

Webex Compliance Hub

Complete compliance and AI governance for every Webex AI-powered communication

Modern collaboration in the workplace has expanded far beyond email to video meetings, chat, voice calls, business SMS, and AI tools and assistants. Yet 92% of firms report struggling to capture business communications, and 88% are already facing challenges with AI governance and data security. Legacy compliance tools were built for a single modality and they create gaps, and gaps become regulatory findings. With 99% of organizations expanding AI usage to gain productivity and unlock ROI, they need a solution to meet evolving regulatory expectations, ensure good governance, and to manage risk across the organization.

Webex Compliance Hub, powered by Theta Lake, is a unified compliance platform delivering capture, recording, archiving, eDiscovery, legal hold, AI-powered surveillance+, and Data Loss Protection+ across Webex Messaging, Meetings, Calling, Business SMS, Slido, and Cisco AI Assistant, enabling organizations to unlock the power of Webex Communication and Collaboration Suite, securely and compliantly.

Powered by Theta Lake, a leader in compliance and security ranked #1 in 5 out of 6 Gartner® Critical Capabilities use cases for Digital Communications Governance and Archiving and trusted by 7 of the top 15 North American banks, with a 100% Gartner Peer Insights recommendation rate.

Benefits supported:

- **Comprehensive Long-Term Data Retention:** Record and capture every Webex modality across messaging, meetings, calling, business SMS, Slido, and Cisco AI Assistant, with ability to customize retention periods and storage locations
- **Unified Archiving:** 17a-4 compliant archiving and retention with flexible routing
- **Archive Connector:** Export to your existing compliance and eDiscovery platforms
- **eDiscovery:** An easy-to-navigate interface for fast, precise search
- **Legal Hold:** Preserve communications for specific individuals, groups, or matters to satisfy legal obligations without disrupting business operations
- **Unified Conversation Replay+:** Full replay across all archived Webex communications
- **AI-Powered Surveillance and Investigations+:** Across text, voice, video, images and aiComms.
- **Risk-Prioritized Review+:** AI-assisted review workflows with multilevel escalation so compliance teams focus effort where risk is highest
- **Data Loss Prevention+:** Proactively detect and mitigate exfiltration of confidential information across Webex teams
- **Native to Webex:** No third-party integration dependencies, no capture gaps, and no integration maintenance burden

How it works

Webex Compliance Hub collects all communications directly at the source, making them searchable and retrievable, and proactively detects risk. Capture and validate record completeness across communication channels.

1. Compliance Capture: Prove communications data capture and reconciliation, including three layers of reconciliation: Dashboard reporting and trending with configuration health monitoring, a detailed reconciliation report generator, and a full developer API access to reconcile records, configuration and capture.

- Webex Messaging: Messages, emojis/images, edit/deletes, file attachments, audio/video clips
- Webex Calling: Business SMS, call recordings, call logs
- Webex Meetings: Meeting chat, audio, video, screenshares, annotations, closed captions, transcriptions, AI-generated summaries
- Webex Polling / Slido: Q&A and polling responses
- Cisco AI Assistant: AI-generated summaries and outputs

2. Unified Search & Archiving: Easily search and replay voice, video, chat, aiComms and more, with unified conversation views and export options.

- Unified archiving for chat, voice, documents, and virtual meetings in one searchable repository
- Follow the full conversation across modalities with unified conversation views
- Summarize long chat conversations for faster compliance review
- Flexible routing and export to existing compliance and eDiscovery platforms

3. Proactive Compliance: Detect and prevent risks with ML and AI, assisting reviewers and implementing protection mechanisms.

- AI and ML-based classifiers detecting risk across text, voice, video and AI-generated content
- Text detection and analysis on images, graphics, and screenshares
- Leverage AI Classifiers combined with bespoke keyword, regex, and search parameters to create Compound Detection Rules tailored to your requirements
- Risk-prioritized review queues with AI-assisted workspace, multilevel escalation, and notifications

Workflows Supported



Meetings



Messaging



Calling



Webinars



Events



Business Texting



Polling



Cisco AI Assistant

¹ Theta Lake Annual Digital Communications Governance & Archiving Survey, October 2025. N=500 senior IT, unified communications, and compliance professionals.

² [Gartner 2025 Critical Capabilities Report](#)

³ [Gartner Peer Insights as of May 2025](#)

+Unified Conversation Replay, AI-Powered Surveillance and Investigations, Risk-Prioritized Review, Data Loss Prevention, and Content Remediation are available with Webex Compliance Hub Plus.



For more information

Please visit webex.com/suite/collaboration-suite.