

CISCO Engage | Tech Day NYC

AgenticOps: Observability in the AI era

How AI is empowering operations

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Solution Engineer, AgenticOps & Observability



March 4th, 2026

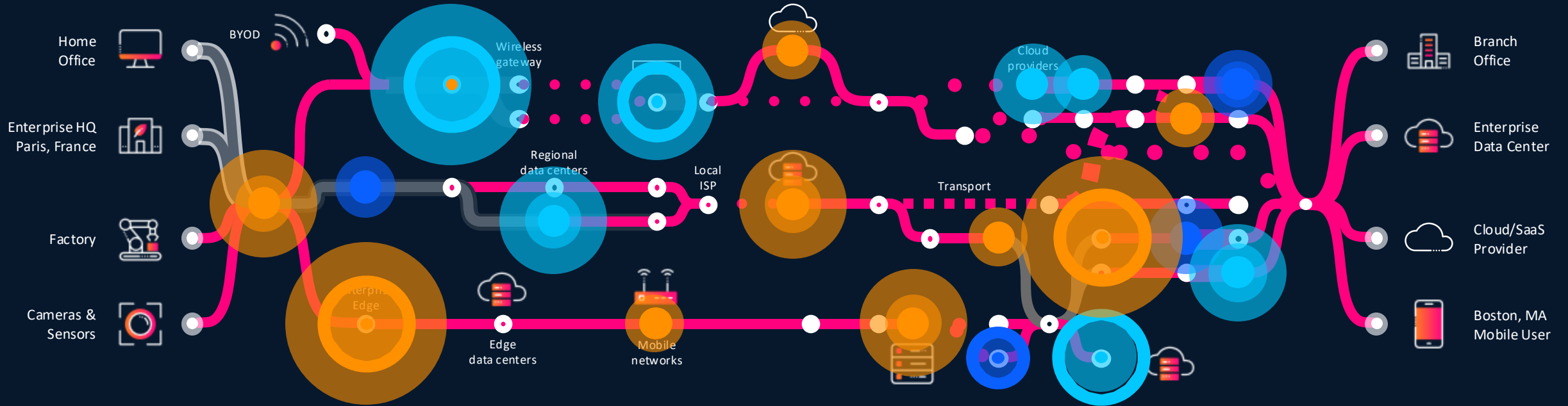
Agenda

1. AI is here
2. The complexity challenge
3. Observability must evolve
4. Data Gap – bridge with Cisco AI
5. Observing AI applications
6. How AI empowers IT operations
7. Vision with AgenticOps

A futuristic cityscape at night, illuminated with blue light. The scene is filled with numerous light trails that radiate from the foreground towards the background, creating a sense of depth and movement. In the foreground, a row of silhouettes of people stands on a dark, textured ground, looking towards the city. The overall atmosphere is one of advanced technology and global connectivity.

AI will make our world of **8B** people
feel like one with the capacity of **80B**

Complexity explosion is getting worse



The **next era** of AI is here



97%

of CEOs say they are
planning an AI integration



1.7%

feel fully prepared
to do so



59%

feel they have a maximum of
one year to implement their AI
strategy before it negatively
impacts their business



96% are relying on trusted partners to future-proof their network for AI

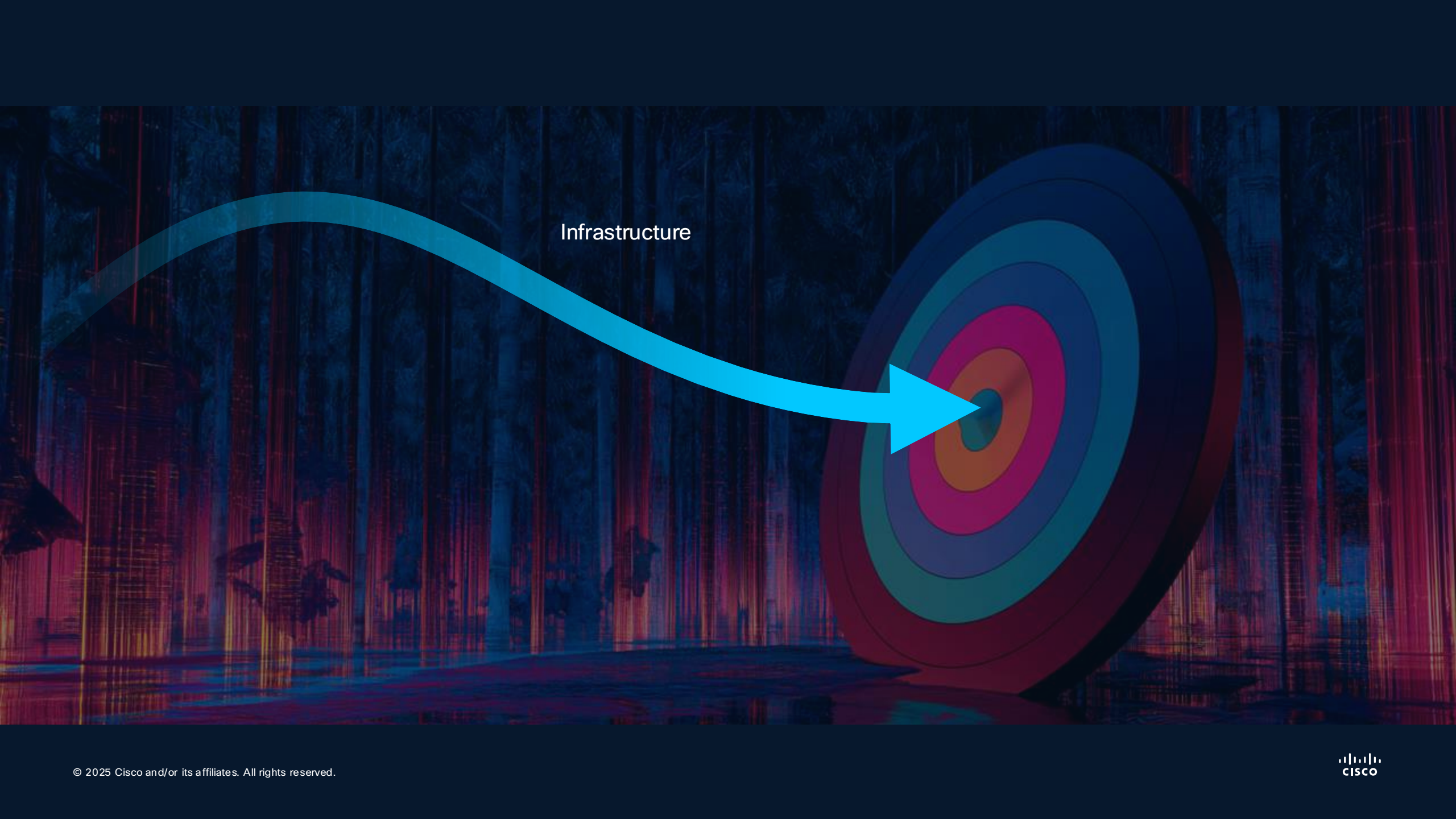
All of this has
massive implications
for your technology
architectures

AI is rewriting the rules

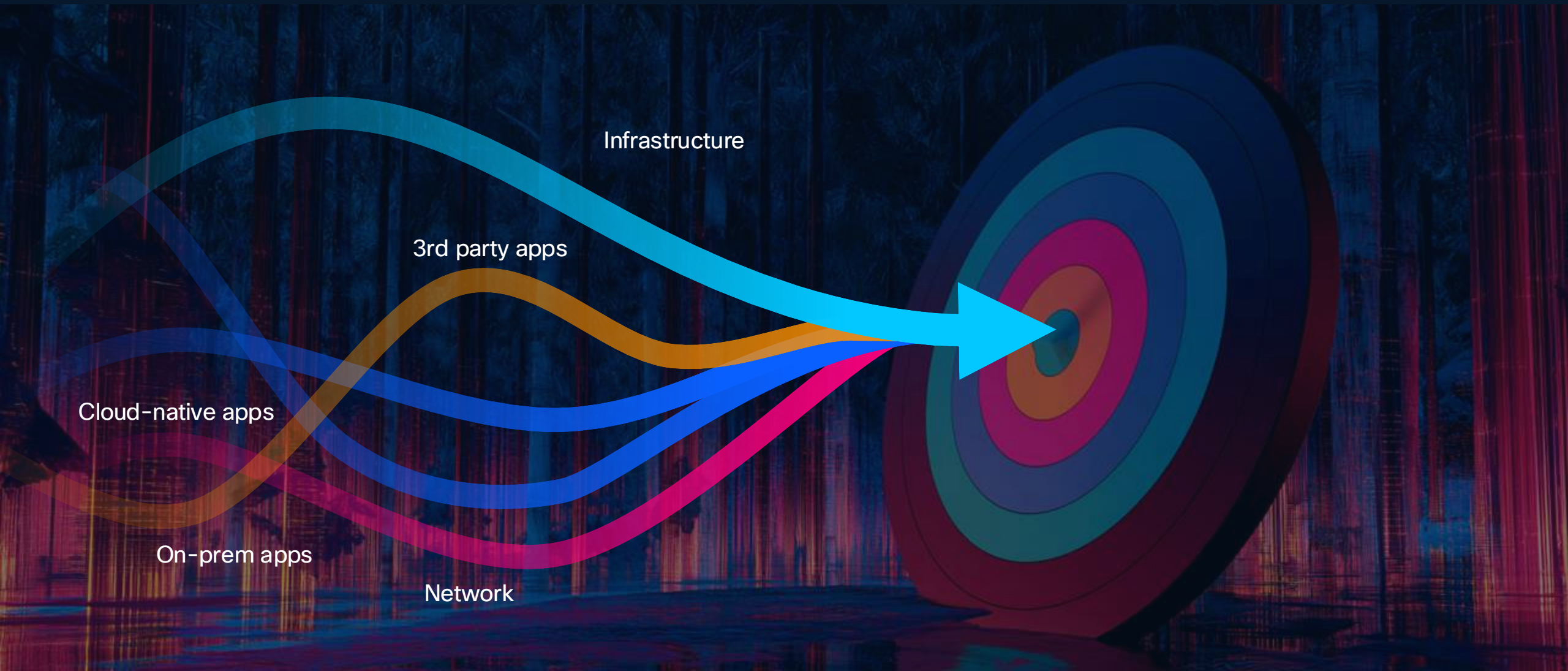
Apps can now be written with little human involvement

AI agents will perform basic troubleshooting and fixes, autonomously

AI apps require new forms of telemetry



Infrastructure



AI

Infrastructure

3rd party apps

Cloud-native apps

On-prem apps

Network



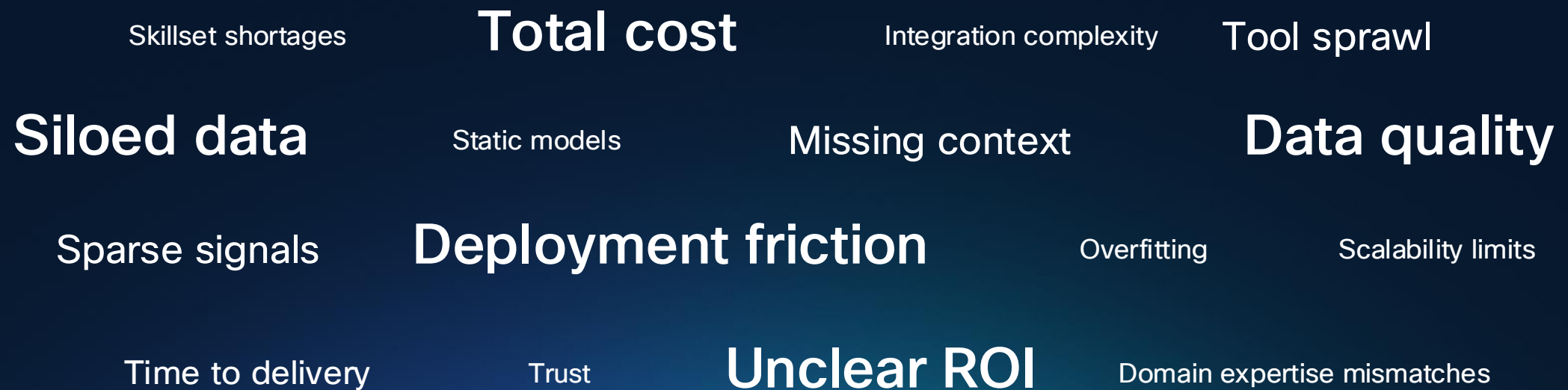
Observability must evolve

Fix and prevent
with AI agents

Observe AI agents
and infrastructure

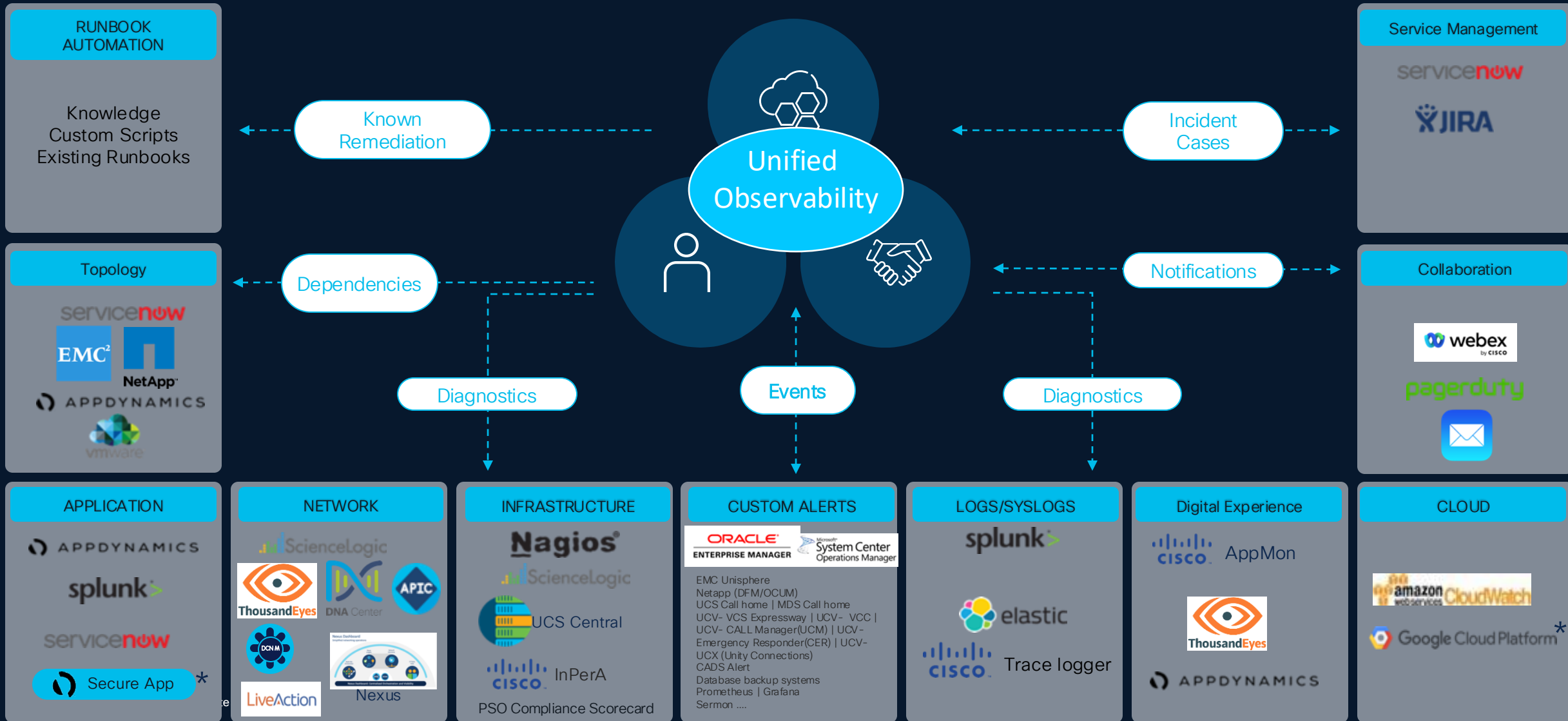
Unify observability
and show business
impact

What makes this so difficult?



Cisco IT Inter-domain Integrations

24 developers to maintain APIs



Introducing **AgenticOps**

Cross-domain | Multiplayer | Purpose-built model

We must unlock the value of **machine data to fuel AI**



Operate

on machine data at
ludicrous scale



Unlock

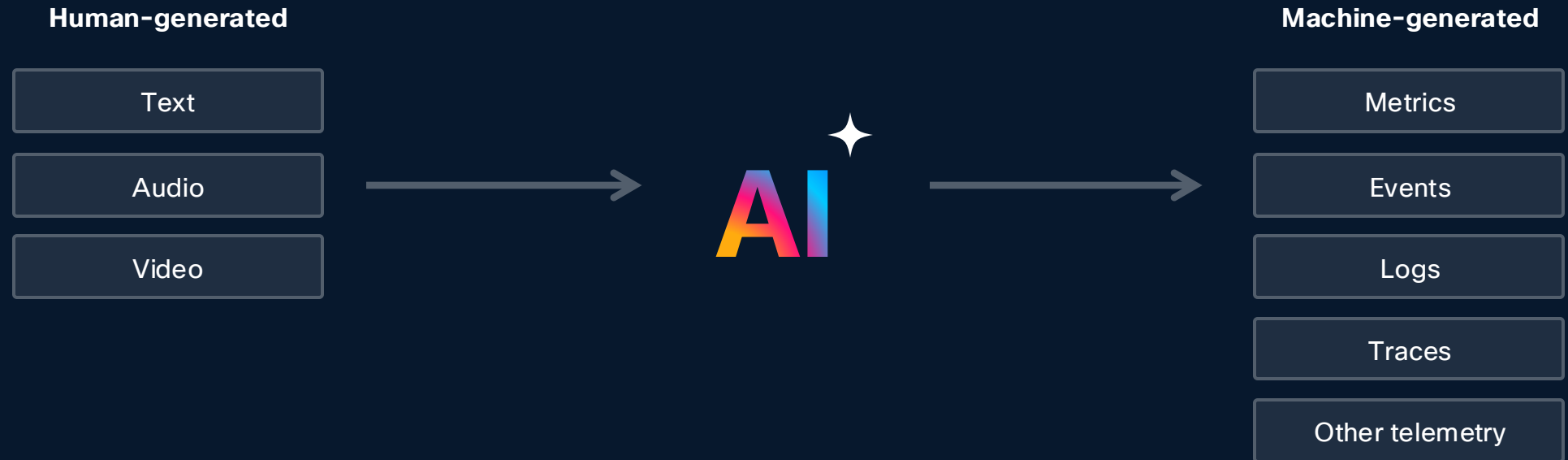
your proprietary data
for AI



Unify

experiences for
humans and agents

Data is the essential fuel for AI



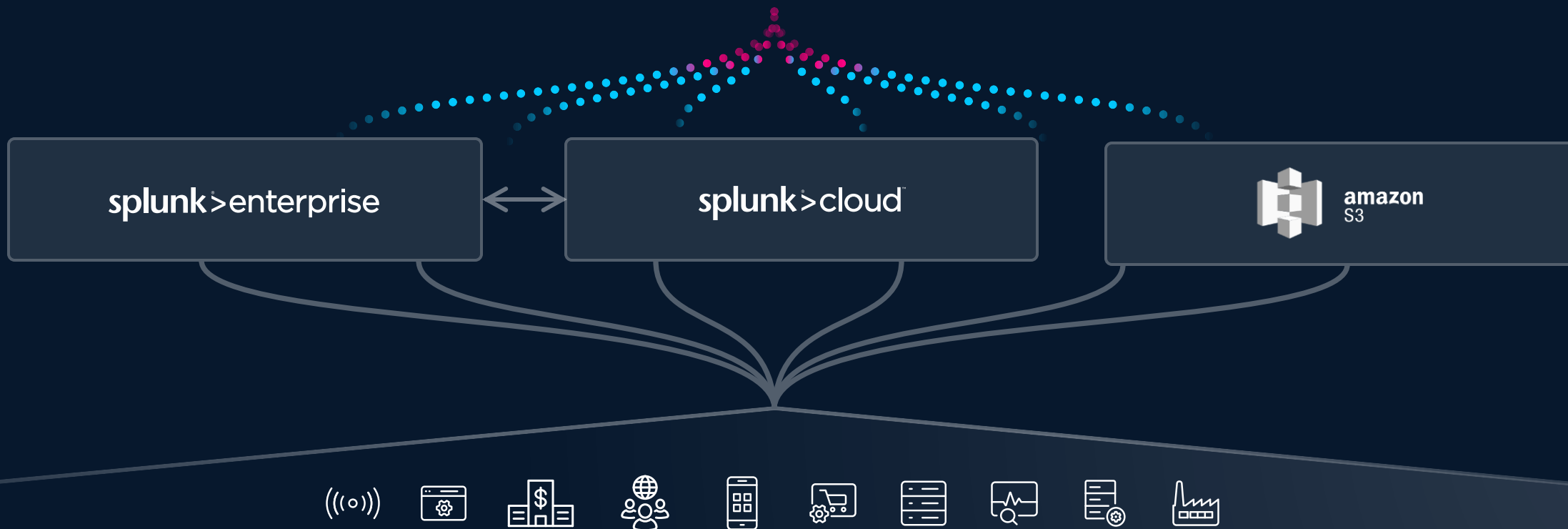
Cisco Data Fabric

A revolutionary new architecture to harness
the value of machine data with AI



Bringing **Splunk** to **your data**

Federated Search



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Federated search for Snowflake

ALPHA FEBRUARY 2026



Bring all your **data** together



AWS
S3



snowflake





Operate

on machine data at
ludicrous scale



Unlock

your proprietary data
for AI



Unify

experiences for
humans and agents

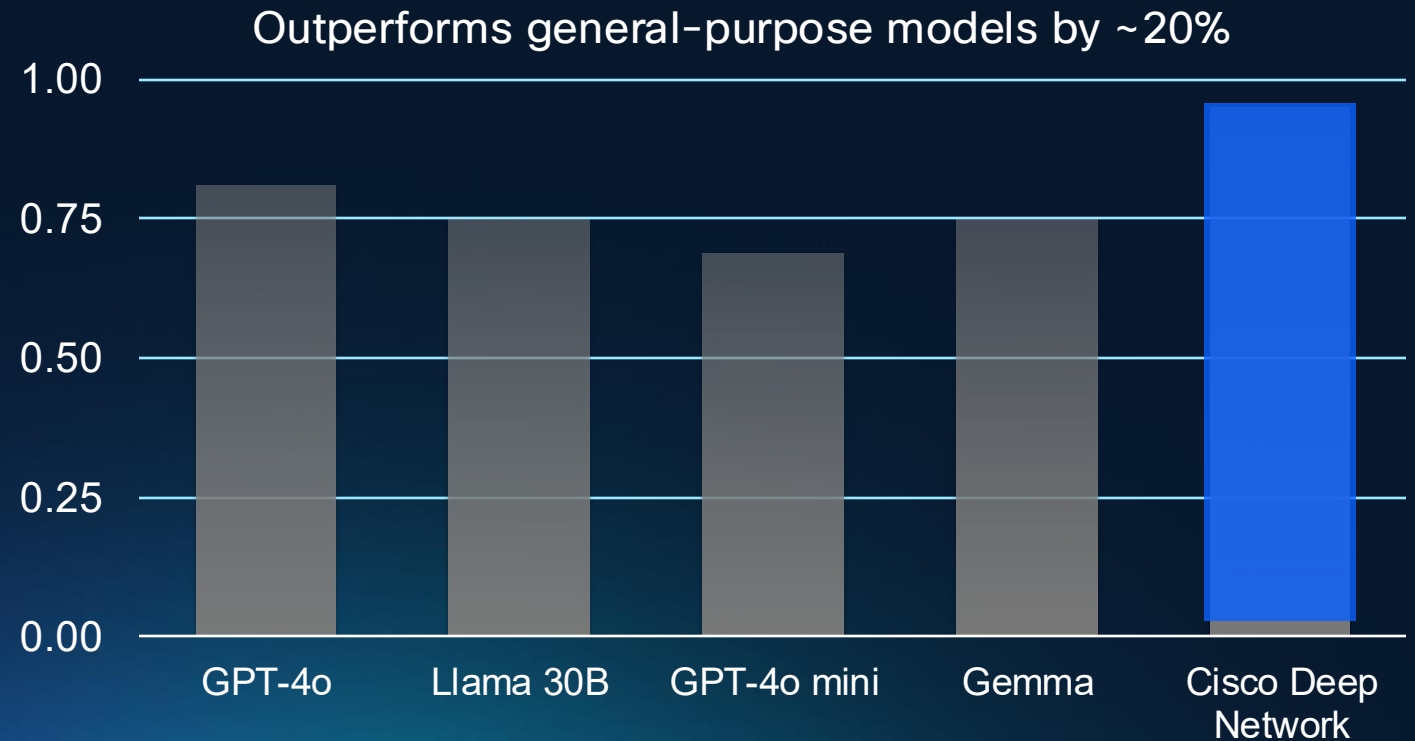


**We're teaching AI
to speak machine data**

Deep Network Model

Purpose-built for networking,
expert accuracy

- 10% 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



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Time Series Foundation Model

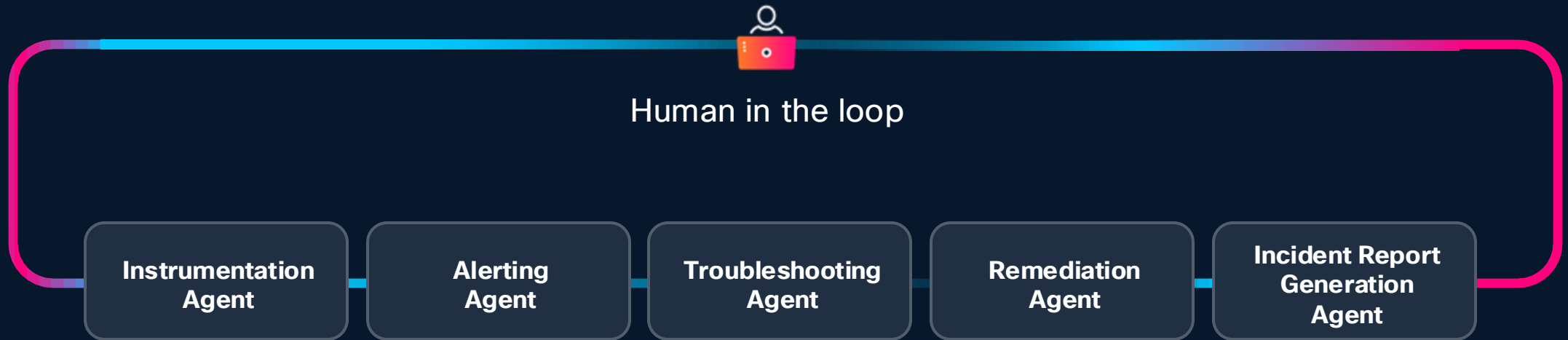
OPEN-SOURCE | ON HUGGING FACE NOVEMBER 2025

Optimized for machine data

Accurate and scalable

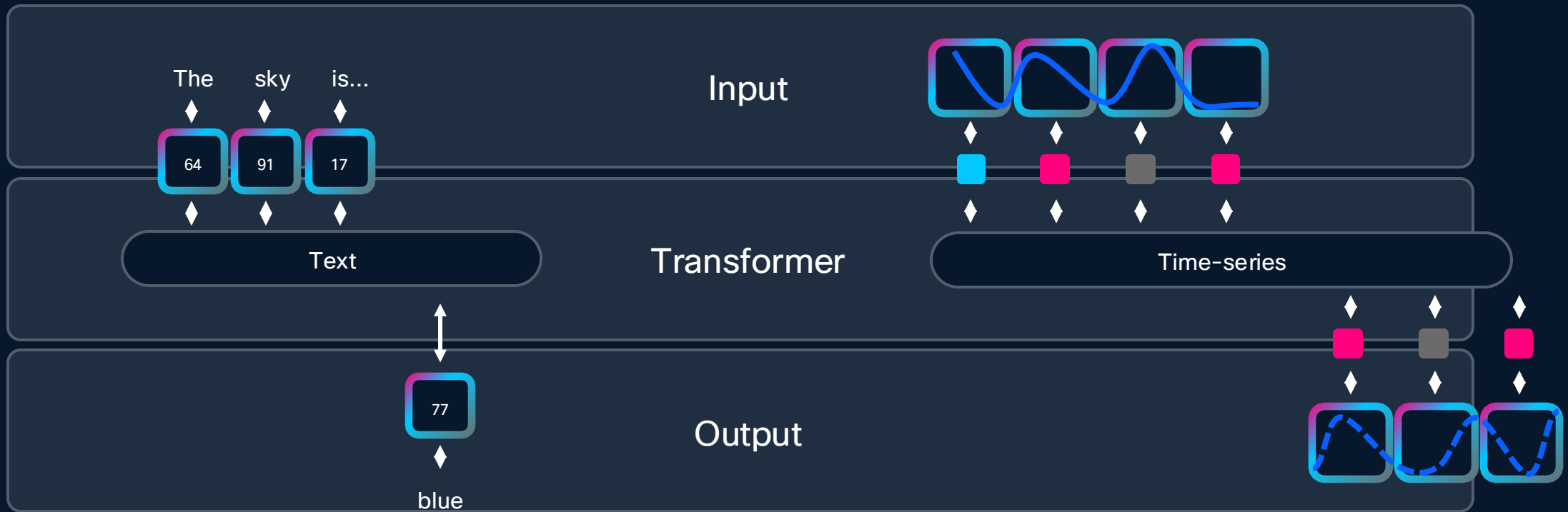
Adaptable to your domain

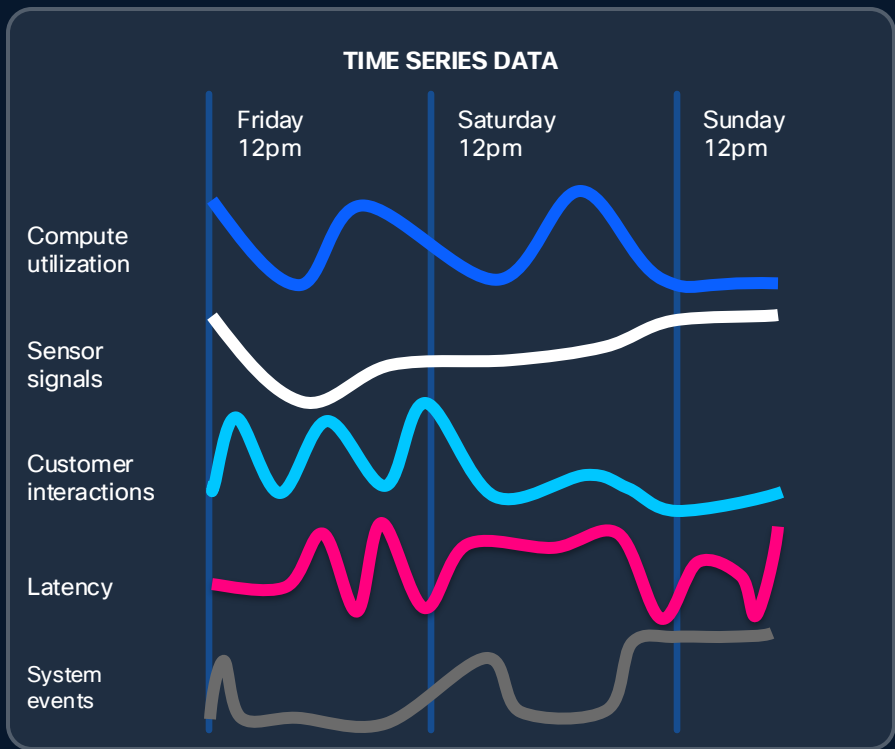
Fix and prevent with AI agents



Human-generated data

Machine data





UNSTRUCTURED DATA

IT INCIDENT TICKET

User reports intermittent unresponsiveness when running reports

Saturday 08:31 AM

Saturday 12:11 PM

Saturday 1:18 PM

Saturday 1:38 PM

STRUCTURED DATA

Sales transactions



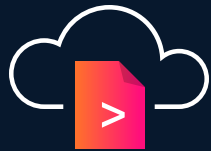
Degradation in customer experience predicted

There's a **60% chance of a network outage in the next 18 hours** that will impact approximately 8,000 customers, resulting in \$500K missed revenue opportunity.

See suggested remediation...



See and respond
to events you never could before



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Machine Data Lake

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Turnkey solution

Optimized for AI training

Secure & governed



Now you can create your own
MachineGPT

Cisco Agentic Observability



**Cisco Data Fabric
(Splunk)**

AI Troubleshooting Agent Demo



Home



Dashboards



Alerts



APM



Infrastructure



Digital Experience



Logs



Metrics



Data

Incidents overview

Monitor and manage AI-driven incident detection and remediation

🕒 PDT -24h
👤 Team: All
🏠 Environment: All
🔍 Add Filter

0 active incidents

0 Critical 0 Warning

[View active incidents](#)

2 incidents need attention

2 Critical 0 Warning

[View incidents needing attention](#)

1 incident auto-resolved

0 Critical 1 Warning

[Review AI-resolved incidents](#)

AI detection and response overview

last 24 hours

4.03m

MTTR

↓ 0.02

139

AI-detected alerts

↑ 1.1%

164

Alerts grouped into incidents

↑ 16

34

AI-resolved incidents

↓ 2

Demo: AI Infrastructure Framework

AI Agent Monitoring Demo



Home



Dashboards



Alerts



APM



Infrastructure



Digital Experience



AI Agent Monitoring



Logs

AI Agent Monitoring

🕒 PDT -4h

Environment: prod

Application: FlashSalesApp

Agents

🔍 Search...

< Prev Next > Showing 5 of 17

Agent	Requests	Latency (P90)	Errors	Quality	Security Risks	Tokens	Conversations
CustomerDataAnalyst	342	1.85s	4 (3.5%)	🟢 Healthy	No risk	↑ 847K	57
TrendDesign	194	2.90s	6 (0.8%)	🟢 Healthy	No risk	↑ 623K	89
PricingPromo	123	1.75s	3 (5.1%)	🟢 Healthy	No risk	↓ 445K	120
CampaignGenerator	856	1.10s	7 (2.3%)	🔴 Unhealthy	No risk	↓ 298K	125
SupportAgent Third-party	289	2.45s	2 (6.4%)	🟢 Healthy	No risk	↑ 267K	248

Performance

Requests

340

█ Requests

Latency

3.6s

█ P99

█ P90

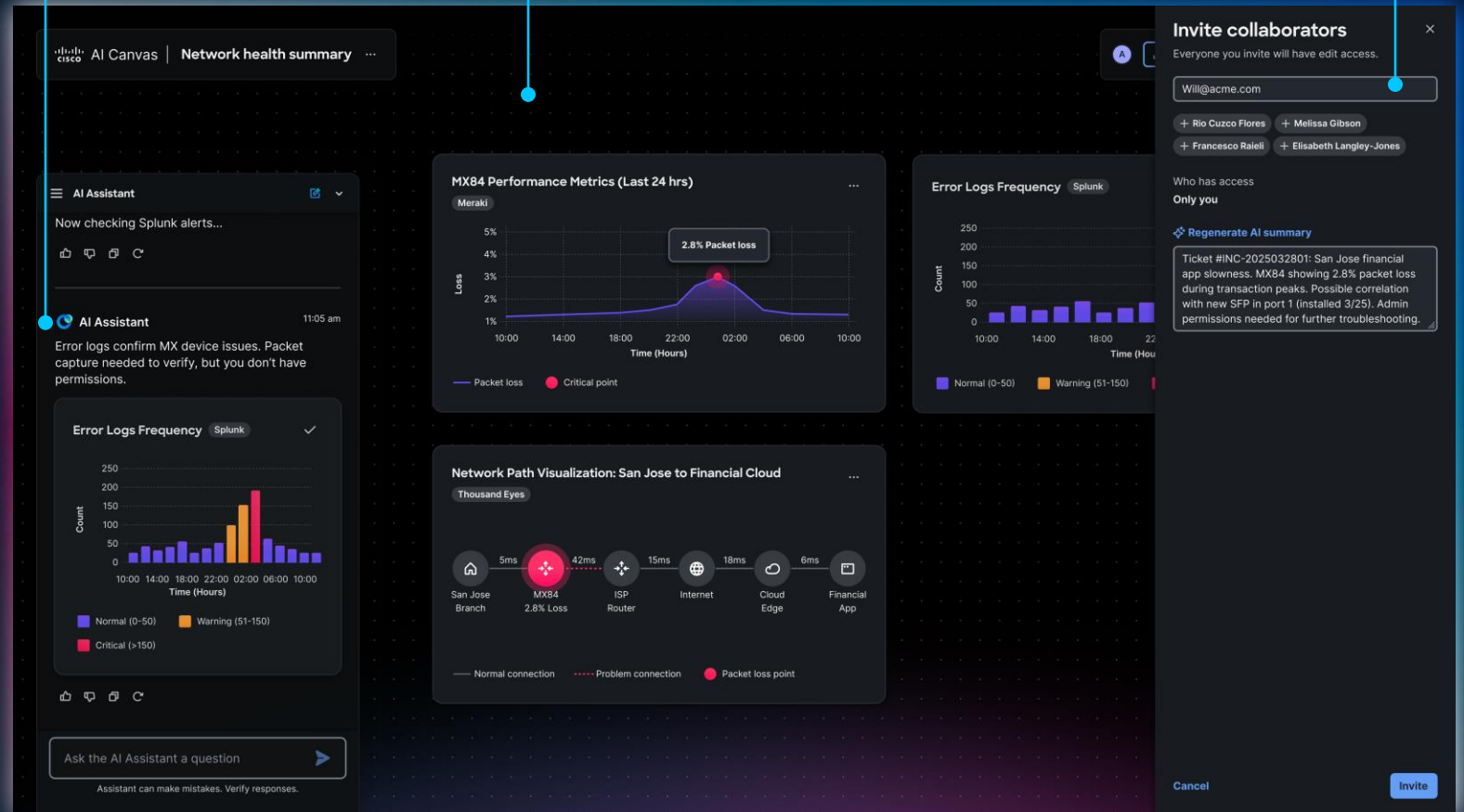
AI Canvas

AI Assistant

Shared Workspace

Users

- Single canvas for cross domain troubleshooting
- Generative UI with reasoning built-in
- Keeps NetOps, SecOps, IT and execs on the same page



Many of the products and features mentioned are still in development and will be made available as they are finalized, subject to ongoing evolution in development and innovation. The timeline for their release is subject to change.



Generate report

View activity

Share

AI Assistant



Get details from servicenow



Assistant can make mistakes. Verify responses.



Cisco Cloud Control

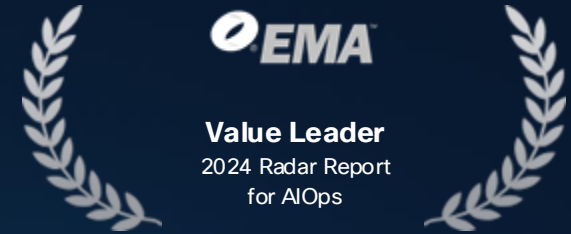
Cisco Cloud Control Micro-Application Host



Platform managed

1. Navigation
2. Global search
3. Global AI Assistant
4. Help
5. Global notification
6. User menu
7. Platform navigator

A leader in observability



Leader & Fast Mover
2024 AIOps Radar

Top Vendor
2024 Vendor Selection Matrix
for AIOps

Overall Leader
2024 SPARK Matrix AIOps

Leader & Outperformer
2024 APM Radar

Leader & Fast Mover
2024 Kubernetes Observability Radar



Overall Leader
2024 SPARK Matrix
Infrastructure Monitoring

Partner with your Cisco account team
to **supercharge** your AI strategy

Thank you

