CISCO Connect

Connected Intelligence

Part 1: Collaboration at the intersection of people and AI

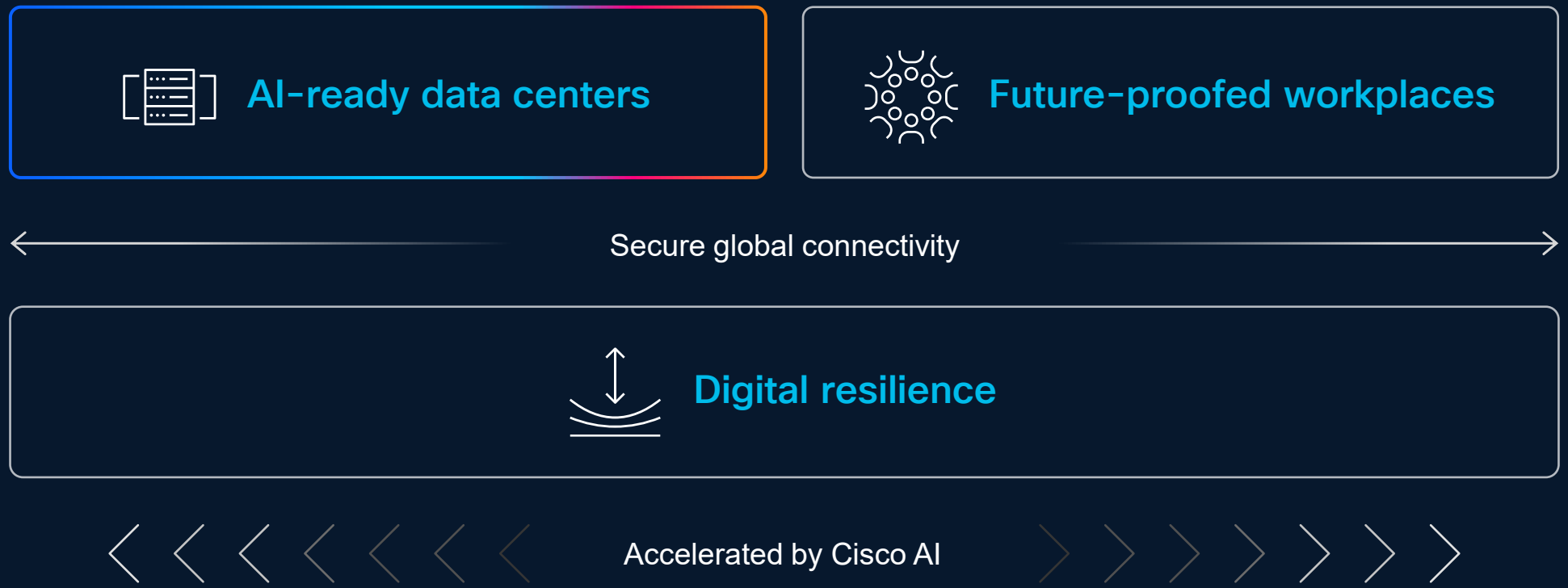
Sarah Reuter
GM, Cisco Collaboration, Canada

Robert Bouchard
Field CTO, Intelligent Workplace Experiences, Canada

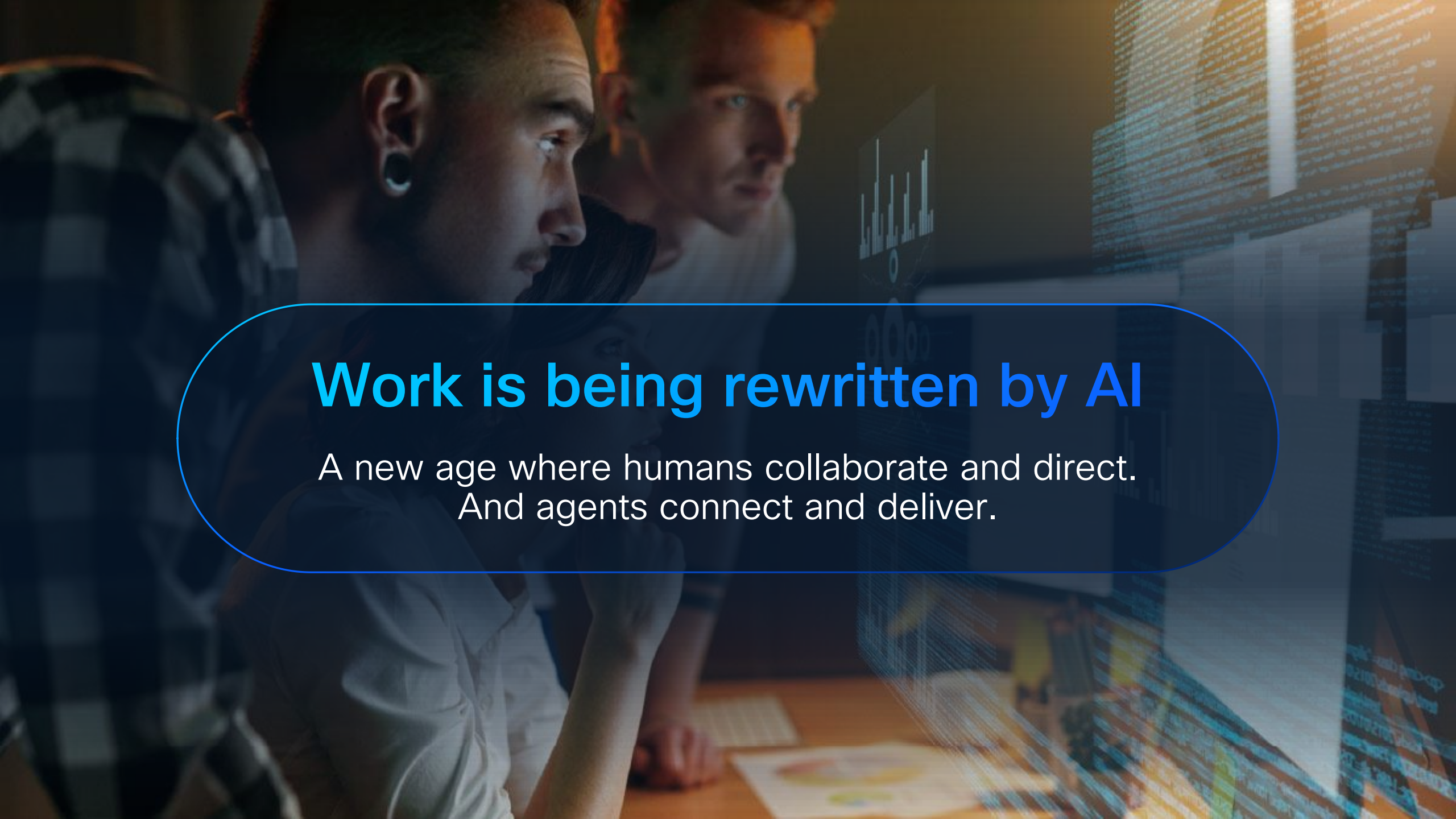


October 21st, 2026

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



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Work is being rewritten by AI
A new age where humans collaborate and direct.
And agents connect and deliver.

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

In the agentic era we need to
reimagine everything about collaboration

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Where we work

Managing and optimizing billions of square feet of commercial real estate



How we work

Every organization will be managing a workforce of humans and agents



How we engage customers

From fragmented interactions to one continuous relationship between the customer & brand

The companies that win the next decade won't just deploy AI.

They'll redesign the workplace around it.



People

working together with AI

Technology

that securely connects human & agentic work

Places

that adapt and drive efficiency

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It’s time to build Intelligent Workplace Experiences

Where People, Places, and Technology work as one

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INTELLIGENT WORKPLACE EXPERIENCES

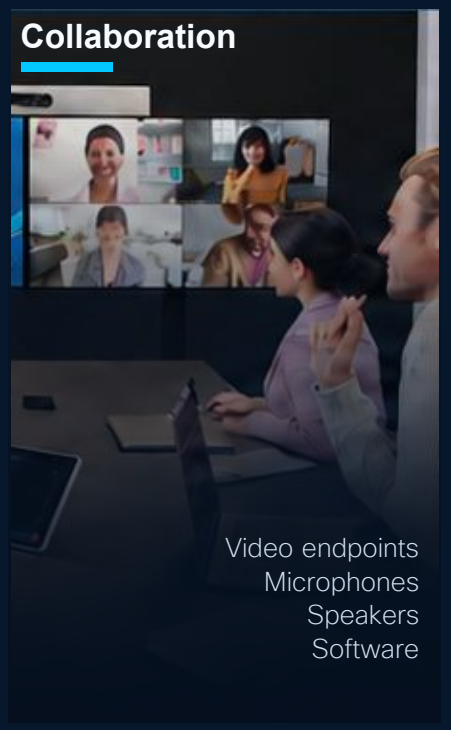
Cisco uniquely brings the workplace stack together

Other vendors can connect … But , Cisco → Connects → Configures → Identifies → Secures → Assures → Supports



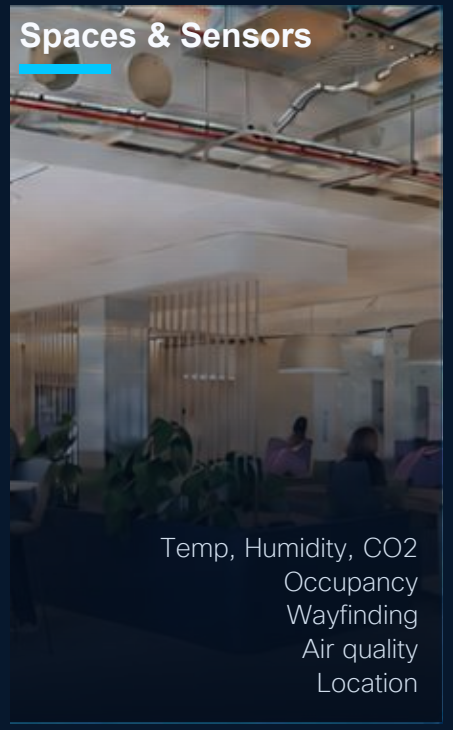
Secure connectivity

Wireless
Switching
Routing
Observability
Cameras & Tags



Collaboration

Video endpoints
Microphones
Speakers
Software



Spaces & Sensors

Temp, Humidity, CO2
Occupancy
Wayfinding
Air quality
Location



Everything over Ethernet

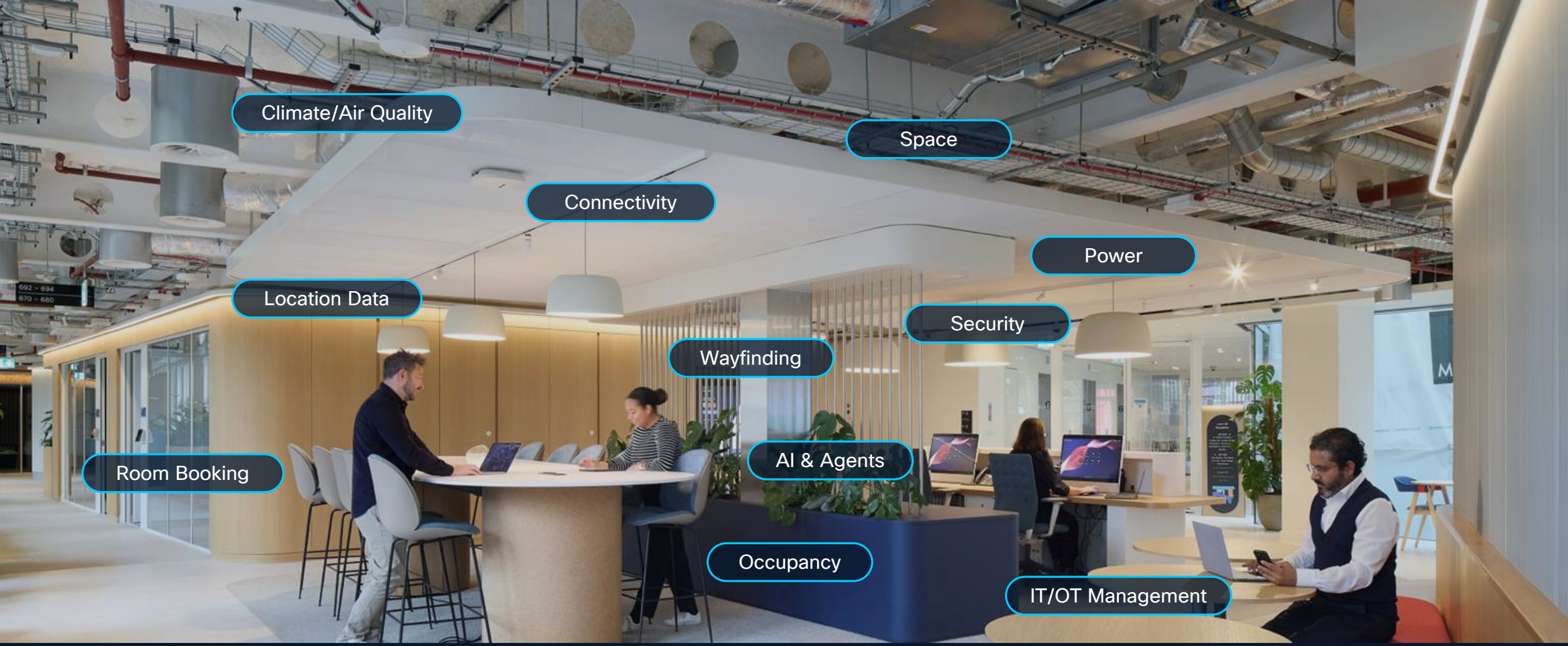
Audio
Voice
Video
Power



One coordinated operational model

DATA
+
INTELLIGENCE
+
ECOSYSTEM

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Using data to create intelligent workplace ecosystems that sense, reason, and act

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Cisco helps you to deliver the Intelligent Workplace Experiences

DESIGN | DEPLOY | OPERATE | OPTIMIZE

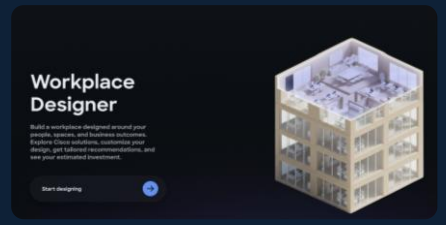


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Providing Value at Every Step

DESIGN

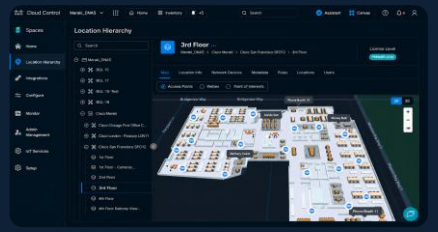
Plan the workplace before you procure



“What do I need for this building – and will it work?”

DEPLOY

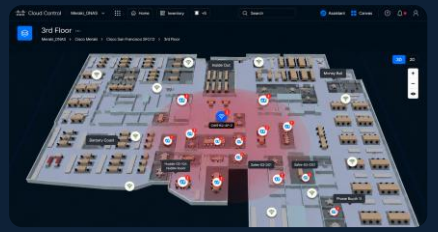
Bring the building online – zero-touch



“How fast can I stand up a new floor?”

OPERATE

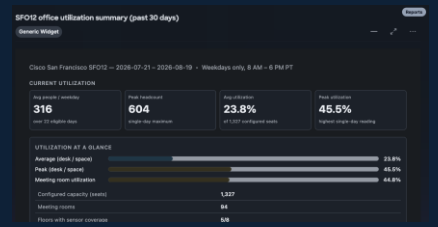
Fix issues before file tickets are filed



“Why is connectivity always broken at this one spot?”

OPTIMIZE

Make the best use of space and energy



“Which type of spaces do we actually need?”

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Plan the workplace before you procure

Cisco Workplace Designer

PACKAGE

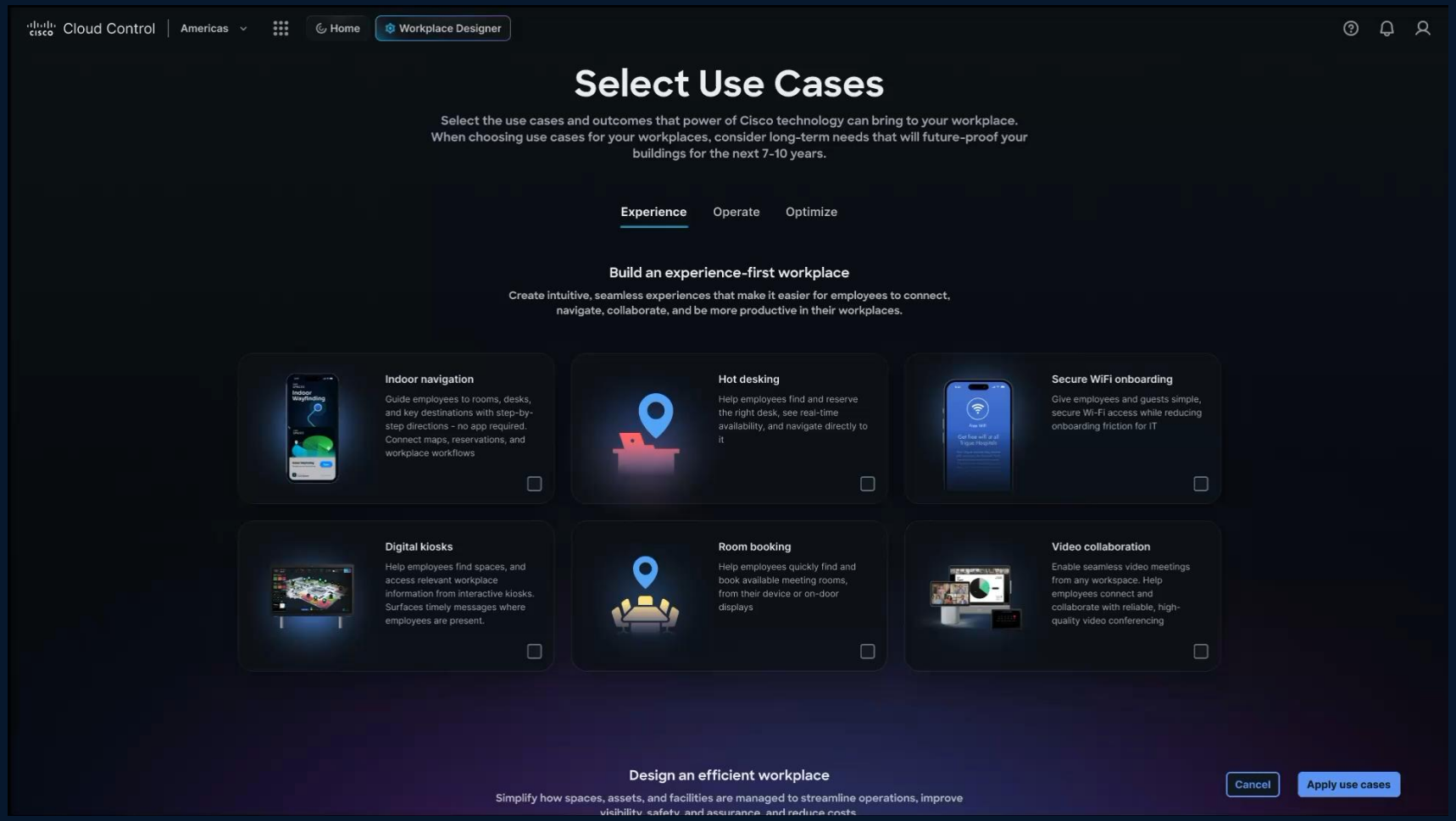
Switching, wireless, collaboration, spaces, cameras and data in one design

VALIDATE

Model coverage, capacity and room fit before a single order is placed

OUTCOME

A workplace designed around your people, places and business goals



One design validation tool across rooms, floors, building, campuses

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Bring the building online — zero-touch

Cisco Cloud Control

SHARED CONTEXT

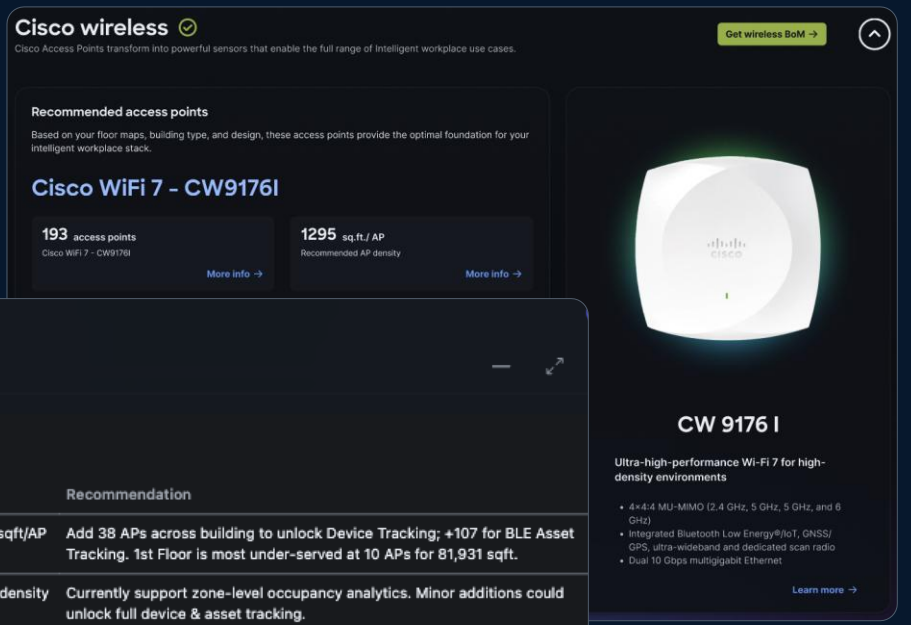
Rooms, spaces, devices and network all share one location model

ZERO-TOUCH

Automated provisioning from power-on to production

AI PROPOSALS

Improvement recommendations generated for every workspace



SFO12 Infrastructure — Key Improvement Areas

Generic Widget

Showing 6 improvement areas

Category	Priority	Finding	Recommendation
AP Density — Floors 1–3	High	8,193 sqft/AP on 1st Floor; 2,390 sqft/AP on 2nd; 2,282 sqft/AP on 3rd — all in lowest density band	Add 38 APs across building to unlock Device Tracking; +107 for BLE Asset Tracking. 1st Floor is most under-served at 10 APs for 81,931 sqft.
AP Density — Floors 4–5	Medium	4th Floor: 1,967 sqft/AP; 5th Floor: 1,790 sqft/AP — mid-density band, zone occupancy supported	Currently support zone-level occupancy analytics. Minor additions could unlock full device & asset tracking.
Collaboration Device Fit — 40 Rooms	High	40 rooms flagged 'device fit needs review' — overspec'd large-format devices (Board Pro 75 G2) in small rooms (164–215 sqft); Cisco Room Bar in tiny quiet rooms (45 sqft)	Right-size devices: replace Board Pro 75 G2 in sub-200 sqft rooms; validate Room Bar fit in 45 sqft quiet rooms.
Collaboration Device Coverage — 3 Rooms	Medium	3 rooms on 5th Floor (Lighthouse Field, Malibu Creek, Mandalay Beach) have no collaboration device at all	Deploy Cisco Room Bar or Room Bar Pro in these 2-person rooms to baseline video collaboration.
Device Inventory Coverage — 109 Rooms	Moderate	109 of 221 rooms have no device inventory data — 49% of the estate is unverifiable	Complete device inventory mapping to identify further fit issues and upgrade opportunities.
Quiet Room Experience	Medium	6 quiet rooms on 2nd Floor (45 sqft each) equipped with Cisco Room Bar — device may be oversized for focus/solo use; all rooms <30% utilisation	Review whether video-capable devices are needed in quiet rooms; consider Cisco Desk Mini for solo focus use instead.

One centralized view of the building — not a rack-by-rack rollout

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Fix issues before employees file tickets

Experience Metrics + Spaces in Cloud Control

DETECT

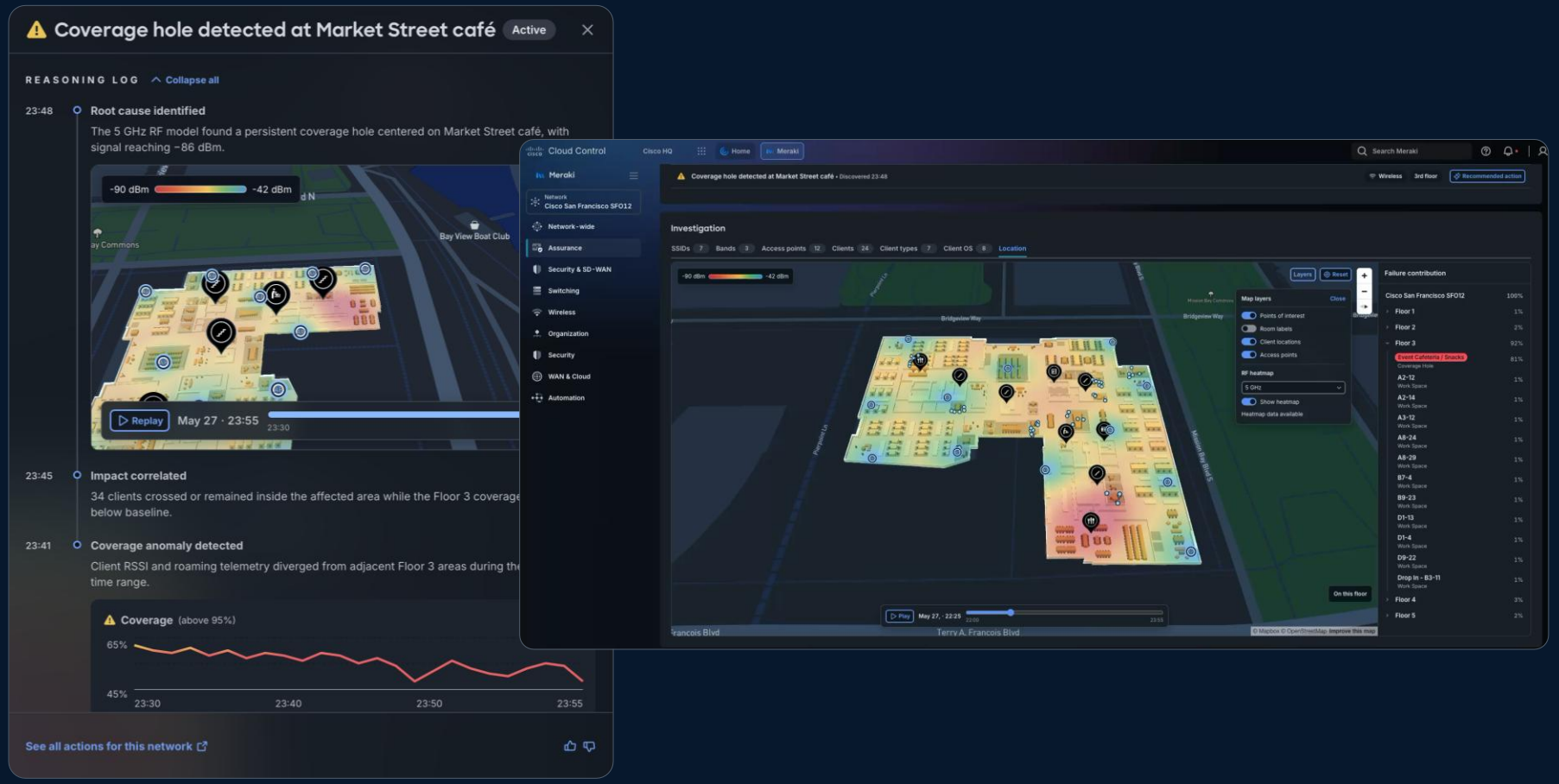
Locate hotspots by combining location, wireless and user data

EXPLAIN

Root-cause analysis and anomaly detection, with the reasoning log

ACT

Recommended actions, ranked by confidence and clients affected

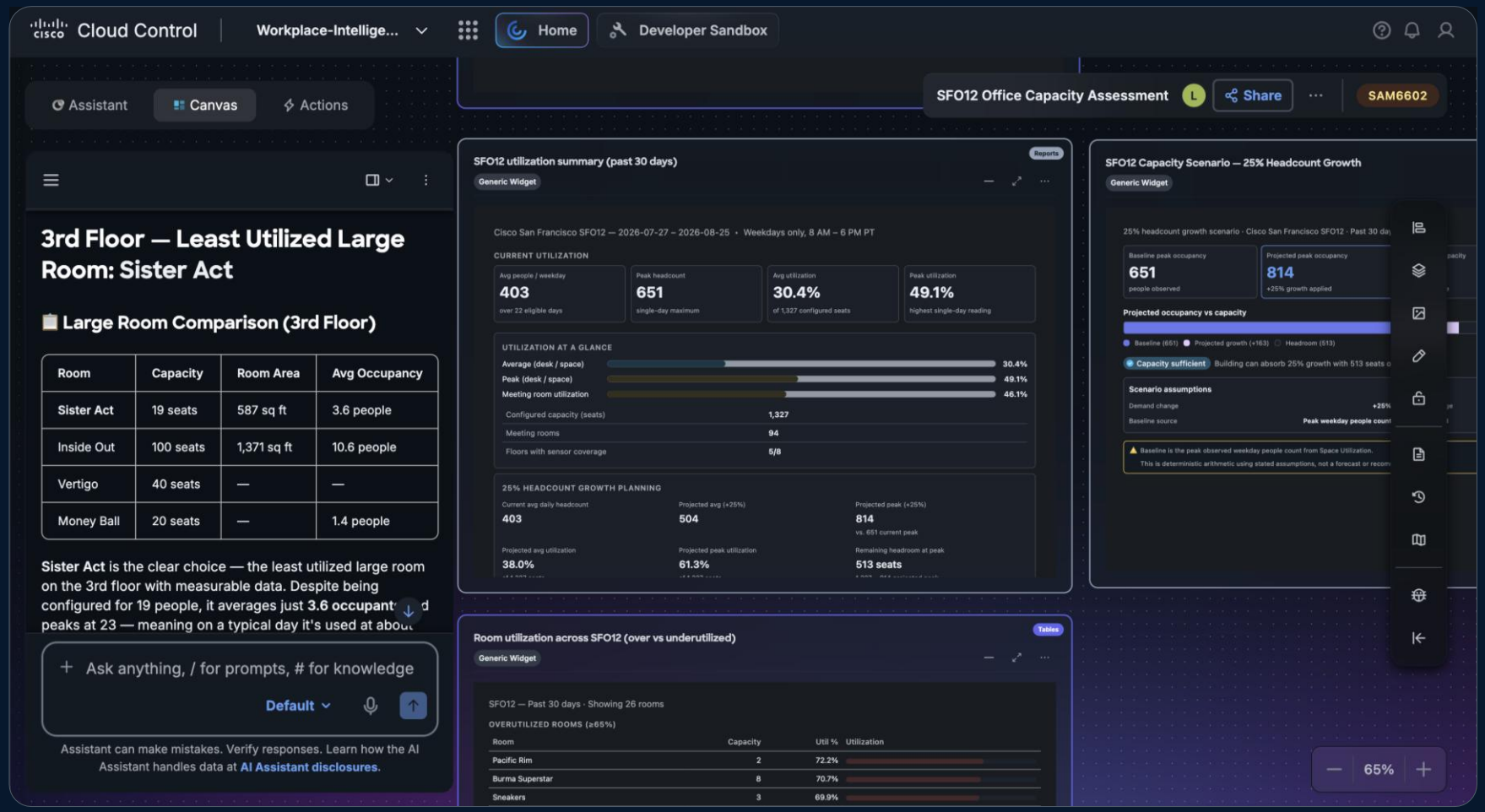


Agentic reasoning on what is actually happening in the office

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Make the best use of space and energy

AI Canvas in Cloud Control



- AI insights about the workplace
- Agentic recommendations and actions
- Room, device and Wi-Fi status
- Occupancy analytics
- Energy metrics and WELL scores

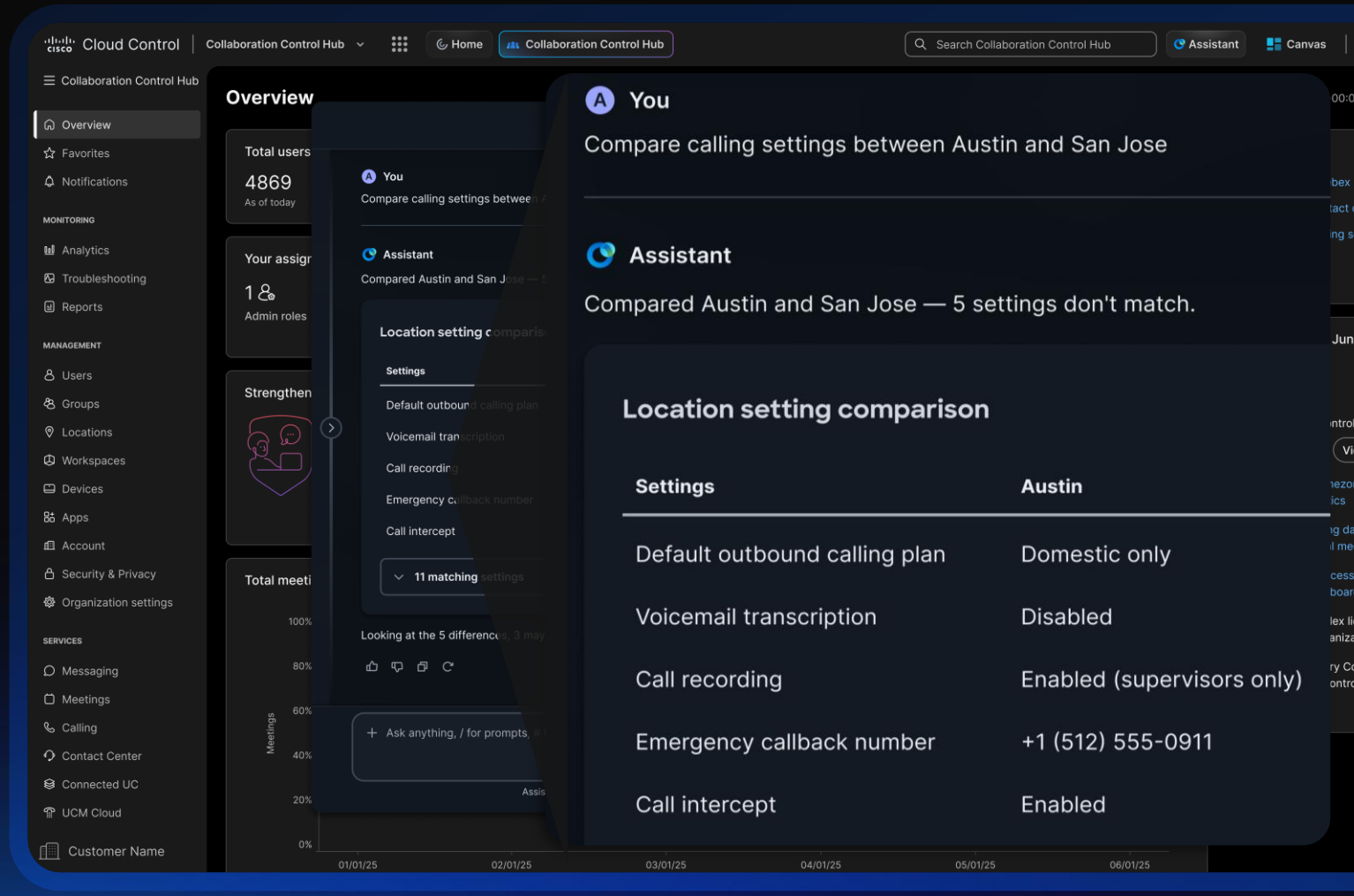
Agentic-driven optimization scenario planning

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NOW AVAILABLE

Collaboration in Cisco Cloud Control

Unified IT management, troubleshooting, and security



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NEEDS OF THE AGENTIC WORKFORCE

The Agentic Workplace Experience Gap

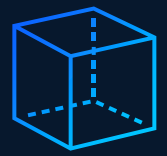
IT, OT & INFRASTRUCTURE DEMANDS

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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



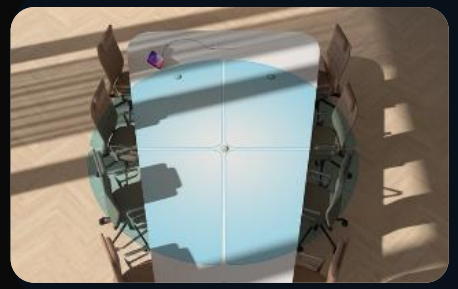
AI-assisted management

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A decade of AI at the edge

2016-2017
Hear clear, speak naturally



2018-2020
Second wave of camera intelligence



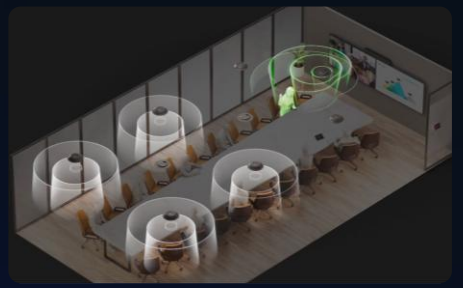
2021-2023
Scaling intelligence in real time



2024-2025
Understanding the whole room



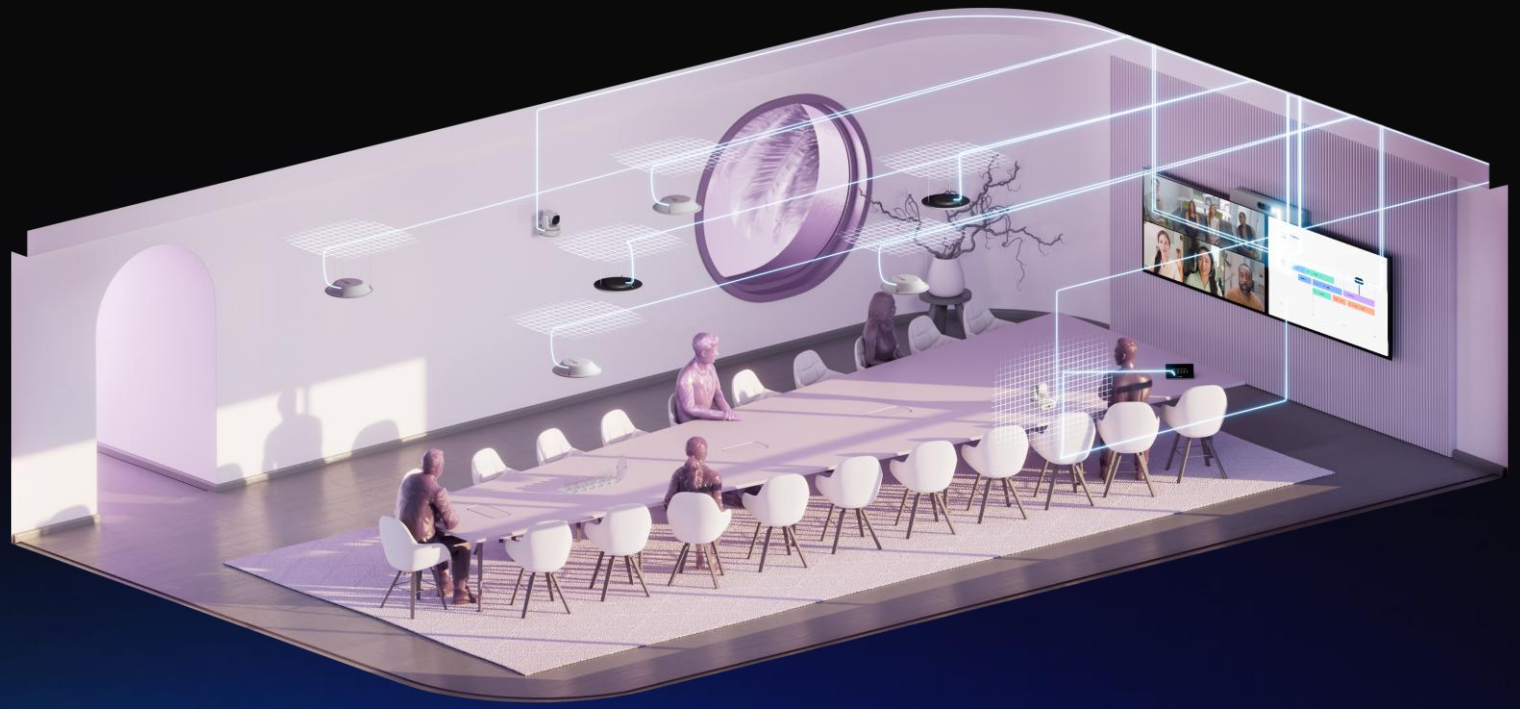
2026+
Workplaces that can reason and act



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Most powerful Edge AI. Most capable AVoIP ecosystem

- Simple room design with platform advantage
- Streamlined install and management
- Comprehensive telemetry for cinematic experiences
- Workplace integration and energy management



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INTRODUCING

Cisco Ceiling Speaker Pro

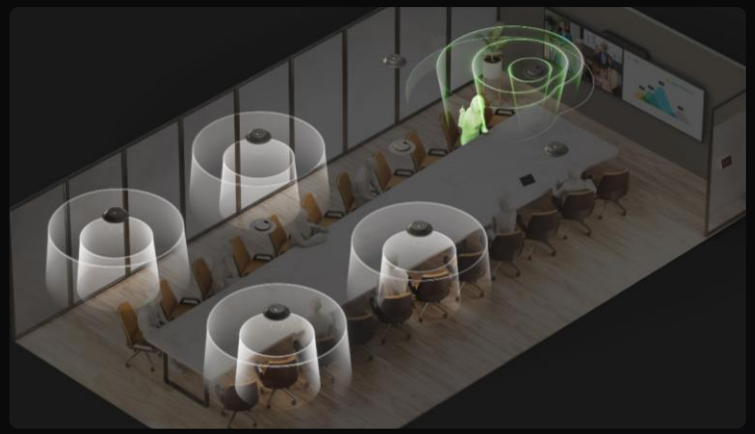
Where intelligent room audio meets IP simplicity

Orderability | Q4 CY26



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Hear what's said. In every seat.



Local voice lift

Subtle amplification of in-room voices so that participants can talk across a longer table



Presenter voice lift

Local reinforcement of a presenter's voice to keep the audience included



Remote voice lift

Spatial expansion of remote participants' voices to expand audio coverage in the room

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Intelligence that turns room context into action

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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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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

cisco | NVIDIA

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INTRODUCING

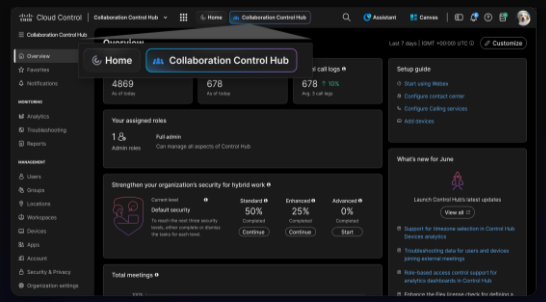
RoomOS 27

The secure operating system for intelligent workplace experiences

Beta | Q4 CY26



The most advanced AI at the edge



The most intelligent workplace management



The most comprehensive interoperability

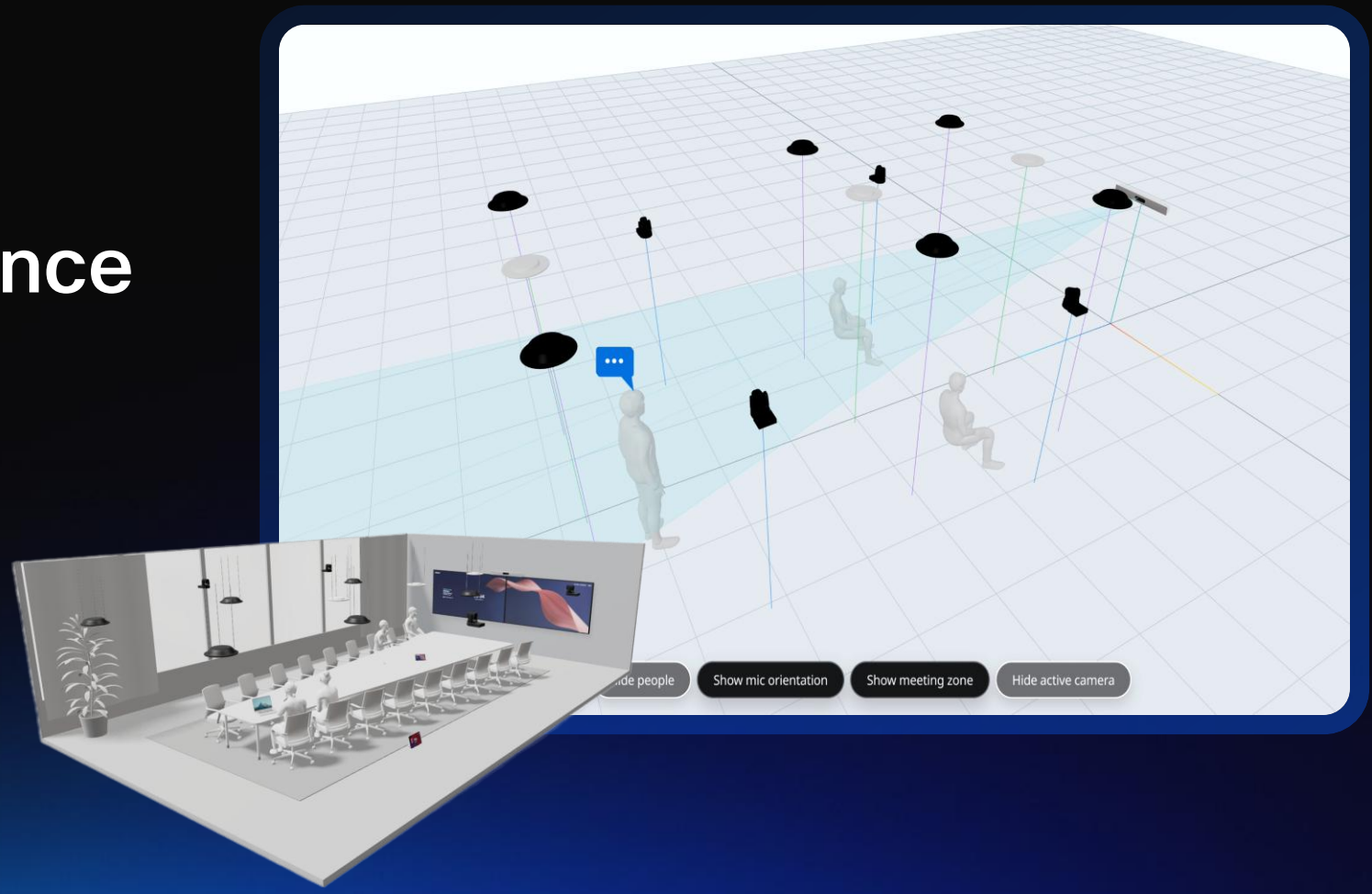
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09:54
Tuesday, August 9
Project planning
Join from the touch panel

GA | Q4 CY26

RoomOS 27: Smart Room Assurance

From design to deployment - the simplest way to set-up, validate and maintain your workplace experience



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Cisco gives you the ultimate flexibility and choice

Cisco Rooms experience



Microsoft Teams experience



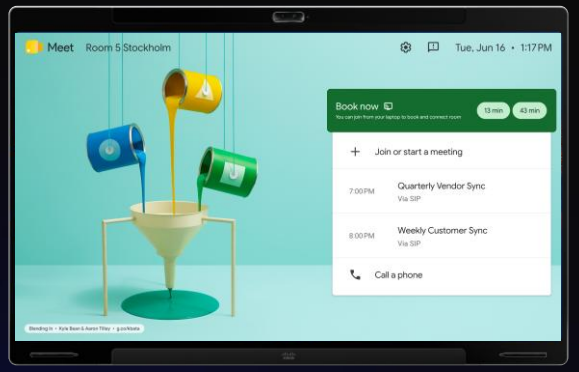
GA OCT

Zoom Rooms experience



Q4 CY26

Google Meet experience



Powered by Cisco RoomOS

Hi-fidelity audio and video | AI-powered collaboration | Workplace integrations | Security and manageability

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Where we work

Managing and optimizing billions of square feet of commercial real estate



How we work

Every organization will be managing a workforce of humans and agents



How we engage customers

From fragmented interactions to one continuous relationship between the customer & brand

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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A unified suite for intelligent work

Webex Suite


Meetings


Messaging


Calling


Webinars


Events


Whiteboarding


Polling


Video Messaging

AI AGENTS | SECURE | FLEXIBLE | MANAGEABLE

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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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Changing how we define collaboration

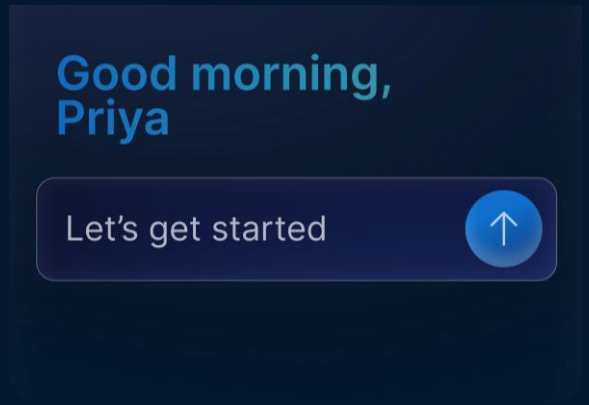
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GA | Q1 CY27

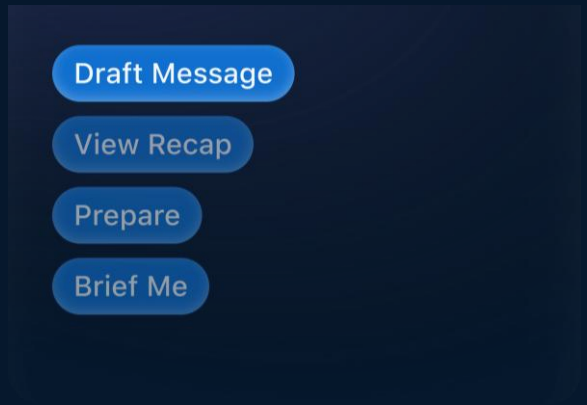
A new Webex experience

Built for a new kind of teamwork. People and agents working together.

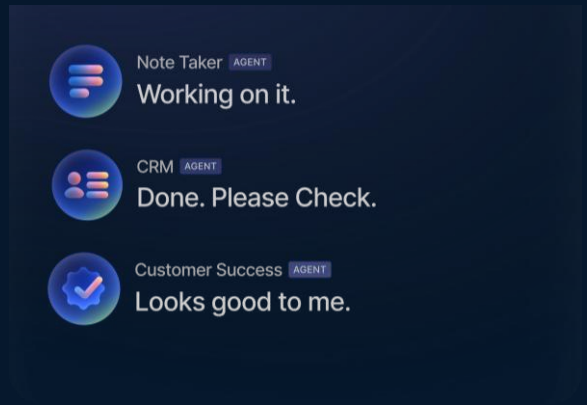
AI that Knows Your Work



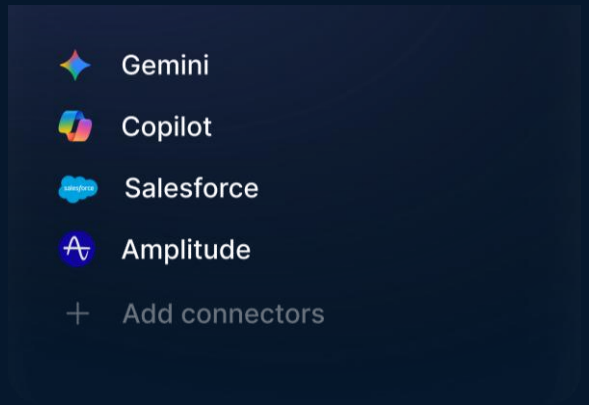
AI that Works Alongside You



AI that Gets Work Done



AI that Connects with your Ecosystem

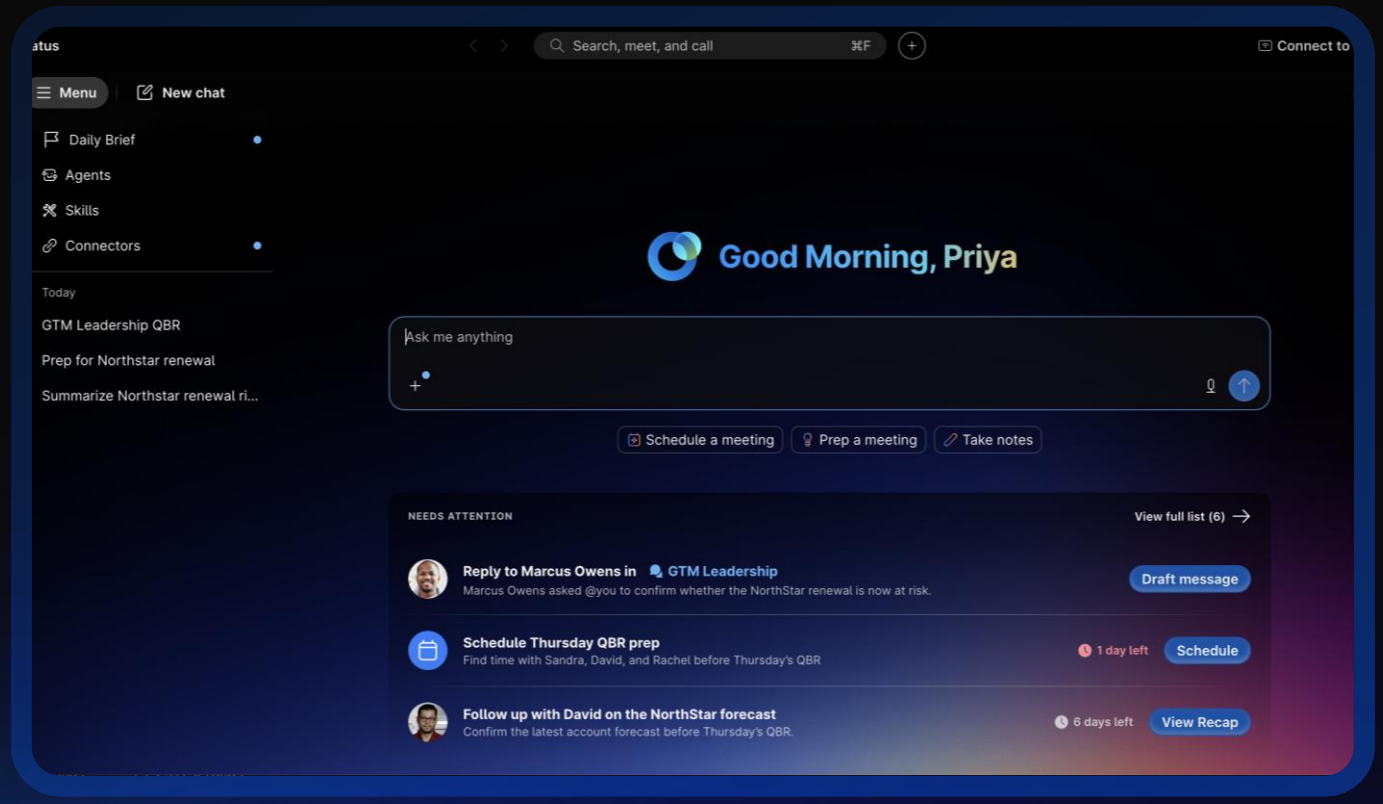


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GA | Q1 CY27

New Webex user experience

Contextual assistance, dynamic design, and proactive nudges to accelerate work

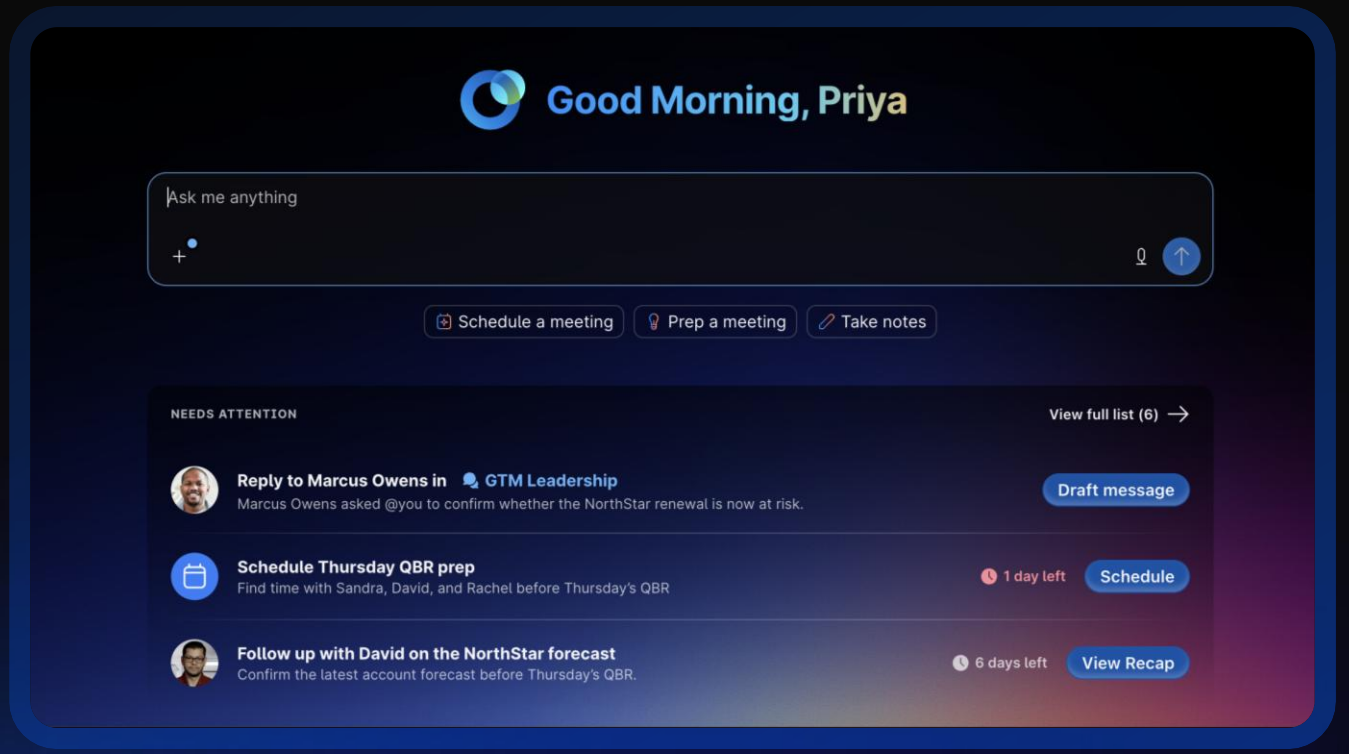


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New personalized landing page

Bringing together your daily brief, priorities, and prep for upcoming meetings and calls

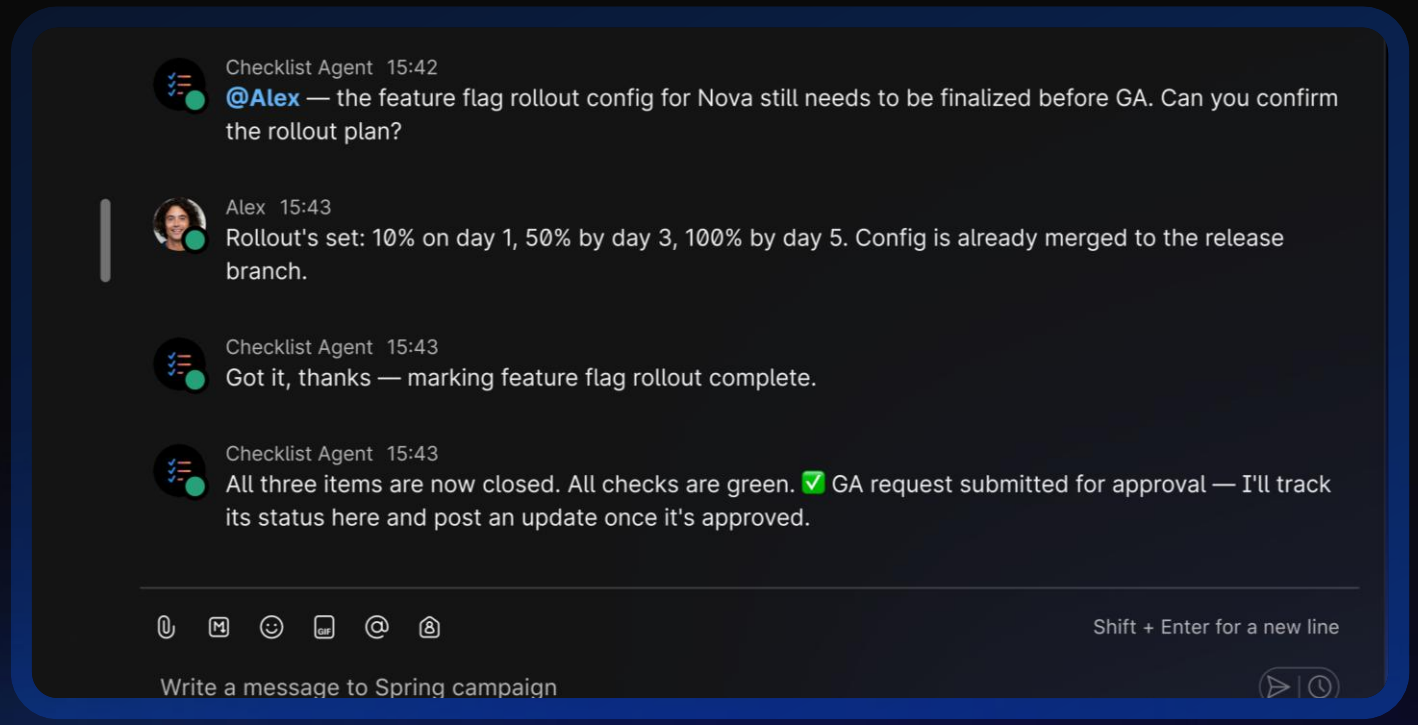


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Collaborate with agents

Bring agents to spaces, meetings, and calls where they can listen, act, and work alongside you and your team

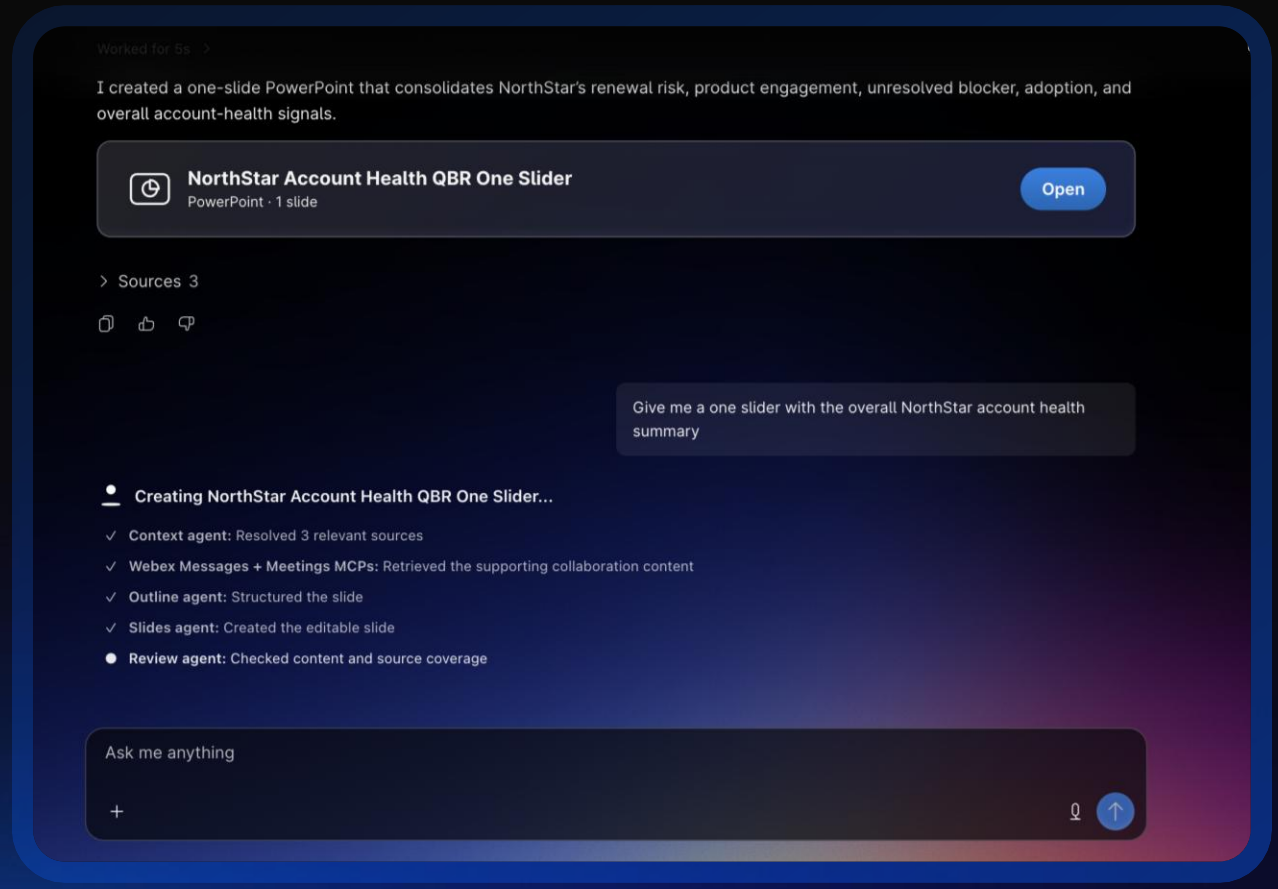


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GA | Q1 CY27

Agentic ecosystem

Your choice of AI and an ecosystem of agents, skills, and connectors, to complete multi-step execution



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Webex Suite Agents

- Notetaker — Available
- AI Receptionist — Available
- Scheduler — Available
- Translator — Controlled Availability
- Prep — Q1 CY27
- Polling Agent — Available
- Task Agent — Available

NEW

- AI Coach — Available
- Personal agents for Webex Calling — Q1 CY27

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Webex Suite Ecosystem

LLM CHOICE & FLEXIBILITY	Amazon Bedrock, ChatGPT, Claude, Gemini
AGENTIC AI & PRODUCTIVITY	Amazon Quick, Copilot, Jira, salesforce
ENTERPRISE SEARCH	Amazon Q Index, Glean
TRUST & SECURITY	cisco AI Defense, GetReal, Pindrop, THETALAKE

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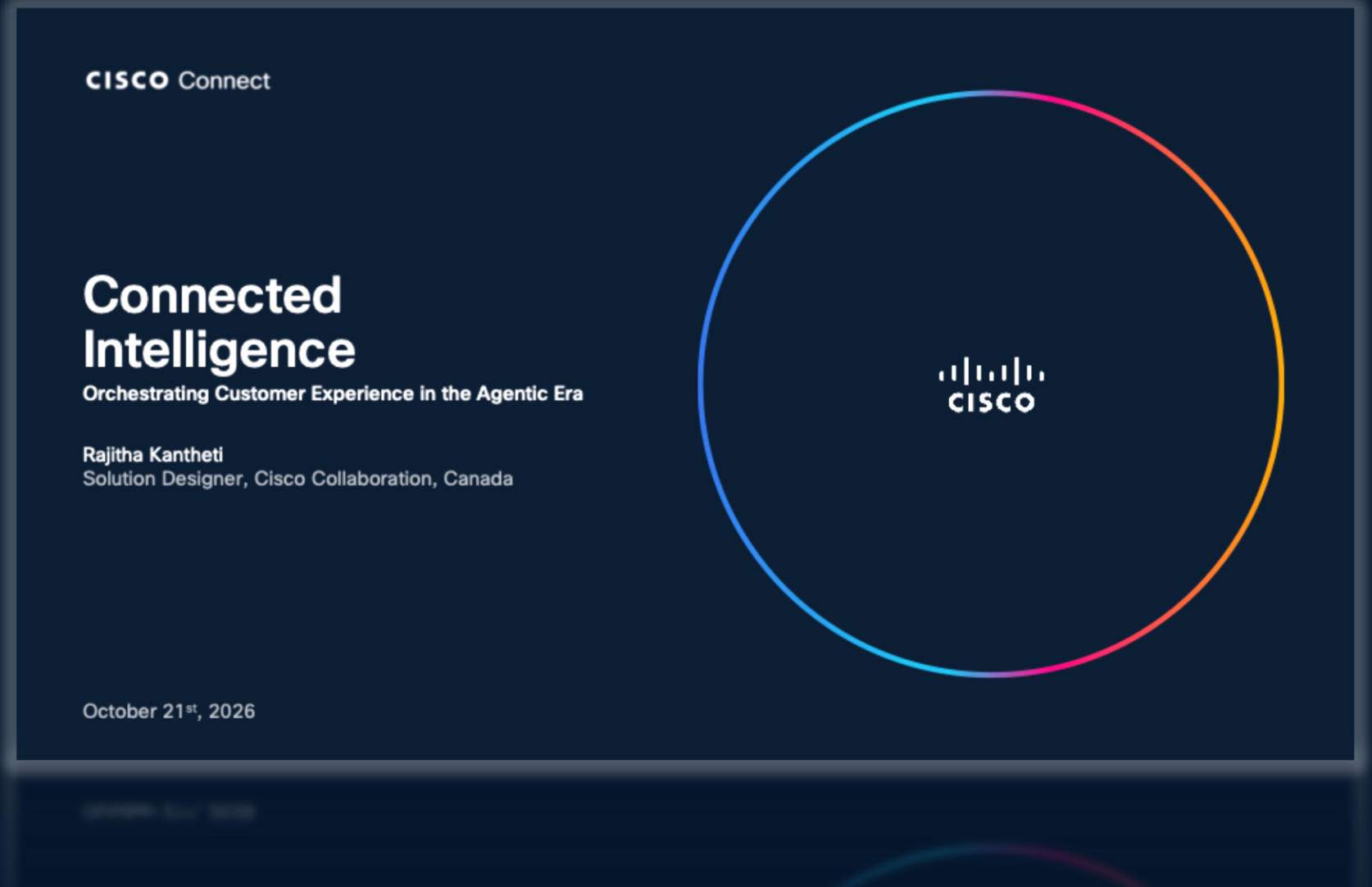
Unified, intelligent collaboration experiences

One experience. One platform. One Cisco.

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Connected intelligence

Up Next



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CISCO Connect

Thank you




CISCO