


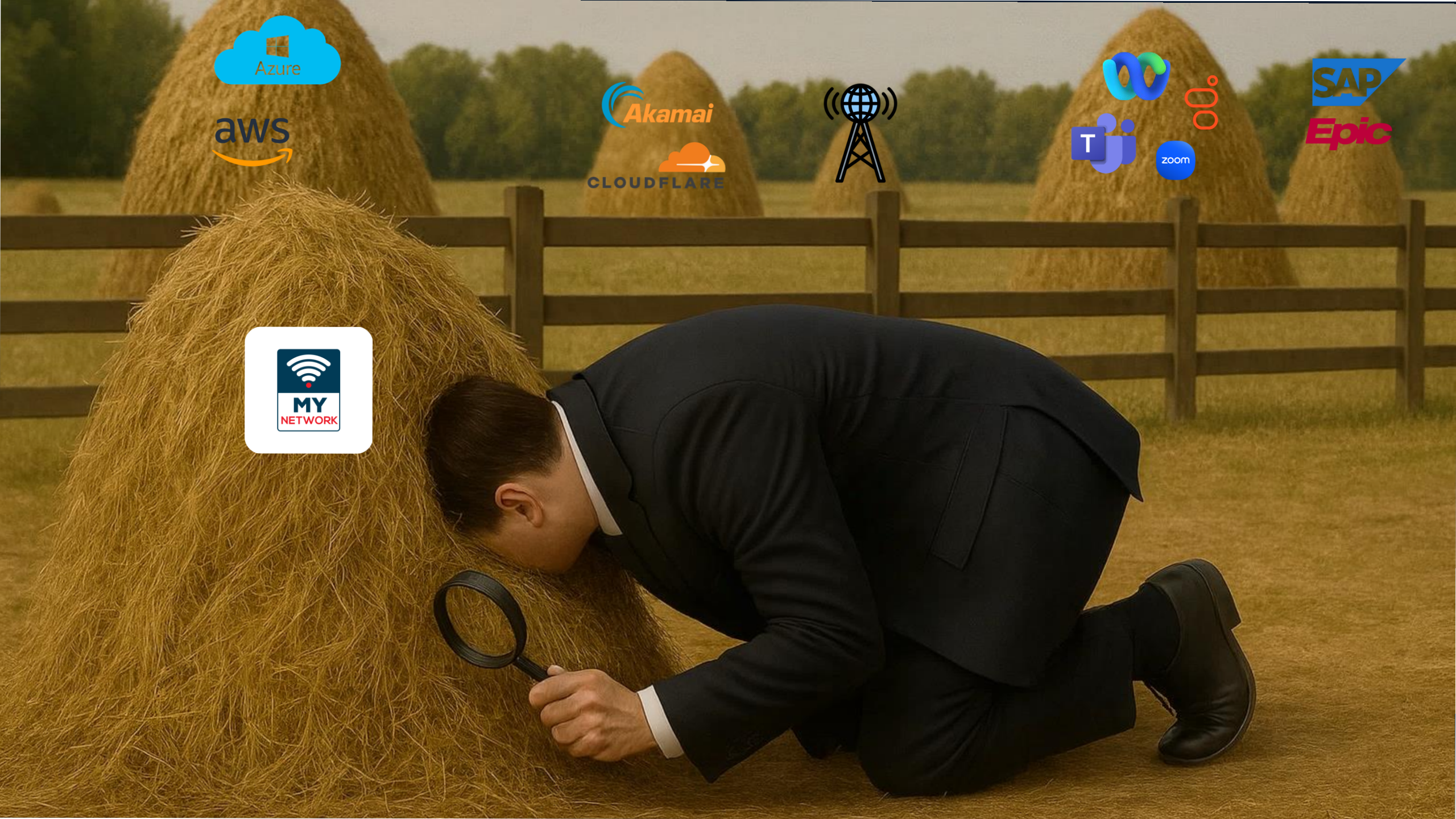
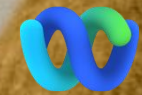
**ThousandEyes** 

ThousandEyes is  
now part of Cisco. 

# ThousandEyes

**Callie Liston – Account Executive**  
**Eric Shrauger - Solutions Engineer**



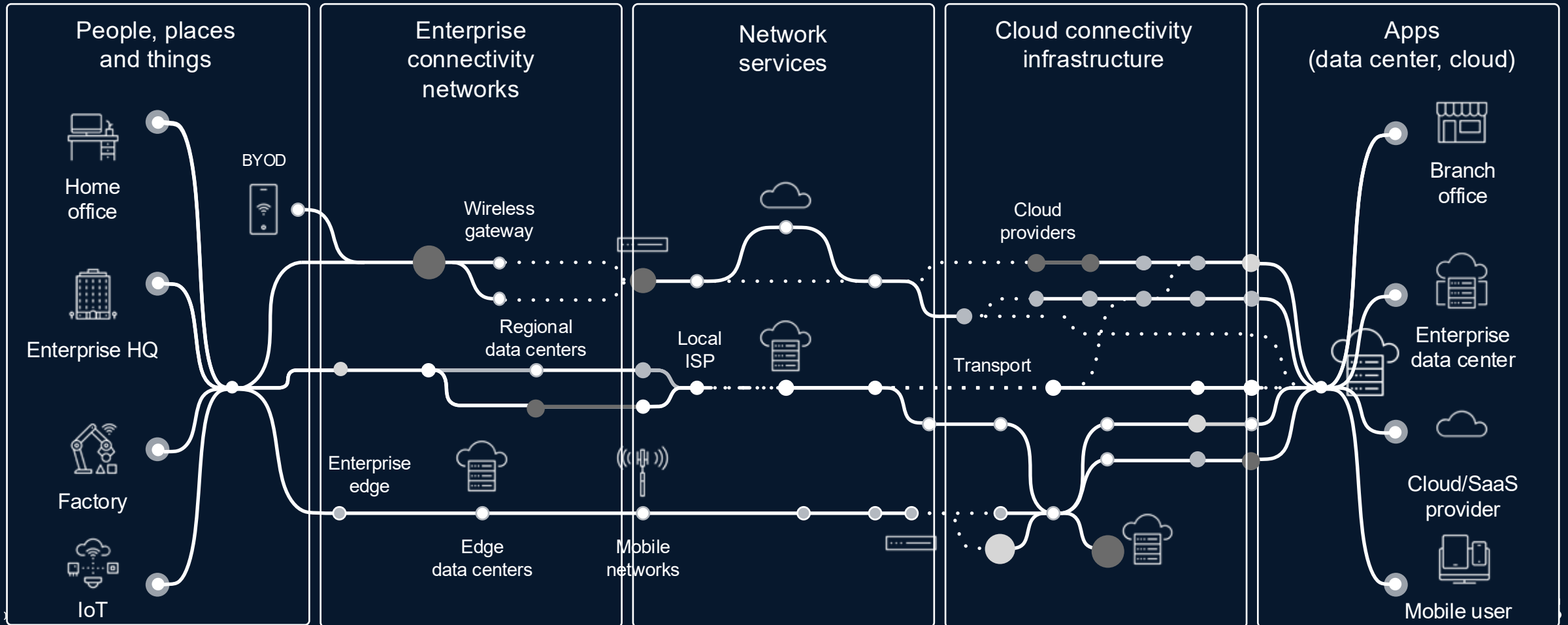


Endpoint Experience

Traffic Insights

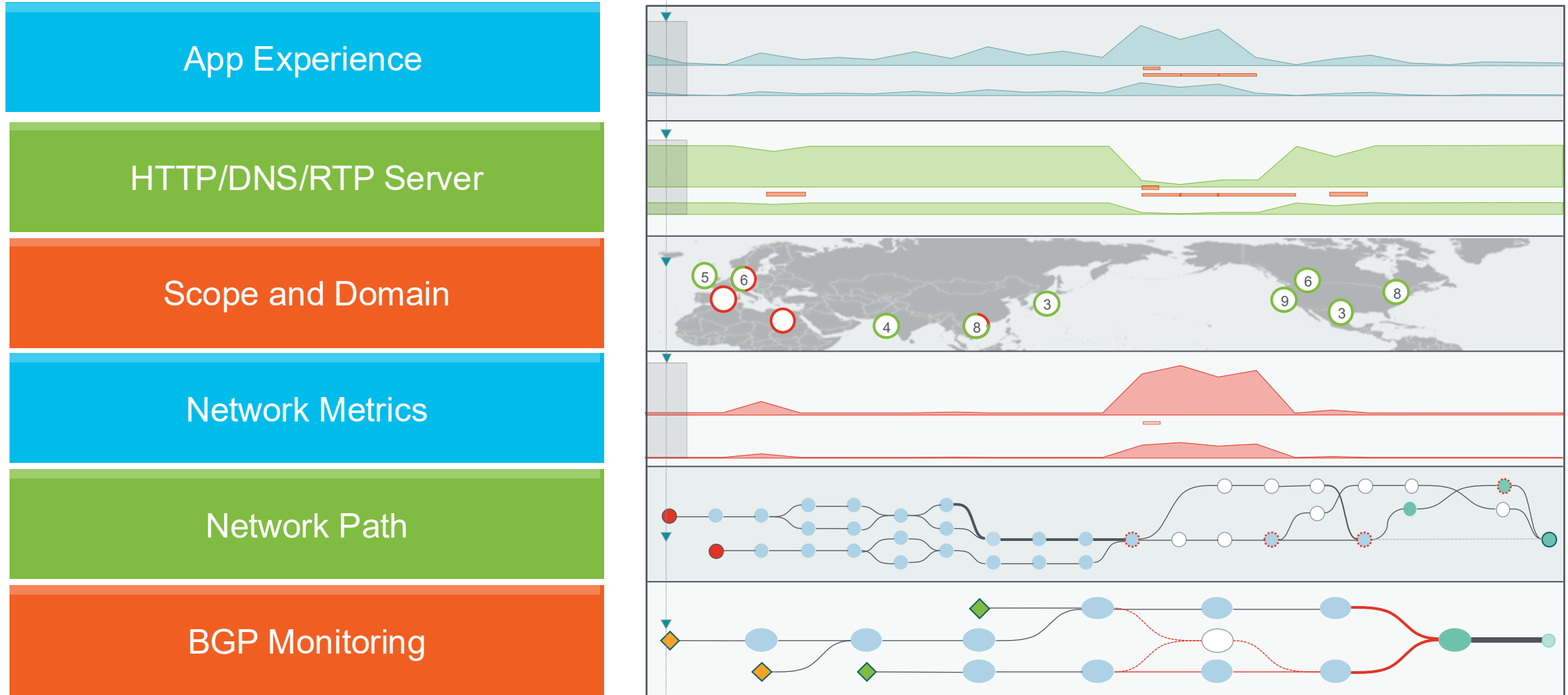
Enterprise and Cloud Synthetics

Cloud Insights



# Deep Visibility Into Every Layer

Time Correlated



# With Cisco, Assurance is built-in



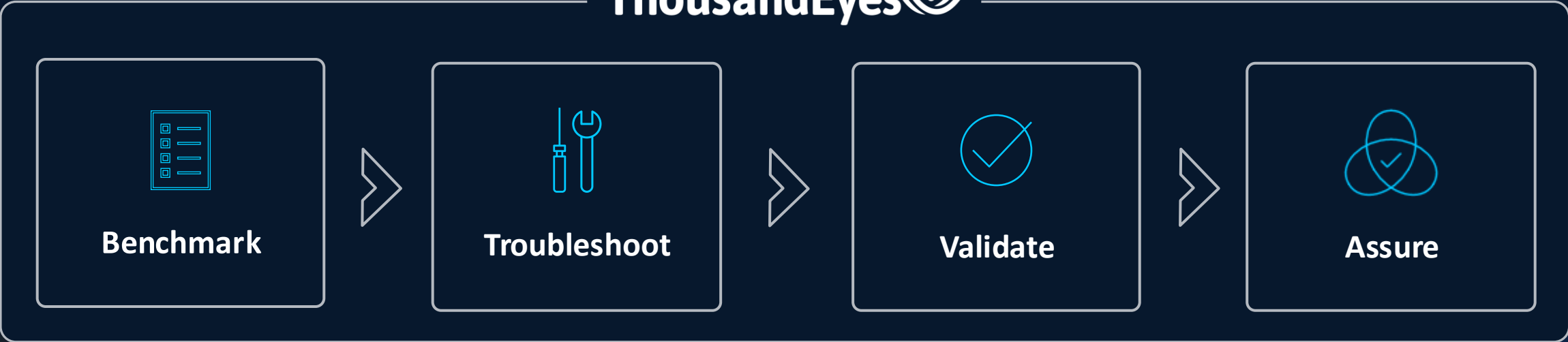
Drives closed-loop operations +



integration

# De-risk and Accelerate Transformative Projects

Actionable Insights Before, During, & After



Cloud



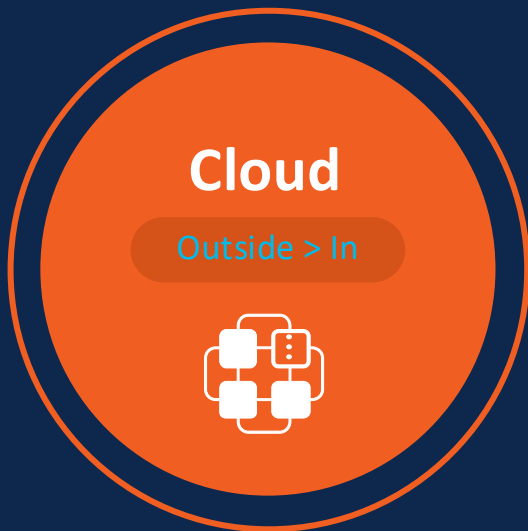
Enterprise



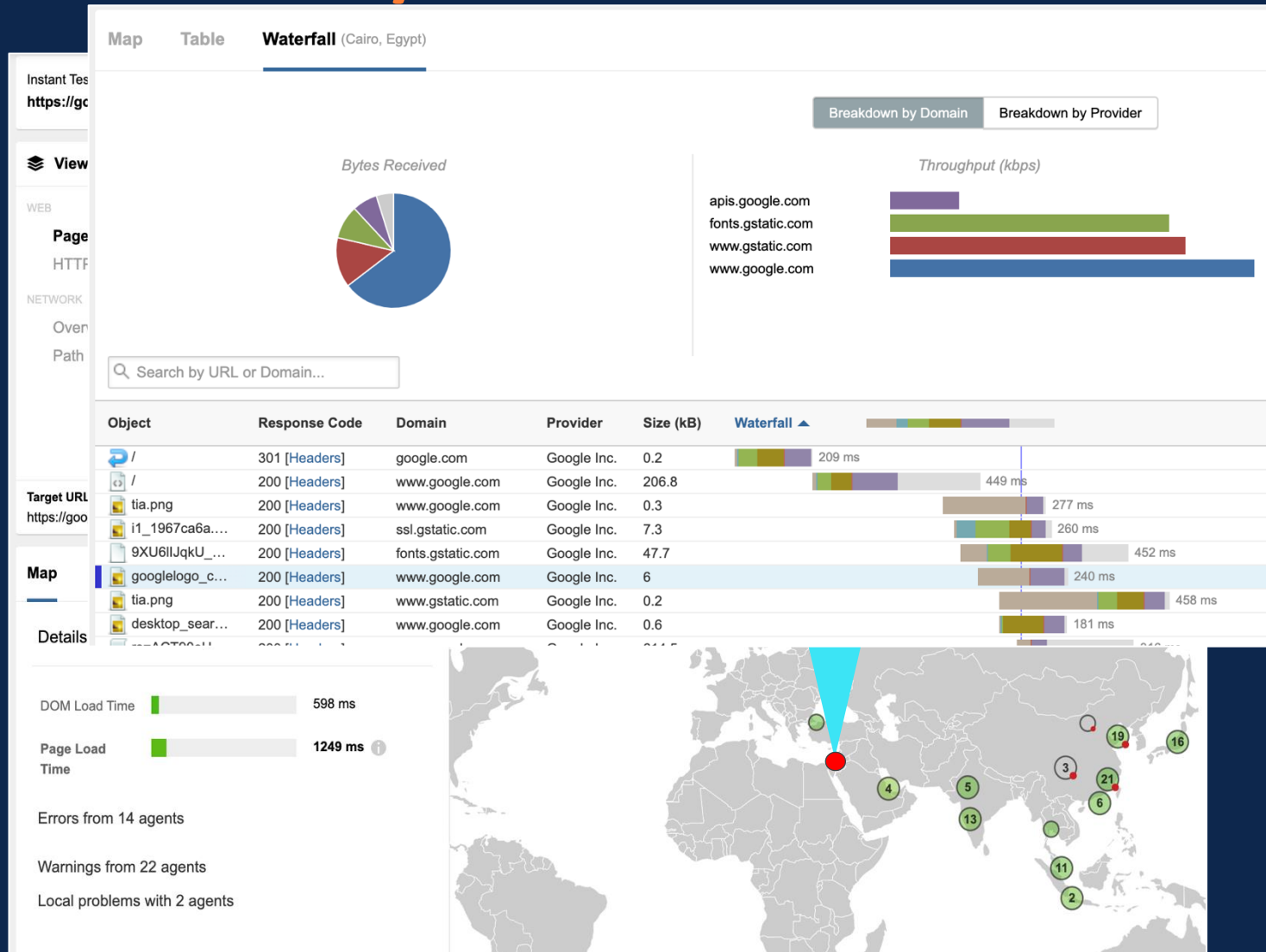
Endpoint

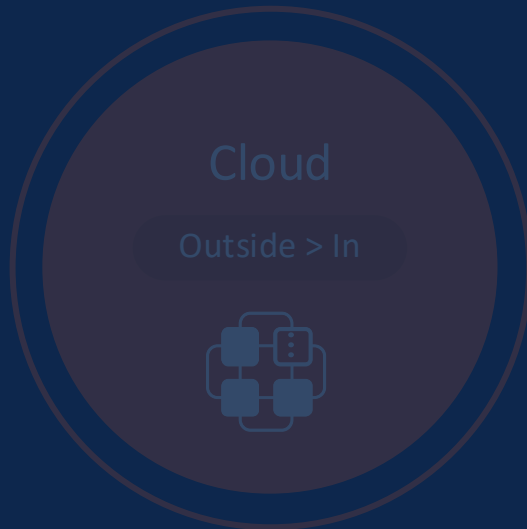


# ThousandEyes

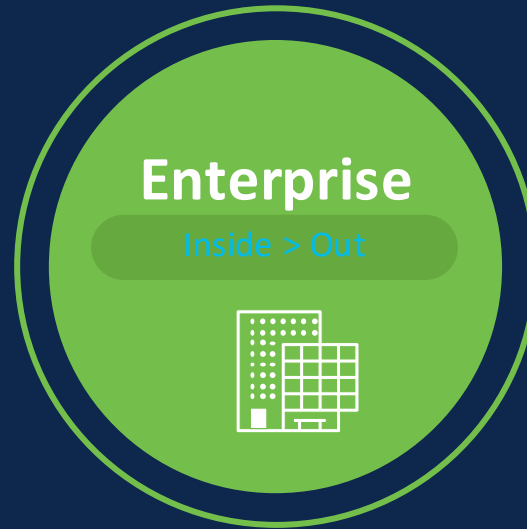


Over 1000 vantage points all over the world

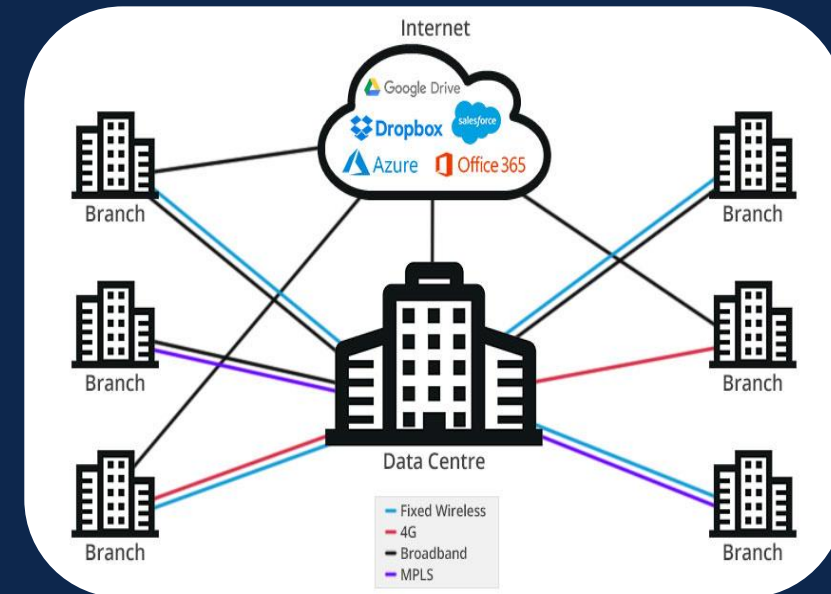




Over 1000 vantage points all over the world



Vantage points from inside your network to any critical dependency.



- LAN > WAN
- Sites, DCs, Dependencies
- Agents:
  - Hypervisors, Linux, NUCs, Pi's
  - Cisco Devices
    - Catalyst 8k/9k
    - ISR/ASR
    - Nexus Switches
    - Meraki MX67 and above





From the end user's perspective  
(Work from Home, traveling, etc.)

- *Windows / Mac / Android / Zebra*
- *Part of Secure Client*
- *RoomOS (Webex)*
- *CPU, Memory, Wireless, VPN*

# ThousandEyes Collective Intelligence



**Billions**

Daily Path  
Measurements

**Thousands**

Digital  
Services

**1000+**

Vantage  
Points

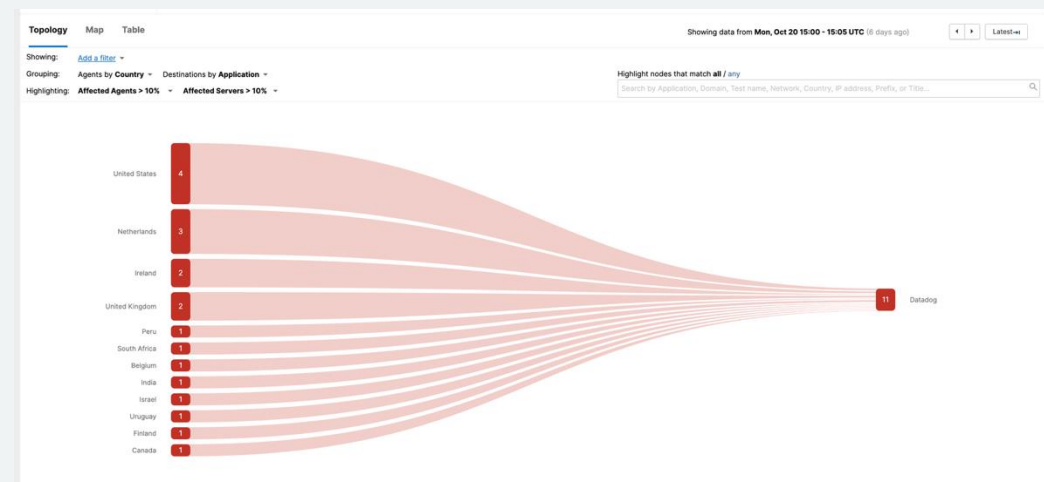
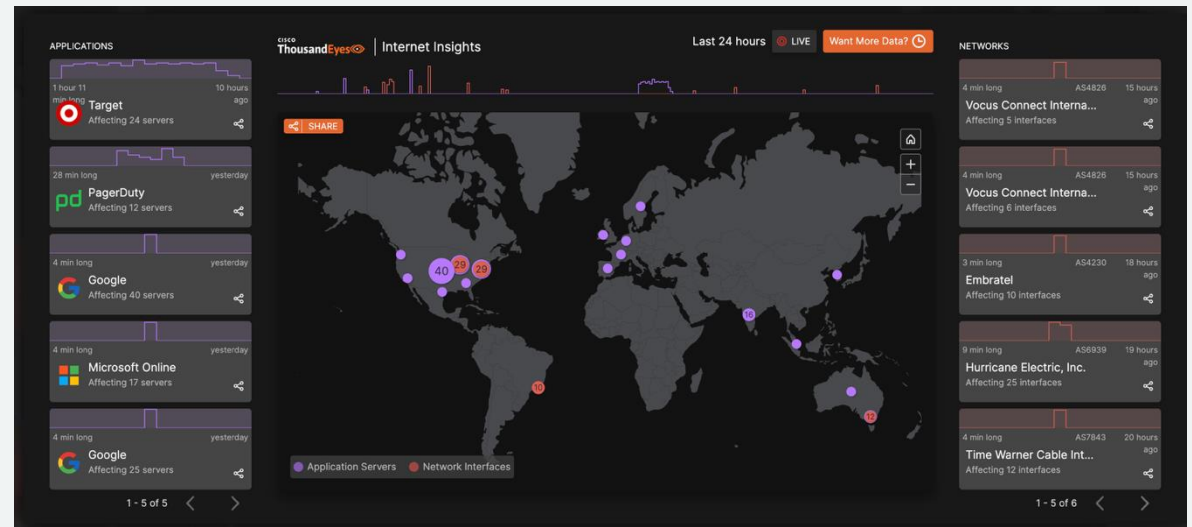
**110+**

Countries

# Global ISP and SaaS Visibility

## THOUSANDEYES INTERNET INSIGHTS

- Global View of SaaS app and ISP visibility
- Based on REAL telemetry across our entire customer base
- Insight into ISP and SaaS outages and where and what those outages impact
- Correlates back to customer test data (if applicable)
- <https://www.thousandeyes.com/outages/>



# SD-WAN Campus Refresh Projects

- Hardware Refresh
- Mergers and Acquisitions
- ISP Changes



# Demo

# Cloud Migration

- Azure
- AWS
- GCP (coming soon)



# Cloud Insights

## Benefits

Deep visibility into public cloud infrastructure and service dependencies that impact digital experiences to reduce MTTR by up to 60%

## Key Capabilities

### Cloud Topology

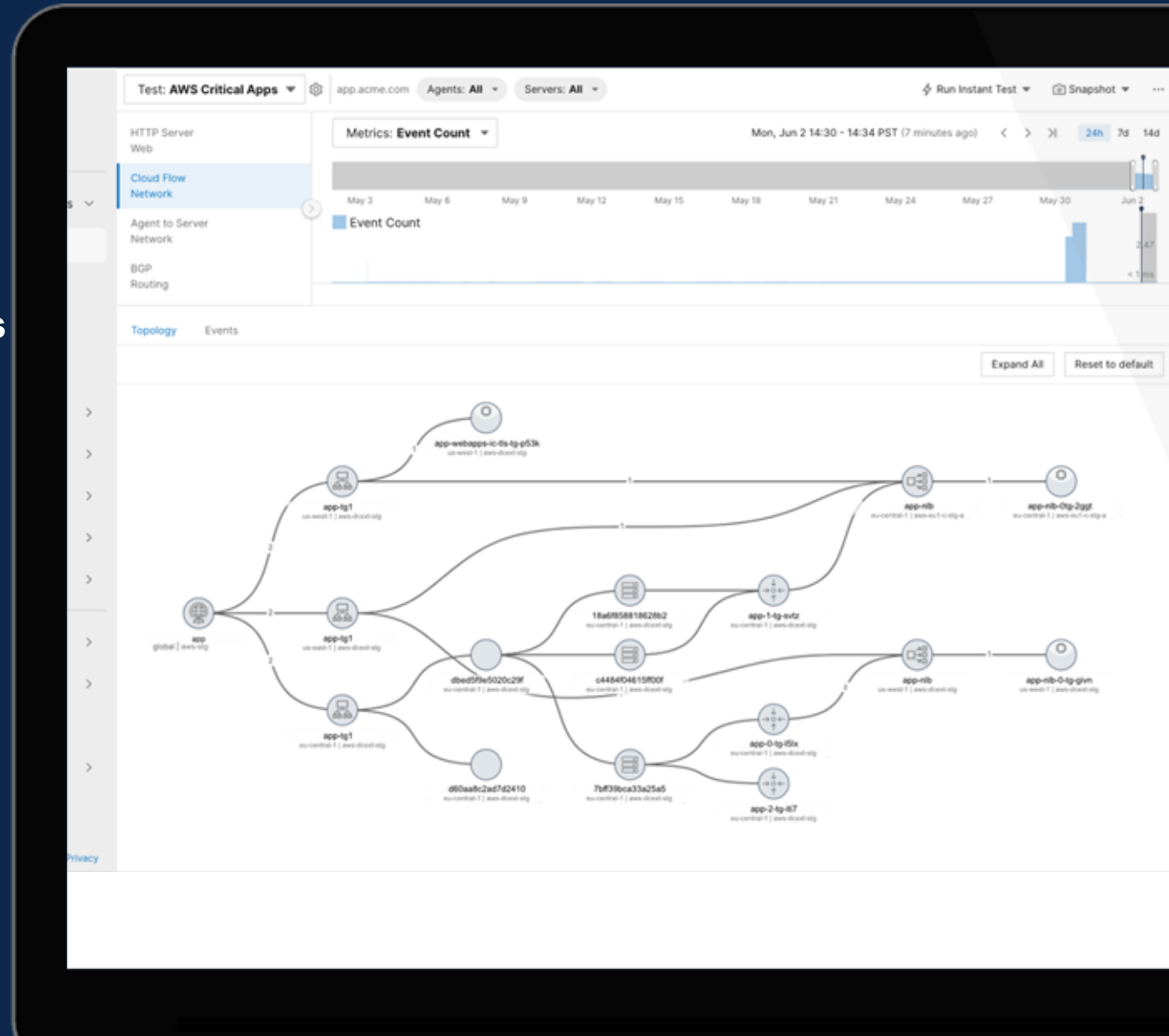
Auto discover cloud provider resources to understand every service dependency

### Events

Config changes and other events are time-correlated with views of experience so you can isolate root-cause faster

### Traffic Flow

View traffic patterns so you can efficiently architect and troubleshoot your cloud network



# Demo

# Calling Migration



# Endpoint for RoomOS

The Endpoint Agent is part of the RoomOS firmware, requiring no software installation by customers

This solves a major pain-point for customers – diagnosing issues with meeting room equipment – most video conferencing solutions are black box, so impossible to diagnose

Like the Endpoint Agent on Desktops, we will be able to run ASTs, Scheduled Tests and Instant Tests

Activation of the Endpoint Agent will be managed directly through ControlHub, and can be done without physical access to the device

<https://www.thousandeyes.com/integrations/webex-roomos>



Time Range Last 12 hours Refreshed 21 seconds ago

### Real User Tests

Endpoint Agents

10

Experience Score

91%

Errors

12

Visited Sites

27

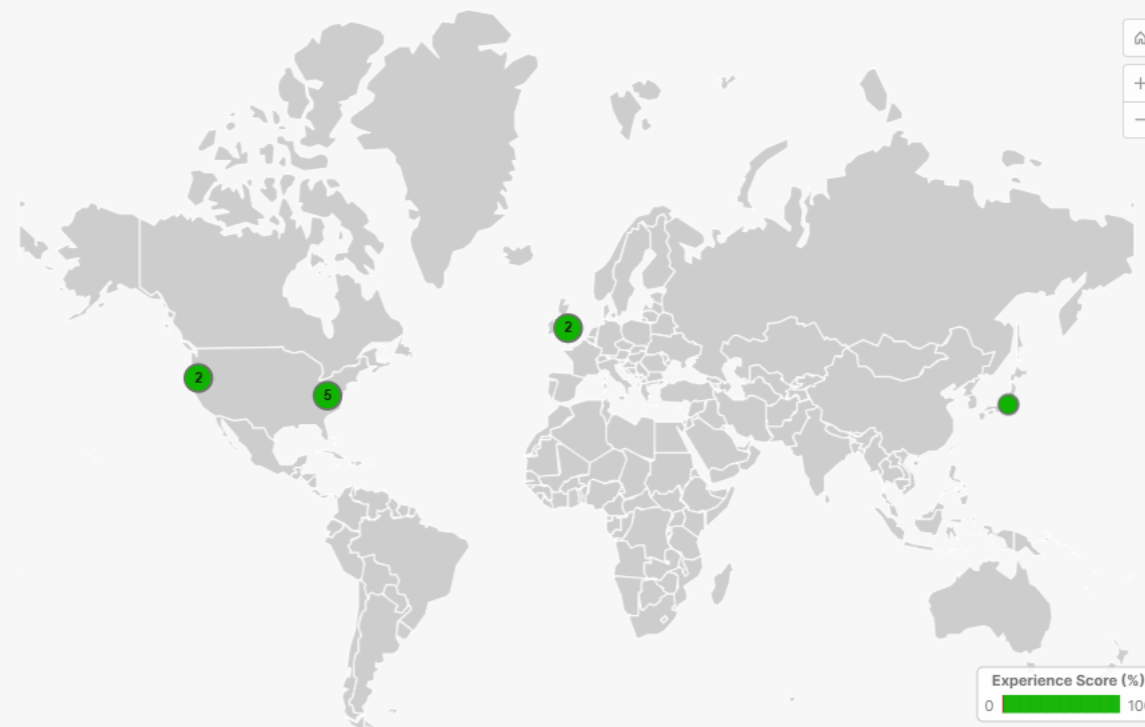
Page Speed

Fast

Visited Site	Pages	Agents	Exp Score ↑	Page Speed	Errors
<a href="https://docs.google.com">docs.google.com</a>	1	1	33%	Very Fast	2
<a href="https://rewards.cisco.com">rewards.cisco.com</a>	1	1	51%	Average	-
<a href="https://apps.cisco.com">apps.cisco.com</a>	1	1	60%	Average	-
<a href="https://thousandeyes.atlassian.net">thousandeyes.atlassian.net</a>	1	2	73%	Average	1
<a href="https://www.cisco.com">www.cisco.com</a>	1	1	78%	Average	-

[View all visited sites](#)

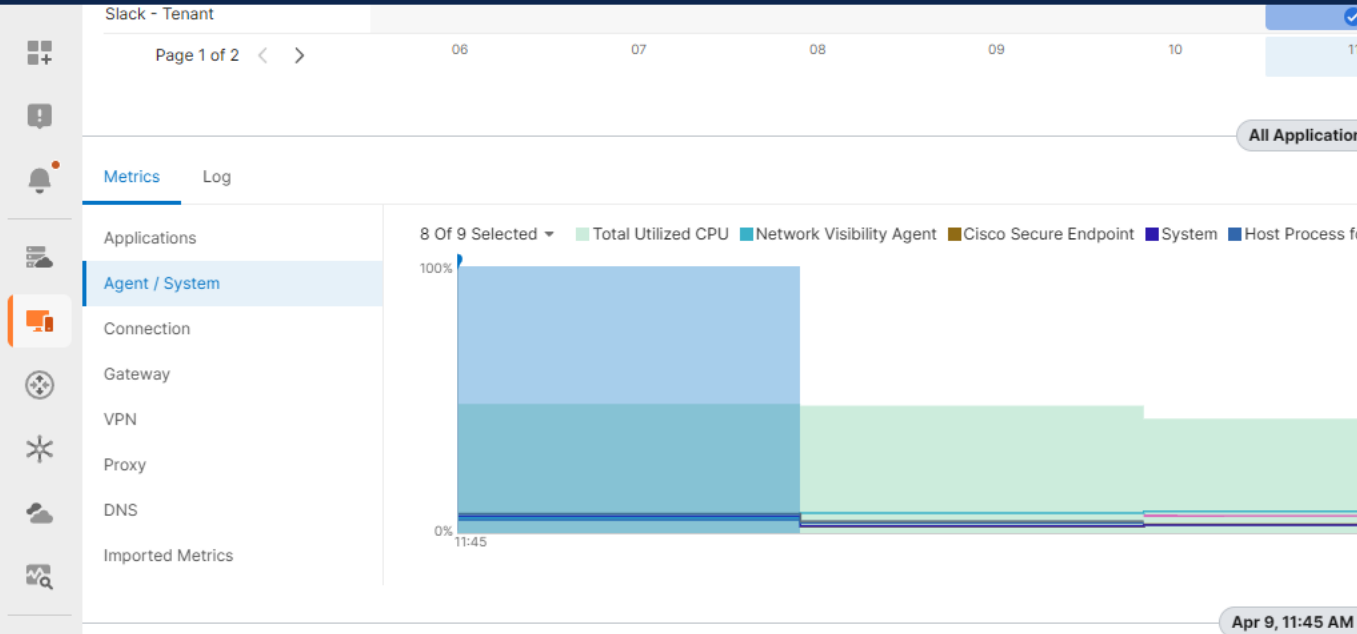
### Experience Score by Location



### Scheduled Tests

HTTP / Web / Server

Test	Avg Availability ↑	Trending / Current Value
<a href="https://www.in.cisco.com">Cisco Intranet</a> <a href="https://www.in.cisco.com">https://www.in.cisco.com</a>	96.6%	 8 100%
<a href="https://mail.google.com">Google Suite - Mail</a> <a href="https://mail.google.com">https://mail.google.com</a>	98.1%	 2 100%



Segment Visualization

Application: All



Agent | Connection | Gateway | Internet | Applications

RAYSHUM-CSCO-W-

Model	21CCS43W00	Agent Score	72%
Manufacturer	LENOVO	CPU	48.4%
OS Version	Microsoft Windows 11 Enterprise	Memory	79%
Kernel	10.0.26100		
Endpoint Agent Version	1.236.3		
Public IP Address	50.231.96.164		
Private IP Address	10.130.112.83		
DNS Servers	10.92.131.26, 10.92.128.103		

[View System Resources](#)

System Resources

Time 2025-04-09 11:45:00 - 2025-04-09 11:46:00

This section shows the top processes consuming more than 2% of CPU/Memory in your device.

CPU | **Memory**

Process Name	PID	Memory (%)
> Evernote	-	11.0
∨ Webex	-	9.8
Webex	39064	5.2
Webex	38072	4.3
Host Process for Windows Services	-	7.2
> Cisco Secure Endpoint	5916	3.6
∨ Slack	35876	3.2
Slack	35876	1.6
> MemCompression	3740	2.8

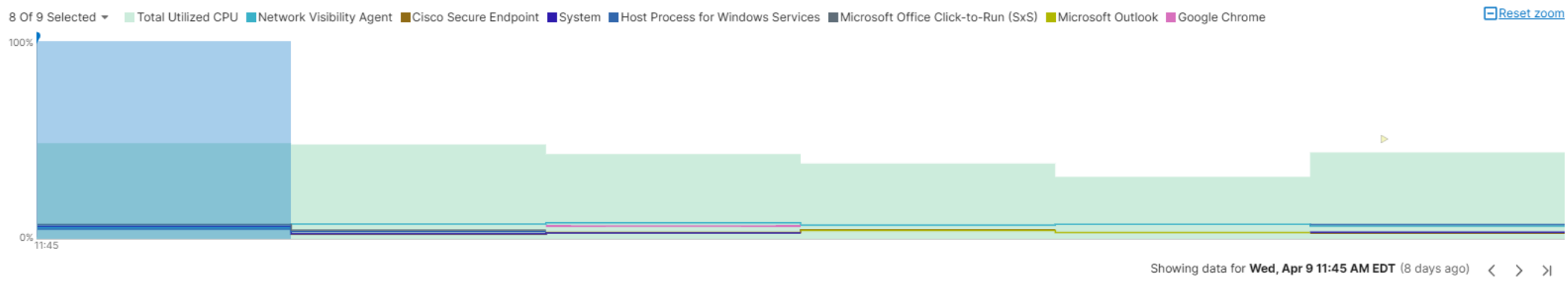
Close



No Degradation High Degradation

All Applications

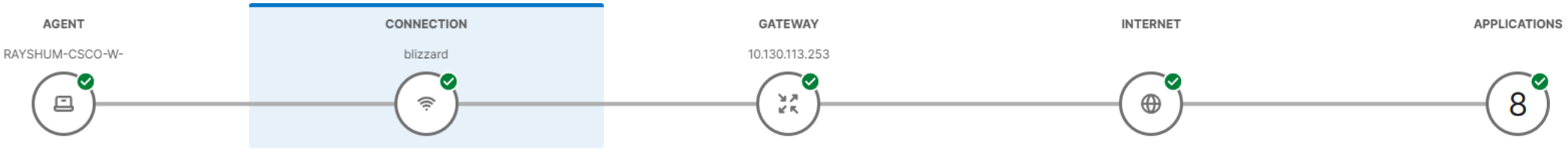
- Metrics Log
- Applications
- Agent / System
- Connection
- Gateway
- VPN
- Proxy
- DNS
- Imported Metrics



Showing data for Wed, Apr 9 11:45 AM EDT (8 days ago)

Apr 9, 11:45 AM EDT

Segment Visualization Application: All



- Agent
- Connection
- Gateway
- Internet
- Applications

Usually fast wireless performance

Connection

SSID	blizzard
BSSID	c2:d6:76:68:3f:50
Channel	52
Phy Mode	802.11ax
Wifi Signal Quality	81%
Link Speed	287 Mbps
Retransmission Rate	0.1%

Access Point Verified by Meraki

AP Name	chg12-7-1-ap-09
Connected Clients	11
Network Name	Meraki Chicago Post Office CHG12
Location	404 S Canal St, Chicago, IL 60607
Health Score	Good

Go to Meraki AP

Slack - Tenant

Page 1 of 2 < > Mar 24 12 Mar 25 12 Mar 26 12 Mar 27 12 Mar 28 12 Mar 29 12 Mar 30 12 Mar 31 12 Apr 1 12 Apr 2 12 Apr 3 12 Apr 4 12 Apr 5 12 Apr 6 12 Apr 7 12 Apr 8 12 Apr 9 12 Apr 10 12 Apr 11 12 Apr 12 12 Apr 13 12 Apr 14

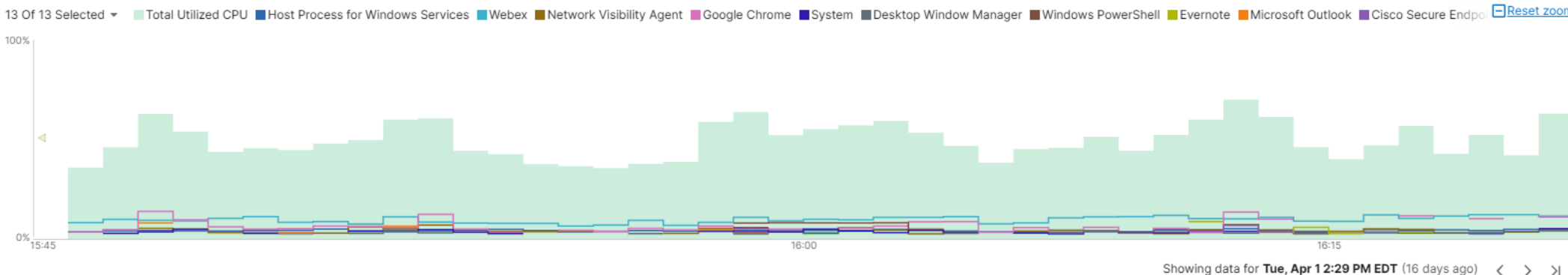
No Degradation      High Degradation

Microsoft Teams - Dynamic1 [Reset](#)

Metrics Log

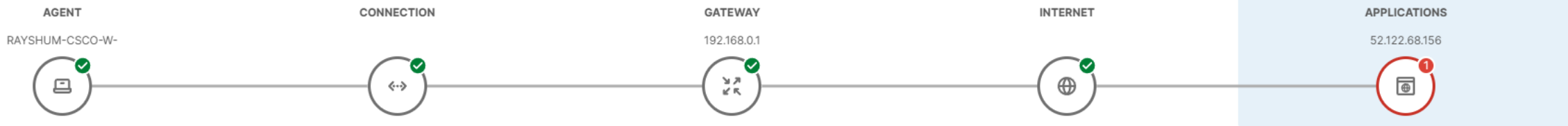
CPU

- Applications
- Agent / System
- Connection
- Gateway
- VPN
- Proxy
- DNS
- Imported Metrics



Apr 1, 2:29 PM EDT

Segment Visualization Application: Microsoft Teams - Dynamic1 x



Agent Connection Gateway Internet Applications Meetings

Real User Tests

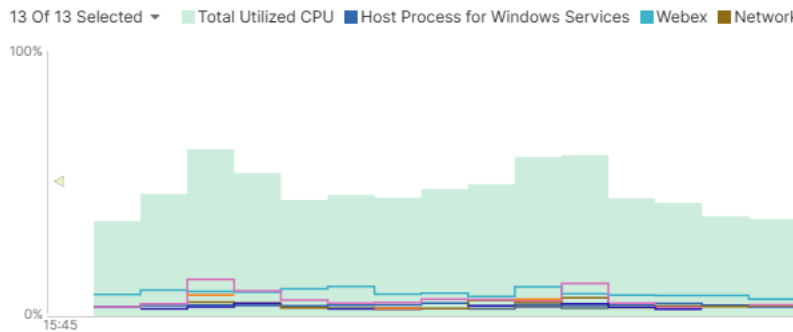
Please open the Views to see Real User Tests. [Open Views](#)

Dynamic Tests

Tests	Target	Application Score (%)	Loss (%)	Latency (ms)	Jitter (ms)	Response
<a href="#">Microsoft Teams - Dynamic1</a>	TCP 52.122.68.156:443 <i>i</i>	<i>2</i> 0	0	202	<i>!</i> 279	<i>✓</i>

Metrics Log

- Applications
- Agent / System
- Connection
- Gateway
- VPN
- Proxy
- DNS
- Imported Metrics



Segment Visualization Application: Microsoft Teams - Dynamic1 x



Agent Connection Gateway Internet Applications Meetings

Meeting ID	9e1ae4b5-a573-4eb2-859a-fc1078b48870	Video Score (Imported)
Application	MS Teams	Audio Score (Imported)
No. of Participants	11	Screen Sharing Score (Imported)
Start Time	2025-03-05 11:00:21	
Duration	24 mins	

[View Details](#)

## Meeting Details

Meeting ID: 9e1ae4b5-a573-4eb2-859a-fc1078b48870

Meeting Time: 2025-03-05 11:00:21 - 2025-03-05 11:24:42 UTC

### Aggregated Scores



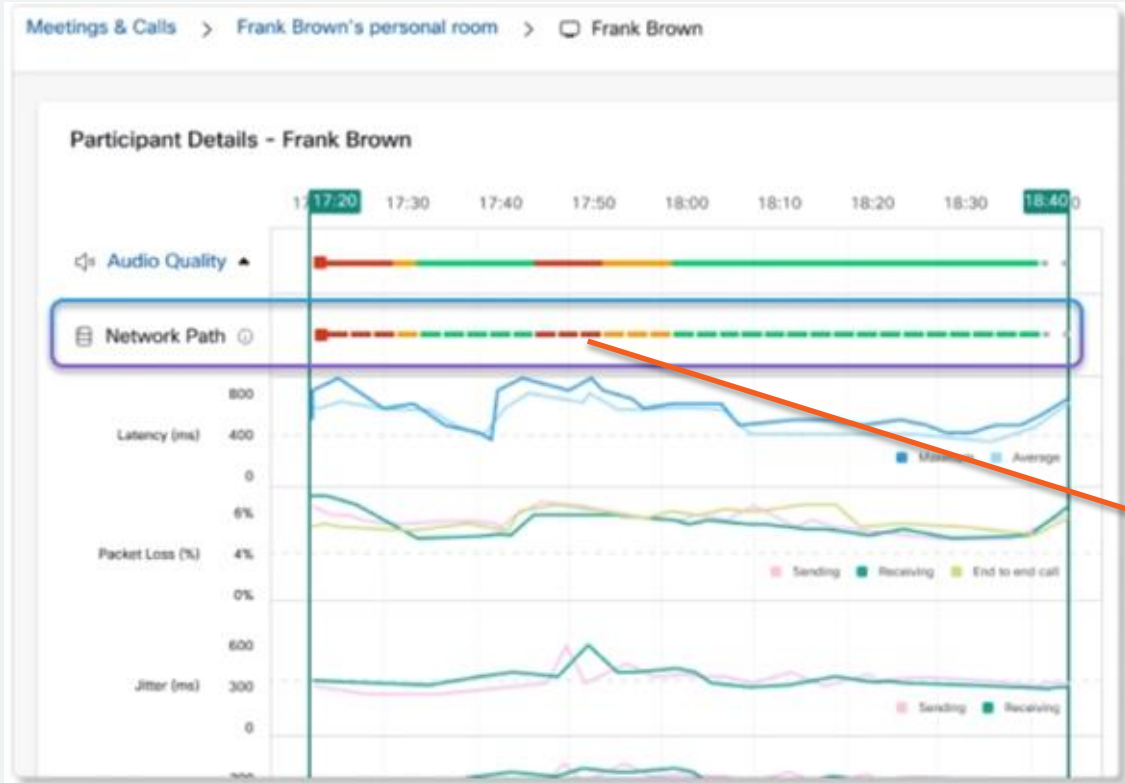
### 9 users on the meeting

Teams User name	Location	Audio Transmitted	Audio Received	Video Transmitted	Video Received	Screen Sharing Transmitted	Screen Sharing Received
testuser1	Almere, Netherlands	Good	Good	Good	Poor	Unclassified	Good
testuser1	Almere, Netherlands	Poor	Good	Good	Good	Unclassified	Good
testuser2	Frankfurt am Main, Germany	Good	Good	Good	Good	Unclassified	Good
testuser3	Santa Clara, California, US	Good	Good	Good	Good	Unclassified	Good
testuser4	Frankfurt am Main, Germany	Good	Good	Good	Good	Unclassified	Good
testuser5	Frankfurt am Main, Germany	Good	Good	Good	Good	Unclassified	Good

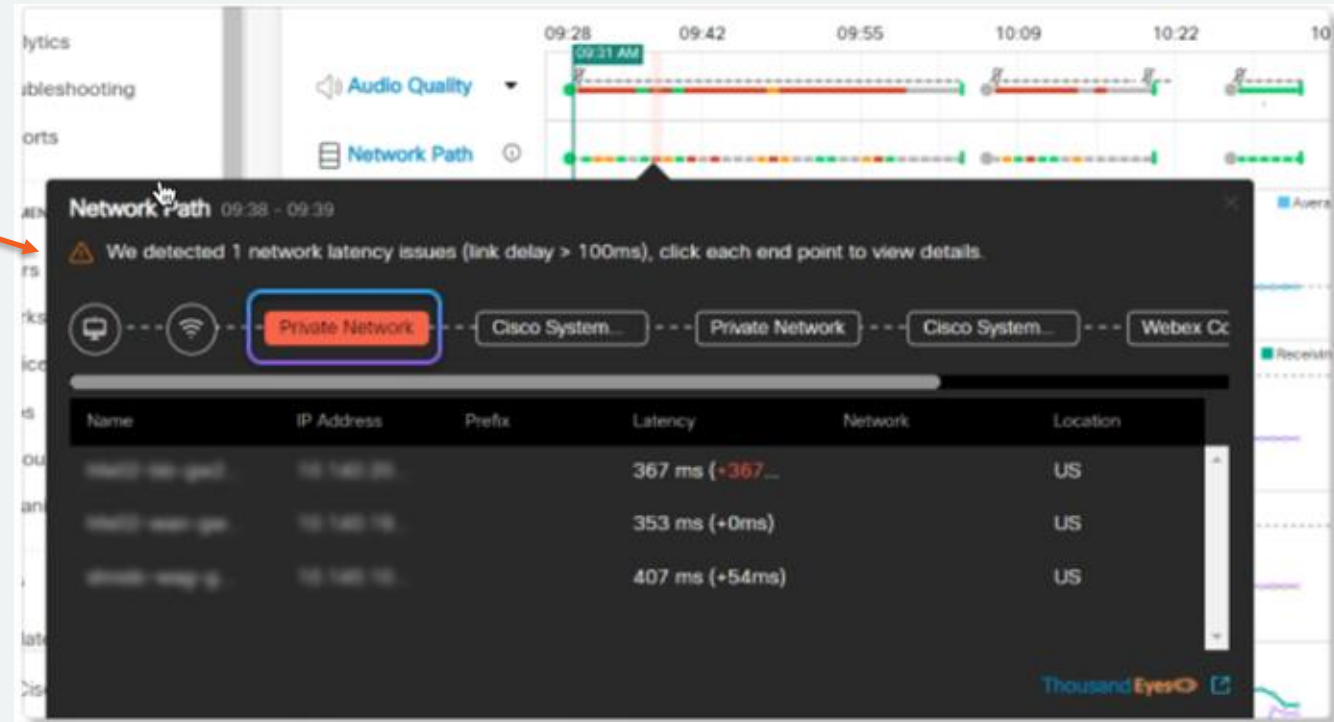
Show 25 Page 1 of 1 < >

Close

# Webex Control Hub Integration



Network-related issues identified in Control Hub, cross-launch to ThousandEyes dashboard for additional details and troubleshooting

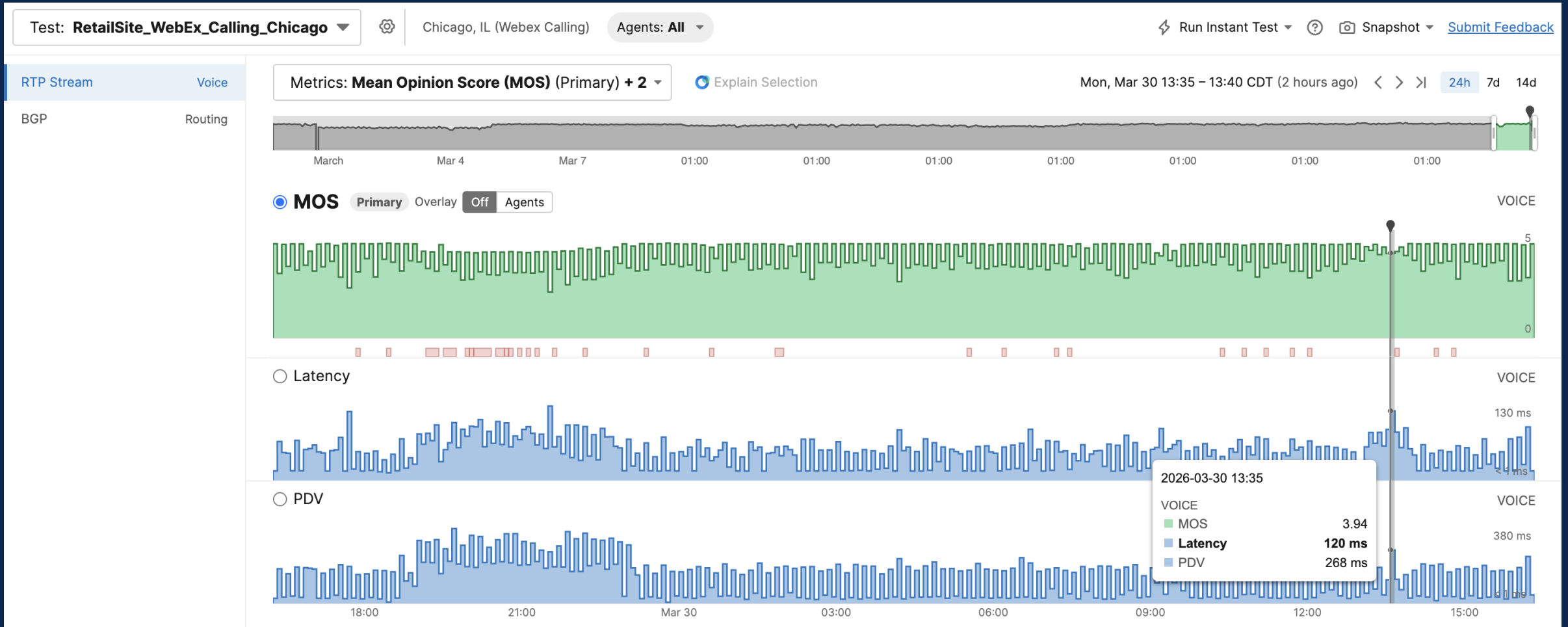


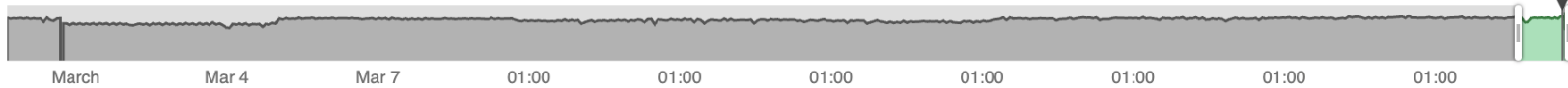
# Webex Dynamic Testing



ThousandEyes Share Link:  
<https://alrqpebhkrdzzvhmvuvhvixkdzzufa.share.thousandeyes.com>

# Enterprise Agent Testing to Webex Calling





**Enterprise Agent**  
**Seattle-Agent01**

---

**Agent Details**

Private IP Address 10.1.21.5  
 Public Address 104.15.131.179  
 Network AT&T Enterprises, LLC (AS 7018)  
 Location Seattle Area

---

**Interface Details**

IP Address 10.1.21.5  
 Prefix

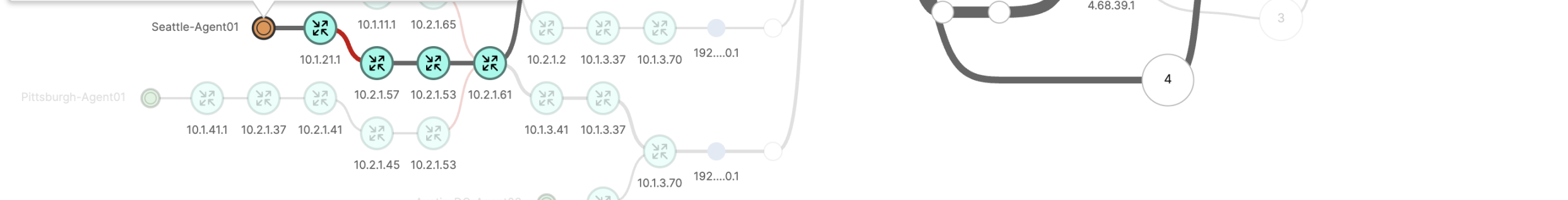
---

**Measurements from this agent**

Number of Targets 1  
 MOS 1.04  
 Loss 0%  
 Discards 20.4%  
 Latency 653 ms  
 PDV 2109 ms  
 Sent DSCP EF (DSCP 46)  
**Received DSCP Best Effort (DSCP 0)**  
 Min. Path MTU 1500 bytes

---

Show only this agent  
 Hide this agent  
 Show traceroute style output



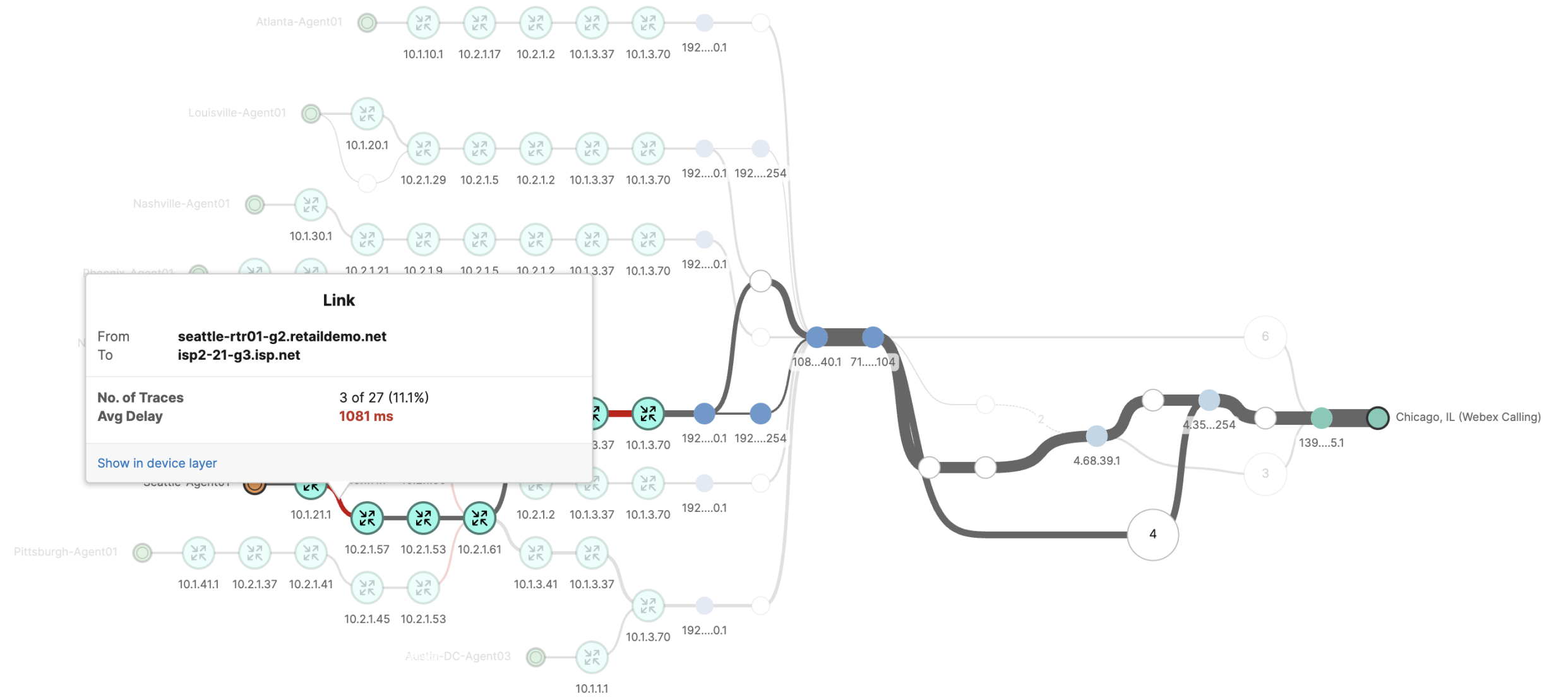
Group Agents by Agent Interfaces by IP Address Destinations by NO Grouping

Highlight All Search Network, Country, IP Address, Prefix or Title 0 matches

Forwarding Loss > 10% (0 Nodes) Link Delay (Avg) > 20ms (6 Links)

Select Click a node or link Info (3)

Undo (1) Reset To Default

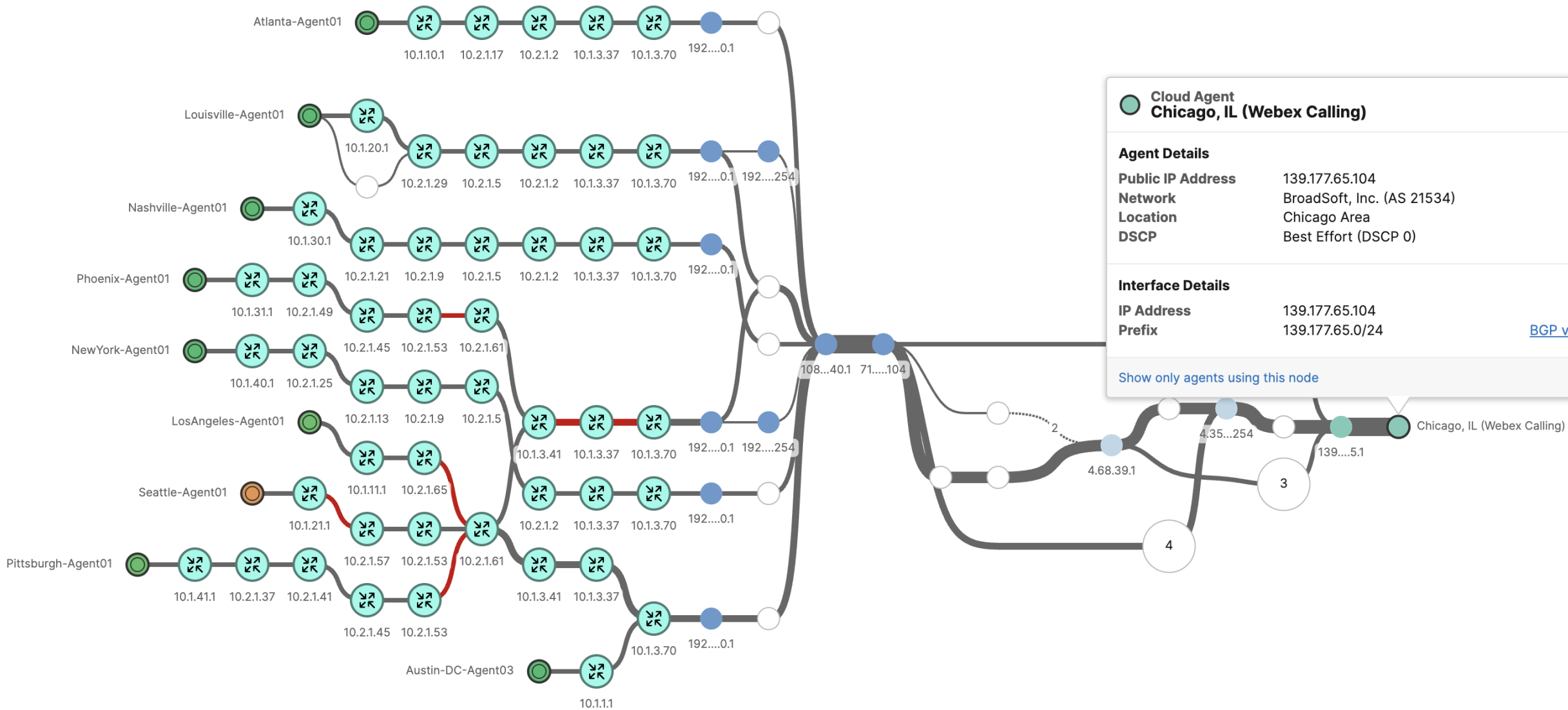


**Link**

From **seattle-rtr01-g2.retaildemo.net**  
 To **isp2-21-g3.isp.net**

No. of Traces 3 of 27 (11.1%)  
 Avg Delay **1081 ms**

[Show in device layer](#)



Cloud Agent  
Chicago, IL (Webex Calling)

Agent Details

Public IP Address	139.177.65.104
Network	BroadSoft, Inc. (AS 21534)
Location	Chicago Area
DSCP	Best Effort (DSCP 0)

Interface Details

IP Address	139.177.65.104
Prefix	139.177.65.0/24

[BGP view](#)

Show only agents using this node

Chicago, IL (Webex Calling)

# Scanners & Work From Anywhere Employees





# Zebra Scanners Support

GA: September 2025

## The Why

Get deep end-to-end visibility into everything from device performance and Wi-Fi, to 4G and 5G telemetry, across ISP networks, all the way to the application. 2.7m FY26 service addressable market.

## The What

Extend ThousandEyes support to key Android-based Zebra scanners with focus on high-impact enterprise use cases in airlines, financial services, transportation, logistics, healthcare, and energy sectors.

## Customer Outcome

Gives customers real-time visibility and monitoring across critical field hardware, ensuring greater uptime, faster issue resolution, and a better user experience for mobile operations.





# Honeywell Scanners Support

**Delivery Timeline:** Open Beta October 2025

## The Why

Customers rely on Honeywell scanners for critical tasks such as inventory management, pallet tracking, and barcode scanning in warehouses, logistics, and retail. These devices must stay connected to enterprise systems to ensure smooth and efficient workflows. Network issues or device downtime can quickly disrupt operations, causing delays, errors, and lost productivity.

## The What

Expand ThousandEyes support to Honeywell scanners, unlocking real-time monitoring for key industries and meeting strong customer demand across 2.4M devices.

## Customer Outcome

🏪 Coca-Cola Heartland, one of the 12 independent major Coke bottlers across the USA, warehouse teams depend on Honeywell handheld scanners like the CT40 and CK60 to manage inventory and scan barcodes. They access the SAP portal from Cona to keep operations running, but have faced significant challenges with devices losing network connectivity, which disrupts workflow, with MEPA they can now monitor and address connectivity issues in real time.





# WiFi Sensor

## The Why

Network Operations wants to make sure digital experiences will be optimal before the first person walks into the building – they need a proactive approach and understand WiFi performance before users are present and a baseline client that can serve as a baseline reference for performance.

## The What

ThousandEyes Endpoint Agent will be available with Cisco WiFi 7 Access Points to power the WiFi sensor functionality.

## Rollout plan:

1. Dedicated sensor capability with C9712H Wallplate AP (on-prem, Q2 GA timeframe)
2. Active testing on Cloud APs (Meraki capability – in Beta now)
3. Active testing on Cloud and on-prem APs with ThousandEyes agent (Summer 2026)

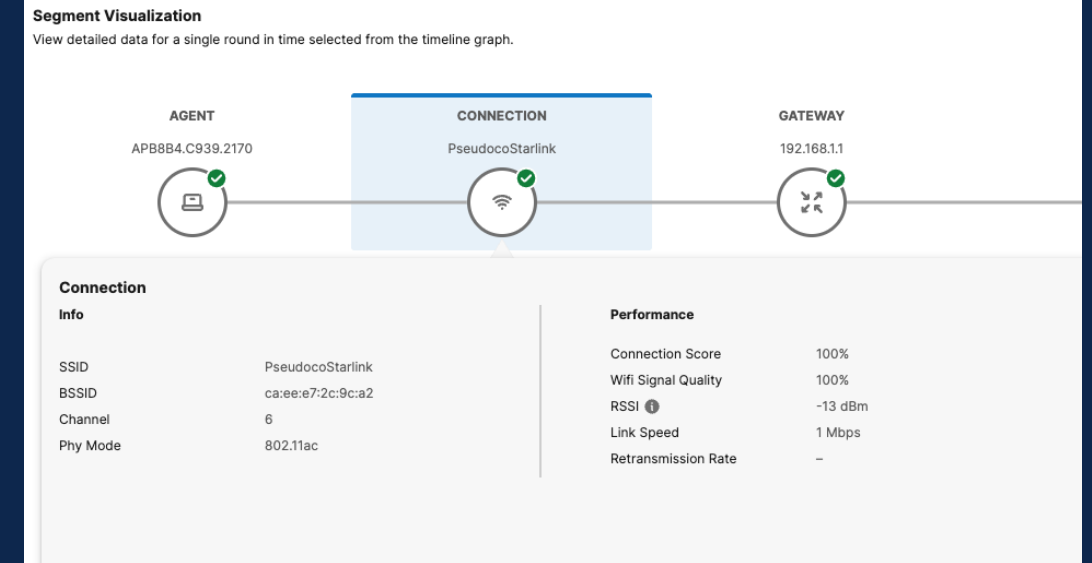
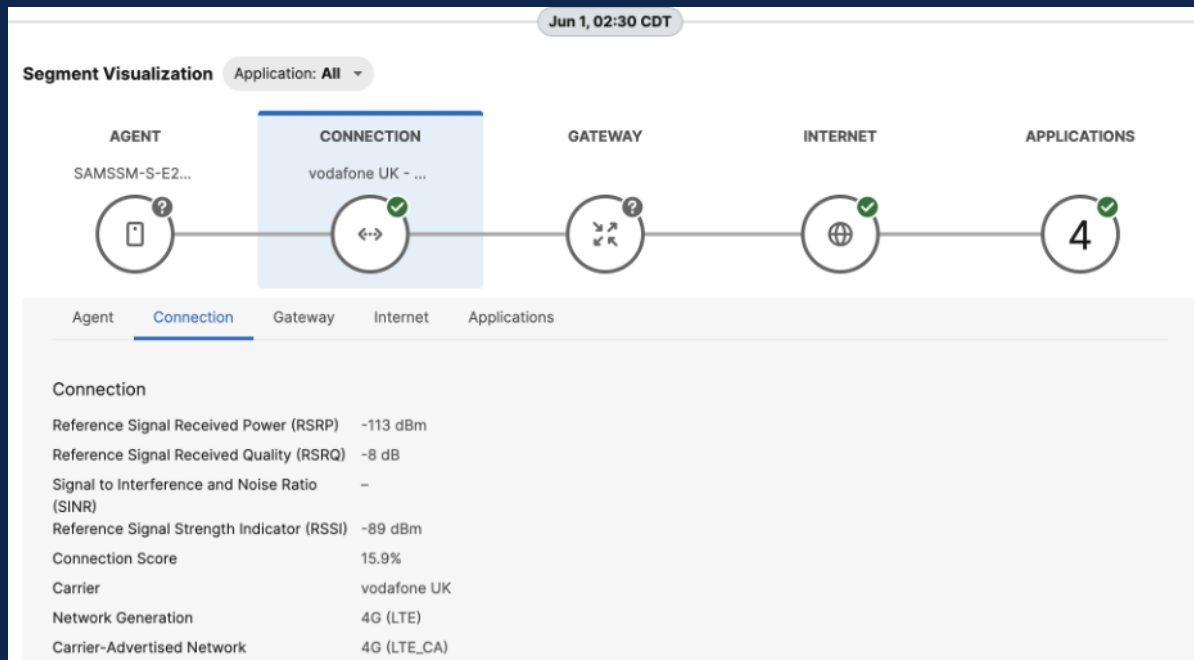
## Customer Outcome

Proactively avoid issues using self-validating WiFi infrastructure.



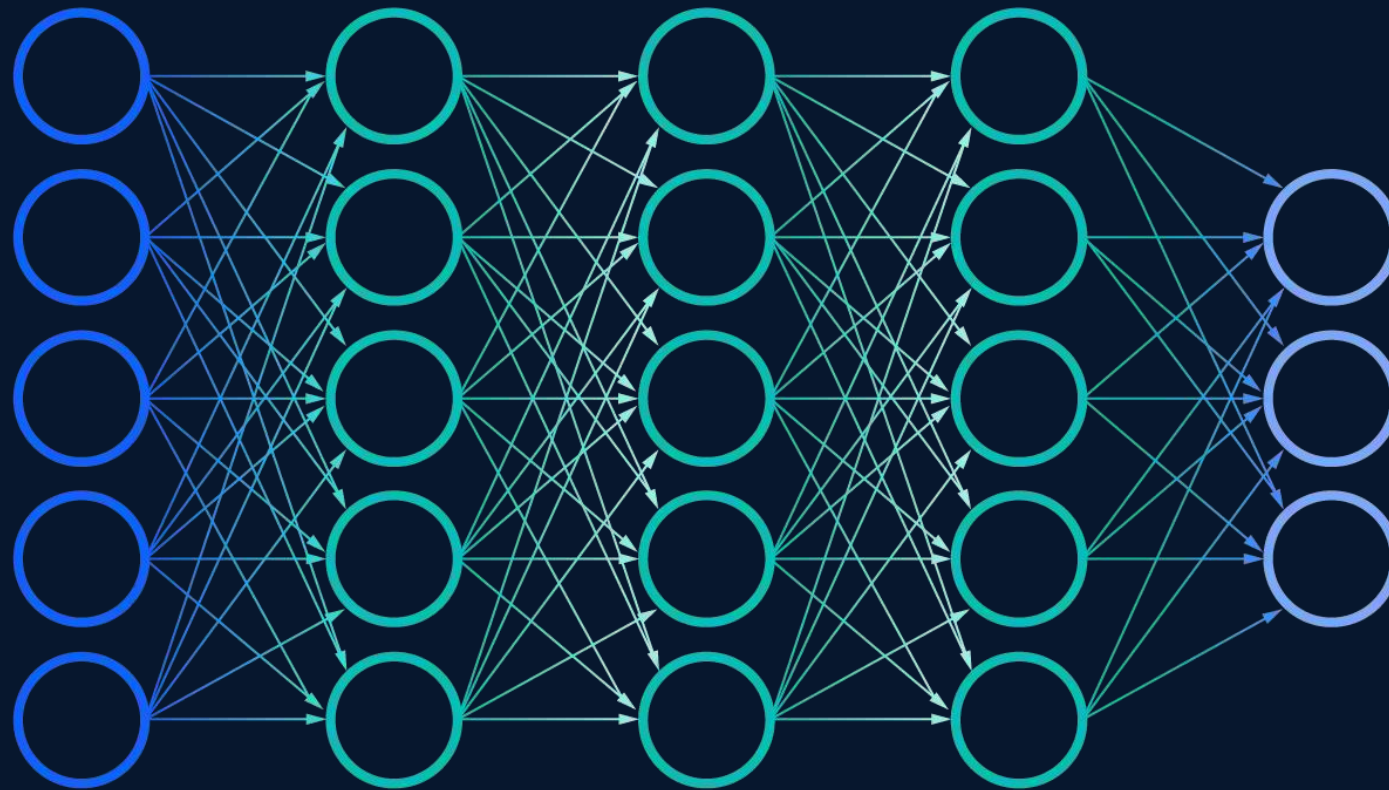
## Examples

- Employee Productivity in Warehouse/Distribution
- Working from a Hotel or on Cellular Connection
- Hospitals, Retail, and Public Spaces

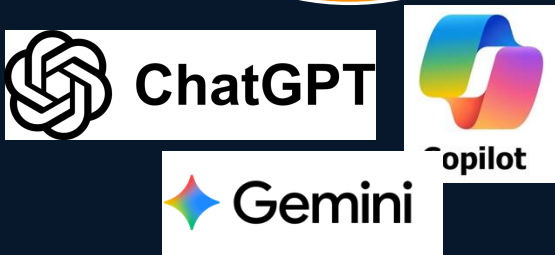
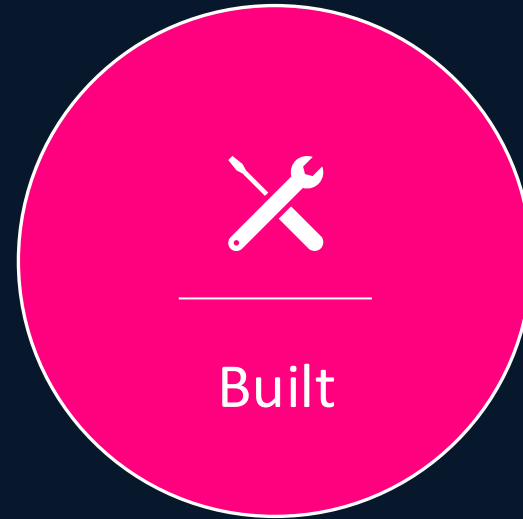


ThousandEyes  
is

All In



# What are you **Doing**



**Monitored by TE**

**Powered by TE**

**Assured by TE**

# Monitoring AI Services



- Dashboards
- Event Detection
- Alerts 9
- Network & App Synthetics >
- Endpoint Experience >
- Routing >
- Traffic Insights >
- Devices >
- Cloud Insights >
- Internet Insights >
- Manage >

Test: <https://gemini.google.com/>

Agents: All

Run Instant Test Snapshot Submit Feedback

- Transaction Web
- HTTP Server Web
- Agent to Server Network
- BGP Routing

Metrics: Transaction Time Explain Selection

View Configuration Mon, Mar 2 15:45 - 15:50 EST (1 day ago) 24h 7d 14d

### Primary Metric

Primary metric defines what details are shown on the bottom half of the page

Search...

- Web
- Transaction Time
- Completion
- Assert Errors
- Page Errors
- Timeouts
- Other Errors
- Availability

- Select up to 4
- Web
    - Completion
    - Assert Errors
    - Page Errors
    - Timeouts
    - Other Errors
    - Availability
    - Response Time
    - Throughput
  - Network
    - Loss
    - Latency
    - Jitter
  - Routing
    - Path Changes
    - Reachability
    - Updates

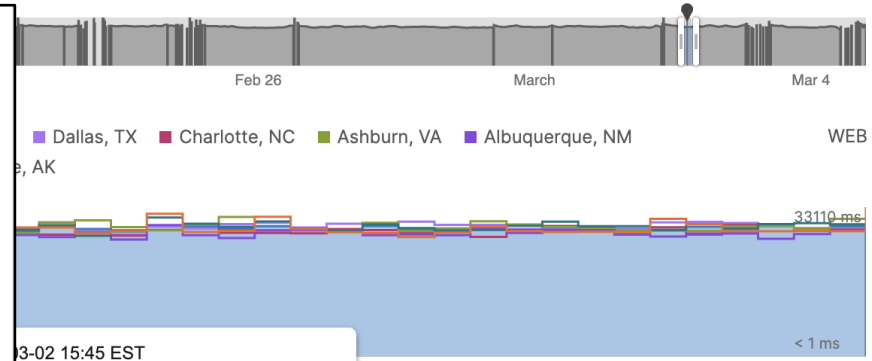
Map Table Waterfall

#### Average Metrics

Transaction Time	28454 ms
Response Received	
Navigate to Gemini	
Page Load Complete	
Enter Math Prompt	
Submit Prompt	211 ms
Wait for Response	3049 ms

#### Unique Agent Stats

9	Submitted data
9	Assigned to selected tests



Location	Transaction Time
Dallas, TX	28348 ms
Charlotte, NC	33109 ms
Ashburn, VA	28942 ms
Albuquerque, NM	26976 ms
Los Angeles, CA (Verizon)	27736 ms
Anchorage, AK	25471 ms



- Dashboards
- Event Detection
- Alerts 9
- Network & App Synthetics >
- Endpoint Experience >
- Routing >
- Traffic Insights >
- Devices >
- Cloud Insights >
- Internet Insights >
- Manage >

Test: <https://gemini.google.com/>

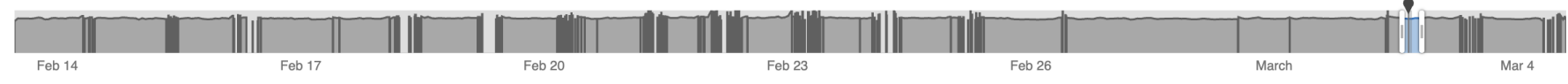
Agents: All

Run Instant Test | Snapshot | Submit Feedback

- Transaction** Web
- HTTP Server Web
- Agent to Server Network
- BGP Routing

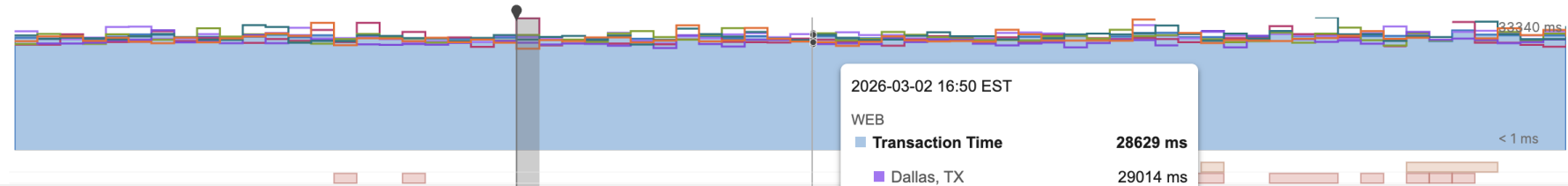
Metrics: **Transaction Time (Primary) + 3** Explain Selection

View Configuration | Mon, Mar 2 15:45 - 15:50 EST (1 day ago) | 24h 7d 14d

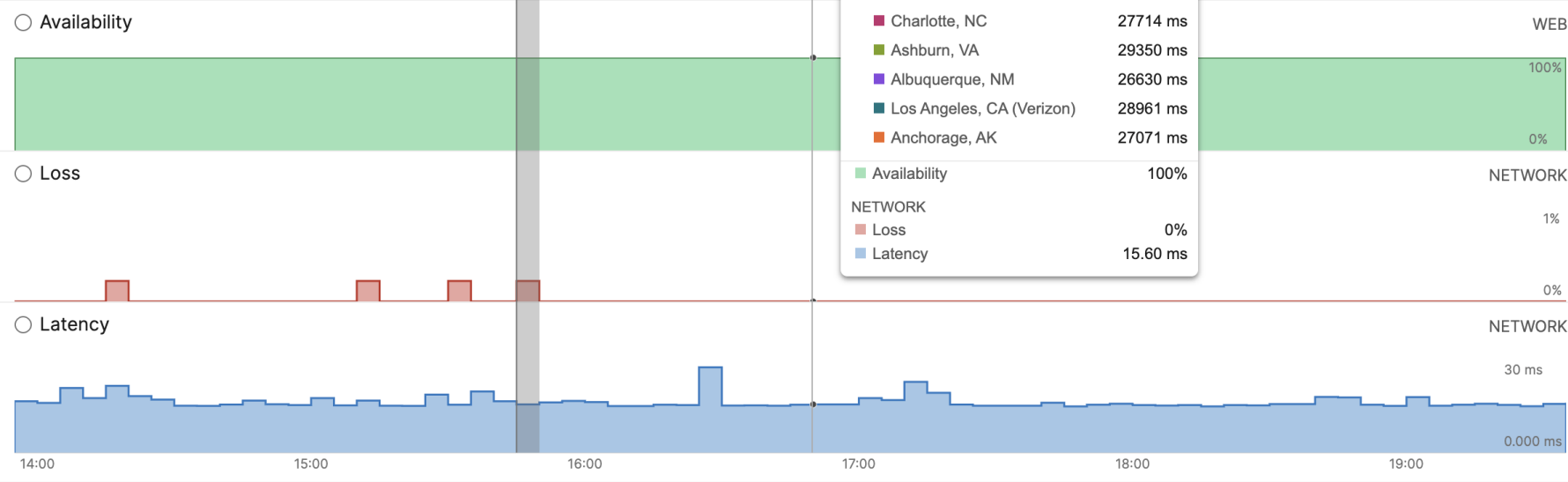


**Transaction Time** Primary Overlay Off Markers Agents 6 Agents

- Average Transaction Time
- Dallas, TX
- Charlotte, NC
- Ashburn, VA
- Albuquerque, NM
- Los Angeles, CA (Verizon)
- Anchorage, AK



2026-03-02 16:50 EST	
WEB	
Transaction Time	28629 ms
Dallas, TX	29014 ms
Charlotte, NC	27714 ms
Ashburn, VA	29350 ms
Albuquerque, NM	26630 ms
Los Angeles, CA (Verizon)	28961 ms
Anchorage, AK	27071 ms
NETWORK	
Availability	100%
Loss	0%
Latency	15.60 ms



Map | Table | Waterfall | Dependent Applications

**Average Metrics**

Transaction Time	28454 ms
Response Received	28243 ms
Navigate to Gemini	2912 ms

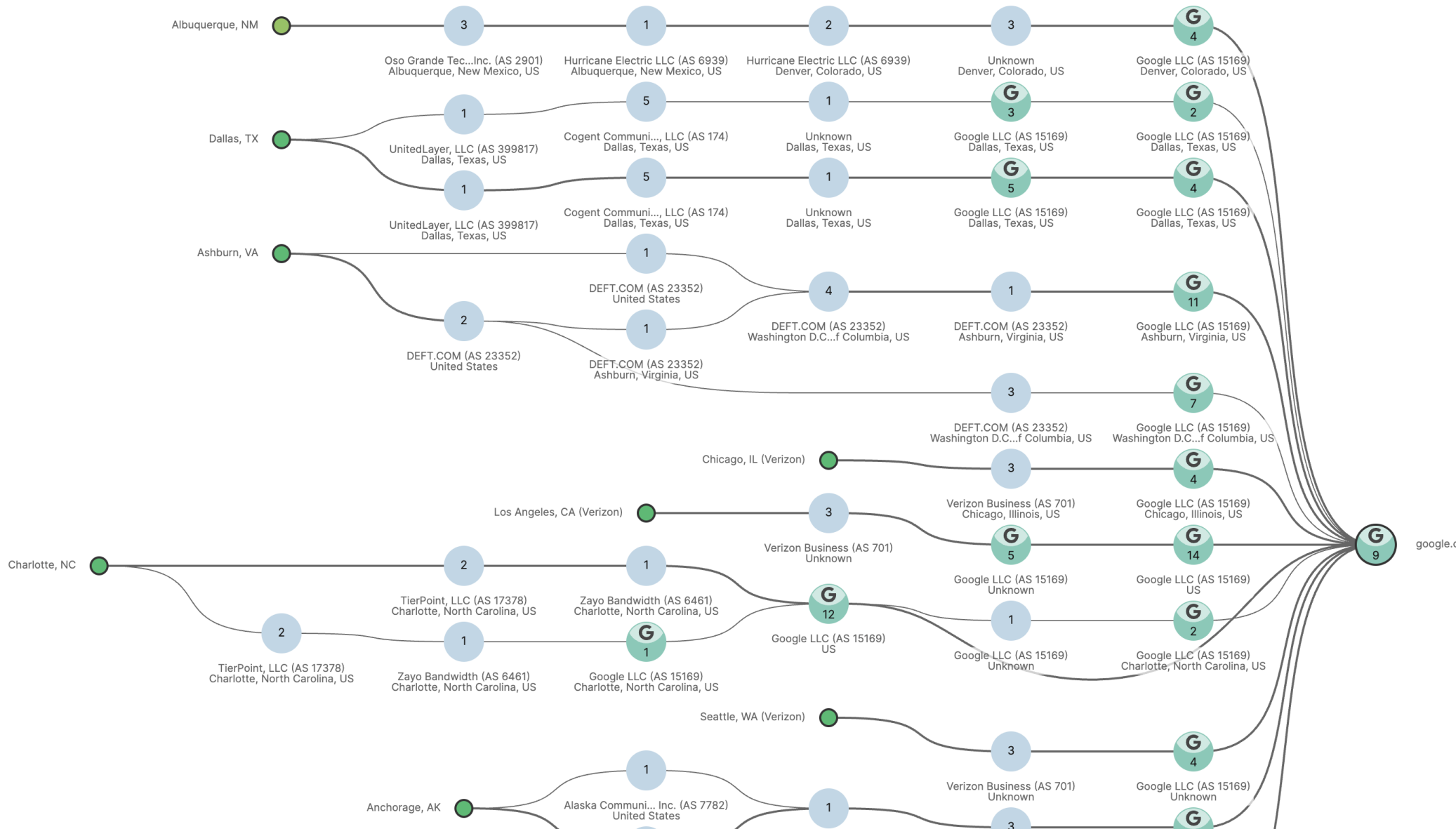


- Dashboards
- Event Detection
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- Network & App Synthetics
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- Routing
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- Devices
- Cloud Insights
- Internet Insights
- Manage

https://gemini.google.com/

Mon, Mar 2 15:45 - 15:50 EST (1 day ago)

Show Filters

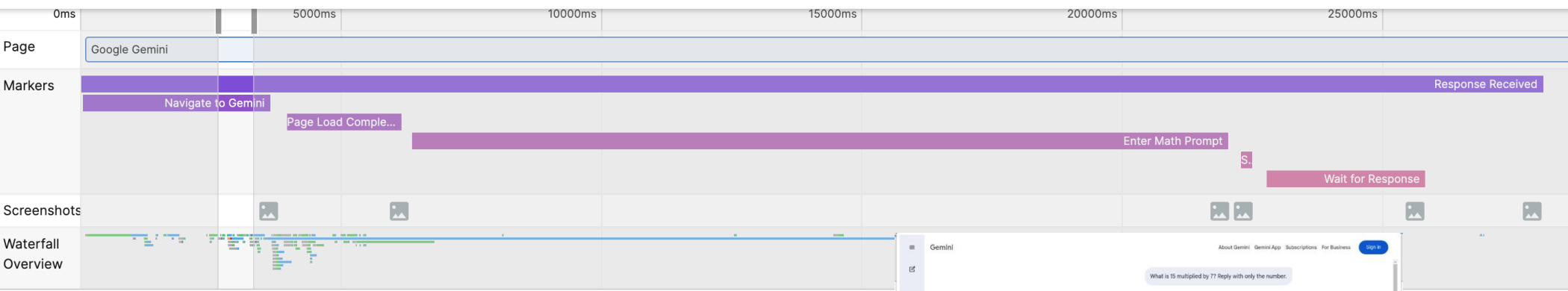


- Dashboards
- Event Detection
- Alerts 9
- Network & App Synthetics
- Endpoint Experience
- Routing
- Traffic Insights
- Devices
- Cloud Insights
- Internet Insights
- Manage

https://gemini.google.com/

Mon, Mar 2 15:45 - 15:50 EST (1 day ago)

Show Filters

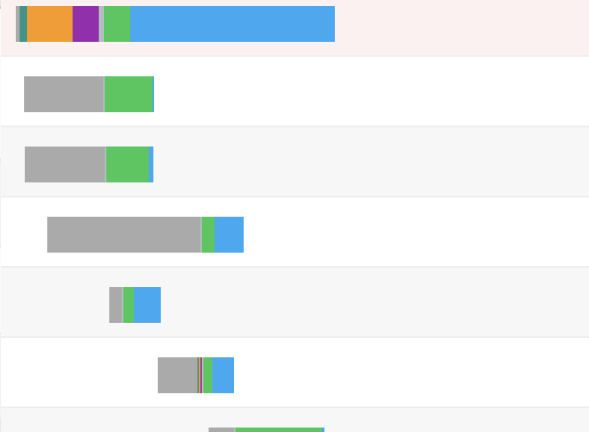


18 items Search by URL or Domain... Component Type

Component	Response Code	Domain	Provider	Size (kB)
chooseServer	200 [Headers]	signaler-pa.cl...	Google LLC	0.1
Zm2FdHbucOljSYqqASS5kFVxv...	200 [Headers]	www.google....	Google LLC	61
batchexecute	200 [Headers]	gemini.googl...	Google LLC	0.1
destination	200 [Headers]	www.googlet...	Google LLC	465.3
collect	204 [Headers]	www.google-...	Google L	
batchexecute	200 [Headers]	gemini.googl...	Google L	
batchexecute	200 [Headers]	gemini.googl...	Google L	
font	200 [Headers]	fonts.gstatic....	Google L	
m=OpU7Tc	200 [Headers]	www.gstatic....	Google L	
4UaRrENHsxJIGDuGo1OIJfC6I_2...	200 [Headers]	fonts.gstatic....	Google L	
batchexecute	200 [Headers]	gemini.aoodl...	Google L	

<https://www.googletagmanager.com/gtag/destination?id=G-BF8Q35BMLM&cx=c&gtm=4e62q0>

Start Time	+2715 ms
Blocked	7 ms
DNS	< 1 ms
Send	1 ms
Wait	25 ms
Receive	68 ms
<b>Total</b>	<b>101 ms</b>





What is 15 multiplied by 7? Reply with only the number.

Show code <>



Analysis

105

Ask Gemini 3

# AI Canvas & AI Assistant



Embedded

### DC HOSTED APPS

**VDI**

**99.96%** Mean ▼0.02%

Web - HTTP Server — Availability  
1 Test • All Agents • 1 day

**AWS**

**99.98%** Mean ▲0%

Web - HTTP Server — Availability  
1 Test • All Agents • 1 day

**Webex**

**4.39** Mean ▲0

Voice - RTP Stream — MOS  
2 Tests • All Agents • 1 day

### Internet Circuit Health (SLAs)

**Level 3 Circuit (Main)**

**99.93%** Mean

Web - HTTP Server — Availability  
1 Test • All Agents • 1 day

### SaaS Apps (Latency performance per location)

Network - Agent to Server — Latency • 12 Tests, 39 Agents, 7 days • Limiting to 3 cards per group

**Microsoft Office 365 Login** **30.3 ms**

48.08 <small>Seattle, WA</small>	46.07 <small>Denver, CO (Coge...</small>	34.65 <small>Los Angeles, CA</small>
-------------------------------------	---	---

**Google Apps / Gmail Login** **11.73 ms**

22.12 <small>St. Louis, MO</small>	18.25 <small>Denver, CO (Coge...</small>	10.8 <small>Chicago, IL</small>
---------------------------------------	---	------------------------------------

**Slack** **19.68 ms**

43.37 <small>Denver, CO (Coge...</small>	31.76 <small>Los Angeles, CA</small>	14.78 <small>St. Louis, MO</small>
---	---	---------------------------------------

**Okta Login** **3.26 ms**

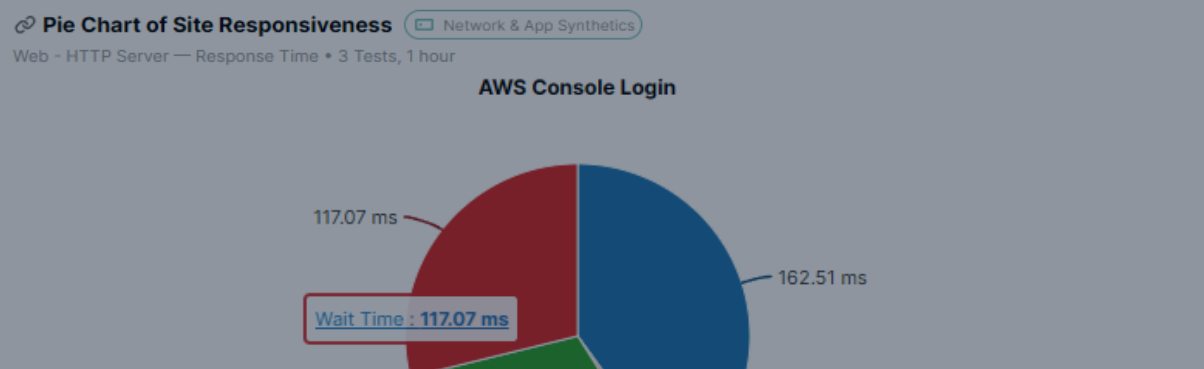
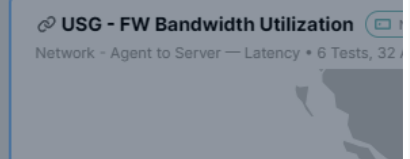
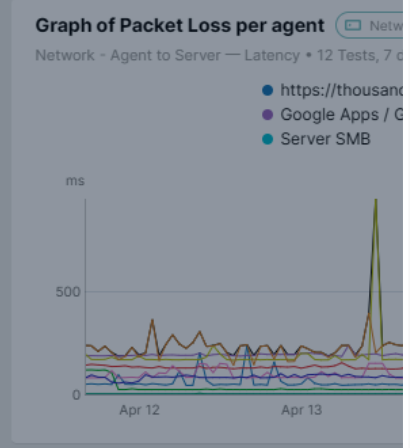
10.25 <small>Charlotte, NC</small>	6.01 <small>St. Louis, MO</small>	1.65 <small>Denver, CO (Coge...</small>
---------------------------------------	--------------------------------------	--

**AWS Console Login** **4.44 ms**

13.36 <small>Charlotte, NC</small>	6.31 <small>St. Louis, MO</small>	2.12 <small>Los Angeles, CA</small>
---------------------------------------	--------------------------------------	--

**Windows AD** **0.01 ms**

0.01 <small>ESX VLAN1</small>
----------------------------------



## AI Assistant

You

Help me create a test to my datacenter from headquarters

AI Assistant

05:16 pm

Sure, I can guide you through the process of creating a test from your headquarters to your datacenter using ThousandEyes.[1]

Here are the steps:


1. First, select **Cloud & Enterprise Tests** from the main navigation.
2. Click **Create New Test**.
3. Now you'll have to set up the test, fill the name of your test.
4. Select the type of the test. For example, if you are testing network connectivity, you may select a **Network Layer Test**.
5. Now, set your test's target. This would typically be the IP address or URL of your datacenter that you're testing.
6. Next, specify the agents you want to test from. In the case of testing from your headquarters,

Ask the AI Assistant a question ▶

Assistant can make mistakes. Verify responses.

☰ AI Assistant



 AI Assistant

**ServiceNow**  
SRTK0023941

ServiceNow ✓

**ServiceNow Ticket Details:**

**Reported by:** System Administrator on March 28, 2025 09:45 AM PST

**Issue:** Application performance degradation at Online Boutique - Chicago Branch

**Description:** Received a ThousandEyes alert and reached out to Maria Chen to confirm. She said users at branch experiencing frequent transaction failures and timeouts in EFP. Started approximately 30 minutes ago. Affects all 24 users at the branch. No recent changes reported.

**Affected Service:** Online Boutique Financial Service

**URL:** <https://online-boutique-us-chicago.com/transactions>

**Incident Type:** Network Performance

**Priority:** P1

**ID:** 234945

**Automated diagnostics:** [Meraki

Ask the AI Assistant a question



Assistant can make mistakes. Verify responses.

## AI Assistant



## AI Assistant

End-to-End Network Analysis Summary : - Analyzed Meraki data for device 'BRANCH-CHI-MDF1.1-MX68CW'.

- Reviewed loss and latency history data over the past 24 hours.
- Observed high loss percentages (37% to 42%) and latency around 91 ms.
- Jitter varied significantly, indicating potential network instability.
- Examined ThousandEyes Network Test Results for agent 'Chicago'.
- Key metrics: Avg Latency: 238 ms, Jitter: 1.5 ms, Loss: 43.5%.
- Correlation between Meraki and ThousandEyes data suggests network issue affecting the entire path.
- Meraki data provides localized view; ThousandEyes data confirms broader network performance degradation.

Remediation Suggestions : The path view confirms our internal network issue. This is completely within our control to fix. Here are some solutions you can implement immediately:

- Configure QoS on the MX device to prioritize the application traffic.

Troubleshoot the ticket



Assistant can make mistakes. Verify responses.

ServiceNow SRTK0023941

ServiceNow



## ServiceNow Ticket Details:

**Reported by:** System Administrator on March 28, 2025 09:45 AM PST

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**Affected Service:** Online Boutique Financial Service

**URL:** <https://online-boutique-us-chicago.com/transactions>

**Incident Type:** Network Performance

**Priority:** P1

**ID:** 234945

**Automated diagnostics:** [Meraki Organization ID: 537758 Device Name: BRANCH-CHI-MDF1.1-MX68CW Thousand Eyes Test ID: 6927645 Thousand Eyes Agent Name: Chicago Thousand Eyes Account Group ID: 1204541 Thousand Eyes Test Start Date: 2025-05-04T01:16:00Z Thousand Eyes Test End Date: 2025-05-04T01:17:00Z application\_host\_name: online-boutique-us.splunko11y.com]



## AI Assistant

## AI Assistant

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Configure QOS on Branch MX



Assistant can make mistakes. Verify responses.

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**Priority:** P1

**ID:** 234945

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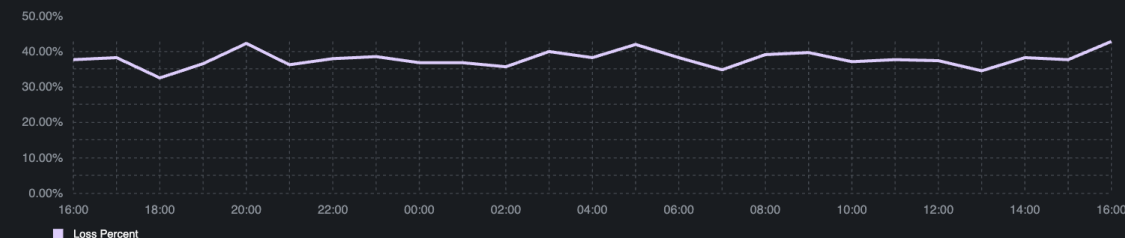
BRANCH-CHI-MDF1.1-MX68CW - WAN Interface Performance Meraki

### Loss Rate

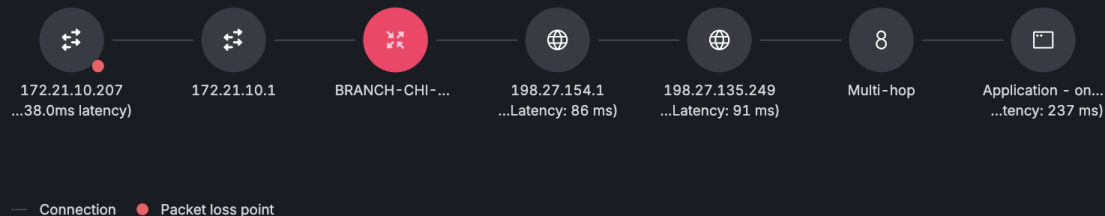
42.78% 5.04%

WAN interface latency 90.91ms (baseline < 50ms)  
Jitter 1.1ms (baseline < 5ms)

BRANCH-CHI-MDF1.1-MX68CW - WAN Interface performance (Last 24 hrs) Meraki



Network path performance analysis ThousandEyes



AI Assistant

You

Can you apply the QoS policy update on the Meraki MX device with name MX68CW?

AI Assistant

Quality of Service configuration Meraki

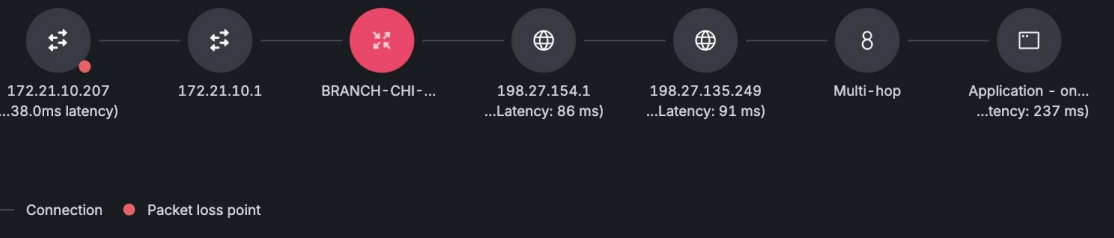
QoS policy successfully applied to network Revert Change

Application/Service	Priority	Bandwidth allocation
Software & anti-virus updates	low	1 MBps
online-boutique-us.splunko11y.com	High	50 MBps

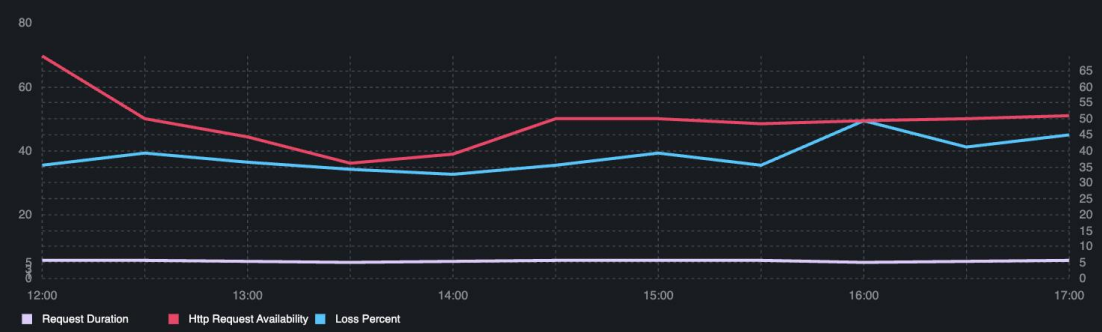
Share icons

Track improvement after QOS

Assistant can make mistakes. Verify responses.



D-CHI-MX68CW - Network Loss Statistics Vs Application Performance Splunk



Quality of Service configuration Meraki

QoS policy successfully applied to network. Revert Change

Application/Service	Priority	Bandwidth allocation	Status
Software & anti-virus updates	low	1 MBps	active
online-boutique-us.splunko11y.com	High	50 MBps	active



### AI Assistant

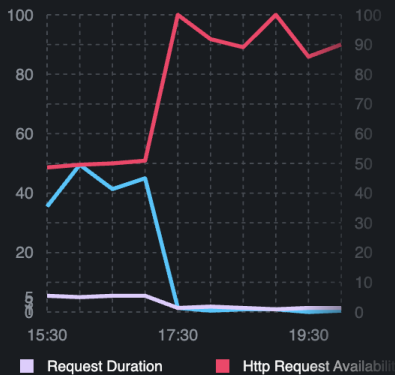


Please track the improvement of the QoS update on correlation metrics chart.

### AI Assistant

#### D-CHI-MX68CW - Network Loss Statistics Vs Application Performance

Splunk



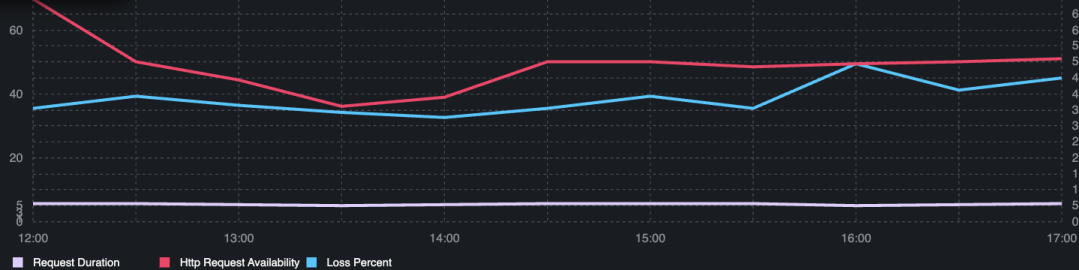
Ask the AI Assistant a question



Assistant can make mistakes. Verify responses.

#### Network Loss Statistics Vs Application Performance

Splunk



Generate report

View activity

Share

#### Quality of Service configuration

Meraki

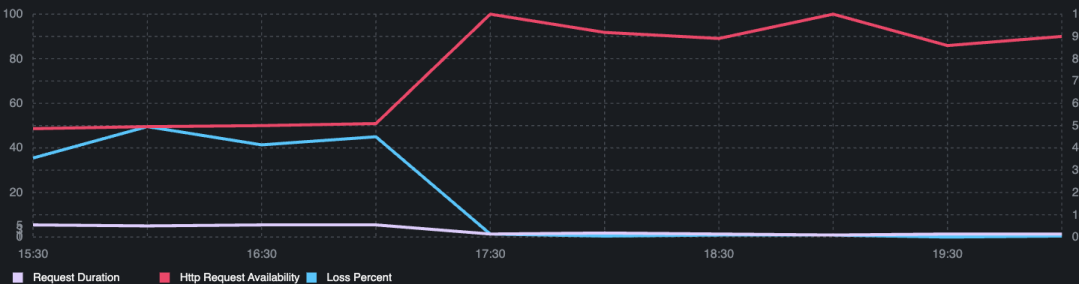
QoS policy successfully applied to network.

[Revert Change](#)

Application/Service	Priority	Bandwidth allocation	Status
Software & anti-virus updates	low	1 MBps	active
online-boutique-us.splunko11y.com	High	50 MBps	active

#### D-CHI-MX68CW - Network Loss Statistics Vs Application Performance

Splunk



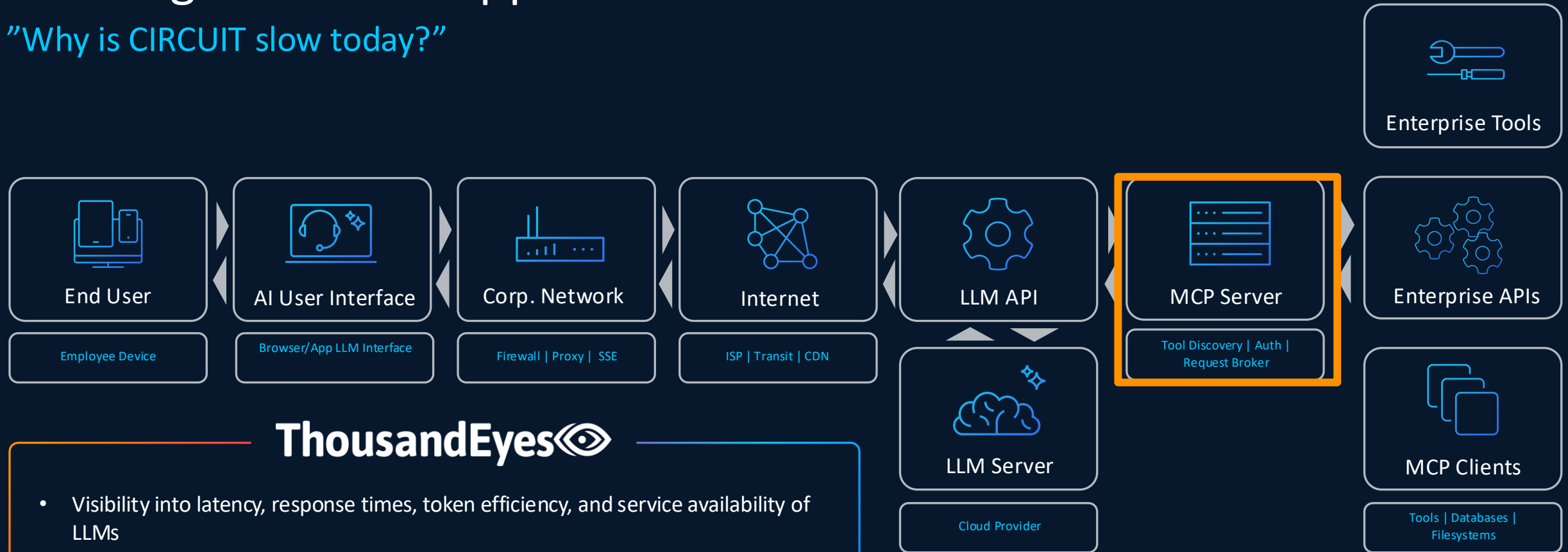
# MCP Servers AI Pipeline App Interface

Build



# Assuring Custom AI Apps

“Why is CIRCUIT slow today?”



## ThousandEyes

- Visibility into latency, response times, token efficiency, and service availability of LLMs
- Validate MCP resource state - available tools and configs
- Validate response accuracy / consistency
- Compare performance of multiple models
- Assure connectivity across multiple owned and unowned environments



Demo  
ThousandEyes MCP

# The Path to Observability

Going Beyond Monitoring



Observability

And Beyond



AI Canvas,  
Splunk Bidirectional  
Integration.  
*Shared Data Across  
Platforms.*

Deep Network &  
Cloud Visibility



**ThousandEyes**

- Traffic Insights (NetFlow)
  - Cloud Insights for Azure
- Comprehensive view of network  
and cloud  
resource health*

Device Health &  
Proactive Response



**ThousandEyes**

- Device Monitoring (SNMP)
- Proactive Alerting
- Dashboards

*Immediate awareness and  
faster response to issues*

Foundational  
Visibility



**ThousandEyes**

- Synthetic App Testing
  - End User Device Monitoring.
- Wi-Fi, DNS, ISP, Collaboration,  
Town Hall Events  
*Proactively monitor site & user  
digital experience.*



Monitoring



Cisco's new Enterprise Network Assurance (ENNA) credential, part of the [CCNP Enterprise Professional-level program](#) designed to meet the industry's demand for skills in digital experience monitoring and assurance. +Cisco U ThousandEyes Training Courses <https://u.cisco.com/learn/product/thousandeyes>

Introducing the  
Enterprise Network  
Assurance Certification



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**Cisco ThousandEyes Essentials**  
Free  
6 Courses v1.0  
Updated Jun, 2025 Beginner  
5h 30m  
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**Implementing and Troubleshooting Networks Using Cisco ThousandEyes | ENTEIT**  
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Updated Aug, 2025 Intermediate  
45m 1 Lab  
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- COURSE** Cisco  
**Monitoring Solutions**  
Updated Aug, 2025 Intermediate  
1h 10m  
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# Thank You!

