



Cisco Tech Day

Denver

March 3, 2026

Network Assurance with ThousandEyes



Cisco Tech Day
Denver



Dan Burke
Cisco Solutions Engineer



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"Who Done It?"



"Who Done It?"



Peering Into the Network:

How ThousandEyes Keeps you Running



Connor Wilson – ThousandEyes Solutions Engineer
Dan Burke – Cisco Solutions Engineer

Agenda

- Problems Assurance solves
- Intro to ThousandEyes
- Cisco Integrations
- Demo



DMV services restored after plagued with computer issues



70%

of publicly reported outages caused by 3rd party operators

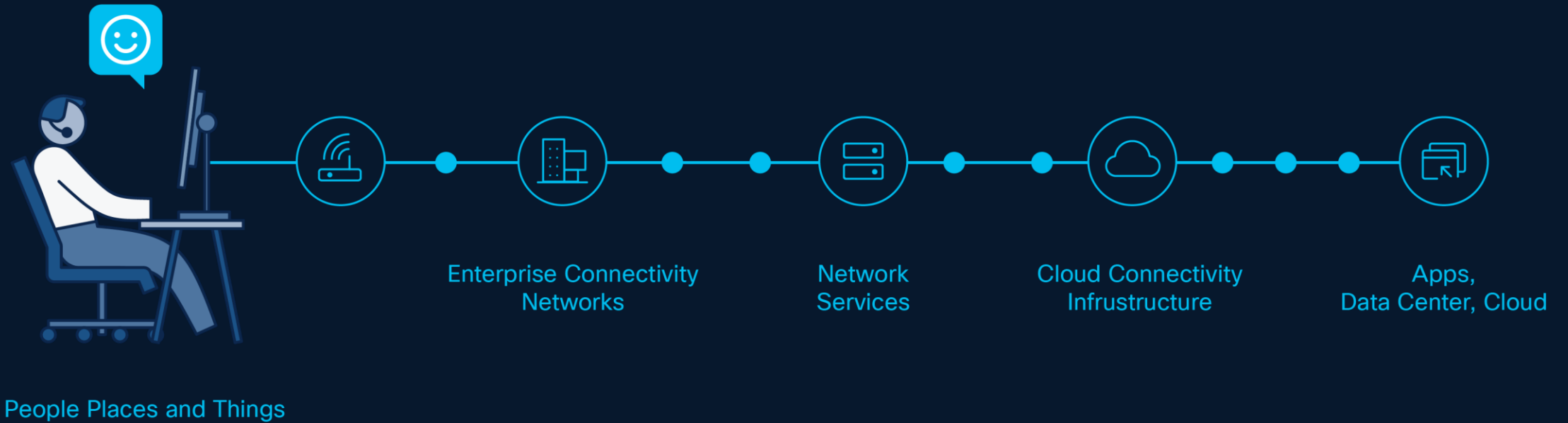
>50%

of Infrastructure and Operations budget will be spent on unowned technology by 2025

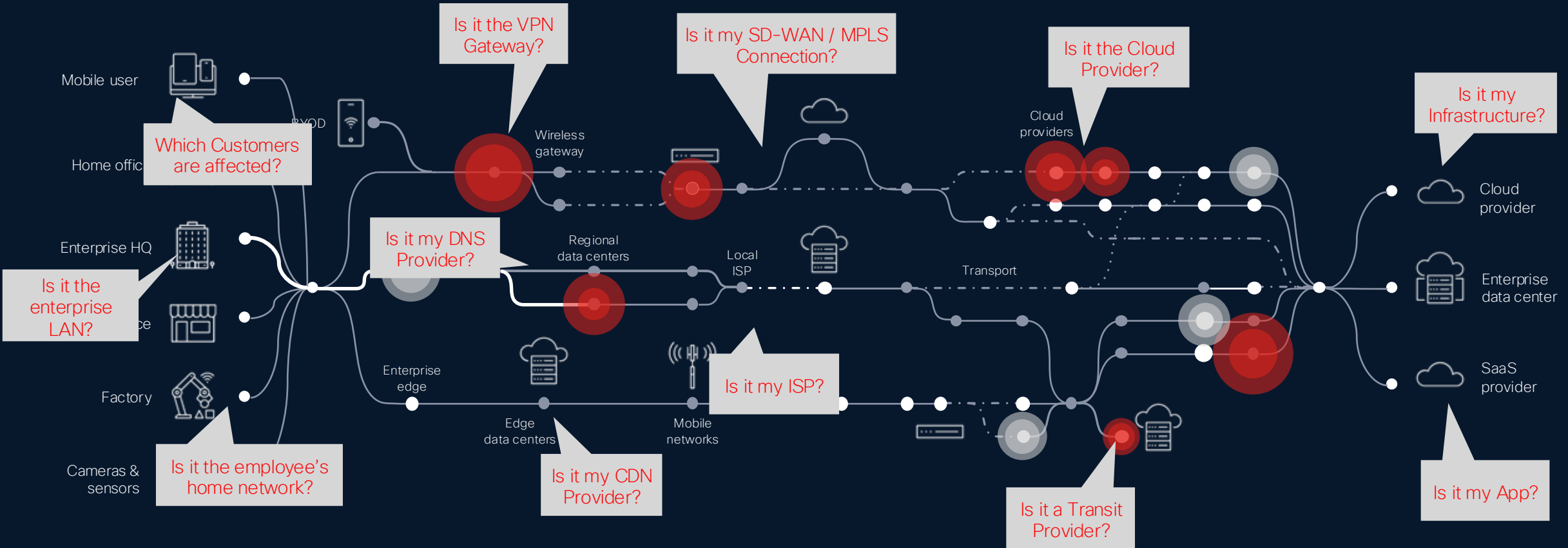
Sources: **Gartner**

 IHS Markit

Digital Experience is the new uptime



User traffic rides on dependencies you don't always control



How is Assurance different from monitoring?

Monitoring watches for symptoms; Assurance ensures the entire digital experience works as expected by detecting risks before users feel the impact

Monitoring

Tells you *something* is broken

Gives you alerts, but you need to figure it out

Usually limited to single domains (infra, app)



Assurance

Analyzes performance to prevent breakage

Actionable intelligence and recommendations

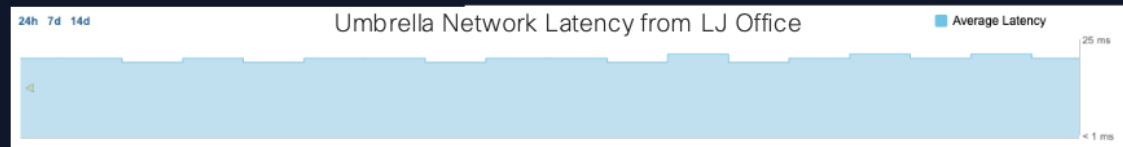
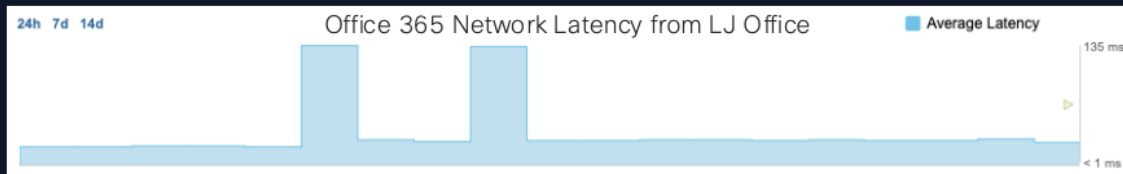
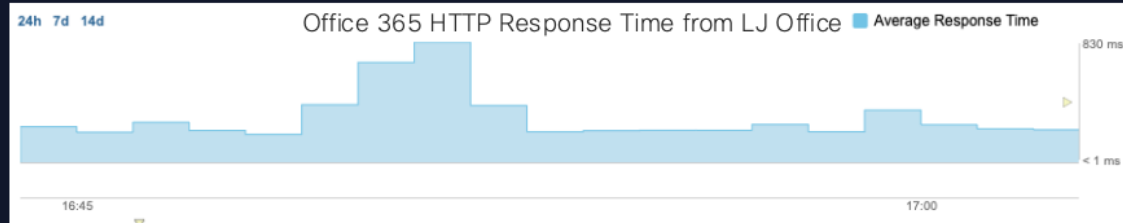
Context on *how* services interact

when you open the monitoring and there isn't a single outage



Assurance Is *Actionable*

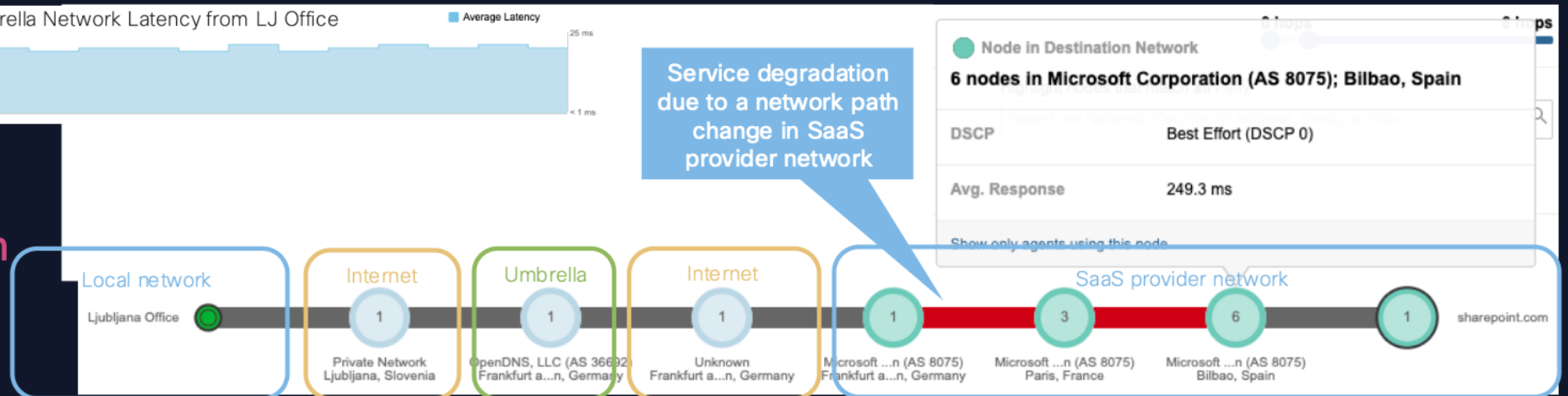
When service degradation occurs, quickly identify where the problem is.



1 Increase in the **service response time**

2 Due to an increase in **network latency**

3 Caused by a **network path change**



Bringing Peace to War Rooms



Operations



Security
Teams



Network / Infra
Teams



Cloud
Teams



Application
Teams



War
Room



ThousandEyes Agents



Endpoint Agent

Pushed to end user laptop or desktop for last mile visibility.



Enterprise Agent

Lightweight agent deployed to customer sites and data center locations.



Cloud Agent

No installation required. 400+ POPs. Tier 1, 2 and 3 ISPs, broadband service providers and Cloud DCs.

End User Visibility

- Real user (browser) telemetry
- Dynamic testing
- 24/7 scheduled testing

Flexible Deployment Options

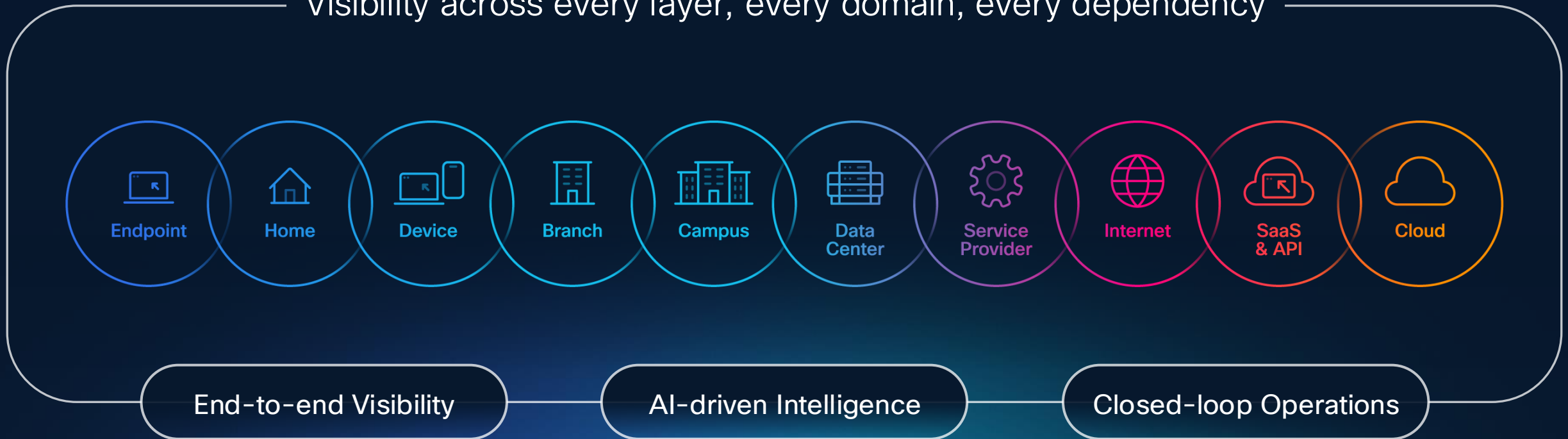
- OVA / Virtual Machine
- Linux Server
- Intel NUC / rPi
- Cisco Routing and Switching
- Docker
- AWS / Azure / GCP



See for every app, every user, everywhere

AI-powered assurance

Visibility across every layer, every domain, every dependency



The Path to Flawless Digital Experiences

Going Beyond Monitoring to Assurance



Assurance

Predict and Optimize



Mitigate and Remediate



Localize and Diagnose



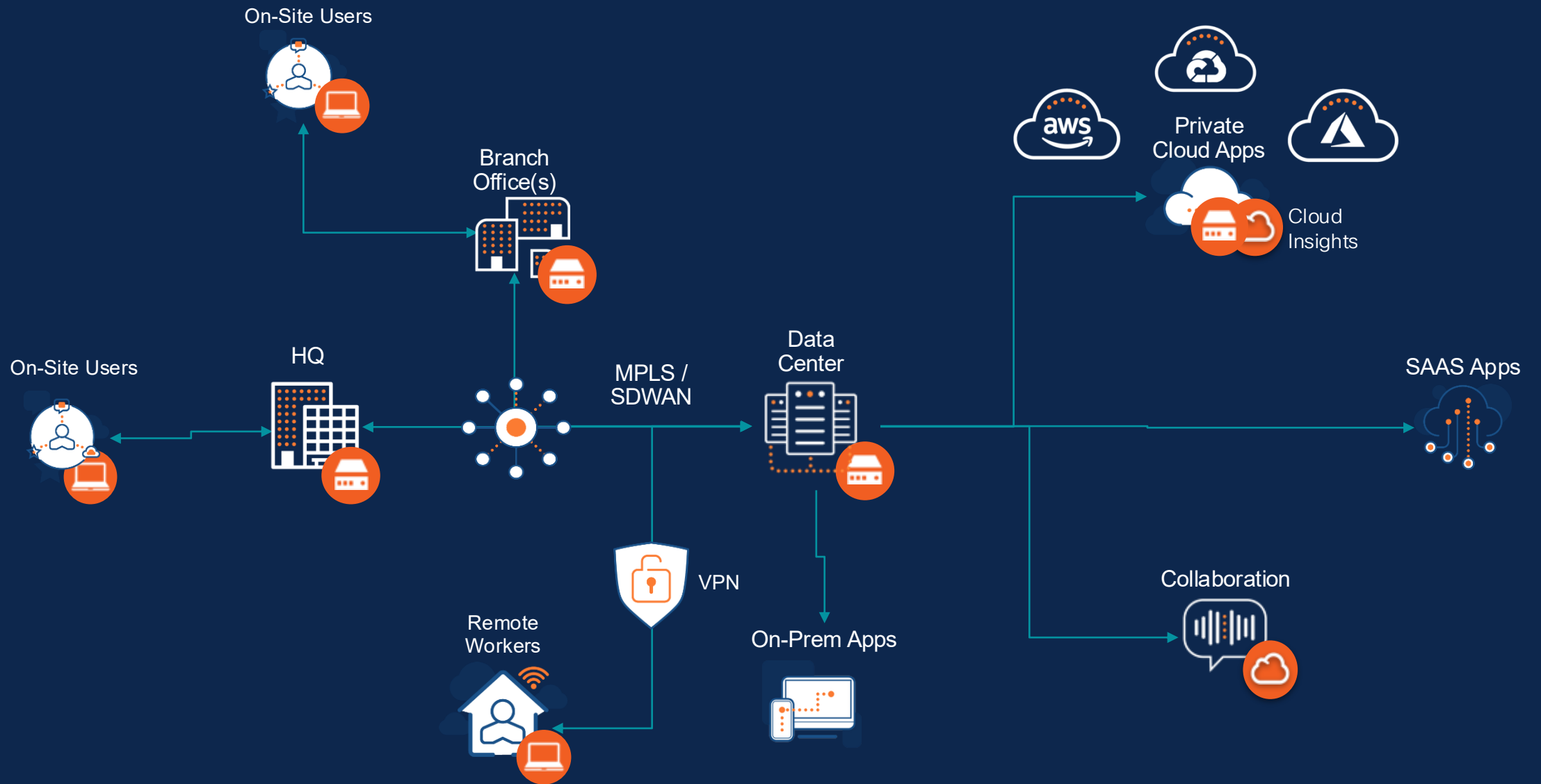
Baseline and Detect



Proactive Monitoring



Example Agent Architecture



ThousandEyes Use Cases

Use Case

What

Value

HYBRID WORK



- WiFi
- VPN
- App monitoring
- Employee Last Mile

- Identify and fix end user problems faster, down to last mile
- Better WFH Experience

CLOUD/SAAS



- Webex/MS Teams/Zoom
- MS Office

- Visibility into infra you don't control

Use Case: **Anything** that has an **IP Address or URL**



- Hybrid Cloud
- Proxies and Internal Apps

NETWORKS

- Correlated loss, latency and jitter with path and BGP change

CUSTOMER DIGITAL EXPERIENCE



- Customer facing apps
- APIs and 3rd Party Monitoring
- CDN
- BGP and DNS

- Understand what impact external networks have on your end users
- Measure end user experience consistently from multiple locations

1

2

3

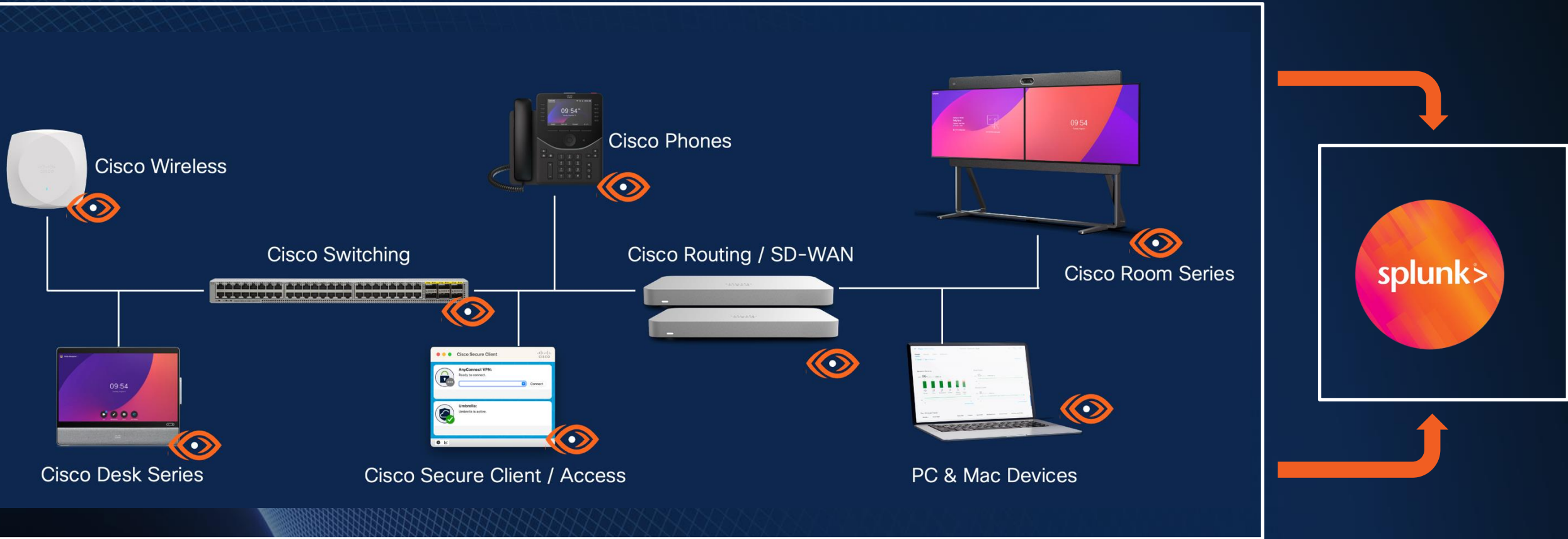
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ThousandEyes Digital Experience Assurance Everywhere

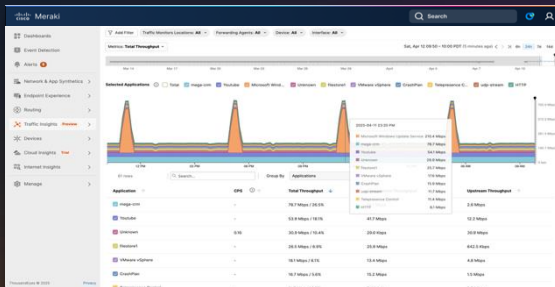


The Broadest Integration in the Cisco Portfolio



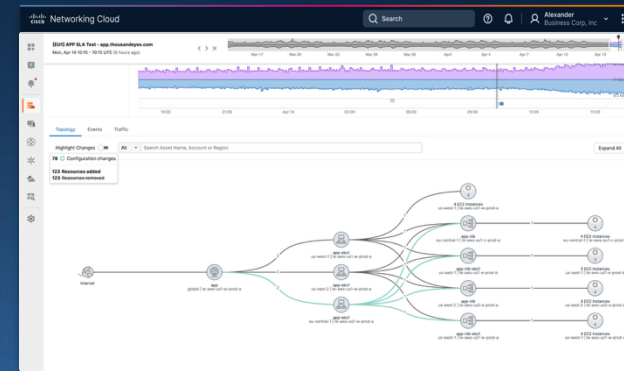
Deep visibility from campus to mobile to industrial

ThousandEyes Traffic Insights



Smarter visibility and planning for enterprise networks

ThousandEyes Cloud Insights



Extends visibility into multi-cloud environments

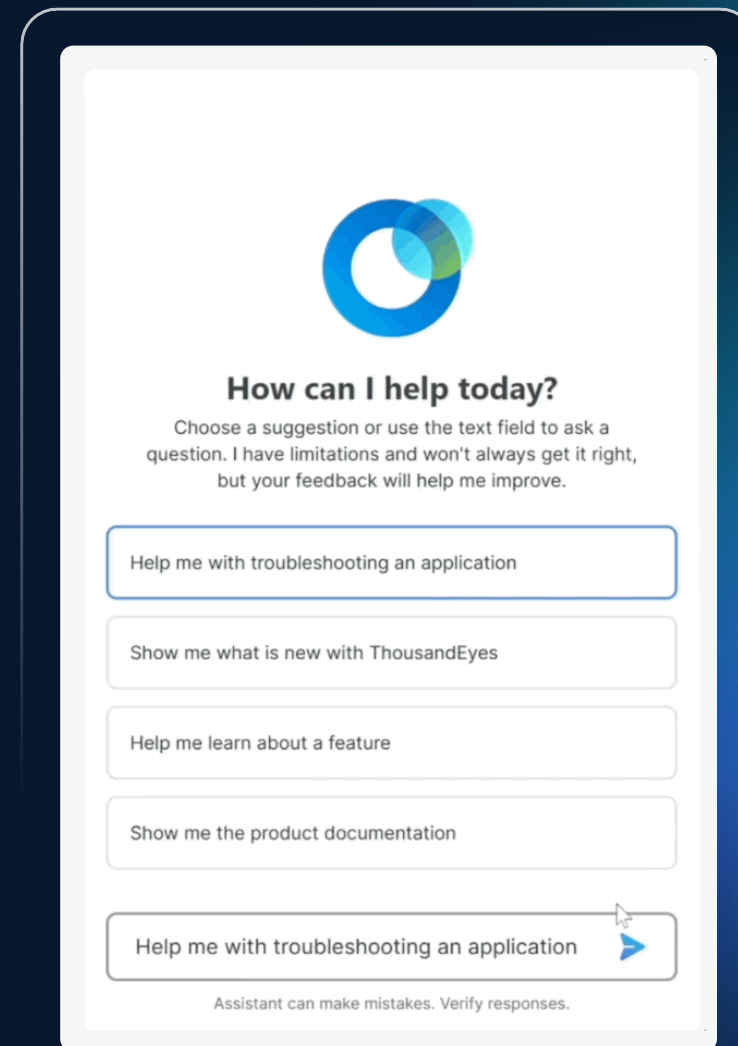
Accelerate network operations with conversational AI

Network health across WAN, LAN, and IoT

Instantly shows impacted devices and users

Smart alerts, prioritized by severity and urgency

Predicts and pinpoints issues before they impact users



ThousandEyes MCP Server Overview

The What

- A public, secure **MCP** server to expose Events, Alerts, and Metrics to any MCP-compliant AI assistant.
- Alpha release supports core troubleshooting workflows:
 - Discover monitoring coverage for a service.
 - Explain performance changes.
 - Troubleshoot active outages.
- Enforces existing ThousandEyes account permissions.
- Client/server model with MCP clients connecting to MCP servers using JSON-RPC 2.0 over HTTP
- Designed specifically for AI agents and applications to interact with tools, APIs, files, and databases consistently and programmatically
- Uniform way to plug AI models into existing tool-based infrastructure, enabling AI agents to discover, request, and invoke capabilities without custom code

ThousandEyes MCP Tools – Sample Prompts

You can always ask how to use a tool.

Network Path Analysis

List Tests

Q: What tests am I running?

Q: What apps am I monitoring? (if you have a lot AG's it's always good to be more specific)

List Alerts Get Alert Details

Q: Do I have any active alerts? Or Do I have any alerts for <time>?

Q: Can you provide me more details of the <critical> alert?

AI-Powered Skills

ThousandEyes Assistance

Q: What issues are affecting my <test name> over the last <time/date>?

Views Explanation

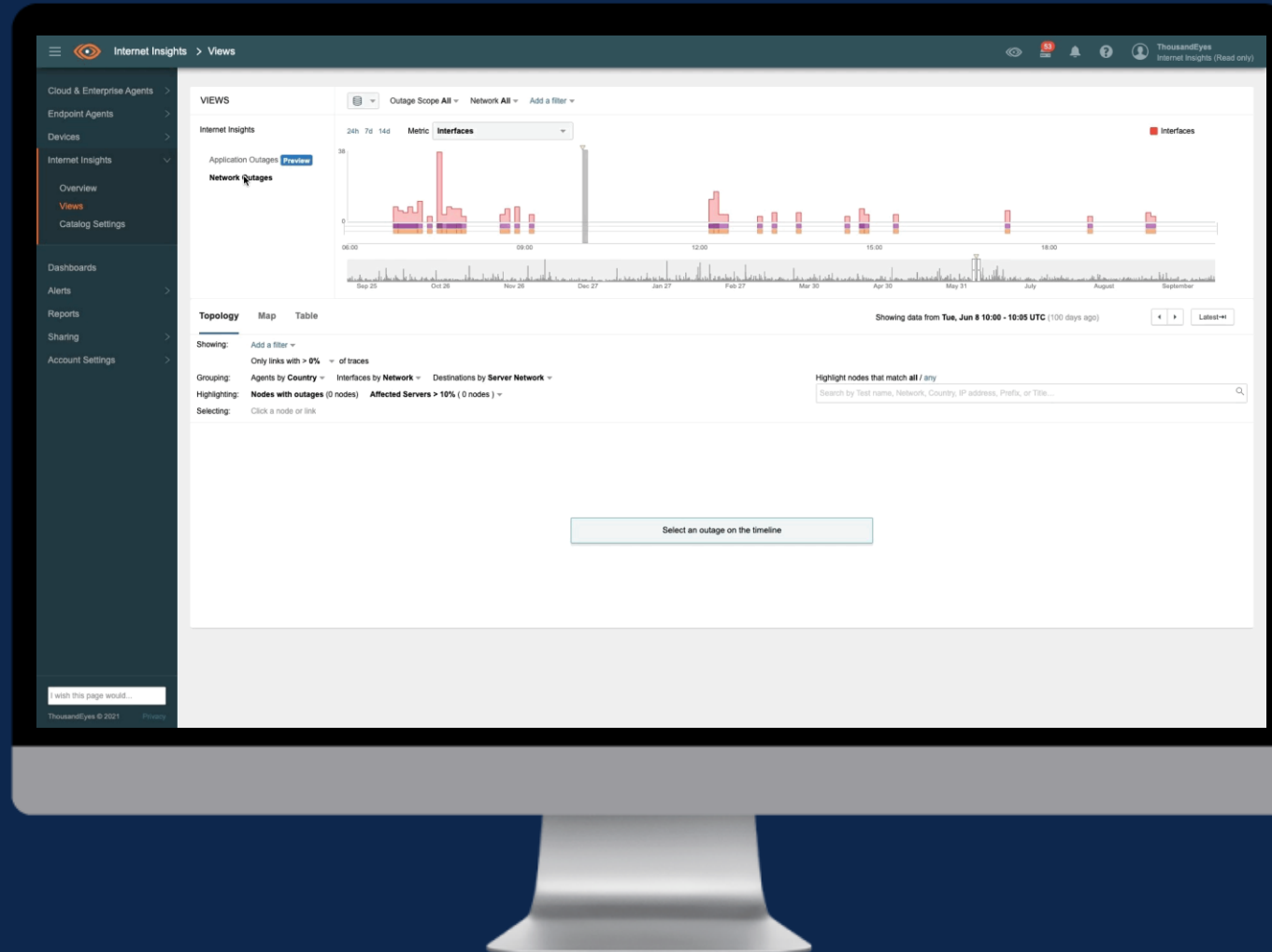
Q: Explain the network path for <test> at <time/date>.

Core Monitoring & Investigation Tools

Instant Test Tool

Q: "Run an HTTP test to https://example.org from our Salt Lake City agents?"

Let's Take a Look at ThousandEyes in Action



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