CISCO Connect

Connected Intelligence

Part 2: Orchestrating Customer Experience in the Agentic Era



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October 21, 2026


Architecture

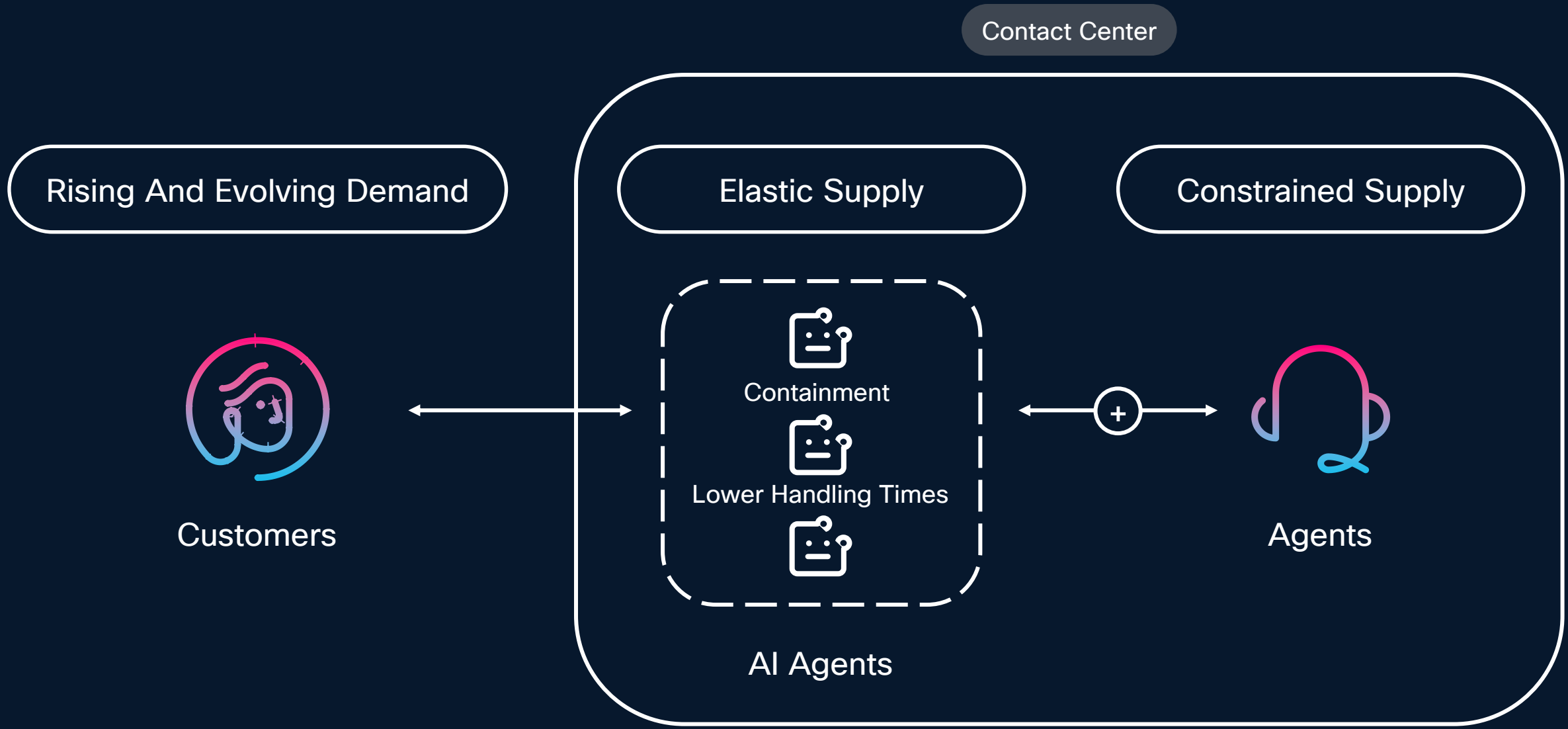
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AI Agents in Contact Center



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Future of Collaboration and Customer Experience

People and People



People and AI



AI and AI



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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

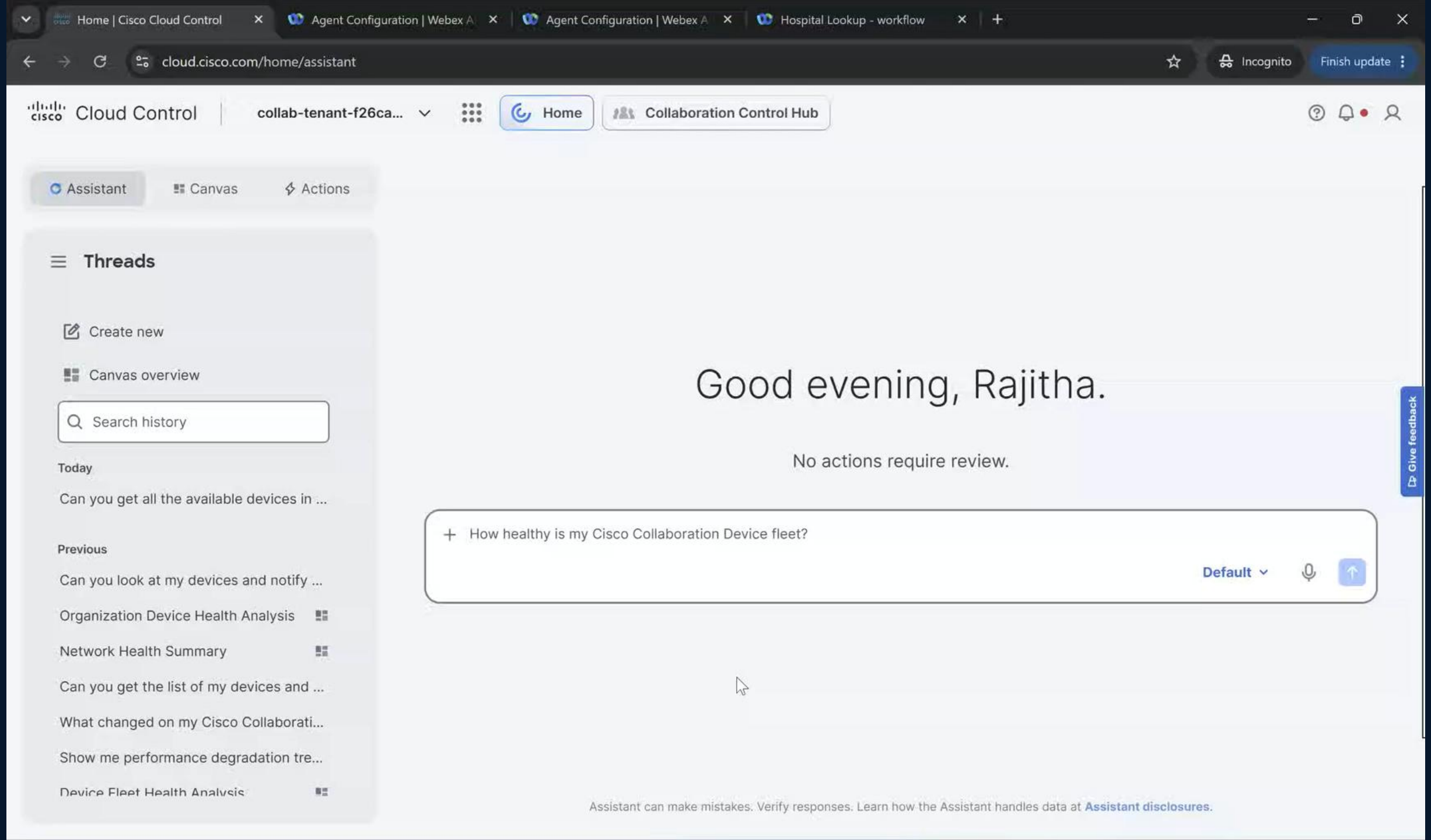
Extensible AI native platform



Open | Secure | Seamless

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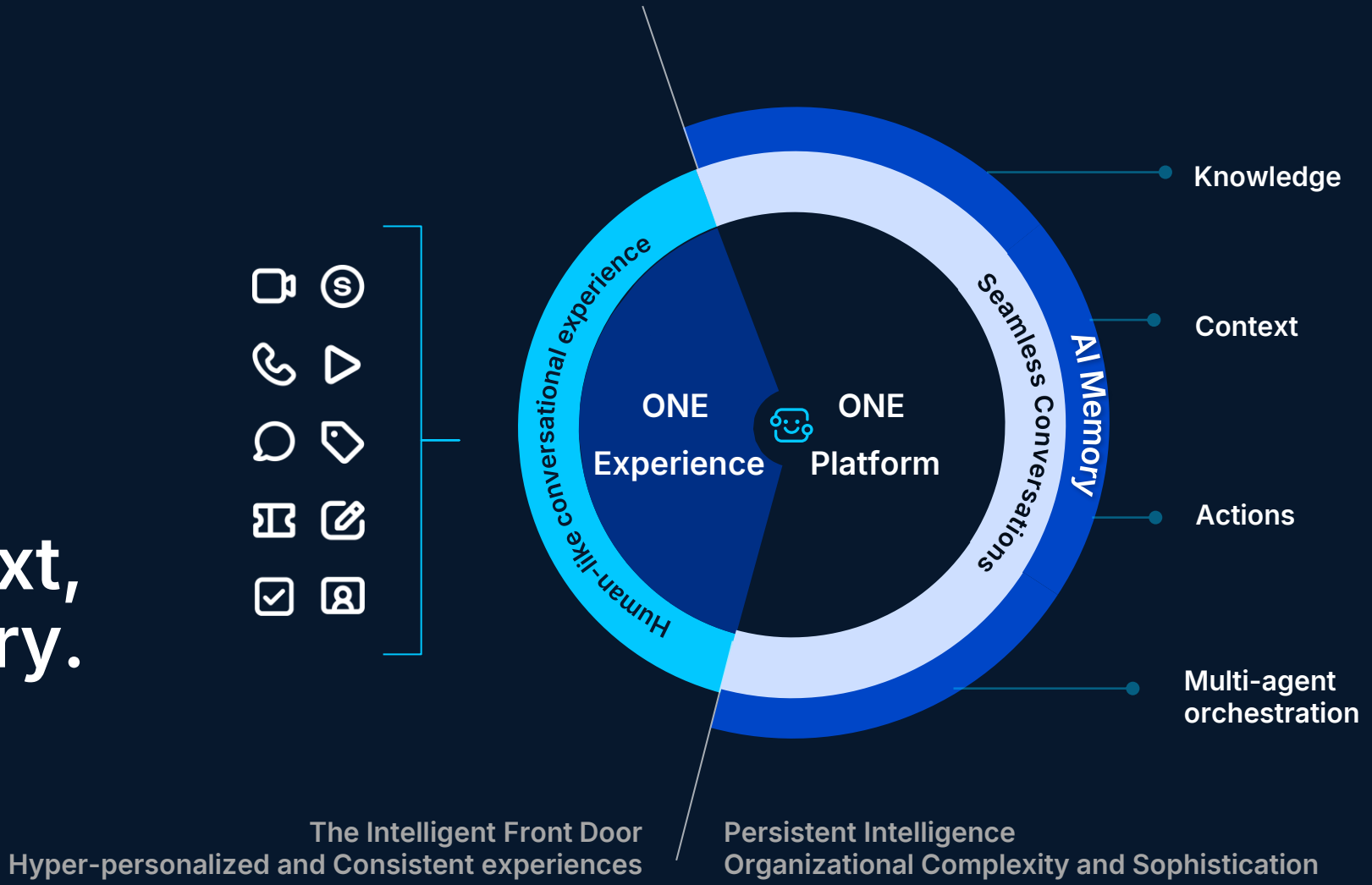
cisco


Home | Cisco Cloud Control
Agent Configuration | Webex A
Agent Configuration | Webex A
Hospital Lookup - workflow
cloud.cisco.com/home/assistant
Incognito
Finish update
Cloud Control
collab-tenant-f26ca...
Home
Collaboration Control Hub
Assistant
Canvas
Actions
Threads
Create new
Canvas overview
Search history
Today
Can you get all the available devices in ...
Previous
Can you look at my devices and notify ...
Organization Device Health Analysis
Network Health Summary
Can you get the list of my devices and ...
What changed on my Cisco Collaborati...
Show me performance degradation tre...
Device Fleet Health Analysis
Good evening, Rajitha.
No actions require review.
How healthy is my Cisco Collaboration Device fleet?
Default
Give feedback
Assistant can make mistakes. Verify responses. Learn how the Assistant handles data at Assistant disclosures.

General Availability Q4 CY26

AI Concierge for CX

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

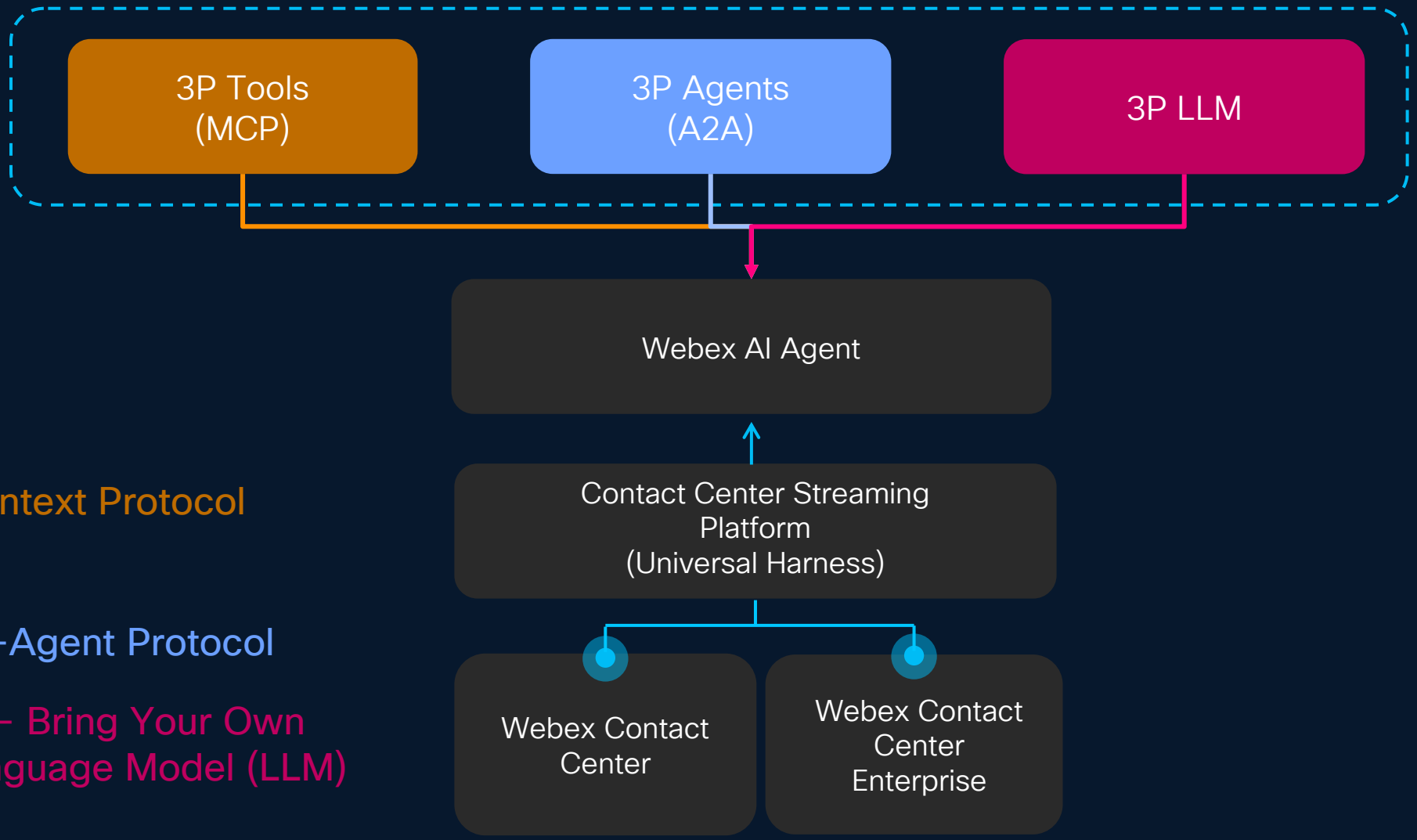


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Integration Options

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3P Intelligence into Webex AI Agents



1. MCP –
Model Context Protocol

2. A2A –
Agent-to-Agent Protocol

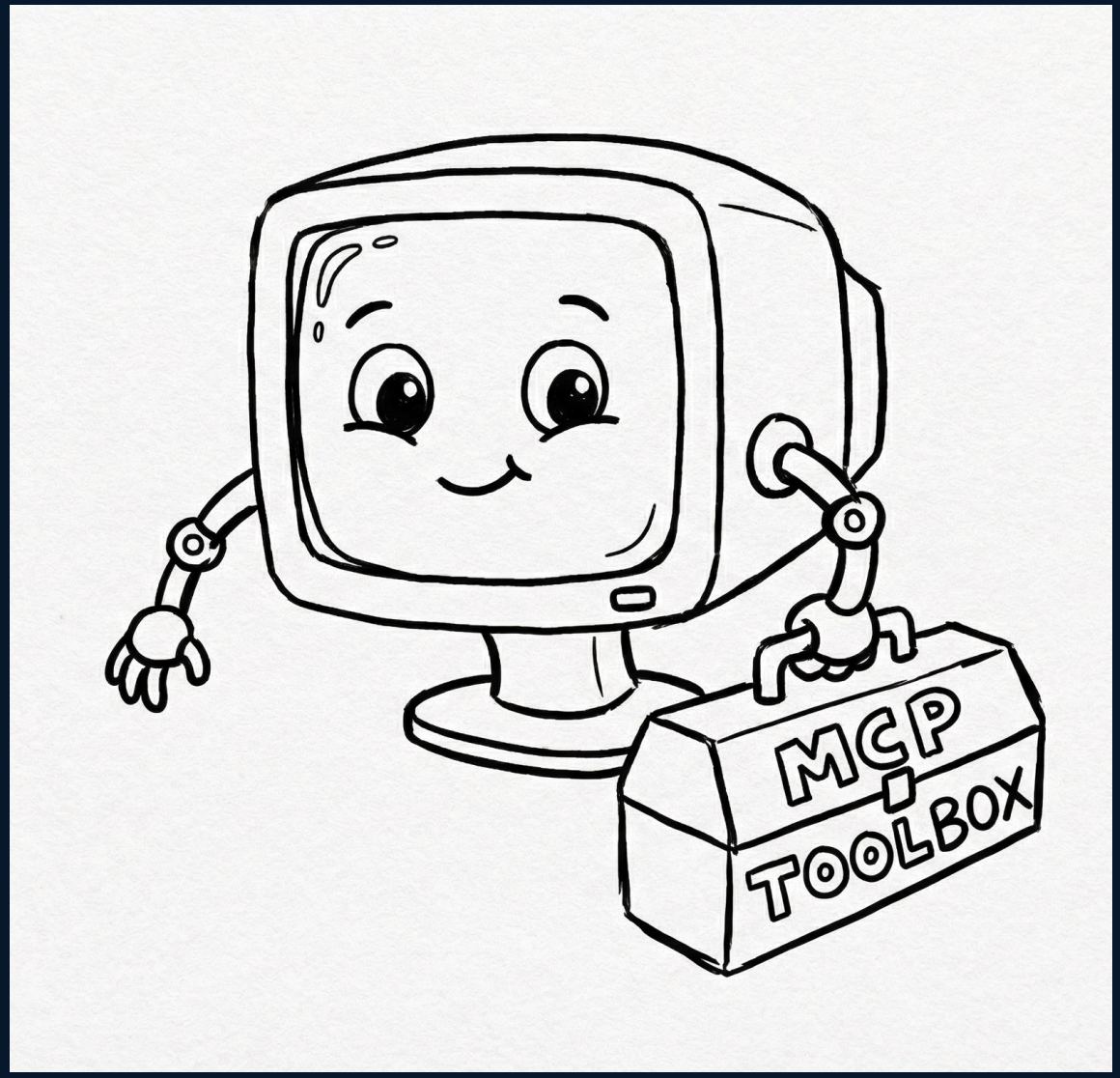
3. BYOLLM – Bring Your Own
Large Language Model (LLM)

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What is MCP?

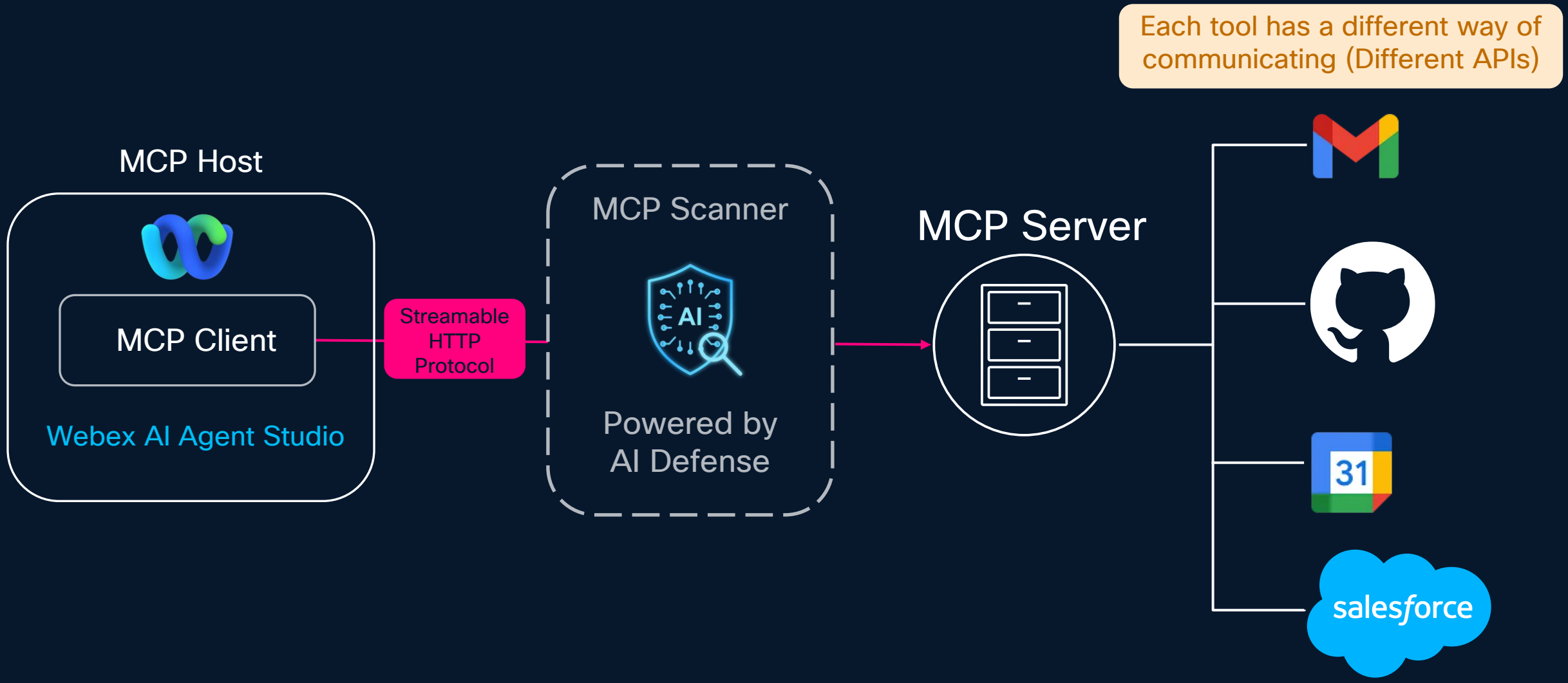
Model Context Protocol

- Standard way for models to access **tools, data, and context**
- Maintain **secure, governed access** to context
- Reuse the same integrations across **multiple agents and models**



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MCP Communication

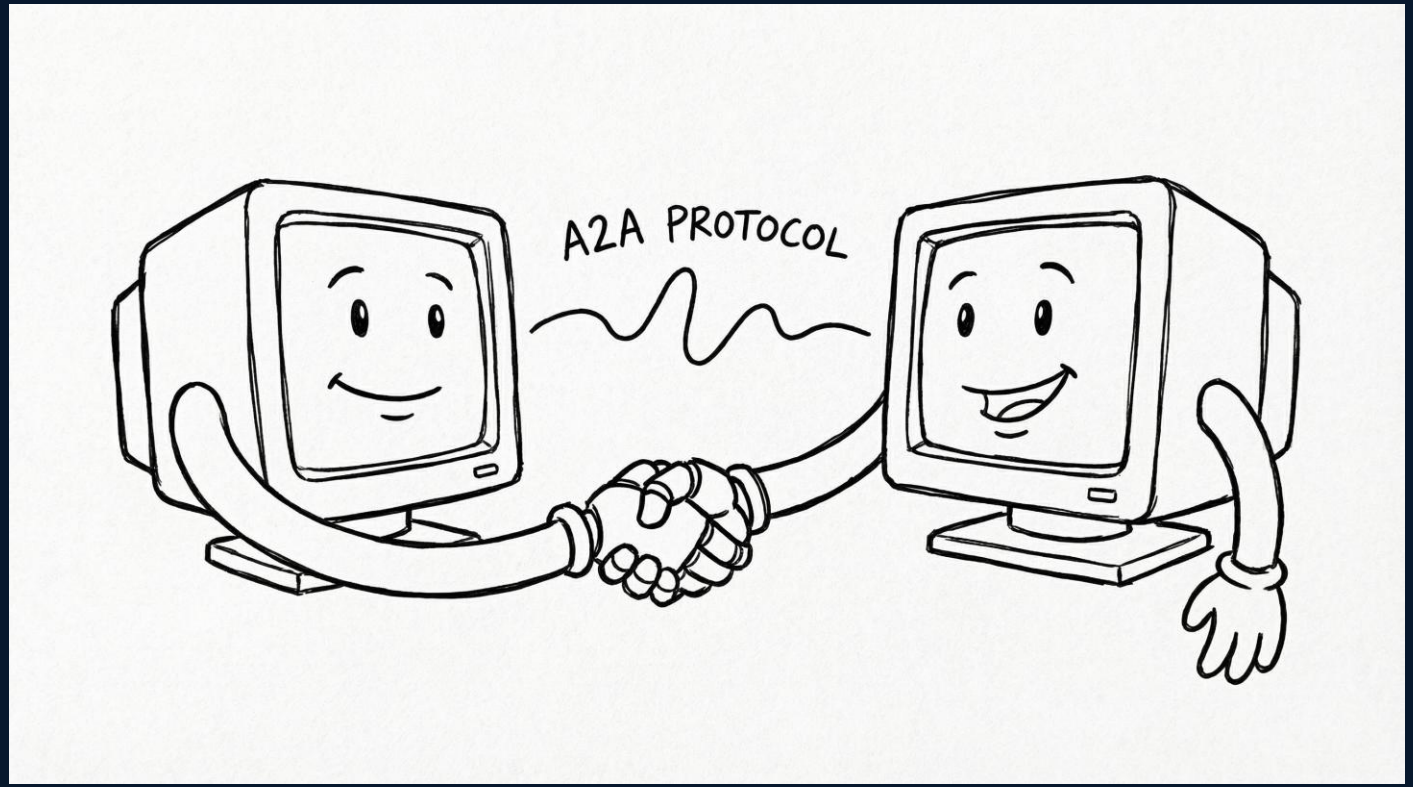


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Beta Q4 CY26 *

Agent-to-Agent

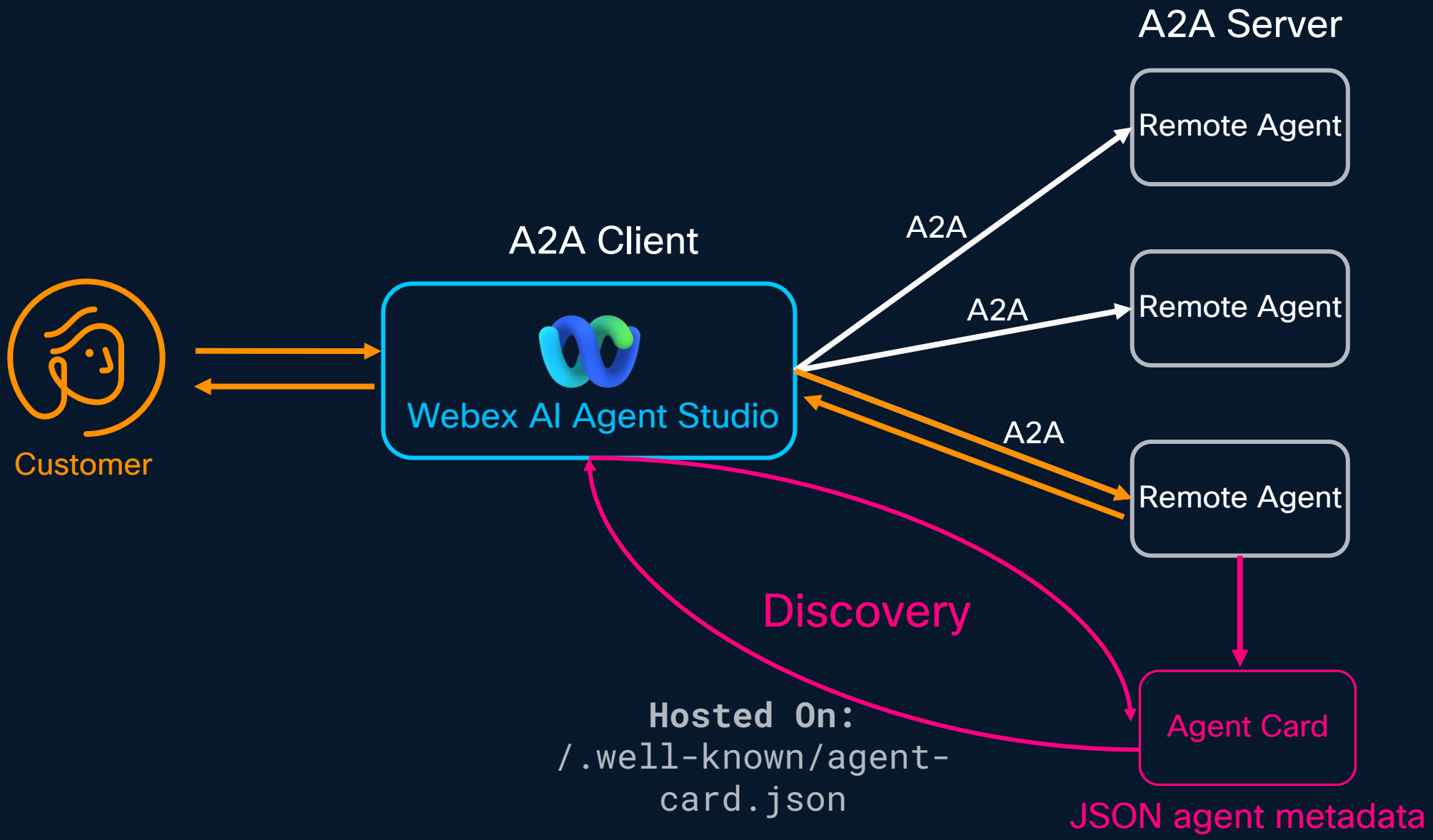
Enables AI agents from different systems to communicate and work together.



*Dates subject to change

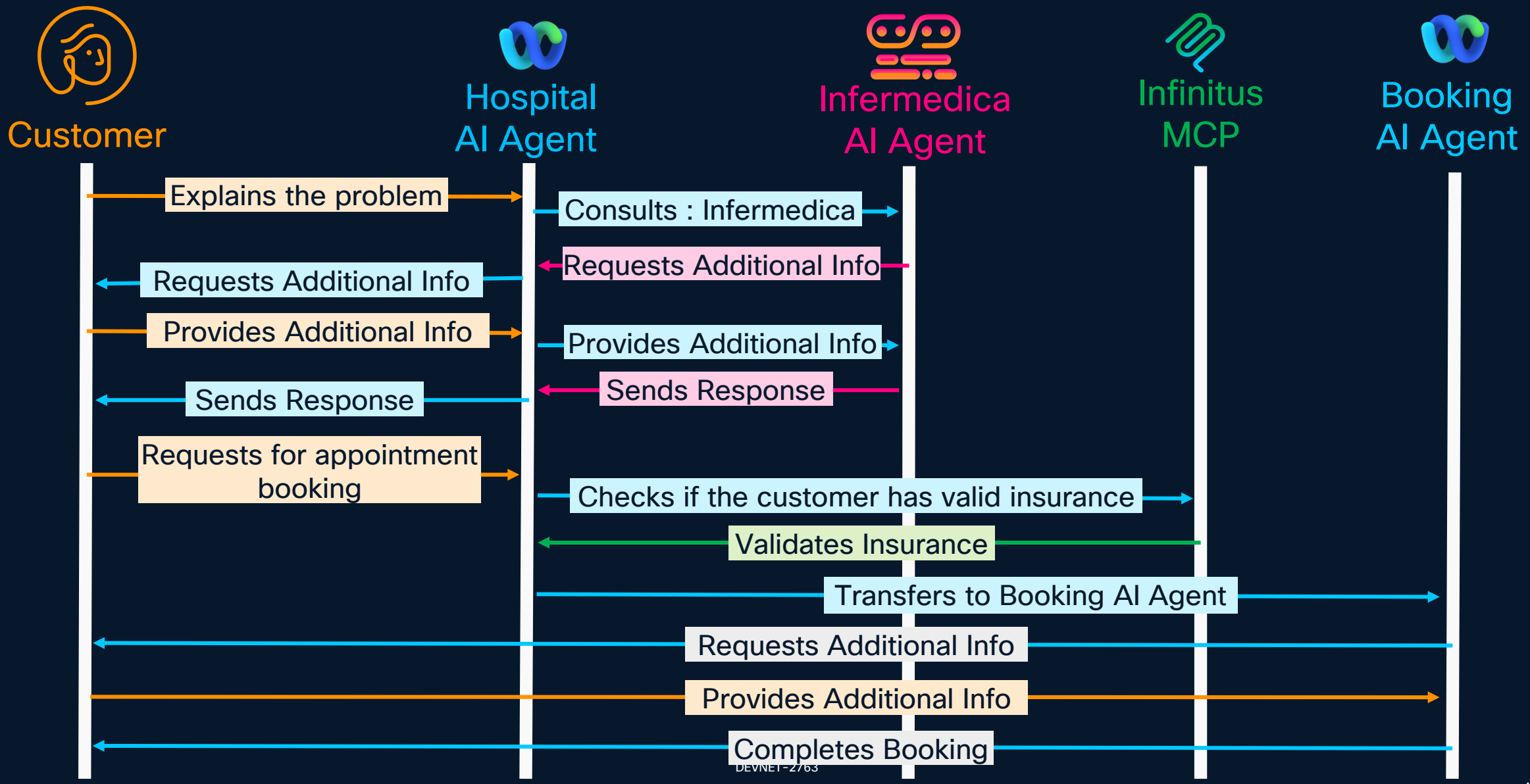
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A2A Communication



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Demo Overview



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webex

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Bring Your Own LLM

Webex AI Agent manages media, state, and orchestration

while the external LLM handles reasoning and generation.

No native LLM involvement

the enterprise fully controls which model drives responses.

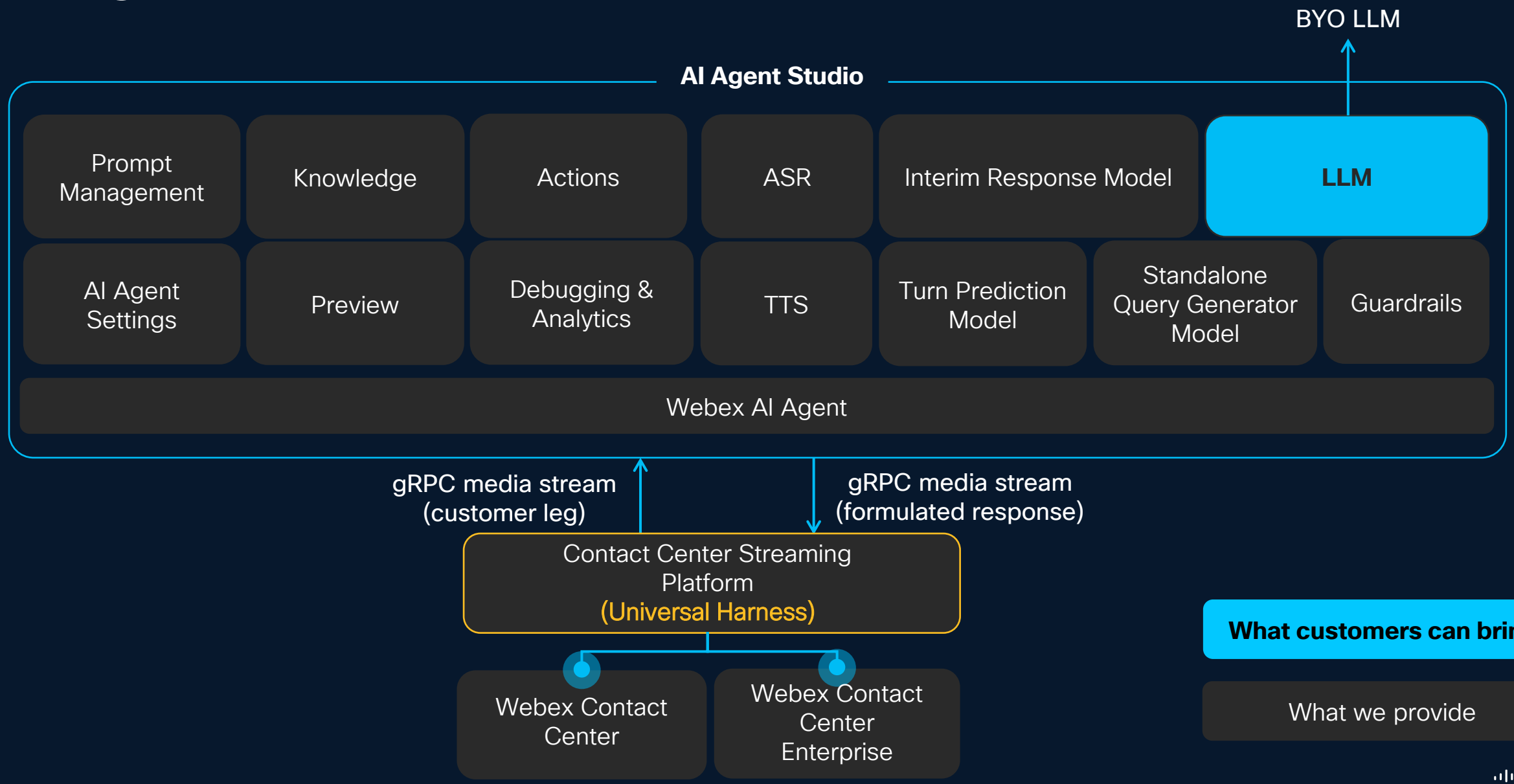
Best for enterprises standardizing on a single LLM provider

but leveraging Webex's media and compliance stack.

*Dates subject to change

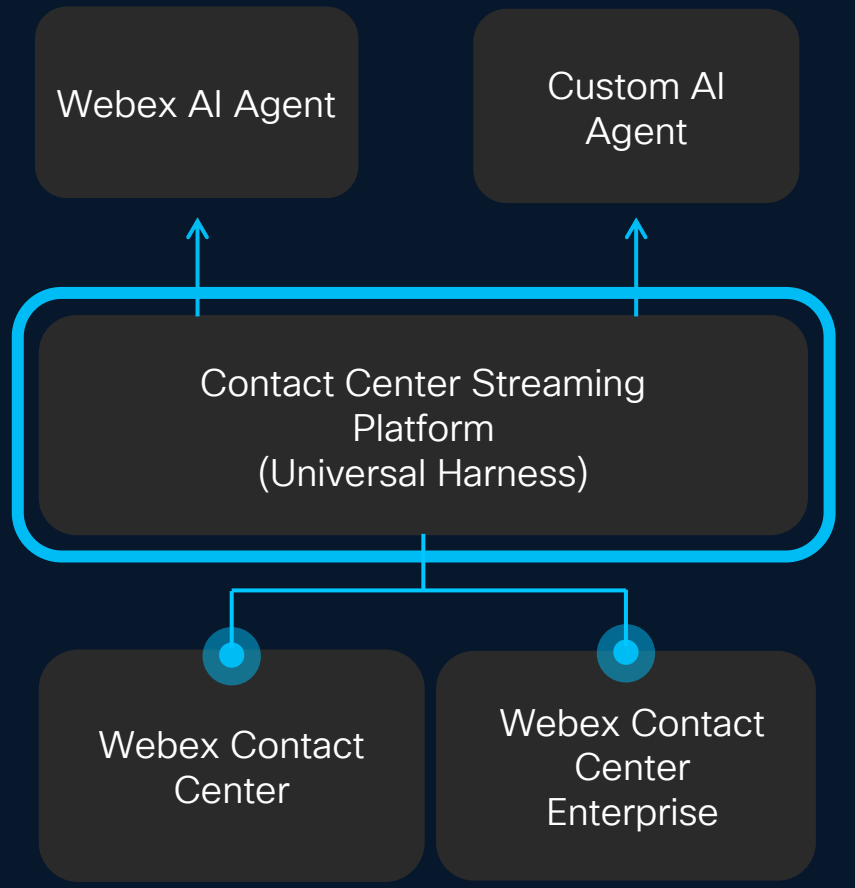
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AI Engine Architecture



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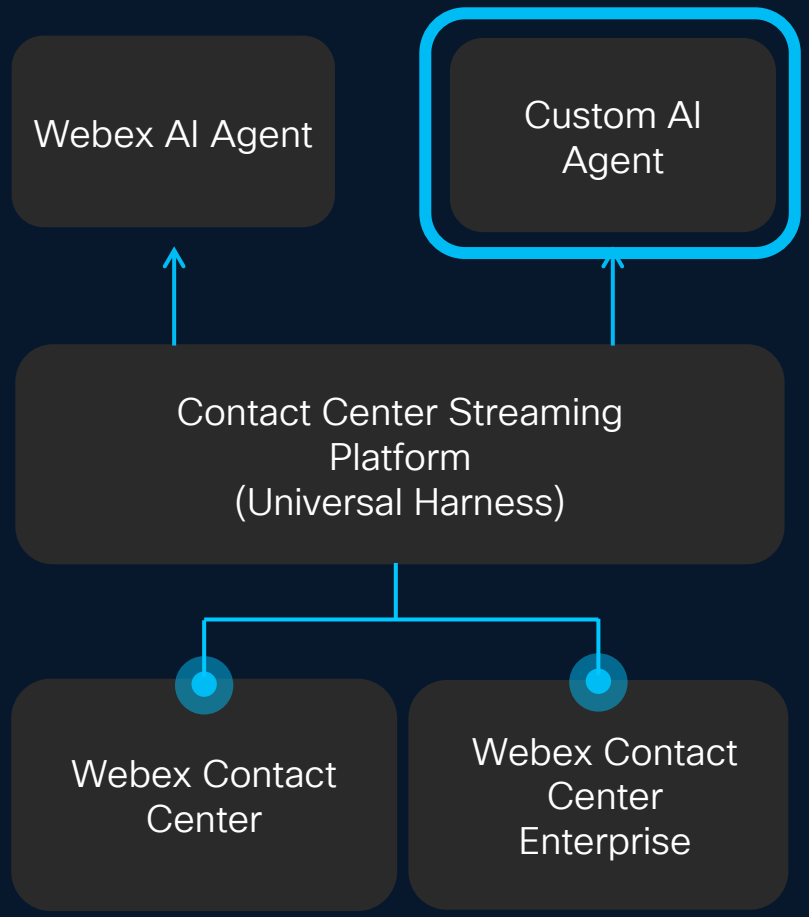
Universal Harness



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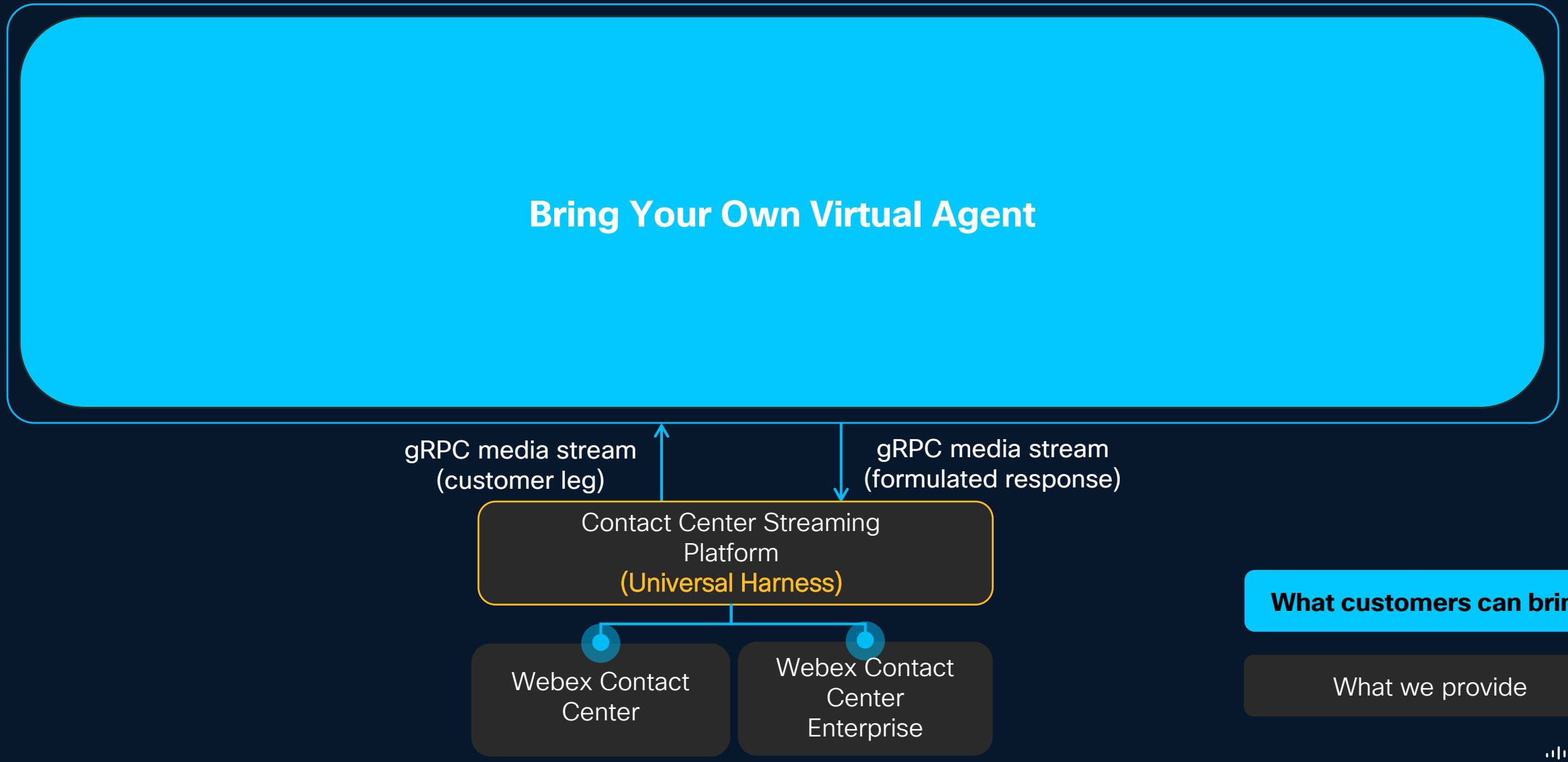
Bring Your Own Virtual Agent (BYOVA)

Third party AI provider takes directly media as an input and returns the processed media back



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In BYOVA



What customers can bring

What we provide

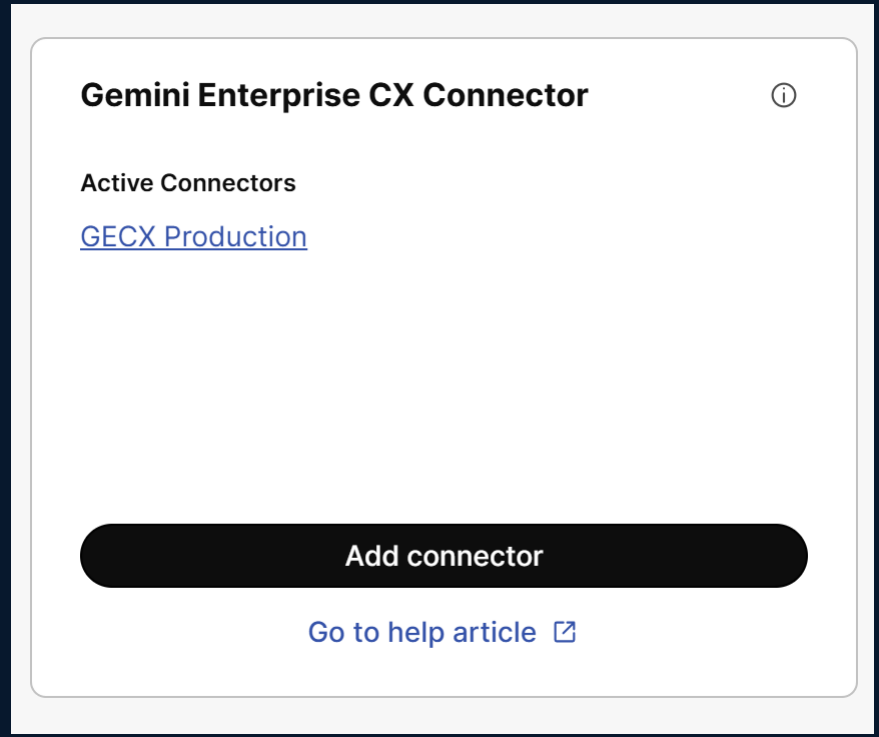
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SECRET
LAB

Existing Connectors!

Supported Connectors

- Dialogflow ES
- Dialogflow CX
- Gemini Enterprise CX (Beta)



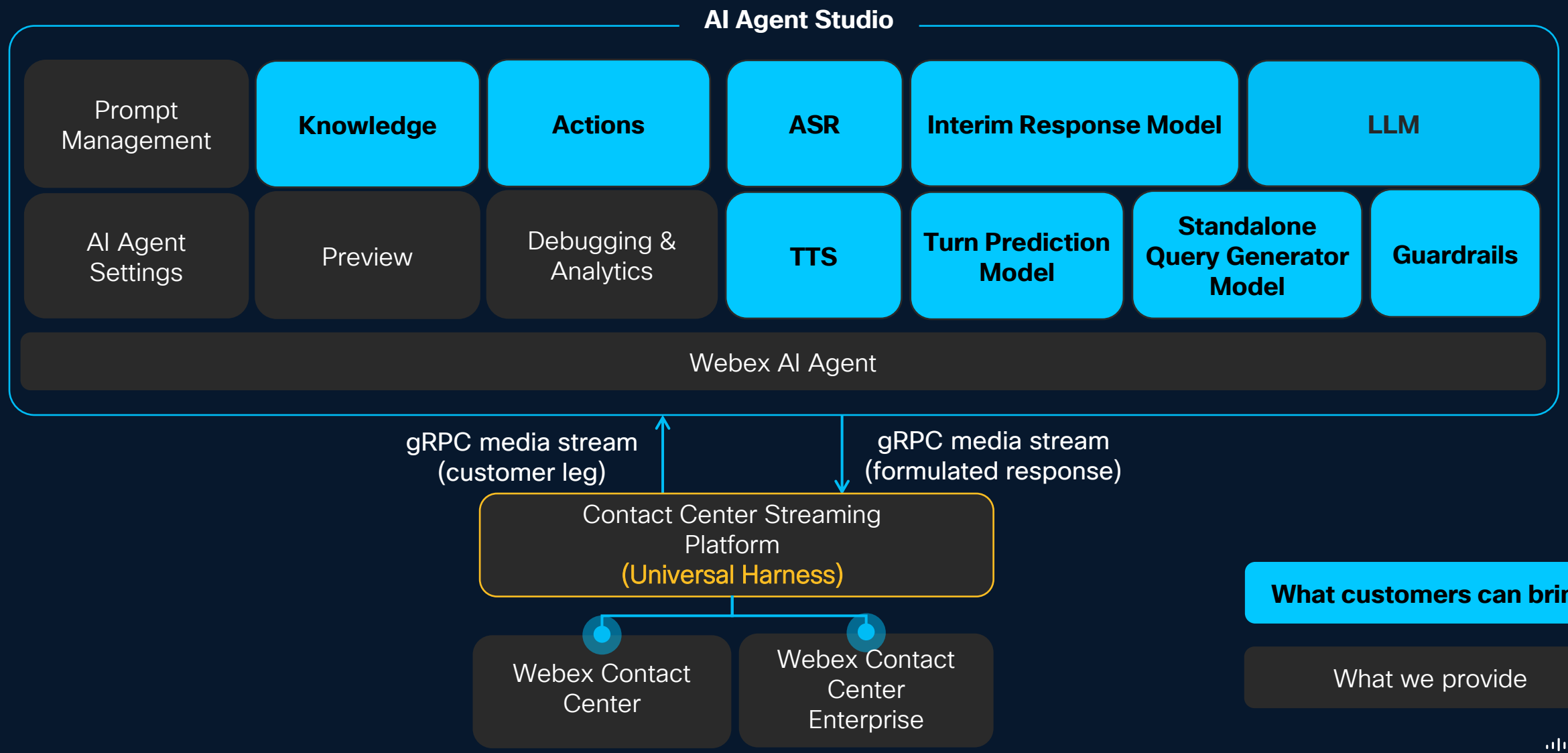
Opensource Connectors

- **AWS Lex, GECX connectors**
  https://github.com/webex/webex-byova-gateway-python/
- **Dialogflow Connector (with WIF, oauth auth), GECX, Eleven Labs connectors**
  https://github.com/wxsd-sales/byova-connectors

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AI Engine Architecture

Coming Soon



What customers can bring

What we provide

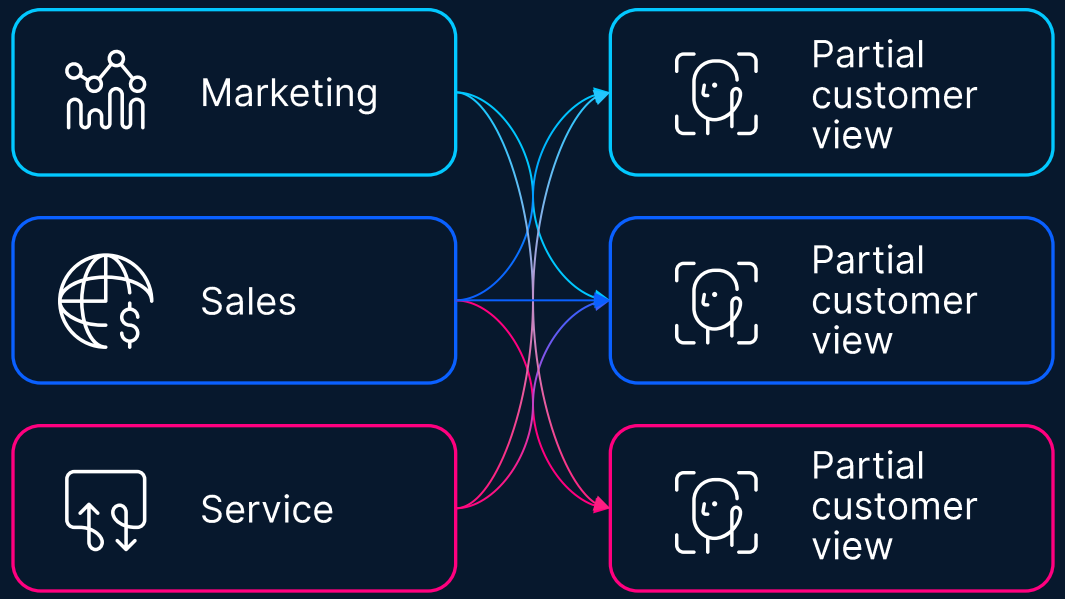
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cisco

Dialog

CX is evolving beyond the Contact Center

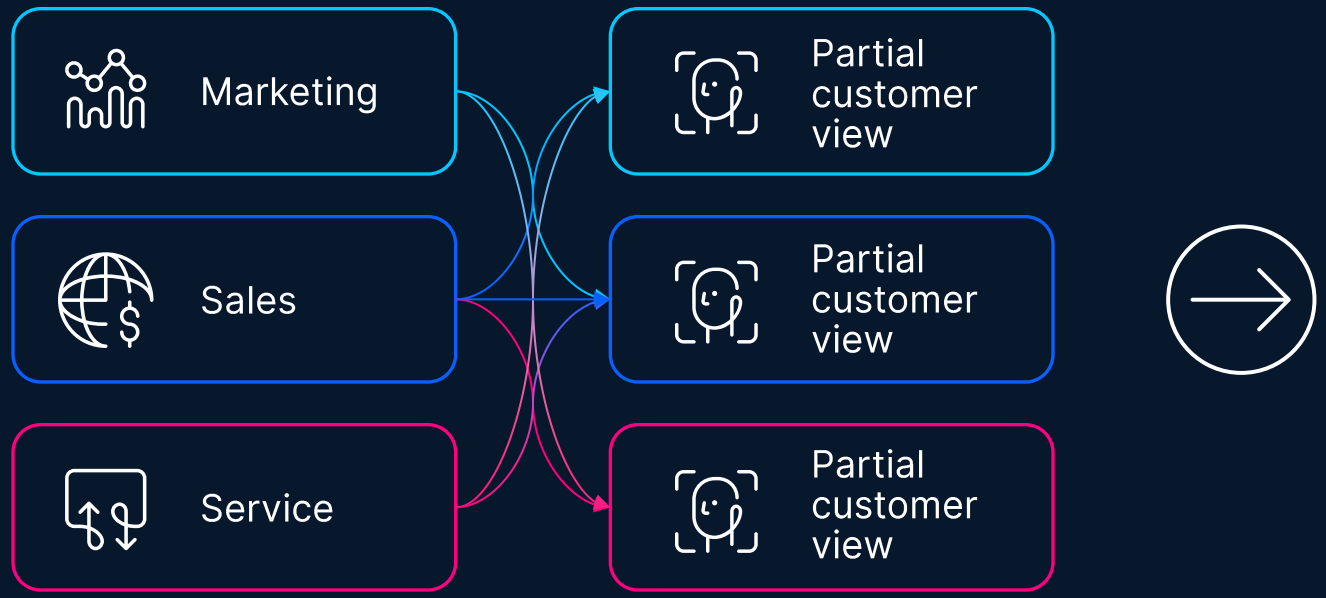
Unified customer & enterprise context for true customer centricity

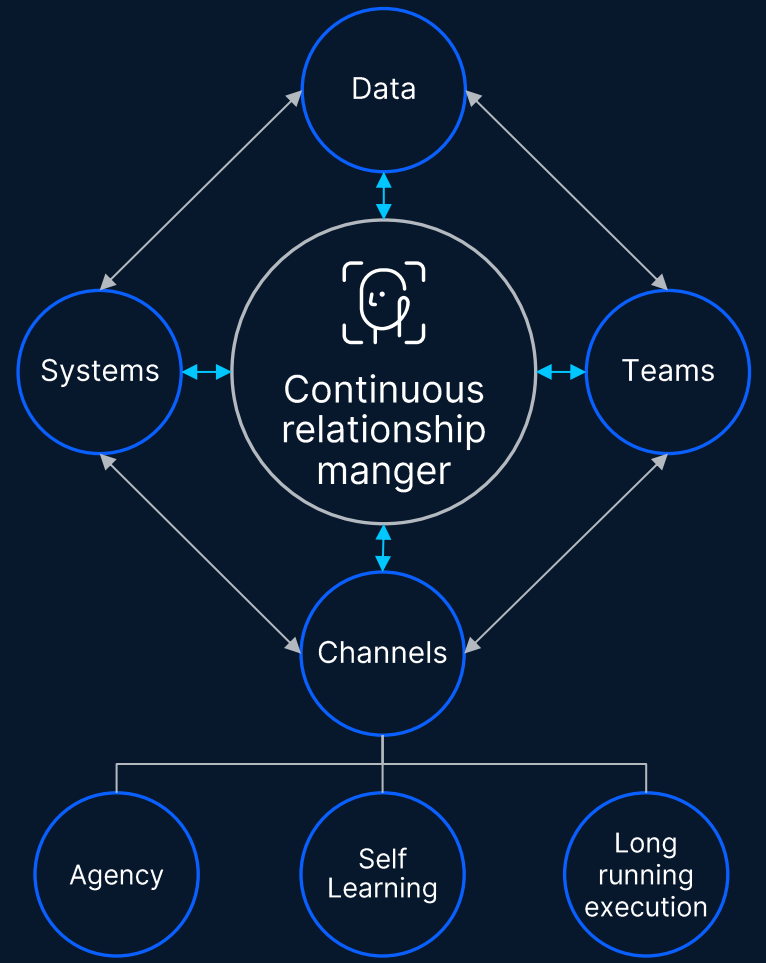


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CX is evolving beyond the Contact Center

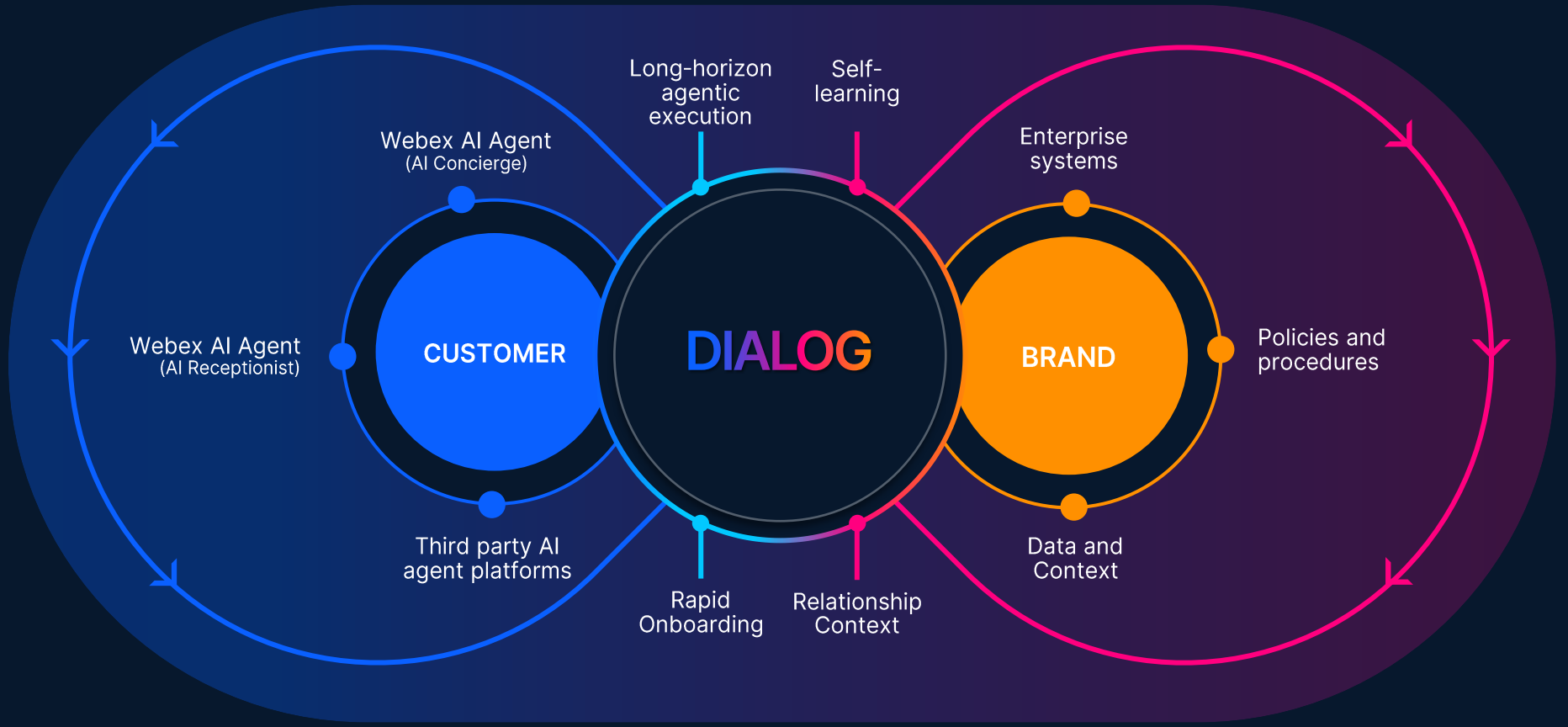
Unified customer & enterprise context for true customer centricity





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One continuous relationship between the customer & brand



AI Agent 360 | Cisco Cloud Control

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Beta Q1 CY27*

Dialog

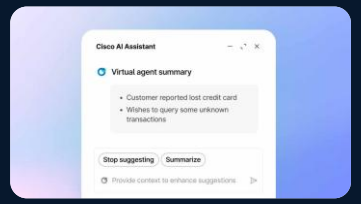
The breakthrough is not another agent. It's a relationship orchestrator that makes agents enduring, intelligent, and accountable.



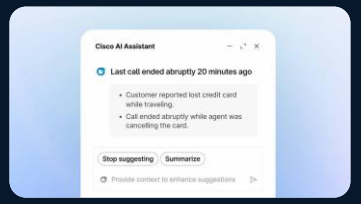
*Dates subject to change

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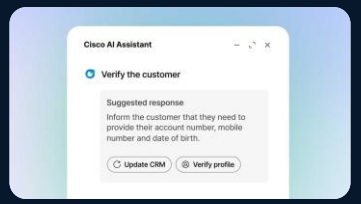
Empowering agents & supervisors



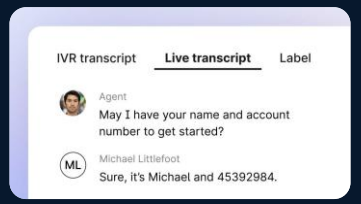
AI Agent context transfer summary



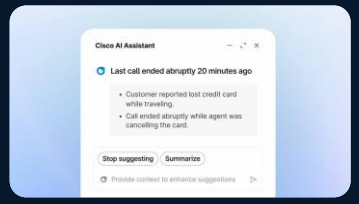
Dropped call summaries



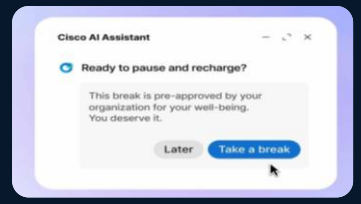
Suggested Responses



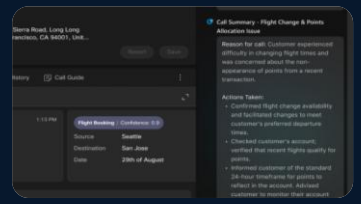
Real time transcription



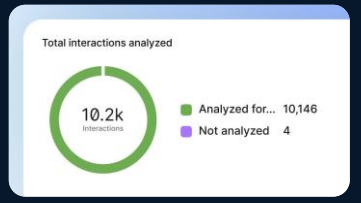
Consult/Transfer Summary



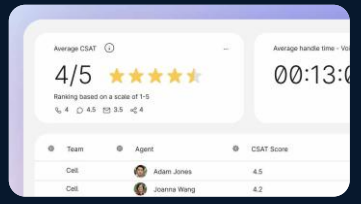
Agent Wellness Breaks



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



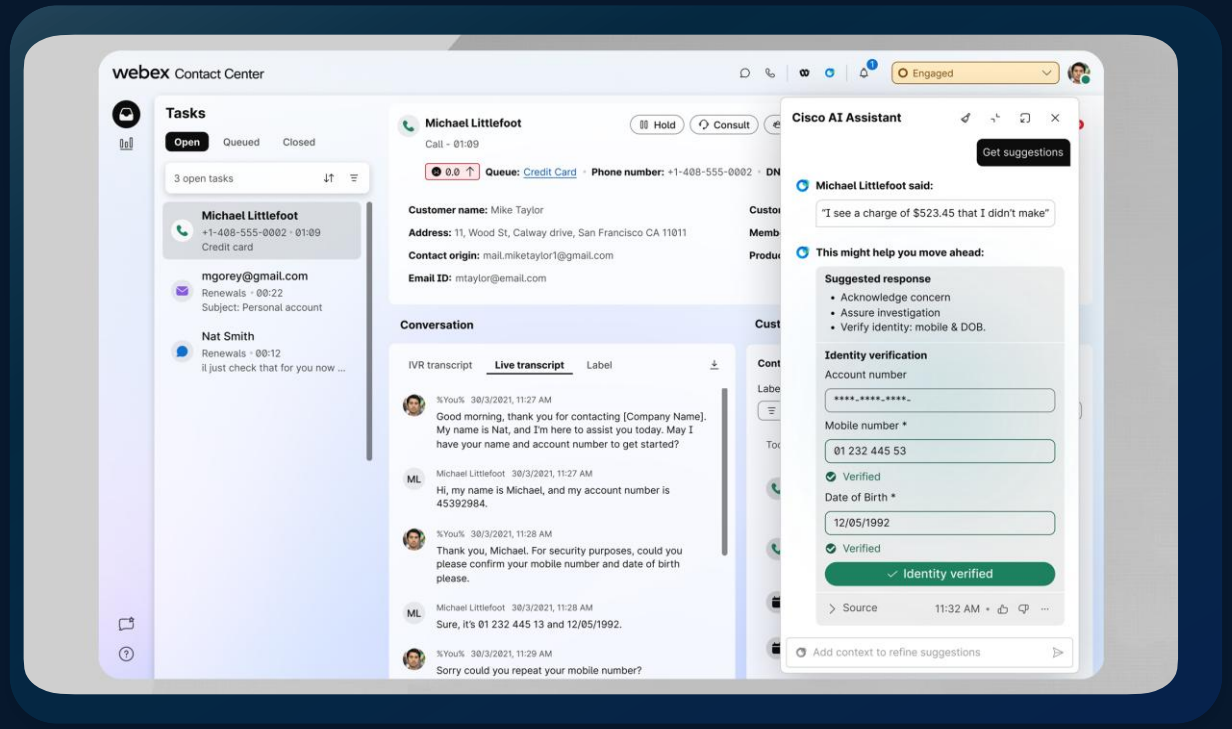
Supervisors

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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

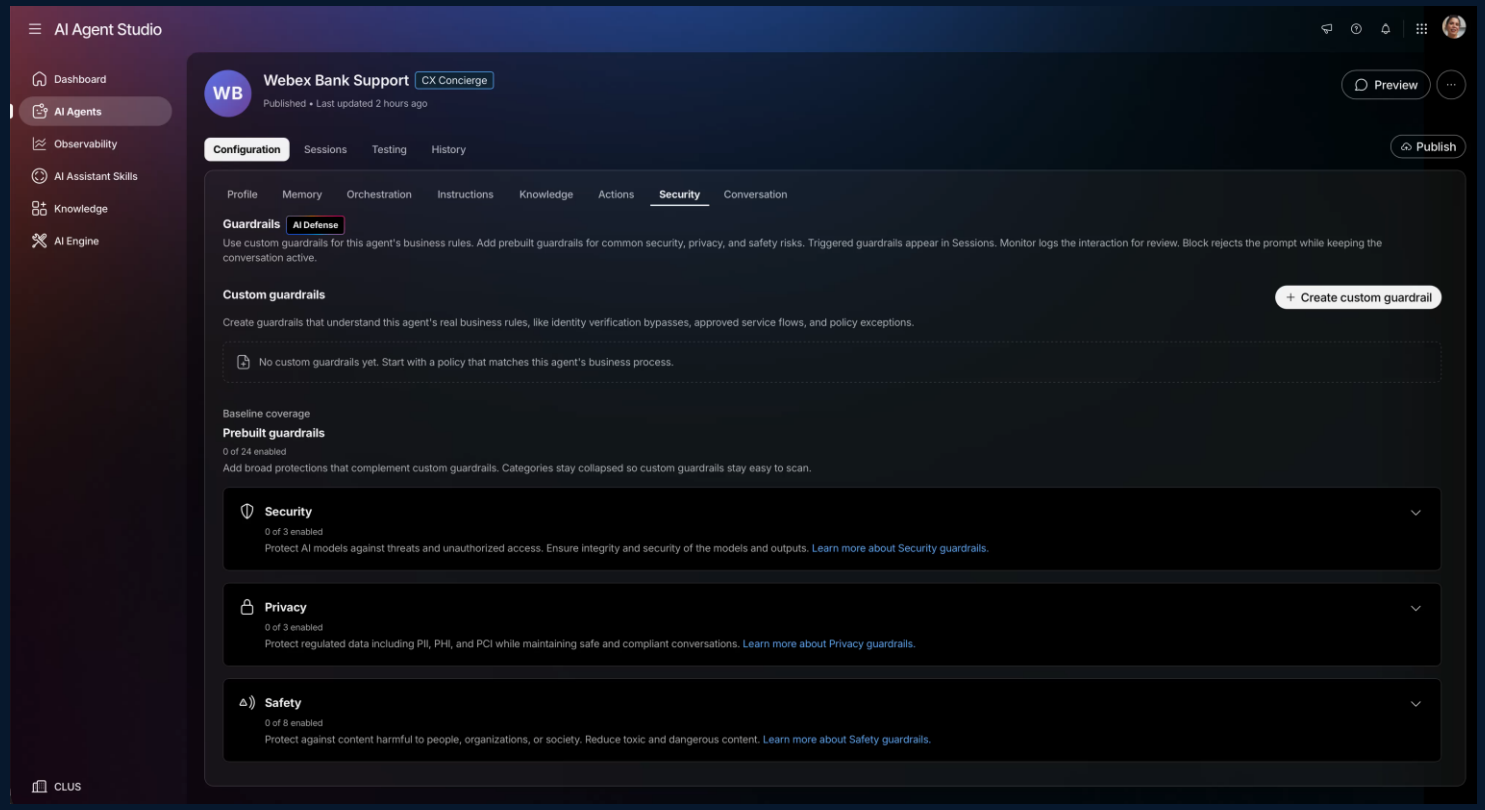


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Beta Q3 CY26

AI Agent 360
Enhanced with AI Defense & Splunk

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



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CDW + CISCO

Not everyone wants to build the same set

At CDW, we start with the building blocks and snap on what you need, when you need it.



AI, AT YOUR PACE
Start simple, then snap on more as your needs evolve

THE CORE
Calling and Contact Center, managed from the same user interface

THE FOUNDATION
The heart and soul of every Webex deployment

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CDW + CISCO

Or... we architect the full kit

You bring the blueprint.
Our professional services team does the heavy lifting.

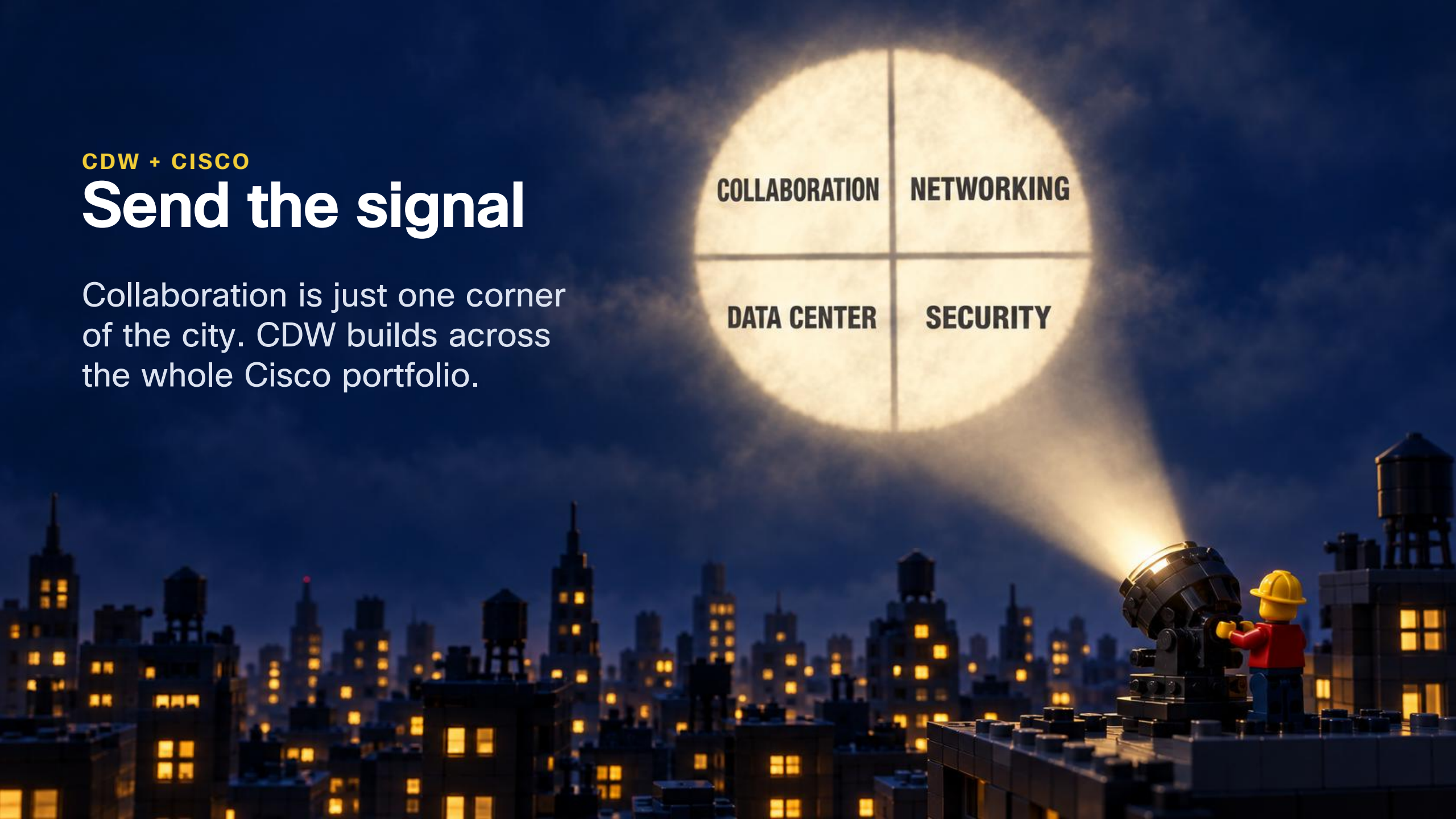
**Brick by brick,
or the fully designed kit –
built your way.**



CDW + CISCO

Send the signal

Collaboration is just one corner of the city. CDW builds across the whole Cisco portfolio.



CISCO Connect

Thank you




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