

AI-Powered Experiences

the transformative power of Cisco Collaboration

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Future of collaboration

People & People



Distance Zero

People & AI



Agentic Teammates

AI & AI



Open Ecosystem

Top board level initiatives

CUSTOMER EXPERIENCE

EMPLOYEE EXPERIENCE

Webex Contact Center
& Webex Connect

Webex Suite

Cisco Devices



Artificial Intelligence



Security



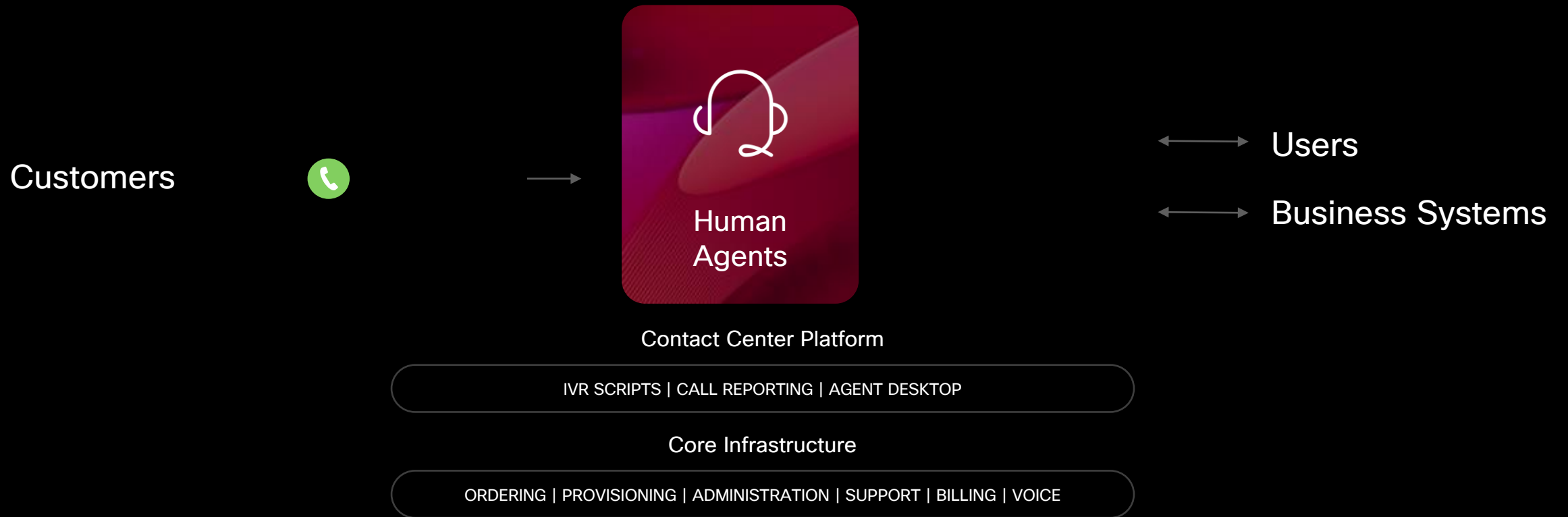
Manageability



Interoperability

AI-POWERED PLATFORM

The Traditional Contact Center is Changing!



Customer Experience leaders have tough decisions to make

Balancing assisted
vs. unassisted

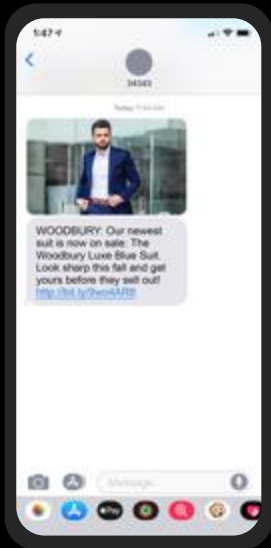
Modernizing
technology

Taking action
with data

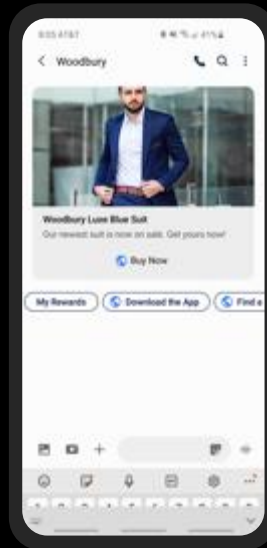
Cisco Customer Experience Platform



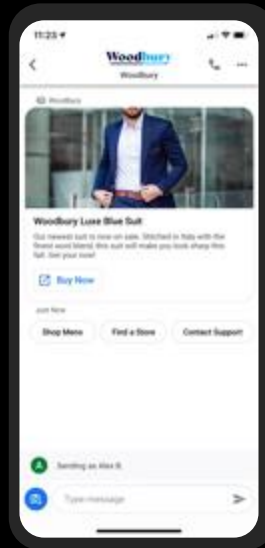
Meeting your customers where they are



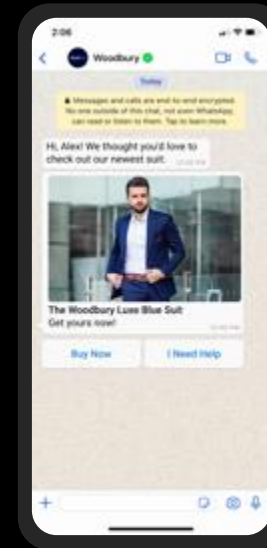
SMS/MMS



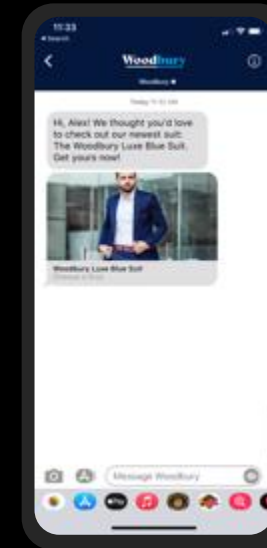
RCS



Google's Business
Messages



WhatsApp



Apple Messages
for Business

...

Communicate like friends and family

Smarter, richer messaging



Branded with your logo, verified with a tick

Increase trust by reassuring members of source



Suggested replies and action buttons

Improve response rates



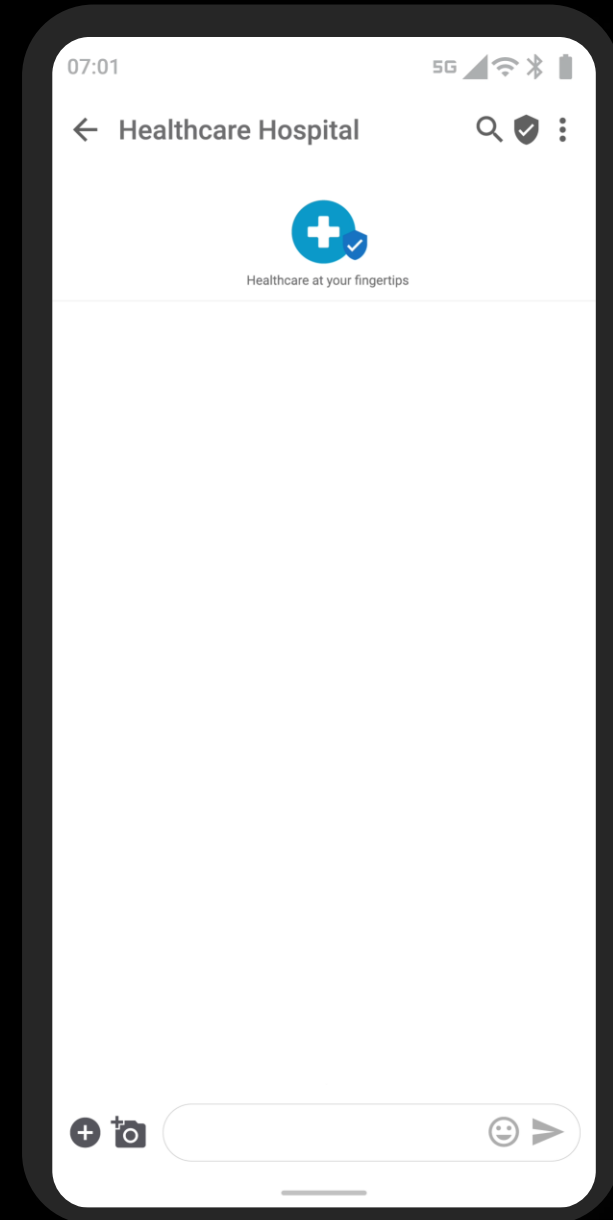
Effortless one click rescheduling

Superior rebooking experience to optimise capacity

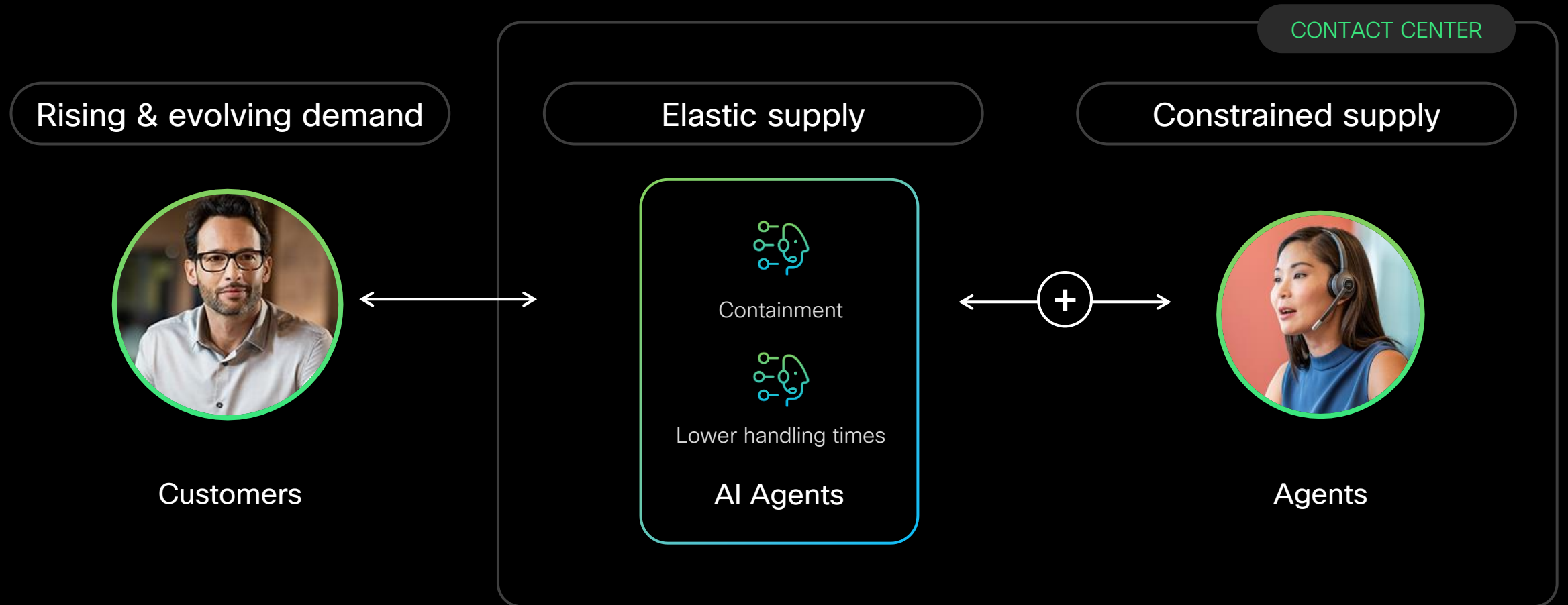


Carousel cards

Improve outcomes with easy access to guidance



AI front door for contact centers



Cisco AI Agent

Powering more human-like interactions
across voice and digital channels

- | Omnichannel, multilingual AI agents
- | Autonomous and scripted modes
- | Fulfill with system integrations
- | Integrate with contact centers



INTRODUCING

New enhancements for Webex AI Agent

50+

Languages for
global reach

Beta
Q4 CY25

Expanded integrations
through
A2A & MCP

Generally Available
Q1 CY26

Cisco AI Agent Studio

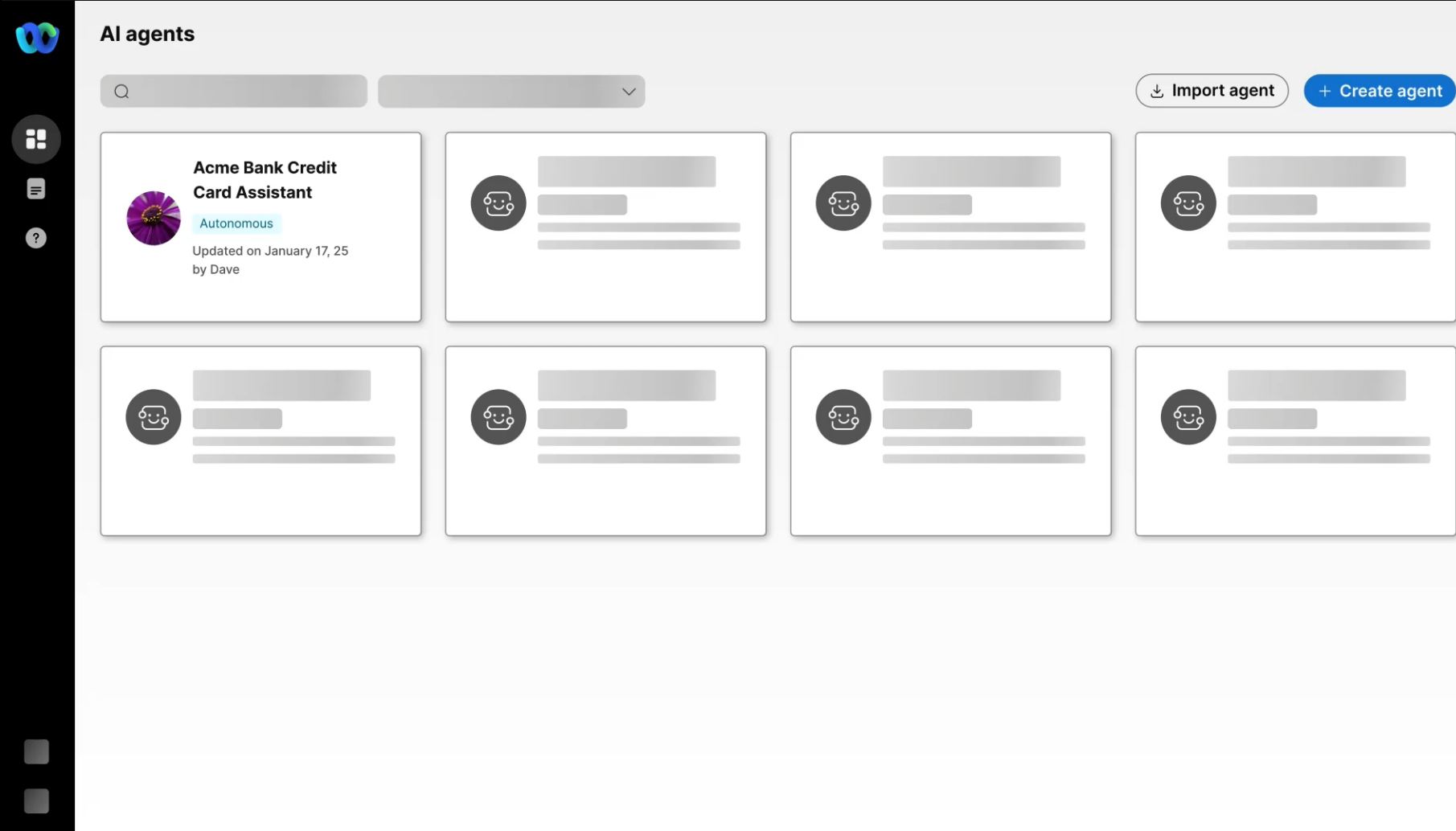
Create Knowledgebases

Set Up Guardrails

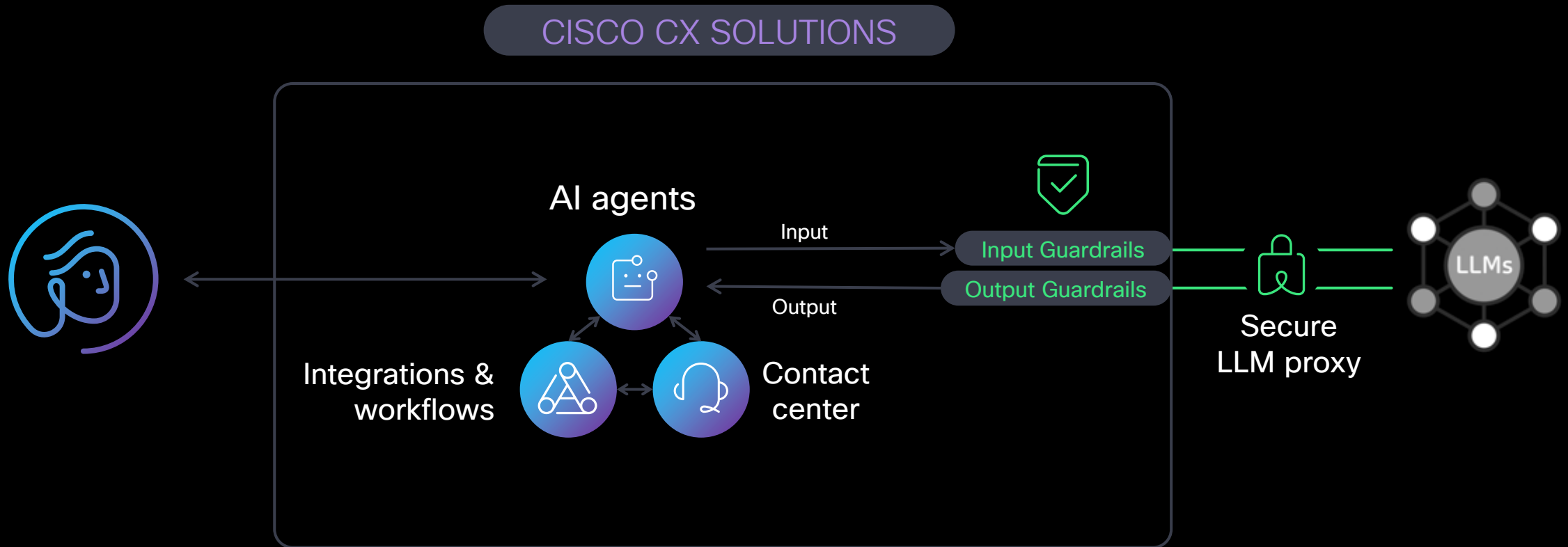
Actions and Scripts

Languages

Preview



Applying a safety and security first approach



Augmentation of the Workforce

Traditional Contact Center



Resource savings through automation of simple, repetitive mass consumer information requests.

Knowledge Center



AI augmented service representatives are equipped with the tools to find information necessary to solve complex problems.

Connected Enterprise

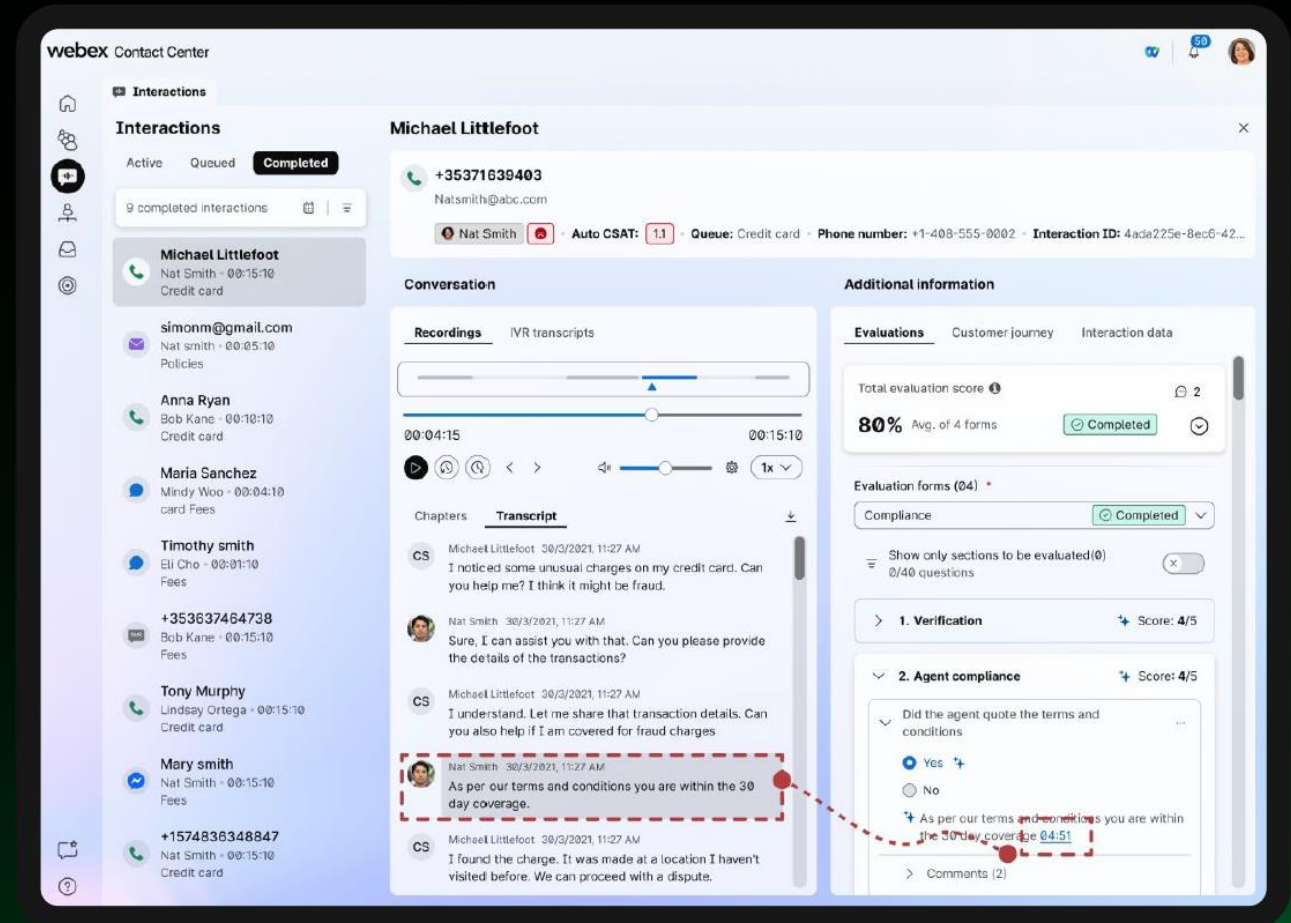


Connecting resources across an entire organization to help engage with customers to build relationships and find innovative solutions.

Artificial Intelligence Adoption Curve

AI Quality Management

Automated monitoring and real-time performance of every interaction across AI and human agents



Native | Modern | Holistic

Top board level initiatives

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Interoperability

AI - POWERED PLATFORM



Webex Suite



Meetings



Messaging



Calling



Webinars



Events



Whiteboarding



Polling



Video Messaging



AI Assistant

New AI Agents for Webex Suite



Notetaker



Polling Agent



Task Agent



Meeting Scheduler



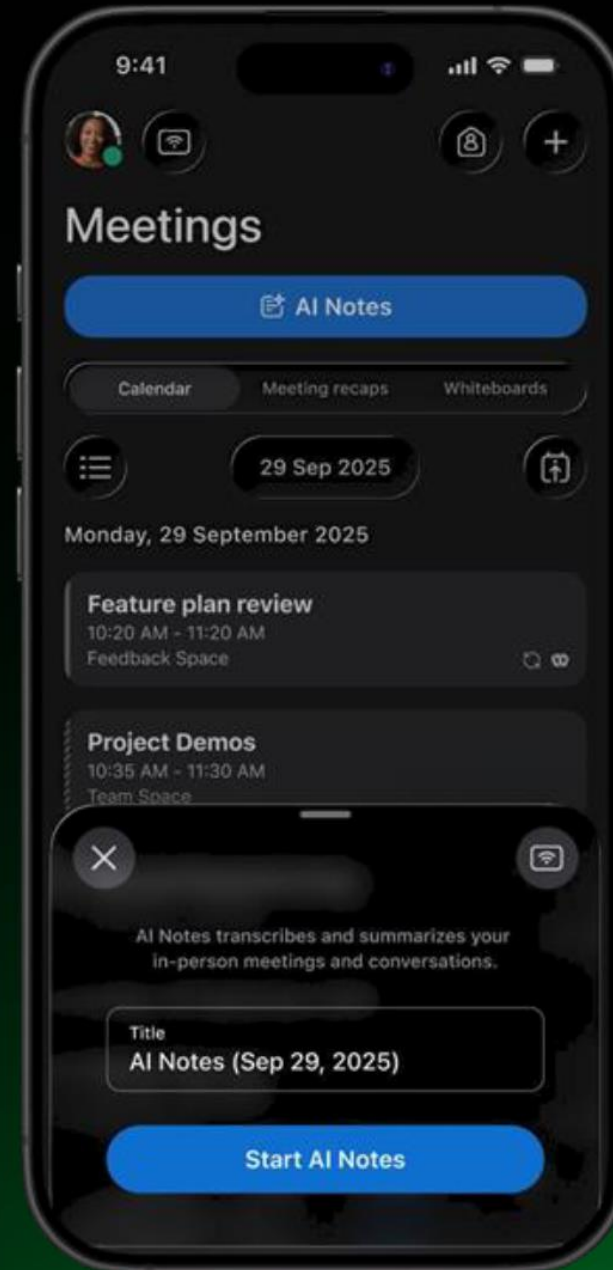
Receptionist

INTRODUCING

Notetaker

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

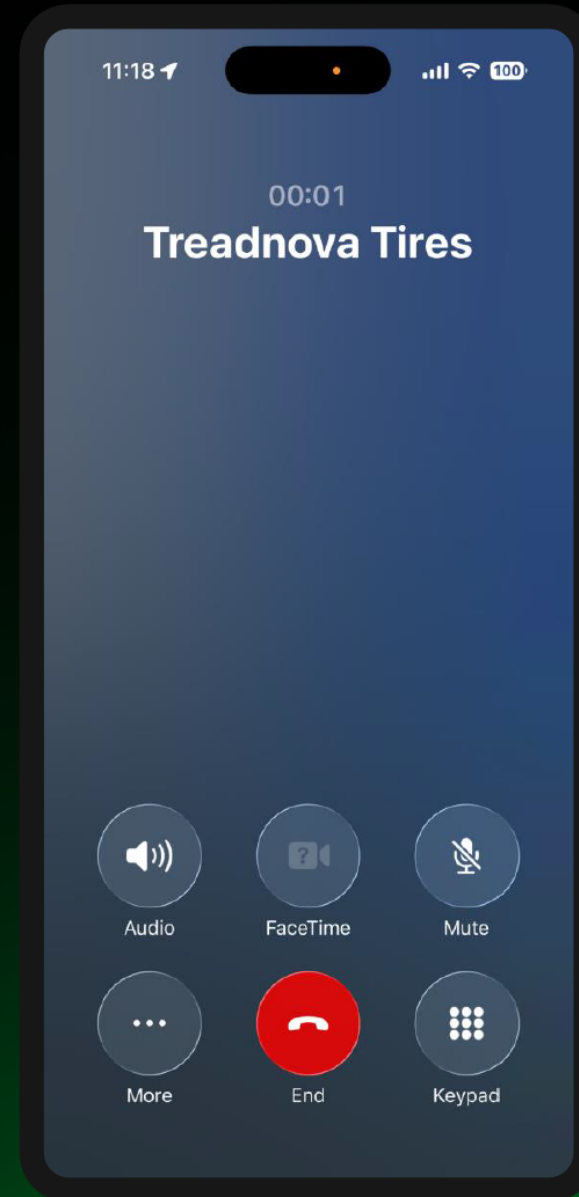
General Availability
Q1 CY26

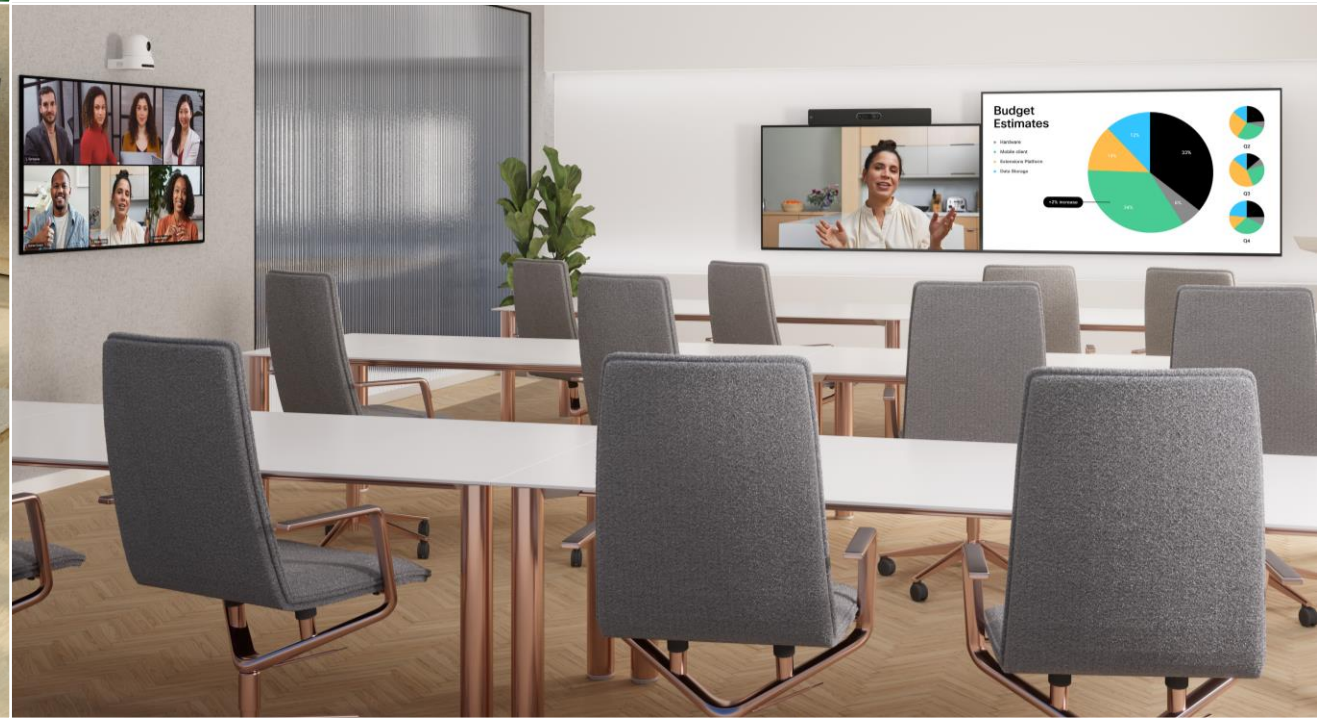


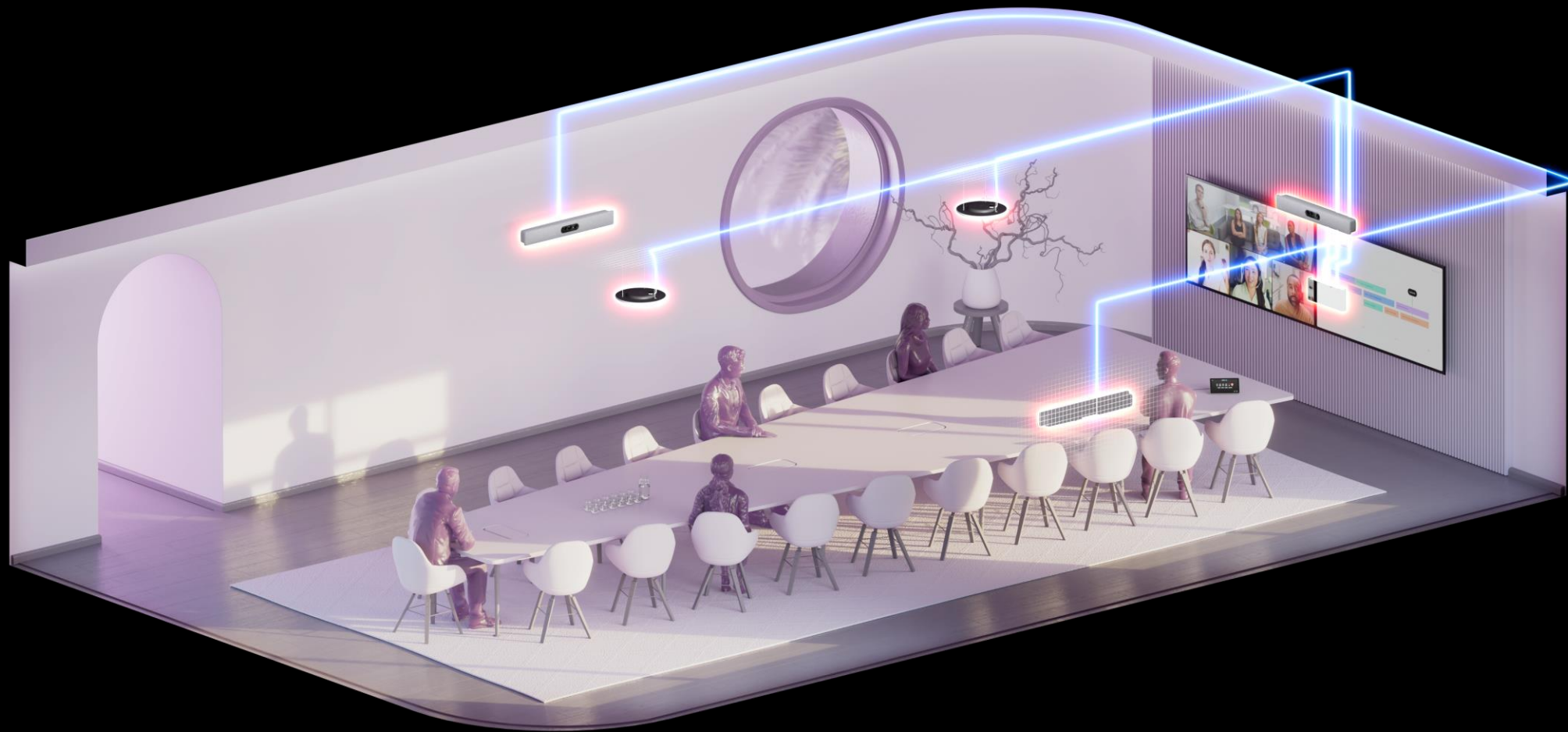
Receptionist

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

Controlled Availability
Q1 CY26







EYES

CAMERA

EARS

MICROPHONE

BRAIN

VIDEO DEVICE



<https://www.youtube.com/watch?v=zlKXRoFkfaU>

Delivering the best cinematic meeting experiences

Meeting zones

Enable distraction-free meetings in glass-walled meeting rooms by only framing and tracking people within predefined perimeters



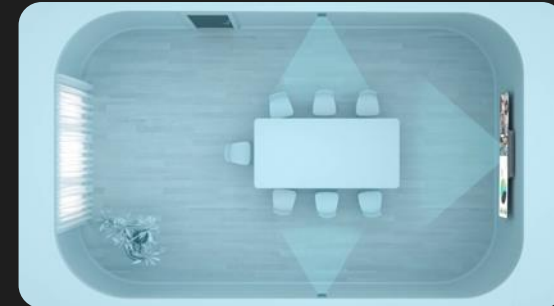
Multi-camera speaker view

Dynamic switching between the built-in camera system and the PTZ 4K Camera for extended reach and high-quality framing



Multi-camera cross-view

Show the best view of in-room participants across the table through adaptive, AI-directed framing for true-to-life meetings.



Presenter & audience view

Run engaging local, remote and hybrid sessions with AI presenter tracking, camera switching and multi-stream video intelligence



Frames & people focus

Ensure everyone is equally seen in the meeting with AI people cropping and augment the experience with intelligent video layouts on Webex



Campfire

Bring an inclusive experience to executive meetings with a purpose-designed setup with multiple codecs, cameras and screens.



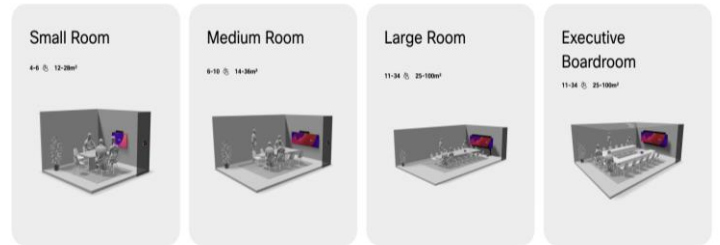
Workspace Designer

Take meeting rooms from
inspiration to reality



[Workspace Designer Tool - Link](#)

Design your meeting room



Find the perfect meeting room setup catered for your real estate budget.

Medium room 10 people 17'5" x 20'4"

Tips

Share



Change view

Summary

Room size
W: 17'5", L: 20'4", H: 8'6"

Table Shape and Size
Tapered, 10 Seats

Collaboration device
Room Bar Pro

Screens
2 x 60" Camera above

Microphones
3 x Table Microphone Pro

Software Experience
Cisco Rooms

Blueprint



<https://www.youtube.com/watch?v=Kl2j69Ybj6A>

RoomOS 26 new capabilities



Evolved Momentum
Design



Audio Zones



Network Defined Rooms



Microsoft Developer
Ecosystem Platform



Notetaker



Workspace Advisor



Director

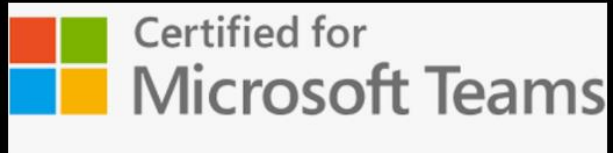
...and more

Easily join any meeting with one-button-to-push

RoomOS: open & extensible to support how you work



A complete portfolio of devices for Microsoft Teams



Room Navigator



Desk Pro



Board Pro 55/75 G2



Room Kit EQX



Room Bar



Room Bar Pro



Room Kit EQ



Room Kit Pro



Desk Camera
4K



Headset 320
Series



Headset 720
Series



Bang & Olufsen
Cisco 950

Single pane of glass for IT

Control Hub



Onboarding and entitlement



Workspace intelligence



Agnostic troubleshooting and alerts



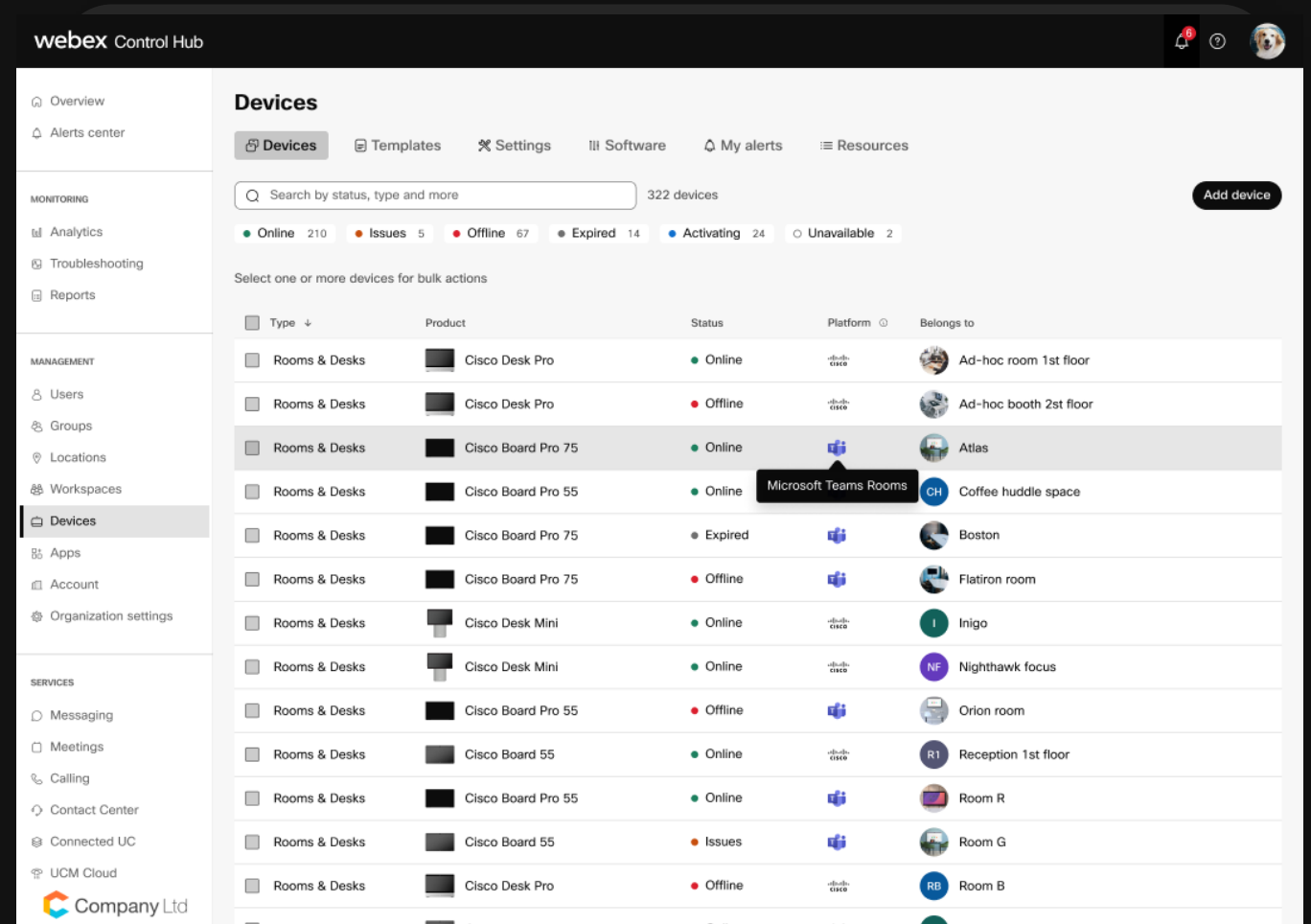
Inventory and configurations



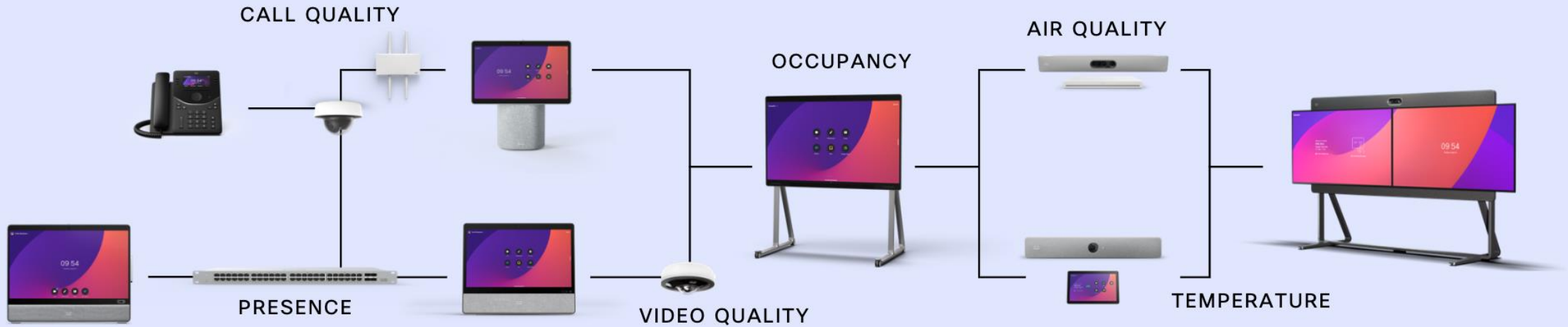
Software management



Extensible API for integration to other workspace management tools



Collaboration devices are sensors on the **network**



SMART Office powered by IoT



Meraki Cameras
Floor occupancy
(macro floor plate loading)



Cisco Wi-Fi Access Points

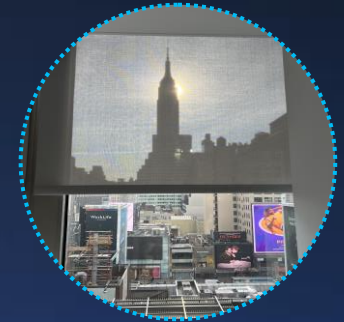
People count, people's physical location to track their journey through the office



Air Quality
Moxia sensors for true air quality / CO2, temperature, humidity, VOC



Occupancy
Moxia sensors for people count



Shading
Mecho shading sensors for Lux level to help maximize daylight and manage visual comfort & heat load



Webex Room Devices
People count, Ambient Noise



Webex Navigator
Temperature, Humidity, VOC (volatile organic compounds)



Smart buildings cloud platform that ingests & consolidates the "data exhaust" from these various sensors



Thank You