

Experiences Amplified

AI's Impact on Future-Proofed Collaboration and Customer Engagement



Olukayode Omotilewa – Solutions Engineer

Agenda

- Cisco's Approach to AI
- AI's impact in Customer Experience
- AI's impact on Employee's Experience



AI-Ready Data Centers



Future-Proofed Workplaces

Secure Global Connectivity



Digital Resilience



Accelerated by Cisco AI



AI transforms interactions into
exceptional experiences

Waves of AI innovation for EX and CX

Audio, Video and Language AI

Generative AI

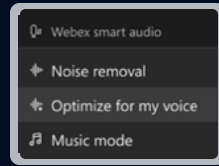
Agentic AI



Head
detection
2013



NVIDIA
computing
2015



Noise
removal
2020



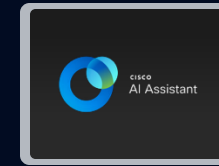
Frames and
people focus
2022



Cinematic
meetings
2023



AI Codec
2024



Cisco AI
Assistant
2024



AI Agent &
AI Workflows
2025

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

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

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

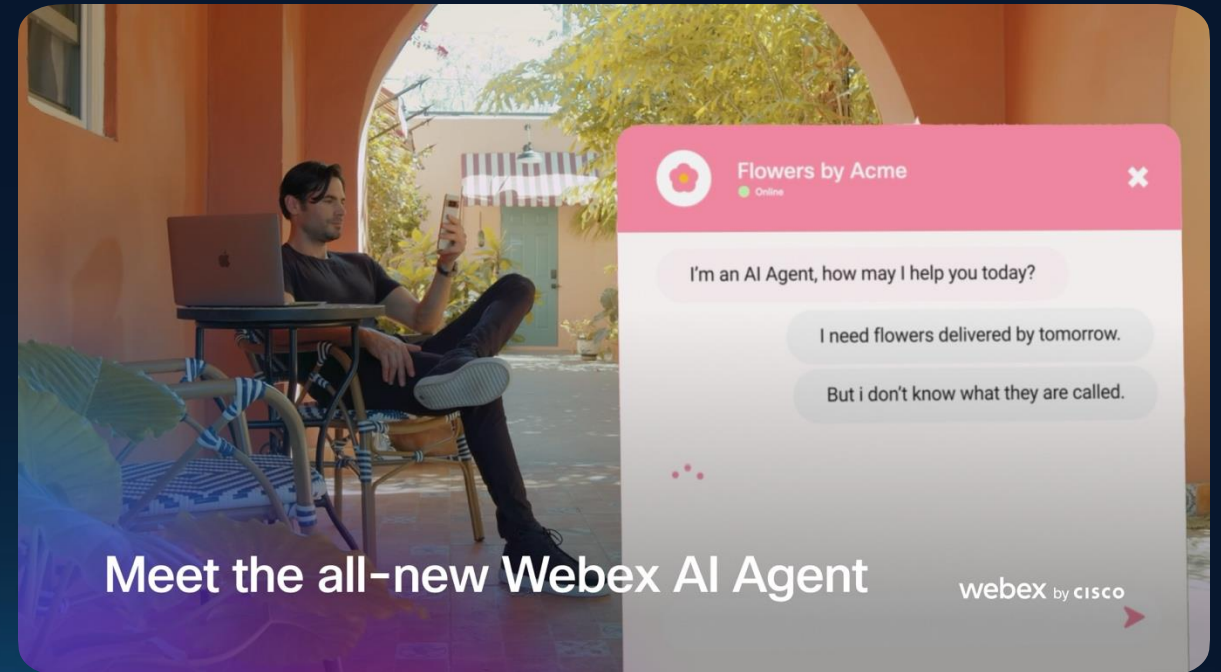
Noise Removal | Prediction | Sentiment | Translation | Summarization

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

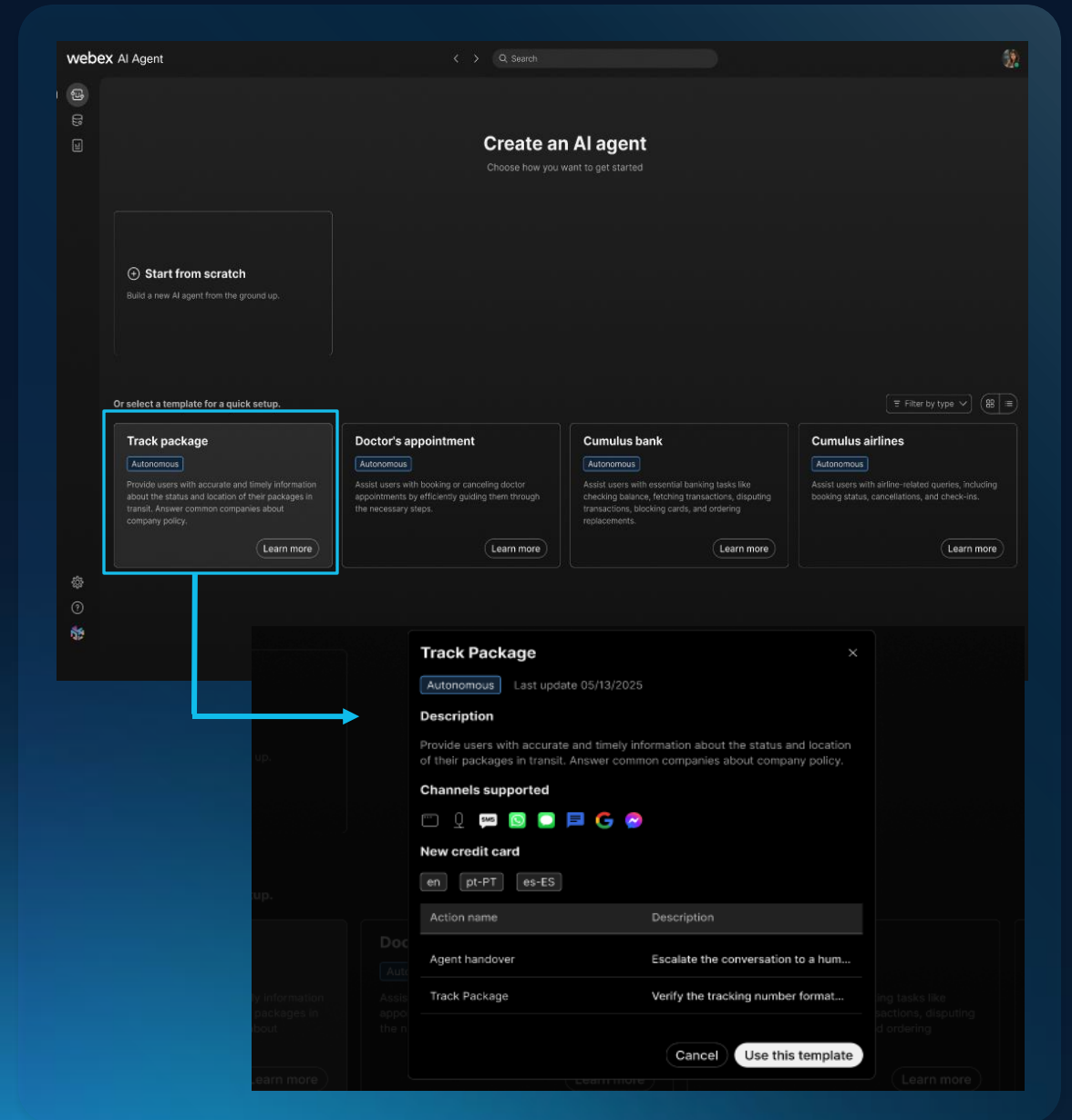


Contact Center | HR | IT | Sales | Service

GENERAL AVAILABILITY

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

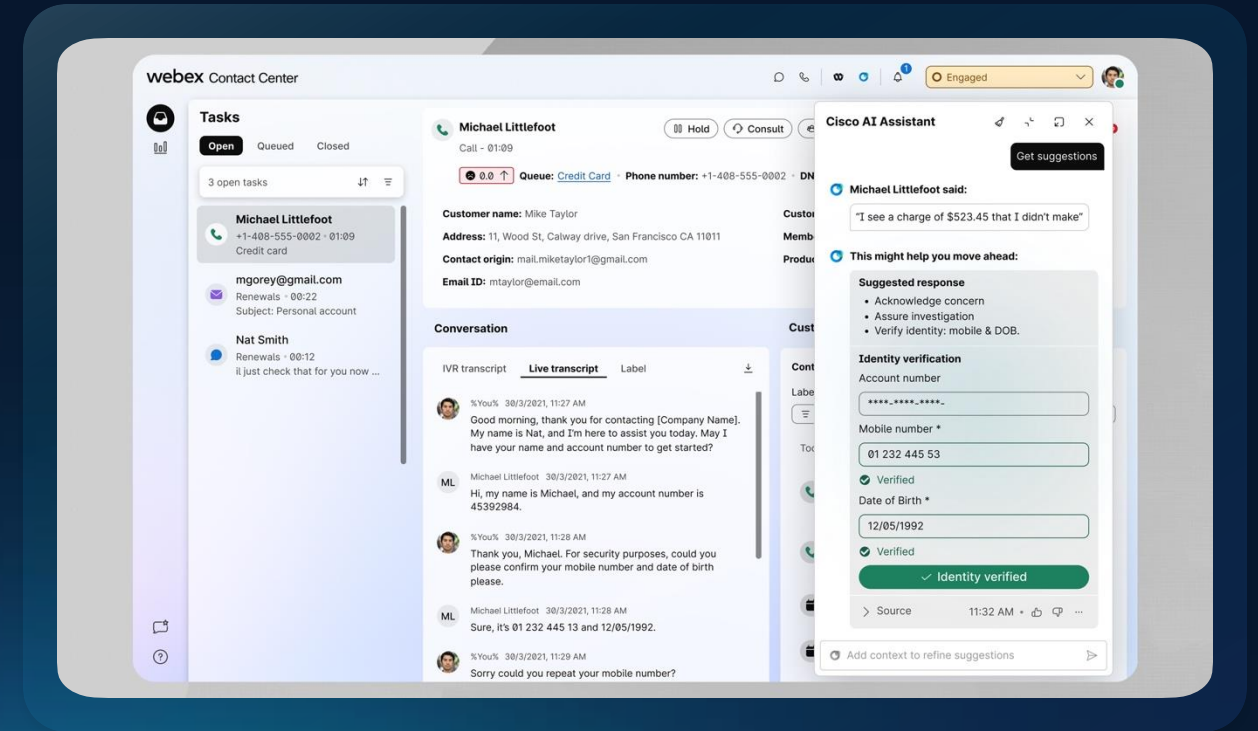
Cisco AI Assistant

Augmenting agents to deliver better customer experiences and satisfaction

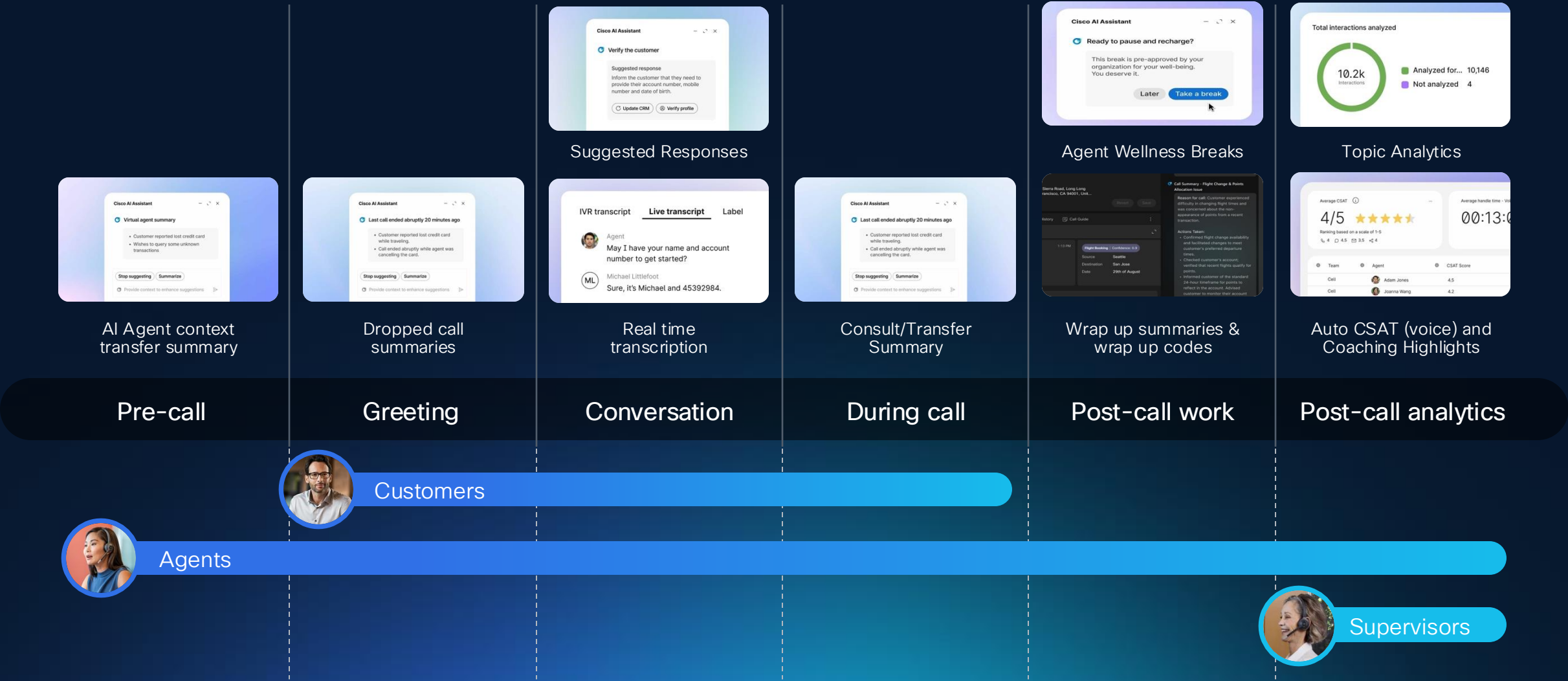
| More productive and empathetic agents

| 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

^ISERA



uniphore 



Google

VERINT

elevēo™

eGain



zendesk



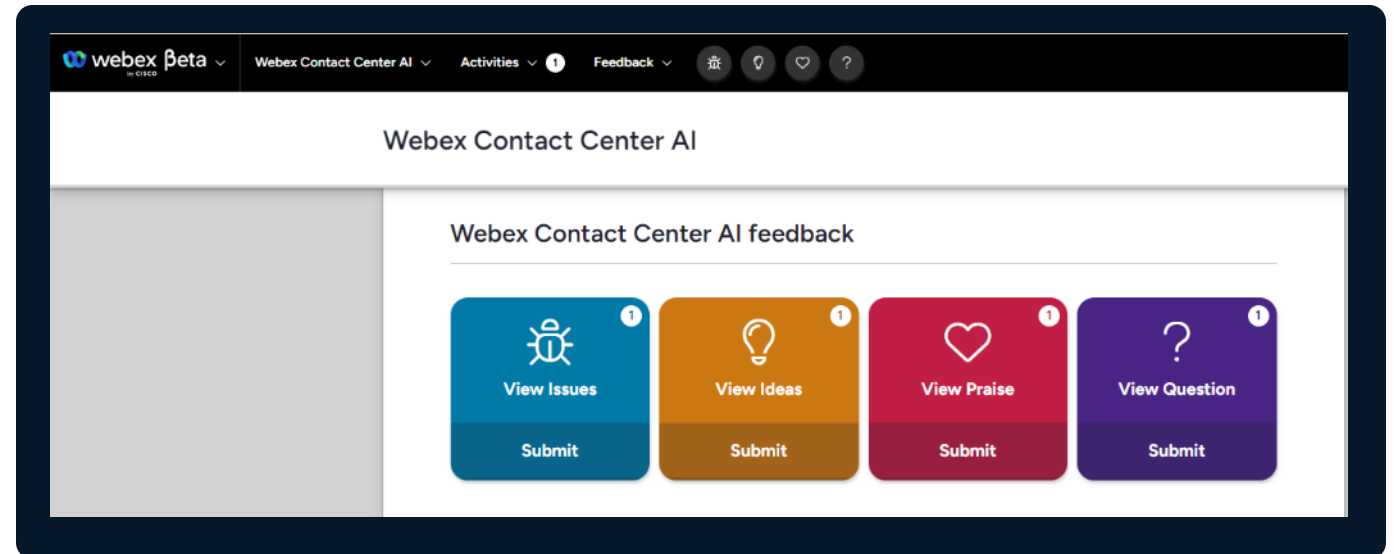
PLUS MANY MORE...

Webex Beta program for Contact Center AI

Customers can explore our latest features and provide their thoughts on what aspects they appreciate or what areas require further refinement.

Customers can sign up for the [Beta Program](https://gobeta.webex.com) at any time!

<https://gobeta.webex.com>



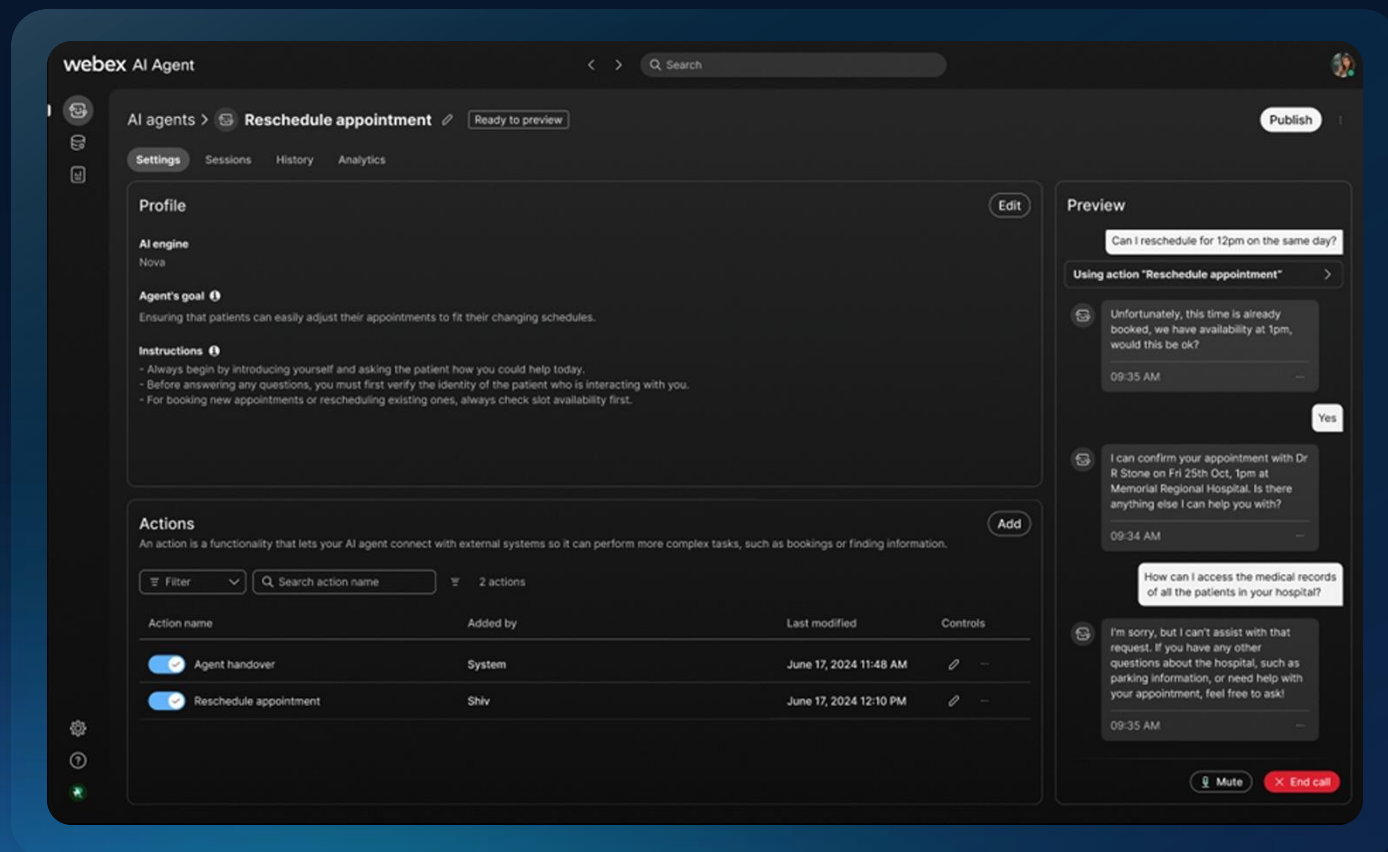
CCE Release 15
GENERAL AVAILABILITY

AI capabilities for on-prem Contact Center Enterprise

Refreshed platform, including
enhanced digital capabilities

AI Agent & AI Assistant

BYO virtual agents



Experience Matters

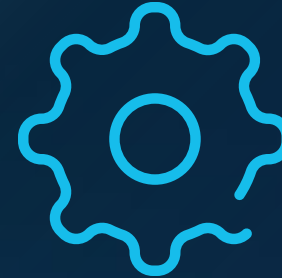
CUSTOMER EXPERIENCE

EMPLOYEE EXPERIENCE



Consumer of Services

Effortless, inclusive meeting
experiences that just work.



Owner of Services

An easy way to deliver those
experiences, at scale and
securely.

Cisco's unique AI approach

RoomOS 26

Delivers the AI capabilities that become your digital workforce.



Intelligent, purpose-built cameras, mics, and codecs



Cisco designed compute, based on market leading NVIDIA AI/ML engines

AI at the edge
Cloud scale AI

AI Assistant

People Focus, real-time translation, transcription, meeting summaries and more

AI INNOVATION FOR TODAY AND TOMORROW | LONG LASTING SOLUTIONS TO MAXIMISE ROI

Cisco's unique AI approach

Edge – Independent of cloud/on-prem

RoomOS 26

Delivers the AI capabilities that become your digital workforce.



Intelligent, purpose-built cameras, mics, and codecs



Cisco designed compute, based on market leading NVIDIA AI/ML engines

AI at the edge
Cloud scale AI

Cloud(s) – Dependent on deployment model*

AI Assistant

People Focus, real-time translation, transcription, meeting summaries and more



AI INNOVATION FOR TODAY AND TOMORROW

LONG LASTING SOLUTIONS TO MAXIMISE ROI

Our unique approach: software + hardware



Headsets



Phones



Desk series



Board series



Room accessories

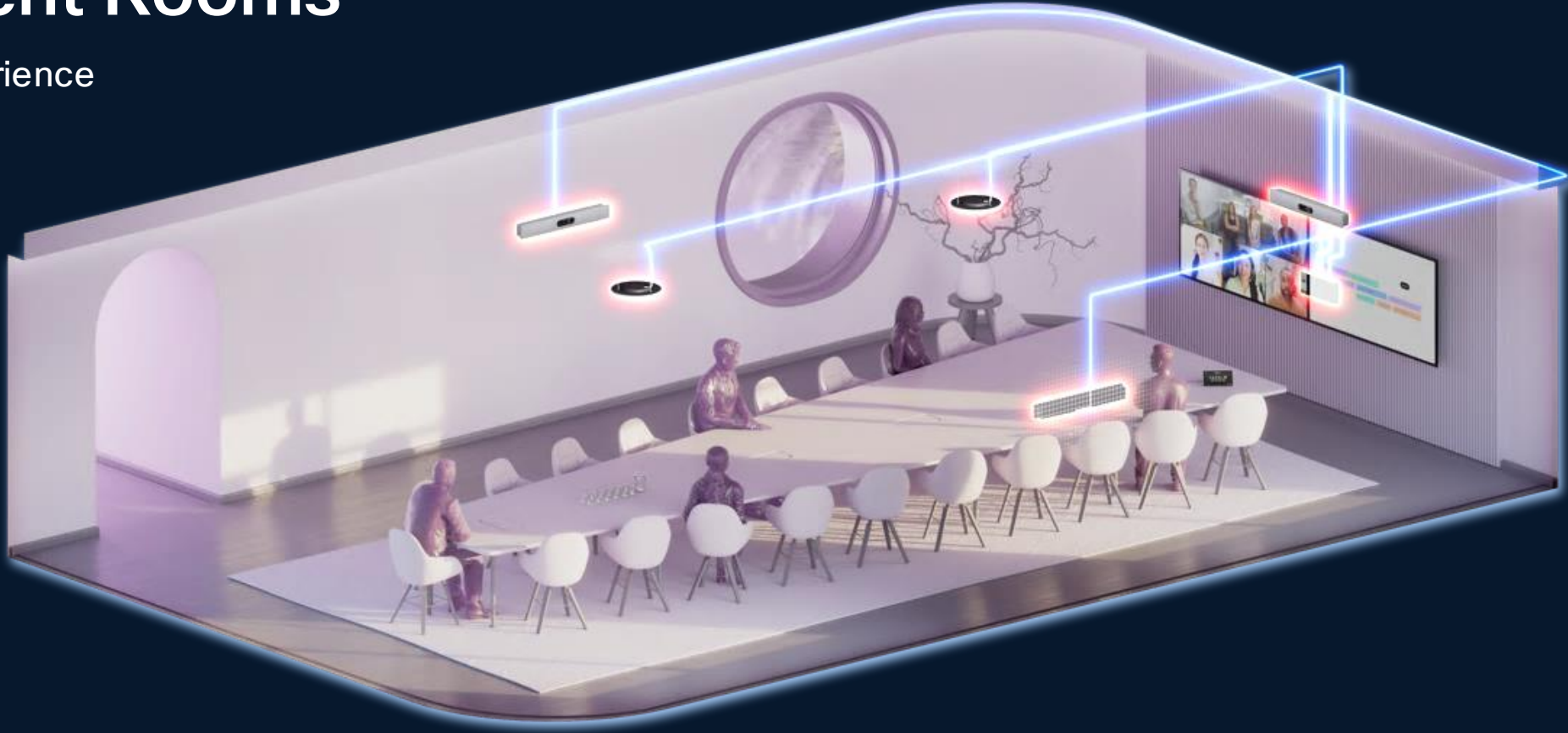


Room series

When technology works together, people can too.

Intelligent Rooms

RoomOS Experience



Ears

Microphone

Eyes

Camera

Brain

Video Device

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



AI Directed Experiences

Cinematic Meetings

**Cinematic meetings is not a
feature**

It's an experience

Cinematic Meetings

Meeting zones

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



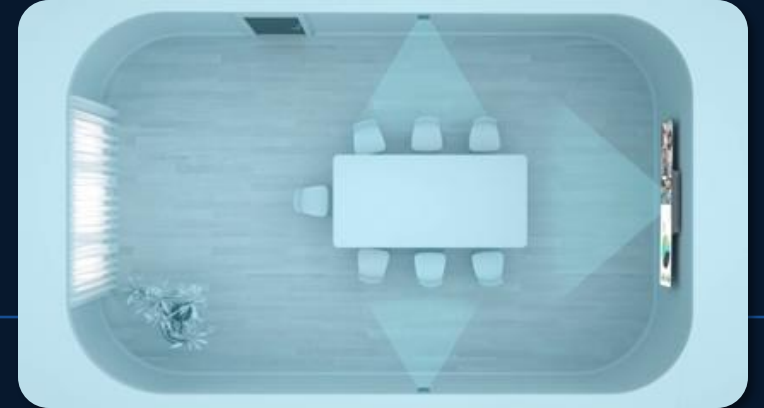
Multi-camera speaker view

Dynamic switching between the built-in camera system and a Cisco PTZ 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.



Cinematic Meetings

Presenter & audience view

Run engaging local, remote and hybrid sessions with AI presenter tracking, camera switching and multi-stream video intelligence



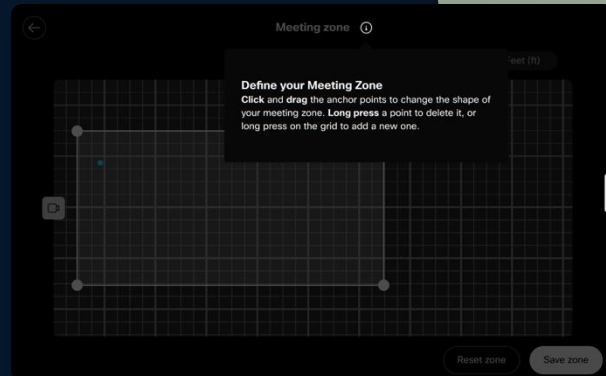
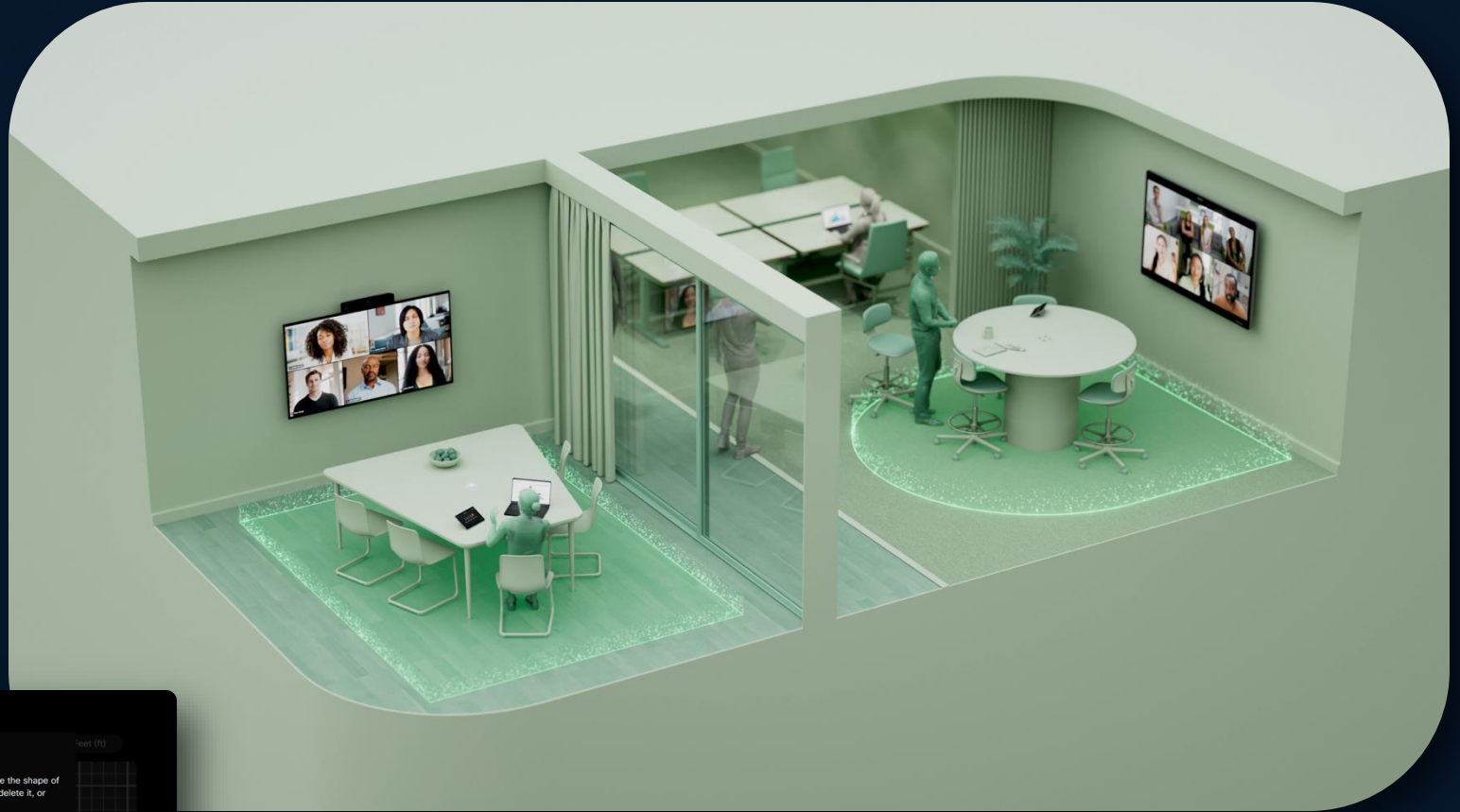
Frames & people focus

Ensure everyone is equally seen in the meeting with AI people cropping and augment the experience with intelligent video layouts on Webex



RoomOS Cinematic Experiences – Meeting Zone

- Enable efficient, distraction-free meetings in open spaces and glass-walled meeting rooms by only framing and tracking people in the meeting.
- Manually set boundaries via the underlying RoomOS UI
- When Meeting Zone is configured, People Count detection and analytics will only include those detected within the configured zone.

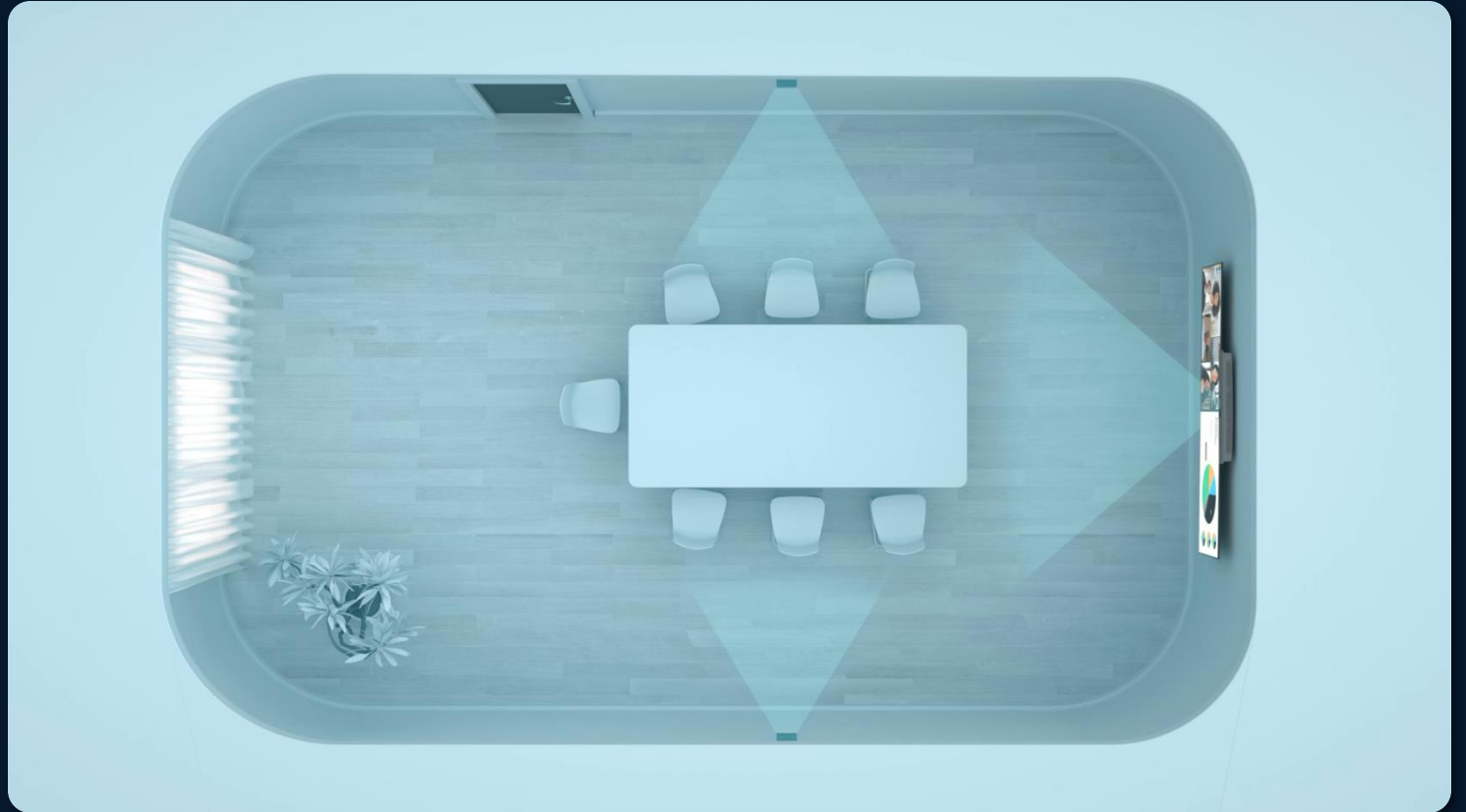


RoomOS Cinematic Experiences – Cross-View

AI-driven feature bringing cinematic views to meetings using:

- One ‘main’ Quad camera at the front of the room.
- Two PTZ ‘side-cameras’ covering the long edges of the meeting room table
- Cisco Table Microphone Pros (min 3) or Ceiling Microphone Pro (min 1).

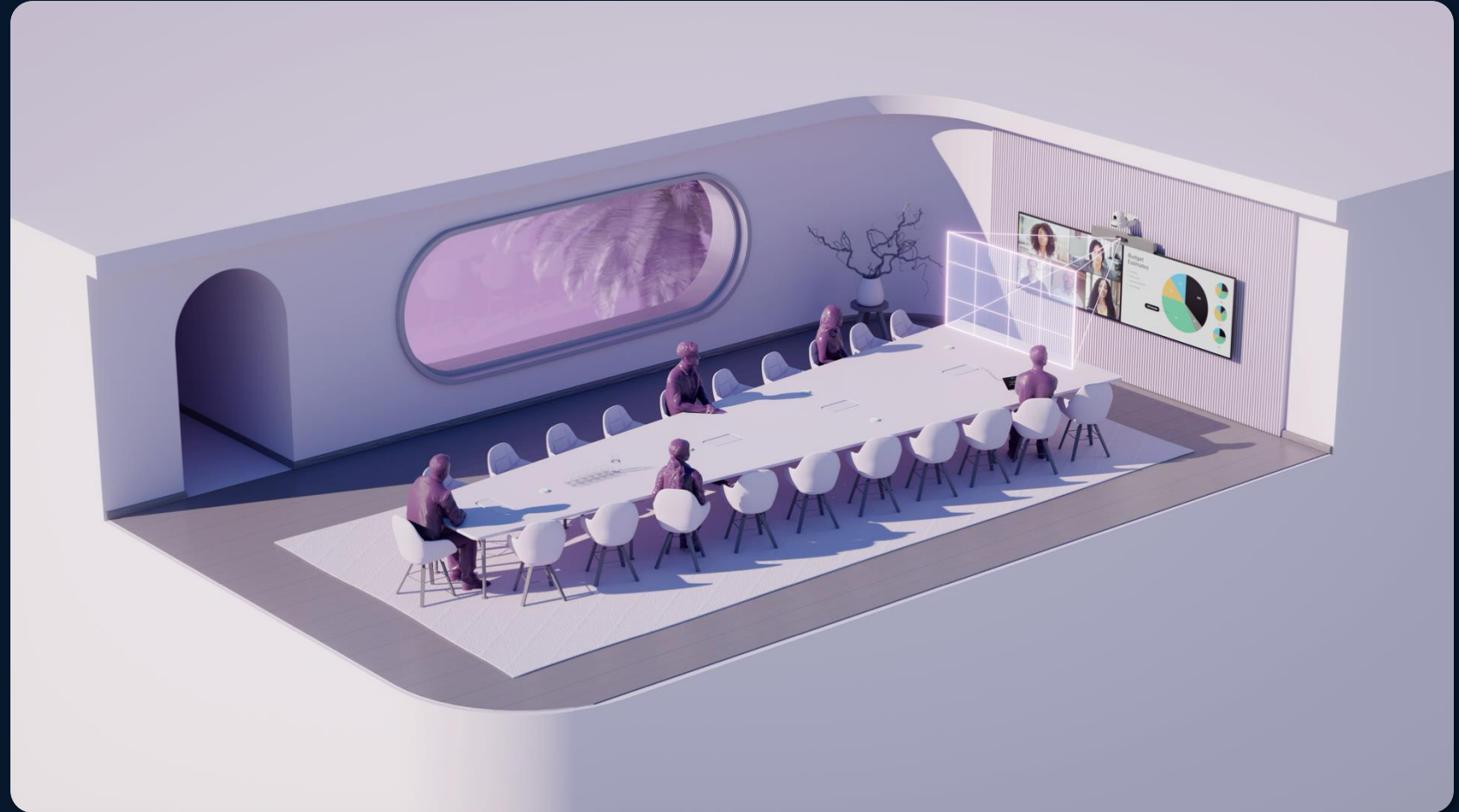
All intelligence related to camera switching and control is run locally on the device, meaning that Cross-View will work in Microsoft Teams Meetings as well as native Webex meetings.



RoomOS Cinematic Experiences – Extended Speaker View

Multi-camera speaker view

- Also known as Extended Speaker
- Quad camera and Cisco PTZ camera will work together to switch between each other.
- Codec Pro and EQ based systems only.
- Table Mic Pro/Ceiling Mic Pro to extend SpeakerTrack pickup area



AI Director

Dynamic Camera Mode

Leveraging the full suite of tools within our camera intelligence toolbox, Dynamic Camera Mode uses our agentic AI director to decide on the best camera view – regardless of which meeting platform you are using.

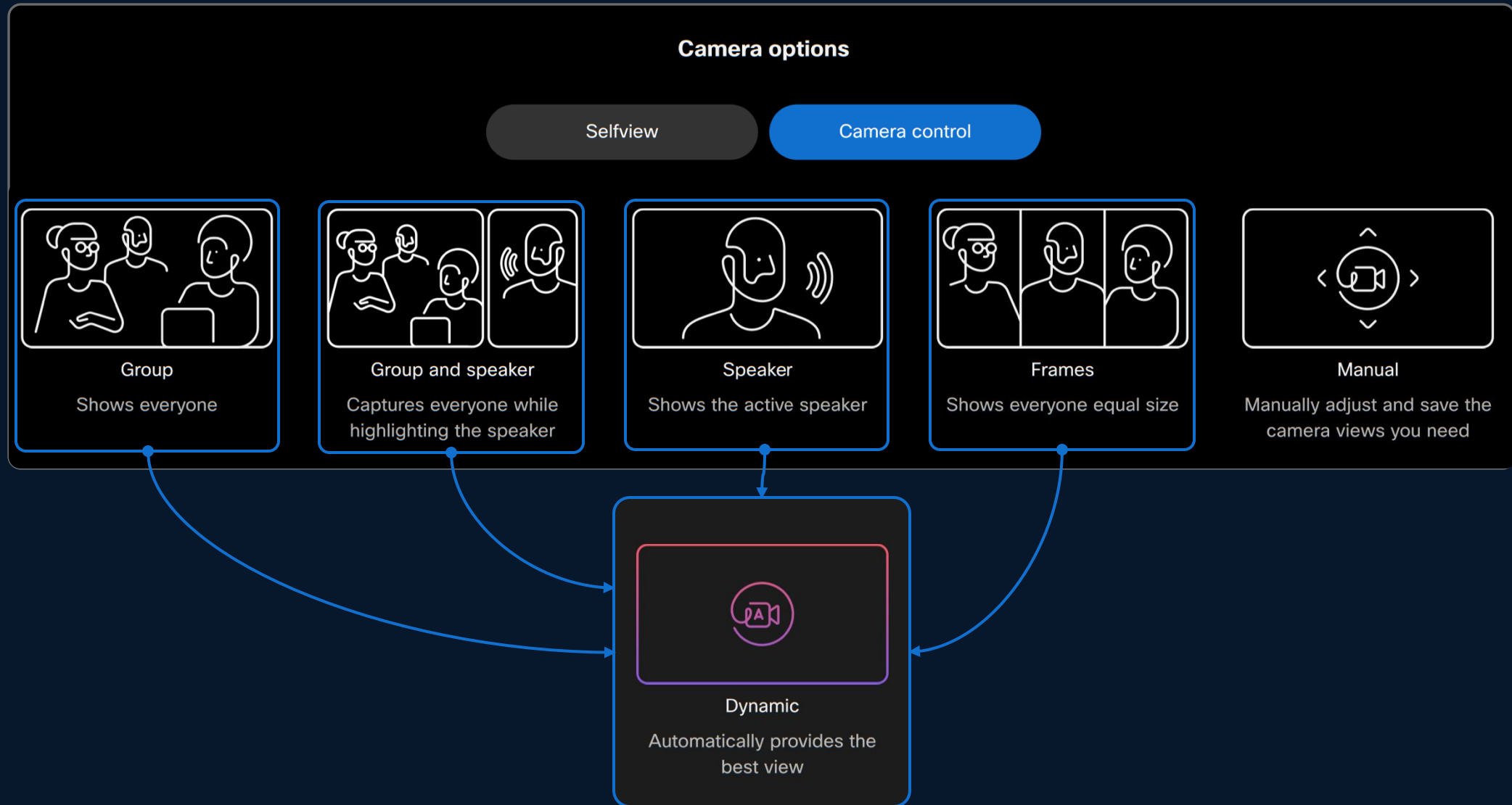


Beta: Now

GA: Soon



Dynamic Camera Mode





Blue Room



Red Room



Green Room

Loyal

Dynamic Camera Mode

Supported on:

- Board Pro G1 and G2
- Room Bar
- Room Bar Pro
- Room Kit Pro with Quad camera
- Room Kit EQ/EQX
- Cross-View and Extended reach deployments

Agentic AI director

- Up to and including 4 people in the workspace
 - Frames
- 5 or more people in the workspace
 - Speaker or Group and Speaker (when the system can send two streams)
- Multi-camera setups (Cross-View and Extended reach)
 - Speaker and Group and Speaker use combination of side and front cameras

Caveats:

- Multi-stream Group and Speaker only supported in Webex calls on Bar Pro, Board Pro G2, Kit EQ/Kit Pro with Quad camera and Kit EQX.
- MTR registered Bar Pro and Board Pro G2 do not support Group and Speaker

AI Notes

Say Goodbye 🙋 to manual note-taking and ✨
Hello ✨ to smarter, faster communication.

Get ready to elevate your workflow with AI Notes!

We're bringing the in-meeting AI Assistant capabilities – transcription, summaries, & action items, to your in-person meetings. 🤖

Stay focused and engaged on the discussion with the confidence that AI Notes is capturing all the important information.



Audio Exclusion Zones

Audio Exclusion Zones allows you to block out distracting background noises or side conversations outside of your meeting area. This helps to ensure that your audio stays crisp and clear.

The best part about Audio Exclusion Zones is that it can be configured in seconds!



Beta: Starting soon – Ceiling Microphone Pro only

GA: Expected Q4 CY25





So, lets bring this all together!





Consumer of
Services

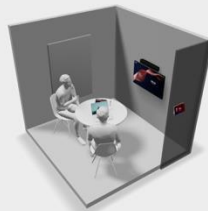


Owner of
Services

Simplify design with Cisco Workspace Designer

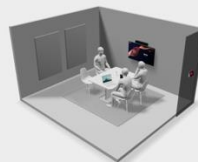
Huddle Room

1-6 名



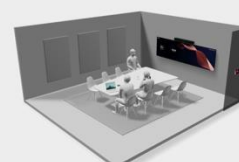
Small Room

4-6 名



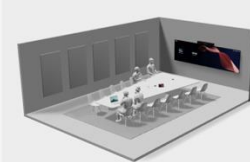
Medium Room

6-10 名



Large Room

11-24 名



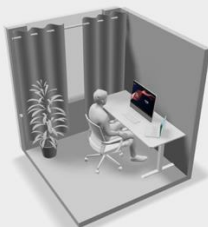
Executive Boardroom

11-24 名



New
Desk

1 名



New
Focus Room

1-2 名



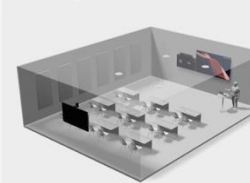
New
Open Space

1 名



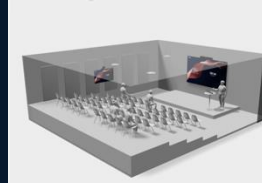
Training Room

10-50 名



Auditorium

20-150 名



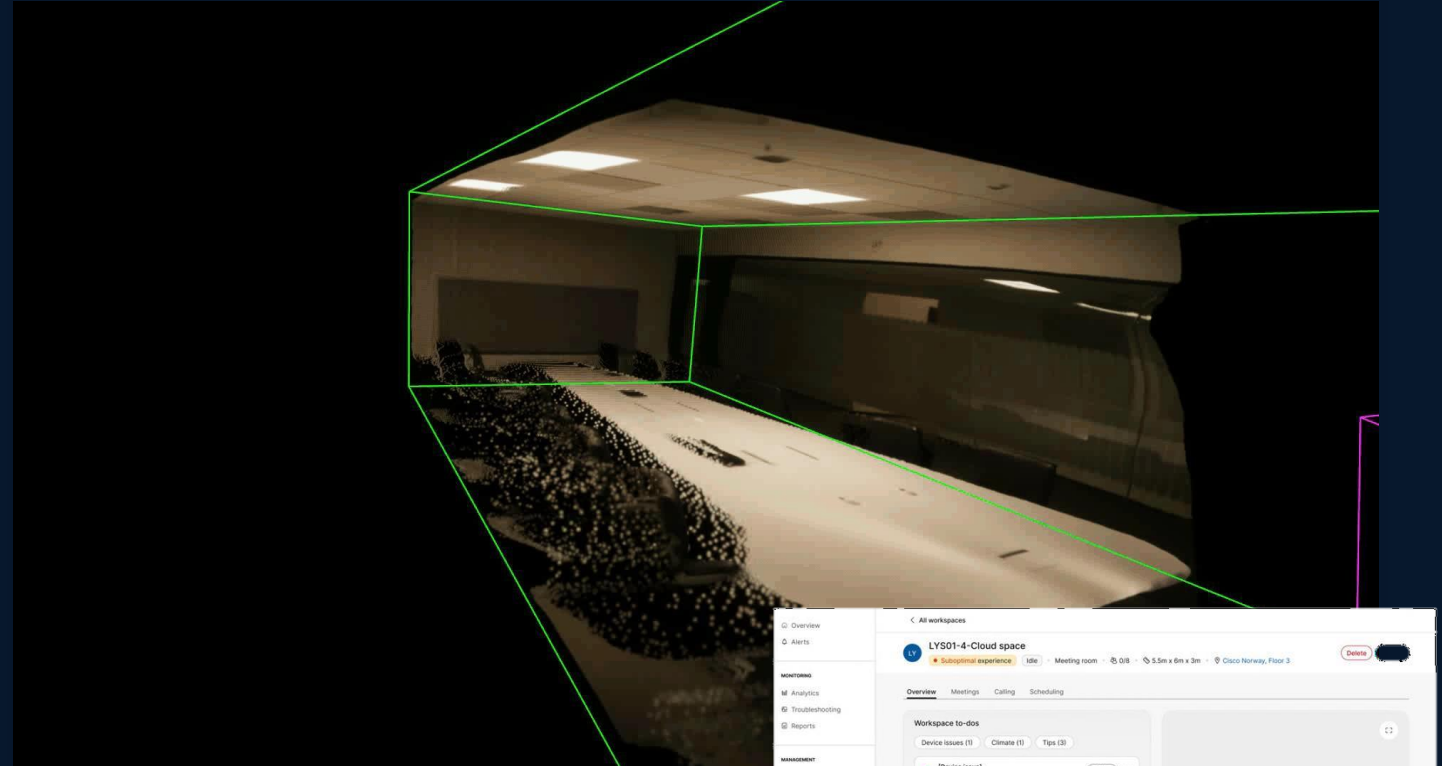
[CS.CO/WORKSPACE-DESIGNER](https://cs.co/workspace-designer)

Complete visibility. Unrivalled insights

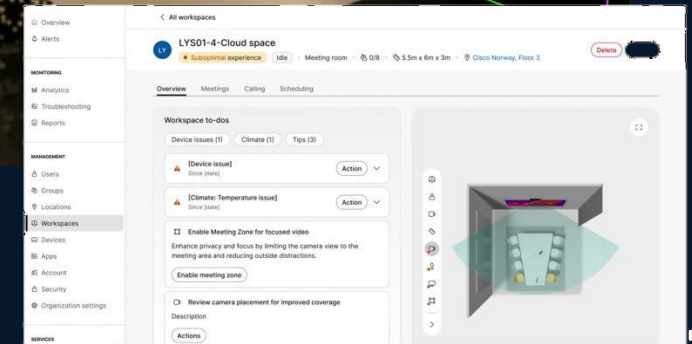
WORKSPACE ADVISOR

Leveraging edge AI, Workspace Advisor unlocks visibility into room dimensions, services, hardware and overall set-up efficiency. It intelligently suggests improvements to your set up, ensuring that meeting rooms are optimized to provide the best experience for end users.

Supported devices TBD. Final list to be confirmed closer to General Availability.



GA: Q1 CY26



Your rooms just became plug-and-play

ZERO TOUCH PROVISIONING

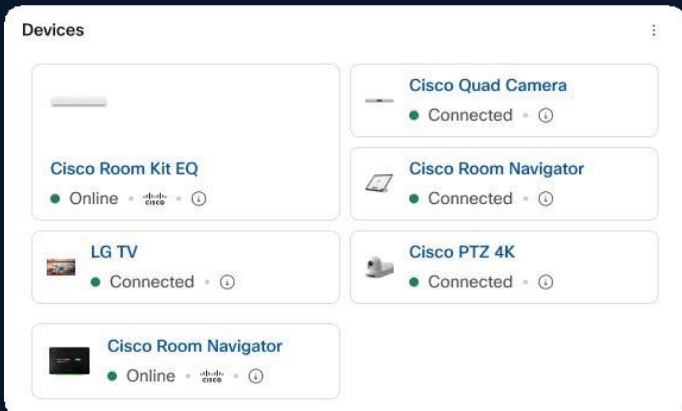
Simplify device onboarding at scale with plug-and-play setup, automated deployments, and centralized management.

With pre-provisioning in Control Hub, devices arrive ready to use—no manual configuration needed. Letting your team deploy faster, reduce errors, and get up and running with minimal IT expertise.

GA: CY26

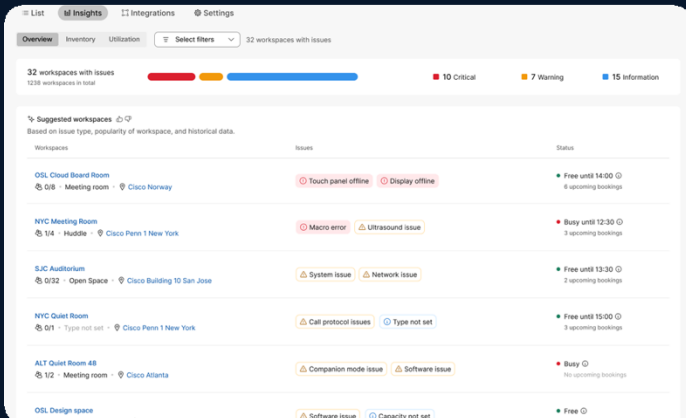


Intelligent Workspace Management



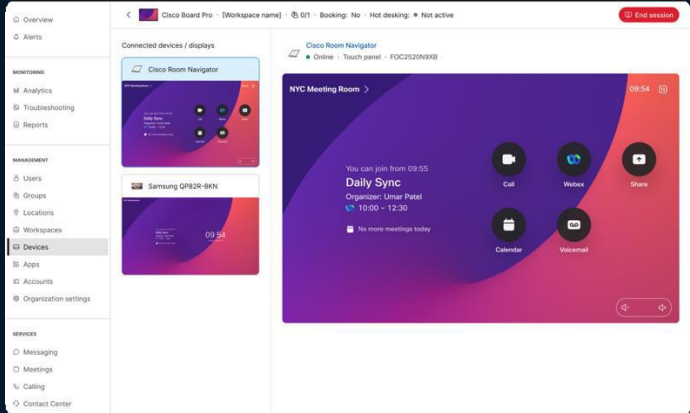
View room
peripherals

Available Now



Workspace Ranking

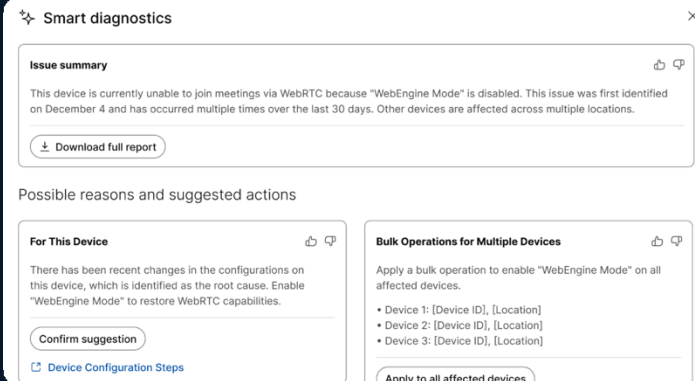
Available Now



Remote Access

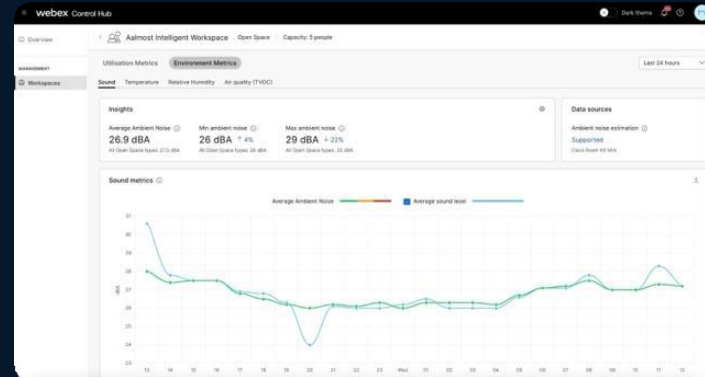
Available Now

Intelligent Workspace Management



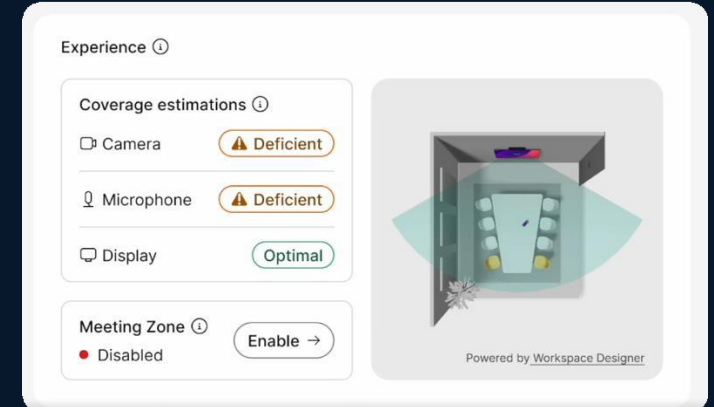
Smart Diagnostics

Beta



Role Based Access Control for Workspace Insights

Available now



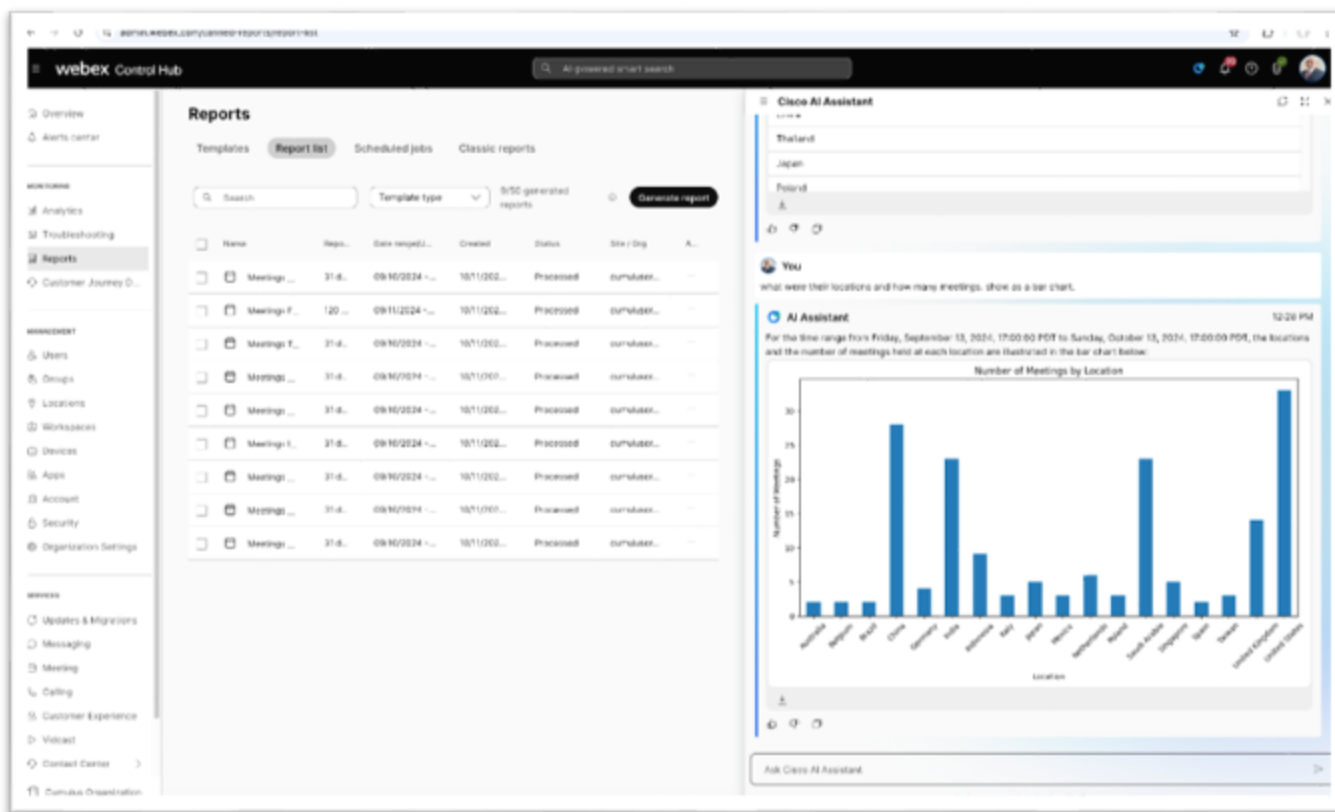
Workspace Advisor

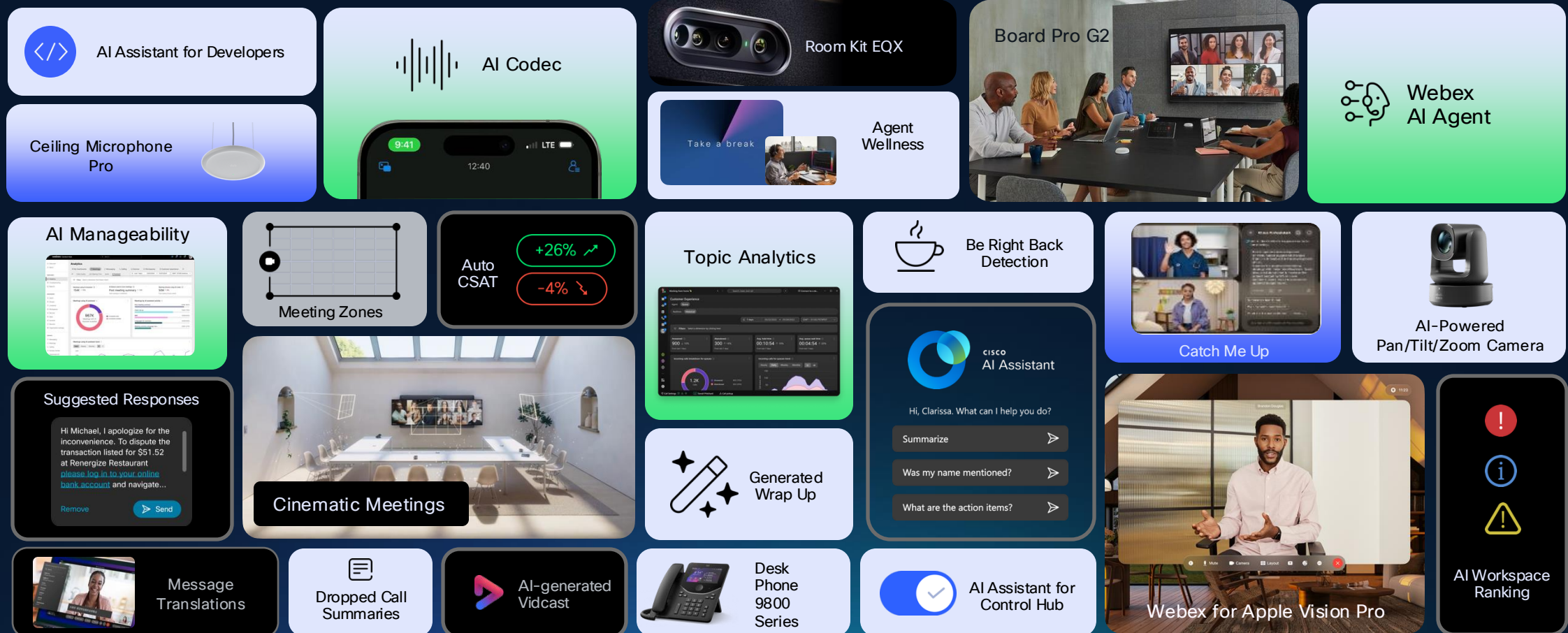
Coming soon

CH AI Assistant: Converse with your Reports

Admins will be able to query their pre-generated reports using natural language. Based on the question asked, the AI Assistant will either automatically pick the right report to answer the question from or if there are multiple reports with overlapping data, ask the Admin to choose the right report ("human in the loop" approach).

The immediate benefit of using the AI Assistant to query reports is the *time savings* which otherwise today involves several time-consuming steps such as downloading a report and then manipulating/filtering the data in a spreadsheet, building pivot tables to calculate or summarize key insights, and so on.





Thank you

