

# Experiences Amplified

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

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# 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

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Secure Global Connectivity

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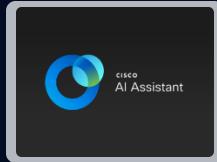
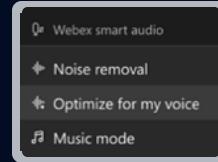
Digital Resilience

<<<<<< Accelerated by Cisco AI >>>>>>

AI transforms interactions into  
exceptional experiences

# Waves of AI innovation for EX and CX

## Audio, Video and Language AI



# 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



Webex Suite



Cisco Devices



Webex Contact Center  
& Webex Connect

## CUSTOMER EXPERIENCE



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



# 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

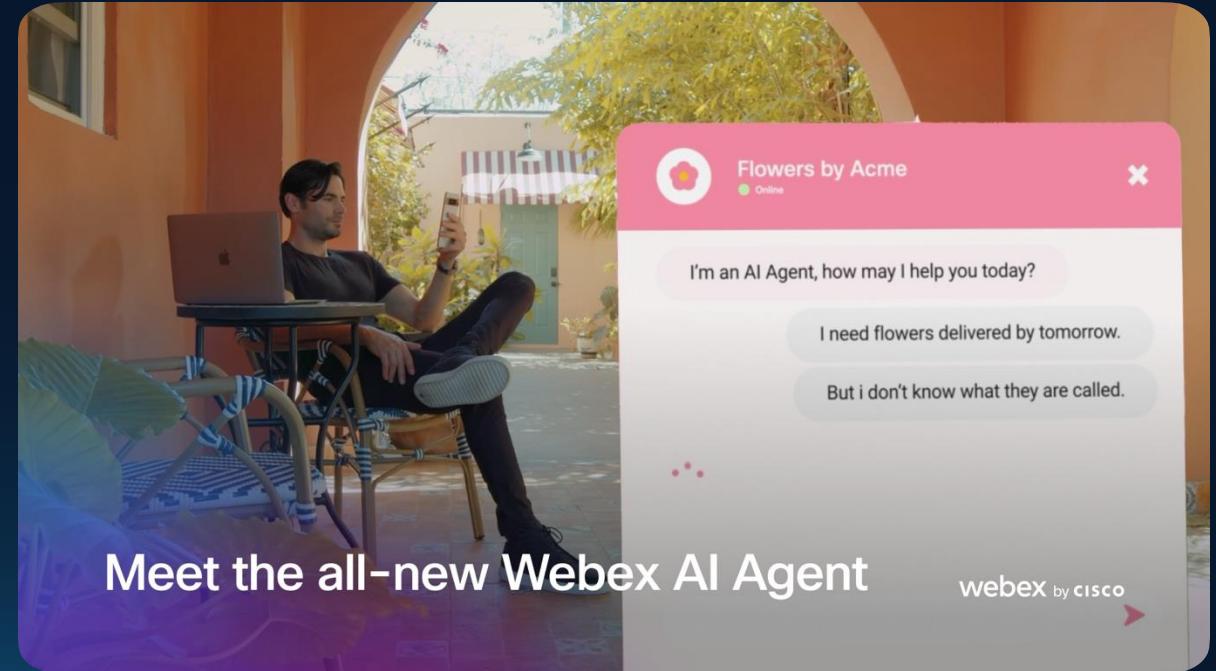
Noise Removal | Prediction | Sentiment | Translation | Summarization

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



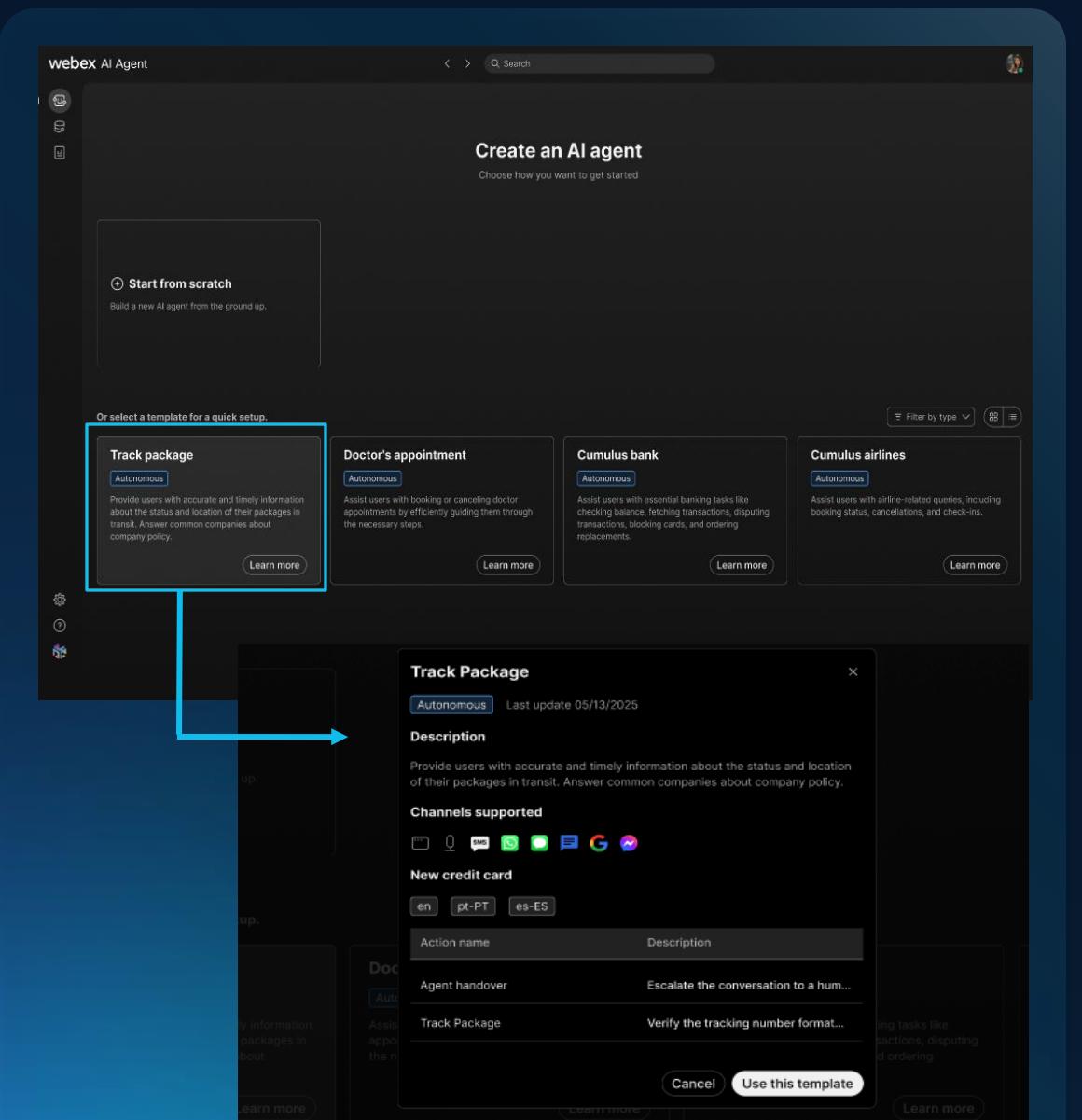
Meet the all-new Webex AI Agent

webex by cisco

Contact Center | HR | IT | Sales | Service

# 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.



&lt; Main menu

## AI agents

### 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



### 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

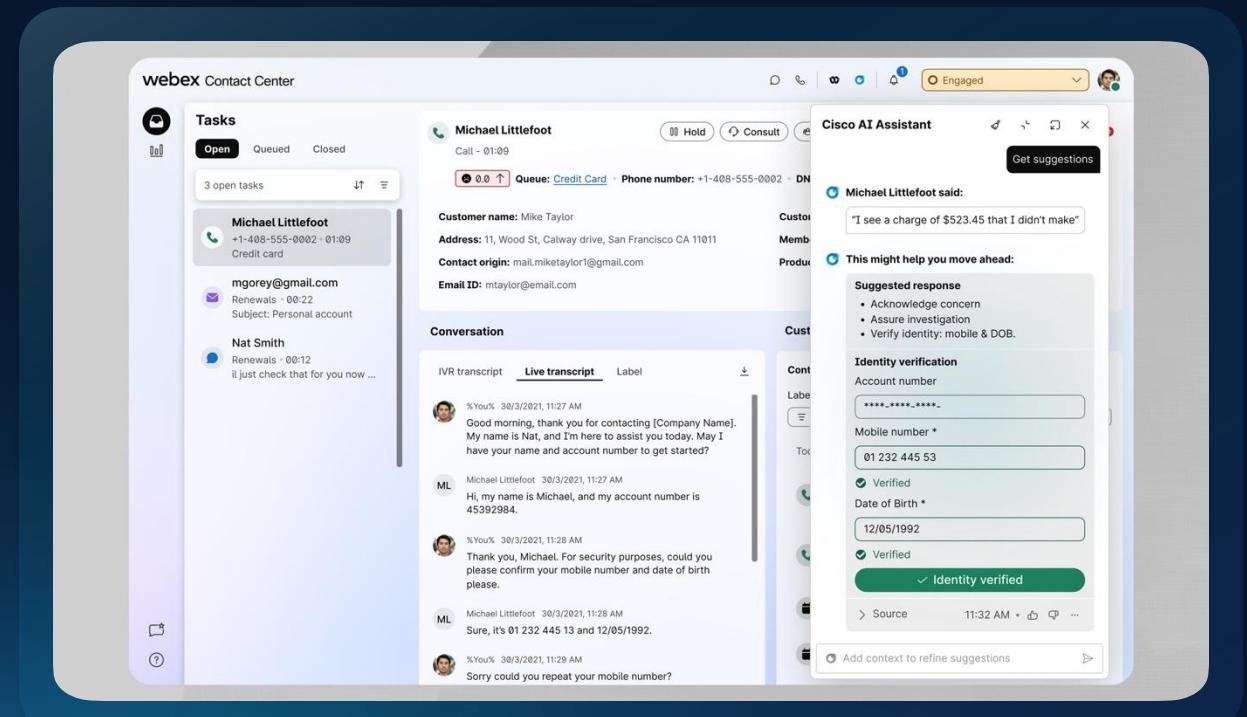
Configure and integrate the agent in your channels

[How to integrate AI agents](#)

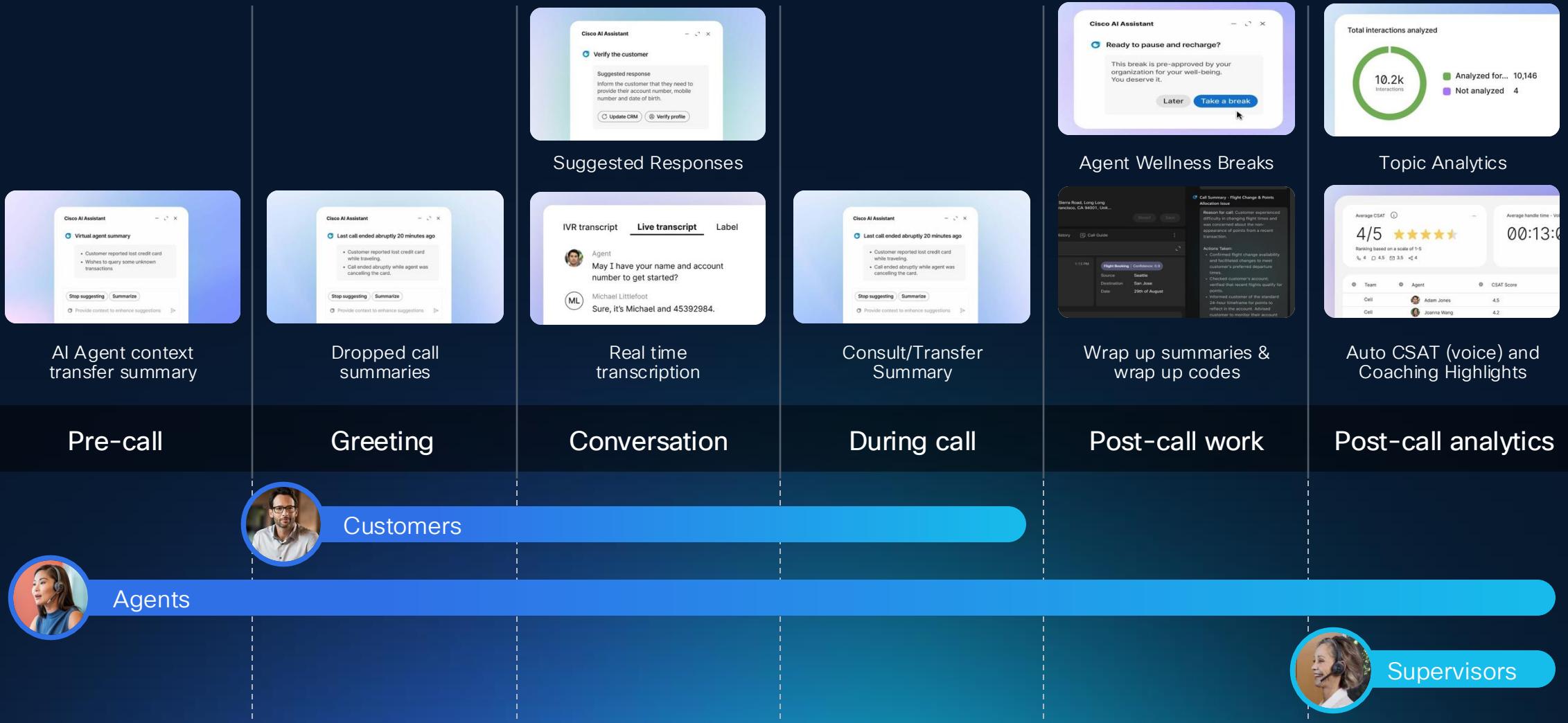
# Cisco AI Assistant

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**

**aws**

**2RING**

**Epic**

**AI SERA**

**Microsoft**

**spōk**

**uniphore**

**upstreamworks**

**callcabinet**

**Google**

**VERINT**

**elevēo**

**eGain**

**Journey**

**zendesk**

**Pindrop**

**mutare**

**CONSILIUM  
UNIFIED COMMUNICATIONS**

**NovelVox**

**freshworks**

**b+s  
bucher+suter**

**ttec**

**SpinSci  
Better Healthcare Interactions**

**THRIVE  
GLOBAL**

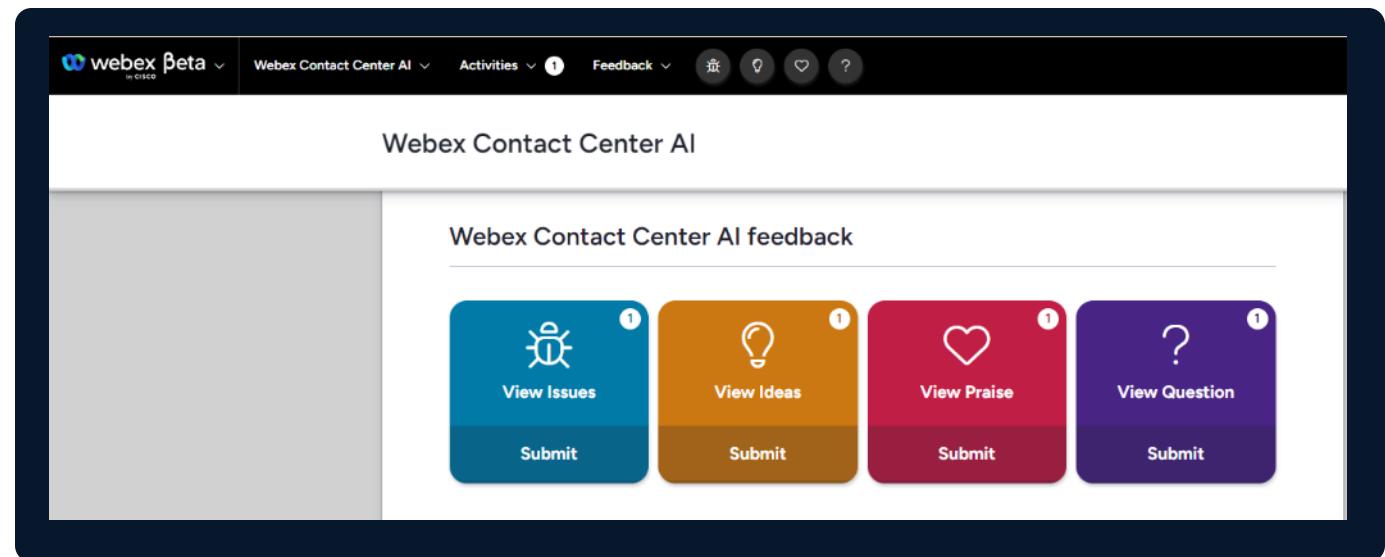
PLUS MANY MORE...

# 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](#) at any time!

<https://gobeta.webex.com>

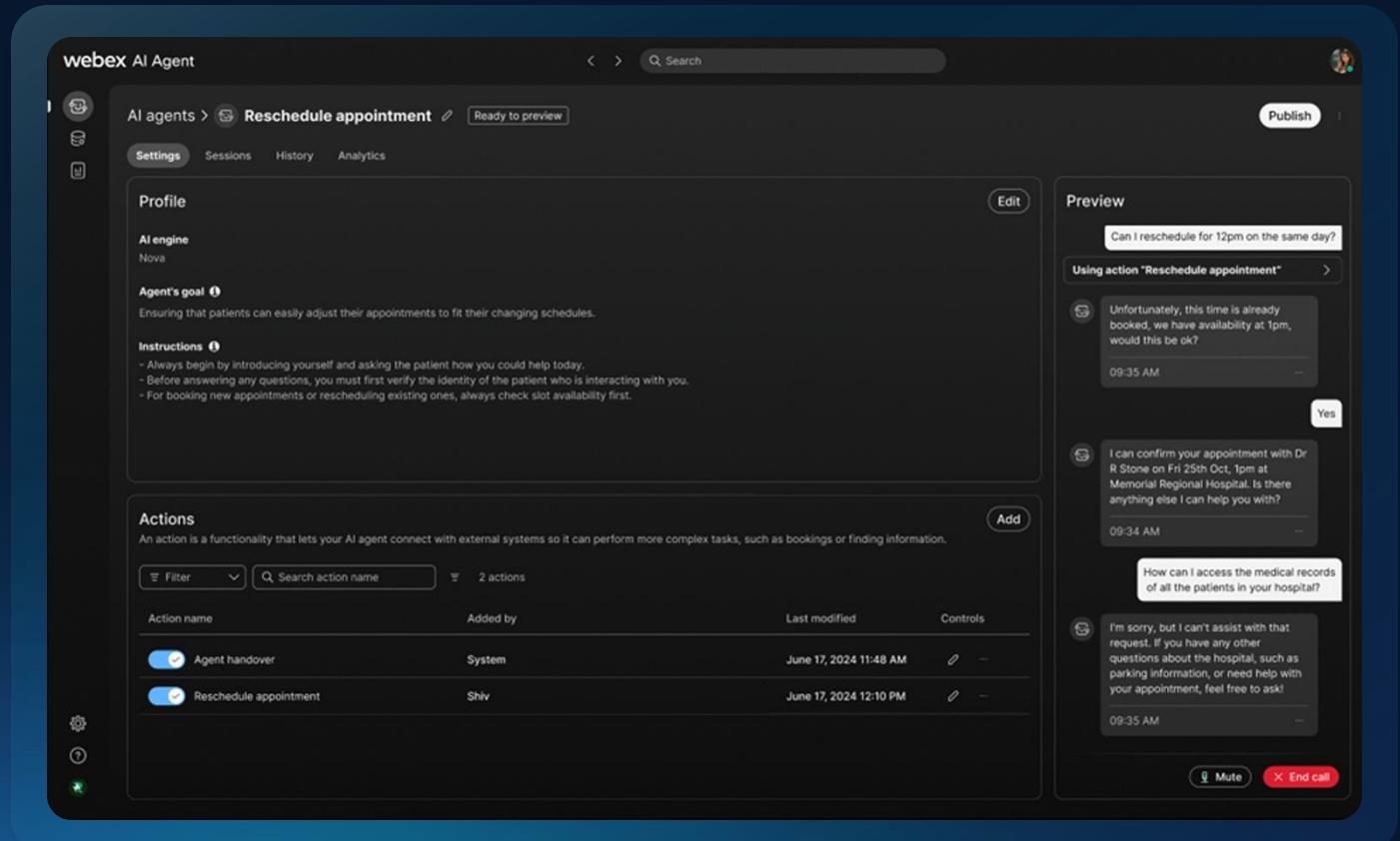


# AI capabilities for on-prem Contact Center Enterprise

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



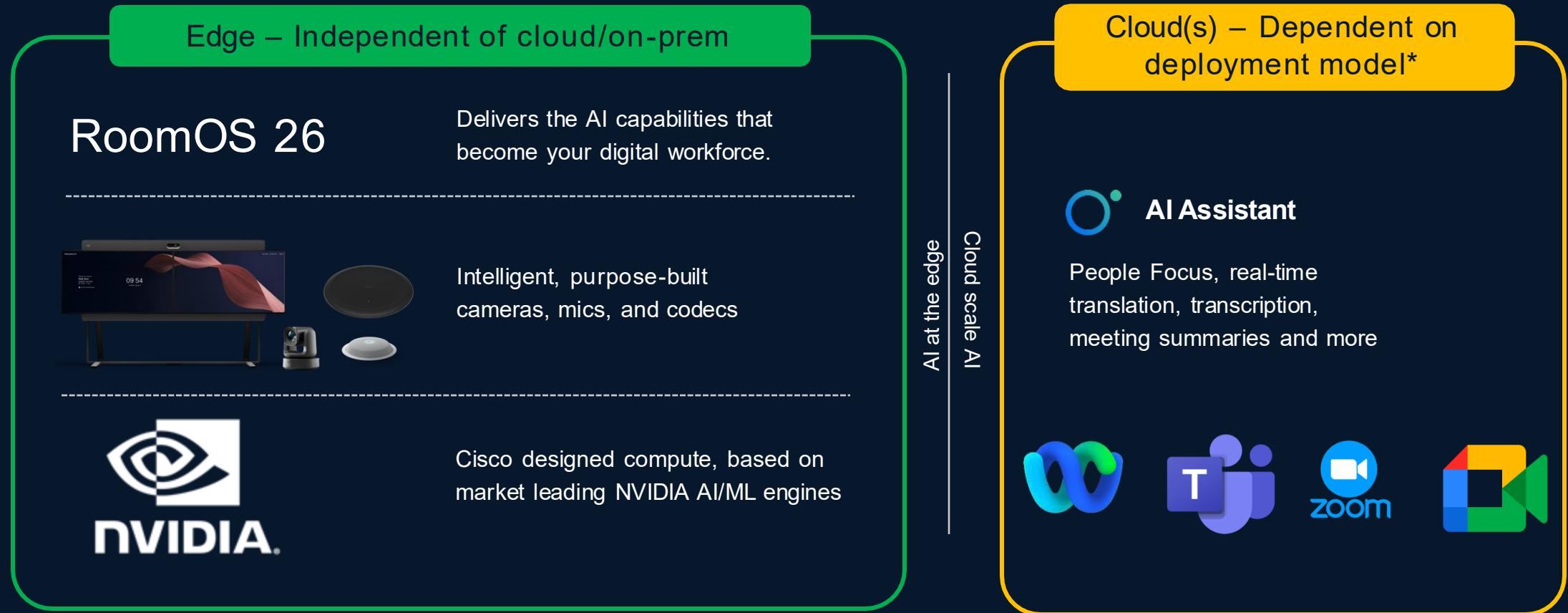
## AI Assistant

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



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

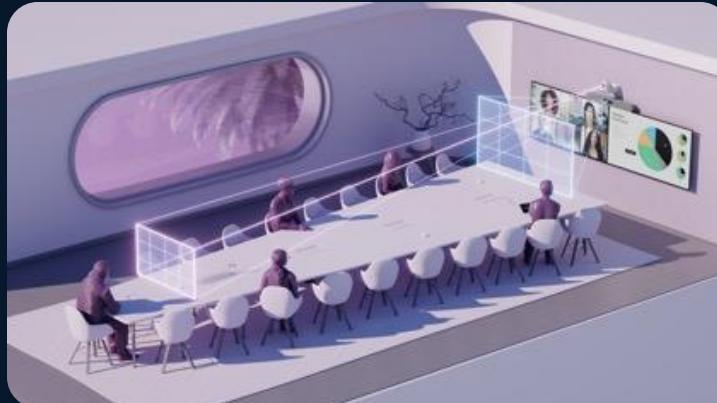
## Meeting zones

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



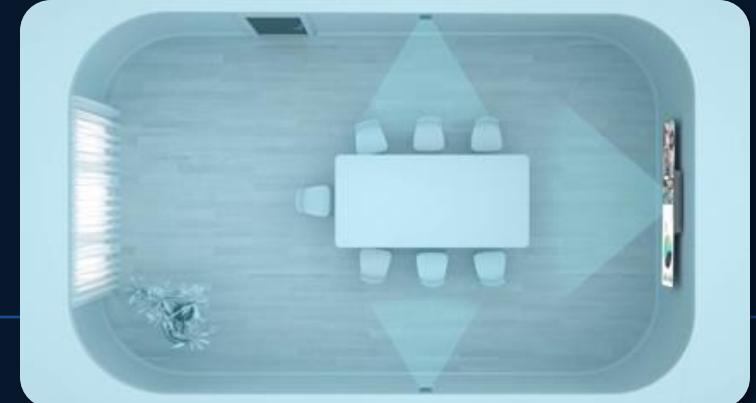
## Multi-camera speaker view

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



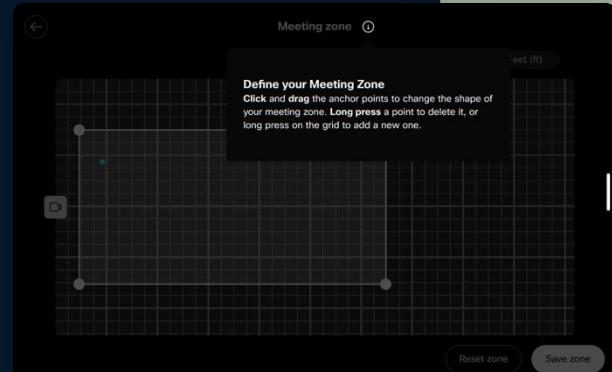
## Frames & people focus

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.

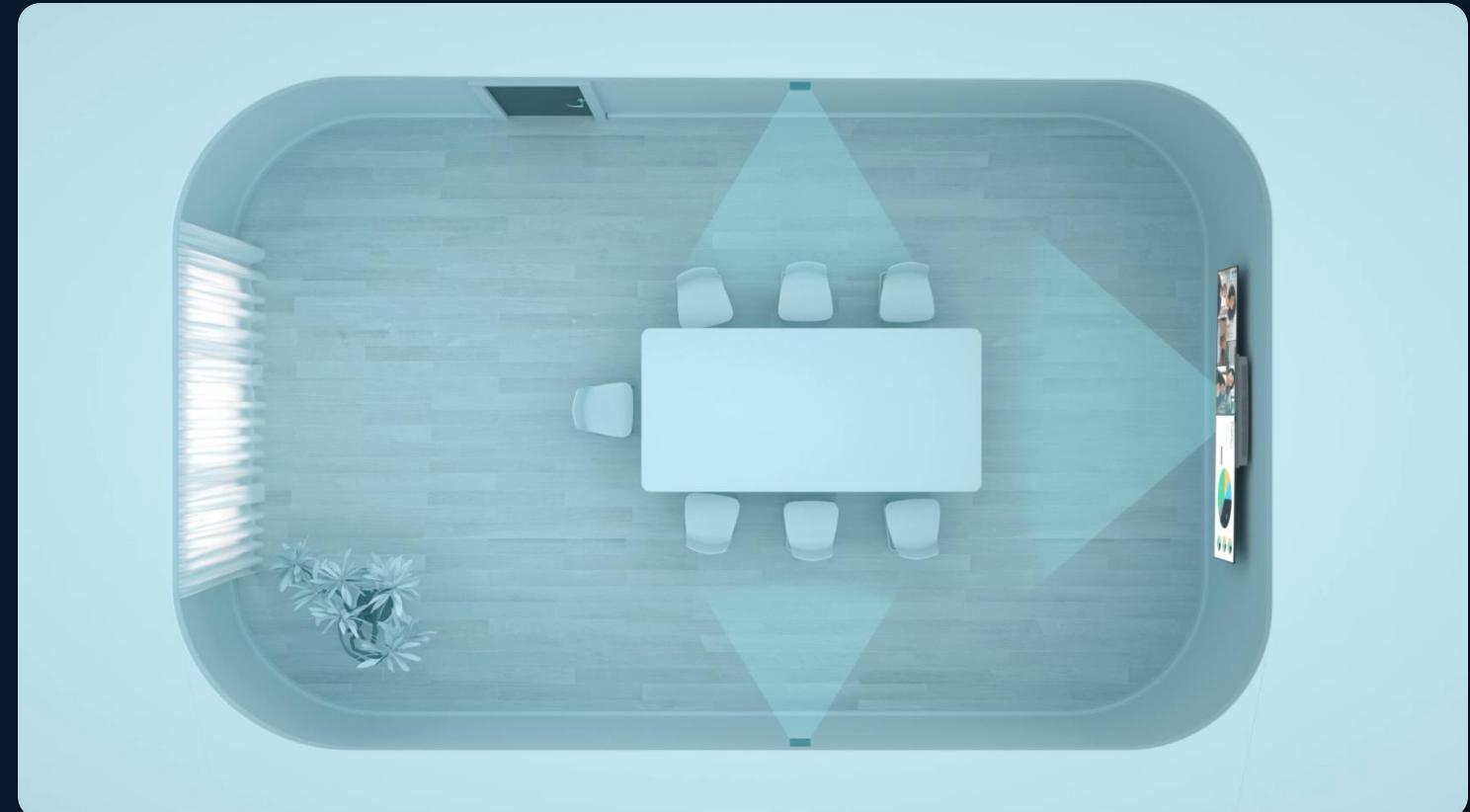


# RoomOS Cinematic Experiences - Cross-View

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).

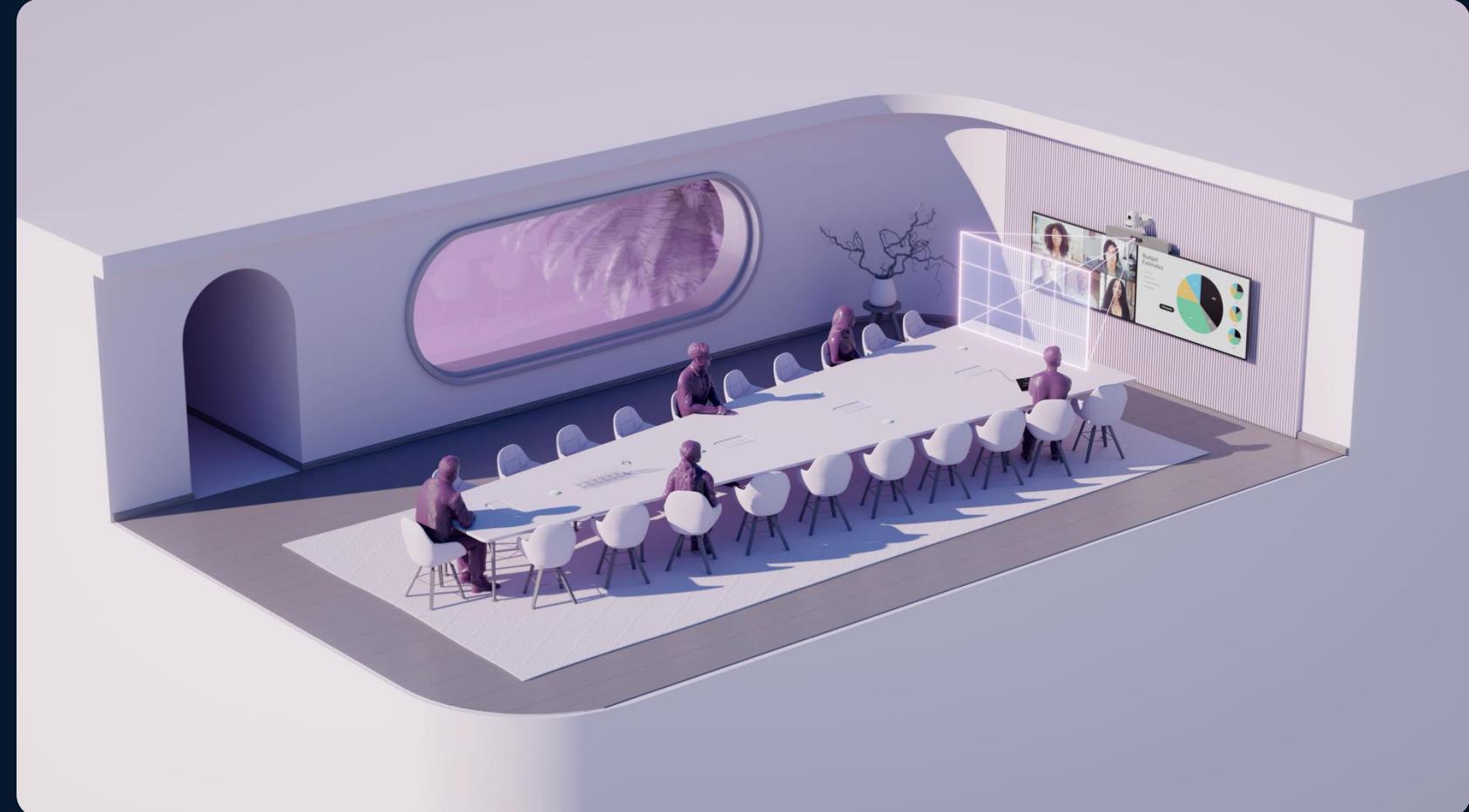
All intelligence related to camera switching and control is run locally on the device, meaning that Cross-View will work in Microsoft Teams Meetings as well as native Webex meetings.



# 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

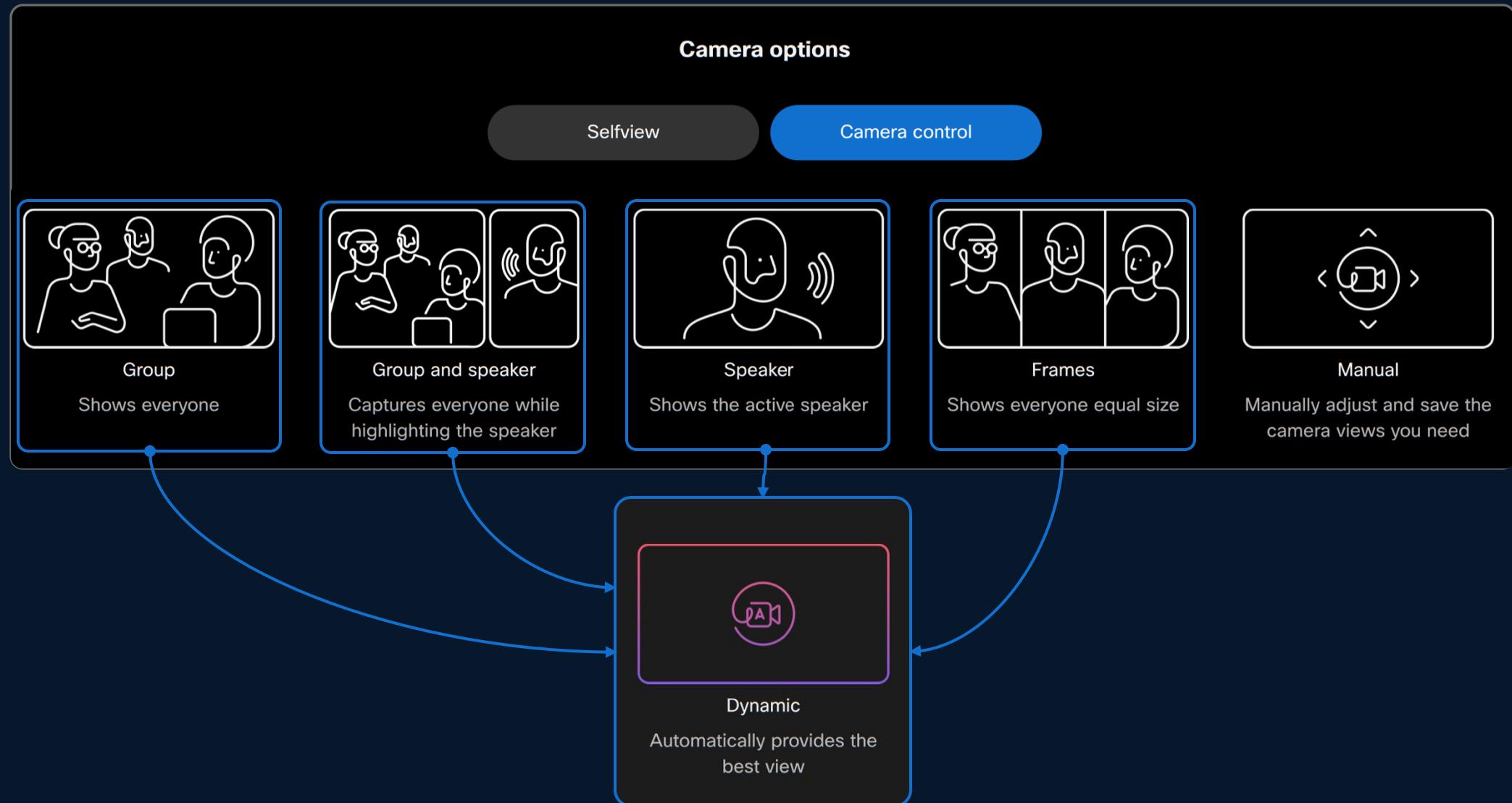
Leveraging the full suite of tools within our camera intelligence toolbox, Dynamic Camera Mode uses our agentic AI director to decide on the best camera view – regardless of which meeting platform you are using.



Beta: Now

GA: Soon

# Dynamic Camera Mode





# 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

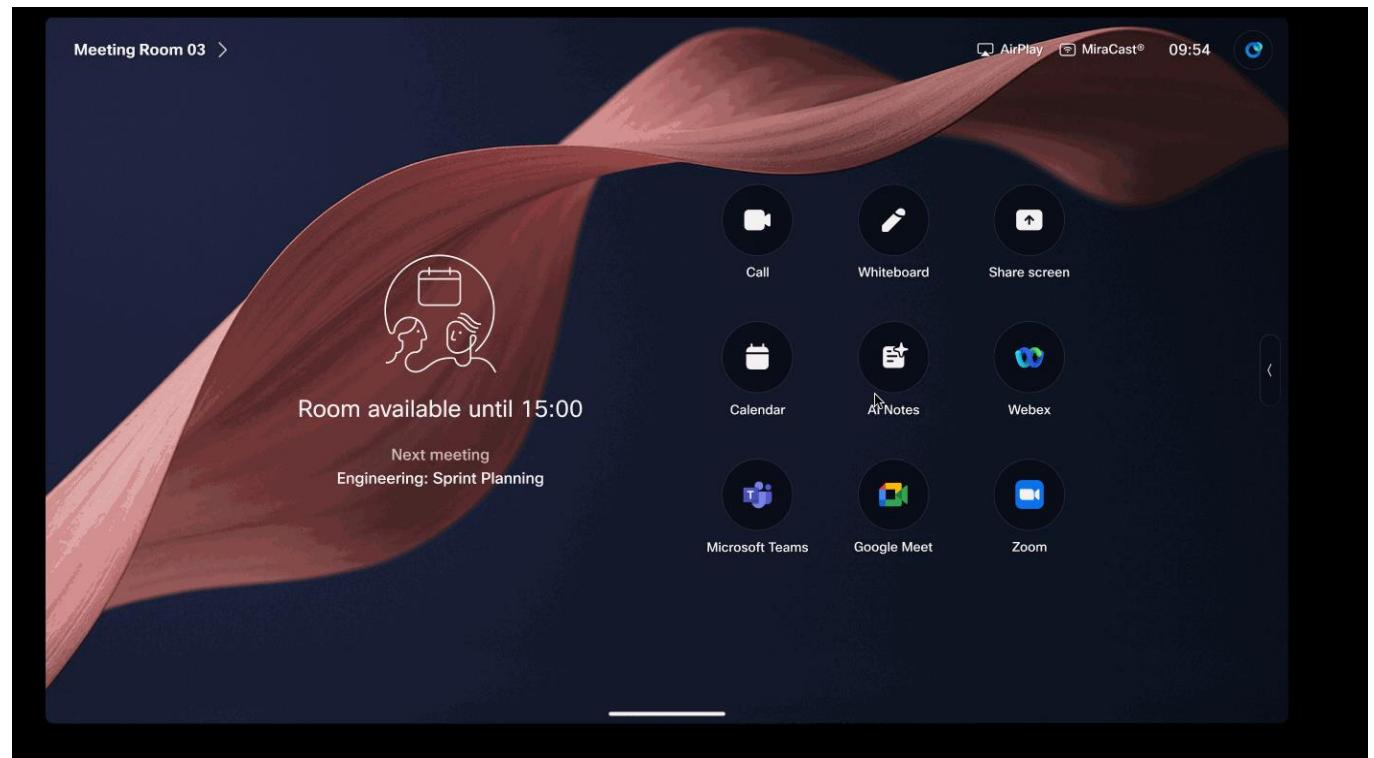
# AI Notes

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!

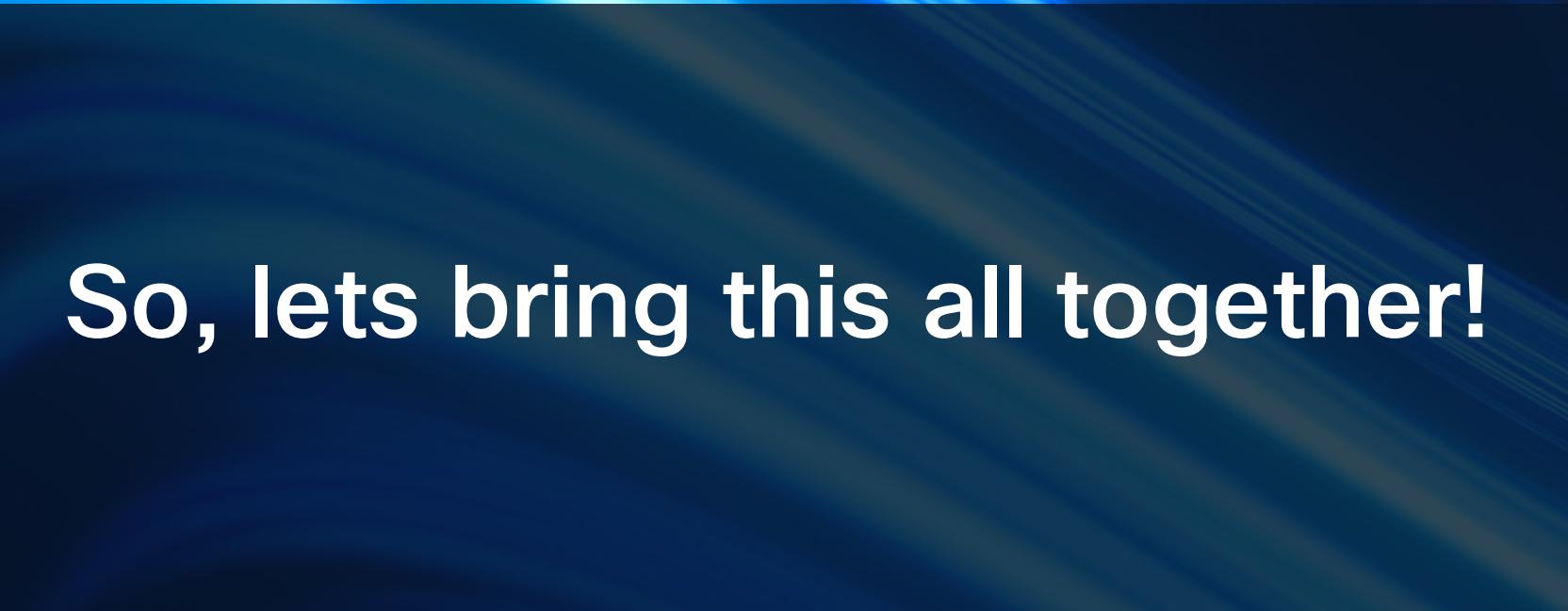


Beta: Starting soon – Ceiling Microphone Pro only

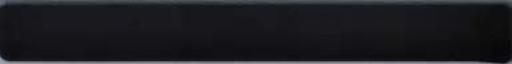
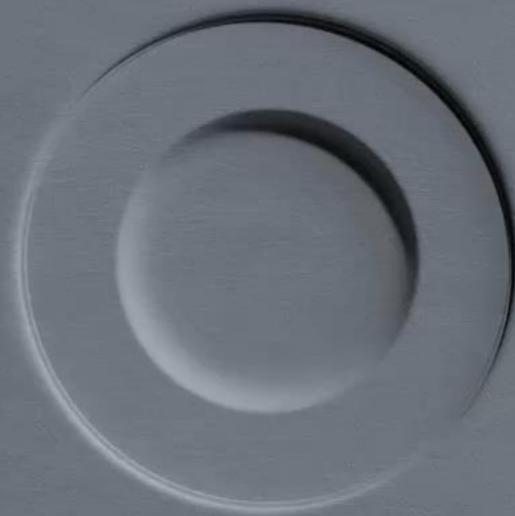
GA: Expected Q4 CY25







So, lets bring this all together!





Consumer of  
Services

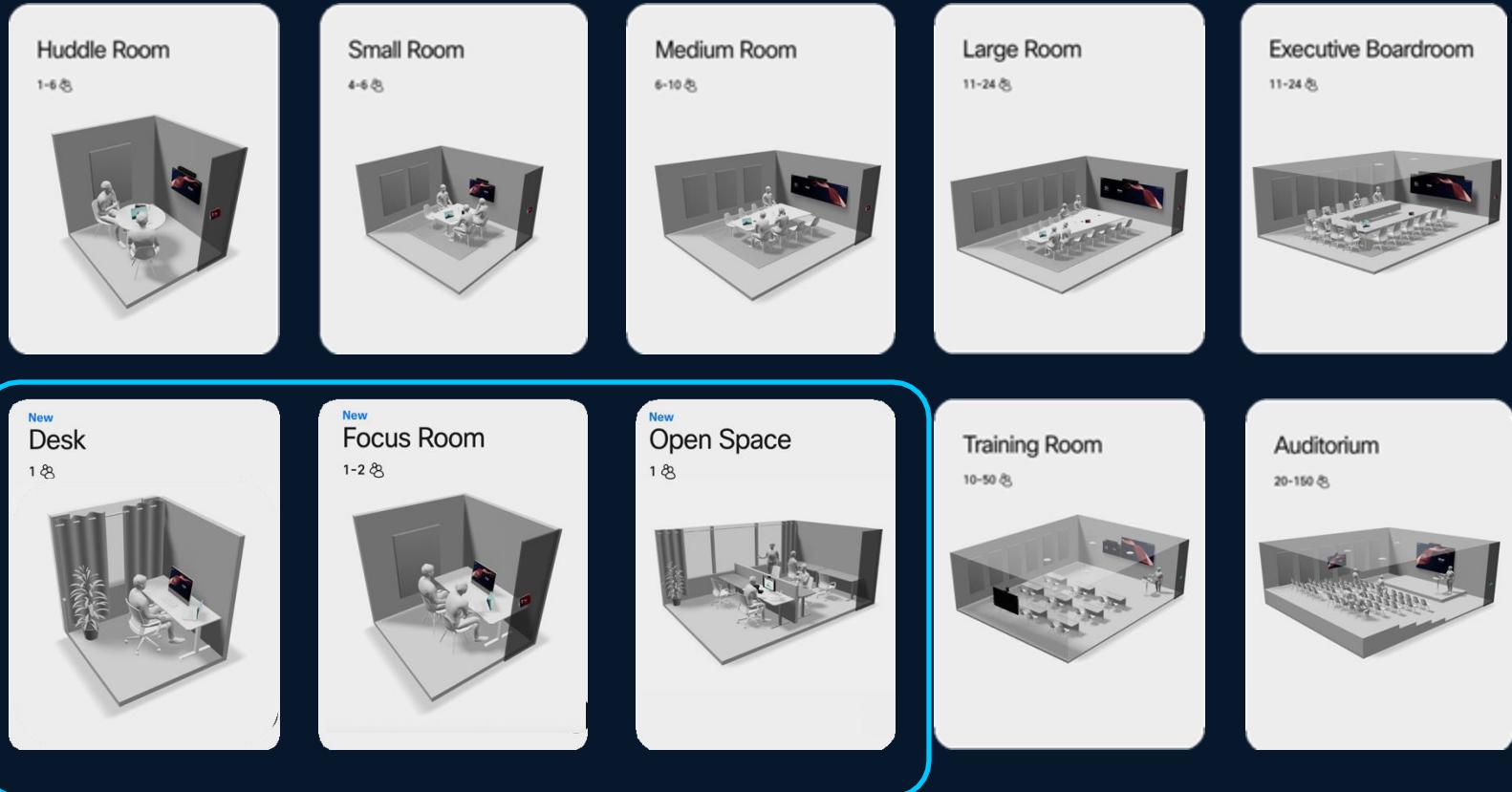


Owner of  
Services

# Simplify design with Cisco Workspace Designer



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

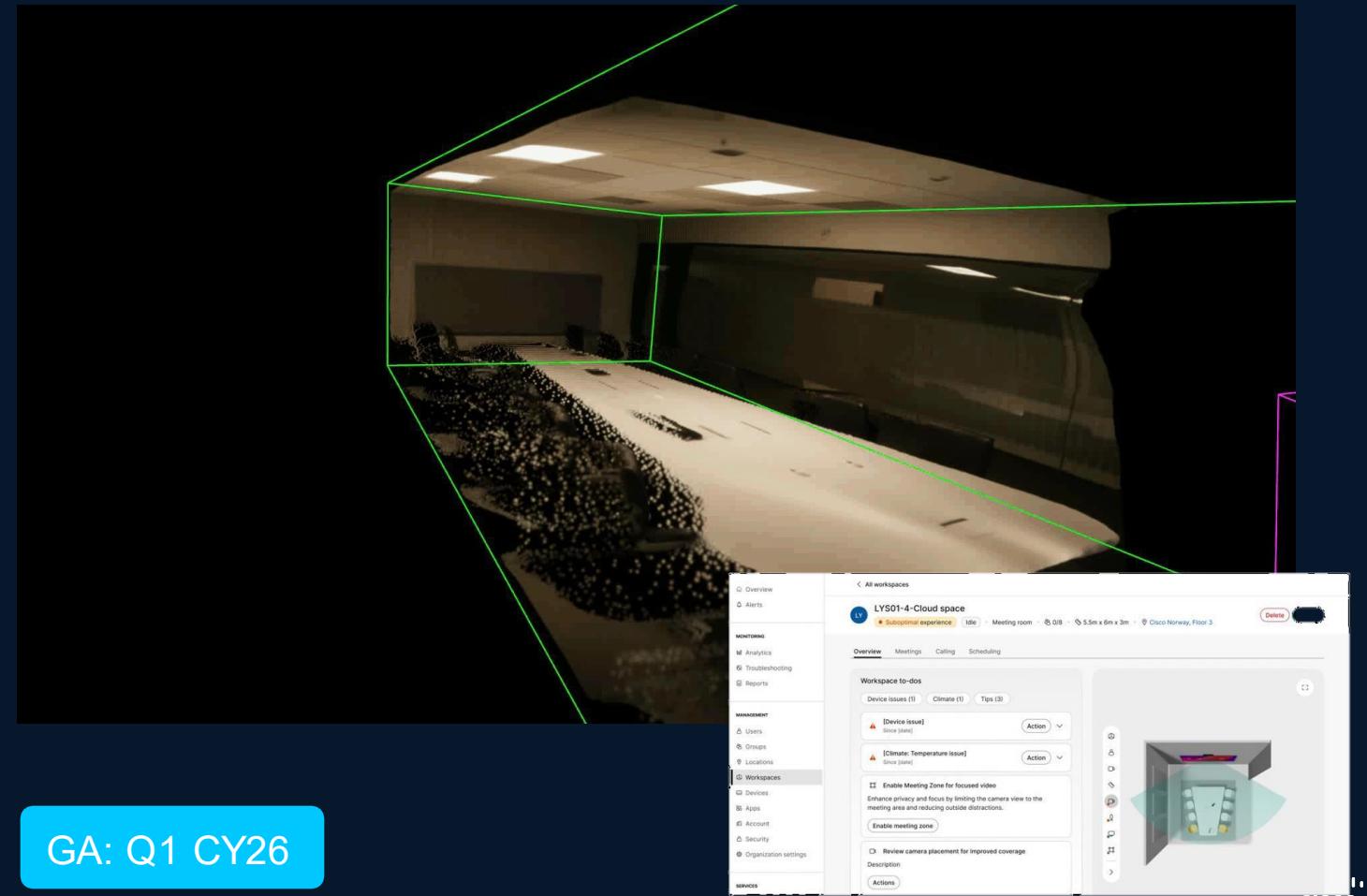


# Complete visibility. Unrivalled insights

## 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

The screenshot shows the 'Devices' section of the Cisco Room Kit EQ app. It displays five connected devices in cards:

- Cisco Quad Camera**: Connected, with a camera icon.
- Cisco Room Navigator**: Connected, with a laptop icon.
- LG TV**: Connected, with a television icon.
- Cisco PTZ 4K**: Connected, with a camera icon.
- Cisco Room Navigator**: Online, with a laptop icon.

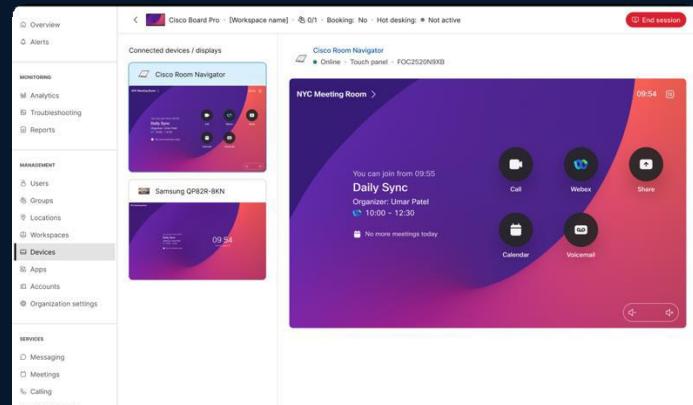
Below the cards, a large blue button with white text reads: **View room peripherals** **Available Now**.

The dashboard displays 32 workspaces with issues, including 1228 workspace issues total. A progress bar indicates 10 Critical, 7 Warning, and 15 Information issues. The 'Suggested workspaces' section lists workspaces based on popularity and historical data. The main table lists workspaces with their details, status, and upcoming bookings. The 'Workspace Ranking' section at the bottom is highlighted in blue.

| Workspaces   | Issues                               | Status                                 |
|--|--------------------------------------|--|
| OSL Cloud Beard Room<br>0/8 - Meeting room - Cisco Norway        | Touch panel offline, Display offline | Free until 14:00 (6 upcoming bookings) |
| NYC Meeting Room<br>0/4 - Huddle - Cisco Penn 1 New York         | Macro error, Ultrasound issue        | Busy until 12:30 (3 upcoming bookings) |
| SJC Auditorium<br>0/32 - Open Space - Cisco Building 10 San Jose | System issue, Network issue          | Free until 13:30 (2 upcoming bookings) |
| NYC Quiet Room<br>0/1 - Type not set - Cisco Penn 1 New York     | Call protocol issues, Type not set   | Free until 15:00 (3 upcoming bookings) |
| ALT Quiet Room 4B<br>0/2 - Meeting room - Cisco Atlanta          | Companion mode issue, Software issue | Busy (No upcoming bookings)            |
| OSL Design space   | Software issue, Capacity not set     | Free                                   |

# Workspace Ranking

Available Now



The image shows the Cisco Board Pro interface. On the left, a sidebar lists navigation options: Overview, Alerts, Analytics, Troubleshooting, Reports, Users, Groups, Locations, Workspaces, Devices (which is selected), Apps, Accounts, and Organization settings. Below that is a section for SERVICES with options: Messaging, Meetings, Calling, and Contact Center. The main content area has tabs for Overview, Cisco Room Navigator, and NYC Meeting Room. The NYC Meeting Room tab is active, showing a purple and red background with a 'Daily Sync' meeting scheduled for 10:00 - 12:30. It includes buttons for Call, Webex, Share, Calendar, and Voicemail. The Cisco Room Navigator tab shows a list of connected devices: Cisco Board Pro [Workspace name], 0/1 Booking: No, Hot desking: Not active, and a status of Online - Touch panel - FOC2520N9X0. The Overview tab shows a list of connected devices: Cisco Room Navigator, Samsung QP82R-BKN, and a device with 09:54.

# Remote Access

Available Now

## View room peripherals

Available Now

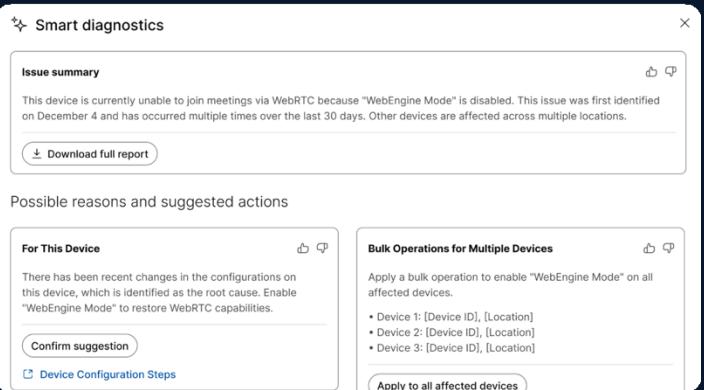
## Workspace Ranking

Available Now

## Remote Access

Available Now

# Intelligent Workspace Management



**Smart diagnostics**

**Issue summary**

This device is currently unable to join meetings via WebRTC because "WebEngine Mode" is disabled. This issue was first identified on December 4 and has occurred multiple times over the last 30 days. Other devices are affected across multiple locations.

[Download full report](#)

**Possible reasons and suggested actions**

**For This Device**

There has been recent changes in the configurations on this device, which is identified as the root cause. Enable "WebEngine Mode" to restore WebRTC capabilities.

[Confirm suggestion](#)

[Device Configuration Steps](#)

**Bulk Operations for Multiple Devices**

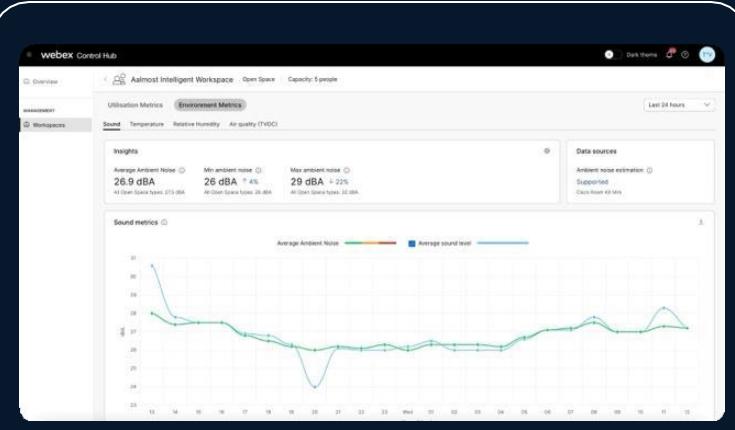
Apply a bulk operation to enable "WebEngine Mode" on all affected devices.

- Device 1: [Device ID], [Location]
- Device 2: [Device ID], [Location]
- Device 3: [Device ID], [Location]

[Apply to all affected devices](#)

Smart Diagnostics

Beta



**webex Control Hub**

**Utilization Metrics** **Environment Metrics**

**Workspaces**

**Sound** **Temperature** **Relative Humidity** **Air quality (TVOC)**

**Weights**

Average Ambient Noise: 26.9 dBA ± 4% Min ambient noise: 26 dBA Max ambient noise: 29 dBA ± 22% All open space noise: 28 dBA

**Sound metrics**

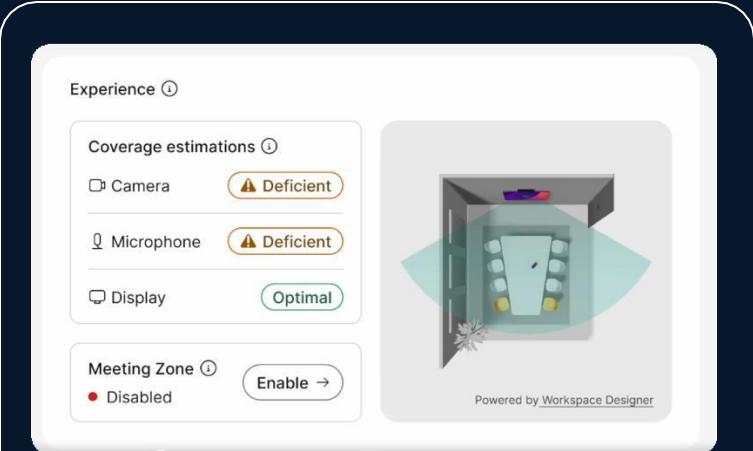
Average Ambient Noise: 26.9 dBA ± 4% Min ambient noise: 26 dBA Max ambient noise: 29 dBA ± 22% All open space noise: 28 dBA

**Data sources**

Ambient noise estimation: Supported Cisco Room Info API

Role Based Access Control  
for Workspace Insights

Available now



**Experience**

**Coverage estimations**

|                                     |                          |
|-------------------------------------|--------------------------|
| <input type="checkbox"/> Camera     | <span>⚠ Deficient</span> |
| <input type="checkbox"/> Microphone | <span>⚠ Deficient</span> |
| <input type="checkbox"/> Display    | <span>Optimal</span>     |

**Meeting Zone**

Disabled [Enable →](#)

Powered by [Workspace Designer](#)

Workspace Advisor

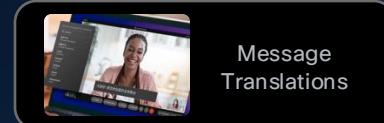
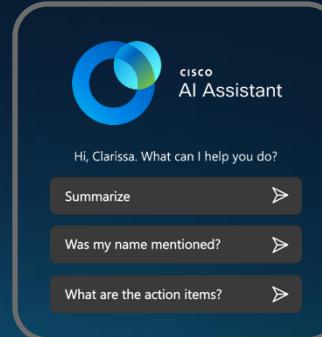
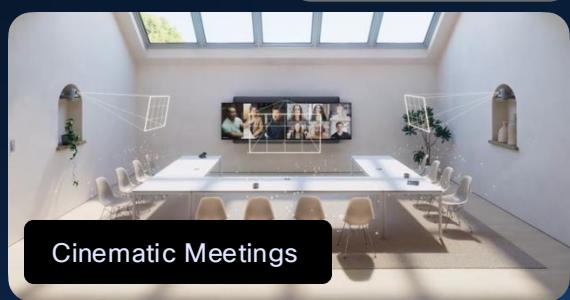
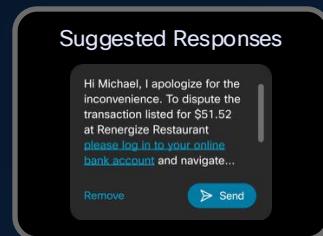
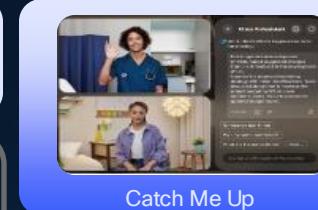
Coming soon

# 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.

The screenshot shows the Cisco Webex Control Hub interface. On the left, a sidebar lists various sections: Overview, Alerts central, Analytics, Troubleshooting, Reports (which is selected), Customer Journey D... (disabled), Users, Groups, Locations, Workspaces, Devices, Apps, Account, Security, and Organization Settings. The main content area is titled 'Reports' and shows a table with 9/50 generated reports. The table columns include Name, Report, Date range, Created, Status, Site/Org, and A... (Actions). Below the table, a bar chart titled 'Number of Meetings by Location' displays the count of meetings for various locations. The chart has 'Location' on the x-axis and 'Number of Meetings' on the y-axis, ranging from 0 to 30. The AI Assistant sidebar on the right shows recent locations: Thailand, Japan, Poland, and a placeholder for 'You'. The AI Assistant panel displays the question 'what were their locations and how many meetings, show as a bar chart.' and the generated bar chart. The timestamp on the AI panel is 12:28 PM.



Thank you

