolve issues instantly and create seamless experiences at scale. Customers get the answers they need—where and when they need them—while AI-driven analytics help teams make better decisions. Secure, efficient, and effortlessly integrated, Webex AI isn't just improving customer service—it's redefining it.



The future of customer experience is here. See the impact of Webex AI for yourself.

[Learn more](#)