

CISCO *Live!*

GO BEYOND

#CiscoLiveAPJC



Webex Platform Capabilities

Discover the latest features and enhancements designed to elevate your collaboration experience to new heights

Nicholas Lee, Solutions Engineer
@X nicholaslww
BRKCOL-1534



#CiscoLiveAPJC

Cisco Webex App

Questions?

Use Cisco Webex App to chat with the speaker after the session

How

- 1 Find this session in the Cisco Live Mobile App
- 2 Click “Join the Discussion”
- 3 Install the Webex App or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

Webex spaces will be moderated by the speaker until November 15, 2024.



<https://ciscolive.ciscoevents.com/ciscolivebot/#BRKCOL-1534>

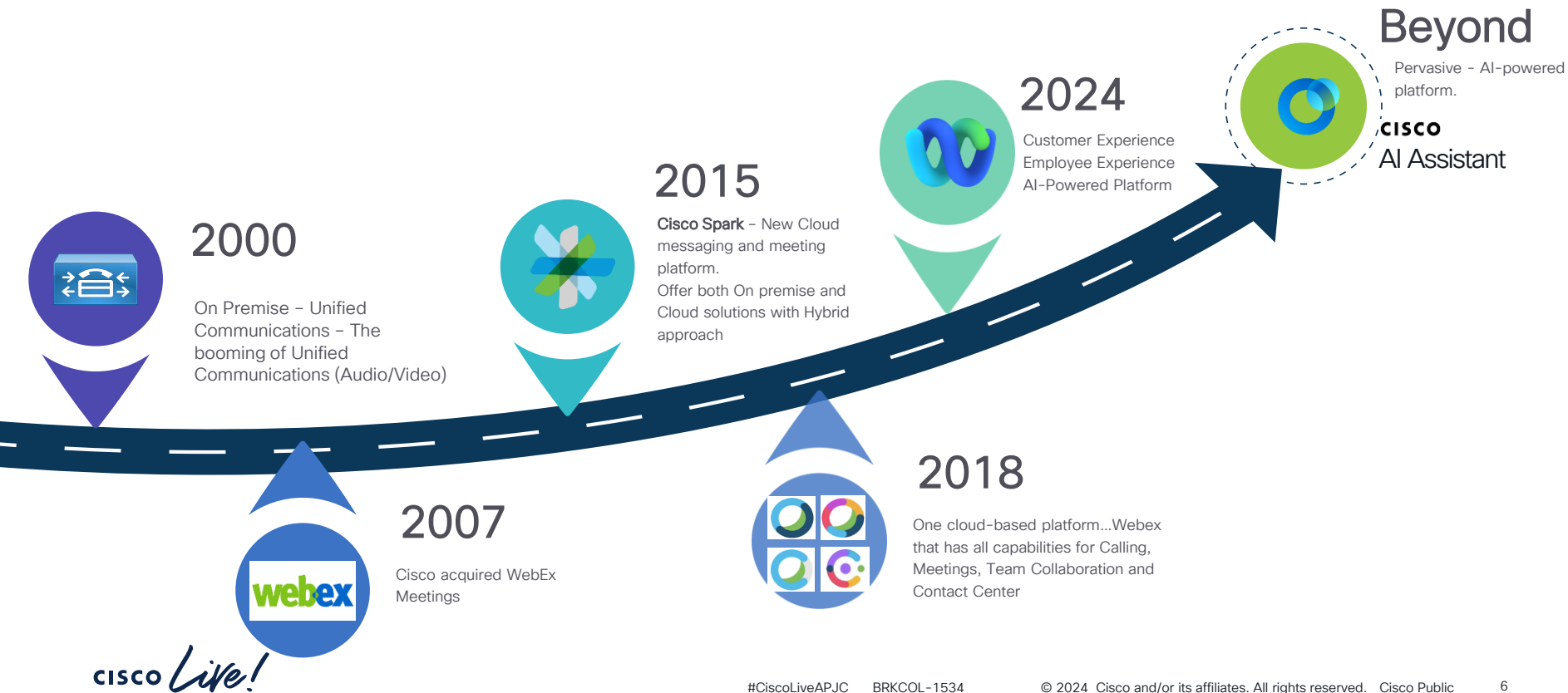




Transformation

Source: <https://pxhere.com/en/photo/575382>

Journey of Webex platform transformation



Webex platform

CUSTOMER EXPERIENCE

EMPLOYEE EXPERIENCE



Webex Contact Center



Webex Suite



Cisco Devices



Artificial Intelligence



Security



Manageability



Interoperability



AI-POWERED PLATFORM

Purpose built Webex suite platform



Meetings



Messaging



Calling



Whiteboarding



Webinars



Events



Polling



Video Messaging

+ Future offerings

Webex Platform

AI-Powered, Security, Manageability, Sustainability

AI-powered self-learning contact center



Outbound &
proactive
communications



AI-driven
omnichannel



Digital
engagement &
self-service



Agent
engagement



Reporting
& analytics



Journey &
experience
management



Workforce
Optimization



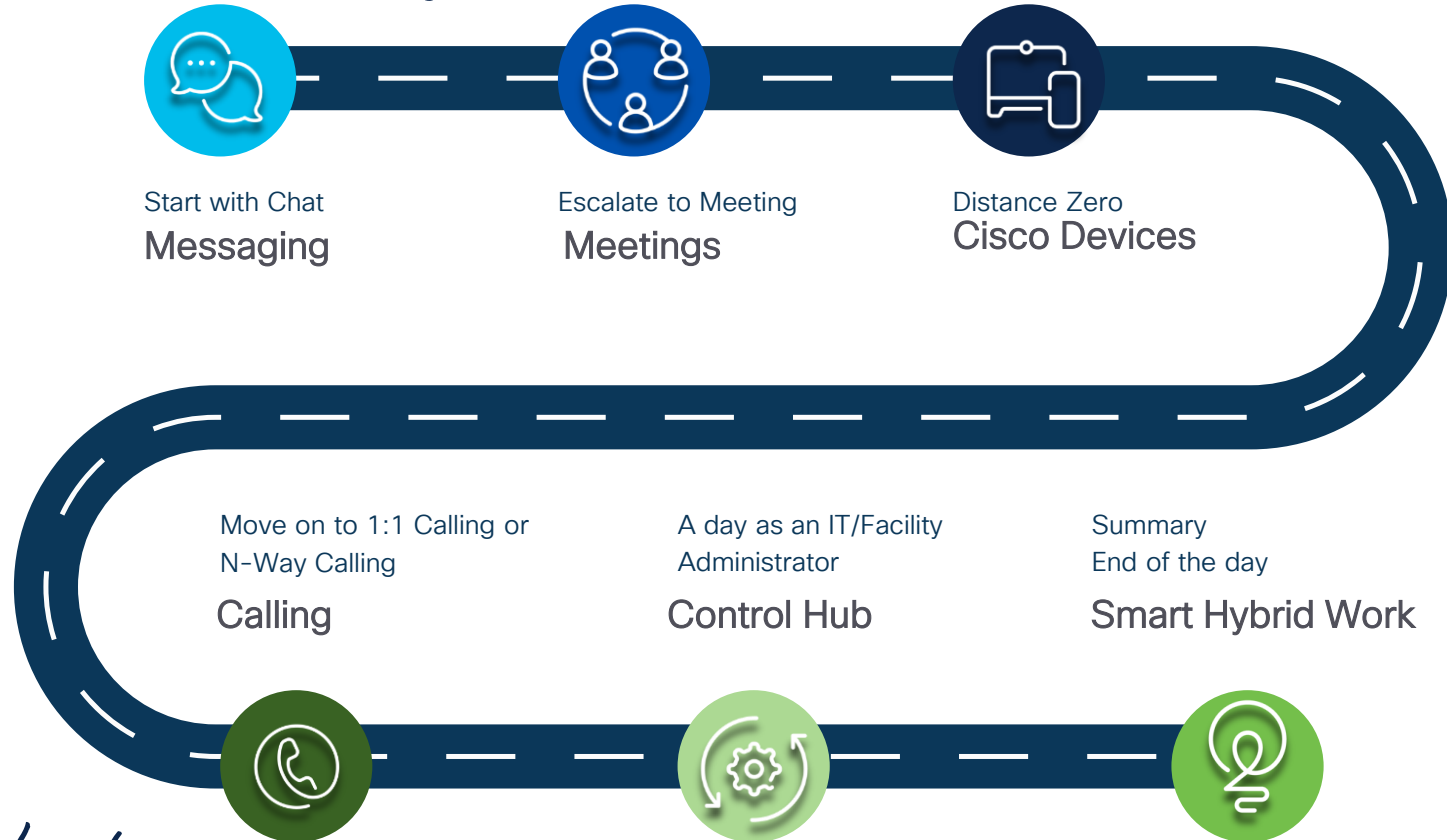
Webex Platform

AI-powered self-learning Contact Center

To learn more...

ID	Title	Date	Time
BRKCCT-2526	Overview of the Digital Customer Experience	Monday, Nov 11	03:15 PM
BRKCCT-2522	Architecting AI-delivered customer experiences with Webex Contact Center	Tuesday, Nov 12	04:15 PM

Agenda - A day in a life with Webex platform



Webex Architecture

Original Architecture

We went from this...



Independent services with separate platforms, infrastructure and deployment processes

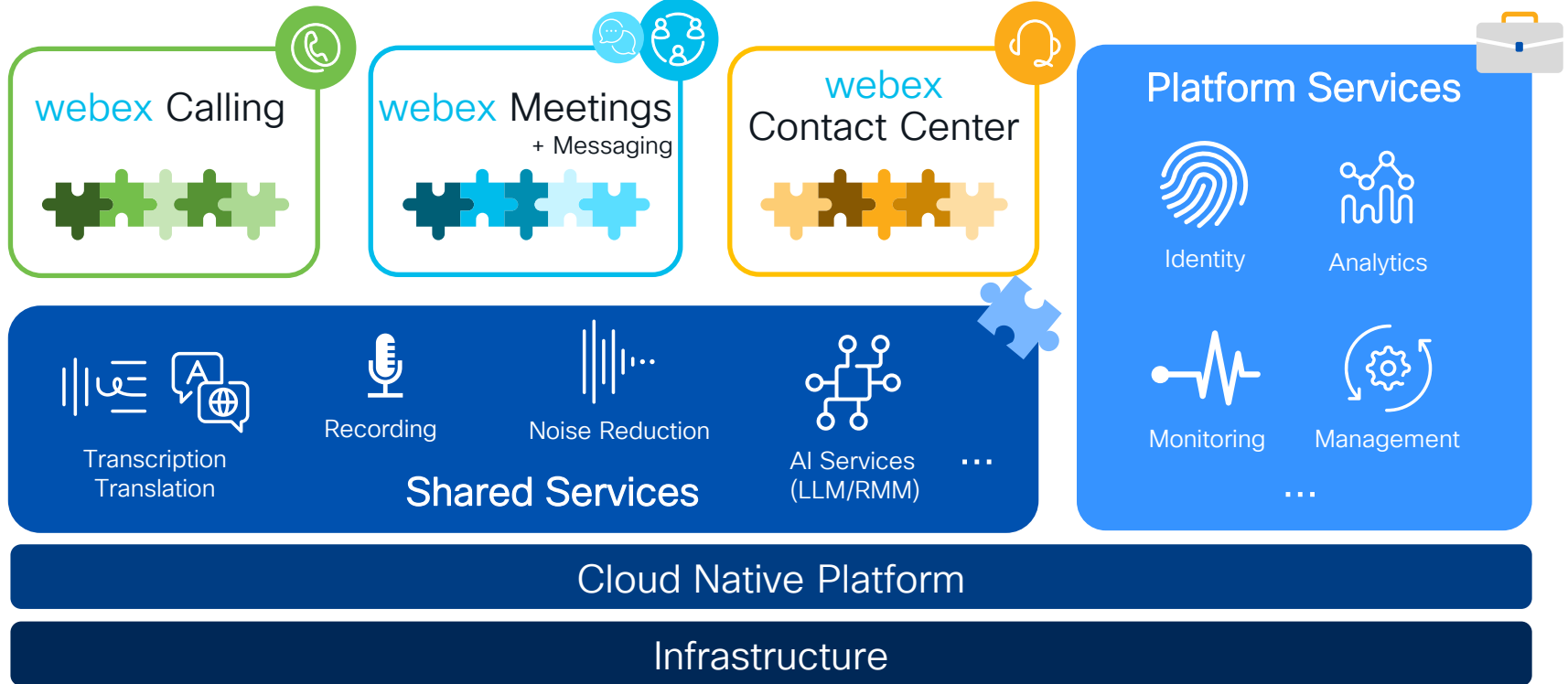
Converged Architecture

... to this



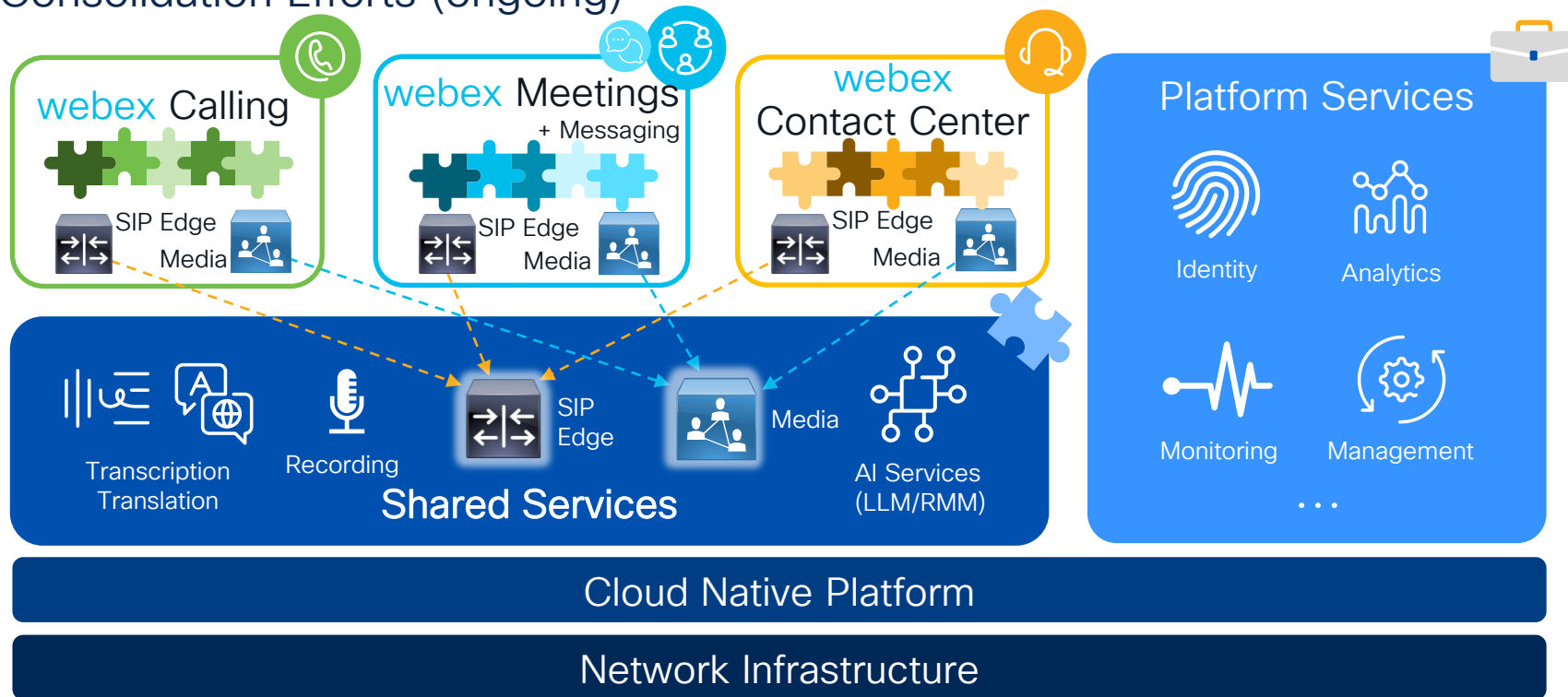
Common platform, infrastructure and deployment processes
+ Shared services and components

Platform & Shared Services

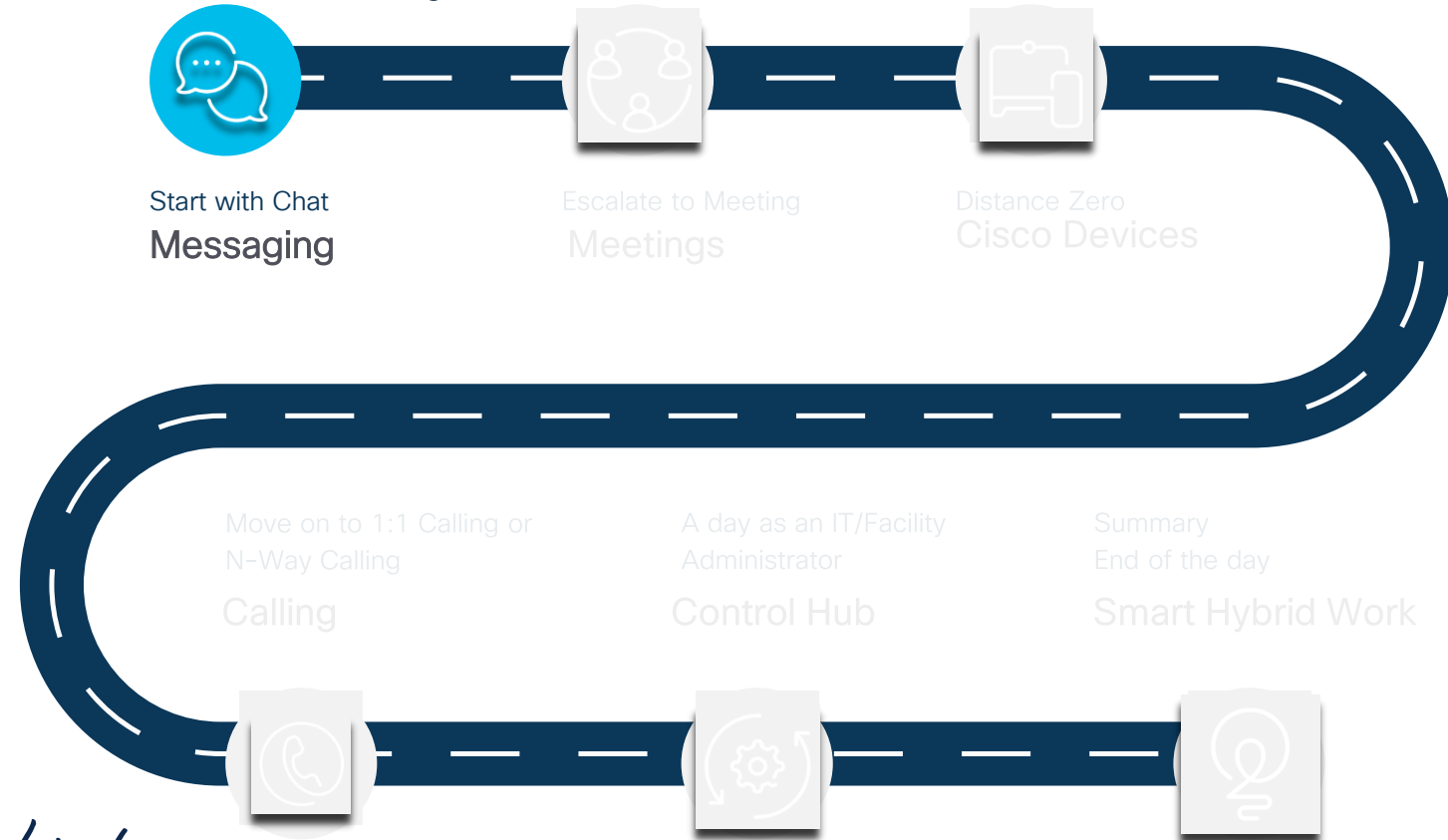


Shared Services

Consolidation Efforts (ongoing)



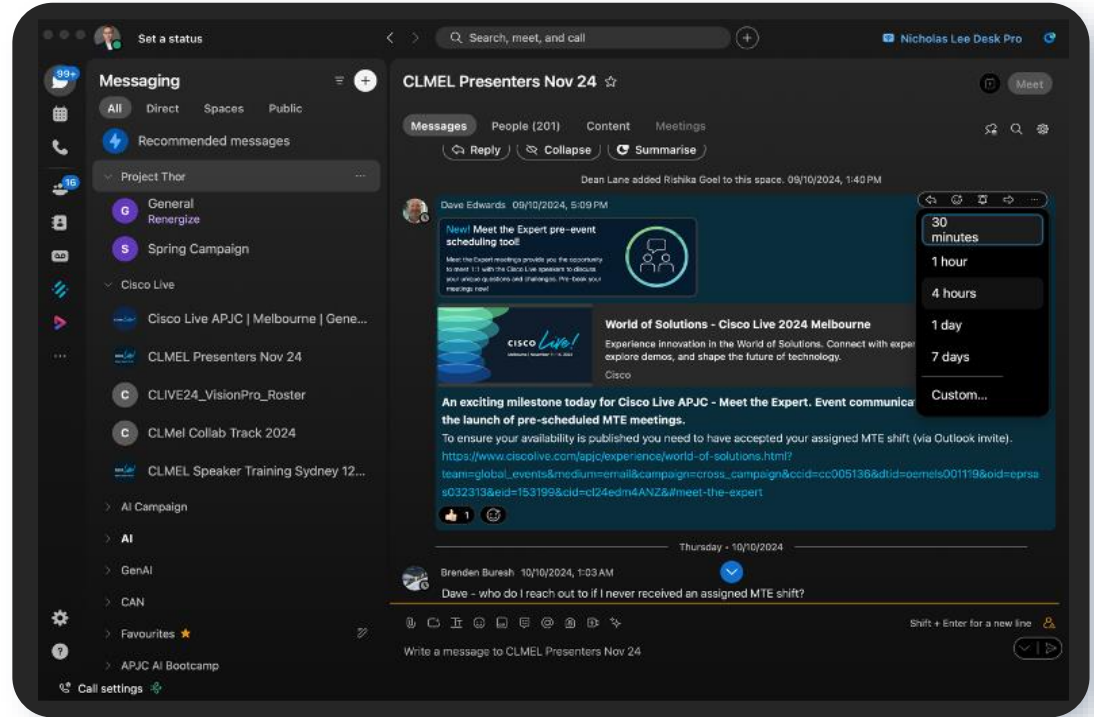
Agenda - A day in a life with Webex platform



Start with messaging

Chat

Keeps work flowing
between meetings,
everything in one place,
connect with people and
stay on top of what
matters



Messaging: Keep workflows moving forward

Rich messaging

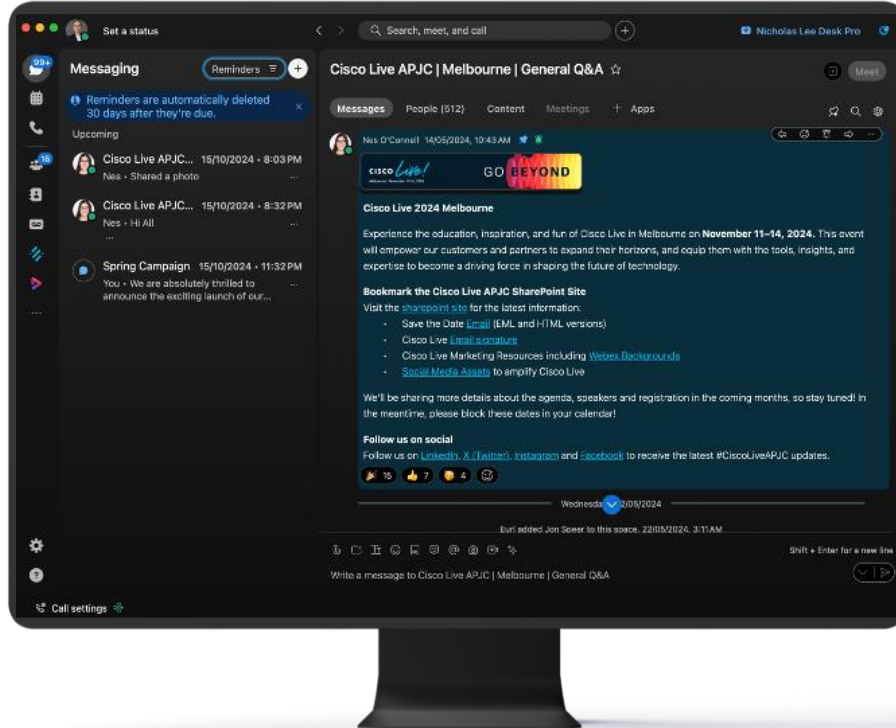
Express yourself with feature-rich messaging including flagging, quoting, threading, emojis, and GIFs.

Instant search

Reduce time looking for items with instant search for people, spaces, conversations, and content.

Personal Insights

Receive personalized insights to promote personal well-being and build better connections.



Leverage spaces

Create team spaces to collaborate on workstreams. Browse public spaces to connect with colleagues.

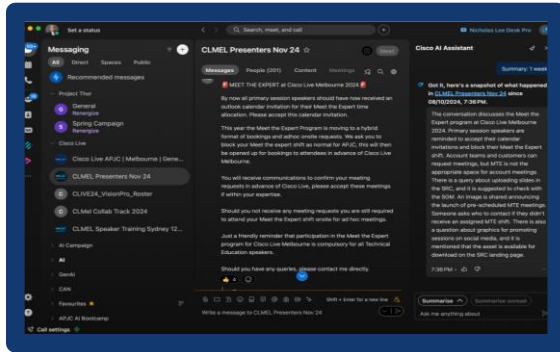
Embedded apps

Keep important apps and urls top of mind and right where you need them.

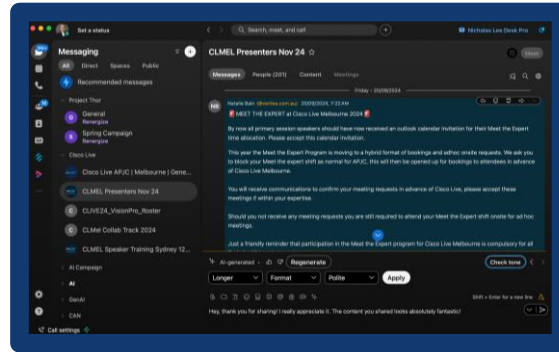
Highlight content

Flag or forward important messages. Use @mention to assign tasks or bring information to the attention of colleagues.

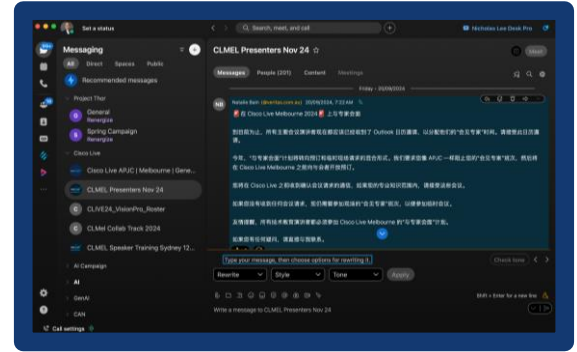
Eliminate language and communications gaps



Catch up quickly with a personalized summary of all your messages



Send the perfect message with Change the Tone

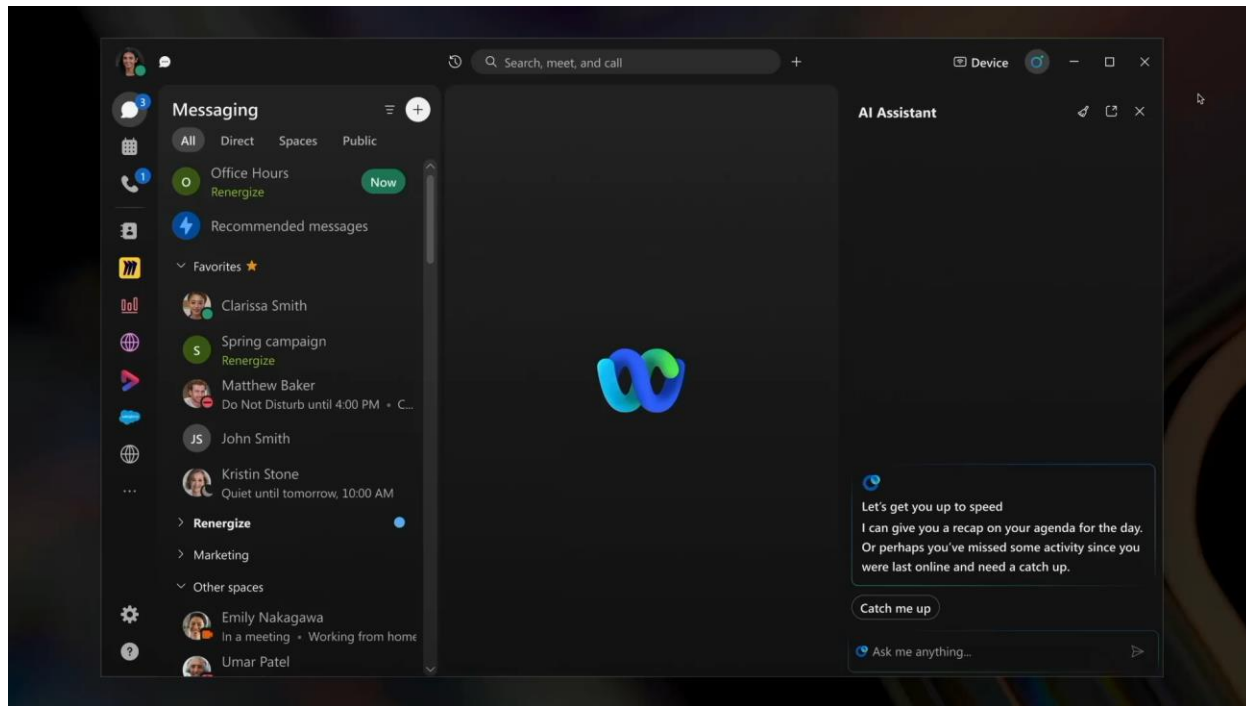


Communicate globally with Translation in 30+ languages



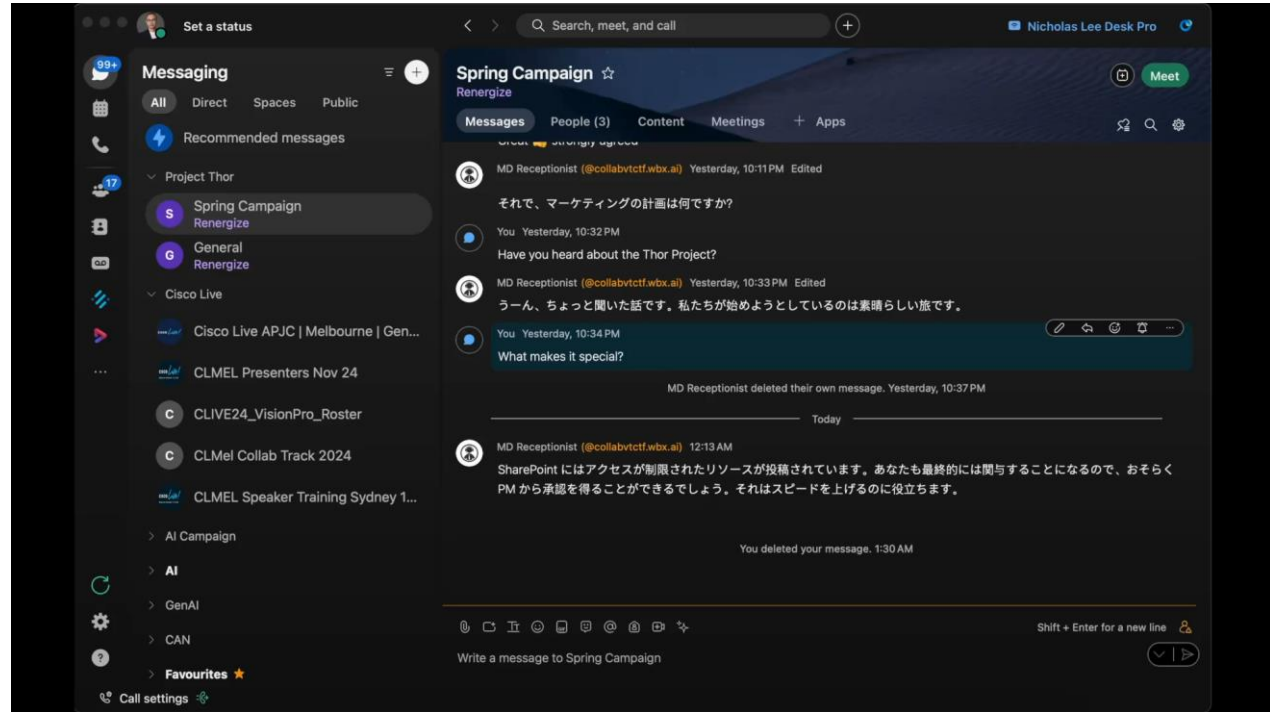
Conversation catch up & summary

Stay informed
Save time
Summarize spaces,
unread messages,
threads



Format or rephrase a message

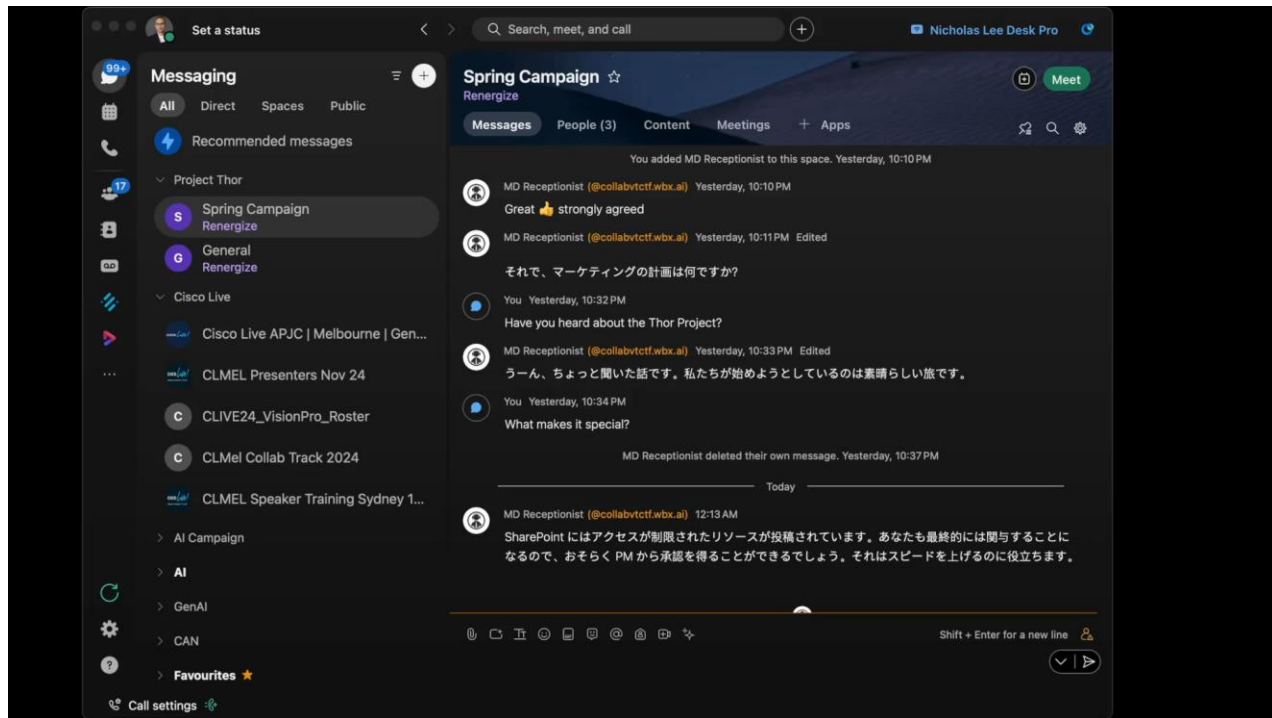
Communicate
with impact



Translate a
message

Support inclusivity

Communicate
effectively



How to toggle this feature on/off?

webex Control Hub

Search

Overview

Alerts center

MONITORING

Analytics

Troubleshooting

Reports

MANAGEMENT

Users

Groups

Locations

Workspaces

Devices

Apps

Account

Security

Organization Settings

Organization Settings

Settings Templates

[Adoption toolkit for People Insights profiles](#)

[What are People Insights profiles?](#)

Recommended Messages

☒ Enable Recommended Messages

Recommended messages help users filter out the noise and focus on their most important messages. Their recommendations will improve and become more personalized as they continue to use Webex.

Cisco AI Assistant & AI features

Choose how your organization uses the AI Assistant and other AI-generated features to catch up, prepare, and communicate more effectively across the Webex Suite.

[Customize AI Assistant & AI features](#)

☒ On For Control Hub, Messaging, Meetings and Calling.

AI-generated summaries for recordings

☒ Add AI-generated summaries to meeting recordings

Generate text summaries using AI in addition to meeting recordings. Hosts can turn off AI-generated summaries or manually turn on per meeting via their host settings.

How to toggle this feature on/off? (cont.)

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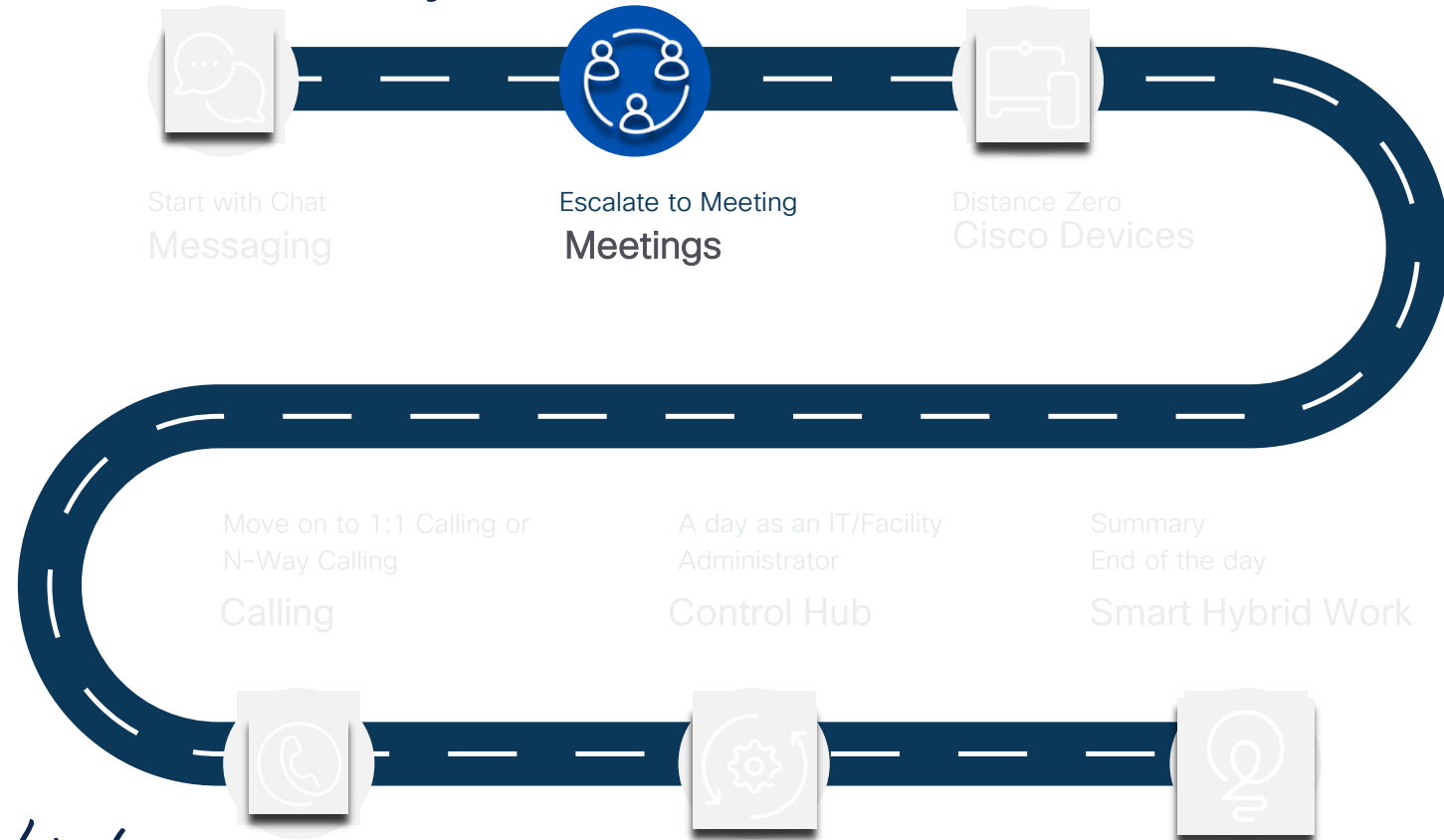
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☒ Rewrite message [How does this work?](#)
☒ Message translation [How does this work?](#)

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☒ Turn on closed captioning in the [Meeting settings](#) to create meeting summaries.

	Internal meeting	External meeting
In-meeting summaries and Ask Me Anything	☒	☒
Summaries and transcripts after the meeting	☒ Host only	Not applicable

Calling
☒ Enable AI-generated summaries for call recordings
Generate transcripts and summaries for the recorded calls.
[More Details](#)

Agenda - A day in a life with Webex Platform



Move on to meetings

Meet

Collaborate with top notch audio and video. Energize your meetings and boost productivity with immersive high-definition video experiences



A reliable meeting experience that simply works

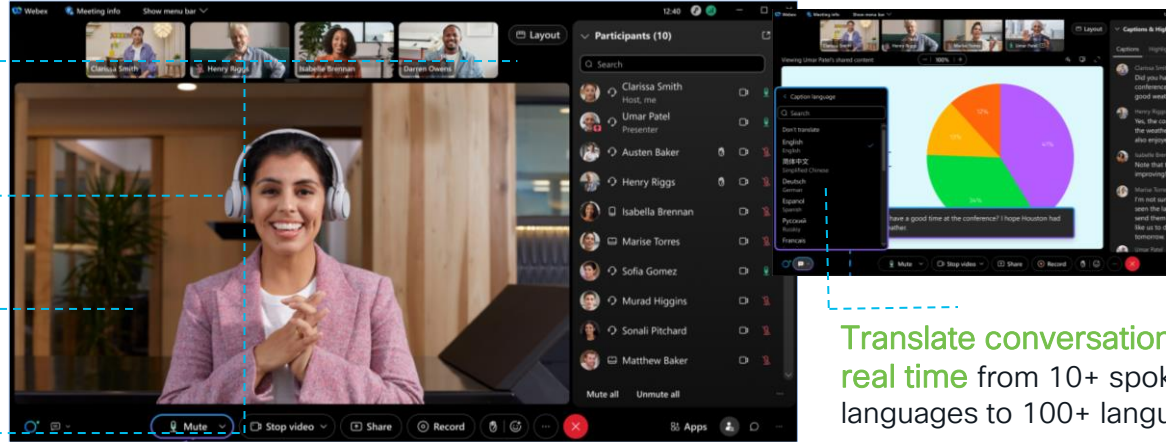
Customized views of people, content, or layout

Engaging presentations with physical and virtual worlds blended

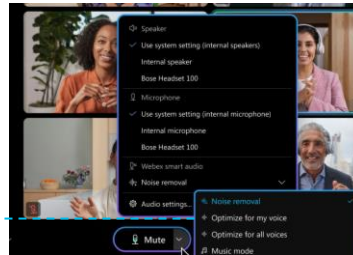
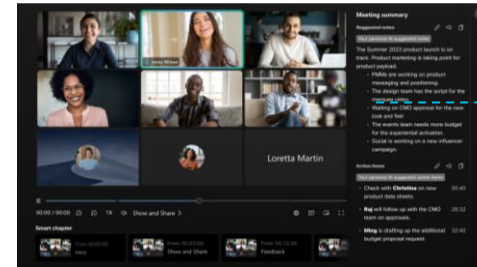
Sharing individual files, app, screens, or external camera

Automatically adjusts video resolution for graceful transitions

Award-winning audio intelligence optimize voice in noisiest environment

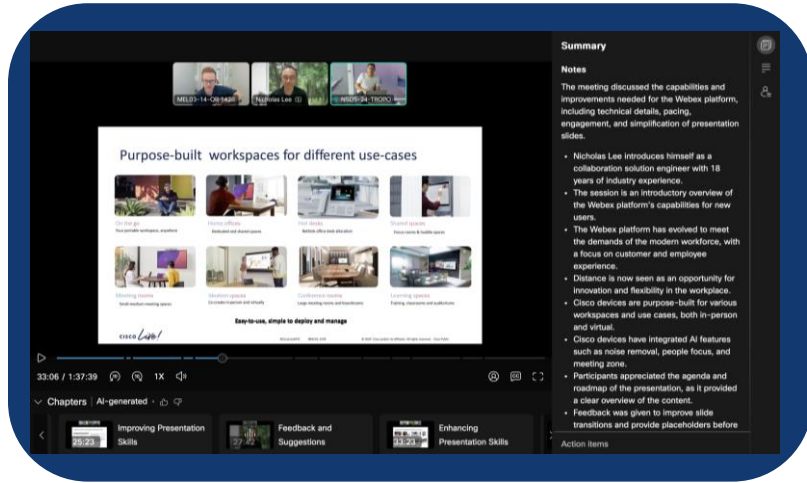


Translate conversations in real time from 10+ spoken languages to 100+ languages*.



Catch up on missed meeting, including mentions, actions, and

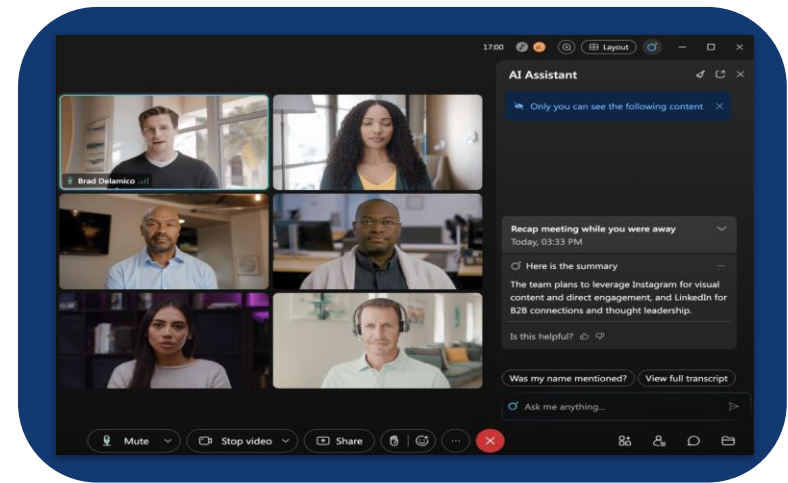
Never miss a moment



Post meeting summary

Key points, personalized action items and chapters to catch up quickly

cisco *Live!*

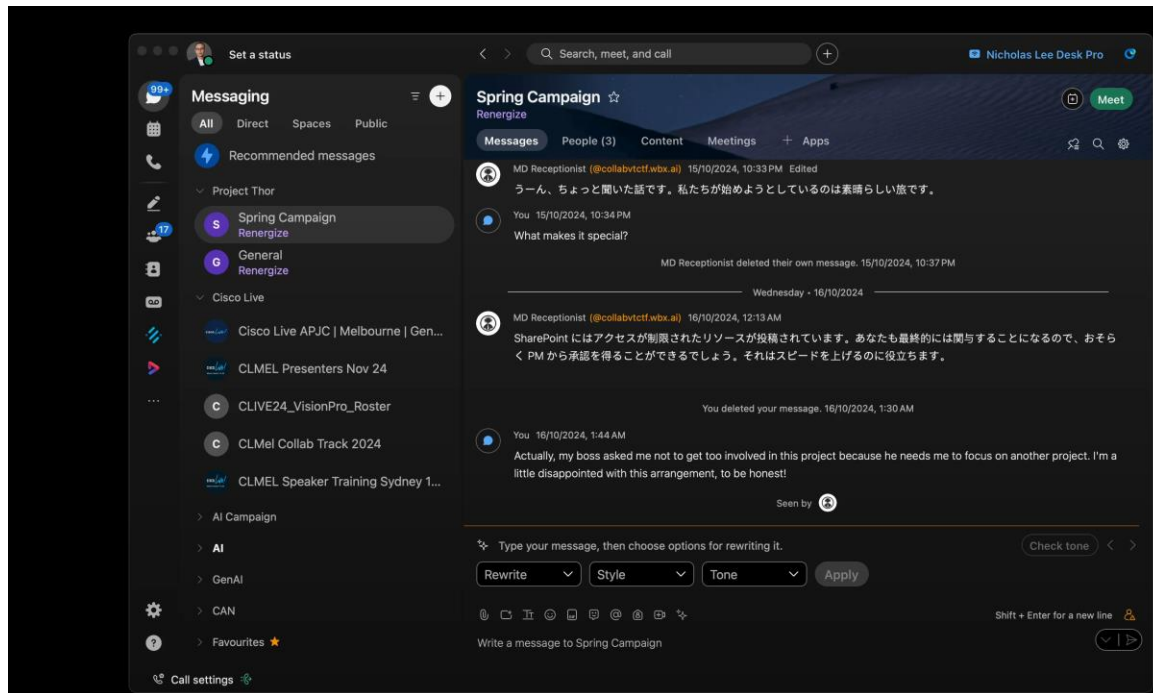


In meeting summary

Catch up on missed interactions in meeting, including mentions, actions, and more.

Meeting summaries in Recordings

Generate meeting recaps, tasks, notes, and chapters to catch up quickly



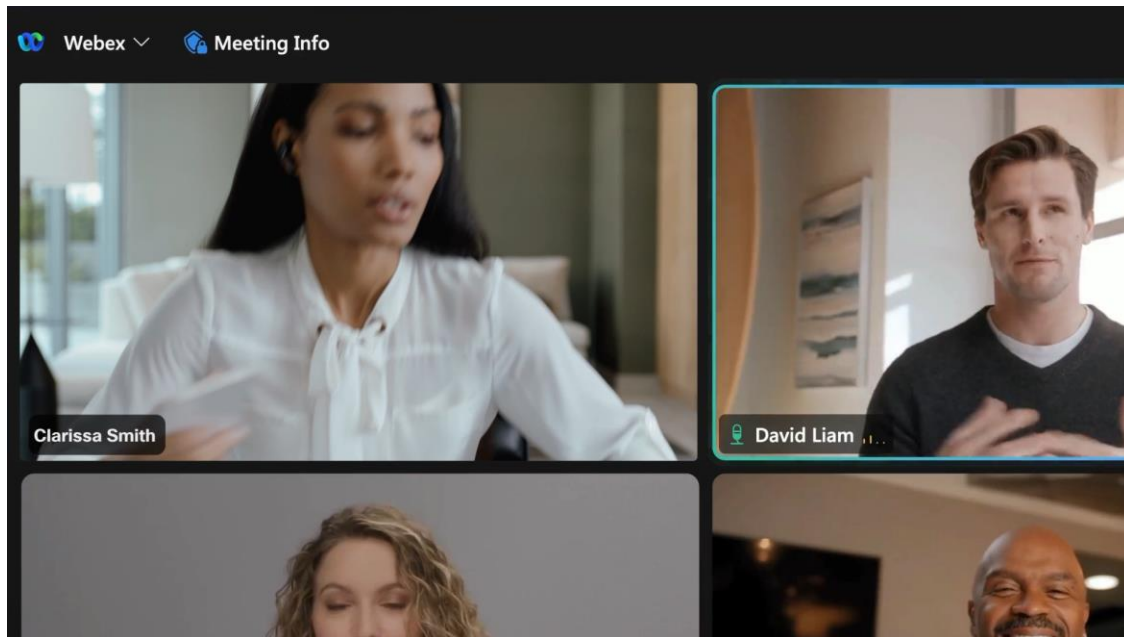


AI Assistant in Meetings

Late to the meeting? Stepped away? Catch up on what you missed by getting a summary

Need more info? Ask anything about the meeting! For example: “Was my name mentioned?”

Want to save the summary and transcript post-meeting without having to record? AI Assistant can help you do so!



How to toggle this feature on/off?

webex Control Hub

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The screenshot shows the Cisco Webex Control Hub interface. The left sidebar contains navigation links: Overview, Alerts center, 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, Connected UC, Hybrid, DemoSandbox). The main content area is titled 'Cisco AI Assistant & AI features' and includes a sub-header 'Choose how your organization uses the AI Assistant and other AI features across the Webex Suite.' Below this, there are four sections: Control Hub, Messaging, Meetings, and Calling. The 'Meetings' section is highlighted with a red box. It contains a description of AI-generated Meetings features and a list of settings for internal and external meetings. The 'Calling' section is also visible at the bottom.

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	Internal meeting	External meeting
In-meeting summaries and Ask Me Anything	On	On
Summaries and transcripts after the meeting	On Host only	Not applicable

Calling
Enable AI-generated summaries for call recordings
Generate transcripts and summaries for the recorded calls.
[More Details](#)

AI Codec

Breakthrough in AI for Speech



- Use Generative AI Audio to rebuild packets in poor network conditions to improve audio quality.
- Up to 16x less bandwidth than Opus codec.
- Also available between Webex App calls with Webex Calling

Optimal quality audio at a fraction of the bandwidth

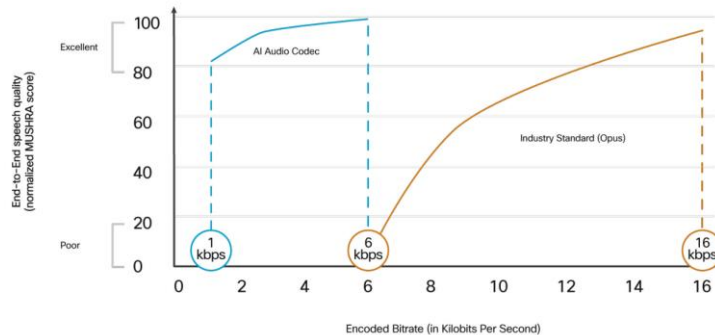


Figure 2: Webex AI Codec performance

Meeting info

Nicholas Lee's Personal Room

35:30

Layout

Participants (2)

Invite and remind

Participants (2)

Nicholas Lee (He/Him/His)

Host, presenter, me

Nicholas Lee (Admin)

collabvtctf.wbx.ai

Network Link Conditioner

Profile: Webex AI Codec

DNS Delay: None

Downlink

Bandwidth: 20 kbps

Packets Dropped: 0%

Delay: 0 ms

Uplink

Bandwidth: max

Packets Dropped: 0%

Delay: 0 ms

OFF

ON

Click the lock to make changes.

Manage Profiles...

Diagnostics

General

Configuration

Statistics

Performance

Audio

Video

Content sharing

Direction

Sendrecv

	Send	Receive
Codec	Opus	Opus
Bit rate	0 kbps	29 kbps
Packet loss	0 %	0 %
Latency	20 ms	-
Jitter	16 ms	20 ms
Transport	UDP	UDP

Export all data

Unmute

Start video

Share

AI Assistant

Record

Apps

Participants

Chat

To Learn More...



Webex AI Codec

The AI-powered codec for modern communications

<https://www.webex.com/content/dam/www/us/en/whitepaper/ai-codec-whitepaper-cm-6165.pdf>

CISCO Live!

Webex AI Codec

AI Transparency Technical Note

August 2024

<https://trustportal.cisco.com/c/r/ctp/trust-portal.html#/19631154366419218>

Webex AI Codec

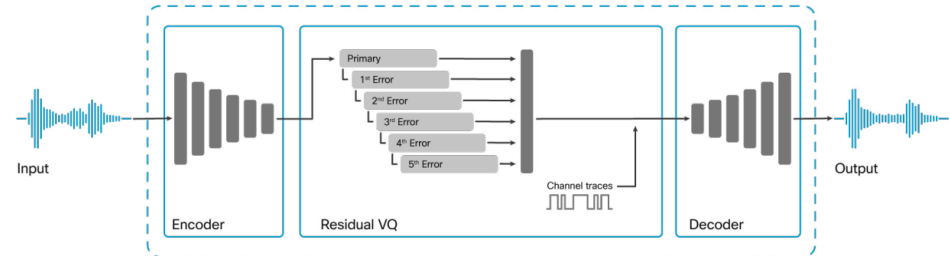
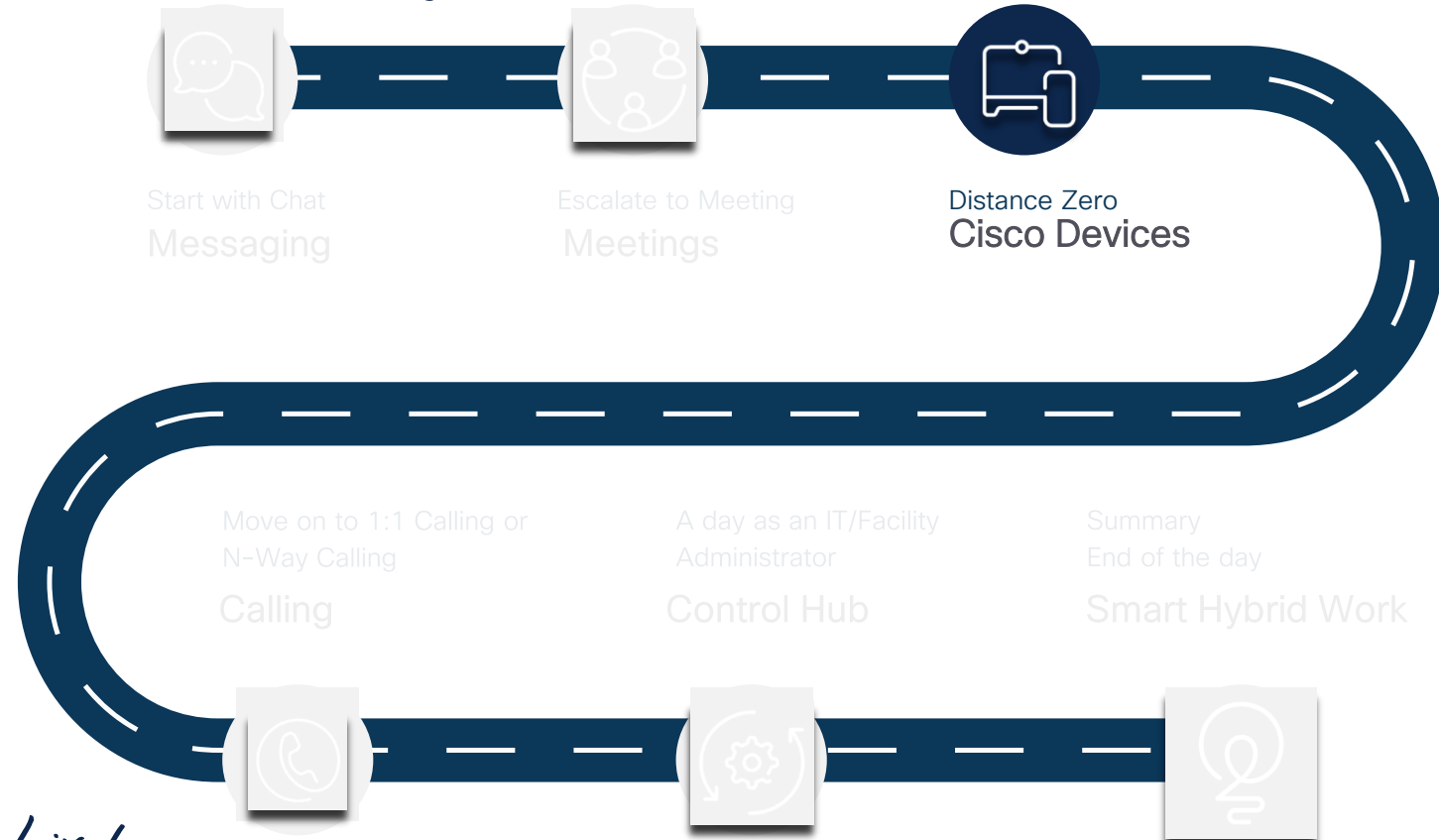


Figure 1: Webex AI Codec Core Technology

Agenda - A day in a life with Webex platform



Distance zero

our north star

Purpose-built workspaces for different use-cases



On the go

Your portable workspace, anywhere



Home offices

Dedicated and shared spaces



Hot desks

Rethink office desk allocation



Shared spaces

Focus rooms & huddle spaces



Meeting rooms

Small-medium meeting spaces



Ideation spaces

Co-create in-person and virtually



Conference rooms

Large meeting rooms and boardrooms



Learning spaces

Training, classrooms and auditoriums

Easy-to-use, simple to deploy and manage

Building blocks for AI Innovation

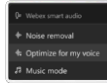


Head
detection
2013



NVIDIA 
computing
2015

AI/ML
Chipset



Noise
removal
2020



Frames and
people focus
2022



Meeting zones
2023



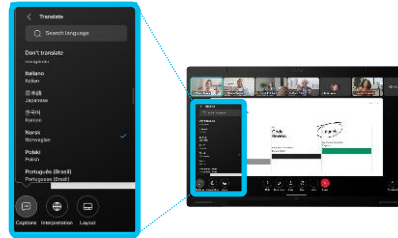
Cinematic
meetings
2023

Webex on Cisco Devices

The richest,
most inclusive
meeting
experiences for
hybrid work
available

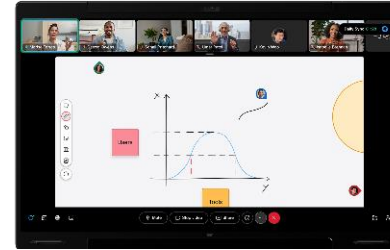
AI Assistant

Voice control, call recording and transcription / translation



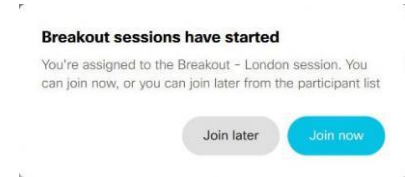
Annotate & whiteboard

Ideate and co-create with your teammates



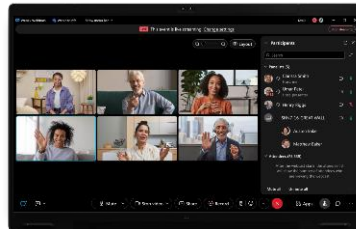
Breakouts

Enable hybrid workshops and deliver compelling training



Webinars

Join as a moderator or an attendee at your desk, or in a room with colleagues



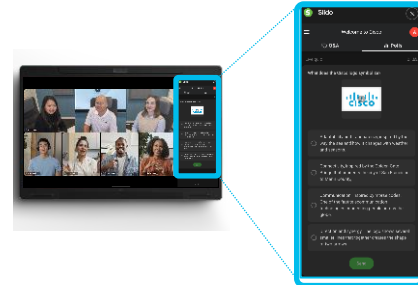
Reactions & Chat

Promote non-verbal feedback from remote employees



Polling

Engage your audience with a quick poll, survey, quiz, or Q&A session



Choose your platform experience

Multi-platform video collaboration on the same device



Cisco Rooms experience

Native Webex and advanced interop with
Microsoft Teams, Google, and Zoom



Microsoft Teams Rooms experience

Native Microsoft Teams with the option for
full-featured Webex Meetings and Events

cisco Live!

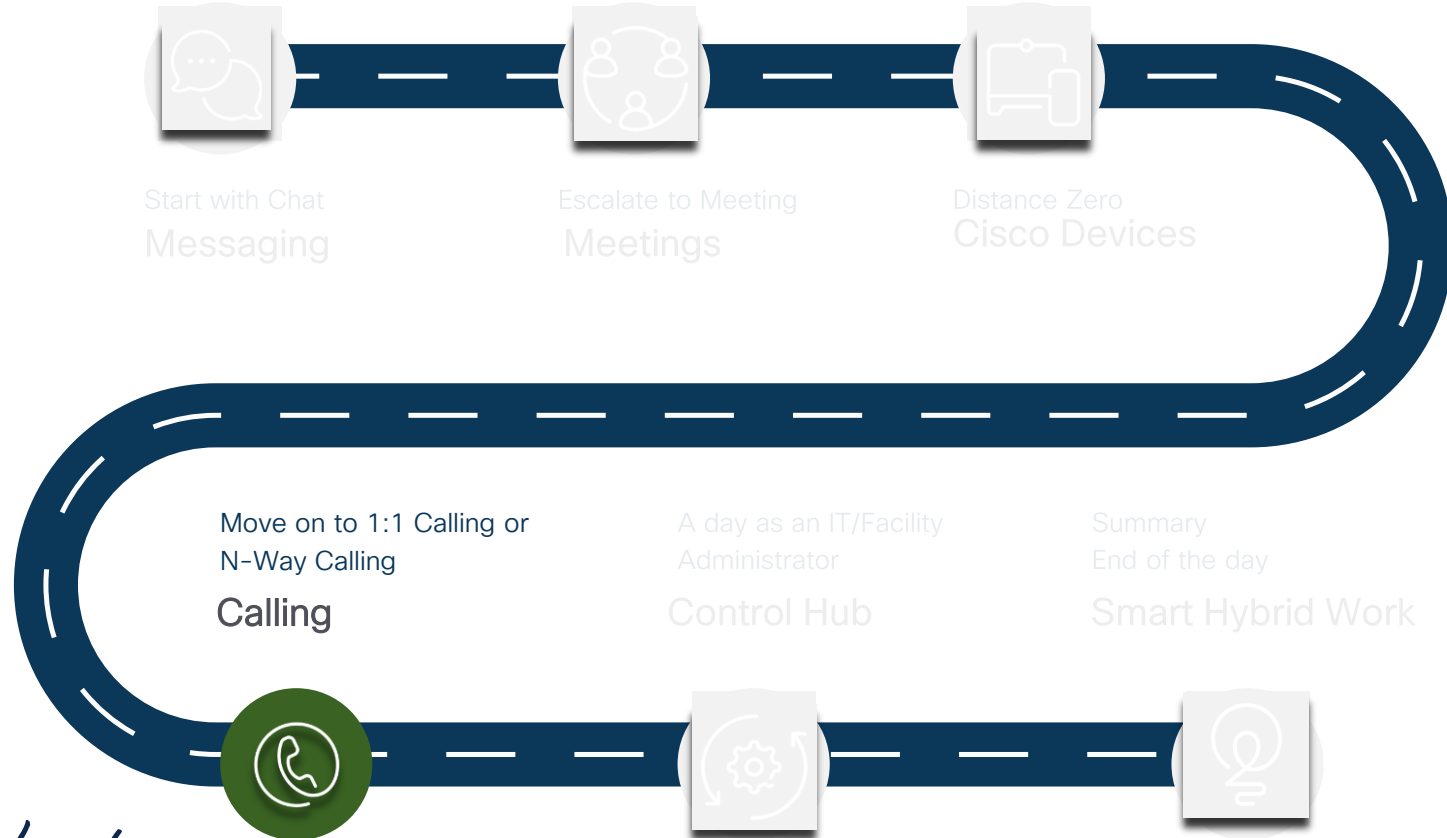
Same device, powered by **Cisco RoomOS**

Choose your platform experience

To learn more...

ID	Title	Date	Time
BRKCOL-2523	Microsoft Interop for Calling, Meetings and RoomOS	Tuesday, Nov 12	03:00 PM
BRKCOL-2524	Enabling Cisco Microsoft Teams Rooms	Tuesday, Nov 12	04:15 PM
BRKCOL-2525	Cisco Collaboration Devices as Open Platform	Wednesd ay, Nov 13	03:00 PM

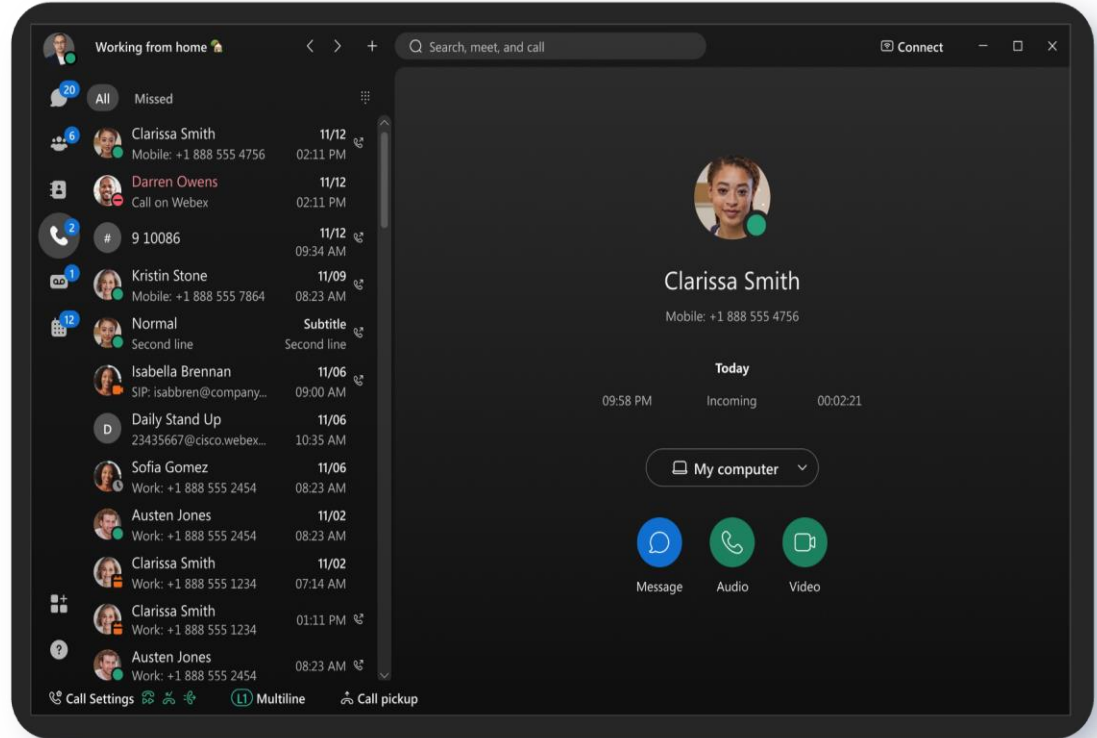
Agenda - A day in a life with Webex platform



Do even more with Calling

Call

Comprehensive, enterprise-grade calling. Built for an agile workforce, enabling calling anywhere and anytime

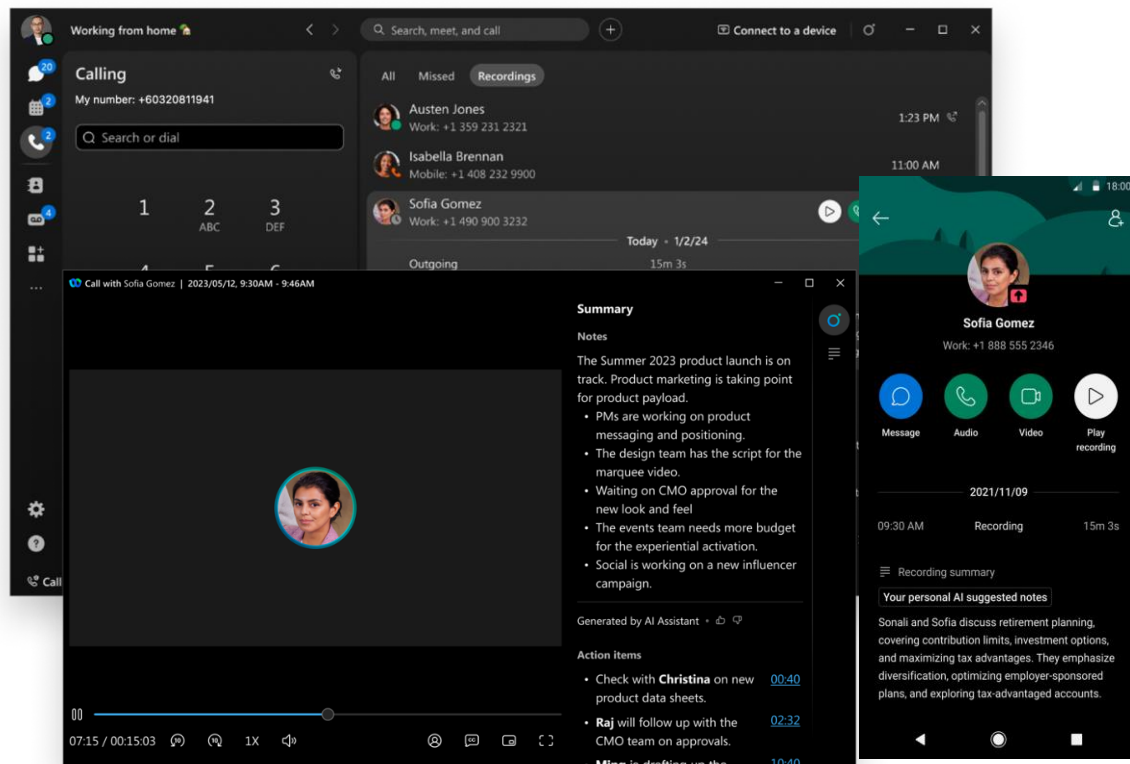


Post Call Recording Summarization

AI-generated transcripts, summary and action items

Summaries can be edited by end user and have fixed retention (same as recording).

The feature will be available in the Webex app desktop and User Hub

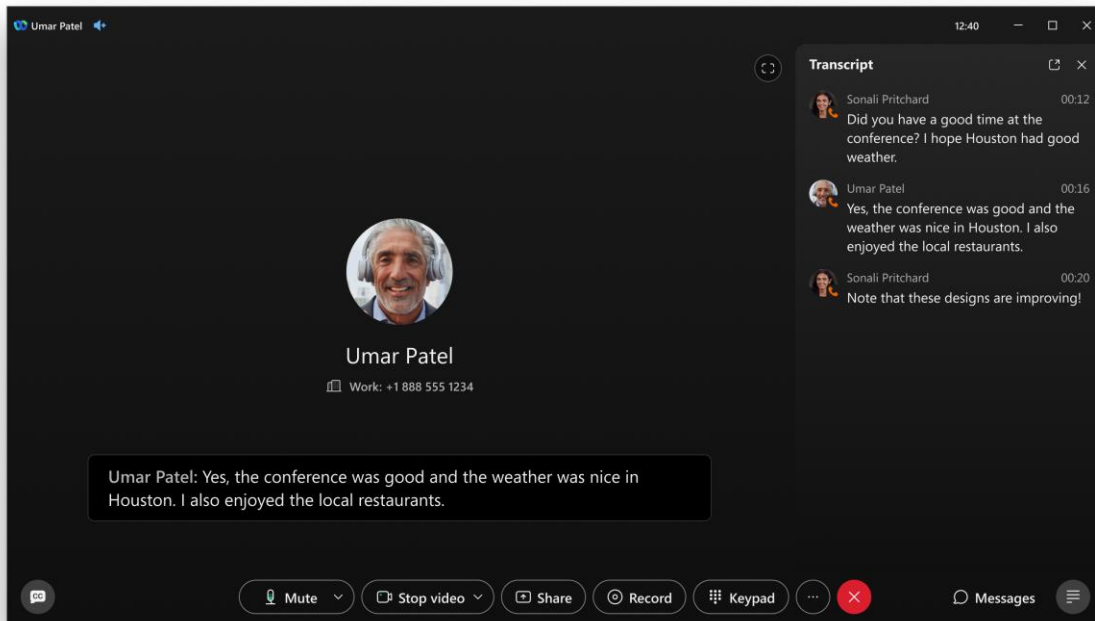




Closed Captions and Live transcription

Closed caption in Webex calling without escalating the call into a meeting

Rolling close captions/transcription in the side panel of Webex in-call-window.



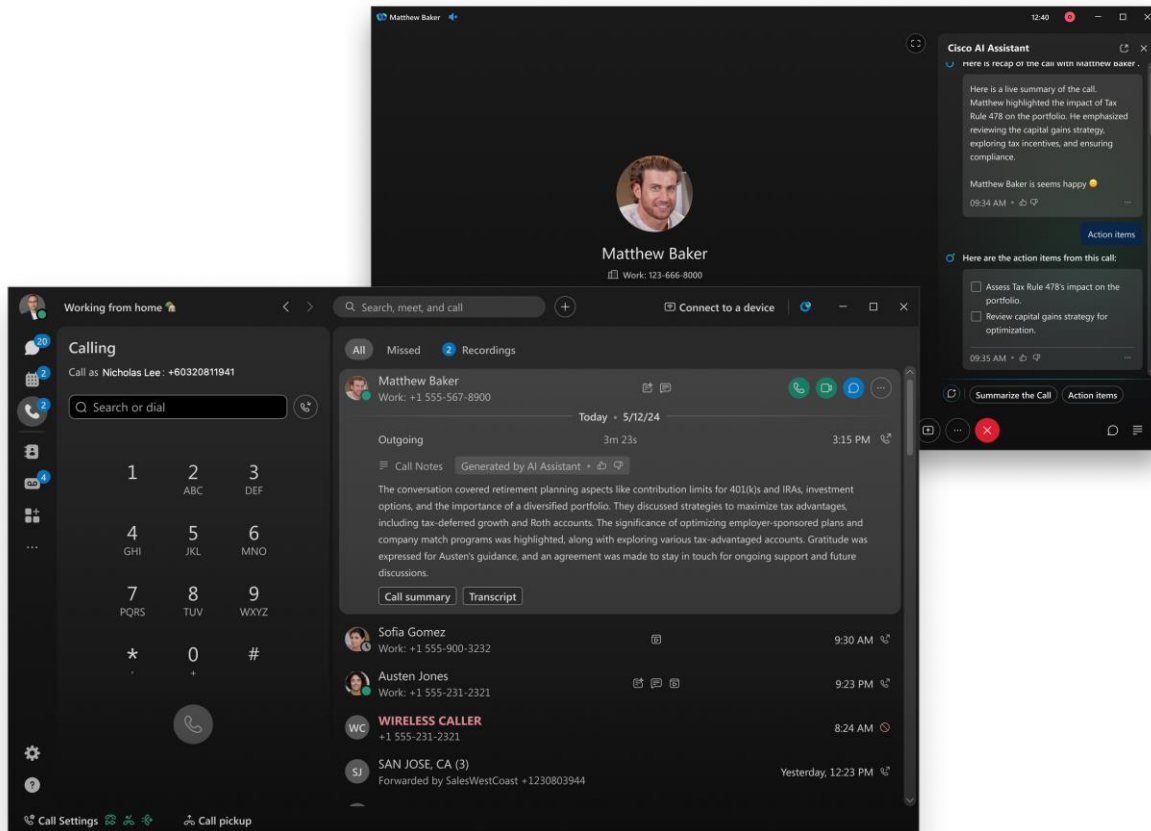


AI Assistant for Calling

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 a well.

Indicator on call history to show availability of call summary, transcript and recordings.



How to toggle this feature on/off?

webex Control Hub

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[More Details](#)

A complete enterprise feature set

This is just a partial list of supported calling features

Alternate numbers	Call logs w/click to dial	Directed call pickup	Inbound caller ID	Pre-alert announcement	Simultaneous ring
ATA support	Call redial	Directed call pickup barge in	Inbound fax to email	Privacy	Speed Dial 100
Auto attendant	Call restrictions	Distinctive ring	Main number outbound call ID	Webex Go	T-38 Fax
Barge-in exempt	Call routing and queuing	Do not disturb	Mobility	Reports and metrics	Three-way calling (variable length)
Business continuity (CFNR)	Call transfer - attended	Enterprise phone directory	Music on hold (site)	Attendant Console	Video (point to point)
Busy lamp monitoring	Call transfer-blind	Exec / assistant	N-Way voice and video calling (6)	Schedules	Virtual extensions
Call forwarding	Call waiting - Up to 4 calls	Feature access codes	Single number reach (Office anywhere)	Selective call rejection	Visual voicemail
Call history	Conferencing (site based)	Hoteling (guest)	Outbound caller ID blocking	Sequential ring	Voicemail transcription
Call hold and resume	Convenience call recording	Hunt group	Personal phone directory	Shared line appearance	Video N Way

Webex Attendant Console

Modern, feature rich console for your operators / receptionists

The screenshot shows the Webex Attendant Console interface. On the left, a sidebar contains navigation options: Messaging, Teams, Contacts, Calling, Voicemail, Meetings, Personal insights, and Attendant Console (highlighted). The main area displays call queues for 'Eu Support' and 'UK Support'. The 'Eu Support' queue shows 3 queues, 27 waiting calls, and a max waiting time of 05:22. The 'UK Support' queue shows 12 calls. Below the queues, there are sections for 'Current Calls' and 'Parked Calls'. The 'Current Calls' section lists contacts like Marvin Pugh, Unknown, and Lee Sheffield. The 'Parked Calls' section lists Matthew Hunt. At the bottom, there is a 'Colleagues' section with a table of contacts including Matthew Baker (Me), Austen Jones, Murad Higgins, Kevin Woo, and Umar Patel. Call settings and status are visible at the bottom of the interface.

See activity in voice queues

Launch the Attendant Console from the Webex App

Easily manage calls with call controls

Start, stop, or pause call recording

Manage current calls and park calls

See the presence and availability of key contacts

- Improve productivity of receptionists, operators, attendants
- Integrated into the Webex App or accessible in a browser
- Support for Call Queues, Presence, Call Park, Speed Dial and more for efficient call routing

Webex Customer Experience Essentials

A feature to fill the gap between calling and contact center



Webex Customer
Experience Essentials

The Webex Customer Experience Essentials offer targets customers who need a starting point for their contact center needs. It is a functional, contact center offering that will serve the needs of agents and supervisors with dedicated functionality available in the Webex App.

Webex Calling Professional Lightweight call center

(included with Webex Suite)

- Voice queues
- Skills-based routing
- Multi-line
- Multi call window
- Audio Intelligence
- Call queue analytics

Customer Experience Essential For customer-facing team of any size

Webex Customer Experience Basic plus:

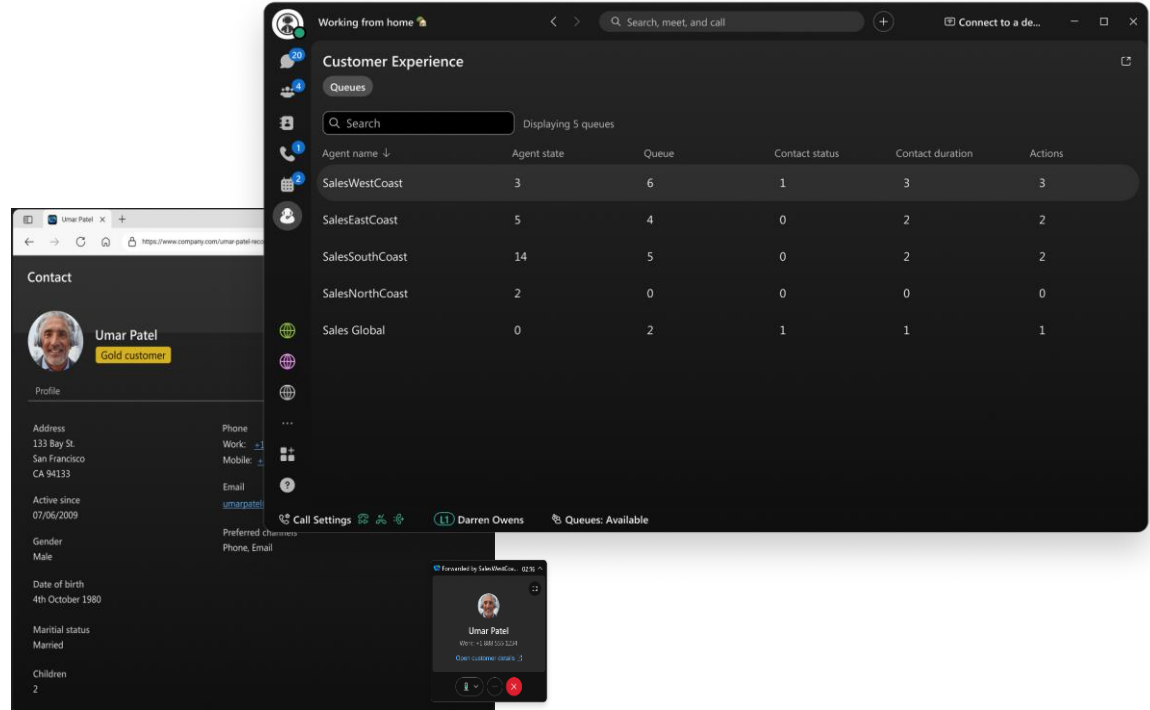
- Supervisor experience
- Agent screen pops
- Operational reports
- Voice at launch

Includes **Webex Calling Professional License**

Webex Customer Experience Essentials

Agent Experience

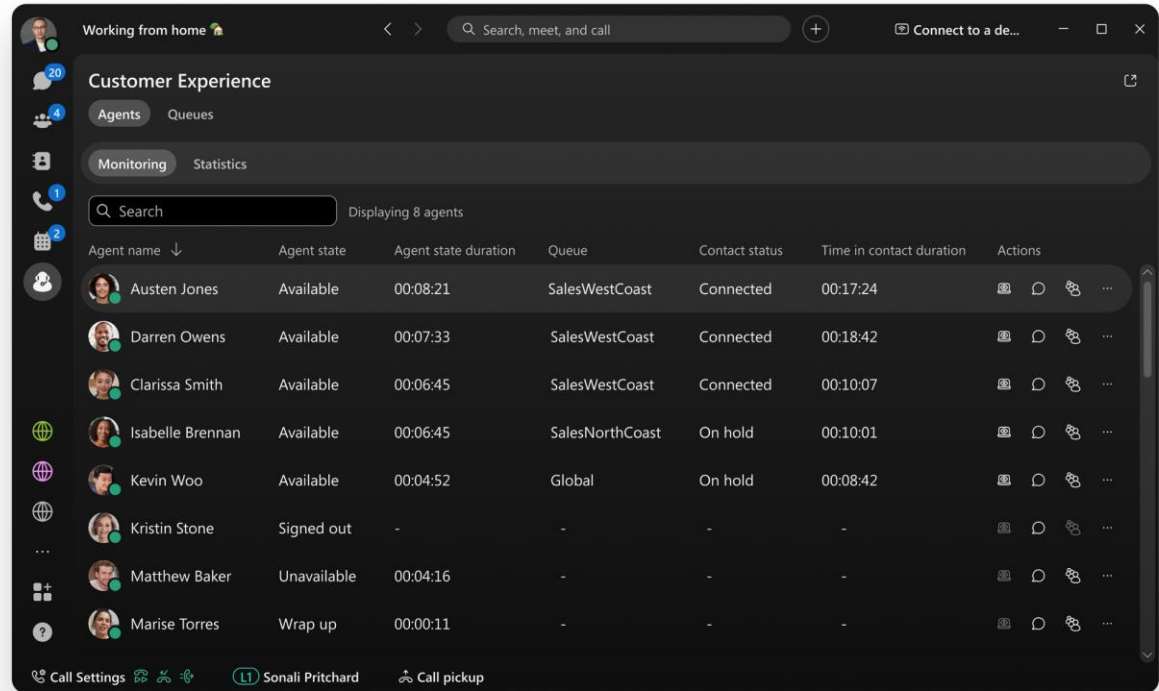
- Familiar Webex App as agent experience
- Set availability and join/unjoin from call queues
- Realtime views of call queues they are part of
- Screen pop for call queue



Webex Customer Experience Essentials

Supervisor Experience

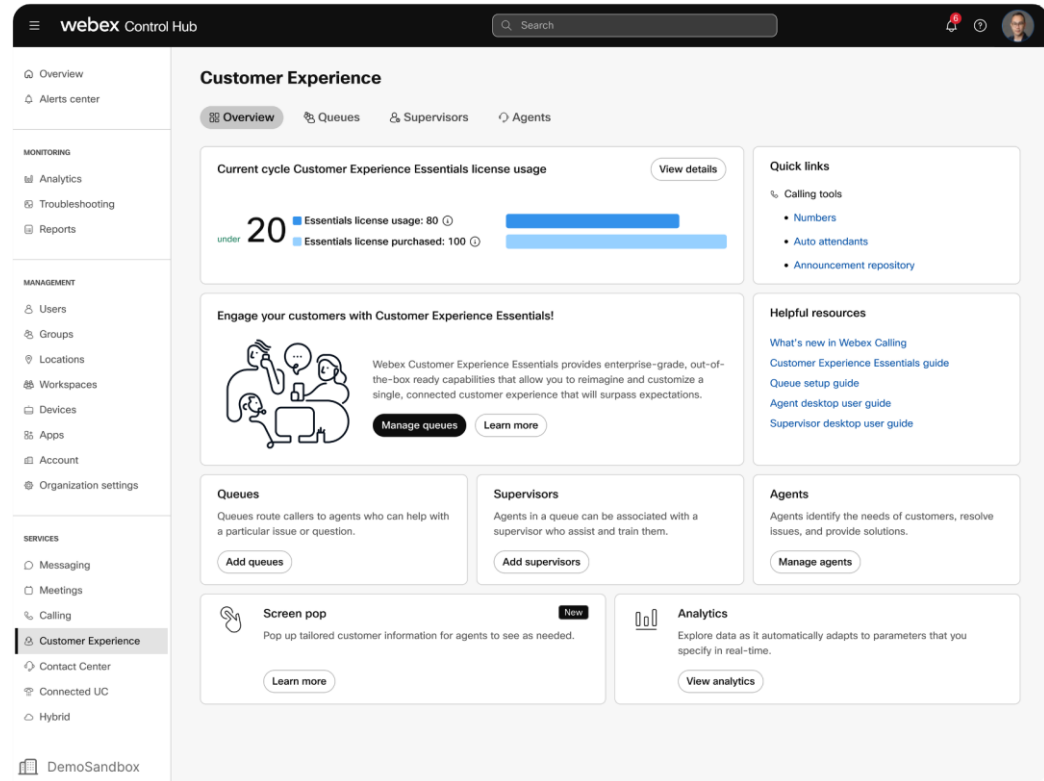
- Manage agents from within the Webex App
- Access to real time and historical data on agents and queues
- Manage availability of agents and join/unjoin status
- Silent monitor agent(s)



Webex Customer Experience Essentials

Administrator Experience

- Administer Webex Customer Experience from Webex Control Hub
- Key details at a glance
- Manage call queues, supervisors and agents
- Access call queue analytics

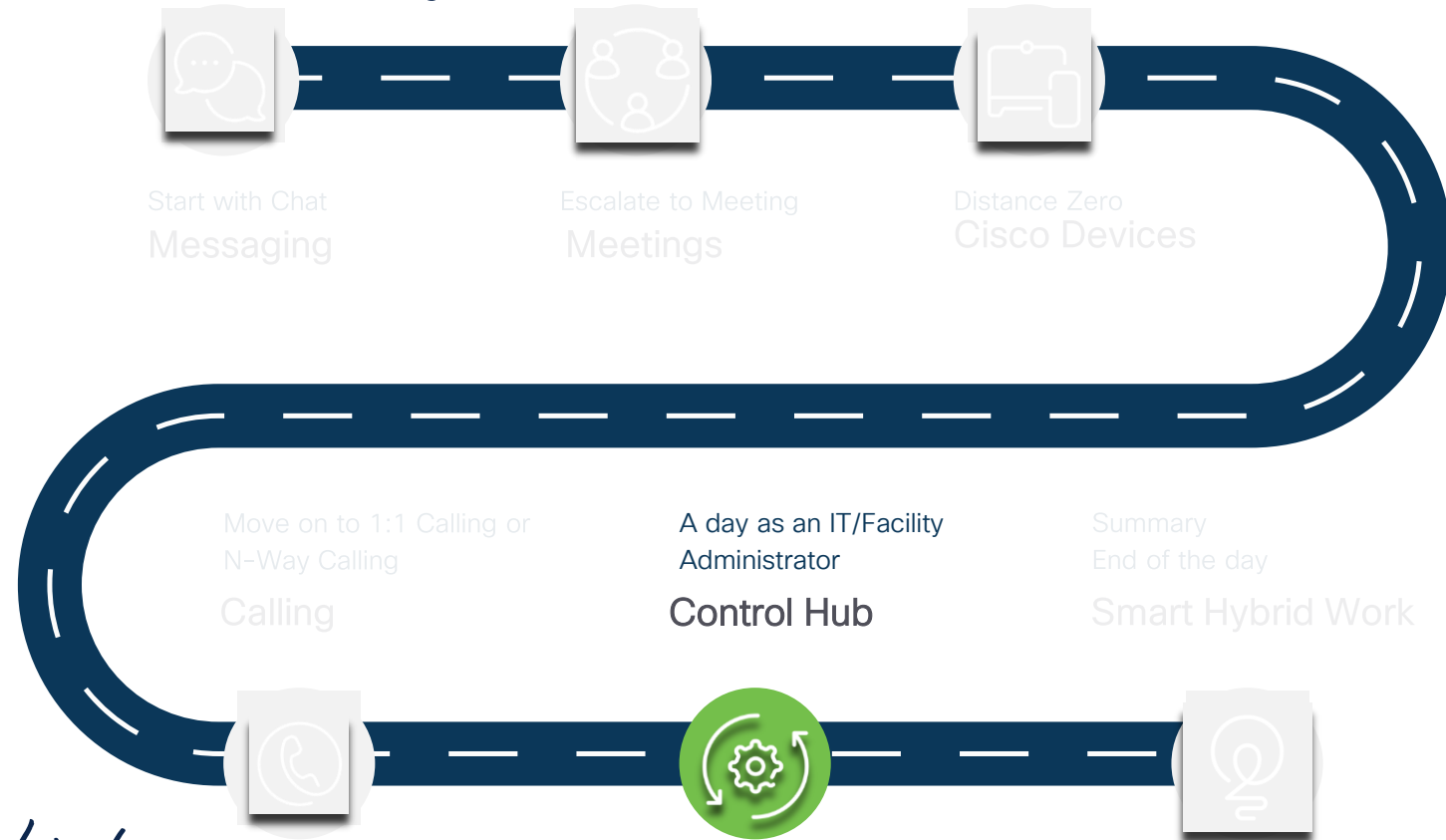


Webex Customer Experience

To learn more...

ID	Title	Date	Time
BRKCOL-2530	The next-gen Webex Customer Experience architecture overview	Wednesday, Nov 13	01:00 PM

Agenda - A day in a life with Webex platform



Key Challenges



Provide proactive and responsive operations of critical IT-services



Managing equipment across multiple sites efficiently



Make the most out of your investment

The Swiss Army Knife for IT Admins



Control Hub



Webex Suite



Cisco Devices



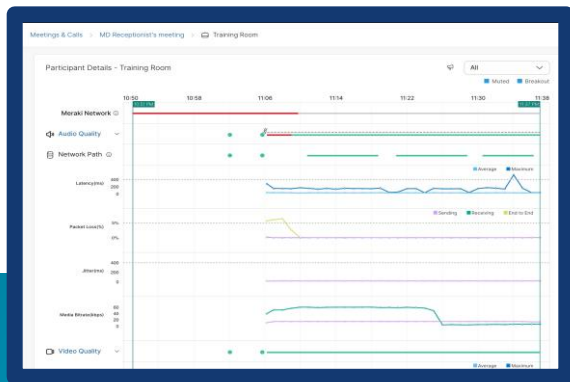
Webex Contact Center

Analytics platform

Data Lake

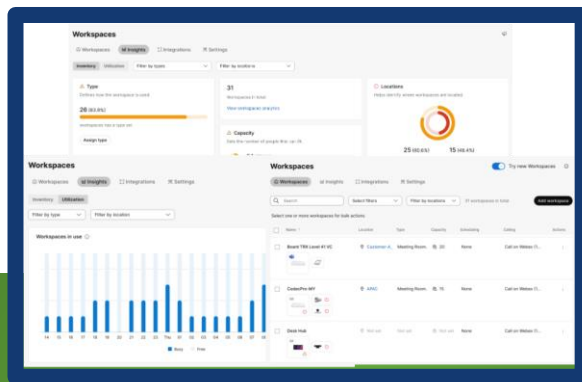
User identity | Device identity | Workspaces | Network telemetry | Usage telemetry

Control Hub for Webex Platform



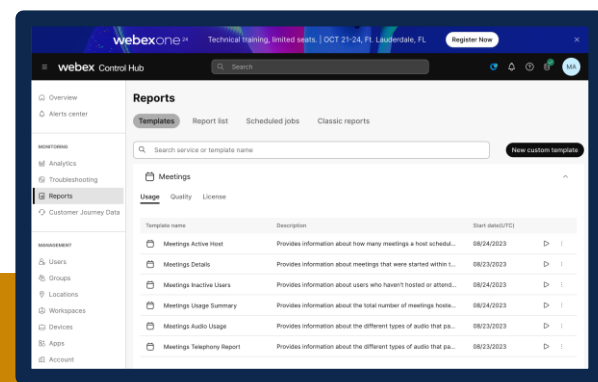
In calling/meeting and post calling/meeting troubleshooting:

- Join Meeting Time
- Quality of Experience across Voice & Video
- Host and Data sharing



Business Insight based on historical trending:

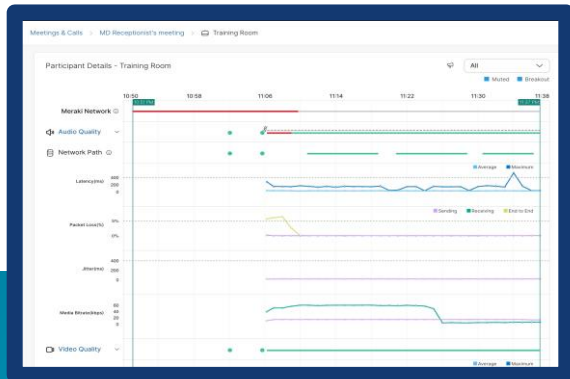
- User Adoption & Engagement
- Quality of service
- Service Utilization/Resource Optimization



Large dataset CSV reports for custom ETL and analysis:

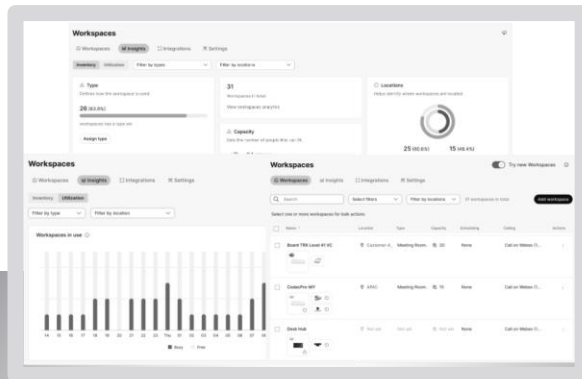
- Onboarding, Messaging, Meetings, Calling & Devices Reports
- Webinars, Customer Experience
- Simple and easy interface to get and customize reports

Control Hub for Webex Platform



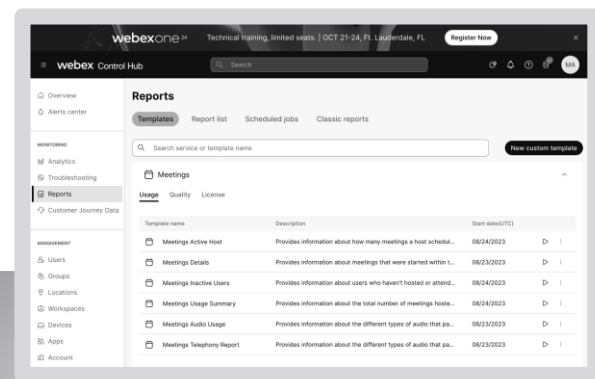
In calling/meeting and post calling/ meeting troubleshooting:

- Join Meeting Time
- Quality of Experience across Voice & Video
- Host and Data sharing



Business level insights for historical trending and analysis

- User and device management
- Quality of Experience
- Service and resource optimization



Large data sets for custom ETL and data integration

- Onboard and manage Meetings, Webinars, Events
- Report on Meetings, Webinars, Events
- Webinars, Events, Meetings
- Simple and easy interface to get and customize reports

Device Specific Telemetry

webex Control Hub

Search

Overview

Alerts center

MONITORING

Analytics

Troubleshooting

Reports

MANAGEMENT

Users

Groups

Locations

Workspaces

Devices

Apps

Account

Security

Organization Settings

SERVICES

Updates & Migrations

Messaging

Meeting

Calling

Customer Experience

Vidcast

Connected UC

Demo Sandbox

Troubleshooting

Meetings & Calls Live Meetings Status Video Mesh Admin Activities Connected UC Logs Watermark Analysis

Q Device Training Room 8 Meetings & 5 Calls Last 21 Days 09/26/2024 10/16/2024 GMT +08:00 Asia/Kuala_Lump...

Training Room

Status: Online

Workspace: Training Room

Product Name: Cisco Room Kit Plus

Device Platform: CISCO

Location: One Sentral, Kuala Lumpur Sentr...

Details

Wireless Network Connectivity5C:5A:C7 MAC AddressFOC2 Serial Number

Rooms & Desks Type192.168.5.13 IP Addresstraining_room@ webex.com SIP Address

RoomOS November 2024 RoomOS ReleaseRoomOS 11.22.0.18 55610ed00ae Software VersionBeta Software Channel

Meetings with poor quality 2 out of 8

Calls on Webex with poor quality 0 out of 5

Webex callings with poor quality 0

WebRTC with poor quality 0

All meetings & calls

Overall	Quality	Service	Start Time	Meeting / Caller number	Name	Host / Caller	Participants	Duration	Site / Location	Conference / Call ID
Good	Good		2024-10-16 11:06:28 PM		MD Receptionist's meeting	mdreceptionist@...	6	31:02	colla	
Good	Good		2024-10-16 10:06:46 PM		MD Receptionist's meeting	mdreceptionist@...	6	11:14	colla	
Good	Good		2024-10-03 08:02:42 PM		Training Room → Microsoft VIMT	training_room@c...	1	12:10	N/A	
Good	Good		2024-10-03 07:55:14 PM		Nicholas Lee (Admin)'s meeting	admin@collabvbc...	3	06:51	colla	
Good	Good		2024-10-03 07:44:52 PM		Training Room → Microsoft VIMT	training_room@c...	1	09:09	N/A	
Good	Good		2024-10-03 07:14:55 PM		Training Room → Microsoft VIMT	training_room@c...	1	26:08	N/A	
Good	Good		2024-10-03 05:22:37 PM		Nicholas Lee (Admin)'s meeting	admin@collabvbc...	3	21:19	colla	
Good	Good		2024-10-03 05:22:06 PM		Nicholas Lee (Admin)'s meeting	admin@collabvbc...	1	05:15	colla	

cisco Live!

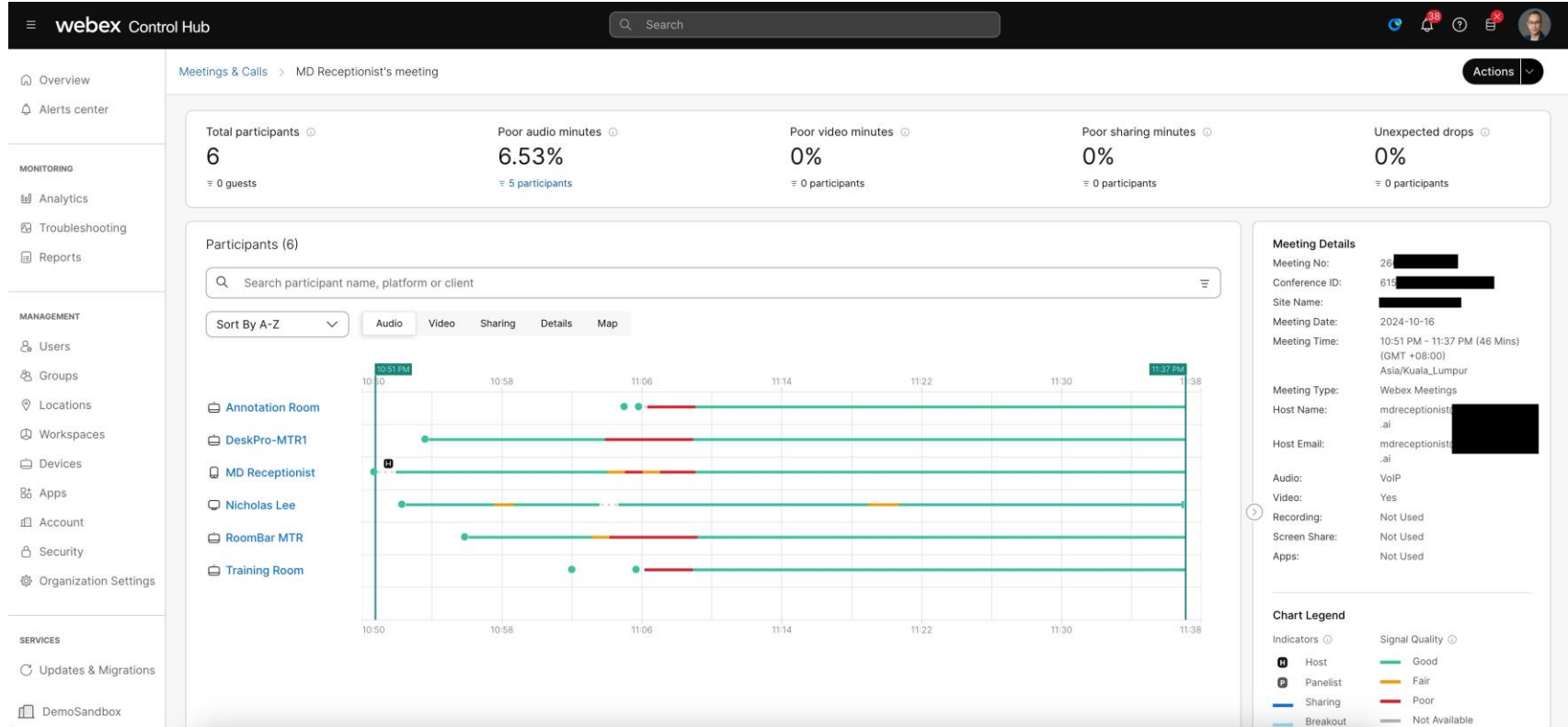
#CiscoLiveAPJC

BRKCOL-1534

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Live meetings Troubleshooting

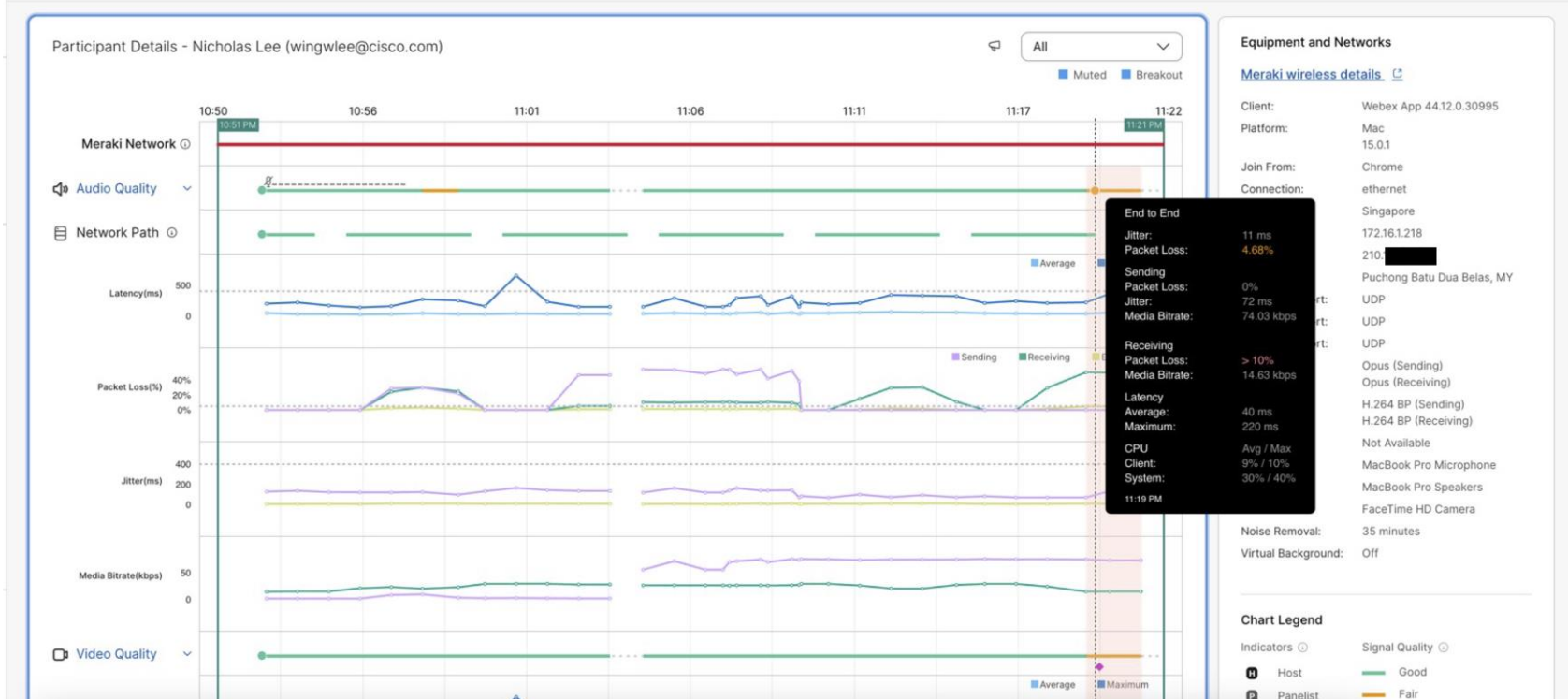


Live meetings Troubleshooting

Live Meetings > MD Receptionist's meeting > Nicholas Lee

Join Meeting

Actions



cisco Live!

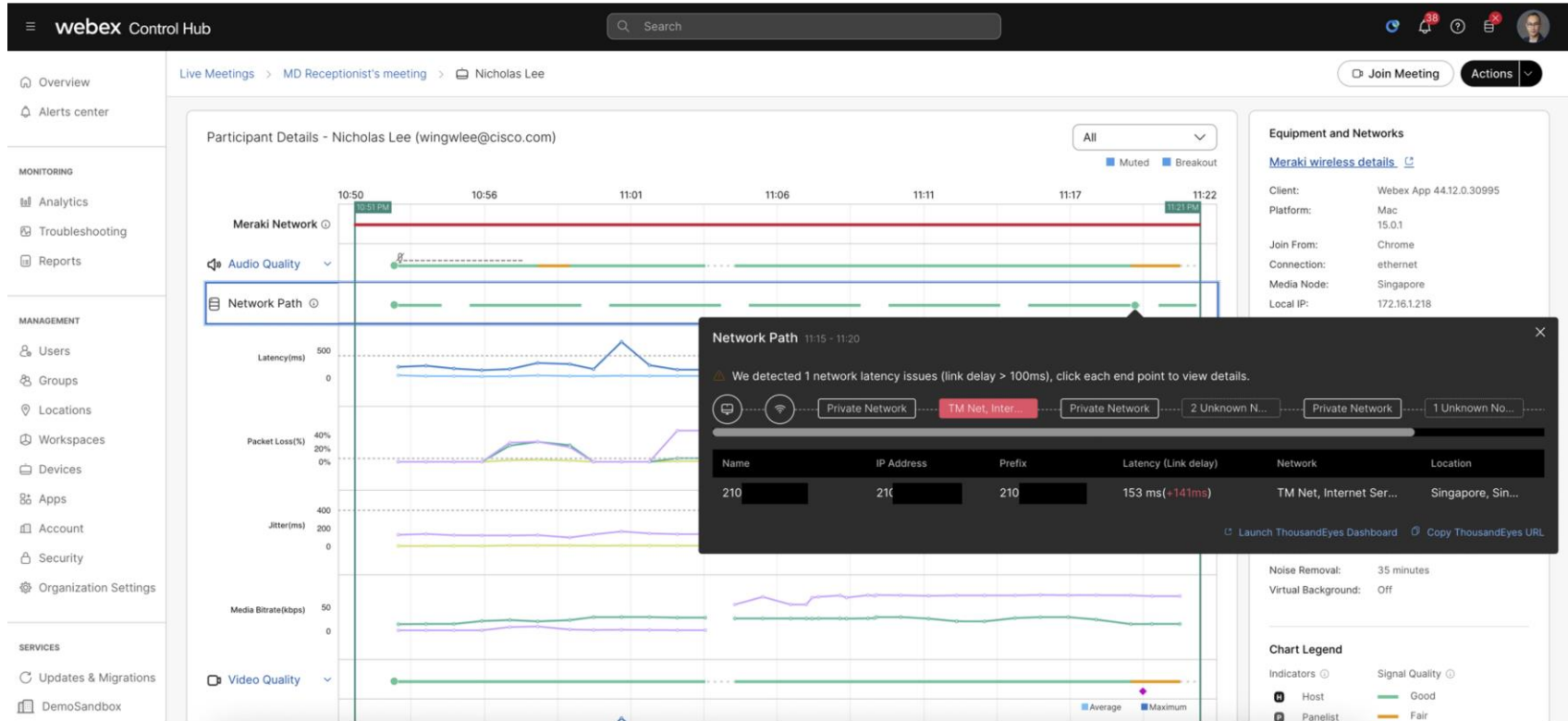
#CiscoLiveAPJC

BRKCOL-1534

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ThousandEyes Network Path Visibility



ThousandEyes & Meraki Integration- How to enable?

The image displays two screenshots of the Cisco webex Control Hub interface, illustrating the steps to enable ThousandEyes and Meraki integrations.

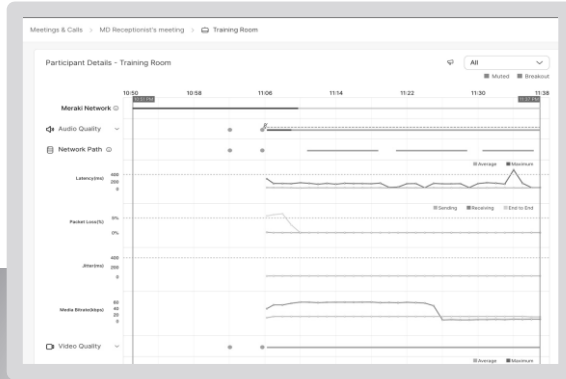
Left Screenshot: Organization Settings

- The **Organization Settings** page is shown, with the **Settings** tab selected.
- The **ThousandEyes** section is highlighted with a red box. It shows the **Allow ThousandEyes API access** toggle is turned on. Below the toggle, it states: "Set up ThousandEyes integration for troubleshooting. ThousandEyes account group is: **wingalee**."
- The **Meraki** section is highlighted with a red box. It shows the **Allow Meraki API access** toggle is turned on. Below the toggle, it states: "Set up Meraki integration for troubleshooting. Providing OAuth bearer token will allow Meraki API access for troubleshooting. Meraki organization is: **Nicholas System**."
- The **Organization Settings** link in the left sidebar is highlighted with a red box.

Right Screenshot: Devices

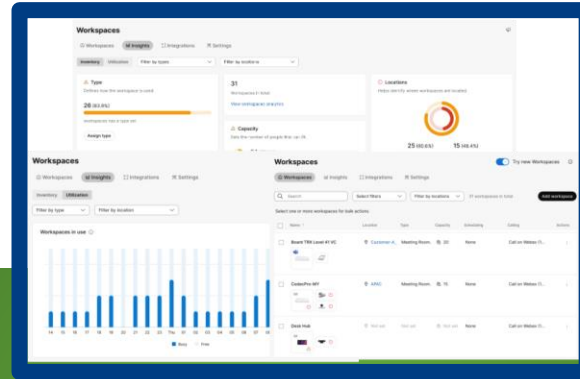
- The **Devices** page is shown, with the **Settings** tab selected.
- The **ThousandEyes** section is highlighted with a red box. It shows the **Enable ThousandEyes Agent** toggle is turned on. Below the toggle, it states: "The ThousandEyes solution provides enhanced troubleshooting and end-to-end experience monitoring. When you enable the ThousandEyes Agent, you understand and agree that your data will be shared with ThousandEyes to provide you with this feature. ThousandEyes Privacy Data Sheet".
- The **Devices** link in the left sidebar is highlighted with a red box.

Control Hub for Webex Platform



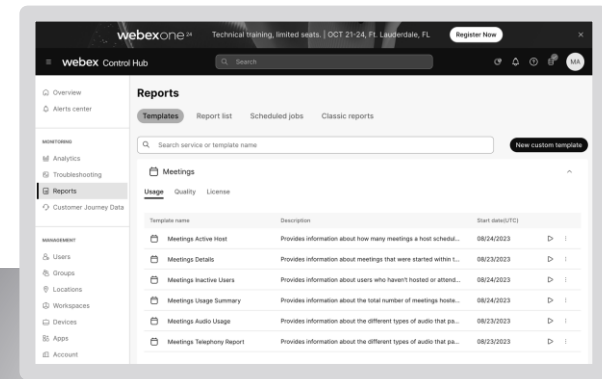
In calling center, you can host calling center and shooting:

- User Adoption & Engagement
- Quality of service
- Service Utilization/Resource Optimization
- Hosted meeting experience



Business Insight based on historical trending:

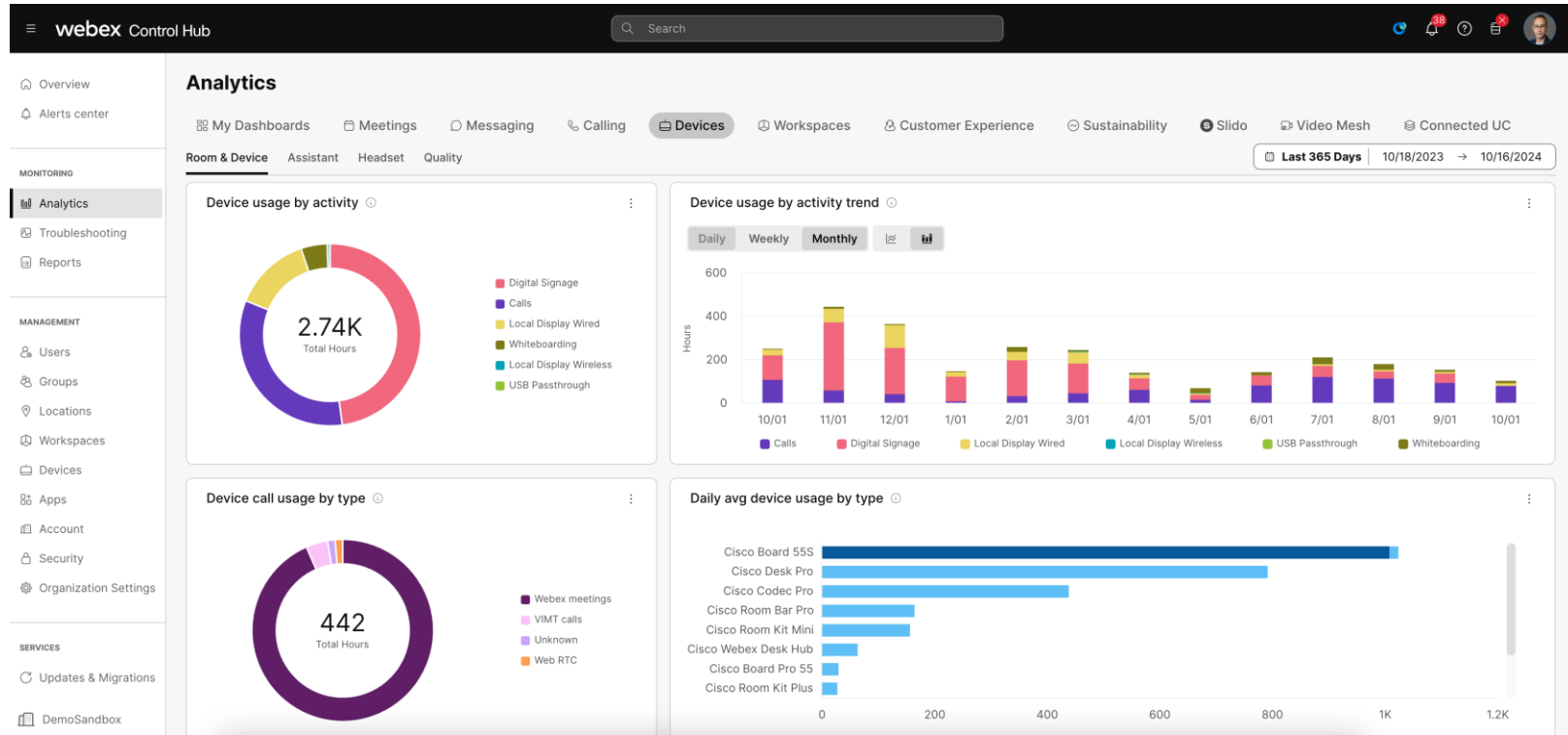
- User Adoption & Engagement
- Quality of service
- Service Utilization/Resource Optimization



Large dataset CSV reports for custom ETL and analysis:

- Onboarding and engagement, Meeting quality, Services
- Report on user experience
- Webex meeting experience
- Simple and easy place to get and custom reports

Business Insight – Historical Usage Trending



Workspaces Overview

webex Control Hub

Search

Try new Workspaces

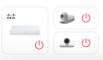
Workspaces

Workspaces Insights Integrations Settings

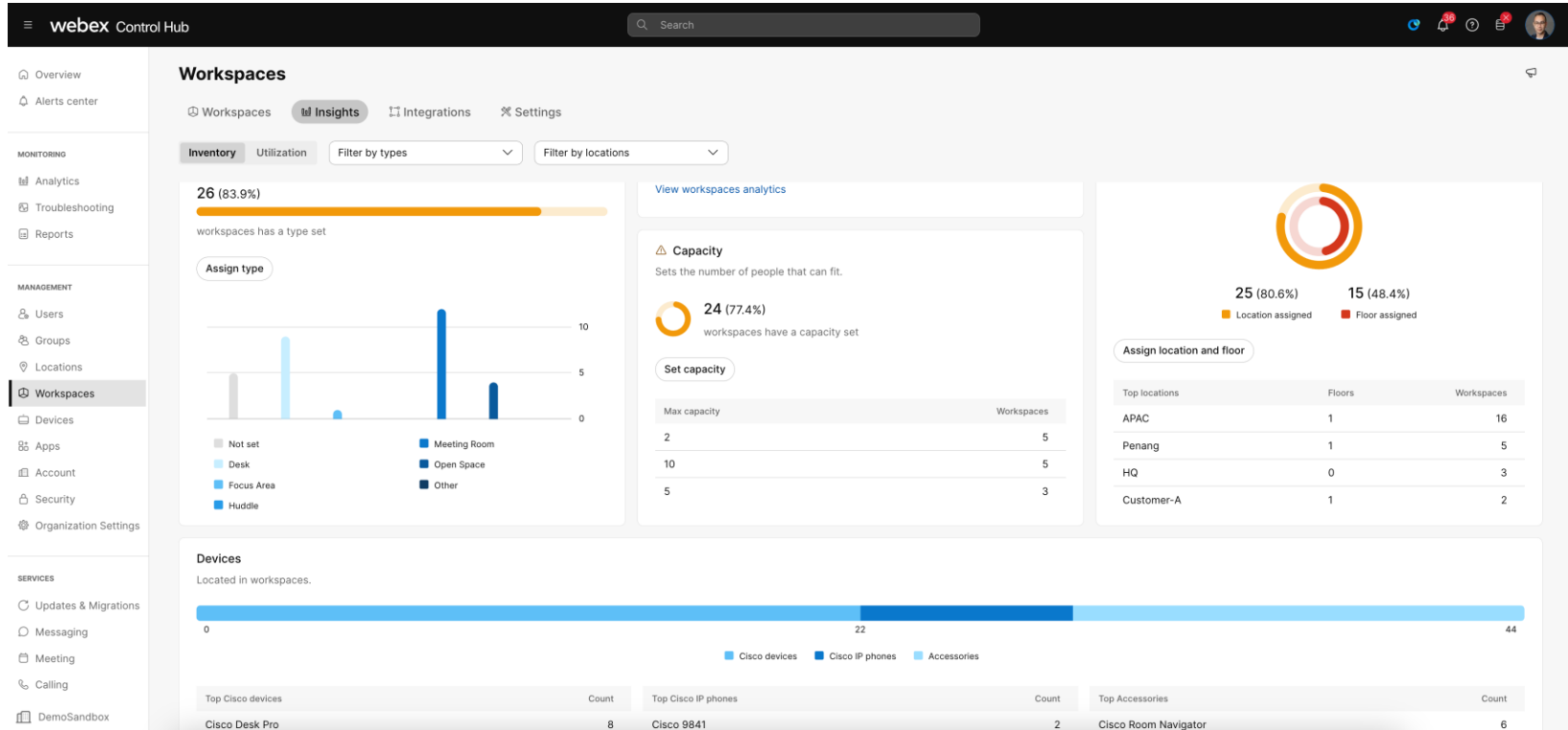
Search Select filters Filter by locations 31 workspaces in total

Add workspace

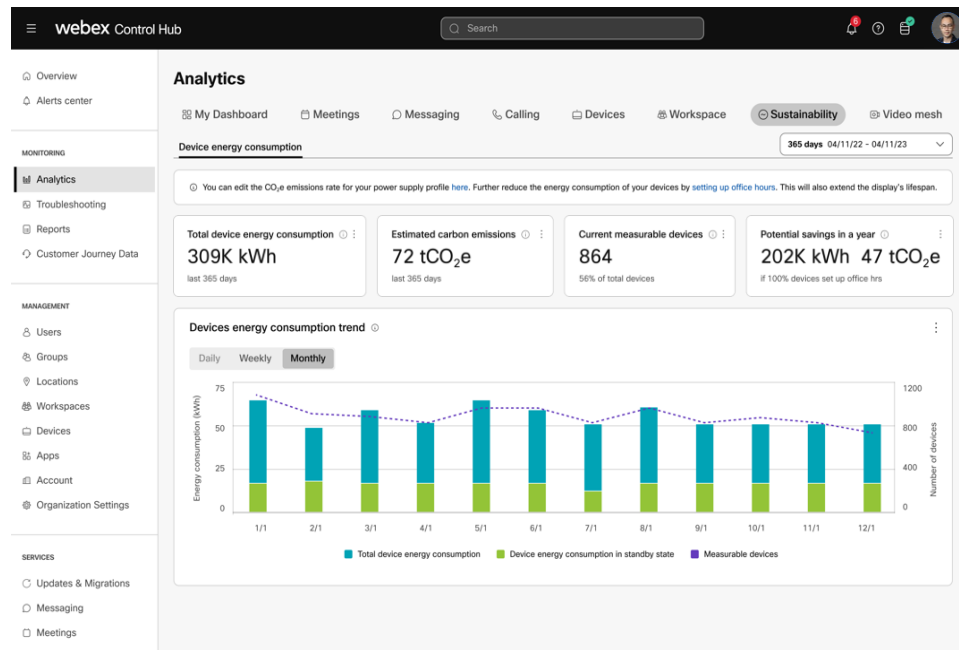
Select one or more workspaces for bulk actions

☐	Name	Location	Type	Capacity	Scheduling	Calling	Actions
☐	Annotation Room 	APAC	Open Space	5	Calendar (Microsoft Exchange/Office 365)	Cisco Webex Calling Workspace	
☐	Atek-DeskPro 	Not set	Desk	2	Calendar (Microsoft Exchange/Office 365)	Call on Webex (1:1 call, non-PSTN)	
☐	BoardPro-55 	East Malaysia	Open Space	8	None	Call on Webex (1:1 call, non-PSTN)	
☐	BoardRoom 	HQ	Meeting Room	10	None	Call on Webex (1:1 call, non-PSTN)	
☐	Board TRX Level 41 VC 	Customer-A	Meeting Room	20	None	Call on Webex (1:1 call, non-PSTN)	
☐	CodecPro-MY 	APAC	Meeting Room	15	None	Call on Webex (1:1 call, non-PSTN)	

Workspaces Insights

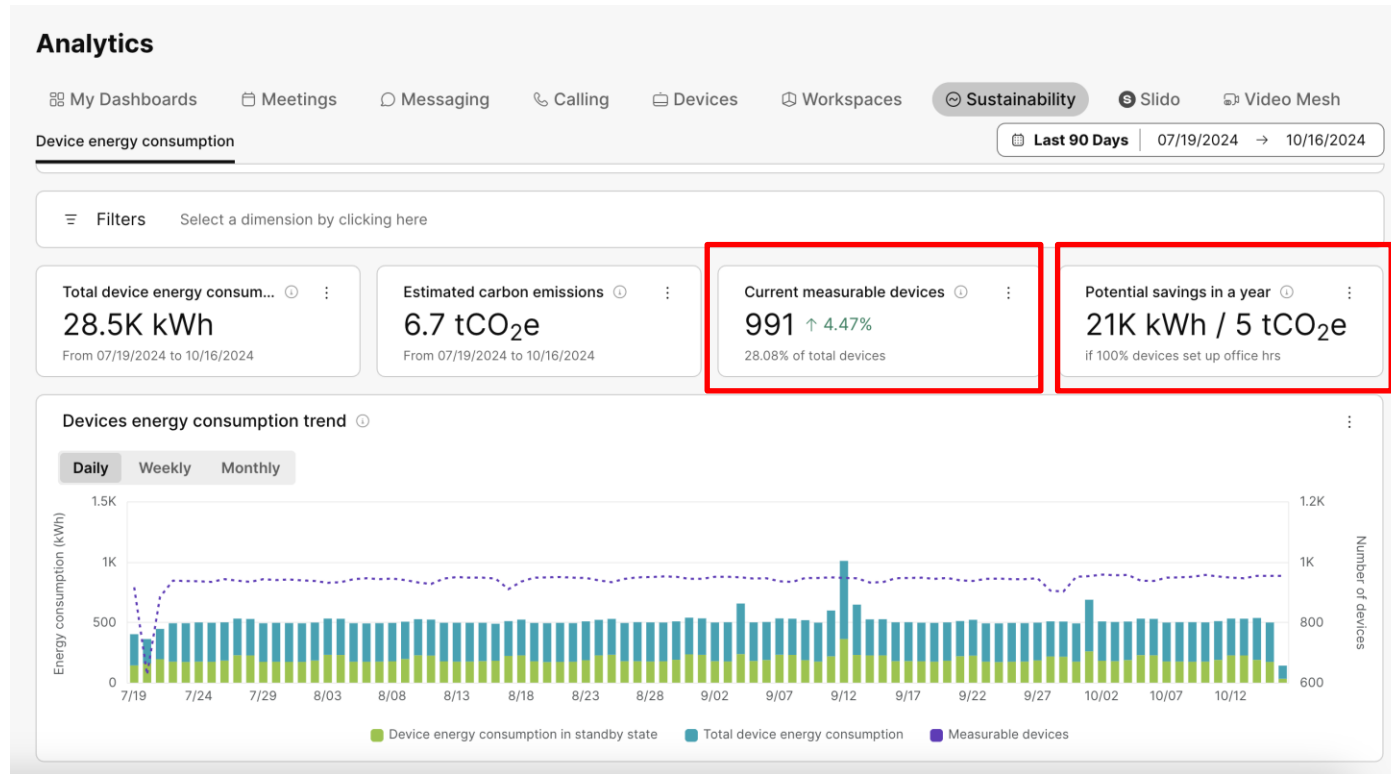


Keep track of your net zero goals with powerful data

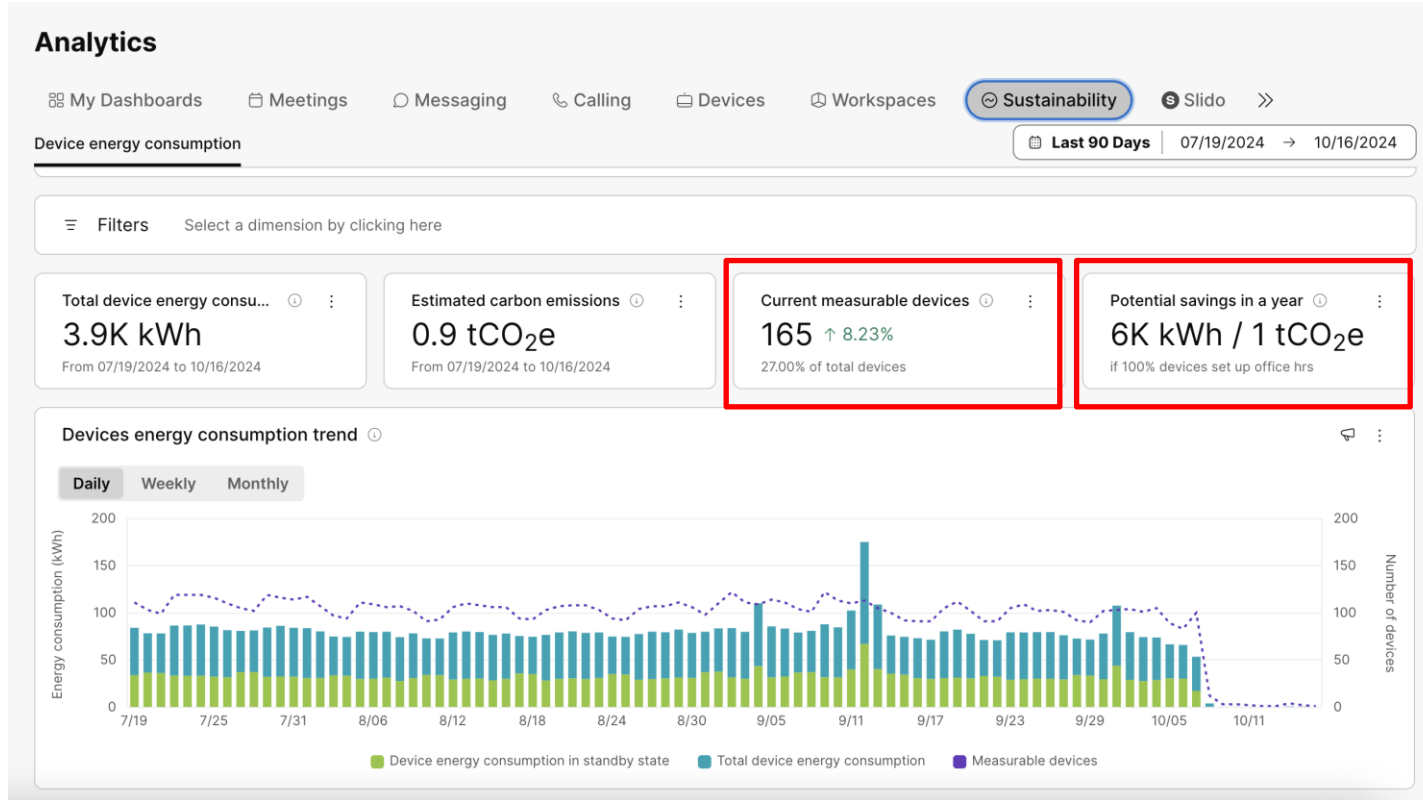


- Report estimated carbon emissions of Cisco devices and their usage.
- Use these estimates to inform decisions on how to reduce energy usage.
- Guides you to set up features like Office Hours so that devices remain idle during off hours, reducing energy usage and extending the lifetime of screens.

Example - 990+ Devices Energy Consumption



Example - 160+ Devices Energy Consumption



Potential Savings with Office Hours Set !

State	Distribution Network	Average Electricity Usage Rate (per kWh)
NSW	Ausgrid	34.0c/kWh
NSW	Endeavour Energy	34.2c/kWh
NSW	Essential Energy	37.1c/kWh
VIC	AusNet Services	35.2c/kWh
VIC	Citipower	25.1c/kWh
VIC	Jemena	29.3c/kWh
VIC	Powercor	29.8c/kWh
VIC	United Energy	27.9c/kWh
QLD	Energex	32.6c/kWh
SA	SA Power Networks	44.3c/kWh
ACT	Evoenergy	28.2c/kWh
TAS	TasNetworks	29.4c/kWh

Example 1: 991 Devices
21K kWh x 0.30 = **\$6,300**
potential savings per year

Example 2: 165 Devices
6K kWh x 0.30 = **\$1,800**
potential savings per year

Source: www.canstarblue.com.au – 09/07/2024. Average electricity usage rates are based on single-rate, non-solar only plans on Canstar's database, available for an annual usage of 4,373 kWh.

How to enable Office Hours?

The image consists of two screenshots from the Cisco Webex configuration interface, illustrating the steps to enable Office Hours.

Left Screenshot: The 'Device configurations' page for a Cisco Desk Pro device. The 'Select configurations' section shows a search for 'Office'. The search results list various configurations, with 'Time > Office Hours > Enabled' highlighted by a red box. Other categories like Microphones, Output Internal Speaker Mode, Panning, Sounds And Alerts, USB, and Ultrasound Max Volume are also visible.

Right Screenshot: The 'Device configurations' page for a Cisco Desk Pro device, showing the 'Office Hours' configuration. The 'Enabled' section is highlighted by a red box. It displays the 'Supported device types' as 'Cisco Desk Pro', the 'Configuration value' as 'True (Default)', and the 'Default' as 'Factory' (True). A 'Next' button is visible at the bottom right.

<https://help.webex.com/en-us/article/nge8zpq/Set-office-hours-on-Board,-Desk,-and-Room-series-devices>

How to enable Office Hours? (cont.)

Device configurations Cisco Desk Pro • PEN02-1-DeskPro1 • Online

Configure — Review — Summary

Work Day

End

Supported device types	Configuration value	Default	Undo
Cisco Desk Pro	19:00	Factory 19:00	

5 - 5 characters

Start

Supported device types	Configuration value	Default	Undo
Cisco Desk Pro	07:00	Factory 07:00	

5 - 5 characters

Device configurations Cisco Desk Pro • PEN02-1-DeskPro1 • Online

Configure — Review — Summary

Work Week

Friday

Monday

Supported device types	Configuration value	Default	Undo
Cisco Desk Pro	True (Default)	Factory True	

Saturday

Supported device types	Configuration value	Default	Undo
Cisco Desk Pro	False (Default)	Factory False	

Sunday

Next

How to enable Office Hours? (cont.)

The image displays two screenshots from the Cisco Webex Control Hub interface, illustrating the steps to enable Office Hours.

Left Screenshot: Device Configurations

The top navigation bar shows "Device configurations" with a breadcrumb trail: "Cisco Desk Pro" > "PEN02-1-DeskPro1" > "Online". The main content area has tabs for "Configure", "Review", and "Summary".

Outside Office Hours Standby

Auto Wakeup

Supported device types	Configuration value	Default
Cisco Desk Pro	Disabled (Default)	Factory Disabled

Delay

Supported device types	Configuration value	Default
Cisco Desk Pro	5 (slider from 1 to 30)	Factory 5

Right Screenshot: webex Control Hub

The top navigation bar shows "webex Control Hub" with a search bar and user profile. The left sidebar lists navigation options: Overview, Alerts center, MONITORING (Analytics, Troubleshooting, Reports), MANAGEMENT (Users, Groups, Locations, Workspaces, **Devices**), and SERVICES (DemoSandbox).

Office Hours

General

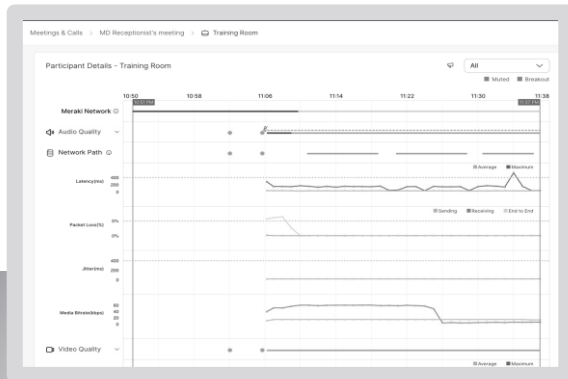
Office Hours for Room Devices

2 Configurations

Details

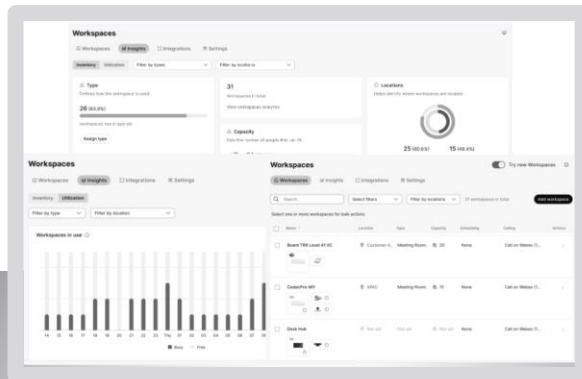
Configuration	Value
Time Office Hours Outside Office Hours Standby Auto Wakeup	(Default) → Disabled
Time Office Hours Work Day End	(Default) → 18:00

Control Hub for Webex Platform



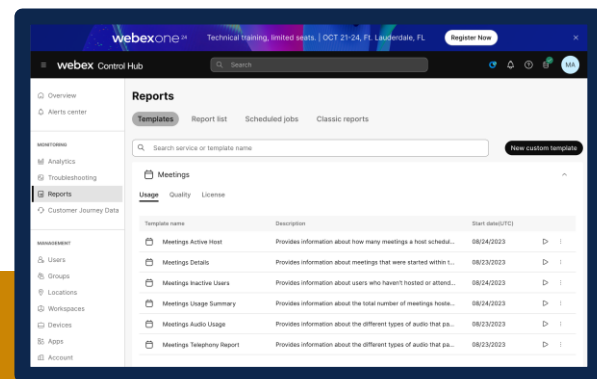
In calling center, boost
calling quality and shooting:

- User experience across
- Video quality
- Hosted training



Business level, historical
trending

- User experience
- Quality
- Service
- Optimize



Large dataset CSV reports for custom
ETL and analysis:

- Onboarding, Messaging, Meetings, Calling & Devices Reports
- Webinars, Customer Experience
- Simple and easy interface to get and customize reports

Reports Generation or Custom Template

webex Control Hub

Search

Overview Alerts center

MONITORING

Analytics Troubleshooting

Reports

MANAGEMENT

Users Groups Locations Workspaces Devices Apps Account Security Organization Settings

DemoSandbox

Reports

Templates Report list Scheduled jobs Classic reports

Search service or template name

New custom template

Meetings

Usage Quality License

Template name	Description	Start date(UTC)
Meetings Active Host	Provides information about how many meetings a host scheduled and started ...	09/13/2023
Meetings Details	Provides information about meetings that were started within the selected da...	09/12/2023
Meetings Inactive Users	Provides information about users who haven't hosted or attended meetings w...	09/13/2023
Meetings Usage Summary	Provides information about the total number of meetings hosted within the sel...	09/13/2023
Meetings Audio Usage	Provides information about the different types of audio that participants used ...	09/12/2023
Meetings Telephony Report	Provides information about the different types of audio that participants used ...	09/12/2023

Device

Usage License

Template name	Description	Start date(UTC)
Rooms and Desks Detail	Provides information about which devices are assigned to whom and what act...	09/13/2023
VIMT Usage Report	Provides details about calls where Webex Devices used VIMT to join Microsof...	09/13/2023
Device Power Consumption Report	Provides details of the energy consumption of Cisco devices.	10/18/2023

Report list – download in .csv

webex Control Hub

Search

Overview Alerts center

MONITORING

Analytics Troubleshooting

Reports

MANAGEMENT

Users Groups Locations Workspaces Devices Apps Account Security Organization Settings

DEMOBOX

DemoSandbox

Reports

Templates **Report list** Scheduled jobs Classic reports

Search Template type 3/50 generated reports

Generate report

☐	Name	Report peri...	Date range(UTC)	Created	Status	Site / Org	Actions
☐	Custom Version Report	1 day	01/22/2024 - 01/22/2024	01/23/2024 17:26	Ready for download	DemoSandbox	...
☐	Rooms and Desks Detail	31 days	08/20/2023 - 09/19/2023	09/20/2023 16:26	Processed	DemoSar	Download report Delete report
☐	Meetings Future Sched...	120 days	08/19/2023 - 12/16/2023	09/18/2023 23:33	Incomplete	collabvct	

Cisco Trust Portal – Privacy Data Sheet

Search
e.g. privacy, compliance

Filters
Clear filter

Document Type
Search by document type
e.g. data brief, white paper

Solution Category
Collaboration

Product & Services
Cisco Webex Meetings

Availability

Log in to manage your collection or request confidential access.
1-12 of 12 results

Document	Document type
☐ Cisco Webex Meetings Fiche technique de confidentialité	Privacy Data Sheet
☐ Cisco Webex Meetings Privacy Data Sheet Updated	Privacy Data Sheet
☐ Cisco Webex Meetings Privacy Data Sheet (Korean)	Privacy Data Sheet
☐ Cisco Webex Meetings プライバシーデータシート	Privacy Data Sheet
☐ Cisco Webex Video Integration Security Compliance (2)	-
TRUST PACKAGE - Use this content to address security and privacy compliance questions regarding Cisco Webex Video Integration.	
☐ Slido Security & Privacy Compliance (14) Updated	-
TRUST PACKAGE - Use this content to address security and privacy compliance questions regarding Slido.	
☐ Unified Communications Manager (UCM) Cloud Compliance (6)	-
TRUST PACKAGE - Use this content to address security and privacy compliance questions regarding Unified Communications Manager Cloud.	
☐ Virtual Visitation System Privacy Data Sheet	Privacy Data Sheet
☐ Webex App Security Compliance (8)	-
TRUST PACKAGE - Use this content to address security and privacy compliance questions regarding Webex App.	
☐ Webex Calling Security Compliance (8)	-
TRUST PACKAGE - Use this content to address security and privacy compliance questions regarding Webex Calling.	
☐ Webex Events (formerly "Socio") Security Compliance (9)	-
TRUST PACKAGE - Use this content to address security and privacy compliance questions regarding Webex Events (formerly "Socio").	

<https://trustportal.cisco.com/>

Cisco Trust Portal – Repository for security, data privacy and compliance documents

The Trust Center /
Trust Portal
Get Documents

Self-service access to security, data privacy and compliance documents

Access Specific Trust Documents
Audit Reports (SOC, FedRAMP, ISO, CIS)
Pen Tests and Security Assessments
Security Questionnaires
Privacy Data Sheets
Search all documents >

Get Trust Packages by Product
AppDynamics Security Compliance
CX Cloud Security Compliance
Webex Meetings Security Compliance
Umbrella Security Compliance
View all Trust Packages >

Cisco Trust Portal – AI Transparency Notes

The screenshot shows the Cisco Trust Portal interface. The header includes the text "The Trust Center / Trust Portal /" and "Trust Portal" with the subtitle "Access to security, data privacy, and compliance content." Below the header is a navigation bar with "Home", "Download", "Share", and "Add to My Collection". The main content area displays a search bar and a list of documents. A red circle highlights the "AI Transparency" section in the left sidebar and the corresponding list of documents in the main content area. The list includes items like "Agent Answers and Suggested Responses Features - AI Transparency Technical Note", "Agent Burnout Detection - AI Transparency Technical Note", "Auto CSAT - AI Transparency Technical Note", "Contact Center Summaries - AI Transparency Technical Note", "Head Detection and Face Recognition - AI Transparency Technical Note", "In-House Transcription - AI Transparency Technical Note", "In-Meeting Summaries and Ask Me Anything - AI Transparency Technical Note", "Post Call Summaries for Recorded Calls - AI Transparency Technical Note", "Post-Meeting Summaries - AI Transparency Technical Note", "Slido - AI Transparency Technical Note", "Space Summaries - AI Transparency Technical Note", "Third-Party Transcription and Real-Time Translation - AI Transparency Technical Note", and "Topic Analytics - AI Transparency Technical Note".

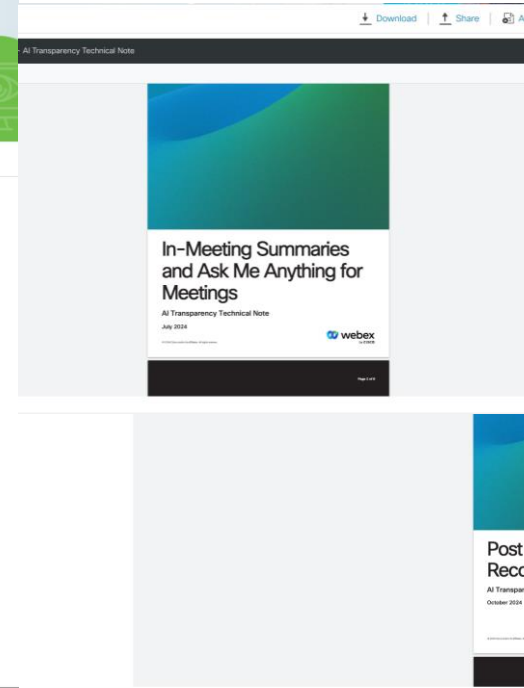
Trust Portal
Access to security, data privacy, and compliance content.
Trust Portal Guide

Home Download Share Add to My Collection

Search
Log in to manage your collection or request confidential access.
1-23 of 23 results

Document Document type

- ☒ Agent Answers and Suggested Responses Features - AI Transparency Technical Note AI Transparency
- ☐ Agent Burnout Detection - AI Transparency Technical Note AI Transparency
- ☐ Auto CSAT - AI Transparency Technical Note AI Transparency
- ☐ Contact Center Summaries - AI Transparency Technical Note AI Transparency
- ☐ Head Detection and Face Recognition - AI Transparency Technical Note AI Transparency
- ☐ In-House Transcription - AI Transparency Technical Note Updated AI Transparency
- ☐ In-Meeting Summaries and Ask Me Anything - AI Transparency Technical Note AI Transparency
- ☐ Post Call Summaries for Recorded Calls - AI Transparency Technical Note New AI Transparency
- ☐ Post-Meeting Summaries - AI Transparency Technical Note AI Transparency
- ☐ Slido - AI Transparency Technical Note Updated AI Transparency
- ☐ Space Summaries - AI Transparency Technical Note AI Transparency
- ☐ Third-Party Transcription and Real-Time Translation - AI Transparency Technical Note Updated AI Transparency
- ☐ Topic Analytics - AI Transparency Technical Note Updated AI Transparency



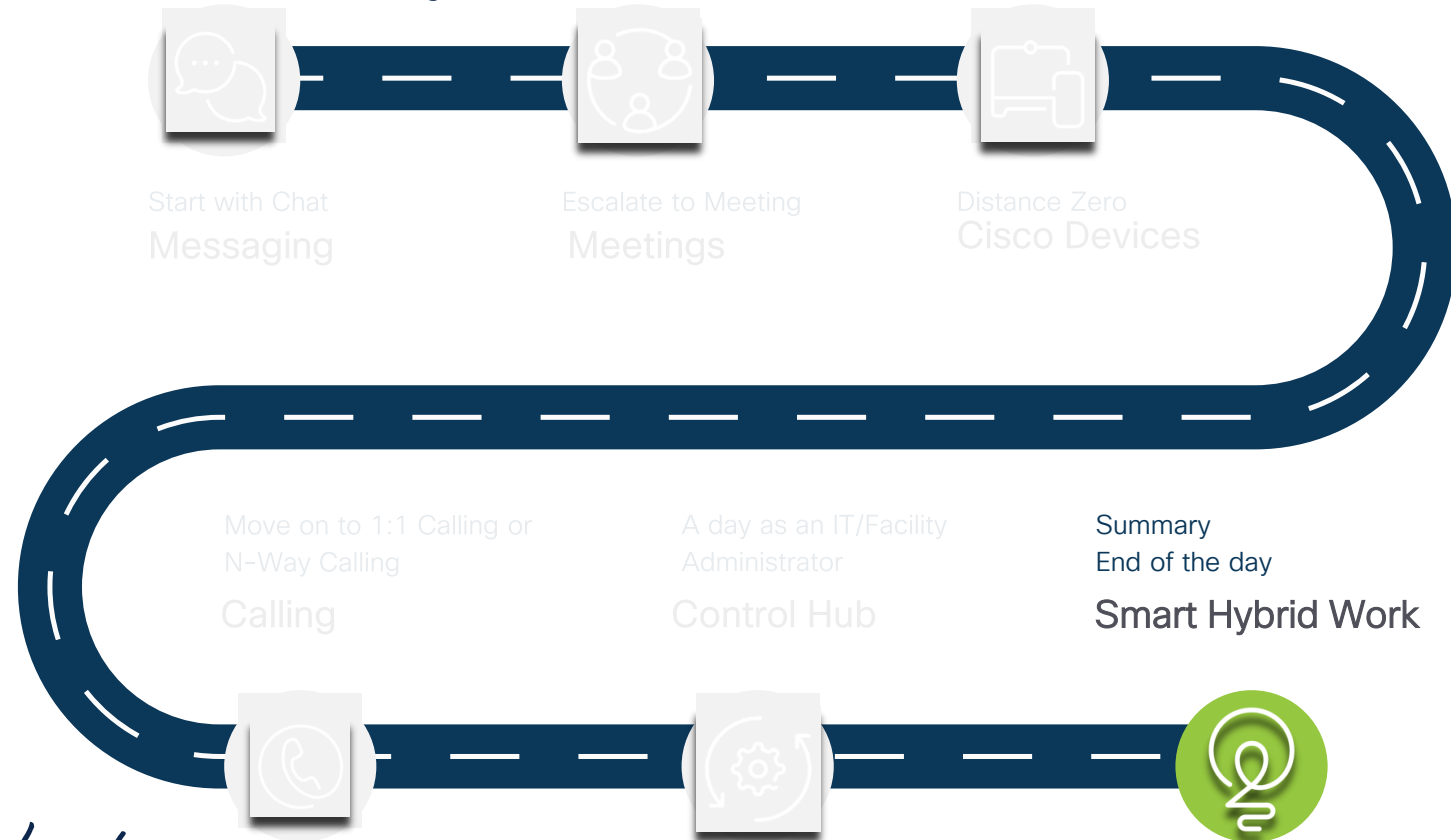
Control Hub for Devices

A one-stop-shop for all your management needs

To learn more...

ID	Title	Date	Time
BRKCOL-2529	Control Hub for collaboration management and analytics	Wednesday , Nov 13	04:15 PM

Agenda - A day in a life with Webex platform



Webex Platform : Best collaboration solution for hybrid work



Exceptional value led by Webex meetings and calling



Industry best Audio and Video capabilities



Effortless user experiences



Webex Suite +
Devices + Cisco:
Better together

Webex Platform

AI, Security, Manageability, Sustainability

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Additional Sessions to Learn more

ID	Title	Date	Time
BRKCCT-2526	Overview of the Digital Customer Experience	Monday, Nov 11	03:15 PM
BRKCCTL-2522	Architecting AI-delivered customer experiences with Webex Contact Center	Tuesday, Nov 12	04:15 PM
BRKCOL-2523	Microsoft Interop for Calling, Meetings and RoomOS	Tuesday, Nov 12	03:00 PM
BRKCOL-2524	Enabling Cisco Microsoft Teams Rooms	Tuesday, Nov 12	04:15 PM
BRKCOL-2530	The next-gen Webex Customer Experience architecture overview	Wednesday, Nov 13	01:00 PM
BRKCOL-2525	Cisco Collaboration Devices as Open Platform	Wednesday, Nov 13	03:00 PM
BRKCOL-2529	Control Hub for collaboration management and analytics	Wednesday, Nov 13	04:15 PM

Keynote Deep Dives

Wednesday
10:30am – 11:30am



Experiences Amplified:
How AI Can Fuel Better Employee and Customer Experiences

Level 1
Room 106



Smart, Secure, Seamless:
Transforming Experiences with Next-Generation Networking

Level 2
Room 204



Harness a Bold New Era:
Transform Data Centre and Service Provider Connectivity

Level 2
Room 203



Securing User to Application and Everything in Between

Level 2
Melbourne Room 2



Unlocking Digital Resilience through Unified Observability

The HUB
Centre Stage

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Thank you

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Appendix



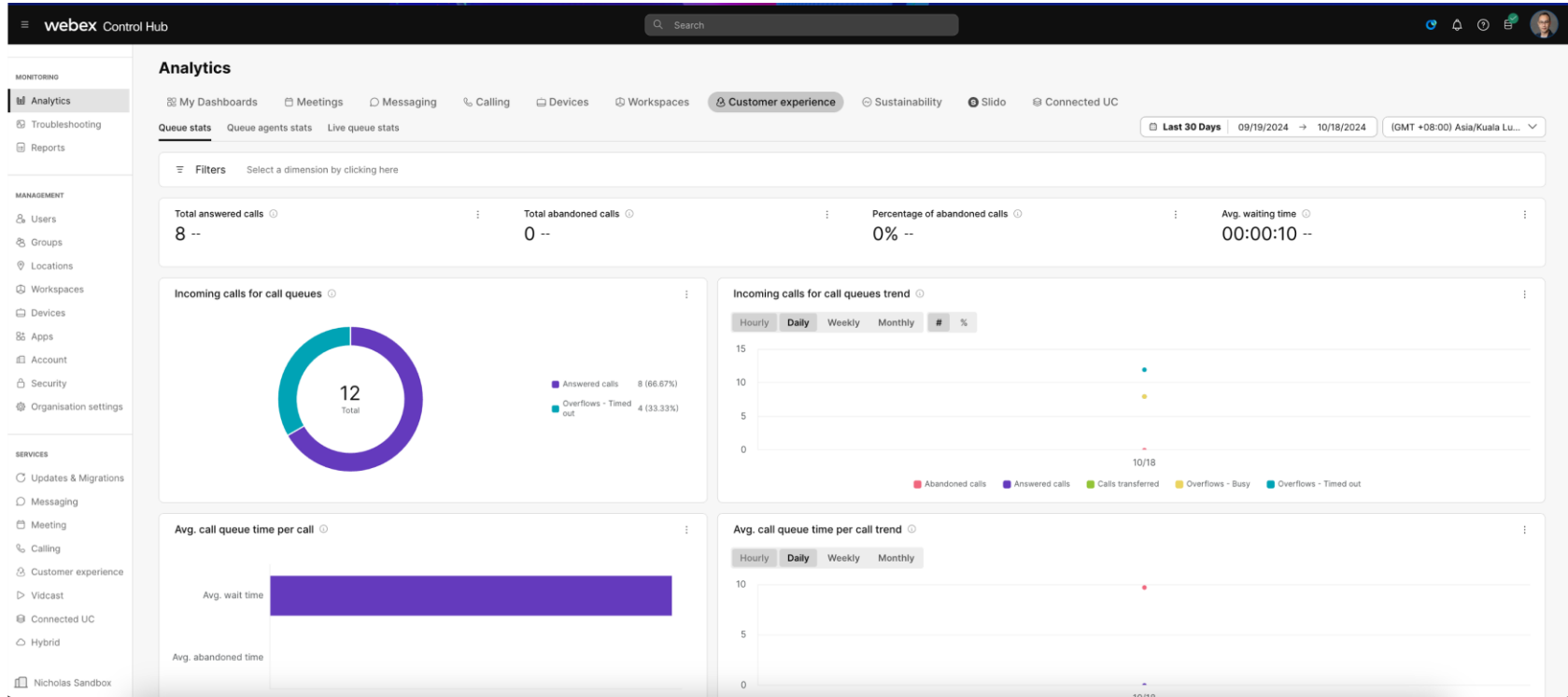
How to toggle this feature at User Level?

The screenshot displays the Cisco Webex Control Hub interface. The left sidebar contains navigation links: Overview, Alerts center, 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, Connected UC, Demo Sandbox). The 'Users' link is highlighted. The main content area shows the user profile for 'James' (Active, james@collabvctf.wbx.ai, Member of Webex AI Group, Member of APAC). The 'General' tab is selected, showing the 'General template applied: AI Template'. The 'Webex desktop app updates' section has a toggle for 'Allow automatic updates' set to 'On'. The 'Messaging' section has three toggles: 'Space summaries', 'Rewrite message', and 'Message translation', all set to 'On'. The 'Meetings' section has a toggle for 'Turn on closed captioning in the Meeting settings to create meeting summaries' set to 'On'. The 'Internal meeting' section has two toggles: 'In-meeting summaries and Ask Me Anything' and 'Summaries and transcripts after the meeting', both set to 'On'. The 'External meeting' section has a toggle for 'In-meeting summaries and Ask Me Anything' set to 'On' and a 'Not applicable' status. The 'AI-generated summaries for recordings' section has a toggle set to 'On'.

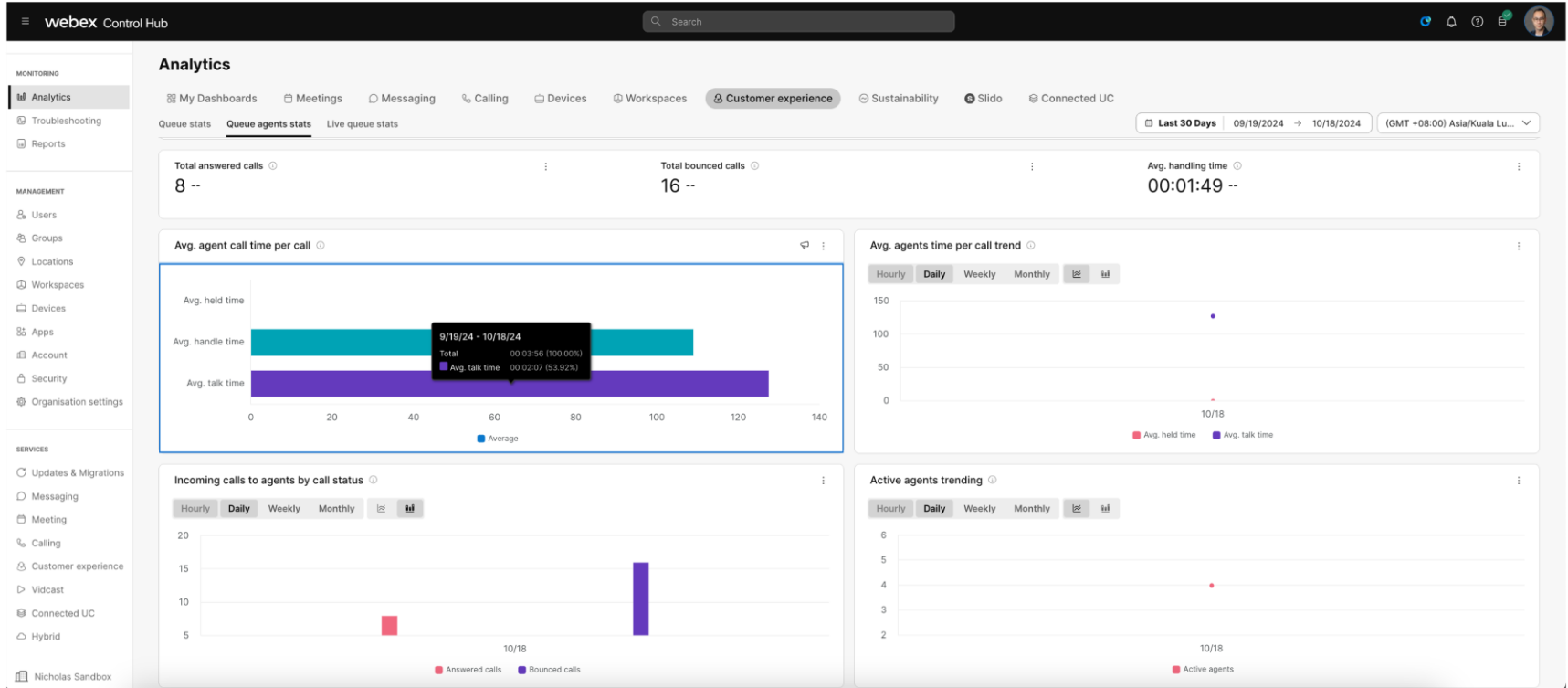
How to toggle this feature at Group Level?

The screenshot displays the Cisco Webex Control Hub interface. The top navigation bar shows the 'webex Control Hub' logo and a search bar. The left sidebar contains navigation links: Overview, Alerts center, 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, Connected UC, Demo Sandbox). The main content area is titled 'Groups: Webex AI Group' and shows the 'General: AI Template' settings for 'Rank 1'. The settings are organized into sections: Messaging, Meetings, AI-generated summaries for recordings, and Personal insights. The 'AI-generated summaries for recordings' section is highlighted with a red box, showing a toggle for 'Add AI-generated summaries to meeting recordings' which is currently turned on. The 'Meetings' section also has red boxes around its settings, including 'In-meeting summaries and Ask Me Anything' and 'Summaries and transcripts after the meeting'. The 'Messaging' section has red boxes around its settings, including 'Space summaries', 'Rewrite message', and 'Message translation'. The 'Personal insights' section has a red box around its 'Show Personal Insights' toggle, which is also turned on. At the bottom of the 'Personal insights' section, a note states 'Each user must opt-in'.

Control Hub Analytics – Customer Experience



Control Hub Analytics – Customer Experience



Control Hub Analytics – Customer Experience

webex Control Hub

Search

MONITORING

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Calling

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Vidcast

Connected UC

Hybrid

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Analytics

My Dashboards Meetings Messaging Calling Devices Workspaces **Customer experience** Sustainability Slido Connected UC

Queue stats **Queue agents stats** Live queue stats

Last 30 Days 09/19/2024 → 10/18/2024 GMT +08:00 Asia/Kuala Lumpur

Top 25 agents by answered calls

Agent Name	Call queue	Location	Answered calls
Iron Man	Essentials Main	APAC	4
Batman man	Essentials Main	APAC	1
Superman man	Essentials Main	APAC	1
Spiderman man	Pedals Bike AMS Support	APAC	1
Iron Man	Pedals Bike AMS Support	APAC	1
Iron Man	Pedals Bike Overflow	APAC	0
Superman man	Pedals Bike Overflow	APAC	0
Batman man	Pedals Bike Overflow	APAC	0

Top 25 agents by average talk time

Agent Name	Call queue	Location	Avg. talk time
Iron Man	Essentials Main	APAC	00:01:15
Iron Man	Pedals Bike AMS Support	APAC	00:00:33
Superman man	Essentials Main	APAC	00:04:15
Spiderman man	Pedals Bike AMS Support	APAC	00:01:59
Batman man	Essentials Main	APAC	00:00:00
Iron Man	Pedals Bike Overflow	APAC	00:00:00
Superman man	Pedals Bike Overflow	APAC	00:00:00
Batman man	Pedals Bike Overflow	APAC	00:00:00

To see detailed information on agent stats, see the Call Queue Agent reports in the Reports tab

Call queue agents

Search by Agent name, Call queue name, Location...

Agent name	Call queue	Location	Total answered calls	Bounced calls	Total presented calls	Total talk time	Avg. talk time	Total hold time	Avg. hold time	Total hand
Incredible Hulk	Pedals Bike Overflow	APAC	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Batman man	Pedals Bike Overflow	APAC	0	2	2	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Iron Man	Essentials Main	APAC	4	4	8	00:05:01	00:01:15	00:00:00	00:00:00	00:05:20
Iron Man	Pedals Bike AMS Supp...	APAC	1	0	1	00:00:33	00:00:33	00:00:00	00:00:00	00:00:37
Spiderman man	Pedals Bike AMS Supp...	APAC	1	1	2	00:01:59	00:01:59	00:00:00	00:00:00	00:02:12
Batman man	Pedals Bike AMS Supp...	APAC	0	1	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

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