

Future-Proofed Collaboration

Experiences Amplified by AI

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Agenda

- ## New AI Features in Cisco
1. Cloud Contact Center
 2. Cloud Calling
 3. Video Rooms

Safe Harbor Statement

This presentation contains “forward-looking” statements that involve risks, uncertainties and assumptions. If the risks or uncertainties ever materialize or the assumptions prove incorrect, our results may differ materially from those expressed or implied by such forward-looking statements. All statements other than statements of historical fact could be deemed forward-looking, including, but not limited to, any projections of financial information; any statements about historical results that may suggest trends for our business; any statements of the plans, strategies, and objectives of management for future operations; any statements of expectation or belief regarding future events, technology developments, or enforceability of our intellectual property rights; and any statements of assumptions underlying any of the foregoing.

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AI transforms interactions into exceptional experiences

CUSTOMER EXPERIENCE

EMPLOYEE EXPERIENCE

Webex Cloud Contact Center
& Webex Connect

Webex Cloud Calling

Cisco Room Devices



Artificial Intelligence



Security



Manageability



Interoperability

AI-POWERED PLATFORM

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Artificial Intelligence



Security



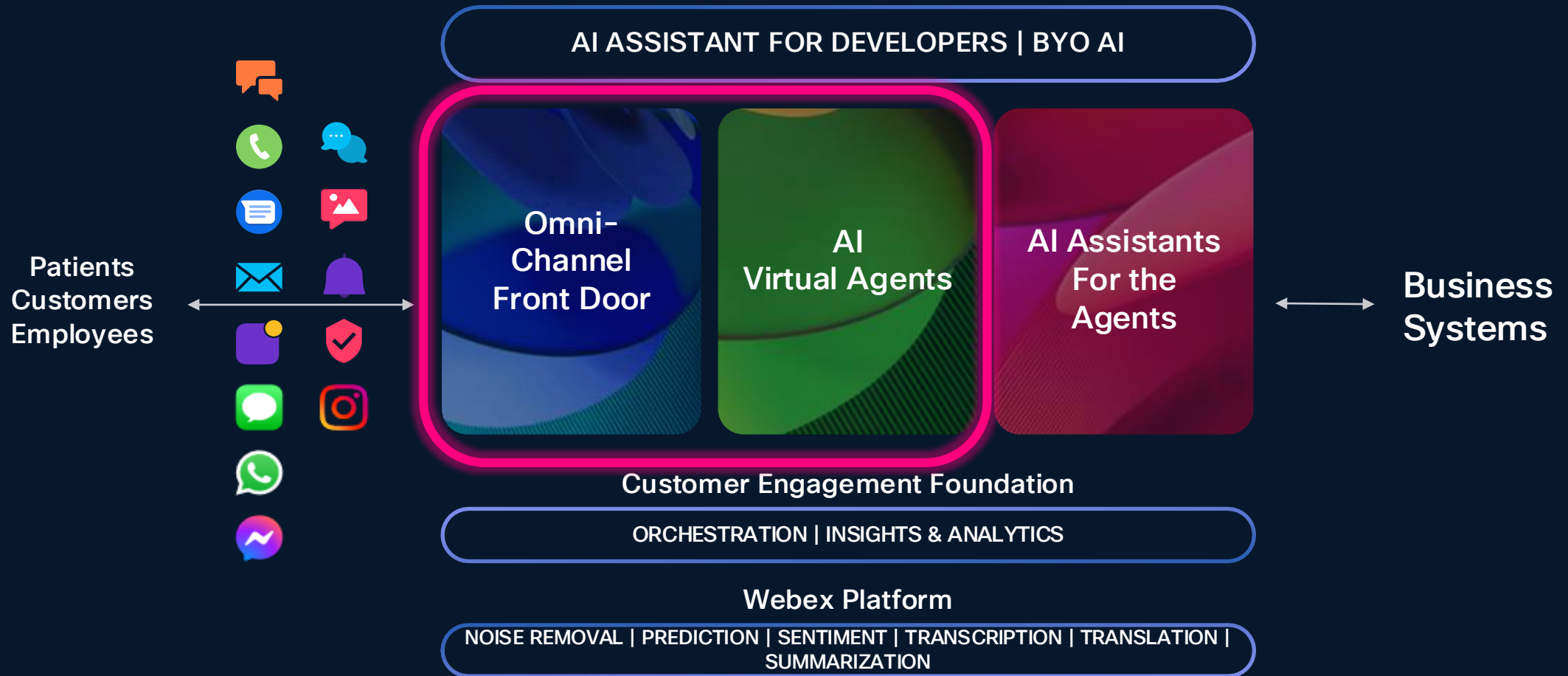
Manageability



Interoperability

AI-POWERED PLATFORM

Webex Contact Center Suite



Available Now!

Webex AI Agent

Intelligent, 24/7 always-on front door

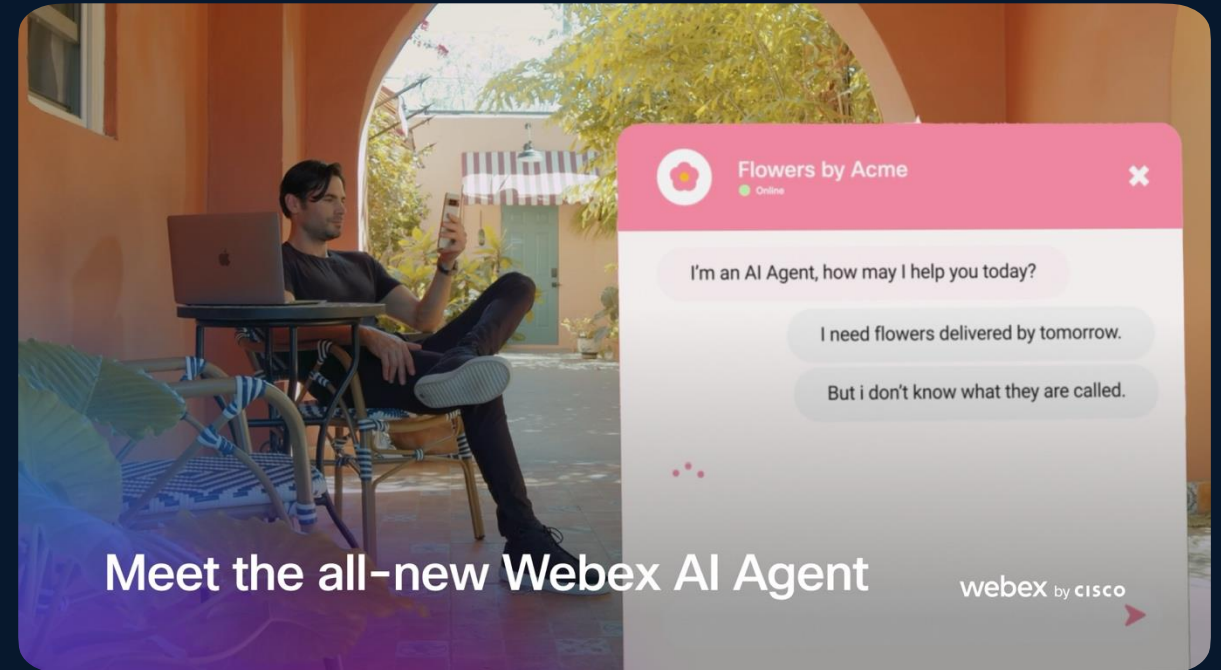
| Automation of customer interactions

| Natural language conversation

| Real-time intent fulfillment

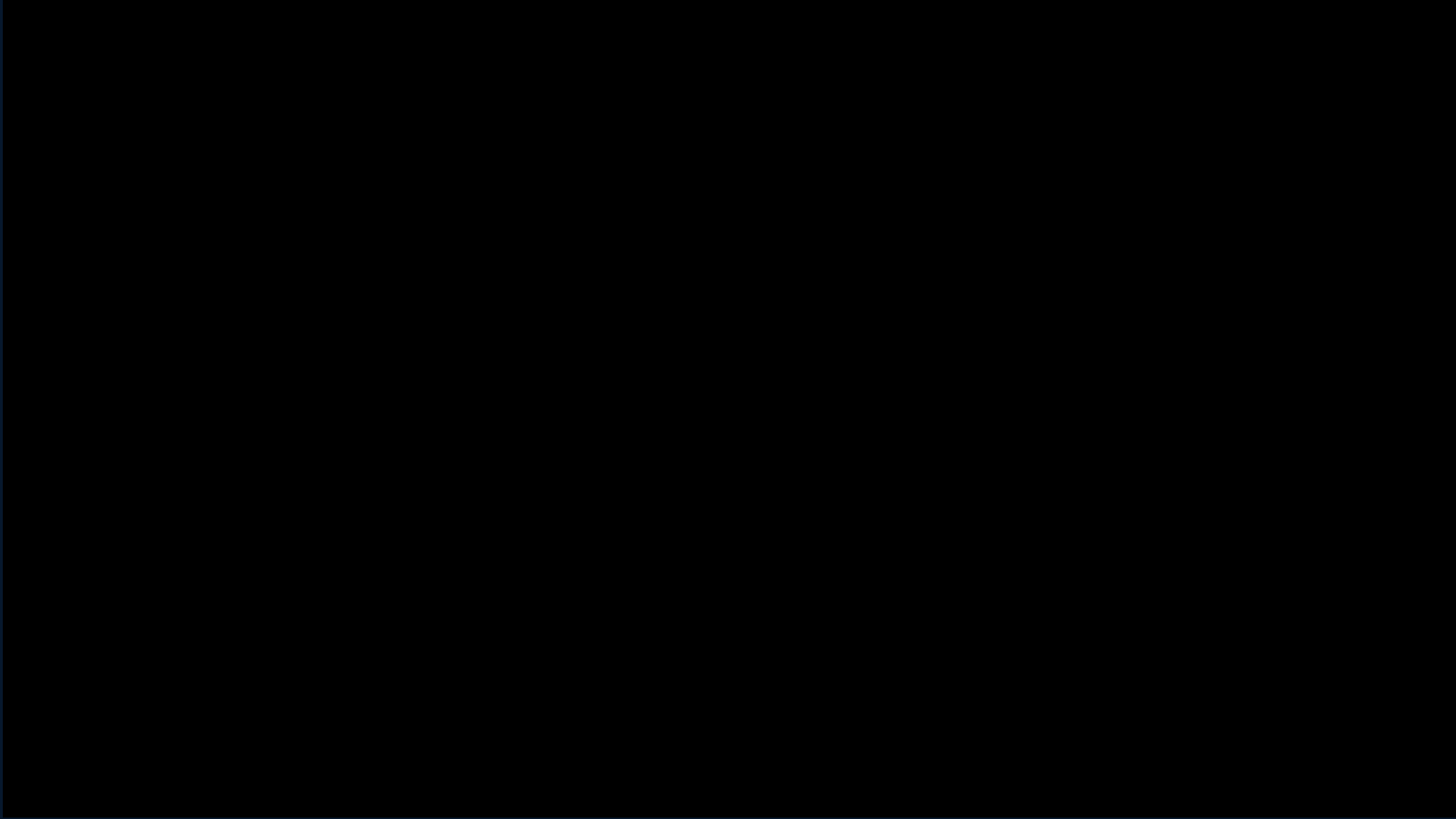
| 9 languages supported

| Security and privacy built-in



Contact Center | HR | IT | Sales | Service

Webex AI Agent



Contact Center

Overview

CUSTOMER EXPERIENCE

Channel

Queues

Business Hours

Audio Prompts

AI Agents

Flows

Functions

Surveys

DIGITAL SETTINGS

Web Chat Assets

USER MANAGEMENT

Sites

Skill Definitions

Skill Profiles

Teams

User Profiles

Contact Center Users

AI agents



Enhance your customer experience with AI agents

Use AI agents to help automate tasks, answer questions, and provide customer support in all your channels.

[Build your AI Agent](#)

[What are AI agents?](#)

How to use AI agents



Step 1

Build an agent from scratch or use a template

[Explore your options](#)



Step 2

Configure and integrate the agent in your channels

[How to integrate AI agents](#)

Real-Time AI Assistant for Voice & Digital

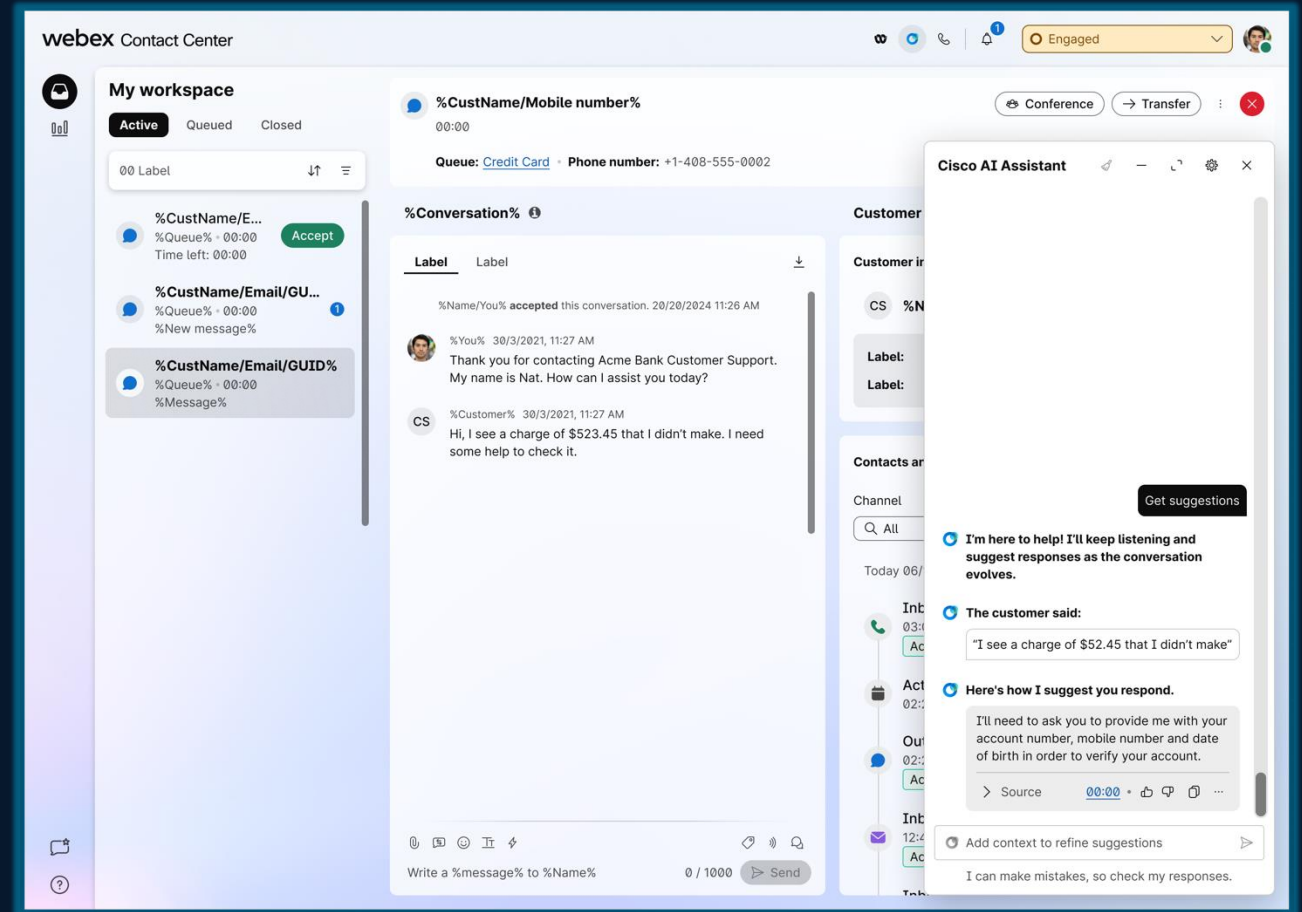
for Webex Contact Center

Leverages agentic AI to:

- Anticipate agent needs based on context
- Proactively surface knowledge before it's requested
- Detect intent and suggest next steps
- Trigger workflows or automations
- Guide agents through complex procedures
- Adapt in real time as the conversation evolves

Key Capabilities

- Intelligent guidance
- Next best action
- Workflow automation



Mid-Call Transfer & Consult Summaries

for Webex Contact Center

Key Capabilities

- AI generates concise summary of what help is needed
- Includes key context and what's already been done
- Supervisors and next agents can jump in immediately

Benefits

- Customers do not repeat themselves
- Hold times shrink
- Escalations resolve faster

The screenshot displays the Webex Contact Center interface. On the left, a 'My workspace' panel shows a list of interactions with status indicators (Active, Queued, Closed) and buttons for 'Accept'. The main area shows a 'Conversation' with a customer and an agent, including a 'Consult' overlay. The 'Consult' overlay is a modal window with a search bar and a list of agents. Below the list, there is a 'Summary to share' section containing an AI-generated summary: 'Customer Joanna Smith called regarding an unexpected \$29.99 charge labeled "Service Fee" on her credit card statement dated last Friday. She does not recognize the charge and doesn't recall signing up for any related service or subscription.' The summary is marked as 'AI-generated' and has a 'Consult' button. At the bottom right, an 'Activity' panel shows a list of recent events, including 'Health Insurance' and 'Outbound chat'.

Post Call Wrap-up Summary

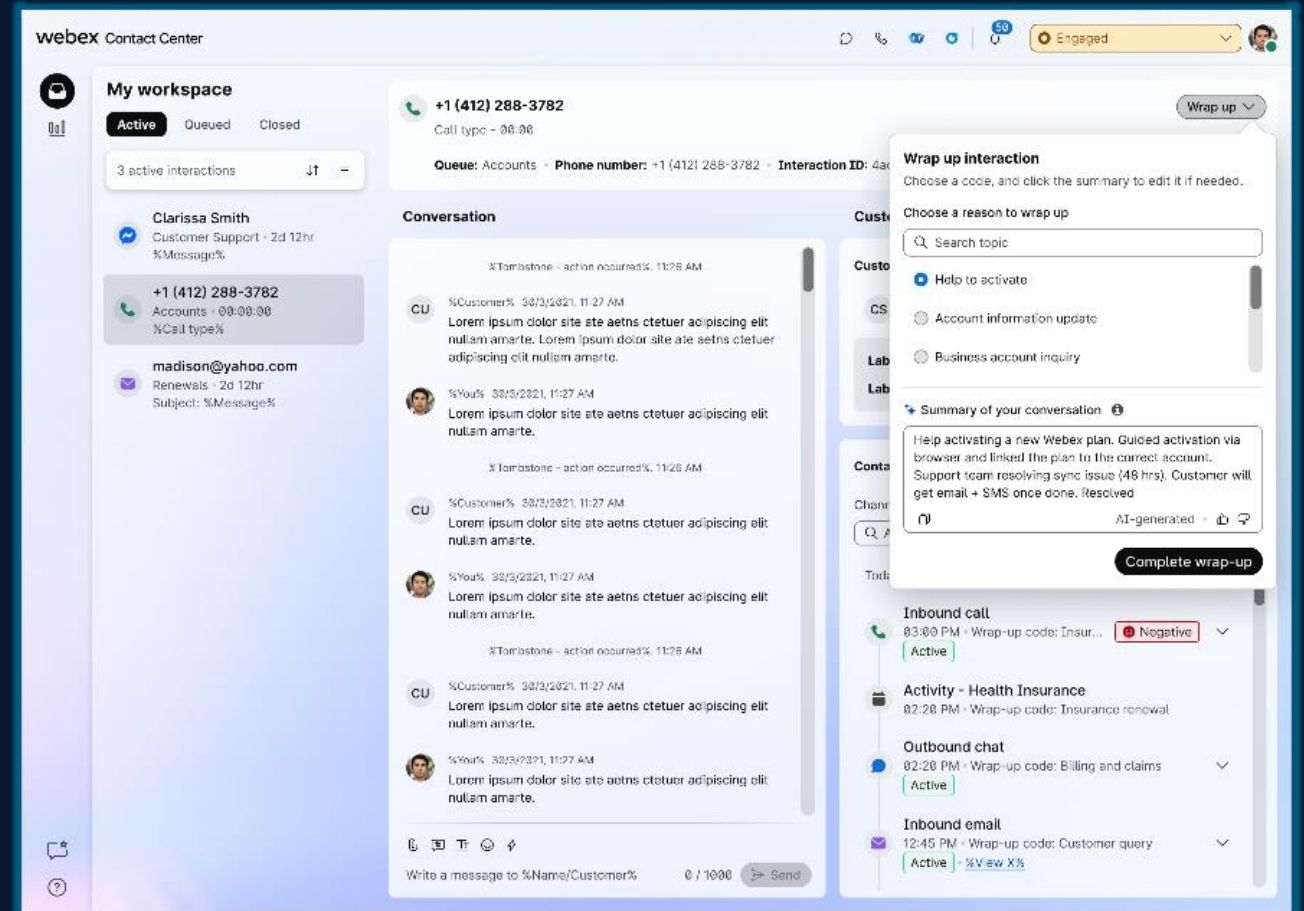
for Webex Contact Center

Key Capabilities

- Provides agents an automatic, concise & structured summary after each call
- Summary includes:
 - Why the customer called
 - Actions taken
 - Next steps
 - Resolution status

Benefits

- Reduces agent after-call work
- Improves consistency



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& Webex Connect

Webex Cloud Calling

Cisco Room Devices



Artificial Intelligence



Security



Manageability



Interoperability

AI-POWERED PLATFORM

Audio Intelligence

Hear and be heard, anywhere, on any device

Transmit Noise removal

Removes noise from the device side of the call.

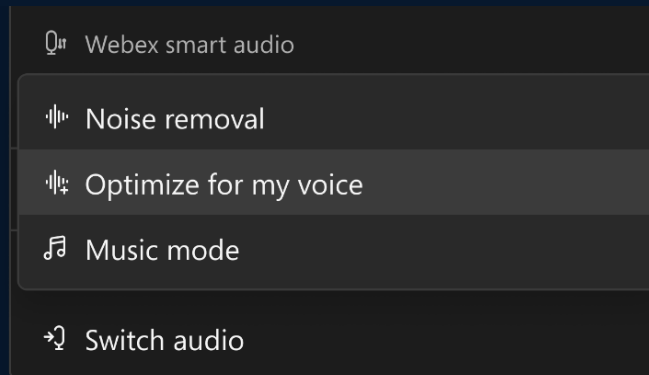
Available on the Cisco 8875 IP phone, Cisco Desk Phone 9800 Series devices, and Cisco headsets



Noise removal and optimize for my voice

Automatically removes noise from the Webex Calling side of the call.

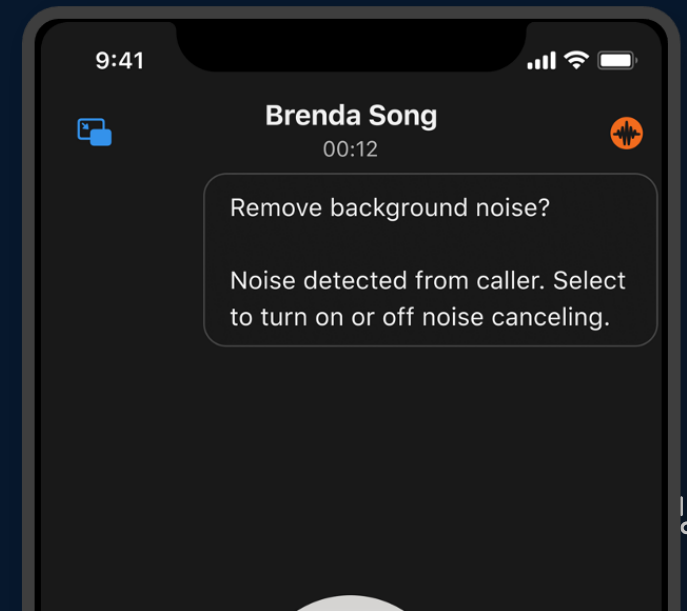
Available in the Webex App and Cisco Desk Phone 9800 Series devices.



Received Noise Removal

Remove noise from an external, non-Webex user's side of the call with one click. Improve richness and clarity of speech with wideband audio.

Available in the Webex App and Cisco Desk Phone 9800 Series devices.



Webex AI Codec



AI Assistant

for Webex Cloud Calling

Post-call

AI Call Summaries

Now available

Live call summaries

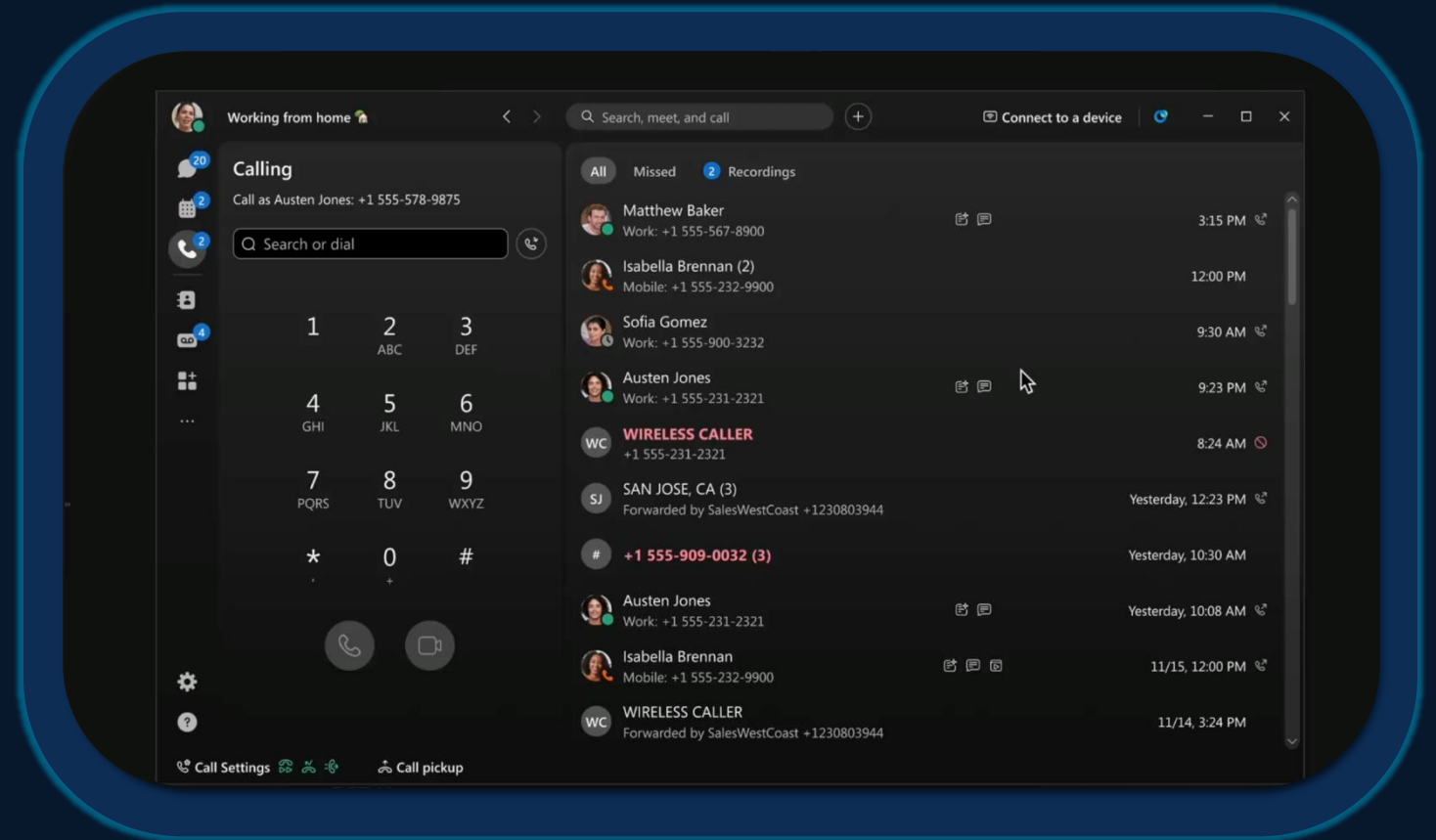
Notes and action items

Coming soon (1H CY26)

Share summaries

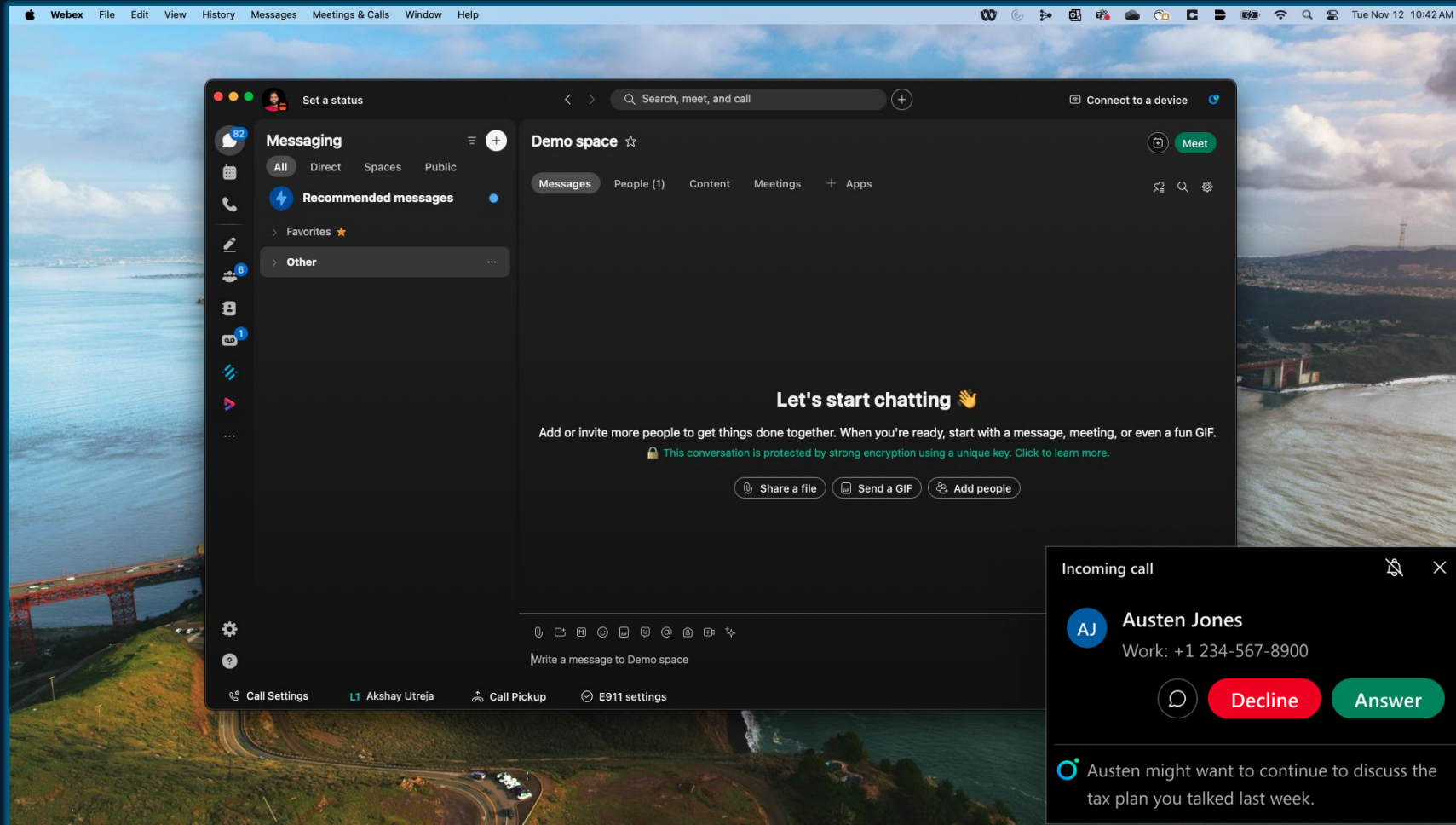
Efficient transfers

Coming soon (1H CY26)



Caller Intent

AI Assistant for Webex Cloud Calling



Suggested Responses

AI Assistant for Webex Calling

The screenshot displays a Webex Calling interface. At the top left, it shows a contact named "Matthew Baker". The main display area shows the phone number "+1 555-568-9080" and the text "Forwarded by AI Receptionist". On the right side, a "Cisco AI Assistant" window is open, showing a "Previous call summary" with the following items:

- Needs new tires for their Tesla model 3
- All weather tires
- Installation and price quote

The summary is dated "11:42 AM". Below it, a "Suggested response" is provided:

"For your 2025 Tesla Model 3 with 235/45R18 tires, we do have all-weather options in stock. I'd recommend the Treadnova All-Season Pro—they offer great year-round performance and durability."

This response is also dated "11:42 AM". At the bottom of the AI Assistant window, there are buttons for "Summarize", "What are the action items?", and "Stop summary". Below these buttons is a text input field with the placeholder "Ask me anything about this call".

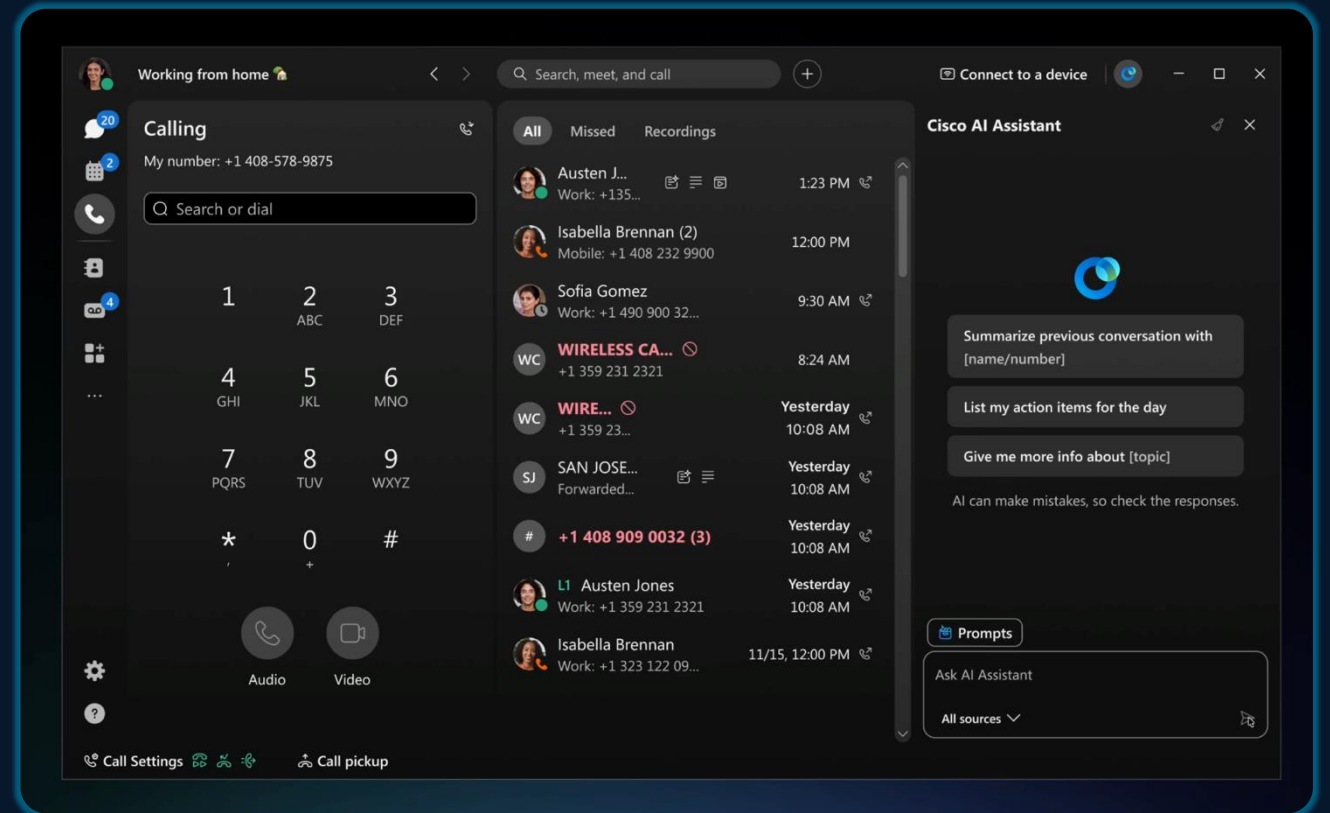
At the bottom of the main Webex interface, there is a control bar with buttons for "Mute", "Start video", "Keypad", "AI Assistant", and other standard call controls.

Ask AI Assistant

AI Assistant for Webex Calling

Make every call more productive with context

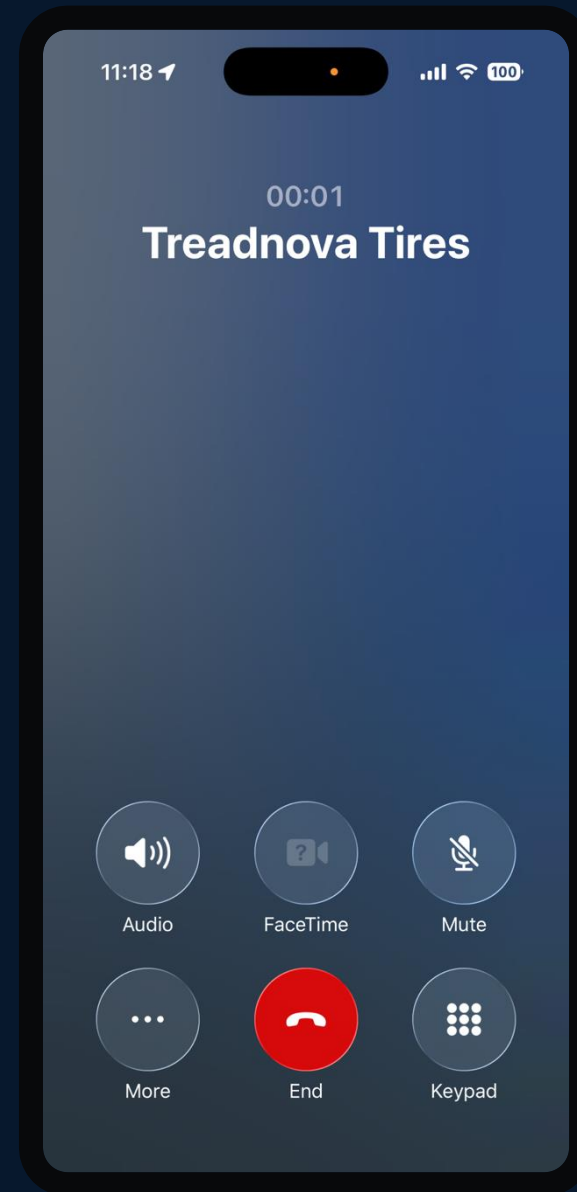
- Ask AI Assistant for context from prior conversations
- Get answers from enterprise apps with Amazon Q Index and Glean integration
- Seamless access to information sources in the Webex app



AI Receptionist

An AI Agent Webex Calling

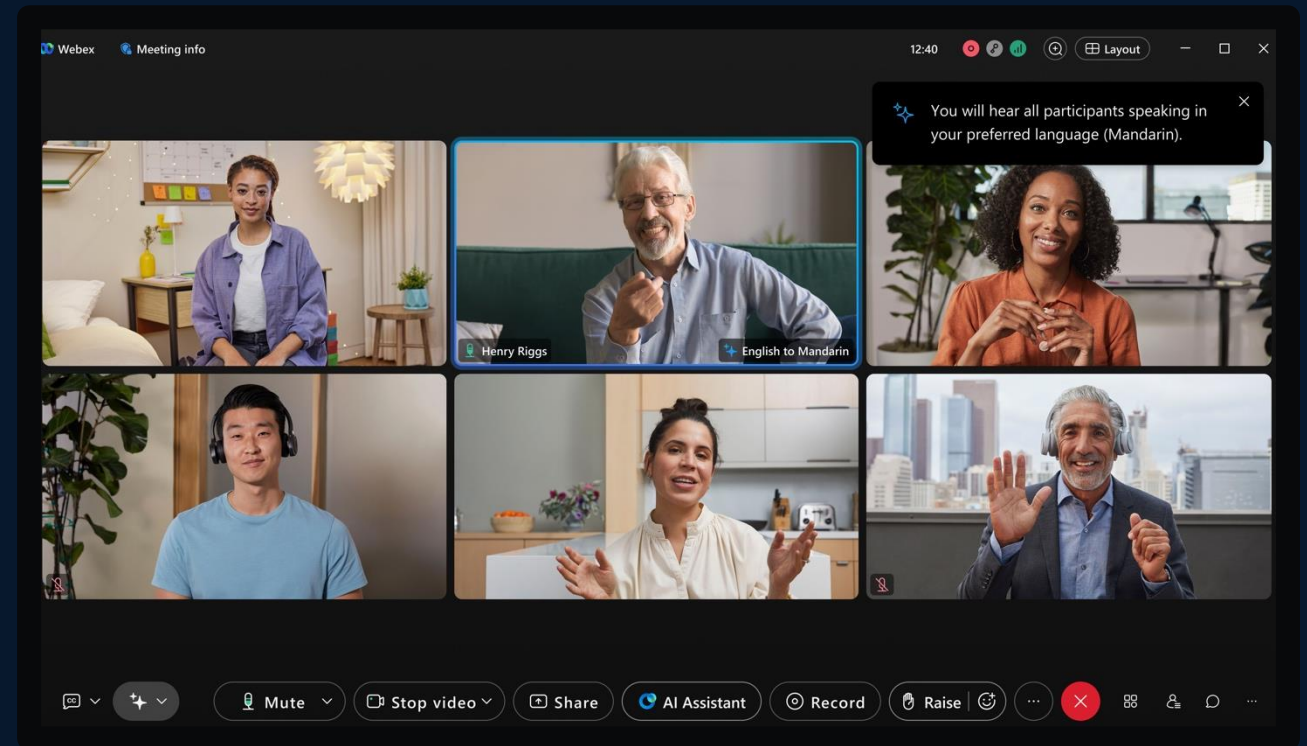
Automate routine queries,
transfer calls, and more –
powered by Webex AI Agent



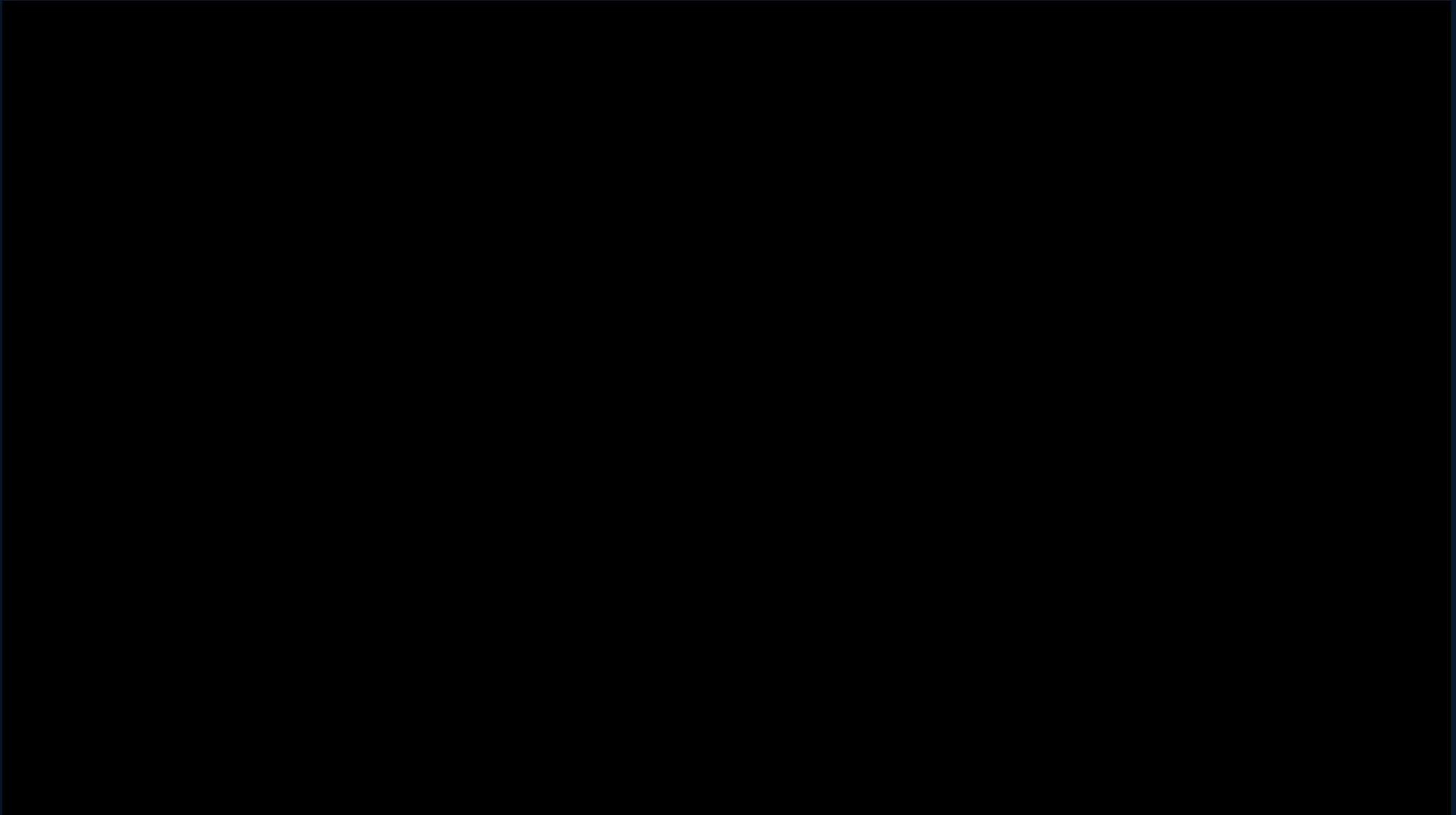
Translator Agent

Translate your conversations
in real-time when in
meetings and calls

*English, French, German, Hindi, Italian,
Japanese, Korean, Mandarin, Portuguese,
and Spanish available at launch*



Translator Agent Demo



CUSTOMER EXPERIENCE

EMPLOYEE EXPERIENCE

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& Webex Connect

Webex Cloud Calling

Cisco Room Devices



Artificial Intelligence



Security



Manageability



Interoperability

AI-POWERED PLATFORM

Cisco Room Devices are multi-platform



Meet



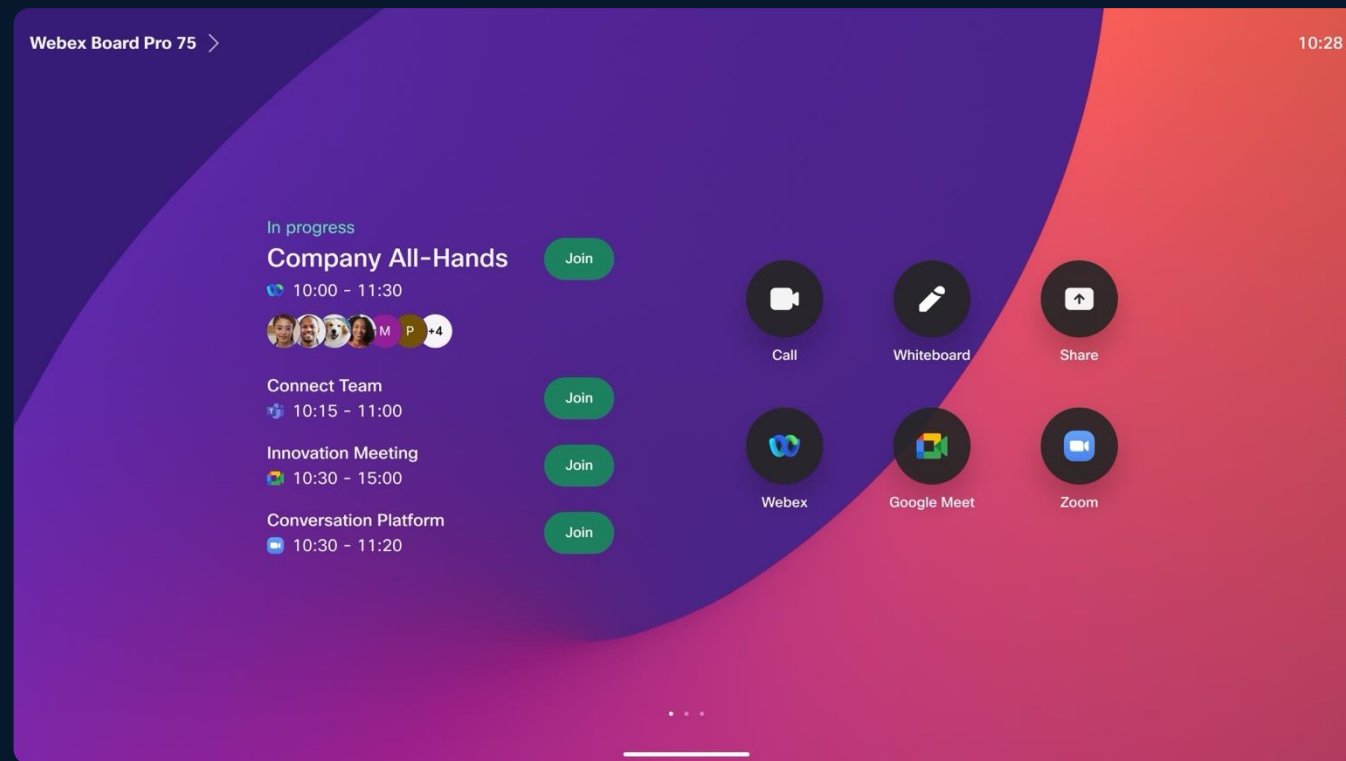
Zoom



Teams



Webex



A complete portfolio supporting supporting multivendor meetings in every size workspace



Desk Pro G2



Board Pro and Board Pro G2 55/75



Room Kit EQX



Room Bar



Room Bar Pro



Room Kit with
Codec EQ



Room Kit with
Codec Pro G2

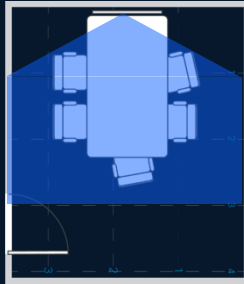


Unrivalled Room Coverage

(Single, Integrated Device)



Room Bar

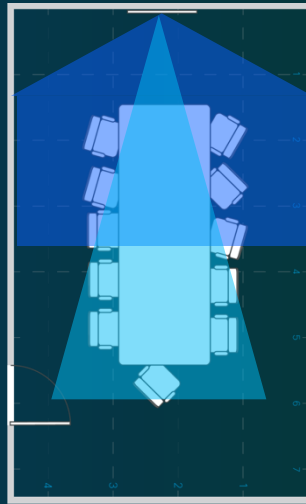


Small
10ft

(Single, Integrated Device)



Room Bar Pro



Medium
20ft

(Pair with Room EQ or Codec Pro)



Room EQ or Kit Pro Quad Camera



Large
30ft

Choose your main platform experience

Cisco Room Mode



Native Clients



SIP Gateway



Direct Guest



Microsoft Teams (MTR) Mode



Native Clients



SIP Gateway



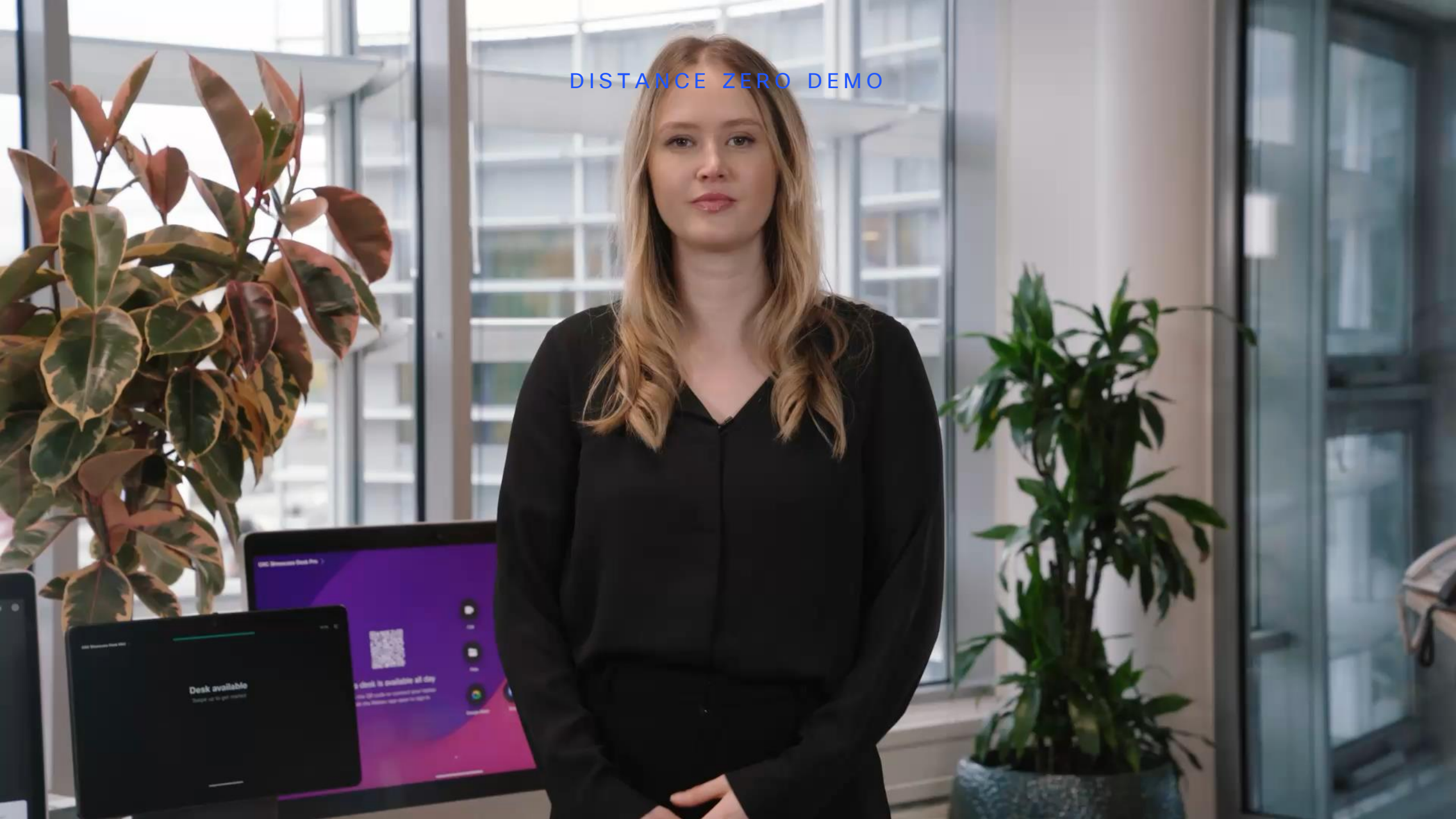
Direct Guest



*Unique to Cisco Devices

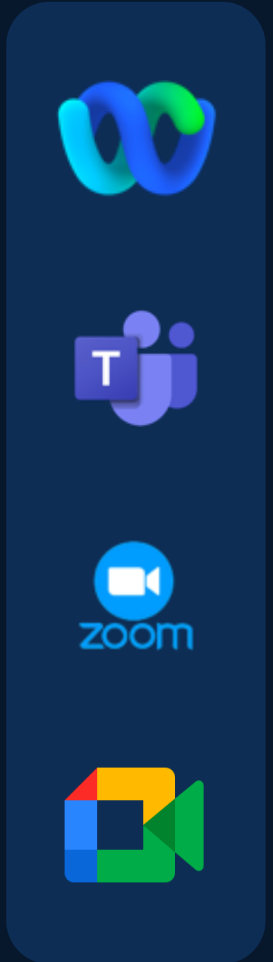
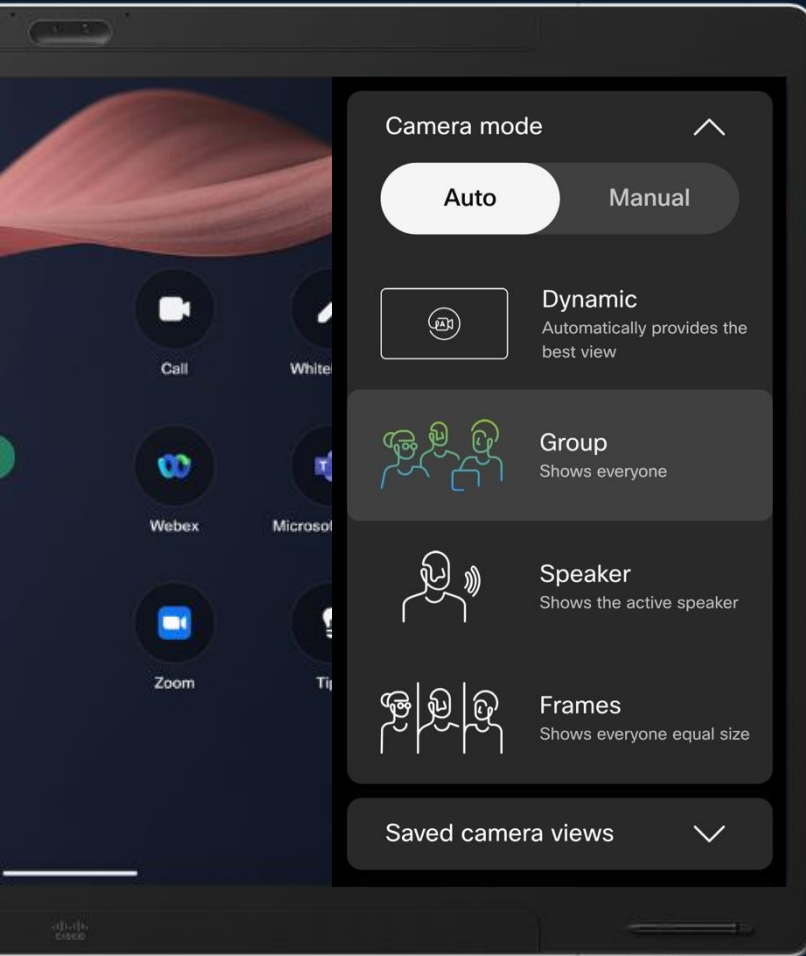
Powered by Cisco RoomOS

DISTANCE ZERO DEMO



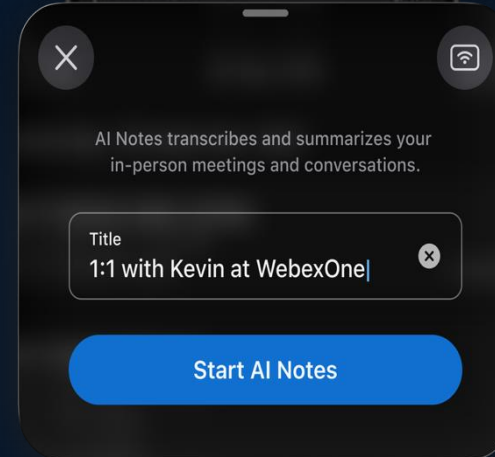
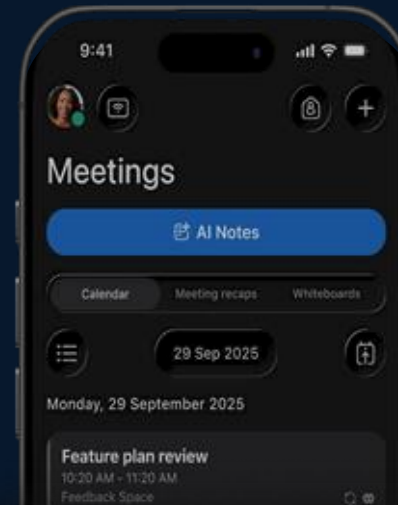
Dynamic Camera Mode

RoomOS AI Director

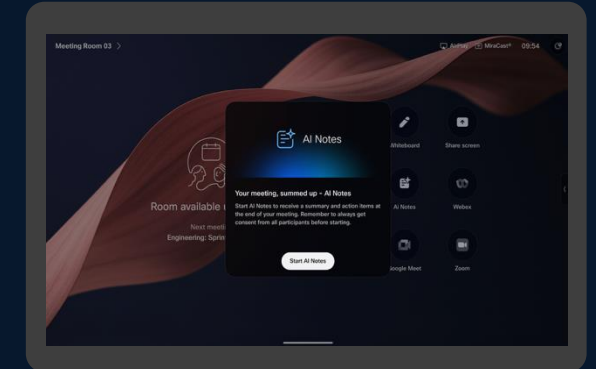


AI Notes

Instantly transcribe, summarize and capture action items from in-person conversations



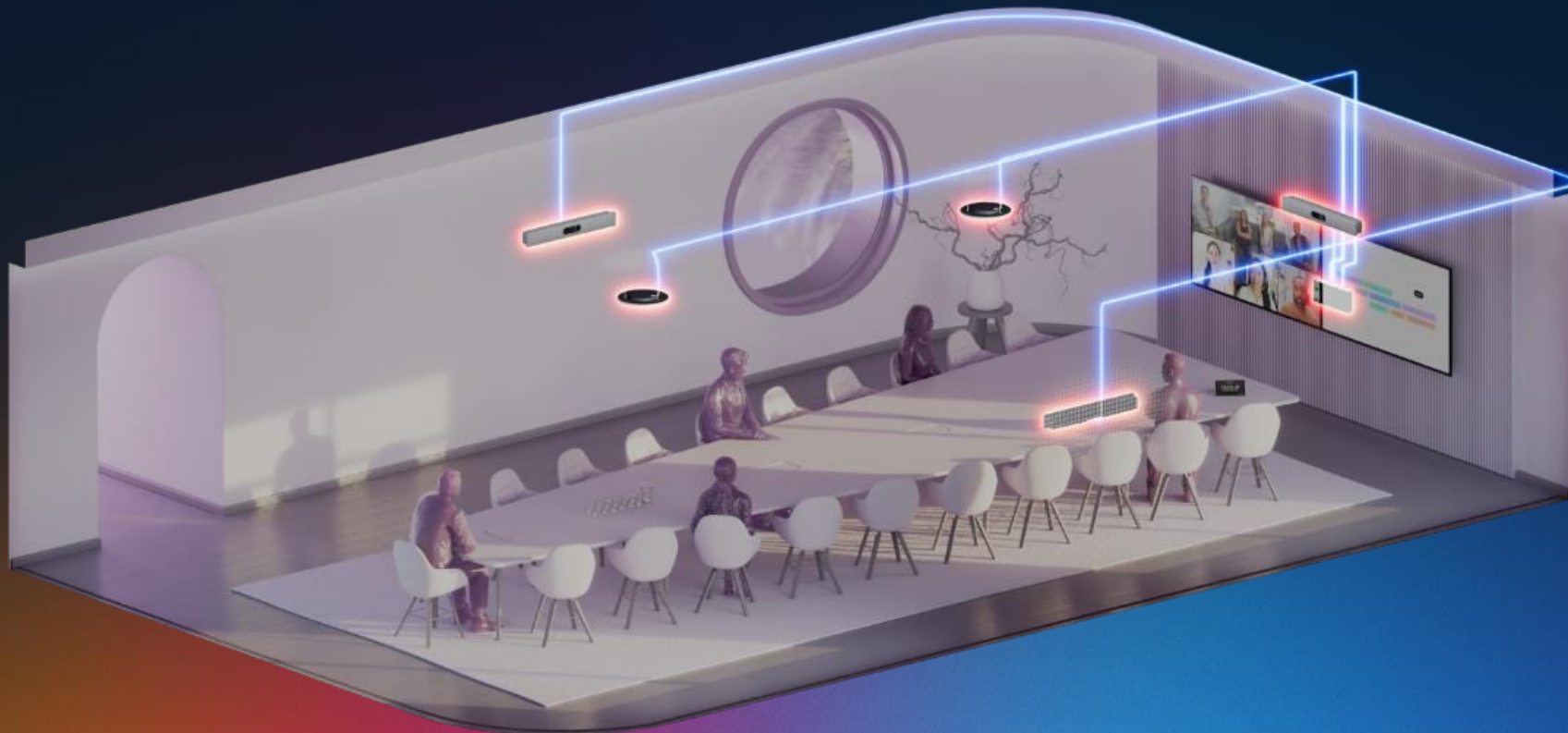
On Mobile



On Cisco Rooms

AVoIP

When technology works together,
people can too.



Ceiling Mic Pro

Zero-touch auto-positioning,
set up in minutes not hours

PoE Powered – one cable connection

Audio intelligence enhances
cinematic meetings

- 64 Microphones in 8 Arrays
- Beam Steering via AI Director
- Exclusion Zones



Dropped Ceiling Mount



Surface Ceiling Mount



Suspended Wire Mount

Cisco Microphones Compared



Ceiling Mic Pro Exclusion Zones



Desk Pro G2

- Frames across 2 lenses simultaneously
- Smooth motion with 1080p60
- Portrait view for single person
- 3 full-range speakers and subwoofer & Directional Audio
- Crystal clear, natural sound pickup
- Noise removal, voice optimization
- Single USB-C connection to Laptop supporting display and 80W charging



AI-powered Room Vision Pan-Tilt-Zoom camera

- | Breathtaking camera tracking experience
- | Designed to power the best cinematic meetings
- | Radically simple to deploy, scale, manage



Cisco Room Kit Pro G2

AVoIP

Hyper-speed, scalable AVoIP with 8 PoE ports and a 10G port for accessories

8K

large-format display integration, interactive touch, 21:9, and triple-screen setups

Matrix

Turn multiple content and video inputs into smart layouts with compositing

HDMI

inputs supports 5x camera and content sources

I/O

IP and other audio sources, external control systems, and USB peripherals

BYOD

via USB-C for laptop-based meetings while leveraging AI intelligence



NVIDIA-powered

AVoIP-first

RoomOS-optimized

Cloud-managed

RoomOS AI Director

Dual PTZ Tracking



RoomOS AI Director

4-Cam Cross-view



RoomOS AI Director

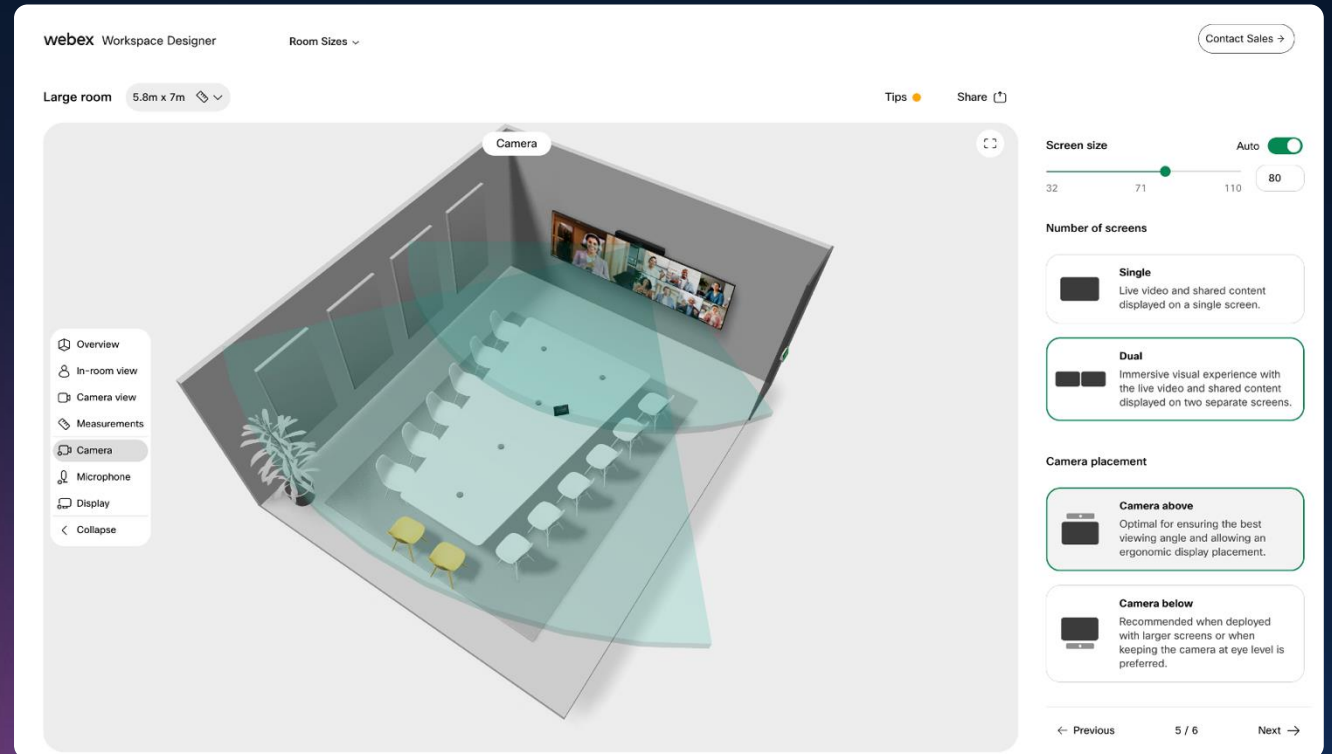
Divisible Rooms



Workspace Designer

Take your workspaces
from inspiration to reality

www.webex.com/us/en/workspaces/workspace-designer.html



Thank you

