

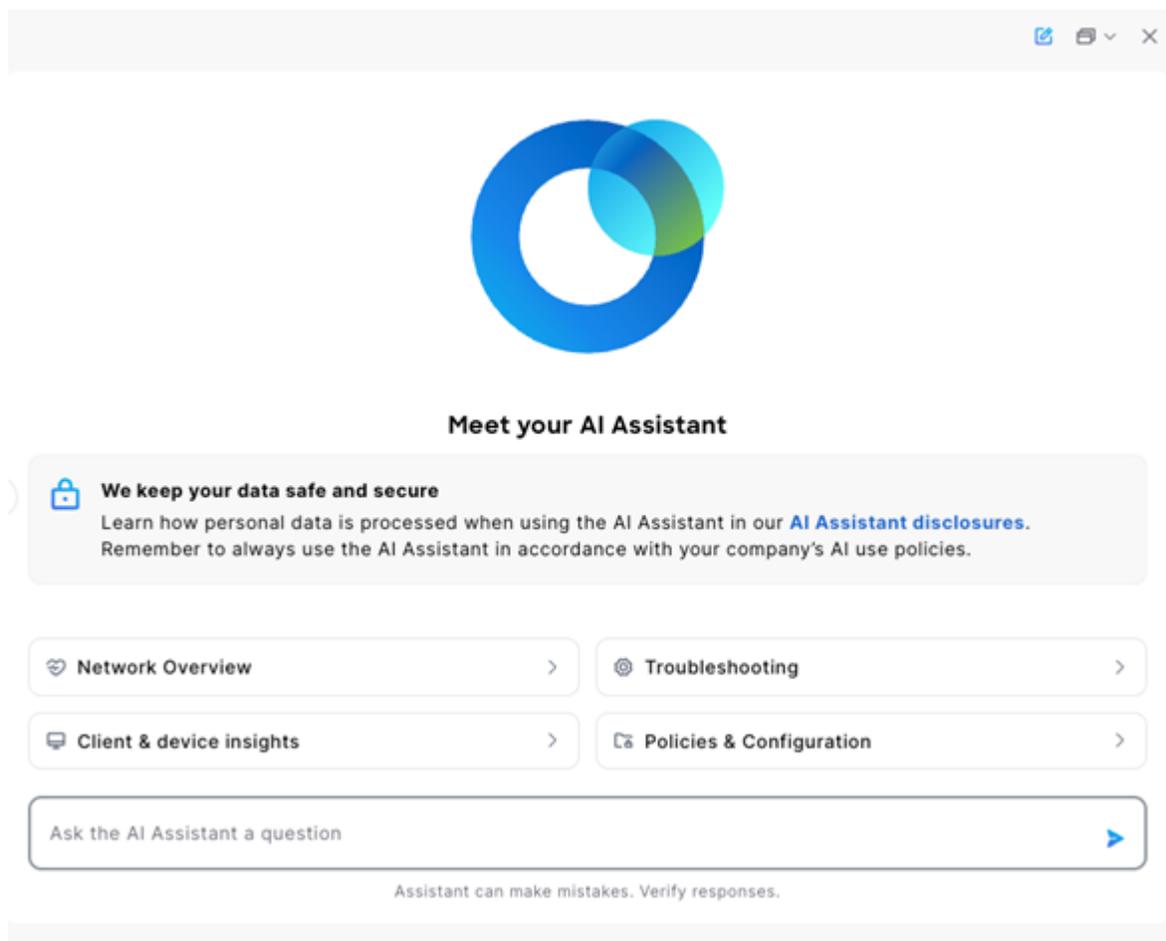
Revised: March 4, 2026

Cisco Catalyst Center AI Assistant

Overview

The AI Assistant is a conversational AI interface designed to help optimize network management and promote troubleshooting. Through AI-powered responses, recommendations, and insights, the AI Assistant helps streamline network operations.

With its troubleshooting capabilities, the AI Assistant helps assist you with identifying and resolving network issues and contributes to minimal downtime and enhanced performance.



How do I access the AI Assistant?

The AI Assistant is a beta feature with controlled availability.

To use the AI Assistant, you must choose **System > Settings > External Services > Cisco Catalyst Cloud**. Use your cisco.com account credentials to register. Then, to launch the AI Assistant, click **Launch** in the Catalyst Center Sense banner or choose **Help > Cisco DNA Sense**.

For subsequent sessions, launch the AI Assistant via the icon in the top-right corner of the Catalyst Center UI.

- ☰
- Design >
- Policy >
- Provision >
- Assurance >
- Workflows
- Energy Management**
- Tools >
- Platform >
- Activities >
- Reports
- System >
- Explore

Welcome to Catalyst Center!

⚠ Some of your license compliance requirements have not been met.

i Your browser is currently not configured to trust Catalyst Center. For security and optimal browser performance, we will replace the current "Controller" certificate. [Learn more.](#)

i **Cisco Catalyst Center UI is changing**
 As part of our vision to unify our products and deliver a consistent experience, we will be updating the UI theme. Catalyst Center will remain unchanged. These updates will be rolled out over the next few releases, and during this period, we appreciate your patience as we work to enhance your experience.

Assurance Summary

Health i

Healthy as of Jan 22, 2026 1:31 PM

--- %

Network Devices

--- %

Wireless Clients

--- %

Wired Clients

[View Details](#)

Critical Issues

Last 24 Hours

0

P1

Network Snapshot

Sites

As of Jan 22, 2026 1:31 PM

DNS Servers : --

NTP Servers : --

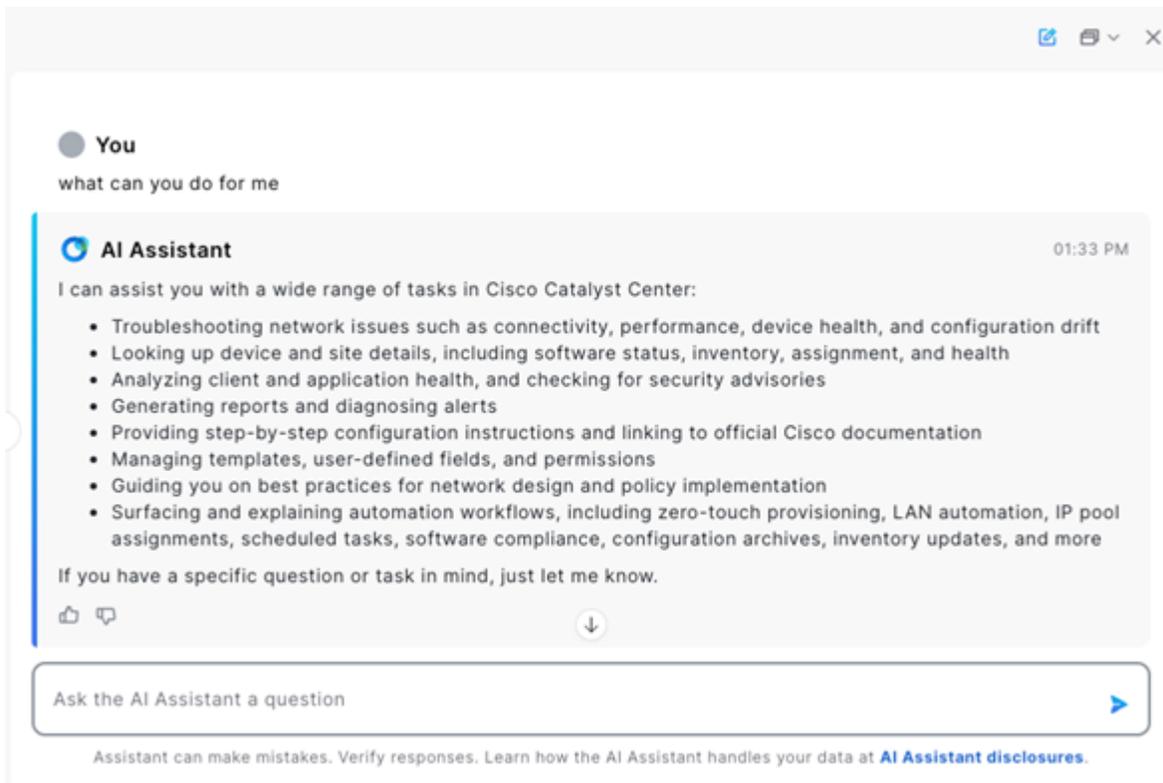
Network Devices

As of Jan 22, 2026 1:31 PM

0

How can the AI Assistant help me?

The AI Assistant helps IT teams reduce management workload, increase productivity, and improve the end-user networking experience. Start a conversation with the AI Assistant. To learn about its features, ask "What can you help me with?"



Primary use cases for the AI Assistant

The AI Assistant can help with these primary use cases:

- monitoring
- troubleshooting
- documentation

Monitoring

Help accelerate issue resolution with data-driven guidance. The AI Assistant helps simplify root cause analysis and includes proposed next steps to help minimize downtime and reduce operational overhead.

Examples you can ask:

- What are the security advisories affecting my device *<device name>*?
- How is the performance of the clients associated with the access point?
- Is my network compliant with Cisco's performance best practices?
- Show me all the switches that rebooted today in this network.

Troubleshooting

Help accelerate issue resolution with data-driven guidance. The AI Assistant helps simplify root cause analysis and includes proposed next steps to help minimize downtime and reduce operational overhead.

Examples you can ask:

- Show me all the association failures for access point *<access point>*.
- Troubleshoot client *<client name>*.
- What is the health of my wireless network at site *<site name>*?
- Troubleshoot the authentication issue impacting wired client *<client name>*.

Documentation

Help streamline getting information related to documentation.

Examples you can ask:

- Show me how to configure wireless profiles.
- How do I push a configuration using CLI templates?
- How do I onboard devices using PnP?
- How do I upgrade images using SWIM?

Interact with the AI Assistant

Enter queries

- Use clear and specific questions, such as “Show me the APs that are down” instead of “APs not working.”
- Start a new thread for each session.

Provide feedback through the AI Assistant

Your feedback is essential in improving the AI Assistant. If you encounter an incorrect or incomplete response, or if you have ideas for new features, use the **thumbs up** or **thumbs down** icons after an interaction.

- If an answer is incorrect, click **thumbs down** to provide feedback.
- If the response is helpful, click **thumbs up**.

Provide details on why the response was incorrect or unhelpful. Include additional details, such as:

- What you were trying to accomplish.
- What you expected to happen.
- Any issues or unexpected behavior.

Good response

Why have you given this feedback? (optional) ×

Correct Helpful Other

Provide additional feedback

[Skip](#) [Submit](#)

Get support

If the AI Assistant is unresponsive or you are unable to provide in-product feedback by clicking **thumbs up** or **thumbs down**, open a support ticket.

FAQs

How accurate are the recommendations from the AI Assistant?

The AI Assistant is designed to provide suggestions by leveraging pretrained models tuned for networking-specific tasks, as well as integrating with real-time system data when applicable. The AI Assistant draws from networking industry best practices and product documentation to help generate responses. While the AI Assistant aims to provide grounded information, we recommend that you validate its suggestions and actions, especially for critical configurations or troubleshooting.

Is my data used to train the AI Assistant?

No, your data is not used to train the AI Assistant. Cisco handles your data responsibly. See the [Cisco AI Assistant Offer Disclosure](#).

Does the AI Assistant require an advanced license?

The AI Assistant is available for all license tiers. However, the functionalities within the AI Assistant follow the tiers of the underlying features it is leveraging.