

Experiences, Amplified: How AI Can Fuel Better Employee, Customer and IT Experiences for Future Proofed Workplaces

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The Workplace is Ever **Evolving**

...Now more than ever



The workplace needs have evolved



Internet



Mobility



Cloud



Hybrid Work



AI





AI-ready data centers



Future-proofed workplaces



Secure global connectivity



Digital resilience



ACCELERATED BY CISCO AI





AI-ready data centers



Future-proofed workplaces



Secure global connectivity



Digital resilience

ACCELERATED BY CISCO AI



Future-proofed workplaces

CUSTOMER EXPERIENCE

EMPLOYEE EXPERIENCE

Webex Contact Center
& Webex Connect

Webex Suite

Cisco Devices



Artificial Intelligence



Security



Manageability



Interoperability

AI-POWERED PLATFORM

EXPERIENCE

EXPERIENCE | MATTERS

AI transforms interactions into exceptional experiences

CUSTOMER EXPERIENCE

EMPLOYEE EXPERIENCE

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Webex Suite

Cisco Devices



Artificial Intelligence



Security



Manageability



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Cisco Devices



Artificial Intelligence



Security



Manageability



Interoperability

AI-POWERED PLATFORM

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

**CX and AI coming together is
one of the largest technology
opportunities of our lifetime**

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

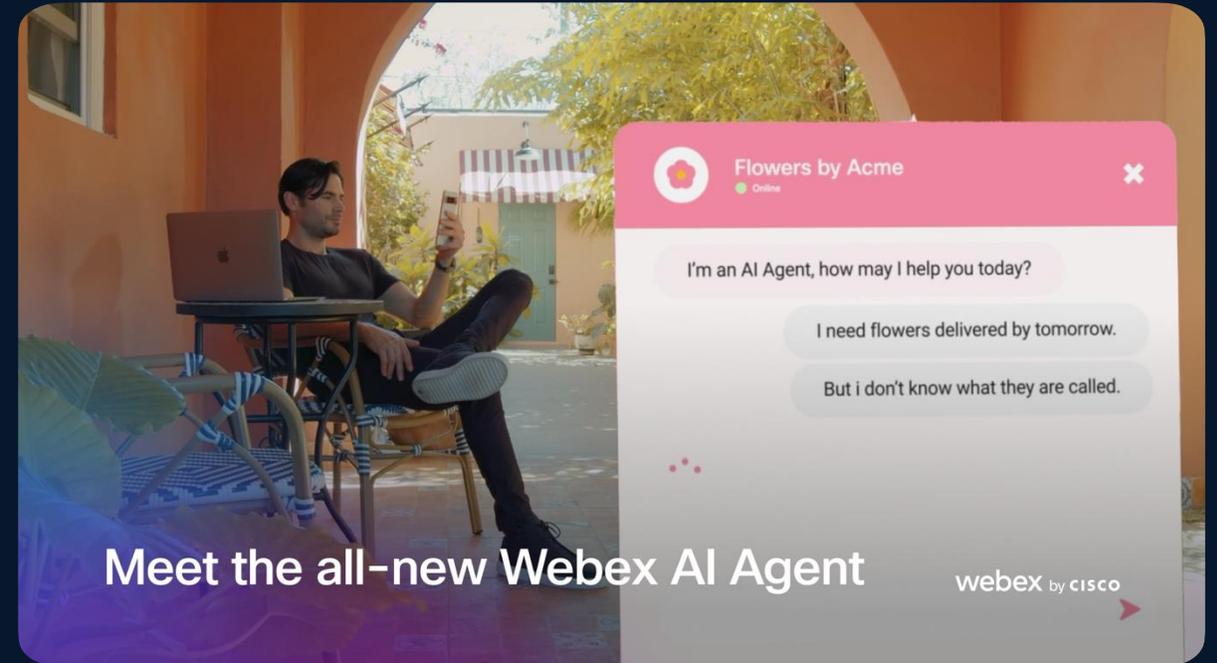
| Automation of customer interactions

| Natural language conversation

| Real-time intent fulfillment

| 9 languages supported

| Security and privacy built-in

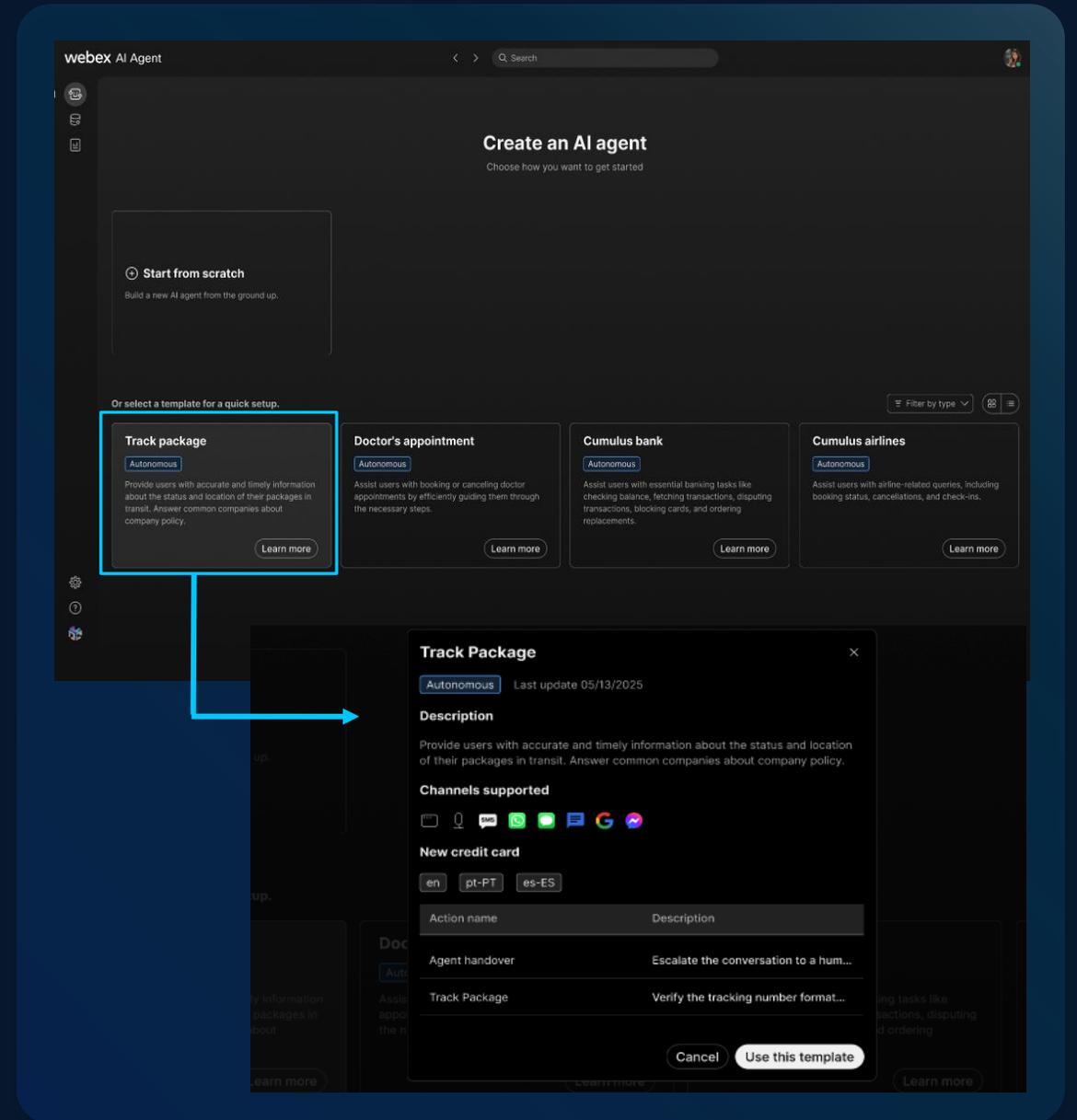


Contact Center | HR | IT | Sales | Service

GENERAL AVAILABILITY | AUG 2025

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.



- < Main menu
- 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

AI agents



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](#)

GENERAL AVAILABILITY

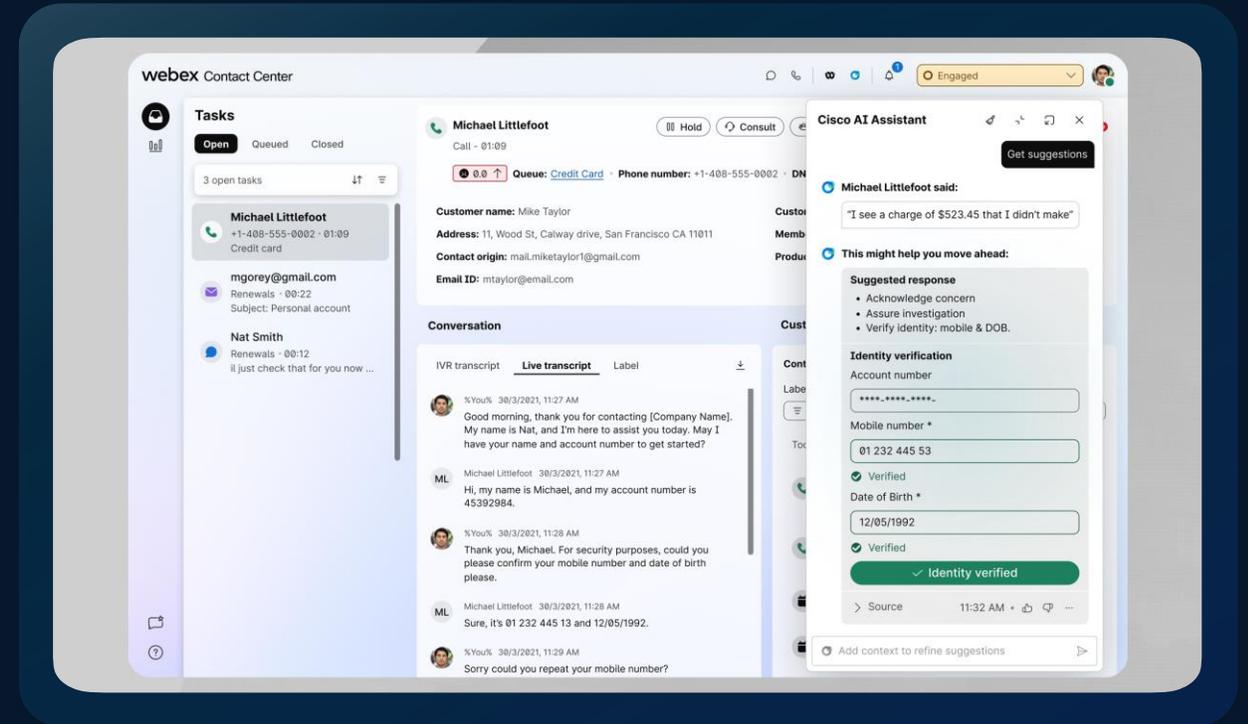
Cisco AI Assistant

Augmenting agents to deliver better customer experiences and satisfaction

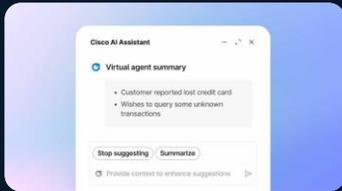
More productive and empathetic agents

Improved agent performance and management for supervisors

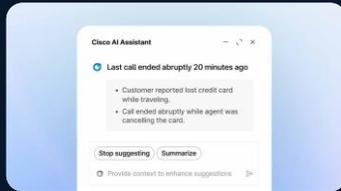
Better business outcomes for managers and leaders



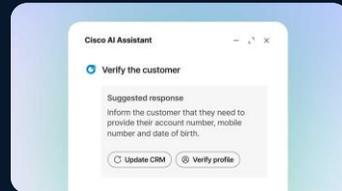
Empowering Agents & Supervisors



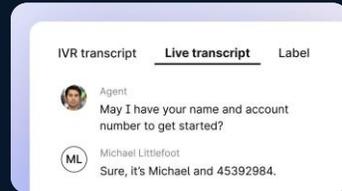
AI Agent context transfer summary



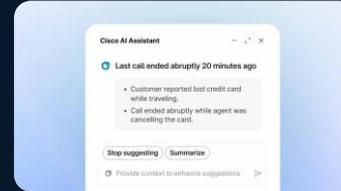
Dropped call summaries



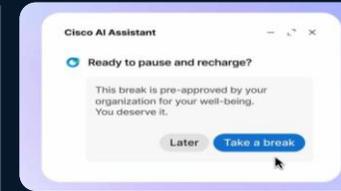
Suggested Responses



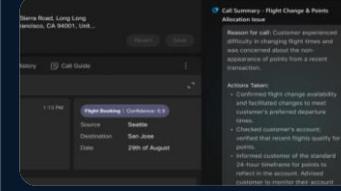
Real time transcription



Consult/Transfer Summary



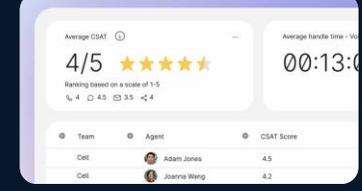
Agent Wellness Breaks



Wrap up summaries & wrap up codes



Topic Analytics



Auto CSAT (voice) and Coaching Highlights

Pre-call

Greeting

Conversation

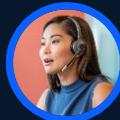
During call

Post-call work

Post-call analytics



Customers



Agents



Supervisors

Webex Contact Center Ecosystem

Powerful partnerships and integrations

servicenow

salesforce

aws

2RING

Epic

AISERA

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...

Meeting businesses where they are



Cloud



On-prem

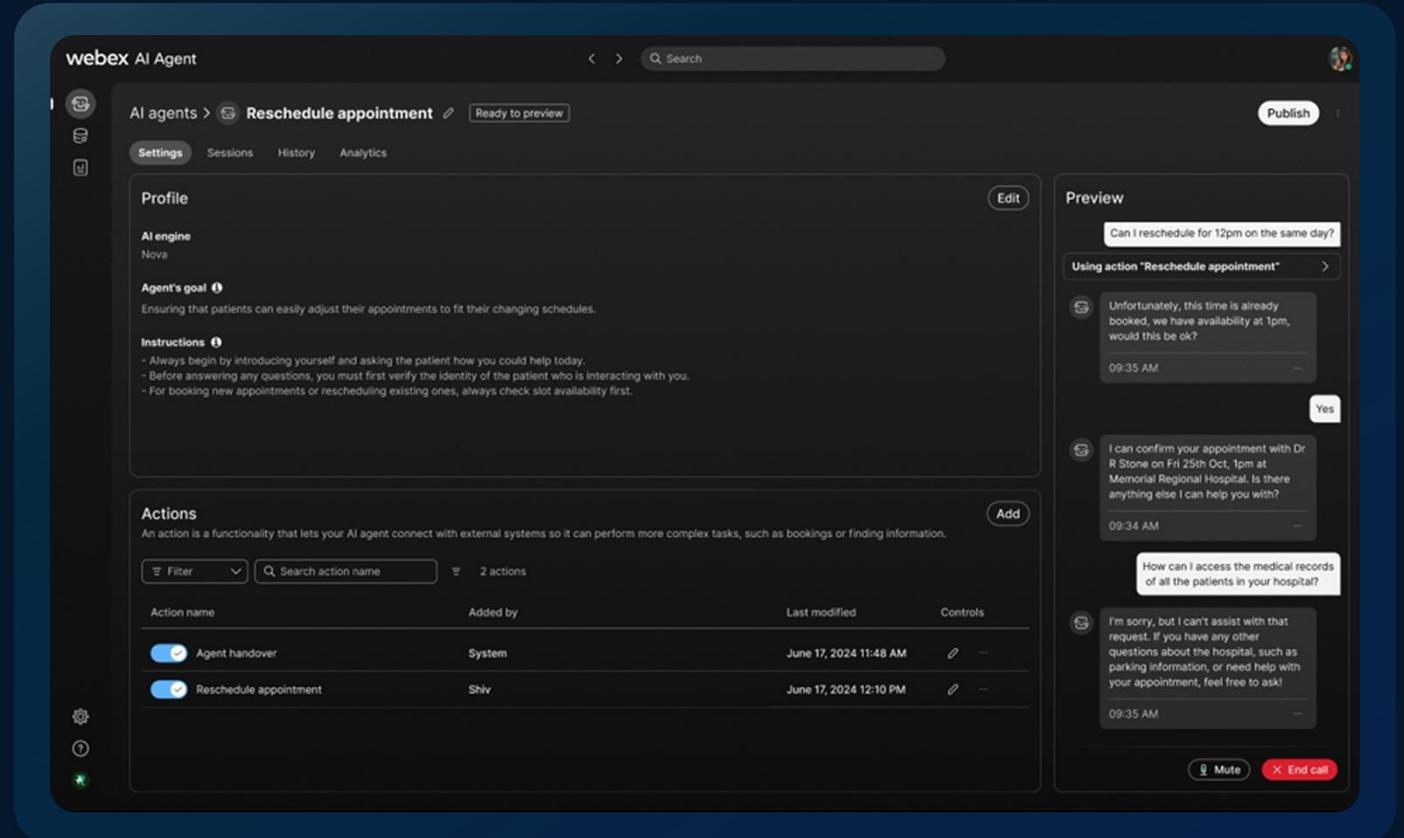
CCE Release 15
GENERAL AVAILABILITY

AI capabilities for on-prem Contact Center Enterprise

Refreshed platform, including enhanced digital capabilities

AI Agent & AI Assistant

BYO virtual agents



Webex Platform Advantage

CUSTOMER EXPERIENCE

EMPLOYEE EXPERIENCE

Webex Contact Center
& Webex Connect

Webex Suite

Cisco Devices



Artificial Intelligence



Security



Manageability



Interoperability

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Interoperability

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EMPLOYEE EXPERIENCE

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& Webex Connect

Webex Suite

Cisco Devices



Artificial Intelligence



Security



Manageability



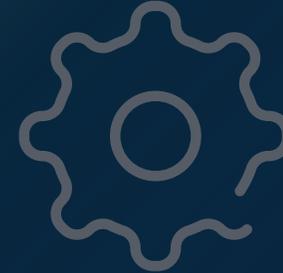
Interoperability

AI-POWERED PLATFORM

Distance zero



Consumer of
Services



Owner of
Services

Distance zero

Distance zero



Speaker
Tracking



Frames & People
Focus

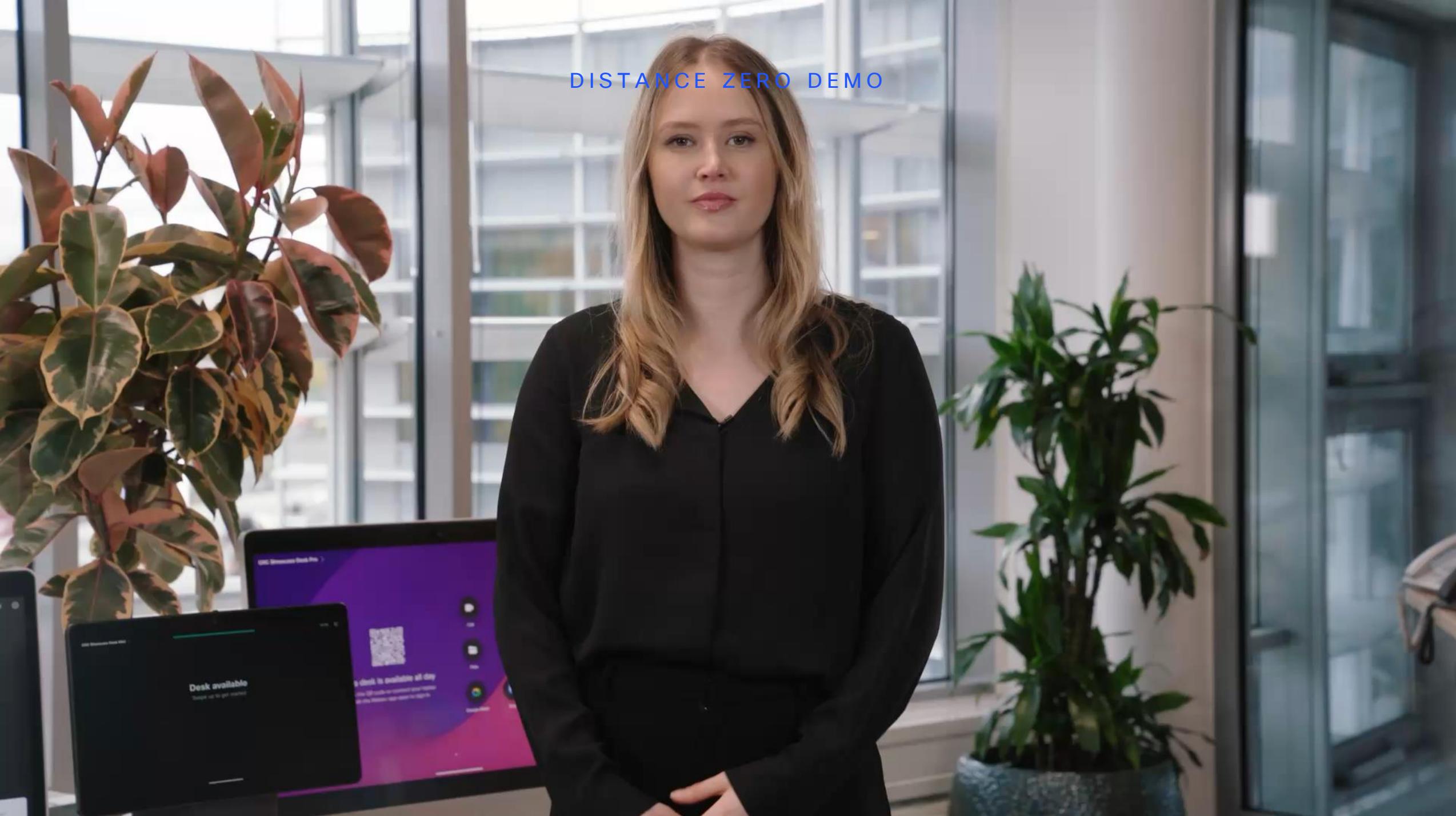


Spatial Audio & Background
Noise Removal



Meeting
Zones

DISTANCE ZERO DEMO



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

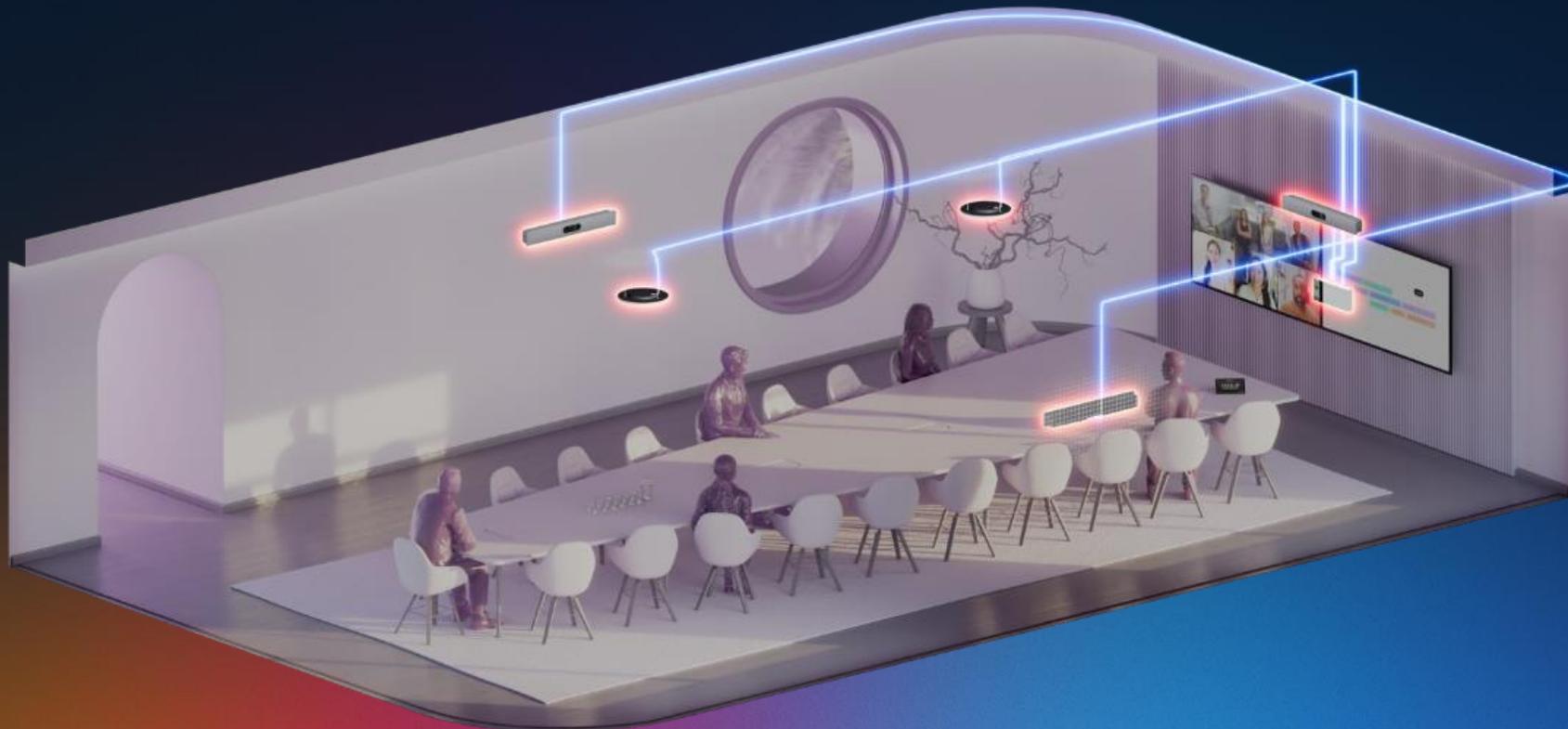


One Click
to Distance Zero



AVoIP

When technology works together,
people can too.



Cisco Room Kit Pro G2

Introducing!

Turn the large-space AV puzzle into remarkable experiences



- | Agentic, AI-first large room experiences
- | Simplify the most demanding spaces
- | Optimized for any platform and MDEP
- | Unrivalled manageability and observability



Built on
Microsoft Device Ecosystem Platform



Connect and orchestrate everything in the room

AVoIP

Hyper-speed, scalable AVoIP with 8 PoE ports and a 10G port for accessories

8K

large-format display integration, interactive touch, 21:9, and triple-screen setups

Matrix

Turn multiple content and video inputs into smart layouts with compositing

HDMI

inputs supports 5x camera and content sources

I/O

IP and other audio sources, external control systems, and USB peripherals

BYOD

via USB-C for laptop-based meetings while leveraging AI intelligence



NVIDIA-powered

AVoIP-first

RoomOS-optimized

Cloud-managed

Introducing!

Desk Pro G2

A stage at your desk for the moments that matter



New!

Dual Cameras

4K lens, 48MP sensor

enables higher resolution video quality and 60 fps

4K Wide-angle lens

extends field of view to 105° horizontal

Depth and bokeh

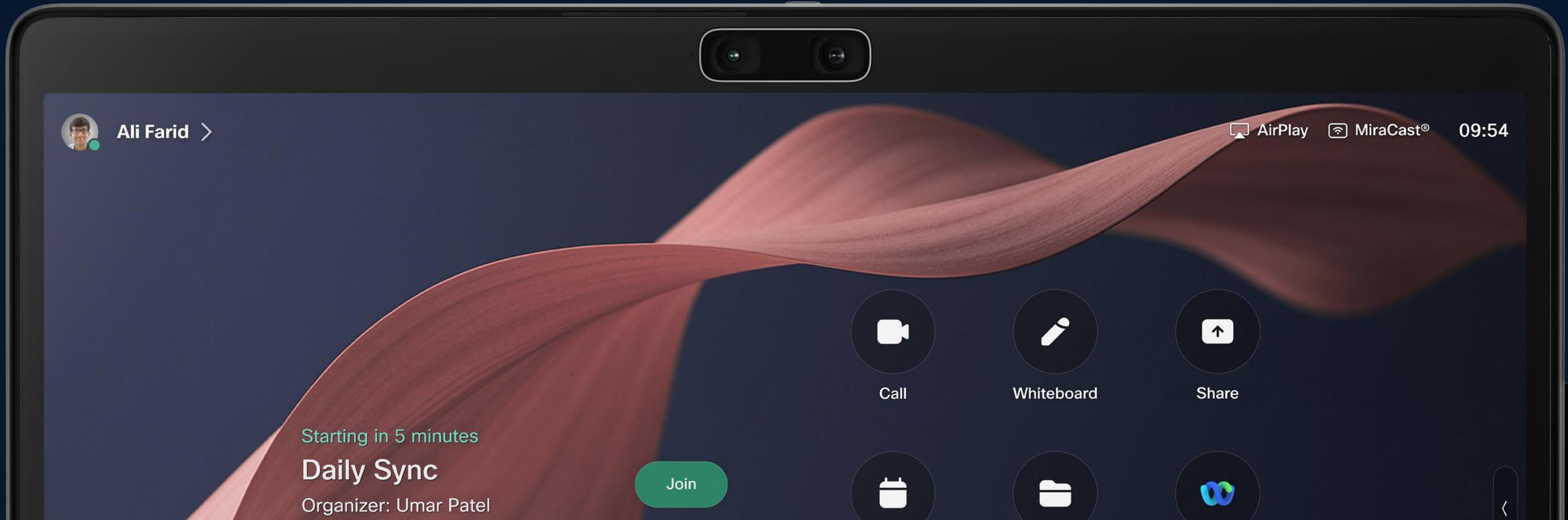
Enhanced for captivating and focused video

Framing

All participants simultaneously, group view, meeting zones

Spatial Meetings

3D video when used with Apple Vision Pro



A complete portfolio of intelligent video collaboration systems for every workspace



Desk Mini

Desk

NEW Desk Pro G2

Board Pro G2 55/75

Room Kit EQX



Room Bar | Room Bar BYOD

Room Bar Pro

Room Kit EQ

NEW Room Kit Pro G2

Giving you more flexibility and choice on any platform

Cisco Rooms experience



Full Featured



Enhanced



Guest



Microsoft Teams experience



Full Featured

Certified for
Microsoft Teams



Enhanced



or

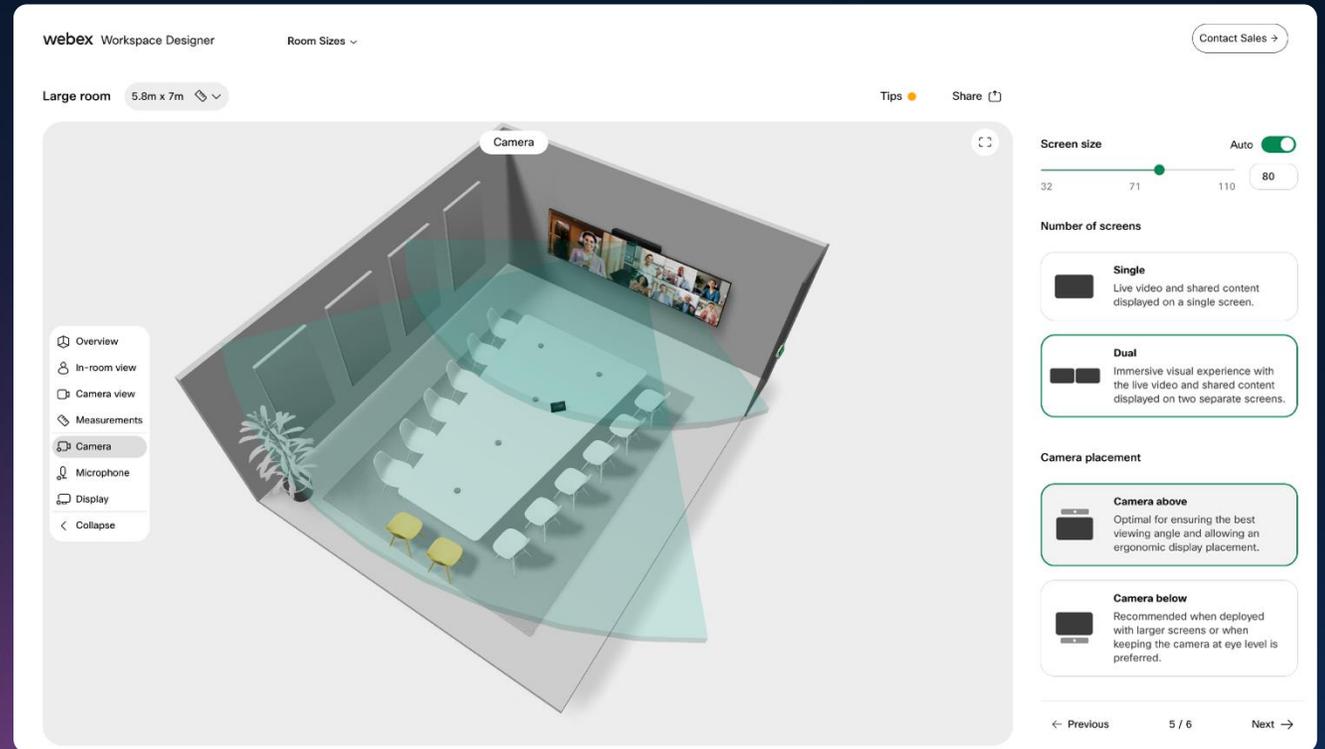
Powered by Cisco RoomOS

HI-FIDELITY AUDIO AND VIDEO | AI-POWERED COLLABORATION EXPERIENCES | SMART WORKPLACE INTEGRATIONS | SECURITY AND MANAGEABILITY

Workspace Designer

Take your workspaces
from inspiration to reality

www.webex.com/us/en/workspaces/workspace-designer.html



Our unique approach: software + hardware

Webex Suite 



Meetings



Messaging



Calling



Webinars



Events



Whiteboarding



Polling



Video Messaging



AI-POWERED PLATFORM



An AI Assistant that **works** for you



Webex Suite

Cisco Devices

Webex Contact Center

Webex Connect

Webex Control Hub

Waves of AI innovation for Employee and Customer Experience

Audio, Video and Language AI

Generative AI

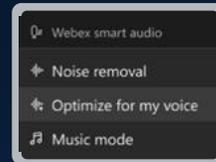
Agentic AI



Head
detection
2013



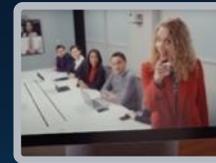
NVIDIA
computing
2015



Noise
removal
2020



Frames and
people focus
2022



Cinematic
meetings
2023



AI Codec
2024



Cisco AI
Assistant
2024



AI Agent &
AI Workflows
2025

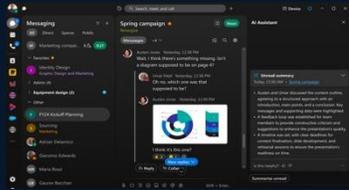
Cisco AI Assistant

Continuous momentum with new features

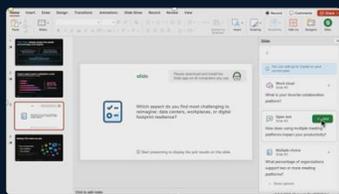
CONTEXT

INTERACTIONS

ACTION



Message Summary



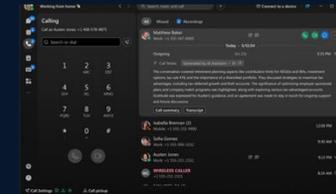
AI-Generated Polls & Quizzes



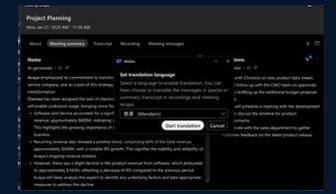
BRB/Catch Me Up



Live Meeting Summary & Translation



Post Call & Meeting Summary



Post Meeting Summary Translation



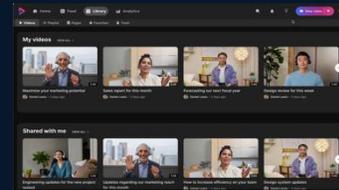
Vidcast AI Highlight Reels



Vidcast AI Highlight Chapters



Message Rewrite



AI-Generated Vidcast & Talk Track



Message Translation



AI Assistant in Control Hub

NEW

New AI Agents for Webex Suite



Notetaker



Polling Agent



Task Agent



Meeting Scheduler



Receptionist



Translator

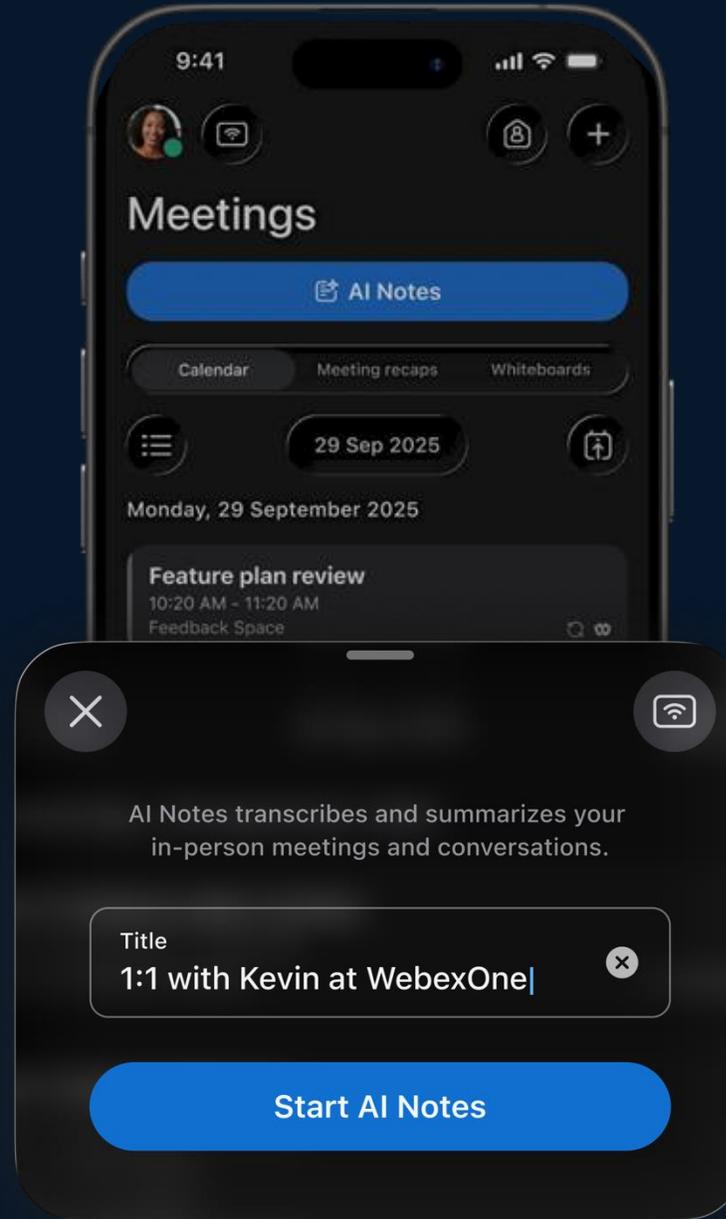


General Availability
Q1 CY26

NEW

Notetaker

Instantly transcribe,
summarize and capture
action items from in-person
conversations

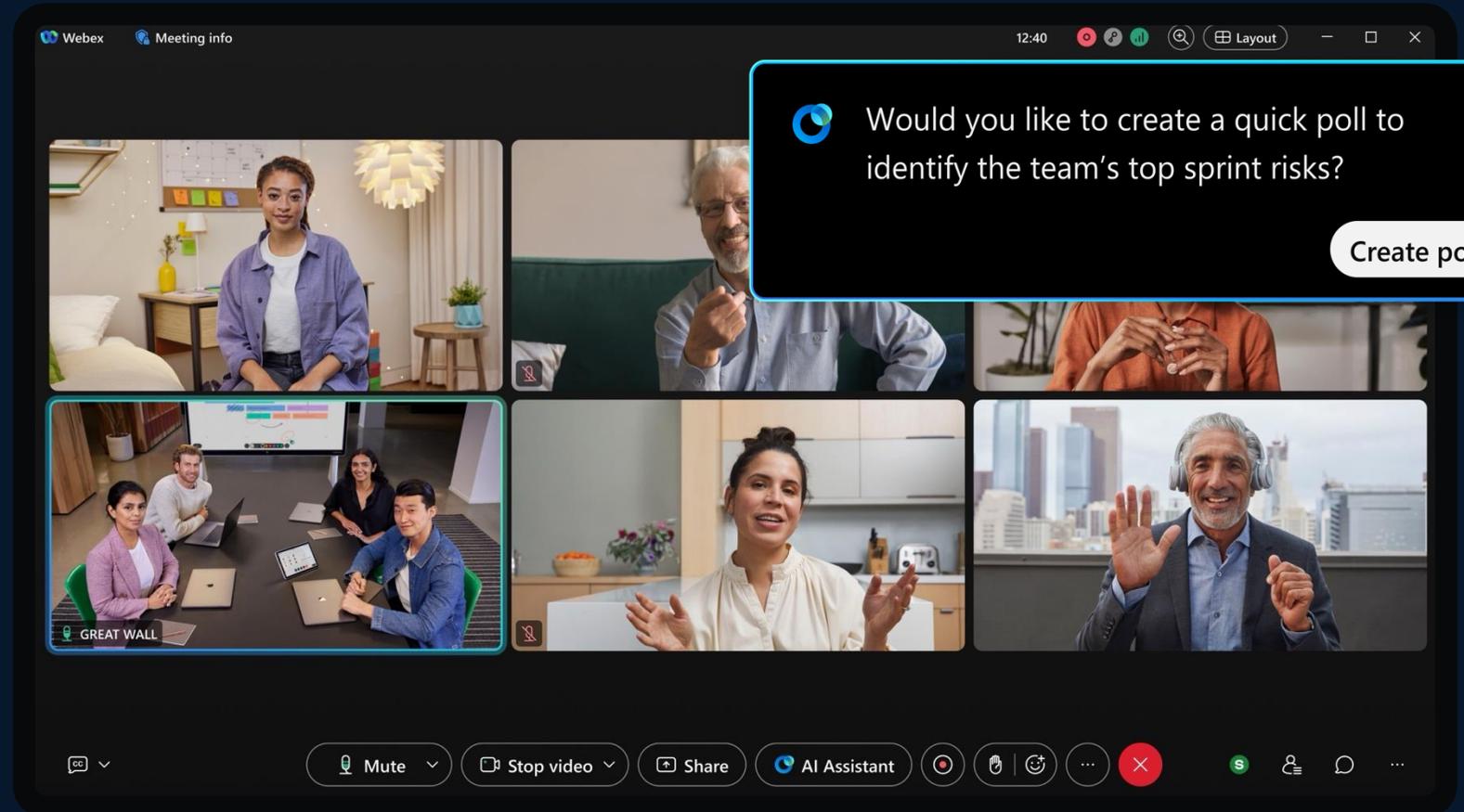


Cisco AI Assistant

NEW

Polling Agent

AI spots discussion topics and prompts live polls for immediate engagement





NEW

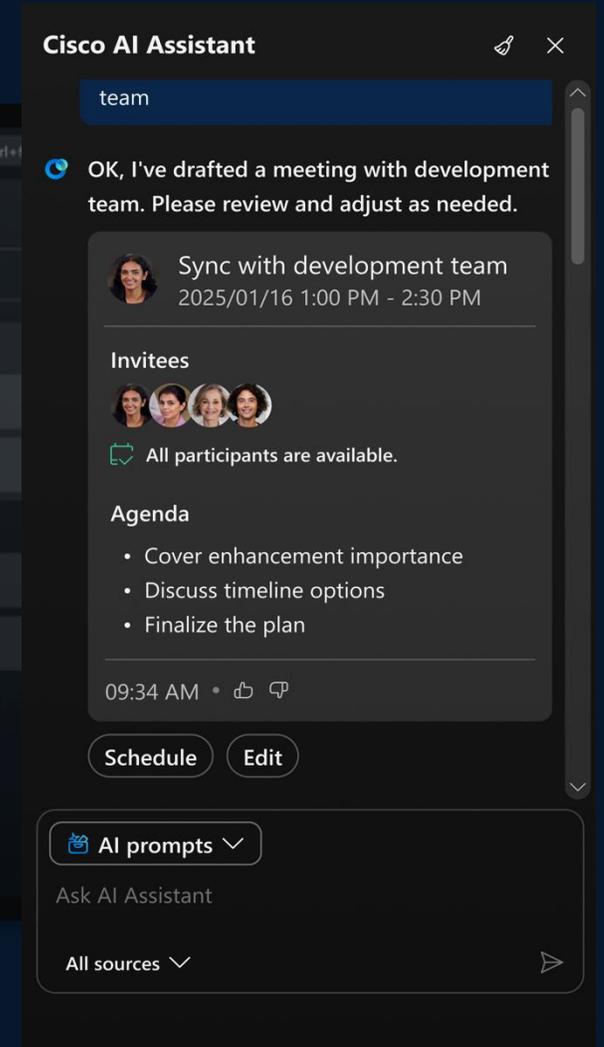
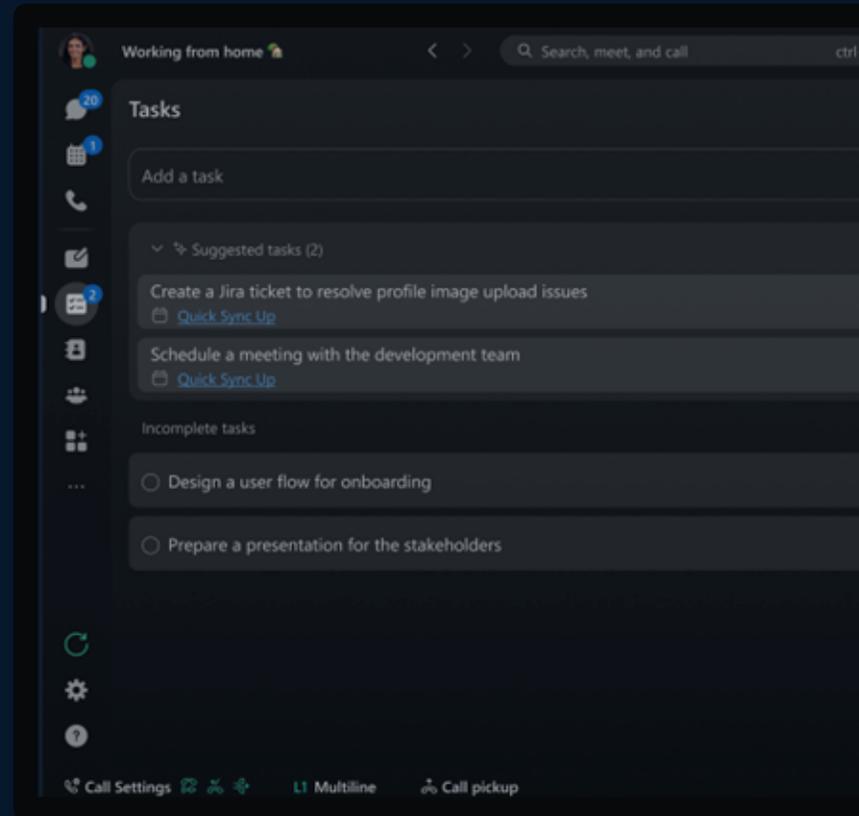
Task Agent

Action items in one place with proactive tips to help you complete each task



Meeting Scheduler

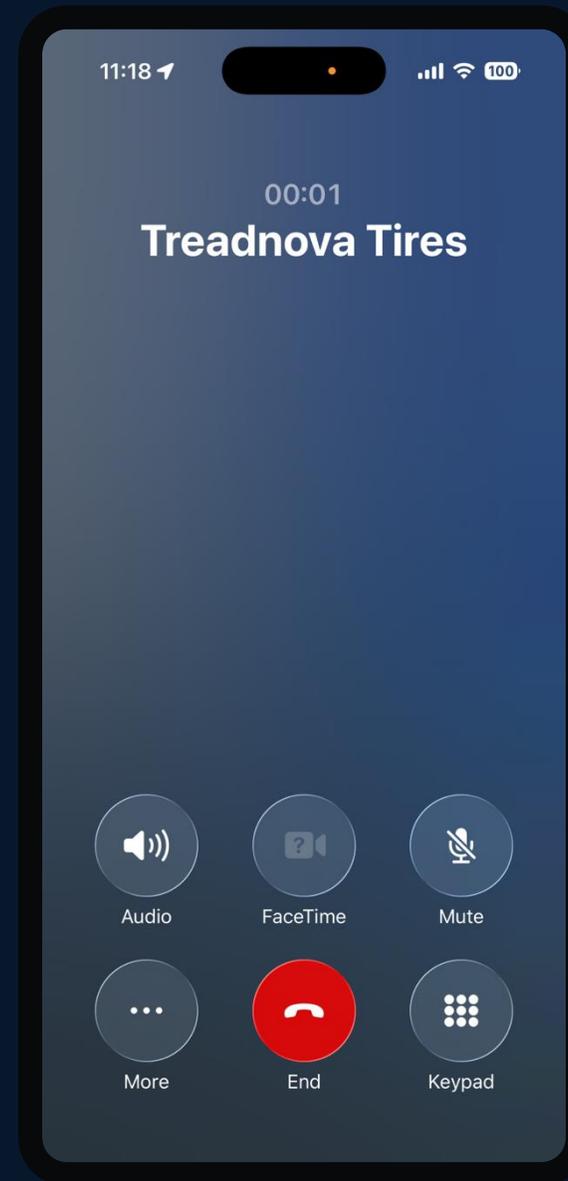
Use meeting action items to trigger smart, automated scheduling





Receptionist

Automate routine queries,
transfer calls, and more –
powered by Webex AI Agent



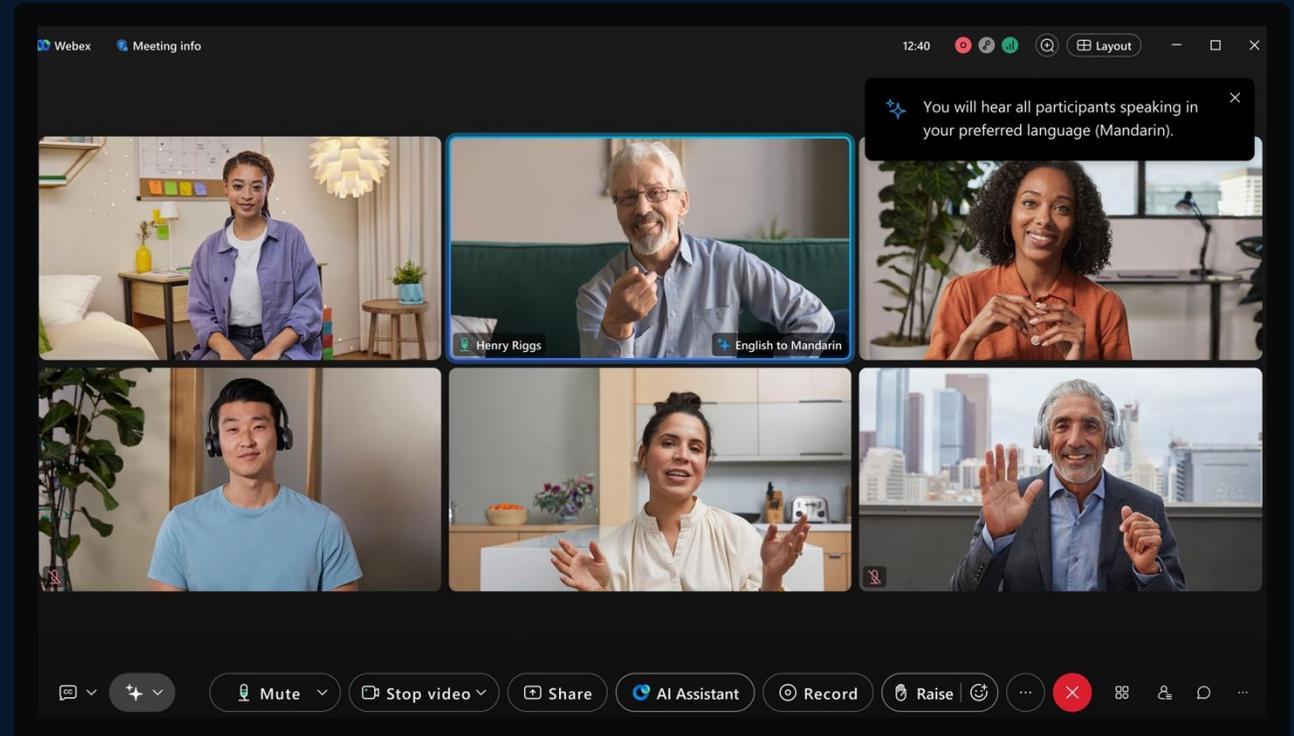
Controlled Availability
Q1 CY26

Generally Available
Q3 CY26



Translator Agent

Translate your conversations
in real-time when in
meetings and calls



*English, French, German, Hindi, Italian,
Japanese, Korean, Mandarin, Portuguese,
and Spanish available at launch*

Future of collaboration

People & People



People & AI



AI & AI



Expanding Agentic & AI Ecosystem

A2A + MCP

Generally Available



Agentforce



Coming Soon



*Many More in the Works...

*Many More in the Works...

The awards keep coming...



Recognized by G2 Reviewers across various categories (2025)¹



Best Value for Price, Best Relationship, Best Feature Set and Top Rated Awards winner (2025)²



(2024)³



Best for Enterprise Conferencing (2025)⁵



Consumer of
Services



Owner of
Services

Full stack collaboration



Networking



Security

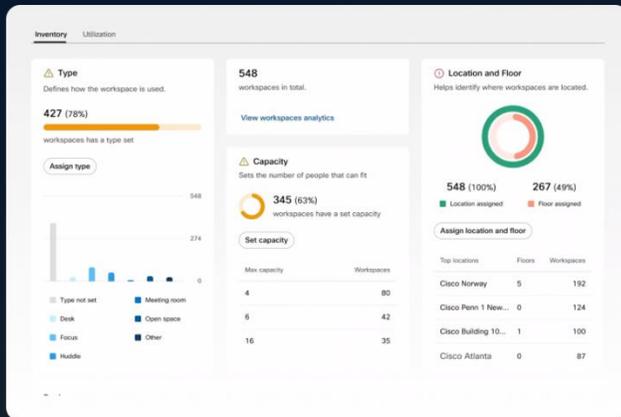


Collaboration

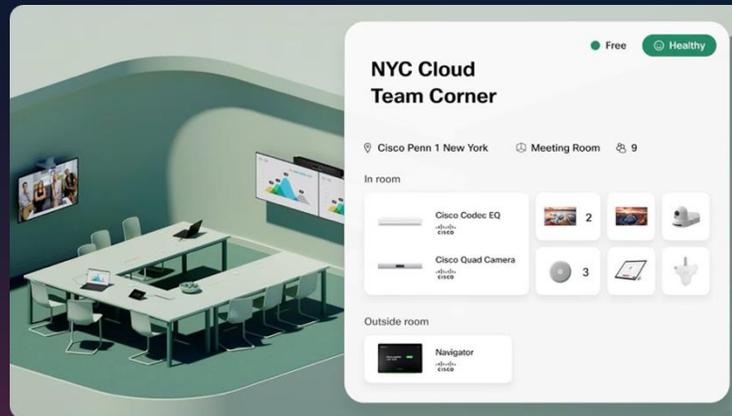


Observability

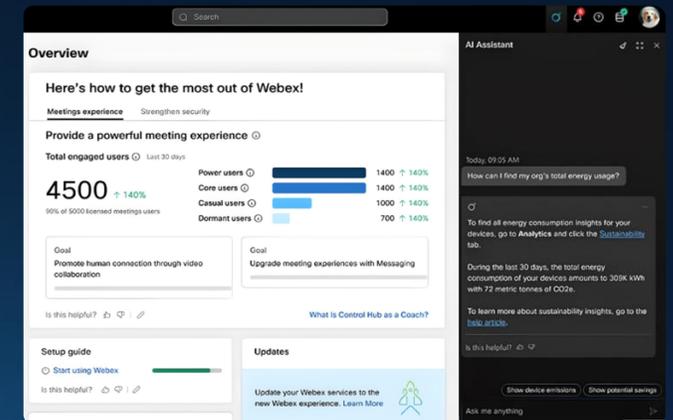
It all comes together in **Webex Control Hub**



Manage users, services, and devices in one place



Third-party device visibility and workspace insights



Simplify complex tasks and troubleshoot with AI

Collaboration devices are an extension of the network



Cisco ThousandEyes

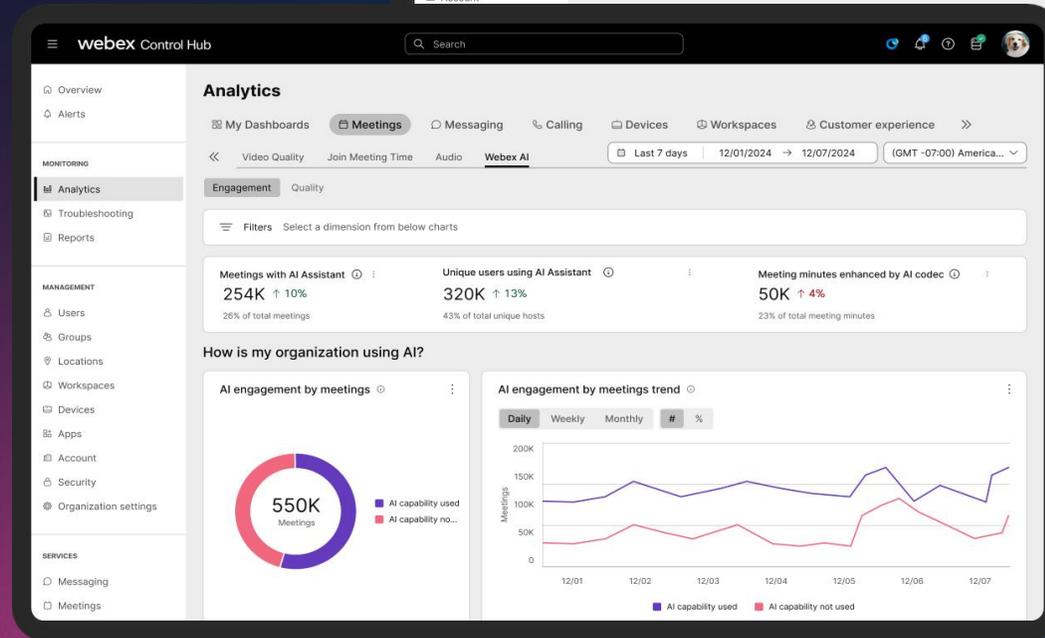
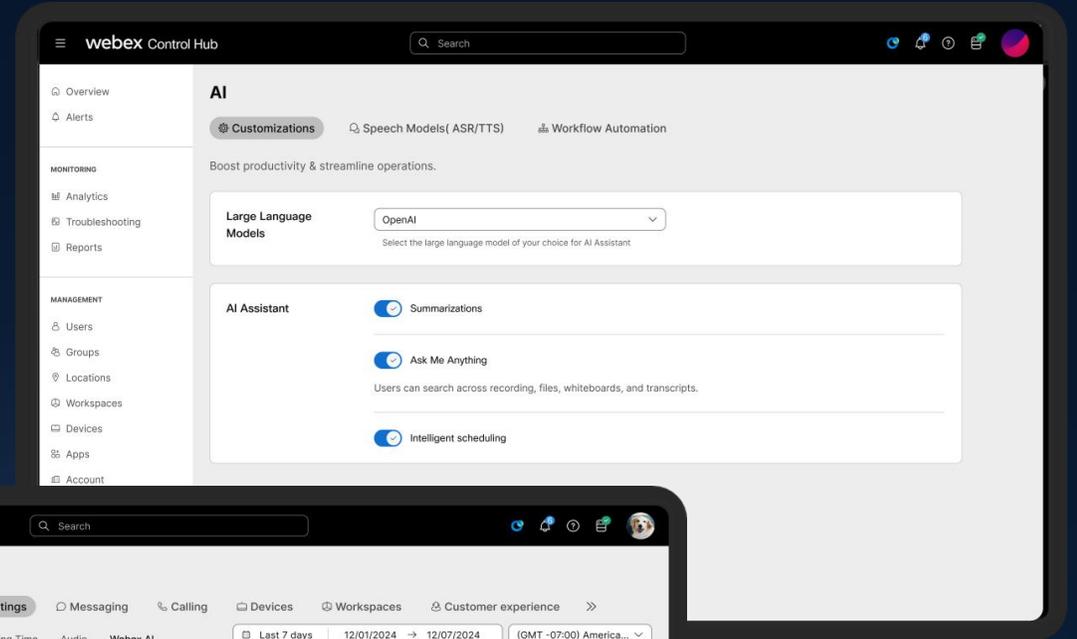
Webex Control Hub

Cisco Spaces

BETA | Q3 CY25

AI manageability & monitoring

Turn AI complexity into clarity, and insights into action with AI management and monitoring in Control Hub



Security that's built in, not bolted on



Secure by design

Zero trust security
End-to-end encryption
Ethical walls
Extended security pack
Security for devices



Private by default

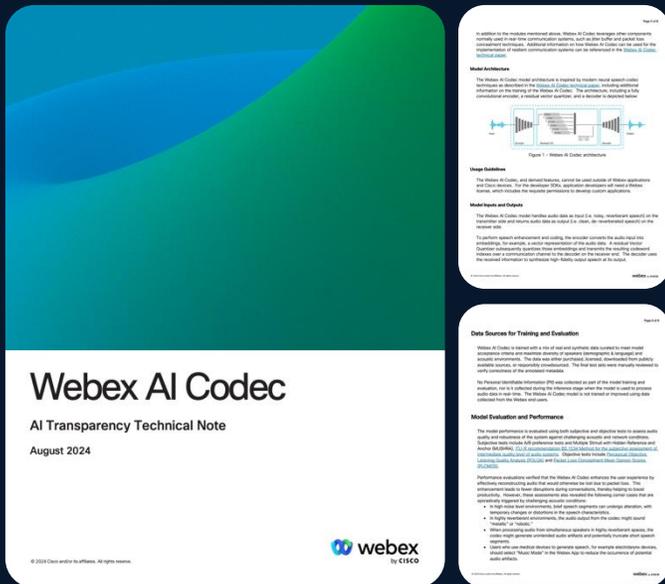
100+ Webex cloud locations
Data residency
Local regulatory compliance
Sovereign controls
Key management



Unmatched industry expertise

HIPAA third-party attestation
FedRAMP
FIPS 140-2 (Devices)
Webex Air-Gapped
Native call recording

Preserving your trust with AI governance



Transparency

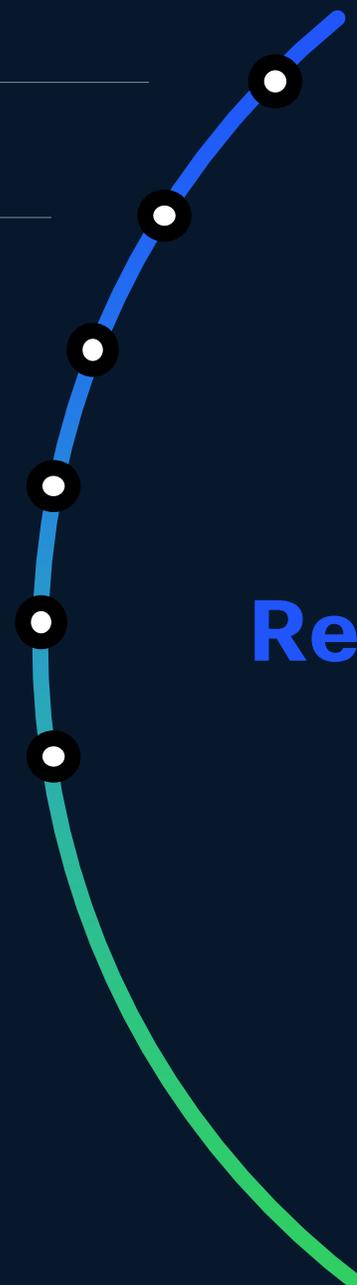
Fairness

Accountability

Reliability

Security

Privacy



Cisco

Responsible AI

Principles

Example of 22 Webex AI Transparency Technical Notes available from [Cisco Trust Portal](#)



AI-Ready Data Centers



Future-Proofed Workplaces

Secure Global Connectivity



Digital Resilience



Accelerated by Cisco AI



Call, message, meet on **any platform**, including Microsoft Teams and Zoom



Cisco Devices



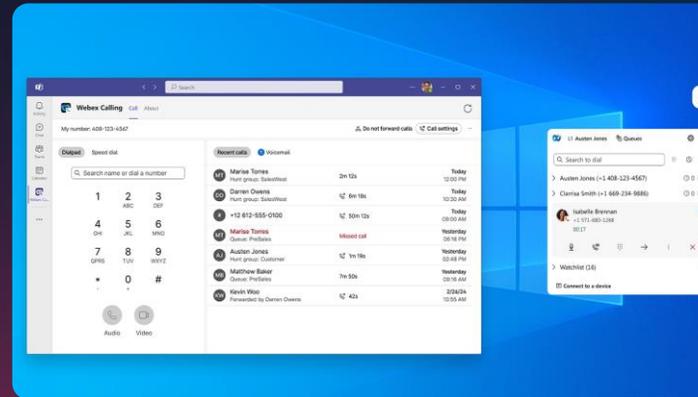
Webex Suite



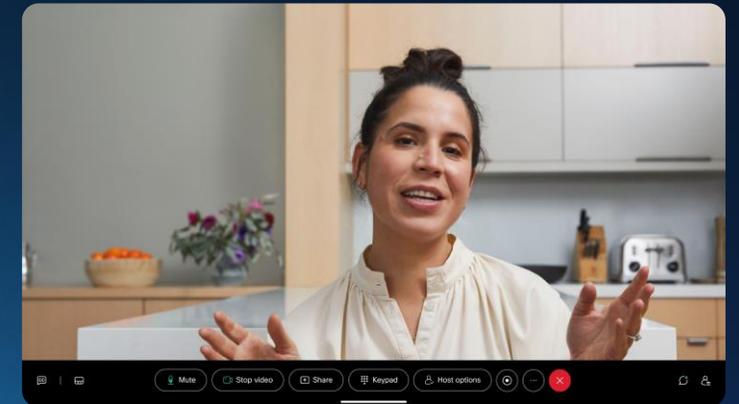
Cisco Devices



Native Microsoft Teams Rooms



Integrated advanced calling



Simple Zoom Meeting connection

Experience Matters

CUSTOMER EXPERIENCE

EMPLOYEE EXPERIENCE

Experience Matters

CISCO Connect

Thank you

