CISCO Connect

From Reactive to Autonomous

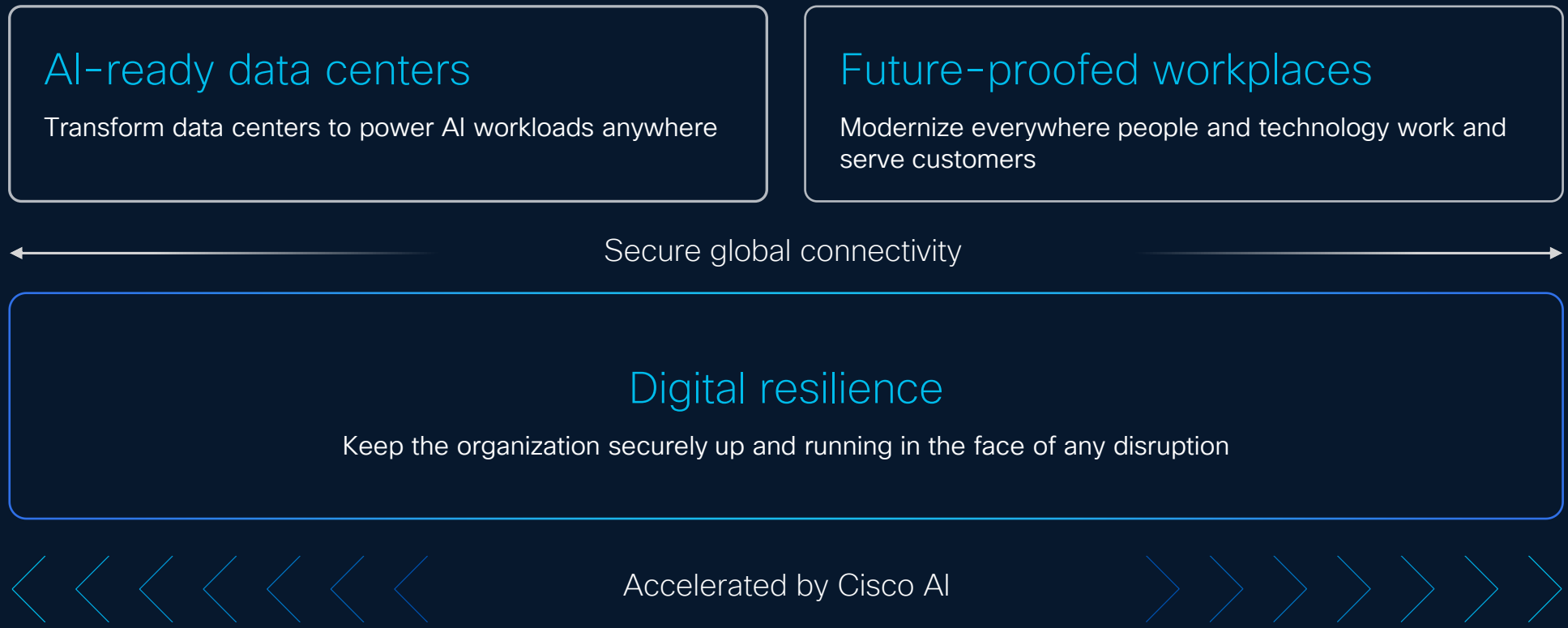
Reinventing Assurance with AgenticOps

Michael Law
Cisco Assurance Account Executive

September 30, 2026

11am-12p

Cisco powers how people and technology work together across the physical and digital worlds



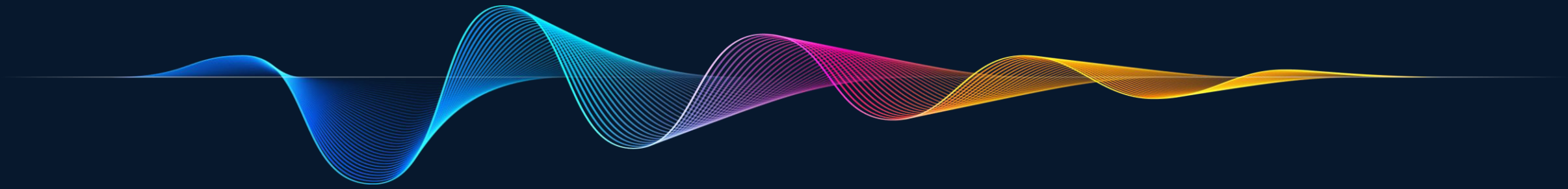
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The world:

AI speed

Operations:

Speed of tickets



71%

of enterprises have deployed agentic AI

34%

average network traffic increase over the past 12 months due to AI

46%

of network alerts closed without investigation due to constraints and noise

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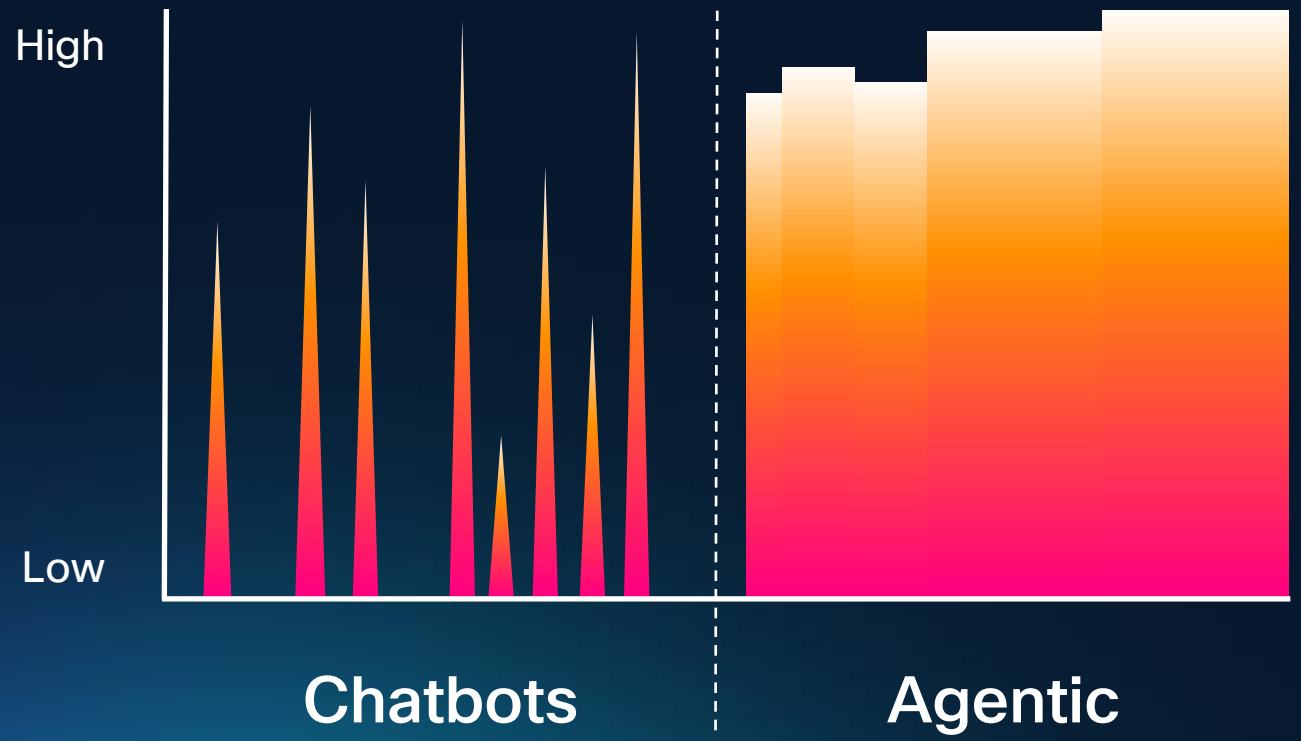
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New network demands

Changing traffic patterns
Increasing east-west activity

Agentic execution
Beyond DC, across environments

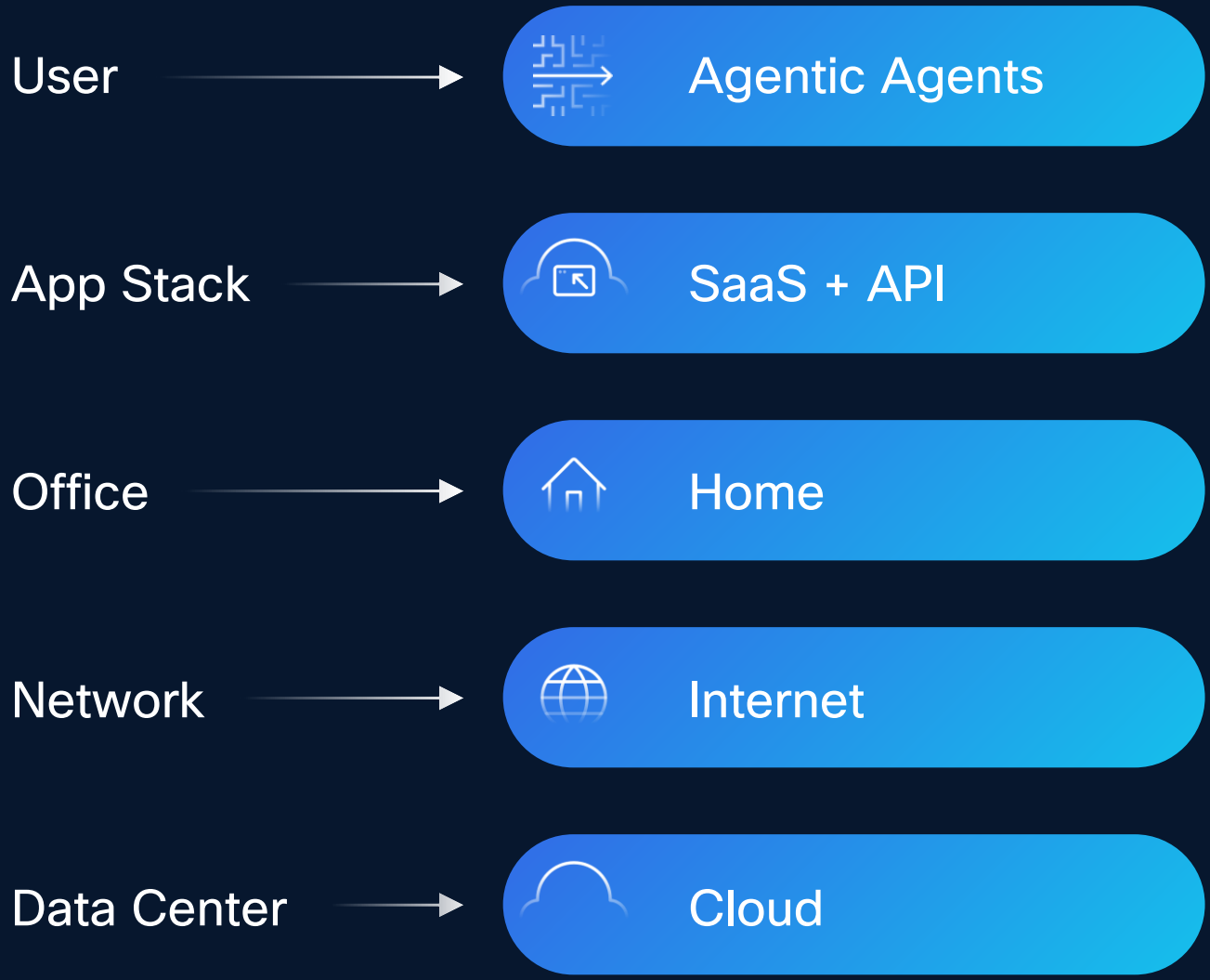
AI-driven threats
Rapidly evolving security needs



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Visibility and control is shrinking

External dependencies are growing



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Your world changed dramatically

More networks, more infrastructure, and more user environments– much of it unowned, but still your responsibility.



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Traditional operations won't keep up



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From reactive to proactive starts with intelligence



Baseline and detect

Monitor end-to-end digital experience from critical vantage points



Localize and diagnose

Visualize, localize, and diagnose across every network segment



Mitigate and remediate

Closed-loop actions across digital domains and teams



Predict and optimize

Forecast disruptions, optimize path, and plan connectivity and migrations

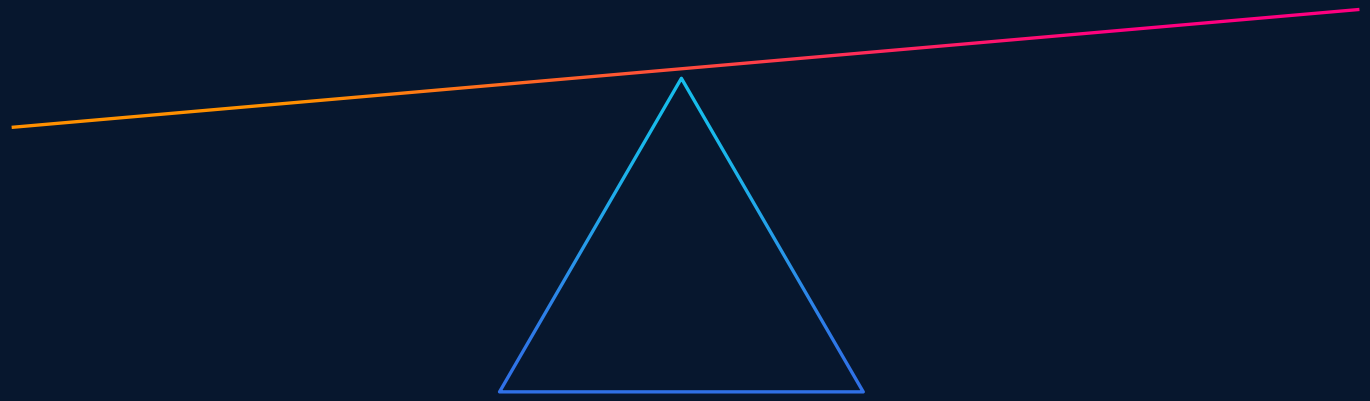
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The NetOps dilemma

Reduce AI to human speed → obsolete

Let AI run unchecked → dangerous



Cisco POV:

Assurance lets AI act fast and stay trusted.

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Adapting NetOps with AI-powered assurance

- Design stronger guardrails
- Keep outcomes aligned across domains
- Assuring operations with visibility and speed

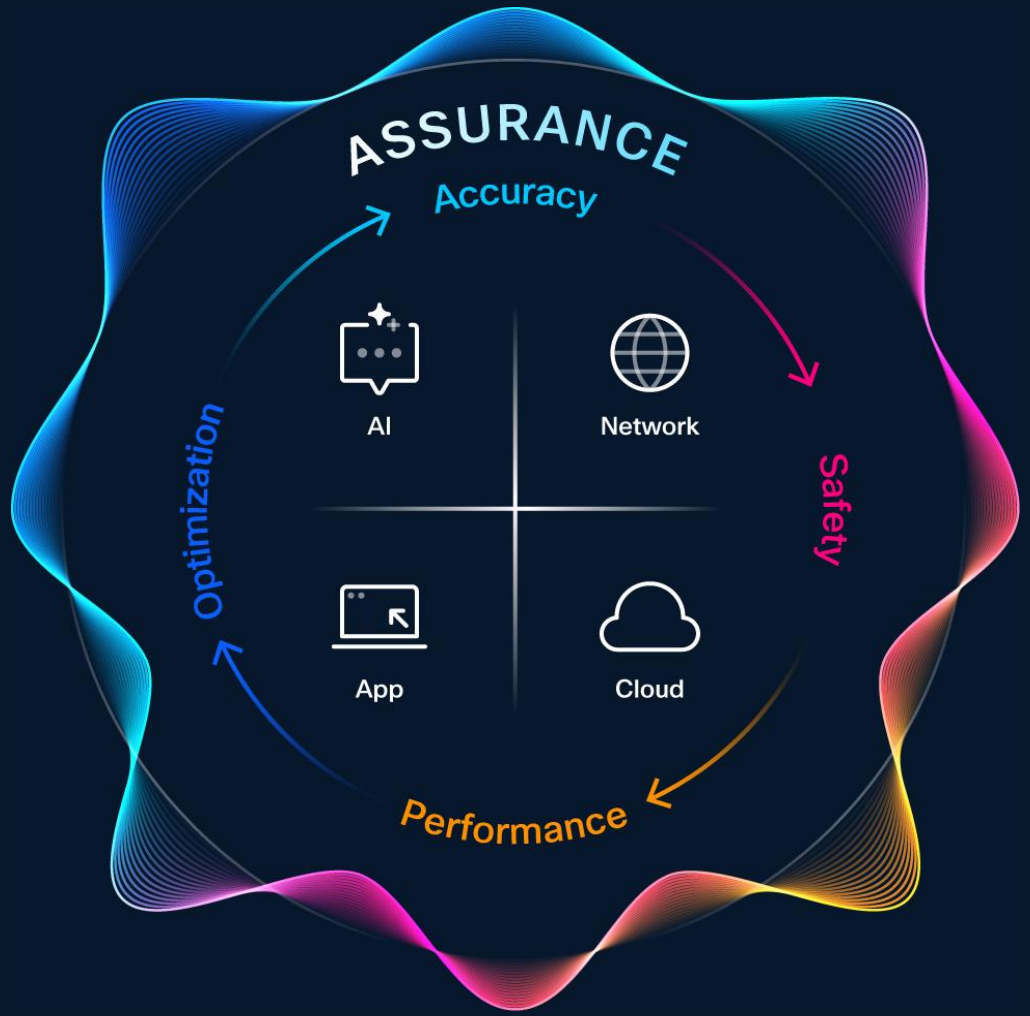


The missing ingredient:

AI-powered Assurance

Transforming AI from risky to reliable by:

- Validate human and AI actions in real time.
- Align machine decisions to business priorities.
- Optimize performance across networks, apps, agents, and clouds.
- Ensure AI delivers safe, predictable outcomes.



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Cisco Assurance Platform

Experience & Service Assurance



Digital experience

End user | Mobile
IIoT | Agents



Proactive monitoring

Web | Network
BGP | DNS



Global visibility

On-Prem | Cisco
3rd party



Domain insights

Traffic | WAN
Internet | Cloud

AI-powered platform

Automation | Integrations | APIs



Path visualization



Cross-layer correlation



Anomaly detection & alerting



Event summarization



Predictive recommendations



Natural language query

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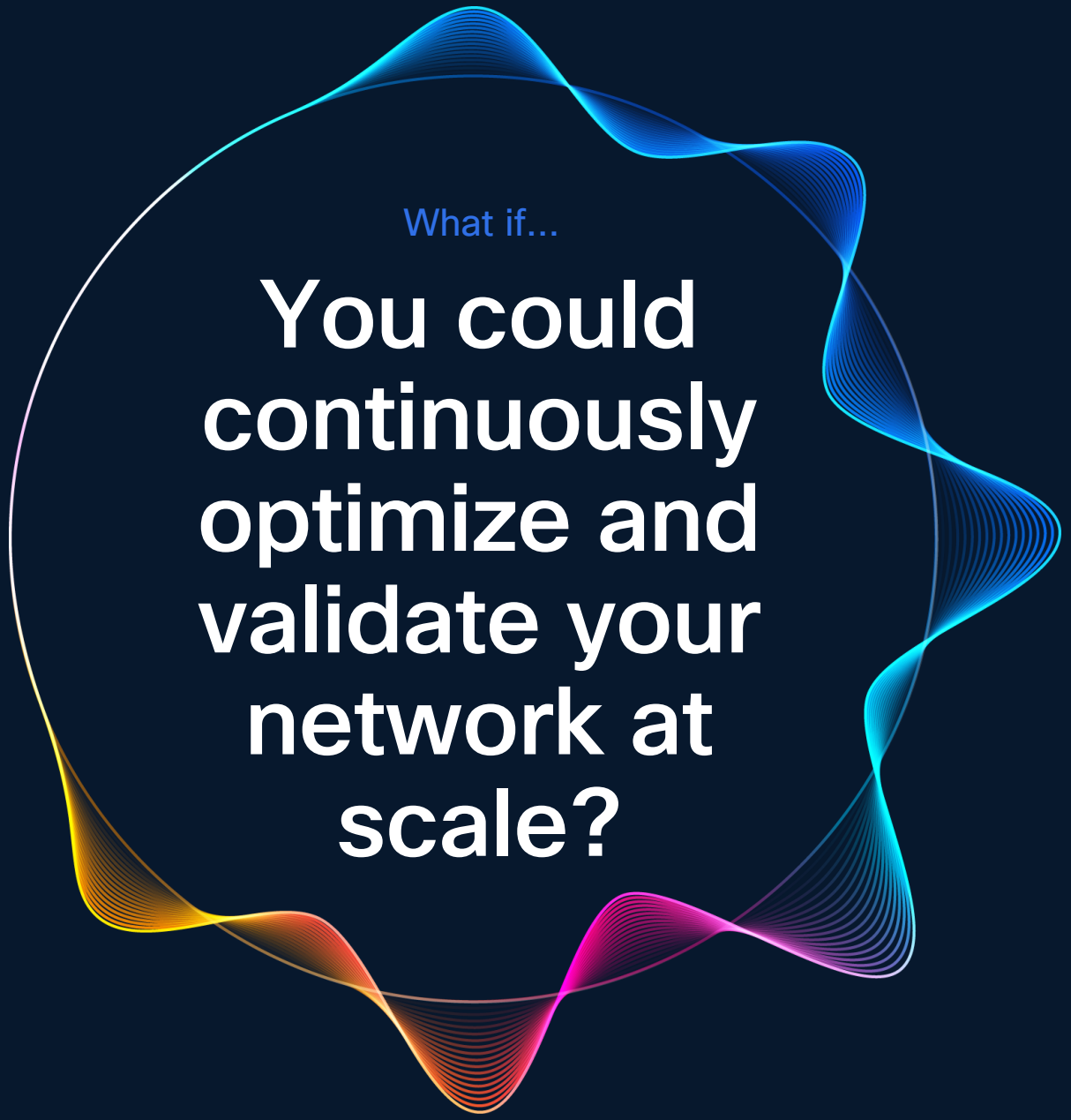
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Trust woven into every action:

AI-powered Assurance



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What if...

You could continuously optimize and validate your network at scale?

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AI-powered assurance in action

SaaS routing change

Optimization without assurance = blind risk

- AI reroutes traffic to boost performance in EMEA
- Latency tanks APAC video calls



Assurance validates global impact before action

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AI-powered assurance in action

Multi-cloud failover

Fast failover can fail you

- AI shifts workloads instantly
- But compliance, SLAs, and data residency at risk



Assurance ensures encryption, data integrity, SLA alignment

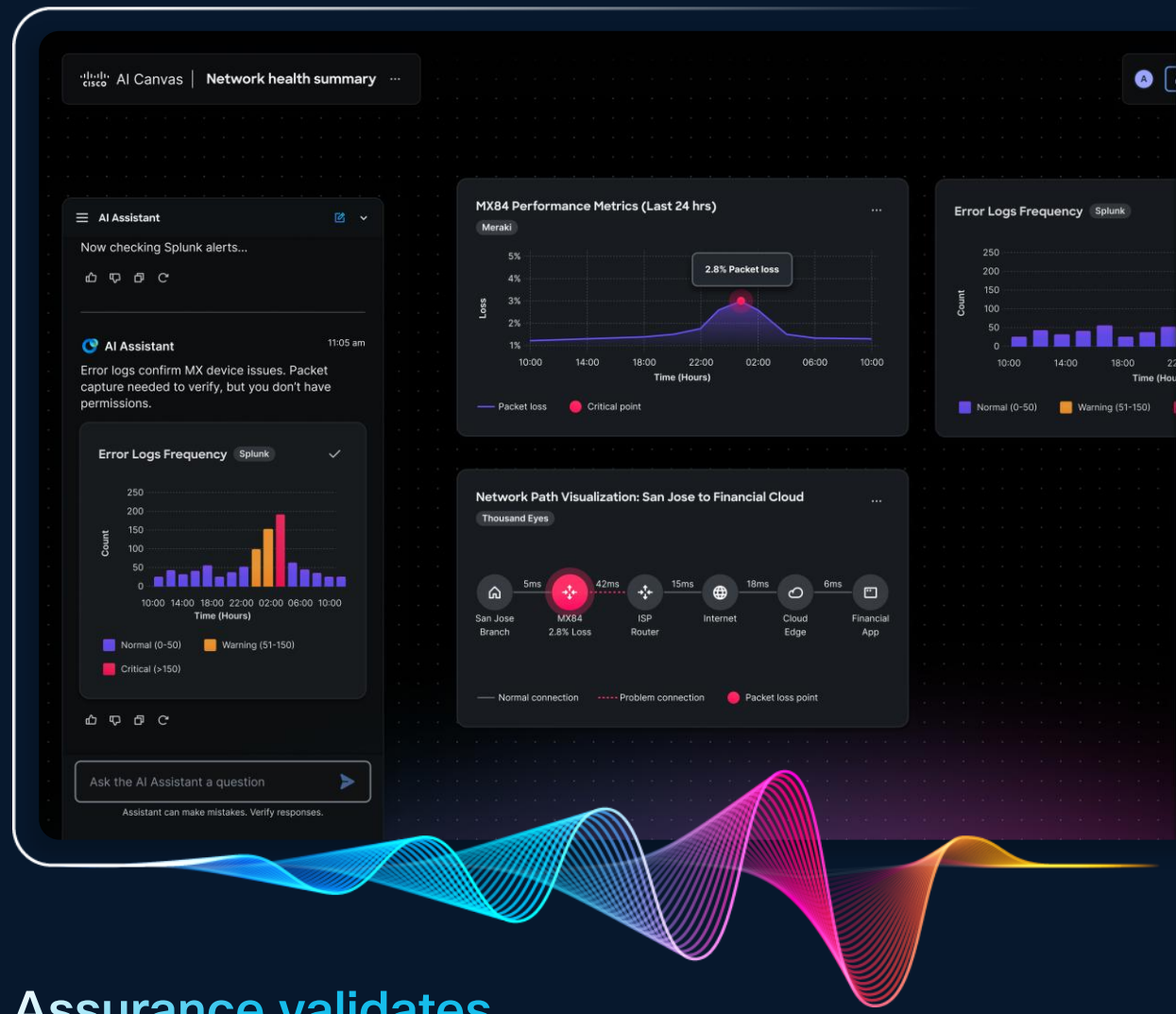
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AI-powered assurance in action

AI-optimized WAN

Not every optimization is a win

- AI tweaks QoS and routing
- Bulk traffic improves, but VoIP collapses



Assurance validates without breaking critical apps

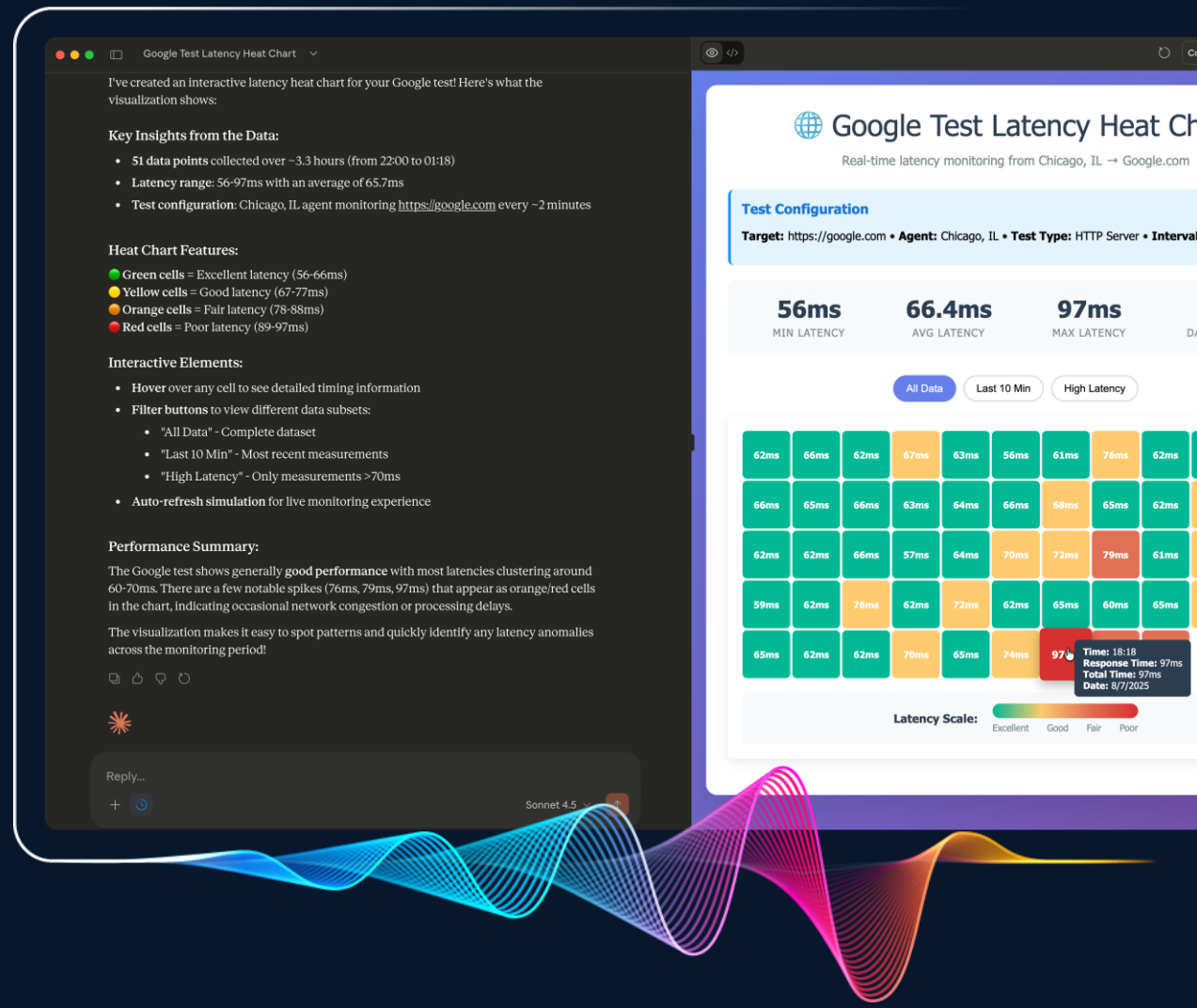
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AI-powered assurance in action

Assurance for Agentic Apps

Faster decisions don’t mean better outcomes

- Agents act instantly across LLMs, APIs, and SaaS ecosystems
- Without validation, they scale mistakes at machine speed



Assurance proves every agent decision improves real user experience

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Seamlessly integrated across Cisco

Simple Deployment, At Scale | ThousandEyes Data within Cisco Dashboards



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Let’s talk next steps

Start a Free Assurance Value Assessment

Work with our experts to plan your new assurance strategy

Sign up for the AI Assistant

Get in queue to activate AI Assistant for your org

Start a Free Trial

Speak with your Cisco account team to get started

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CISCO Connect

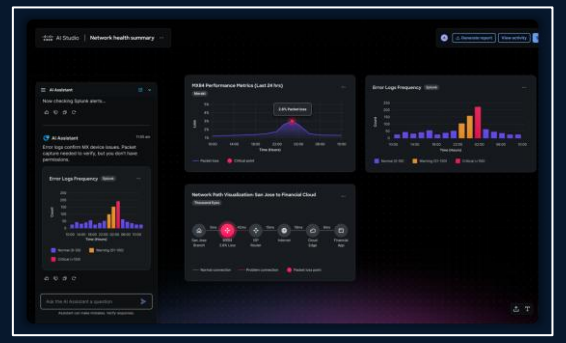
Thank you




CISCO

Continuous assurance built into the network

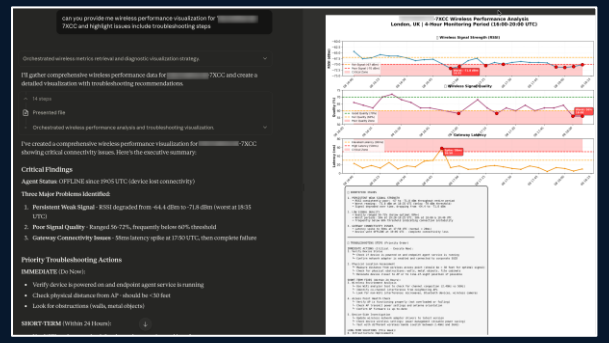
AI Canvas Integration



One canvas to see and solve everything

CONTROLLED AVAILABILITY | JUNE

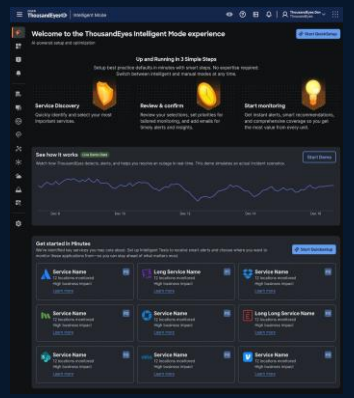
ThousandEyes MCP Server



Standardized AI access to all telemetry - secure, structured, real time

AVAILABLE | NOW

End-to-End Synthetics



Test continuously, detect earlier, fix faster

AVAILABLE | NOW

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Continuous assurance built into the network

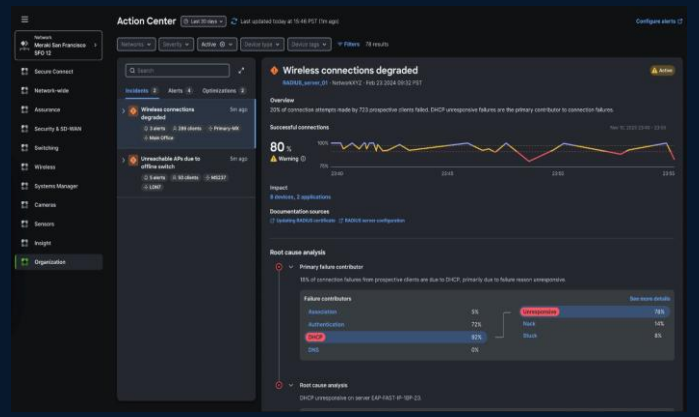
Experience Metrics



Transform device and client data into user-focused metrics

(Wireless) BETA | JUNE 2026
(Wired) ALPHA | JUNE 2026

Agentic Actions



Turn network chaos into confident, automated resolution

BETA | JULY 2026

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