



NEWS RELEASE

Cisco and Mistral AI Partner to Deliver on Cisco's Mission to Transform the Customer Experience with AI

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First Jointly Developed AI Agent Helps Customers Maximize Cisco Investments and Boosts Productivity

News Summary:

- **Powerful Partnership:** The first of several AI agents being developed by Cisco with Mistral AI as a strategic technology partner, to help drive Cisco's Customer Experience (CX) move towards an Agentic-AI-Led future.
- **AI-Powered Efficiency:** The AI Renewals Agent streamlines and enhances the creation process for Cisco's Renewals team by analyzing data from 50 sources to build custom proposals tied to customer outcomes.
- **Strategic On-Premises Deployment:** Custom AI model ensures data security, privacy, and compliance, while also enabling performance tuning and cost optimization.

SAN JOSE, Calif., Feb. 10, 2025 /PRNewswire/ -- Cisco (NASDAQ: CSCO), the worldwide leader in security and networking, today announced the first, jointly developed AI Agent from its strategic partnership with Mistral AI, one of Europe's leading providers of AI solutions. The AI Renewals Agent greatly enhances and streamlines the renewal proposal creation process at Cisco by consolidating both structured and unstructured data from over 50 signals and sources and providing real-time sentiment analysis, summarized recommendations, intelligent automation, and personalization, all tied to customer outcomes and key performance indicators (KPIs).

By automating tasks and optimizing workflows, the AI Renewals Agent enables strategic focus and customer engagement, enhancing satisfaction and retention, and driving growth. Built using a custom AI model, the solution operates on-premises, ensuring data security, privacy, and compliance as well as empowering performance tuning and cost optimizations. It is estimated that the AI Renewal Agent could reduce the time spent building a renewal proposal and preparing for a customer engagement by as much as 20%, a figure poised to grow as the AI agent improves based on usage and more workflows

are automated.

The new agent is the latest AI innovation for Cisco's Customer Experience (CX) organization and continues to demonstrate how Cisco is delivering against its vision of using AI to make every customer experience personalized, proactive and predictive, and delivering unique outcomes that exceed customers' expectations.

"Mistral AI is a critical partner for Cisco Customer Experience (CX) as we build towards an Agentic-AI-Led future," said Liz Centoni, Executive Vice President and Chief Customer Experience Officer, Cisco. "In addition to cutting-edge AI technology, Mistral AI shares our mission to put the customer at the center of everything we do. The AI Renewals Agent is an important milestone and the first of many innovative solutions that we're going to build together. The impact on our teams is also significant as we continue to look at opportunities to simplify and reduce friction in their jobs. By combining our large data set, customer trust and Mistral's industry-leading technology, we are on our way towards shaping the future of customer and employee engagement."

"This announcement marks another significant milestone in our strategic partnership with Cisco," said Arthur Mensch, CEO, Mistral AI. "It demonstrates how GenAI can enhance access to rich and complex information sources, deliver critical value to Cisco's customers and ecosystem, and save considerable time for all stakeholders involved. This achievement has been made possible thanks to the exceptional talent of Cisco's engineering teams."

Additional Resources

- [Cisco Customer Experience webpage](#)

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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