

## Cisco AI Assistant for Cisco Webex Contact Centre

<b>Course title</b>	<b>Overview of AI Assistant for Webex Contact Centre</b>
<b>Duration</b>	<b>Half Day for Basic Introduction (Including 15 minutes Q&amp;A)</b>
<b>Number of attendees</b>	<b>Up to 6 people per session</b>
<b>Course type</b>	<b>Webex CC Supervisors / Administrators</b>
<b>Course code</b>	<b>UA-WxCC-004</b>
<b>Remote training requirements</b>	<ul style="list-style-type: none"><li>• Sessions will be hosted using MS Teams or Cisco Webex Meetings.</li><li>• Attendees must have access to a PC/ Laptop that can access MS Teams or Cisco Webex Meetings.</li></ul>

### Training description

This training is designed to understand how to effectively use and configure the AI Assistant and features withing the Cisco Webex Contact Centre software.

### Training synopsis

- 1) Agent Functions
  - Overview for the Agent role.
  - Call Drop Summary.
  - Virtual Agent Transfer Summary.
  - Agent Wellness.
  - Viewing the Recording Management widget in the Supervisor desktop.
  - Improve agent performance with CSAT highlights (coming soon).
- 2) Supervisor Functions
  - Overview for the Supervisor role.
  - Auto CSAT, measuring customer satisfaction.
  - Viewing Auto CSAT in Reports.
  - Viewing and customising AI Assistant Dashboard.
- 4) Administration Functions
  - Overview for the Administrator role.
  - How to enable and view Topic Analytics
  - Enabling AI Assistant in organisation settings (optional paid feature).
  - Virtual AI Agent overview.