

BRKCCT-2688

CISCO Live !

Driving contact center efficiency through enhanced agent experiences

Kartik Subramanian
Engineering Product Manager

Webex App

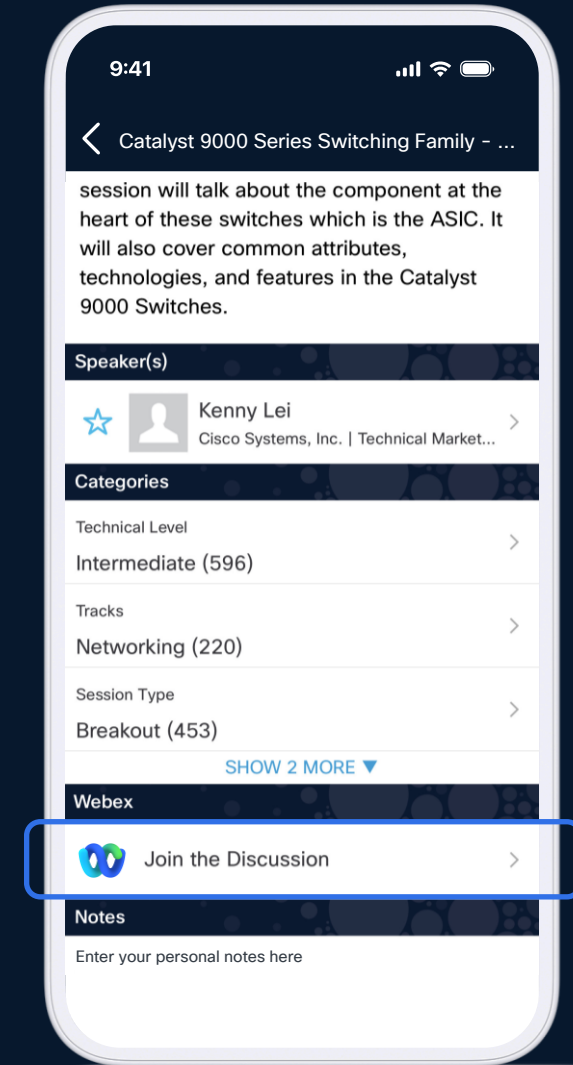
Questions?

Use Webex App to chat with the speaker after the session

How

- 1 Find this session in the Cisco Events 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 February 27, 2026.



About me



Kartik Subramanian

Product Management, Webex Contact Center / Enterprise



London, UK

Passionate about helping businesses modernize their Contact Center

Work areas: Webex CC Agent experience and Digital channels | CCE – Digital channels

Ever evolving consumer expectations

“Everything at
my **fingertips**”

“Give me the tools
to **serve myself**”

“Don’t make me
repeat”

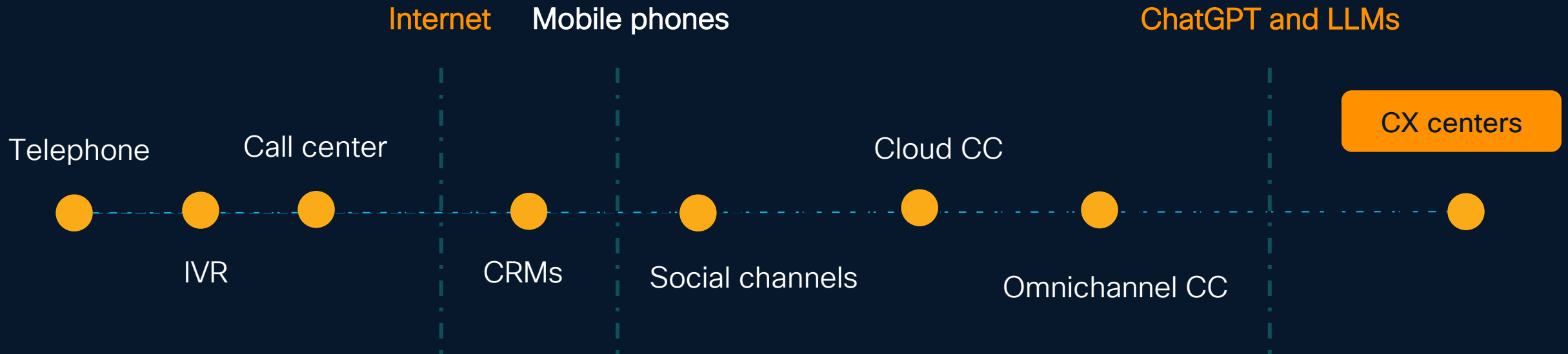
“Don’t make me
wait”

“Fast, real-time
communications
just for me”

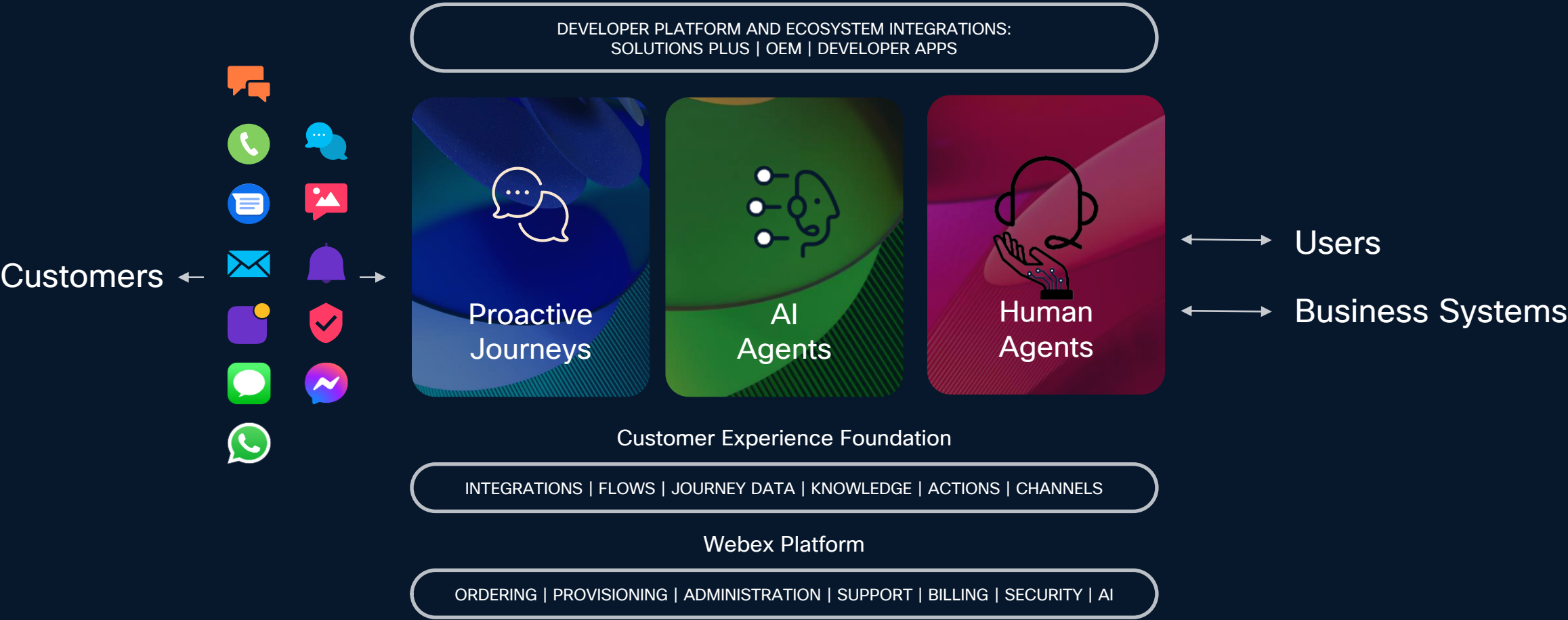
“Resolve my
complaint!”



Evolution of contact centers



Webex Customer Experience Portfolio

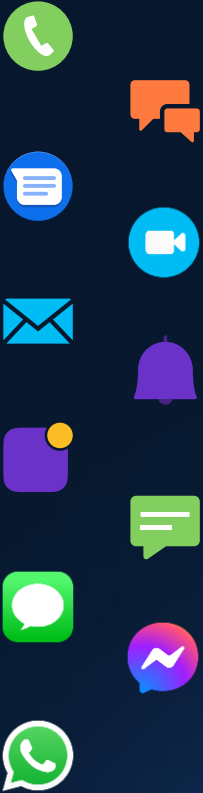




How have agents evolved?

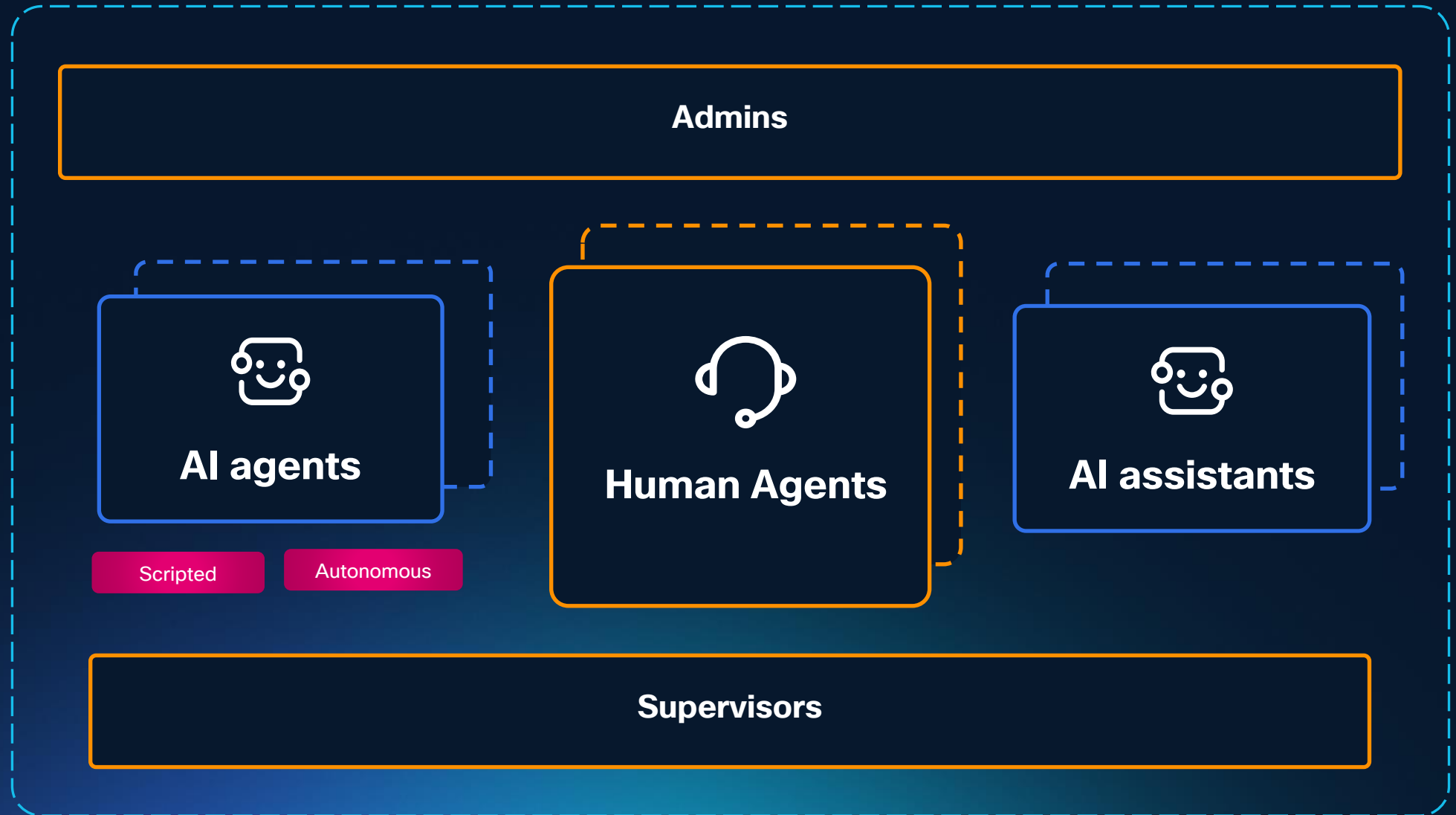
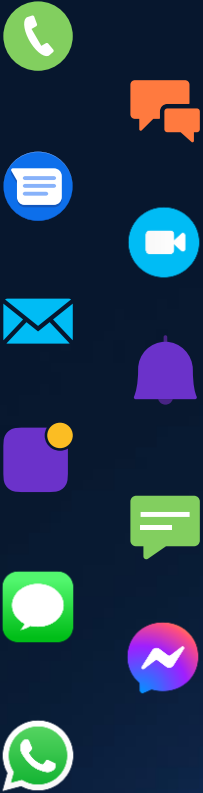
Traditional contact center workforce

Channels



Your expanded workforce with **Agentic AI**

Channels





By 2026, 75% of customer interactions will be driven by AI – yet human empathy will remain the differentiator

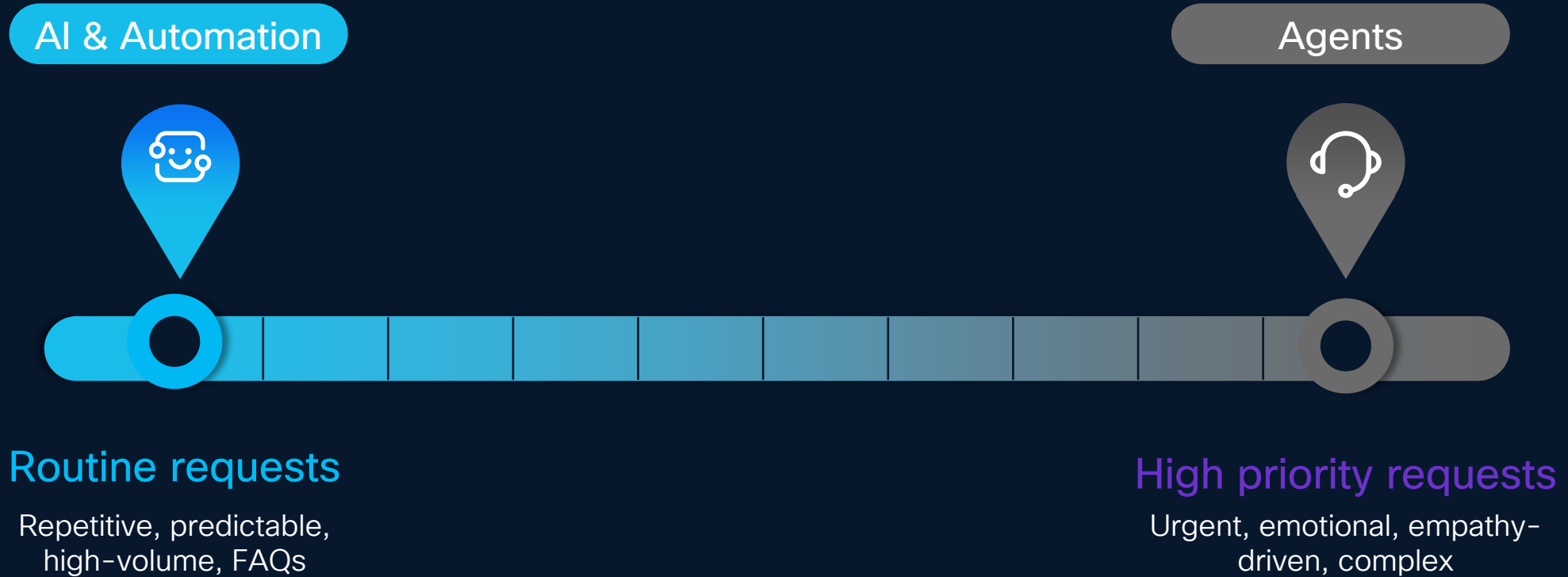
The AI front-door

Connected Agent Experiences



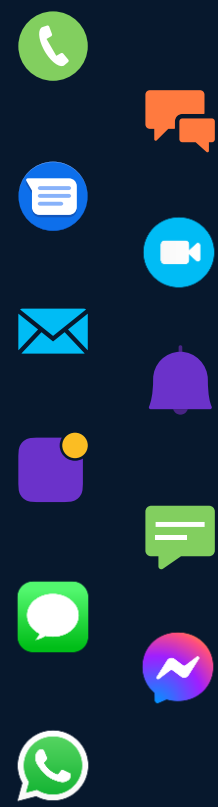
Human agents are more important than ever

As automation scales support, human agents deepen relationships



Focus for this session

Channels





What causes the most friction for agents today?

Agents' pain-points

Multiple devices / apps



Time to gather context



How am I doing?



Burn out!







BRKCCT-2688

Our initiatives

Unified experience



Agent productivity



Insights

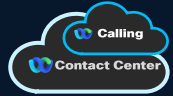


Wellbeing



Areas of focus

Unified experiences



Better together



Omnichannel



Extensible



CRM connectors

Agent productivity



Finding the best agent



Context and guidance



Improving AHT



Wellbeing

Insights



Agent insights



Auto CSAT



Coaching



Better together

Integrated experiences b/w Calling and Contact Center

Dedicated session

BRKCCT-2723 – Understanding voice channels in Webex CC

Unified experiences

Agent productivity

Insights

Simplified sign in

Unified experiences / Better together

- Telephony options managed by desktop profile
 - **Modes** of login
 - Input validations
- Pre-populates telephony endpoints of the user
- Remembers your choices

Set your interaction preferences

Your team

London Team 1 × ▾

Handle calls using ⓘ

Dial Number ▾

Dial number

Enter or select a dial number ^

+442046200128

☐ Don't show this again ⓘ

Sign Out Save & Continue

Preferred device

Unified experiences / Better together

- Answer calls from Webex Calling on the Agent Desktop
- Enable **Manage Webex Calling calls in Agent Desktop**
- If you have Webex Calling enabled, you can answer or decline these calls from a pop-over notification in Contact Centre.
- Incoming calls will still ring in the Webex app and on your device, if available.

← Profile Settings

Your team

New York City Team 1



Handle calls using ⓘ

Extension



Extension

4720001



Preferred device

Webex Desktop Application



Webex Desktop Application

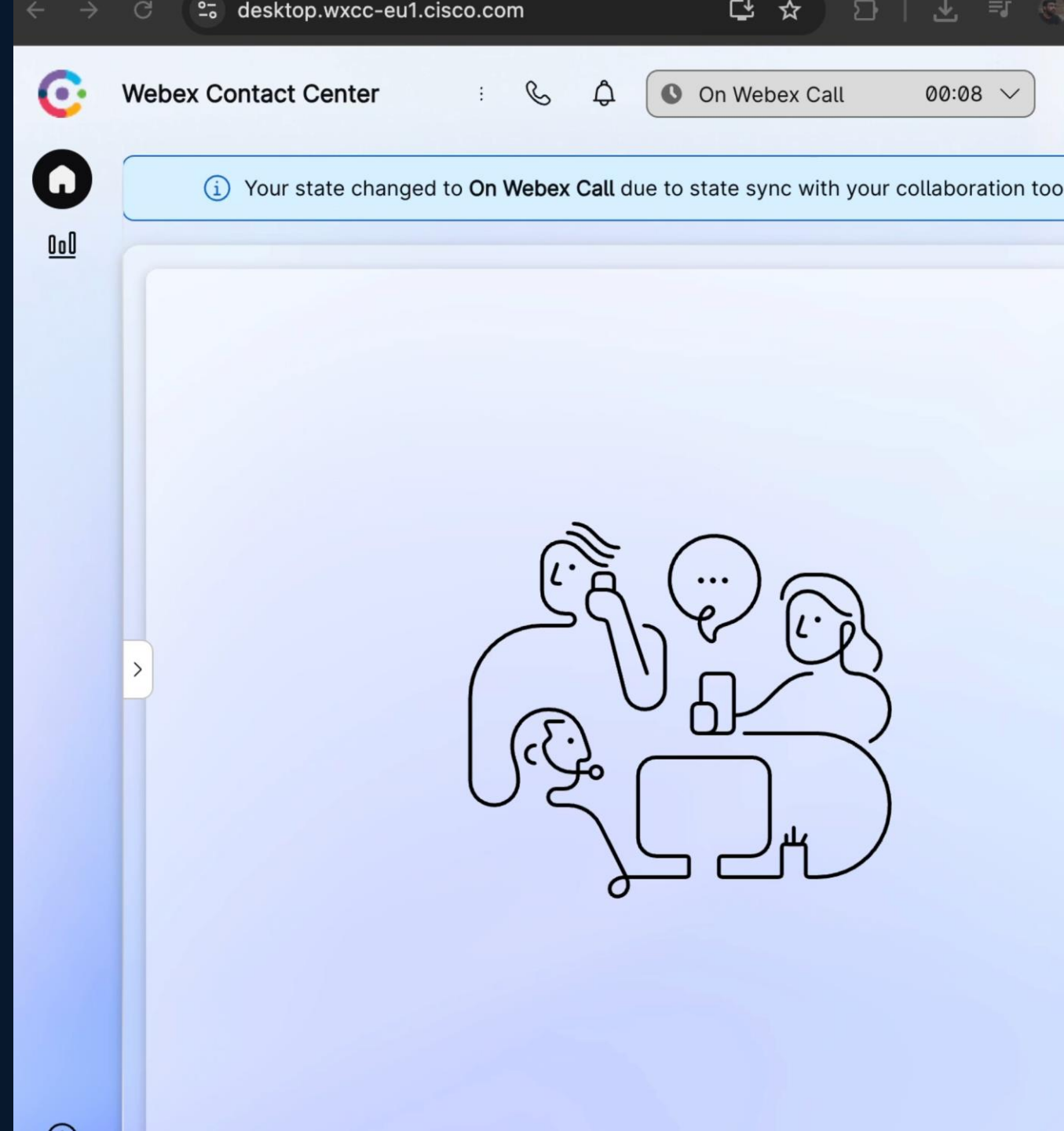
✓ Save

Mitigate call conflicts

Unified experiences / Better together

Presence sync

- Bi-directional sync b/w CC and collab tool(s)
- Map custom idle codes b/w both applications
- Works with **Webex App** and **Microsoft Teams**



RONA specific idle codes

Unified experiences / Better together

- Idle codes that meet your business’s needs
- Default **system defined idle codes** for routing failures
- Minimizes disruptions
- Improves troubleshooting speed
- Boosts overall efficiency.

Agent’s view

4

Agent_Unavailable 01:31:30

KS

Supervisor’s view

Team Performance Details

Search

2 Agents

Agent name	Voice	Social
RR Ronald Regan	Available08:10:04	RONA10:52:34
DS Dean Springfield	Agent_Unavail01:31:00	Meeting07:31



Invalid dial number

INVALID NUMBER

State changed to Idle

You missed a call because your dial number is invalid. Your availability is now Idle. Update your dial number in your profile menu and set yourself as Available.

OK



Device un-reachable

AGENT UNAVAILABLE

State changed to Idle

You missed a call because your dial number isn't associated with a device. Your availability is now set to Idle. Do you want to switch back to Available?

Cancel Set as Available



Busy on Non-CC call

AGENT BUSY

State changed to Idle

You missed a call because your device is in use. Your availability is now set to Idle. Do you want to switch back to Available?

Cancel Set as Available



Call Declined

AGENT DECLINED

State changed to Idle

You declined an interaction. Your availability is now set to Idle. Do you want to switch back to Available?

Cancel Set as Available



Available but unresponsive

RONA

State changed to Idle

You missed an interaction. Your availability is now set to Idle. Do you want to switch back to Available?

Cancel Set as Available



Call delivery failure

CHANNEL FAILURE

State changed to Idle

Something unexpected happened. Your availability is now set to Idle. Do you want to switch back to Available?

Cancel Set as Available



Consult call error

CHANNEL FAILURE

Couldn't connect

The agent isn't available. Try calling again, or contact another agent if the issue continues.

OK

Lean on experts!

Unified experiences / Better together

Embedded Webex

- Collaborate with your A-team colleagues using **embedded Webex App**
- Stay in the loop with **team announcements** from your supervisor or engage with them over messaging without leaving your desktop

The screenshot displays a Webex interface with a chat window on the left and a team announcement on the right. The chat window shows a conversation with Michael Littlefoot (ML) and the user (You). The announcement is titled "Spring campaign" and is from Clarissa Smith. The interface includes a top bar with status indicators (Available, 25:23), a search bar, and a bottom bar with navigation icons (Call Settings, Multiline, Call pickup).

Chat Conversation:

- You:** 00:01
- You:** You picked this conversation 11:26 AM
- Michael Littlefoot (ML):** 11:27 AM
I have an issue with my payment
- You:** 11:27 AM
Sure, I will help with that. Can you explain the details?
- Michael Littlefoot (ML):** 11:28 AM
I kept seeing "Your payment was declined due to an issue with your account" while I was trying to pay a bill
- You:** 11:28 AM
I see, let me
- Michael Littlefoot (ML):** Yeah, Sure!
- You:** 11:30 AM
I need some electric bill
- Josh Peterson (JP):** Sure, let me
- Michael Littlefoot (ML):** Typing...

Team Announcement:

- Spring campaign** (Renergize)
- Messages** | People (30) | Content | Schedule | + Apps
- Clarissa Smith:** 8:12 AM
@All - Hey team, update on our inventory numbers. We have enough to fulfill our sales targets this month, so we're good to go.
- Clarissa Smith:** 8:13 AM

Bottom Bar:

- Call Settings
- Multiline
- Call pickup



Omnichannel by design

Unified inbox across multiple channels

Unified experiences

Agent productivity

Insights

Channel landscape

The ever-evolving channel landscape



Business challenges

Managing channel
complexities

Digital vs voice agent
silos

Agent workspace
tools are disjoint

Measuring success
separately

Channels we support

Unified experiences / Omnichannel



VOICE



CHAT



EMAIL



SMS



MESSENGER



WHATSAPP



APPLE MESSAGES



New channels



WORK ITEMS

COMING SOON



CUSTOM MESSAGING

COMING SOON



IN APP

COMING SOON

Task list

Unified experiences / Omnichannel

- Unified view by interaction status
- Paginated responses
- Filters
- Sorting options: Longest waiting, Recently assigned



My workspace

Active **Queued** Closed

20 queued tasks ↓↑ ≡

 **+1-456-555-2857** ...
Renewals • 00:10

 **+1-321-555-8909** ...
Renewals • 01:34

 **Jane Smith** ...
Credit Card • 01:00

 **jane.doe@gmail.com** ...
Debit card • 00:25
Subject: Wrong pin

Context > In Queue

Unified experiences / Omnichannel

- Interaction context modal in the task list
- Quick glimpse of Interaction metadata
- Actions : Assign to me

webex Contact Center



My workspace

Active

Queued

Closed

20 queued tasks



+1-456-555-2857

Renewals - 00:10

...



+1-321-555-8909

Renewals - 01:34

...



Jane Smith

Credit Card - 01:00

...



jane.doe@gmail.com

Debit card - 00:25

Subject: Wrong pin

...



Robert Smith

Renewals - 00:14

...



+1-567-555-1948

Credit Card - 02:10

...



john.smith@abc.com

Credit Card - 10:56

Subject: Fraud charges

...



alice.jones@yahoo.c...

Debit card - 10:30

Subject: Withdrawal

...



charlie.white@demo...

Renewals - 05:30

Subject: Car insurance

...



Jane Smith

Chat - 01:00

Assign to me

Interaction started. 11:26 AM



Virtual Agent 17/11/2025, 11:27 AM

Hello. How can I assist you today?



Jane Smith 17/11/2025, 11:27 AM

Hi, I would like to increase the credit limit on my credit card.



Virtual Agent 17/11/2025, 11:27 AM

I can help you with that. May I know your full name please?



Jane Smith 17/11/2025, 11:27 AM

My name is Jane Smith



Virtual Agent 17/11/2025, 11:27 AM

Thank you, Jane. Please confirm the last four digits of



john.smith@abc.com

Credit Card - 10:56

Assign to me

Interaction ID:

D6577c71addafe387...



ANI:

johnsmith@abc.com

DNIS:

support@acme.com

Created on:

11/17/25

Entry point:

Acme email helpline

Queue:

Debit card

Skill(s):

EN, Banking, Credit card

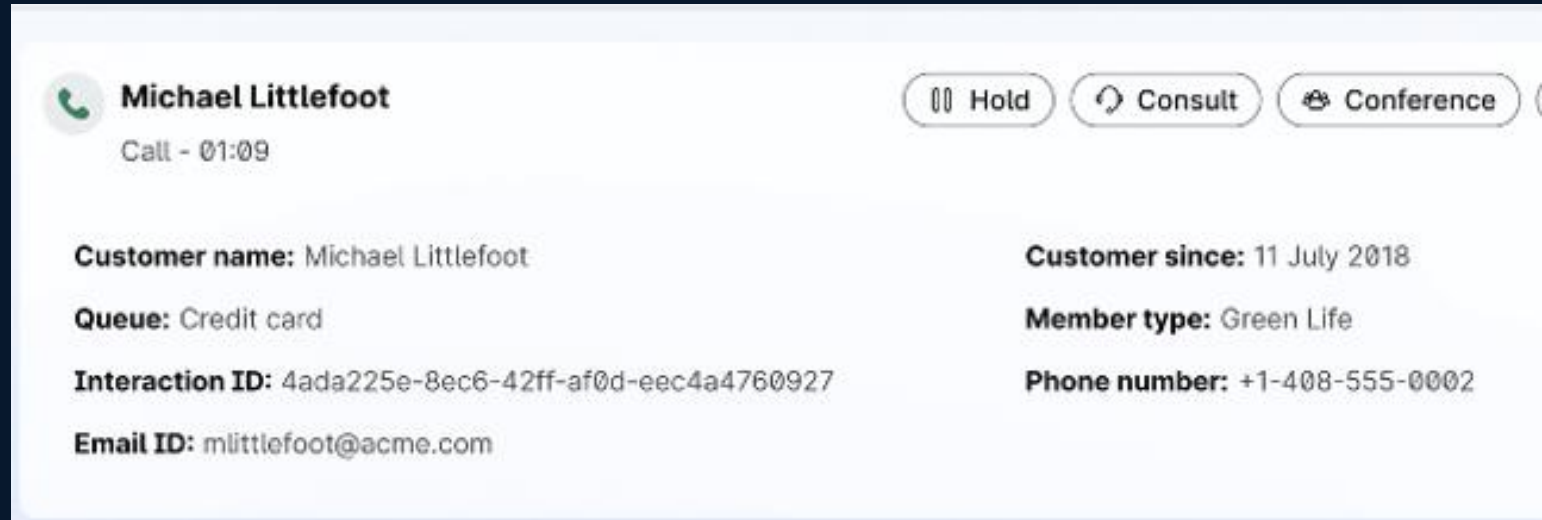
Contact priority:

2

Context > Active interactions

Unified experiences / Omnichannel

- Global variables to hold **interaction context**
- Inject from business systems (e.g. CRMs, etc.)
- Configurable **policies**: Viewable / Editable / Reportable
- Can hold up to **30 variables**



The screenshot displays a customer interaction interface. At the top, a header bar contains a green phone icon, the name "Michael Littlefoot", and the status "Call - 01:09". To the right of the header are three buttons: "Hold", "Consult", and "Conference". Below the header, the interface is divided into two columns. The left column contains the following information: "Customer name: Michael Littlefoot", "Queue: Credit card", "Interaction ID: 4ada225e-8ec6-42ff-af0d-eec4a4760927", and "Email ID: mlittlefoot@acme.com". The right column contains: "Customer since: 11 July 2018", "Member type: Green Life", and "Phone number: +1-408-555-0002".

Customer name: Michael Littlefoot	Customer since: 11 July 2018
Queue: Credit card	Member type: Green Life
Interaction ID: 4ada225e-8ec6-42ff-af0d-eec4a4760927	Phone number: +1-408-555-0002
Email ID: mlittlefoot@acme.com	

Channel aware

Unified experiences / Omnichannel

- Workspaces built for omnichannel experiences
- Channel aware media workspaces
- Honors channel nuances
- Built with security in mind


Michael Littlefoot
 Call - 01:09

Hold

Consult

Conference

Transfer

...

Customer name: Michael Littlefoot
Queue: Credit card
Interaction ID: 4ada225e-8ec6-42ff-af0d-eec4a4760927
Email ID: mlittlefoot@acme.com

Customer since: 11 July 2018
Member type: Green Life
Phone number: +1-408-555-0002

🕒 Customer Journey

≡ Live transcript

≡ IVR transcript

Live transcript

You joined this conversation, 11:26 AM


 You [11:27 AM](#)
 Thank you for contacting us regarding your credit card issue. How can I assist you today?

ML

Michael Littlefoot [11:27 AM](#)
 I noticed a charge on my statement that I don't recognize. Can you help me with that?


 You [11:27 AM](#)
 Of course! I can help with that. Can you please provide me with the date and amount of the charge?

ML

Michael Littlefoot [11:27 AM](#)
 It was on March 15th for \$150. I don't recall making that purchase.


 You [11:27 AM](#)
 Let me check that for you. One moment please.

ML

Michael Littlefoot [11:27 AM](#)
 It appears that charge was made at a local restaurant. Do you remember dining there?


 You [11:27 AM](#)
 No, I don't remember that at all. I think it might be fraudulent.

CS

Michael Littlefoot [11:27 AM](#)
 I understand your concern. I can assist you in disputing that charge.

Work Items (Task routing)

- Developers inject **work items** via Task APIs sourced from external apps
- **Orchestrate** work item automation and routing using Flow Designer
- Agents handle work items alongside native channels
- Sync work item properties in real time
- Leverage **Task Control APIs** to integrate on 3rd party desktops
- Fetch work item activity via **Captures API**

Yesterday's session

DEVNET-2795 – Route any task / any channel with Task Routing APIs

Bring your own digital channel(s)

- Framework to support **non-native digital messaging channel(s)**
- **Orchestrate** automation and routing using Flow Designer on these channels
- Agents handle custom messaging channels alongside native channels
- Tap into outbound responses (flow / agents) via **secure webhooks**
- Leverage **Task Control APIs** to integrate on 3rd party desktops
- Fetch transcripts via **Captures API**

Yesterday's session

DEVNET-2795 – Route any task / any channel with Task Routing APIs

Extensibility

Customise desktop as per your business needs

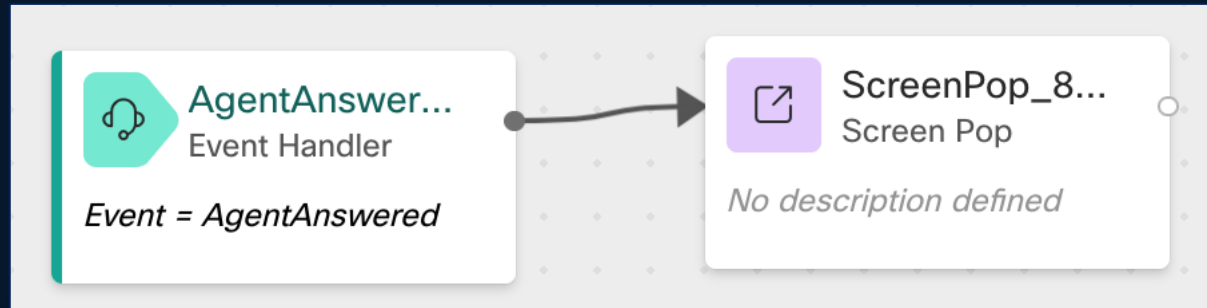
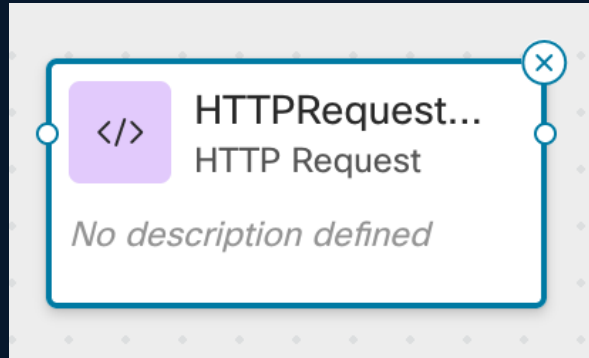
Unified experiences

Agent productivity

Insights



Basic CRM integration



Fetches information from an external and internal data source

Supports Basic Auth and OAuth 2.0 for authenticated endpoints

Inbuild node to pop information on Agent Desktop

Event flows triggered on the back of lifecycle states: e.g. AgentAnswered, PhoneContactEnded)

Customize layouts

Unified experiences / Extensibility

Title and logo

Navigation widgets

Header widgets

Panel widgets

The screenshot displays a 'Contact Center Desktop' interface. It features a top header bar with a title and status indicators. Below the header, there's a navigation pane on the left showing a list of contacts and their status. The main workspace is divided into several panels, including a 'Flight Booking' section with details like Source, Destination, Date, and Number. A callout box in the bottom right corner of the main workspace states: 'Here are the areas that are customizable, including page icons, page labels, page level widgets, tab icons, tab labels, tab level widgets, logo, title, drag and drop/resize/maximize/minimize ability, header customization, and other header widgets (adding/removing widgets).'

1. Contact Center Desktop

2. Header widgets

3. Panel widgets

4. Navigation widgets

Here are the areas that are customizable, including page icons, page labels, page level widgets, tab icons, tab labels, tab level widgets, logo, title, drag and drop/resize/maximize/minimize ability, header customization, and other header widgets (adding/removing widgets).

Desktop Layout

Unified experiences / Extensibility

- Configurable **title** and **logo**
- Customise layouts by **user roles**
- Configure **notification timers**
- Embed **widgets** – iframes or build your own

Desktop Layout JSON

```
1  {
2      "agent": {
3          "version": "0.1.0",
4          "appTitle": "Webex Contact Center",
5          "logo": "https://acme.com/static/images/logo.svg",
6          "stopNavigateOnAcceptTask": false,
7          "dragDropEnabled": false,
8          "notificationTimer": 8, // Seconds
9          "maximumNotificationCount": 3,
10         "browserNotificationTimer": 8, // Seconds
11         "wxmConfigured": false,
12         "desktopChatApp": {
13             "webexConfigured": false
14         },
15         "area": {
16             "headless": {},
17             "advancedHeader": [],
18             "panel": {},
19             "navigation": []
20         }
21     },
22     "supervisor": {},
23     "supervisorAgent": {}
24 }
```

Widgets

Unified experiences / Extensibility

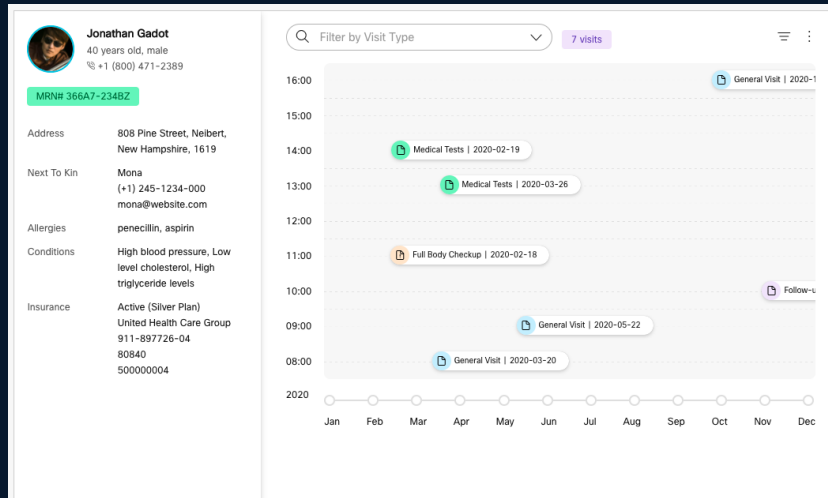
- Types of widgets:
 - Header widgets
 - Navigation (custom page)
 - Persistent widgets
 - Headless widgets
- Build them as
 - iFrame widgets
 - Native web components
- Access variables from **STORE**

```
Desktop Layout JSON
1 {
2   "agent": {
3     "version": "0.1.0",
4     "appTitle": "Webex Contact Center",
5     "logo": "https://acme.com/static/images/logo.svg",
6     "stopNavigateOnAcceptTask": false,
7     "dragDropEnabled": false,
8     "notificationTimer": 8, // Seconds
9     "maximumNotificationCount": 3,
10    "browserNotificationTimer": 8, // Seconds
11    "wxmConfigured": false,
12    "desktopChatApp": {
13      "webexConfigured": false
14    },
15    "area": {
16      "headless": {},
17      "advancedHeader": [],
18      "panel": {},
19      "navigation": []
20    }
21  },
22  "supervisor": {},
23  "supervisorAgent": {}
24 }
```

Advanced Header Widgets

```
1 // Array of Advanced Header Widgets
2 [
3   {
4     "comp": "trigger-flows-from-voice-calls",
5     "script": "https://acme.com/AIC/workflows",
6     "attributes": {
7       "darkmode": "$STORE.app.darkMode", // A
8     }
9   },
10  {
11    "comp": "ai-assistant" // Native
12  },
13  {
14    "comp": "agentx-webex" // Native
15  },
16  {
17    "comp": "agentx-outdial" // Native
18  },
19  {
20    "comp": "agentx-notification" // Native
21  },
22  {
23    "comp": "agentx-state-selector" // Native
24  }
25 ]
```

What can you build with widgets



servicenow ServiceNow - Recent Incidents

Search incidents...

Number ▼	Short Description	Caller	State
INC0010031	I need the package picked up from fifty-third street New York		In Progress
INC0010030	I have a huge oil spill.		
INC0010029	Outlook crashing on startup	System Administrator	New
INC0010028	Request for VPN Access		New
INC0010027	Printer jamming on 2nd floor		New
INC0010026	SAP Login Error 503		New
INC0010025	WiFi intermittent in Building 3	System Administrator	New
INC0010024	Internet is down, router not turning on		New
INC0010023	Internet is down since this morning and not working		In Progress
INC0010022	EMERGENCY CREW - DOWN POWER LINE	Joe Baumer	In Progress
INC0010021	oil spill		In Progress
INC0010020	there's a oil spell at store number 53		
INC0010019	EMERGENCY CREW - DOWN POWER LINE	Joe Baumer	In Progress

CRM connectors

Build your own UI / embed desktop components within CRMs

Unified experiences

Agent productivity

Insights



Integration toolkits

Build your own agent experiences

REST APIs

{ REST }

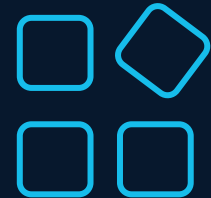
Webhooks



SDKs



Widgets



Developer APIs

Build your own agent experiences

- Webex CC's REST APIs to integrate with any **custom desktops**
- Manage **integrations**
 - Configurations
 - Agent availability
 - Task control
 - Data APIs

Reload **Post**

State Change **Put**

> Call Monitoring

✓ Callback Schedule

Delete scheduled callback by Id **Delete**

Get scheduled callback by Id **Get**

Get scheduled callbacks **Get**

Schedule a Callback **Post**

Update scheduled callback by Id **Put**

✓ Tasks Call Control

Accept Preview Task **Post**

Accept Task **Post**

Assign Task **Post**

Consult Accept Task **Post**

Consult Conference Task **Post**

Consult End Task **Post**

Consult Task **Post**

Webex Contact Center

Tasks Call Control

A Task represents a request or demand for attention/work from a user. For email, a Task is an email chain. This API returns a list of Tasks. Example: `cjp:config_read`.

Webhooks

Build your own agent experiences

- Async **callbacks events** over HTTP
- Tap into **Task** and **Agent** state changes
- State control over these entities

Home / Webhooks

> Desktop

> Journey

> Media And Routing

Changelog

> SDK

> Widgets

> Customer Journey Data
Service

AI Assistant for Developers

Webhooks

Contact Center Sandbox

Using Webhooks

Troubleshoot the API

Beta Program

Webex Status API

Contact Center Service
Apps

FAQs

Tasks

The task resource represents a request or demand for work from agents. Con incoming call. Tasks are not considered complete until all parties have wrapped terminated communication and the agent has completed any summary/“wrap- commonly initiated by the customer (inbound), but can also be initiated by an Task APIs are supported for telephony media only.

Task Conference Done

EVENT task:conference-done

An event indicating that a conference with another Agent and Customer is a task is still in progress with the Customer.

 [Click to see Event Payload details.](#)

Task Conferencing

EVENT task:conferencing

An event indicating that a task is being conferenced with another Agent as

 [Click to see Event Payload details.](#)

Task Connect

EVENT task:connect

An event indicating that a task is routed to an agent, and the agent has vet

EPIC Integration

EpIC

MEMORIAL REGIONAL HOSPITAL

Patient Lookup

Chart

Scheduling

Appts

DAR - DeptAppts

Record Viewer

My Reports

Webex

Print

Log Out

EpICare

JS

John Smith

Male, 35 y.o., 07/21/1989

MRN: 234567

Attend: Rasmeson, Jane

Allergies: Penicillin, Peanuts

Principle Prob: Right knee meniscus tear (medial/lateral), confirmed by MRI.

Snapshot

Demographic

Benefits

Coverages

Locations

Floating window

Sidebar

Current Patient Information

Name	MRN	Birth Date	Legal Sex

Demographics

Address	SSN	Phone Numbers	Ethnicity
PCP	Email	Religion	Preferred Language

Webex Contact Center

Engaged 00:03 / 25:23

Tasks

John Smith

Prescription Refill - 00:00

IVR_queue_1

Darren Steve

Prescription Refill - 00:54

Email

Accept

Email: darrensteve@gmail.com

DOB 07/21/1989

MRN: 23456

Webex Contact Center

Engaged 00:03 / 25:23

John Smith

Call - 00:00

Queue: IVR_Queue_1

Phone number: +1 5107104255

RONA: 00:54

Conversation

IVR transcript

Live transcript

%Tombstone - action occurred%. 11:26 AM

John Smith 30/3/2021, 11:27 AM

Hi, this is John Smith.

You 30/3/2021, 11:27 AM

Hi John, this is Cumulus Health, how can I help you today?

John Smith 30/3/2021, 11:27 AM

I want to talk about my billing issues.

You 30/3/2021, 11:27 AM

No problem, I'm more than happy to help you. Before that, may I verify your identity first? What's your date of birth and address?

John Smith 30/3/2021, 11:27 AM

Sure, 07/21/1989.

John Smith 30/3/2021, 11:27 AM

My address is: 5555 malbec ct, CA, 88888

You 30/3/2021, 11:27 AM

That's right. So what kind of issue that you need help today?

Available CRM connectors



Areas of focus

Agent productivity



Finding the best agent



Context and guidance



Wellbeing



Improving AHT

Insights



Dashboards



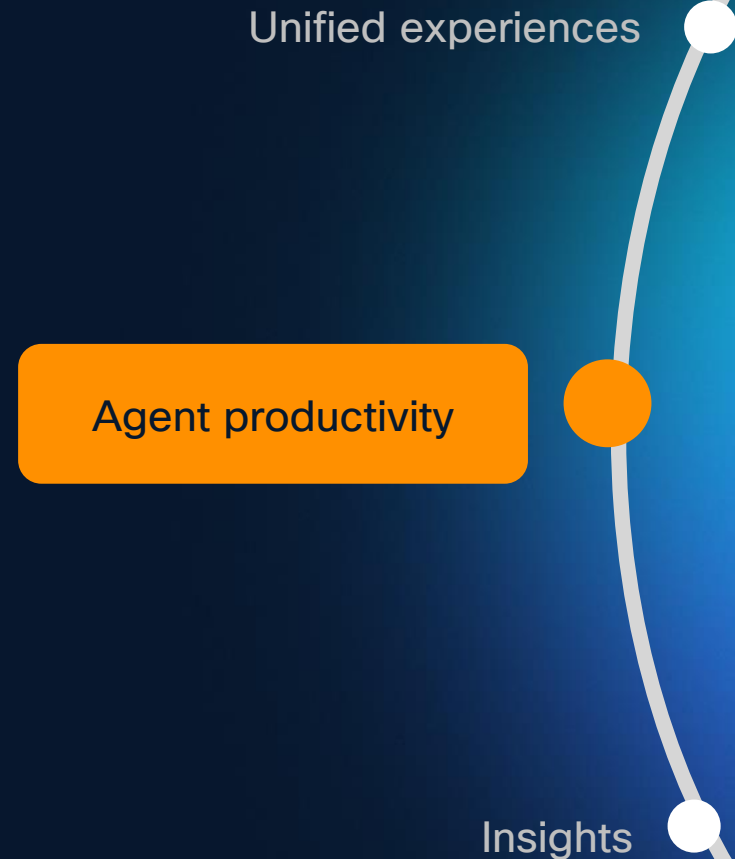
Coaching



Auto feedback loops

Finding the best agent

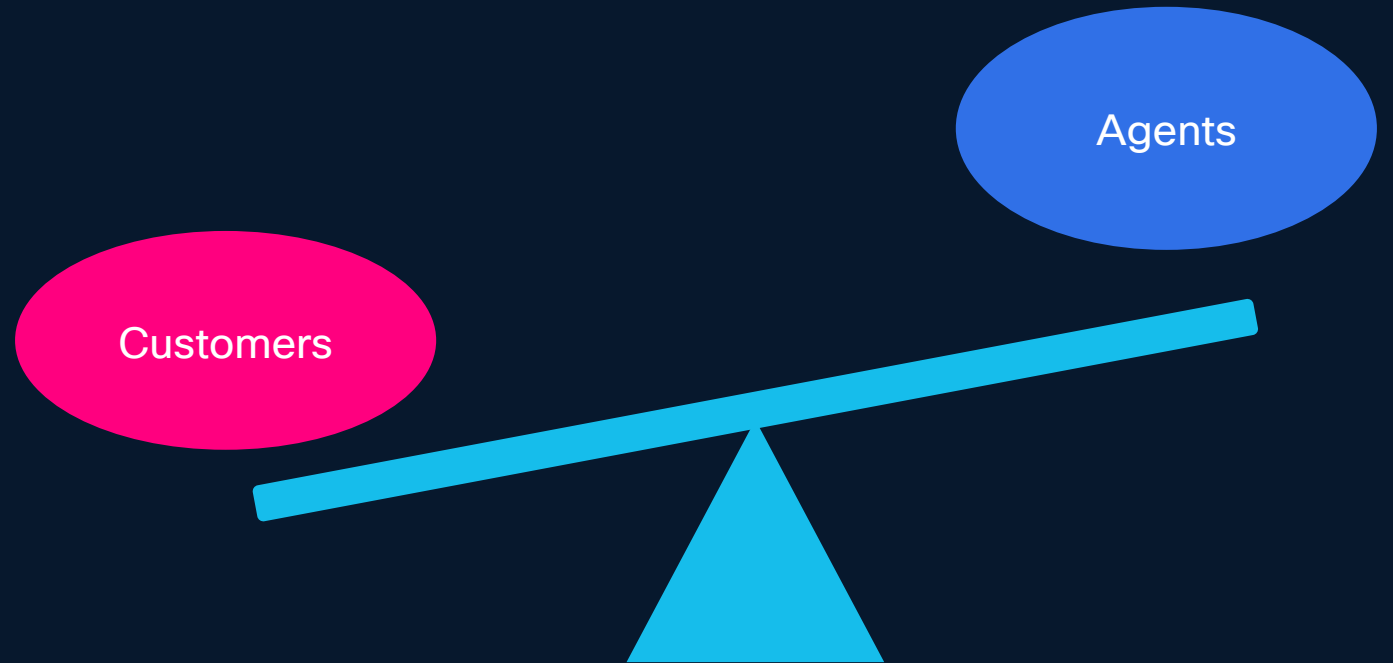
Route interactions to the best available agent



Demand and supply

Connecting customers and agents

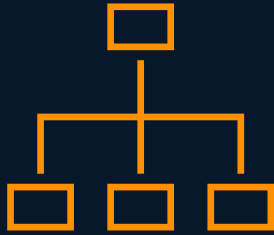
- Many **channels**
- Many **topics** and **intents**
- Traffic can **surge** at any point
- Limited pool of **relevant agents**
- Difficult to setup **customer expectations**



Robust routing patterns

Put your best agents forward using routing algorithms

Team based queues



Mapped using **teams**

Skill based queues



Mapped using **skills**

Agent based queues



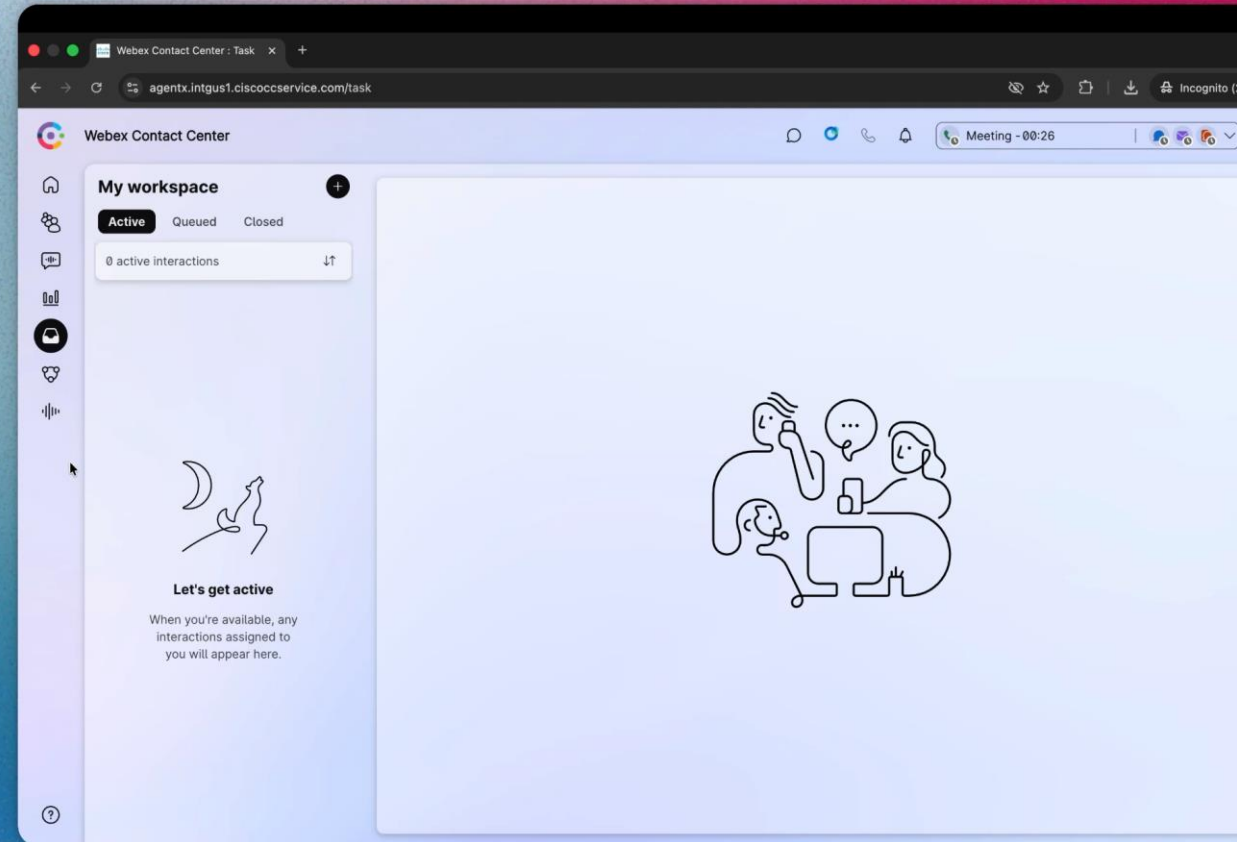
Mapped using **agents**

State / channel

Go available on select channels you want to



- Agents can manage their **availability per channel**
- One click to turn ON/OFF all media types
- Roll out in control of an Admin



Assign to me

Self-assign interactions from queues

- Visibility into **queued interactions** and filters
- Agents can **self-assign** queued interactions
- Controlled by **role-based access control**
 - User profile
 - Self-assignment enabled queues
 - Capacity for **self-assignment** in MMP
- Can work alongside ACD routing
- Bring interactions to logical closure effectively

webex Contact Center



My workspace

Active

Queued

Closed

20 queued tasks



+1-456-555-2857
Renewals - 00:10

+1-321-555-8909
Renewals - 01:34

Jane Smith
Credit Card - 01:00

jane.doe@gmail.com
Debit card - 00:25
Subject: Wrong pin

Robert Smith
Renewals - 00:14

+1-567-555-1948
Credit Card - 02:10

john.smith@abc.com
Credit Card - 10:56
Subject: Fraud charges

alice.jones@yahoo.c...
Debit card - 10:30
Subject: Withdrawal

charlie.white@demo...
Renewals - 05:30
Subject: Car Insurance



Jane Smith

Chat - 01:00

Assign to me

Interaction started. 11:26 AM



Virtual Agent 17/11/2025, 11:27 AM

Hello. How can I assist you today?



Jane Smith 17/11/2025, 11:27 AM

Hi, I would like to increase the credit limit on my credit card.



Virtual Agent 17/11/2025, 11:27 AM

I can help you with that. May I know your full name please?



Jane Smith 17/11/2025, 11:27 AM

My name is Jane Smith



Virtual Agent 17/11/2025, 11:27 AM

Thank you, Jane. Please confirm the last four digits of



john.smith@abc.com

Credit Card - 10:56

Assign to me

Interaction ID:

D6577c71addafe387...

ANI:

johnsmith@abc.com

DNIS:

support@acme.com

Created on:

11/17/25

Entry point:

Acme email helpline

Queue:

Debit card

Skill(s):

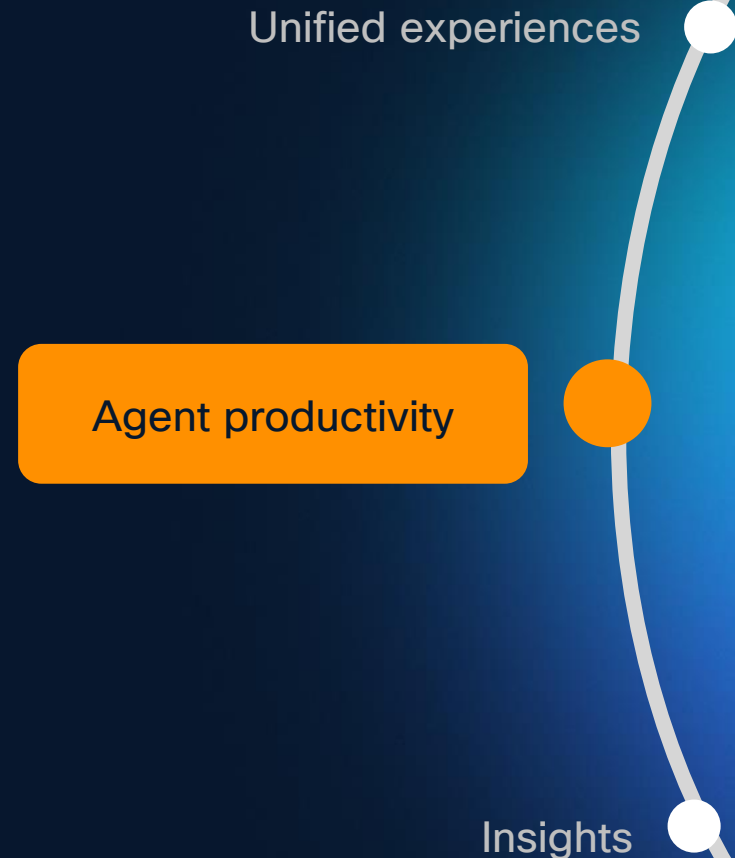
EN, Banking, Credit card

Contact priority:

2

Context and assistance

Get your agents to swiftly address customer queries



Where agents spend their time today



Agent Activities

15-20%

Looking up
information

10-15%

Form filling &
record updates

10-15%

Understanding
customer context

10%

Transfers / escalations
/ consults

10-15%

Post-call activities
(ACW)

2-5%

Wellbeing & self
development

Journey Data Service (JDS)

360-degree customer profile

 **Listen:** Real-time journey tracking

 **Identify:** Dynamic profiling

 **Analyze:** Advanced Analytics

 **Act:** Powerful orchestration

Customer Journey

Contact History

Customer Journey Widget

27/01/2024

mail.miketaylor1@gmail.com27/01/2024 19:51

ended chat

Loyalty Reward - Miles 🥰27/01/2024 19:49

Loyalty Reward

originLoyalty Reward - Miles 🥰

descriptionMike was rewarded 2000 Miles for the inconvenience of rescheduling a cancelled flight

channelTypeLoyalty Reward

Acme Airlines - VB174 - Confirmed ✅27/01/2024 19:49

Flight Confirmation

originAcme Airlines - VB174 - Confirmed ✅

descriptionMike has been rebooked onto Flight VB828 and VB829 departing from JFK to AMS via LHR

channelTypeFlight Confirmation

Deflection ✅ - 📞 IVR to 💬 WhatsApp27/01/2024 19:48

IVR to WhatsApp

originDeflection ✅ - 📞 IVR to 💬 WhatsApp

descriptionMike waited on the IVR line for 10 minutes with a PIQ: 20. Was offered an option to deflect to WhatsApp

channelTypeIVR to WhatsApp

mail.miketaylor1@gmail.com27/01/2024 19:47

2 events

Reclaim agents' time to do what matters

AI can flip the balance



of agent time goes to high-value human connection and growth

Today Future

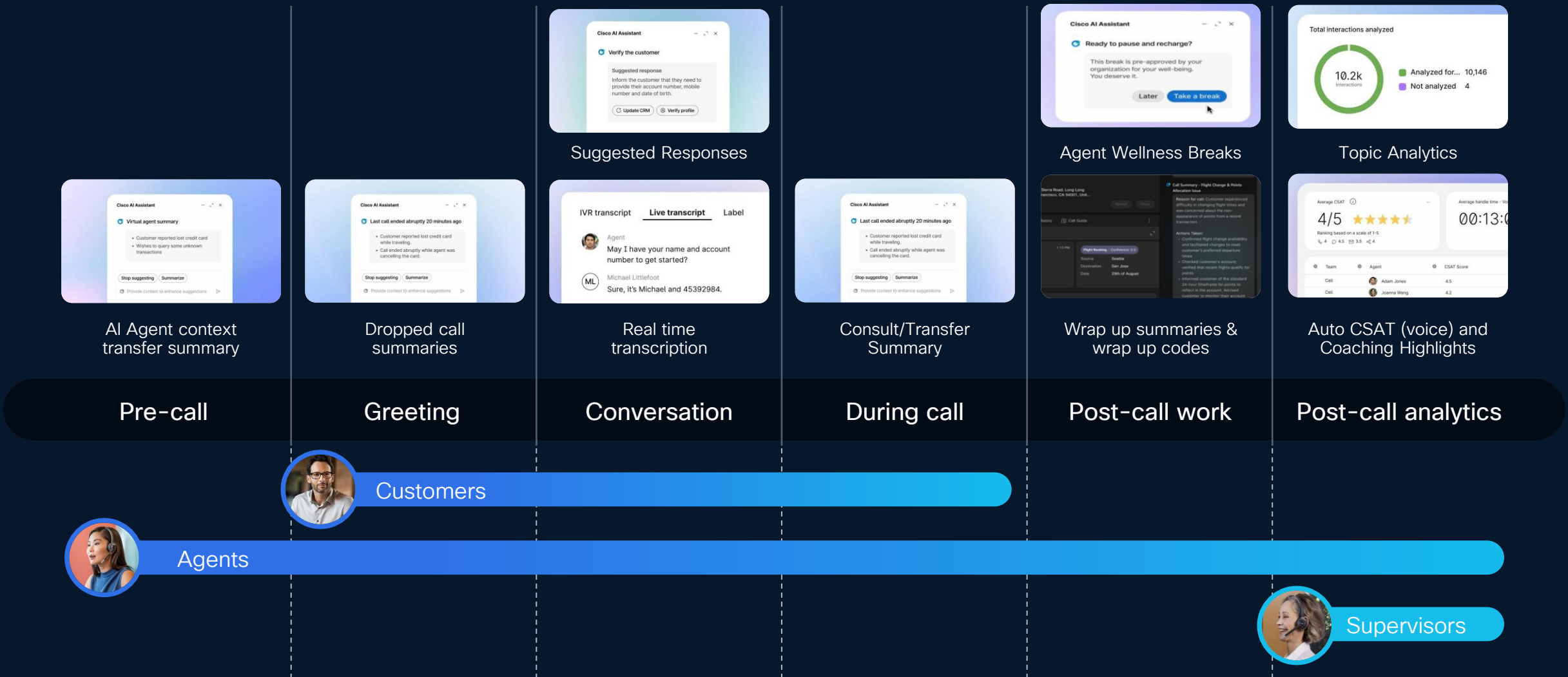
Agent time spent on operations

Agent time spent with customers

AI frees up agents to focus on what only humans can deliver

Cisco AI Assistant

Augmenting agents to deliver better customer experiences and satisfaction



AI Assistant in 50+ Global Languages

[Click here for details](#)

Real-time Transcription (RTT)	Summaries	Suggested Responses	Virtual Agent Handoff Summary	Call Drop Summary
Supported languages for Real-time Transcription (RTT)				
Language	Locale			
Bahasa	id, id-ID			
Bulgarian	bg, bg-BG			
Catalan	ca, ca-ES			
Chinese – Simplified	zh, cmn-Hans-CN			
Chinese – Traditional	zh-TW, cmn-Hant-TW			
Croatian	hr, hr-HR			
Czech	cs, cs-CZ			
Danish	da, da-DK			
Dutch	nl, nl-NL			
English	en, en-US			
Filipino	fil, fil-PH			
Finnish	fi, fi-FI			
French	fr, fr-FR			
German	de, de-DE			
Georgian	ka, ka-GE			
Greek	el, el-GR			

Summaries



Requires **A-FLEX-AI-ASST** add-on

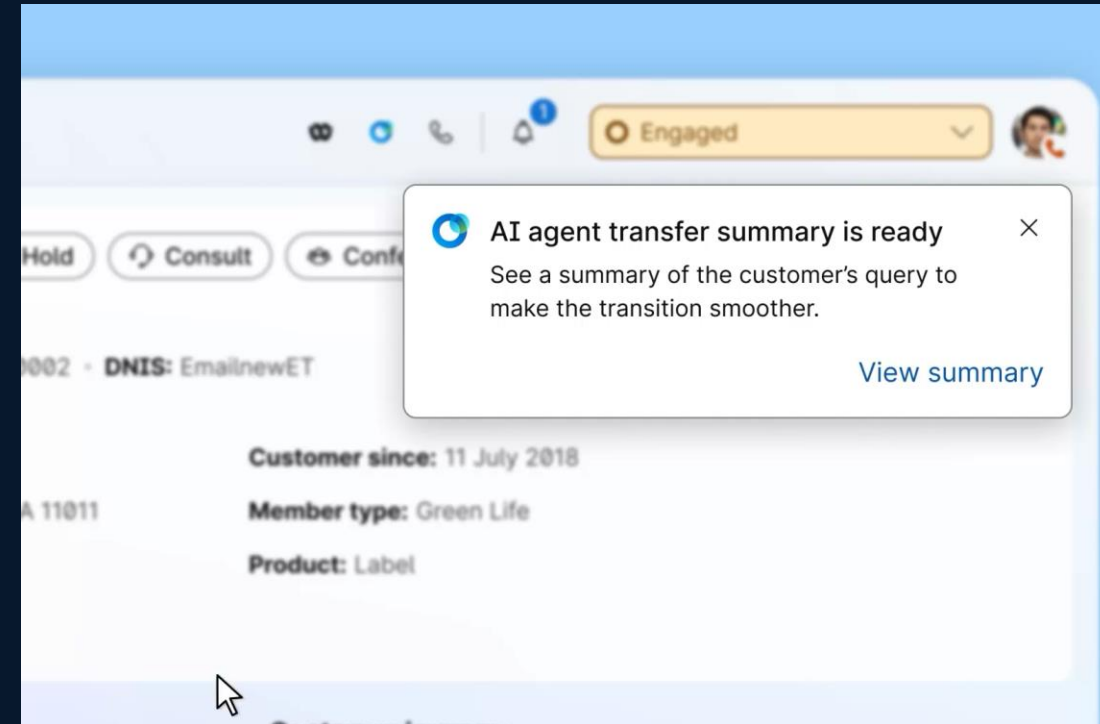
Virtual agent handoff summary

AI assistant summarizes the interaction transcript once the virtual agent hands-off to a human agent allowing them to quickly come up to speed on the customer's query.

Dropped call summary

Transfer / mid-call summary

Wrap up summary



Summaries



✓ Virtual agent handoff summary

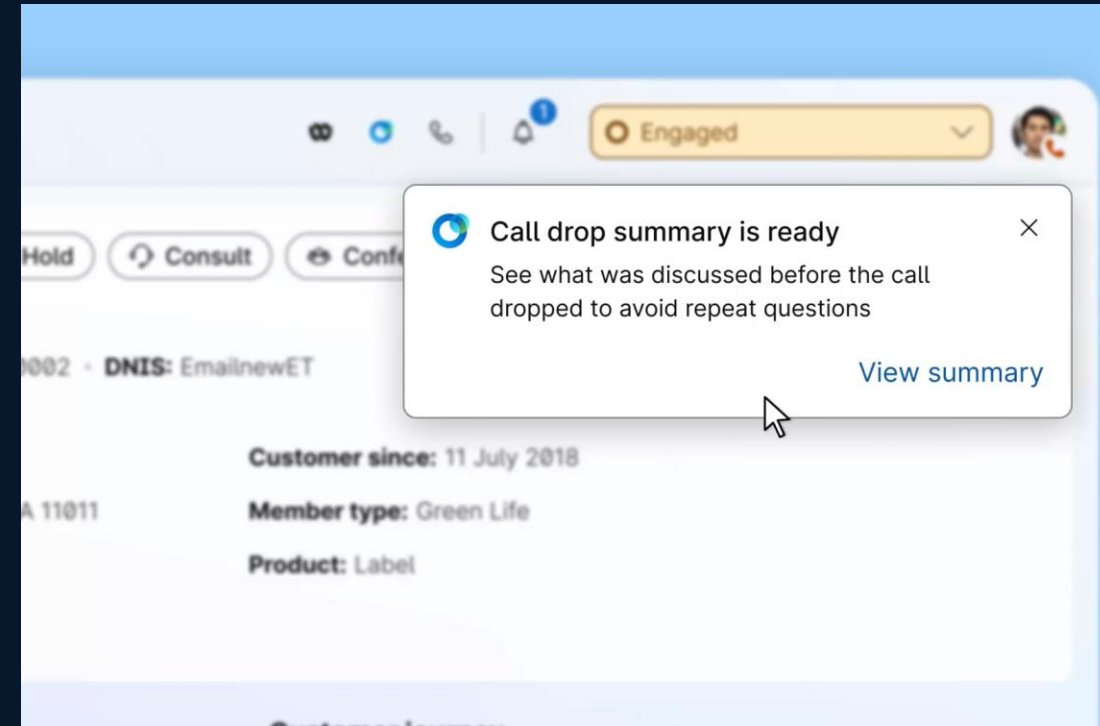
Dropped call summary

AI assistant summarizes the customer's recent interaction in case of a network failures and the customer calls back again

Transfer / mid-call summary

Wrap up summary

Requires **A-FLEX-AI-ASST** add-on



Summaries



✓ Virtual agent handoff summary

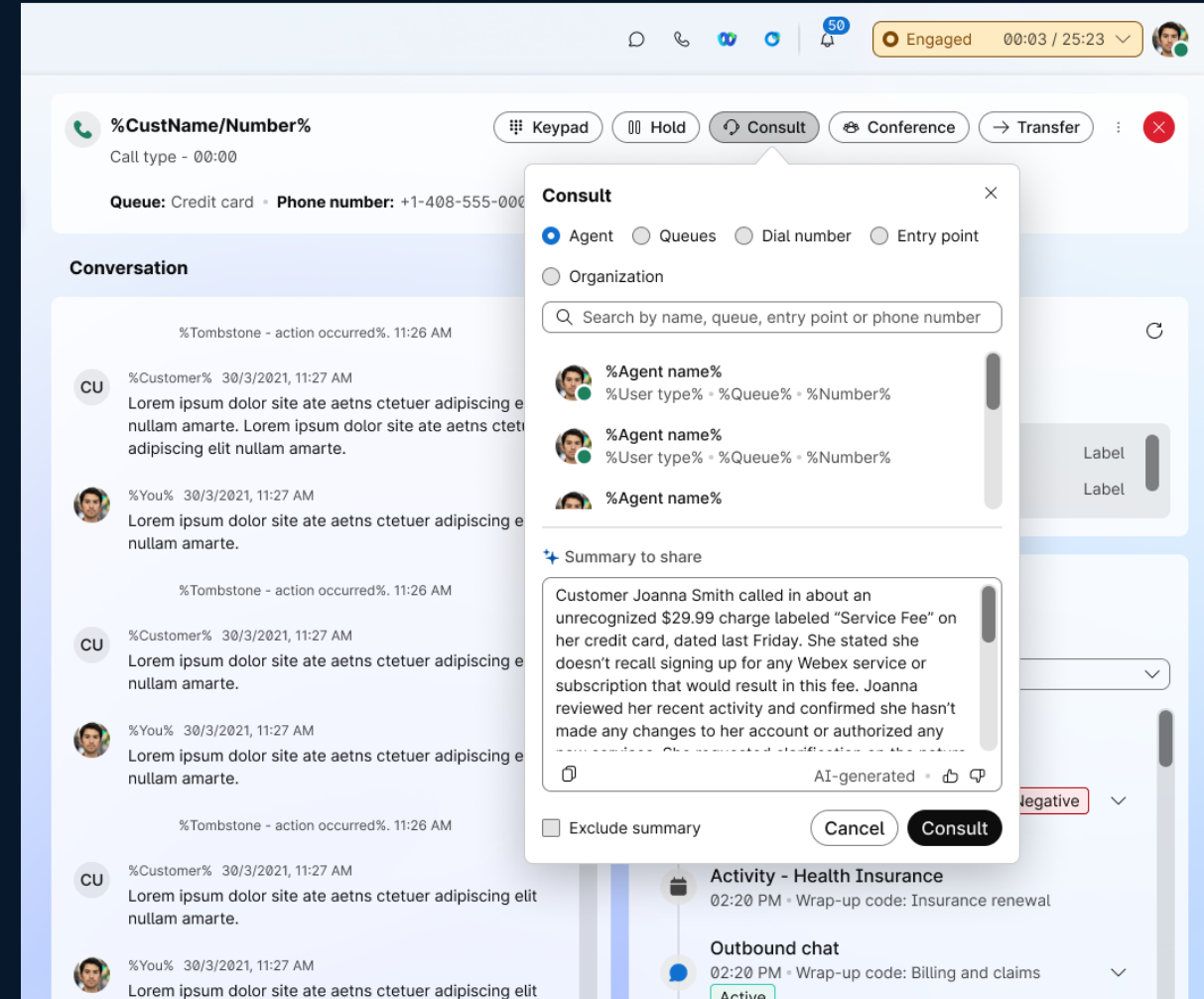
✓ Dropped call summary

Transfer / mid-call summary

AI Assistant hands every consult or transfer a perfectly distilled context snapshot, reducing repeat explanations, cutting handle time, and boosting FCR.

Wrap up summary

Requires **A-FLEX-AI-ASST** add-on



Summaries



✓ Virtual agent handoff summary

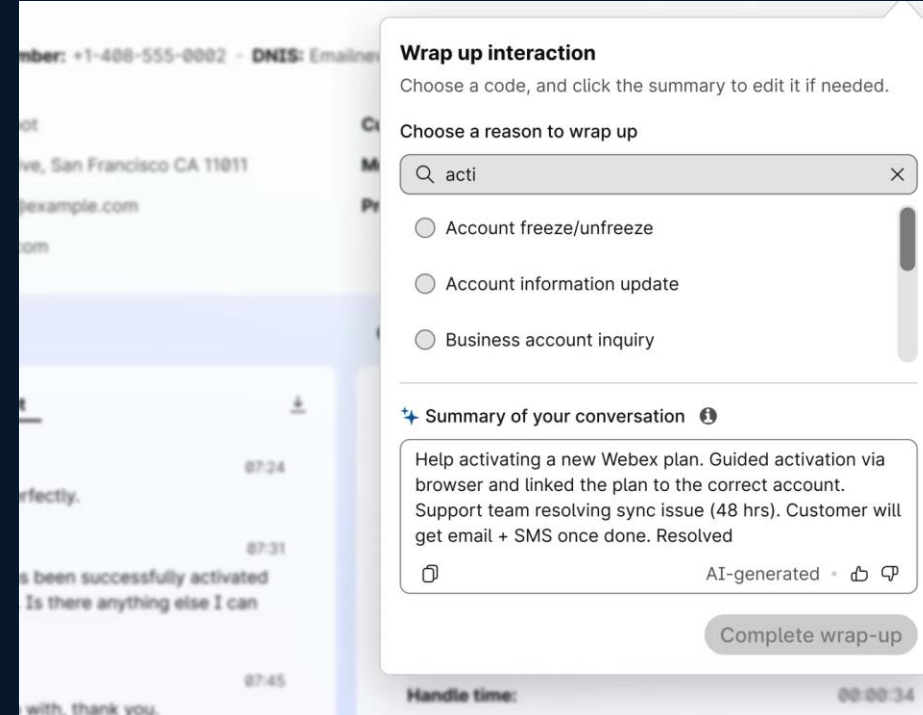
✓ Dropped call summary

✓ Transfer / mid-call summary

Wrap up summary

AI Assistant closes the call for your agents by instantly producing an accurate, structured summary, **freeing them from manual notes** and giving you cleaner data for **faster, smarter operations**.

Requires **A-FLEX-AI-ASST** add-on



Real-time transcription



Requires **A-FLEX-AI-ASST** add-on

0:12
that for you now ...

IVR transcript

Live transcript

↓

You **started a chat** with Michael Littlefoot. 07/07/2025 11:26 AM

You00:03

Thank you for calling Acme Bank Customer Support. My name is Nat.

ML00:08

Michael Littlefoot
Hi, I see a charge of \$52.45 that I didn't make.

You00:14

I'm sorry to hear about that. Let's get this sorted out for you. Could you please provide your mobile number and date of birth for verification?

ML00:22

Michael Littlefoot
My mobile number is 14085550002 and date of birth is 10th October

Customer journey

Time metrics

Time in contact

Total contact d

Interaction dur

Hold duration:

Handle time:

Start time:

Wait time:

Wrap-up time:

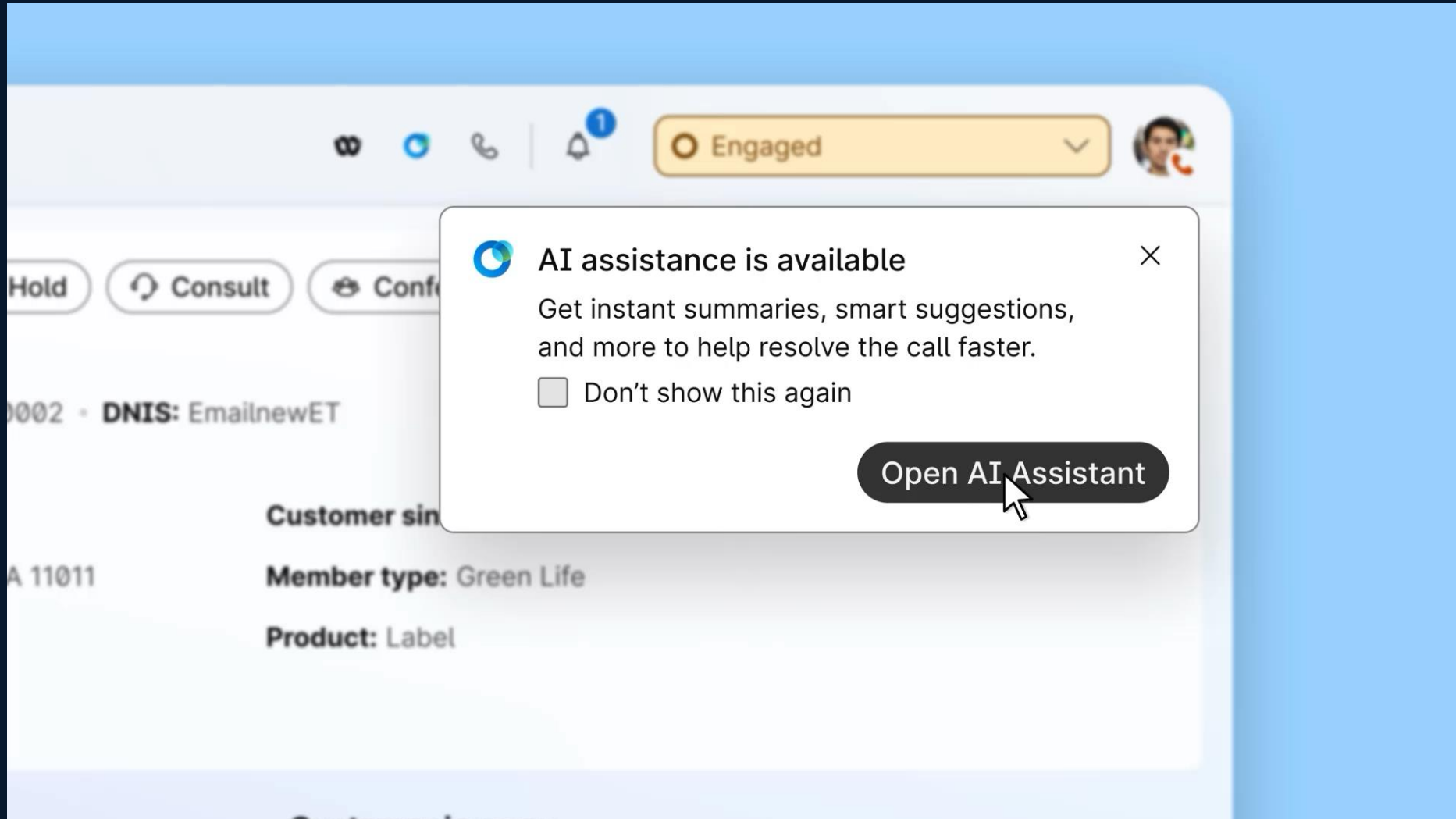
Interaction details

Interaction ID:

Real time assist



Requires **A-FLEX-AI-ASST** add-on



What's the value add?

Enable faster and consistent experience with real time suggestions on what to *SAY & DO*



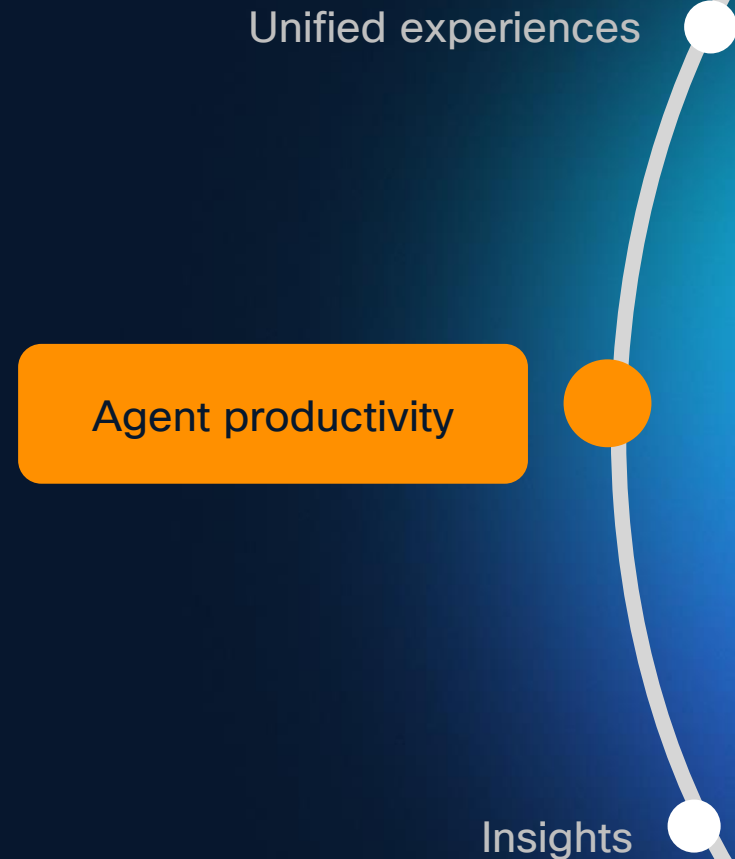
New agents quickly transition from novice to skilled employees and stay compliant with best practices

Skilled agents efficiently manage queue changes, reducing consults, transfers and hold times

Tenured agents handle complex calls with reduced need for departmental consults

Improving AHT

Cutting down **Handling Time** with productivity features



Pause and resume

Set interactions aside and resume later



- Pause **digital interactions** when:
 - At the end of a shift
 - Need to gather info offline before replying back
- Resume them later from your paused interactions list
- Auto park / resume upon **customer dormancy** and **response**
- Avoids accruing Handling Time
- Reports on Paused Time, Paused By, Resume Time, Resumed By

The screenshot displays a user interface for managing customer interactions. At the top, there's a status bar with icons for notifications, calls, and a timer set to 00:00. Below this, a specific interaction is shown with ID 4ada225e-8ec6-4. A menu is open, showing options: 'Transfer', 'Schedule and manage callbacks', and 'Pause interaction'. The 'Pause interaction' option is highlighted. The main section is titled 'Customer journey' and contains two panels. The first panel, 'Customer information', shows a contact with ID CS and name %Name%, with two 'Label:' fields. The second panel, 'Contacts and activities', shows a search for 'All' and a time range of 'All'. Below this, it shows an 'Inbound call' on 06/15/2025 at 03:00 PM, with a wrap-up code and a 'Negative' feedback button.

Callbacks via desktop

Scheduled callbacks

Scheduled callbacks allow dialing customers at specified time intervals and can be managed by **anyone** servicing the selected queue

Personal callbacks

Campaign callbacks

Edit callback

Phone number (required)

+447935077576

Customer name (required)

Mike Taylor

Select date and time ⓘ

Date (required)

2026/01/10

Call between (required)

02 : 00 - 02 : 30

Customer time zone (required)

(GMT+0:00) Europe/London

Assign to

- ☒ Any available agent
- ☐ Myself
- ☐ A specific agent

Queue name (required)

Voice Outdial Queue

Callback reason

Sales query

11/250

Cancel

Schedule

Callbacks via desktop

Scheduled callbacks

Personal callbacks

Personal callbacks are assigned to a **specific agent** (colleague or the agent in context)

Campaign callbacks

Edit callback

Phone number (required)

+447935077576

Customer name (required)

Mike Taylor

Select date and time ⓘ

Date (required)

📅 2026/01/10

Call between (required)

02 : 00 - 02 : 30

Customer time zone (required)

🔍 (GMT+0:00) Europe/London × ▾

Assign to

- ☐ Any available agent
- ☒ Myself
- ☐ A specific agent

Queue name (required)

🔍 Voice Outdial Queue × ▾

Callback reason

Sales query

11/250

Cancel

Schedule

Callbacks via desktop

☒ Scheduled callbacks

☒ Personal callbacks

Campaign callbacks

Callbacks are part of a campaign and are attempted only if the campaign is still running. Can only be created from active campaign calls.



My workspace



Active Scheduled Closed

%00 active% 



%Campaign nam...
%Queue% • 00:00
Callback

Accept

Phone number: +15688882831
DNIS: +1-800-739-4872
Reason: %This is the callback reaso...
Queue: Credit card



%CustName/Email/GUID%
%Queue% • 00:00
%Message%



%CustName/Email/GUID%
%Queue% • 00:00
%Message%

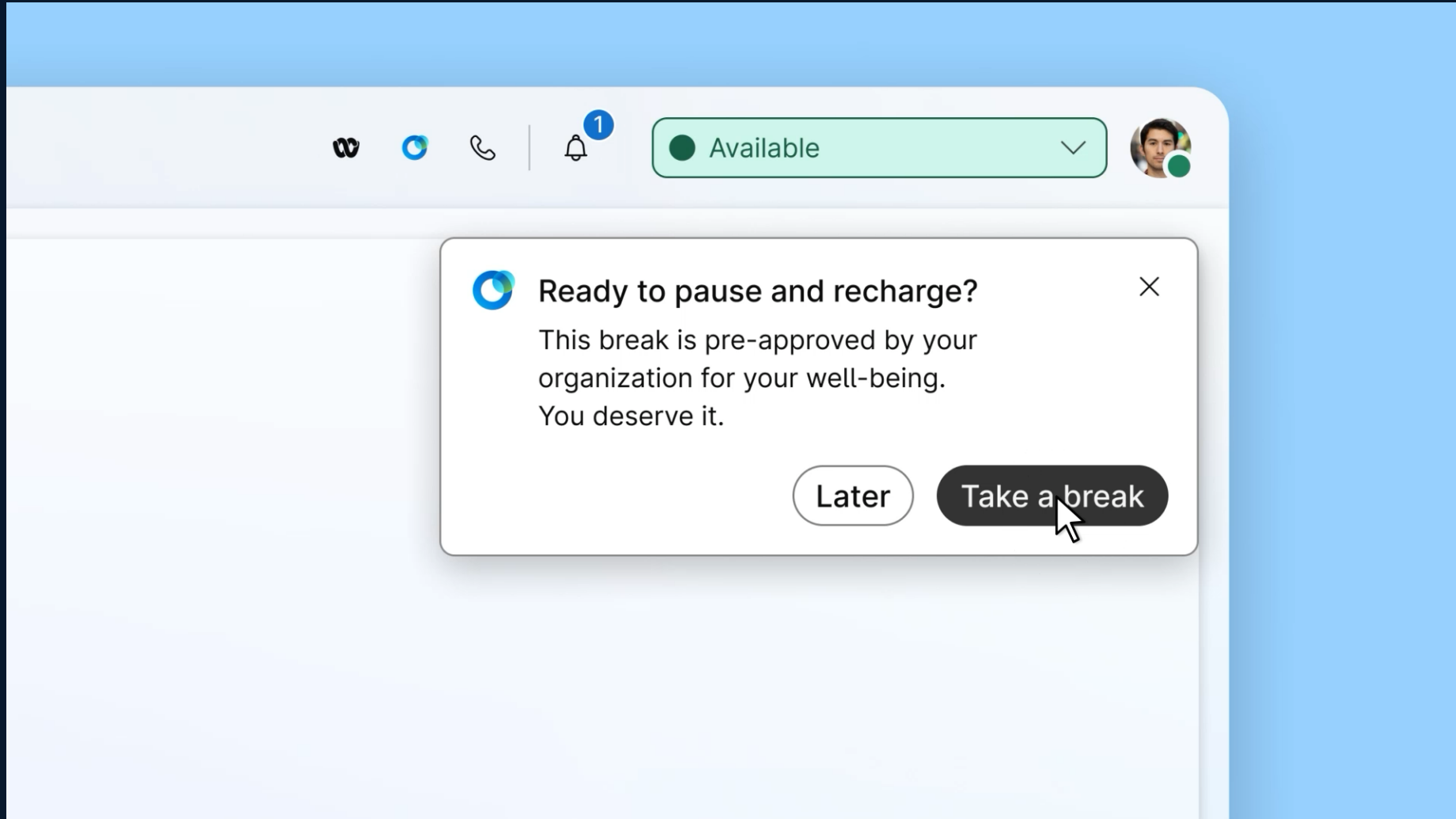


%CustName/Email/GUID%
%Queue% • 00:00
Subject: %Message%

Wellbeing

Cutting down **Handling Time** with productivity features





Agent burnout detection

- Requires **A-FLEX-AI-ASST** add-on
- Enables you to care for your agent's wellbeing
- Proactively remind agents to take **short break**



Transcripts

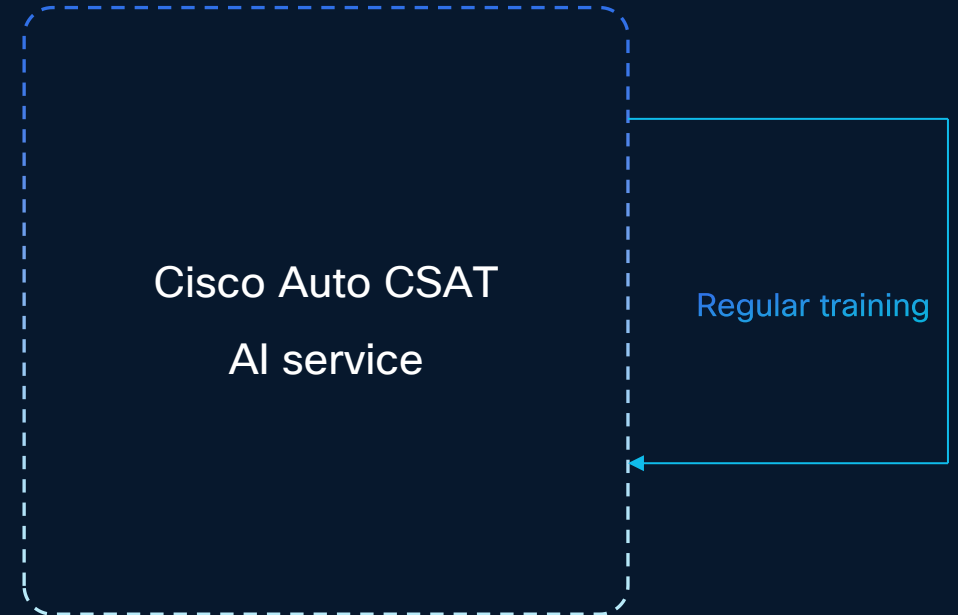


Operational Data

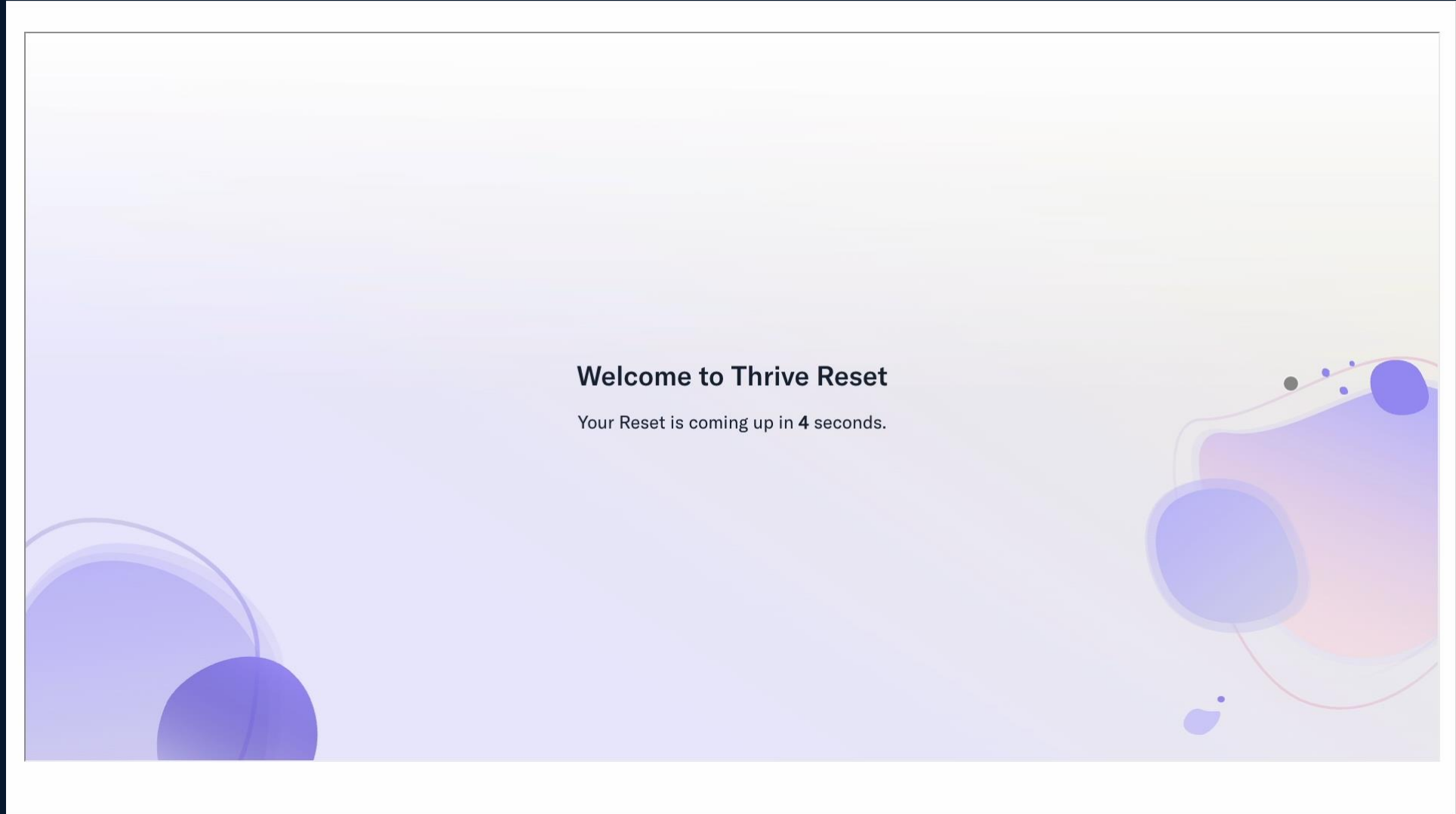


Surveys

Agent specific model

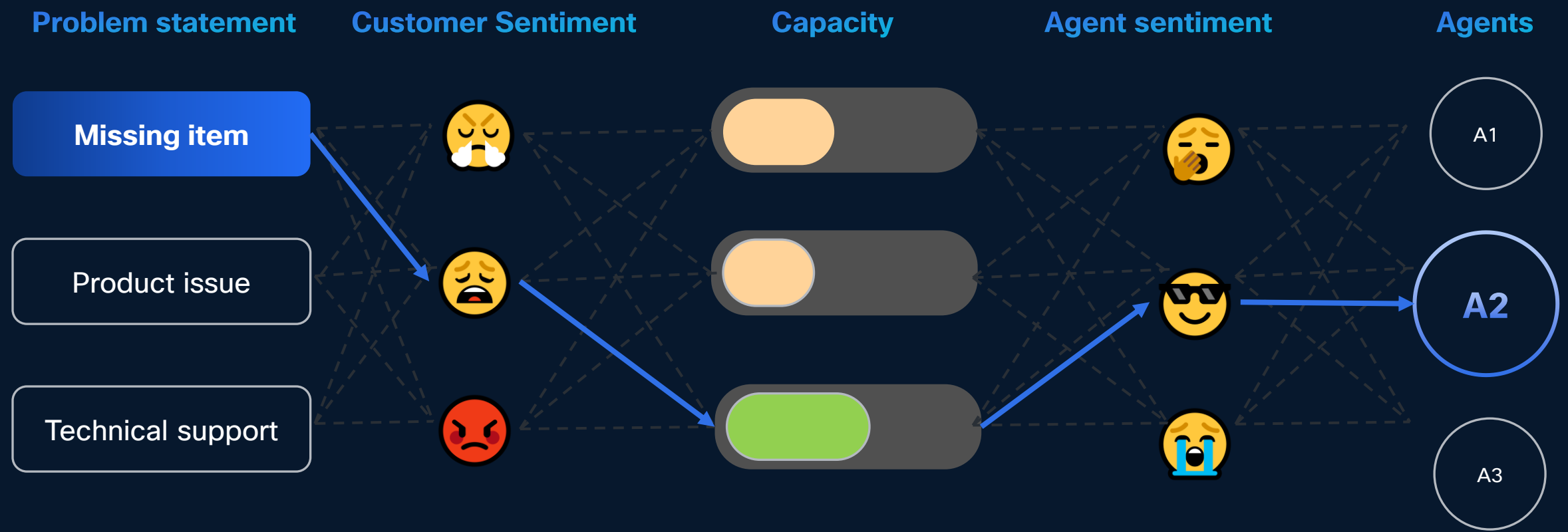


Thrive resets (S+)



Bring wellness into AI routing

Put your best foot forward by considering agent wellness when routing



Demo

Scenario

Customer noticed a fraudulent charge on her account. She is calling to dispute the charge and cancel her account.

Areas of focus

Insights



Dashboards



Coaching



Auto CSAT

Dedicated session

BRKCCT-1223 - Transforming Quality Management, Empowering Agents, and Automating Interactions with AI

Dashboards

Let agents monitor themselves on how they're doing

Unified experiences

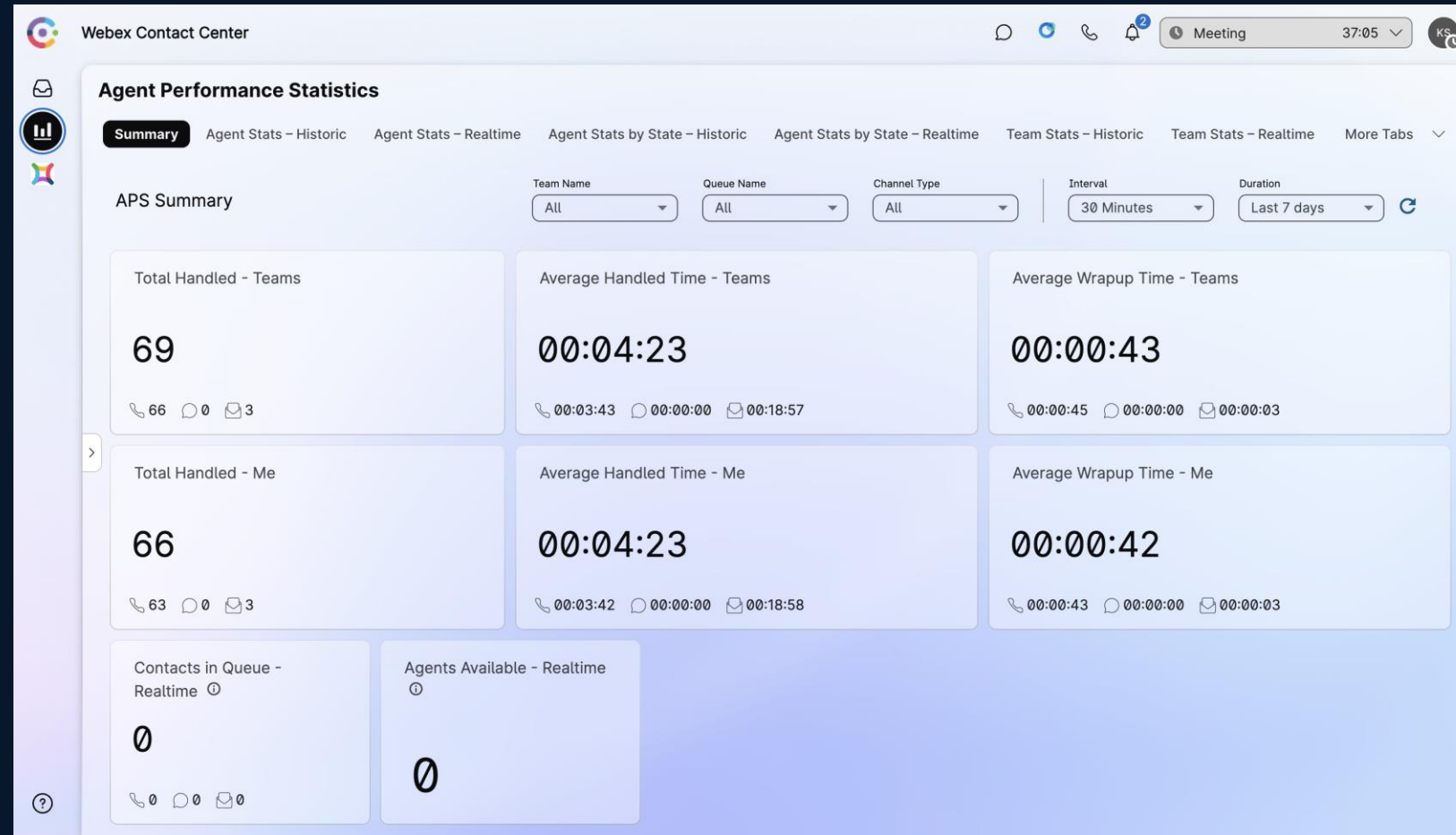
Agent productivity

Insights



Agent performance stats

- Monitor your performance
- Compare your performance against the team averages
- Stats across agent performance, queue stats,
- New revamp being worked upon



Auto CSAT

Set your feedback loops on auto-pilot!

Unified experiences

Agent productivity

Insights

A curved line on the right side of the slide, starting from the top right and curving downwards to the bottom right. It has three white circular dots. The top dot is labeled 'Unified experiences', the middle dot is labeled 'Agent productivity', and the bottom dot is highlighted with an orange circle and is labeled 'Insights' inside an orange rounded rectangle.

Auto-CSAT

- Requires **A-FLEX-AI-ASST** add-on
- Enables data-driven decisions for immediate service enhancements
- Identifies areas of improvement across all your interactions
- Flags dissatisfied customers for early intervention to enhance retention



Transcripts

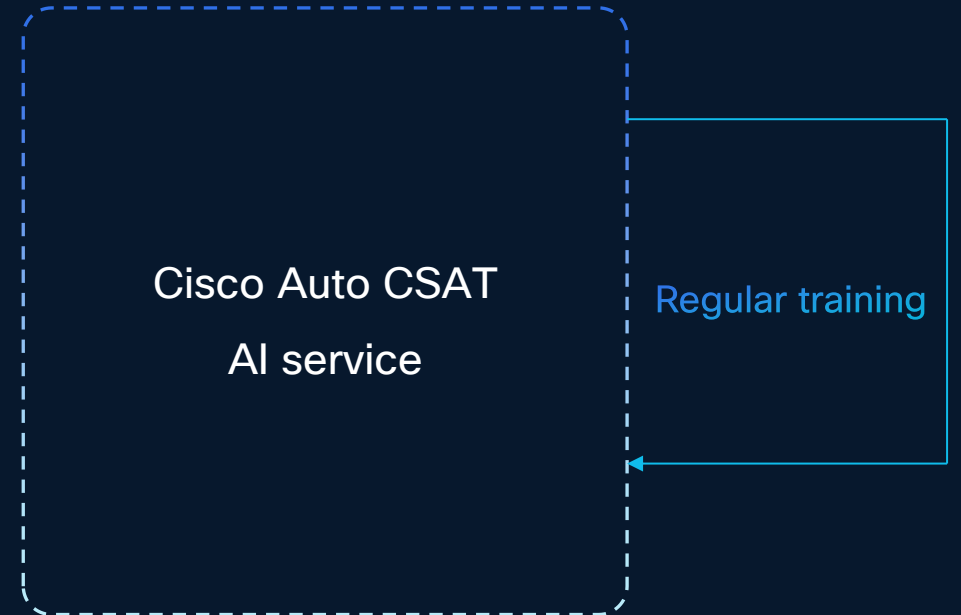


Operational Data



Survey

Customer specific model



Auto-CSAT

- Customers who've enabled surveys using:
 - Experience management
 - Custom IVR surveys using CSAT DTMF surveys
- Customer interactions in English
- Call recording must be turned ON
- Enabled on a per agent basis / nominate all agents

webex Contact Center

Interactions

Active Queued **Completed**

210 interactions

Filter(s) applied: [Clear all](#) [Channel: Voice](#) [Queue: Credit card](#) [%Filter name%: Label](#) [+2](#)

Customer...	Cha...	Created on	Queue	Agent	Total contact durati...	Auto CSAT
(202) 555-0198	📞	06/01/2025, 09...	Credit card	Nat Smith	🕒 01:15:30	3.2
(303) 555-0123	📞	06/01/2025, 10...	Credit card	Sam Mohan	🕒 02:45:10	4.7
(404) 555-0147	📞	06/01/2025, 12...	Credit card	Eli Cho	🕒 00:30:45	2.5
(505) 555-0189	📞	06/01/2025, 01...	Credit card	Kevin Woo	🕒 03:05:20	1.8
(606) 555-0112	📞	06/01/2025, 02...	Credit card	Nat Smith	🕒 01:50:15	3.9
(707) 555-0165	📞	06/01/2025, 03...	Credit card	Max Torres	🕒 00:25:00	4.1
(808) 555-0178	📞	06/01/2025, 04...	Credit card	Isabelle Brenn...	🕒 02:10:05	2.3
(909) 555-0134	📞	06/01/2025, 05...	Credit card	Nat Smith	🕒 01:40:30	4.0
(212) 555-0156	📞	06/02/2025, 08...	Credit card	Umar Patel	🕒 00:55:25	3.6
(313) 555-0190	📞	06/02/2025, 09...	Credit card	Sam Mohan	🕒 03:15:00	4.4

Coaching

AI QM with human in the loop

Unified experiences

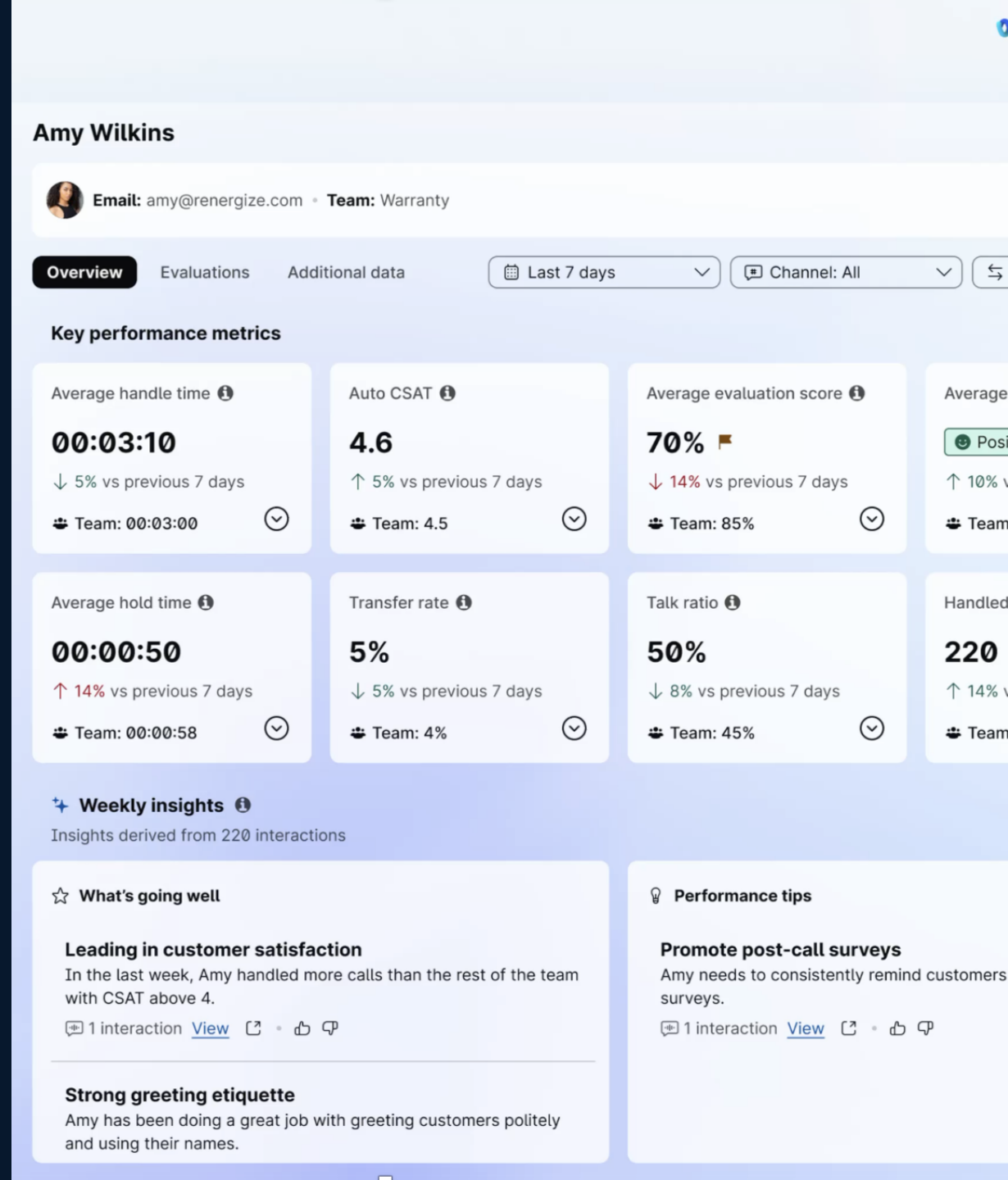
Agent productivity

Insights

A curved white line starts from the top right and curves downwards towards the bottom right. It has three dots on it: a white dot at the top, a white dot in the middle, and an orange dot at the bottom. The orange dot is positioned next to an orange rounded rectangle containing the word "Insights". The background on the right side of the slide is a blue gradient that matches the curve of the line.

AI Quality management

- Enables **supervisors** to perform QM effectively
- Agent performance stats to **AI generated insights**
- Insights include **What's working** and **Tips to improve**
- Evaluations scores **generated with AI** with **human in loop**
- **Evidence** and **seek** to timestamp





 Agent performance

Agent performance

Live **History**

Channel:... Direction:...

32 agents

-  **Amy Wilkins**
Warranty
Avg. handle time: 00:03:10
-  **Sam Mohan**
Accounts
Avg. handle time: 00:01:32
-  **Dylan Owens**
Warranty
Avg. handle time: 00:01:45
-  **Nat Smith**
Customer Support
Avg. handle time: 00:03:05
-  **Umar Patel**
Billing
Avg. handle time: 00:05:34
-  **Eli Cho**
Purchases
Avg. handle time: 00:08:25
-  **Kevin Woo**
Billing
Avg. handle time: 00:11:15
-  **Max Torres**
Billing
Avg. handle time: 00:11:15
-  **Sonali Stone**
Purchases

Amy Wilkins

 Email: amy@renergize.com • Team: Warranty

Overview Evaluations Additional data Last 7 days Channel: All Direction: All

Key performance metrics

Average handle time 00:03:10 ↓ 5% vs previous 7 days Team: 00:03:00	Auto CSAT 4.6 ↑ 5% vs previous 7 days Team: 4.5	Average evaluation score 70% ↓ 14% vs previous 7 days Team: 85%	Average sentiment score Positive (+85) ↑ 10% vs previous 7 days Team: +65
Average hold time 00:00:50 ↑ 14% vs previous 7 days Team: 00:00:58	Transfer rate 5% ↓ 5% vs previous 7 days Team: 4%	Talk ratio 50% ↓ 8% vs previous 7 days Team: 45%	Handled interactions 220 ↑ 14% vs previous 7 days Team: 170

 Weekly insights

Insights derived from 220 interactions

☆ What's going well

Leading in customer satisfaction

In the last week, Amy handled more calls than the rest of the team with CSAT above 4.

1 interaction [View](#)

Strong greeting etiquette

Amy has been doing a great job with greeting customers politely and using their names.

 Performance tips

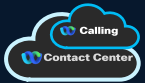
Promote post-call surveys

Amy needs to consistently remind customers to complete post-call surveys.

1 interaction [View](#)

Wrap

✓ Unified experiences



Better together



Omnichannel



Extensible



CRM connectors

✓ Agent productivity



Intelligent routing



Context and guidance



Improving AHT



Wellbeing

✓ Insights



Dashboards



Auto CSAT



Coaching



Empower agents to stay **efficient, informed**

Care about their **wellbeing**

Deliver **exceptional CX**

Contact Center Breakout Sessions

Monday

TECCCT-2560
Yet Another AI
Session? Discover
How Webex Contact
Center AI Cuts
Through the Noise

08:15

Tuesday

BRKCCT-2688
Driving Contact
Center Efficiency and
Customer
Satisfaction Through
Enhanced Agent
Experience

12:00

BRKCCT-1134
Improve Customer
Experience, Agent
Productivity and
Operational Efficiency
with Contact Center
Enterprise 15

15:30

BRKCCT-2487
Driving Contact
Center Efficiency and
Customer
Satisfaction Through
Enhanced Agent
Experience

17:00

Wednesday

IBOCCT-2100
Cisco Contact Center
Solutions for your
Private Data Center

08:00

BRKCCT-2345
Boosting Customer
Experience with Flow
Orchestration in
Webex Contact
Center

09:30

IBOCCT-2584
Reimagine Customer
Experience: An
Interactive Product
Management Deep
Dive with Webex
Contact Center

11:30

BRKCCT-2397
Backend to Frontline:
Enhancing Customer
Experience with
Webex Connect
Integrations

13:45

Thursday

BRKCCT-1223
Transforming Quality
Management,
Empowering Agents,
and Automating
Interactions with AI

10:30

IBOCCT-2100
Cisco Contact Center
Solutions for your
Private Data Center

15:00

BRKCCT-2723
Understanding and
Enhancing Voice
Channels in Webex
Contact Center

15:00

BRKCCT-2390
Customer Experience
- The Complete
Webex Contact
Center Journey

16:45

IBOCCT-2584
Reimagine Customer
Experience: An
Interactive Product
Management Deep
Dive with Webex
Contact Center

17:30

Friday

BRKCCT-2295
Data-Driven
Proactive
Engagements with
Webex Contact
Center

09:15

-  Tech Seminar
-  Technical Breakout
-  Interactive Breakout

Complete your session surveys



Complete your surveys in the Cisco Events App.



Complete a minimum of 4 session surveys and the overall event survey to receive a unique Cisco Live t-shirt.

(from 11:30 on Thursday, while supplies last)

Continue your education



Visit the Cisco Showcase for related demos



Book your one-on-one Meet the Engineer meeting

Visit the Technical Solutions Clinics to discuss your technical questions



Attend the interactive education with DevNet, Capture the Flag, and Walk-in Labs



Visit the On-Demand Library for more sessions at CiscoLive.com/On-Demand

Contact me at: krtksubr@cisco.com



Thank you

Open for Q&A

CISCO Live !

