

# Cisco TechClub

Lokální edukační on-line webináře každých 14 dní

Cisco TechClub  
hlavní portál



Cisco TechClub  
registrační stránka



Cisco TechClub  
Webex Space



The bridge to possible



# Cisco Collaboration

# Agenda

- AI
- Webex Suite
  - Slido
  - CPaaS & CCaaS (Webex Connect & Contact Center)
  - Meetings & Messaging
- Cisco Devices
  - MS Teams Room & Panel
  - RoomOS
  - Spaces

# Strategic priorities

## Customer experience



Webex Contact Center



Webex Suite



Cisco Devices



Artificial Intelligence



Security



Manageability



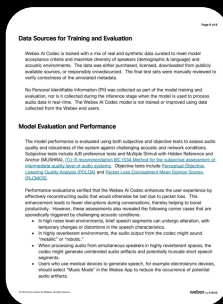
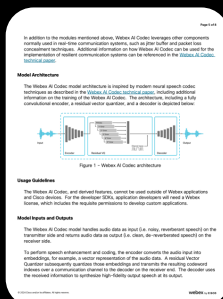
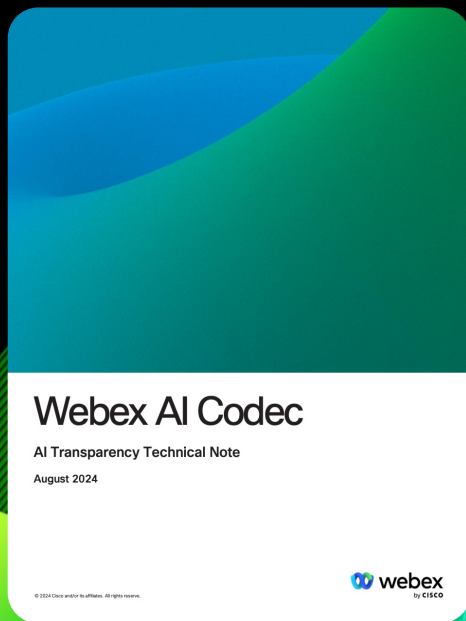
Interoperability



AI-POWERED PLATFORM

AI?

# Preserving your trust with AI governance



- Transparency
- Fairness
- Accountability
- Reliability
- Security
- Privacy



## Cisco Responsible AI Principles

Example of 22 Webex AI Transparency Technical Notes available from [Cisco Trust Portal](#)

# Incredible AI momentum

## Webex Suite

AI Codec  
Meeting Summaries  
Be-right-back Detection  
Call Summaries<sup>1</sup>  
Format, tone, translation  
Vidcast Highlights  
Ask AI Assistant – recordings  
Custom Dictionary

## Cisco Devices

Meeting Zones  
Frames & People Focus  
Cross-view  
Cinematic Meetings  
Virtual AI Lens  
Extended Speaker Tracking

## Webex Contact Center

Agent Wellness  
Suggested Responses<sup>1</sup>  
Auto CSAT  
Dropped Call Summaries  
Topic Analytics, Volume Drivers  
Native Voice Virtual Agent<sup>1</sup>

## Webex Connect

Code Generation with Evaluate Node  
Chat Summarization  
Multilingual Chatbots  
'Cold Start' Bot training data generation  
AI Outbound Video<sup>1</sup>

## Webex Control Hub

AI Assistant for Control Hub  
AI Assistant for Developers<sup>1</sup>  
AI Workspace Ranking<sup>1</sup>

<sup>1</sup> in beta

Beta Nov 2024

Embargo Until 10/23/24

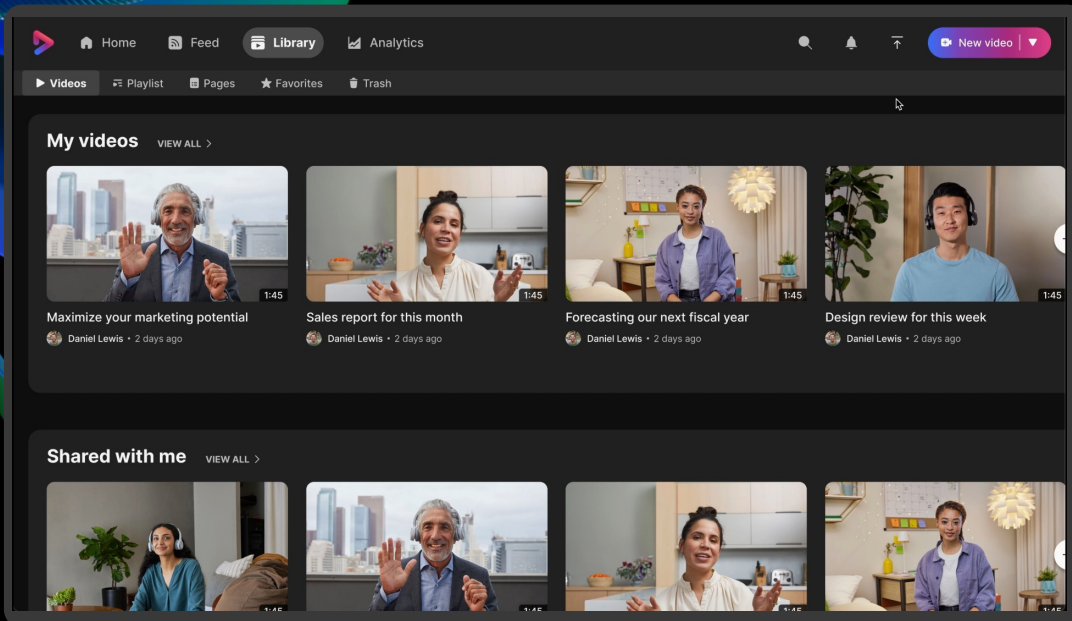
ANNOUNCING

# Elevate engagement with AI-generated Vidcast

No script needed—generate scripts from  
slide content, with full editing control

Translate into language of your choice

Choose your tone and style





Webex Suite



# Webex Platform



Language  
Intelligence



Audio  
Intelligence



Video  
Intelligence



SDK



APIs



Security



Control Hub



Sustainability

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Artificial  
Intelligence

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Integration &  
Interoperability

---

Security &  
Manageability

# Webex Suite

The best-of-breed Suite for Hybrid Work



Meetings



Messaging



AI Assistant



Calling



Customer Experience  
Basic



Webinars



Events



Polling



Whiteboarding



Vidcast

+ Future offerings

Customer Experience (Standalone or Add-On):



Contact Center



CPaaS

Slido

In Beta

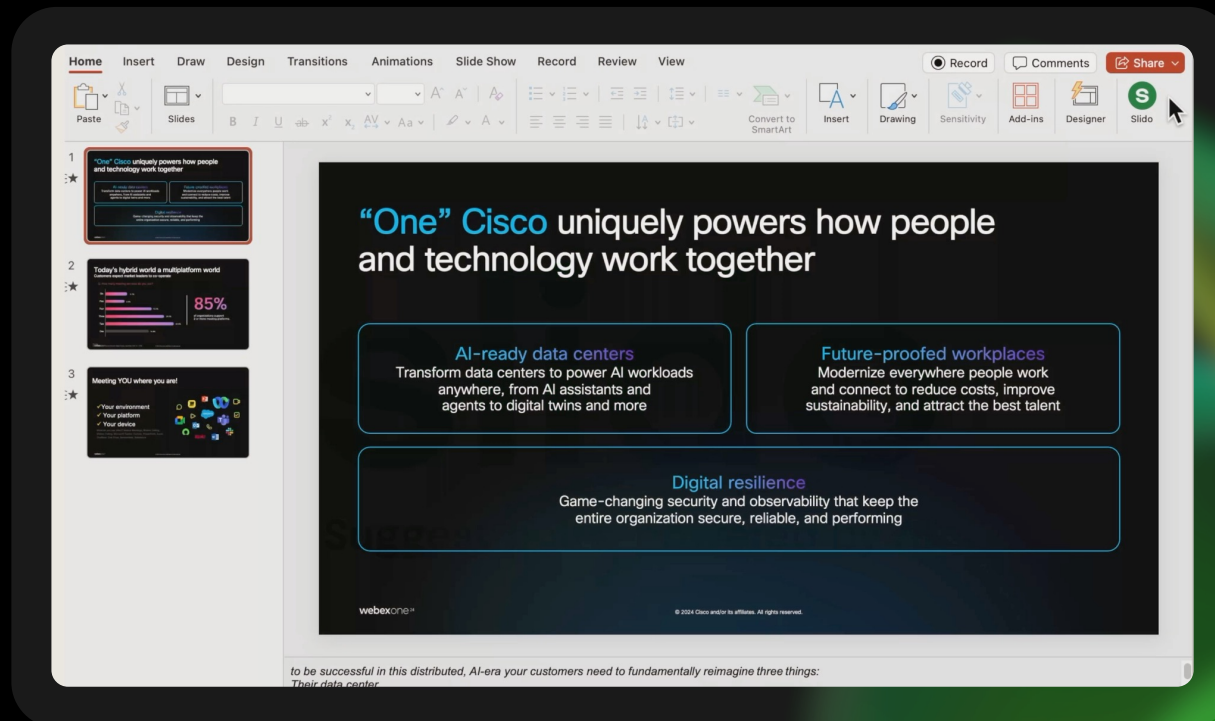
ANNOUNCING

# Foster inclusivity with AI- generated Polls

Generates Slido polls based on  
presentation content

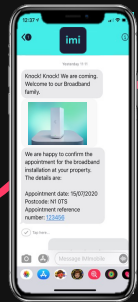
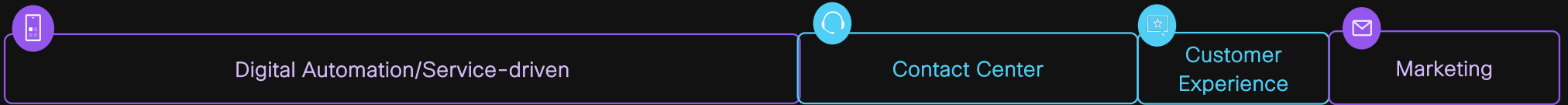
Increases participant engagement

Reduces workload and barriers to  
adoption for presenters

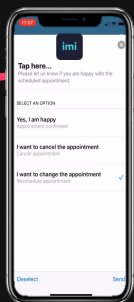


CPaaS & CCaaS

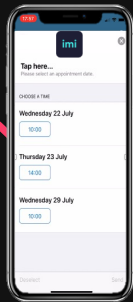
# A connected customer journey from digital to human interaction



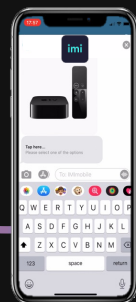
Receive proactive notification



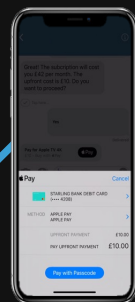
Self-serve options



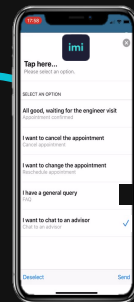
Seamless Reschedule



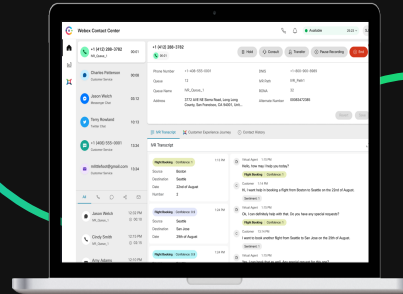
Upsell & offers



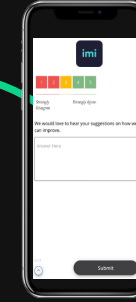
Enable Payment(s)



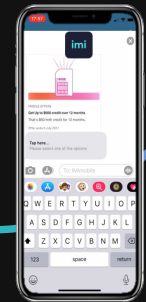
Contextual handover to human advisor



Omnichannel Agent desktop with full customer context



Measure customers experience



Proactive, Personalised Offer

Full Customer Journey

# The most intuitive virtual agent experience—powered by AI

Natural conversations

Personalization

Automation



Conversational intelligence



Generative AI

Available Q1 '25



# AI Agent

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- Autonomously interacts
- Leverages back-office data to solve complex workflows
- Support across all channel touchpoints (voice, chat, etc.)

# AI Assistant

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- Augments agents and supervisors' capabilities
- Improves productivity and automates tasks
- Quickly supplies information to employees

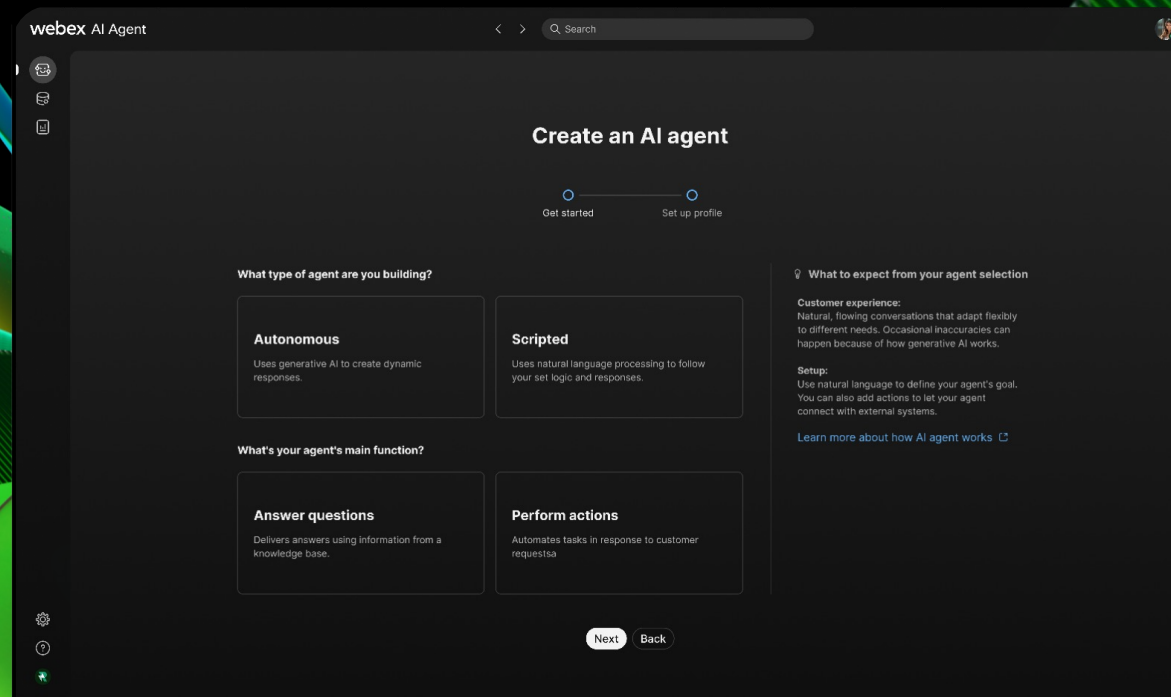
Available as an add-on in Q1 2025

ANNOUNCING

# AI Agent Studio

Connected to back-end data systems for orchestration

Flexibility with best-of-breed AI models



# AI with Webex Contact Center

Here's the virtual agent transfer summary

Contact Reason: Michael needs to rebook his flight from Boston to Seattle

Handoff Reason: Requesting specific seat and specialized meal service

Details:

- Virtual Agent offered standard meal service for T2 flight type
- Michael is a gold star loyalty member

[View more details in the IVR Transcript](#)

**AI Assistant:**  
Virtual Agent Interactions

Webex Contact Center

Michael Littlefoot  
00:08

Suggested Response:

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 to 'Dispute a Transaction'. I can help you enroll and guide you through the process.

Send

Live Transcript

Flight Booking

Source: Soft-Lite City  
Destination: Oakland

Chat Summary

Flight 123 to San Jose now departs at 5:05 pm and arrives at

**AI Assistant:**  
Dropped Call Summaries

Agent	Queue	Site	Team	AutoCSAT	AM	DRS	Duration	Actions
Neil Newble	Queue #1	Site Name #1	Team Name #1	4.8	4088957541	+15307344301	00:01:41	
Neil Newble	Queue #3	Site Name #1	Team Name #1	1.9	4088957543	+15307344301	00:01:41	
Clarissa Smith	Queue #2	Site Name #2	Team Name #3	2.0	4088957532	+15307344301	00:02:52	
Kevin Woo	Queue #5	Site Name #3	Team Name #4	4.7	4088957591	+15307344301	00:00:26	
Matthew Baker	Queue #4	Site Name #8	Team Name #5	1.9	4088957501	+15307344301	00:02:52	
Juanna Wang	Queue #1	Site Name #1	Team Name #1	2.8	4088957541	+15307344301	00:01:41	
Austen Jones	Queue #3	Site Name #5	Team Name #2	3.4	4088957543	+15307344301	00:02:52	
Clarissa Smith	Queue #2	Site Name #2	Team Name #3	4.1	4088957532	+15307344301	00:02:52	
Kevin Woo	Queue #5	Site Name #3	Team Name #4	1.3	4088957591	+15307344301	00:02:52	
Matthew Baker	Queue #4	Site Name #8	Team Name #5	3.2	4088957501	+15307344301	00:01:41	
Juanna Wang	Queue #1	Site Name #1	Team Name #1	4.1	4088957541	+15307344301	00:02:52	
Austen Jones	Queue #3	Site Name #5	Team Name #2	2.5	4088957543	+15307344301	00:00:26	
Clarissa Smith	Queue #2	Site Name #2	Team Name #3	1.5	4088957532	+15307344301	00:02:52	
Kevin Woo	Queue #5	Site Name #3	Team Name #4	3.8	4088957591	+15307344301	00:01:41	
Matthew Baker	Queue #4	Site Name #8	Team Name #5	2.0	4088957501	+15307344301	00:00:26	
Juanna Wang	Queue #1	Site Name #1	Team Name #1	3.0	4088957541	+15307344301	00:02:52	

Auto CSAT

US Auto Queues 2024

Date created: 08/29/2024

Overview

Rank	Topic	Frequency (% of volume)	Sample contact reason(s)
1	Car Noise Issues	3000 (22%)	Customer queried if his car is making a noise when he drives
2	Troubleshooting Car Issues	1,800 (15%)	Customer inquired about how to fix a car that won't start
3	Transmission Repair and Maintenance	1,250 (10.3%)	Customer asked how to fix a transmission problem
4	Car Drivetrain Solutions	1,125 (9.3%)	Customer inquired about the empty car and what to do or fix it
5	Choosing the Right Car	1,001 (9.3%)	Customer asked what kind of car he should buy
6	Engine Noise and Transmission Issues	500 (4.1%)	Customer inquired about engine noises when engine warms up
7	Car Troubleshooting Issues	457 (3.8%)	Customer inquired about the problem with the car
8	Issues Making Strange Noises	324 (2.7%)	Customer queried why his brakes are squeaking
9	Steering Wheel Noise Solutions	200 (1.5%)	Customer asked how to fix a noise coming from the steering wheel
10	Fix Engine Overheat Issues	200 (1.5%)	Customer asked how to fix a car that overheard

Topic Analytics

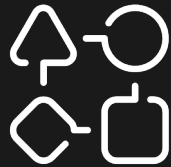
# Supercharging the AI Assistant with an expanded ecosystem



Amazon Bedrock

Expanded choice  
of LLMs

H1 CY25



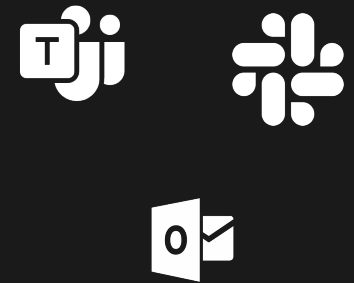
AI workflow  
automation

H1 CY25

glean

Expanded data  
sources for AI search

H1 CY25

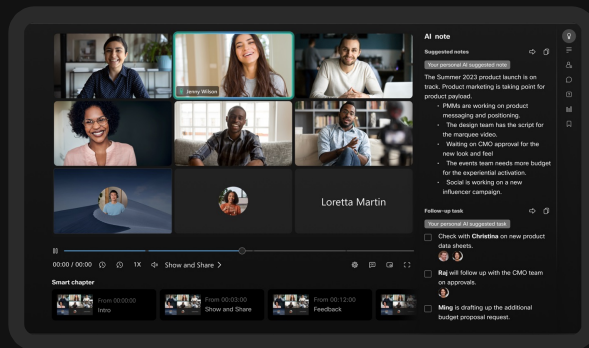


Share summaries  
to other apps

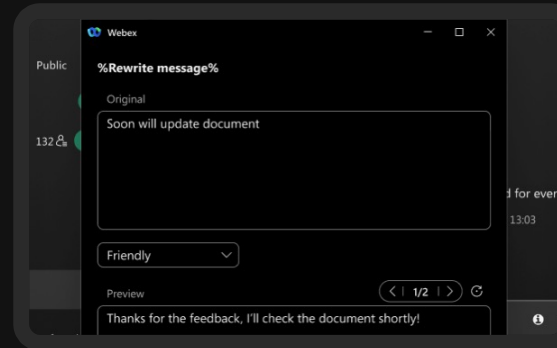
H1 CY25

# Meetings & Messaging

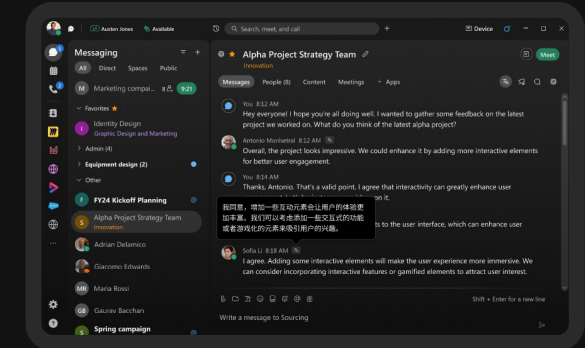
# AI-Powered Webex Suite



Catch up quickly with Meeting, Messaging, Vidcast, and Slido Summaries



Send the perfect message with Change the Tone



Communicate globally with Translation in 30+ languages

# Be right back

Blur your camera and  
mute microphone  
automatically when you  
step away



# Revolutionizing video with **super resolution**

Generative AI video will rebuild packets in poor bandwidth conditions



Low resolution video captured at 270p



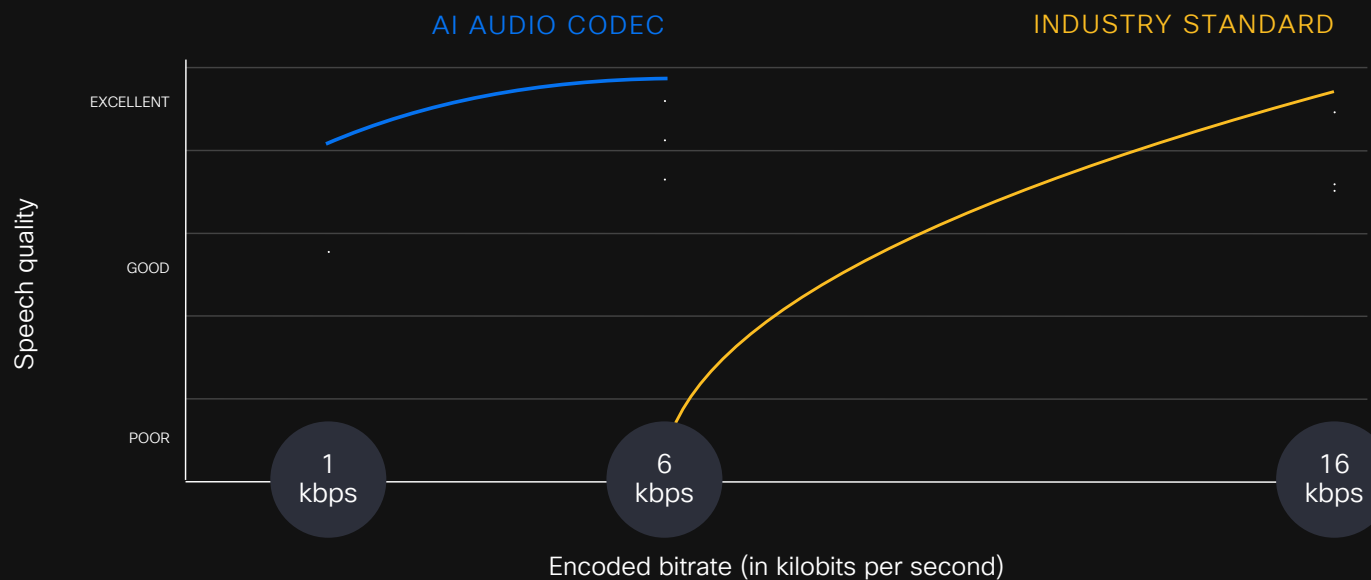
Super Resolution rescales 270p back into 1080p

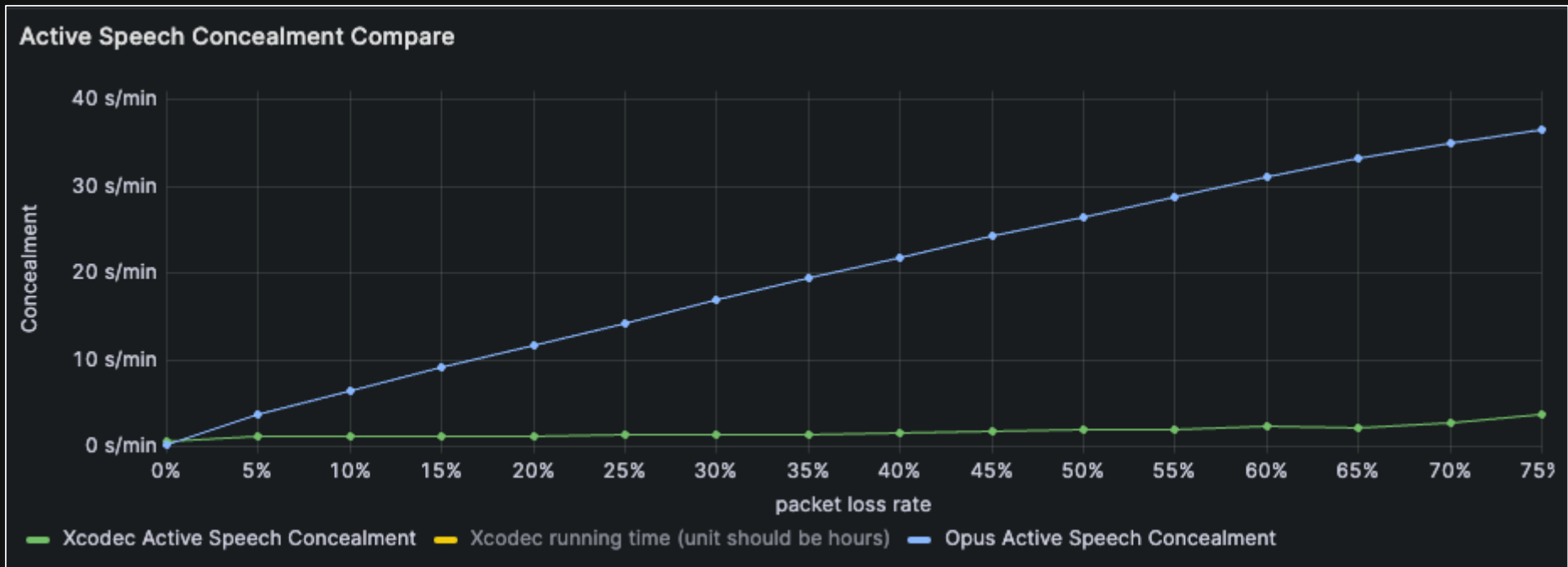


Cisco AI Codec

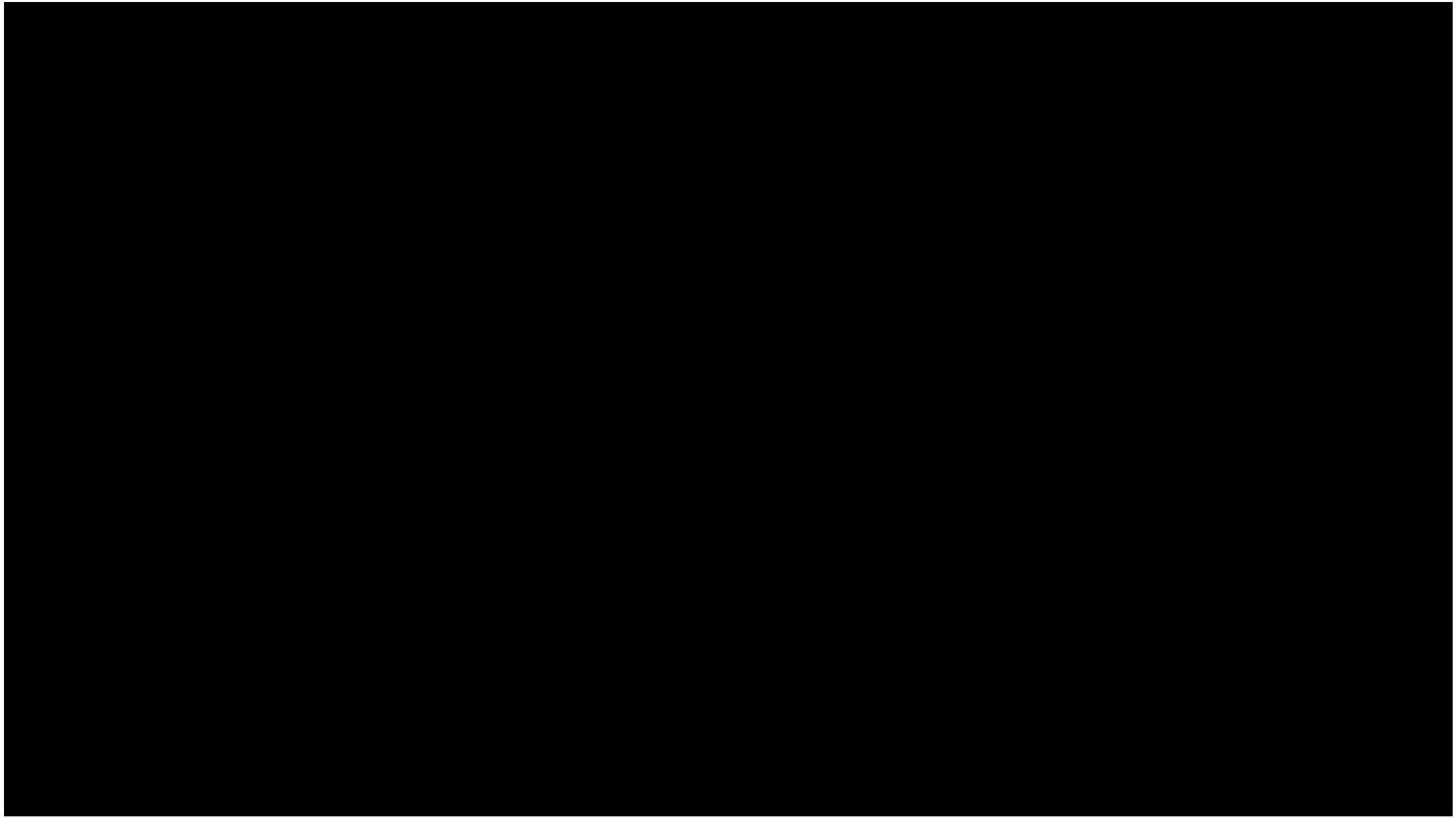
# INTRODUCING AI Audio Codec

Optimal quality audio at a fraction of the bandwidth

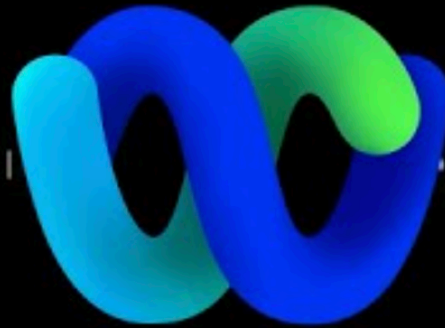




Even with high packet loss, AI Codec maintains speech concealment close to 0 sec, while Opus' speech concealment increases linearly with packet loss.



<https://youtu.be/v7YROSeX4h8>

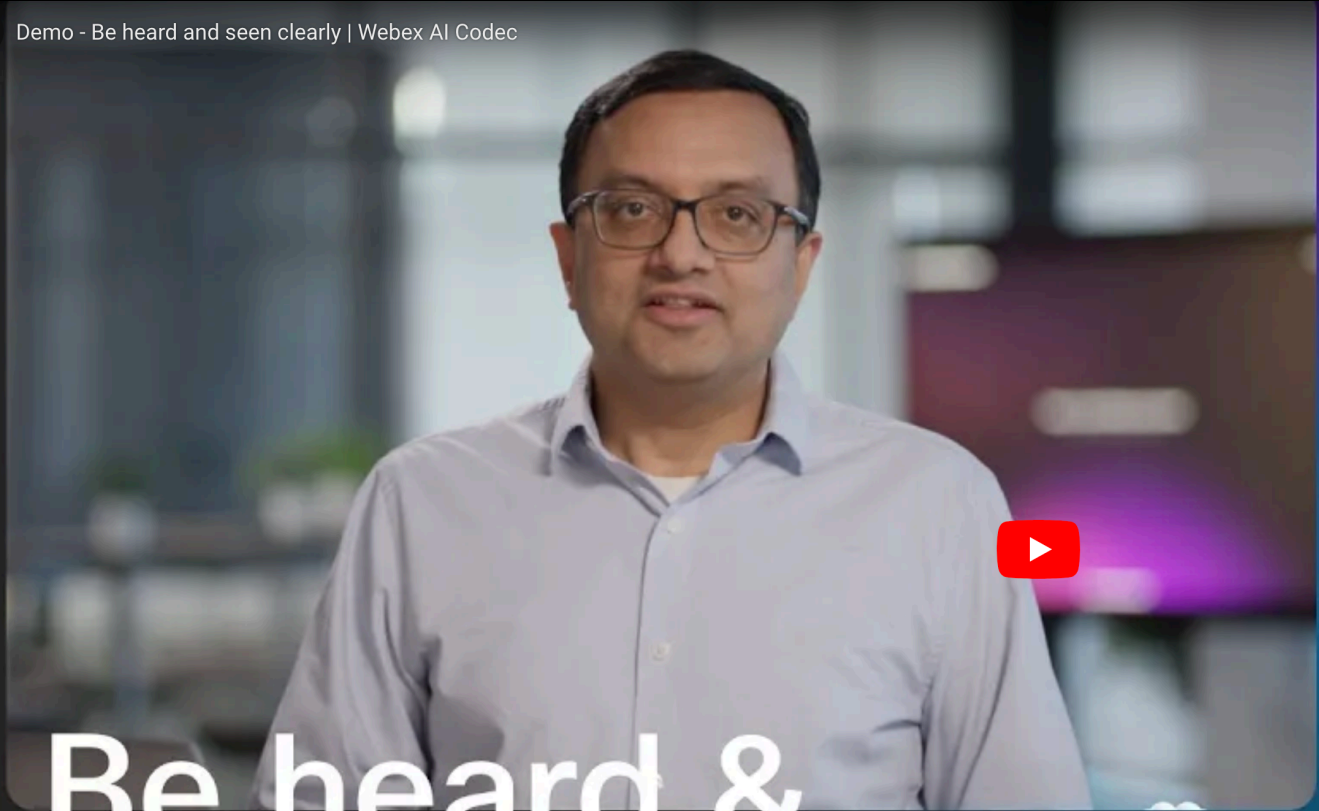


# AI Codec

Breakthrough in Generative AI for Speech

<https://youtu.be/TvIbNEJUMc8>

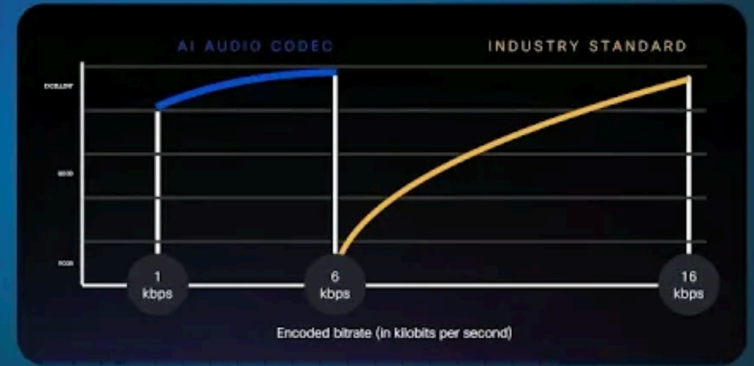
Webex logo Demo - Be heard and seen clearly | Webex AI Codec



# Be heard & seen clearly

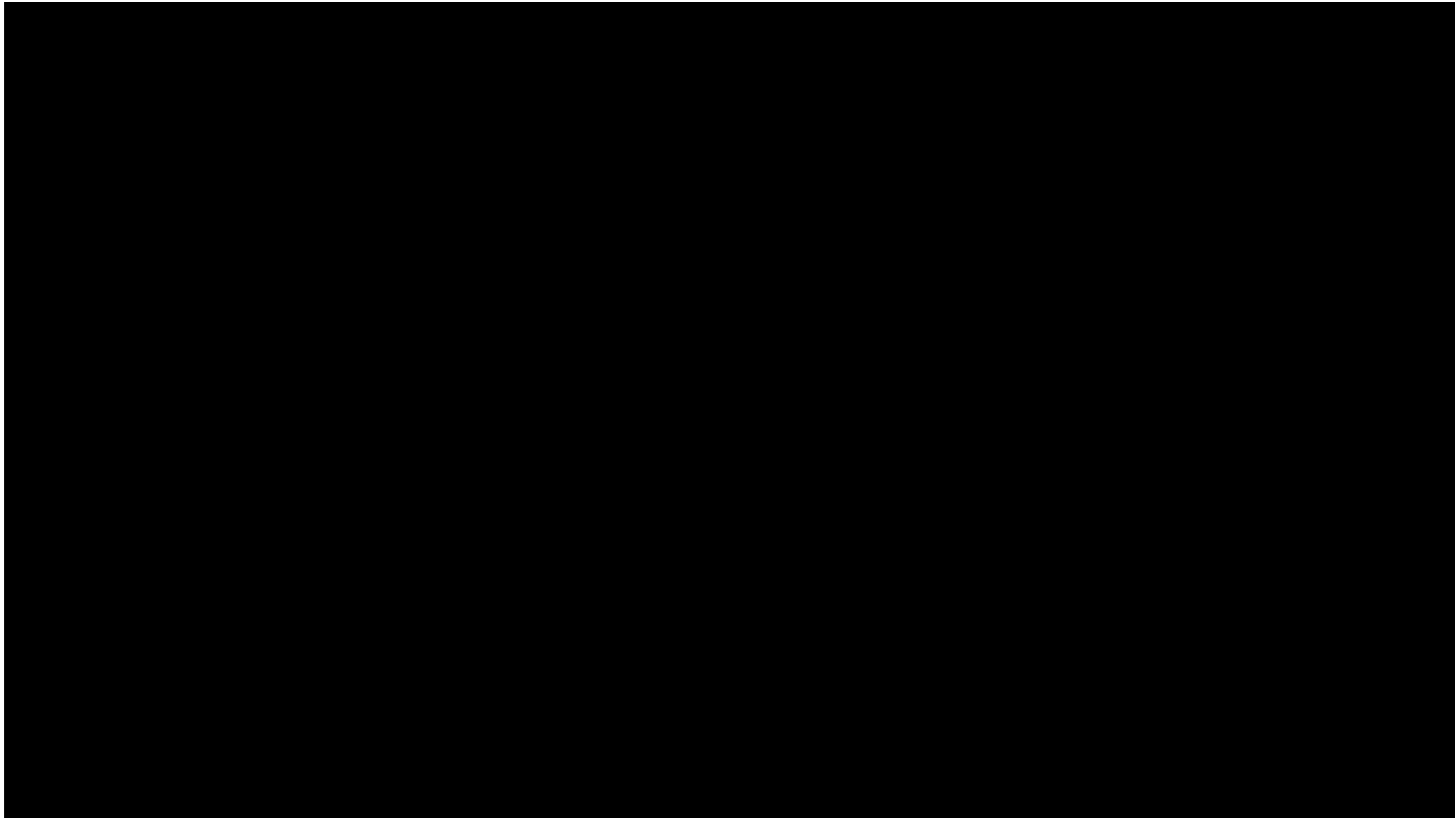
AI Codec & AI Super Resolution

Audio with AI Codec Watch later Share



webex

Watch on YouTube



# Resources

[Announcing the availability of industry-first Webex AI Codec – blog](#)

[Webex AI Codec white paper](#)

[Webex AI Codec FAQ](#)

[Webex AI Codec At-a-glance](#)

[Webex AI Codec – Youtube demo video](#)

[Webex AI Codec – intro slides for sales](#)

[Cisco Responsible AI principles](#)



# Cisco Devices

# Choose your platform experience

Multi-platform video collaboration on the same device



## Cisco Devices experience

Native Webex & rich interop with Microsoft Teams, Google, and Zoom



## Microsoft Teams Rooms experience

Supports native MTR and native Webex Meetings and Events

Same device, powered by **Cisco RoomOS**

# MS Teams Room & Panel

# A complete portfolio of Microsoft Teams Rooms



Desk Pro



Board Pro G2 55/75



Room Kit EQX



Room Bar



Room Bar Pro



Room Kit EQ



Room Kit Pro

 Certified for  
**Microsoft Teams**



Room Navigator  
Teams Panel



Desk Camera  
4K



Headset 320  
Series



Headset 720  
Series

RoomOS

# Distance zero

Cinematic feel

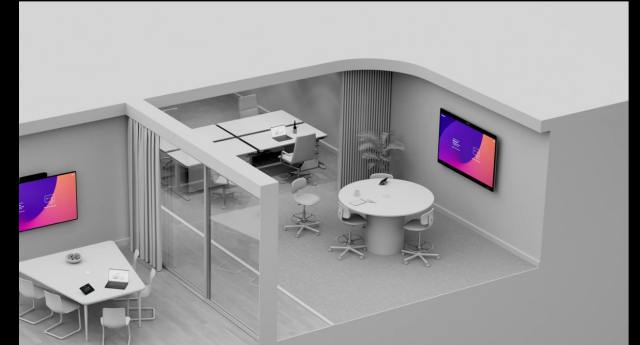
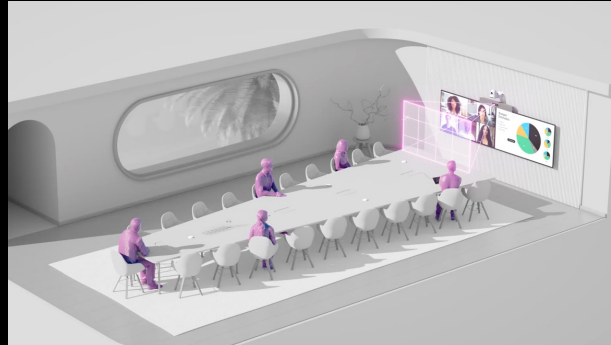
Immersive sound

Meeting equity

Distraction-free

## Spatial Meetings

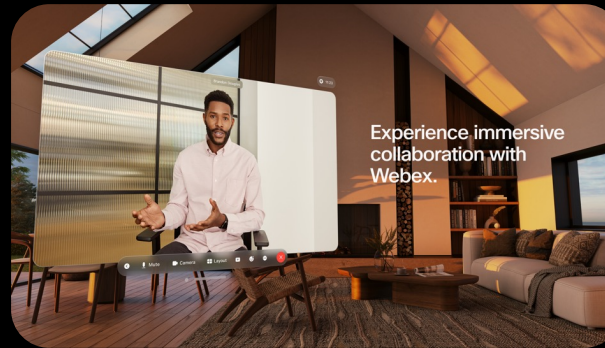
Distance  
Zero in any  
meeting,  
in any room.



Launched Q1 '24

# Webex for Apple Vision Pro

- Immersive meeting experience
- Infinite canvas to arrange individual participants
- Webex AI background noise removal, real-time translations, Slido, and more





INDUSTRY-FIRST

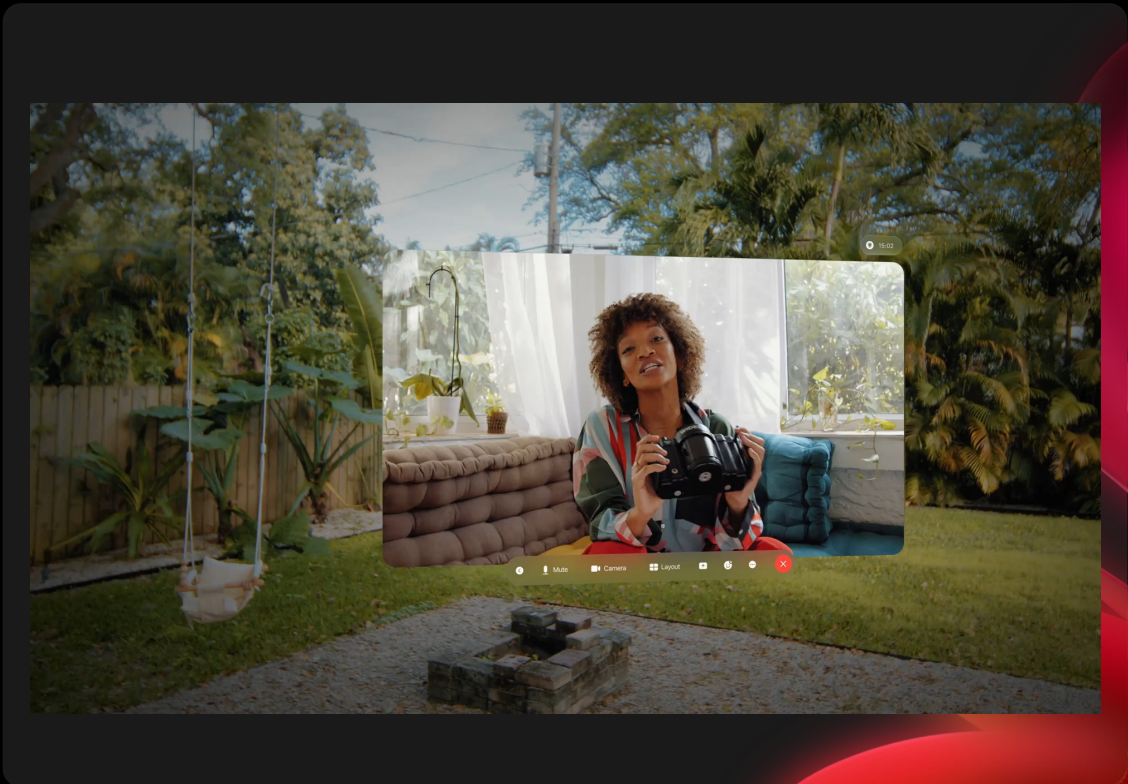
# Cisco Spatial Meetings

in Webex for Apple Vision Pro

An industry-first solution

Cisco Room Bar Pro turns any space into a spatial studio

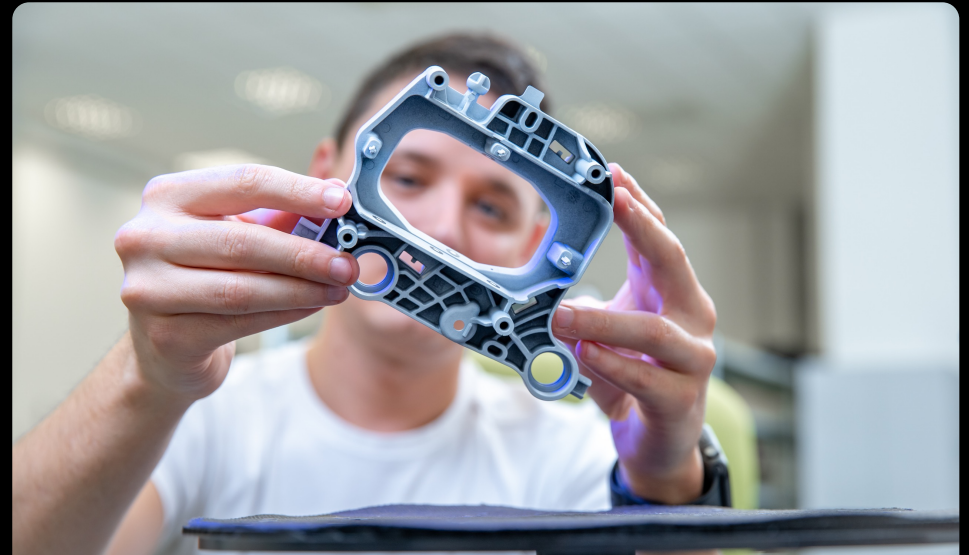
"Feel there" with the most immersive meeting experiences available



# Why spatial meetings



Review designs and  
inspect physical objects



True-to-color, high resolution  
with crystal clear precision

Available Nov '24

ANNOUNCING

# Ceiling Mic Pro

Industry-first adaptive AI microphone

Zero-touch auto-positioning, set up in minutes not hours

Spatial audio enhances cinematic meetings



webexone™

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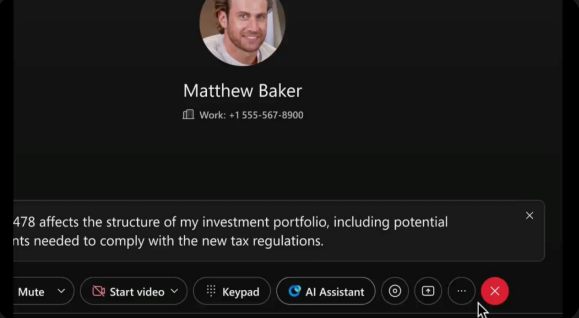
ANNOUNCING

# New Capabilities for AI Assistant



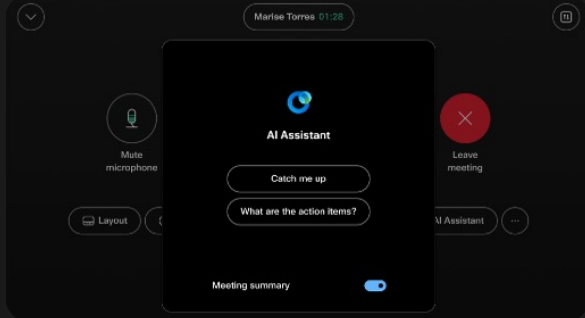
A screenshot of a Webex meeting grid showing six participants. The AI Assistant interface is overlaid on the bottom right, displaying a list of speakers and their names. The AI Assistant is identifying each speaker in the room.

Identify each speaker in the room



A screenshot of a Webex calling interface showing a contact card for Matthew Baker. The AI Assistant interface is overlaid on the bottom, displaying a text input field with the text "478 affects the structure of my investment portfolio, including potential nts needed to comply with the new tax regulations." The AI Assistant is providing assistance for calling.

AI Assistant for Calling



A screenshot of a Webex meeting interface showing a contact card for Marise Torres. The AI Assistant interface is overlaid on the bottom, displaying a text input field with the text "What are the action items?". The AI Assistant is providing assistance for devices.

AI Assistant for Devices

Included at no additional cost in Webex Suite

Spaces & Designer

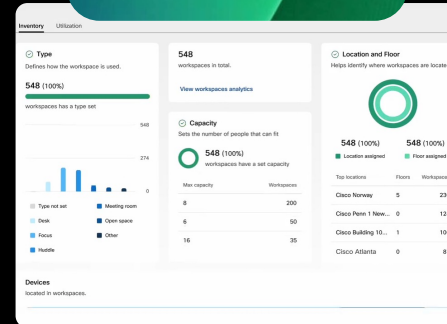
# We're giving IT superpowers

Integrations with Control Hub, ThousandEyes, and Cisco Spaces

## Devices as Sensors



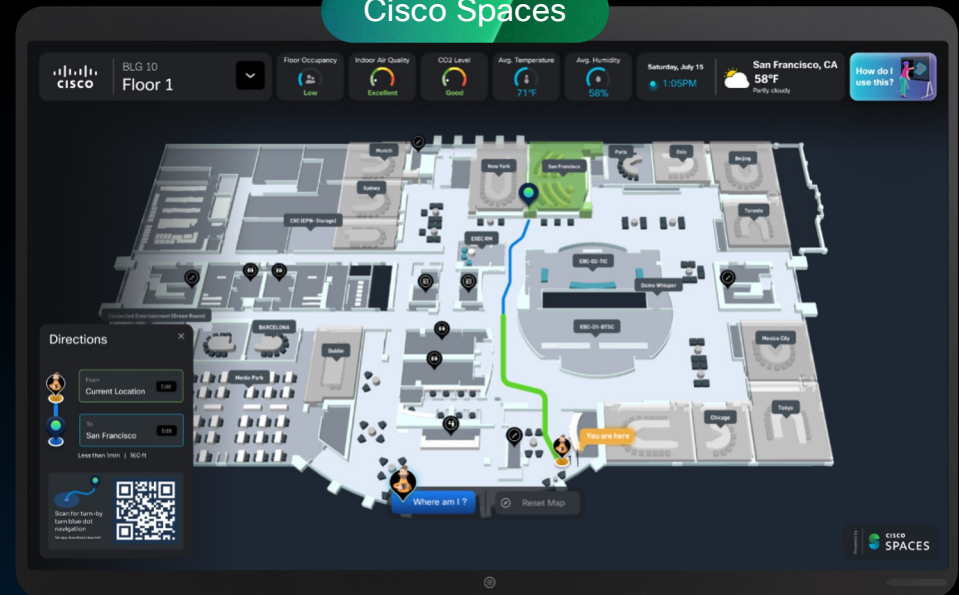
## Control Hub



## ThousandEyes



## Cisco Spaces



<https://www.webex.com/us/en/workspaces/workspace-designer.html>

Available Oct 23, 2024

ANNOUNCING

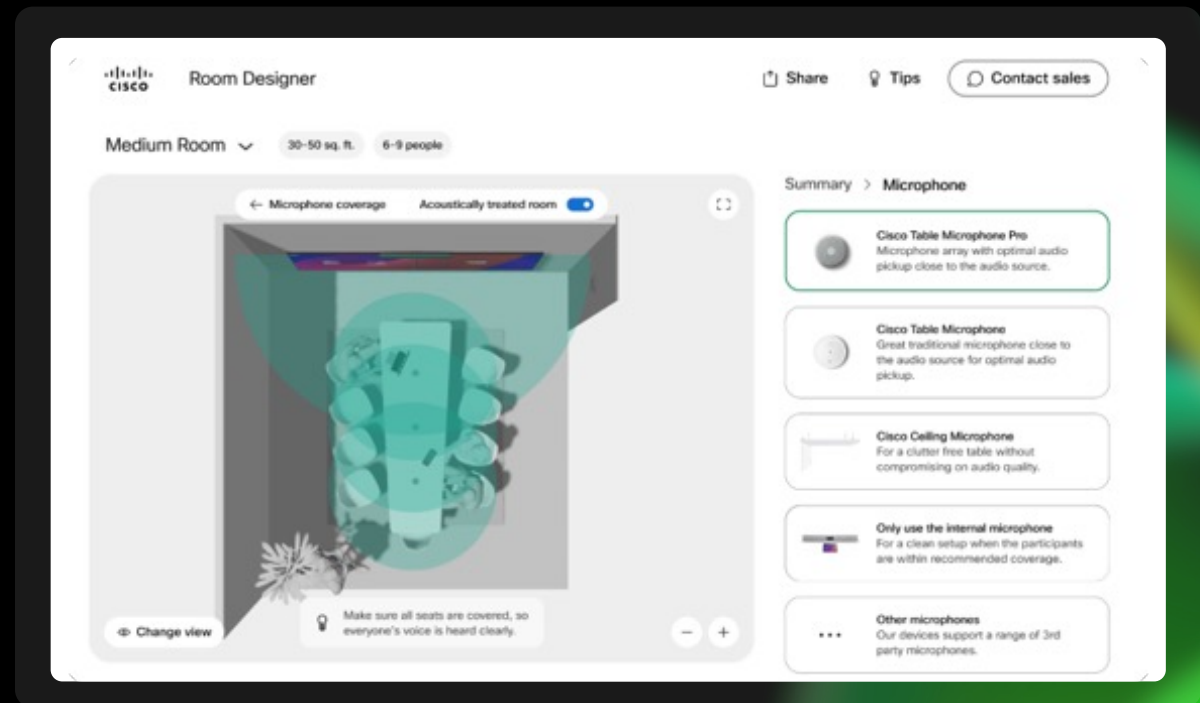
# Workspace Designer

Take your workspaces from inspiration to reality

Customizable room blueprints

3D view of audio and video coverage

Accelerate time-to-deploy video enabled hybrid workspaces



# Recap of key announcements

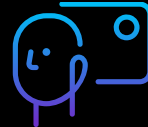
## KEY ANNOUNCEMENTS



A new era of customer experience with the **AI Agent**



Unlock employee engagement with the **AI Assistant**



True-to-life experiences with **Cisco Devices**



Design your **future of work** with **Cisco**



# Cisco TechClub

Lokální edukační on-line webináře každých 14 dní

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registrační stránka



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Webex Space



The bridge to possible

