

AgenticOps in Motion: AI Canvas Powering a Unified Cisco Experience

Richard Jang - Senior Product Manager



Agenda

- 01 **What are 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

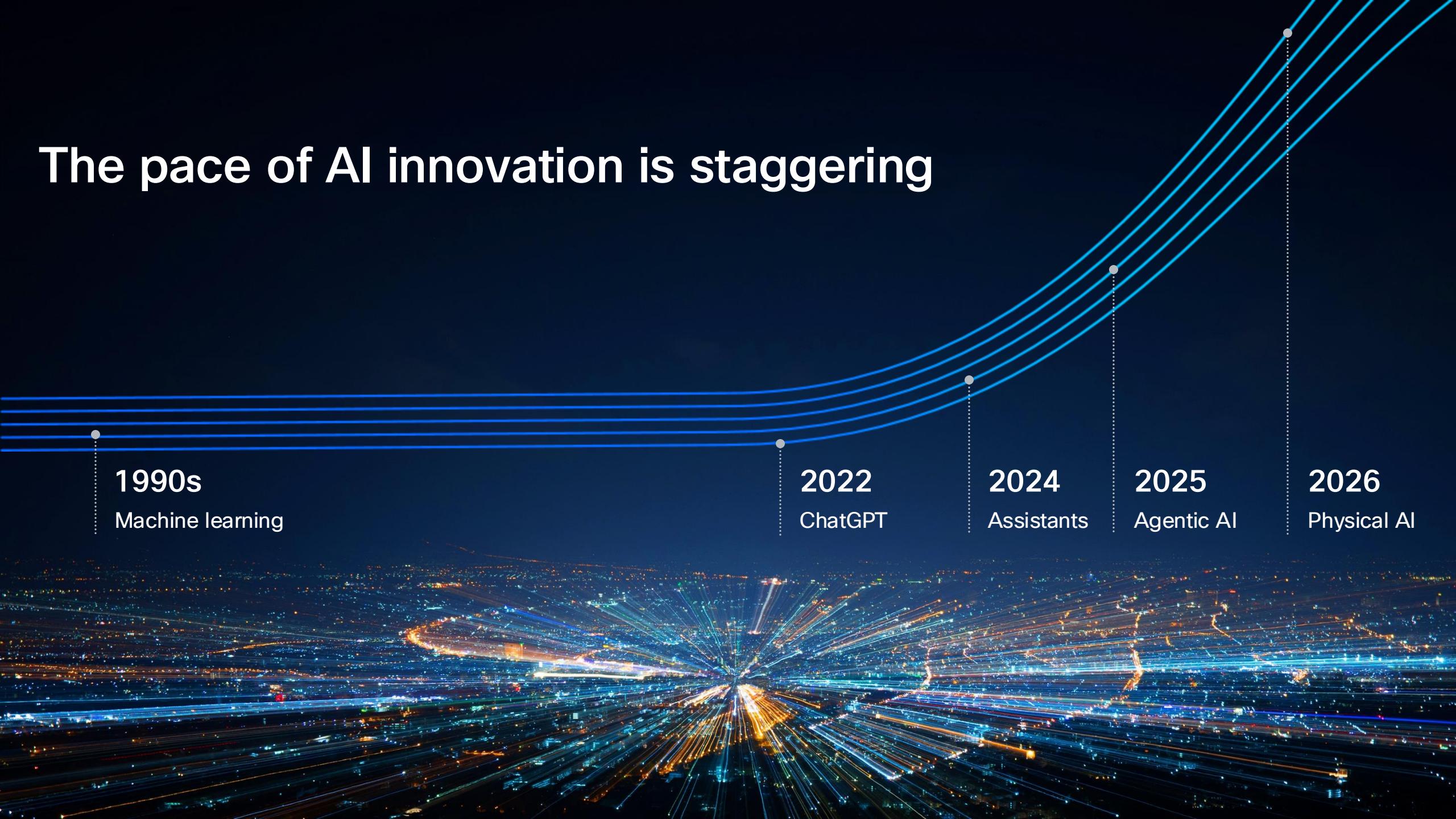
What are AI Agents?

“

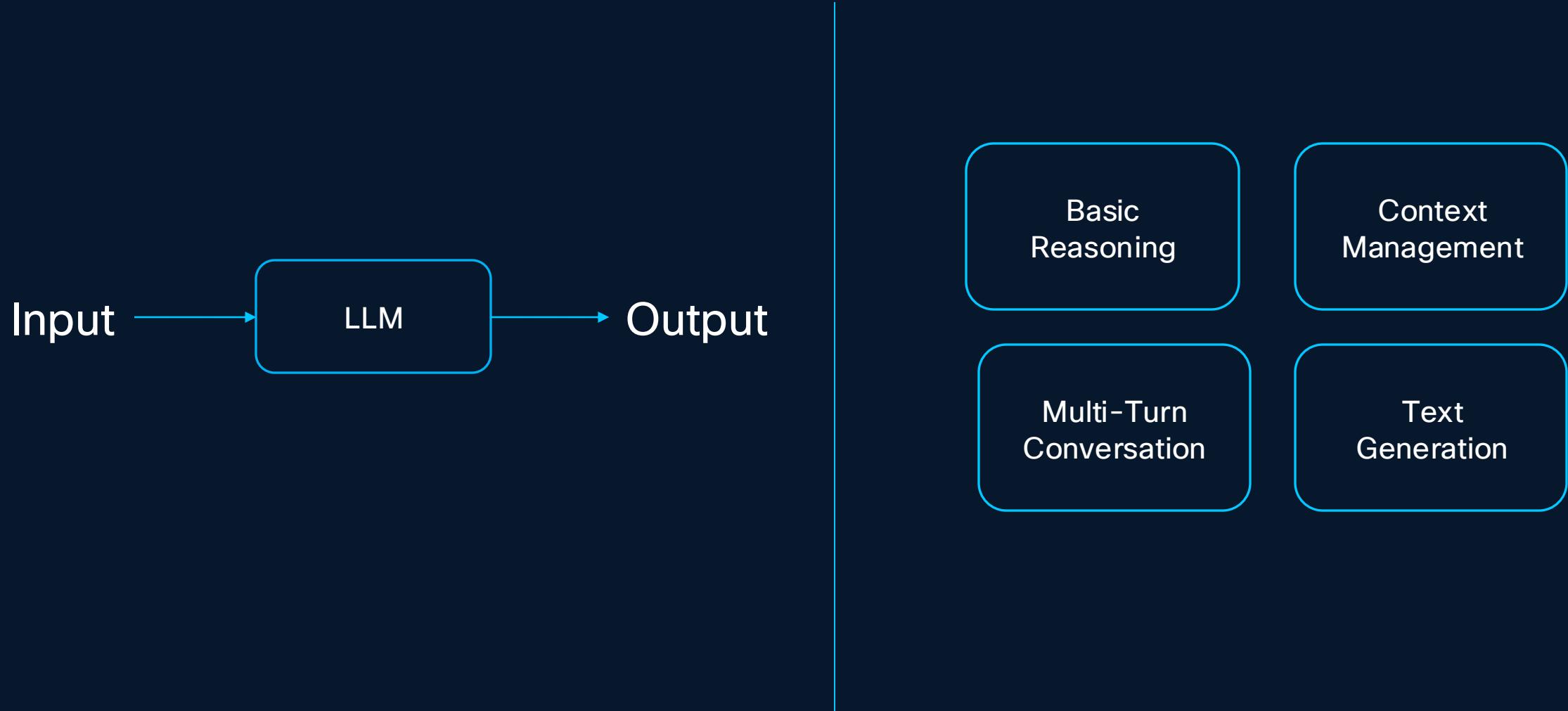
“AI agents are autonomous systems that perceive, reason, and act to achieve goals with minimal human intervention.”

ChatGPT, 2025

The pace of AI innovation is staggering

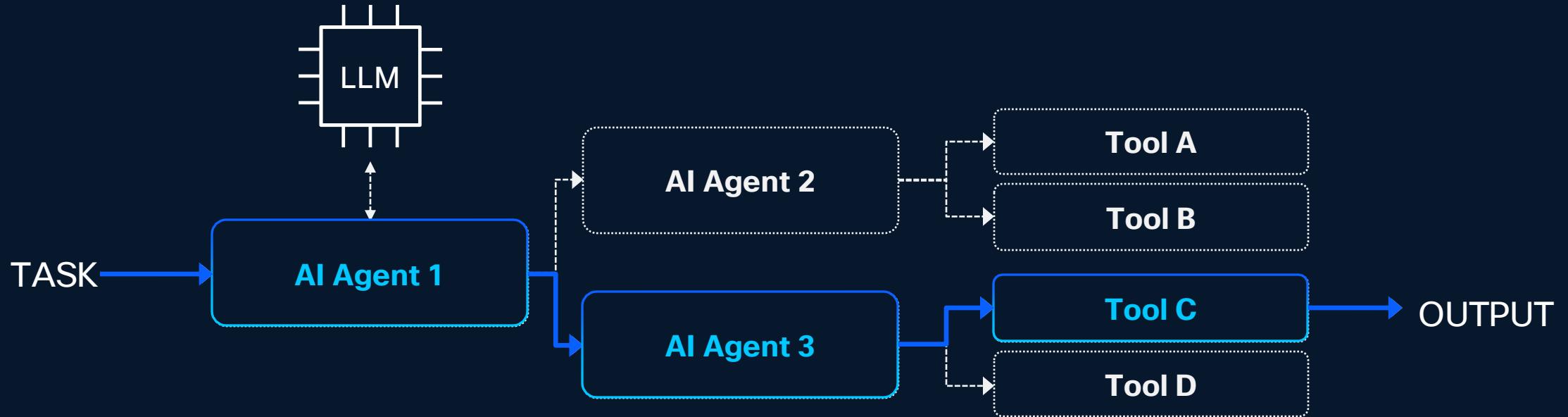


LLM Experience: Creating content with basic reasoning



AI Agent experience: Agents, LLMs, and tools

Agents empower LLMs to solve real-world problems

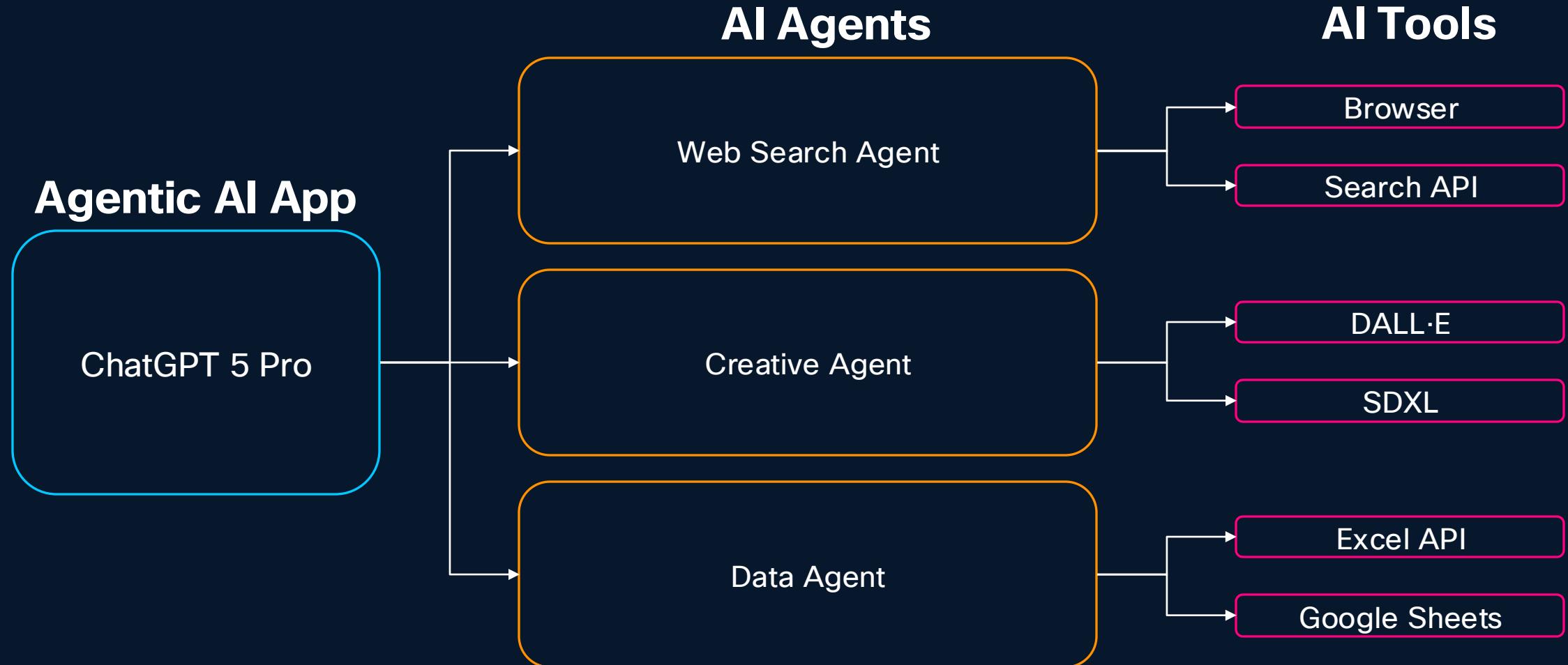


Characteristics of Agentic AI



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.



AI Agents Sound Simple – Until You Try to Scale Them

No Common Language

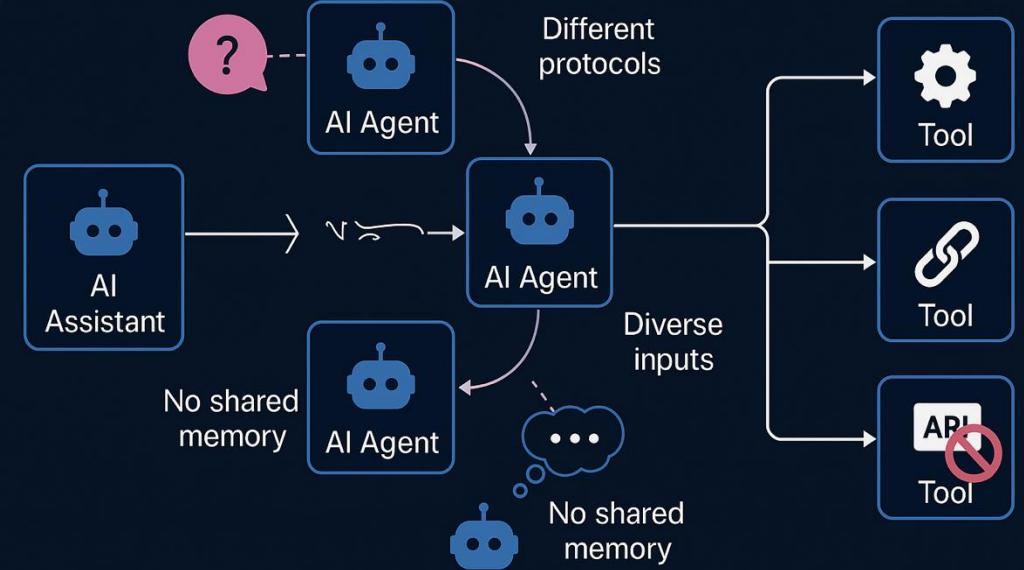
Agents can't share context or coordinate.

Fragmented Integrations

Each agent reinvents connections which is fragile.

Lack of Visibility

No way to track what agents or tools are doing.



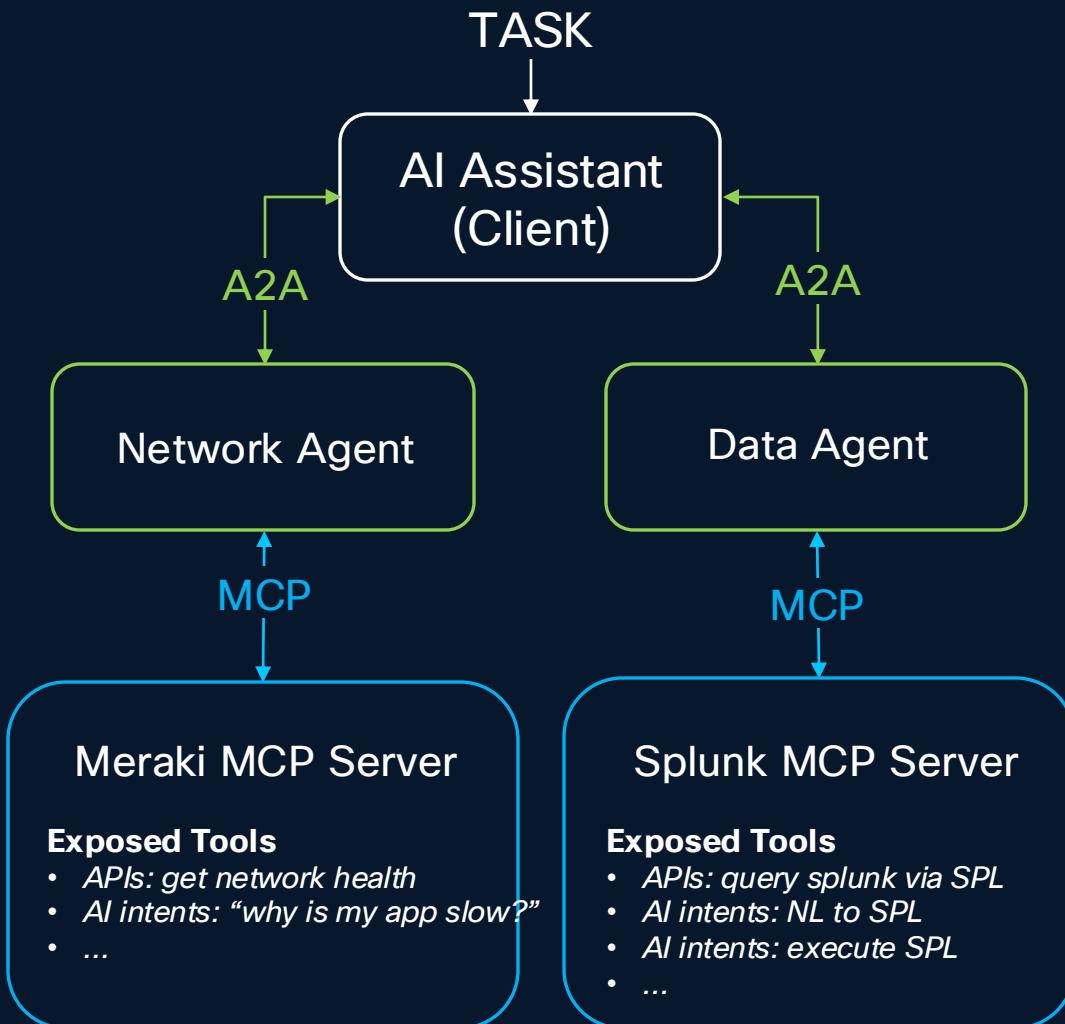
MCP & A2A: Foundational Protocols for Scaling AI Agents

MCP = Model Context Protocol

Access a product's exposed capabilities:
APIs, AI Assistant intents, and more.

A2A = Agent-to-Agent Protocol

How agents discover, delegate, and coordinate with each other.



Model Context Protocol Details and Benefits



Faster Integrations

Plug in once, agents can use instantly.

Safer Execution

Every request is validated and governed.

Smarter Outcomes

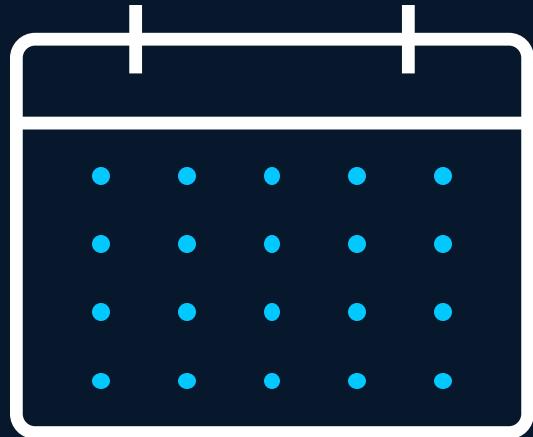
Fast + safer enables confident multi-product automation.

Why Cisco AgenticOps?

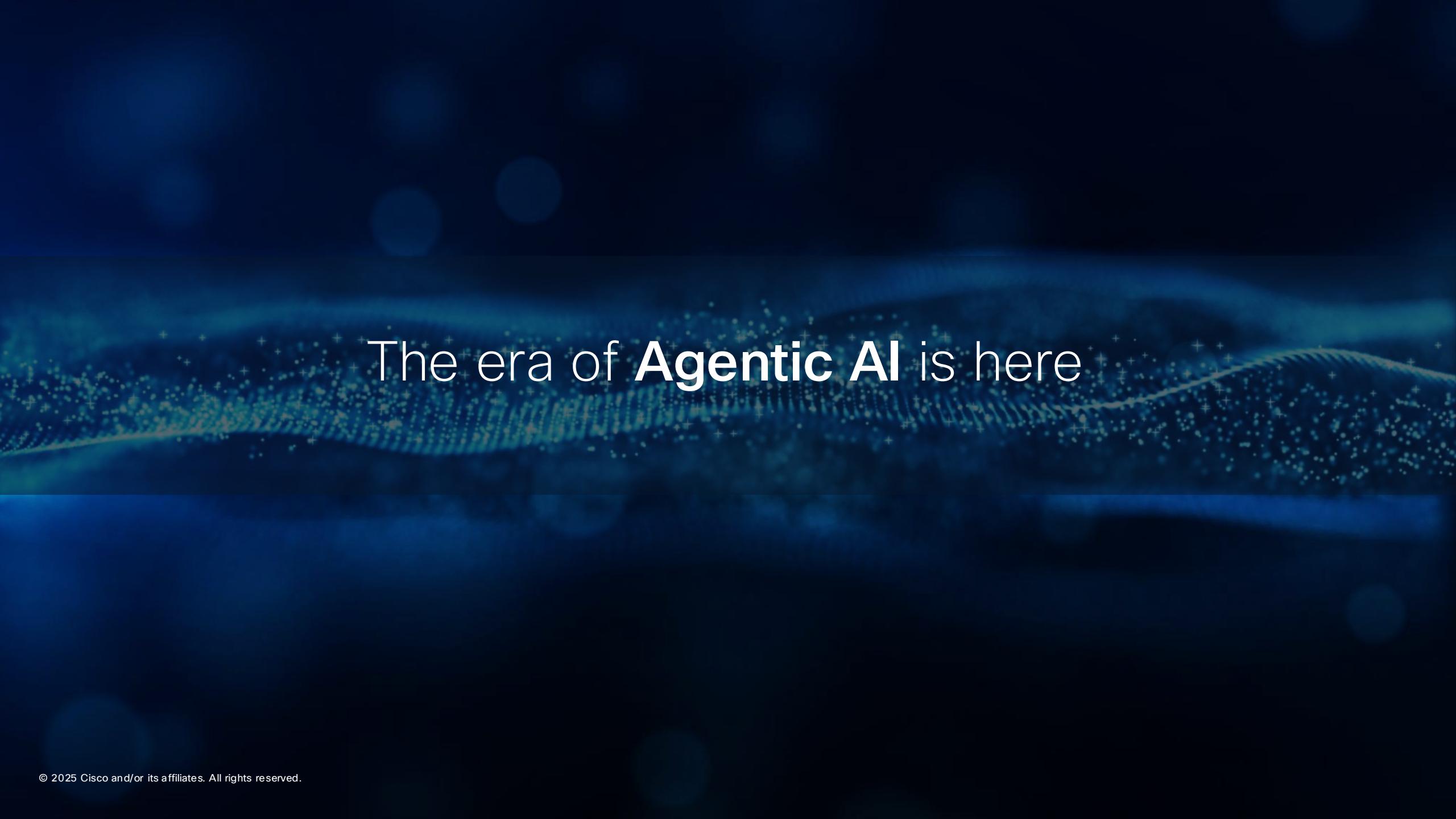
Today's IT operations
run on **fragmented stacks**

Why? Because your data is scattered across disconnected silos





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



The era of **Agentic AI** is here

AgenticOps

AIOps

AgenticOps

Cross-domain

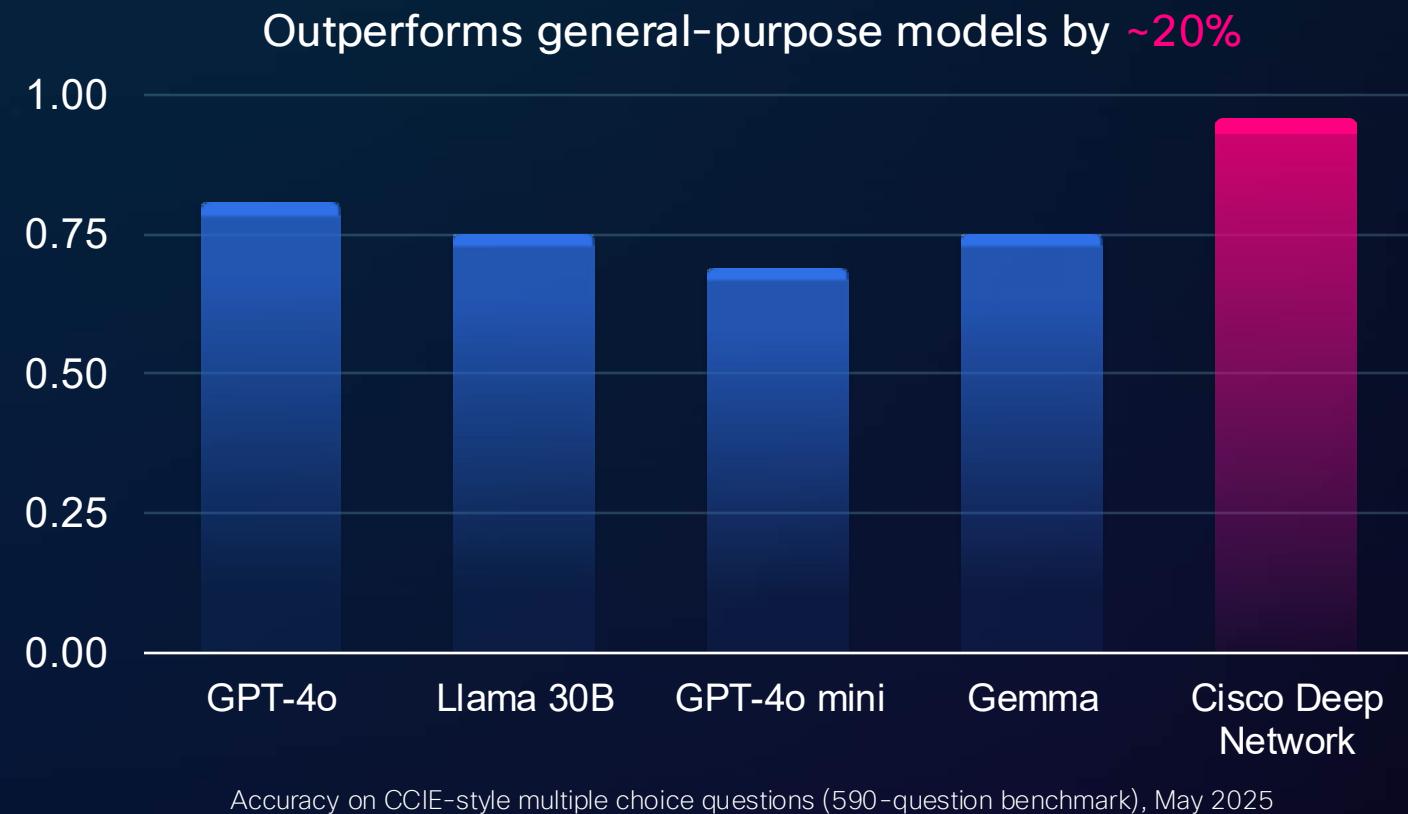
Multiplayer

Purpose-built models

Introducing The Cisco Deep Network Model

Purpose-built for networking,
expert accuracy

- More precise reasoning for troubleshooting, configuration, and automation
- Fine-tuned on 40+ years of expertise and expert-vetted for accuracy
- Evolves with live telemetry and real-world Cisco TAC and CX insights

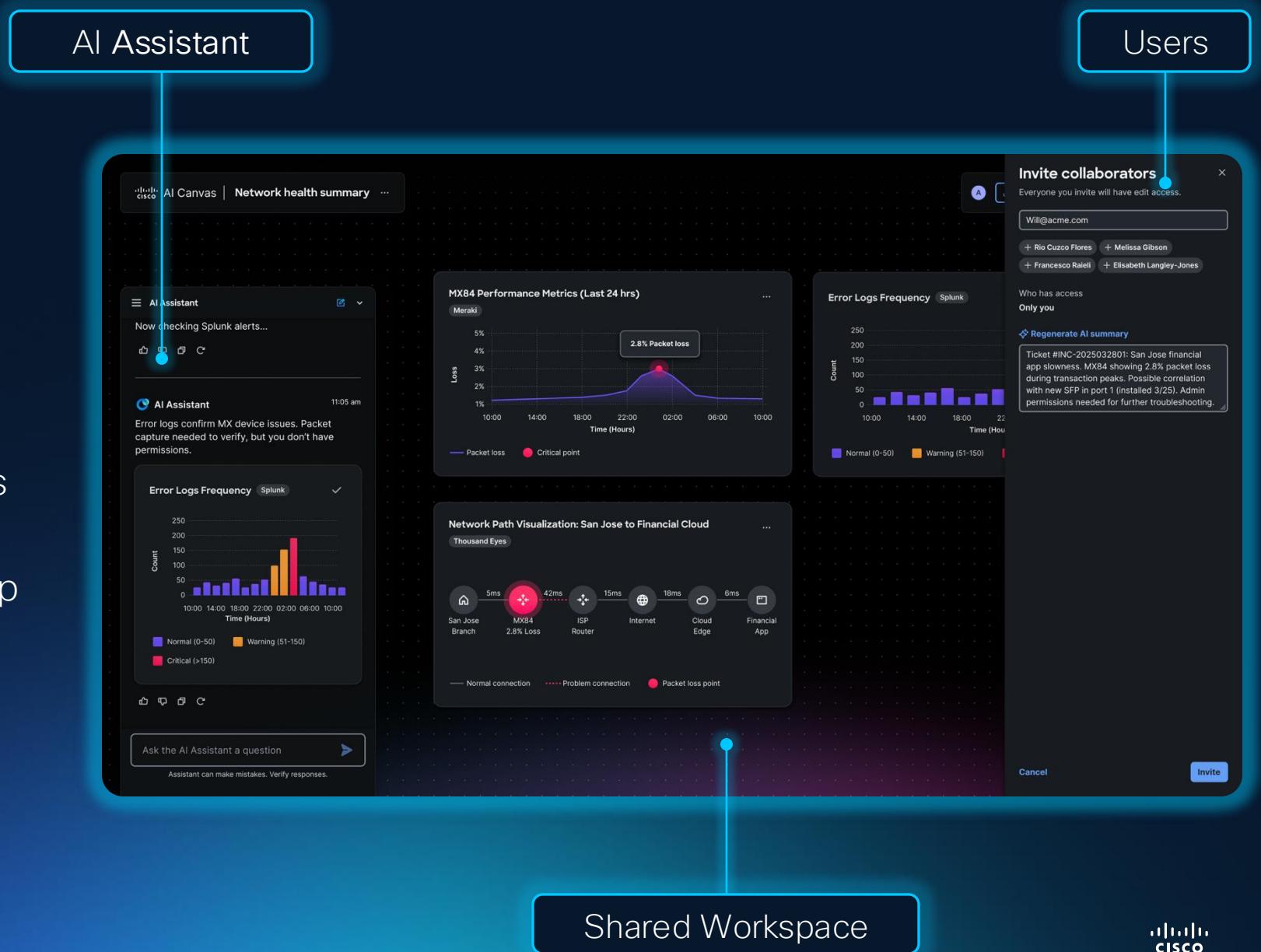


Deep-diving into AI Canvas

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: source of truth for all data

cisco AI Canvas | Application performance degradation ...

Reported by System Administrator on 03/28/2025 at 09:45 AM PST

Description Received a ThousandEyes alert and reached out to Maria Chen to confirm. She said users at San Jose branch experiencing 3-5 second delays when processing financial transactions in EFP. Started approximately 30 minutes ago. Affects all 24 users at the branch. No recent changes reported.

ServiceNow Ticket SRTK0023941

SJ-MX105-01 WAN interface performance

Loss rate 16.4% (2.3%)

WAN interface latency 87ms (baseline <50ms)

Jitter 15ms (baseline <5ms)

SJ-MX105-01 performance (last 24 hrs)

Network segment performance analysis

Enterprise network 16.4% loss

Gateway

Internet

Application financeapp.com

Packet Loss

Time (Hours)

Packet loss Critical point

Packet Loss

8:00 08:30

Packet loss Transaction failure rate

Ask the AI Assistant a question

Assistant can make mistakes. Verify responses.

Generate report View activity Share

AI Assistant

AI Assistant

This graph shows a clear link between congestion and application failures. When the interface gets congested, financial app failures spike almost instantly. Right now, critical transactions are competing with non-essential traffic during busy periods. The concurrent scheduling of mandatory security-related software updates could be a significant contributor to these congestion events.

SJ-MX105-01 network congestion statistics vs. EFP application performance

Splunk

Maria Chen <rmchen@company.com> To: IT Support <itsupport@company.com> Cc: Will Jenkins <wjenkins@company.com>; Jackie Jones <jjones@company.com> Mon, 03/24/2025 16:26

URGENT: Status Update Needed on Financial Application Performance Issues

Hello Team,

I'm following up regarding the ongoing performance issues with the Enterprise Financial Platform (EFP) affecting our San Jose branch. This performance degradation is severely impacting our ability to serve customers. We have end-of-month financial processing scheduled for tomorrow, and we need reassurance that this issue will be resolved by then.

Could you please provide an immediate status update on troubleshooting efforts and expected resolution timeframe? If there's a workaround we can implement in the meantime, that would be extremely helpful.

Thank you for your urgent attention to this matter.

Best regards, Maria Chen
Senior Director, Financial Operations

Up T Minus +

Collaborative workspace

cisco AI Canvas | Application performance degradation ...

J W Generate report View activity Share

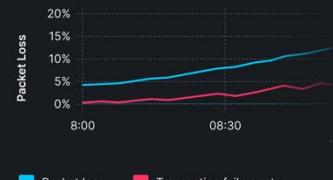
AI Assistant

AI Assistant

This graph shows a clear link between congestion and application failures. When the interface gets congested, financial app failures spike almost instantly. Right now, critical transactions are competing with non-essential traffic during busy periods. The concurrent scheduling of mandatory security-related software updates could be a significant contributor to these congestion events.

SJ-MX105-01 network congestion statistics vs. EFP application performance

Splunk



Time	Packet Loss (%)	Transaction failure rate (%)
08:00	~2%	~1%
08:30	~4%	~2%
10:00	~6%	~4%
12:00	~18%	~15%
14:00	~10%	~10%
16:00	~4%	~5%
20:00	~2%	~2%

Ask the AI Assistant a question

Assistant can make mistakes. Verify responses.

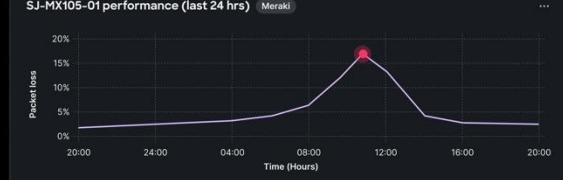
ServiceNow SRTK0023941 ServiceNow

Reported by System Administrator on 03/28/2025 at 09:45 AM PST

Description
Received a ThousandEyes alert and reached out to Maria Chen to confirm. She said users at San Jose branch experiencing 3-5 second delays when processing financial transactions in EFP. Started approximately 30 minutes ago. Affects all 24 users at the branch. No recent changes reported.

ServiceNow Ticket SRTK0023941

SJ-MX105-01 performance (last 24 hrs) Meraki



Time (Hours)	Packet loss (%)
20:00	~2%
22:00	~4%
00:00	~5%
02:00	~6%
04:00	~7%
06:00	~8%
08:00	~10%
10:00	~12%
12:00	~18%
14:00	~15%
16:00	~10%
18:00	~5%
20:00	~2%

Network segment performance analysis ThousandEyes



Enterprise network 16.4% loss

Connection Packet loss point

Mon 03/24/2025 16:26

M Maria Chen <mchen@company.com>
To: IT Support <support@company.com>
Cc: Will Jenkins <wjenkins@company.com>, Jackie Torres <jtorres@company.com>

URGENT: Status Update Needed on Financial Application Performance Issues

Hello Team;

I'm following up regarding the ongoing performance issues with the Enterprise Financial Platform (EFP) affecting our San Jose branch. This performance degradation is severely impacting our ability to serve customers. We have end-of-month financial processing scheduled for tomorrow, and we need reassurance that this issue will be resolved by then.

Could you please provide an immediate status update on troubleshooting efforts and expected resolution timeframe? If there's a workaround we can implement in the meantime, that would be extremely helpful.

Thank you for your urgent attention to this matter.

Best regards, Maria Chen
Senior Director, Financial Operations

CISCO

© 2025 Cisco and/or

Upload T - +

Add your own content and text

The screenshot displays the Cisco AI Canvas interface, which integrates various tools for network monitoring and AI-driven support. The top navigation bar includes the Cisco logo, 'AI Canvas', 'Application performance degradation', and user profile icons for 'J' and 'W'. Action buttons for 'Generate report', 'View activity', and 'Share' are also present.

AI Assistant (Left Panel):

- AI Assistant**: A section with a blue icon and a sub-section titled 'AI Assistant'.
- Description**: A text block stating, "This graph shows a clear link between congestion and application failures. When the interface gets congested, financial app failures spike almost instantly. Right now, critical transactions are competing with non-essential traffic during busy periods. The concurrent scheduling of mandatory security-related software updates could be a significant contributor to these congestion events."
- SJ-MX105-01 network congestion statistics vs. EFP application performance**: A line chart showing 'Packet Loss' (blue line) and 'Transaction failure rate' (pink line) over time. The chart shows a sharp increase in both metrics around 10:00 AM, with a red dot marking the 'Critical point' at approximately 11:00 AM.
- Ask the AI Assistant a question**: A text input field with a right-pointing arrow icon.

ServiceNow SRTK0023941 (Top Center):

- Reported by**: System Administrator on 03/28/2025 at 09:45 AM PST
- Description**: Received a ThousandEyes alert and reached out to Maria Chen to confirm. She said users at San Jose branch experiencing 3-5 second delays when processing financial transactions in EFP. Started approximately 30 minutes ago. Affects all 24 users at the branch. No recent changes reported.
- ServiceNow Ticket SRTK0023941**

SJ-MX105-01 WAN interface performance (Top Right):

- Loss rate**: 16.4% (red circle, down 2.3%)
- WAN interface latency**: 87ms (baseline <50ms)
- Jitter**: 15ms (baseline <5ms)

SJ-MX105-01 performance (last 24 hrs) (Center):

Time (Hours)	Packet Loss (%)
20:00	2
22:00	3
00:00	4
02:00	5
04:00	6
06:00	8
08:00	10
10:00	17
12:00	17
14:00	10
16:00	5
18:00	4
20:00	3

Network segment performance analysis (Bottom Right):

Urgent Email from Maria Chen (Bottom Center):

Subject: URGENT: Status Update Needed on Financial Application Performance Issues

From: Maria Chen <rmchen@company.com>

To: IT Support <itsupport@company.com>

Cc: Will Jenkins <wjenkins@company.com>; Jackie Torres <jtorres@company.com>

Mon 03/26/2025 16:26

Message Content:

I'm following up regarding the ongoing performance issues with the Enterprise Financial Platform (EFP) affecting our San Jose branch. This performance degradation is severely impacting our ability to serve customers. We have end-of-month financial processing scheduled for tomorrow, and we need reassurance that this issue will be resolved by then.

Could you please provide an immediate status update on troubleshooting efforts and expected resolution timeframe? If there's a workaround we can implement in the meantime, that would be extremely helpful.

Thank you for your urgent attention to this matter.

Best regards, Maria Chen
Senior Director, Financial Operations

ServiceNow SRTK0023941 ServiceNow

Reported by System Administrator on 03/28/2025 at 09:45 AM PST

Description Received a ThousandEyes alert and reached out to Maria Chen to confirm. She said users at San Jose branch experiencing 3-5 second delays when processing financial transactions in EFP. Started approximately 30 minutes ago. Affects all 24 users at the branch. No recent changes reported.

ServiceNow Ticket SRTK0023941

SJ-MX105-01 performance (last 24 hrs) Meraki

Packet loss

Time (Hours)

16.4% 2.3%

WAN interface latency 87ms (baseline <50ms)

Jitter 15ms (baseline <5ms)

Network segment performance analysis ThousandEyes

Enterprise network 16.4% loss

Gateway Internet

Connection Packet loss point

Invite collaborators

Everyone you invite will have edit access.

wjenkins@company.com

Will Jenkins Cameron Jurgenson

Thomas Delancey Crystal Waterson

Who has access

Only you

Summary generating...

Cancel Invite

Share & collaborate.

Instead of separated and siloed teams, collaborate and share data and insights

ServiceNow SRTK0023941 ServiceNow

Reported by
System Administrator on 03/28/2025 at 09:45 AM PST

Description
Received a ThousandEyes alert and reached out to Maria Chen to confirm. She said users at San Jose branch experiencing 3-5 second delays when processing financial transactions in EFP. Started approximately 30 minutes ago. Affects all 24 users at the branch. No recent changes reported.

ServiceNow Ticket SRTK0023941

SJ-MX105-01 performance (last 24 hrs) Meraki

Packet loss

Time (Hours)

16.4% 2.3%

WAN interface latency 87ms (baseline <50ms)

Jitter 15ms (baseline <5ms)

Network segment performance analysis ThousandEyes

Enterprise network 16.4% loss

Gateway Internet

Connection Packet loss point

Maria Chen <mchen@company.com>
To: IT Support <itsupport@company.com>
Cc: Will Jenkins <wjenkins@company.com>; Jackie Torres <jtorres@company.com>
Mon 03/26/2025 16:26

URGENT: Status Update Needed on Financial Application Performance Issues

Hello Team,

I'm following up regarding the ongoing performance issues with the Enterprise Financial Platform (EFP) affecting our San Jose branch. This performance degradation is severely impacting our ability to serve customers. We have end-of-month financial processing scheduled for tomorrow, and we need reassurance that this issue will be resolved by then.

Could you please provide an immediate status update on troubleshooting efforts and expected resolution timeframe? If there's a workaround we can implement in the meantime, that would be extremely helpful.

Thank you for your urgent attention to this matter.

Best regards, Maria Chen
Senior Director, Financial Operations

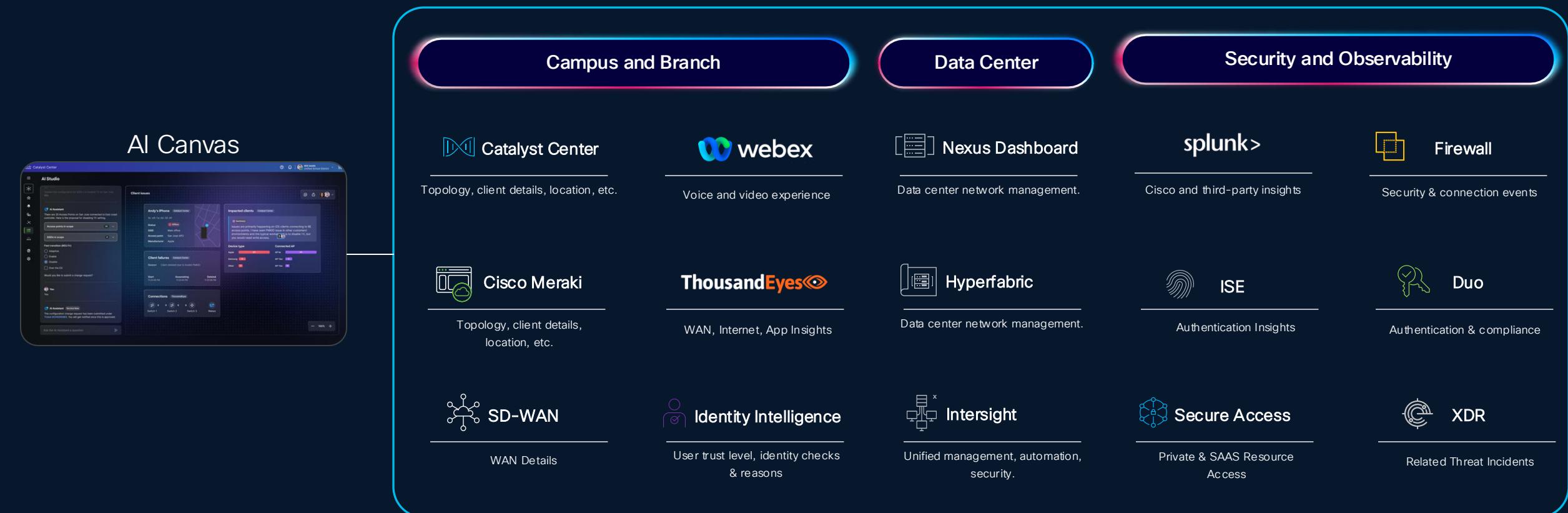
Activity timeline

- You created a card Mar 4, 11:04 AM
- Board created by you Mar 3, 4:37 PM

View timeline

View version history and activity

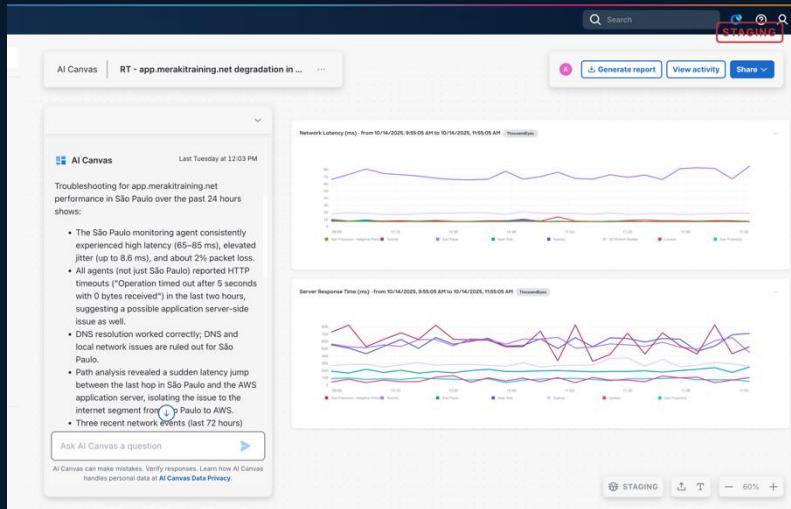
Agentic Ops Across IT and SecOps



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

Where To Access AI Canvas?

Meraki



Splunk



Cisco Cloud Control



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.

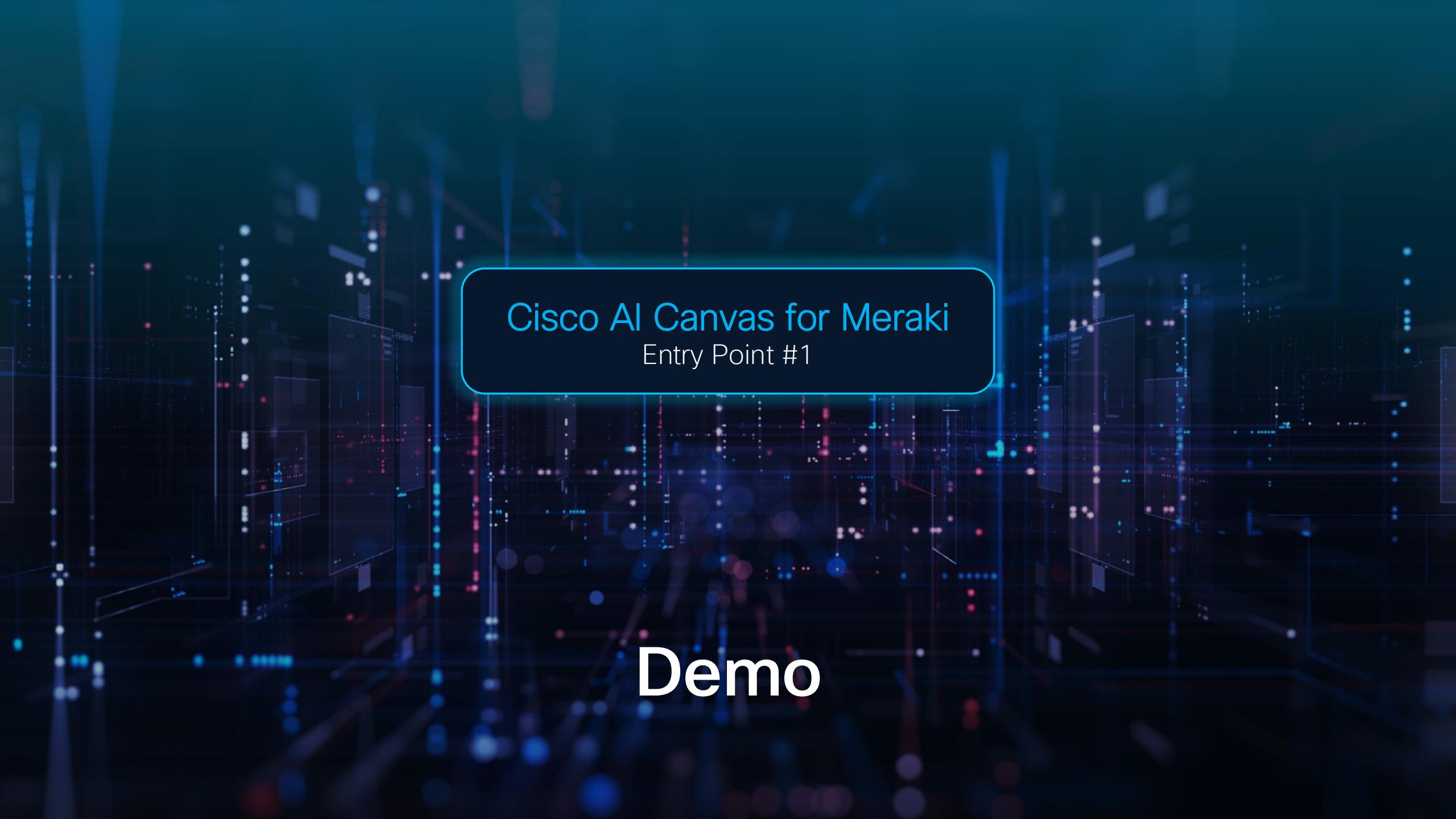
“Why is Wi-Fi dropping on floor 2?”



Wired Experience

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

“Why is my wired connection slow?”



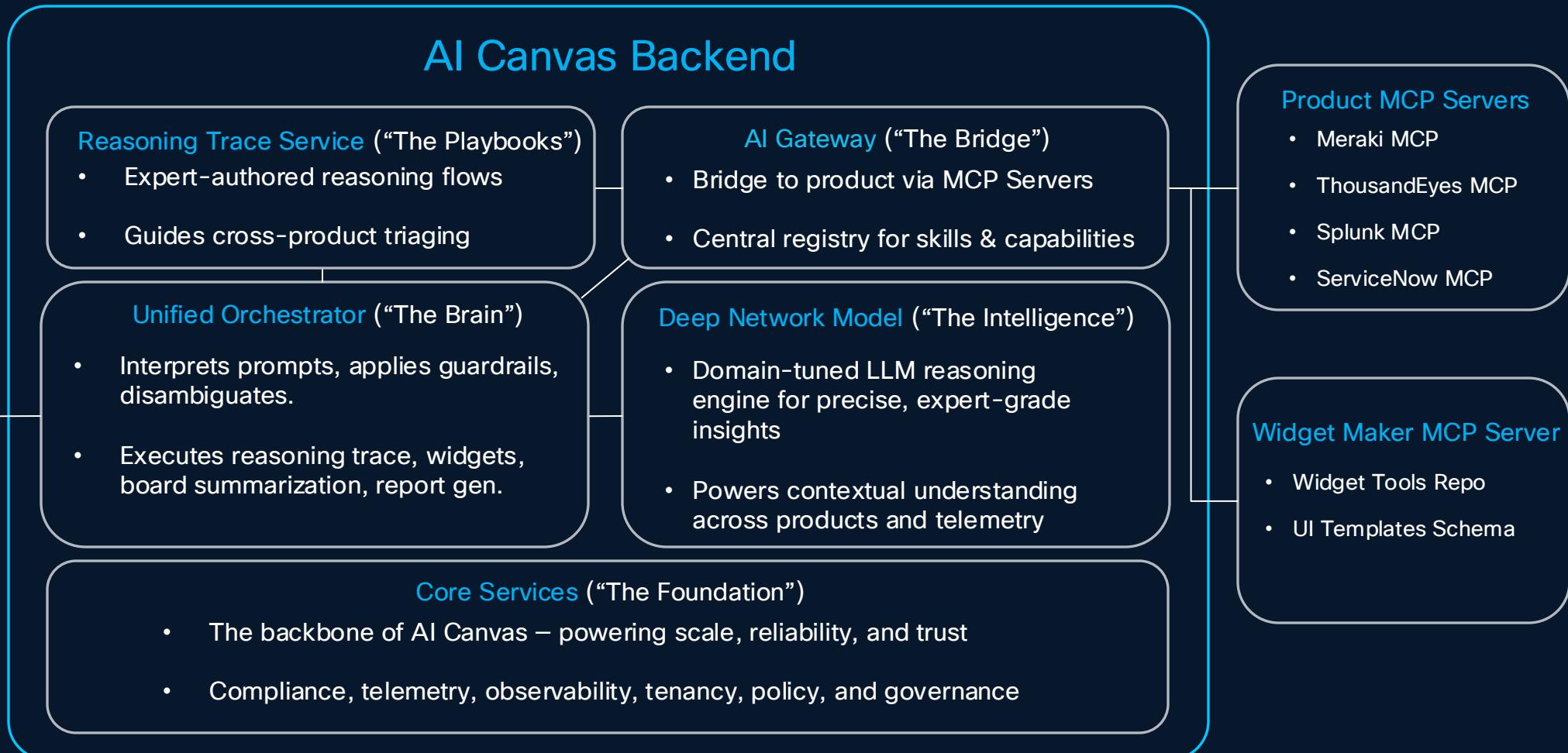
Cisco AI Canvas for Meraki

Entry Point #1

Demo

Key Components of AI Canvas's Agentic Architecture

Intent
 →



AI Canvas for Splunk Use Cases



Search and Investigation

- Accelerating troubleshooting and investigation workflows.
- Up-level tasks typically performed using search.

“Show me anomalies in HTTP error rates for the checkout service.”



Dashboarding

- Creating dashboards with natural language AI-suggested visuals.
- Turning them into persistent studio dashboards.

“Summarize this week’s security alerts into a single executive view.”



Admin Tools

- Keeping Splunk running optimally at scale.
- Guided troubleshooting of Splunk Health.

“Check Splunk Health and identify which indexers need attention.”



Data Management

- Simplify onboarding, validation and normalization of data sources.
- Leveraging AI-guided flows.

“Normalize web traffic logs to CIM and highlight missing fields.”

GA Focus

Future Capabilities



Cisco AI Canvas for Splunk

Entry Point #2

Demo

Cisco Cloud Control

Cisco Cloud Control is an AI-Native management platform that reimagines how organizations manage, operate, and optimize their IT infrastructure

The screenshot displays the Cisco Cloud Control interface, a modern AI-native management platform. The left sidebar contains a navigation menu with sections: AI Canvas (PINNED: Application Performance Monitor..., Network Fabric Management, Micro and Perimeter Segmentation, See all), Networking, Security, Collaboration, Observability, and Admin Console (Users and Roles, Products and Services, Inventory, Licensing, Integration, Support). The main content area features a large circular dashboard with metrics: **Users** (101k, 82, Strong posture), **Endpoints** (298k, 67, Moderate posture), and a total of **123k** connected endpoints with 30k blocked. Below this are cards for **Campus and branch** (10k Wireless, 4k Switches, 207 Routers), **WAN circuits** (392), and **Firewall** (253). The **Security** section shows a **Security health score** for Alex Moreno (59/100, 15 vulnerabilities, 34.2% auth success rate, Untrusted trust level, Blocked status). The **Endpoints** section shows a bar chart with 47% Laptop (24), 35% Smartphone (18), and 18% Other. The bottom features an **AI Assistant** section with a text input field: "Ask the AI Assistant a question" and a note: "Assistant can make mistakes. Verify responses."

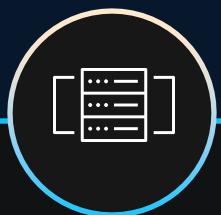
AI Canvas for All Other Domain Products



Security

- Threat detection, access control, and policy insights.
- Examples: anomalies, misconfigs, identity, access issues, etc.

“Investigate potential lateral movement across my network.”



Data Center

- Optimize connectivity, performance, and resource utilization.
- Examples: compute, storage, virtualization, routing issues, etc.

“Why is my app server experiencing high latency?”



Collaboration

- Reliable, high-quality experiences across meetings, calls, endpoints.
- Examples: device health, media quality, performance analytics, etc.

“Diagnose poor audio quality in recent executive calls.”



Service Provider

- Reliability and performance across large distributed environments.
- Examples: transport, routing, capacity, experience issues, etc.

“Identify regions with degraded customer network performance.”



Cisco AI Canvas for Cisco Cloud Control

Entry Point #3

Demo

ciscoAI Canvas Will Transforms the IT Experience

Empowering teams with Agentic AI to act, collaborate, and resolve issues faster!



AgenticOps

Cisco Cloud Control

AI Canvas

AI Assistant

Deep Network
Model

Thank you



