



AI Assistant: Calling

AI Transparency Technical Note

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At Cisco, we believe 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.

AI Assistant generated summaries was built with the Framework Principles at the center of how we deliver AI-powered technology. This Technical Note describes more information about this feature and how Cisco responsibly leverages AI deliver the functionality. Summaries, transcripts, and action items for Webex Calling are optional features. Organization administrators can disable or allow individual users to choose whether and to what extent they use the feature.

Feature Overview

AI Assistant is available to Webex Calling users when they are in a call and provides live summary and action items in-call, if enabled. Once the call is terminated, AI Assistant generates a summary in the Webex App call history, and this content is only available to users if they have enabled AI Assistant in the live call. A larger summary, action items, and transcripts of the information can be launched from the call history in the Webex App.

The summary includes the agenda of the call, decisions that were made during the call, notable events that occurred during the call, and valuable information that was shared. The Action Items section lists relevant action items and tasks, the person(s) responsible for tasks, and the general category of the task. The transcript section provides text of the entire conversation that happened within the call.

When the AI Assistant is enabled in a live call, the summary of the call can be shared with a new participant if the call is being transferred to them or if the new participant gets added into the conference call. The new participant receives a short summary directly on the incoming call notification, and the longer summary when they accept the call.

The summary action items, and the transcript generated for the calls of a user, are stored in the same storage region that the administrators have configured for that user's Webex Calling Location.

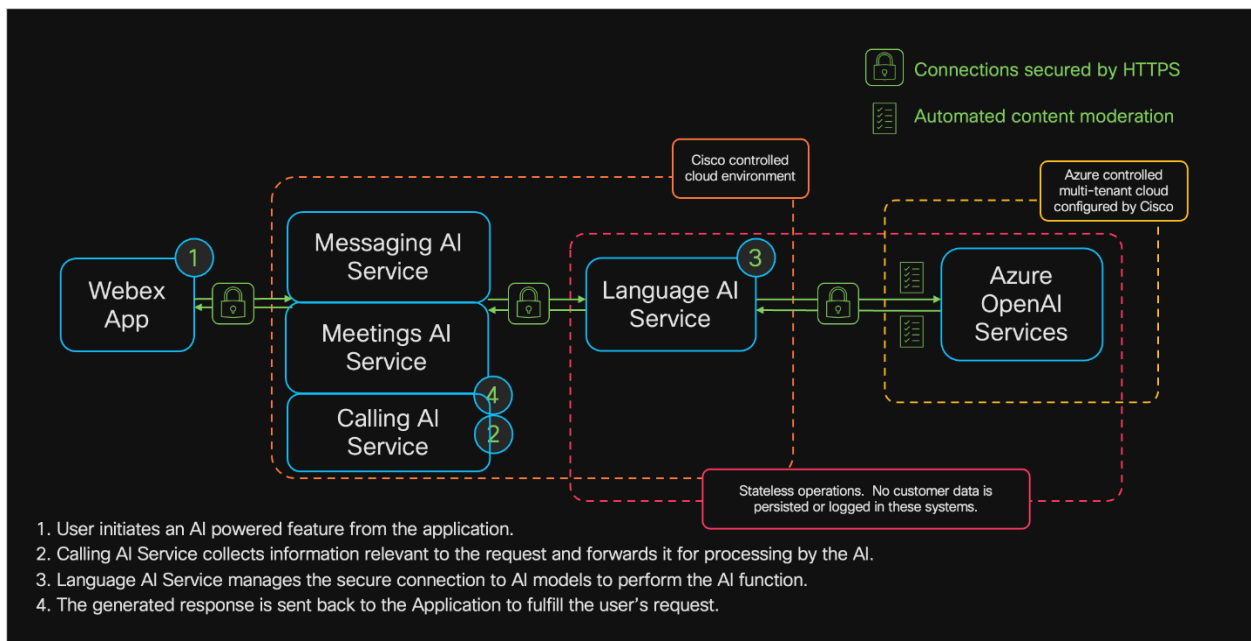


Figure 1: Calling: AI Assistant

Model Overview

Introduction

AI Assistant generated summaries are currently powered by Cisco AI technologies and third-party large language models (LLM) provided by the Microsoft Azure Open AI Service. The underlying LLM functionality utilizes Microsoft's shared infrastructure, with certain configuration and enablement by Cisco. Reference the [Microsoft Azure OpenAI Service Transparency Note](#) for additional information.

Model Architecture

AI Assistant generated summaries leverages GPT-4o mini via the Microsoft Azure OpenAI Services API to generate the call summaries.

Usage Guidelines

The user is required to be set up with the Cisco AI Assistant for Webex Calling to access AI Assistant generated summaries. If the AI Assistant was leveraged in the call, the user will be able to access the call summary, transcript, and action items in their call history upon call termination.

Model Inputs and Outputs

A typical input to the models underlying AI Assistant generated summaries is a transcript of a call. Typical output is a summary of the call that includes Call Notes and Action Items along with the transcript of the call.

Data Sources for Training and Evaluation

Cisco does not use customer content to fine tune or train the models used to deliver AI Assistant generated summaries. 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. Reference [Microsoft's Data, privacy, and security for Azure OpenAI Service](#) for more information about Microsoft's data privacy and security practices associated with the Azure OpenAI Service.

The 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 and evaluates third-party models to maintain and/or improve both performance and accuracy of output. Humans are involved with review, testing, and quality assurance with the deployment of the underlying models.

Safety and Ethical Considerations

AI Assistant generated summaries model may output toxic, harmful or unsafe content if such content is present in the call(s) being summarized. However, the Azure OpenAI Service includes [content filtering](#), which is enabled by Cisco and can help mitigate that issue. Microsoft also attempts to improve mathematical reasoning with [process supervision](#).

In addition to leveraging these technical mitigations, Cisco has also taken additional steps to mitigate safety risks and ensure ethical use. For example, third-party vendors, including Microsoft, undergo rigorous vendor reviews, which include security and safety assessments. The summary generated by AI Assistant generated summaries is visible only to the user of the feature unless shared by that user voluntarily.

Please contact Cisco if you have concerns or feedback about your experience with AI Assistant generated summaries.

Fairness

For more information on how the model underlying Post Call Summaries is trained for fairness, please reference [Transparency Note for Azure OpenAI Service](#).

Privacy and Security

Webex addresses processing personal data, including retention periods, in its Offer Disclosures, found on the [Cisco Trust Portal](#). 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. Regarding Cisco access to customer personal data, access rights are limited, and encryption is standard, as indicated in the relevant Privacy Data Sheet.

Updates and Maintenance

Cisco communicates ongoing significant product updates and improvements in user experience via updates to the product release documents, customer email notifications, and Help Center documentation to inform customers of product changes.

References

[RAI Principles](#)

[RAI Framework](#)

[Cisco Trust Portal Offer Disclosures](#)

[Transparency Note for Azure OpenAI Service](#)

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

[OpenAI GPT Models](#)

[Content Filtering](#)

[OpenAI Process Supervision](#)