

Contact Center: Webex Workforce Optimization Agent Assist

AI Transparency Technical Note

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Contents

Feature Overview _____ 4

Model Overview _____ 4

 Introduction _____ 4

 Model Architecture _____ 5

 Usage Guidelines _____ 6

 Model Inputs and Outputs _____ 6

Data Sources for Training and Evaluation _____ 6

Model Evaluation and Performance _____ 6

Safety and Ethical Considerations _____ 7

Fairness _____ 7

Privacy and Security _____ 7

License _____ 7

Updates and Maintenance _____ 8

References _____ 8



At Cisco, we appreciate that Artificial Intelligence (AI) can be leveraged to power an inclusive future for all. We also recognize that by applying this technology, we have a responsibility to mitigate potential harm. That is why Cisco adheres to our [Responsible AI Framework](#) (the “Framework”), which is based on six principles of Transparency, Fairness, Accountability, Privacy, Security and Reliability. Cisco translates these principles into product development requirements, which ultimately form part of the product development lifecycle alongside our Security by Design, Privacy by Design, and Human Rights by Design processes.

Accordingly, Webex by Cisco (Webex) features that leverage AI are built with transparency, fairness, accountability, privacy, security, and reliability at their core. Each feature powered by AI undergoes an AI Impact (AI) Assessment – a best-in-class review of how the technical underpinnings of the functionality measure against the Framework Principles.

The features detailed below have been built with the Framework Principles at the center of how we deliver AI powered technology. This Technical Note describes more information about the platform, and how we responsibly leverage AI to deliver the functionality.

Feature Overview

Webex Workforce Optimization (WFO) offers Workforce Management Agent Assist, a GenAI powered assistant embedded directly within the Webex WFO Workforce Management module. Agent Assist empowers agents with natural, conversational self-service across their daily scheduling needs.

Key Highlights:

- Built with Generative AI for smarter, more natural human-like interactions.
- Native multilingual experience, supporting 135 languages including English, Spanish, Swedish, and French, designed to expand adoption across diverse geographies and industries.
- Understanding natural language prompts, for example, “Can I leave early tomorrow?” “What are my shifts this week?”
- Handling core scheduling tasks like requesting time off or volunteering for overtime.
- Ensuring real-time, accurate, and actionable responses seamlessly synchronized with Workforce Management data and scheduling policies.
- Every interaction adheres to business rules and real-time conditions via context aware intelligence.
- An Agent-first design optimized for daily use and mobile access, with minimal training.

Model Overview

Introduction

The Webex WFO Agent Assist is powered by Azure OpenAI models, hosted entirely on the Azure cloud platform. The solution leverages Microsoft’s foundational generative AI capabilities, with no additional third-party or proprietary models currently in use.

Model Architecture

Large Language Models via Azure OpenAI: The models used in Agent Assist are accessed through Azure OpenAI cloud services. The large language models are pre-trained by OpenAI on extensive public and licensed datasets and hosted within the Aure cloud environment. No additional fine tuning is performed on the base models; customization is achieved through prompt engineering and system-level configuration.

Cisco does not utilize customer data in training the generic ML models. Azure OpenAI Large Language Model calls are stateless and do not use or store customer data for model improvement.

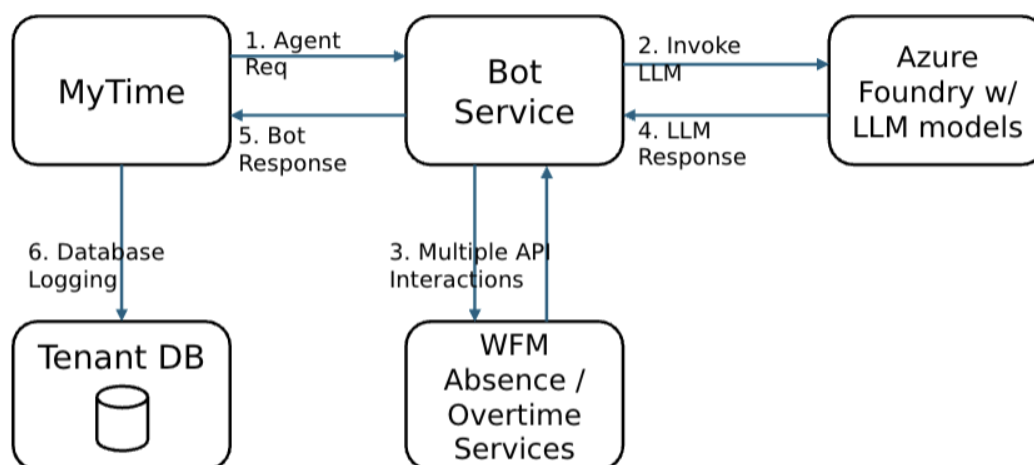


Figure 1: Webex Workforce Optimization Agent Assist

1. The agent submits a natural language request (e.g. “I need time off next Friday”) through the MyTime interface. This request is forwarded to the Bot Service for processing.
2. The Bot Service sends the input to an Azure hosted LLM. The model interprets the intent, extracts entities (date, type of request), and formulates a structured action plan. NOTE: LLM calls are stateless and do not use or store any customer data for training.
3. Business Logic Execution (Bot Service ↔ WFM APIs): Based on the parsed intent, the Bot Service performs the necessary backend operations (e.g. queries existing absence balances, validates inputs, and prompts for missing data). Final requests are submitted to correct WFM Absence/Overtime service endpoint.
4. The LLM generates natural language output (e.g. confirmation message or clarification questions)

5. The Bot Service sends the LLM output back to the MyTime interface, where the agent can view confirmation or follow-up prompts.
6. Database Logging (Opt-in only): All relevant events are securely logged to the tenant-specific database.

Usage Guidelines

Webex WFO Agent Assist features cannot be used outside of Webex applications and Cisco devices.

Model Inputs and Outputs

Webex WFO Agent Assist processes natural language inputs submitted by agents through the MyTime interface. These inputs are forwarded to the Bot Service, which relays them to an Azure-hosted LLM. The model interprets the agent's request, extracts key information, and returns a structured response. Based on model output, the Bot Service interacts with WFM APIs to execute backend operations such as validating absence requests or retrieving balances. The final response is returned to the agent in natural language.

Data Sources for Training and Evaluation

Cisco uses internally generated synthetic conversation logs for evaluation purposes. In particular cases, and only with explicit client permission, real agent interactions may be used to support prompt improvement and quality assessment. This is strictly an opt-in process, governed by clear client agreements. No customer data is used to train or improve the underlying language models. All evaluation data is managed in accordance with stringent privacy and security standards.

Model Evaluation and Performance

Cisco frequently assesses and evaluates third-party models to maintain and/or improve both performance and accuracy of output. Humans are involved with the review, testing, and quality assurance associated with the deployment of the underlying models.

Cisco conducts internal evaluations to assess how well the models perform within our specific application context. Included in this is prompt tuning, system behavior adjustments, and user experience testing to ensure the outputs align with product goals. All supporting code and components follow our secure software development lifecycle and undergo rigorous review before deployment.

Outputs generated by AI and machine learning technologies may contain inaccuracies or errors. Depending on how they are used, these errors can lead to incorrect information or unintended actions. Users are strongly advised to validate critical outputs and take appropriate precautions when incorporating AI into their application or decision-making processes.

Safety and Ethical Considerations

Cisco mitigates safety risks and ensures ethical use when leveraging third-party models. Through that process, Cisco's third-party vendors undergo rigorous vendor reviews, which include security, privacy, and safety assessments.

Please contact Cisco if you have concerns or feedback about your experience with the Webex WFO features. Cisco considers bias mitigation measures as part of its evaluation process, with a preference for foundational libraries and models that leverage training data reflecting diverse demographics.

Fairness

For more information on how the models underlying Webex WFO are trained for fairness, please reference [OpenAI Safety](#).

Privacy and Security

Information Security Program is based on security frameworks: NIST Cyber-Security Framework, the CIS CSC Top 20 control set. The compliance frameworks for SOC2 Type II, ISO 27001, and PCI DSS are incorporated into the Common Control Framework.

License

Webex WFO products are proprietary and are not publicly available without subscription.

Updates and Maintenance

Ongoing Cisco updates and product release documents include product updates and any improvements in user experience. Cisco may also use customer email notifications and Webex Help Center documentation to inform customers of product changes. Webex WFO features are on a continuous delivery schedule with weekly deployments that include updates, bug fixes, and patching.

References

[RAI Principles](#)

[RAI Framework](#)

[Cisco Trust Portal](#)

[OpenAI Safety](#)