

CISCO *Connect*

GO BEYOND

#CiscoConnect

# La Collaboration ré-inventée à l'heure de l'IA

Stephane Perronet & Emmanuel Tamiatto

TRACK 2 Session 4

# Agenda

- Webex Suite & AI
- Vidcast :Video Engagement Platform for Enterprise
- Webex Calling Call Summary
- Control Hub AI Assistant
- AI Assistant for developer
- Responsible AI

# Webex suite

# Collaboration AI platform

Webex Contact Center  
& Webex Connect

Webex Suite

Cisco Devices



Artificial Intelligence



Security



Manageability



Interoperability

A I - P O W E R E D   P L A T F O R M



# Our unique approach: software + hardware

Webex

Suite



Meetings



Messaging



Calling



Webinars



Events



Whiteboarding



Polling



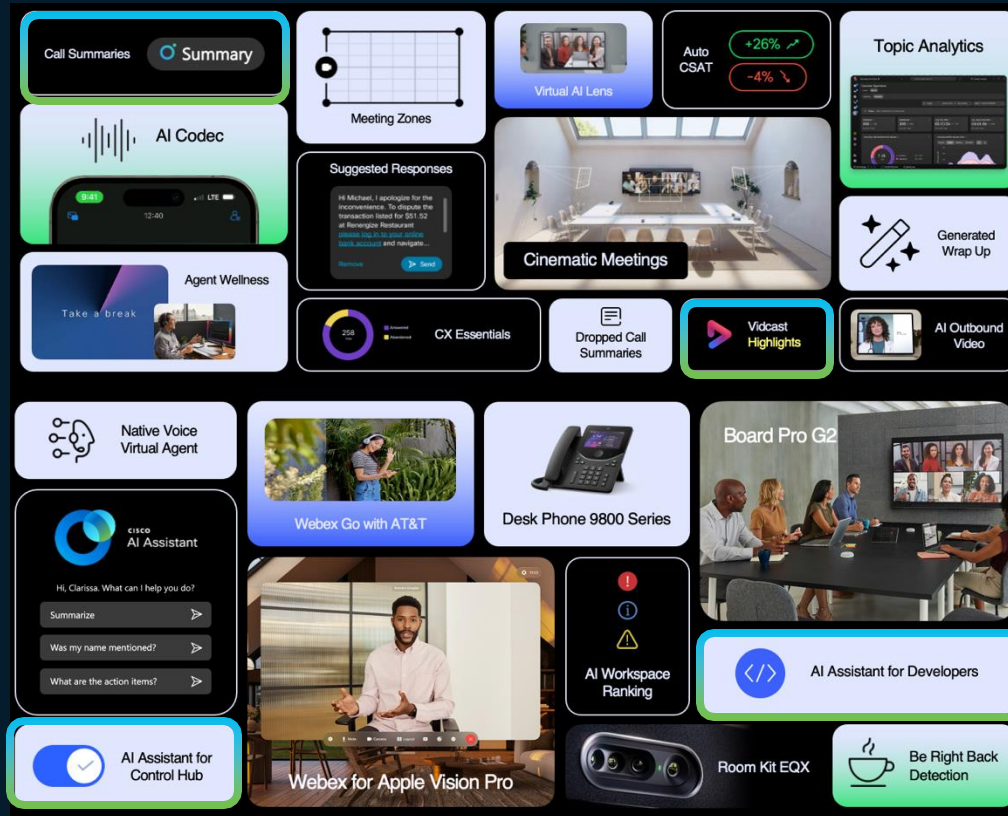
Video Messaging



AI-POWERED PLATFORM

**CISCO** *Connect*

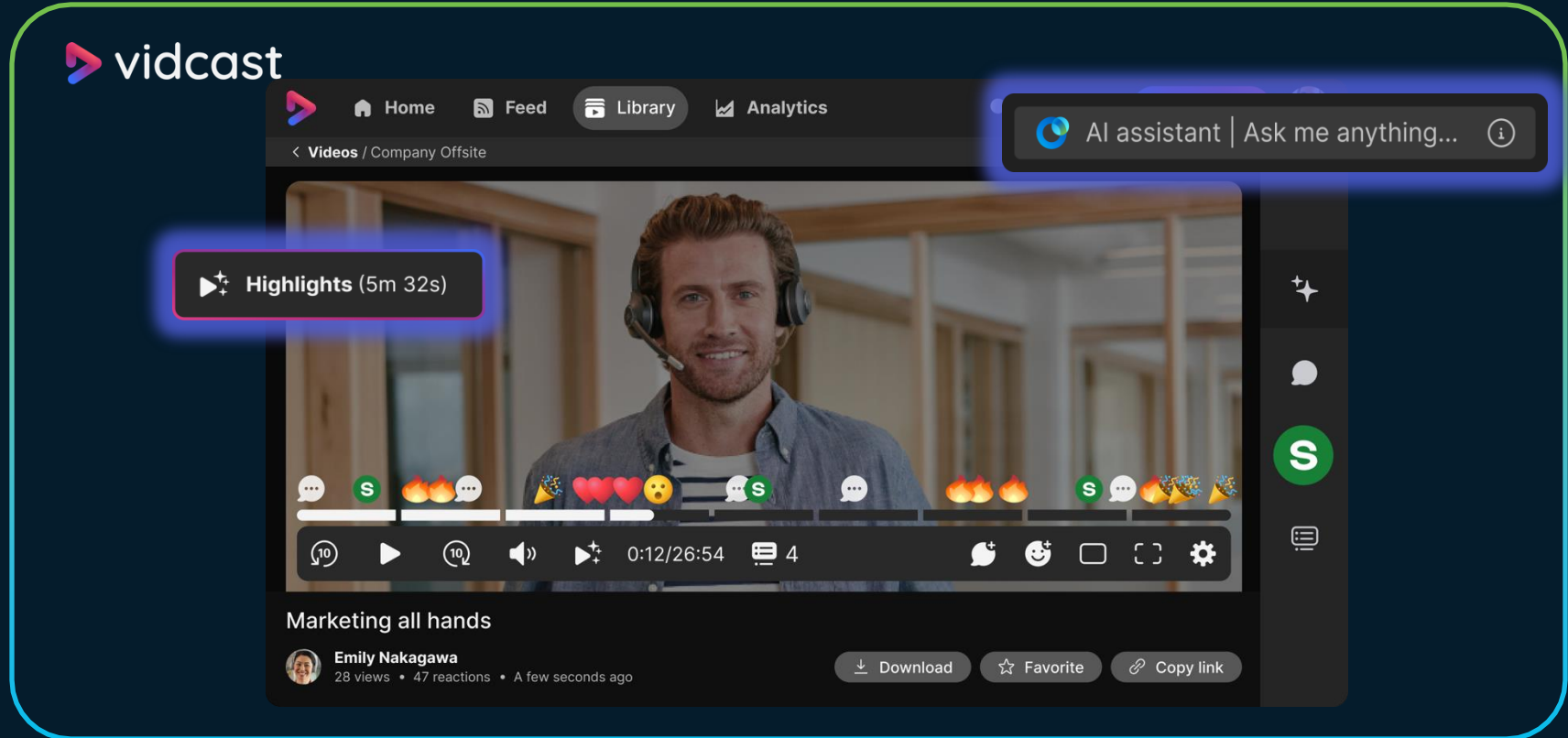
# Incredible AI momentum



# Vidcast



# Vidcast: Video engagement platform for enterprise



# Designed to drive engagement



## Internal Communications

Scalable employee engagement with video



## Corporate Training

Interactive  
on-demand learning



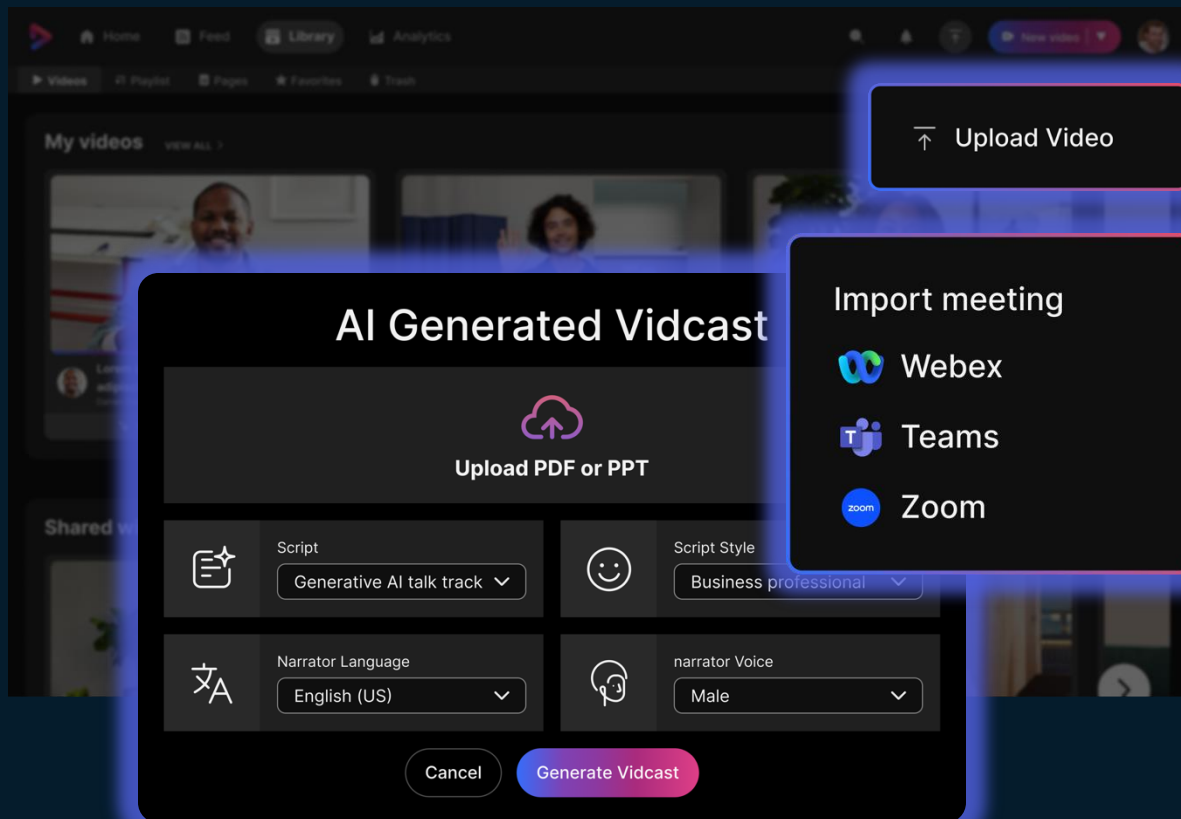
## Team Collaboration

More doing, less meeting with asynchronous  
video



# Create

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





1



2



3



# Choose France<sup>TM</sup>

8<sup>e</sup> édition  
du Sommet

app.vidcast.io/uploads/4c08a24c-0689-412c-9987-96286ecde7a3

Verify it's you

STLDPWebex EventsCollaboration Tec...Webex Tool BoxTrainings + CE Bo...Internal toolsSplunkPersoWebex CCWeekly checkAI & DataSecurity

HomeFeedLibraryAnalytics

AI Video Draft

New video

Upload / Dossier De Presse Choose France.Pdf

Copy scriptCancelFinish

AI generated video

HelpfulNot helpful

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REPUBLICQUE FRANÇAISE

Liberté  
Égalité  
Fraternité

DOSSIER DE PRESSE

LUNDI 19 MAI 2025

VERSAILLES

Slide 1 • 0:26

Bienvenue à la huitième édition du sommet Choose France. Cet événement prestigieux rassemble les leaders et investisseurs mondiaux pour découvrir, innover et s'engager dans l'avenir économique de la France. À Versailles, ce cadre imposant inscrit dans l'histoire, nous ouvrons la voie à des collaborations internationales audacieuses et à des projets qui façonnent l'avenir. Préparez-vous à une exploration fascinante des opportunités d'investissement en France. Commençons notre trajet visionnaire ensemble.

Edit

LikeComment

If slide images have issues, try uploading the same file as a high quality PDF

Upload PDF

Slide 1 • 0:26

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8<sup>e</sup> édition  
du Sommet

Play slide

Edit

LikeComment

Slide 2 • 0:27

» They choose France «

Play slide

Edit

LikeComment

Slide 3 • 0:29

Sommaire

TRACK 2 S4

Edit

LikeComment

AI generated video Helpful Not helpful

Highlights (12m 28s)

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0:00/23:55

Dossier de Presse Choose France

Emmanuel Tamiatto  
0 views • 0 reactions • 0 comments • 6h ago

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AI assistant | Ask me anything...

Play | 12m 28s Copy

AI Generated Helpful Not helpful

- 02:33 Strategic Infrastructure in Europe
- 03:44 Significant Tech and Logistics
- 06:14 Electric Mobility Focus
- 07:43 Investing in Electric Vehicles
- 09:37 Market Position Consolidation
- 13:06 Economic Models and Innovation
- 19:32 Long-Term Production Focus

14



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RÉPUBLIQUE  
FRANÇAISE

*Liberté  
Égalité  
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LUNDI 19 MAI 2025  
VERSAILLES



# Engage

- AI highlight reels
- Smart Chapters
- Video AI Assistant
- Reactions and comments
- Polls with Slido

The screenshot displays the Cisco Engage web interface. At the top, there's a navigation bar with links for Home, Feed, Library, and Analytics. A 'New video' button and a user profile icon are on the right. Below the navigation bar, the page title is 'Videos / All Hands Meeting'. The main content area features a video player showing a woman in a yellow shirt. Overlaid on the video is a poll interface with a blue glow. The poll has three sections: 'Open Text' at 00:35, 'Multiple Choice' at 02:43, and 'Rating' at 25:09. The 'Rating' section is currently active, showing a bar chart for the question 'On a scale of 1-5, how clear is our new strategy to you?'. The chart shows 78 responses: 0% for 1, 12% for 2, 6% for 3, 51% for 4, and 31% for 5. Below the video player, there are reaction buttons (clapping hands, smiley face, fire, heart, thumbs up, and a plus icon) with counts: 18, 10, 10, 7, 3, and 'Add'. The video title is 'All Hands Meeting' by Darren Walters, with 125 views and posted 1 day ago. The poll overlay also includes a 'Share' button and a footer that reads 'Acceptable Use - Slido Privacy'.

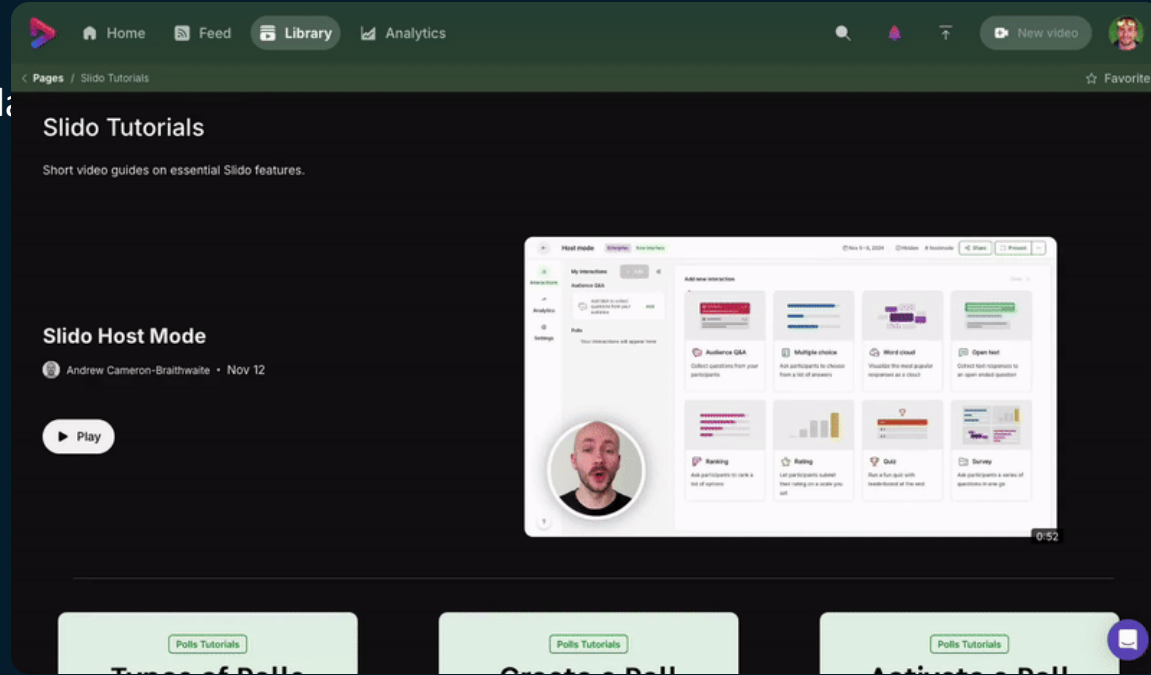
Rating	Percentage
1	0%
2	12%
3	6%
4	51%
5	31%





# Discover

- Personalized video recommendations
- Semantic search
- Pages and playlists
- Secure sharing



# Summary and highlights for Webex Calling

# Enterprise-grade Calling

## User Experience



Devices & Apps



AI



## Webex Calling

### UNMATCHED RELIABILITY

Proven 99.999% availability  
Enhanced Survivability  
Site Survivability

### GLOBALLY AVAILABLE

18M+ Users / 180+ markets  
20+ data centers  
95% of global GDP

### FLEXIBLE DEPLOYMENTS

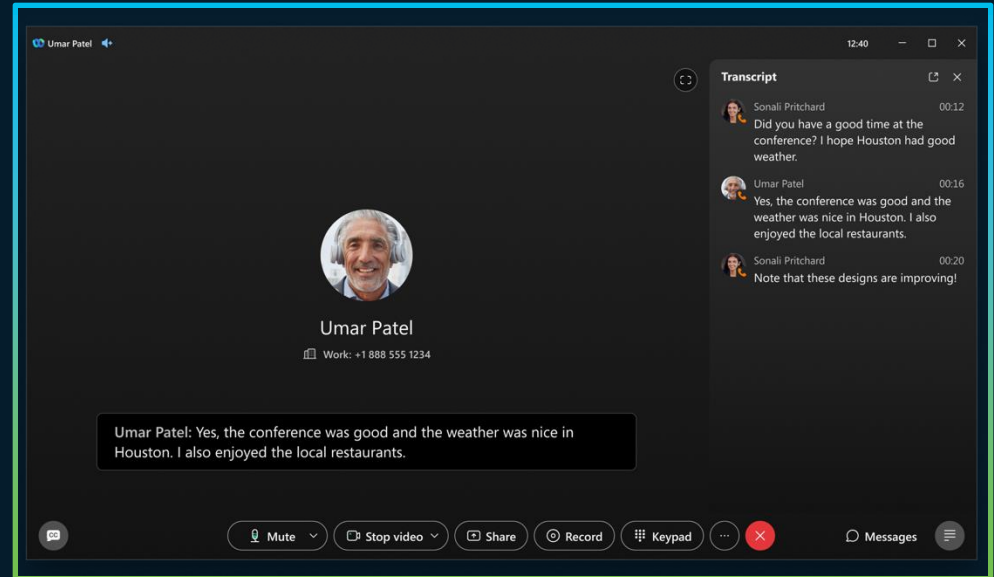
Dedicated Instance or Multi-tenant  
Multiple PSTN options  
Service numbers

### ADMINISTRATION

Control Hub  
Troubleshooting / analytics  
Role-based admin

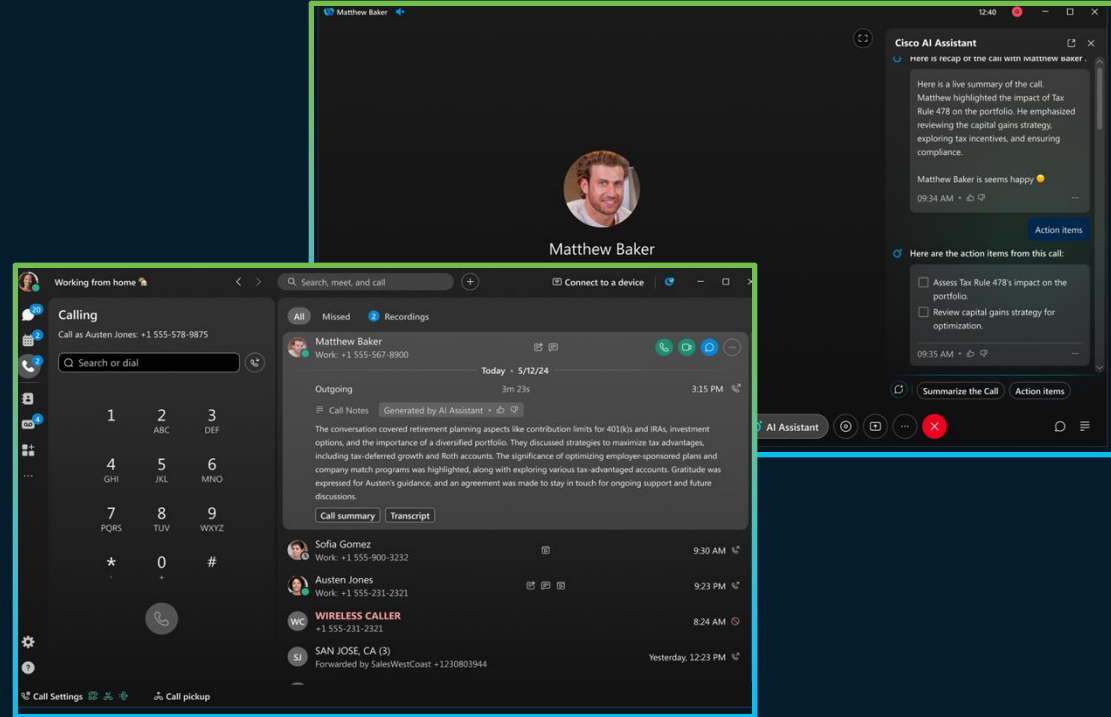
# Live Captions and transcription

- Closed captions in Webex Calling without escalating the call into a meeting.
- Rolling closed captions/ transcription in the side panel of Webex in-call-window



# AI Assistant for Calling: In-Call Summaries

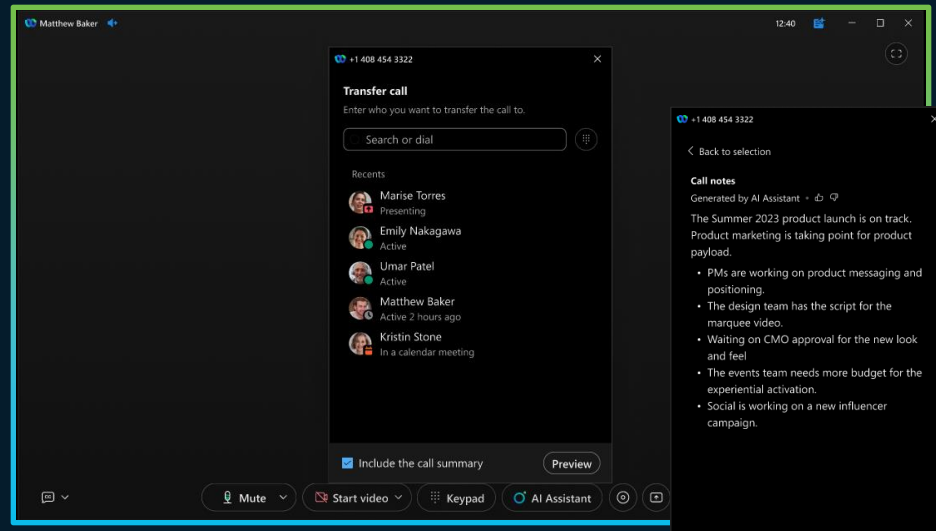
- AI assistant allows Webex app user to summarize the call and provide action items in real-time.
- Using the AI assistant makes the call summary, transcript and action items available to users, post-call.
- Indicators on call history to show availability of call summary, transcript and recording



# Share Summary on Transfer or Conference

ROADMAP  
Coming Soon

- When transferring or conferencing a call, Webex app user can share the summary of the call so far with the new participant.
- User would be allowed to edit the summary before sharing it.
- The new participant will get a short summary of the original call within their incoming call toast notification

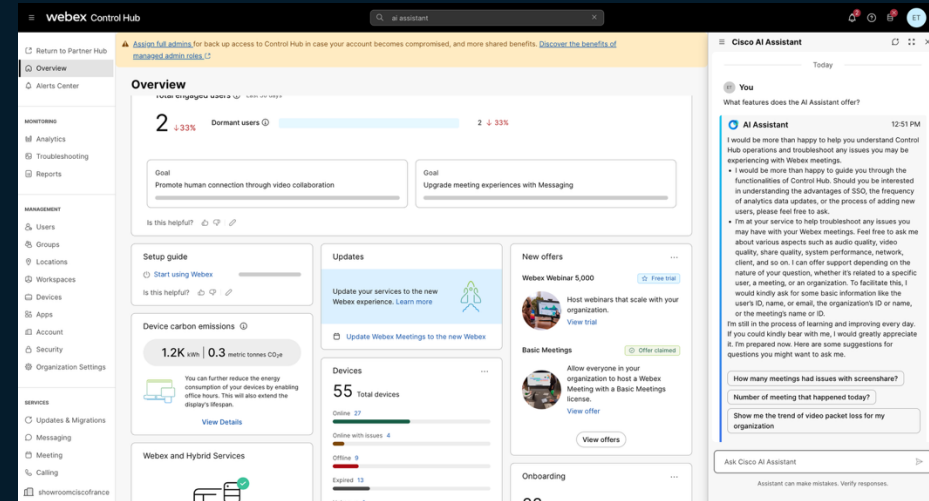


# Control Hub AI Assistant

# Control Hub

## Manage Messaging, Meetings, and Calling.

- Centralized Management of users, devices, and services from a single interface.
- Enhanced User Experience: monitor and improve user experience, such as analytics dashboards and troubleshooting
- Security and Customization: built-in security features and allows for customization of user privileges and settings.





# Smart power search

The screenshot displays the Cisco Webex Control Hub interface. On the left, a sidebar contains navigation links for MONITORING (Analytics, Troubleshooting, Reports), MANAGEMENT (Users, Groups, Locations, Workspaces, Devices, Apps, Account, Security, Organization Settings), and SERVICES (Updates & Migrations, Messaging, Meeting, Calling, Customer Experience, Vidcast). The 'Calling' section is highlighted in the sidebar.

The main content area is titled 'Calling' and features a search bar at the top with the query 'manage call queue'. Below the search bar, there are several cards for 'Auto Attendant', 'Call Park Extension', and 'Announcements'. A settings modal is open, showing a list of settings for 'Calling':

- Queue position for Simultaneous routing**: Maintain queue position. Ensure the queue position is maintained for the Simultaneous routing algorithm. This helps in optimizing the routing...
- Call Block List**: Manage blocked call list. Add or remove phone numbers, country codes, or patterns to the block list. Select Add to add numbers or Bulk Manage to...
- Call Settings**: Set call options priority. Prioritize the call options list for Webex users by dragging and dropping them. This setting is applicable for Webex Calling...
- Call Recording**: Manage call recording settings. Choose the call recording provider for your organization and set behavior for call recording failures. Enable compliance...

Below the settings modal, there is a section for 'Managing Call Queues in Webex' with the following steps:

- Sign in to [Control Hub](#).
- Navigate to **Services > Calling > Features**.
- Click on the **Call Queue** card and select **Add new** to create a new call queue...

A link 'Explore with AI Assistant' is provided. Below this, a section titled 'Recommended Questions' lists two questions:

- How are phone calls managed in a queue?
- How to manage headset inventory in Call Manager?

On the right side of the interface, the 'Cisco AI Assistant' panel is visible. It shows a conversation with the AI Assistant, who is named 'You'. The assistant's response is as follows:

**AI Assistant** 5:15 PM

I can guide you through Control Hub operations and help solve any problems you're experiencing with Webex meetings.

- I have the ability to show you how to navigate Control Hub. If you're interested in learning about the perks of SSO, the regularity of analytics data refresh, or the steps to include new users, I can offer assistance.
- I'm available to help with any issues you're experiencing with your Webex meetings. Whether it's audio, video, share quality, system performance, network, client, or other areas, just ask. To assist you, I'll need basic details like the user's ID, name, or email, the organization's ID or name, or the meeting's name or ID.

I'm still in the learning process, so bear with me. I'm prepared. Here are some questions you can ask me.

Give me insights about meetings that happened in this week.

Give me insights about meetings that happened in this week

How to set up Room Series?

Ask Cisco AI Assistant

Assistant can make mistakes. Verify responses.

webex

Control Hub

call summary

9

ET

Troubleshooting

Reports

MANAGEMENT

Users

Groups

Locations

Workspaces

Devices

Apps

Account

Security

Organization Settings

SERVICES

Updates & Migrations

Messaging

Meeting

Calling

Customer Assist

Vidcast

Connected UC

Hybrid

showroomciscofrance

Calling

Numbers

Departments

Virtual Lines

Call Routing

Managed Gateways

Features

PSTN

Service Settings

Client Settings

All Features

Announcements

Auto Attendant

# Call Park Extension

Call Park Group

Call Pickup

Call Queue

DECT Network

Hunt Group

Receptionist Client

Recordings

Virtual Extension

Search features

Announcements

Add new

Manage

Auto Attendant

Add new

Manage

# Call Park Extension

Add new

Manage

Call Park Group

Add new

Manage

Call Pickup

Add new

Manage

Call Queue

Add new

Manage

DECT Network

Add new

Manage

Hunt Group

Add new

Manage

Operating Mode

Add new

Paging Group

Add new

Receptionist Client

Manage

Recordings

Manage

Single Number Reach

Add new

Virtual Extension

Add new

Manage

Voicemail Group

Add new

Manage

cisco Connect

#CiscoConnect

TRACK 2 S4

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# Control Hub AI Assistant

**webex Control Hub**

ai assistant

**Calling**

Numbers Departments Virtual Lines Call Routing Managed Gateways **Features** PSTN Service Settings >>

Features Sorted by Recommendation

- Auto Attendant**  
Set up custom greetings, schedules and menus to help callers, and route their calls to answering services.  
Add new Manage
- Hunt Group**  
Fine-tune call direction by automatically routing calls from one number to a group, and define how the calls are managed based on how the group works.  
Add new Manage
- Call Queue**  
Send the right call to the right agent. Automatically route calls to available agents based on policy, or hold calls with messages, music, and announcements.  
Add new Manage
- Call Park Extension**  
Ensure call efficiency by parking a call against an extension or a call park group, while continuing to make calls or use other features.  
Add new Manage
- Call Park Group**  
Create effective groups where users can put a call on hold to be picked up from another device, while also managing other tasks.  
Add new Manage
- Call Pickup**  
Enhance collaboration by creating call pickups so members can answer any ringing line within their pickup group. Groups can be added, modified, and removed as needed.  
Add new Manage
- Announcements**  
Easily manage audio files from one location for announcements or hold music, and use wherever messages play during calls.  
Add new Manage
- DECT Network**  
Digital Enhanced Cordless Telecommunication (DECT) lets you assign users and places to base stations and handsets, configure bases and multiple lines per handset.  
Add new Manage
- Operating Mode**  
Efficiently route calls based on pre-defined modes for optimized call management. Operating Mode lets authorized users control call routing to reduce wait times for clients.  
Add new Manage

**Cisco AI Assistant**

Today

**You**

How can the AI Assistant Dashboard assess AI Assistant features?

**AI Assistant** 5:15 PM

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Troubleshooting

Reports

## MANAGEMENT

Users

Groups

Locations

Workspaces

Devices

Apps

Account

Security

Organization Settings

## SERVICES

Updates &amp; Migrations

Messaging

Meeting

Calling

Customer Assist

Vidcast

Connected UC

Hybrid

showroomciscofrance

## Calling

Numbers

Departments

Virtual Lines

Call Routing

All Features

Announcements

Auto Attendant

# Call Park E

Search features

Announcements

Add new

Manage

Call Park Group

Add new

Manage

DECT Network

Add new

Manage

Paging Group

Add new

Single Number Reach

Add new

## Search more with AI

Find users, groups, workspaces, and settings with new **AI-powered smart search**. You must type at least 3 characters to search.



Settings

Client Settings

DECT Network

Hunt Group

Receptionist Client

Recordings

Virtual Extension

# Call Park Extension

Add new

Manage

Call Queue

Add new

Manage

Operating Mode

Add new

Recordings

Manage

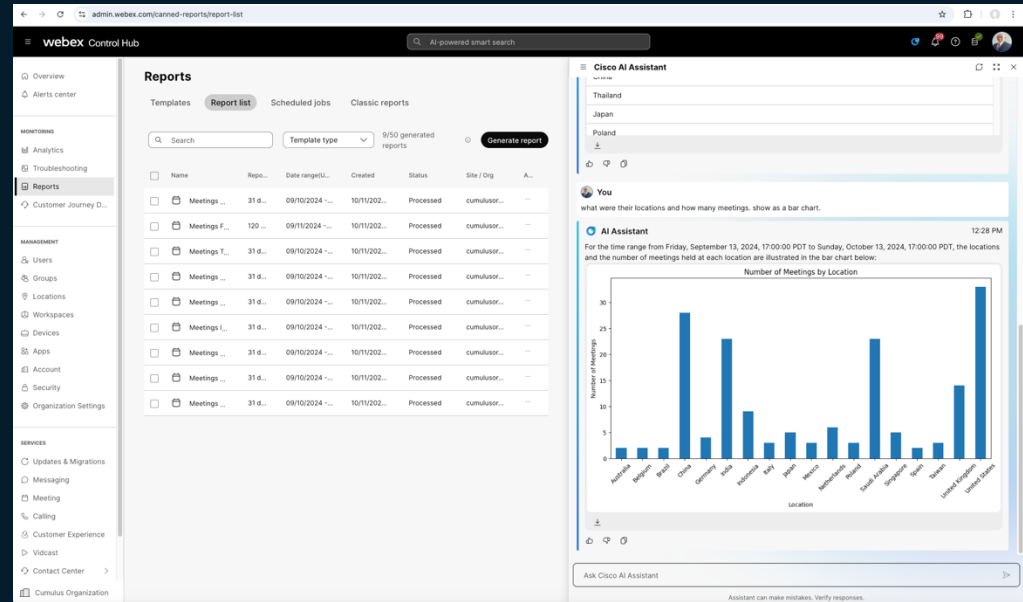
Voicemail Group

Add new

Manage

# Converse with your reports

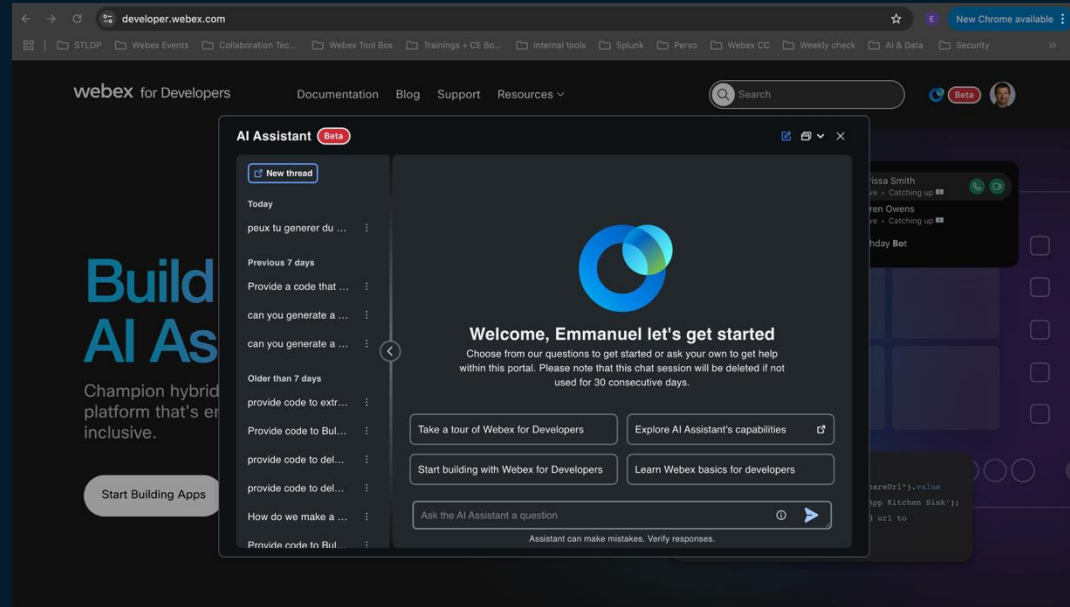
- Pre-generated reports using natural language.
- Pick the right report to answer the question.
- Time savings: no downloading a report and then manipulating/filtering the data in a spreadsheet ...
- **Availability:** June 2025



# Cisco AI assistant for developers

# Webex for Developers

- Access to a variety of APIs and SDKs to integrate Webex capabilities into applications.
- Comprehensive guides and documentation to help developers understand and use Webex APIs
- Sandbox environment to experiment with Webex integrations without affecting live systems






Webex Contact Center Developers! You can find all your docs [here](#) with an improved navigation experience!

# Build with Webex AI Assistant

Champion hybrid work with a collaboration platform that's engaging, intelligent, and inclusive.

Start Building Apps

 Go to Docs with AI Assistant

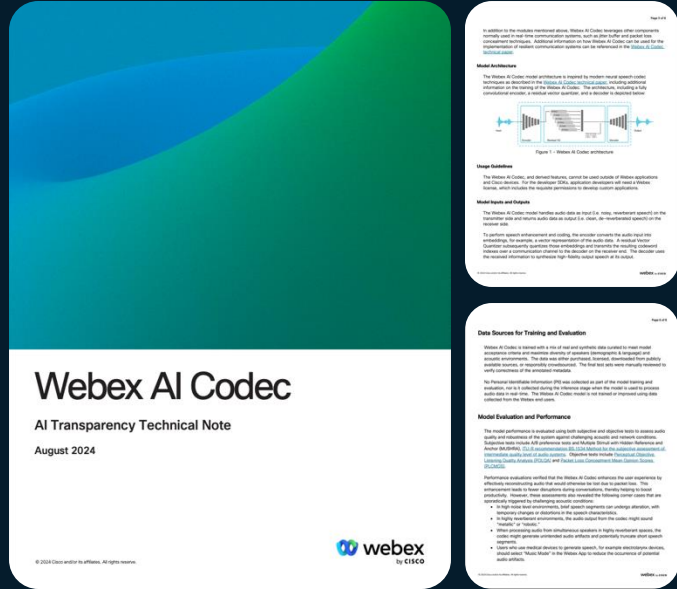
 Apps

```
function handleSetShare() {  
  var url = document.getElementById("shareUrl").value  
  app.setShareUrl(url, url, 'Embedded App Kitchen Sink');  
  log('setShareUrl()', {message:'shared url to  
    participants panel', url:url})  
}
```



# Responsible AI

# Preserving your trust with AI governance



Example of 22 Webex AI Transparency Technical Notes  
available from [Cisco Trust Portal](#)

Transparency

Fairness

Accountability

Reliability

Security

Privacy

Cisco

Responsible AI

Principles

# Thank you

CISCO *Connect*

GO BEYOND

#CiscoConnect