

**Connected Intelligence:
Collaboration at the
Intersection of People and AI**



Connected Intelligence: Collaboration at the Intersection of People and AI

cisco Live !

Espen Løberg
Vice President/General Manager,
Collaboration Devices, Cisco

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Director, AI Go-to-Market and Solution
Consulting

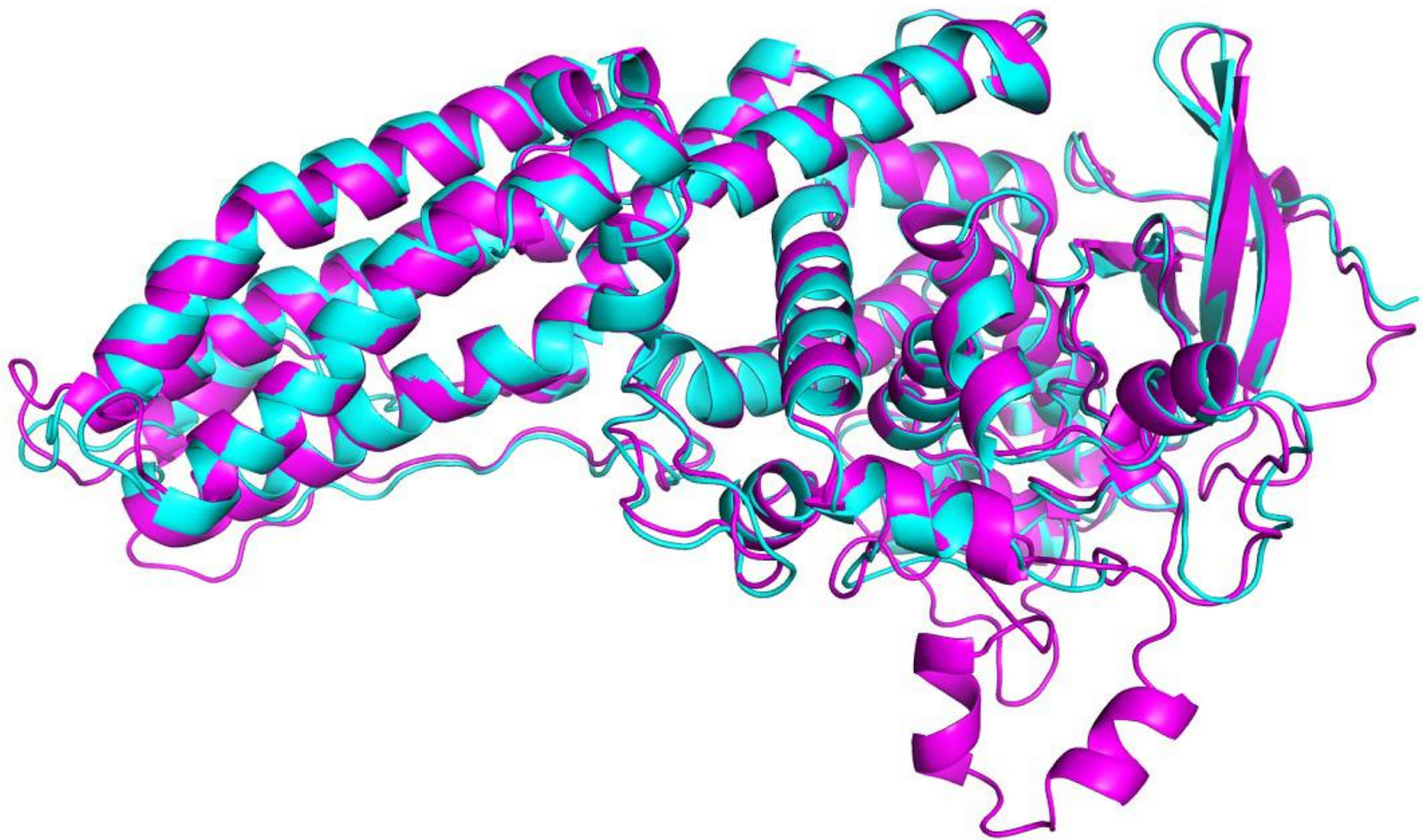


Espen Løberg

Vice President/General Manager,
Collaboration Devices, Cisco



The next era of AI is here





AI-ready data centers



Future-proofed workplaces

Secure global connectivity

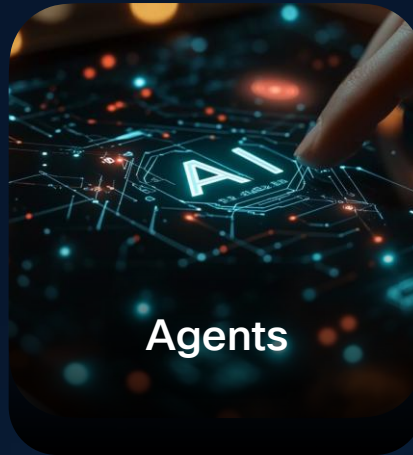
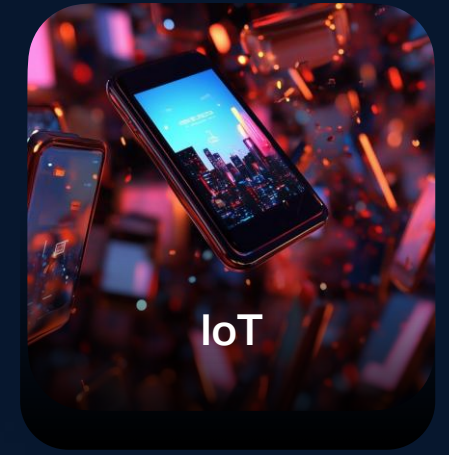
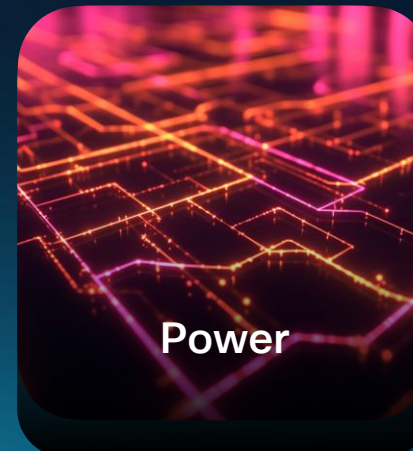


Digital resilience

Accelerated by Cisco AI

Cisco is the critical infrastructure for the AI era

The workplace of tomorrow will be very different



Future of collaboration

People and People



Future of collaboration

People and People



People and AI



AI and AI



The background is a dark blue field filled with numerous thin, bright lines of light. These lines radiate from a central point, creating a starburst or tunnel effect. The colors of the lines include vibrant reds, oranges, yellows, greens, and blues, giving the impression of high-speed data or energy flow.

Connected Intelligence

A Suite for every employee experience

Webex

Suite



Meetings



Messaging



Calling



Webinars



Events



Whiteboarding



Polling

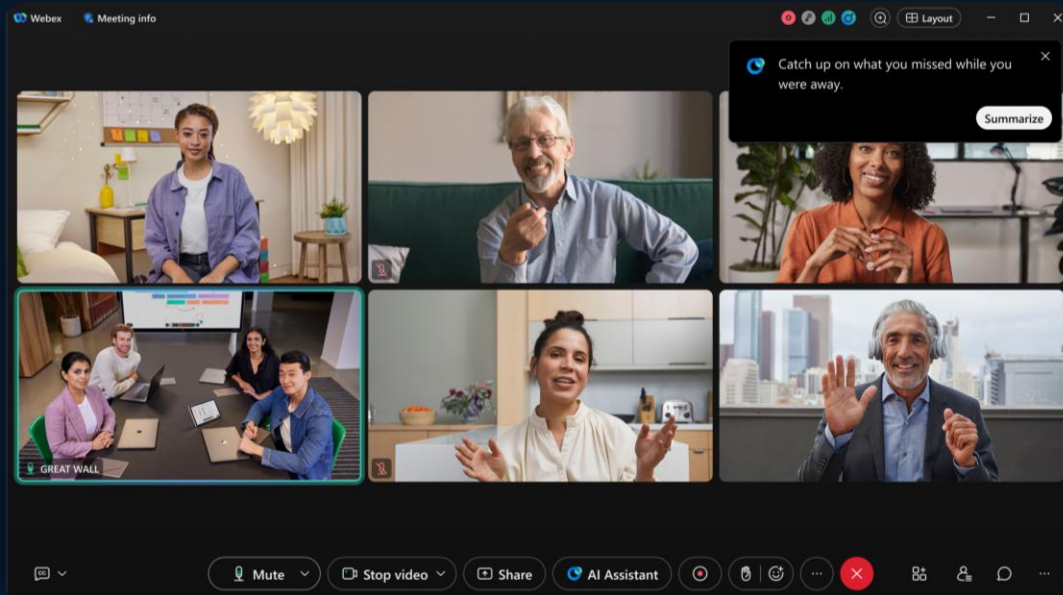


Video Messaging

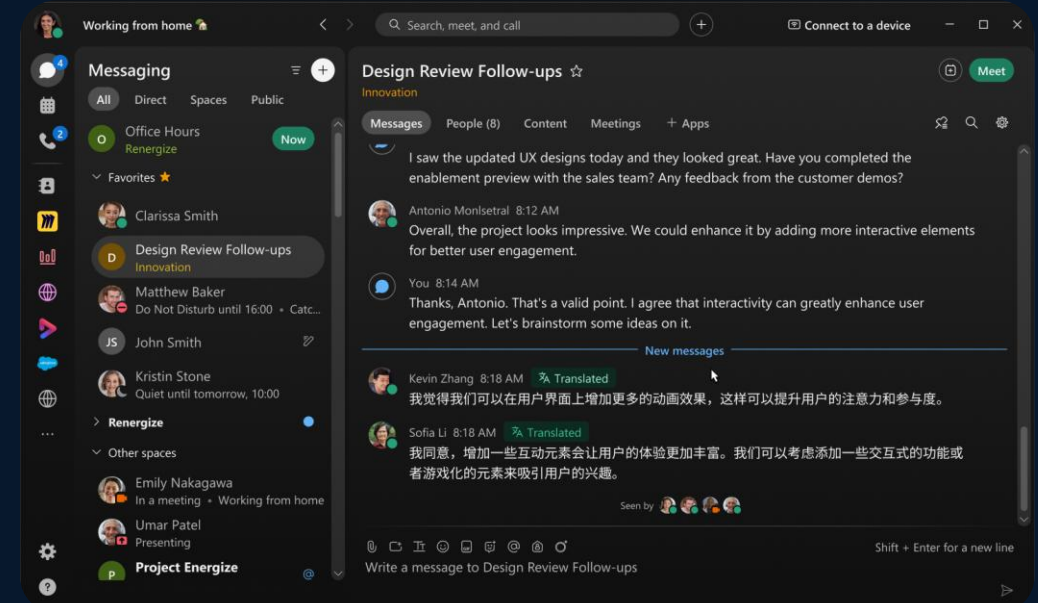


AI-POWERED PLATFORM

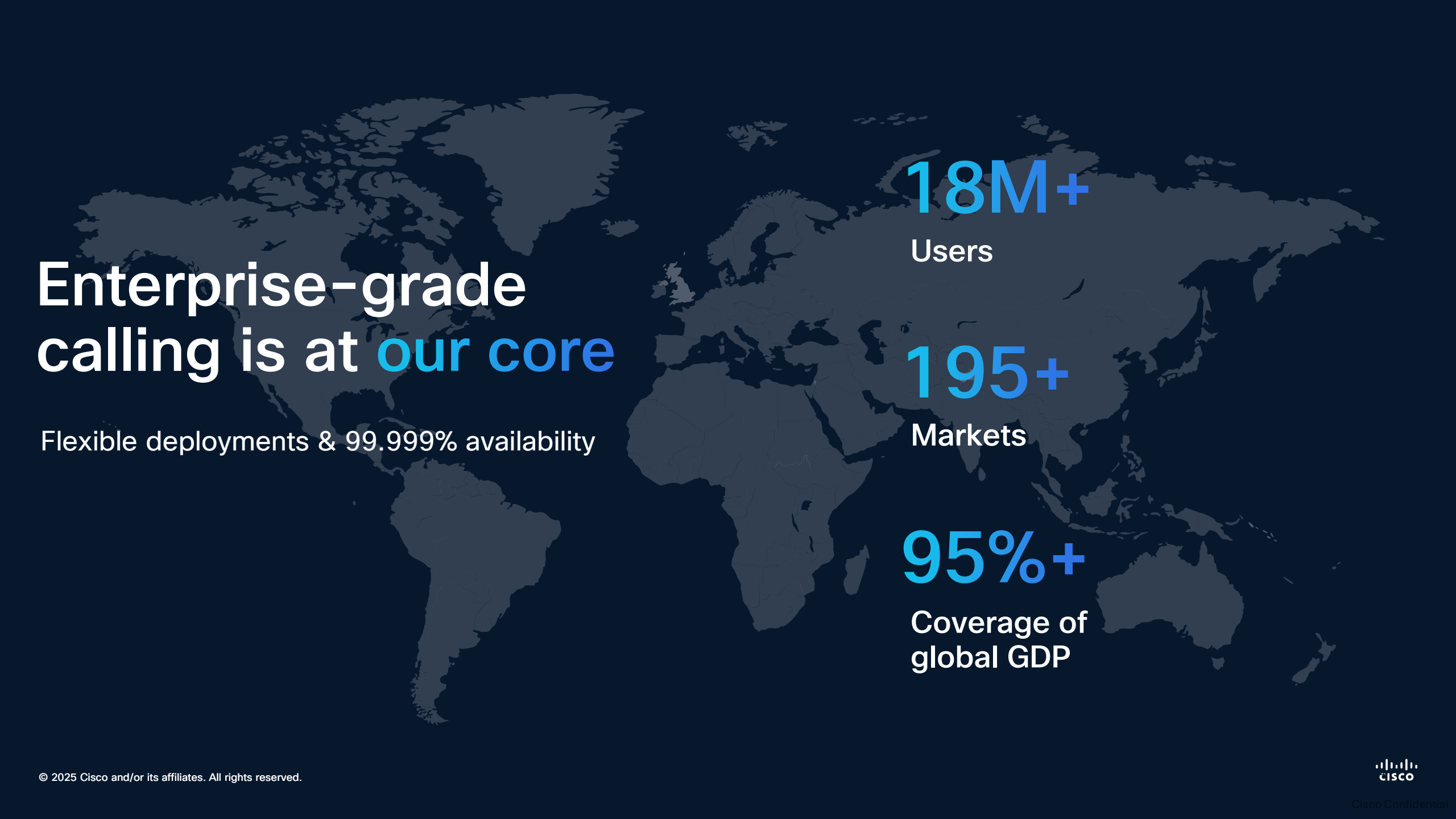
Inclusive AI helps teams do their best work together, anywhere.



 Meetings



 Messaging

A dark blue world map serves as the background for the slide. The continents are outlined in a slightly lighter shade of blue. The text is overlaid on the map, with the main headline on the left and three key statistics on the right.

Enterprise-grade calling is at **our core**

Flexible deployments & 99.999% availability

18M+

Users

195+

Markets

95%+

Coverage of
global GDP

Desk Phone 9800 Series

A phone reinvented to future proof workplaces

AI-powered

Closed captions ^{NEW}

Translation ^{NEW}

Webex AI Codec

Modern hot desking

Book with Cisco Spaces

Easy login options

Simple licensing

Administration

Rapid deployment

Zero Touch Provisioning

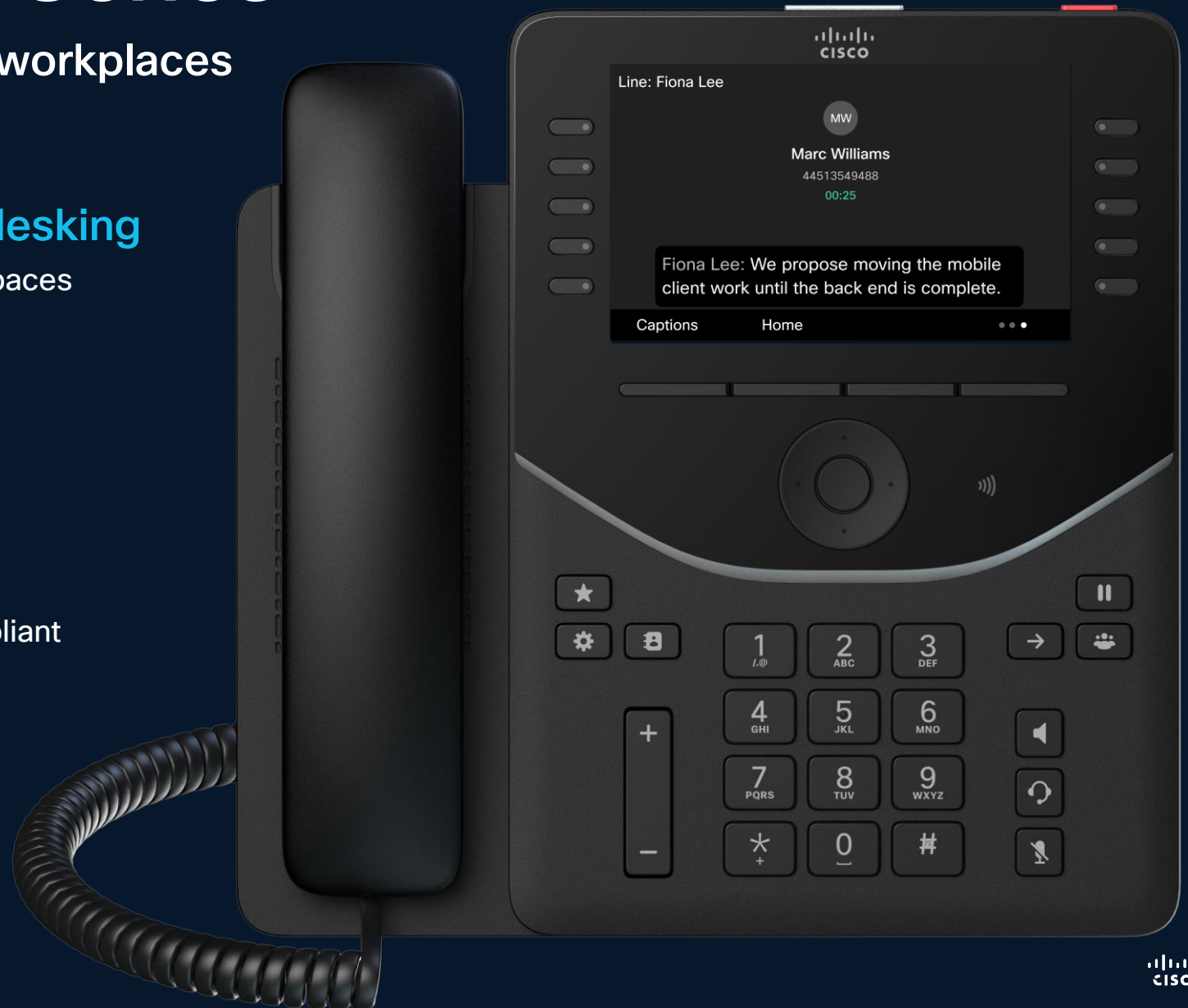
Analytics / troubleshooting

Secure

E911

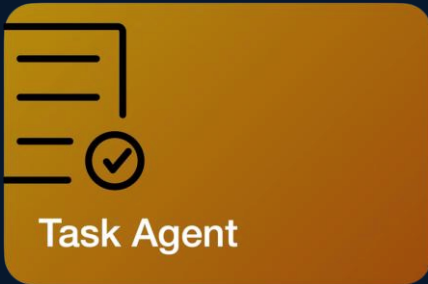
Alyssa's Law compliant

Action button



INTRODUCING

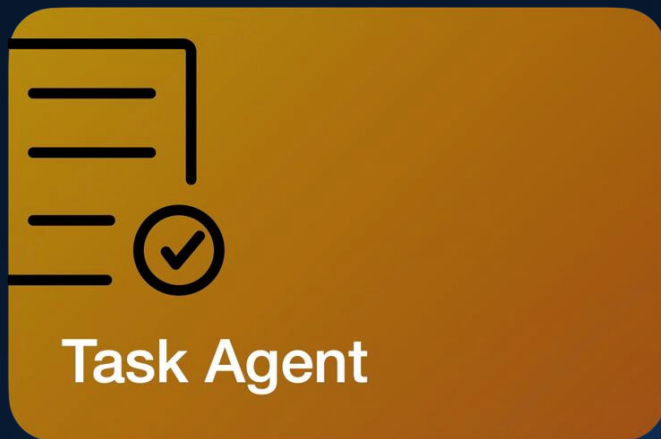
New AI Agents for Webex Suite



Video:

Suite AI Innovation + Agents in Suite

Link: <https://next.frame.io/share/e957348e-fe77-4a7d-8c6d-1a5c5704d849/view/ce108cb1-bd23-4aae-94fa-471b88e0f7f5>



Working from home 🏠

Search, meet, and call ctrl+f + Connect to a device

Tasks

Add a task +

Incomplete tasks

- ☐ Create a Jira ticket to resolve profile image...
🕒 Tue, Jan 21
- ☐ Schedule a meeting with the development...
🕒 Wed, Jan 22
- ☐ Design a user flow for onboarding
- ☐ Prepare a presentation for the stakeholders

☐ Create a Jira ticket to resolve profile image upload issues

Create date	Source
Wed, Jan 15	Quick Sync Up
Due date	Priority
🕒 Tue, Jan 21	Add priority
Notes	
Add Notes	

Cisco AI Assistant

Create a Jira ticket to resolve profile image upload issues

I'm ready to create a Jira with the following details:

Project: Eng (ENG)
Issue type: Task
Summary: Resolve profile image upload issues

Would you like me to create it, or make any changes?

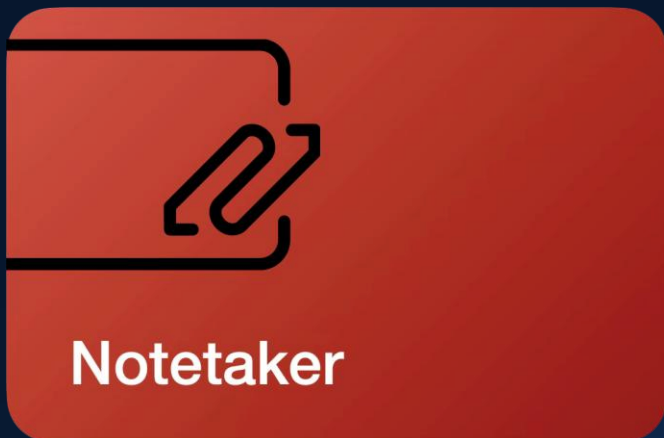
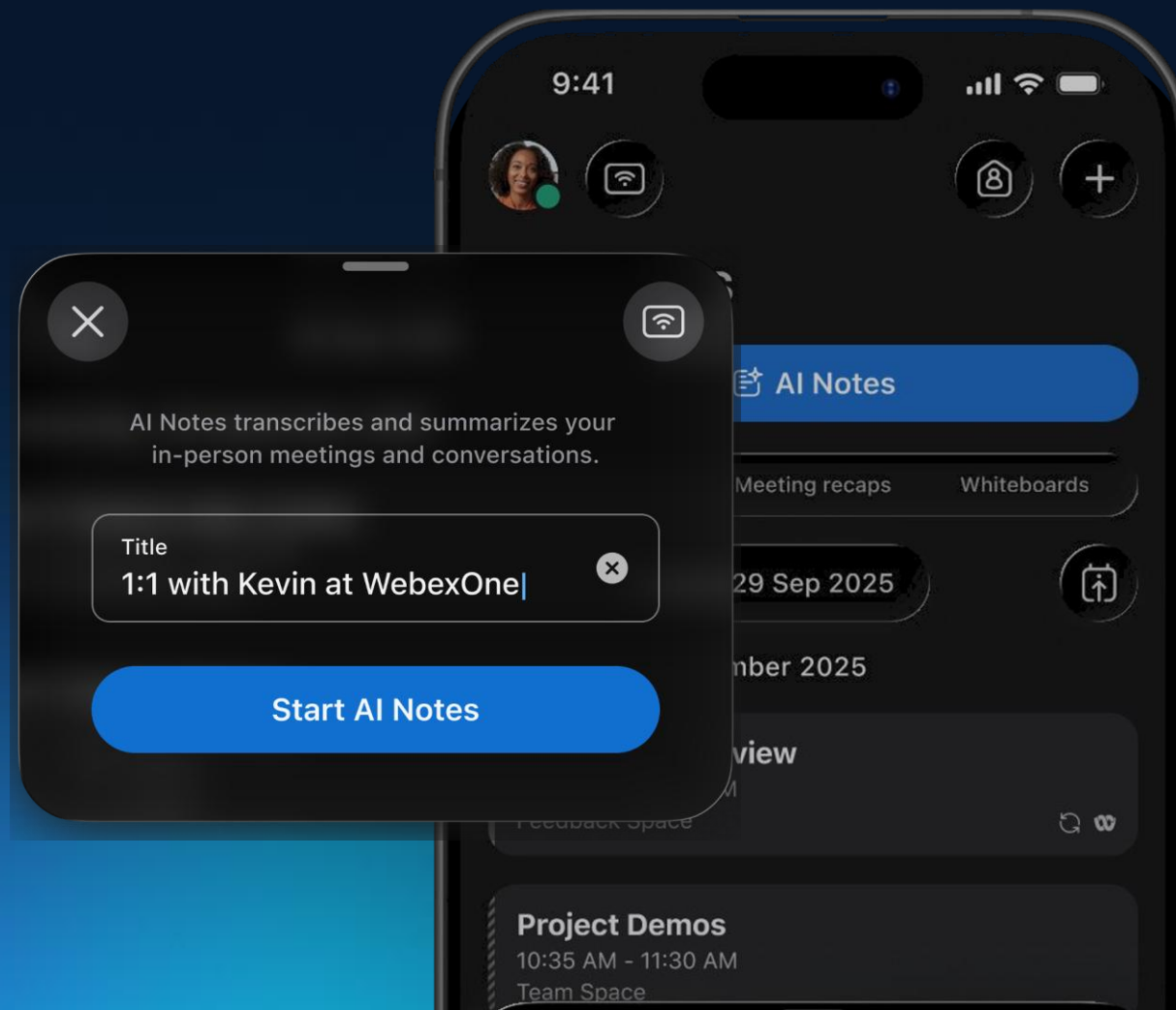
13:00 AM • 🗨️ 📄

AI prompts ▼

Create it

All sources ▼ ➤

📞 Call Settings 🌐 🔄 📶 L1 Multiline 📞 Call pickup



Video: Notetaker Demo (new)
Link: [AI Notes Short2.mp4](#)



Notetaker

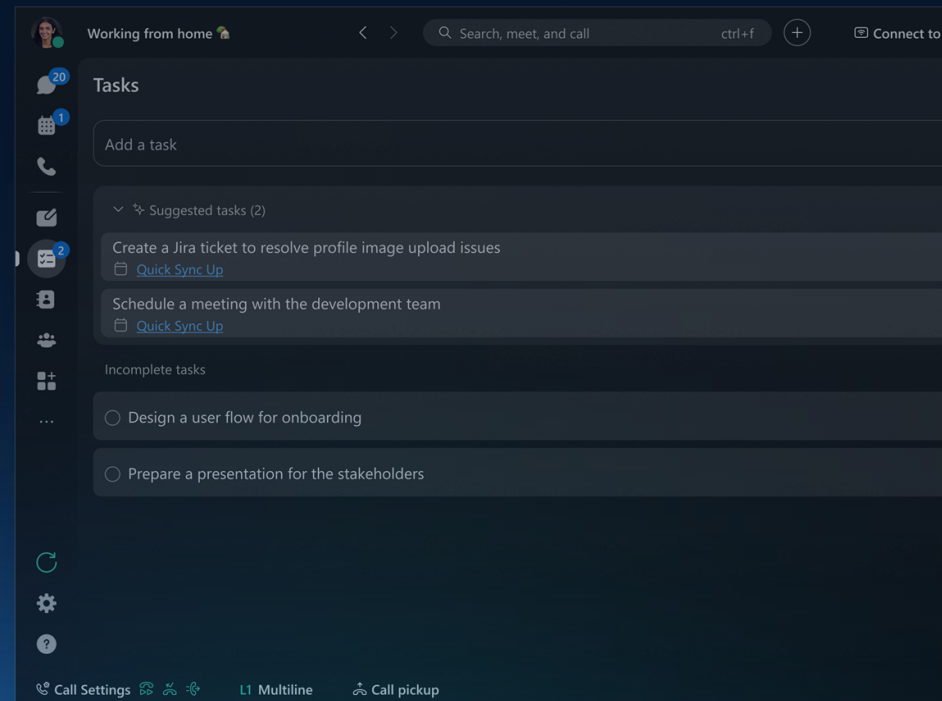
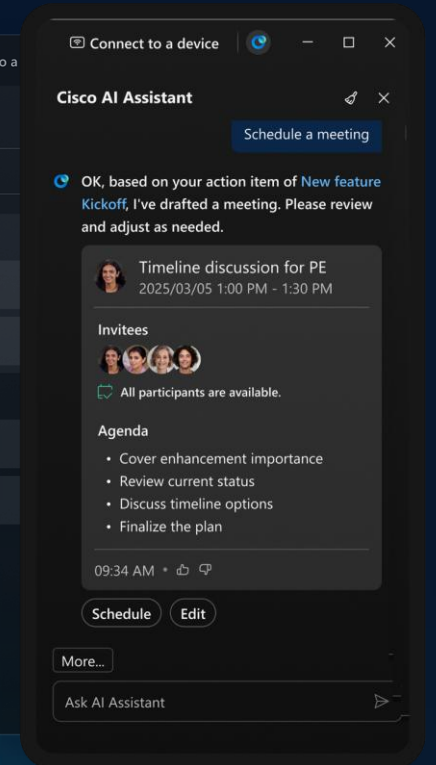


Polling Agent



Meeting Scheduler



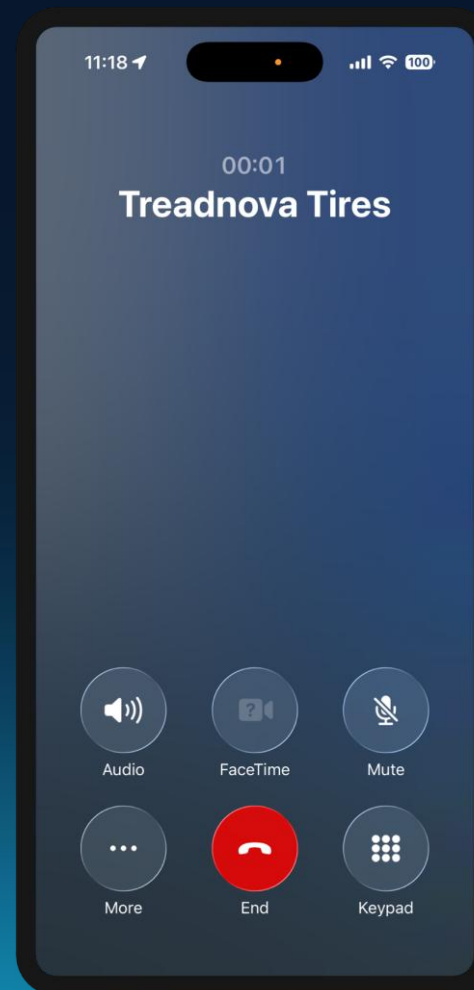




Meeting Scheduler

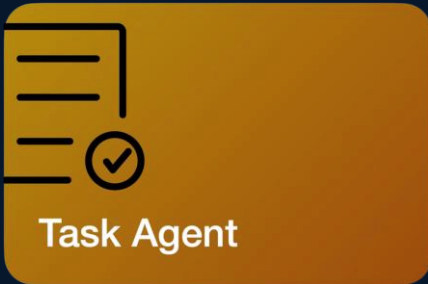


Receptionist



INTRODUCING

New AI Agents for Webex Suite



More powerful search capabilities



cisco
AI Assistant



Amazon Q

glean

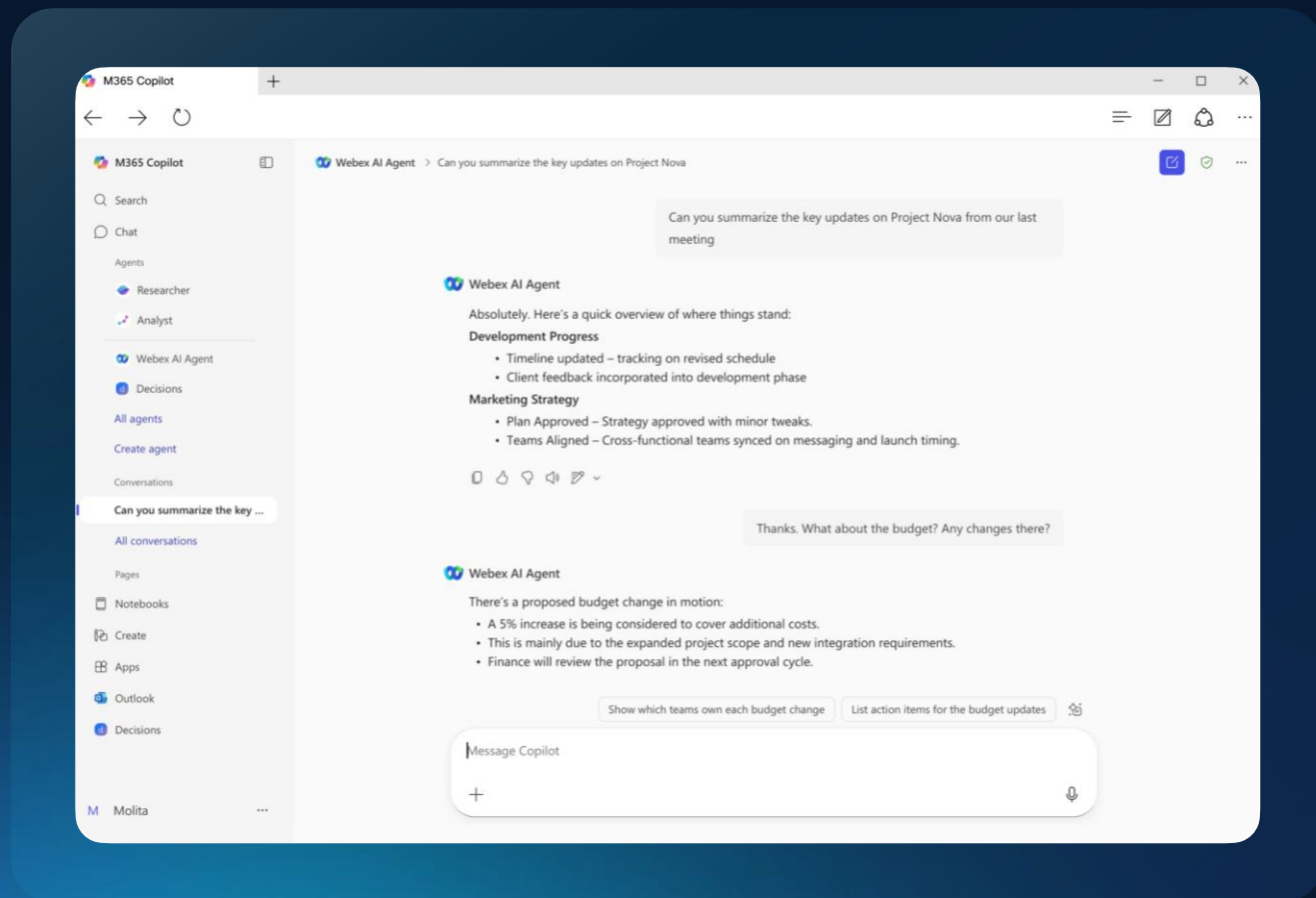
Across Meetings, Calling &
Messaging in Webex

And across
enterprise content

INTRODUCING Copilot integration

Bi-directional integration to
access collaboration content
and productivity tools

General Availability Q1 CY26





Reimagine every workspace

For any worker, any workstyle, and any platform

ANYWHERE

HOT DESKS

OPEN SPACES

CONFERENCE ROOMS



Headsets



Phones



Desk series



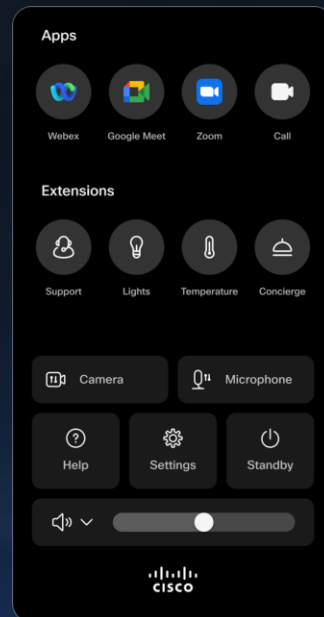
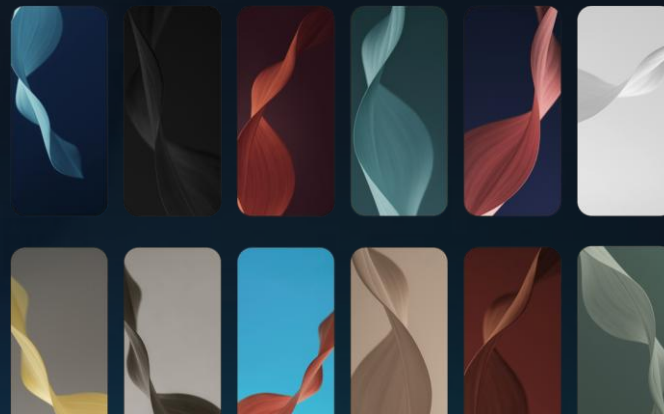
Board series



Room series & accessories

AI-POWERED | INTEROPERABLE | SUSTAINABLE | MANAGEABLE

INTRODUCING RoomOS 26



RoomOS 26 Video (features/capabilities)

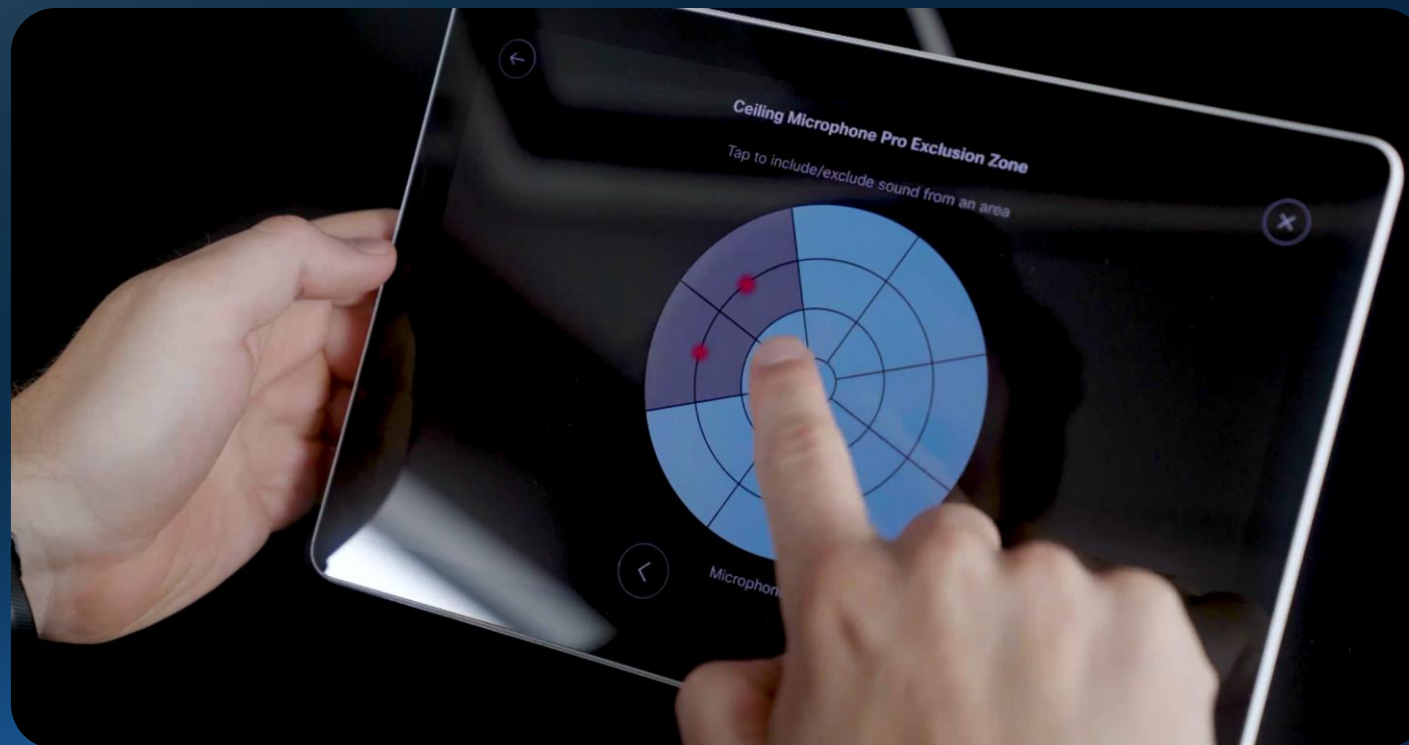
Link: <https://next.frame.io/share/e957348e-fe77-4a7d-8c6d-1a5c5704d849/view/be2950d3-00e9-46a3-b01c-975ca2488f9a>

RoomOS 26

Audio Zones

Blocks distracting background noises outside your meeting

Generally Available



Cinematic Meetings

The building blocks of intelligent meetings



RoomOS 26

Director

Automatically frames the perfect view for every meeting

Generally Available

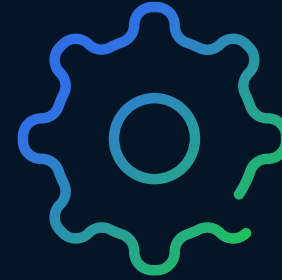


Video: Director Oslo Demo
Link: [WX125_DynamicCameraMode_FULLSIZE.mp4](#)

Experience Matters



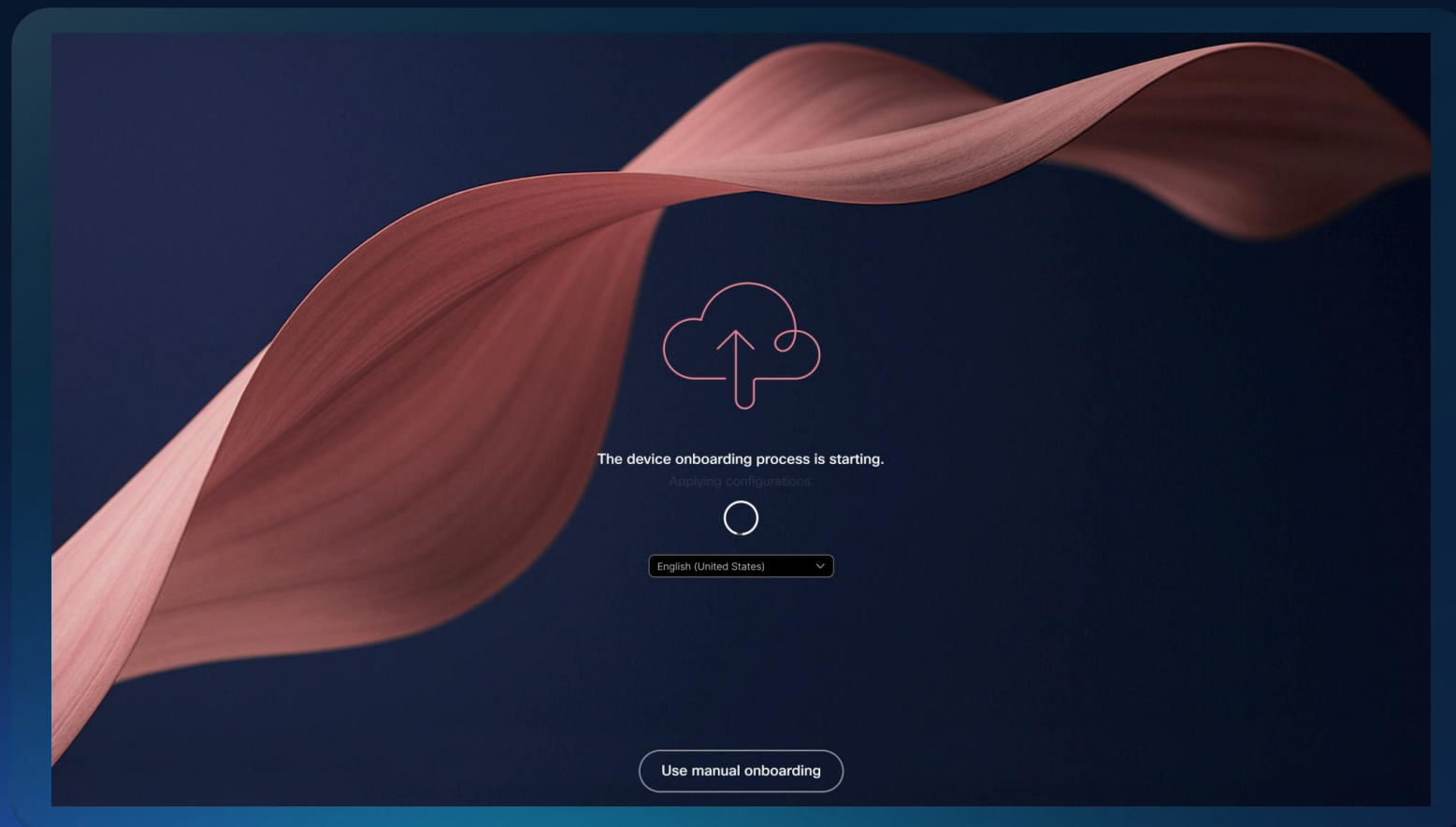
Consumer of
Services



Owner of
Services

INTRODUCING

Zero Touch Provisioning

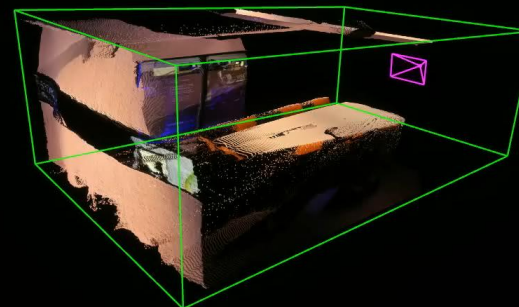


INTRODUCING

Workspace Advisor

Create a digital twin of your workspace
with edge AI on Cisco Devices

Controlled Availability Q1 CY26



Workspace Advisor Video

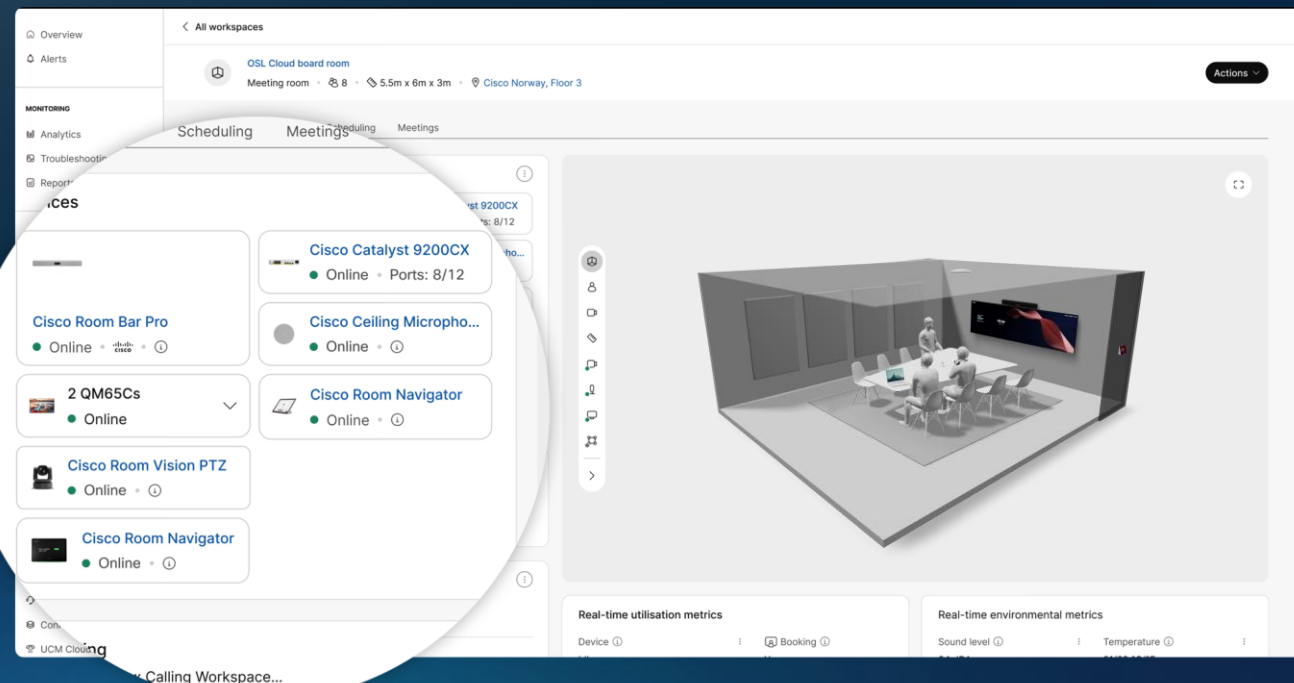
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INTRODUCING

Network Aware Rooms

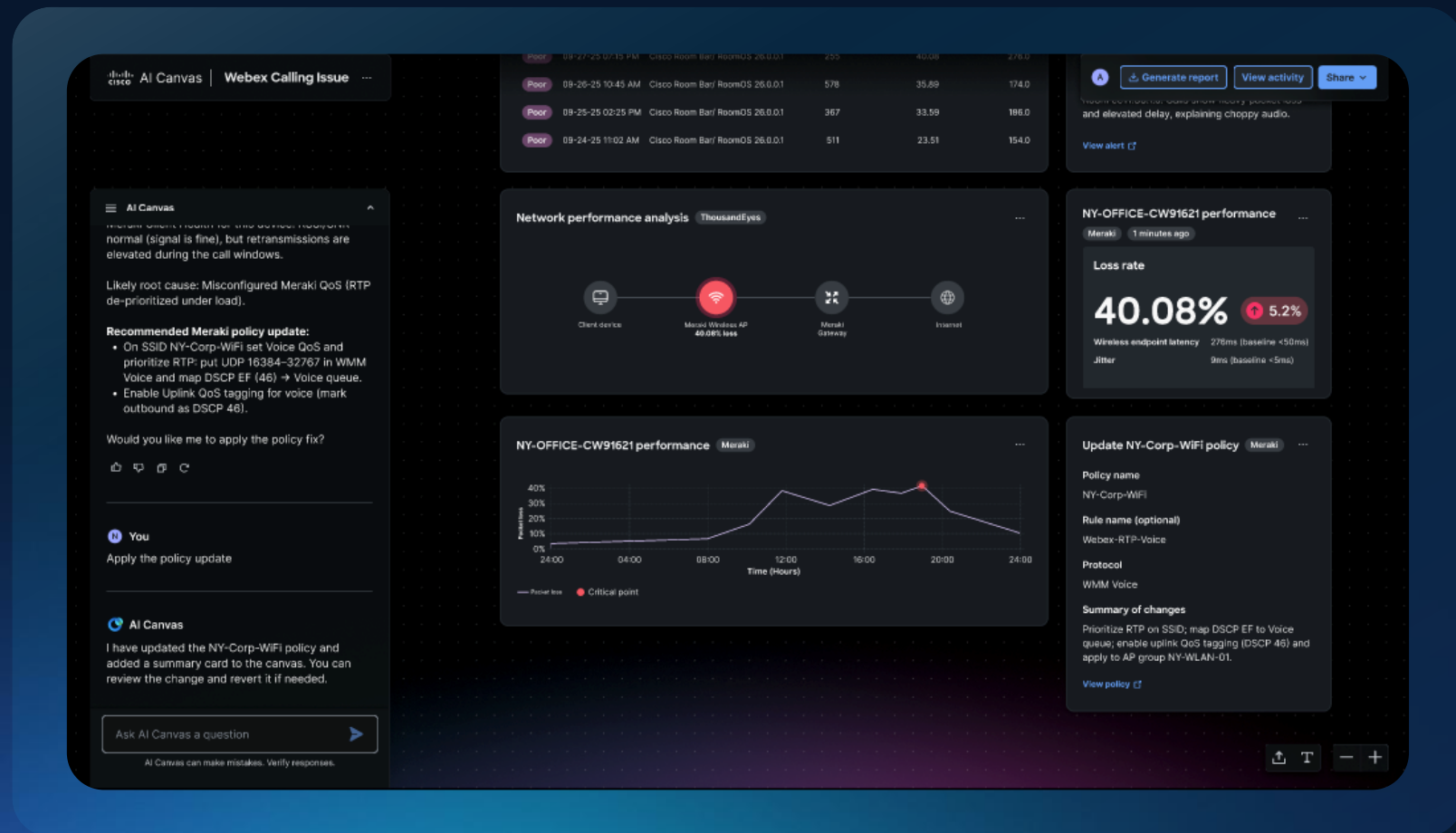
Experience total visibility for your room in one place powered by RoomOS 26

General Availability Q2 CY26



AI Canvas

Reimagined user-interface for human/agent interaction





Partnerships that enable our customers to do more



UNIVERSITY
OF WOLLONGONG
AUSTRALIA

Wollongong Case Video

Link: <https://next.frame.io/share/2c36d926-46d0-497e-ae3c-45301ec17a40/view/9b6e24da-4b12-4e62-a756-11d60596a064>

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Connected Intelligence



Abhiram Kramadhati

Director, AI Go-to-Market and Solution
Consulting

Customer experience is
the **killer application** of AI



AI-powered Webex customer experience platform



Intelligent engagements

Proactive, conversational messages
Omnichannel
Workflows to back-end systems
Campaign Management



AI agents

Voice and digital, multi-lingual
Scripted & autonomous modes
Pre-built actions and integrations
Fulfil intents and actions



Human agents

Cloud and on-premise
AI Assistant features
Workforce optimization
Insights and reporting

Webex AI Agent for Contact Center

Always on, 24/7 self-service

- | Fully autonomous – voice & digital
- | Complex, multi-agent orchestration
- | 50+ global languages (Beta Q4'25)
- | Enterprise grade security

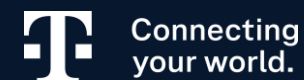
General Availability



Incredible momentum with Webex AI Agent Customers

accentCare.

GetixHealth



New enhancements

A dark blue world map is centered in the background of the first card, showing the outlines of continents and countries.

INTRODUCING

50+ languages for
global reach

Beta Q4 CY25

INTRODUCING

Expanded integrations
through **A2A & MCP**

General Availability Q1 CY26

We're not just witnessing
the future, we're **building it!**



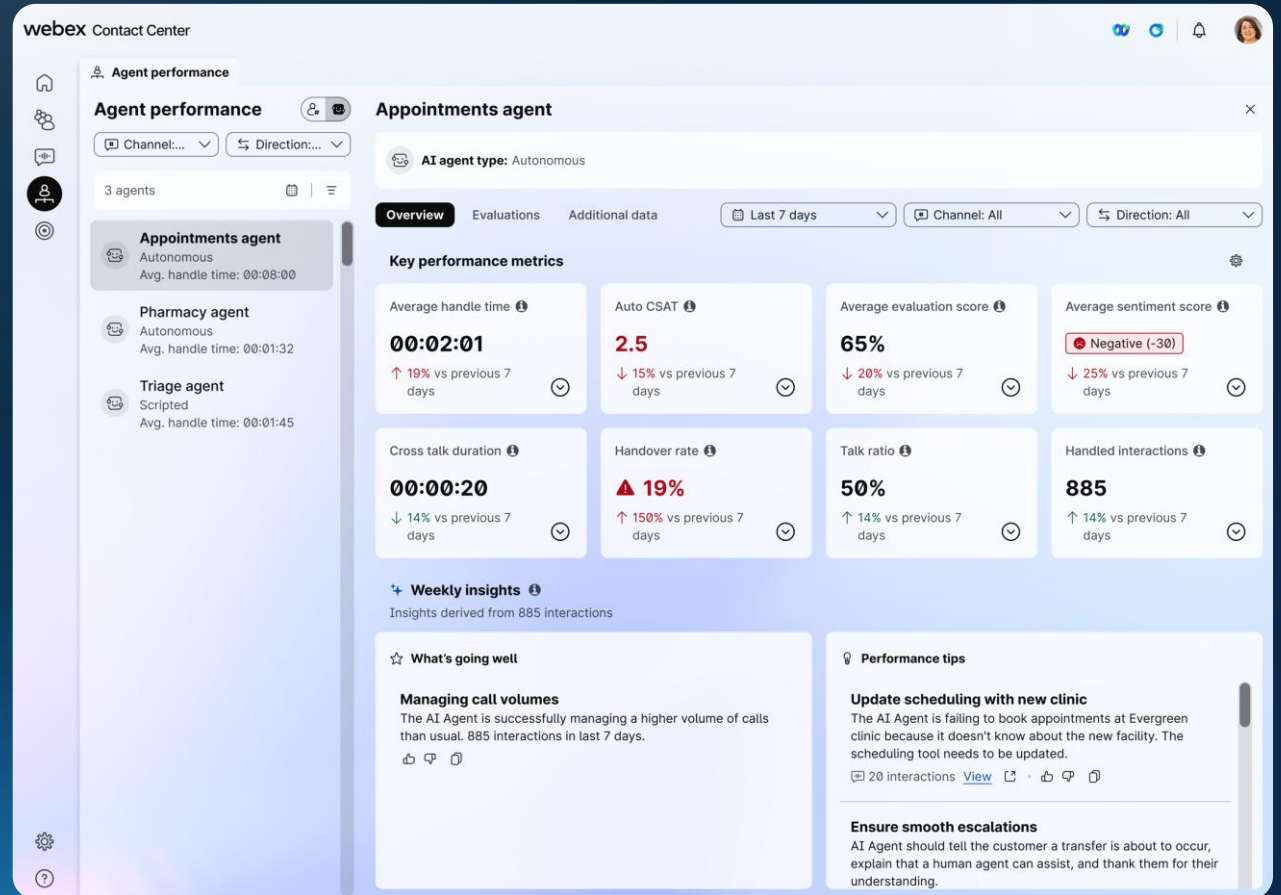
Demo Recap

- | Journey data foundation
- | Complex, multi-agent orchestration
- | Intelligent escalation

INTRODUCING AI Quality Management

Monitoring of every interaction
across AI and human agents

General Availability Q1 CY26



New

Cisco AI Assistant

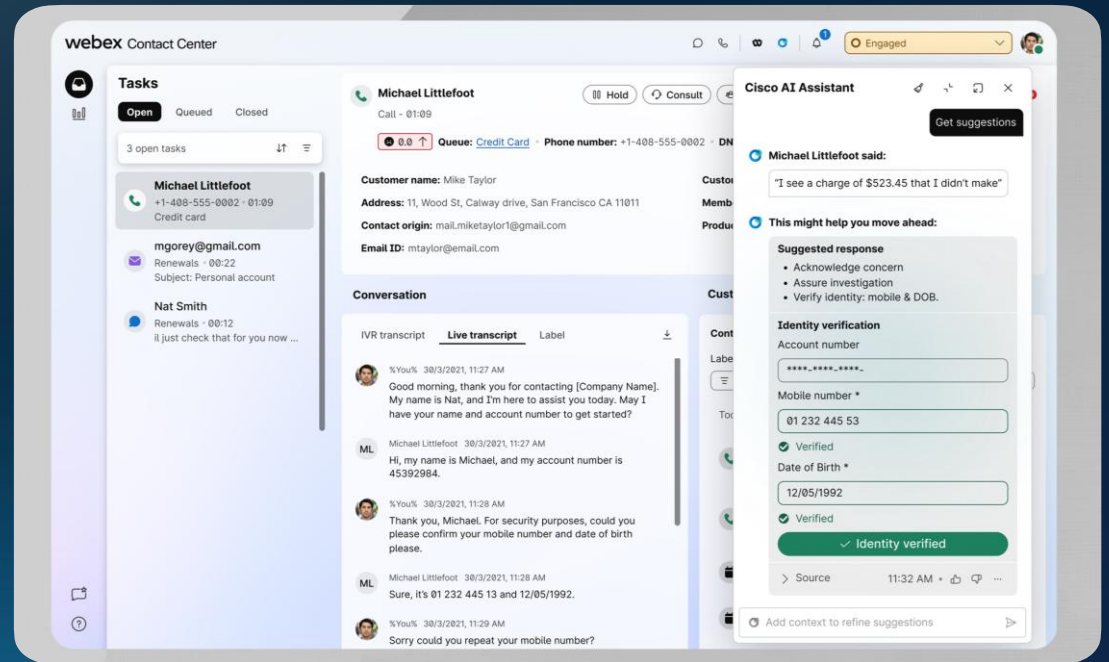
More productive and empathetic agents

| Suggested responses

| Real-time transcriptions, wrap-up summaries

| 50+ global languages (Beta Q4'25)

General Availability



**Boxes are
meant to be
closed.**

**Platforms are
meant to be
open.**

Powerful integrations



Amazon Lex virtual agent integration offers choice, flexibility and AI-powered experiences

General Availability



Integrating CCaaS with EHR (Electronic Health Record) for seamless, personalized care

General Availability



A native CCaaS and CRM solution with new AI, voice and digital channels plus omni-channel routing

General Availability Q1 CY26

Meeting you where you are

One Cisco

Comprehensive insights
and analytics with Splunk

General Availability Q1 CY26

Market access

India
Kingdom of Saudi Arabia

General Availability CY26

On-premises

AI Agent & Assistant
New digital channels

General Availability

On-premises investments



Cloud

Webex Contact Center



On-premises

Contact Center
(CCE Release 15)

AI Agent & AI Assistant | Developer BYO AI & Partner Integration Manager
| Release 15 for Contact Center Enterprise

Powered by One CX

One Experience

Intelligent, seamless and personalized experience for customers and agents, automated and orchestrated across all interactions.

One Platform

AI-powered suite of software with native capability and an open ecosystem, for agentic experiences across the customer lifecycle.

One Cisco

Built on Cisco platforms and technologies that deliver reliable network performance, recognized for market-leading security and scalability.



Espen Løberg

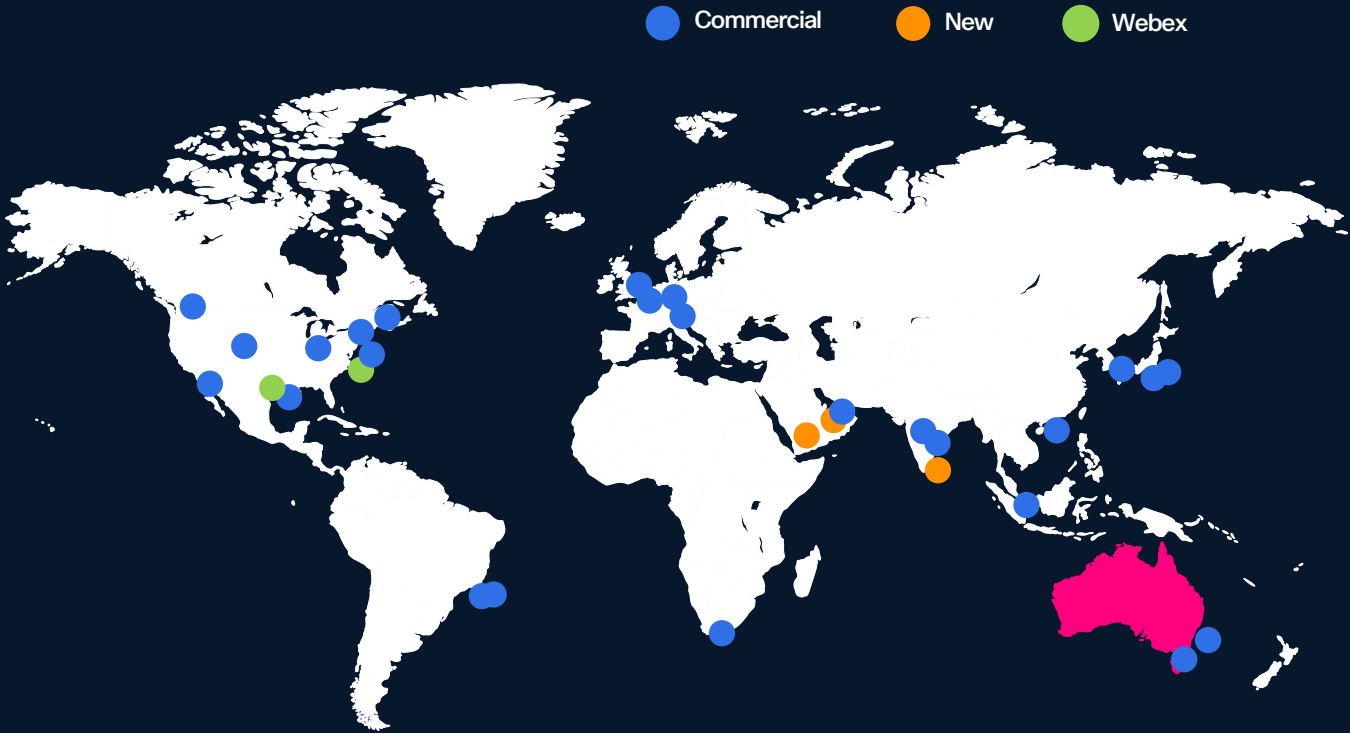
Vice President/General Manager,
Collaboration Devices, Cisco

Meeting
customers
where they are
with innovation
and resilience



100+ Data Centers globally for Webex

Toronto Meetings + Calling + Identity + Analytics	Amsterdam Meetings + Identity + Calling + CC	Hong Kong Contact Center
Montreal Meetings + Identity + Analytics	London Meetings + Calling + Contact Center	Seoul Calling
Chicago Meetings/Calling	Manchester Meetings + Calling + Contact Center	Hyderabad Contact Center
Vancouver Calling + Contact Center	Dubai Calling + Contact Center +Messaging + Identity	Tokyo Meetings + Calling + Contact Center
Denver Contact Center	Frankfurt Meetings + Calling + CC Identity + Analytics	Osaka Calling + Contact Center
Los Angeles Meetings/Calling + Contact Center	Riyadh Meetings + Calling	Sydney Meetings + Calling + Contact Center
Dallas Meetings + Calling Gov	Jeddah Meetings + Calling	Singapore Meetings +Calling + Media + Contact Center
Austin Contact Center	New York Meetings + Calling + Contact Center	Melbourne Calling + Contact Center
Ashburn Meetings + Calling Gov	Mumbai / Pune Meetings + Calling + Contact Center	
São Paulo Calling + Contact Center	Chennai Calling	
Rio de Janeiro Calling + Contact Center	Cape Town Calling + Contact Center	



New

AI PODs for Webex Suite

On-prem AI simplified for Meetings
and Calling – deploy, scale and
innovate with confidence

General Availability CY26



Managed via Webex Control Hub
Zero Trust: End-to-End Encrypted
Cisco AI Assistant in Meetings



The background is a dark blue field filled with numerous thin, bright lines of light. These lines radiate outwards from a central point, creating a sense of depth and movement. The colors of the lines include vibrant reds, oranges, yellows, and blues, some appearing as sharp streaks while others are more diffuse. The overall effect is reminiscent of a high-speed light trail or a digital data burst.

Connected Intelligence

