Webex AI Assistant

In a hyper-connected world, maintaining seamless connectivity is essential for businesses to outshine their competition. The Webex AI Assistant, a cutting-edge solution from Cisco and delivered by CallTower, empowers organizations to transcend traditional boundaries and foster unparalleled collaboration. By harnessing the power of artificial intelligence, this assistant revolutionizes how teams interact, share ideas, and drive innovation.

Stay ahead in the competitive landscape by leveraging the Webex AI Assistant to streamline workflows, enhance engagement, and fuel productivity.
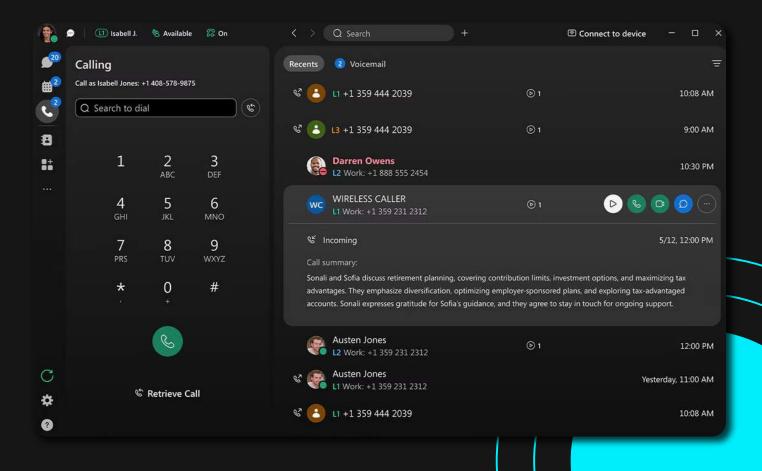
Boost employee productivity and transform customer experiences with your new workplace assistant.

The power of AI in your hands

AI Assistant for Webex Suite: Improve productivity of hybrid workers and get the most out of every meeting, message, and communication.

AI Assistant for Devices: Create intelligent workspaces equipped with everything from voice commands and AI-driven camera views, to embedded IoT sensors.

AI Assistant for Customer Experience: Enable agents to quickly resolve issues, improve interactions, and provide richer customer experiences.

Webex Suite

Ask AI Assistant

The AI Assistant can help find answers to your questions such as "What's on my schedule?' or 'What did I miss today?' Just ask, and it will provide you with the information you need based on your Webex messages, meetings, transcripts, and calendar.

Calling summaries

Never forget the details of important conversation with call summaries. Easily record calls natively with summaries in the AI Assistant for Webex Calling and review the highlights of your conversations directly in the Webex app.

Meeting summaries

Quickly catch up on missed meetings with meeting summaries, highlights, and action items at your fingertips.

Messaging summaries

Easily digest all your messages across spaces with summaries and unread message recaps.

Message tone and translation

Leverage AI to translate messages or help you quickly change the tone of your message before sending.

Video messaging summaries

Save time when viewing videos in Vidcast with AI that automatically organizes the video into chapters and provides highlights that make it easy to find the information you need.

Be-right-back summary

Step away from an in-progress meeting and receive a summary of key highlights that you missed while away.

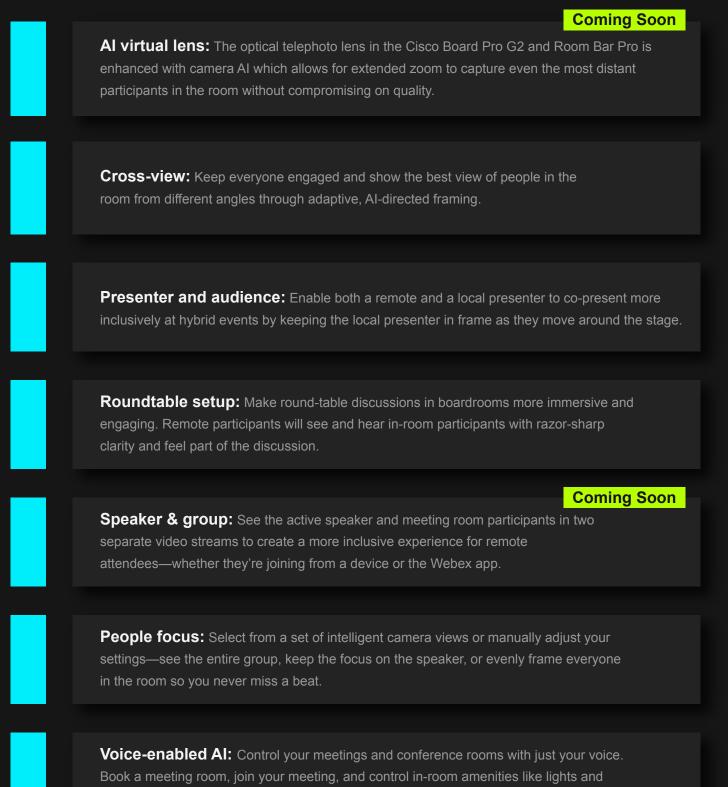### Real-time translation for live events

Quickly translate from English into 30+ languages during your live, virtual, or hybrid events.

Devices & Workspaces

AI virtual lens: The optical telephoto lens in the Cisco Board Pro G2 and Room Bar Pro is enhanced with camera AI which allows for extended zoom to capture even the most distant participants in the room without compromising on quality.

Cross-view: Keep everyone engaged and show the best view of people in the room from different angles through adaptive, AI-directed framing.

Presenter and audience: Enable both a remote and a local presenter to co-present more inclusively at hybrid events by keeping the local presenter in frame as they move around the stage.

Roundtable setup: Make round-table discussions in boardrooms more immersive and engaging. Remote participants will see and hear in-room participants with razor-sharp clarity and feel part of the discussion.

Speaker & group: See the active speaker and meeting room participants in two separate video streams to create a more inclusive experience for remote attendees—whether they're joining from a device or the Webex app.

People focus: Select from a set of intelligent camera views or manually adjust your settings—see the entire group, keep the focus on the speaker, or evenly frame everyone in the room so you never miss a beat.

Voice-enabled AI: Control your meetings and conference rooms with just your voice. Book a meeting room, join your meeting, and control in-room amenities like lights and blinds without lifting a finger.

Customer Experience

Coming Soon

Conversation summaries

Eliminate the need for customers to repeat themselves with automatic summaries that generate a recap of every chat and call, even ones that drop, helping to ensure a seamless transition between virtual and human agents.

Coming Soon

Suggested responses

Generative text automatically suggests replies for agents while bringing in customer context and history for quicker, more accurate responses.

Coming Soon

Generated session summary and wrap-ups

Real-time customer activity is added to customer profiles, ensuring you're kept up to date with every interaction.

Coming Soon

Agent answers

Gives agents knowledge-based article suggestions for customer questions, highlighting the most important part of the article for faster reference.

Coming Soon

Coaching highlights

Automatically pull top-rated calls so supervisors can identify best practices and better train agents across the organization.

Coming Soon

Agent burnout detection

Leverage AI to listen for cues to detect potential agent burnout, so supervisors can step in and relieve stressed agents.

Coming Soon

Code generation for customer journey orchestration

Easily generate code in the Webex Connect flow builder using simple descriptions.

For more information

Let's Connect