

# Turn Conversations into Actionable Outcomes with UCx with Webex AI



Embedded across calling, meetings, messaging, and customer engagement, Webex AI helps teams stay focused, turn conversations into clear next steps, and keep work moving between touchpoints—without adding another app or disrupting the way people work.

## The Challenge

Modern work is overwhelmed by conversations:

- Too many meetings, calls, and message threads
- Lost context across handoffs and follow-ups
- Manual notetaking and post-call work
- Distributed teams struggling to stay aligned
- Inconsistent documentation of customer interactions

**The Result:** slower decisions, missed actions, and repetitive work.



## The Webex AI Approach

Webex AI transforms conversations across the entire workflow: during, after, and between every interaction.

- Captures context automatically
- Surfaces key moments in real time
- Delivers summaries, action items, and insights instantly
- Enables natural-language interaction within conversations

## How Webex AI Works

### During the Conversation: Stay Present, Not Busy Taking Notes

Webex AI enhances live interactions so teams can focus on the conversation, not the logistics.

| Meetings AI                        |                                                           |
|------------------------------------|-----------------------------------------------------------|
| Catch Me Up                        | Instantly summarizes what you missed so you can re-engage |
| Was My Name Mentioned              | Flags key moments relevant to you                         |
| What Are the Action Items          | Identifies tasks and owners in real time                  |
| Ask Me Anything About This Meeting | Ask natural-language questions during or after            |
| Auto Step Away                     | Automatically updates status and reduces disruptions      |
| Calling AI                         |                                                           |
| HD Voice for External Callers      | Ensures clear, high-quality conversations                 |
| Webex AI Codec                     | Maintains clarity even in poor network conditions         |
| AI Noise & Speech Removal          | Eliminates background noise in real time                  |

After the Conversation: No More Manual Follow-Up

Webex AI automatically captures and organizes what matters so nothing gets lost.

| Meetings AI (Post-Meeting)                                   |                                                           |
|--------------------------------------------------------------|-----------------------------------------------------------|
| Post-Meeting Summaries & Transcripts                         | Complete records delivered automatically                  |
| Automatic Highlights & Chapters in Recordings                | Easily navigate key moments                               |
| Language Support (English, Spanish, Italian, French, German) | Enables global collaboration                              |
| Customer & Video AI                                          |                                                           |
| Vidcast AI Highlights & Chapters                             | Transforms video messages into concise, scannable content |

Between Conversations: Stay Aligned Across Messages

Webex AI ensures continuity across messaging and async collaboration.

| Messaging AI        |                                                   |
|---------------------|---------------------------------------------------|
| Space Summaries     | Catch up instantly on conversations and decisions |
| Rewrite Messages    | Improve clarity, tone, and professionalism        |
| Message Translation | Enable real-time multilingual collaboration       |

Across Customer Engagement: Drive Better Experiences

Webex AI enhances customer-facing interactions with smarter engagement tools.

| Smarter Engagement Tools           |                                                                                        |
|------------------------------------|----------------------------------------------------------------------------------------|
| Vidcast for Customer Communication | Create engaging, AI-enhanced video updates                                             |
| Slido AI-Generated Polls           | Automatically generate polls to increase engagement in meetings, trainings, and events |

Always On: Background Intelligence That Improves Every Interaction

Webex AI works behind the scenes to help every conversation sound clearer, feel smoother, and stay focused—no matter where people are working.

| Always On Intelligence                    |                                          |
|-------------------------------------------|------------------------------------------|
| Noise & Speech Removal (Meetings & Video) | Keeps every interaction distraction-free |
| Webex AI Codec (Calling & Meetings)       | Consistent clarity across environments   |



## Business Impact

Webex AI doesn't just improve conversations, it improves outcomes:

- Faster response times
- Clear ownership of next steps
- Reduced manual documentation
- More productive meetings and calls
- Better knowledge transfer across teams
- Improved customer engagement and satisfaction
- Increased operational efficiency

## Proof in Practice

Webex AI is already helping organizations improve the customer experience. Reported customer outcomes include:



**85% Fewer  
Escalations**



**70% Fewer  
Dropped-Call Complaints**



**35% Fewer  
Support Tickets**

## Why Webex AI

Webex AI delivers trusted intelligence across the moments that matter most—from team collaboration to customer engagement. It helps employees and agents capture key details, find answers faster, automate next steps, and deliver more personalized experiences.

That means:

- No new apps to learn
- No workflow disruption
- Immediate productivity gains
- More responsive customer experiences

## Availability Across Plans

Webex AI capabilities are available across Business, Pro, and Elite packages, with advanced features expanding across higher tiers. Consult your TPx representative for package-specific availability.

**Ready to Turn Every Conversation into a Business Outcome?**

**Visit [TPx.com](https://www.tp.com)**