

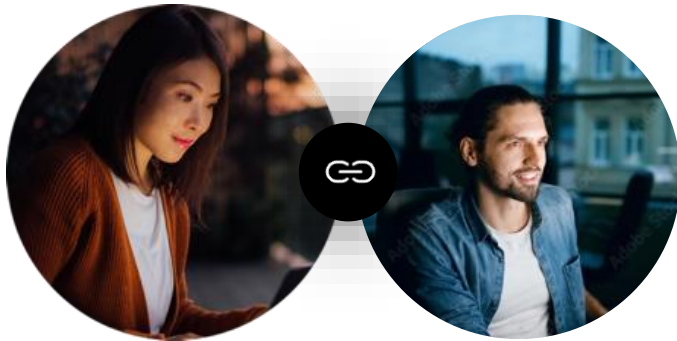
# The Power of the Cisco Collaboration Platform

**cisco** Live !

Richard Stepancic  
Collaboration Solutions Engineer

# Future of collaboration

People & People



People & AI



AI & AI



# Connected Intelligence

---

Building the Workplace of Today, for the Workforce of Tomorrow

# Shaping the Next Era of Collaboration



## Connected

People, places, devices, and agents



## Agentic

Ecosystem and workflows



## Secure

Trusted conversations

# The Next Era of AI-Powered Collaboration

Connected . Agentic . Secure

## AI Agents



Notetaker



Polling Agent



Task Agent



Meeting Scheduler



Receptionist



Translator

## AI Ecosystem



Copilot



Outlook

Agentforce



slack



Jira



salesforce



Glean



Amazon Q

## Security

Agentic Ops

E2E Encryption

Webex Compliance Hub



THETALAKE



Pindrop®



GetReal Labs

# A Suite for every Employee Experience

Webex Suite



Meetings



Messaging



Calling



Webinars



Events



Whiteboarding



Polling



Video Messaging



AI-POWERED PLATFORM

# Sessions

To learn more...

| ID          | Title                                           | Date              | Time     |
|-------------|-------------------------------------------------|-------------------|----------|
| BRKCOL-1661 | Collaboration AI: From Supervised to Generative | Wednesday, Nov 12 | 03:00 PM |

Introductory

Intermediate

Advanced

# Cisco Webex App

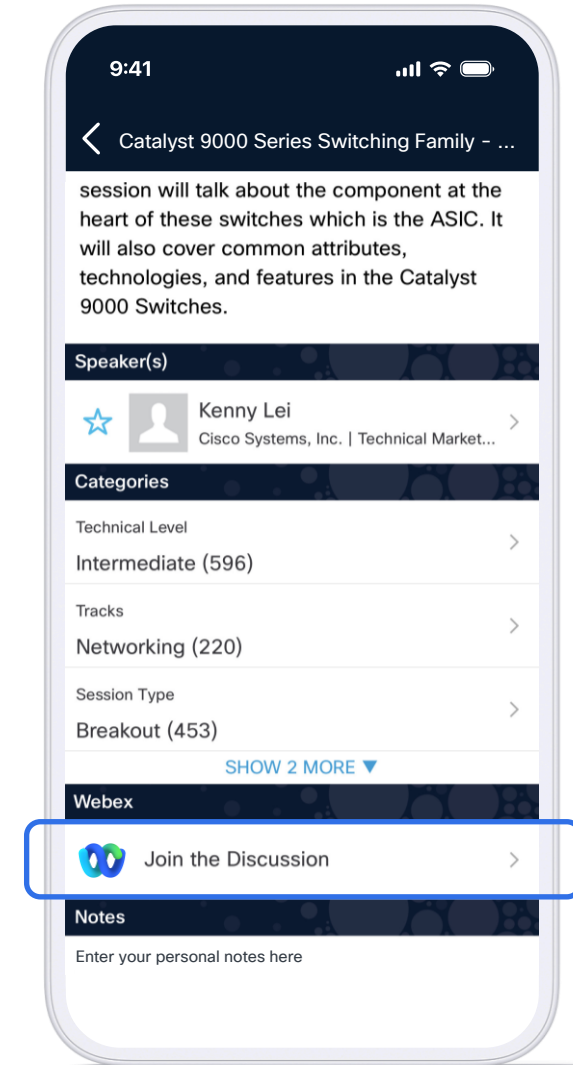
## Questions?

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 14 November 2025.**



<https://ciscolive.ciscoevents.com/ciscolivebot/#BRKXXX-xxxx>

# Webex Journey



2000

On Premise – Unified Communications – The booming of Unified Communications (Audio/Video)

Cisco acquired  
Webex Meetings  
2007



2015

Cisco Spark – New Cloud messaging and meeting platform.  
Offer both On premise and Cloud solutions with Hybrid approach

One cloud-based platform...Webex that has all capabilities for Calling, Meetings, Team Collaboration and Contact Center

2018



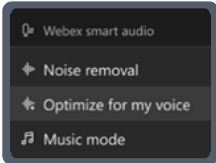
# Waves of AI innovation for Employee and Customer Experience



Head detection  
2013



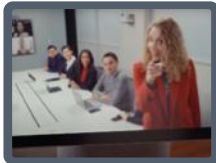
NVIDIA computing  
2015



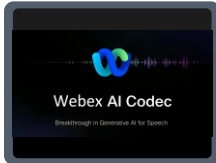
Noise removal  
2020



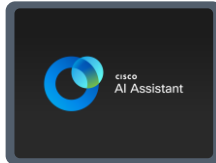
Frames and people focus  
2022



Cinematic meetings  
2023



AI Codec  
2024



Cisco AI Assistant  
2024

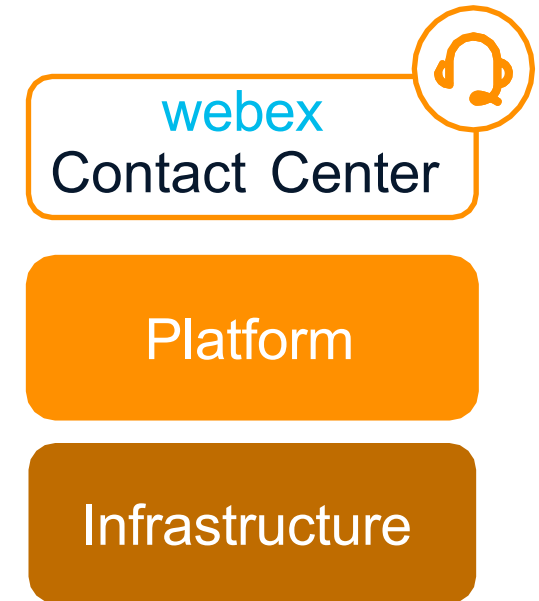


AI Agent & AI Workflows  
2025

\_\_\_\_\_ Audio, Video and Language AI \_\_\_\_\_ Generative AI \_\_\_\_\_ Agentic AI

# Webex Architecture

# Original Architecture

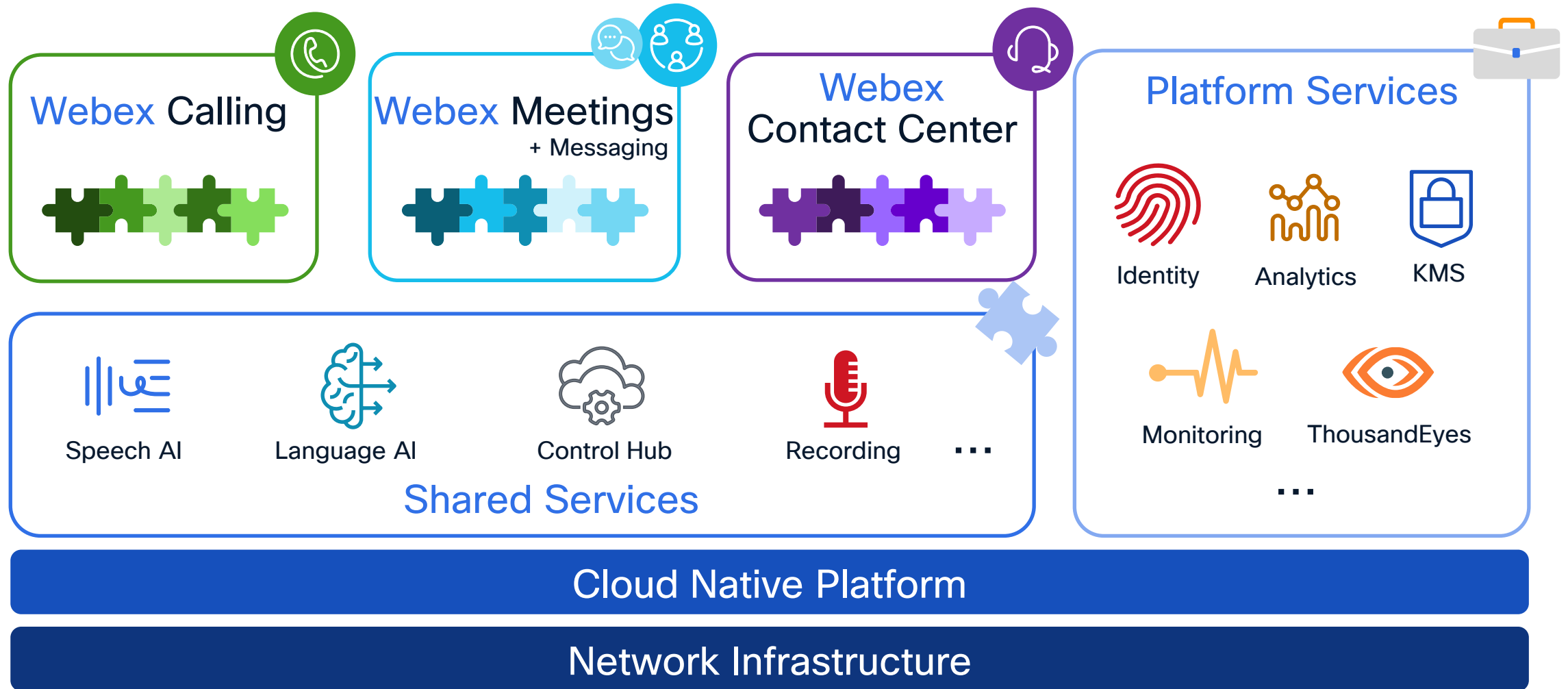


# Converged Architecture



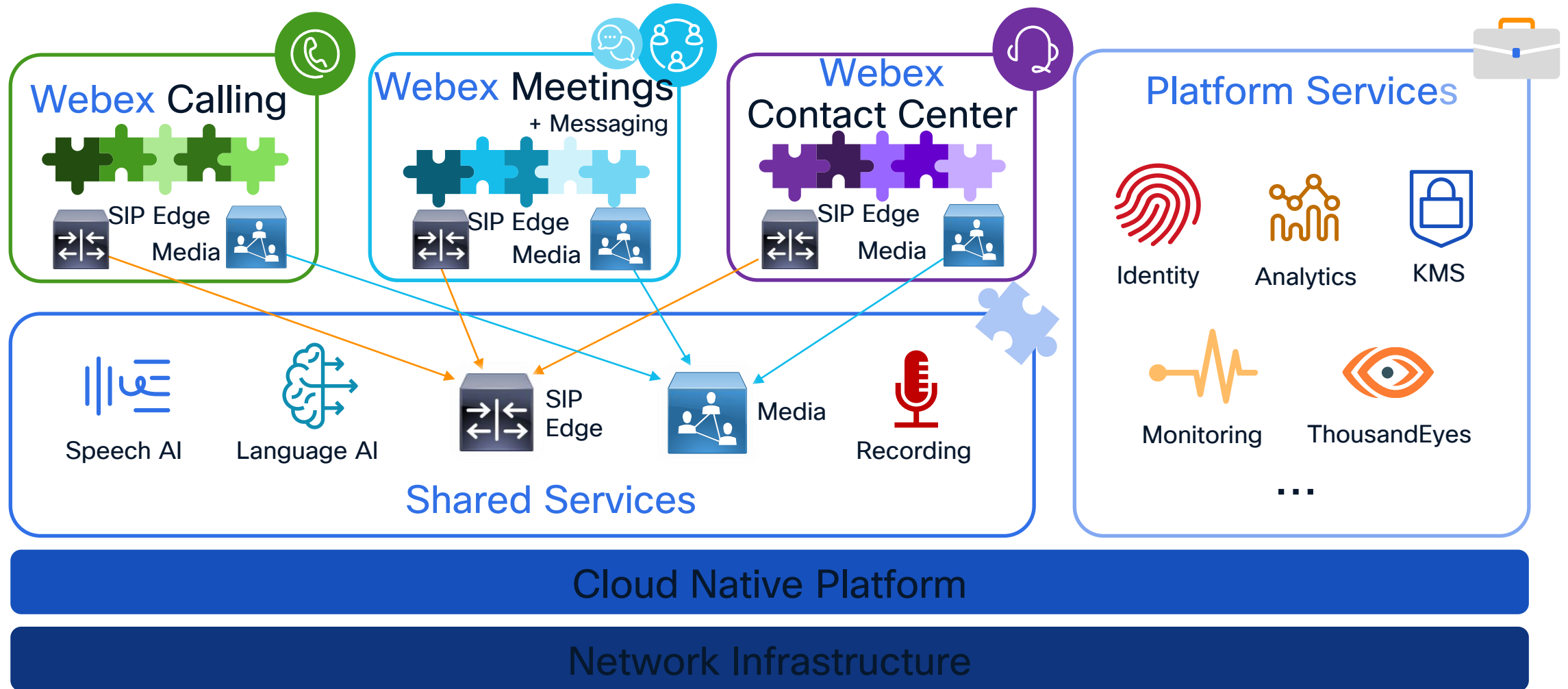
Common platform, infrastructure and deployment processes  
+ Shared services and components

# Platform & Shared Services



# Shared Services

SIP Edge and Media Consolidation (ongoing)



# Trust Portal

## AI Transparency Notes

## Head Detection and Face Recognition

### AI Transparency Technical Note

Recognition beyond the scope of the meeting.

#### Model Inputs and Outputs

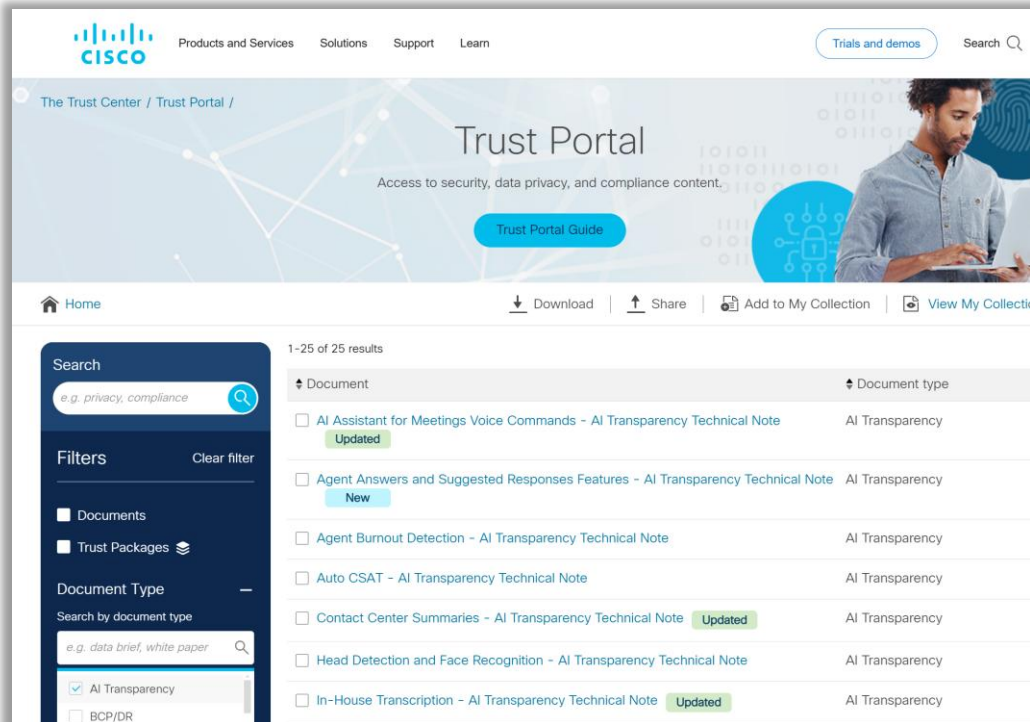
The input to the Head Detection model is video frames, while typical model output is the location, size, and pose of the detected heads in the image. The input to the Face Recognition model is a section of a video frame determined to contain a face. The model output is a vector which is then compared against reference vectors created when users enroll for the feature. When matched, the name and title used during enrollment is provided.

#### Data Sources for Training and Evaluation

The Head Detection and Face Recognition models are trained with a Cisco data set of images. For evaluation, Cisco also uses video frames exported from a data set of internally collected Cisco volunteer videos and public face recognition benchmarking data sets.

#### Model Evaluation and Performance

The Head Detection model is evaluated using metrics comparing the model output to ground truth labeled data. It is measured on pose, location, and size accuracy. We also conduct performance tests and manual testing on the devices.



<https://trustportal.cisco.com/c/r/ctp/trust-portal.html?doctype=AI%20Transparency>

# Sessions

To learn more...

- Introductory
- Intermediate
- Advanced

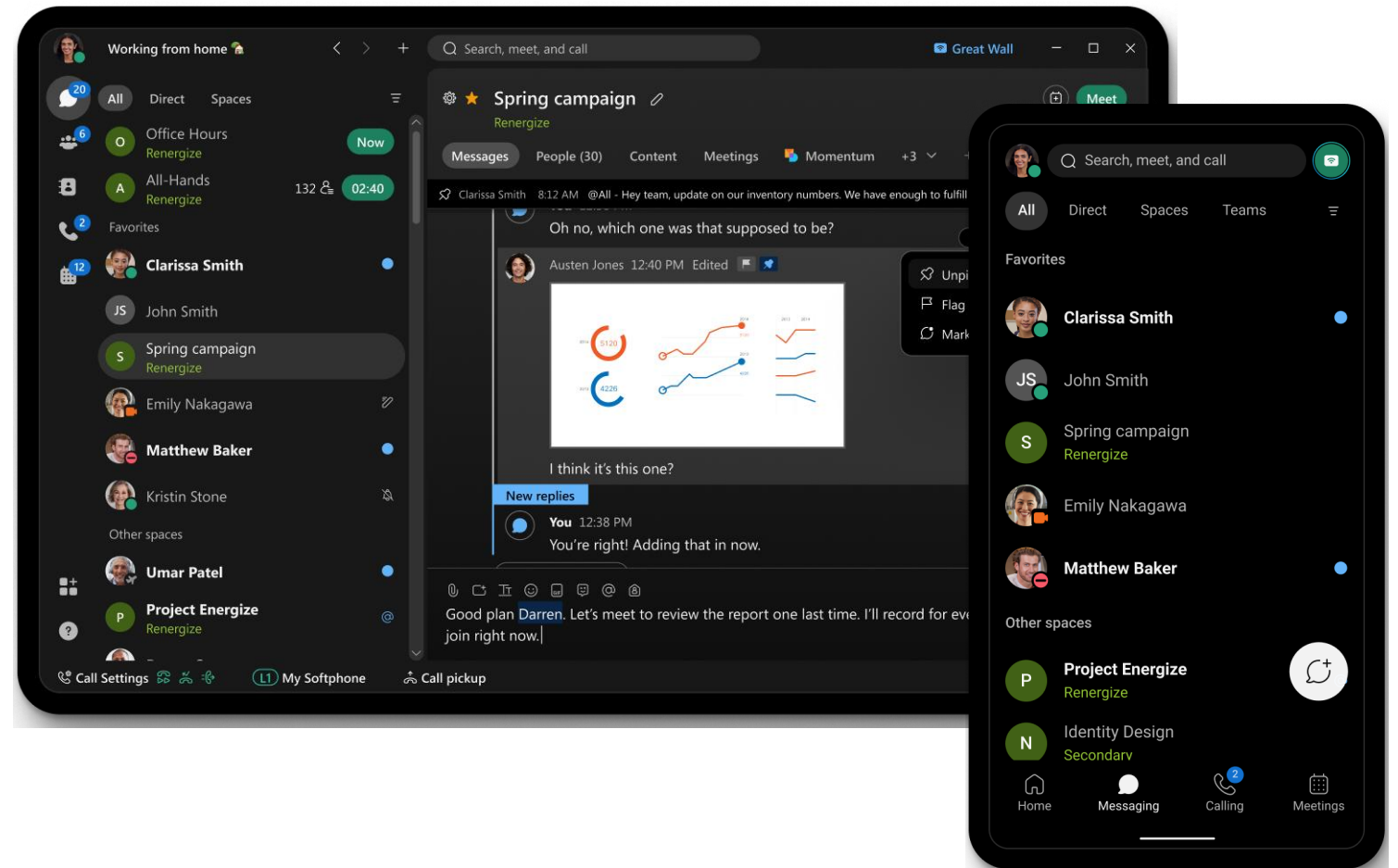
| ID          | Title                                                                                           | Date             | Time     |
|-------------|-------------------------------------------------------------------------------------------------|------------------|----------|
| BRKCOL-2561 | Webex Security, Identity, and Digital Resilience: Strengthening Collaboration in a Hybrid World | Thursday, Nov 13 | 10:30 AM |

# Messaging

# Messaging

End-to-End Encryption

Keep work moving  
forward between  
meetings with  
asynchronous  
communication



# Messaging: Keep workflows moving forward

## Rich messaging

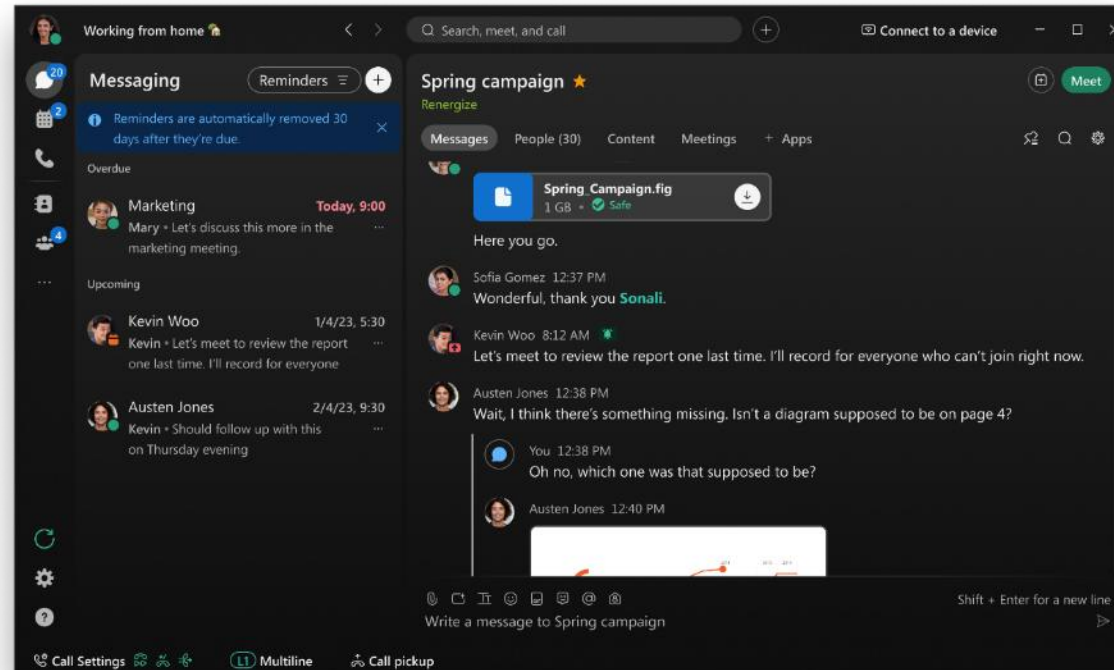
Express yourself with feature-rich messaging including flagging, quoting, threading, emojis, and GIFs.

## 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.

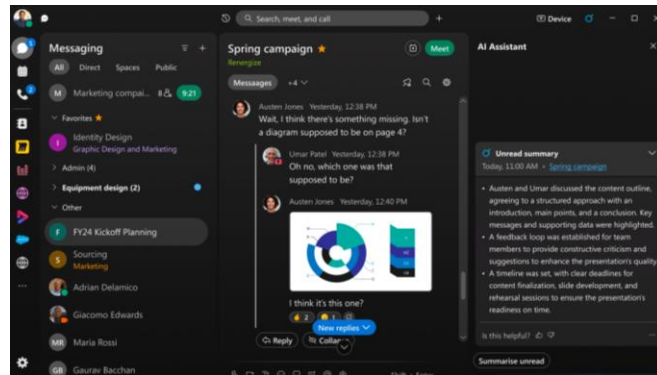
## Embedded apps

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

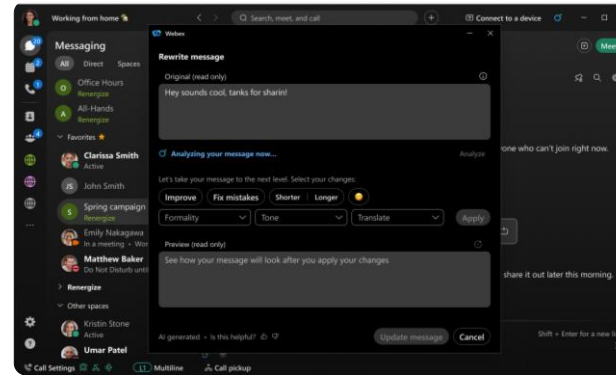
## Highlight content

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

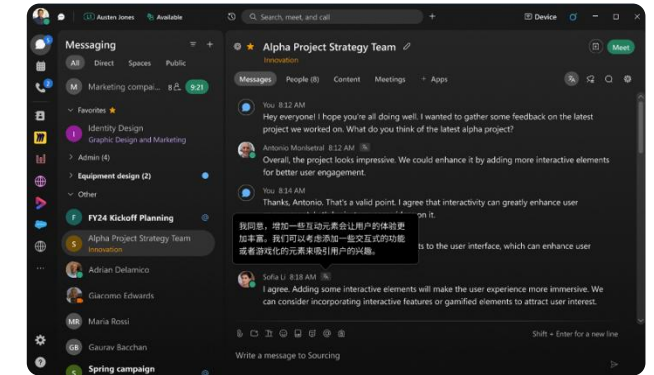
# Eliminate language and communication gaps



Catch up quickly with a personalized summary of all your messages



Send the perfect message with Change the Tone



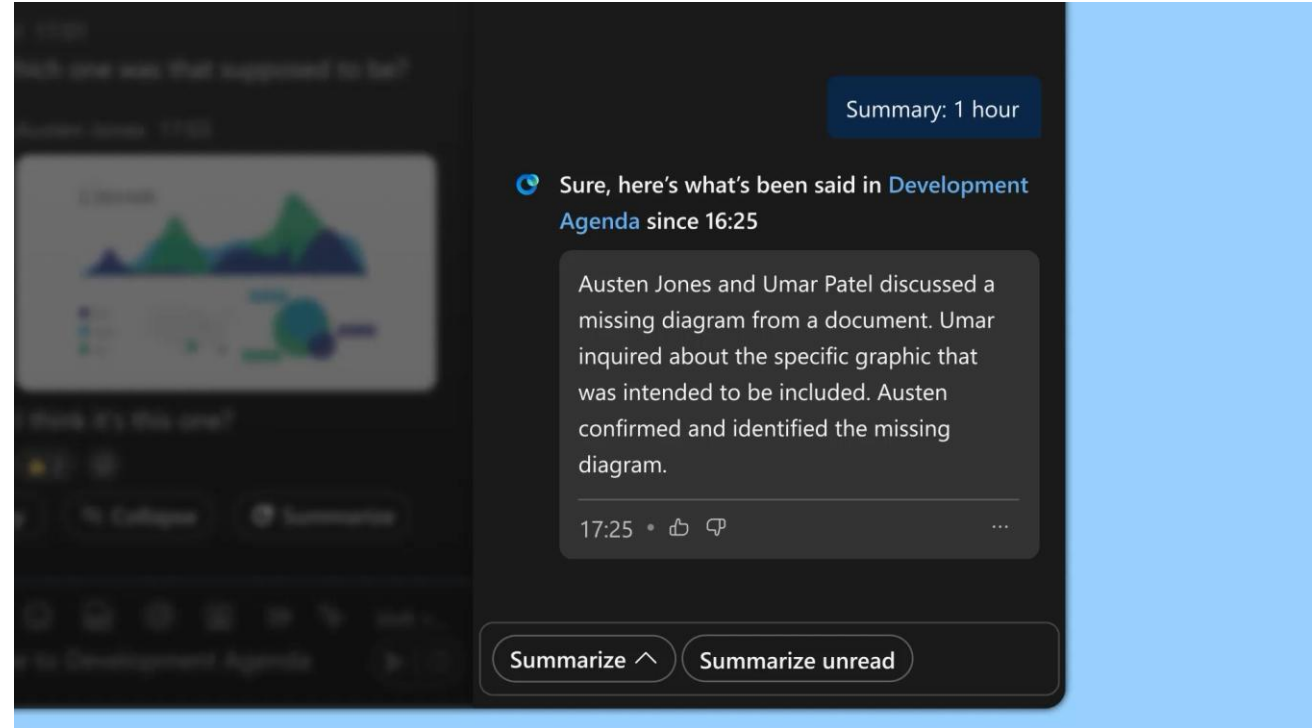
Communicate globally with Translation in 120+ languages

# Conversation Catch Up & Summary



Stay informed Save time

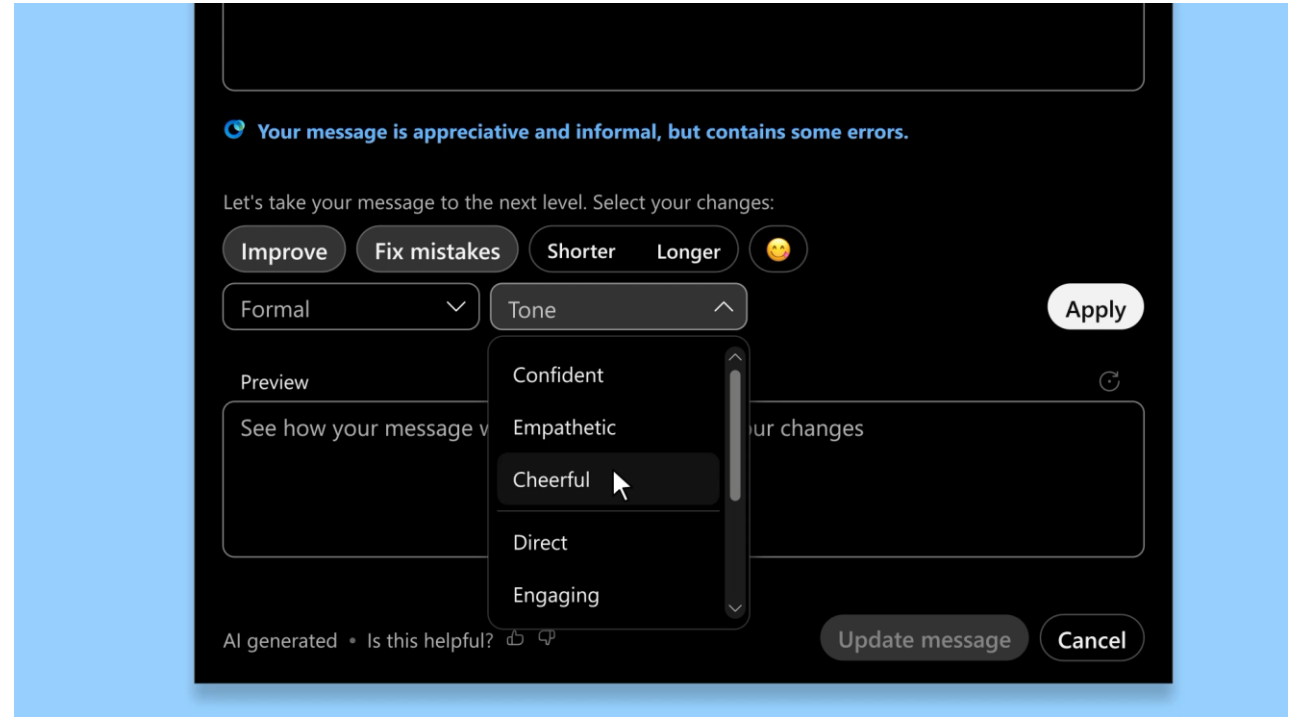
Summarize spaces, unread messages, threads



# Format or Rephrase a Message



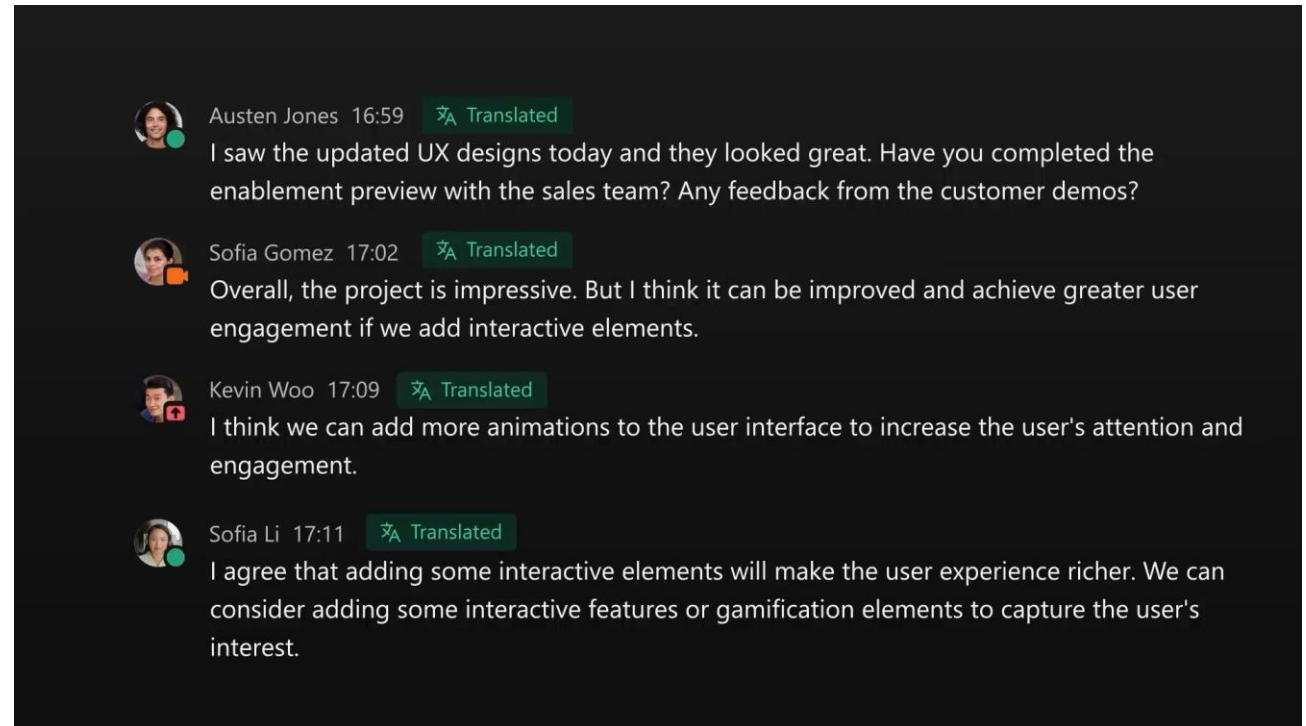
Enhance and improve  
your communication  
and collaboration with  
your team, with AI  
powered message  
rewrites



# Translate a Message



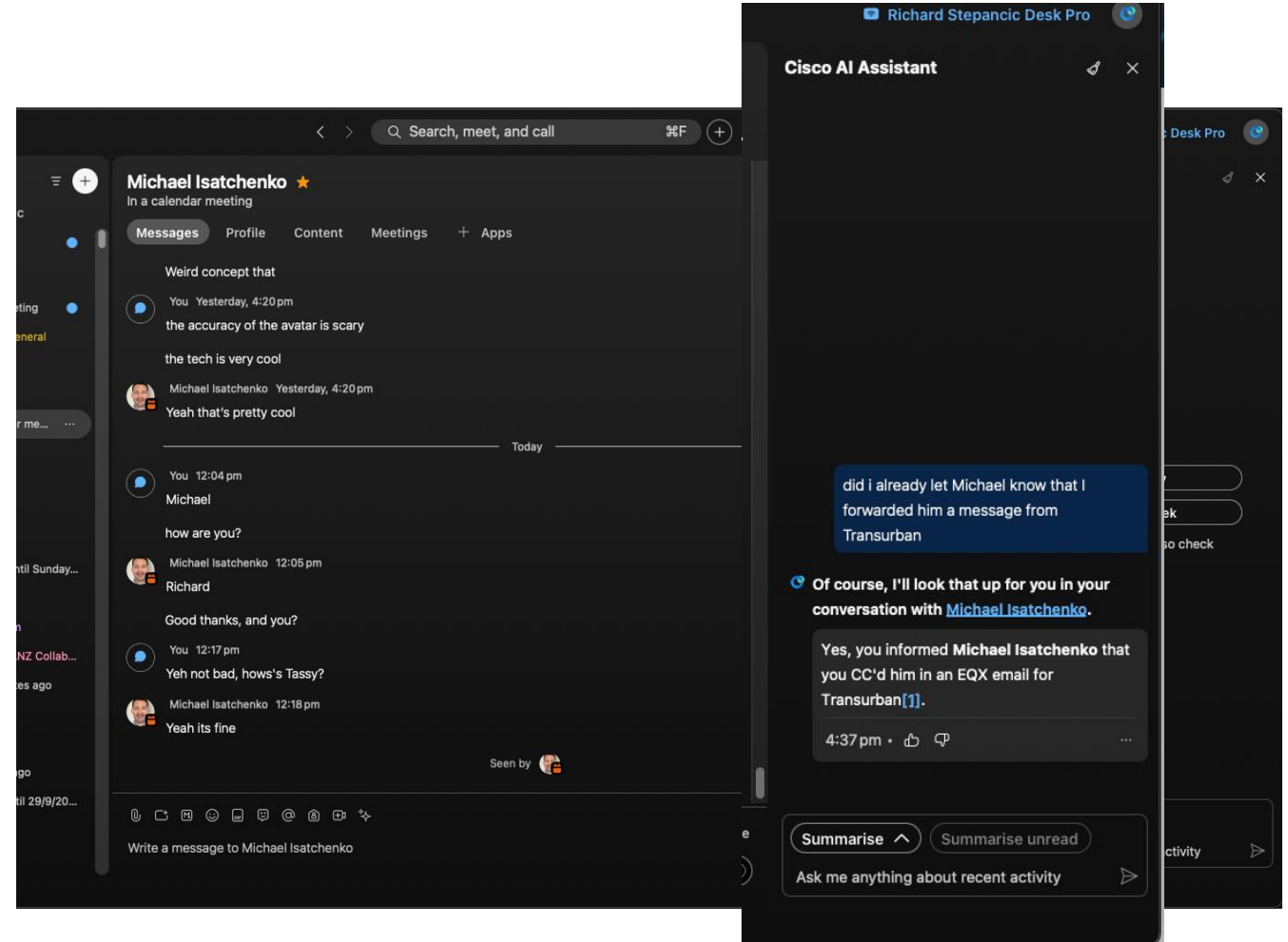
Promote more effective communication and break down barriers in your direct or group spaces with our translation feature



# Ask me Anything



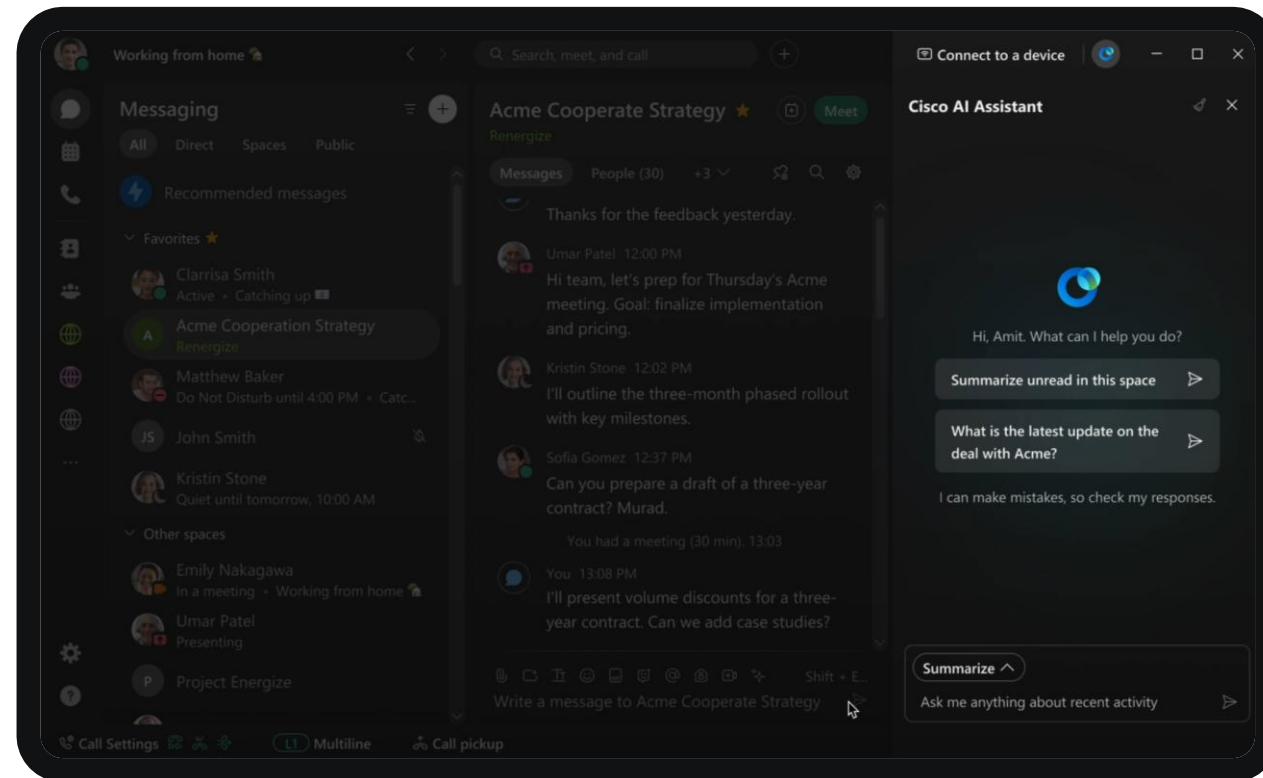
Ask AI Assistant questions about conversations, or content, discussed in the space.



General Availability  
Q4 CY25



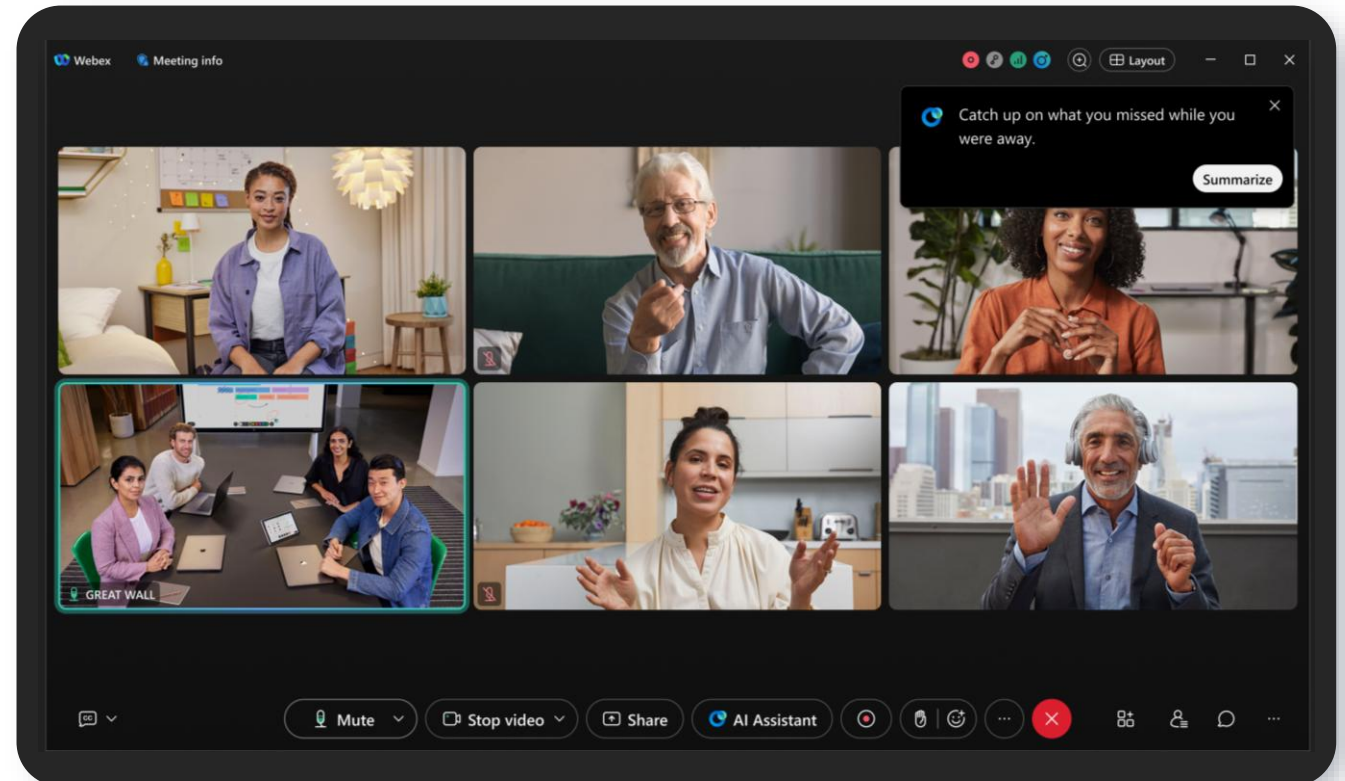
# Enterprise AI Search in Webex



# Meetings

# Meetings

Collaborate with best-in-class audio and video with end-to-end encryption



# A reliable meeting experience that simply works

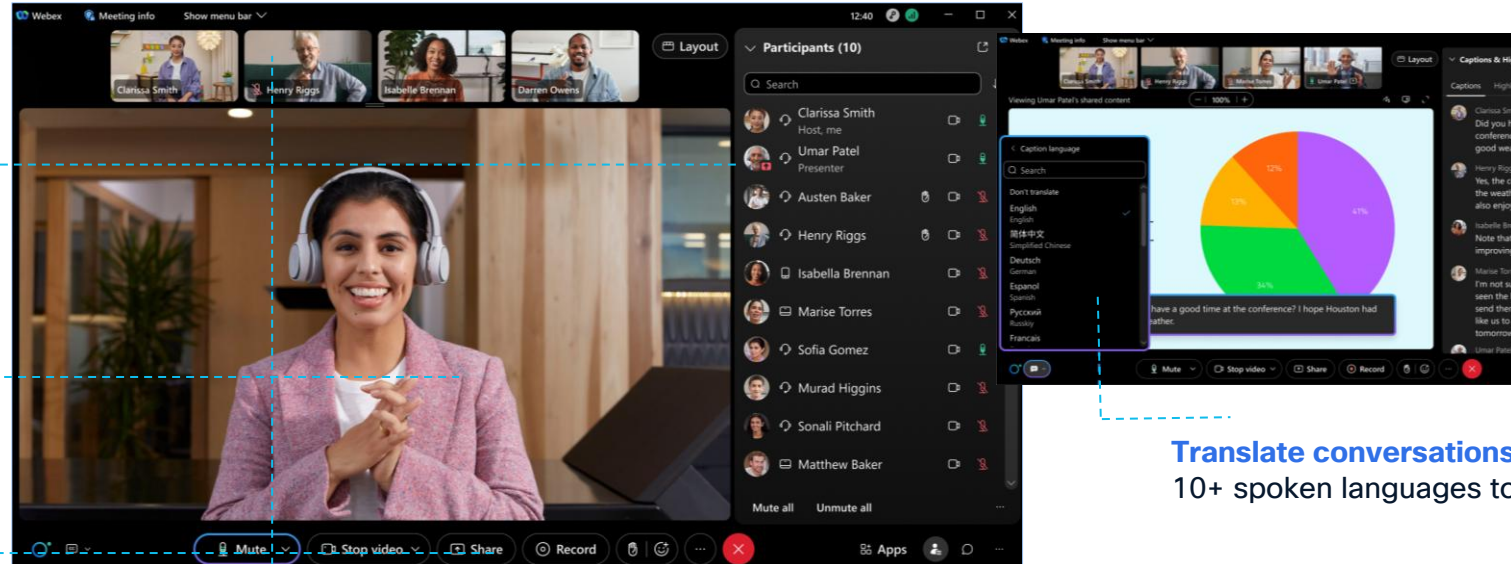
## Customized views content, or layout

## Engaging presentations with physical and virtual worlds blended

## Sharing screens, or external camera

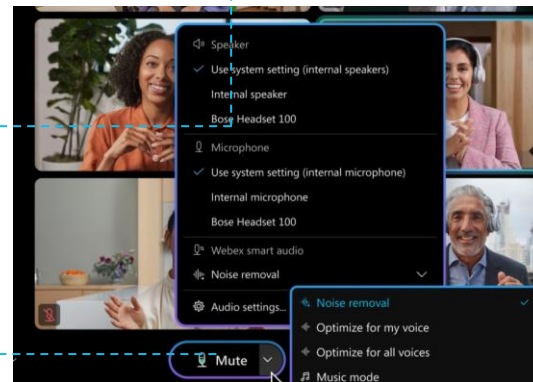
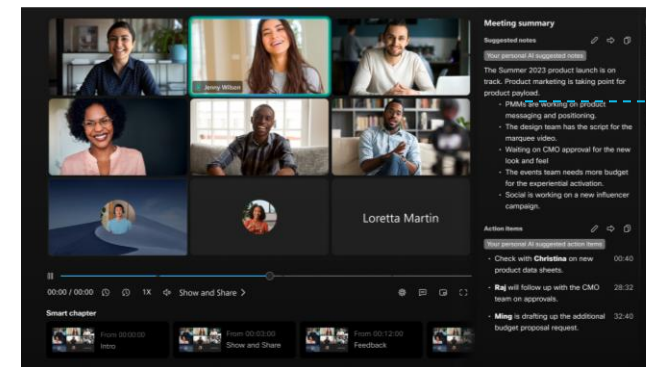
**Automatically adjusts resolution for graceful transitions**

**Award-winning audio intelligence**  
optimise voice in noisiest environment



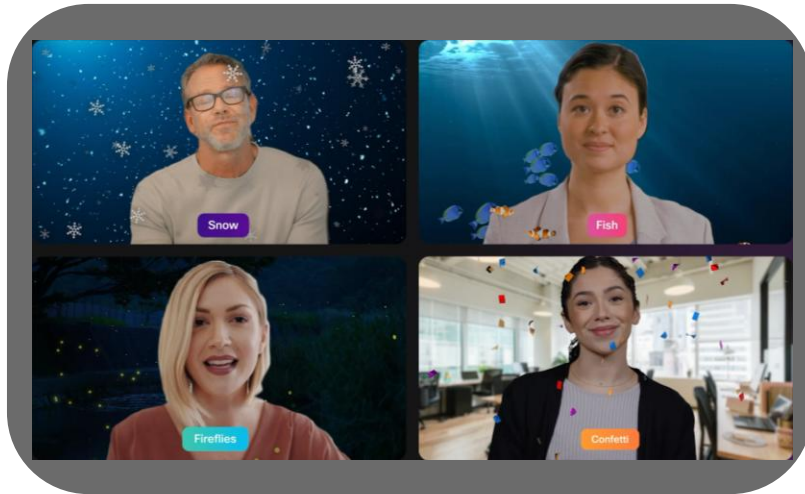
## Translate conversations in real time

10+ spoken languages to 100+ languages

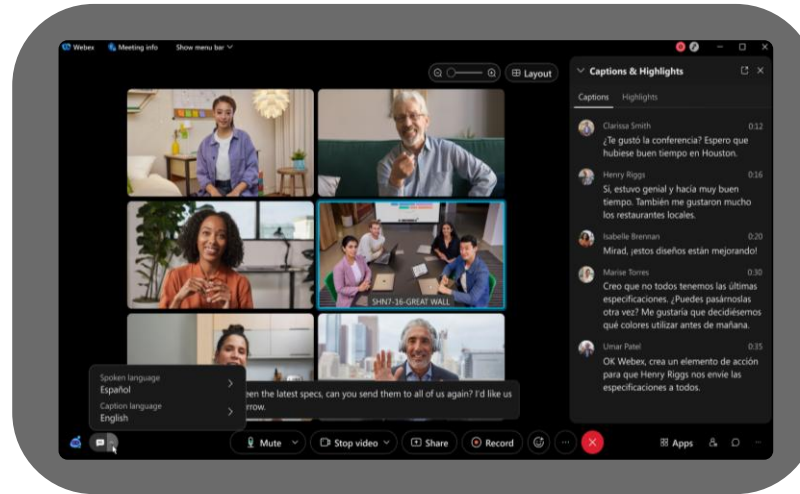


**Catch up on missed meeting,**  
including mentions, actions, and  
more.

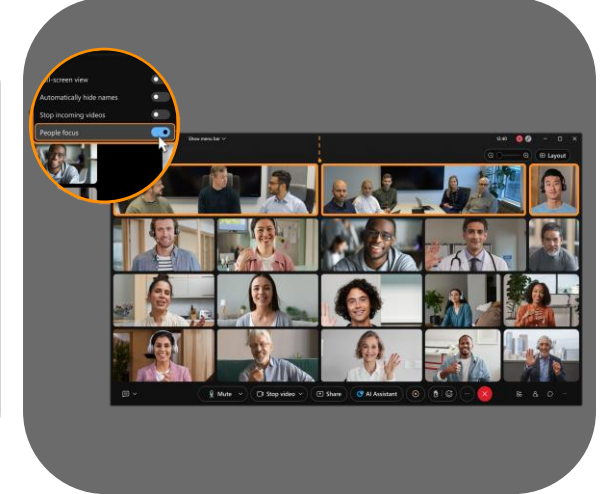
# Immersive, inclusive experiences



Gesture controls

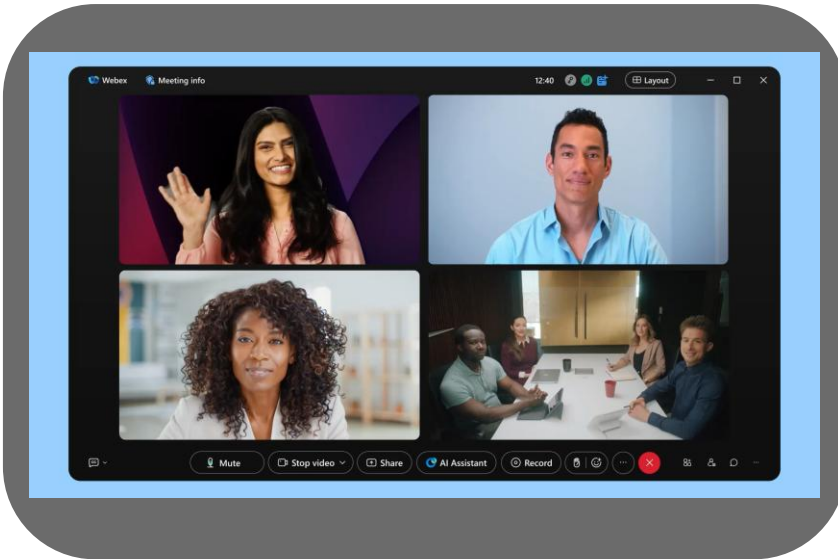


Real-time translation and transcription  
from English to 108

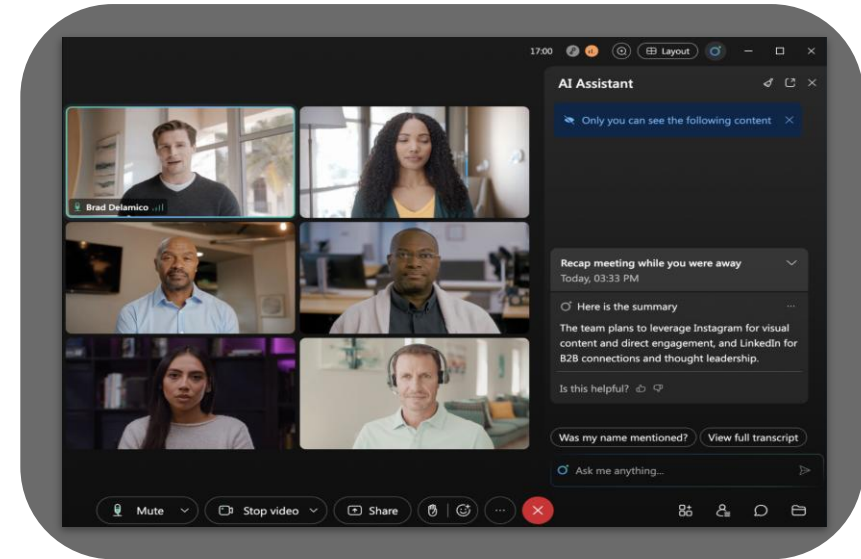


Improved interaction with  
People Focus

# Never miss a moment



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



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

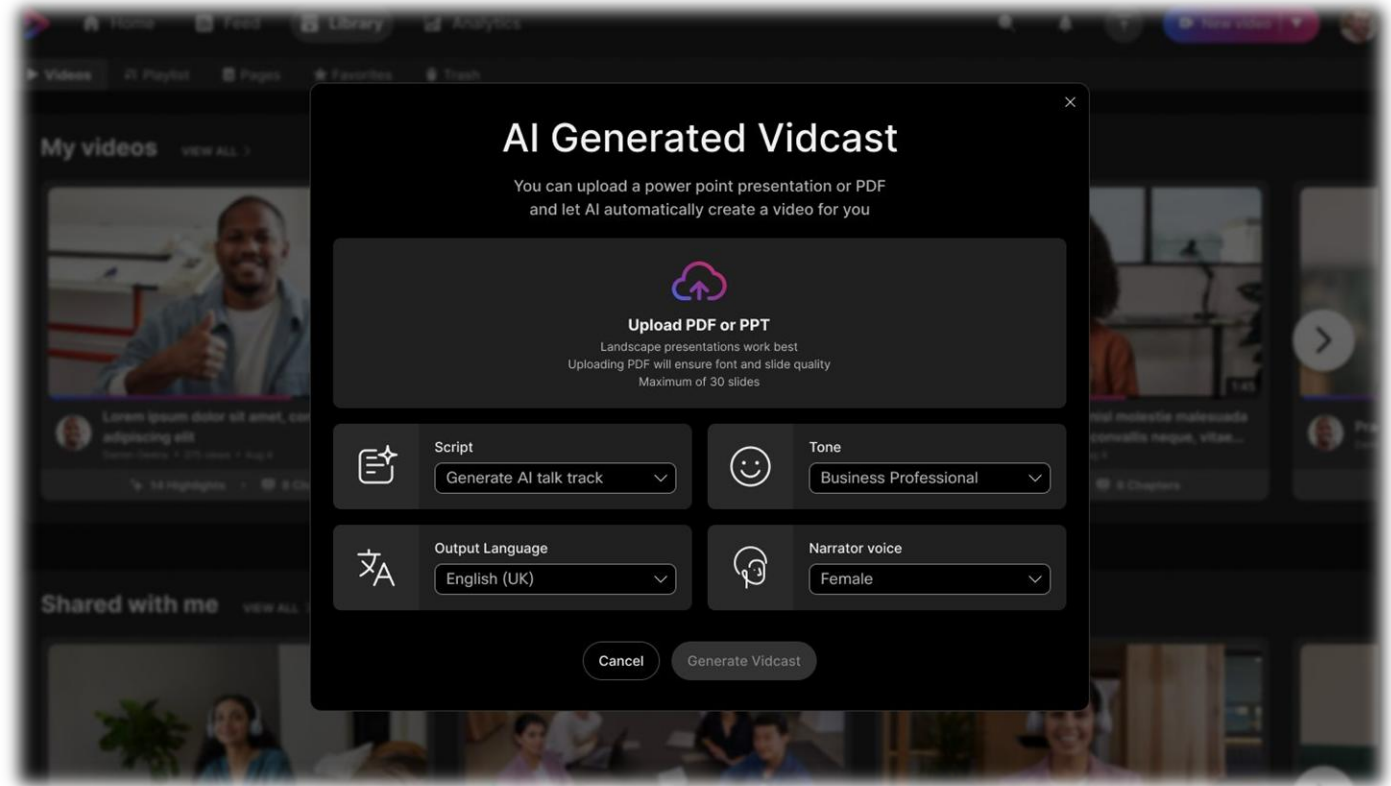
# Vidcast

Generally Available



## AI-Generated Video & Talk Track

Upload your PowerPoint or PDF and seamlessly convert it into a complete script and voiceover



# Vidcast



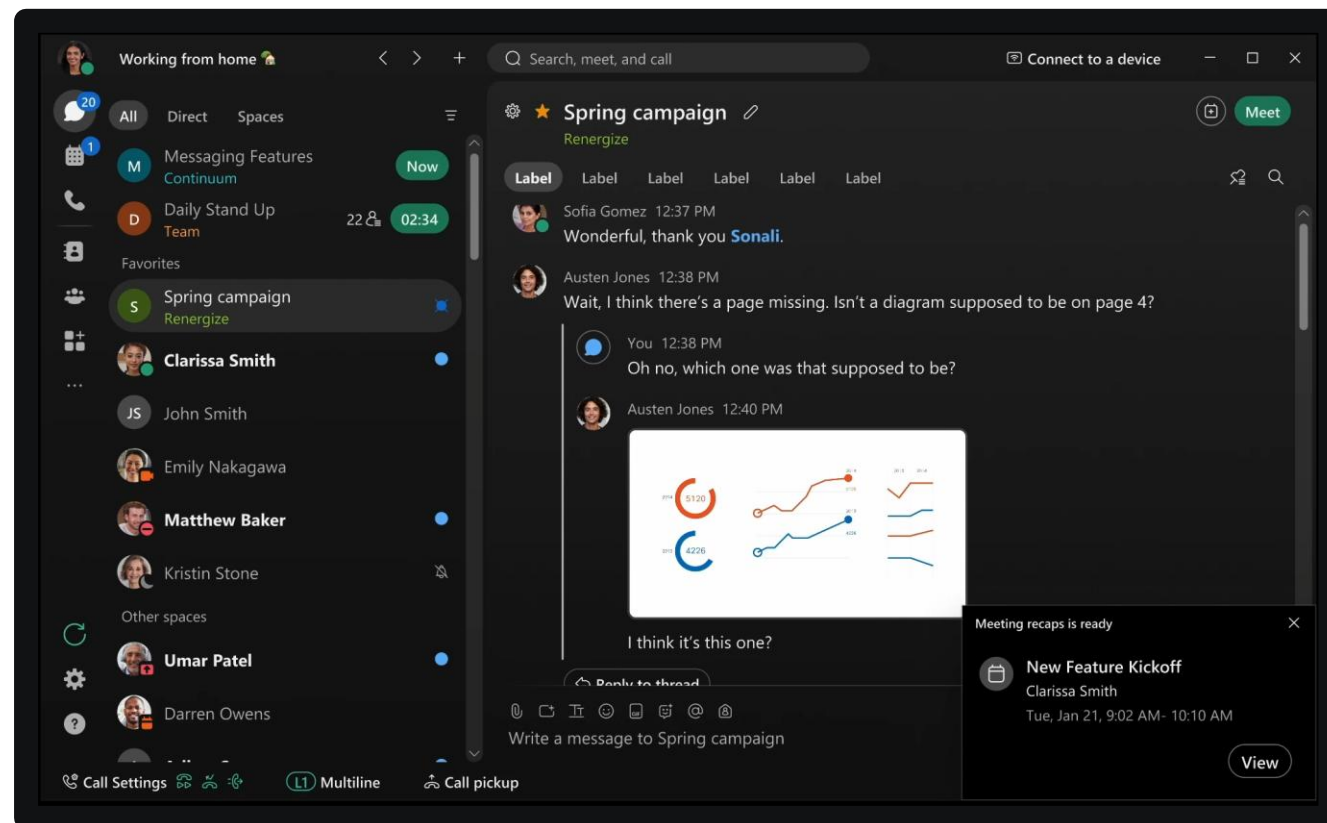
Generally Available

The screenshot shows the Vidcast application interface. At the top, there's a navigation bar with "Home", "Feed", "Library", and "Analytics". Below this, a header for the current video shows "AI-generated video" and "Edit Script". The main content area is split into two panels. The left panel displays a video player with a title slide that reads "The Power of the Cisco Collaboration Platform" and "cisco Live!". Below the slide, the presenter's name "Richard Stepancic, Collaboration Solutions Engineer" is shown. The right panel shows a list of slides with thumbnails and titles, including "Slide 1 • 0:43", "Slide 2 • 0:38", "Slide 3 • 0:30", and "Slide 4 • 0:26". Each slide has a "Play slide" button and an "Edit" button. At the bottom, there's a "Call settings" button. The interface is dark-themed with blue and purple accents.



# Workflow Automation with AI Assistant

Stay in the flow of work  
with the apps you use most

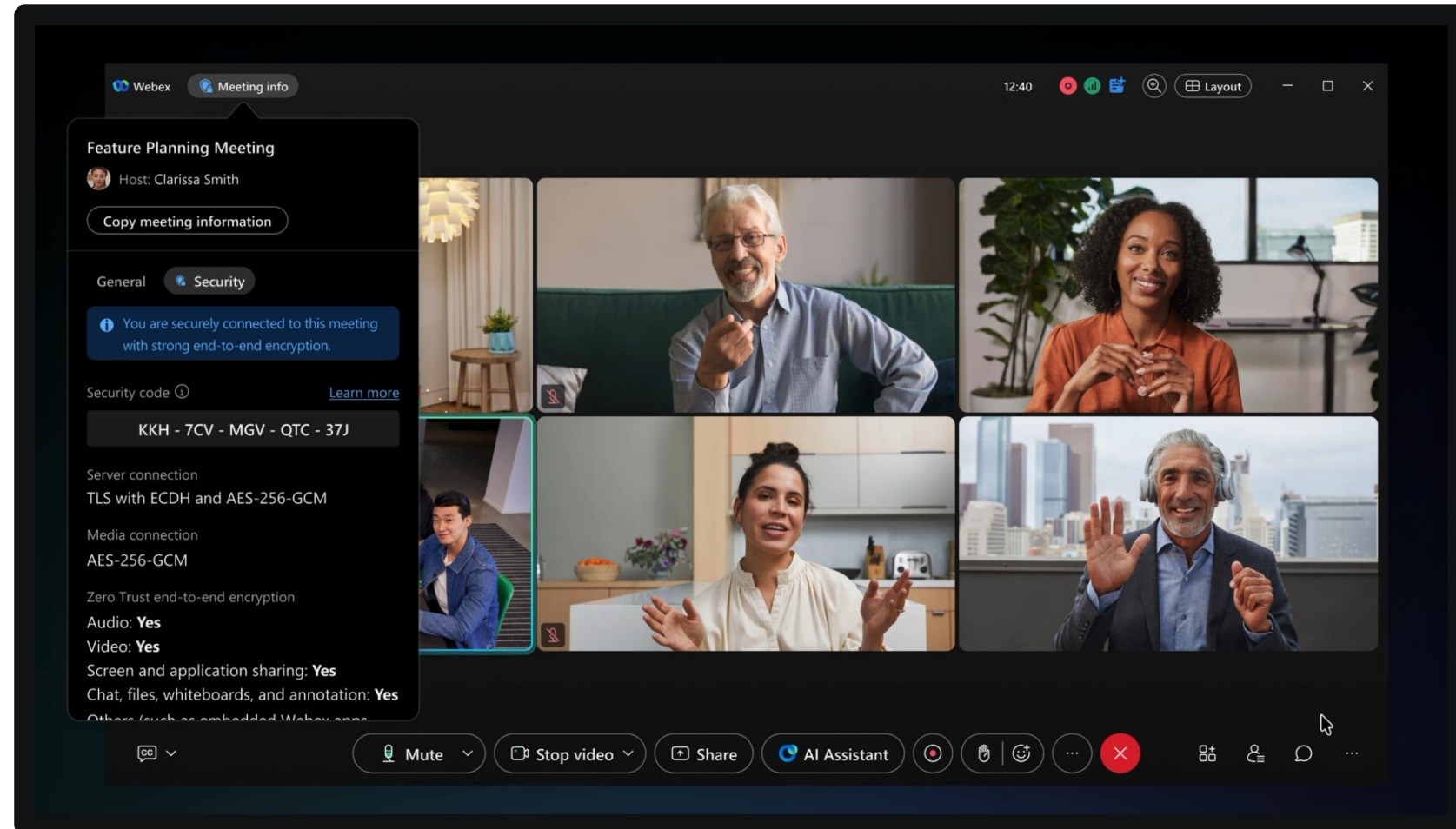


Generally Available

ENHANCED

# End-to-End Encryption

Secure, feature-rich end-to-end encrypted meeting experiences

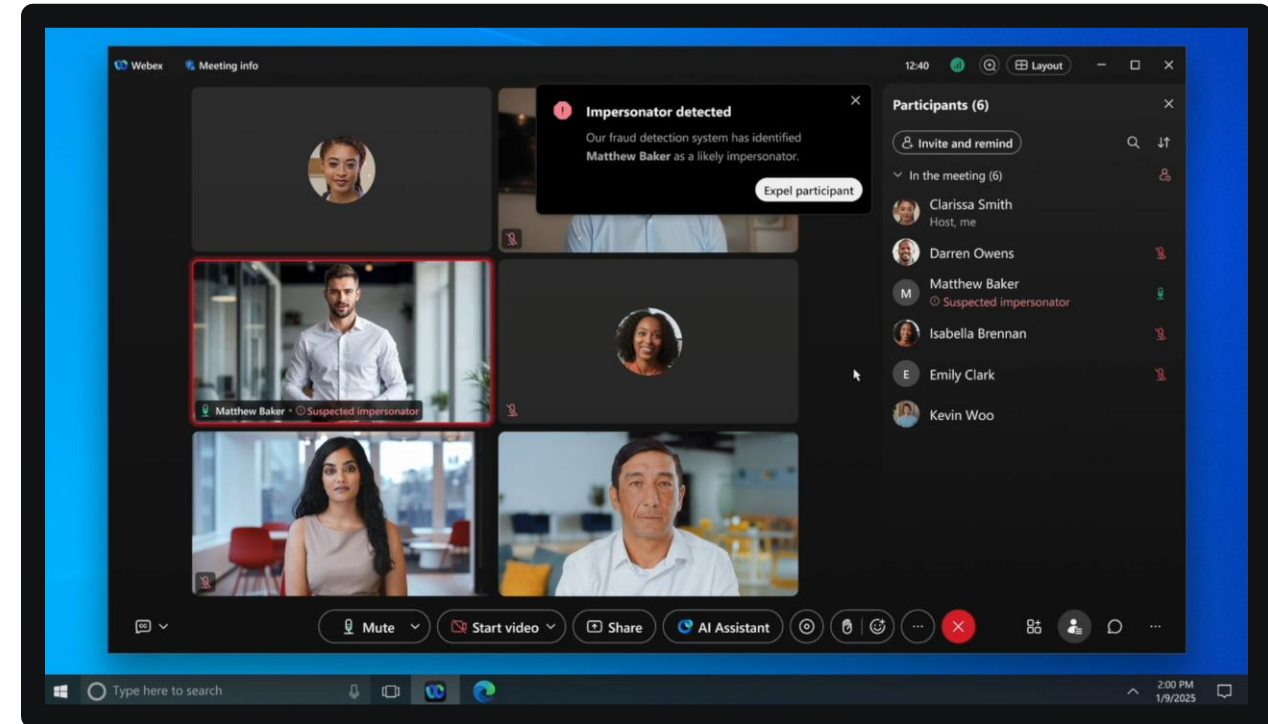


General Availability  
Q4 CY25 –Q1 CY26

NEW

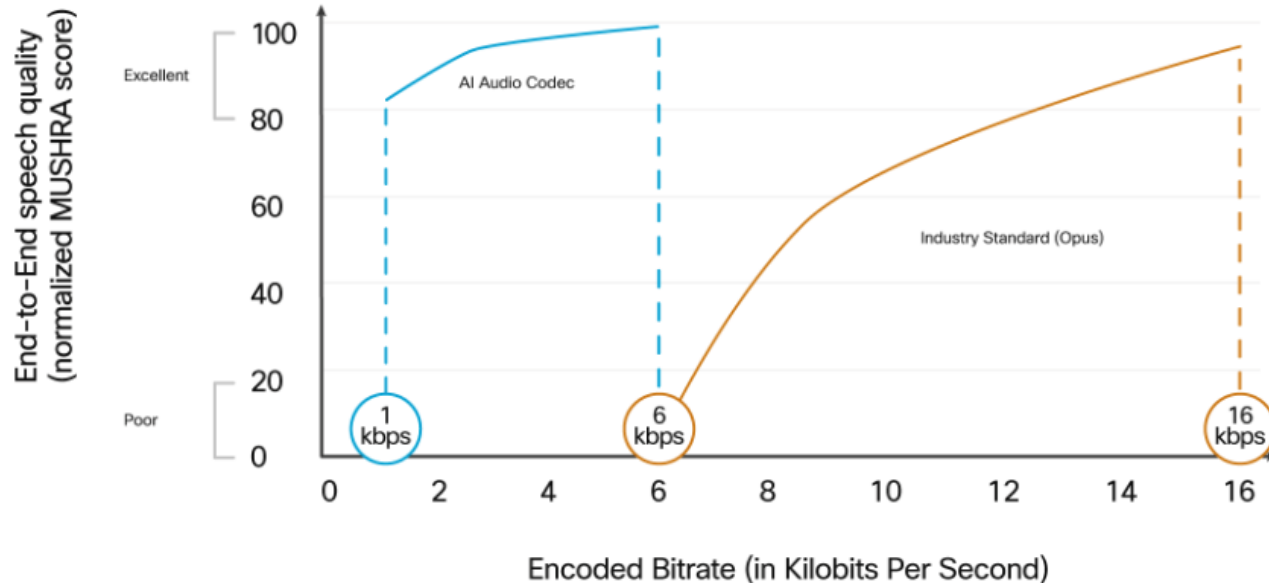
# Protection against AI-Powered Threats

Protect every interaction by  
blocking spam, deepfakes,  
and threats before they  
happen



 Pindrop  GetReal

# Industry-first Webex AI Codec



Up to 94% less bandwidth

Than the industry standard codec, Opus

Crystal clear audio

Generative AI audio will rebuild packets in poor bandwidth conditions

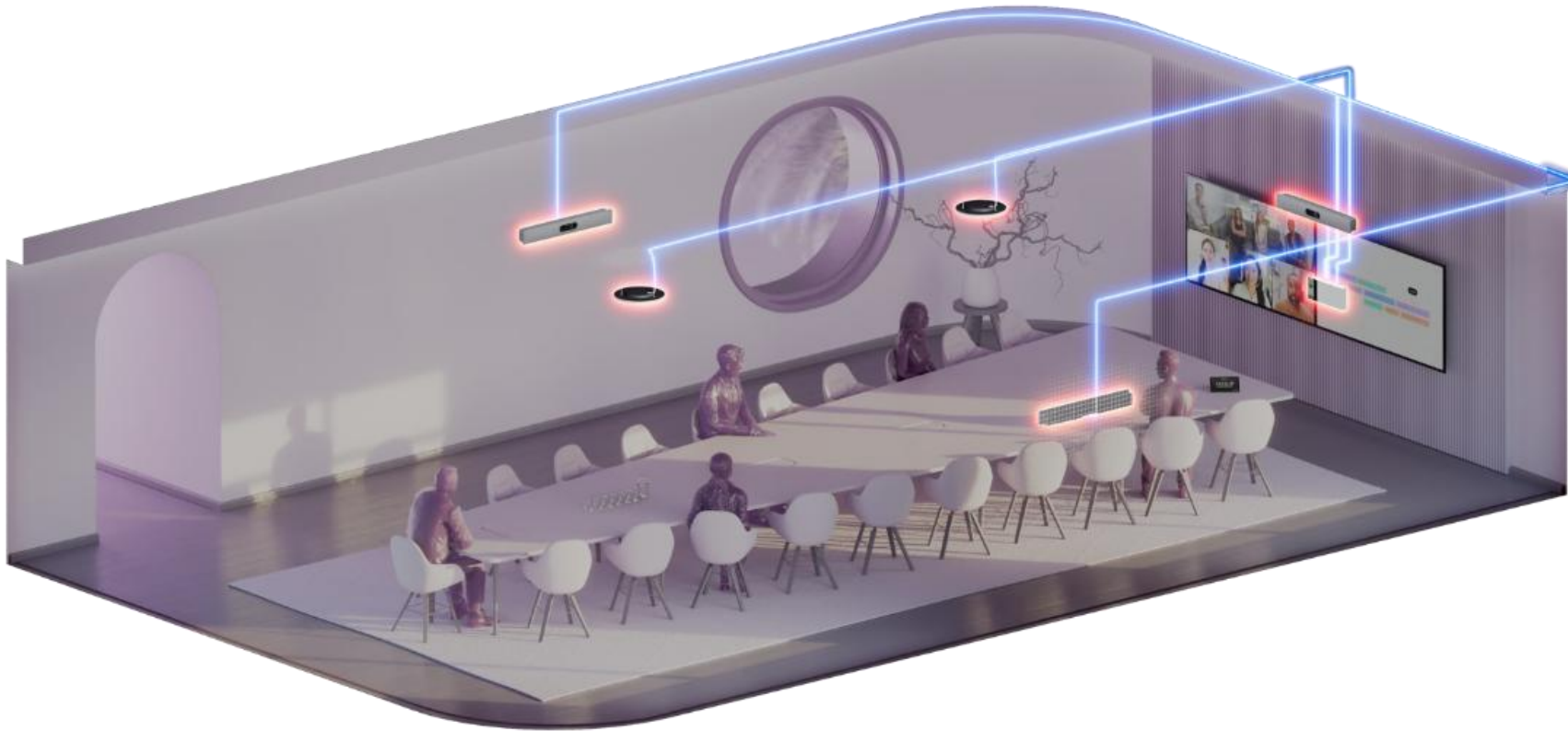
Reduced storage costs

Massive reduction in bandwidth resulting in compressed audio

# Devices

# Distance zero

When technology works together, people can too.



# Built on AI-building blocks since 2015



 AI horsepower to power  
user requirements today  
and for 6 years from now

## REDUCE THE IMPACT OF DISTANCE



Head detection and always-on people counting



Frames and people focus camera intelligence



Facial recognition and name labelling



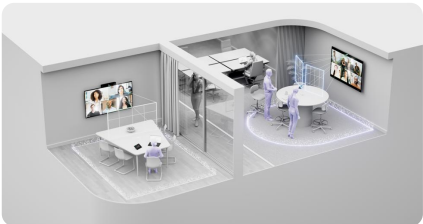
Cross-view multicamera cinematic meetings



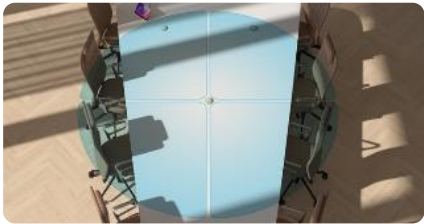
Presenter and audience



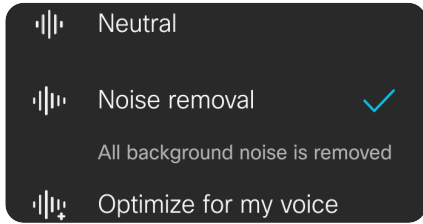
Extended speaker & AI virtual lens



Meeting Zones for open spaces and glass walls



Adaptive, beam forming, microphones



Background noise removal and optimize for my voice

# Built on AI-building blocks since 2015



Head detection and always-on people counting



Frames and people focus camera intelligence



AI horsepower to power user requirements today and for 6 years from now



Facial recognition and name labelling

 REDUCE THE IMPACT OF DISTANCE

# Built on AI-building blocks since 2015



Cross-view multicamera  
cinematic meetings



Presenter and audience



AI horsepower to power  
user requirements today  
and for 6 years from now



Extended speaker & AI  
virtual lens

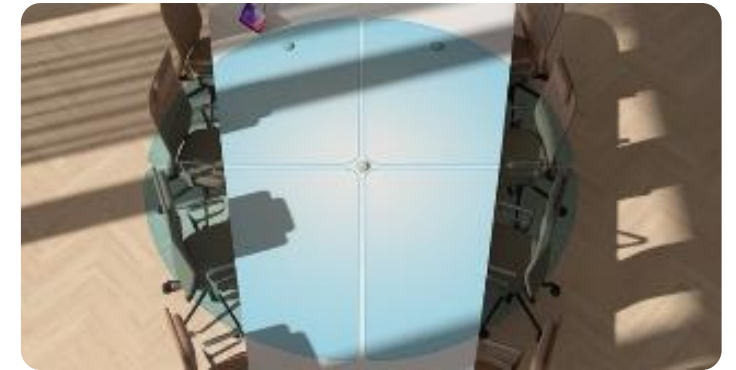
# Built on AI-building blocks since 2015



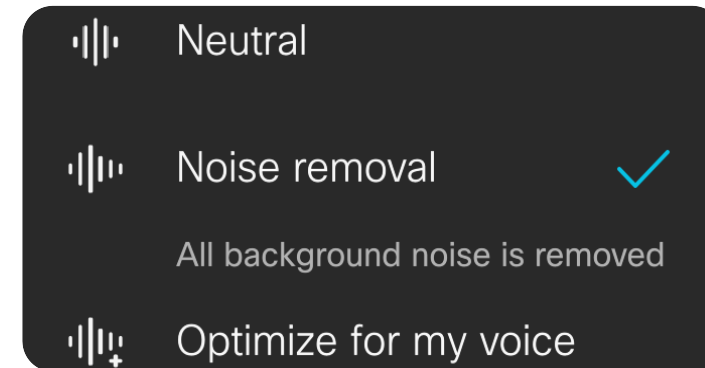
AI horsepower to power  
user requirements today  
and for 6 years from now



Meeting Zones for open  
spaces and glass walls



Adaptive, beam forming,  
microphones



Background noise removal  
and optimize for my voice

# Reimagine every workspace

For any worker, any workstyle, and any platform

ANYWHERE

HOT DESKS

OPEN SPACES

CONFERENCE ROOMS



Headsets



Phones



Desk series



Board series



Room Accessories



Room series

AI-POWERED | INTEROPERABLE | SUSTAINABLE | MANAGEABLE

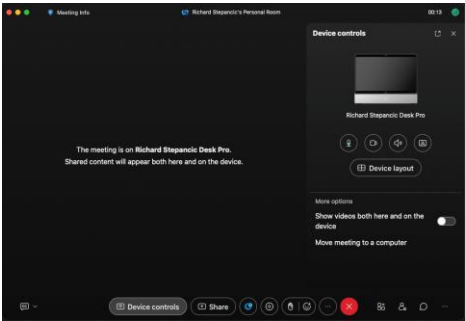
# Cisco Rooms experience



The richest, most inclusive meeting experiences for hybrid work available

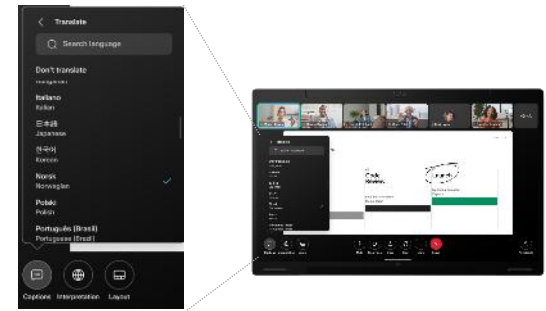
## Unified Control

Control the entire meeting—camera, audio, and content from the familiar interface of your laptop or phone.



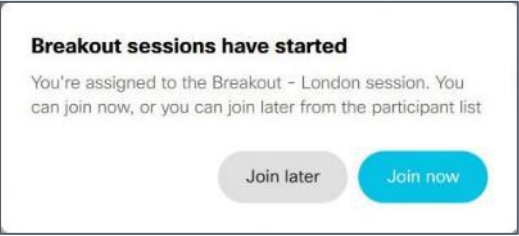
## AI Assistant

Voice control, call recording and transcription / translation



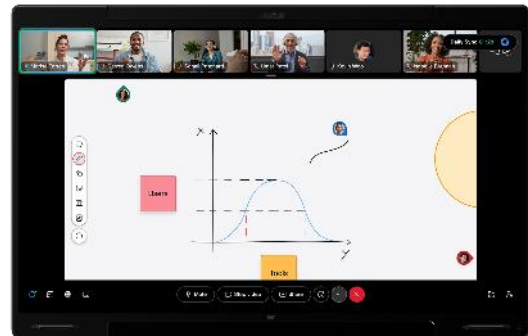
## Breakouts

Enable hybrid workshops and deliver compelling training



## Annotate & whiteboard

Ideate and co-create with your teammates



## Reactions & Chat

Promote non-verbal feedback from remote employees



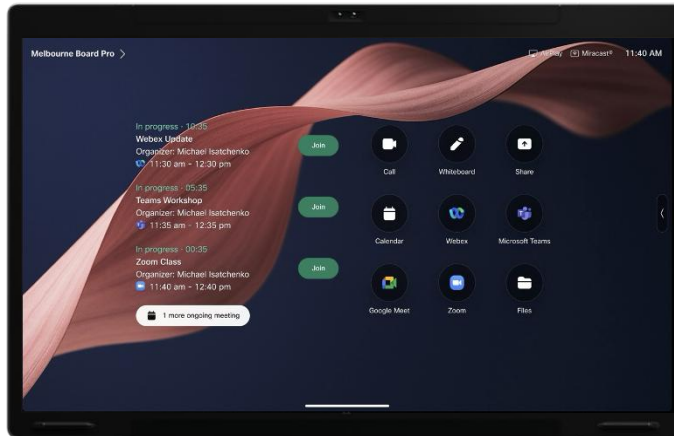
## Polling

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



# Cisco gives you more flexibility and choice

## Cisco Rooms experience



Full Featured



Enhanced



Guest



## Microsoft Teams experience



Full Featured



Enhanced



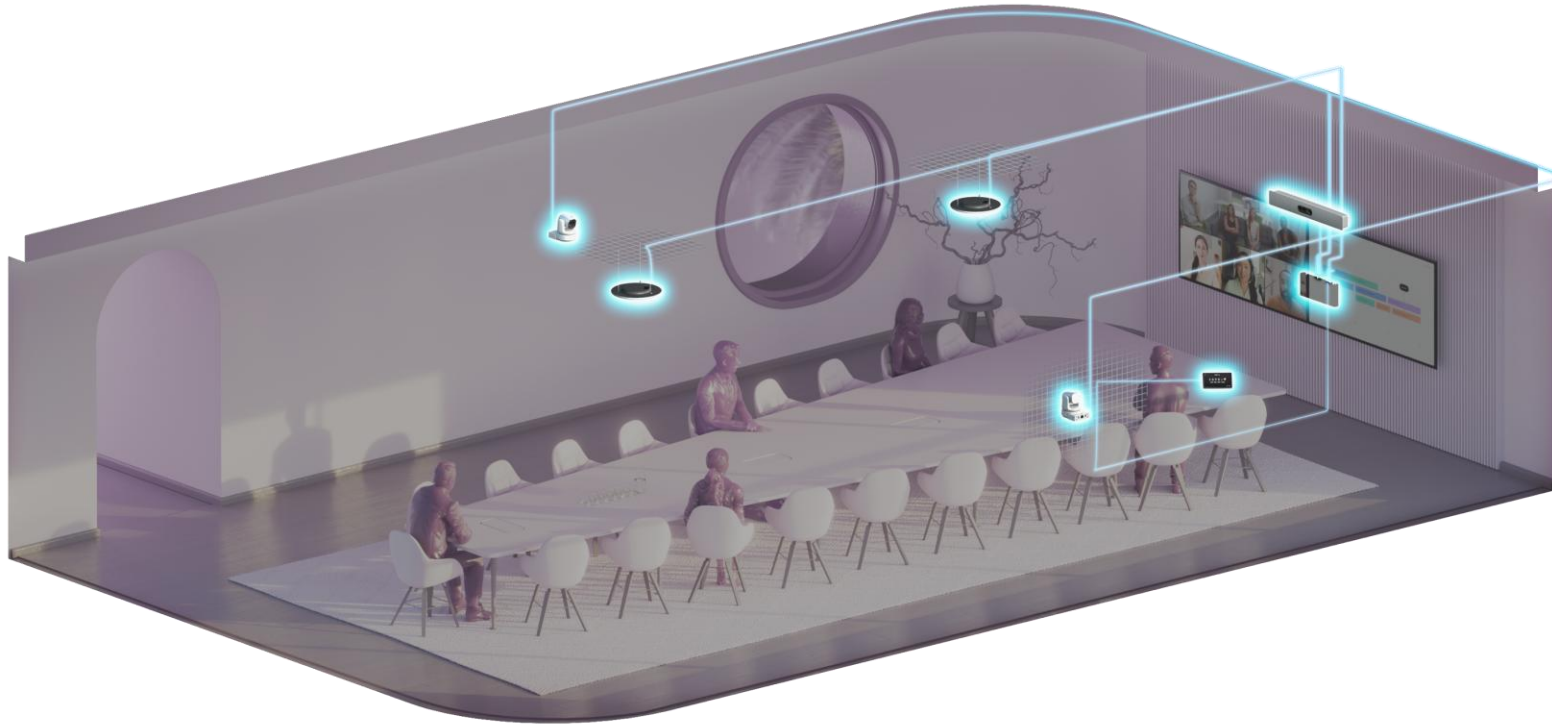
or

## Powered by Cisco RoomOS

HI-FIDELITY AUDIO AND VIDEO | AI-POWERED COLLABORATION EXPERIENCES | SMART WORKPLACE INTEGRATIONS | SECURITY AND MANAGEABILITY

# Everything over IP

## Powering the future of room deployments



AI-POWERED EXPERIENCE | SIMPLE AVoIP INSTALLATION | SINGLE MANAGEMENT PLATFORM

# Simplify your workspace planning

With Cisco Workspace Designer



Simple.

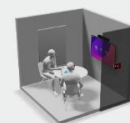
Interactive.

Actionable.

Visit [cs.co/workspace-designer](https://cs.co/workspace-designer)

Huddle Room

1-6 人



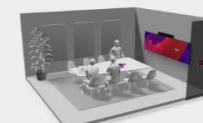
Small Room

4-6 人



Medium Room

6-10 人



Large Room

11-24 人



Executive Boardroom

11-24 人



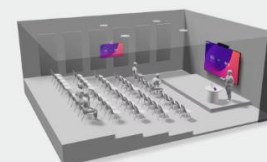
Training Room

10-50 人



Auditorium

20-150 人



Coming soon  
Personal Desk

1 人



# Sessions

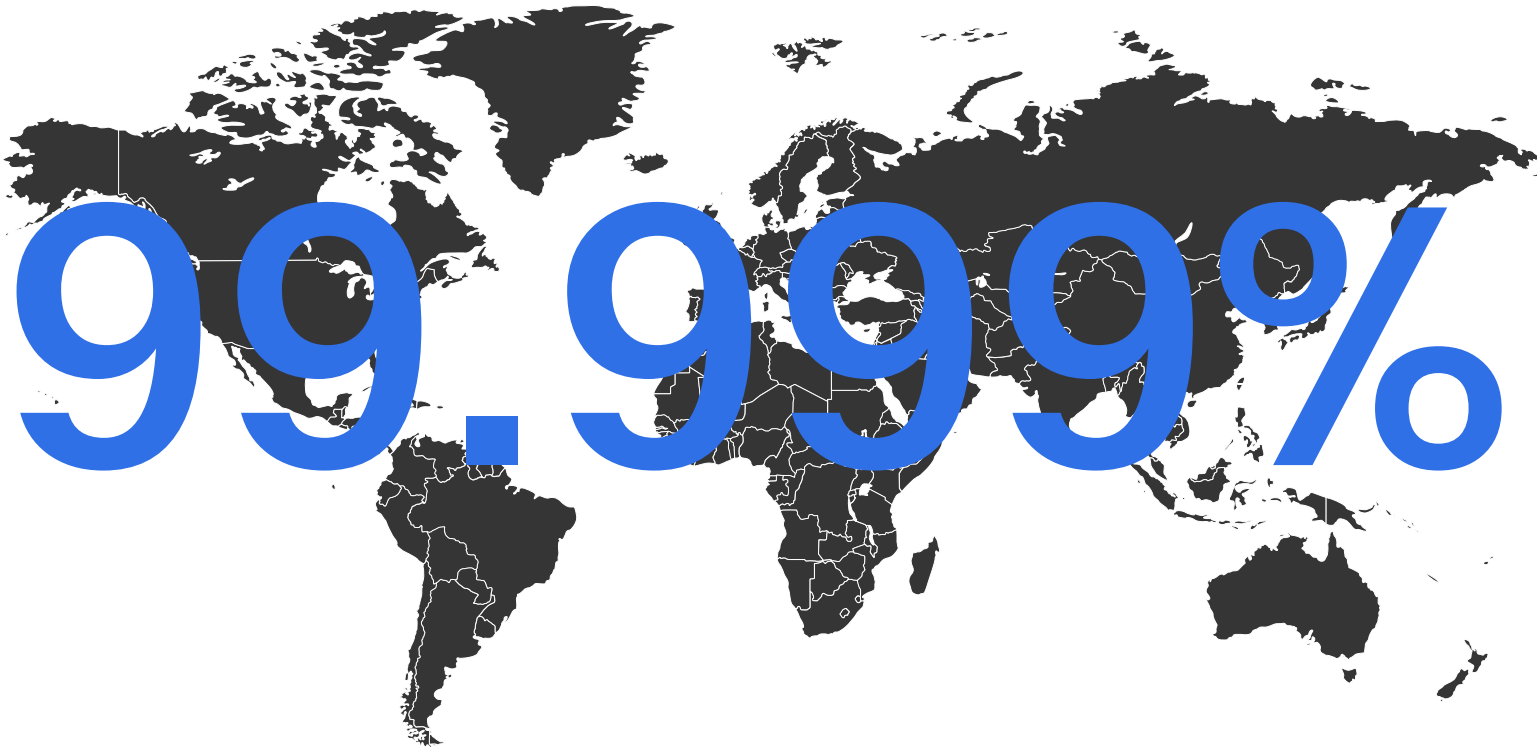
To learn more...

- Introductory
- Intermediate
- Advanced

| ID          | Title                                                                | Date              | Time     |
|-------------|----------------------------------------------------------------------|-------------------|----------|
| BRKCOL-2553 | Designing for the high demand spaces: Desks, Small and Huddle Spaces | Tuesday, Nov 11   | 08:30 AM |
| BRKCOL-2525 | Understanding the power of RoomOS as an open integration platform    | Tuesday, Nov 11   | 03:45 PM |
| BRKCOL-2558 | Designing for large and multipurpose rooms with AI and AVoIP         | Wednesday, Nov 12 | 04:15 PM |
| BRKCOL-2562 | Simplifying workspace design with zero touch provisioning            | Thursday, Nov 13  | 10:30 AM |

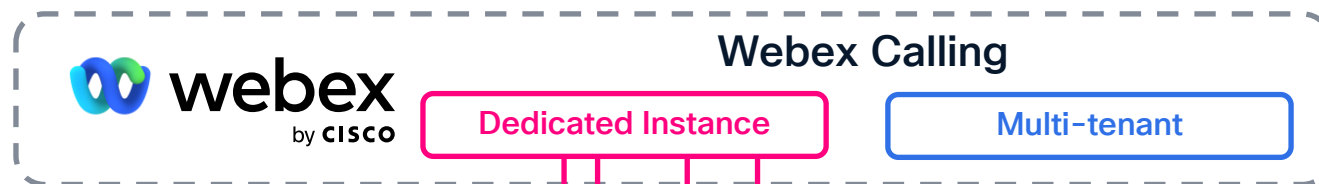
# Calling

# Global cloud platform



Proven Webex Calling availability

# Flexible deployment options



15

Latest version of UCM



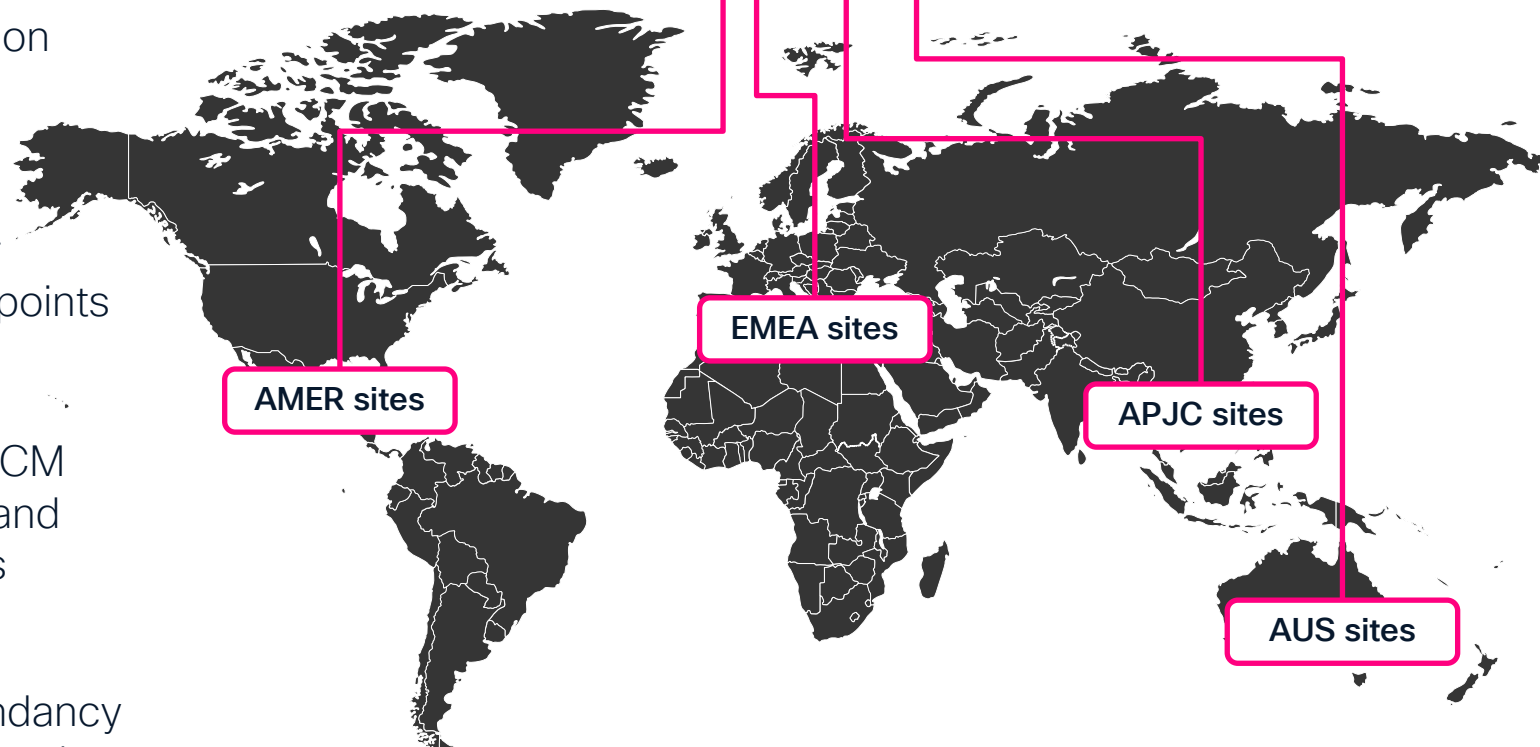
Support for legacy endpoints



Preserve UCM workflows and integrations



UCM redundancy with Enhanced Survivability



# Flexible deployment options



Webex Calling

Dedicated Instance

Multi-tenant

15

Latest version  
of UCM



Support for  
legacy endpoints



Preserve UCM  
workflows and  
integrations



UCM redundancy  
with Enhanced  
Survivability



95%

Feature  
parity with  
UCM



Flexible PSTN  
in 140+  
markets

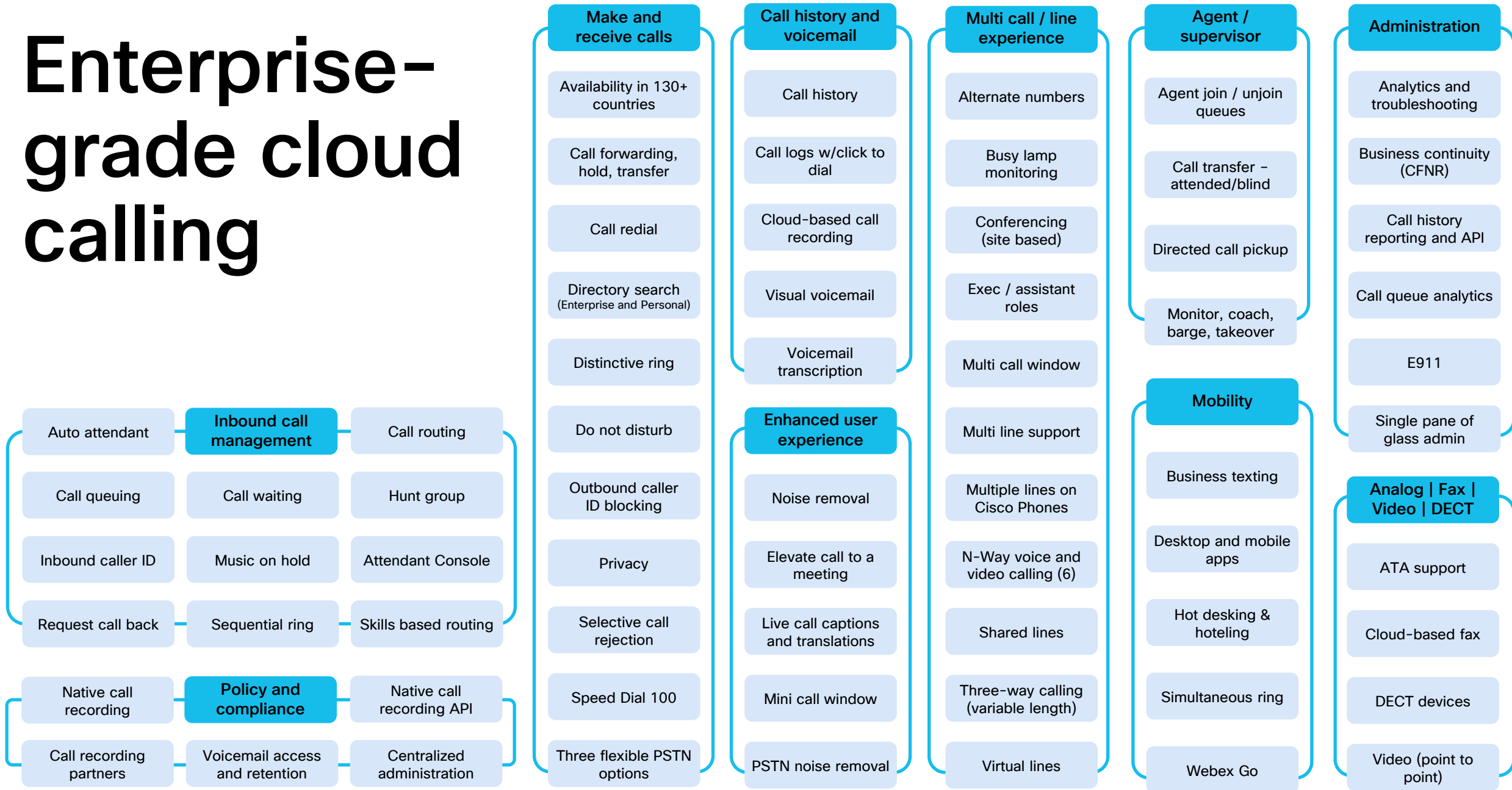


Customer  
experience  
solutions



Zero downtime  
with Site  
Survivability

# Enterprise-grade cloud calling



# Calling features you need, available anywhere

The image displays the Cisco Webex user interface with several callouts highlighting key features:

- Call, text, message, meet with one click:** Points to the top navigation bar containing icons for calling, messaging, and meeting.
- Directory search:** Points to the search bar at the top of the interface.
- Instant access to:** A list of features accessible from the left sidebar:
  - Call history
  - Visual voicemail
  - Transcriptions
  - Recordings
  - Contacts
  - Messaging
  - Spaces
  - Meetings
- Desk phone & room device pairing and control:** Points to a virtual desk phone icon in the top right corner.
- Hold / resume, transfer, merge / conference, record, and elevate to a meeting:** Points to a context menu overlaid on a video call, showing options like hold, transfer, conference, and park.
- Call preferences, forwarding, single number reach:** Points to the 'Call Settings' option at the bottom left.
- Select line, group, queue, shared line:** Points to the 'Multiline' feature at the bottom left.
- Call on Webex or PSTN with video or audio:** Points to the 'Audio' and 'Video' call buttons in the center.
- AI-powered Audio Intelligence: Noise removal, optimize for my voice:** Points to the 'Mute' button at the bottom of the video call window.
- Share content during a Webex Call:** Points to the 'Share' button at the bottom of the video call window.

# Purpose-built AI for Calling



## Live call summaries

Notes and action items

Coming soon (2H CY25)

## Share summaries

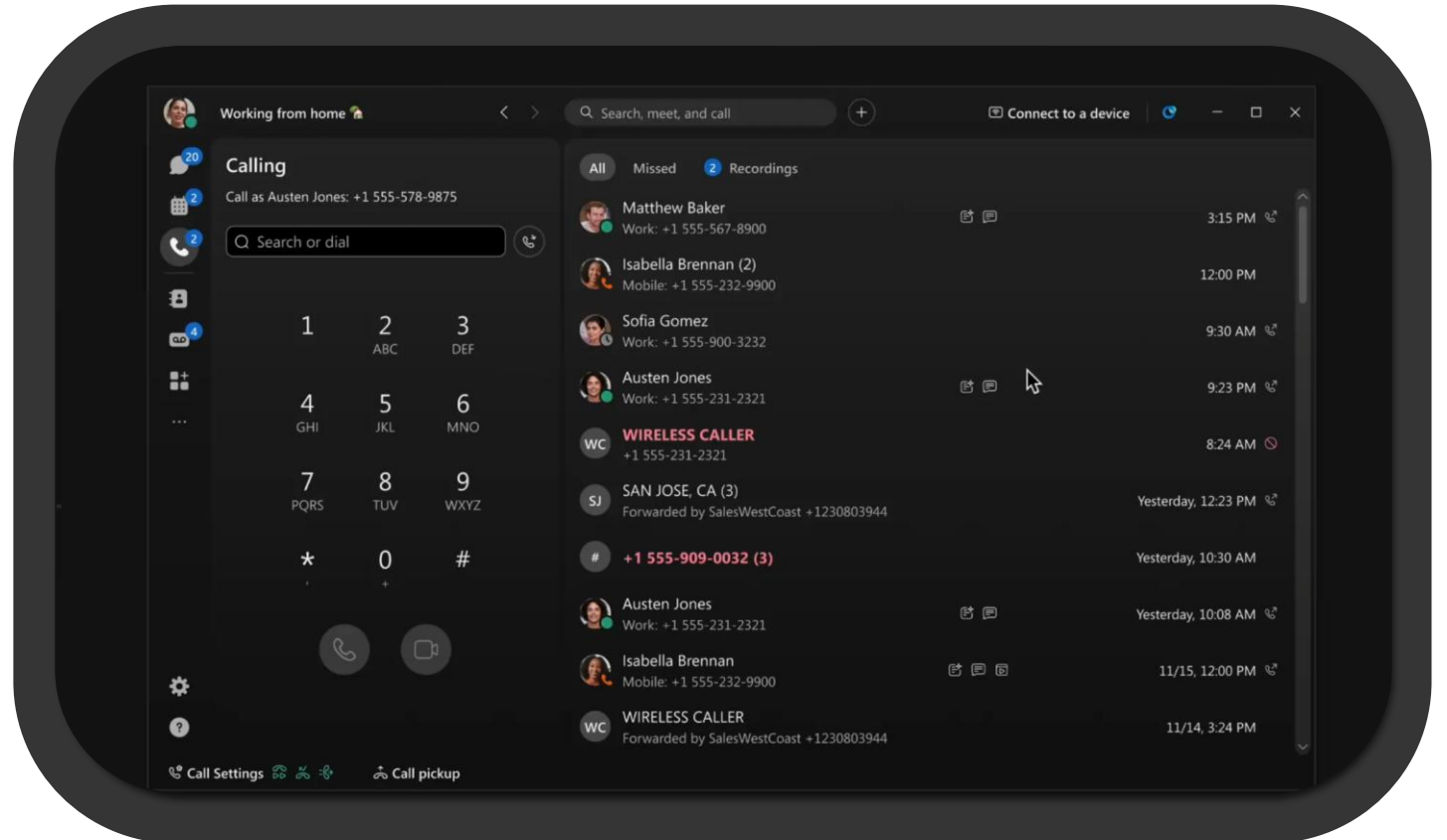
Efficient transfers

Coming soon (2H CY25)

## Post-call

AI Call Summaries

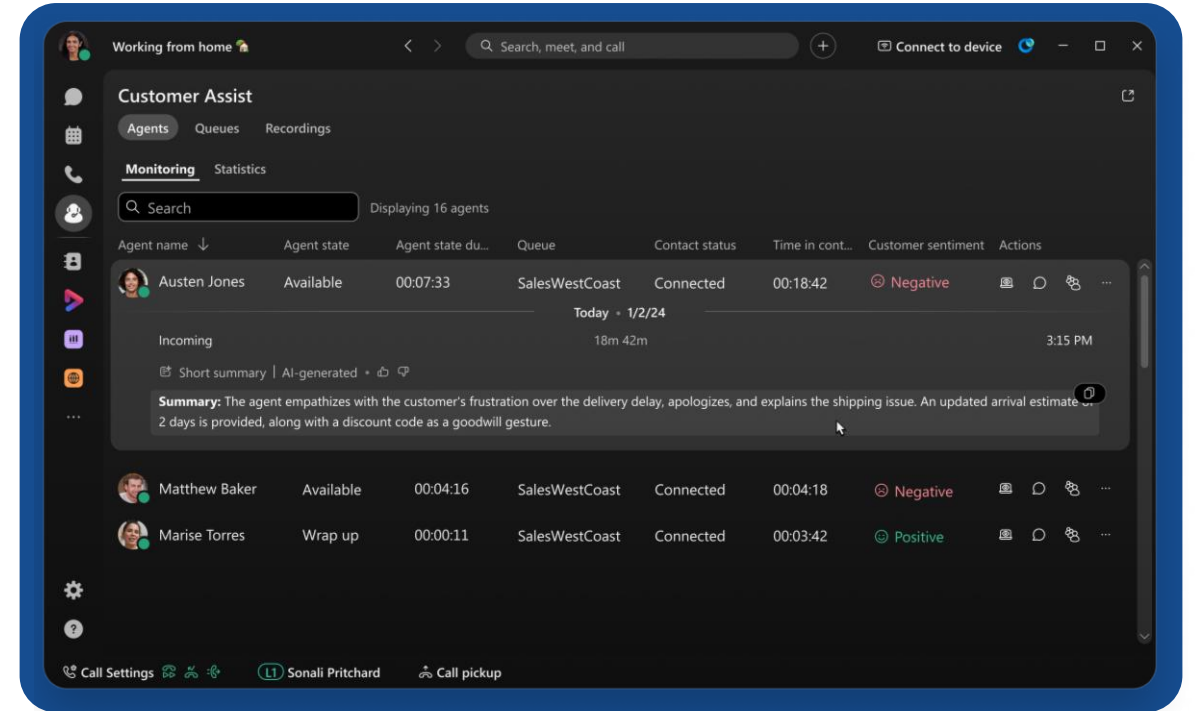
Now available



# Optimise Customer Assistance

## Webex Calling Customer Assist

Empower any employee to deliver outstanding customer assistance through an AI-powered, **modern experience in the Webex app**



VOICE AND TEXT QUEUES <sup>1</sup> | AI ASSISTANT\* | CALL SENTIMENT FOR SUPERVISORS <sup>2</sup>

# A reimagined Webex Calling experience

|                      | Professional License                                   | Customer Assist                                                                                         |
|----------------------|--------------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| Channels             | Voice                                                  | Voice<br>Text queues (CY2025)<br>Click-to-call – voice GA, video (Q2 CY25)                              |
| Routing              | Skills / priority<br>Advanced Auto Attendant (H2 CY25) | Skills / priority<br>Advanced Auto Attendant (H2 CY25)                                                  |
| Agent and supervisor | Agent role in Webex app<br>Supervisor role             | Webex app – unified experience<br>Screen pops<br>Wrap-up codes<br>AI Assistant for Agents (H2 CY25)     |
| WFO                  | Analytics in Control Hub<br>FAC codes                  | Webex app – unified experience<br>Call Sentiment for Supervisors (Q3 CY25)<br>Queue recording (Q2 CY25) |
| Add-on               | AI Receptionist (CA 2H CY25)                           |                                                                                                         |

99.999% AVAILABILITY | CENTRALIZED ADMINISTRATION | ARTIFICIAL INTELLIGENCE | PSTN | SERVICE NUMBERS

# Purpose-built AI Innovations



Cisco AI Assistant

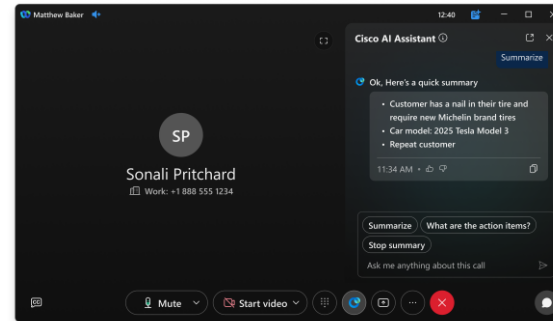
Improving every step of the customer journey

Pre-interaction



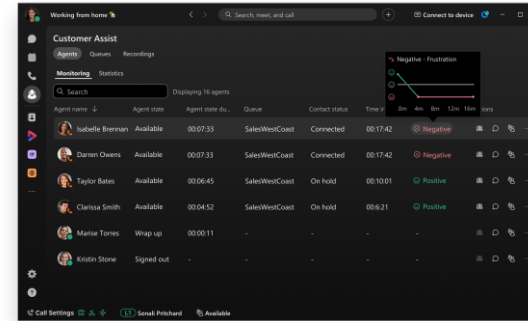
AI Receptionist

Conversation



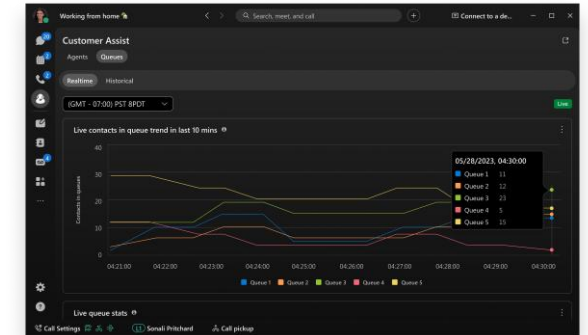
Caller intent  
Suggested responses

Monitoring



Call Sentiment

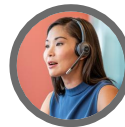
Optimization



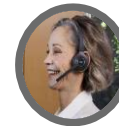
Topic analytics



Customers



Agents



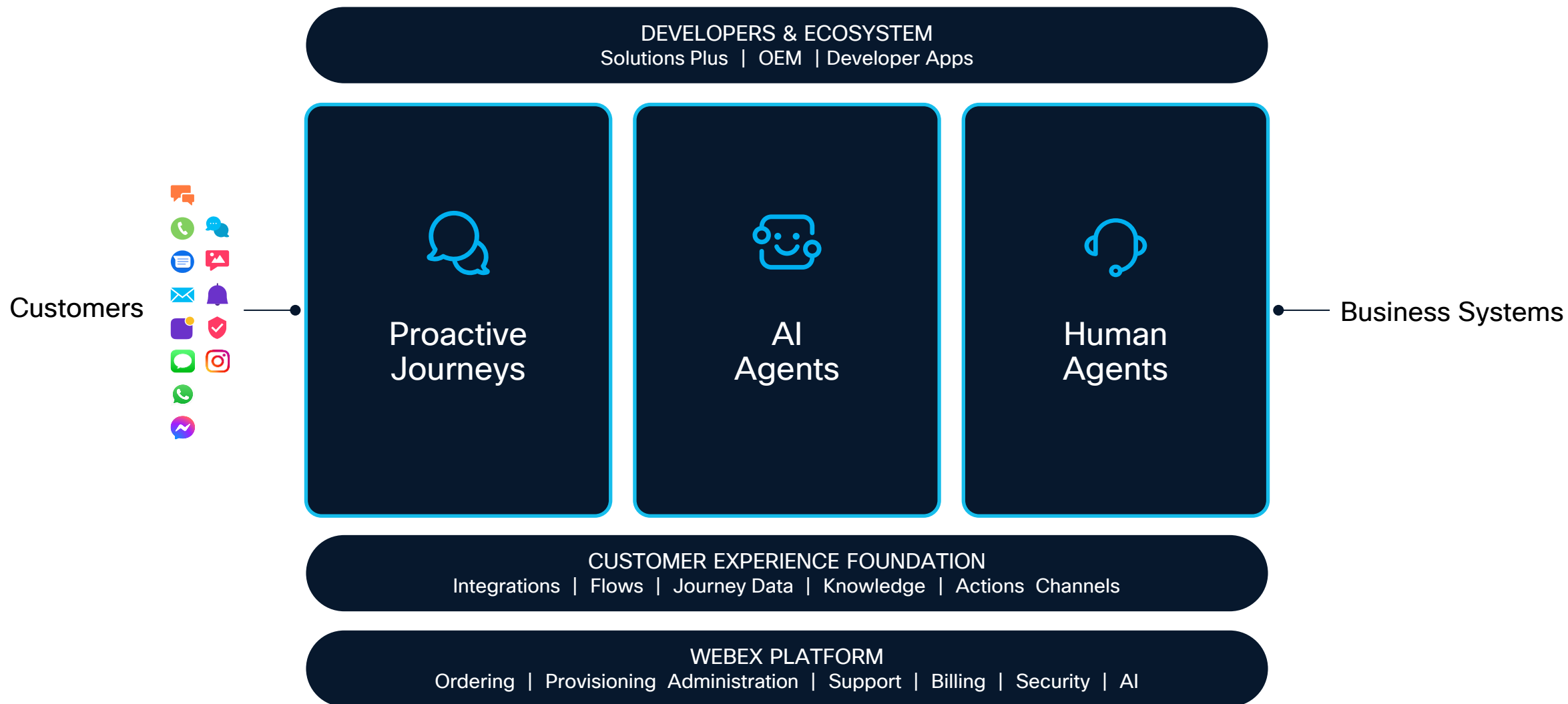
Supervisors

# Sessions

To learn more...

- Introductory
- Intermediate
- Advanced

| ID          | Title                                             | Date              | Time     |
|-------------|---------------------------------------------------|-------------------|----------|
| BRKCOL-2530 | Migrating to Webex Calling                        | Wednesday, Nov 12 | 03:00 PM |
| BRKCOL-1527 | Cisco Calling architecture for every organisation | Wednesday, Nov 12 | 04:15 PM |



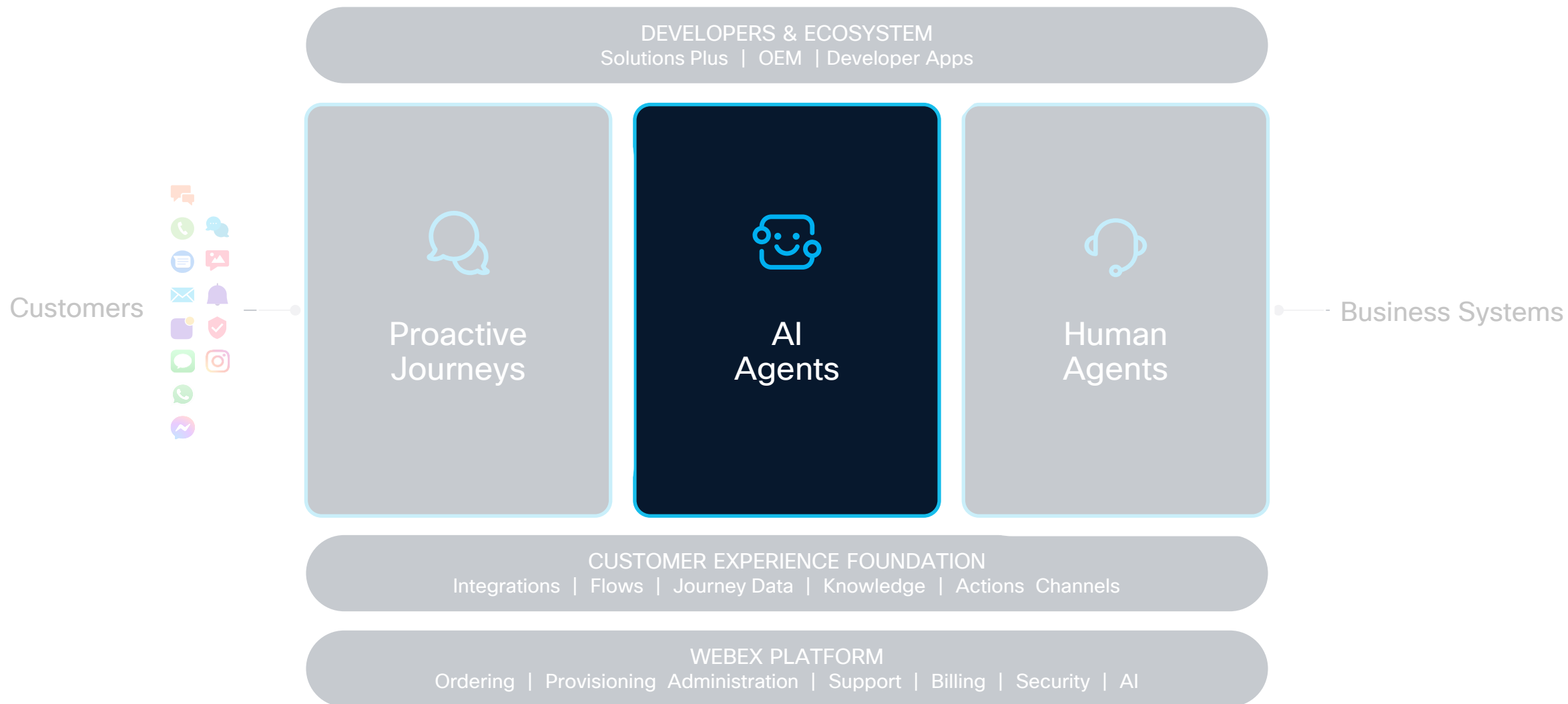
# Customer Assist vs. Contact Center

Separate offers with different target markets

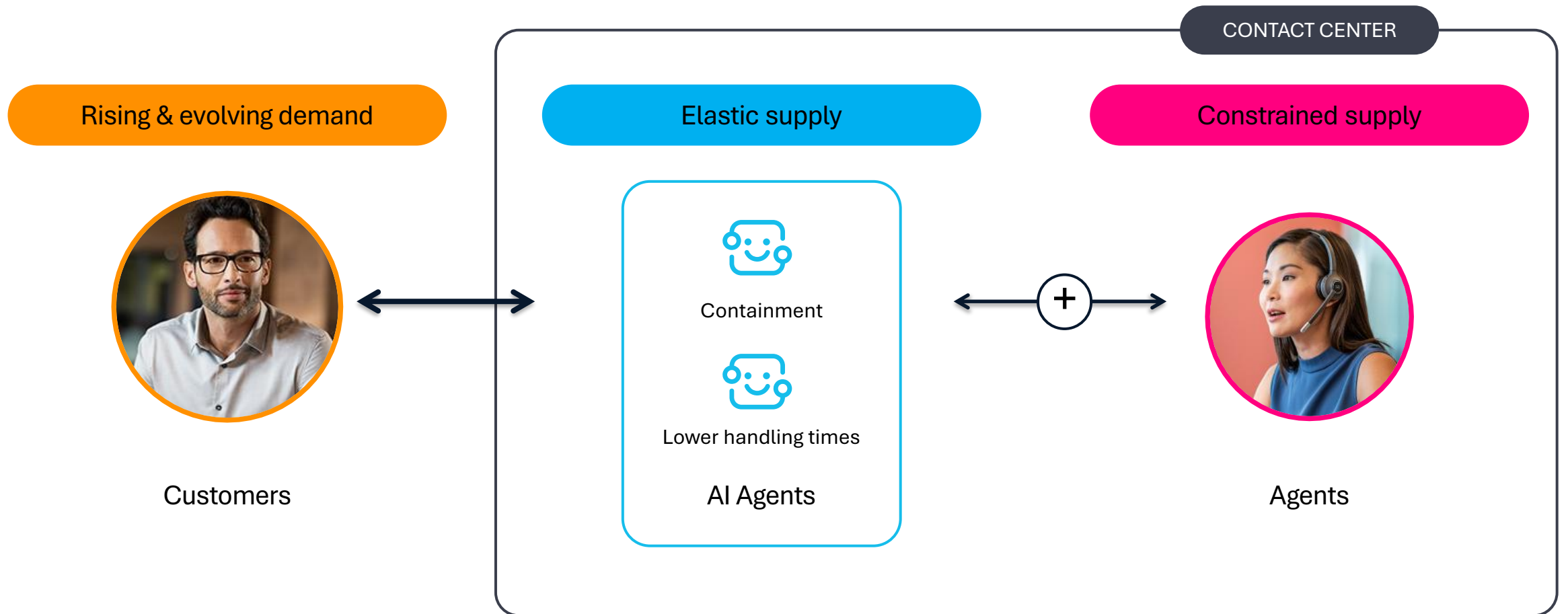
## Webex Calling Customer Assist

## Webex Contact Center

| Voice   Video                                                                                     | Channels         | Omnichannel                                                                                                  |
|---------------------------------------------------------------------------------------------------|------------------|--------------------------------------------------------------------------------------------------------------|
| Simple interactions<br>Advanced Auto Attendant<br>Screen-pops                                     | Customer journey | Complex interactions<br>Deep database integration<br>Intelligent routing<br>End-to-end journey orchestration |
| Hybrid / multi-role<br>Home, office, or mobile users                                              | User type        | Dedicated agents, supervisors, analysts<br>Home or office                                                    |
| Integrated in Webex app<br>Available on Cisco Desk Phones                                         | User experience  | Separate web app                                                                                             |
| Basic analytics<br>Call Sentiment for Supervisors<br>Queue recording<br>Barge / monitor / whisper | WFO              | Advanced analytics<br>Complete WFO / WFM / QM<br>Agent burnout prevention                                    |
| Regional / local offices<br>Retail branches<br>Internal help desk                                 | Use cases        | Global airline<br>National insurance company<br>Large online retailer                                        |
| Flex, Wholesale, FedRAMP                                                                          | Licensing        | Flex                                                                                                         |



# AI front door for contact centers



# Sessions

To learn more...

Introductory

Intermediate

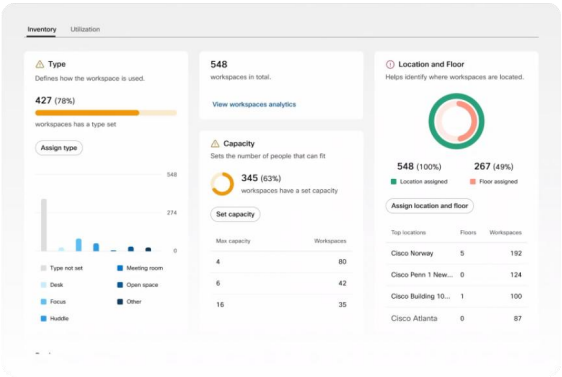
Advanced

| ID          | Title                                                                | Date              | Time     |
|-------------|----------------------------------------------------------------------|-------------------|----------|
| BRKCCT-1552 | Managing end-to-end Customer Journeys                                | Tuesday, Nov 11   | 8:30 AM  |
| BRKCCT-2559 | Creating Proactive Customer Journeys                                 | Wednesday, Nov 12 | 08:30 AM |
| BRKCCT-2556 | Developing integrations into customer experience                     | Wednesday, Nov 12 | 10:30 AM |
| BRKCCT-2555 | Designing Automated Customer Experiences with the new Webex AI Agent | Wednesday, Nov 12 | 01:15 PM |
| BRKCCT-2532 | Designing Modern Agent Experiences with AI Assistant                 | Tuesday, Nov 11   | 03:45 PM |
| BRKCCT-2557 | Implementing automation using AI Agent and AI assistant actions      | Wednesday, Nov 12 | 04:15 PM |

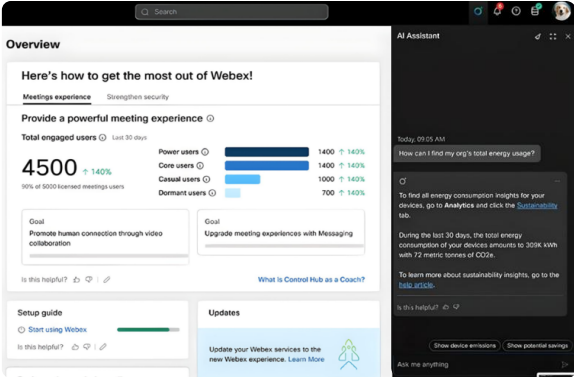
# Control Hub

# Webex Control Hub

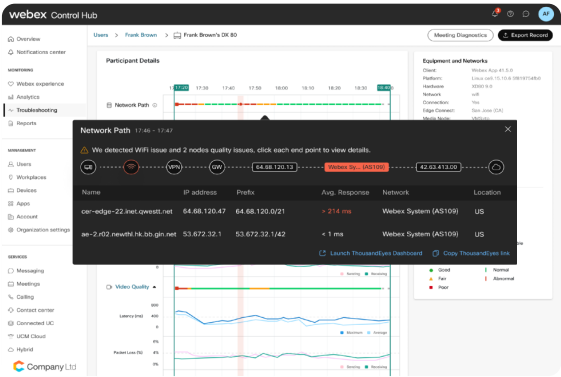
The one-stop-shop to manage everything



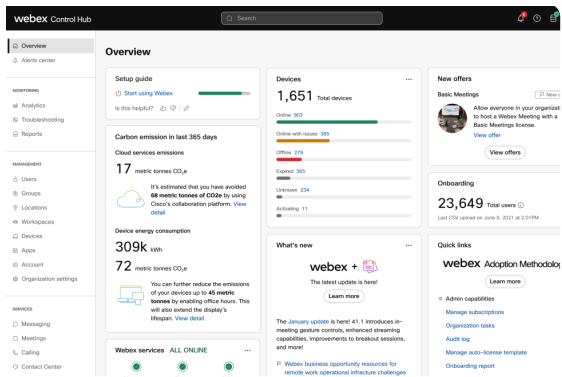
Manage all of your apps, services, and devices



Bringing the power of AI to IT



End-to-end visibility with Meraki & ThousandEyes in Control Hub



Actively measure & manage sustainability goals

Administration

User Management

Device Management

Applications Management

Configuration

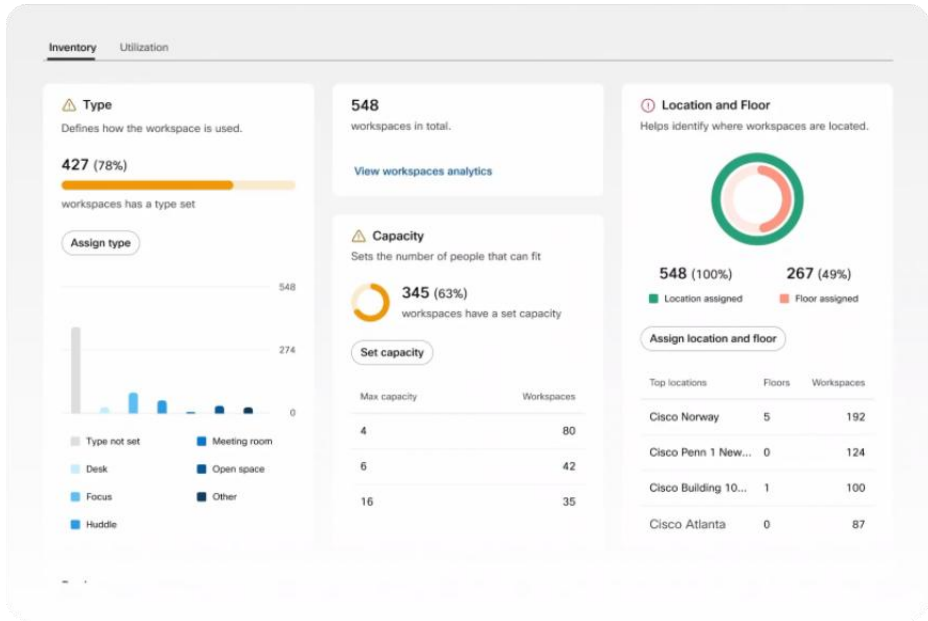
Troubleshooting & Alerts

Analytics

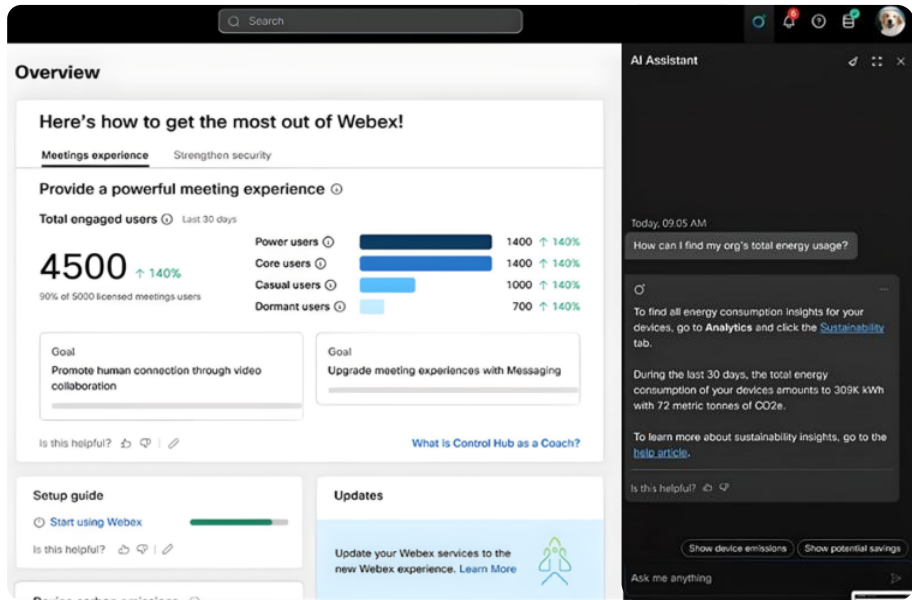
Reporting

# Webex Control Hub

The one-stop-shop to manage everything



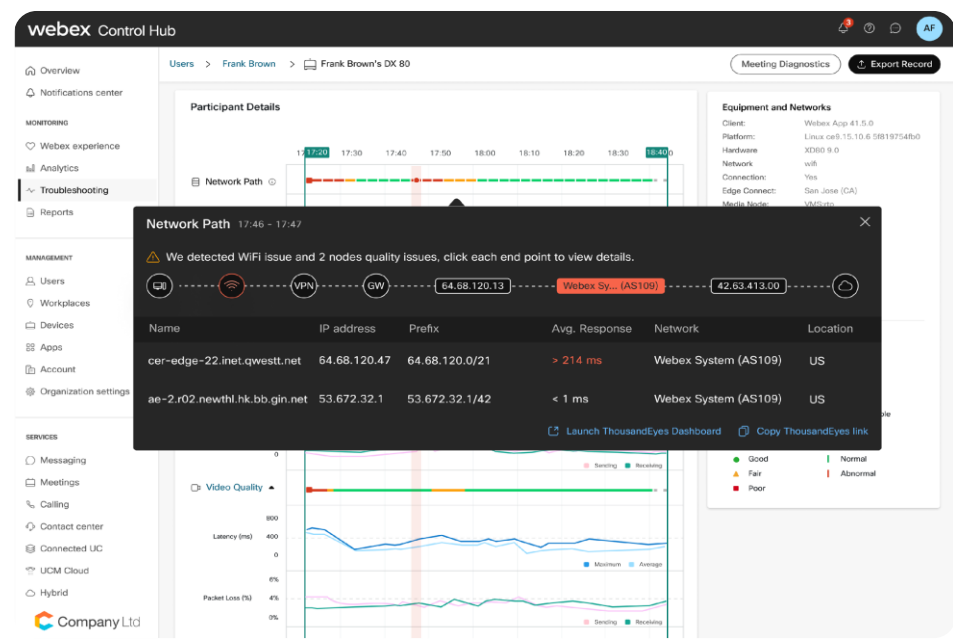
Manage all of your apps, services, and devices



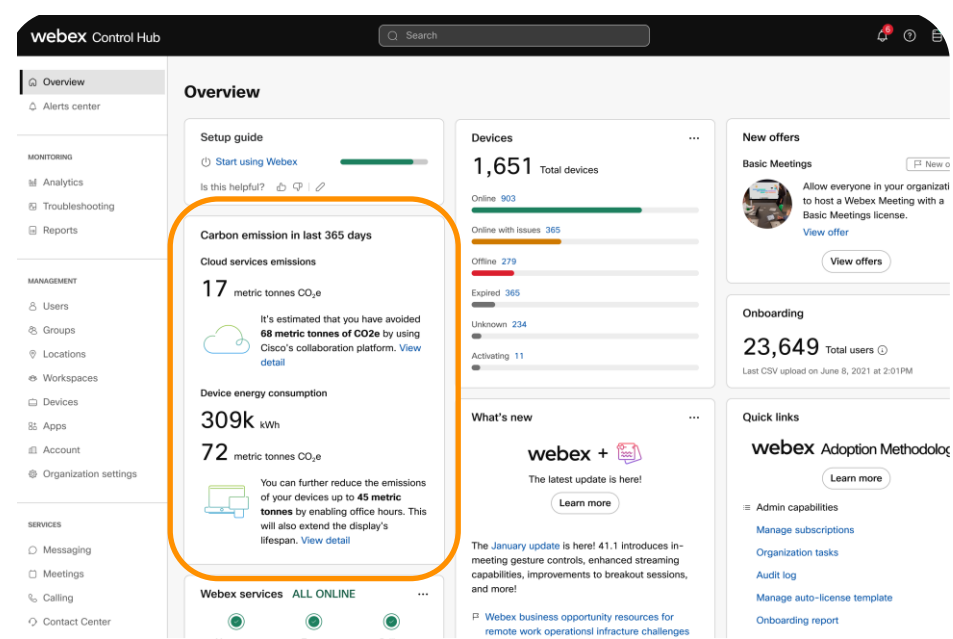
Bringing the power of AI to IT

# Webex Control Hub

The one-stop-shop to manage everything



End-to-end visibility with Meraki & ThousandEyes in Control Hub

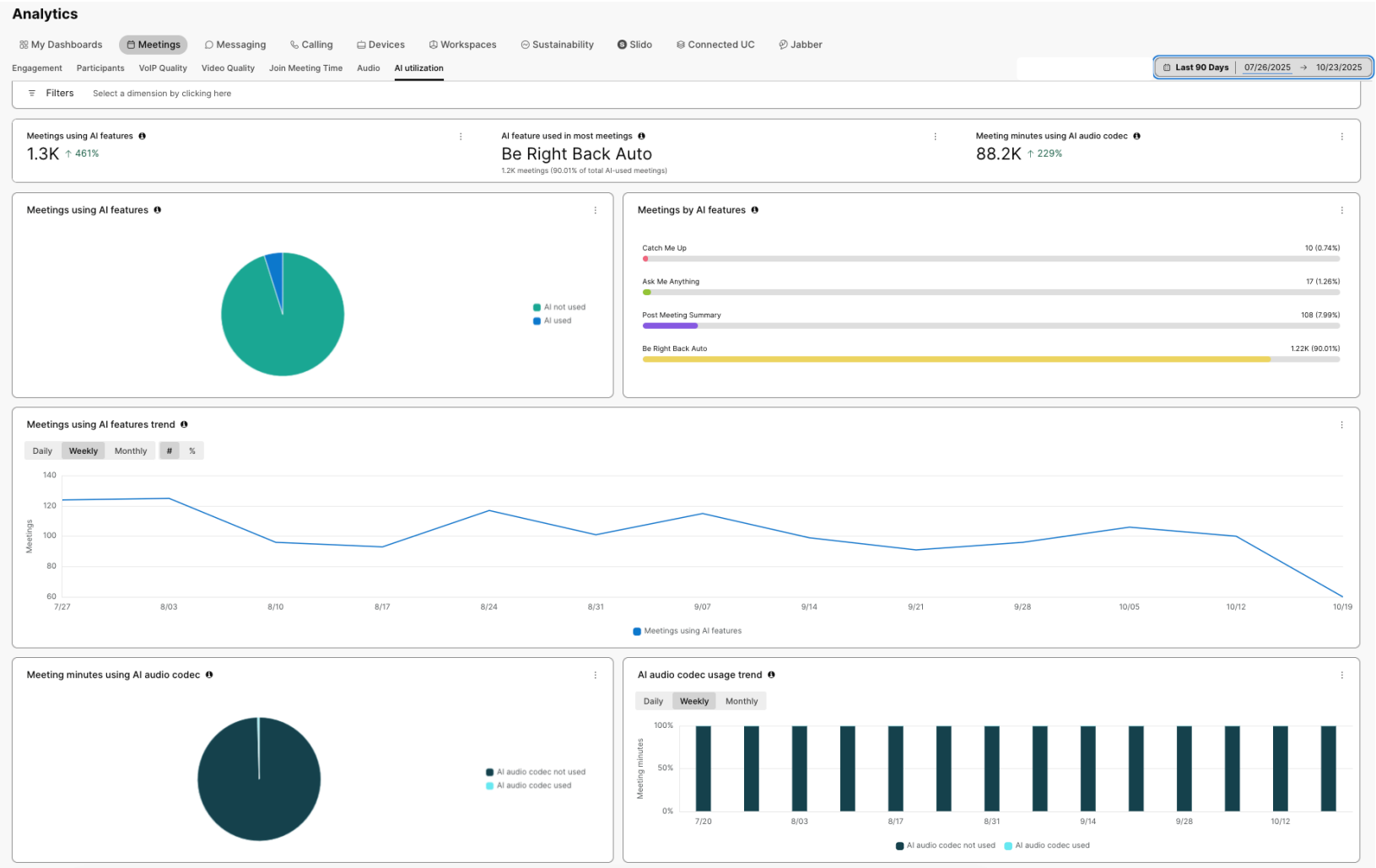


Actively measure & manage sustainability goals

# Webex Control Hub

The one-stop-shop to manage everything

## Measure your AI Utilisation



# Sessions

To learn more...

- Introductory
- Intermediate
- Advanced

| ID          | Title                                                     | Date              | Time     |
|-------------|-----------------------------------------------------------|-------------------|----------|
| BRKCOL-2523 | Integrating Collaboration with your Microsoft environment | Tuesday, Nov 11   | 01:45 PM |
| BRKCOL-2529 | Management and Operations with the smarter Control Hub    | Wednesday, Nov 12 | 10:30 AM |
| BRKCOL-3531 | Troubleshooting Collaboration                             | Thursday, Nov 13  | 08:30 AM |

# Shaping the Next Era of Collaboration



## Connected

People, places, devices, and agents



## Agentic

Ecosystem and workflows



## Secure

Trusted conversations

# Complete your session evaluations



**Complete** a minimum of 4 session surveys and the Overall Event Survey to be entered in a drawing to win 1 of 5 full conference passes to Cisco Live 2026.



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**Level up** and earn exclusive prizes!



**Complete your surveys** in the Cisco Live Events app.

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**Attend** the interactive education with DevNet, Capture the Flag, and Walk-in Labs



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**Contact me at:** Insert preferred comms method

**Thank you**

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