

Experience Matters

Elevating Productivity with AI

Sarah Reuter
GM, Collaboration Canada

Robert Bouchard
Field-CTO, Collaboration Canada

November 19, 2025



Future-proofed Workplaces Sessions @ Connect

10:45 – 11:45

Experience matters:
Elevating Productivity with AI

Breakout Room 801



Sarah Reuter



Robert Bouchard

11:45 – 1:00

Lunch & Solutions Expo

Exhibit Hall F

1:00 – 2:00

Future-Proofed Workplaces:
Enhancing productivity through simplicity

Breakout Room 803



Nate Bartelings



Darren Lapierre

3:30 – 4:30

The AI-First Front Door:
Your Path to CX Excellence

Breakout Room 801



Darren Verette

Cisco powers how **people** and **technology** work together across the physical and digital worlds



AI-Ready Data Centers



Future-Proofed Workplaces

Secure Global Connectivity



Digital Resilience



Accelerated by Cisco AI



CUSTOMER EXPERIENCE

EMPLOYEE EXPERIENCE

Webex Contact Center
& Webex Connect

Webex Suite

Cisco Devices



Artificial Intelligence



Security



Manageability



Interoperability

AI - POWERED PLATFORM

Future of collaboration

People & People



Distance Zero

People & AI



Agentic Teammates

AI & AI



Open Ecosystem

Connected Intelligence

Building the workplace of today, for the workforce of tomorrow

Collaboration is powered by connected, intelligent experiences



AI at the edge



AI in the cloud



AI in control

Waves of AI innovation for EX and CX

Audio, Video and Language AI

Generative AI

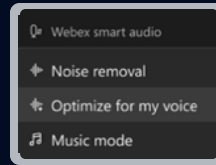
Agentic AI



Head
detection
2013



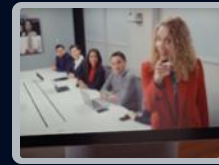
NVIDIA
computing
2015



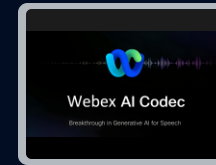
Noise
removal
2020



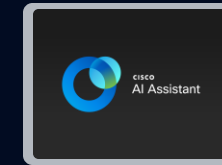
Frames and
people focus
2022



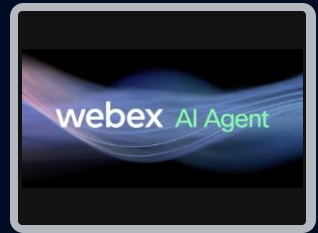
Cinematic
meetings
2023



AI Codec
2024



Cisco AI
Assistant
2024



AI Agent &
AI Workflows
2025

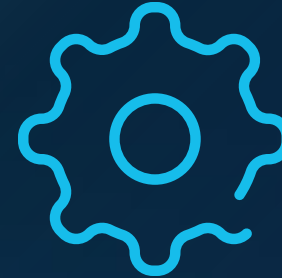
Experience Matters

CUSTOMER EXPERIENCE

EMPLOYEE EXPERIENCE



Consumer of
Services



Owner of
Services

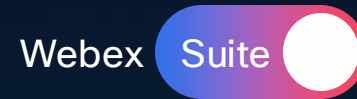


Consumer of
Services



Owner of
Services

Our unique approach: software + hardware



Meetings



Messaging



Calling



Webinars



Events



Whiteboarding



Polling



Video Messaging



AI-POWERED PLATFORM

Webex Suite: Shaping the **Next Era** of Collaboration



Connected

People, places, devices, and agents



Agentic

Ecosystem and workflows



Secure

Trusted conversations

The World of Many AI Agents



Customer



Sales



Healthcare



HR



Productivity



CRM



Documents



Workflows



cisco AI Assistant

8+

Employee hours saved
per week

52%

Of Meetings using AI
Assistant

81%

Of employees
surveyed had more
effective meetings

New AI Agents for Webex Suite



Notetaker



Polling Agent



Task Agent



Meeting Scheduler



Receptionist



Translator

INTRODUCING

Speech to Speech Translation



AI Assistant that can translate our
conversations real-time



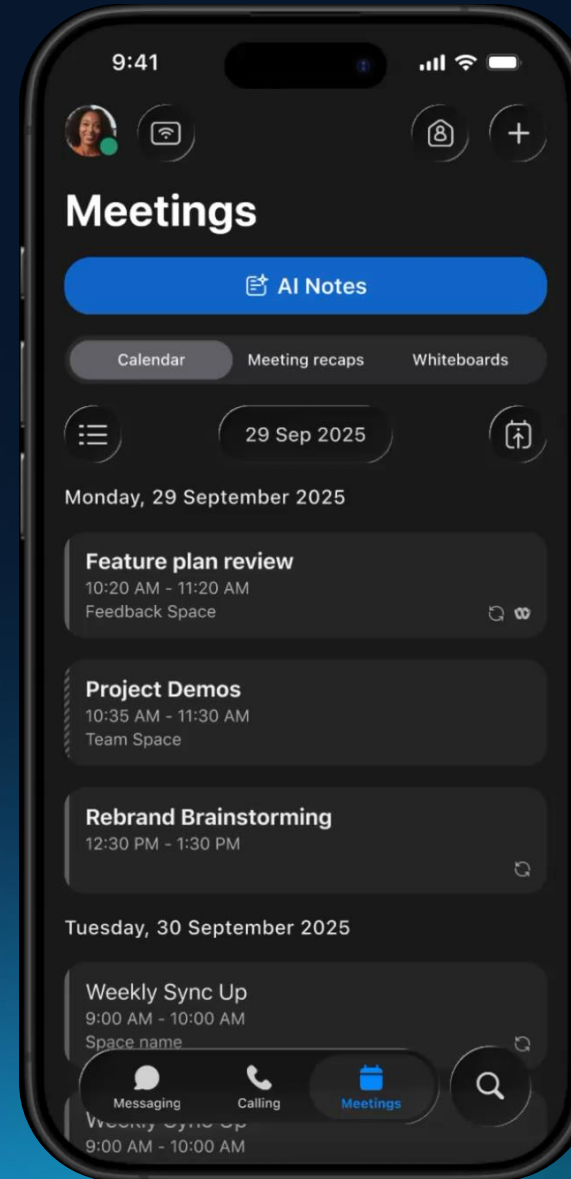
INTRODUCING

Notetaker



Stay present and connected,
from brainstorm to follow through
– from any device

General Availability
Q1 CY26

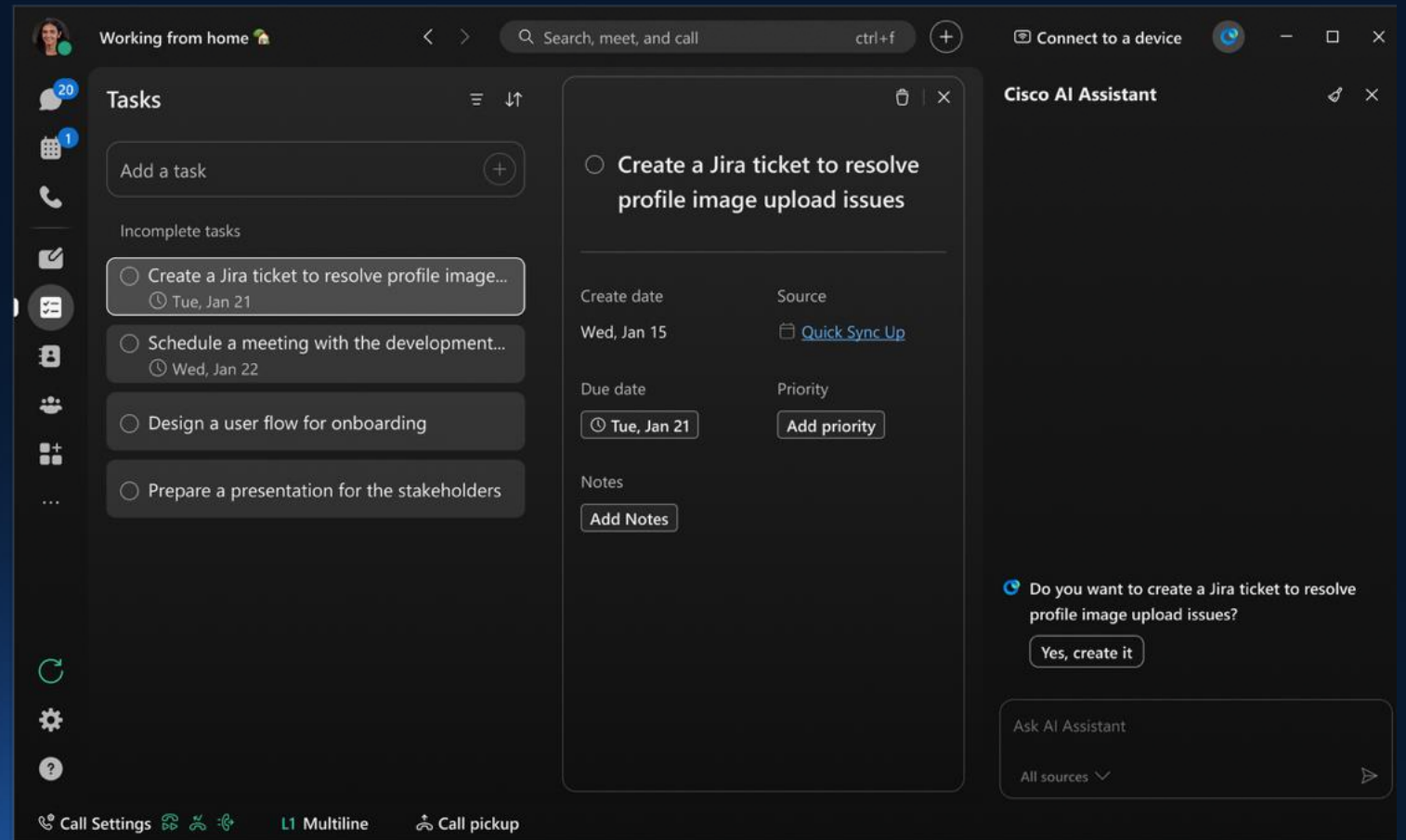


INTRODUCING

Task Agent



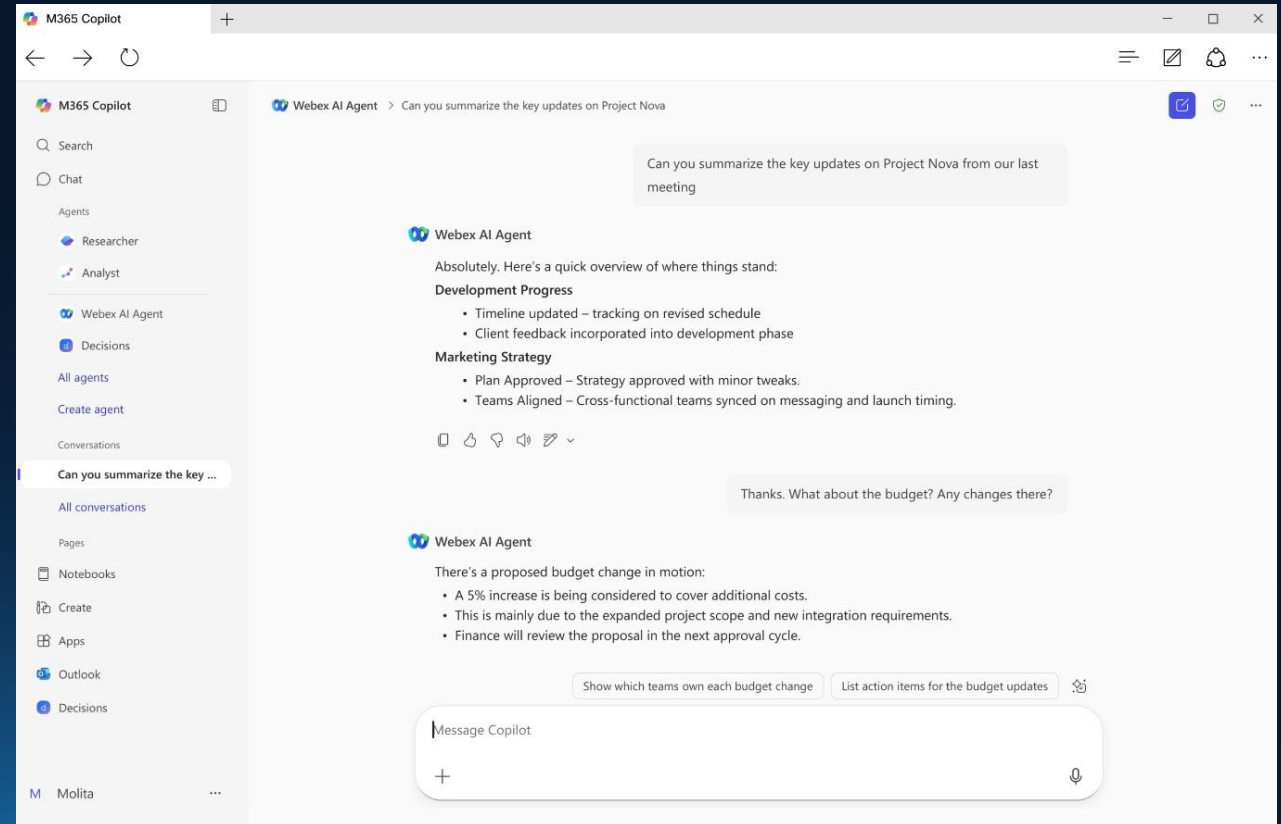
Get more done with new workflows powered by AI agents.



INTRODUCING

Copilot Integration

Bi-directional integration to
access collaboration content
and productivity tools



Our unique approach: software + hardware



Headsets



Phones



Desk series



Board series



Room accessories

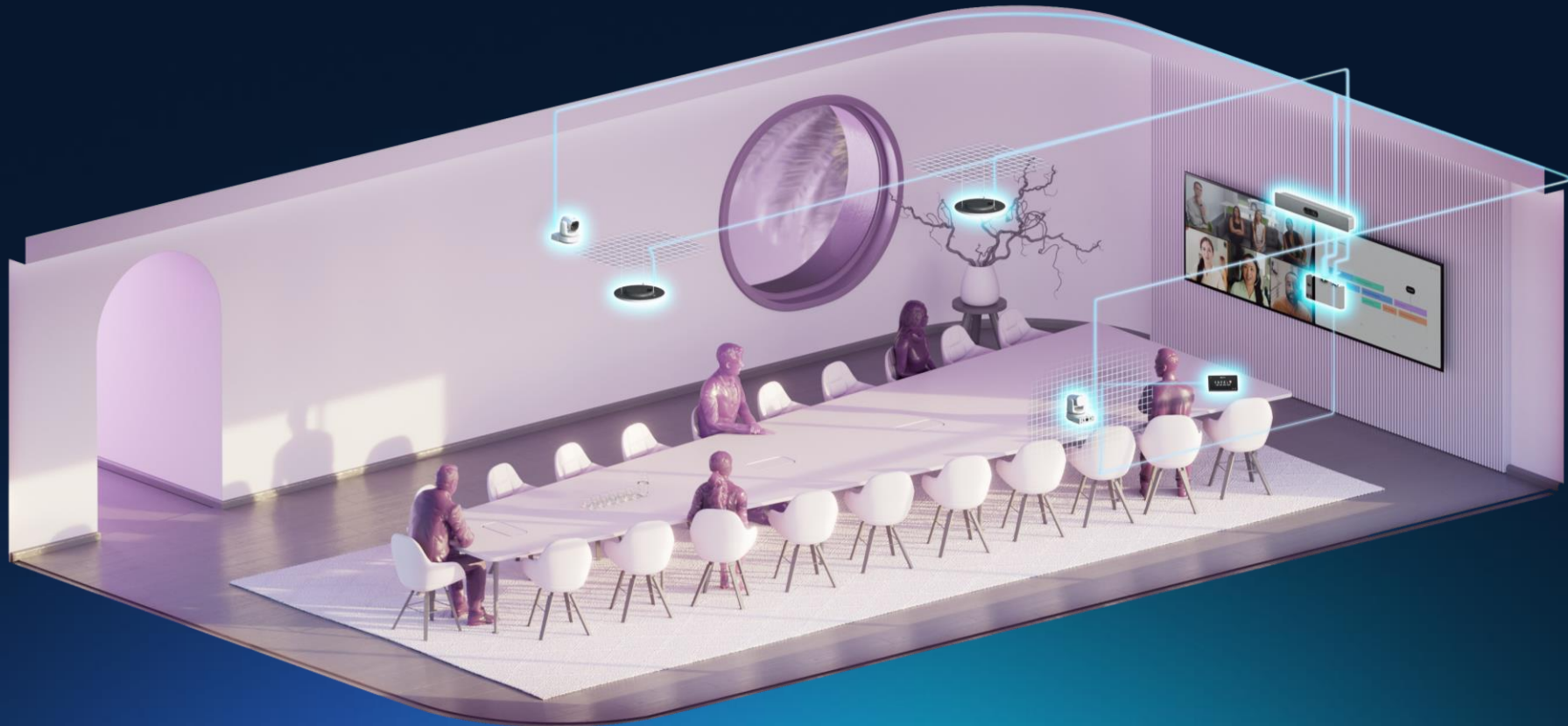


Room series

AI-POWERED | INTEROPERABLE | SUSTAINABLE | MANAGEABLE

Distance zero

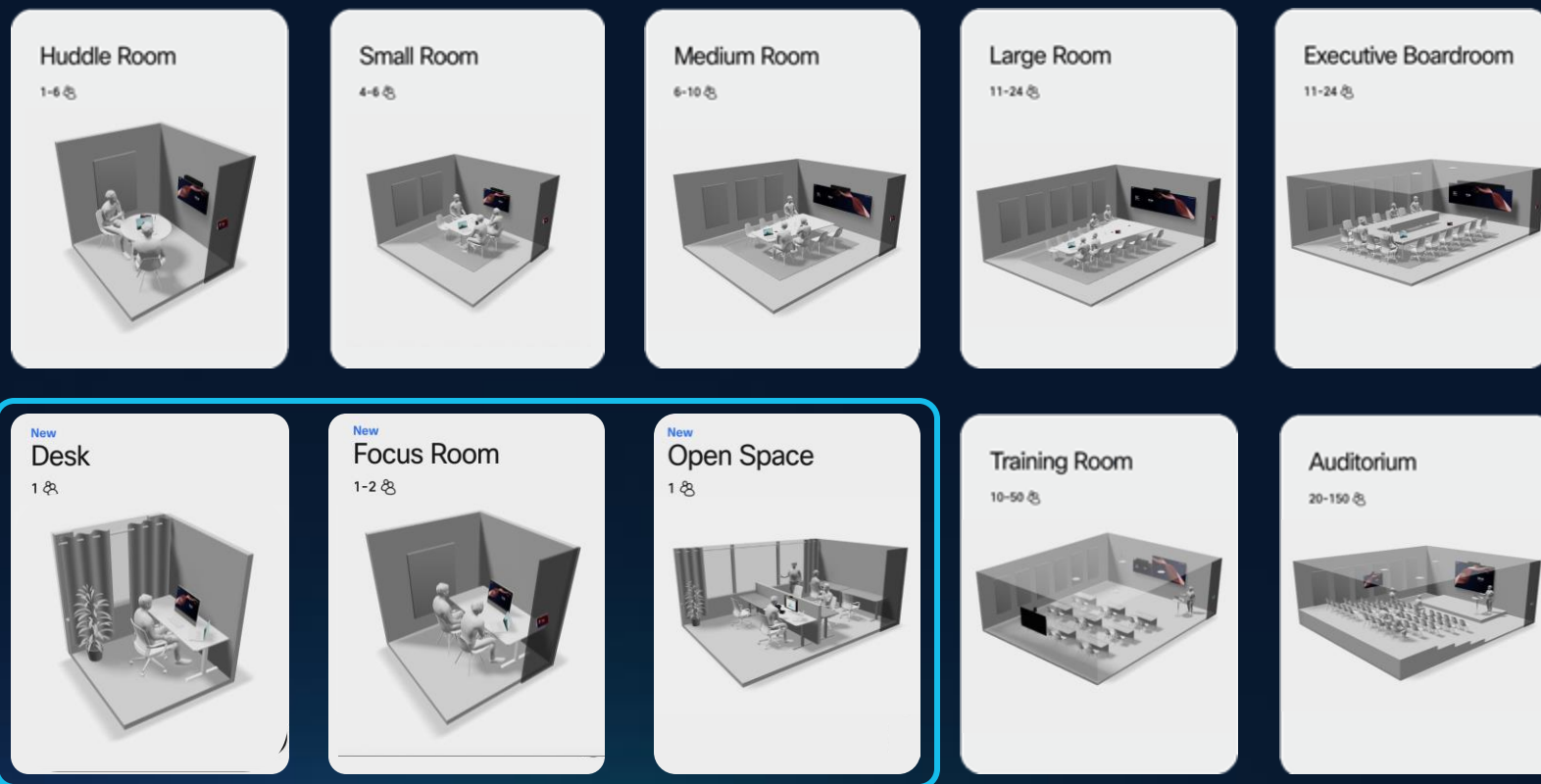
When technology works together, people can too.





Distance **zero**

Simplify design with Cisco Workspace Designer



Start with our workspace standards. Or import custom rooms



Try it today!

[CS.CO/WORKSPACE-DESIGNER](https://cs.co/workspace-designer)

Distance **zero**

General Availability
Q4 CY25

INTRODUCING

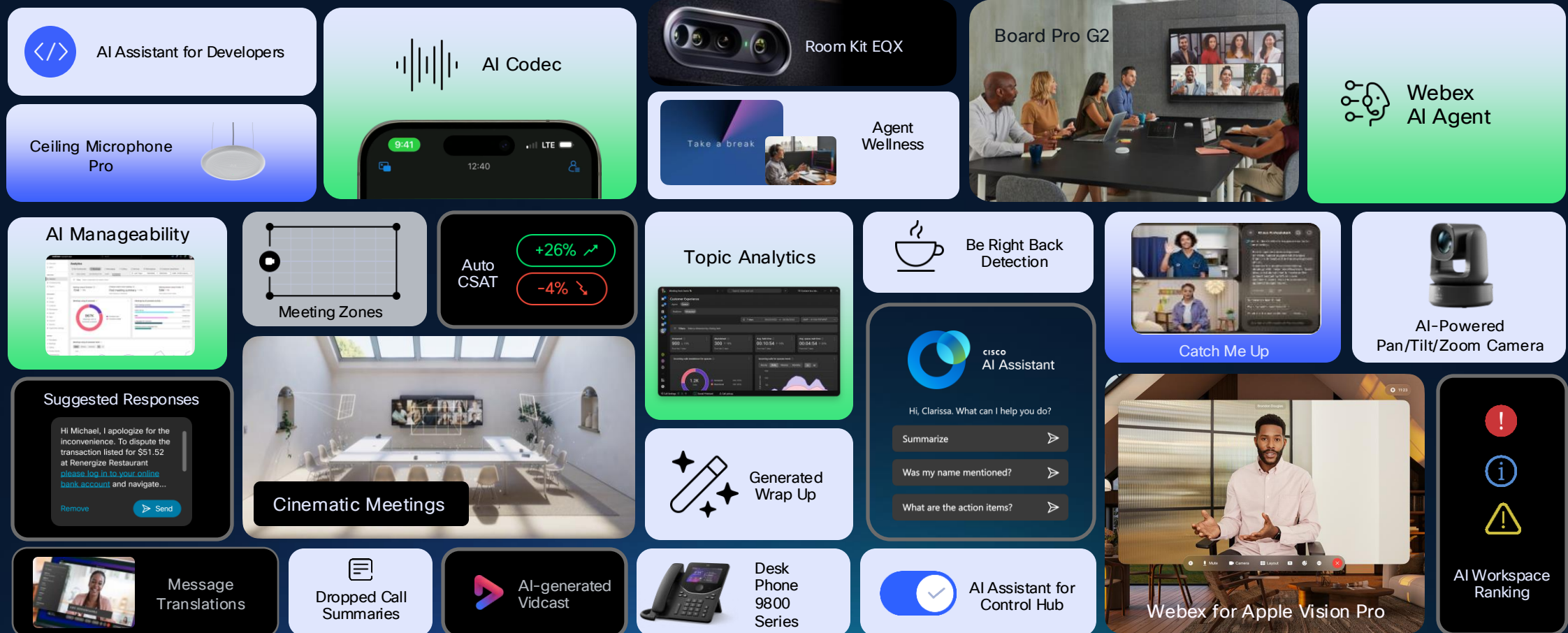
RoomOS 26



Innovation that powers
connection.

Predict. Adapt. Capture. Advise.





Cisco gives you more flexibility and choice

Cisco Rooms experience



Fully Featured



Enhanced



Guest



Microsoft Teams experience



Fully Featured



Enhanced



OR

Powered by Cisco RoomOS

HI-FIDELITY AUDIO AND VIDEO | AI-POWERED COLLABORATION EXPERIENCES | SMART WORKPLACE INTEGRATIONS | SECURITY AND MANAGEABILITY

INTRODUCING

General Availability
Q4 CY25

Zoom for Cisco Rooms



Fully Featured In-Meeting Experience:

Users can now enjoy familiar Zoom in-meeting features with cinematic meeting experiences and quality delivered by Cisco.

Flexible Access Modes:

Guest Mode

No Zoom license required, join as a guest.

Signed-in Mode

Full featured Zoom Meetings with a Zoom license, including the ability to host and start meetings.





Consumer of
Services



Owner of
Services

Full stack collaboration



Networking



Security



Collaboration



Observability

Collaboration devices are an extension of the **network**



Cisco ThousandEyes

Webex Control Hub

Cisco Spaces

Your devices become **sensors**



Meraki Cameras
& Sensors



Board series



Room Series & Kits



Desk Series



Access Points



Switches



Third-party Sensors
(wired & wireless)



Desk Phones

People Count

Presence

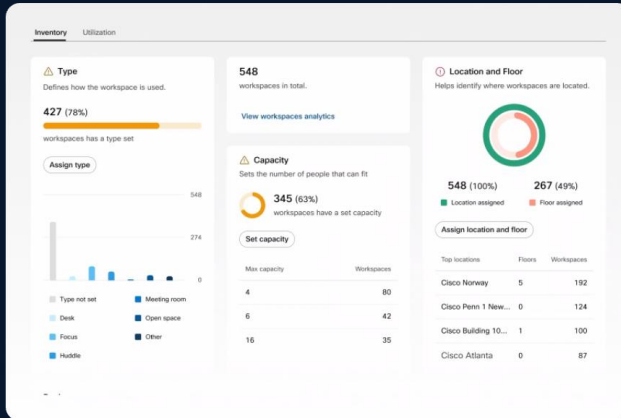
Ambient Noise

Asset Location

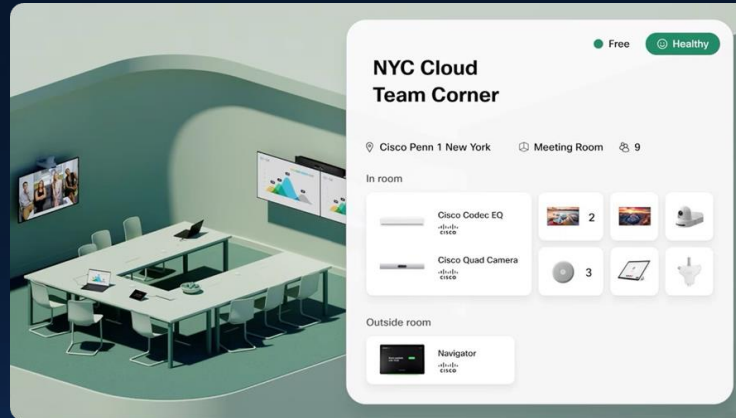
Temp, Humidity, IAQ

Energy Management

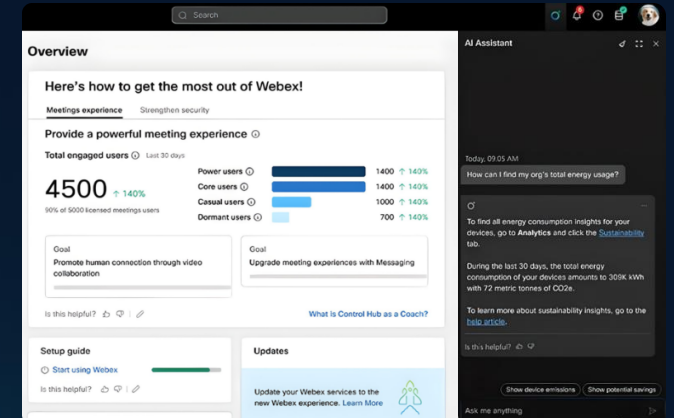
It all comes together in Webex Control Hub



Manage users, services, and devices in one place



Third-party device visibility and workspace insights



Simplify complex tasks and troubleshoot with AI

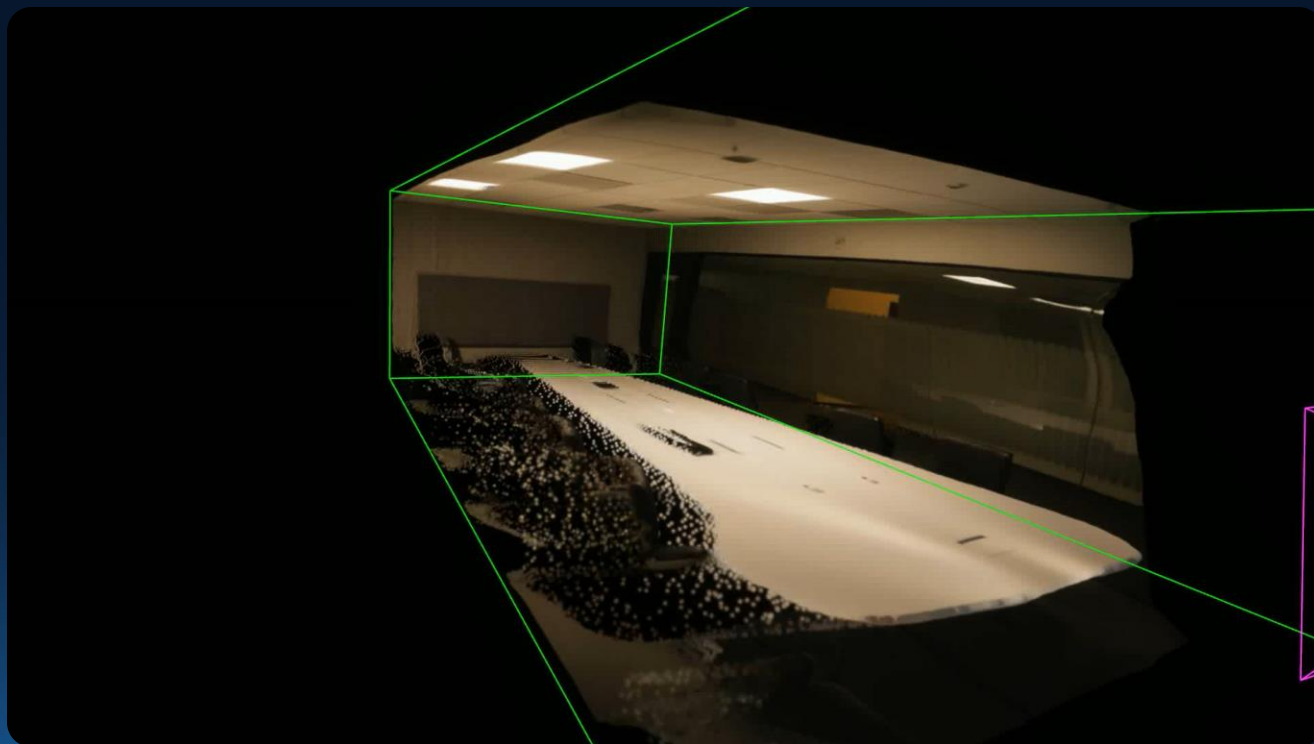
INTRODUCING

Workspace Advisor



From troubleshooting
to transformation,
optimize spaces without
ever stepping inside

Powered by RoomOS 26

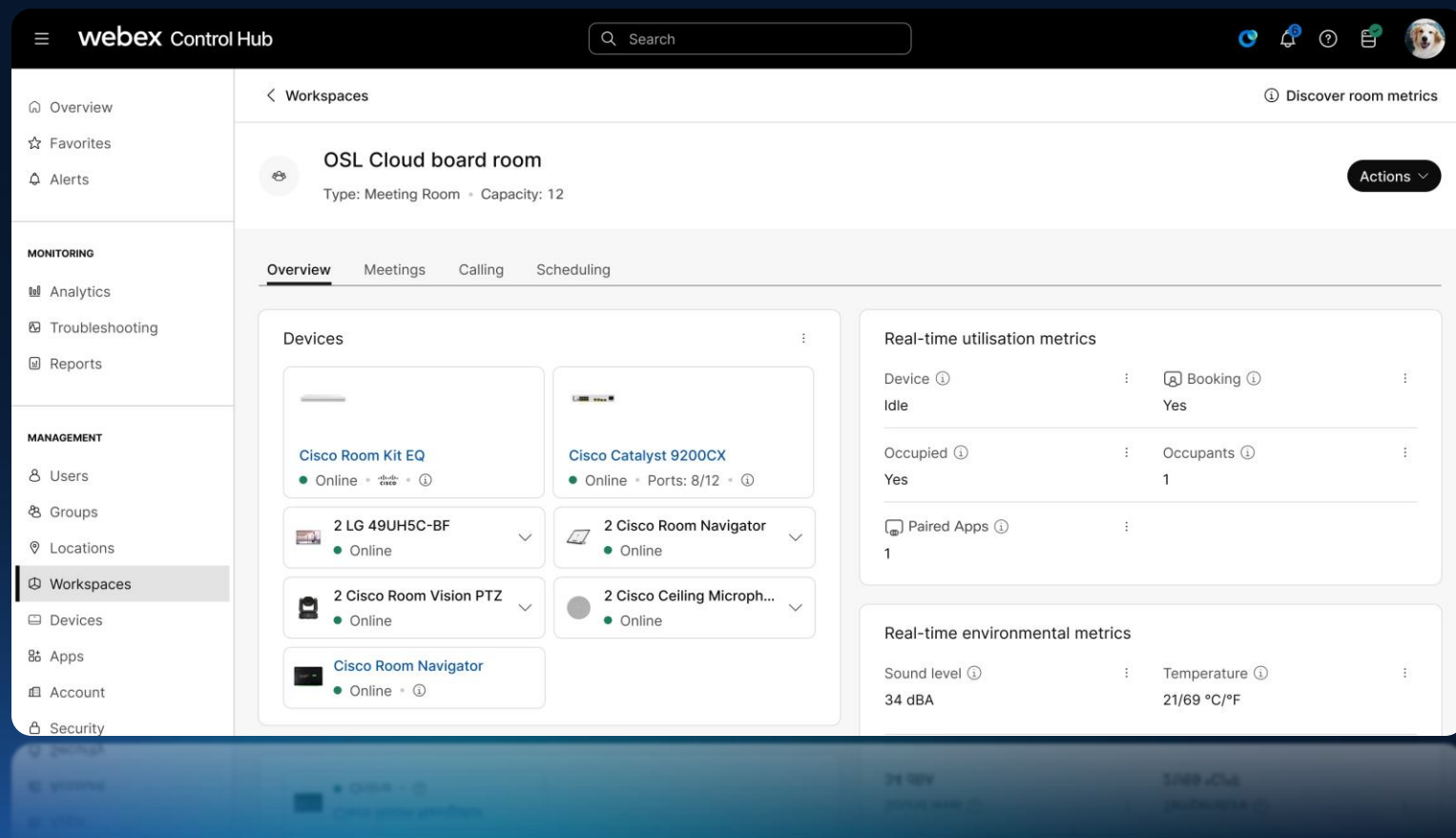


INTRODUCING

Network Aware Rooms

Experience total
visibility for your
room in one place

Powered by RoomOS 26

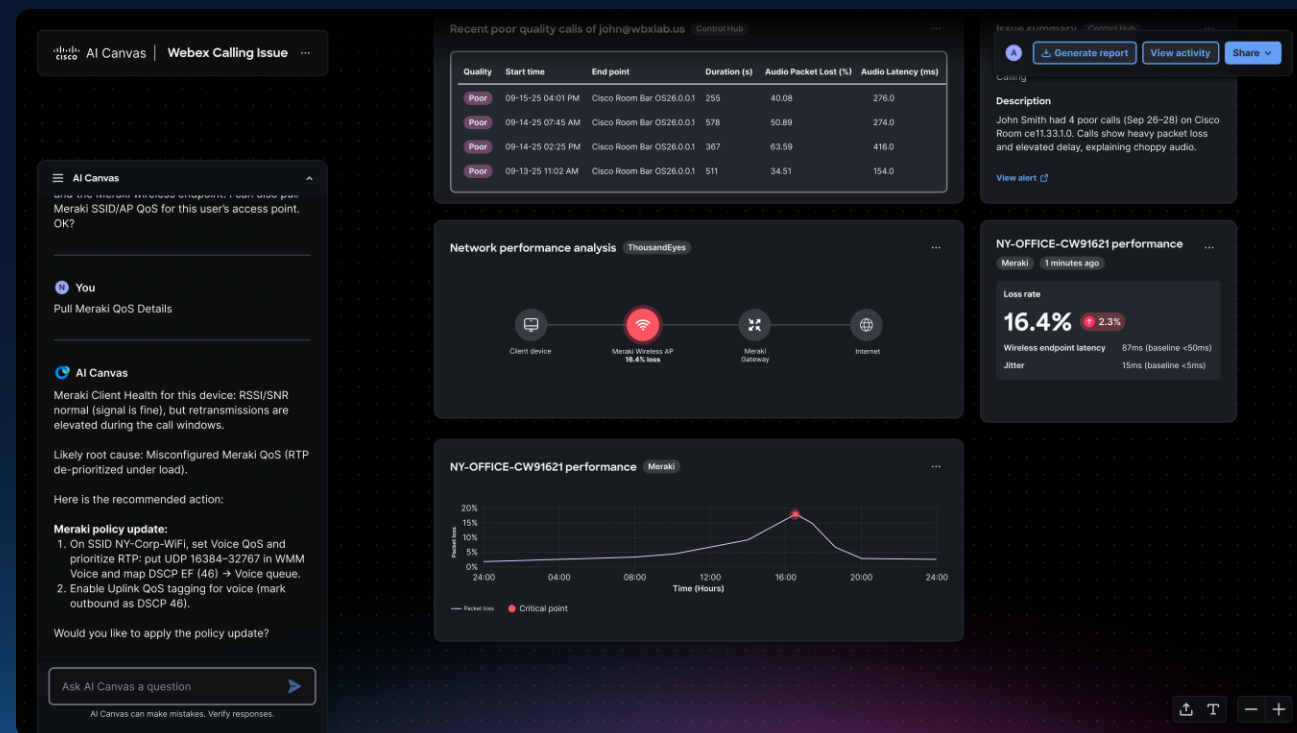


INTRODUCING

AI Canvas with Collaboration



Unified insights
integrated into AI Canvas



Security that's built in, not bolted on



Secure by design

Zero trust security
End-to-end encryption
Ethical walls
Extended security pack
Security for devices
Compliance Hub
Deep Fake Detection
Agentic Ops



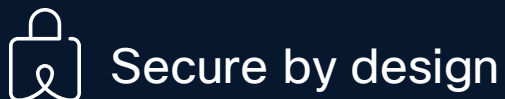
Private by default

100+ Webex cloud locations
Data residency
Local regulatory compliance
Sovereign controls
Key management



Unmatched industry expertise

HIPAA third-party attestation
FedRAMP
FIPS 140-2 (Devices)
Webex Air-Gapped
Native call recording



INTRODUCING

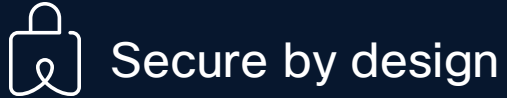
Protection against AI-Powered Threats



Protect every interaction by blocking spam, deepfakes, and threats before they happen

General Availability
Q4 CY25 -Q1 CY26






Generally Available

End-to-End Encryption



Secure, feature-rich end-to-end encrypted meeting experiences



 Secure by design

General Availability
Q2 CY26

INTRODUCING

AI PODs for Webex

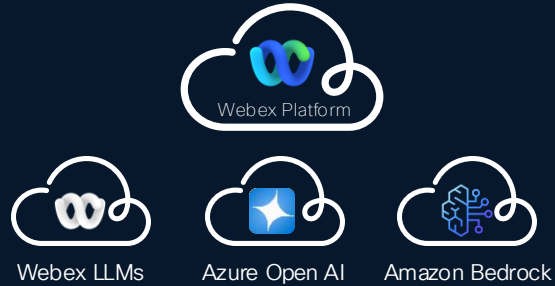


On-prem AI simplified –
deploy, scale and innovate
with confidence



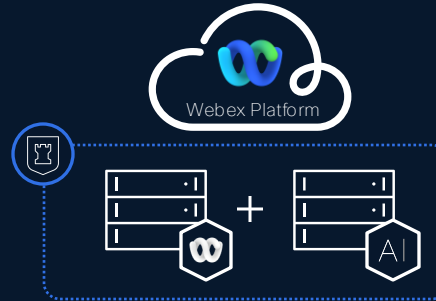
Connected Intelligence Innovations

AI Innovations for Highly Secured Environments



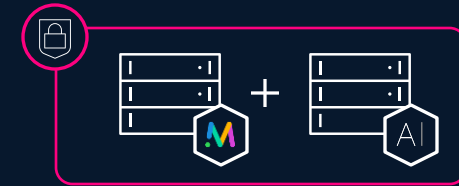
Bring Your Own Large Language Model

- Choose your LLM Provider in Webex Control Hub
- Primary & Secondary Options



Hyper Secure Webex Meetings

- Video Mesh, Hybrid Data Services, & Collab AI Pod On-Premise
- Managed via Webex Control Hub
- Private Meetings
- End-to-End Encrypted
- Recording, Transcription, Translation, & Summarization



CMS Meetings Enhanced with AI

- CMS Meetings with AI Pod On-Premise
- Completely On-Premise | Air-Gapped
- Real-Time Closed Captioning
- Transcription
- Translation
- Summarization

The Next Era of AI-Powered Collaboration

Connected . Agentic . Secure

AI Agents



Notetaker



Polling Agent



Task Agent



Meeting Scheduler



Receptionist



Translator

AI Ecosystem



Copilot



Outlook

Agentforce



slack



Jira



salesforce



Glean



Amazon Q

Security

Agentic Ops

E2E Encryption

Webex Compliance Hub



THETALAKE



Pindrop®



GetReal Labs

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Thank you



