eBook

Blueprints for AI success

Lessons and best practices from Webex customers on how to leverage AI to elevate employee experiences

webex
by CISCO

AI adoption playbook for EX leaders

The best workplace experiences happen when technology just works—seamlessly adapting to individual needs, anticipating what comes next, and eliminating friction before it occurs. Thanks to the rise and rapid evolution of AI, organizations could significantly enhance the employee experience by delivering intelligent, hyper-personalized solutions that remove friction, improve productivity and collaboration, and enhance employee wellbeing and satisfaction.

But while the AI opportunity is clear, the path— from evaluation to implementation—can be complex.

In this eBook, you'll get a clear roadmap for unlocking the transformative power of AI to deliver exceptional employee experiences based on insights gathered from in-depth conversations with industry experts and thought leaders across global markets in the finance, technology, retail, healthcare, education, and telecom sectors. With these real-world insights, your organization can effectively overcome implementation challenges and confidently leverage AI's full potential to deliver exceptional experiences for every employee.

Contents

webex by cisco

Designing your AI strategy

Discover how industry leaders are shaping their AI futures.

Crafting a forward-thinking strategy is essential to navigate the complexities of AI. Industry leaders unveiled valuable insights to effectively develop an AI strategy, which includes including the following components:

Component #1

Navigating regulatory ambiguity

Component #2

Technology evaluation

Component #3

Streamlining workflows

Component #4

Community-based trainings

webex by CISCO

Component #1

Navigating regulatory ambiguity

In highly regulated industries, organizations often find themselves balancing innovation with regulatory uncertainty, especially as AI capabilities rapidly evolve. To create a successful AI strategy, forming a cross-functional team is essential—bringing together experts from technology, risk, and compliance—to evaluate new AI solutions in a way that's both thorough and adaptable. By piloting AI features in controlled settings and maintaining open communication with stakeholders, organizations can move forward responsibly, adjusting their strategies as regulations and industry standards continue to develop.

Centralizing AI efforts with dedicated committee

To effectively manage AI implementation barriers, leading organizations are creating dedicated AI committees and task forces. This strategy results in several key benefits that improve the outcomes of AI adoption, including:

Centralized decision-making

The committee serves as the central body overseeing AI initiatives, ensuring consistency and informed decision-making across the organization.

A focus on key opportunities

The group addresses crucial aspects such as budget, legal compliance, security, and end-user experience, leveraging their expertise to evaluate and prioritize these areas.

Enhanced communication

Acting as a liaison, the committee ensures clear communication and alignment on AI strategies and policies across different departments.

Best practice sharing

By developing and promoting best practices for AI adoption, the committee draws on industry insights and organizational needs to guide efforts.

Component #2

Technology evaluation

Each AI solution needs to be assessed for its specific functionalities and organizational impact, recognizing that a siloed approach to AI investment can lead to inefficiencies and missed opportunities. By evaluating technology investments holistically, the committee can ensure AI solutions are integrated across departments to maximize the benefit to employees and increase adoption.

Risk-based prioritization

As part of the evaluation process, it's crucial to ensure that the solutions not only meet feature requirements but also adhere to the organization's security requirements to reduce the level of risk to the organization.

The organizations that have created successful AI strategies are fostering communication between departments to ensure technology evaluations and decisions align with organizational goals. Additionally, by developing standardized assessment criteria focused on risk, cost, and benefits, they are streamlining decision-making and maintaining consistency.

webex by cisco

Component #3

Streamlining workflows

A key insight from industry experts was the need to approach AI implementation from a workflow perspective rather than focusing solely on individual products. Leaders highlight that while tools may offer robust features, their true value lies in how well they integrate into a cohesive workflow.

Key considerations:

Centralize communication channels

Centralizing communication channels with a unified communications and collaboration platform is crucial for realizing AI's potential. A platform approach enables effective automation and streamlines operations across channels. One business leader pointed out, "If your communication channels aren't centralized, how can you expect to augment them with AI?"

Invest in workplace experiences

In today's hybrid world, the ability for teams to meet and connect as they would in person is critical to ensuring that meetings are productive, and everyone feels like an equal participant. But traditional workspaces often introduce friction and fail to provide the experiences that the modern workforce needs to be successful.

Traditional video conferencing setups, particularly in large conference rooms or divisible multipurpose spaces, create barriers to effective communication and collaboration. When remote participants fail to pick up on the body language and facial expression of in-room participants, they lose valuable context and can't fully engage in the meeting. To overcome these challenges, leading organizations are deploying AI-powered video conferencing devices that provide speaker tracking, framing, and AI-powered camera switching in multi-camera deployments to enhance the experience for remote participants.

> ↓ Explore how to turn the workplace into a magnet for employee with *Reimagining the workplace: Aligning IT, HR, and Real Estate for a strategic advantage* by The Collab Collective. Download whitepaper.

"Research shows a clear positive relationship between 'silo-busting' departmental barriers, organizational learning and knowledge exchange, collaboration outcomes, and thus the overall internal strength of the organization."

– Craig Durr, Chief Analyst and Founder of The Collab Collective

webex by cisco

Prioritize interoperability over isolation

Avoid creating silos by ensuring platforms can work together seamlessly. This approach fosters a complementary ecosystem rather than fragmented systems.

Establish a cohesive ecosystem

Establish a unified infrastructure that supports diverse functionalities, enabling AI to enhance workflows and drive innovation effectively.

Leaders caution against adopting multiple platforms without considering their integration capabilities. Focusing on building a robust infrastructure that supports AI-driven automation helps avoid a "platform war" that complicates strategic goals.

By prioritizing workflow integration and platform interoperability, organizations can maximize AI's impact, ensuring technology enhances their strategic objectives.

Component #4

Community-based training: a catalyst for driving adoption

An effective strategy for driving technology adoption is leveraging community-based training. This approach fosters a culture of knowledge sharing and collaboration, ensuring that team members are well-informed and engaged with the latest advancements.

An example of this success can be seen in organizations with strong internal networks of collaboration experts. These experts regularly participate in community calls and meetings, where they discuss new developments and technical features. Such gatherings often attract large groups, creating a dynamic environment for exchanging insights and best practices.

By maintaining dedicated spaces for knowledge transfer, organizations facilitate continuous learning and support among their teams. This community-driven approach not only accelerates the adoption of new technologies but also empowers individuals to become advocates for these solutions, driving further engagement and innovation across the organization.

"The key to moving forward with AI is to consider how you can reimagine and augment existing workflows with AI before considering entirely new deployments."

– Solution Architect Lead at an international academic institution.

webex by cisco

Getting stakeholder approval

Learn proven tactics from those who've successfully gained stakeholder support.

Tactic #1

Navigating approvals with key stakeholders

Tactic #2

Preparing checklist for approvals

Tactic #3

Leveraging previous approvals for streamlined processes

Tactic #4

Navigating region-specific approvals

Tactic #5

Developing internal risk scoring systems

webex by cisco

Agile AI Governance

A practical learning from Webex customers is the value of evolving internal approval processes to keep pace with SaaS-based AI. By distinguishing between the approval paths for vendor-provided tools and custom-developed AI models, organizations can accelerate safe adoption while maintaining oversight. Streamlining access to documentation—both internal and from technology partners—ensures that risk and compliance teams can quickly find the information they need, facilitating smoother and more agile deployment of new AI capabilities.

Tactic #1

Navigating approvals with key stakeholders

Leaders highlight the importance of proactive communication and addressing concerns from various teams and stakeholders:

- **Information security:** Ensure clarity on data storage and transmission to satisfy InfoSec requirements.

- **Legal compliance:** Verify that no Personally Identifiable Information (PII) is involved and align with legal standards.

- **Privacy concerns:** Respect individual privacy preferences, like the option to opt out of audio and video recordings.

- **Cross-departmental scrutiny:** Ensure new products undergo thorough evaluation by compliance teams.

- **Enablement:** Prepare go-to-market and communication teams to ensure seamless adoption and knowledge transfer to employees before rolling out new AI features.

webex by CISCO

Tactic #2

Preparing checklist for approvals

Leaders emphasize the importance of being prepared with critical information for securing AI approvals. They suggest focusing on several key areas:

Data storage and retention
Understand what kind of data is being retained, where it's stored, and for how long.

AI summaries
Determine if AI summaries are verbatim or generalized, and if voice recognition is involved.

Personally Identifiable Information (PII) handling
Ensure clarity on how Personally Identifiable Information (PII) is managed.

Data sharing and anonymization
Check if data is shared or kept separate, and if vendor tools anonymize the data.

Tenant configuration
Verify if your AI vendor provides a private tenant or a shared one.

By gathering this information from the AI solution provider, organizations can align with security and privacy standards, building trust with stakeholders without delaying the process. Providing stakeholders with this information often leads to new questions, which underscores the need for continual adaptation and communication.

Ensuring data security, understanding where data is stored, and determining how much information is retained are critical considerations. While the demand for AI features is high and the time-saving benefits are clear, organizations must balance these advantages against potential security risks. Approval and adoption will depend on demonstrating the tool's ability to protect data and maintain privacy.

webex by CISCO

Tactic #3

Leveraging previous approvals for streamlined processes

Insights from industry leaders reveal that leveraging the approval process of an already accepted AI service in their organization can streamline the process of adopting additional services. By identifying the key factors and requirements that facilitated the initial approval, organizations can apply these insights to new AI services, ensuring they align with established security and compliance standards. This approach not only expedites the process but also ensures consistency and efficiency in implementation.

Tactic #4

Navigating region-specific approvals

In countries like Germany, Austria, and Switzerland, workers' councils play a critical role in the AI approval process. These councils, comprised of employee-elected representatives, scrutinize AI implementations to ensure data use aligns with employee rights and privacy. They examine how AI systems handle data, focusing on profiling and privacy safeguards.

Create a feedback loop
Engaging with workers' councils provides organizations with detailed insights into potential stakeholder concerns, allowing for better preparation and communication strategies.

Develop strategic relationships
Long-standing relationships with workers' councils can facilitate smoother approvals and offer perspectives that help refine AI strategies.

These experiences highlight the importance of addressing data privacy and profiling concerns early, providing valuable lessons for securing stakeholder buy-in for AI projects.

Tactic #5

Developing internal risk scoring systems

Some leaders have streamlined their AI implementation by creating internal risk scoring systems. These systems assign scores to AI projects based on security, compliance, and operational impact, enabling organizations to quickly prioritize initiatives that align with strategic goals and risk tolerance.

webex by cisco

Overcoming barriers

How to overcome AI implementation hurdles.

Step #1
Balancing organic demand with responsible AI adoption

Step #2
Focused documentation for clarity and efficiency

Step #3
Enhance communication for effective implementation

Step #4
Tailored integration and deployment

Step #5
Navigating AI adoption challenges and insights

Step #6
Prioritizing adoption of high-impact AI use cases that elevate employee experience

Step #7
Looking ahead with AI

webex by cisco

Step #1

Balancing organic demand with responsible AI adoption

Leading organizations revealed that when employees experience the benefits of AI features firsthand—such as automated meeting notes or intelligent meeting summaries—demand for these tools often grows organically. To ensure responsible adoption, teams are pairing the enthusiasm for AI features with thoughtful onboarding, including user training and clear consent processes. This balance between organic pull and informed rollout helps maintain trust, maximize value, and sets the stage for successful broad-scale adoption.

Step #2

Focused documentation for clarity and efficiency

Industry experts have found success by implementing the following strategies for AI documentation. To ensure documentation is a reliable and valuable resource, leaders prioritize the following strategies:

Develop tool-specific documentation
Experts recommend creating distinct documentation for each AI tool, acknowledging their unique data flows and functionalities.
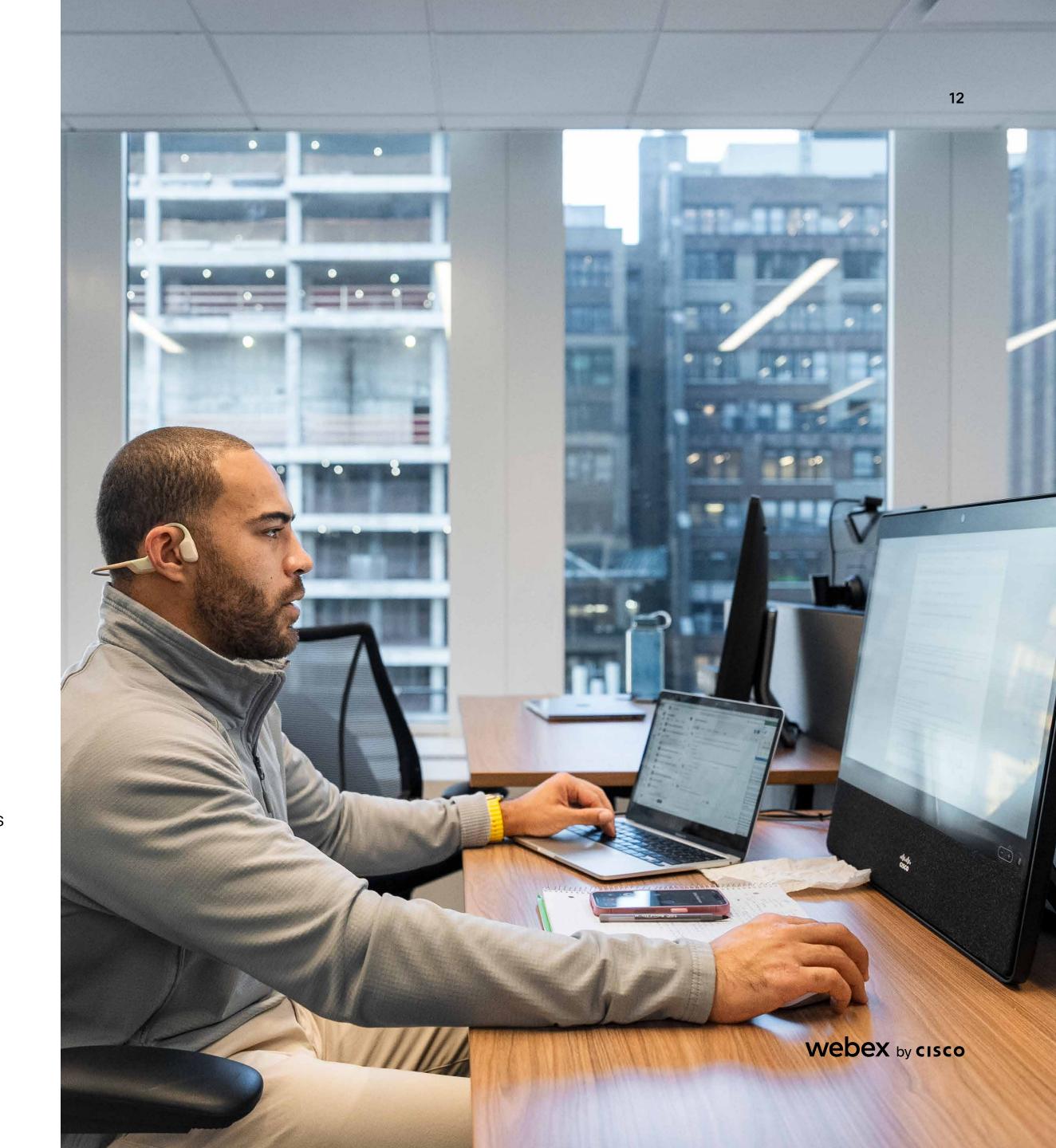
Leverage vendor documentation
Utilize vendor resources as a foundation, while customizing documentation to meet specific organizational needs.

Enact consistent global policies
Ensure global policies and enforcement methods are uniformly applied, yet manageable across all AI services.

Stay informed of industry standards
Ensure industry standards and guidelines are up to date to continuously refine documentation practices.

webex by CISCO

Step #3

Enhance communication for effective implementation

Leaders who have successfully scaled AI implementation emphasize the importance of communicating with stakeholders and employees. To enhance communication, they enact the following strategies:

Customization
Tailor information to focus on individual AI features to enhance clarity and understanding.

Facilitate information sharing
Simplify dissemination for communication teams by focusing on specific details, thereby reducing complexity.

Enhance team understanding
Enable both technical and non-technical teams to comprehend AI specifics without overwhelming them.

Step #4

Tailored integration and deployment

Drawing from the experiences of industry leaders, consider the following integration and deployment strategies:

Selective tool integration
Focus on integrating tools that serve specific purposes, ensuring they fit operational needs and existing infrastructure.

Pilot programs and feedback
Conduct pilot programs to gather valuable feedback, allowing for tool refinement before a full-scale rollout.

Opt-in rollouts
Implement an opt-in approach for broader deployment, supported by clear communication and terms, ensuring user consent and understanding.

These insights provide valuable guidance for organizations looking to scale AI implementation effectively, aligning processes with strategic goals while maintaining clarity and compliance.

webex by cisco

Step #5

Navigating AI adoption challenges and insights

Genuine concerns can arise when integrating AI features, particularly from IT teams focused on security and data privacy. One leader observed that while AI features are generally enabled by default, IT professionals often voice concerns about potential security risks. However, these features frequently offer significant value to users.

Industry leaders shared insights about effectively managing these challenges:

Ensuring simplicity and flexibility
AI features are kept on by default, allowing users to experience their benefits, while offering an easy opt-out option for those with reservations. This approach ensures flexibility and accessibility, balancing the needs of different users.

Training IT teams
IT teams have found it useful to get guidance on how to disable features they were cautious about. By providing targeted training, organizations have helped IT professionals understand the benefits and security of AI, facilitating a balanced approach that supports both security and innovation.

Enabling organic adoption
Cloud-based solutions support organic adoption as updates and enhancements are seamlessly integrated into existing workflows, allowing users to appreciate the benefits without needing explicit prompts or instructions.

Facilitating two-way feedback
A best practice is to foster two-way communication during AI rollouts. Organizations are using feedback tools, targeted surveys, brief training videos, and live Q&A sessions to gather insights, answer questions, and adapt their approach in real time. This dynamic, interactive engagement not only surfaces user needs and concerns, but also strengthens the partnership between employees, IT, and technology providers—ensuring that new capabilities are aligned with real-world workflows and continuously improved.

These insights underscore the importance of addressing genuine concerns while recognizing AI's transformative benefits, enabling organizations to effectively integrate AI and enhance their operational landscape.

webex by cisco

Step #6

Prioritizing adoption of high-impact AI use cases elevating employee experience

Organizations that have adopted AI-enhanced collaboration platforms are seeing practical, high-value benefits in a range of areas. These organizations revealed that employees consistently note that some AI features, while not new, have become indispensable in driving productivity and engagement. At the same time, recent advancements in AI are opening new opportunities to support employees and transform workplace collaboration.

Foundational AI capabilities

Many organizations have found ongoing value in AI features that have been available for several years. Voice commands and touchless controls, for example, are widely used in meeting rooms to initiate calls, adjust audio or video settings, and manage meetings hands-free. This not only streamlines operations but also supports health and safety by reducing the need for shared touch surfaces.

Similarly, gesture recognition—such as raising a hand, giving a thumbs-up, or other non-verbal cues—helps bridge the gap between in-room and remote participants. By making it easy for everyone to be "seen and heard," even without speaking, these features contribute to a more inclusive and efficient meeting culture.

Proactive environmental controls and noise removal

Another area where organizations are seeing ongoing benefits is the use of AI for environmental controls, such as intelligent noise removal. By automatically filtering out background noise—from keyboard typing to barking dogs—these features improve audio quality and reduce meeting fatigue. This technology is especially valued in open office environments and for remote workers connecting from less predictable locations. Webex customers consistently mention noise removal as a "quietly transformative" improvement that enhances productivity and lowers stress.

webex by cisco

Real-time transcription and language support

AI-powered live transcription and real-time translation are being adopted as important accessibility tools. Organizations highlight how automatic transcripts help support employees who join late, need to review discussions, or prefer written records. Real-time translation features, now available in multiple languages, are breaking barriers for global teams and reducing the cognitive load for non-native speakers.

Recent customer feedback across global enterprises and educational institutions emphasizes the importance of these features in promoting inclusion and supporting diverse workforces.

For instance, AI features are providing crucial support for remote interpreters. One customer organization found that AI-powered speaker tracking significantly improved the experience for interpreters by providing a clear view of who is speaking. This highlights the potential of AI to facilitate effective communication in multilingual environments

Automated note taking and AI summaries

One of the most celebrated advancements is AI-powered meeting summaries and notetaking. Multiple organizations report these tools have become essential for saving time and improving focus. The ability to automatically capture action items, decisions, and key points means participants can stay more engaged during meetings, with less distraction from manual notetaking. There is strong anecdotal evidence that once employees experience AI-generated summaries, demand for these capabilities grows organically.

Recent feedback from Webex customers across industries mirrors this sentiment, highlighting the value of AI in creating accurate, shareable meeting records and supporting knowledge transfer.

webex by cisco

Intelligent video framing and speaker tracking

AI-driven video enhancements such as intelligent framing, dynamic speaker tracking, and cross-view layouts are having a significant impact on hybrid meeting equity. Organizations point out that these features help ensure all participants—regardless of physical location or room layout—are clearly visible and easy to follow. This is especially important for remote attendees, who can now stay connected to the flow of conversation and body language in the room.

Recent feedback from organizations that have enhanced their meeting rooms with Cisco's AI-powered collaboration devices cite improvements in both engagement and meeting outcomes, with users noting that meetings feel more "natural" and "collaborative" as a result.

Empowering distributed teams with AI-powered devices

A leader in the healthcare industry highlighted that AI-powered devices—such as intelligent cameras, speaker tracking systems, and touchless controls—are playing a critical role in maintaining consistency and equity in employee experience as they expand into new geographies and open additional locations. They stressed the importance of these devices in helping to bridge the gap between central offices and remote or satellite clinics, ensuring that all team members benefit from high-quality meeting experiences, regardless of location. By standardizing device deployments and leveraging built-in AI features, they were able to scale best practices and foster inclusion across their growing networks.

AI-powered engagement tools

AI features such as video messages or quick polls are helping to foster engagement, especially in large or virtual environments. Organizations report that these tools make it easier for participants to train, share feedback, express agreement, or signal questions without interrupting the flow of conversation, highlighting how these tools make meetings more interactive and help facilitators gauge sentiment in real time.

A common theme across leading organizations is that the impact of these AI features often drives organic adoption. Employees who experience the benefits firsthand tend to become advocates, requesting broader access and helping onboard colleagues. This grassroots momentum is proving to be an asset in scaling new capabilities and maximizing return on technology investments. From foundational features like voice commands and gesture recognition to newer innovations in meeting summaries, video intelligence, and real-time translation, organizations are finding that AI is playing a central role in elevating the employee experience. By sharing what's delivering value today, organizations can help peers identify proven opportunities and inform their own strategies for embracing AI in the workplace.

Data-driven workspace optimization

AI-powered analytics can transform space management by providing data-driven insights into meeting room utilization, helping organizations make informed decisions about space allocation and resource management. One technology leader highlighted how analyzing actual usage data challenged perceptions about meeting room availability, noting, 'The perception is that the meeting rooms are always booked, but when I show them the data, the usage of the meeting room is for one person 67% of the time.' This data can then inform decisions about creating phone booths or optimizing existing configurations.

webex by cisco

Step #7

Looking ahead with AI

Use cases Webex customers reveal as most valuable for enhancing the employee experience when scaling AI:

Enhancing meeting engagement

As hybrid work matures, organizations are exploring how AI can subtly guide meeting behaviors to improve engagement and compliance. One emerging practice is the use of in-call AI nudges—gentle reminders for users to turn on their cameras or unmute their microphones at appropriate times. These prompts are viewed not just as technical conveniences, but as ways to reinforce organizational culture and encourage active participation, especially when employees are distributed. By integrating such behavioral cues into the meeting experience, organizations can promote more consistent engagement without resorting to heavy-handed policies.

Expanding automation for AI-enhanced collaboration

As organizations deploy advanced video and collaboration tools in boardrooms, event centers, and other production-style spaces, they are identifying new opportunities for AI-driven automation. For example, one financial services organization is currently using custom macros to manage multiple cameras and coordinate dynamic video feeds during large meetings and events. They see significant potential for further AI integration that could automatically select the most relevant camera angles and video compositions in real time based on meeting activity—reducing manual effort and making it possible to deliver a broadcast-quality experience at scale. Collaborating closely with technology vendor teams, these organizations are exploring how next-generation automation can help optimize labor, improve production value, enhance the overall meeting experience with native integrations.

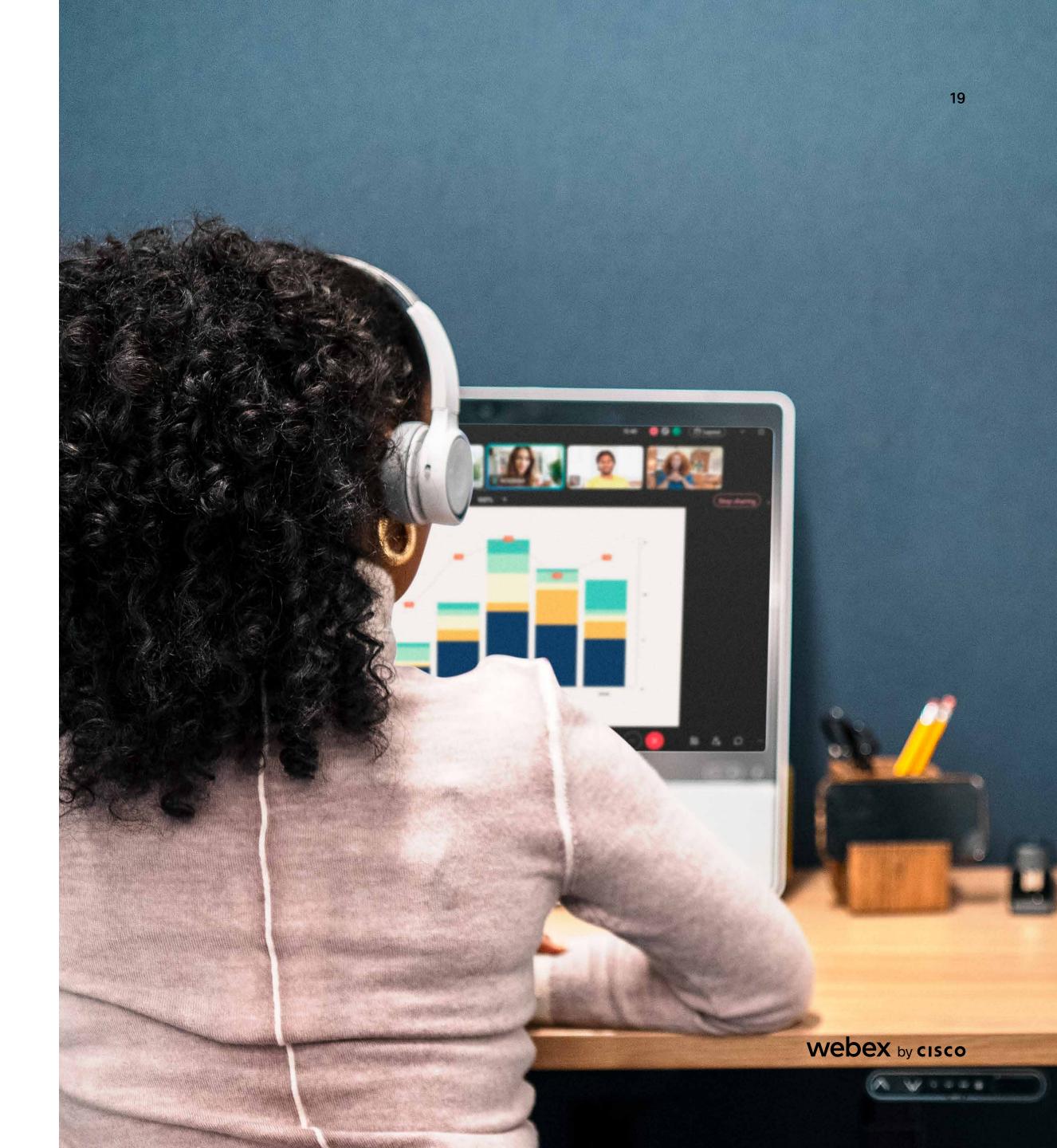## Proactive monitoring and troubleshooting at scale

As the number of video-enabled meeting spaces increases to keep up with the demands of hybrid work, organizations are recognizing the opportunity to use AI for proactive monitoring and troubleshooting. Some are leveraging AI-powered dashboards that can surface real-time issues—such as audio or issues with devices—and flag the spaces that are highest-priority to address, such as a boardroom or frequently booked space, enabling support teams to resolve issues before they disrupt meetings. Interest is also growing in AI solutions that can offer real-time suggestions directly to end users, such as diagnosing network or connected device issues, further streamlining support and ensuring consistent meeting quality.

webex by cisco

Analytics for workforce verification and security

One of the participating organizations in this study is going beyond using video analytics to enhance collaboration but is also using them to support workforce engagement and building security. For example, video attendance data during meetings helps verify participation and can address compliance requirements. This approach illustrates the broader role AI and analytics can play in supporting organizational trust, security, and workforce management.

Smarter workspaces with AI

Organizations are increasingly focused on leveraging the vast amounts of data generated by workspace sensors and various systems to optimize their environments. Webex customers are exploring how AI can simplify the process of translating data into actionable insights for workspace optimization. Recognizing this potential, the industry is moving towards AI solutions that can bridge the gap between data collection and actionable insights, ultimately enabling organizations to create more efficient, effective, and data-driven workspaces.

webex by CISCO

Measuring AI's impact

Proven approaches to measuring impact and efficiency.

Approach #1
Estimating efficiency gains and cost savings

Approach #2
Unlocking the value of real-time analytics for AI adoption

Approach #3
Acknowledging the subtle, yet profound impact of AI

webex by cisco

Approach #1

Estimating efficiency gains and cost savings

Industry leaders have found effective strategies for overcoming AI implementation barriers by focusing on quantifiable efficiency gains:

Estimate time savings

Calculate how much time employees save with AI features and translate it into measurable cost savings and productivity gains to provide a clear financial justification for AI investments.

A leader noted that showcasing AI's value to leadership is most effective through easily observable benefits, such as AI-generated meeting summaries. These tools clearly demonstrate efficiency improvements. While traditional metrics may not easily quantify these benefits, they significantly enhance productivity, highlighting AI's impact on creating a more efficient work environment.

Leverage existing licenses

Utilize existing license structures as much as possible to minimize expenses. This approach consolidates AI investments within the organization's current solution set, but it's important to evaluate your current solution and features to ensure they align to the goals and objectives of improving the employee experience with AI. If not, evaluating offers from other vendors that provide the feature set to help meet your goals is recommended. Whether you're adding functionality to your current solution or evaluating new ones, it's important to only adopt features outside of existing licenses as needed, ensuring a cost-effective, secure, and strategic integration.

One leader emphasized the importance of assessing the foundational capabilities of AI in their current tools to build confidence in expanding its use and justifying associated costs. By demonstrating tangible benefits through AI applications, organizations can effectively illustrate its value and pave the way for future enhancements, ensuring that any additional investments are well-founded and strategically sound.

Uncover cost efficiencies

To estimate the potential of AI, it's important to understand the potential of AI-driven solutions in replacing or enhancing legacy systems in office environments. Could they streamline traditional setups with advanced displays, reduced energy consumption, and improved audio processing at a reduced cost? Exploring these possibilities demonstrates how AI might optimize functionality, simplify complex configurations, and deliver significant value to organizations.

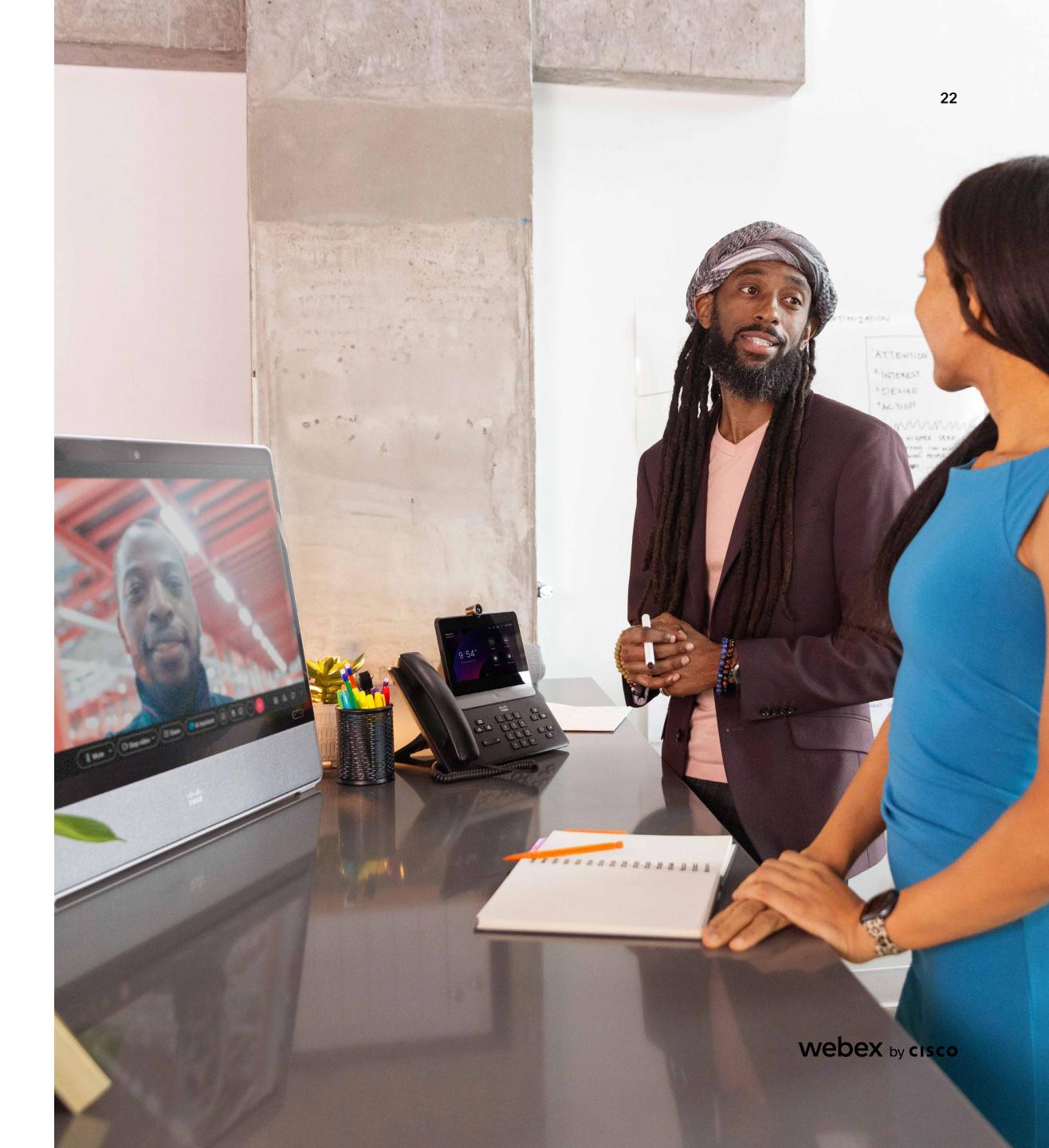webex by cisco

Approach #2

Unlocking the value of real-time analytics for AI adoption

With the increasing adoption of AI-powered features in pilots as well as larger rollouts, organizations are realizing the benefits of having timely, granular analytics to inform their strategy and track impact. Access to real-time insights about feature usage and engagement helps teams demonstrate value to stakeholders, support data-driven decision-making, and fine-tune rollouts for maximum effect. As analytics capabilities continue to expand, organizations are well-positioned to optimize adoption and celebrate success across their workforce.

Approach #3

Acknowledging the subtle, yet profound impact of AI

One of the leaders in our AI focus group noted that they have observed AI's impact often extends beyond measurable metrics, enhancing experiences in subtle yet valuable ways. For example, AI features like noise removal and automated camera framing work quietly in the background, significantly improving audio quality and meeting room dynamics. While users may not always attribute these enhancements to AI, the technology's ability to create a seamless and intuitive experience underscores its true value, transforming environments in an unobtrusive manner. Organizations find that prioritizing qualitative user feedback provides a more accurate assessment of AI's overall impact.

webex by cisco

Initiating your AI acceleration

Key questions to guide effective decision-making

Enhancing existing software

"Can our current solution be enhanced with AI?"

Exploring new opportunities

"Are there AI-driven products and services that could benefit our customers?"

"Are we looking beyond current tools to identify AI solutions that can deliver differentiated functionality and drive growth?"

Assessing value

"What additional value does the AI solution bring compared to non-AI solutions?"

"How can this help organizations meet their goals faster, better?"

Risk assessments

"Does the solution meet our security and compliance requirements today?"

"Can the solution meet our security and compliance requirements in the future?"

"How can leaders use existing vendor platforms to simplify AI implementation and avoid starting risk assessments from scratch?"

ROI considerations

"Is this AI investment going to pay for itself down the road?"

"Do they align with long-term financial goals?"

"Do they provide tangible benefits today?"

Budgeting considerations

"How will we budget for this and are there opportunities for economies of scale?"

webex by cisco

Transform employee experiences with Webex

Enhancing employee experiences with AI is essential in today's workplace. Webex is at the forefront, using the Cisco AI Assistant in the Webex Suite and Cisco collaboration devices to boost productivity and enable meaningful collaboration.

Webex envisions a workplace where remote meetings are as effective as in-person ones, and AI takes care of routine tasks, allowing employees to focus on what truly matters. By integrating AI, Webex streamlines workflows and fosters a cohesive work environment.

For organizations looking to implement AI, Webex offers tailored solutions that align you're your strategic goals. From centralized communication platforms to community-based training, Webex empowers organizations to enhance employee experiences, no matter where they're working.

webex by cisco

With Webex, AI-enhanced experiences isn't a future vision, it's making a profound impact today.

To learn more about how you can transform the workplace experience, explore our AI innovations or contact our team to discuss your goals and needs.

Contact us

webex by cisco