CISCO Connect

Experiences, Amplified: How AI Can Fuel Better Employee, Customer, and IT Experiences

Jeff Johns – Cisco Collaboration Solutions Engineer, Public Sector

February 5, 2026

Do not edit
How to change the design

Join at slido.com
#2421134

The Slido app must be installed on every computer you're presenting from

slido

Do not edit
How to change the design

Who will win the Super Bowl?

The Slido app must be installed on every computer you're presenting from

slido

Future-Proofed Workplaces

Networking

Security

Collaboration

Observability

Accelerated by Cisco AI

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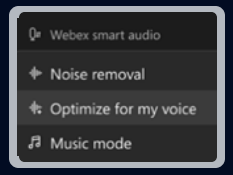
Waves of AI Innovation for EX and CX

Audio, Video and Language AI

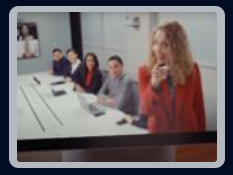
Head detection
2013

NVIDIA computing
2015



Noise removal
2020

Frames and people focus
2022



Cinematic meetings
2023

Generative AI

AI Codec
2024

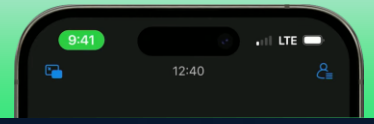
Cisco AI Assistant
2024

Agentic AI

AI Agent & AI Workflows
2025

AI Assistant for Developers

AI Codec



Room Kit EQX

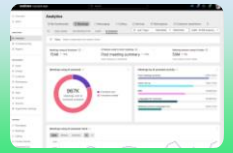
Board Pro G2

Webex AI Agent

Ceiling Microphone Pro

Agent Wellness

AI Manageability



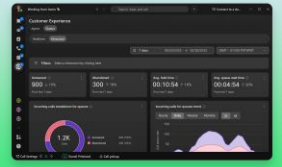
Meeting Zones

Auto CSAT

+26%

-4%

Topic Analytics



Be Right Back Detection

Catch Me Up

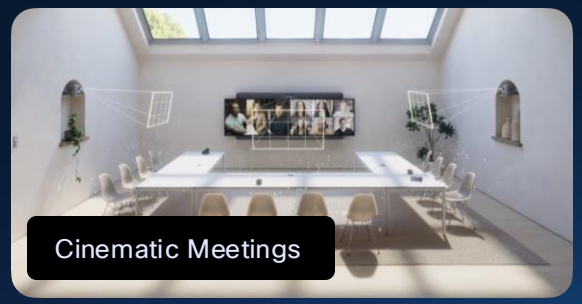
AI-Powered Pan/Tilt/Zoom Camera

Suggested Responses

Hi Michael, I apologize for the inconvenience. To dispute the transaction listed for $51.52 at Renergize Restaurant please log in to your online bank account and navigate...

Remove

Send



Cinematic Meetings

Generated Wrap Up

cisco AI Assistant

Hi, Clarissa. What can I help you do?

Summarize

Was my name mentioned?

What are the action items?

AI Workspace Ranking

Message Translations

Dropped Call Summaries

AI-generated Vidcast

Desk Phone 9800 Series

AI Assistant for Control Hub

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CUSTOMER EXPERIENCE

EMPLOYEE EXPERIENCE

Webex Contact Center & Webex Connect

Webex Suite

Cisco Devices

Artificial Intelligence

Security

Manageability

Interoperability

AI-POWERED PLATFORM

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Experience Matters

CUSTOMER EXPERIENCE | EMPLOYEE EXPERIENCE

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Experience Matters

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64%

Of companies are applying or will apply AI to customer service

AI For Business Success: 2025-26
Metrigy

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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

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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

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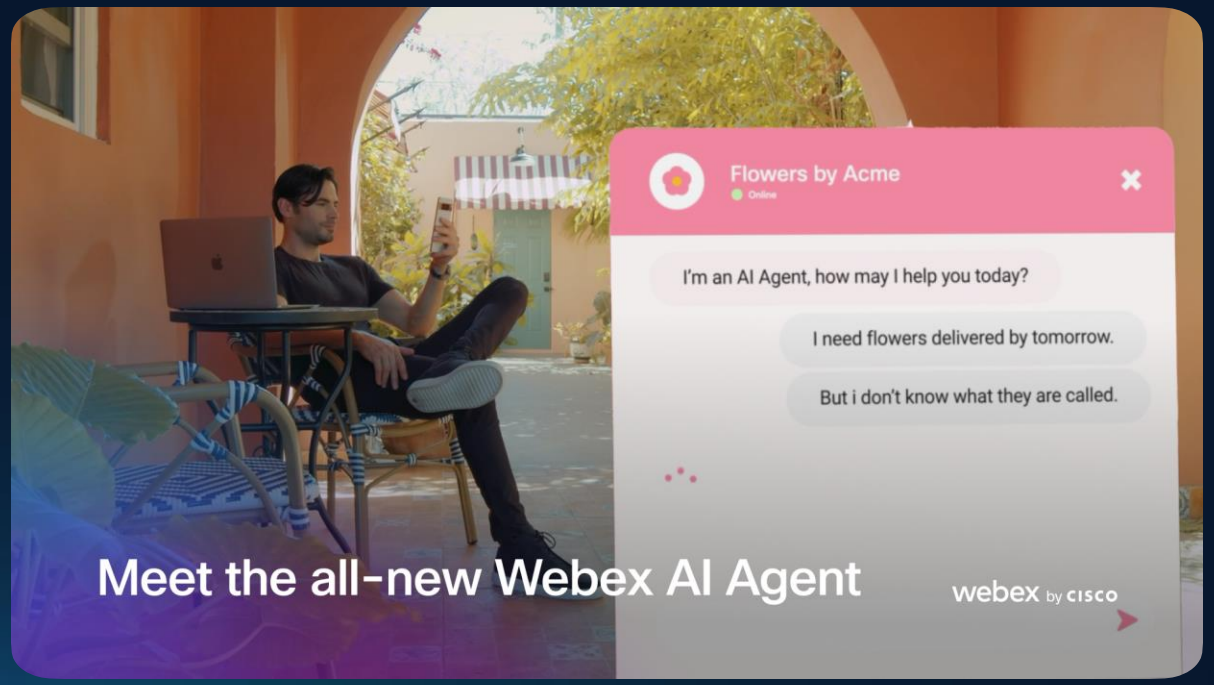
GENERAL AVAILABILITY

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

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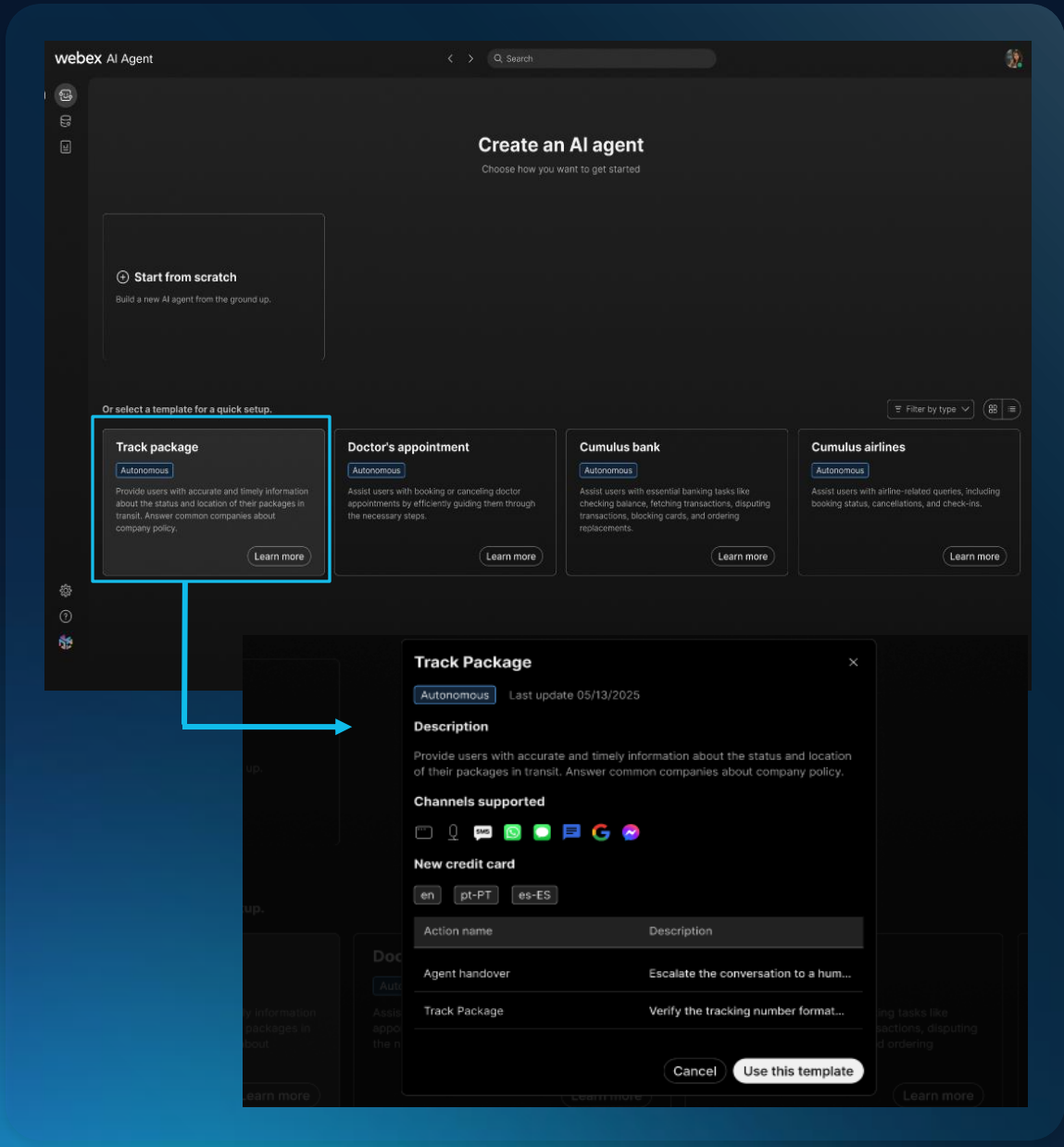
GENERAL AVAILABILITY | AUG 2025

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.



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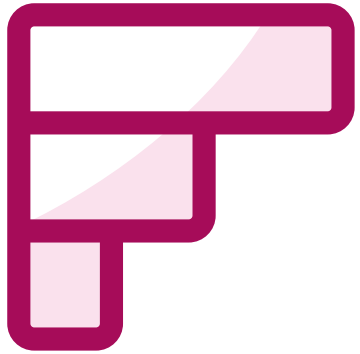
Do not edit
How to change the design



Are you Familiar with Cisco Control Hub?

The Slido app must be installed on every computer you're presenting from

slido

Main menu

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

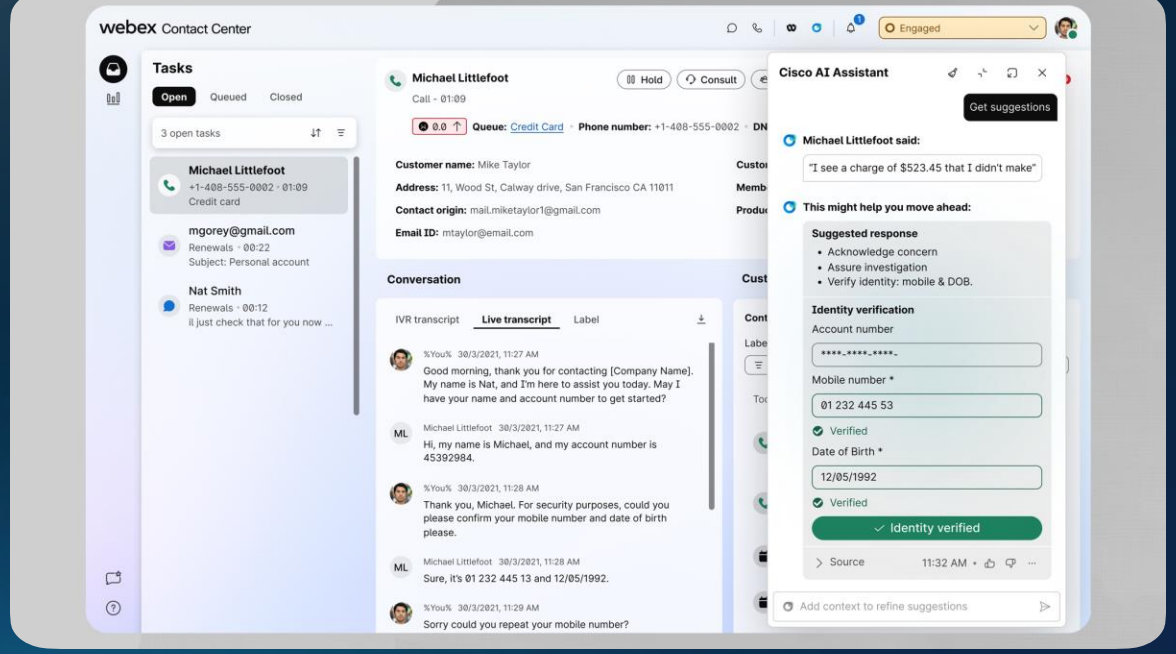
How to integrate AI agents

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



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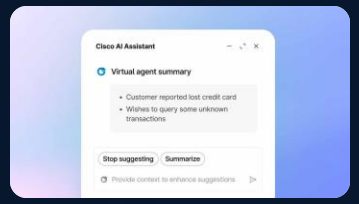
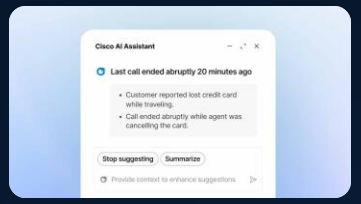
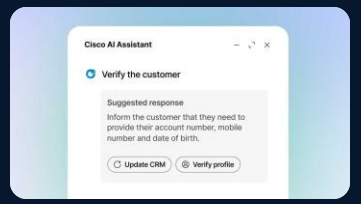
Empowering Agents & Supervisors



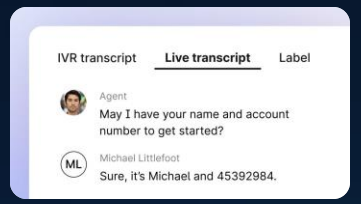
AI Agent context transfer summary



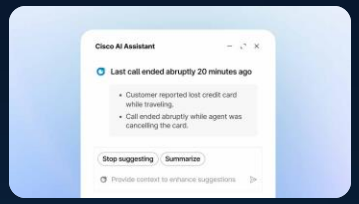
Dropped call summaries



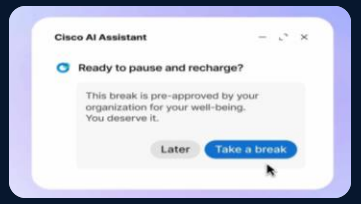
Suggested Responses



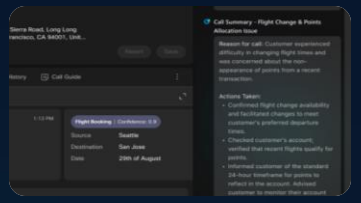
Real time transcription



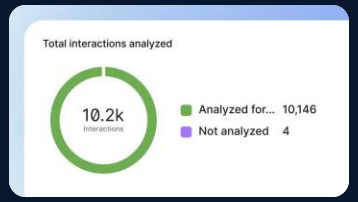
Consult/Transfer Summary



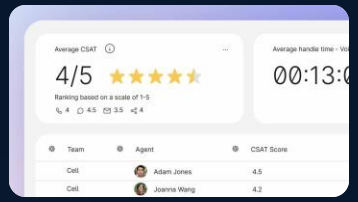
Agent Wellness Breaks



Wrap up summaries & wrap up codes



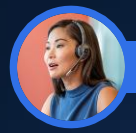
Topic Analytics



Auto CSAT (voice) and Coaching Highlights

Pre-call | Greeting | Conversation | During call | Post-call work | Post-call analytics

Customers



Agents

Supervisors

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Webex Contact Center Ecosystem

Powerful partnerships and integrations

PLUS MANY MORE...

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Meeting Businesses Where They Are

Cloud

On-prem

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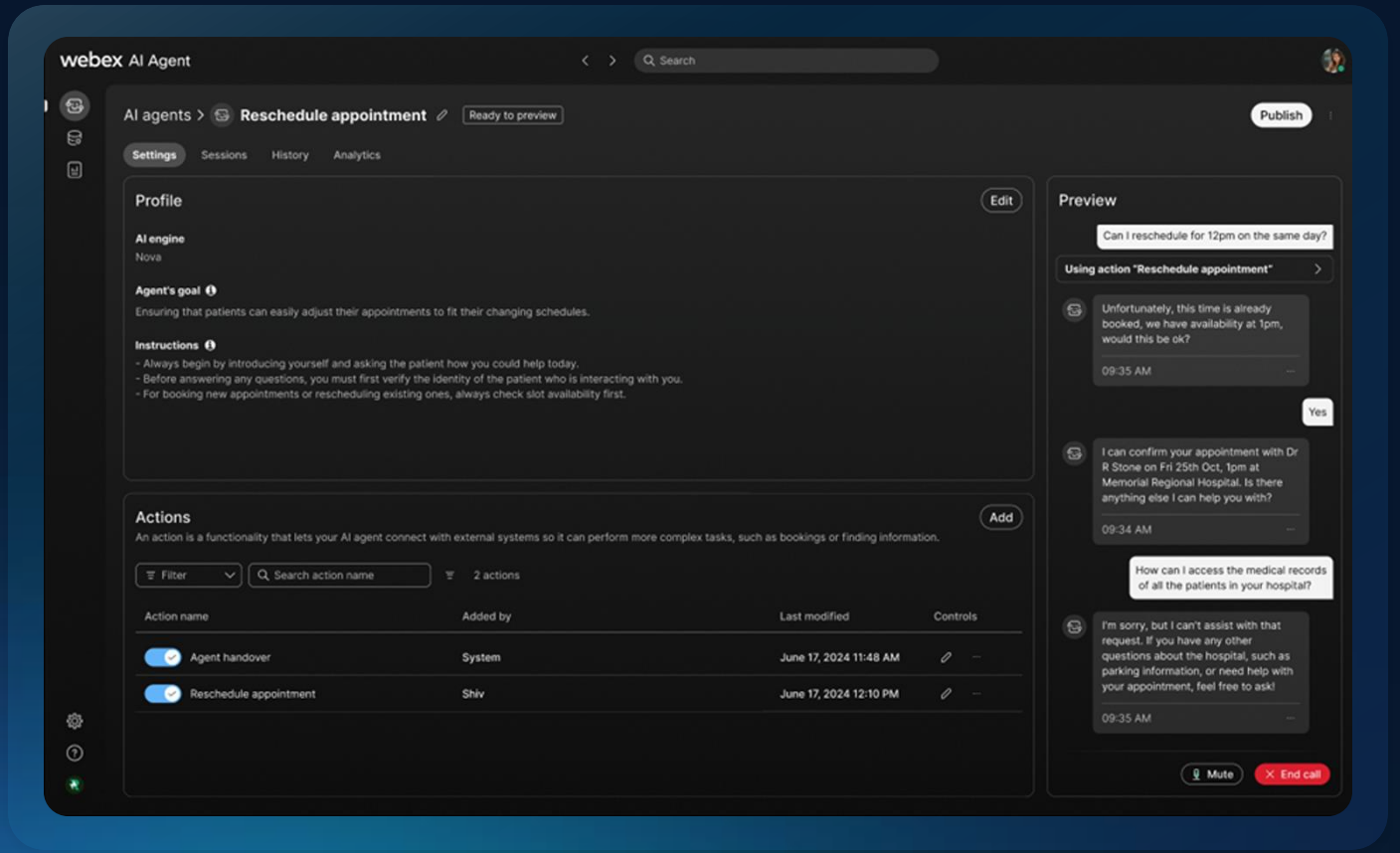
CCE Release 15
GENERAL AVAILABILITY

AI Capabilities for On-Prem Contact Center Enterprise

- Refreshed platform, including enhanced digital capabilities
- AI Agent & AI Assistant
- BYO virtual agents



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General Availability
Q2 CY26

NEW

AI PODs for Webex

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

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Webex Platform Advantage

EMPLOYEE EXPERIENCE

CUSTOMER EXPERIENCE

Webex Suite

Cisco Devices

Webex Contact Center & Webex Connect

Artificial Intelligence

Security

Manageability

Interoperability

AI-POWERED PLATFORM

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Experience Matters

CUSTOMER EXPERIENCE | EMPLOYEE EXPERIENCE

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Consumer of Services

Owner of Services

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Our Unique Approach: Software + Hardware

Headsets | Phones | Desk series | Board series | Room accessories | Room series

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'Video enabled' requires more than a camera and monitor

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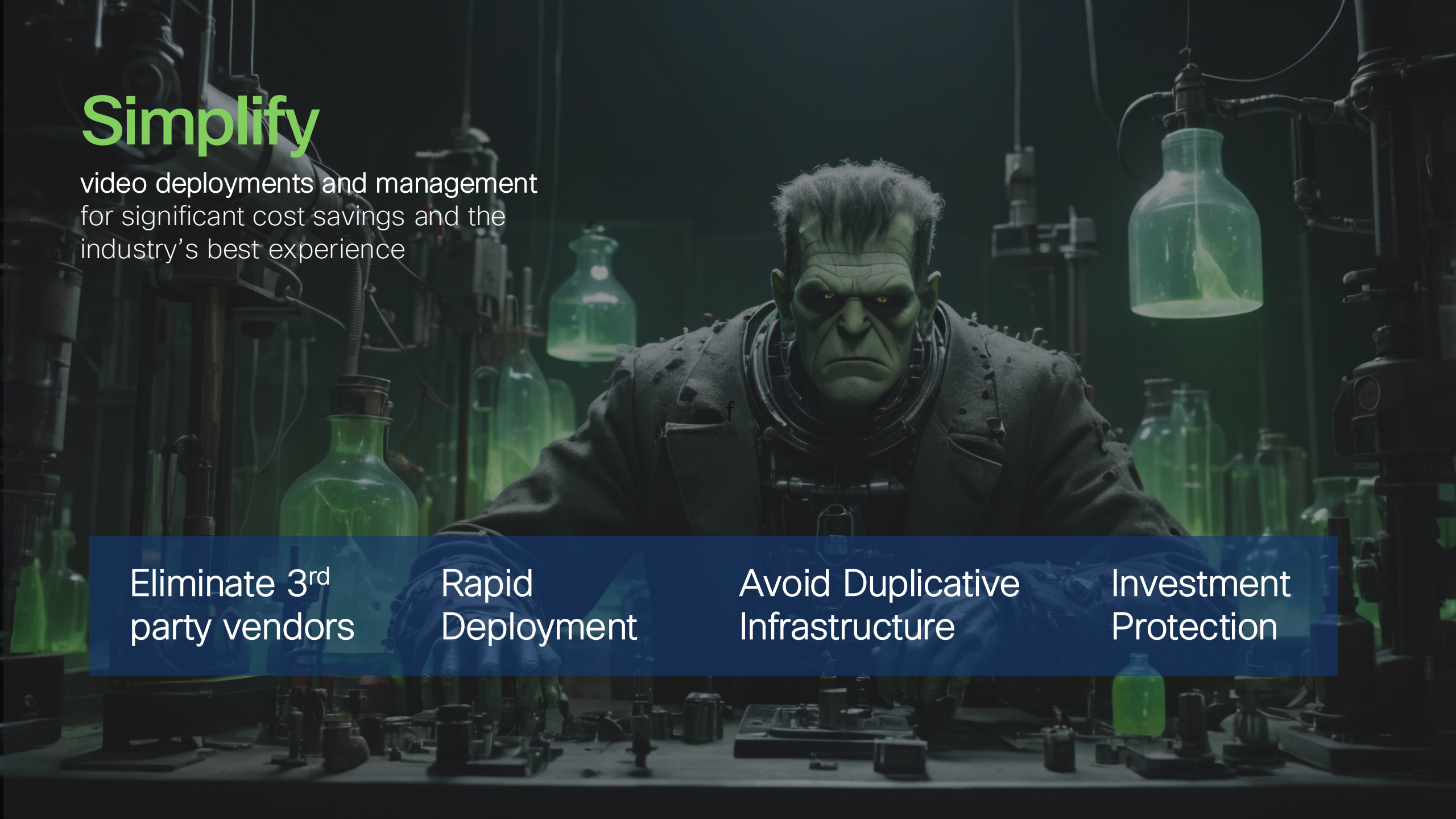
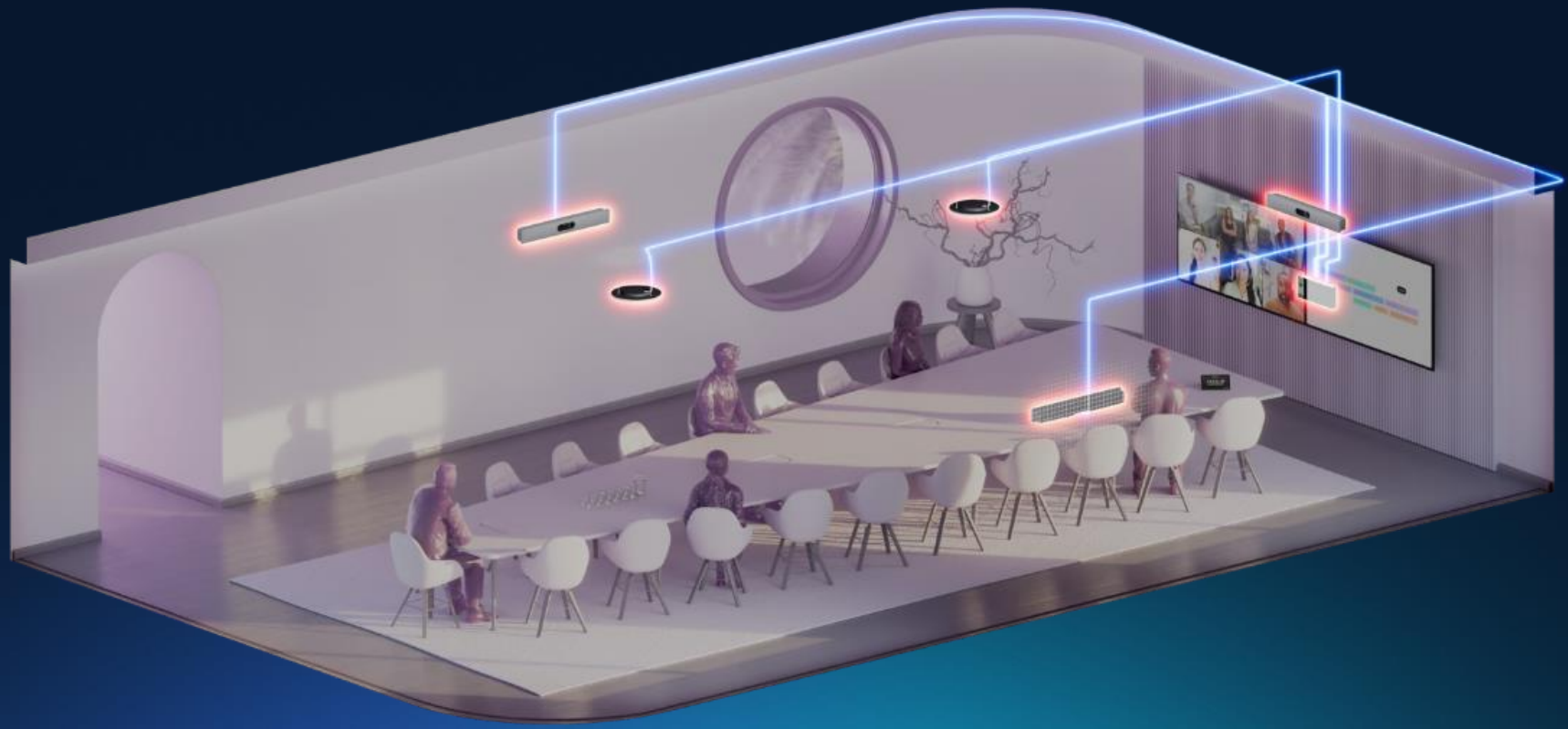


Simplify

video deployments and management
for significant cost savings and the industry's best experience

Eliminate 3rd party vendors	Rapid Deployment	Avoid Duplicative Infrastructure	Investment Protection

When Technology Works Together, People Can Too.



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A Complete Portfolio of AI-Powered Room Systems to Transform Any Workspace

Cisco Room Bar

- Single camera integrated appliance
- For huddle spaces and small meeting rooms

Cisco Room Bar Pro

- Dual camera integrated appliance
- For mid-sized meeting rooms

Cisco Room Kit EQ

- Quad camera room kit
- For large rooms, training suites and auditoriums

Cisco Board Pro G2

- 3-in-1 device
- Video conferencing system
- 55”/75” Interactive display
- Digital whiteboard
- For small-medium rooms

Cisco Room Kit EQX

- Flagship room experience
- Integrated bundle
- Room Kit EQ
- Dual 65-75” BYO screens
- Immersive spatial sound system
- For medium-large rooms

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Cisco Desk Series

All-in-one devices optimized for modern hybrid work

Desk Pro G2

27-inch touch screen

The ultimate collaboration experience with studio quality sound and vision

Desk

24-inch touch screen

Great as second screen, delivering optimal collaboration experience at any desk

Desk Mini

15-inch touch screen

Portable device ideal for small and shared workspaces

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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

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One Click
to Distance Zero

Remove the AV Clutter

- No HDMI or USB extenders
- No extra power adapters
- No extra cabling
- No need to run electrical wiring to the camera
- Forget about clunky mounting solutions

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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

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Adaptive AI Audio Capture for Acoustic Equity

AI ADAPTIVE BEAMFORMING

Adaptive beams provide directional speech capture enhanced with rich contextual data from the cameras

CAMERA TRACKING

Deep integration for sophisticated speaker tracking and multi-cam scenarios

PLATFORM INTELLIGENCE

Leveraging advanced noise removal, room data and local processing from the video device

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The Ultimate AV Powerhouse

CODEC PRO G2

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Your large spaces deserve to be simple to use and manage

- Reduce hardware footprint by removing 3rd party DSPs, switchers & extra power supplies
- Keep the room clean and professional without the need for multiple controllers and cabling complexity
- Leverage sufficient PoE capacity to solve a variety of scenarios without extender or accessory switch

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Distance Zero

EYES

CAMERA

EARS

MICROPHONES

BRAIN

VIDEO DEVICE

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Cinematic Meetings Experience

Meeting zones

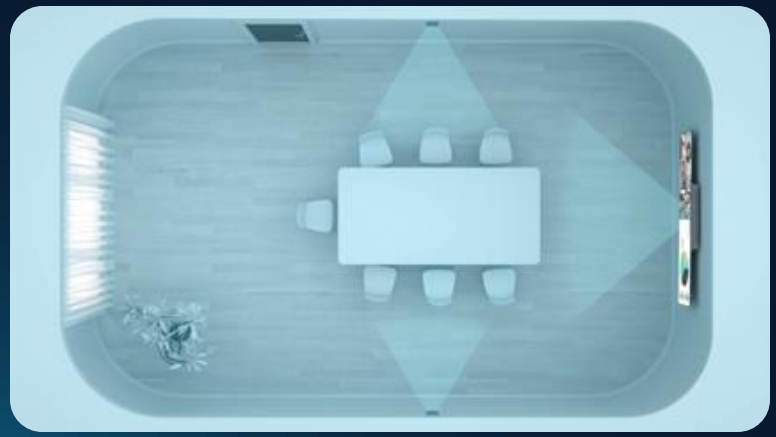
Enable distraction-free meetings in glass-walled meeting rooms by only framing and tracking people within predefined perimeters

Multi-camera speaker view

Dynamic switching between the built-in camera system and the PTZ 4K Camera for extended reach and high-quality framing

Multi-camera cross-view

Show the best view of in-room participants across the table through adaptive, AI-directed framing for true-to-life meetings.



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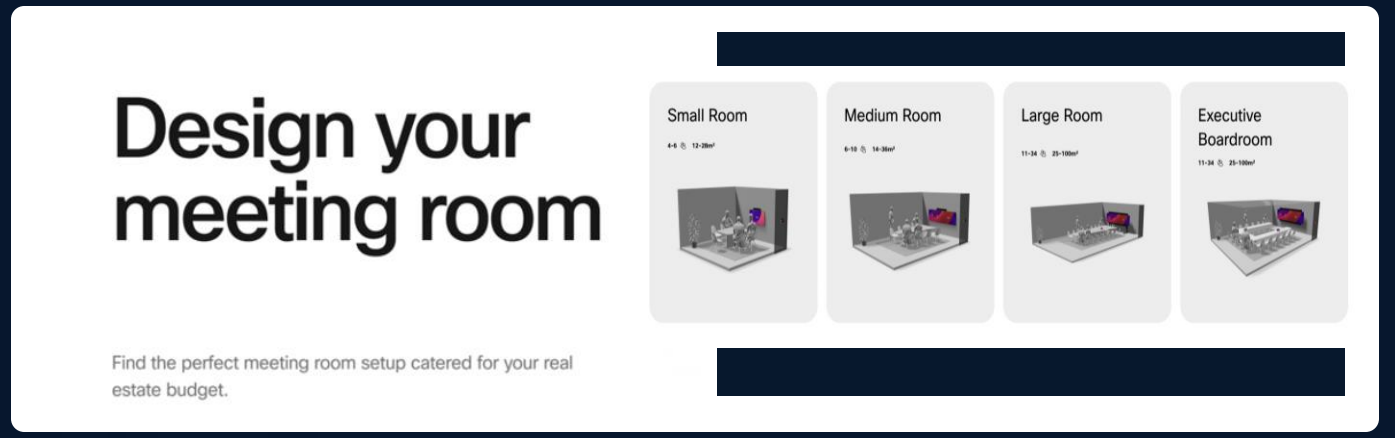
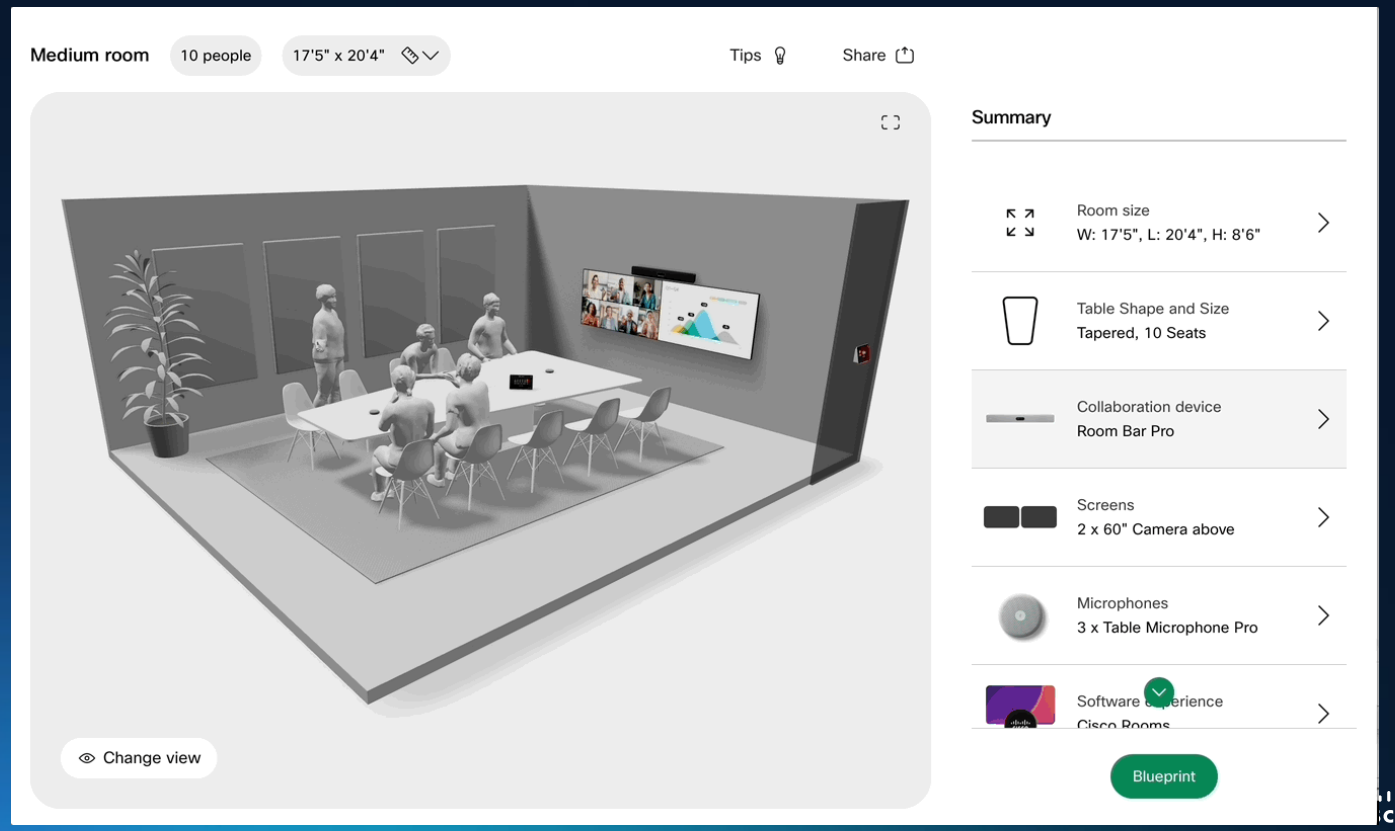
Workspace Designer

Take meeting rooms from inspiration to reality

- Design your own meeting room
- Customize down to the inch using helpful recommendations
- Preview your final design from every angle – tips and coverage maps for confidence
- Detailed Audio, Camera, Screen Size, Table and Room Size evaluation including remove camera view
- Get a summary of everything you need for a great experience
- Seamlessly save and share everything you want for customer presentations





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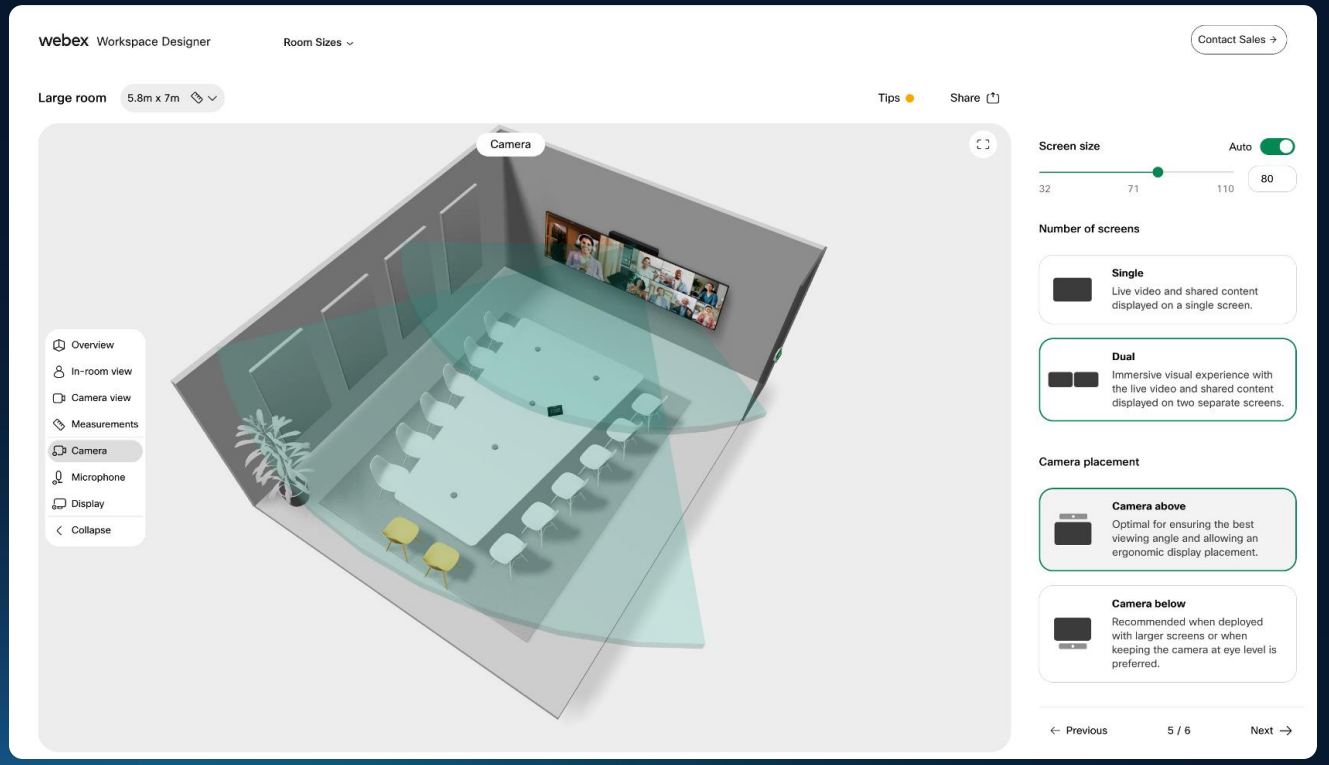
Workspace Designer

Take Your Workspaces from Inspiration to Reality

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



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Our Unique Approach: Software + Hardware

Webex Suite

Meetings | Messaging | Calling | Webinars | Events | Whiteboarding | Polling | Video Messaging

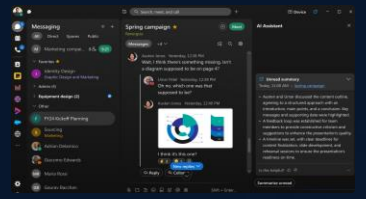
AI-POWERED PLATFORM

Cisco AI Assistant

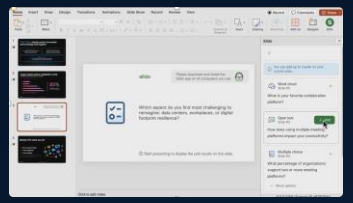
GENERAL AVAILABILITY

Continuous momentum with new features

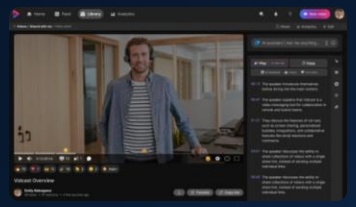
CONTEXT



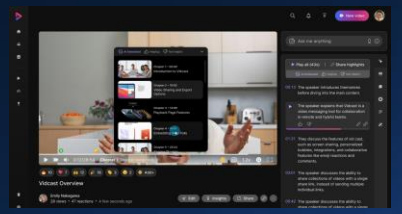
Message Summary



AI-Generated Polls & Quizzes



Vidcast AI Highlight Reels

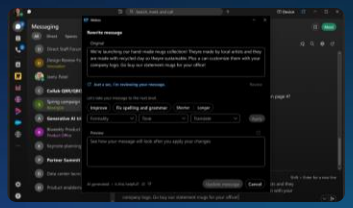


Vidcast AI Highlight Chapters

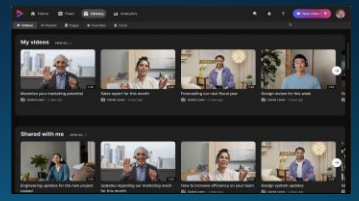
INTERACTIONS

BRB/Catch Me Up

Live Meeting Summary & Translation

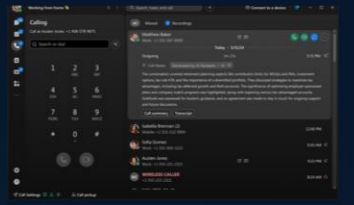


Message Rewrite

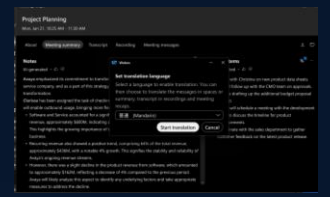


AI-Generated Vidcast & Talk Track

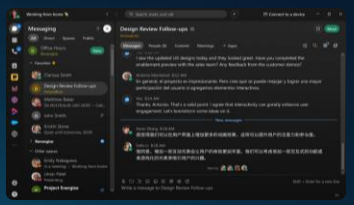
ACTION



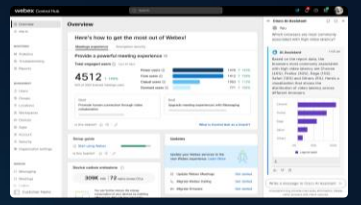
Post Call & Meeting Summary



Post Meeting Summary Translation



Message Translation



AI Assistant in Control Hub

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The Most Extensible and Connected Platform

Global channel partners

NTT
CDW
World Wide Technology, Inc.
PRESIDIO
SHI
Deutsche Telekom
Gamma
Insight
ttec DIGITAL
LOGICALIS
Computacenter
NETSYNC NETWORK SOLUTIONS
NWN
ConvergeOne
Bell
Red River
e+

Strategic innovation

NVIDIA
Microsoft
Google
aws
SAMSUNG

Flexible integrations

salesforce
vbrick
GONG
tuki
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Calendly
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ORACLE
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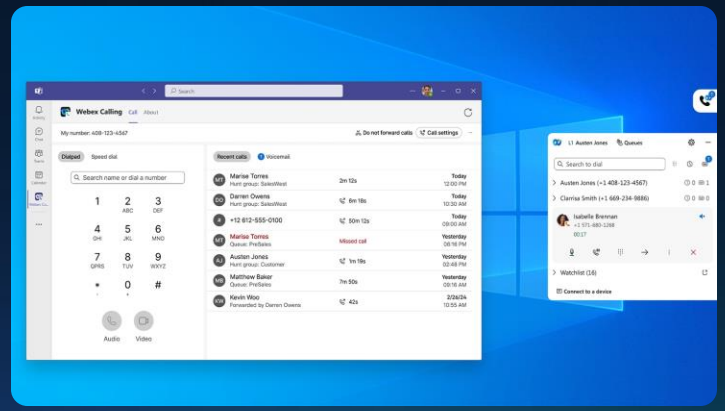
Call, Message, Meet on Any Platform, Including Microsoft Teams and Zoom

Cisco Devices

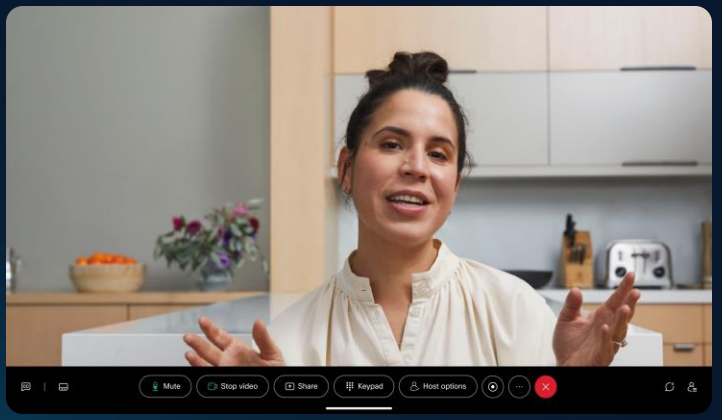
Native Microsoft Teams Rooms

Webex Suite



Integrated advanced calling

Cisco Devices



Simple Zoom Meeting connection

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Consumer of Services

Owner of Services

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Full Stack Collaboration

Networking

Security

Collaboration

Observability

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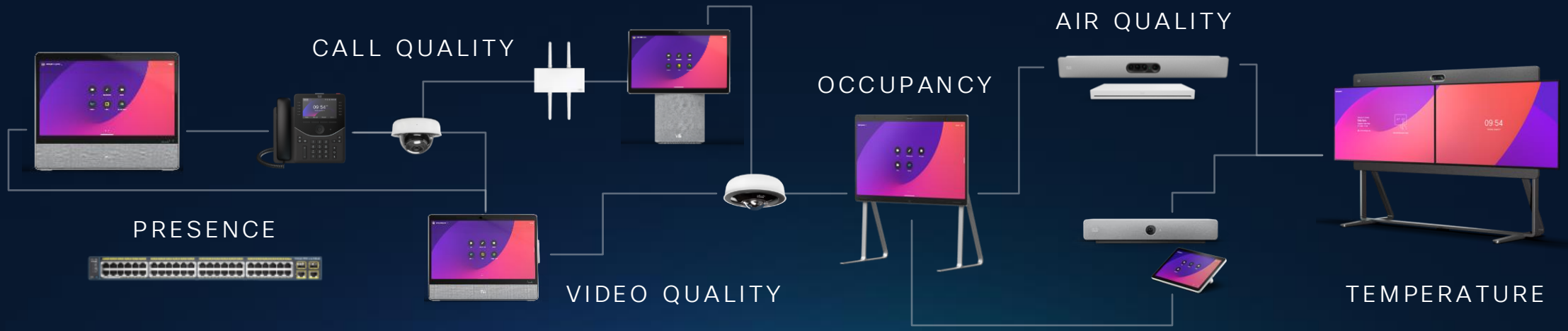
Collaboration Devices Are an Extension of the Network



Cisco ThousandEyes — **Webex Control Hub** — Cisco Spaces

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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

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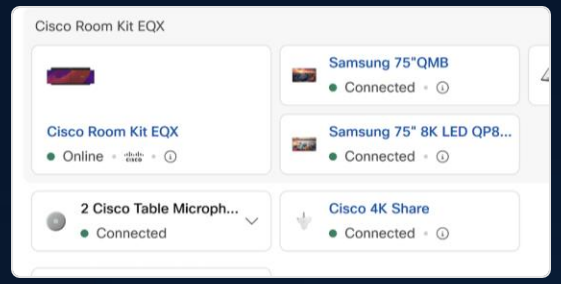
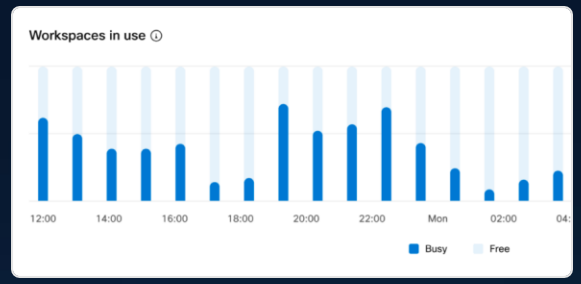
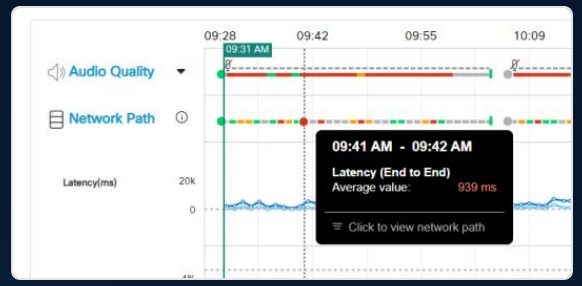
Collaboration Devices Are an Extension of the Network







Control Hub

Control and monitor your mixed environment with a single view	Real-time and historic environmental, device and occupancy metrics	End-to-end troubleshooting, bulk config & automatic upgrades
Manage video endpoints and peripheral on a single admin portal	Carbon emission insights to keep track of energy footprint	Multi-tenant management, alerts & integration APIs

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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

https://trustportal.cisco.com

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Webex Contact Center + Pindrop

Deep Fake Detection
Multi-factor Behavioral Analysis

Is it a real human?	Something You Are	Something You Have	Something You Do	Something You Use
Liveness	**Voice**	**Device**	**Behavior**	**Metadata**
Deepfake Detection	**Deep Voice® Engine**	**Phoneprinting® Technology**	**Behavior Analysis**	**Caller ID Validation + Spoof Detection**
Analyze audio to identify AI-generated voices and block fraud attempts before they escalate—with 99% accuracy.	Authenticate callers quickly and detect fraud early by analyzing over 250 vocal characteristics	Create a unique device profile by analyzing 1,300+ audio features. Catch anomalies and verify callers without interrupting their experience	Spot suspicious behavior patterns in near real-time. Detect robotic activity to streamline authentication and reduce ATO	Validate phone numbers and assess the risk of caller ID spoofing even before the call connects

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Thank you

Q&A

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