



22446688

Tech Club webinarů: Jarní vlna novinek v Cisco Collaboration

Enterprise Connect '23 - The Next Stage of Hybrid Work

Ivan Sýkora, Jaroslav Martan

25.4. 2023

Enterprise Connect 2023

Location: Orlando, FL

Date & Time of Event: March 27-30, 2023



web



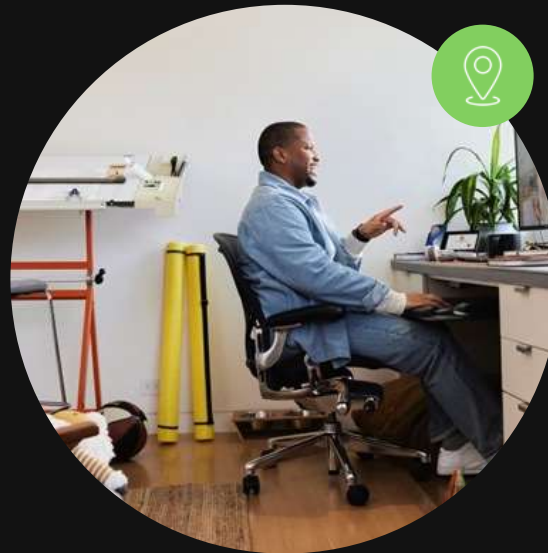
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Delivering unrivaled experiences

Reimagine
workspaces



Optimize
collaboration



Maximize
customer experience



The next normal is here

Every interaction is hybrid



The office must be a magnet



Customer expectations are high



Delivering a great experience is hard

Unrivaled experiences enabled by Webex Suite



Calling



Messaging



Meetings



Whiteboarding



Webinars



Events



Polling



Async Video

+ Future offerings

Webex Platform

AI, Security, Manageability

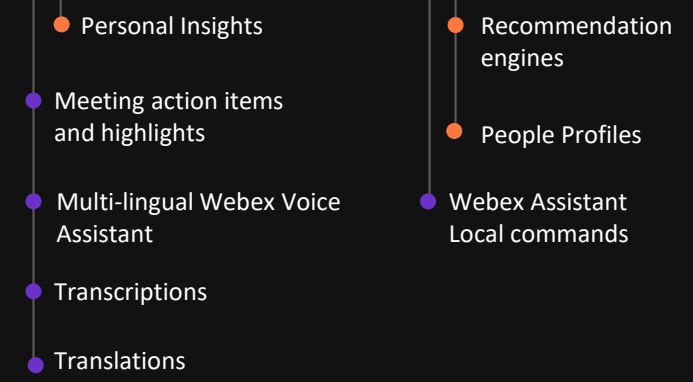
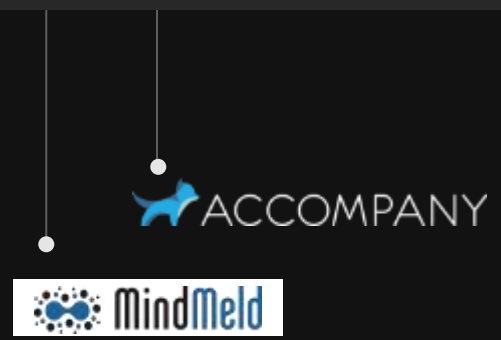
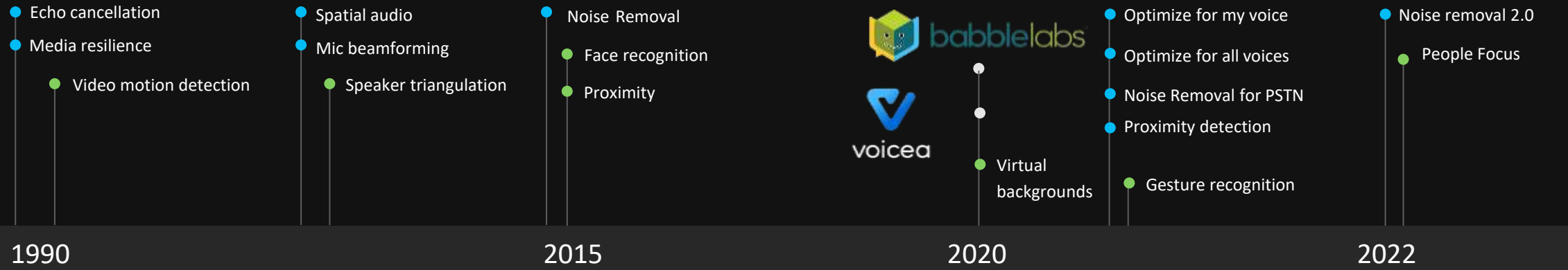
slido



Použití AI mne

ⓘ Start presenting to display the poll results on this slide.

Webex: Decades of Purpose-Built Media and AI Innovation



● Audio ● Video ● NLU ● Analytics

Delivering unrivaled experiences



Audio
Intelligence



Video
Intelligence

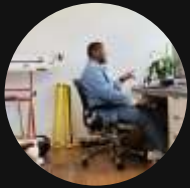


Natural
Language
Understanding



Analytics

Webex AI across the collaboration portfolio



Optimize Collaboration



Calling



Meetings



Messaging



Polling



Events



Whiteboarding



Async Video



Reimagine Workspaces



Desk Cameras & Headsets



Desk Phones



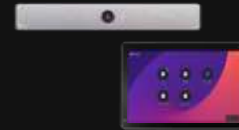
Camera



Desk Mini



Desk & Desk Pro



Room Bar & Room Kits



Board Pro




Room Panorama

and more...



Maximize Customer Experience

 **webex** Contact Center

 **webex** Connect

Optimize collaboration: Webex Suite



Innovations that drive inclusivity

Audio Intelligence



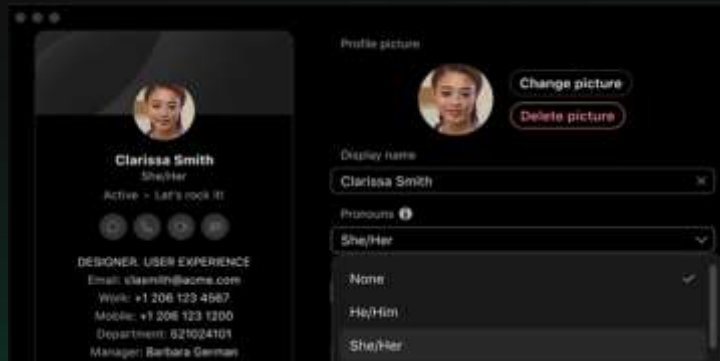
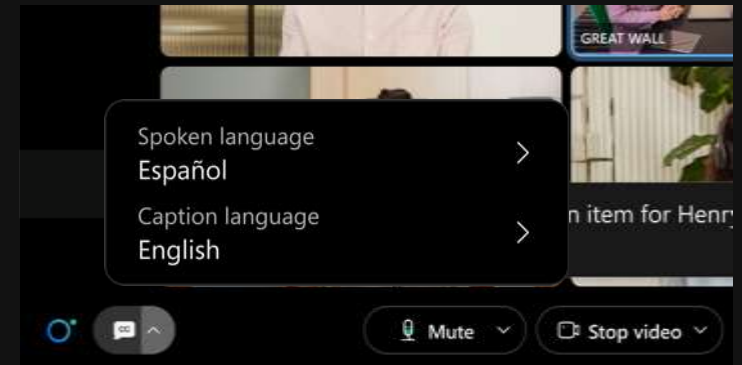
New: Pronouns

Camera Intelligence



New: Quiet Hours

Translation and Transcription



AVAILABLE NOW

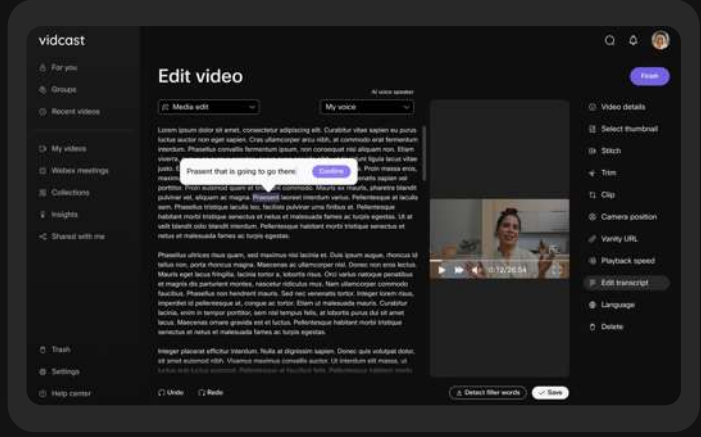
Video intelligence available today



Facial recognition with names



Gesture recognition



AI editing for async videos

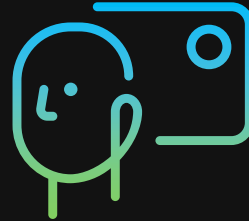
Our *Vision* for the *Future*

High-def meetings *without* high-def bandwidth

What does this mean?



Crystal clear video even with
low quality cameras



Maintain meetings quality even in
low bandwidth scenarios



No choppiness with
packet loss

COMING SOON

Video super resolution in action

High-def meetings **without** high-def bandwidth



Original video at 1080p



Downscaled to 270p
through the network

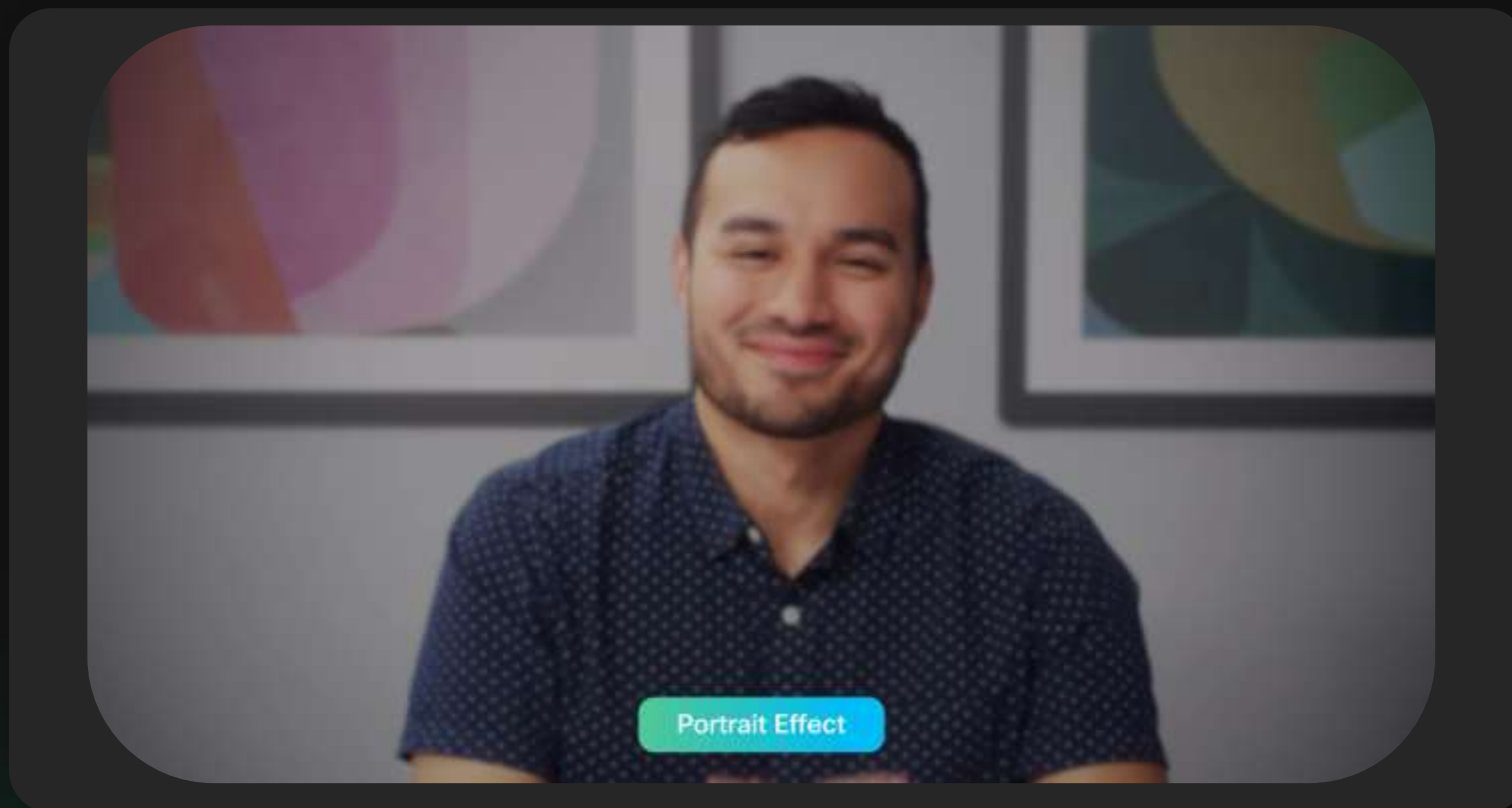


Super resolution to 1080p

COMING SOON

Smart Relighting

Look your best in
any environment

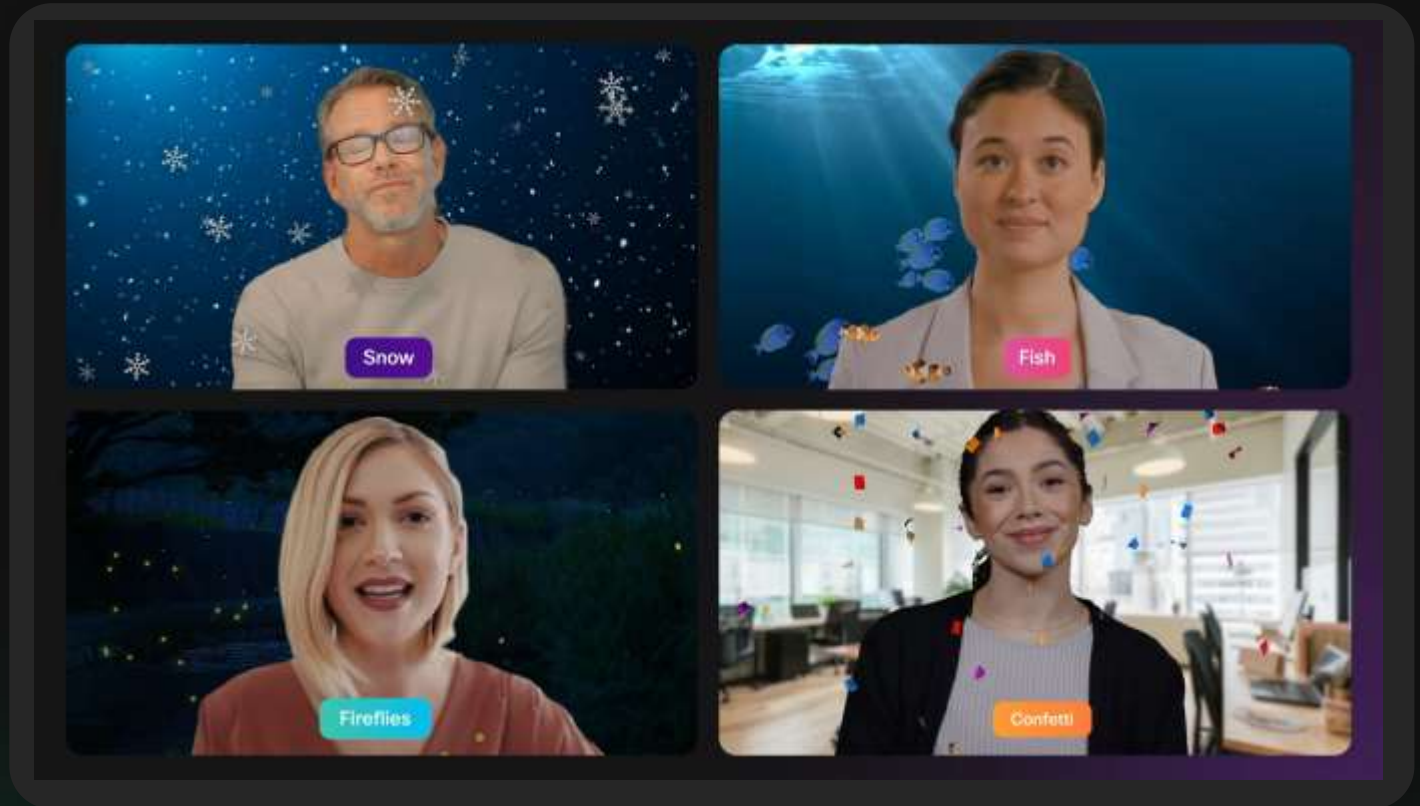


COMING SOON

3D effects with gesture recognition

Express yourself without
saying a word

Range of options such as confetti,
fireflies, and universe effects.



COMING SOON

Be right back

Blur your camera
automatically when you
step away



COMING SOON

Meeting Summaries

Generate meeting recaps, tasks, notes, and chapters to catch up quickly

The screenshot displays a Webex meeting interface with a 3x3 grid of participants. The top row includes a woman, Jenny Wilson, and a man. The middle row features a woman and a man. The bottom row shows a woman in a circular frame and a man, with the name 'Loretta Martin' displayed next to him. Below the grid is a control bar with a progress indicator at 00:00 / 00:00, volume controls, and a 'Show and Share' button. A 'Smart chapter' section at the bottom shows three chapters: 'Intro' (00:00:00), 'Show and Share' (00:03:00), and 'Feedback' (00:12:00). On the right side, an 'AI note' section provides a summary: 'The Summer 2023 product launch is on track. Product marketing is taking point for product payload.' It lists several bullet points: 'PMMs are working on product messaging and positioning.', 'The design team has the script for the marquee video.', 'Waiting on CMO approval for the new look and feel.', 'The events team needs more budget for the experiential activation.', and 'Social is working on a new influencer campaign.' Below this, a 'Follow-up task' section lists three items: 'Check with Christina on new product data sheets.', 'Raj will follow up with the CMO team on approvals.', and 'Ming is drafting up the additional budget proposal request.'

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Webex for Automobiles

Unrivalled experience on the go



Ford



Mercedes



Audi



Volkswagen



Harman

...and more to come

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Webex v autě

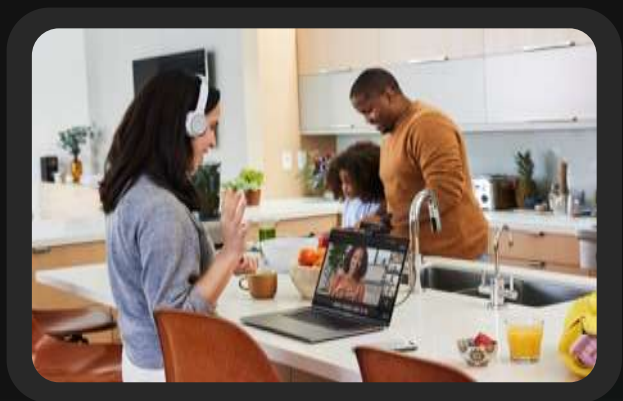
ⓘ Start presenting to display the poll results on this slide.

Audio intelligence available today

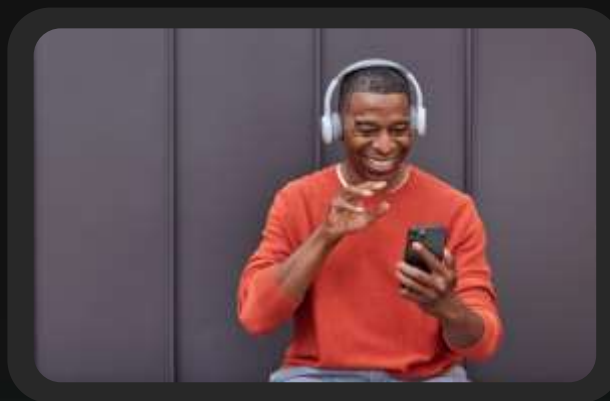


96B

Minutes of background
noise removed



Background noise removal



Optimize for my voice



Optimize for all voices

Available across calling, meetings, webinar , events

Audio intelligence: extending to PSTN



Background noise removal



Optimize for my voice



Optimize for all voices

Webex Calling

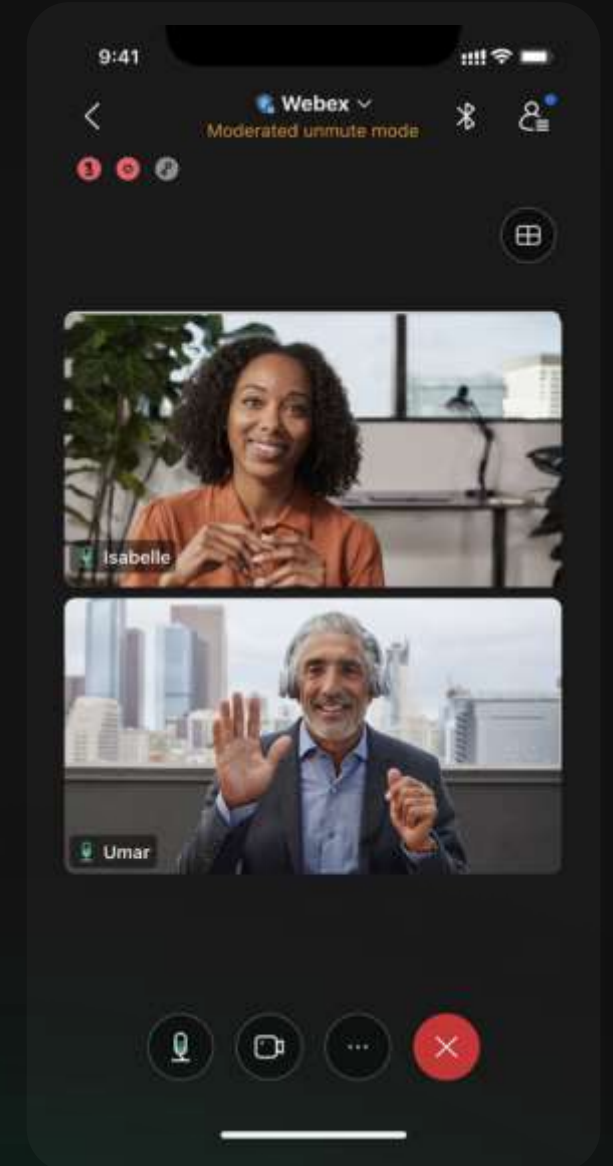
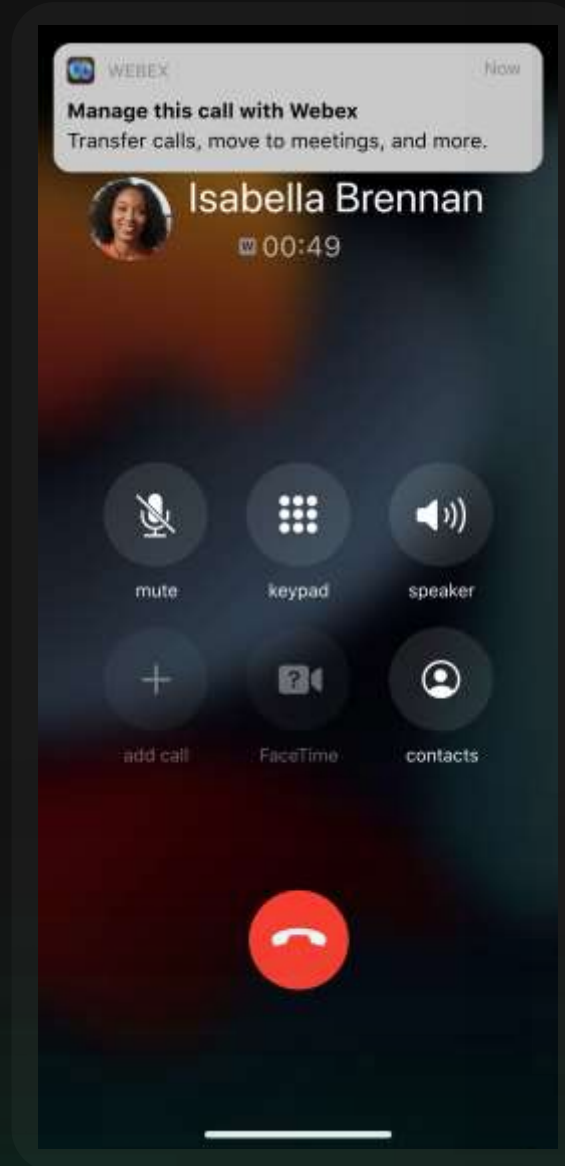
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Webex Go

Experience true mobile collaboration

Available in US and UK

Coming Soon: Expansion into Canada, Japan and Additional European countries



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Group Call Management

Enjoy free call center capabilities now included in Webex Calling

New: External background noise cancellation extended to call center agents (Available Now)

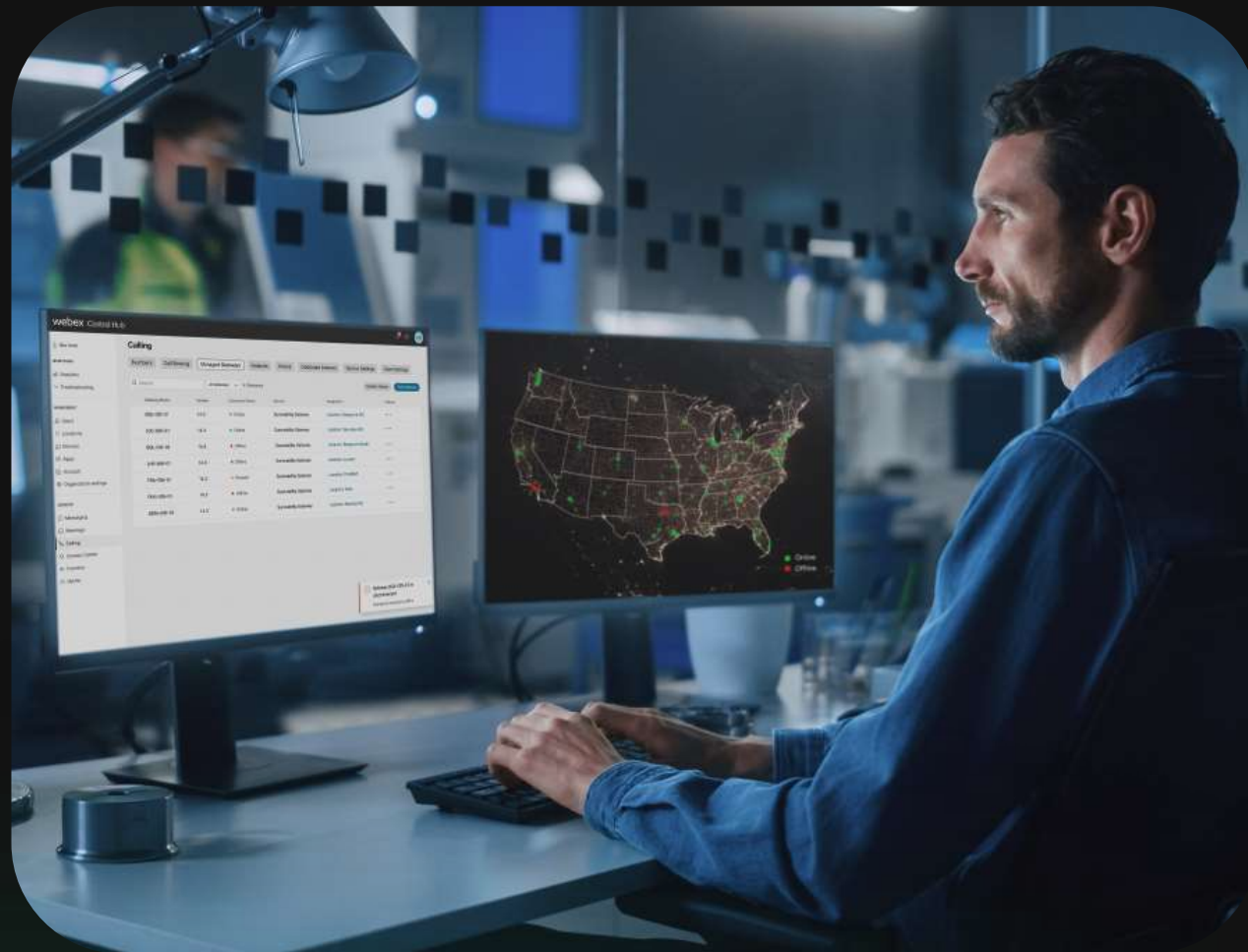


COMING SOON

Enhanced Survivability

Industry-First: Complete Cisco calling feature set is available even if the cloud is inaccessible.

Available for Dedicated Instance, and offers an added level of reliability to Site Survivability for Multi-Tenant



Reimagine workspaces: Cisco Collaboration Devices



Collaboration devices for any workspace

For any worker, any workstyle, anywhere



Room Panorama



Desk Series



Board Series



Room Bars &
Room Kits



Voice and Video
Phones



Desk Camera &
Headset Series



Wireless &
DECT Phones

Hybrid Workers

Frontline Workers

Unrivaled experience delivered by Room OS 11

Audio and video
intelligence built in.



Audio Intelligence



Noise removal



Optimize for my voice



Directional Audio



Video Intelligence



People
Focus/Frames



Speaker mode



PresenterTrack

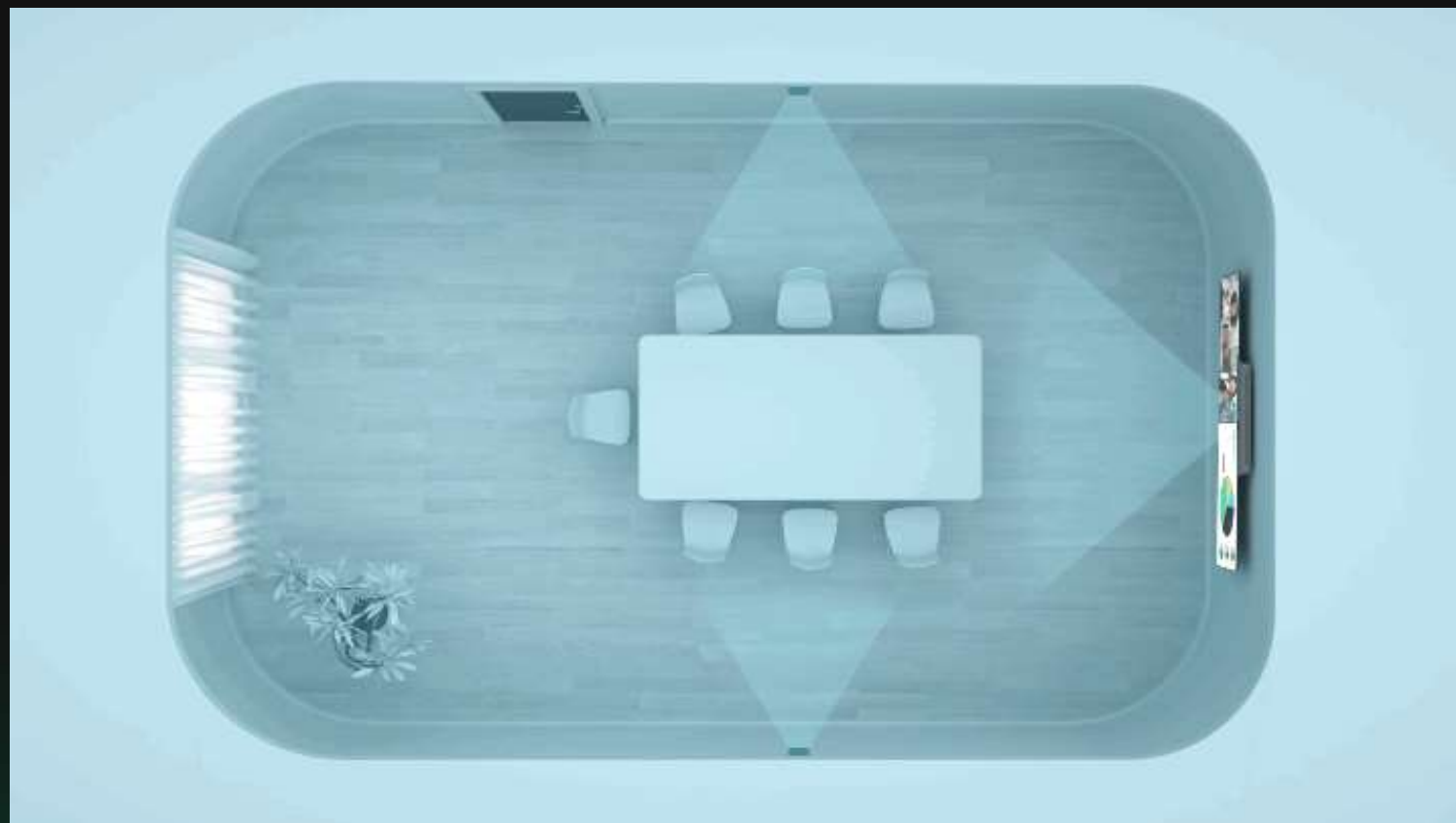


Immersive Share

COMING SOON

Cinematic meetings

Directed by AI-powered RoomOS, get the best view of any meeting at any moment.



COMING SOON

Meeting Zones

Set virtual boundaries for any collaboration space.





The future is multi-platform

85% of organizations use
2+ meeting platforms



Microsoft Teams, Google, Zoom Interop

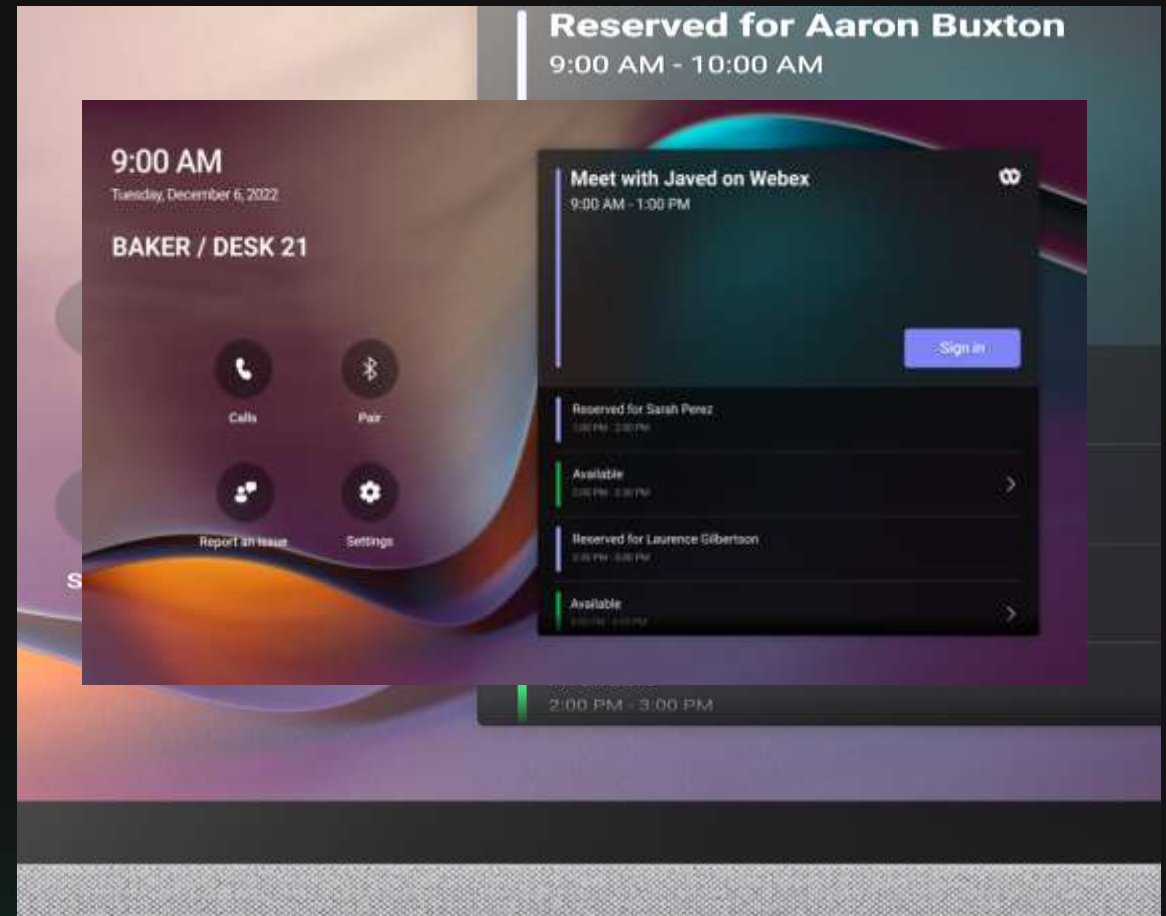
Source: Cisco Collaboration Devices decision-maker survey, 12/21.
n = 1539

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AI-enhanced Microsoft Teams Rooms experience

Natively on RoomOS for Cisco Board Pro

Other devices coming soon



Source: Cisco Collaboration Devices decision-maker survey, 12/21.
n = 1539

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Hot Desking for Webex Calling

A personalized return-to-office experience with all the tools you need to be productive. PSTN and Extension calling is available today on the Video Phone 8875

Coming Soon: PSTN and Extension calling on Cisco Desk devices



*Source: Cisco Collaboration Devices decision-maker survey, 12/21.
n = 1539*

Maximize customer
experience:
Webex Contact Center and
Webex Connect



Customer expectations are rising. Budgets are shrinking.

Customers

Need instant and personalized resolutions to their problem

Agents & Supervisors

Need access to timely information and support

Back office & IT

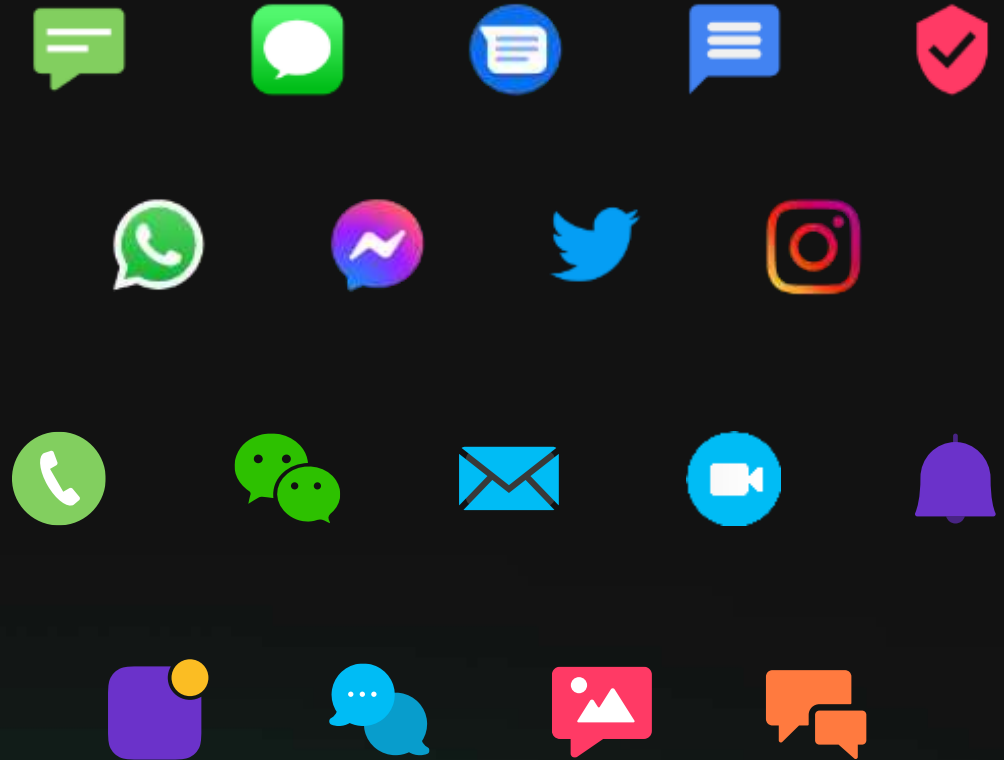
Need to build resilience and scale with automation

Broad set of channels

Meet customers where they are with proactive personalized engagement

25B+

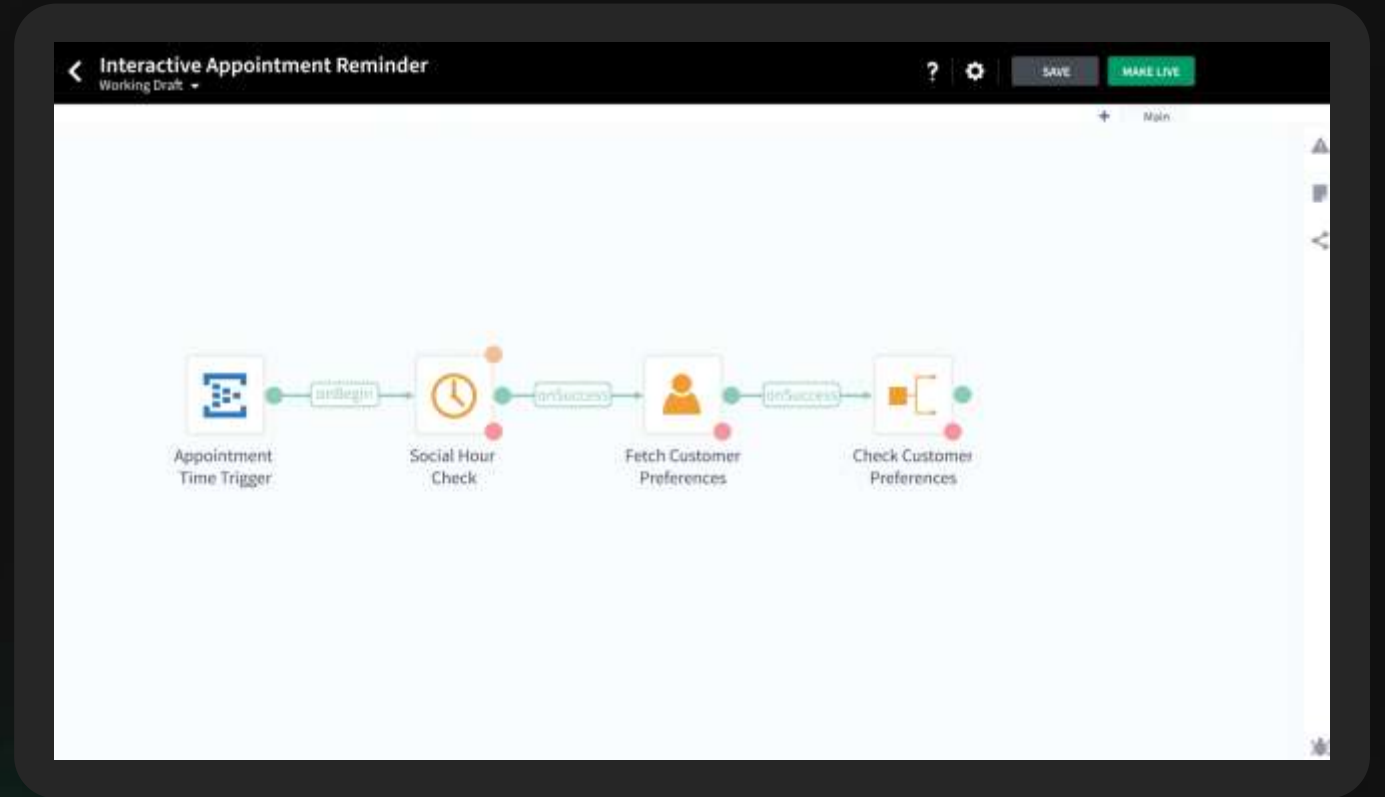
interactions delivered per year



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Orchestrate and automate customer journeys

Quickly build personalized customer interaction flows with no code or low code



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Orchestrate and automate customer journeys with generated code

Describe the function you want to perform, and Webex AI generates the code for you

Evaluate Node

Configuration **Transition Actions (Optional)**

Use javascript code to execute custom business logic and generate appropriate node outcomes for branching

Generate code with AI

Use the prompt area below to describe the code you want AI to generate. If the code generated is not satisfactory, adjust the prompt by giving more specific instructions.

validate an email address

```
1 function validateEmail(email) {  
2   var re = /^[^()@ \[\] \.,:;'\s@"]+\.[^()@ \[\] \.,:;'\s@"]+$/;  
3   return re.test(String(email).toLowerCase());  
4 }
```

Paste the generated code from above and build on top of it to generate the desired script outputs which can be used as node outcomes

COMING SOON

Conversation summaries

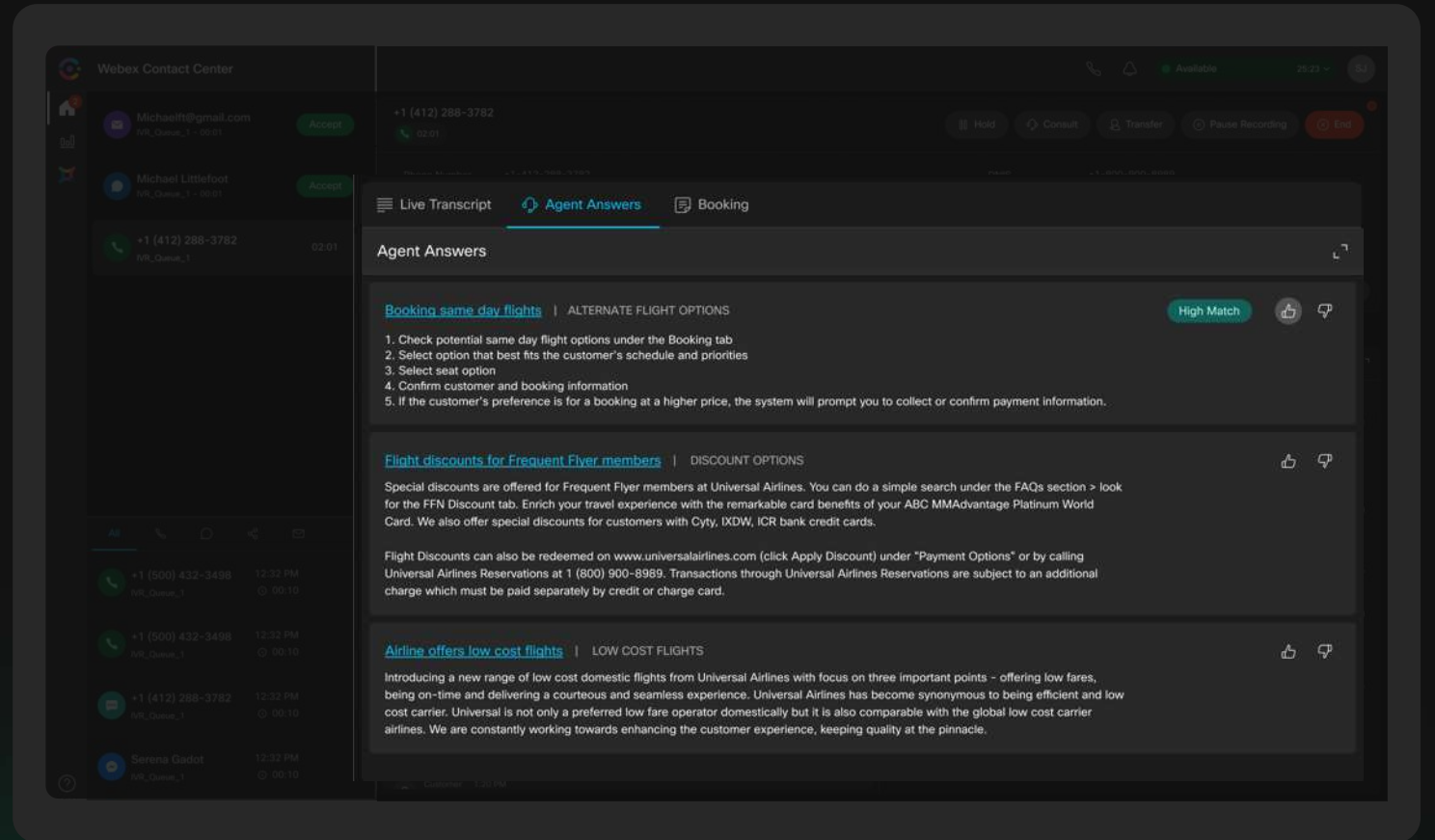
AI-generated chat and voice summaries to improve agent effectiveness – and to build a real-time knowledge base



COMING SOON

Agent answers

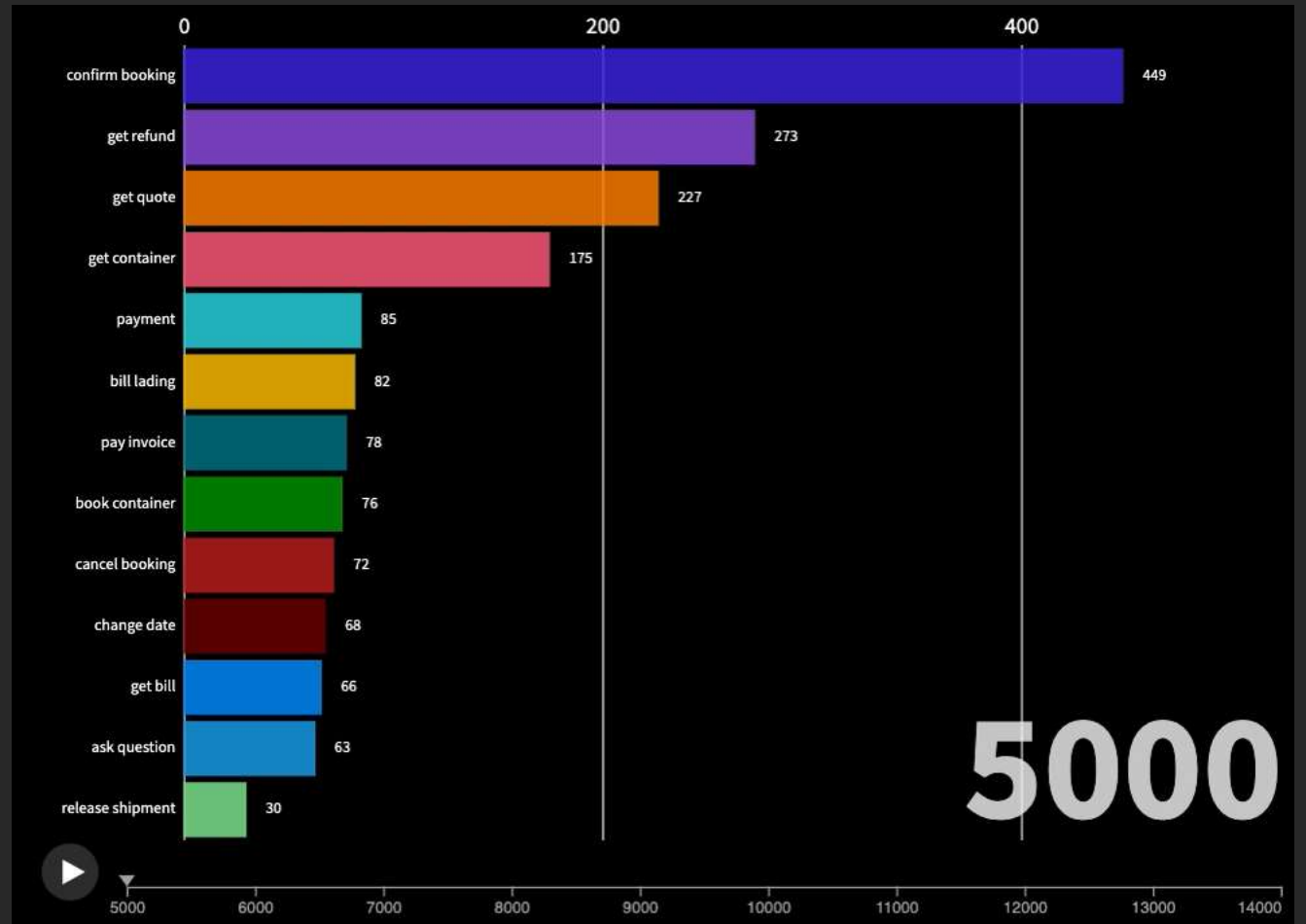
Learn from customer data sets to provide agents with a real-time knowledge coach – improving effectiveness



NEW

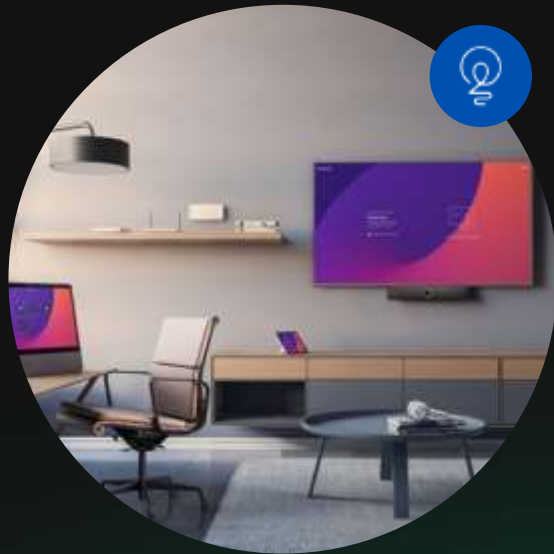
Topic analysis

Surface key reasons why customers are calling in to the contact center to get smarter from customer interactions and identify opportunities for supervisors to automate



Delivering unrivaled experiences

Reimagine
workspaces



Optimize
collaboration



Maximize
customer experience



Zákaznický seminář

„Cisco Webex ve světě hybridního pracovního prostředí.“

REGISTRACE ZDE

#hybridwork; #MTR; #webexdevices;

31.5. 2023 9:00 – 13:00

Agenda

- **Uživatelské scénáře** – každý prostor má své řešení.
- **Otevřená komunikace** a Microsoft Teams Rooms (#MTR) na Cisco video zařízeních.
- **Inovace a pokročilé funkce** ve videokonferenčních jednotkách Cisco Webex.
- **Integrace** do podnikového prostředí a chytrých budov.
- Využití **aplikací třetích stran.**

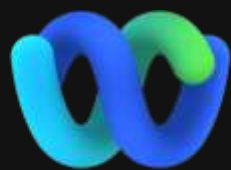


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Mám zájem se zúčastnit semináře.

ⓘ Start presenting to display the poll results on this slide.



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by CISCO