

Cisco Cloud Control Actions

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Actions

In **Actions**, you can manage important issues, make decisions about them, and understand how Cisco Cloud Control agents handle them. Actions bring related alerts into one place. This helps you focus on prioritized issues across your Cisco Cloud Control environment instead of reviewing individual alerts from separate products. You can review what happened and the supporting evidence, approve actions requiring your decision, and then verify the results.

Understand how Actions work

An action correlates one or more alerts to identify an overall issue.

Cisco Cloud Control groups alerts based on certain details, such as:

- The device, user, or app involved.
- The product that sent the alert.
- When the alerts occurred.
- How the related devices or systems are connected.

By grouping related alerts into an action, Cisco Cloud Control helps you focus on what needs attention without reviewing each alert separately. Each action includes a summary of the issue, the related alerts, a possible cause, and a recommendation. When you open an action for the first time, AI Assistant triggers the relevant agents to analyze the issue, identify a possible cause, and recommend next steps. You can ask follow-up questions or use **Canvas** to investigate further and collaborate with your team.

If an issue has consequences, is unclear, or must follow a policy, Cisco Cloud Control asks you to review the relevant information and decide the next step.

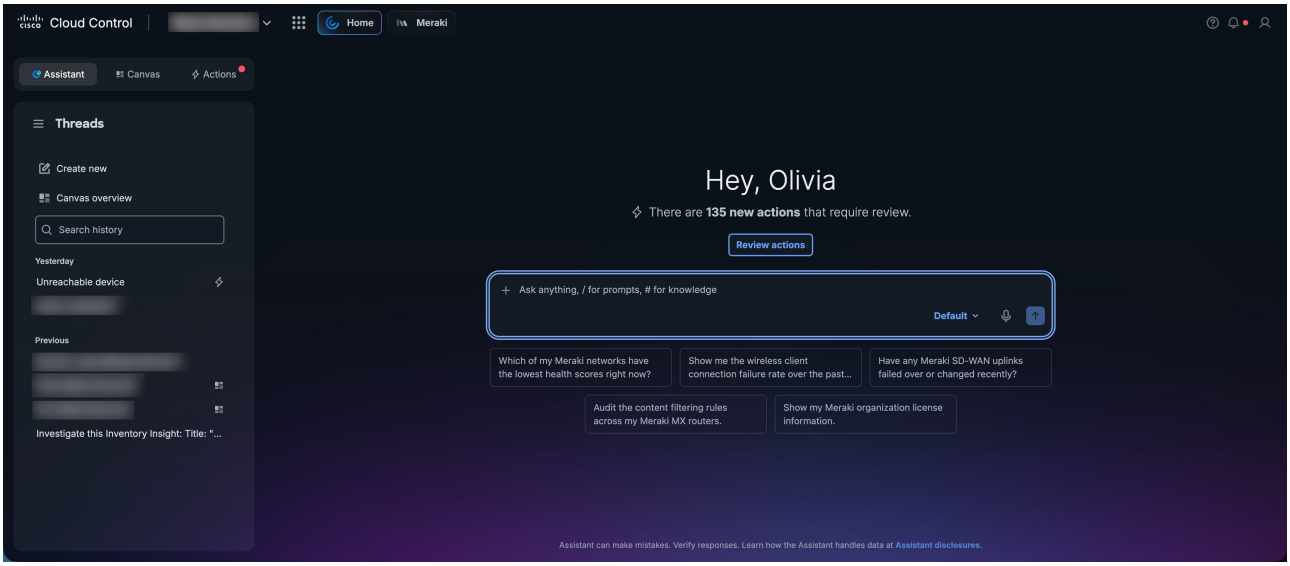
Manage actions

Use **Actions** to investigate and resolve correlated issues. This process helps you understand the impact, choose a remediation path, and verify the result.

Find and review an action

Follow these steps to find an action, narrow and sort the list, and understand its impact.

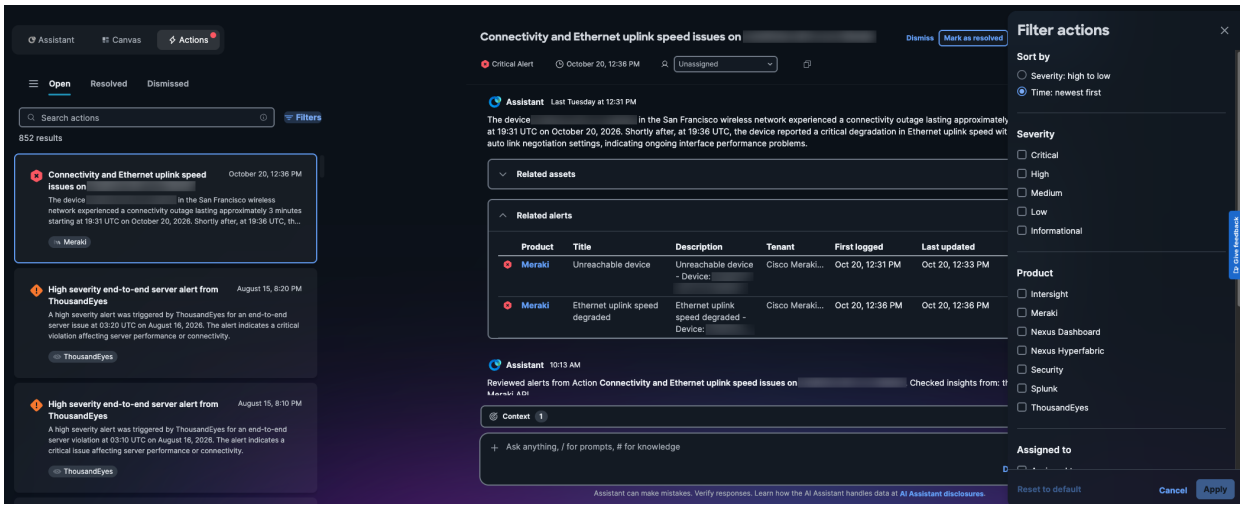
1. On the Cisco Cloud Control home page, select **Review actions** or **Actions**.



By default, **Open** actions are displayed. To view historical actions, select **Resolved** or **Dismissed**.

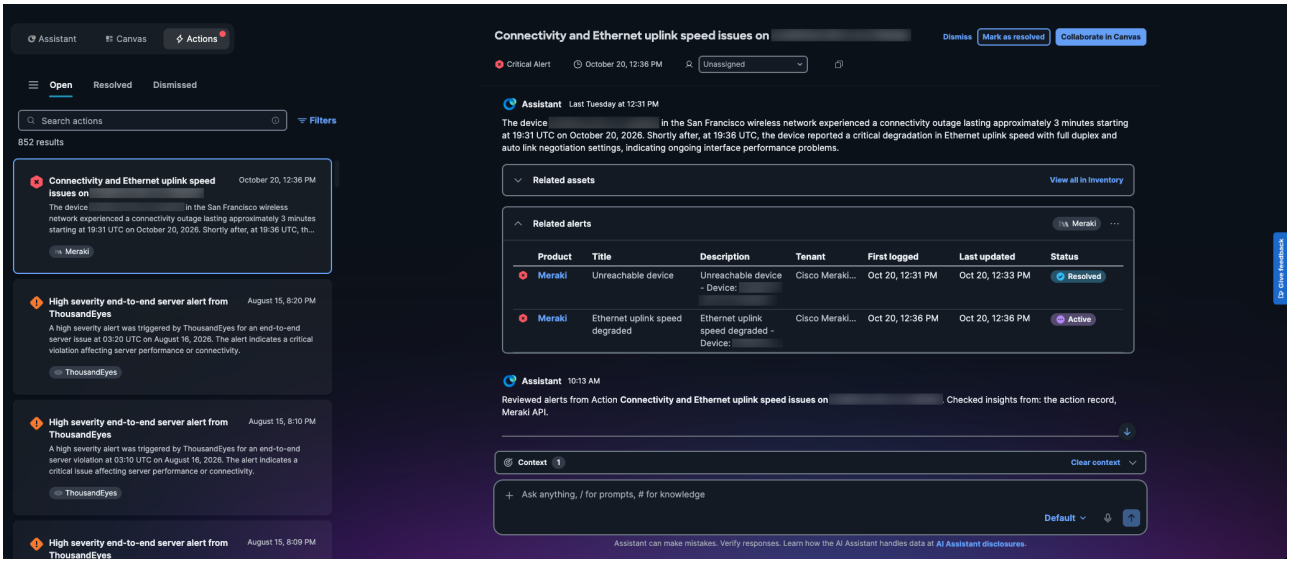
2. Find an action:
   a. Search for an action using keywords from its name, description, or other details.
   b. Select **Filters** to narrow and sort the list.

      Select options for **Sort by**, **Severity**, **Product**, or **Assigned to**. You can select multiple values for **Severity**, **Product**, and **Assigned to**. Then select **Apply**.



3. Select an action from the list (for example, **Connectivity and Ethernet uplink speed issues**) to view its details.

   Assistant displays the main issue, severity level, all related alerts, and any available related assets. The first time you open an action, **Assistant** generates the analysis and recommendation. When you open the action again, **Assistant** displays the saved analysis and recommendation.



4. If available, open and review **Related assets** to view details about each related asset:
   - Select the asset name to view the asset in **Inventory**.
   - Select **View all in Inventory** (or **View in Inventory** for a single asset) to view all related assets in **Inventory**.
5. Review **Related alerts** to view details about each related alert.

   For example:

   - **Product**: Meraki
   - **Title**: Ethernet uplink speed degraded
   - **Description**: Ethernet uplink speed degraded - Device: CAMPUS...
   - **Tenant**: Cisco Meraki
   - **First logged**: Oct 20, 12:36 PM
   - **Last updated**: Oct 20, 12:36 PM
   - **Status**: Active

You now understand the operational impact of the action, have identified the affected tenant, and have determined which devices or services are impacted.

Investigate an action

Follow these steps to investigate an action and understand its analysis, recommendation, and supporting evidence.

1. On the Cisco Cloud Control home page, select **Actions**.
2. From **Open**, select an action from the list (for example, **Connectivity and Ethernet uplink speed issues**) to view its details.
3. Review **Related alerts** to understand how the alerts are related.

   Alerts are correlated dynamically based on matching factors such as the product, when the alerts occur, and how devices are connected in the network.

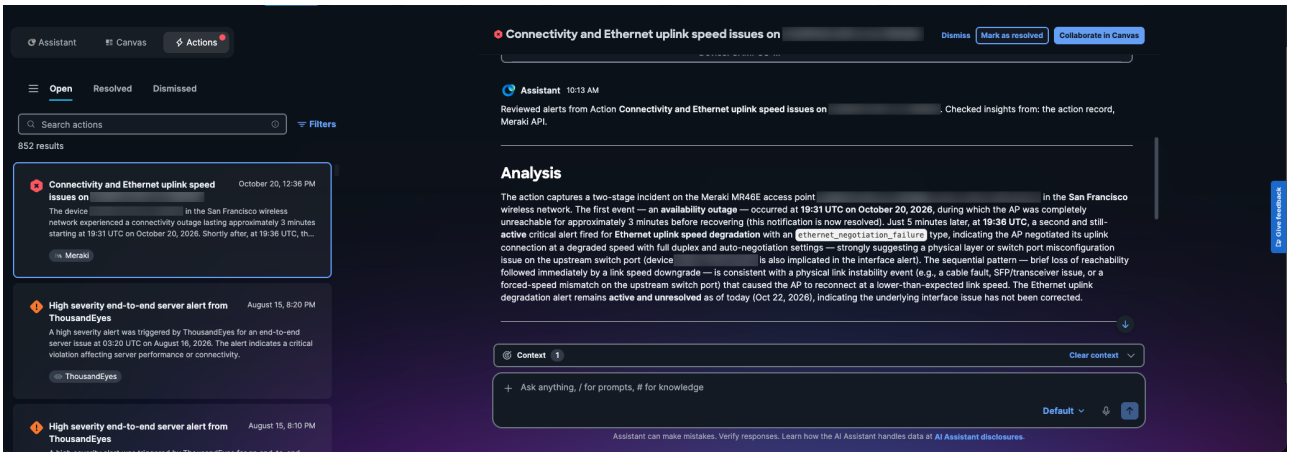
   To use the related alert details outside Cisco Cloud Control, select the ellipsis (**...**) and choose one

option:

- **Copy as CSV** to copy the details.
- **Download CSV** to save the details as a CSV file.

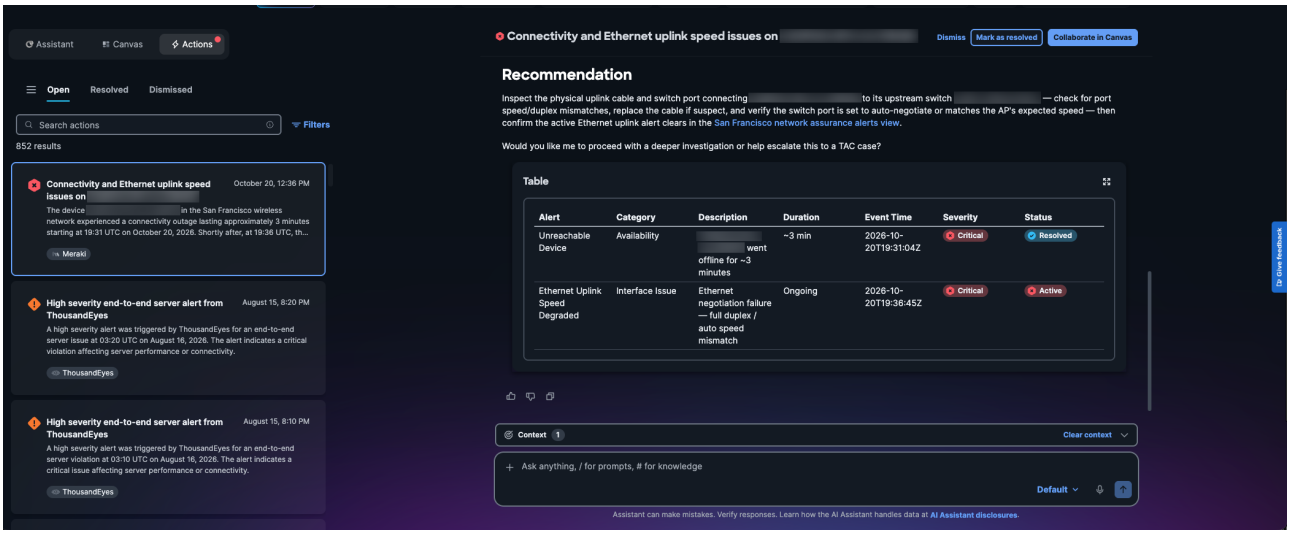
4. Review the analysis provided by **Assistant**.

   The analysis includes a possible cause (for example, a physical link instability event).



5. Review **Recommendation** for the suggested next steps (for example, inspect the physical uplink cable and switch port connecting the campus device to its upstream switch).

   The recommendation describes troubleshooting steps to fix the issue.



6. Evaluate the source evidence that supports the possible cause and recommendation.
7. If you have questions or need more detailed troubleshooting steps, enter a prompt in **Assistant**.

   For example, you can enter this prompt: Walk me through verifying that the switch port is set to auto-negotiate and matches the AP's expected speed. You receive contextual, step-by-step guidance from **Assistant** tailored to the action.

8. To continue the investigation in a shared workspace with your team, select **Collaborate in Canvas**.

   Cisco Cloud Control preserves all related action context, chat history, and evidence in the new canvas workspace.

For example, you can:

- Add cards to the canvas and then add annotations to explain important findings or decisions.
- Select **Share** to copy the canvas link and share it with your team.
- Select **Generate summary** to capture the current state of the investigation.

For more information, refer to Cisco Cloud Control Canvas.

You have now investigated the action and reviewed its related alerts, analysis, recommendation, and supporting evidence.

Resolve or dismiss an action

Follow these steps to assign an owner, review the action and follow its recommendation, and then resolve or dismiss it.

1. On the Cisco Cloud Control home page, select **Actions**.
2. Select an open action from the list.
3. If the action is unassigned, select yourself or another user from **Unassigned**.

   > Only Environment Admin users can assign actions to others. They can assign actions to Members with access to the relevant products or to other Environment Admin users, regardless of product access.

   The selected user becomes the owner of the open action. The owner reviews it and decides whether to dismiss or resolve it.

4. Review the action:
   a. Review the related alerts, analysis, recommendation, and supporting evidence.
   b. If the action is resolved automatically because its original product alert was resolved, review the available resolution details.
5. If the action is valid, use **Assistant** to follow the recommended troubleshooting or remediation steps.
6. Resolve or dismiss the action:
   - If the recommended fix is applied, verify the fix and resolve the action:
     a. Check that the affected devices or services work normally.

        For example, confirm the active Ethernet uplink alert clears.

     b. Select **Mark as resolved**.

        The action is moved to **Resolved**.
   - If the action is a false positive, inaccurate, or does not require action, select **Dismiss**.

     The action is moved to **Dismissed**.

> Cisco Cloud Control automatically removes resolved or dismissed actions older than 90 days. The data in the source product is not deleted.