

Shaping the Future of Customer Experience

Cisco Contact Center Solutions &
AI for your Private Data Center

Abdulrahman Iraqi
Solutions Engineer – Customer Experience EMEA

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The background is a dark blue field filled with numerous thin, bright lines of light. These lines radiate from a central point, creating a starburst or 'light tunnel' effect. The colors of the lines include vibrant blue, magenta, orange, and yellow, with some lines appearing as soft glows while others are sharper. The overall composition is symmetrical and dynamic, suggesting speed and connectivity.

Connected intelligence

Engaging with a brand should be like engaging with your favorite person

Customers want to...



**Expect you
to know
them**



**Be heard at
any hour**



**Never repeat
themselves**



**Engage how
they want**



**Have their
issues resolved
fast**

It's our job to help you deliver & delight, profitably

We help you...

But if a call
is needed

Pre-emptive actions for
zero call resolution

Offer always-on AI
Agents

Across all
channels

Contextual hand-
over

To Human Agents
with AI Assistant

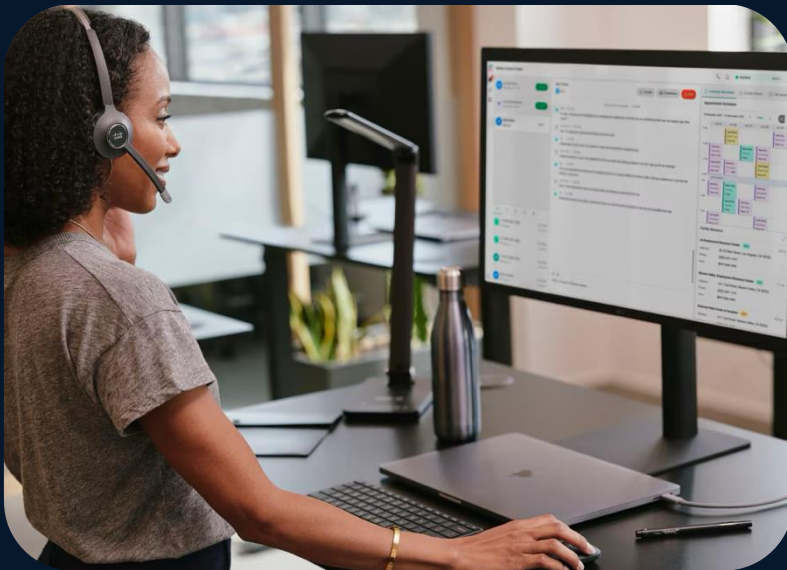
Improve First Call
Resolution time & NPS

& If a human
agent is required

Which allows
you to

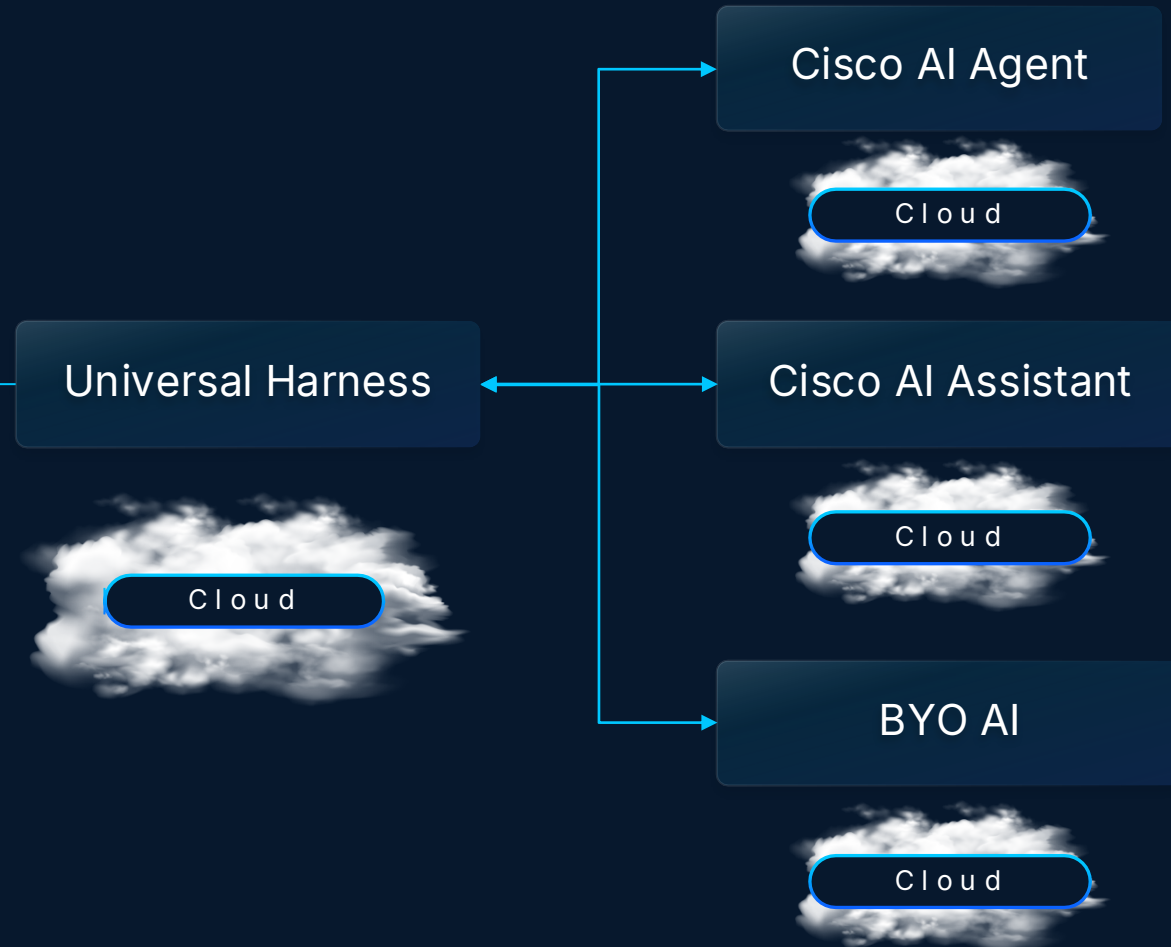
How is AI for CCE deployed today?

On-prem contact centers are deploying AI in the cloud



Cisco Contact Center Enterprise

On-prem



The challenge with this approach for on-prem contact centers?



Data Sovereignty

Conversation data and recordings must stay within strict geographic, regulatory and network boundaries — not in a vendor's cloud region (KVKK, BDDK in Turkey, GDPR in EMEA).



Compliance & Security

Regulated industries need clear adherence to data-handling rules and a simple contractual chain — multiple cloud AI vendors multiply DPAs, approvals and IT friction.



Performance

Voice and agent-assist need low-latency AI hosted close to the customer, with the freedom to integrate third-party AI services.



Control & Cost

Retention, traversal, security and cost stay manageable when AI runs in the customer's DC — cloud-only puts those levers in the vendor's hands.

Our vision for a flexible AI on-prem offering

To offer cloud, hybrid and full on-prem AI deployment

Fastest Time to Value



Full Cloud AI

Fastest path to advanced capabilities

Available today



Hybrid AI

On-prem core and AI harness, cloud AI services

Coming soon

Maximum Control



Full On-Prem AI

Full on-prem deployment of AI services

Roadmap

How we are making this happen

Our process for enabling more secure AI services for on-prem contact centers

Phase 1

1 Laying the foundation

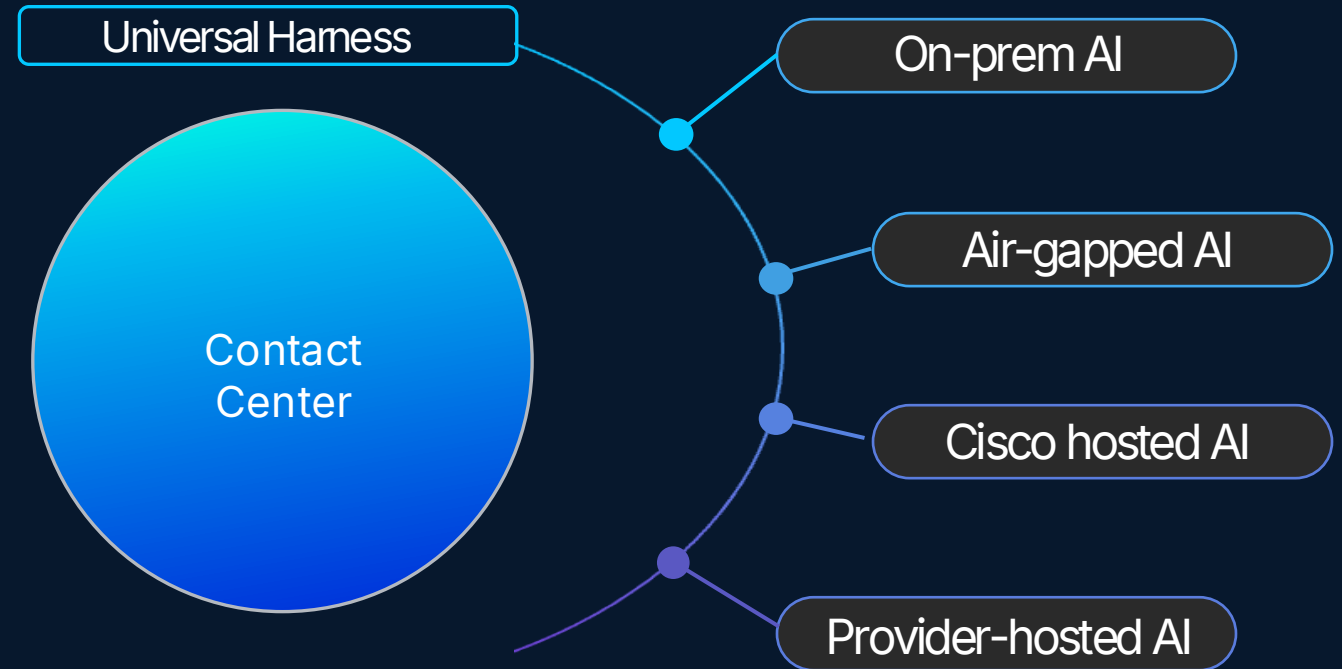
Universal Harness On-Prem

ANNOUNCING

Universal Harness : On-Prem

An on-premises AI orchestration platform

Streamline multi-vendor AI adoption by replacing complex, individual integrations with one unified, secure orchestration layer.



Why Universal Harness On-Prem?

Flexibility

Use preferred AI services and move across providers more easily.

Lesser Latency

Improve processing and response time with AI hosted closer to the customer.

Data sovereignty

Keep data within the customer data center and within the required region.

Data control

Retention, traversal, and storage stay under customer control in their own DC.

Improved security

Use secure transport with no broad OTT dependence.

Governance

Offer a simpler integration contract for AI vendors and service paths.

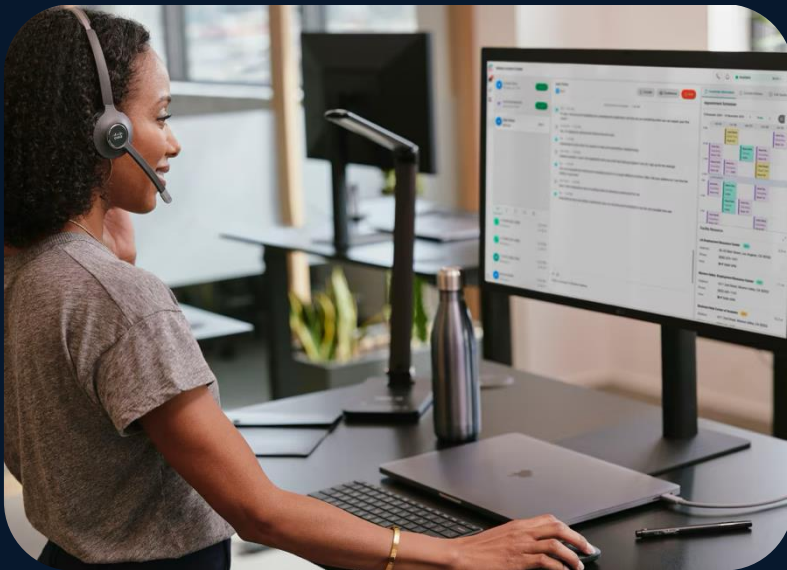
IT approval & compliance

Reduce approval friction by avoiding dependence on a single cloud vendor.

Cost, scale & management

Support utilization-based cost control and scale in the customer DC.

Powering a hybrid approach to deploying AI-on prem



Cisco Contact Center Enterprise

On - prem

Universal Harness

On - prem

AI Agents

Cloud

Cisco AI Assistant

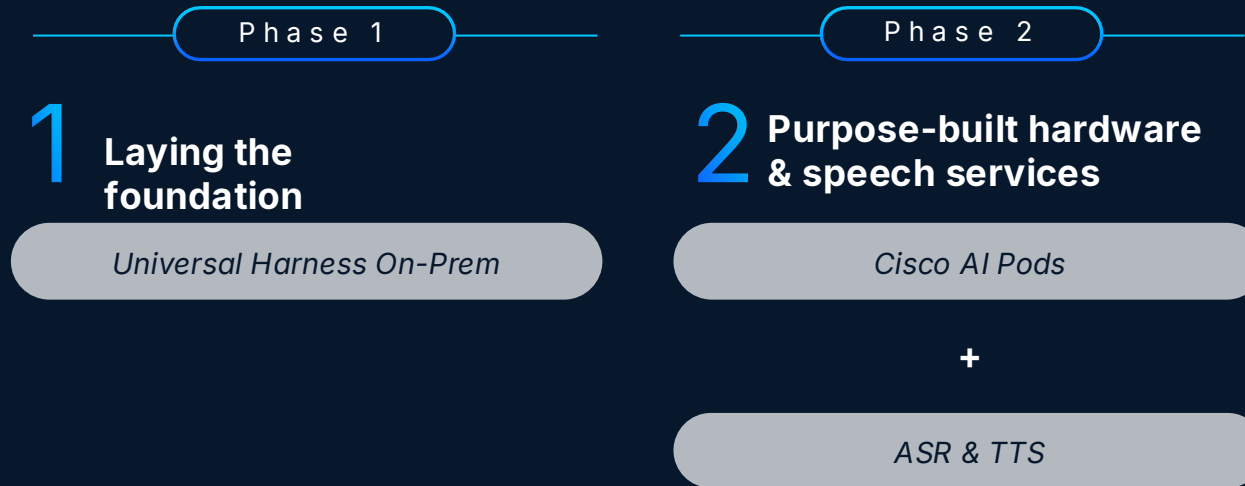
Cloud

BYO AI

Cloud

How we are making this happen

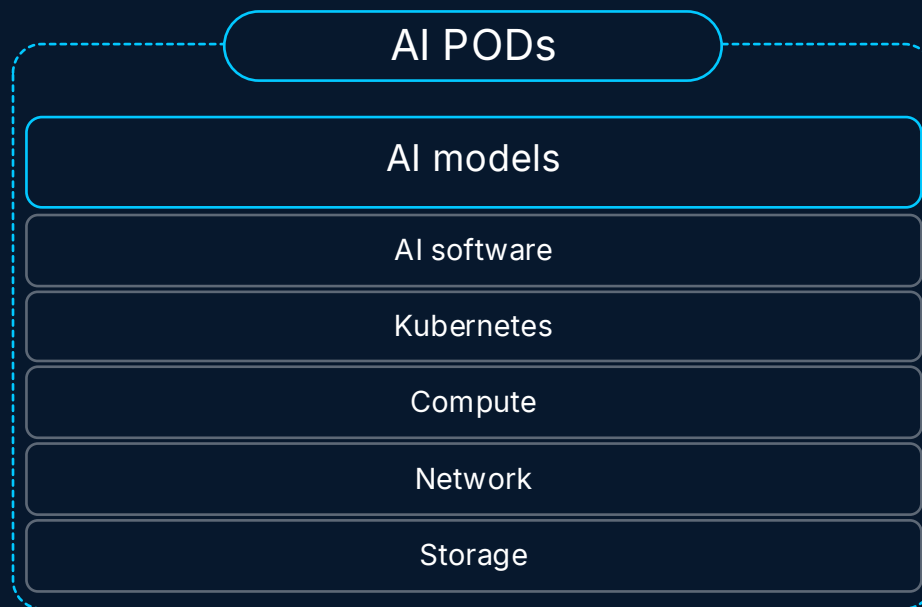
Our process for enabling more secure AI services for on-prem contact centers





Cisco AI Pods

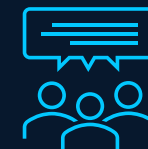
A scalable architecture, built to support
Cisco powered AI services for Cisco
Contact Center Enterprise



Training

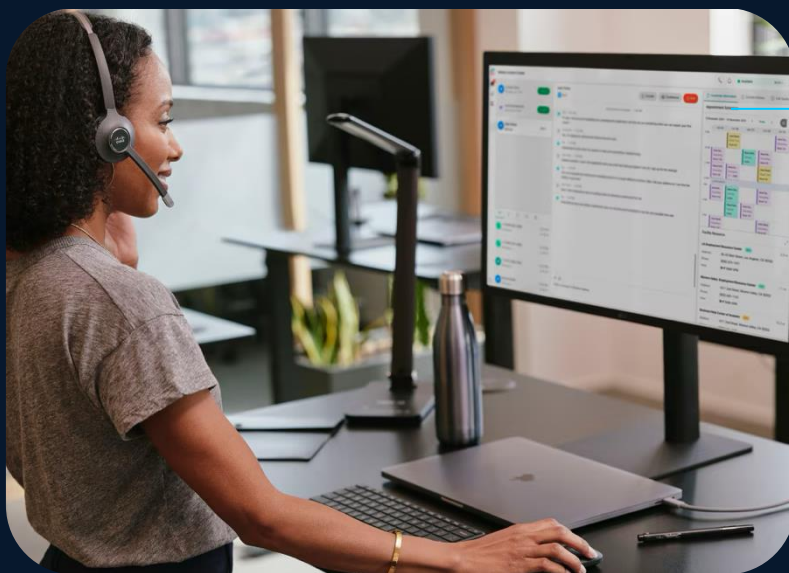


Optimization



Inference

Deploy AI Services Fully On-Prem



Cisco Contact Center Enterprise

On - prem

On - prem

Universal Harness

On - prem

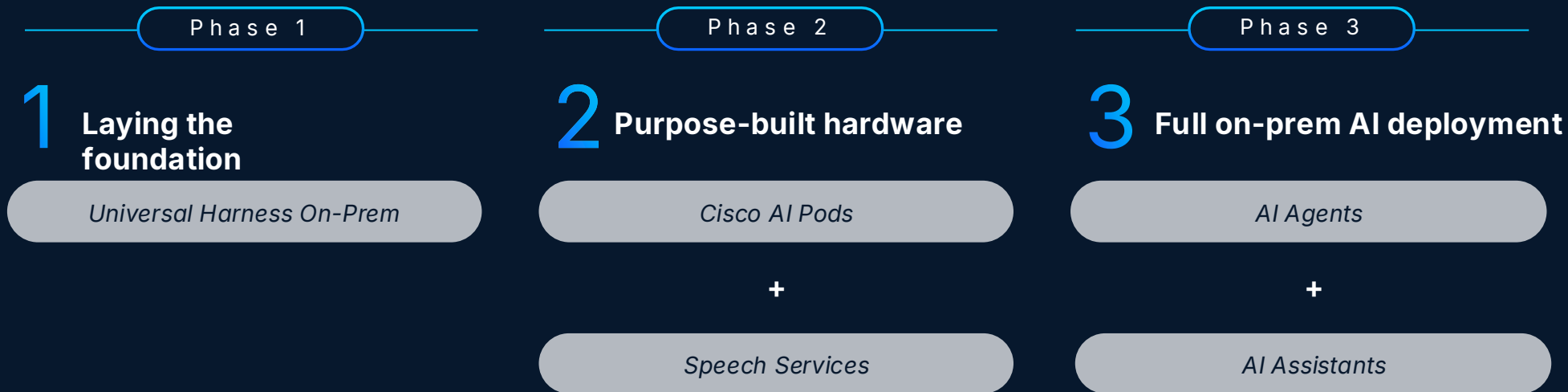
Cisco AI Pod



ASR (Automatic Speech Recognition) and TTS (Text-To-Speech)

How we are making this happen

Our process for enabling more secure AI services for on-prem contact centers



Webex AI Agent for CCE

Scripted & Autonomous – voice & digital

50+ global languages

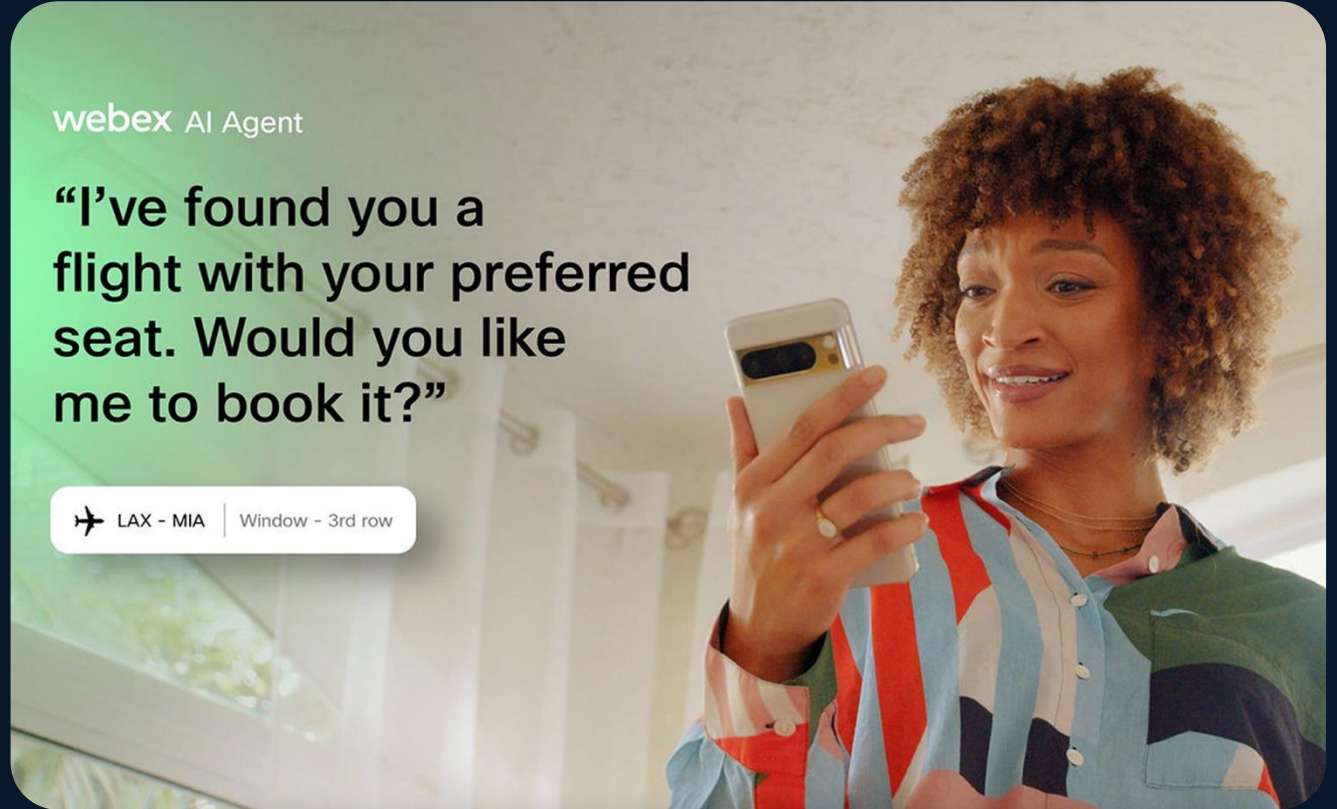
Enterprise grade guardrails & security

Fulfill with system integrations

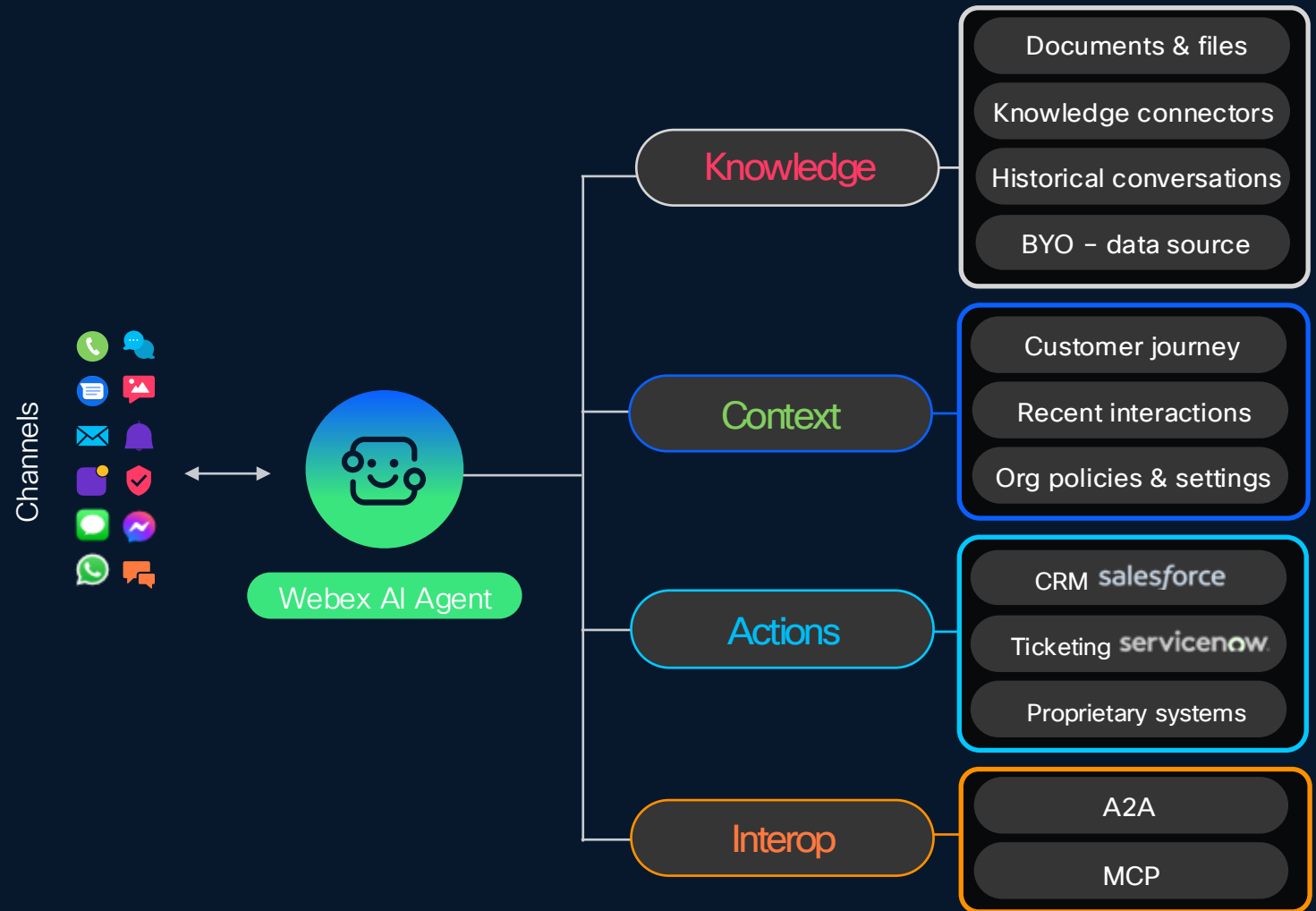
webex AI Agent

“I’ve found you a flight with your preferred seat. Would you like me to book it?”

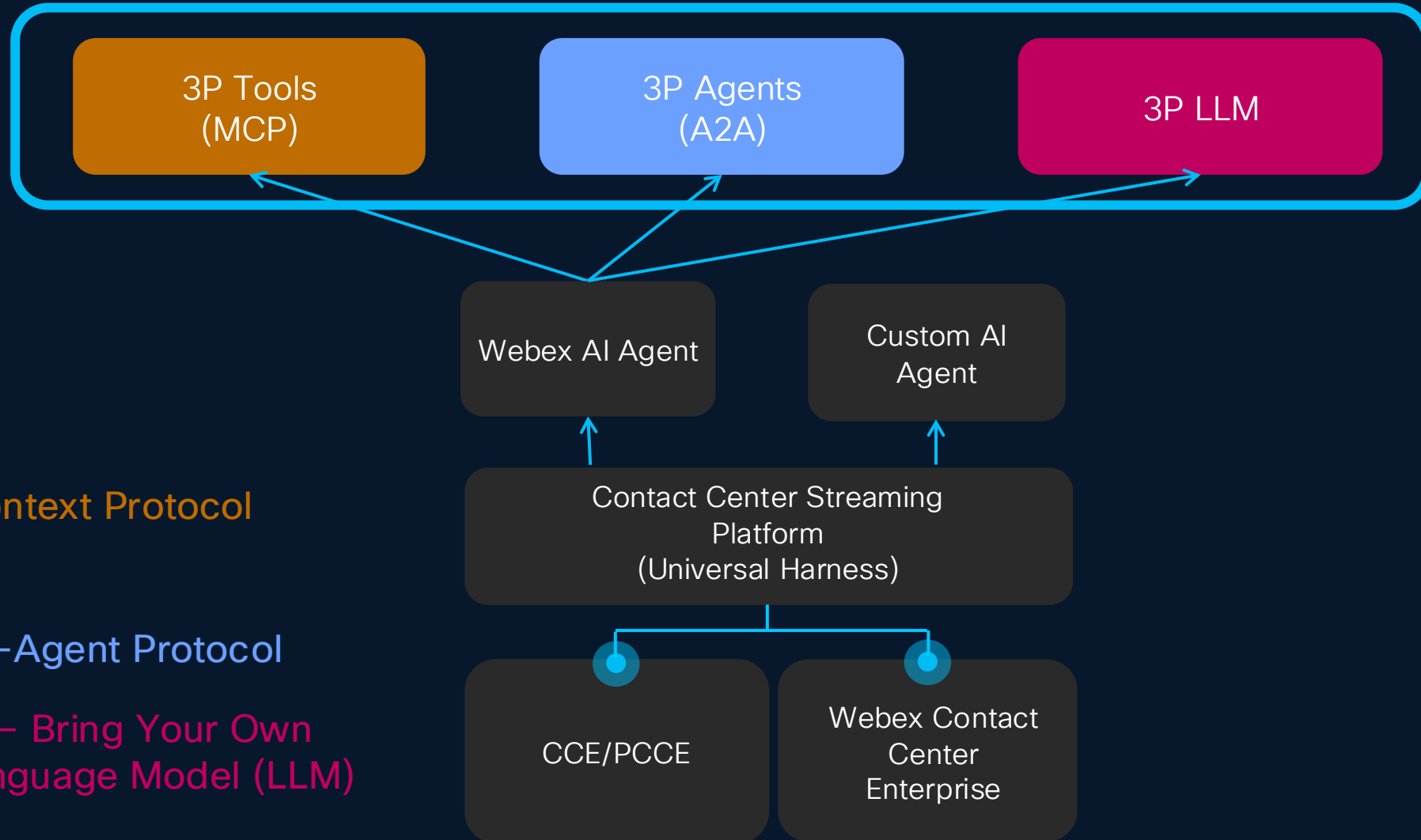
✈ LAX - MIA | Window - 3rd row



An agentic platform for delivering exceptional customer experiences



Webex AI Agent for CCE: Data Integration



1

MCP –
Model Context Protocol

2

A2A –
Agent-to-Agent Protocol

3

BYOLLM – Bring Your Own
Large Language Model (LLM)

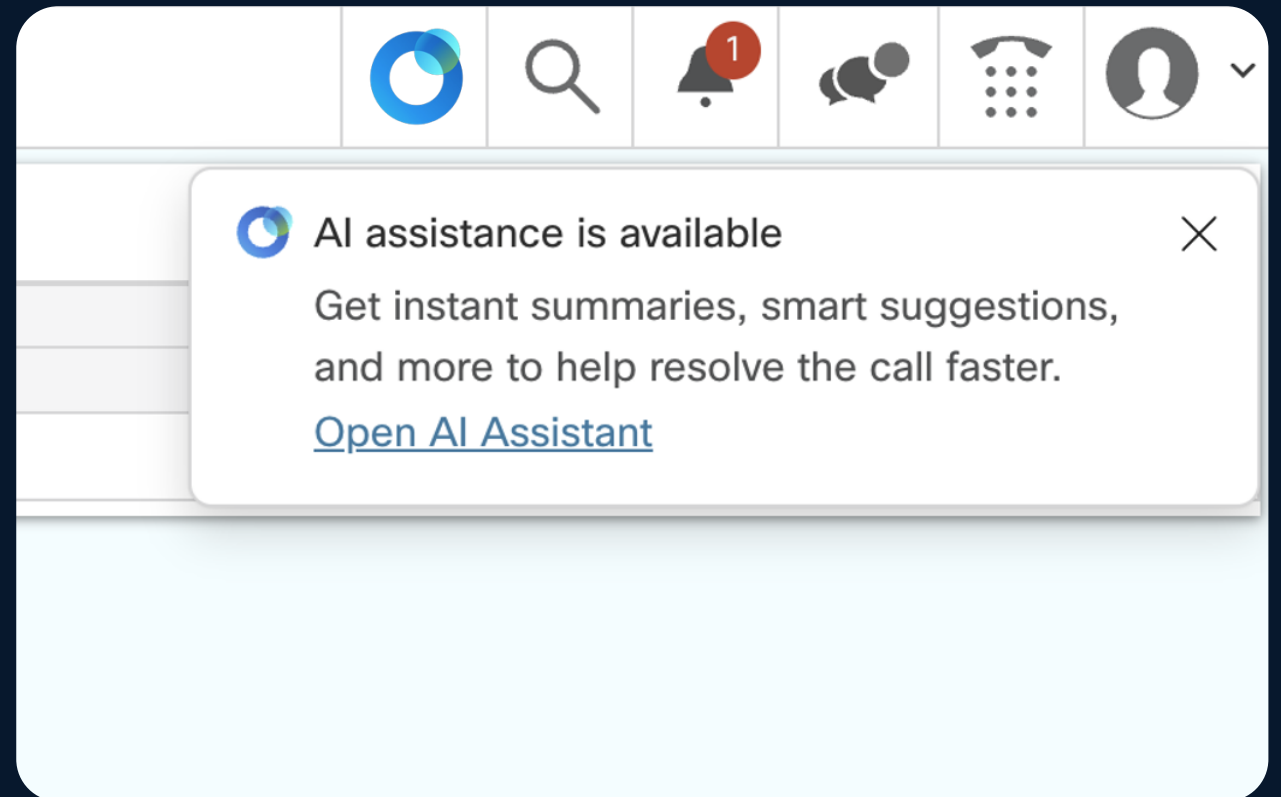
Webex AI Assistant for CCE

| Real-time Assistance for Agents

| AI Topic and CSAT Analysis

| Contextual Transfers

| Fulfill with system integrations



AI Assistant for UCCE: Availability

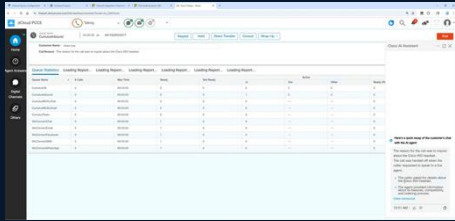
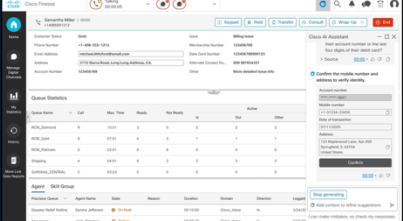
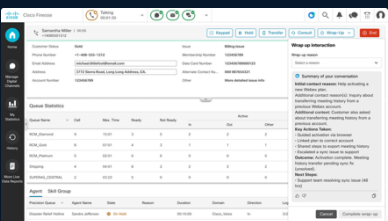
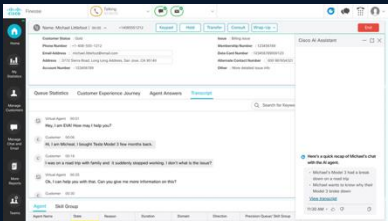
Beta

Real-time
Transcription

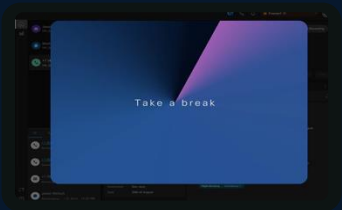
Wrap-up
summaries

Suggested
responses (Voice)

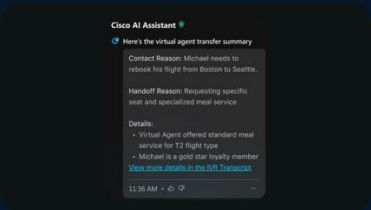
AI Agent context
transfer summaries



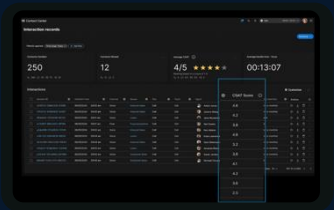
- Mid call summaries
- API for real-time Transcript
- Encrypted Storage of AI Assistant Transcripts



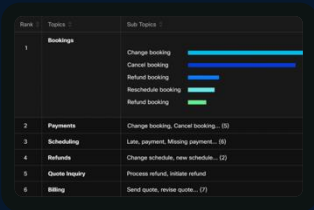
Agent
Wellbeing



Suggested
Responses (Digital)



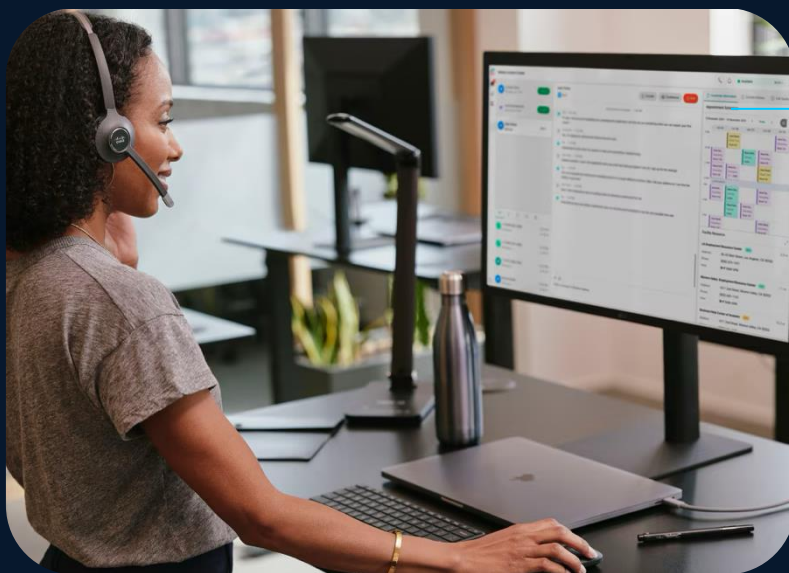
Automatic
CSAT



Topic
Analytics

Coming Soon

How they are being deployed today



Cisco Contact Center Enterprise

On - prem

On - prem

Universal Harness

On - prem

Cisco AI Pod



Speech Services

ASR (Automatic Speech Recognition) and TTS (Text-To-Speech)



AI Agents

Fully autonomous AI agents, ready to resolve



AI Assistants

Harmonizing AI & humans to work as one

The background is a dark blue field filled with numerous thin, bright lines of light. These lines radiate from a central point, creating a starburst or tunnel-like effect. The colors of the lines include vibrant reds, oranges, yellows, and blues, with some lines appearing as soft glows while others are sharper. The overall impression is one of dynamic energy and digital connectivity.

**Connected on-premise
intelligence**

Thank you



