The Webex AI Assistant is a powerful tool designed to enhance your collaboration experience across meetings and messaging. By leveraging cutting-edge artificial intelligence, it helps streamline communication, increase productivity, and ensure you never miss important details. With features like intelligent message summaries, meeting highlights, and automatic transcriptions, the AI Assistant makes it easier to stay organized and engaged, whether you're chatting or attending meetings. This guide will walk you through how the Webex AI Assistant works for each of these key areas and show you how to enable these smart features to optimize your workflow.
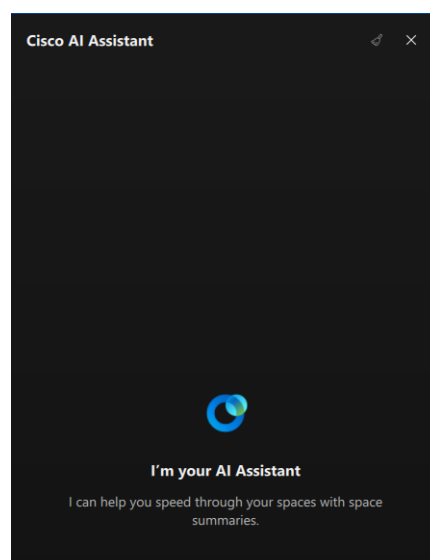
How to Enable the Webex AI Assistant

Enabling the Webex AI Assistant is simple and will provide benefits for all features within Webex. Once activated, the AI Assistant will enhance your Webex experience by providing intelligent features across meetings and messaging. Here's how to enable it:

1. Once logged into Webex, open the AI Assistant by clicking the button in the upper right corner of the screen.
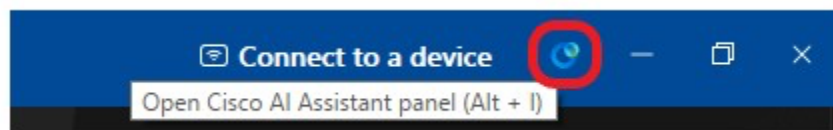
2. The AI Assistant menu will open and be pinned to the right side of the screen.

3. Available AI options will change depending on the Webex feature being utilized.

After enabling the AI Assistant, it will automatically begin enhancing your Webex experience, making your interactions smarter and more efficient.

Webex AI Assistant for Meetings

Welcome to the next level of Webex meetings with new AI-driven features that help you stay connected, productive, and on top of important meeting content. With these new capabilities, you can easily manage interruptions, catch up on missed discussions, and automatically receive meeting summaries—all with the power of AI. Below, we'll walk you through the features, how to enable them, and how they can enhance your meeting experience.

Why You Should Use These Features

These AI-driven features will streamline your meeting experience:

- **Step Away:** No need to worry about missing important moments when you step away.
- **Catch Up:** Quickly get up to speed even if you've missed part of the meeting.
- **Meeting Summary:** Save time by reviewing AI-generated summaries instead of combing through meeting recordings.

Webex AI Features and License Availability

Webex offers a variety of AI-driven features depending on your licensing level.

- **Webex Assistant** and **Closed Captions** are available with **Enhanced** and **Elite** licenses but are not included with the **Essential** license.
- **Recording Transcriptions** feature is available exclusively with the **Elite** license, while both **Essential** and **Enhanced** licenses do not support it.

Understanding which features are available to you based on your license will help you maximize the benefits of Webex's powerful AI tools to enhance your meeting experience.

How to Enable Webex AI Assistant During a Meeting

The Webex AI Assistant offers real-time support during meetings, helping you stay on top of important tasks, decisions, and discussions. By enabling the AI Assistant, you can access key features like meeting summaries, action items, and more.

## Enabling the Webex AI Assistant in a Meeting

1. **Start or Join a Meeting:** Begin your meeting as you normally would by starting a new session or joining an existing one.
2. **Enable the AI Assistant:**
   o Once in the meeting, look for the **AI Assistant icon** in the meeting controls or on the side panel.
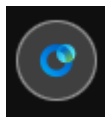
   o Click on the **AI Assistant icon** to enable it. If the feature is available in your plan, the AI Assistant will be activated for the meeting.

Using the Right-Side Menu with the Webex AI Assistant

After enabling the Webex AI Assistant, the right-side menu will populate with several AI-powered options designed to enhance your meeting experience. Here's what you can find:
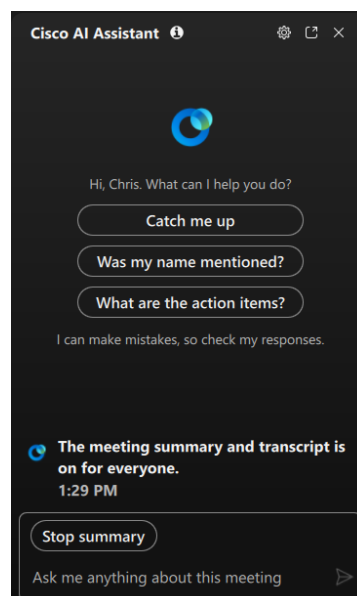
1. **Meeting Summary:**
    - o The AI Assistant will display a **Meeting Summary** section in the right-side menu. This summary provides a concise overview of key points discussed during the meeting, including decisions made, action items, and important highlights.
    - o You can review the meeting summary anytime during or after the session, helping you stay on track even if you joined late or had to step away.
2. **Action Items:**
    - o The AI Assistant can automatically identify, and list **action items** discussed during the meeting.
    - o In the right-side menu, you'll see a section dedicated to tracking these tasks, so you can easily follow up on what was agreed upon, without the need to sift through the meeting recording or notes.
3. **Catch Up:**
    - o If you step away from the meeting or join late, the AI Assistant will show a **Catch Up** option that provides a quick summary of the most important discussions and decisions that happened while you were absent.
    - o This ensures you never miss key information and can catch up on what you've missed in a few clicks.
4. **Transcript & Captions (if enabled):**
    - o If the meeting host has enabled **live captions**, the right-side menu will display real-time captions for what is being said in the meeting.
    - o You can follow the discussion in real-time through these captions, which are powered by Webex's AI.
5. **Meeting Action Alerts:**
    - o The AI Assistant may also alert you of any upcoming **action items** that need to be addressed, ensuring you stay organized and on top of next steps.

By enabling the Webex AI Assistant during your meetings, you can access a range of helpful tools designed to keep you informed and productive. Whether you need real-time meeting summaries, automatic action items, or the ability to catch up on missed content, the AI Assistant ensures that you're always in the loop. Make sure to explore the right-side menu during your next Webex meeting to take full advantage of these powerful features.

Step Away:

Stay Informed Even When You're Away

Feature Overview: The *Step Away* feature allows users to temporarily step away from a meeting without missing important moments. Webex will notify you of any critical updates or actions while you're away.
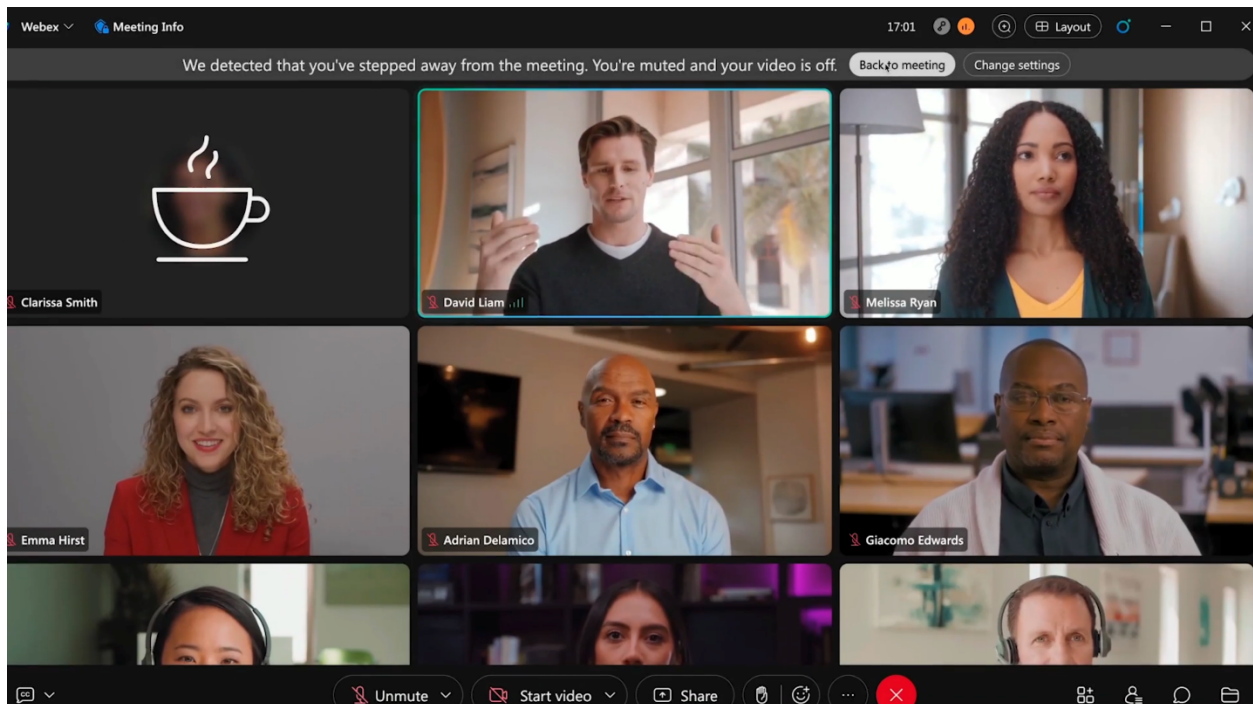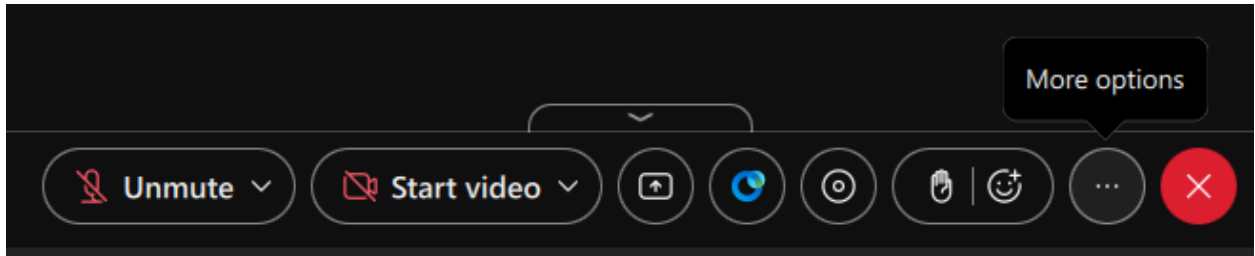

How It Works:

- When you step away from the meeting, Webex's AI will track key moments and updates.
- You'll be notified if there are any important discussions or decisions that occurred while you were away.

How to Enable:

1. Start a Webex meeting as usual.
2. Click on the **More Options** button (three horizontal dots) in the meeting controls.

3. Select **Step Away Mode** from the dropdown menu.
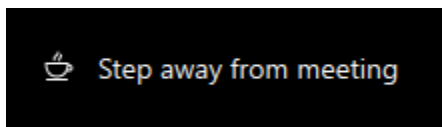
4. You will be notified when you miss any important discussion points.

Automatic Step Away Detection:

Let Webex Handle It for You

Feature Overview: Webex can automatically detect when you step away from your camera during a meeting and will mark you as "Stepped Away." This feature uses AI to detect the absence of your camera feed and automatically triggers the *Step Away* status, ensuring that others in the meeting are aware of your temporary absence. This adds an extra level of convenience and ensures a seamless experience without needing to manually enable the Step Away mode.

How It Works:

- When you leave your camera or microphone idle for a specified period, Webex will automatically detect your absence.
- Your status will be updated to "Stepped Away," and the system will notify others in the meeting that you are momentarily unavailable.
- If there's an important discussion while you're away, Webex will ensure that you're notified so you can quickly catch up once you're back.

How to Enable Automatic Detection:

1. **Automatic Step Away Detection:** This feature is enabled by default, but you can confirm or adjust the setting by:
   - Going to **Settings** > **Meeting Preferences**.
   - Ensure that the **Automatic Step Away Detection** option is turned on.
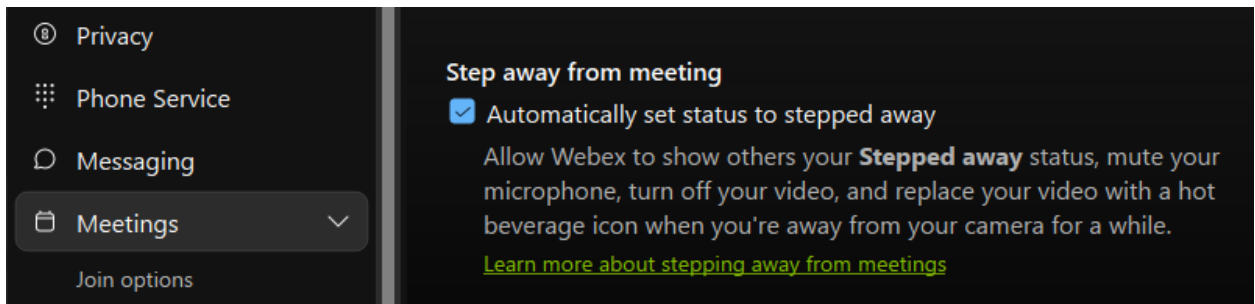
2. **Start a Meeting:** When you leave your camera feed unattended, Webex will automatically mark you as "Stepped Away."
3. **Notifications:** Once you return to the meeting, you'll be notified if any critical discussions or updates occurred while you were away.
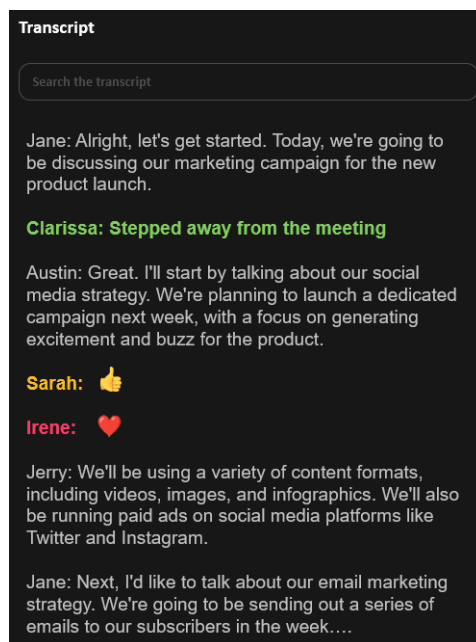
What Happens When You Return:

- Upon returning to the meeting, Webex will update your status back to "Active."
- If anything important happened during your absence, you'll receive notifications or can use the *Catch Up* feature to review what you missed.
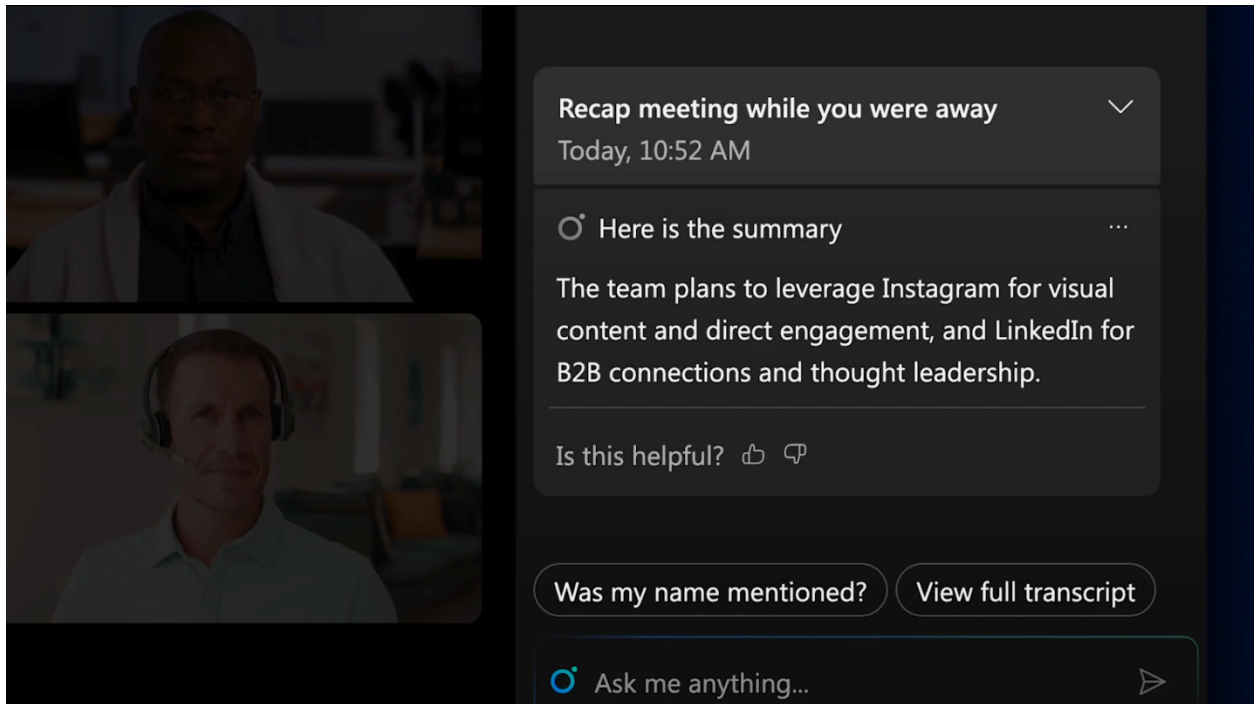
Catch Up:

Never Miss a Beat

Feature Overview: With *Catch Up*, Webex uses AI to summarize meetings in real-time and provide instant access to key points, even if you've joined late or had to step away for a while.
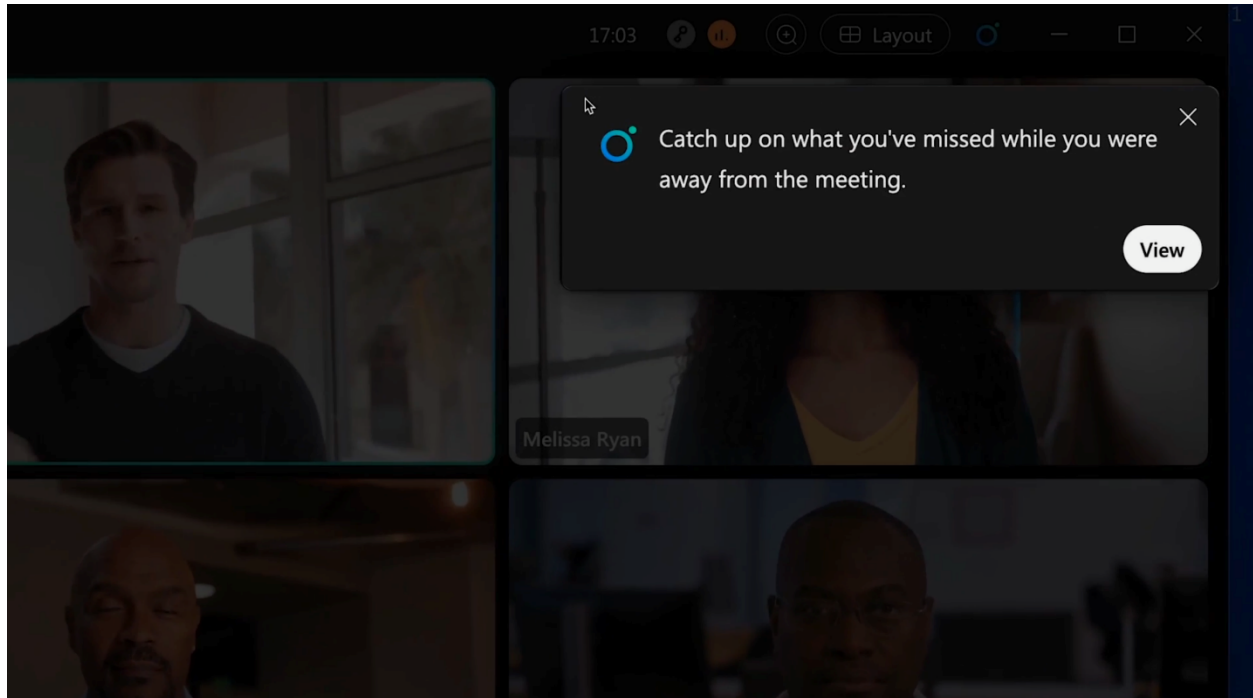
How It Works:

- If you join a meeting late, or if you step away for any period, the *Catch Up* feature will provide you with a condensed summary of what you've missed.
- It highlights key discussions, action items, and other important moments, allowing you to catch up quickly without watching the entire meeting recording.

How to Enable:

1. When joining a meeting late, enable the AI Assistant button in the bottom navigation panel
2. Click **Catch Up** to view the highlights and key moments from the meeting.
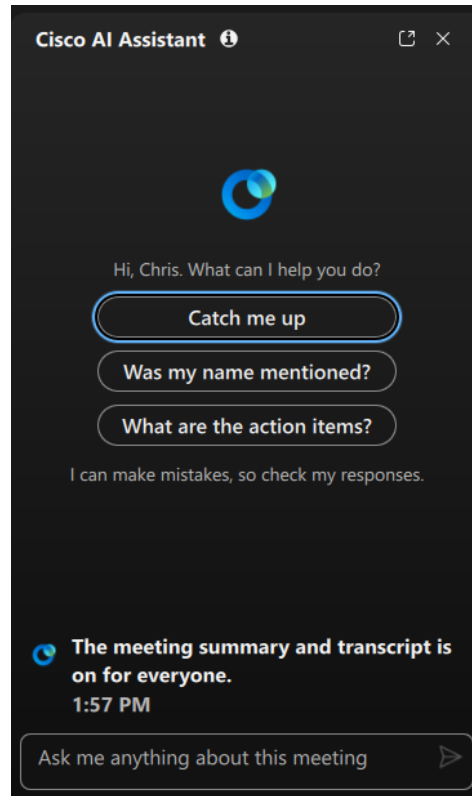
3. Review summaries of the discussions, actions, and decisions that took place while you were absent.
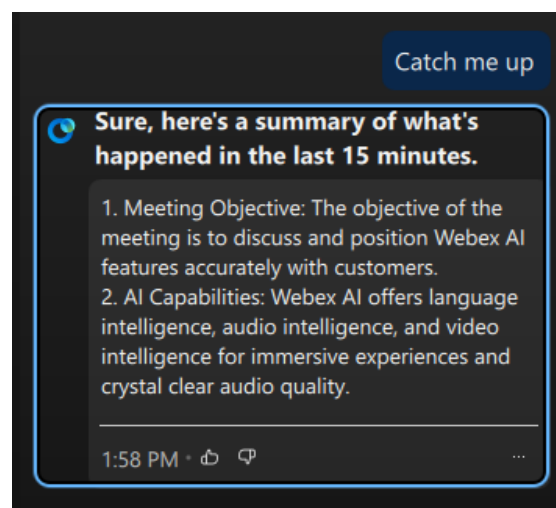
4. Additional options are available that highlight any discussion that mentioned your name and any follow-up Action Items.
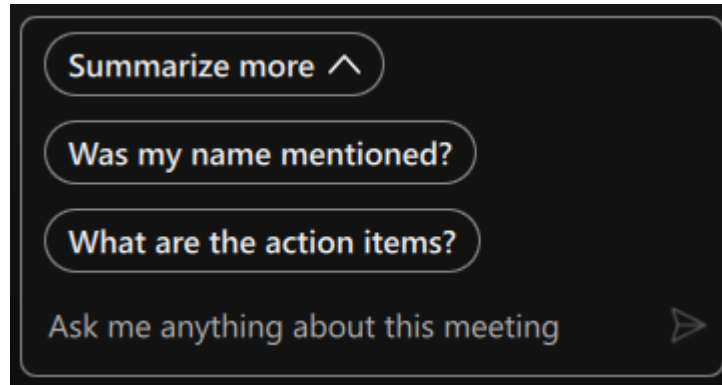
Meeting Summary:

AI-Generated Recaps for Efficient Follow-Ups

Feature Overview: The *Meeting Summary* feature uses Webex's AI to automatically generate a detailed summary of each meeting, which includes key discussion points, action items, and decisions made.
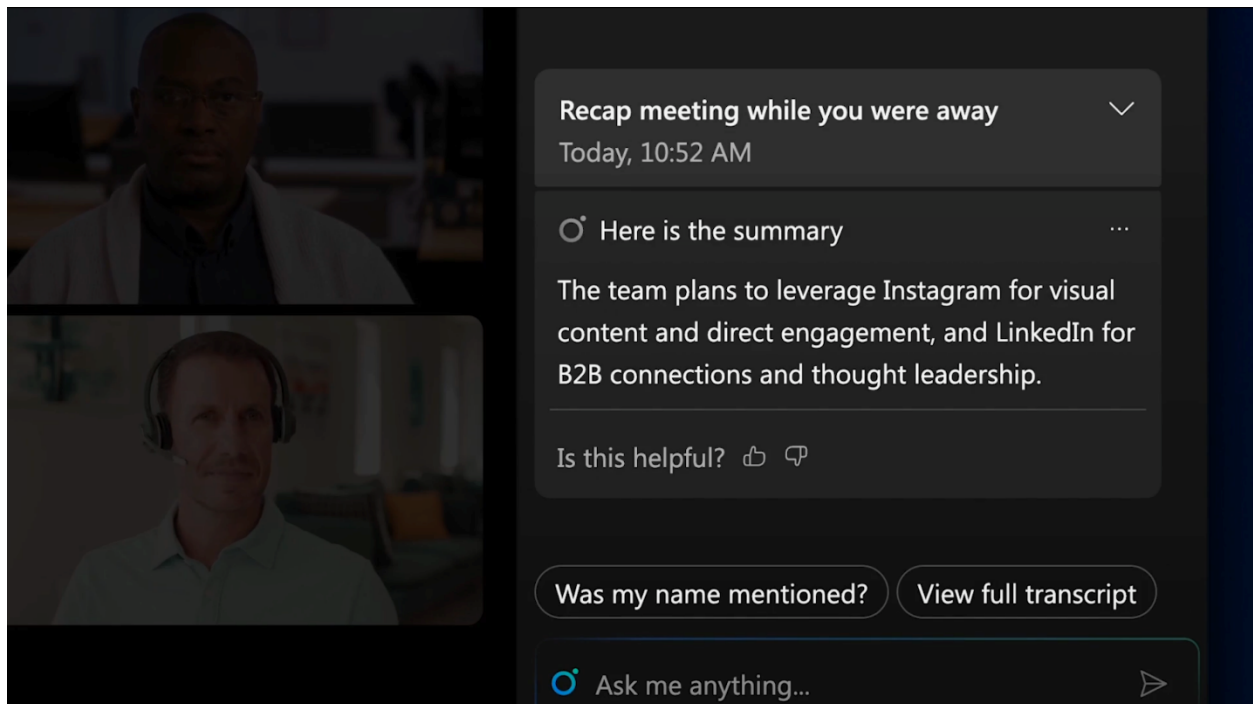
How It Works:

- At the end of the meeting, Webex will create a comprehensive summary.
- You can access the summary through the meeting details, which will include a quick recap of what was covered, along with any action items assigned.

How to Enable:

1. After the meeting ends, open the meeting details page.
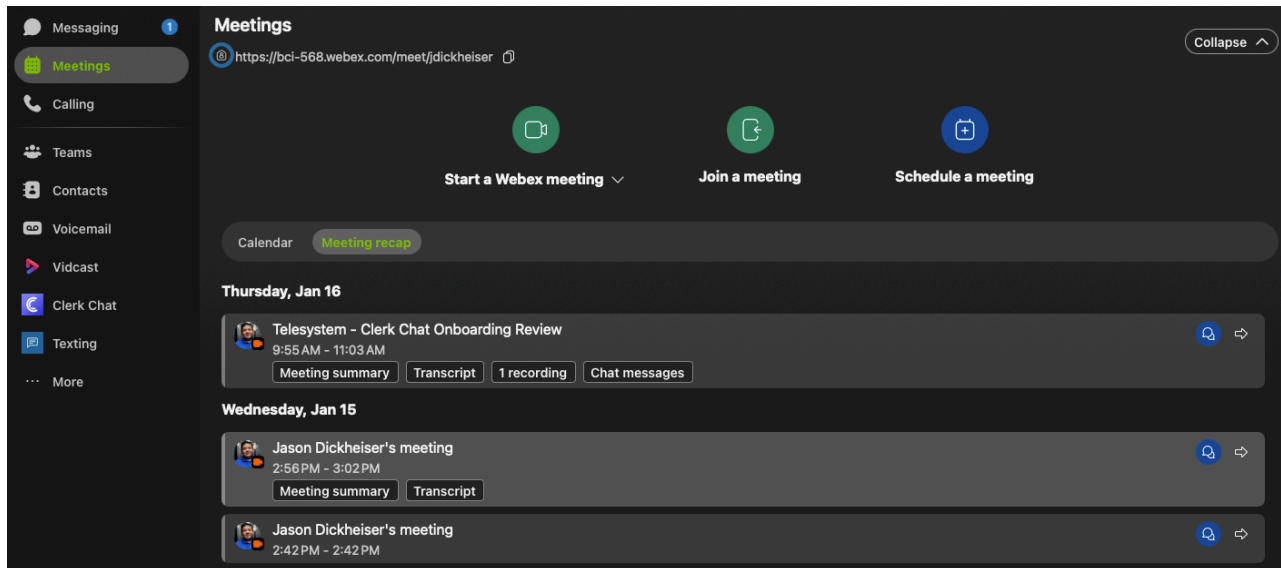
2. Locate the *Meeting Summary* section, which will be automatically generated.
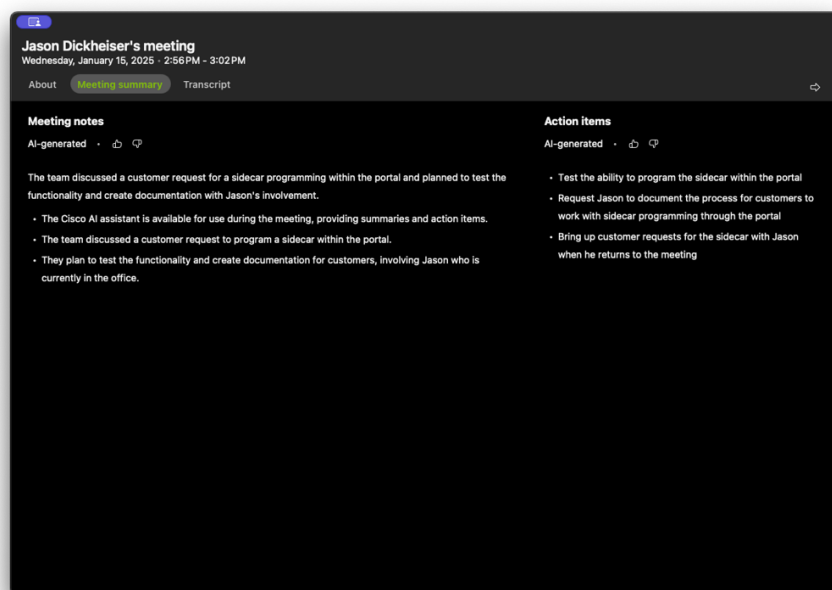
3. The Transcript section will break down the discussion by participant for review.

Webex AI Assistant for Messaging

The Webex AI Assistant for messaging is designed to make your conversations more efficient and easier to manage. By leveraging artificial intelligence, it offers features like intelligent message summaries and automatic transcriptions for audio messages, helping you stay on top of ongoing conversations without missing key details. Whether you're in a busy group chat or need to respond to a colleague, the AI Assistant simplifies communication, saving you time and effort. In this section, we'll explore how these features work and how you can enable them to enhance your messaging experience.

Feature Overview

Webex's AI Assistant for messaging is designed to make conversations more efficient and help you stay organized. Here's how it works:

1. Intelligent Message Summaries

The AI Assistant automatically generates concise summaries for long message threads. This feature helps you quickly catch up on important points without reading through every message, especially in busy group chats.
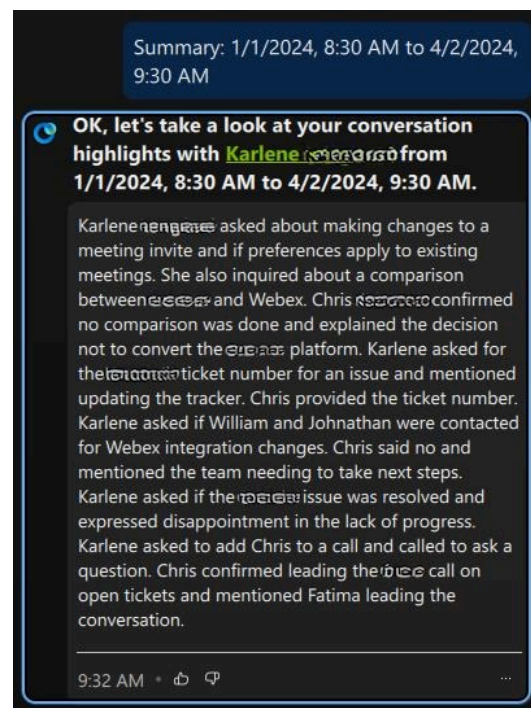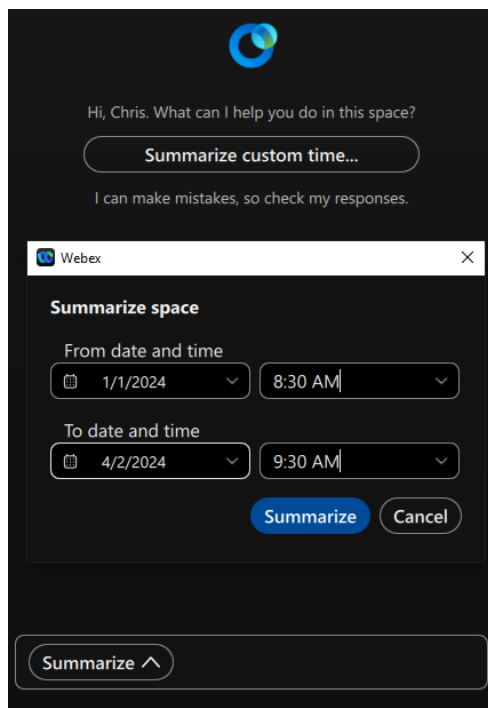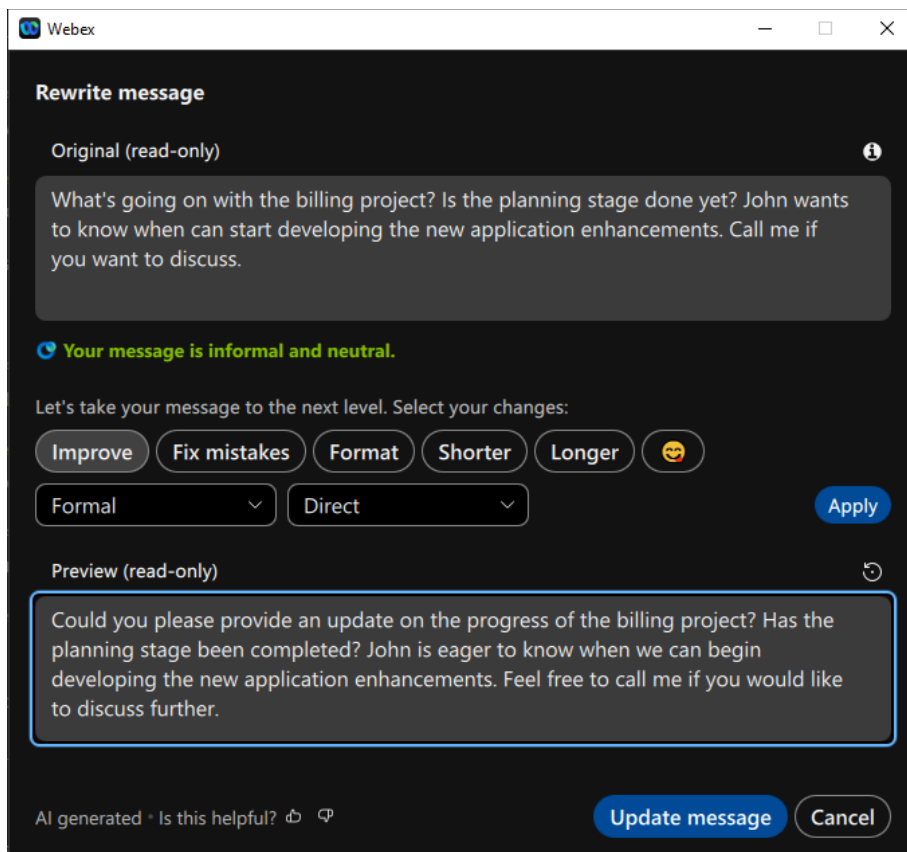
2. Transcription for Messages

If someone shares an audio message, the AI can transcribe it into text, allowing you to read the content instead of listening to it, which is particularly useful in noisy environments or when multitasking.

3. Rewrite Messages

The Messaging Rewrite feature leverages AI to assist users in improving the quality of their text-based communications. It can suggest edits or directly rewrite messages to make them clearer, more concise, or better suited to specific contexts

How It Works

The AI Assistant for messaging uses natural language processing (NLP) to understand the context of conversations. This allows it to generate accurate summaries, suggest relevant responses, and transcribe messages effectively. The more you interact with the AI, the smarter and more personalized the recommendations become.