AI-Directed Troubleshooting for 3-Tier Applications

Eliminate the Guesswork - Let AI Pinpoint the Problem!

Michael Raich
Product Manager

Gatha Sehgal
Product Manager

BRKOBS-1023 | June 12, 2025

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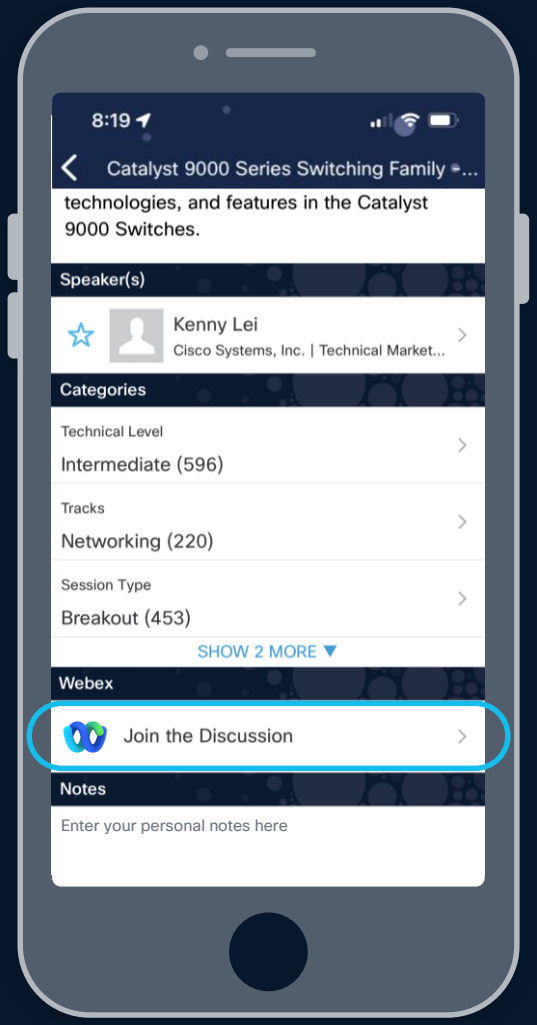

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01 **Welcome & Introductions**
Get to know your speakers

02 **The Troubleshooting Challenges**
Why traditional tools fall short in 3-tier applications

03 **AI as a Force Multiplier**
AI's Impact on Troubleshooting

04 **Feature Preview & Demo #1**
See how AI-Directed Troubleshooting helps pinpoint root causes

05 **Feature Preview & Demo #2**
Walkthrough of AI Insights and how it reduces MTTx

06 **Key Takeaways & What's Next**
How these innovations impact teams

07 **Q&A**
Ask us anything!

Welcome & Introductions

Get to know your speakers

Gatha Sehgal
Product Manager

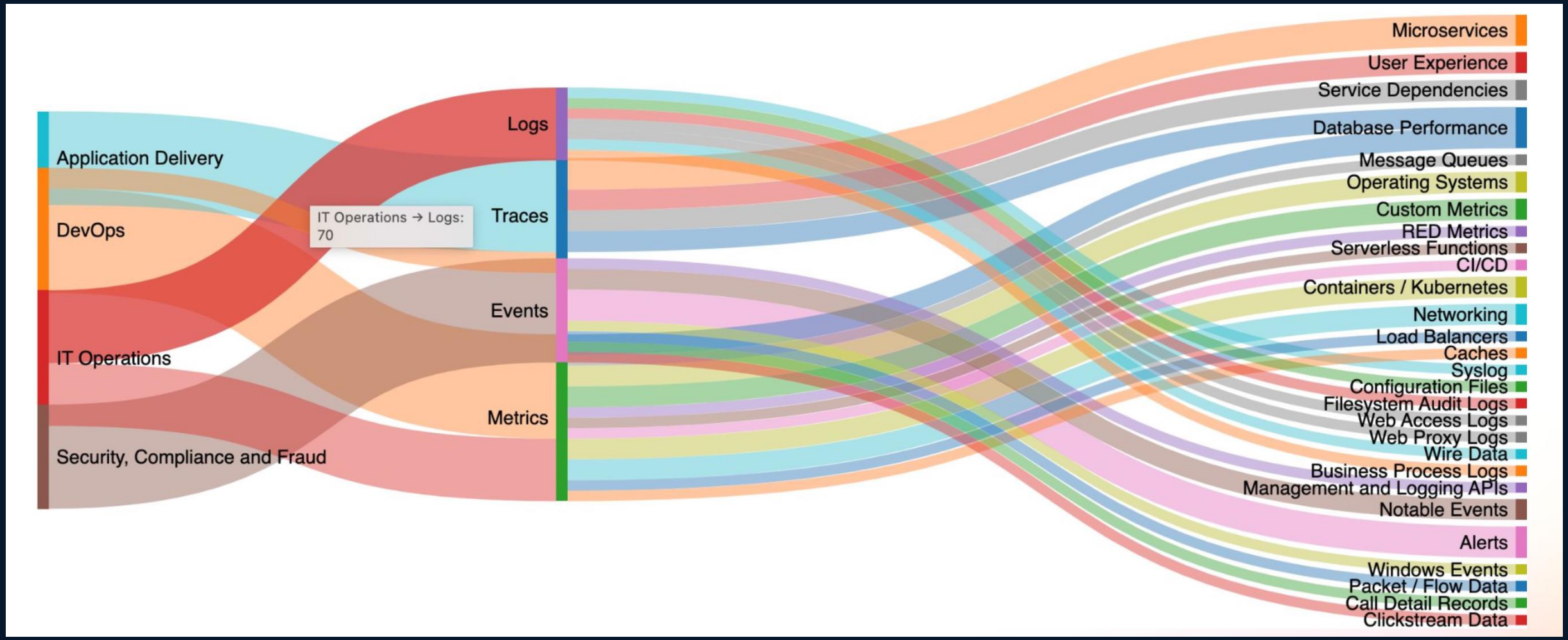
- Driving Alerting, Cognition Engine (Powering AI Capabilities), Log Observer Connect and Business IQ (BiQ) areas.
- Engineer Turned Product Manager with 7+ years in the observability space.
- Passionate about solving complex challenges and thrive at the intersection of technology, data and customer needs.
- Always up for Adventure – whether it's sports or road trips!

Michael Raich
Product Manager

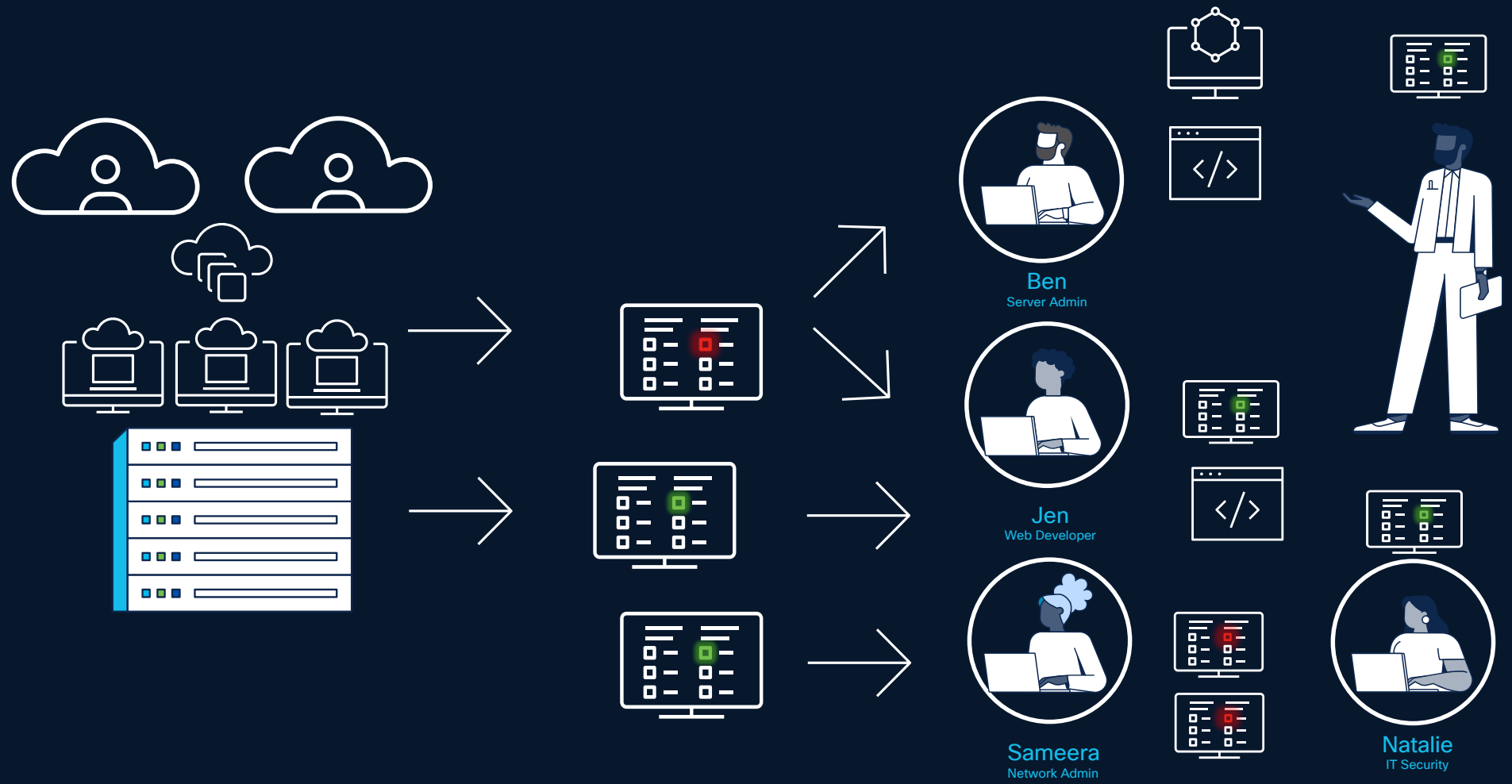
- Driving roadmap for AI Troubleshooting and SAP Monitoring areas.
- Product Manager with 5 years in the observability space; ex PMO and Tech Partner Ecosystem Lead.
- Love to collaborate with partners and customers to 'observe what matters.'
- Ready to roll…into sports, music, and road trips! Did I just copy Gatha? ☺

The Troubleshooting Challenges

As Tech Stacks and Data Grow, the Big Picture gets Blurry



Too Many Tools, Too Little Insight



Data is Moving Faster Than Human Insight can Follow

The Troubleshooting Challenge

“Correlating data across the stack requires multiple engineers to spend time on a single issue”

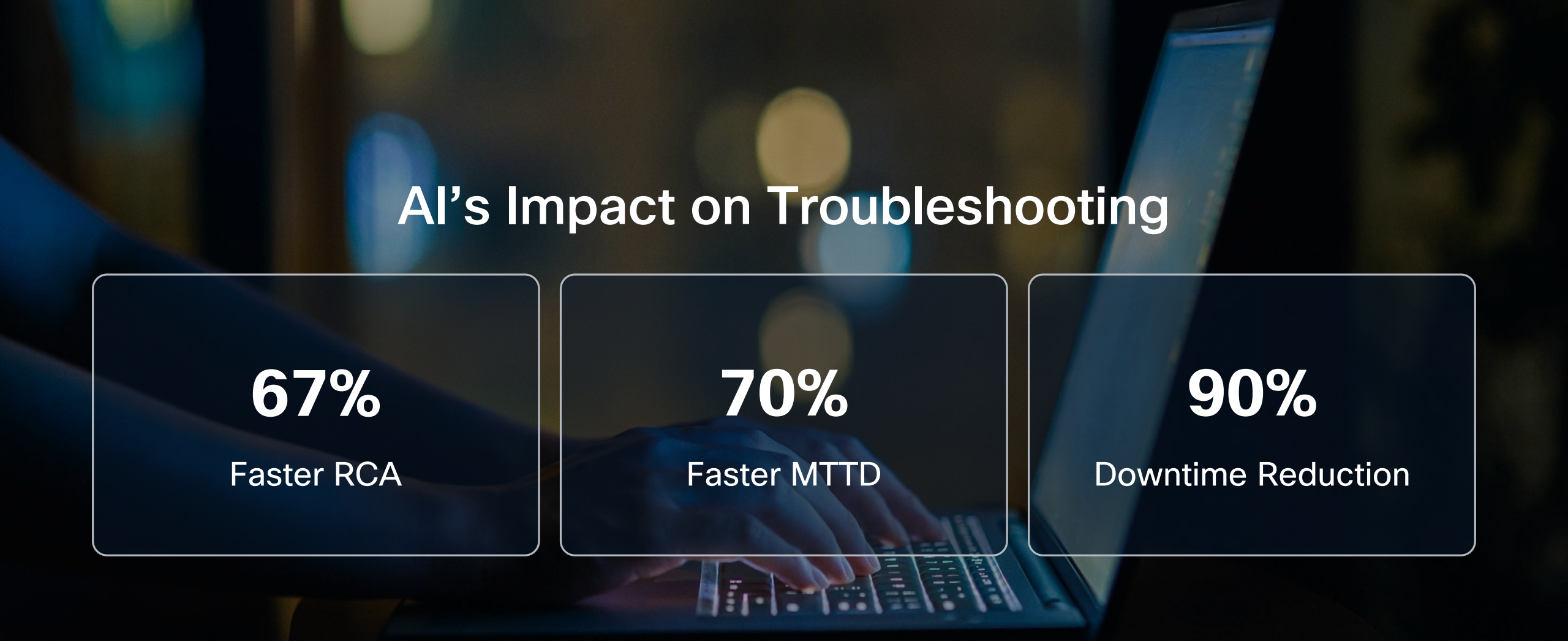
More Stacks & Data ➡ Less Clarity

Too Many Tools, Too Little Insight

Data Outpaces Humans Insights

AI in Troubleshooting: Why Now?

AI’s Impact on Troubleshooting



67%

Faster RCA

70%

Faster MTTD

90%

Downtime Reduction

Where are you in your Observability Journey?

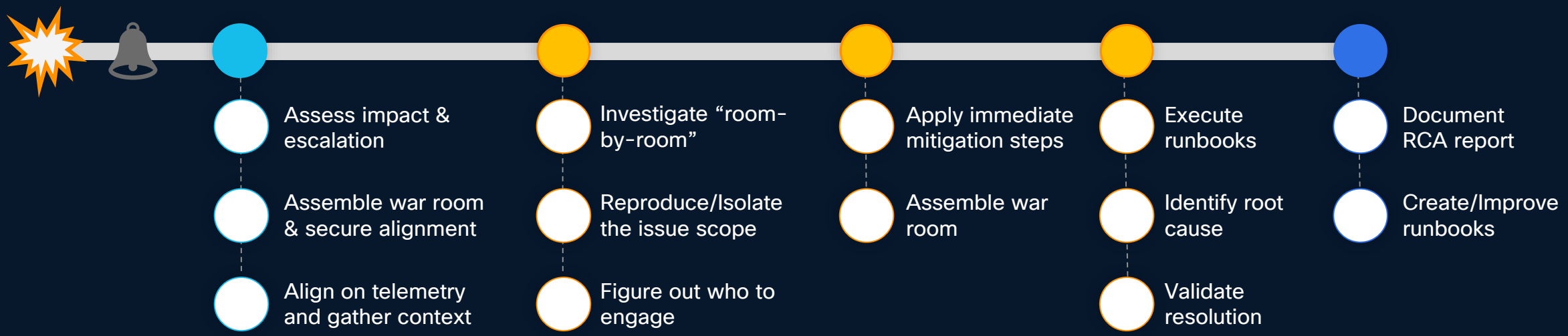
The Evolution of Monitoring and Observability

From Reactive to Autonomous: Tracing the Journey to AI-Directed Troubleshooting

Where AI Fits in your troubleshooting Journey

The Incident Management Workflow

The Workflow That AI is About to Transform



What's Available Today: AI/ML in Splunk AppDynamics

Troubleshoot Smarter and Faster with our current AI/ML Capabilities

Dynamic Baselines

Baseline applications normal behavior every hour and account for seasonality.

Anomaly Detection

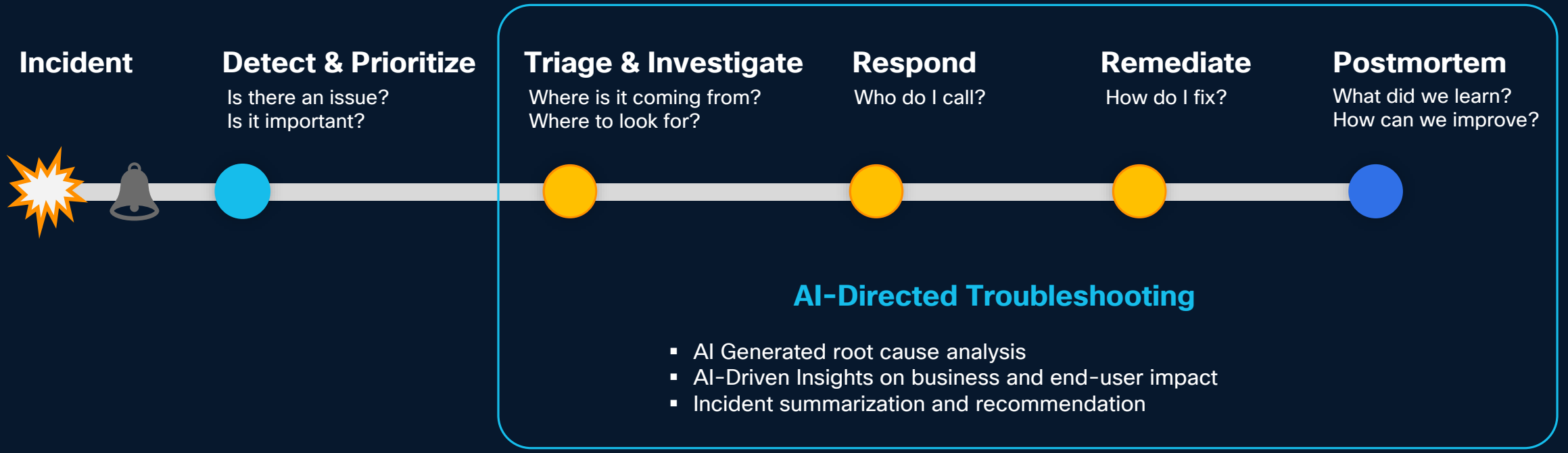
Detect anomalies across Business Transactions, Browser & Mobile Applications, Infrastructure and Databases.

Suspected Cause

Pinpoint the Top Suspected Cause behind the detected anomalies.

Rethink Troubleshooting in the Age of AI

Let AI surface causes and suggest next steps – before your team even asks.



AI-Directed Troubleshooting
for Health Rule Violations

The Event triggering the AI-Directed Troubleshooting

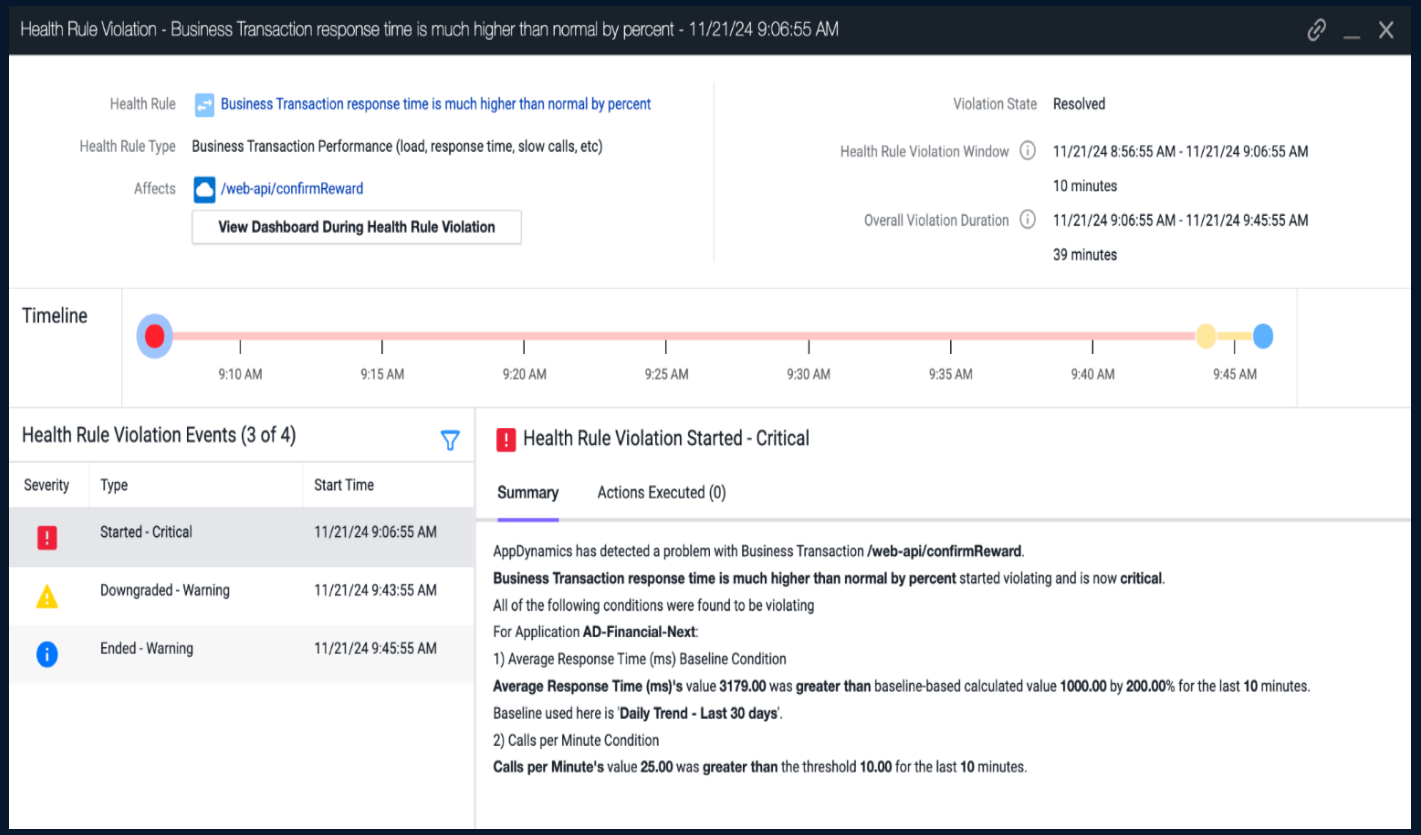
Outcome: Reduced MTTR with AI Driven Suspected Root Cause Analysis

Anomaly Detection and Health Rules complement each other

	Anomaly Detection	Health Rules
How it works	Uses Machine Learning to discover the normal ranges of key Business Transaction metrics and alerts you when these metrics deviate significantly from expected values.	Applies logical conditions that one or more metrics must satisfy. They are perfect for capturing clear-cut logic of SLAs; as well as complex conditional expression.
Configuration	No configuration except when you want to limit Anomaly alerting.	Some default sets provided by AppDynamics, but generally manually configured as desired, including Time Periods, Trends, and schedules.
Events	An Anomaly is a series of Anomaly events.	A Violation is a series of Health Rule violating events.
Entity Coverage	Anomalies are associated with Business Transactions.	Health Rules can apply to any entity.

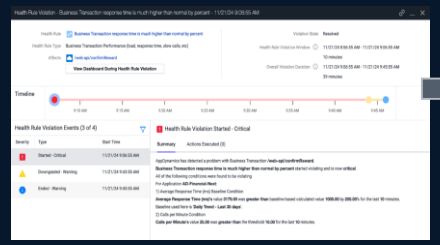
AppD Troubleshooting Journey for Health Rule Violations

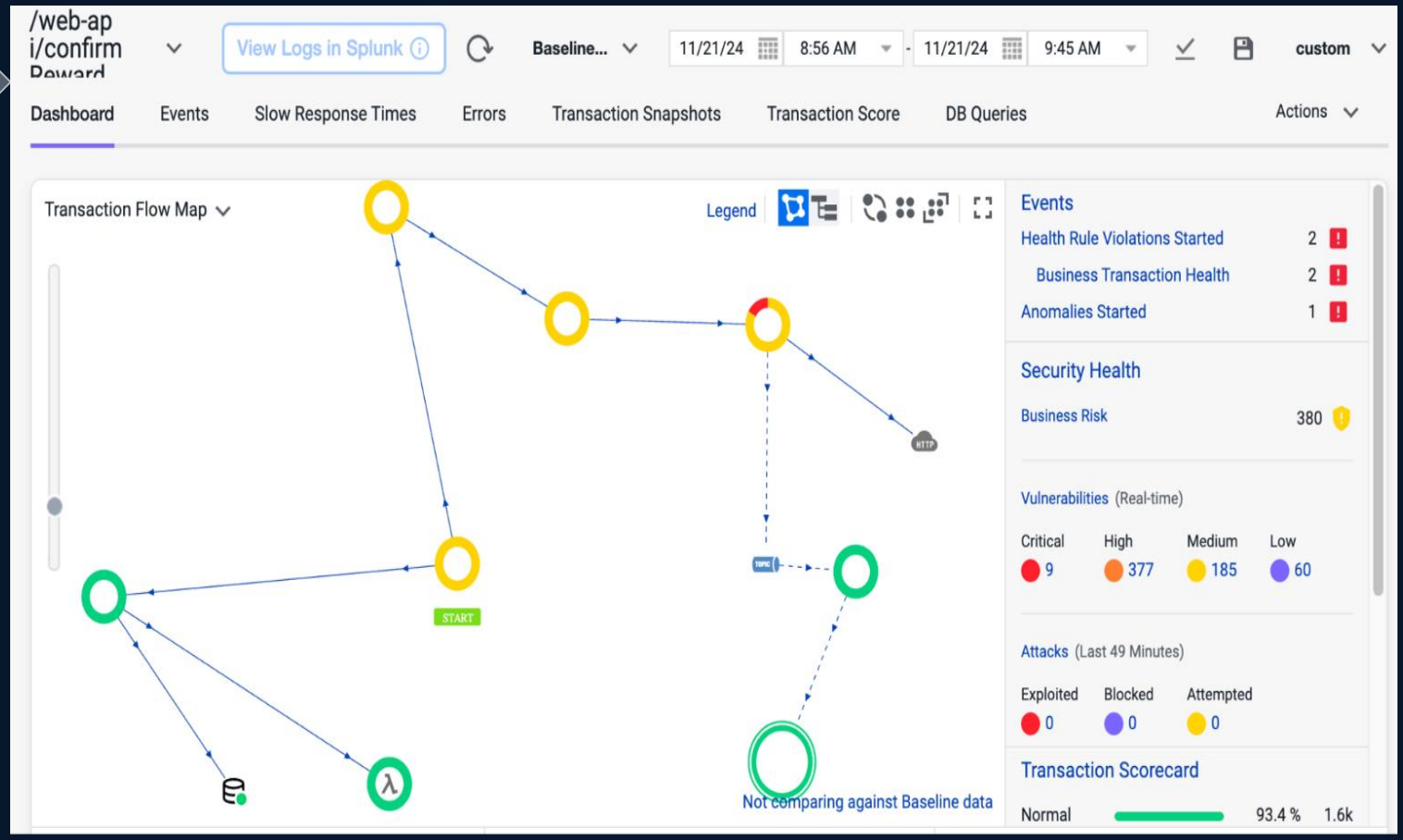
Detect and Prioritize



AppD Troubleshooting Journey for Health Rule Violations

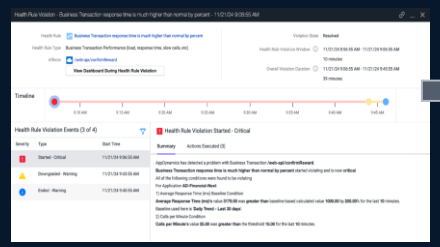
Triage: where is it from?

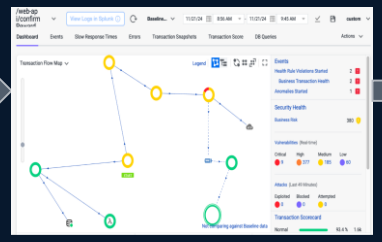


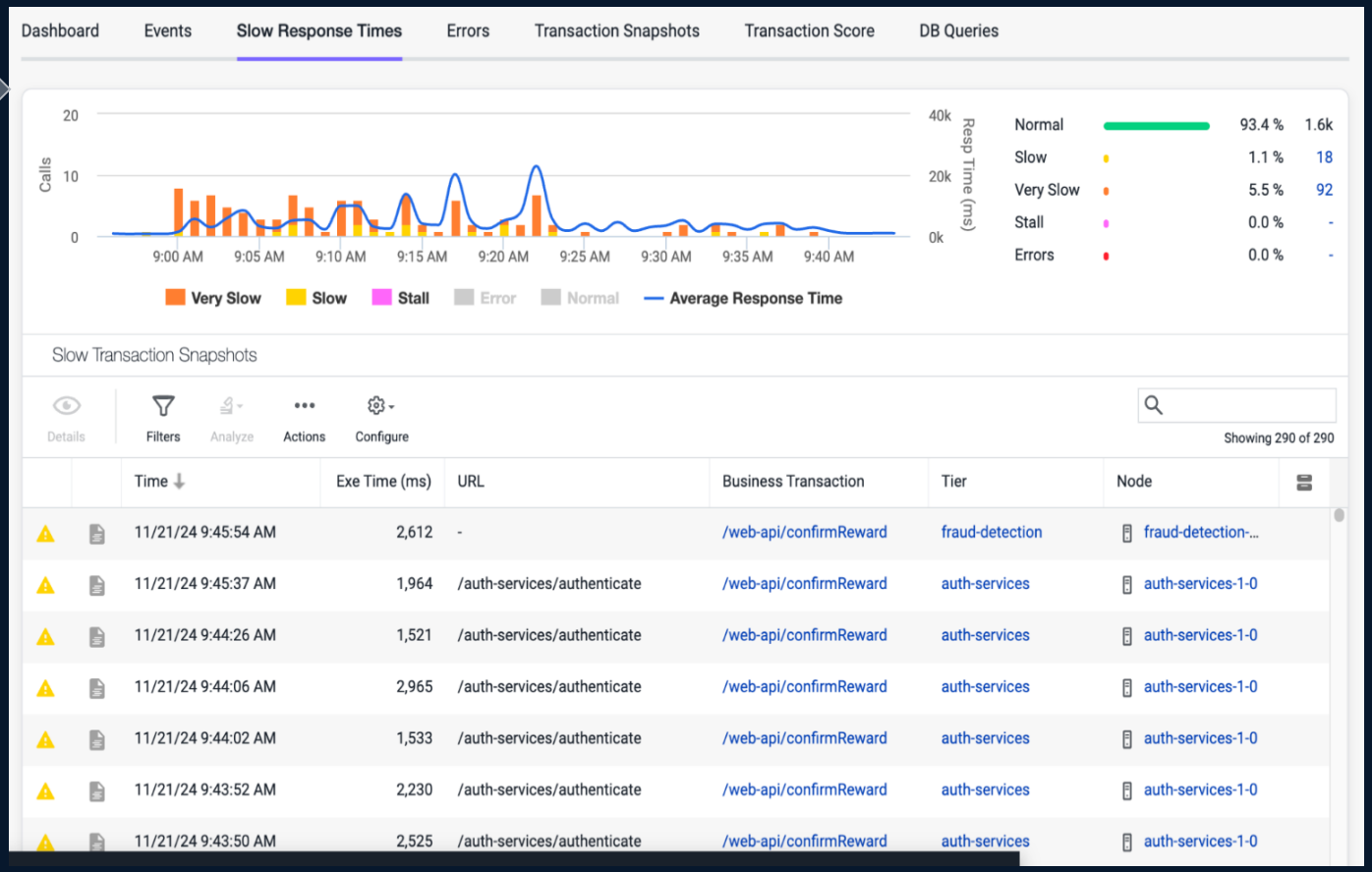


AppD Troubleshooting Journey for Health Rule Violations

Investigate: where to look for?

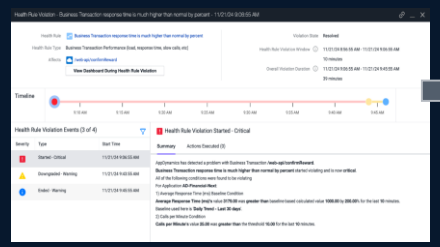


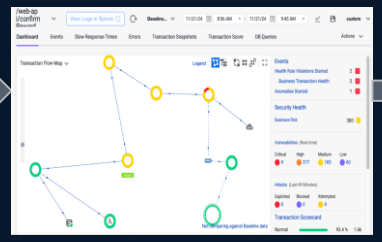


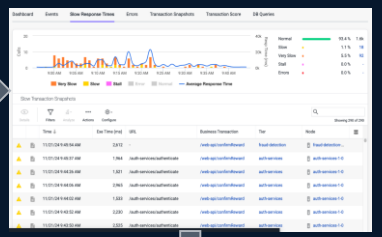


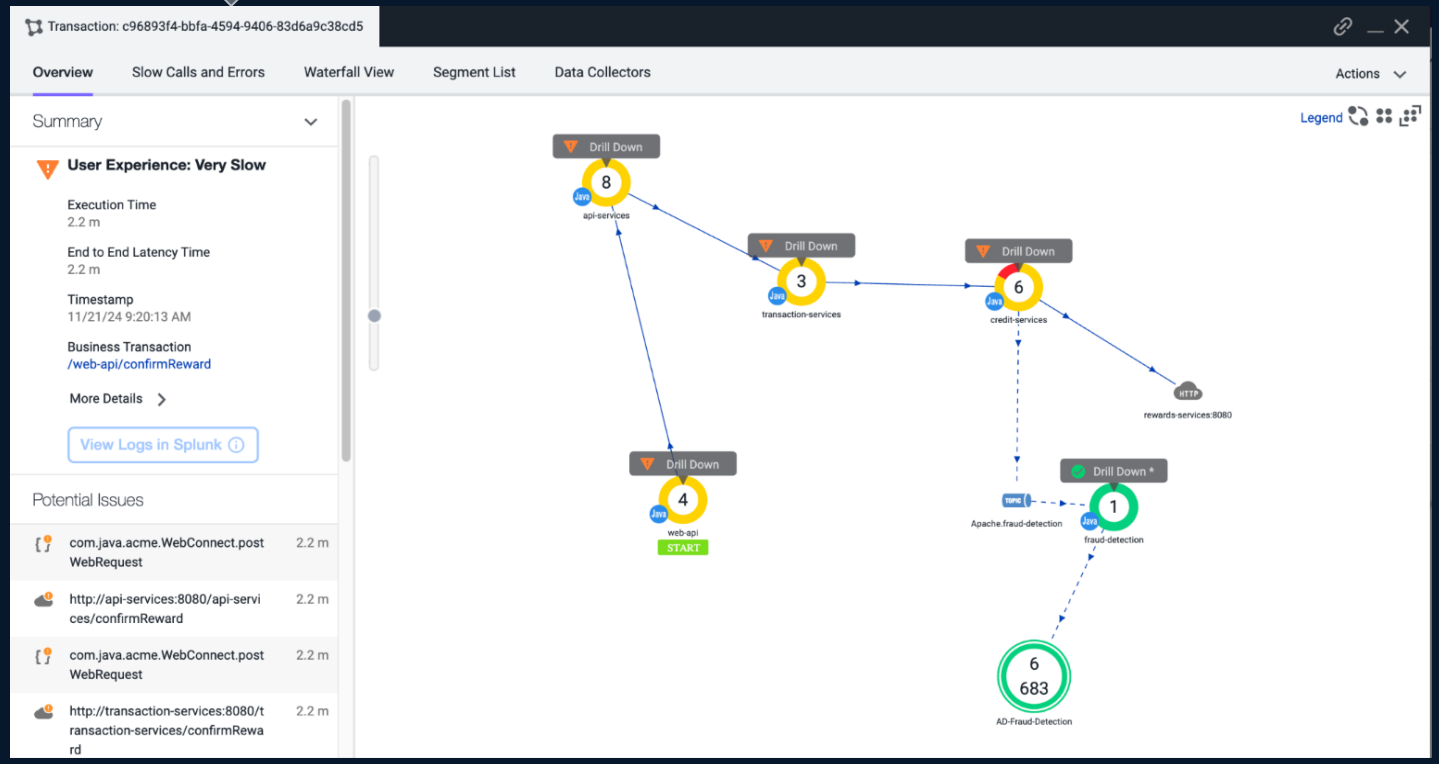
AppD Troubleshooting Journey for Health Rule Violations

Investigate: where to look for? And more.



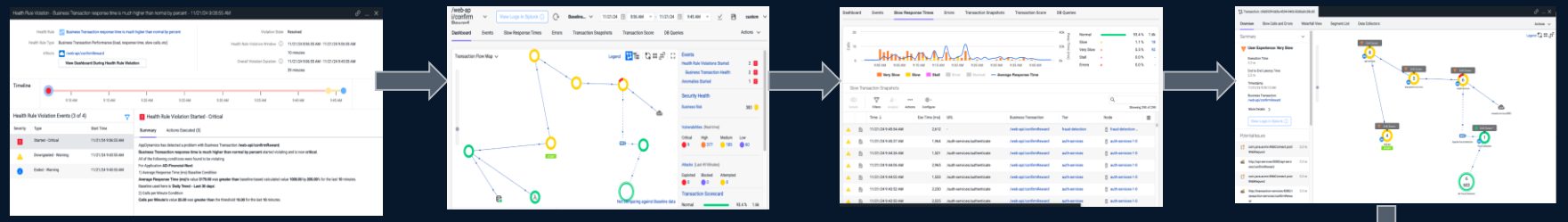






AppD Troubleshooting Journey for Health Rule Violations

Investigate: where to look for? And more. And more.



Overview | Partial Call Graph | Slow Calls & Errors | DB & Remote Service Calls | Server | Network | More | Actions

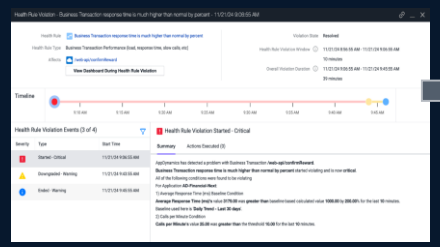
Execution Time 2.2 m | Wait Time 0 ms | Block Time 0 ms | Node web-api-Node--10 | Timestamp 11/21/24 9:20:13 AM | This is a Partial Call Graph

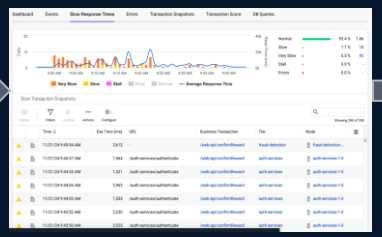
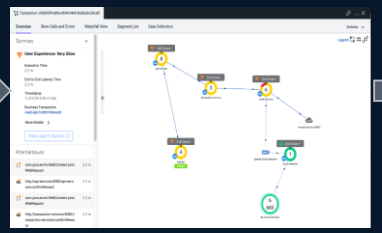
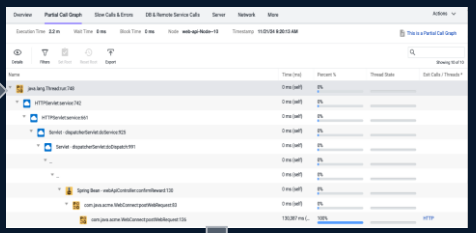
Details | Filters | Set Root | Reset Root | Export | Showing 10 of 10

Name	Time (ms)	Percent %	Thread State	Exit Calls / Threads *
java.lang.Thread:run:748	0 ms (self)	0%		
HTTPServlet:service:742	0 ms (self)	0%		
HTTPServlet:service:661	0 ms (self)	0%		
Servlet - dispatcherServlet:doService:925	0 ms (self)	0%		
Servlet - dispatcherServlet:doDispatch:991	0 ms (self)	0%		
...	0 ms (self)	0%		
...	0 ms (self)	0%		
Spring Bean - webApiController:confirmReward:130	0 ms (self)	0%		
com.java.acme.WebConnect:postWebRequest:83	0 ms (self)	0%		
com.java.acme.WebConnect:postWebRequest:126	130,387 ms (...	100%		HTTP

AppD Troubleshooting Journey for Health Rule Violations

Investigate: where to look for? And more. And more. And more.



postWebRequest:126

Name	com.java.acme.WebConnect:postWebRequest
Type	POJO
Class	com.java.acme.WebConnect
Method	postWebRequest
Line Number	126

Self Time 130,387ms 100%

Total Time 130,387ms 100%

Details Block: 0 ms, Wait: 0 ms

Exit Calls

Type	Details	Count	Time (ms)	% Time	From	To
HTTP	http://api-services:8080/api-services/confirmRe...	1	130386	100%	web-api	api-services

HTTP Exit Call

Drill Down into Downstream Call

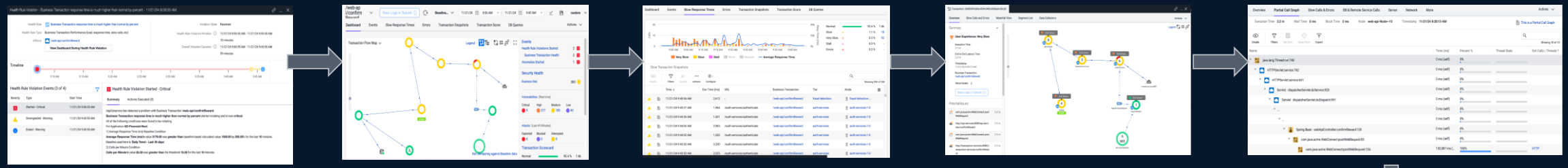
Time	130,386ms
From	web-api
To	api-services
Details	http://api-services:8080/api-services/confirmReward

Properties

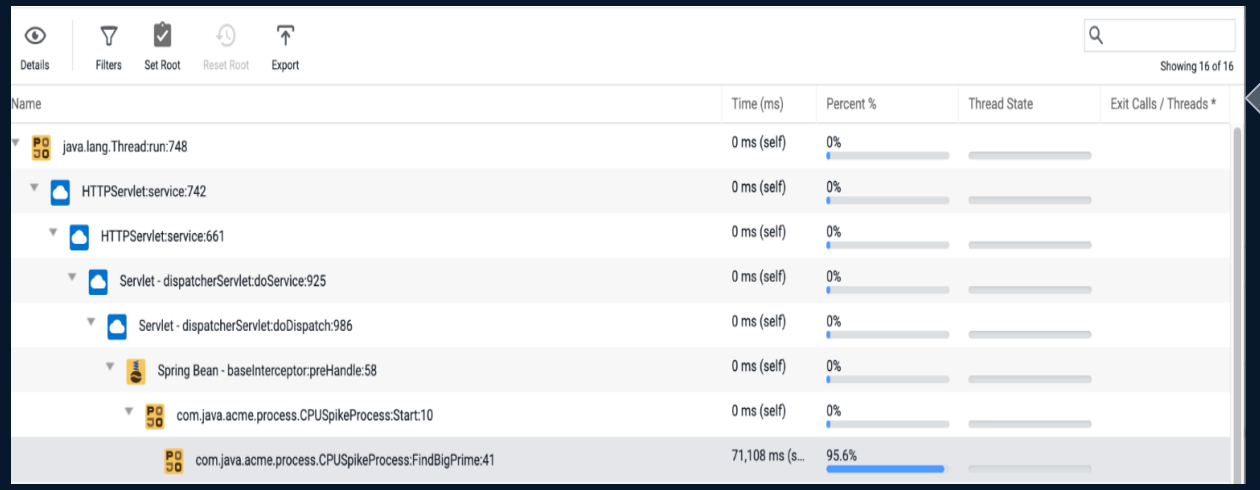
Start Time	1732198813746

AppD Troubleshooting Journey for Health Rule Violations

Investigate: where to look for? And more. And more. And more. And more.

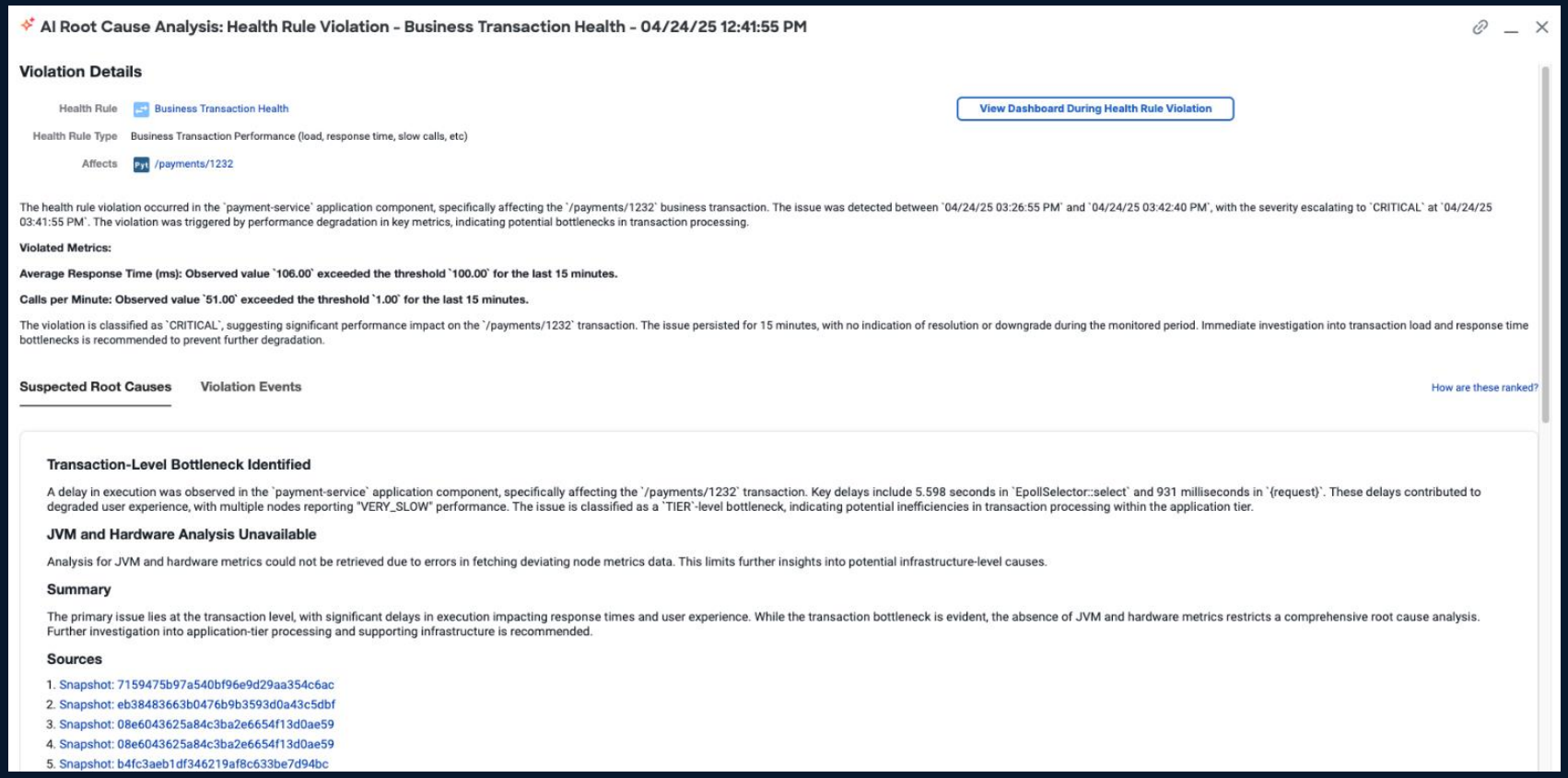


Suspected Root Cause



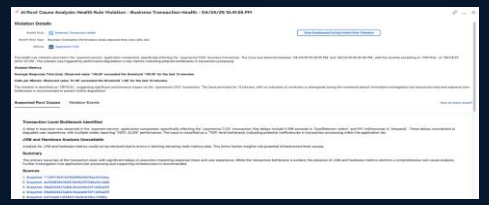
New: AppD Troubleshooting Journey for Health Rule Violations

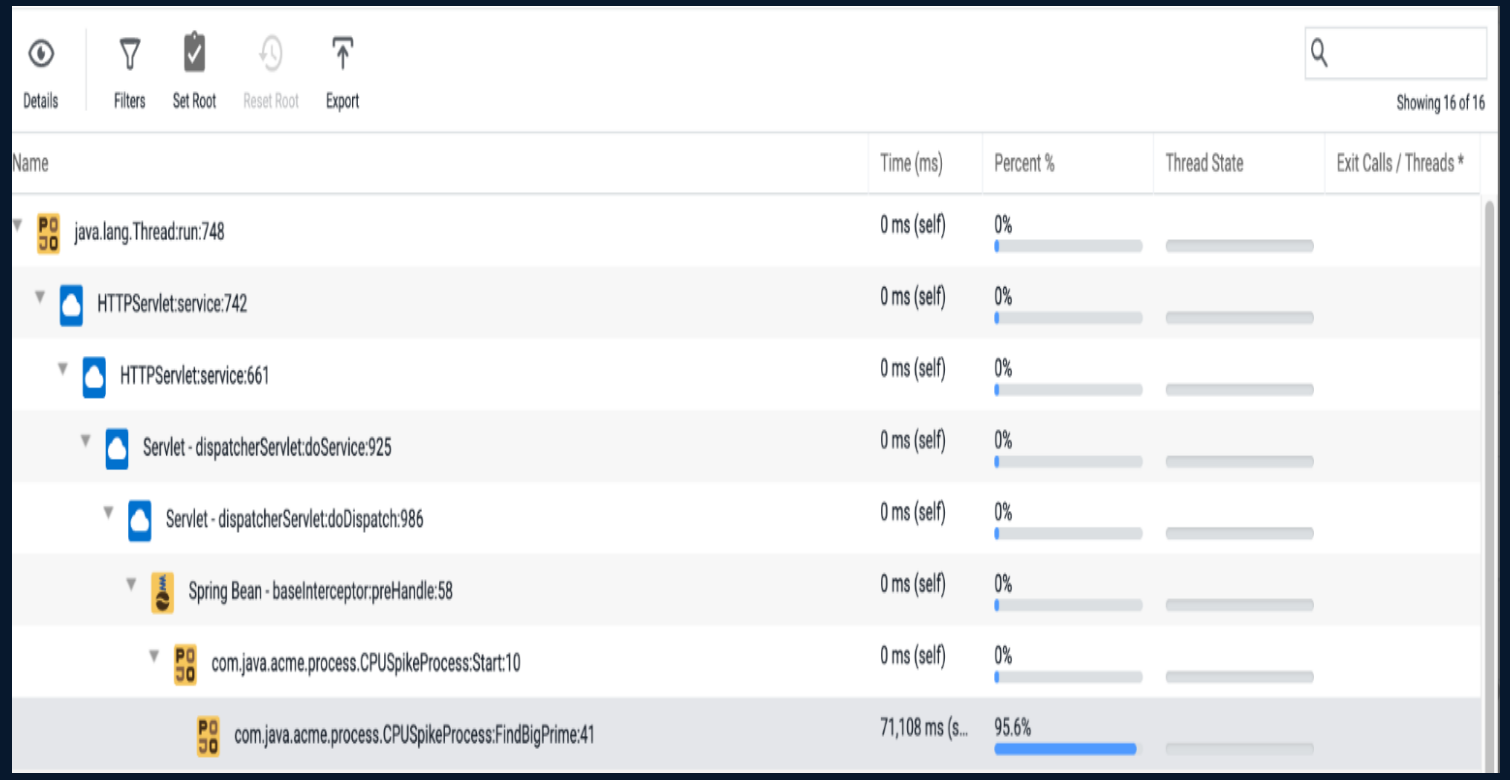
Detect and Prioritize



New: AppD Troubleshooting Journey for Health Rule Violations

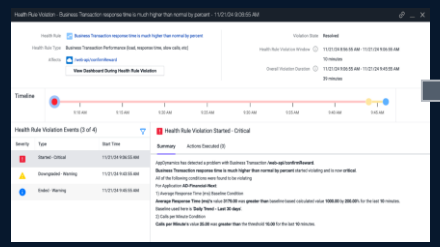
Next: 1-click RCA

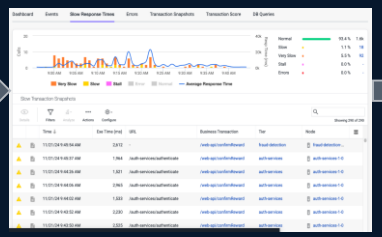
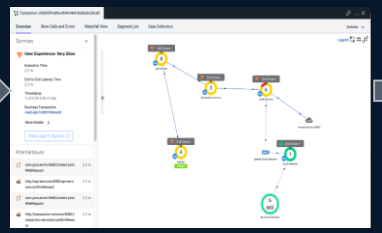
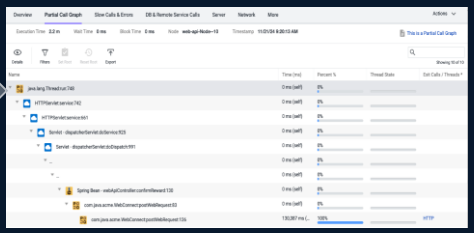
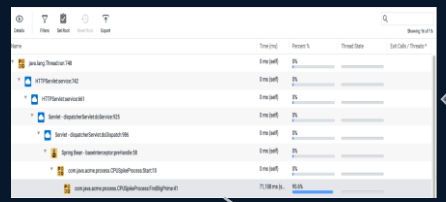
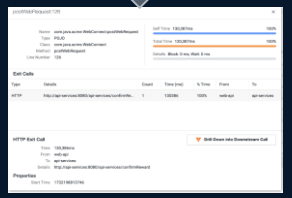




Basic AppD Troubleshooting Journey for Health Rule Violations

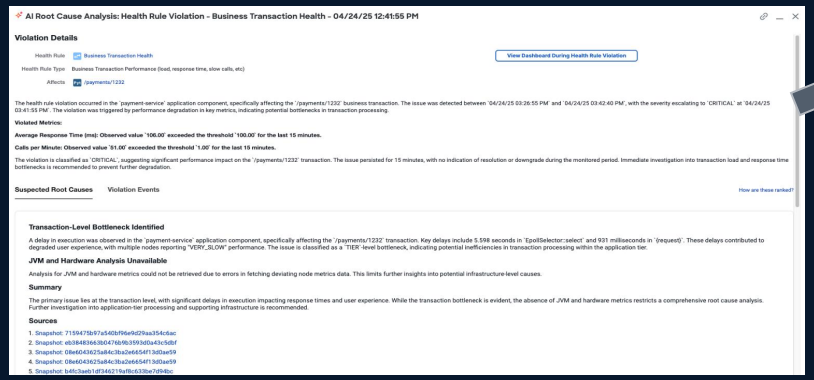
Now: Detect and Investigate



Suspected Root Cause

Next: 1-click RCA



AI-Directed Troubleshooting for Health Rule Violations

Reduce MTTR and supercharge RCA with Generative AI capabilities

Faster Investigations

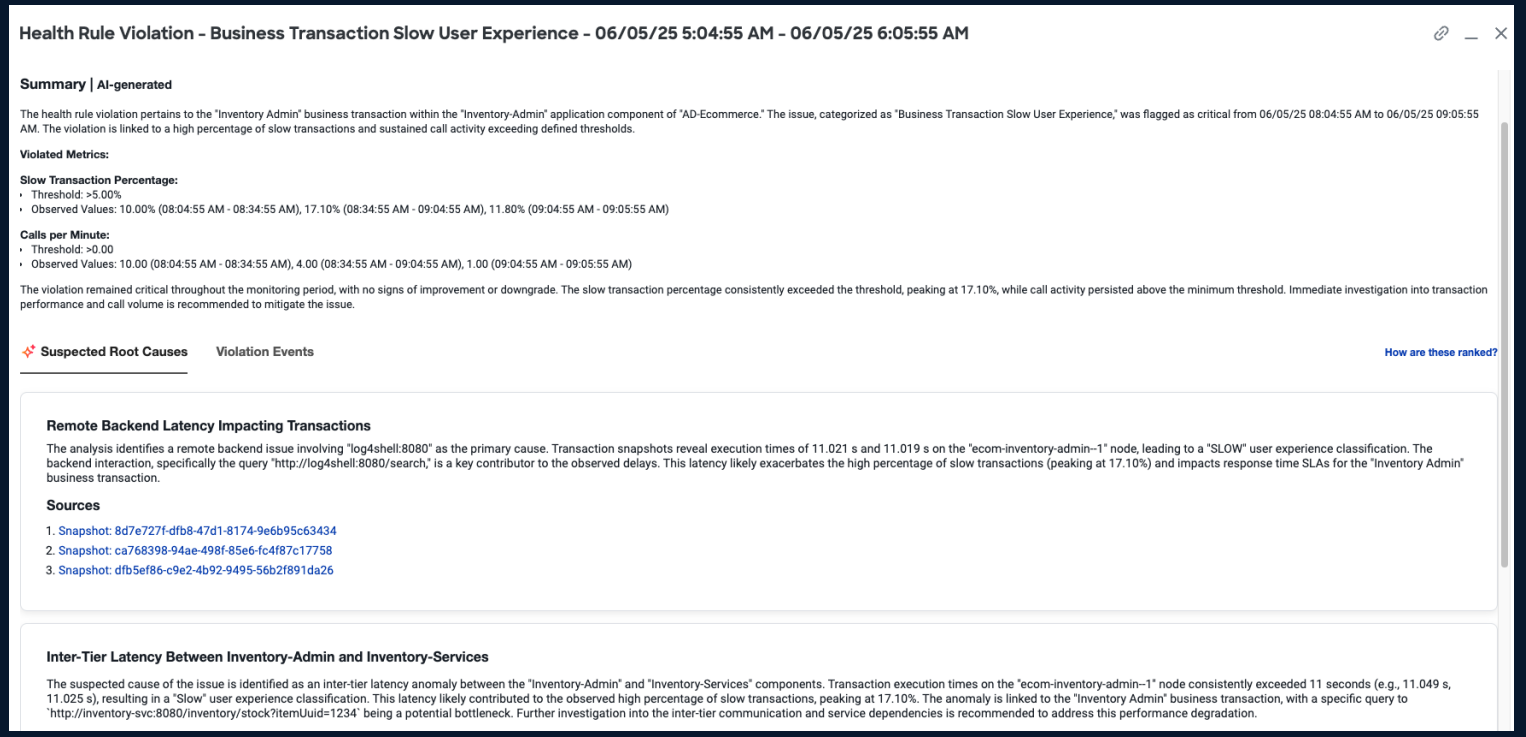
1-click RCA; more context on your incidents; guided troubleshooting

Insight-driven decision making

Surface and summarize suspected root cause(s) for Health Rule Violations

Lower the learning curve

Remove knowledge barriers; Democratize observability



Demonstration:
AI Directed Troubleshooting for Health Rule Violations

AI-Driven Root Cause Analysis & Recommendations

AI-Driven Root Cause Analysis & Recommendations

Pinpoint the root cause of anomalies and reduce MTTR with guided next steps

Concise AI Summary

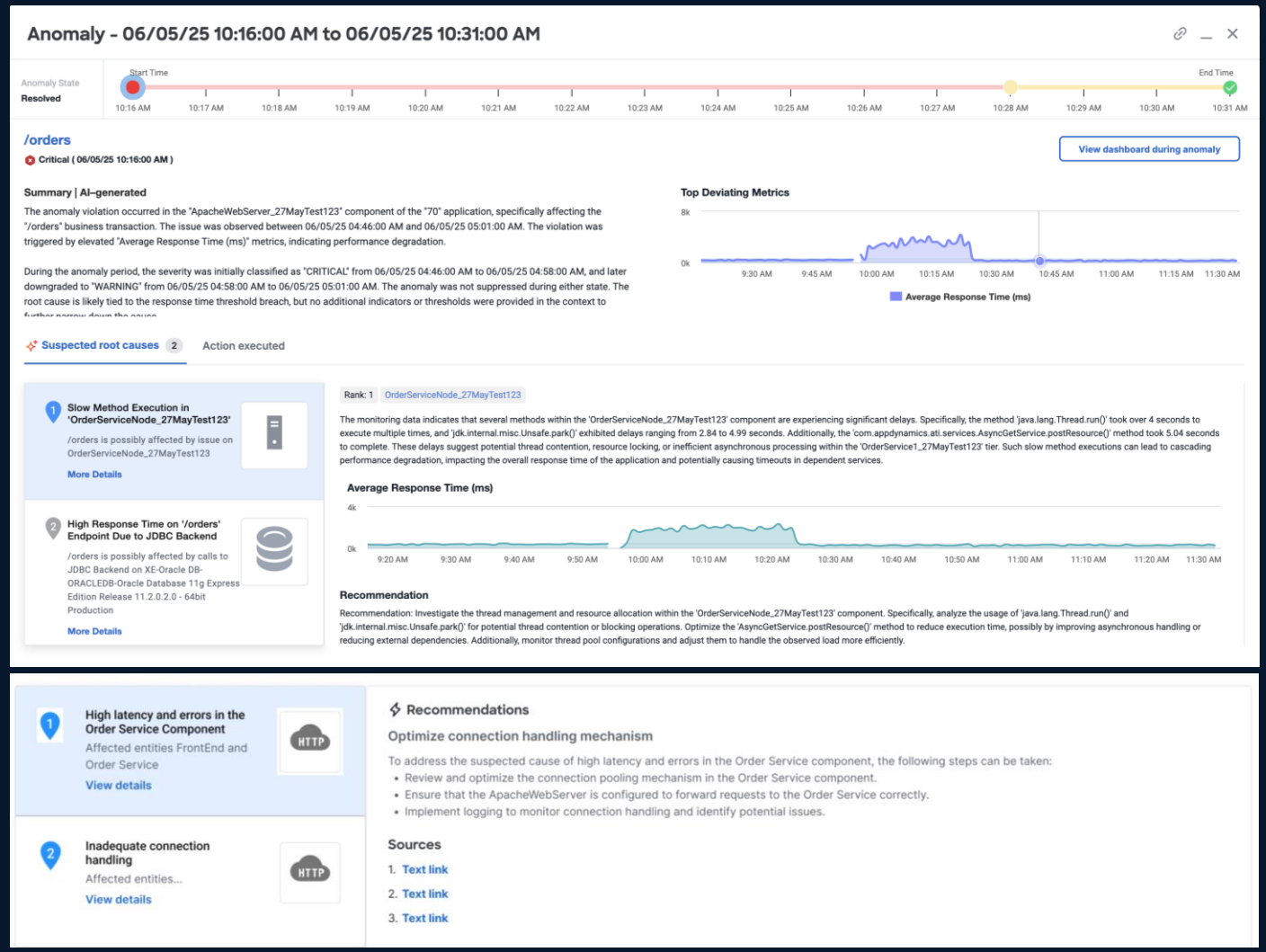
Receive AI generated summary that saves times and helps you focus on what matters most.

Root Cause Discovery Made Simple

Identify suspected causes with ease, empowering faster, data-driven decisions.

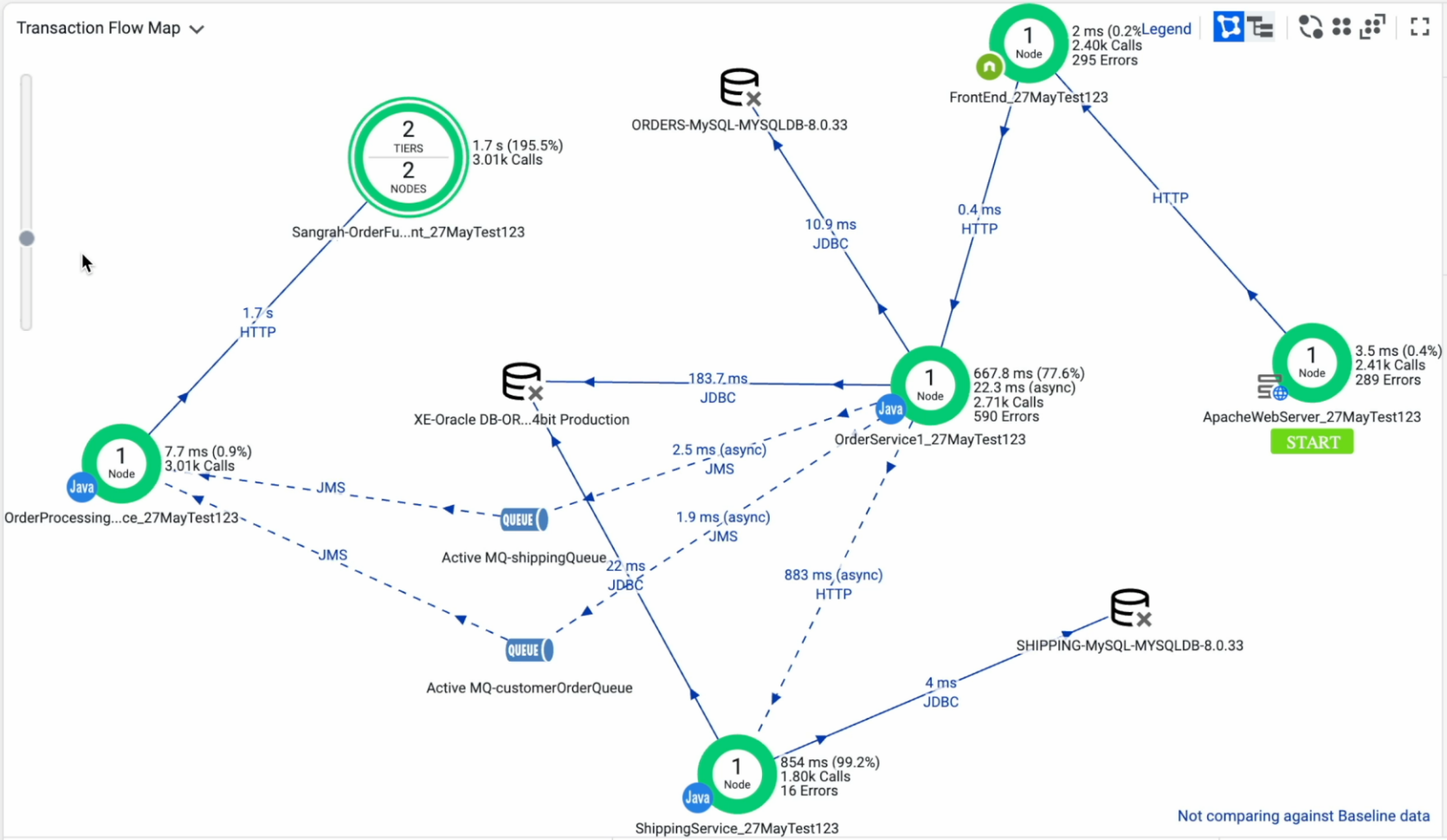
Actionable Next Steps

Get relevant recommendations and sources to guide your next steps with confidence.



Demonstration: Anomaly Detection 2.0: AI-Driven Root Cause Analysis & Recommendations

Transaction Flow Map



Events

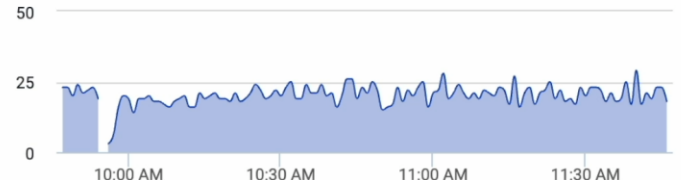
Anomalies Started 1

Transaction Scorecard

Normal	86.5 %	2.1k
Slow	1.4 %	34
Very Slow	0.0 %	1
Stall	0.0 %	< 1
Errors	12.0 %	289

Load

2.4k calls 20 calls / min

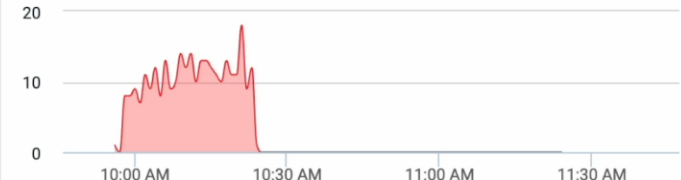


Response Time (ms)

861 ms average

Errors

12% 289 errors 3 errors / min



Key Takeaways and What's Next

AI’s Impact in a Nutshell

Reduce Human Effort

Shrink Time

Reduce MTTx

What's Next in AI for AppDynamics

Now (Available Today)	Next	Later *
Dynamics Baselines ▪ Business Transactions Anomaly Detection ▪ Business Transactions (ART, CPM, EPM) ▪ User Experience – Browser, Mobile (Page Load Time) ▪ Infrastructure (Server – CPU, Memory)	Health Rule Violations ▪ 1-click RCA Summarization for Business Transactions Anomaly Detection • RCA Summarization and Recommendations for Business Transactions	Health Rules Violations ▪ 1-click RCA Summarization for JVM/CLR/HW/Database ▪ Recommendations & Remediations ▪ Adaptive Criteria Alert Aggregation / Grouping Chat-based and Embedded Insights (RCA, etc.) EUM Troubleshooting Webex/Slack/Teams AI Agents

* Items listed here are not formally committed at this point

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.

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