# TechClub Inovace Cisco Collaboration

webexone 23

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# Key customer challenges

Make hybrid work, work

Make the office a magnet, not a mandate

Show customers you care



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# Our strategy

REIMAGINE WORK
WITH WEBEX SUITE

REIMAGINE WORKSPACES
WITH DEVICES

REIMAGINE CUSTOMER EXPERIENCE
WITH CONTACT CENTER AND CPAAS

Webex Platform



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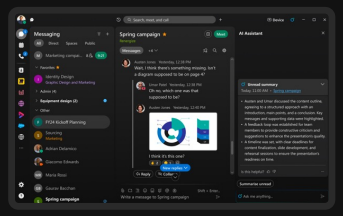
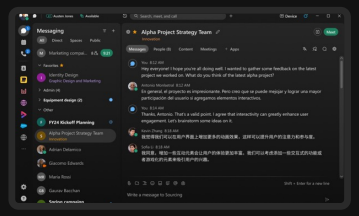
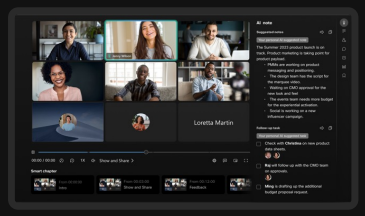
# Innovation across the portfolio



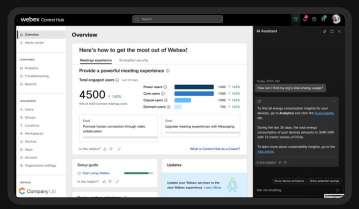
**AI Assistant**
Personalized message summaries



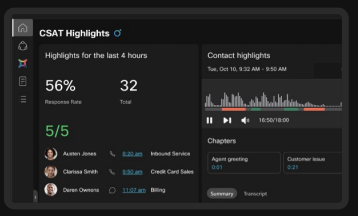
**AI Assistant**
Translate messages & adjust tone



**AI Assistant**
Meeting summaries



Get the most out of Webex with AI Assistant for Control Hub

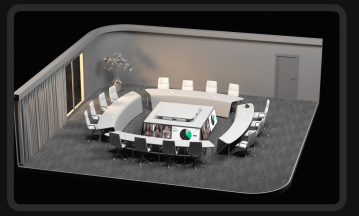


Network Insights with Meraki Integration

Room Kit EQX

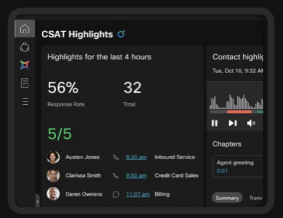
Cinematic Meetings

Video super-resolution

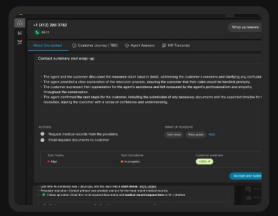


Campfire

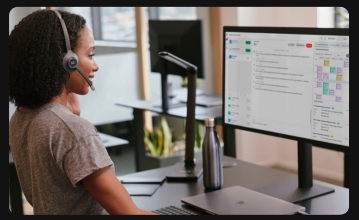
Bang & Olufsen 950




Coaching Highlights

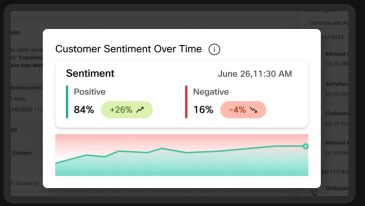


Generated Wrap Up



Agent Burnout Detection

Thrive Global Partnership




Automatic Customer Satisfaction Scores

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REIMAGINE WORK
WITH WEBEX SUITE

REIMAGINE WORKSPACES
WITH DEVICES

REIMAGINE CUSTOMER EXPERIENCE
WITH CONTACT CENTER AND CPAAS

# AI-powered Webex Platform



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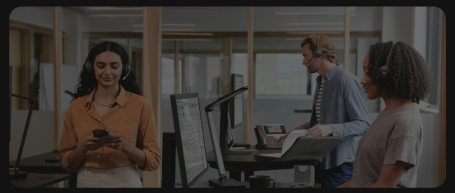
REIMAGINE WORK
WITH WEBEX SUITE

REIMAGINE WORKSPACES
WITH DEVICES



REIMAGINE CUSTOMER EXPERIENCE
WITH CONTACT CENTER AND CPAAS

# AI-powered Webex Platform



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# Commitment to Responsible AI

Transparency

Fairness

Accountability

Privacy

Security

Reliability



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# Delivering immersive experiences with AI

## Language Intelligence

Translation

Transcription

## Audio Intelligence

Background noise removal

Speaker focus

## Video Intelligence

Cinematic meetings

People focus



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# Key announcements

Industry-first Real-time Media Models (RMM)

Introducing the all new Webex AI Assistant

Crystal clear audio quality with Webex AI Codec

Revolutionizing video with Super Resolution



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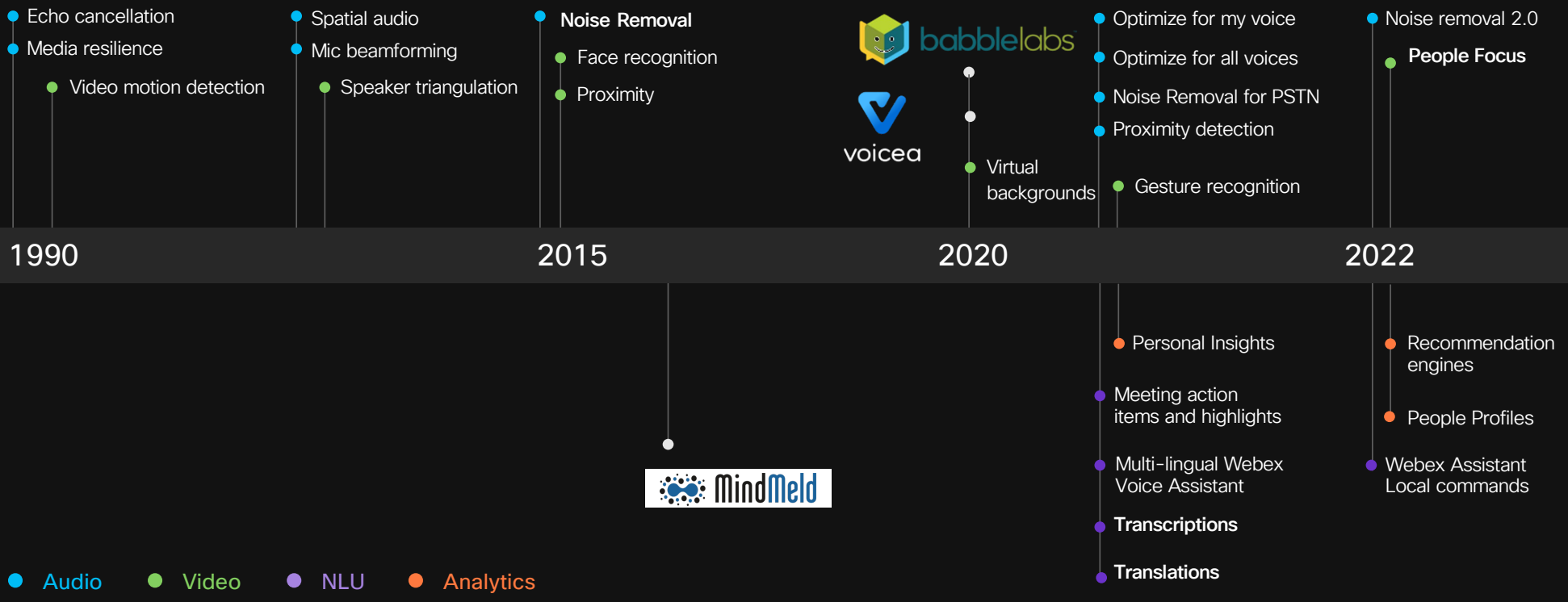
# Webex: Decades of Purpose-Built Media and AI Innovation

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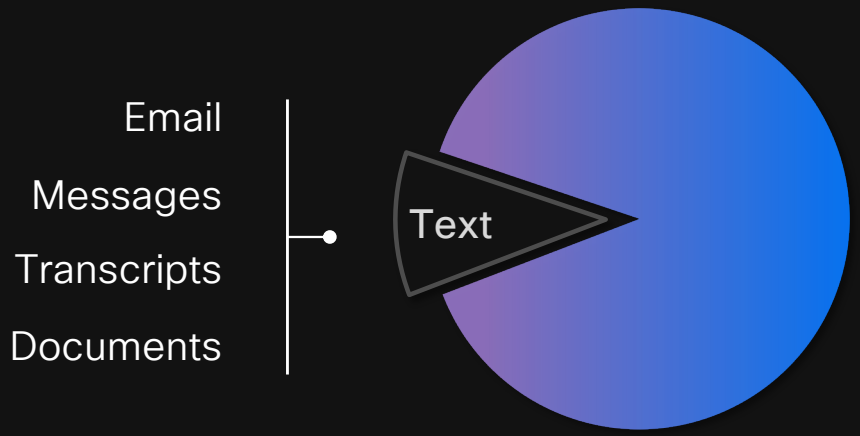
# Great communication involves more than words



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# Great communication involves more than words

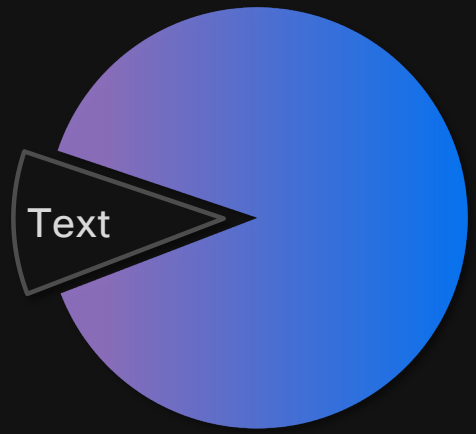
LLM

Email

Messages

Transcripts

Documents



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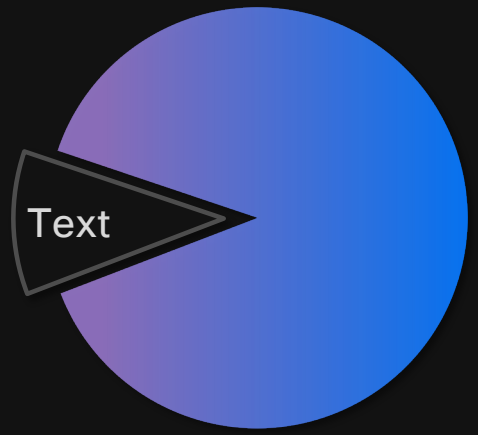
# Great communication involves more than words

LLM

Email
Messages
Transcripts
Documents




Audio
Video
Reactions
Gestures
Voice tones
Inflections



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# Introducing Real-time Media Models (RMM)

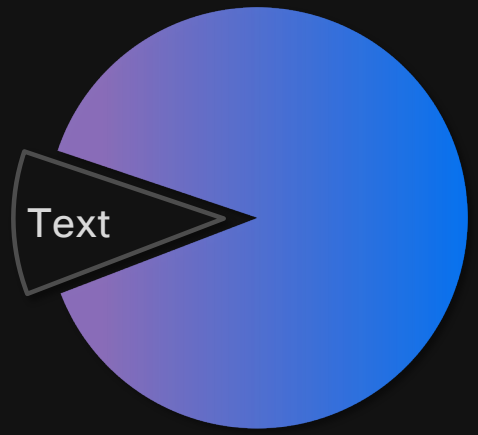
LLM

Email

Messages

Transcripts

Documents




Audio

Video

Reactions

Gestures

Voice tones

Inflections

RMM



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# Be right back

Blur your camera and mute microphone automatically when you step away

# Revolutionizing video with Super Resolution

Generative AI video will rebuild packets in poor bandwidth conditions

Low resolution video captured at 270p

Super Resolution rescales 270p back into 1080p



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# Launching the all new Webex AI Codec

## Up to 16X 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



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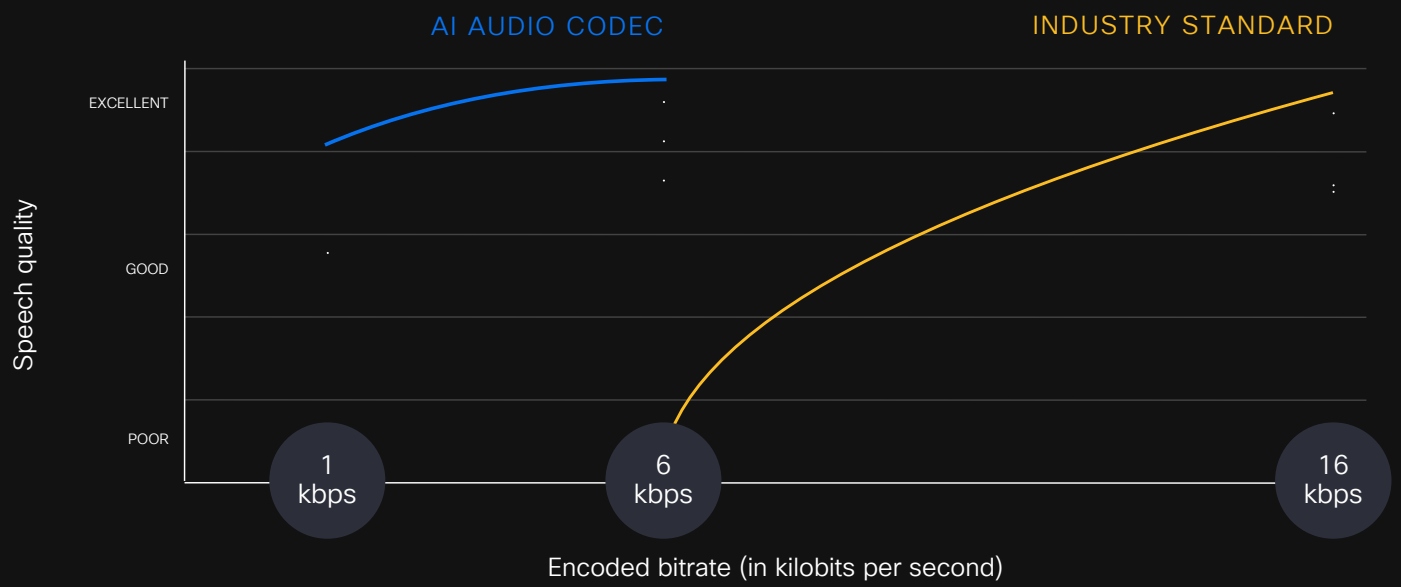
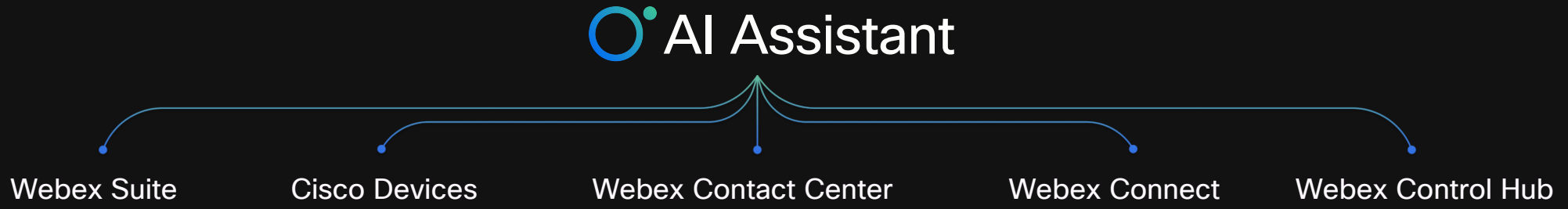
INTRODUCING

# AI Audio Codec

Optimal quality audio at a fraction of the bandwidth






AVAILABLE ACROSS THE WEBEX ECOSYSTEM



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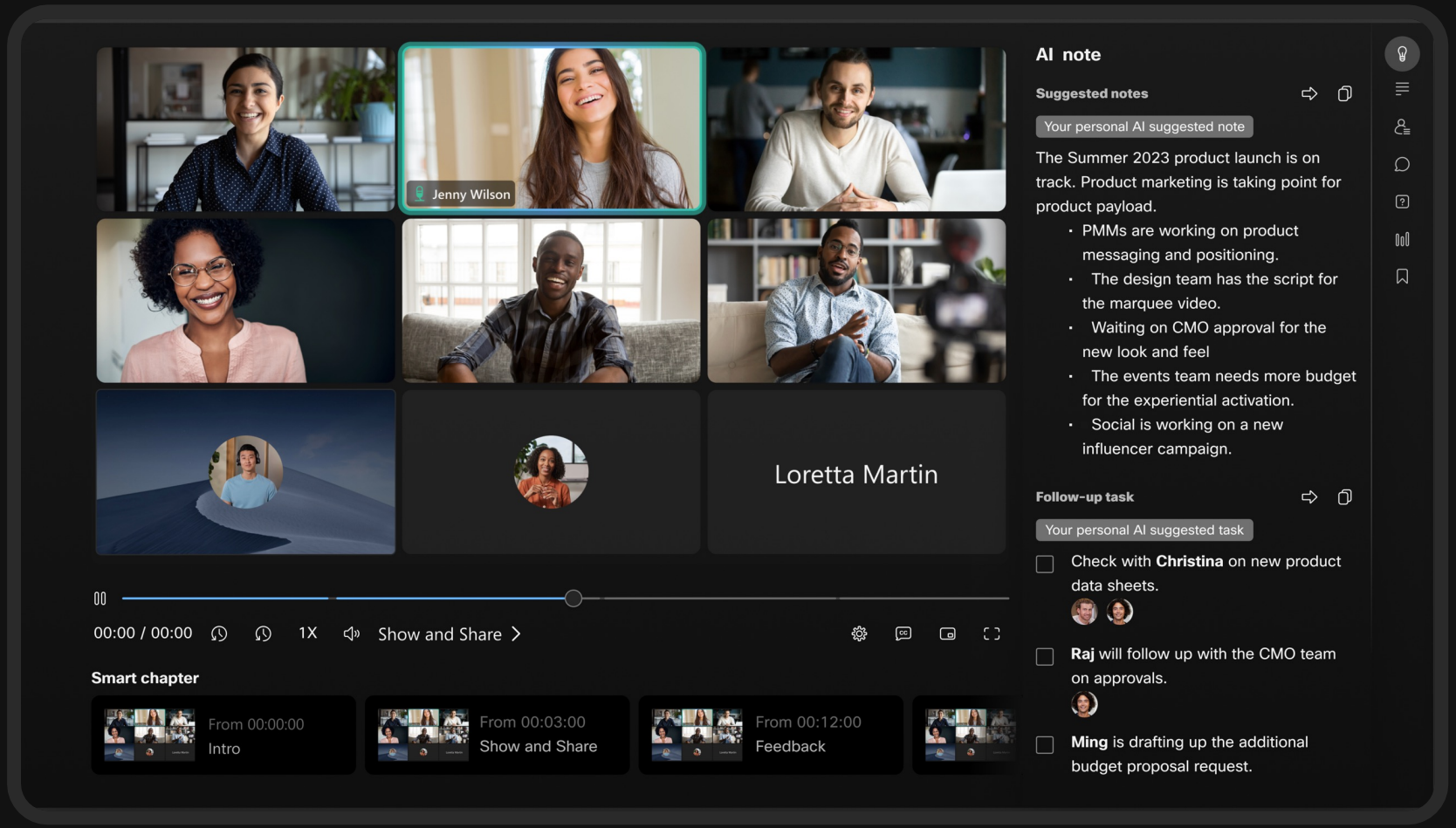
# Catch up quickly with

## Meeting, Messaging, Vidcast, and Slido Summaries

AI Assistant



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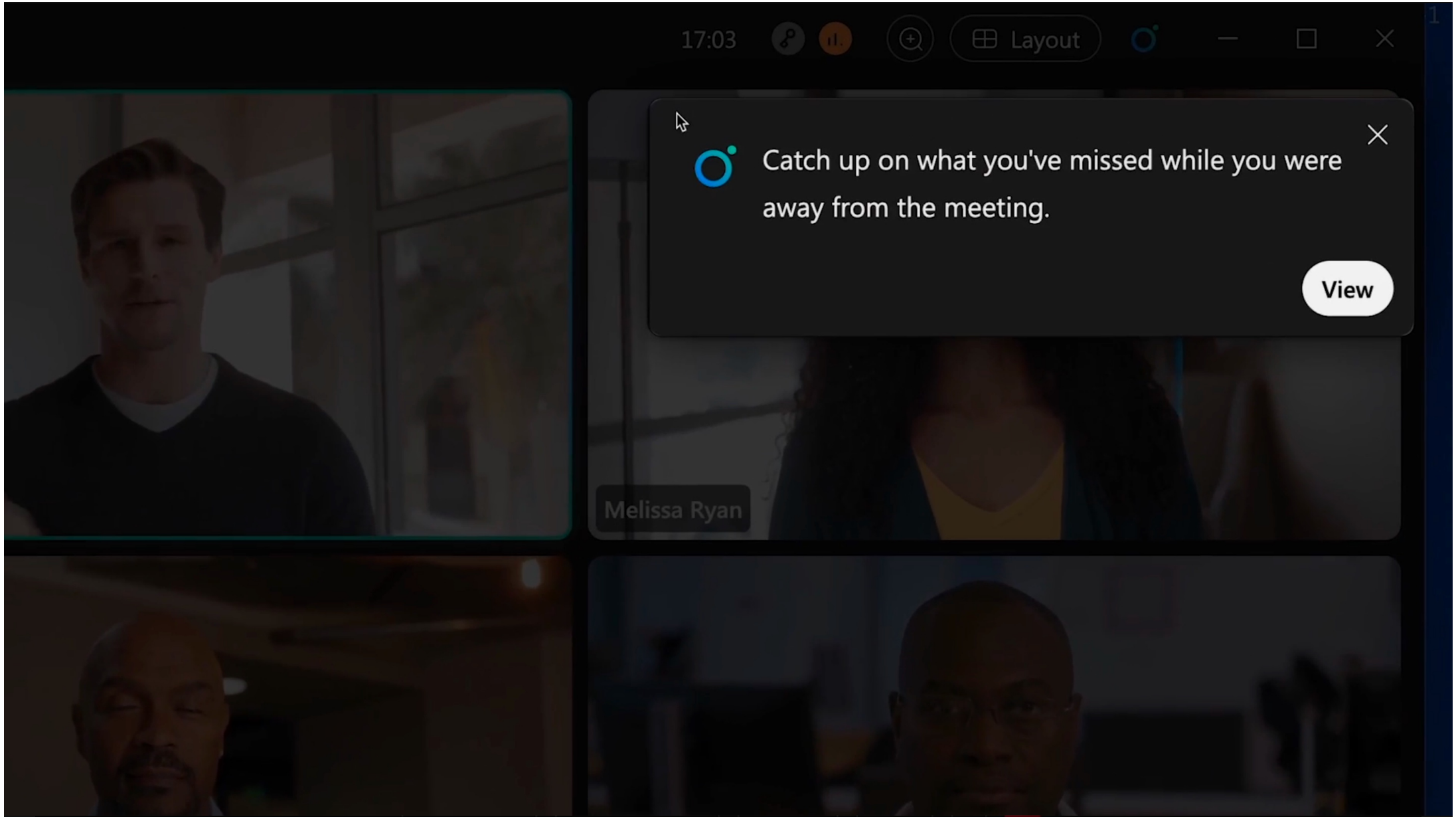

17:03
Layout
Catch up on what you've missed while you were away from the meeting.
View
Melissa Ryan

Transcript

Search the transcript

Jane: Alright, let's get started. Today, we're going to be discussing our marketing campaign for the new product launch.

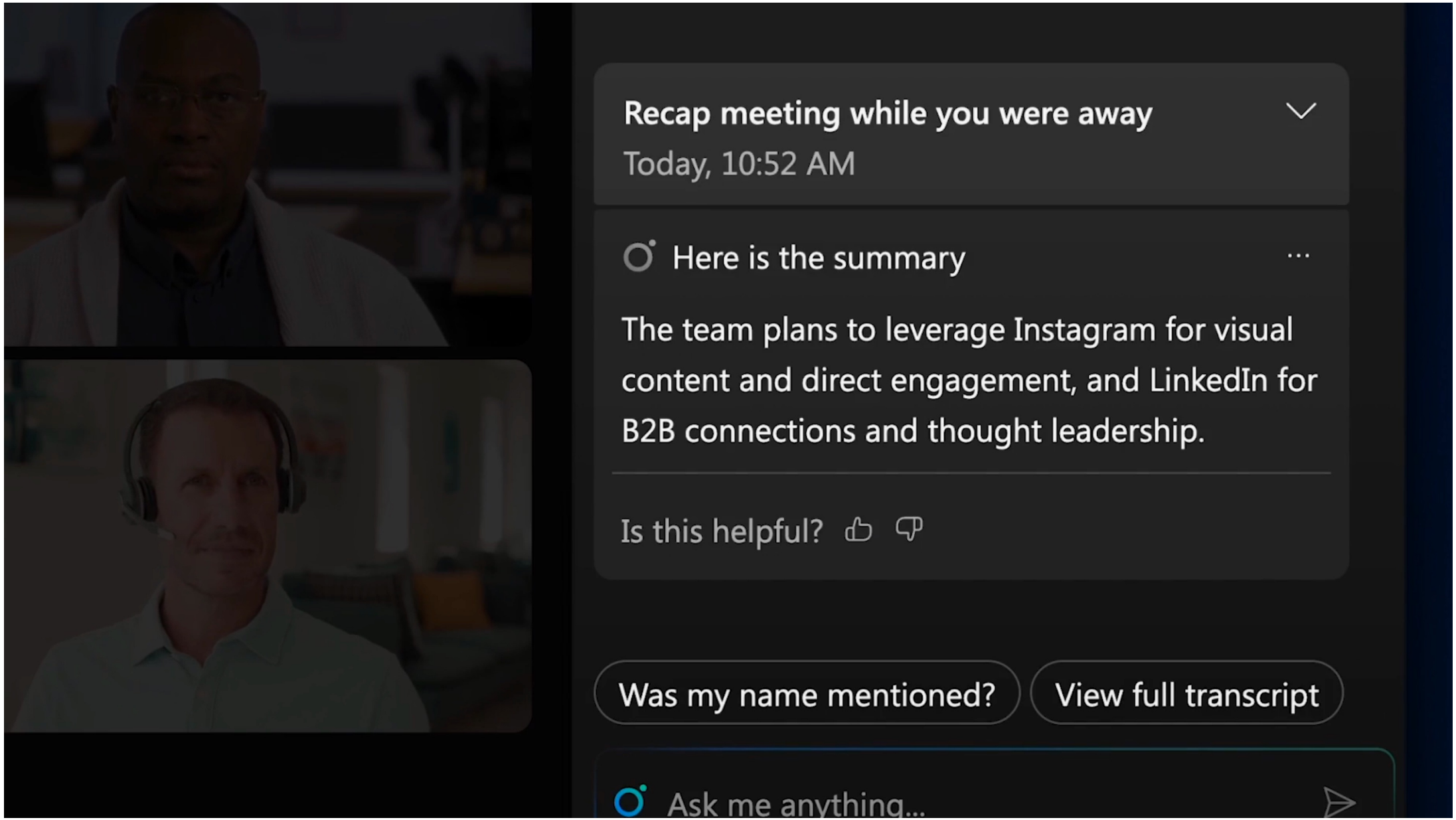
**Clarissa: Stepped away from the meeting**

Austin: Great. I'll start by talking about our social media strategy. We're planning to launch a dedicated campaign next week, with a focus on generating excitement and buzz for the product.

**Sarah:** 👍

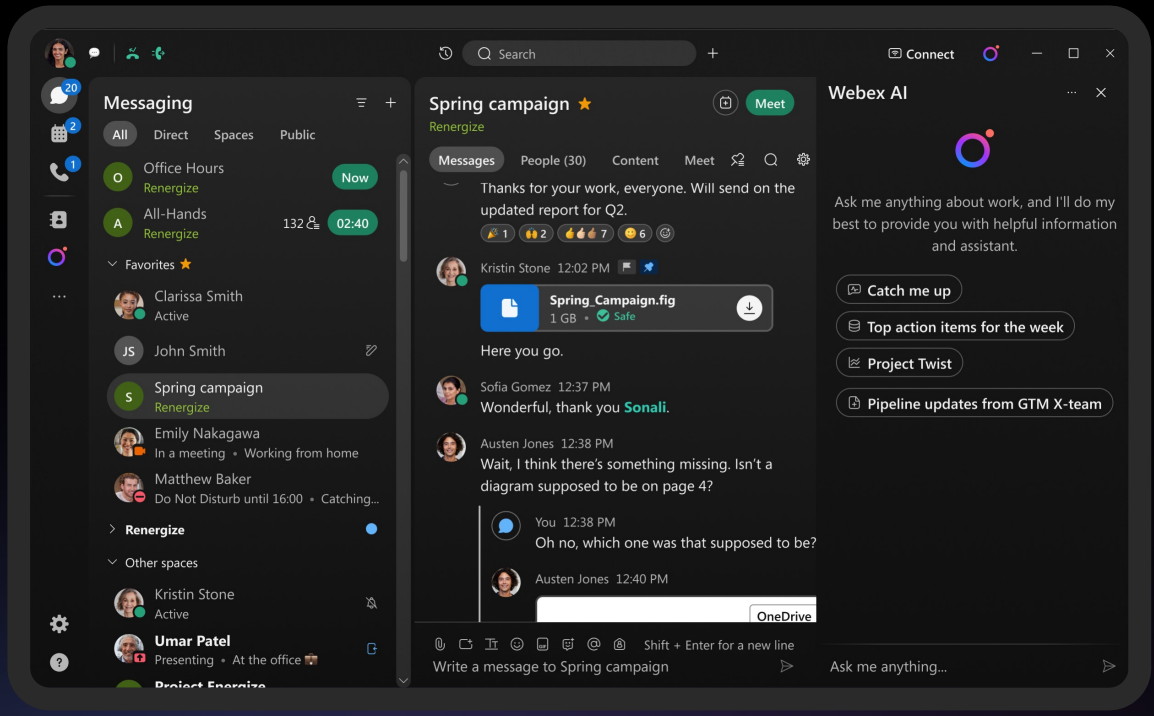
**Irene:** ❤️

Jerry: We'll be using a variety of content formats, including videos, images, and infographics. We'll also be running paid ads on social media platforms like Twitter and Instagram.


Recap meeting while you were away
Today, 10:52 AM
Here is the summary
The team plans to leverage Instagram for visual content and direct engagement, and LinkedIn for B2B connections and thought leadership.
Is this helpful?
Was my name mentioned?
View full transcript
Ask me anything...

# AI Assistant

Reimagining how you work

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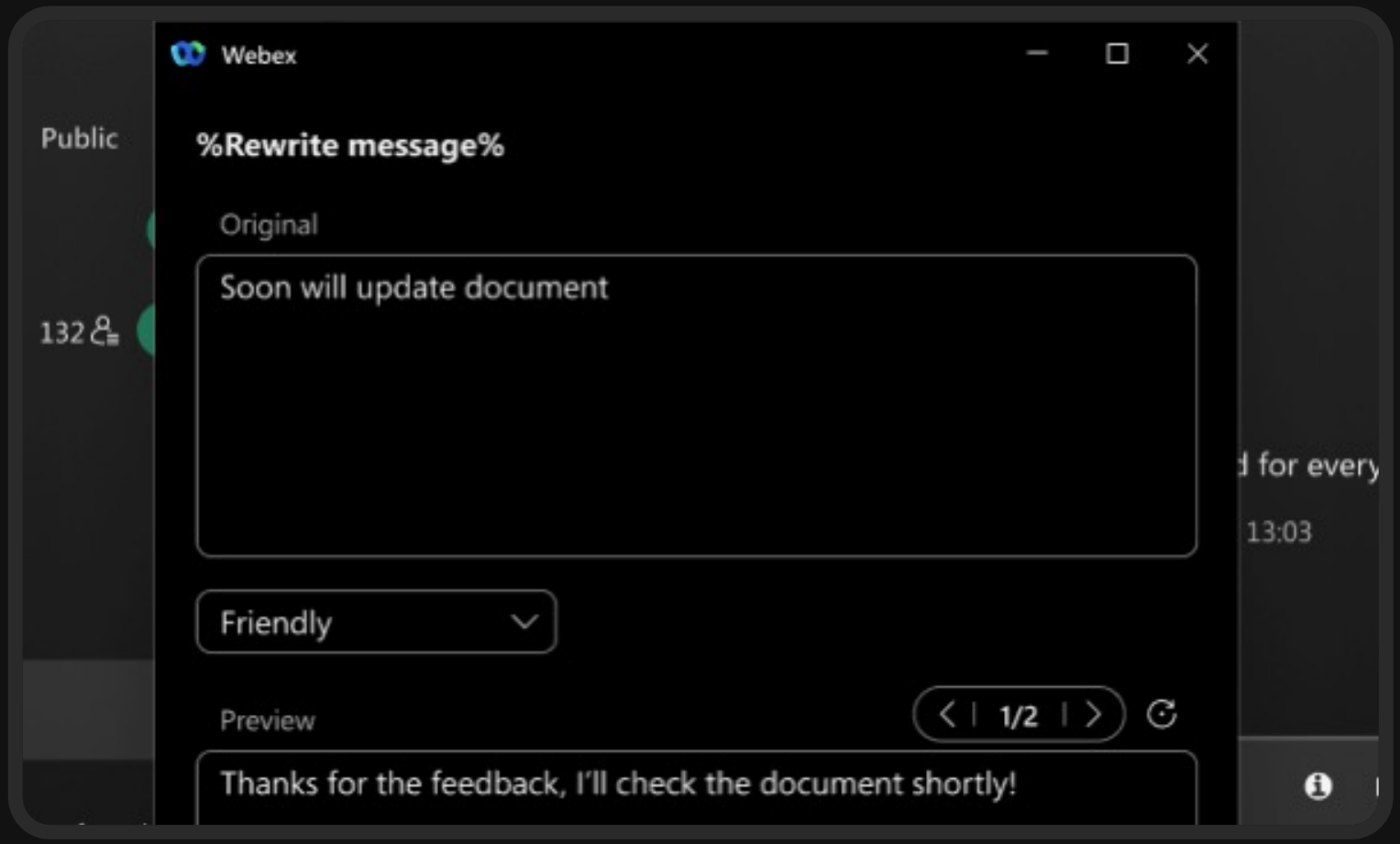
# Send the perfect message with

## Change the Tone



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REIMAGINE WORK
WITH WEBEX SUITE

REIMAGINE WORKSPACES
WITH DEVICES

REIMAGINE CUSTOMER EXPERIENCE
WITH CONTACT CENTER AND CPAAS

# AI-powered Webex Platform



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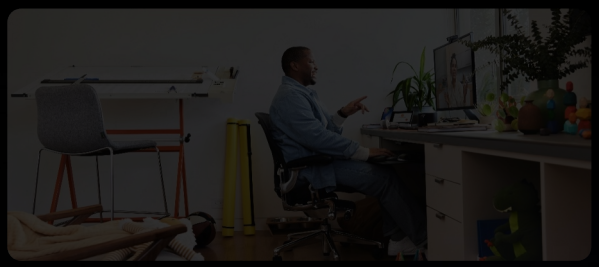
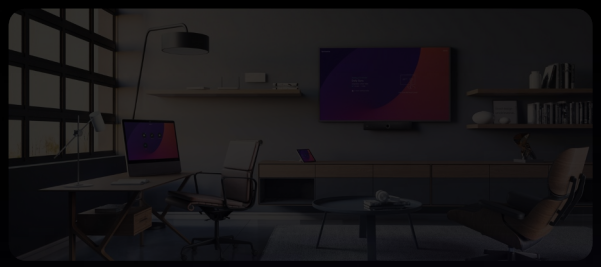
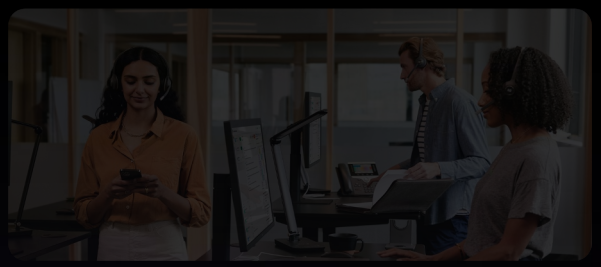


REIMAGINE WORK
WITH WEBEX SUITE



REIMAGINE WORKSPACES
WITH DEVICES



REIMAGINE CUSTOMER EXPERIENCE
WITH CONTACT CENTER AND CPAAS

# AI-powered Webex Platform



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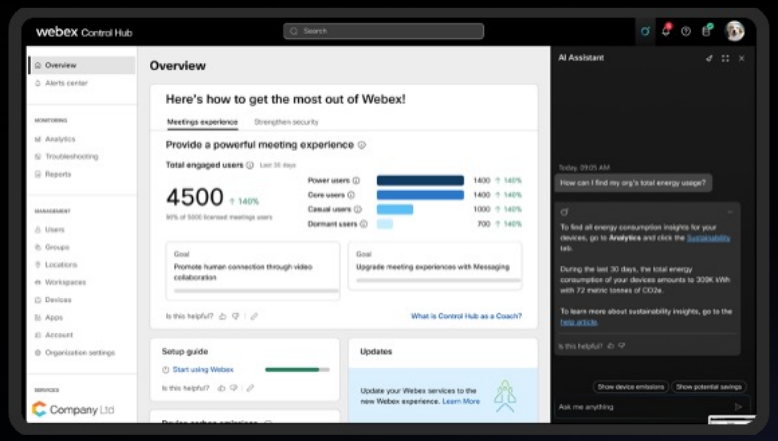
INTRODUCING THE ALL-NEW

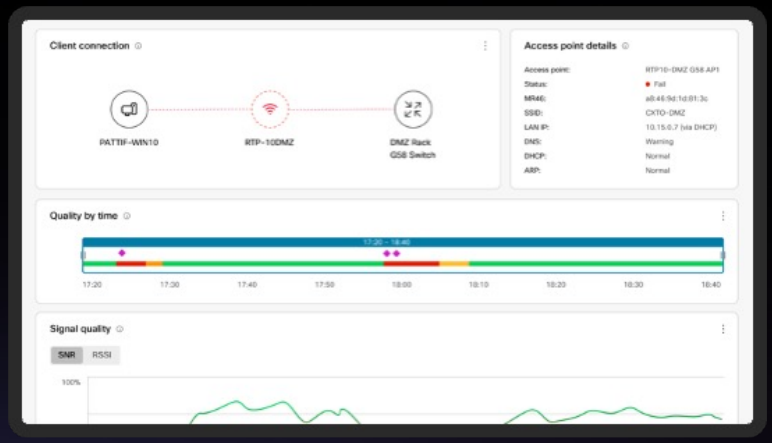
# Webex AI Assistant

## for Control Hub

# Most extensive AI-powered management and troubleshooting tool




Get the most out of Webex with
AI Assistant for Control Hub




Network Insights with
Meraki Integration



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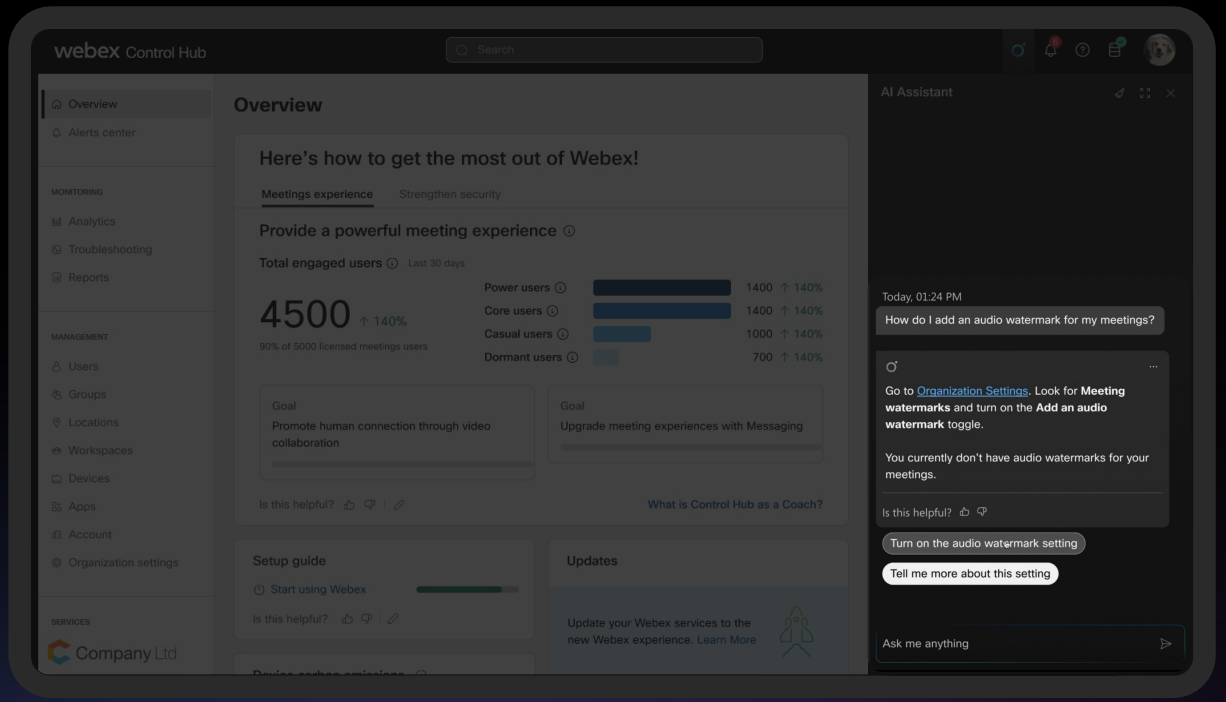
AI Assistant

Available H1 24

# Get the most out of Webex with AI Assistant for Control Hub

- Find answers faster
- Increase IT productivity



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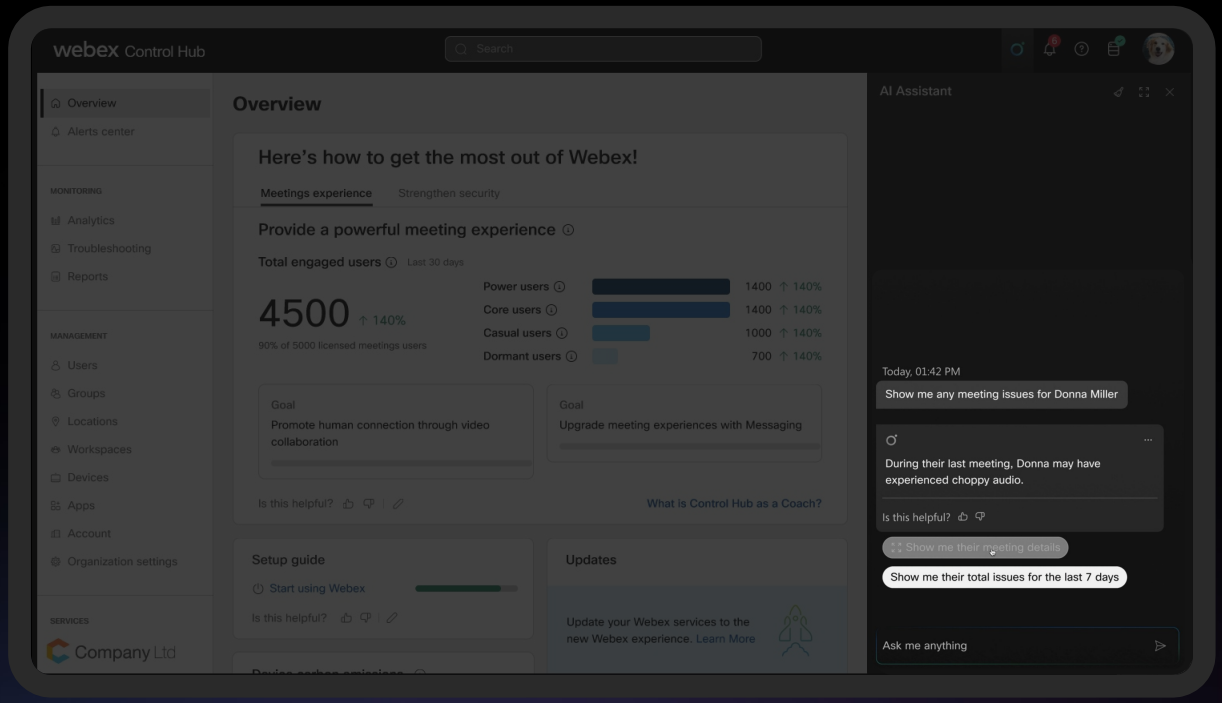
# AI Assistant

for Control Hub



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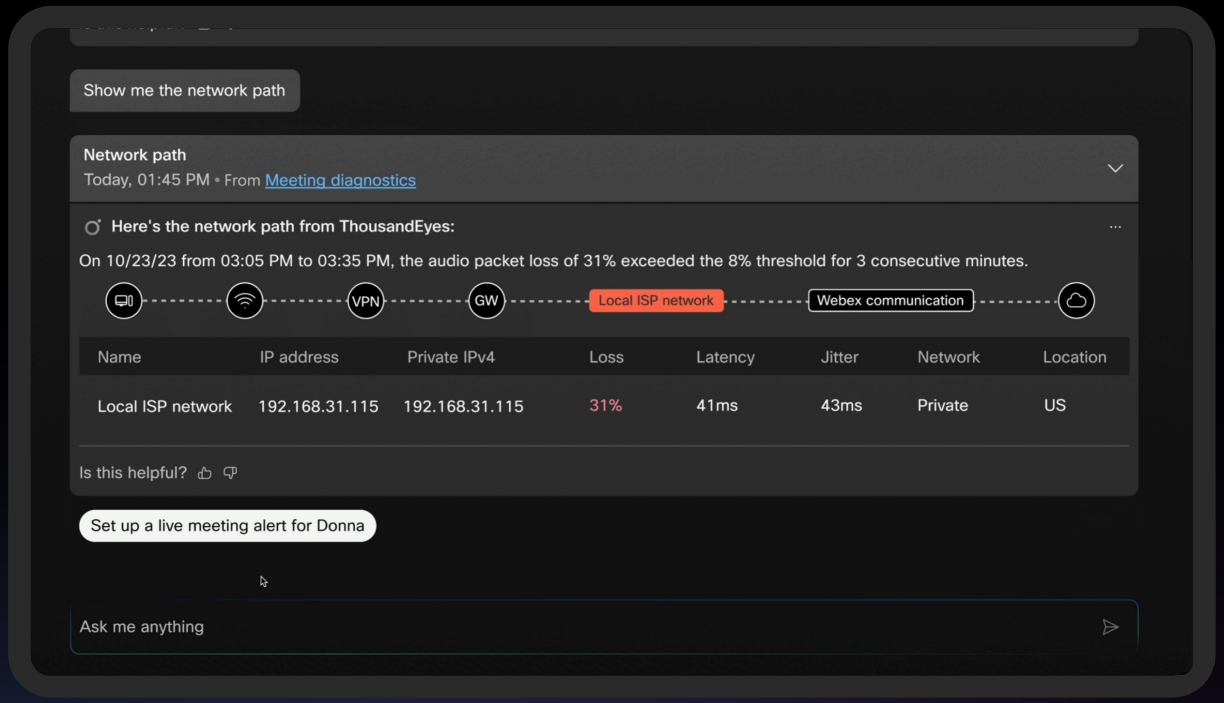
# AI Assistant

for Control Hub



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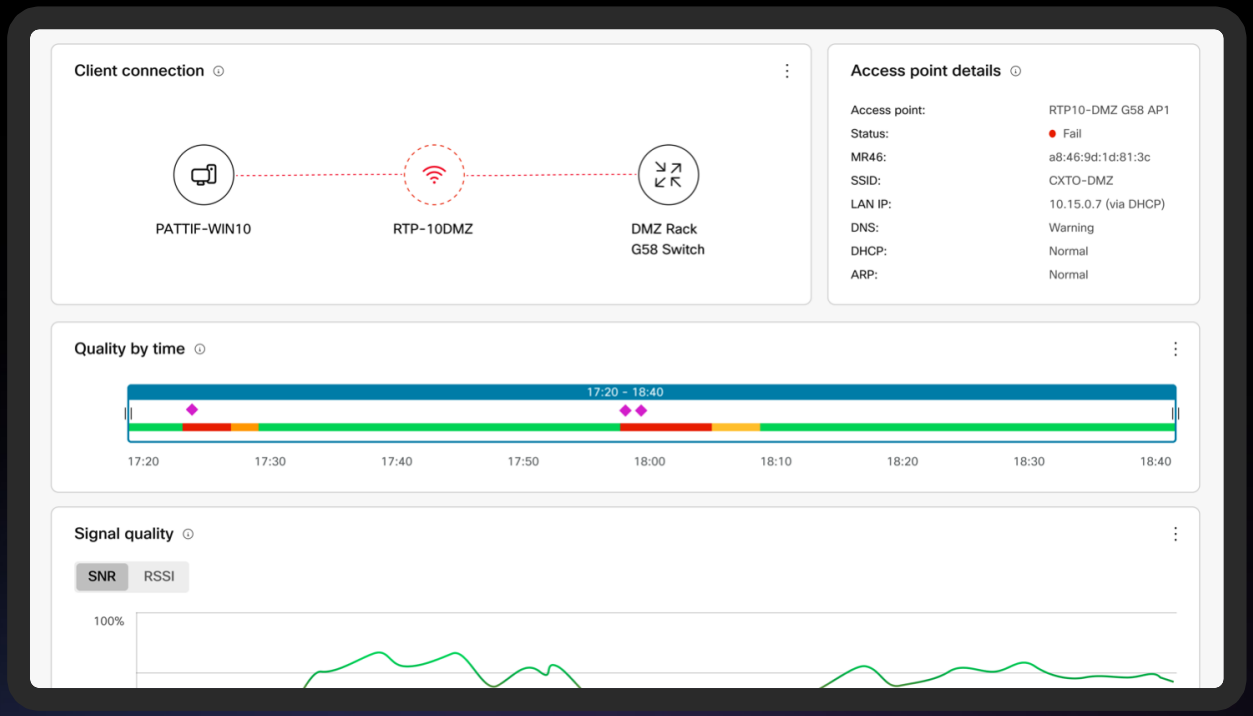
# Network insights with Meraki Integration

- Easily troubleshoot in Control Hub
- Comprehensive network analysis.



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Language Intelligence

Audio Intelligence

Video Intelligence

LLM

RMM



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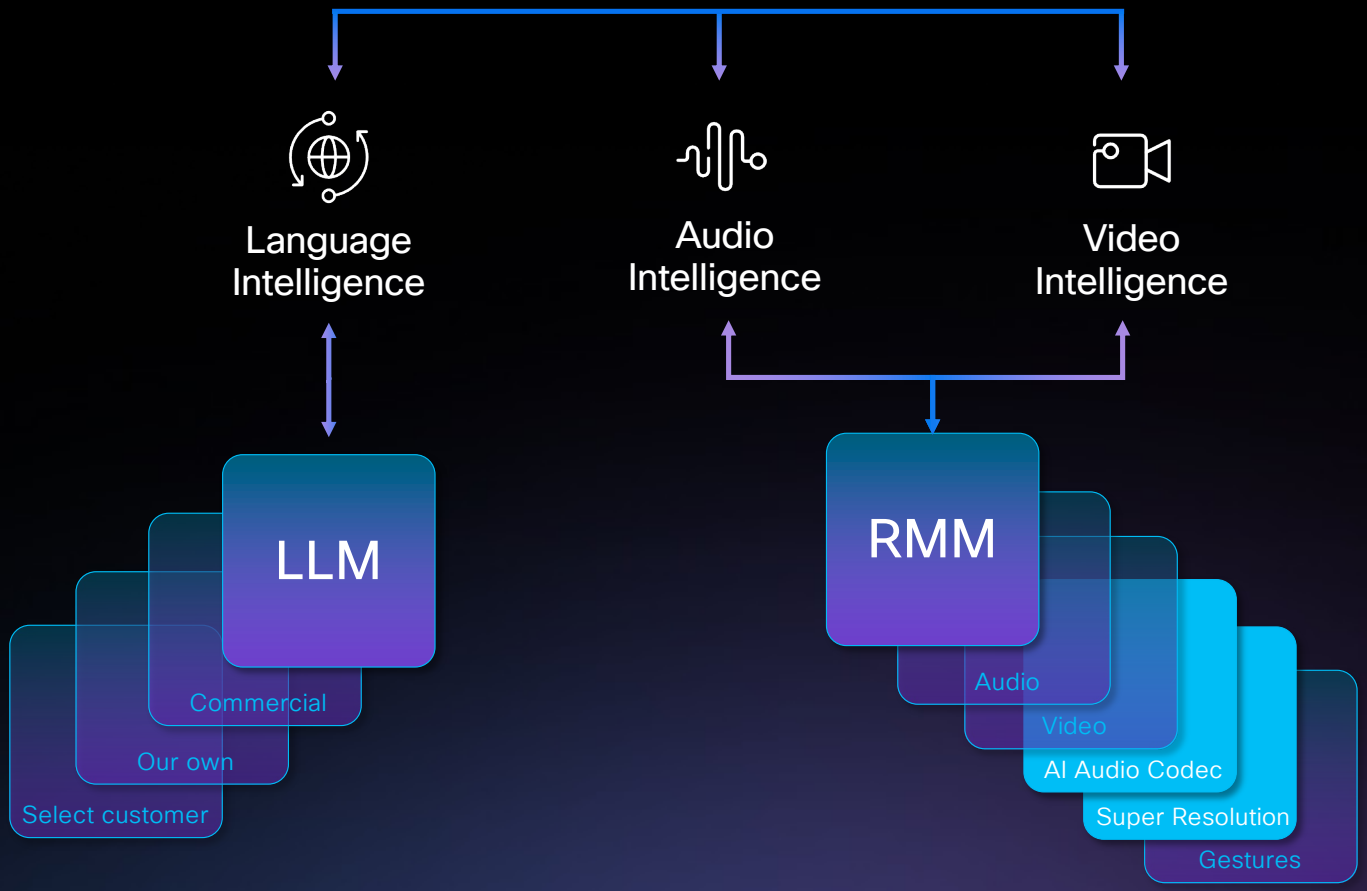
# AI Assistant



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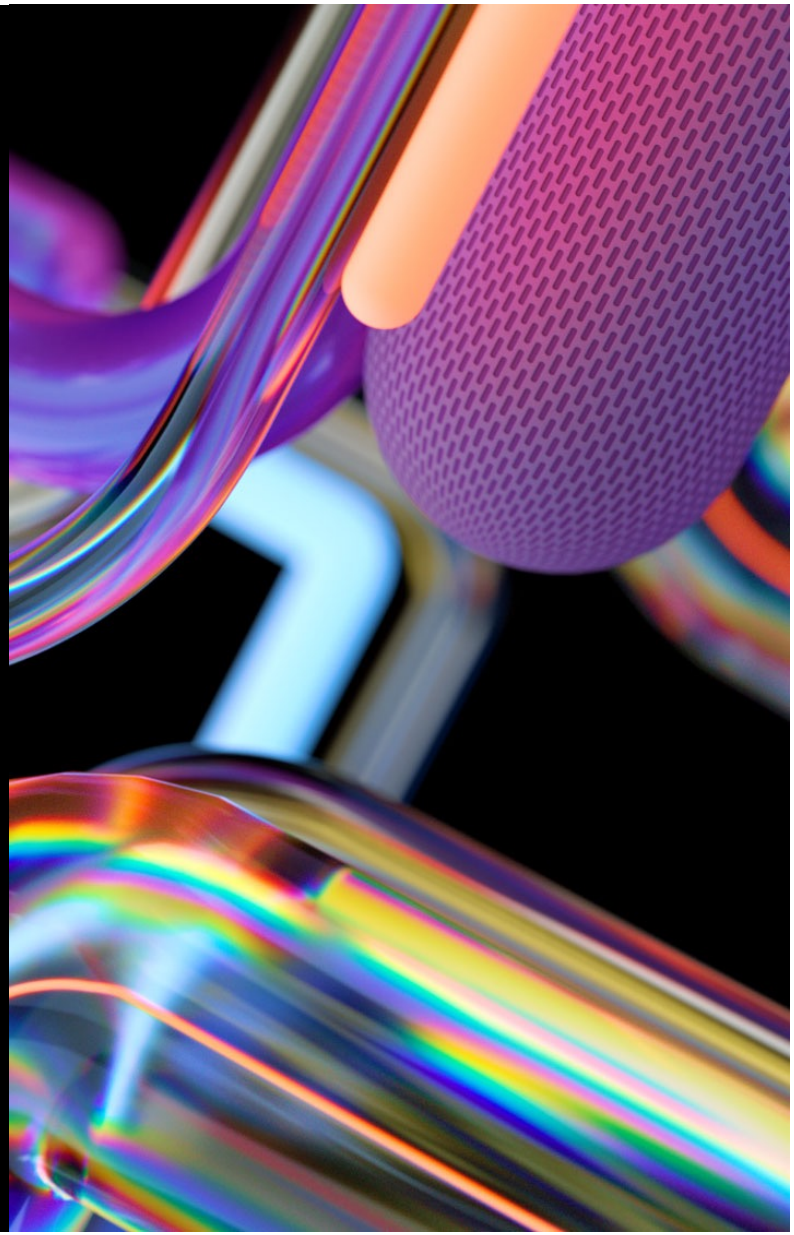
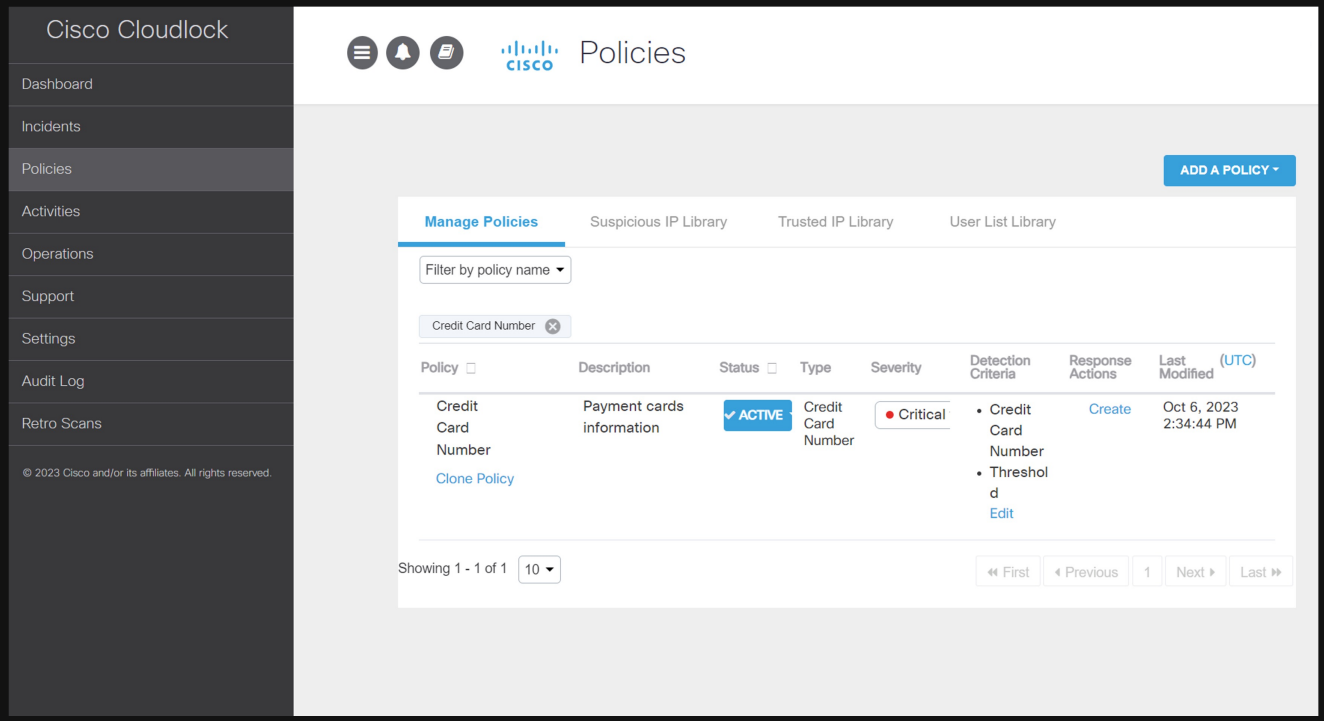
# Webex Platfom

# Security, Compliance



AVAILABLE NOW

# Real-time data loss prevention with Cisco Cloudlock





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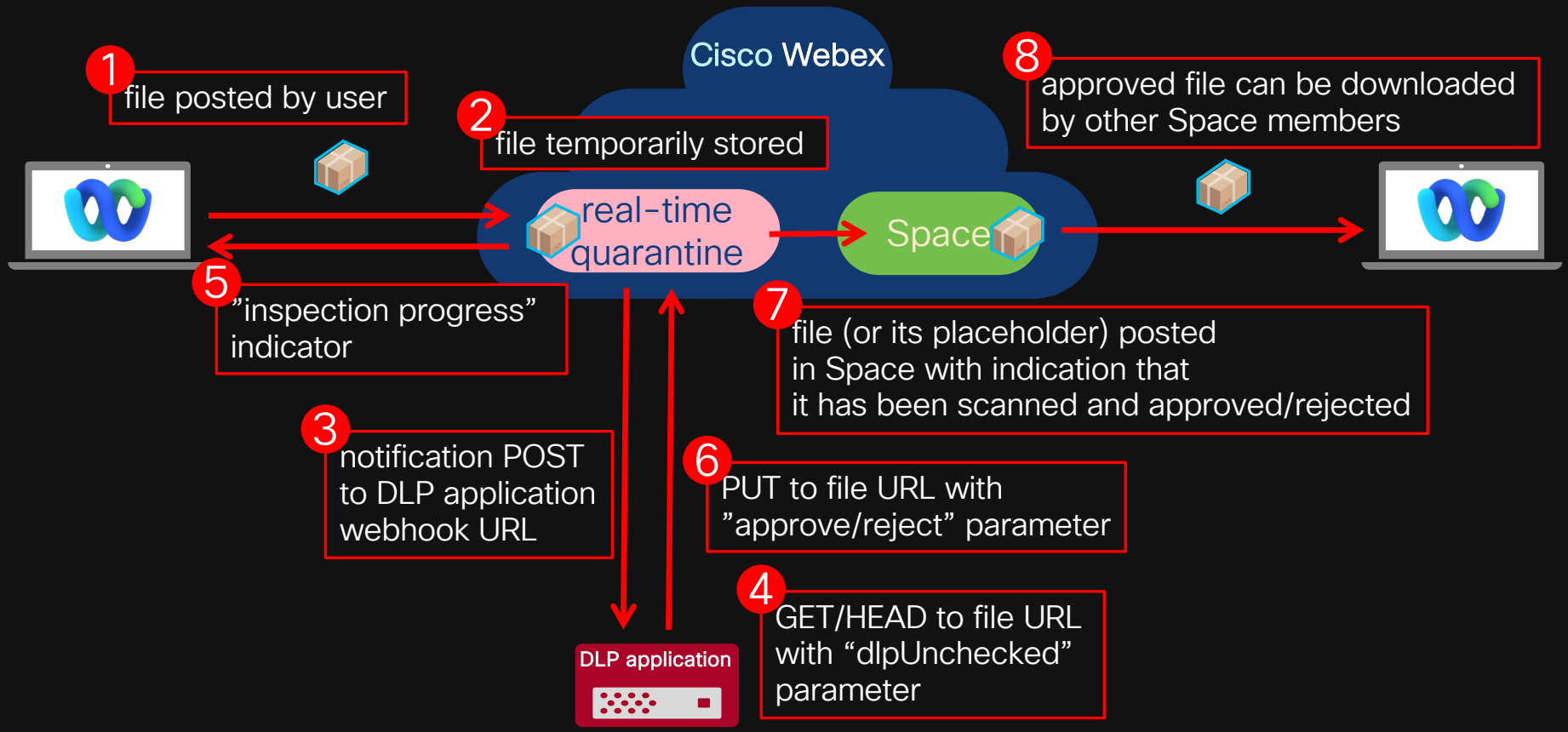
# Real-time File DLP – how it works





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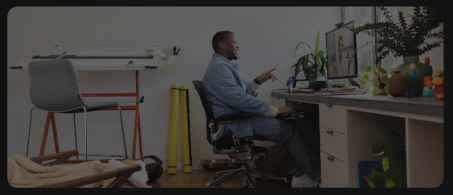

REIMAGINE WORK
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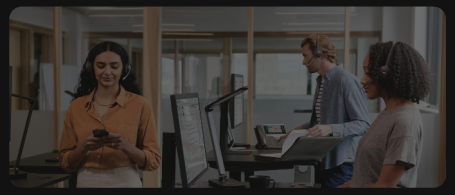
WITH DEVICES



REIMAGINE CUSTOMER EXPERIENCE
WITH CONTACT CENTER AND CPAAS

# AI-powered Webex Platform



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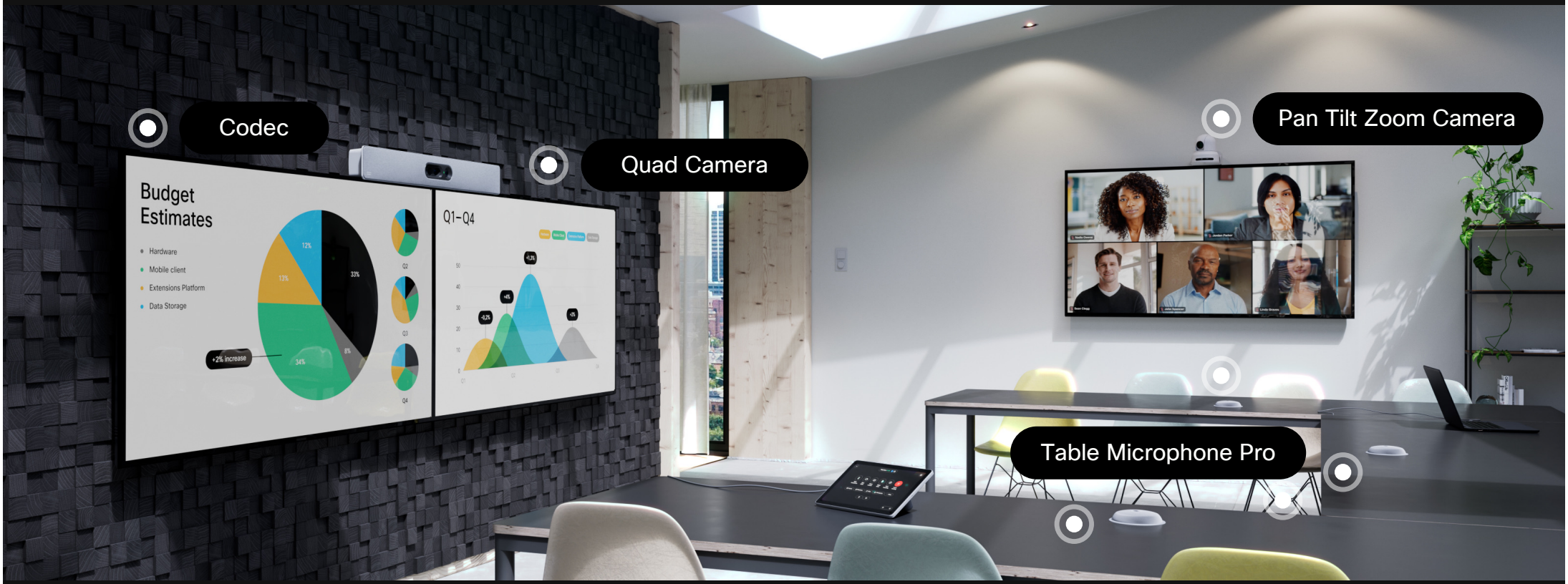
# The broadest data set for collaboration AI





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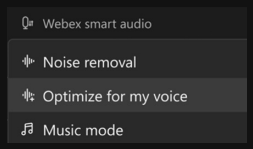
# Building blocks for AI innovation

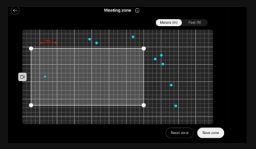
Head Detection

Speaker & Presenter Track




Noise Removal
2020

Frames & People Focus
2022



Meeting Zones
2023

Cinematic Meetings
2023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# Best in-meeting context, in-room or at home

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# AI-powered & interoperable collaboration devices

Design meets performance with Room Kit EQX

Reimagine the most critical meetings with Campfire

All-day audio companion with Bang & Olufsen 950



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Available Now

# Cisco Room Kit EQX

## Design meets performance

- All-in-one conference room setup
- Flagship meeting room experience
- Super simple to deploy at scale

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# Choose the mounting that best suits your workspace

Floor stand

Wall mount

Wall stand

# Remove complexity by installing a fully integrated cisco device

Elegant design encompassing all-in-one frame

6x speakers for directional audio

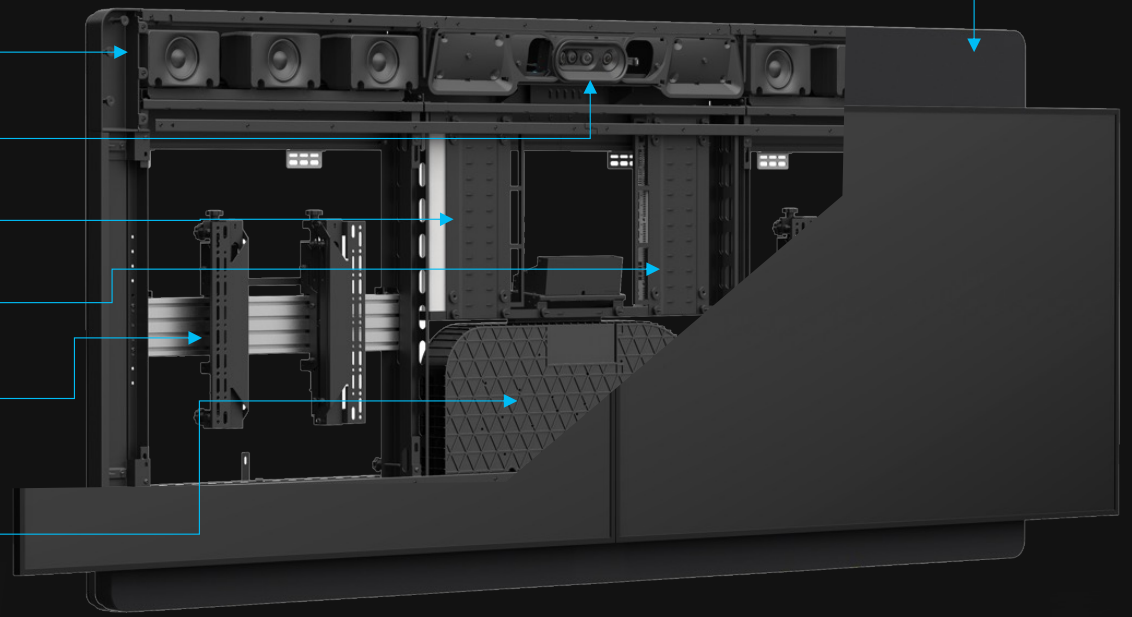
Cisco Quadcam

Cisco audio amplifier for premium sound

Cisco Codec EQ

Highly adjustable VESA mount to fit most 65” to 75” screens

Separate bass speaker for improved sound clarity and richness



# Levelling up any medium and large workspace

## Cisco Room Kit EQ

Modular, flexible room kit solution with advanced meeting room intelligence, multi-camera cinematic meetings, rich connectivity for medium and large workspaces

NEW

## Cisco Room Kit EQX

Integrated super-bundle providing the ultimate video conferencing experience for flagship spaces featuring advanced meeting room AI, flexible mounting, iconic frame design and spatial sound

UX & Interop via Cisco RoomOS | Intelligence engine powered by NVIDIA | Scalable management in Control Hub



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# Level up your workspaces with next-generation devices

## Cisco Room Bar

Integrated video bar appliance designed to simply and flexibly video-enable huddle and small workspaces

## Cisco Room Bar Pro

Simple deployment, AI-powered meetings, advanced interop and unified management scaled to the medium workspace

## Cisco Room Kit EQ

Advanced meeting room AI, multi-camera cinematic meetings, and rich connectivity for medium to large workspaces

## Cisco Board Pro

Hybrid, all-in-one room device for AI video conferencing and visual collaboration in small and medium workspaces

New

## Cisco Room Kit EQX

Integrated super-bundle of Room Kit EQ for medium-to-large everyday and flagship spaces with mounting options, frame design and spatial audio

UX & Interop powered by RoomOS | Intelligence engine powered by NVIDIA | Scalable management in Control Hub



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# Cisco Room Bar Pro

*Immersive collaboration for hybrid workspaces*

## Full HD meetings

Provides up to 1080p60 resolution for live video on Webex, Microsoft Teams, Zoom and Google Meet.

## 4K content sharing

Can be paired with dual screens to display video and content separately. Displays remote content with 15 fps.

## Camera intelligence

Automatically frames and provides optimized view of in-room participants and keeps the active speaker in focus.

## Spatial audio

Uses 3-channel loud-speakers for spatial audio and intelligent mic array for enhanced noise cancellation and voice capture.

## Device management

Unified management, provisioning, analytics and troubleshooting in Control Hub.

## Room intelligence

Conference controls, room scheduling and room controls with Cisco Room Navigator.

# Triple-screen support

Augmented experience with the option to display live video or video and content divided on three screens.

Triple-screen support requires Room OS.

# Dual camera system

Dual camera system featuring a wide-angle lens and a tele-lens, both with 48 MP image sensors.

Motorized tilt of camera body for flexible installation and optimum view of the workspace.

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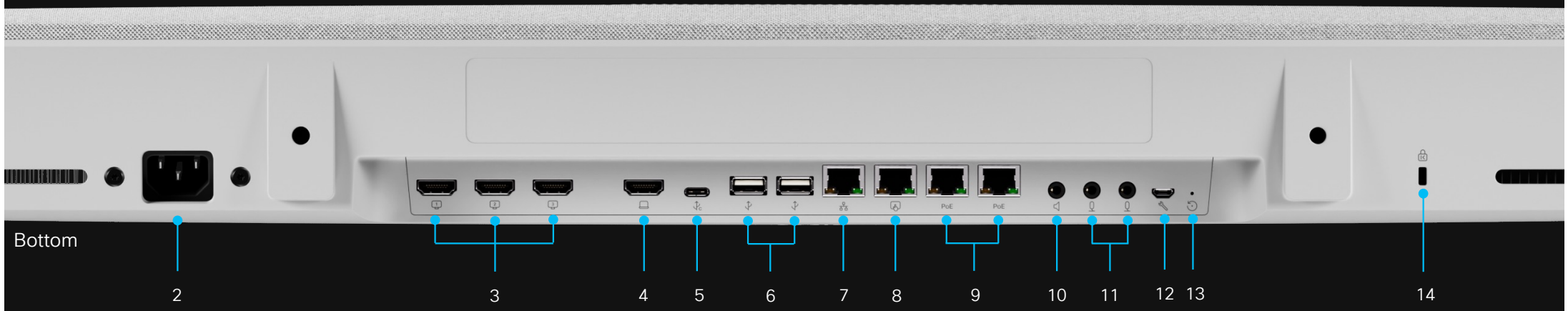
# Cisco Room Bar Pro

## Inputs and outputs




| | | |
|---|---|---|
| 1 – Power switch | 6 – USB-A | 11 – Analog line in for mic input |
| 2 - Power | 7 - Network | 12 - Maintenance (micro USB) |
| 3 – HDMI out: Screen 1, 2, and 3 (No audio) | 8 – Network PoE – Touch controller | 13 - Factory reset pinhole |
| 4 – HDMI in (Audio in) | 9 - Network PoE - Local peripherals | 14 – Kensington lock |
| 5 – USB-C: USB-passthrough and content sharing | 10 - Analog line output | |

# Elevate every workspace

| | Room Bar | Room Bar Pro | Room Kit EQ | Board Pro 55/75 | NEW Room Kit EQX |
|---|---|---|---|---|---|
| CAMERA | Single, 12MP wide-lens camera | Dual-lens, 96MP system Multi-camera ready | Quad-lens, 80MP system, Multi-camera ready | Dual-lens, 48MP system, Multi-camera ready | Quad-lens, 80MP system, Multi-camera-ready |
| AUDIO | Spatial sound; mic array & mic extension | Spatial sound & mic array; audio over IP, USB & analog | Speakers & mic array; audio over IP, USB & analog; Audio APIs | Spatial sound & mic array; audio over analog, USB & IP | Immersive audio system; audio over IP, USB & analog; Audio APIs |
| SCREEN | Dual, with touch-screen support | Triple, with touch-screen support | Triple, with touch-screen support | Integrated touch screen. Screen extension via HDMI | Dual 65-75” and 1x additional screen |
| CONTROLS | Touch controls with Room Navigator | Touch controls with Room Navigator | Touch controls with Room Navigator | Touch controls with Room Navigator | Touch controls with Room Navigator |
| I/O | USB-A/C, HDMI, PoE and analog | Extended USB-A/C, HDMI, PoE, and analog | Advanced USB-A/C, HDMI, PoE and analog | Extended with analog, USB-A, USB-C, HDMI, PoE | Advanced with PoE, USB-A/C, HDMI, analog |
| ROOM | Huddle, small meeting room | Medium | Medium-to-Large | Small-to-Medium | Medium-to-Large, Flagship workspaces |
| INTEROP | Native Cisco RoomOS and Microsoft Teams | Native Cisco RoomOS and Microsoft Teams | Native Cisco RoomOS and Microsoft Teams | Native Cisco RoomOS and Microsoft Teams | Native Cisco RoomOS and Microsoft Teams |
| FORM FACTOR | Integrated video bar appliance | Integrated video bar appliance | Modular room kit appliance | Integrated, all-in-one room device with mounting options | Integrated room kit appliance with mounting options & frame design |



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Benefits

# Give everyone a voice in the meeting

Cisco Table Microphone Pro

- Inclusive video meetings boost engagement and productivity
- High-quality, natural sound helps reduce meeting fatigue
- Seamless device deployment and scalability reduces IT headache
- Fully manageable and secure deployment reduces IT headache and prevents risk



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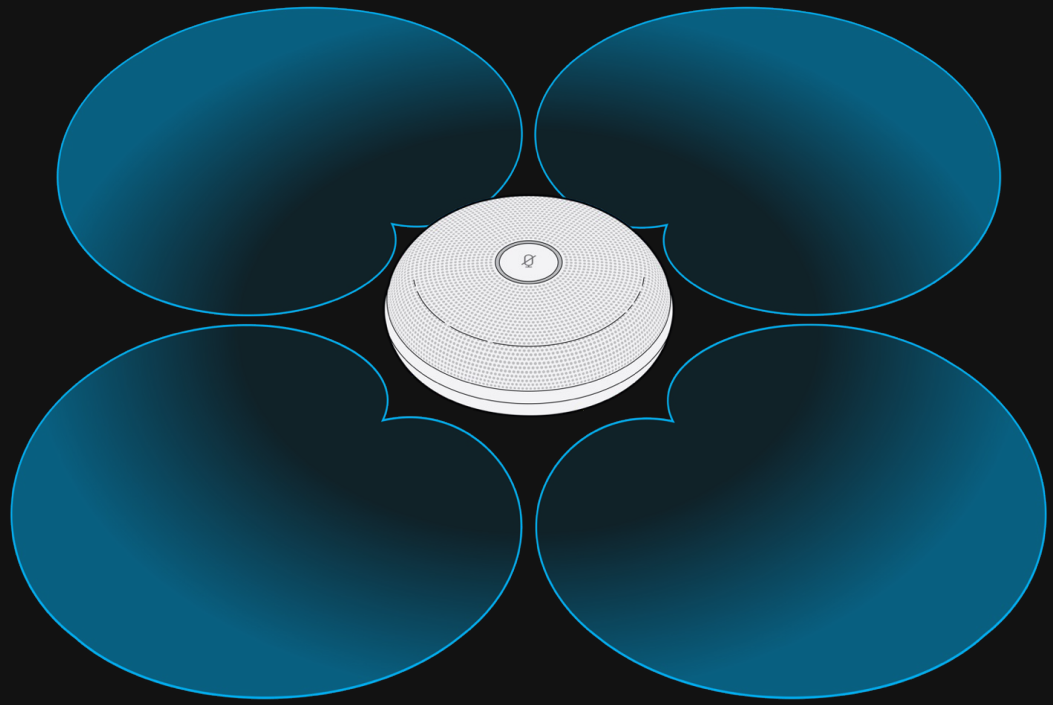
Cisco Table Microphone Pro

# Adaptive, multi-directional voice pickup

Four directional microphones deliver optimal pickup from every part of the table. Through setup it can deliver a directional audio output from your meeting room, enhancing the experience for remote participants.

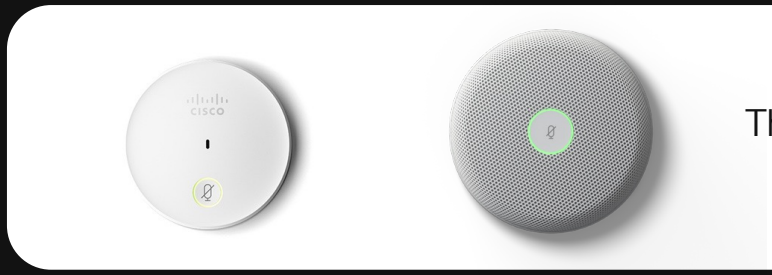
Supports cardioid pickup pattern and provides 4 independent microphone channels.



360-degree, cardioid voice capture

Cisco Table Microphone Pro

# The most capable, flexible, and intelligent digital conferencing microphone



Third-party digital conferencing microphones

| | Cisco Table Microphone | Cisco Table Microphone Pro | |
|---|---|---|---|
| Audio over IP | No | Yes | Yes |
| Plug & Play with Cisco Video Endpoint | Yes | Yes | No |
| Directional Pickup | No | Yes | Yes |
| Encryption | No | Yes | No |
| Adaptable Pickup | No | Yes | Yes |
| Readiness for future Cisco SW enhancements | No | Yes | No |
| Unified management of video endpoint and microphone | No | Yes | No |
| Scalability via PoE | No | Yes | Yes |

# Bang & Olufsen Cisco 950

## Perfect pairing. Optimized for Webex

- Customized for IT and business users
- Legendary sound
- Tailored fit for hybrid work

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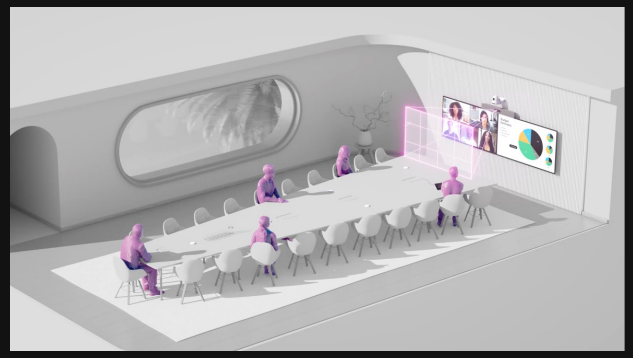
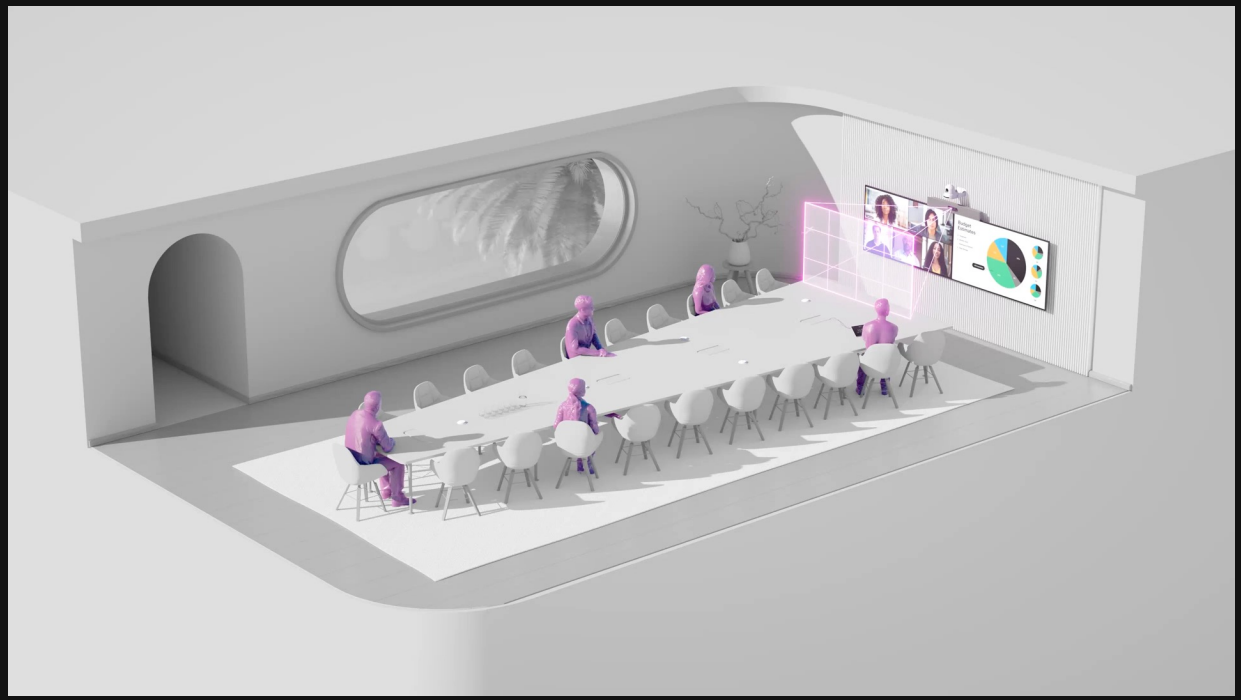
# Distance Zero in any meeting, in any room.



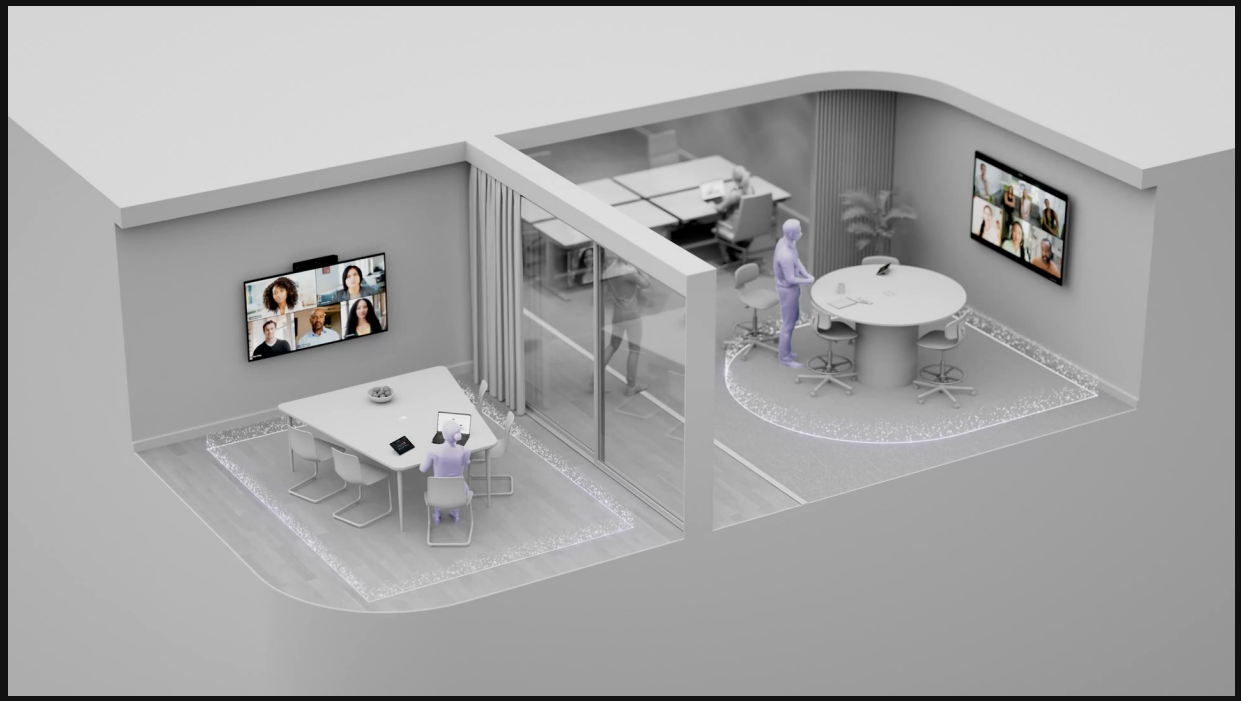
# Extended Speaker Track

High-quality close-ups and people framing in large rooms



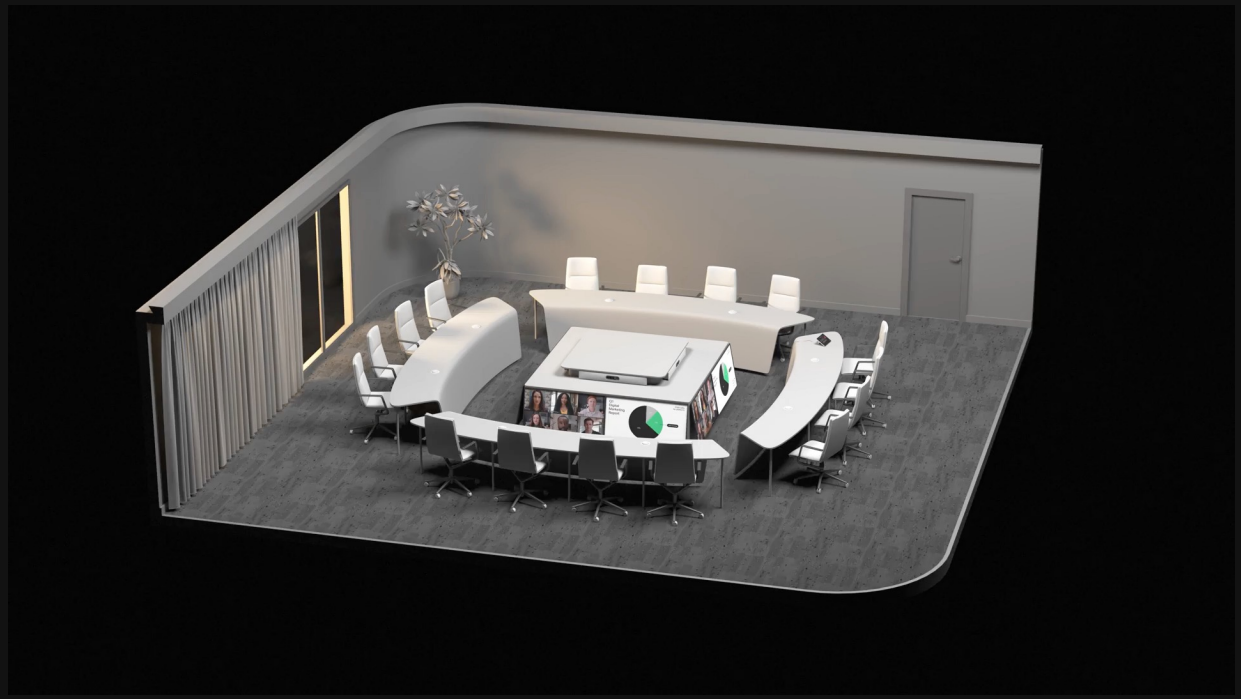
# Meeting Zones

Eliminate distractions in open spaces and glass-walled rooms



# Campfire meeting spaces

Reimagine the most critical meetings



# Campfire meeting spaces

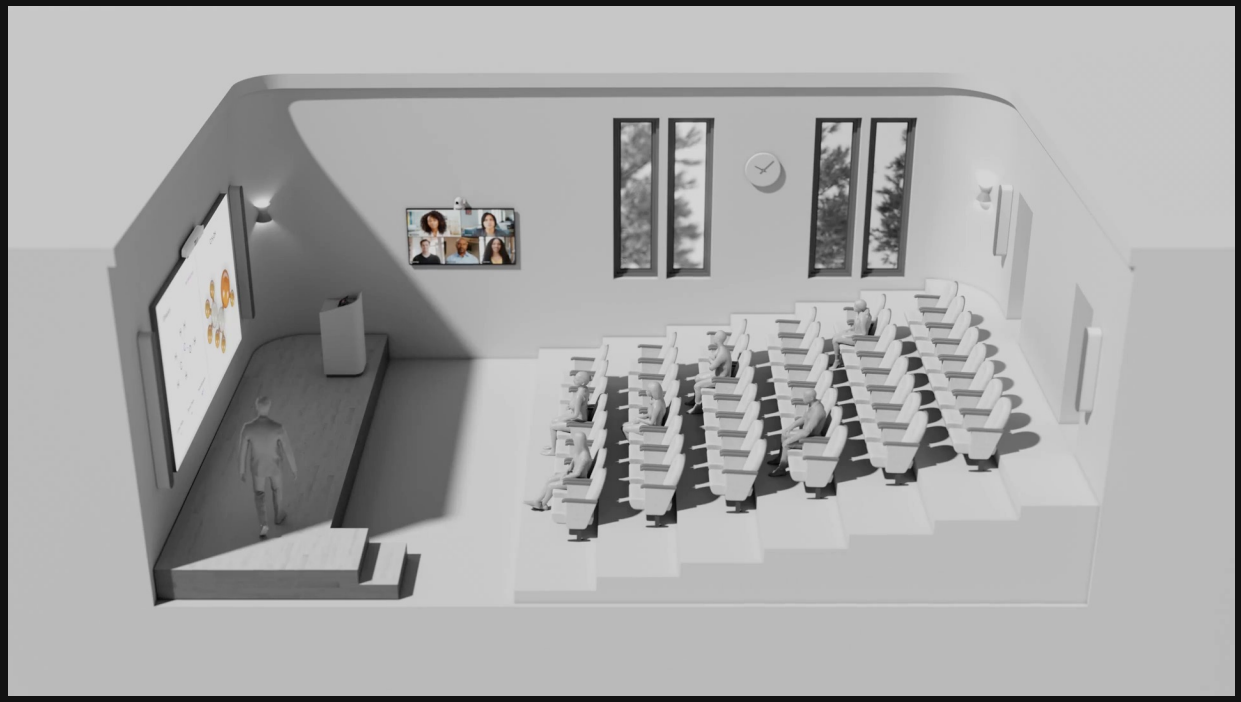
Reimagine the most critical meetings

# Campfire meeting spaces

Reimagine the most critical meetings

# Presenter and audience

Cinematic experiences in auditorium-style rooms



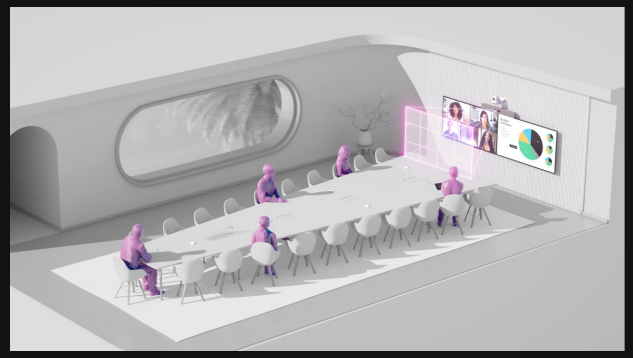
# Cross-view

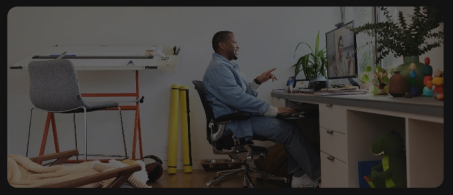
Q1CY24

Multiple cameras,
directed by RoomOS

Follow the discussion
from the best angle

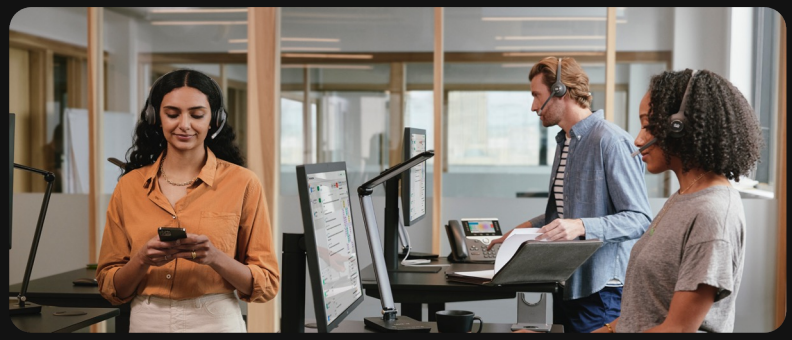
# Distance Zero in any meeting, in any room.





REIMAGINE WORK
WITH WEBEX SUITE

REIMAGINE WORKSPACES
WITH DEVICES



REIMAGINE CUSTOMER EXPERIENCE
WITH CONTACT CENTER AND CPAAS

# AI-powered Webex Platform



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Never wait

Never repeat

Personal concierge



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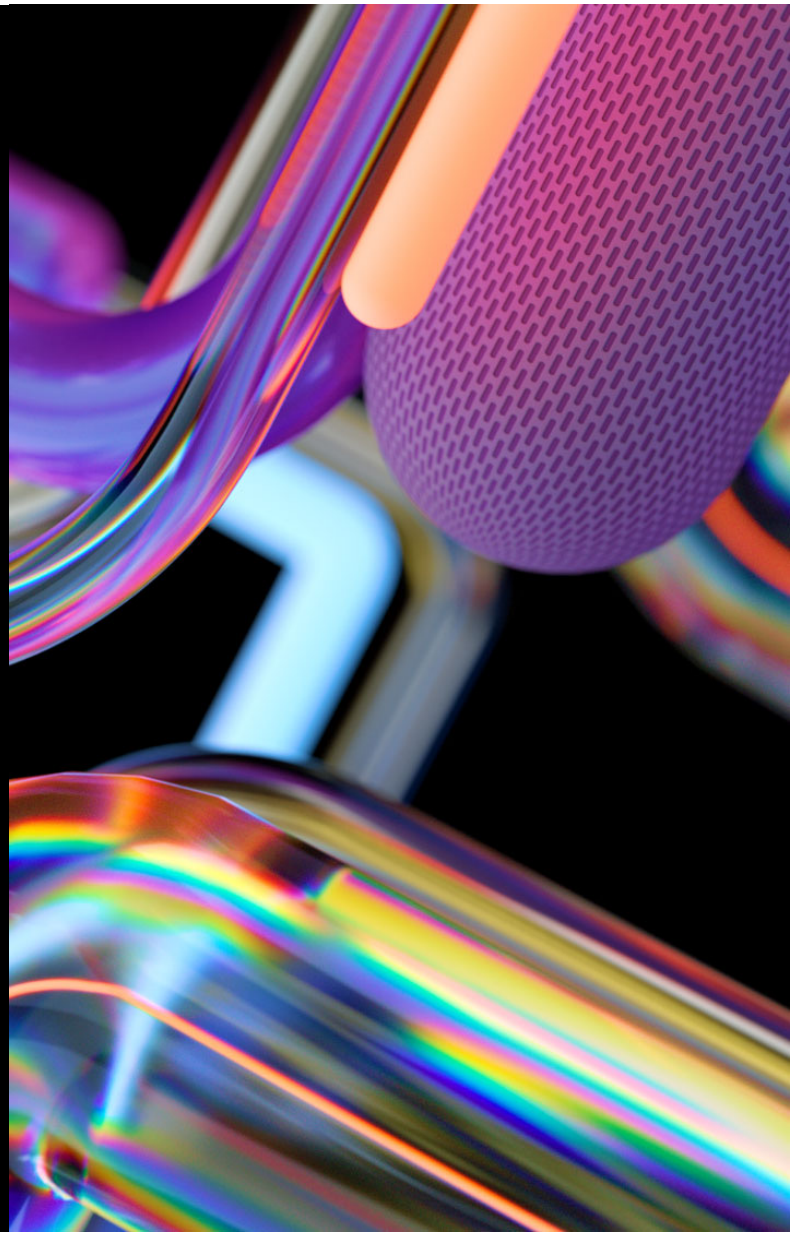
# CPaaS
# Webex Connect



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# The Webex advantage

## Customer Experience

### Digital interactions

Webex Connect (CPaaS)

### Human interactions

Webex Contact Center (CCaaS)

## Webex Platform

AI, Security, Manageability, Sustainability



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# End-to-end customer journey

## Digital automation and self-service

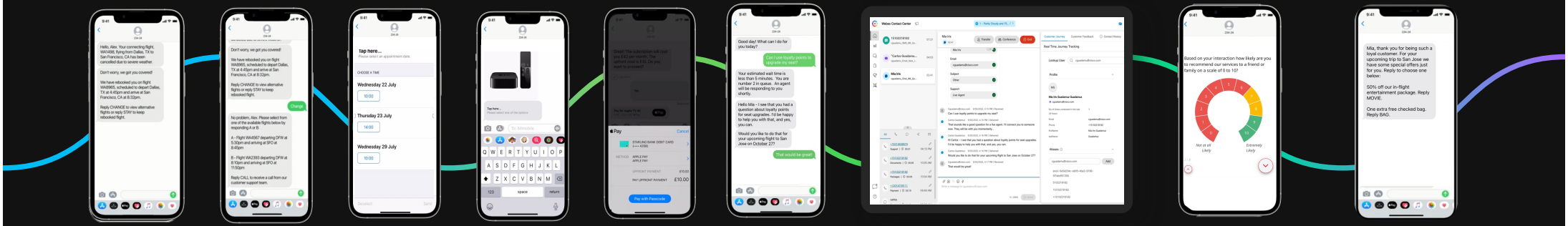
Webex Connect

## Human engagement

Cisco Contact Center & Experience Manager

## Digital automation follow-up

Webex Connect



Proactive Notification

Self-service options

Seamlessly Reschedule

Upsell & offers

Enable Payment(s)

Handover to human advisor with full context

Omnichannel Agent desktop with full customer context

Experience Survey

Proactive, Personalised Offer

Customer Journey



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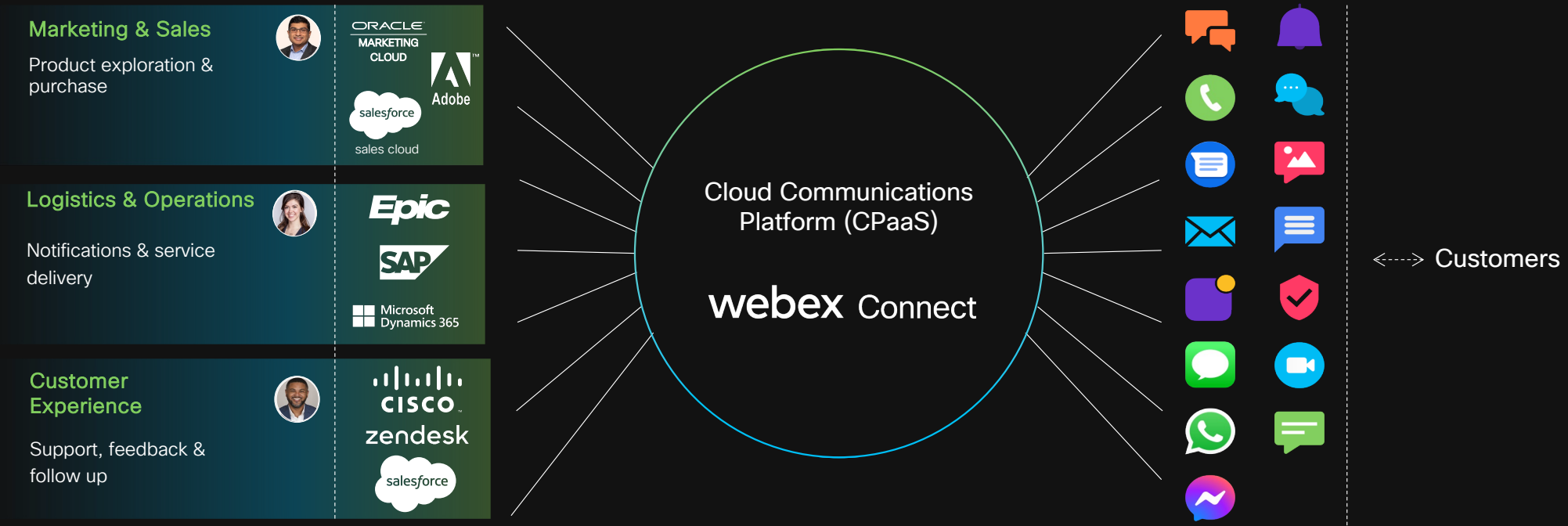
# A single, centralized architectural control point for your cloud communications



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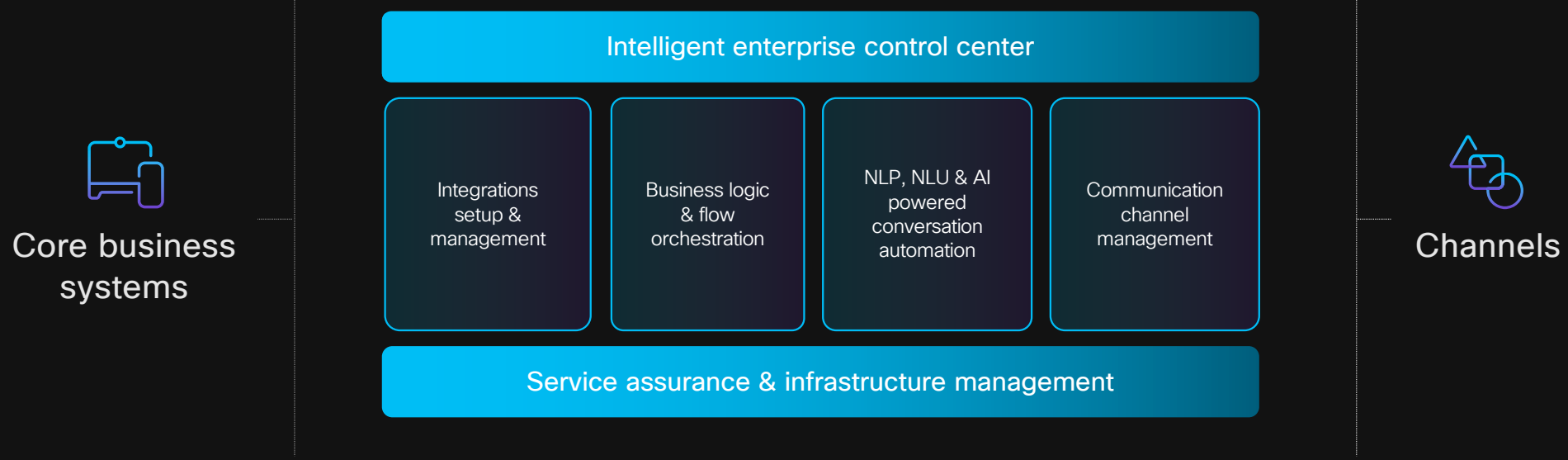
# Webex Connect is a fully programmable enterprise CPaaS offering

## Delivering six key capability areas for richer, smarter experiences





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WhatsApp

Apple Messages for Business



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# CCaaS
# Webex Contact Center

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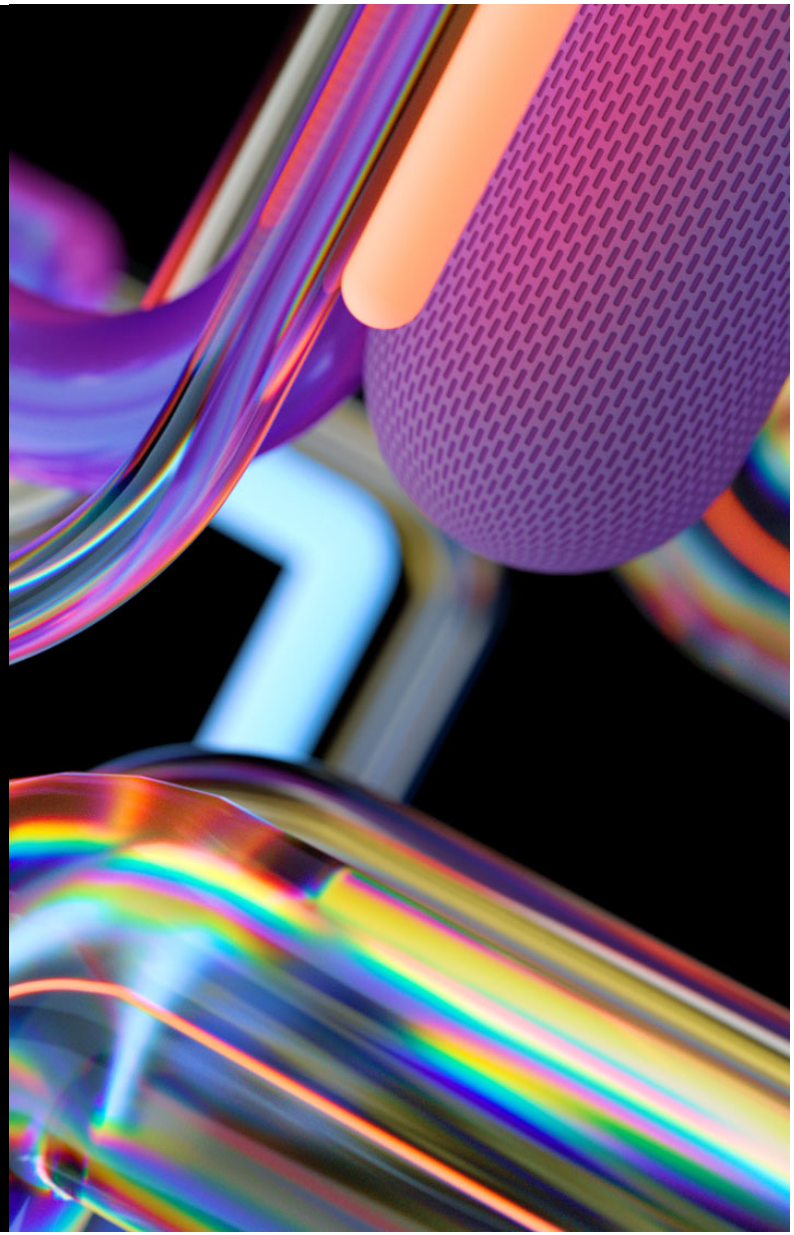
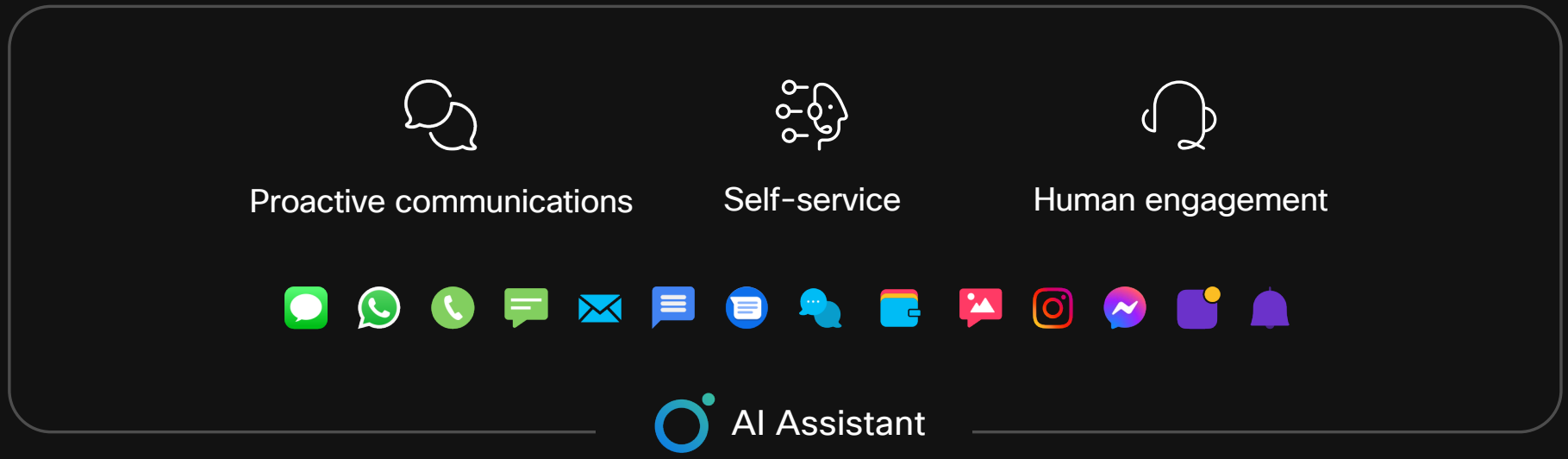


# Webex Contact Center




Webex Platform



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# Digital channels powered by Cisco contact center

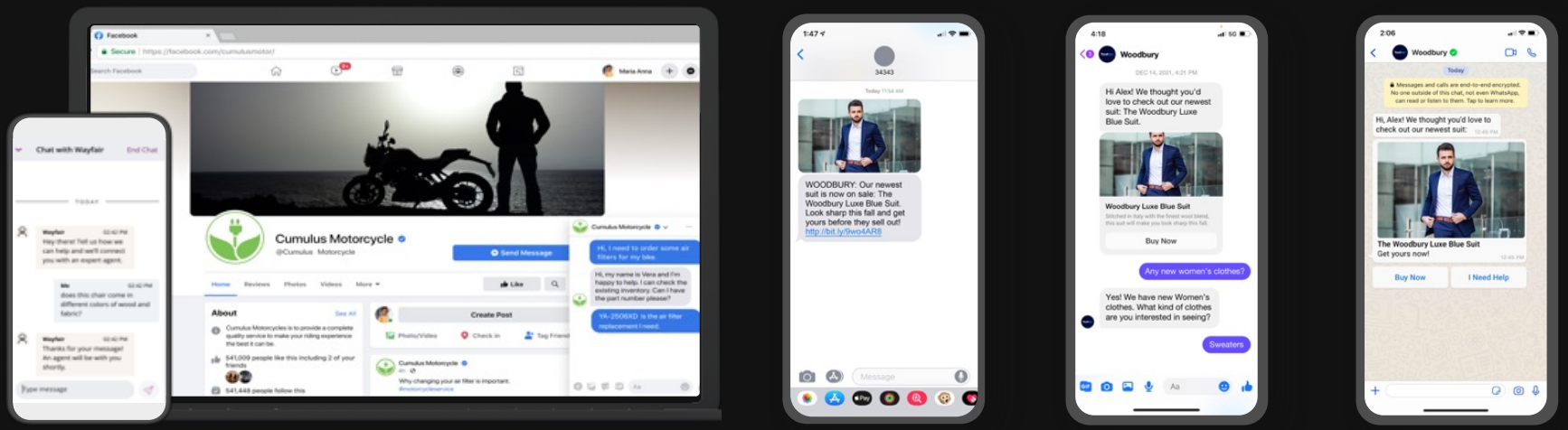
Web chat

Email

SMS

Facebook Messenger

WhatsApp Business




Available today in Webex CC

Available today in Webex CCE, UCCE, PCCE

Available in Jan '24 for CCE, UCCE, PCCE



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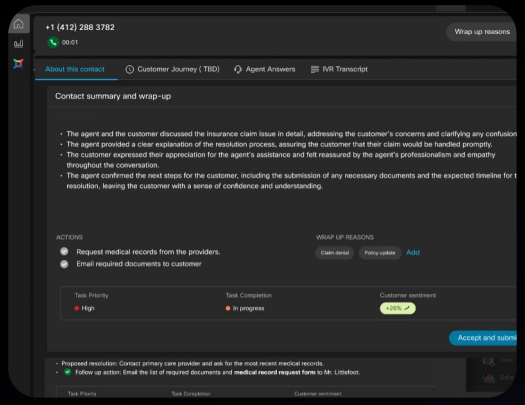
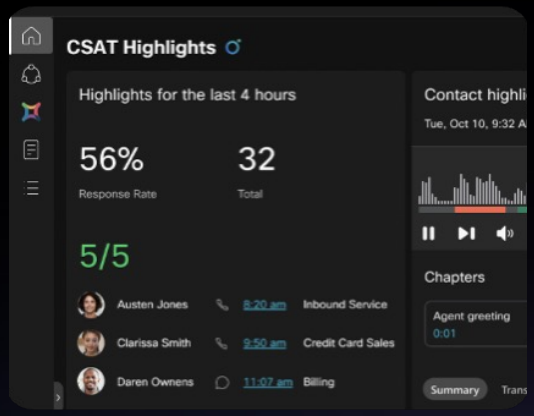
# AI-powered cloud contact center delivering delightful customer experiences




Intelligent session summary with Generated Wrap Up




Every agent is your best agent with Coaching Highlights

Agent well-being with Agent Burnout Detection



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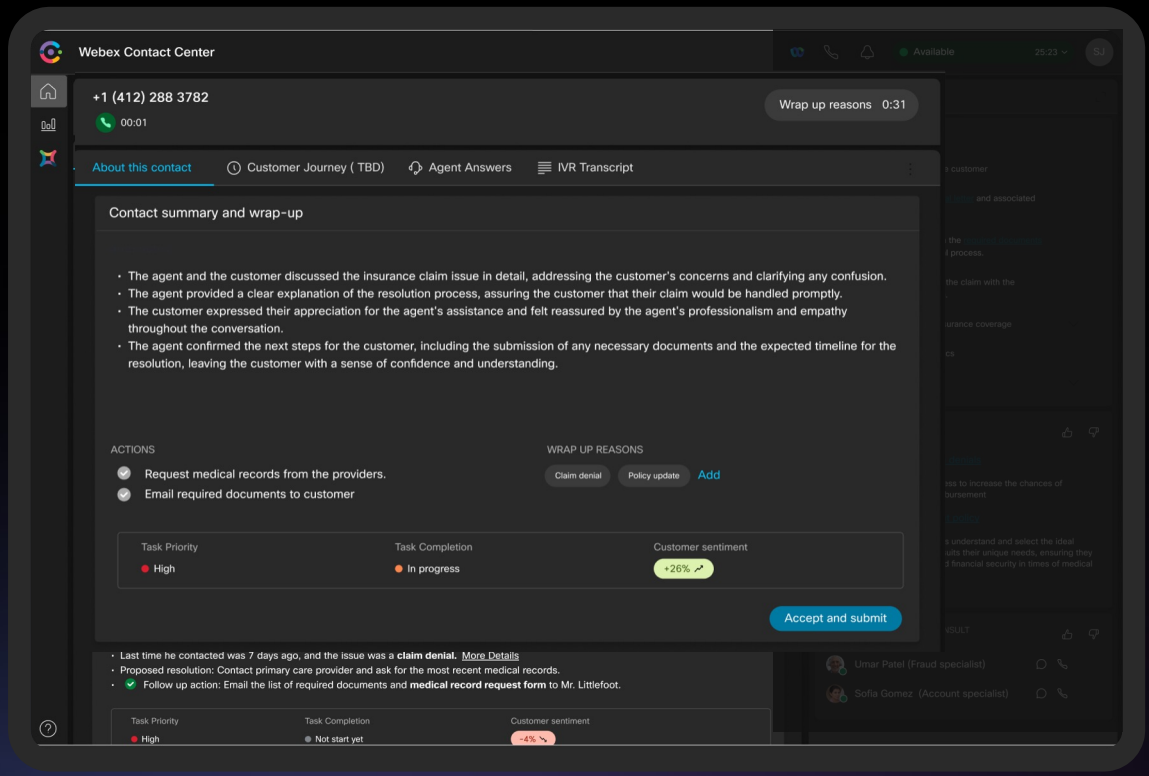
AI Assistant

Beta H1 24

# Generated wrap-up

- Intelligent session summary
- Extracted from transcripts



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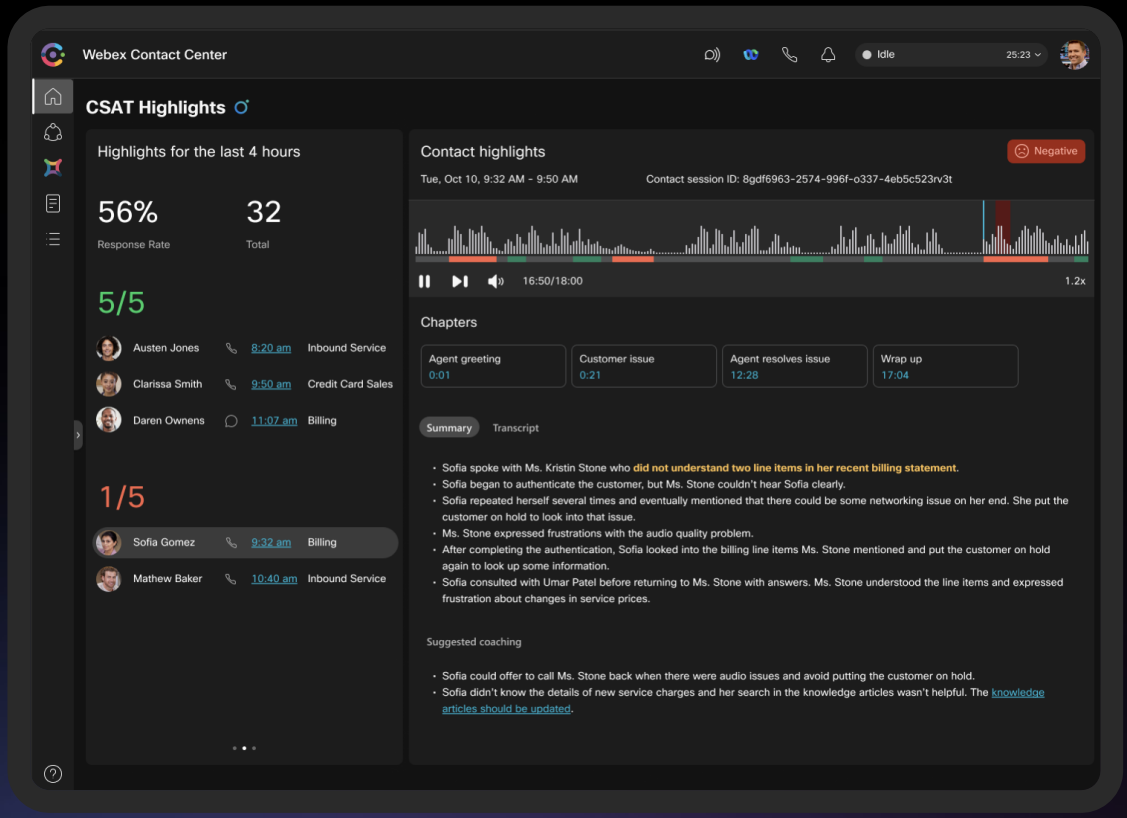
AI Assistant

CY 2024

# Coaching Highlights

## Make every agent your best agent

- Analyzes highest and lowest rated customer interactions
- Summarizes interaction learnings and suggests coaching



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AI Assistant

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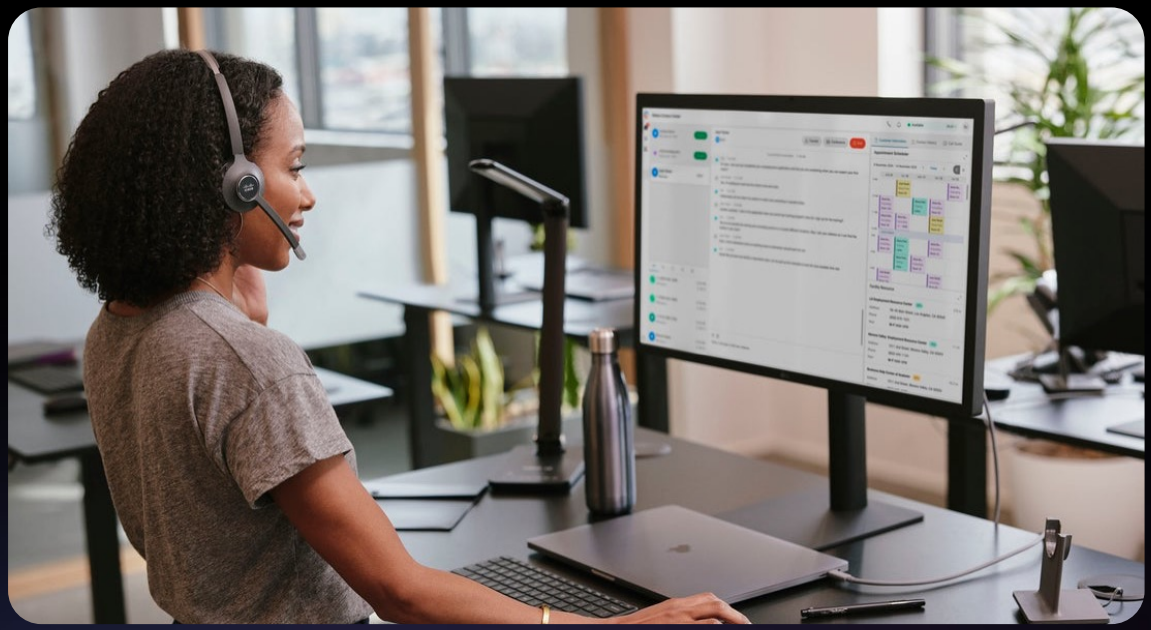
# Agent burnout detection

## Focus on agent well-being and deliver the best customer experiences

- Detects early indicators of agent stress
- Automatically trigger corrective action



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# Background noise removal

Without background noise removal

Stress
Anxiety
Frustration
Low CSAT
Burnout

WITH background noise removal

Crystal clear audio

Accuracy
Effectiveness
FCR
Higher CSAT
Confidence

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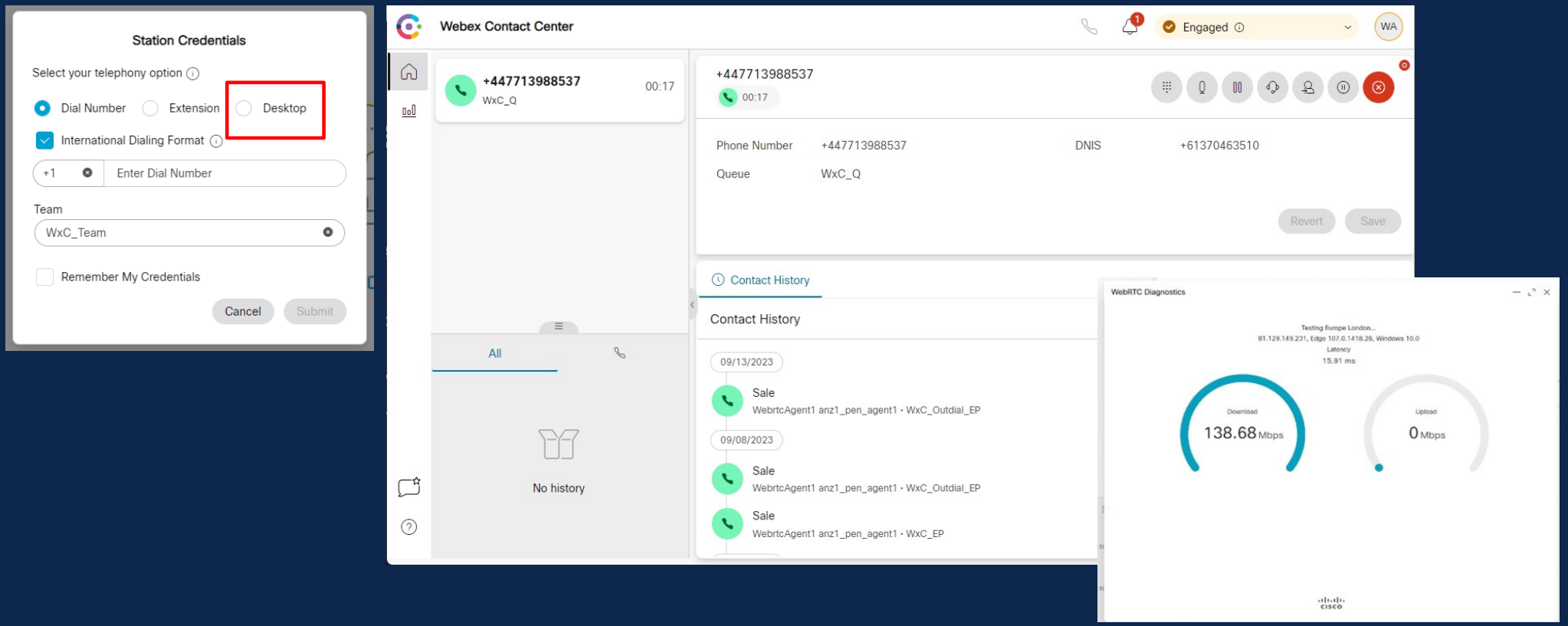
# WebRTC - Agent experience

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REIMAGINE WORK
WITH WEBEX SUITE

REIMAGINE WORKSPACES
WITH DEVICES

REIMAGINE CUSTOMER EXPERIENCE
WITH CONTACT CENTER AND CPAAS

# AI-powered Webex Platform



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# What’s next?

webex.ai