Enabling Workspace Transformation

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Agenda

• Workspace Evolution
• Technology enabling the new Workspace
• The Transformation Process….
  • Architecture
  • Proof of Concept / Trials
Workplace Innovation Megatrends

User Experience

Customer Experience

Mobility

Hybrid Cloud

HyperLocation

AI & Automation

Visibility & Analytics
Workspace Evolution
Activity-based Working (ABW) Workspaces Aligned to Activities
Synergy

People

Technology

Physical Space
Most of us work in teams
What do these teams need to do?

- Converse
- Meet
- Create, Co-Creat and Share
- Recall
- Service
Teaming

Your Project

Documents Files Assets

Messaging Chat Conversations

Calling Audio Video

Meetings Ad-hoc & Scheduled Face to Face

Document creation White boarding Co-creation

People Team Members External Ecosystem

Supply Chain

Operations

Marketing

Sales

Business Partner

Marketing Agency

External
Redesigning the Office Workspaces

Common Spaces

Collaboration Spaces

Now need Activity Designed Spaces

Touch down / focused spaces
Bring People, Space, and Technology Together to Align Workspaces with Work Activities

Concentrate

Collaborate

Co-Creation

Training
The New Workplace

- Touchdown
- Quiet Room
- eCafe
- Creativity Zones
- Post Office
- Co-Creation Rooms
- A/V Privacy Room
- Meeting Spaces
- Storage
- Open Adhoc Meeting Areas
- Focused Work Areas
Technology enabling the new Workplace
A virtual and physical workspace for radically better teamwork

Before

During

After

Team Tools

White Board
Meetings by WebEx
Video

Messaging
Assistant
3rd Party Apps

better user experience

AI
increased productivity
AI building blocks for team workspaces

- Machine intelligence
- Hardware with AI engine
- Speech & face recognition
- Object & noise detection
- Cognitive collaboration
- Conversational AI
- Natural language processing
- Full portfolio with the AI experience
Workplace Endpoints built on a powerful AI platform for machine learning and deep learning

NVIDIA Jetson  The same electronics engine powering self-driving cars
AI-powered workspace and collaboration

Spark Assistant (April)
Face recognition (roadmap)
In-room analytics

Noise suppression (1H CY18)
Speaker tracking
Best view
Bots
The room is empty and the system is in standby.
Anna enters the room and is greeted half-wake.
Where do I start to interact?

The screen transitions automatically

Half-wake guidance
What can I do?

Anna touches the touch panel and the system goes into a brighter state

Awake
When Anna opens an activity, she will get tips on what to do next.

Contextual guidance

How can I do this?
AI that detects you
AI that sees you

John
Addy
Rui
Andre
Alicia
Dyan
Blending physical and virtual experiences
More intelligence and usability to any space, every interaction

- Physical
- Virtual

Occupancy Rate: 40%
Meeting Rate:

See who’s paired to a device in a room
Automatic pairing
Remote users know who is in room besides viewing
Great for all meetings, especially mixed users (audio only, web only etc)
Easy Guest access
Spark Assistant

Built with

- Speech recognition from MindMeld
- Natural language understanding from MindMeld
- Question answering from MindMeld
- Machine learning from MindMeld
- Dialog management from MindMeld

“Hey Spark”
We’ve started the AI journey
Vision to transform teamwork and collaboration

1. Command and control
   Join the meeting.

2. Natural language understanding
   Remind Sam to send the presentation to the team.

3. Semantic understanding with domain expertise
   Here’s a summary of your meeting.

4. Intelligent team member
   I made this chart to help with your decision.

5. Team and strategic intelligence
   Adding Sarah to your team will increase your probability of delivering on time.
How to get there?

Architecture
Hybrid Services
Proof of Concept
Architecture for Workspace Transformation
Cisco Spark Hybrid Services

Hybrid Call Service

Hybrid Calendar Service

Hybrid Directory Service

Hybrid Media Service

Hybrid Security and Compliance

Connecting on-premises and cloud / mobile services
Hybrid Services Requirements

- **Cisco Expressway Call Connector**
  - Cisco Expressway x8.9*, x8.10.3
  - CUCM 10.5(2)SU5 or Cisco HCS 10.6 and above

- **Cisco Expressway Calendar Connector**
  - Cisco Expressway x8.9*, x8.10.3
  - Exchange 2010*, 2013, 2016, Office 365

- **Directory Connector**
  - Installed on Windows Domain Server (2003, 2008 R2 or 2012, 2016) with admin user privileges

**Hybrid Call Service**
- Cisco Expressway x8.9*, x8.10.3
- CUCM 10.5(2)SU5 or Cisco HCS 10.6 and above

**Hybrid Calendar Service**
- Cisco Expressway x8.9*, x8.10.3
- Exchange 2010*, 2013, 2016, Office 365

**Hybrid Media Service**
- Installed on Windows Domain Server (2003, 2008 R2 or 2012, 2016) with admin user privileges

**Hybrid Directory Service**
Cloud Collaboration Management Portal

- Automated provisioning
- License management
- Device management
- Hybrid Services

Usage reports and analytics
- Service monitoring & support
- Org and User Management
- Security & policy management
Setting up a Proof of Concept

- Use Project Workplace / Revit to visualise the technology in your workspace
- Pick a floor / part of floor and user group / and a use case
- Organise Spark trial – clients and endpoints with partner/cisco
- Activation process takes only minutes
- Onboarding guidance for users via sparkbot
Spark Media Test – mediatest.ciscospark.com
Transformation PoC – Adding new device

New Device

What kind of device do you want to set up?
A new device requires a unique activation code to be input during setup. What kind of device do you want to activate?

Desk Phone
e.g. 8845, 8865 or 8800

Room Device
Cisco Spark Board, DX, MX and SX series
## Transformation POC – Generate Activation Code

### Places

<table>
<thead>
<tr>
<th>Name</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vanessa’s Place</td>
<td>Room Device</td>
</tr>
</tbody>
</table>

### Vanessa’s Place

#### Overview

#### Services

- Call
  - Cisco Spark only

#### Devices

Generate an activation code to enable a new device for this place.

If you have lost your code, please generate a new activation code.

[Generate Activation Code](#)
Transformation POC – Activation Code

Activation Code
Share this code with the person setting up the room device belonging to Vanessa's Place, or enter or scan it yourself when prompted by the device.
Once the device has been successfully activated, you will be able to find and configure it in Places or Devices.

7212-2251-2445-3211
Expires May 30, 2017 12:19 PM (EDT)
Download Clients

https://www.ciscospark.com/downloads.html
Client and user Activation