



Cisco Cloud Control Getting Started

Table of Contents

Cisco Cloud Control	1
Set up Cisco Cloud Control	2
Prepare to onboard products	3
General	3
Meraki	3
Configure Cisco Cloud Control access for Meraki SAML users	3
Additional configuration for IdP-initiated SAML login	4
Splunk	4
Prerequisites	4
Connect Splunk Cloud Platform with Cisco Cloud Control	4
Configure end-user access	8
Catalyst Center	10
Catalyst SD-WAN Manager	10
Intersight	10
Nexus Dashboard	11
Nexus Hyperfabric	11
Onboard to Cisco Cloud Control and associate your products	12
Enable Cisco Cloud Control capabilities	15
Supported products	15
Reliability and disaster recovery FAQs	19
Get oriented in Cisco Cloud Control	20
Cisco Cloud Control home page	20
Access onboarded products and platform services	21
Pin or unpin products and apps	22
Manage favorites	22
AI Assistant	23
Start using AI Assistant	23
AI Canvas	24
Start using AI Canvas	24
Integrate Splunk	24
Actions	25
Review actions	25
Notifications	26
Review notifications	26
Help menu	27
TAC support	27
Open support case	27
Record screen	27
Upload file	28
Cloud Control help	28
Submit feature ask	28

Cisco Cloud Control

Cisco Cloud Control is the unified operations platform that brings every Cisco domain into one consistent environment, enabling teams to proactively manage, govern, and operate across the full IT estate from a single experience. It features an AI Assistant for personalized recommendations and integrates with AI Canvas, a collaborative workspace where human operators and AI agents work together to resolve issues. The platform simplifies management by offering a single operational interface that complements existing Cisco product controllers, reducing complexity and improving efficiency for IT operations. It enables seamless cross-domain workflows and consistent user experience without replacing individual product dashboards.

Cisco Cloud Control brings together inventory, topology, actions, identity, and workflows into a unified operating experience. These capabilities support an AgenticOps model in which governed AI agents help operators correlate information across domains, investigate, and take action on issues that need attention.



Cisco Cloud Control is currently in Controlled Availability for customers and partners managing US-based infrastructure. Support for additional countries and regions will be added in future milestones.

Set up Cisco Cloud Control

To set up Cisco Cloud Control for use, complete these tasks:

1. Confirm that the **onboarding prerequisites** for the products you want to use with Cisco Cloud Control have been met.
2. **Onboard to Cisco Cloud Control and associate your products:**
 - a. For every product you want to manage within Cisco Cloud Control, configure an admin user that has the privileges necessary to configure and manage all tenant-level settings.
 - b. Sign in to Cisco Cloud Control and accept the user agreement, if prompted.
 - c. Log in to the products that you want to associate with your Cisco Cloud Control account.
 - d. Link product tenants and create a tenant group.
3. **Enable Cisco Cloud Control capabilities.**

Prepare to onboard products

Ensure that these prerequisites are in place before you onboard products with Cisco Cloud Control.

General

- For every product you want to manage within Cisco Cloud Control, configure at least one common admin user with the same email address. Ensure that this user has tenant admin privileges.



For ThousandEyes, ensure the Super Admin user has **Organization Admin** level access.

- Work with your Cisco account team to complete the additional enablement requirements for these products:
 - Catalyst SD-WAN Manager (integrated with Security Cloud Control)
 - Collaboration Control Hub
 - Intersight

Meraki

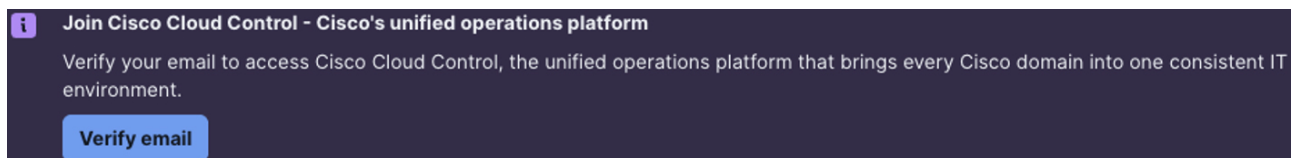
Configure Cisco Cloud Control access for Meraki SAML users

If you sign in to the Meraki Dashboard using Security Assertion Markup Language (SAML) single sign-on (SSO), complete these steps to enable access to Cisco Cloud Control using your existing SAML authentication.



This procedure applies only to users who sign in to the Meraki Dashboard using SAML SSO. It doesn't apply to users who sign in with a local Meraki username and password.

1. Sign in to the Meraki Dashboard using your existing SAML login.
At the top of the Meraki Dashboard, you will see this banner.



2. Select **Verify email** to confirm the email address you will use to access Cisco Cloud Control.
3. Enter the email address for the Cisco account you'll use to sign in to Cisco Cloud Control. Make sure you can receive email at this address, as a verification code will be sent to it. The email address you verify should:
 - Be your primary business email address.
 - Be associated with your Cisco account and used to sign in to Cisco Cloud Control.
 - Match the email address you use with other Cisco products you want to manage through Cisco Cloud Control.



Your SAML login username may not be an email address. For example, some organizations use an employee ID or username to authenticate with their Identity Provider (IdP). During the verification step, always enter your Cisco-associated email address. For many organizations, this is also the email address used to sign in to the IdP.

4. Complete email verification by entering the code sent to your email address.

Additional configuration for IdP-initiated SAML login

If your organization uses IdP-initiated SAML login (users start from an IdP-hosted dashboard with application tiles, including one for Meraki Dashboard), ensure your organization's SAML login URL is configured. This configuration enables users to initiate SAML authentication directly from the Meraki Dashboard by redirecting them to your organization's IdP.

1. In Meraki Dashboard's left navigation, select **Organization > Settings**.
2. In the **Authentication** section, configure these settings:
 - a. **SAML SSO: Enabled**
 - b. **SSO Login URL:** Your organization's unique SSO login URL
You can locate this URL in your IdP settings. If you do not have administrative access, contact your IdP administrator to request it.

Splunk

The integration of Cisco Cloud Control and Splunk delivers single sign-on, seamless cross-launch between platforms, access to Splunk data and skills within AI Canvas, and Splunk AI Assistant capabilities surfaced through the Cisco Unified AI Assistant.

Prerequisites

- Splunk Cloud Platform 10.5 is needed to integrate with Cisco Cloud Control. If you are not on 10.5, you should receive an email before your next scheduled upgrade, and you can request to be upgraded to 10.5.
- Splunk Cloud Platform US Commercial stacks hosted in AWS are only eligible for this experience during controlled availability.
- Identify a Splunk Cloud Platform admin who can complete the onboarding prompts and accept the terms to integrate Splunk software with Cisco Cloud Control.
- Confirm the email address you will use across Cisco products and make sure it can receive email verification and Cisco approval messages.
- Identify any PCI, HIPAA, or other compliance requirements that require reviewing the applicable Cisco terms.
- For Splunk customers in the AWS US East region, identify any regional data requirements before connecting your Splunk environment to Cisco Cloud Control in the US West region.

Connect Splunk Cloud Platform with Cisco Cloud Control

1. As the Splunk Cloud Platform admin, sign into Splunk Cloud Platform using the normal customer

login path.

A dark-themed banner for Splunk Cloud. On the left, the text "splunk>cloud" is displayed, with "splunk" in white and ">cloud" in green. Below this text is a horizontal bar divided into three sections: a white input field, a light blue input field, and a blue button labeled "Sign in" in white text.

2. Enter your email address, then select **Next**.



Enter your Email

Sign-in with your email address.
We'll send you a confirmation code.

Email

Use your corporate email address.

Next

[Skip for now](#)

A confirmation code is sent to this address.

3. Enter the confirmation code, then select **Next**.



Confirm your email

Enter the confirmation code sent to jacocox@cisco.com.
The code will expire in 30 minutes

Confirmation code

Didn't get a reset code? [Resend code](#)

Next

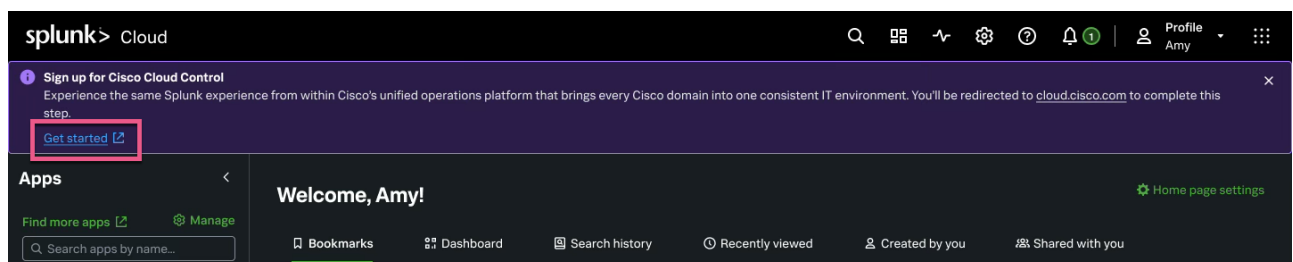
[← Use a different email address](#)

[Need help signing in?](#) [🔗](#)

After email verification, Splunk checks whether your organization has already applied for Cisco Cloud Control access:

- If your organization has already applied through another Cisco product, such as Meraki or ThousandEyes, skip ahead to Step 7.
- If your organization has not applied, Splunk Cloud Platform displays a banner prompting you to sign up for Cisco Cloud Control. Proceed to Step 4.

4. In the sign-up banner at the top of the screen, select **Get Started** to be redirected to cloud.cisco.com, where you can sign up your organization for Cisco Cloud Control access.



5. Complete the access request form for your organization, selecting the Cisco products you own or manage, and then select **Request Access**.

Request access for your team

Share a few details so we can get you set up

First name *

Last name *

Business email *

Company name *

Your role *

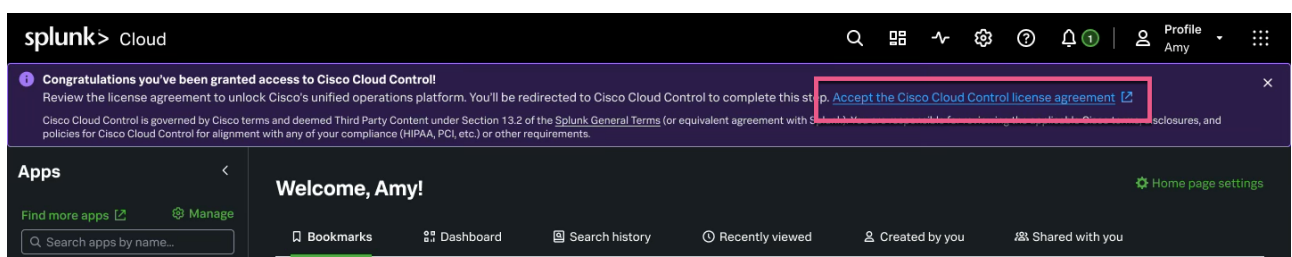
Cisco products owned/managed

- ☒ Security Cloud Control
- ☒ Meraki
- ☒ Splunk
- ☐ Intersight
- ☐ Nexus Dashboard
- ☐ Hyperfabric

While your organization is on the waitlist, you can continue using Splunk software as usual. Nothing changes in your Splunk Cloud Platform experience, and you will be kept informed of your organization's status by email.

After approval, the admin who requested access to Cisco Cloud Control receives an approval email.

- You'll see a banner in Splunk Cloud Platform saying access has been granted. Select **Accept the Cisco Cloud Control license agreement** to proceed.



- Review the Cisco Cloud Control license agreement, confirm that you have read it, and then select **Accept & Continue** to open Cisco Cloud Control.

End User License Agreement

Review and accept the Cisco Cloud Control license agreement to proceed.

As an organization administrator, your acceptance covers every user in your organization. No one else will be prompted.

Cisco Cloud Control - End User License Agreement

Effective Date: January 1, 2025

This End User License Agreement ("Agreement") is a legal agreement between you ("Customer, "you," or "your") and Cisco Systems, Inc ("Cisco") governing your use of the Cisco Cloud Control platform and related services ("Service")

1. Acceptance of Terms

By clicking "I Accept" or by accessing or using the Service, you acknowledge that you have read, understood and agree to be bound by this Agreement. If you are accepting on behalf of an organization, you represent that you have the authority to bind that organization.

2. License Grant

Subject to the terms of this Agreement, Cisco grants you a limited, non-exclusive, non-

☒ I have read and agree to the Cisco Cloud Control End User License Agreement

Accepted by **asterling@acme.com** on behalf of the organization

Accept & Continue

Decline

Configure end-user access

After a Splunk Cloud Platform admin has connected Splunk Cloud Platform to Cisco Cloud Control, users must complete the following steps to access Cisco Cloud Control.

1. Sign into Splunk Cloud Platform using the normal customer login path.



2. Enter your email address, then select **Next**.



Enter your Email

Sign-in with your email address.
We'll send you a confirmation code.

Email

Use your corporate email address.

Next

[Skip for now](#)

A confirmation code is sent to this address.

3. Enter the confirmation code, then select **Next**.



Confirm your email

Enter the confirmation code sent to jacocox@cisco.com.
The code will expire in 30 minutes

Confirmation code

Didn't get a reset code? [Resend code](#)

Next

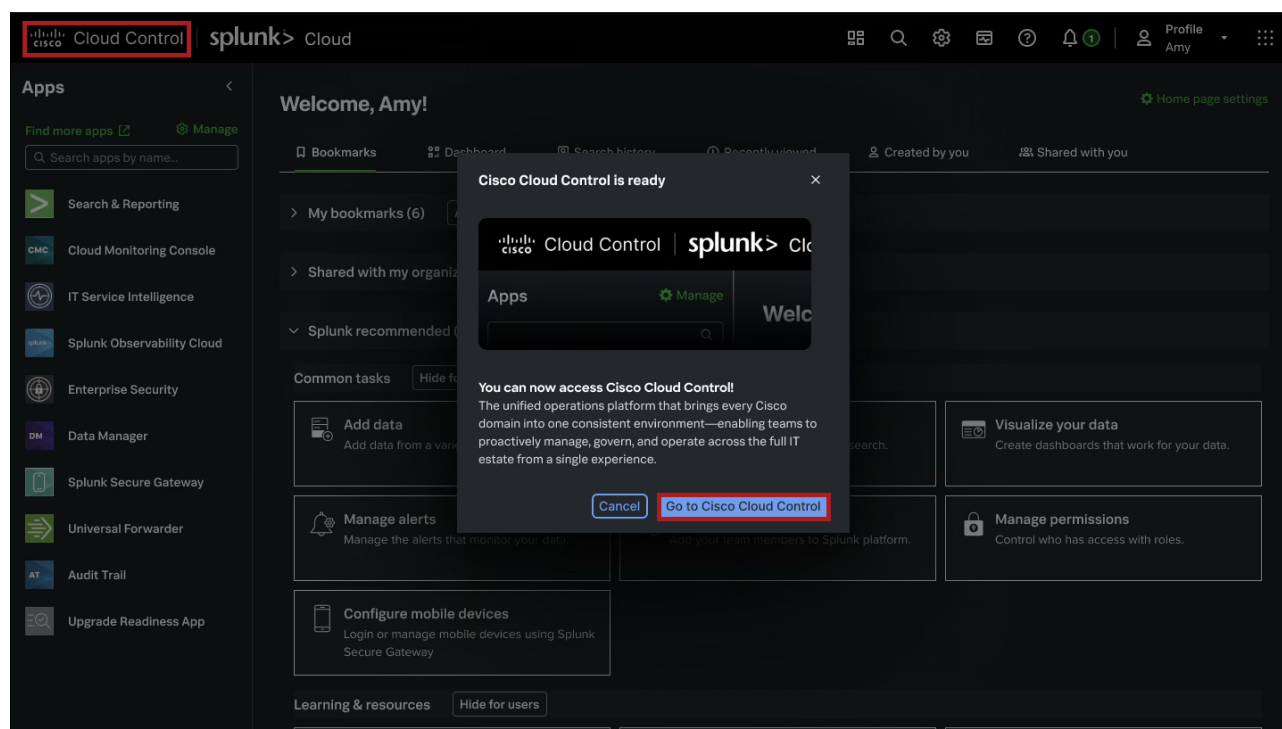
[← Use a different email address](#)

[Need help signing in?](#) [🔗](#)

The next time you log into Splunk Cloud Platform, you will see a pop-up indicating that you can

access Cisco Cloud Control.

4. To open Cisco Cloud Control, you can either select **Go to Cisco Cloud Control** in the pop-up or select the Cisco Cloud Control logo in the top navigation bar.



Catalyst Center

For Catalyst Center integration, you must onboard Catalyst Center into Meraki and Catalyst Center Global Overview.

For additional details, refer to [Meraki and Catalyst Center Global Overview](#).

Catalyst SD-WAN Manager

- Cisco Cloud Control supports Catalyst SD-WAN Manager Cloud, not Catalyst SD-WAN Manager Cloud-Pro.
- Cisco Cloud Control supports the latest Catalyst SD-WAN Manager 20.18.3.x release.
- A Security Cloud Control tenant must already be configured before you can configure a Catalyst SD-WAN Manager tenant.

Intersight

Before you begin, get acceptance as a Cisco Cloud Control Controlled Availability customer. Cisco will then enable your US-East SaaS Intersight account.



Complete this procedure for each Intersight tenant.

1. Log in to your Intersight UI:
 - a. Select **Help > Cisco Cloud Control Controlled Availability**.

- b. Move your account to Cisco Unified Identity.
- c. After this one-time move, sign in to Intersight again at <https://intersight.com/cui>.

Your CUI-enabled account is now available through this new Intersight sign-in flow.

- d. If your account uses SAML SSO, configure your Identity Provider (IdP) in **Cisco Unified Identity** (select **Settings > Authentication > Cisco Unified Identity**).

This step enables SSO users to access your CUI-enabled Intersight account and Cisco Cloud Control.

2. Sign in to Cisco Cloud Control at <https://cloud.cisco.com>.
3. Complete the [onboarding steps](#) described in this document.
4. To configure user access in Cisco Cloud Control, complete tenant linking and assign the required access to the linked Intersight tenant.

For additional details, refer to the [Cisco Intersight with Cisco Cloud Control Onboarding Guide](#).

Nexus Dashboard

- You must connect Nexus Dashboard to Intersight as described in "Working with Intersight" for [Release 3.2.x](#) or [Release 4.1.x](#).
- If you do not have an Intersight tenant and want to obtain one for the sole purpose of connecting your Nexus Dashboard assets, visit <https://www.intersight.com/cui/> and create a new account. You can then follow the instructions for your Nexus Dashboard release.
- AI Assistant and AI Canvas prompts will not return Nexus Dashboard data until you [configure Nexus Dashboard access](#) for at least one user.

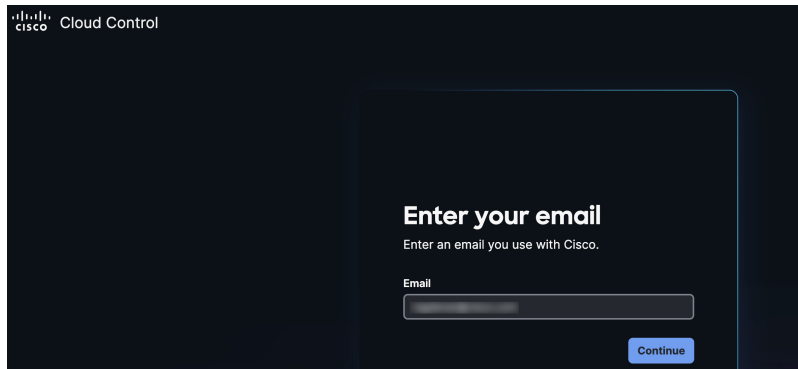
Nexus Hyperfabric

- Users who have not logged into a Nexus Hyperfabric tenant since Cisco Unified Identity (CUI) went live on January 22, 2026 have not been migrated. They must log into a Nexus Hyperfabric tenant to be added.
- Users added to a Nexus Hyperfabric organization must log into that organization at least once to be provisioned in the tenant.
- Enable data sharing in Nexus Hyperfabric by choosing **Administration > Organization settings** and selecting **Enable data sharing**.

Onboard to Cisco Cloud Control and associate your products

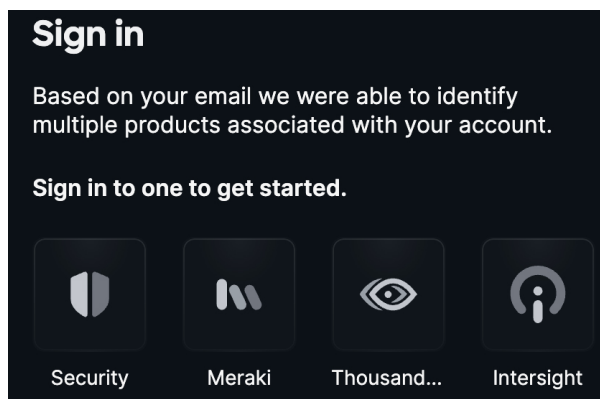
Before you complete these steps, ensure that at least one common admin user with the same email address is configured across all products. This user can log in to Cisco Cloud Control and complete day 0 tenant linking and onboarding.

1. Enter your email address and click **Continue**.

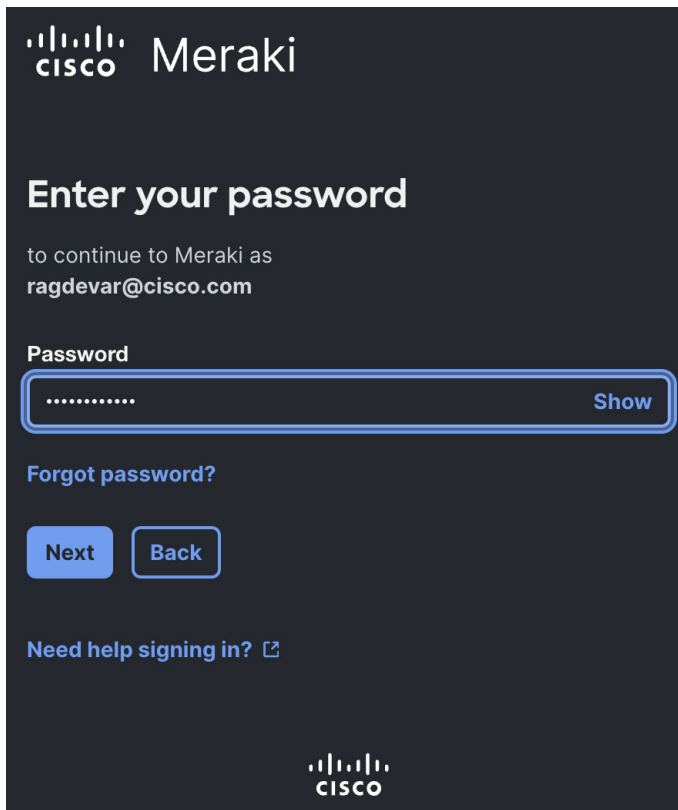


On subsequent logins, you can log into Cisco Cloud Control using a different product than the one you selected initially:

- i. In the **Welcome back** dialog box, select **More options**.
 - ii. Select a product, then select **Sign in**.
2. Associate your products with Cisco Cloud Control.
 - a. Click your product name.



- b. Enter your password and then click **Verify**.

The image shows the Meraki login interface. At the top left is the Cisco Meraki logo. The main heading is "Enter your password". Below it, it says "to continue to Meraki as ragdevar@cisco.com". There is a password input field with a "Show" button to its right. Below the password field is a link "Forgot password?". At the bottom of the form are two buttons: "Next" and "Back". At the very bottom, there is a link "Need help signing in?" with an external link icon. The Cisco logo is at the bottom center.

 **Meraki**

Enter your password

to continue to Meraki as
ragdevar@cisco.com

Password

..... [Show](#)

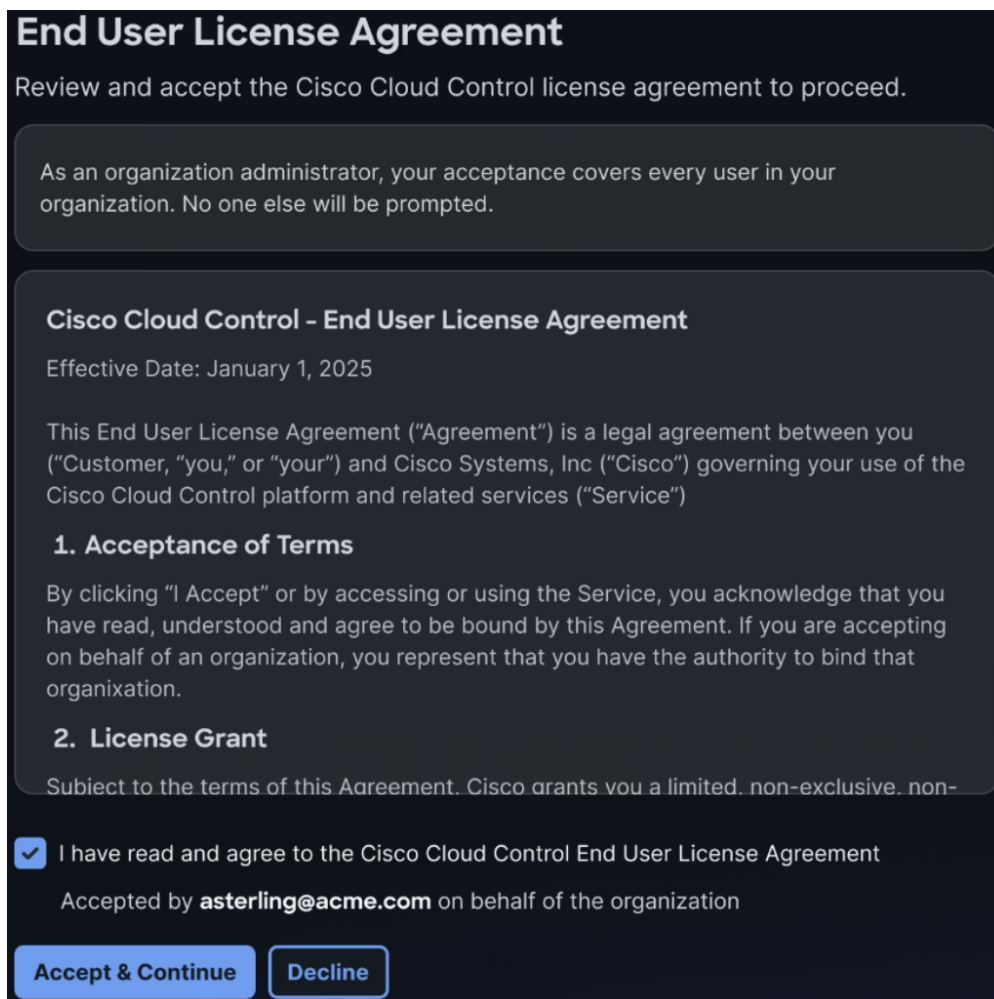
[Forgot password?](#)

[Next](#) [Back](#)

[Need help signing in?](#) [🔗](#)

 **CISCO**

3. Review the End User License Agreement (EULA), then select **Accept & Continue**.

The image shows the "End User License Agreement" screen. The title is "End User License Agreement". Below it, it says "Review and accept the Cisco Cloud Control license agreement to proceed." There is a text box with the following text: "As an organization administrator, your acceptance covers every user in your organization. No one else will be prompted." Below this is the "Cisco Cloud Control - End User License Agreement" section. It includes the "Effective Date: January 1, 2025". The main text states: "This End User License Agreement ("Agreement") is a legal agreement between you ("Customer, "you," or "your") and Cisco Systems, Inc ("Cisco") governing your use of the Cisco Cloud Control platform and related services ("Service")". There are two sections: "1. Acceptance of Terms" and "2. License Grant". The "1. Acceptance of Terms" section says: "By clicking "I Accept" or by accessing or using the Service, you acknowledge that you have read, understood and agree to be bound by this Agreement. If you are accepting on behalf of an organization, you represent that you have the authority to bind that organization." The "2. License Grant" section says: "Subject to the terms of this Agreement. Cisco grants you a limited, non-exclusive, non-". At the bottom, there is a checkbox with a checkmark and the text "I have read and agree to the Cisco Cloud Control End User License Agreement". Below this, it says "Accepted by asterling@acme.com on behalf of the organization". At the bottom are two buttons: "Accept & Continue" and "Decline".

End User License Agreement

Review and accept the Cisco Cloud Control license agreement to proceed.

As an organization administrator, your acceptance covers every user in your organization. No one else will be prompted.

Cisco Cloud Control - End User License Agreement

Effective Date: January 1, 2025

This End User License Agreement ("Agreement") is a legal agreement between you ("Customer, "you," or "your") and Cisco Systems, Inc ("Cisco") governing your use of the Cisco Cloud Control platform and related services ("Service")

1. Acceptance of Terms

By clicking "I Accept" or by accessing or using the Service, you acknowledge that you have read, understood and agree to be bound by this Agreement. If you are accepting on behalf of an organization, you represent that you have the authority to bind that organization.

2. License Grant

Subject to the terms of this Agreement. Cisco grants you a limited, non-exclusive, non-

☒ I have read and agree to the Cisco Cloud Control End User License Agreement

Accepted by **asterling@acme.com** on behalf of the organization

[Accept & Continue](#) [Decline](#)

4. You are prompted to link tenants. Click **Continue**.



Connect your Cisco products for the best experience

As a super admin, linking tenants unlocks unified views, correlated alerts, and AI-powered insights for every user in your org—automatically.

Set it up once and your entire organization benefits.

[Skip for now](#) [Continue](#)

5. Create a tenant group in Cisco Cloud Control to manage your data, users, and resources across multiple products.

Select tenants to group

Group together the tenants for which you plan to manage overlapping data, users, and resources. You may select one tenant per product.

Product	Tenant to group	Actions
 Security	Select tenant	Sign in
 Meraki	Select tenant	Signed-in
 ThousandEyes	169834  189455	Sign in

- a. Select the tenants you want to group. You can select one tenant per product.
 - b. Enter a name for the tenant group you are creating.
 - c. Check the **Disclaimer** check box.
 - d. Click **Save**.
6. If you want to create another tenant group, select **New tenant group**. Otherwise, select **Continue** to open Cisco Cloud Control's Home page.



After onboarding, only users with admin privileges for a product (such as Meraki) can access the **Tenants** page in the Admin Console to configure a Cisco Cloud Control tenant linked to that product.

Enable Cisco Cloud Control capabilities

Cisco Cloud Control collects data from multiple products to provide these capabilities:

- **Asset inventory:** Cisco Cloud Control's **Inventory** page does more than simply list the assets you manage. It provides a high-level summary of your network's health. It also identifies active issues and the devices affected by those issues.
For more information, refer to [Cisco Cloud Control Inventory](#).
- **Network topology:** The Cisco Cloud Control topology provides a visual representation of your network and the sites that comprise it. You can zoom in on a site to view member devices and get more information on an issue that a particular device is facing.
For more information, refer to [Cisco Cloud Control Topology](#).
- **Notifications:** Cisco Cloud Control sends notifications to alert you about network activity you need to be aware of.
For more information, refer to [Notifications](#).

Supported products

These products can provide inventory, topology, and notification data to Cisco Cloud Control.

Product	Inventory	Topology	Notifications
Catalyst SD-WAN Manager	Available	Available	Available
Collaboration Control Hub	Available	-	-
Intersight	Available	Available	Available
Meraki	Available	Available	Available
Nexus Dashboard	Available	Available	Available
Nexus Hyperfabric	Available	Available	Available
Secure Access	Available	-	-
Secure Firewall	Available	Available	Available
ThousandEyes	Available	-	Available

Most products in this table do not require additional setup for Cisco Cloud Control to collect data for the listed capabilities. For the following products, complete the relevant integration procedure:

- [Collaboration Control Hub](#)
- [ThousandEyes](#)

Integrate Collaboration Control Hub

Complete these steps to enable the sharing of Collaboration Control Hub data with Cisco Cloud Control.

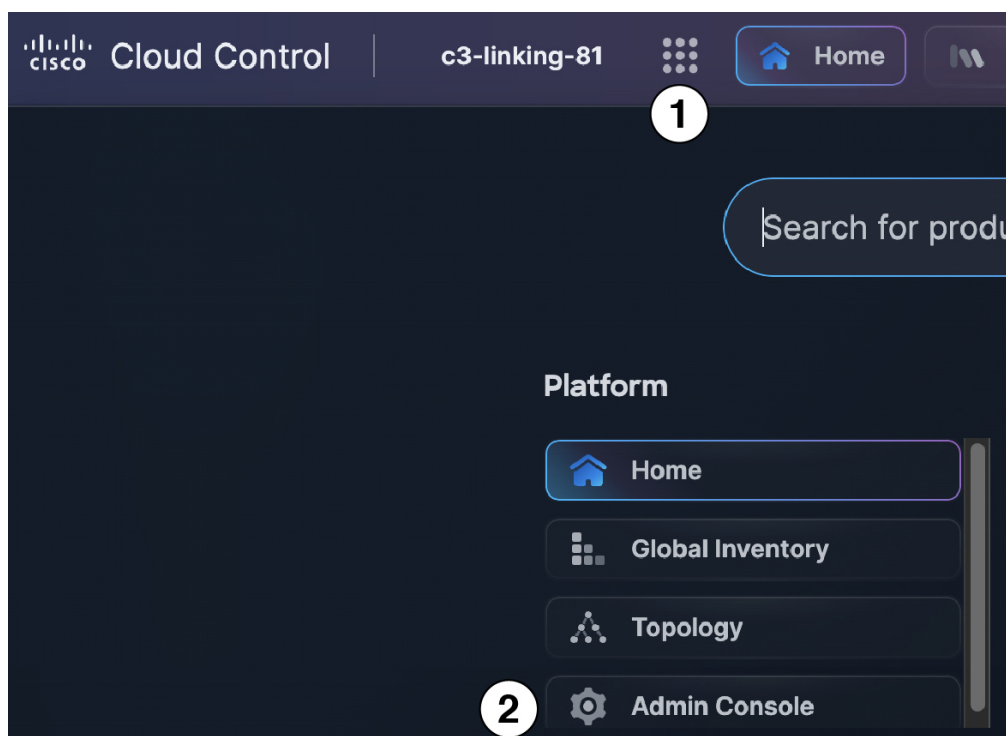
1. Open Collaboration Control Hub's **Integrations** page:
 - a. From Cisco Cloud Control's top navigation bar, select **Collaboration Control Hub**.
 - b. From the left navigation, select **Workspaces**.
 - c. Select **Integrations**.
2. In the Cisco Cloud Control card, select **Details**.
3. Select **Activate**.
4. In the **Review permissions** page, select **Activate**.
Collaboration Control Hub's secret is sent to Cisco Cloud Control.
5. Select **Continue activation**.
6. If prompted, log into Cisco Cloud Control. If your email address isn't already listed, enter it and then select **Sign in**.
7. From the drop-down list, select one of the tenants associated with your user token, then select **Link Webex**.
8. Confirm the integration was successful:
 - a. In the top navigation bar, select .
 - b. Under **Platform**, select **Admin Console**.
 - c. From the left navigation, select **Integrations**.
 - d. Verify that Webex is listed.

The next time you open the Cisco Cloud Control inventory, you will see your Webex devices.

Integrate ThousandEyes

Complete these steps to enable the sharing of ThousandEyes data with Cisco Cloud Control.

1. In the top navigation bar, select the **App Launcher** icon (1).

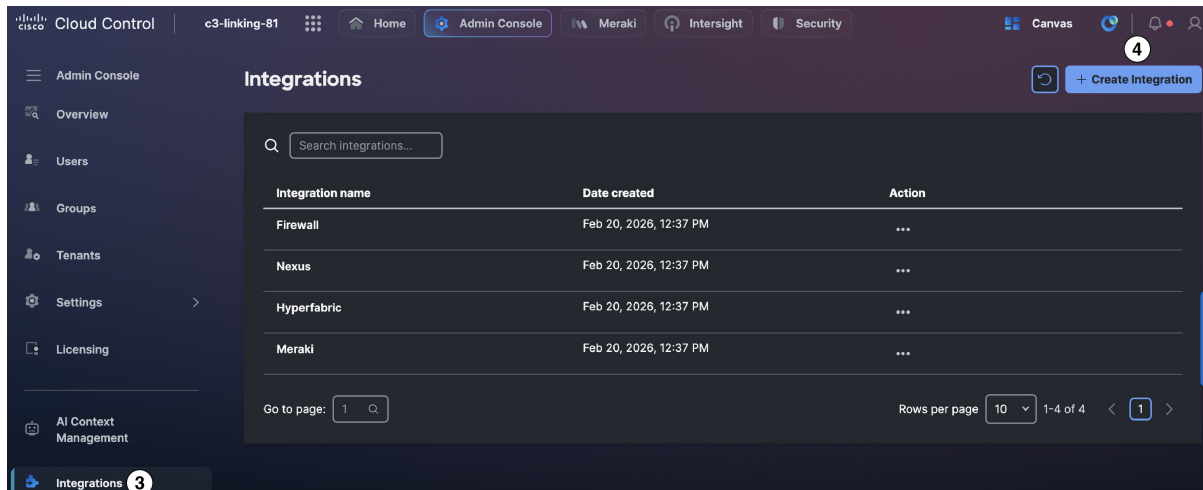


2. Under **Platform Services**, select **Admin Console (2)**.

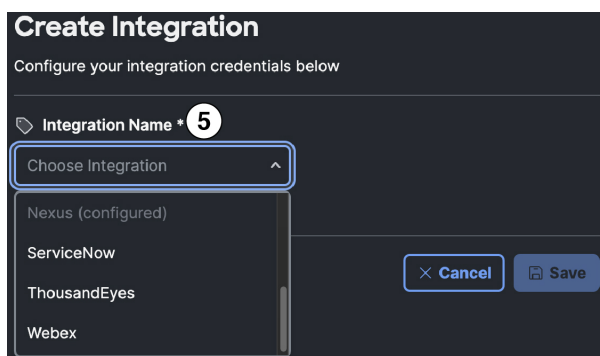


Full Admin and Integration Admin users can create, edit, and delete integrations. Read-Only Admin users can view existing integrations but cannot create, edit, or delete them. User Admin users cannot access the **Integrations** page. The remaining create steps apply to Full Admin and Integration Admin users.

3. In the left navigation, select **Integrations (3)**.
4. Select **Create Integration (4)**.



5. In the **Integration Name** dropdown (5), select **ThousandEyes**.



6. Enable Cisco Cloud Control access to your ThousandEyes account:
 - a. Select **Sign in to ThousandEyes**.
 - b. Enter the login credentials for your ThousandEyes account, then select **Log In**.
 - c. Select **Confirm**.



"Cisco Cloud Control" wants to access your ThousandEyes Account.



Region: US1

If you would like to change the current region, please log out and re-authenticate.

This authorizes "Cisco Cloud Control" to:

- Read agents - Allows the end user to read their agents.
- Read alerts - Allows the end user to read their alerts.
- Read organization - Allows the reading of the organization credentials, account groups, users, user events, roles, permissions, usage and quotas.

Confirm

Logout

Refer to Cisco's [Trust Portal](#) on how data is exchanged between two platforms. Or [read more](#) information on "Cisco Cloud Control" integration

7. Confirm that ThousandEyes is listed in the **Admin Console > Integrations** table.

This release supports a single integration of each type. If you are a Full Admin or Integration Admin, choose the appropriate option from the integration's **Action** menu to edit the information for an integration or delete it.

Reliability and disaster recovery FAQs

This section provides information about reliability in Cisco Cloud Control, along with its disaster recovery objectives.

What is the uptime guarantee as a percent of total available service time?

99.9%

What is the Recovery Time Objective (RTO) in hours?

36 hours

What is the Recovery Point Objective (RPO) in hours?

24 hours

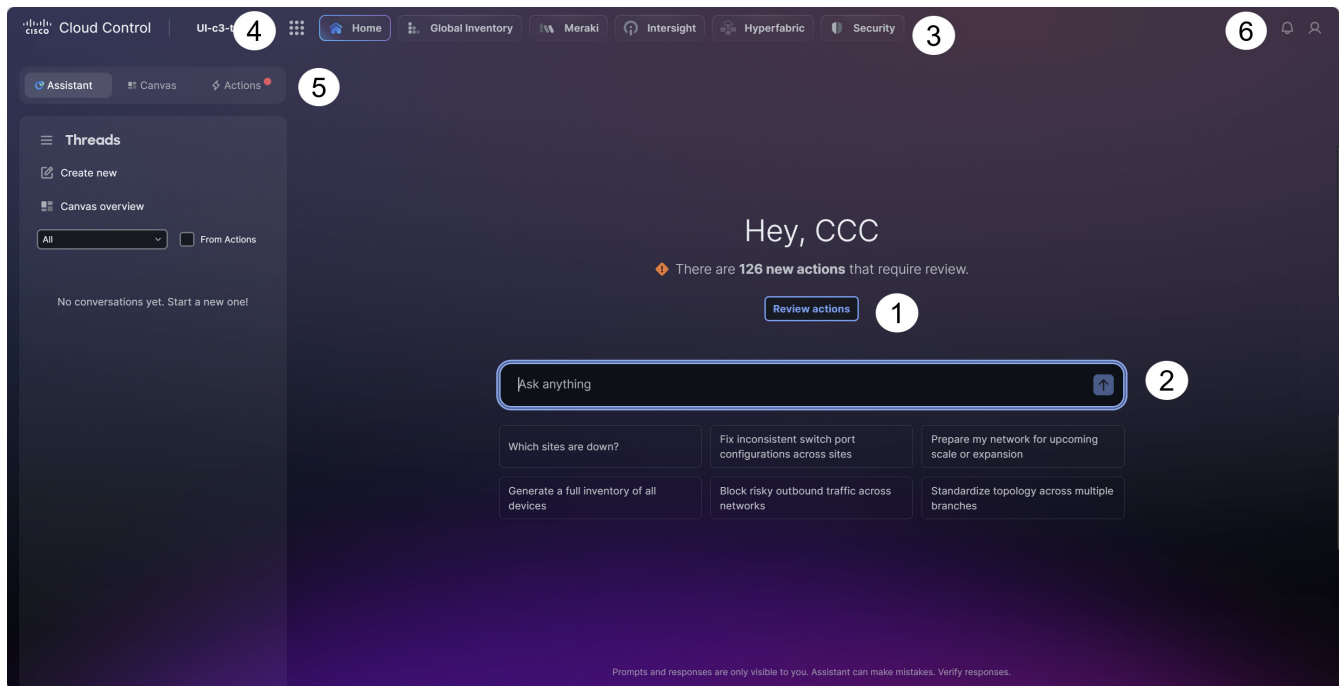
Can your service meet its SLA if the primary hosting region is completely down?

Yes, if multiple regions are available within the customer's country. This currently includes the US, EU, Australia, Japan, and India.

Get oriented in Cisco Cloud Control

Cisco Cloud Control home page

The Cisco Cloud Control Home page is the main entry point for working across your Cisco environment. From here, you can review actions that need attention, use AI Assistant or AI Canvas to investigate, and open platform apps and integrated products.

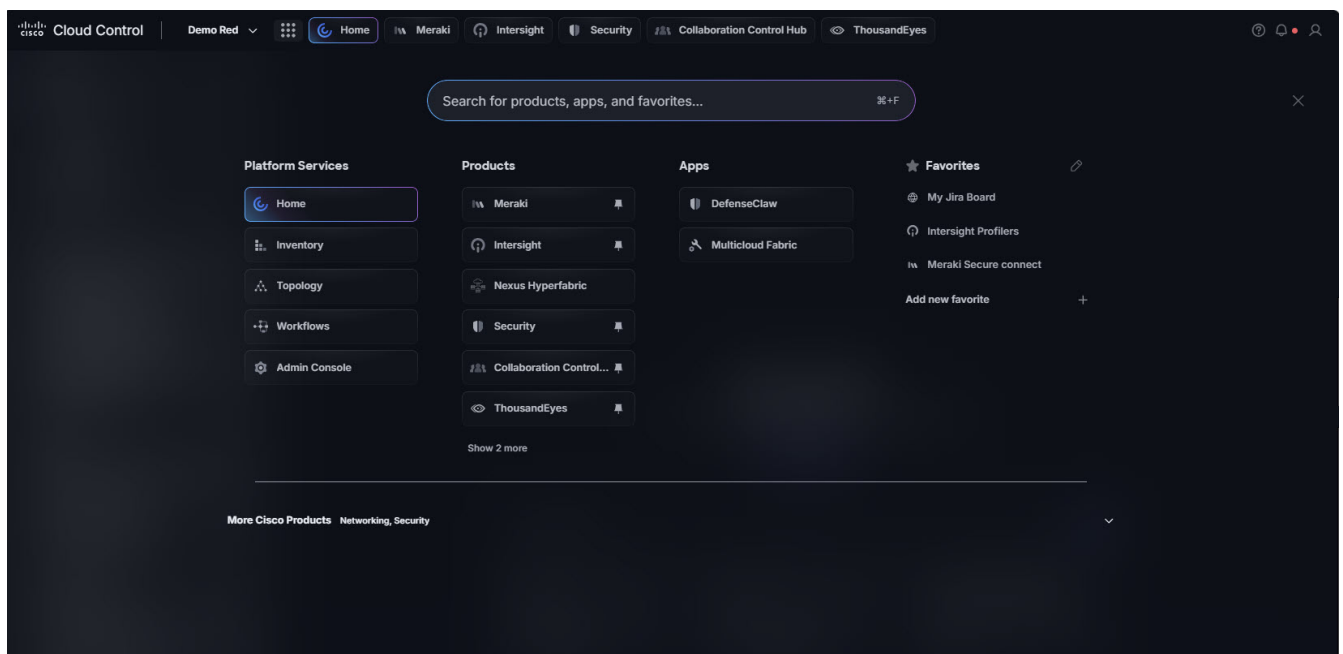


Callout	Action
1	Review actions: Quickly see what needs your attention and select Review actions to investigate issues.
2	AI Assistant: Ask questions in natural language and get quick answers about your Cisco Cloud Control environment.
3	Top navigation bar: Move between tenants, return to the Cisco Cloud Control Home page, open onboarded products and platform apps, and access common controls from one place. The top navigation bar remains available as you move between Cisco Cloud Control and onboarded products, so you can move across products without losing context.
4	Tenant switcher: Navigate between different product tenants .

Callout	Action
5	App launcher: Open products, platform apps, administration settings, and favorites that are not pinned to the top navigation bar. From the app launcher, you can: ▪ search for products and favorites ▪ access administration settings ▪ access platform apps such as inventory, topology, and workflows ▪ access onboarded products that are not pinned to the top navigation bar ▪ access your favorites
6	Home page tabs: Switch between Assistant, Canvas, and Actions to ask questions, investigate issues in a shared workspace, and review issues that need attention. By default, Assistant is selected.
7	Notifications, help, and user settings: Review notifications, open support and documentation resources, and manage your account and display preferences. + Outside the Home page, the top navigation bar also provides quick access to Canvas.

Access onboarded products and platform services

Use the top navigation bar and app launcher to open onboarded products, platform services, apps, and favorites. Pin the products and apps you use most often so they appear in the top navigation bar for quicker access.



1. Open the app launcher .
2. Search for the item or browse the available sections.
3. Select the item that you want to open.

Pin or unpin products and apps

Pin products and apps that you use often so they appear in the top navigation bar.

1. Open the app launcher .
2. Select the pin next to the product or app to add it to or remove it from the navigation bar.

Manage favorites

Use favorites to save frequently used pages or resources so you can open them quickly from the app launcher. Favorites are shared across Cisco Cloud Control and supported onboarded products.

You can add a favorite for a custom URL or a Cisco Cloud Control menu item. For example, you can add a URL that opens a specific page in an onboarded product, or add a Cisco Cloud Control menu item such as **Integrations** from **Admin Console**.

Open the app launcher  to add, edit, remove, or reorder favorites.

To add a custom link:

1. In the Favorites pane, select **Add new favorite**.
2. Enter a **Name** and **URL**.
3. Select **Save**.

To add a Cisco Cloud Control menu item:

1. Hover over the item that you want to add.
2. Select the **Add to favorites** icon.

To edit, remove, or reorder a favorite:

Select  to enter edit mode.

1. To edit a favorite, select  for the favorite you want to update, then update the name or URL.
2. To remove a favorite, select  for the favorite that you want to remove.
3. To reorder favorites, drag and drop the favorite to a new position.

AI Assistant

AI Assistant is the natural language entry point in Cisco Cloud Control. Use AI Assistant to ask questions, get context, and start investigations from the Home page.

The **Assistant** tab lets you create a new conversation thread and view or manage your conversation history.

Start using AI Assistant

To access AI Assistant, use one of these options:

- On the Cisco Cloud Control Home page, select the **Assistant** tab.
- Outside the Cisco Cloud Control Home page, select **Assistant**.

To start working in AI Assistant:

1. Enter your question in the prompt field, or select a prompt from the available options.
2. To collaborate with others in a shared workspace at any time during the conversation, click **Create canvas**.

When a conversation is associated with a canvas, the  icon appears next to it.

For more information about AI Assistant prompts, display modes, and supported workflows, refer to [Cisco Cloud Control AI Canvas](#).

AI Canvas

Use AI Canvas to investigate issues in more depth and collaborate with others in a shared workspace. AI Canvas is designed for longer investigations that need more context, a visual workspace, and a way for teams and AI agents to continue working over time.

AI Canvas is built for collaboration. You can share a canvas, invite collaborators, and continue working in the same shared space. If you open AI Canvas from an existing conversation or from an action, the related context is preserved so you can continue the investigation without starting over.

Start using AI Canvas

You can access AI Canvas in several ways:

- On the Cisco Cloud Control Home page, click the **Canvas** tab.
- In the **Assistant** tab, create a canvas for an existing conversation.
- In the **Actions** tab, click **Collaborate in Canvas** to continue working on an issue in a shared workspace.
- Outside the Cisco Cloud Control Home page, click **Canvas** to open the Canvas home page.

To start working in AI Canvas:

1. From the AI Canvas home page, select a prompt category, create a workspace from a board library, or click **Create canvas**.
2. Select the conversation mode.
 - **Default** answers right away.
 - **Reasoning** is intended for more complex queries.
3. Enter your question in the prompt field, or type **/** in the chat input to open the prompt library. You can also upload files to a knowledge base. Knowledge base content is shared with users who have access to the same environment and is not limited to a single user.
4. Attach an image to provide additional context with your prompt.



If a canvas is already associated with the conversation or action, Cisco Cloud Control continues using that canvas instead of creating a new one.

For more information about AI Canvas and writing effective prompts, refer to [Cisco Cloud Control AI Canvas](#).

Integrate Splunk

To connect Splunk Cloud Platform with AI Canvas, complete the steps described in [Integrating Splunk Cloud Platform with AI Canvas](#).



Although Splunk has been integrated with Cisco Cloud Control, only Splunk Cloud Platform data is currently shared with and available in AI Canvas.

Actions

Use the **Actions** tab to review issues that need attention across your Cisco Cloud Control environment. Actions help you focus on prioritized operational tasks from one place instead of reviewing alerts across individual products. In some cases, related notifications are grouped into a single action so you can review and investigate the issue more efficiently.

You can review the action summary to understand what happened, see the related alerts that led to the incident, identify what is affected, and determine the recommended next steps. You can also review the related alerts and when they occurred, along with the activity timeline that shows how the action was handled, such as assignment and resolution.

Review actions

1. On the Cisco Cloud Control Home page, click the **Actions** tab.
This displays a list of actions that require attention.
2. Use the available filters to narrow the list by severity or assignee.
3. Use **Sort by** to sort actions by severity or time.
4. Click an action to open its details.
5. Review the summary, related alerts, timeline, and recommended next steps.
6. Assign the action to yourself or another user in the tenant, as needed.
7. To investigate further, continue the conversation in **Assistant**.
8. To collaborate with others in your team for a shared investigation, click **Collaborate in Canvas** to create a shared Canvas workspace. When you open Canvas from an action, the related context is preserved so you can continue without starting over.
9. When the action is resolved, click **Resolve**. To dismiss an action, dismiss it and provide your reason or feedback.

Open, resolved, and dismissed actions appear in their respective tabs.

Notifications

Use notifications to stay informed about important activity across Cisco Cloud Control. Similar notifications (alerts, recommendations, and activities) are grouped together to make them easier to review. You can open a notification for more details, snooze it, or clear it. Some notifications can lead directly to an item in the Actions tab for further review.

Notifications can include the following types of information:

- **Alert** requires attention and has an assigned severity.
- **Recommendation** provides guidance based on configuration or behavior.
- **Approval** requires you to review and approve a request or task.
- **Activity** keeps you informed about a task, process, or change.
- **Announcement** communicates important updates, such as new features, maintenance windows, policy updates, or deprecations.

Review notifications

1. Click  to open the Notifications panel.
2. Review the list of notifications. Similar alerts are grouped together when they share the same severity and product and occur close together in time.
3. Click a notification to view more details.



Only notifications that are associated with an action open the related item in the **Actions** tab. Some notifications are informational only and do not open an action detail view.

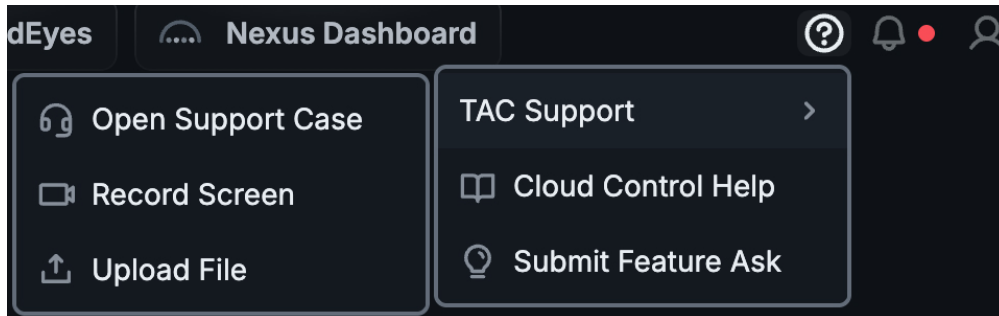
4. To temporarily remove a notification from view, snooze it for the required time period.
5. To remove a notification from your active feed, clear it.



All notification actions are recorded in the audit log with the user, tenant, timestamp, and action details. Clearing a notification only removes it from the active feed. If the notification requires action, you must resolve the item in the Actions tab.

Help menu

Use Cisco Cloud Control's Help menu to access product support and documentation or submit product enhancement suggestions.



To open this menu, select  in the top navigation bar.

The Help menu provides these options:

- [TAC Support](#)
- [Cloud Control Help](#)
- [Submit Feature Ask](#)

TAC support

Use the TAC Support submenu to open a support case and provide supporting information for it. The submenu provides these options:

- [Open Support Case](#)
- [Record Screen](#)
- [Upload File](#)

Open support case

Select this option to open a support case with the Cisco Technical Assistance Center (TAC) directly from Cisco Cloud Control.

Before you begin, disable your browser's pop-up blocker.

1. Select  > **TAC Support** > **Open Support Case**.
2. Enter the case title and description.
3. Specify whether you want to automatically include the product pages you have visited in the case description.
4. Select **Submit**.

Record screen

Select this option to record your screen when you need to capture details for troubleshooting or support.

Before you begin, confirm that audio and video recording is enabled for your browser.

1. Select  > **TAC Support > Record Screen**.
2. **Cisco In-Product Support** opens, indicating that you can:
 - Narrate the issue while recording video. If prompted, enable access to your microphone.
 - Take a screenshot of the page you are viewing by double-clicking.
3. Select **Ok** to continue.
4. Specify whether you want to record a specific browser tab, a window, or your entire screen, and then select **Share**.
5. Complete the steps required to recreate your issue.
6. When you are done, select **Stop sharing**.
Upload to Case opens, indicating that your screen recording was created.
7. Select **Upload** to add the recording to a case.

Upload file

Select this option to upload files that can help with troubleshooting or support.

1. Select  > **TAC Support > Upload File**.
2. Select **Choose File** and pick the file you want to upload.
3. Specify whether to associate this file with an existing or new case:
 - If you select **Existing Case**, enter case number.
 - If you select **Open New Case**, ensure that your browser's pop-up blocker is disabled.
4. Select **Upload**.

Cloud Control help

Select this option to open the Cisco Cloud Control collection page, where you can access all available documentation.

To open the collection page, select  > **Cloud Control Help**.

Submit feature ask

Select this option to suggest product enhancements for Cisco Cloud Control.

To open the Cisco Cloud Control Ideas Portal, select  > **Submit Feature Ask**.