

webinar

Cisco TechClub

Lokální edukační on-line webináře každých 14 dní

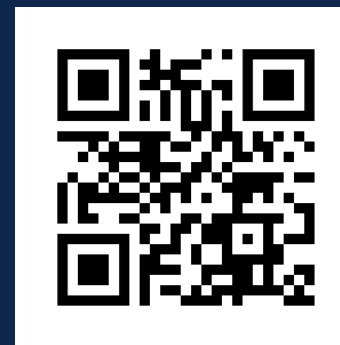
Cisco TechClub
hlavní portál



Cisco TechClub
registrační stránka



Cisco TechClub
Webex Space



The bridge to possible

Novinky z WebexOne 25

Jaroslav Martan

4th Nov 2025



One Cisco: Power AI. Empower people.

AI-Ready Data Centers

Transform data centers to power
AI workloads anywhere

Future-Proofed Workplaces

Modernize everywhere people
work and serve customers

Digital Resilience

Game-changing security, assurance, and observability
across the entire digital footprint

ACCELERATED BY CISCO AI

Collaboration is powered by connected, intelligent experiences



AI at the edge



AI in the cloud



AI in control

WebexOne 25 News

Webex Suite	Customer Experience	Cisco Devices	Platform/IT
<ul style="list-style-type: none">• Task Agent• 3D Model Collaboration for Apple Vision Pro• AI-Powered Search• AI Speech Translation• Notetaker• Meeting Scheduler• Webex Meeting Survivability• Security and Control	<ul style="list-style-type: none">• Webex AI Quality Management• Webex AI Agent• Webex AI Agent: MCP Support• Webex AI Agent: Multi-Agent Design Pattern• Webex Contact Center for Salesforce• AI and digital capabilities available for Contact Center Enterprise• Webex Contact Center integration with Epic Systems• Webex Campaign Management for Webex Contact Center	<ul style="list-style-type: none">• RoomOS 26• Cisco Room Vision PTZ• Cisco Desk Phone 9811• Zoom Meetings for Cisco Rooms• Workspace Advisor• Dynamic mode, directed by AI• Audio zones for Ceiling Microphone Pro	<ul style="list-style-type: none">• AI Canvas• AI Capabilities in Control Hub• Smart Diagnostics• AI Assistant for Control Hub• Role-Based Access Control for Webex Suite, Devices and Contact Center

Cisco Devices



INTRODUCING

RoomOS 26

RoomOS 26 new capabilities



Evolved Momentum
Design



Audio Zones



Network Defined Rooms



Microsoft Developer
Ecosystem Platform



Notetaker



Workspace Advisor



Director

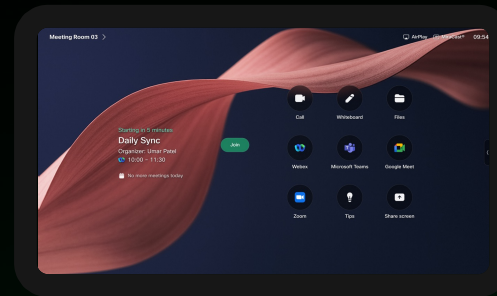
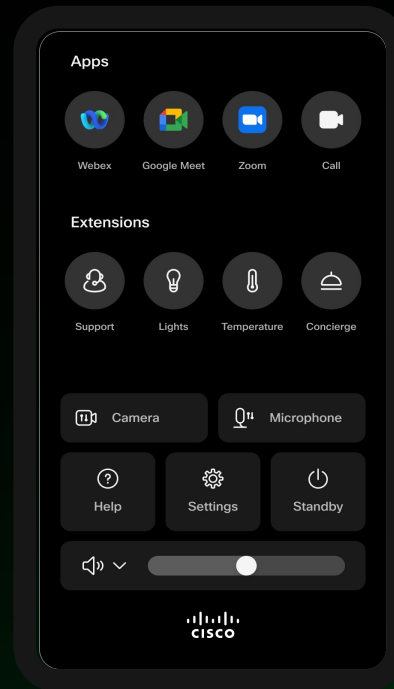
...and more

INTRODUCING

Evolved Momentum Design

Bringing the human
side of technology
to life

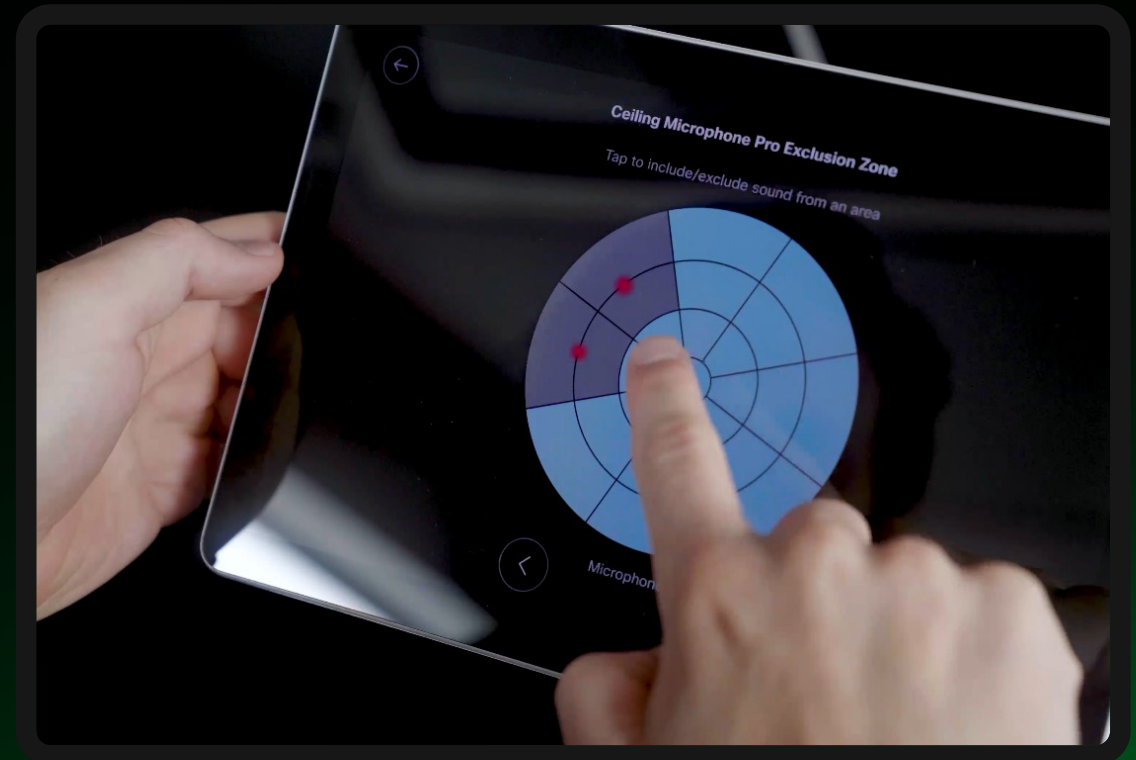
General Availability
Q4 CY25



INTRODUCING

Audio Zones

Block distracting
background noises outside
your meeting area to stay
focused and present





Controlled Availability
Q4 CY25

INTRODUCING

Zoom Meetings for Cisco Rooms

Familiar in-meeting features
with cinematic meeting
experiences from Cisco



General Availability
Q4 CY25

INTRODUCING

Director

Dynamic camera mode
predicts and adapts to give
you the best view of the
meeting, always



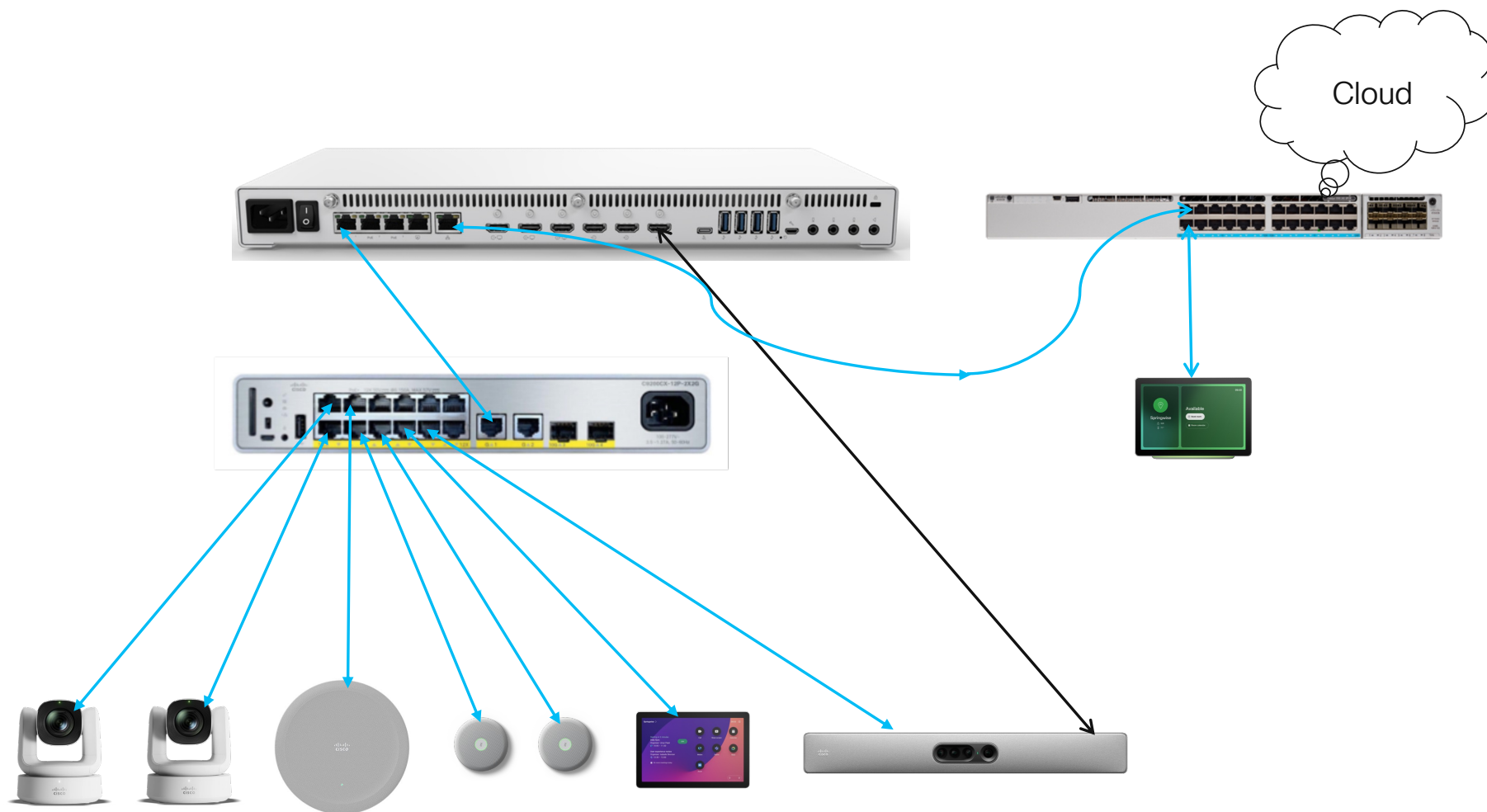




The Transition to AVoIP Accessories



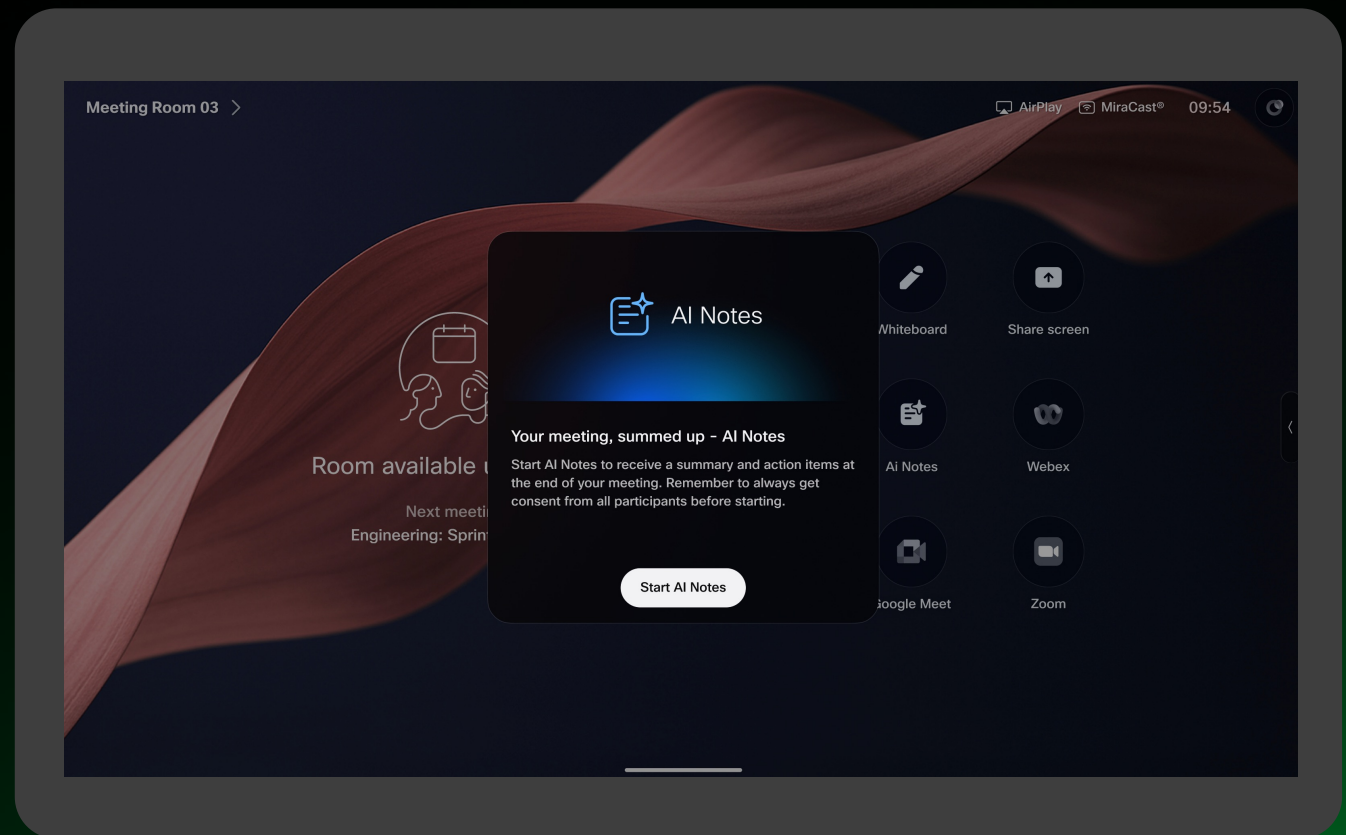
Typical Transition to AVoIP Accessories



INTRODUCING

Notetaker

Instantly transcribe,
summarize and capture
action items from in-person
conversations

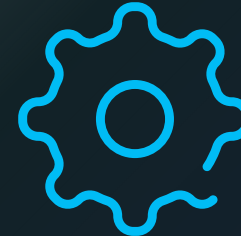


We design for two key personas



Consumer of
Services

Effortless, inclusive meeting
experiences that just work.



Owner of
Services

An easy way to deliver those
experiences, at scale and securely.

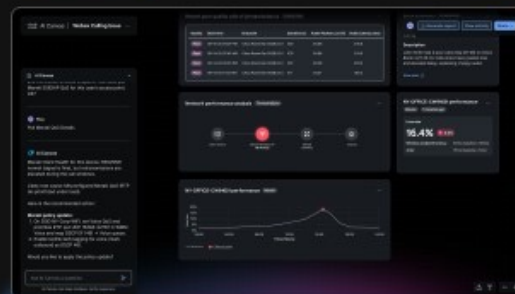
Providing you the intelligent tools you need to succeed

A unified view to manage your investments



webex

NEW  AI Canvas



CISCO SPACES



CISCO ThousandEyes



webex  Control Hub

A screenshot of the webex Control Hub dashboard. It features a light-themed interface with a sidebar and a main area displaying a table of devices. The table has columns for "Device", "Status", "Uptime", and "CPU".

Device	Status	Uptime	CPU
Device 1	Online	100%	10%
Device 2	Online	100%	10%
Device 3	Online	100%	10%
Device 4	Online	100%	10%
Device 5	Online	100%	10%
Device 6	Online	100%	10%
Device 7	Online	100%	10%
Device 8	Online	100%	10%
Device 9	Online	100%	10%
Device 10	Online	100%	10%

CISCO  Catalyst Center



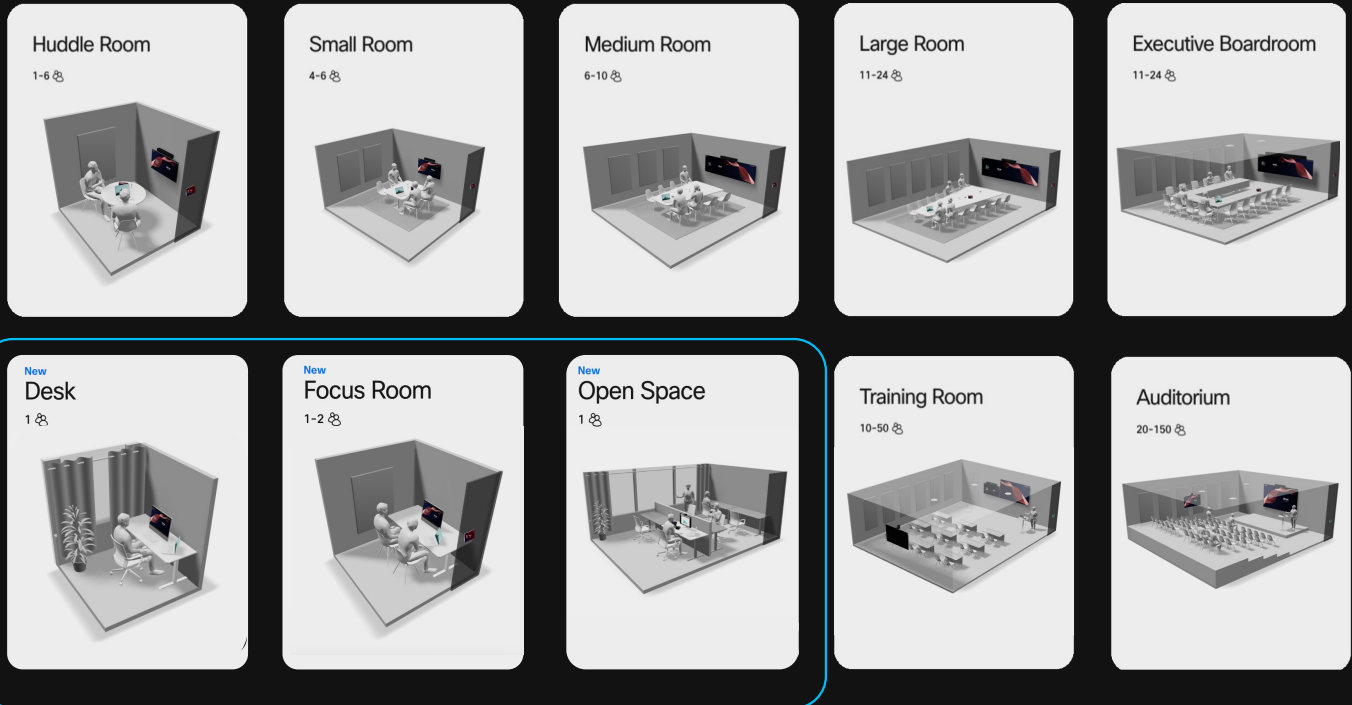
CISCO Meraki



CISCO  Collaboration



Simplify design with Cisco Workspace Designer



Start with our workspace standards. Or import custom rooms



Try it today!

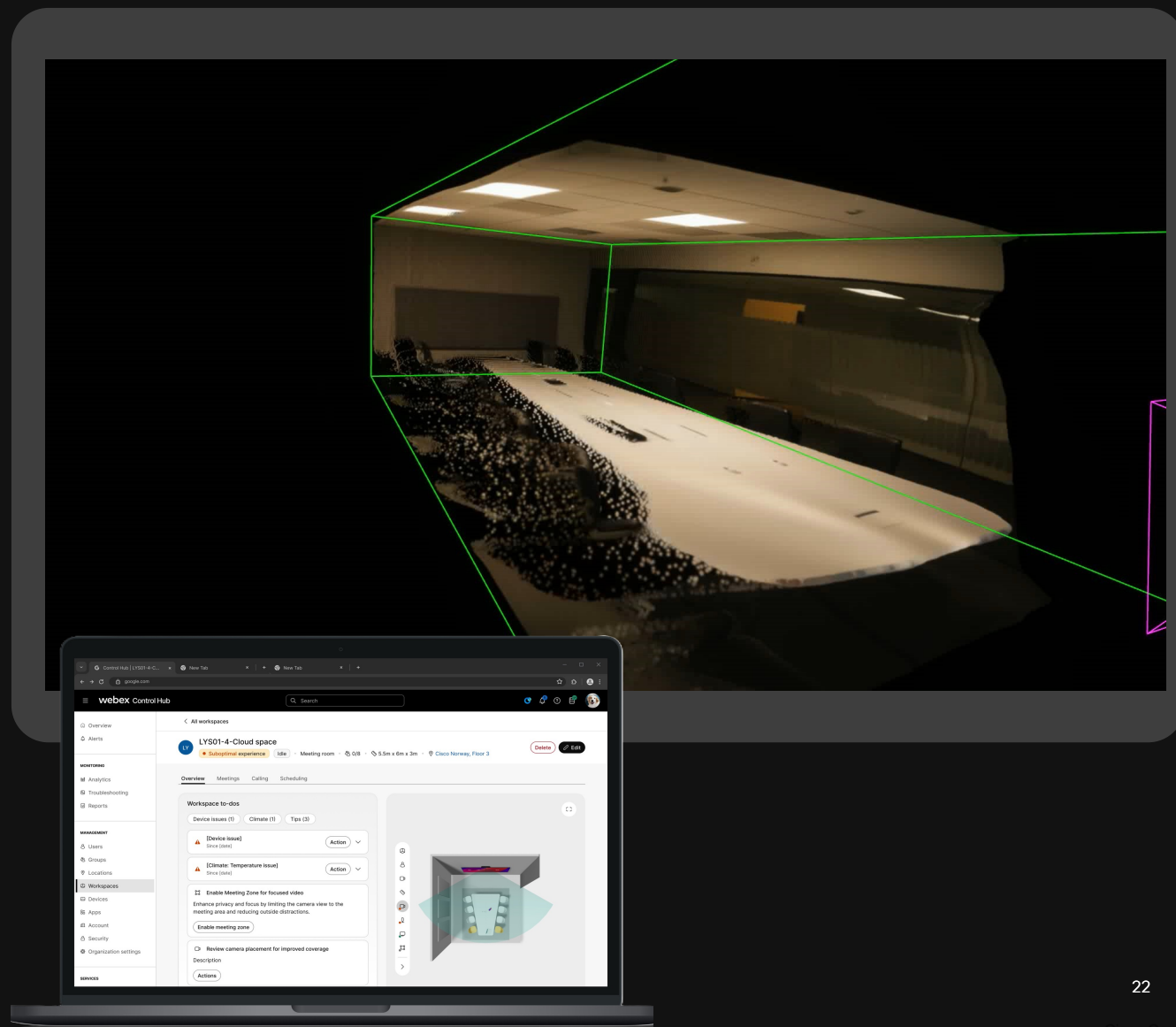
[CS.CO/WORKSPACE-DESIGNER](https://cs.co/workspace-designer)

Availability Q4 CY25

Workspace Advisor

Cisco edge AI creates a digital twin of your workspace paired with AI-driven optimizations in Control Hub

webex



22

Cisco Confidential

RoomOS 26 Zero Touch Provisioning

Save time and expense

Bulk creation of
workspaces, and
provisioning and pre-
configuration of
devices in Control Hub

Simple plug and play
experience in the room!



Webex Suite



INTRODUCING

AI Agents for Webex Suite

New AI Agents for Webex Suite



Notetaker



Polling Agent



Task Agent



Meeting Scheduler

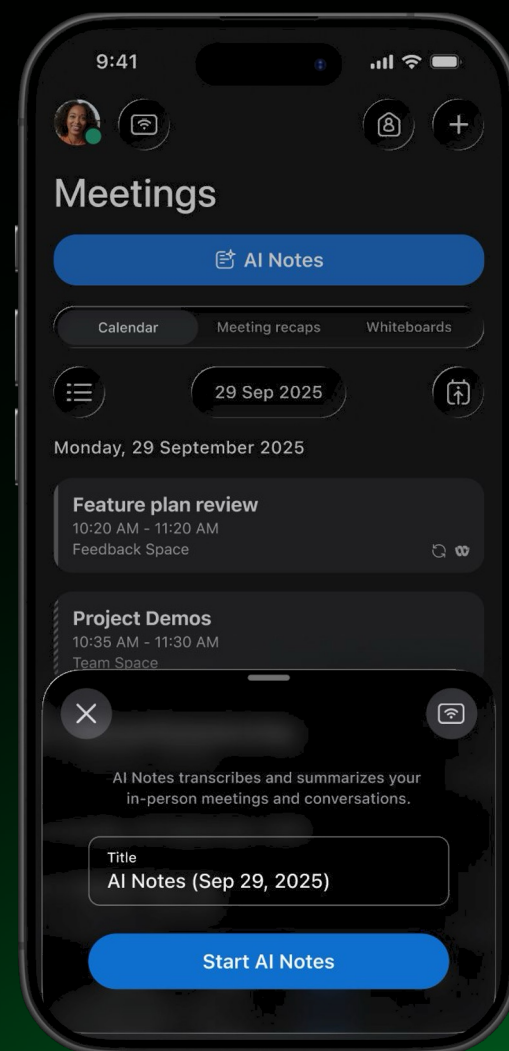


Receptionist

INTRODUCING

Notetaker

Instantly transcribe,
summarize and capture
action items from in-person
conversations



General Availability
Q1 CY26

INTRODUCING

Polling Agent

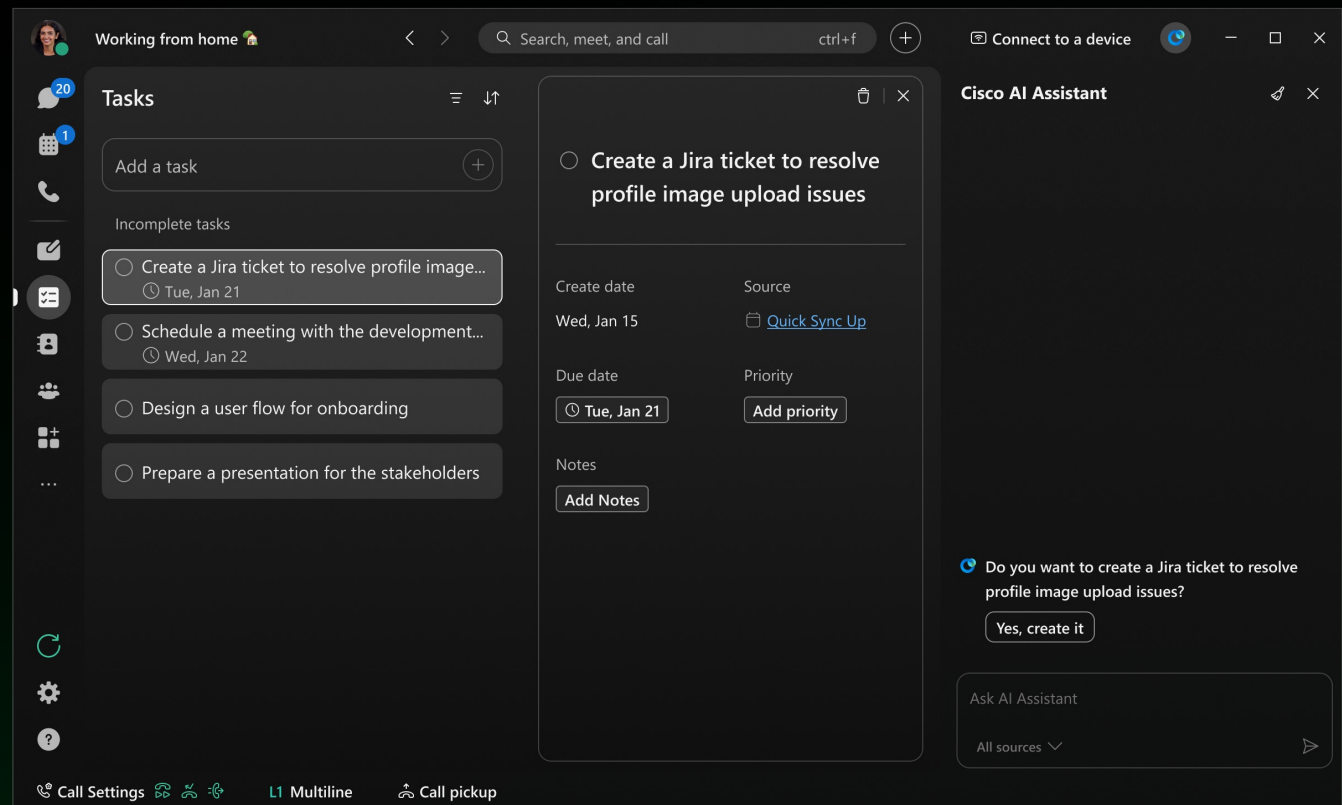
AI spots discussion topics and prompts live polls for immediate engagement



INTRODUCING

Task Agent

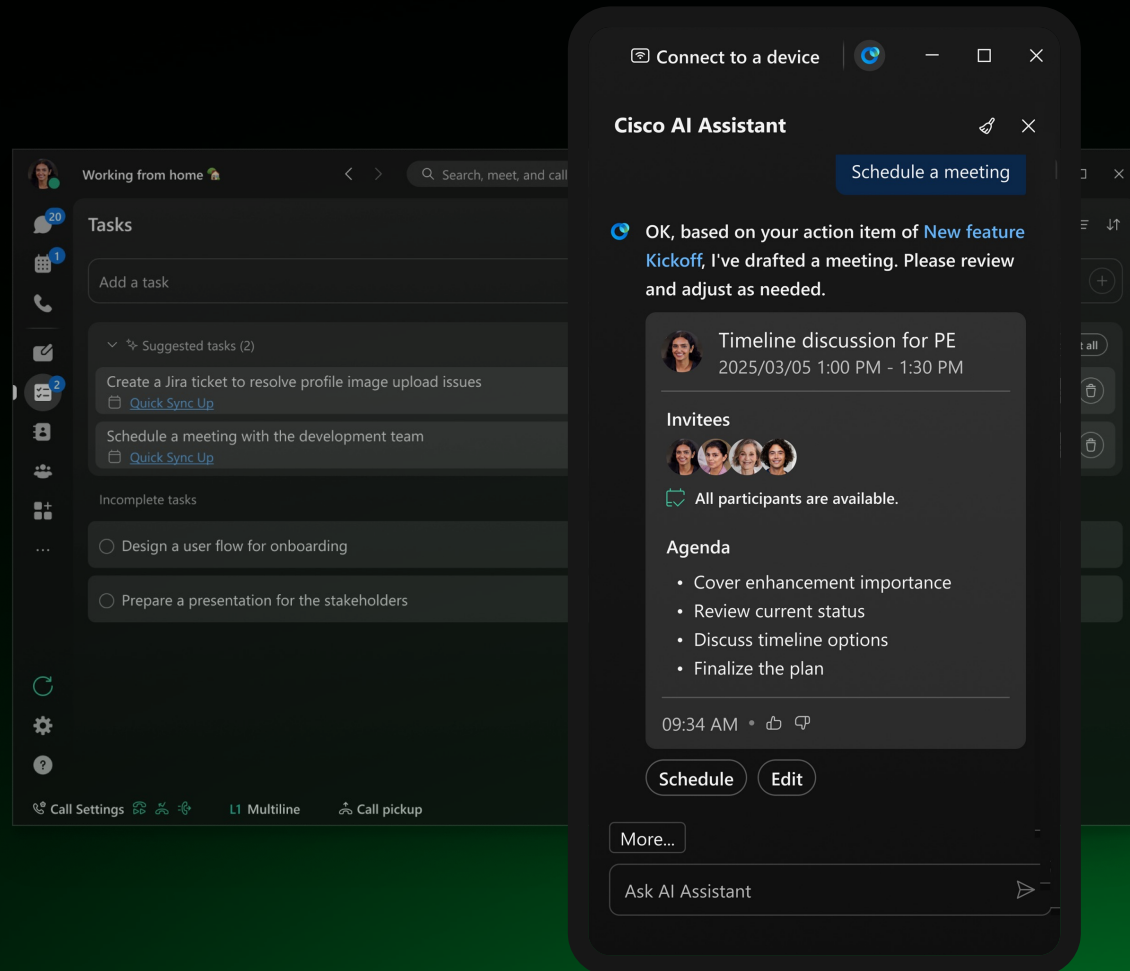
Action items in one place with proactive tips to help you complete each task



INTRODUCING

Meeting Scheduler

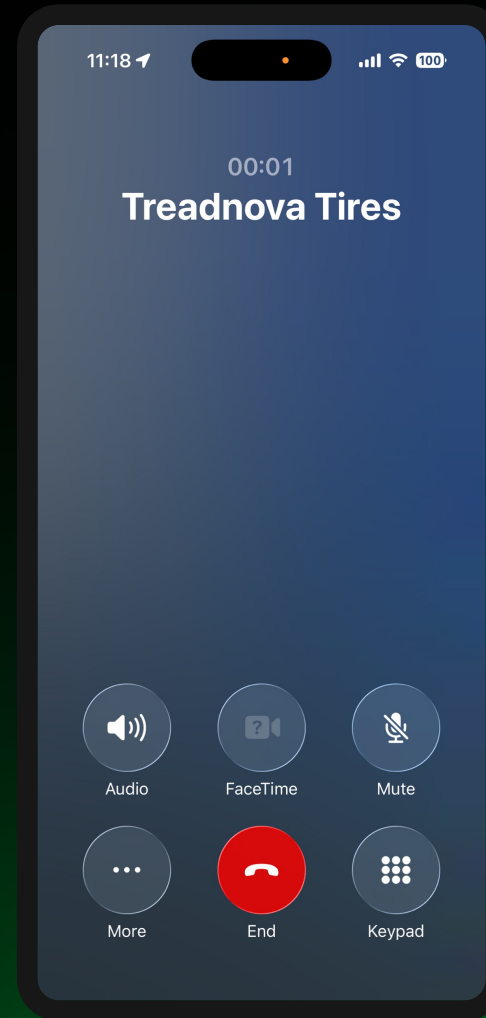
Use meeting action items to trigger smart, automated scheduling



Receptionist

Automate routine queries,
transfer calls, and more –
powered by Webex AI Agent

Controlled Availability
Q1 CY26



More powerful search capabilities

Across **meetings, calling
and messaging** in Webex



Cisco AI Assistant

And across
enterprise content



Amazon Q



Glean

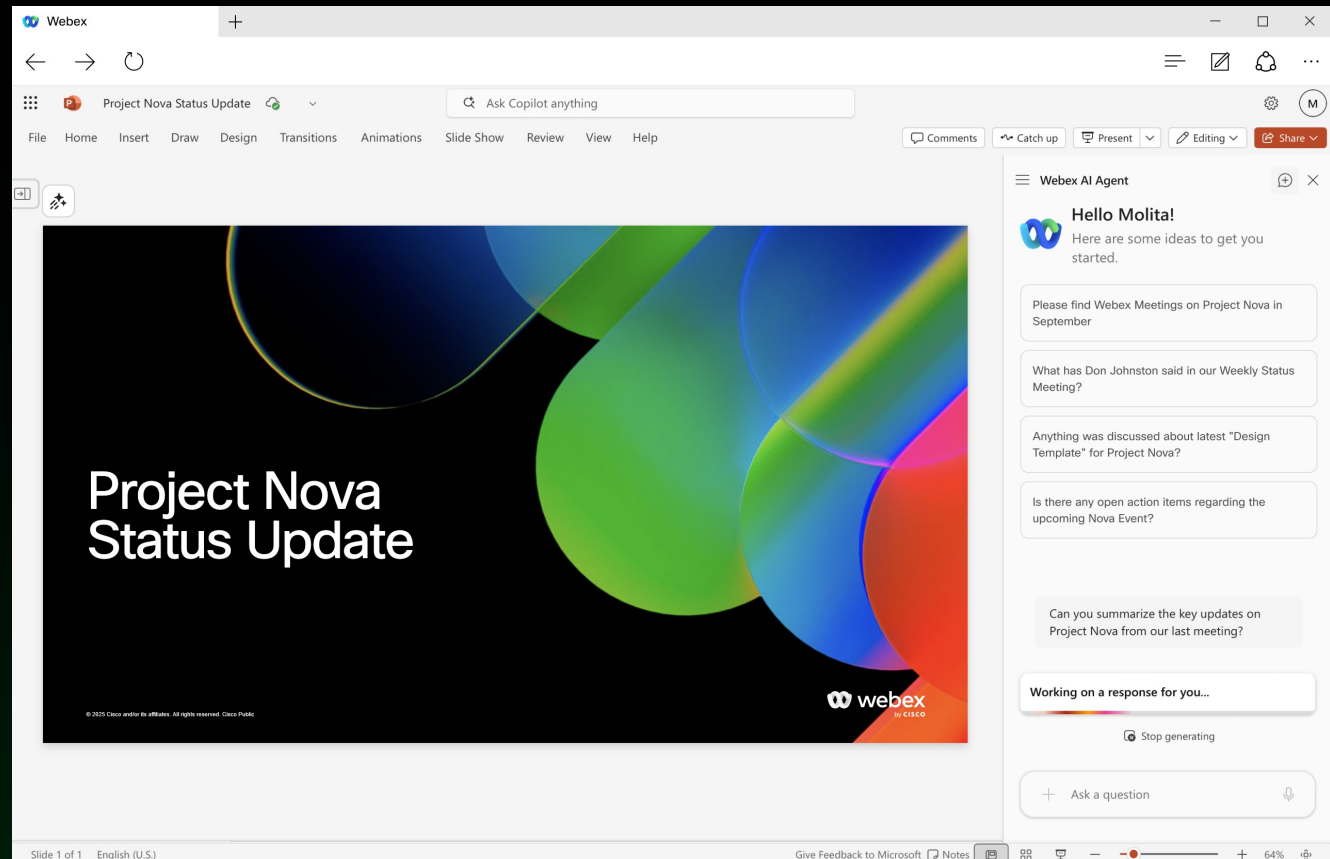


Copilot

INTRODUCING

Copilot integration

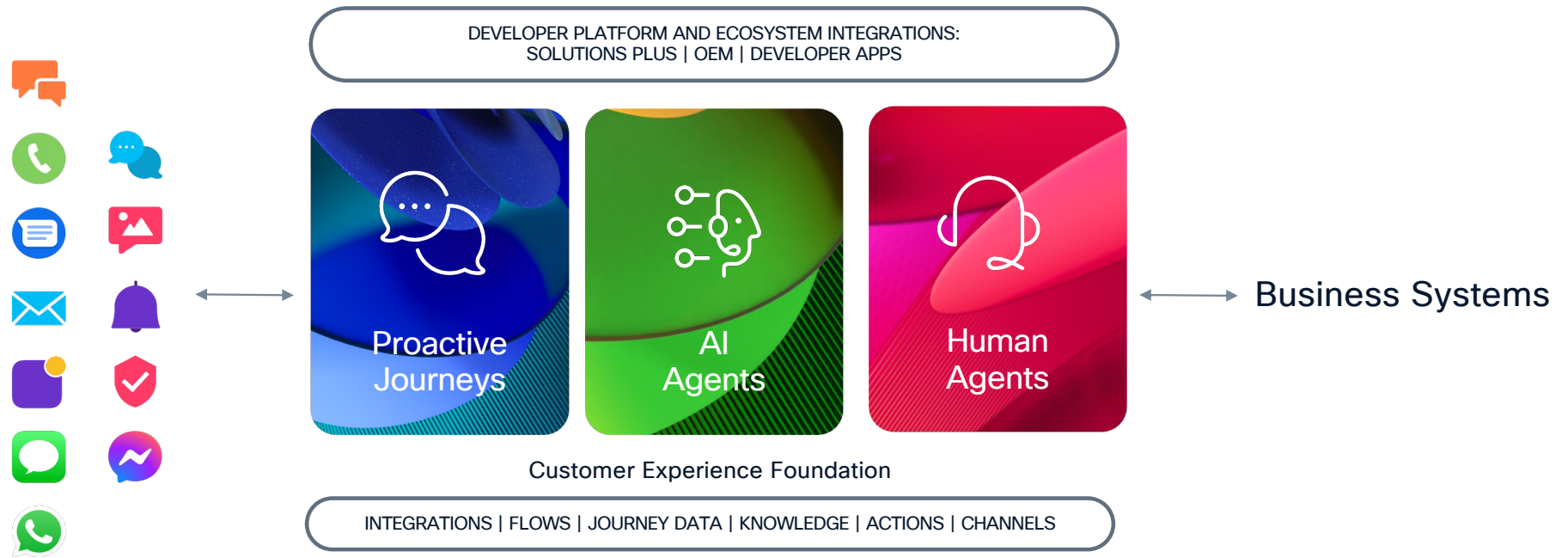
Bi-directional
integration to access
collaboration content
and productivity tools



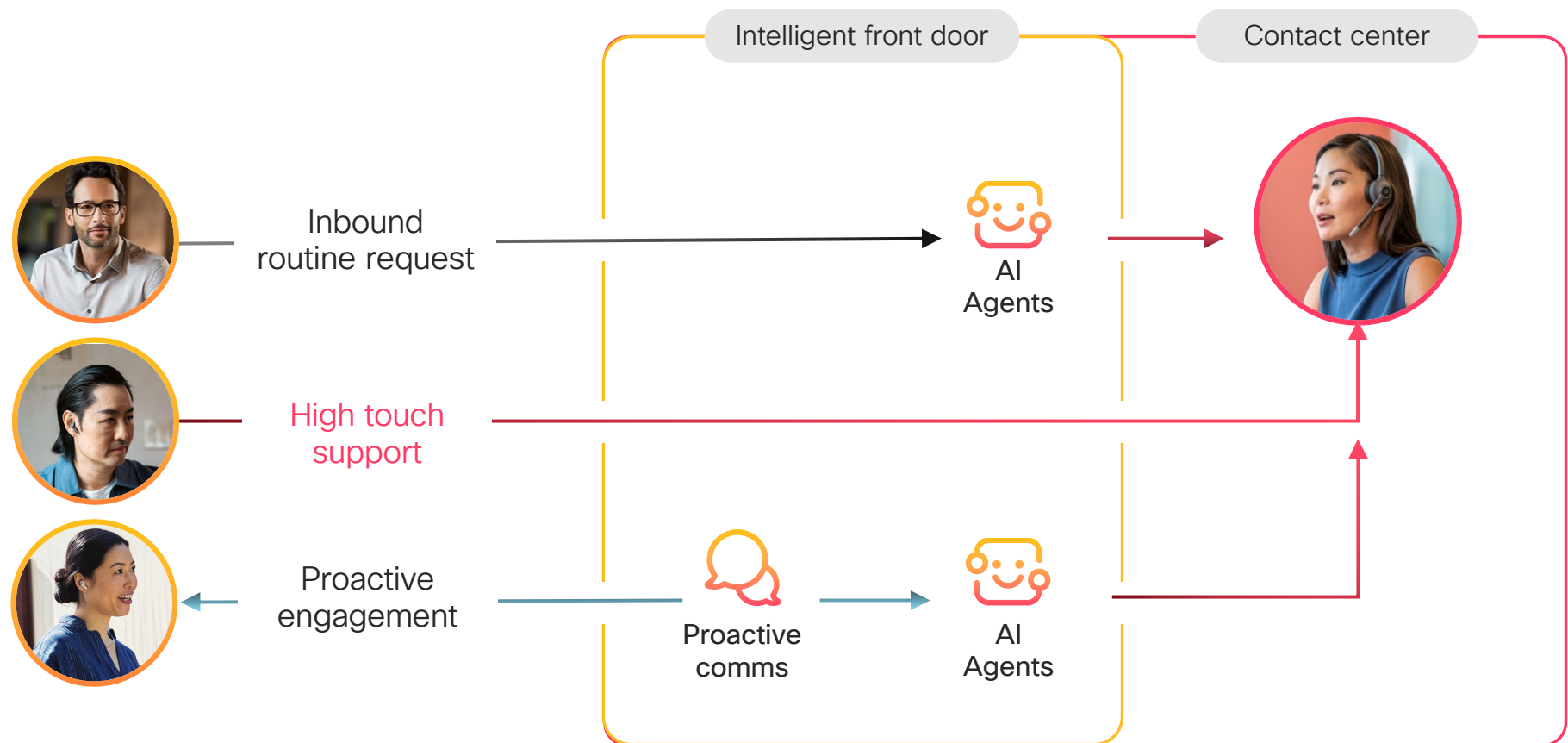
Customer Experience



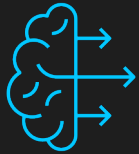
The Webex Customer Experience portfolio



Build an intelligent front door to the contact center



To stay relevant, companies must:



- ***Reimagine CX with AI at the core***
- Shifting from reactive service to proactive engagement



- ***Invest in data and integration***
- Ensuring AI has the context to drive personalization & insights



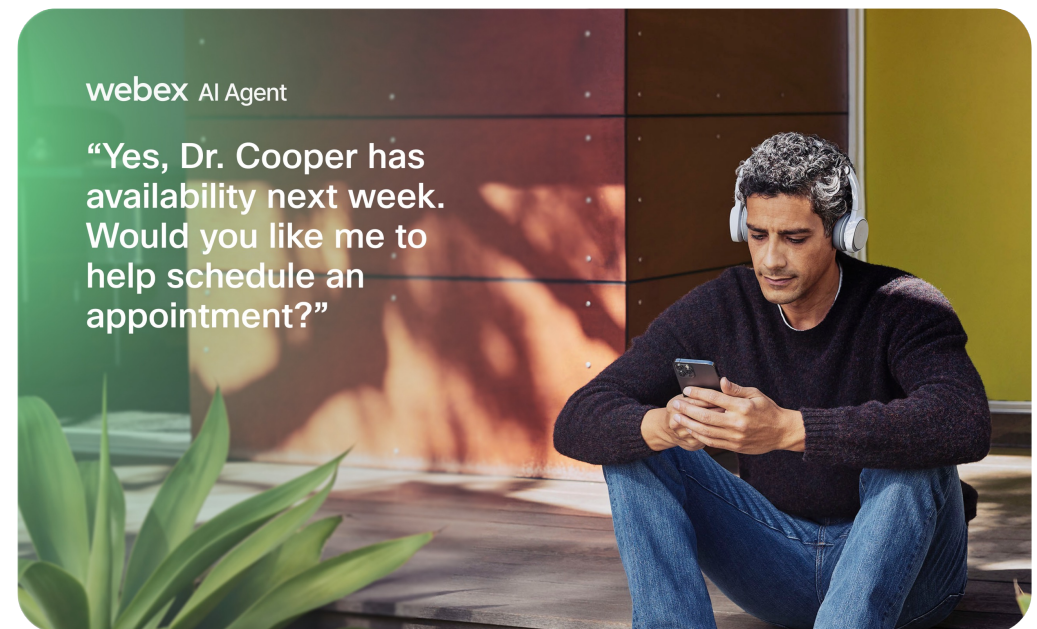
- ***Empower your employees***
- Using AI as a front door, to assist agents to deliver



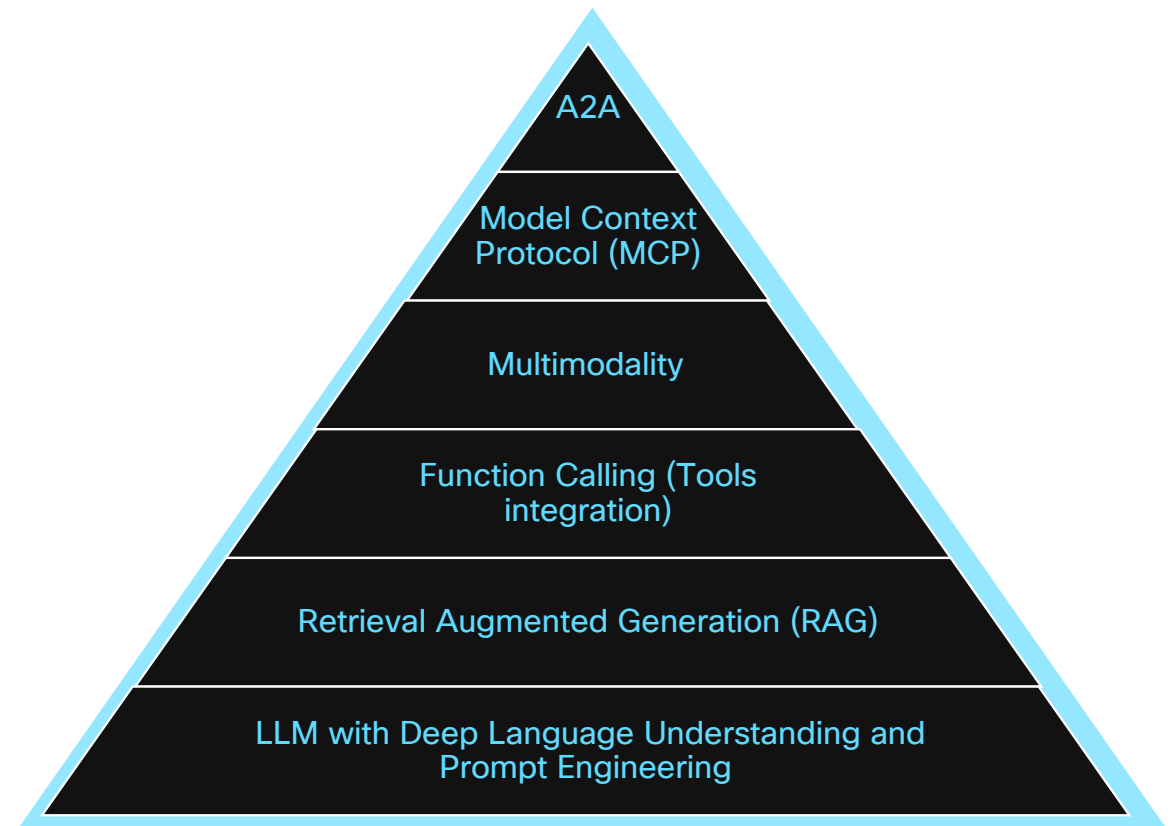
- ***Start experimenting now***
- Pilot AI in targeted workflows, measure value, and scale fast

AI Agents – powering human-like interactions

- | Autonomous & scripted agents across voice & digital
- | Thinking & conversing in 10+ languages
- | Easy to build & deploy, with low-code/no code tooling
- | Taking actions & collaborating with other agents
- | Seamless hand-offs to human agents when needed
- | Secured by guardrails to keep users & data safe



Tech behind AI Agents



INTRODUCING

New *enhancements* for Webex AI Agent

50+

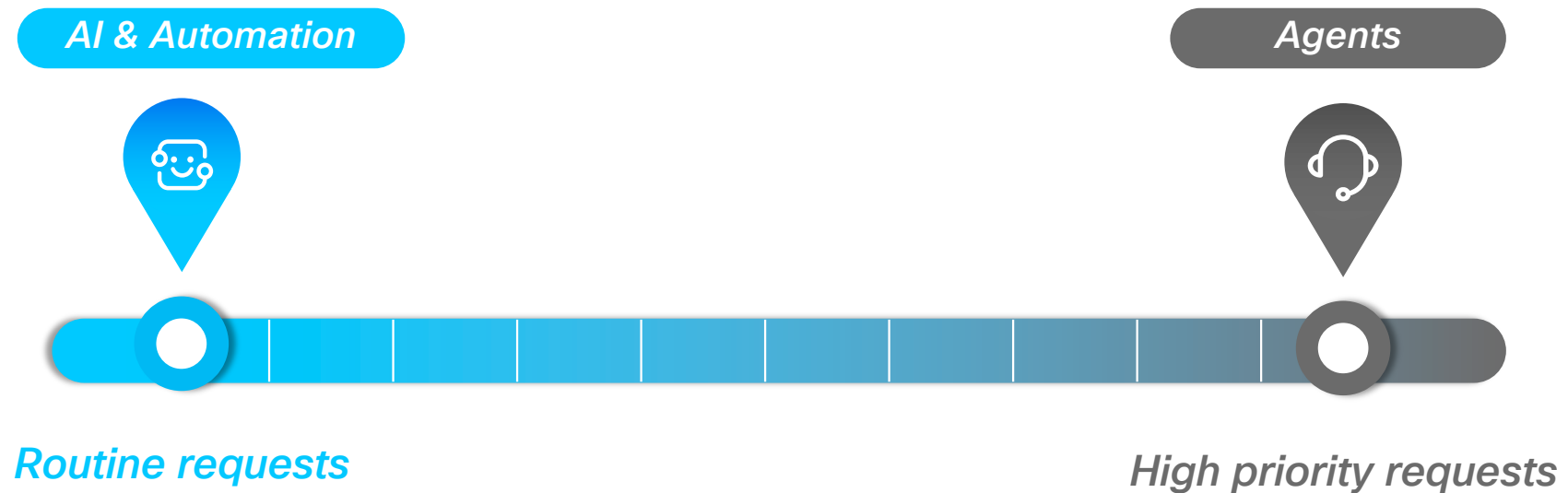
Languages for
global reach

Beta
Q4 CY25

Expanded integrations
through
A2A & MCP

Generally Available
Q1 CY26

Human agents are more important than ever



Where agents spend their time today



Agent Activities

15-20%

Looking up
information

10-15%

Form filling &
record updates

10-15%

Understanding
customer context

10%

Transfers / escalations
/ consults

10-15%

Post-call activities
(ACW)

2-5%

Wellbeing & self
development

Reclaim time for your agents to do what matters

AI can flip the balance



of agent time goes to high-value
human connection and growth

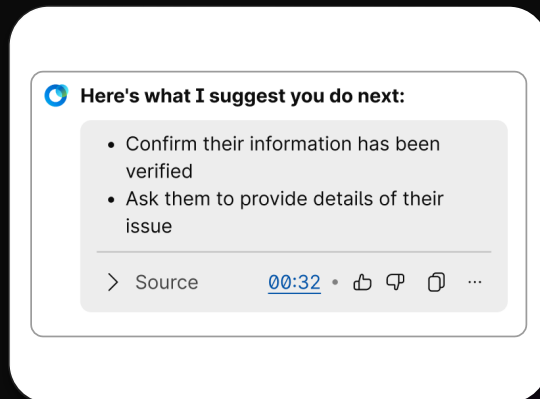
Today Future

Agent time spent
on operations

Agent time spent
with customers

AI frees up agents to focus on
what only humans can deliver

3 key roles to support your agents

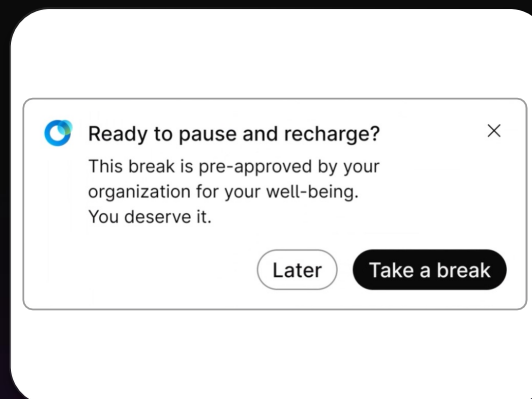


Here's what I suggest you do next:

- Confirm their information has been verified
- Ask them to provide details of their issue

> Source [00:32](#) • 👍 🗨 📄 ...

Personal assistant

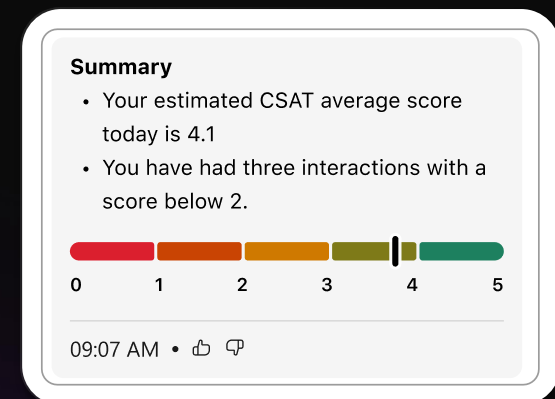


Ready to pause and recharge? ✕

This break is pre-approved by your organization for your well-being. You deserve it.

Later Take a break

Wellness coach



Summary

- Your estimated CSAT average score today is 4.1
- You have had three interactions with a score below 2.

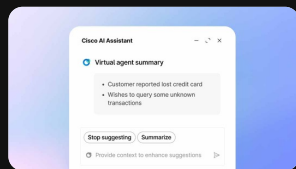
0 1 2 3 4 5

09:07 AM • 👍 🗨

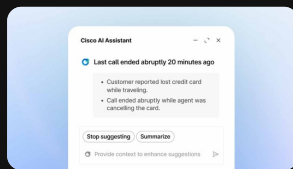
Self-development coach



AI support at every touchpoint



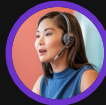
AI Agent context transfer summary



Dropped call summaries

Pre-call

Greeting



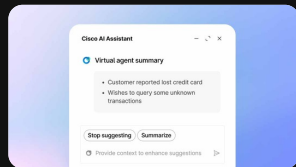
Agents



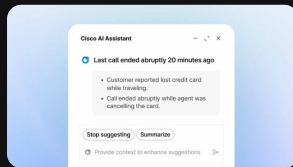
Customers



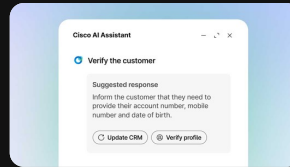
AI support at every touchpoint



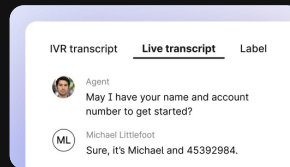
AI Agent context transfer summary



Dropped call summaries



Suggested Responses



Real time transcription

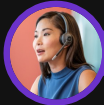
Pre-call

Greeting

Conversation



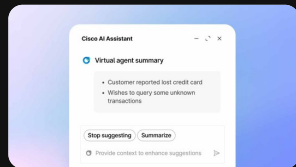
Customers



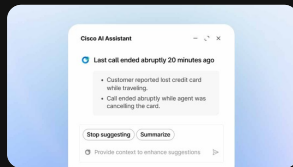
Agents



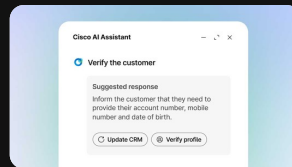
AI support at every touchpoint



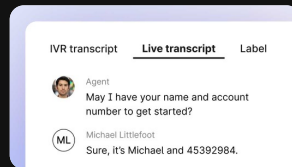
AI Agent context transfer summary



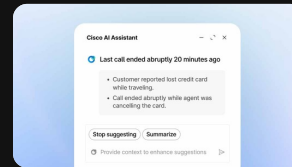
Dropped call summaries



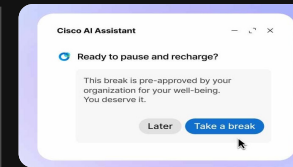
Suggested Responses



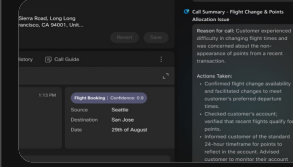
Real time transcription



Consult/Transfer Summary



Agent Wellness Breaks



Wrap up summaries & wrap up codes

Pre-call

Greeting

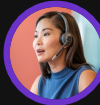
Conversation

During call

Post-call work



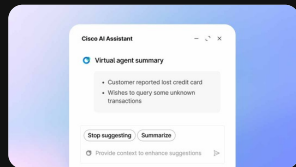
Customers



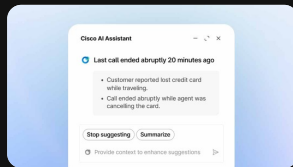
Agents



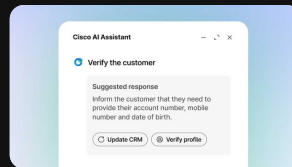
AI support at every touchpoint



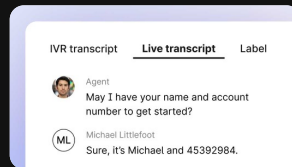
AI Agent context transfer summary



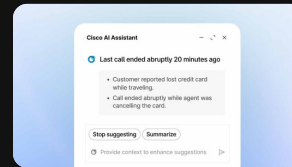
Dropped call summaries



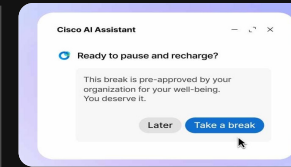
Suggested Responses



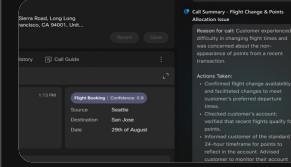
Real time transcription



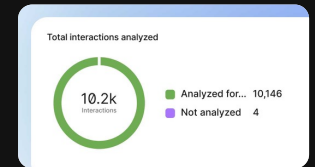
Consult/Transfer Summary



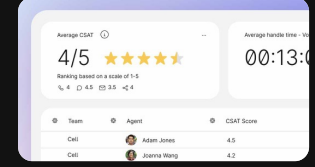
Agent Wellness Breaks



Wrap up summaries & wrap up codes



Topic Analytics



Auto CSAT (voice) and Coaching Highlights

Pre-call

Greeting

Conversation

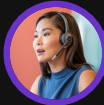
During call

Post-call work

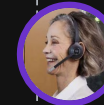
Post-call analytics



Customers



Agents



Supervisors

WebexOne 25 News

Webex Suite	Customer Experience	Cisco Devices	Platform/IT
<ul style="list-style-type: none">• Task Agent• 3D Model Collaboration for Apple Vision Pro• AI-Powered Search• AI Speech Translation• Notetaker• Meeting Scheduler• Webex Meeting Survivability• Security and Control	<ul style="list-style-type: none">• Webex AI Quality Management• Webex AI Agent• Webex AI Agent: MCP Support• Webex AI Agent: Multi-Agent Design Pattern• Webex Contact Center for Salesforce• AI and digital capabilities available for Contact Center Enterprise• Webex Contact Center integration with Epic Systems• Webex Campaign Management for Webex Contact Center	<ul style="list-style-type: none">• RoomOS 26• Cisco Room Vision PTZ• Cisco Desk Phone 9811• Zoom Meetings for Cisco Rooms• Workspace Advisor• Dynamic mode, directed by AI• Audio zones for Ceiling Microphone Pro	<ul style="list-style-type: none">• AI Canvas• AI Capabilities in Control Hub• Smart Diagnostics• AI Assistant for Control Hub• Role-Based Access Control for Webex Suite, Devices and Contact Center

Odkazy na videa v prezentaci

- Audio exclusion zones:
<https://www.facebook.com/reel/833426572706644>
- Director for Cinematic Meetings:
<https://www.facebook.com/reel/24760211256967470>
- Room Vision PTZ camera PresenterTrack:
<https://www.facebook.com/reel/1368313341533028>

Děkuji za pozornost

