



In-Meeting Summaries and Ask Me Anything for Meetings

AI Transparency Technical Note

July 2024

Contents

Feature Overview _____ 4

Model Overview _____ 4

 Introduction _____ 4

 Model Architecture _____ 5

 Usage Guidelines _____ 5

 Model Inputs and Outputs _____ 5

Data Sources for Training and Evaluation _____ 6

Model Evaluation and Performance _____ 6

Safety and Ethical Considerations _____ 6

Fairness _____ 7

Privacy and Security _____ 7

Updates and Maintenance _____ 7

References _____ 7



At Cisco, we appreciate that Artificial Intelligence (AI) can be leveraged to power an inclusive future for all. We also recognize that by applying this technology, we have a responsibility to mitigate potential harm. That is why Cisco adheres to our [Responsible AI Framework](#) (the “Framework”), which is based on six principles of Transparency, Fairness, Accountability, Privacy, Security and Reliability. Cisco translates these principles into product development requirements, which ultimately form part of the product development lifecycle alongside our Security by Design, Privacy by Design, and Human Rights by Design processes.

Accordingly, Webex by Cisco (Webex) features that leverage AI are built with transparency, fairness, accountability, privacy, security, and reliability at their core. Each feature powered by AI undergoes an AI Impact (AI) Assessment – a best-in-class review of how the technical underpinnings of the functionality measure against the Framework Principles.

In-Meeting Summaries and Ask Me Anything (AMA) for Meetings were built with the Framework Principles at the center of how we deliver the AI-powered technology. This Technical Note describes more information about the feature, and how we responsibly leverage AI to deliver the functionality. In-Meeting Summaries and AMA are optional features; organization administrators can disable or allow individual users to choose whether, and to what extent, they use the feature.

Feature Overview

In-Meeting Summaries and Ask Me Anything features are deployed on the Webex platform as part of the Webex App and are available through the AI Assistant in Meetings. In-Meeting Summaries allows users to quickly catch up on what they miss during a meeting and Ask Me Anything allows users to ask questions during a meeting about anything that has happened in the meeting. Only the user asking the question can see that user's conversation with the AI Assistant. If a user turns on Start Summary during a meeting, the AI Assistant may also provide users with intelligent notifications during that meeting. An example of intelligent notification is if a user joins a meeting late, answers a call during a meeting, or steps away from the meeting, the AI Assistant will send a notification to the user asking if the user wants a summary of what was missed.

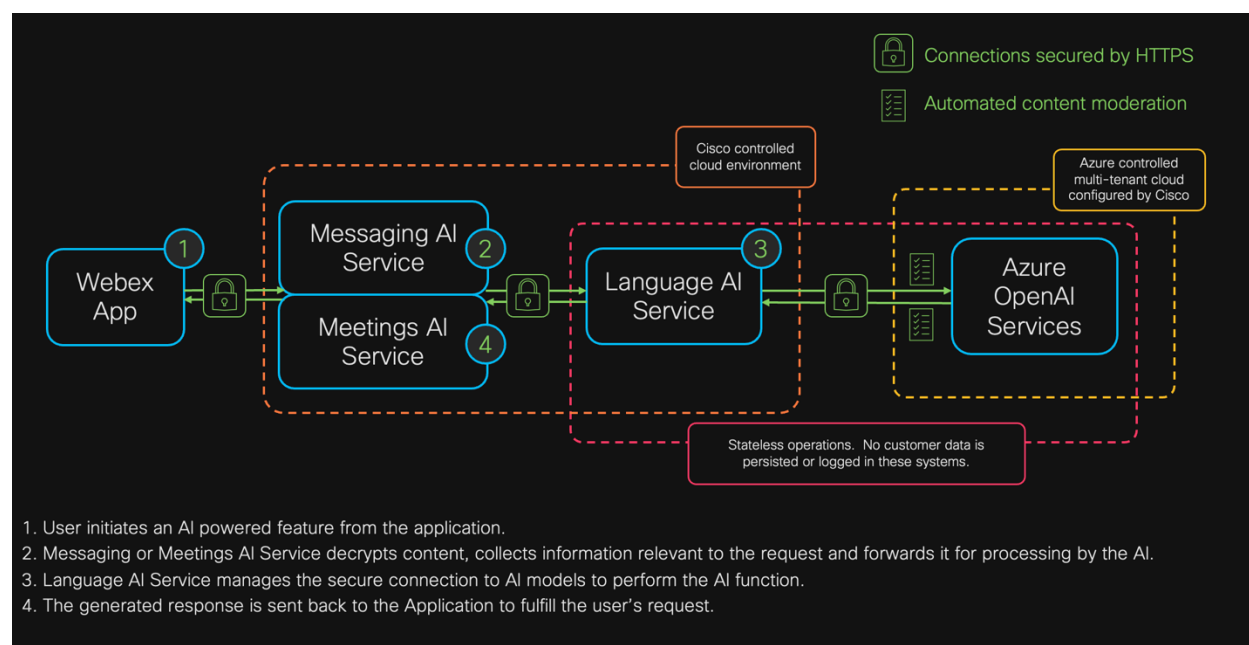


Figure 1: In-Meeting Summaries

Model Overview

Introduction

In-Meeting Summaries and Ask Me Anything are currently powered by Cisco AI technologies and third-party large language models (LLM) provided by the Microsoft Azure OpenAI Service. The underlying LLM functionality utilizes Microsoft's shared infrastructure, with certain configuration and enablement by Cisco. For more information about the Microsoft Azure OpenAI Service see [Transparency Note for Azure OpenAI Service](#).

Model Architecture

AI Assistant's canned prompts ("Catch me up" in-meeting summaries, "Was my name mentioned?", and "What are the action items") leverage a self-hosted Cisco in-house model, in conjunction with GPT-3.5-Turbo via the Microsoft Azure OpenAI Service API, to generate both the meeting summaries and the answers to the prompts. The "Ask Me Anything" option for asking AI Assistant free-form questions uses GPT3.5-Turbo to generate answers to the questions asked and uses GPT4 to understand the free-form questions asked.

Usage Guidelines

By default, the meeting host or cohost must start In-Meeting Summaries and Ask Me Anything from the AI Assistant for meeting participants to use the features, though the host or cohost can extend summarization permissions to participants in the meeting options setting. An individual user must enable the AI Assistant for each meeting for which the user desires to utilize it; the AI Assistant does not stay on from meeting to meeting. Once the AI Assistant is on for a meeting participant, only the meeting participant can see the in-meeting summaries and/or answers to questions generated for that participant, and neither are saved for the participant's use after the meeting.

Users in a meeting are notified that the meeting is being summarized when someone turns on Start Summary. The Start Summary option simultaneously enables summaries to be generated both during meetings and after meetings. Summaries generated after the meeting ends can be saved with the meeting transcript, allowing users to easily verify the contents of the summary, if required. The host or cohost can change the settings so that only the summary (not transcript) is saved, or so nothing is saved; by default, the summary and transcript are saved. For details, about post-meeting summaries, please reference the Post-Meeting Summaries – AI Transparency Technical Note in the Cisco Trust Portal.

Administrators can manage In-Meeting Summaries and Ask Me Anything for their entire organization, specific users, or groups of users in Control Hub. This includes enabling and/or disabling the features, determining who can use the features, permitting users to save summaries and transcripts after the meeting.

Currently, In-Meeting Summaries and Ask Me Anything are only available for English language meetings. These features can only be used by Webex applications, Cisco devices, or Webex developers SDKs.

Model Inputs and Outputs

A typical input to the models underlying In-Meeting Summaries and Ask Me Anything is a transcript of a meeting. Typical output is a summary of the meeting that may include meeting notes, action items, and answers to user questions.

Data Sources for Training and Evaluation

Cisco does not use customer content to fine tune or train the models used to deliver In-Meeting Summaries and Ask Me Anything. Microsoft represents that it does not use customer data to improve Azure OpenAI models. Microsoft also represents that it does not store or retain Cisco customer data in the Azure infrastructure. For more information about Microsoft's data, privacy, and security practices associated with the Azure OpenAI Service, see [Data, privacy, and security for Azure OpenAI Service](#).

The Microsoft Azure OpenAI models are trained on a large dataset compiled from various sources. This dataset consists of a wide range of text, including books, articles, websites, and other publicly available written material. The training data encompasses a diverse array of topics and writing styles to help the model develop a broad understanding of language and its contexts. For further information, see [OpenAI GPT Models](#).

Model Evaluation and Performance

Cisco frequently assesses the models underlying In-Meeting Summaries and Ask Me Anything to maintain and improve both performance and accuracy of generated output. Using non-customer data, human beings are involved with the review, testing, and quality assurance associated with the deployment of the underlying pre-trained models.

Safety and Ethical Considerations

The In-Meeting Summaries and Ask Me Anything model may output toxic, harmful or unsafe content if such content is present in the meeting(s) being summarized. However, the Azure OpenAI Service includes [content filtering](#), which is enabled by Cisco and can help mitigate safety risks and ensure ethical use of AI. Microsoft also attempts to improve mathematical reasoning with [process supervision](#).

In addition, Cisco requires that its third-party vendors, including Microsoft, undergo rigorous vendor reviews, which include both security and safety assessments. Cisco has enabled In-Meeting Summaries and Ask Me Anything to restrict visibility of the generated summaries only to the user of the feature.

Please contact Cisco if you have concerns or feedback about your experience with In-Meeting Summaries and Ask Me Anything.

Fairness

For more information on how the model underlying In-Meeting Summaries and Ask Me Anything is trained for fairness, please reference [Transparency Note for Azure OpenAI Service](#)

Privacy and Security

Cisco addresses processing of and security around personal data, including retention periods for that data of personal data, in its Privacy Data Sheets, found on the [Cisco Trust Portal](#).

Cisco limits access rights depending on the data category and include standard encryption, as stated in the Privacy Data Sheets. Cisco does not retain the input data after the inference process but does store the outcome of the inference until the user makes a new summary request.

Microsoft represents that it does not access, monitor, or store Cisco customer data.

Updates and Maintenance

Webex continuously evaluates In-Meeting Summaries and Ask Me Anything for bias and model drift by regularly monitoring user feedback, which is integrated with infrastructure alerts for prompt notification, as well as evaluating system performance across various regions and languages, both manually and through automation. Ongoing Webex updates and product release documents include product updates and any improvements in user experience. Webex may also use customer email notifications and Webex Help Center documentation to inform customers of product changes.

References

[RAI Principles](#)

[RAI Framework](#)

[Cisco Trust Portal](#)

[Content Filtering](#)

[OpenAI Process Supervision](#)

[Transparency Note for Azure OpenAI Service](#)

[Data, Privacy, and Security for Azure OpenAI Service](#)

[OpenAI GPT Models](#)

[Administer Cisco AI Assistant in Control Hub](#)

[Webex App | Cisco AI Assistant in meetings](#)

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