



Cisco Cloud Control Terminology

Table of Contents

Cisco Cloud Control Terminology	1
Account	1
Actions	1
AgenticOps	1
AI Assistant	1
AI Canvas	1
AI Canvas modes	1
AI Insights	1
Alert	1
Asset	2
Device	2
Enterprise	2
Event	2
Incident	2
Inventory	2
Knowledge base	2
Notification	3
Organization	3
Prompt library	3
Sign in/Sign out	3
Site	3
Target	3
Tenant	3
Topology	4
Webhook	4
Workflows	4

Cisco Cloud Control Terminology

A D E I K N O P S T W

Account

The descriptive term for the digital representation of an Identity (a unique entity) within the platform. It consists of the credentials and permissions that grant access to a product or service, associated with specific roles and privileges within an organization or tenant.

Actions

A set of items that require user attention or intervention to resolve.

AgenticOps

A model in which governed AI agents help operators correlate information across domains, investigate, and take action on issues that need attention.

AI Assistant

AI Assistant is the natural-language entry point in Cisco Cloud Control, delivering instant, context-aware answers and recommendations across domains.

AI Canvas

AI Canvas is a shared operational workspace in Cisco Cloud Control, where teams and AI agents investigate, correlate, and resolve issues across domains.

AI Canvas modes

AI Canvas modes control how AI Canvas responds to your questions and investigations.

- **Default:** Provides quick answers with brief reasoning.
- **Reasoning:** Shows the plan, reasoning, and step-by-step progress as AI Canvas investigates your request.

AI Insights

AI-generated analysis of operational data that identifies issues requiring attention, explains why they were flagged, and helps you investigate or mitigate them.

Alert

A notification with a priority and/or severity level that is generated when an event meets specific criteria.

Asset

Any physical, virtual, or logical resource within an organization that requires management, monitoring, or protection.

Examples: Servers, applications, data, cloud resources, laptops, firewalls.

Device

A device is a type of asset that is physical, virtual, or cloud-based and provides services to other assets. Devices are characterized by their ability to process, transmit, or store data.

Examples: Routers, switches, firewalls, laptops, servers, and SD-WAN gateways.

Enterprise

A business entity to which one or more organizations may belong. It is not necessarily an explicit part of a platform hierarchy.

Event

An event is a thing that happened at a discrete point in time.

An event includes: a description of the event (what happened), a single timestamp (when it happened), and a source (where it happened), which could be a logical source (such as within a piece of software), or a physical source (such as a piece of hardware, or otherwise within the real world).

Incident

A collection of related alerts or events that together indicate a significant issue, such as a security breach or threat to system availability. An incident requires a coordinated response to investigate and remediate the issue.

Inventory

A list of devices. Inventory in Cisco Cloud Control provides centralized visibility into the IT infrastructure for your organization.

Examples: Routers, switches, firewalls, servers, and SD-WAN gateways.

Knowledge base

A shared collection of reference documents that gives the assistant additional organizational and operational context for troubleshooting and analysis. Knowledge bases stay available across conversations, canvases, and investigation sessions.

Notification

A piece of information delivered to inform a user or system about a relevant event, alert, or incident.

In Cisco Cloud Control, 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.

Organization

A logical unit of management that integrates fabrics, devices, endpoints, agents, sites, identities, access controls, licensing regimes, and/or other organizations under a unified data sovereignty policy.

Prompt library

A shared set of suggested prompts that help you get started with AI Canvas and AI Assistant across your Cisco Cloud Control environment. Prompts are organized by category and show common ways to ask questions, explore product data, and get insights from multiple Cisco products in one place.

Sign in/Sign out

Sign in (verb): The action of authenticating a user and starting a session. Sign out (verb): The action of ending an active session.

Related Terms:

Log in/Log out: Synonymous, less preferred

Login (noun): Used for the login page.

Site

A physical location that contains connected network infrastructure.

Target

A system or resource that a workflow can communicate with.

Tenant

An isolated set of data within an organization. Depending on the product, the entity treated as a tenant may be an organization, account, network, stack, or another product-specific entity.

Topology

A dynamic, visual representation of the network structure that reveals how physical and logical components are interconnected and affect one another. It provides an integrated interface for proactive management, observability, and security operations from campus to cloud.

Webhook

An HTTP-based endpoint that receives information from an external source and can trigger a workflow.

Workflows

An automation sequence that uses activities, logic, and other workflows to communicate with systems and resources and eliminate repetitive tasks.