

CISCO Connect

Connected Intelligence

Powering the Next Generation of AI Customer
Experience



AI transforms interactions into
exceptional experiences



Cisco is the critical
infrastructure for the AI era

 AI Assistant for Developers

 AI Codec

 Room Kit EQX

Board Pro G2



 Webex AI Agent

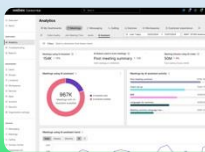
Ceiling Microphone Pro

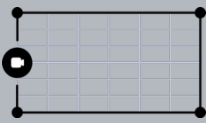


Take a break

 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

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

Agentic CX 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

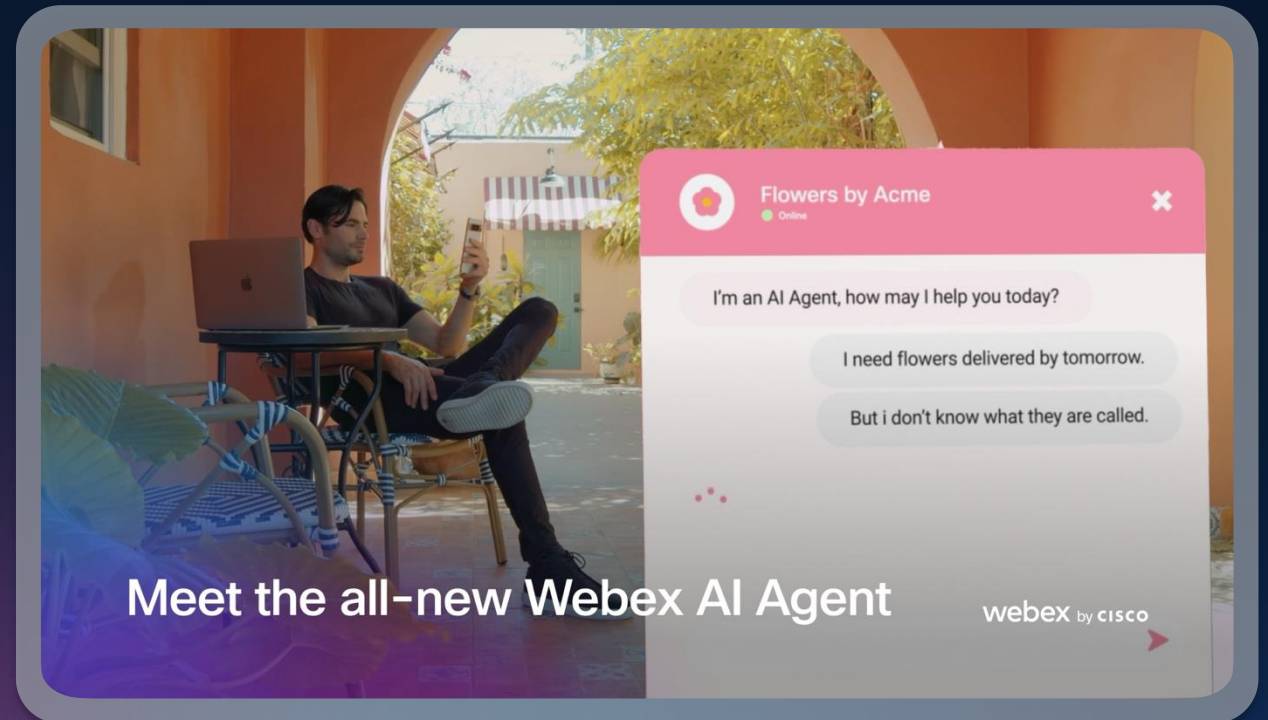
- Secure, reliable, interoperable platform
- Boundaryless interactions
- Scalable innovations for AI-human workforces

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

Open | Secure | Seamless

Webex 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

Webex AI Agent for Contact Center



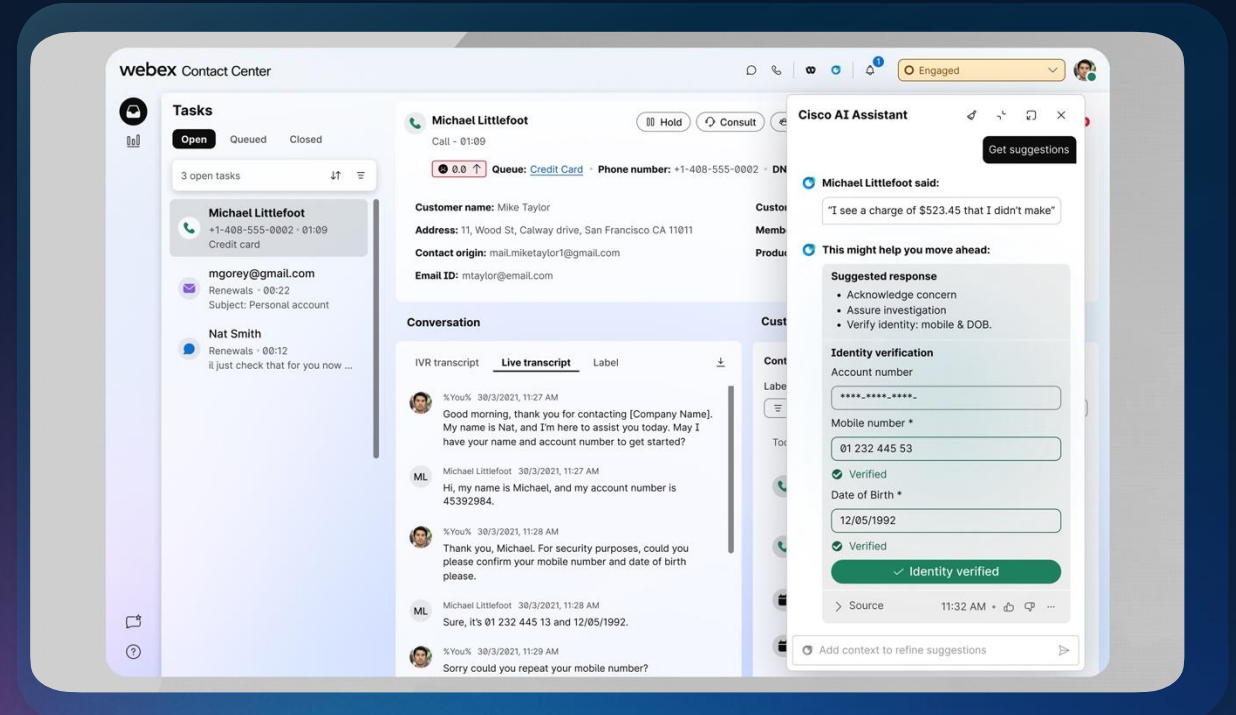
50+ languages for
global reach

Expanded integrations
through **A2A & MCP**

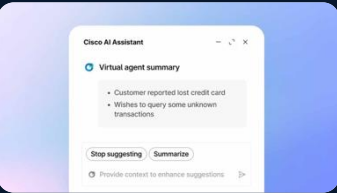
Cisco AI Assistant

Augmenting agents to deliver better customer experiences and satisfaction

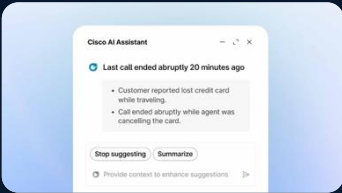
- More productive and empathetic agents
- Improved agent performance and management for supervisors
- Better business outcomes for managers and leaders



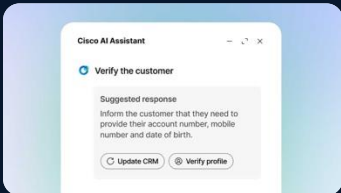
Empowering agents & supervisors



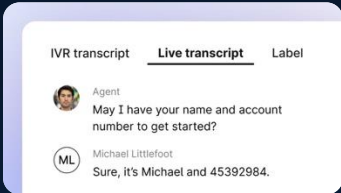
AI Agent context transfer summary



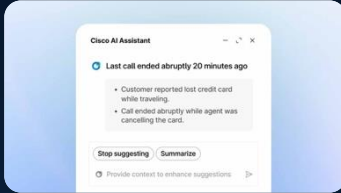
Dropped call summaries



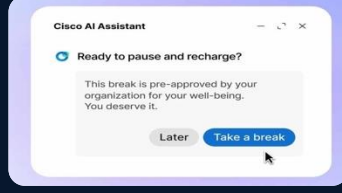
Suggested Responses



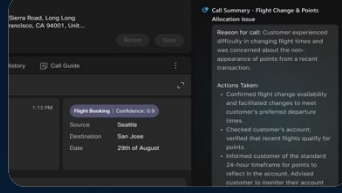
Real time transcription



Consult/Transfer Summary



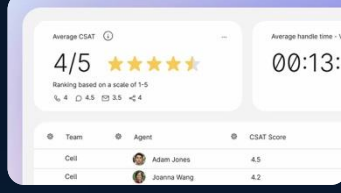
Agent Wellness Breaks



Wrap up summaries & wrap up codes



Topic Analytics



Auto CSAT (voice) and Coaching Highlights

Pre-call

Greeting

Conversation

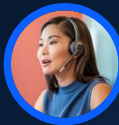
During call

Post-call work

Post-call analytics



Customers



Agents



Supervisors

450+ Features Delivered across Webex CX in 12 months

Webex AI Agent

Voice enhancements including barge-in, turn prediction etc.

Webex AI Agent

RAG Ingestion and Retrieval Improvements

Multi-lingual Support (Beta)

~50 languages for AI Agent & AI Assistant

AI Assistant

Real-time assist, Post-call Wrap-Up, Mid-call transfer/consult summaries

Digital

Proactive Chat, Cherry Picking

Agent Desktop

Granular state control, Customer Journey Widget

Native Campaign Manager

Chained campaign, Granular campaign scheduling, etc.

Epic Connector

Consult/Transfer and Multi-party conference support

Voice & Media

Personal Call Back, Extension based entry points, SIP Proxy

Supervisor Desktop

Persona based access, Skill filter in real-time queue stats, Topic analytics

Reporting

Baseline survey report, Skill expression-based aggregation

Amazon Lex Connector
(For WxCC, WxCCE)

Administrator

Role-based access control, Force sign-out

AI Quality Management

Evaluations, sentiment, agent performance dashboard, coaching

Integration with Webex Calling

Click to Answer, Answer incoming call on Webex Calling device

Topic Analytics

Near-Real Time Reporting

Control Hub

Audit event log

ServiceNow Connector (Beta)

Native call controls, live transcript, post-call summaries, Now Assist enabled

WFM (Beta)

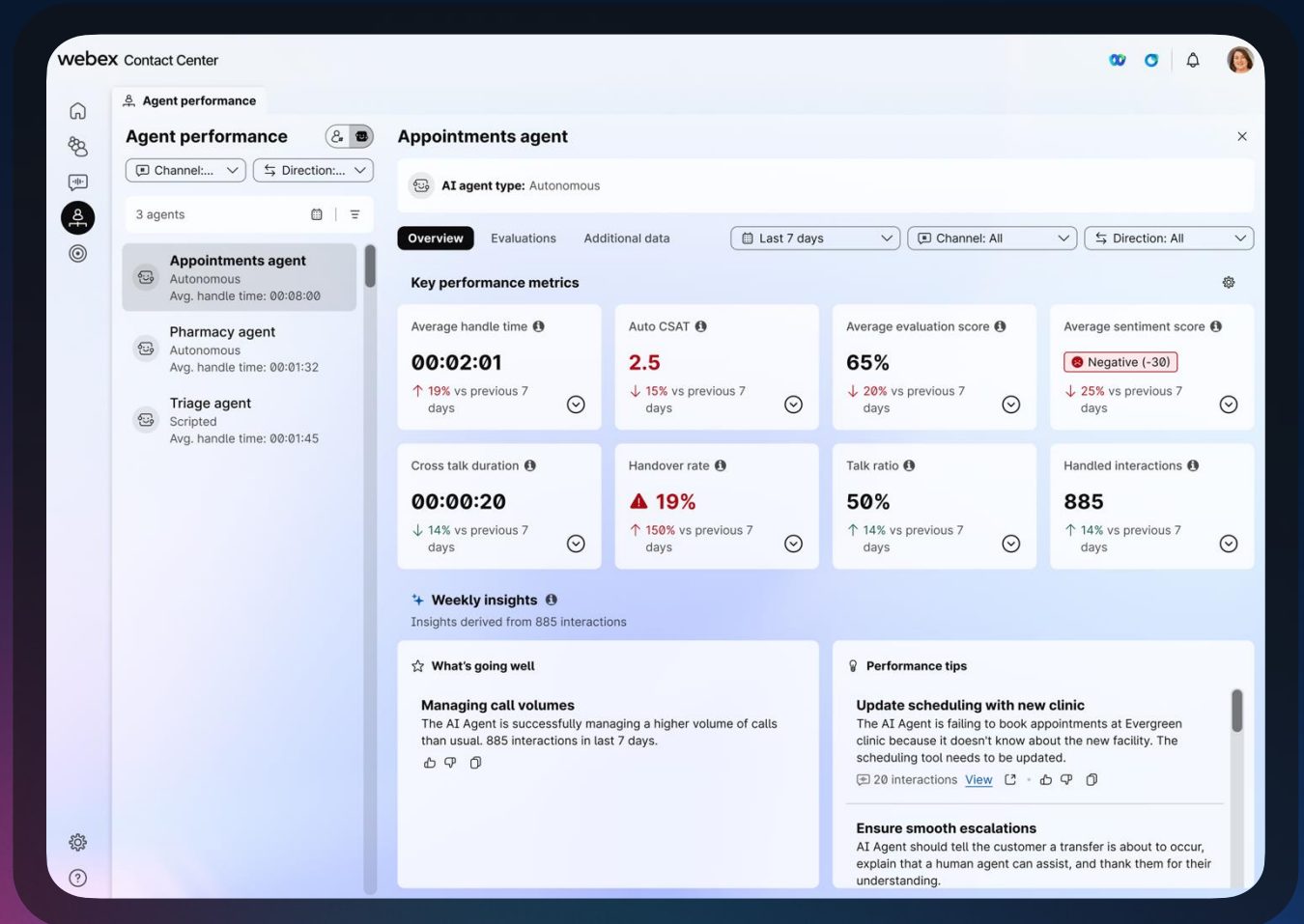
Forecasting, Scheduling

Webex WFO

Performance Management, etc.

AI Quality Management

Monitoring of every interaction
across AI and human agents



AI forecasting & scheduling

Predict and plan with confidence

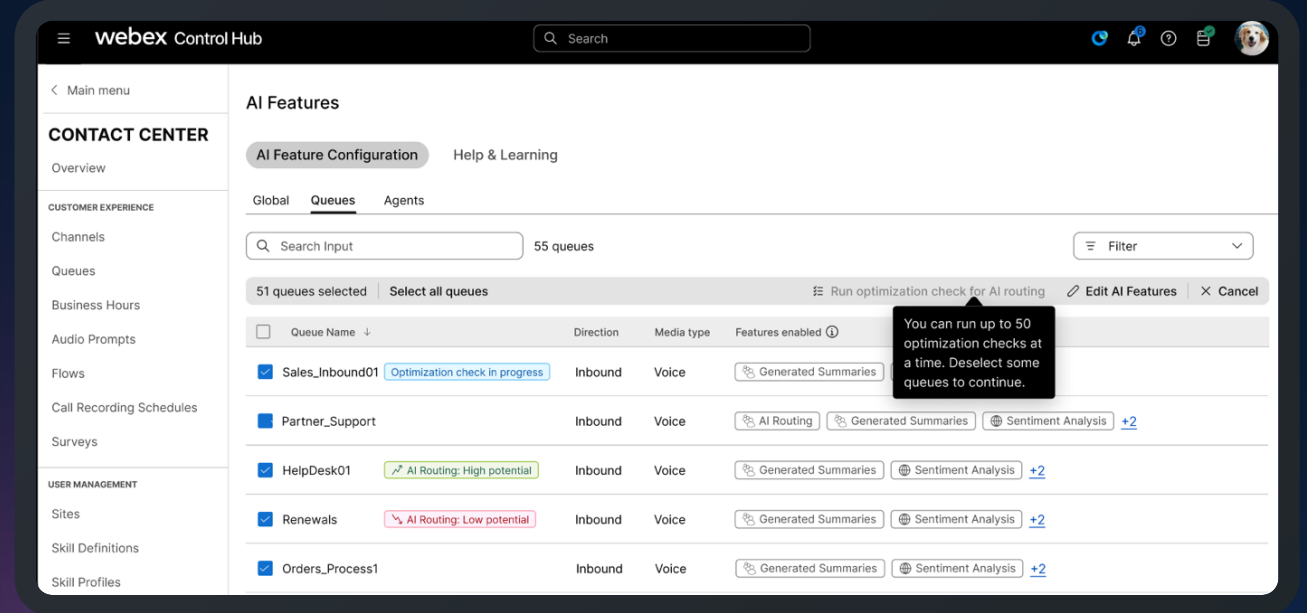
Native forecasting and scheduling that is intuitive and purpose-built for the expanded workforce of AI and human agents.



AI Routing

From static routing, to real-time impact

Intelligent, context-aware omnichannel routing to dynamically match customers to the best-suited agents, every time.



Connected Intelligence

Building the workplace of today, for the workforce of tomorrow

Customer Impact

Case study: Brunel AI Agent



Text Message • SMS
Today 12:17

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You can keep asking questions by replying to this message.

Thank you

