

Post-Meeting Summaries

AI Transparency Technical Note

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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.

Post-Meeting Summaries was 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. Post-Meeting Summaries is an optional feature; organization administrators can disable or allow individual users to choose whether, and to what extent, they use the feature.

Feature Overview

Post-Meeting Summaries can be used with recording, or without recording via the AI Assistant in Meetings. A meeting summary is generated, comprised of meeting notes, action items, and chapters, if the meeting was recorded, after a meeting has concluded. The Meeting Notes section includes the meeting agenda, decisions that were made during the meeting, notable events that occurred during the meeting, 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. If the meeting was recorded, Post-Meeting Summaries also creates automatic meeting chapters so users can easily switch between topics that were discussed in the meeting.

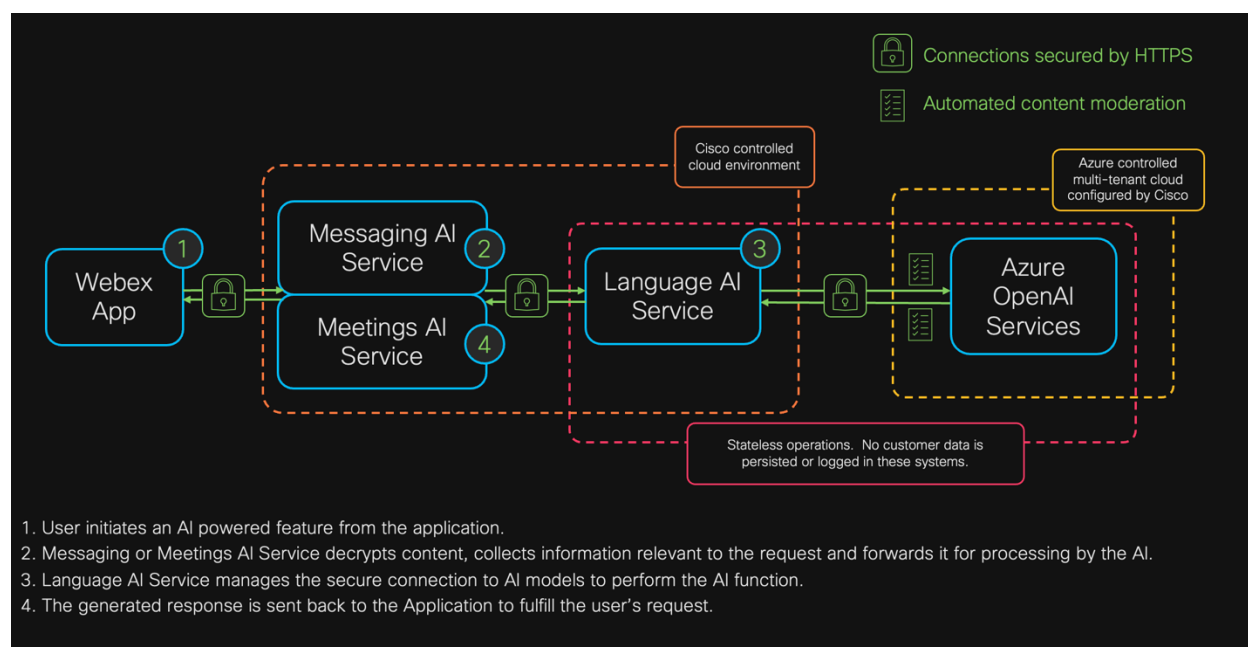


Figure 1: Post-Meeting Summaries

Model Overview

Introduction

Post-Meeting Summaries is 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](#).

Post-Meeting Summaries is deployed on the Webex platform as part of the Webex App. It is also accessible through the Webex site where the meeting was hosted.

Model Architecture

Post-Meeting Summaries leverages a self-hosted in-house model in conjunction with GPT-4o mini via the Microsoft Azure OpenAI Service API to generate the meeting summaries.

Usage Guidelines

To enable Post-Meeting Summaries with recording, the meeting host, or co-host, must enable meeting recording. The meeting summary generated is stored with the meeting recording and transcript, which allows users to easily verify the contents of the summary, if required.

To enable Post-Meeting Summaries without recording, the meeting host or co-host must start the meeting summary from the AI Assistant. The generated meeting summary is stored with the meeting transcript, which allows users to easily verify the contents of the summary, if required. Note that the host or a co-host can change the settings such that only the summary, not transcript, is saved, or nothing is saved. The administrator also has the option to decide not to allow saving of summaries and transcripts.

Currently, Post-Meeting Summaries supports only English language meetings. Post-Meeting Summaries cannot be used outside of Webex applications, Cisco devices, or Webex developers SDKs.

Model Inputs and Outputs

A typical input to the models underlying Post-Meeting Summaries is a transcript of a meeting. Typical output is a summary of the meeting that includes Meeting Notes, Action Items, and Chapters, if the meeting was recorded. Action items, including assigned participants, and Chapters will be presented separately from the Meeting Notes section.

Data Sources for Training and Evaluation

Cisco does not use customer content to fine tune or train the models used to deliver Post-Meeting 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. 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 Post-Meeting Summaries 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 Post-Meeting Summaries 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 that issue. Microsoft also attempts to improve mathematical reasoning with [process supervision](#).

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

Please contact Cisco if you have concerns or feedback about your experience with Post-Meeting Summaries.

Fairness

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

Privacy and Security

Webex 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 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

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](#)