

Experiences, Amplified: How AI Can Fuel Better Employee, Customer and IT Experiences for Future Proofed Workplaces



Tommy Carbaugh- Americas Collaboration Senior Director Engineering

Todd Scott- Americas Service Provider Collaboration Theater Leader



AI-Ready Data Centers



Future-Proofed Workplaces

Secure Global Connectivity



Digital Resilience



Accelerated by Cisco AI



Experience Matters

AI transforms interactions into
exceptional experiences

Waves of AI innovation for EX and CX

Audio, Video and Language AI

Generative AI

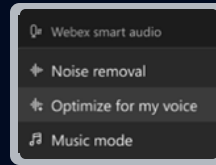
Agentic AI



Head
detection
2013



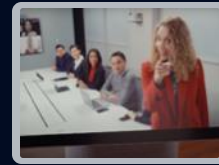
NVIDIA
computing
2015



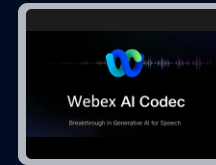
Noise
removal
2020



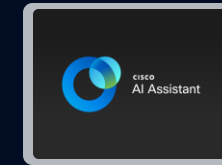
Frames and
people focus
2022



Cinematic
meetings
2023



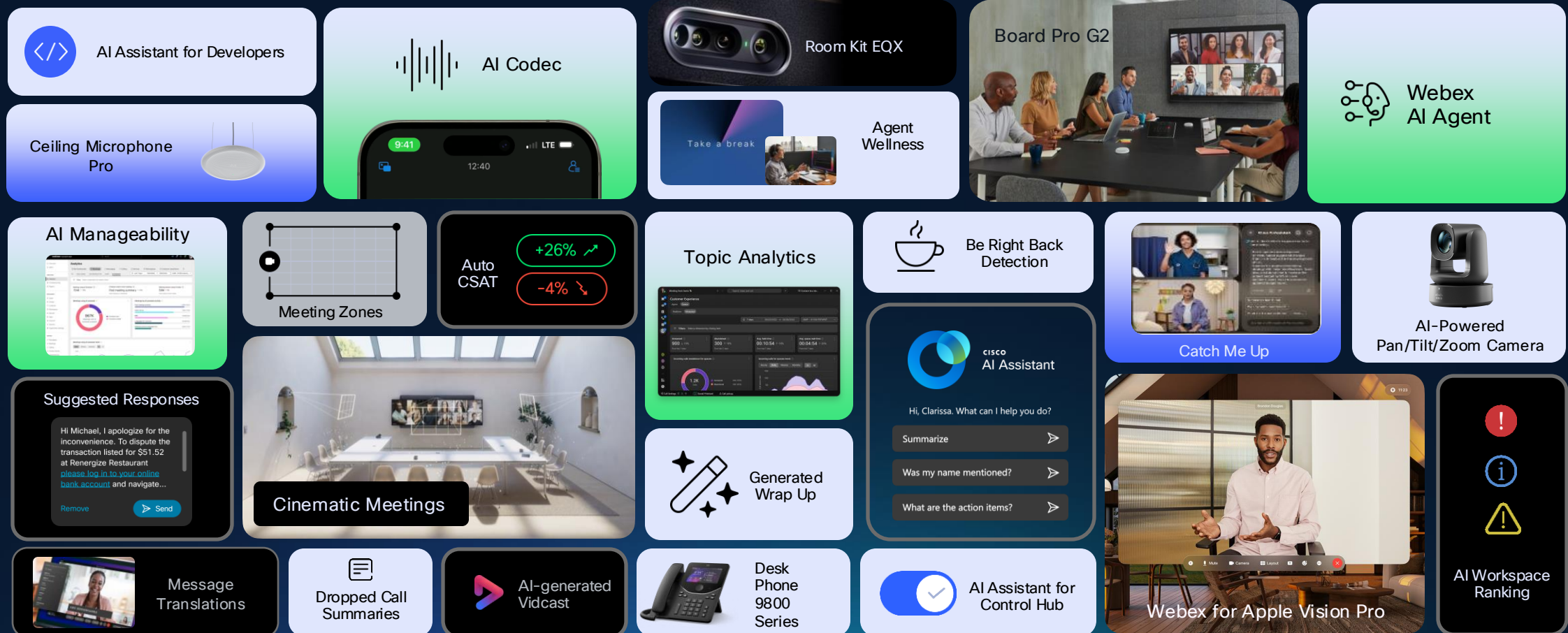
AI Codec
2024



Cisco AI
Assistant
2024



AI Agent &
AI Workflows
2025



CUSTOMER EXPERIENCE

EMPLOYEE EXPERIENCE

Webex Contact Center
& Webex Connect

Webex Suite

Cisco Devices



Artificial Intelligence



Security



Manageability



Interoperability

AI - POWERED PLATFORM

Experience Matters

CUSTOMER EXPERIENCE

EMPLOYEE EXPERIENCE

64%

Of companies are
applying or will apply
AI to customer service

AI For Business Success: 2025-26
Metrigy



© marketoonist.com

AI is rapidly solving the harder problems

Understanding intent
Generating natural language
Holding a conversation
Connecting systems
Real-time performance analysis



Personalization and accuracy at scale
Empathetic and natural virtual agents
Resolve problems and take actions



**CX and AI coming together is
one of the largest technology
opportunities of our lifetime**

AI is embedded across everything we do

DEVELOPERS & ECOSYSTEM

AI Assistant for Developers | BYO Virtual Agent



Proactive Journeys

Campaign Management
AI Agent linking

Webex Connect



AI Agents

Omnichannel, multimodal &
multilingual
Scripted & autonomous modes
Execute actions and fulfil intents

Webex AI Agent



Human Agents

Summarization
Responses/Answers
Wellbeing
Performance Management

Webex Contact Center
Contact Center Enterprise

CUSTOMER EXPERIENCE FOUNDATION

Code Generation | Insights & Analytics

WEBEX PLATFORM

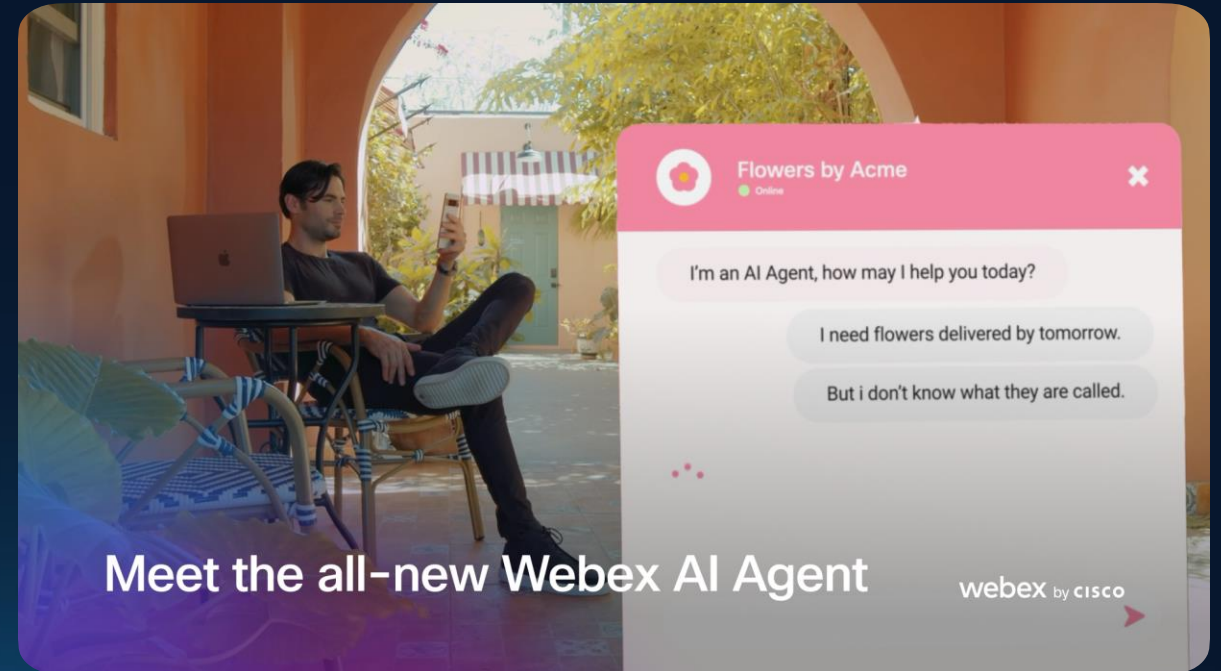
Noise Removal | Prediction | Sentiment | Translation | Summarization

GENERAL AVAILABILITY

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

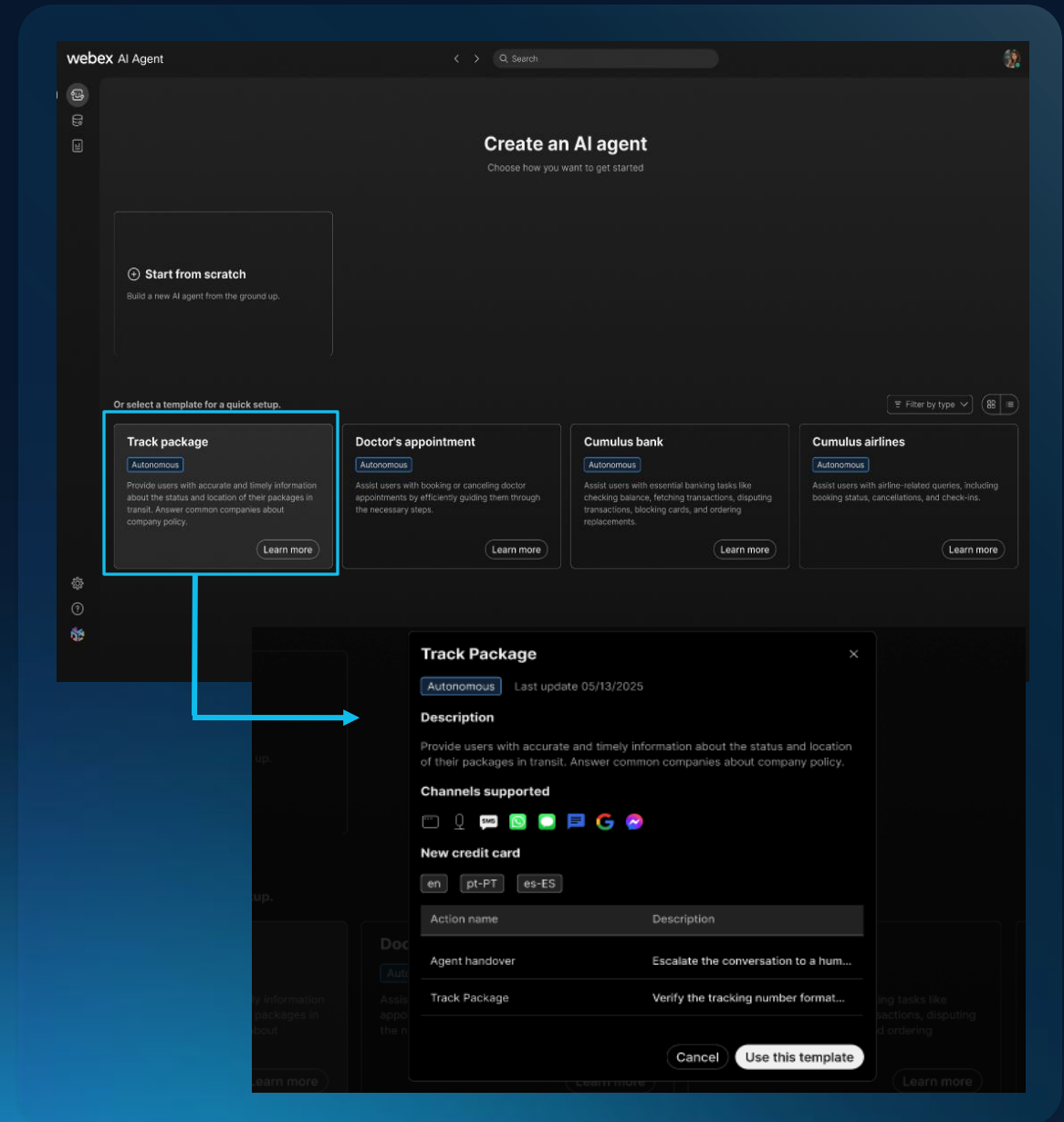


Contact Center | HR | IT | Sales | Service

GENERAL AVAILABILITY | AUG 2025

Flexible AI tools for AI Agent creation

Expanded AI engine support and pre-built templates for industry-specific use cases extend the ease of building AI agents.



GENERAL AVAILABILITY

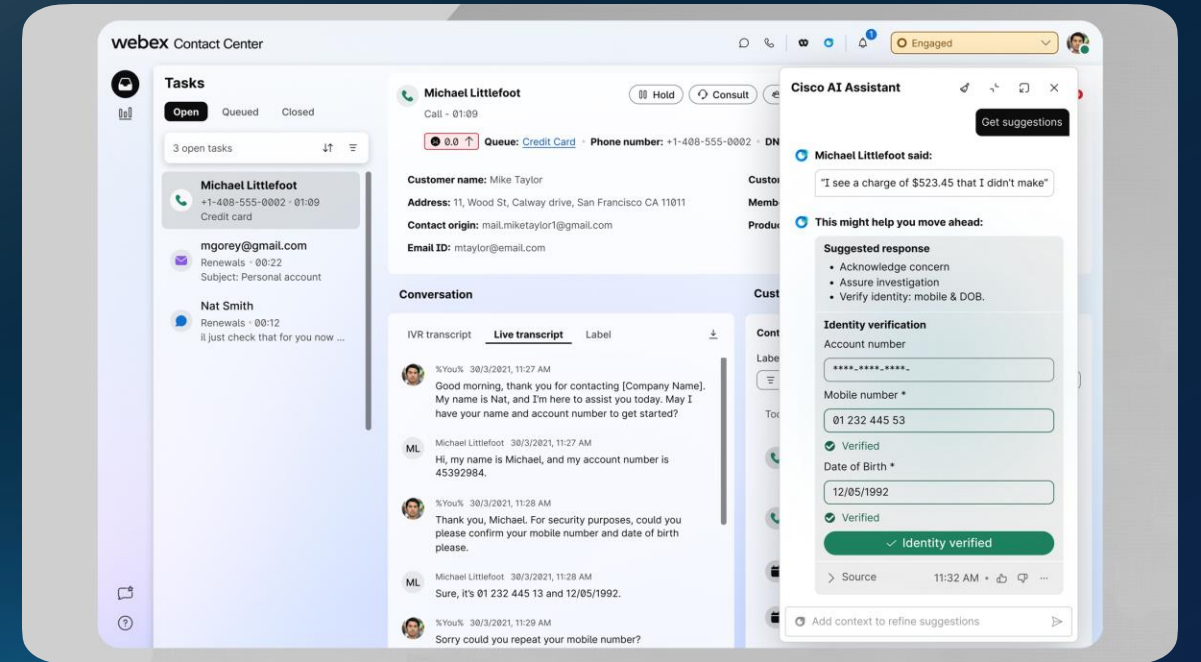
Cisco AI Assistant

Augmenting agents to deliver better customer experiences and satisfaction

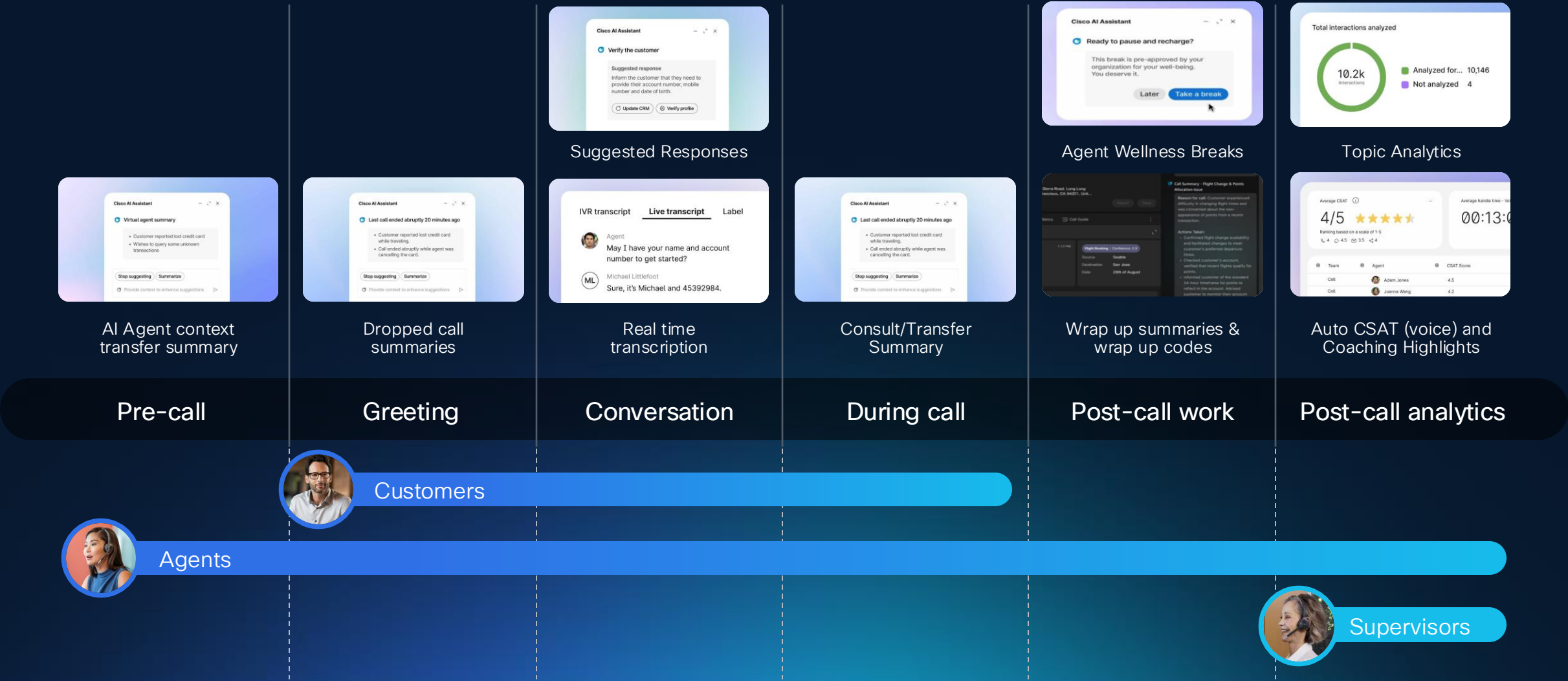
More productive and empathetic agents

Improved agent performance and management for supervisors

Better business outcomes for managers and leaders



Empowering Agents & Supervisors



Webex Contact Center Ecosystem

Powerful partnerships and integrations

servicenow®

salesforce



2.RING

Epic

ΛISERA



uniphore 



Google

VERINT

elevēo[®]

eGain



zendesk



PLUS MANY MORE...

Meeting businesses where they are



Cloud



On-prem

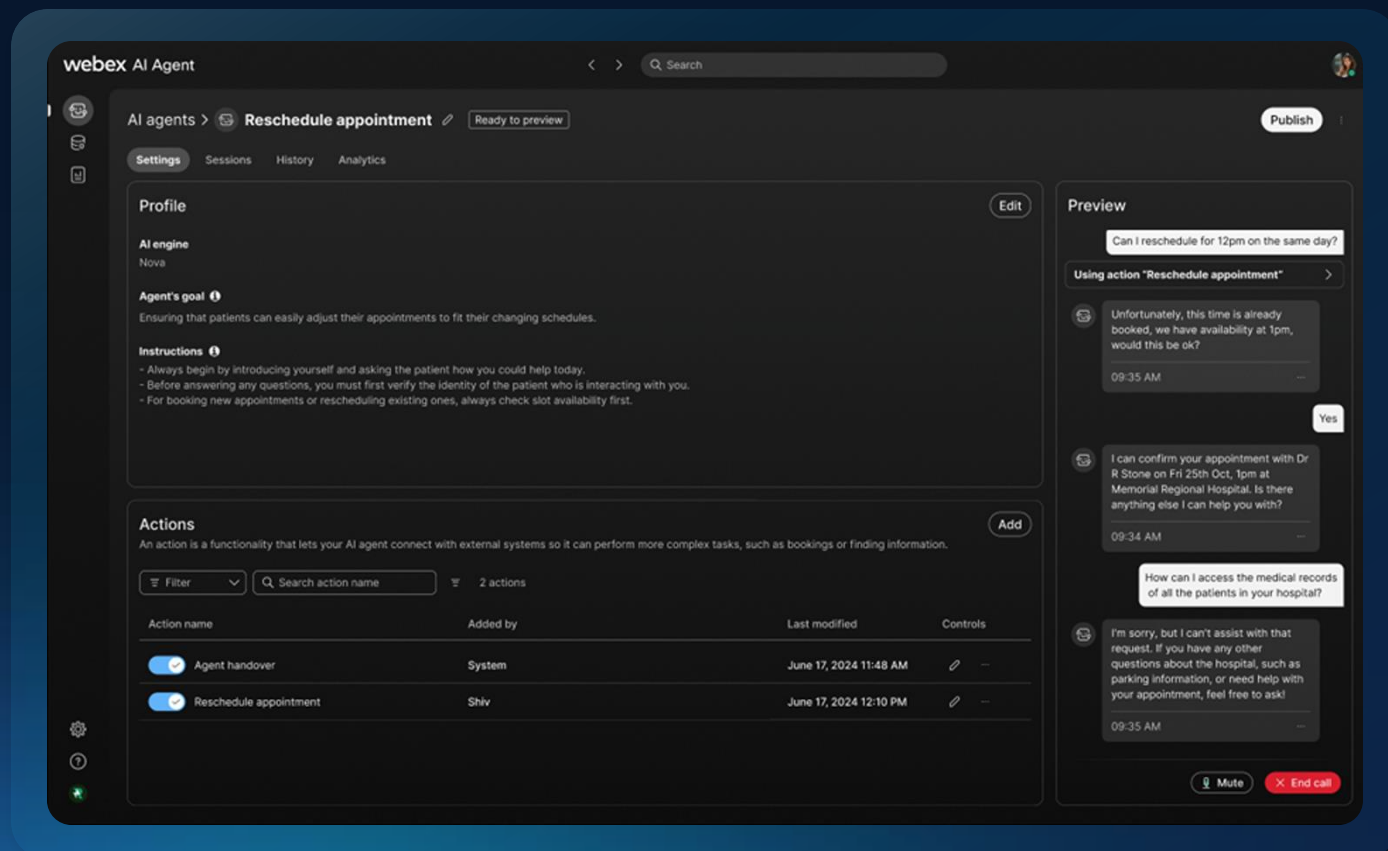
CCE Release 15
GENERAL AVAILABILITY

AI capabilities for on-prem Contact Center Enterprise

Refreshed platform, including
enhanced digital capabilities

AI Agent & AI Assistant

BYO virtual agents



Webex Platform Advantage

EMPLOYEE EXPERIENCE

CUSTOMER EXPERIENCE

 Webex Suite

 Cisco Devices

 Webex Contact Center
& Webex Connect

 Artificial Intelligence

 Security

 Manageability

 Interoperability



AI-POWERED PLATFORM

Experience Matters

CUSTOMER EXPERIENCE

EMPLOYEE EXPERIENCE



Consumer of
Services



Owner of
Services

Our unique approach: software + hardware



Headsets



Phones



Desk series



Board series



Room accessories



Room series

When technology works together, people can too.



GENERAL AVAILABILITY

Ceiling Mic Pro

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

Industry-first adaptive AI microphone

Audio intelligence enhances
cinematic meetings



ORDERABLE NOW

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



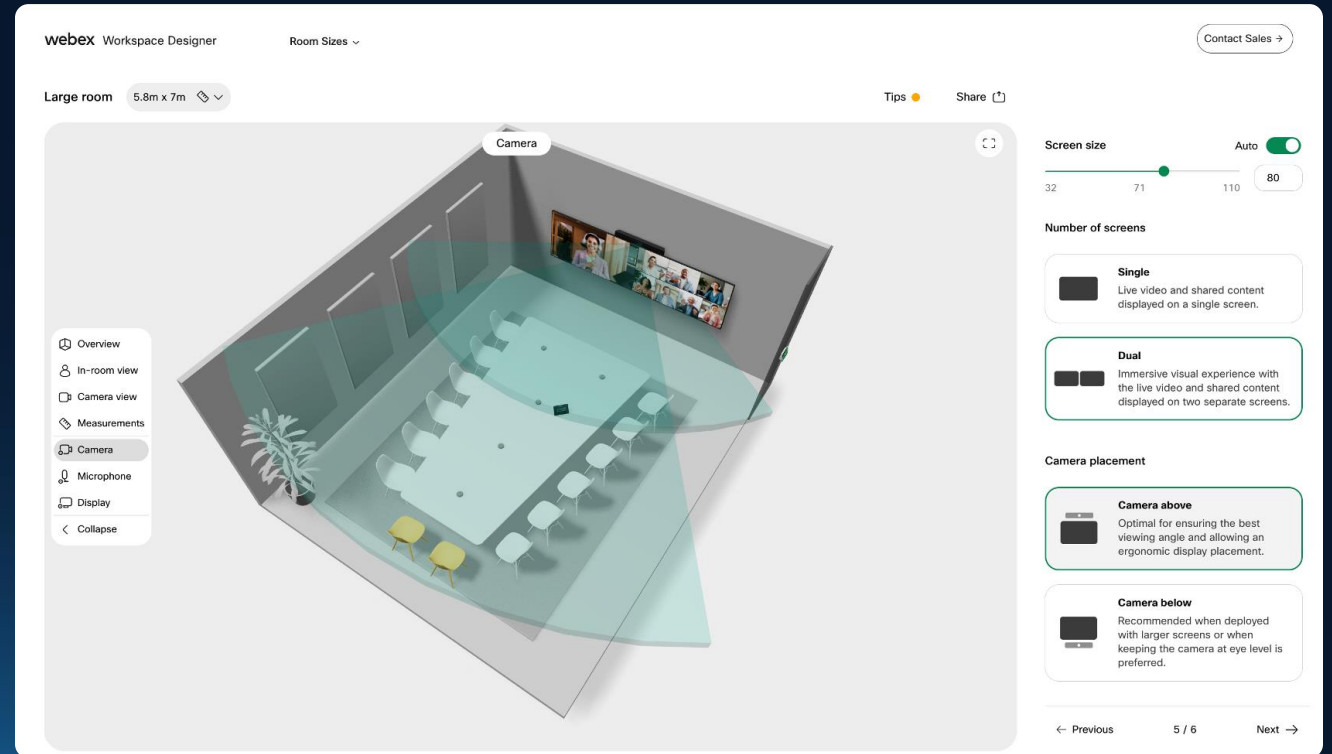
One Click
to Distance Zero



Workspace Designer

Take your workspaces
from inspiration to reality

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



Our unique approach: software + hardware



Meetings



Messaging



Calling



Webinars



Events



Whiteboarding



Polling



Video Messaging



AI-POWERED PLATFORM

Cisco AI Assistant

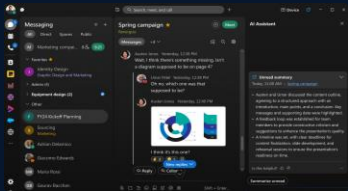
Continuous momentum with new features

GENERAL AVAILABILITY

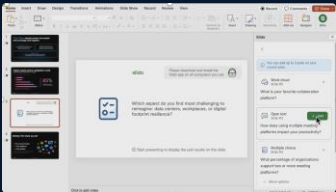
CONTEXT

INTERACTIONS

ACTION



Message Summary



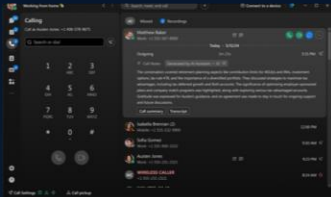
AI-Generated Polls & Quizzes



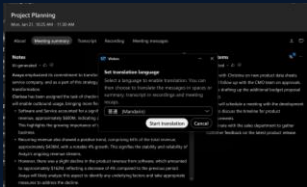
BRB/Catch Me Up



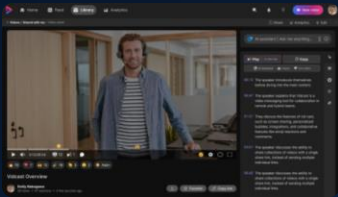
Live Meeting Summary & Translation



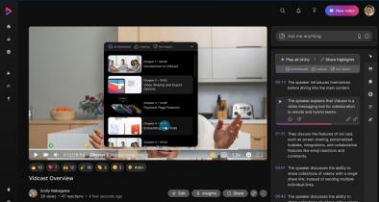
Post Call & Meeting Summary



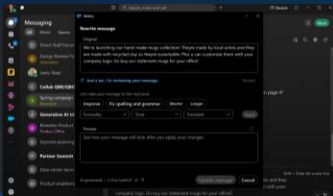
Post Meeting Summary Translation



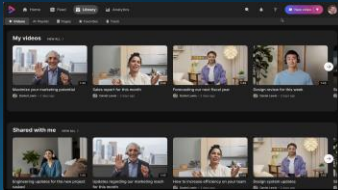
Vidcast AI Highlight Reels



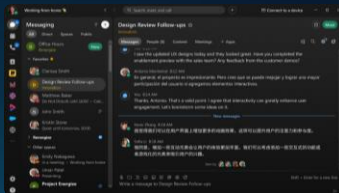
Vidcast AI Highlight Chapters



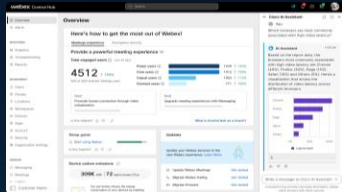
Message Rewrite



AI-Generated Vidcast & Talk Track



Message Translation



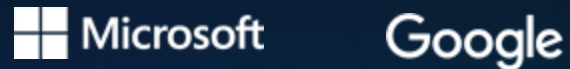
AI Assistant in Control Hub

The most extensible and connected platform

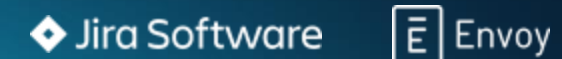
Global channel partners



Strategic innovation



Flexible integrations



Call, message, meet on **any platform**, including Microsoft Teams and Zoom



Cisco Devices



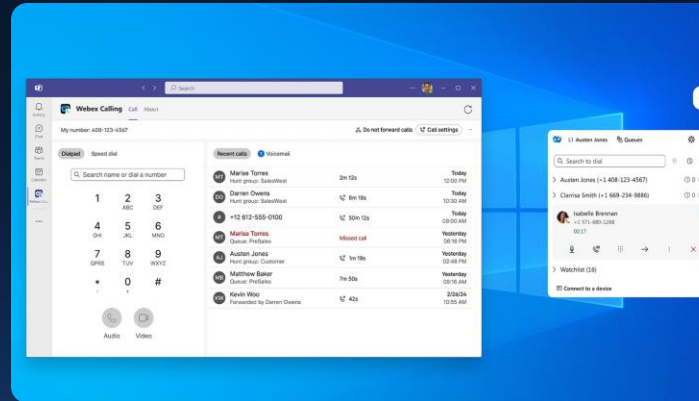
Webex Suite



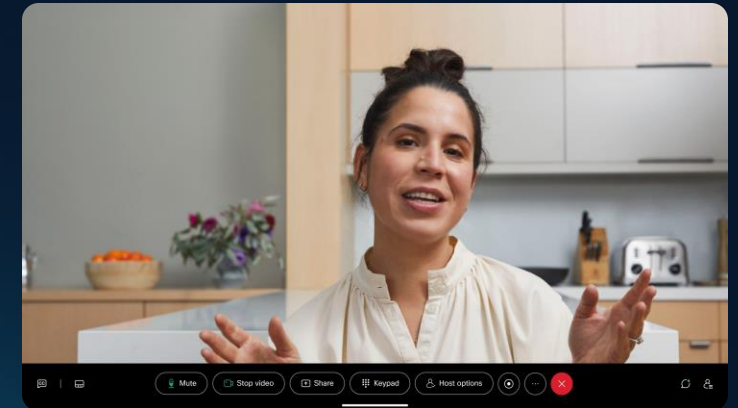
Cisco Devices



Native Microsoft Teams Rooms



Integrated advanced calling



Simple Zoom Meeting connection

Empower any employee to assist customers



Retail workers



Mobile workers



Operational



Knowledge workers



Education



Finance



Healthcare



Retail

AI that empowers employees and customers

CONTROLLED AVAILABILITY | H2 CY25



Cloud Calling

AI-powered cloud calling solutions

Reliable, secure cloud calling for modern hybrid work



Customer Assist

Intelligent tools for front office staff

Advanced call management with text queues*, sentiment monitoring, and summaries

*Controlled Availability H1CY26

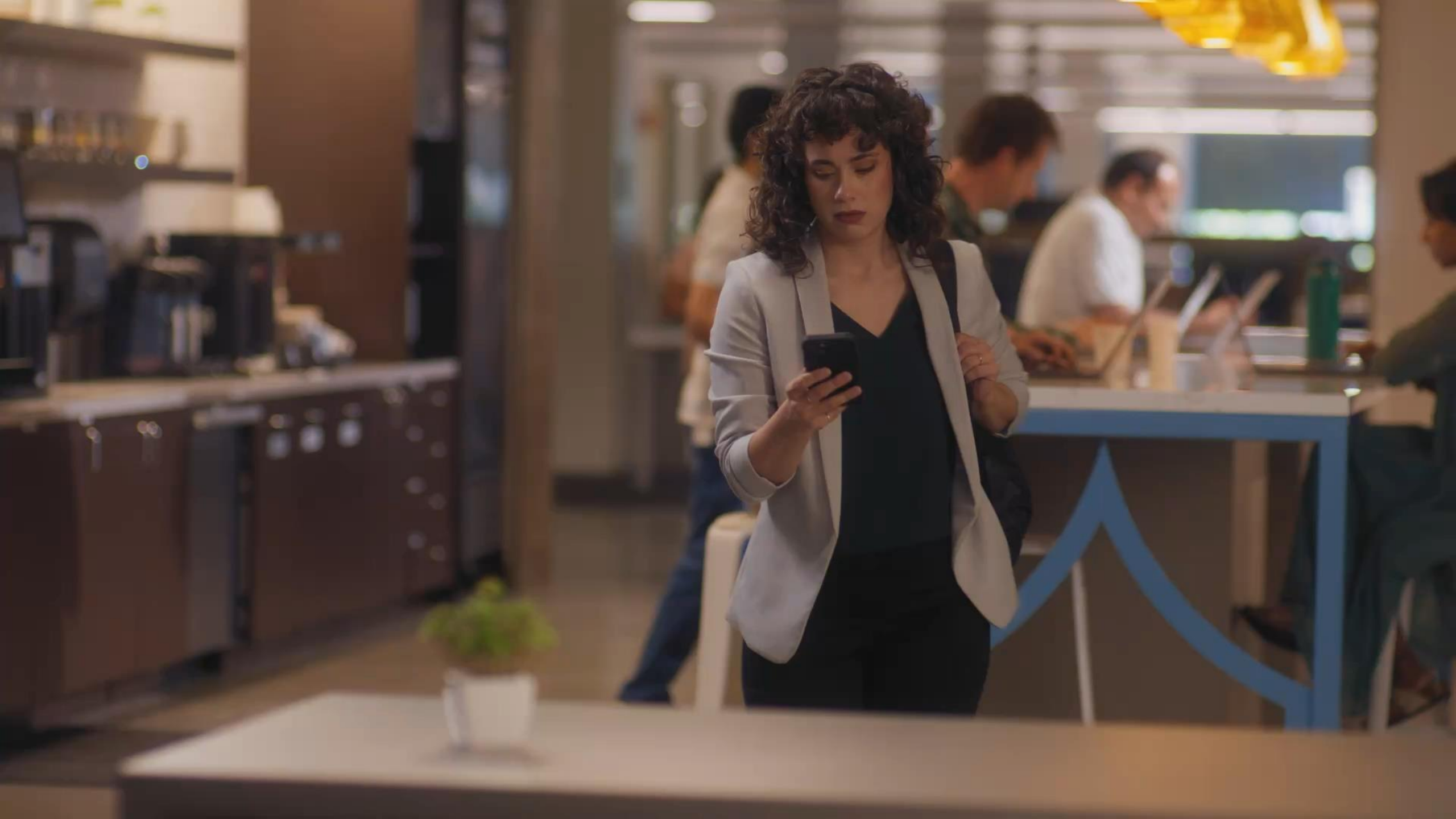


AI Receptionist

24/7 call handling, powered by AI

Virtual call management that handles inquiries, scheduling and transfers

ADD-ON





Consumer of
Services



Owner of
Services

Full stack collaboration



Networking



Security

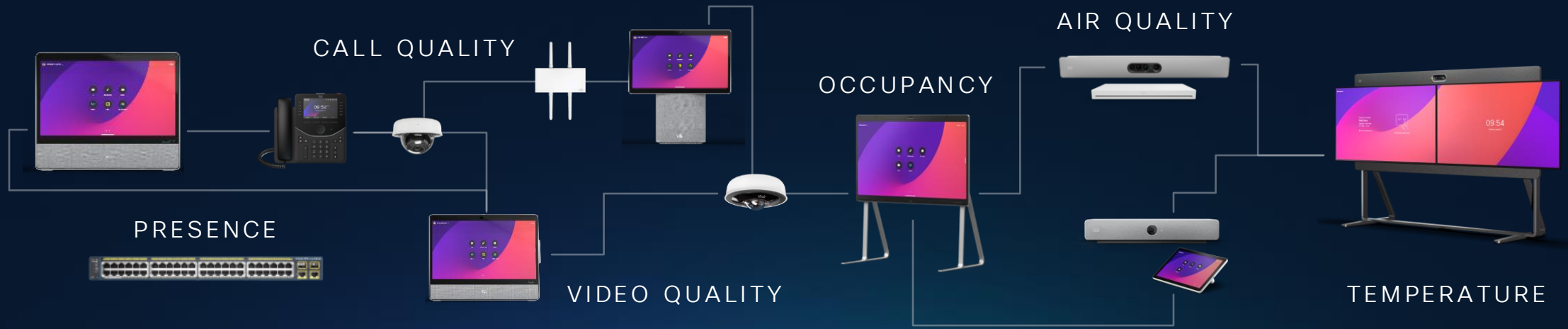


Collaboration



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

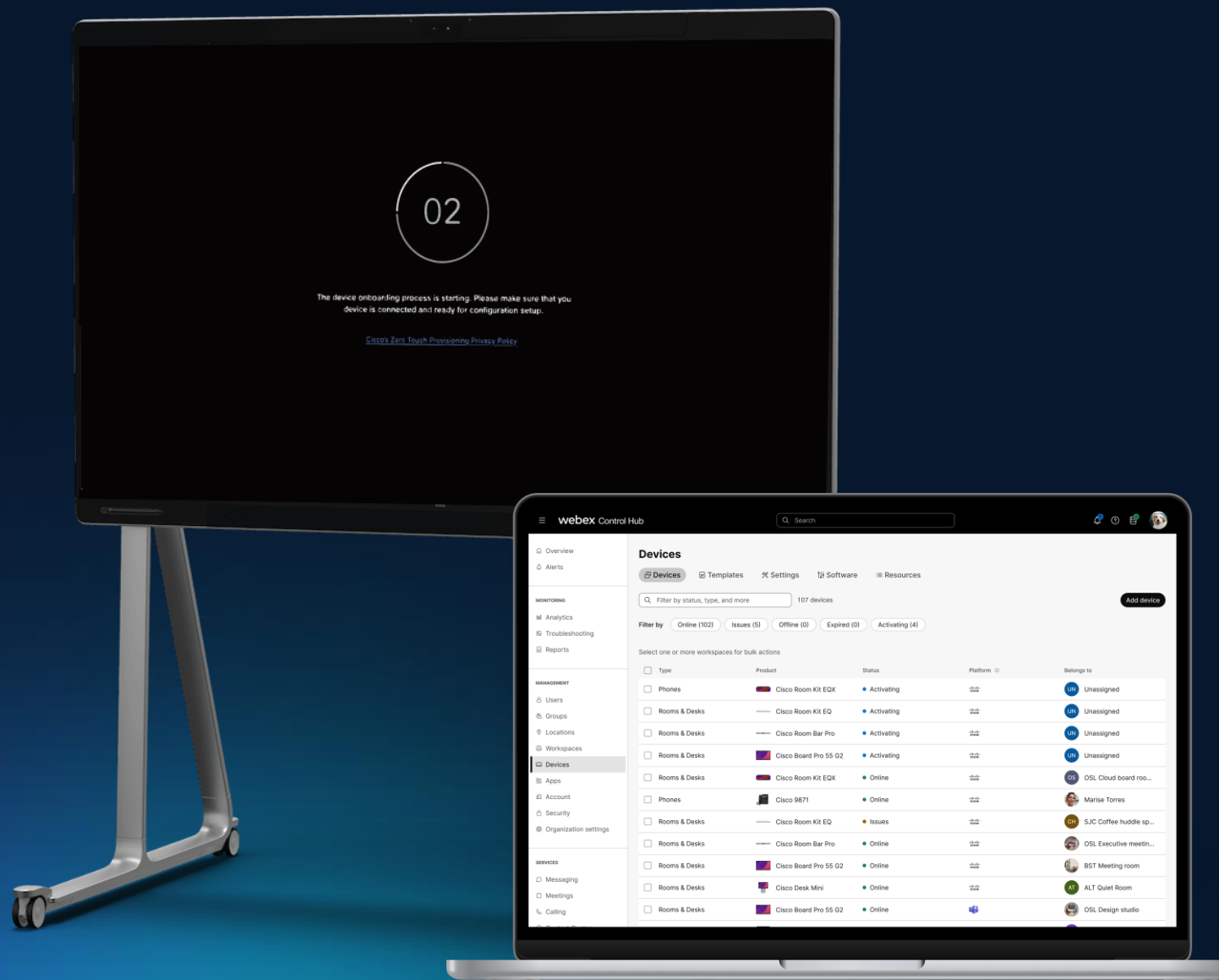
Temp, Humidity, IAQ

Energy Management

CONTROLLED AVAILABILITY | Q4CY25

Zero-touch device provisioning

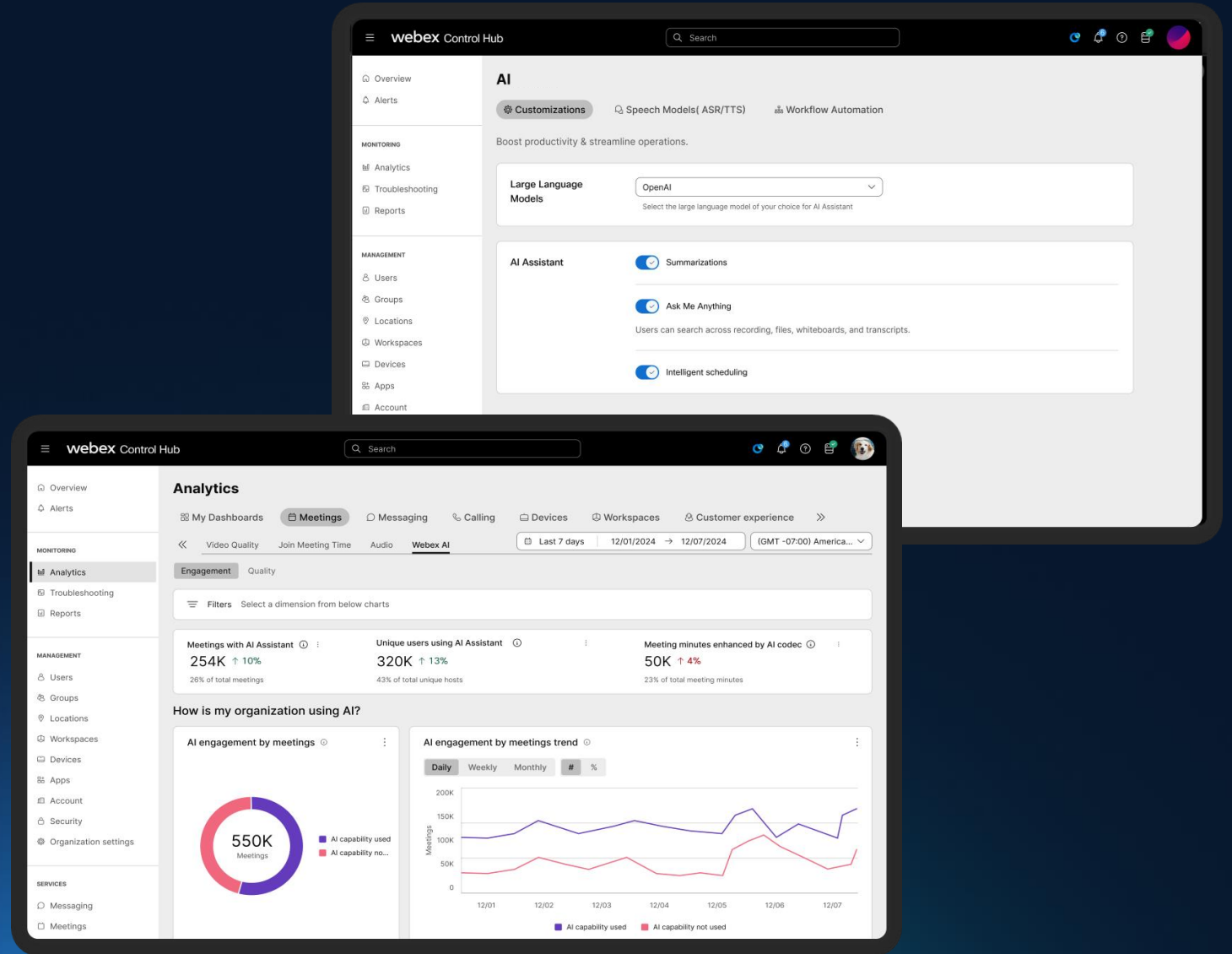
Simplify device onboarding at scale with plug-and-play setup, automated deployments and centralized control.



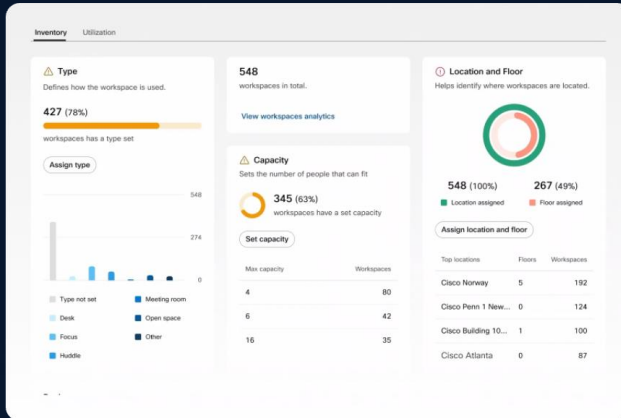
BETA | Q3 CY25

AI manageability & monitoring

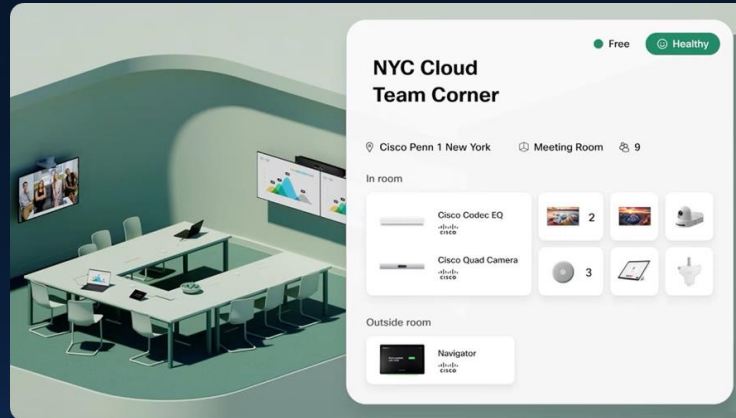
Turn AI complexity into clarity, and insights into action with AI management and monitoring in Control Hub



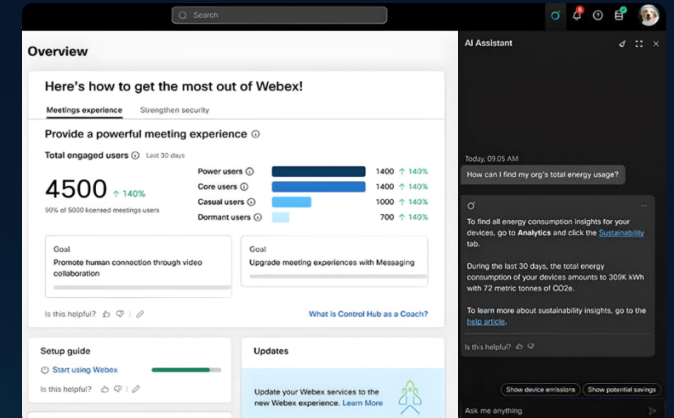
It all comes together in Webex Control Hub



Manage users, services, and devices in one place



Third-party device visibility and workspace insights



Simplify complex tasks and troubleshoot with AI

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



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



AI-Ready Data Centers



Future-Proofed Workplaces

Secure Global Connectivity



Digital Resilience



Accelerated by Cisco AI



Experience Matters

Thank you



