

CISCO *Live!*

GO BEYOND

#CiscoLiveAPJC



Architecting AI-delivered customer experiences with Webex Contact Center

Shaun Robinson
Solutions Engineer, Customer Experience
BRKCCT-2522



Cisco Webex App

Questions?

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

How

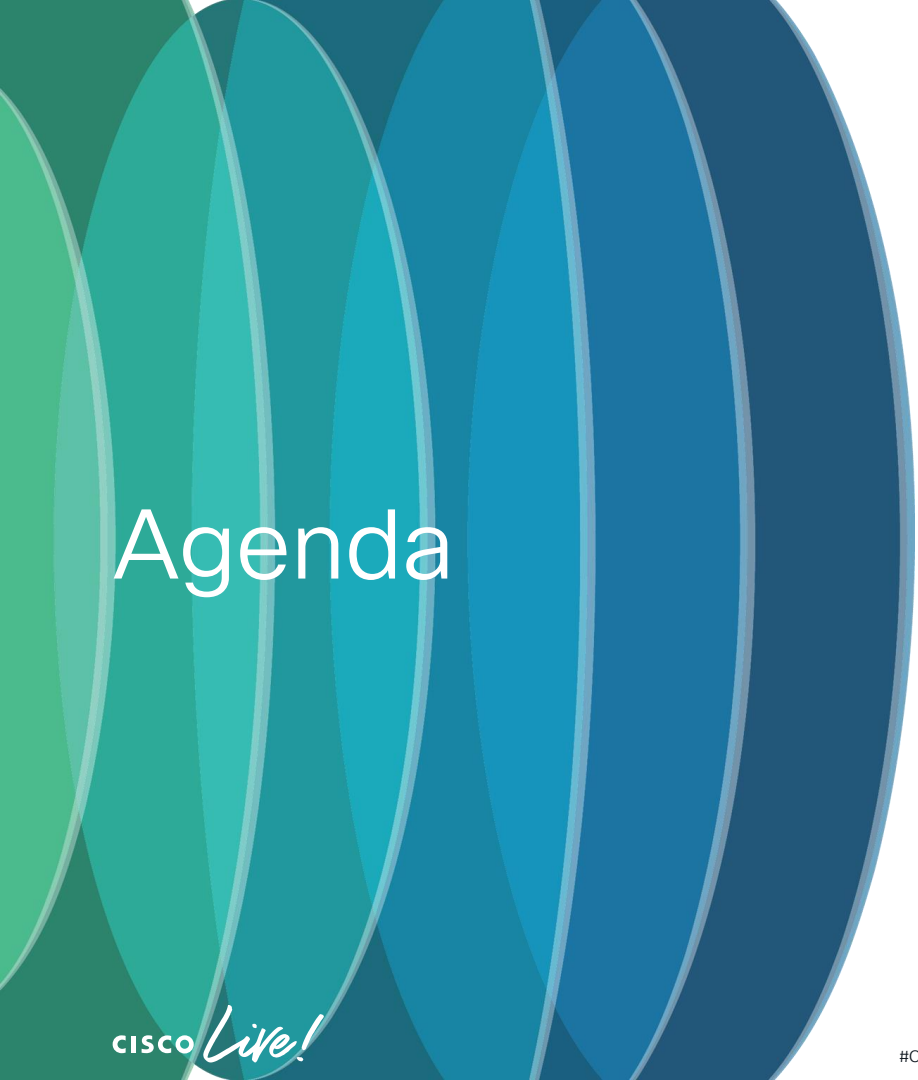
- 1 Find this session in the Cisco Live Mobile App
- 2 Click “Join the Discussion”
- 3 Install the Webex App or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

Webex spaces will be moderated by the speaker until November 15, 2024.



<https://ciscolive.ciscoevents.com/ciscolivebot/#BRKCCT-2522>

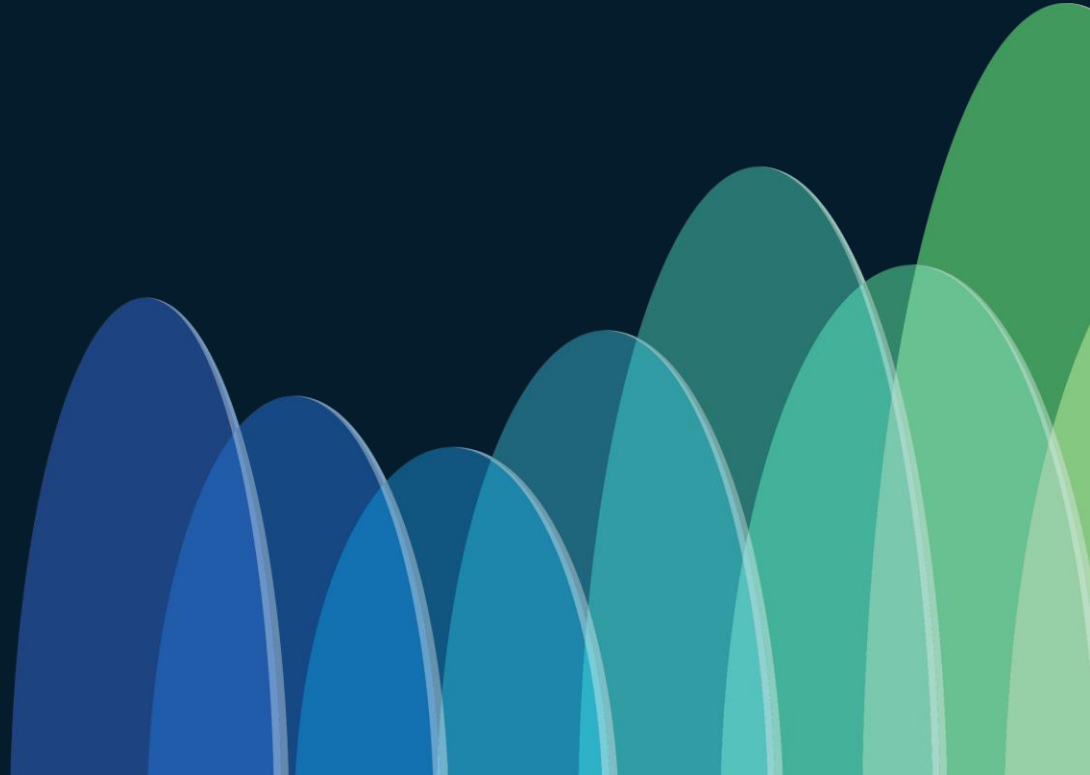




Agenda

- Why AI? Why now?
- AI enabled Analysis
- AI enabled Augmentation
- AI enabled Automation
- What next?

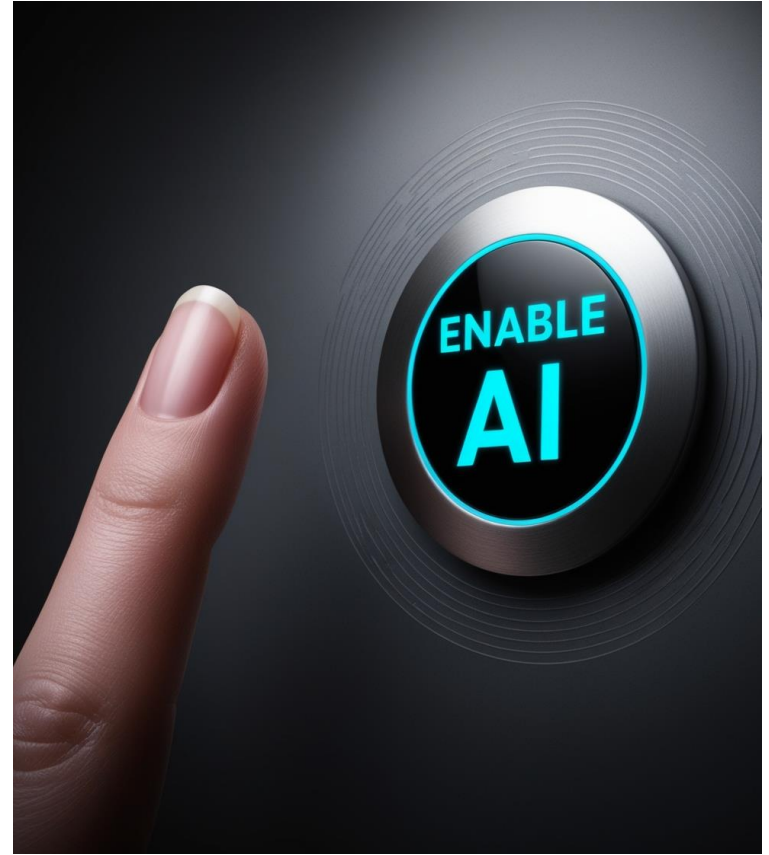
Why AI? Why Now?



AI Explosion



Just turn on AI for me!





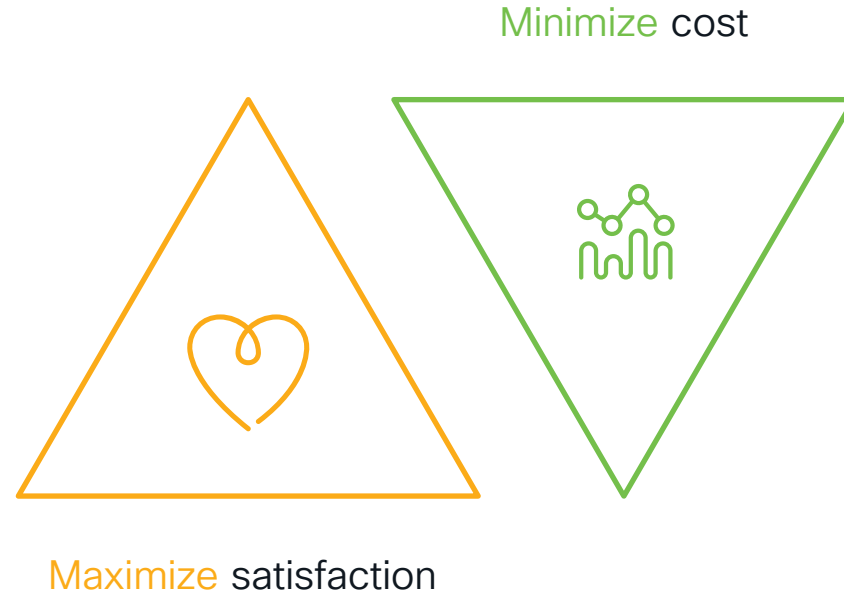
Build your own

cisco *Live!*



Take something off the shelf

CX Leaders have two things in mind



Slowly slowly – AI in customer service.

October 2023

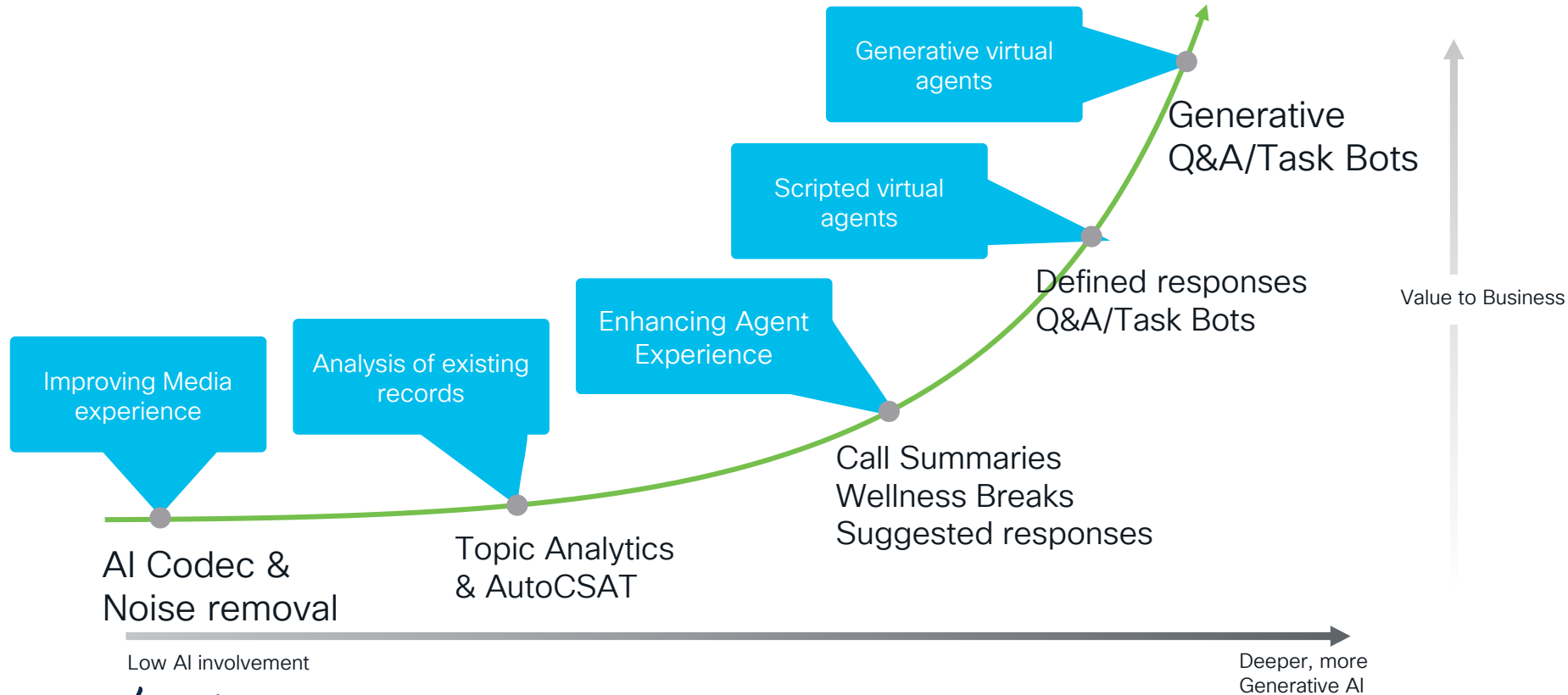
- 19% in production, 23% in development

February 2024

- 18% in production, 33% in development

<https://www.bain.com/insights/ai-survey-four-themes-emerging/>

AI Risk vs Value



Where does AI fit within the customer journey?



Voice



Webchat



SMS

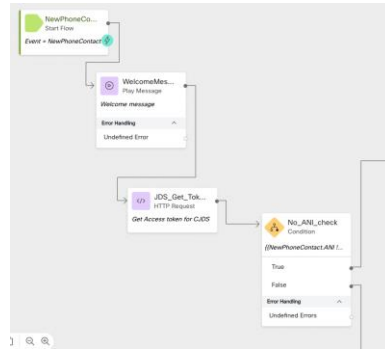


Email



Social

Routing Engine



Agents



Last call ended abruptly 20 minutes ago

- Customer reported lost credit card while traveling, agent was assisting with cancelling card and issuing a new card.
- Call ended abruptly while agent was cancelling the card and reviewing recent transactions for potential fraud.

15:30 • 🍌 🗨



Reports



Recordings



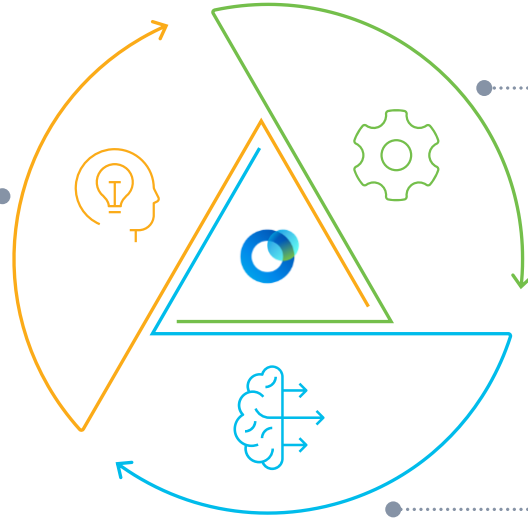
Transcripts

Automating
Customer
Interactions

Augmenting
Human Agents

Analysing
historical data

Analysis

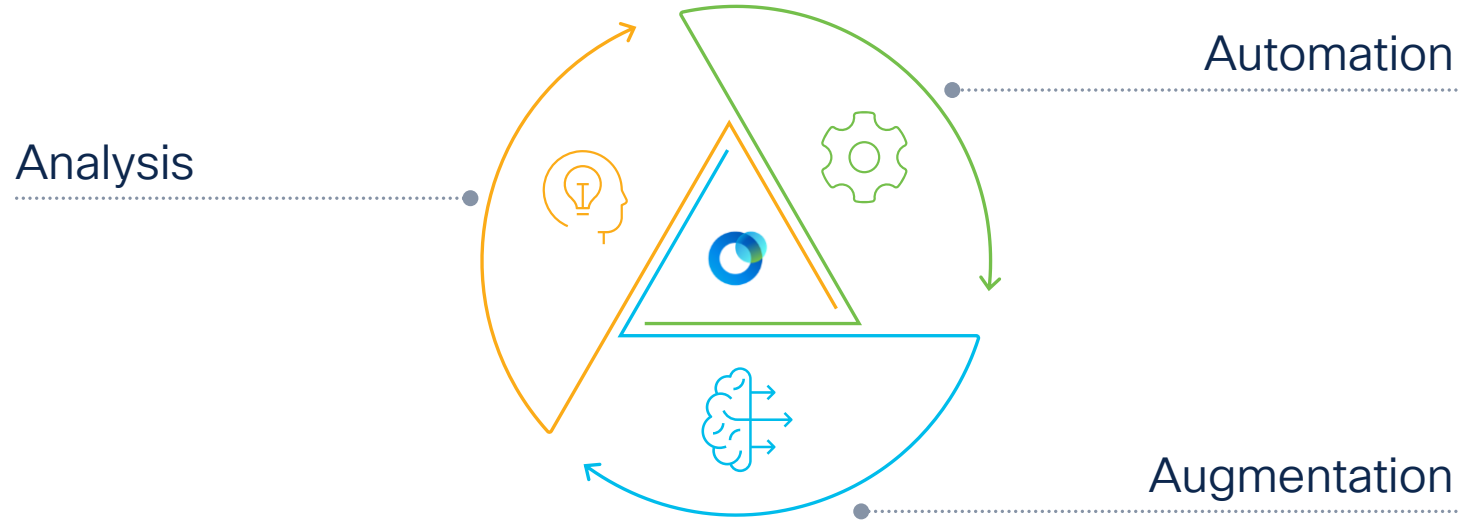


Automation



Augmentation



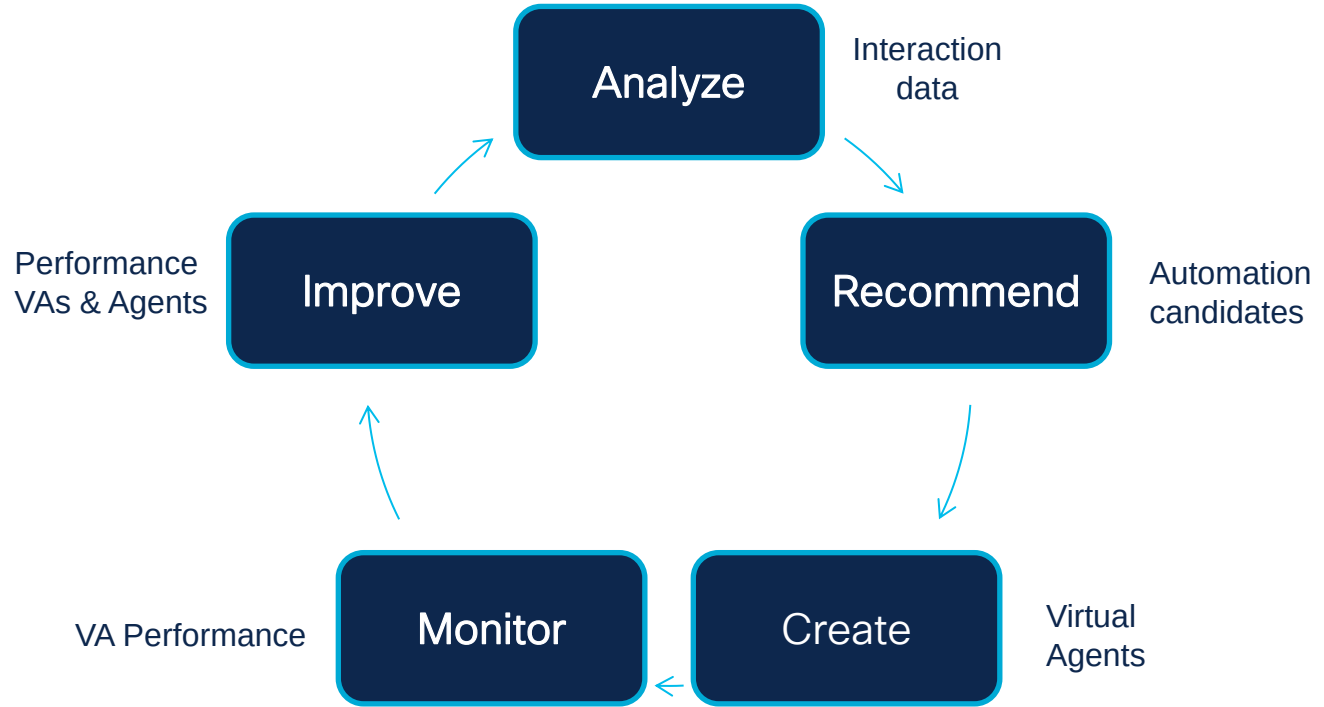


 AI-powered Webex platform

When do we start building bots?

Before you start driving, you need to understand your destination.

Analyse your available data to understand easy-to-solve automation candidates.



When do we start building bots?

Before you start driving, you need to understand your destination.

Analyse your available data to understand easy-to-solve automation candidates.



Cisco Responsible AI (RAI) Framework



Championing **human rights and data privacy**



Responsible AI (RAI) framework
Controls for Transparency, Fairness, Accountability, Privacy, Security and Reliability



Continually evolve RAI framework and controls with Gen AI updates

Tackling issues:

- False content
- Hallucinations
- Bias
- Unanticipated output
- Harmful output
- Deep fakes
- IP and confidential data protection

[Responsible AI Framework Reference](#)

Responsible AI Framework



Collaboration AI:
From Supervised to Generative
BRKCOL-1661
Keith Griffin

Transparency notes – comprehensive details

Model Details

Data Sources

Safety &
Security

Privacy

Contents

<i>Feature Overview</i>	4
<i>Model Overview</i>	4
Introduction	4
Model Architecture	5
Usage Guidelines	5
Model Inputs and Outputs	5
<i>Data Sources for Training and Evaluation</i>	5
<i>Model Evaluation and Performance</i>	5
<i>Safety and Ethical Considerations</i>	6
<i>Fairness</i>	6
<i>Privacy and Security</i>	6
<i>Updates and Maintenance</i>	6
<i>References</i>	7

Trust Portal

Home

Download | Share | Add to My Collection | View M

Search

e.g. privacy, compliance

Filters

Clear filter

Documents

Trust Packages

Document Type

Search by document type

e.g. data brief, white paper

☒ AI Transparency

☐ BCP/DR

☐ C5

☐ CAIQ

☐ CSA STAR

☐ Common Criteria

☐ Contracts and Agreements

Show less

1 - 23 of 23 results

Document

Document type

☐ Agent Answers and Suggested Responses Features - AI Transparency Technical Note

AI Transparency

New

☐ Agent Burnout Detection - AI Transparency Technical Note

AI Transparency

☐ Auto CSAT - AI Transparency Technical Note

AI Transparency

☐ Contact Center Summaries - AI Transparency Technical Note

AI Transparency

Updated

☐ Head Detection and Face Recognition - AI Transparency Technical Note

AI Transparency

☐ In-House Transcription - AI Transparency Technical Note

AI Transparency

Updated

☐ In-Meeting Summaries and Ask Me Anything - AI Transparency Technical Note

AI Transparency

☐ Post Call Summaries for Recorded Calls - AI Transparency Technical Note

AI Transparency

New

☐ Post-Meeting Summaries - AI Transparency Technical Note

AI Transparency

☐ Slido - AI Transparency Technical Note

AI Transparency

Updated

☐ Space Summaries - AI Transparency Technical Note

AI Transparency

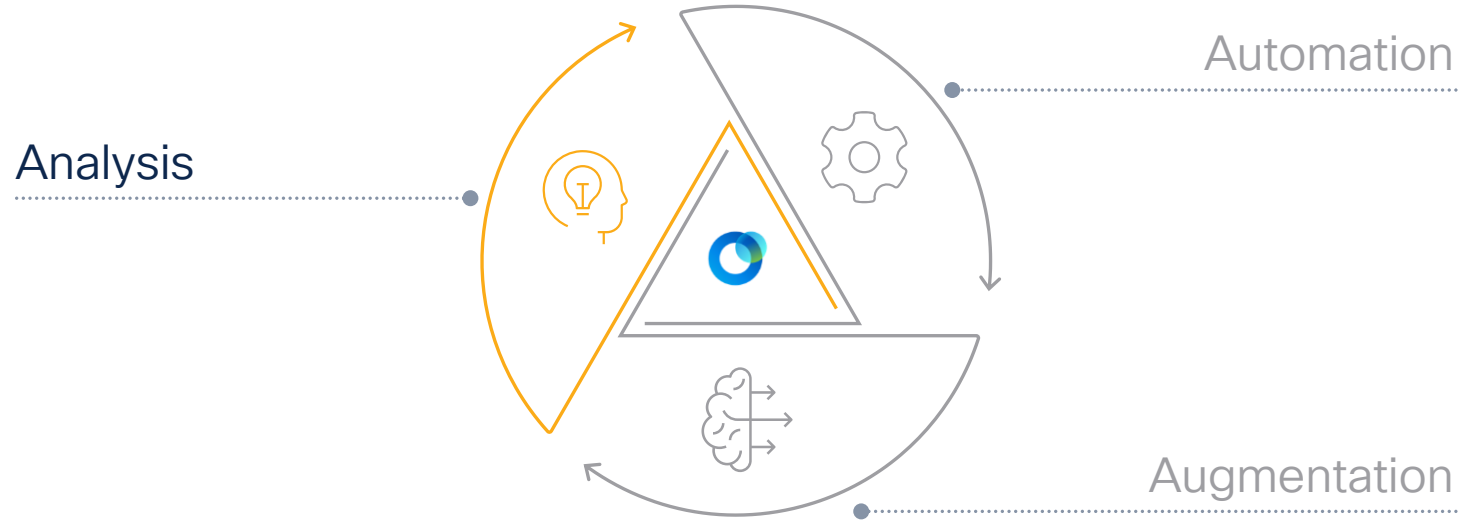
☐ Third-Party Transcription and Real-Time Translation - AI Transparency Technical Note

AI Transparency

Updated

<https://trustportal.cisco.com/c/r/ctp/home.html>

CISCO Live!



 AI-powered Webex platform

How do we understand our automation candidates?

Topic Analytics

- Topic Analytics provides a retrospective analysis on the reasons customers call into your contact centre, clustered into Topics.

Post-Call Survey data

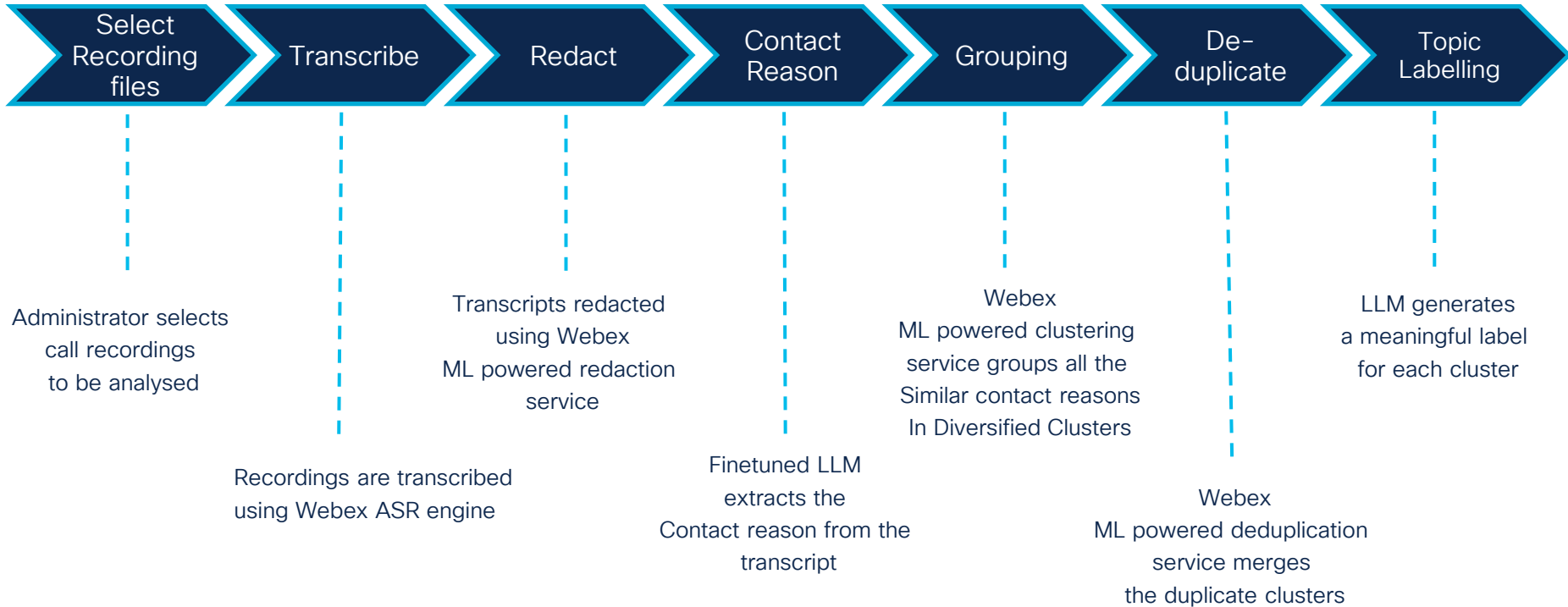
- Review previously-scored interactions to understand pain-points within your customer engagements
- Expand this with automated customer satisfaction scores

Topic Analytics

Topic Analytics provides a retrospective analysis on the reasons customers call into your contact centre, clustered into Topics.

Overview Topics Contact records			
Rank	Topic ⓘ	Transcripts (% of collec...	Sample contact reasons ⓘ
▼ 1	Product Refund Inquiries and Info	46 (1.82%)	Customer asked if they could get a refund on their money, Custo
			Customer asked if they could get a refund on their money Customer inquired about the availability of a certain produ Customer asked how to get a refund on a car insurance po Customer inquired about the business he was selling and l Customer inquired about 89 9 million that much identified Customer inquired about the products and services offered Customer inquired about what is the money that he is usin Customer asked what does it look like right to get the exp Customer inquired about the cancellation and modification Customer asked if they need it in some way
> 2	Phone Usage and Call Features	39 (1.55%)	Customer asked how to use the system to find out the status of
> 3	New Car Acquisition Inquiries	36 (1.43%)	Customer inquired about the availability of a new car, Customer
> 4	Cisco Access and Update Requests	26 (1.03%)	Customer asked if he could send out an updated invite and if he
> 5	Mortgage and Credit Inquiries	24 (0.95%)	Customer asked about the mortgage and what is a CREDIT_CAR
> 6	System Configuration and AI Usage	21 (0.83%)	Customer asked how to fix a problem with the AI system, Custo

Topic Analytics step-by-step



Access Topic Analytics from within Control Hub

The screenshot shows the Webex Control Hub interface. The top navigation bar includes the Webex logo, a search bar, and user profile information. The left sidebar contains a 'Main menu' and a 'Contact Centre' section with an 'Overview' tab selected. The main content area is titled 'Contact centre overview' and displays 'Current cycle agent licence usage' with a 'View daily details' button. Below this, it shows 'Standard licence under usage' with a value of 10 and 'Premium licence under usage' with a value of 3. A 'What's new' section lists updates like 'Multimedia profiles', 'Sites', 'Teams', 'Skill profiles', and 'Desktop profiles'. On the right, a 'Quick Links' sidebar lists various links, with 'Topic analytics' highlighted by a red box.

Contact centre overview

Current cycle agent licence usage [View daily details](#)

Billing cycle: 07/04/2024 – 08/03/2024 [Agent licence](#)

Standard licence under usage

10 under

Standard licence usage: 0 0

Standard licence purchased: 10 0

Premium licence under usage

3 under

Premium licence usage: 7 0

Premium licence purchased: 10 0

What's new

[Multimedia profiles](#)
Create new and manage existing multimedia profiles.

[Sites](#)
Create new and manage the existing site. Associate your sites with multimedia profiles.

[Teams](#)
Create new and manage the existing team. Associate your teams with sites.

[Skill profiles](#)
Create new and manage existing skill profiles.

[Desktop profiles](#)

Helpful resources

[What's new in Webex Contact Centre?](#)

[Agent desktop user guide](#)

[Supervisor desktop user guide](#)

[Analyser desktop user guide](#)

[Flow designer guide](#)

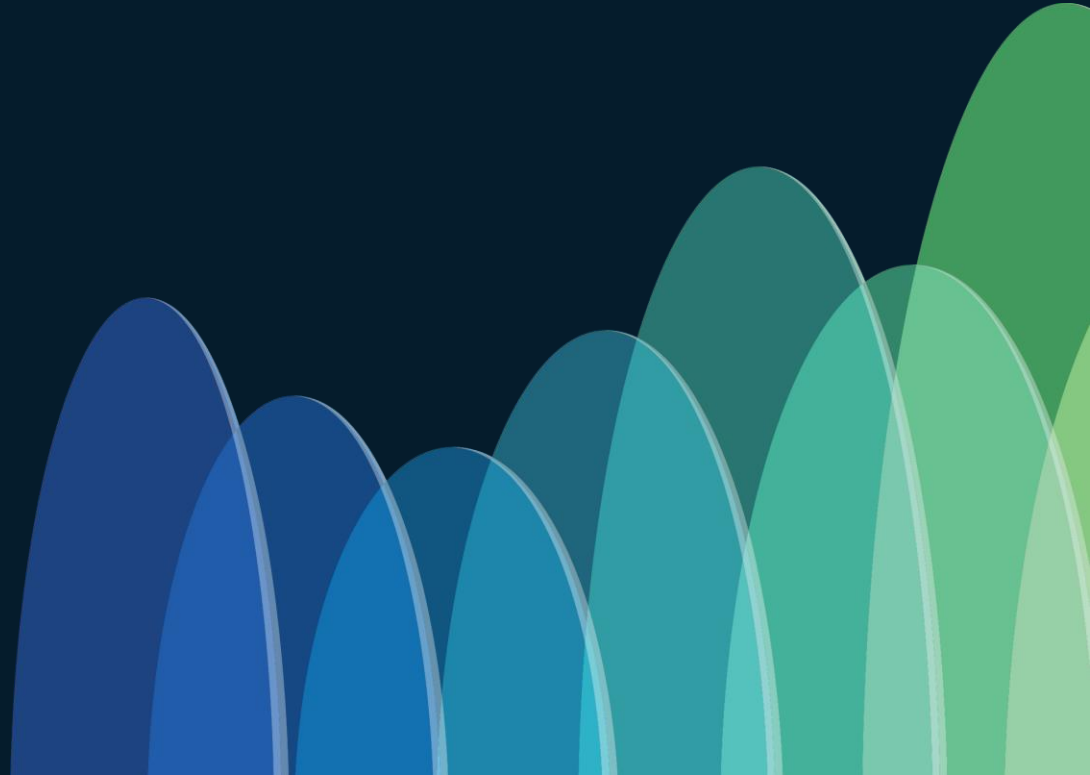
[Google CCAI Guide](#)

Quick Links

Contact Centre Suite

- Desktop
- Analyser
- Create new flow
- Webex Contact Centre Management Portal
- Topic analytics**
- Digital channels
 - Webex Connect 0
 - Webex Engage

Topic Analytics demonstration



Overview

Welcome to Topic Analytics!

Topic Analytics provides faster insights on the top contact reasons of the contact center.
Follow the steps below to get started.



Here's how to get started with topic analytics



Prepare to select call records

You'll be able to tell us which queues, sites, agents and teams you'd like to include.



Create topic collection

Create a topic collection and any required transcriptions in one simple flow.

Create Collection



Review

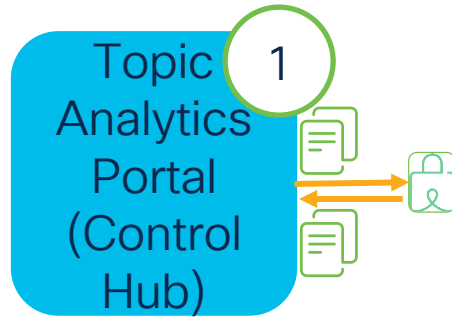
Review the topics and contact reasons found in your transcriptions to learn about trends and opportunities for automation in your call center.

Topic Analytics: under the hood



Connections secured by HTTPS

Automated Content Moderation



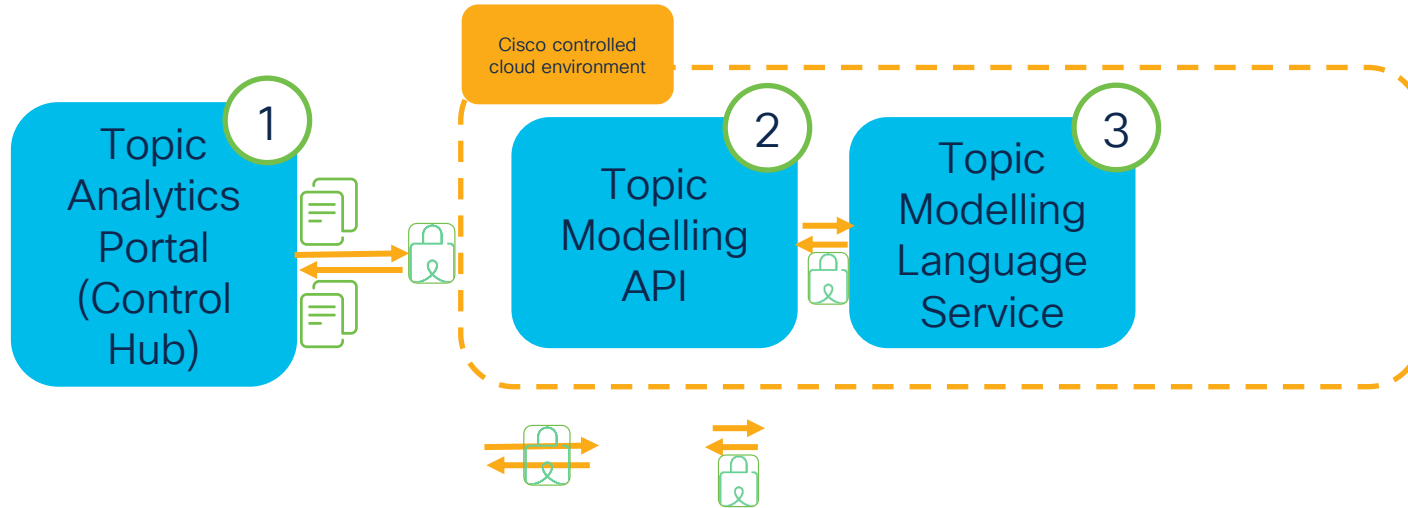
1. User initiates a Topic analysis feature from Webex Control Hub

Topic Analytics: under the hood



Connections secured by HTTPS

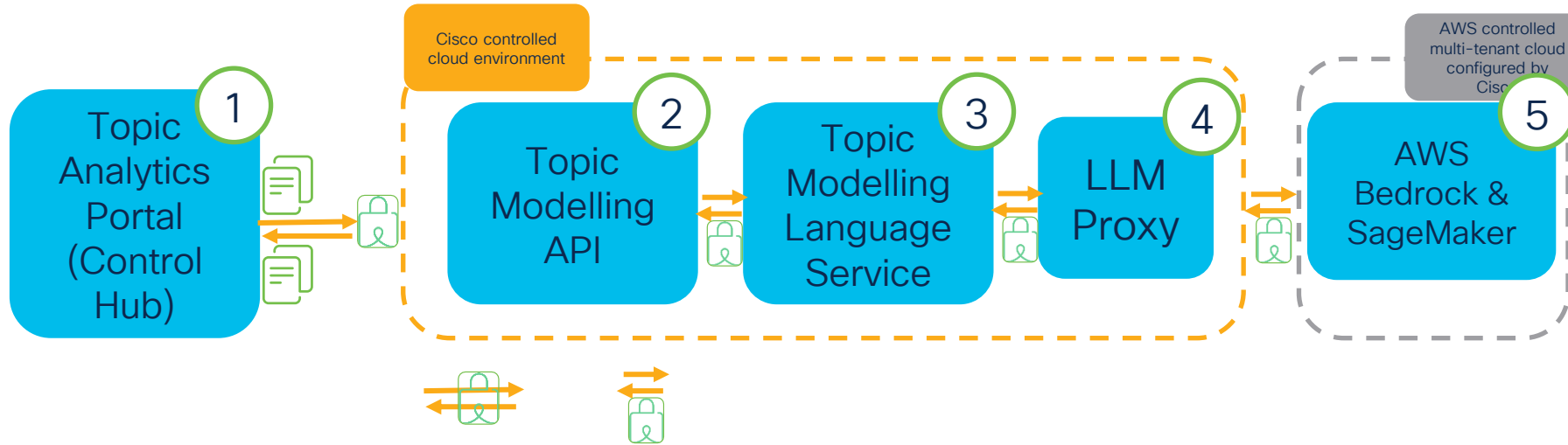
Automated Content Moderation



1. User initiates a Topic analysis feature from Webex Control Hub
2. Topic Modelling API decrypts content, collects information relevant to request and forwards it for processing by the AI
3. Language Services use proprietary AI and LLM integration to detect contact reasons, perform clustering, and generate labels for Topic Analysis
4. Provides guardrails and a common interface to multiple external LLM services
5. Interaction with LLM models.

Topic Analytics: under the hood

Connections secured by HTTPS
Automated Content Moderation



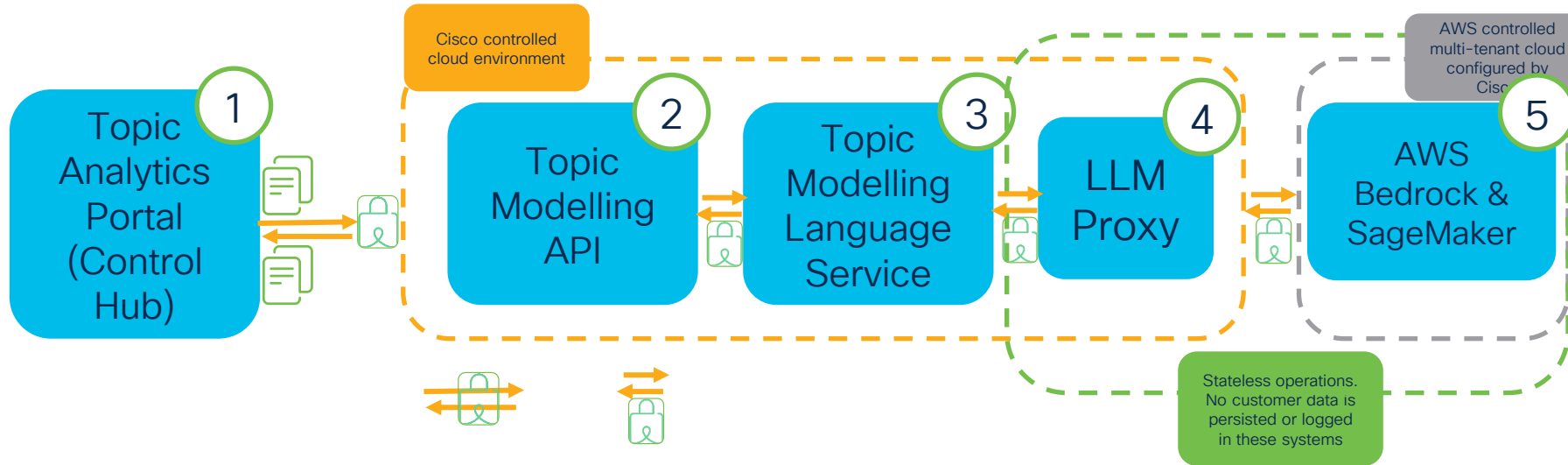
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Topic Analytics: under the hood



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Automated Content Moderation

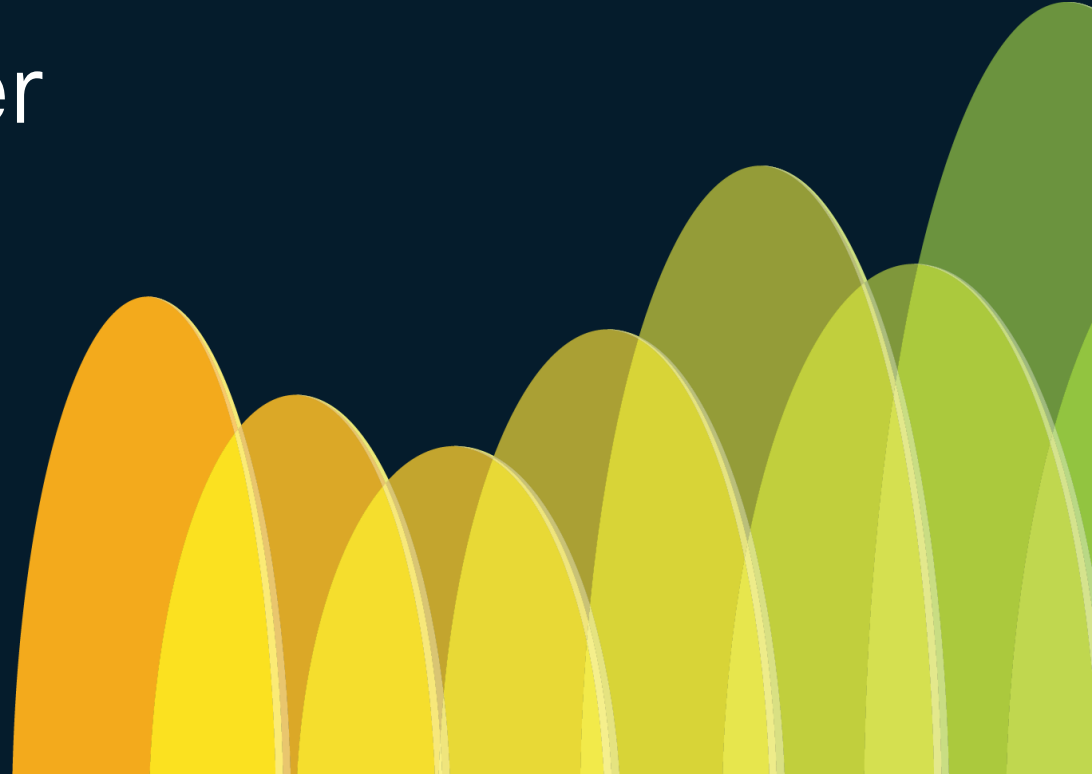


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Topic Analytics considerations

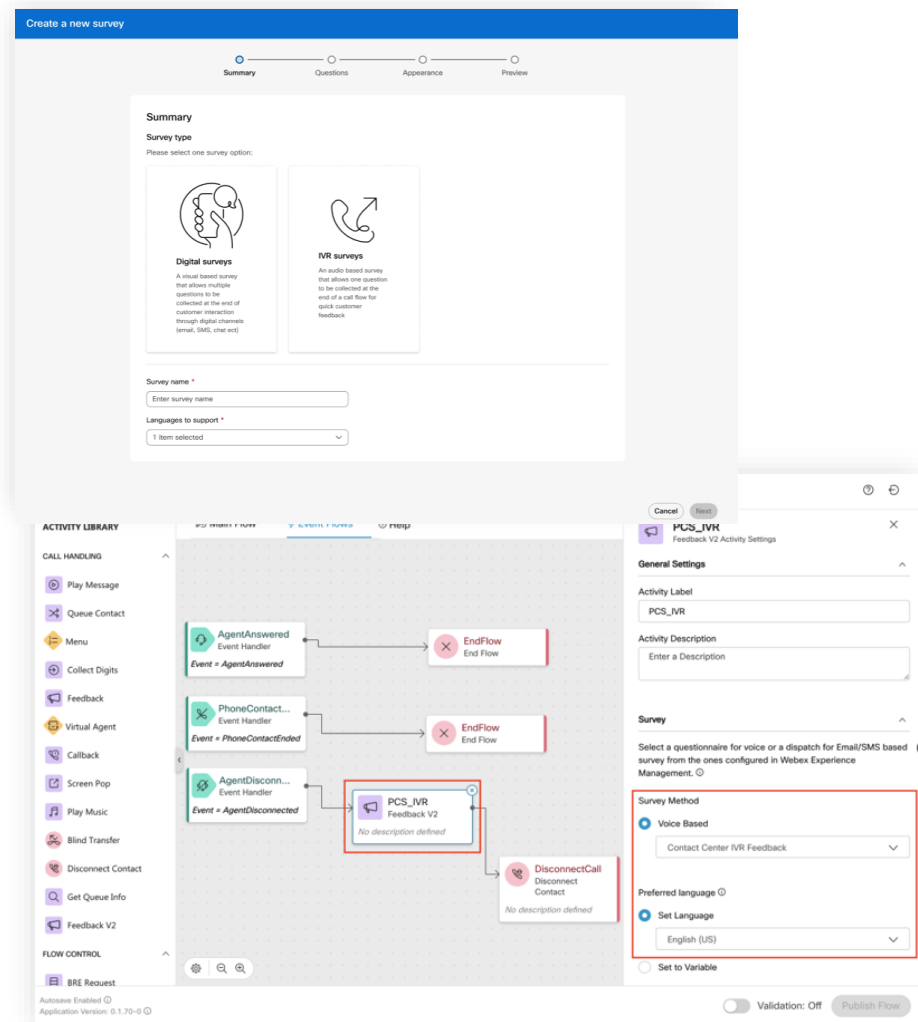
- 2000 call recording minimum, 7000 is where it starts to be worthwhile
- Long-term enhancements include custom labelling and grouping of topics, as well as digital interactions.

Collect Customer Satisfaction data with Post-Call Surveys

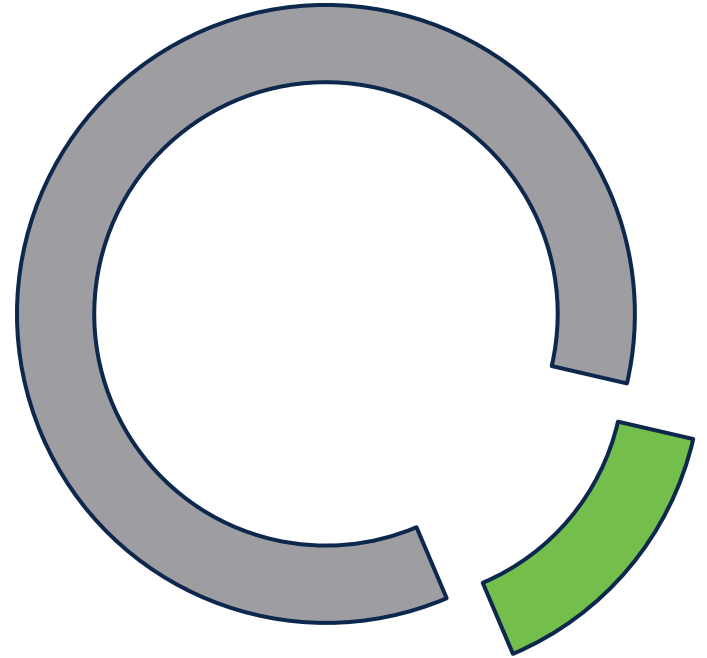


Post Call Surveys

- Collect valuable feedback during or after a voice interaction as a native Webex Contact Center feature
- Build voice PCS forms into post-call work with Flow Builder.
- Digital surveys coming soon to ANZ region



Not everyone fills
out the post-
interaction survey



15% is the industry benchmark
response rate

How does Auto CSAT work?



Listen

Call metrics, Transcripts,
Call outcome, Surveys



Detect

Predict
CSAT



Act

Routing, Coaching,
Customer follow-ups



100% of Interactions
APIs for partner integrations

How to enable Auto CSAT

The screenshot shows the Cisco Webex Control Hub interface. The top navigation bar includes the 'webex Control Hub' logo, a search bar, and user profile icons. The left sidebar contains a 'Main menu' and a 'Contact Center' section with various options like Overview, Getting started guide, USER MANAGEMENT, and CUSTOMER EXPERIENCE. The 'Surveys' section is highlighted in the sidebar. The main content area is titled 'Surveys' and features a toggle for 'Auto CSAT score' which is currently 'On'. Below this, there are three informational cards: 'What is Auto CSAT score?', 'How to set up this feature', and 'Where can you view Auto CSAT scores?'. A blue box highlights the 'Enable Auto CSAT' section, which includes a toggle switch set to 'On', a selection of 'All agents' (radio button selected), and a 'Select questions' button.

webex Control Hub

Search

< Main menu

Contact Center

Overview

Getting started guide

USER MANAGEMENT

Sites

Skill profiles

Skill definitions

User profiles

Teams

Contact Center users

CUSTOMER EXPERIENCE

Channels

Support queues

Outdial queues

Audio prompts

Routing flows

Routing strategies

Call recordings

Global variables

Business rules engine

Surveys

Surveys

Surveys **Auto CSAT score**

Overview ^

What is Auto CSAT score?

Predict post-interaction CSAT score based on selected CSAT and/or 'Other' questions from your [Surveys](#).

[Learn more](#)

How to set up this feature

1. Set up a survey with CSAT questions in the [surveys](#) tab.
2. Toggle this feature on.
3. Select agents and specify questions.

⚠ Feature is not set up yet

Where can you view Auto CSAT scores?

For accurate predictions, this feature requires 180 days of historical CSAT records collected from existing surveys. You can view Auto CSAT score in Contact Center call records.

[Learn more](#)

Enable Auto CSAT ☒ On

Select agents you want to include in Auto CSAT calculations

☒ All agents

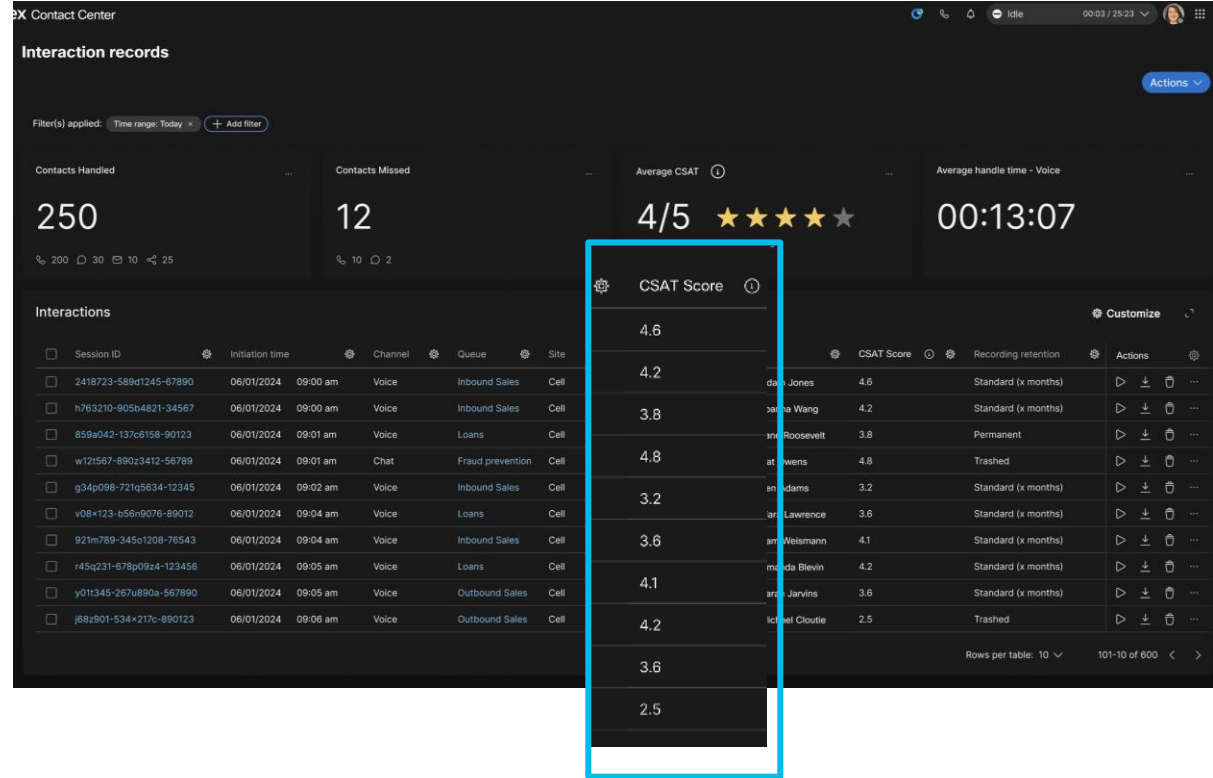
☐ Specific agents

Specify questions from existing surveys that you want to use to train the Auto CSAT score model

[Select questions](#)

View results directly in Supervisor desktop

- Generate custom visualizations in Analyzer
- Data also available via API





Hi Sara, Welcome back !



Queue

All

Managed Teams

All

+ New widget

Contacts in progress

35

 5  5  20  5

Contacts in queue

25

 5  5  10  5

Longest contact currently in queue

00:56:20

 Chat_Sales_Queue

Total contacts handled

42

 12  5  20  5

Average service level 60 - Voice

Percentage of calls answered within designated time frame

 95  74  48  0

Average handle time - Voice

00:13:07

 5  5  20  5

Total contacts abandoned

22

 5  5  20  5

Average CSAT

1

 4  4.5  3.5  4

Queues

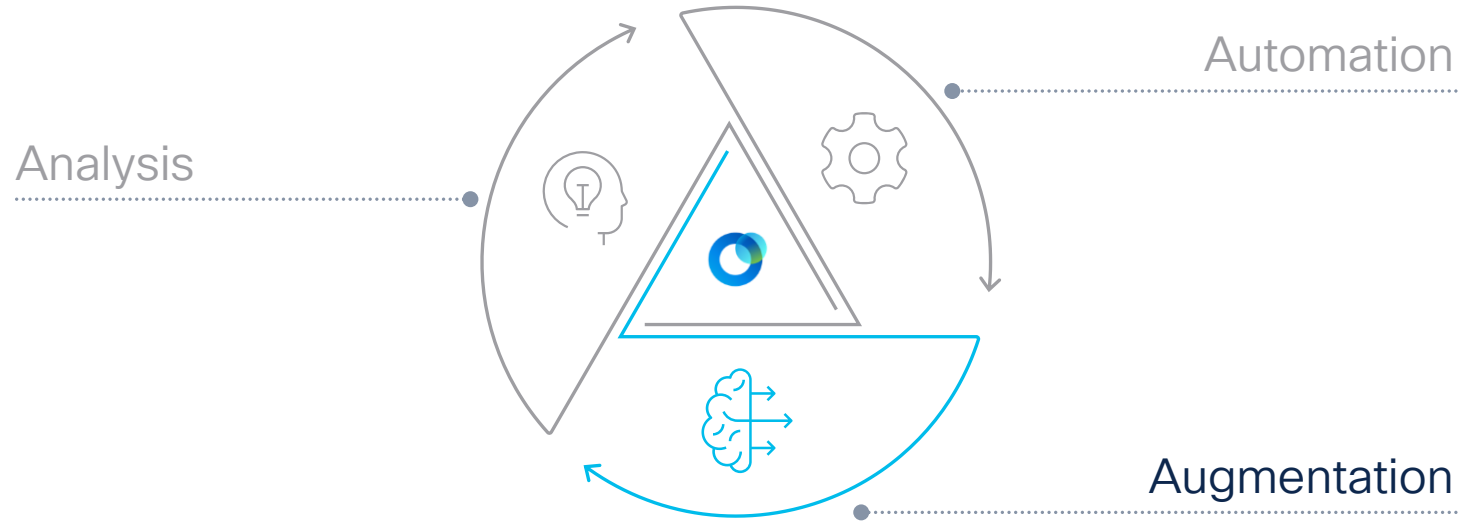
Queue	Channel	In queue	Longest contact in queue
Inbound Service	Voice	40	00:12:24
Inbound Sales	Voice	25	00:10:05
Credit Card Sales	Voice	18	00:13:18
Outbound Sales	Voice	15	00:08:21
Inbound Service CA	Voice	10	00:12:09
Inbound Service TX	Voice	8	00:05:24
Fraud	Voice	8	00:18:57
Fraud prevention	Voice	5	00:10:05
Loans	Voice	5	00:11:08



What's the outcome of our analysis?

- AutoCSAT provides insights into which interactions need attention from supervisors
- Topic Analytics provides an understanding of automation opportunities, both direct and indirect





 AI-powered Webex platform

AI-enhanced media

Noise Reduction

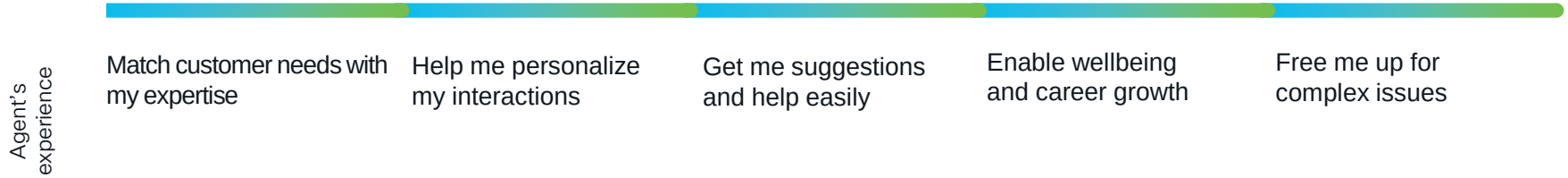
- Removes background noise from caller and agent
- Works on keyboards, drills, planes, trains, dogs
- Noise reduction performed in cloud, agnostic of the agent endpoint or telephony type.

AI Codec

- Adapts speech and “fills in the blanks” on lossy network connections
- Supported in point-to-point Webex calls at present
- Long-term support for Webex Contact Center planned for 2025

<https://blog.webex.com/collaboration/announcing-the-availability-of-industry-first-webex-ai-codec-transforming-your-audio-experiences/>

AI-powered human agent journeys



AI-powered human agent journeys



Webex AI Assistant

In Beta now:

AutoCSAT

Dropped Call Summary

Virtual Agent Summary

Agent Wellbeing

Planned

Automatic call summary

Suggested Responses

The screenshot displays the Webex AI Assistant interface for Evergreen Trust Bank. The interface is divided into several sections:

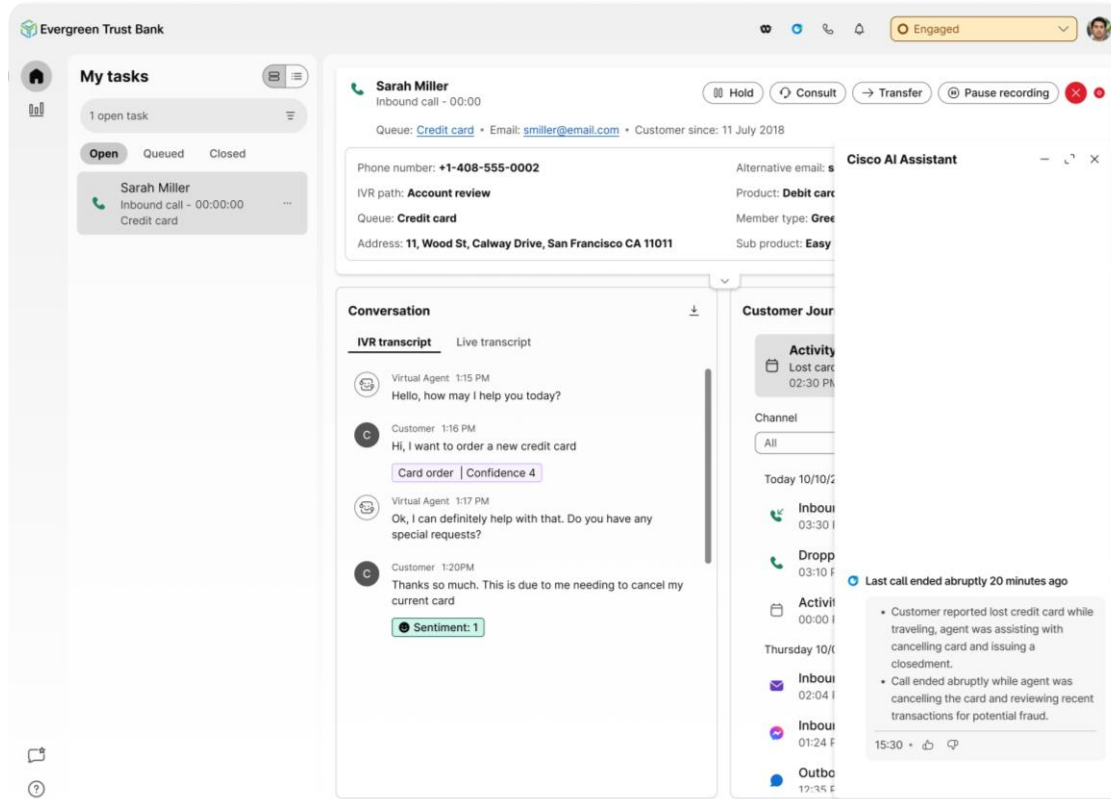
- My tasks:** A sidebar on the left showing a list of tasks. One task is open: "Sarah Miller Inbound call - 00:00:12 Credit card".
- Call Information:** A section at the top right showing the caller's name "Sarah Miller", phone number "+1-408-555-0002", and email "smiller@email.com". It also shows the IVR path "Account review" and the queue "Credit card".
- Conversation:** A central section showing the live transcript of the call. The transcript includes the following messages:
 - Virtual Agent 1:15 PM: Hello, how may I help you today?
 - Customer 1:16 PM: Hi, I want to order a new credit card
 - Virtual Agent 1:17 PM: Ok, I can definitely help with that. Do you have any special requests?
 - Customer 1:20 PM: Speak to an agent. I think someone is using my lost card.
- Customer Journal:** A section on the right showing a list of activities. The most recent activity is "Lost card 02:30 PM".
- Summary:** A section at the bottom right showing a summary of the call. It includes the text "Last call ended abruptly 20 minutes ago" and a list of bullet points:
 - Customer reported lost credit card while traveling, agent was assisting with cancelling card and issuing a new card.
 - Call ended abruptly while agent was cancelling the card and reviewing recent transactions for potential fraud.

Call Summaries

View call summaries from the AI Assistant, generated via Large Language Model

AI Assistant will generate summaries for Dropped Calls, as well as Virtual Agent Transfers

Post-call summaries with suggested wrap codes coming 2025.

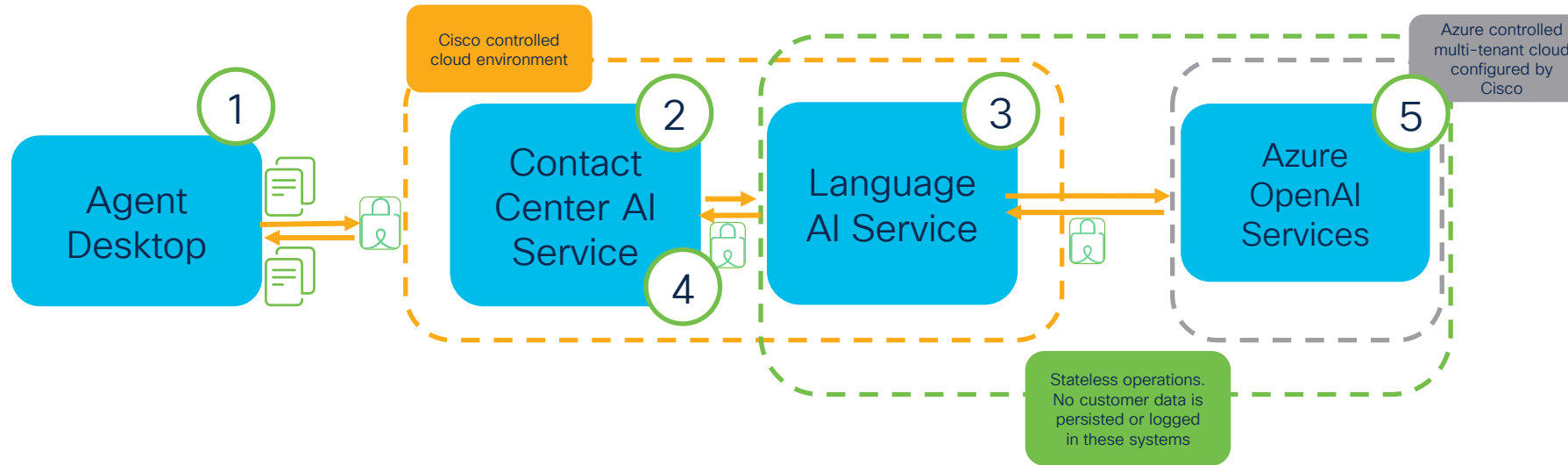


Call Summaries: Under the hood



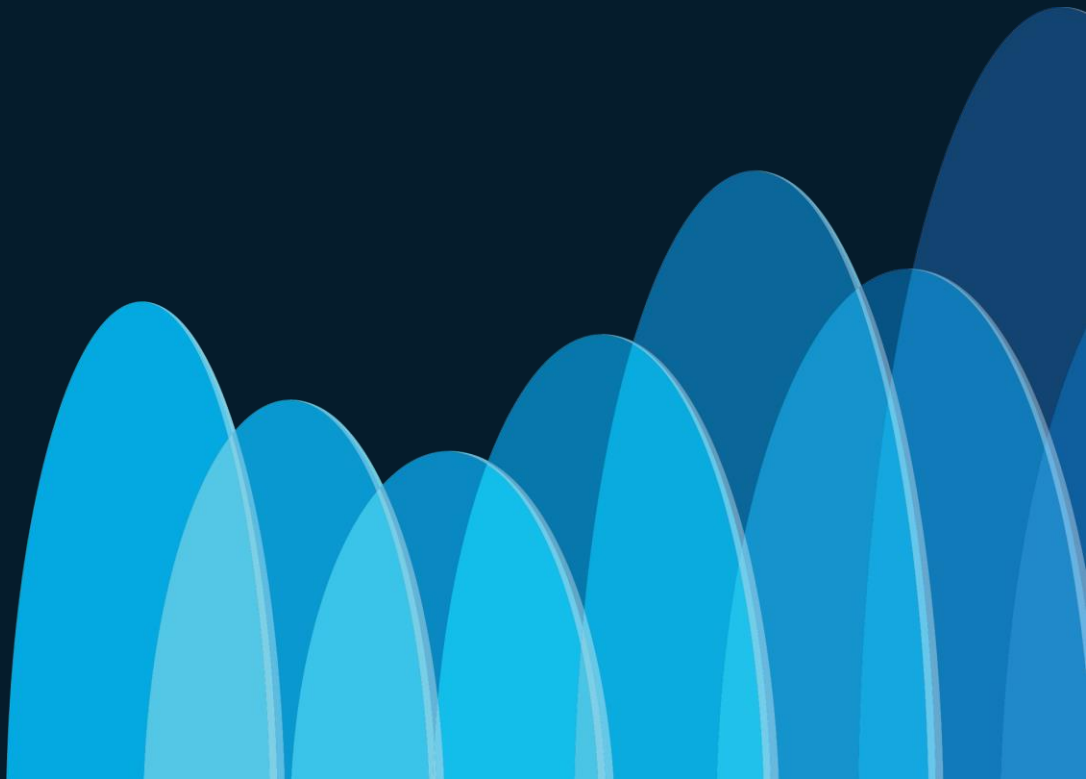
Connections secured by HTTPS

Automated Content Moderation



1. User (or call failure) initiates an AI-powered feature
2. Contact Center AI Service decrypts content, collects information relevant to the request and forwards it for processing by the AI
3. Language AI service manages the secure connection to AI models to perform the AI function.
4. Generates response is sent back to the Agent Desktop to fulfill the user's request.

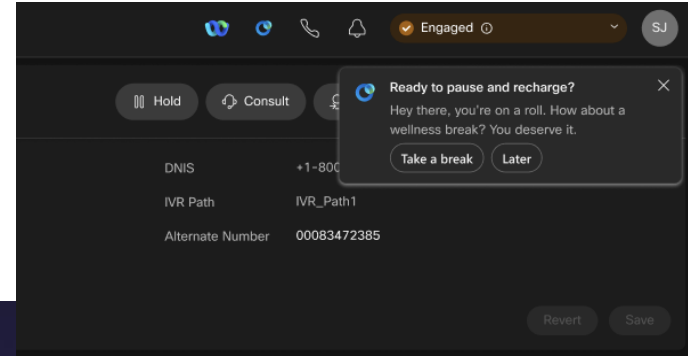
Agent Wellness



Agent Wellbeing Breaks

AI powered 'Agent Burnout Detection' provides insights on agents' stress levels. The AI Assistant leverages these insights to provides Wellbeing breaks to Agents based on their burnout levels. These micro breaks enable agents to take a Reset when needed and the outcomes include:

- Improved Agent Well-being
- Enhanced Performance
- Improved Customer Satisfaction





My tasks



0 open tasks



Open

Queued

Closed



Open tasks

All clear! When you're available, any tasks assigned to you show up here.



Joanna Smith

Total duration - 05:31

Queue: [Credit card](#) • Email: hey@mat.com • Customer since: 5 July 2019

Conversation

- my date of birth is January 1, 1980, and my email address is josmith@email.com
- You 2:32 PM Read
I need to ensure we have your correct address on file so we can send you your welcome pack. Could you please provide me with your current mailing address?
- JS Joanna Smith 2:32 PM Read
My address is 4567 Maple Grove Lane, Bellevue, WA 98005.
- You 2:33 PM Read
Just to let you know we have a special offer this month where we will give you a \$300 bonus if you make \$1000 electronic deposits monthly. Would you be interested in this offer?
- JS Joanna Smith 2:34 PM Read
Yes that would be great!
- You 2:34 PM Read
Okay just follow this link and complete the application to be eligible: <https://bit.ly/3aBcDeF>
- You 2:34 PM Read
Your account is now set up and accessible. Is there anything else I can help you with today?
- JS Joanna Smith 2:35 PM Read
No that is all! Thank you for your help!
- You 2:34 PM Read
Happy to help! Thank you for contacting and being a valued customer! Have a great day!

Ready to pause and recharge?

This break is pre-approved by your organization for your well-being. You deserve it.

Later

Take a break

Customer J

Activity

- Opening new checking account
02:30 PM • November 15th

Channel

Time range

All

All

Today 10/10/24

- Inbound chat
02:30 PM • New checking account Active
- Activity - Application Received
02:35 PM • Promotions

Thursday 10/09/24

- Inbound message
01:24 PM • Rewards query
- Outbound chat
12:35 PM • Rewards query
- Inbound Chat
12:15 PM • Rewards query

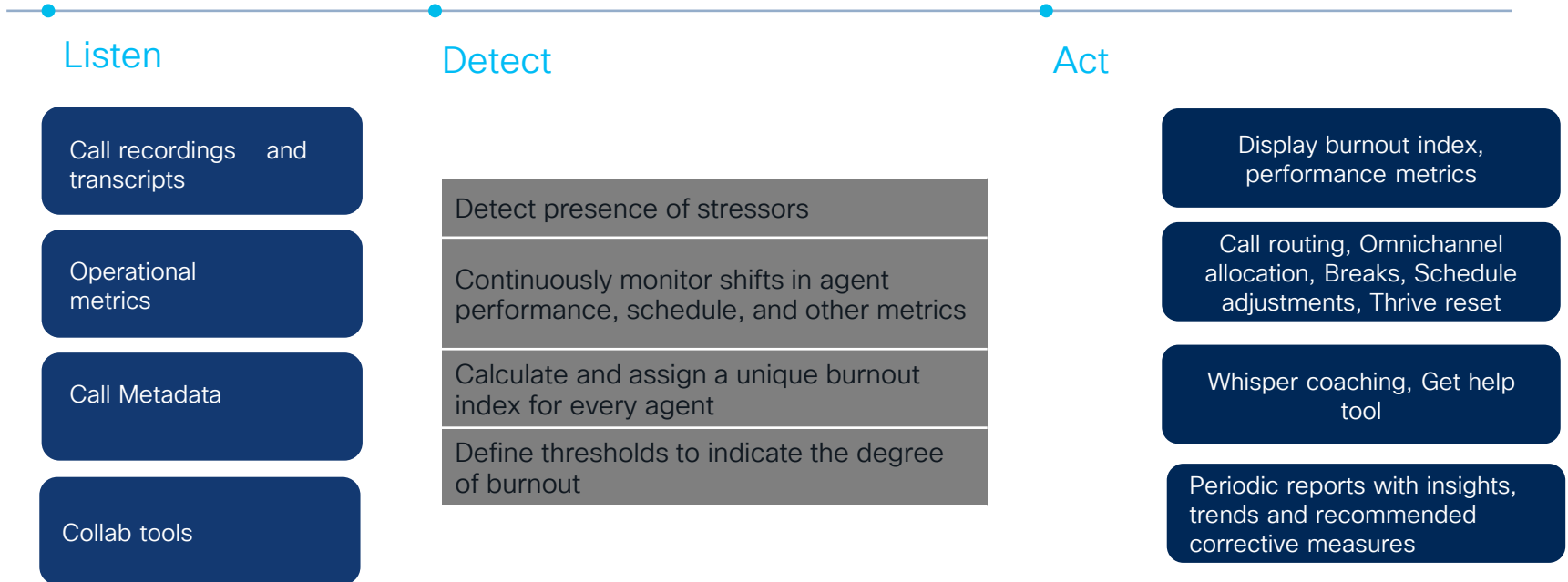
Agent Wellbeing

Our AI-powered burnout detection provides real-time insights and historical trends on agents' stress levels.

The following APIs have entered beta:

- Real time API to query agents' current stress/burnout levels
- Subscription API to be notified when stress/burnout levels are updated for a specific agent
- Historical trends of stress/burnout levels for a specified period

How does Agent Burnout Detection work?



Results show that mini reset breaks work

4.8 to 4.9

CSAT Score increase

45%

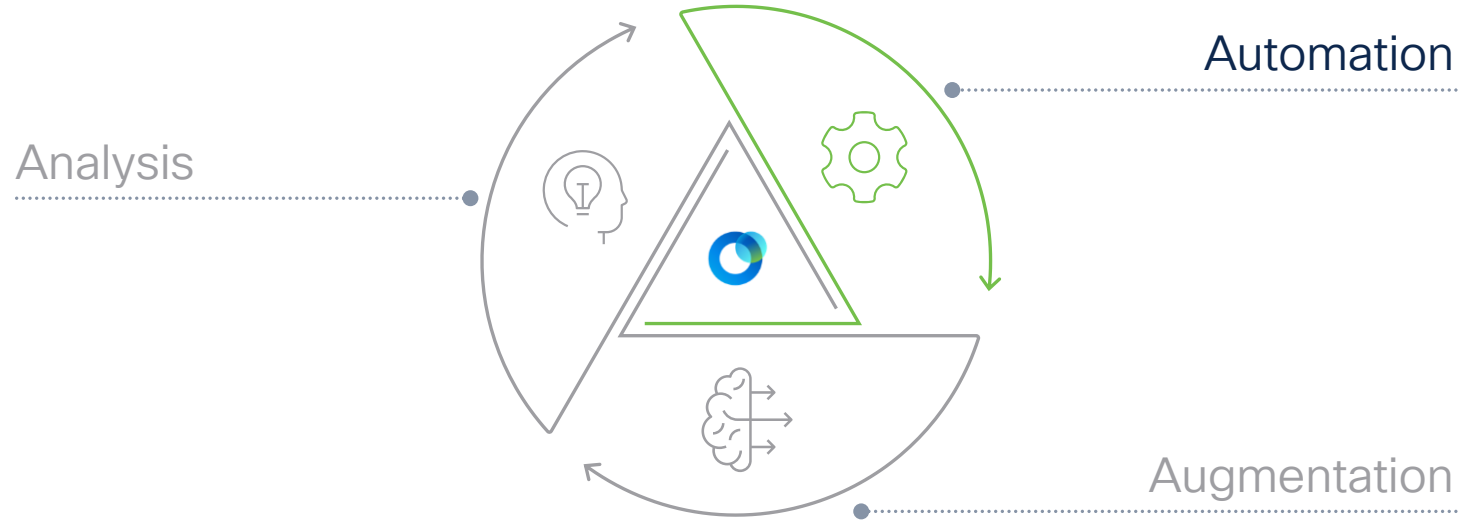
Less additional call time in high
burnout periods

13%

Decrease in reported agent burnout
levels

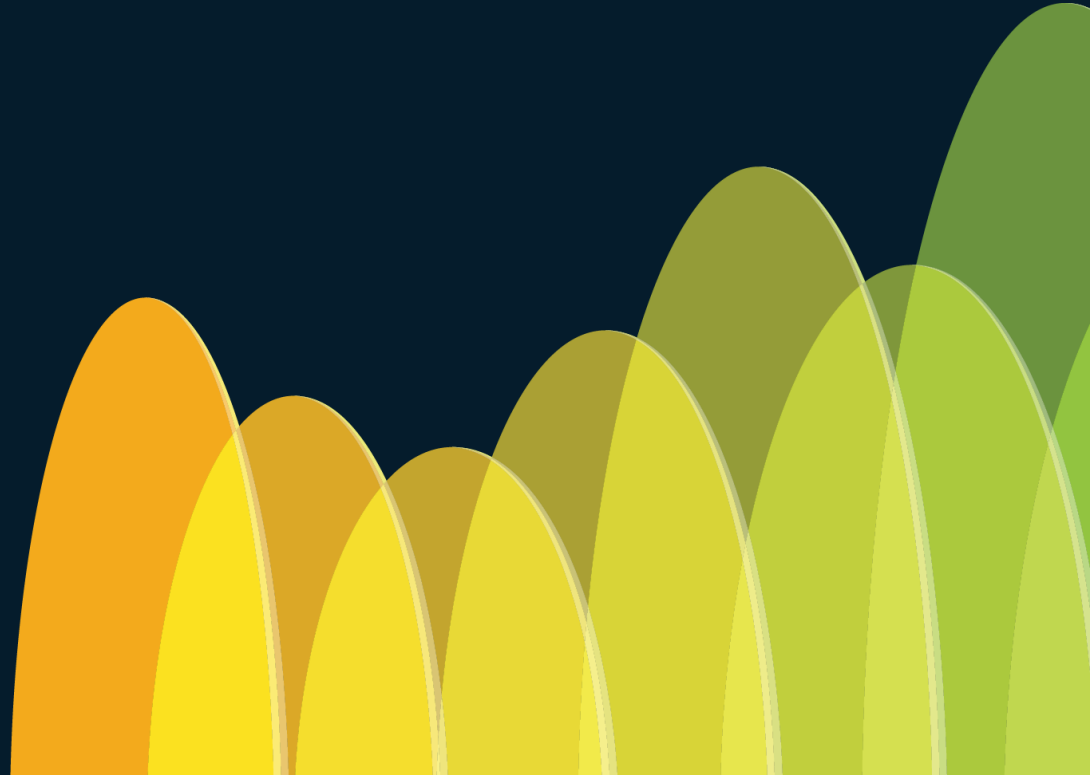
“We don't understand how the system has
done it, but it seems to know exactly what they
need at the time when they need to reset.”

WFM Manager, First Horizon Bank

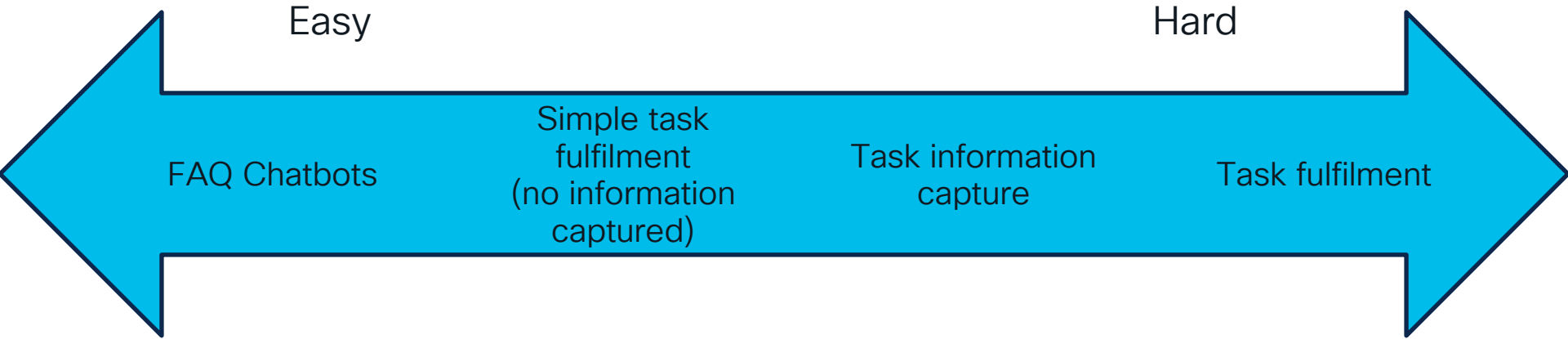


 AI-powered Webex platform

Where do I get
started?



Automation opportunities



"What's the paternity leave policy?"

"I need to reset my password"
"Sure, here's the link"

"I need a physio appointment on the 24th"
"Sure, let me connect you to agent agent now"

"I'd like to book dinner for 6 people at 6pm"
"Sure, we'll send you a confirmation SMS now"

Places to look for automation opportunities

- Review your reports
- Topic Analytics
- Chat to your agents
- Customer Satisfaction free-text responses and complaints

Start small and make your customers aware of what the bot can and can't do.

Overview Topics Contact records			
Rank	Topic ⓘ	Transcripts (...)	Sample contact reasons ⓘ
> ...	Getting Recording and ...	129 (1.57%)	Get assistance starting a call recording, Asking for assistance...
∨ ...	Mortgage Rate Inquiries	55 (0.67%)	Asking for assistance with mortgage rates, To request inform...

Asking for assistance with mortgage rates

To request information about a fixed rate mortgage

Asking what a fixed rate mortgage is

Asking for the latest information about how good mortgages

Get assistance obtaining the term and providing a site for re

Get assistance qualifying for a mortgage and asking what is

Asking about getting a hand with some questions and reque

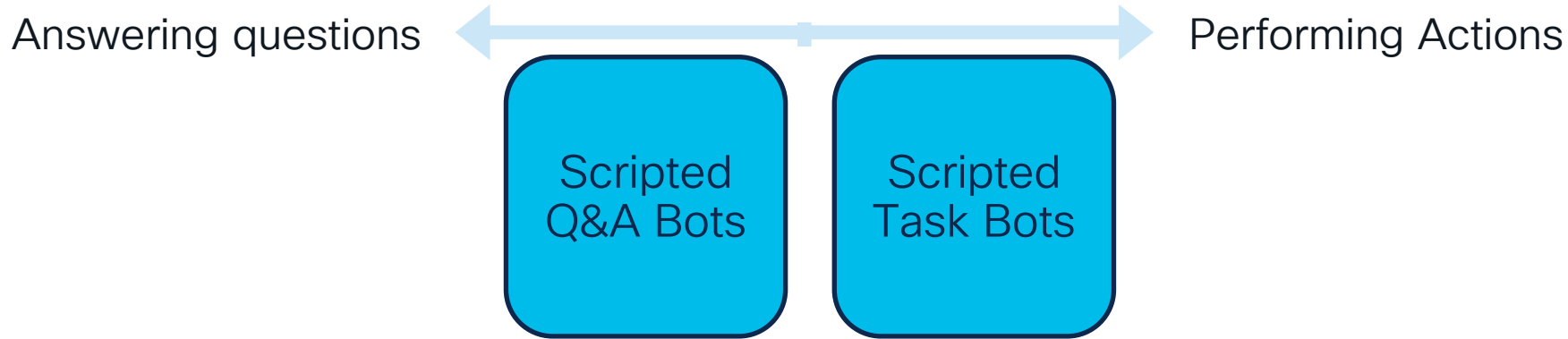
Asking if a fixed or variable rate mortgage is preferred

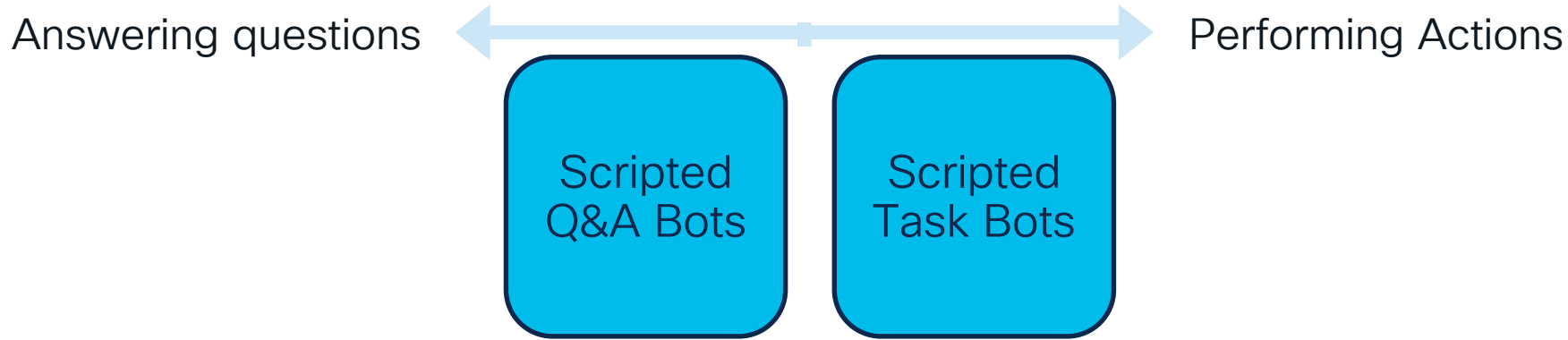
Asking about a good mortgage to get

Asking for mortgage details and wanting to know if an appoi

Which Bot?







Scripted vs Autonomous

	Benefits	Drawbacks
Scripted	<ul style="list-style-type: none">• Predictable• Controllable• Cheaper• Faster• Familiar to partners• Data within boundary	<ul style="list-style-type: none">• Effort intensive• Robotic CX
Autonomous	<ul style="list-style-type: none">• Conversational CX• Easier & faster to build	<ul style="list-style-type: none">• Less predictable• Lack of control• Expensive• Tough to scale• Dependent on LLM vendors• Data crosses boundary

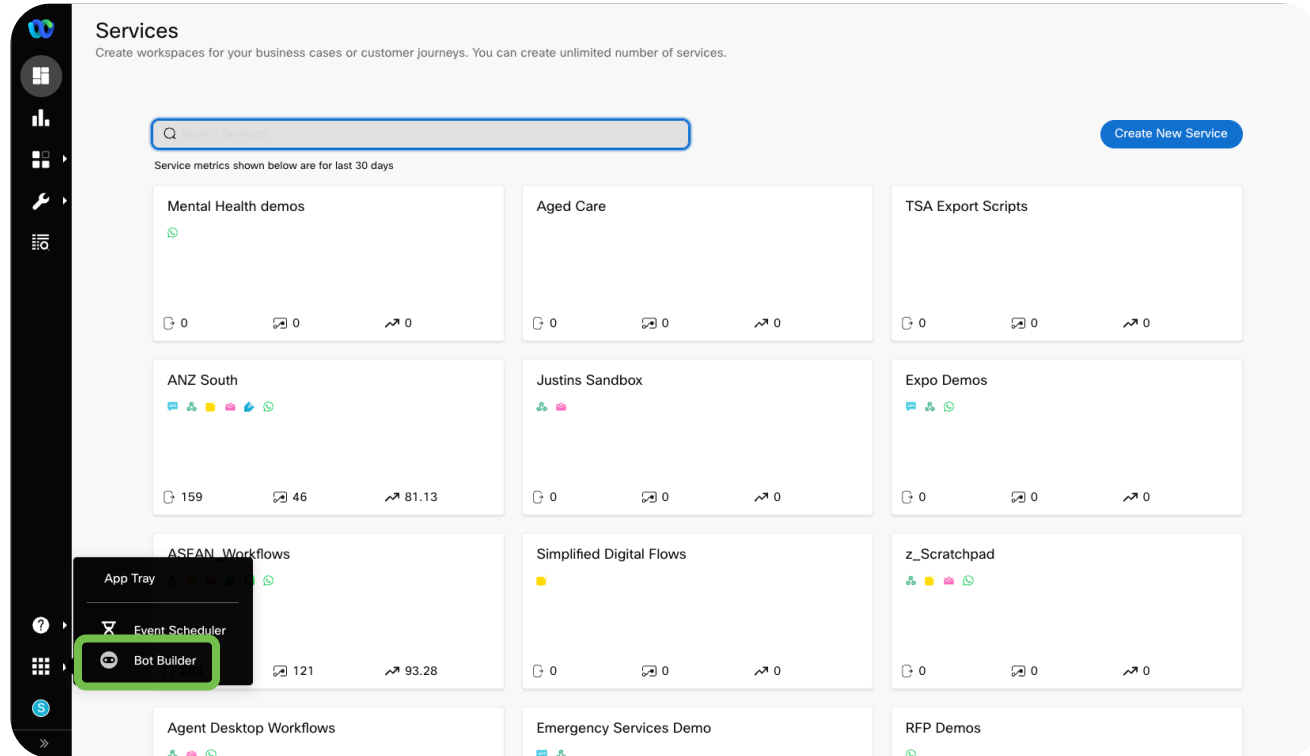
How do I get started?

On the Contact Centre overview page, find the **Webex Connect** link

The screenshot displays the 'Contact Centre overview' page in the Webex Control Hub. The left sidebar contains a 'Main menu' with sections for 'Contact Centre' (Overview, Channels, Queues, Business Hours, Audio prompts, Flows, Call recording schedules, Surveys), 'DIGITAL SETTINGS' (Web Chat Assets), and 'USER MANAGEMENT' (Teams, Sites, Skill definitions, Skill profiles). The main content area is titled 'Contact centre overview' and includes a search bar. It features three license usage cards: 'Current cycle agent licence usage' (Billing cycle: 07/04/2024 – 08/03/2024), 'Standard licence under usage' (10 under, Standard licence usage: 0, Standard licence purchased: 10), and 'Premium licence under usage' (3 under, Premium licence usage: 7, Premium licence purchased: 10). A 'What's new' section lists updates for Multimedia profiles, Sites, Teams, Skill profiles, and Desktop profiles. On the right, there are 'Helpful resources' (What's new in Webex Contact Centre?, Agent desktop user guide, Supervisor desktop user guide, Analyser desktop user guide, Flow designer guide, Google CCAI Guide) and 'Quick Links' (Contact Centre Suite, Desktop, Analyser, Create new flow, Webex Contact Centre Management Portal, Topic analytics, Digital channels). The 'Digital channels' section is highlighted with a green box and contains links for 'Webex Connect' and 'Webex Engage'. At the bottom right, there is a 'Get started' button and a 'Resume' button.

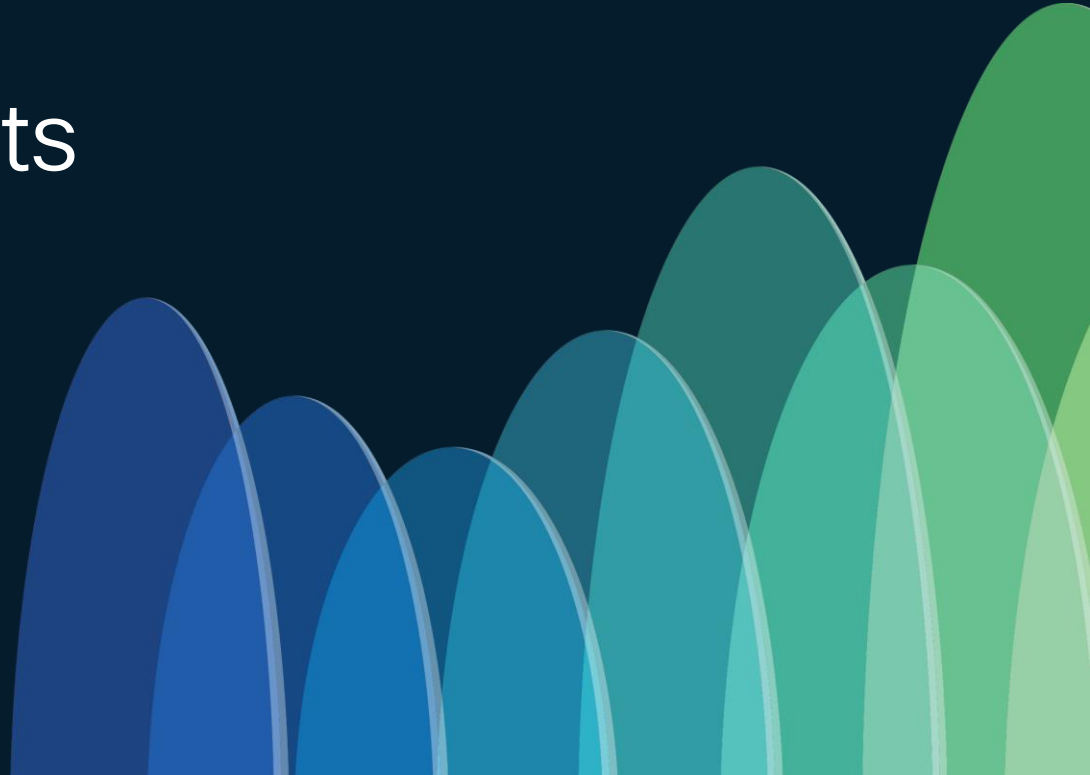
Accessing Bot Builder

From within
Webex
Connect, find
Bot Builder on
the App Tray



Building Q&A Bots

- scripted vs generative



How do I train a scripted bot?

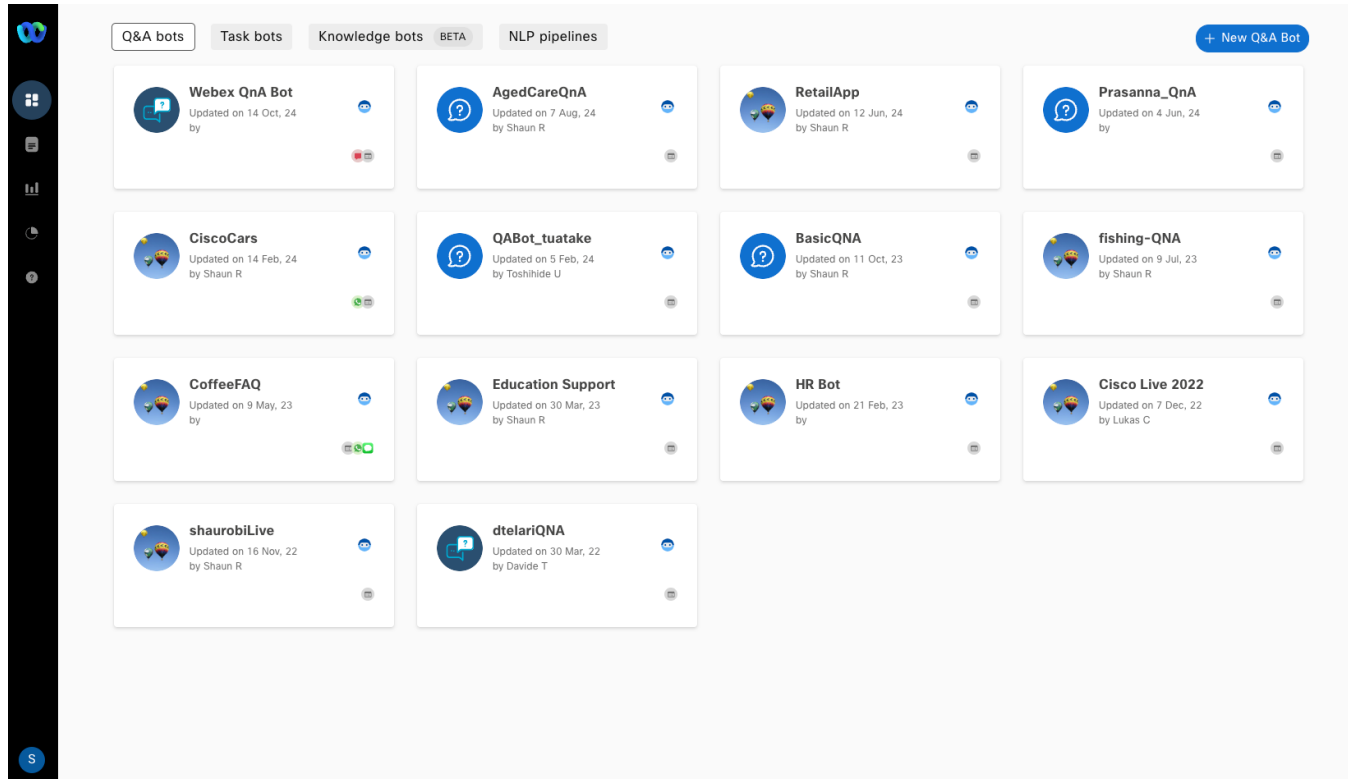


“Is there wheelchair access?”
“What kind of mobility access is there?”
“Is the building equipped for wheelchair access?”
“Can you tell me if the venue is wheelchair friendly?”

“Accessible toilets, ramps, and lifts are available throughout our venue. There is accessible parking at the [Exhibition Centre Basement Car Park](#) with lift access up to Door 1, 6 and 10 in Exhibition Centre.
We offer limited wheelchairs for day loans, with wider wheelchairs available if needed.

<https://www.mcec.com.au/plan-your-visit>”

Scripted Q&A bots in Bot Builder



Bot Builder articles

The screenshot displays the 'Webex QnA Bot' interface. At the top, a header bar includes a back arrow, the bot's name 'Webex QnA Bot' with a status indicator, a search bar for articles, and buttons for 'Analytics', 'Preview', and a menu. Below the header, the 'Knowledge base' section is active, showing it is 'Trained'. A sub-header indicates the purpose: 'Create and edit articles which the bot can recognise and respond back.' Navigation tabs for 'Articles' and 'Custom synonyms' are present. The left sidebar contains a 'DASHBOARD' menu with options: Settings, Articles (selected), Testing, Curation, Sessions, and History. The main content area, titled 'All articles', features a 'Last updated' dropdown and a 'Create new article' button. It lists ten articles with their categories and variant counts: 'Unassigned Opt Out' (1 variant), 'Unassigned Leave balance' (2 variants), 'Smalltalk Where are the restrooms?' (3 variants), 'Unassigned Can you fix my air conditioner' (3 variants), 'Finance Loan Application time' (3 variants), 'Unassigned Who's presenting at the team meeting next?' (1 variant), 'Default What can you do?' (5 variants), and 'Finance Loan Collateral' (4 variants). A 'Filter categories' panel on the right allows filtering by category (Unassigned, Default, Smalltalk, Campus, Course, Cars, courts, Permits, Finance) with 'Filter' and 'Clear' buttons. At the bottom, it shows 'Showing 1 to 10 of 38 items' with navigation arrows.

Webex QnA Bot
Last Updated at 14 Oct, 24 by

Search for articles

Analytics Preview

Knowledge base **Trained**

Create and edit articles which the bot can recognise and respond back.

Articles Custom synonyms

DASHBOARD

Settings

Articles

Testing

Curation

Sessions

History

All articles Last updated Create new article

Unassigned	
Opt Out	1 variants
Unassigned	
Leave balance	2 variants
Smalltalk	
Where are the restrooms?	3 variants
Unassigned	
Can you fix my air conditioner	3 variants
Finance	
Loan Application time	3 variants
Unassigned	
Who's presenting at the team meeting next?	1 variants
Default	
What can you do?	5 variants
Finance	
Loan Collateral	4 variants

Showing 1 to 10 of 38 items

Filter categories Modify

Search

- ☐ Unassigned
- ☐ Default
- ☐ Smalltalk
- ☐ Campus
- ☐ Course
- ☐ Cars
- ☐ courts
- ☐ Permits
- ☐ Finance

Filter Clear

Creating an article

←

Webex QnA Bot

Last Updated at 14 Oct, 24 by

Search for articles

Analytics

Preview

DASHBOARD

Settings

Articles

Testing

Curation

Sessions

History

← Wheelchair Access

Save and train

Save

Cancel and close

Article Name *

Wheelchair Access

Category

Smalltalk

Context

Entry : 0

Exit : 0

English (en)

Default

4

Add variant

+ Add

Variants

Article Identifier ⓘ

☐

Is there wheelchair access?

☐

Can you tell me if the venue is wheelchair friendly?

☐

Is the building equipped for wheelchair access?

☐

What kind of mobility access is there?

«

Default response

Conditional response ▾

Default (web)

+

Text

Variant 1

Accessible toilets, ramps, and lifts are available throughout our venue. There is accessible parking at the Exhibition Centre Basement Car Park with lift access up to Door 1, 6 and 10 in Exhibition Centre.
We offer limited wheelchairs for day loans, with wider wheelchairs available if needed.
<https://www.mcec.com.au/plan-your-visit>

+ Add variant

Text

Carousel

Quick Reply

Image

Video

Audio

Channel-specific responses

←

Webex QnA Bot

Last Updated at 14 Oct, 24 by

Search for articles

Analytics

Preview

DASHBOARD

Settings

Articles

Testing

Curation

Sessions

History

← Wheelchair Access

Save and train

Save

Cancel and close

Article Name *

Wheelchair Access

Category

Smalltalk

Context

Entry : 0

Exit : 0

English (en)

Default

4

Add variant

+ Add

Vars

Article Identifier

☐ Is there wheelchair access?

☐ Can you tell me if the venue is wheelchair friendly?

☐ Is the building equipped for wheelchair access?

☐ What kind of mobility access is there?

«

Default response

Conditional response

Default (web)

+

Text

Variant 1

Accessible toilet
throughout our v
parking at the Ex
Park with lift acc
Exhibition Centre
We offer limited
wider wheelchair

https://www.mcec.com.au/plan-your-visit

+ Add variant

Google Business Messages

RCS

Apple Messages for Business

WhatsApp

SMS

Messenger

Voice

Text

Carousel

Quick Reply

Image

Video

Audio

Bot Testing

The screenshot displays the Webex QnA Bot interface. At the top, the header shows the bot's name 'Webex QnA Bot' with a status indicator, a back arrow, and a search bar. Below the header, the 'Knowledge base' section is visible, indicating it is 'Trained' and providing instructions to create and edit articles. The 'Articles' tab is selected, showing a list of articles with categories like 'Smalltalk', 'Wheelchair Access', 'Unassigned', 'Opt Out', 'Leave balance', 'Where are the restrooms?', 'Can you fix my air conditioner', 'Finance', 'Loan Application time', 'Who's presenting at the team meeting next?', and 'What can you do?'. A 'Filter categories' sidebar on the right allows filtering by 'Unassigned' or 'Default'. A chat window on the right shows a conversation where the user asks 'is the venue wheelchair friendly?' and the bot responds with information about accessible toilets, ramps, lifts, and parking, along with a link to the venue's plan-your-visit page. The chat window also includes 'Upvote' and 'Downvote' buttons and a 'Type a message' input field.

Webex QnA Bot
Last Updated at 4 Nov, 24 by Shaun Robinson

Search for articles

Analytics Preview

Knowledge base **Trained**
Create and edit articles which the bot can recognise and respond back.

NLU Engine: Swiftmatch **Make Live**

DASHBOARD

Settings

Articles

Testing

Curation

Sessions

History

Articles Custom synonyms

All articles Last updated Create new article

Smalltalk
Wheelchair Access
Unassigned
Opt Out
Unassigned
Leave balance
Smalltalk
Where are the restrooms?
Unassigned
Can you fix my air conditioner
Finance
Loan Application time
Unassigned
Who's presenting at the team meeting next?
Default
What can you do?

Filter categories Modify

Search

Unassigned
Default

Webex QnA Bot

is the venue wheelchair friendly?

10:48 AM

Accessible toilets, ramps, and lifts are available throughout our venue. There is accessible parking at the Exhibition Centre Basement Car Park with lift access up to Door 1, 6 and 10 in Exhibition Centre.

We offer limited wheelchairs for day loans, with wider wheelchairs available if needed.

<https://www.mcec.com.au/plan-your-visit>

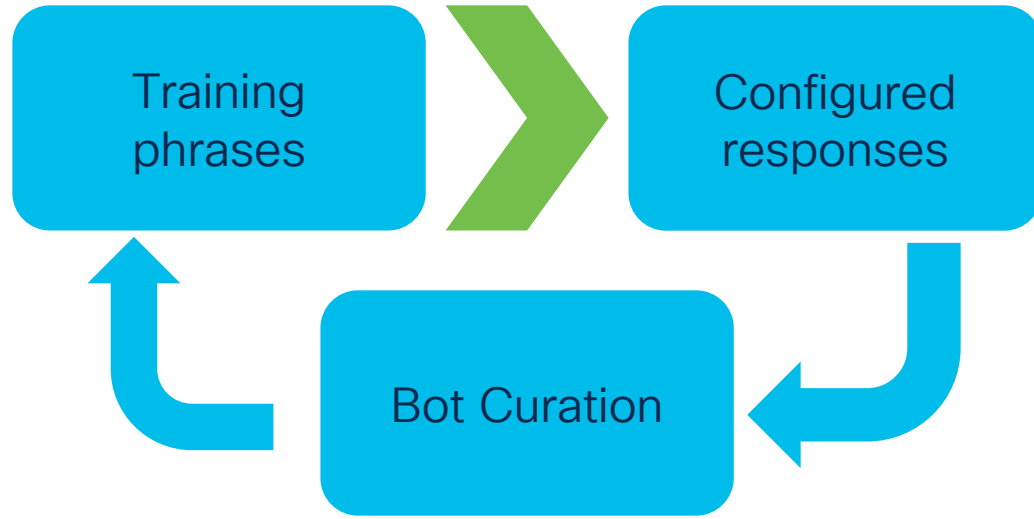
10:48 AM

Upvote Downvote

Type a message

Showing 1 to 10 of 39 items

How do I train a scripted bot?



Bot Curation

←

Webex QnA Bot

Last Updated at 4 Nov, 24 by Shaun Robinson

Search for articles

Analytics

Preview

DASHBOARD

Settings

Articles

Testing

Curation

Sessions

History

Overview

Issues

Resolved

Settings

Refresh

Sort by

Last updated

Filter by

Room ID

Rule triggered

Created at

Articles with is... count

All languages

Filter

Clear

Bot updated at 12:08 PM, Sep 19 '24 | 24 issues remaining

Trained corpus

Room ID: Logged at 10:24 AM, Jul 19 '24

Is Shaun a dog or a cat person?

EN

10:24:36 AM

Sorry, I could not understand your message. Could you please rephrase that?

Bot matched user inputs to the article:

Fallback Message

10:24:36 AM

Link to an existing article

+ Add to a new article

Ignore

Room ID: Logged at 9:56 AM, May 23 '24

can you service a vw

EN

9:56:08 AM

Sorry, I was unable to understand your query accurately. Could you select which article you were referring to?

service

What type of cars do you specialise in?

Load more issues

Scripted bot tips

- Configure a help/welcome message that gives the user an idea of what the bot can do
- Ensure your agent escalation settings are tuned appropriately

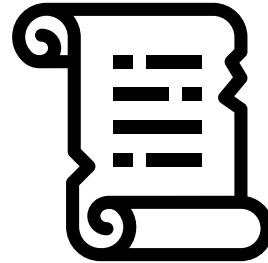
How do I train a Generative bot?



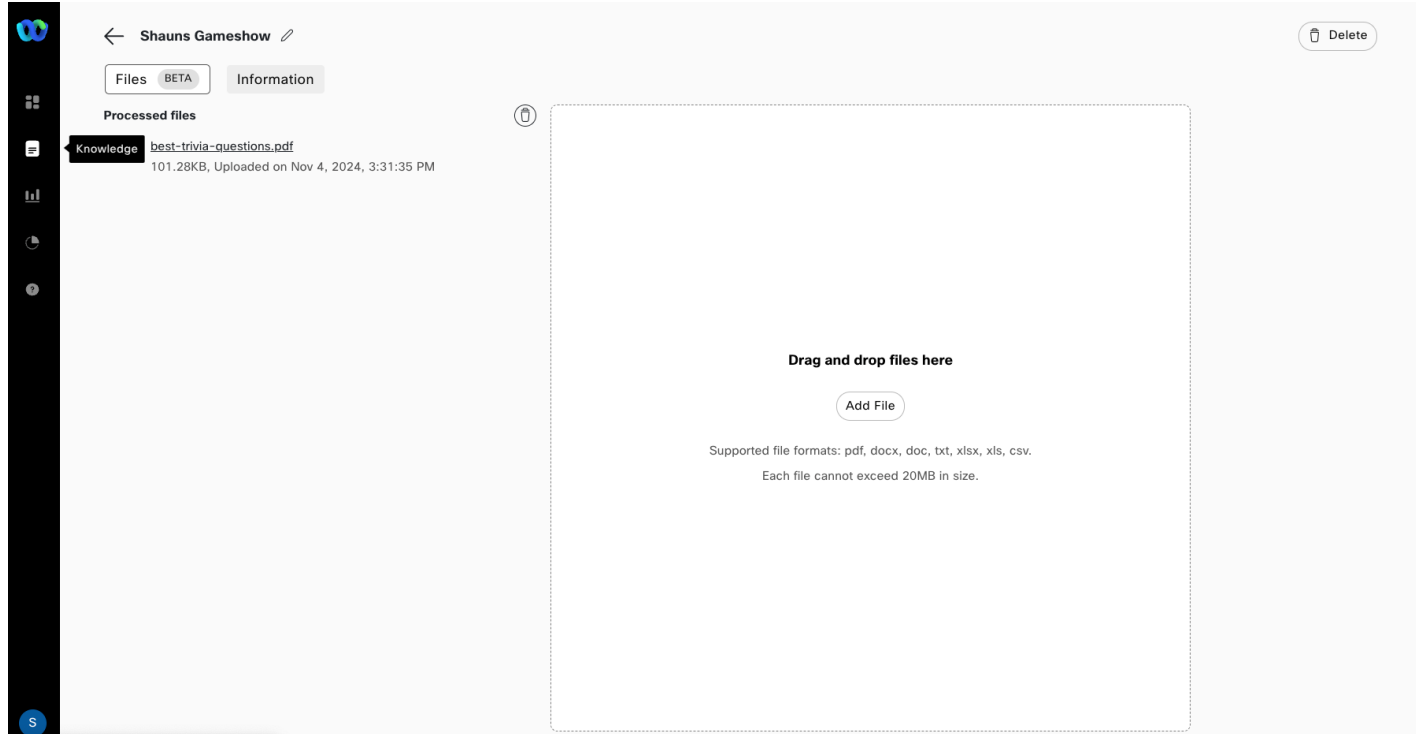
Supported file formats: pdf, docx, doc, txt, xlsx, xls, csv.

Each file cannot exceed 20MB in size.

Web links/Sharepoint integration planned.



Build the knowledgebase



← Create Knowledge bot

Provide the necessary details to complete bot creation

Bot Profile

Display name *

Shauns Trivia Bot

System name *

Shauns_Trivia_Bot-TfUeRbJb

Select knowledge base *

Shauns Gameshow



URL for Bot Logo/ Brand image *

<https://us.webexbotbuilder.com/static/assets/img/b...>

Allow agent handover

Preview widget

←  Help Bot

Hi! I am a knowledge bot. Ask me anything and I'll search our library for an answer. Let's get smart!

11:24 AM

Type a message



Done

Cancel

CISCO *Live!*

#CiscoLiveAPJC

BRKCCT-2522

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Shauns Trivia Bot BETA
Last Updated at 4 Nov, 24 by Shaun Robinson

 Preview 

**DASHBOARD**

 Settings

 Sessions

 History

Bot configuration
Change the bot settings

Profile

Management

Knowledge Base

Inference

Integrations

AI Engine *
Azure Open AI GPT 4-o

Max tokens *
500

Allow history
☒

Creativity

Low

Medium

High

Max. search chunks * ⓘ
5

Update bot































←



Shauns Trivia Bot

BETA

Last Updated at 4 Nov, 24 by Shaun Robinson

Preview

⋮

Bot configuration

Change the bot settings

Update bot

Profile

Management

Knowledge Base

Inference

Integrations

Bot status

Disable Bot 

☒

Fallback action 

☒ Do nothing ☐ Send to Agent

Allow agent handover 

☒

Session management

Session Close Time [mins]

30

×

Security

Consent disclaimer message

This content is AI Generated

×

Disabled Message

Hey, this bot has been disabled

←



Shauns Trivia Bot



⋮

Hi! I am a knowledge bot. Ask me anything and I'll search our library for an answer. Let's get smart!

4:24 PM

This content is AI Generated

4:24 PM

what's the smallest country in the world?

4:24 PM

The smallest country in the world is Vatican City.

4:25 PM

Type a message

➤

CISCO Live!

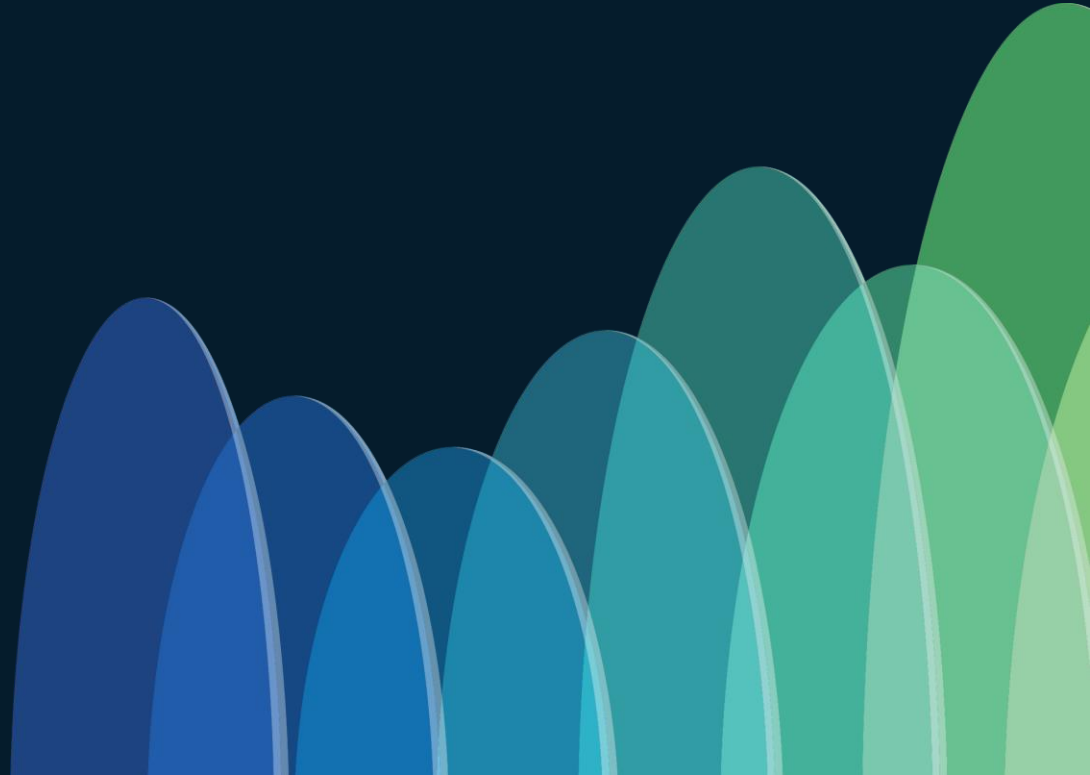
#CiscoLiveAPJC

BRKCCT-2522

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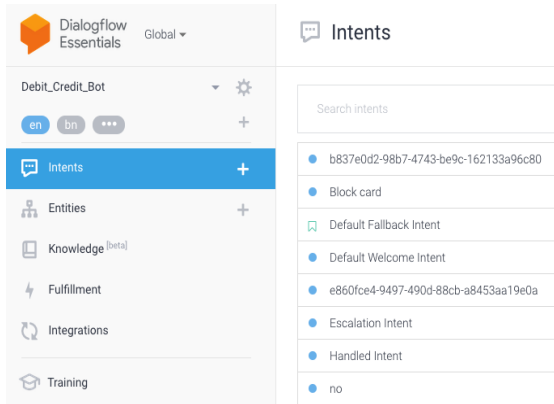
Add it to your
voice channels



Third-party options

Dialogflow ES

- Single page intents
- Fulfillment performed either as written TTS prompts or JavaScript



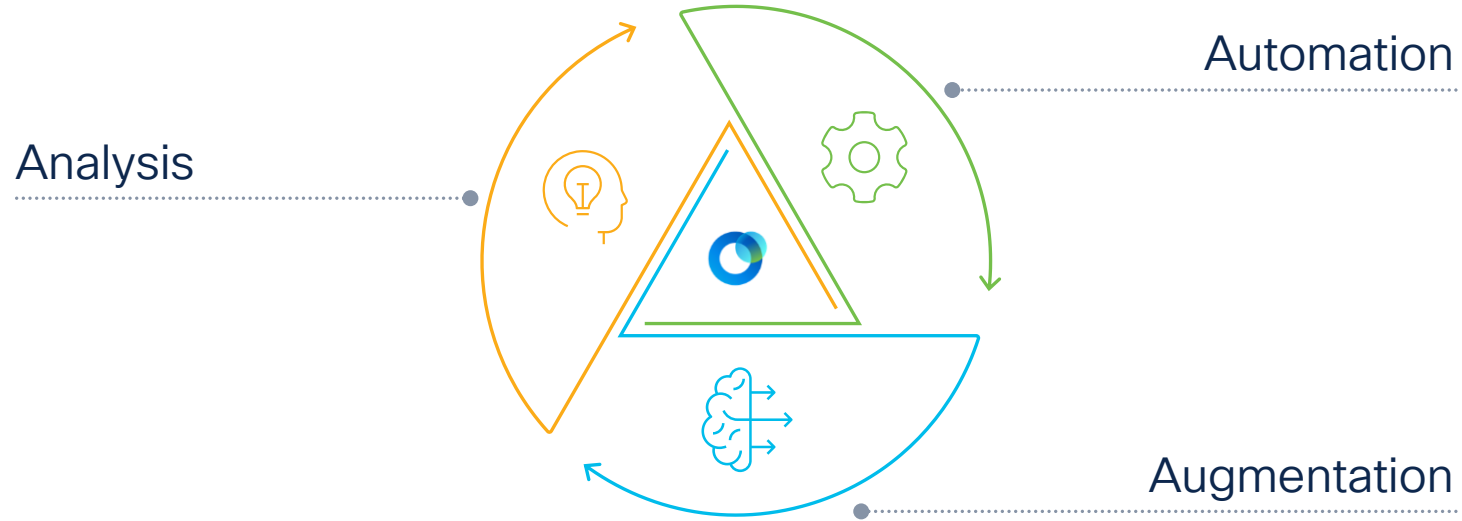
Dialogflow CX

- Multiple page flows
- Fulfillment performed by TTS, Javascript or Google Cloud Functions
- Can be enhanced by Gen Apps

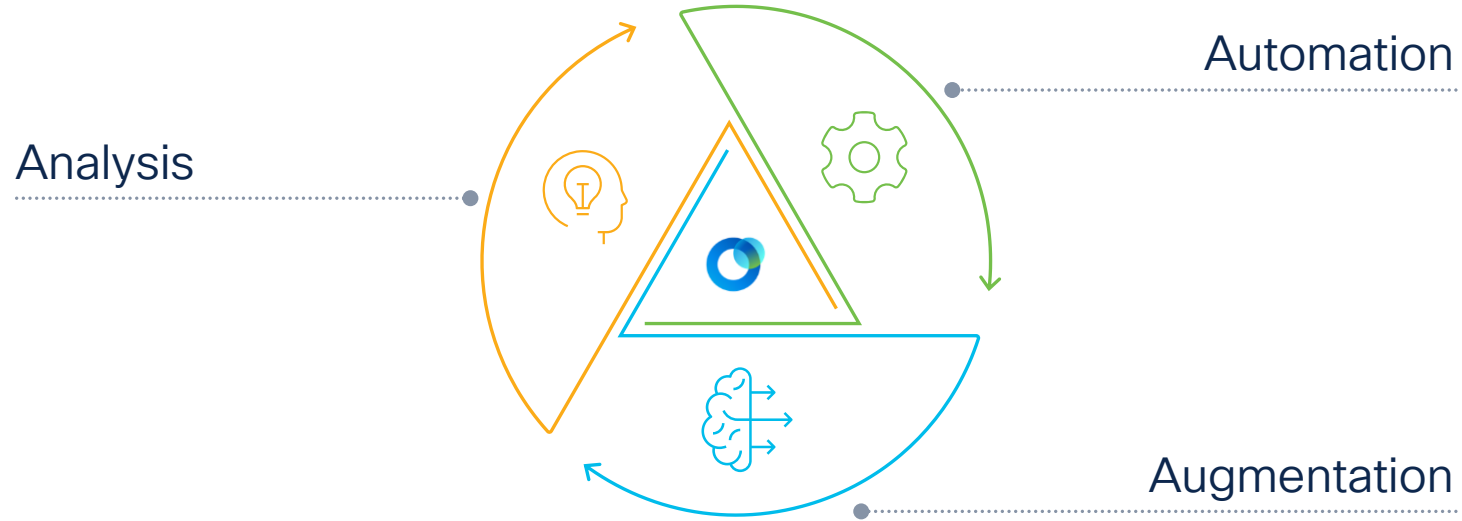


Bring Your Own AI

- Leverage your own in-house AI apps
- Integrate into our voice and digital applications through the standard flow builders
- Beta December 2024



 AI-powered Webex platform



 AI-powered Webex platform

Recommended learning

Solutions Assurance labs

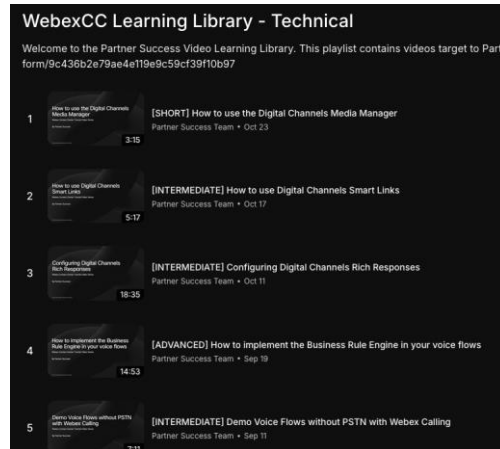
<https://webexcc.github.io/pages/CCAI/>

Lab Content

Lab ID	Lab Details
Lab 0	Provisioning (Trials & Production)
Lab 1	Admin Experience
Lab 2	IVR Contact Routing
Lab 3	Agent Desktop
Lab 4	Supervisor Desktop
Lab 5	Analyzer Deep Dive
Lab 6	CRM Integration
Lab 7	Google CCAI & TTS Integration
Lab 8	Feedback and Journey
Lab 9	Outbound Campaign - Acqueon
Lab 10	QM/WFO - Calabrio
Lab 11	Webex CC APIs
Lab 12	Digital Channels

Technical Learning library

<https://app.vidcast.io/playlists/66da873c-c0b9-40a4-ad3c-be4fd7cc62a3>



Google Skills Boost (Dialogflow)

Bot Building Basics:

<https://www.cloudskillsboost.google/focuses/20841?parent=catalog>

End to End self-service:

https://www.cloudskillsboost.google/course_templates/1103

AI Learning path:

<https://www.cloudskillsboost.google/paths/280>

Keynote Deep Dives

Wednesday
10:30am – 11:30am



Experiences Amplified:
How AI Can Fuel
Better Employee
and Customer
Experiences

Level 1
Room 106



Smart, Secure,
Seamless:
Transforming
Experiences with
Next-Generation
Networking

Level 2
Room 204



Harness a Bold
New Era:
Transform Data
Centre and
Service Provider
Connectivity

Level 2
Room 203



Securing User to
Application and
Everything in
Between

Level 2
Melbourne Room 2



Unlocking
Digital Resilience
through Unified
Observability

The HUB
Centre Stage

Complete Your Session Evaluations



Complete a minimum of 4 session surveys and the Overall Event Survey to claim a **Cisco Live T-Shirt**.



Complete your surveys in the **Cisco Live mobile app**.



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



Thank you

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GO BEYOND

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