

The Webex AI advantage

Transforming customer experiences with AI.

We surveyed over 1,000 Webex users to uncover the tangible and expected benefits of leveraging Webex AI at every step of the customer journey.

Enter a new era of customer experience—powered by AI.

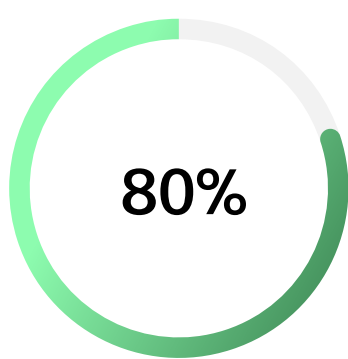
Webex AI is improving the experience of customers and customer-facing personnel for countless organizations. We're thrilled to witness our latest, widely available features making a tangible difference for our customers.

Webex Contact Center customers are seeing real results with AI-powered features like:

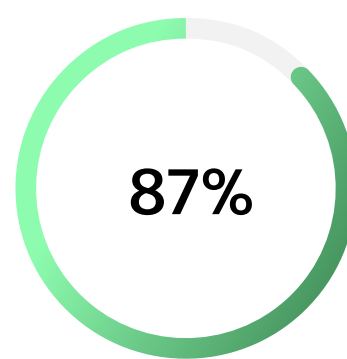
- Virtual agent summaries
- Suggested responses
- Coaching highlights
- Automatic customer satisfaction (CSAT) scores
- Dropped call summaries
- Wrap-up summaries
- Topic analytics
- Agent wellness

Delivering exceptional customer experiences.

Improve agent effectiveness



said they anticipate more accurate replies to customers with suggested responses.



predict getting up to speed on customer issues faster with summaries.

Boost efficiencies

Webex AI can solve your most critical CX problems with the ability to:

- Route customer inquiries to the most suitable agent in seconds.
- Assist with handling routine customer inquiries, freeing up time for more complex tasks.
- Analyze vast amounts of customer data across different channels in seconds.

Improve customer satisfaction

3X

faster agent response times using suggested responses, as predicted by 70% of respondents.

60%

predict customer satisfaction (CSAT) scores will improve.

Experience tangible business benefits

66%

expect an increase in Net Promoter Score and customer lifetime value.

75%

anticipate a reduction in customer churn.

Unlock the full potential of AI with Webex

These early findings are promising, indicating that customers can significantly enhance the customer experience in addition to improving the effectiveness and wellbeing of customer-facing personnel.

At Webex, we're dedicated to providing a secure, AI-driven platform that consistently delivers cutting-edge innovations so you can tap into the evolving possibilities of AI to improve every interaction.



Discover Webex AI, the world-class AI platform that fosters human connection and drives exceptional customer experiences.

[Learn more](#)

Survey of users in Webex AI Early Access Program, May 2024.