CISCO Engage | Tech Day

AgenticOps in Motion: AI Canvas Powering a Unified Cisco Experience

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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

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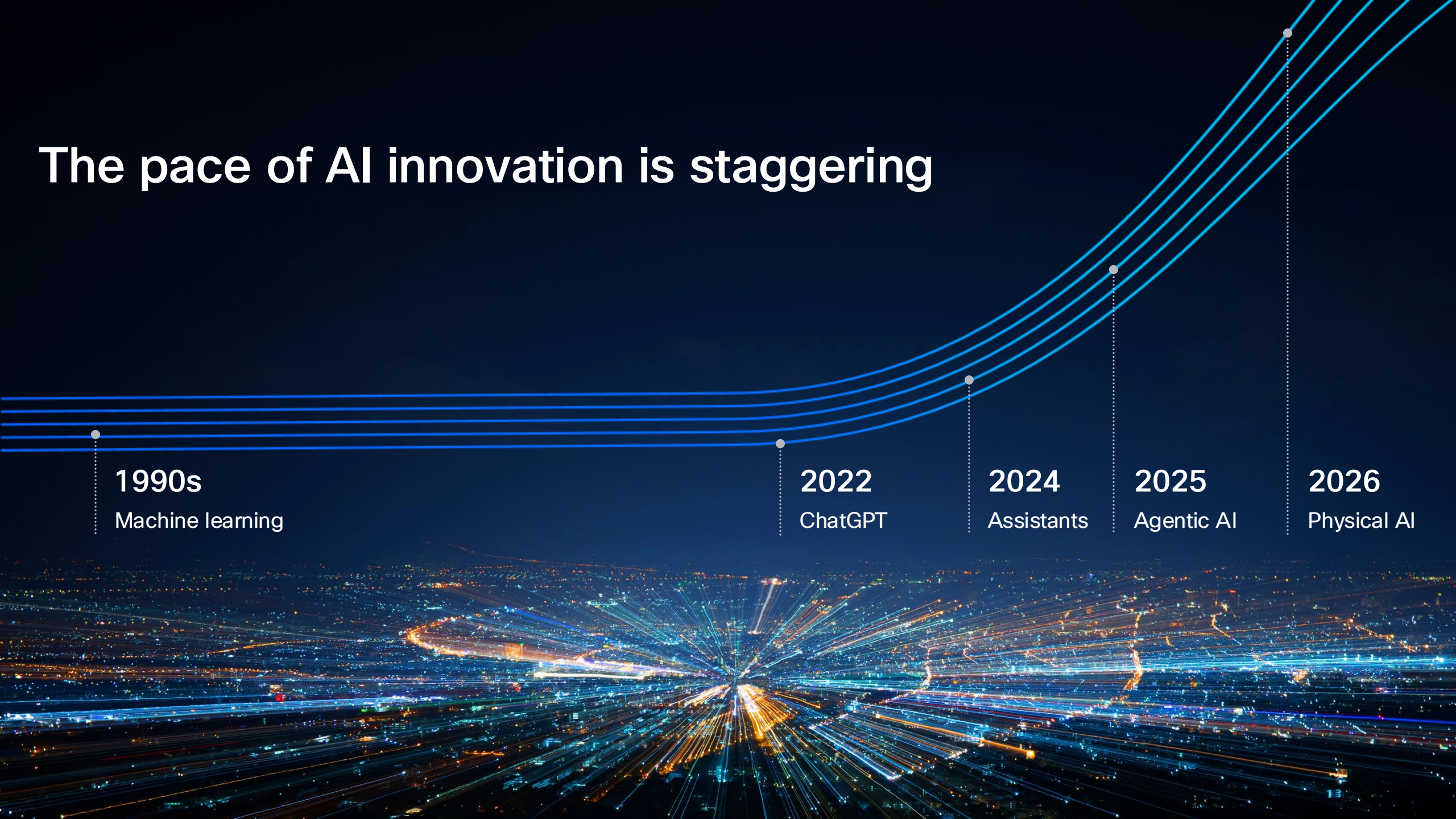
The pace of AI innovation is staggering

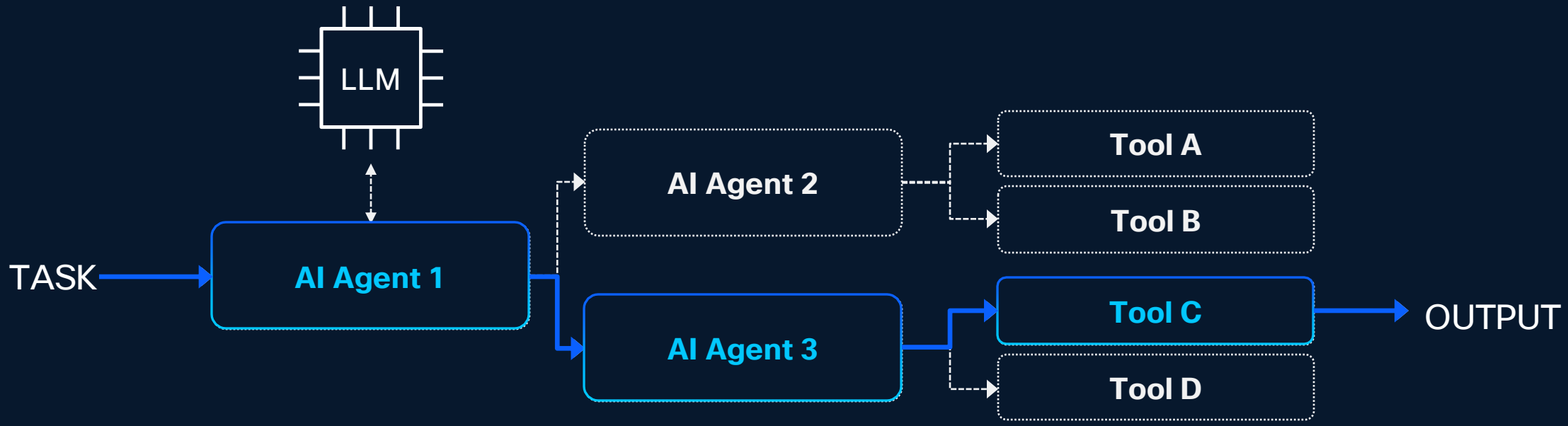


LLM Experience: Creating content with basic reasoning

- Basic Reasoning
- Context Management
- Multi-Turn Conversation
- Text Generation

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

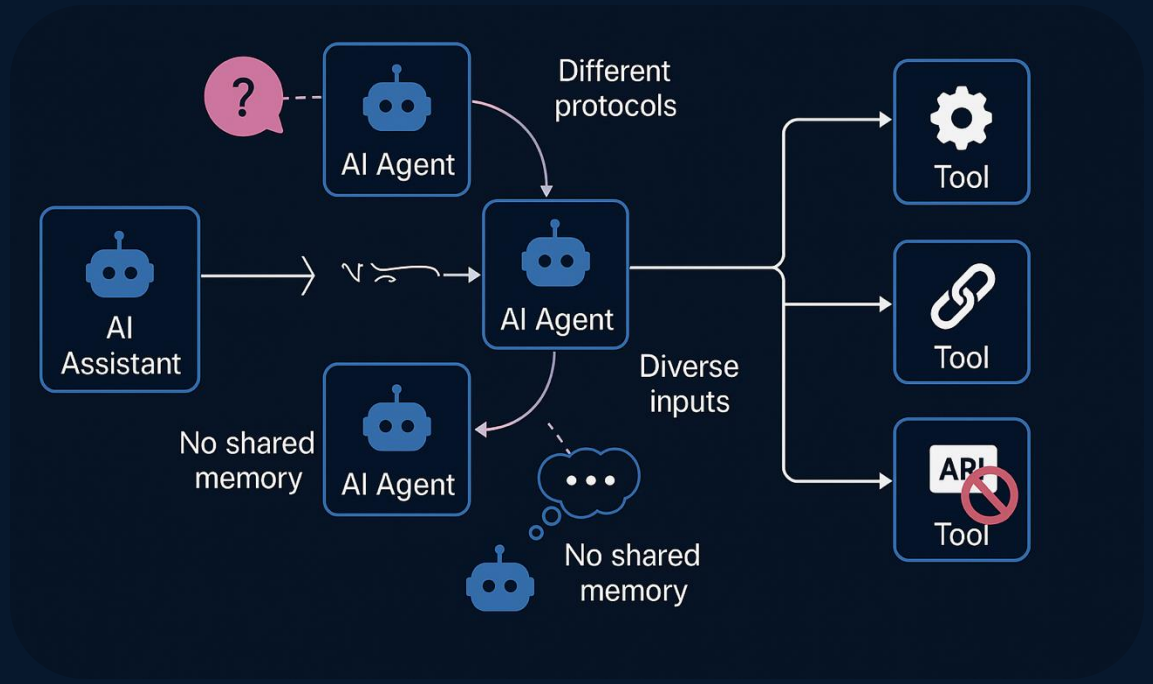
Agents can’t share context or coordinate.

Fragmented Integrations

Each agent reinvents connections which is fragile.

Lack of Visibility

No way to track what agents or tools are doing.



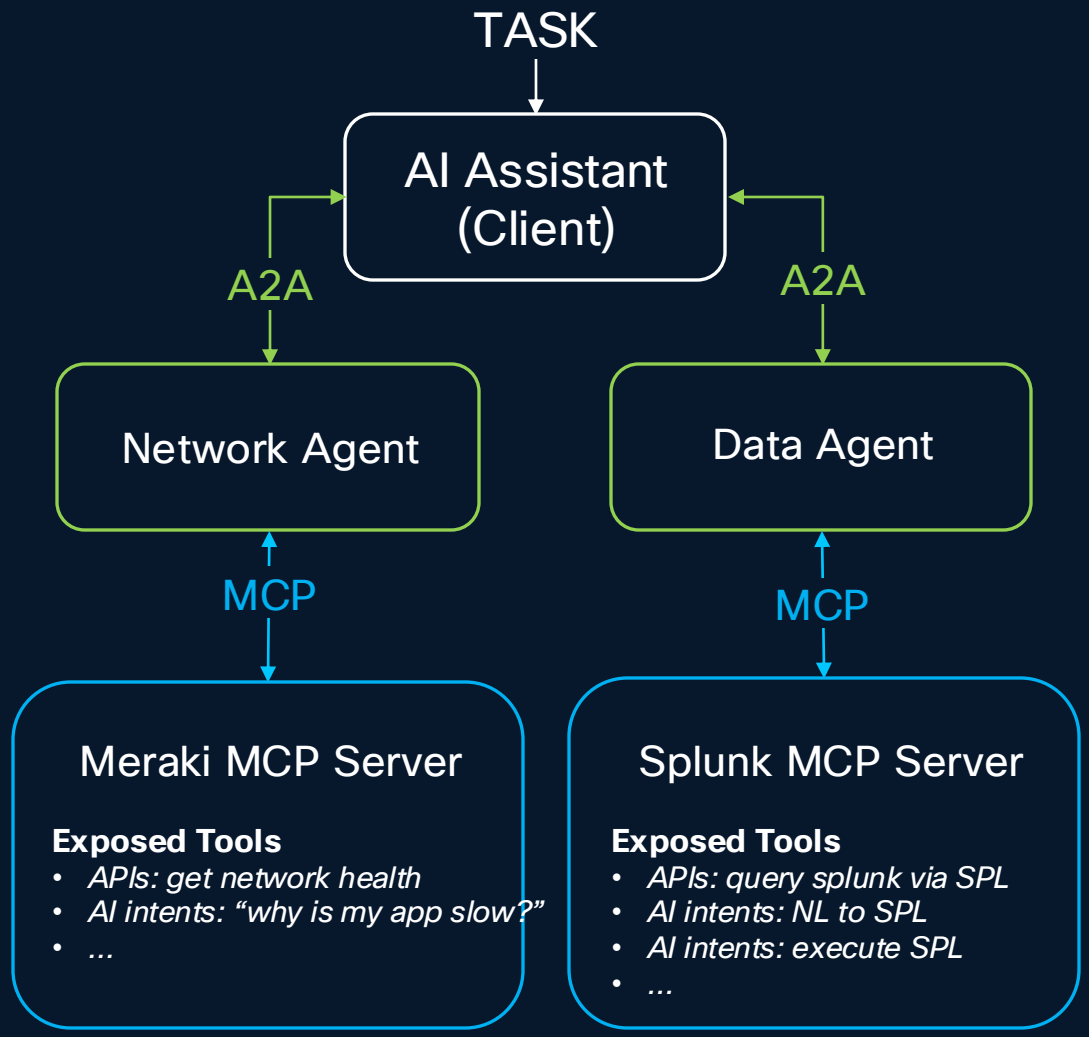
MCP & A2A: Foundational Protocols for Scaling AI Agents

MCP = Model Context Protocol

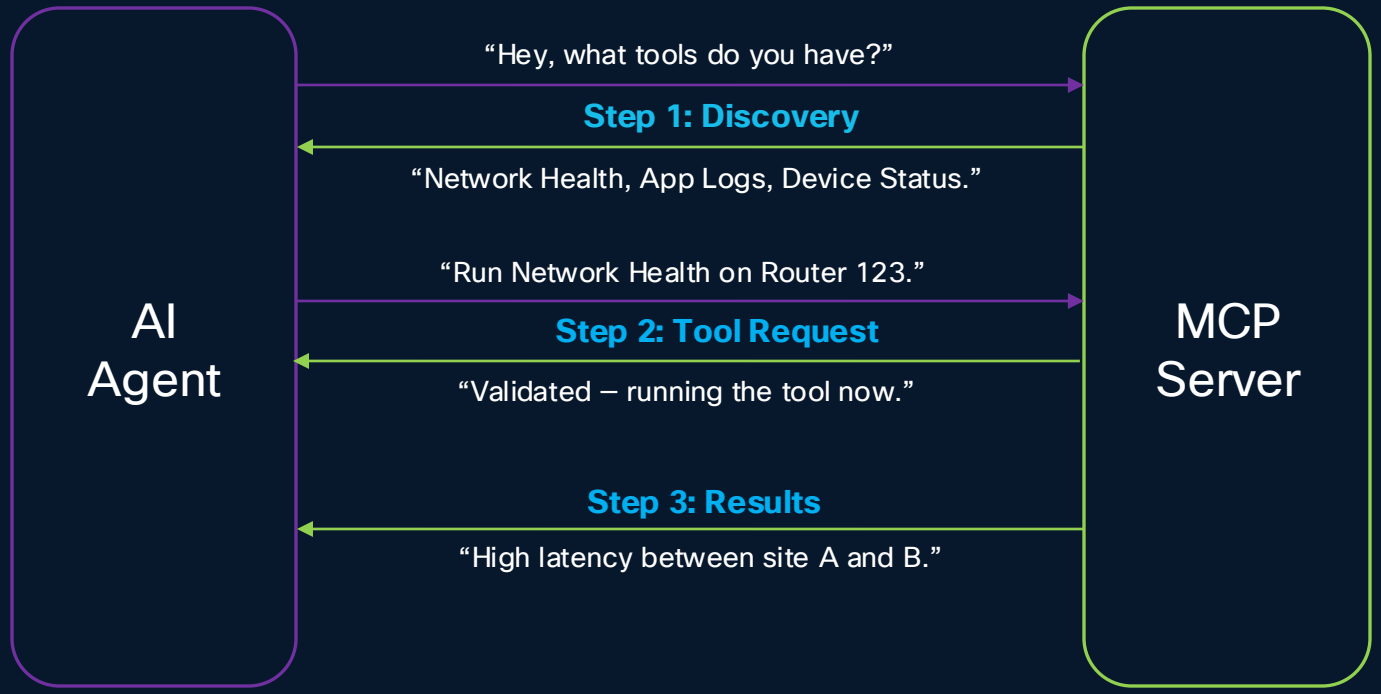
Access a product's exposed capabilities:
APIs, AI Assistant intents, and more.

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.

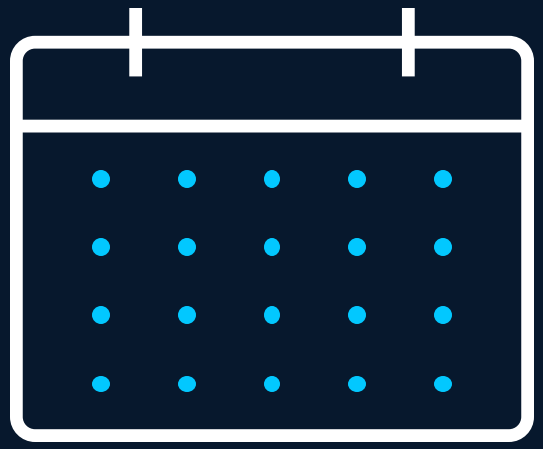
Smarter Outcomes

Fast + safer enables confident multi-product automation.

Why Cisco AgenticOps?

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

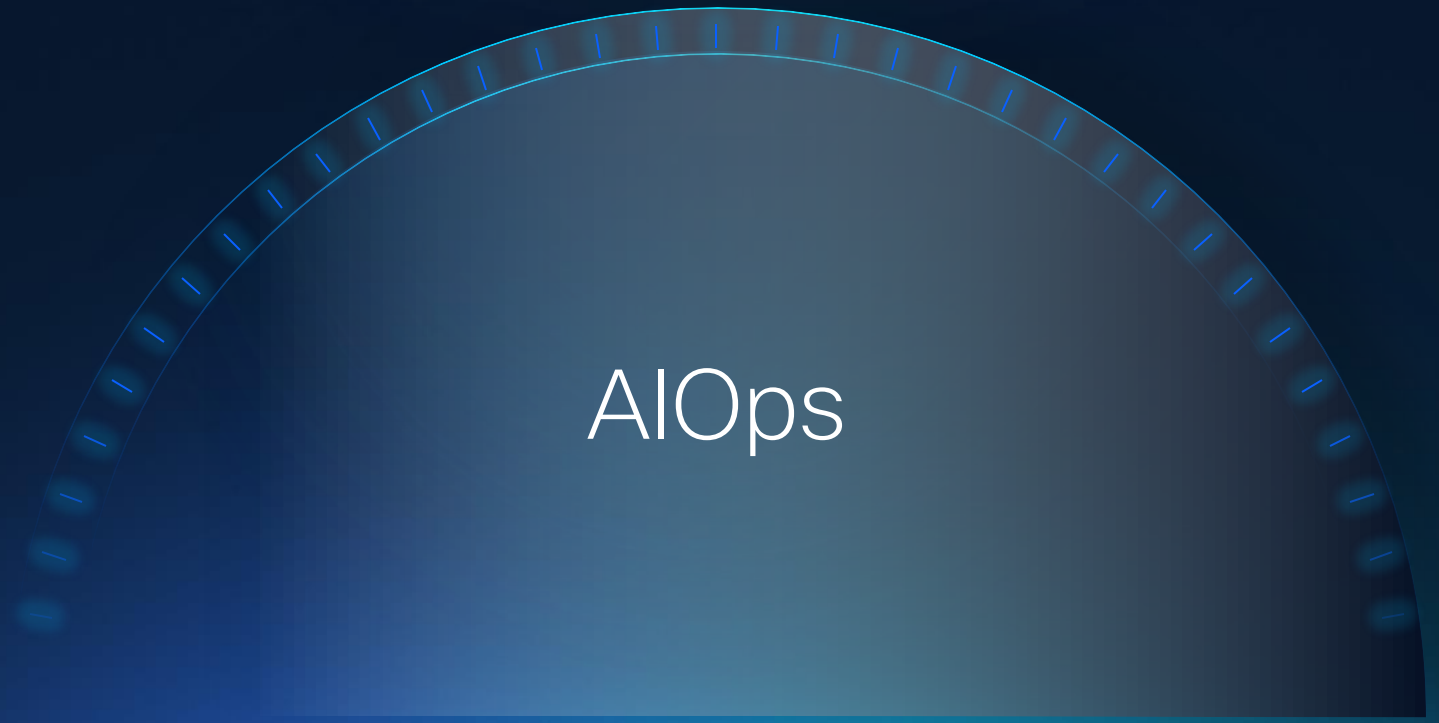
Why? Because your data is scattered across disconnected silos



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

The era of **Agentic AI** is here

AgenticOps



AgenticOps

Cross-domain

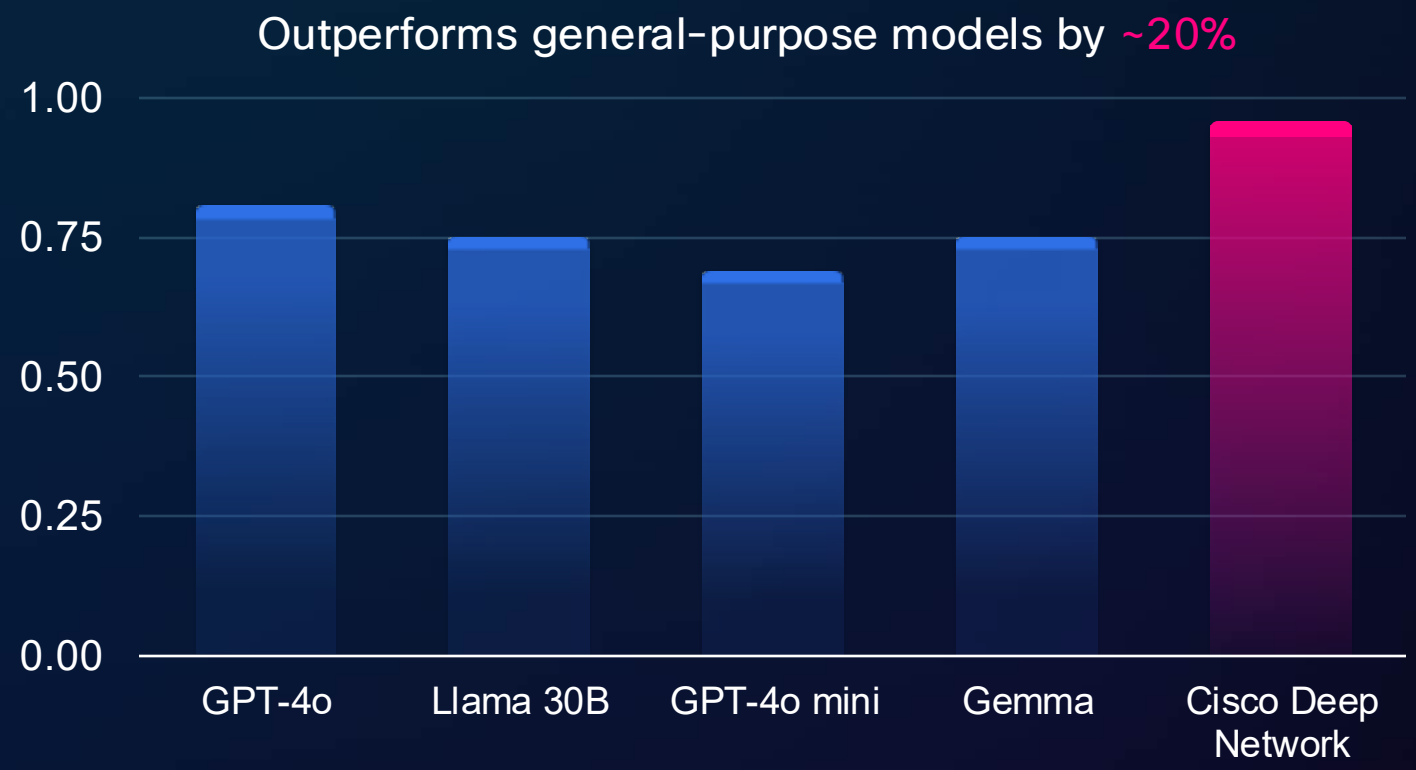
Multiplayer

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



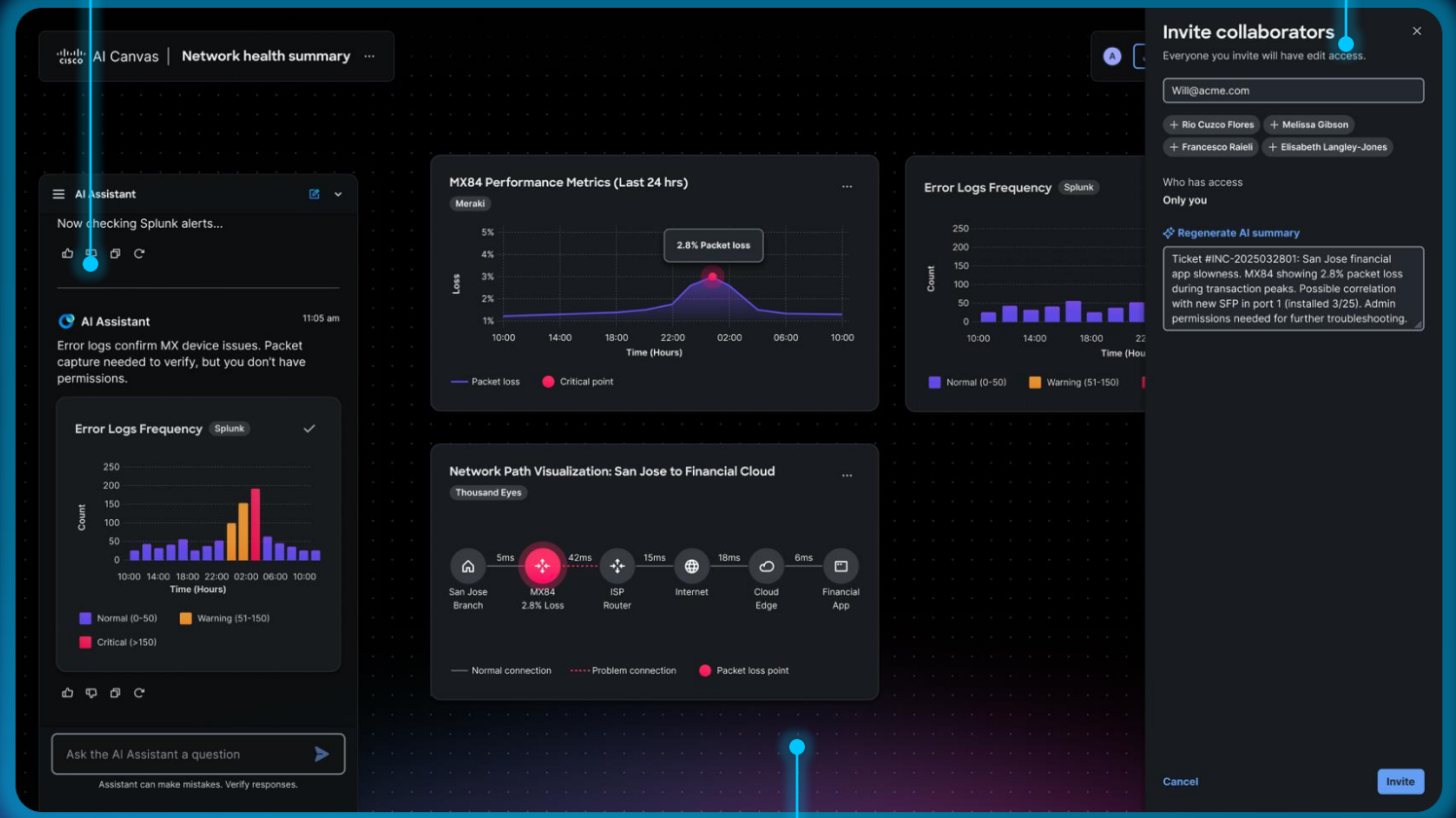
Accuracy on CCIE-style multiple choice questions (590-question benchmark), May 2025

Deep-diving into AI Canvas

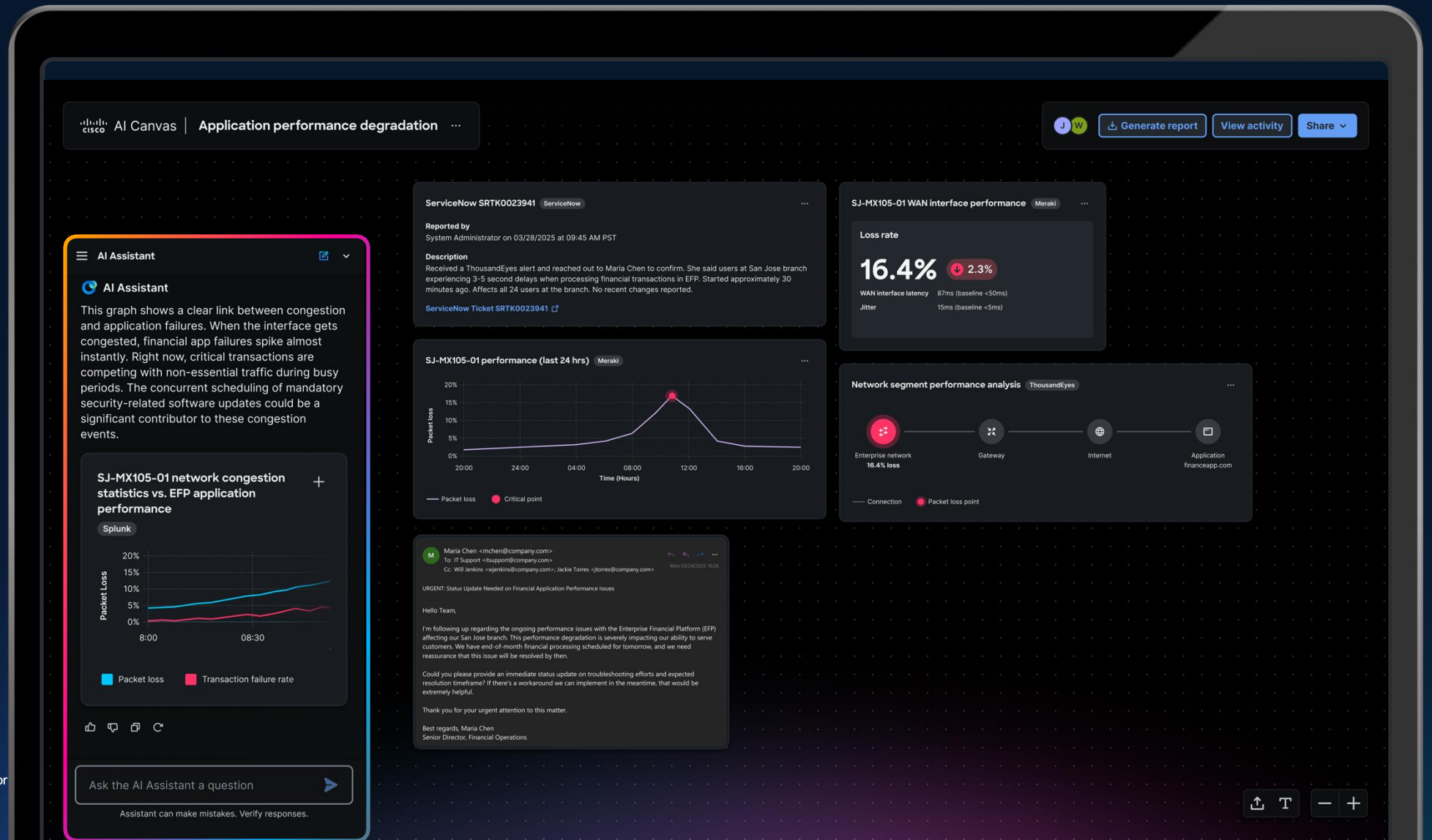
Introducing
Cisco AI Canvas

A reimagined user interface for human/agent interaction

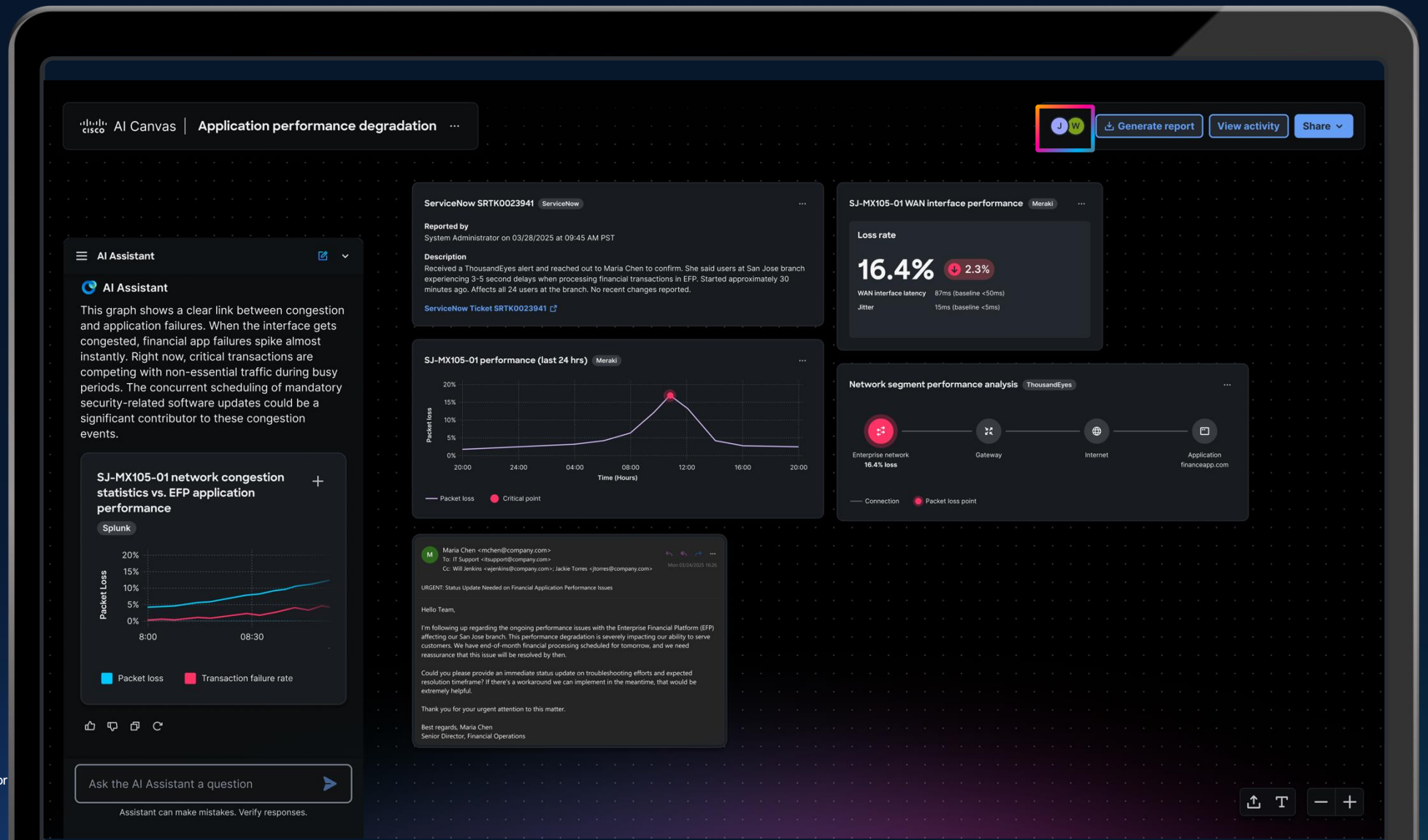
- Collaboration across multiple users (NetOps, SecOps and execs)
- Built on the intelligence of the Deep Network Model
- Troubleshooting and execution across multiple domains



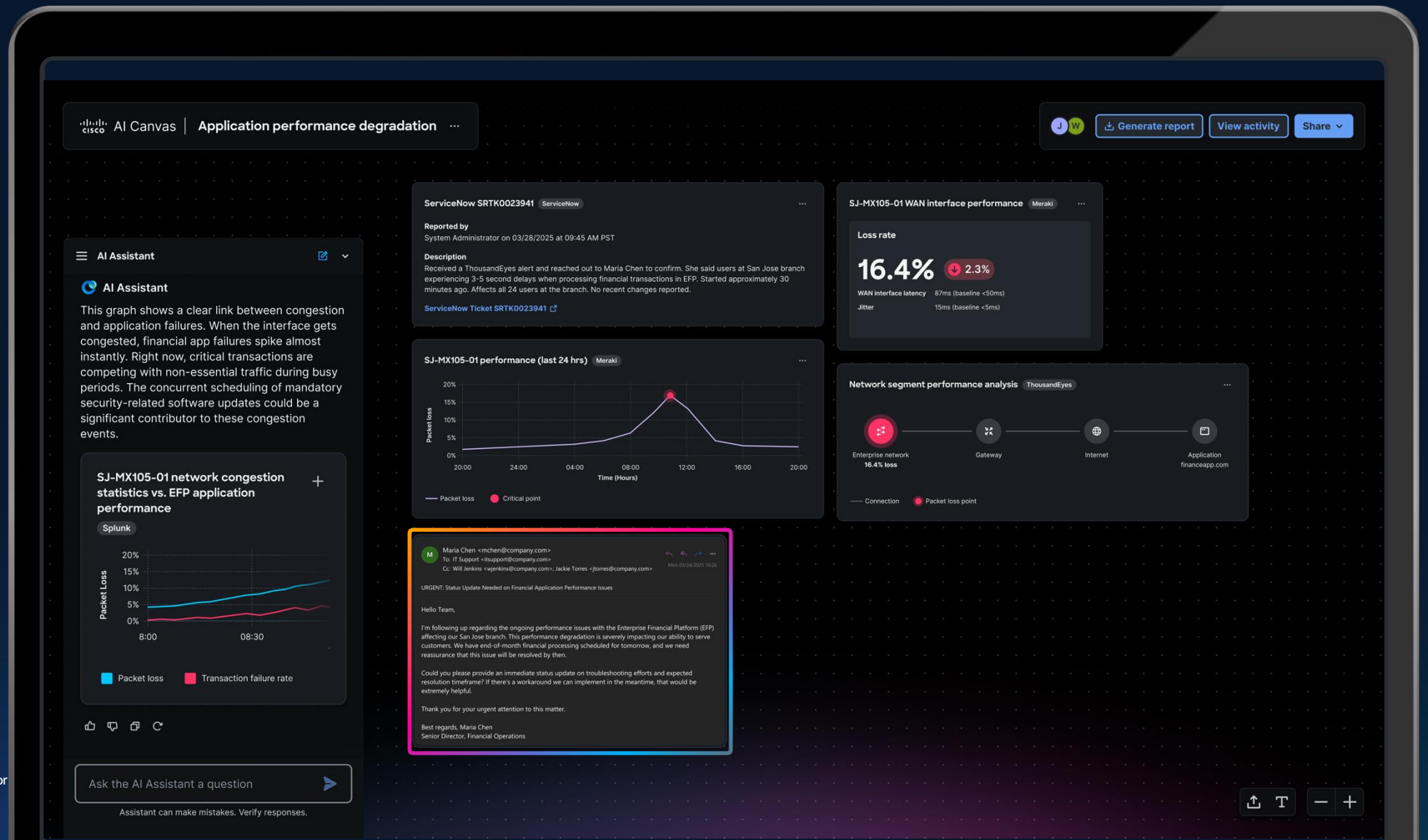
AI Assistant: source of truth for all data

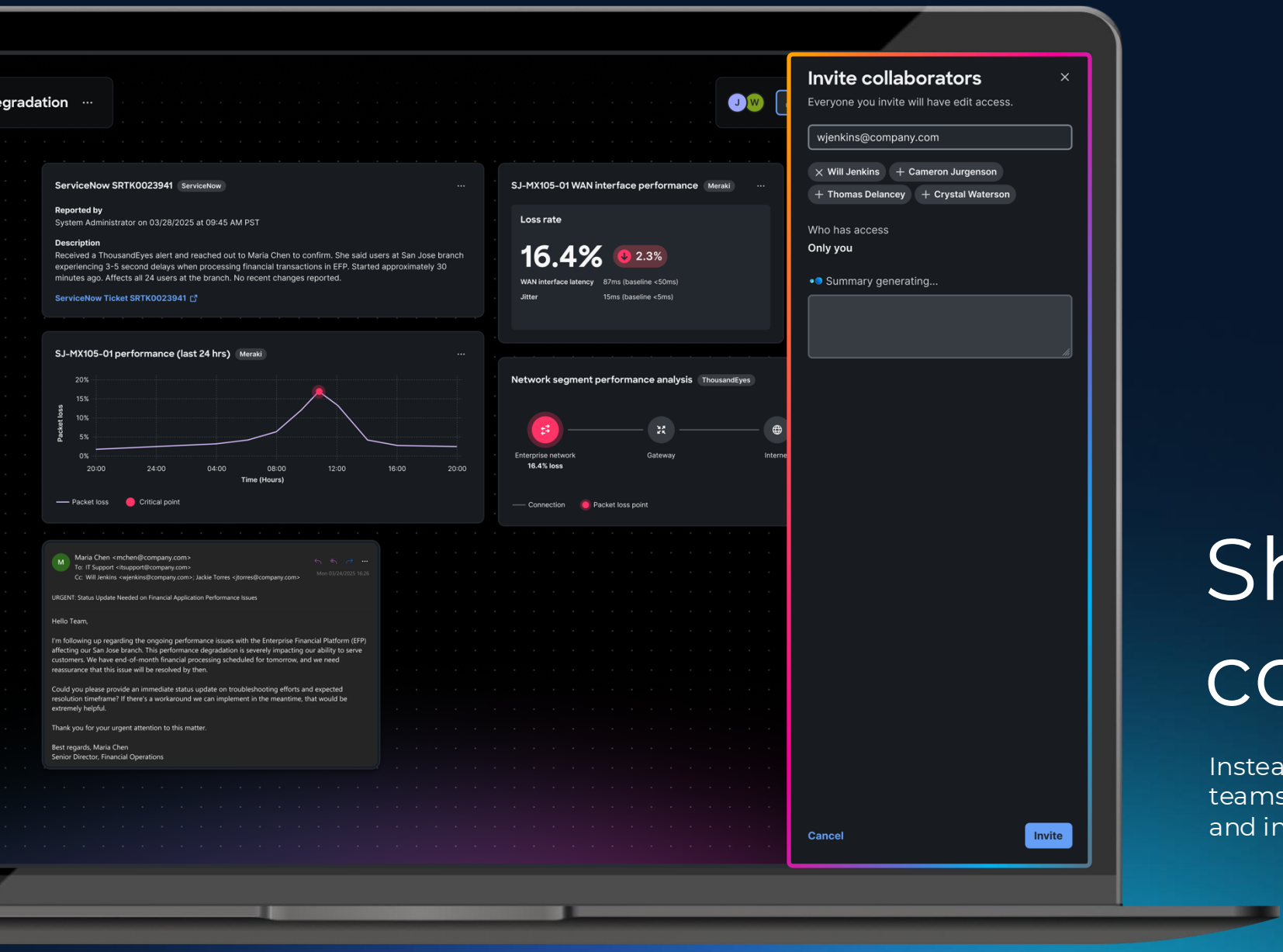


Collaborative workspace



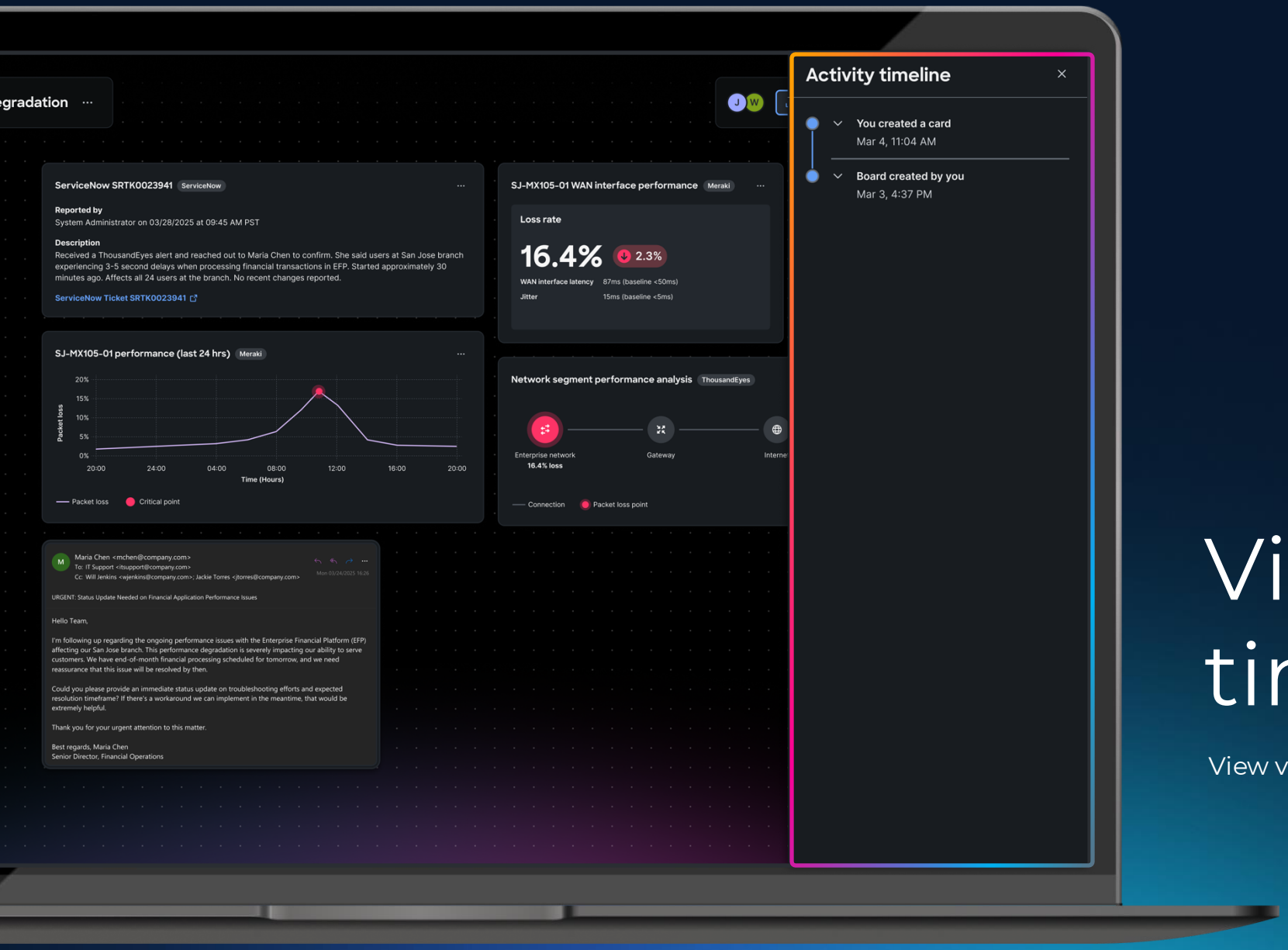
Add your own content and text





Share & collaborate.

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

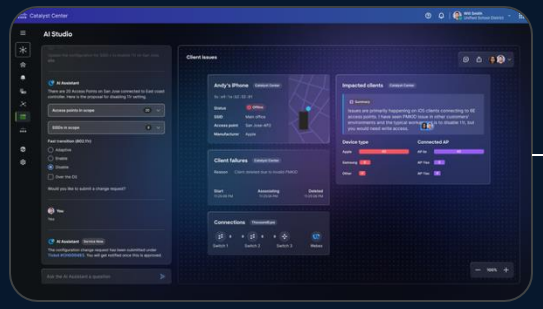


View timeline

View version history and activity

Agentic Ops Across IT and SecOps

AI Canvas



Campus and Branch

Catalyst Center
Topology, client details, location, etc.

webex
Voice and video experience

Cisco Meraki
Topology, client details, location, etc.

ThousandEyes
WAN, Internet, App Insights

SD-WAN
WAN Details

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

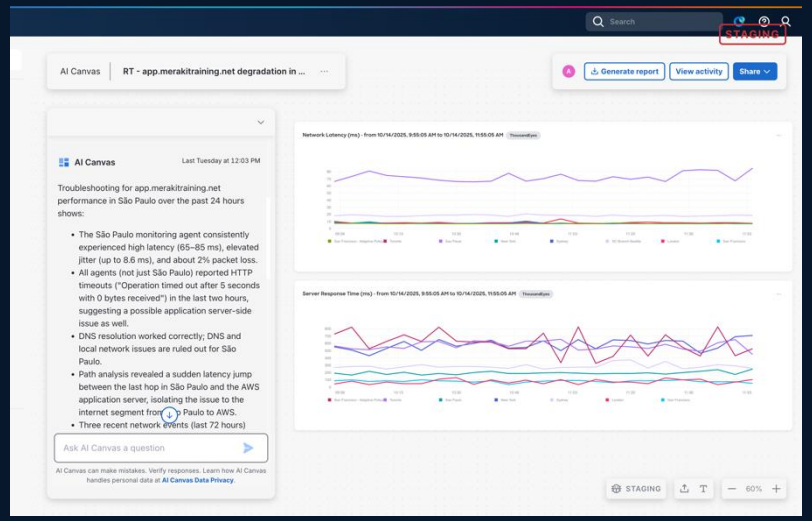
Secure Access
Private & SAAS Resource Access

XDR
Related Threat Incidents

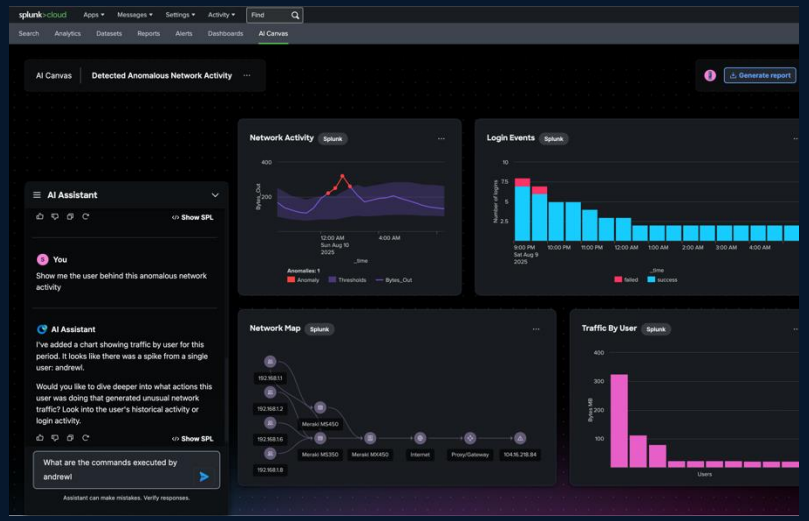
Note: Products listed above are examples, not a comprehensive list of planned integrations.

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?”

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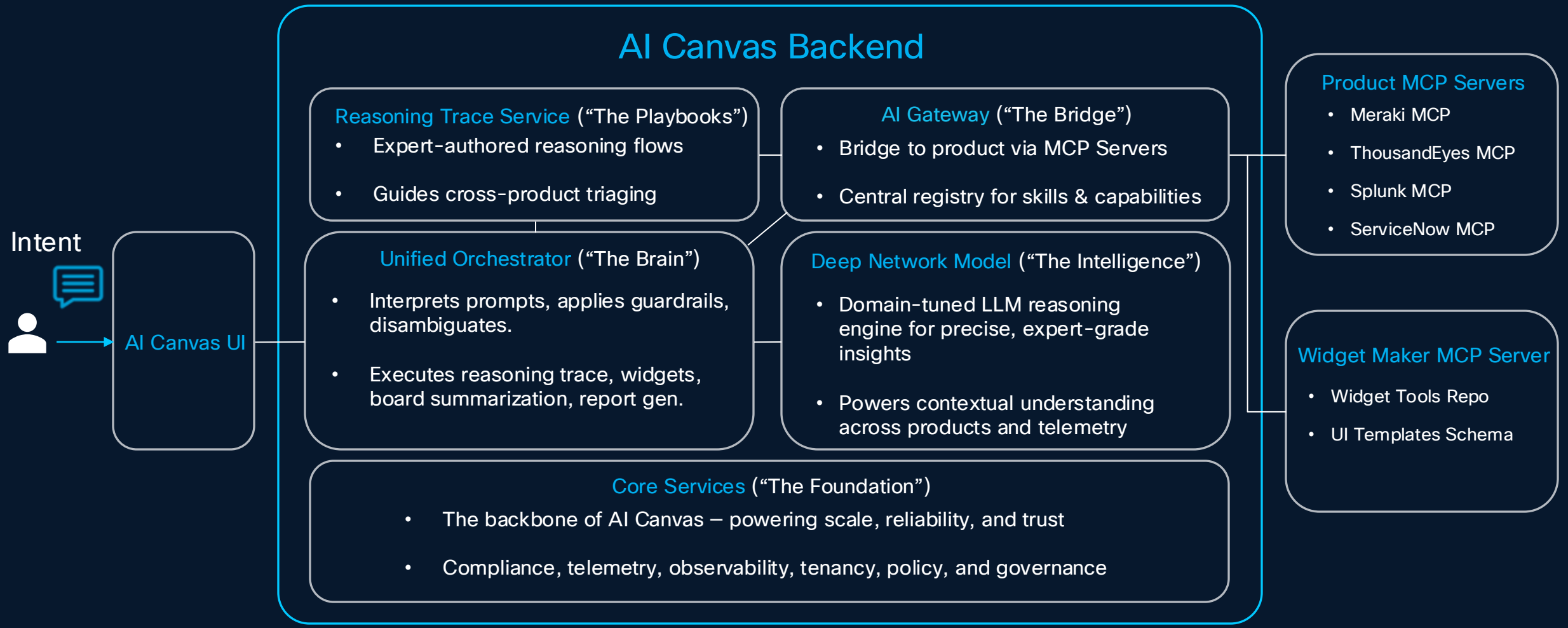
Cisco AI Canvas for Meraki
Entry Point #1
Demo

Key Components of AI Canvas's Agentic Architecture



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

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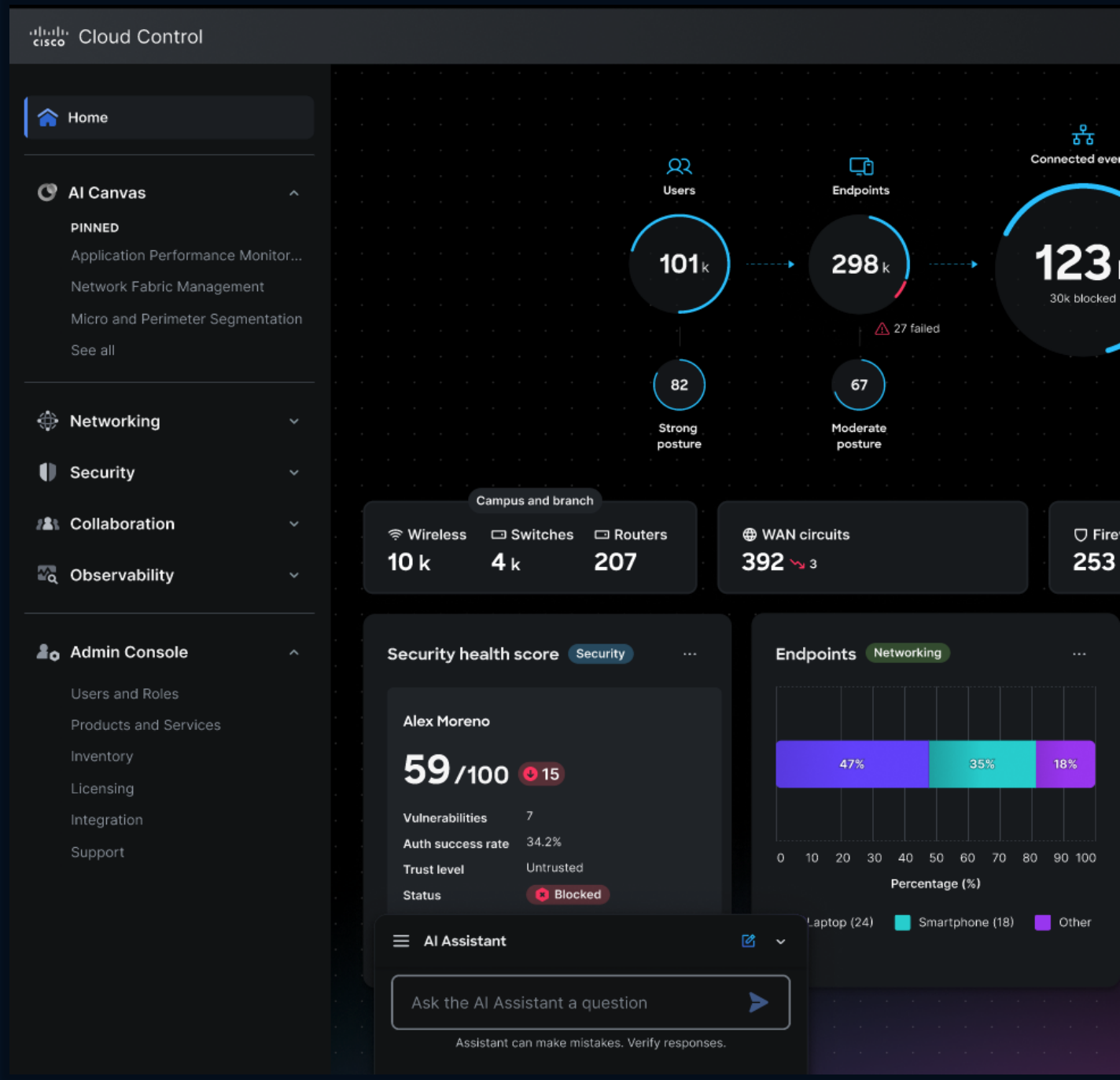
Cisco AI Canvas for Splunk
Entry Point #2
Demo

Cisco Cloud Control

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



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.”

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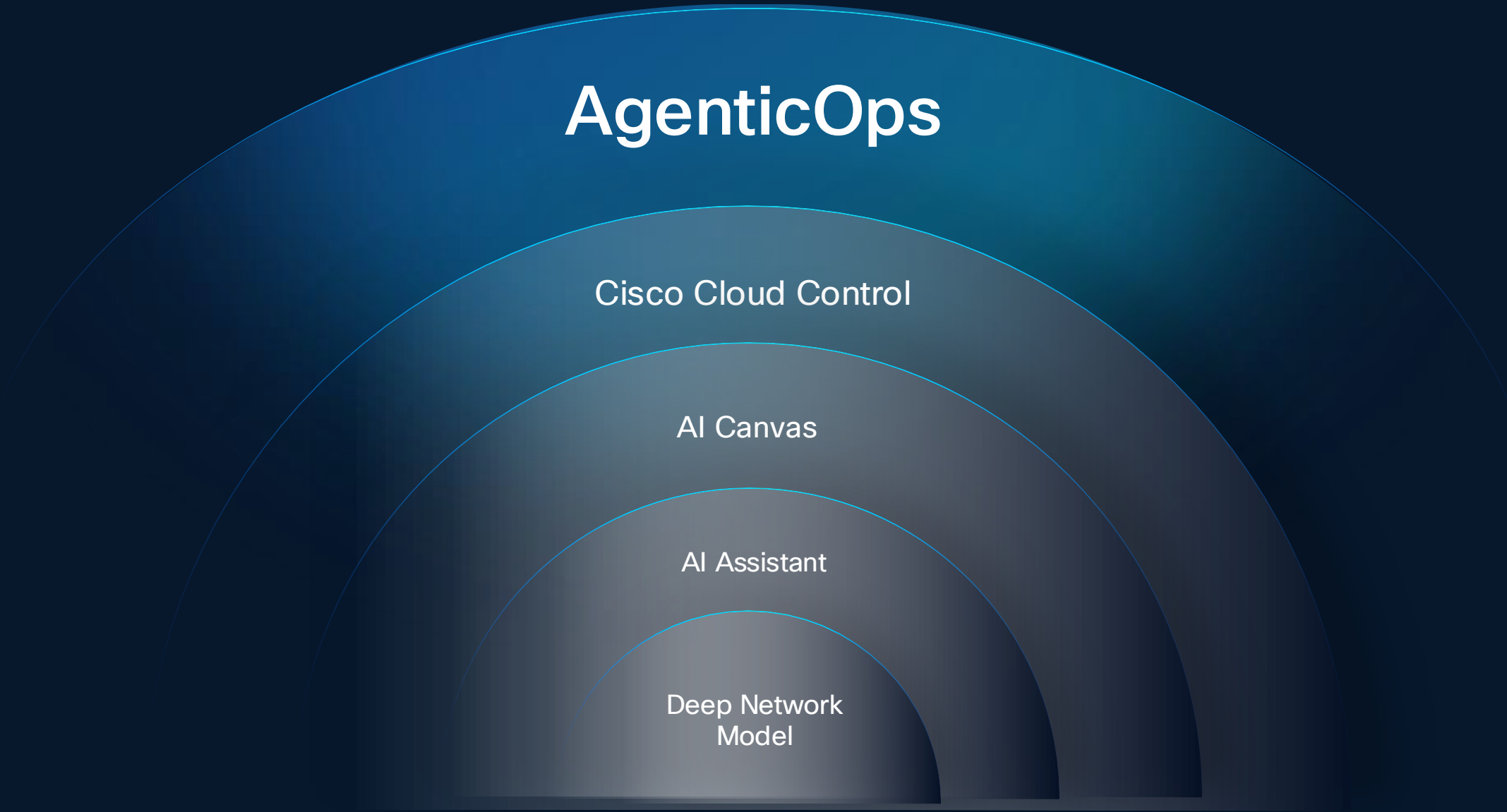
Cisco AI Canvas for Cisco Cloud Control
Entry Point #3
Demo

AI Canvas Will Transforms the IT Experience

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



Thank you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