

Designing Modern Agent Experiences with AI Assistant

cisco Live !

Prasanna Arjunan
Solutions Engineer
 arjunanprasanna

Cisco Webex App

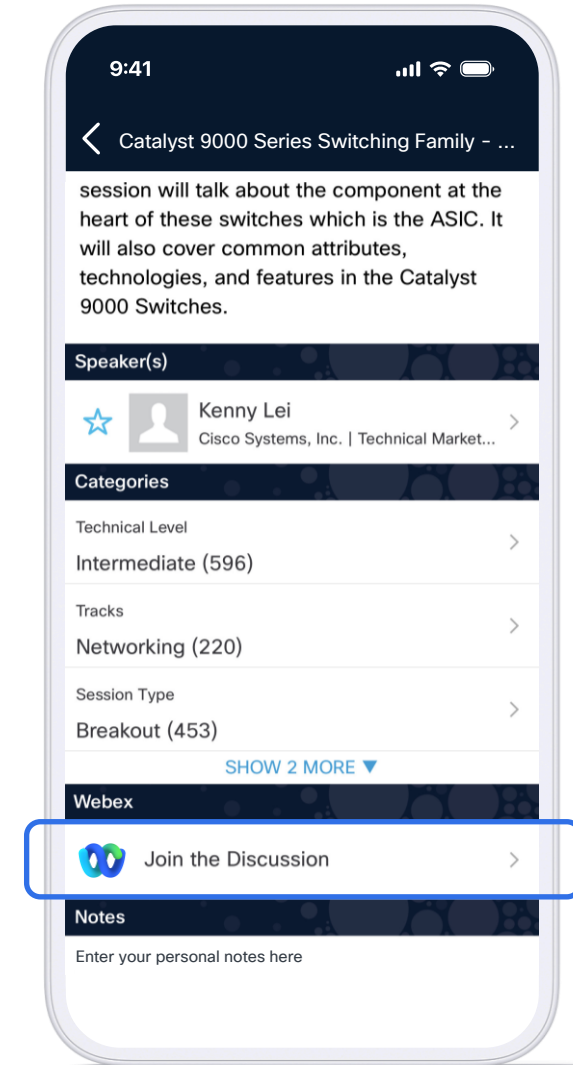
Questions?

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 14 November 2025.



<https://ciscolive.ciscoevents.com/ciscolivebot/#BRKCCT-2532>

Agenda

- 01 Introduction
- 02 Agent desktop capabilities
- 03 Empowering agents with AI
- 04 Supervisor capabilities
- 05 Closing thoughts

Great CX Starts with Smarter Agents

Personalization | Accuracy | Intelligent Engagements



Where Do 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%

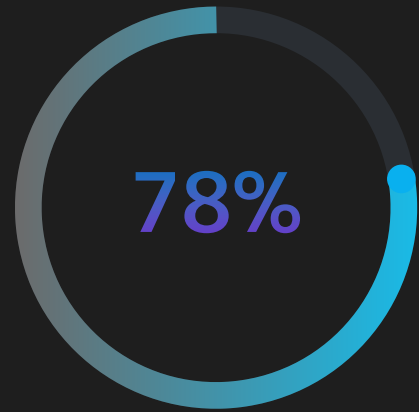
Post-call activities
(ACW)

2-5%

Wellbeing & self
development

The AI Shift is Real – And it's Fast

AI isn't coming. It's here.



of organizations report using AI in at least one business function

McKinsey & Company

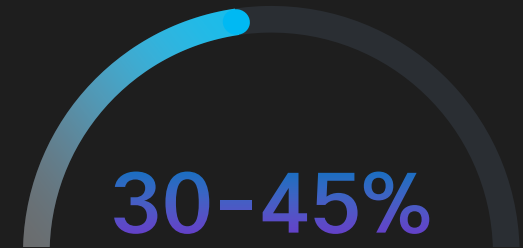
AI saves agent's time.



reduction in interaction time by automating routine CX tasks

Gartner

From saved time to smart time.



productivity gains to empower quality, creativity, and connection

McKinsey & Company

**An empowered agent
is one that has robust
tools, is enabled by
AI, and has a
supportive supervisor**

Exceptional Agent Experiences

The Human <> AI partnership

Strong leadership from the supervisor

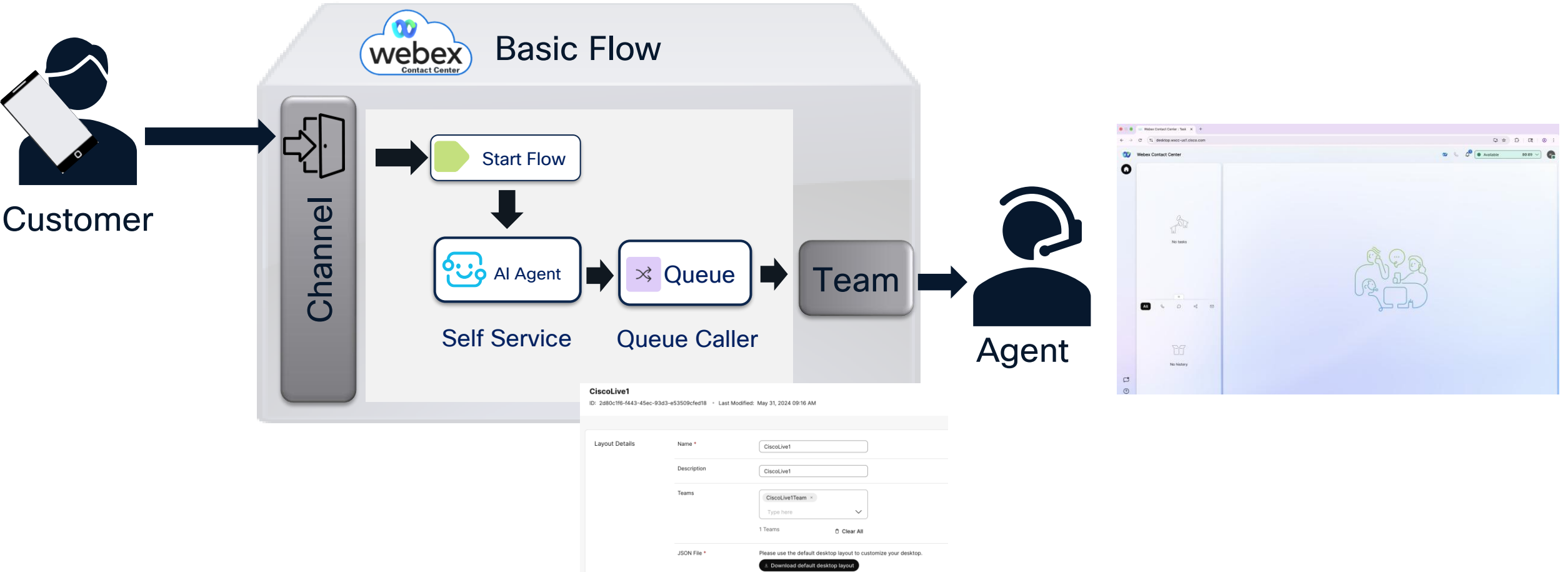
**An empowered agent
is one that has robust
tools, is enabled by
AI, and has a
supportive supervisor**

Exceptional Agent Experiences

The Human <> AI partnership

Strong leadership from the supervisor

Webex Contact Center – Basic Interaction Flow



Accessing Agent/Supervisor Desktop

<https://desktop.wxcc-anz1¹.cisco.com/>

¹ Depends on the tenant Datacenter:

EU1 – United Kingdom

EU2 – Germany

US1 – United States

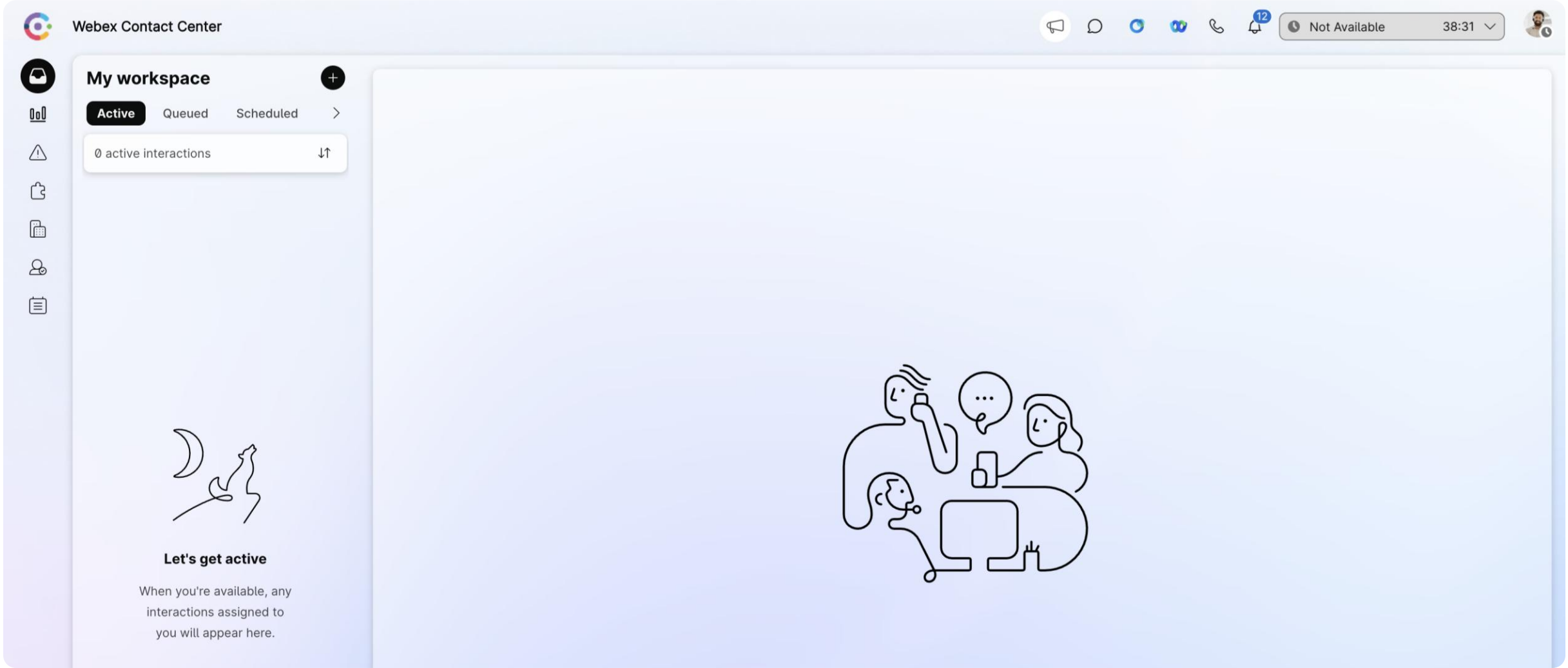
CA1 – Canada

JP1 – Japan

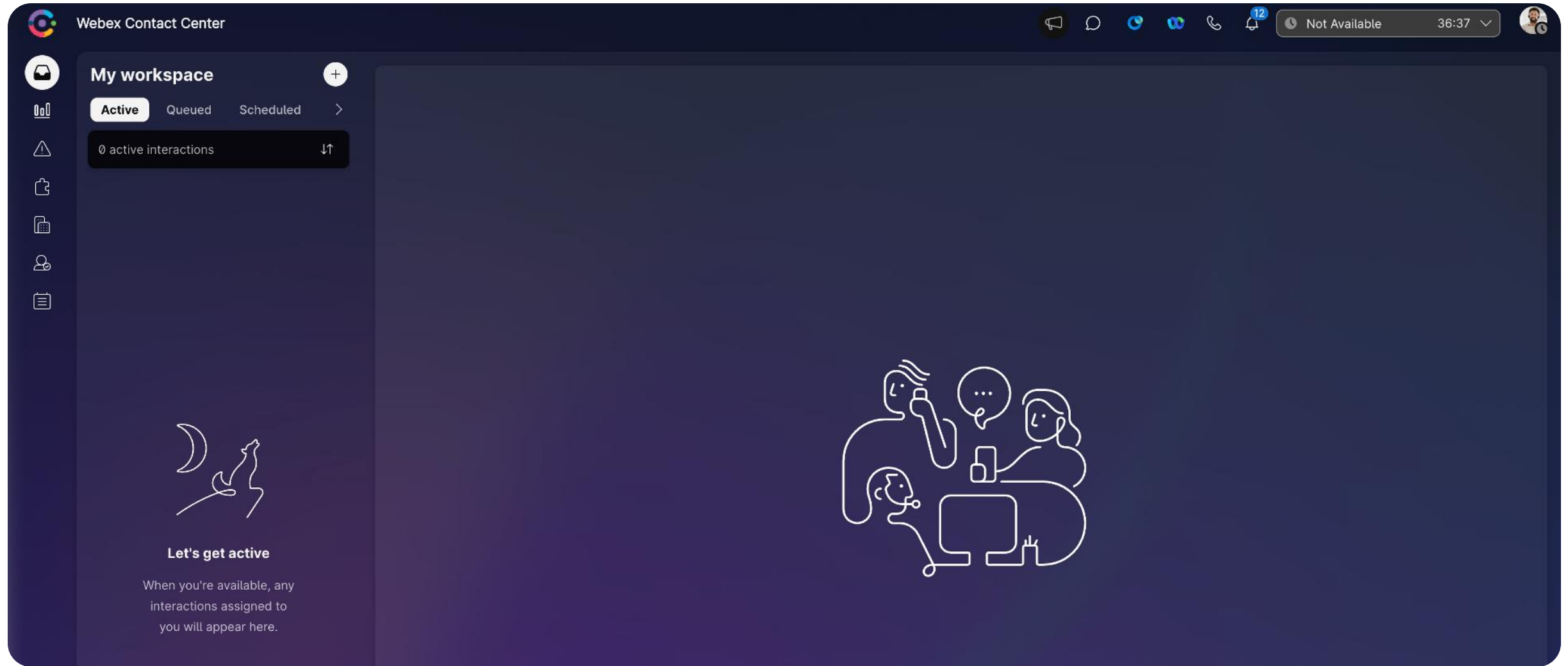
ANZ1 – Australia

SG1 – Singapore

Refreshed Agent Desktop – Modern, Intuitive Design



Refreshed Agent Desktop – Modern, Intuitive Design



Simplified Sign-in Experience

Station Credentials

Select your telephony option ⓘ

☐ Dial Number

☐ Extension

☒ Desktop

Desktop allows to receive inbound calls and make outdial calls through the internet.

Team

Prasanna_SG_Team

☒ Remember My Credentials

Cancel

Submit



Set your interaction preferences

Your team

Prasanna_SG_Team

Handle calls using ⓘ

Extension

Extension

2001

☐ Don't show this again ⓘ

Sign Out

Save & Continue

Horizontal Header

Webex Contact Center

My workspace

Active Queued Scheduled

1 active interaction

+6581573756

prasanna_voice_queue - 01:38

Call Associated Data and Interaction Control

Tasks List

Auxiliary Information

Agent Interaction History

+6581573756

01:38

Phone Number +6581573756

Queue prasanna_voice_queue

Last Name Arjunan

DNIS +6560478482

First Name Prasanna

Keypad Mute Hold Consult Transfer Pause Recording End

Revert Save

Customer Journey

IVR Transcript Live transcript Contact History Co-browse Console Symitar

Customer Journey Widget

Customer information

Prasanna Arjunan

Contacts within last ten days 74

Contacts within 24 hours 31

Filter By All Time range All time

Check Order Status

16:22 In Progress

firstName	Prasanna
lastName	Arjunan
product	DeskPro
expectedArrival	2025-08-08T08:49:42.034Z
phone	+6581573756
lastUpdate	2025-08-08T08:49:42.034Z
currentArrival	2026-11-12T19:41:36.765Z
channelType	IVR
paymentType	Credit Card

Digital Channel Deflection

16:13 WhatsApp

CJDS Widget - Context-Rich Interactions via APIs

Listen from multiple data sources

Identify patterns in customer behavior

Analyze all customer data

Personalize the customer experience using data and insights

The screenshot displays the 'Webex Contact Center' interface, specifically the 'Customer Journey Widget'. The widget is titled 'Customer Journey Widget' and features a 'Lookup Identity' search bar with the email 'parjunan@cisco.com'. Below this, the 'Customer Information' section shows the name 'Prasanna Arjunan' and four metrics: 'Page Visits within 2 hours' (2), 'Contacts within last ten days' (81), and 'Contacts within 24 hours' (38). The interface includes a 'Filter By' dropdown set to 'All' and a 'Time range' dropdown set to 'All time'. The main content area shows a timeline for 'Today 23/10/2025' with several events: 'User Authenticated' at 20:06 (Verification Successful), 'Digital Channel Deflection' at 20:05 (SMS), 'Page Visit' at 20:05 (No Purchase), and 'Check Order Status' at 20:04. The 'Check Order Status' event details include: 'firstName: John, lastName: Doe, product: , expectedArrival: , phone: +6581573756, lastUpdate: , currentArrival: , channelType: IVR, taskId: b702127d-e1e3-4a04-89ee-5459cc145a49, paymentType:'. The interface also features a sidebar with icons for various functions and a top bar with a status indicator 'Engaged'.

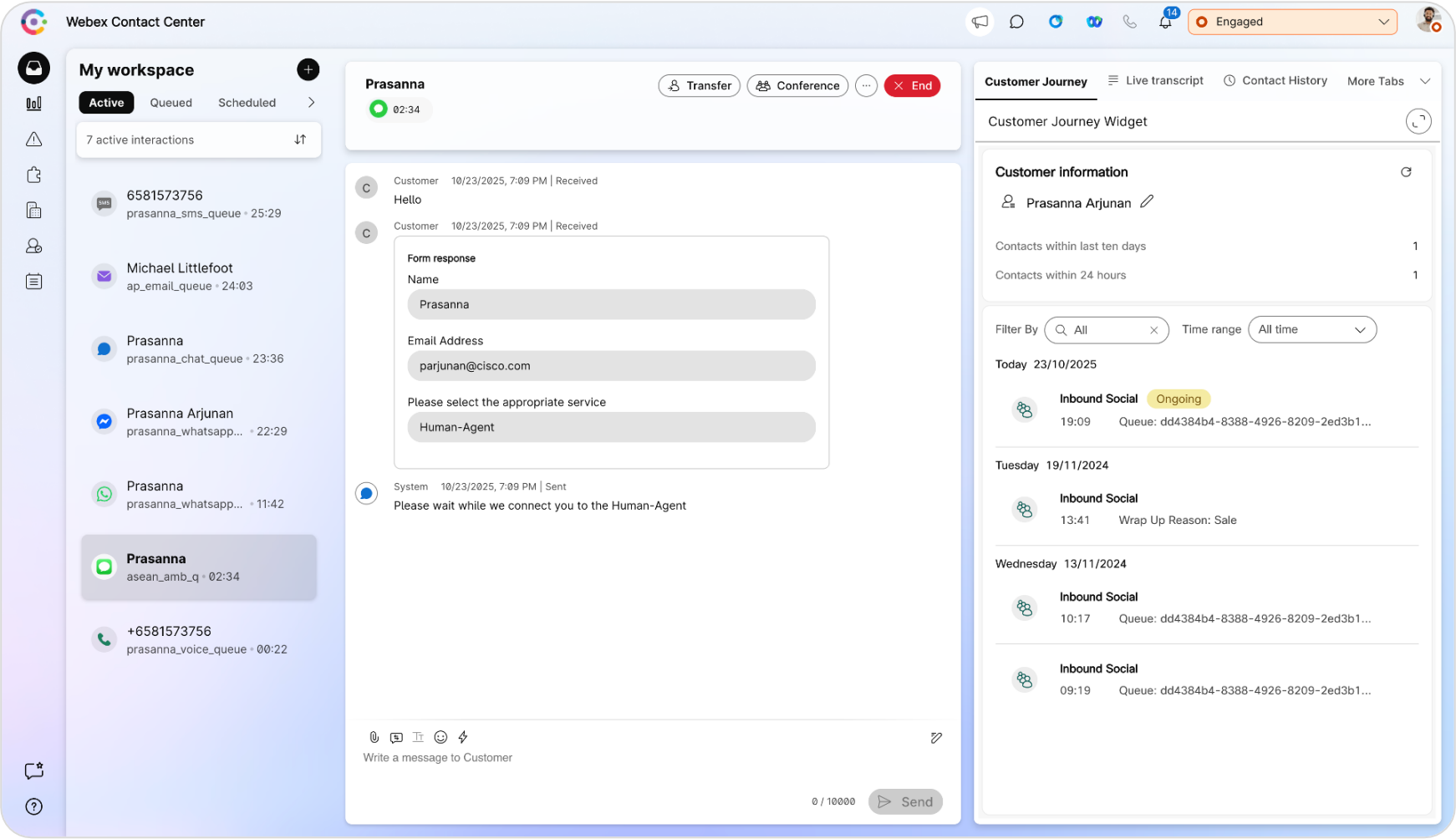
All Channels, One Experience

Unified interaction handling
across all agent assisted channels

Cherry-pick digital interactions
and bulk assign to self

Transfer outbound digital
interactions (SMS and Email) to
queues or other
agents/supervisors

Proactive chat – based on visitor
behavior on the website



Task Management – Cherry Pick, Preview, Bulk Accept

Webex Contact Center

My workspace

Active

Queued

Scheduled

Closed

7 queued interactions

Queue was last updated at 11:21 AM. Refresh?

Tony Stark

ap_email_queue • 04:38

Subject: Haven't received my ...

Melissa Koh

ap_email_queue • 03:32

Subject: Received the wrong ...

Kenji Sato

ap_email_queue • 02:50

Subject: My Webex Sneakers ...

Lydia Ong

ap_email_queue • 02:21

Subject: Request for refund - ...

Jamal Nasri

ap_email_qu... • Wait ti... 00:56

Su... Unable to reset passwor...

Interaction ID:

2c15c3c3-b36f-4a2...

DNIS:

ap_email_channel

Entry point:

ap_email_channel

Skill(s):

-

ANI:

parjunan@cisco.com

Created on:

24/10/2025, 11:20:43

Queue:

ap_email_queue

Contact priority:

10

Samantha Lee

01:22

Assign to me

Loving the new Flow Runner – amazing comfort!

parjunan@cisco.com

24/10/2025, 11:20 | Received

Subject: Loving the new Flow Runner – amazing comfort!

From: parjunan@cisco.com

Sent: Friday 24 October 2025 at 11:20

To: webexccadm@gmail.com

Hey Webex Sneakers team,

Just wanted to say I'm super impressed with the new Flow Runner. The fit is perfect, and the cushioning feels incredible during my runs.

Great job on this release — easily the best pair I've owned in years. Keep it up!

Cheers,

Samantha Lee

Reply All

Forward

Customer Journey

Live transcript

Contact History

More Tabs

Contact History

24/10/2025

Service

Prasanna Arjunan • ap_email_channel

11:12 AM

00:14

23/10/2025

Enquiry

Prasanna Arjunan • ap_email_channel

06:47 PM

01:27:07

Service

Prasanna Arjunan • ap_email_channel

04:14 PM

01:08

Service

Prasanna Arjunan • prasanna_chat_ep

04:11 PM

01:25

N/A

N/A • prasanna_chat_ep

04:10 PM

00:00

N/A

N/A • prasanna_chat_ep

04:01 PM

00:00

Service

Prasanna Arjunan • ap_email_channel

04:00 PM

01:11

Service

Prasanna Arjunan • ap_email_channel

04:00 PM

00:57

Service

Prasanna Arjunan • ap_email_channel

03:53 PM

01:13

21/10/2025

Savings Accounts

Prasanna Arjunan • ap_email_channel

05:26 PM

04:51

Loans

Prasanna Arjunan • ap_email_channel

05:26 PM

05:17

Insurance

Prasanna Arjunan • ap_email_channel

05:22 PM





My workspace

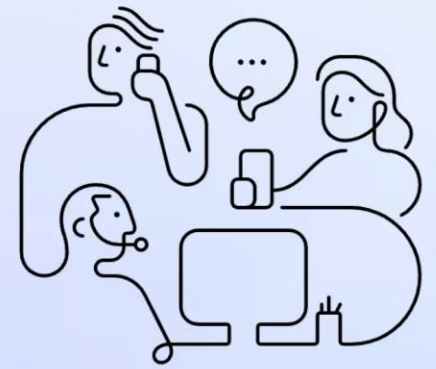
Active Queued Scheduled

0 active interactions



Let's get active

When you're available, any interactions assigned to you will appear here.



Manage and Schedule Callbacks to Specific Customers

- **Schedule** a callback by collecting customer details and time preferences
- **Assign** the call back to yourself, a specific agent or any colleague that's servicing the queue
- **Manage** the callback from the tasks pane

The screenshot displays the Webex Contact Center interface. On the left, the 'My workspace' pane shows a list of interactions, including one for 'Prasanna' with the ID 'prasanna_chat_queue - 01:06'. The main chat window shows a conversation with 'Prasanna' (10/24/2025, 11:32) where the system message reads 'Welcome to Webex Bank'. A 'Schedule a callback' dialog box is open, requiring the following information:

- Phone number (required): A text input field.
- Customer name (required): A text input field.
- Select date and time (required): Includes a date picker, a time selector (HH:MM - HH:MM), and a dropdown for 'Customer time zone (required)'.
- Assign to: Radio buttons for 'Any available agent' (selected), 'Myself', and 'A specific agent'.
- Queue name (required): A dropdown menu.
- Callback reason: A text area for 'Briefly describe the reason for this callback'.

Buttons for 'Cancel' and 'Schedule' are at the bottom of the dialog. On the right, the 'Customer Journey' pane shows 'Customer information' for 'Prasanna Arjunan' and a 'Call transferred to Agent' event at 11:33 on 10/24/2025.



My workspace

Queued Scheduled Closed

0 scheduled interactions



There are no scheduled callbacks

Schedule a callback

Phone number (required)

+6588793179

Customer name (required)

Prasanna Arjunan

Select date and time

Date (required)

2025/11/22

Call between (required)

10 : 30 - 11 : 30

Customer time zone (required)

(GMT+8:00) Asia/Singapore

Assign to

- Any available agent
- Myself
- A specific agent

Queue name (required)

prasanna_voice_queue

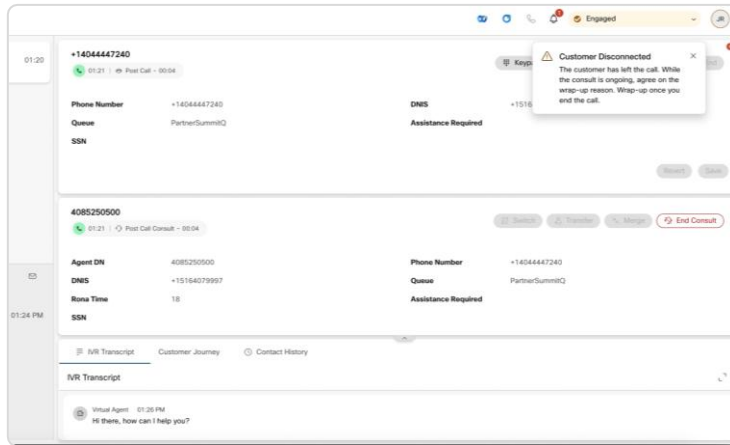
Callback reason

Update on CAS1234

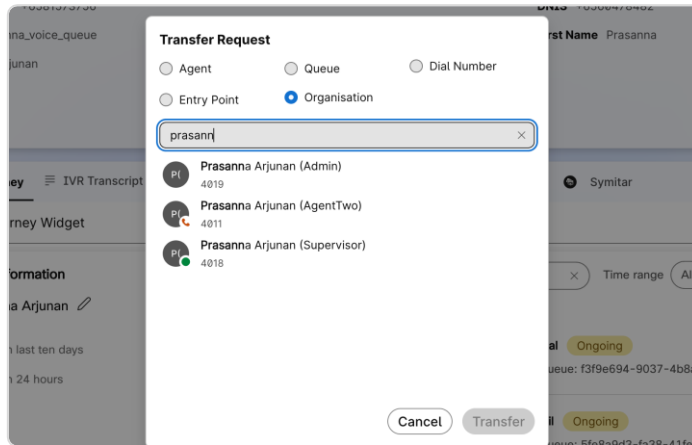
17/250

Cancel Schedule

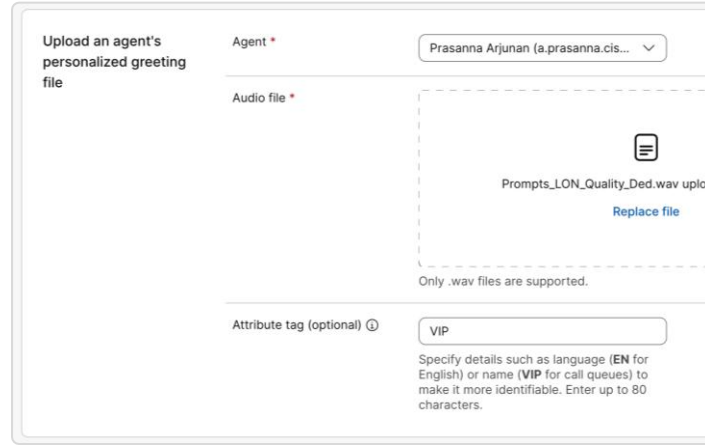
And more..



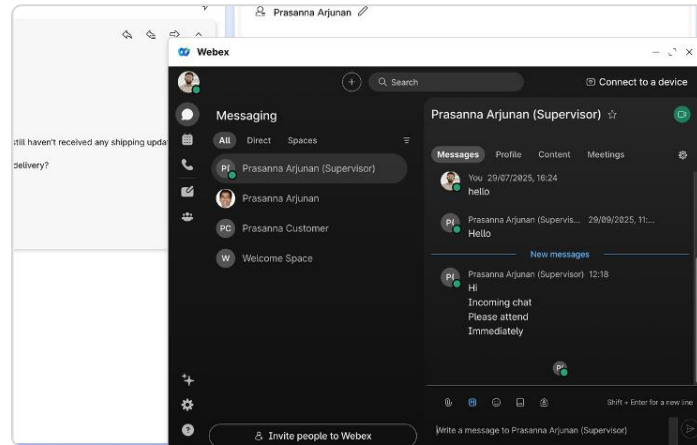
Enhanced Consult Experience



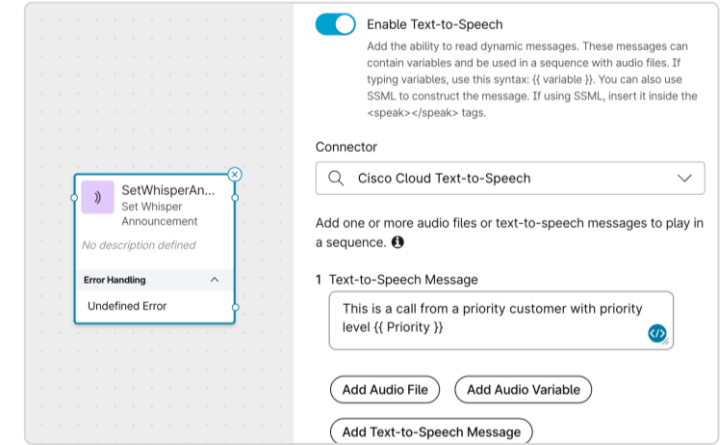
Sync presence with your calling application



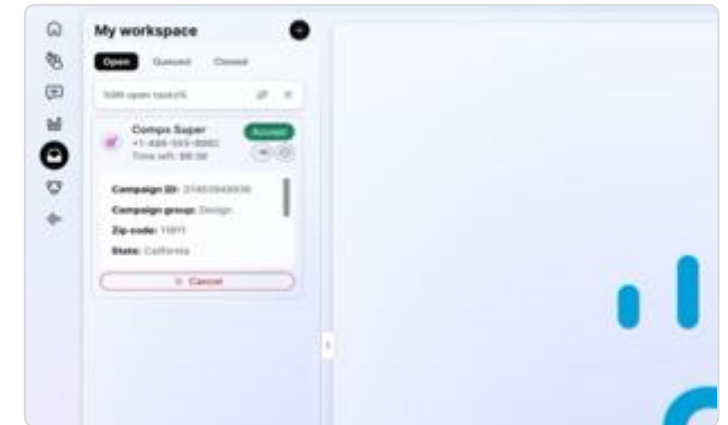
Personalised Agent Greetings



Collaborate with users across your organization



Agent Whisper Announcements



Native and flexible campaign experience

**An empowered agent
is one that has robust
tools, is enabled by
AI, and has a
supportive supervisor**

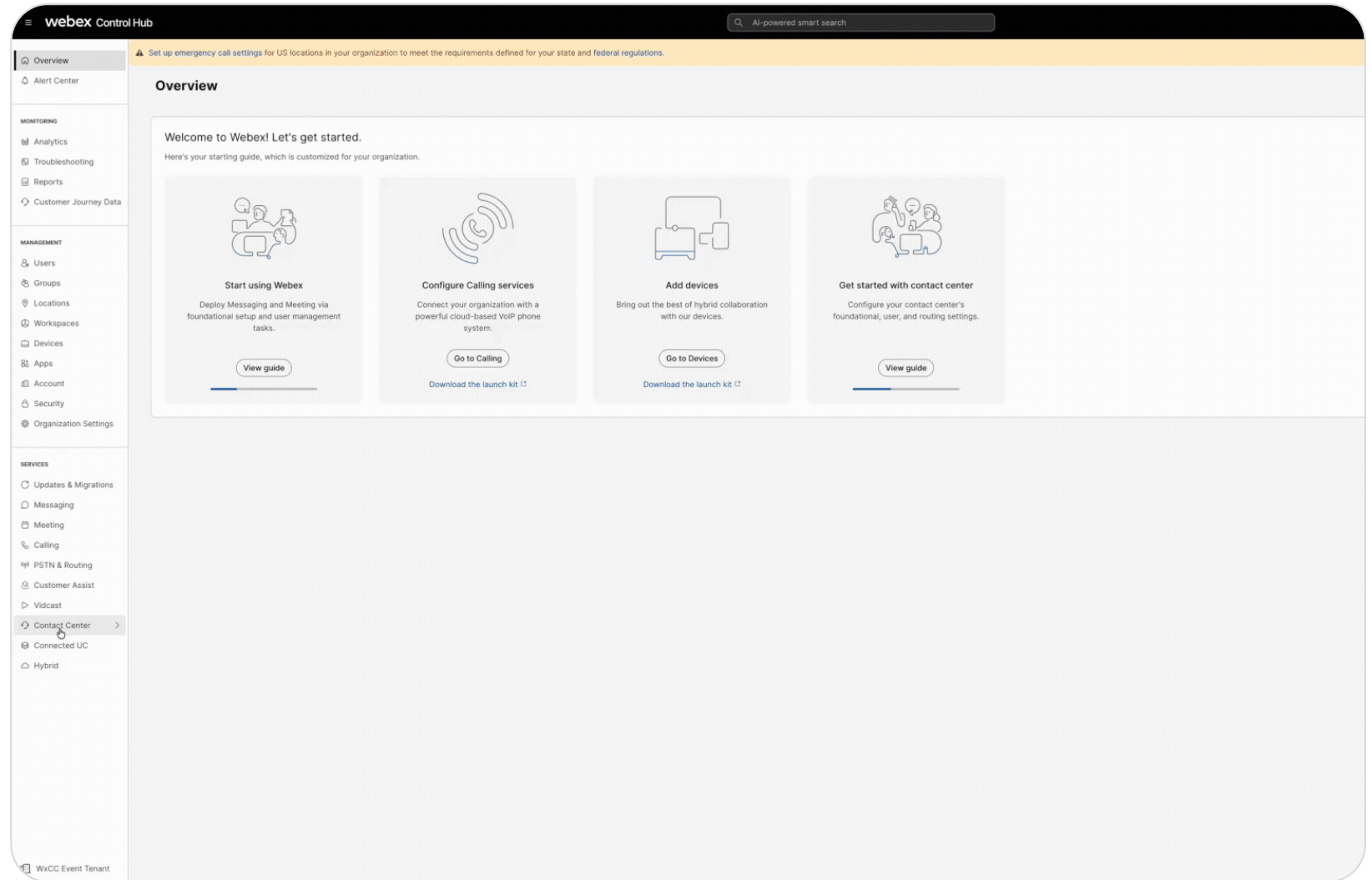
Exceptional Agent Experiences

The Human <> AI partnership

Strong leadership from the supervisor

Enable AI Assistant

- AI Assistant **add-on** SKU (A-FLEX-AI-ASST)
- Configure features in **Control Hub**
- Configure **desktop layout** & enable **call recording**.



Update desktop layouts

- The AI Assistant is automatically enabled with the **Global Desktop Layout**.

JSON File *

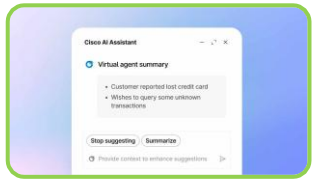
Please use the default desktop layout to customize your desktop.

[Download default desktop layout](#)

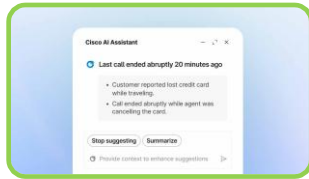
- If you're using a Custom Layout, update your layout to include **ai-assistant**

```
1  {
2  "agent": {
3    "version": "0.1.0",
4    "appTitle": "Webex Contact Center",
5    "logo": "",
6    "stopNavigateOnAcceptTask": true,
7    "dragDropEnabled": true,
8    "notificationTimer": 5,
9    "maximumNotificationCount": 10,
10   "browserNotificationTimer": 5,
11   "wxmConfigured": false,
12   "taskPageIllustration": "",
13   "desktop-illustration-refresh": true,
14   "desktopChatApp": {
15     "webexConfigured": true
16   },
17   "area": {
18     "advancedHeader": [
19       {
20         "comp": "ai-assistant"
21       },
22       {
23         "comp": "agentx-webex"
24       },
25       {
26         "comp": "agentx-outdial"
27       }
28     ]
29   }
30 }
```

Summaries



AI Agent context transfer summary

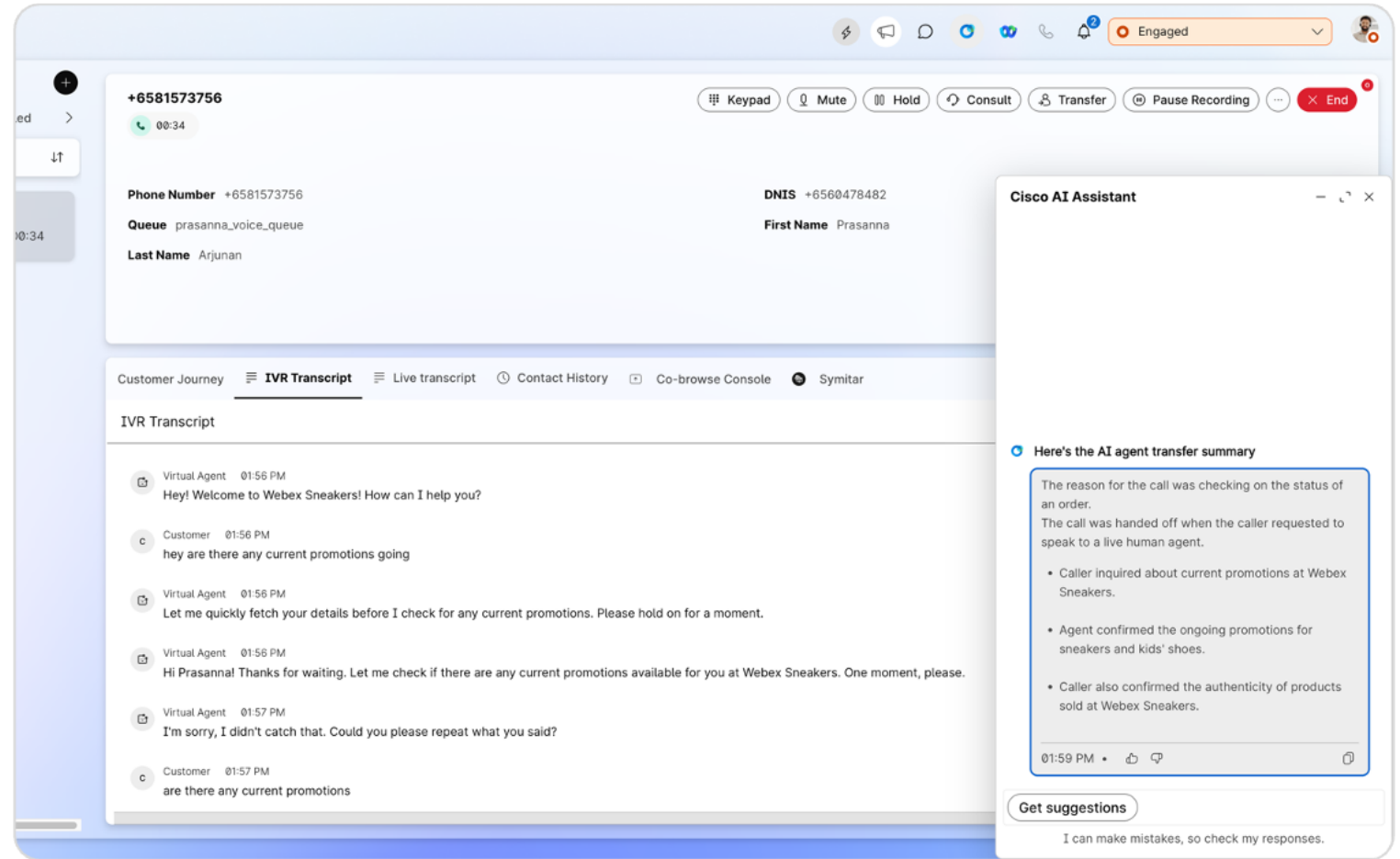


Dropped call summaries



Virtual Agent Transfer Summaries

- Summaries are accessible only during **active interaction**
- Virtual Agent **transcript APIs** are available currently.
- Summarises contact reason conversation flow.



The screenshot displays a Cisco Virtual Agent interface during an active call. The top bar shows the status 'Engaged' and various control buttons like Keypad, Mute, Hold, Consult, Transfer, Pause Recording, and End. The main area shows call details for phone number +6581573756, DNIS +6560478482, and customer information: Queue 'prasanna_voice_queue', First Name 'Prasanna', and Last Name 'Arjunan'. Below this is a tabbed interface with 'IVR Transcript' selected, showing a conversation log between the Virtual Agent and the Customer. A 'Cisco AI Assistant' overlay on the right provides a summary of the AI agent transfer, stating the reason for the call and listing key points from the conversation.

IVR Transcript

- Virtual Agent 01:56 PM
Hey! Welcome to Webex Sneakers! How can I help you?
- Customer 01:56 PM
hey are there any current promotions going
- Virtual Agent 01:56 PM
Let me quickly fetch your details before I check for any current promotions. Please hold on for a moment.
- Virtual Agent 01:56 PM
Hi Prasanna! Thanks for waiting. Let me check if there are any current promotions available for you at Webex Sneakers. One moment, please.
- Virtual Agent 01:57 PM
I'm sorry, I didn't catch that. Could you please repeat what you said?
- Customer 01:57 PM
are there any current promotions

Cisco AI Assistant

Here's the AI agent transfer summary

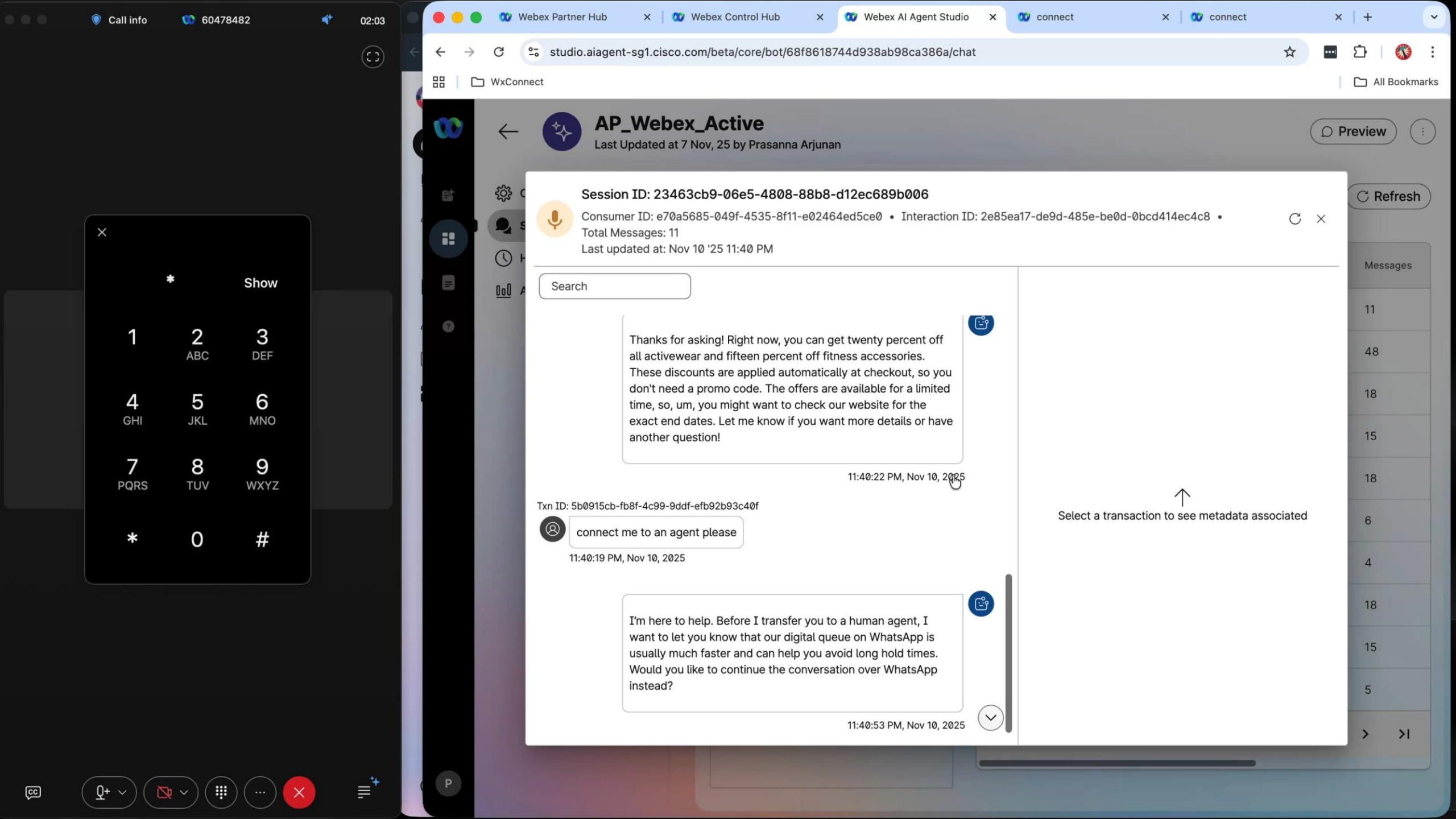
The reason for the call was checking on the status of an order.
The call was handed off when the caller requested to speak to a live human agent.

- Caller inquired about current promotions at Webex Sneakers.
- Agent confirmed the ongoing promotions for sneakers and kids' shoes.
- Caller also confirmed the authenticity of products sold at Webex Sneakers.

01:59 PM • 🗨️ 📄

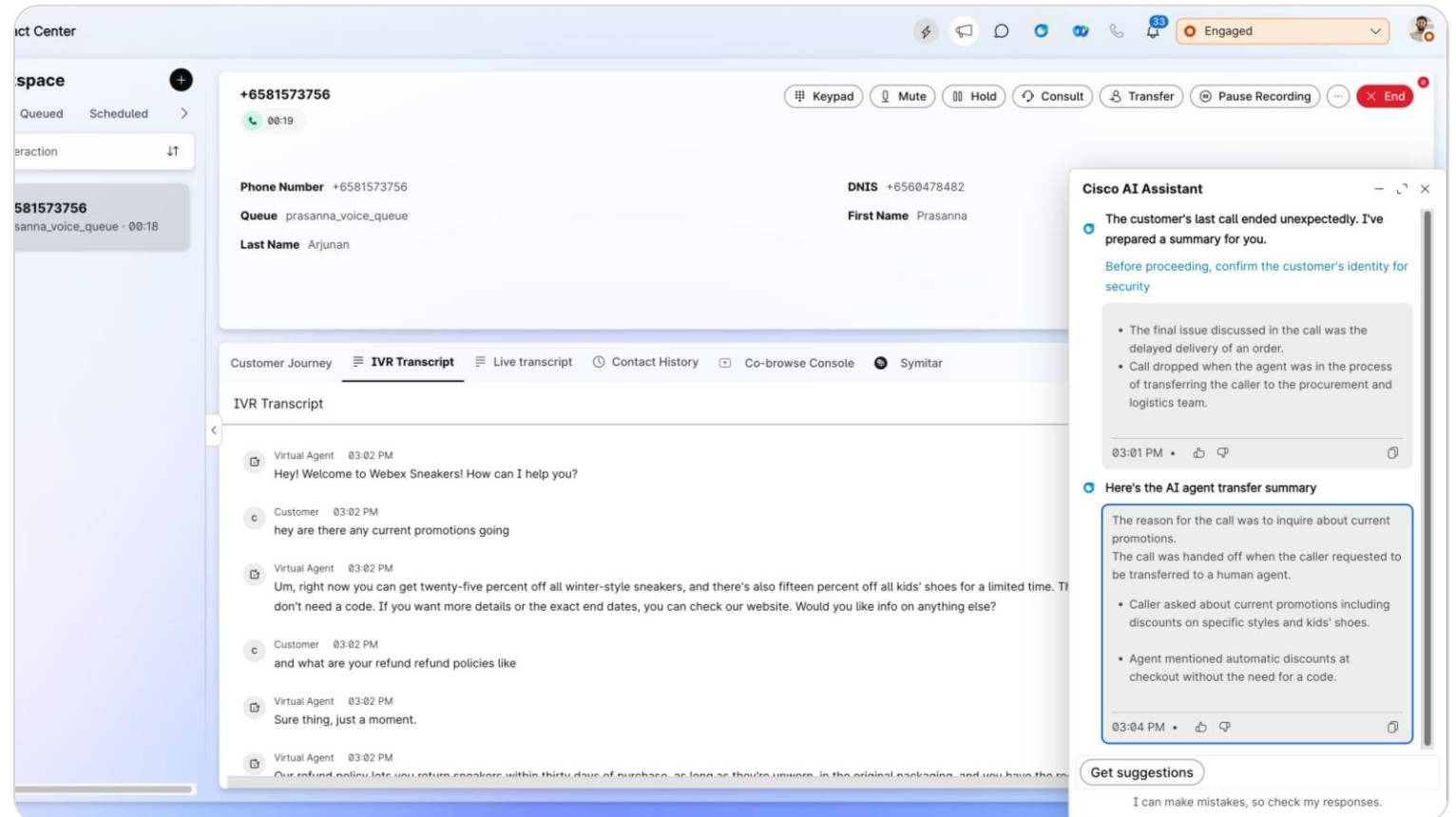
Get suggestions

I can make mistakes, so check my responses.



Dropped Call Summaries

- Call must last at least **30 seconds** and end **abnormally**
- Customer callbacks within **24 hours** using the **same ANI**
- Summary generated **in ~60 seconds** after drop
- Accessible only until the **new call ends**



The screenshot displays the Cisco AI Assistant interface within a contact center environment. The main window shows a call log for a customer with phone number +6581573756, identified as Prasanna. The call duration is 00:19, and it ended abnormally. The interface includes a keypad, mute, hold, consult, transfer, and pause recording buttons. A sidebar on the left shows the customer's journey, including a queue and a scheduled call. The main transcript area shows the IVR transcript, which includes the following text:

Virtual Agent 03:02 PM
Hey! Welcome to Webex Sneakers! How can I help you?

Customer 03:02 PM
hey are there any current promotions going

Virtual Agent 03:02 PM
Um, right now you can get twenty-five percent off all winter-style sneakers, and there's also fifteen percent off all kids' shoes for a limited time. They don't need a code. If you want more details or the exact end dates, you can check our website. Would you like info on anything else?

Customer 03:02 PM
and what are your refund policies like

Virtual Agent 03:02 PM
Sure thing, just a moment.

Virtual Agent 03:02 PM
Our refund policy lets you return sneakers within thirty days of purchase, as long as they're unworn, in the original packaging, and you have the receipt.

The Cisco AI Assistant sidebar on the right provides a summary of the call, stating: "The customer's last call ended unexpectedly. I've prepared a summary for you. Before proceeding, confirm the customer's identity for security." It also lists the final issue discussed (delayed delivery of an order) and the reason for the call (inquire about current promotions). The assistant offers suggestions for the next steps, including confirming the customer's identity and providing information on current promotions.



Webex Contact Center



Available 06:06

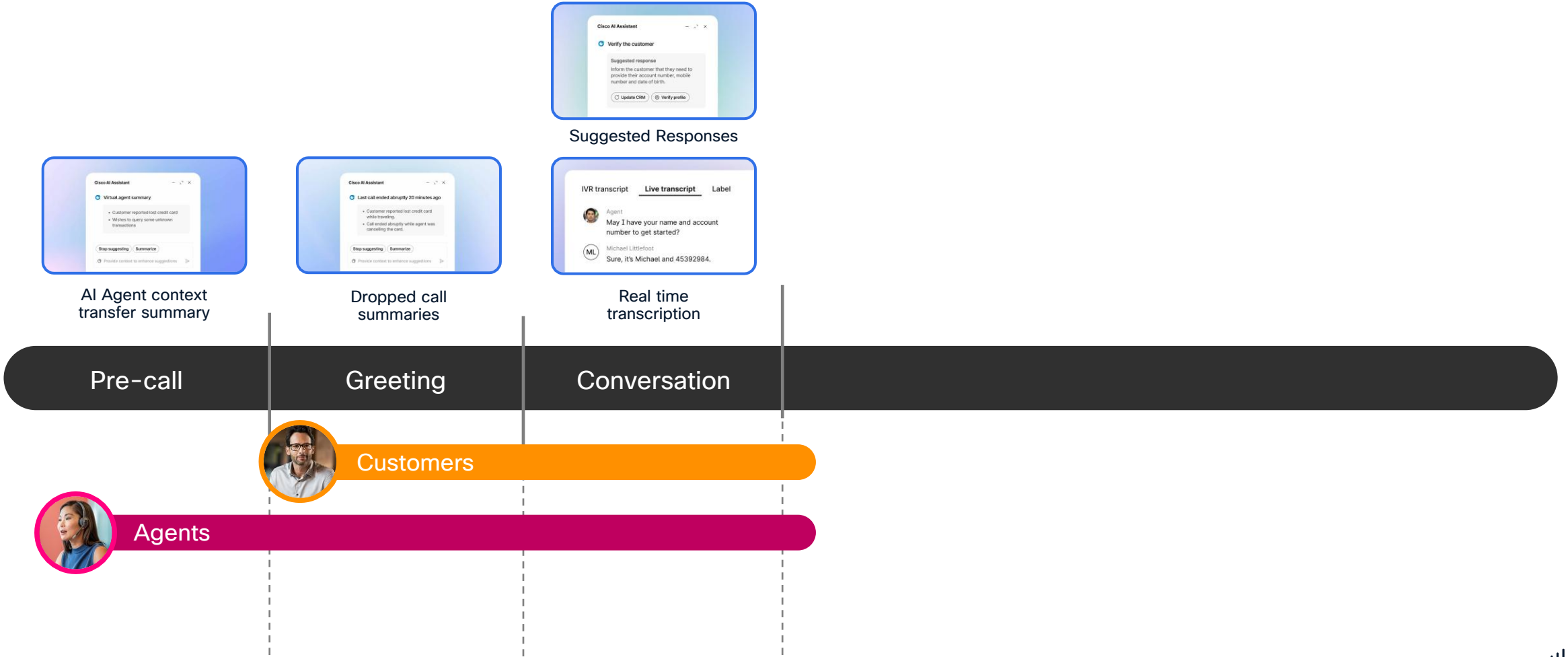


60478482





AI support at every touchpoint



Update desktop layouts

- Real-time transcription is automatically enabled with the **Global Desktop Layout**.

JSON File *

Please use the default desktop layout to customize your desktop.

[Download default desktop layout](#)

- If you're using a Custom Layout, update your layout to include **RT_Transcript**
- Add **Start Media Stream** directly after **AgentAnswered** event in flows
- Enable media streaming per queue using Global Variables and conditional logic in flow designer.

```
336 "panel": {
337   "comp": "md-tabs",
338   "attributes": {
339     "class": "widget-tabs"
340   },
341   "children": [
342     {
343       "comp": "md-tab",
344       "attributes": {
345         "slot": "tab",
346         "class": "widget-pane-tab"
347       },
348       "children": [
349         {
350           "comp": "slot",
351           "attributes": {
352             "name": "RT_TRANSCRIPT_TAB"
353           }
354         }
355       ],
356       "visibility": "RT_TRANSCRIPT"
357     },
358     {
359       "comp": "md-tab-panel",
360       "attributes": {
361         "slot": "panel",
362         "class": "widget-pane"
363       },
364       "children": [
365         {
366           "comp": "slot",
367           "attributes": {
368             "name": "RT_TRANSCRIPT"
369           }
370         }
371       ],
372       "visibility": "RT_TRANSCRIPT"
373     }
374   ]
375 },
```

Enable Real-time Transcriptions

Activities

Subflows

Functions

Call Handling

Play Message

Queue Contact

Menu

Collect Digits

Feedback

Virtual Agent

Callback

Screen Pop

Play Music

Blind Transfer

Disconnect Contact

Get Queue Info

Feedback V2

Queue To Agent

Virtual Agent V2

Advanced Queue Info

Main Flow

Event Flows

Help

Event = AgentOffered

PreDial
Event Handler
Event = PreDial

OutboundCa...
Event Handler
Event = OutboundCampai...

ContactAniUp...
Event Handler
Event = ContactAniUpdated

CallbackFailed
Event Handler
Event = CallbackFailed

AgentAnswered
Event Handler
Event = AgentAnswered

PhoneContact...
Event Handler
Event = PhoneContactEndec

AgentDisconn...
Event Handler

CLMEL25

Global Flow Properties

General Settings

Flow Description

Enter a Flow Description.

Diagram Settings

Curved Links

Click-to-connect

Show Line Grid

Link Color

Dark Gray

Error Path Color

Red

Selection Color

Dark Blue

Thickness

2.0

px

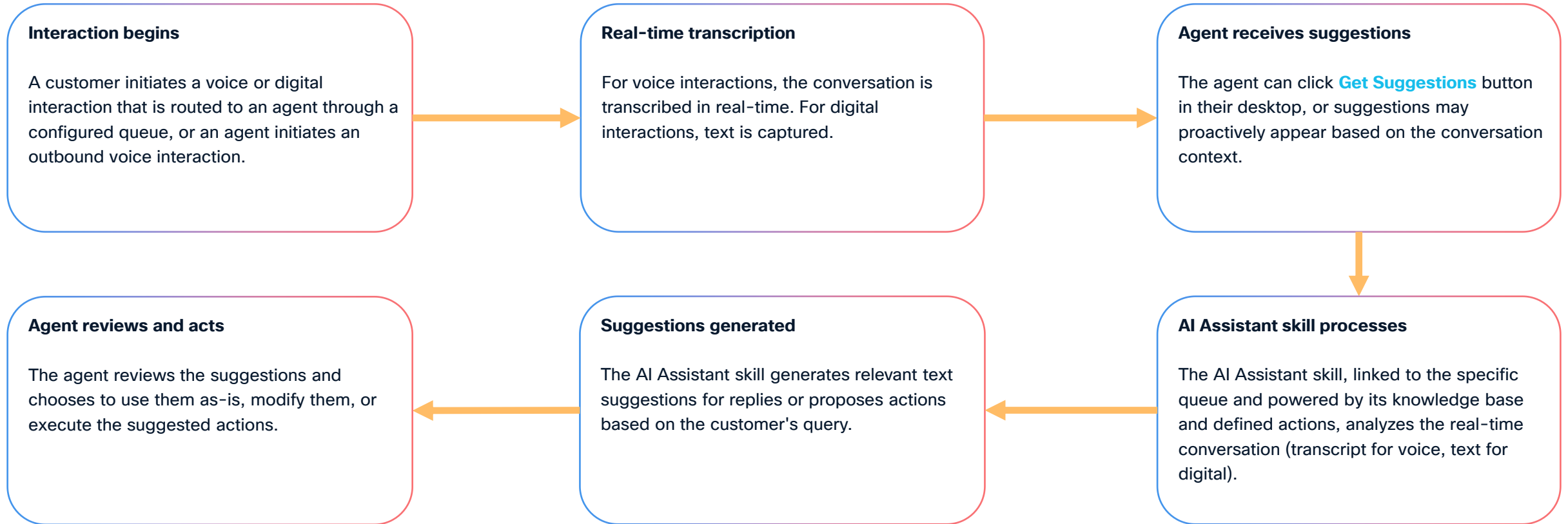
Decryption Settings

Enable decryption

You can optionally allow decryption of all flow and activity variables. If enabled, users with debug decryption access can view decrypted values in debug logs for troubleshooting.

Variable Definition

How Suggested Responses Work



Send a message

Webex Contact Center

Available 04:27

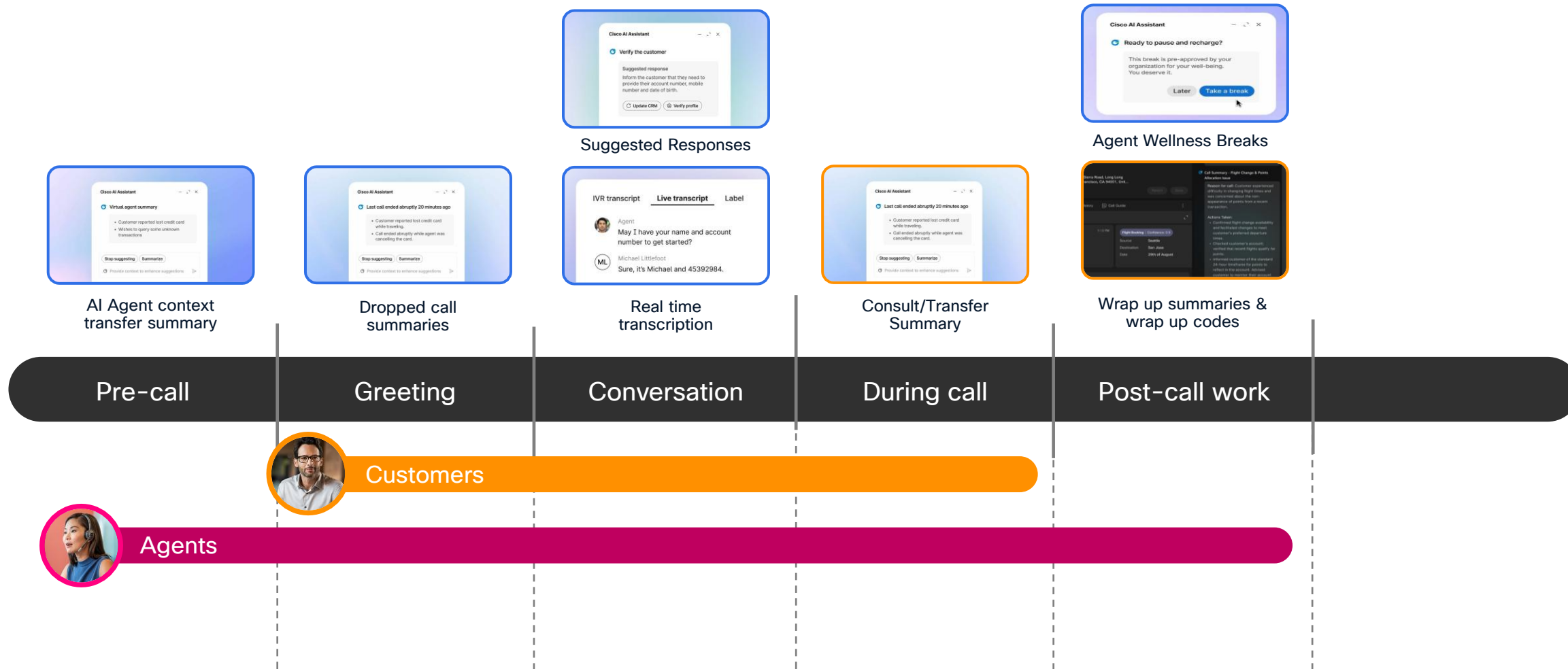


?

+ Create agent



AI support at every touchpoint



Call Info6047848200:01

60478482

60478482

CC

🎧

📞

👤

⋮

❌

☰

Webex Contact Center : Task00001037 | Case | Salesforcedesktop.wxcc-sg1.cisco.com

Webex Contact Center

📢🗨️🌐🔗📞99+Available00:44

📁

📊

⚠️

📎

📅

👤

📅

My workspace

ActiveQueuedScheduledClose

0 active interactions



Let's get active

When you're available, any interactions assigned to you will appear here.



**An empowered agent
is one that has robust
tools, is enabled by
AI, and has a
supportive supervisor**

Exceptional Agent Experiences

The Human <> AI partnership

Strong leadership from the supervisor

Supervisor Desktop

Supervisor Sign-in Options

Dual Role Agent & Supervisor role

- Supervisor
- Supervisor & Agent

Set your interaction preferences

Your role

Supervisor and Agent

Your team

prasanna_team

Handle calls using ⓘ

Desktop

ⓘ When working outside the corporate location, make sure to update your current address in the Emergency service. [See help section.](#)

☐ Don't show this again ⓘ

Sign Out

Save & Continue

Supervisor Only + Monitoring

- No Team assigned for agent capabilities
- Supervisor gets no role selector

Set your interaction preferences

Your role

Supervisor

Handle calls using ⓘ

Extension

Extension

101542

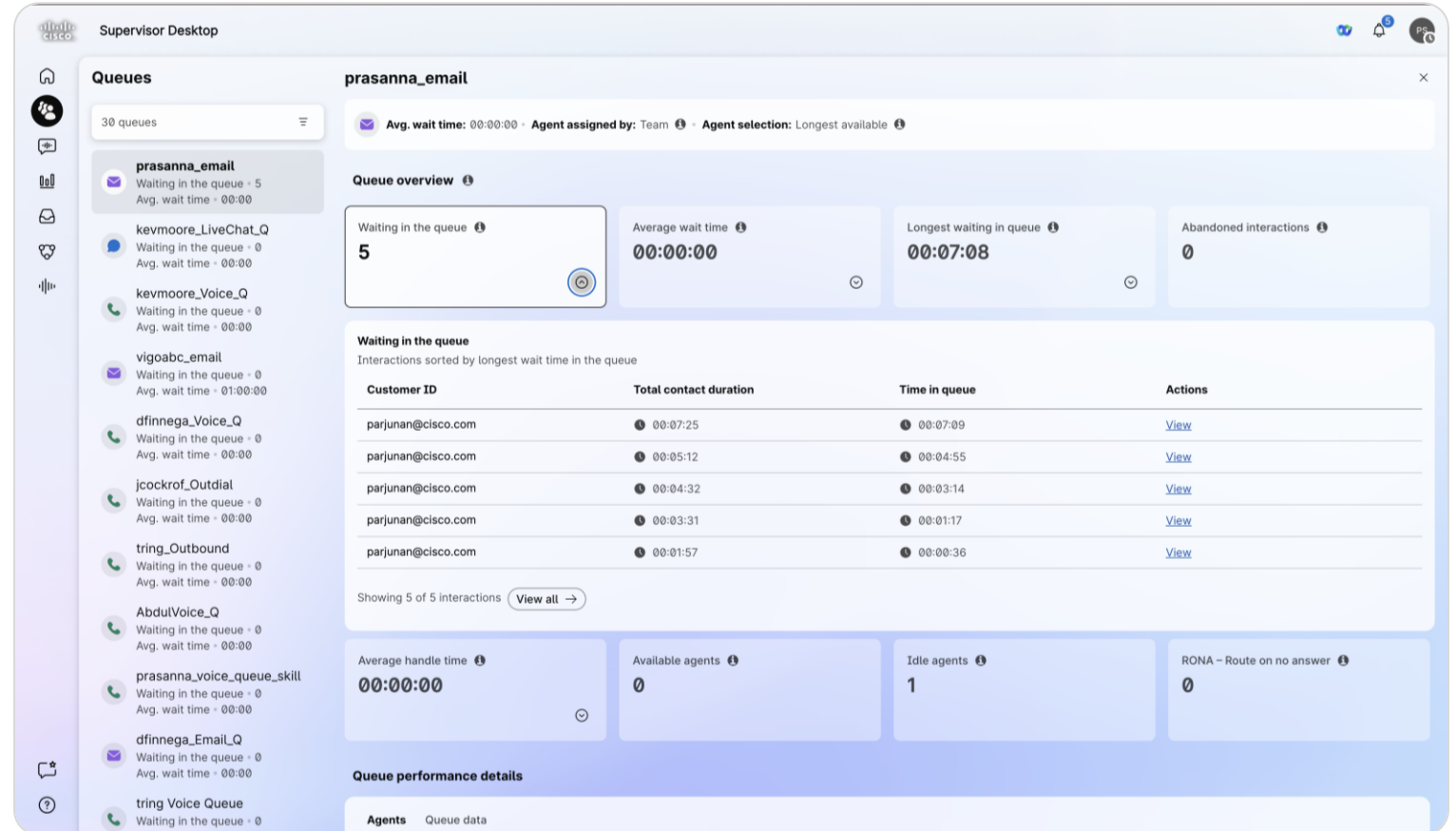
☐ Don't show this again ⓘ

Sign Out

Save & Continue

Holistic queue performance and agent management

- **Comprehensive** queue performance metrics for all queue types with drill downs to specific interactions
- **Monitor** agent availability and current status to understand who can pick up the next interaction
- **Customize** the metrics based on your organizations SLAs



Rich interaction details with interaction metadata and monitoring options

- **Holistic** interaction management of active, in-queue and completed interactions
- **Rich filters** to focus on interactions that matter
- **Customize** based on the KPIs that are relevant
- **Auto CSAT** helps you prioritize the interactions that need further attention

The screenshot displays the Cisco Supervisor Desktop interface, which is used for managing customer interactions. The interface is divided into several sections:

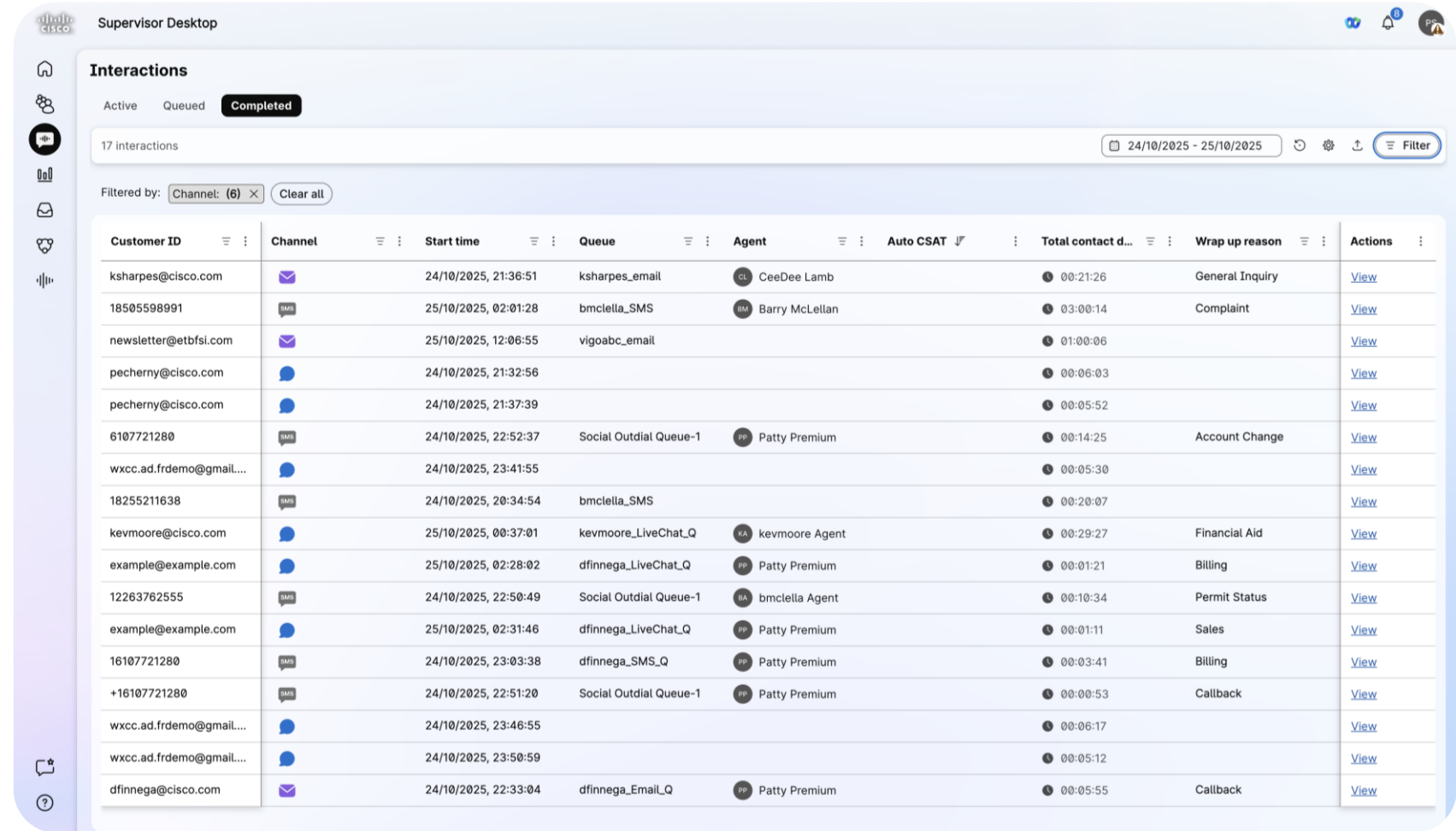
- Interactions:** A list of interactions on the left side, filtered by "Queue: Equals prasanna_email". The list shows five interactions, with the first one selected.
- Conversation:** A detailed view of the selected interaction, showing the email thread between "Prasanna Arjunan (parjunan)" and "parjunan@cisco.com". The email content discusses a problem with the "My Webex Sneakers app" not syncing with shoes.
- Additional Information:** A section on the right providing metadata and performance metrics for the interaction.

Additional Information Details:

Customer Journey	
Interaction Data	
Time metrics	
Total contact duration:	00:31:08
Interaction Duration:	00:31:08
Hold duration:	-
Handle time:	-
Start time:	25/10/2025, 19:29:51
Wait time:	00:29:48
Wrap-up time:	-
Interaction details	
Interaction ID:	4da4b3ad-945e-4048-ba7d-284a88af1965
Contact status:	Interaction parked
Active participants:	-
Participants:	-
Transfers:	0
Wrap up reason:	-
Wrap up code:	-
Interaction flow	

Omnichannel interactions list with active, queued and completed interactions

- **Holistic** interaction management of active, in-queue and completed interactions
- **Rich filters** to focus on interactions that matter
- **Customize** based on the KPIs that are relevant
- **Auto CSAT** helps you prioritize the interactions that need further attention



Supervisor Desktop

Interactions

Active Queued **Completed**

17 interactions

24/10/2025 - 25/10/2025

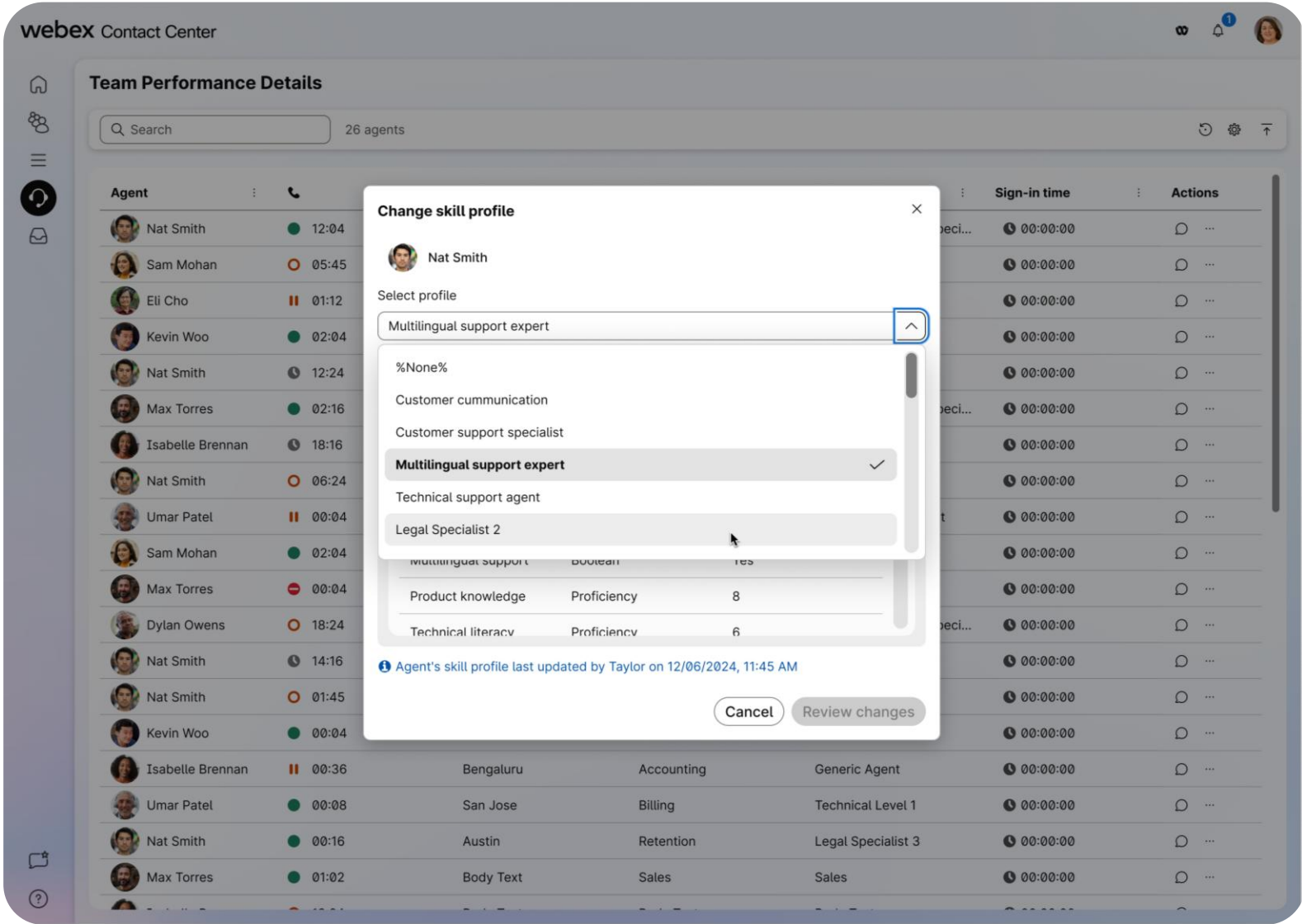
Filter

Filtered by: Channel: (6) Clear all

Customer ID	Channel	Start time	Queue	Agent	Auto CSAT	Total contact d...	Wrap up reason	Actions
ksharpes@cisco.com		24/10/2025, 21:36:51	ksharpes_email	CeeDee Lamb		00:21:26	General Inquiry	View
18505598991		25/10/2025, 02:01:28	bmclella_SMS	Barry McLellan		03:00:14	Complaint	View
newsletter@etbfsi.com		25/10/2025, 12:06:55	vigoabc_email			01:00:06		View
pecherny@cisco.com		24/10/2025, 21:32:56				00:06:03		View
pecherny@cisco.com		24/10/2025, 21:37:39				00:05:52		View
6107721280		24/10/2025, 22:52:37	Social Outdial Queue-1	Patty Premium		00:14:25	Account Change	View
wxcc.ad.frdemo@gmail...		24/10/2025, 23:41:55				00:05:30		View
18255211638		24/10/2025, 20:34:54	bmclella_SMS			00:20:07		View
kevmoores@cisco.com		25/10/2025, 00:37:01	kevmoores_LiveChat_Q	kevmoores Agent		00:29:27	Financial Aid	View
example@example.com		25/10/2025, 02:28:02	dfinnega_LiveChat_Q	Patty Premium		00:01:21	Billing	View
12263762555		24/10/2025, 22:50:49	Social Outdial Queue-1	bmclella Agent		00:10:34	Permit Status	View
example@example.com		25/10/2025, 02:31:46	dfinnega_LiveChat_Q	Patty Premium		00:01:11	Sales	View
16107721280		24/10/2025, 23:03:38	dfinnega_SMS_Q	Patty Premium		00:03:41	Billing	View
+16107721280		24/10/2025, 22:51:20	Social Outdial Queue-1	Patty Premium		00:00:53	Callback	View
wxcc.ad.frdemo@gmail...		24/10/2025, 23:46:55				00:06:17		View
wxcc.ad.frdemo@gmail...		24/10/2025, 23:50:59				00:05:12		View
dfinnega@cisco.com		24/10/2025, 22:33:04	dfinnega_Email_Q	Patty Premium		00:05:55	Callback	View

Reskill agents by adjusting skill profile of agents

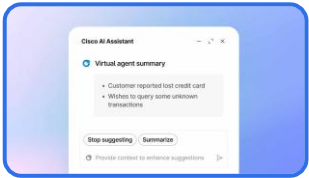
Change the skill profile of the agent and map them to queues that might be understaffed



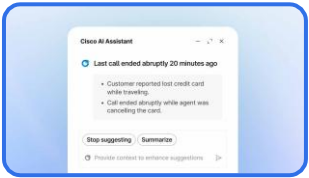
Supervisor AI Capabilities



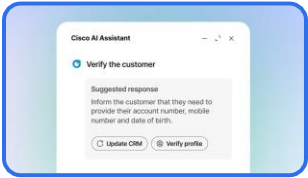
Auto CSAT



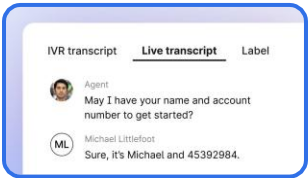
AI Agent context transfer summary



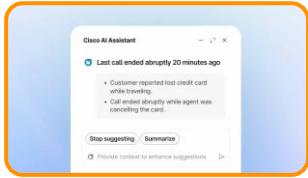
Dropped call summaries



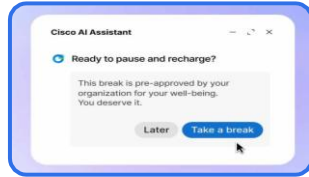
Suggested Responses



Real time transcription



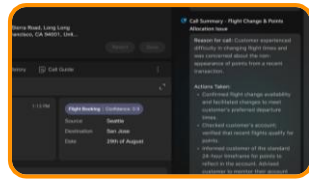
Consult/Transfer Summary



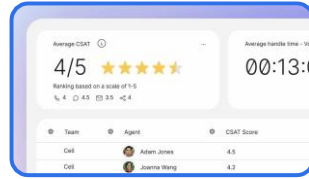
Agent Wellness Breaks



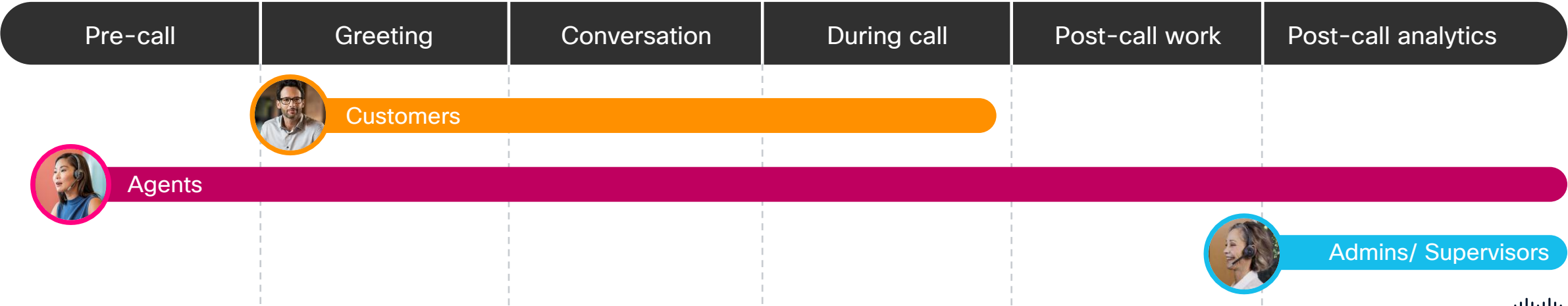
Topic Analytics



Wrap up summaries & wrap up codes

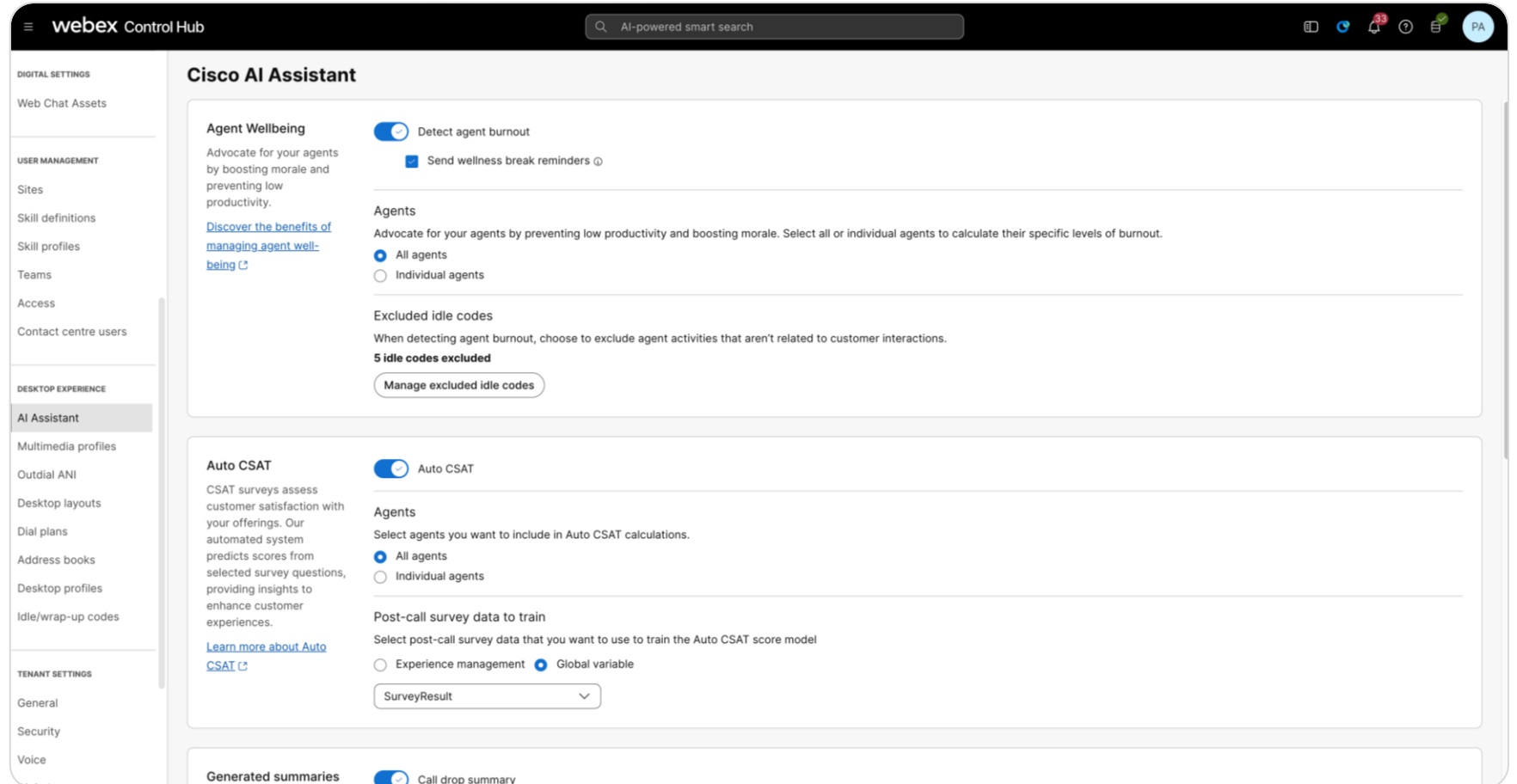


Auto CSAT



Auto CSAT

- You can enable or disable **Auto CSAT** feature directly from Control Hub
- Auto CSAT can be enabled for **all agents** or for **individual agents**.
- You can measure CSAT with Post-Call Surveys enabled through **Experience Management** or **Custom Surveys** in IVR Flows.



webex Control Hub AI-powered smart search

Cisco AI Assistant

Agent Wellbeing

Advocate for your agents by boosting morale and preventing low productivity.

[Discover the benefits of managing agent well-being](#)

☒ Detect agent burnout

☐ Send wellness break reminders

Agents

Advocate for your agents by preventing low productivity and boosting morale. Select all or individual agents to calculate their specific levels of burnout.

☒ All agents

☐ Individual agents

Excluded idle codes

When detecting agent burnout, choose to exclude agent activities that aren't related to customer interactions.

5 idle codes excluded

[Manage excluded idle codes](#)

Auto CSAT

CSAT surveys assess customer satisfaction with your offerings. Our automated system predicts scores from selected survey questions, providing insights to enhance customer experiences.

[Learn more about Auto CSAT](#)

☒ Auto CSAT

Agents

Select agents you want to include in Auto CSAT calculations.

☒ All agents

☐ Individual agents

Post-call survey data to train

Select post-call survey data that you want to use to train the Auto CSAT score model

☐ Experience management ☒ Global variable

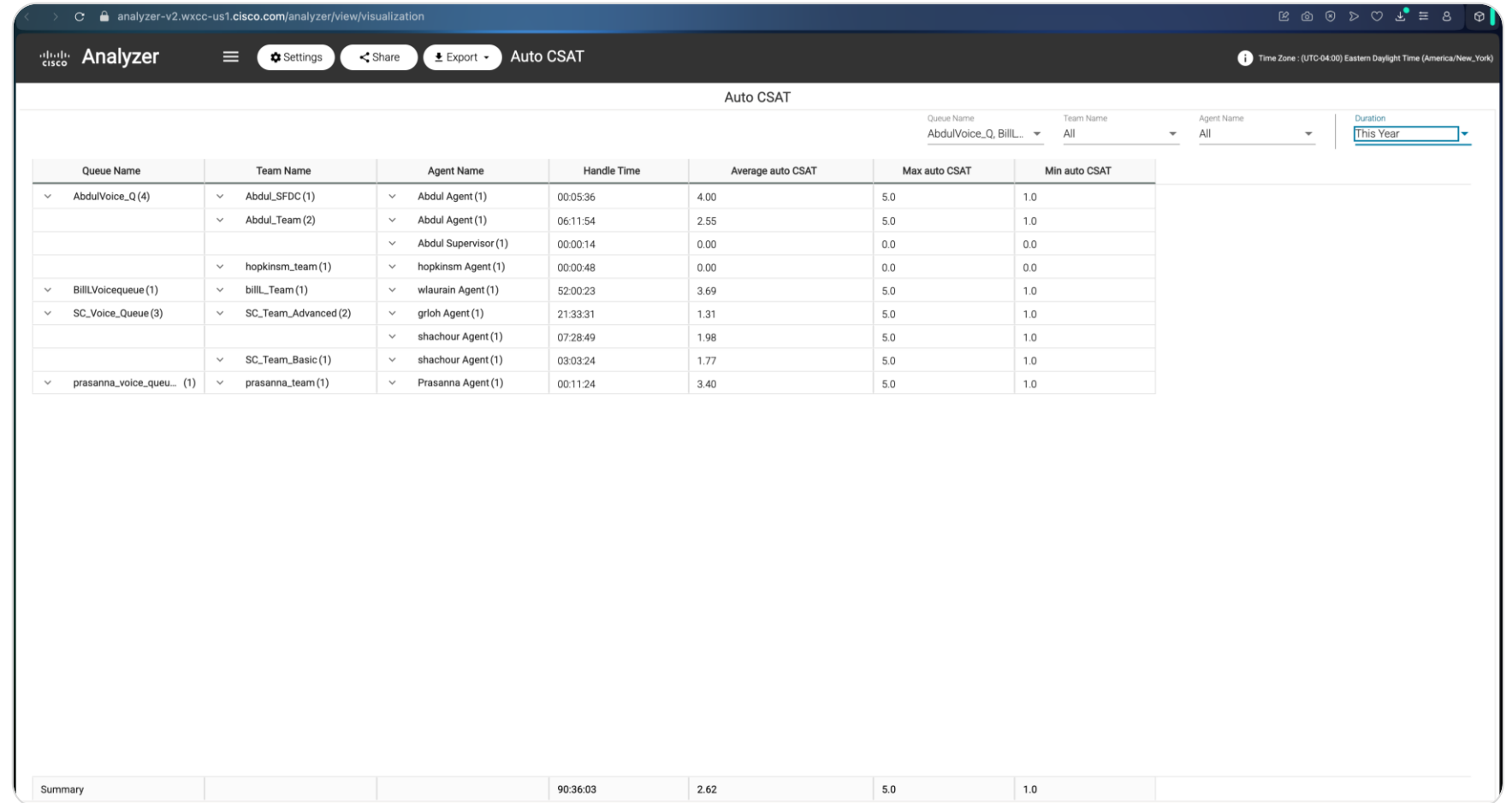
[SurveyResult](#)

Generated summaries

☒ Call drop summary

Auto CSAT

- Report Path:
 - Stock Reports > Historical Reports > Agent Reports
- Can be accessed using [Search API](#)



The screenshot shows the Cisco Analyzer interface for the 'Auto CSAT' report. The browser address bar displays 'analyzer-v2.wxcc-us1.cisco.com/analyzer/view/visualization'. The interface includes a top navigation bar with 'Analyzer', 'Settings', 'Share', and 'Export' buttons, and a 'Auto CSAT' title. Below the navigation bar, there are filters for 'Queue Name' (AbdulVoice_Q, BillL...), 'Team Name' (All), 'Agent Name' (All), and 'Duration' (This Year). The main table displays CSAT data for various queues, teams, and agents. The table has columns for Queue Name, Team Name, Agent Name, Handle Time, Average auto CSAT, Max auto CSAT, and Min auto CSAT. A summary row at the bottom provides overall statistics.

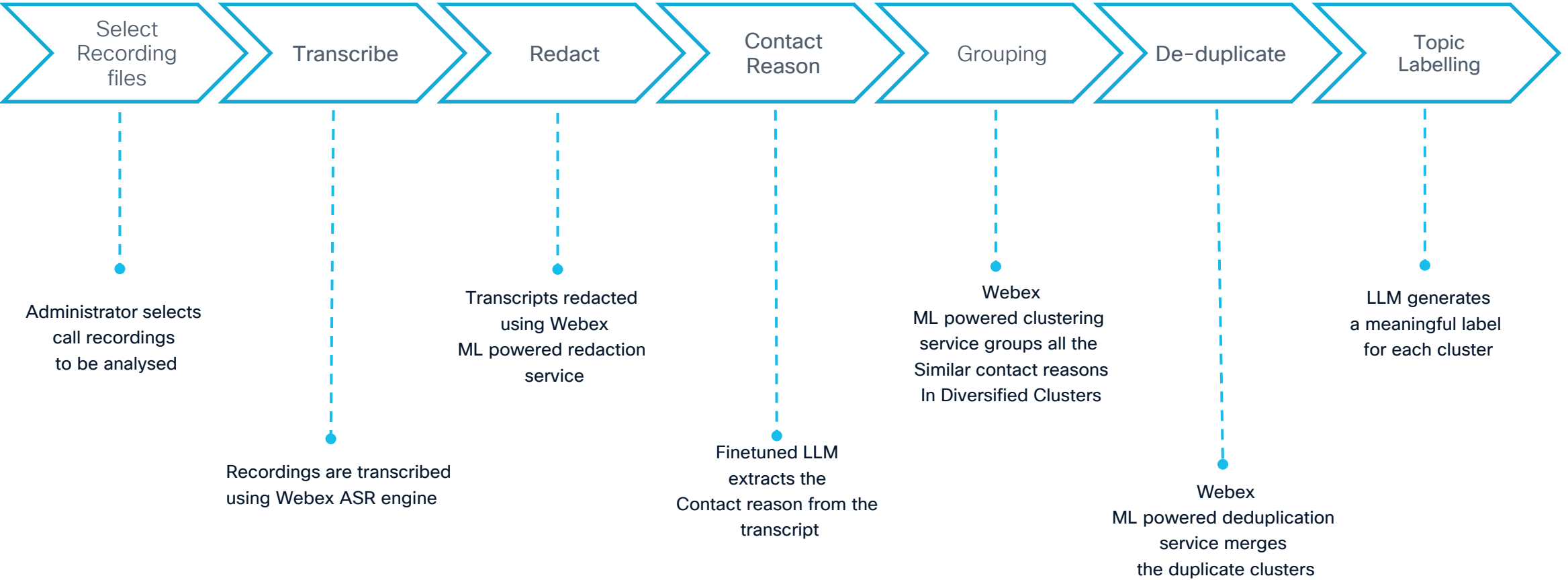
Queue Name	Team Name	Agent Name	Handle Time	Average auto CSAT	Max auto CSAT	Min auto CSAT
▼ AbdulVoice_Q (4)	▼ Abdul_SFDC (1)	▼ Abdul Agent (1)	00:05:36	4.00	5.0	1.0
	▼ Abdul_Team (2)	▼ Abdul Agent (1)	06:11:54	2.55	5.0	1.0
		▼ Abdul Supervisor (1)	00:00:14	0.00	0.0	0.0
	▼ hopkinsm_team (1)	▼ hopkinsm Agent (1)	00:00:48	0.00	0.0	0.0
▼ BillLVoicequeue (1)	▼ billL_Team (1)	▼ wlaurain Agent (1)	52:00:23	3.69	5.0	1.0
▼ SC_Voice_Queue (3)	▼ SC_Team_Advanced (2)	▼ grloh Agent (1)	21:33:31	1.31	5.0	1.0
		▼ shachour Agent (1)	07:28:49	1.98	5.0	1.0
	▼ SC_Team_Basic (1)	▼ shachour Agent (1)	03:03:24	1.77	5.0	1.0
▼ prasanna_voice_queue... (1)	▼ prasanna_team (1)	▼ Prasanna Agent (1)	00:11:24	3.40	5.0	1.0
Summary			90:36:03	2.62	5.0	1.0

Topic Analytics

- Minimum 2000 recordings needed to create a collection.
- 7000 unique transcriptions are recommended for accuracy.
- Edit topics : Rename topics, merge topics, delete topics, and add new topics.

webex Topic Analytics					? P	
Overview	Topic Analytics					Create collection
Topic Analytics						
QUICK LINKS						
Control Hub						
Topic collection name	Time initiated	Date range	status			
CLMEL_Topic_Collection	10/25/25, 19:18:01	04/01/2024 - 11/21/2024	<div><div></div></div> In progress			
Copy of JOEWON_SEPT2026_MOD	10/07/25, 12:59:22	06/01/2025 - 09/22/2025	<div><div></div></div> Complete			
JOEWON_SEPT2026_Mod	09/23/25, 01:07:04	06/01/2025 - 09/22/2025	<div><div></div></div> Complete			
joewon_Sept2026	09/22/25, 23:57:56	06/01/2025 - 09/22/2025	<div><div></div></div> Complete			
edvill_Topics	09/06/25, 21:25:17	01/01/2025 - 09/06/2025	<div><div></div></div> Complete			
Reporting_Analysis	08/20/25, 00:04:46	04/01/2025 - 08/19/2025	<div><div></div></div> Complete			
SC_TP_AUG18	08/18/25, 16:56:51	08/19/2024 - 08/18/2025	<div><div></div></div> Complete			
meady_topic	07/29/25, 21:11:33	01/01/2025 - 07/29/2025	<div><div></div></div> Complete			
jercook-FY25H1-All	07/23/25, 03:40:17	01/01/2025 - 07/22/2025	<div><div></div></div> Complete			
frepman_collection	07/22/25, 21:29:04	07/23/2024 - 07/22/2025	<div><div></div></div> Complete			
Bhargav_Demo_Topic_Analytics	06/27/25, 00:23:50	03/31/2025 - 06/26/2025	<div><div></div></div> Complete			
Purvi_Analytics	06/26/25, 22:13:07	01/01/2025 - 06/26/2025	<div><div></div></div> Complete			
Cisco Air	06/03/25, 03:57:13	01/01/2025 - 06/02/2025	<div><div></div></div> Complete			
Carle_Health	05/22/25, 00:16:19	05/22/2024 - 05/21/2025	<div><div></div></div> Complete			
Shadab New Collection (1Year)	05/05/25, 22:23:30	05/06/2024 - 05/05/2025	<div><div></div></div> Complete			

Topic Analytics step-by-step



Closing thoughts

Optimizing every minute

Agent activities

Looking up information 15-20%

Form filling & record updates 10-15%

Understanding customer context 10-15%

Transfers / escalations / consults 10%

Post-call activities (ACW) 10-15%

Wellbeing & self development 2-5%

AI assistance

Suggested Responses

Suggested Actions

Pre-call Summaries & Real-Time Transcription, CJDS

Mid-Call Summaries

Post-Call Summaries and Actions

Agent Wellbeing, Auto CSAT, Topic Analytics & Coaching Highlights

To stay relevant, companies must:



- **Reimagine CX with AI at the core**
- Shifting from reactive service to proactive engagement



- **Invest in data and integration**
- Ensuring AI has the context to drive personalization & insights



- **Empower your employees**
- Using AI as a front door, to assist agents to deliver



- **Start experimenting now**
- Pilot AI in targeted workflows, measure value, and scale fast

Webex Contact Center empowers agents and supervisors with robust tools, enabled by AI

Exceptional Agent Experiences

The Human <> AI partnership

Strong leadership from the supervisor

Complete your session evaluations



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



Earn up to 800 points by completing all surveys and climb the Cisco Live Challenge leaderboard.



Level up and earn exclusive prizes!



Complete your surveys in the Cisco Live Events app.

Continue your education



Visit the Cisco Stand for related demos



Book your one-on-one Meet the Expert meeting



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



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

Contact me at: Webex (parjunan@cisco.com) or LinkedIn (@arjunanprasanna)

Webex Customer Experience at Cisco Live Melbourne

Session code	Title	Speaker	Topics	Runtime	Timeslot
BRKCCT-1552	Managing customer Journeys end to end	Scott Osborne	Overview of the platform, bite-sized chunks of other sessions	90 minutes	Tuesday 8:30
BRKCCT-2532	Modernising Human Agent Experiences with AI Assistant	Prasanna Arjunan	AI Assistant Agent/Supervisor Desktop updates	60 minutes	Tuesday 345
BRKCCT-2559	Creating Proactive Customer Journeys	Purvi Bajaj	Campaign Manager Proactive Digital	90 minutes	Wednesday 8:30am
BRKCCT-2552	Designing Automated Customer Experiences with the new Webex AI Agent	Preetham Kademada	AI Agent deep dive	90 minutes	Wednesday 1pm

Webex Customer Experience at Cisco Live Melbourne (Advanced/hands-on)

Session code	Title	Speaker	Topics	Runtime	Timeslot
TECCCT-2564	Building Modern Customer Experiences with Webex Contact Center	Shaun Robinson Scott Osborne Amy Ryan	Deep dive into designing, scoping and building AI-driven experiences with Webex Contact Center	4 hours	Monday 2pm
BRKCCT-2556	Developing Customer Experience integrations	Rue Green	Webhook triggered comms Custom Nodes Webex CC API/SDK usecases Advanced JDS Epic/SFDC/SNOW etc.	60 minutes	Wednesday 10:30am
BRKCCT-2557	Implementing automation using AI Agent and AI Assistant actions	Shaun Robinson	AI Agent/Assistant Actions configuration – Flows, Instruction best practices	90 minutes	Wednesday 4:15pm
LTRCCT-2296	From Good to Great: Enhancing Customer Experience with the Webex Contact Center Flow Designer	Mayur Vyas	Flow Designer best practices, advanced flow configuration, new capabilities	90 minutes	Tuesday 12:45pm
LTRCCT-2000	Hands-on AI in Action with Webex Contact Center: Enhancing Self-Service, Agent Assistance & Customer Insights	Dominic Franklin Gonsalves	AI Agent with self-service Human escalation of interactions AI Assistant for self-service	90 minutes	Thursday 10:15am

Thank you

CISCO Live !

