# Administering Webex AI Assistant & Agent (AWXAI)

**Price:** 3995

**Duration:**

**Delivery Methods:** Virtual

## Overview

**Take your Webex Contact Center and AI expertise to the next level. Administering Webex AI Assistant & Agent course is your gateway to building powerful AI Assistants and AI Agents that transform customer experiences.**

This 4-day course is hands-on, practical, and packed with real-world examples.

You'll learn how to design, build, and deploy both voice and digital bots using Webex's cutting-edge tools. From LLM-powered autonomous agents to structured FAQ bots and real-time agent assist tools, you'll explore every corner of the platform. You'll also learn how to use ROI calculators to size solutions and show value to stakeholders – perfect for presales engineers, solutions consultants, implementation engineers, and customer success managers.

### Prerequisites

Attendees must have completed our Administering Webex Contact Center (AWXCC) course or have equivalent experience, with a solid understanding of Webex Contact Center voice and digital channels.

### Target Audience

- Digital Platform Architects
- Voice System Engineers
- DevOps teams

- Operations managers
- Contact Center solution and training specialists
- Support/Quality teams
- Webex Partner systems engineers
- Anyone with Day-2 responsibilities for Webex Contact Center

**Course Objectives**

- By the end of this course, learners will be able to design, configure, and deploy both AI Assistants and AI Agents (Scripted and Autonomous). They will integrate these solutions across voice and digital channels, size deployments using bundles and ROI tools, manage structured and unstructured knowledge bases, and apply best practices for LLM-driven and rule-based conversational design.

## Course Schedule

| Date | Time | Price | Options |
|---|---|---|---|

## Why Professional Choose TOPTALENT?

#### Dedicated Texas-Based Support

Get assistance every step of the way from our **Texas-based team**, ensuring your training experience is hassle-free and aligned with your goals.

#### 3000+ Curated Professional Courses

Access an extensive portfolio of over 3000 courses across IT, Business Application and Leadership – Designed to meet evolving Industry demands

#### 95% Client Approval Rating

Trusted by professionals nationwide our 95% approval rating reflects consistent quality, measurable impact and exceptional service.

#### Certified Industry Instructor

Learn from professionaly certified experts with real world experience and a proven commitment to learner success.

For questions

**call:**

**(469) 721-6100**

**Email:**

info@toptalentlearning.com

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## FAQ

**What if I have to reschedule my class due to conflict?**

Ten (10) business days' notice is required to reschedule a class with no additional fees. Notify TOPTALENT LEARNING as soon as possible at 469-721-6100 or by written notification to info@toptalentlearning.com to avoid rescheduling penalties.

**How do I enroll for this class?**

Please contact our team at 469-721-6100; we will gladly guide you through the online purchasing process.

**What happens once I purchase a class?**

You will receive a receipt and an enrollment confirmation sent to the email you submitted at purchase. Your enrollment email will have instructions on how to access the class. Any additional questions our team is here to support you. Please call us at 469-721-6100.

**What is your late policy?**

If a student is 15 minutes late, they risk losing their seat to a standby student. If a student is 30 minutes late or more, they will need to reschedule. A no-show fee will apply. Retakes are enrolled on a stand-by basis. The student must supply previously issued courseware. Additional fees may apply.

**What happens when I finish my class?**

You will receive a ‘Certificate of Completion’ once you complete the class. If you purchased an exam voucher for the class, a team member from TOPTALENT LEARNING will reach out to discuss your readiness for the voucher and make arrangements to send it.