



Cisco Tech Day

Denver

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Cisco Suite Updates



Cisco Tech Day
Portland

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Agenda

New Onprem Hypervisors for Cisco On-premises Calling
Upcoming Changes to TLS certificates for on-premises servers

What's new in WxCalling

New AI features in Control Hub, Webex App, and Vidcast

9-Feb-CY26 FCS Update New Onprem Hypervisors for Cisco On-premises Calling

- Cisco NFVIS-for-UC
- Cisco Compute Hyperconverged with Nutanix

Customer Requirements *in Infra context* haven't changed much...

Typical needs	UC-centric	DC-centric
Minimum requirement	Limited-purpose.	General-purpose.
Compute/Storage tech	BE6K/7K appliances ok. Similarly-spec'd Cisco rack with DAS ok.	Need broad Cisco / 3rdparty compute+storage options. Shared storage common.
Workloads needed	Cisco Collab (Make + 3rdparty OEM) Sometimes 3rdparty S+/DevNet (non-OEM)	Cisco Collab + other Cisco (Networking, Security, etc.) + 3rdparty (all)
Collab scale where commonly found	<5K users common. A few in 10K+ space.	10Ks, 20Ks, 100Ks of users common. A few in <5K user space, especially if UCCE.
Most common topology	5's of VM's on 2-4 appliances Single-/dual-site & multi-site/building common.	10s-20s of VMs on 10s-20s of servers. Almost always multi-site/building. Frequently central DC's per geo.
Org Ownership	UC dept runs infra for Collab apps. DC dept runs infra for rest of workloads.	Large customer w/ separation of duties (UC dept runs apps, DC dept runs <i>all</i> infra). Or smaller customer with UC+DC specialists reporting to same leader.
Most common Skillsets	High voice/video. Medium hypervisor/compute. Low shared storage.	Low voice/video (punt to UC dept). High hypervisor/compute. High shared storage.
Infra management features	Basic ok, non-centralized ok.	Need advanced features & centralized mgmt.

Cisco Onprem Calling New Hypervisor Initial Support

Roadmap

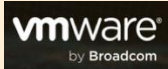
Subject to
Change



CPS 14
CUACA 14



UCM, IMP, CUC, CER, DI ESN, SME 15 SU4
Expressway X15.4



vSphere
ESXi



Cisco
NFVIS-for-UC

Cisco Compute Hyperconverged
with Nutanix (CCHN)



Nutanix NCI
Software
(AHV + AOS + Prism
Central)



Cisco CCHN
Hardware



Cisco or 3rdparty
Hardware on ESXi HCL



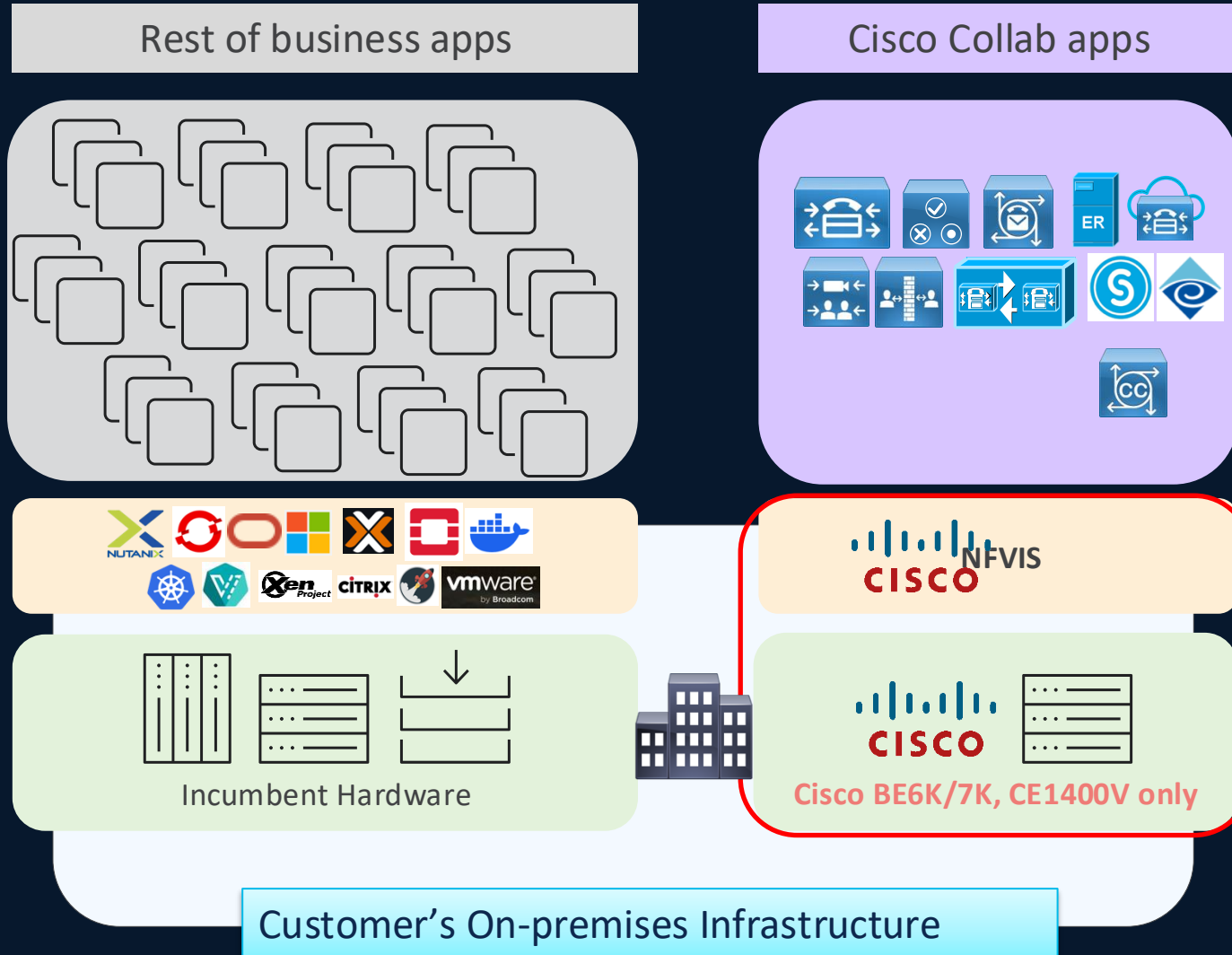
Cisco Appliance Hardware
(BE6K/7K M5/M6/M7,
CE1400V)

Supported today

Target beta Q4CY25
Target FCS Q1CY26

Target beta eoCY25
Target FCS Q2CY26

Cisco NFVIS-for-UC addresses *UC-centric* use cases



Targets *limited-purpose* needs.

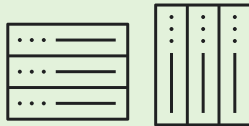
- **OK with carving out Cisco Collab**, run on mandated Cisco infra. Do what you need to for rest of environment.
- OK with Cisco Collab-only workloads.
- OK with select Cisco hardware only.
- Does NOT require advanced hypervisor features.
- Best fit for **UC-centric** deployments like appliances, typical customers with <1K-5K phones, separate UC depts in larger enterprise/SP.
- Cisco NFVIS not targeting parity with 3rdparty hypervisor products or solving for “pan-Cisco” needs.

CCHN addresses *DC-centric* use cases

“Interleaved” Cisco Collab & other business apps



Nutanix AHV + AOS + Prism Central Software



Initially Cisco HCI/HCIX only,



After AHV experience/proven,
consider 3rdparty on Nutanix HCL

Customer's On-premises Infrastructure

Targets *general-purpose* needs.

- Needs **common infra** for Cisco Collab & all other workloads.
- Needs 3rdparty workload support
- Needs 3rdparty hardware support
- Needs hypervisor-layer advanced deploy/operate/manage features.
- Best fit for **datacenter-centric** deployments like large enterprise/SP with 20Ks-100K's of users or separate admins for applications vs. infra.
- If ESXi off-limits, only way we plan to address general-purpose needs.

What is FCS as of 9-Feb-CY26?



15 SU4

✓ UCM, IMP, CER, DI ESN, SME
 ✗ PCD

✓ Expressway X15.4

✗ CPS / CUACA 14

✗ Other Cisco/3rdparty workloads

15 SU4

✓ UCM, IMP, CER, DI ESN, SME
 ✗ PCD


✓ Expressway X15.4

✗ CPS / CUACA 14

✓ Other Cisco/3rdparty workloads *

- CUC 15 SU4 target FCS MarCY26



 NFVIS-for-UC
 4.18

 AHV 10.0
 AOS/PC 7.0

- NFVIS-for-UC is not yet orderable or TAC-supported.



Cisco appliances

✓ BE6K/7K M5/6/7
 ✓ CE1400V M7

Cisco general-purpose

✗ HCIX M7/M8
 ✗ UCS X M7/M8
 ✗ UCS B M5/M6

✗ HCI M6/7/8
 ✗ UCS C M5/6/7/8
 ✗ HX M5/6

✗ 3rdparty Compute

✗ 3rdparty Storage

- DAS
- SAN/NAS arrays
- 3rdparty HCI software

Cisco appliances

✗ BE6K/7K M5/6/7
 ✗ CE1400V M7

Cisco general-purpose

✓ HCIX M7/M8
 ✓ UCS X M7/M8 (respec'd)
 ✓ UCS B M5/M6 (compute-only)

✓ HCI M6/7/8
 ✓ UCS C M6/7/8 (respec'd)
 ✓ HX M6 (re-spec'd)
 ✗ HX / UCS C M5

✗ 3rdparty Compute ***

✗ 3rdparty Storage ***

- DAS
- SAN/NAS arrays
- 3rdparty HCI software**

- WIP BE6K/7K M8 target FCS Q4CY26

Links to Virtualization Docs for 15 SU4

(VMware vSphere ESXi, Cisco NFVIS-for-UC, Nutanix AHV in CCHN)

- **Virtualization Guide for Onprem Calling:** https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/Solution-guide-virtualization-guide/Cisco-Virtualization-Guide-for-Cisco-On-premises-Calling-Applications.pdf
- **Virtualization Requirements by Application:**
 - **UCM+IMP+SME 15 SU4:** https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/install/15/cucm_b_install-guide-cucm-imp-15/cucm_m_planning-the-installation.html#virtualization-requirements
 - **CER 15 SU4:** https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cer/15/english/administration/guide/cer0_b_cisco-emergency-responder-administration-guide-15/cer0_m_cisco-emergency-responder-administration-installation.html#CER0_TP_VE2BEB62_00
 - **CUC 15 SU4:** coming soon (target FCS MarCY26)
 - **Expressway X15.4:** coming soon
 - **DI ESN 15 SU4:** <https://help.webex.com/en-us/article/ntoo2ocb/Enhanced-Survivability-prerequisites#ariaid-title9>
- **QuoteCollab tool** www.cisco.com/go/quotecollab

Upcoming Changes to TLS certificates Issued by Public Certificate Authorities

Field Notice: FN74345 - Cisco On-Premises Calling Products: Impact on Secure Communication Due to Upcoming Changes to TLS certificates Issued by Public Certificate Authorities with Client Authentication ECU, Starting May 2026 - Workaround Provided

<https://www.cisco.com/c/en/us/support/docs/field-notices/743/fn74345.html>

Field Notice: FN74362 - Cisco Expressway: Impact on Secure Communication due to Upcoming Changes to TLS Certificates Issued by Public Certificate Authorities with Client Authentication ECU, Starting May 2026 - Workaround Provided

<https://www.cisco.com/c/en/us/support/docs/field-notices/743/fn74362.html>

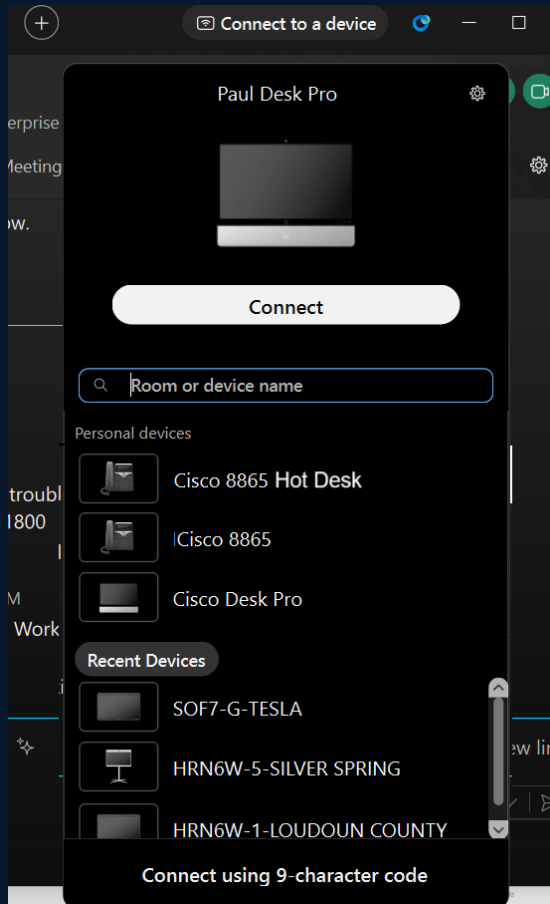
Certificate EKU Changes Blog



Certificate EKU Changes Webinar

What's new and coming in WxCalling

Hot Desking – Deskphone Control

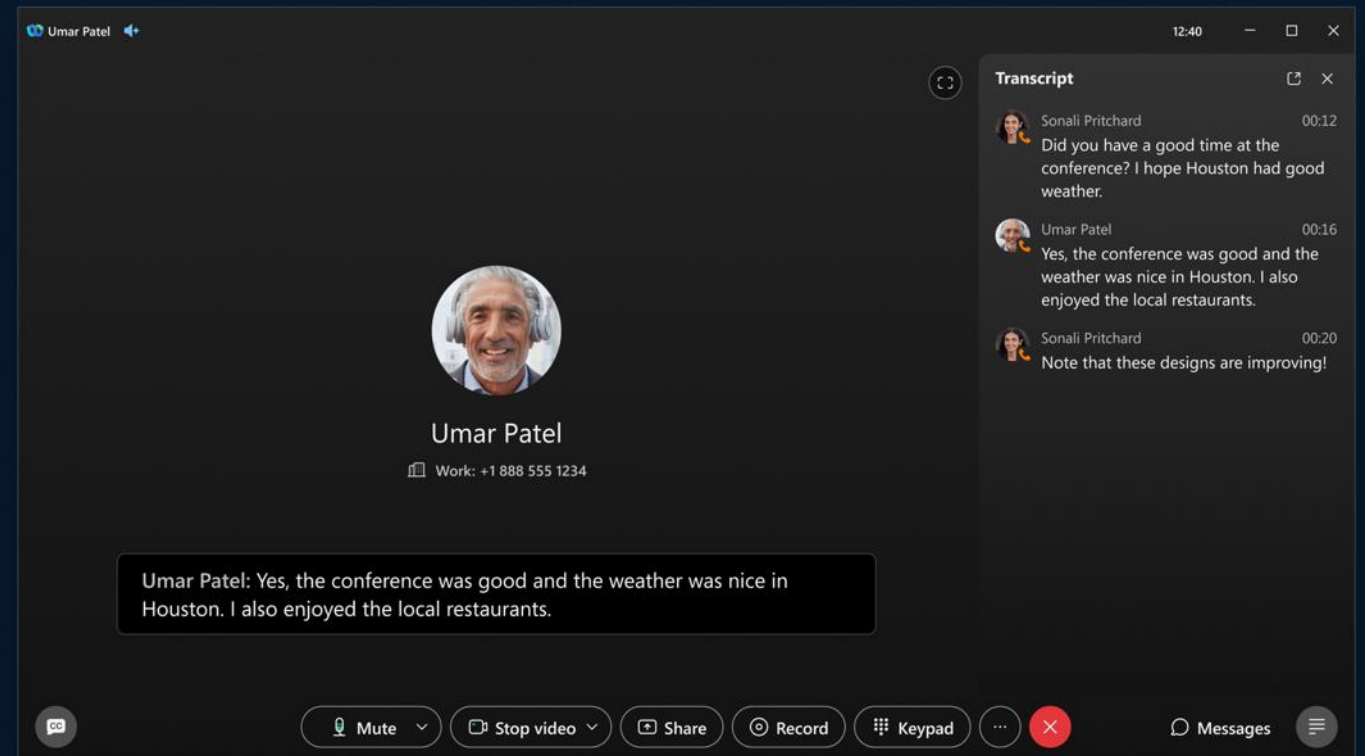


- Webex App for Desktop pairing menu is now automatically updated to show a deskphone device that a user has logged into via hotdesking
- The device will also be automatically be removed from the pairing menu if a device logs out of the deskphone
- Delivered in 45.10
- Desktop Only
- Webex Calling MT Only

Closed Captions and Live Transcription

Enhance clarity, accessibility and focus

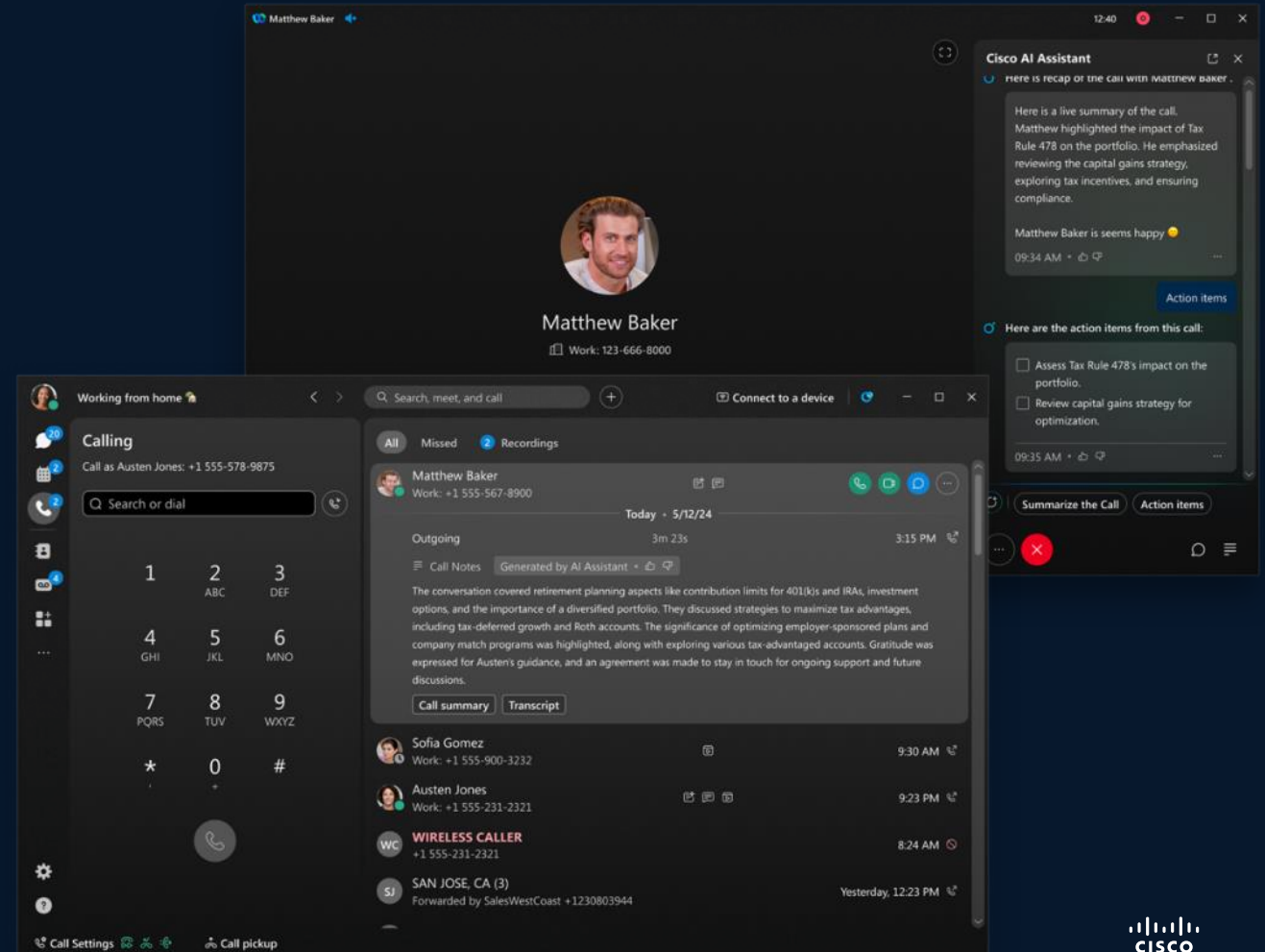
- Closed captions now available in Webex Calling desktop application, *without requiring escalation to a meeting, preserving mid-call functions such as transfer call.*
- Rolling closed captions / transcription in the side panel of Webex in-call-window
- Supported spoken languages: English, French, German, Italian, Japanese, Spanish
- Included in Webex Calling Professional license
- (Nov) Support for additional 10 spoken languages: Arabic, Chinese Mandarin Simplified / Traditional, Danish, Dutch, Hindi, Korean, Polish, Portuguese and Turkish
- (FYQ3) Translate to 120+ languages using Real-Time-Translation (RTT) license



AI Assistant for Calling

Effortless productivity

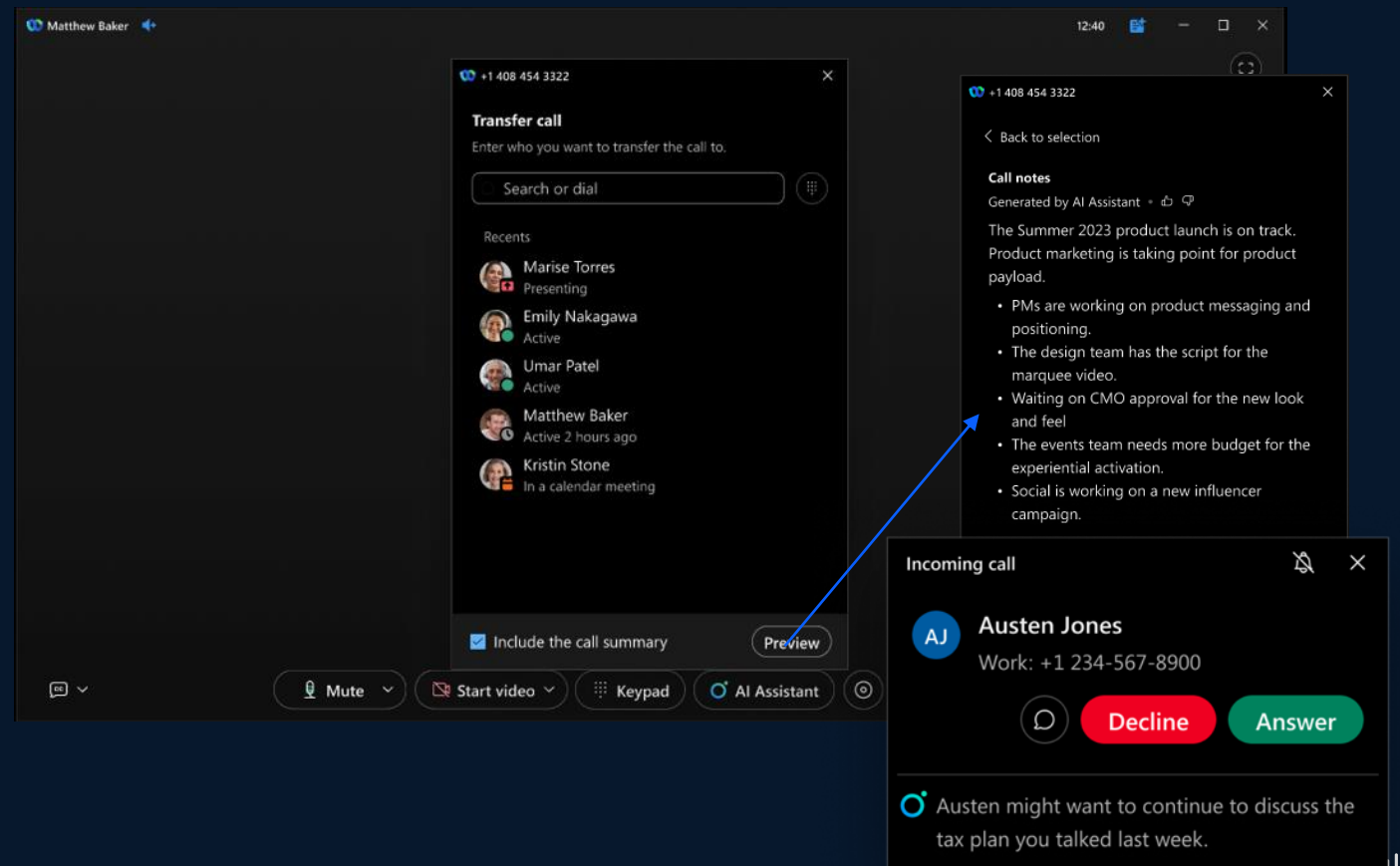
- AI assistant allows Webex app user to summarize the call and provide action items in real-time
- Using AI assistant also allows user to consume call summary, transcript and action items post call through the call history
- Indicators on call history to show availability of call summary, transcript and recordings
- Supported in Arabic, Chinese Mandarin Simplified/Traditional, Danish, Dutch, English, French, German, Hindi, Italian, Japanese, Korean, Polish, Portuguese, Spanish and Turkish languages
- Included in Webex Calling Professional license



AI Assistant for Calling: Share Summary on transfer or conference

Seamless information transfer

- When transferring or conferencing a call, the Webex app user can share the summary of the call with the new participant.
- User would be allowed to edit the summary before sharing it.
- The new participant will get a short summary of the original call within their incoming call toast notification and longer summary once they answer the call.
- Requires AI Premium license



Limited Availability Q2FY26
GA Q3FY26

AI Receptionist

Smart, Always-On AI Receptionist – have your staff focus on critical conversations

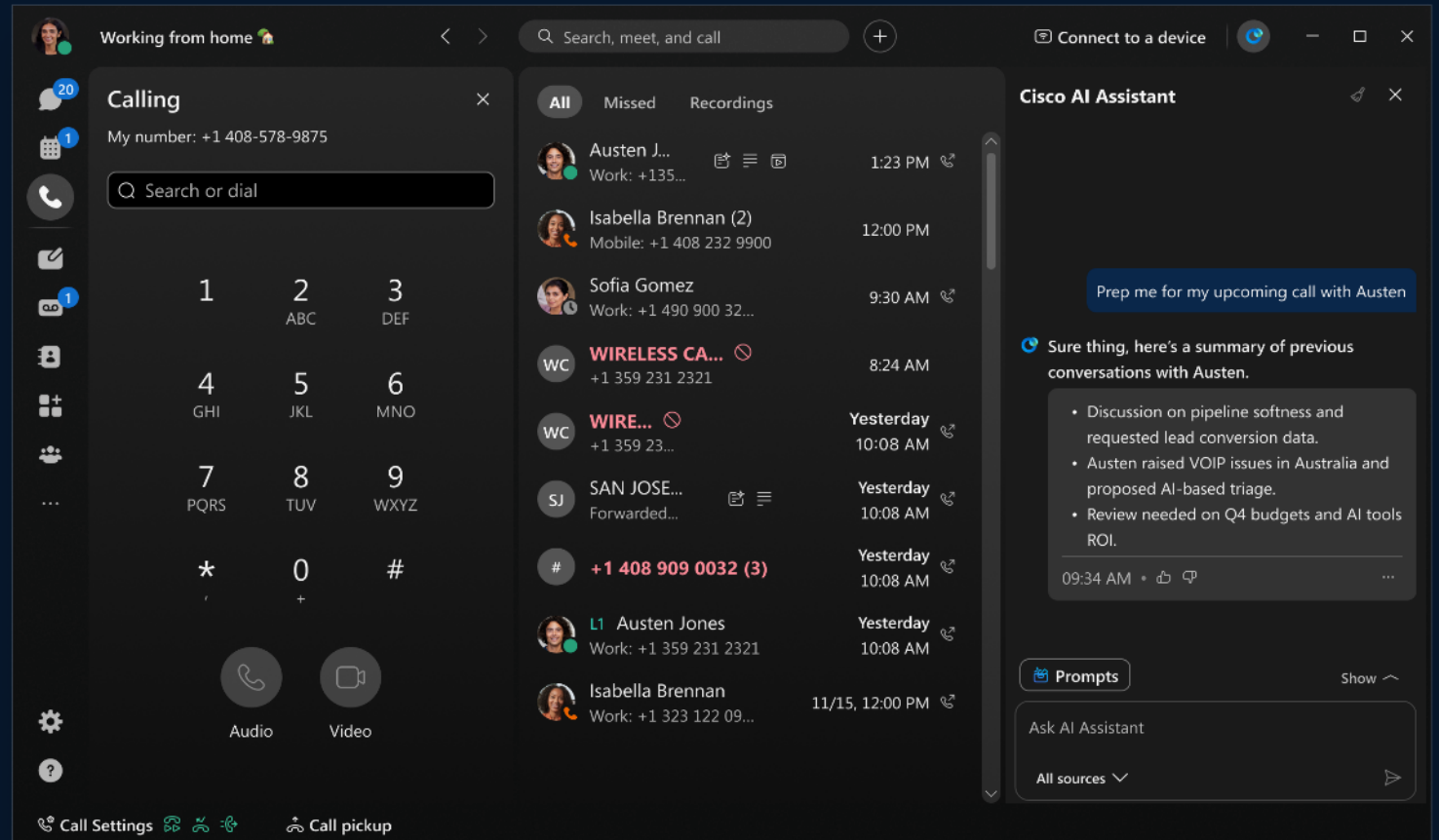
- **Natural, Human-Like Conversations**
Delight customers with realistic voice interactions, anytime.
- **Automate Routine Queries**
Resolves common questions instantly by learning from your business FAQs and knowledge base.
- **Up and Running in Minutes**
Quick and easy setup—get started without the wait.
- **Always Available, 24x7**
Never miss a call or customer inquiry, day or night.
- **Deep Webex Calling Integration**
Works seamlessly with your existing Webex Calling infrastructure.
- **Effortless Call Transfers**
Transfer calls to contacts using just your voice—no buttons, no hassle.
- **Intent Understanding & Smart Routing**
Recognizes caller needs and connects them to the right person, fast.
- **Seamless Handoff to Human Agents**
When needed, smoothly transitions customers to live team members for a personal touch.

Hey, I can answer questions, route the calls and schedule appointments



Prep me for my next call

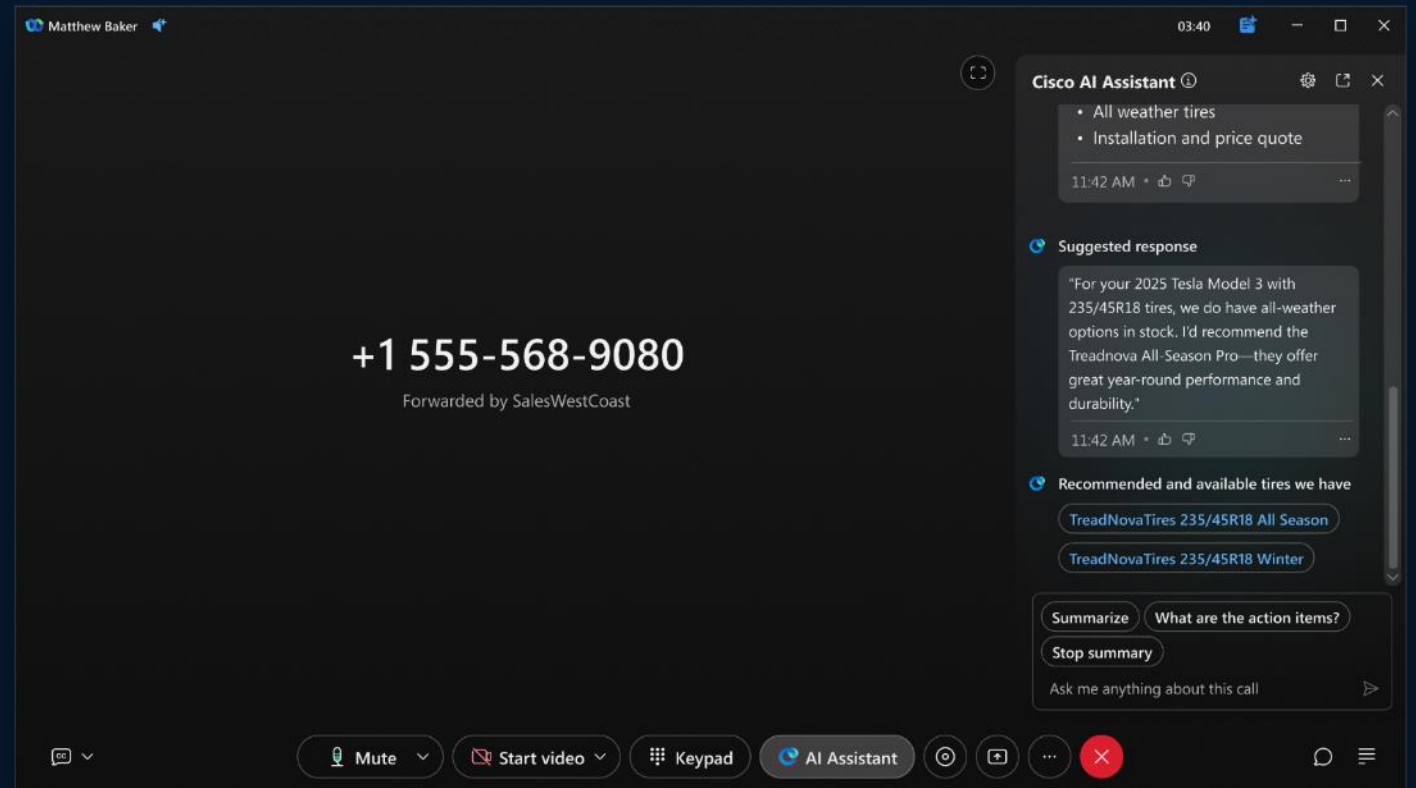
improve call outcomes



AI Suggested Responses

real-time guidance

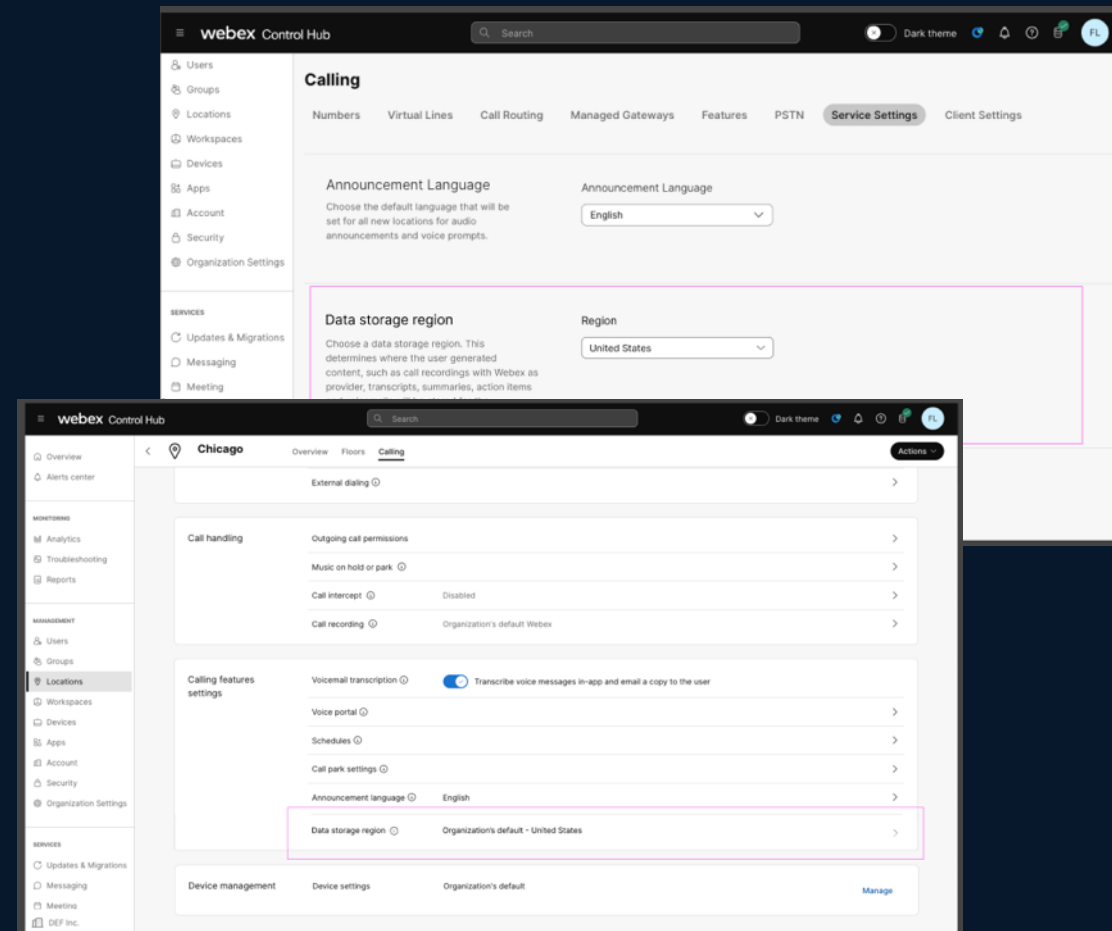
- Context-aware **AI-powered suggestions** appear in the Webex app based on the customer's questions
- Pulls answers from your **organization's knowledge base** and support content
- Equips staff with **timely, relevant information** to keep conversations efficient and on track
- Requires Webex AI Premium license



Configurable Storage Region for Voicemail

Simplify Data Residency for User Generated Content

- Customer administrators select the default storage region at the organization level and have the option to override at specific locations
- Regions include Australia, Canada, Germany, India, Japan, Saudi Arabia, Singapore, United Kingdom, United States
- For customers in India and multinational Corporations with branch offices in India, the storage location is preset to India and can not be changed for compliance reasons
- Available for native call recordings with support for Voicemail coming now



PhoneOS 3.6.1 Firmware Releases: [9800 Series] and [Cisco Video Phone 8875]

FedRAMP GA Feb 9th

Phone OS 3.6.1 available in production

https://help.webex.com/en-us/article/n1trwjh/Release-Notes-for-Cisco-PhoneOS-Phones-9800-and-8875#PhoneOS_RN_361

- **Cloud-assisted transcription in calls :**

Real-time translation and transcription improves accessibility and allows you to have more inclusive communication. Now you can turn on captions and view live transcripts during phone calling on Cisco Desk Phone 9861, Cisco Desk Phone 9871, and Cisco Video Phone 8875.

- **Move call to phone :**

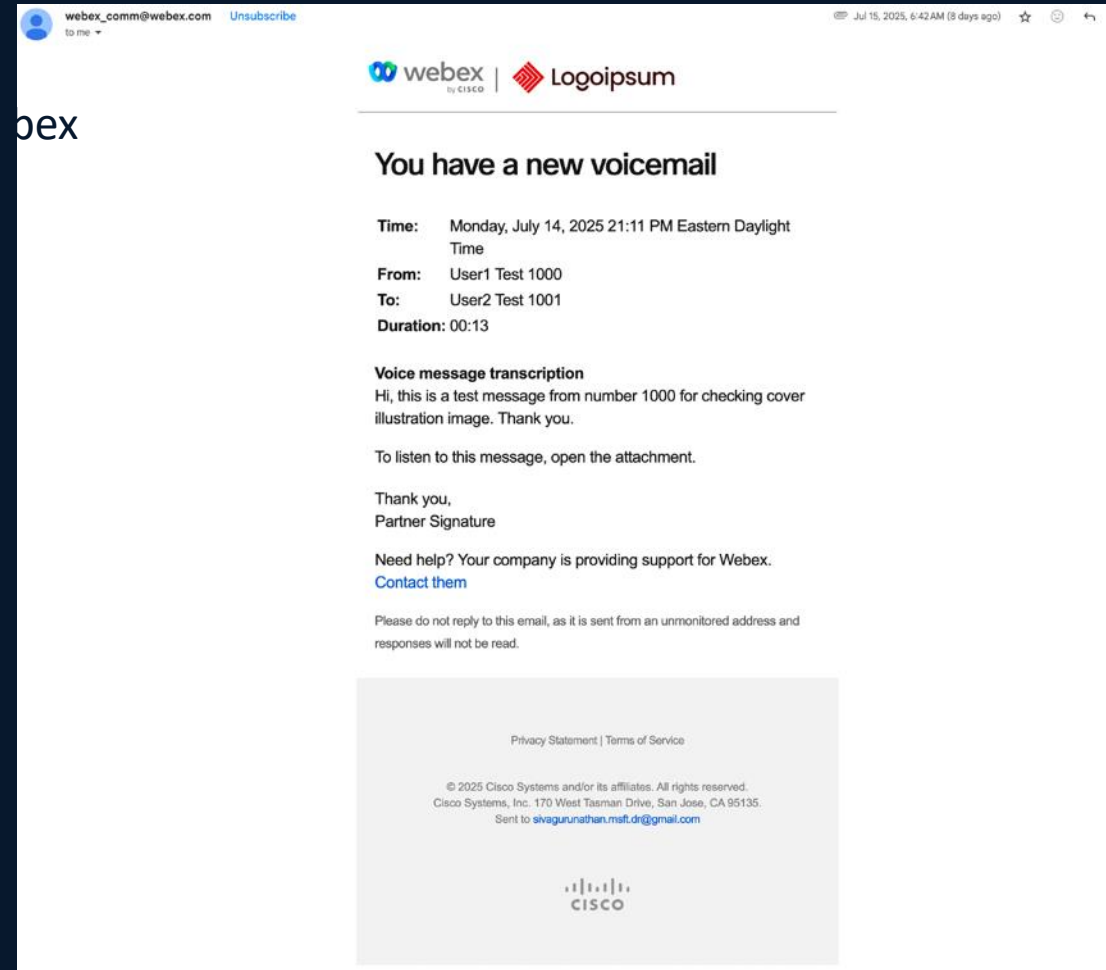
Users can now use the Call Pull softkey to move an active call from the Webex App or another device directly to their desk phone. This ensures a seamless transition and uninterrupted conversation.



Updated Branding of Voicemail, Voicemail transcripts, and Fax

Consistent look and feel in the email notifications

- Customers and partners can have the flexibility to customize the branding of emails for elements such as:
 - Logo
 - "Contact Us" link
 - Terms of Service
- Reinforces trust and brand recognition for users



Built-in Voicemail for Group Calling (e.g. Call Queue, Hunt Group)

Simplified voicemail configuration

- Removes the need for a separate Voicemail Group and a separate telephone number or extension for the voicemail group
- Introduces the voicemail access membership – access to voicemails is limited to only those that are part of the Hunt Group of Call Queue; members automatically get visual voicemail experience on Webex App
- Administrator can configure the line key (as voicemail service line) on desk phone for MWI and voice portal access
- Voice mailbox native to Call Queue, Hunt Group and Auto Attendant features

App user can use filter to select the mailbox. Default is all mailboxes

The image shows two screenshots from the Webex App. The top screenshot displays the 'Voicemail' inbox with a filter dropdown set to 'Call Queue_01'. The bottom screenshot shows the 'Call Queue' configuration page for 'SJC_CQ', including a 'Members list' table with 6 members.

Name	Phone number	
John Doe	2799	0
Jane Doe	132	0
James Doe	989	0
Jenny Doe	1548	0

Hold Music Enhancements: Playlist Support for Call Queues

Hold Music

- Provide the ability for a customer to select a playlist for queue hold music for a call queue (Basic Queues and Customer Assist)
 - Available for both external and internal calls to the queue
- Control Hub
 - Updates to the Call Queue announcements page and customer Assist queue announcements page where queue hold music is configured (both external and internal) to allow a playlist
 - New “Select Playlist” option in “Hold music” section when selecting “custom greeting” Text to Speech
 - Update to playlist page to show locations and call queues using playlist
- Admin Batch
 - New columns in the template for the hold playlist and alternate source hold playlist.
- Public APIs
 - Changes to create/read/update call queue APIs to support playlists

HR
Location: Frisco

Hold Music

Hold Music

Configure the music to be played when a call is in the queue. Custom music can be managed in the announcement files section.

Play default music
 Play custom music

Message file (.WAV) to play

Use alternate source for internal calls

Play default music
 Play custom music

Message file (.WAV) to play

Hold Music PlayList Name	Internal Source	Hold Music PlayList Name	Alternate Source
Promotion Play List		Sample Alternate Source Play List	

waitMessage

Settings related to the wait message played to callers.

enabled

Indicates whether the wait message feature is active.

audioFileId

Identifier of the announcement audio file that plays for wait messages.

audioPlaylistId

Identifier of the audio playlist used for wait messages.

Text to Speech enabled Announcement Repository

Professional-sounding

- **Effortless Announcements:**
Generate audio announcements directly from text, just like a recorded file
- **Centralized Management:**
Easily manage TTS announcements and update them dynamically in Announcement Repository
- **Seamless Integration:**
Available for all features using Announcement Repository
- **Rich Customization:**
Supports SSML tags for expressive, natural-sounding speech tailored to your needs

The screenshot displays the Webex Control Hub interface. The left sidebar shows navigation options under 'MONITORING', 'MANAGEMENT', and 'SERVICES'. The 'Calling' section is selected. The main content area shows the 'Announcements' tab with a table of existing announcements. Below the table, the 'Add announcement file' dialog is open, showing the 'Text to speech' tab. The dialog includes options for 'Level' (Organization or Location), a dropdown for 'Location' (San Jose), and a 'Text to speech' input field with SSML tags. A 'Generate' button and a play button are also visible.

Label	File Name	File Size	Last Modified	Level
Auto Attendant - Basic	aa-basic.wav	50 KB	03/22/2022	Location: Houston
Service Outage	service-out.wma	1.5 MB	04/12/2019	Location: Chicago
Office Closed	closed.wav	22 KB	04/12/2019	Organization
Holiday Message	holiday2022.wav	52 KB	08/2/2017	Location: Washi...

Add announcement file

Upload Record **Text to speech**

Level
Choose at which level to create this announcement.

Organization
 Location

San Jose Location Storage Available
0% of storage used (1 GB Max)

Text to speech
Create custom audio file by using text to speech. Text can include SSML tags.

Label: Sales business hours File name: b-hours-sales

Thank you for calling Truetech. Please use the following menu to direct your call.
<break time="1s"/>
<prosody rate="slow">What can I do for you?</prosody>

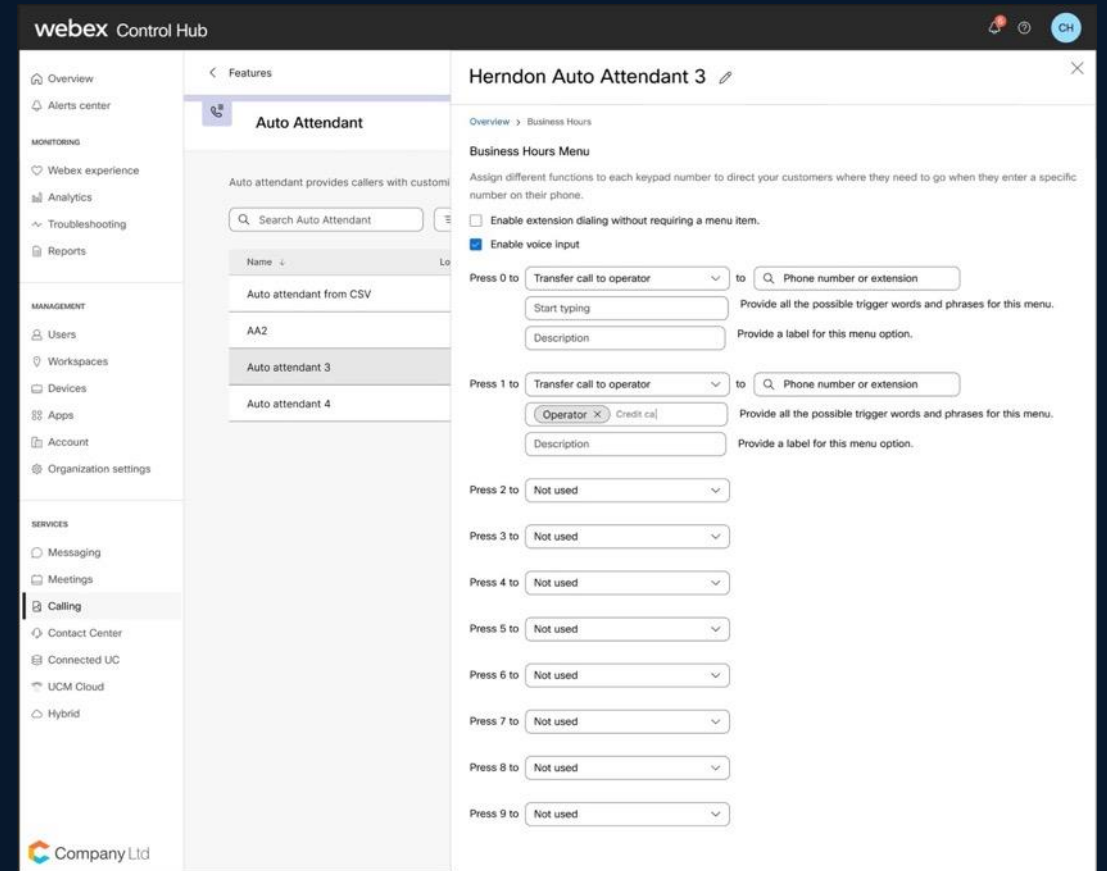
88/479 characters
Language: English US Voice: Jane-Female
Generate

00:01:01

Advanced Auto Attendant: Speech enabled prompts

Effortless customer navigation using voice for intuitive and efficient menu selection

- **Intuitive Voice Navigation**
Customers use natural speech to select menu options—no more key presses needed!
- **Faster, Friendlier Experience**
Effortless and efficient menu navigation leads to higher satisfaction and quicker resolutions.
- **Customizable Trigger Words**
Administrators can easily configure and update voice commands for each menu option.
- **Seamless Integration**
Instantly enhance Auto Attendants with speech recognition for modern, accessible customer interactions.



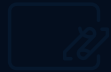
The Power of AI Seamless Collaboration

Webex AI in Control Hub, Messaging, Vidcast and Slido

Systems Engineer - Collaboration



oex Suite



Notetaker



Polling Agent



Task Agent



Meeting Scheduler

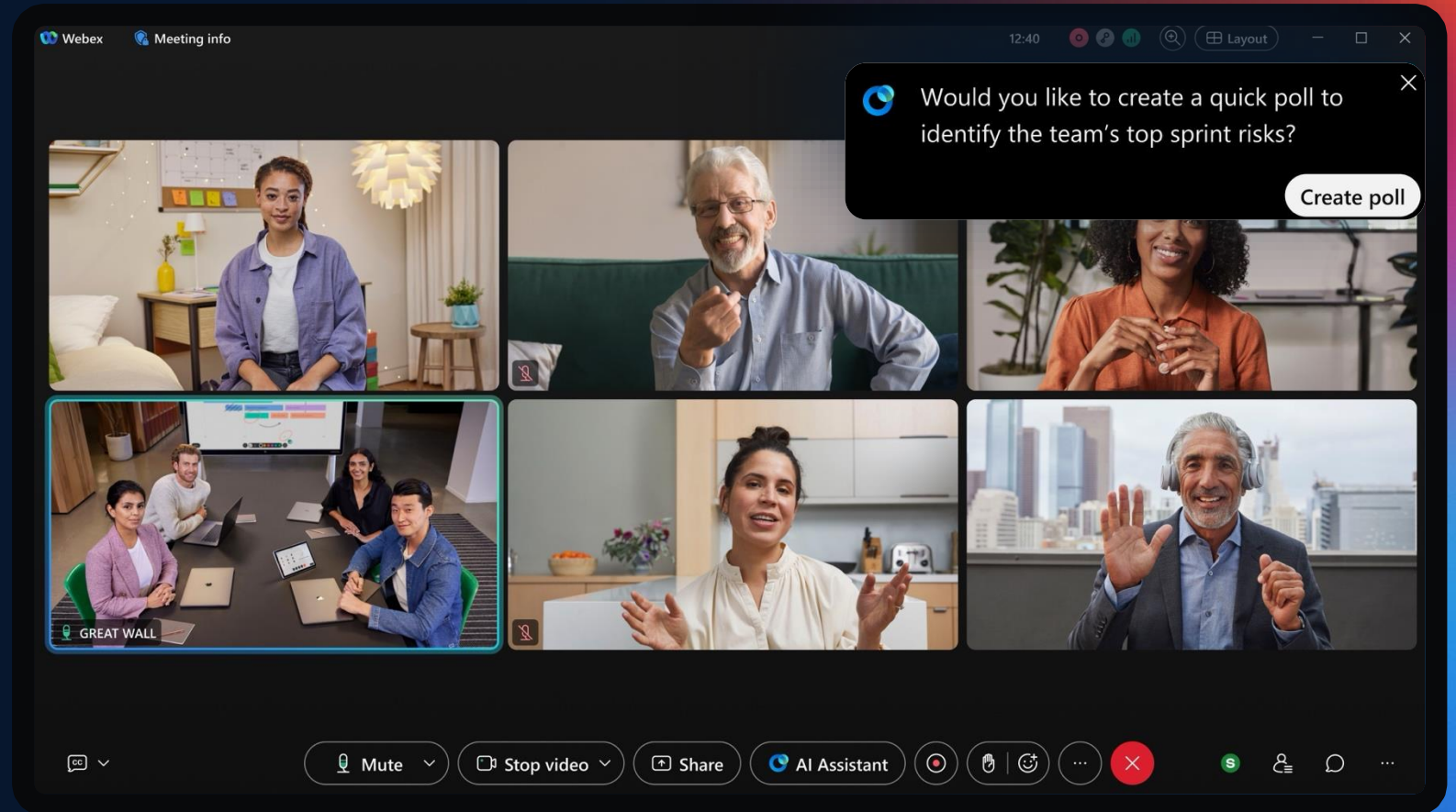


Receptionist

INTRODUCING

Polling Agent

AI spots discussion topics and prompts live polls for immediate engagement



INTRODUCING

Task Agent

Action items in one place
with proactive tips to help
you complete each task

The screenshot displays a software interface with a dark theme. At the top, it shows a status bar with 'Working from home', navigation arrows, a search bar 'Search, meet, and call', and window controls. The main area is divided into three panels:

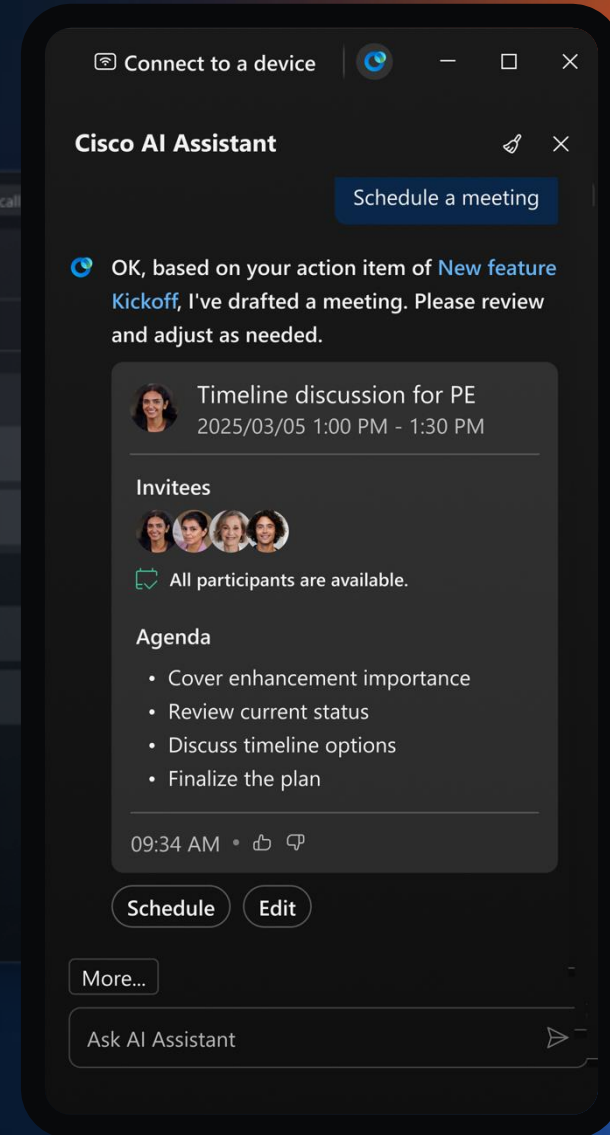
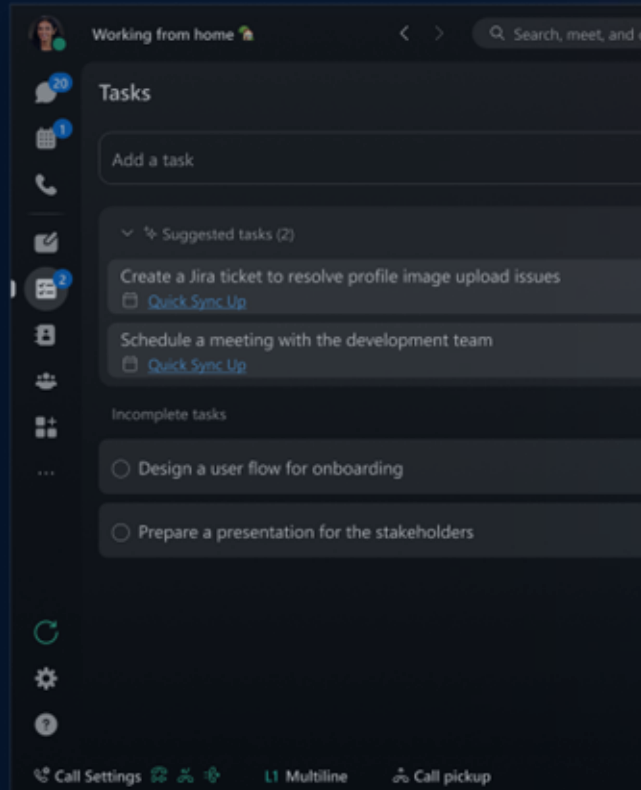
- Tasks Panel:** Features a 'Add a task' input field with a plus icon. Below it, a section titled 'Incomplete tasks' lists four items:
 - Create a Jira ticket to resolve profile image... (Tue, Jan 21)
 - Schedule a meeting with the development... (Wed, Jan 22)
 - Design a user flow for onboarding
 - Prepare a presentation for the stakeholders
- Task Detail Panel:** Shows details for the selected task: 'Create a Jira ticket to resolve profile image upload issues'. It includes fields for 'Create date' (Wed, Jan 15), 'Source' (Quick Sync Up), 'Due date' (Tue, Jan 21), and 'Priority' (Add priority). There is also a 'Notes' section with an 'Add Notes' button.
- Cisco AI Assistant Panel:** Displays a question: 'Do you want to create a Jira ticket to resolve profile image upload issues?' with a 'Yes, create it' button. Below this is an 'Ask AI Assistant' input field with a dropdown menu set to 'All sources'.

At the bottom of the interface, there are icons for 'Call Settings', 'L1 Multiline', and 'Call pickup'.

INTRODUCING

Meeting Scheduler

Use meeting action items to trigger smart, automated scheduling



- AI-powered smart search makes it easier to search for Control Hub settings. All Control Hub settings, including Meeting Site settings, are searchable, with deep links to the actual setting.

The screenshot displays the Cisco Webex Control Hub interface. At the top, a search bar contains the query "how to export alerts". Below the search bar, a "Settings" dropdown menu is open, listing various configuration options:

- Account > Delete Meetings metadata: Delete meeting metadata. Remove organizational meeting information, including usage, hosts, and participants. This action does not affect user...
- Cisco AI Assistant & AI features > Messaging: Enable AI messaging features. Access AI-generated messaging features through the Assistant. Save time on unread messages with space...
- Organization Settings > Digital whiteboard: Enable digital whiteboarding. Allow users to collaborate, ideate, and more with an intuitive digital whiteboard in spaces, calls, and meetings.
- Calling > Calling Behavior: Configure calling options. Set calling preferences for Unified CM users and users without paid calling services. Choose between using the...

Below the settings list, there is a section for "AI-generated overview" with a star icon, containing the following text:

To export alerts in Webex Control Hub:

- Go to the **Alerts center** in Control Hub.
- Click on the **Export** button to download historical alerts for the last 30 days in a CSV format.

For exporting device search results from the Operations... [Explore with AI Assistant](#)

At the bottom of the dropdown, there is a "Recommended Questions" section with three items:

- How to export alerts?
- How to filter alerts on the Alert Central page?
- What is the increased limit for alerts in Alerts center?

The background of the screenshot shows the Control Hub dashboard with sections for "Overview" (Total users: 516), "Strengthen your organisation's security" (Current level: Default security), and "Device usage by activity trend" (Daily, Weekly, Monthly).

- The Cisco AI Assistant (enabled/disabled in Organization Settings > Customize AI Assistant & AI features) is always available to help you in Control Hub. Just click the assistant icon in the top right corner and type your question.

- Maximize the assistant to easily swap

The screenshot displays the Cisco Webex Control Hub interface. The main navigation sidebar on the left includes sections for Overview, Alert Centre, Monitoring (Analytics, Troubleshooting, Reports, Customer Journey Data), Management (Users, Groups, Locations, Workspaces, Devices, Apps, Account, Security, Organisation settings), and Services (Updates & Migrations, Messaging, Meeting, Calling, PSTN & Routing, Customer Assist, Vidcast). The top right corner features a search bar and system icons.

The **Overview** page shows the following data:

- Total users:** 516 (As of today)
- Total devices:** 453 (As of today)

Your assigned roles: You have the following roles:

- Admin roles (4)
- Advanced troubleshooting
- Compliance officer
- Full admin
- Webex site admin

Strengthen your organisation's security for hybrid work:

- Current level: Default security (14% Completed)
- Standard: 14% Completed
- Enhanced: 25% Completed
- Advanced: 16% Completed

Device usage by activity trend: A bar chart showing usage in hours over time.

The **Cisco AI Assistant** chat window is open, displaying a message from 'You' asking 'how do i configure step away' and a response from the AI Assistant at 3:15 pm. The AI Assistant provides instructions on how to configure the 'Stepped away' feature in the Webex App, including steps like opening the app, checking notifications, and enabling settings. It also includes a note that the feature is only available on the desktop app and not on VDI, Linux, or the web app. Below the response are three suggested questions: 'How to enable 'Stepped away' in Webex?', 'What platforms support 'Stepped away' feature?', and 'When is 'Stepped away' enabled by default?'. The chat window also shows 'Sources (3)' at the bottom.

- Admins can query their pre-generated reports using natural language. Based on the question asked, the AI Assistant will either automatically pick the right report from which to answer the question, or if there are multiple reports with overlapping data, ask the Admin to choose the right report.

New thread

Recent threads

- how to export alerts?
- generate a chart for each local
- how do i configure step away
- where do i control webex app :
- What is smart search with AI a
- Show More

You

generate a chart for each location and the number of hours workspaces were used in those locations

AI Assistant 2:47 pm

The list contains 5 reports. Can you help me choose which one to analyze?

- Workspace Usage Report (TME Demo , 2025-09-29 , 2025-10-05)
- Workspace Usage Report (TME Demo , 2025-09-22 , 2025-09-28)
- Workspace Usage Report (TME Demo , 2025-09-15 , 2025-09-21)
- Workspace Usage Report (TME Demo , 2025-08-22 , 2025-09-21)
- Workspace Usage Report (TME Demo , 2025-04-26 , 2025-05-26)

You

Workspace Usage Report (TME Demo , 2025-09-29 , 2025-10-05)

AI Assistant 2:48 pm

Here's a chart that shows the total number of hours workspaces were used in each location. This visualization helps you quickly see which locations had the highest and lowest usage, making it easier to identify trends or areas with more activity.

Total Workspace Usage Hours by Location

Location	Total Occupied Hours (Approximate)
BDUK-09	0
Infocomm 2025	0
Lysaker 1 (Oslo)	0
Not Available	~50
Singapore	~10
WebexOne 2025	~580
r23RemoteAccess	~20

Workspace Usage Report | 2025-09-29 - 2025-10-05

Ask Cisco AI Assistant

Meetings & Calls Troubleshooting

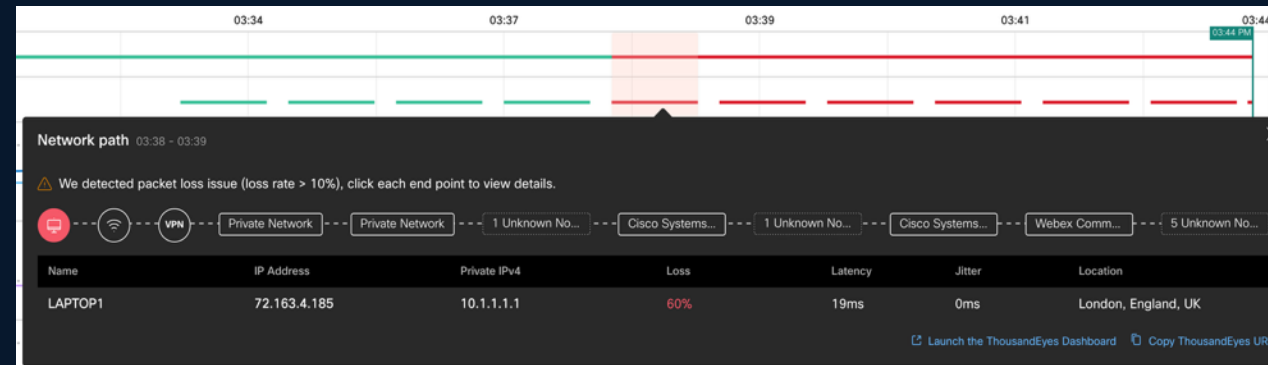
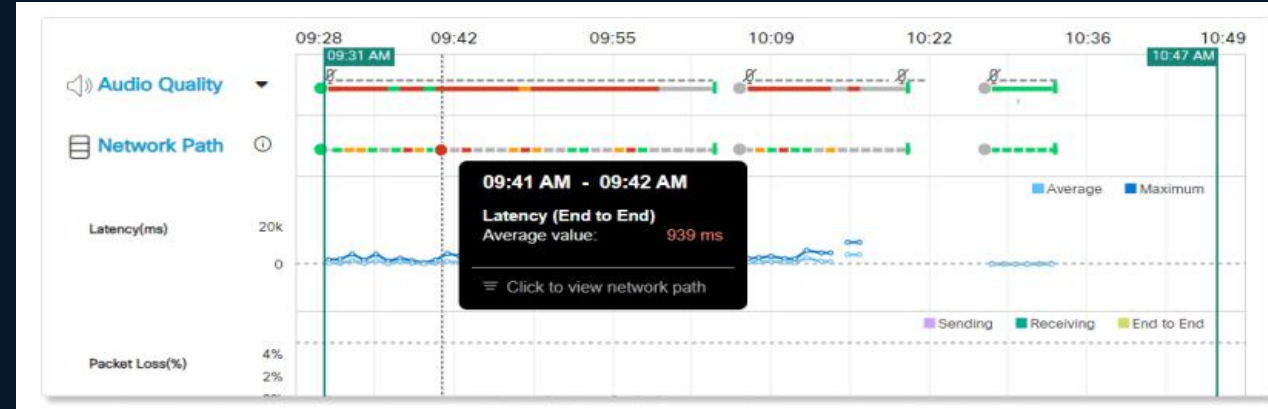
- Troubleshooting a meeting or call in Control Hub is simple. Search for a user or device to see calls and meetings that the user or device has attended. Or search using a user's email address, conference/call number, conference/call ID, phone number, device name or MAC address. A list of meetings and calls up to 21 days in the past are available to view as well as any Webex Meetings or Calls on Webex in progress.
- Three types of record can be found, Webex Meeting, Webex Calling and Call on Webex (Call on Webex is 1:1, non-PSTN calling).
- For details on troubleshooting Webex Meetings and Calls see this guide: https://www.cisco.com/c/dam/td-xml/en_us/voice-ip-comm/cloudcollaboration/controlhub/topics/Troubleshooting/Troubleshooting_Webex_Meetings_and_Calls.pdf

The screenshot displays the Cisco Webex Control Hub interface for troubleshooting. The search criteria is set to 'userone@example.com', resulting in 3 records. The interface shows summary statistics for 'Meetings (1)', 'Webex Calling (1)', and 'Call on Webex (1)'. A table lists the meeting details:

Overall quality	Personal quality	Meeting number	Start time	Meeting name	Host name	Participants	Duration	Site	Platform	Conference ID
Good	Good	262626262	2025-10-06 10:34:28 AM	Group Monthly	userone@exa...	218	1:00:23	cisco		673675800100000000

Integrate ThousandEyes with Troubleshooting in Control Hub

- When you use ThousandEyes together with Control Hub, you get direct access to ThousandEyes path visualization data within Control Hub. This helps network administrators identify root causes for negative participant experiences for Webex App Desktop users and Cisco RoomOS devices in Webex Meetings and Webex Calls.





Video engagement platform for the enterprise

The screenshot displays the Vidcast web interface. At the top, there is a navigation bar with the Vidcast logo, menu items for Home, Feed, Library, and Analytics, a 'New video' button, and a user profile icon. Below the navigation, the page title is 'Videos / All Hands Meeting'. The main content area features a video player with a grid of thumbnails. The active video shows a woman speaking, with a progress bar at 0:18/59:37 and various engagement icons (fire, heart, clapping hands, etc.) below it. To the right of the video player is an interactive sidebar containing three engagement tools: 'Open Text' (at 00:35), 'Multiple Choice' (at 02:43), and 'Word Cloud' (at 18:27). The Word Cloud tool is currently active, displaying the question 'What word should describe our team culture?' with 65 responses. The word cloud includes terms like 'great', 'improving', 'doing', 'care', 'bold', 'courageous', 'innovative', 'experimenting', 'passionate', 'daring', 'learning', and 'responsible'. The word 'bold' is the most prominent.

AI Features



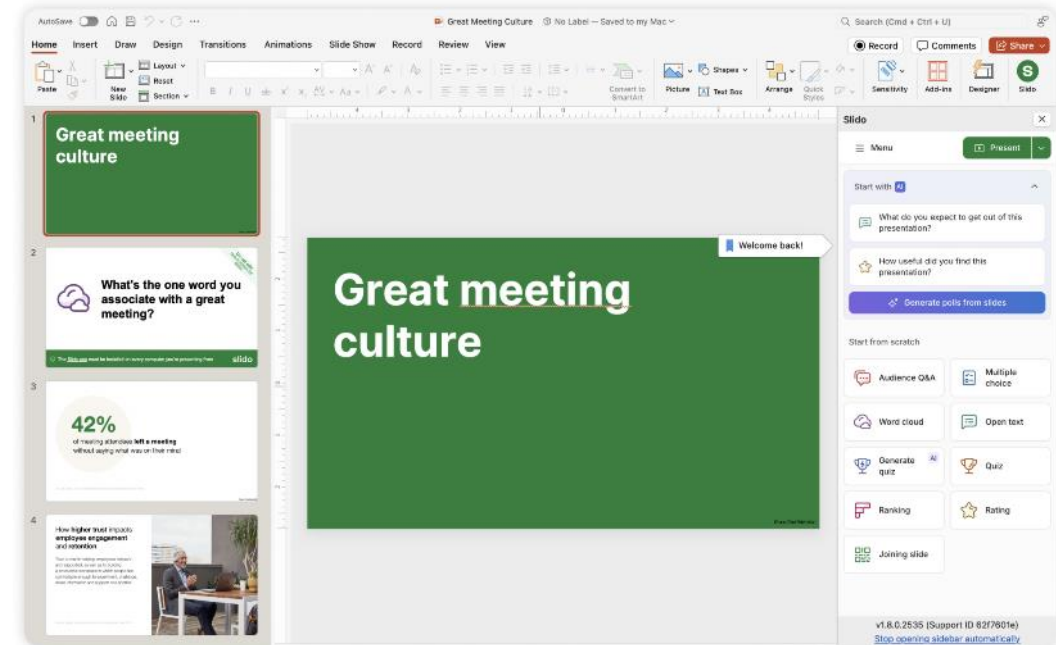
- Highlight Reels
- Smart Chapters
- AI Assistant
- AI Description
- Semantic Search
- AI Generated Vidcast

The screenshot shows a video player interface with a dark theme. The video content is a man in a headset, likely a customer service representative. The interface includes a top navigation bar with 'Home', 'Feed', 'Library', and 'Analytics'. A 'New video' button and a user profile icon are in the top right. Below the video, there are two buttons: 'Full Video' (14m 52s) and 'Highlights' (4m 25s). The 'Highlights' button is highlighted with a pink border. On the right side, there is an AI assistant chat window with a blue header and a search bar. The chat shows a question: 'What is the goal for Q2?' and an answer: 'Next quarter, we'll launch a new UX interface and train our teams for a smooth transition.' Below the chat, there are video chapters with timestamps and text. At the bottom, there is a video title: 'Nam gravida accumsan placerat. Curabitur turpis sem, eleifend et ante et, tempus dapibus mi'. The video is by 'Emily Nakagawa' with 28 views and 47 reactions. There are buttons for 'Download', 'Favorite', and 'Copy link'.

Improved discoverability of AI-generated polls in PowerPoint and Google Slides

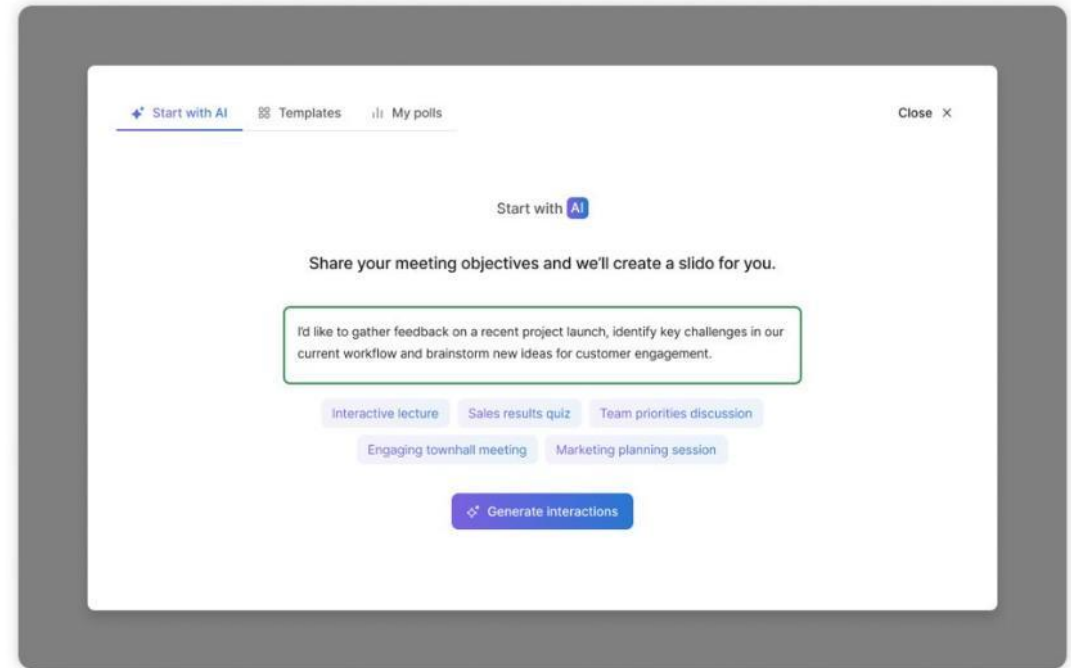
We're introducing the new AI widget to help users discover and try out AI-Generated polls feature within presentation integrations.

This widget will include example polls, designed to inspire and encourage users to click the 'Generate polls from slides' button.



Slido Host mode: AI-Generated polls from shared info

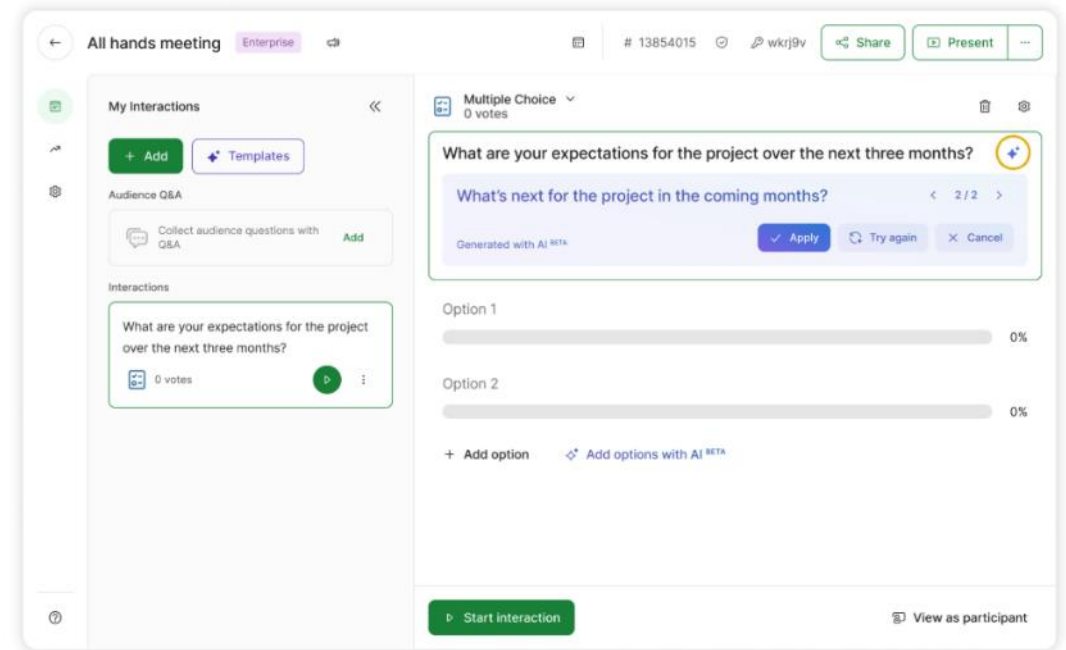
We're introducing AI-Generated polls in Slido Host mode to streamline poll creation for customers, enabling faster and more effective content- or goal-tailored polls.



Slido Host mode: AI-Writing assistant for polls

Slido Hosts will soon be able to enhance their polls with AI-powered suggestions to refine the wording of their questions directly in Host mode.

By clicking the AI star icon in the text field, Hosts will be able to instantly generate an improved version of their question or choose to regenerate a new one.



AI-Generated options in ranking and multiple-choice polls

In addition to AI-Writing assistant for poll questions, we're introducing AI-Generated options for multiple-choice and ranking polls. This will help Hosts create their polls faster and more effectively.

Located next to the *+Add option* button, this feature suggests possible answers based on the poll question.

