

# Experiences Amplified

How AI Can Fuel Better Employee, Customer, and IT Experiences for  
Future-proof Workplaces



# AI is the biggest disruption we have seen yet



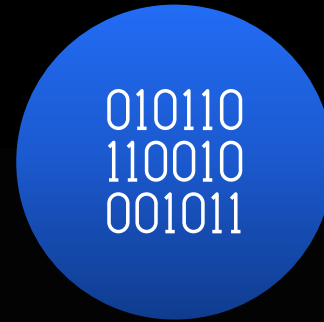
Internet



Mobility



Cloud



AI



# 64%

Of companies are applying or will apply AI to customer service

AI For Business Success: 2025-26  
Metrigy





AI-Ready Data Centers



Future-Proofed Workplaces

Secure Global Connectivity



Digital Resilience



Accelerated by Cisco AI



# Future of collaboration



**People & People**



**People & AI**



**AI & AI**

# Experience Matters

AI transforms interactions into  
exceptional experiences

# Waves of AI innovation for EX and CX

## Audio, Video and Language AI

## Generative AI

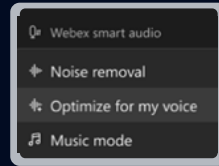
## Agentic AI



Head  
detection  
2013



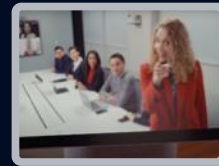
NVIDIA  
computing  
2015



Noise  
removal  
2020



Frames and  
people focus  
2022



Cinematic  
meetings  
2023




AI Codec  
2024




Cisco AI  
Assistant  
2024



AI Agent &  
AI Workflows  
2025



AI Assistant for Developers



AI Codec



Room Kit EQX




Board Pro G2





Webex AI Agent

Ceiling Microphone Pro



Agent Wellness

AI Manageability




Meeting Zones

Auto CSAT


+26%

-4%

Topic Analytics



Be Right Back Detection



Catch Me Up



AI-Powered Pan/Tilt/Zoom Camera


Suggested Responses

Hi Michael, I apologize for the inconvenience. To dispute the transaction listed for \$51.52 at Renergize Restaurant please log in to your online bank account and navigate...


Remove Send



Cinematic Meetings



Generated Wrap Up



CISCO AI Assistant

Hi, Clarissa. What can I help you do?


Summarize

Was my name mentioned?


What are the action items?




Webex for Apple Vision Pro




AI Workspace Ranking



Message Translations




Dropped Call Summaries



AI-generated Vidcast



Desk Phone 9800 Series



AI Assistant for Control Hub

# Translator Agent

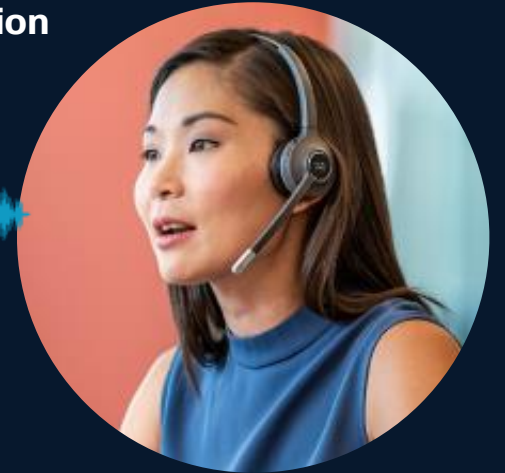
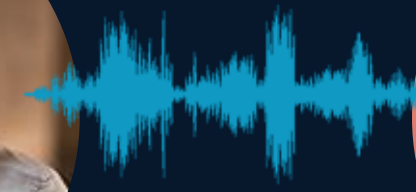
Conversations that feel local, yet global.



Native Spanish speaker

¡Buen día!

Real-time translation



Native English speaker

Good Morning!

# CUSTOMER EXPERIENCE

# EMPLOYEE EXPERIENCE

Webex Contact Center  
& Webex Connect

Webex Suite

Cisco Devices



Artificial Intelligence



Security



Manageability



Interoperability

AI-POWERED PLATFORM

# 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

# Omni-channel AI Front Door

## Voice



Intelligent front door: across voice & digital interactions



Enterprise voice



Translator agent: real-time translation

## Digital



Vast options for digital engagement



Proactive workflows

## Integrations



BYO Messaging channels & Virtual Agent

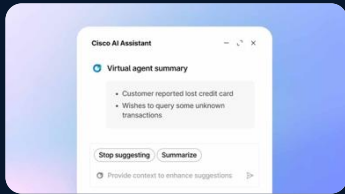


Custom work items

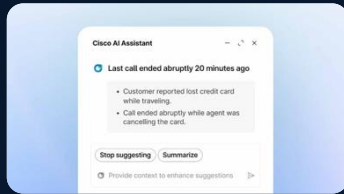


Back-office systems (CRM, ticketing)

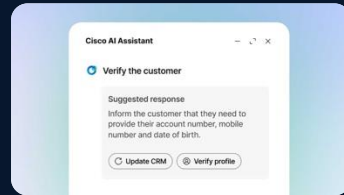
# Empowering Agents & Supervisors



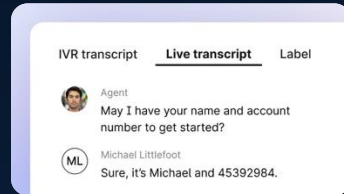
AI Agent context transfer summary



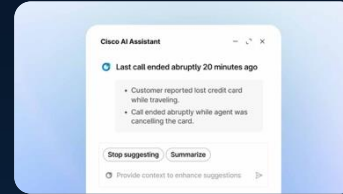
Dropped call summaries



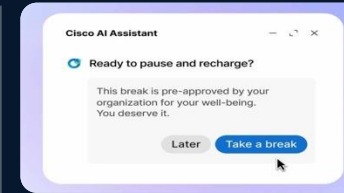
Suggested Responses



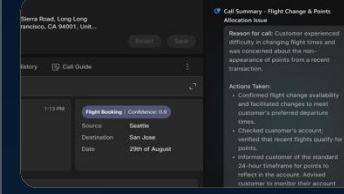
Real time transcription



Consult/Transfer Summary



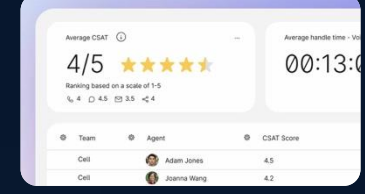
Agent Wellness Breaks



Wrap up summaries & wrap up codes



Topic Analytics



Auto CSAT (voice) and Coaching Highlights

Pre-call

Greeting

Conversation

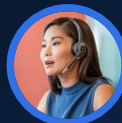
During call

Post-call work

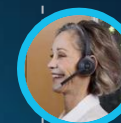
Post-call analytics



Customers



Agents



Supervisors

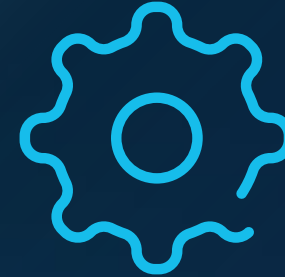
# Experience Matters

CUSTOMER EXPERIENCE

EMPLOYEE EXPERIENCE



Consumer of  
Services



Owner of  
Services

# Our unique approach: software + hardware



Headsets



Phones



Desk series



Board series

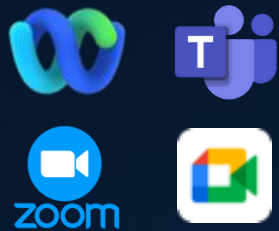


Room accessories



Room series

# AI is now table-stakes for Exceptional Experiences



Next-Generation  
interoperability



Scale and Simplicity  
AV to IP



Agentic AI &  
Workplace  
Orchestration

When technology works together,  
people can too.



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

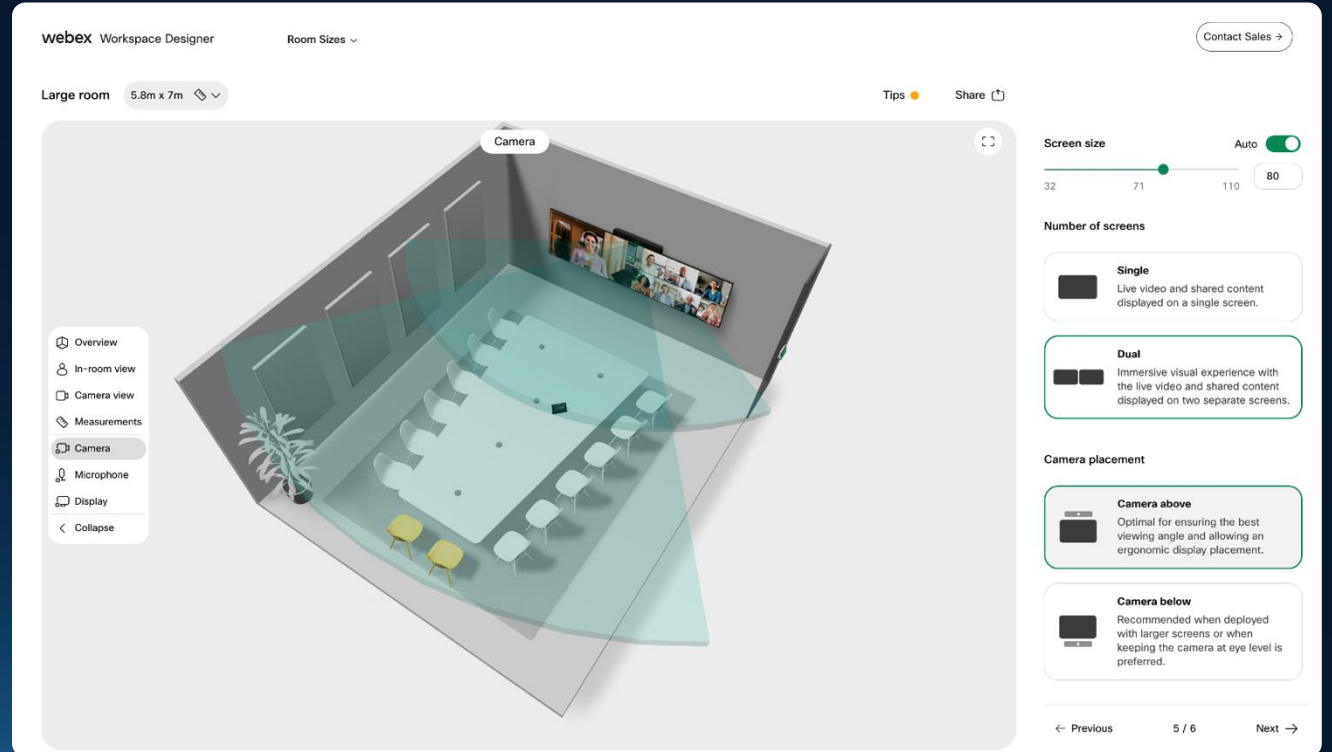
# AI-powered Room Vision Pan-Tilt-Zoom camera

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



# Take your workspaces from inspiration to reality

[www.webex.com/us/en/workspaces/workspace-designer.html](https://www.webex.com/us/en/workspaces/workspace-designer.html)



The screenshot displays the Webex Workspace Designer interface. At the top, it shows "webex Workspace Designer" and "Room Sizes" with a dropdown menu. Below this, the current room is identified as "Large room" with dimensions "5.8m x 7m". A "Camera" label is positioned above the 3D rendering of the room, which features a conference table, chairs, and a large screen displaying a video conference. To the left of the rendering is a navigation menu with options: Overview, In-room view, Camera view, Measurements, Camera (selected), Microphone, Display, and Collapse. To the right of the rendering are several configuration panels: "Screen size" with a slider from 32 to 110 and a value of 80; "Number of screens" with options for "Single" (Live video and shared content displayed on a single screen.) and "Dual" (Immersive visual experience with the live video and shared content displayed on two separate screens.); and "Camera placement" with options for "Camera above" (Optimal for ensuring the best viewing angle and allowing an ergonomic display placement.) and "Camera below" (Recommended when deployed with larger screens or when keeping the camera at eye level is preferred.). At the bottom right, there are navigation arrows and the text "5 / 6".

# AI that empowers employees and customers

CONTROLLED AVAILABILITY | H2 CY25



## Cloud Calling

AI-powered cloud calling solutions

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Reliable, secure cloud calling for modern hybrid work



## Customer Assist

Intelligent tools for front office staff

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Advanced call management with text queues\*, sentiment monitoring, and summaries

\*Controlled Availability H1CY26



## AI Receptionist

24/7 call handling, powered by AI

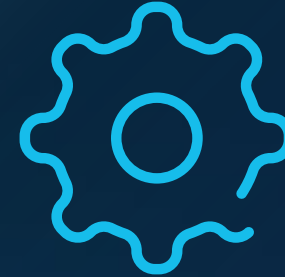
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Virtual call management that handles inquires, scheduling and transfers

ADD-ON



Consumer of  
Services



Owner of  
Services

# Collaboration devices are an extension of the **network**

People Count  
Presence  
Ambient Noise  
Asset Location  
Temp, Humidity, IAQ  
Energy Management

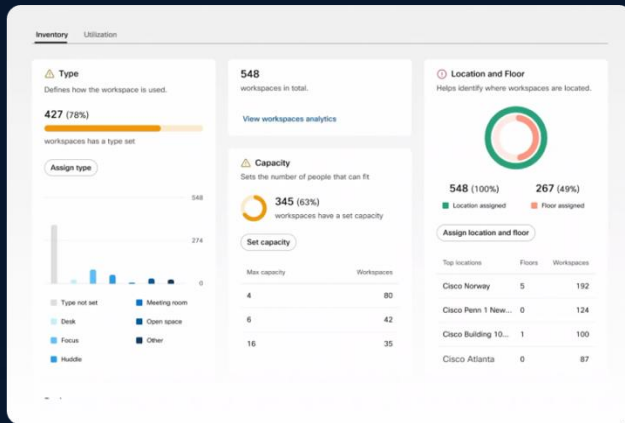


Cisco ThousandEyes

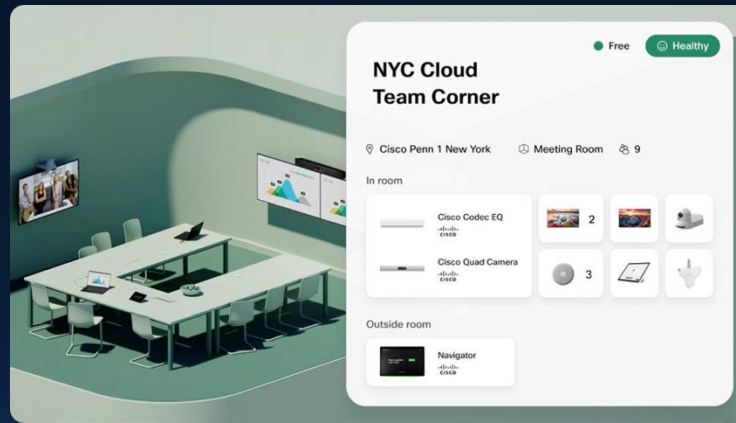
Webex Control Hub

Cisco Spaces

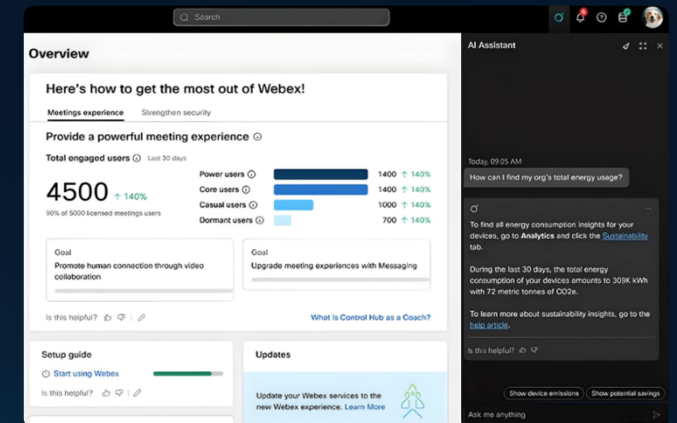
# It all comes together in **Webex Control Hub**



Manage users, services, and devices in one place



Third-party device visibility and workspace insights



Simplify complex tasks and troubleshoot with AI

# Trust is architectural.

One experience. One platform. One Cisco.

# Collaboration AI Platform: Architecture Components

## Workload-optimized



## Security-first design

Common AI Services  
Usage controls  
Guardrails  
RAG

Model agnostic  
(LLM Proxy)

Model diversity  
(In-house & open source model)

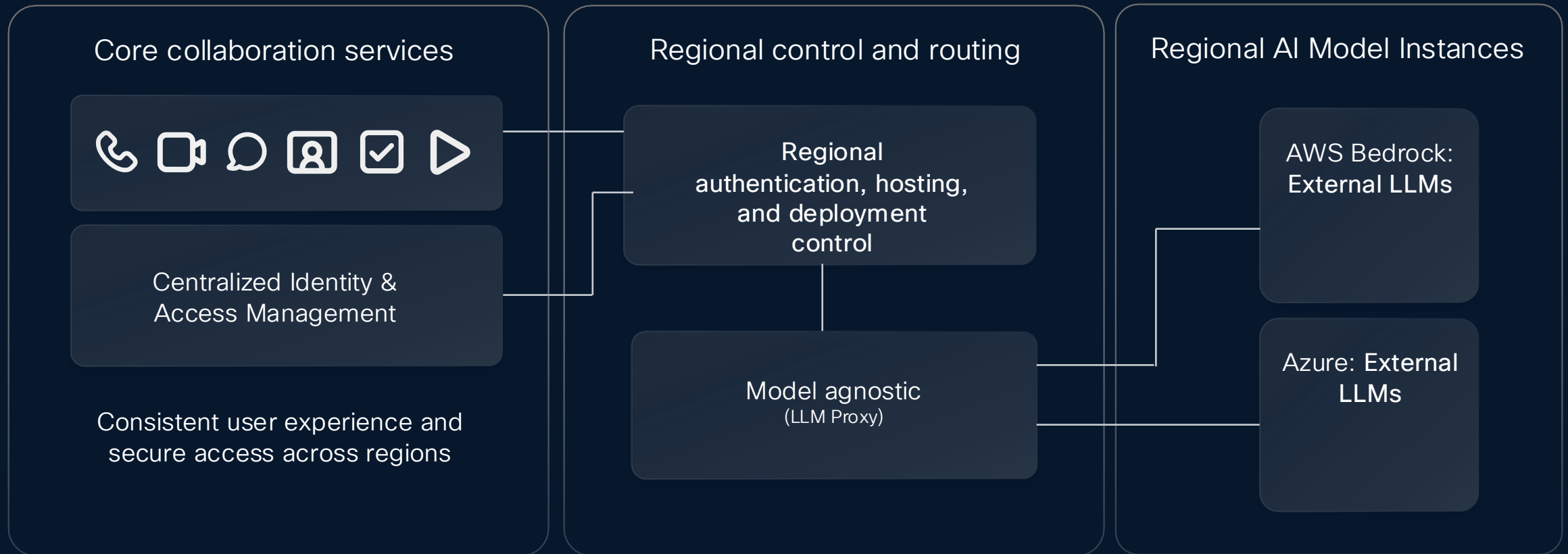
## RAI Approved LLMs

AWS Bedrock:  
External LLMs

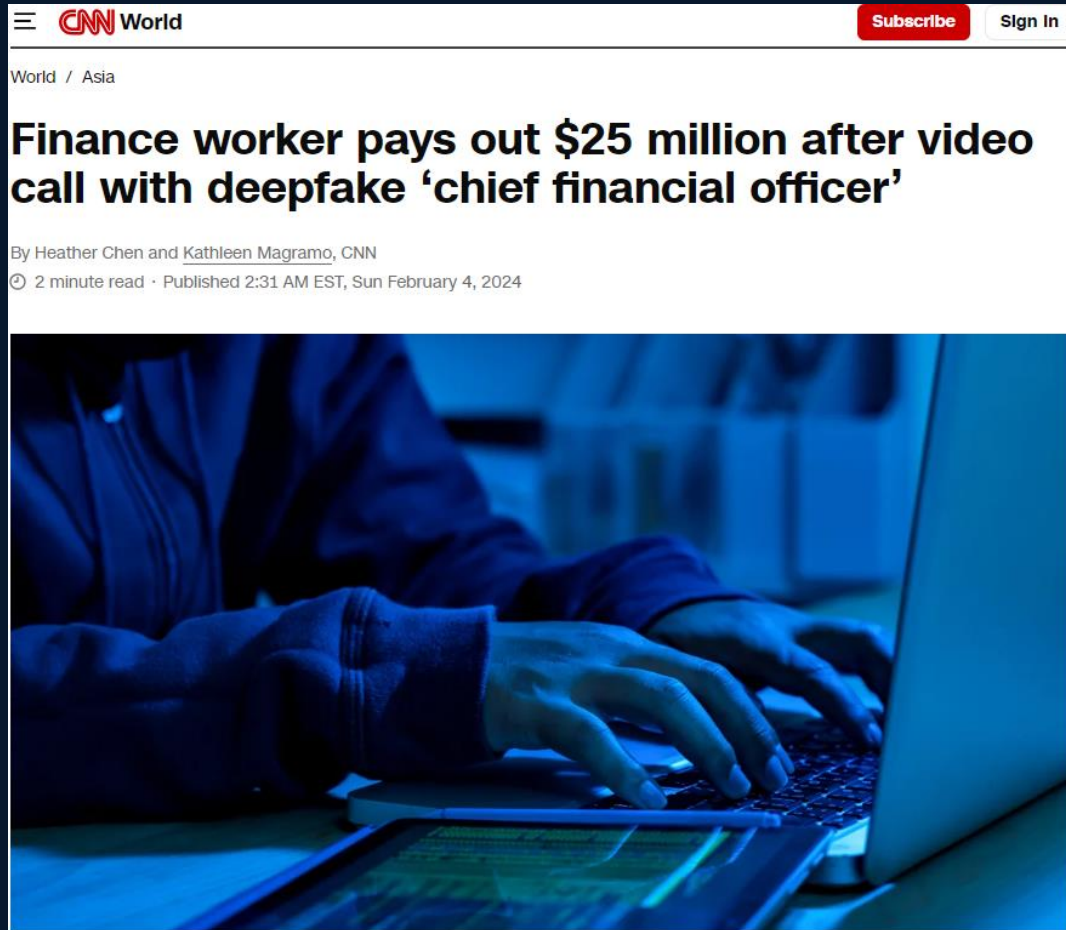
Azure: External LLMs

# Adapted for your regional requirements

Seamless teamwork, secure access, regional AI flexibility.



# Deepfake



## Multi-Modal Deepfake Threats

Image



*Manipulated or AI-generated images*

Audio



*Synthetically created or edited voices*

Video



*Synthetically created faces and manipulated audio*

Text



*AI-generated text and LLM-created content*

# Security that's built in, not bolted on



## Secure by design

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



## Private by default

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



## Unmatched industry expertise

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

# Cisco Responsible AI Principles



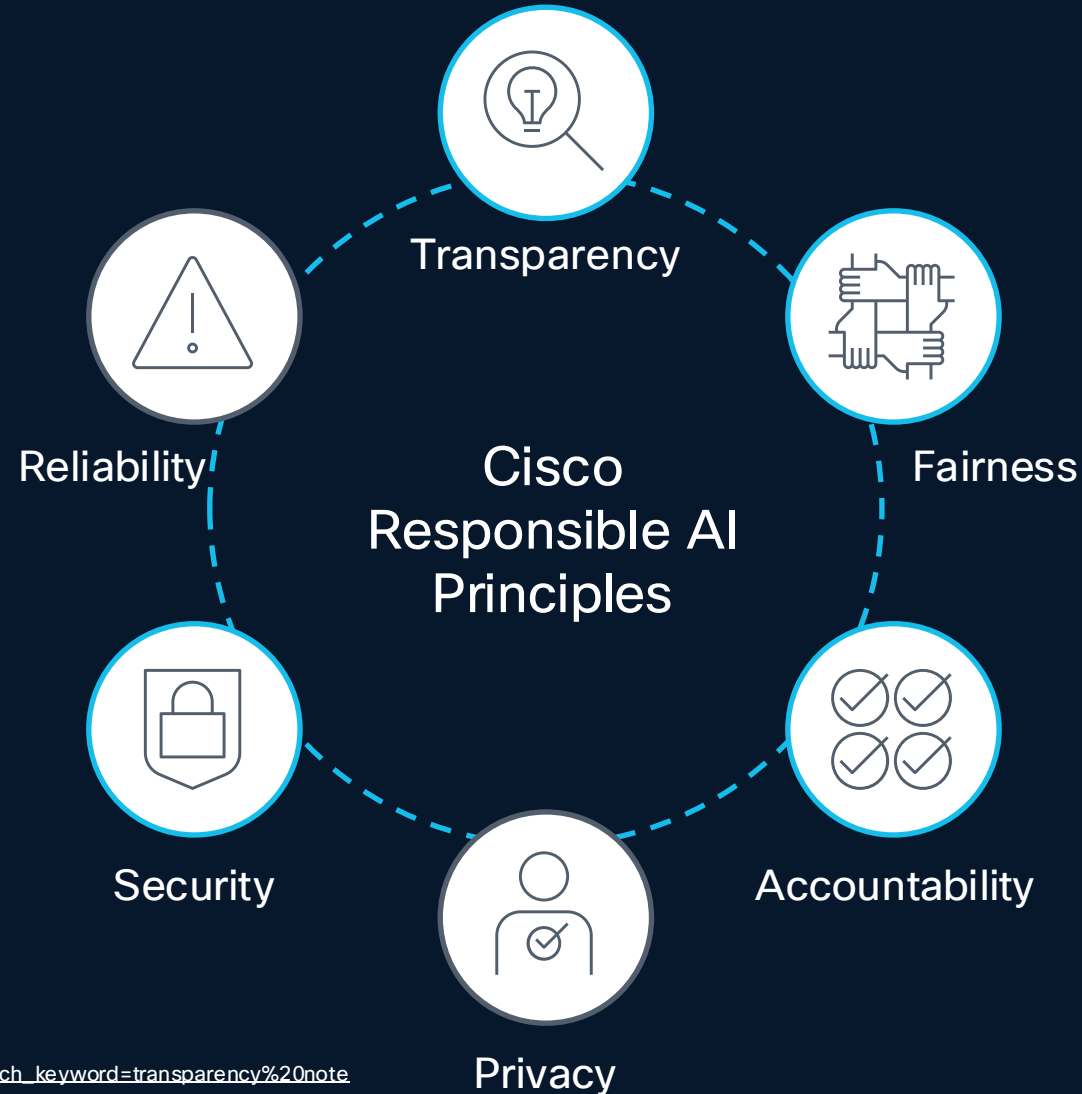
**Cisco Principles for Responsible Artificial Intelligence**

**Our Artificial Intelligence Mission**

Artificial intelligence (AI) and subdisciplines such as machine learning offer enormous positive potential for humanity, businesses, and public services that span industry sectors, economies, and societies. These technologies not only raise the bar in terms of the beneficial capabilities they offer; they also create new challenges for customers, users, and other stakeholders. Because AI can automatically generate insights that influence critical decisions and actions, it's imperative to implement clear governance over how we develop, deploy, and operate AI-based solutions.

Realizing AI's significant promise while adhering to standards for **transparency, fairness, accountability, privacy, security, and reliability** is an ongoing mission at Cisco. To uphold these principles, we scrutinize each of our AI offerings to identify and address potential risks.

Cisco Public



**The Cisco Responsible AI Framework**

Security by Design / Human Rights by Design / Privacy by Design for personal data and consequential decisions

At Cisco, we appreciate that Artificial Intelligence (AI) can be leveraged to power an inclusive future for all. We also recognize that by applying this technology, we have a responsibility to mitigate potential harm. That is why we have developed a Responsible AI Framework based on **six principles** of Transparency, Fairness, Accountability, Privacy, Security and Reliability.

We translate these principles into controls that can be applied to model creation and the selection of training data with Security by Design, Privacy by Design, and Human Rights by Design processes embedded throughout the model's lifecycle and its application in products, services, and enterprise operations.

Cisco Public

[https://trustportal.cisco.com/c/r/ctp/trust-portal.html?search\\_keyword=transparency%20note](https://trustportal.cisco.com/c/r/ctp/trust-portal.html?search_keyword=transparency%20note)

# Experience Matters

