

The future of work is here.



Connected Intelligence: Rethinking Employee and Customer Experience in the AI Era



David Coventry, Managing Director, Collaboration, Cisco APJC

Cisco powers how people and technology work together across the **physical and digital worlds**



AI-ready data centers



Future-proofed workplaces

← Secure global connectivity →



Digital resilience



Accelerated by Cisco AI



Connected Intelligence



People & People



People & AI



AI & AI

Cisco Collaboration

EMPLOYEE
EXPERIENCE

CUSTOMER
EXPERIENCE



Webex Suite



Cisco Devices



Webex Contact Center

AI POWERED PLATFORM

UCaaS Shift to Connected Intelligence

Context

Conversations

Outcomes



Context

Across People, Places,
Conversations, Data



Smart Interactions

Contextual, Personalized,
Topical, Engaging



Trusted

Flexible Deployments,
Secure, Resilient, Observable



Automations

Orchestration Across Agentic
Ecosystem & Integrations

Connected
Intelligence

SECURE

RELIABLE

AI GOVERNANCE

MANAGEABLE

AGENTIC OPS

Announcements from Cisco Live

June 2026

AI-powered Collaboration



Webex AI Codec

HD Voice (PSTN)

Real-time translation & Transcription

AI-generated Vidcast

AI Assistant

AI Agents for WxCC

Cisco Cloud Control

AV-over-IP



Interoperability



Copilot



◆ Gemini



Claude

The 10x multiplier

These agents work together,
predicting needs, driving decisions
and delivering outcomes securely
across every interaction.



Built for any industry, any workstyle.

Voice | Digital | Video

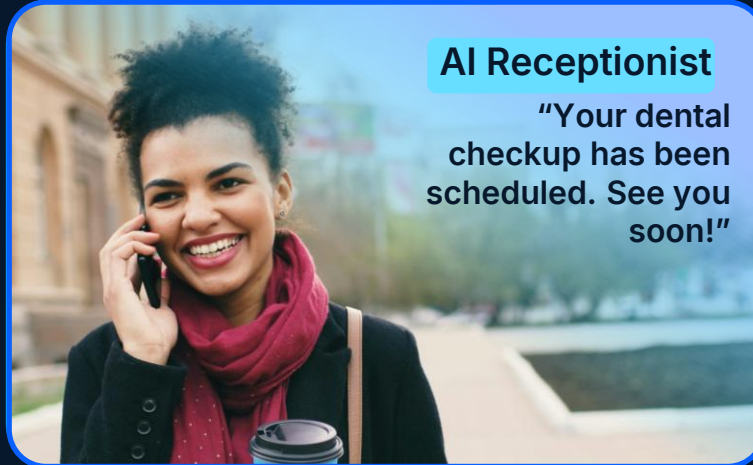
Custom Voice Agents

"Help me reset my password"



AI Receptionist

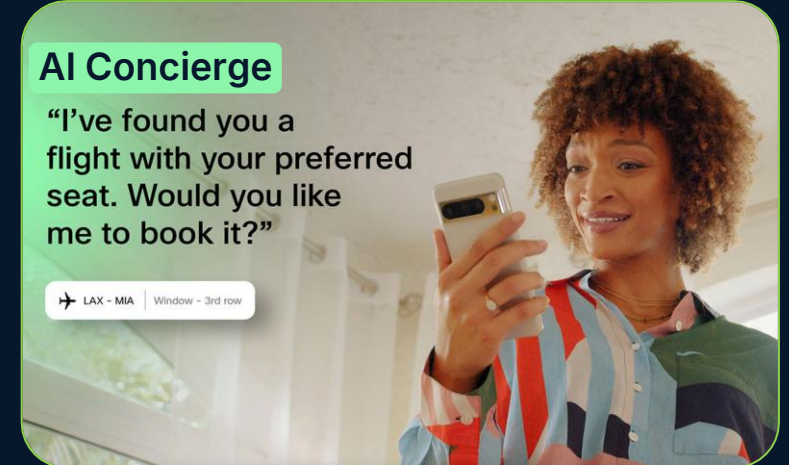
"Your dental checkup has been scheduled. See you soon!"



AI Concierge

"I've found you a flight with your preferred seat. Would you like me to book it?"

✈ LAX - MIA | Window - 3rd row



INTERNAL

FRONT DESK

CONTACT CENTER



Media sponsorship sync

Wednesday, Jan 22, 10:30 AM - 11:00 AM C

SPVY-17 Great wall alpha 12

Meeting Prep

Meeting detail

Topic Summary

Align with the team on the rollout strategical leave with a clear decision, success metrics, and owners.

More details

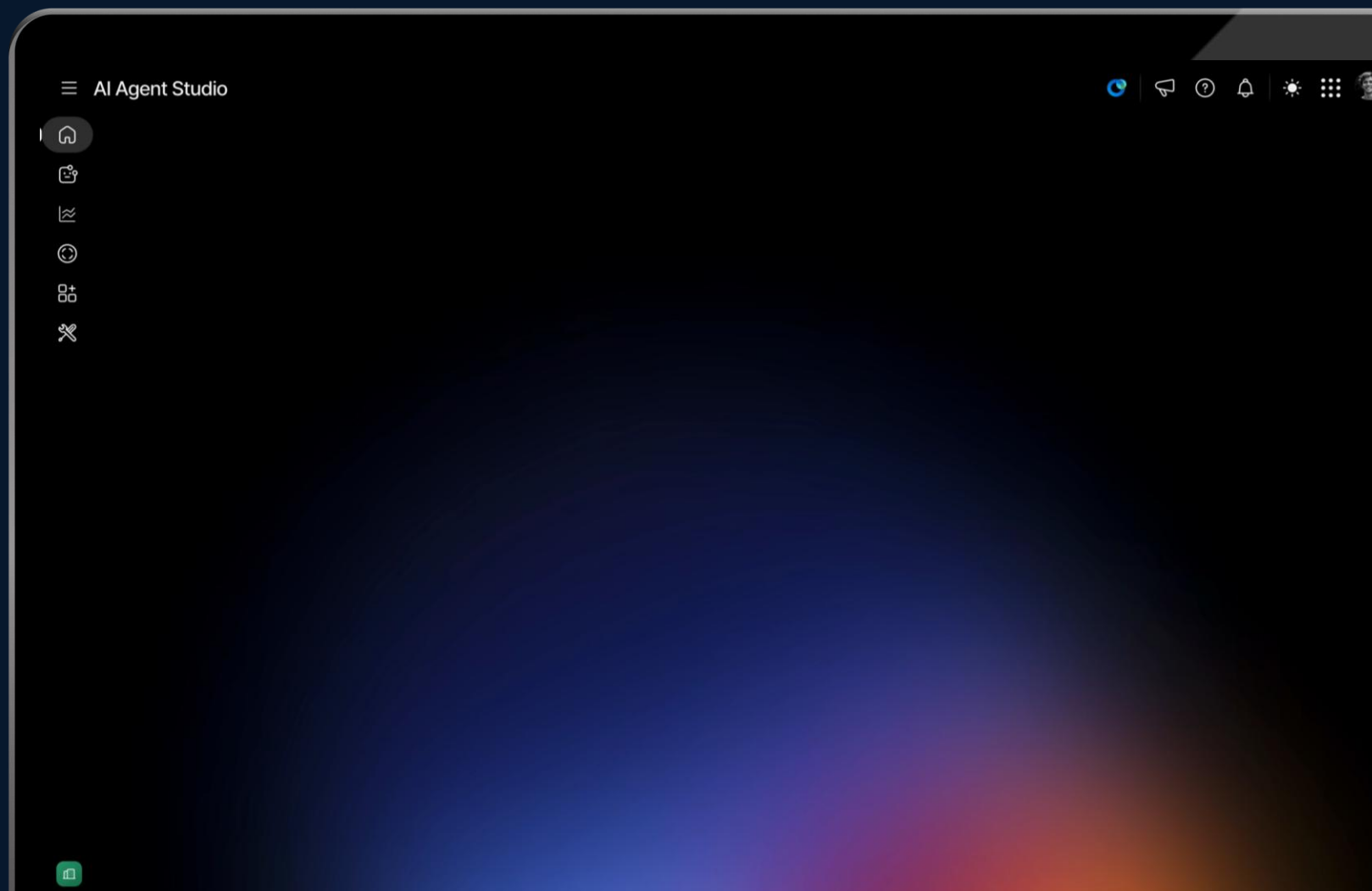


GA H2 CY26

Expanding AI Agent Studio

A unified platform to build, deploy, and manage securely.

- Pre-configured Agents & Custom Agents
- Across Suite, Devices, Contact Center



Agentic Ecosystem

The Teammate that Connects the Dots Across Your Entire Day



General Availability



GA Q3 CY26

Meeting **you in your workflows** with ease and intelligence



NEEDS OF
THE AGENTIC
WORKFORCE



The Agentic Workplace Experience Gap

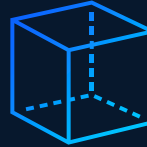


IT, OT &
INFRASTRUCTURE
DEMANDS

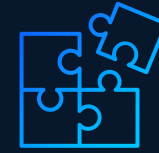
Building a successful **Agentic Workplace**



**Integrated workplace
solution**



3D-workspace planning



**Best-in-class
interoperability**



**AI-powered
collaboration**



**Enterprise-grade
security**



**AI-assisted
management**

Collaboration devices are an extension of the network



Cisco ThousandEyes

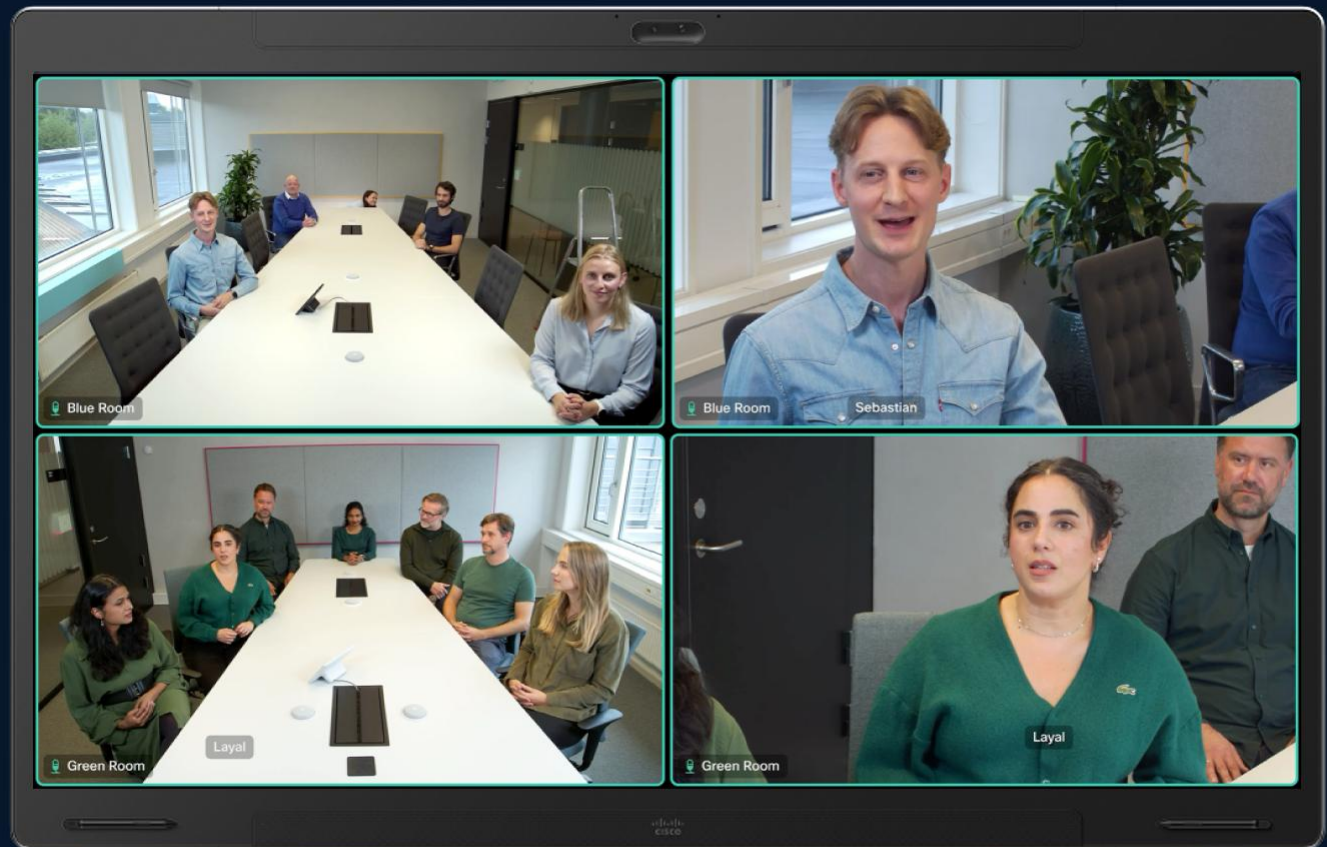
Webex Control Hub

Cisco Spaces

RoomOS 26

AI Director

Automatically frames the perfect
view for every meeting

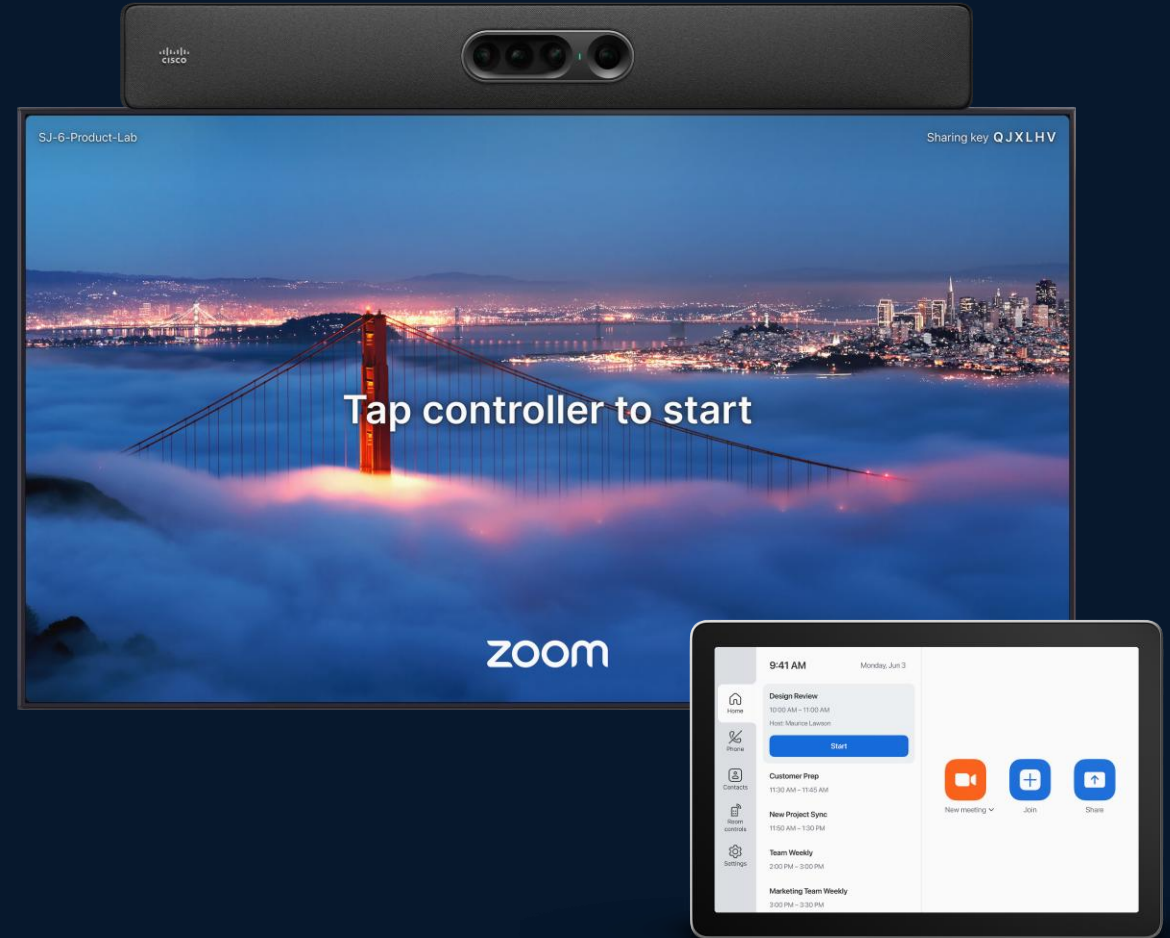




Coming Soon GA Q4 CY26

Cisco Devices for Zoom Rooms

Powered by Cisco edge-AI with
enterprise quality, reliability and
observability that scales



Cisco gives you the most flexibility and choice

Cisco Rooms experience



Full Featured

Enhanced

Guest



NEW Zoom Rooms experience



Full Featured

Enhanced

Guest



Microsoft Teams experience



Full Featured

Enhanced

Guest



Powered by Cisco RoomOS

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

 Built on
Microsoft Device Ecosystem Platform

Desk Pro G2



Room Kit Pro G2



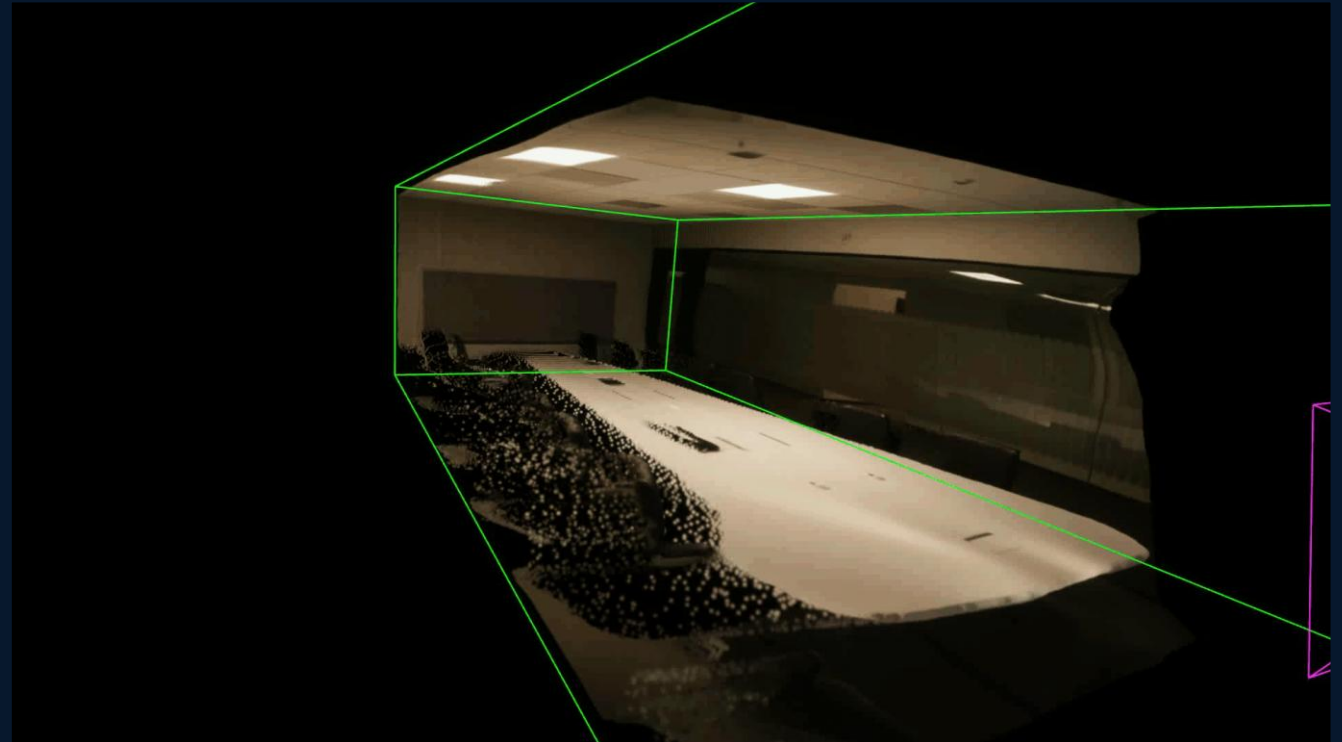
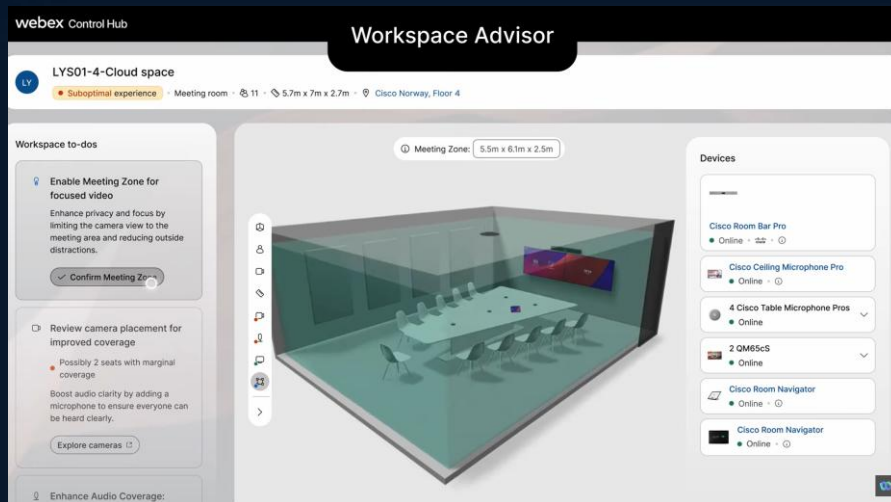
NEW

Cisco Board Pro G3



Workspace Advisor

Create a digital twin of your workspace with edge AI on Cisco Devices



Agentic Customer Experience strategy



Intelligent front door

- Omnichannel platform
- Continuous, two-way interactions
- All modalities



Context driven orchestration

- Real-time data and context engine
- New control point for CX
- Smarter insights and advanced personalization



Trusted & Secure by design

- Cisco enterprise-grade
- Security, manageability, observability
- Build with confidence on robust CX foundation



Extensible AI native platform

- Secure, reliable, interoperable platform
- Boundaryless interactions
- Scalable innovations for AI-human workforces

**One experience.
One platform.
One Cisco.**

Open | Secure | Seamless

Webex Customer Experience

How Cisco delivers one open, secure and seamless CX platform

Digital engagement

Self service and proactive outreach

Self-service AI

Webex AI Agent

Self service resolution

CPaaS

Proactive Messaging

Proactive digital engagement

Contact center core

Cloud, digital and human assisted CX

Cloud CCaaS

Webex Contact Center

Digital to human service

On premises

Cisco Contact Center

Existing enterprise CX

AI operations

Agent, supervisor and workforce intelligence

Agent assist

Cisco AI Assistant

Agent and supervisor support

AI-native WEM

AI Workforce Engagement

Human and AI workforce planning

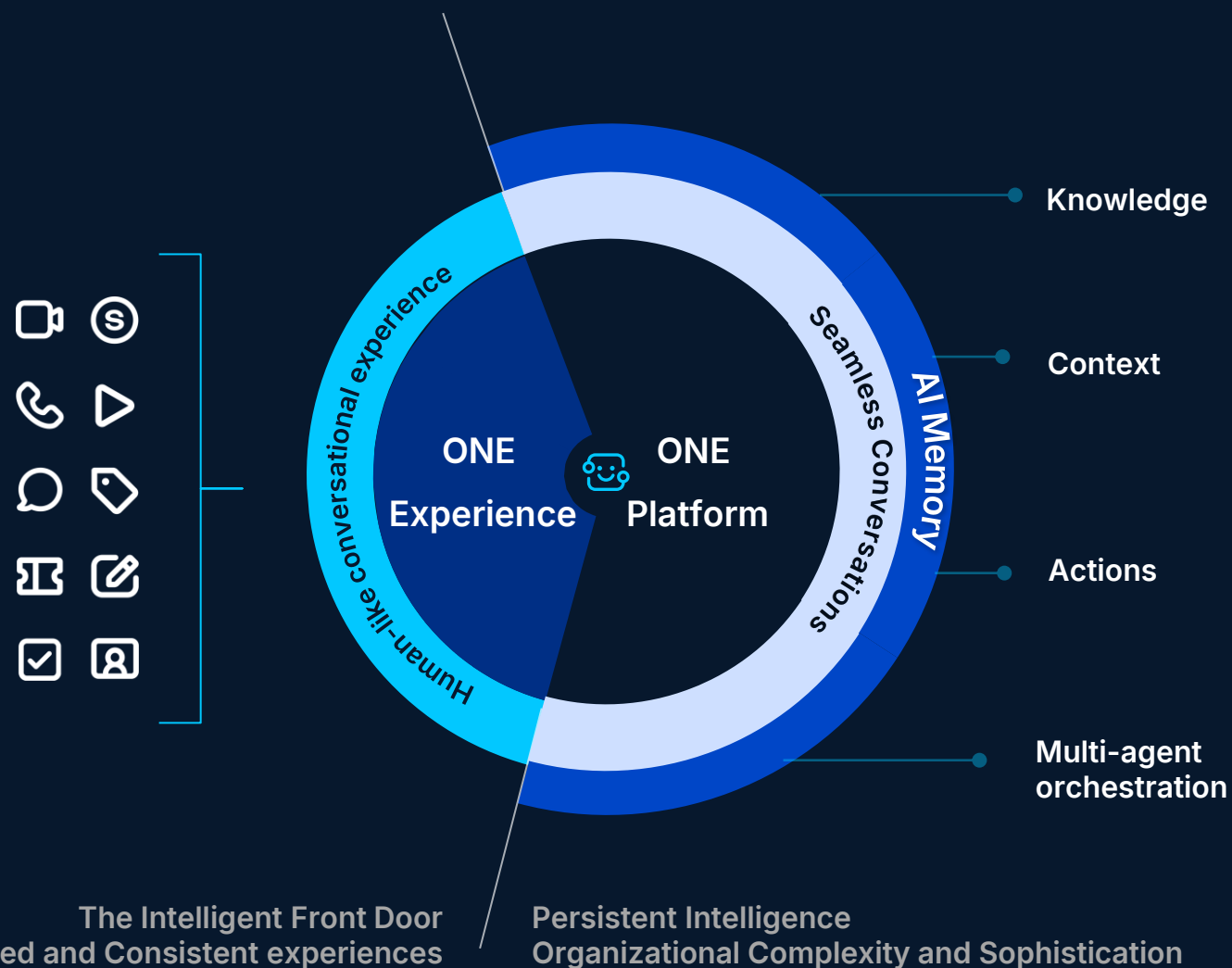
AI-native | Interoperable | Unified data | Secure by design

AI Concierge

General Availability Q4 CY26

AI Concierge for CX

**One continuous
conversation
powered by context,
data and AI memory.**



Flexible Deployment Options

Cloud

Rapid AI innovation
Data residency
E2E encryption
Sovereign controls

Hybrid

On-Prem control
Value added cloud services
Future proof

On-Premise

Enterprise security
Operational control
Sovereign by design

Compliant | Secure | Data Resident | Regulated | Sovereign

General Availability Q4 CY26

Webex AI Workforce
Engagement Management

The engine that
powers exceptional
operational
excellence for AI
and human agents.

AI WEM portfolio
for agentic
workforce

Workforce Management Beta

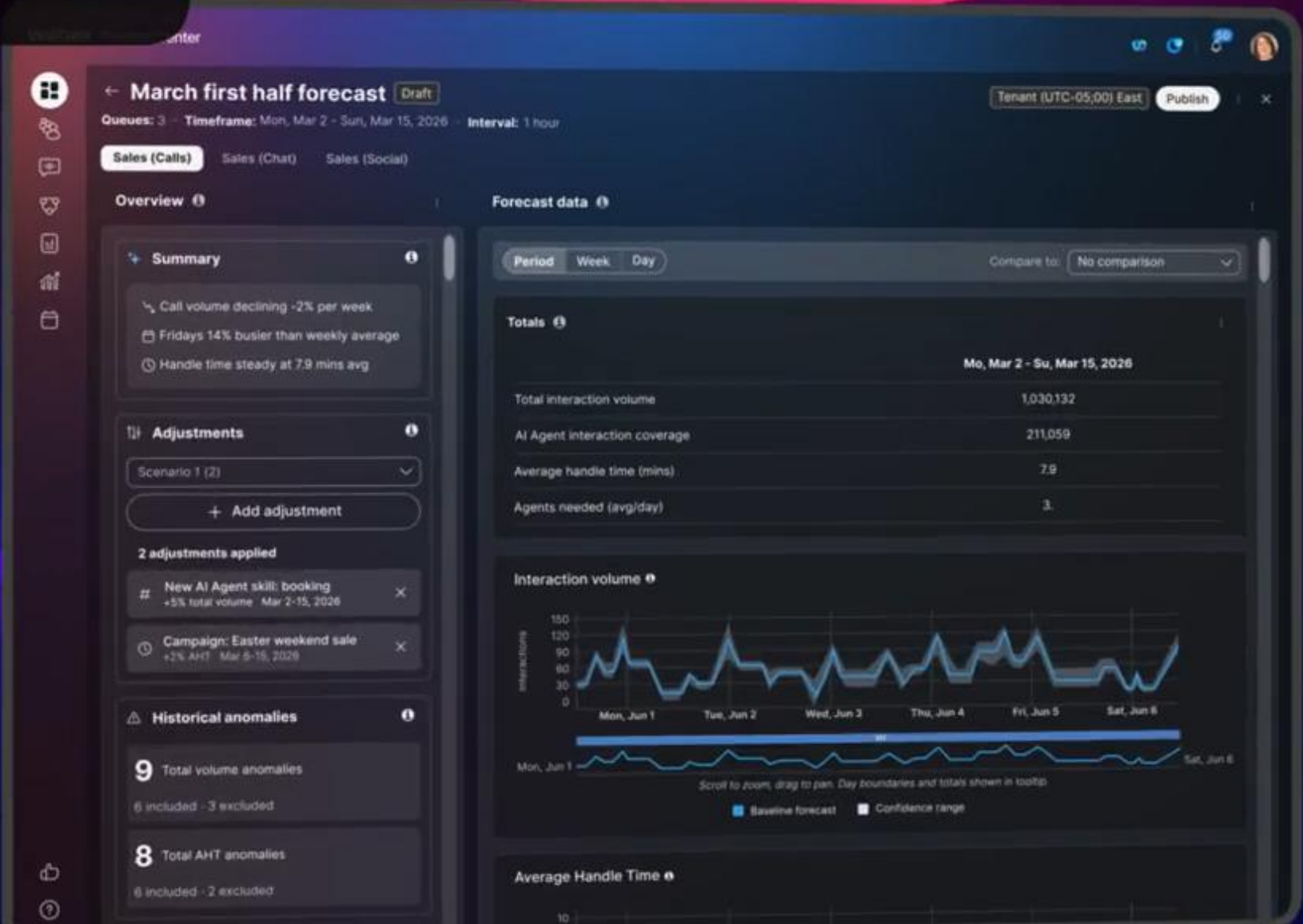
Quality Management GA

Performance Management Beta

AI - Powered Assistance GA

Onboarding Alpha

Workforce Management





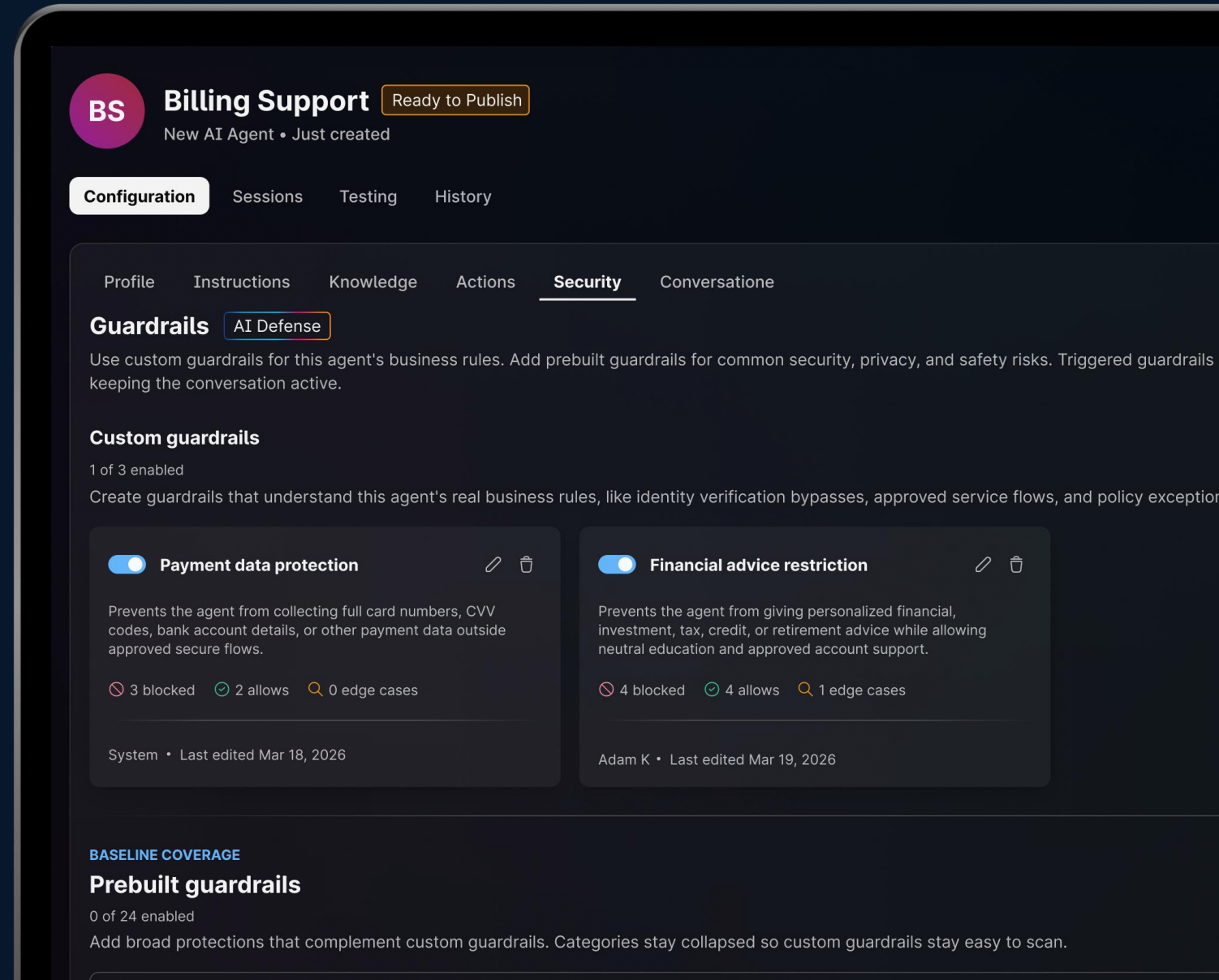
Autonomy without accountability is liability.

AI agents represent your brand.
You own the outcome. Cisco ensures the two never come apart.

Beta Q3 CY26

AI Defense with Collaboration

Advanced guardrails for collaboration AI agents



Only Cisco delivers the unified platform to master your IT operations



Manage

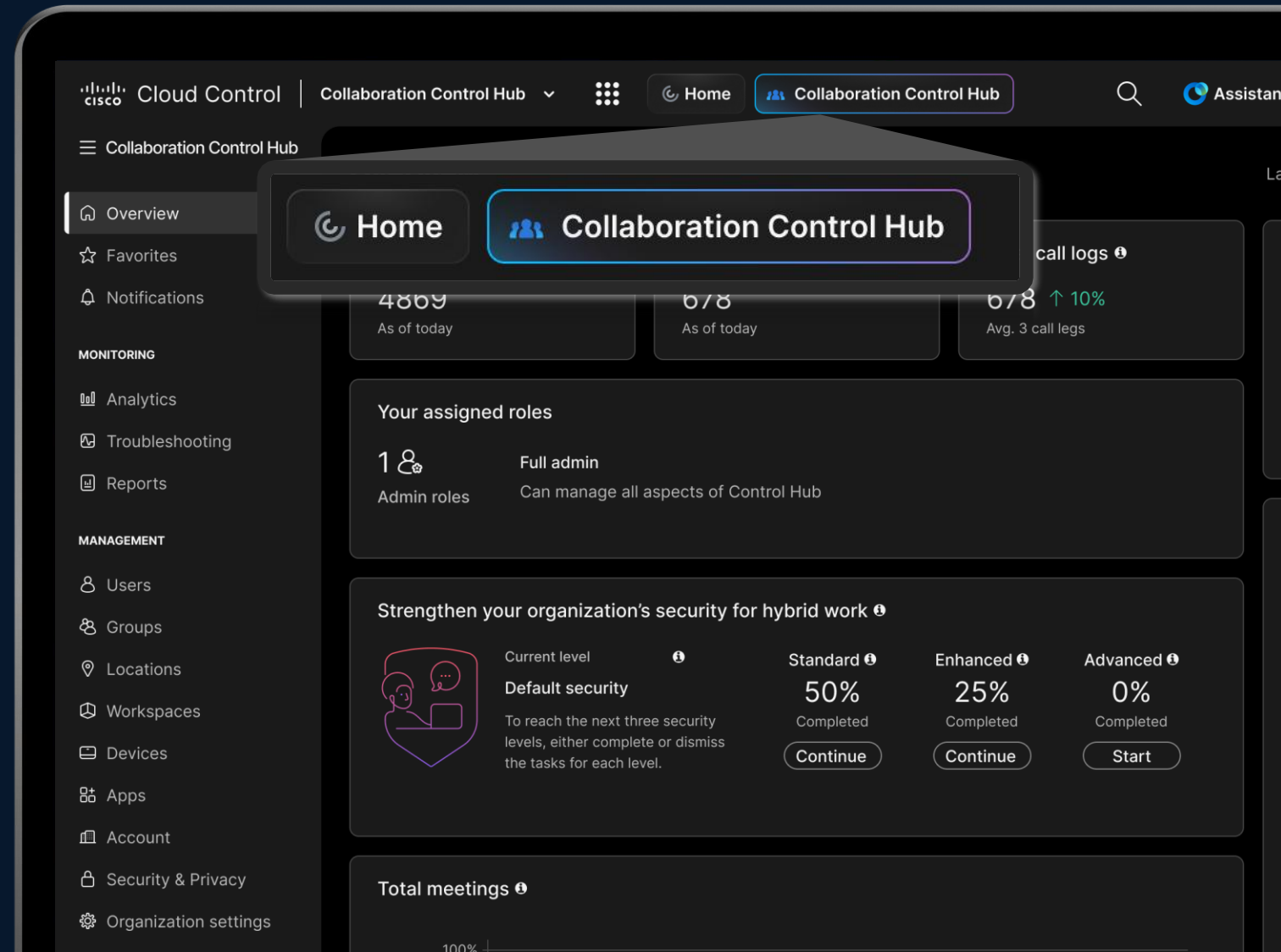


Protect

Controlled availability

Collaboration in Cisco Cloud Control
and AI Canvas

Only Cisco can see
the whole picture



3 key takeaways

Connected Intelligence turns collaboration into an AI-ready experience platform across employees, workspaces, and customers.

1

Connected Collaboration

Webex AI agents move collaboration from meetings and messages to outcomes, helping people prepare, capture, follow up, schedule, coordinate, and act across the workday.

2

Intelligent Workspaces

Cisco devices become the AI infrastructure for physical workspaces, improving meeting experience, space intelligence, workplace visibility, and IT manageability

3

Agentic Customer Experiences

Webex Contact Center extends the same intelligence, context, and orchestration to customer interactions, connecting employee and customer experience on one platform.

**One experience. One platform. One Cisco.
Connected intelligence, delivered**

