

# Webex AI Workforce Engagement Management

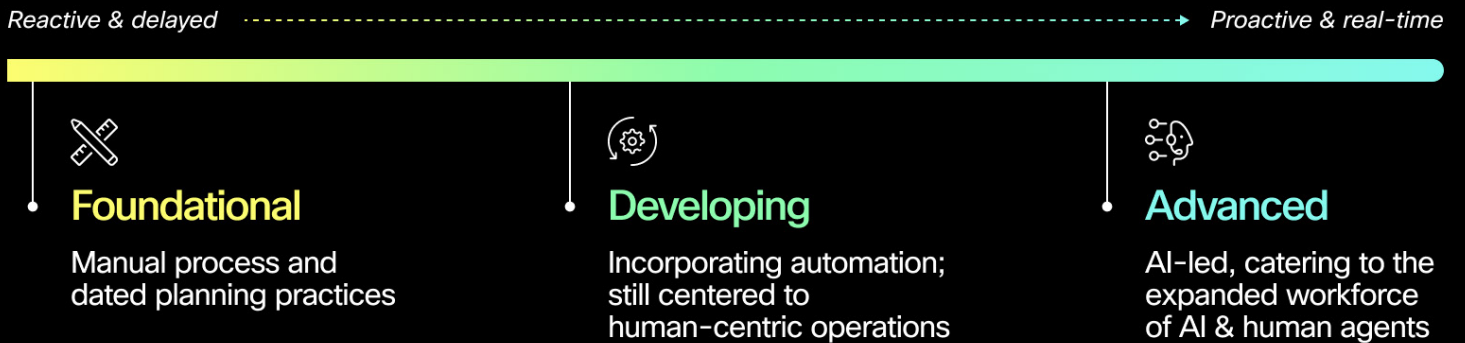
# The Evolution of WEM

Not every contact center is in the same place on its WEM journey. Some are still running manual processes - spreadsheets, spot-check evaluations, and coaching sessions based on a handful of calls reviewed weeks after they happened. Others have embraced automation and AI, unlocking greater scale and smarter forecasting. But even the most advanced deployments were built for a workforce of yesterday - one made up entirely of human agents.

That's changing fast. AI agents are now a permanent and growing part of the contact center workforce. And with that shift comes a new operational reality

- one where real-time, proactive insights aren't a nice-to-have, they're a necessity. The WEM tools that exist today weren't built for this blended workforce. They leave AI agent performance largely unmonitored, planning models outdated, and supervisors working with an incomplete picture.

That's why Cisco is building Webex AI WEM differently. Every capability is designed from the ground up to serve both human and AI agents - so quality, performance, and planning always reflect the full picture of how your contact center actually works.

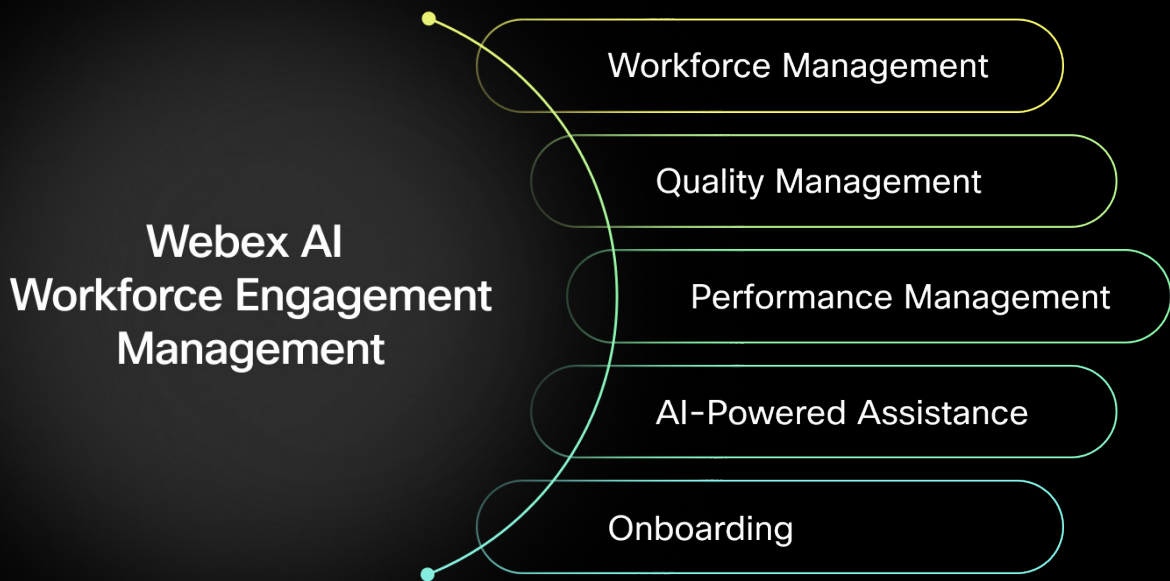


# Introducing Webex AI WEM

Contact centers are rapidly evolving into hybrid workforces where human and AI agents work together to serve customers. Yet most Workforce Engagement Management (WEM) solutions were built for a human-only workforce, creating gaps in visibility, performance management, and operational decision-making.

Webex AI WEM is purpose-built, from the ground up as an AI-first solution reimagining quality management, forecasting, scheduling, coaching, and performance management to support both human and AI agents as a unified workforce.

By analyzing signals across interactions and performance data, the platform delivers actionable insights that help organizations optimize service levels, reduce cost-to-serve, eliminate blind spots, and make smarter operational decisions. The result is a new approach to workforce engagement management—one designed for the future of customer service.



# What's included

## Workforce Management

- Forecasting
- Scheduling
- Intraday management

## Quality Management

- Interaction analytics
- Interaction scoring
- Insights for supervisors
- Coaching recommendations
- Interaction recording

## Performance Management

- Performance dashboard for agents & supervisors
- Wellbeing nudges

## AI-Powered Assistance

- Agent real-time assistance
- Supervisor & operator assistance

## Onboarding

- AI-powered onboarding
- Dynamic training scenarios
- Instant scoring & feedback

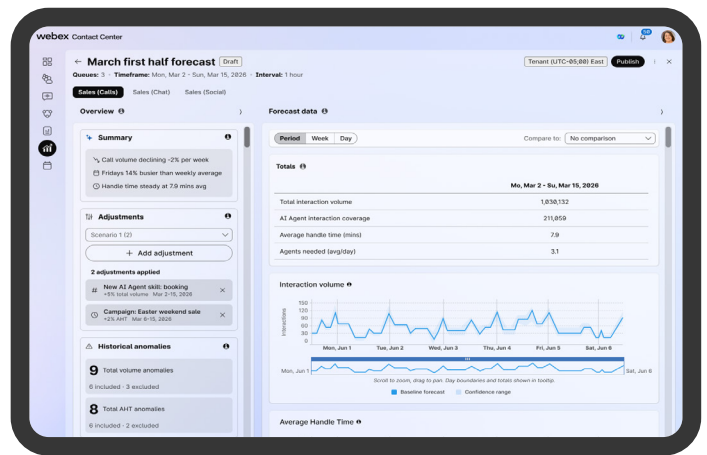
# Workforce Management

Purpose-built for the expanded workforce of AI and human agents.

Webex Workforce Management gives teams the tools to forecast, schedule, and manage operations with full visibility into both human and AI agent activity – so every decision is grounded in recent data, not last year’s assumptions.

## Forecasting

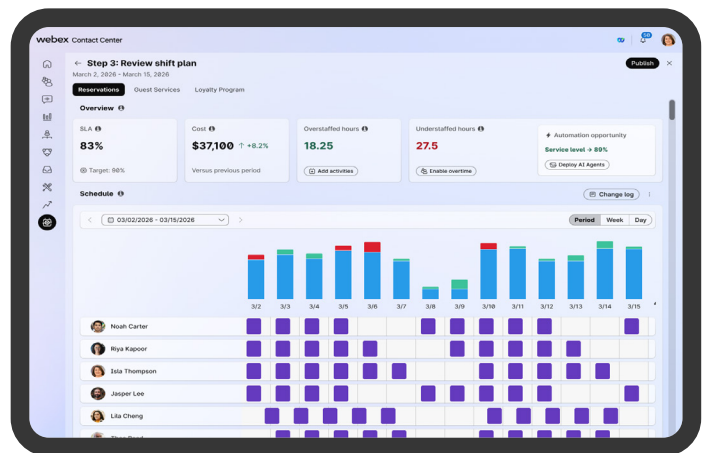
Know exactly how many agents – human or AI – you need, and when. Predict interaction volume by queue and skill at intervals from 15 minutes to a full day, factoring in known events and filtering out anomalies. Model how AI agents are deflecting demand at a skill and topic level, so your human capacity plan keeps pace with how your workforce is evolving.



Forecasting

## Scheduling

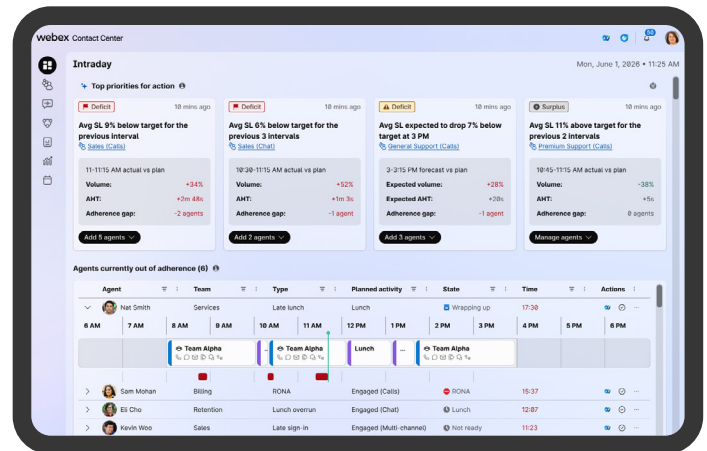
Stop manually matching agents to shifts and hoping for the best. Webex automatically assigns agents to the right roles and skills at the right time. Set AI agent spend caps to protect service levels without blowing the budget, and support agent wellbeing through cognitive scheduling, shift bidding, and shift swaps.



Scheduling

## Intraday command center

One place to manage everything - human agents, AI agents, and everything in between. Replace fragmented supervisor tools with a single control plane that spots SLA risks before thresholds are breached, suggests remediation actions automatically, and lets you execute changes in one click. Not sure about a decision? You can also run a what-if simulation before you commit.



Intraday command center

# Quality Management

## Complete visibility for the modern workforce.

Traditional quality management was built on sampling a small percentage of calls, reviewed manually, weeks after the fact. For today’s blended workforce, that’s no longer enough. Webex AI Quality Management automatically evaluates 100% of interactions across both human and AI agents, delivering consistent, unbiased insights in near real time.

### AI agents insights

Access performance metrics – evaluation scores, auto CSAT, sentiment, and speech analytics – for AI agents within the same quality framework used for human agents.

### Complete sentiment visibility

Sentiment analysis is applied across every interaction, giving supervisors a clear picture of what’s working and what needs attention across the entire workforce.

### Insights for supervisors

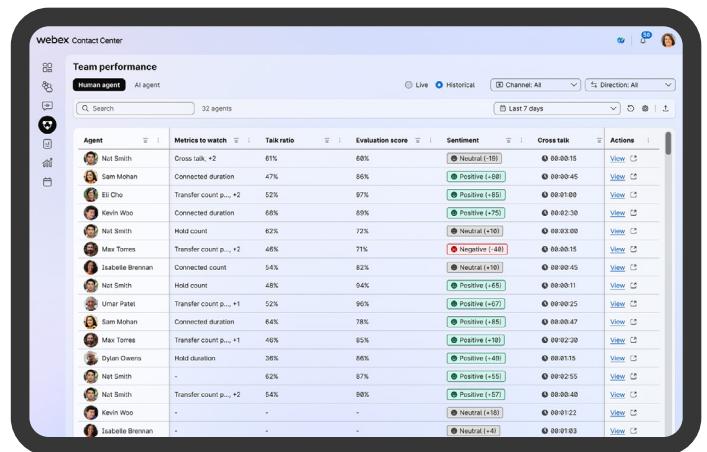
Dynamic visual dashboards surface key insights, helping supervisors spot coaching opportunities and performance trends.

### Automated interaction scoring

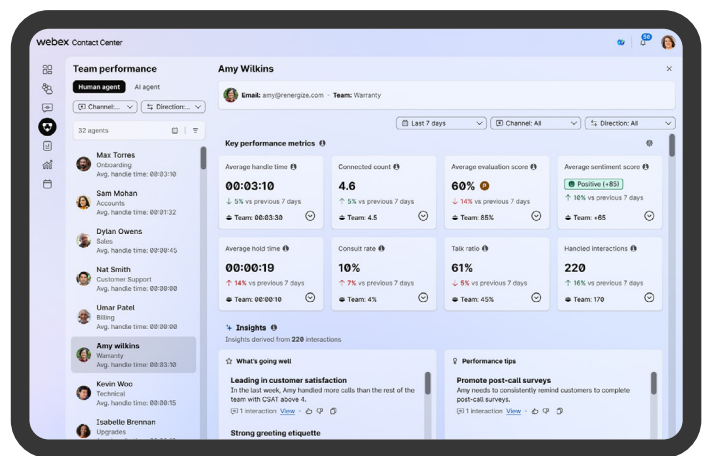
Every conversation across voice and digital channels is automatically evaluated, with the ability for human reviewers to adjust scores where needed.

### Personalized coaching recommendations

After each interaction, AI QM surfaces tailored coaching suggestions based on each agent’s individual strengths and areas for growth.



See sentiment across all agents



Supervisor insights

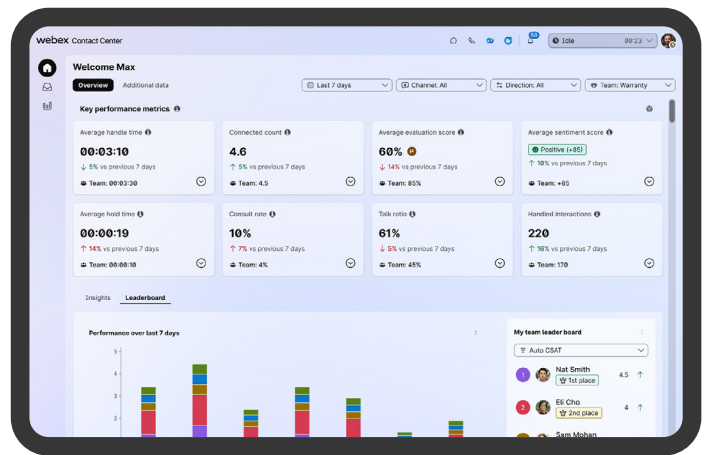
# Performance Management

Empower agents and supervisors with shared visibility.

Performance improvement shouldn't be a one-way conversation. Webex Performance Management gives both agents and supervisors the same clear view of what's working, what needs attention, and what to do next.

## Performance dashboard for agents & supervisors

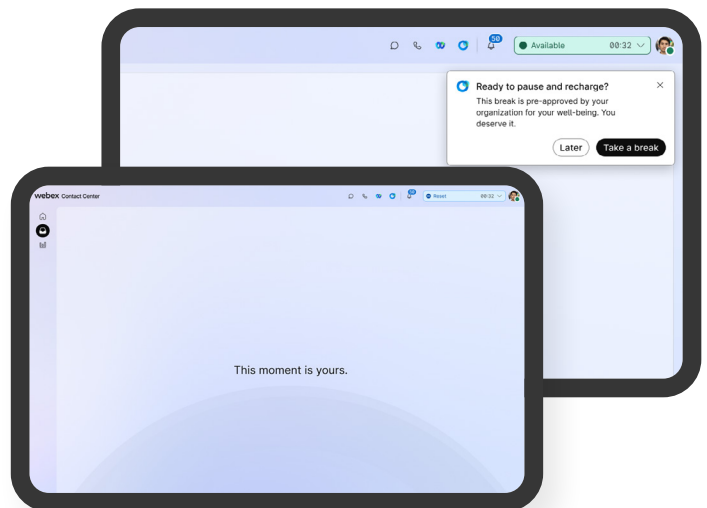
See individual metrics displayed alongside team benchmarks, with drill-down into specific interactions. Shared visibility between agents and supervisors enables constructive, accountable feedback conversations.



Agent performance dashboard

## Wellbeing nudges

Automated wellbeing breaks triggered by real-time monitoring of workload, schedules, and interaction patterns - encouraging agents to take brief, restorative breaks between tasks.



Agent wellbeing

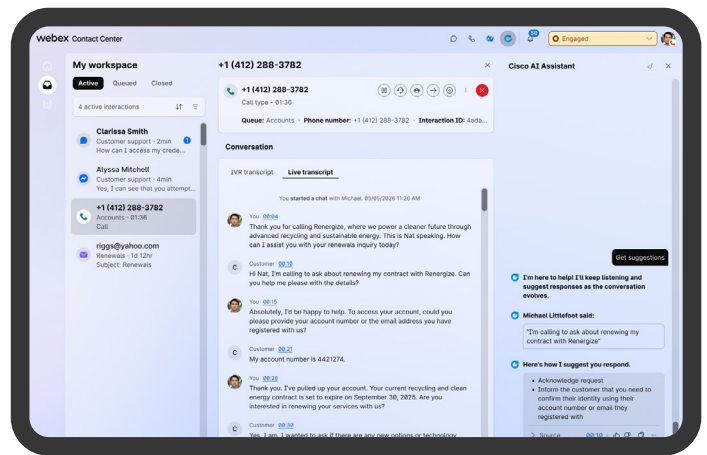
# AI-Powered Assistance

## Real-time intelligence for agents and supervisors.

Even the best agents can't know everything in the moment. Webex AI-Powered Assist puts the right information and guidance in front of the right person - exactly when they need it.

### Agent real-time assistance

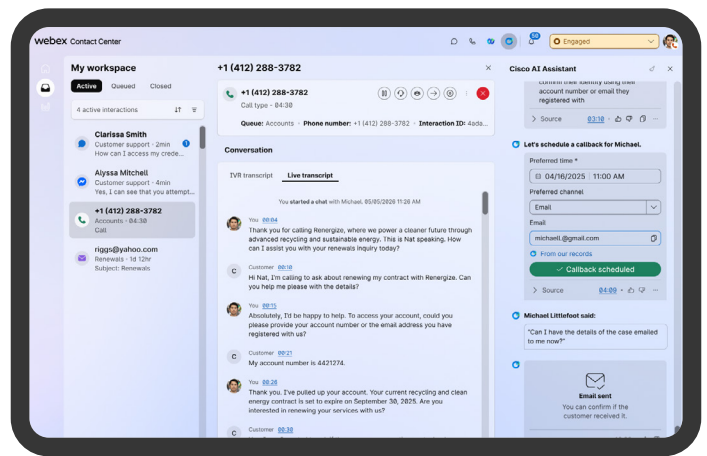
Contextual, in-the-moment guidance on what to say and the best action to take - helping agents resolve issues on the first interaction and deliver faster, more consistent customer experiences across voice and digital channels.



Agent real-time assist

### Supervisor & operator AI assistance

Enables supervisors, QM leads, and operators to ask questions, explore trends, and receive targeted action recommendations - such as reskilling an agent, rebalancing queues, adjusting schedules, or addressing emerging risks before they escalate.



Real-time assist for supervisors & operators

# Onboarding

Faster, smarter, more effective from day one.

Traditionally, onboarding has been manual, lengthy, and inconsistent. Webex transforms this experience using AI - making it simpler, more realistic, and immediately measurable.

## AI-powered training scenarios

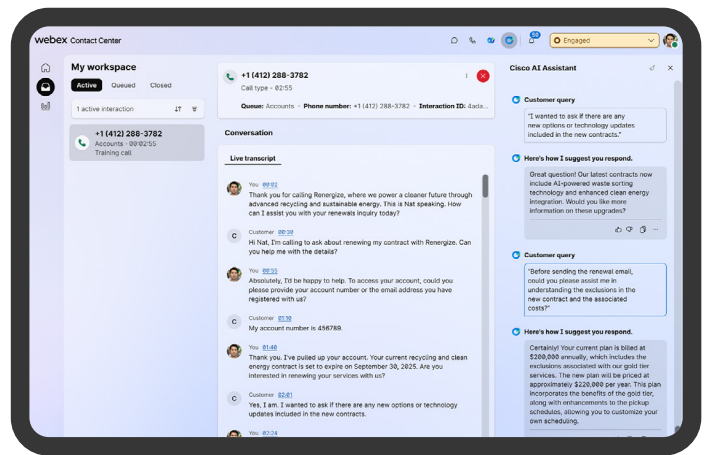
Using the Webex AI Training Agent, new agents are placed into realistic, dynamic practice scenarios - including challenging personas like an angry or frustrated customer - so they're prepared before they ever take a live call.

## Real-time guidance during training

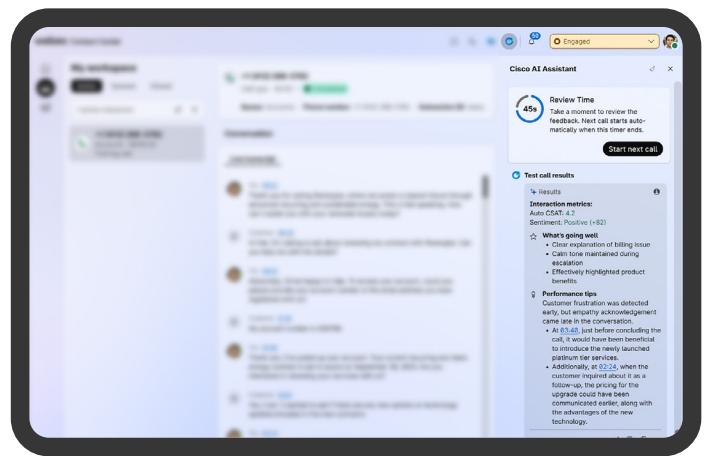
Real-Time Assist supports agents during practice calls, helping to guide them as they learn.

## Instant scoring and feedback

AI QM and Auto CSAT provide immediate, on-the-spot scoring and analysis after each training scenario - so agents receive meaningful feedback right away, not weeks later.



Real-time assist guides the agent during test calls



Immediate scoring

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