

Modernizing your Contact Center Enterprise with Cloud and AI

(UCCE/PCCE/WxCCE)

Joe Wong
Solutions Engineer,  [joe-wong-756459](#)

CISCO Live !

Cisco Webex App

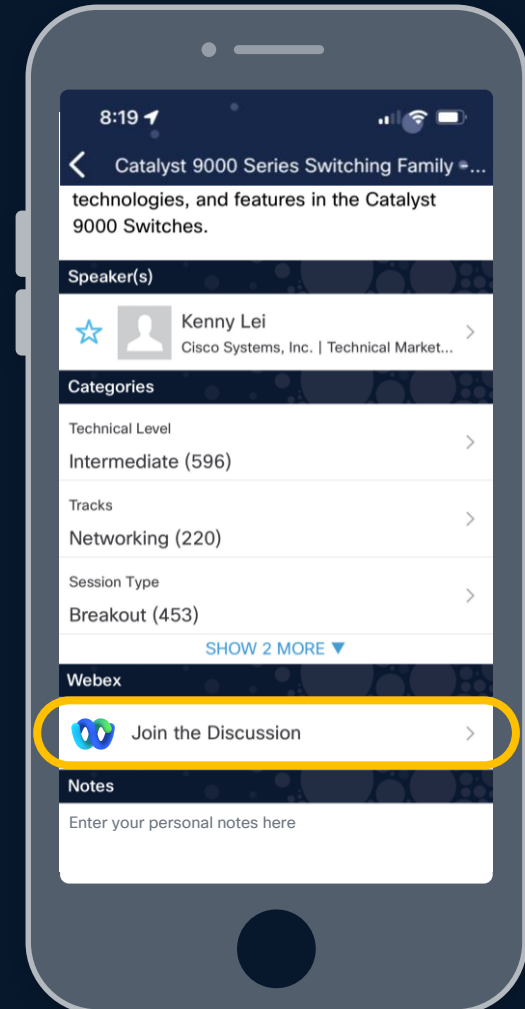
Questions?

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 June 13, 2025.

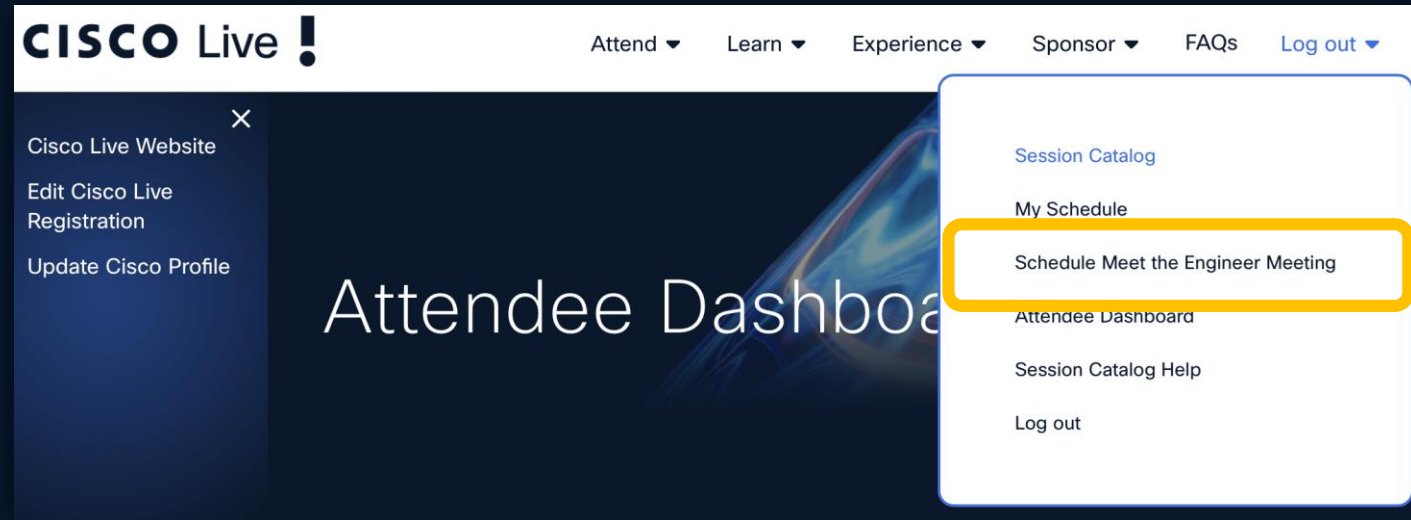


<https://cicolive.ciscoevents.com/cicolivebot/#BRKCCT-2031>

Meet With Us @ SDCC Meeting Zone!

Meet the Engineer

Meet 1:1 with the best Cisco engineers, distinguished engineers, and senior development engineers to help ensure your unique business challenges and questions get answered.



Lower Level

World of Solutions

Halls B-F
A Cisco Showcase
B Center Stage
C Cisco Theaters
D Content Corner
E Customer Success Theater
F Collaboration Village
G Security and Networking Village

Keynote

Halls G-H

Meeting Zone

Halls A-B

Meals

Marina Lawn
Plaza Park

Lobby

CS - Cisco Store
MPU - Materials Pick-up
REG - Registration

Services / Other

GN - Gender Neutral Restroom
MR - Mother's Room
SB - Starbucks

Photo Op Stop

Cisco Live Letters



Meeting Zone

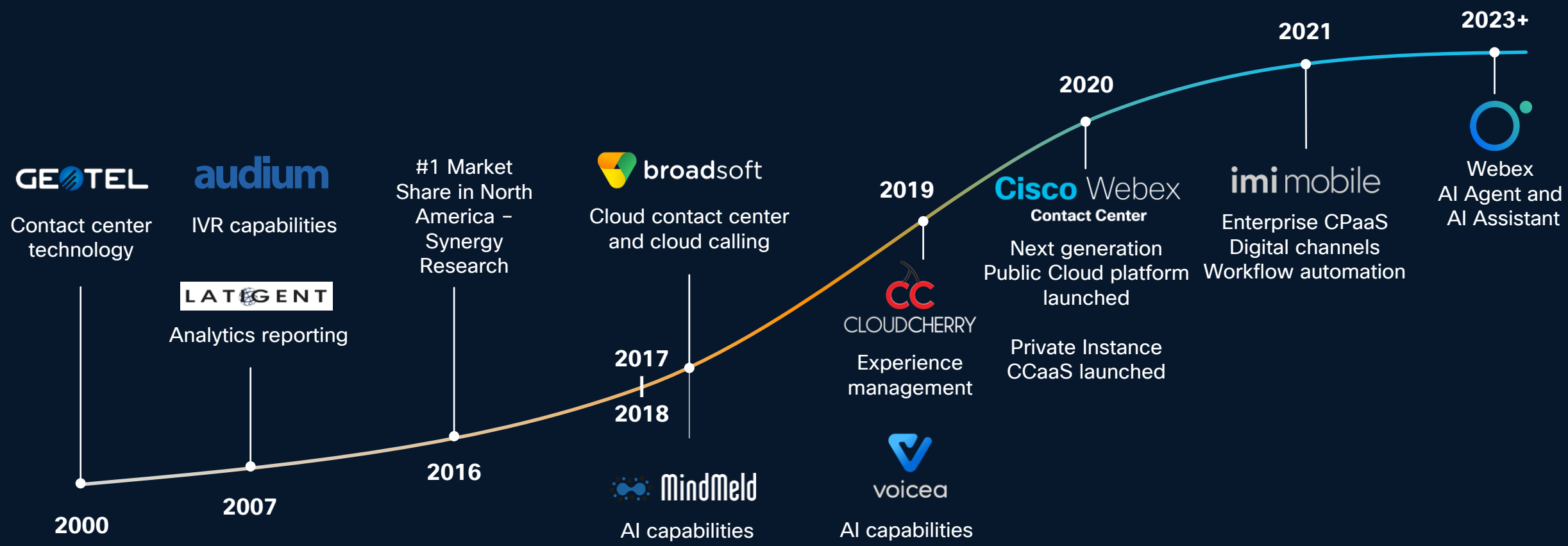
Agenda



- 01 Strategic Technical Direction
- 02 AI and Cloud Services Architecture
- 03 Webex AI and AI Assistant
- 04 Digital Channels Evolved
- 05 One More Shiny Object
- 06 Are we done yet?

Strategic Technical Direction

Pedigree: Years of investment in creating customer engagement as a service



Cisco contact center portfolio

Cloud



Webex Contact Center (Multi-tenant Cloud)

Webex Contact Center Enterprise (Dedicated Instance Cloud)

On-Premises



Express: SMB-midsize, up to 400 agents

Enterprise: Large enterprise, up to 48,000 agents

Common Cloud Components

Digital interactions and journey orchestration

Artificial Intelligence

Workforce Optimization

Analytics and Insights

Cisco's Contact Center Portfolio

Multi-Tenant Cloud



On-Premises



Dedicated Instance



Call Control

Routing and
Queuing

Reporting &
Analytics

User Experiences

Administration

Cisco Cloud
Services Integration

AI Services
Integration

Offering Core Services

Cloud and AI Services Integrations

Cisco Cloud Services Integration

Webex Control Hub

Webex Connect

Journey Data Services

Experience Management

AI Services Integration

Google CCAI Integration

 Webex AI Agent

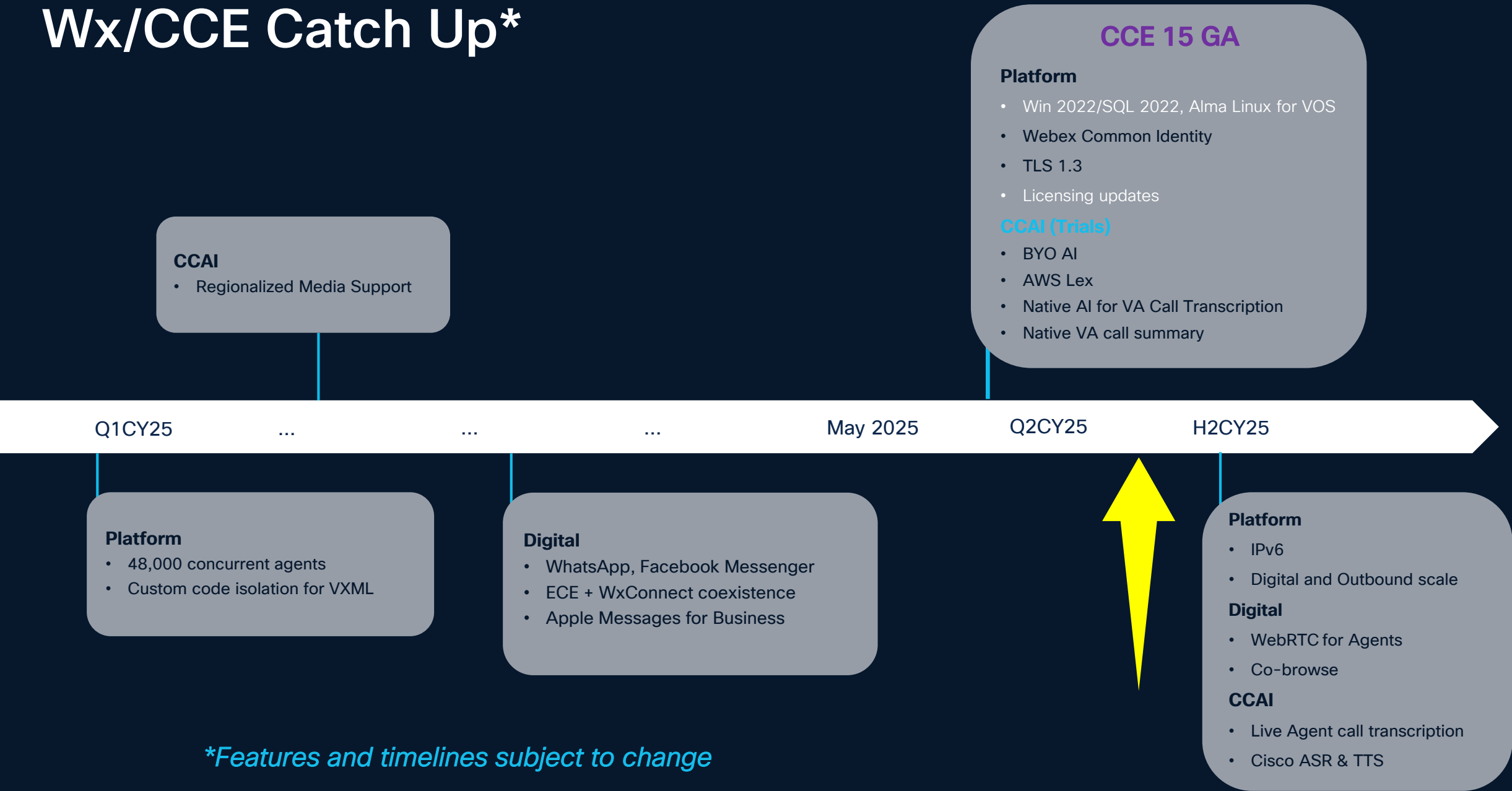
 Webex AI Assistant

3rd Party AI Integration / BYO-AI



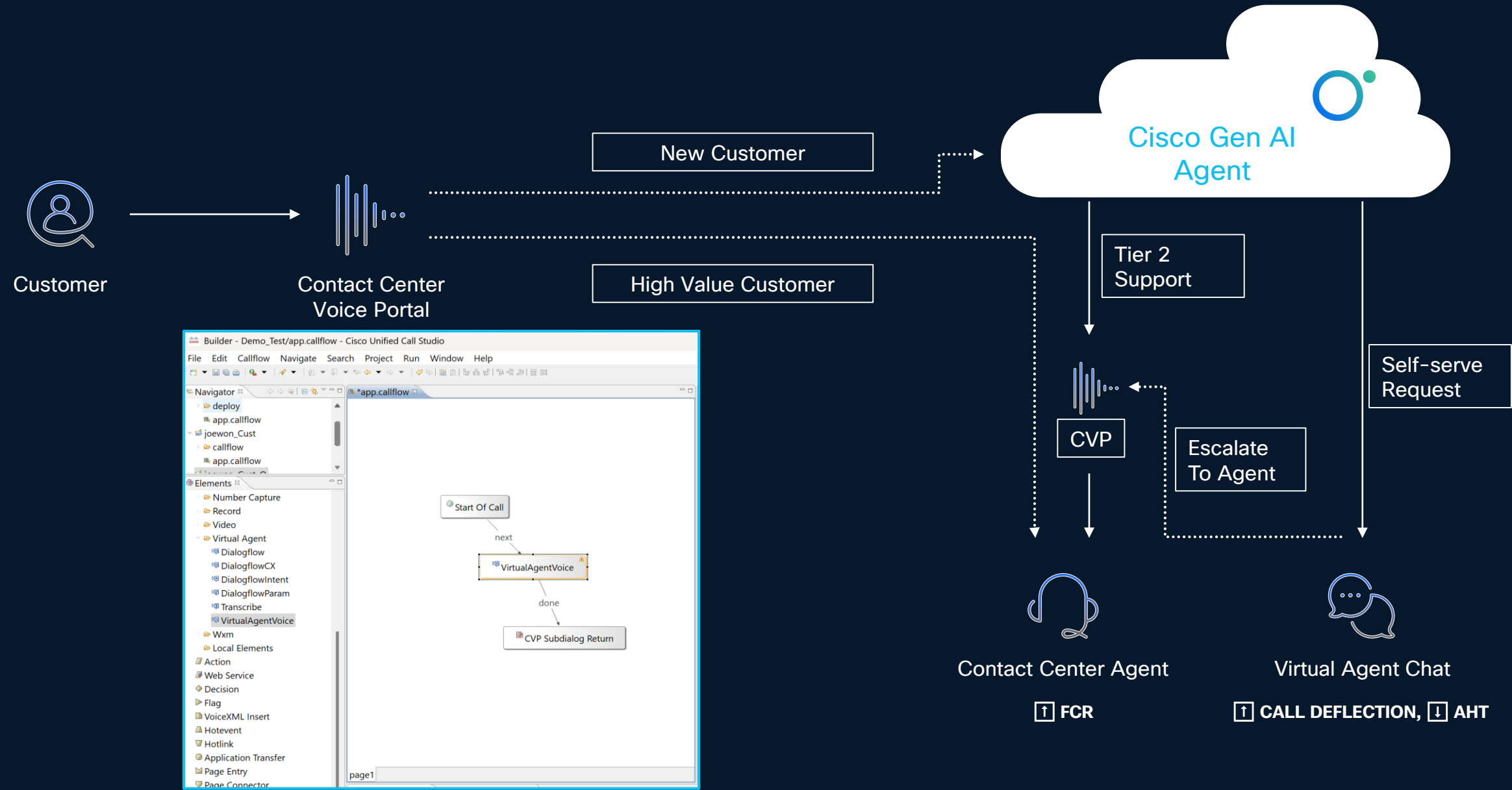
Quick Roadmap!!

Wx/CCE Catch Up*



**Features and timelines subject to change*

Webex Conversational IVR



Conversation Transfer Summarization

ative	
	Other
	0
	0
	0
	--
	0
	--
	0
	0
	0
	0
	0

Cisco AI Assistant Window

Here's the virtual agent transfer summary

The reason for the call was to book an appointment

The call was handed off when the caller requested to be connected to a live agent

- The caller requested to book an appointment
- The caller provided a preferred date and time for the appointment
- The caller mentioned wanting to schedule with a physician
- The agent offered a slot on the closest available date and time

02:51 PM ·

Updated Transcription Gadget

Last Intent Match

Customer Sentiment

Partition for IVR and Live transcription

Customer's Query

Bot's last response

Filters

Queue Statistics

Customer Experience Journey

Agent Answers

Transcript

Highlights

Flight Booking

Source: Boston

Destination: Seattle

Date: 22nd of August

Hotel Booking

Hotel: Marriott

Location: Seattle

Date: 20th of August

Customer Sentiment

Customer 00:50

Is it possible to take my dog along ? what is the procedure to carry a pet?

Virtual Agent 00:57

I'am sorry I cannot assist you on this. Let me connect you to a Agent who can help you.

Agent 00:00

Hi, This is Agent Sandra, I understand your situation and let me take care of this for you today.

Customer 00:05

Search for Keywords

Filter Transcript

Customer

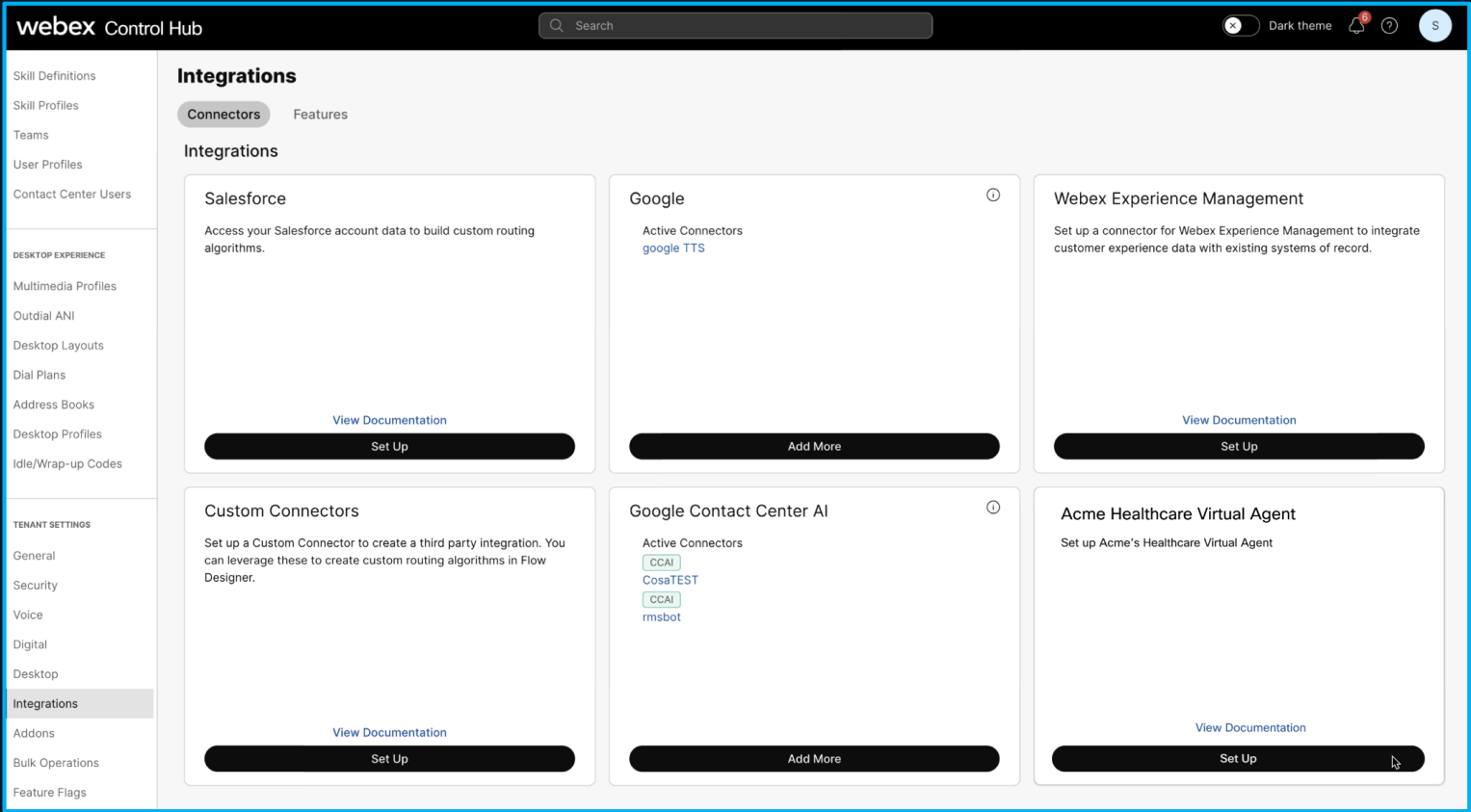
Virtual Agent

Agent

Live Transcript

Bring your own AI (BYO-AI) Feature Provider

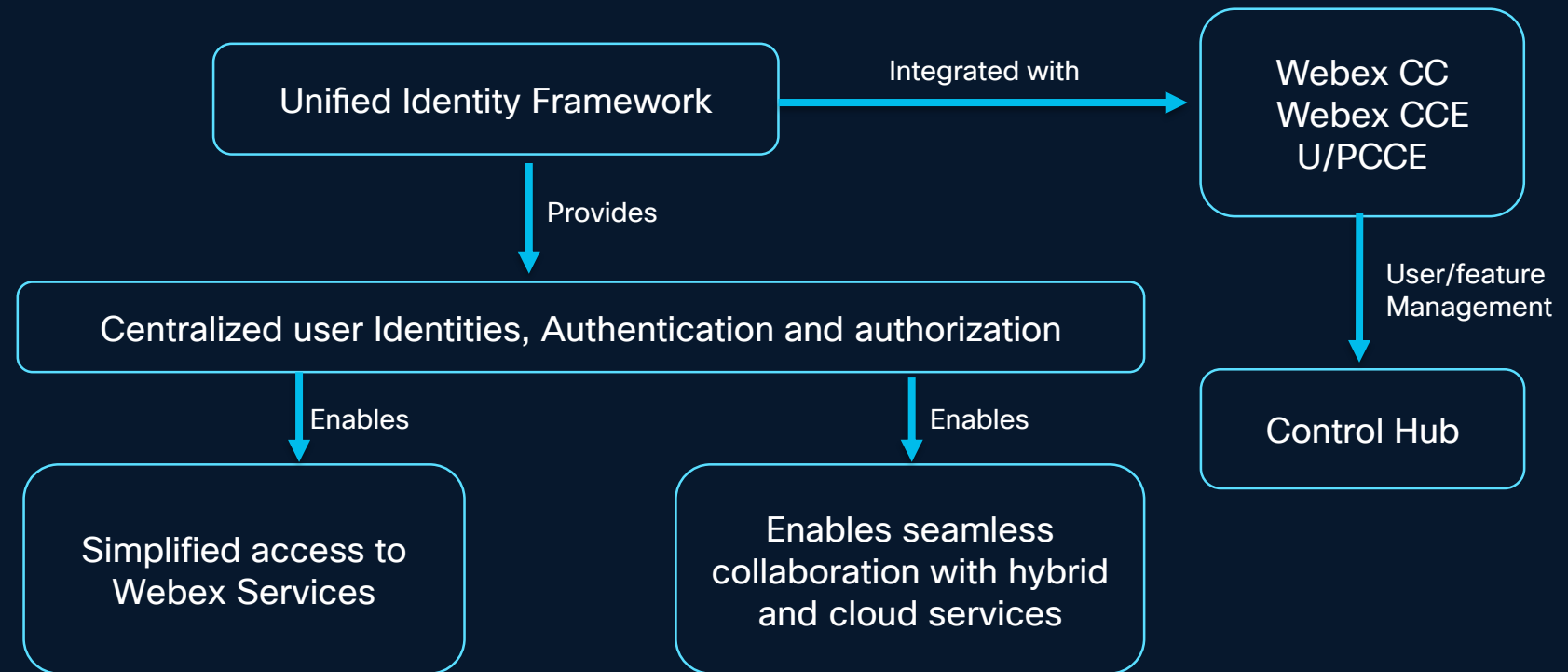
Integrate your choice of AI feature service, one we already integrate to, or use ours!



Webex Common Identity

Why????

- Single Sign On
- Enhanced User Experience
- Streamlined user provisioning
- Consistent User Management
- Enables Hybrid features
- Support for Compliance
- Reduced IT overhead
- Data Security
- Integration with customer IdP



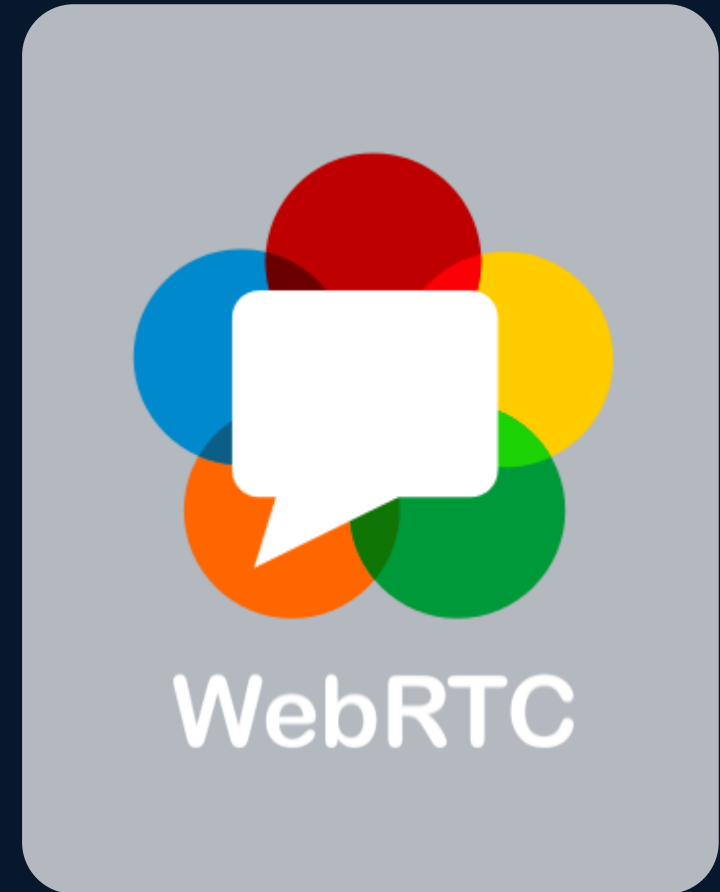
WebRTC for CCE agents

Agent Leg (Initial)

- Answer, end, Hold, Transfer customer calls
- Compliance recording will be supported
- Supervisor features like Monitoring, barge and intercept

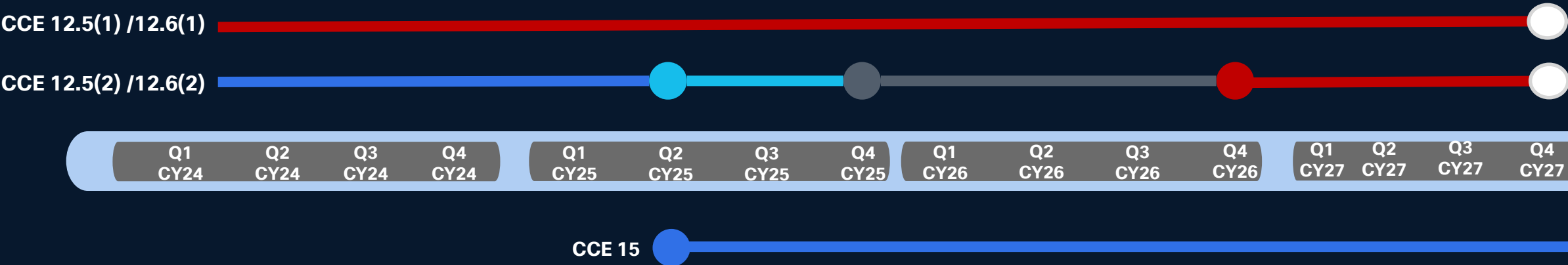
WebRTC Phase 2

- WebRTC for customer leg
- Video for agents and customer



Contact Center Enterprise Timeline*

*Dates subject to change

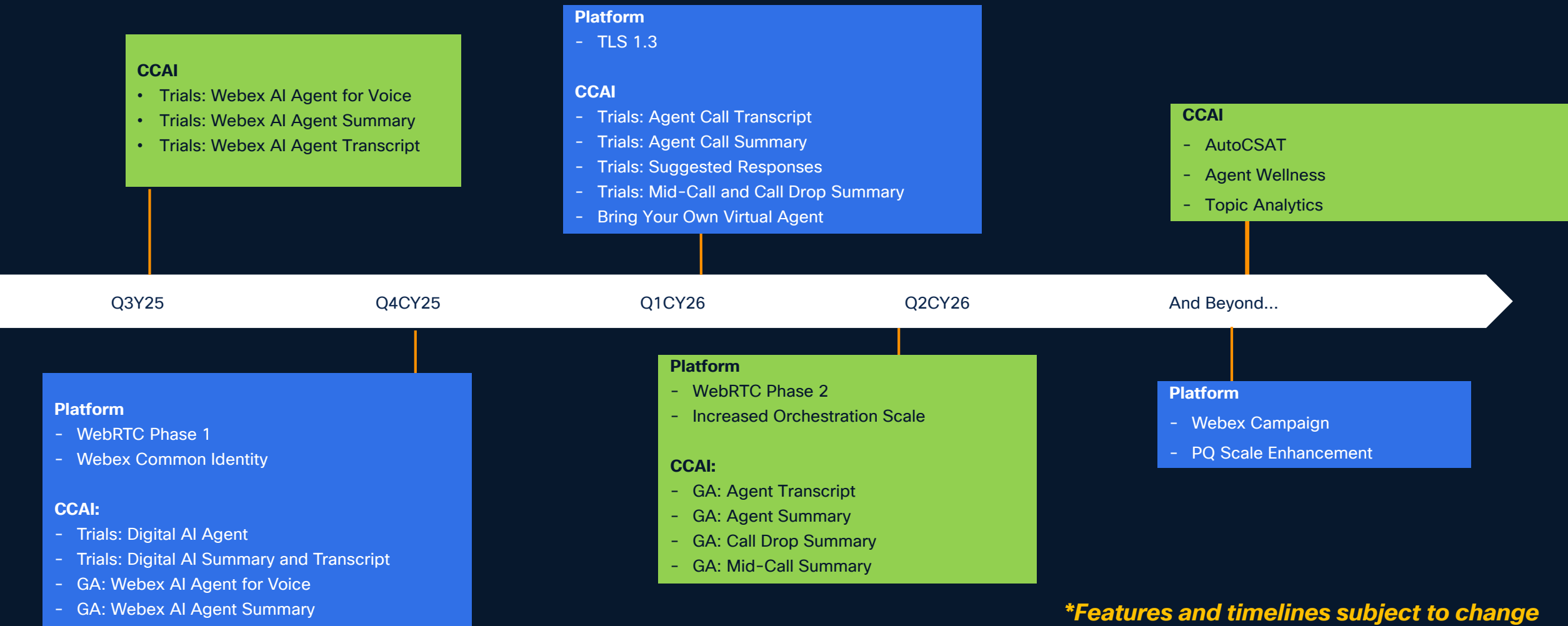


Note

- EOL cycle applies to the entire CCE 12.6 solution (Windows and VOS components)
- CCE 12.5(2)/12.6(2) is compatible with CUCM 15

Wx/CCE Roadmap*

Next 6-12 months



**Features and timelines subject to change*

Roadmap On-Demand

webex Help Center

?

What's new in Webex

Learn about new features, issues, fixes, and other updates.

Features

Coming soon

Issues and fixes

Announcements

Webex Suite new features

+

Contact Center

×

What's new for administrators in Webex Contact Center

What's new for supervisors in Webex Contact Center

What's new for agents in Webex Contact Center

What's New in Webex Contact Center Enterprise

Calling

+

<https://help.webex.com/en-us/landing/ld-v6m1dl-What'snewinWebex/Features#Hybrid-services>

What's new / Coming Soon

webex Help Center

Q

Get started

What's new

Help by product

For administrators

Adoption

Support

Home / Article

This article applies to:

Products

Industries

Roles

Operating systems

April 16, 2025 | 2795 view(s) | 12 people thought this was helpful

View change log

Subscribe

What's new for administrators in Webex Contact Center Enterprise

We want to make sure that you know about the major updates made available in Webex Contact Center Enterprise—updates to the interface, new functionality, and ways to manage your contact center.

What's new

Coming soon

Announcements

2025

April 2025

Webex CCE Admin Portal Enhancements

The Webex CCE Admin Portal has been updated to Angular for improved speed and performance, affecting features such as Audio Manager, Campaigns, Callbacks/Callbacks Admin, Routing Controls, and Skill Schedules.

TLS v1.2 connections between the Portal and the CONAPI service on the HDS server, ensuring secure data transmission. All CONAPI service updates, such as creating, cloning, or editing agent teams and Contact Center users are encrypted using TLS v1.2.

This release also includes the following new Portal UI enhancements:

Was this article helpful?

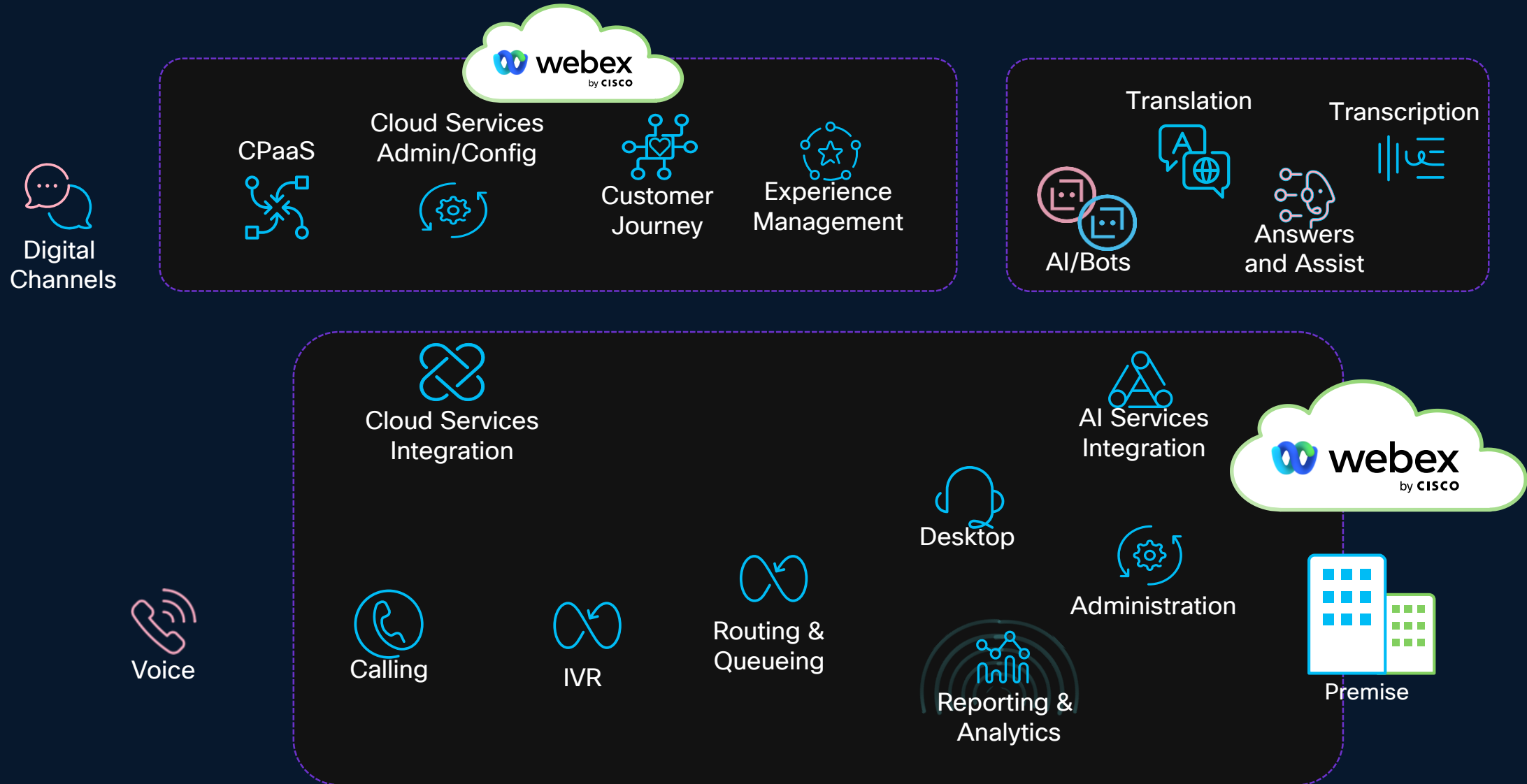
👍

👎

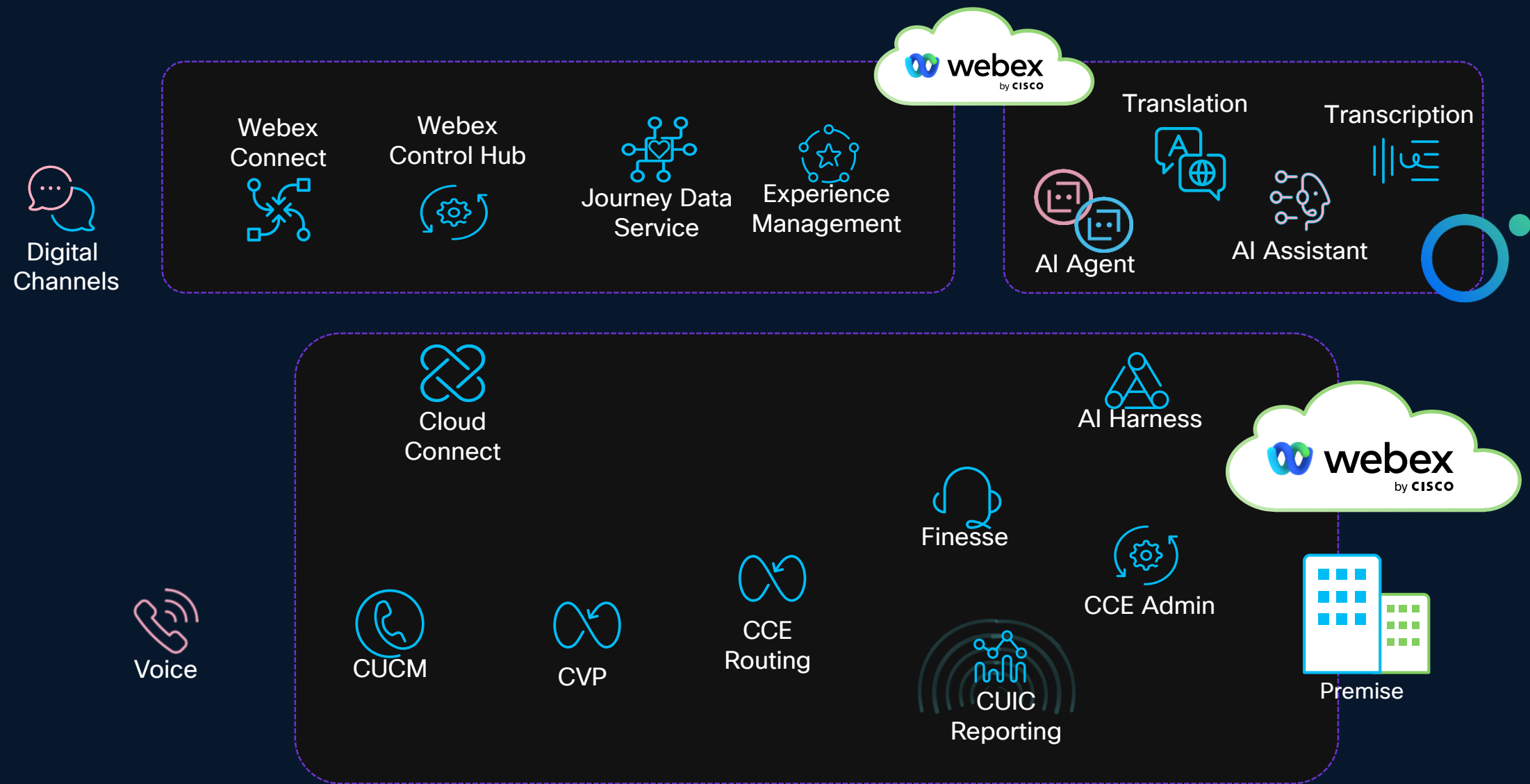
Recently Viewed

AI and Cloud Services Architecture

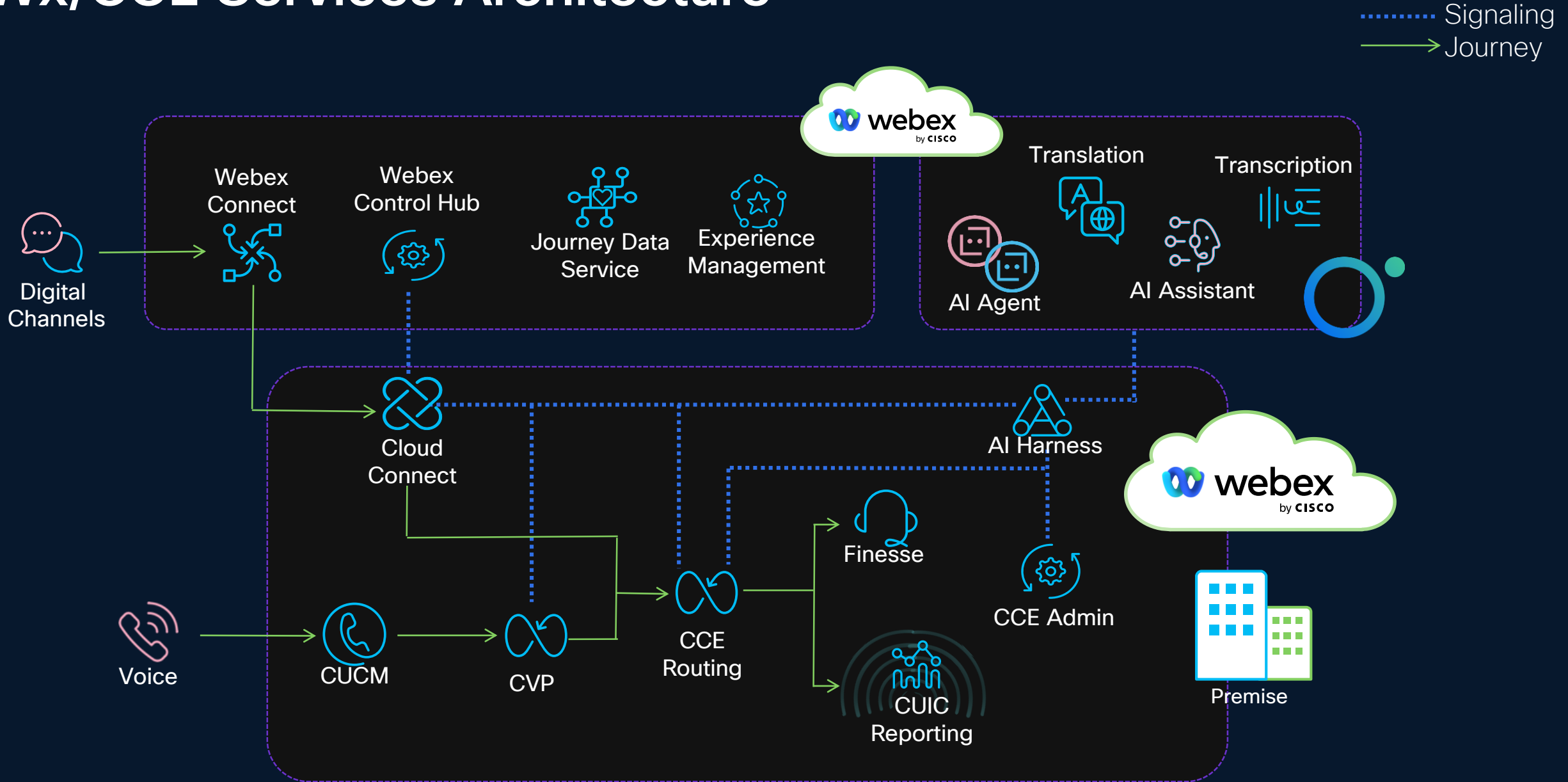
Contact Center Services Architecture



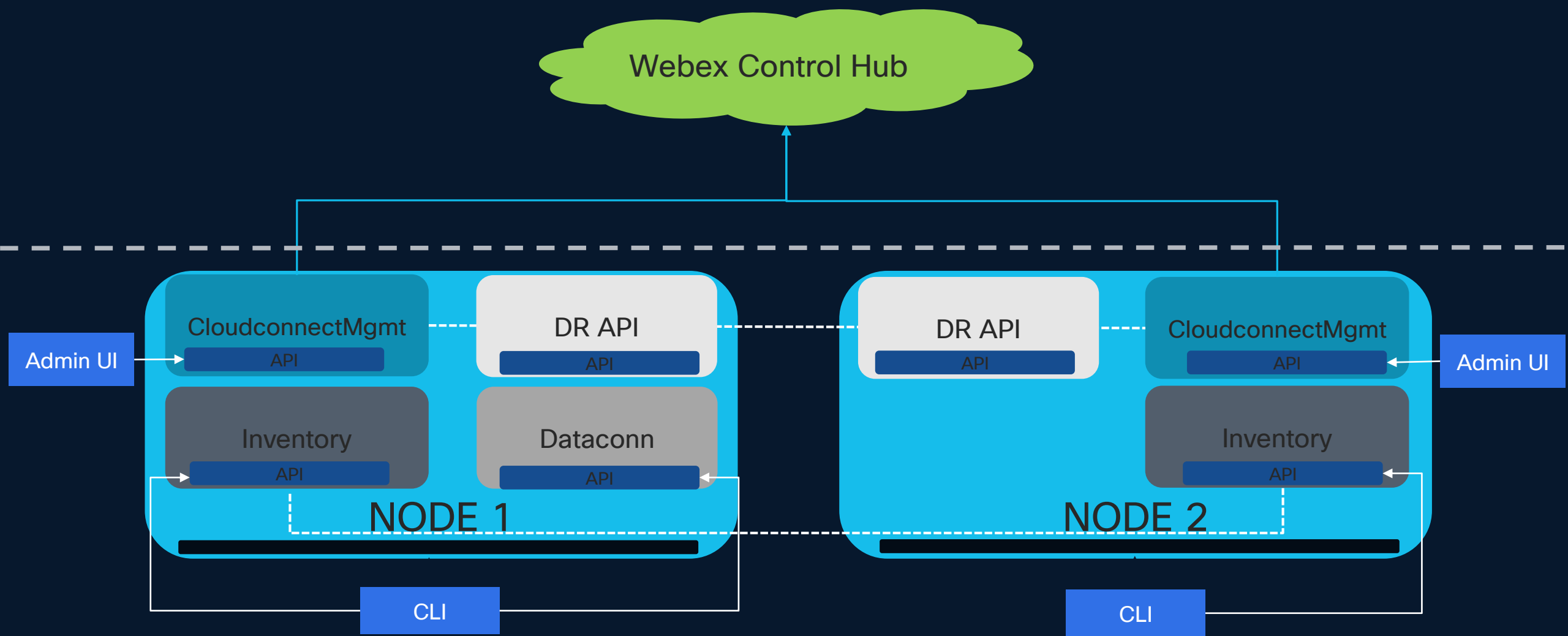
Wx/CCE Services Architecture



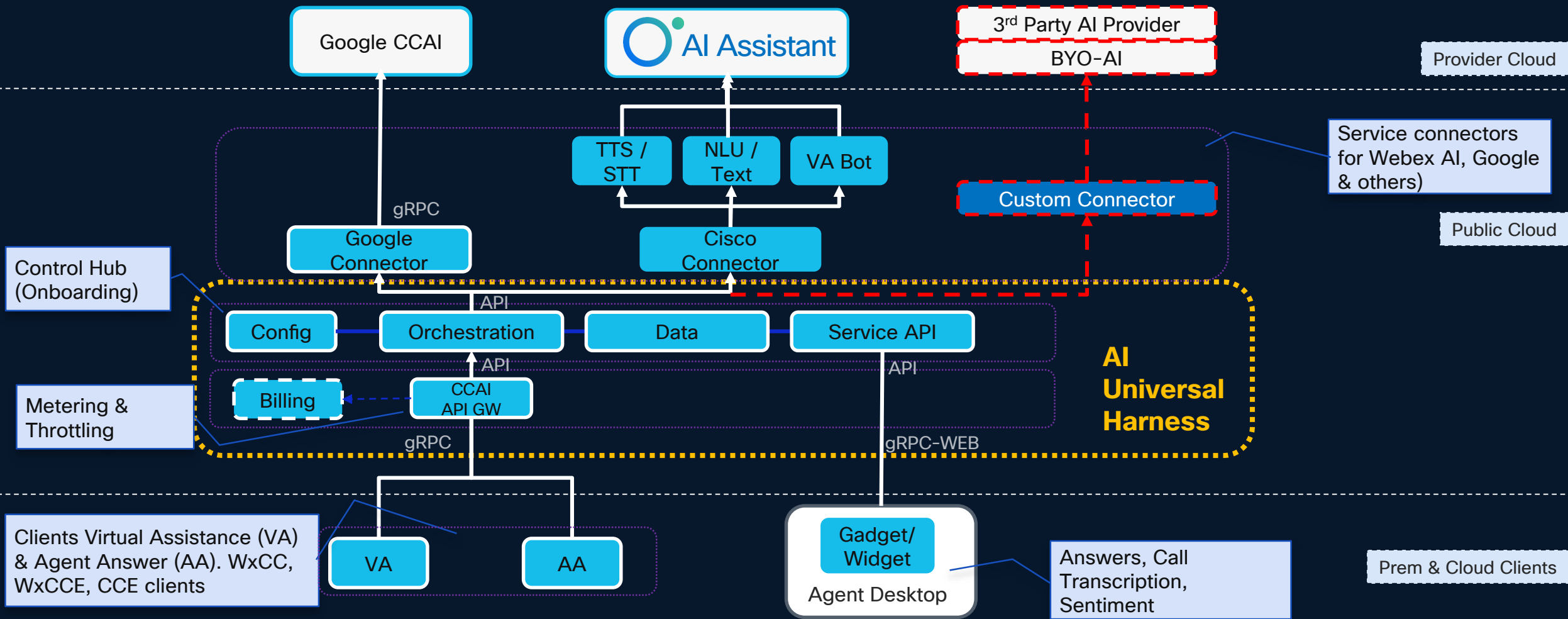
Wx/CCE Services Architecture



What is Cloud Connect? (Service View)

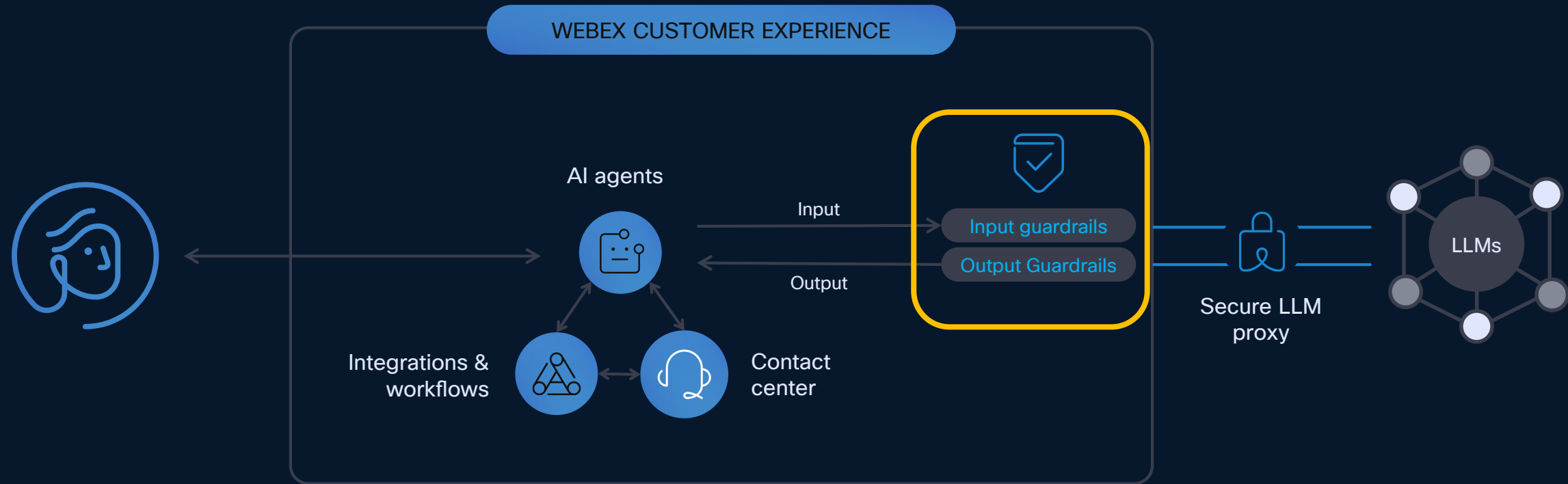


AI Hybrid Services With Cisco AI Universal Harness



Webex AI Agent and Assistant

Applying a safety and security first approach



AI Transparency

https://trustportal.cisco.com/c/r/ctp/trust-portal.html?search_keyword=webex%20ai%20agent#/19445370048945010

https://trustportal.cisco.com/c/r/ctp/trust-portal.html?search_keyword=webex%20ai%20agent#/19496680491489903

Awareness

Enhance the supervisor and administrator experience



Automation

Enhance the customer, patient, and employee experience

Augmentation

Enhance the agent experience

 AI-powered Webex platform

AI Agent and Studio

←

joewon_AI_Squirrel
Last Updated at 28 Apr, 25 by Joe Wong

Preview

⋮

Configuration

Sessions

History

Analytics

©

J

AI agent configuration Published

Add actions to connect your agent with external systems, or link a knowledge base to help it answer questions.

Profile

Knowledge

Actions

Language

Agent name *

joewon_AI_Squirrel

×

System ID *

joewon_AI_Squirrel-dCj1zfhF

×

Agent's goal * ⓘ

You are a helpful, polite and professional agent that will help the customer in questions around Cisco Live 2025 event in San Diego, CA.

[Insert example](#)

Instructions ⓘ

Enter step-by-step instructions for your agent to accomplish its goal.

[Insert example](#)

URL for agent profile image *

https://st3.depositphotos.com/8950810/17657/v/450/d...

×

AI engine *

Webex AI Pro 1.0

⌵

Ideal for most contact center use cases with global language support and human-like interactions.

Welcome message *

Hi! Welcome to Cisco Live 2025. I am Shannon, the A.I. Agent. How can I help you?

joewon_AI_Squirrel

Hi! Welcome to Cisco Live 2025. I am Shannon, the A.I. Agent. How can I help you?

8:41 AM

Where is Cisco Live this year?

8:41 AM

Cisco Live 2025 is being held in San Diego, CA.

8:41 AM

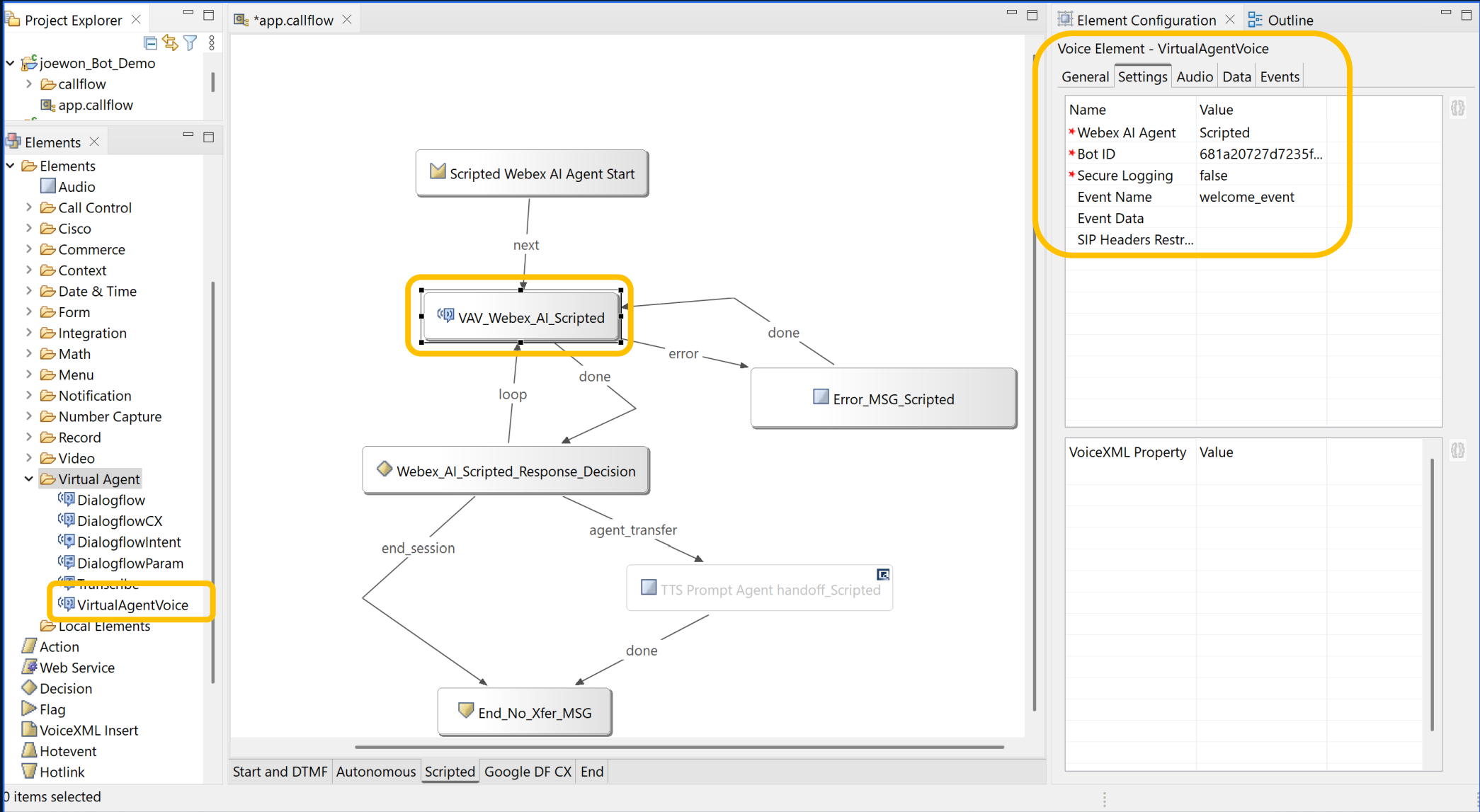
Type a message

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AI Agent – Voice Integration



AI Agent – Voice Integration

The screenshot displays a software interface for configuring an AI agent for voice integration. The interface is divided into several sections:

- Project Explorer (Left):** Shows a tree view of project elements, including 'joewon_Bot_Demo', 'callflow', 'app.callflow', 'Elements', 'Audio', 'Call Control', 'Cisco', 'Commerce', 'Context', 'Date & Time', 'Form', 'Integration', 'Math', 'Menu', 'Notification', 'Number Capture', 'Record', 'Video', 'Virtual Agent', 'Dialogflow', 'DialogflowCX', 'DialogflowIntent', 'DialogflowParam', 'Transcribe', 'VirtualAgentVoice', 'Local Elements', 'Action', 'Web Service', 'Decision', 'Flag', 'VoiceXML Insert', 'Hotevent', and 'Hotlink'.
- Voice Element - VirtualAgentVoice (Top Left):** A configuration window with tabs for 'General', 'Settings', 'Audio', 'Data', and 'Events'. The 'General' tab is active, showing a table with the following data:

Name	Value
* Webex AI Agent	Scripted
* Bot ID	NA
* Secure Logging	Scripted
Event Name	Autonomous
Event Data	welcome_event
SIP Headers Restr...	'name:','place:','json:'
- Voice Element - VirtualAgentVoice (Top Right):** A configuration window with tabs for 'General', 'Settings', 'Audio', 'Data', and 'Events'. The 'Settings' tab is active, showing a table with the following data:

Name	Value
* Webex AI Agent	Scripted
* Bot ID	681a20727d7235f...
* Secure Logging	false
Event Name	welcome_event
Event Data	
- CiscoLive2025 (Bottom):** A configuration window for the 'CiscoLive2025' agent. It shows the 'Configuration' tab with the following details:
 - Agent name: CiscoLive2025
 - System ID: CiscoLive2025-xwJLYyH6
 - AI engine: Webex AI Pro 1.0
 - URL for agent profile image: https://us.webexbotbuil...

Arrows indicate the flow of information: from the 'Voice Element - VirtualAgentVoice' (Top Left) to the 'Voice Element - VirtualAgentVoice' (Top Right), and from the 'Voice Element - VirtualAgentVoice' (Top Right) to the 'CiscoLive2025' (Bottom) configuration window.

New and Updated AI Gadgets!

Home

Manage Digital Channels

My Statistics

My History

ChannelShift

NewCallback

Queue

joewon_CiscoLive_Voi...

00:00:32

+12148360352

Keypad

Hold

Direct Transfer

Consult

Wrap-Up

End

Name :

Account Number : 2148360352

Call Variable 3 :

Intent :

Channel : Voice - Customer

Call Variable 6 :

Queue Statistics

Customer Experience Journey

Agent Answers

Transcript

Highlights

Celebration

00:13

Food Options

00:31

Talk to an agent

00:59

Virtual Agent 00:00

Hello, I'm the Cisco Live virtual agent. I'm going to show you how Webex AI can integrate with CCE based environments. How

Customer 00:13

Is there gonna be a celebration

Celebration

Virtual Agent 00:13

The Cisco Live 2025 celebration is action packed with experiences in multiple locations. What would you like more informatio

J Street?

Customer 00:31

Actually what if I don't want to eat the food cisco live

Food Options

Virtual Agent 00:32

I'm shocked you don't want eat the Cisco Live food but I'd be happy to provide some other reccomendations. What kind of fo

Customer 00:43

Seafood

Cisco AI Assistant

Here's a quick recap of the customer's chat with the AI agent

The reason for the call was seeking information about Cisco Live celebration and food recommendations.

The call was handed off when the caller requested to speak to a live agent.

• Caller was seeking information about the Cisco Live celebration

• Caller mentioned not wanting to eat the food at a specific location

• Agent provided seafood restaurant recommendation

[View transcript](#)

11:09 PM •

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New and Updated AI Gadgets!

The image displays three overlapping screenshots of the Cisco Live Demo interface, highlighting new and updated AI gadgets.

Left Screenshot: Shows the Cisco Live Demo interface with a sidebar on the left containing navigation options: Home, Manage Digital Channels, My Statistics, My History, ChannelShift, and NewCallback. The main area displays a notification for "Unread Notifications (1)". The notification text reads: "AI agent transfer summary is ready. I'll summarize the customer's query to make the transition smoother." with a duration of "1 min 52 sec". A "Mark all as read" button is visible at the bottom of the notification area.

Middle Screenshot: Shows a chat window titled "Cisco AI Assistant". The chat content includes a recap of the customer's chat with the AI agent, followed by a summary of the call: "The reason for the call was seeking information about Cisco Live celebration and food recommendations. The call was handed off when the caller requested to speak to a live agent." Below this, a list of key points is provided: "Caller was seeking information about the Cisco Live celebration", "Caller mentioned not wanting to eat the food at a specific location", and "Agent provided seafood restaurant recommendation". A "View transcript" link is also present.

Right Screenshot: Shows another chat window titled "Cisco AI Assistant". The chat content includes a recap of the customer's chat with the AI agent, followed by a summary of the call: "The reason for the call was seeking information about Cisco Live celebration and food recommendations. The call was handed off when the caller requested to speak to a live agent." Below this, a list of key points is provided: "Caller was seeking information about the Cisco Live celebration", "Caller mentioned not wanting to eat the food at a specific location", and "Agent provided seafood restaurant recommendation". A "View transcript" link is also present.

Demo

Cisco Finesse - Home

Cisco Unified Intelligence Center

https://den01wx025fex1c.wx025.webexcce.com:8445/desktop/container/?locale=en_US#/home

Cisco Live Demo

Not Ready
00:05:48

Cisco AI Assistant

Home

Manage Digital Channels

My Statistics

My History

ChannelShift

Queue Statistics

Customer Experience Journey

Agent Answers

Transcript

Queue Name	# Calls	Max Time	Ready	Not Ready	In	Out	Active	Other	Ready (Pending)	Not Ready (Pending)
joewon_Test	0	00:00:00	0	1	0	0		0	0	0
joewon_OutboundIVR_OB	0	00:00:00	0	1	0	0		0	0	0
joewon_CiscoLive_Voice	0	00:00:00	0	1	0	0		0	0	0
joewon_CiscoLive_SMS	0	00:00:00	0	1	0	--		--	0	0
joewon_CiscoLive_Email	0	00:00:00	0	1	0	--		--	0	0
joewon_CiscoLive_Chat	0	00:00:00	0	1	0	--		--	0	0
Base_Voice_PQ	0	00:00:00	0	2	0	0		0	0	0
Base_SMS_SG	0	00:00:00	0	1	0	--		--	0	0
Base_LiveChat_SG	0	00:00:00	0	1	0	--		--	0	0

app.vidcast.io is sharing your screen.

Stop sharing

Hide

80°F
Partly sunny

Search

2:44 PM

5/27/2025

Awareness

Enhance the supervisor and administrator experience



Automation

Enhance the customer, patient, and employee experience

Augmentation

Enhance the agent experience



AI-powered Webex platform

Awareness

New Data Insights
(Splunk??)



Automation

AI Agent (self-service)

Augmentation

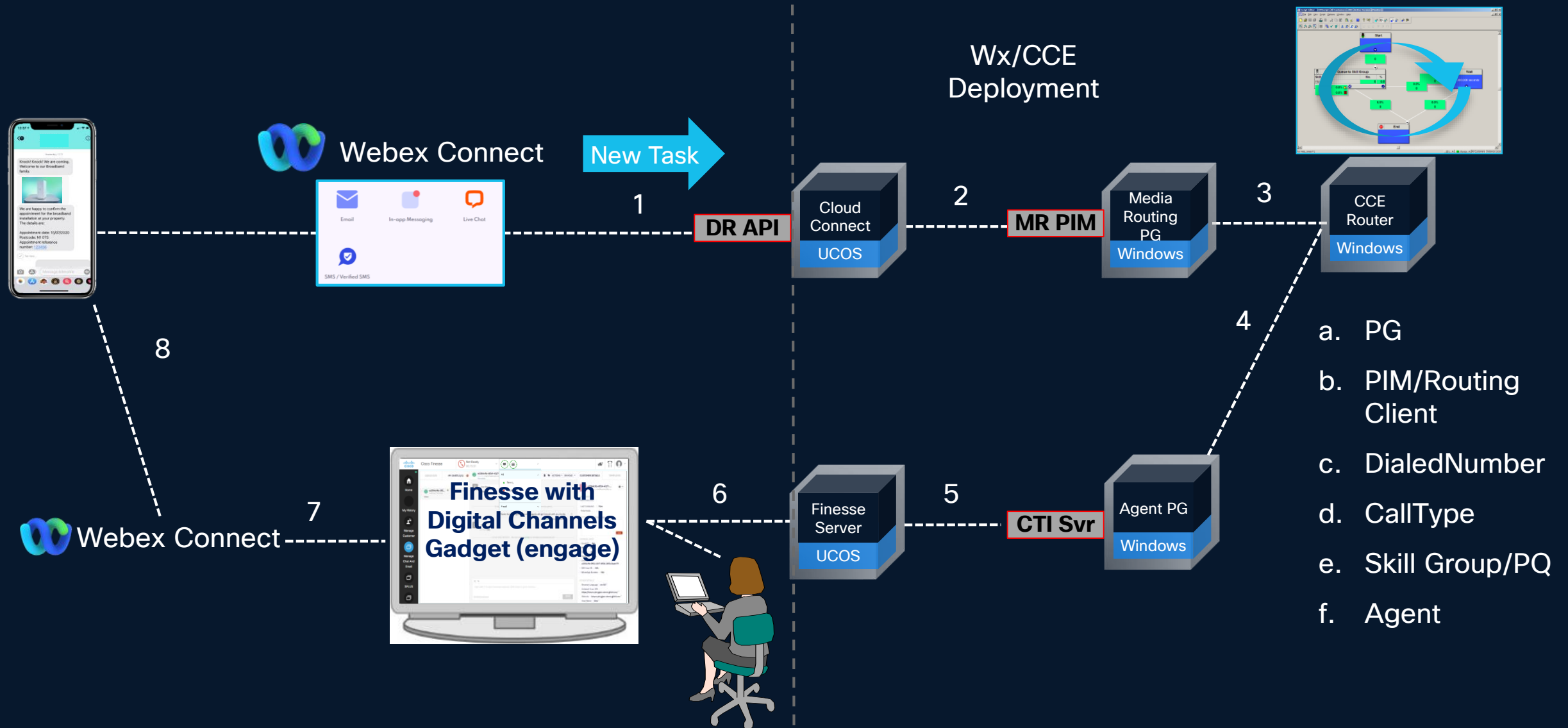
AI Assistant (agent interactions)



AI-powered Webex platform

Digital Channels Evolved

Digital Channel to Agent Routing - Overview



Webex AI BOT builder (AI Agent Studio)

The screenshot displays the Webex Control Hub interface. On the left, the 'Services' section shows a search bar and a card for 'CiscoLiveDemo' with metrics (12, 8, 100). Below this is the 'App Tray' containing 'Event Scheduler' and 'AI Agent Studio'. The 'AI Agents' section on the right features a rocket icon, a heading 'Enhance your customer experience with AI agents', a description, a 'Build your AI Agent' button, and a 'What are AI agents?' link. Below this is a 'How to use AI agents' section with 'Step 1' (Build an agent from scratch or use a template) and 'Step 2' (Configure and integrate the agent in your channels). A yellow arrow points from the 'AI Agents' menu item to the 'Build your AI Agent' button. A green dotted line points from the 'AI Agent Studio' button in the App Tray to a text box.

Services
Create workspaces for your business cases or customer journey

Search Services

Service metrics shown below are for last 30 days

CiscoLiveDemo

12 8 100

AI Agents

Enhance your customer experience with AI agents

Use AI agents to help automate tasks, answer questions, and provide customer support in all your channels.

Build your AI Agent

What are AI agents?

How to use AI agents

Step 1
Build an agent from scratch or use a template
Explore your options

Step 2
Configure and integrate the agent in your channels
How to integrate AI agents

App Tray

Event Scheduler

AI Agent Studio

Bot builder cross launched from Webex Connect admin portal or Webex Control Hub

Building the Knowledge Base

The screenshot displays the CiscoLive2025 Knowledge Base interface. On the left, a sidebar contains a 'Knowledge' button highlighted with a yellow box. The main area shows a list of processed files under the 'Files' tab. On the right, a large dashed box contains a 'Drag and drop files here' area with an 'Add File' button highlighted in blue. Below this, a table lists the processed files with their names, sizes, and delete icons. At the bottom right, a 'Process Files' button is highlighted in blue.

Processed files

File Name	Size	Added on
Cisco-Live-2025-San-Diego-Session-Types.pdf	64.47KB	Apr 23, 2025, 7:16:22 PM
Cisco-Live-2025-San-Diego-Hotel-Rates-Map.pdf	717.59KB	Apr 23, 2025, 7:17:24 PM
FAQs Hotels - Cisco Live 2025 San Diego - Cisco.pdf	2.79MB	Apr 23, 2025, 7:21:50 PM
FAQs Learning Credits- Cisco Live 2025 San Diego - Cisc...	2.79MB	Apr 23, 2025, 7:21:42 PM
FAQs Registrations - Cisco Live 2025 San Diego - Cisco.pdf	2.81MB	Apr 23, 2025, 7:23:58 PM
FAQs General - Cisco Live 2025 San Diego - Cisco.pdf	2.79MB	Apr 23, 2025, 7:21:27 PM
Registration Packages - Cisco Live 2025 San Diego - Cisc...	3.5MB	Apr 23, 2025, 7:26:46 PM
FAQs Sessions - Cisco Live 2025 San Diego - Cisco.pdf	3.63MB	Apr 23, 2025, 7:34:58 PM

Drag and drop files here

Add File

Supported file formats: pdf, docx, txt, xlsx, xls, csv.
Each file cannot exceed 10MB in size.

0/5 Files processed

Process Files

File Name	Size
Learning Credits.pdf	1.37MB
Cisco AI Assistant.pdf	2.88MB
Hotels.pdf	1.28MB
Registration.pdf	2.91MB
General.pdf	1.55MB

Building the Knowledge Base: Custom Documents

The image displays two side-by-side screenshots of the CiscoLive2025 knowledge base interface. The left screenshot shows a sidebar menu with a 'Processed files' section listing various documents such as 'Cisco-Live-2025-San-Diego-Session-Typ...', 'Cisco-Live-2025-San-Diego-Hotel-Rates', and several FAQ documents related to hotels, learning credits, registrations, general information, registration packages, and sessions. A blue rectangular box highlights the 'Documents' tab in the top navigation bar. The right screenshot shows the main content area of the 'CiscoLive2025' knowledge base. It features a search bar, a category filter set to 'Unassigned / Restaurants', and a document titled 'Restaurants near San Diego Convention Center'. This document includes a photograph of the Lou & Mickey's restaurant, its address (Exceptional (4281)), price range (\$\$\$\$), cuisine (Steakhouse), and location (Downtown). It also states it has been 'Booked 99 times today' and provides a table of operating hours: 6:30 PM*, 6:45 PM*, 7:00 PM*, 7:15 PM*, and 7:30 PM*. A 'Read less' link is visible at the bottom of the document preview.

Create a Bot

Create an AI agent

Choose how you want to get started

Start from scratch

Build a new AI agent from the ground up.

Or select a template for a quick setup.

Filter by type

Track package

Scripted

Updated on 11 Apr, 25

Details

Doctor's appointment

Scripted

Updated on 23 Apr, 25

Details

Airlines

Scripted

Updated on 6 May, 25

Details

Telecom

Scripted

Updated on 6 May, 25

Details

Banking

Scripted

Updated on 28 May, 25

Details

Track Package

Autonomous

Updated on 14 Apr, 25

Details

Cancel

Next

Create an AI agent

Select the agent type and add the essential details

Select the type of agent you are building

Autonomous

Uses generative AI to create dynamic responses.

Scripted

Uses natural language processing to follow your set logic and responses.

What to expect from your agent selection

Customer experience:

Natural, flowing conversations that adapt flexibility to different needs. Occasional inaccuracies can happen because of how generated AI works.

Setup:

Define your agent's goal using natural language. Add actions to connect your agent with external systems, and link a knowledge base to help it answer questions.

Add the essential details

Agent name *

CiscoLive2025

System ID *

CiscoLive2025-6TW8kvVT

AI engine *

Webex AI Pro 1.0

Agent's goal * ⓘ

Insert example

You are a helpful, polite and professional agent that will help customer in questions around Cisco Live 2025 event in San Diego, CA

Previous

Create

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Create a Bot

joewon_AI_Squirrel

Last Updated at 28 Apr, 25 by Joe Wong

Preview

Configuration

Sessions

History

Analytics

AI agent configuration

Published

Add actions to connect your agent with external systems, or link a knowledge base to help it answer questions.

Profile

Knowledge

Actions

Language

Agent name *

joewon_AI_Squirrel

System ID *

joewon_AI_Squirrel-dCj1zfhF

Agent's goal * ⓘ

You are a helpful, polite and professional agent that will help the customer in questions around Cisco Live 2025 event in San Diego, CA.

Insert example

Instructions ⓘ

Enter step-by-step instructions for your agent to accomplish its goal.

Insert example

URL for agent profile image *

https://st3.depositphotos.com/8950810/17657/v/450/d...

AI engine *

Webex AI Pro 1.0

Ideal for most contact center use cases with global language support and human-like interactions.

Welcome message *

Hi! Welcome to Cisco Live 2025. I am Shannon, the A.I. Agent. How can I help you?

joewon_AI_Squirrel

Hi! Welcome to Cisco Live 2025. I am Shannon, the A.I. Agent. How can I help you?

8:41 AM

Where is Cisco Live this year?

8:41 AM

Cisco Live 2025 is being held in San Diego, CA.

8:41 AM

Type a message

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BRKCCT-2031

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Associate the Knowledge Base

CiscoLive2025

Last Updated at 22 May, 25 by Jerad Cockcroft

Preview

Configuration

Sessions

History

Analytics

AI agent configuration

Draft

Add actions to connect your agent with external systems, or link a knowledge base to help it answer questions.

Profile

Knowledge

Actions

Language

Knowledge base

CiscoLive2025

Search by name

Medicare

CiscoLive2025

joewon_Costco

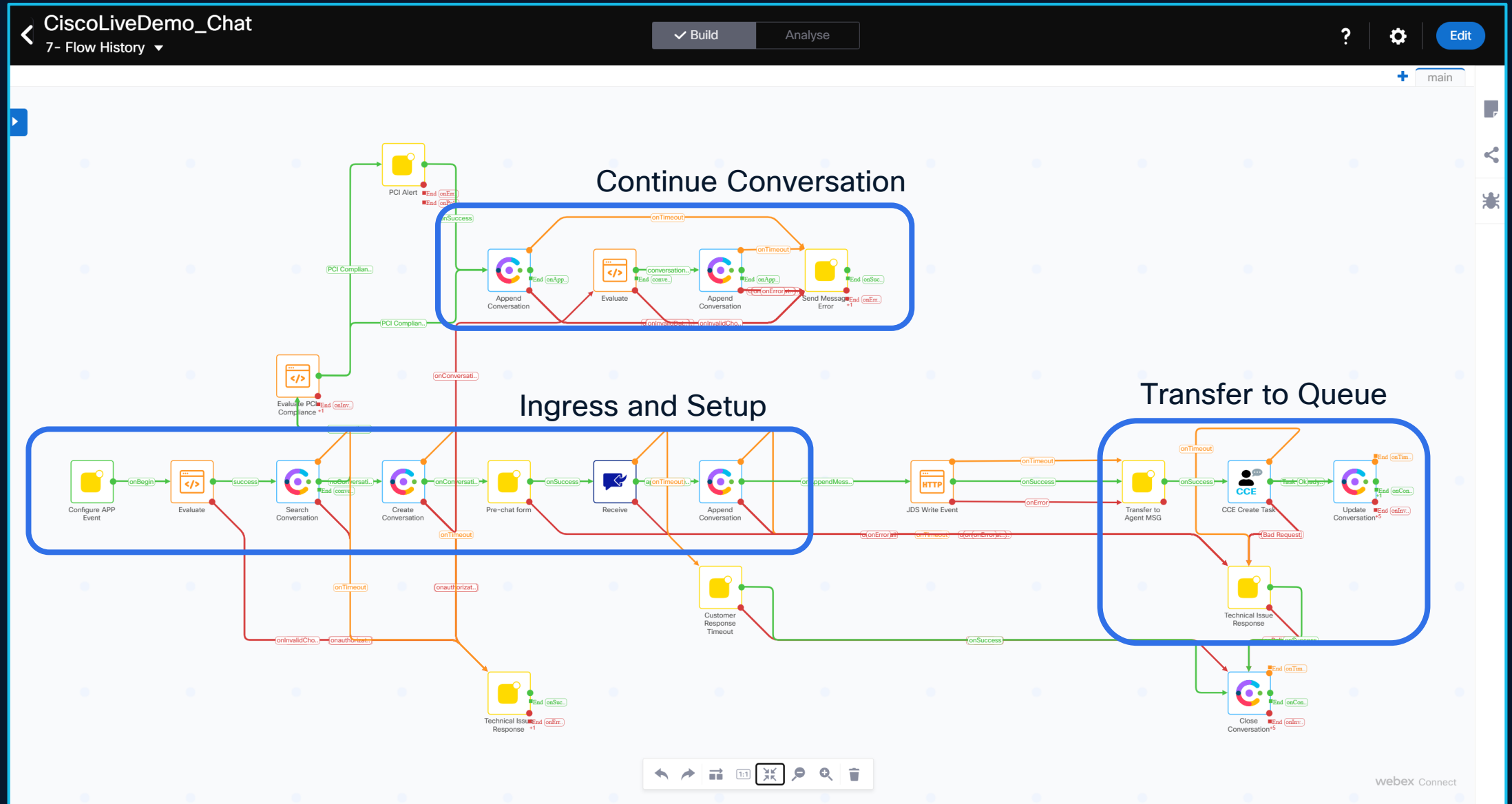
+ Add new

Save changes

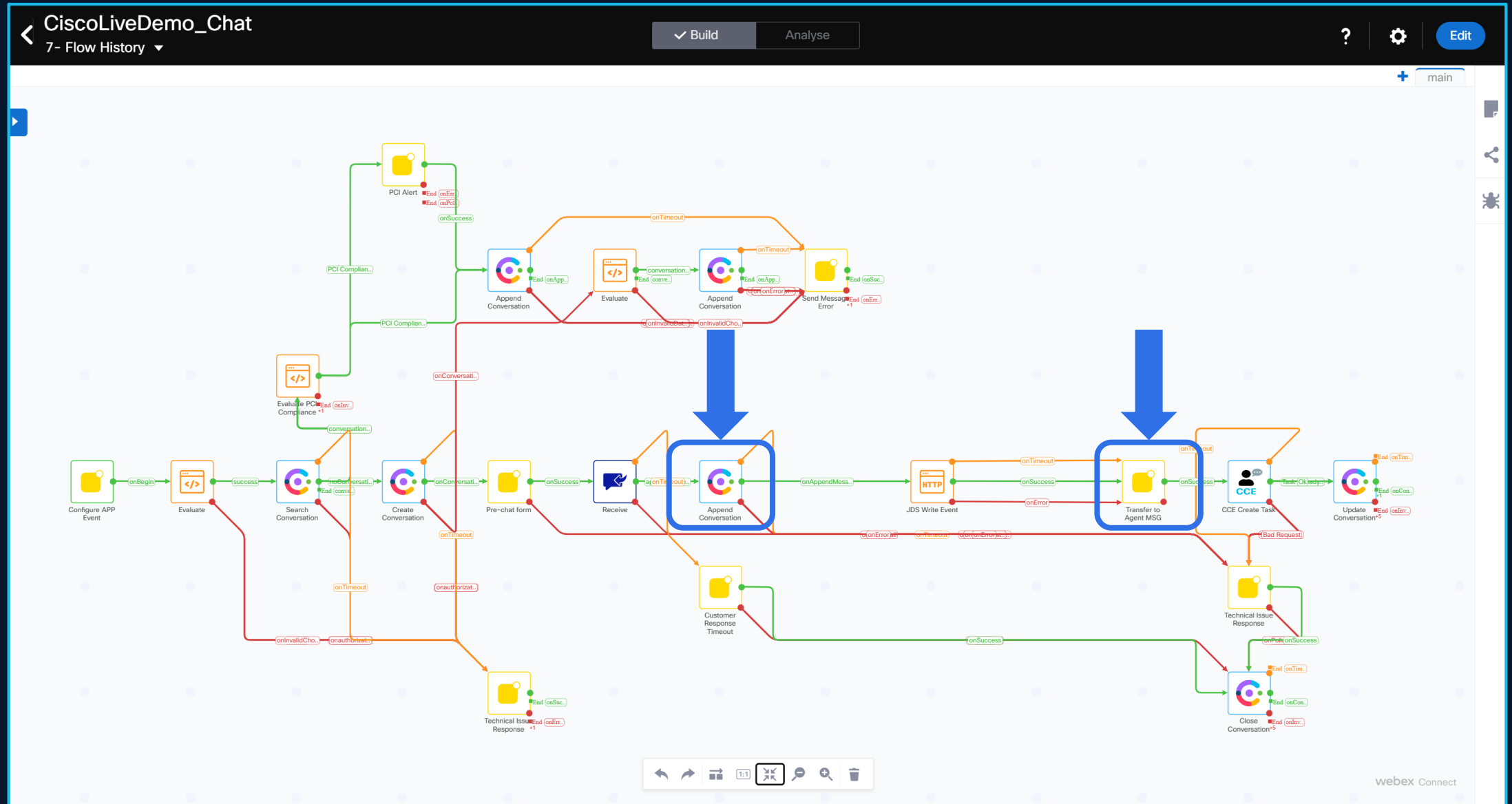
Preview

Publish

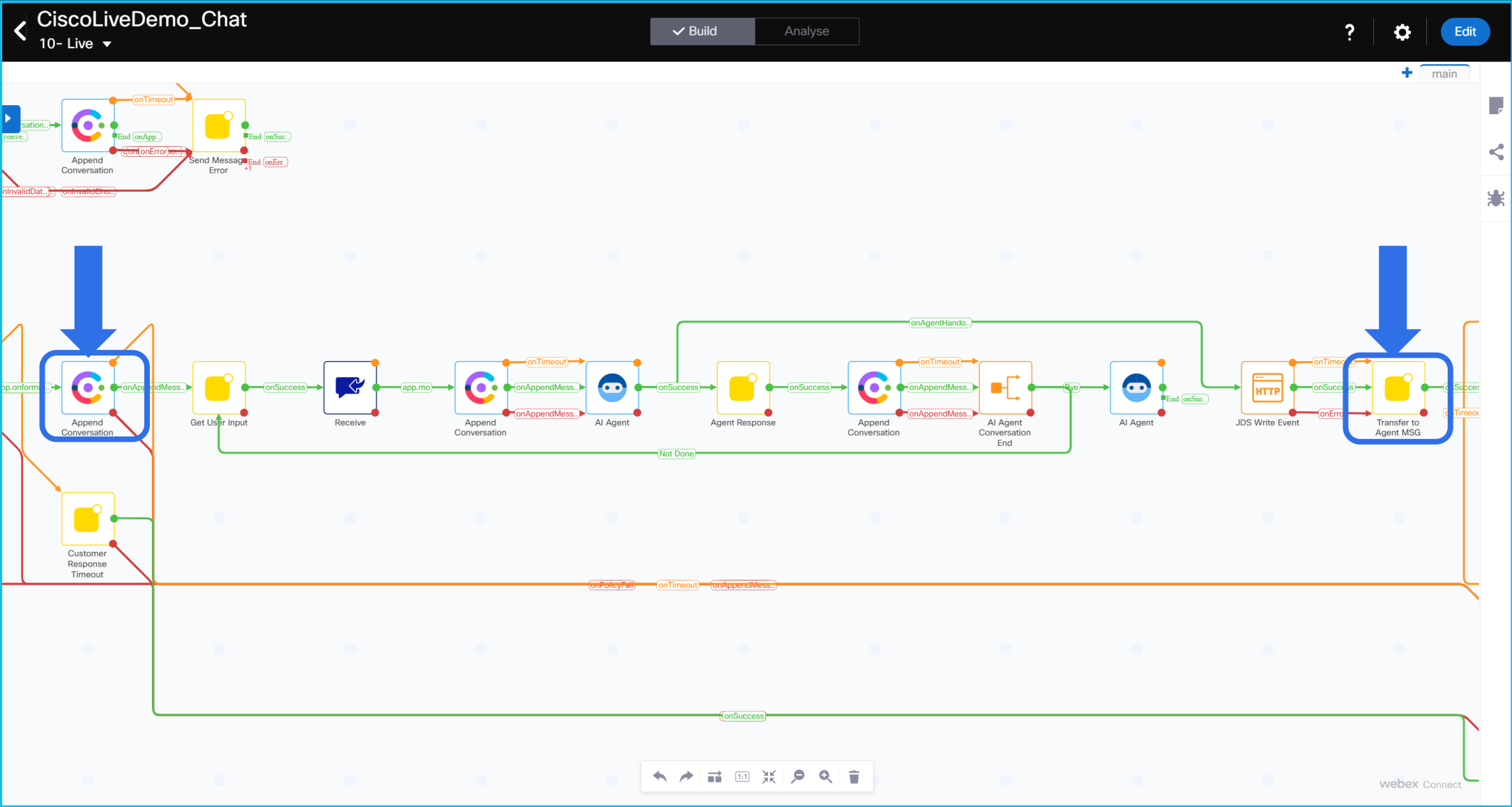
In The Beginning...



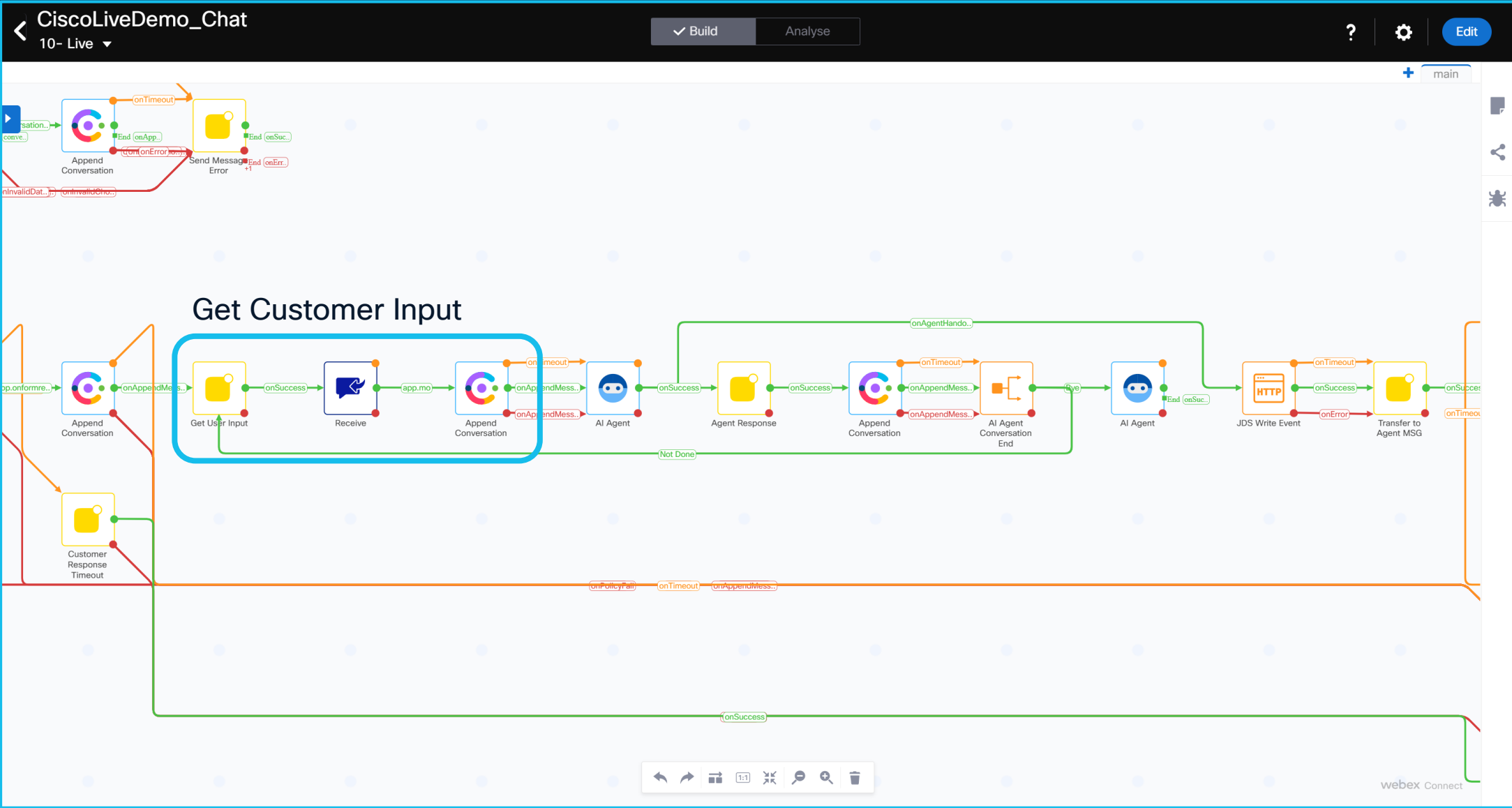
In The Beginning...



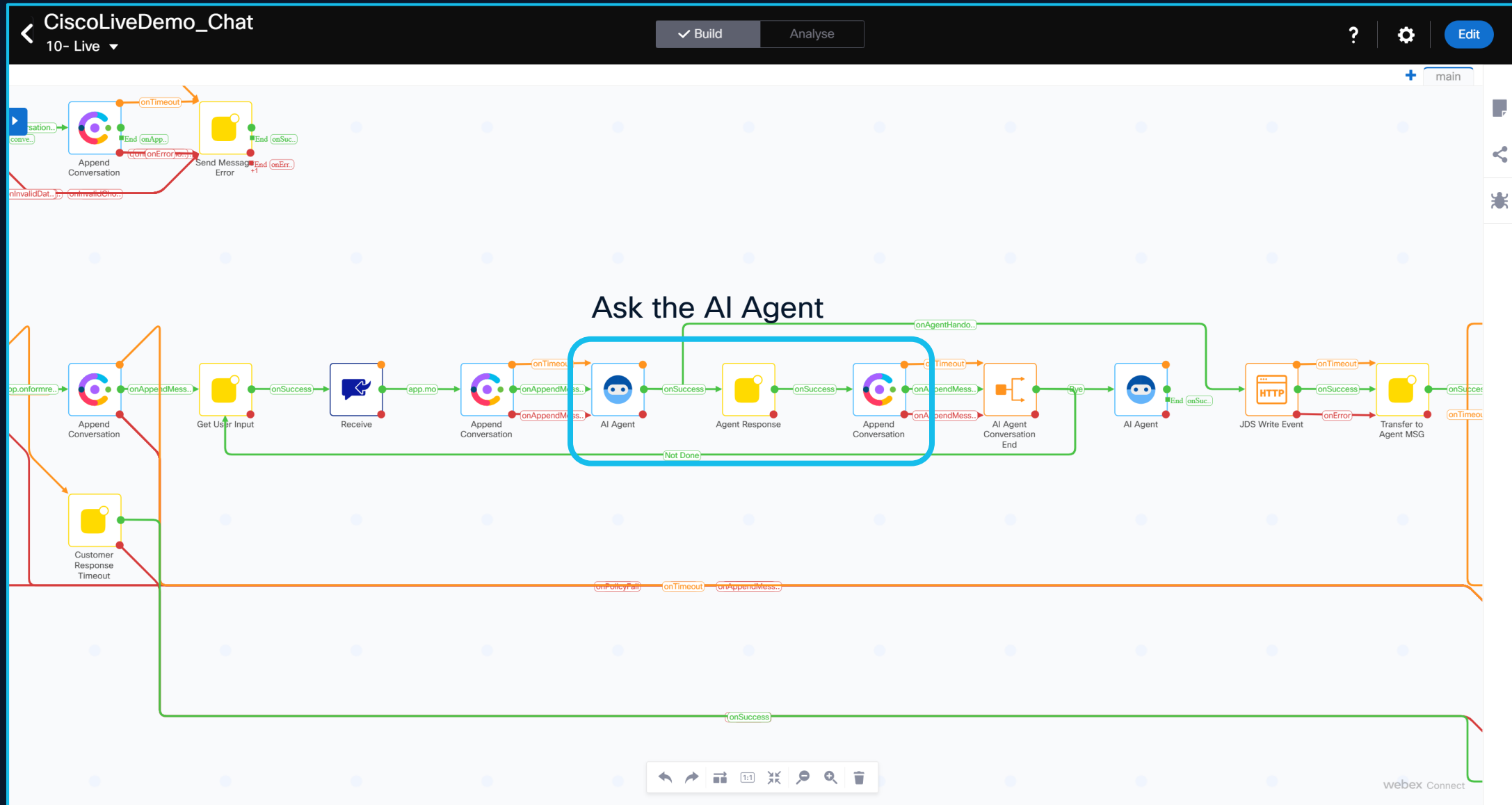
Adding Bot to Flow



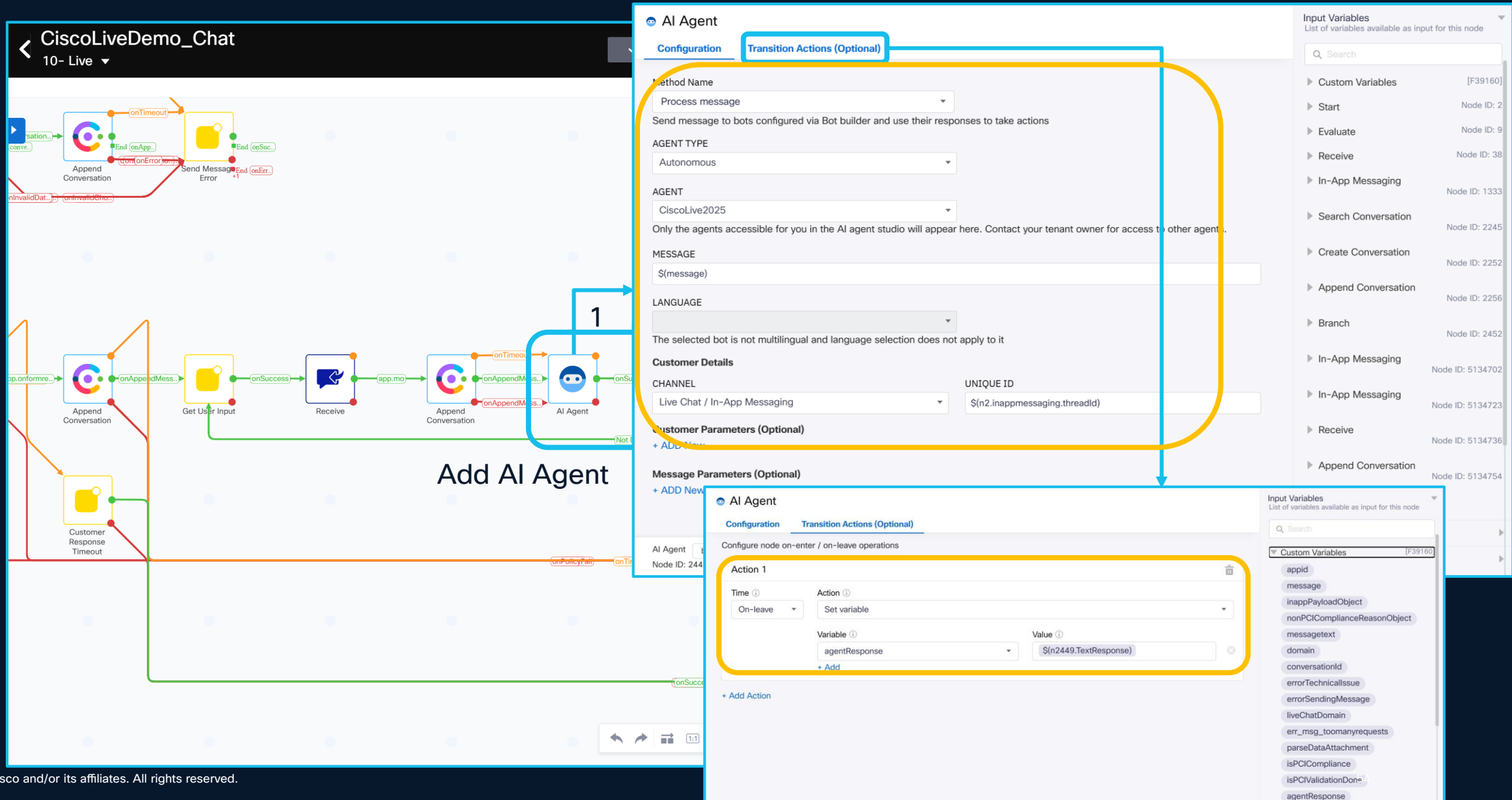
Adding Bot to Flow – Get Customer Input



Adding Bot to Flow – Ask the AI Agent



Adding Bot to Flow – Ask the AI Agent



Adding Bot to Flow – Ask the AI Agent

CiscoLiveDemo_Chat

10- Live

Build

Append Conversation

Send Message Error

Append Conversation

Get User Input

Receive

Append Conversation

AI Agent

Agent Response

Customer Response Timeout

onTimeout

onApp...

onError

onErr...

onSuccess

onAppendMess...

onAppendMess...

onAppendMess...

onSuccess

onPolicyFail

onTimeout

onAppendMess...

onSuccess

2

Agent Response

Agent Response

Configuration

Transition Actions (Optional)

Data Stream (Optional)

Send and receive two-way messages over mobile devices (In-App Messaging) and web browsers (Live Chat) enabled via Webex Connect SDK.

Destination type

Userid

destination

\$(n2.inappmessaging.userid)

Message Configuration

Message Type

Message

Message

\$(agentResponse)

+ Add Smart Link

Thread ID

\$(n2.inappmessaging.threadid)

Notification Title

Notification Text

Message Attachment

Android Extras

IOS Extras

Web Extras

In-app messaging

Node ID: 5134702

Cancel

Save

Input Variables

List of variables available as input for this node

Search

Custom Variables

[F39160]

Start

Node ID: 2

Evaluate

Node ID: 9

Receive

Node ID: 38

In-App Messaging

Node ID: 1333

Search Conversation

Node ID: 2245

Create Conversation

Node ID: 2252

Append Conversation

Node ID: 2256

AI Agent

Node ID: 2449

Branch

Node ID: 2452

In-App Messaging

Node ID: 5134723

Receive

Node ID: 5134736

Append Conversation

Node ID: 5134754

Output Variables

Node Outcomes

webex Connect

Adding Bot to Flow – Ask the AI Agent

Append Conversation

Configuration

Transition Actions (Optional)

Method Name

Append Chat

Node Authentication

CC TSA WxCCE Engage Authorization

Conversation Details

Channel*

Livechat

Conversation ID*

\$(conversationId)

Message

Desc text

Single message

Dynamic message (JSON)

Direction*

Outbound

Message Type*

Text with attachments

Text*

\$(agentResponse)

Attachments*

null

Timestamp (ISO 8601 Format, UTC Timezone)*

\$(date<yyyy-MM-dd HH:mm:ss>)

Append Conversation

v1.8

Node ID: 5134754

Test

Cancel

Save

Input Variables

List of variables available as input for this node

Search

Custom Variables

[F39160]

Start

Node ID: 2

Evaluate

Node ID: 9

Receive

Node ID: 38

In-App Messaging

Node ID: 1333

Search Conversation

Node ID: 2245

Create Conversation

Node ID: 2252

Append Conversation

Node ID: 2256

AI Agent

Node ID: 2449

Branch

Node ID: 2452

In-App Messaging

Node ID: 5134702

In-App Messaging

Node ID: 5134723

Receive

Node ID: 5134736

Output Variables

Node Outcomes

3

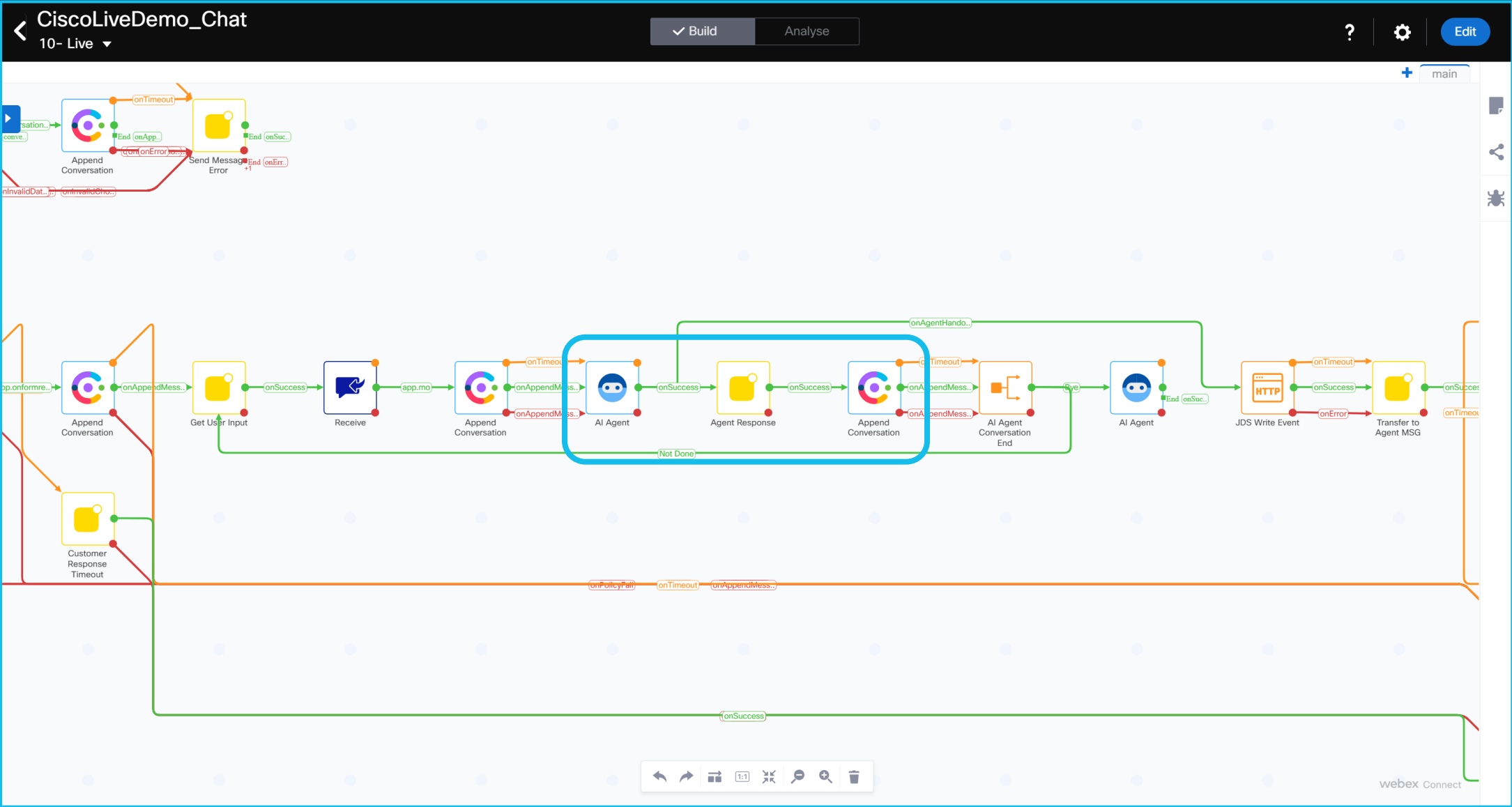
Add Response to Stream

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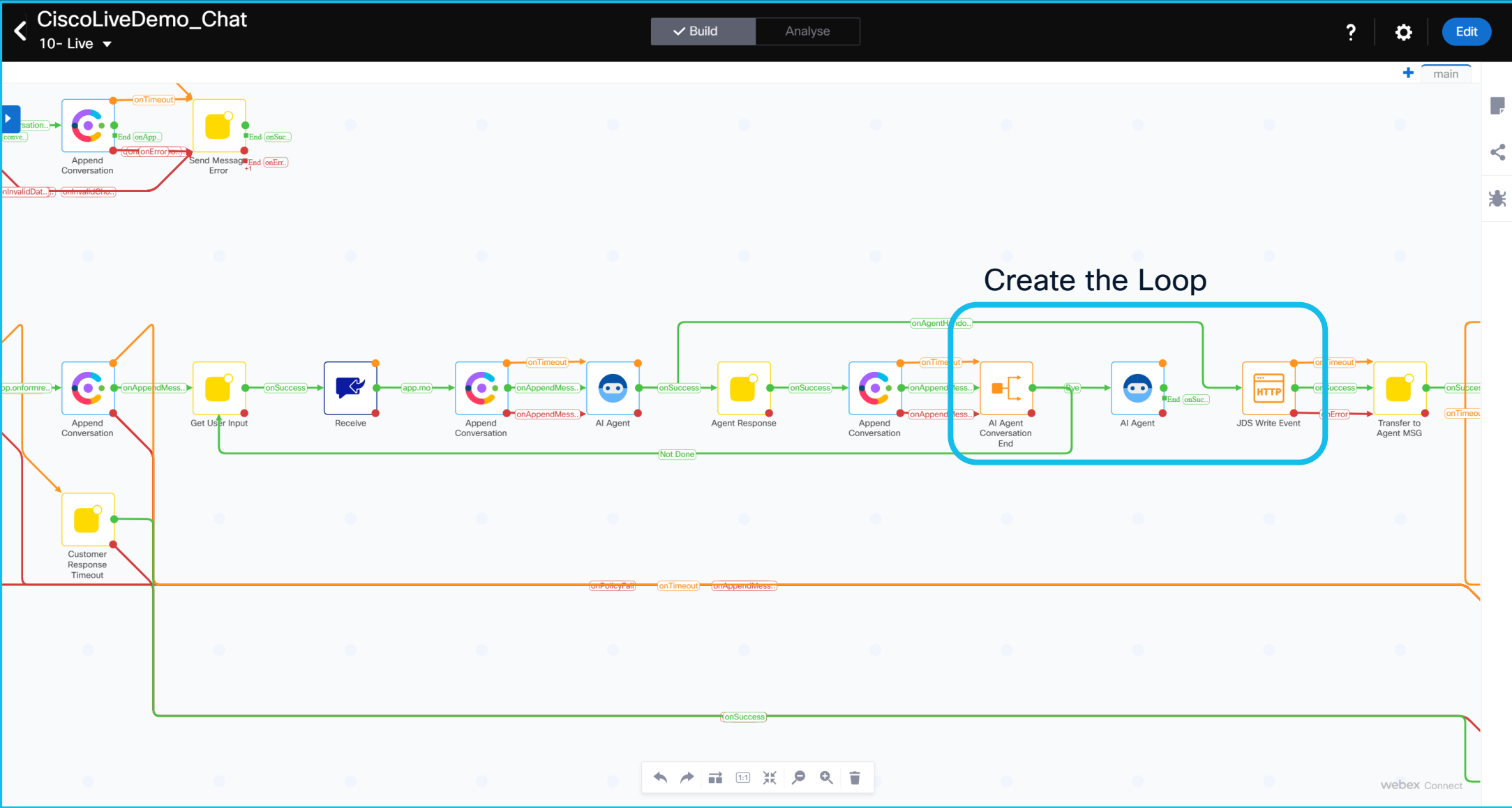
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Adding Bot to Flow – Create the Loop



Adding Bot to Flow – Create the Loop



Adding Bot to Flow – Create the Loop

← CiscoLiveDemo_Chat

10- Live ▾

✓ Build

Analyse

?

⚙

Edit

AI Agent Conversation End

Help

Configuration

Transition Actions (Optional)

Branch your flow based on conditional logic

Variable ⓘ

Condition ⓘ

Value ⓘ

\$(agentResponse)

Contains ignore case ▾

bye

OR

\$(agentResponse)

Contains ignore case ▾

have a great day

AND

OR

+ Add Branch

Not Done

Branch

Node ID: 2452

Test

Cancel

Save

Input Variables

List of variables available as input for this node

Q Search

Custom Variables

[F39160]

Start

Node ID: 2

Evaluate

Node ID: 9

Receive

Node ID: 38

In-App Messaging

Node ID: 1333

Search Conversation

Node ID: 2245

Create Conversation

Node ID: 2252

Append Conversation

Node ID: 2256

AI Agent

Node ID: 2449

In-App Messaging

Node ID: 5134702

In-App Messaging

Node ID: 5134723

Receive

Node ID: 5134736

Append Conversation

Node ID: 5134754

Output Variables

Node Outcomes

Response Decision

1

AI Agent Conversation End

AI Agent

JDS Write Event

Transfer to Agent MSG

webex Connect

Adding Bot to Flow – Create the Loop

AI Agent

ConfigurationTransition Actions (Optional)

Method Name

Close session

Close an existing bot builder session to send any future messages to a new bot builder session

AGENT TYPE

Autonomous

BOT

CiscoLive2025

Only the bots accessible for you in the bot builder will appear here. Contact your tenant owner for access to other bots

SESSION ID

\$(n2.inappmessaging.threadId)

Input Variables

List of variables available as input for this node

Search

Custom Variables

[F39160]

Start

Node ID: 2

Evaluate

Node ID: 9

Receive

Node ID: 38

In-App Messaging

Node ID: 1333

Search Conversation

Node ID: 2245

Create Conversation

Node ID: 2252

Append Conversation

Node ID: 2256

AI Agent

Node ID: 2449

Branch

Node ID: 2452

In-App Messaging

Node ID: 5134702

In-App Messaging

Node ID: 5134723

Receive

Node ID: 5134736

Output Variables

Node Outcomes

AI Agent

b1.4

Node ID: 5134809

TestCancelSave

2

Close Session

AI Agent

JDS Write Event

Transfer to Agent MSG

webex Connect

Adding Bot to Flow – Create the Loop

HTTP

JDS Write Event

Help

Configuration

Transition Actions (Optional)

Make GET, POST, PUT, PATCH and DELETE requests to your application

Method

POST

Endpoint URL

https://hooks.us.webexconnect.io/events/G1ERX8ZS0L

Header

Content-Type

Value

application/json

+ Add Another Header

Body

```
{
  "type": "task:new",
  "source": "WxConnect",
  "identity": "${n38.inappmessaging.formFields.Email}",
  "identitytype": "email",
  "datacontenttype": "application/json",
  "data": {
    "phone": "${n38.inappmessaging.formFields.Phone}",
    "reason": "Chat transfer from AI Agent",
    "direction": "INBOUND",
    "origin": "${n38.inappmessaging.formFields.Email}",
    "destination": "website",
    "channelType": "chat"
  }
}
```

Connection Timeout

e.g., 1000 ms

Request Timeout

e.g., 1000 ms

Proxy Address (Optional)

e.g., 192.128.19.243:80

HTTP Request

Node ID: 2448

Test

Cancel

Save

Input Variables

List of variables available as input for this node

Search

Custom Variables

[F39160]

Start

Node ID: 2

Evaluate

Node ID: 9

Receive

Node ID: 38

In-App Messaging

Node ID: 1333

Search Conversation

Node ID: 2245

Create Conversation

Node ID: 2252

Append Conversation

Node ID: 2256

AI Agent

Node ID: 2449

Branch

Node ID: 2452

In-App Messaging

Node ID: 5134702

In-App Messaging

Node ID: 5134723

Receive

Node ID: 5134736

Output Variables

Node Outcomes

Journey Data Entry

3

JDS Write Event

Transfer to Agent MSG

onSuccess

onTimeout

onError

onSuccess

onTimeout

onError

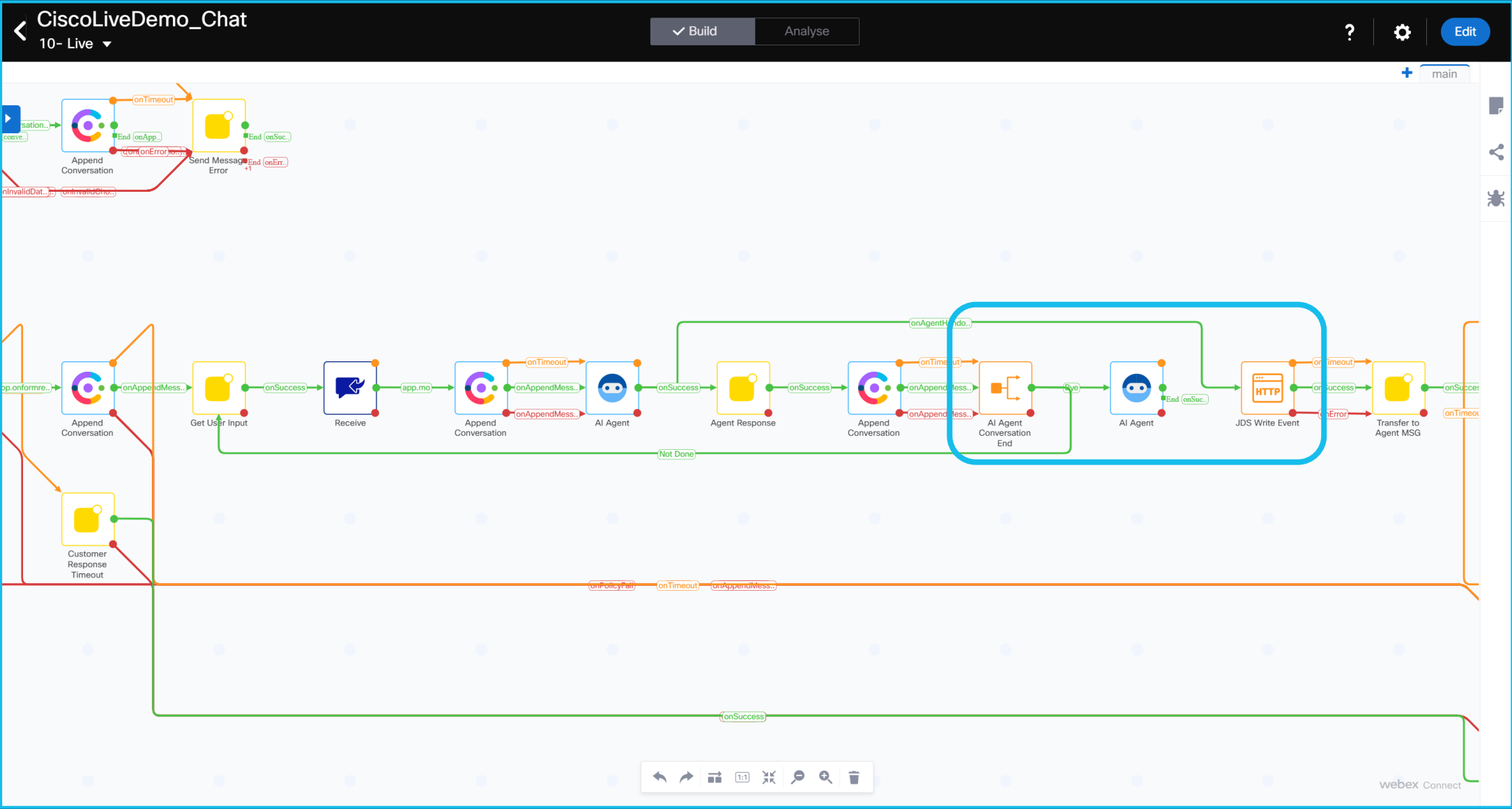
webex Connect

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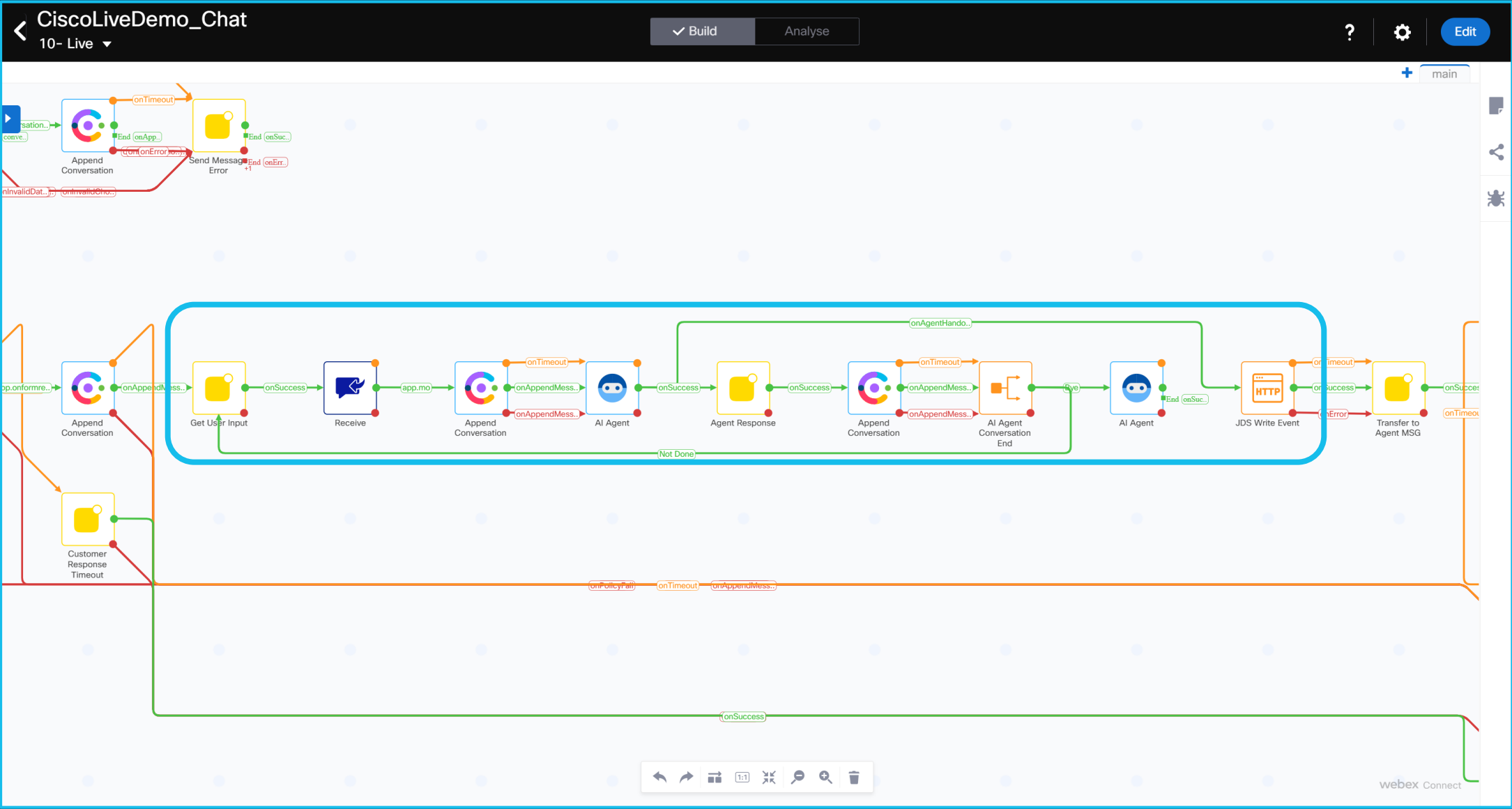
BRKCCT-2031

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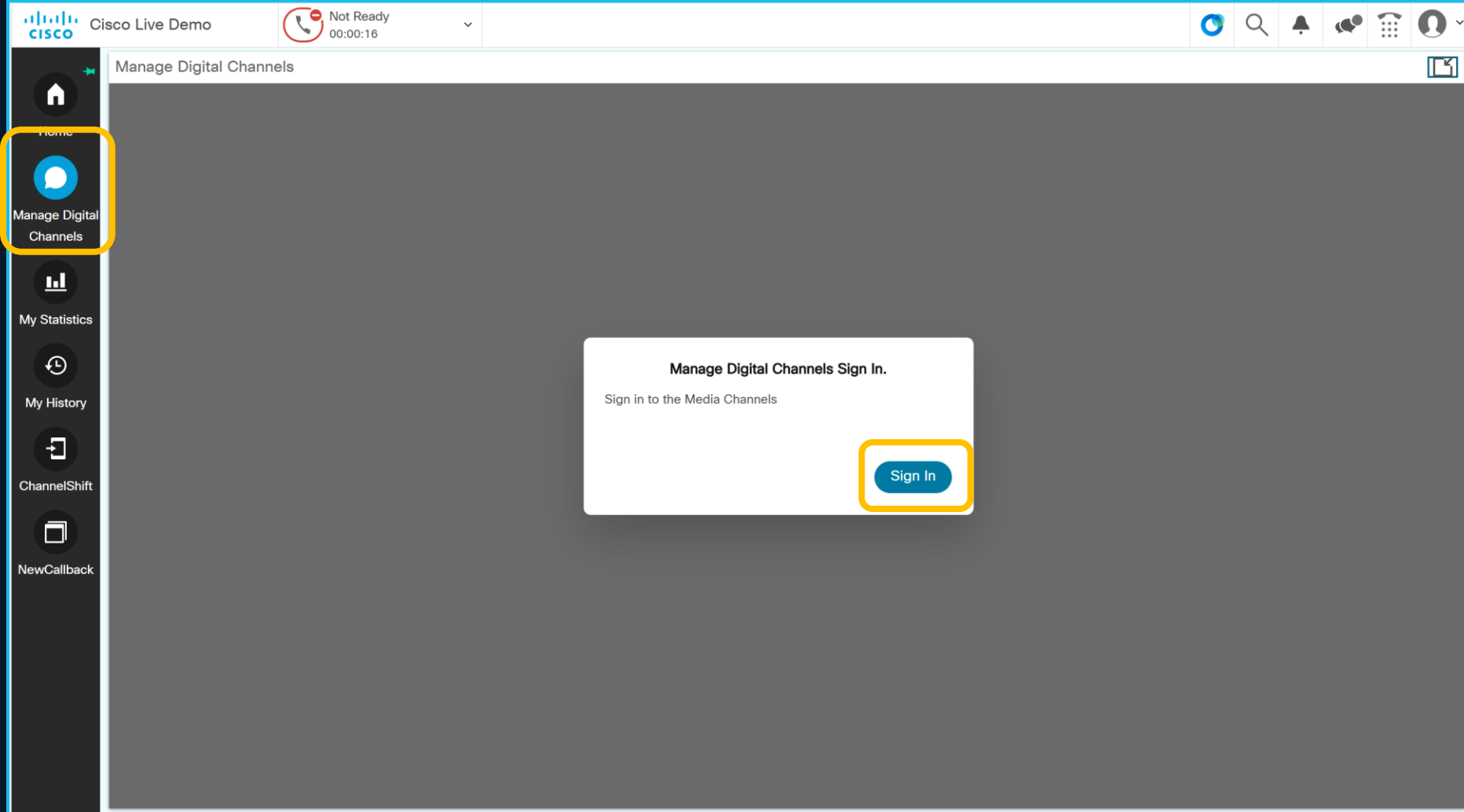
The End



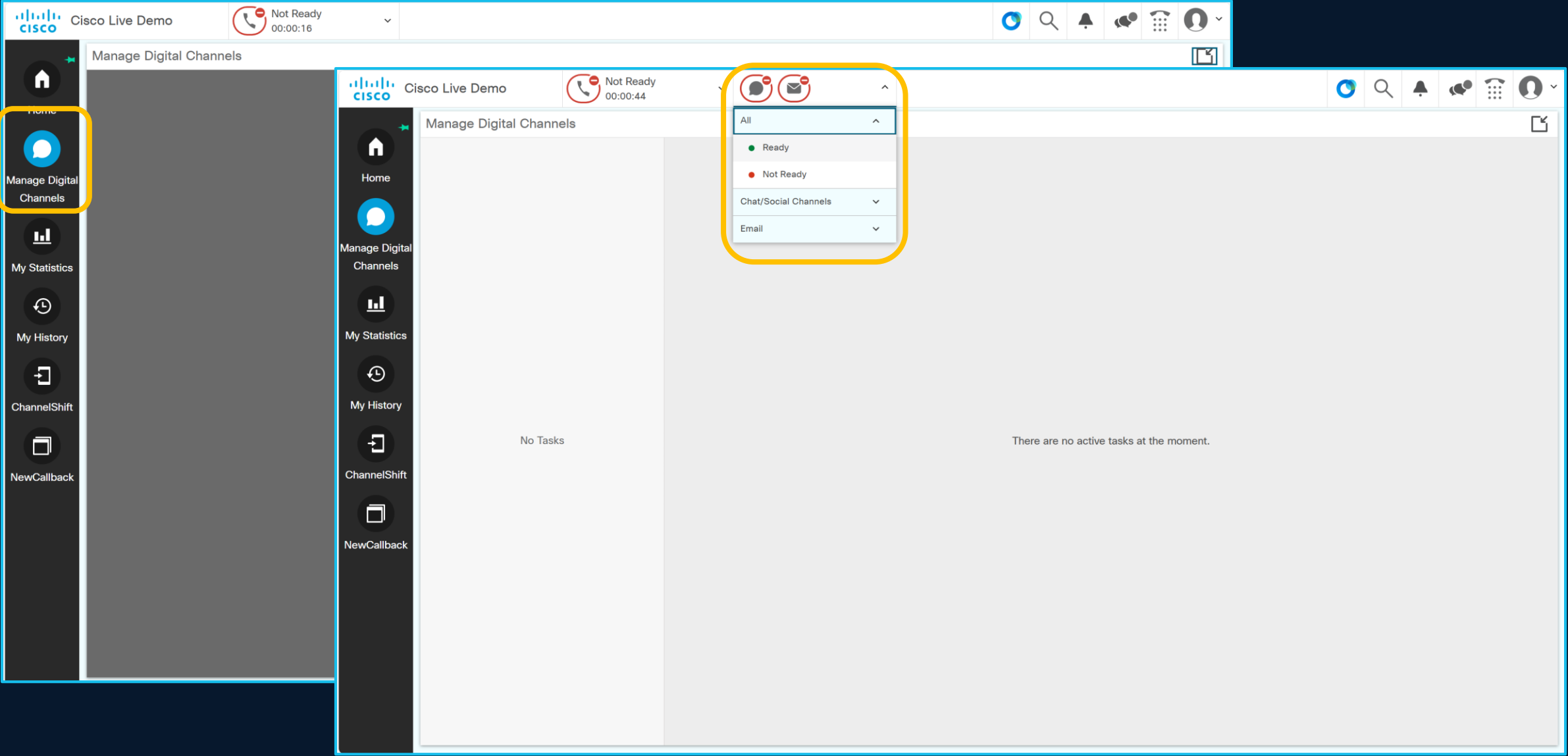
The End



Down to the Agent!



Down to the Agent!



Digital Channel Gadget- Live Chat

Home

Manage Digital Channels

My Statistics

My History

ChannelShift

NewCallback

Cisco Live Demo

Not Ready 00:12:28

Manage Digital Channels

Customer
joewon_CiscoLive_Chat 03:20

Transfer

Wrap Up Reasons

End

Customer Name Michael Bolton Account Number

Customer Contact Source

Michael Bolton 5/13/2025, 10:01 PM | Received

When is Cisco Live?

System 5/13/2025, 10:01 PM | Sent

Cisco Live 2025 will take place from June 8 to June 12 in San Diego, California, at the San Diego Convention Center. If you have any more questions or need further assistance, feel free to ask!

Michael Bolton 5/13/2025, 10:02 PM | Received

Why should I attend?

System 5/13/2025, 10:02 PM | Sent

Attending Cisco Live 2025 offers several benefits:

1. **Education and Training:** You can receive training in a week that would typically require multiple courses, covering Cisco products, technologies, and services including AI, security, and networking....

+ Show more

Michael Bolton 5/13/2025, 10:03 PM | Received

Is there a party at the end?

System 5/13/2025, 10:03 PM | Sent

Yes, there will be a Cisco Live Celebration party at the event! Join us on Wednesday, June 11, for a block party featuring live music, activities, local San Diego delicacies, and more. It's a great opportunity to have fun and enjoy the vibrant downtown San Diego nightlife. If you have any more questions or need further assistance, feel free to ask!

Michael Bolton 5/13/2025, 10:03 PM | Received

agent please

System 5/13/2025, 10:03 PM | Sent

I understand you'd like to speak with a human agent. Let me transfer you to one for further assistance. Please hold on for a moment.

Joe Agent1 5/13/2025, 10:06 PM | Delivered

Hello, this is Joe the agent.

Write a message to Michael Bolton

0 / 2000

Send

CISCO Live !

Attend

Learn

Experience

Sponsor

FAQs

Log in

Register now

Joe
Powered By Cisco Webex

I understand you'd like to speak with a human agent. Let me transfer you to one for further assistance. Please hold on for a moment.

Received 13 May 10:03 PM

We're looking for an Agent to service your request. Please hang on...

Received 13 May 10:03 PM

(Playing imaginary queue music...)

Received 13 May 10:03 PM

Connecting to Agent now...

Received 13 May 10:03 PM

You are now chatting with Joe

Send a message

General

Where and when will Cisco Live take place?

When will registration open?

Why should I attend?

Will there be a Cisco Live Celebration party?

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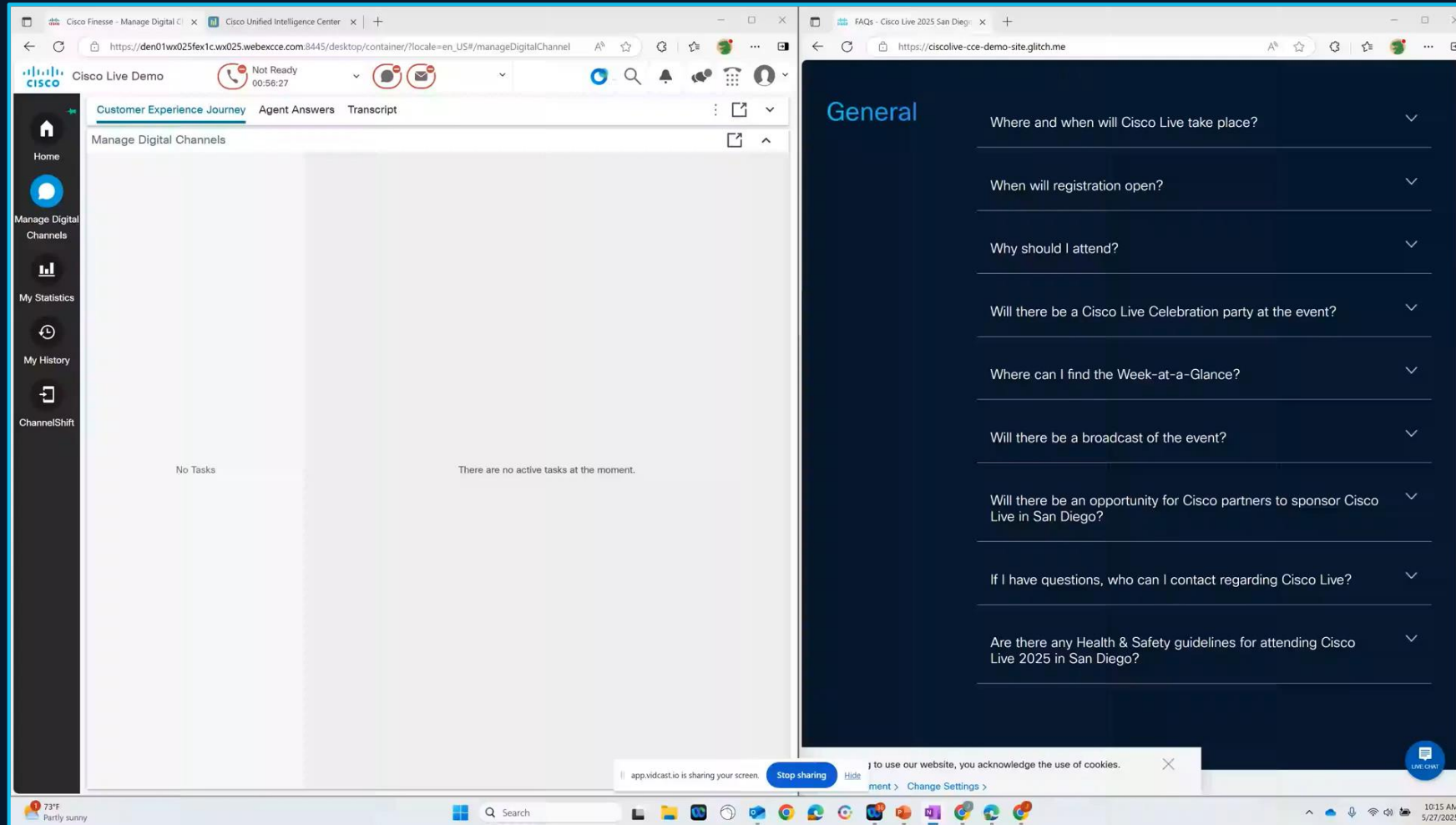
Change Settings

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BRKCCT-2031

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Webex AI Bot into Live Chat Flow

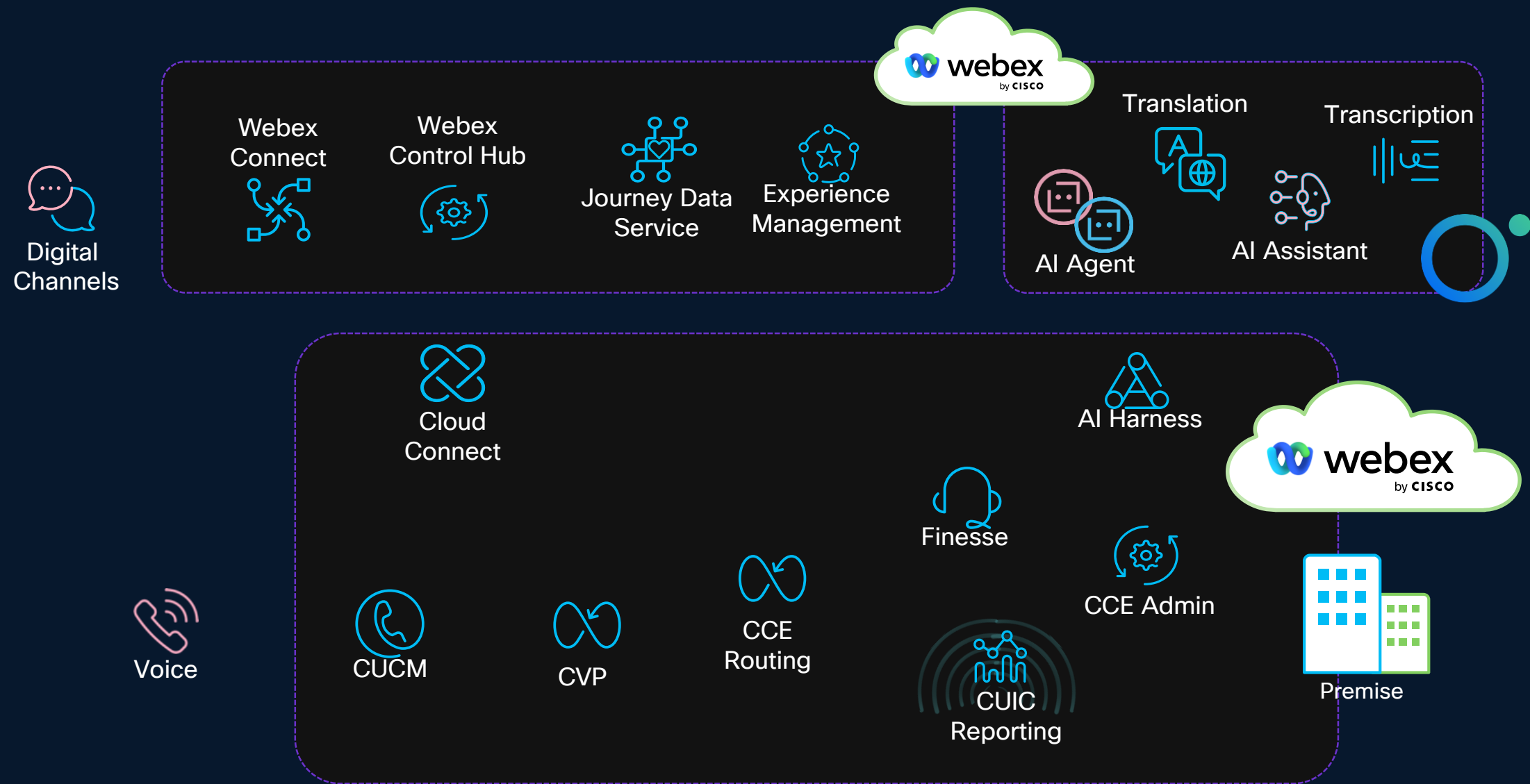


<https://ciscolive-cce-demo-site.glitch.me/>

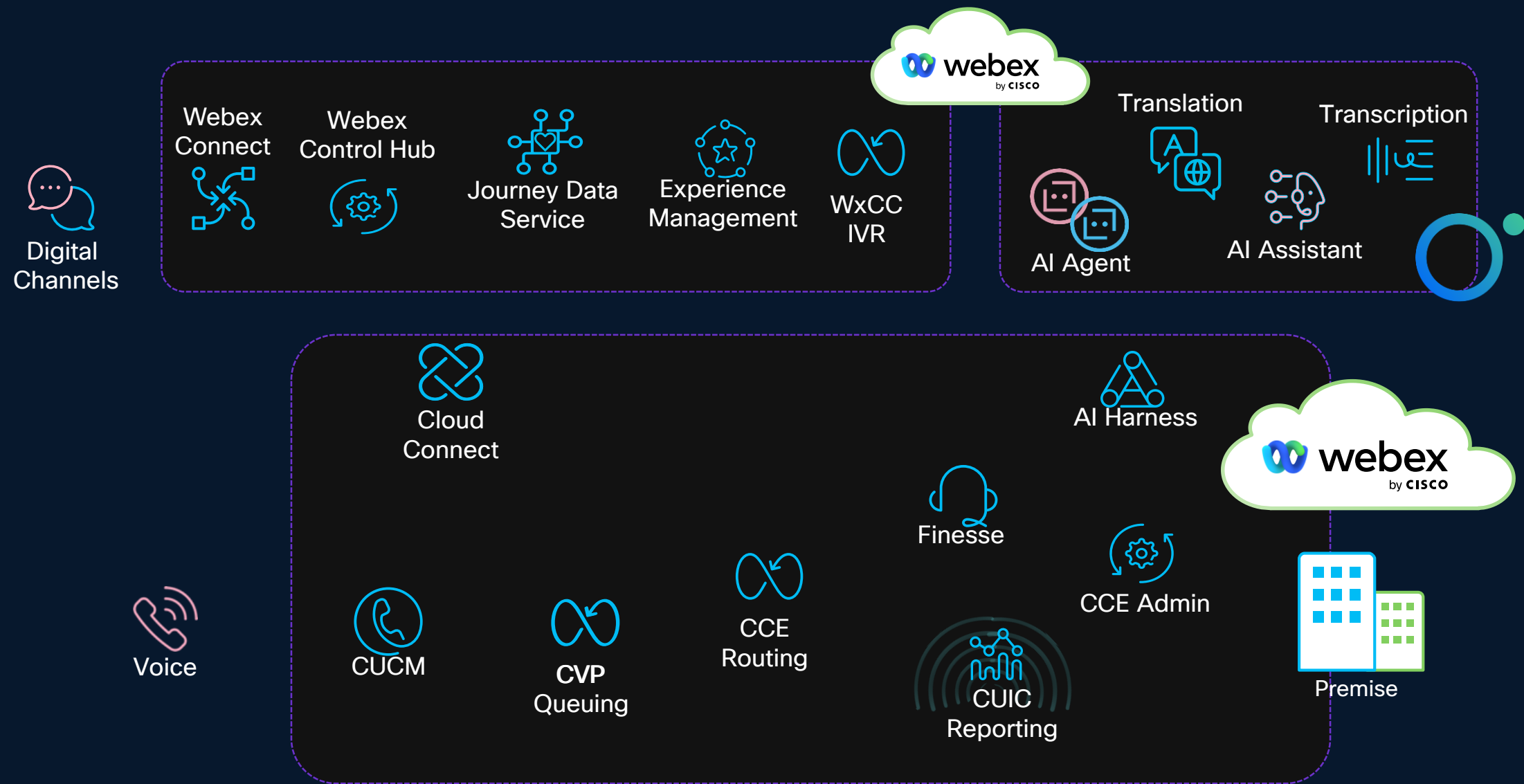
One More Shiny Object



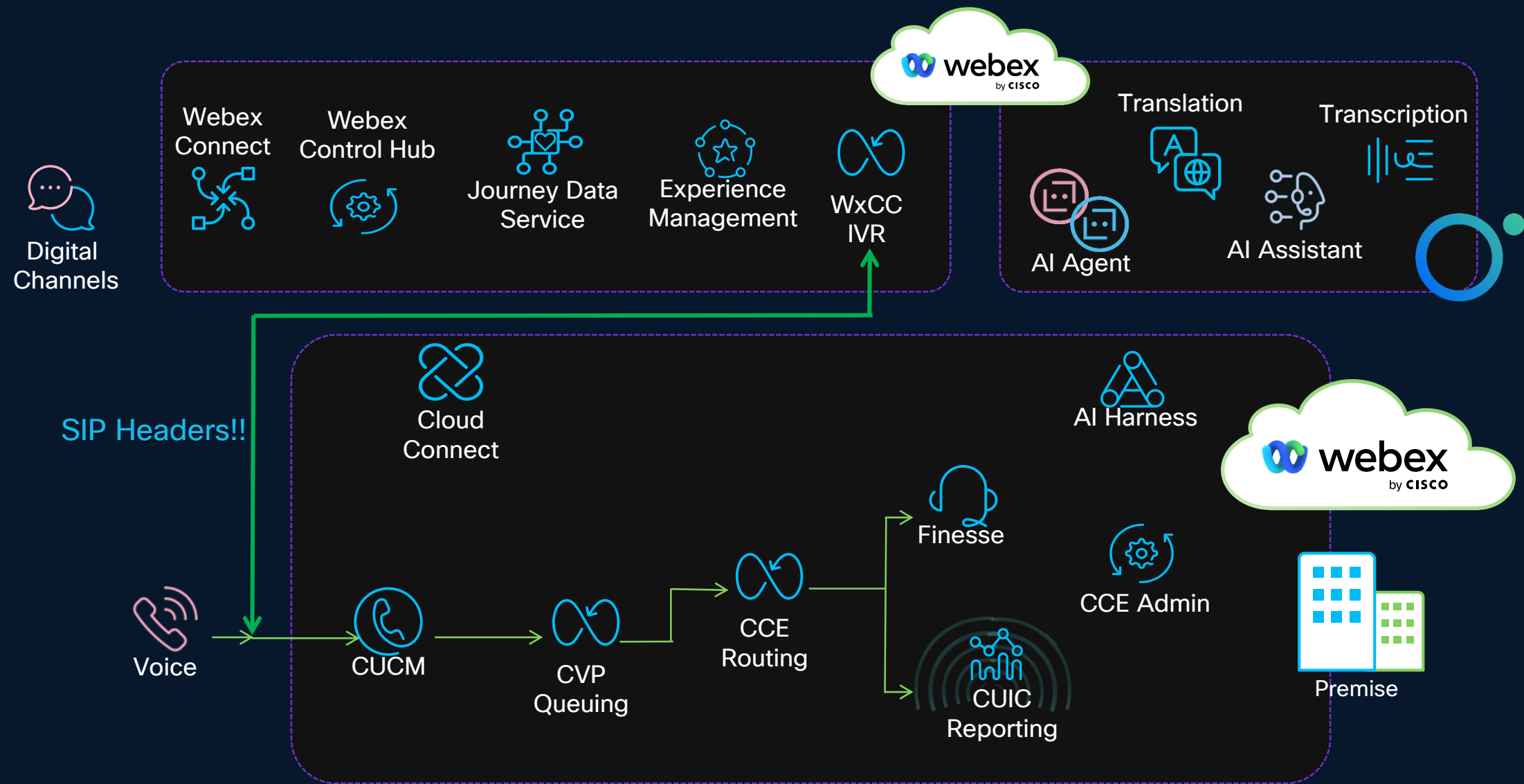
Enhanced Cloud IVR



Enhanced Cloud IVR

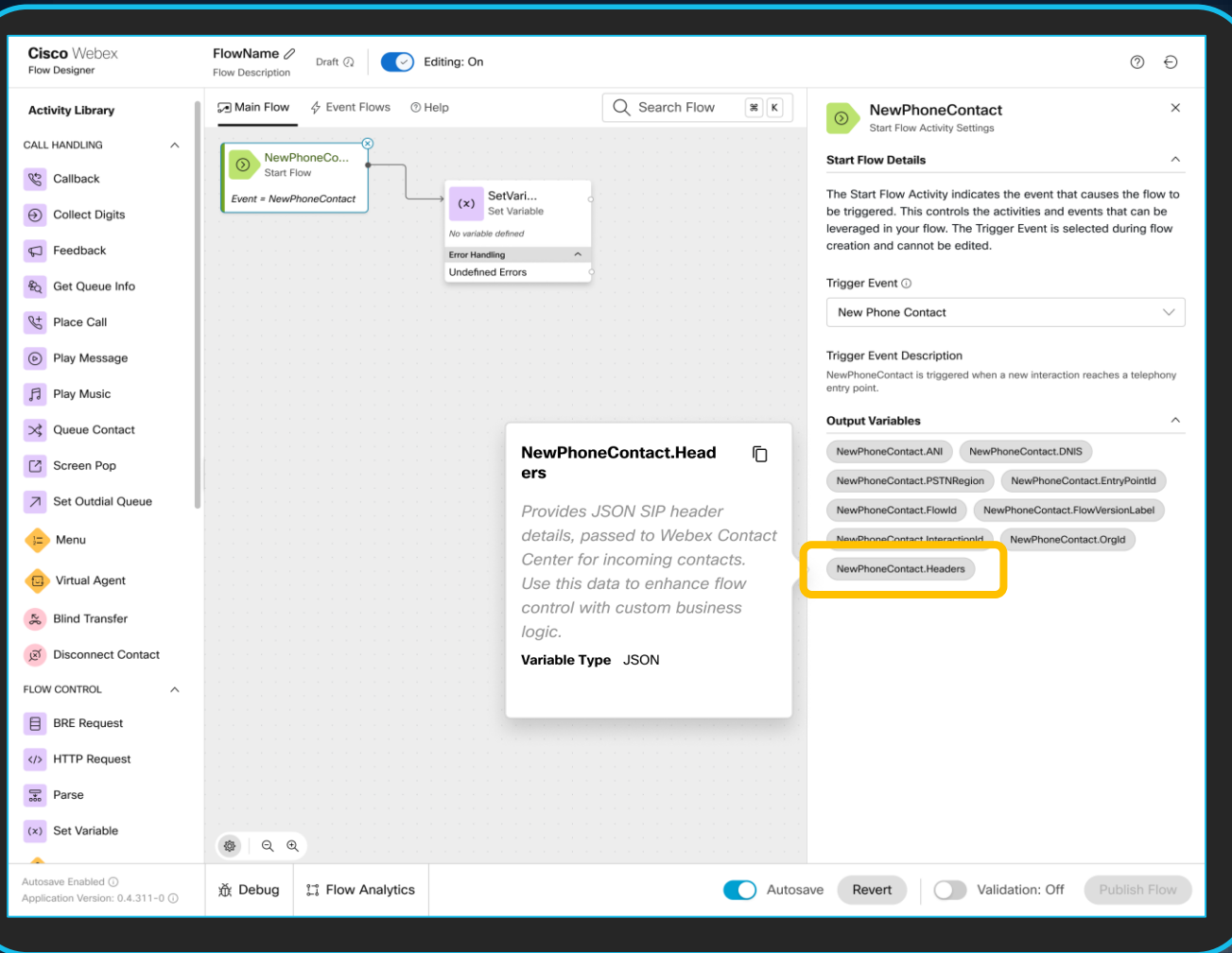


Enhanced Cloud IVR



Extract Custom SIP Headers for incoming contacts

Unlocks Seamless Integrations with CCE and other 3rd party systems



Maintains call context to make informed routing decisions and enable integrations with CCE and other third-party systems. ("External IVR in-front" deployments)

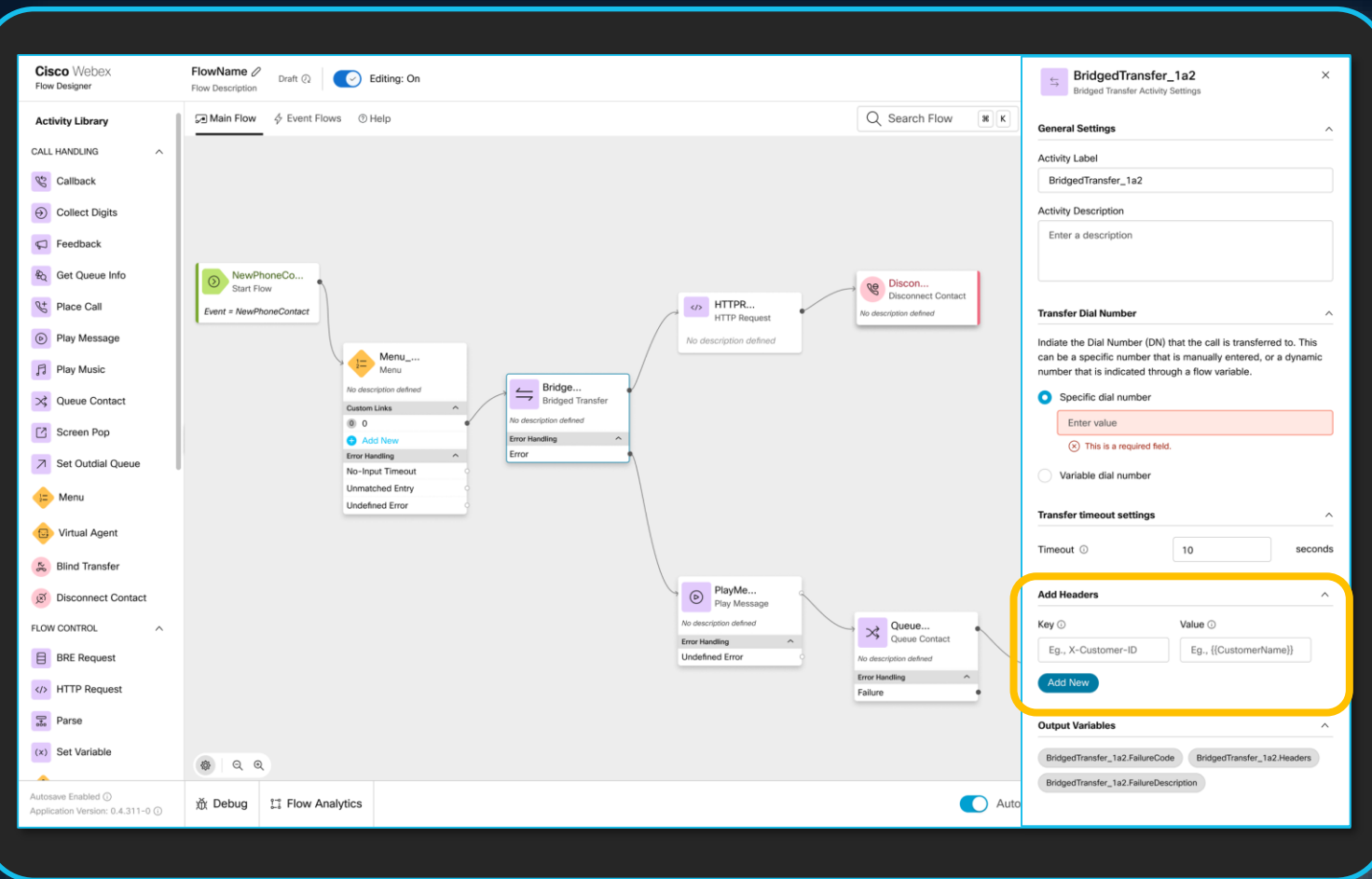
Allows extraction of SIP header information directly within WxCC Flow Designer canvas.

Facilitating customers migrating from on-premise solutions or retaining their on-premise IVR.

Note: Only available with Local Gateway as the telephony option to Webex Contact Center.

Exchange SIP Headers with External Systems

Pass call context with CCE/CVP or other 3rd Party platforms



Allows the transfer of context data to CCE/CVP or other platforms during IVR scenarios.

Ensures continuity of call information, supports advanced integrations like voice biometrics and fraud detection, and enhances call handling by maintaining context throughout the call lifecycle.

Note: Only available with Local Gateway as the telephony option to Webex Contact Center.

CVP SIP Header Extraction

Cisco Unified Customer Voice Portal

System Device Management User Management Bulk Administration SNMP Tools Help

Edit Unified CVP Call Server Configuration

Save Save & Deploy Statistics File Transfer Device Associations Help

General ICM SIP IVR Device Pool Infrastructure

Configuration

Enable outbound proxy: 1

Use DNS SRV type query: 1

Resolve SRV records locally: 1

Outbound proxy Host: 1

Outbound SRV domain name/Server group name (FQDN): 1

DN on the Gateway to play the ringtone: *

DN on the Gateway to play the error tone: *

Override System Dialed Number Pattern Configuration

Local Static Routes

Static routes for

Dialed Number (0

IP Address/Host

Advanced Configuration

General

Outbound proxy port:

Outgoing transport type: 1

Port number for incoming SIP requests: * 1

Incoming transport type: 1

Time to wait for ICM instructions: *

SIP info tone duration: *

SIP info comma duration: *

Generic Type Descriptor (GTD)

Parameter Forwarding:

Prepend digits:

UDP Retransmission Count:

Use Error Refer:

SIP Header Passing (to ICM)

Header Name: Via

Parameter: 2 X-Customer-ID

Add Remove

Via,X-fromWxCC

BONUS: Direct Custom Code Executions

Enhanced logic & data parsing with inline code

The screenshot displays the Cisco Webex Flow Designer interface. On the left, the 'Activity Library' sidebar lists various call handling activities. The main workspace shows a 'Main Flow' with a 'Code' activity highlighted by a yellow box. A secondary window, titled 'CustomCode_ov1', is open, showing the 'Code Editor' with JavaScript code. The code defines a 'handle' function that processes incoming requests, extracts area codes, and fetches customer records. The interface includes a top navigation bar with 'SampleFlow' and 'Edit: On' status, and a bottom bar with 'Debug' and 'Flow Analytics' options.

```
1  /**
2  * Main handler function with req and response objects
3  * @param {\*} req - JSON object with input variabl
4  * @param {\*} resp - response object
5  * @returns
6  */
7  function handle(req, resp){
8
9    if(!req.ani) {
10     return resp
11     .status(400) //any code
12     .description('No ANI input') //optional
13   }
14   // Assuming country code is 1 digit for simplicity
15   const tenDigitANI = ani.slice(-10);
16   //extract area code
17   const areaCode = tenDigitANI.slice(0, 3);
18
19   const responseBody = { tenDigitANI, areaCode }
20   return resp.data(responseBody).status(200)
21 }
22
23
24
25
26
27
28
29
30
31
32
33
```

```
1  const axios = require('axios');
2
3  exports.handler = async (event) => {
4    // Assuming the input is passed a
5    const { CallerNumber } = event;
6
7    // Perform digit stripping to rem
8    // Assuming the country code is a
9    const callerNumberWithoutCountryC
10
11    // Fetch the area code - assuming
12    const callerAreaCode = callerNumb
13
14    // Check today's date in YYYY-MM-
15    const today = new Date().toISOStr
16
17    // Fetch the customer record
18    let customerAccountNumber;
19    try {
20      const customerResponse = await
21      customerAccountNumber = custo
```

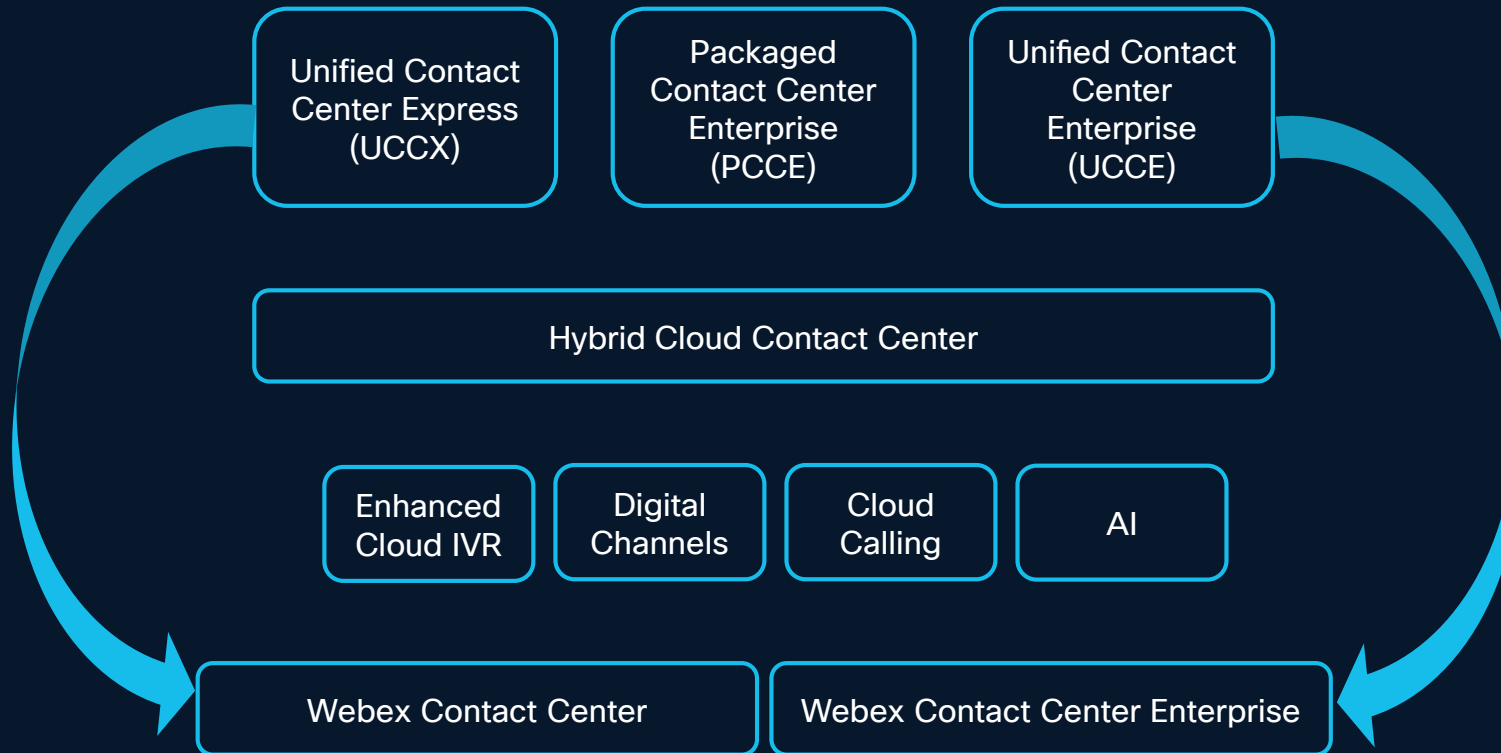
Embed custom JavaScript code directly within flows

Enables complex computations and logic that were previously not possible out of the box or required custom compiled studio element.

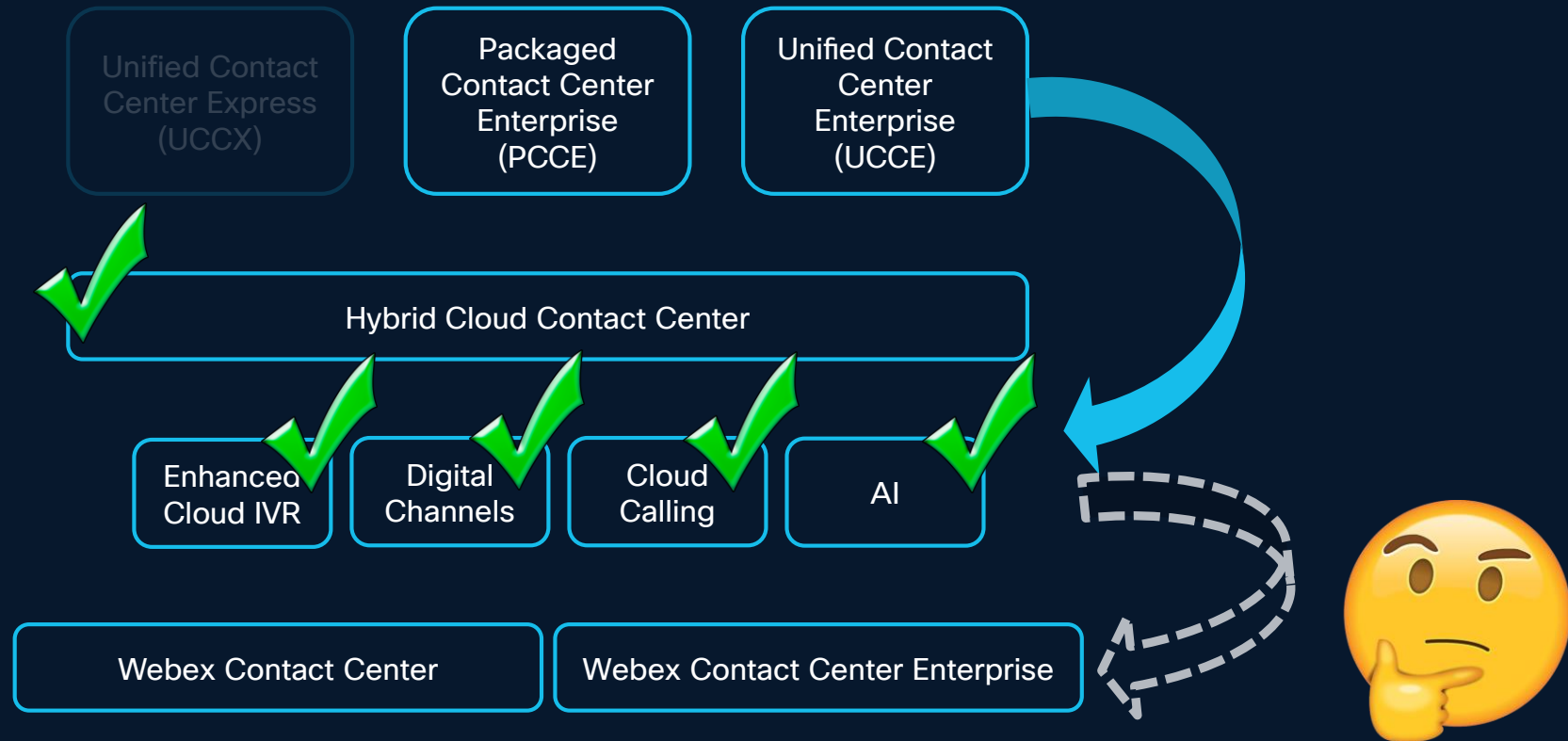
The background of the slide is a dark blue field filled with numerous bright, glowing blue and orange light streaks. These streaks are curved and flow across the frame, creating a sense of motion and energy. A semi-transparent dark blue rectangle is positioned on the left side of the slide, serving as a backdrop for the main text.

Are We Done Yet?

Decision, Decisions



Decision tree for on-premises customers (CCE)



Final Key Takeaways



- ❑ AI was mentioned only about 56 times by me this session. (About 83 including slides)
- ❑ Hybrid was mentioned about 21 times.
- ❑ Make your own “Supported Reference Model” with Hybrid-Cloud services

Complete Your Session Evaluations



Complete a minimum of 4 session surveys and the Overall Event Survey to be entered in a drawing to win 1 of 5 full conference passes to Cisco Live 2026.



Earn 100 points per survey completed and compete on the Cisco Live Challenge leaderboard.



Level up and earn exclusive prizes!



Complete your surveys in the Cisco Live mobile app.

Continue your education



Visit the Cisco Showcase for related demos



Book your one-on-one Meet the Engineer 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

Contact me at: joewon@cisco.com via Webex App or Email

Thank you!

CISCO Live !



Other Sessions on Contact Center

Session Code	Session Title	Speaker
BRKCCT-2345	Boosting Customer Experience with Flow Orchestration in Webex Contact Center	Krishna Tyagi
BRKCCT-1024	Webex Contact Center Unleashed: Embark on Transformational Journey of CX	Carlos Guadamus, Zack Taylor
BRKCCT-1025	Webex Workforce Optimization – Built for the modern contact center	Rajiv
BRKCCT-2504	10 Steps to Architecting your Webex Contact Center Solution	Carles Duz Palau
BRKCCT-2688	Transforming Contact Center Efficiency and Customer Satisfaction Through Enhanced Agent Experience	Janani Ramakrishnan, Chandramouli V
BRKCCT-1512	Transitioning to the cloud	Mike Turnbow
BRKCCT-2689	Journey Data Service	Tarik Ayadi
LTRCCT-2296	From Good to Great: Enhancing Customer Experience with the Webex Contact Center Flow Designer	Kevin Simpson, Chandramouli V

Sessions on AI Agent and Live Agent Assist

Session Code	Session Title	Speaker
BRKCCT-1514	Practical AI for CX	Keith Griffin
BRKCCT-1022	Webex Customer Experience Solutions: Unlock the full potential of AI for your CX	Sara Santos & Holger Esser
BRKCCT-1513	Cisco on Cisco: AI in the Virtual Demand Center	Daryl Thomas
LTRCCT-2014	Using Webex Connect Flow Builder with Generative AI and AI Agent Studio to build automated customer interactions	Luca Pellegrini
LTRCCT-2000	Hands-on AI in Action with Webex Contact Center: Enhancing Self-Service, Agent Assistance & Customer Insights	Krishna Tyagi, Mykola Danylchuk
LTRCCT-2015	Configuring Business Outcome using Proactive Digital Channels with AI Agent and AI Assistant	Rue Green, Preetham Kademada

Sessions on Digital Channels

Session Code	Session Title	Speaker
BRKCCT-2017	Harness the power of AI and digital channels	Emerik Giorgetti
BRKCCT-1023	Revolutionizing CX with Cisco's Webex AI Agents: Strategies, Use Cases, and Insights	Stefan Zeidenberg
BRKCCT-2018	GenAI in Action! See how we transform Customer Experience with our AI Agent and deliver on business outcomes	Ramy Riad
LTRCCT-2016	Extending your Contact Center To the Cloud - Implementing New AI in CCE Version 15 for Digital Channels and Voice	Joshua Raja, Robert Rogier