CISCO Connect

Simply Operations with AgenticOps
用AI代理來簡化營運

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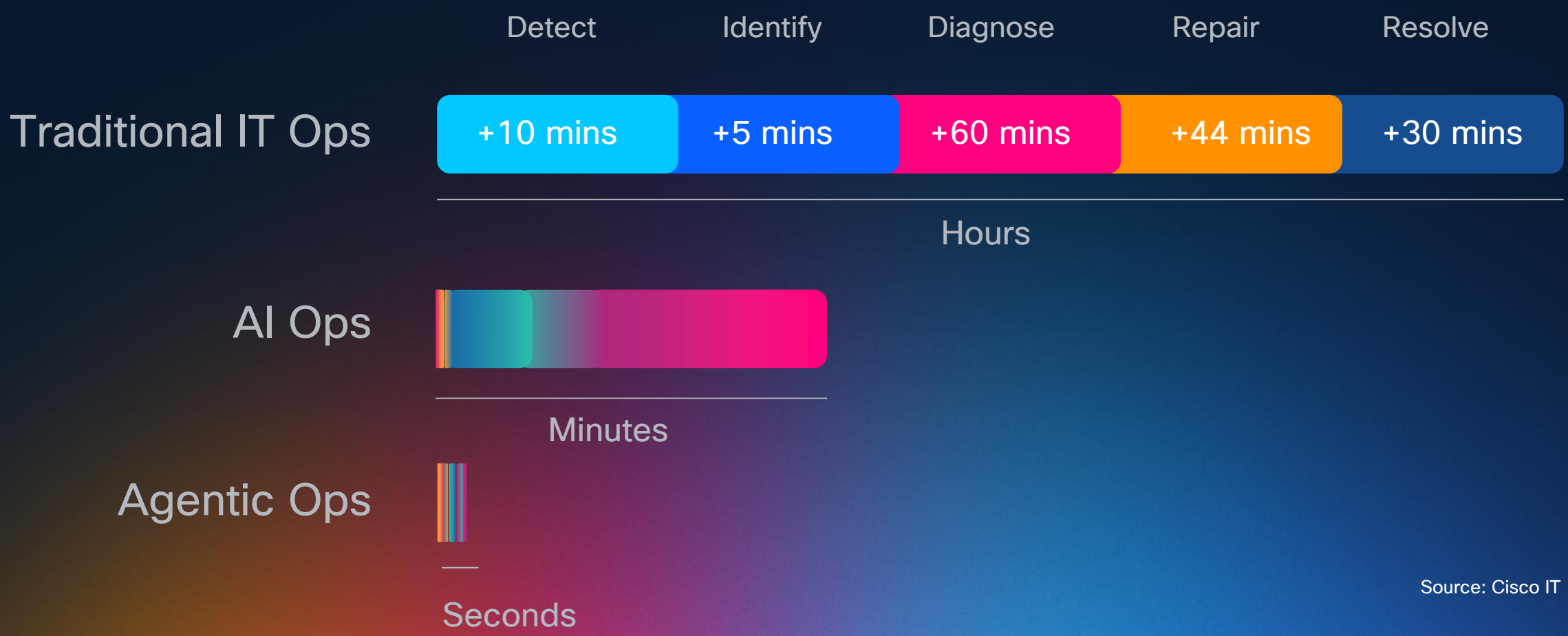
AI 進化，引領無限可能
Innovate with AI. Connect with Resilience.

AI對IT維運的影響

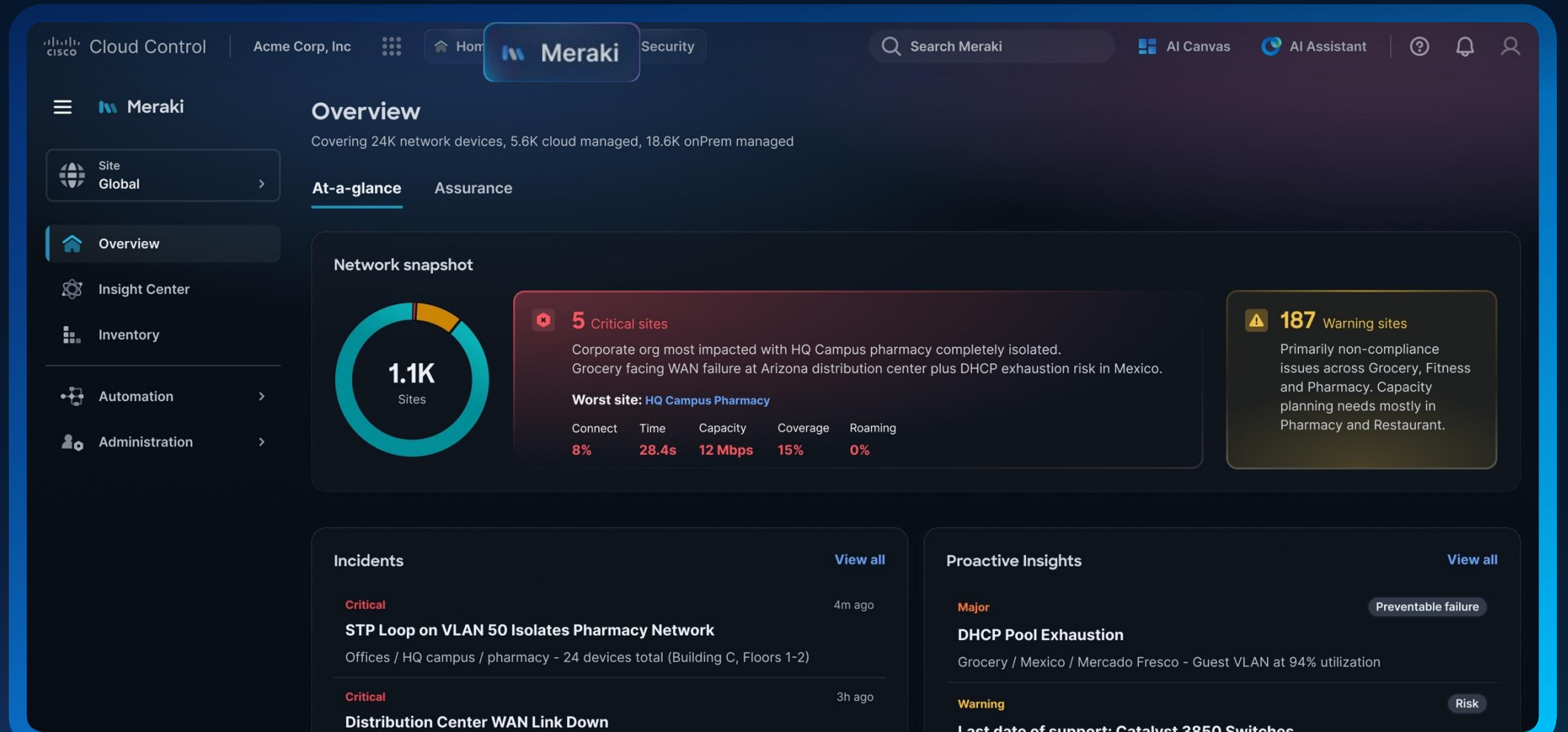


Source: Cisco IT

Controlled Availability - June 2026

Meet Cisco Cloud Control

Our cross-domain, unified platform for AgenticOps



AgenticOps

Powered by Cisco Cloud Control

AI Assistant | AI Canvas | Agent Studio | Cisco dashboards | Third party & APIs

Cross-domain telemetry

Purpose-built models

Trusted agents

cisco

AgenticOps 簡化網路的能力

全天候24小時，提供CCIE級專業指導

自主故障排除

提供可信的根本原因與
修復方案。
幾分鐘內

持續優化

讓網路保持最佳狀態。
自動的

信任度驗證

讓每一次改變都更安全。
可預測的

Powered by deep reasoning and deterministic execution

cisco

主動式合成測試

及早發現異常

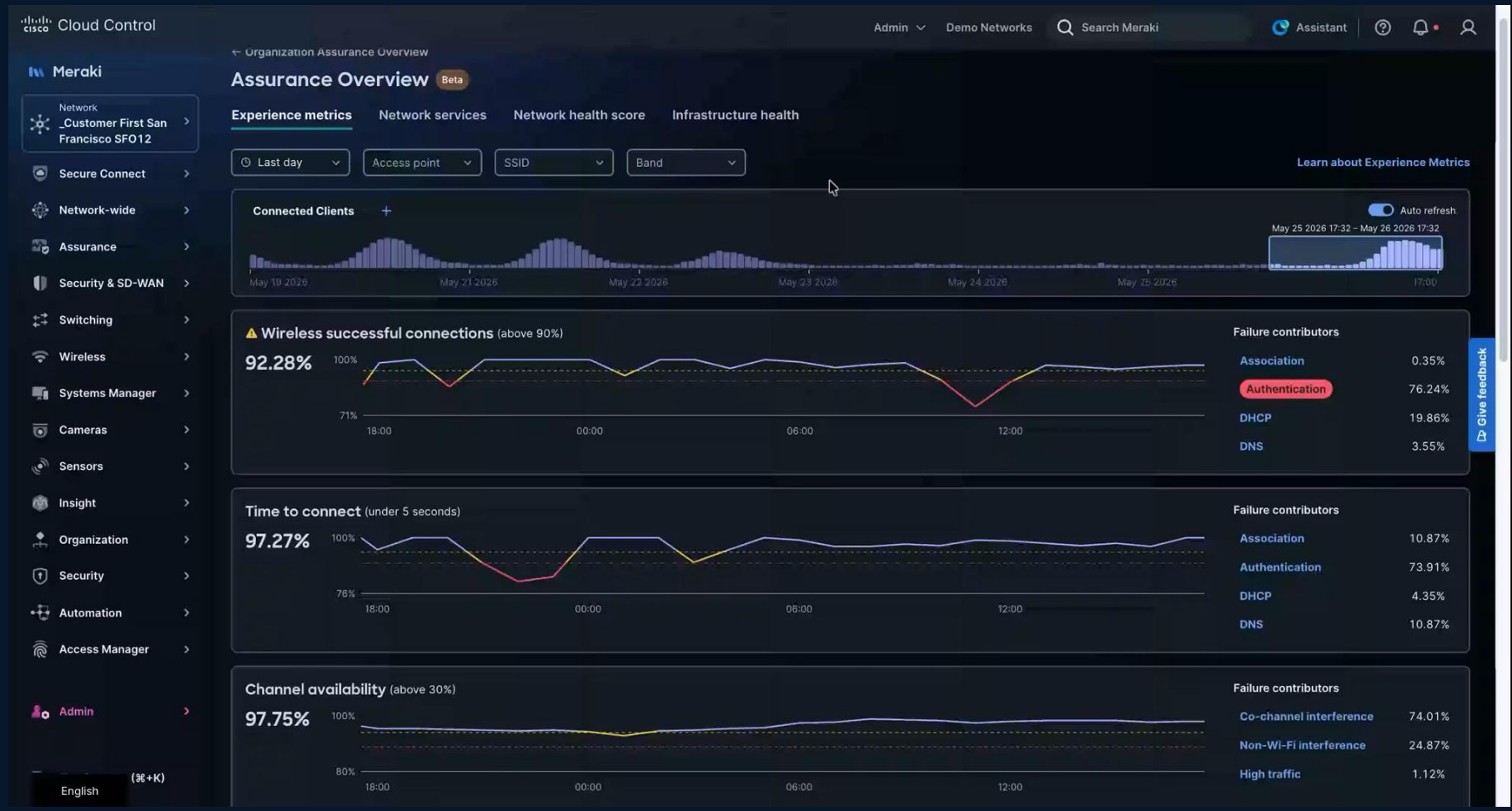
透過模擬使用者行為與網路狀況，在真實使用者受影響前識別問題。

驗證被動洞察

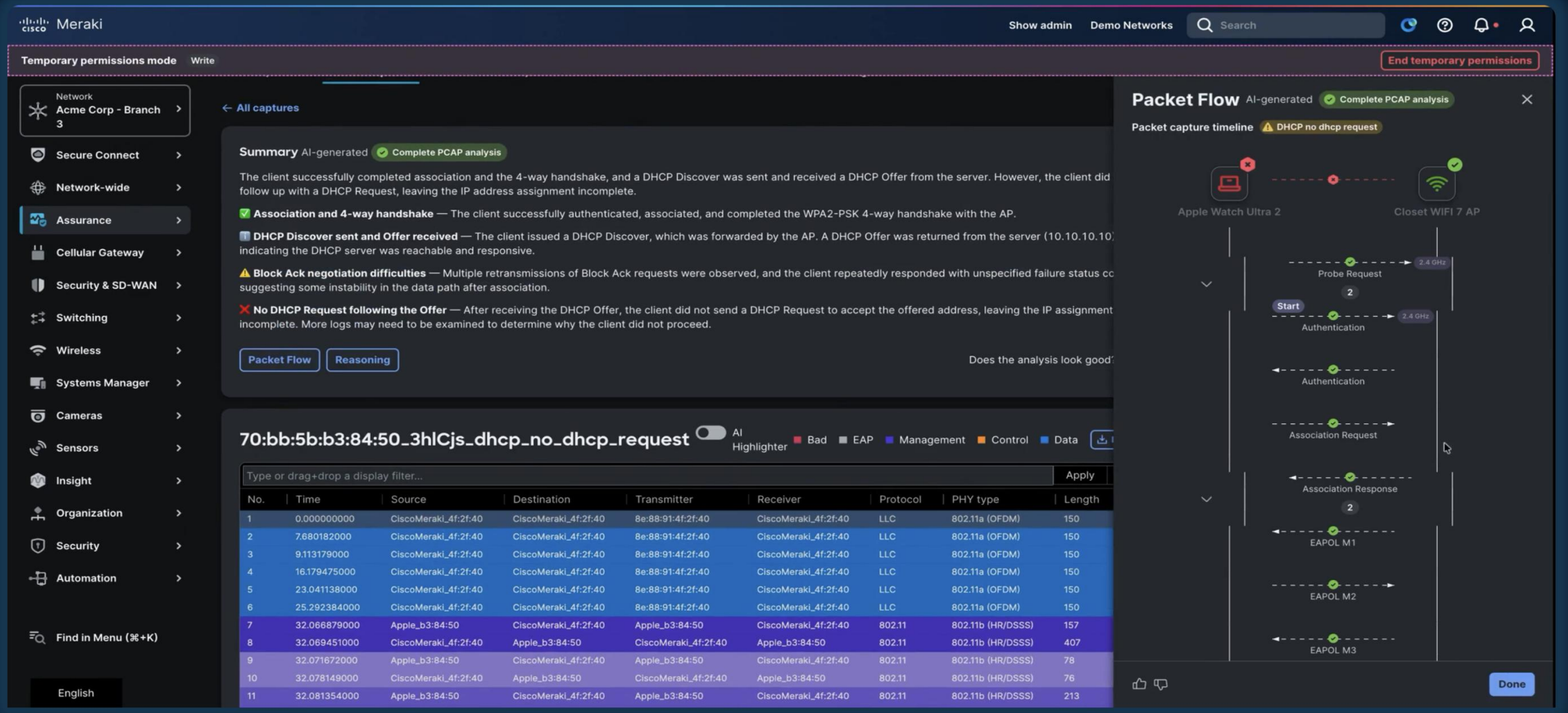
將被動監測的發現與主動測試相互證實，以確認潛在問題的範圍與性質。

確認爆發範圍

量化問題在不同用戶群或服務中的影響程度。



AI PCAP Analyzer
自主故障排除



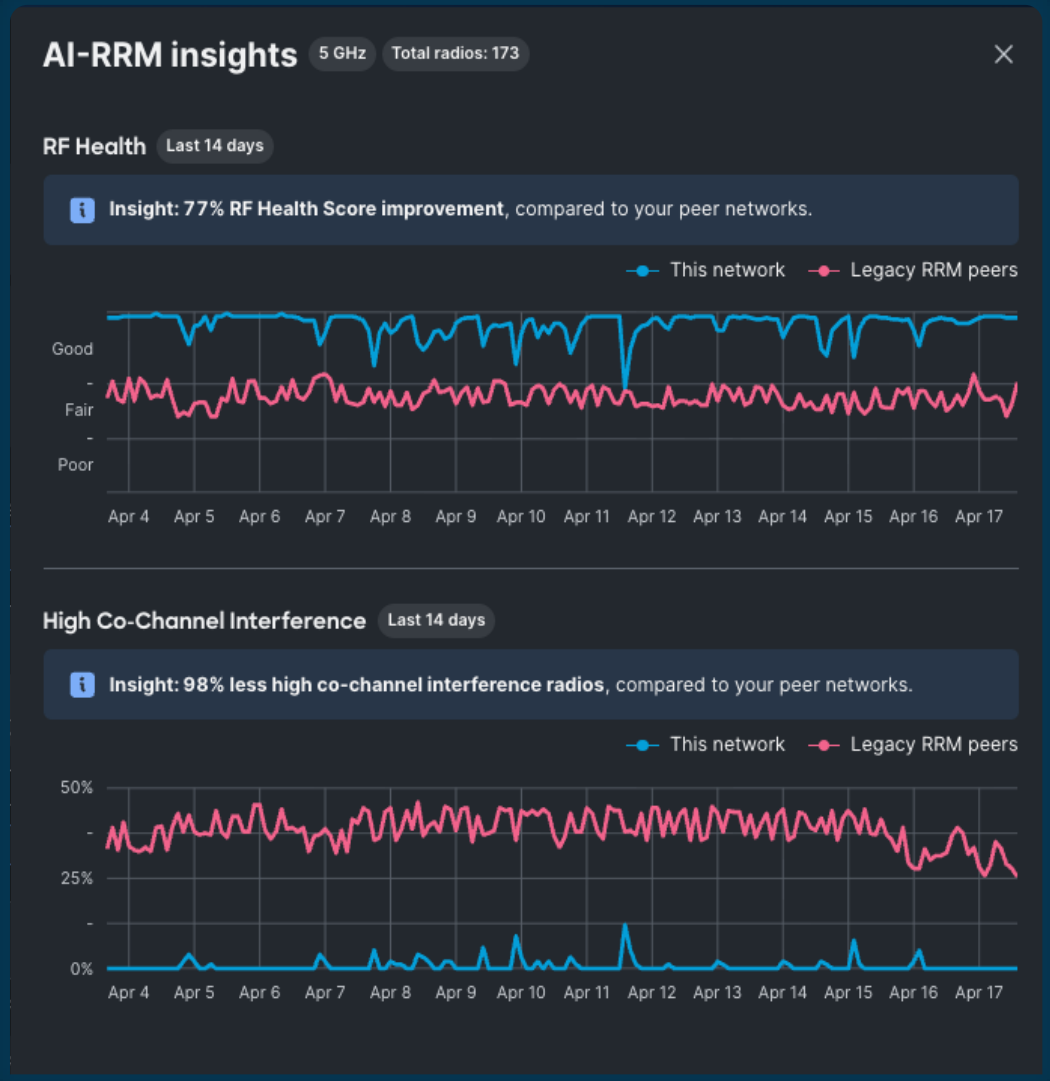
AI-RRM

RF Health – 始終連線 Wi-Fi 稽核

利用 AI 模型與遙測微調射頻

- +44% Faster Wi-Fi
- AI Busy Hour
- 射頻健康儀表板與同儕比較

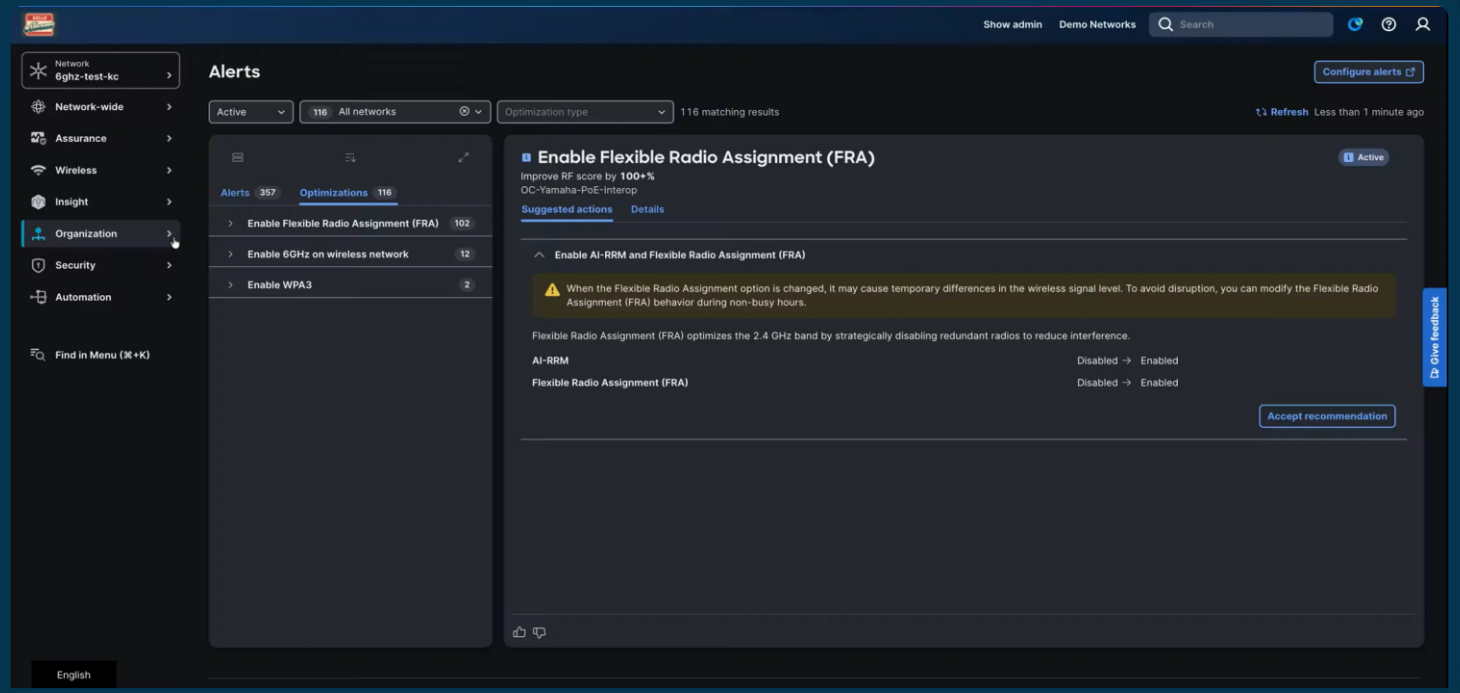
“Cisco has enabled us to be more efficient, leveraging tools like Cisco AI-RRM so we don’t have to spend much time tweaking our wireless environments.” - Nutrien



AI 配置建議

AI 網路優化

- 評估準備度——網路與客戶
- 預測前後效能提升
- 建議更好的效能與安全性提升設定建議



推薦類型

Available

- WPA3
- 6GHz upgrade
- 802.11r enablement
- Flexible Radio Assignment

Impact

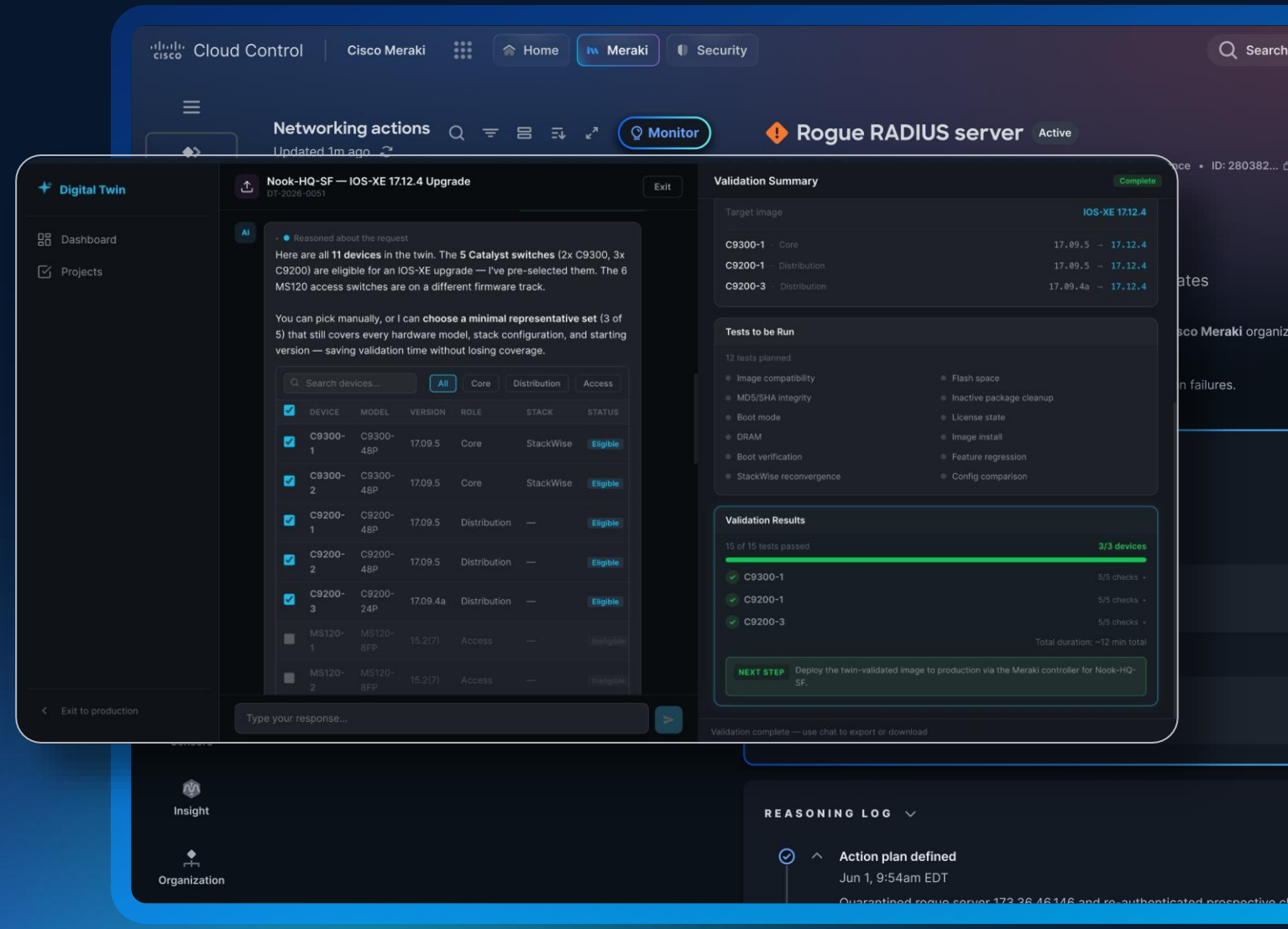
- 安全性提升
- 更快的資料傳輸速率
- 更快的漫遊
- 減少同頻干擾

ALPHA JULY 2026

數位孿生

在套用變更前先驗證

模擬裝置、連接性與配置，呈現真正的數位孿生



思科AgenticOps開放生態
MCP Servers

Most of AI Capability has been ready in Dashboard

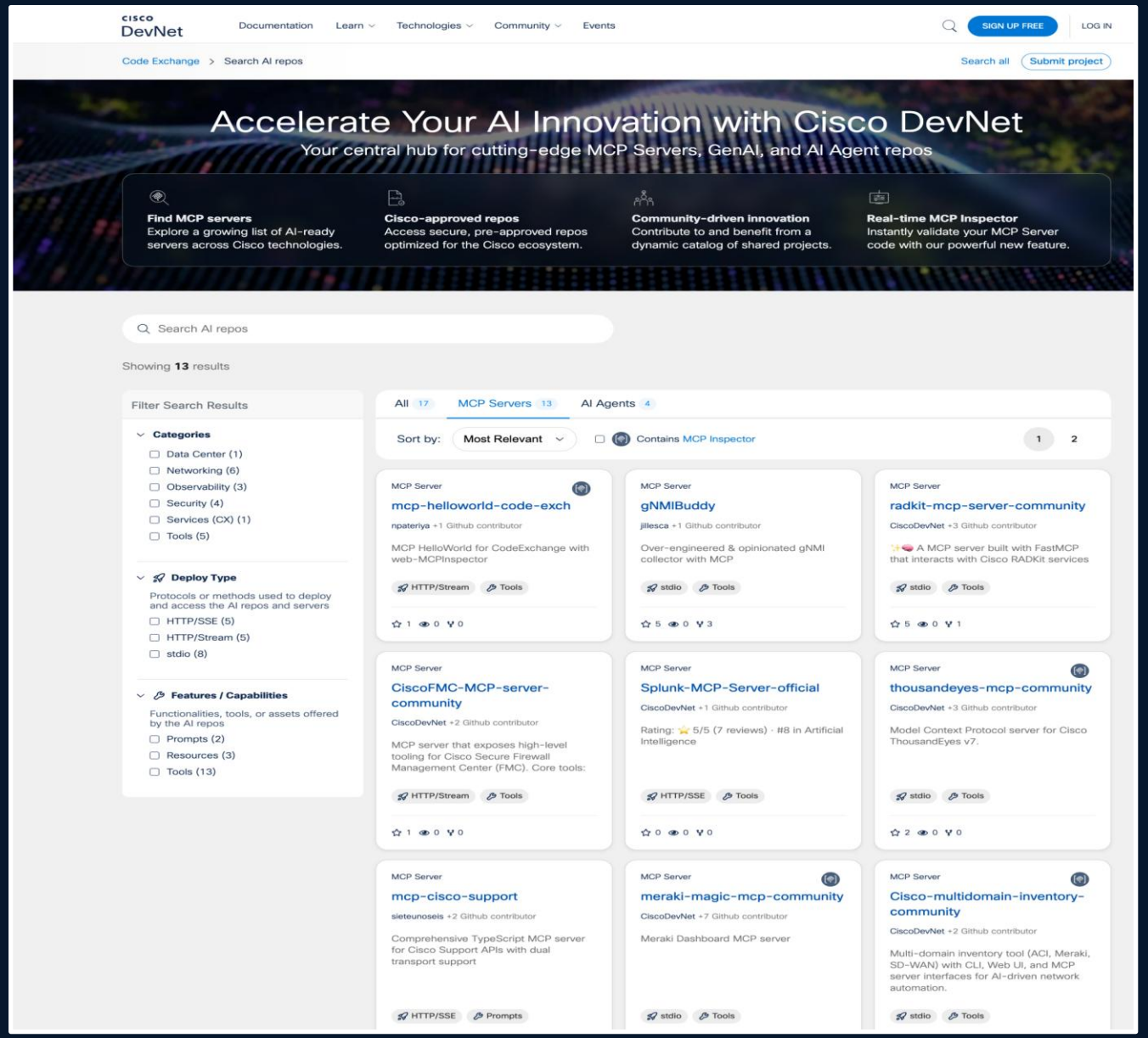
- AI Assistant, AI PCAP Analyzer, AI-RRM, AI troubleshooting, etc.
- Cisco Cloud Control and AI Canvas on the way for GA

Cisco Official MSP Servers

- Webex, Splunk, ThousandEyes, Cisco Support

Community MSP Servers

- Meraki, Catalyst Center, FMC



https://developer.cisco.com/codeexchange/ai/MCP/

Cisco x 零壹科技

Cisco｜網路與資安基礎設施

CISCO

Secure Firewall

Secure Network Analytics

Multicloud Defense ASA

Duo

Secure Email WSA

Secure Malware Analytics

Talos

AI Defense

Secure Access Umbrella

splunk> a CISCO company

Splunk｜統一數據分析平台

Cisco 旗下數據平台

- SIEM / SOAR 威脅偵測與應變
- Observability 全棧可觀測性
- Data Platform AI 數據分析

零壹科技 Zerone｜台灣資深整合服務夥伴

Splunk 台灣資深代理商．企業 IT 現代化最佳夥伴

原廠授權 / 技術支援 / 導入建置 (Solution Delivery)

- 架構規劃與導入建置
- 7x24 維運支援 / MSSP
- 教育訓練與原廠認證

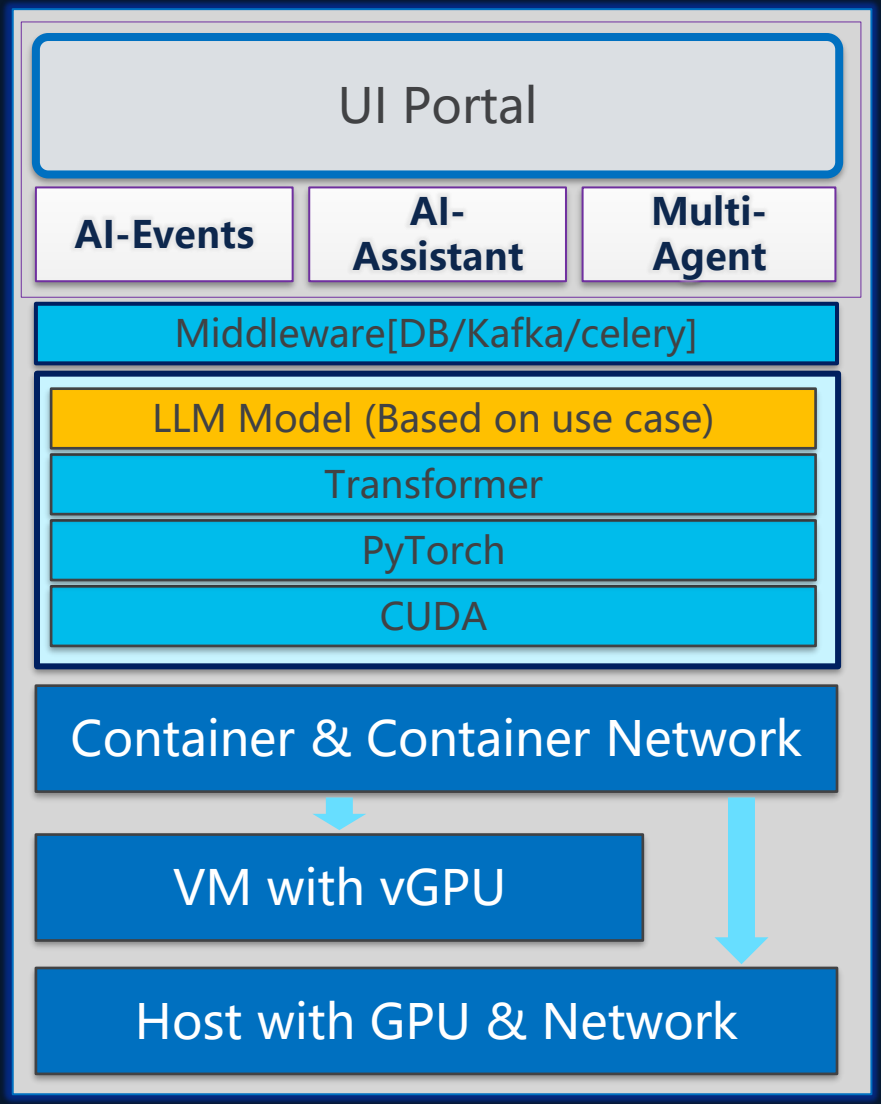
企業客戶　全面提升資安防護力、營運可視性與 AI 驅動決策效率

AgenticAIOps自主推理與行動力

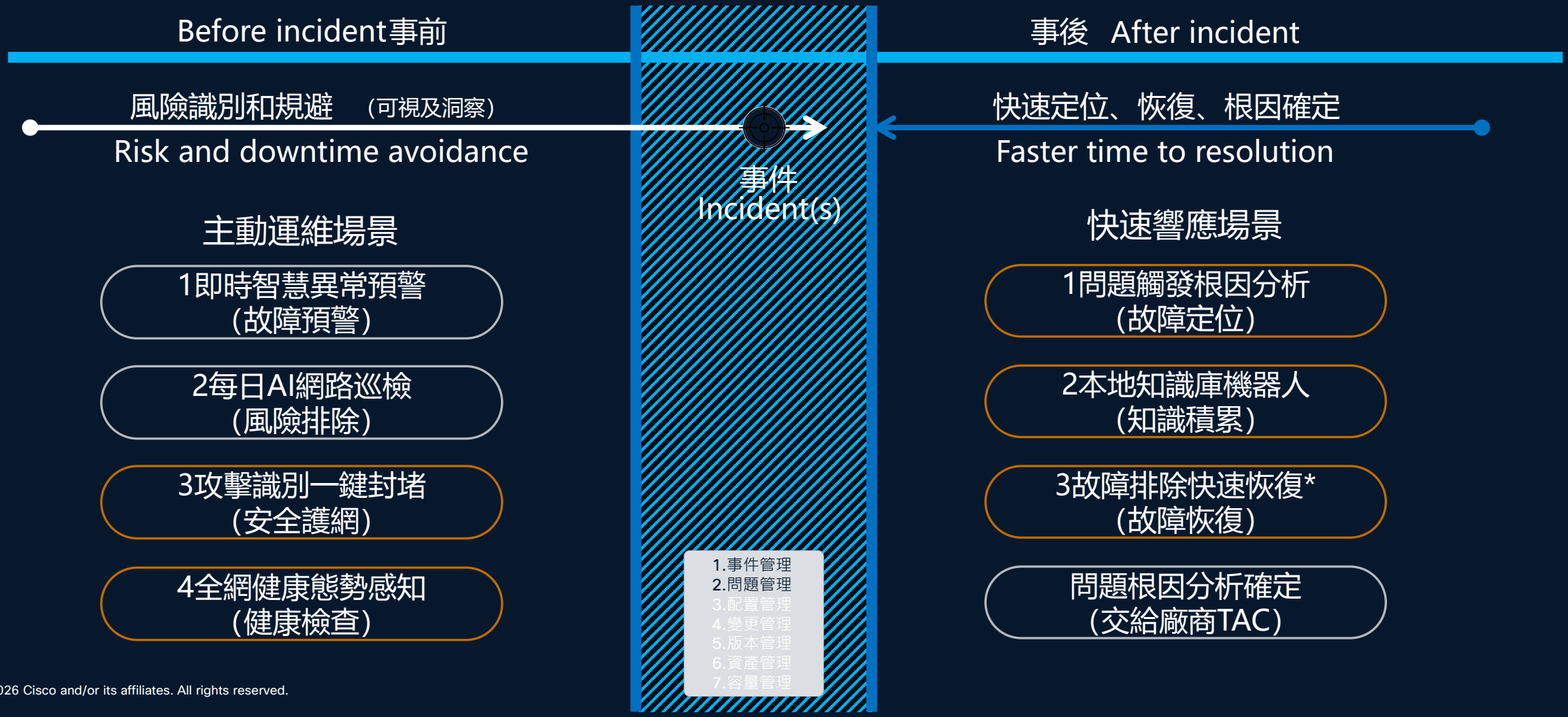
基於On-Prem開源大語言模型（LLM）+思科知識庫+客戶實際運維數據訓練所得的運維智慧體
客戶本地部署（On-Prem模式）（無需外傳數據，保護客戶數據安全及隱私）

三個元件：

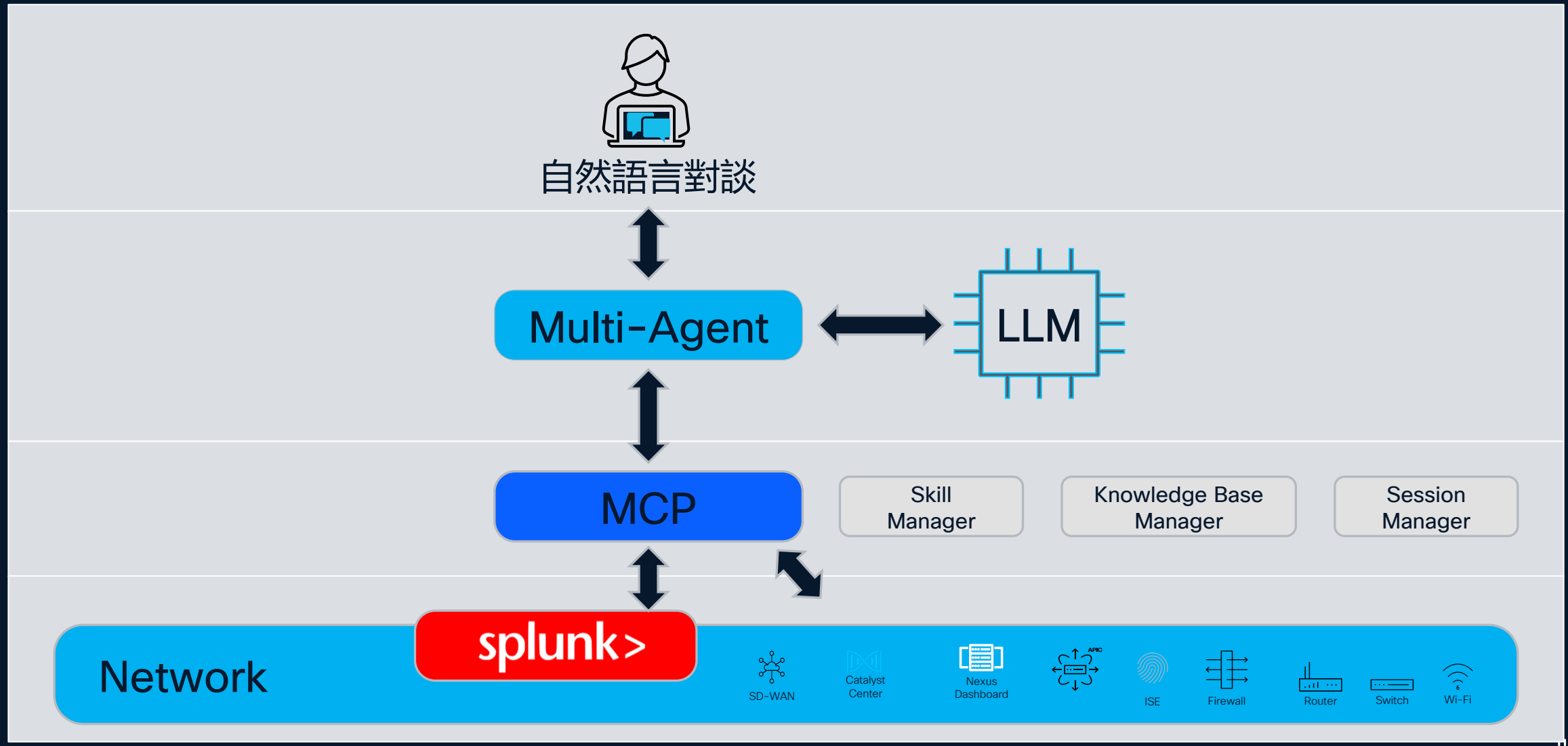
1. AI-Events： 基於LLM的日誌及事件分析平臺（跨廠商全棧即時異常判斷和操作建議）
2. AI-Assistant： 基於LLM的自然語言AI助手（凝練專家經驗並通過MCP實現輔助操作）
3. Mult-Agent： 基於LLM的多AI輔助運維智慧體（多智慧體實現自動化閉環操作）



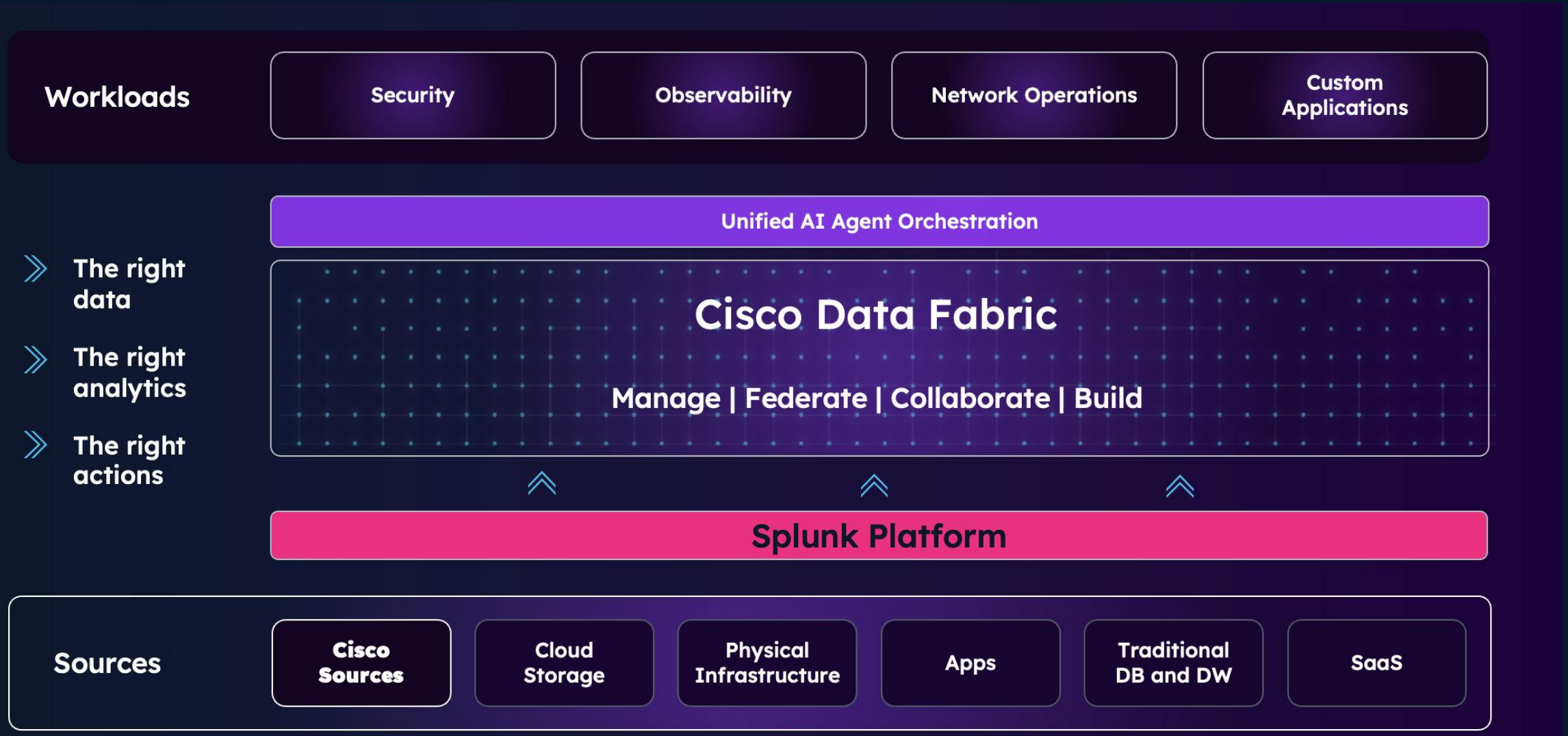
AgenticAIOps使用的場景



Multi-Agent Collaboration



Cisco Data Fabric



Three Security Pillars of Cisco Agentic AI

Pillar 1

Protect your business and avoid the risks of outsourced execution.

Identity for Agents

- Agent identity management (Duo IAM)
- Agent visibility (Identity Intelligence)
- MCP Gate access control
- Dynamic privilege management

Pillar 2

Protect your agent from external attacks.

AI Defense + DefenseClaw

- DefenseClaw governance framework
- AI Defense red team testing
- Agent Runtime SDK
- LLM Security Leaderboard

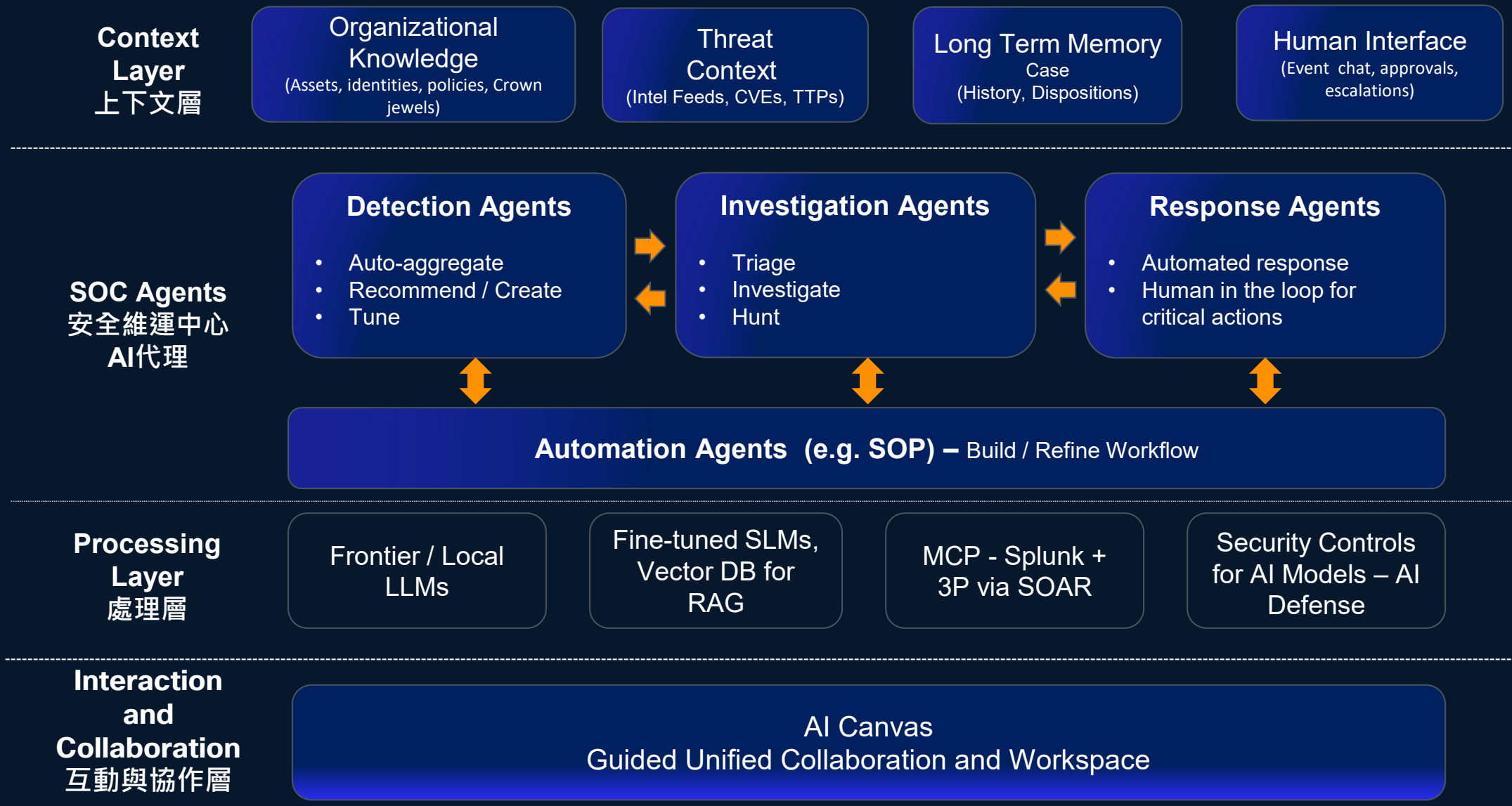
Pillar 3

Visibility and detection response for proxy applications.
代理應用的可見性與偵測反應

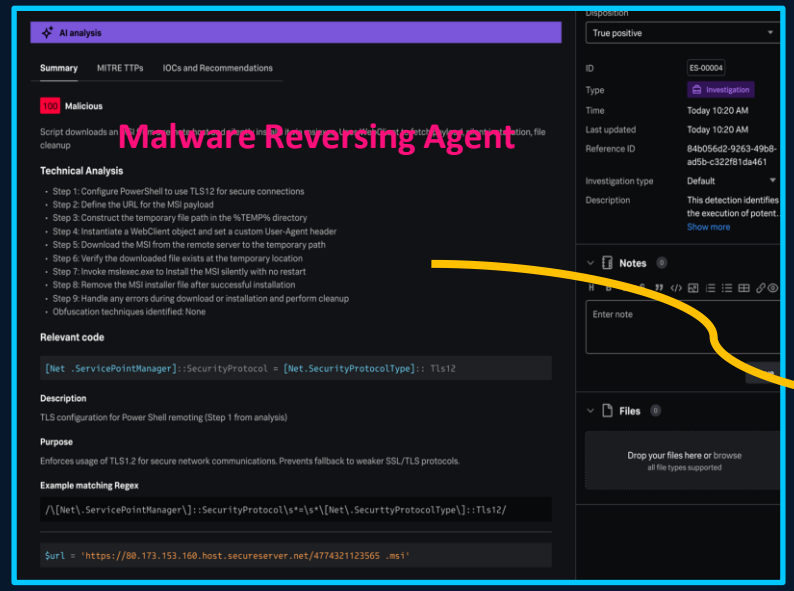
Agentic SOC (Splunk)

- Exposure Analytics
- Detection Studio
- Federated Search
- 6 Major Specialized SOC Agents

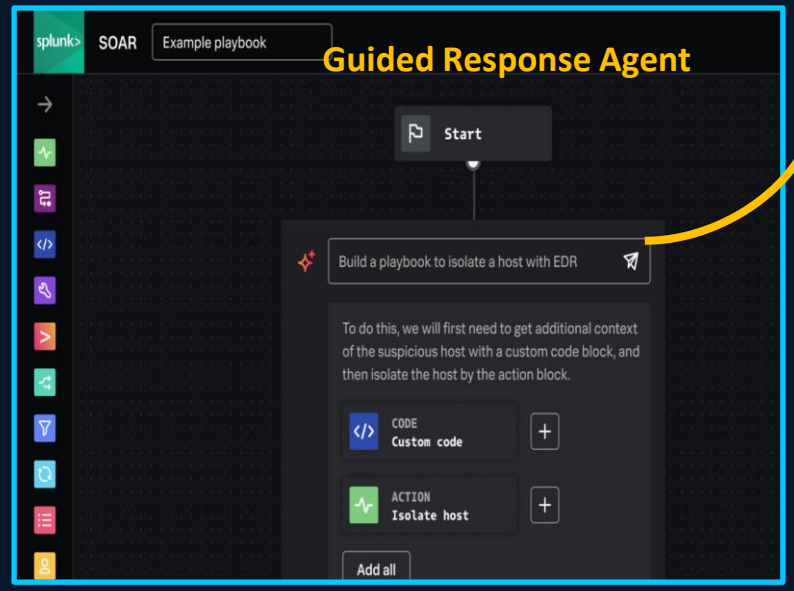
Agentic SOC Architecture 代理式AI安全維運中心架構



Agentic SOC Agents 安全維運中心AI代理

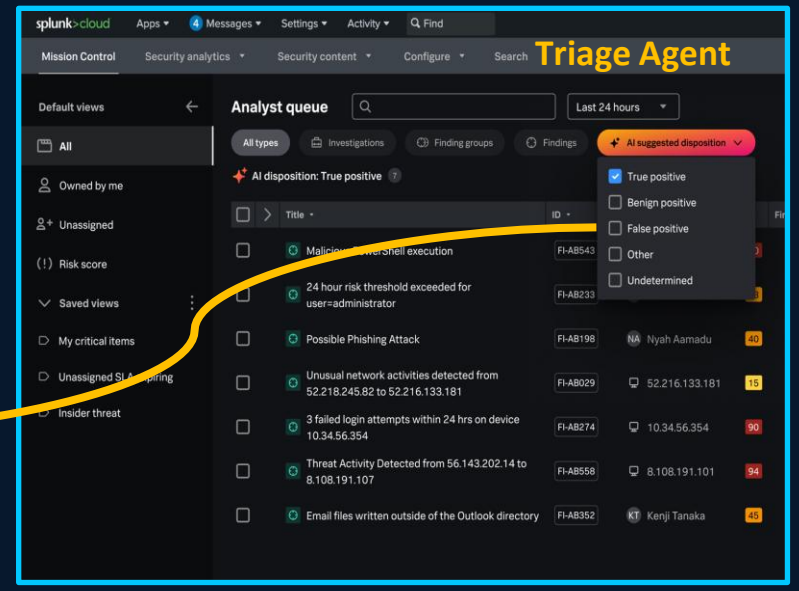


Extracts IOCs, flags evasion, and groups recurring behaviors.

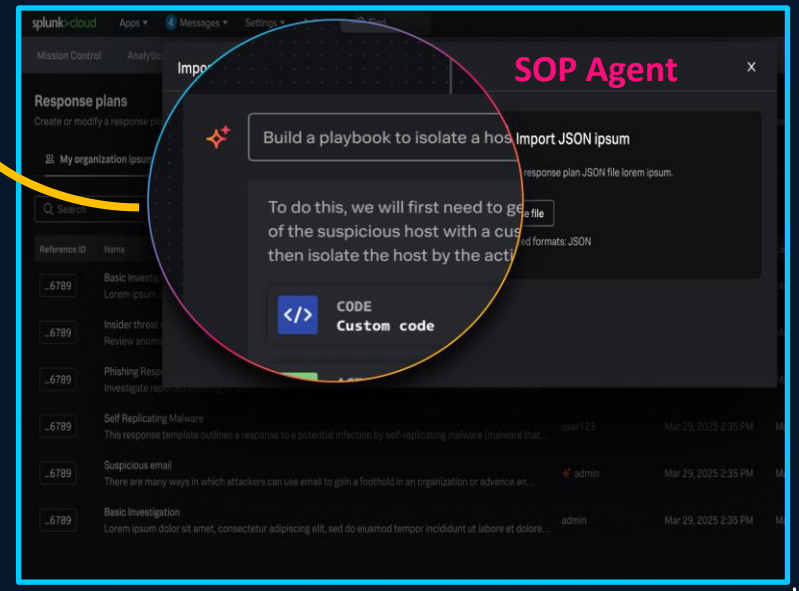


Translate natural language intent into functional, tested SOAR playbooks

Streamline alert prioritization with AI-driven triage.



Multimodal AI translates the document into a response plan



Cisco × Zero One | Full-Stack AIOps

核心：以 **Splunk** 作為 **Data Fabric** — 相容思科產品，打破數據孤島，滿足 AI 時代的全面需求

全思科生態系

Fully Cisco Stack

Cisco Cloud Control

採用思科產品為核心的雲端維運平台，享受原廠無縫整合、高效且即時的服務體驗。

適合：全 Cisco 環境、追求最速落地

客製化自由整合

Custom Integration

Splunk Data Fabric

打造企業專屬平台，透過 Splunk 匯流思科與非思科設備數據，構建 Three Security Pillars 三大安全支柱。

適合：混合廠牌環境、想自建平台

專家地端客製化

On-Prem by Cisco CX

Cisco CX 專家團隊

面對高度合規或機敏限制，Cisco CX 專家團隊進駐，從規劃、設計到落地，全程量身打造。

適合：資料機敏產業、資料不外流

AI 轉型的終點，不是導入工具 — 是為企業創造實質商業效益。

透過思科與代理式運維架構，**守護安全、簡化 IT、提高產值、放大競爭力。**

Thank you


CISCO