

Smarter Collaboration

AI in Voice, Video, Contact Center, and Meetings

Brian Salisbury
Collaboration SE

Clarence Nurse
Collaboration SE

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Safe Harbor Statement

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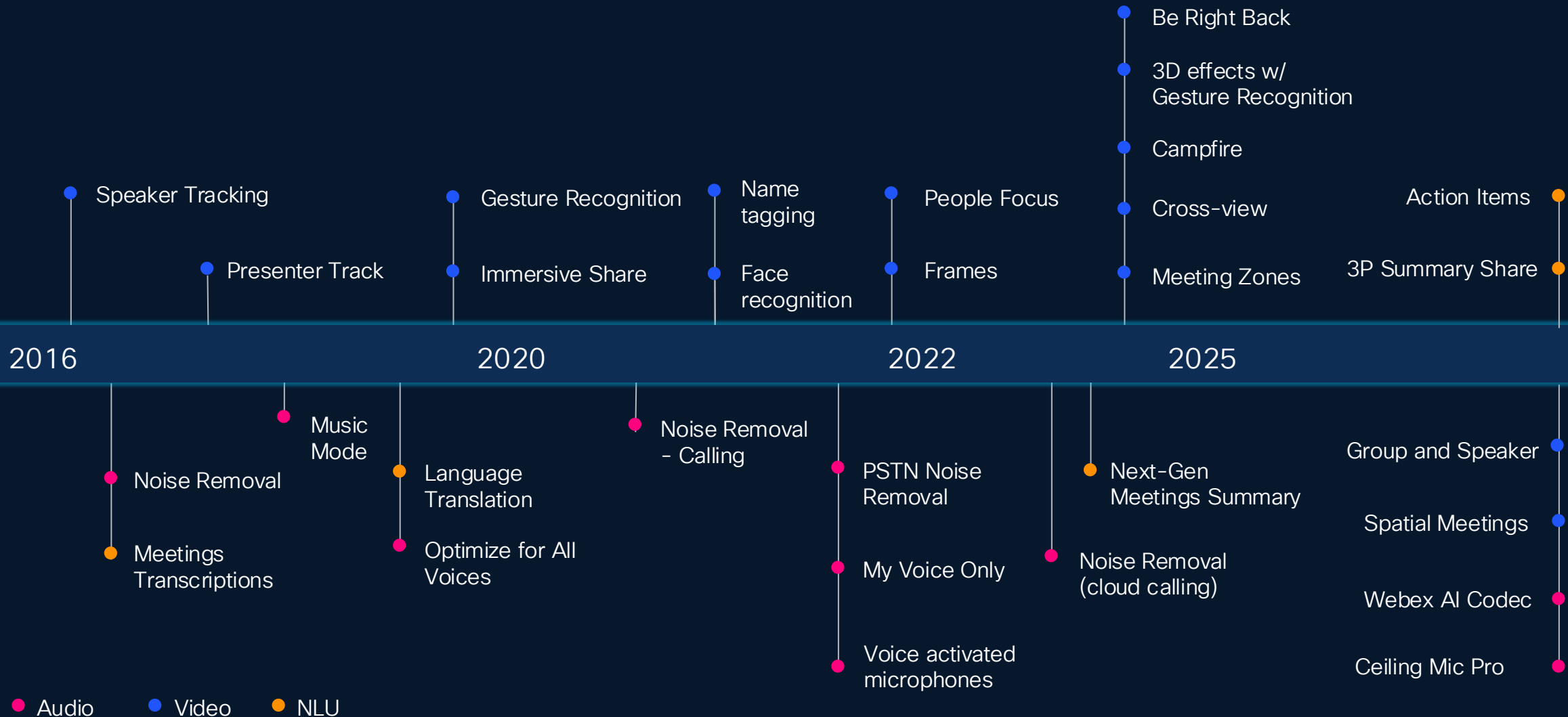
These statements are based on estimates and information available to us at the time of this presentation and are not guarantees of future performance. Actual results could differ materially from our current expectations as a result of many factors, including but not limited to: the unpredictable nature of our rapidly evolving market and quarterly fluctuations in our business; the effects of competition; and any adverse changes in our indirect channel relationships. These and other risks and uncertainties associated with our business are described in the company’s annual report on Form 10-K. The forward-looking statements in this presentation are made as of the date of the initial publication of this presentation, and we disclaim any obligation to update these statements at any time in the future.



Agenda

1. Calling
2. Customer Assist
3. Video
4. Contact Center
5. Meetings

Built on years of AI innovation



● Audio ● Video ● NLU



AI in Calling

Audio Intelligence

Hear and be heard, anywhere, on any device

Noise removal

Removes noise from the device side of the call.

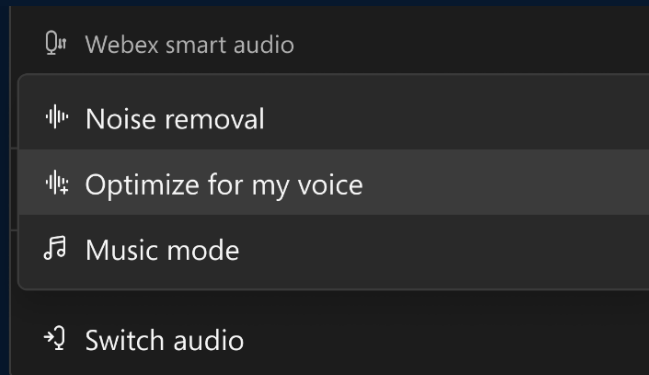
Available on the Cisco 8875 IP phone, Cisco Desk Phone 9800 Series devices, and Cisco headsets



Noise removal and optimize for my voice

Automatically removes noise from the Webex Calling side of the call.

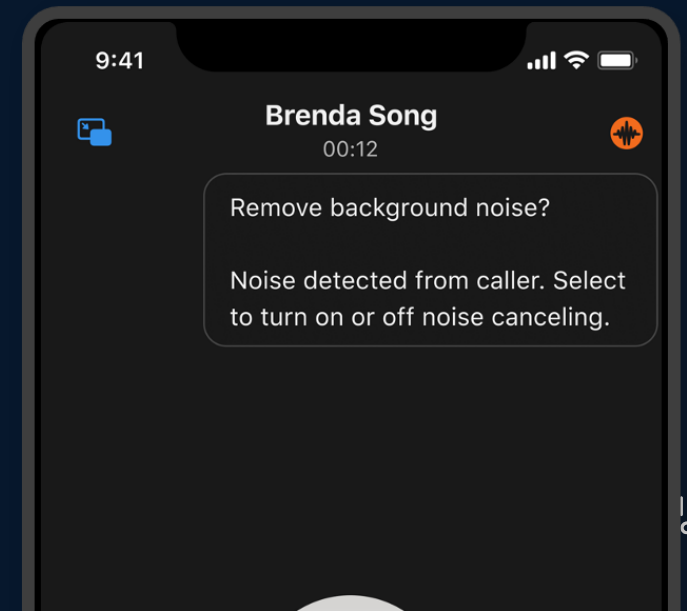
Available in the Webex App and Cisco Desk Phone 9800 Series devices.



HD Voice

Remove noise from an external, non-Webex user's side of the call with one click. Improve richness and clarity of speech with wideband audio.

Available in the Webex App and Cisco Desk Phone 9800 Series devices.



Webex AI Codec

Up to 94% less bandwidth

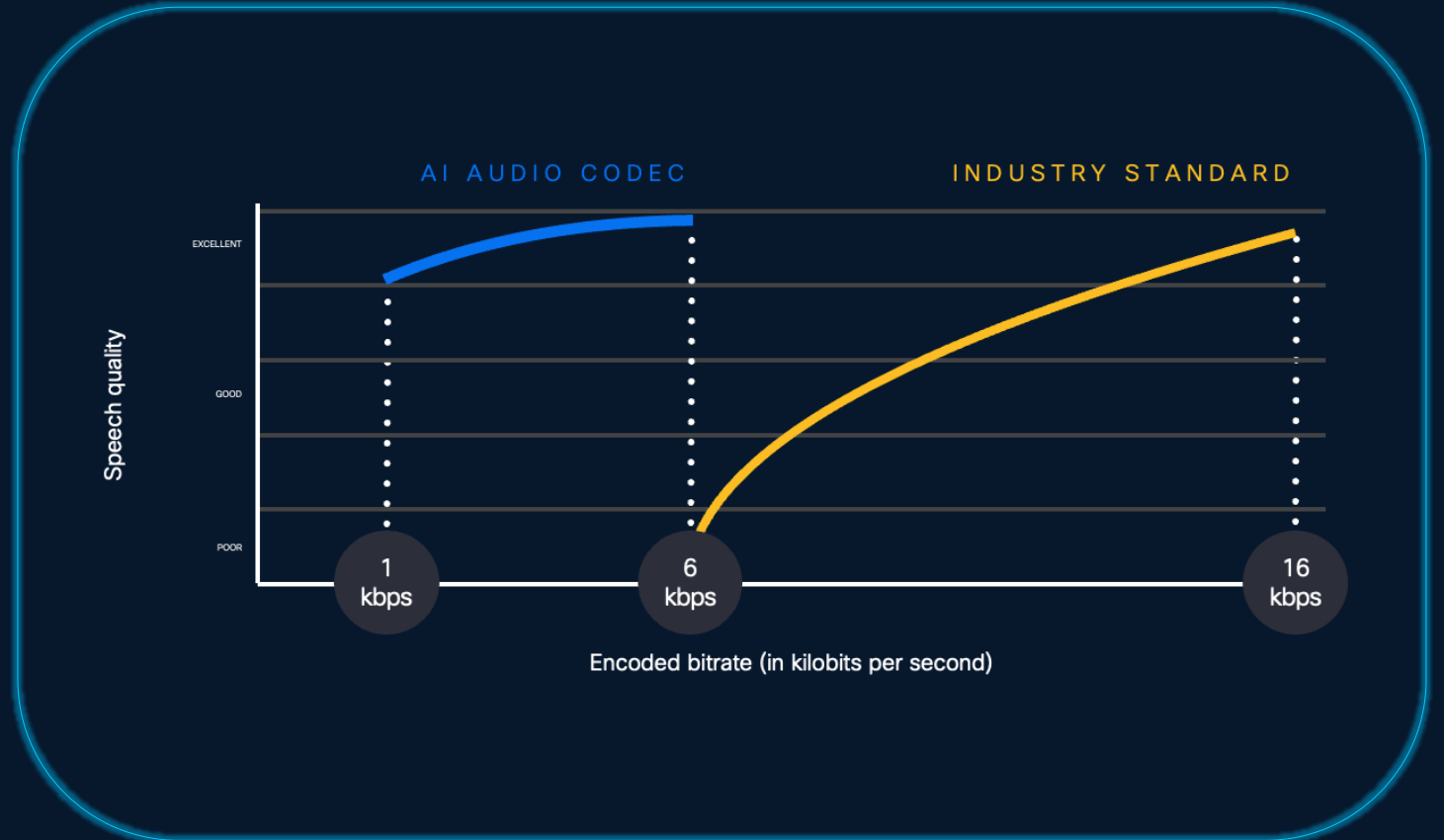
Than the industry standard codec, Opus

Crystal clear audio

Generative AI audio will rebuild packets in poor bandwidth conditions

Reduced storage costs

Massive reduction in bandwidth resulting in compressed audio



Webex AI Codec





CISCO
AI Assistant

for Calling

Live call summaries

Notes and action items

Coming soon (2H CY25)

Share summaries

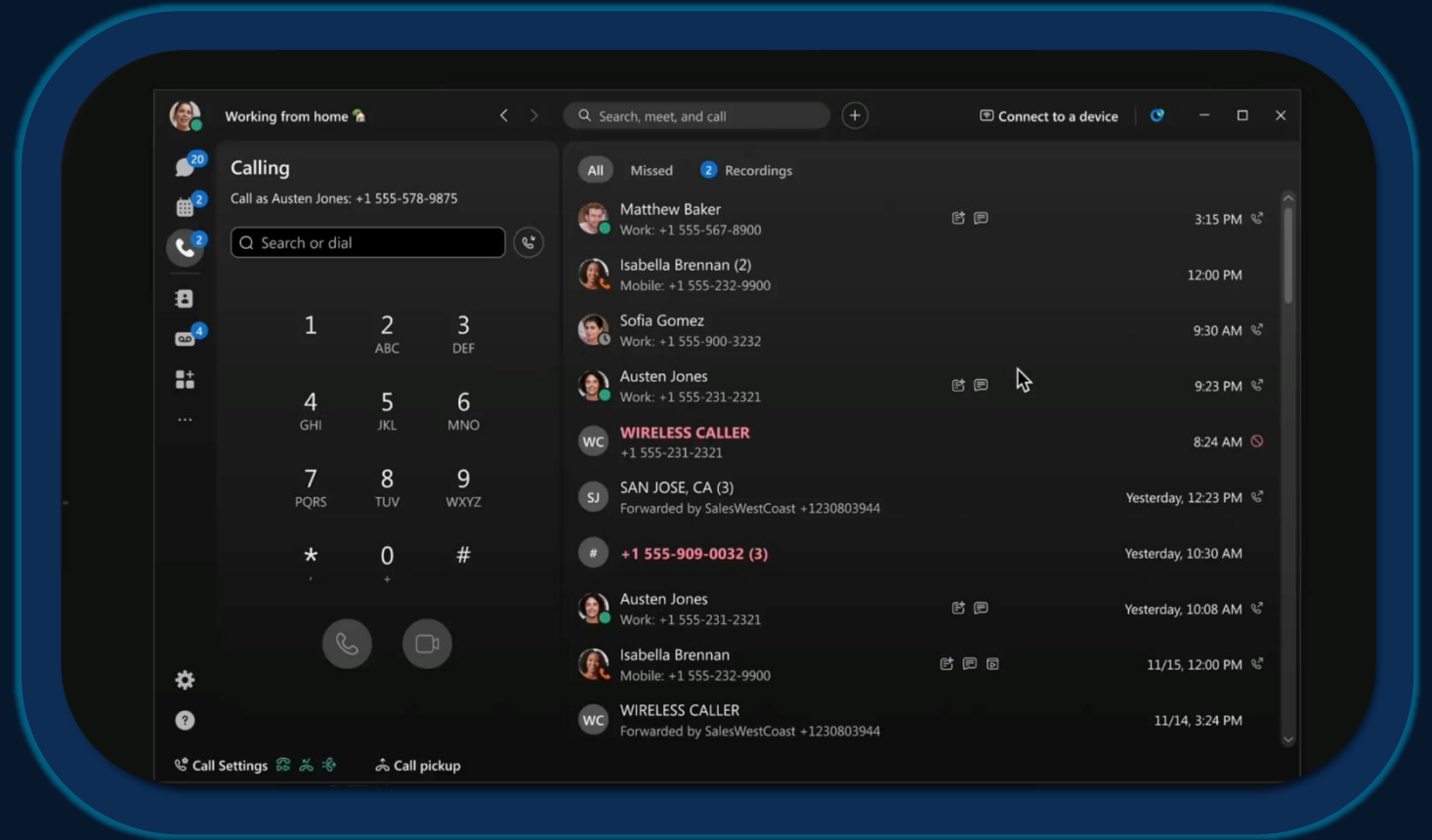
Efficient transfers

Coming soon (2H CY25)

Post-call

AI Call Summaries

Now available





Caller Intent

Cisco AI Assistant for Webex Calling

The screenshot displays the Webex application interface. At the top, the menu bar includes 'Webex', 'File', 'Edit', 'View', 'History', 'Messages', 'Meetings & Calls', 'Window', and 'Help'. The system tray on the right shows the date and time: 'Tue Nov 12 10:42 AM'. The main window is titled 'Demo space' and features a search bar with the text 'Search, meet, and call'. On the left, a sidebar shows 'Messaging' options: 'All', 'Direct', 'Spaces', and 'Public'. Below these are 'Recommended messages', 'Favorites', and 'Other'. The main chat area contains the text 'Let's start chatting 🙌' and a prompt: 'Add or invite more people to get things done together. When you're ready, start with a message, meeting, or even a fun GIF.' A security notice states: 'This conversation is protected by strong encryption using a unique key. Click to learn more.' At the bottom of the chat area are buttons for 'Share a file', 'Send a GIF', and 'Add people'. An 'Incoming call' notification is visible in the bottom right corner, showing the caller's name 'Austen Jones', work number '+1 234-567-8900', and a transcription: 'Austen might want to continue to discuss the tax plan you talked last week.' The notification includes 'Decline' and 'Answer' buttons.



Suggested Responses

Cisco AI Assistant for Webex Calling

The screenshot displays a Webex Calling interface for a call with contact Matthew Baker. The main display shows the phone number +1 555-568-9080, forwarded by an AI Receptionist. A Cisco AI Assistant window is open on the right, showing a 'Previous call summary' with the following items:

- Needs new tires for their Tesla model 3
- All weather tires
- Installation and price quote

The summary is dated 11:42 AM. Below it, a 'Suggested response' is provided:

"For your 2025 Tesla Model 3 with 235/45R18 tires, we do have all-weather options in stock. I'd recommend the Treadnova All-Season Pro—they offer great year-round performance and durability."

This response is also dated 11:42 AM. At the bottom of the AI Assistant window, there are interactive buttons: 'Summarize', 'What are the action items?', 'Stop summary', and a text input field 'Ask me anything about this call'.

The bottom of the Webex interface features a control bar with icons for Mute, Start video, Keypad, AI Assistant, and other call controls.



Ask AI Assistant

Cisco AI Assistant for Webex Calling

Make every call more productive with context

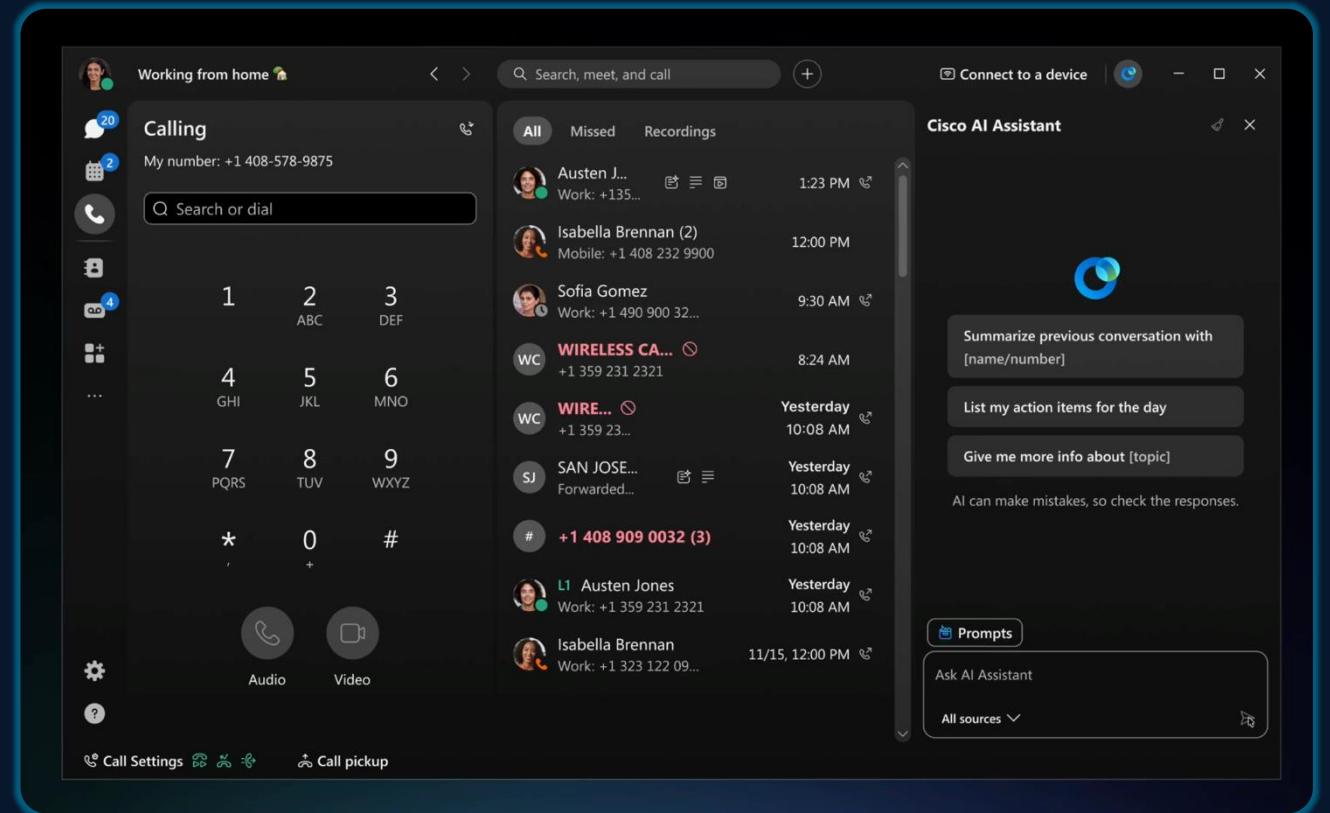
- Ask AI Assistant for context from prior conversations
- Get answers from enterprise apps with Amazon Q Index and Glean integration
- Seamless access to information sources in the Webex app



Cisco AI Assistant



Amazon Q





Translator Agent

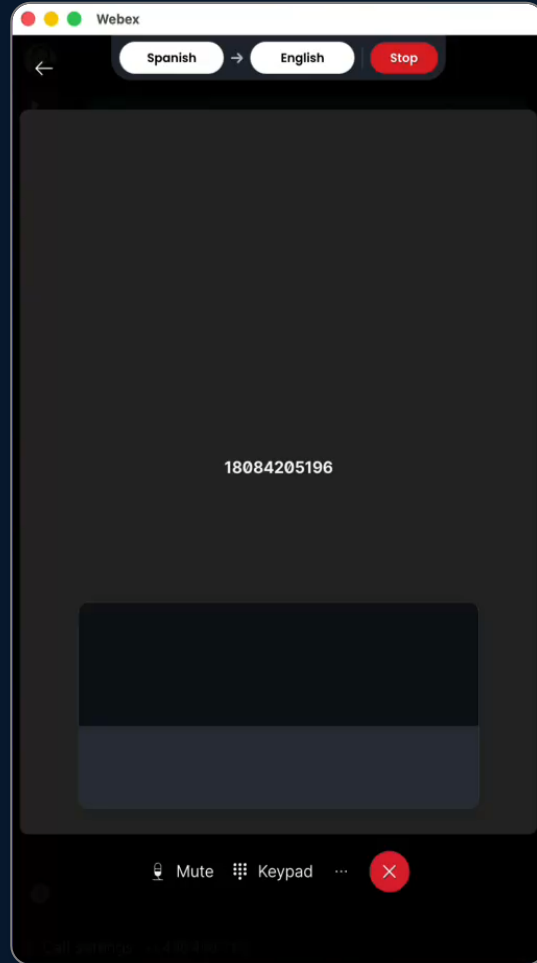
Cisco AI Assistant for Webex Calling



Molita
Webex app



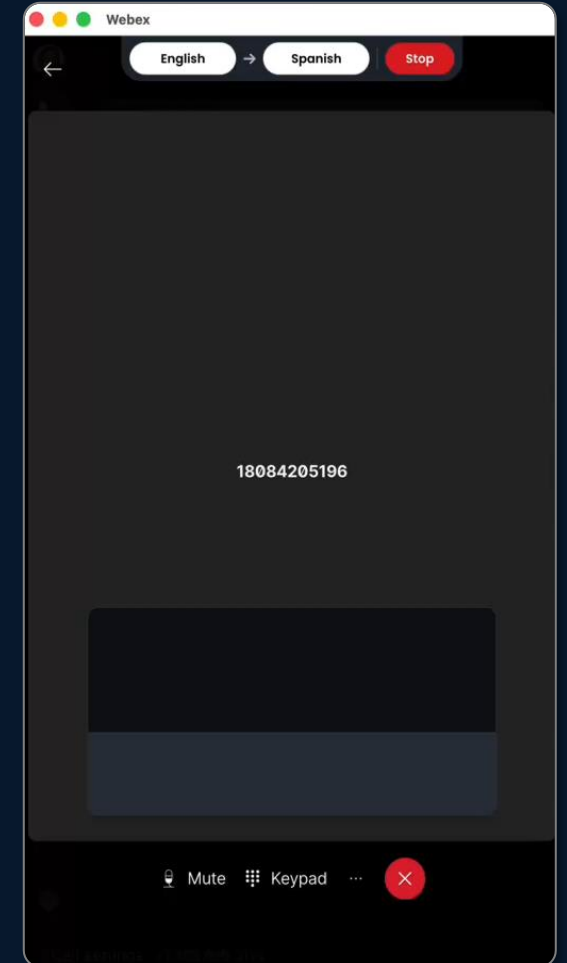
English



Ferdinando
PSTN



Spanish



AI in Customer Assist



Call Sentiment

Cisco AI Assistant for Customer Assist

Identify customer issues in real time

- Gain instant visibility into call sentiment to quickly identify when agents need support
- Access live AI-powered call summaries without waiting for the conversation to end
- Step in seamlessly with real-time tools – message, monitor, whisper, or barge – to guide and assist agents

The screenshot displays the Cisco AI Assistant for Customer Assist interface. At the top, it shows the user's status as "Working from home" and a search bar for "Search, meet, and call". The main section is titled "Customer Assist" and includes tabs for "Agents", "Queues", and "Recordings". Under the "Monitoring" tab, there is a search bar and a table displaying 16 agents. The table columns are: Agent name, Agent state, Agent state duration, Queue, Contact status, Time in contact, Customer sentiment, and Actions.

| Agent name | Agent state | Agent state du... | Queue | Contact status | Time in cont... | Customer sentiment | Actions |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------------------|----------------|----------------|-----------------|--------------------|---------|
| Austen Jones | Available | 00:07:33 | SalesWestCoast | Connected | 00:18:42 | Negative | [Icons] |
| Today • 1/2/24 | | | | | | | |
| Incoming 18m 42m 3:15 PM | | | | | | | |
| Short summary AI-generated | | | | | | | |
| Summary: The agent empathizes with the customer's frustration over the delivery delay, apologizes, and explains the shipping issue. An updated arrival estimate of 2 days is provided, along with a discount code as a goodwill gesture. | | | | | | | |
| Matthew Baker | Available | 00:04:16 | SalesWestCoast | Connected | 00:04:18 | Negative | [Icons] |
| Marise Torres | Wrap up | 00:00:11 | SalesWestCoast | Connected | 00:03:42 | Positive | [Icons] |

At the bottom of the interface, there are icons for "Call Settings", a user profile for "Sonali Pritchard" with a "Call pickup" button, and other system icons.



Topic Analytics

Cisco AI Assistant for Customer Assist

Analyze customer conversations at scale

- Gain visibility into the topic of customer calls
- Proactively prepare staff for calls and identify opportunities to reduce call volume
- Optimize customer experience and drive more efficient interactions

Working from home Search, meet, and call Connect to a device

Customer Assist Agents Queues

Topics Analytics Interactions Recordings

7 days 02/1/2025 → 02/28/2025 (GMT - 07:00) PST 8PDT Export Search

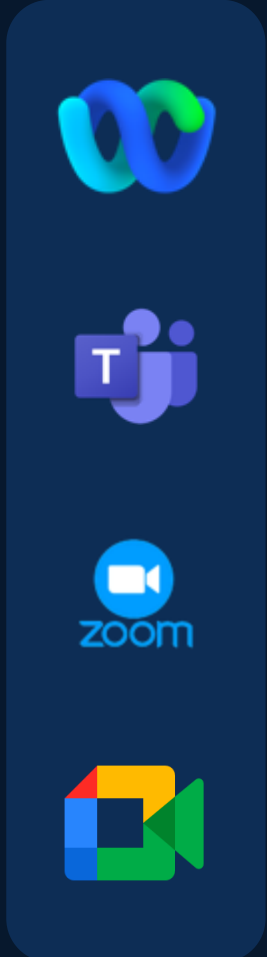
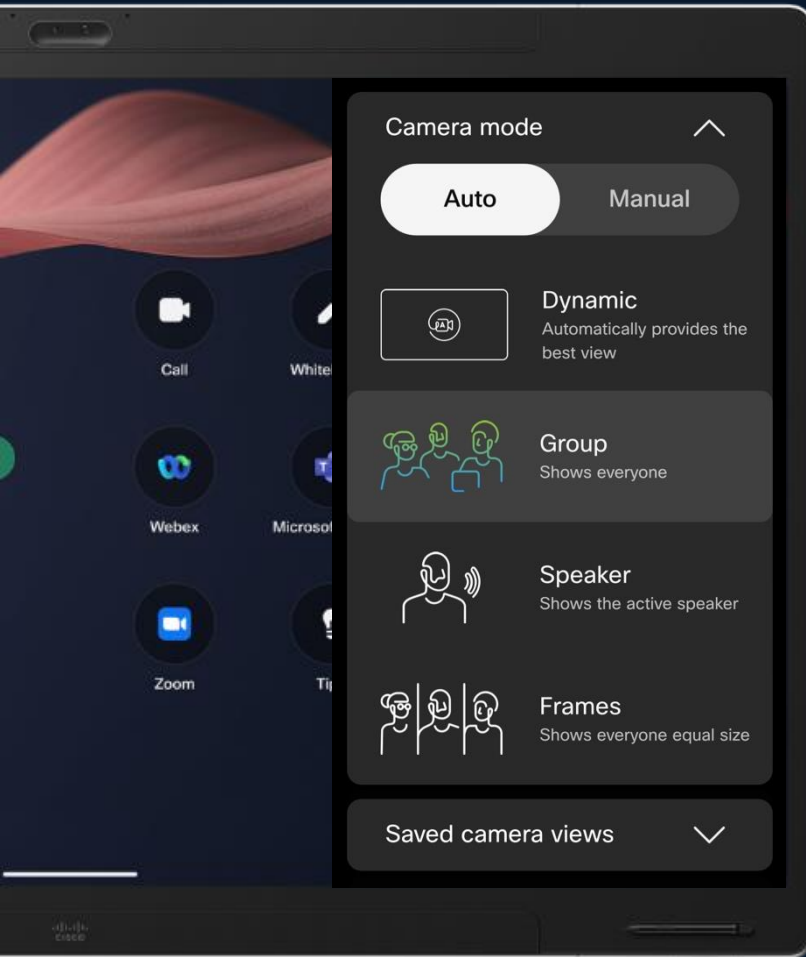
| Rank ↓ | Topic | Interaction % ↓ | Sample contact reason ⓘ |
|--------|----------------------------------|-----------------|------------------------------------------------------------------------------|
| 1 | Updating Address Information | 28 (11.24%) | Get assistance with updating an address on an account. Get assistance... |
| 2 | Credit Card Offer Inquiries | 23 (9.24%) | To request information on a new credit car offer, Asking about getting... |
| 3 | Home Loan type Inquiries | 22 (8.84%) | To ask regarding applying for a home loan and the types of home loan... |
| 4 | Card Pin Reset Requests | 21 (8.43%) | Get assistance resetting the pin for a card, Get assistance with new card... |
| 5 | Discussing Account Grievances | 16 (6.43%) | To discuss some grievances regarding bank account including some un... |
| 6 | Resolving Fund Transfer Issues | 15 (6.02%) | Troubleshooting transfer funds on a malfunctioning system, get assista... |
| 7 | Troubleshooting Error Messages | 15 (6.02%) | To troubleshoot login issues with an error message saying invalid crede... |
| 8 | Discussing Interest Rate Changes | 14 (5.62%) | To discuss changing interest rates on a savings account and why, Askin... |
| 9 | Requesting Auto Loan information | 11 (4.42%) | To request information on auto loan options to purchase a new car. to... |

Call Settings +1 408-123-4567 Available

AI in Video

Dynamic Camera Mode

RoomOS AI Director



Audio Exclusion Zones

RoomOS AI Director



RoomOS AI Director

Dual PTZ Tracking



APRIL 2026

RoomOS AI Director

Dual Cross-view



COMING IN 2026

RoomOS AI Director

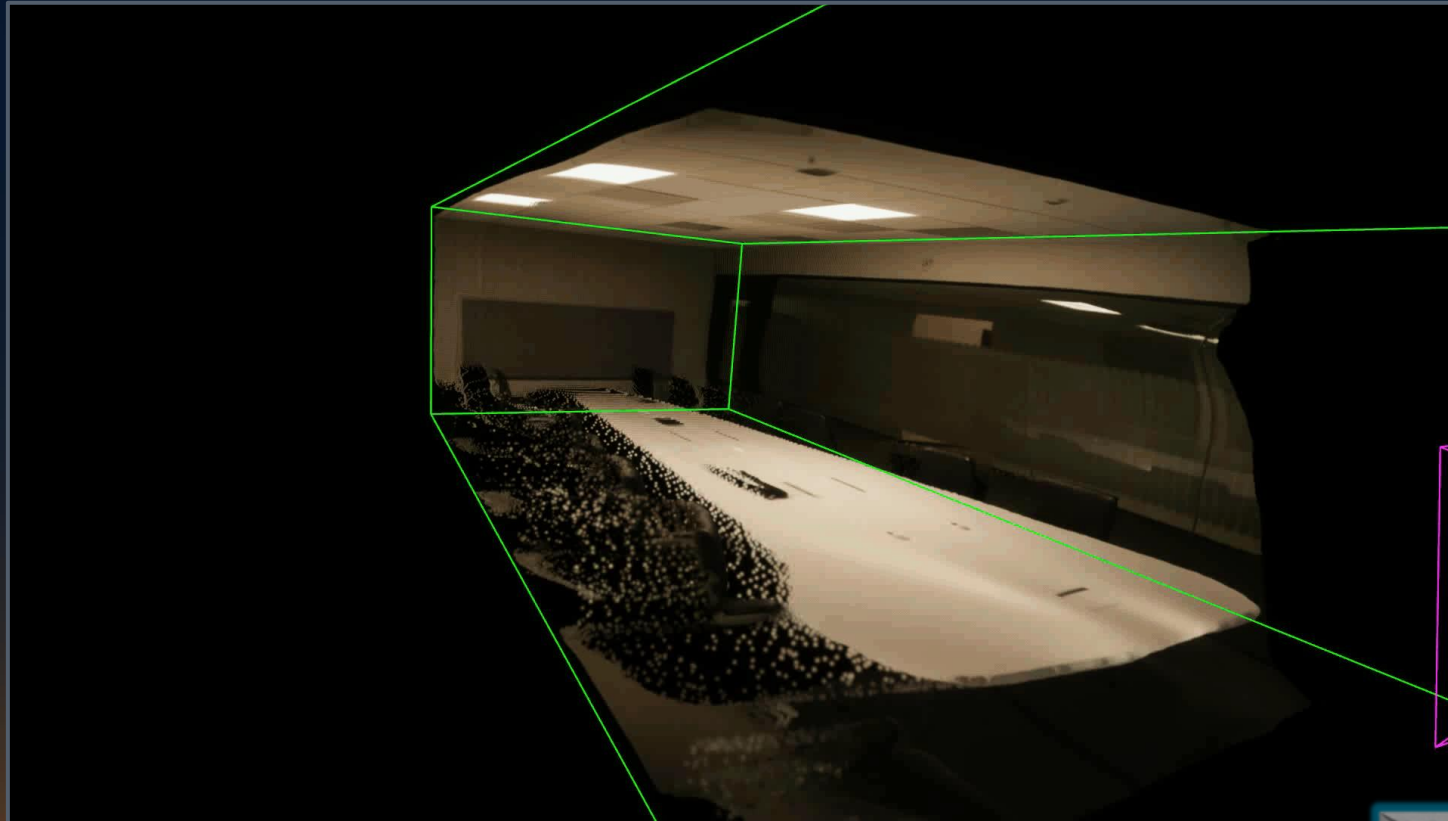
Divisible Rooms



COMING IN 2026

RoomOS AI Director

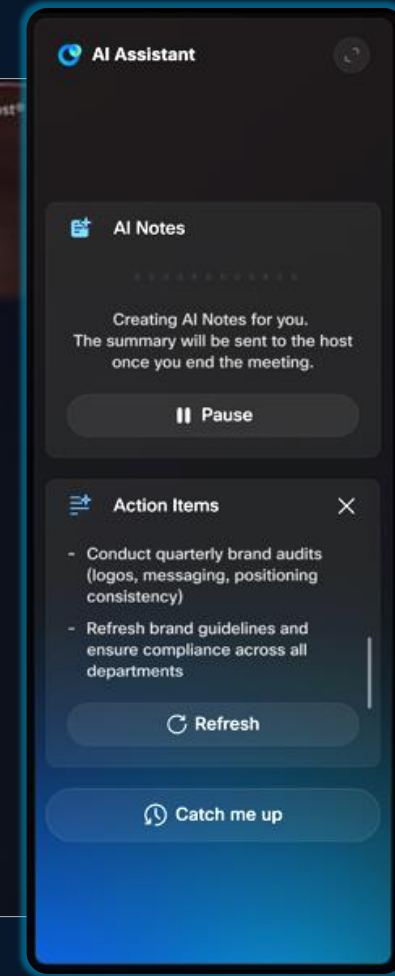
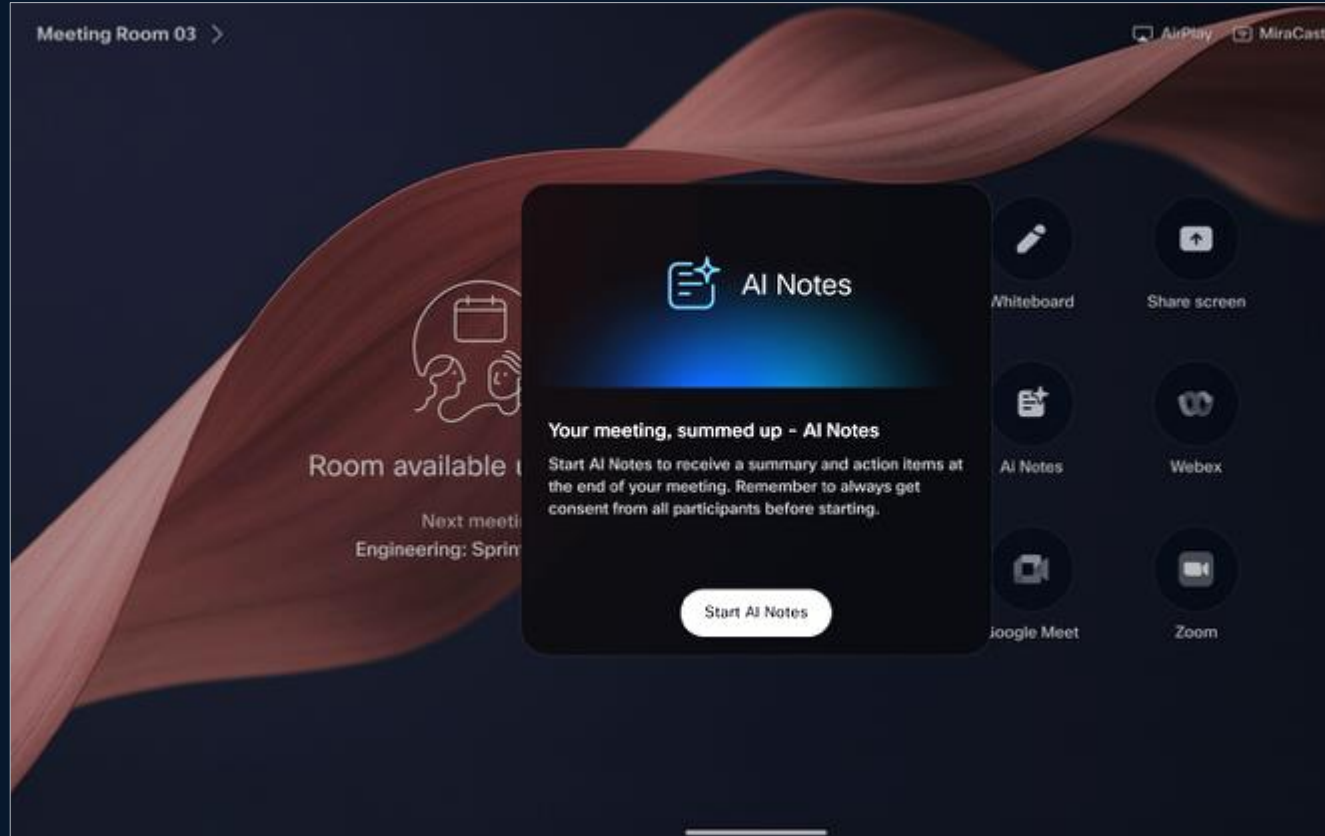
Workspace Advisor



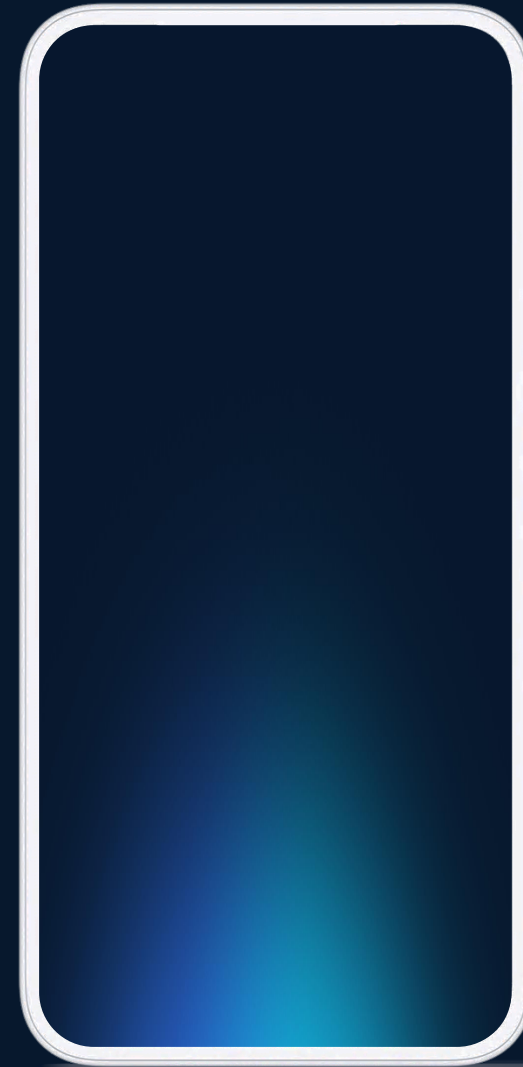


AI Notes

Cisco AI Assistant for Devices



Report an Issue



AI in Contact Center



Advanced Voice settings for AI Agents

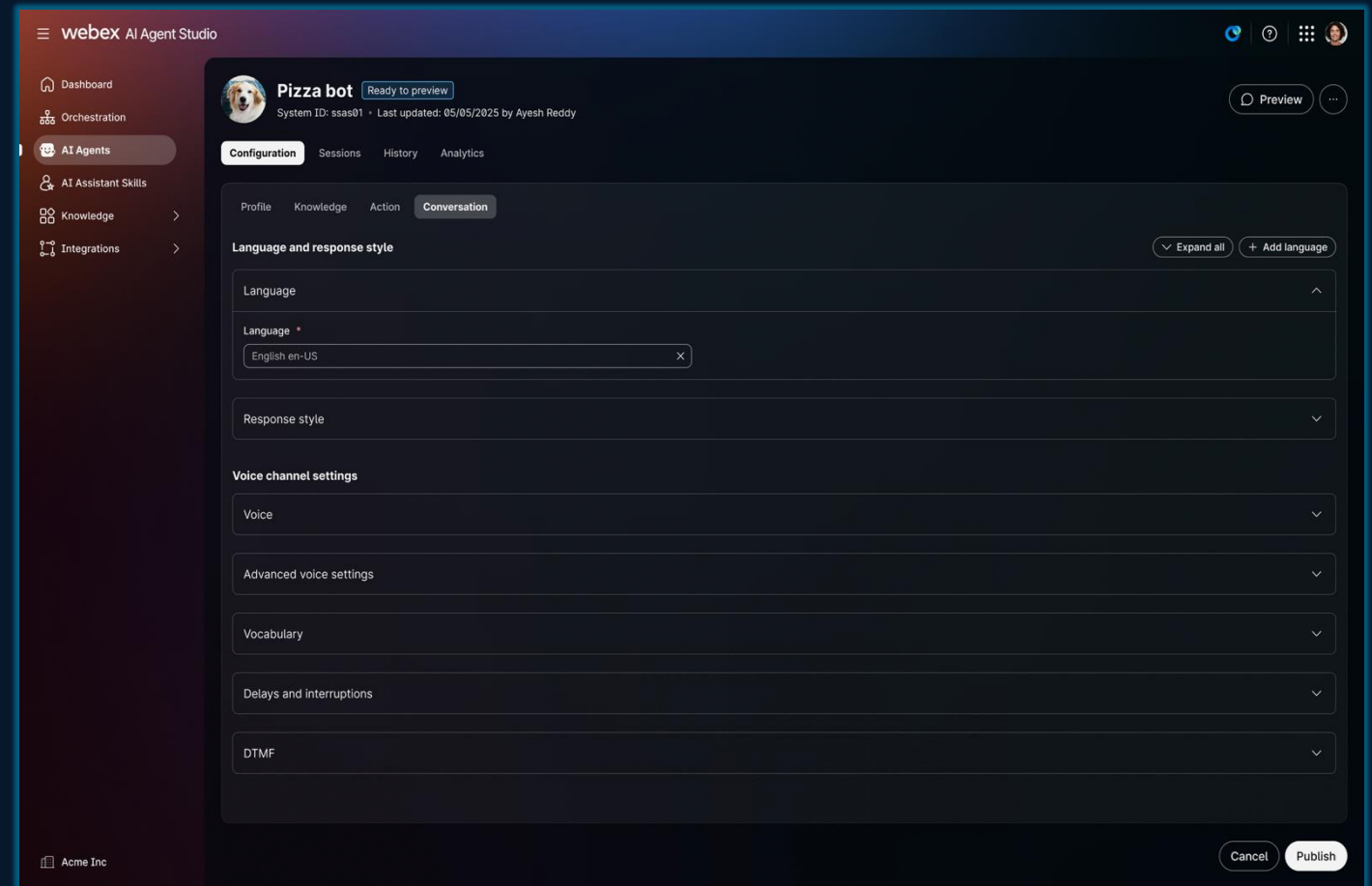
Cisco AI Assistant for Contact Center

Key Capabilities

- Intelligent Response Styling
- Advanced Voice Channel Configuration
- Smart Interruption Management
- Domain-Specific Recognition
- DTMF (Dual-Tone Multi-Frequency) Integration

Benefits

- Enhanced Customer Experience
- Operational Flexibility





Real-Time Assist for Voice & Digital

Cisco AI Assistant for Contact Center

Leverages agentic AI to:

- Anticipate agent needs based on context
- Proactively surface knowledge before it's requested
- Detect intent and suggest next steps
- Trigger workflows or automations
- Guide agents through complex procedures
- Adapt in real time as the conversation evolves

Key Capabilities

- Intelligent guidance
- Next best action
- Workflow automation

The screenshot displays the Webex Contact Center interface. On the left, a 'My workspace' panel shows a list of conversations with columns for 'Active', 'Queued', and 'Closed'. The main area shows a conversation with a customer. The customer's message reads: 'Hi, I see a charge of \$523.45 that I didn't make. I need some help to check it.' The agent's response is: 'Thank you for contacting Acme Bank Customer Support. My name is Nat. How can I assist you today?'. On the right, a 'Cisco AI Assistant' overlay is visible, providing suggestions such as 'I'm here to help! I'll keep listening and suggest responses as the conversation evolves.' and 'The customer said: "I see a charge of \$52.45 that I didn't make"'. The assistant also suggests a response: 'Here's how I suggest you respond. I'll need to ask you to provide me with your account number, mobile number and date of birth in order to verify your account.'



Mid-Call Transfer & Consult Summaries

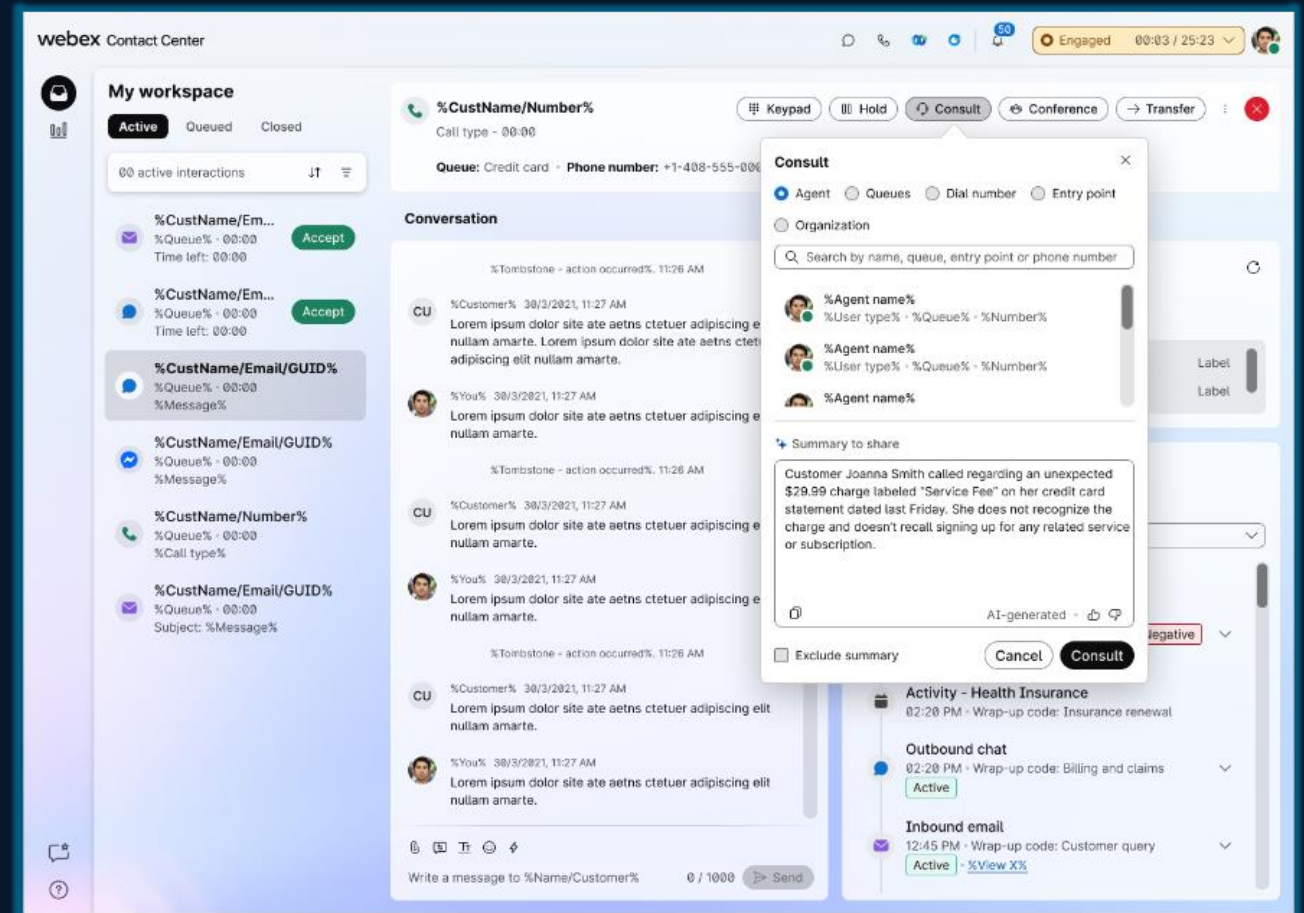
Cisco AI Assistant for Contact Center

Key Capabilities

- AI generates concise summary of what help is needed
- Includes key context and what's already been done
- Supervisors and next agents can jump in immediately

Benefits

- Customers do not repeat themselves
- Hold times shrink
- Escalations resolve faster





Post Call Wrap-up Summary

Cisco AI Assistant for Contact Center

Key Capabilities

- Provides agents an automatic, concise & structured summary after each call
- Summary includes:
 - Why the customer called
 - Actions taken
 - Next steps
 - Resolution status

Benefits

- Reduces agent after-call work
- Improves consistency

The screenshot displays the Webex Contact Center interface. On the left, a 'My workspace' sidebar lists active interactions, including one for '+1 (412) 288-3782'. The main area shows a conversation log with alternating customer and agent messages. On the right, a 'Wrap up interaction' panel is open, featuring a search bar, a list of reasons to wrap up (e.g., 'Help to activate', 'Account information update'), and a 'Summary of your conversation' section. The summary text reads: 'Help activating a new Webex plan. Guided activation via browser and linked the plan to the correct account. Support team resolving sync issue (48 hrs). Customer will get email + SMS once done. Resolved'. Below the summary is a 'Complete wrap-up' button. At the bottom right, a list of recent interactions is visible, including an inbound call with a 'Negative' sentiment and an activity for 'Health Insurance'.

CISCO Live ! AI Announcements at EMEA 2026

AI Routing | Beta Q1 CY26

Native AI Forecasting & Scheduling | Beta Q1CY26

ServiceNow Connector

Beta Q1CY26

Translator Agent for WxCC

Beta H2CY26

AI Assistant for On-Prem

GA Q2CY26



AI in Meetings



Video engagement platform for enterprise

Create



Engage

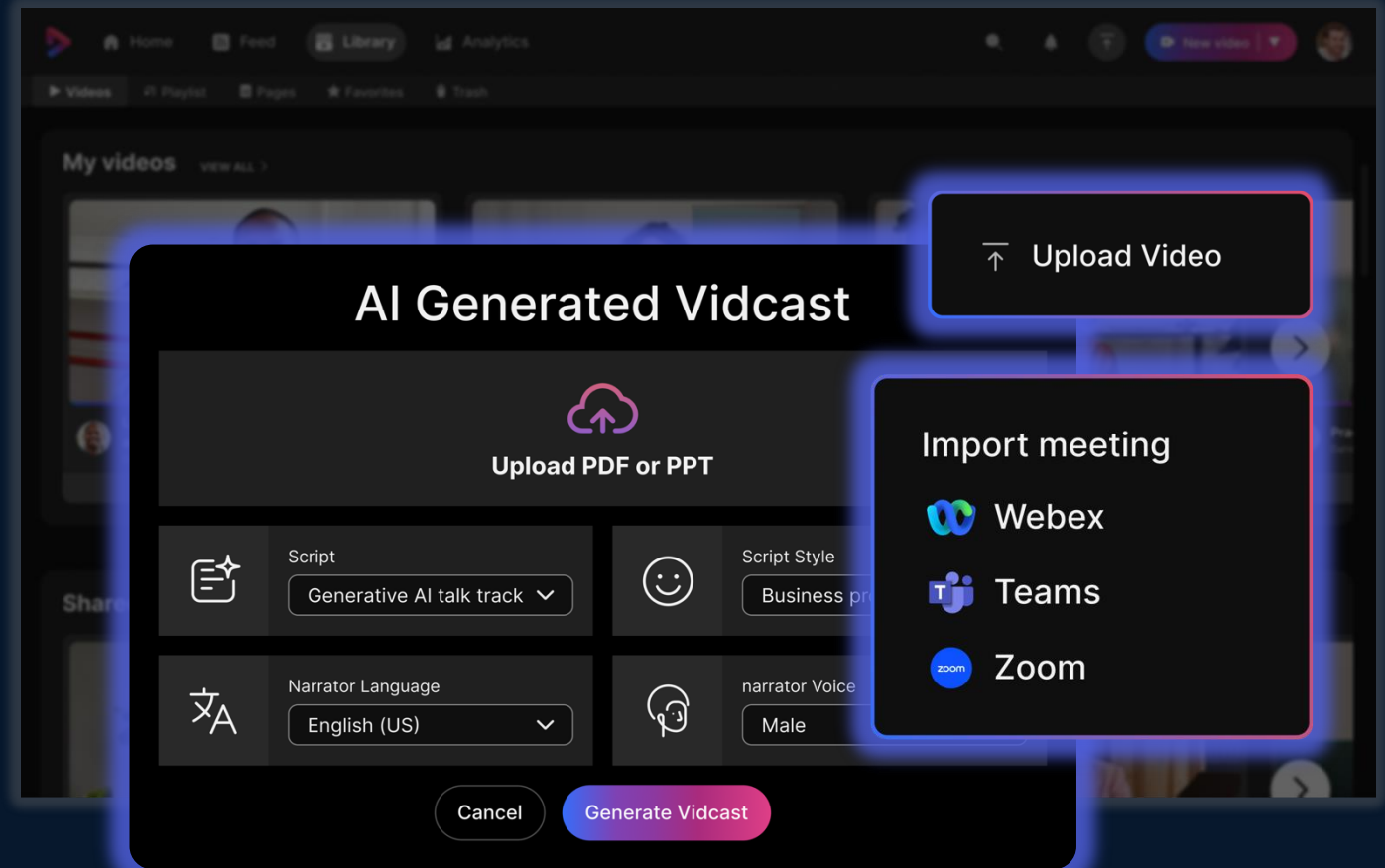
Discover



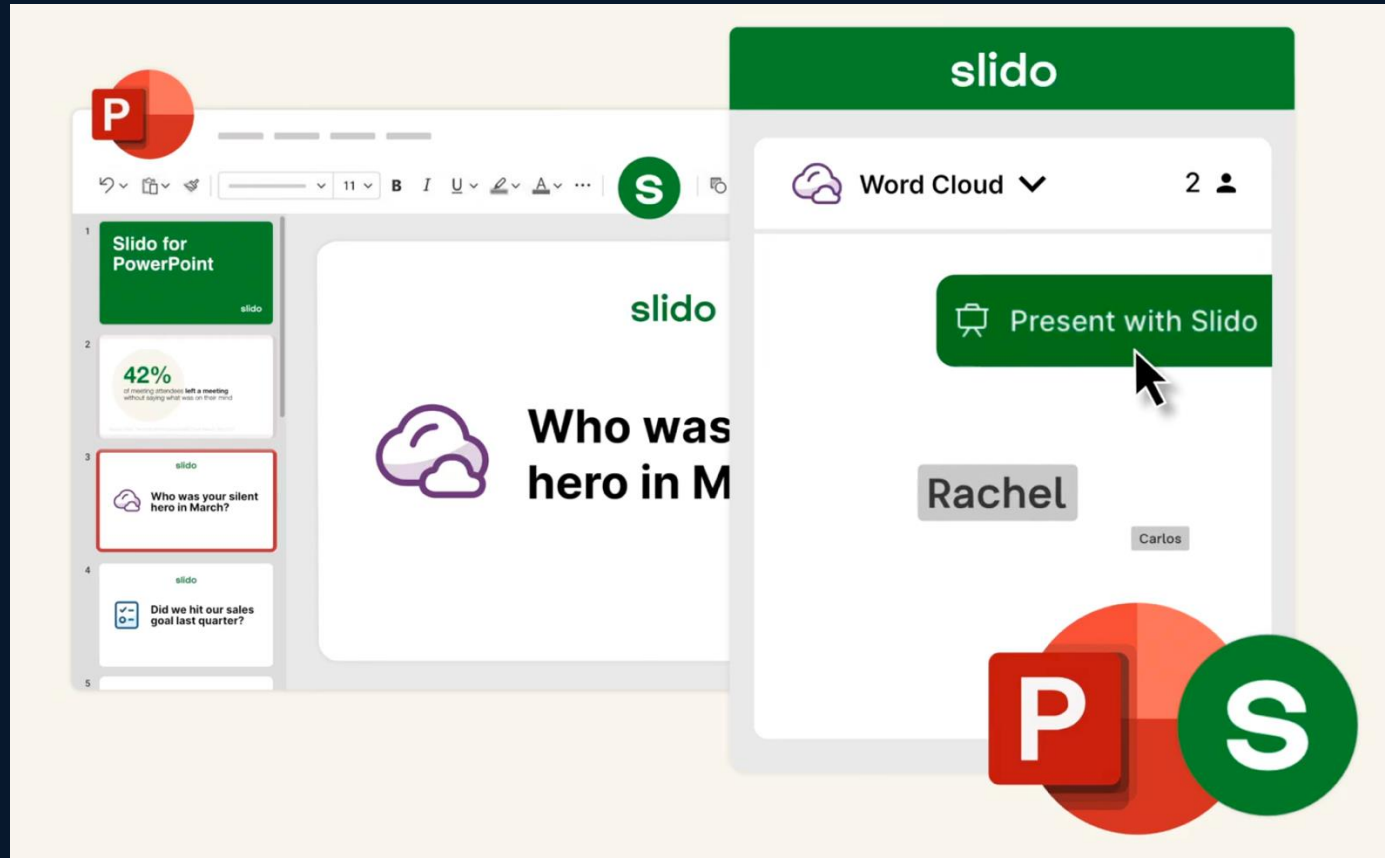
Powered by Cisco AI

Create

- Upload videos or import meeting recordings
- AI-generated Vidcast
- Video messaging
- Group recording studio
- Live broadcast studio
- Detailed video analytics



slido



Thank you

