

AgenticOps in Motion: AI Canvas Powering a Unified Cisco Experience

CISCO Live !

Richard Jang
Senior Product Manager
AI Software and Platform – AI Canvas
Cisco Live Distinguished Speaker

Cisco Webex App

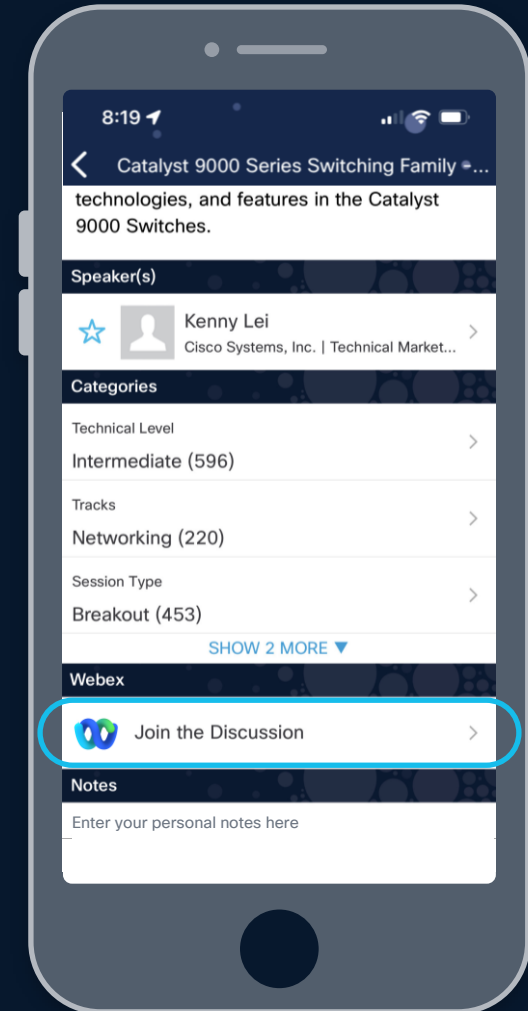
Questions?

Use Cisco Webex App to chat with the speaker after the session

How

- 1 Find this session in the Cisco Live Mobile App
- 2 Click “Join the Discussion”
- 3 Install the Webex App or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

Webex spaces will be moderated by the speaker until 14 November 2025.



<https://ciscolive.ciscoevents.com/ciscolivebot/#BRKXAR-2028>

Richard Jang



Expertise

Agentic AI, Enterprise IT



Personal Life

Taiwanese American, Silicon Valley Native



Hobbies

Drum set, Seeing the world!

Add me on LinkedIn! →

<http://linkedin.com/in/jangrichard/>



Agenda

- 01 The Rise of AI Agents**
The who, what, when, why, how
- 02 Why Cisco AgenticOps?**
Operationalizing Agentic AI in IT environments
- 03 Deep-Diving into AI Canvas**
Exploring Cisco's next-gen generative UI workspace

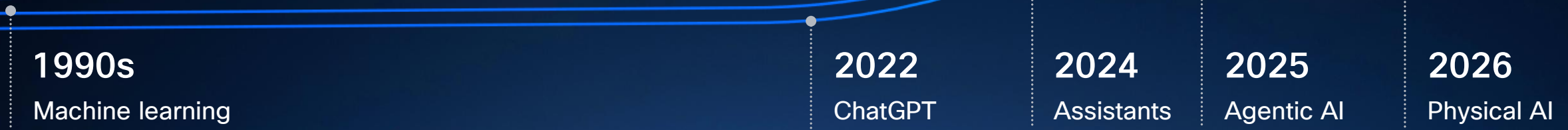
The Rise of AI Agents



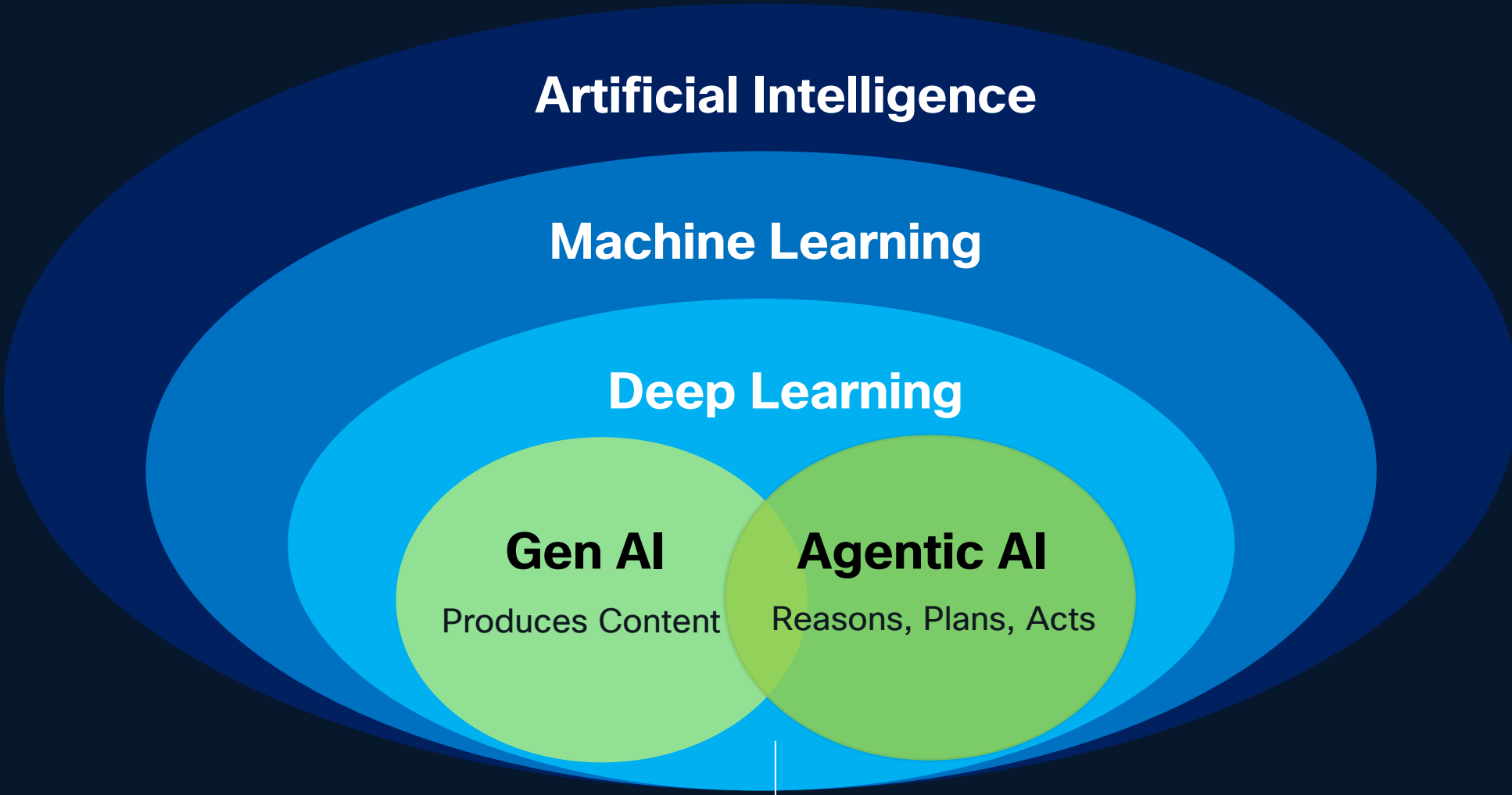
“AI agents are autonomous systems that perceive, reason, and act to achieve goals with minimal human intervention.”

ChatGPT, 2025

The pace of AI innovation is staggering

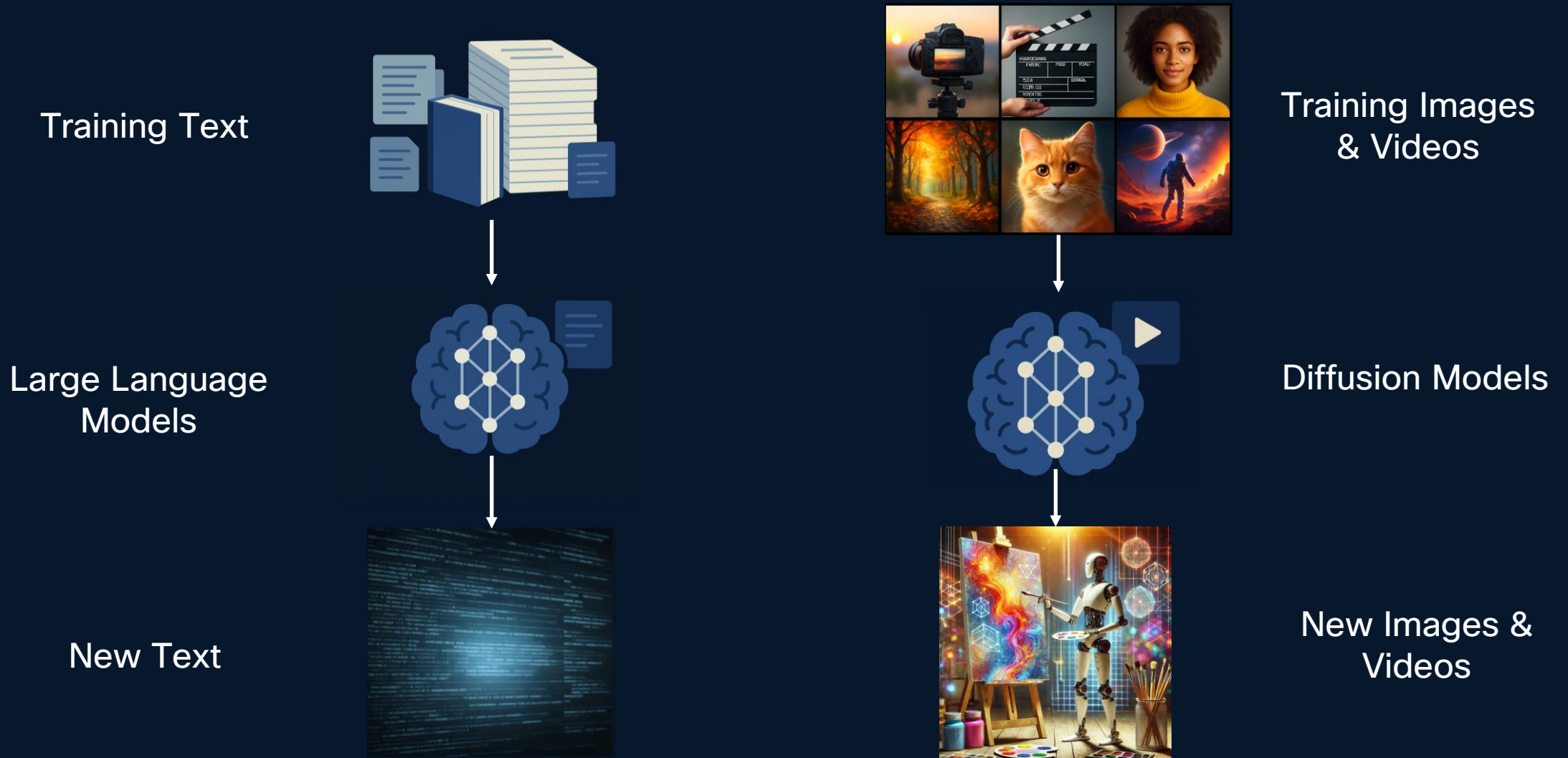


The Breakdown of Artificial Intelligence



Agentic AI extends Generative AI with autonomy.

How Does Generative AI Training Work?



Generative AI Applications

Apps extend LLMs and Diffusion Models with UX and real-world features.

 Claude

 Copilot

 Midjourney

 Leonardo.Ai

 ChatGPT

 perplexity

DALL·E

 runway

 Gemini

 Jasper

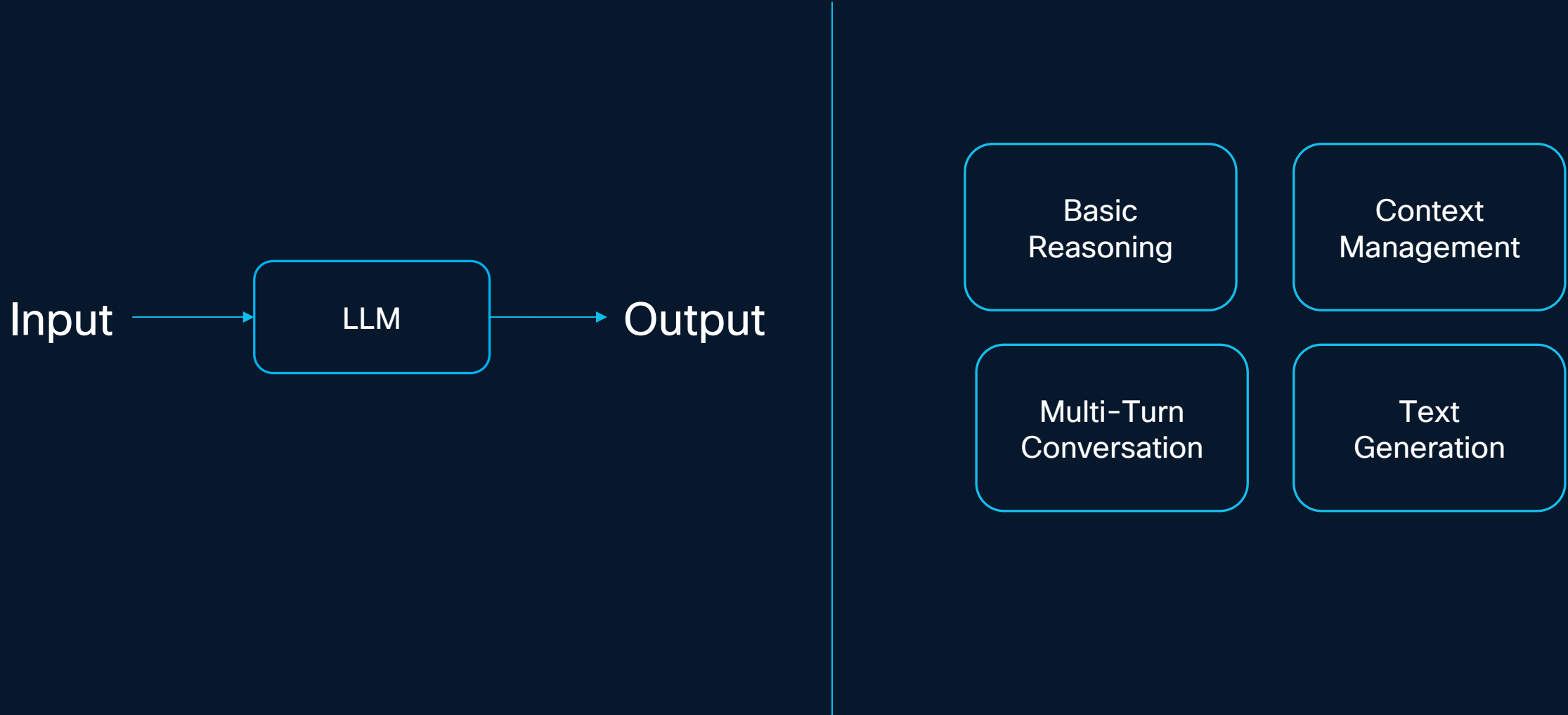
 Adobe Firefly

stability.ai

Built on Large Language Models 
Text and Code Generation

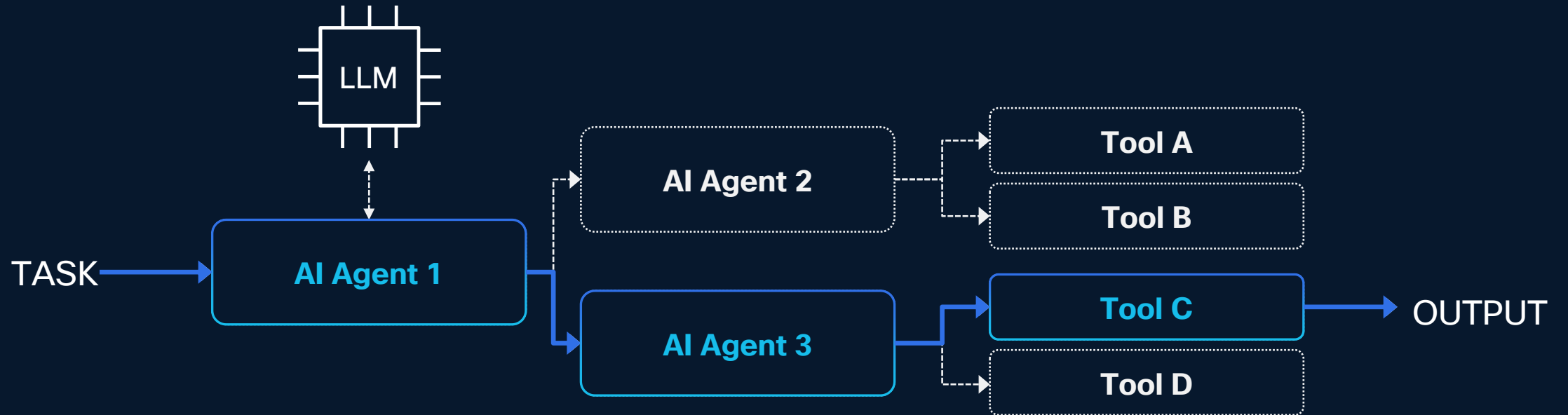
Built on Diffusion Models 
Image and Video Generation

LLM Experience: Creating content with basic reasoning



AI Agent experience: Agents, LLMs, and tools

Agents empower LLMs to solve real-world problems



Characteristics of Agentic AI



Technical differences between Generative and Agentic AI

Generative AI

Agentic AI

Goals

Predict what comes next



Achieve a goal or complete a task

Input

Massive static datasets



Dynamic tasks, tools,
environments

Feedback

From known answers



Real-world outcomes

Leading Platforms are Becoming Agentic



ChatGPT

ChatGPT-5 Pro

Browses, calls APIs, and executes multi-step tasks autonomously.



Copilot

Copilot 365

Orchestrates actions across Outlook, Teams, and Office apps.

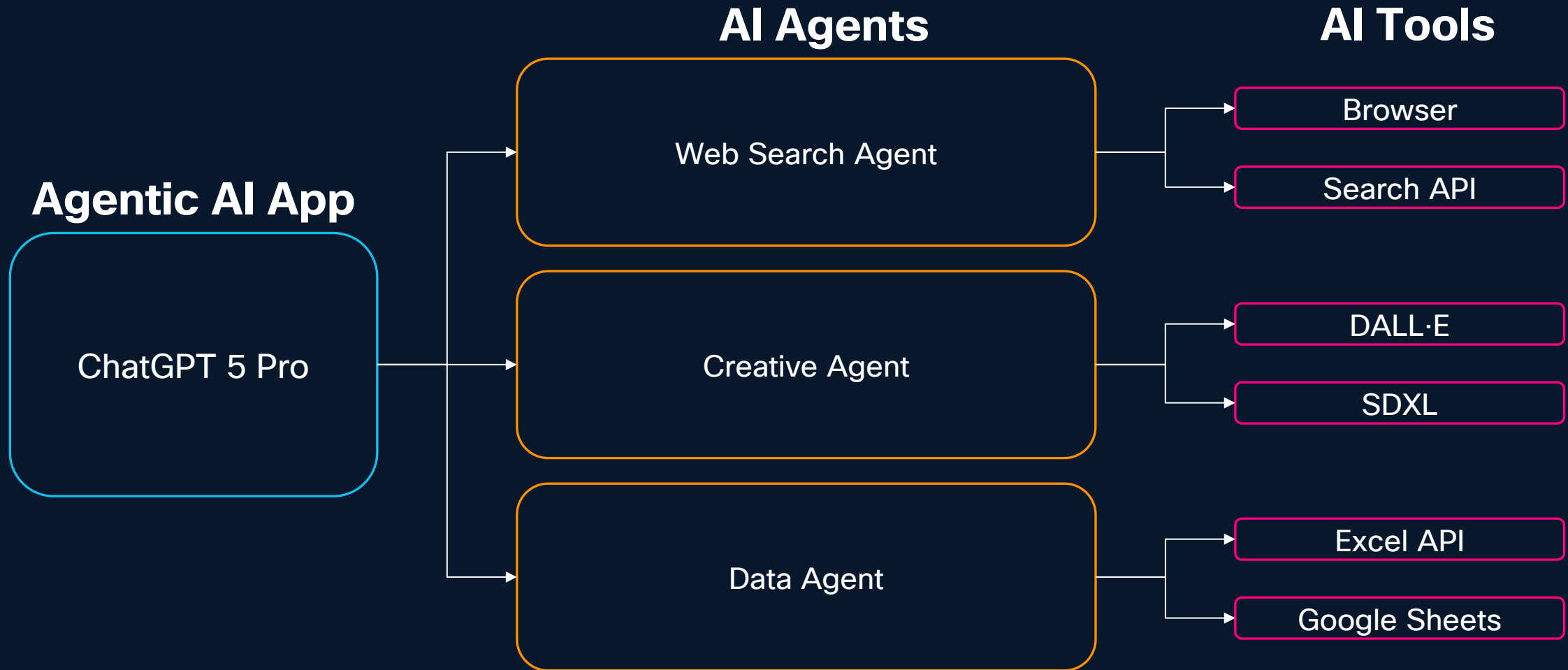
Gemini

Gemini 1.5 Pro

Plans and executes multi-modal tasks across text, code, and images.

From One AI Assistant, to a Network of AI Agents

AI Assistants now delegate tasks to specialized Agents that can plan, act, and use tools.



**Without Standardization
Managing AI Agents is
Chaotic!!**

AI Agents Sound Simple – Until You Try to Scale Them

No Common Language

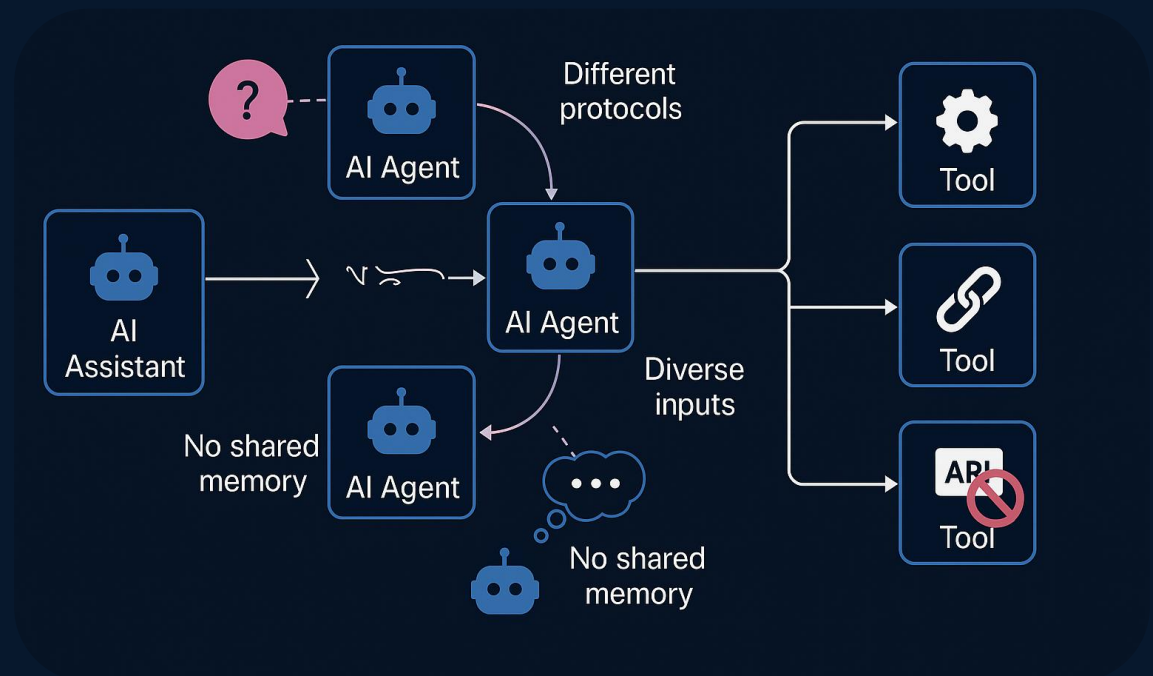
Agents can't share context or coordinate.

Fragmented Integrations

Each agent reinvents connections which is fragile.

Lack of Visibility

No way to track what agents or tools are doing.



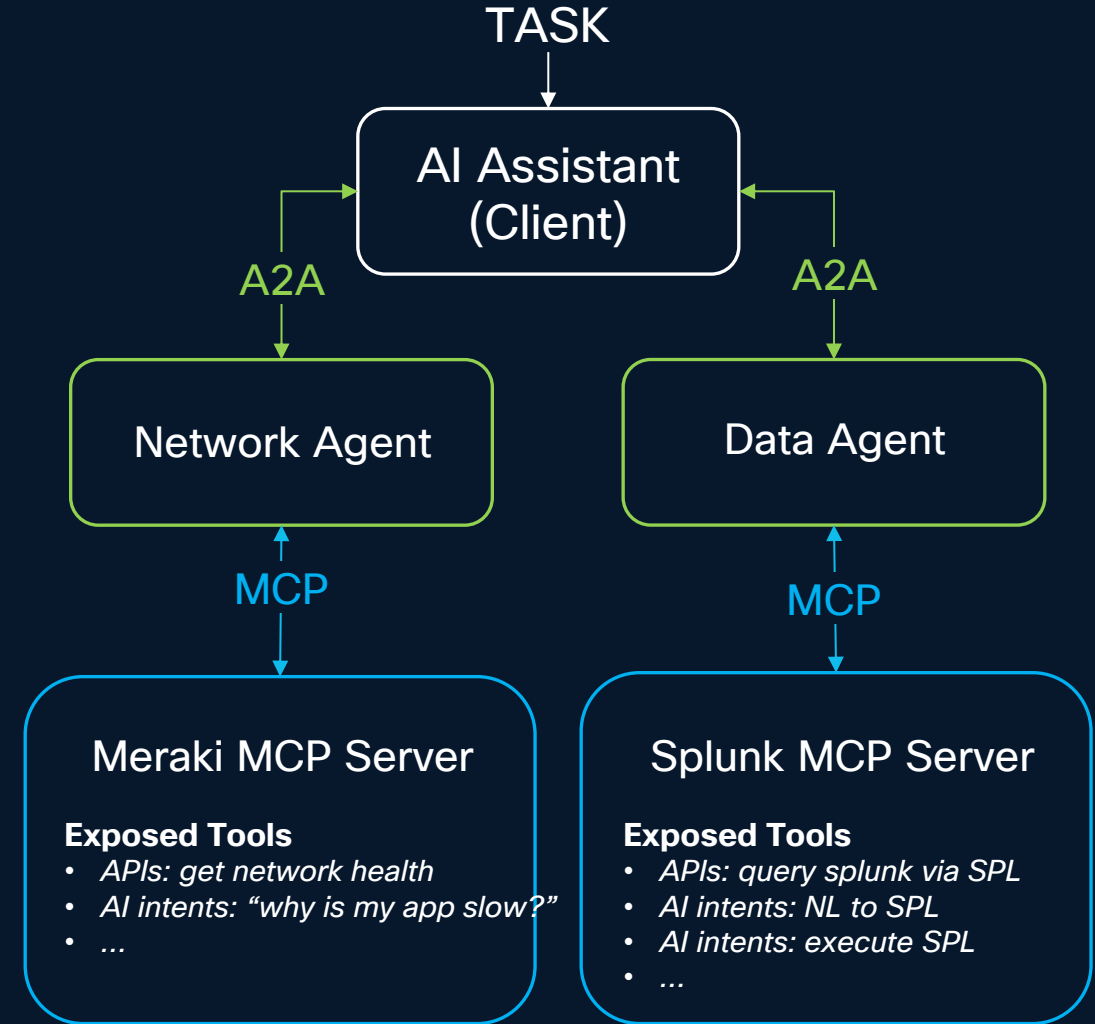
MCP & A2A: Foundational Protocols for Scaling AI Agents

MCP = Model Context Protocol

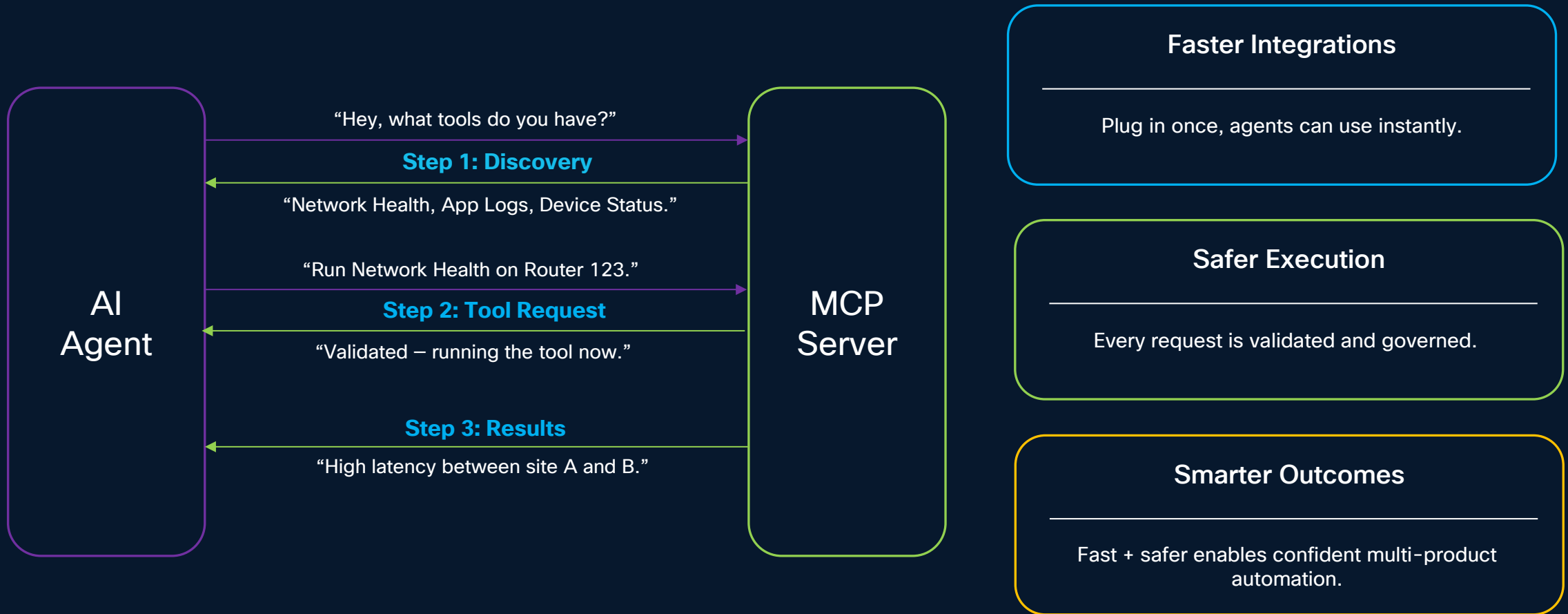
Access a product's exposed capabilities:
APIs, AI Assistant intents, and more.

A2A = Agent-to-Agent Protocol

How agents discover, delegate, and coordinate with each other.



Model Context Protocol Details and Benefits



You've got the basics of Agentic AI!

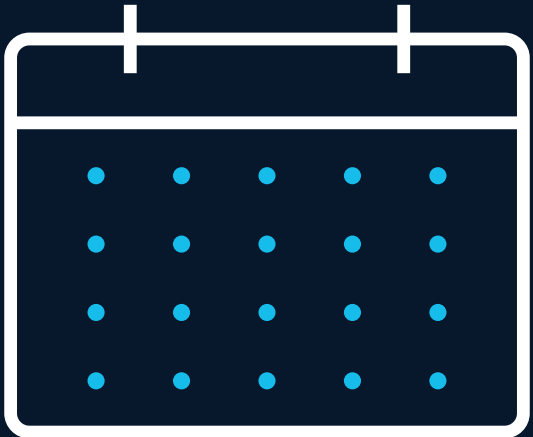


Why Cisco AgenticOps?

Today's IT operations
run on **fragmented stacks**

Why? Because your data is scattered across disconnected silos





Critical problems that should be resolved in minutes **take days**

The era of **Agentic AI** is here



Chat Bots

Agentic AI

AgenticOps

AI Ops

AgenticOps

Cross-domain

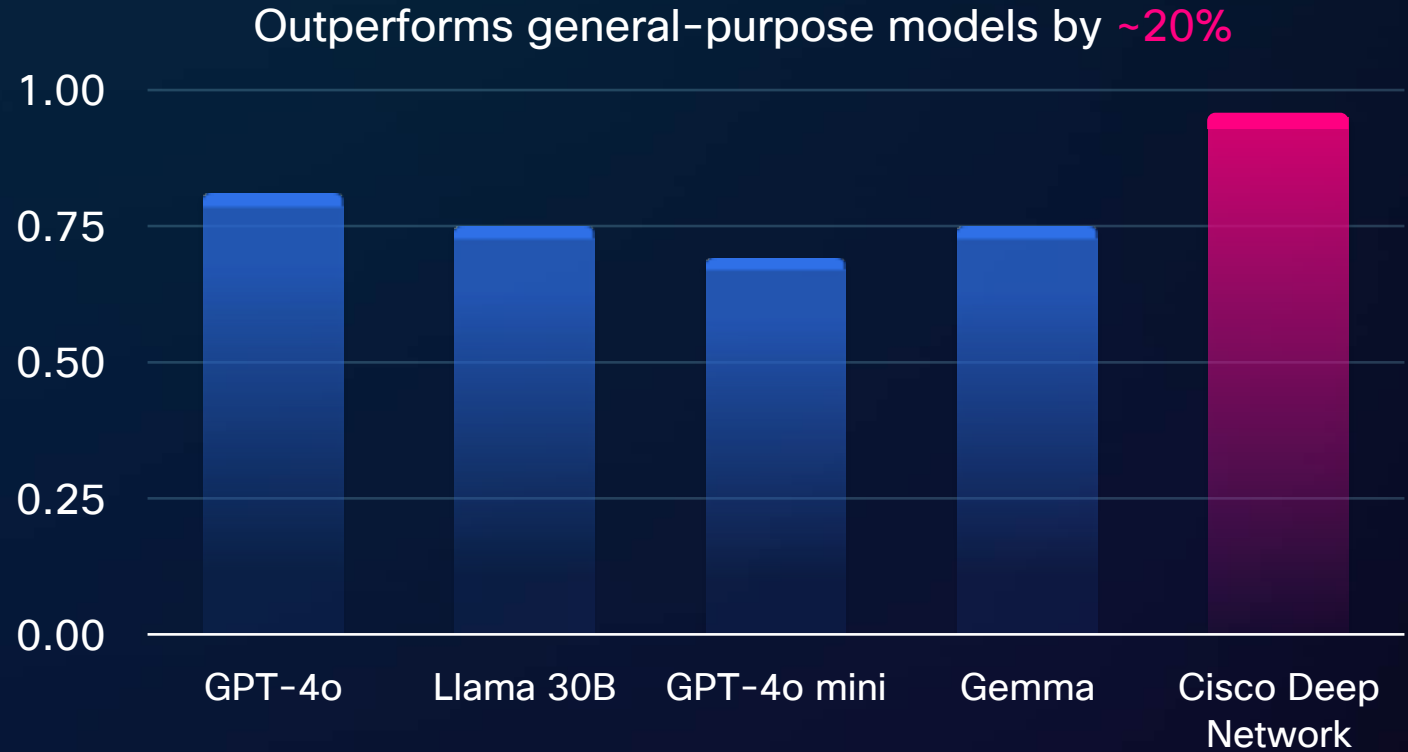
Multiplayer

Purpose-built models

Introducing The Cisco Deep Network Model

Purpose-built for networking,
expert accuracy

- More precise reasoning for troubleshooting, configuration, and automation
- Fine-tuned on 40+ years of expertise and expert-vetted for accuracy
- Evolves with live telemetry and real-world Cisco TAC and CX insights



Accuracy on CCIE-style multiple choice questions (590-question benchmark), May 2025

Deep-diving into AI Canvas

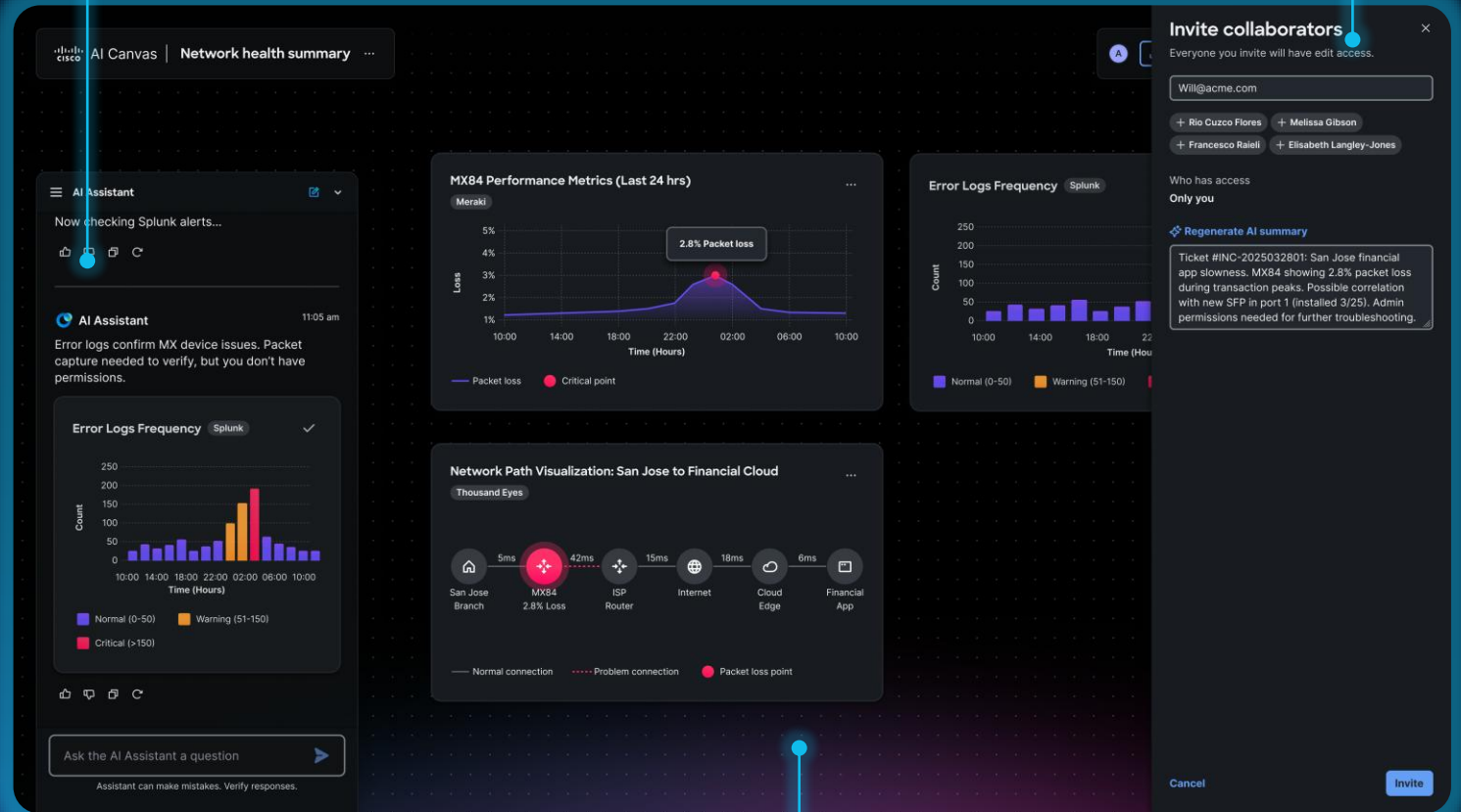
Introducing Cisco AI Canvas

A reimagined user interface for human/agent interaction

- Collaboration across multiple users (NetOps, SecOps and execs)
- Built on the intelligence of the Deep Network Model
- Troubleshooting and execution across multiple domains

AI Assistant

Users



Shared Workspace

AI Assistant: source of truth for all data

The screenshot displays the Cisco AI Canvas interface for "Application performance degradation". The dashboard includes several key components:

- AI Assistant Panel (Left):** A chat window titled "AI Assistant" provides a summary: "This graph shows a clear link between congestion and application failures. When the interface gets congested, financial app failures spike almost instantly. Right now, critical transactions are competing with non-essential traffic during busy periods. The concurrent scheduling of mandatory security-related software updates could be a significant contributor to these congestion events." Below this is a graph titled "SJ-MX105-01 network congestion statistics vs. EFP application performance" showing Packet Loss (blue line) and Transaction failure rate (red line) over time.
- ServiceNow Ticket (Top Middle):** Details for ticket SRTK0023941, reported by a System Administrator on 03/28/2025 at 09:45 AM PST. The description states: "Received a ThousandEyes alert and reached out to Maria Chen to confirm. She said users at San Jose branch experiencing 3-5 second delays when processing financial transactions in EFP. Started approximately 30 minutes ago. Affects all 24 users at the branch. No recent changes reported."
- Network Performance (Top Right):** "SJ-MX105-01 WAN interface performance" showing a "Loss rate" of 16.4% (up from a baseline of 2.3%). Metrics include WAN interface latency at 87ms (baseline <50ms) and Jitter at 15ms (baseline <5ms).
- Performance Graph (Middle):** "SJ-MX105-01 performance (last 24 hrs)" showing Packet Loss percentage over a 24-hour period. A red dot marks a "Critical point" at approximately 11:00 AM where packet loss peaked at 16.4%.
- Network Segment Analysis (Bottom Right):** A diagram showing the path from Enterprise network (16.4% loss) through Gateway, Internet, and Application (financeapp.com). A red dot indicates the "Packet loss point" at the Enterprise network segment.
- Email Thread (Bottom Middle):** An email from Maria Chen to IT Support regarding performance issues with the Enterprise Financial Platform (EFP) affecting the San Jose branch, scheduled for resolution tomorrow.

At the bottom of the AI Assistant panel, there is a text input field "Ask the AI Assistant a question" and a disclaimer: "Assistant can make mistakes. Verify responses." The Cisco logo and "© 2025" are visible in the bottom left corner, and "Cisco Confidential" is in the bottom right corner.

Collaborative workspace

AI Canvas | Application performance degradation

AI Assistant

This graph shows a clear link between congestion and application failures. When the interface gets congested, financial app failures spike almost instantly. Right now, critical transactions are competing with non-essential traffic during busy periods. The concurrent scheduling of mandatory security-related software updates could be a significant contributor to these congestion events.

SJ-MX105-01 network congestion statistics vs. EFP application performance

ServiceNow SRTK0023941

Reported by: System Administrator on 03/28/2025 at 09:45 AM PST

Description: Received a ThousandEyes alert and reached out to Maria Chen to confirm. She said users at San Jose branch experiencing 3-5 second delays when processing financial transactions in EFP. Started approximately 30 minutes ago. Affects all 24 users at the branch. No recent changes reported.

SJ-MX105-01 WAN interface performance

Loss rate: 16.4% (↓ 2.3%)

WAN interface latency: 67ms (baseline <50ms)
Jitter: 15ms (baseline <5ms)

SJ-MX105-01 performance (last 24 hrs)

Network segment performance analysis

Enterprise network: 16.4% loss

Gateway, Internet, Application (financeapp.com)

Message: URGENT: Status Update Needed on Financial Application Performance Issues

Hello Team,

I'm following up regarding the ongoing performance issues with the Enterprise Financial Platform (EFP) affecting our San Jose branch. This performance degradation is severely impacting our ability to serve customers. We have end-of-month financial processing scheduled for tomorrow, and we need reassurance that this issue will be resolved by then.

Could you please provide an immediate status update on troubleshooting efforts and expected resolution timeframe? If there's a workaround we can implement in the meantime, that would be extremely helpful.

Thank you for your urgent attention to this matter.

Best regards, Maria Chen
Senior Director, Financial Operations

Ask the AI Assistant a question

Assistant can make mistakes. Verify responses.

Add your own content and text

The screenshot displays the Cisco AI Canvas interface for "Application performance degradation". The dashboard includes several key components:

- Header:** "AI Canvas | Application performance degradation" with user avatars and buttons for "Generate report", "View activity", and "Share".
- AI Assistant Panel (Left):** Contains a text block explaining the link between congestion and application failures, and a chart titled "SJ-MX105-01 network congestion statistics vs. EFP application performance" showing Packet Loss and Transaction failure rate over time.
- ServiceNow Ticket (Top Center):** Details for ticket SRTK0023941, reported by a System Administrator on 03/28/2025. Description: "Received a ThousandEyes alert and reached out to Maria Chen to confirm. She said users at San Jose branch experiencing 3-5 second delays when processing financial transactions in EFP. Started approximately 30 minutes ago. Affects all 24 users at the branch. No recent changes reported."
- Meraki Performance (Top Right):** "SJ-MX105-01 WAN interface performance" showing a 16.4% loss rate (up from 2.3% baseline) and metrics for WAN interface latency (67ms) and Jitter (15ms).
- Meraki Graph (Middle):** "SJ-MX105-01 performance (last 24 hrs)" line graph showing Packet loss percentage over a 24-hour period, with a critical point highlighted at approximately 11:00 AM.
- ThousandEyes Analysis (Bottom Right):** "Network segment performance analysis" diagram showing a path from Enterprise network (16.4% loss) through Gateway, Internet, and Application (financeapp.com), with a Packet loss point marked at the Enterprise network.
- Email Content (Bottom Center, highlighted):** An email from Maria Chen to IT Support, dated Mon 03/24/2025 16:26. The email discusses performance issues with the Enterprise Financial Platform (EFP) at the San Jose branch and requests an immediate status update.

At the bottom of the dashboard, there is a text input field "Ask the AI Assistant a question" and a footer note: "Assistant can make mistakes. Verify responses."

ServiceNow SRTK0023941 ServiceNow

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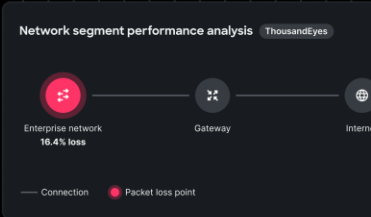
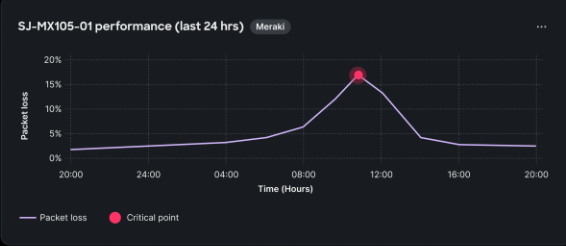
[ServiceNow Ticket SRTK0023941](#)

SJ-MX105-01 WAN interface performance Meraki

Loss rate

16.4% ↓ 2.3%

WAN interface latency 87ms (baseline <50ms)
Jitter 15ms (baseline <5ms)



M Maria Chen <mchen@company.com>
To: IT Support <it-support@company.com>
Cc: Will Jenkins <wjenkins@company.com>; Jackie Torres <jtorres@company.com> Mon 03/28/2025 16:25

URGENT: Status Update Needed on Financial Application Performance Issues

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Senior Director, Financial Operations

Invite collaborators ×

Everyone you invite will have edit access.

× Will Jenkins + Cameron Jurgenson
+ Thomas Delancey + Crystal Waterson

Who has access
Only you

•• Summary generating...

Cancel Invite

Share & collaborate.

Instead of separated and siloed teams, collaborate and share data and insights

ServiceNow SRTK0023941 ServiceNow

Reported by
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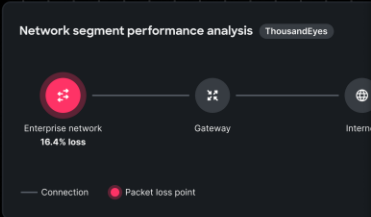
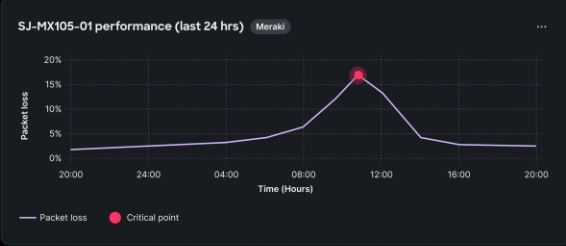
[ServiceNow Ticket SRTK0023941](#)

SJ-MX105-01 WAN interface performance Meraki

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16.4% ↓ 2.3%

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M Maria Chen <mchen@company.com>
To: IT Support <it.support@company.com>
Cc: Will Jenkins <wjenkins@company.com>; Jackie Torres <jtorres@company.com> Mar 03/28/2025 16:25

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Activity timeline ×

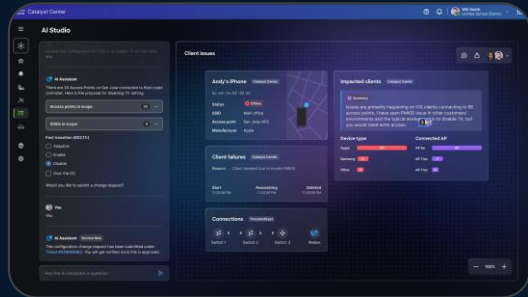
- ✓ You created a card
Mar 4, 11:04 AM
- ✓ Board created by you
Mar 3, 4:37 PM

View timeline

View version history and activity

Agentic Ops Across IT and SecOps

AI Canvas



Campus and Branch



Topology, client details, location, etc.



Voice and video experience



Topology, client details, location, etc.



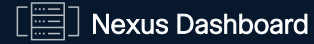
WAN, Internet, App Insights



WAN Details



User trust level, identity checks & reasons



Data center network management.



Data center network management.



Unified management, automation, security.

Security and Observability



Cisco and third-party insights



Authentication Insights



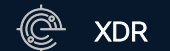
Private & SAAS Resource Access



Security & connection events



Authentication & compliance

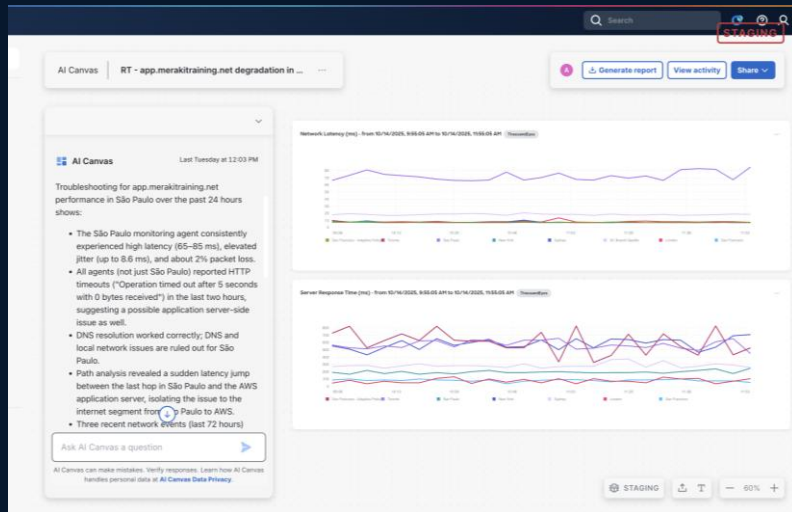


Related Threat Incidents

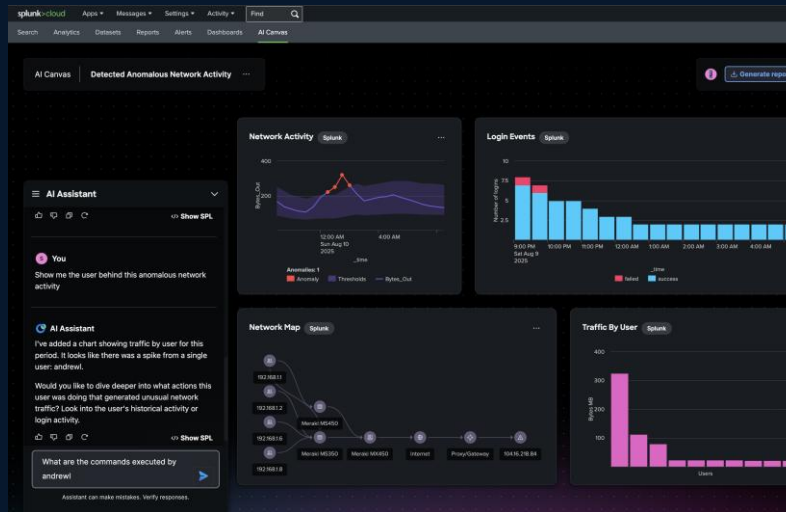
Note: Products listed above are examples, not a comprehensive list of planned integrations.

Where To Access AI Canvas?

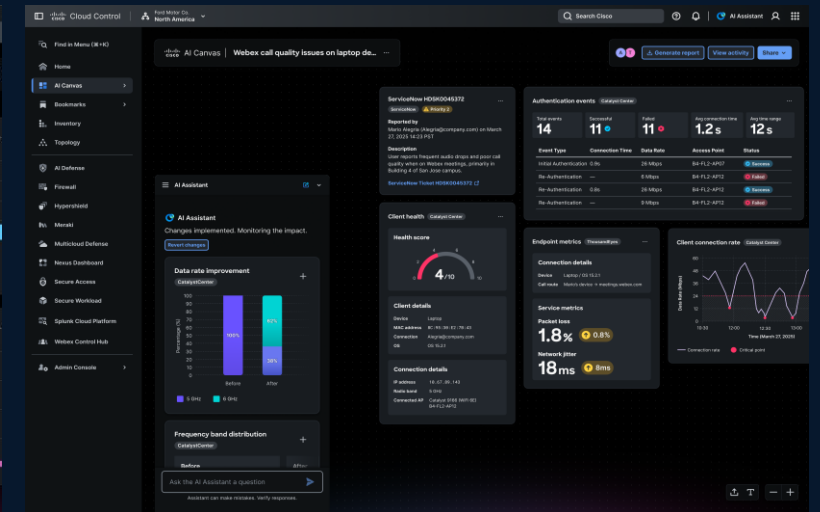
Meraki



Splunk



Cisco Cloud Control



AI Canvas for Meraki + ThousandEyes Use Cases



App Performance

- Analyze issues affecting app experience and availability
- Examples: App server, internet, wan, local network, etc.

“Why can’t I access Office 365?”



Client Onboarding

- Troubleshoot why a client cannot join the network
- Examples: Auth failures, DHCP timeouts, etc.

“My laptop can’t join the network”



Wireless Experience

- Assess the full Wi-Fi experience from device to RF
- Examples: AP health, RF, performance, roaming, etc.

“Why is Wi-Fi dropping on floor 2?”



Wired Experience

- Triage LAN issues impacting reliability & performance
- Examples: Cabling, bandwidth, ports, etc.

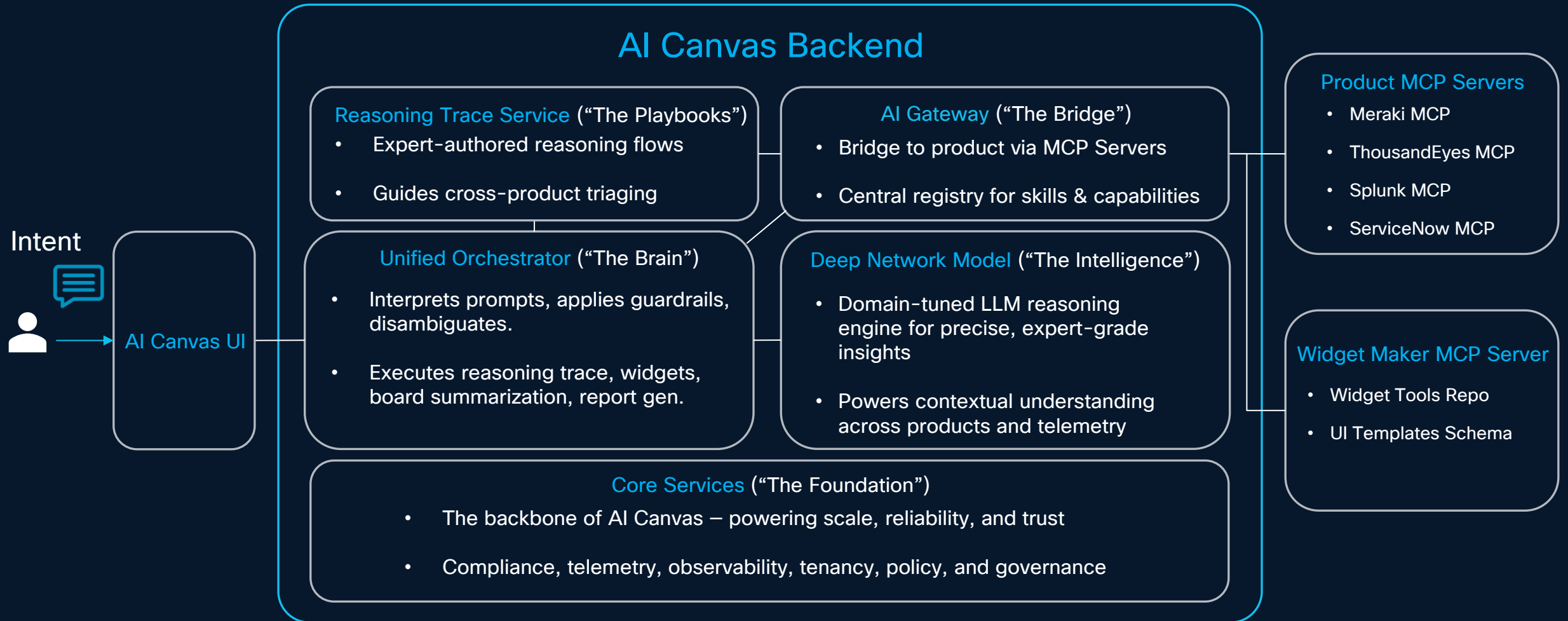
“Why is my wired connection slow?”



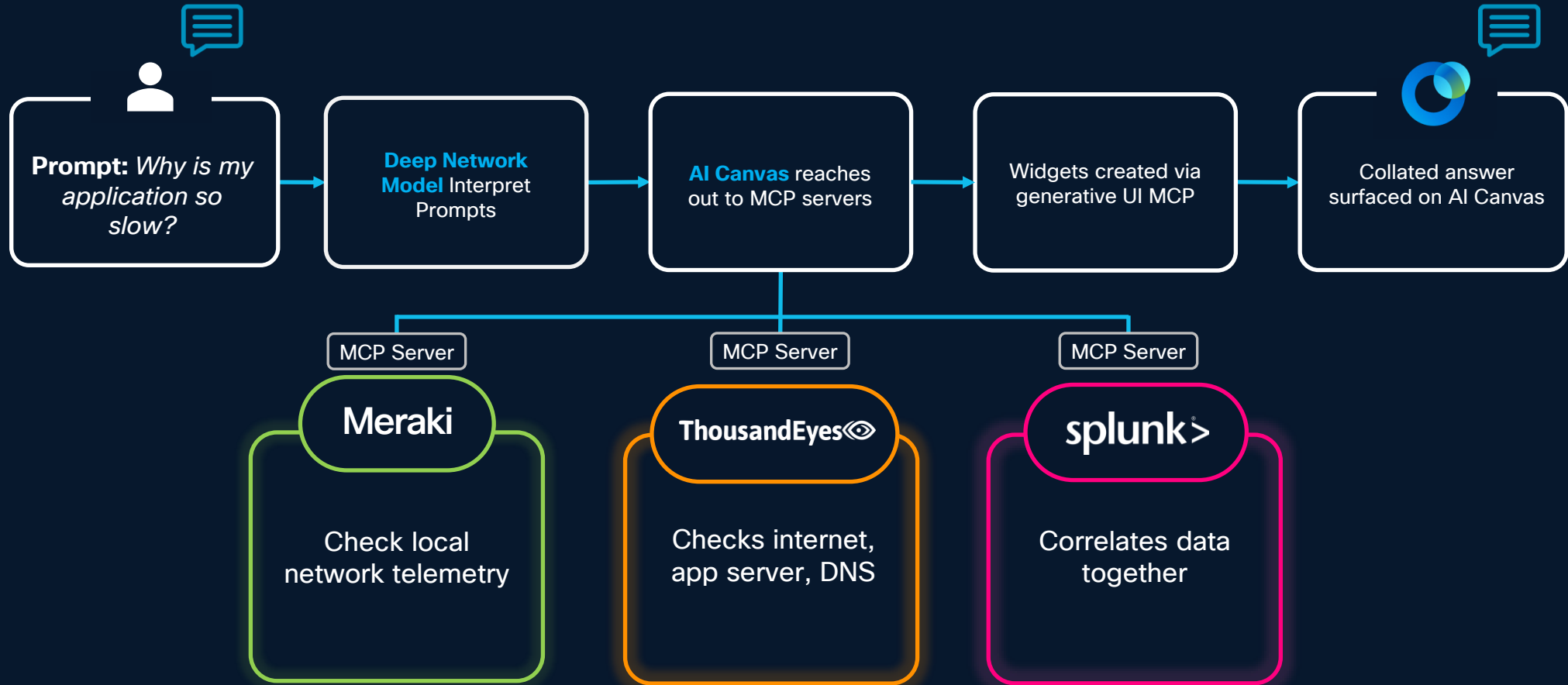
Cisco AI Canvas for Meraki
Entry Point #1

Demo

Key Components of AI Canvas's Agentic Architecture



Putting Together AI Canvas's Components



AI Canvas for Splunk Use Cases



Search and Investigation

- Accelerating troubleshooting and investigation workflows.
- Up-level tasks typically performed using search.

“Show me anomalies in HTTP error rates for the checkout service.”

GA Focus



Dashboarding

- Creating dashboards with natural language AI-suggested visuals.
- Turning them into persistent studio dashboards.

“Summarize this week’s security alerts into a single executive view.”



Admin Tools

- Keeping Splunk running optimally at scale.
- Guided troubleshooting of Splunk Health.

“Check Splunk Health and identify which indexers need attention.”

Future Capabilities



Data Management

- Simplify onboarding, validation and normalization of data sources.
- Leveraging AI-guided flows.

“Normalize web traffic logs to CIM and highlight missing fields.”

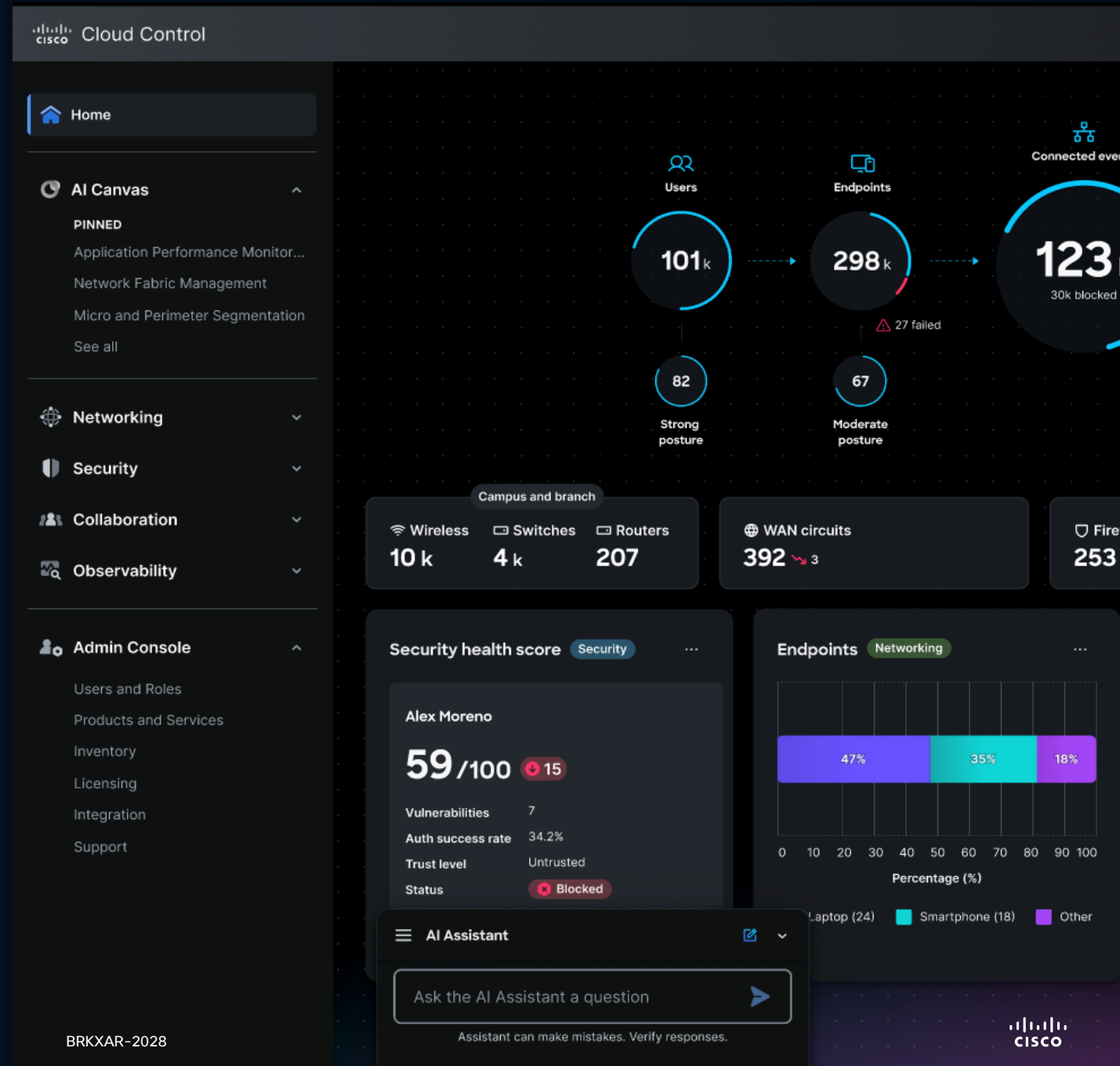


Cisco AI Canvas for Splunk
Entry Point #2

Demo

Cisco Cloud Control

Cisco Cloud Control is an AI-Native management platform that reimagines how organizations manage, operate, and optimize their IT infrastructure



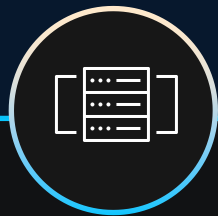
AI Canvas for All Other Domain Products



Security

- Threat detection, access control, and policy insights.
- Examples: anomalies, misconfigs, identity, access issues, etc.

“Investigate potential lateral movement across my network.”



Data Center

- Optimize connectivity, performance, and resource utilization.
- Examples: compute, storage, virtualization, routing issues, etc.

“Why is my app server experiencing high latency?”



Collaboration

- Reliable, high-quality experiences across meetings, calls, endpoints.
- Examples: device health, media quality, performance analytics, etc.

“Diagnose poor audio quality in recent executive calls.”



Service Provider

- Reliability and performance across large distributed environments.
- Examples: transport, routing, capacity, experience issues, etc.

“Identify regions with degraded customer network performance.”



Cisco AI Canvas for Cisco Cloud Control
Entry Point #3

Demo

AI Canvas Will Transforms the IT Experience

Empowering teams with Agentic AI to act, collaborate, and resolve issues faster!

AgenticOps

Cisco Cloud Control

AI Canvas

AI Assistant

Deep Network
Model

BRKXAR-2028

Complete your session evaluations



Complete a minimum of 4 session surveys and the Overall Event Survey to be entered in a drawing to win 1 of 5 full conference passes to Cisco Live 2026.



Earn 100 points per survey completed and compete on the Cisco Live Challenge leaderboard.



Level up and earn exclusive prizes!



Complete your surveys in the Cisco Live mobile app.

Continue your education



Visit the Cisco Showcase for related demos



Book your one-on-one Meet the Engineer meeting



Attend the interactive education with DevNet, Capture the Flag, and Walk-in Labs



Visit the On-Demand Library for more sessions at www.CiscoLive.com/on-demand

Contact me at: rijang@cisco.com

Thank you

CISCO Live !

