

Empower your team with AI-powered Webex features



As a supervisor, you play a key role in guiding your team to success. AI Assistant helps streamline your team's work and enhances the customer experience.

Get familiar with AI features for Agents

Support busy agents to achieve more with less stress.

AI Agent Transfer Context Summaries

Transfer summaries give human agents detailed information from AI agents and IVR transfers, so customers don't have to repeat themselves.

Have your team review these summaries before taking over a call to be fully informed, leading to quicker resolutions and a smoother experience for customers.

Dropped Call Summaries

Dropped call summaries capture details from disconnected interactions, allowing agents to pick up right where the conversation left off.

Encourage your team to review dropped call summaries to understand the conversation's history and context so no time is wasted and the customer gets what they need as quickly as possible.

Agent Wellbeing

This feature monitors agent interactions in real-time to identify signs of burnout and recommends brief 1-minute pauses between tasks as needed.

Use these insights to make informed decisions about agent schedules and workloads to maintain a healthy work environment.

Get started with AI features for Supervisors

Get insights that help your team perform at its best.

Auto CSAT

Auto-CSAT provides immediate insights into customer satisfaction after each interaction. This feature allows you to monitor feedback in real-time, which helps you understand customer sentiment and pinpoint areas for improvement.

Regularly review Auto-CSAT results to ensure your team meets customer expectations and make decisions that drive success.

AI reports in Analyzer

AI Assistant reports in Analyzer give supervisors detailed data on team performance and customer interactions. These reports help track key metrics and trends and show clearly where your team excels and any opportunities for improvement.

Use this data to adjust workflows and training strategies to ensure efficient operations and a better experience for customers.

Check out the adoption library for resources to help your team make the most of AI features.

[Dive in](#)