

From Content to Action: Embracing AgenticOps with Cisco AI Canvas



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Expertise

Agentic AI, Enterprise IT, Solutions Engineering



Personal Life

Husband & Father, North Carolina Native



Hobbies

Bodybuilding, Music Production, Seeing the world!

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Keith Wiggins



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Home Automation, Drones, Clash of Clans

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Agenda

- 01 The Rise of AI Agents**
The who, what, when, why, how
- 02 Why Cisco AgenticOps?**
Operationalizing Agentic AI in IT environments
- 03 Deep-Diving into AI Canvas**
Exploring Cisco's next-gen generative UI workspace

The Rise of AI Agents



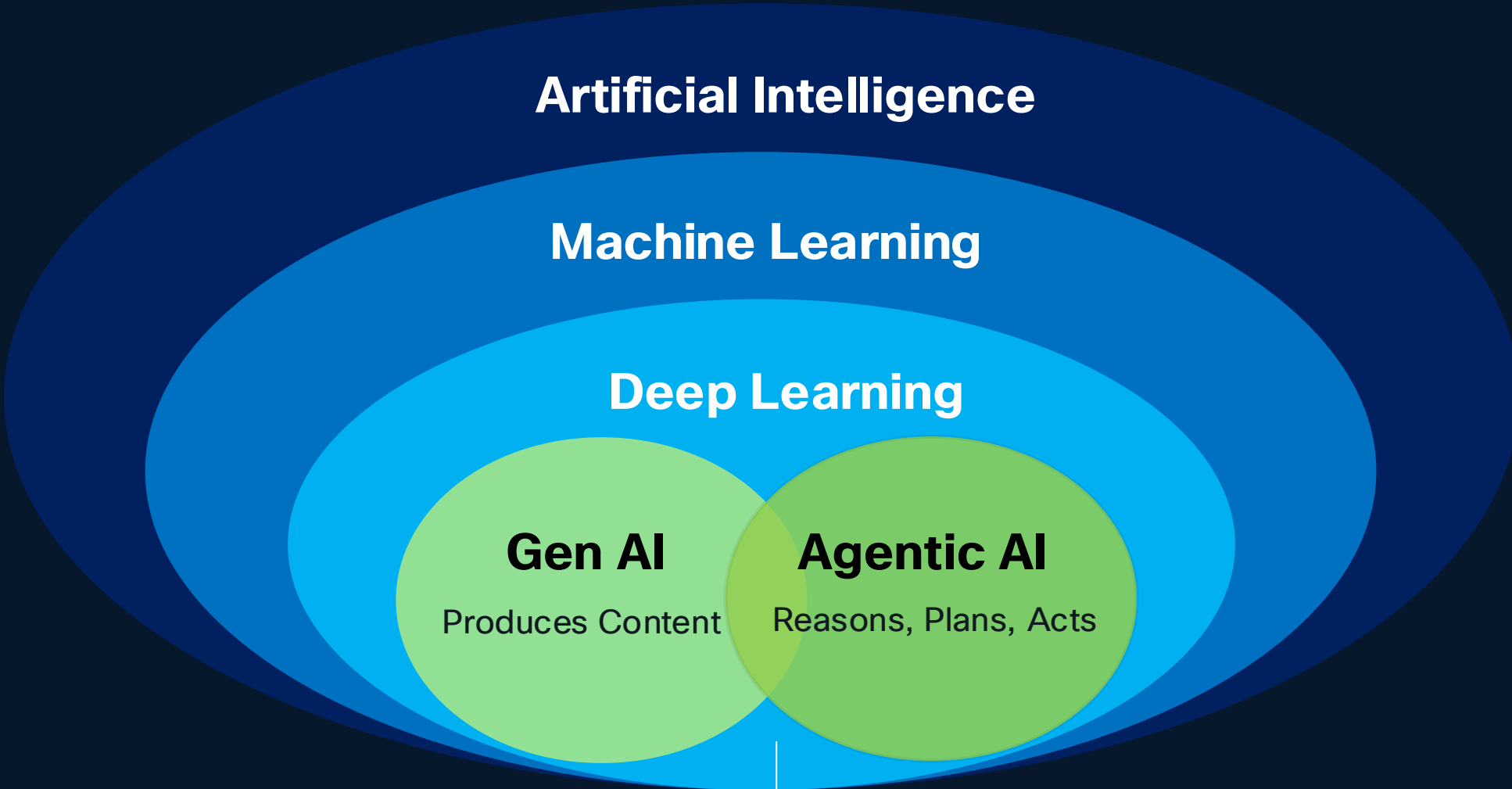
“AI agents are autonomous systems that perceive, reason, and act to achieve goals with minimal human intervention.”

ChatGPT, 2025

The pace of AI innovation is staggering

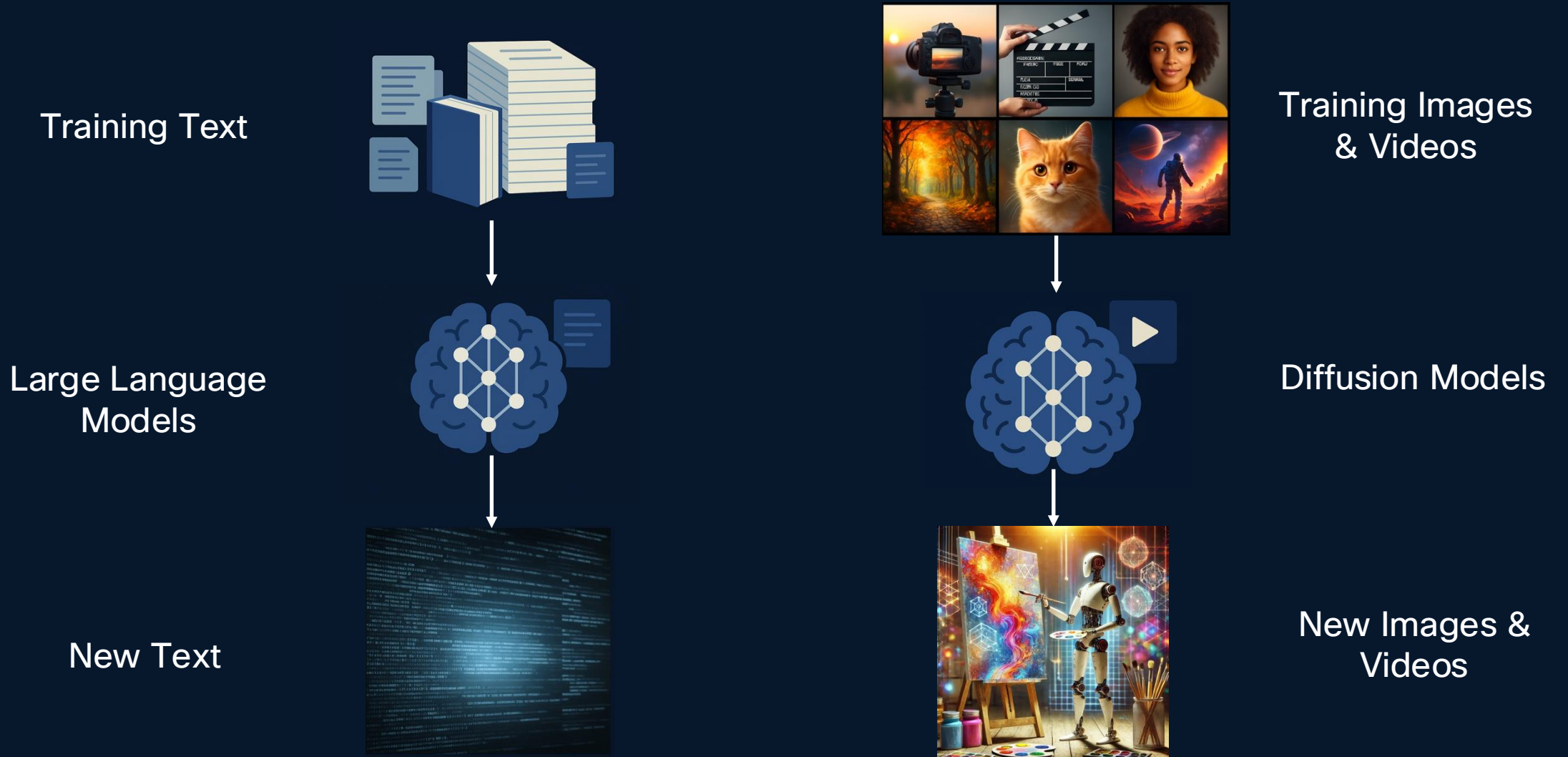


The Breakdown of Artificial Intelligence



Agentic AI extends Generative AI with autonomy.

How Does Generative AI Training Work?



Generative AI Applications

Apps extend LLMs and Diffusion Models with UX and real-world features.

 Claude

 Copilot

 Midjourney

 Leonardo.Ai

 ChatGPT

 perplexity

DALL·E

 runway

 Gemini

 Jasper

 Adobe Firefly

stability.ai

Built on Large Language Models 
Text and Code Generation

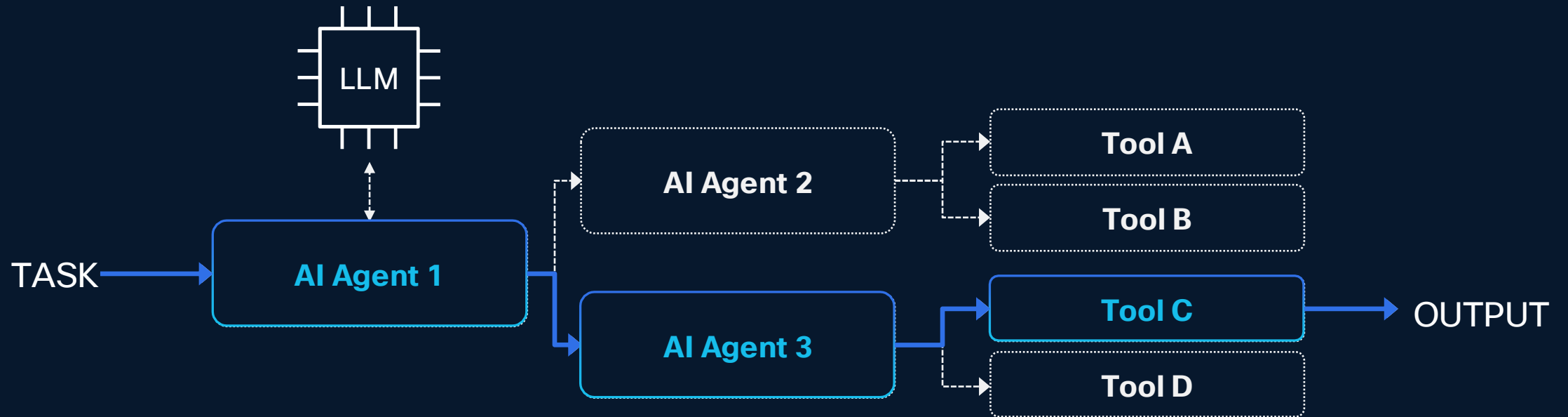
Built on Diffusion Models 
Image and Video Generation

LLM Experience: Creating content with basic reasoning



AI Agent experience: Agents, LLMs, and tools

Agents empower LLMs to solve real-world problems



Characteristics of Agentic AI



Technical differences between Generative and Agentic AI

Generative AI

Agentic AI

Goals

Predict what comes next



Achieve a goal or complete a task

Learning

Massive static datasets



Dynamic tasks, tools,
environments

Feedback

From known answers



Real-world outcomes

Leading Platforms are Becoming Agentic



ChatGPT

ChatGPT-5 Pro

Browses, calls APIs, and executes multi-step tasks autonomously.



Copilot

Copilot 365

Orchestrates actions across Outlook, Teams, and Office apps.

Gemini

Gemini 1.5 Pro -> Gemini 3

Plans and executes multi-modal tasks across text, code, and images.

From One AI Assistant, to a Network of AI Agents

AI Assistants now delegate tasks to specialized Agents that can plan, act, and use tools.



**Without Standardization
Managing AI Agents is
Chaotic!!**

AI Agents Sound Simple – Until You Try to Scale Them

No Common Language

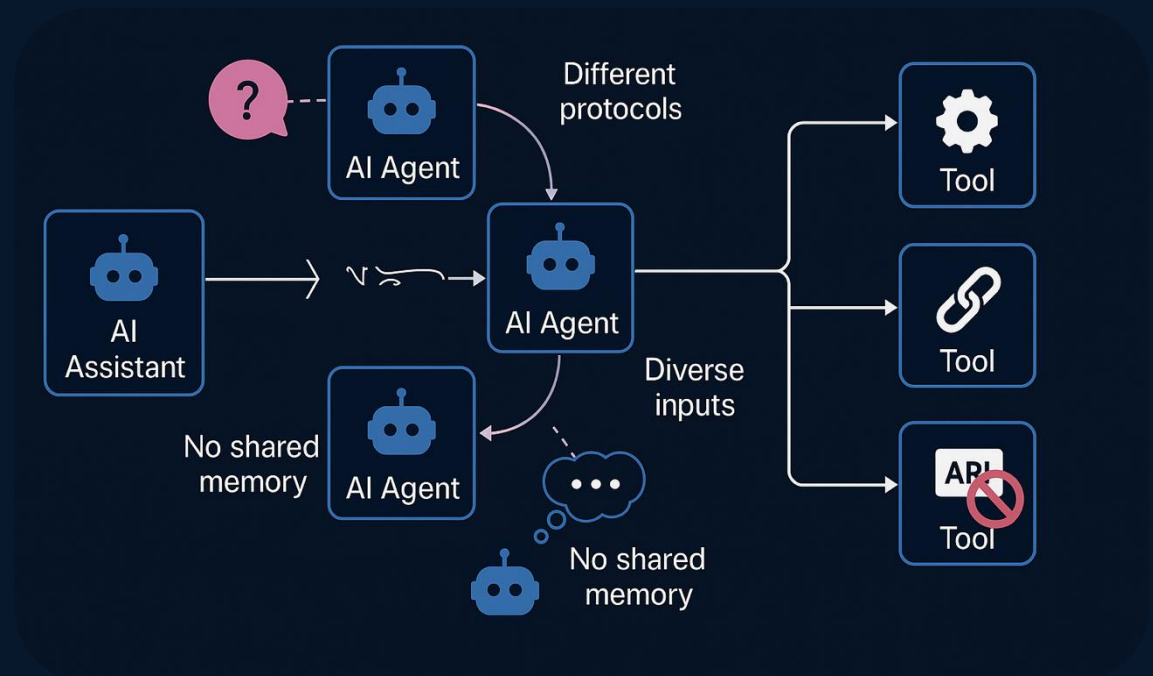
Agents can't share context or coordinate.

Fragmented Integrations

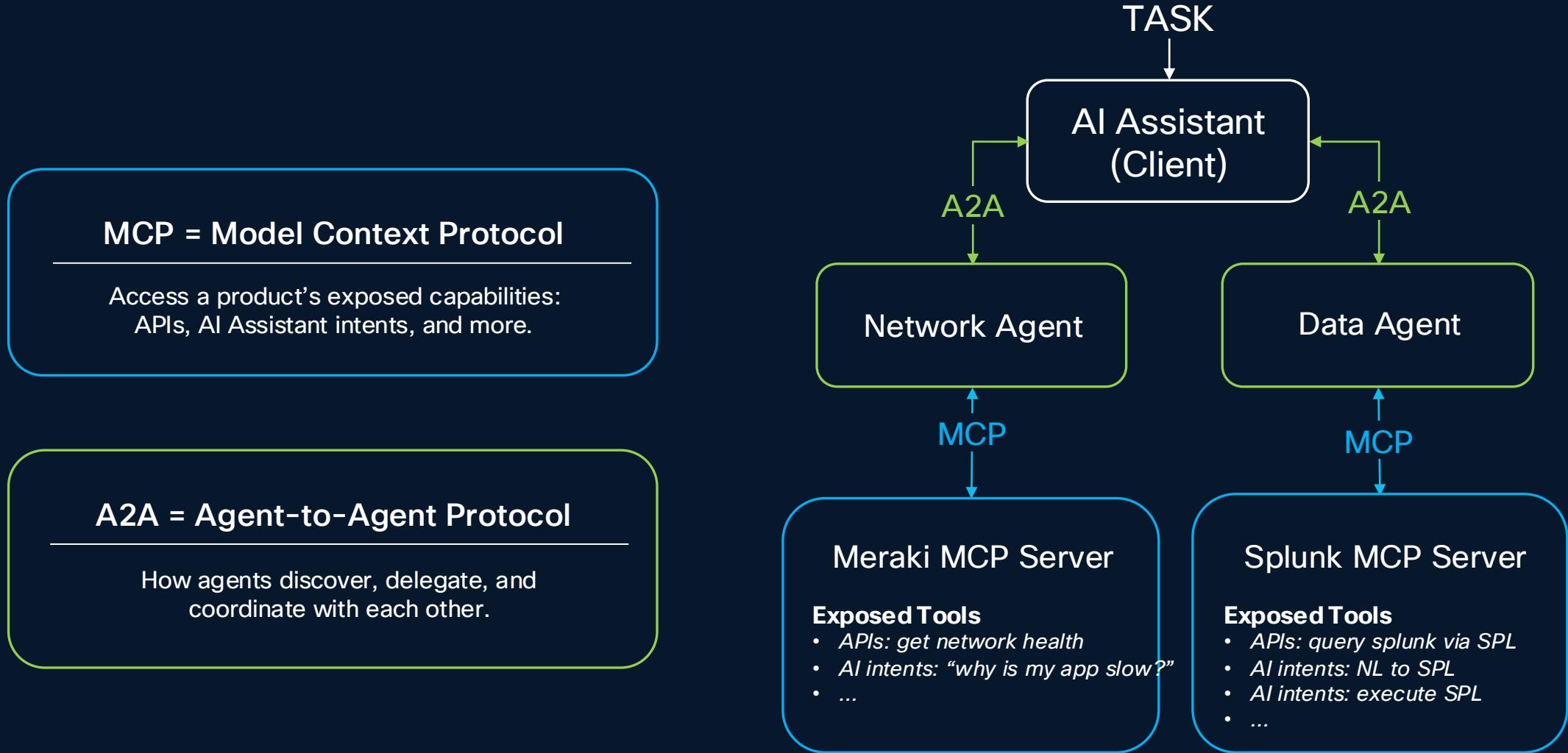
Each agent reinvents connections which is fragile.

Lack of Visibility

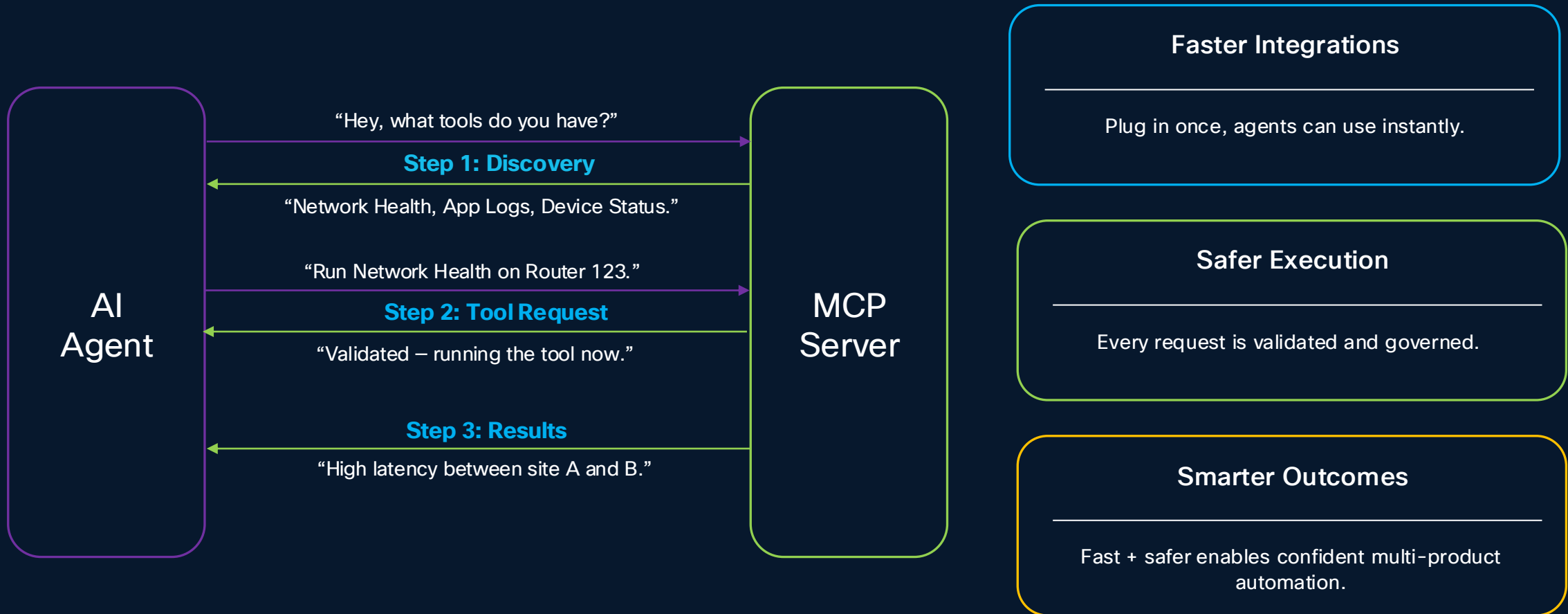
No way to track what agents or tools are doing.



MCP & A2A: Foundational Protocols for Scaling AI Agents



Model Context Protocol Details and Benefits



You've got the basics of Agentic AI!



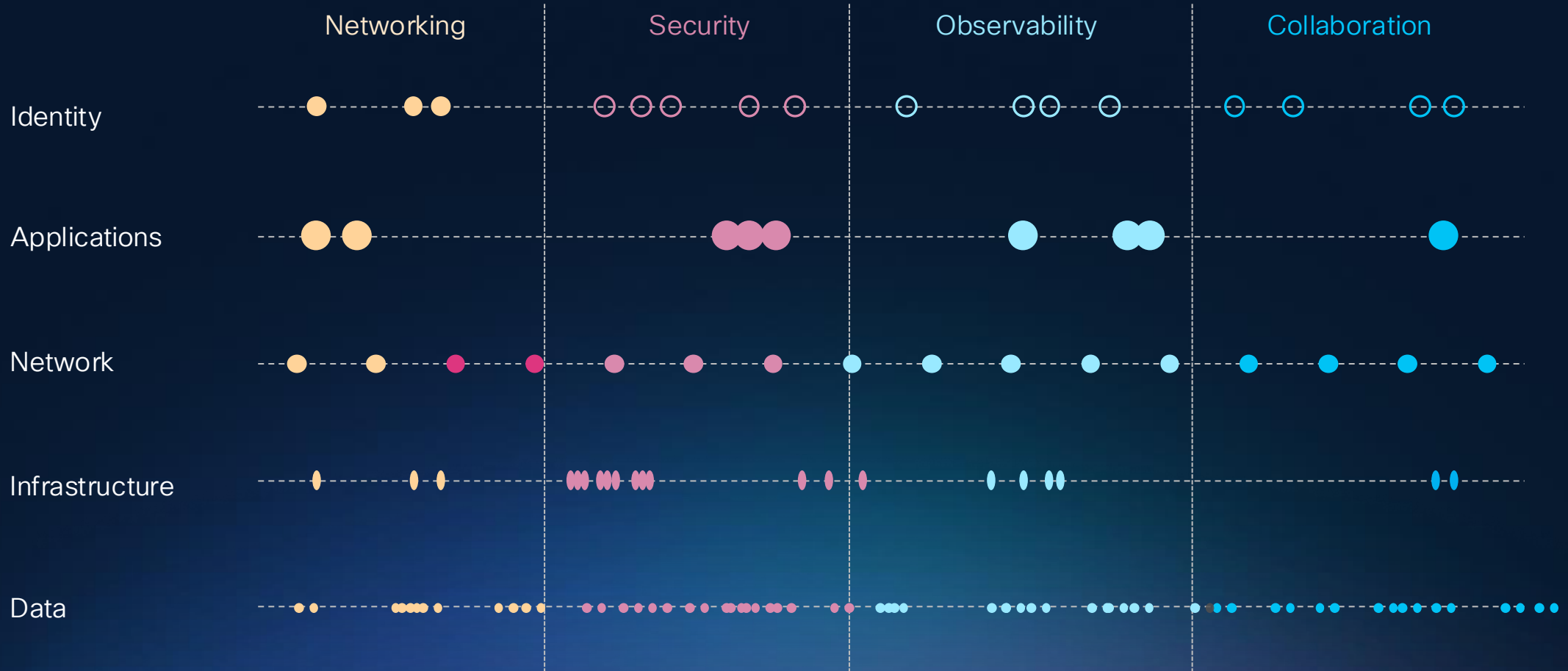
Why Cisco AgenticOps?

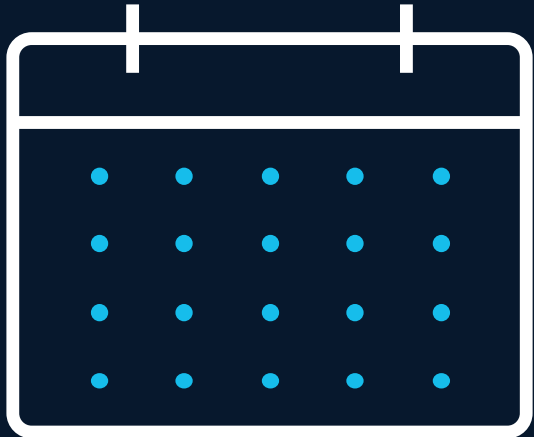
Today's IT operations
run on **fragmented stacks**

Why? Because your data is scattered across disconnected silos



The biggest barrier isn't lack of data – it's fragmentation





Critical problems that should be resolved in minutes **take days**

The era of **Agentic AI** is here



Chat Bots

Agentic AI

AgenticOps

AI Ops

AgenticOps

Cross-domain

Multiplayer

Purpose-built models

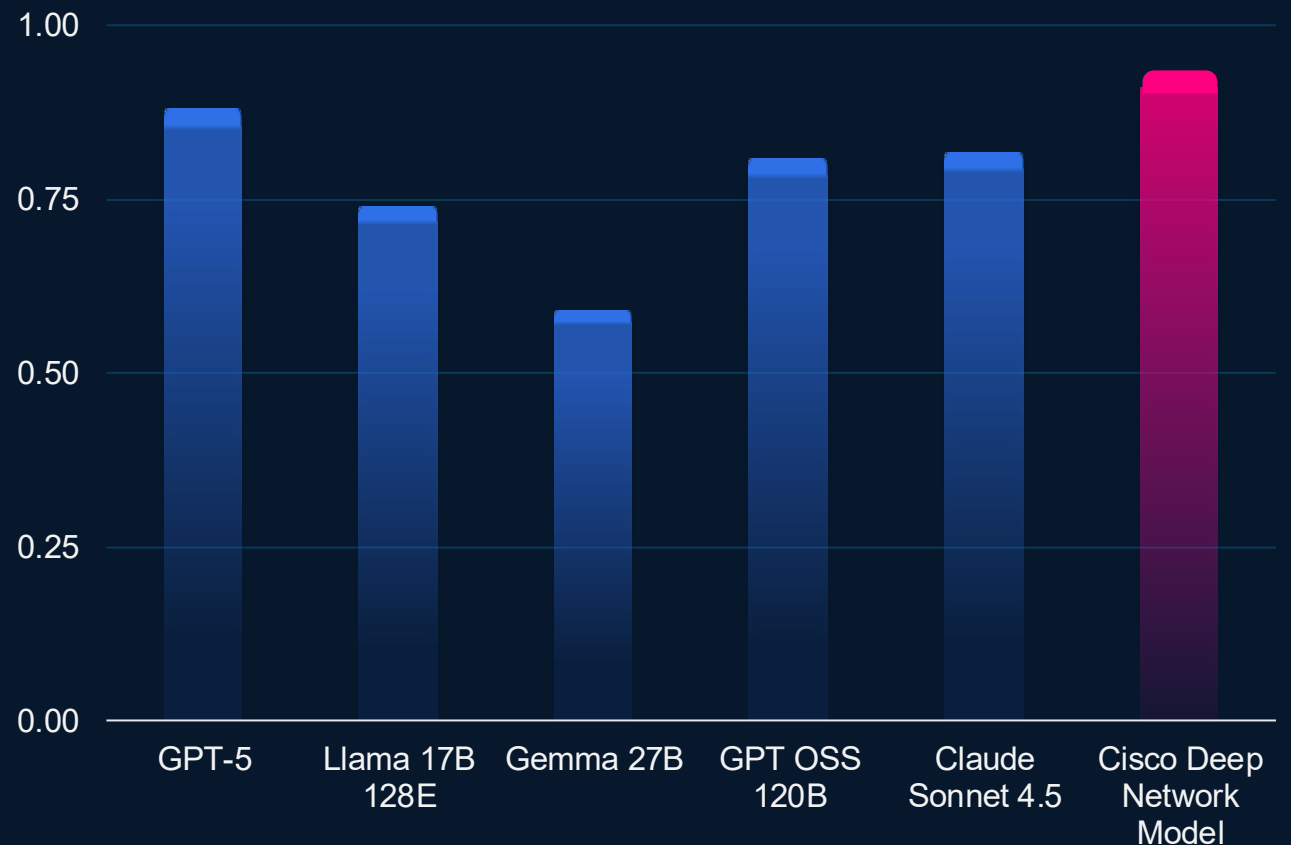
Leveraging the power of

Cisco Deep Network Model

Purpose-built for networking, expert accuracy

- Fine-tuned on 40+ years of expertise and expert-vetted for accuracy
- More precise reasoning for troubleshooting, configuration, and automation
- Up to 5x fewer tool-calls for troubleshooting tasks; up to 3x lower latency for networking Q&A

Outperforms general-purpose models by ~20%



Accuracy on CCIE-style multiple choice questions (590-question benchmark), October 2025

Deep-diving into AI Canvas

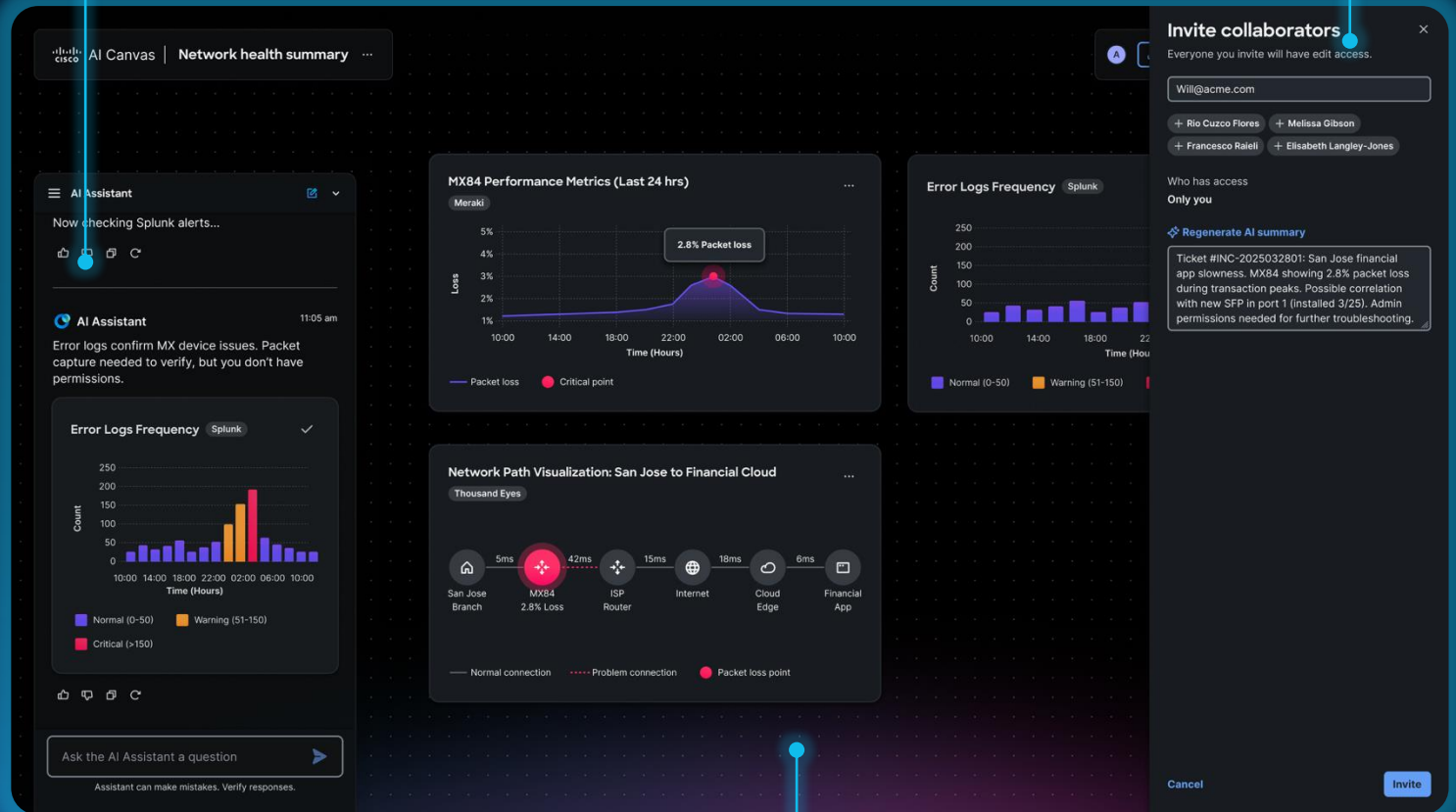
Introducing Cisco AI Canvas

A reimagined user interface for human/agent interaction

- Collaboration across multiple users (NetOps, SecOps and execs)
- Built on the intelligence of the Deep Network Model
- Troubleshooting and execution across multiple domains

AI Assistant

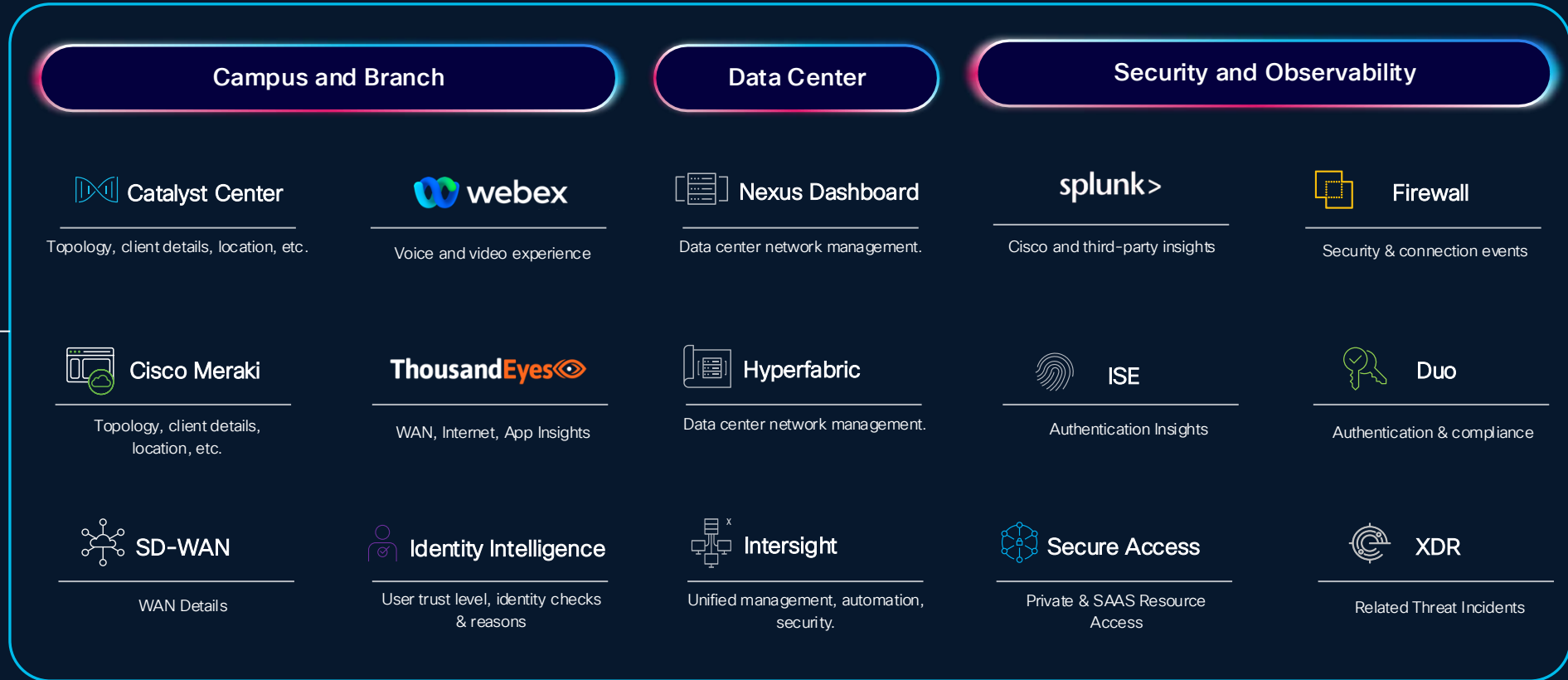
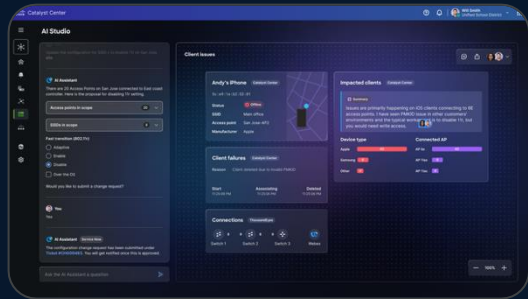
Users



Shared Workspace

Agentic Ops Across IT and SecOps

AI Canvas



Note: Products listed above are examples, not a comprehensive list of planned integrations.

Where To Access AI Canvas?

Meraki

The Meraki AI Canvas interface displays a search bar at the top with the query "RT - app.merakitraining.net degradation in...". Below the search bar, there are buttons for "Generate report", "View activity", and "Share". The main content area is titled "AI Canvas" and shows a troubleshooting report for app.merakitraining.net performance in São Paulo over the past 24 hours. The report includes a list of findings:

- The São Paulo monitoring agent consistently experienced high latency (85-85 ms), elevated jitter (up to 8.6 ms), and about 2% packet loss.
- All agents (not just São Paulo) reported HTTP timeouts ("Operation timed out after 5 seconds with 0 bytes received") in the last two hours, suggesting a possible application server-side issue as well.
- DNS resolution worked correctly; DNS and local network issues are ruled out for São Paulo.
- Path analysis revealed a sudden latency jump between the last hop in São Paulo and the AWS application server, isolating the issue to the internet segment from São Paulo to AWS.
- Three recent network events (last 72 hours).

At the bottom, there is a section for "Network Latency (ms)" and "Server Response Time (ms)" with corresponding line charts. A "STAGING" label is visible in the top right corner.

Splunk

The Splunk AI Canvas interface shows a search for "Detected Anomalous Network Activity". The main dashboard includes several charts and panels:

- Network Activity:** A line chart showing anomalies over time.
- Login Events:** A bar chart showing login success and failure rates.
- Network Map:** A network diagram showing connections between various nodes.
- Traffic By User:** A bar chart showing traffic volume for different users.

An "AI Assistant" panel is visible on the left, providing a conversational interface to explore the data. The interface includes a search bar and navigation options.

Cisco Cloud Control

The Cisco Cloud Control AI Canvas interface displays a search for "Webex call quality issues on laptop de...". The dashboard provides a comprehensive overview of network health and performance:

- Health Score:** A gauge showing a score of 4/10.
- Service Metrics:** A table showing metrics like Packet Loss (1.8%) and Network Jitter (18ms).
- Client Details:** Information about the client device, including IP address and connection details.
- Frequency Band Distribution:** A bar chart showing the distribution of traffic across different frequency bands.

The interface includes a search bar, navigation menu, and an "AI Assistant" panel for interactive data exploration.

AI Canvas for Meraki + ThousandEyes Use Cases



App Performance

- Analyze issues affecting app experience and availability
- Examples: App server, internet, wan, local network, etc.

“Why can’t I access Office 365?”



Client Onboarding

- Troubleshoot why a client cannot join the network
- Examples: Auth failures, DHCP timeouts, etc.

“My laptop can’t join the network”



Wireless Experience

- Assess the full Wi-Fi experience from device to RF
- Examples: AP health, RF, performance, roaming, etc.

“Why is Wi-Fi dropping on floor 2?”



Wired Experience

- Triage LAN issues impacting reliability & performance
- Examples: Cabling, bandwidth, ports, etc.

“Why is my wired connection slow?”

Cisco AI Canvas for Meraki

Entry Point #1

Demo



Generate report

View activity

Share

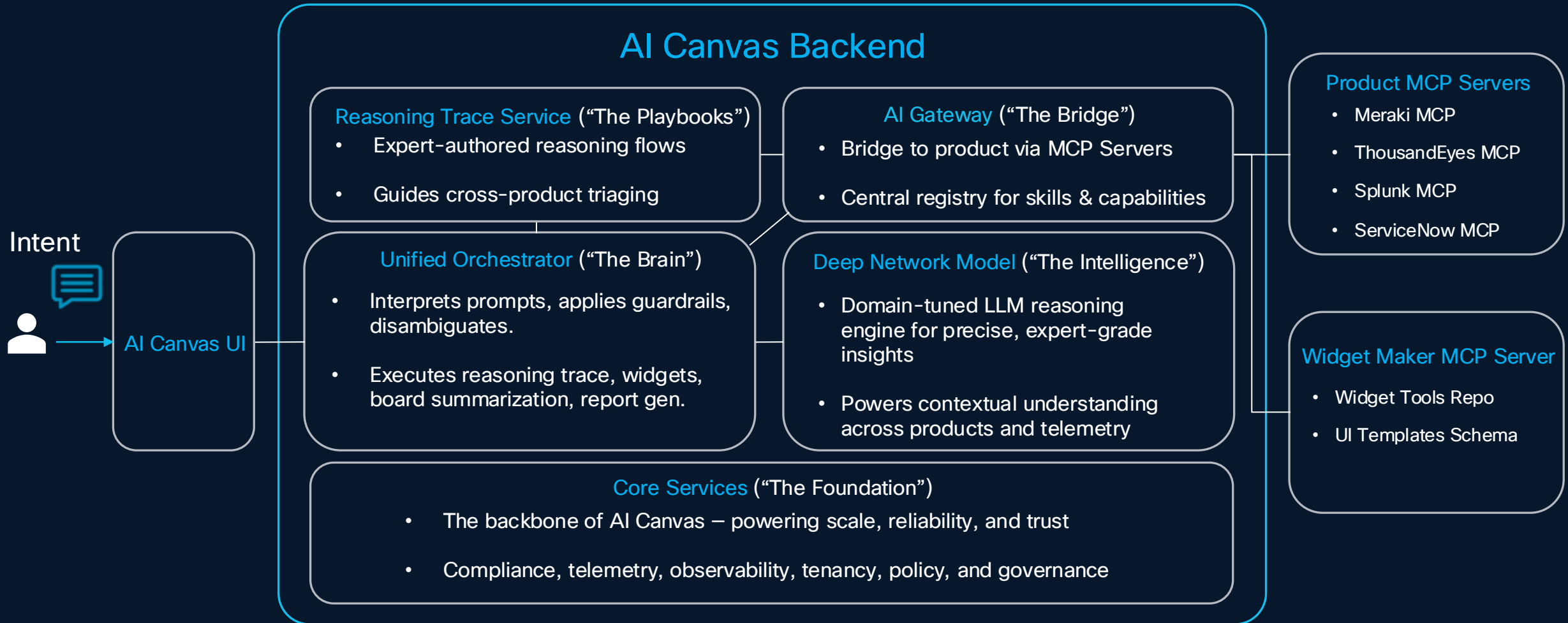
Ask the AI Assistant a question



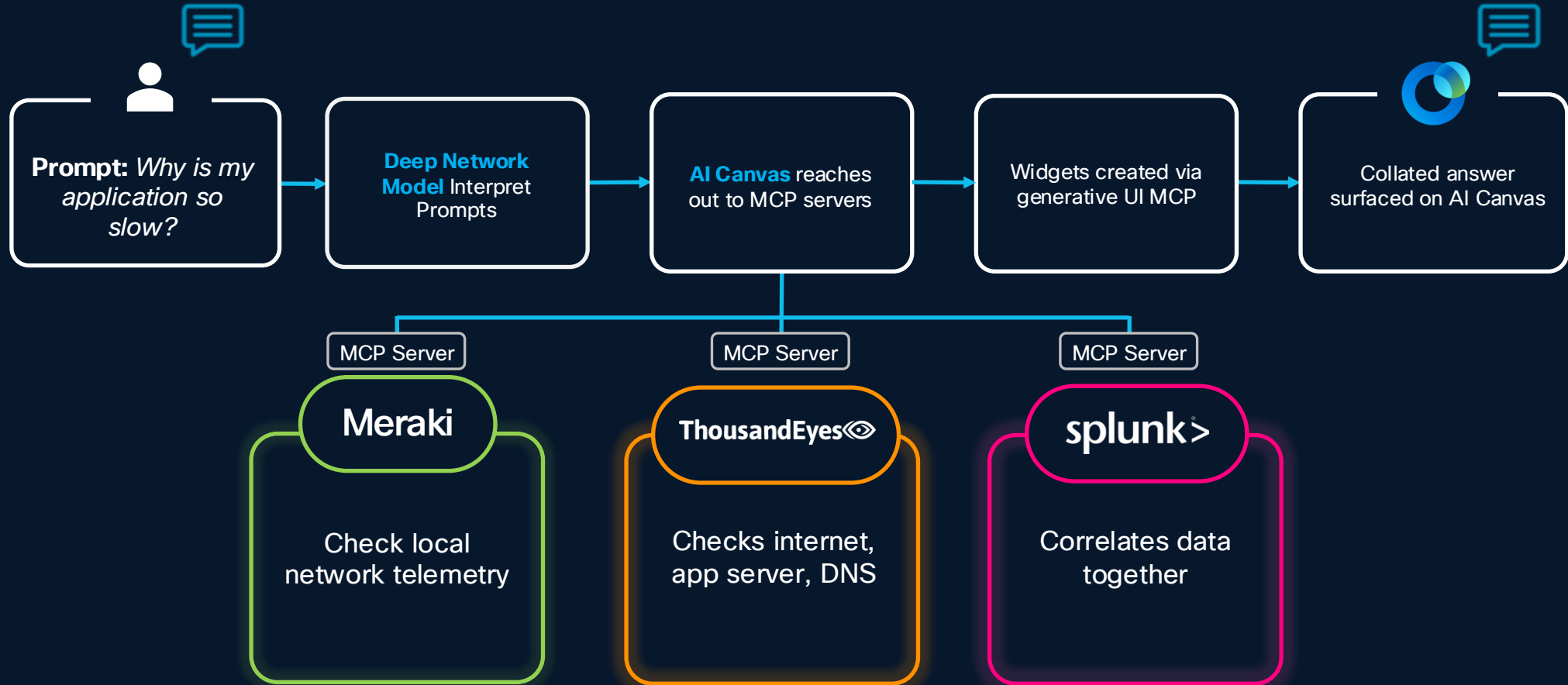
Assistant can make mistakes. Verify responses.



Key Components of AI Canvas's Agentic Architecture



Putting Together AI Canvas's Components



Thank You!

