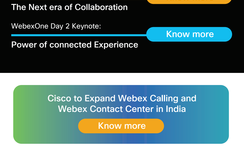
webex by CISCO

What's New in October 2025

A monthly look at what's new and what's coming for the Webex platform



WebexOne Day 1 Keynote:

The Next era of Collaboration

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WebexOne Day 2 Keynote:

Power of connected Experience

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Cisco to Expand Webex Calling and Webex Contact Center in India

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Resource to help you make the most of Webex

adopt.webex.com

What's New In Room OS

Support for AirPlay sharing in MTR

Support for AirPlay sharing with Microsoft Teams Rooms.

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Whiteboard: Auto grouping of pen strokes and objects

The Webex whiteboard solution is made with simplicity and ease of use in mind. With this update, objects and strokes will be automatically grouped, so manipulation of larger collaborative canvases feels more natural.

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Support for Webcast for Cisco Devices

This can now join Webcasts as an attendee from a Cisco device.

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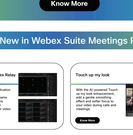
Introducing RoomOS 26

We are branching out our newer devices to a new main software version, RoomOS 26. With RoomOS 26, we can deliver new features that take advantage of the improved memory and performance of the newer hardware.



RoomOS 26 will be available for supported devices:

- **In September 2025 for Beta customers.**
- **To early October 2025 on the Preview channel.**
- **With RoomOS November and later on the Stable channel.**

On RoomOS 26, we've also updated the visual image of our homescreen and menus.

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What's New in Webex Suite Meetings Platform

NDI support via Webex Relay

Webex Relay is a new application that allows customers using Webex Suite to connect NDI sources hosted at the Webex Suite platform to third-party video production environments.

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Touch up my look

With the AI-powered Touch up my look feature, users can fine-tune their appearance in real-time to enhance your video during calls and meetings.

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Enable AI assistant when recording is turned on

With a single click, starting a recording will now automatically activate AI assistant, making easy for users to experience its features without any extra steps.

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Search Recordings with Cisco AI Assistant Ask Me Anything

This feature enhances the AI Assistant experience by introducing the ability to search for recordings using natural language. The AI assistant analyzes the content they have access to, including meeting titles, dates, and previous questions specific to a meeting.

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Single screen interstitial preview page for guest users

Previously, guest users had to complete three steps to join a meeting: accept terms, enter their name, and then click "Continue" before reaching "Join" on separate pages. Now, guests are taken straight to the preview page after accepting terms, streamlining the joining process. They can still opt to unsay the ticks before the button if they prefer.

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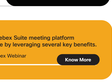

Webex Webinar is transitioning to the Webex Suite meeting platform (WSMP) to enhance customer experience by leveraging several key benefits.

Here are some experience changes in the Webex Webinar

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What's New in Webex Calling

Centralized Call History on Webex Calling for Shared and Virtual Lines (Multi-line)

- This feature will create a consistent experience for unified call history and enhance Webex calling's readiness for enterprise features.
- Unified Call History across multiple lines (shared line appearance or virtual lines) will enable users to have a consolidated view of their call history irrespective of the line that they are using for the call.
- Feature does not require any provisioning by the admin. End users will see consistent call history across multiple lines and devices.

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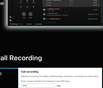

Configurable Retention for Webex Call Recording

- Paid add-on for flexible policy that allows 7 days to 5000 days of recording retention
- Retention policy is at the organization level for all recordings

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Webex Consistent Branding of Voicemail, Voicemail Transcript and Fax

Consistent look and feel in the email notification that aligns with Webex meeting and messaging by including voicemail, transcription, and fax notification.

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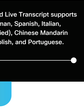

Did you know?

Webex Calling AI features Close Captions and Live Transcript supports 15 languages, including English, French, German, Spanish, Italian, Japanese, Arabic, Chinese Mandarin (Simplified), Chinese Mandarin (Traditional), Danish, Dutch, Hindi, Korean, Polish, and Portuguese.

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What's New in Webex App

Custom Default Space Theme

To offer more custom branding options for organizations to maintain brand consistency, admins can now add a custom space theme or choose a default theme for all users.

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Bullet lists in messaging

Mac users will be able to easily add bullet points to make their messages clearer and easier to read.

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What's new in Control Hub

Data anonymization setting for Webex Meetings identifier data in Control Hub

Control Hub administrators can see how long before Webex Meetings personal data in Troubleshooting, Analytics, and Reports is anonymized to protect privacy, comply with regulations, and support safe data sharing and analysis.

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CH AI Assistant: Converse with your Reports

With the Cisco AI Assistant in Control Hub, you can use natural language to ask questions based on your pre-generated reports.

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Webex Calling/Meetings separation in Control Hub Troubleshooting

Webex Calling, Meeting and Call on Webex services are now separated into different tabs under the Troubleshooting page in Control Hub to provide a more focused and tailored troubleshooting experience for each service type.

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Call Sequence view in Control Hub Troubleshooting

Admins will be able to quickly understand the call sequence of the call for improved troubleshooting.

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Get to know the Webex Beta Program

Be among the first to explore what is coming from Webex. You will get to use features and play around with new releases before anyone else. All you need to get started is a Webex account.

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