

Webex AI Agent

Powering humanlike conversations that lead to resolutions

Customer expectations are at an all-time high. They demand quick, personalized support from agents who are available on their terms, and they won't hesitate to walk away after a single poor experience. In today's competitive landscape, delivering exceptional customer experience is crucial—not just for your reputation but for your bottom line.

Customers expect straightforward answers, not endless prompts or confusing menus. Unfortunately, many self-service systems are still bogged down by outdated scripts and fragmented data, leaving customers frustrated and dissatisfied. The result? Wasted time, missed opportunities, and damaged satisfaction scores.

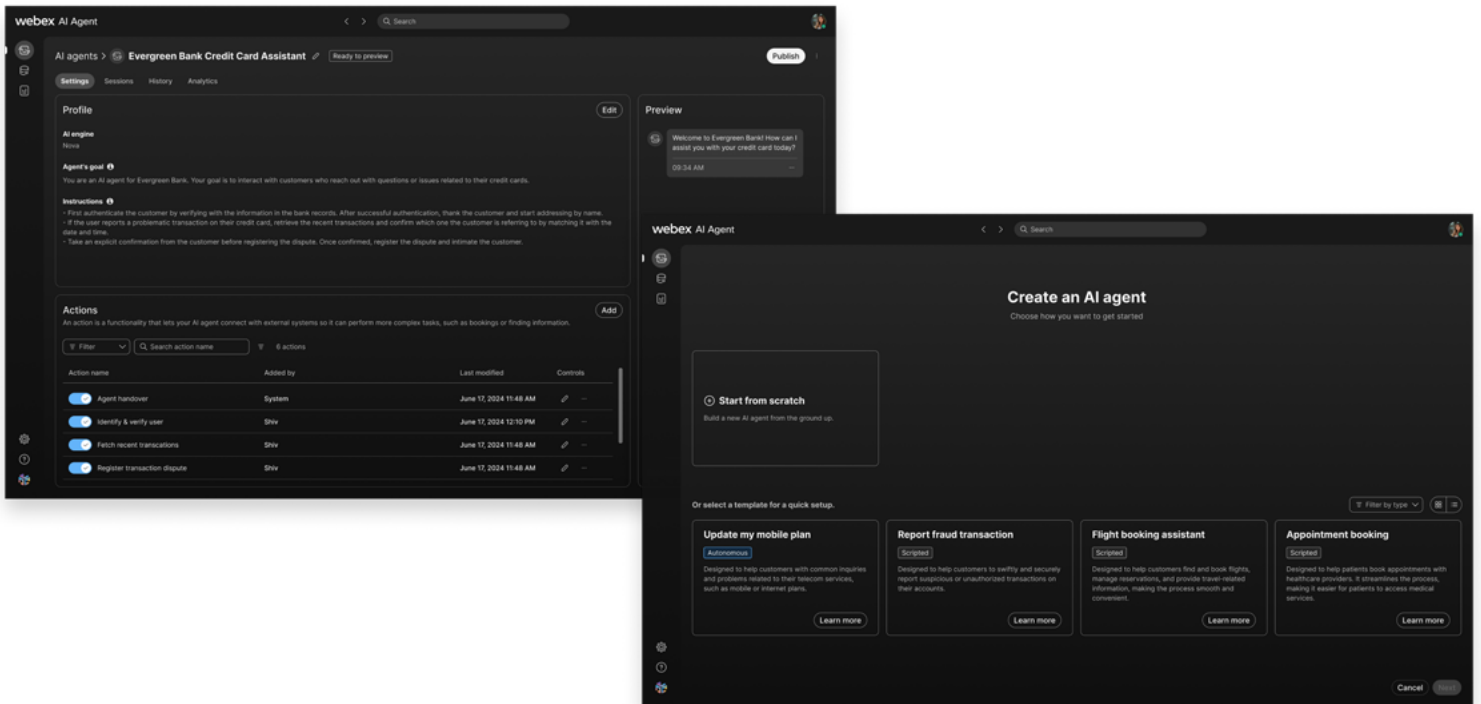
Introducing Webex AI Agent

Reimagine customer support with AI Agents that can autonomously answer questions and complete actions across voice and digital channels. The Webex AI Agent pairs advanced generative AI, or conversational AI, with powerful workflow automation to deliver smart, human-like self-service interactions that feel natural and conversational.

Traditional chatbots often frustrate customers with rigid experiences that can't interpret natural language or deviate from a pre-programmed flow of conversation. Webex



AI Agent uses LLMs to deliver more human customer experiences that understand an individual's needs, remember their history, and adapt to their preferences. Plus, the AI Agent can converse across various topics without losing context by leveraging domain-specific data to ensure that your customers receive accurate responses throughout the conversation. The result is more personalized interactions that sound and feel like conversing with a real person - delivered at your customers' convenience, 24/7.



How it works



Easy to build and deploy

Use a low-code, intuitive platform to quickly build AI agents, customize self-service workflows, monitor their performance and deploy across a wide range of channels.



Choose how you want to build

Configure Webex AI Agents as either Autonomous or Scripted. Autonomous Agents use LLMs for adaptive, human-like interactions, while Scripted Agents use NLP with controlled, pre-configured responses, ideal for sensitive data.



Customize your knowledge base

Quickly turn your Webex AI Agent into an expert by using existing knowledge bases, uploading files, or creating new ones directly in the design platform.



Integrate with your business systems

Easily connect your AI Agent to critical systems like CRM, ERP, and HR for real-time customer solutions, from booking flights to processing refunds and everything in between.



Deploy across a range of channels

Effortlessly deploy Webex AI Agents across both voice and digital channels, enabling seamless interactions on the platforms your customers prefer.

Where tough questions meet instant answers

Build a Webex AI Agent for any use case

Design an AI Agent tailored to your needs, whether you require a Scripted Agent with specific phrasing or an Autonomous Agent for dynamic, natural conversations.

Complete channel flexibility

Automate interactions on a wide range of channels, including Voice, SMS, Email, Live Chat, Apple Messages for Business, and WhatsApp.

Accurate, reliable answers

Provide precise and dependable responses using advanced machine learning algorithms and integrated knowledge bases.

Security built in, not bolted on

Cisco's stringent data security measures and reliable AI guardrails ensure trustworthy responses and safeguard your brand.

Seamless agent handover

If human assistance is required, conversations transfer smoothly, providing context so agents can seamlessly continue from where the AI left off.

Integrations made simple

Easily integrate with multiple back-office systems and data sources to pull information and solve complex requests.

Rapidly deploy and iterate

Build in a low-code design platform that streamlines development and deployment, enhancing efficiency and accelerating time to value.

Generate real-time insights

Automated AI Agent testing and scoring optimize performance to maximize customer satisfaction.

Effortlessly scale with multi-lingual AI Agents

Accelerate your market reach by building a single AI Agent capable of conversing in over 10 languages.



For more information

Please visit <https://www.webex.ai/ai-agent.html>

February 2025