

Collaboration Roadmap: Setting the Vision for the Modern Workplace

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Solutions Engineer (Collaboration) , @social



Agenda

1. **Key Trends Shaping Collaboration**
2. **Customer Challenges & Cisco's Strategic Response**
3. **AI's impact on Customer Experience**
4. **AI's impact on Employee's Experience (Meetings, Calling & Devices)**

Key Trends Shaping Collaboration

- Hybrid work models and workforce expectations
- AI integration in collaboration platforms
- Cloud adoption and deployment models
- User experience innovation and workspace automation

AI transforms interactions into
exceptional experiences
Experience Matters



AI-Ready Data Centers



Future-Proofed Workplaces

Secure Global Connectivity



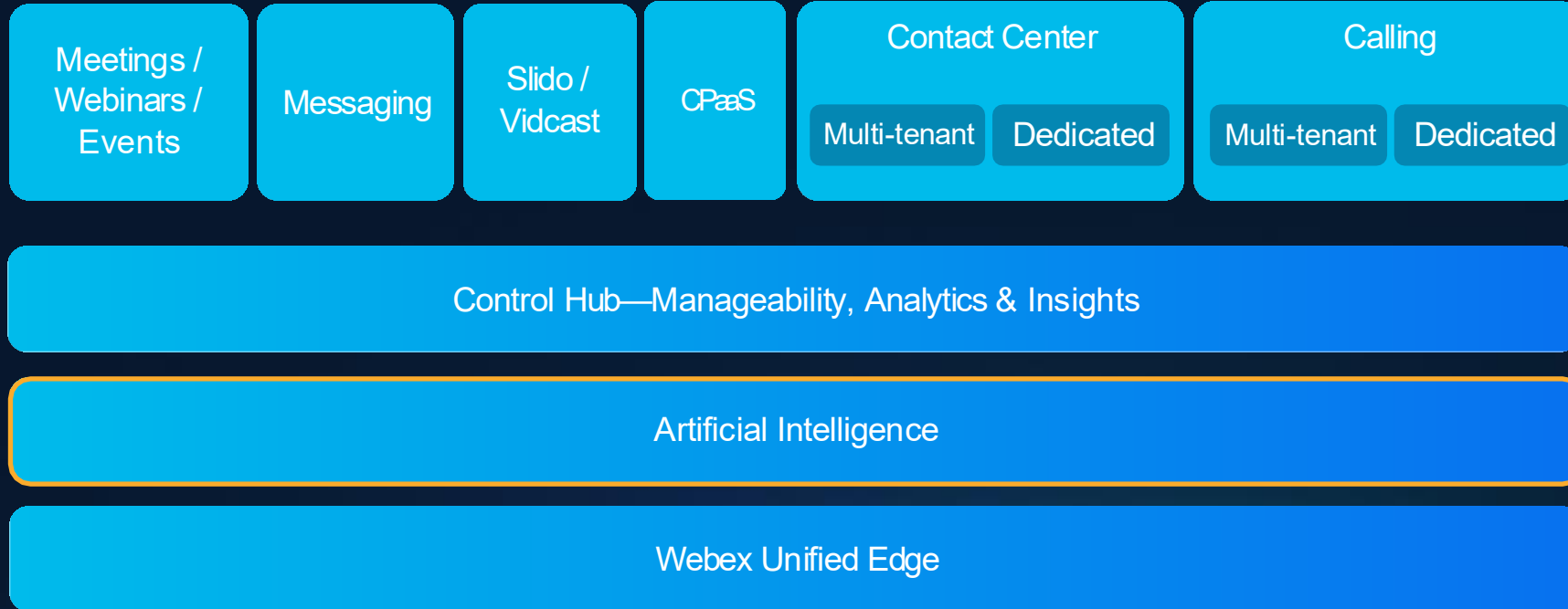
Digital Resilience



Accelerated by Cisco AI



Webex Platform



- Webex App
- Webex App integrations
- Webex Devices
- Microsoft Teams
- Google Suite

- AI for Webex Suite
- AI for Devices
- AI for Contact Center
- AI for Connect
- AI for Control Hub

PSTN

- Cloud Calling
- Contact Center
- Meetings

Connectivity

- Edge Connect for Meetings, Cloud Calling, Contact Center

Integrations

- APIs / SDK
- CX Digital Channels

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



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

AI front door for contact centers

Rising & evolving demand



Customers

CONTACT CENTER

Constrained supply



Agents

AI front door for contact centers

CONTACT CENTER

Rising & evolving demand



Customers

Elastic supply



Containment



Lower handling times

AI Agents

+

Constrained supply



Agents

GENERAL AVAILABILITY

Webex AI Agent

Intelligent, 24/7 always-on front door

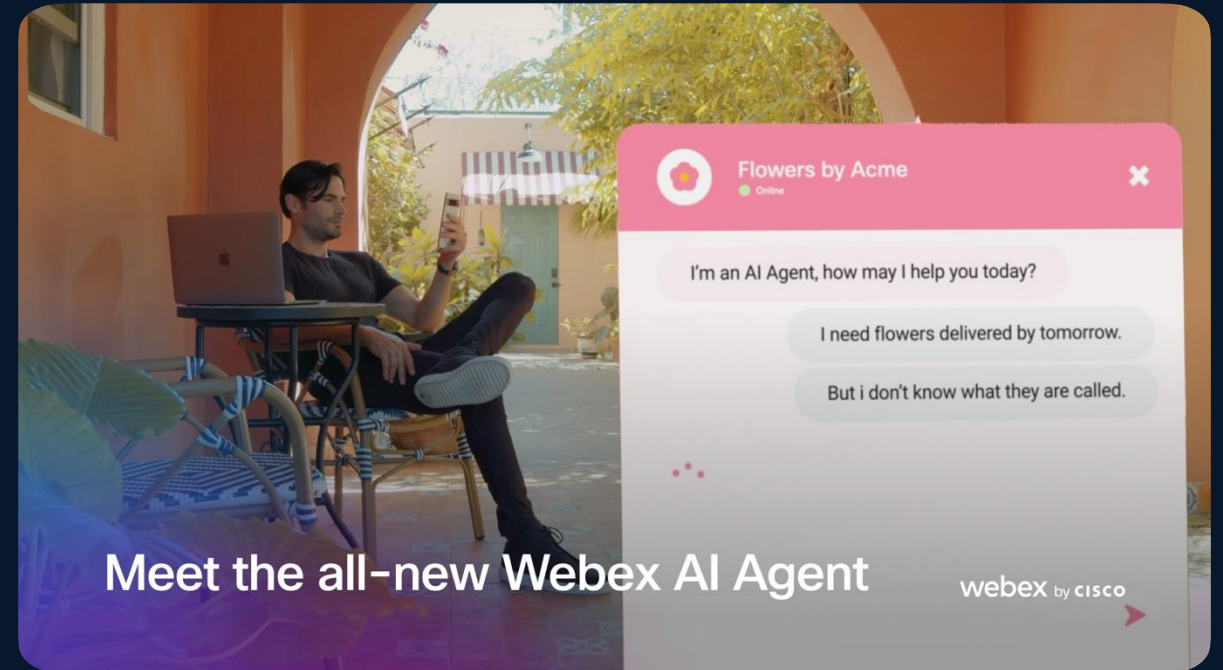
| Automation of customer interactions

| Natural language conversation

| Real-time intent fulfillment

| 9 languages supported

| Security and privacy built-in



Contact Center | HR | IT | Sales | Service

GENERAL AVAILABILITY

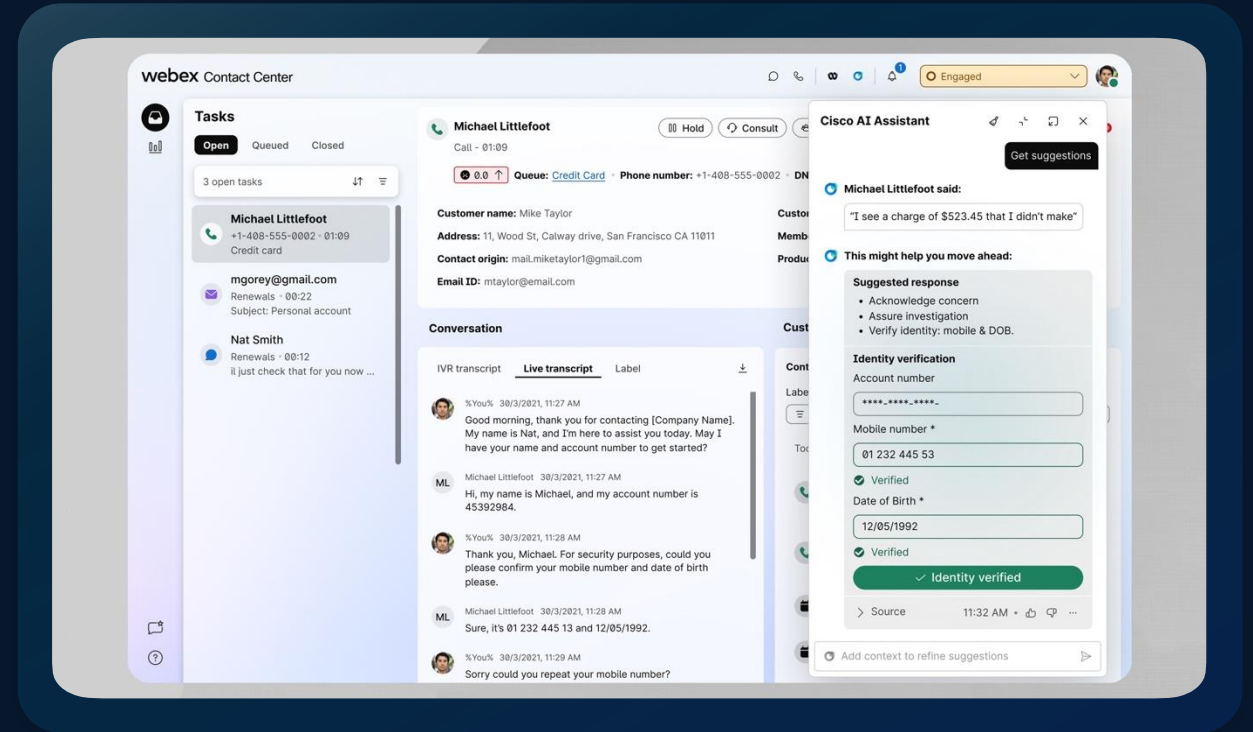
Cisco AI Assistant

Augmenting agents to deliver better customer experiences and satisfaction

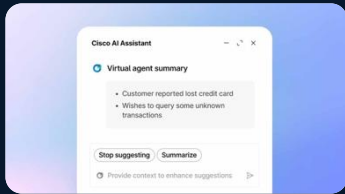
More productive and empathetic agents

Improved agent performance and management for supervisors

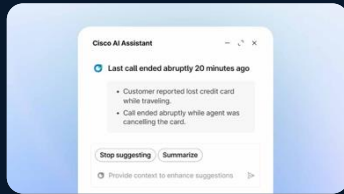
Better business outcomes for managers and leaders



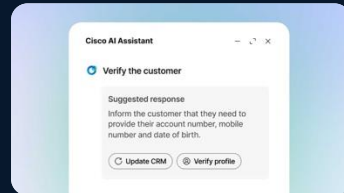
Empowering Agents & Supervisors



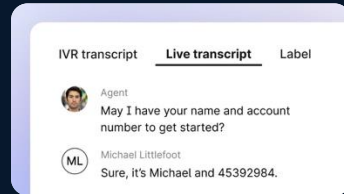
AI Agent context transfer summary



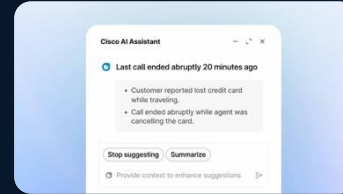
Dropped call summaries



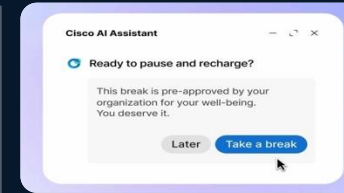
Suggested Responses



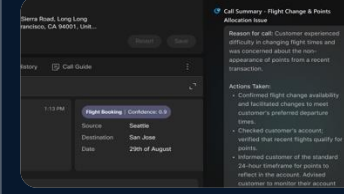
Real time transcription



Consult/Transfer Summary



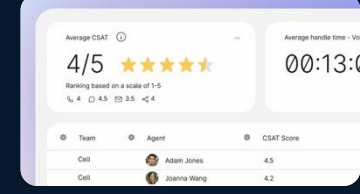
Agent Wellness Breaks



Wrap up summaries & wrap up codes



Topic Analytics



Auto CSAT (voice) and Coaching Highlights

Pre-call

Greeting

Conversation

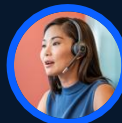
During call

Post-call work

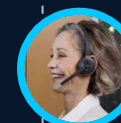
Post-call analytics



Customers



Agents



Supervisors

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

The screenshot shows the 'webex AI Agent' configuration page for an agent named 'Reschedule appointment'. The interface is dark-themed and includes a search bar at the top right. The main content area is divided into several sections:

- Profile:** Shows the AI engine as 'Nova' and the agent's goal as 'Ensuring that patients can easily adjust their appointments to fit their changing schedules.' It also includes instructions for the agent.
- Actions:** A table listing actions that the agent can perform. The table has columns for 'Action name', 'Added by', 'Last modified', and 'Controls'. Two actions are listed: 'Agent handover' (added by System on June 17, 2024 at 11:48 AM) and 'Reschedule appointment' (added by Shiv on June 17, 2024 at 12:10 PM).
- Preview:** A chat window showing a conversation. The user asks, 'Can I reschedule for 12pm on the same day?'. The agent responds, 'Unfortunately, this time is already booked, we have availability at 1pm, would this be ok?'. The user replies 'Yes'. The agent then confirms the appointment: 'I can confirm your appointment with Dr R Stone on Fri 25th Oct, 1pm at Memorial Regional Hospital. Is there anything else I can help you with?'. The user asks, 'How can I access the medical records of all the patients in your hospital?'. The agent responds, 'I'm sorry, but I can't assist with that request. If you have any other questions about the hospital, such as parking information, or need help with your appointment, feel free to ask!'.

Experience Matters

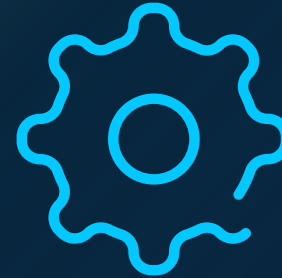
CUSTOMER EXPERIENCE

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

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

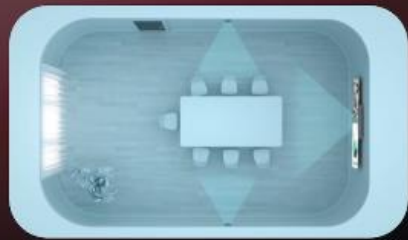
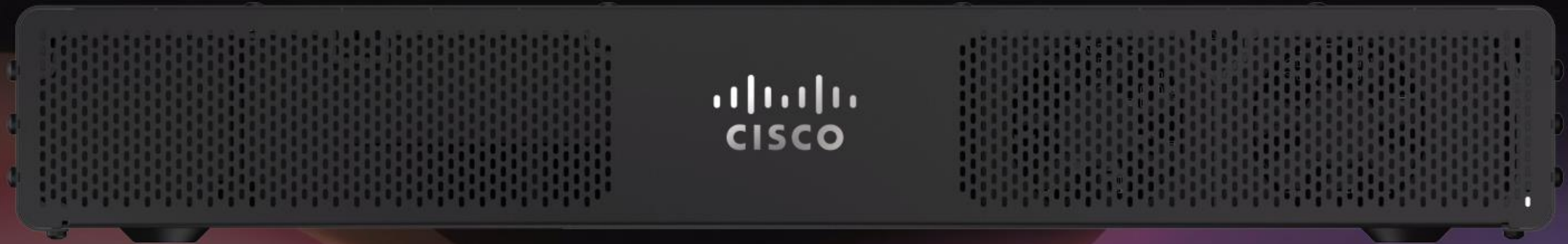
AI-powered Room Vision Pan-Tilt-Zoom camera

- | Breathtaking camera tracking experience
- | Designed to power the best cinematic meetings
- | Radically simple to deploy, scale, manage



Codec Pro G2

Plug and play Cinematic experiences



Cross view



Presenter Track



Extended Speaker track



Meeting zones



Presenter and Audience

Multicamera: Agentic AI Director

Codec Pro G2

RoomOS's Agentic AI director combines Video Intelligence and Audio Intelligence to understand the full context of the room

RoomOS is able to detect where people are in the space, their orientation and who is actively speaking; with this information, we can choose the correct camera to get the best view in the room without the need of an in-room operator.

The Agentic AI Director drives the following experiences

- Cross-view

- Cross-view

- Dual Cross-view

NEW!



- Extended Speaker

- Multicamera Tracking

- Room Vision PTZ

NEW!



- Quad Cameras

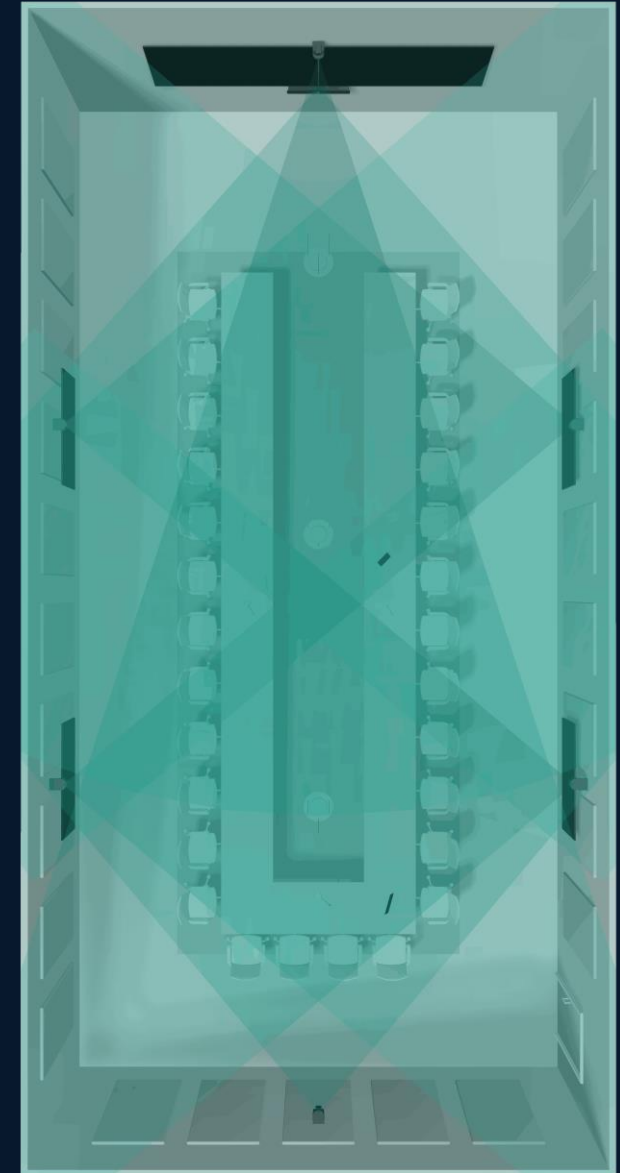
NEW!



* Definitions and room design subject to change as GA approaches. Design Guidance in the Room Preparation Guides and Cisco Workspace Designer will not be available until GA

NOTE: Multicamera Agentic AI Director solutions have specific hardware requirements. Please review the [Room Preparation Guides](#) and/or make use of the [Cisco Workspace Designer](#) prior to securing equipment.

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AI Directed Experiences

Cinematic Meetings

When technology works together, people can too.

Intelligent Rooms

RoomOS Experience



Ears

Microphone

Eyes

Camera

Brain

Video Device

**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



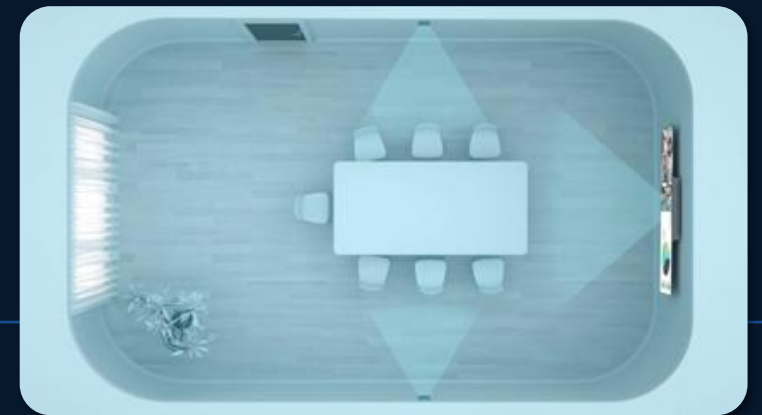
Multi-camera speaker view

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

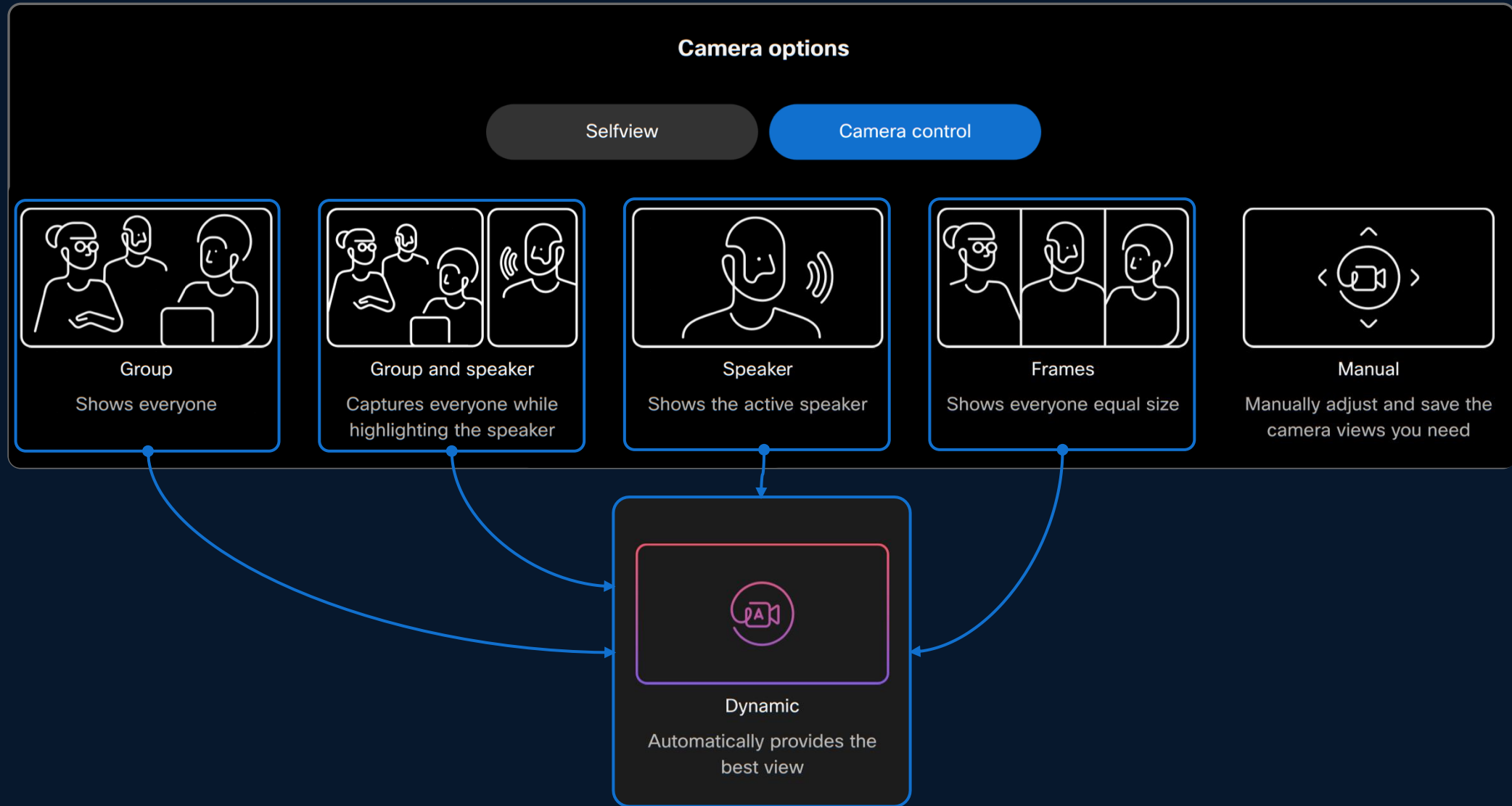


Frames & people focus

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



AI Director – Dynamic Camera Mode





Blue Room



Red Room



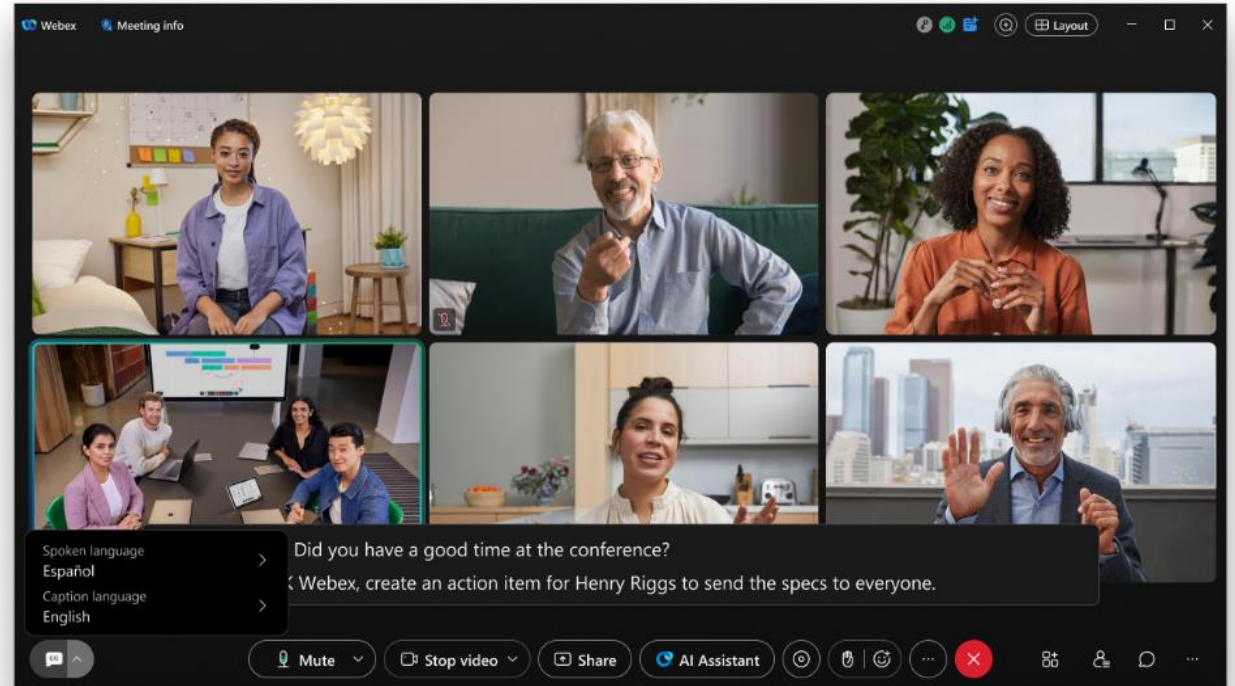
Green Room

Loyal

Live Auto detection of spoken language in Meetings

This feature automatically detects and switches the spoken language in the meeting to ensure accurate transcripts, captions and summaries!

Currently, all platforms are supported for participants with Hosts support will be expanded from Desktop to include Web and Mobile.

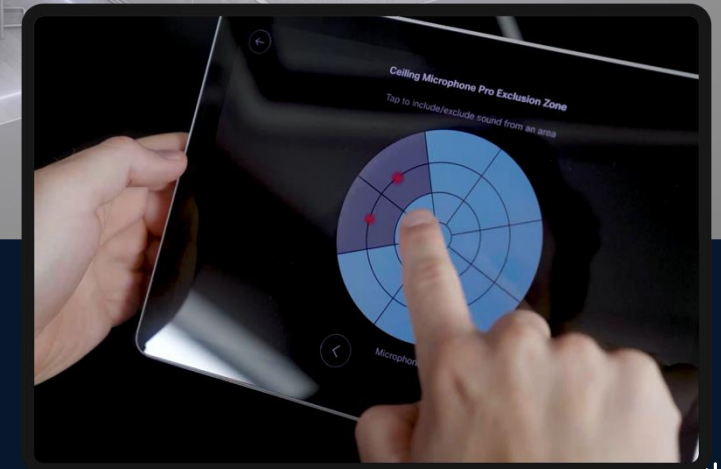


Consumer of services

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!





So, lets bring this all together!



Calling



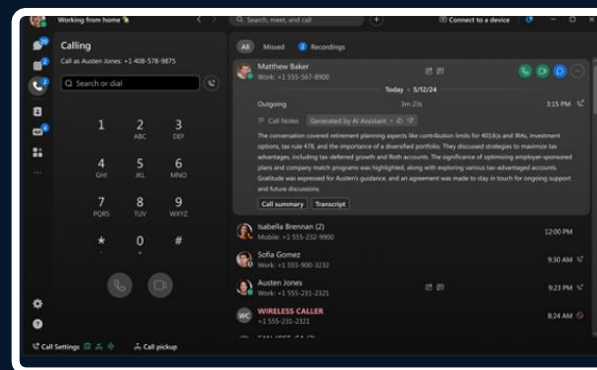
MAKE THE MOST OF EVERY INTERACTION

Amplify employee experience with AI



Audio Intelligence

- Webex AI Codec
- HD Voice (PSTN)
- Background noise removal
- Optimize for my voice
- AI Assistant for Webex Calling



Language Intelligence

- AI Assistant summaries
- AI Assistant action items
- AI Assistant catch me up
- Real-time translation
- Share summaries

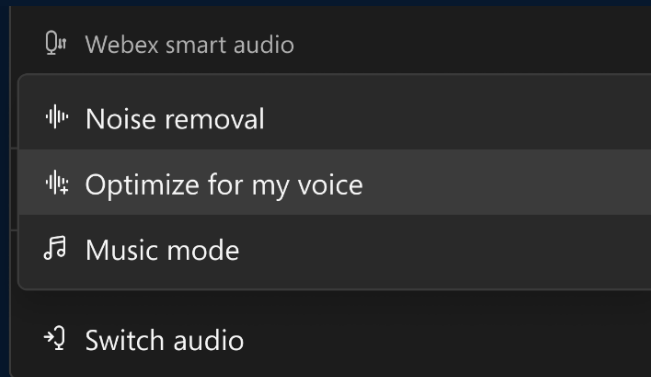
Audio Intelligence

Hear and be heard, anywhere, on any device

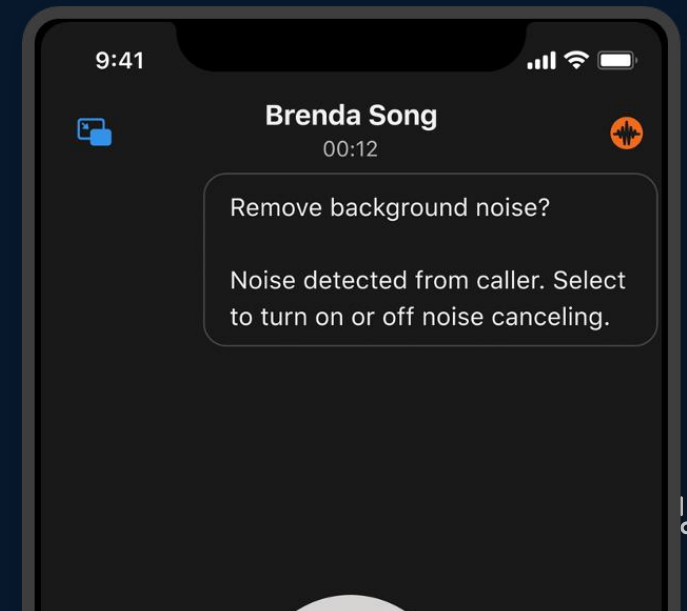
Noise removal



Noise removal and optimize for my voice



HD Voice





CISCO
AI Assistant

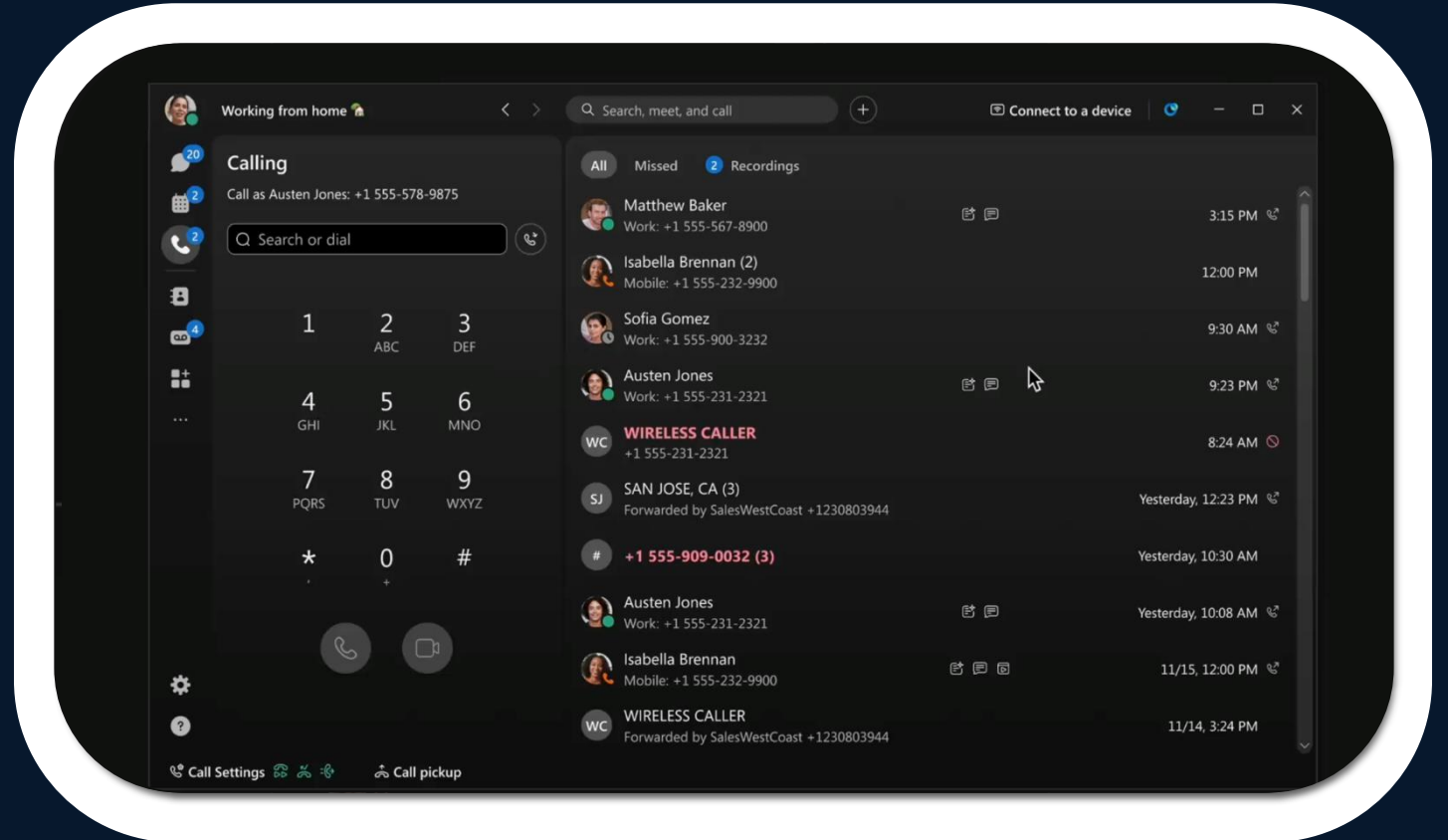
for Calling

Coming CY Q1
2025

Live call summaries

Share summaries

Post-call

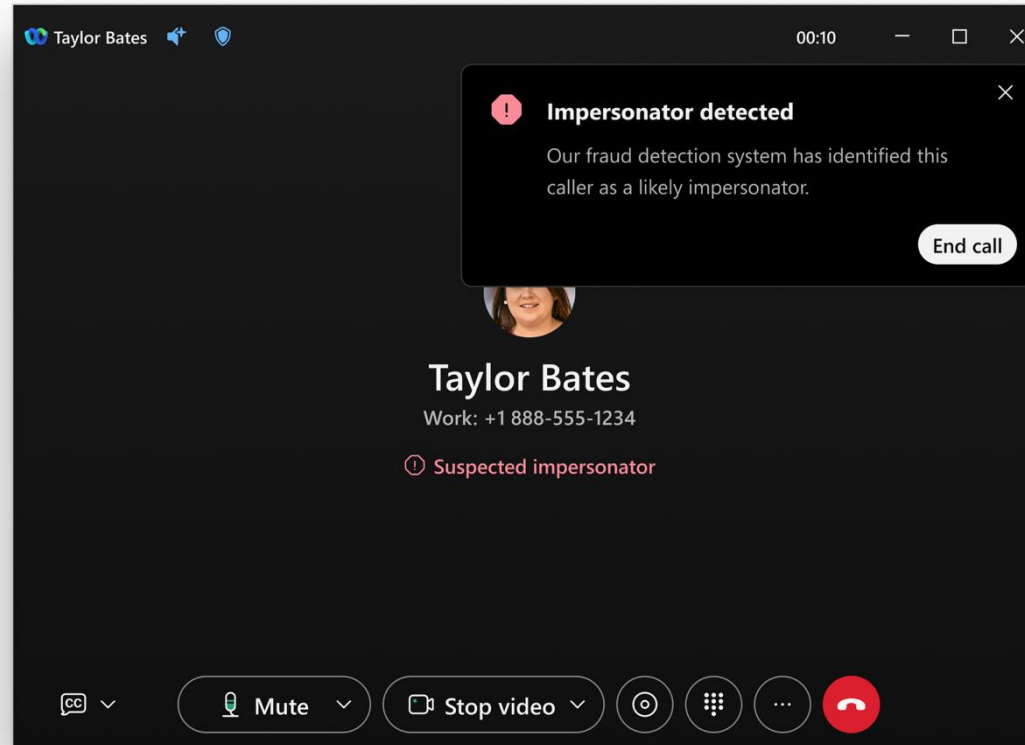


[Demo Video](#)

Webex Calling Integration with Pindrop

Secure enterprise workflows from **Deepfake and AI generated voice**

- **Real-Time Detection:** Pindrop identifies deepfakes and synthetic media on all inbound calls as they happen, closing security gaps left by traditional Caller ID and reactive reviews.
- **Speech Analysis:** By analyzing human vocal nuances like rhythm and breathing, the system generates a risk score to distinguish between a live person and an artificial voice.



- **Seamless Integration & User Alerts:** Risk scores are immediately displayed on Webex apps or Cisco desk phones, and the system integrates with CRM databases to provide real-time security insights and streamline investigations
- **Supported Products*** – Pindrop Protect and/or Pindrop Passport with Pindrop Pulse as add-on, Pindrop is a S+ partner

NEW

AI Receptionist for Webex Calling

Respond faster and work smarter with a modern attendant on the front line

- Answer calls 24/7 with an AI-powered receptionist
- Automate routine tasks like answering questions, scheduling, transferring calls, and more
- Prioritize employee time for high value interactions
- Powered by Webex AI Agent



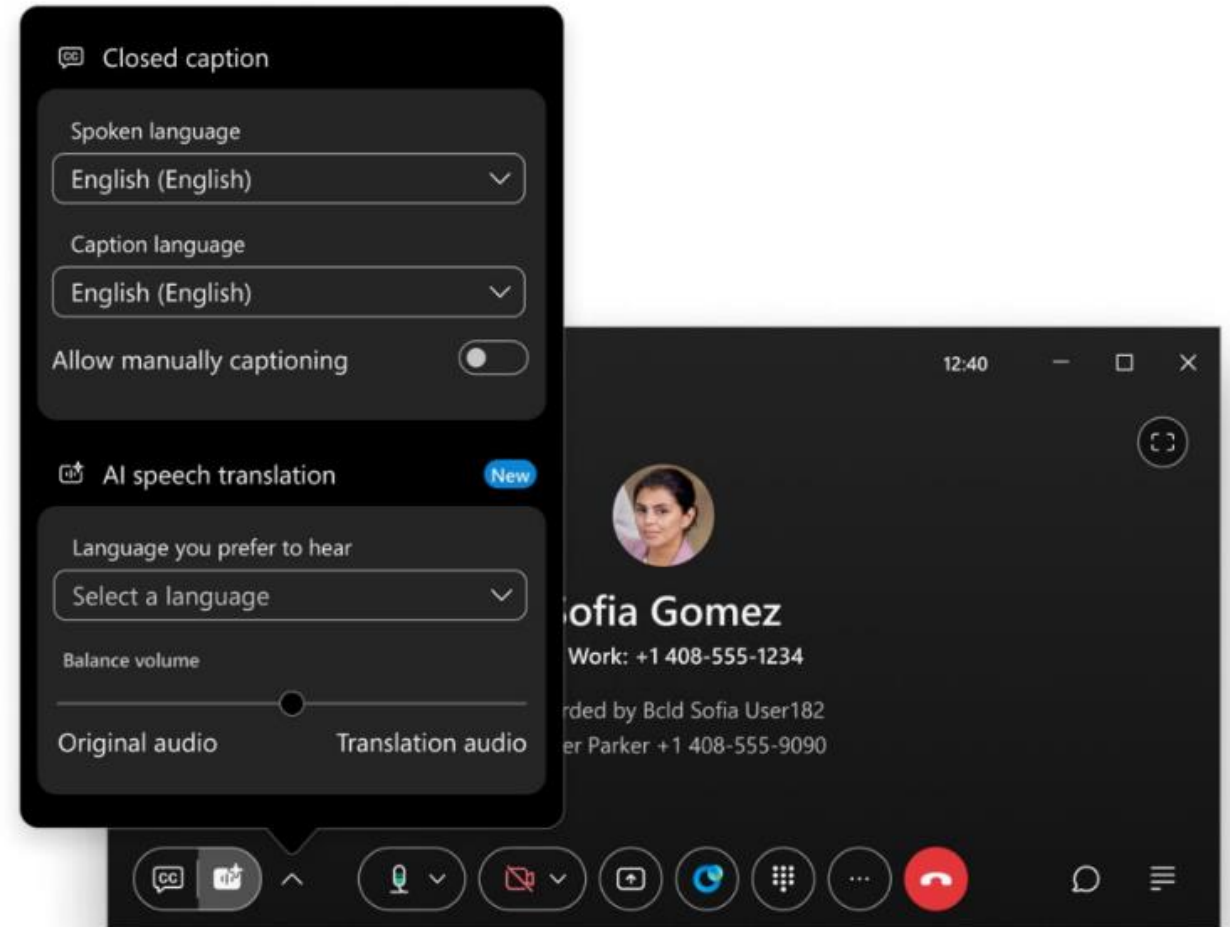
Translator Agent for Webex Calling

Your voice, their language. Authentic global collaboration in every Webex call

AI-powered live speech translation so users can hear and talk in their preferred language

Speech translation occurs in **real time** with no lag to power conversations between users speaking different languages

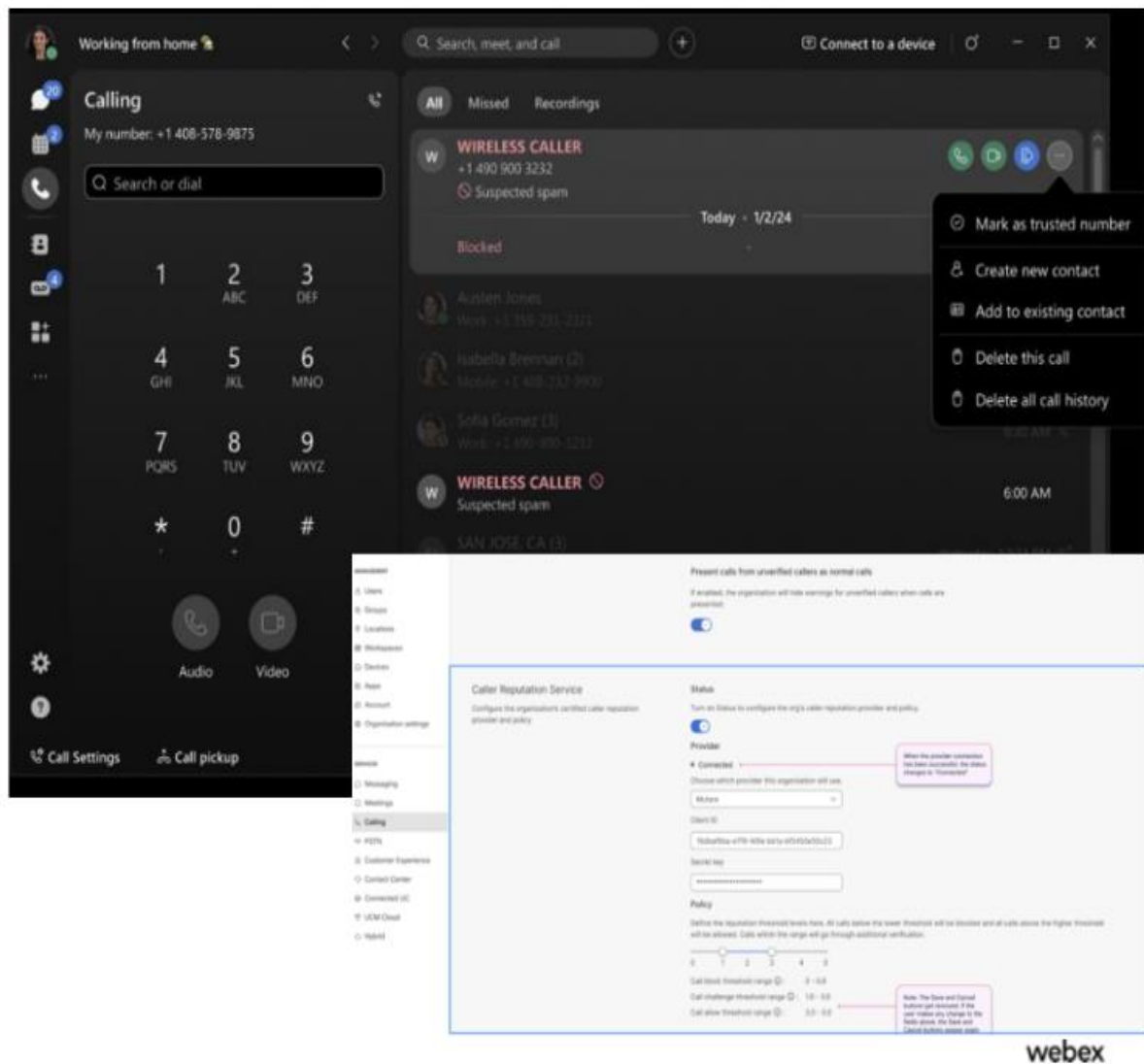
Will support English, Spanish, German, French, Chinese, Italian and more languages at launch



Enterprise grade protection against SPAM and Fraudulent calls

Eliminate distractions and boost security by minimizing unwanted and fraudulent calls

- Proactively blocks SPAM calls to protect Webex Calling users from fraud, minimize distractions, and provide secure, reliable calls—**powered by integration with Mutare**, a certified Caller Reputation Provider partner (CCRP)
- Configured in Control Hub, the integration lets administrators set a reputation threshold for calling numbers—automatically blocking calls below the threshold to ensure only trusted calls reach users
- Available for customers with Headquarters in North America
- Customers need a separate commercial agreement with Mutare to enable this integration



CYH2 2025 to H1 2026

Webex Calling Hybrid

Cloud innovation for Cisco UCM customers



AI cloud innovation

AI Receptionist
Customer Assist



Cloud administration

Control Hub
Call recording



Cloud trunking

Cloud PSTN
Cisco Calling Plans
Third party integrations



WEBEX CALLING HYBRID

Control Hub

AI Receptionist

Customer Assist

Cloud PSTN

Call Recording

Webex Go



Webex Calling Trunk



CISCO UNIFIED COMMUNICATIONS MANAGER

IM & P | CUC | CER | SME | Expressway



Cisco Desk Phones



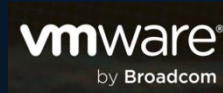
Webex app



Microsoft Teams

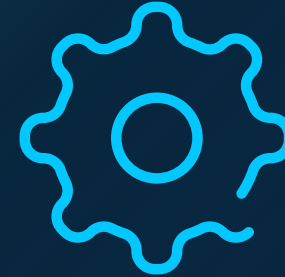
Expanded Virtualization Support (on-prem CUCM)

- Majority of Cisco On-premises Calling customers seeking alternative hypervisor support, due to Broadcom increasing prices for VMware ESXi Hypervisor.
- However, there are key customers staying on VMware, and installed base needs continued VMware support until ready to migrate to replacement or Webex.
- 15 SU4 will support the following:
 - Cisco NFVIS-for-UC on specific Cisco appliances
 - Nutanix AHV on specific Cisco hardware
 - VMware vSphere ESXi on current hardware options
- Support planned in multiple phases.
 - Initial: UCM, IM&P, CUC, CER, SME, Expressway, DI ESN
 - CER will catch up to UCM, IM&P, CUC and introduce Direct Migration via Fresh Install with Data Import to simplify hypervisor migration.





Consumer of
Services



Owner of
Services

Webex Control Hub



Webex contact center



Webex suite



Cisco devices



Meetings



Messaging



Calling



Webinars



Events



Whiteboarding



Polling



Video messaging



AI-POWERED PLATFORM

Administration

User
management

Device
management

Applications
management

Configuration

Troubleshooting
& alerts

Analytics

Reporting



AI assistant for Control Hub focus areas



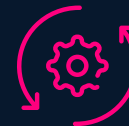
Setup and
configure

How do I...?
Do it for me.



Analytics
and insights

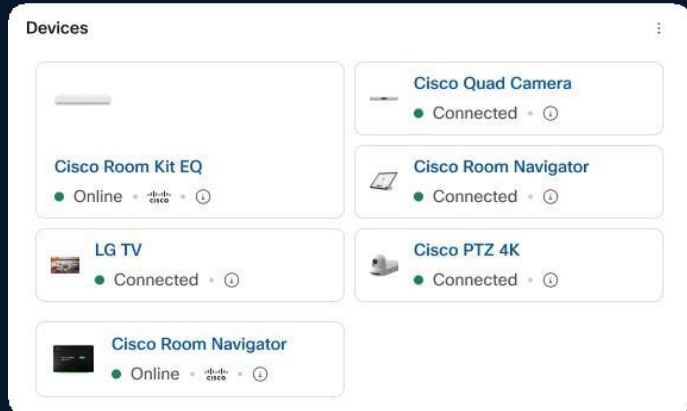
Query your data
to gain insights



Troubleshooting

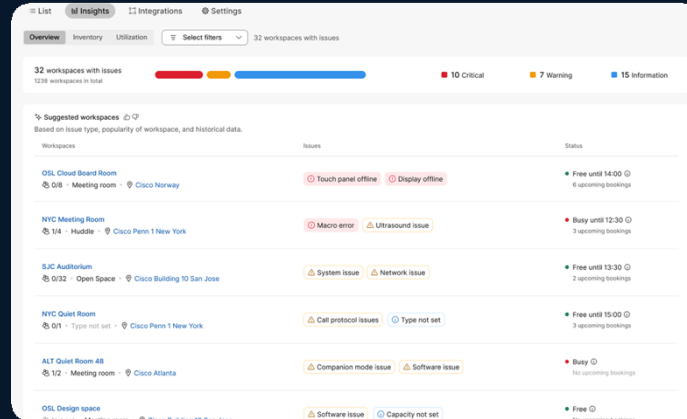
Proactively inform
you of issues
and the cause

Intelligent Workspace Management



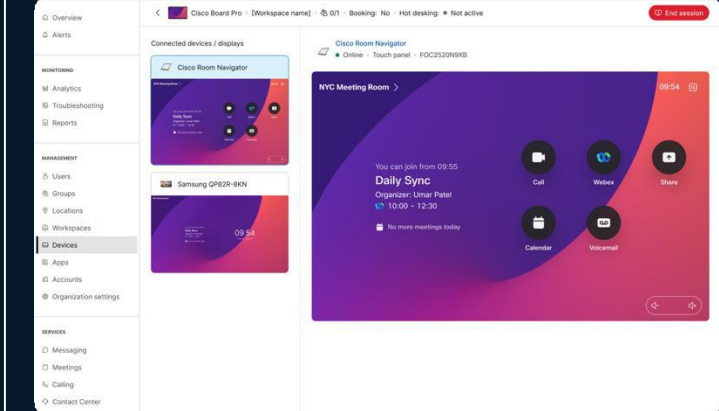
View room peripherals

Available Now



Workspace Ranking

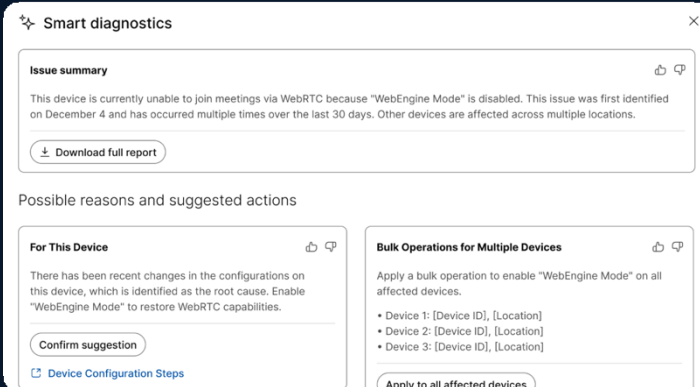
Available Now



Remote Access

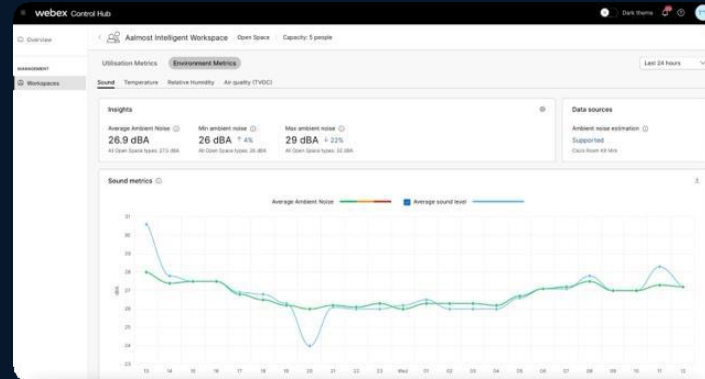
Available Now

Intelligent Workspace Management



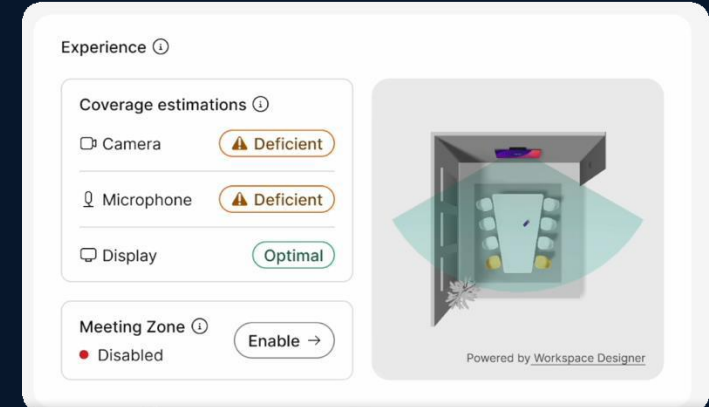
Smart Diagnostics

Beta



Role Based Access Control for Workspace Insights

Available now

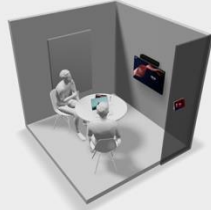


Workspace Advisor

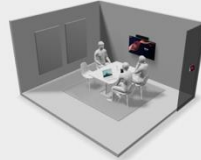
Coming soon

Simplify design with Cisco Workspace Designer

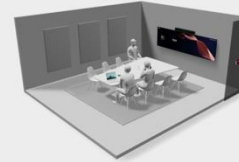
Huddle Room
1-6 名



Small Room
4-6 名



Medium Room
6-10 名



Large Room
11-24 名



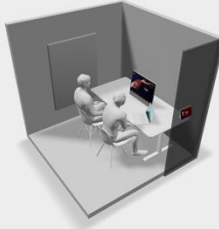
Executive Boardroom
11-24 名



New
Desk
1 名



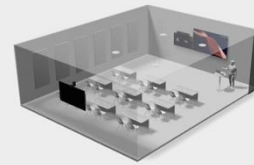
New
Focus Room
1-2 名



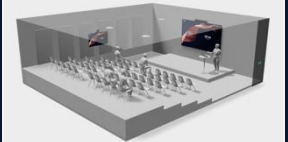
New
Open Space
1 名



Training Room
10-50 名



Auditorium
20-150 名



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

Thank you

