



“Reconciliation” - Dustin Koa Art

CISCO *Live!*

GO BEYOND

#CiscoLiveAPJC



Experiences, Amplified

How AI Can Fuel Better Employee
and Customer Experiences

Snorre Kjesbu
SVP and General Manager, Collaboration Devices

Vanessa Sulikowski
Distinguished Solutions Engineer

AI is ushering in a new era of productivity

Experience Matters



AI- Ready Data Centers



Future-Proofed Workplaces



Digital Resilience

ACCELERATED BY CISCO AI

Full stack collaboration



Networking



Security



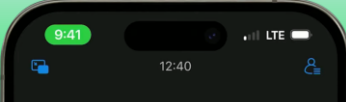
Collaboration



Observability

 AI Assistant for Developers

 AI Codec



 Room Kit EQX

Board Pro G2



 Be Right Back Detection

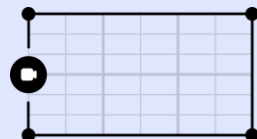
Call Summaries

 Summary

Take a break

Agent Wellness



 Meeting Zones

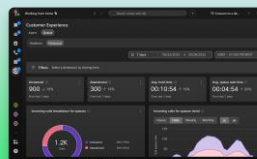
 Virtual AI Lens

Auto CSAT

+26%

-4%

Topic Analytics



 Native Voice Virtual Agent

 Webex Go

 Desk Phone 9800 Series

Suggested Responses

Hi Michael, I apologize for the inconvenience. To dispute the transaction listed for \$51.52 at Renergize Restaurant please log in to your online bank account and navigate...

Remove  Send

Cinematic Meetings



 Generated Wrap Up

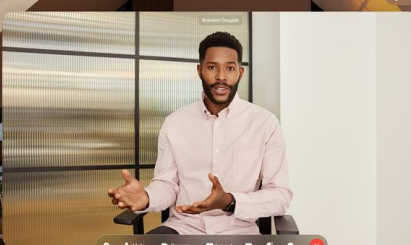
 cisco AI Assistant

Hi, Clarissa. What can I help you do?

Summarize 

Was my name mentioned? 

What are the action items? 

 Webex for Apple Vision Pro

 AI Workspace Ranking

 CX Essentials

258

Answered

Abandoned

 Dropped Call Summaries

 Vidcast Highlights

 AI Outbound Video

 AI Assistant for Control Hub

300M+

AI-assisted enabled
minutes

10x

usage per week

100B+

minutes of background
noise removed

80%

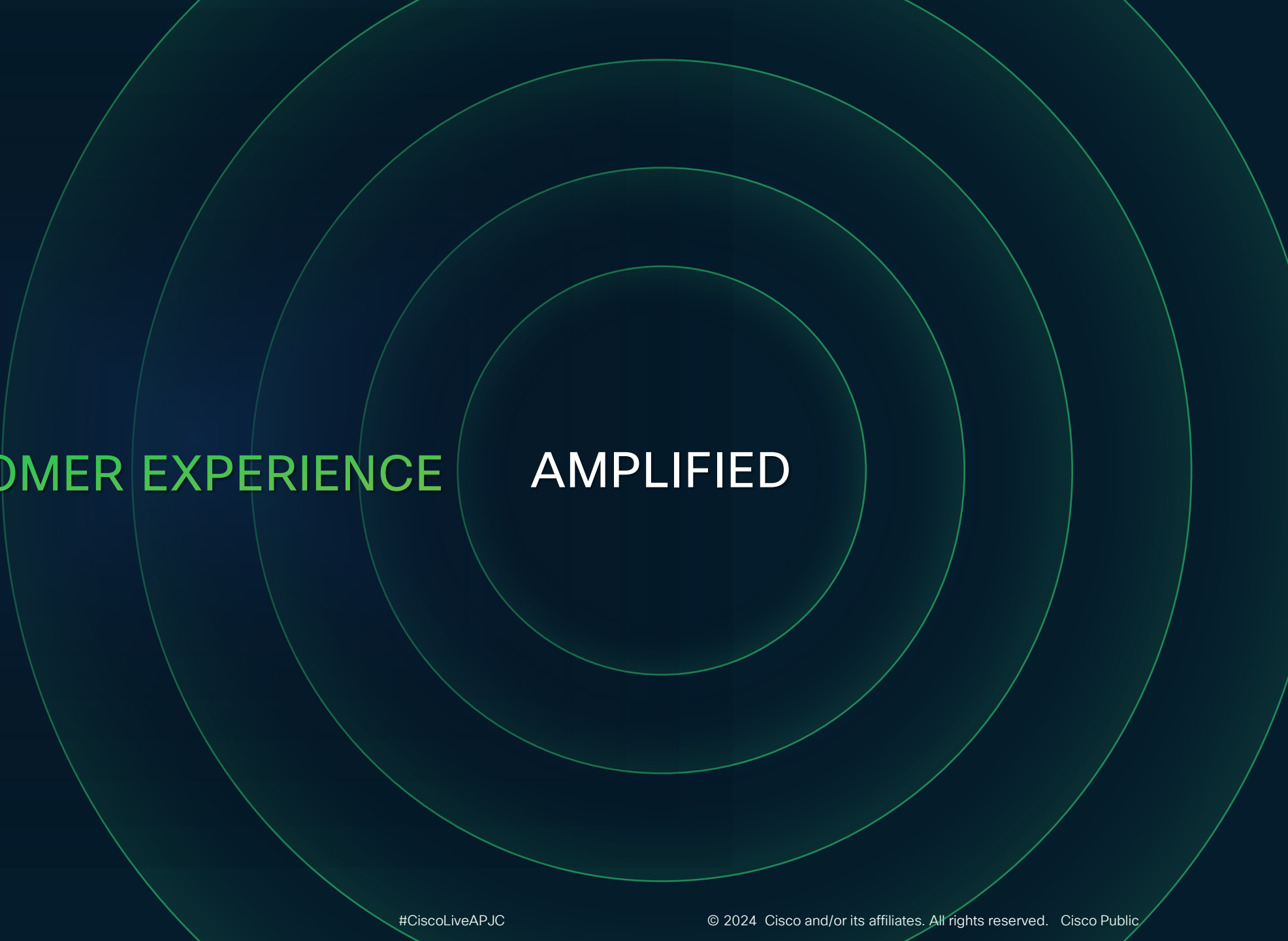
experienced clearer,
distraction-free
communication

81%

had significantly more
effective meetings

CUSTOMER EXPERIENCE

| EMPLOYEE EXPERIENCE

A series of five concentric circles in a light teal color, centered on the slide, creating a ripple effect around the main text.

CUSTOMER EXPERIENCE AMPLIFIED

Great experience is easier said than done

| CSAT is declining

| Agents are struggling

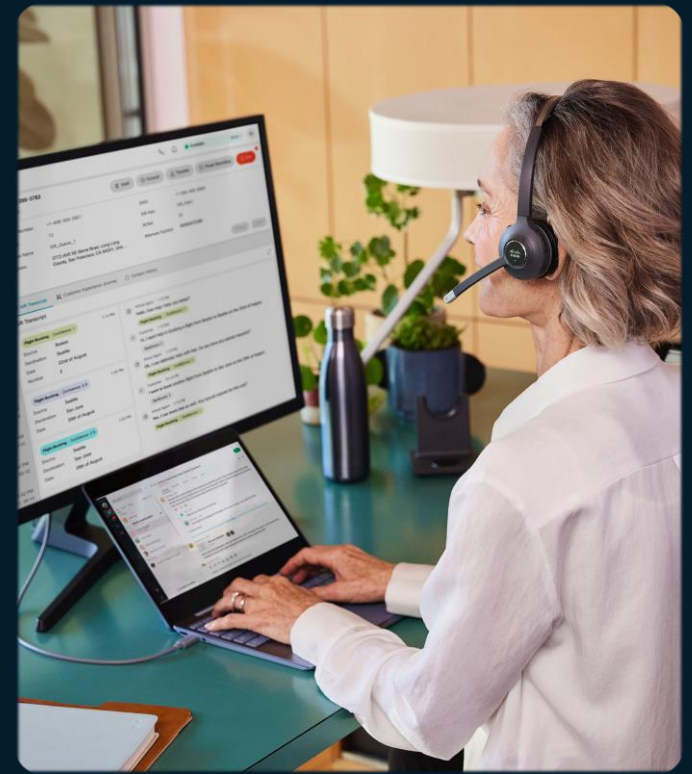
| Siloed technology & systems



Self-service that is
more human, proactive
and effective



Expert live agents for
every situation



Real-time automation
and orchestration

INTRODUCING Webex AI Agent



Natural
conversations



Personalization

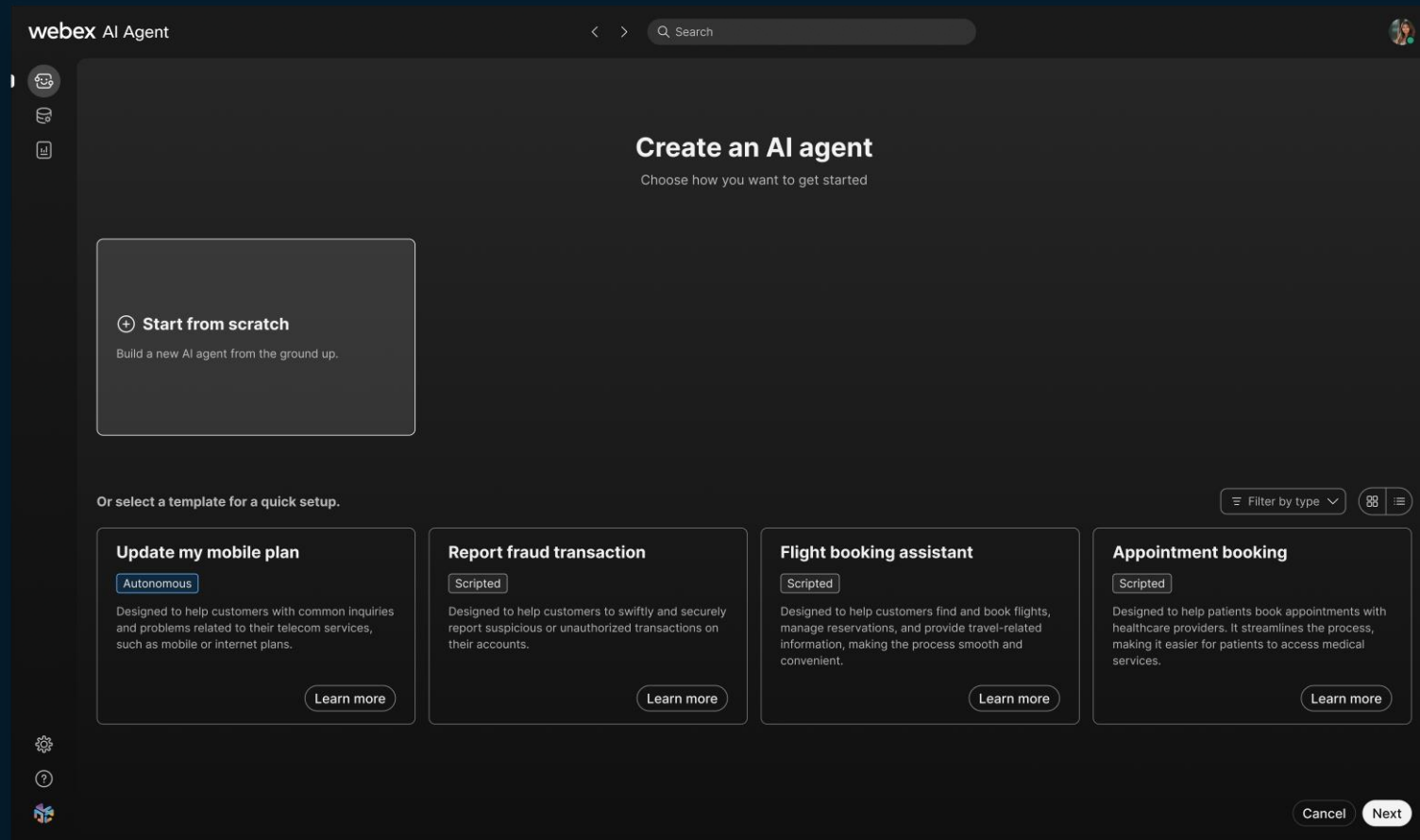


Guardrails



Automation

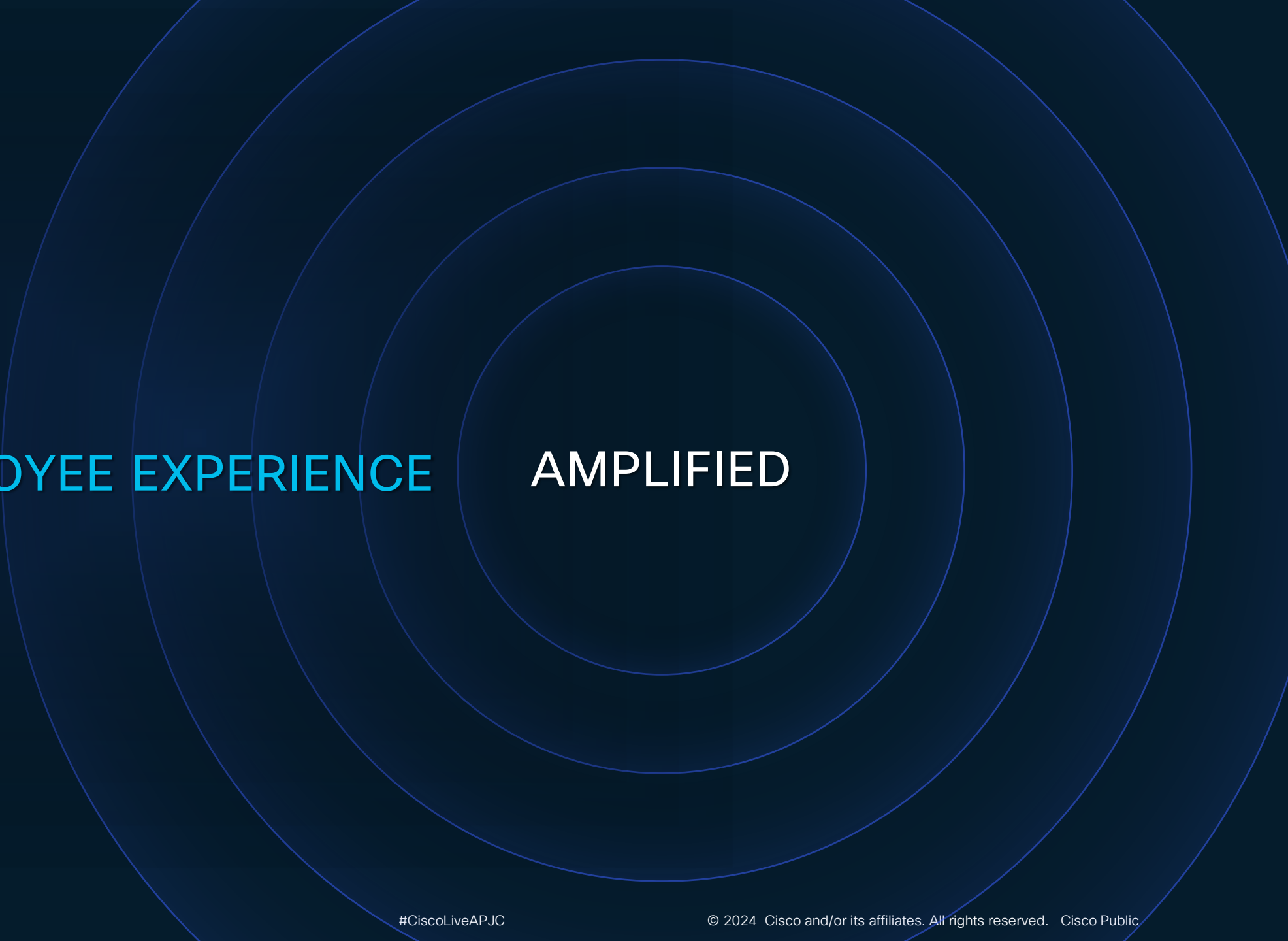
INTRODUCING Webex AI Agent Studio



Demo

AI Agent Studio



A series of five concentric circles in a light blue color, centered on the page, creating a ripple effect around the main text.

EMPLOYEE EXPERIENCE **AMPLIFIED**

Our unique approach: software + hardware

Webex

Suite



Meetings



Messaging



Calling



Webinars



Events



Whiteboarding



Polling



Video Messaging

AI-POWERED PLATFORM

Our unique approach: software + hardware



Headsets



Phones



Desk series



Board series



Room series





Make the most out of
every interaction



Reduce the impact
of distance



Build smarter
workplaces



Identify each speaker
in the room

GA Q1 CY25

Webex Meeting info

Layout

Captions

Clarissa Smith 0:12
Did you have a good time at the conference? I hope Houston had good weather.

GREAT WALL - User 1 0:16
Yes, the conference was good and the weather was nice in Houston. I also enjoyed the local restaurants.

GREAT WALL - User 2 0:20
Note that these designs are improving!

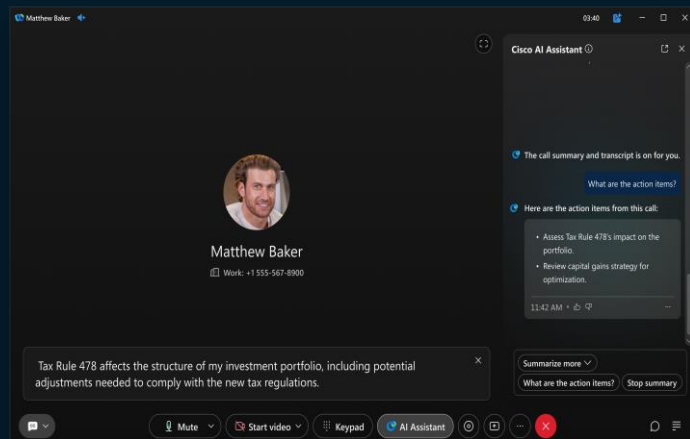
GREAT WALL - User 1 0:29
I'm not sure that all of us have seen the latest specs, can you send them to all of us again? I'd like us to decide on the colors by tomorrow.

Umar Patel 0:38
OK Webex, create an action item for Henry Riggs to send the specs to everyone

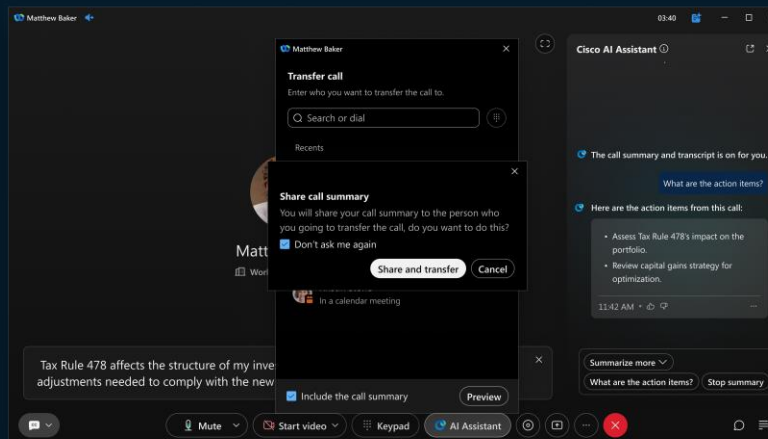
Mute Stop video Share AI Assistant

More meaningful conversations with AI-powered calling

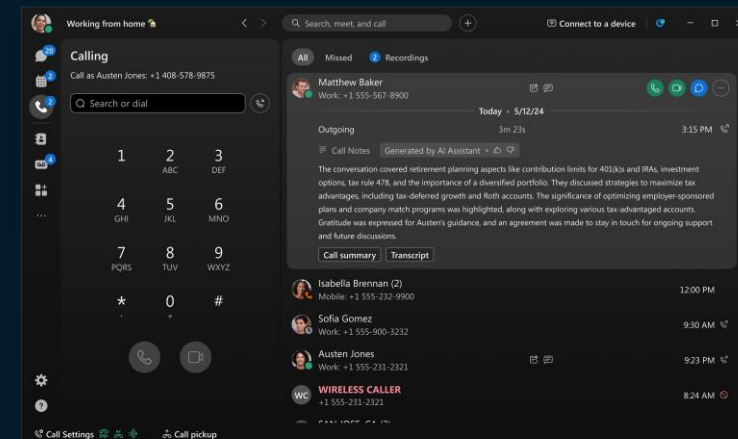
AI Assistant for Webex Calling



AI Assistant for Calling



Share summaries for seamless transfers



Review summaries post call



Make your content engaging
Foster an inclusive culture

BETA NOV 24

Video Generation ×

You can upload a power point presentation or PDF
and let AI automatically create a video for you



Vidcast General Overview.pdf
× Remove



Script
Generate AI talk track ▼



Tone
Business Professional ^



Output Language
English (UK) ▼



Narrator voice
Female ▼

Cancel Generate video

- ✓ Business professional
- Technical
- Data-driven
- Conversational
- Storytelling
- Persuasive
- Product launch
- Innovative
- Educational
- Training
- Empathetic
- Motivational
- Humorous
- Relaxed / Calming

My videos

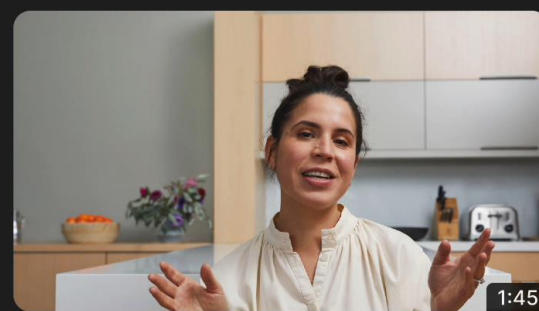
[VIEW ALL >](#)



1:45

Maximize your marketing potential

 Daniel Lewis • 2 days ago



1:45

Sales report for this month

 Daniel Lewis • 2 days ago



1:45

Forecasting our next fiscal year

 Daniel Lewis • 2 days ago



1:45

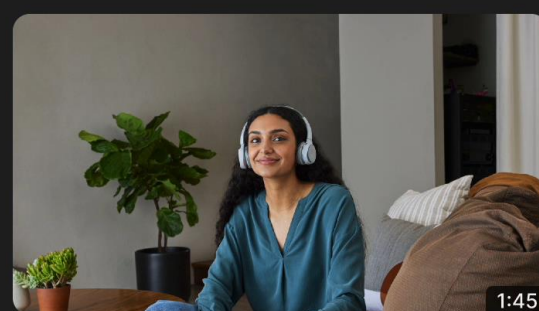
Design review for this week

 Daniel Lewis • 2 days ago

[→](#)

Shared with me

[VIEW ALL >](#)



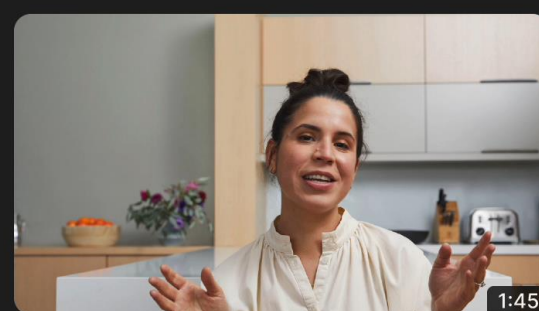
1:45

Engineering updates for the new project tasked



1:45

Updates regarding our marketing reach for this month



1:45

How to increase efficiency on your team

 Daniel Lewis • 2 days ago



1:45

Design system updates

 Daniel Lewis • 2 days ago

[→](#)

slido

Make your content engaging
Foster an inclusive culture

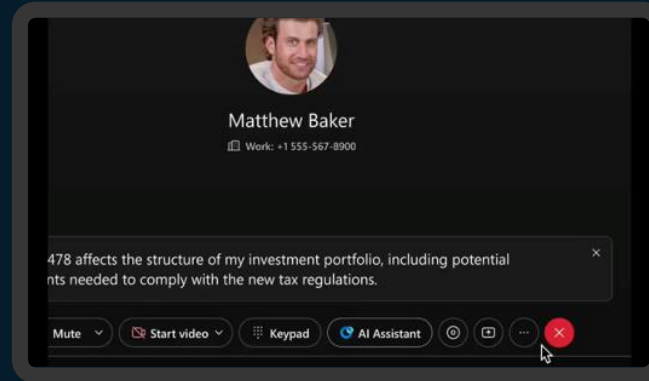
BETA

The screenshot displays the Slido web application interface. At the top, there is a navigation bar with tabs for Home, Insert, Draw, Design, Transitions, Animations, Slide Show, Record, Review, and View. Below this is a toolbar with various icons for editing and presentation controls. The main area shows a presentation slide with a dark background and white text. The slide title is "One" Cisco uniquely powers how people and technology work together. The slide content is organized into three sections: "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" (Modernize everywhere people work and connect to reduce costs, improve sustainability, and attract the best talent), and "Digital resilience" (Game-changing security and observability that keep the entire organization secure, reliable, and performing). The slide footer includes the "webexone" logo and a copyright notice: "© 2024 Cisco and/or its affiliates. All rights reserved." On the left side of the interface, there is a sidebar showing a list of slides, with the first slide selected. The bottom of the interface shows a status bar with the text "to be successful in this distributed, AI-era your customers need to fundamentally reimagine three things: Their data center."

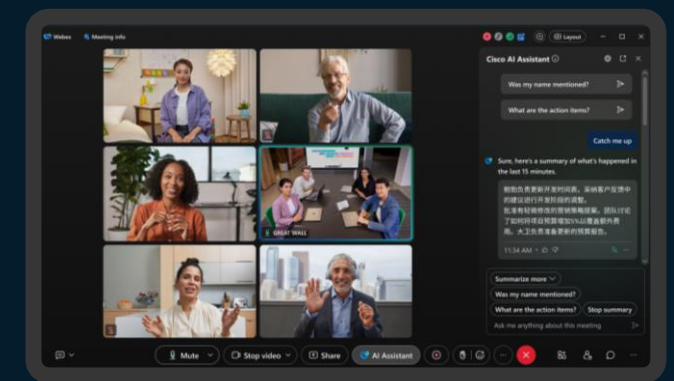
New AI Innovation in Webex Suite



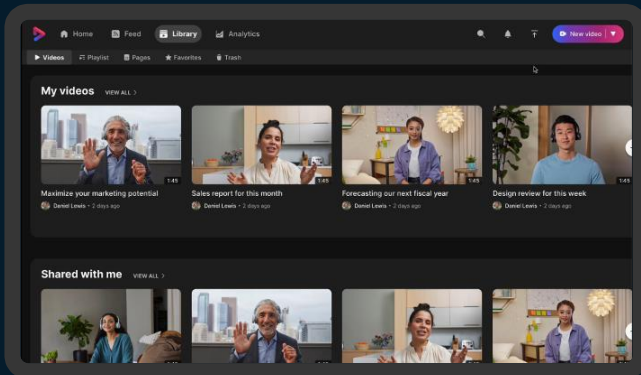
Identify Each Speaker in the Room



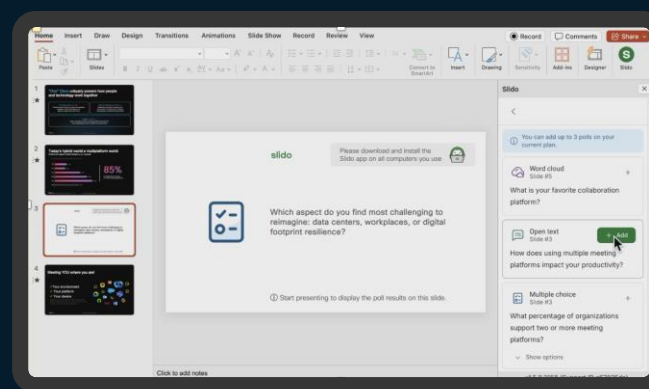
AI Assistant for Calling



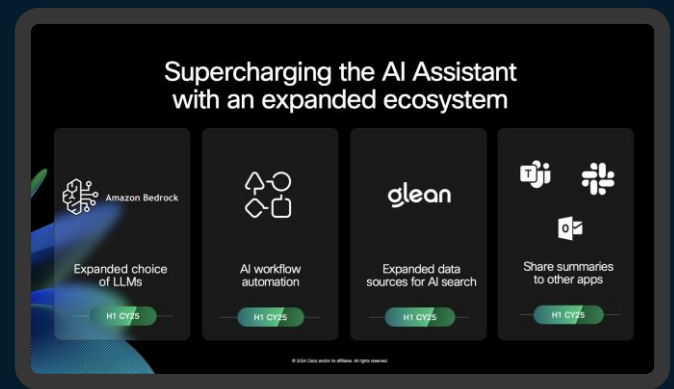
Translate Meeting Summaries



Generate Scripts and Voice with AI

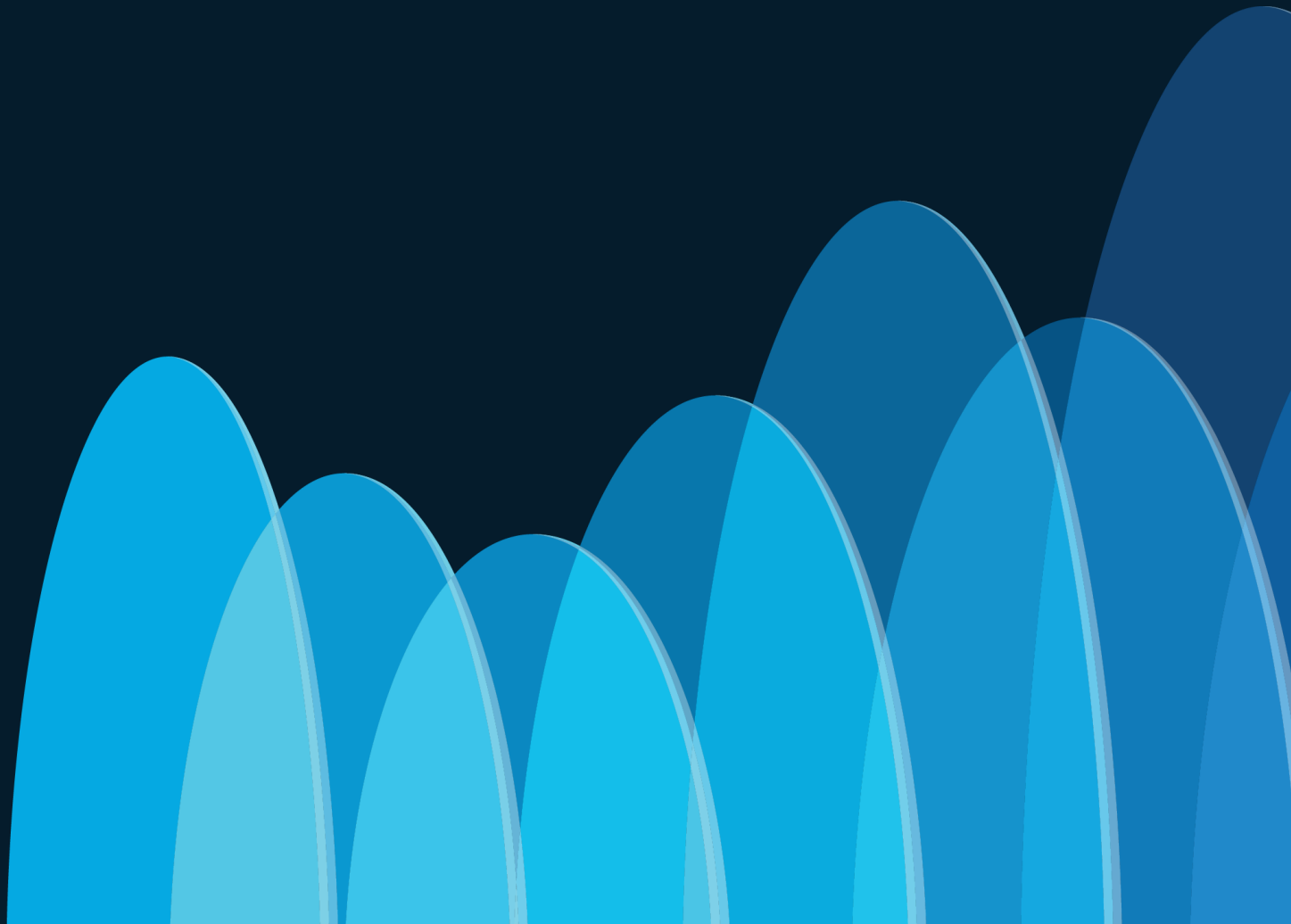


Generate Polls with AI



AI Partner Ecosystem

cisco *Live!*



Distance zero

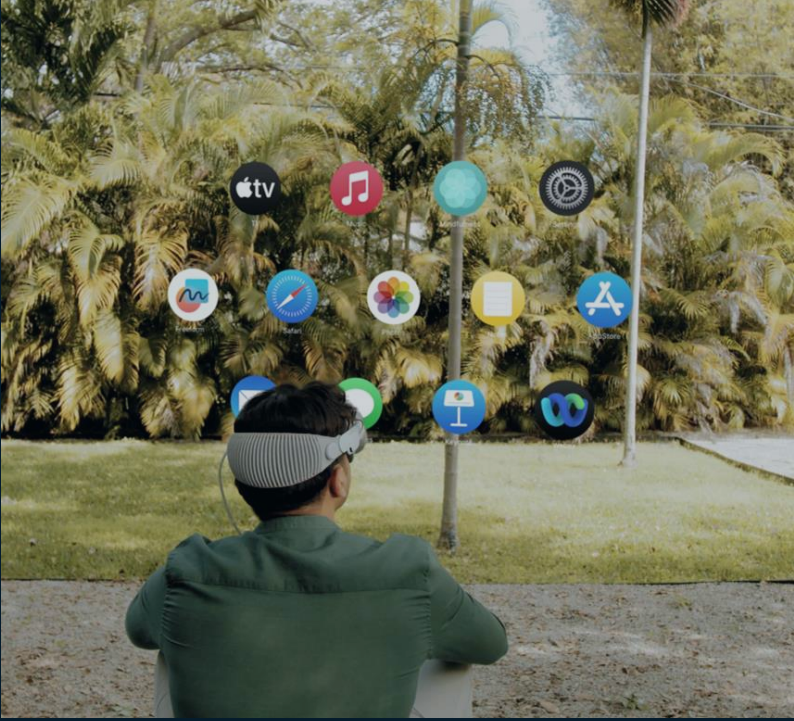
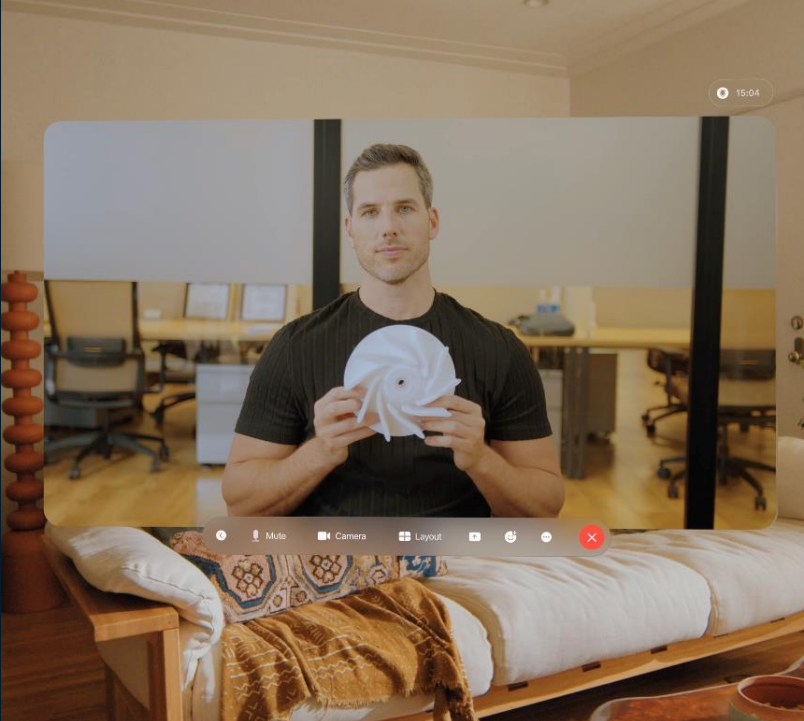


Great video starts with great **audio**

Give everyone
a voice in
the room







Collaboration devices are sensors on the **network**



Live Demo

Devices on stage



INTRODUCING

Workspace Designer



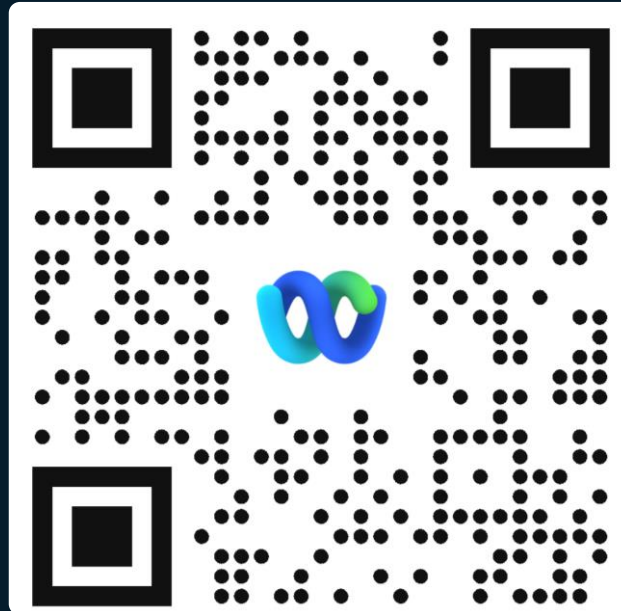
Web Demo

Workspace Designer



INTRODUCING

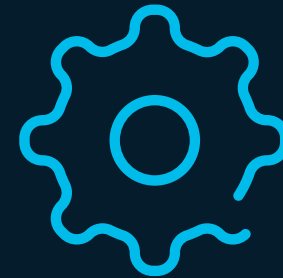
Workspace Designer



AVAILABLE NOW



Consumer of Services



Owner of Services

FIGMA Demo

Smart Diagnostics



FIGMA Demo

Smart Diagnostics



FIGMA Demo

Smart Diagnostics



FIGMA Demo

Smart Diagnostics



73%

of IT Admins anticipate saving 2 to 8 hours
each week with AI-powered search

David Arnold



UNIVERSITY
OF WOLLONGONG
AUSTRALIA

Full stack collaboration



Networking



Security



Collaboration



Observability

Experience, Amplified

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