



NEWS RELEASE

Cisco Introduces Agentic Capabilities for Next-Generation Collaboration

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News Summary

- Cisco launches new agents that make human-AI collaboration a reality.
- New operating system for Collaboration Devices with RoomOS 26, powered by NVIDIA, to deliver new agentic capabilities for users and IT.
- Microsoft Device Ecosystem Platform (MDEP) provides robust security on Cisco Devices running the Microsoft Teams Rooms experience.
- Webex Suite integrations include Amazon Q index, Microsoft 365 Copilot, and Salesforce for agentic workflow automation.

SAN JOSE, Calif., Sept. 30, 2025 /PRNewswire/ -- Today at WebexOne 2025, Cisco (NASDAQ: CSCO) unveiled [solutions](#) to foster dynamic collaboration between people and AI agents in the workplace. This includes new agentic capabilities in Cisco AI Assistant, RoomOS 26 for Cisco Devices, and purpose-built integrations across Cisco devices and the Webex Suite to help organizations easily manage and work seamlessly with digital agents.

As AI adoption accelerates, the future of collaboration will reshape how people work with each other, how they work alongside new AI teammates, and how AI systems interact with each other to automate tasks and workflows. This new approach to collaboration is called [Connected Intelligence](#)—where blended teams of humans and agents connect and collaborate, with every connection remaining secure and resilient on Cisco's trusted platforms.

"With Connected Intelligence, we're weaving AI agents into Webex to supercharge teams and power new breakthroughs in how people and AI collaborate to get things done—this is the future of work coming to life," said Jeetu Patel, President and Chief Product Officer, Cisco. "We're building AI agents into Webex today that will amplify our collective productivity and fundamentally improve how people connect with each other, how they interact with AI, and how AI agents themselves collaborate."

Enhancing Collaboration with AI Support

Employees can benefit from AI agents that minimize distractions and automate routine tasks, allowing them to focus on their most important work. Cisco AI Assistant innovations elevate this experience, offering new ways for AI agents to proactively support employees with capabilities such as:

- **Task agent:** An AI agent proactively generates action items from meeting transcripts, reducing manual follow-up. Generally available Q1 CY26.
- **Notetaker agent:** An AI agent can transcribe and summarize in-person meetings in real time to capture the value of impromptu huddles and brainstorms. This agent is available across Webex App and Cisco Collaboration Devices running RoomOS 26. Generally available Q1 CY26.
- **Polling agent:** An AI agent proactively recommends live polls throughout meetings to spark engagement and capture real-time input from participants. Generally available Q1 CY26.
- **Meeting scheduler:** When meetings need to be scheduled, this AI agent automatically identifies the need for follow-up, finds common availability, and proposes scheduling. Generally available Q4 CY25.
- **AI receptionist for Webex Calling:** An always-on, virtual receptionist powered by [Webex AI Agent](#) can automate routine queries, respond to customer questions, and complete tasks like transferring calls or scheduling appointments. Controlled availability Q1 CY26.
- **Open ecosystem approach:** General availability planned for Q4 CY25, Cisco AI Assistant now integrates with leading enterprise knowledge applications, including:
 - Amazon Q index: Provides secure, scalable access to enterprise data with advanced semantic search and real-time indexing. It delivers precise, context-rich answers, enabling customers to get faster, smarter insights and boost productivity across their teams.
 - Microsoft 365 Copilot: Webex users can now search across Microsoft Copilot from Cisco AI Assistant and easily access files and information from Microsoft SharePoint and OneDrive, without leaving Webex. Also, a reciprocal integration gives Microsoft Copilot users the ability to search and access Webex AI meetings and conversation summaries directly in Copilot.
 - Jira and Salesforce: AI agents can perform tasks in third-party applications—such as creating or updating tickets or generating new leads on behalf of users—via the Cisco AI Assistant in the Webex App. Generally available Q1 CY26.

Empowering Employees with AI Agents for Seamless Collaboration

Today's organizations need workspaces that facilitate real collaboration and connection among people and AI agents. RoomOS 26—the latest evolution of Cisco's intelligent device operating system—utilizes AI in new ways to deliver enhanced collaboration experiences. Cisco Collaboration Devices, powered by NVIDIA, bring intelligence directly to the room with new RoomOS 26 features planned for generally availability starting Q4 CY25:

- **Notetaker agent:** An AI agent can transcribe and summarize local meetings in real time to capture the value of impromptu huddles and brainstorms. This agent is also available in Webex Suite.
- **Director agent:** AI can anticipate and adapt to meeting flow, autonomously delivering engaging, cinematic views.
- **Audio zones:** IT teams can quickly define digital boundaries in meeting spaces in a matter of seconds, ensuring the AI-powered Ceiling Mic Pro picks up sound only within the defined boundaries.
- **Workspace Advisor agent:** Workspace Advisor leverages the advanced cameras and NVIDIA chipsets on Collaboration Devices to create a 'digital twin' of physical spaces. This 3D representation is then brought into Control Hub using the familiar experience available in [Workspace Designer](#) to give IT teams insight to optimize the configuration of the meeting space.

Cisco is empowering employees to achieve new levels of innovation, efficiency, and human connection in an open collaboration ecosystem. To accelerate adoption and maximize the benefits of our intelligent hardware and software, Cisco is bringing the Microsoft Device Ecosystem Platform (MDEP) to its NVIDIA-powered devices running RoomOS 26. Cisco's unique architecture allows customers using Microsoft Teams Rooms on Cisco Collaboration Devices to leverage the latest Microsoft security features and innovations, while benefiting from the rich capabilities of Cisco Collaboration. Additionally, [Zoom for Cisco Rooms](#) significantly improves the experience of joining Zoom Meetings from Cisco devices, furthering customer flexibility and choice.

Enabling AgenticOps and Secure Collaboration

Operations teams are also increasingly benefiting from AI agents, and Cisco is leading the evolution with AgenticOps— where AI agents and humans work collaboratively together to manage and optimize IT infrastructure. **In Webex Control Hub, a new integration with Cisco AI Canvas** will soon introduce multi-player, multi-domain troubleshooting through a generative UI and natural-language interface, powered by Cisco's domain-specific Deep Network Model. This empowers IT admins to proactively diagnose and resolve network, video, and call-quality issues—all within a unified, collaborative platform.

To keep digital collaboration safe, Cisco is partnering with GetReal and Pindrop to equip Webex with advanced threat detection—identifying deepfakes and synthetic media in real time and empowering meeting hosts to respond instantly. General availability planned by Q1 CY26.

About Cisco

Cisco (NASDAQ: CSCO) is the worldwide technology leader that is revolutionizing the way organizations connect and protect in the AI era. For more than 40 years, Cisco has securely connected the world. With its industry leading AI-powered solutions and services, Cisco enables its customers, partners and communities to unlock innovation, enhance productivity and strengthen digital resilience. With purpose at its core, Cisco remains committed to creating a more connected and inclusive future for all. Discover more on The Newsroom and follow us on X at @Cisco.

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About Webex by Cisco

Webex is a leading provider of cloud-based collaboration solutions which includes video meetings, calling, messaging, events, customer experience solutions like contact center and purpose-built collaboration devices. At Webex, we start with people and their experiences first. This focus on delivering inclusive collaboration experiences fuels our innovation, which leverages AI and Machine Learning, to remove the barriers of geography, language, personality, and familiarity with technology. Our solutions are underpinned with security and privacy by design. We work with the world's leading business and productivity apps – delivered through a single application and interface. Learn more at webex.com.

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