

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

1990s

Machine learning

2022

ChatGPT

2024

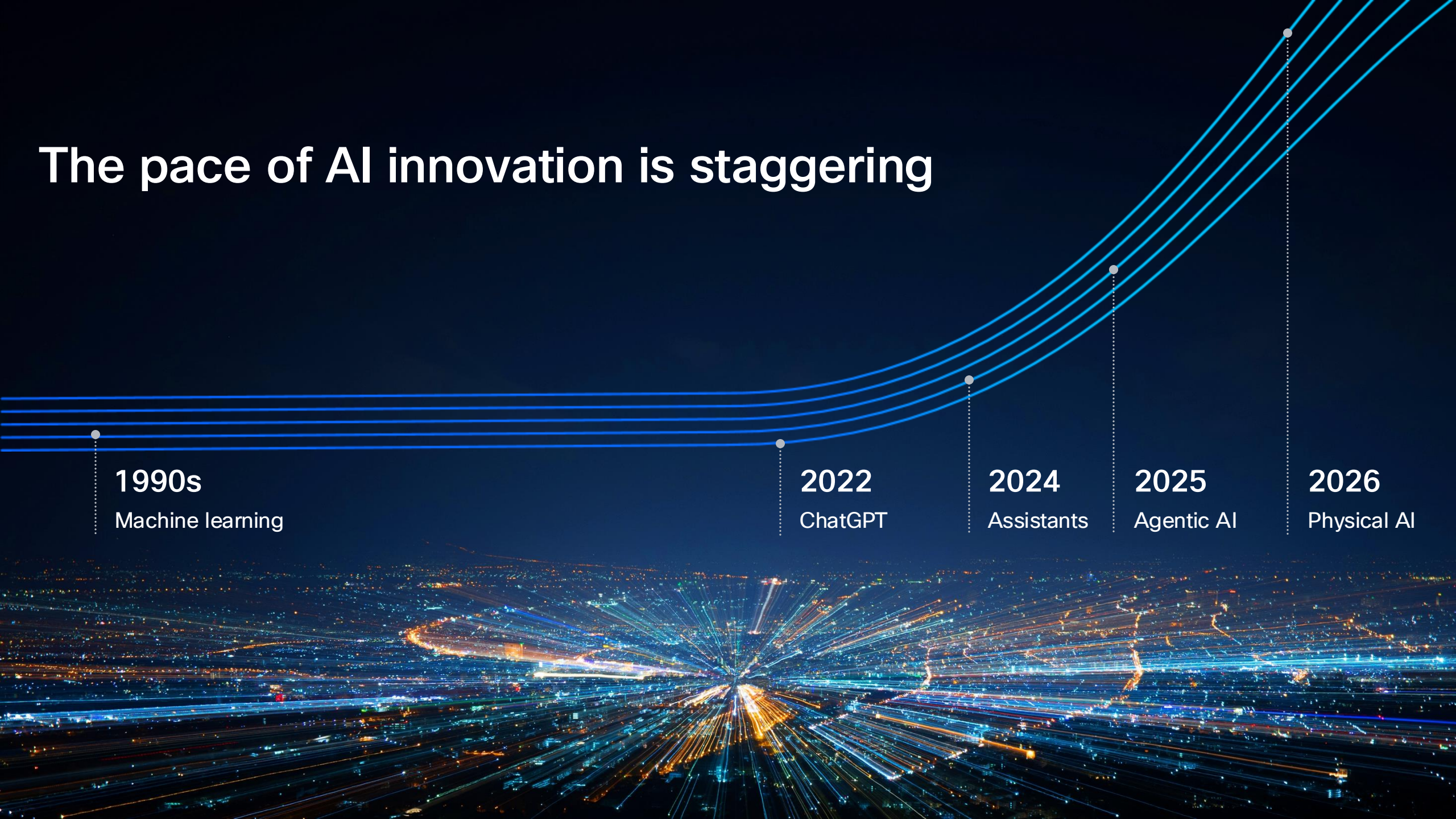
Assistants

2025

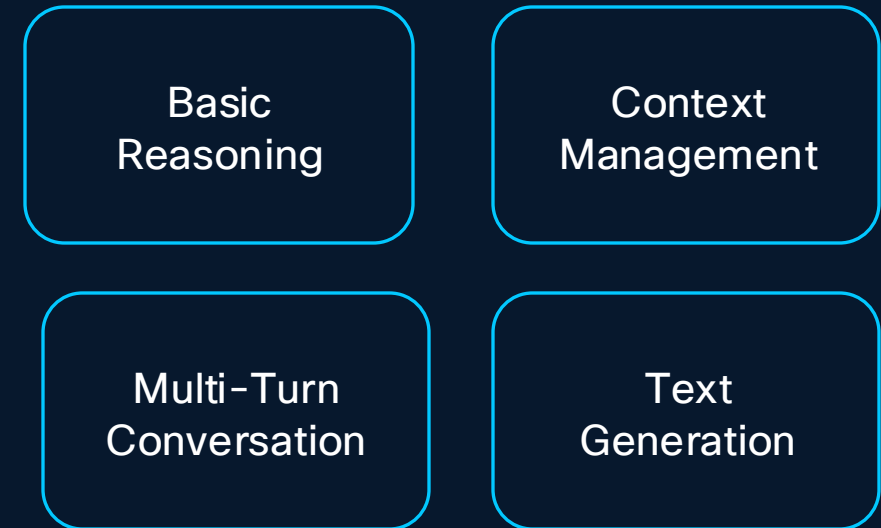
Agentic AI

2026

Physical AI

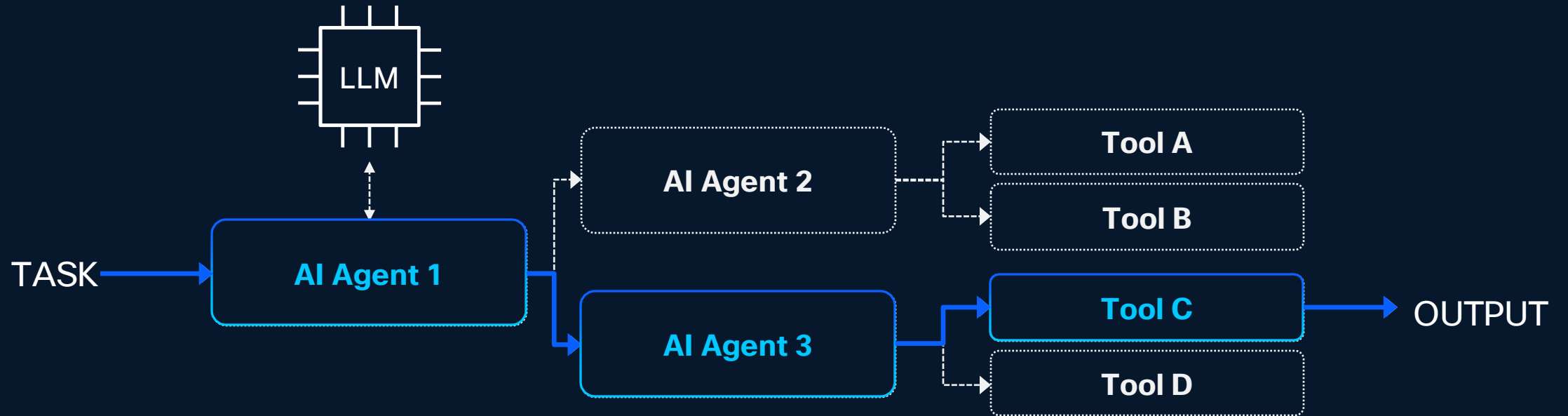


LLM Experience: Creating content with basic reasoning



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

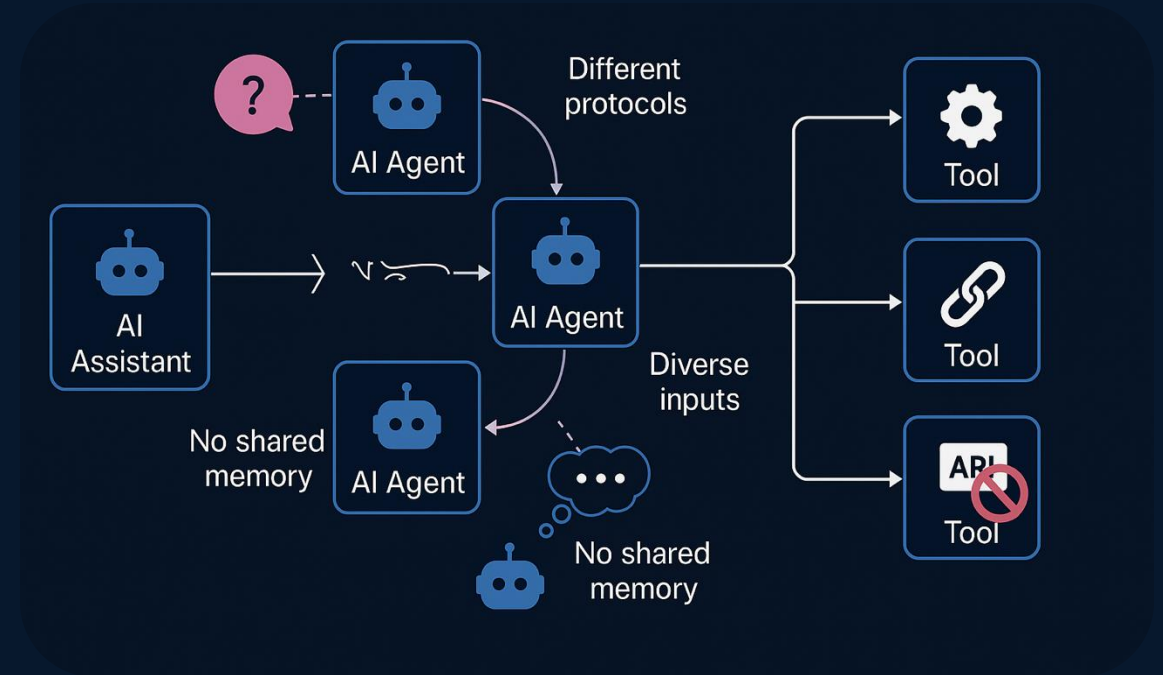
Agents can't share context or coordinate.

Fragmented Integrations

Each agent reinvents connections which is fragile.

Lack of Visibility

No way to track what agents or tools are doing.



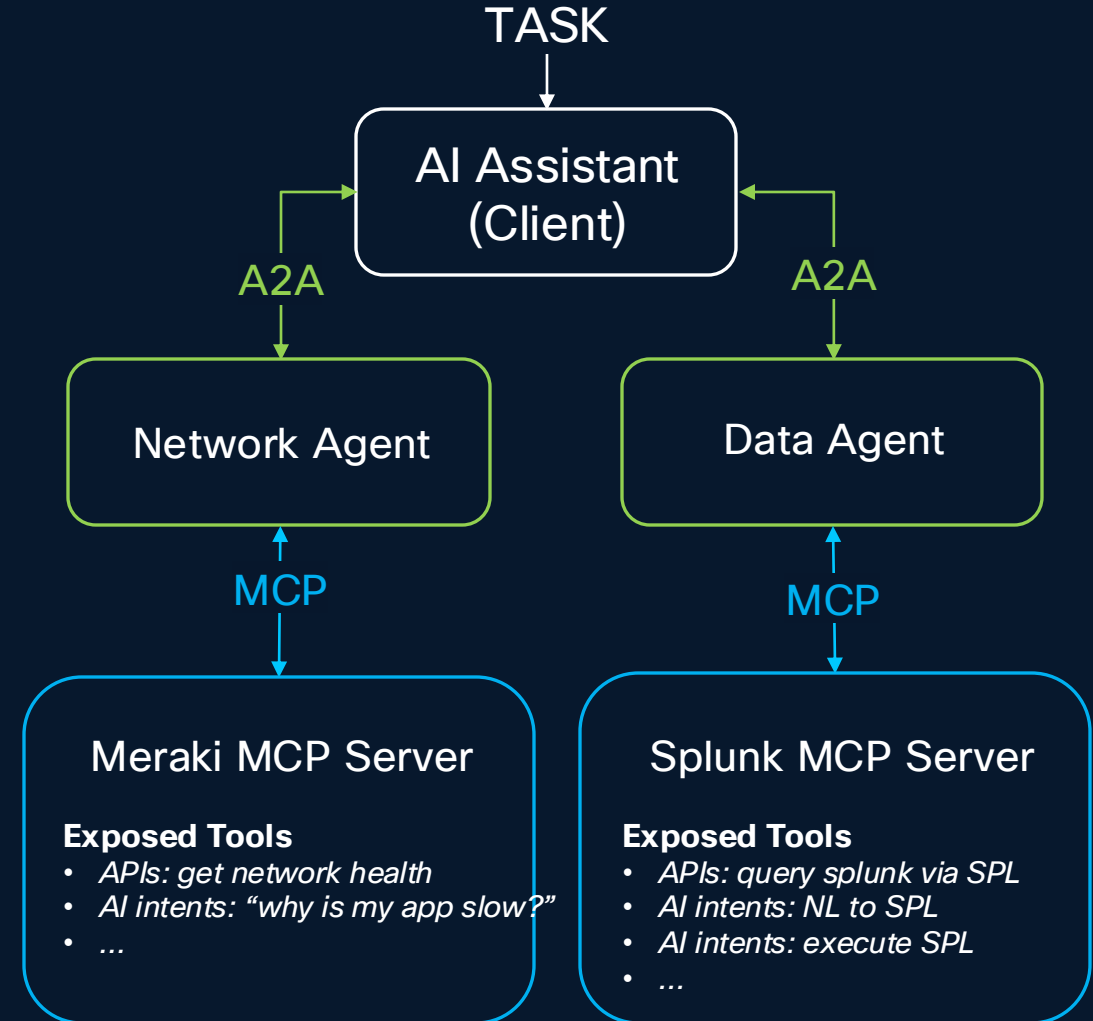
MCP & A2A: Foundational Protocols for Scaling AI Agents

MCP = Model Context Protocol

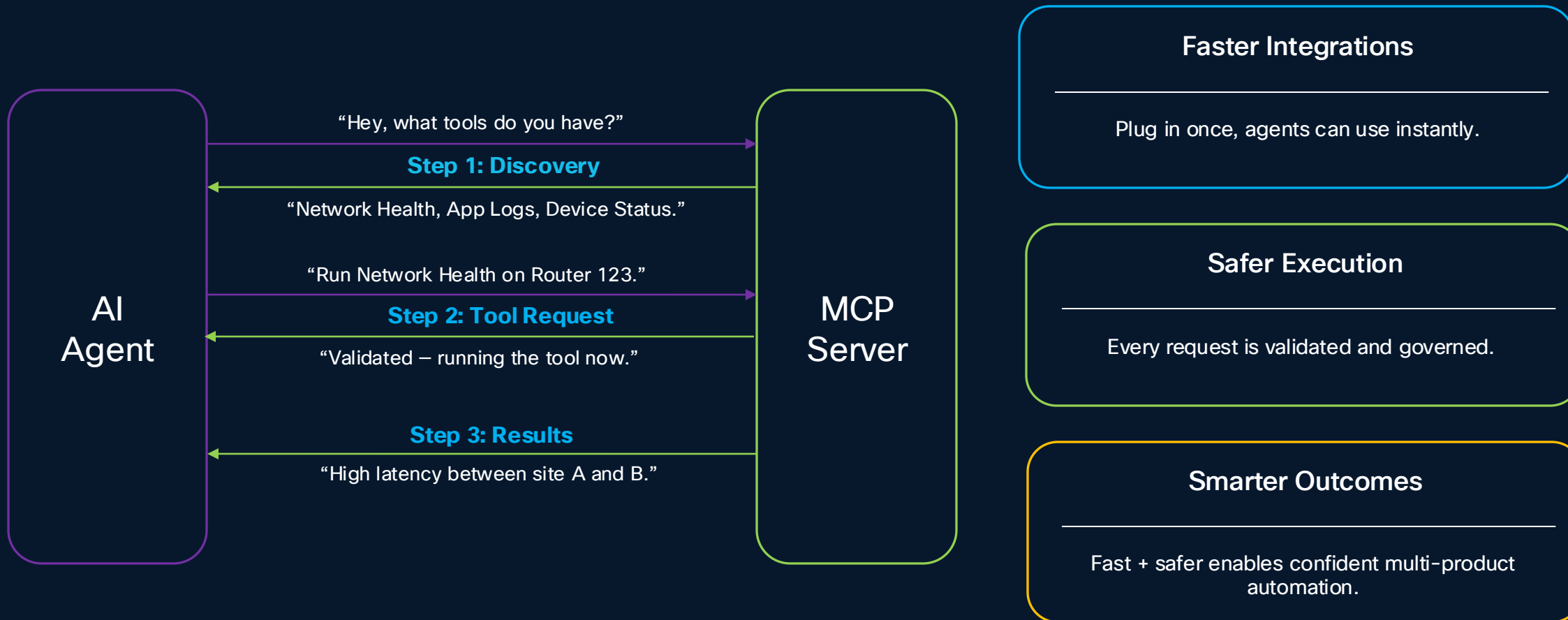
Access a product's exposed capabilities:
APIs, AI Assistant intents, and more.

A2A = Agent-to-Agent Protocol

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



Model Context Protocol Details and Benefits

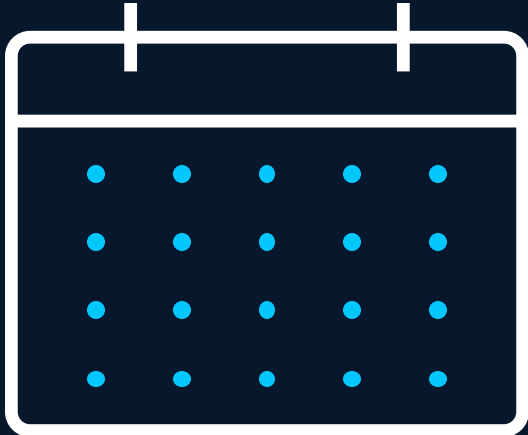


Why Cisco AgenticOps?

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 background is a deep blue gradient. A horizontal band of glowing, wavy lines composed of small white and light blue particles stretches across the middle. A semi-transparent dark blue banner is overlaid on this band, containing the text.

The era of **Agentic AI** is here

AgenticOps



AI Ops

AgenticOps

Cross-domain

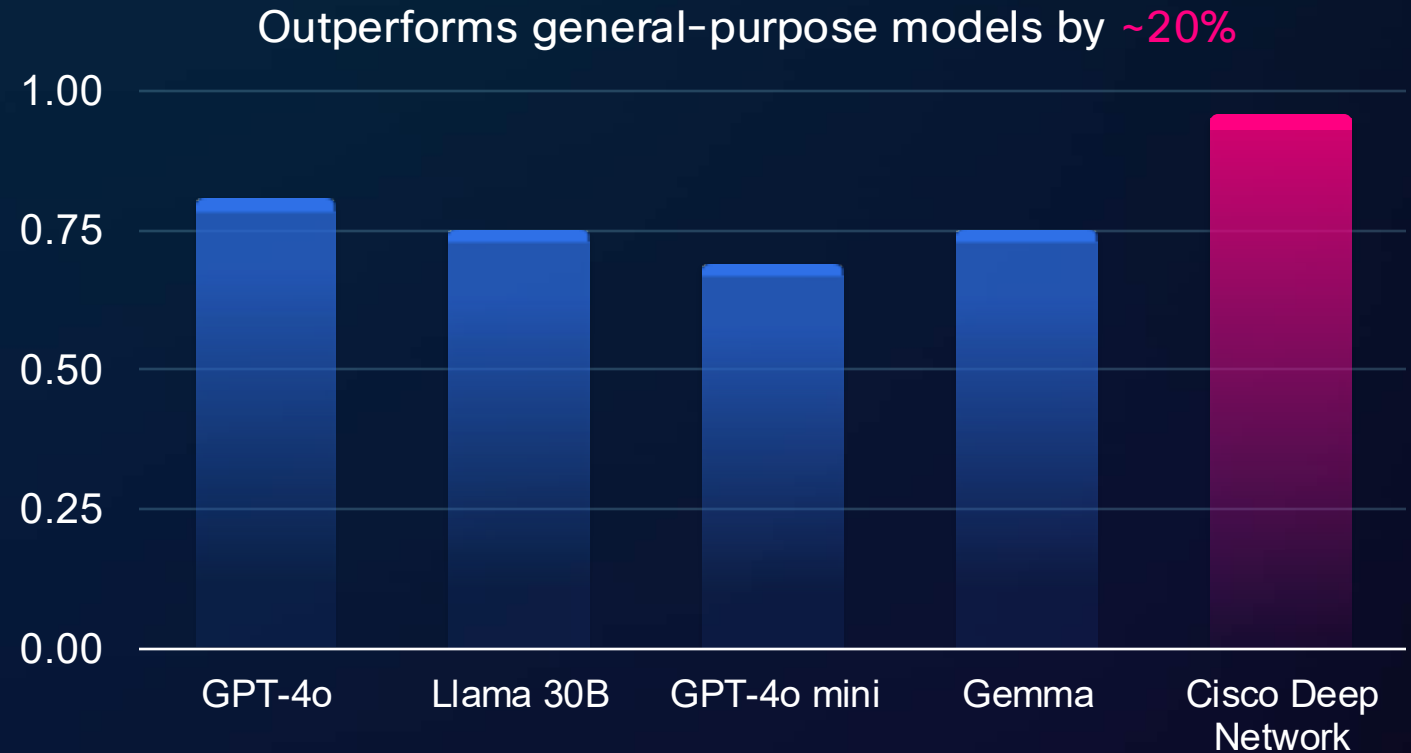
Multiplayer

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

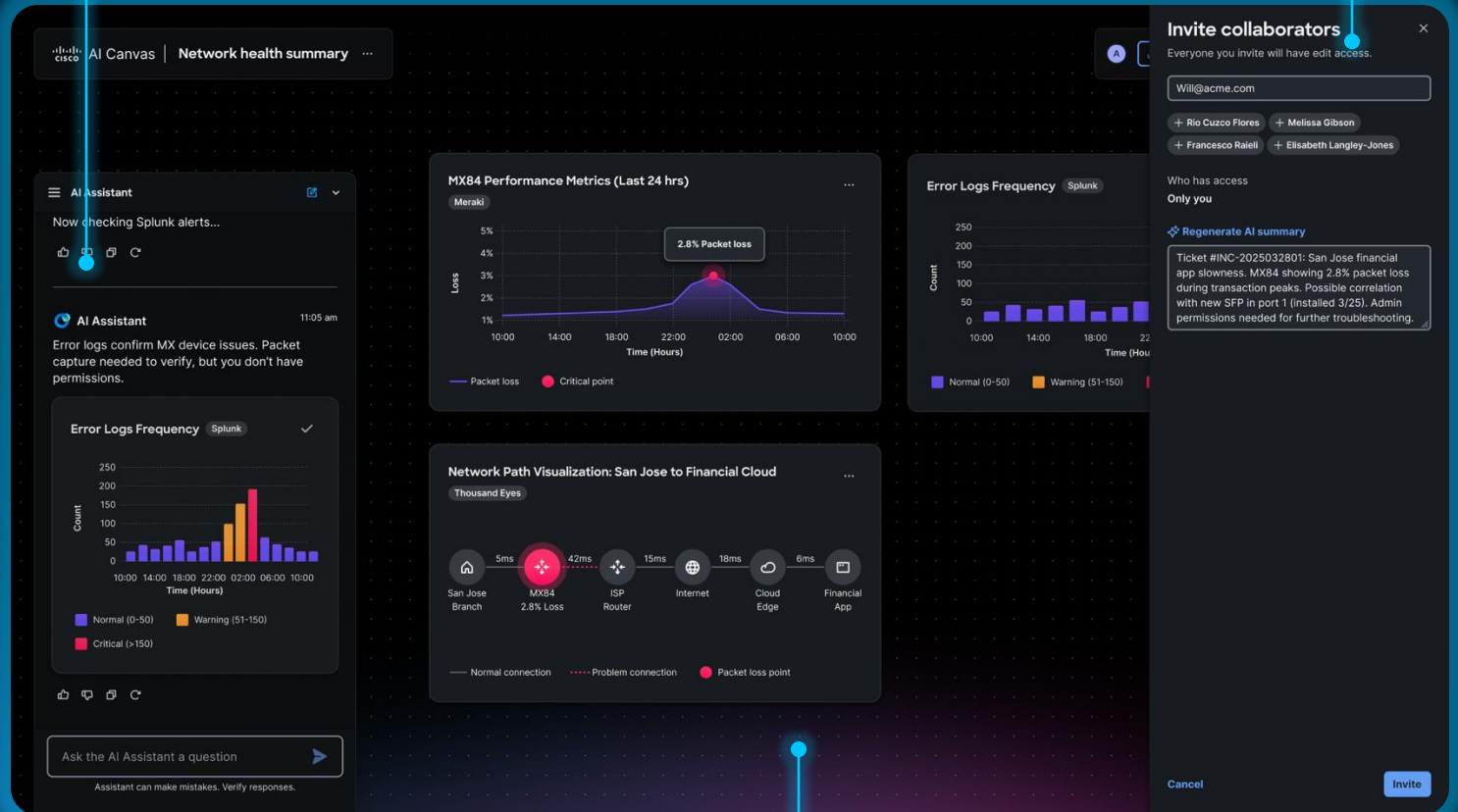
Introducing Cisco AI Canvas

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

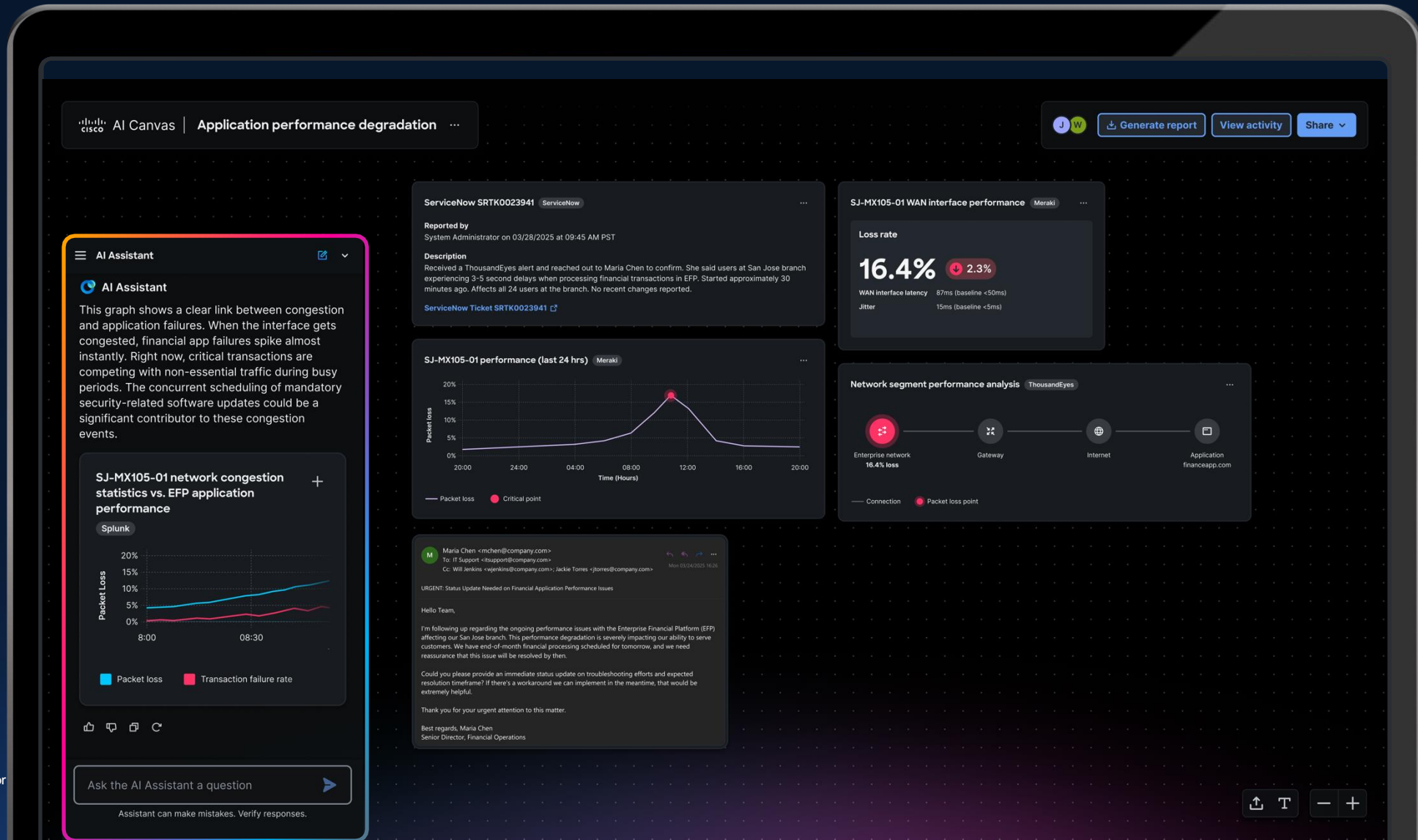
AI Assistant

Users

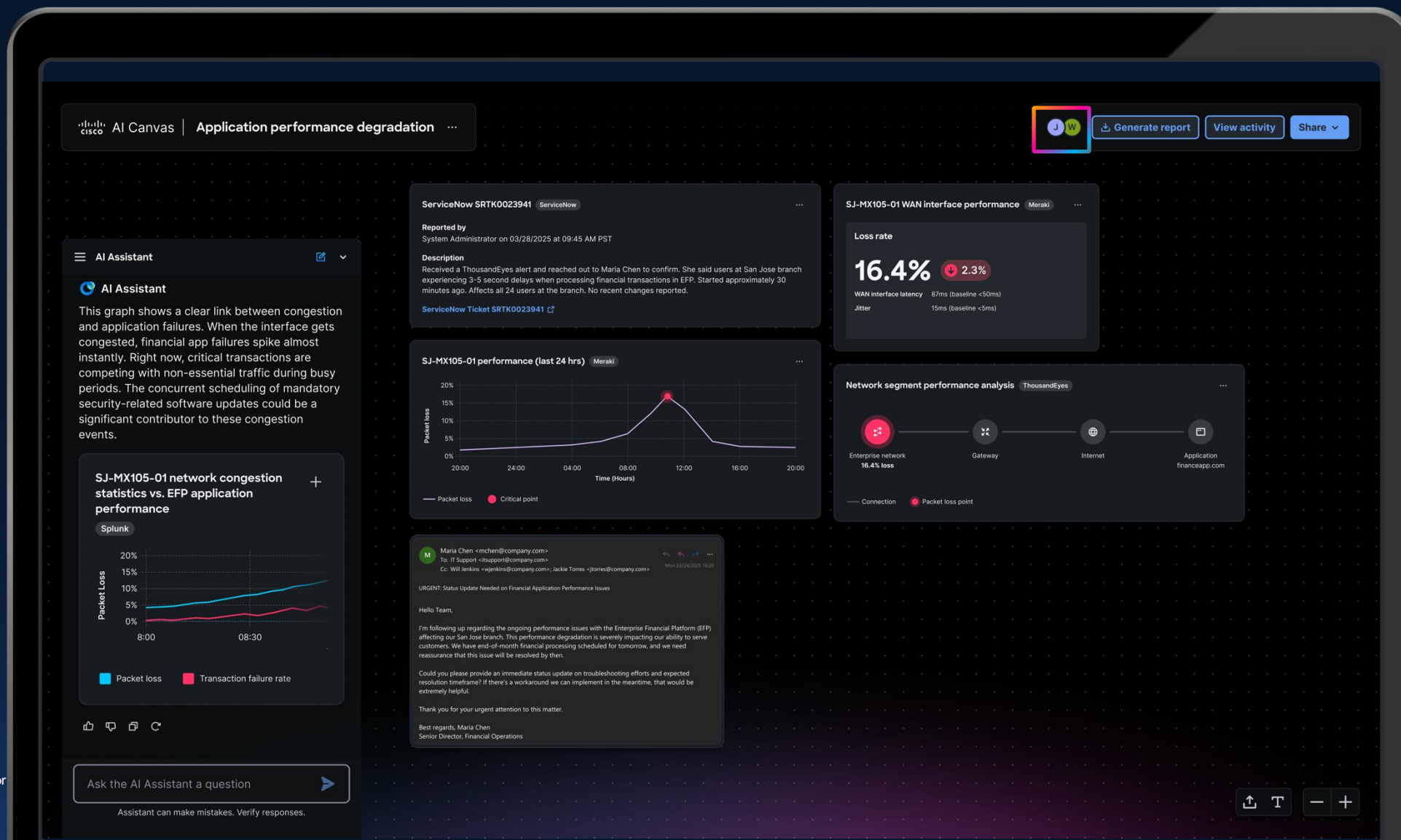


Shared Workspace

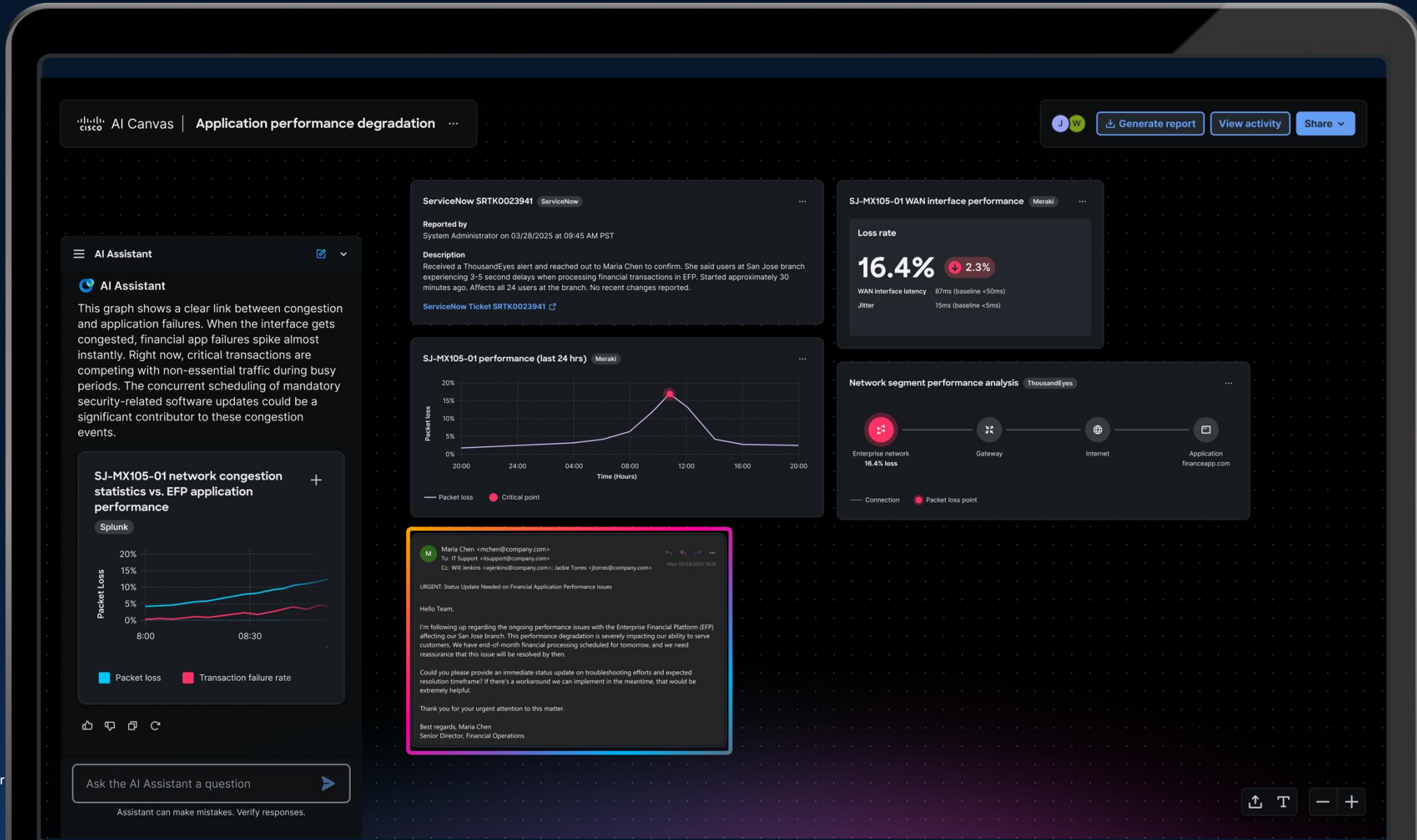
AI Assistant: source of truth for all data



Collaborative workspace



Add your own content and text



Migration ...

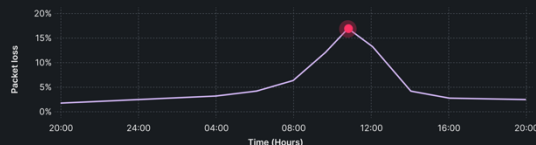
ServiceNow SRTK0023941 ServiceNow

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



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

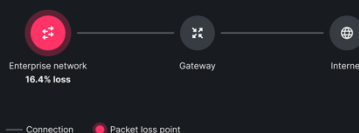
SJ-MX105-01 WAN interface performance Meraki

Loss rate

16.4% ↓ 2.3%

WAN interface latency 87ms (baseline <50ms)
Jitter 15ms (baseline <5ms)

Network segment performance analysis ThousandEyes



Invite collaborators

Everyone you invite will have edit access.

× 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

gradation ...

ServiceNow SRTK0023941

ServiceNow

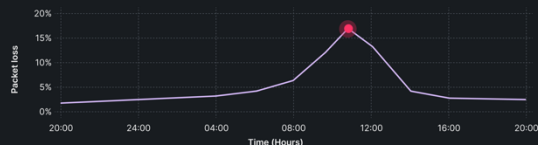
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SJ-MX105-01 performance (last 24 hrs)

Meraki



SJ-MX105-01 WAN interface performance

Meraki

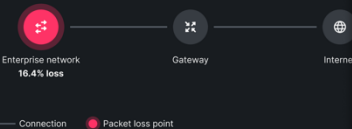
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Network segment performance analysis

ThousandEyes



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Activity timeline

×

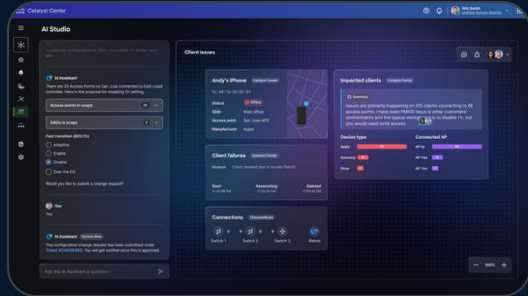
- ✓ You created a card
Mar 4, 11:04 AM
- ✓ Board created by you
Mar 3, 4:37 PM

View timeline

View version history and activity

Agentic Ops Across IT and SecOps

AI Canvas



Campus and Branch



Topology, client details, location, etc.



Topology, client details, location, etc.



WAN Details



Voice and video experience

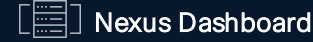


WAN, Internet, App Insights



User trust level, identity checks & reasons

Data Center



Data center network management.



Data center network management.



Unified management, automation, security.

Security and Observability



Cisco and third-party insights



Authentication Insights



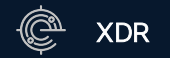
Private & SAAS Resource Access



Security & connection events



Authentication & compliance

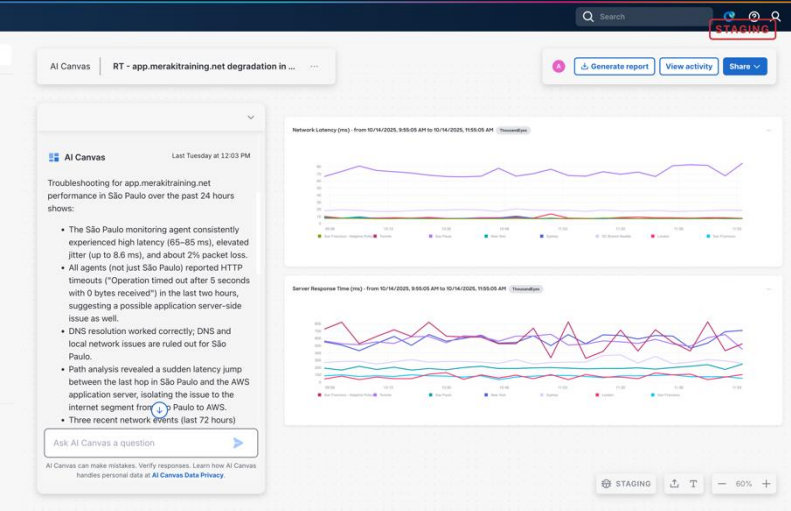


Related Threat Incidents

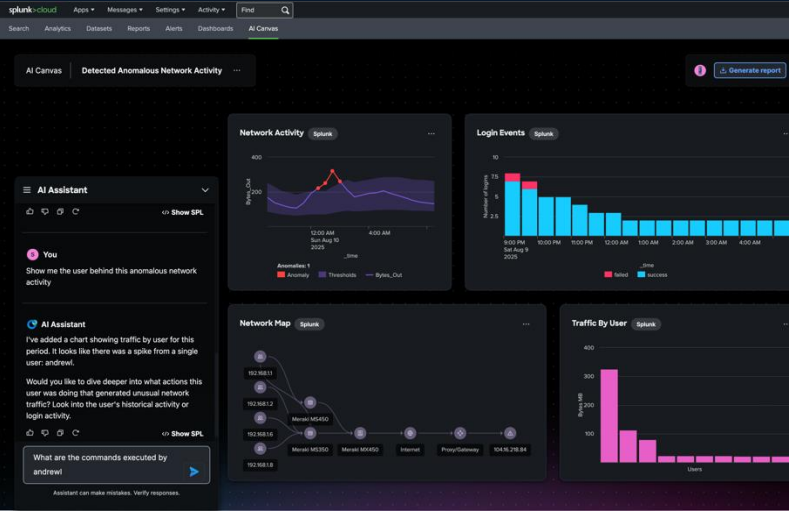
Note: Products listed above are examples, not a comprehensive list of planned integrations.

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?”

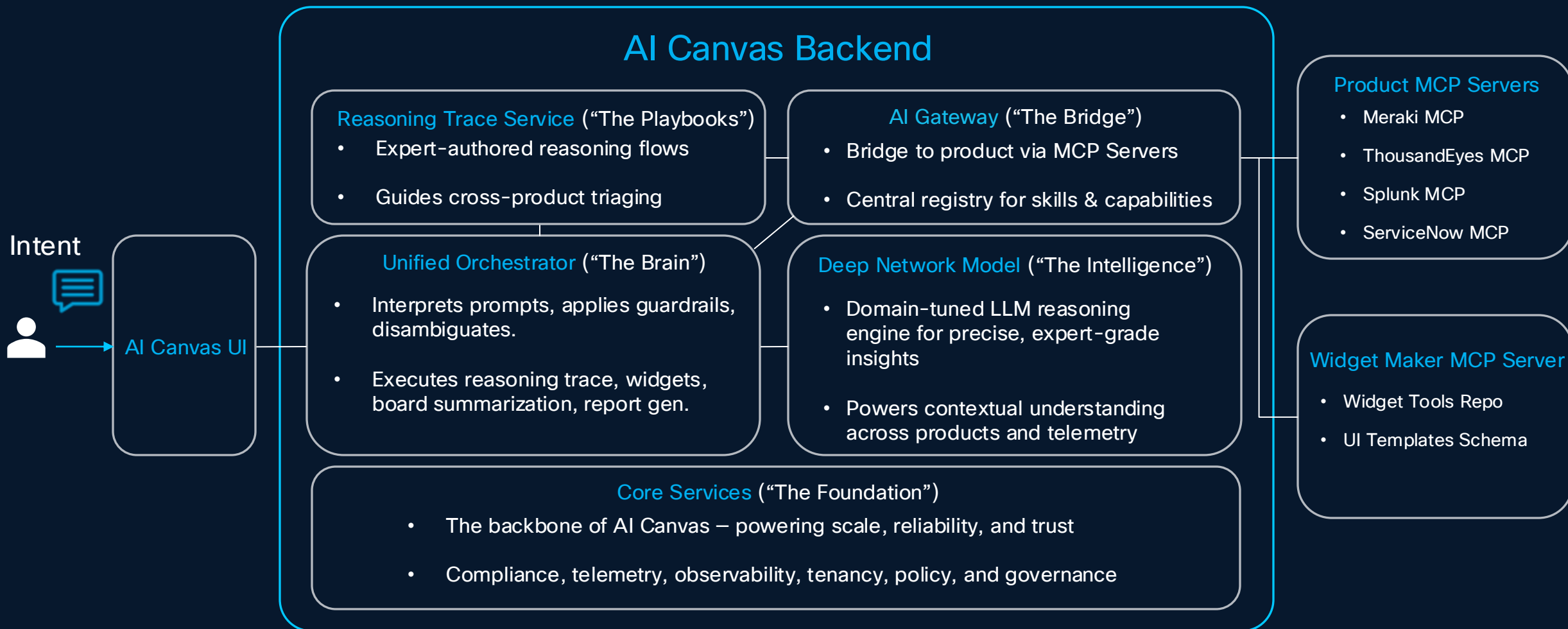
The background is a dark blue, abstract digital space filled with glowing lines, nodes, and data-like patterns. A central rounded rectangle contains the main title.

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.”

GA Focus



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.”

Future Capabilities



Data Management

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

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

The background is a dark blue, abstract digital space filled with glowing lines, nodes, and rectangular panels, suggesting a complex network or data visualization.

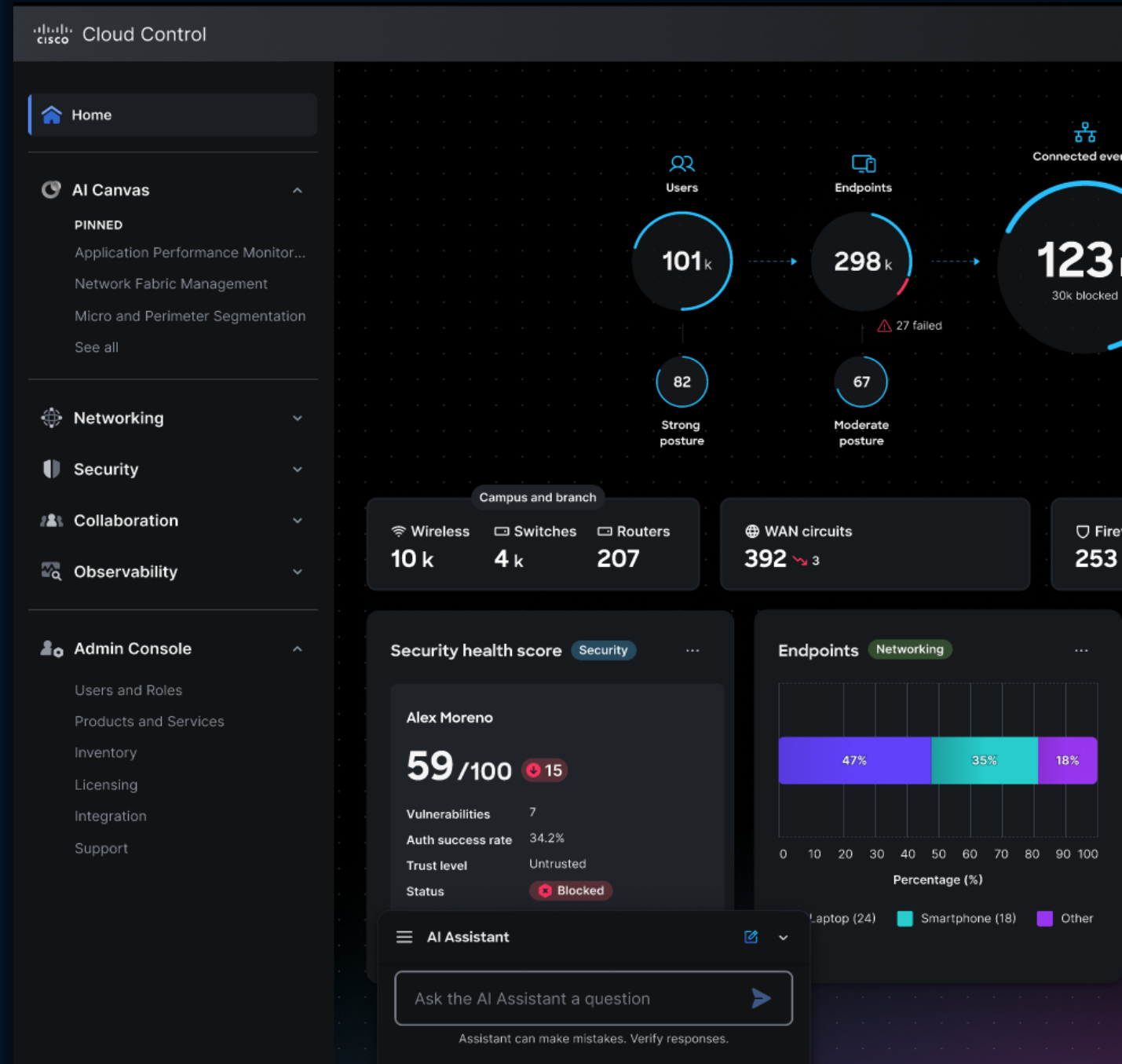
Cisco AI Canvas for Splunk

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.”



Cisco AI Canvas for Cisco Cloud Control

Entry Point #3

Demo

cisco Engage AI 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



