

Agents of Change: Optimizing Every Workplace with Agentic Ops

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Networking Solutions Engineer, Global Enterprise





AI-Ready Data Centers



Future-Proofed Workplaces

Secure Global Connectivity



Digital Resilience



Accelerated by Cisco AI



Another massive technology disruption

Internet

Mobility

Cloud

AI

Proliferation of agents

1,000s

AI Agents per Enterprise expected

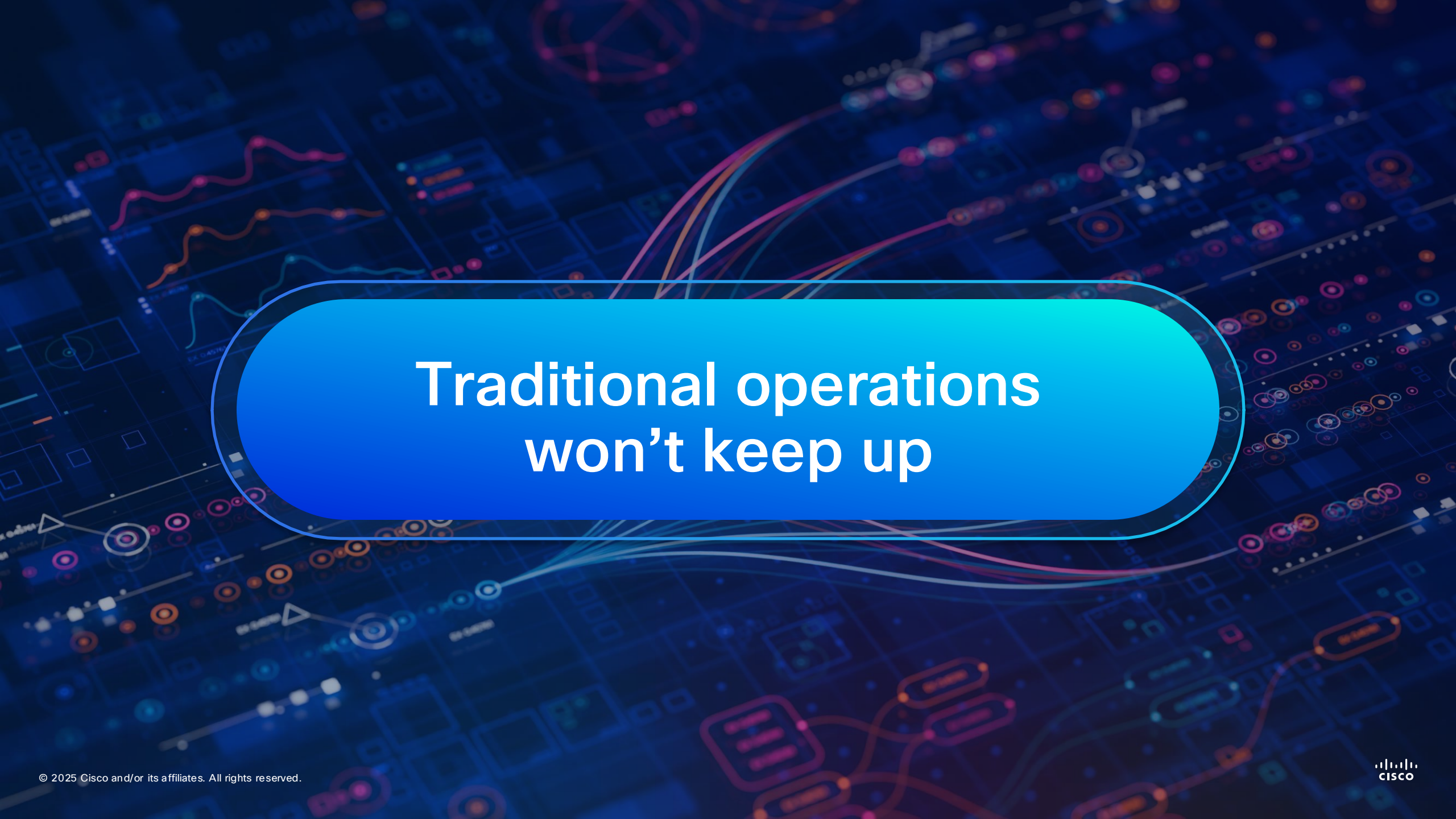


Profound **skill** shortage

64%

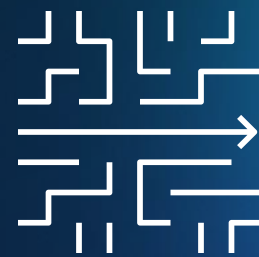
of organizations face IT skills shortage by 2026

Source: Gartner



Traditional operations
won't keep up

Operational simplicity
powered by AI



Unified management to simplify operations

PLATFORM

Management

API / Integrations

Assurance

Intelligence - AgenticOps

HARDWARE



Smart
Switches



Secure
Routers



Wireless

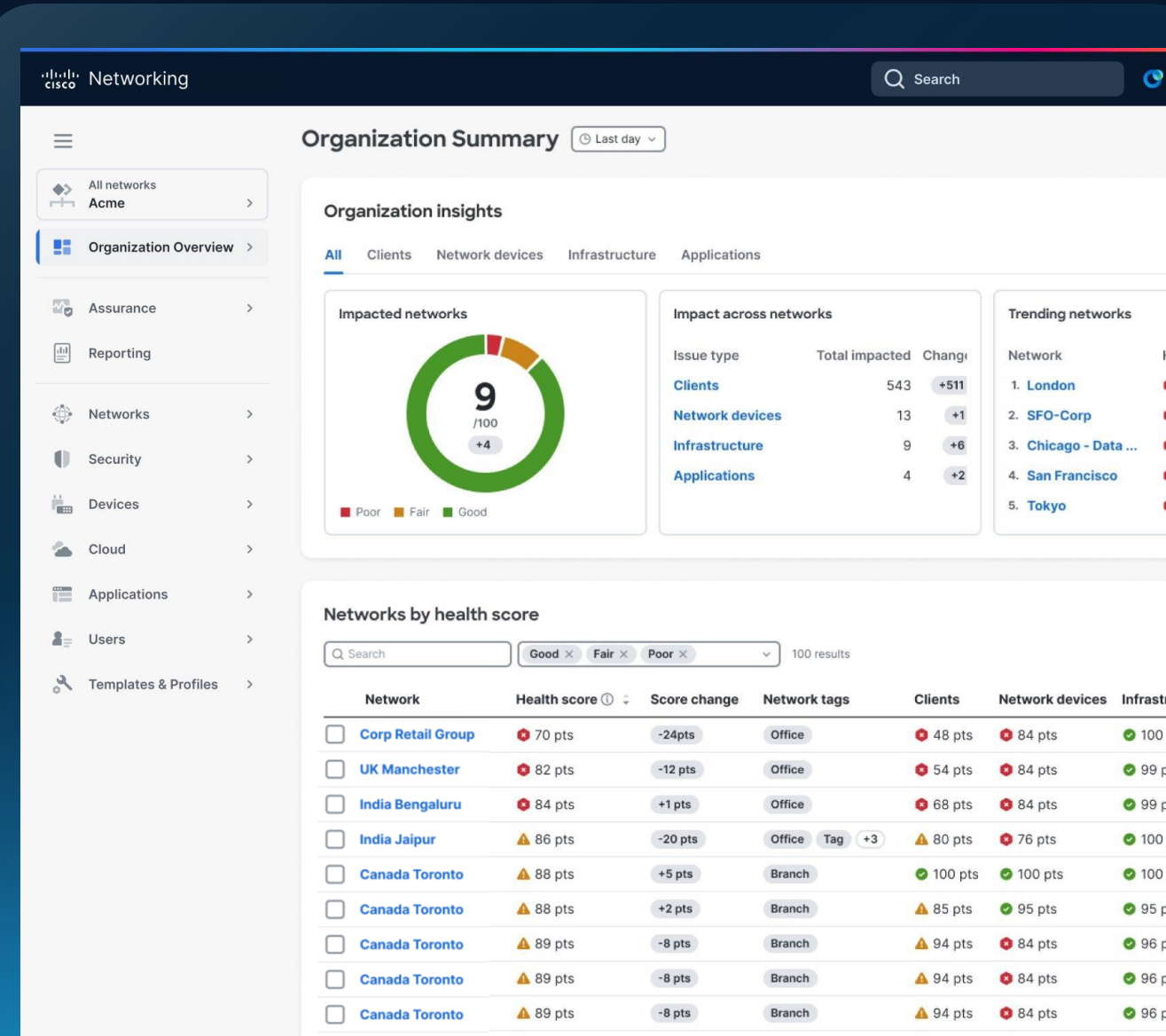


Industrial
IoT

Cisco networking platform

Unified network management with flexible deployments for cloud, on-prem, and hybrid

- | Unified management experience
- | Enterprise campus capabilities and scale
- | AI-powered automation and assurance



Journey to network platform convergence

Cloud Platform

Hardware
and license
convergence

Common User
Experience

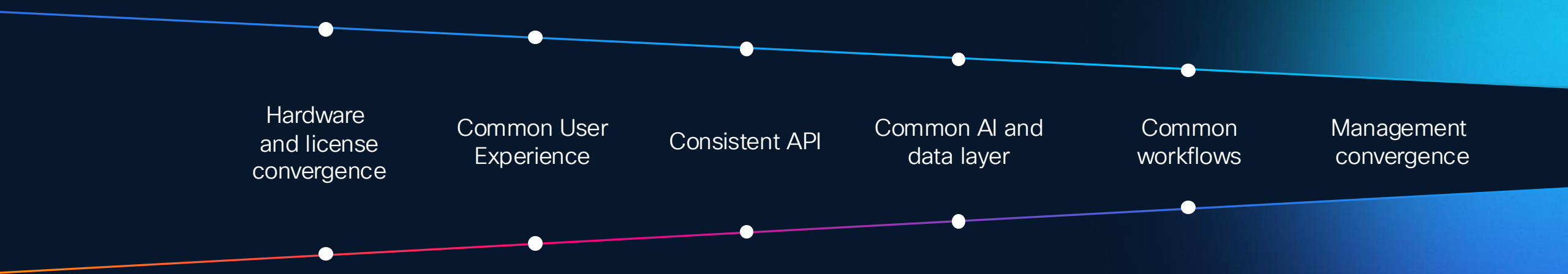
Consistent API

Common AI and
data layer

Common
workflows

Management
convergence

On-Prem Platform



Unifying our platforms to simplify operations

Catalyst

Catalyst Center

Catalyst License

Catalyst Hardware

MANAGEMENT

LICENSE

CISCO HARDWARE

Meraki

Meraki Dashboard

Meraki License

Meraki Hardware

A platform strategy that meets customers where they are



Cloud



On-prem



Hybrid

ONE HARDWARE | ONE LICENSE | ONE SUPPORT

Expanded cloud management for Catalyst portfolio



Wireless

Full wireless support
Scale large campus wireless
with Campus Gateway

AVAILABLE NOW



Switching

Expanded management for
access and core switching,
including C9200 and C9500

C9200 and C9500 – AVAILABLE
C9610, C9600, C9400 – BETA | DEC



Routing

Next-gen routing
support coming

ALPHA | NOW

Cloud management powered by cloud-native IOS XE

Industry's largest networking platform

Unmatched real-world intelligence for smarter AI insights, proven reliability, and faster problem solving

**38
Million**
Managed Devices

8M+
Switches

25M+
Access Points

2M+
Routers

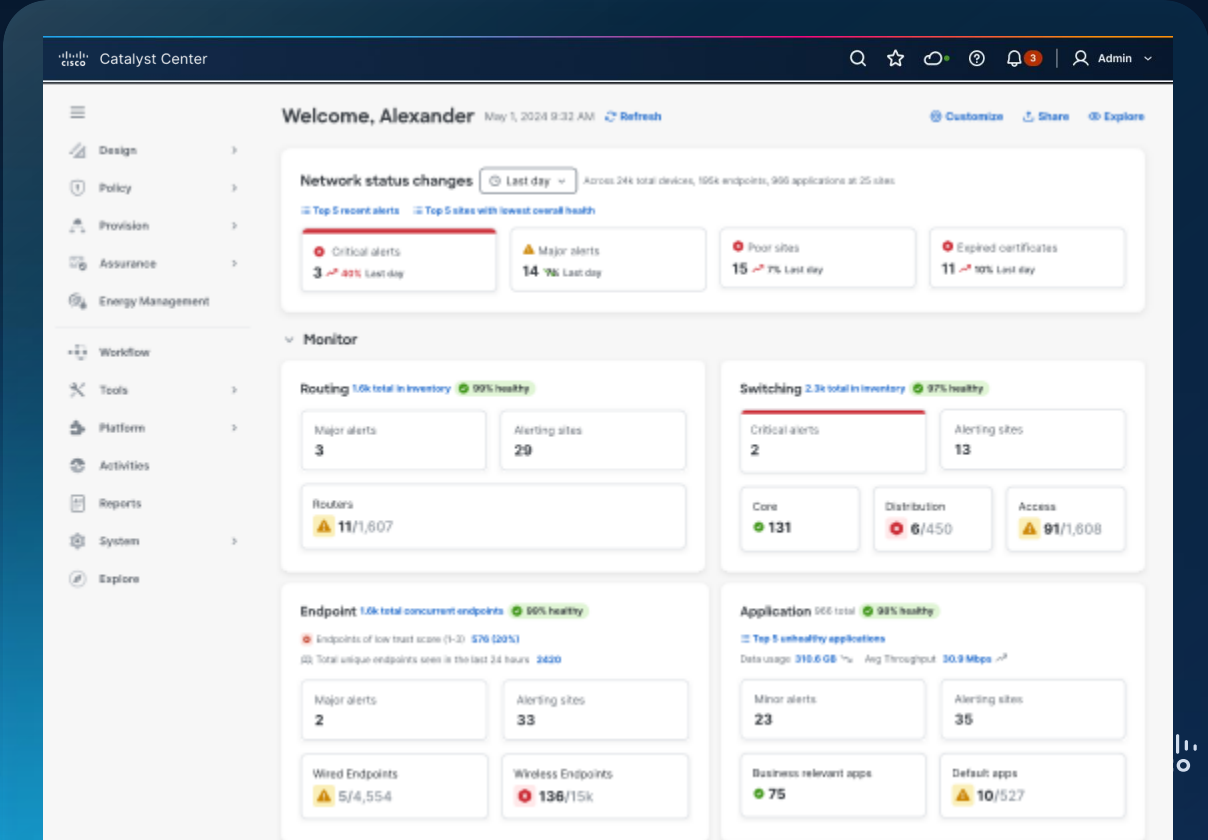
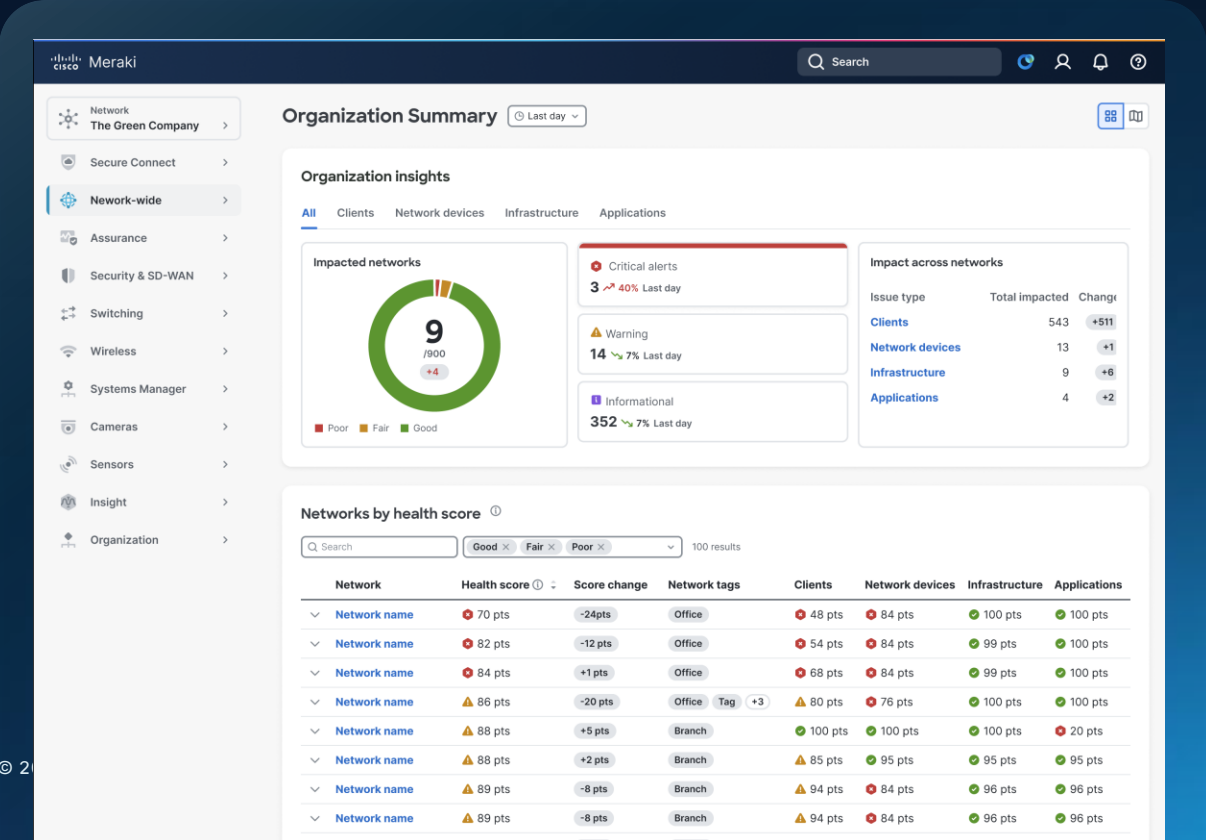
1B+
Connected Clients

4T+
Datapoints per day

Common experience

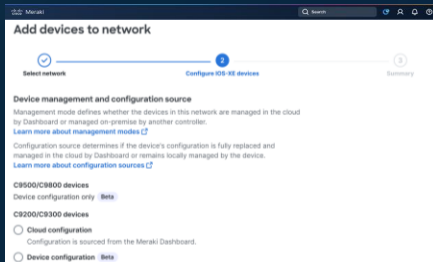
AVAILABLE NOW

Bringing together the power of **Catalyst** and simplicity of **Meraki**



Large campus cloud capabilities

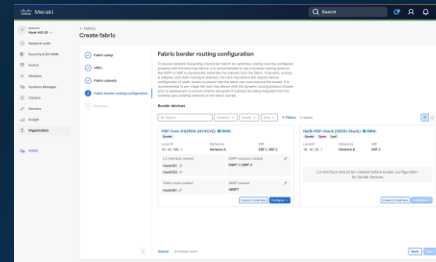
Powerful Switching Capabilities



Support campus deployments with BGP, VRF, ISSU, and IOS XE stacking

BETA NOW

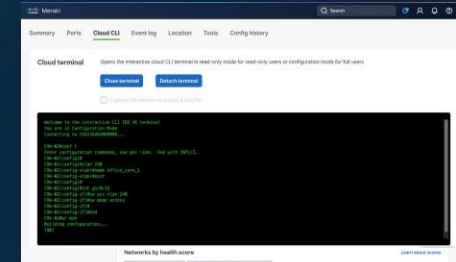
Fabric for Secure Networking



Simplify NetOps with a secure fabric and micro/macro-segmentation

BETA | NOV

Cloud CLI for Flexibility

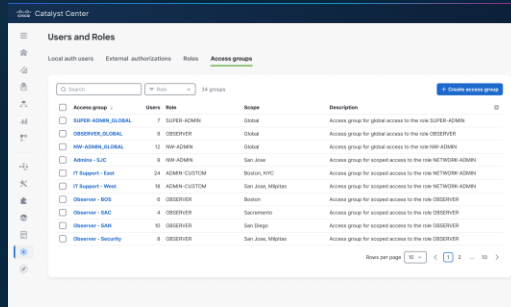


Simplify onboarding and flexibility with operating mode options and Cloud CLI

AVAILABLE NOW

Catalyst Center – Securing and optimizing operations

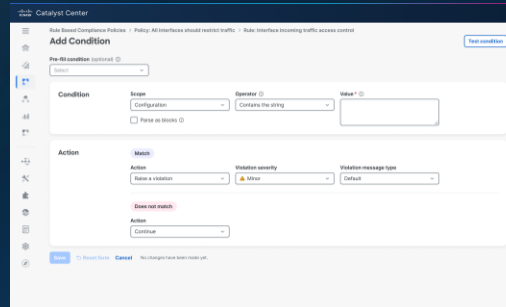
Granular Role-Based Access Control



Enable secure, granular user access based on Site Scope

AVAILABLE NOW

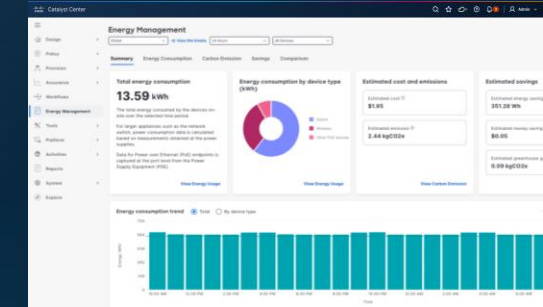
Rule-Based Compliance



Custom compliance rules and to detect issues network-wide

AVAILABLE NOW

Energy Management

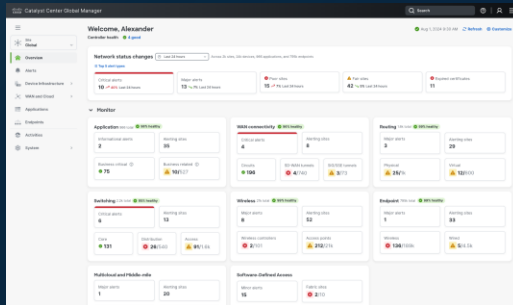


Optimize energy usage and save costs with standardized energy metrics and insights

AVAILABLE NOW

Catalyst Center – Scaling with flexibility and automation

Catalyst Center Global Manager



Streamline global network management from a single dashboard

AVAILABLE NOW

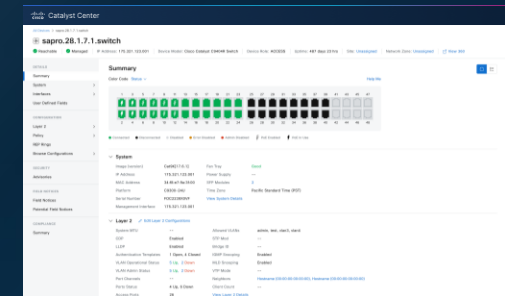
Virtual Appliance Support for Azure



Deploy a virtual appliance on Azure for operational flexibility

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Campus Automation



Enable device-by-device feature learning and configuration

AVAILABLE NOW

APIs and Apps to automate operations

PLATFORM

Management

API / Integrations

Assurance

Intelligence - AgenticOps

HARDWARE



Smart
Switches



Secure
Routers



Wireless



Industrial
IoT

Cisco Networking APIs and integrations



2,000+

API Endpoints

400 new APIs
launched in 2025

100K

API Customers

+19% YoY

15B+

API Calls

+23% YoY

splunk>



servicenow

PagerDuty

Catalyst Center

✓ Updated

✓

✓

✓ Updated

✓

Meraki

✓ Updated

✓ Updated

✓

✓ Updated

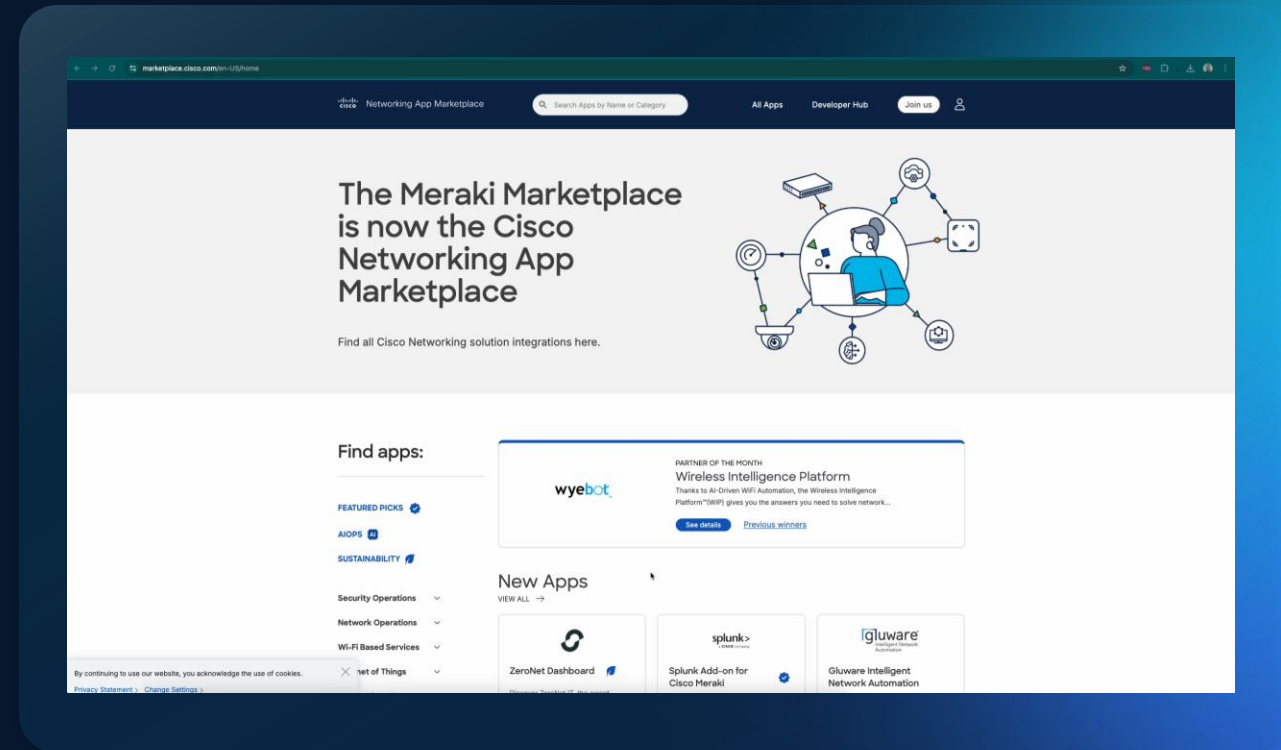
✓

AVAILABLE NOW

Cisco Networking App Marketplace

Largest exclusive catalog of turnkey apps to unlock new business outcomes

- 350+ apps offer custom-built automation, insight and security
- APIs integrate workflows across all Cisco platforms
- AI-driven apps drive operational efficiency



 LogicMonitor

PagerDuty

 Boundless

 algosec

ekahau

 Red Hat

 splash access.

AI at every layer



AI in the operational
workflow



AI in the control plane

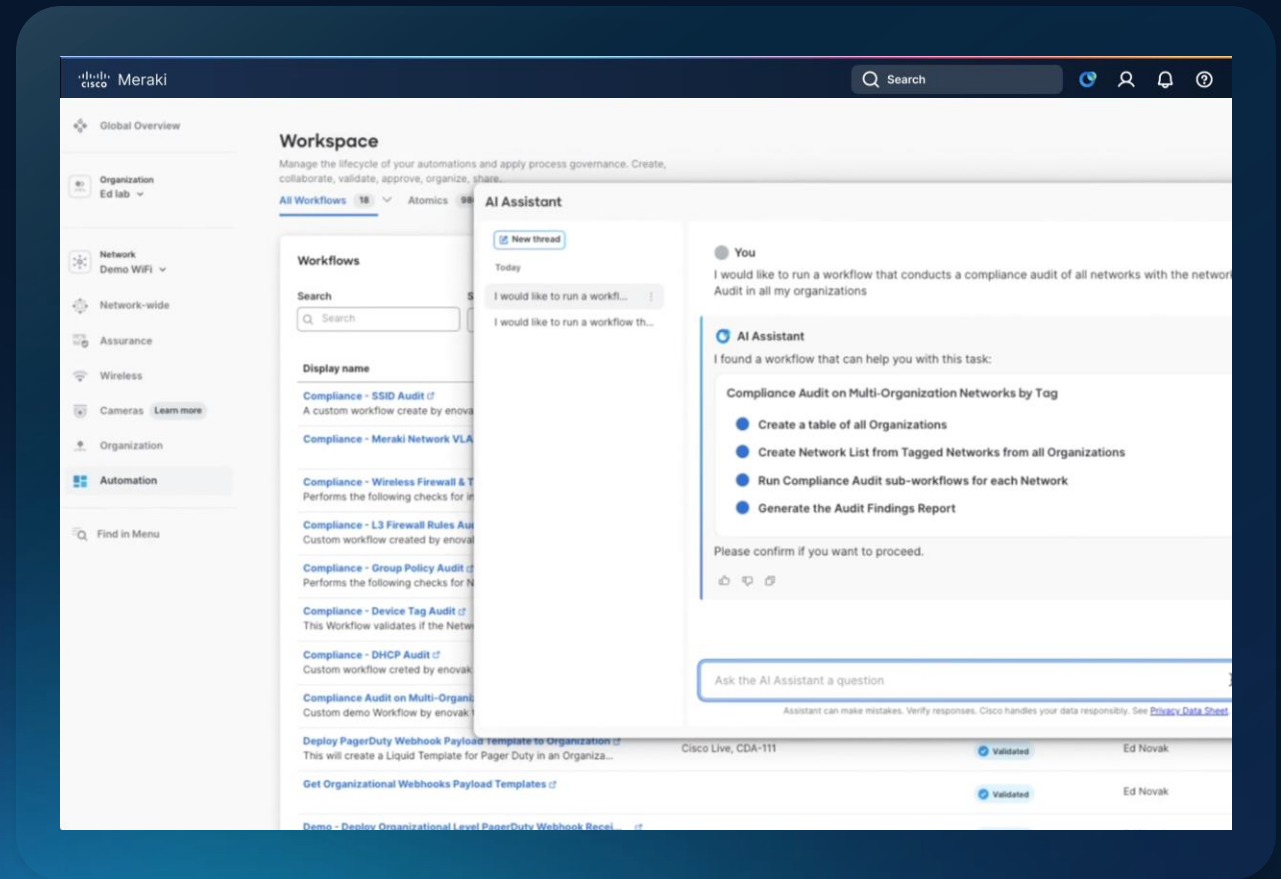


AI in the network stack

Agentic workflows

Agentic automation across cloud and on-prem deployments

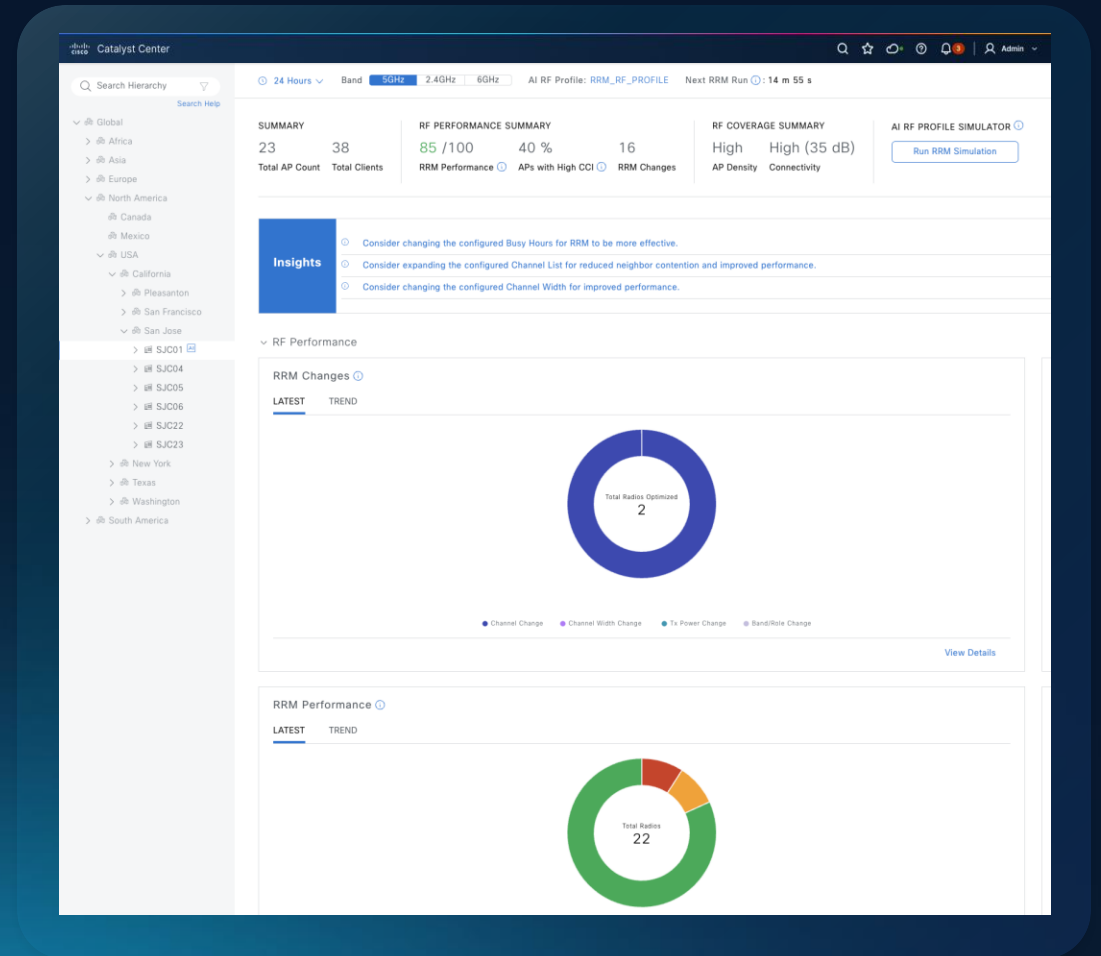
- AI-powered automation natively in the Meraki dashboard
- Leverage built-in AI Assistant integration for agentic operations
- Automate workflows across Meraki, Catalyst Center, Catalyst SD-WAN Manager, ISE, Nexus, and more



Wireless optimization with AI-RRM

AI-powered RF intelligence without the manual work

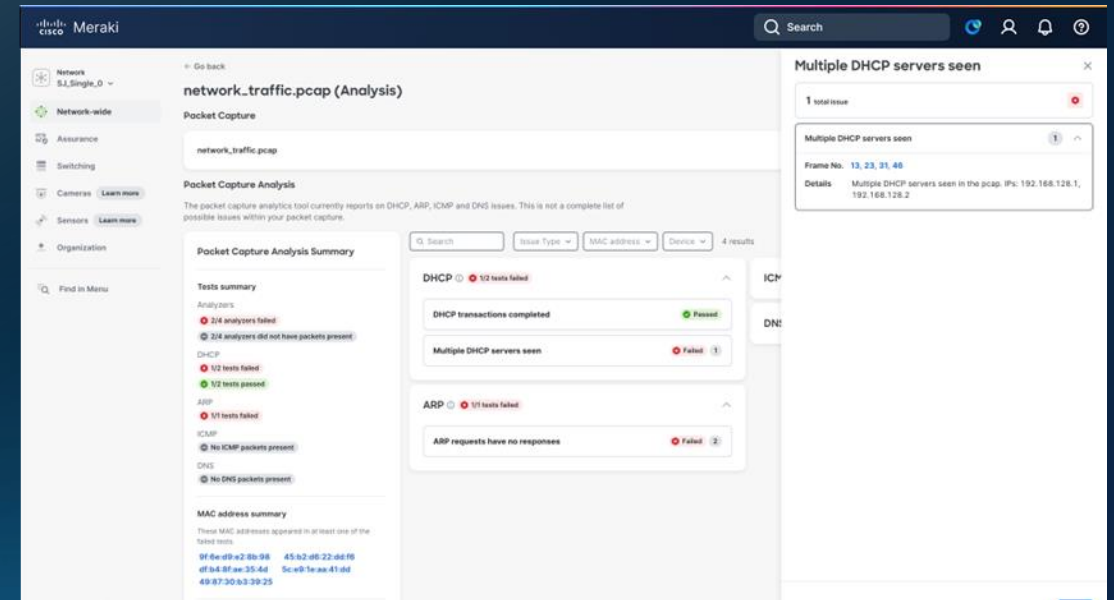
- Get instant visibility into RF performance, saving time and costs
- Proactively optimize and fine-tune wireless configurations
- Deploy AI-RRM in minutes – no device provisioning or network configs needed



Accelerating issue resolution with AI

Speed up insights and troubleshooting with Intelligent Capture and AI Packet Analyzer

- Automate troubleshooting workflows for efficient network management
- Transform vast amounts of networking data into clear, concise, and actionable insights
- Avoid previously manual 3rd party application usage for packet analysis

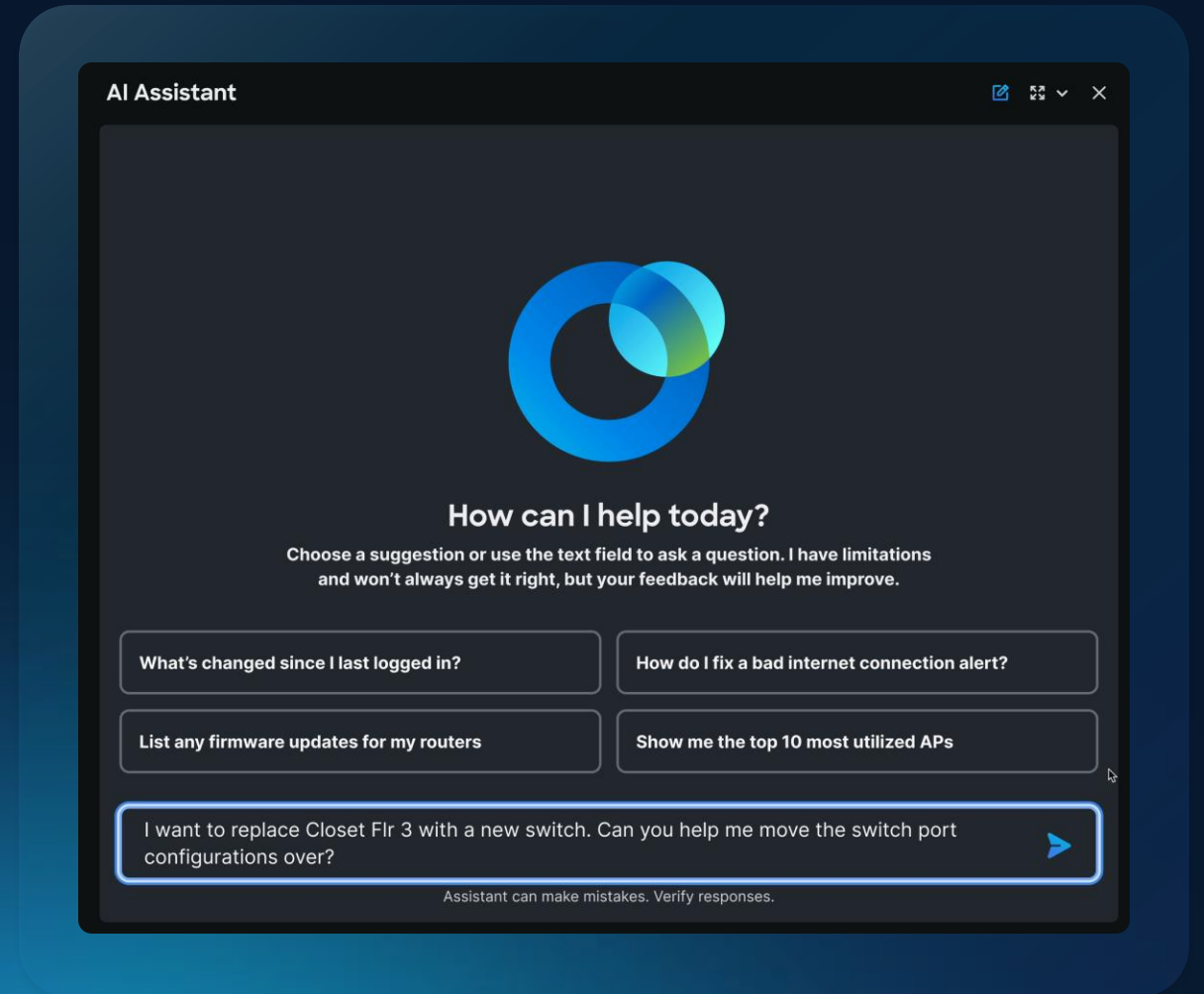


AVAILABLE NOW

New networking skills for AI Assistant

Seamless monitoring, troubleshooting, and management across Cisco architectures

- | Ask, explore, and act in natural language
- | New automated workflows for config changes and switch migrations
- | New integrated assurance capabilities



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Rapid troubleshooting and RCA

Finds root cause—not just the alert

Provides full stack visibility

Pinpoints the issue and guides the fix



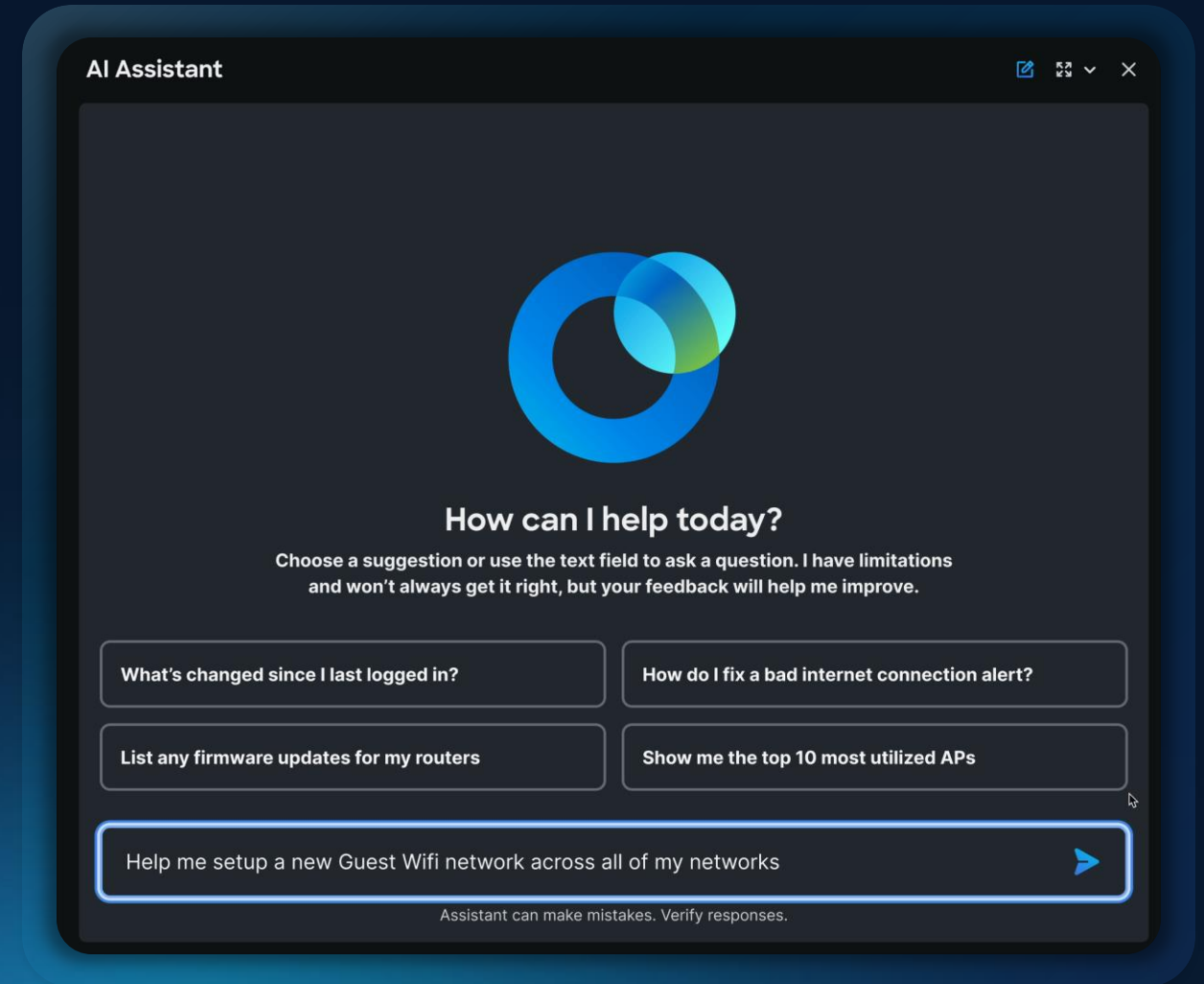
AVAILABLE NOW

Automated workflow for Wi-Fi setup

Creates secure SSIDs with 802.11X and RADIUS

One prompt updates NAC across Meraki and ISE

Automates end-to-end access control



Multilayered assurance to simplify operations

PLATFORM

Management

API / Integrations

Assurance

Intelligence - AgenticOps

HARDWARE



Smart
Switches



Secure
Routers

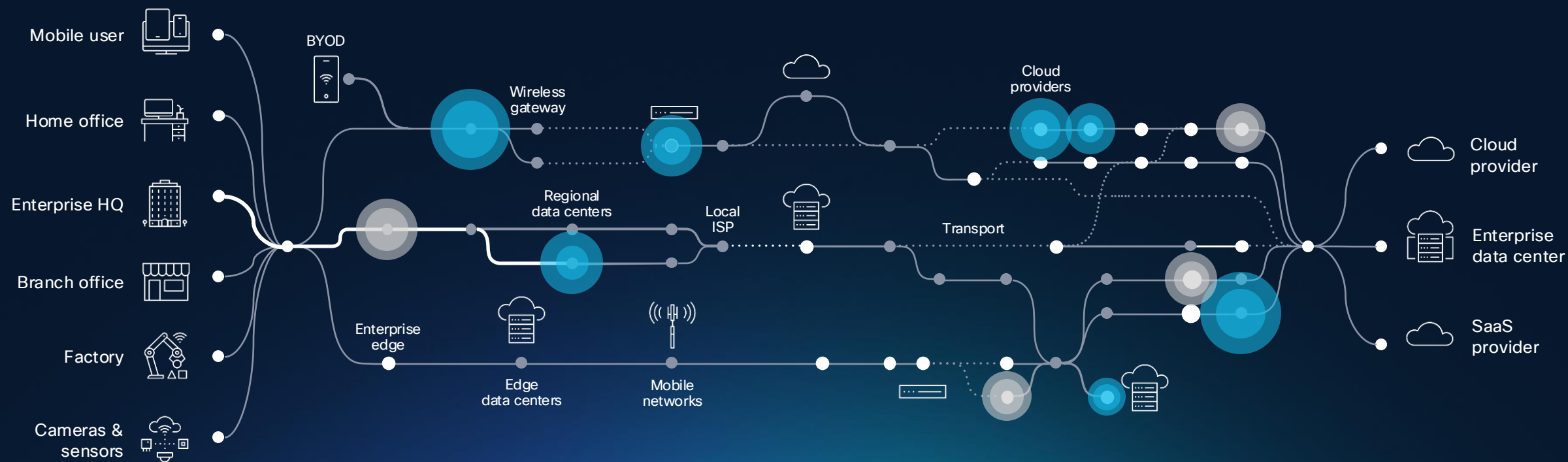


Wireless



Industrial
IoT

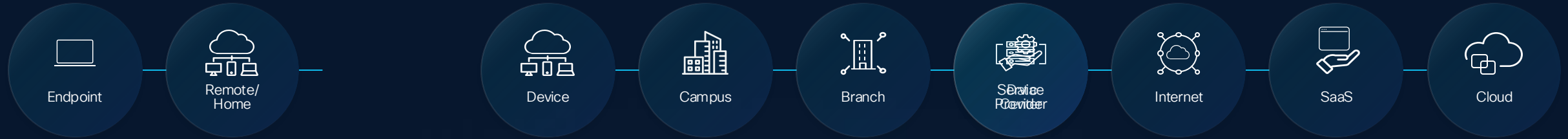
Digital experiences span owned and unowned networks



Assuring every digital experience



Delivering multilayered assurance



Experiences now span mobile, cloud, and edge—visibility must follow

Measure where
it matters

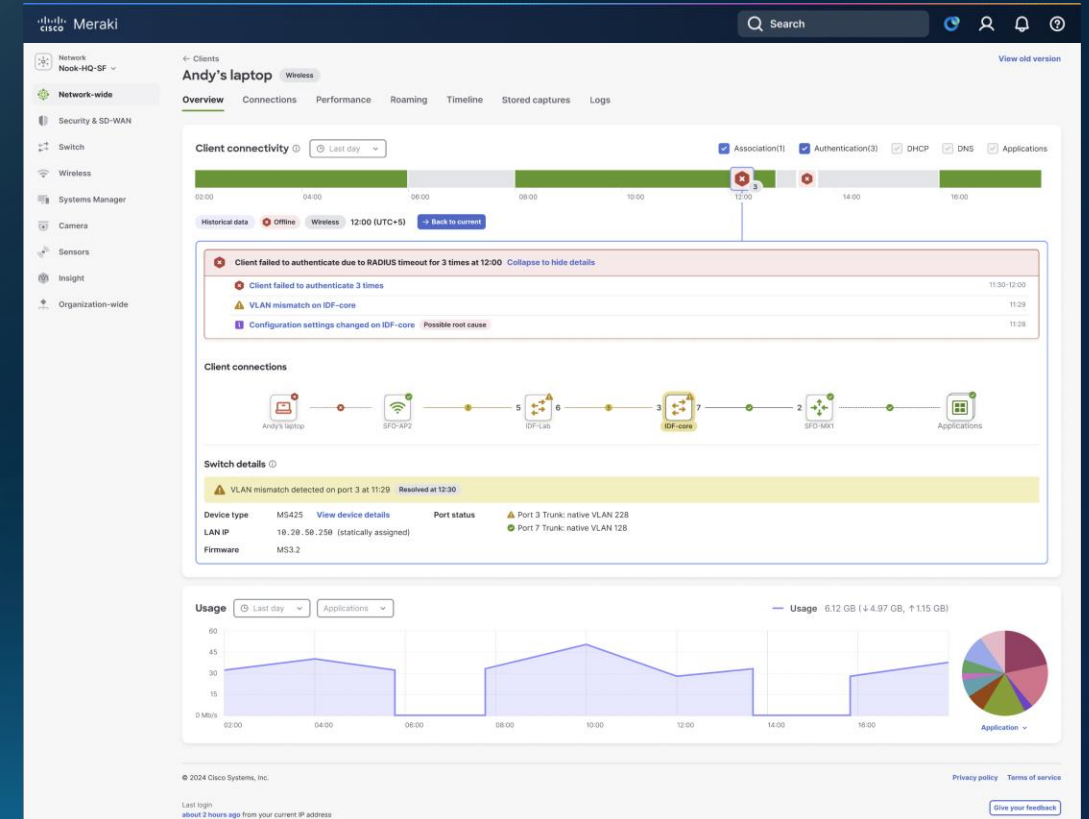
See every part
of the path

Contextualize
the source

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Assurance across every digital experience

- Deep visibility into both owned and unowned networks
- AI-powered insights surface experience-impacting issues instantly
- Closed-loop workflows trigger automated remediation
- AI Assistant accelerates root cause analysis end-to-end

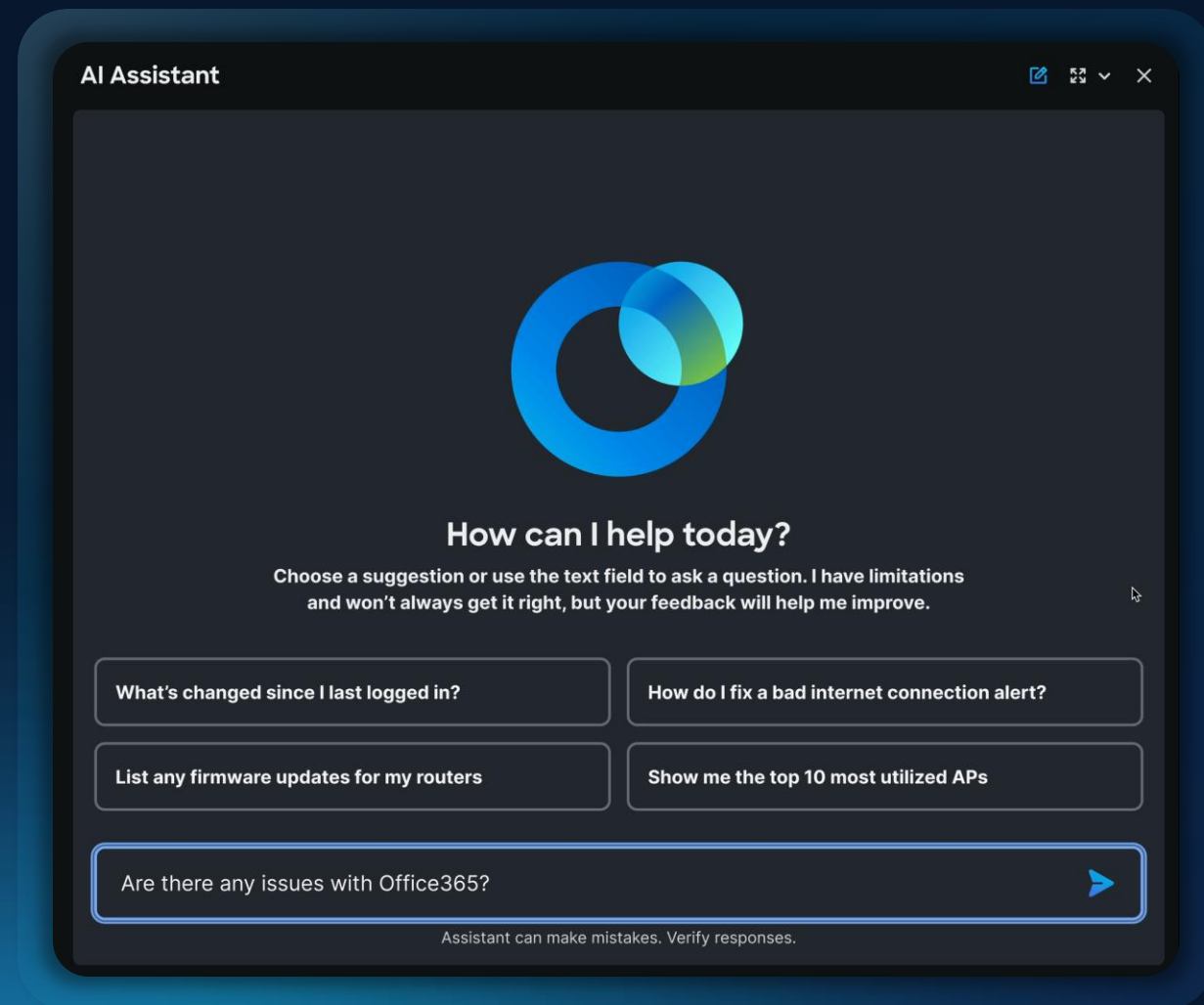


Proactive assurance and insights

End-to-end visibility across owned and unowned networks

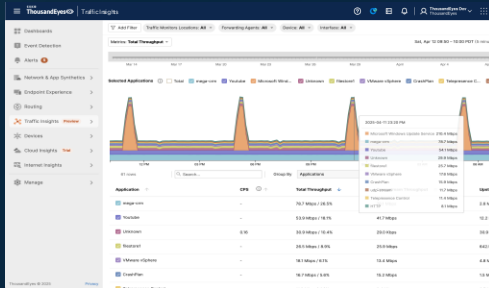
Full-stack insight into users and applications

Predicts and pinpoints issues before they impact performance



Deep visibility from campus to mobile to industrial

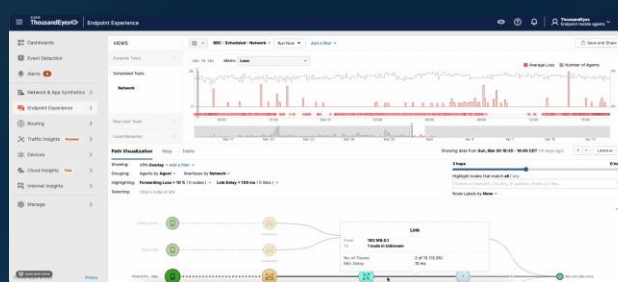
ThousandEyes Traffic Insights



Smarter visibility and planning
for enterprise networks

AVAILABLE NOW

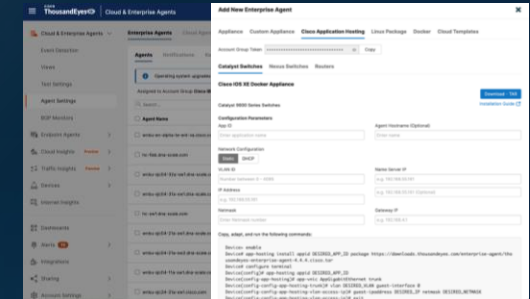
ThousandEyes Mobile endpoints



Extends Assurance to
mobile endpoints

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ThousandEyes Industrial Devices

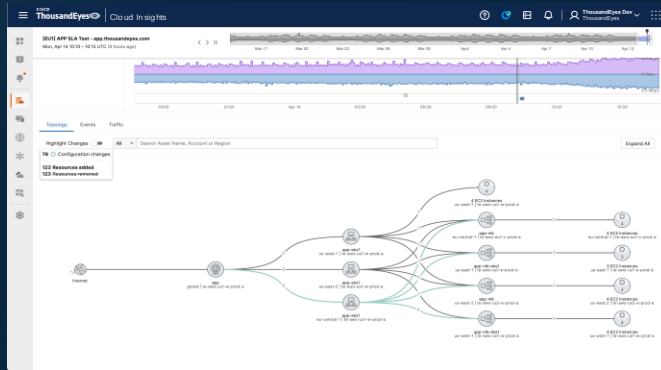


Assurance for the industry's
largest Industrial IoT portfolio

AVAILABLE NOW

End-to-end insight from public clouds to app paths

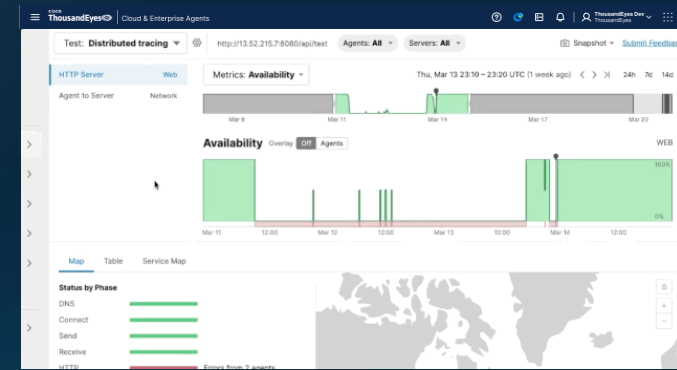
ThousandEyes Cloud Insights



Deeper visibility into Microsoft Azure (new) and AWS environments

AVAILABLE NOW

ThousandEyes + Splunk

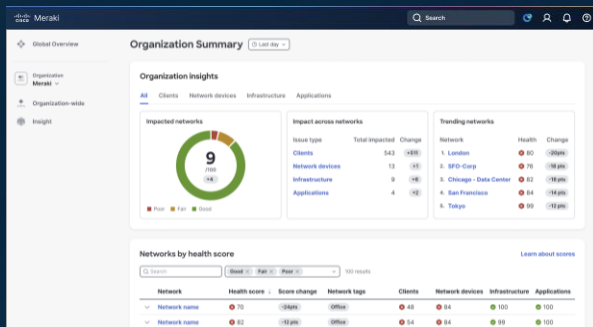


End-to-end app to network assurance

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Real-time clarity from the client to enterprise-wide

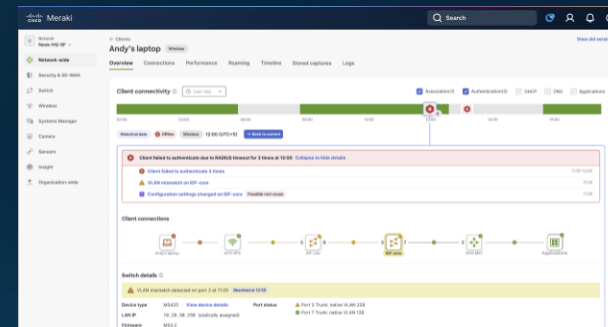
Organization-wide assurance visibility



Visibility across every site—spot trends, surface issues, drill into site-level detail

AVAILABLE NOW

Client-side assurance insights



End-to-end visibility for every individual client

AVAILABLE NOW

Test: **Distributed tracing**  Agents: **Oregon (AWS us-west-2)** Servers: **All** [Reset](#) [Run Instant Test](#) [Snapshot](#) [Submit Feedback](#)

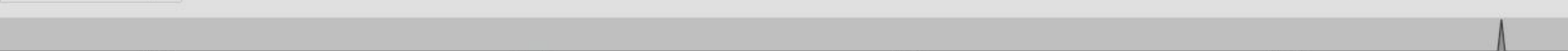
HTTP Server [Web](#)

Agent to Server Network

BGP Routing

Metrics: **Availability**

Fri, May 23 17:38 – 17:40 UTC (in 35 seconds) < > | 24h 7d 14d



Availability Overlay **Off** Agents

WEB 100% 0%

18:00 21:00 May 23 03:00 06:00 09:00 12:00 15:00

Map

Table

Service Map

Metrics

Redirect Time (No. of Redirects)0

Status

Target IP:

2025-05-23 17:38:14

Receive: Operation timed out after 5002 milliseconds with 0 bytes received

(Details)

Errors and Warnings

Oregon (AWS us-west-2) – Receive – Operation timed out after 5002 milliseconds with 0 bytes received

2025-05-23 17:38:14

View Service Map



Our unified platform

PLATFORM

Management

API / Integrations

Assurance

Intelligence - AgenticOps

HARDWARE



Smart
Switches



Secure
Routers



Wireless



Industrial
IoT

INTRODUCING

AgenticOps

Agent-First Operations

**Purpose-Built Decision Model
with Continuous Learning**

Cross Domain Operations

Autonomy with oversight

Deep network model the most advanced networking LLM

Purpose-Built for Networking

Up to 20% more precise reasoning for troubleshooting, configuration, and automation.

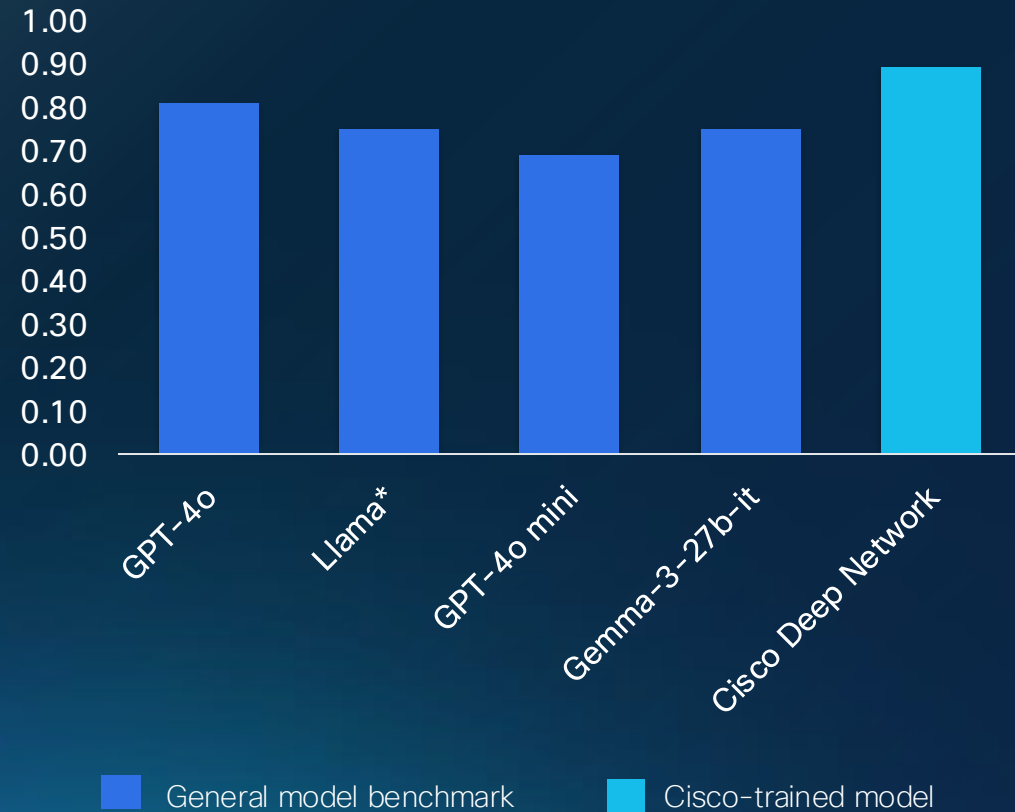
Trusted Training

Fine-tuned on 40+ years of Cisco expertise and expert-vetted for accuracy.

Continuous Learning

Evolves with live telemetry and real-world Cisco TAC and CX insights.

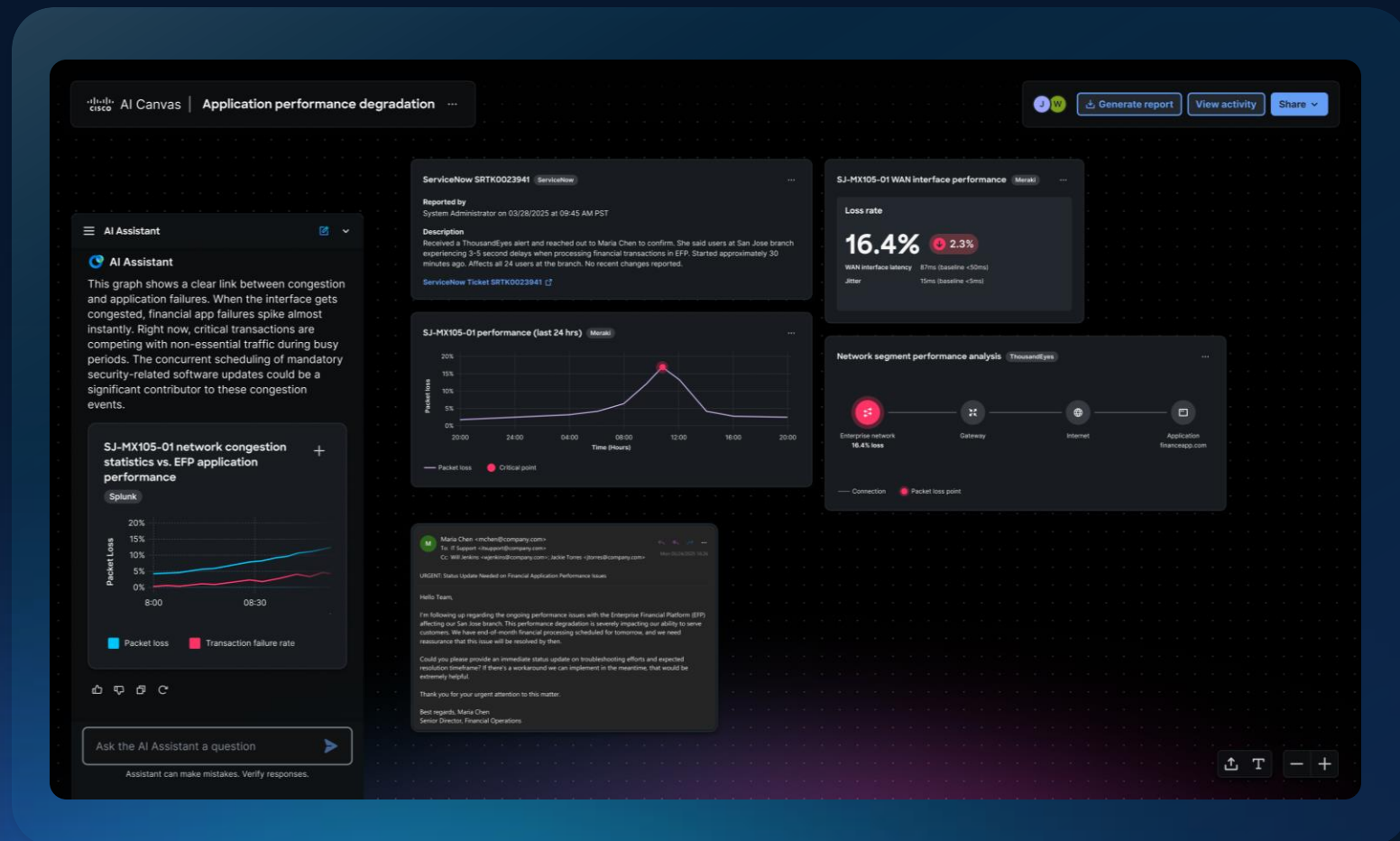
Outperforms general models by ~20%



Accuracy on CCIE-style MCQs (590-question benchmark, May 2025)
*3.2-90B-Vision-instruct

AI Canvas

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

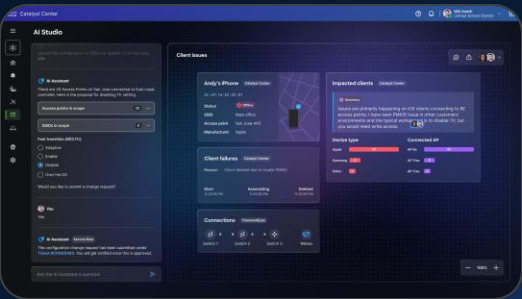


AI Canvas is the AgenticOps Platform

AI Assistant



AI Canvas



Campus and Branch

Catalyst Center

Topology, client details, location, etc.

Cisco Meraki

Topology, client details, location, etc.

SD-WAN

WAN Details

webex

Voice and video experience

ThousandEyes

WAN, Internet, App Insights

Identity Intelligence

User trust level, identity checks & reasons

Data Center

Nexus Dashboard

Data center network management.

Hyperfabric

Data center network management.

Intersight

Unified management, automation, security.

Security and Observability

splunk

Cisco and third-party insights

Firewall

Security & connection events

ISE

Authentication Insights

Duo

Authentication & compliance

Secure Access

Private & SAAS Resource Access

XDR

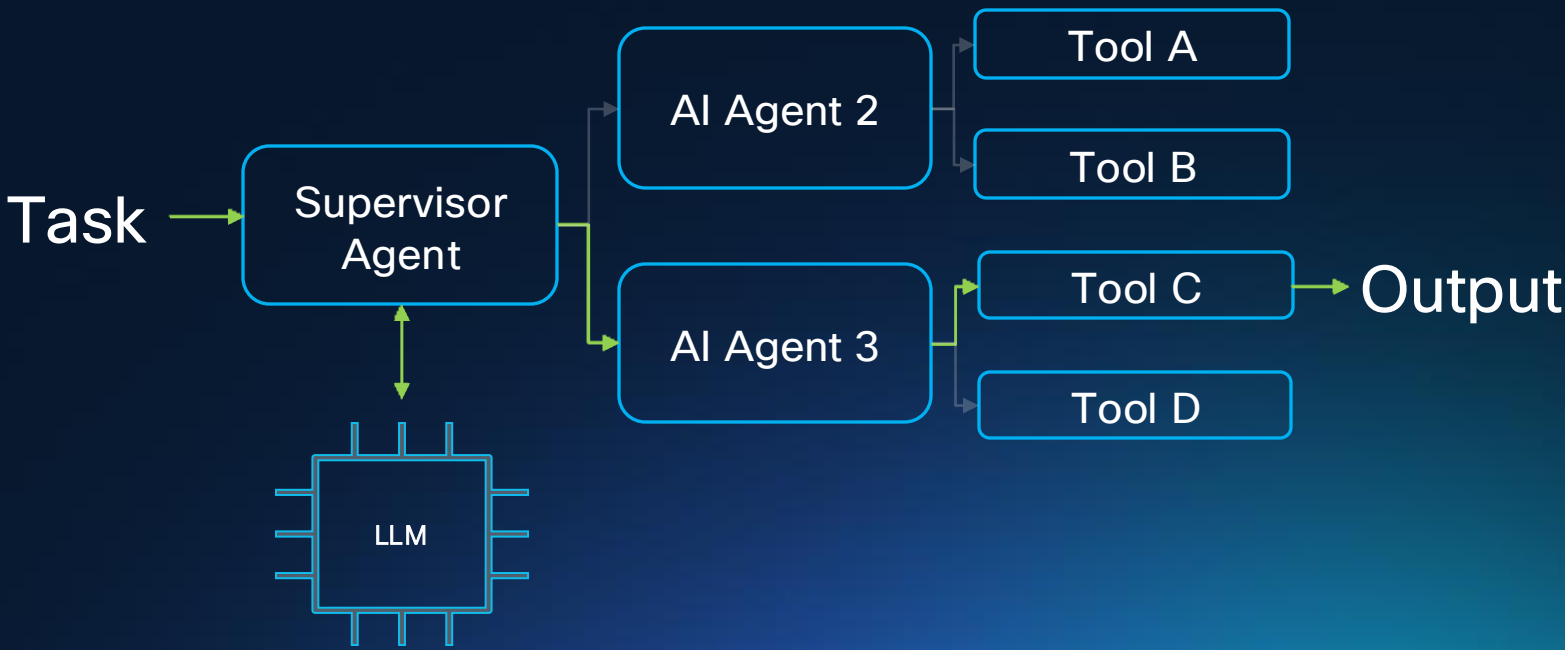
Related Threat Incidents

Agents Empower LLMs to Solve Real-World Problems

AI Agents reason on problems and use tools to solve them

AI Agent Experience

Agents LLMs, and Tools →



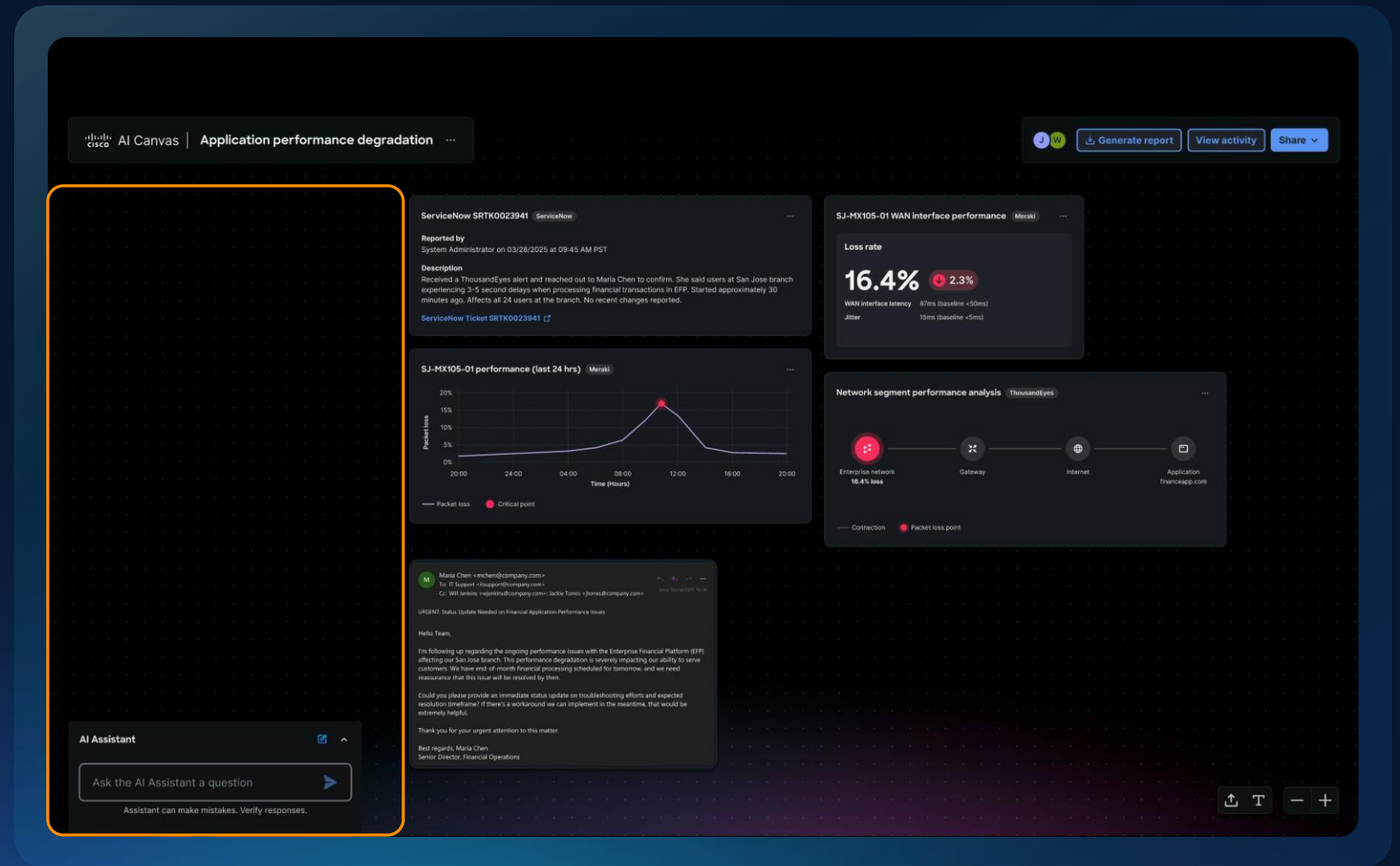
Capabilities



AI Assistant embedded in AI Canvas

Interface to ask and explore in natural language

Guides you through diagnostics, decisions, and action inside the Canvas



AI Canvas



AI Assistant



Ask the AI Assistant a question



Assistant can make mistakes. Verify responses.



AI Assistant



You

get details from servicenow SRTK0023941



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-

Ask the AI Assistant a question



Assistant can make mistakes. Verify responses.

ServiceNow SRTK0023941

ServiceNow

ServiceNow Ticket Details:

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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

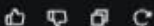
CHI-MDF1.1-MX68CW' and its loss and latency history data.

- Analyzed the Thousand Eyes Network Test Results for agent 'Chicago' and the Path Visualization Test Results data.
- Correlated metrics from Meraki and Thousand Eyes to identify consistent network issues.
- Key metrics observed: Meraki Loss: 32.44% to 42.78%, Latency: ~91 ms, Jitter: varied; Thousand Eyes Avg Latency: 238.0 ms, Jitter: 1.5 ms, Loss: 43.5%.

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.
- Limit non-essential traffic during business hours.
- Add DSCP tags to application traffic for network-wide priority.

The end-to-end network analysis is complete. Act on the provided remediation suggestions. Please escalate to an expert if the problem still persists.



Ask the AI Assistant a question



Assistant can make mistakes. Verify responses.

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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



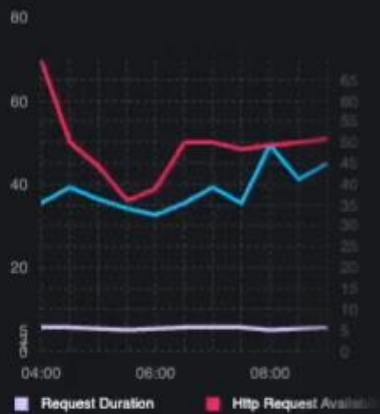
AI Assistant

duration and availability metrics with the loss metrics and see if there is a correlation?

AI Assistant

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

Splunk



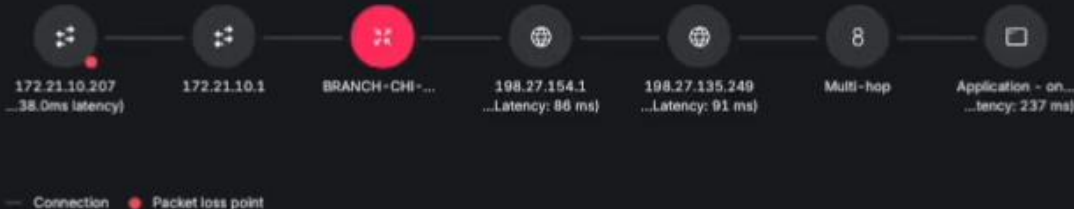
Ask the AI Assistant a question

Assistant can make mistakes. Verify responses.



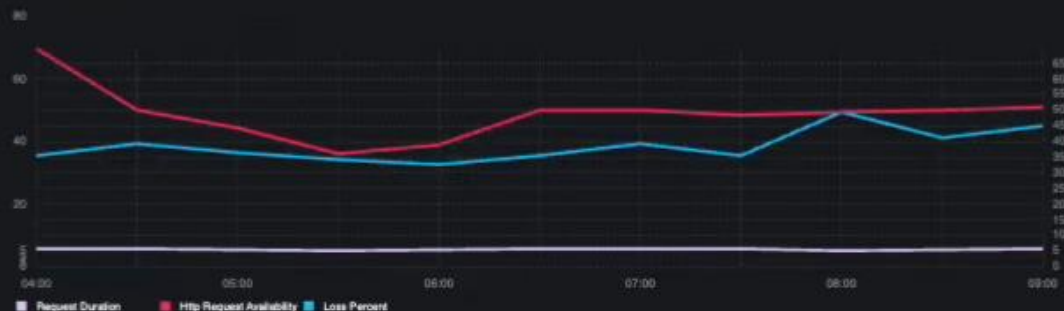
Network path performance analysis

ThousandEyes



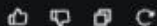
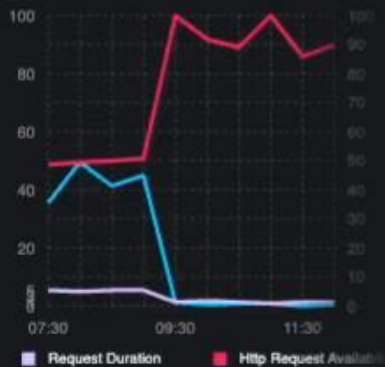
D-CHI-MX68CW - Network Loss Statistics Vs Application Performance

Splunk



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

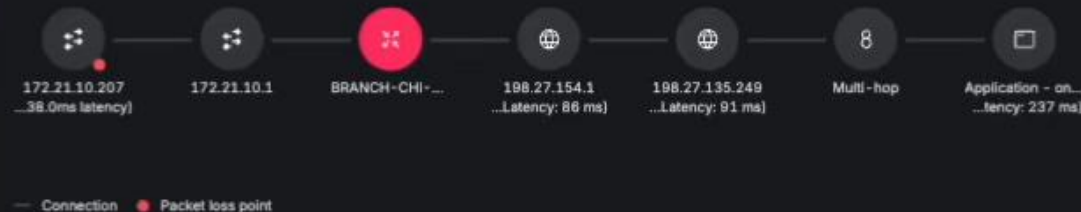
D-CHI-MX68CW - Network Loss Statistics Vs Application Performance



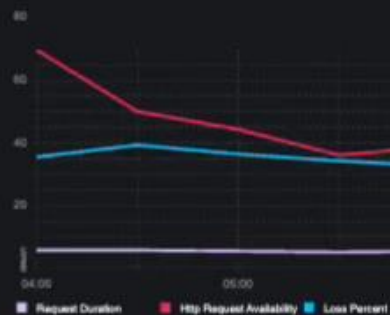
Ask the AI Assistant a question

Assistant can make mistakes. Verify responses.

Network path performance analysis ThousandEyes



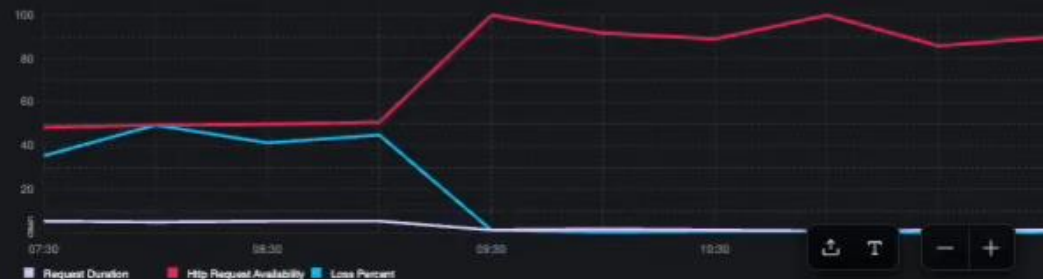
D-CHI-MX68CW - Network Loss Statistics Vs Application Performance Splunk



Quality of Service configuration Meraki

QoS policy successfully applied to network.
[Revert Change](#)

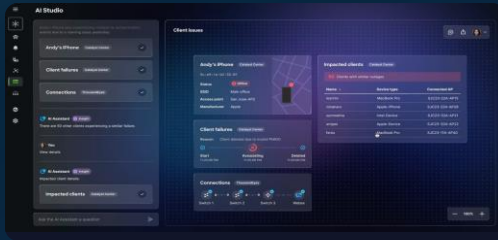
Application/Service	Priority	Bandwidth allocation	Status
Software & anti-virus updates	low	1 MBps	 active
online-boutique-us.splunkotly.com	High	50 MBps	 active

D-CHI-MX68CW - Network Loss Statistics Vs Application Performance [Spoken](#)

AgenticOps

The New Standard for IT Operations

ALPHA | OCTOBER



AI Canvas

Cross-domain collaborative troubleshooting

AVAILABLE OCTOBER



cisco
AI Assistant

AI Assistant

Accelerate network operations

POWERED BY DEEP NETWORK MODEL

Cut MTTR to near seconds
with AI-driven root cause
and resolution.

Catch critical issues
**early with AI that sees
across the stack.**

Operate at scale with
lean teams and built-in
AI expertise.

Troubleshoot faster
together with shared
context across teams.

Unifying experiences and future-proofing networks



Unified Hardware

Flexible deployment:
cloud, on-prem, or
hybrid—same hardware



Unified Licensing

Common licensing for
cloud, on-prem unlocks
advanced features
across platforms



Unified Support

Reliable support
included, with optional
RMA upgrades

A platform strategy that meets customers where they are



Cloud



On-prem



Hybrid

ONE HARDWARE | ONE LICENSE | ONE SUPPORT

Let's talk next steps



Start an AI-readiness assessment

Work with our experts to plan your new architecture



Sign up for the AI Assistant

Get in queue to activate AI Assistant for your org



Start a free product trial

Speak with your Cisco account team to get started

Thank you



