

CISCO *Live!*

Let's go

#CiscoLiveAPJC



“Reconciliation” – Dustin Koa Art



The bridge to possible

# Agent Desktop Best Practices

## Handle Escalations Effectively

Prasanna Arjunan  
Technical Solutions Architect  
BRKCCT-2690

CISCO *Live!*

#CiscoLiveAPJC



Webex CE Architecture Overview  
BRKCCT-1685

Shaun Robinson  
Tuesday 2pm



Next-gen Voice Automation  
BRKCCT-2686

Scott Osborne  
Wednesday 8:30am



Digital Interaction Automation  
BRKCCT-2687

Avinab Nanda  
Wednesday 1pm



Agent Desktop Best Practices  
BRKCCT-2690

Prasanna Arjunan  
Wednesday 2:40pm



Journey Data Services  
BRKCCT-2029

Rue Green  
Wednesday 4pm

# Cisco Webex App

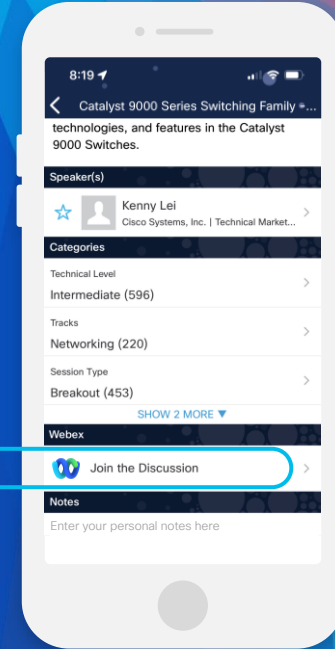
## Questions?

Use Cisco Webex App to chat with the speaker after the session

## How

- 1 Find this session in the Cisco Live Mobile App
- 2 Click “Join the Discussion”
- 3 Install the Webex App or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

Webex spaces will be moderated by the speaker until December 22, 2023.



<https://cislive.ciscoevents.com/cislivebot/#BRKCCT-2690>

✓ Empowering tools

✓ Integrations

✓ Customisation

✓ Supervisor tools



# Source of Agent Effort/Inefficiency

It takes effort to support customers in different channels

47.76%

Not enough customer data

37.31%

Too many screens to access

41.79%

Training isn't effective

32.84%

Knowledge base is hard to search

20.90%



52%

of agents report  
burnout

50%

turnover attributed to  
burnout

CCW: State of Contact Center Technology 2023

Source: Forbes

Have you been in a situation when you were **desperately trying to reach** a contact centre but didn't get the experience you deserved?

# Imagine if...

Too many screens

Lack of customer data

Hard to handle omnichannel interactions

Hard to search knowledge base

Lack of training and coaching



Single, extensible agent interface

Handover with insights, context and journey info

Frictionless, personalised omnichannel interactions

AI assisted agents

Reach Supervisors & Experts in the same interface

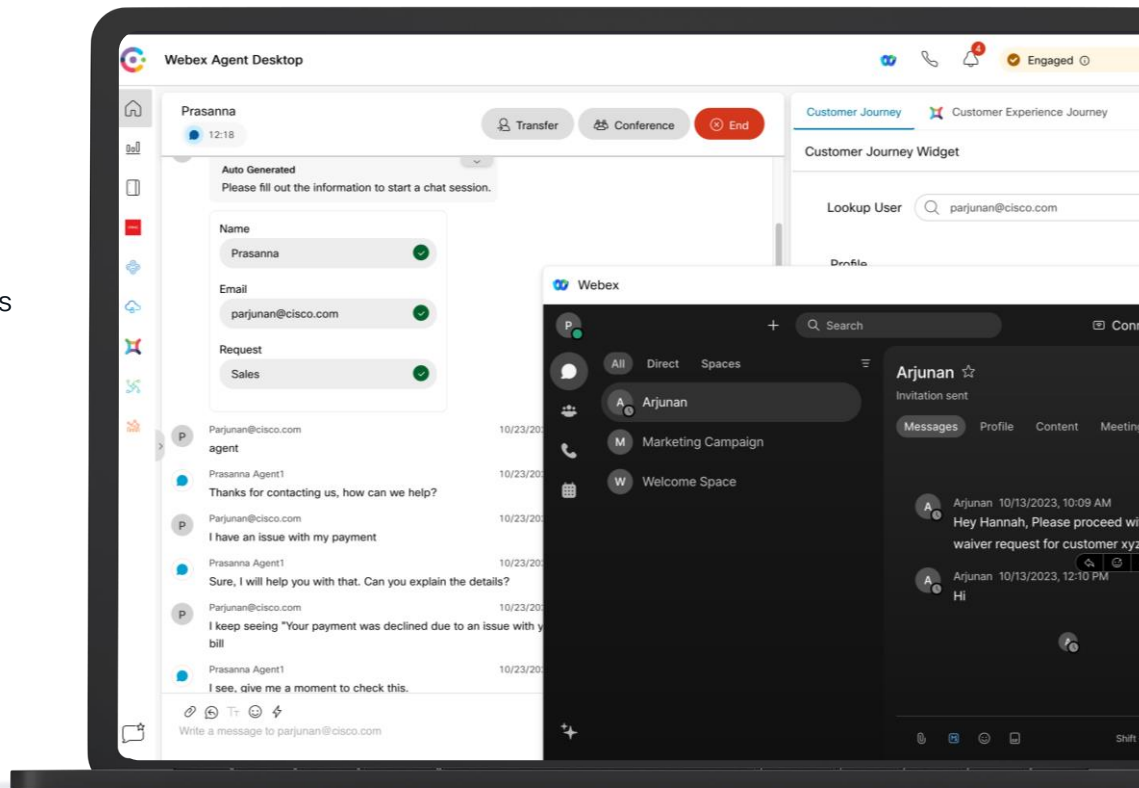
# Agent Desktop



# Webex Contact Center Agent Desktop

A fresh, modern experience that empowers your agents

- Extensible via widgets and JavaScript SDK
- Agent and SME Collaboration
- Omni-channel User Experience
  - Voice, Email & Chat
  - Facebook Messenger, SMS & WhatsApp
- Localisation – 29 languages





# Automated Follow up Workflows for Digital Channels

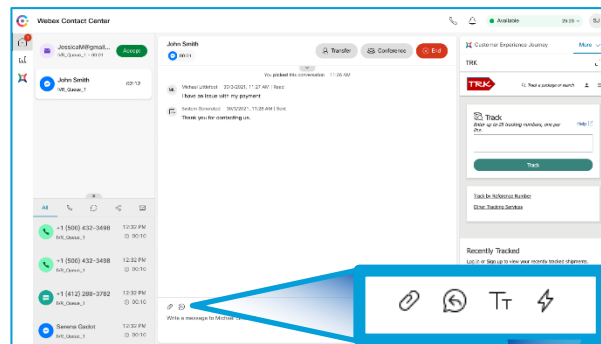
Agents can trigger automated workflows, such as:

- Ticket creation in a CRM system
- Offer or request fulfillment
- Future appointment setting
- Process automation

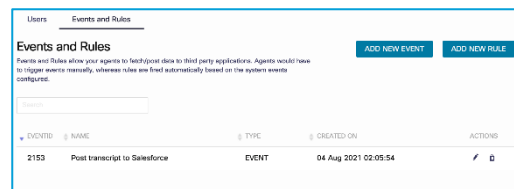
Agents experience exactly what the customer sees with message previews

Enhanced agent contact handling, including:

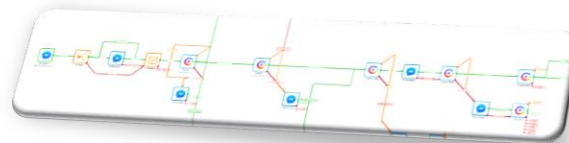
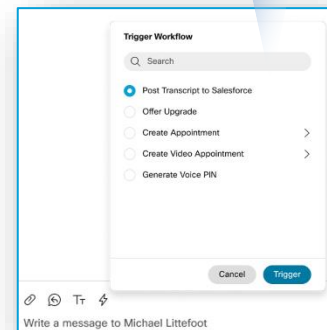
- Rich text editing
- Emojis and stickers
- Hyperlinks
- Delivery receipts



Agents can use rich text features and easily trigger follow up workflows



Administrators can customise pre-defined workflow options for agents to search, select, and execute





# Customer Context

Customer journey data provides context and key insights across channels.

Agents have access to relevant data to take real-time actions and provide the best experience to customers.

The screenshot displays the Webex Agent Desktop interface. The top navigation bar includes the 'Webex Agent Desktop' title and a status indicator 'Engaged'. The main interface is divided into several sections:

- Left Sidebar:** A list of recent customer interactions, including chat and voice calls. The selected contact is '+6583498848' (Queue-Singapore-Voice) at 01:06.
- Customer Information Panel:** Displays details for the selected contact:
 

Phone Number	+6583498848	Caller Name	Nithila Prasanna
DNIS	+61251045856	Customer Email	tocmnt@gmail.com
Address	Blk 111, Bedok Reservoir Road, 04-524	Country	Singapore
Case Number	00001035	Comments	Please enter a new comment here
Priority	None	Queue	Queue-Singapore-Voice
- Customer Journey Widget:** Shows a 'Lookup User' field with '+6583498848' entered. Below it, a 'Profile' section for 'Nithila Prasanna' shows contact frequency:
 


No of times contacted in the last 10 days	34
No of times contacted in the last 24 hours	34
- Right Panel:** Features a 'Journey' section with filters for 'All', 'Last 24 Hours', 'Last 7 Days', and 'Last 30 Days'. A 'Livestream' toggle is active for '29/10/2023'. A 'collapse events' section shows a recent event: '+65 8349 8848 connect call' on '29/10/2023 2:15 pm'.

# Agent Experience Demo

<https://youtu.be/GTyCMsSMDOc>



No tasks



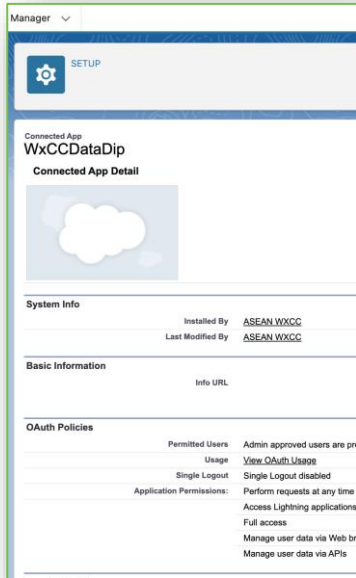
- All
- +6563175201  
Service | 06:59 | 09:13 PM
- parjunan@cisco.com  
Service | 10:01 | 09:12 PM
- Prasanna Arjunan  
N/A | 10:48 | 09:11 PM
- Prasanna  
Service | 11:47 | 09:10 PM
- Prasanna Arjunan  
Service | 04:29 | 08:51 PM



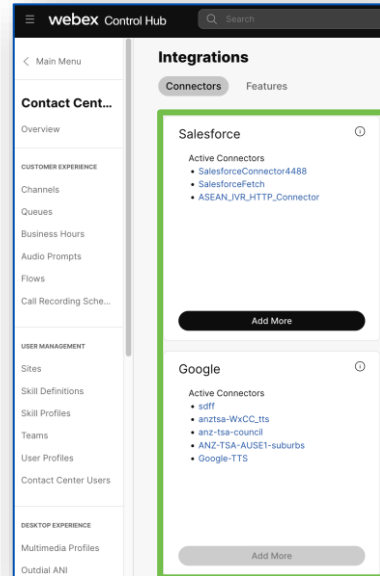
# CRM Data Dip Connector

[Documentation](#)

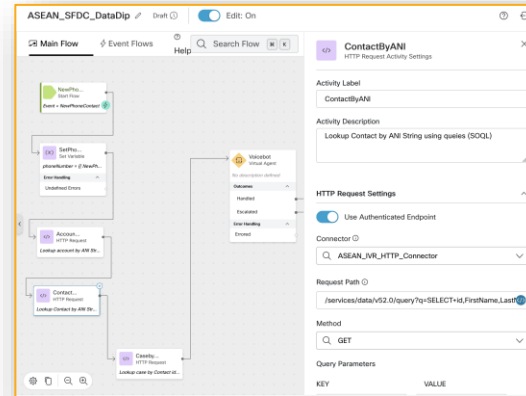
1 Configure Connected App on CRM - Client ID/Secret for OAuth2



2 Configure Connector on Control Hub - Test & Activate



3 Configure Flow HTTPS Node to use Connector





# Flow Designer

## HTTP Request

- The HTTP Request activity fetches information from an external data source such as a CRM using standard HTTP protocols.
- Basic Auth and OAuth 2.0 attributes are supported for authenticated endpoints
- Support of popular Methods (GET, POST etc..)

The screenshot displays the Cisco Flow Designer interface for a flow named 'Abdul\_Playground'. The main canvas shows a sequence of activities: 'NewPhoneCo... Start Flow' (Event = NewPhoneContact), 'CustomerPho... Set Variable' (Customer\_Phone = {{New...}}, 'GetCustomerl... HTTP Request', and 'CheckCustome... Condition' ({{Customer\_Name == "Ne...}). The flow continues through 'Generic Play Message' and 'Personal Play Message' to 'SetCustor Set Variable' (Customer\_Intent = ...).

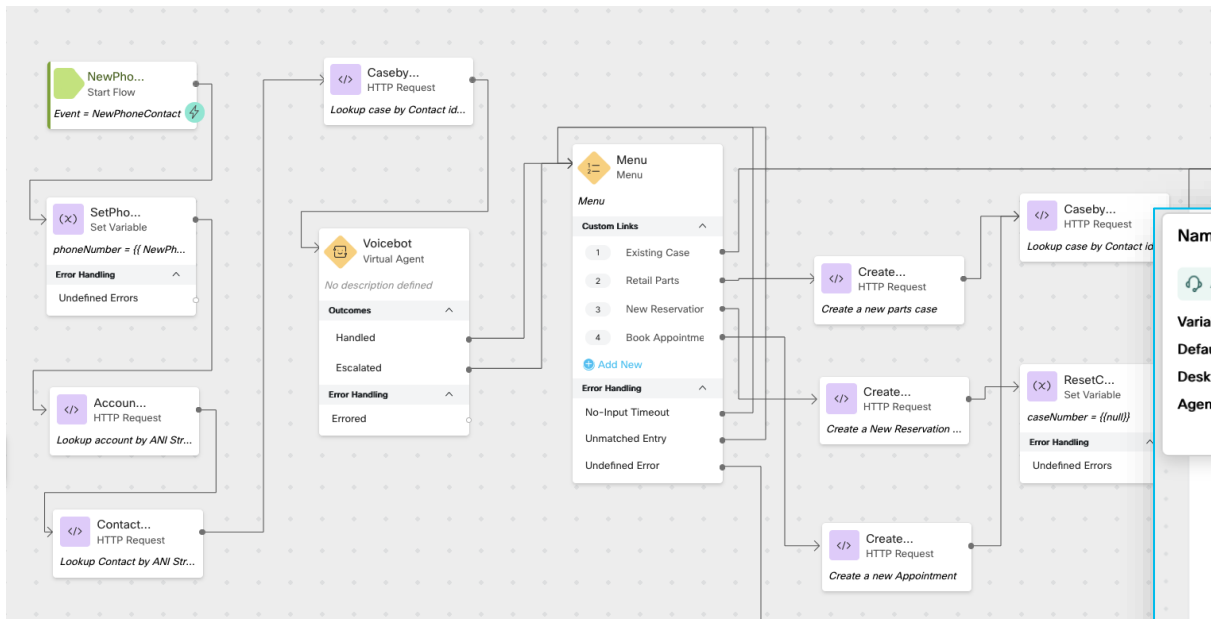
The configuration panel for the 'GetCustomerInfo' HTTP Request activity is shown on the right. It includes the following settings:

- Activity Label:** GetCustomerInfo
- Activity Description:** Enter a Description
- HTTP Request Settings:**
  - Use Authenticated Endpoint
  - Request URL:** https://ptiotiab.eu-gb.mybluemix.net/cfa/getuserdata
  - Method:** GET
  - Query Parameters:**

KEY	VALUE
ani	{{Customer_Phone}}
- Parse Settings:**
  - Content Type:** JSON
  - Output Variable:** Customer\_Name
  - Path Expression:** \$.name
  - Output Variable:** Customer\_Address
  - Path Expression:** \$.address



# Salesforce - Flow Control Configuration



## Variables:

- Customer Name
- Customer Priority
- Customer ID

**Name**

**Agent Viewable**

configurable local variables. They can never be agent viewable. They can optionally be agent viewable.

**Variable Type** String

**Default Value**

**Desktop Label** Customer Name

**Agent Editable** No

Name x Priority x ID x

QueuePriority x

Add Flow Variable



# Salesforce – HTTP Requests

## [API Reference guide](#)

```
curl --location --request GET 'https://<your domain>.my.salesforce.com/services/data/v54.0/subjects/Account?Phone=+6563175201' \  
--header 'Authorization: Bearer XXXXXXXXXXXXXXXXXXXX' \  

```

The screenshot shows a REST client interface with the following details:

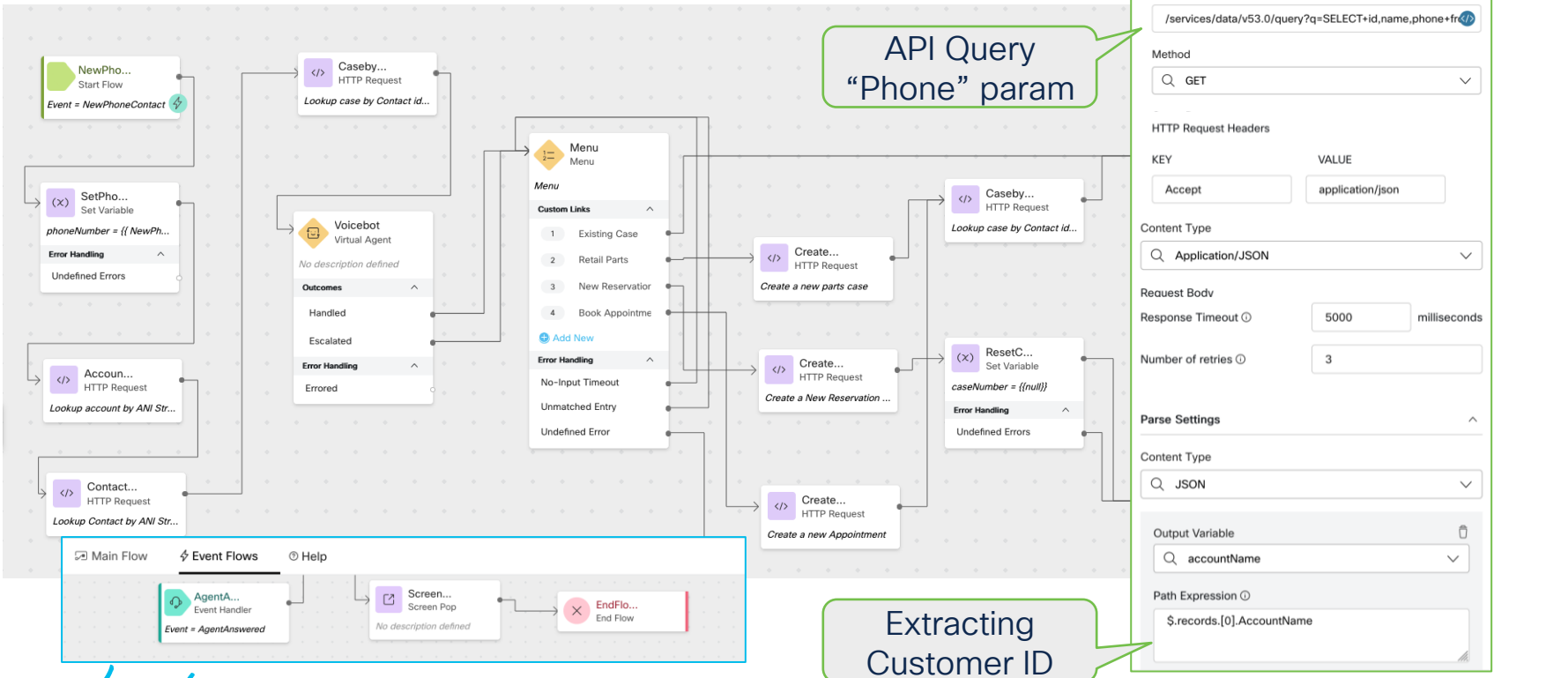
- Request:** GET `https://{{instance}}.my.salesforce.com/services/data/v52.0/subjects/Account?Phone=+6563175201'`
- Params:** Query Params table with one entry: 

Key	Value	Description
Phone	+6563175201'	
- Response:** Status: 200 OK, Time: 125 ms, Size: 2.22 KB
- Response Body (JSON):**

```
40  },  
41  "recentItems": [  
42    {  
43      "attributes": {  
44        "type": "Account",  
45        "url": "/services/data/v52.0/subjects/Account/0015i000011BKPTAA4"  
46      },  
47      "Id": "0015i000011BKPTAA4",  
48      "Name": "Alphatech Ltd"
```

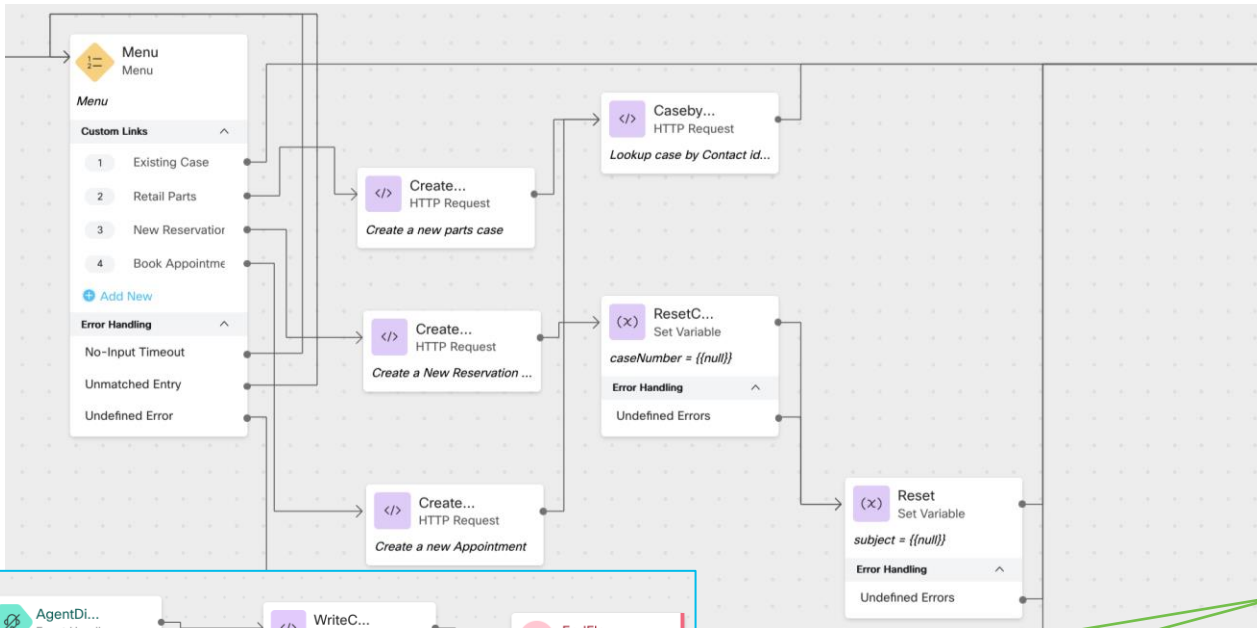


# Flow Designer – Data Dip Config





# Flow Designer – HTTP Requests



**Create\_Opp**  
HTTP Request Activity Settings

**General Settings**

Activity Label: Create\_Opp

Activity Description: Create a New Reservation Opportunity

---

**HTTP Request Settings**

Use Auto

Connector: ASEAN\_IVR\_HTTP\_Conne

Request Path: services/data/v53.0/subjects/Opportunity

Method: POST

KEY	VALUE
accept	application/json

**Request Body**

```
{
  "Name": "New Reservation",
  "ContactID": "{{contactid}}",
  "StageName": "Qualification",
  "CloseDate": "2024-06-01"
}
```

Response Timeout: 2000 milliseconds

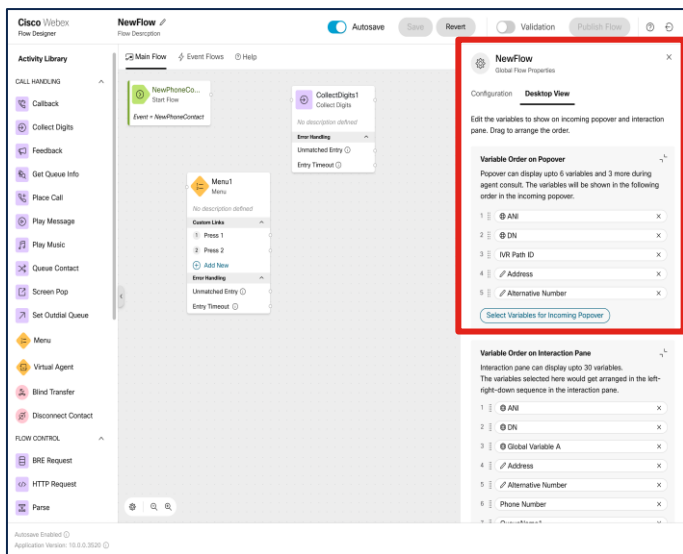
Number of retries: 1

Creating a new case in CRM

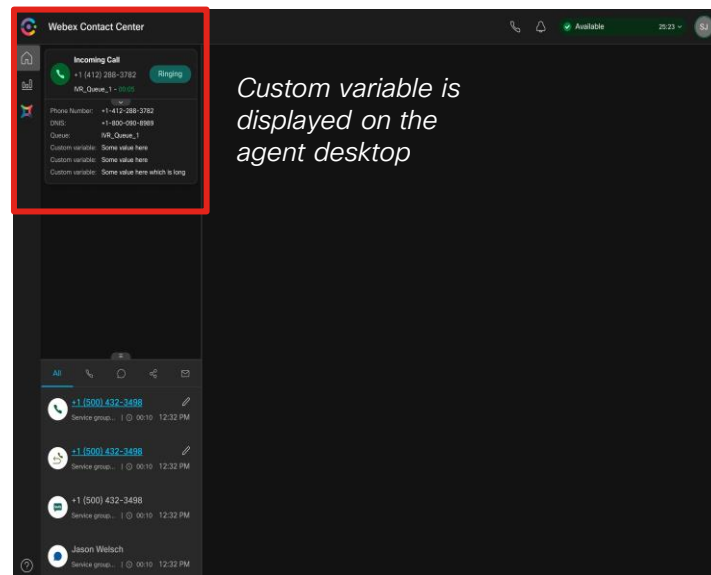
Updating case details



# Configurable Desktop Popover and Interaction Pane



Create custom variables in the flow designer for the agent incoming popover and interaction pane



Custom variable is displayed on the agent desktop

- Flow control designers can configure variables for agent desktop voice popover and interaction pane
- Showing key information to agents
- Provides customers more customisation capabilities
- Agents can relate to valuable call-relevant details in the popover and interaction details → smoother customer experience



# Desktop Layout

Customise Desktop Layout completely from Portal.

JSON Based Layout with Live Validation.

Configurable Desktop layout on Team Level.

## Provisioning > Desktop Layout

The screenshot shows the Cisco Provisioning Portal interface for configuring a Desktop Layout. The page title is "Desktop Layout" and the breadcrumb is "Provisioning > Desktop Layout". The left sidebar shows the navigation menu with "Desktop Layout" selected. The main content area contains the following fields and controls:

- Name:** CiscoLive\_Layout
- Description:** This is the Cisco Live Agent Desktop Layout
- Status:** Active (toggle)
- Teams:** Team1\_CiscoLive
- JSON File:** CiscoLive\_Layout.json (download icon) with a green validation message: "Validated 30 Apr 2022 02:52 PM".
- Buttons:** Upload, Restore, Save, Cancel.

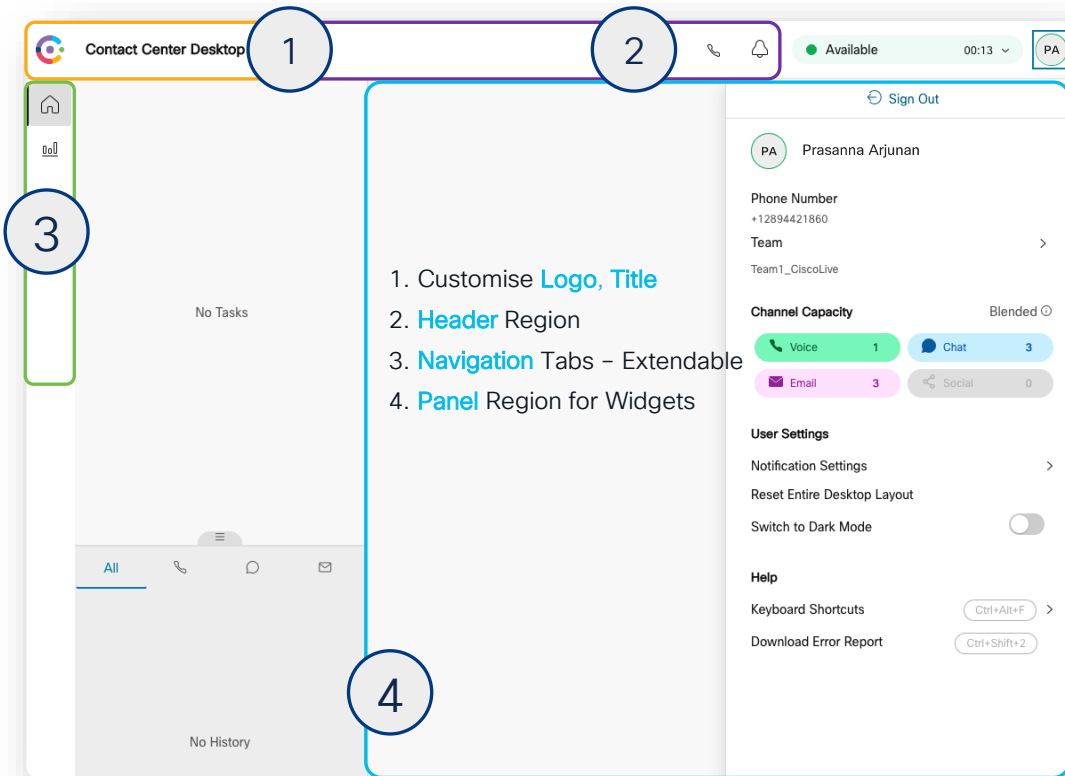
Below the JSON File field, there is a note: "Please use the default desktop layout file to apply customization. For more details, click the Help icon."



# Agent Desktop Layout Customisation

```

1  |
2  | "agent": {
3  |   | "version": "0.1.0",
4  |   | "appTitle": "Webex Agent Desktop - V10",
5  |   | "logo": "",
6  |   | "dragDropEnabled": false,
7  |   | "notificationTimer": 8,
8  |   | "maximumNotificationCount": 3,
9  |   | "browserNotificationTimer": 8,
10 |   | "wxmConfigured": true,
11 |   | "desktopChatApp": {
12 |     | "webexConfigured": true
13 |   | },
14 |   | "area": {
15 |     | "headless": { ...
37 |     | },
38 |     | "advancedHeader": [ ...
171 |     | ],
172 |     | "panel": { ...
357 |     | },
358 |     | "navigation": [ ...
646 |   | }
647 | }
648 | }
    
```

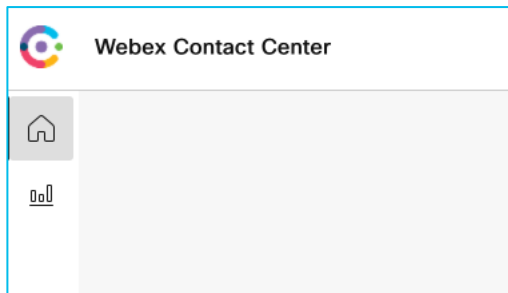
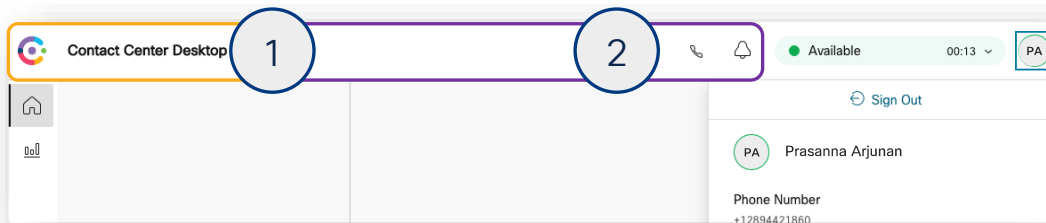


1. Customise **Logo, Title**
2. **Header** Region
3. **Navigation** Tabs – Extendable
4. **Panel** Region for Widgets

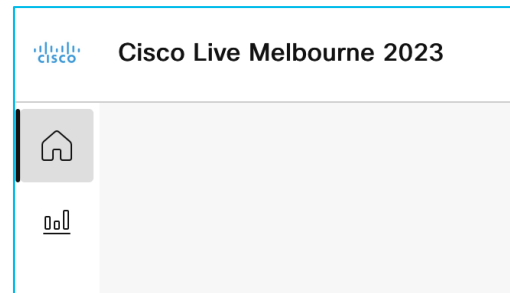


# Agent Desktop Layout Customisation

1. Customise **Logo, Title**
2. **Header Region**



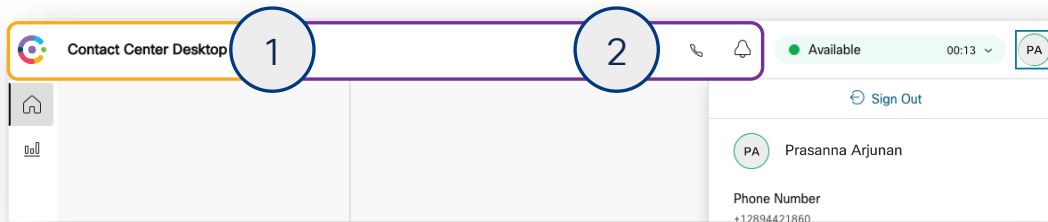
```
{
  "agent": {
    "version": "0.1.0",
    "appTitle": "Cisco Live Melbourne 2023",
    "logo": "https://storage.googleapis.com/aseanjp",
    "stopNavigateOnAcceptTask": false,
    "dragDropEnabled": false,
    "notificationTimer": 8,
    "maximumNotificationCount": 3,
    "browserNotificationTimer": 8,
    "wxmConfigured": false,
    "desktopChatApp": {
      "webexConfigured": true
    }
  },
}
```



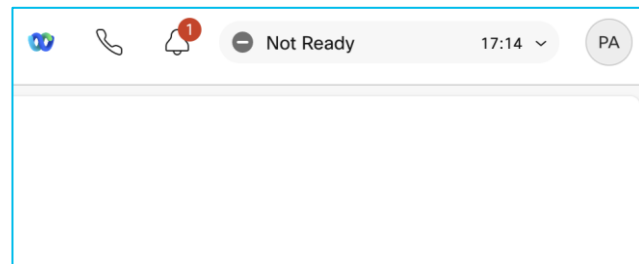
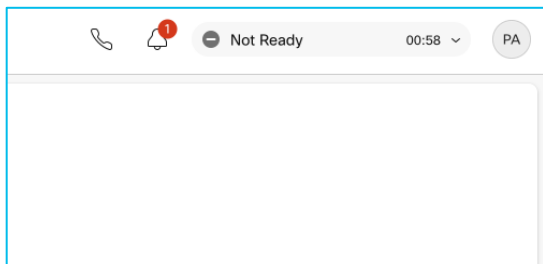


# Agent Desktop Layout Customisation

1. Customise **Logo, Title**
2. **Header Region**



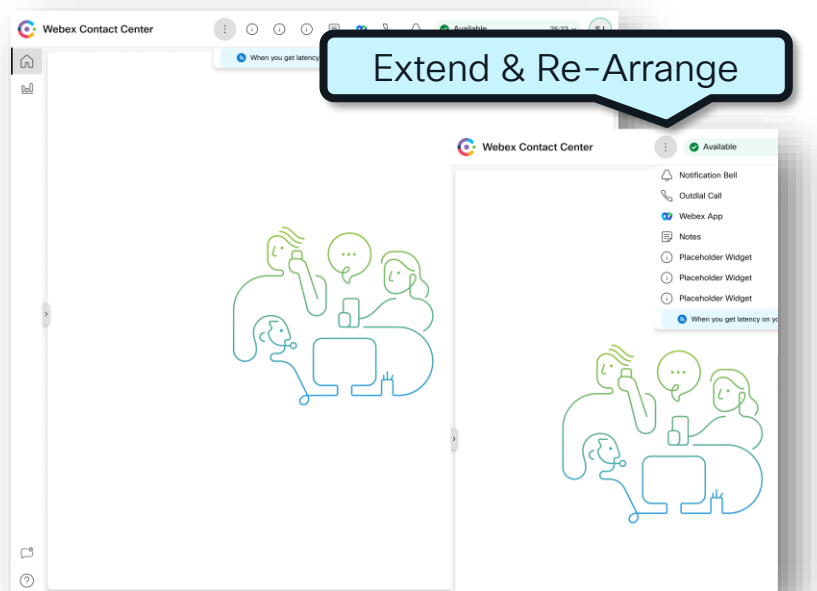
```
{
  "agent": {
    "version": "0.1.0",
    "appTitle": "Cisco Live Melbourne 2023",
    "logo": "https://storage.googleapis.com/aseanjp",
    "stopNavigateOnAcceptTask": false,
    "dragDropEnabled": false,
    "notificationTimer": 8,
    "maximumNotificationCount": 3,
    "browserNotificationTimer": 8,
    "wxmConfigured": false,
    "desktopChatApp": {
      "webexConfigured": true
    }
  },
}
```








# Agent Desktop Layout Customisation

- **Header** allows you to customise region next to the logo and title.
- Install Header widgets and rearrange Desktop Actions



## Advanced Header:

- **webex** 
- **outdial** 
- **notification** 
- **state-selector**
- **widgets (your custom widgets)**

Edit `advancedHeader` section

```

"advancedHeader": [
  {
    "comp": "agentx-webex"
  },
  {
    "comp": "agentx-outdial"
  },
  {
    "comp": "agentx-notification"
  },
  {
    "comp": "agentx-state-selector"
  }
]

```



# Desktop Layout – Auxiliary Pane (Panel)

Panel allows you to customise the Tabs that show up along with the Screen Pop

The screenshot displays a customer service interface. At the top, there's a header with a phone number (+6583498848) and a status (01:06). Below this is a control bar with buttons for Hold, Consult, Transfer, Pause Recording, and End. A metadata table follows, containing fields like Phone Number, DNS, Address, Case Number, Priority, Caller Name, Customer Email, Country, Comments, and Queue. Below the metadata is a tabbed interface with three tabs: IVR Transcript, Customer Journey (selected), and Contact History. The Customer Journey Widget is active, showing a search bar for the phone number, a profile section for Nithila Prasanna, and a journey timeline with filters for time periods and a Livestream toggle.

System Default:

- IVR\_TRANSCRIPT
- CONTACT\_HISTORY
- SCREEN\_POP

Add Custom Tabs to the **panel** section

```

"panel": {
  "comp": "md-tabs",
  "attributes": {
    "class": "widget-tabs"
  },
  "children": [ ***
]

```



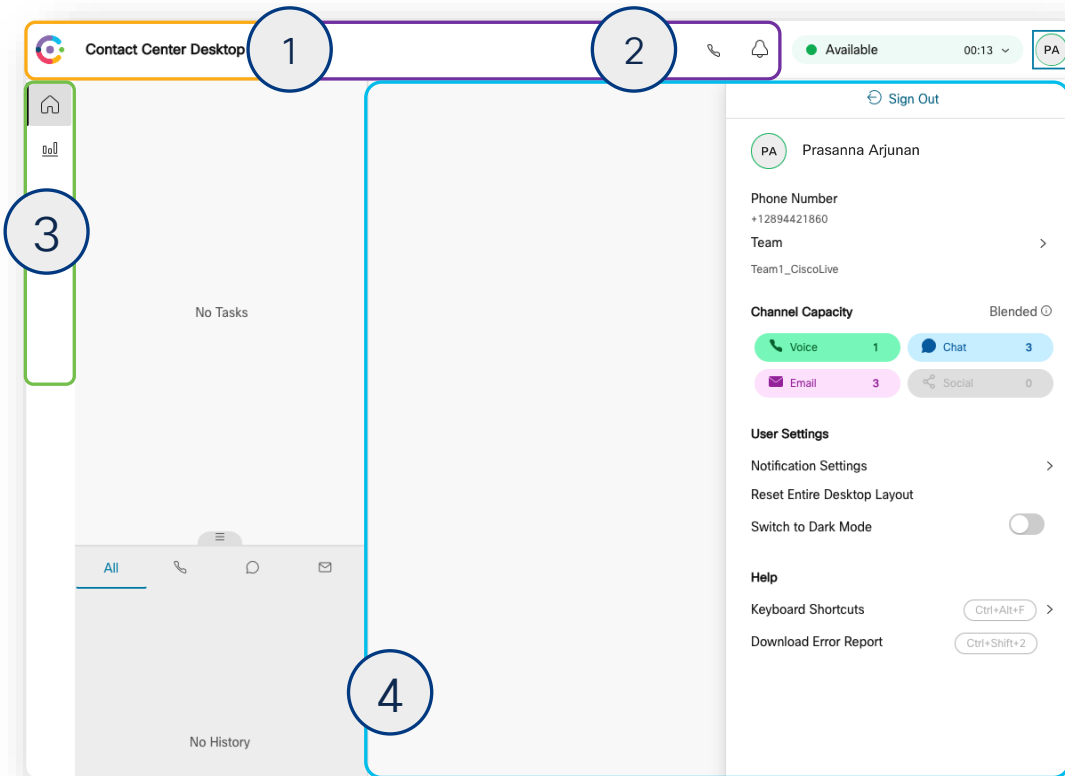
# Headless & Navigation bar Widgets

- **Headless** Widgets allow you to run background JavaScript code without Rendering a UI
- Useful for backend utilities & automation – including CRM Connectors

```

10  >   "area": {
11  >     "headless": { ... }
15  >   },
16  >   "panel": { ... }
97  >   },
98  >   "navigation": [
99  >     { ... }
128 >   ]

```





# Desktop "STORE"

Understand the \$STORE in terms of what attributes you can pass into the layout.

```
133 {
134   "comp": "customer-journey-widget",
135   "script": "https://cjaas.cisco.com/widgets/customer-journey-9.0.0.js",
136   "attributes": {
137     "base-url": "https://api-jds.prod-useast1.ciscowxdap.com",
138     "logs-on": "true",
139     "project-id": "64f7e4b1bxxxxxxxx",
140     "template-id": "journey-default-template",
141     "icon-data-path": "https://wxcc-widgets.s3.us-west-1.amazonaws.com/icons.json",
142     "limit": "50",
143     "time-frame": "ALL",
144     "live-stream": "true"
145   },
146   "properties": {
147     "interactionData": "$STORE.agentContact.taskSelected",
148     "bearerToken": "$STORE.auth.accessToken",
149     "organizationId": "$STORE.agent.orgId"
150   },
151   "wrapper": {
152     "title": "Customer Journey Widget",
153     "maximizeAreaName": "app-maximize-area"
154   }
155 }
156 }
157 }
```

Large list of top-level objects:

\$STORE.agent

\$STORE.agentContact

\$STORE.app

\$STORE.auth

\$STORE.generalNotifications

\$STORE.dynamic

Reference <https://developer.webex-cx.om/documentation/guides/desktop>



# iFrame – Bringing Content In

Before you iFrame sources inside desktop

Not Allowed as per Content Security Policy (CSP)



www.cisco.com refused to connect.

Allowed as per Content Security Policy (CSP)



Menu ▾



Log in

## Learn to Code

With the world's largest web developer site.

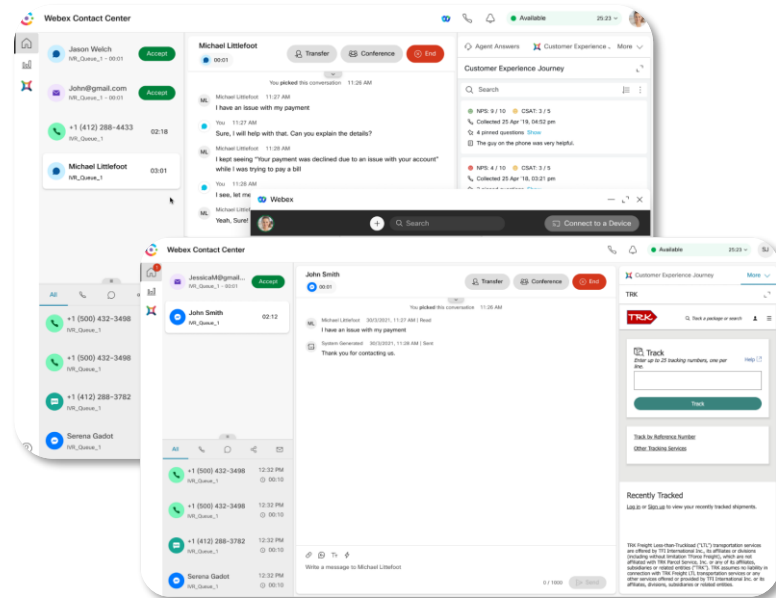
Search our tutorials, e.g. HTML





# Desktop APIs

- REST APIs for agent call control events and agent state management
- Build custom agent desktops and build integrations with third party integrations like CRM.
- Accept, Wrap-up, End Task, Agent State change
- Call Control (answer, hang-up, hold, resume, conference, transfer), Click to call, Call recording pause/resume





# Current CRM Connectors

Cisco-built & supported



servicenow



Available now



Coming Soon



# Cisco CRM Connector Capabilities

## IVR Data Dips

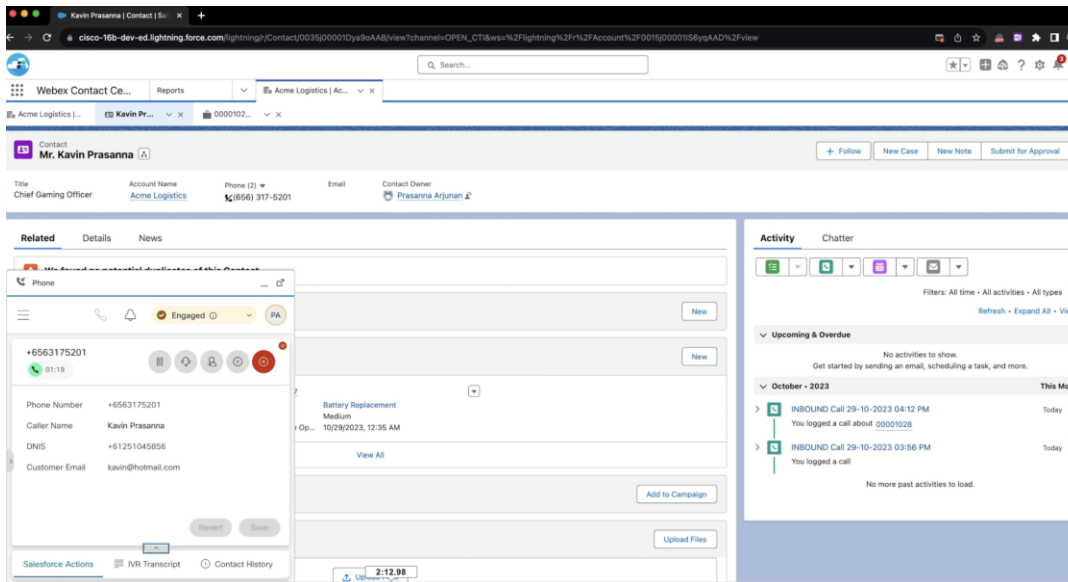
Dynamic Menus that maintain customer context through data lookups from the CRM inside Flow.

## Intelligent Routing

Contact Routing inside flow leveraging HTTP Requests from the CRM.

## Integrated Desktop

Contact Centre controls within the CRM – Unified single pane of glass for the agents.



## Screen Pops

Upon call answer and transfers, agent receives relevant context with the customer record from the CRM.

## Post call Activity

Post call activities posted into the CRM after the interaction.

## Click-to-Call

Instant Outdial calls from the CRM via Webex Contact Center's Outdial capability.

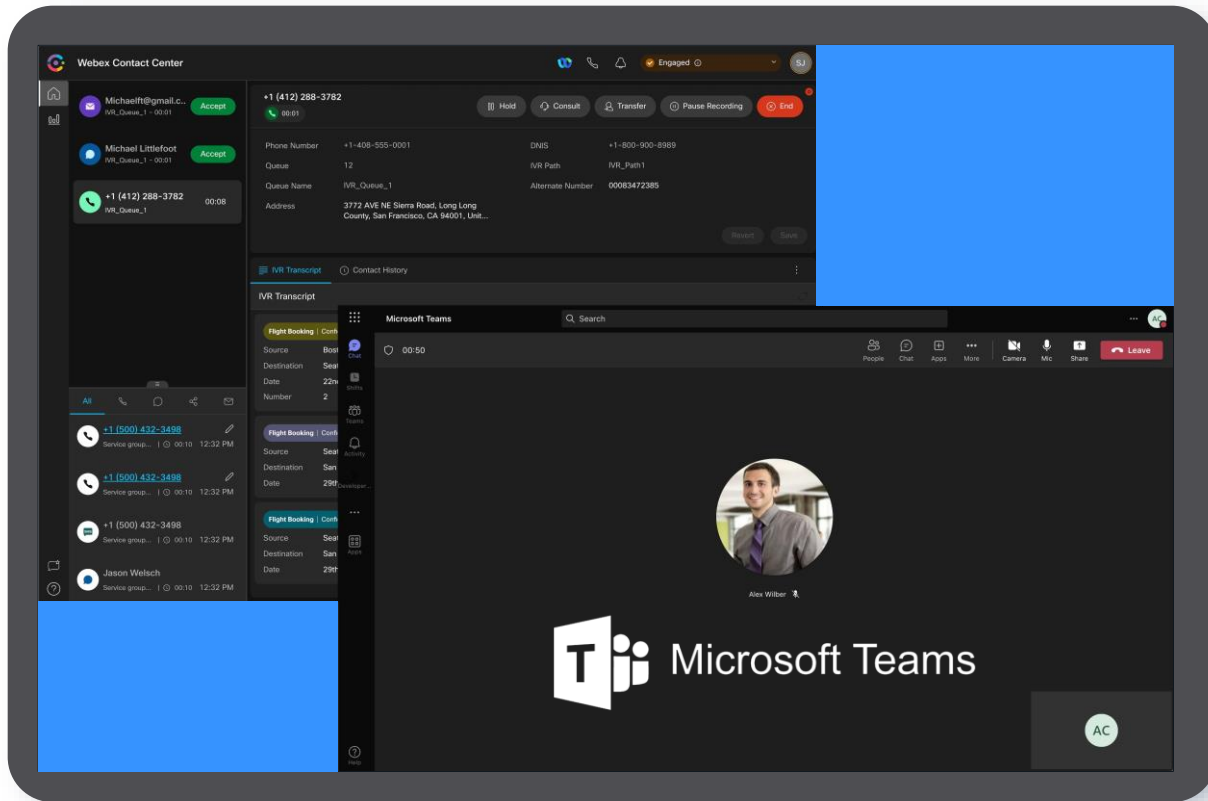


# Microsoft Teams interoperability

Engage Teams-based experts with consolidated Azure directory and presence.

Conference or transfer to Teams users.

Skills-based routing of inbound calls from Microsoft Teams.



# Desktop Documentation Links

- Agent Desktop White Paper:
  - [https://www.cisco.com/c/dam/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/webexcc/whitepaper/WebexContactCenter-AgentDesktopProductFeatureWhitePaper.pdf](https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/webexcc/whitepaper/WebexContactCenter-AgentDesktopProductFeatureWhitePaper.pdf)
- Agent Desktop User Guide:
  - [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/webexcc/desktop\\_20/webexcc\\_b\\_20-desktop-user-guide.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/webexcc/desktop_20/webexcc_b_20-desktop-user-guide.html)
- Agent Desktop Layout Configuration Guide:
  - [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/webexcc/SetupandAdministrationGuide\\_2/b\\_mp-release-2/b\\_cc-release-2\\_chapter\\_011.html#topic\\_8230815F4023699032326F948C3F1495](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/webexcc/SetupandAdministrationGuide_2/b_mp-release-2/b_cc-release-2_chapter_011.html#topic_8230815F4023699032326F948C3F1495)
- Agent Desktop Sample Widgets:
  - <https://ciscocodevnet.github.io/webex-contact-center-widget-starter/>
  - <https://github.com/CiscoDevNet/webex-contact-center-widget-starter/tree/master/Examples>
- Agent Desktop Developer Guide (Including JS SDK):
  - <https://devportal.wxcc-us1.cisco.com/documentation/guides/desktop>
  - [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/webexcc/developer\\_20/webexcc\\_b\\_20-desktop-developer-guide-.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/webexcc/developer_20/webexcc_b_20-desktop-developer-guide-.html)

# Supervisor Desktop



# Role Based Access and Experience

Supervisors will sign in with different profile options (such as supervisor only or supervisor and agent role)

Post sign-in, they will be provided a dedicated User Interface for supervisor-centric activities

	Agent	Supervisor	Supervisor and Agent
<b>User Profile (License)</b>	Agent (Standard or Premium)	Supervisor (Premium)	Supervisor (Premium)
<b>Layout</b>	Agent Team	Primary (Supervisor) Team	Agent Team

**Station Credentials**

Role

Supervisor
^

Supervisor

Supervisor and Agent

9009 ✖

Enter your calling extension number provided by the administrator.

Remember My Credentials

Cancel Submit

**Station Credentials**

Role

Supervisor and Agent
v

Dial Number / Extension ⓘ

Dial Number  Extension

International Dialing Format ⓘ

+61 ✖
251045854 ✖

Team

Team Singapore 1
✖

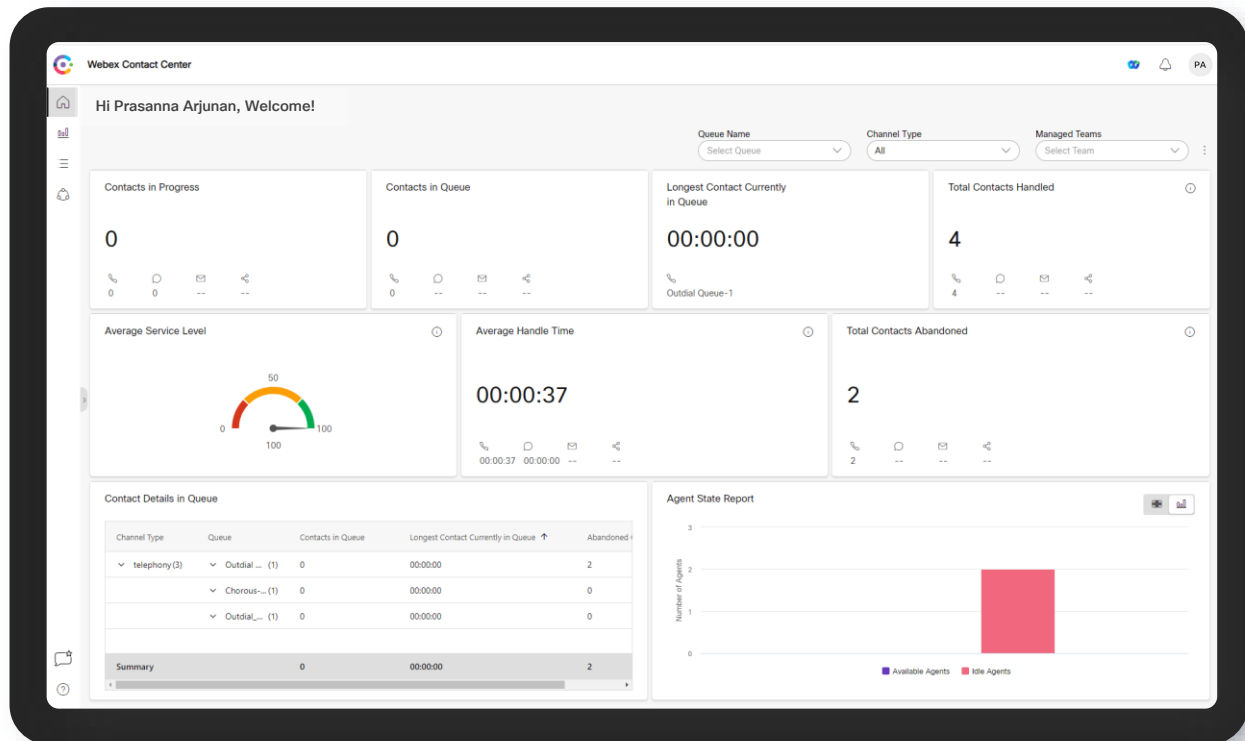
Remember My Credentials

Cancel Submit



# Supervisor Desktop

- Priority dashboard for a quick view of what's most important
- Automated supervisor functions allowing time to focus on the customer experience
- Agent performance management





# Team Performance Details

Webex Contact Center

Team Performance Details

Search [ ] Displaying 2 Agents

Reset Customize Export

Agent Name	Agent State	Agent State Duration	Phone Number	Site	Team	Contact Status	Time in Contact St...	Total Contact Durat...	Sign in Ti	Actions
GT Agent7 Chrous	Meeting	00:13:08	+13012969670	GT-Site	GT-Team2	Connected	00:00:26	00:00:39	2/5/2023	[ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]
GT 41 Supervisor	Available	00:01:24	+13012969673	GT-Site	GT-Team1	-	-	-	2/5/2023	[ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]

- Holistic view of agent information across teams, to derive and decide next action steps
- See important insights and analytics to empower agents and help meet business goals.
- Move the order and hide/unhide the columns, export data, call monitoring, messaging, change agent states

Search [ ]

Select All

- Agent Name
- Agent State
- Agent State Duration
- Phone Number
- Site
- Team
- Channels
- Contact Queue
- Contact Status
- Time in Contact Status
- Total Contact Duration
- Sign in Time
- Actions

Review and Monitor

PA Prasanna Agent

Contact Phone Number +14084343334

Contact Queue CL\_Demo\_Q

Active Participants Prasanna Agent

Consulted Participant -

Contact Status Connected

Time in Contact Status 00:16

Total Contact Duration 00:22

Recording On

Cancel Start Monitoring

GT Agent7 Chrous

Message from supervisor to Agent on call

[ ]

Discard Send



# Mid-call monitoring

Silently drop-in on calls to monitor an agent/customer interaction.

Provide guidance or support to an agent.

Help agents resolve customer issues efficiently and effectively.

The screenshot displays the Webex Contact Center interface. At the top, it shows 'Webex Contact Center' and 'Engaged' status. Below this, a call monitoring overlay for 'Adam Jones' is active, showing a 'Monitoring - 00:02' timer and buttons for 'Pause Monitoring', 'Whisper Coach', 'Barge In', and 'End Monitoring'. The call details include:

- Contact Phone Number: +1 412-200-1000
- Active Participants: Adam Jones
- Contact Status: Connected
- Total Contact Duration: 00:18:42
- DNS: ISDN6503303
- Contact Queue: Credit Card Sales
- Consulted Participant: -
- Contact Status: Connected
- Recording: On
- FC Variable 1: Dolor sit amet

Below the call details is a 'Team Performance Details' table with columns for Agent Name, Agent State, Agent State Duration, Phone Number, Site, Team, Contact Status, Time in Contact Status, and Actions. The table lists several agents, including Adam Jones, Joanna Wang, and Jane Roosevelt, all in an 'Available' state.

This screenshot shows a similar view to the previous one, but with a 'Review and Monitor' dialog box open. The dialog box contains the same call details as the previous screenshot and includes a 'Start Monitoring' button. The background shows the 'Team Performance Details' table with a list of agents.

# Supervisor Desktop Demo

<https://youtu.be/82JjLsRlkoc>

Hi , Welcome!

Queue Name: Select Queue  
Channel Type: All  
Managed Teams: Select Team

### Station Credentials

Role: Supervisor and Agent

Dial Number / Extension ⓘ

Dial Number  Extension

9009

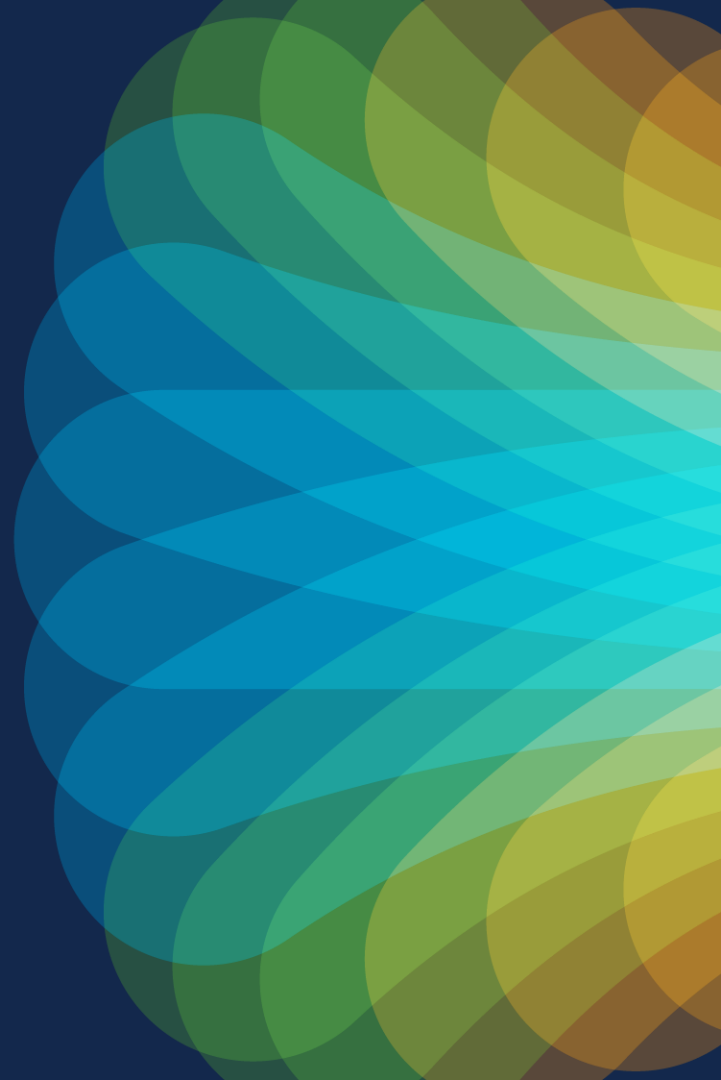
Enter your calling extension number provided by the administrator.

Team: Team Singapore

Remember My Credentials

Cancel Submit

# Appendix



# Real-time agent assistance

Contextual guidance during digital interactions

\*Available for trials

The screenshot displays the Webex Contact Center interface. The main chat window shows a conversation between John Smith and Anwaar. The chat history includes:

- John Smith: Thank you for reaching out. Have a nice day. (3/22/2023, 6:37 PM | Delivered)
- System: Conversation CLOSED (3/22/2023, 6:37 PM)
- Anwaar: Hello (3/22/2023, 7:00 PM | Received)
- System: Conversation RE-QUEUED (3/22/2023, 7:00 PM)
- John Smith: Hello Anwaar, how can I help you today? (3/22/2023, 7:01 PM | Delivered)
- Anwaar: I am interested in applying for a loan but am not sure if I'm eligible. Can you tell me what the minimum credit score is for getting a loan? (3/22/2023, 7:02 PM | Received)
- John Smith: It may be more difficult to get approved for a loan with a low credit score, but our bank offers options for individuals with less-than-perfect credit. For some loans, the minimum credit score may be as low as 580, while for others it may... (3/22/2023, 7:02 PM | Delivered)
- Anwaar: I see. I would also like to know if I can get a loan while unemployed? (3/22/2023, 7:03 PM | Received)
- John Smith: It is possible to get a loan while unemployed, but it can be difficult. Lenders generally require proof of income to ensure that borrowers are able to repay their loans. If you are unemployed, you may need to provide alternative... (3/22/2023, 7:03 PM | Delivered)

The right-hand panel, titled "Agent Answers", shows a search result for "Can I get a loan while unemployed?" with a "High Match" label. The answer text is highlighted in yellow:

It is possible to get a loan while unemployed, but it can be difficult. Lenders generally require proof of income to ensure that borrowers are able to repay their loans. If you are unemployed, you may need to provide alternative documentation to show that you have the ability to repay the loan.

Other search results include:

- "What documentation do I need to provide to get a loan while unemployed?" with a response: "The documentation you need to provide will depend on the lender and the type of loan you are applying for. Some lenders may require alternative documentation, such as bank statements or proof of assets, to show that you have the ability to repay the loan. It is important to ask the lender what documentation they require before applying for a loan."
- "What types of loans can I get while unemployed?" with a response: "The types of loans that are available to you while unemployed may be limited. Some options include: · Personal loans: Some lenders offer personal loans that do not require proof of income. However, these loans may have high interest rates and fees. · Payday loans: Payday loans are short-term loans that are designed to be repaid on your next payday. They are generally easy to qualify for, but they also have high interest rates and fees. · Secured loans: If you have collateral, such as a car or house, you may be able to get a secured loan. These loans may have lower interest rates than unsecured loans, but you risk losing your collateral if you are unable to repay the loan. · Cosigned loans: If you have a cosigner with good credit and income, you may be able to qualify for a loan. However, the cosigner will be responsible for repaying the loan if you are unable to do so."

The interface includes a top navigation bar with "Webex Contact Center", a status bar with "Engaged", and a bottom input area with a "Send" button.

# Chat bot to human agent summarisation

Improve agent efficiency with AI generated ready to send responses, augmented by customer context & data.

\* Available for trials end of CY23

The screenshot displays the Webex Contact Center interface. The main chat window shows a conversation with Michael Littlefoot. The chat history sidebar on the right lists various contact events, including Account, Membership, Update address, Credit Card Information, and Payment, with timestamps and durations. The interface includes a top navigation bar with the Webex logo and contact status (Available), a left sidebar with navigation icons, and a bottom toolbar with communication options like All, Call, Chat, Share, and Email.

**Webex Contact Center**

Available 25:23 SJ

Contact History | IVR Transcript | More

Contact History

Today

- Account Sandra Jefferson - IVR\_Queue\_2 11:24 AM 04:12

March 20, 2023

- Membership Sandra Jefferson - IVR\_Queue\_2 03:45PM 03:23
- Update address Sandra Jefferson - IVR\_Queue\_2 03:21 PM 01:25

March 19, 2023

- Account Sandra Jefferson - IVR\_Queue\_2 12:01 PM 03:23
- Credit Card Information Sandra Jefferson - IVR\_Queue\_2 09:08 AM 05:54

March 05, 2023

- Credit Card Information Sandra Jefferson - IVR\_Queue\_2 12:01 PM 03:23
- Payment Sandra Jefferson - IVR\_Queue\_2 11:17 AM 02:14
- Membership Sandra Jefferson - IVR\_Queue\_2 11:05 AM 06:33

**Michael Littlefoot** Transfer Conference End

00:01

Chatbot 11:24 AM  
Hello! How can I assist you today?

ML Michael Littlefoot 11:24 AM  
Hi, I need some help related to my account.

Chatbot 11:25 AM  
Sure, please tell me what help do you need.

ML Michael Littlefoot 11:25 AM  
I see suspicious transaction on my account, what should I do?

Chatbot 11:25 AM  
I am sorry to hear that. I will direct this conversation to one of our agents to better help you resolve this issue.

conversation Escalated to the Agent 11:26 AM  
You picked this conversation 11:28 AM

ML Michael Littlefoot 11:28 AM  
Hi

You 11:28 AM  
Hi Michael, I am Sandra and I'll be assisting you today.

You 11:28 AM  
I can see you had some suspicious activity on your account. I am sorry to hear that. Have you contacted the merchant directly to try and resolve the issue?

ML Michael Littlefoot 11:29 AM  
Yes I have, they asked me to contact you.

Auto Response:  
I apologize for the inconvenience. The next step would be to log into your Online Banking account on our website and navigate to the 'Dispute a Transaction' sector Form there, you can provide the necessary information about the disputed transaction, such as the transaction date, amount, and description, and follow the prompts to submit the dispute. If you're not currently enrolled in Online Banking, I

Edit text Remove 488 / 1000 Send

# Intelligent agent wellness and agent burnout detection

Before call actions

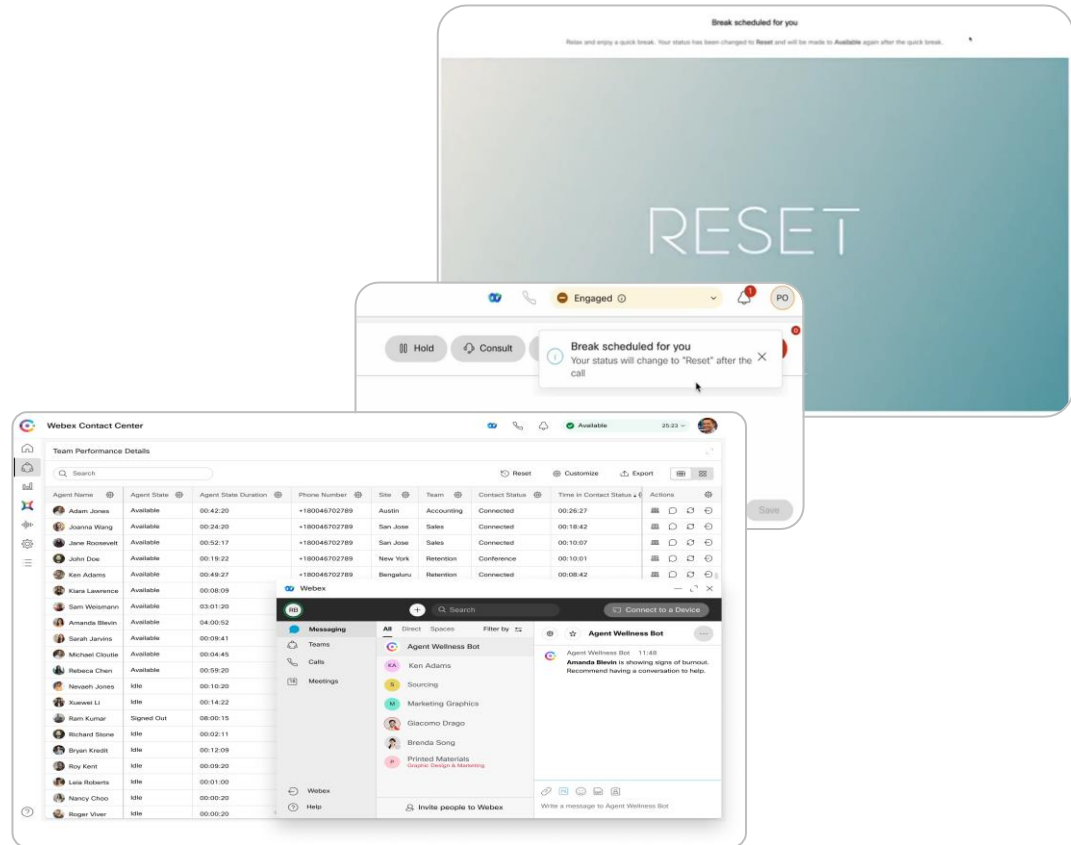
Breaks, Call routing, Channel allocation, Schedule adjustments

During call actions

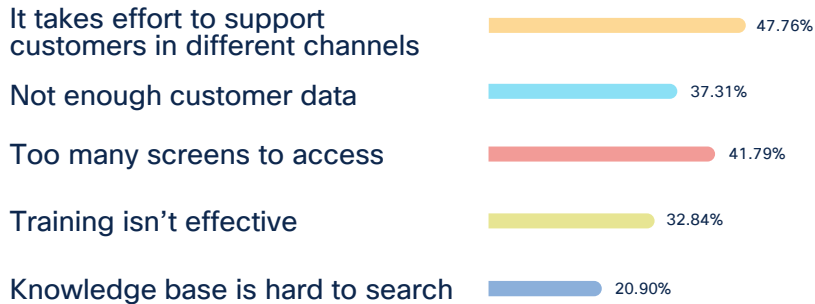
Real-time support and coaching

Burnout insights

Real-time and historical insights Via APIs



# Summary...



CCW: State of Contact Center Technology 2023

- Single, extensible agent interface
- Handover with insights, context and journey info
- Frictionless, personalised omnichannel interactions
- AI assisted agents
- Reach Supervisors & Experts in the same interface

CISCO *Live!*

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## Meet the Expert Opening Hours:

<b>Tuesday</b>	<b>3:00pm - 7:00pm</b>
<b>Wednesday</b>	<b>11:15am - 7:00pm</b>
<b>Thursday</b>	<b>9:30am - 4:00pm</b>
<b>Friday</b>	<b>10:30am - 1:30pm</b>

# Session Surveys

We would love to know your feedback on this session!

- Complete a minimum of four session surveys and the overall event surveys to claim a Cisco Live T-Shirt



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- Book your one-on-one Meet the Expert meeting
- Attend the interactive education with DevNet, Capture the Flag, and Walk-in Labs
- Visit the On-Demand Library for more sessions at [www.CiscoLive.com/on-demand](http://www.CiscoLive.com/on-demand)

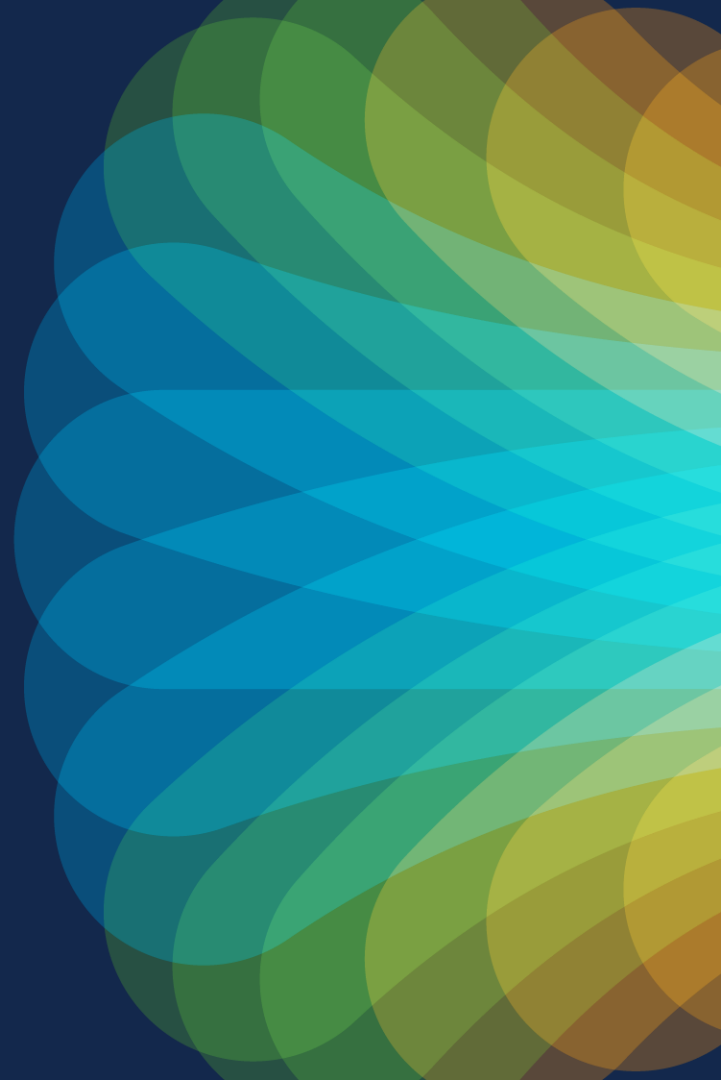


The bridge to possible

# Thank you

CISCO *Live!*

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Let's go

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