CISCO Connect

Connected Intelligence

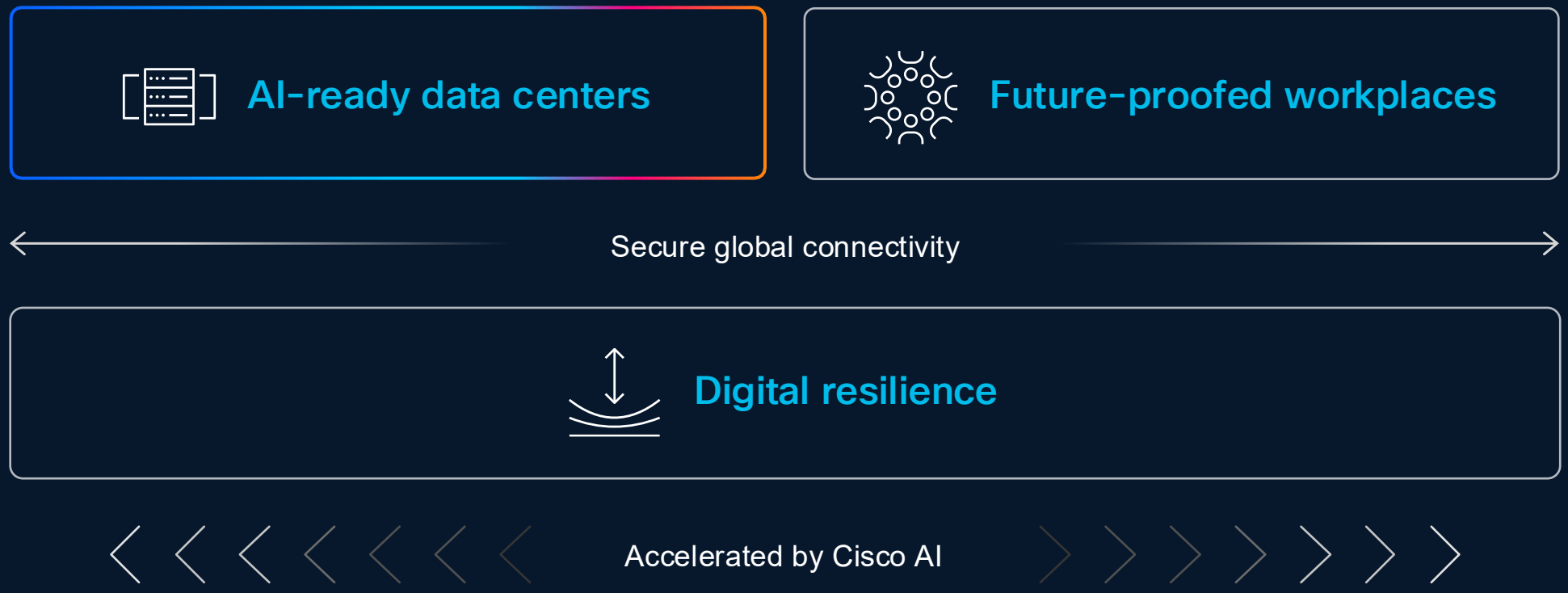
Collaboration at the intersection of people and AI

Ryan Casey
Sr Technical Solution Engineer



September 23, 2026

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



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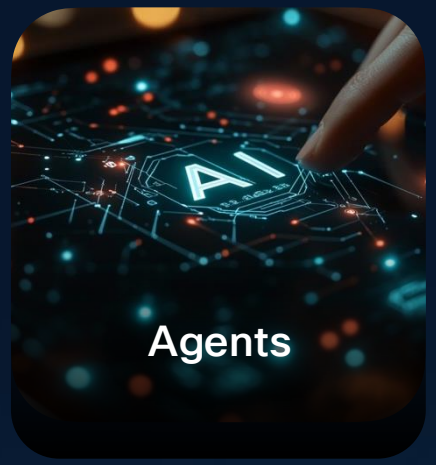
The next era of AI is here

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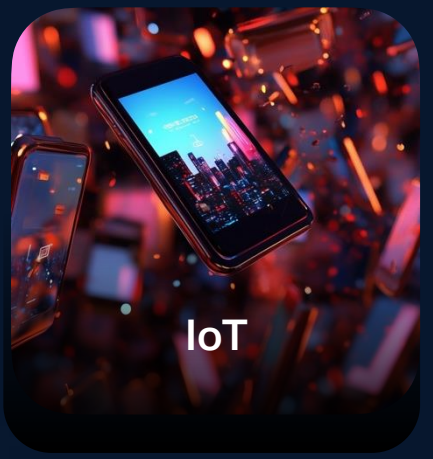


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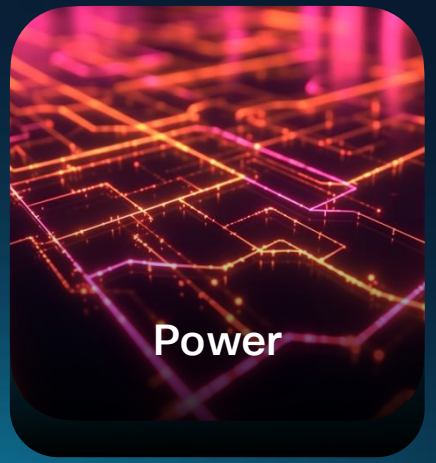
The workplace of tomorrow will be very different













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Future of collaboration

People and People



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Future of collaboration

People and People



People and AI



AI and AI



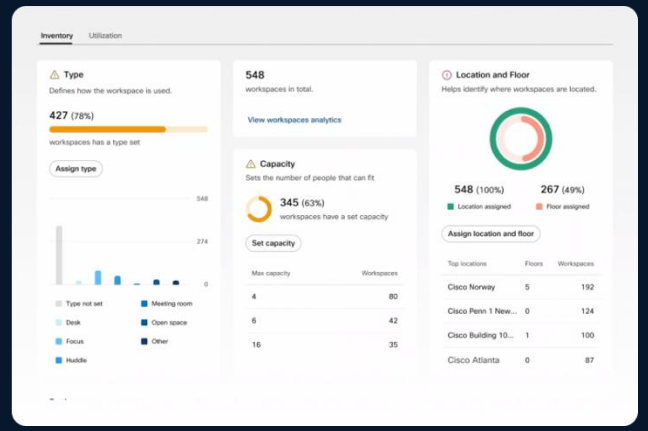
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Connected Intelligence
Building the workplace of today, for the workforce of tomorrow

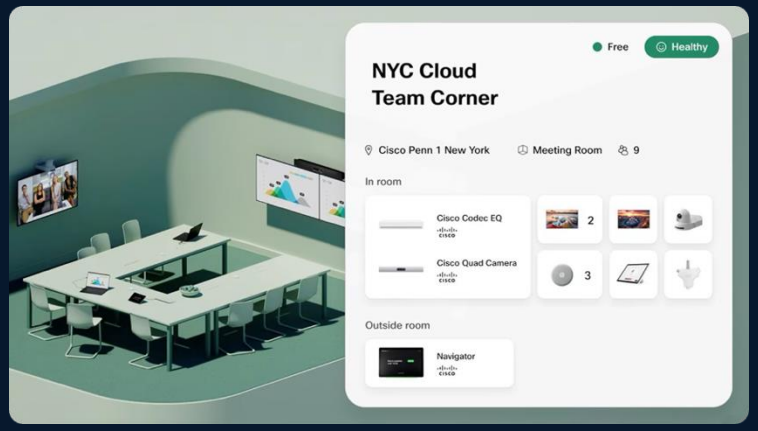
The next step for operations
Cisco AgenticOps

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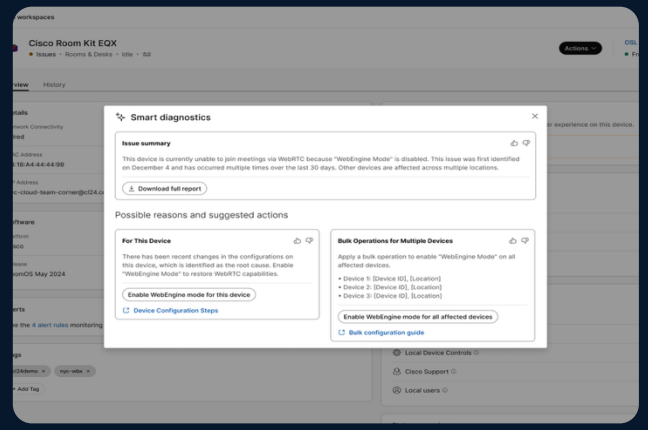
Collaboration Control Hub



Manage users, services, and devices in one place



Third-party device visibility and workspace insights



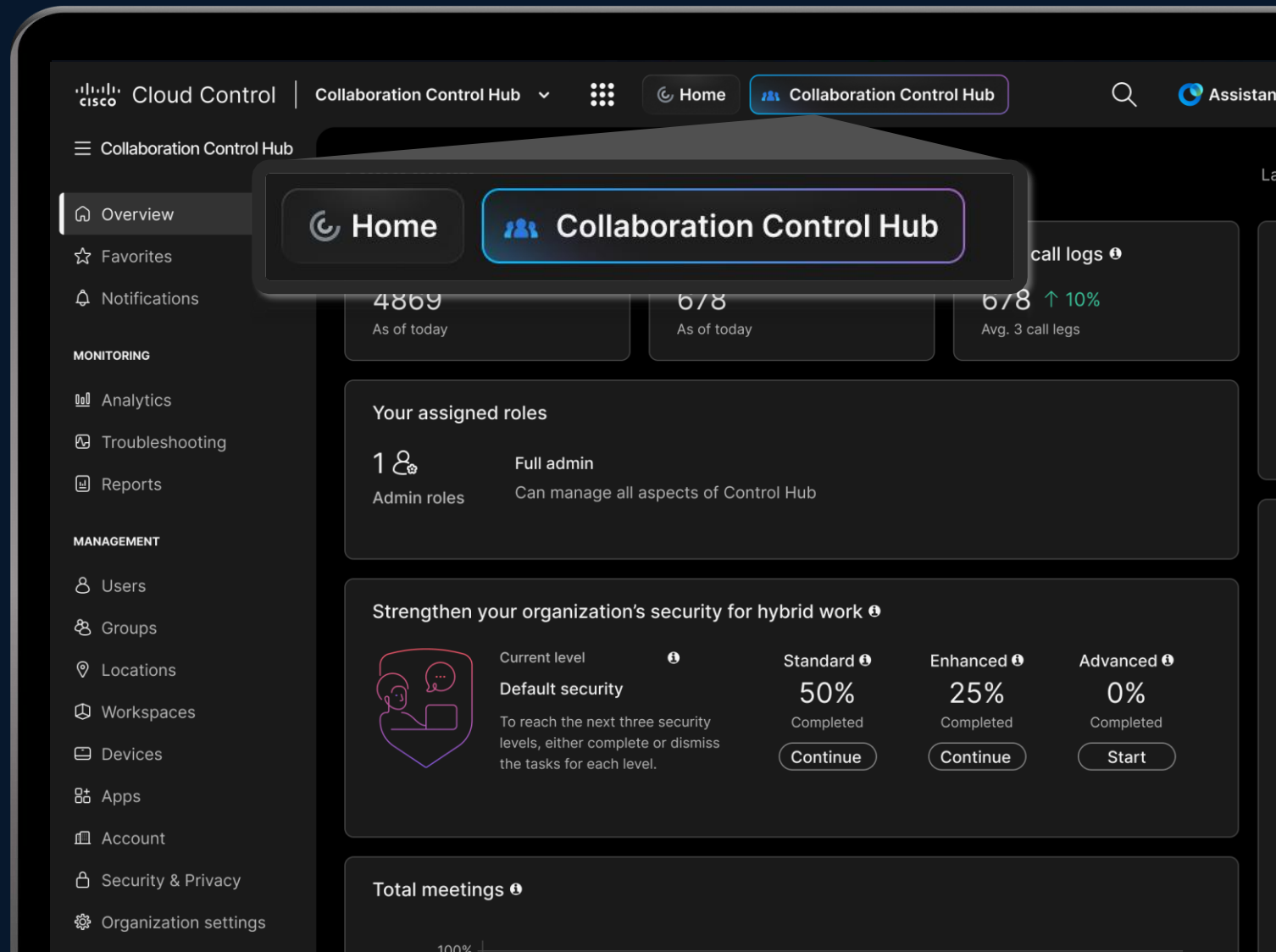
Simplify complex tasks and troubleshoot with AI

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Controlled availability

Collaboration in Cisco Cloud Control and AI Canvas

Only Cisco can see the whole picture

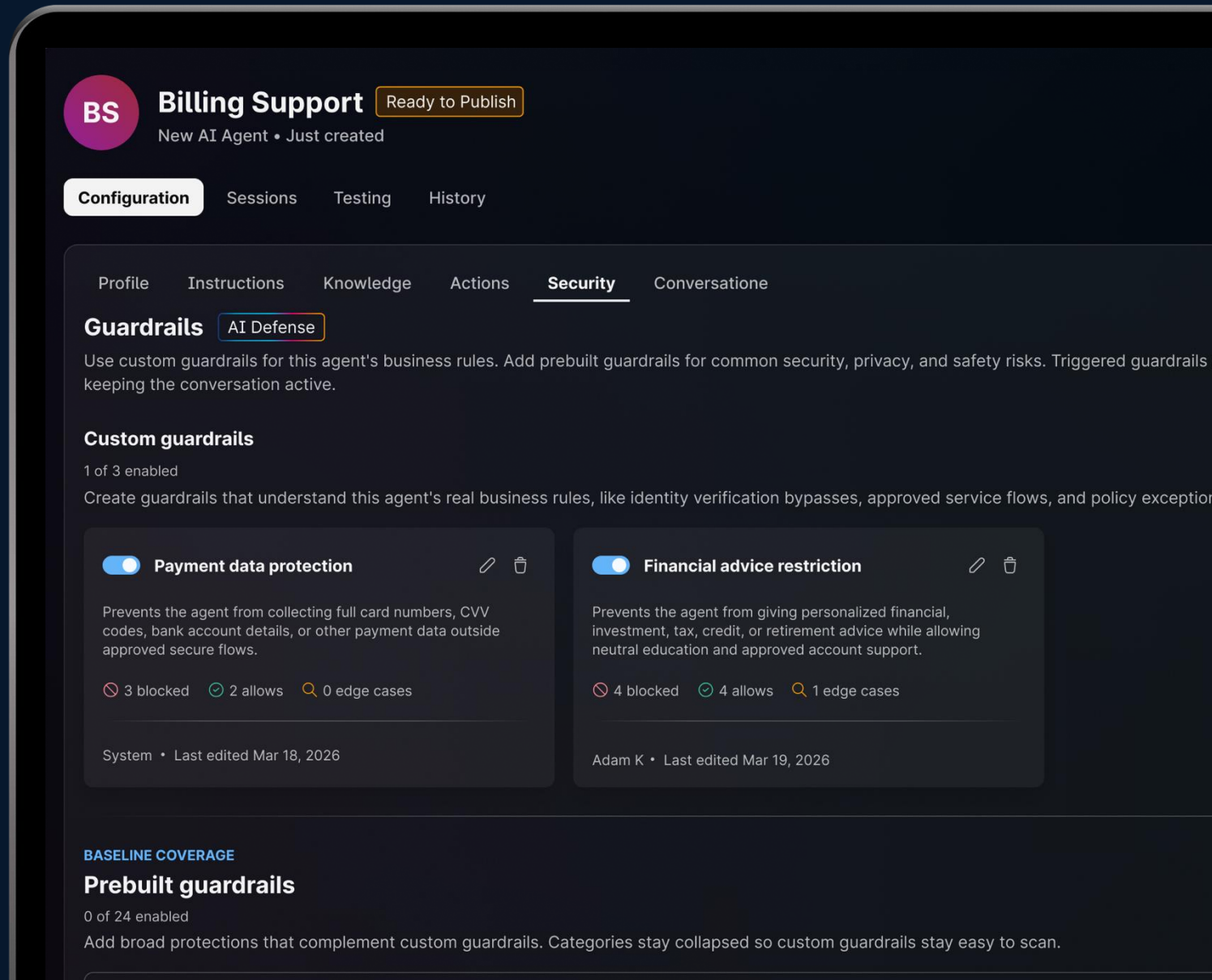


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Beta Q3 CY26

AI Defense with Collaboration

Advanced guardrails for collaboration AI agents



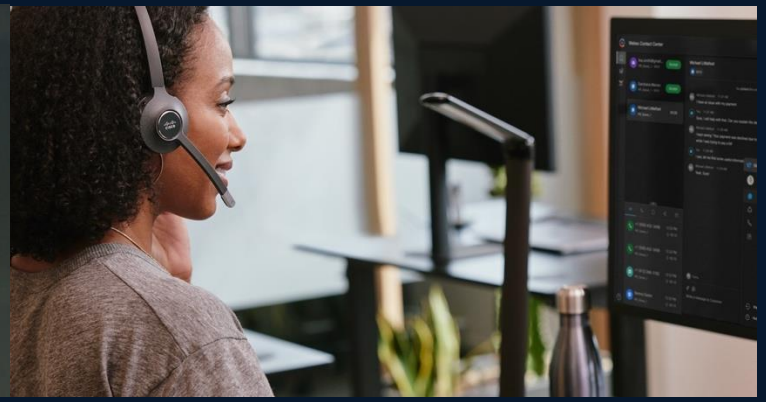
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Cisco Devices



Webex Suite



Webex Contact Center

AI POWERED PLATFORM

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Cisco collaboration devices

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Waves of AI innovation for employee experience

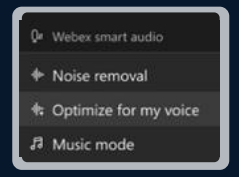
Audio, Video and Language AI — Generative AI — Agentic AI



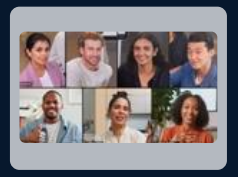
Head detection
2013



NVIDIA computing
2015



Noise removal
2020



Frames and people focus
2022



Cinematic meetings
2023



AI Codec
2024



Cisco AI Assistant
2024



AI Agents & AI Workflows
2025

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NEEDS OF
THE AGENTIC
WORKFORCE

The Agentic Workplace experience gap

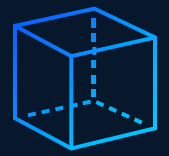
IT, OT &
INFRASTRUCTURE
DEMANDS

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Building a successful Agentic Workplace



Integrated workplace solution



3D-workspace planning



Best-in-class interoperability



AI-powered collaboration



Enterprise-grade security



AI-assisted management

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Intelligent hardware powering the last mile of AI infrastructure

ANYWHERE | HOT DESKS | OPEN SPACES | CONFERENCE ROOMS



Headsets



Phones



Desk series



Board series



Room series & accessories

AI-POWERED | INTEROPERABLE | SUSTAINABLE | MANAGEABLE

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CISCO SPACES

Cisco Spaces **turns your buildings into smart spaces**

By transforming your Cisco infrastructure into a sensor, Spaces connects people, things, and buildings – enabling IT and business teams to drive outcomes at global scale

18 Billion
square feet digitized globally

500K
smart spaces worldwide

Gartner Peer Insights Customers' Choice

TrustRadius Top Rated

TrustRadius Buyer's Choice



People
Enhance experiences for employees, guests, patients, visitors

Things
Track and locate things, boost efficiency, save costs

Buildings
Smarter, safer, sustainable spaces

Your Cisco Network

CONNECTIVITY | COLLABORATION | SECURITY



Cisco Wireless



Cisco Switches



Room Bars & Room Kits



Meeting Boards & Integrated Room Systems



Desk & Phone Series

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Can also be the network for

Smart Spaces

CAMPUS | BUILDINGS | FLOORS | ROOMS | DESKS



Cisco Wireless



Cisco Switches



Room Bars & Room Kits



Meeting Boards & Integrated Room Systems



Desk & Phone Series



Seamless Connectivity



Contextual Engagements



Indoor Navigation



Asset Tracking



Staff Protection



Occupancy Analytics



Sustainability



AI workflows & Integrations

CONNECT | NAVIGATE | FIND | ANALYZE | AUTOMATE

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Future-proof your workplaces with
Cisco Smart Spaces Stack

1.

ONE INFRASTRUCTURE

Turn your Network into a Sensor



With

Cisco Networking & Collaboration Devices

Cisco Wireless | Cisco Wired | Cisco Collab Devices | Cisco Sensors

2.

ONE PLATFORM

Transform Buildings into Smart Spaces



With

Cisco Spaces

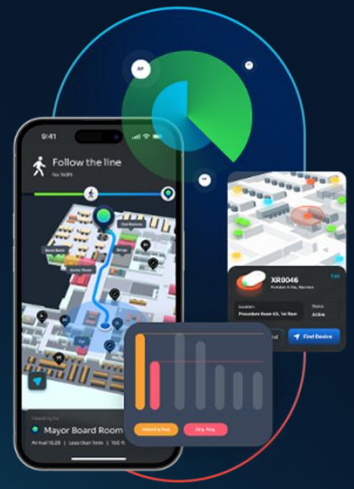
The OS for Smart Spaces

Onboard People & Things | Location (Wi-Fi, BLE, UWB)| Maps and Location Metadata | API

3.

INFINITE OUTCOMES

Deliver Experiences & Efficiencies



With

Cisco & Ecosystem Partner Apps, API & Data Out

Indoor Navigation | Occupancy Analytics Sustainability| Asset Tracking| API & data for AI-workflows

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The next generation of devices



Wireless Phone 9821

Orderable now



Desk Pro G2

Orderable now

Built on Microsoft Device Ecosystem Platform



Room Kit Pro G2

Orderable now

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Orderable Now

Cisco Board Pro G3

The bridge to your agentic workforce.

The most intelligent and scalable all-in-one device, powered by the next generation NVIDIA chipset.

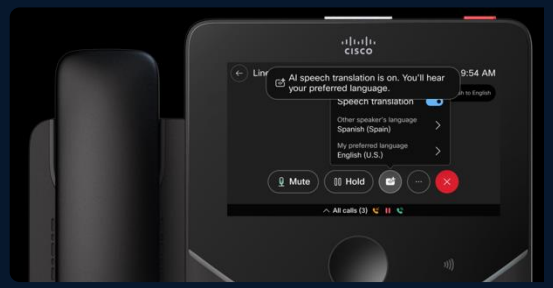


NVIDIA | Built on Microsoft Device Ecosystem Platform

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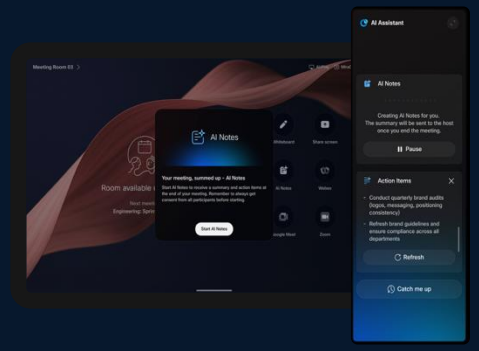
AI Agents built into our devices

Removing friction, delivering value for employees



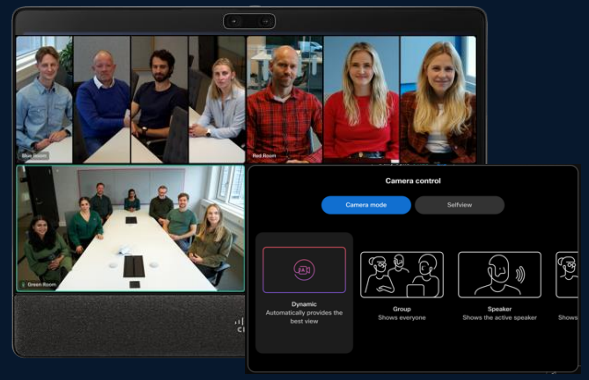
Translator

GA H2 CY26



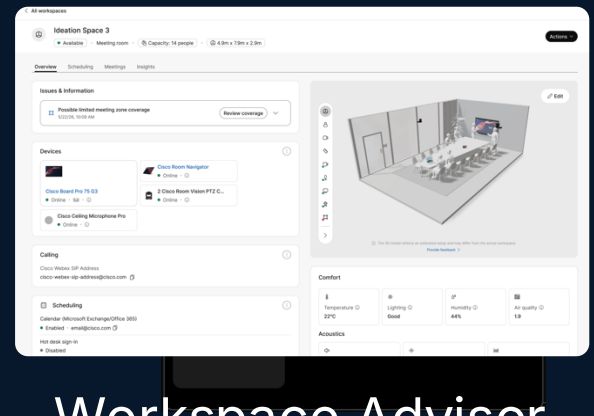
Notetaker

General Availability



Director

General Availability



Workspace Advisor

General Availability

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Webex Suite

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UCaaS Shift to Connected Intelligence

Customer experience for the AI era

Context | Conversations | Outcomes

Context

Across People, Places, Conversations, Data

Smart Interactions

Contextual, Personalized, Topical, Engaging

Connected Intelligence

Trusted

Flexible Deployments, Secure, Resilient, Observable

Automations

Orchestration Across Agentic Ecosystem & Integrations

SECURE | RELIABLE | AI GOVERNANCE | MANAGEABLE | AGENTIC OPS

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Webex Suite


Meetings


Messaging


Calling


Webinars


Events


Whiteboarding


Polling


Video Messaging

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The 10x multiplier

These agents work together, predicting needs, driving decisions and delivering outcomes securely across every interaction.



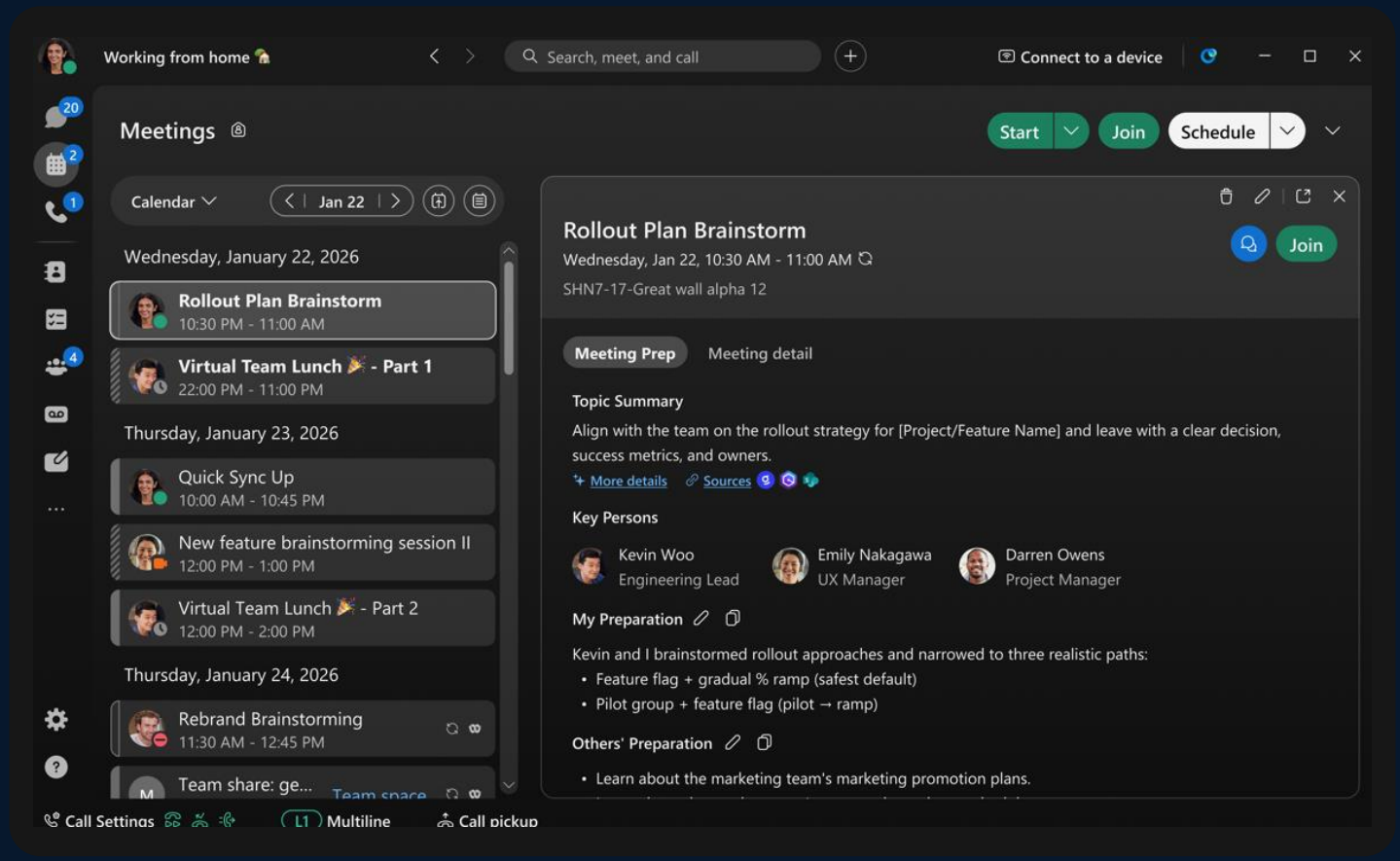
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GA Q3 CY26

Webex Suite

Meeting Prep Agent

Prep Agent



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NDA

Agentic Ecosystem

The Teammate that Connects the Dots Across Your Entire Day

Copilot
aws
Glean
slack
Agentforce
Jira
salesforce

General Availability

Gemini
Codex
Claude
Amazon Quick

GA Q3 CY26

Meeting you in your workflows with ease and intelligence

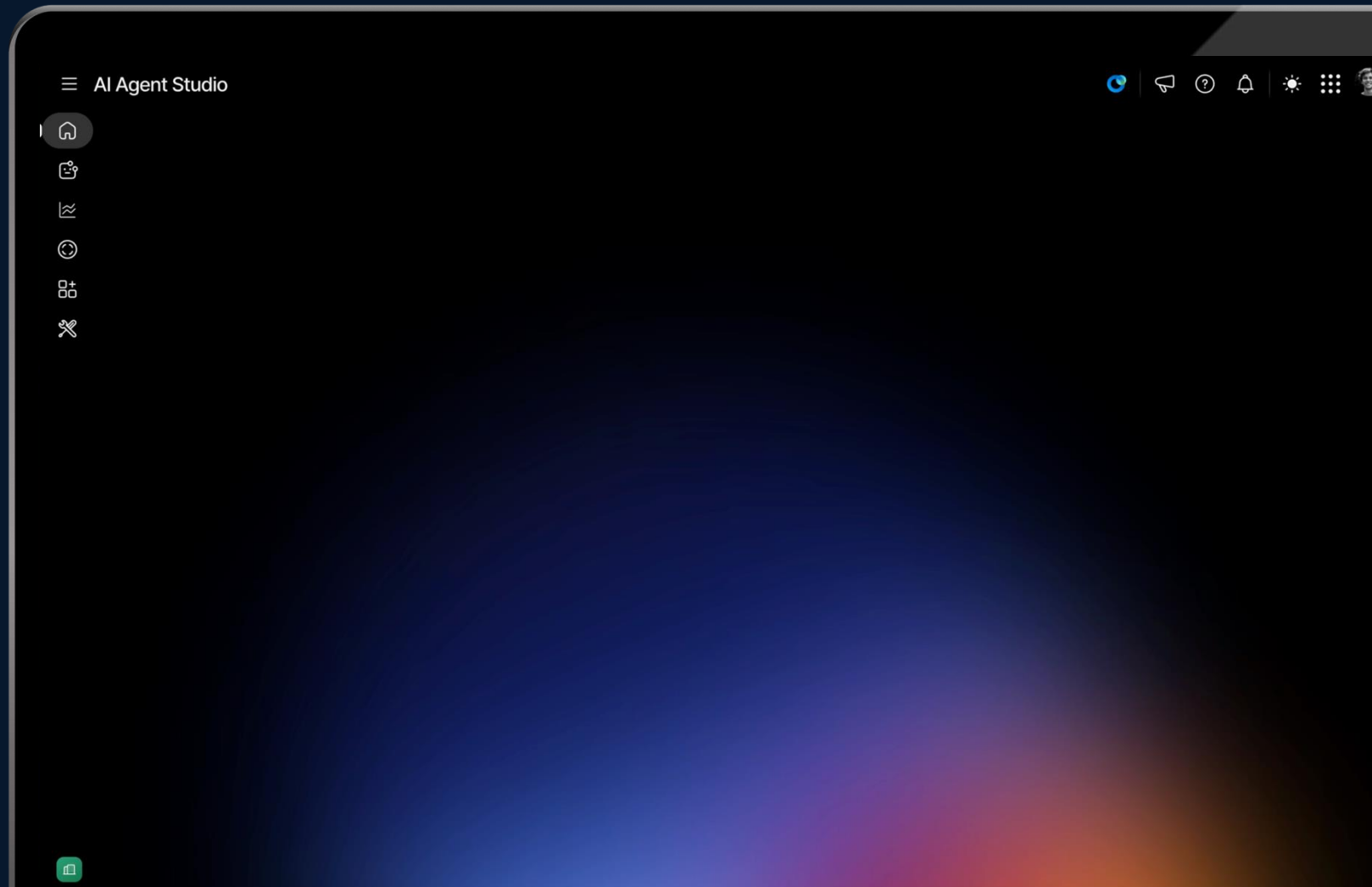
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NDA

GA H2 CY26

Expanding AI Agent Studio

A unified platform to build, deploy, and manage securely.



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Enterprise AI Agents for any interaction

Webex AI Agent

Suite | Devices | Contact Center



Pre-configured Agents

Pre-configured agents for Internal and External Interactions



Custom Agents

Sophisticated Custom Solutions for Internal and External Interactions

AI AGENT STUDIO

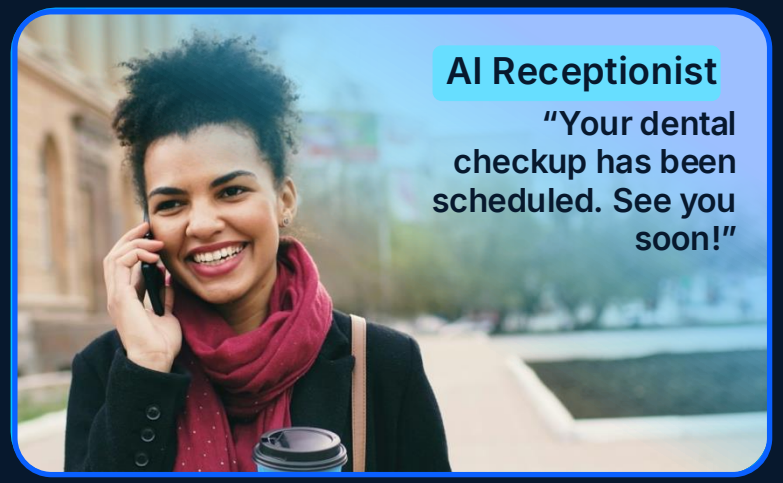
Multi Modal Design | Low-Code/No-Code | Knowledge | Memory | Context | AI Agent 360

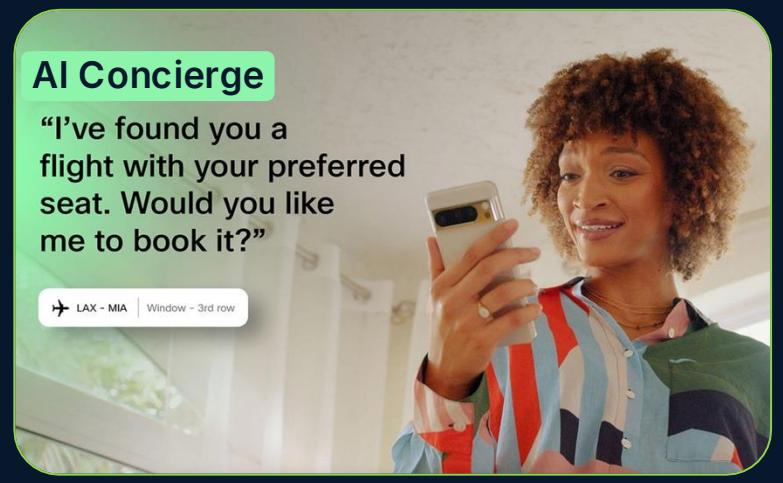
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Built for any industry, any workstyle.

Voice | Digital | Video







INTERNAL

FRONT DESK

CONTACT CENTER

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Customer experience

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Customer experience isn't a disconnected journey — it's an orchestrated system of intelligence.

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Customer experience for the AI era

Intelligent front door

Context driven orchestration

One experience.
One platform.
One Cisco.

Trusted & secure by design

Extensible AI native platform

Open | Secure | Seamless

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Modern CX demands AI-first operations

From

Expensive, multi-lingual resources

Complex, static, rules-based routing

Manual & slow processes

Fragmented workflows, disparate tools

To

Scalable, and seamless real-time translation

AI routing based on context and intelligence

Native forecasting for expanded AI & human workforce

Unified workflows optimized for agent success

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First impressions matter.
Meet AI Concierge.

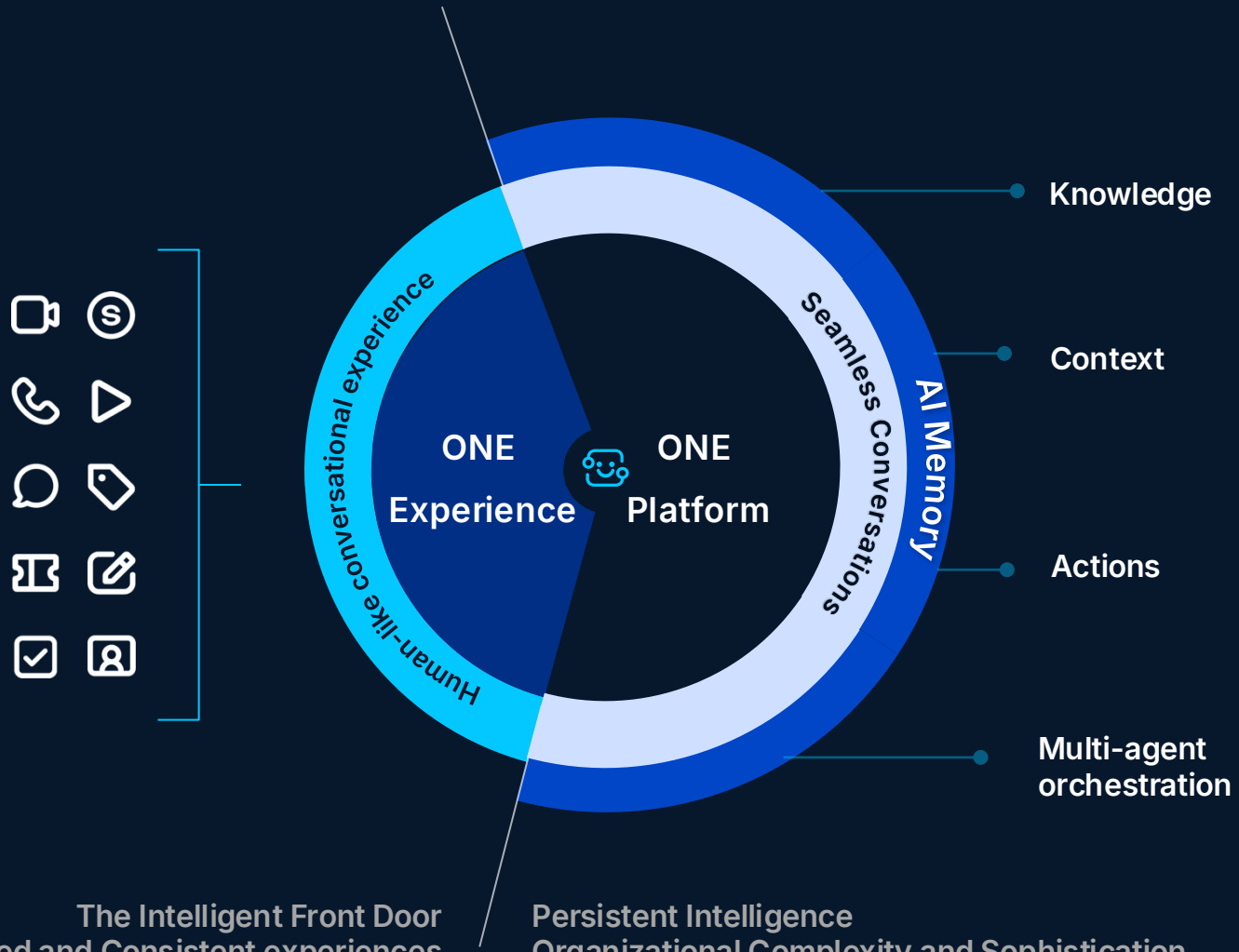
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NDA

General Availability Q4 CY26

AI Concierge for CX

One continuous conversation powered by context, data and AI memory.

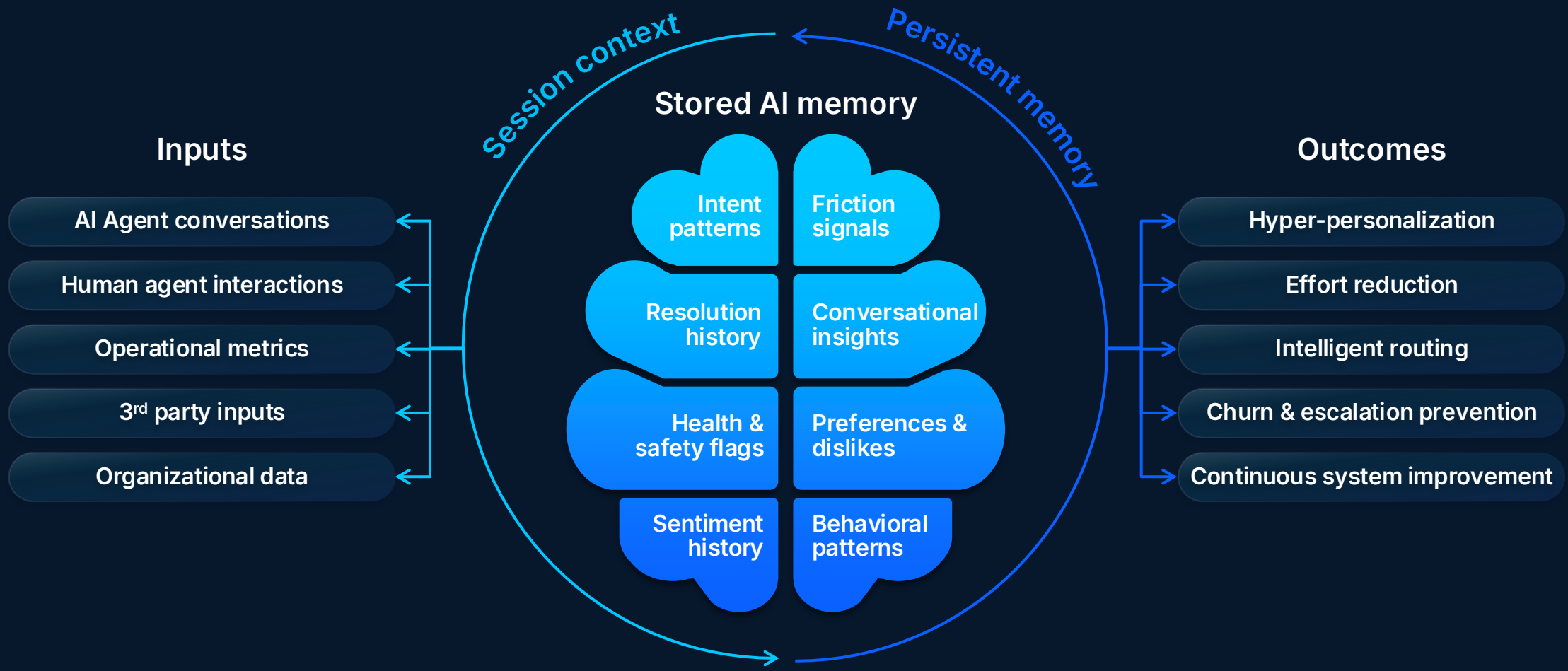


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General Availability Q4 CY26

Agentic Context Engine

Persistent intelligence across every agent, channel, and customer interaction



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Legacy WEM solutions are outdated



- Reactive
- Complex
- Fragmented
- Blind spots for agentic workforce
- High operational costs

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General Availability Q4 CY26

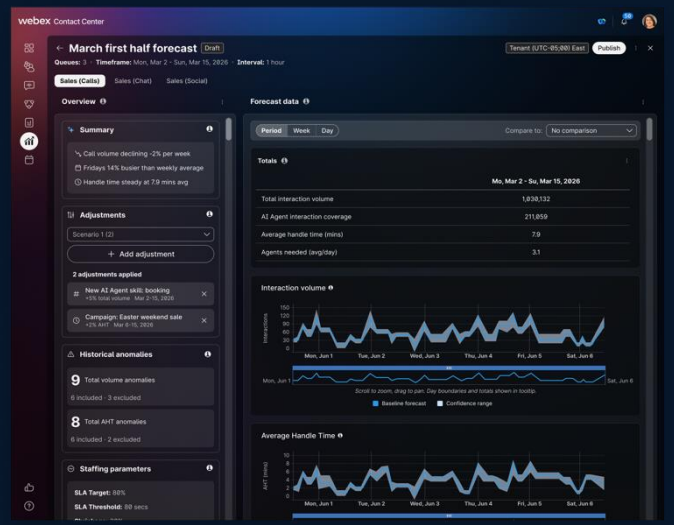
Webex AI Workforce Engagement Management

The engine that powers exceptional operational excellence for AI and human agents.



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Workforce Management



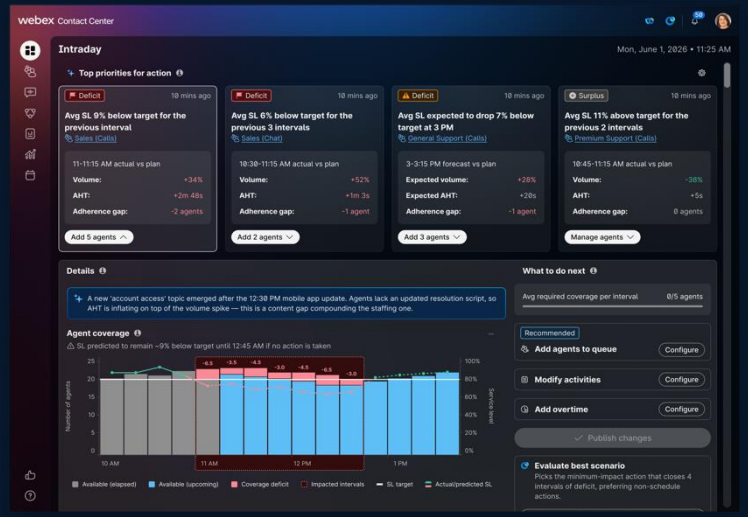
Forecasting

Beta Today



Scheduling

Beta: Q2 CY26



Intraday Management

Beta: Q2 CY26

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Autonomy without accountability is liability.

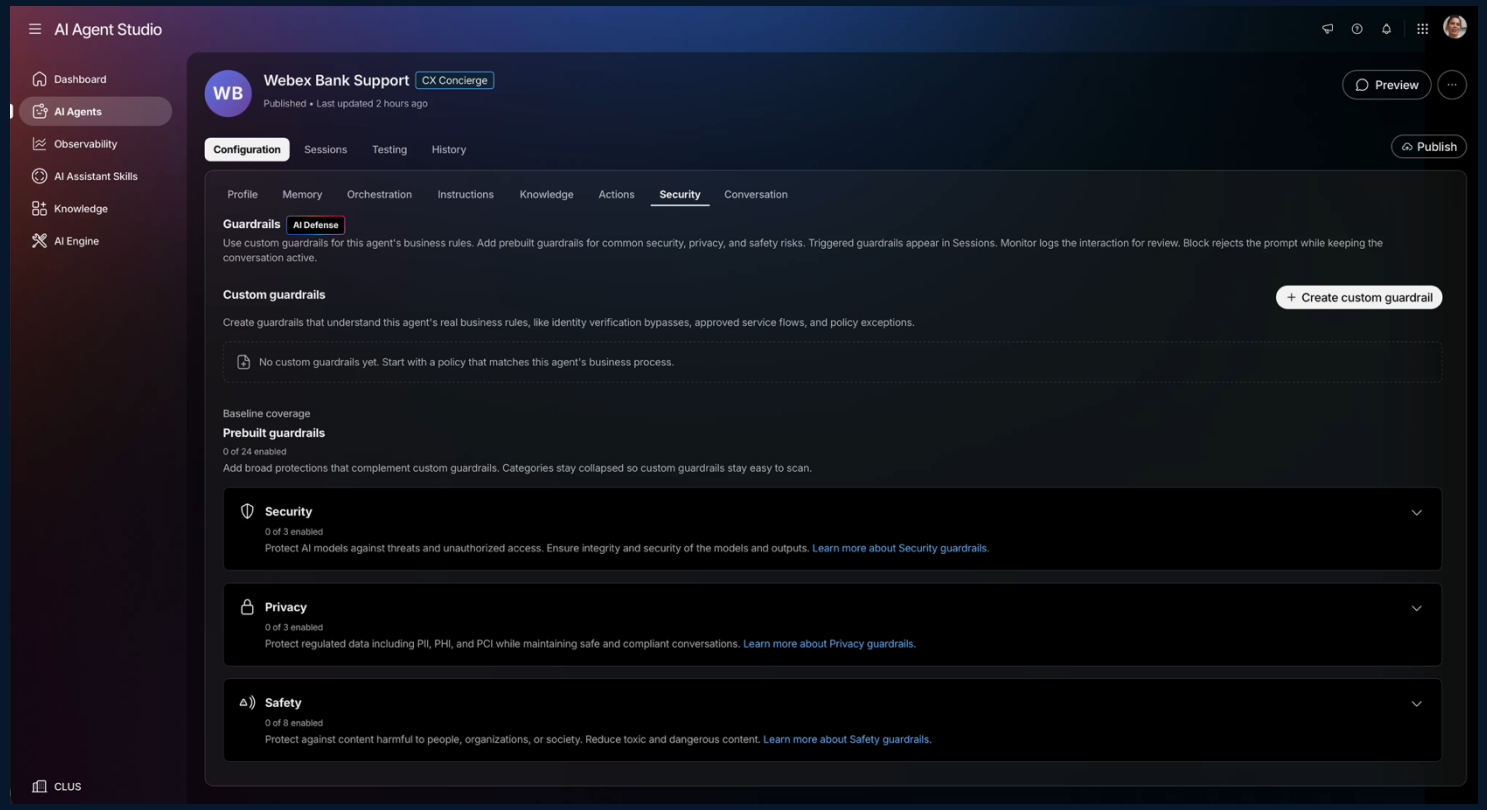
AI agents represent your brand.
You own the outcome. Cisco ensures the two never come apart.

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Beta Q3 CY26

AI Agent 360
Enhanced with AI Defense & Splunk

Test, secure, monitor, and optimize AI agents across the entire lifecycle.



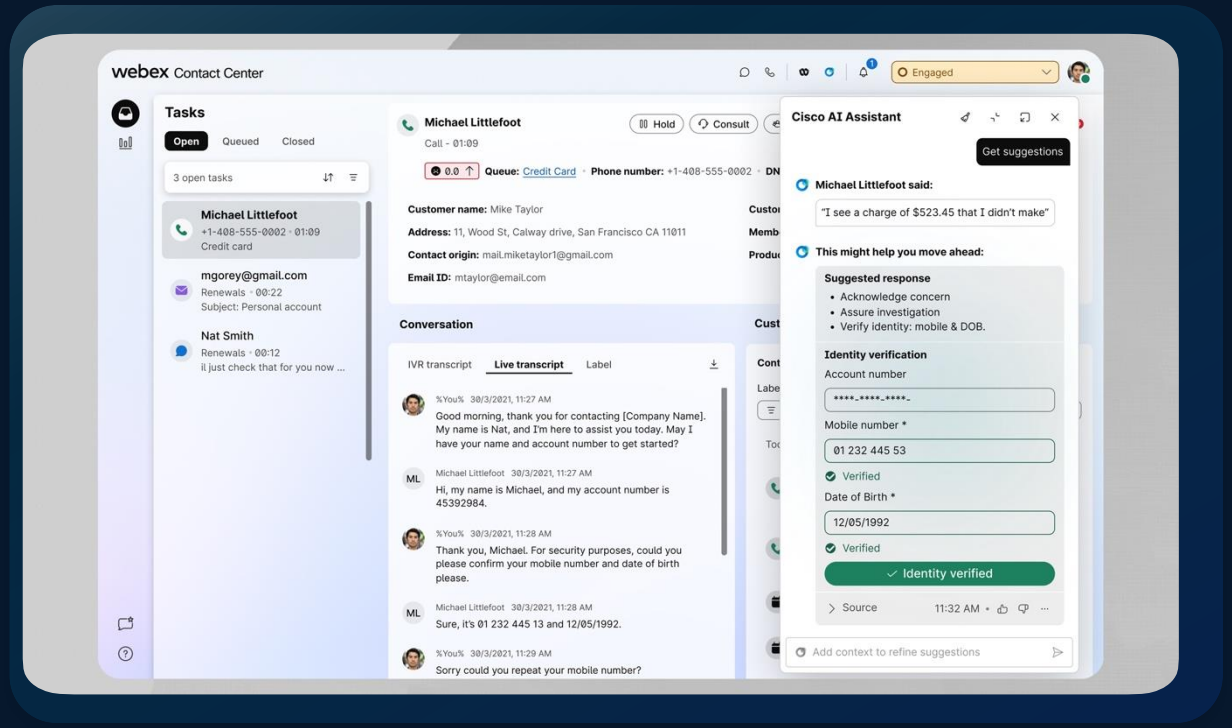
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Cisco AI Assistant

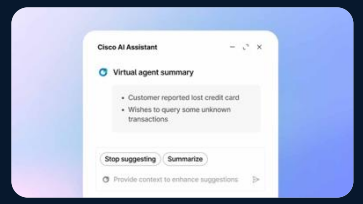
Augmenting agents to deliver better customer experiences and satisfaction

- More productive and empathetic agents
- Improved agent performance and management for supervisors
- Better business outcomes for managers and leaders

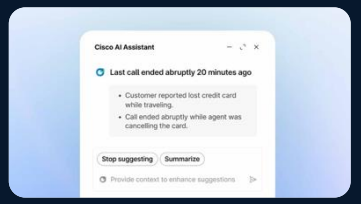


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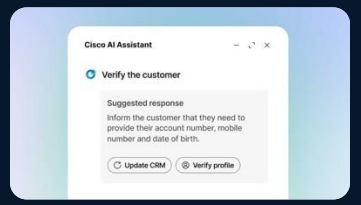
Empowering agents & supervisors



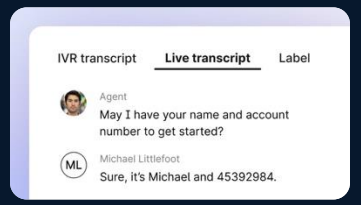
AI Agent context transfer summary



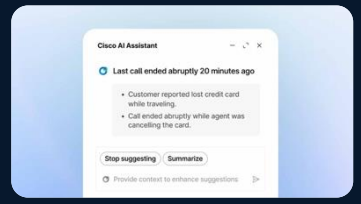
Dropped call summaries



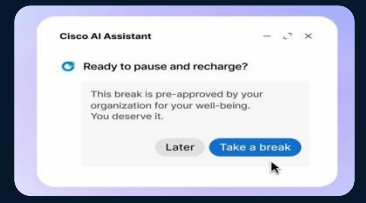
Suggested Responses



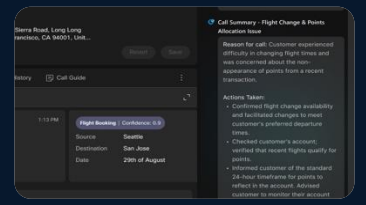
Real time transcription



Consult/Transfer Summary



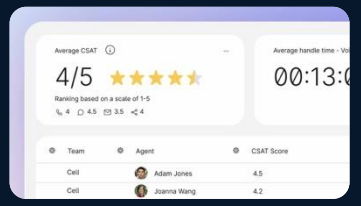
Agent Wellness Breaks



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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Unified, intelligent customer experiences

One experience. One platform. One Cisco.

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Connected intelligence

CISCO Connect

Thank you

