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General

What are AI Transparency Technical Notes?

AI Transparency Technical Notes are informational white papers intended to give customers a high-level understanding of how Webex leverages AI models to deliver AI-enabled features. Webex publishes an AI Transparency Technical Note for every model used across our generally available Collaboration solutions, including those used by any optional add-ons.

What information can I find in AI Transparency Technical Notes?

Each AI Transparency Technical Note includes a summary of Cisco's Responsible AI Framework and our Principles for Responsible AI, a list of the AI features that leverage the model, and a description of the underlying model.

Where do I find AI Transparency Technical Notes?

There are 3 ways to find an AI Transparency Technical Note:

1. Via the Webex Help Center AI landing page: select 'Security & Privacy' and there you will find FAQs, a mapping of models to features, and a direct link to the Trust Portal.
2. Via the Trust Portal: select 'AI Transparency' from the document type filter in the lefthand menu to see all available notes.
3. Via the webex.ai site: scroll to the bottom of the landing page to find a link in the section called 'Our commitment to responsible AI.'

Why doesn't the document title match the name of the feature?

Oftentimes, the same model will enable multiple features within the same product, and sometimes across multiple products. For this reason, the AI Transparency Notes are model-oriented not product-oriented. Where appropriate, the document title will indicate if the model is used only within a specific product, such as with Contact Center or Slido. Otherwise, each AI Transparency Technical Note will detail this information in the Feature Overview section.

AI Transparency

What categories of AI are used in support of Webex products and services?

Webex uses a variety of models to deliver the various AI enabled features and services available across the Collaboration portfolio. This may include leveraging commercially available third-party models, such as LLMs, fine-tuning third-party models, or building a model in-house. For information on the architecture and training data for a specific model, please reference the relevant AI Transparency Technical Notes available on the Trust Portal.

What data does Webex use to train AI models?

By default, Webex does not use customer content to train models. Instead, Webex uses off the shelf datasets, Cisco-internal data, or synthetic data. More specific information on training data for each AI feature is addressed in the corresponding AI Transparency Technical Notes.

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Can customers access the training algorithms and data used to develop the model?

Webex's feature development and design choices around AI features are proprietary and not available to customers. However, Webex provides information about the models used and examples of training data in our AI products/offers in the AI Transparency Technical Notes available on the Trust Portal.

Is there a way to try AI features before enabling them for the entire user base?

Webex Beta is a new early access program that replaces our Early Field Trial (EFT) and Early Adopter Programs (EAP). Webex Beta provides Webex Admins and Partners a better way to discover and apply for early access to Webex Apps, Devices, and Services, including AI services and features. Webex Admins can nominate specific users within their organization to access the latest innovations across the Webex portfolio to evaluate and provide feedback. More information on the new Webex Beta is available on our blog.

Model Function

What information is used by LLM models?

Typical LLM inputs include transcripts from Webex Meetings or user input in the Webex App. For details on specific AI features, please refer to the AI Transparency Technical Notes.

How do third-party vendors handle customer data? Is the data encrypted?

Webex may share customer data with third-party vendors to assist in providing AI features. Webex shares data consistent with the Cisco Privacy Statement and as documented in the relevant Privacy Data Sheets. Encryption is also explained in the Privacy Data Sheets. We contract with third-party vendors that can provide the same level of data protection and information security that you can expect from Cisco. We do not rent or sell your information.

Does customer data follow the same retention period(s) as other Webex content?

Webex stores customer content consistent with the guiding principles laid out in our Customer Content Data Brief, available on the Trust Portal. For specific information on retention periods, please refer to the Privacy Data Sheets, also available on the Trust Portal.

How do the Webex AI features deliver outputs?

Webex publishes AI Transparency Technical Notes that explain how AI features deliver outputs and provides examples of typical inputs and outputs. For any third-party models, the AI Transparency Technical note also contains a link to the relevant vendor documentation.

Are the input prompts and output responses that are produced by the model stored?

Third party model vendors do not store the input prompt or the output. In some cases, Webex stores the output in the customer's Webex instances, and in others, Webex stores the output ephemerally until the

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user enters another prompt or until the conclusion of the meeting. For detailed information on where outputs are stored, see the Privacy Data Sheets.

Does Webex offer SLAs for AI features?

Webex prioritizes innovation and delivers AI features for reliability and increased accuracy. We systematically test for and engineer our solutions to produce robust and replicable results. For more details, please refer to Cisco's Principles for Responsible Artificial Intelligence.

Where Webex uses a third-party model, are that model provider's controls available?

Third-party models have varying levels of vendor controls, but all that functionality may not be available through your use of the Webex AI feature.

Model Fine-tuning and De-biasing

How does Webex ensure the quality of datasets used to train models?

Webex features that leverage AI are built with transparency, fairness, accountability, privacy, security, and reliability at their core. Each feature powered by AI undergoes an AI Impact (AII) Assessment—a best-in-class review of how the technical underpinnings of the functionality measure against the Framework Principles. Training datasets are assessed as part of that process.

How does Webex assess AI features for fairness and bias?

Fairness is one of our Responsible AI Principles. Each feature powered by AI undergoes an AI Impact (AII) Assessment—a best-in-class review of how we deliver the AI-powered technology against the Framework Principles. Model behavior and fairness of model outputs are assessed as part of that process.

Does Webex use multiple language models and, if so, do we chain them?

We may use multiple language models depending upon the use case. Some use cases use an ensemble of language models (aka a chain), whereas other use cases warrant only using singular models to achieve their purpose. Which models Webex uses to deliver a particular AI feature is use case specific.

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