

# Webex AI Voice

Re-imagining Business Communications

**Revolutionise your business with Webex AI Voice** - an all-in-one solution crafted to elevate how you connect, communicate and collaborate.

As your organisation grows, so should your communication platform. **Webex AI Voice** evolves with your needs, keeping your team seamlessly connected and in sync, wherever they are.

Experience enterprise-grade capabilities with Webex AI Voice, built to offer the most advanced audio, video and messaging features in an accessible format. Our AI-driven communication and collaboration tools deliver clear, high-quality interactions and smart insights, all while adapting to your specific needs.



# Your all-in-one communication platform

**Webex AI Voice** provides your team with all the advanced calling features they need to stay connected and productive, backed by the industry's best-in-class audio quality. When communication needs to go beyond voice, users can effortlessly share content or seamlessly transition from a call to a full meeting, all without missing a beat.

The screenshot displays the Webex user interface, showing a contact list on the left, a call log for Clarissa Smith in the center, and a video call in progress on the right. Several callout boxes highlight key features:

- Call, text, message, meet with one click:** Points to the top navigation bar.
- Directory search:** Points to the search bar at the top.
- Instant access to:** A list of features including Call history, Visual voicemail, Meeting Transcripts, Recordings, Contacts, Messaging, Spaces, and Meetings.
- Desk phone & room device pairing and control:** Points to the 'Connect' button in the top right.
- Hold / resume, transfer, merge / conference, record, and elevate to a meeting:** Points to the 'Calling options' menu in the video call window.
- Call preferences, forwarding, single number reach:** Points to the 'Call Settings' icon at the bottom left.
- Select line, group, queue, shared line:** Points to the 'Multiline' icon at the bottom left.
- Call on Webex or PSTN with video or audio:** Points to the 'Audio' and 'Video' call buttons in the center.
- AI-powered Audio Intelligence: noise removal, optimise for my voice:** Points to the 'Mute' button in the video call window.
- Share content during a call:** Points to the 'Share' button in the video call window.

# Why choose **Webex AI Voice**?



## Unparalleled scalability

Easily adjust your cloud services with flexible contract terms that suit your growing needs. With **Webex AI Voice**, your communication infrastructure grows with you, providing the flexibility you need to adapt to changing business environments.



## Cost-effective

Our flexible plans are designed to offer you the best value for your investment, built specifically to your requirements. Simplify your operations and reduce overheads with our single, unified platform that brings together all your communication needs [meetings, messaging, audio, video calls] into one integrated system.



## Advanced AI features

**Webex AI Voice** includes advanced AI features like transcription services and noise reduction to enhance your communication efficiency.

These tools help you capture meeting notes accurately and maintain high-quality audio during calls, ensuring you never miss important details.



## High-level security

You can trust our enterprise-grade security to keep your data safe. Full guest participation is securely managed, ensuring compliance with global privacy laws and regulations.

This commitment to security helps you maintain trust and integrity in your communications.



## Unified collaboration environment

**Webex AI Voice** integrates with your existing systems and third-party applications, boosting your productivity and maximising ROI.

Its compatibility ensures that your current investments work harmoniously within your technological ecosystem, making your communication tools more efficient and effective.



## Leading telephony and VoIP technology

With **Webex AI Voice**, you gain access to leading telephony and VoIP technology, backed by award-winning network with over 99.99% uptime.

This ensures clear audio and reliable connectivity, so your team stays connected wherever they are.

The optimised network enhances performance, delivering smoother calls and video conferences, ensuring every conversation is productive and uninterrupted.

# Power up your business with **Webex AI Voice**

Empower your workforce with Webex AI Voice all-in-one solution, integrating calls, messages and meetings to drive productivity and retain talent.



## Improve employee productivity and engagement

With **Webex AI Voice** all-in-one solution, seamlessly integrate your calling, messaging and meeting needs into a unified platform. Empower your team to collaborate effortlessly, increasing their productivity and engagement across the board.



## Accelerate responsiveness

Improve your team's efficiency with **Webex AI Voice** - deeply integrated calling experience, fully embedded within your collaboration tools. Ensure quick, reliable communication that keeps your business moving forward at a competitive pace.



## Retain your employees and customers

Deliver an exceptional experience for both employees and customers with **Webex AI Voice**. By providing intuitive, reliable and secure communication tools, you'll foster loyalty and satisfaction that strengthens your organisation from within.



## Compete more effectively

Outpace your competition with **Webex AI Voice** advanced collaboration capabilities. Equip your business with the latest tools that improve teamwork, automate operations and keep you ahead in a rapidly competitive market.

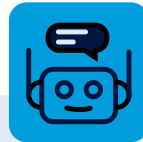
# Stay focused, stay engaged

Features to empower your teams



## Noise reduction

Improve your communication with advanced noise reduction, designed to minimise disruptions. Whether working from home, in a noisy coffee shop, or in a busy office. Enjoy clear, professional conversations free from distractions.



## AI assistant

Make your meetings more productive, with automated voice activated commands, note-taking and meeting highlights.



## Advanced analytics

Make use of data-driven insights to improve your team's performance and customer interactions. **Webex AI Voice's** advanced analytics provide detailed reports on usage, engagement, meeting effectiveness, and customer experience, helping you make informed decisions to optimise both productivity and customer satisfaction.



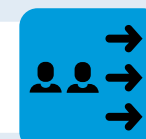
## Immersive presentations

Immersive share allows for more engaging presentations, where the audience doesn't have to choose whether to focus on the presenter or on the content.



## Gesture recognition

Raise your hand, clap, or give a thumbs up or down in front of your desk device to let others know you have a question or react, without interrupting the conversation.



## Real-time queue view

Monitor customer interactions more effectively with the real-time queue view, directly within the app. Stay on top of wait times, manage agent availability, and optimise customer service in the moment to deliver a seamless experience.

# Unique solutions for every need

Our flexible solutions are designed for businesses of all sizes and adapt as your business grows.

	Common Area <small>Deskphone only No Webex app</small>	Webex AI Voice	Webex Calling	Webex Suite	Webex CX Essentials	Webex Meetings
<b>Calling</b>	<ul style="list-style-type: none"> <li>• Dial tone</li> <li>• Call hold</li> <li>• Call transfer</li> <li>• Call waiting</li> </ul>	<b>Everything in Common Area+</b> <ul style="list-style-type: none"> <li>• Webex App [Softphone only]</li> <li>• Presence/availability</li> <li>• Call recording</li> <li>• Deskphone control</li> </ul>	<b>Everything in Webex Voice+</b> <ul style="list-style-type: none"> <li>• Call park/retrieve</li> <li>• Call pickup</li> <li>• Executive assistant</li> </ul>	<b>Everything in Webex Calling</b>	<b>Everything in Webex Calling</b>	
<b>Messaging</b>			Direct, team & external messaging Presence	<b>Everything in Webex Calling</b>	<b>Everything in Webex Calling</b>	<b>Everything in Webex Calling</b>
<b>Meetings</b>			<ul style="list-style-type: none"> <li>• Up to 100 participants</li> <li>• Breakout sessions</li> </ul>	<b>Everything in Webex Calling plus +</b> <ul style="list-style-type: none"> <li>• Up to 1000 participants</li> <li>• Cloud Meeting Recording &amp; Transcription</li> </ul>	<b>Everything in Webex Calling</b>	<b>Everything in Webex Calling plus +</b> • Video meetings up to 1000 participants
<b>Customer experience</b>		<ul style="list-style-type: none"> <li>• Call queuing</li> <li>• Call back</li> <li>• Analytics</li> </ul>	<b>Everything in Webex AI Voice</b>	<b>Everything in Webex AI Voice</b>	<ul style="list-style-type: none"> <li>• Agent &amp; Supervisor management</li> <li>• Screen pop configuration</li> <li>• Real time queue view in app</li> <li>• Agent monitoring</li> </ul>	
<b>Tools</b>			<ul style="list-style-type: none"> <li>• Google Calendar</li> <li>• MS office calendar</li> <li>• Outlook</li> <li>• Slack</li> <li>• One drive</li> <li>• Vidcast</li> </ul>	<b>Everything in Webex Calling +</b> <ul style="list-style-type: none"> <li>• Slido</li> </ul>	<b>Everything in Webex Calling</b>	<b>Everything in Webex Calling +</b>

# Smart collaboration, powered by **Webex AI Voice**

Boost productivity and improve collaboration with AI-powered features, designed to simplify workflows and create more engaging experiences.

	Enhanced Calling [Webex AI voice]	Webex Calling	Customer Experience Essentials	Webex Suite	Webex Meetings
Background Noise Removal	●	●	●	●	
Vidcast		●	●	●	●
Breakout Sessions		●	●	●	●
Cisco AI Assistant		●	●	●	●
Immersive Share		●	●	●	●
<b>Webex AI Voice capabilities</b>					
<b>Webex Messaging</b>					
Rephrase or change tone, translate message		●	●	●	●
<b>Webex App</b>					
Unread messages recap & space summaries		●	●	●	●
<b>Meeting Recordings</b>					
Save summary & transcript summarisation				●	●
<b>In Meetings</b>					
Catch Me Up, Ask AI assistant, Save Summaries & transcripts without recording, Real Time Transcription, Auto Step Away				●	●

# Which solution is right for you?

## Common Area Calling



The Common Area Calling subscription is tailored to meet the needs of phones located in shared spaces such as conference rooms and lobbies. It offers a basic set of calling features that include dial tone, call hold, call transfer, call waiting, and video calling. This ensures that communication is efficient and reliable.

## Webex AI Voice



Designed for users who require extensive calling capabilities, Webex Voice includes all features found in the Common Area Calling package, with added functionalities. This subscription supports call history, call forwarding, call recording, call queue agent services, voicemail, and access through a mobile app. Webex Voice is ideal for professionals needing advanced calling options on both desk phones and softphone applications, ensuring flexibility and comprehensive communication solutions.

## Webex Calling



Webex Calling is perfect for businesses that require robust and versatile communication tools to enhance productivity and connectivity across the organisation. Offering a complete unified communications solution, Webex Calling encompasses everything in the Webex Voice subscription, with additional advanced features including call park/pickup, executive assistant capabilities, single number reach, and call forwarding when not reachable. You also gain access to Webex's meetings and messaging capabilities, ensuring a truly all-in-one collaboration solution supported by Gamma's network and service.

## Webex CX Essentials



Designed to enhance customer service operations and improve the overall customer experience through seamless coordination and efficient handling of interactions. Webex CX Essentials integrates with CRM systems and includes collaboration tools such as direct messaging, file sharing, and video conferencing to enhance coordination and improve overall customer service.

## Webex Suite



For users with advanced collaboration needs, the Webex Suite provides an all-encompassing solution that includes all features of Webex Calling plus more. This subscription supports direct and group messaging, feature-rich messaging, file sharing, screen sharing, Webex assistant and enhanced meeting controls such as direct moderator controls and announcement mode. The Webex Suite is designed to facilitate seamless collaboration and efficient communication among team members, regardless of their location.

## Webex Meetings



Focused on users who primarily need messaging and meeting functionalities, the Webex Meetings subscription is an ideal choice. It includes all meeting capabilities present in the Webex Suite without the need to incorporate calling functionalities, supporting HD personal room meetings for up to 1,000 people. Key features include meeting dial-in numbers, meeting recording with substantial cloud storage, Webex Assistant, post-meeting summaries, remote desktop control, and host/co-host meeting delegation. This subscription ensures that businesses can conduct high-quality virtual meetings and maintain productive interactions with ease.

Webex AI Voice

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