



Future-Proofed Workspaces

AI for Hybrid Work

Keith Griffin, Cisco Fellow VP
ITLGEN-1023

CISCO *Live!*
IT Leadership Program

#CiscoLiveAPJC

Cisco uniquely powers how people and technology work together

AI-ready data centers

Transform data centers to power AI workloads anywhere, from AI assistants and agents to digital twins and more

Future-proofed workplaces

Modernise everywhere people work and connect to reduce costs, improve sustainability, and attract the best talent

Digital resilience

Game-changing security and observability that keep the entire organisation secure, reliable, and performing

Our collaboration strategy

Reimagining Workspaces
Devices

Reimagining Work
Webex Suite

Reimagining Customer Experience
Contact Center

Artificial Intelligence - AI Assistant

Our strategy: Enabling everyone with purpose-built AI



Conversational AI



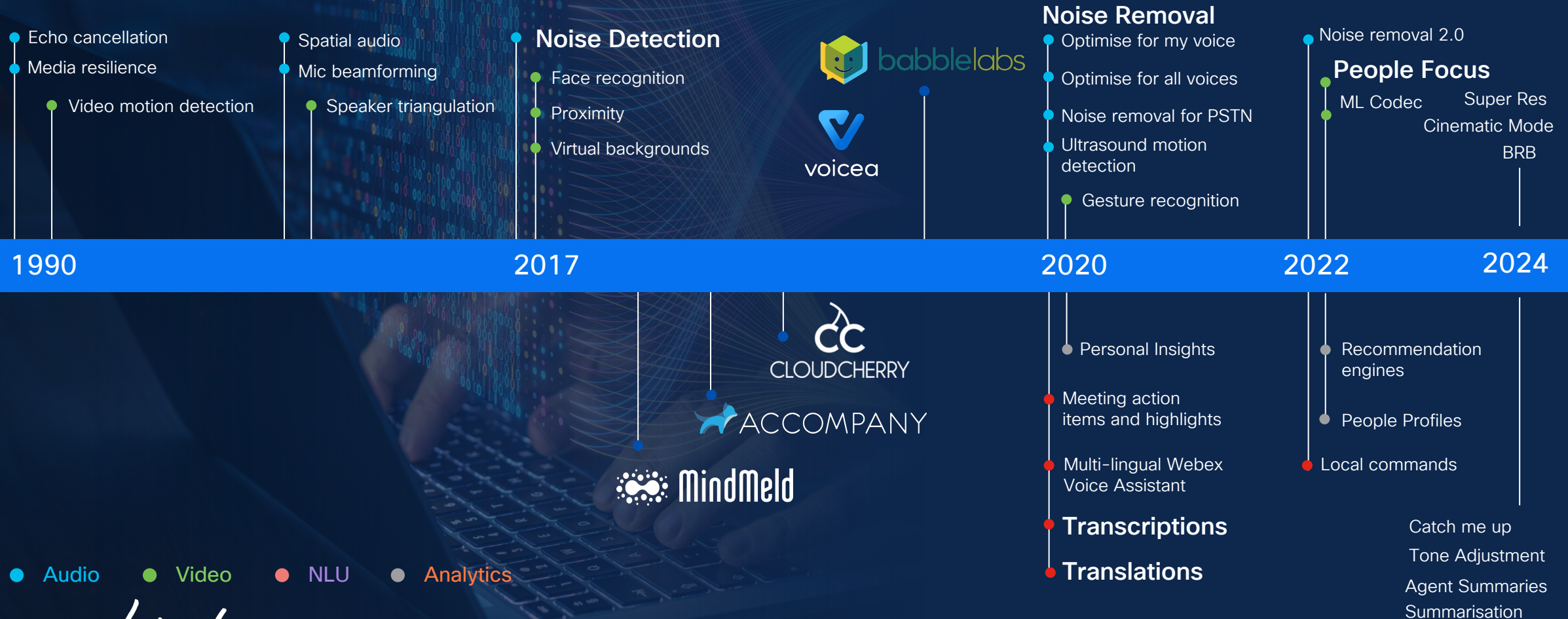
Audio & Speech AI



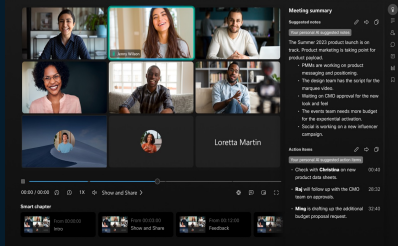
Video and Camera AI

Webex provides tangible, differentiated value through our purposeful application of AI

Years of AI Innovation. From Machine Intelligence to Machine Learning

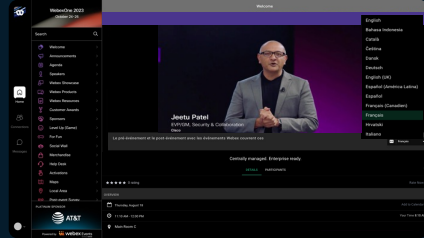


AI Innovation in Collaboration



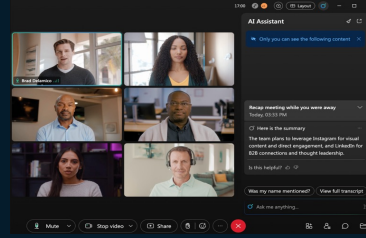
AI Assistant

Personalised meeting summaries



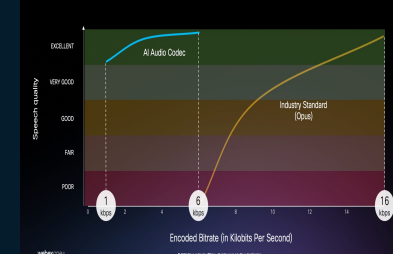
AI Assistant

Real-time Translations in Events

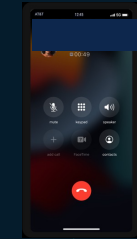


AI Assistant

Real-time Catch up on missed part of meetings

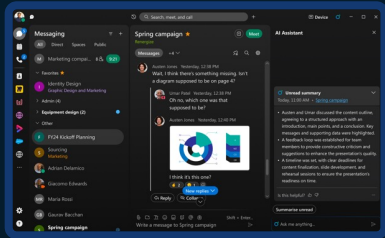


Webex Ai Codec



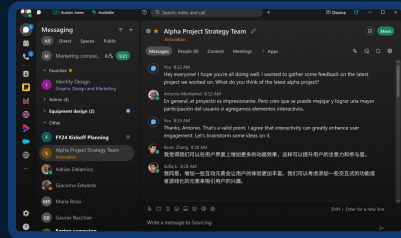
AI Assistant

HD Voice & PSTN Noise Removal



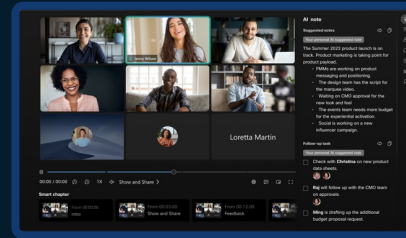
AI Assistant

Personalised message summaries



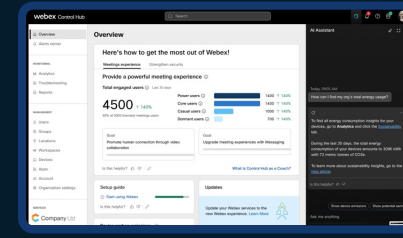
AI Assistant

Translate messages & adjust tone

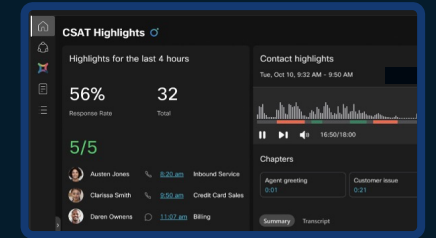


AI Assistant

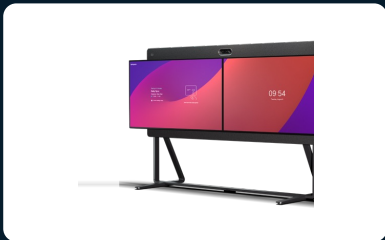
Meeting Chapters and Highlight Reels



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



Network Insights with Meraki Integration



Room Kit EQX



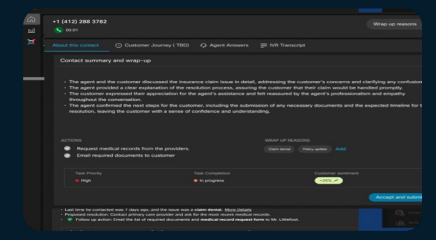
Cinematic Meetings



Video super-resolution



Campfire



AI Assistant

Call summaries and transcripts

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AI Design Principles

- What can users stop doing?
- Every AI-enablement must start with what user no longer needs to worry about.
- Meet users where they are, enhance what they do
- Don't underestimate user habit & muscle memory. Understand their context & needs and meet them there.

Webex Suite



Meetings



Messaging



Calling



Webinars



Events



Whiteboarding



Polling



Video Messaging

Reimagine every workspace

CONFERENCE ROOMS

OPEN SPACES

HOT DESKS

ANYWHERE



Room Series



Board Series



Desk Series



Phones



Desk Cameras &
Headsets

AI-POWERED | INTEROPERABLE | SUSTAINABLE

Cinematic Meetings



EYES

CAMERA

EARS

MICROPHONE

BRAIN

VIDEO DEVICE

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Collaboration devices are an extension of the network...



Contact Center: Webex AI unlocks new possibilities

Enhance the customer experience with proactive, personalised communications.

- Virtual agents
- Background noise reduction
- Predictive outbound engagement

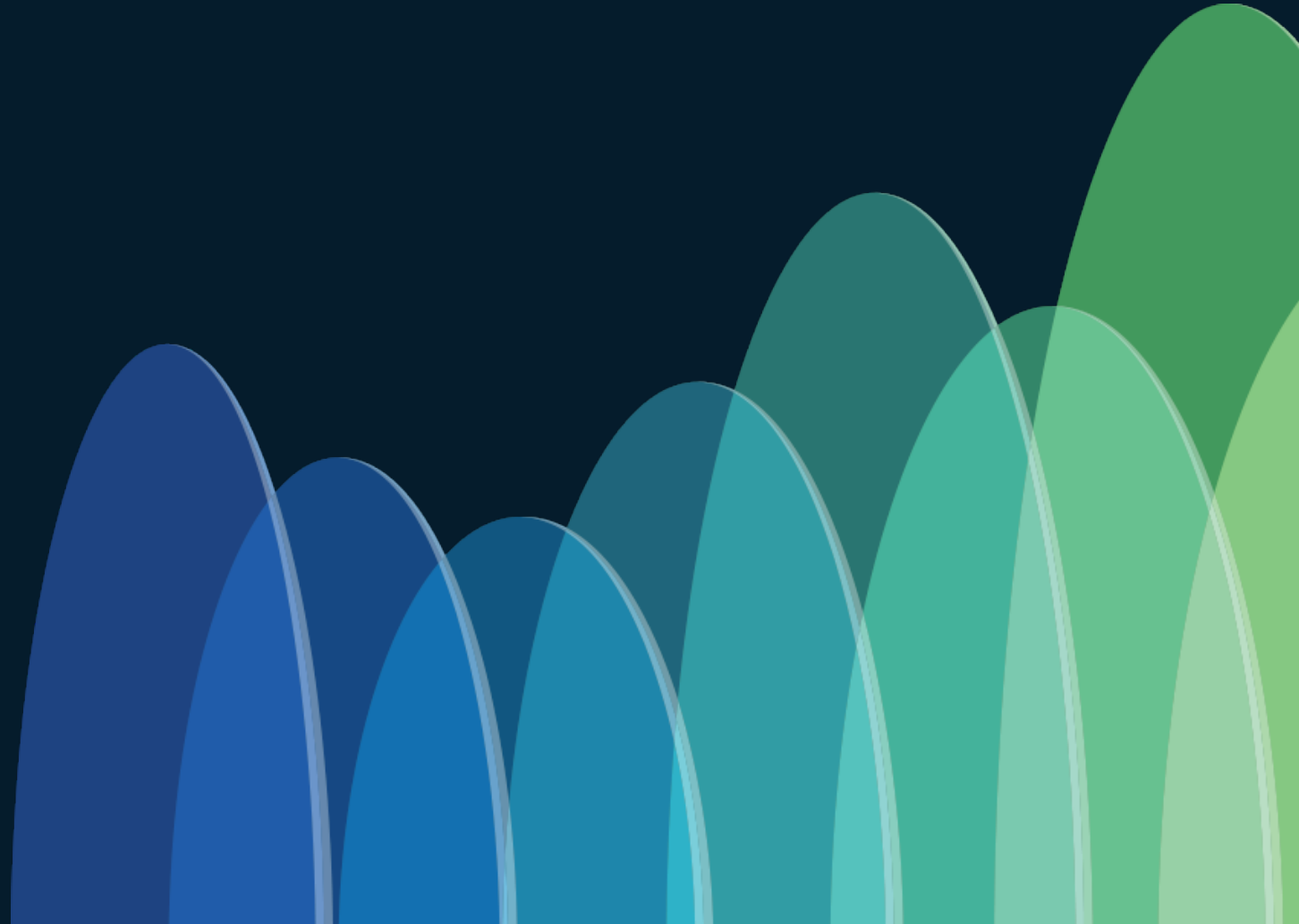
Make agents more effective with productivity and knowledge tools.

- Call transcription/summaries
- Contextual Agent assistance & coaching
- Supervisor automation
- Agent quality & wellness monitoring

Make the business more efficient with real-time optimisation.

- Virtualise for scale: topic analytics & top call drivers
- Automatic Customer Satisfaction scores (CSAT)
- Best answers/knowledge generation

Generative AI Demo



Making it real – AI Risks & Mitigation

Privacy, Security and Human Rights Risks



Data Misuse



Surveillance



Data Breaches



Inference/Profiling



Vulnerability
to Attacks



Autonomous
Operations



Reliability
and Safety



Propagation
of Threats



Discrimination
and Bias



Freedom of Expression



Right to Work



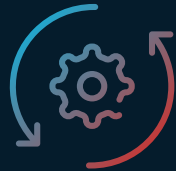
Access to Justice

Cisco's Responsible AI Framework

Operationalises our principles throughout the company



Governance
& Oversight



Incident
Management



External
Engagement



Industry
Leadership



Controls

Cisco's Responsible AI Principles



Transparency



Fairness



Accountability



Privacy



Security



Reliability

What can organisations do to boost AI Readiness?



Look long-term and think big

Build infrastructure for the future

Breakdown data silos

Keep people at the core

Deploy timely internal policies and protocols to keep pace with the industry

Future-proofed workplaces

Modernise everywhere people work and connect to reduce costs, improve sustainability, and attract the best talent



Modern user experience



High-fidelity interactions



AI rich innovations to capture every detail



Immersive Audio/video



Integration with devices and app

INCLUSIVE | ACCESSIBLE



Thank you