

AI agents and bots

Name the product. Scripted and autonomous agents are not the same object as Calling's auto attendant.

Item	What to remember	Source
Virtual Agent–Voice	IVR with a CCAI connector. Dialogflow CX, ES, or bring-your-own.	n6gaghu
Handoff	BYO must send AGENT_TRANSFER.	developer.webex.com
AI Assistant	Control Hub add-on: summaries, wellness, Auto CSAT, transcription, Real-Time Assist.	n9lk3t6
AI Agent Studio	Taught in T8-R05 and T8-R03. Re-check the live what's-new page.	T8-R05
WFO Agent Assist	Schedule assistant noted on the agent what's-new page. Not the same SKU as Enterprise WFO.	n3v7ldh

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Sources and go deeper

Checked links were opened this month. A confirm row has no address because that page was not opened.

- **Wikipedia** [Webex \(Wikipedia\)](#) last checked 2026-10
- **Vendor doc** [Webex Help Center](#) last checked 2026-10
- **DevDocs** [Webex developer documentation](#) last checked 2026-10
- **DevDocs** [Webex developer getting started](#) last checked 2026-10
- **Community** [Webex community](#) last checked 2026-10
- **SRND** [Cisco Collaboration design zone](#) last checked 2026-10
- **RFC** [RFC 3261 SIP: Session Initiation Protocol](#) last checked 2026-10
- **Port table** [IANA service name and port number registry](#) last checked 2026-10
- **Port table** [Port reference for Webex Calling](#) last checked 2026-10
- **Wikipedia** [Call centre \(Wikipedia\)](#) last checked 2026-10
- **Wikipedia** [Interactive voice response \(Wikipedia\)](#) last checked 2026-10
- **Release notes** [What's new for administrators in Webex Contact Center](#) last checked 2026-10
- **RFC** [RFC 3263 Locating SIP Servers](#) last checked 2026-10
- **RFC** [RFC 3264 An Offer/Answer Model with SDP](#) last checked 2026-10
- **Wikipedia** [Session Initiation Protocol \(Wikipedia\)](#) last checked 2026-10
- **Vendor doc** [help.webex.com article nvvv1zb](#) last checked 2026-10

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