

AgenticOps in Motion AI Agents Powering a Unified Cisco Experience

cisco Live !

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

Cisco Webex App

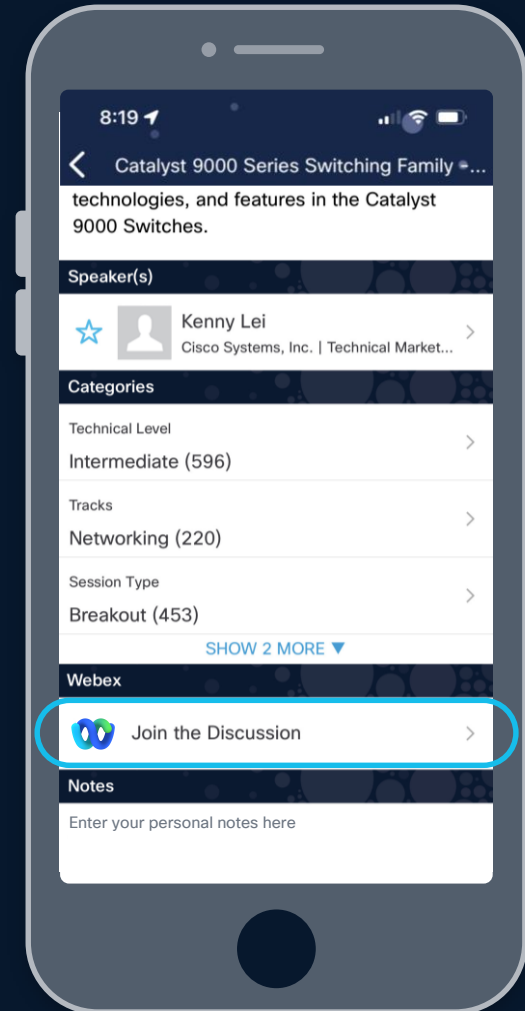
Questions?

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 June 13, 2025.



Richard Jang



Expertise

Generative AI, Enterprise IT



Personal Life

Taiwanese American, Silicon Valley Native, San Jose State University



Hobbies

Playing drum set and seeing the world!

Add me on LinkedIn! →

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



Agenda

01 Gen AI and AI Agents Deep Dive

Model Types, Capabilities, Limitations, Prompt Design, etc.

02 Cisco's AgenticOps Portfolio

AI Assistant, AI Canvas

03 AI Assistants in Action

Demos of AI Assistants Across Cisco Domain

04 Unifying Cisco AI Assistants

Building an Integrated AI Agent Ecosystem Across Cisco AI Assistants in Action

05 What's Next?

Leveraging Cisco's Network of AI Agents for Generative UI

What is AI?



“AI is software that mimics human intelligence and performs tasks to solve problems.”

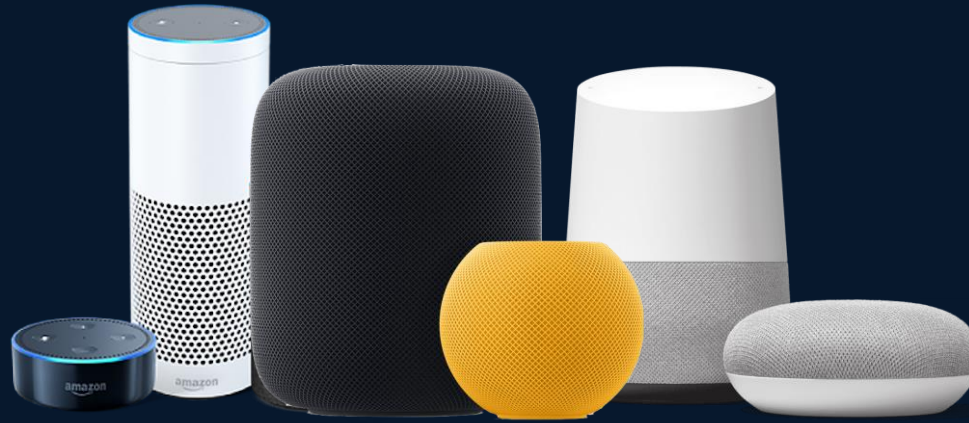
ChatGPT, 2025

Artificial Intelligence is Everywhere



Computer Vision

Deep Learning



Voice Assistants

Natural Language Processing



AI Agents

Generative AI

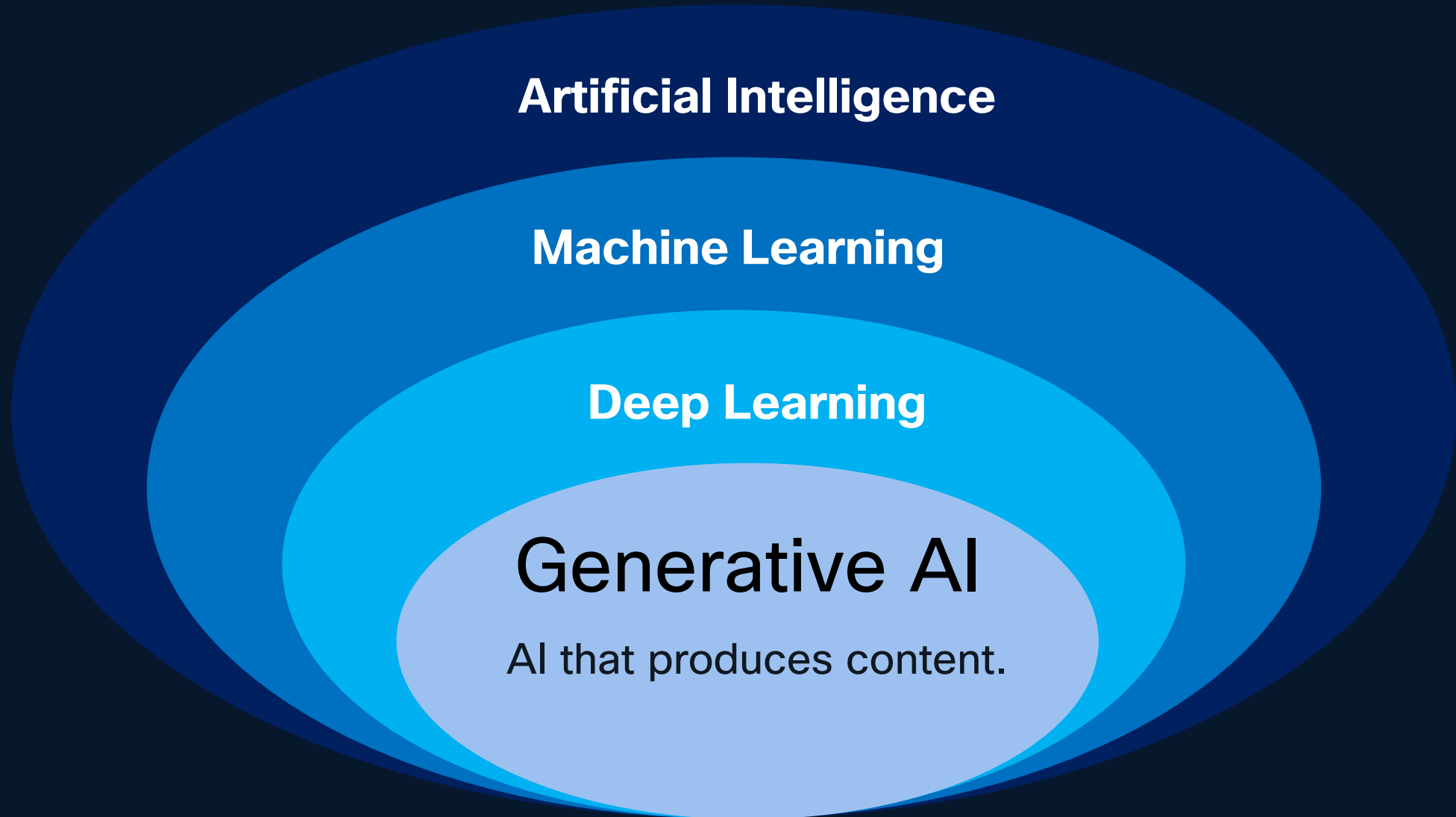
Let Learn About Generative AI and AI Agents

The Breakdown of Artificial Intelligence

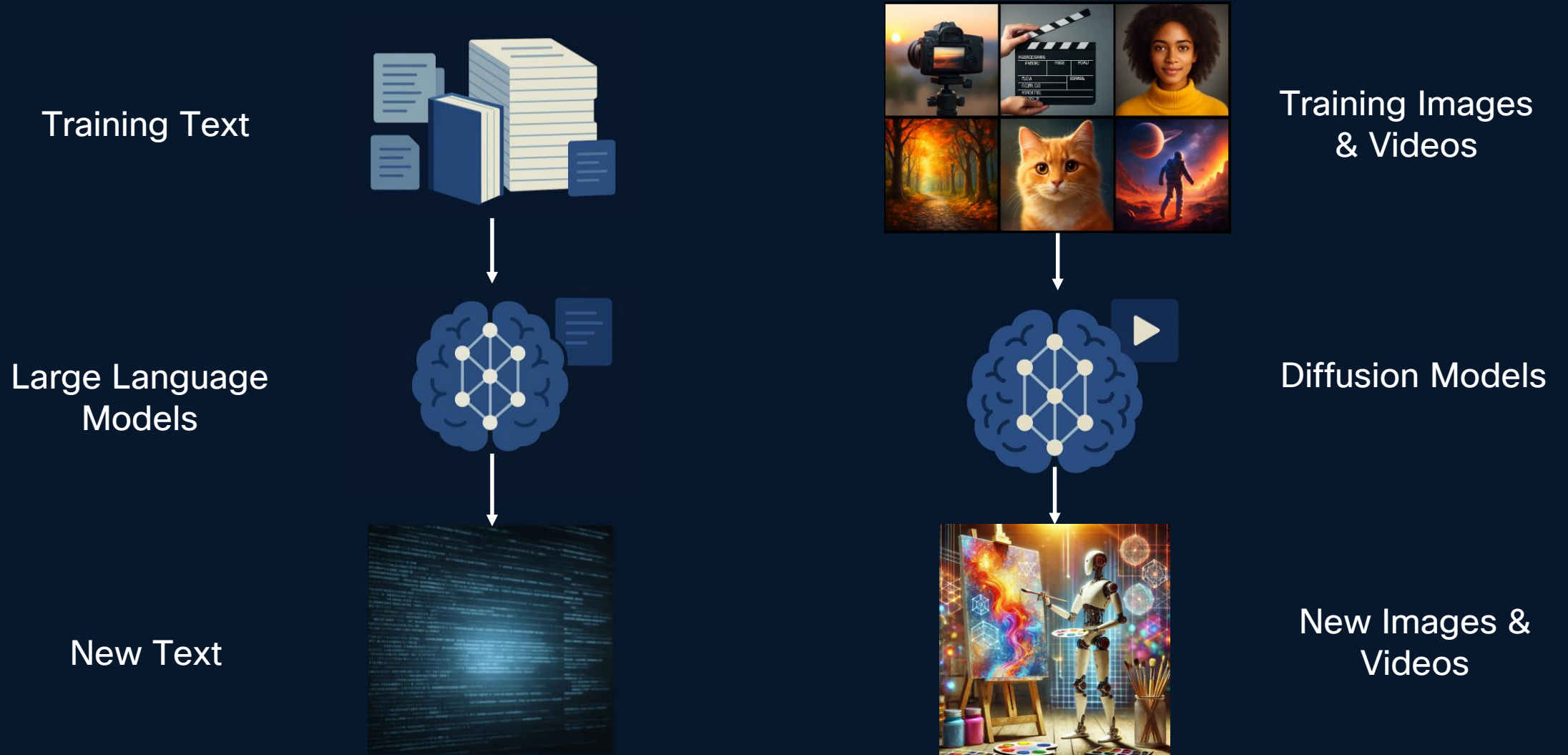
Artificial Intelligence

A discipline that encompasses all aspects of simulating human intelligence in machines.

The Breakdown of Artificial Intelligence



How Does Generative AI Training Work?



Generative AI Applications

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



DALL·E



stability.ai

Built on Large Language Models
Text and Code Generation

Built on Diffusion Models
Image and Video Generation

The Potential of Generative AI Applications

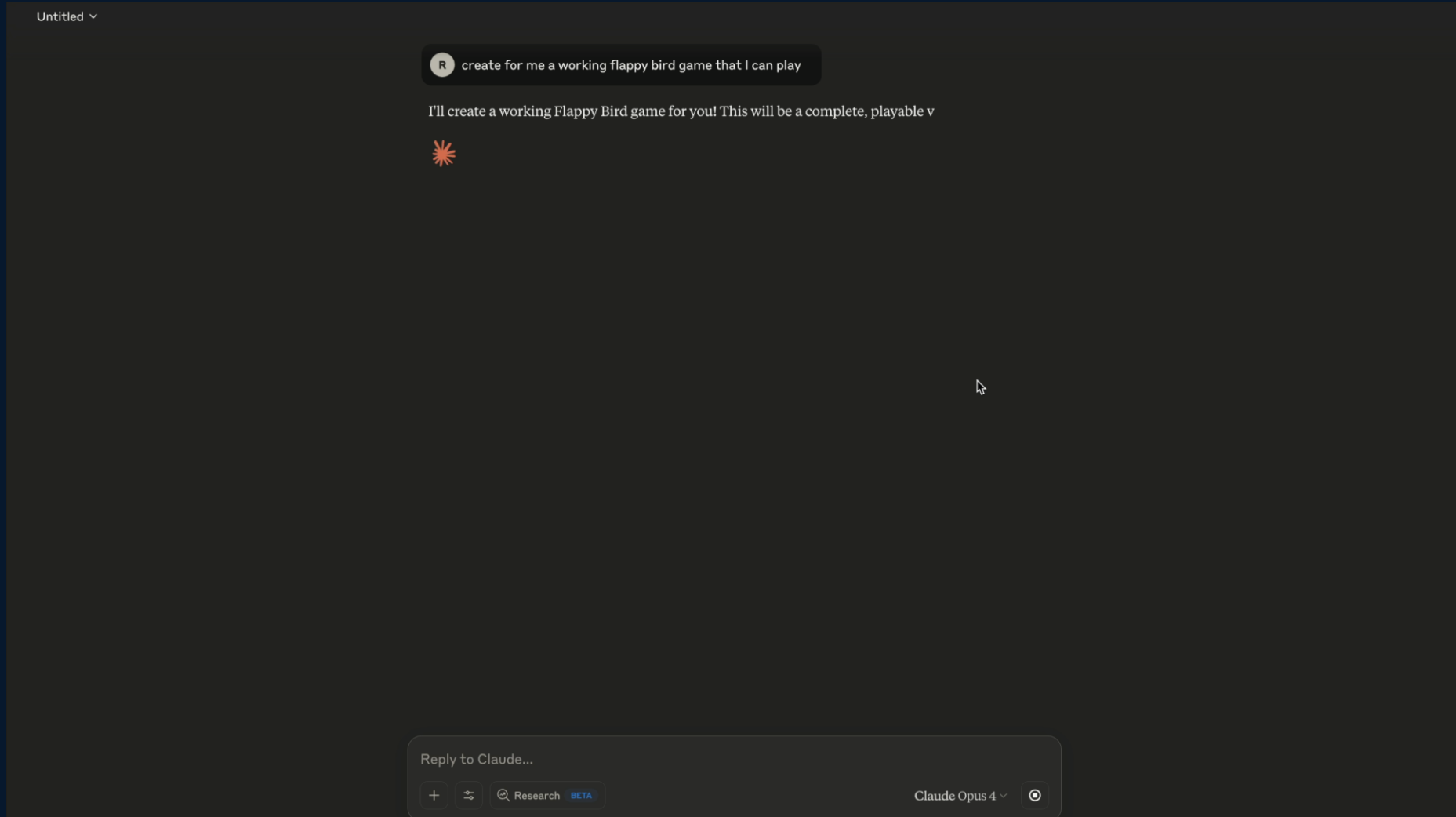
Generative AI: Text Capabilities in Planning

Prompt: I'm visiting San Diego for the first time in June for a week, give me a detailed itinerary.

Day	Date	Morning	Afternoon	Evening
Day 1	Sunday, June 01	Arrive in San Diego. Check into hotel (recommendations: La Jolla Shores Hotel, Pendry San Diego, or Hotel Indigo Gaslamp). Stroll around neighborhood.	Visit La Jolla Cove: see sea lions, tide pools, and walk the Coast Walk Trail. Explore La Jolla Village's shops, cafes, and art galleries.	Dinner at George's at the Cove (rooftop ocean view). Sunset at Ellen Browning Scripps Park. Optional gelato stop at Bobboi Natural Gelato.
Day 2	Monday, June 02	Coffee at Communal Coffee (North Park). Head to Balboa Park. Visit the Botanical Building & Lily Pond.	Explore 1-2 museums (Museum of Us, San Diego Art Institute, Fleet Science Center). Lunch at The Prado.	Dinner in Little Italy (Barbusa or Civico 1845). Rooftop drinks at Kettner Exchange or Born and Raised.
Day 3	Tuesday, June 03	Breakfast at The Cottage (La Jolla) or The Mission (PB). Drive to Torrey Pines State Reserve. Hike Guy Fleming Trail or Razor Point Trail.	Relax at Pacific Beach. Optional surf lesson or rent bikes on boardwalk. Lunch at World Famous.	Sunset dinner at Jake's Del Mar or Pacific Coast Grill. Optional beach bonfire at Mission Beach fire pits.
Day 4	Wednesday, June 04	Take ferry or drive to Coronado Island. Walk or rent bikes to Hotel del Coronado. Breakfast/brunch at Crown Room Brunch or Tartine.	Relax at Coronado Beach. Explore Orange Avenue shops. Optional paddleboarding on Glorietta Bay.	Dinner at Peohe's overlooking downtown. Ferry back to catch skyline view at night. Stop at Harbor Island for night photos.

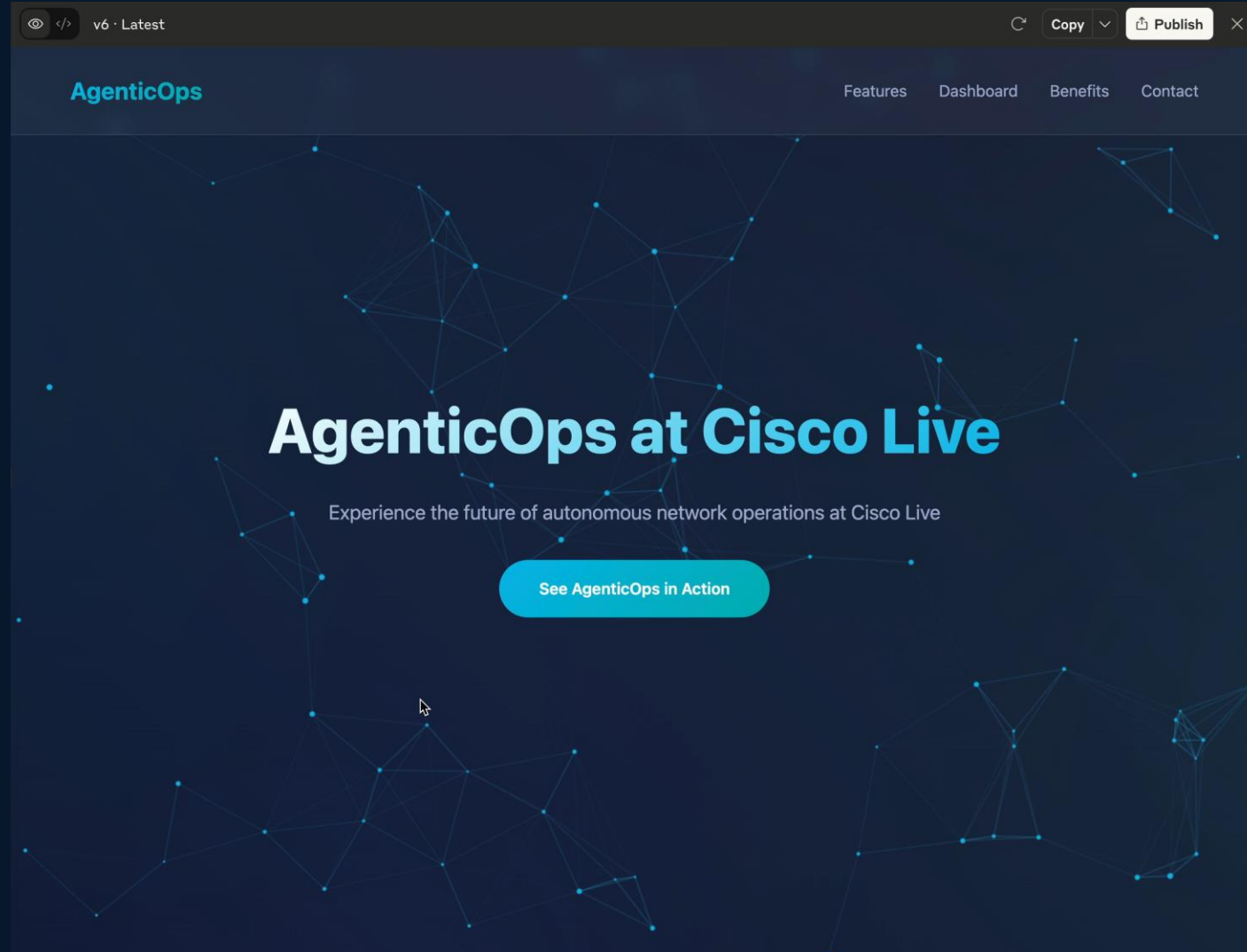
Generative AI: Code Capabilities for Games

Prompt: Build me a working version of Flappy Bird that I can play right here.



Generative AI: Website Generation

Prompt: Build a futuristic looking website titled AgenticOps at Cisco Live that I can show on stage.



Generative AI: Image Capabilities

Prompt: Generate an image representing San Diego California



Generative AI: Image Capabilities

Prompt: Have a dragon fly over!



Generative AI: Image Capabilities

Prompt: Add more dragons and make them breath fire



The Possibilities are Endless



Training a Large Language Model (LLM)

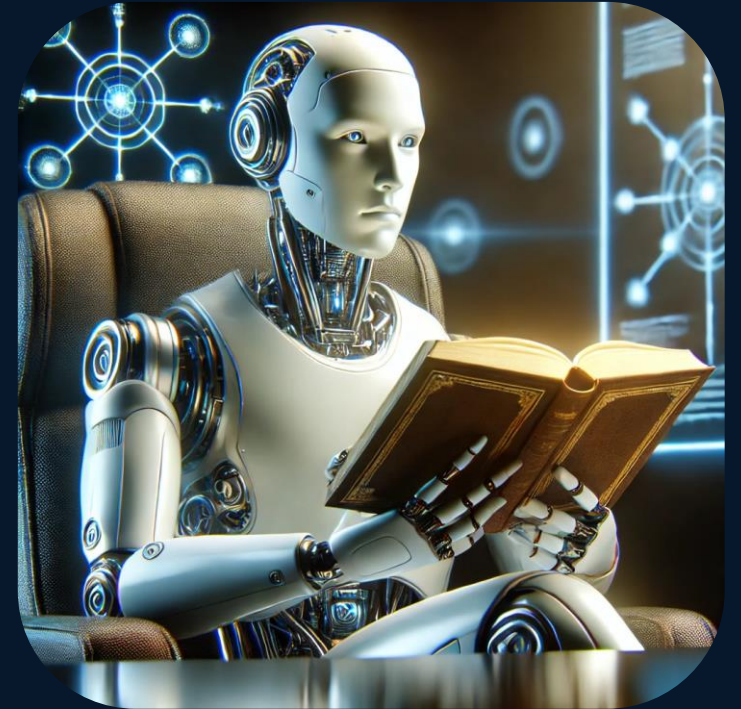
Step 1: Data Collection

What Happens?

- LLMs are trained on massive amounts of text.

Analogy:

- Giving a child access to a library of books, the more they read, the more they learn.



Fun Fact: GPT-4 was trained on terabytes of text, equivalent to hundreds of millions of books.

Step 2: Tokenization and Vectorization

How It Works:

- Text is split into tokens (words, sub words, or characters).
- Tokens are split into vectors (num values) so the model can process it.

Analogy:

- Teaching a child to break down sentences into words & letters.

Raw Text

"My name is Richard"

Tokenized Text

["My", "name", "is", "Richard"]

Vectorized Tokens

"My" -> [0.12, -0.43, 0.33, 0.85, -0.17]
"name"-> [0.52, 0.10, -0.21, 0.44, -0.09]
"is" -> [0.09, -0.15, 0.47, 0.13, 0.56]
"Richard" -> [0.67, -0.25, -0.33, 0.78, 0.45]

Step 3: Parameters Learning

What Happens?

- Vectors flow through neural networks; parameters learn token relationships.

Analogy:

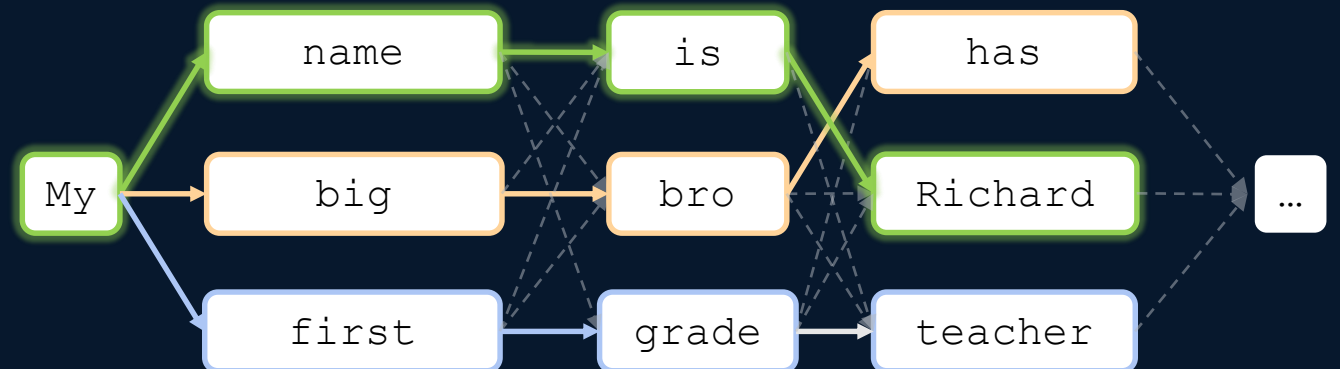
- A child learns how words fit together to form sentences.

Vectorized Text

```
"My" -> [0.12, -0.43, 0.33, 0.85, -0.17]
"name"-> [0.52, 0.10, -0.21, 0.44, -0.09]
"is" -> [0.09, -0.15, 0.47, 0.13, 0.56]
"Richard" -> [0.67, -0.25, -0.33, 0.78, 0.45]
```

Neural Network

Parameters store relationships between tokens to predict next words.



Step 4: Fine-Tuning the Model

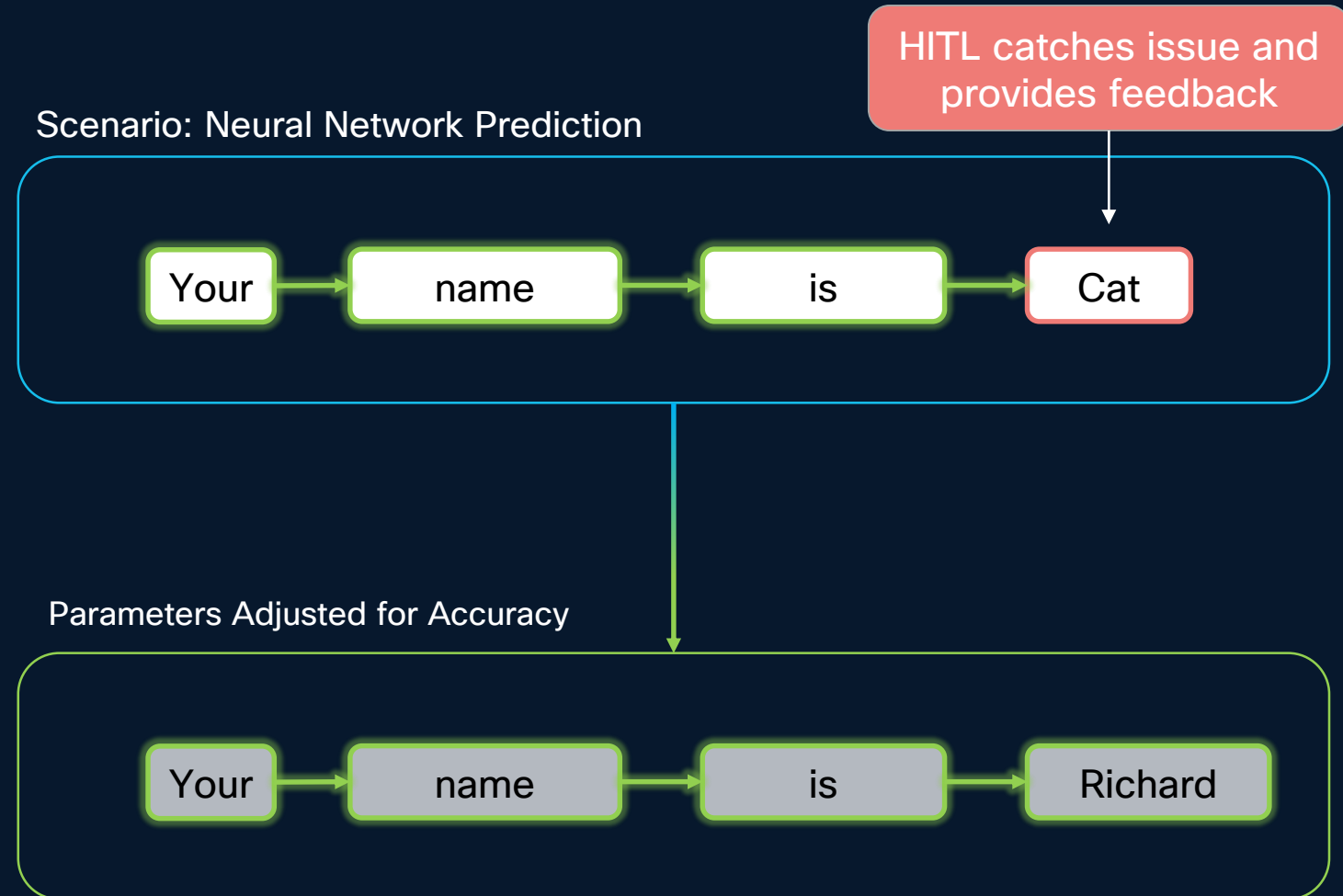
What happens?

- Parameters are adjusted to minimize prediction errors.
- Improves through methods such as human-in-the-loop (HITL).

Analogy:

- A child practices speaking by receiving feedback & adjusting.

Scenario: Neural Network Prediction

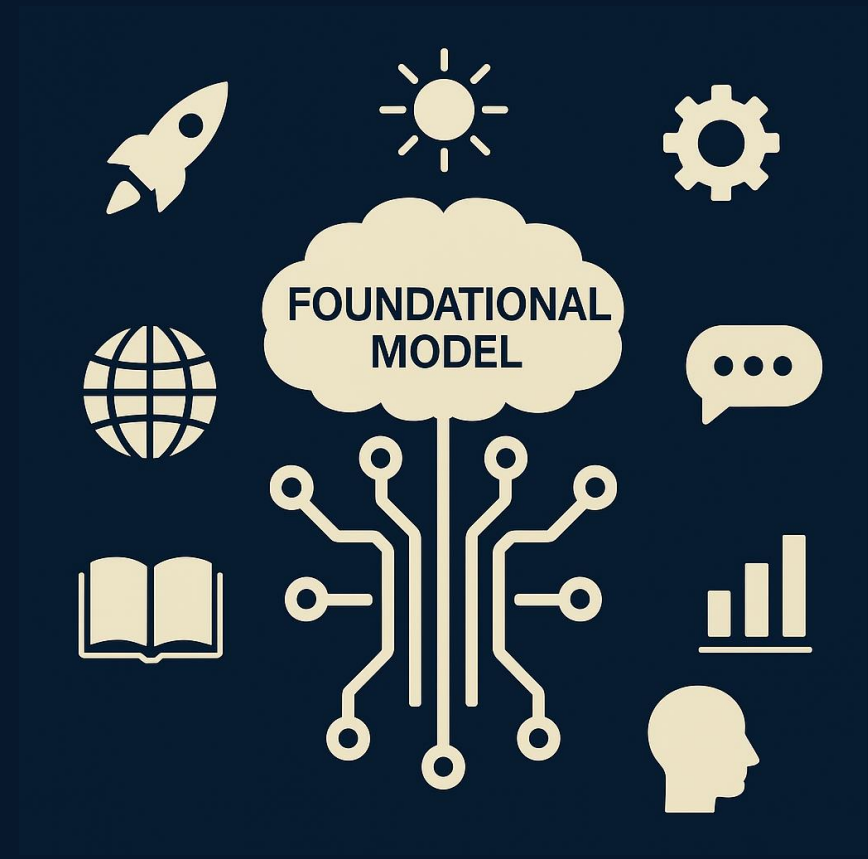


The background of the slide is a dark blue field filled with numerous bright, glowing light streaks. These streaks are primarily blue and white, with some orange and pinkish hues, and they curve and flow across the frame in a dynamic, organic pattern. A dark blue rectangular box is positioned on the left side, containing the main text.

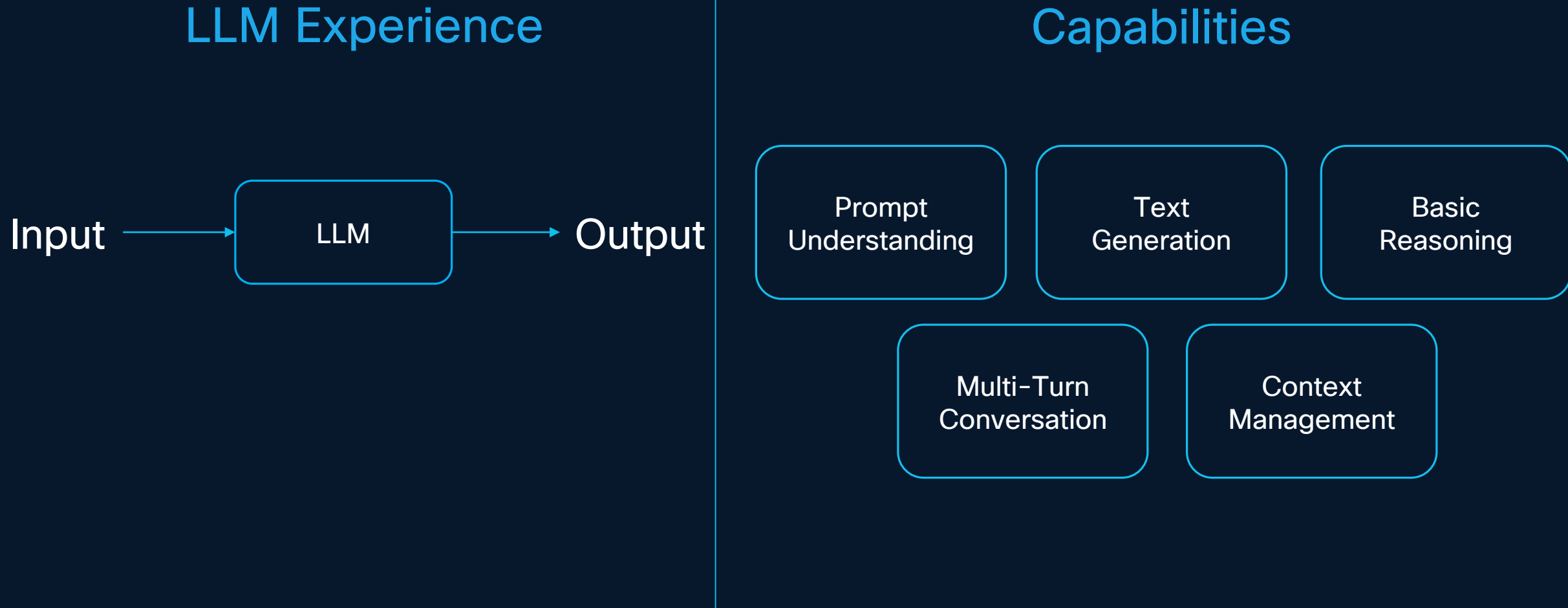
**What's a model trained on a
bit of everything?**

A Foundational LLM Model

- Pre-trained on massive, diverse datasets (text, code, etc.)
- Capable of handling a wide range of questions across domains
- Flexible and general-purpose, making it a great starting point for many AI tasks



Capabilities of Foundational LLM-Powered Models

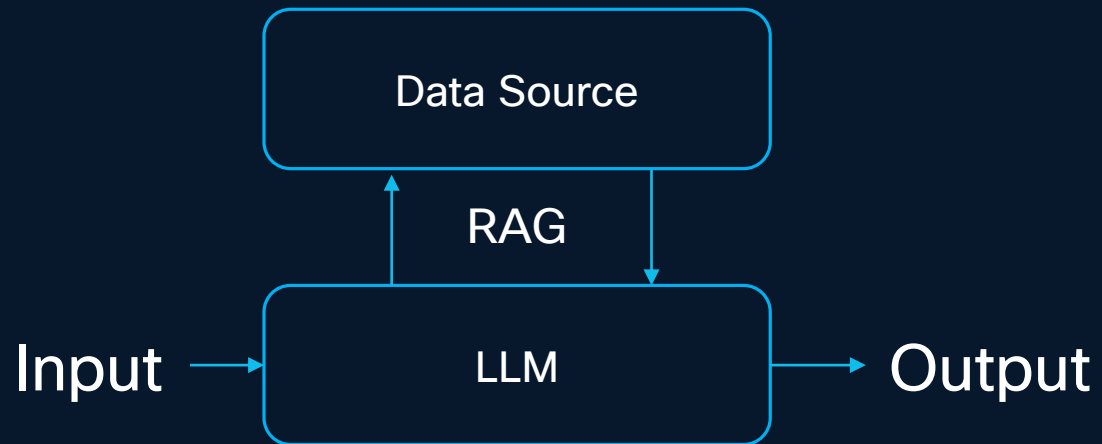


However, LLM models do
have limitations...

Can't access private or real-time data
Result: Hallucinations or outdated answers

Introducing How RAG Improves the LLM Experience

LLM + RAG Experience



Capabilities

Expanded knowledge without retraining

Access external and private data

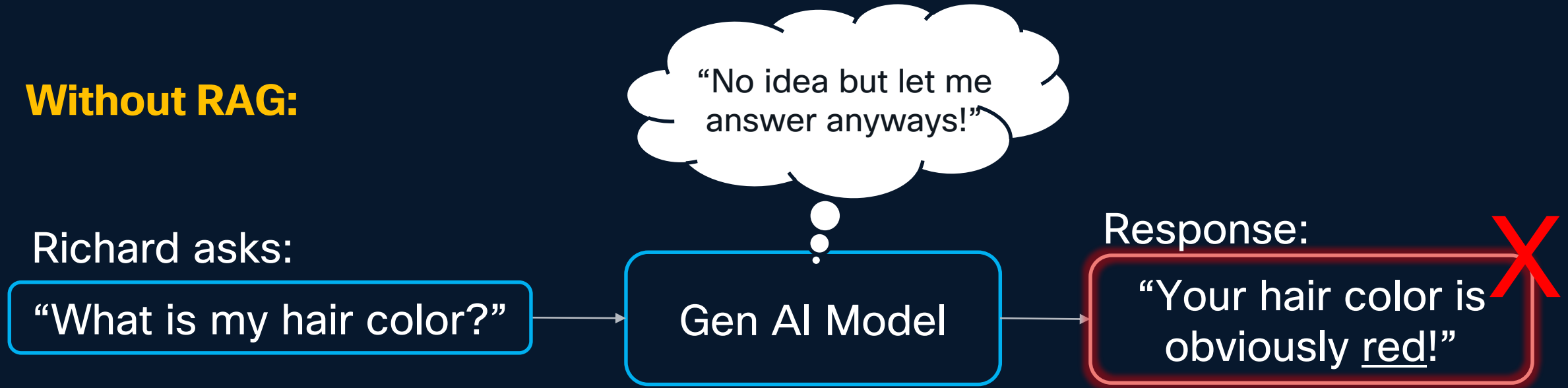
Retrieve real-time information

Ground responses in trusted content

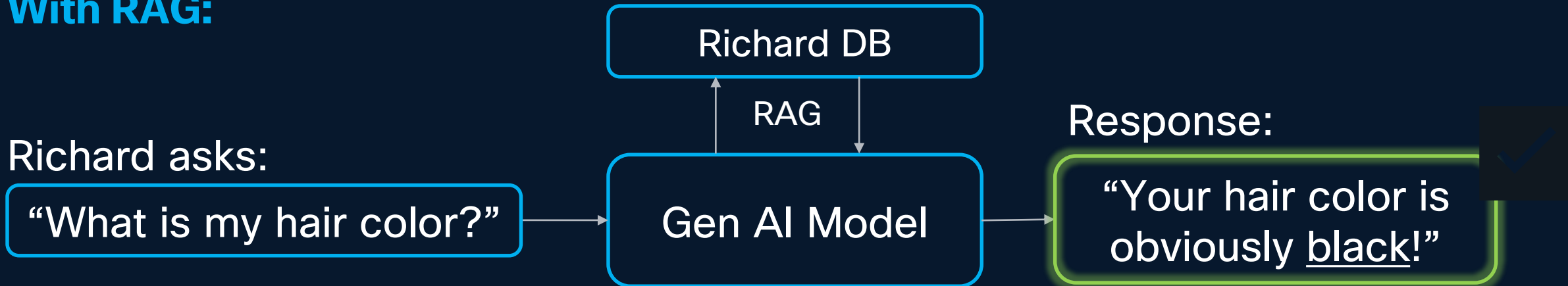
Minimize hallucinations

Retrieval Augmented Generation Example

Without RAG:



With RAG:



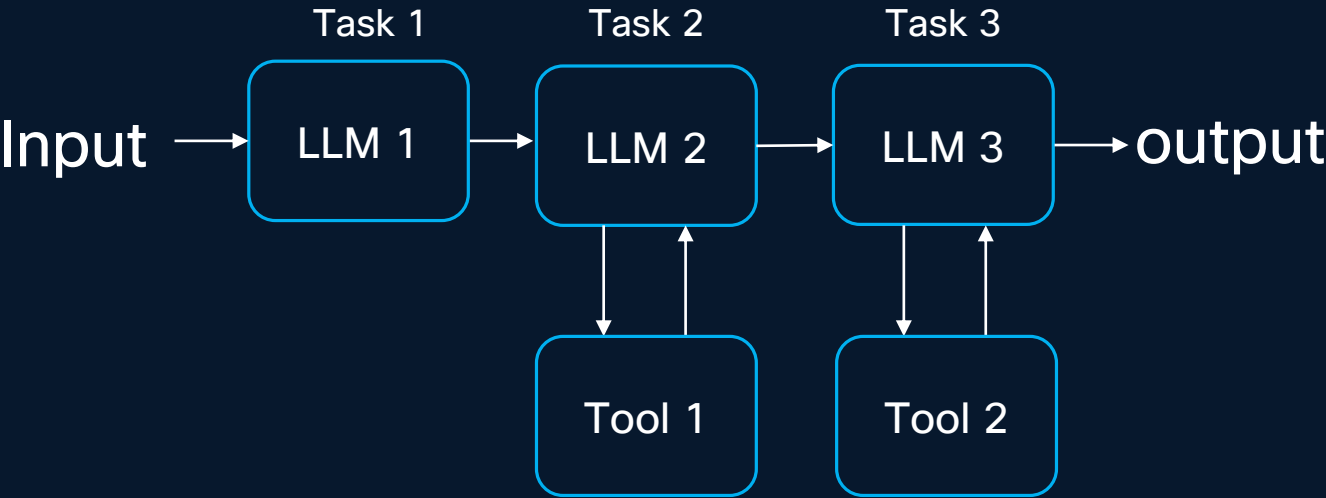
LLMs Helps You Know – But Not Do

Relies on humans to take actions

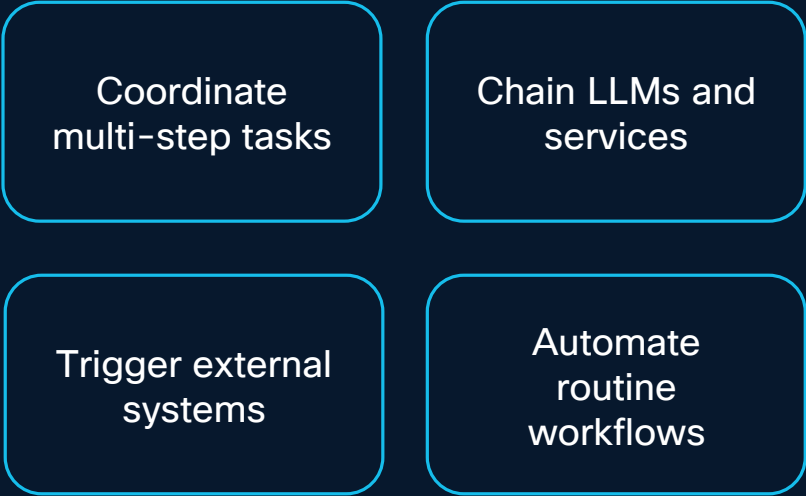
AI Workflows further improve LLM capabilities

AI Workflow Experience

Through human coordinated flow→

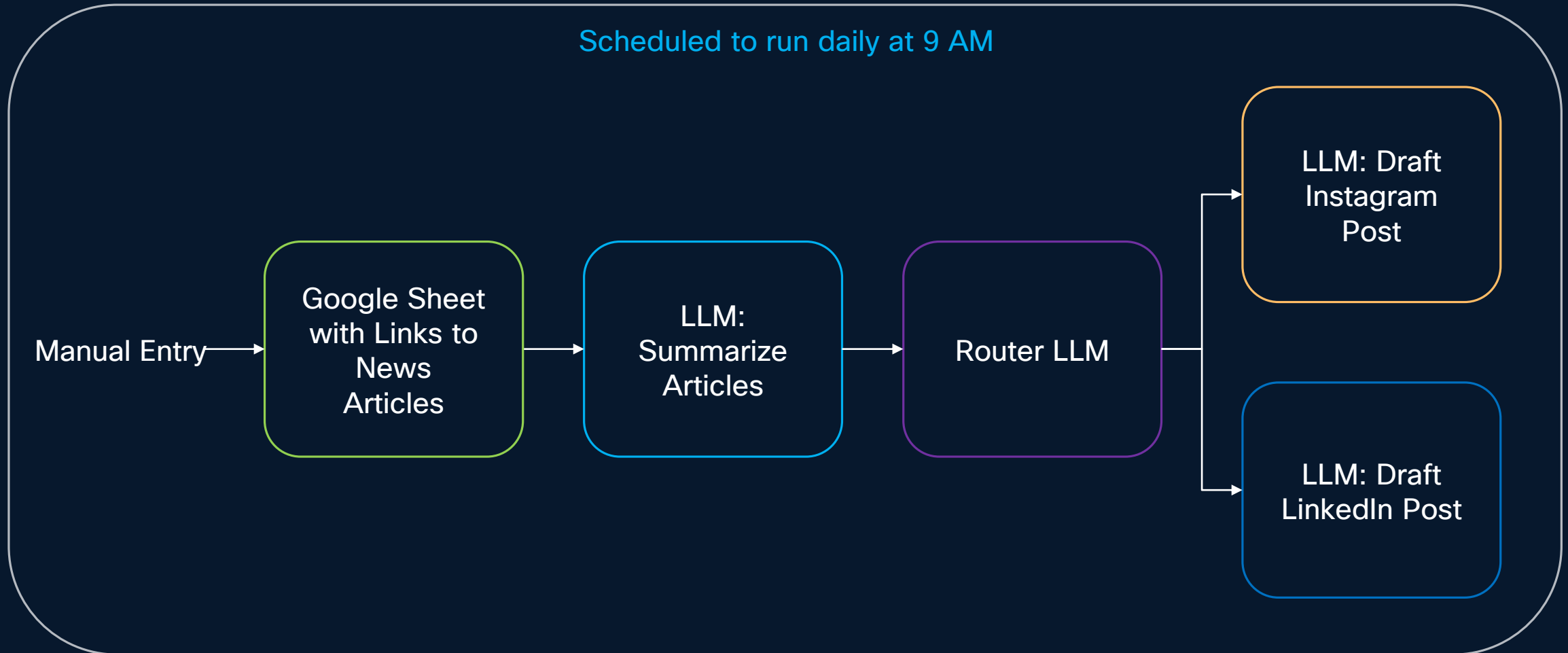


Capabilities



AI Workflows Enable LLMs to perform tasks using tools such as: Zapier, Make.com, LangChain, LlamaIndex, Flowise, etc. but require humans to manually put the flow together.

AI Workflow Example



Built using orchestration tools and frameworks like: Zapier, Make.com, LangChain, LlamaIndex, Flowise, and CrewAI

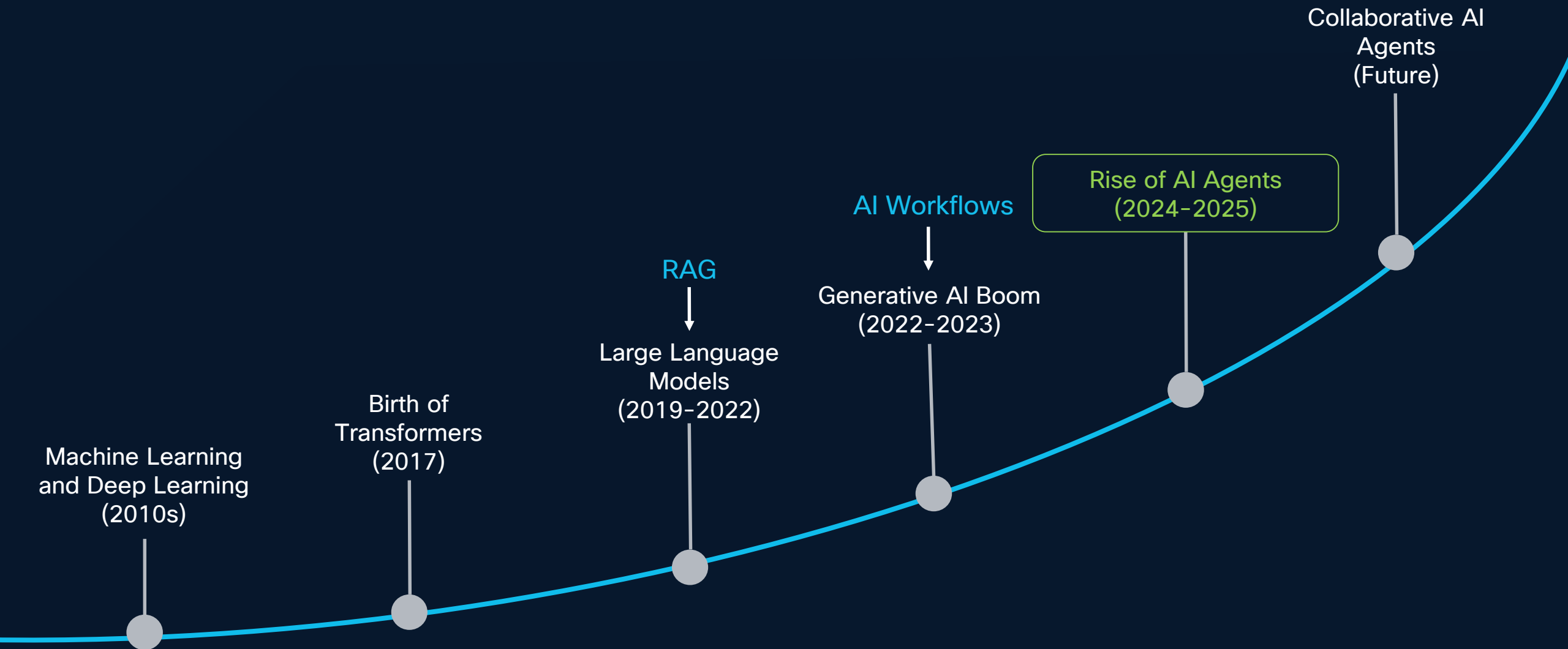
Still Not Autonomous

✗ *Tasks are assembled manually*



The Rise of AI Agents Introduces an Era of Autonomy

The Era of AI Agents is Just Beginning



AI Agents Bring Real Autonomy to LLMs

No pre-defined workflows. AI Agents reason and act on their own.

AI Agent Experience

Through autonomous AI flow →

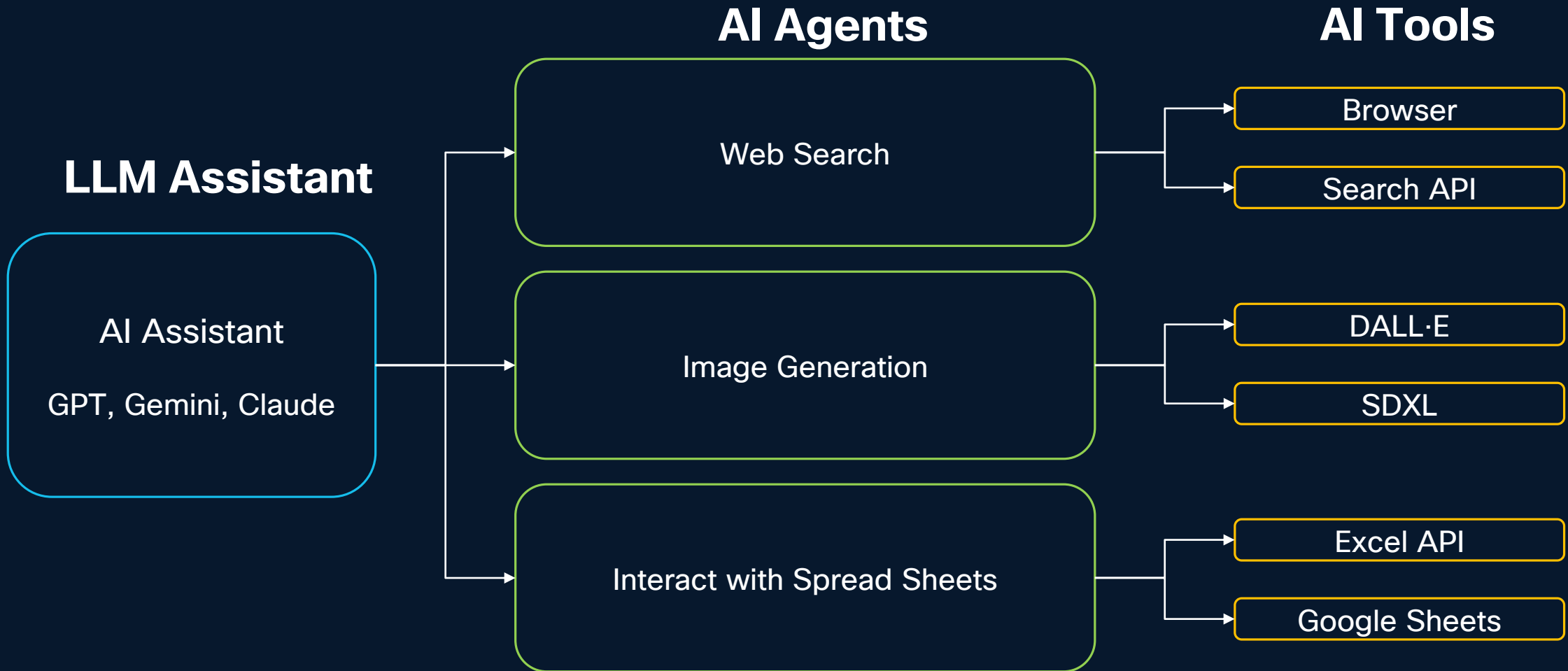


Capabilities



From One AI Assistant, to a Network of AI Agents

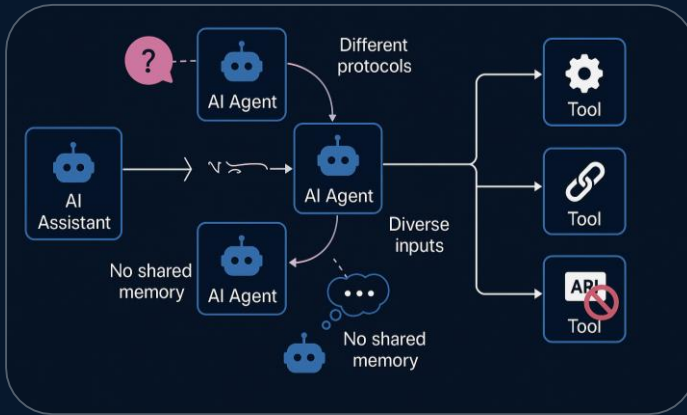
AI Assistants now delegate tasks to specialized Agents that can plan, act, and use tools.



The background of the slide is an abstract composition of vibrant, blurred light streaks in shades of blue, yellow, and orange, creating a sense of motion and energy. A dark blue rectangular box is positioned on the left side, containing the main text.

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

AI Agents Sound Simple – Until You Try to Scale Them



Inconsistent Agent Communication

Agents use different protocols, formats, and styles – no common language.

Redundant Tool Integrations

Each agent builds its own tool connections, causing waste, inconsistency, and fragility.

No Shared State or Memory

Agents can't reuse each other's context or outputs, making coordination difficult.

Access Control Confusion

Different agents manage permissions separately, creating security risks and silent failures.

Zero Observability

There's no unified way to track agent actions, tool usage, or failure points.

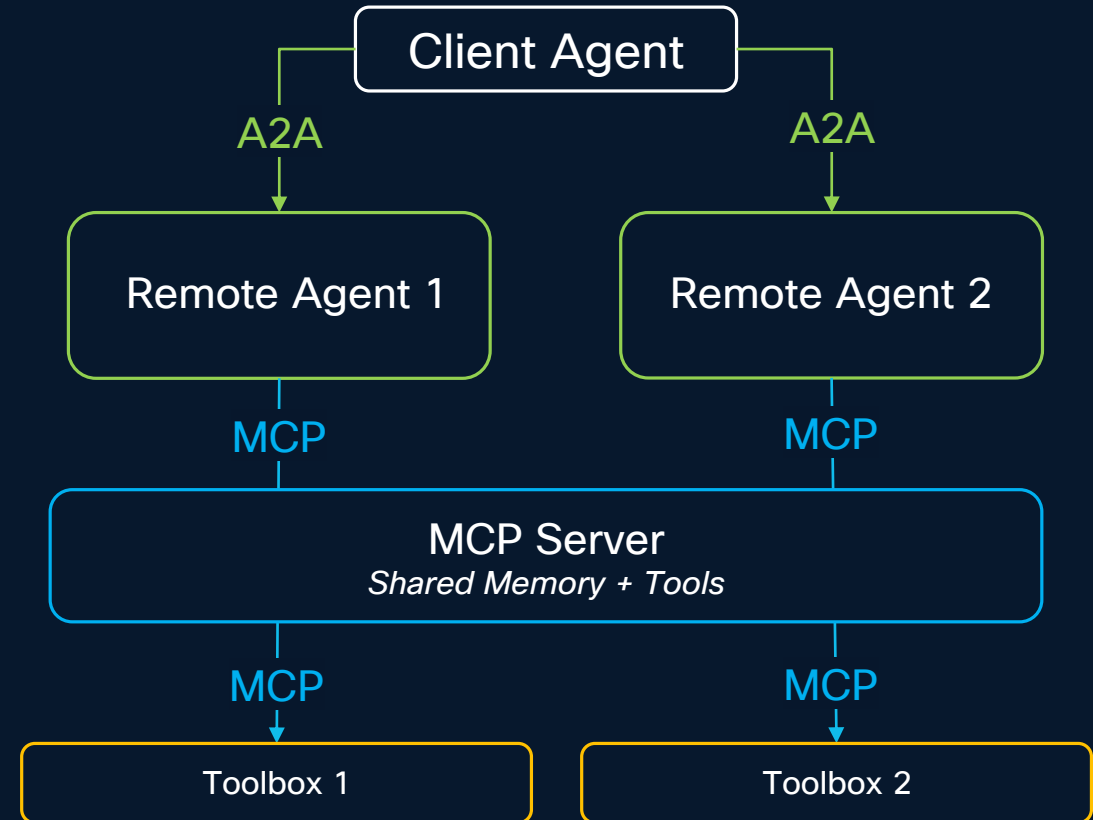
MCP & A2A: Foundational Protocols for Scaling AI Agents

MCP = Model Context Protocol

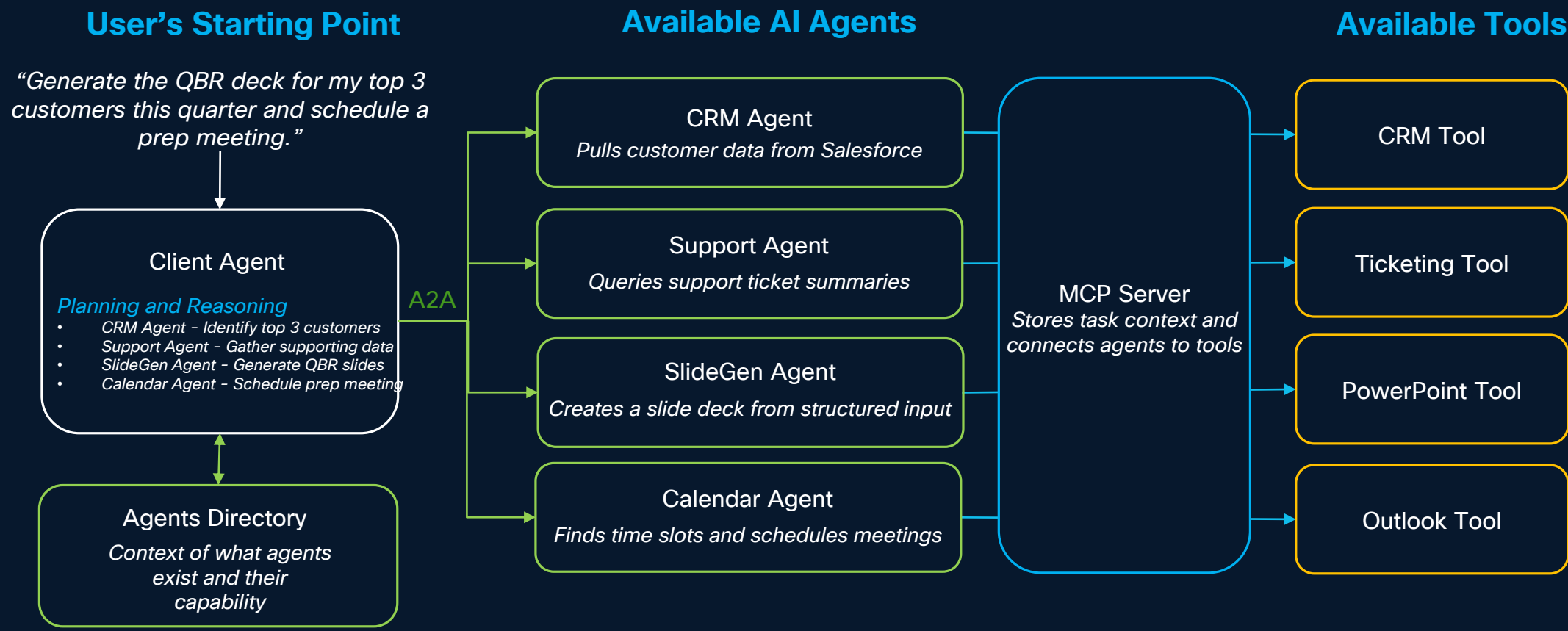
A standardized format for sharing memory, task state, and data across agents and tools.

A2A = Agent-to-Agent Protocol

A communication standard for how agents discover, delegate, and coordinate with each other.



AI Agent Flow in Action Example



You've Mastered the the Basics!



Artwork created by DALL·E 3

What is Cisco AgenticOps?

IT has massively evolved



Massive growth in alerts

170,000

network alerts per hour today

3X

growth with AI

Source: Fortune 50 company

Profound **skill** shortage

64%

of organizations face IT skills shortage by 2026

Source: Gartner

The background is a dark blue field filled with glowing, abstract digital elements. There are numerous small, colorful circles (pink, orange, blue) scattered throughout, some of which are connected by thin, curved lines. Larger, more complex shapes, including rectangles and circles, are also visible, some with internal patterns. The overall effect is one of a dynamic, high-tech environment, possibly representing data flow or a network.

Traditional ops is outpaced,
and *only AI* can keep up.

Introducing

AgenticOps

Agent-First Operations

Purpose-Built Decision Model
with Continuous Learning

Cross Domain
Operations

Autonomy
with oversight

Deep Network Model

The most advanced networking LLM

Purpose-Built for Networking

Up to 20% more precise reasoning for troubleshooting, configuration, and automation.

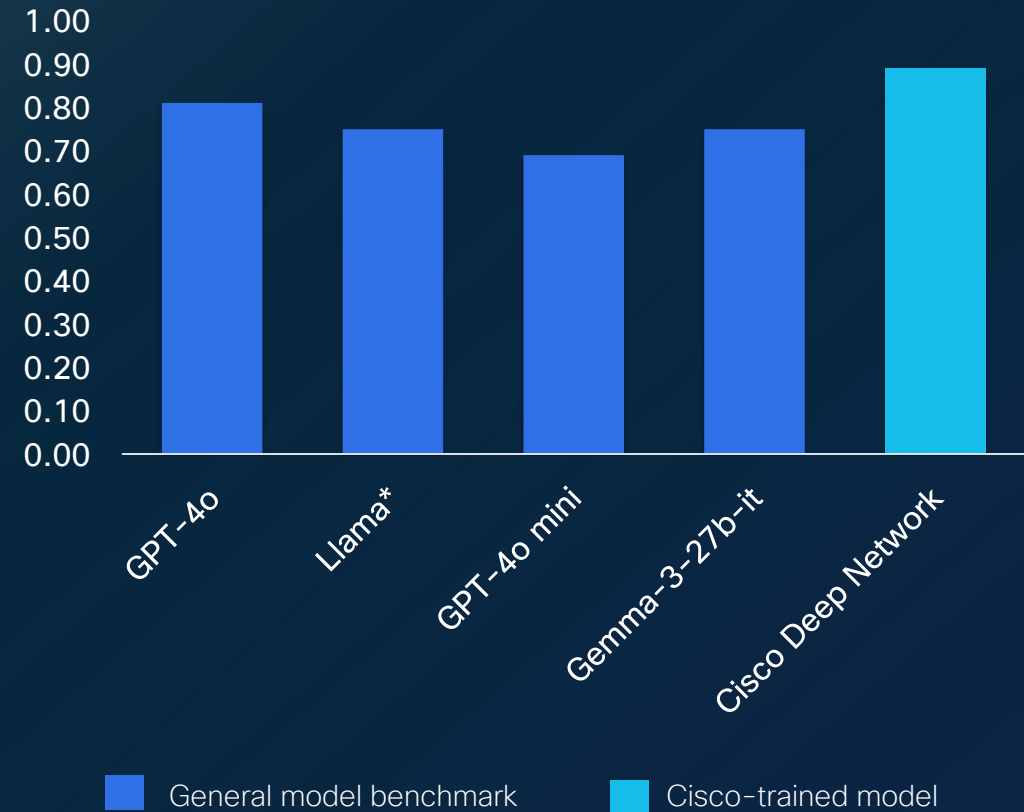
Trusted Training

Fine-tuned on 40+ years of Cisco expertise and expert-vetted for accuracy.

Continuous Learning

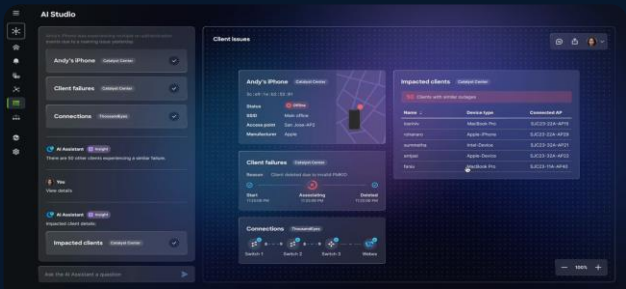
Evolves with live telemetry and real-world Cisco TAC and CX insights.

Outperforms general models by ~20%



Accuracy on CCIE-style MCQs (590-question benchmark, May 2025)
*3.2-90B-Vision-instruct

AgenticOps Products Across Cisco



AI Canvas

Cross-domain collaborative troubleshooting









AI Assistant

Accelerate IT operations

Cisco AI Assistant

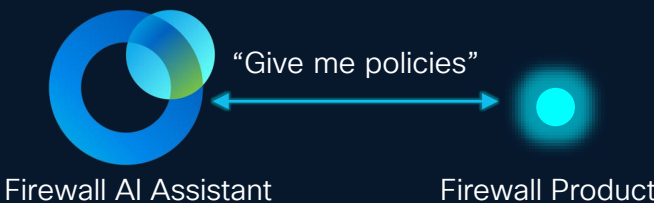
Individual AI Assistants Are Integrated Across Cisco

 Security	Firewall, Secure Access, Hypershield, Duo, Identity Intelligence, Splunk Enterprise Security, ISE
 Networking	Meraki, Catalyst Center, Catalyst SD-WAN, ThousandEyes, Intersight, Mobility Services
 Observability	Splunk Observability (Cloud, ITSI, AppDynamics)
 Data	Splunk Platform
 Collaboration	Webex Control Hub
 Service Ops	Customer Experience

AI Assistants use skills to enable intra-product experience

Skills

- **Definition:** Capabilities of an AI Assistant for the local product it's integrated with.



Documentation Summarization

Troubleshooting

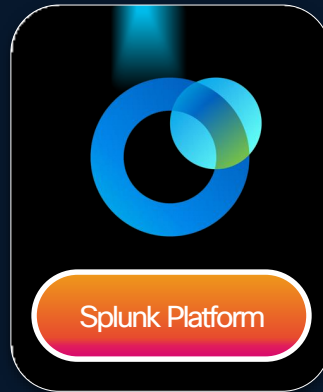
Optimization

Configuration

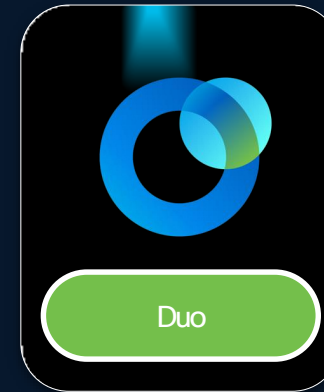
Skills Across Products Examples



1. Connection & Security logs
2. Policy inquiry
3. Policy creation



1. SPL generation
2. SPL querying
3. Data summarization



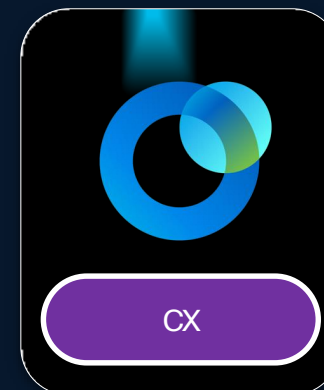
1. User activity timeline
2. Device info & compliance
3. Authentication logs



1. Client troubleshooting
2. Device troubleshooting
3. App troubleshooting



1. Internet outages
2. Network events
3. User to app troubleshooting



1. TAC case management
2. Field notices
3. Vulnerability & PSIRTs

Let's Learn About AI Assistant Capabilities Across Cisco



Security



Networking



Collaboration

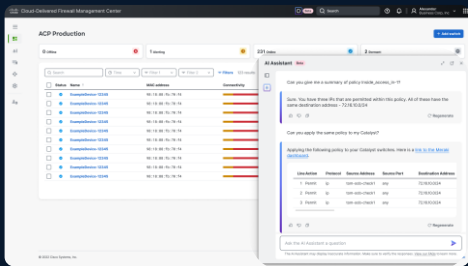


Splunk

AI Assistants for for Security

Cisco Security's Suite of AI Assistants

Firewall



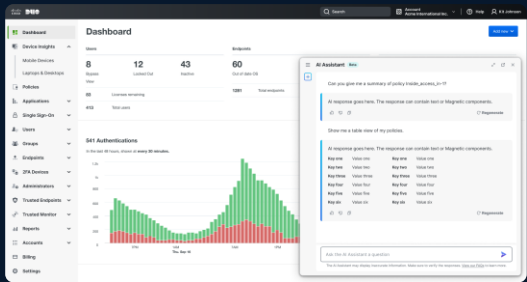
Block any **outbound** exfiltration to the IP address identified from the C&C

Secure Access



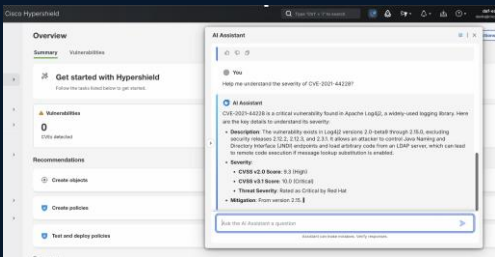
Ensure users **access** only resources they need securely

Duo



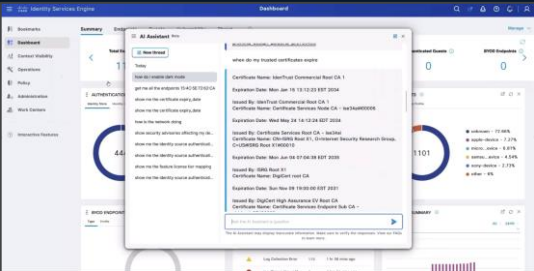
Lock affected user out of critical applications

Hypershield



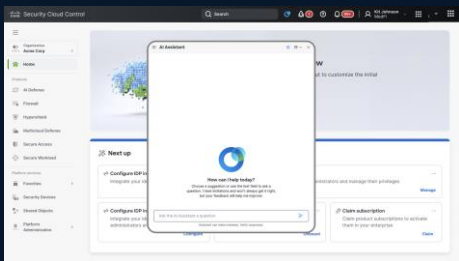
Autonomous **segmentation** and exploit protection

Identity Service Engine



Enforces **identity-based access policies**, ensuring secure network access and compliance

Security Cloud Control



Manage **all** security products in a single place

AI Assistant for Firewall Management Center

Cisco Firewall AI Assistant Skills

GA

Documentation Summarization

Search Cisco's product docs for clear, actionable, and simplified insights

Policy Rule Creation

Create policies with natural language

Ticketing Integration with CX

Enables TAC case creation and modification



Firewall

Policy Insights

Enables quick discovery of policies with fast, rich data responses on-demand

Policy Analysis & Optimization

Proactively discover and remediate policy misconfigurations and anomalies

AIOps Integration

Insights into firewall traffic, configuration, capacity to enhance security posture.

AI Ops Insights Skill

Available

Security Cloud Control

Search

99+

Admin

Business Corp, Inc

Dashboard

AI Ops Insights

New

Security Devices

Policies

Objects

Secure Connect

Users

Dashboard

Top insights & alerts

10 new insights

Customize | Report

All insights

Elephant flow spike observed

Data sources: FTD

Traffic has risen steadily over three weeks with some large flows consuming excessive bandwidth, necessitating intervention to avoid performance issues.

Last 24h

Details

Risky users accessing privileged apps

Data sources: FTD Secure Access

Implement ZTNA to limit access to only required user groups, and protect your applications from risky users.

Last 24h

Details

1% Decrypted traffic towards internet

Data sources: FTD

Failure to decrypt a significant portion of traffic poses a severe security risk, potentially concealing malicious activities, leaving your network vulnerable to threats.

Last 24h

Details

Top actions

Policy optimizer

Data sources: FTD Secure Access

4941

Unhealthy rules Out of 12202

Policy optimization

143 High

98 Medium

69 Low

View All

Top information

Workload protection status

Data sources: Hypershield

400

Total Assets

20k

Vulnerable

320k

Protected

60k

Improvements recommended

Observation

1 Vulnerability

15 Recommendations

12 Recent protections

Top risk destinations

Last 90 days

Applications URL categories

Allowed

Data sources: FTD

App name

Category

Traffic

Risks & Vulnerabilities CVM integrations Last 90 days

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BRXXAR-2028

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AI Assistant for Cisco Secure Access

Cisco Secure Access AI Assistant Skills

Available

Documentation Summarization

Search Cisco's product docs for clear, actionable, and simplified insights

Policy Rule Creation

Create policies with natural language

Troubleshooting User Access

Automates triaging for access issues



Secure Access

Policy Insights

Enables quick discovery of policies with fast, rich data responses on-demand

Policy Analysis & Optimization

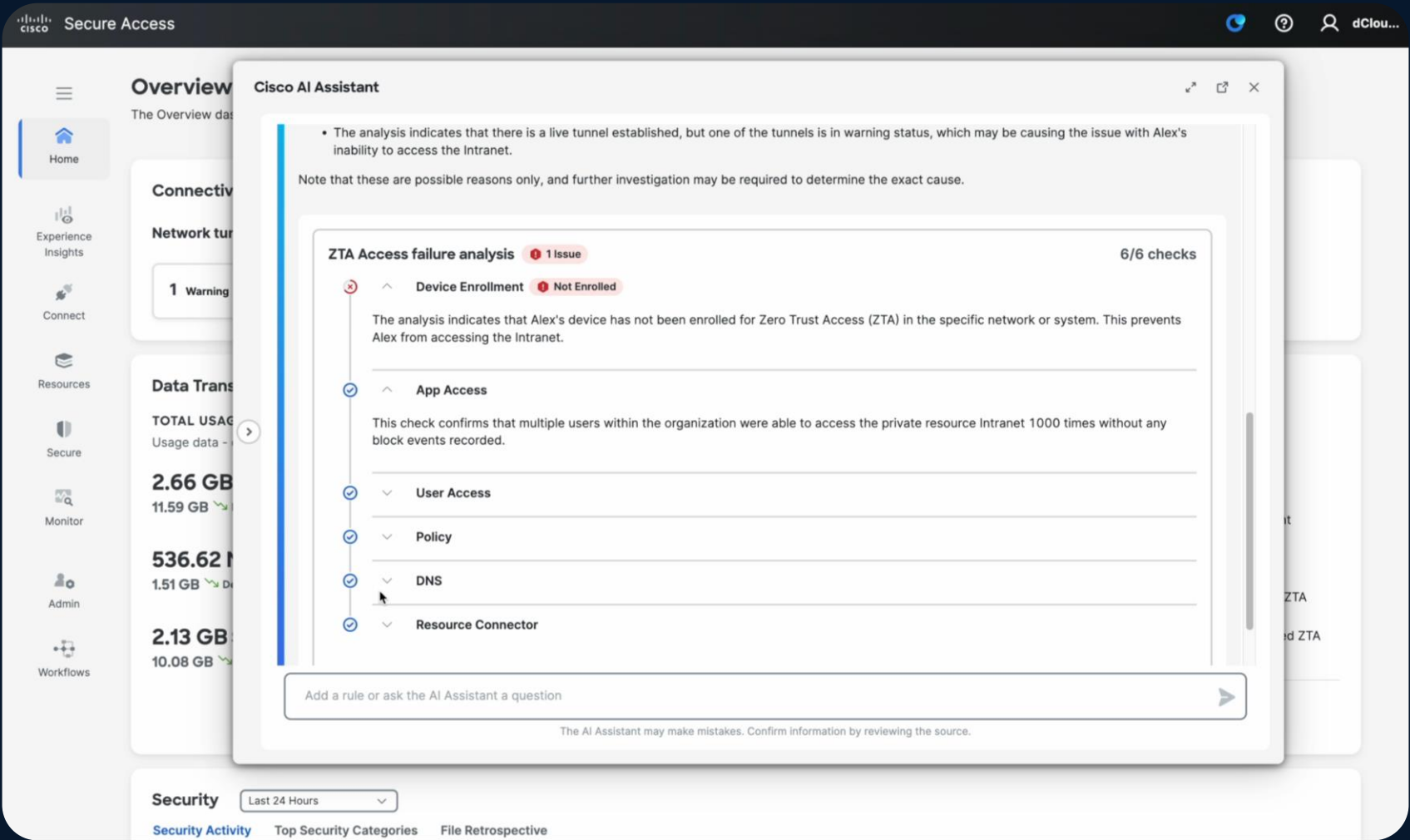
Proactively discover and remediate policy misconfigurations and anomalies

Digital Experience Monitoring

Quick issue research, trend analysis, insights

User Application Access Troubleshooting Skill

Available



AI Assistant for Cisco Duo

Cisco Duo AI Assistant Skills

Public
Preview

Documentation Summarization

Search Cisco's product docs for clear, actionable, and simplified insights



Duo

Troubleshooting User Access

Troubleshoots auth issues by looking at auth sequences, policy breakdown, group status, etc.

User Access Troubleshooting Skill

Public Preview

Cisco Duo

Search

Account Duo First

AI Assistant

Help

Richard Jang

Collapse

Home

Users

Devices

Policies

Applications

Reports

Monitoring

Accounts

Settings

New thread

Today

why can't humayu login?

Show me the past few reaso...

Yesterday

why can't alex login?

Configure a policy to block e...

You

why can't humayu login?

AI Assistant

Looking up recent authentications for user humayu.... response from user** after a Push request was sent to a(n) [Oneplus]

humayu has logged 2 events over the last 7 days using 1 device.

TimeStamp (PST)	Result	Application	MFA Method	MFA Device	MFA Location
Feb 3, 2025 12:35 PM	Denied No response from user	[Auth API] (/application]	Duo Push]	[Oneplus LE2111]/(phon]	Unknown]
Feb 3, 2025 12:31 PM	Denied No response from user	[Auth API] (/applicatio]	Duo Push]	[Oneplus LE2111]/(phon]	Unknown]

Sources

1. [Why has the user stopped receiving push notificat]

Ask the AI Assistant a question

View User Guide to learn more.

Duo Push Bonney Lake, WA, United States

Unknown

Roaming authenticator (2fa)

Platform authenticator (2fa)

Duo Push Location Unknown

Duo Push Location Unknown

Platform authenticator (2fa)

Duo Push Bonney Lake, WA, United States

Unknown

Unknown Factor Location Unknown

Platform authenticator (2fa)

Roaming authenticator (2fa)

12:25:38 AM 29 JAN 2025

Enrolled

namahato+adminfirst@cisc...

portal

Risk not assessed Newly enrolled user

Mac OS X 10.15.7 As reported by the browser

12:22:25 AM 29 JAN 2025

Enrolled

kuljkuma+adminfirst@cisco...

portal

Risk not assessed Newly enrolled user

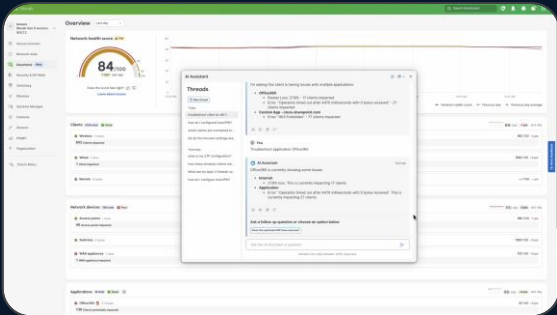
Mac OS X 10.15.7 As reported by the



AI Assistants for Networking

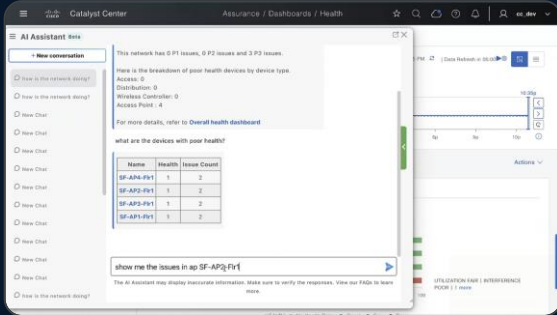
Cisco Networking's Suite of AI Assistants

Meraki



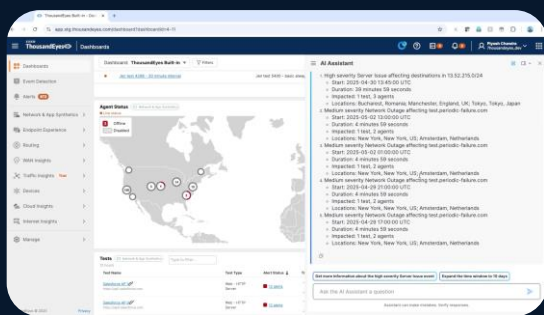
Cloud-managed networking with security, visibility, and device control.

Catalyst Center



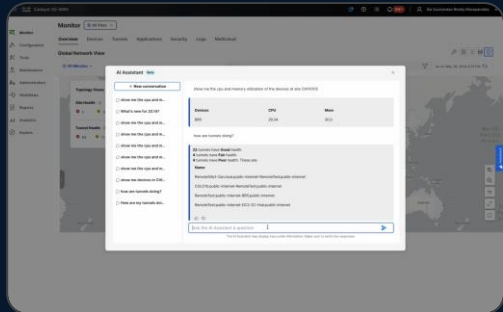
On-prem network management for automation, policy, security & assurance.

ThousandEyes



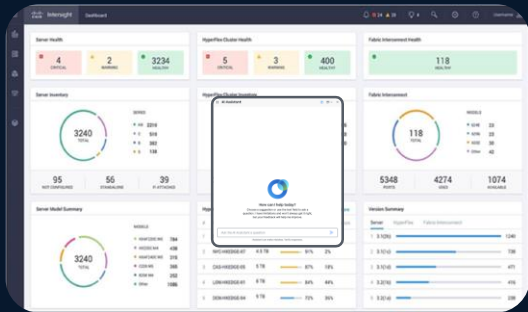
Monitors network and application performance across the internet.

SD-WAN



Optimizes WAN traffic and security across remote sites.

Intersight



Unified management and automation data center, edge, & cloud

Cisco Networking AI Assistant Skills

Documentation Summarization

Summarize key documentation and best practices for quick guidance.

Troubleshooting

Diagnose issues and recommend solutions based on network data.

Impact Analysis & Optimization

Assess impacts of changes and optimize for efficiency.



Networking

Network Visibility

Monitor real-time and historical network health and performance.

Configuration & Migration

Assist with feature setup and migration readiness.

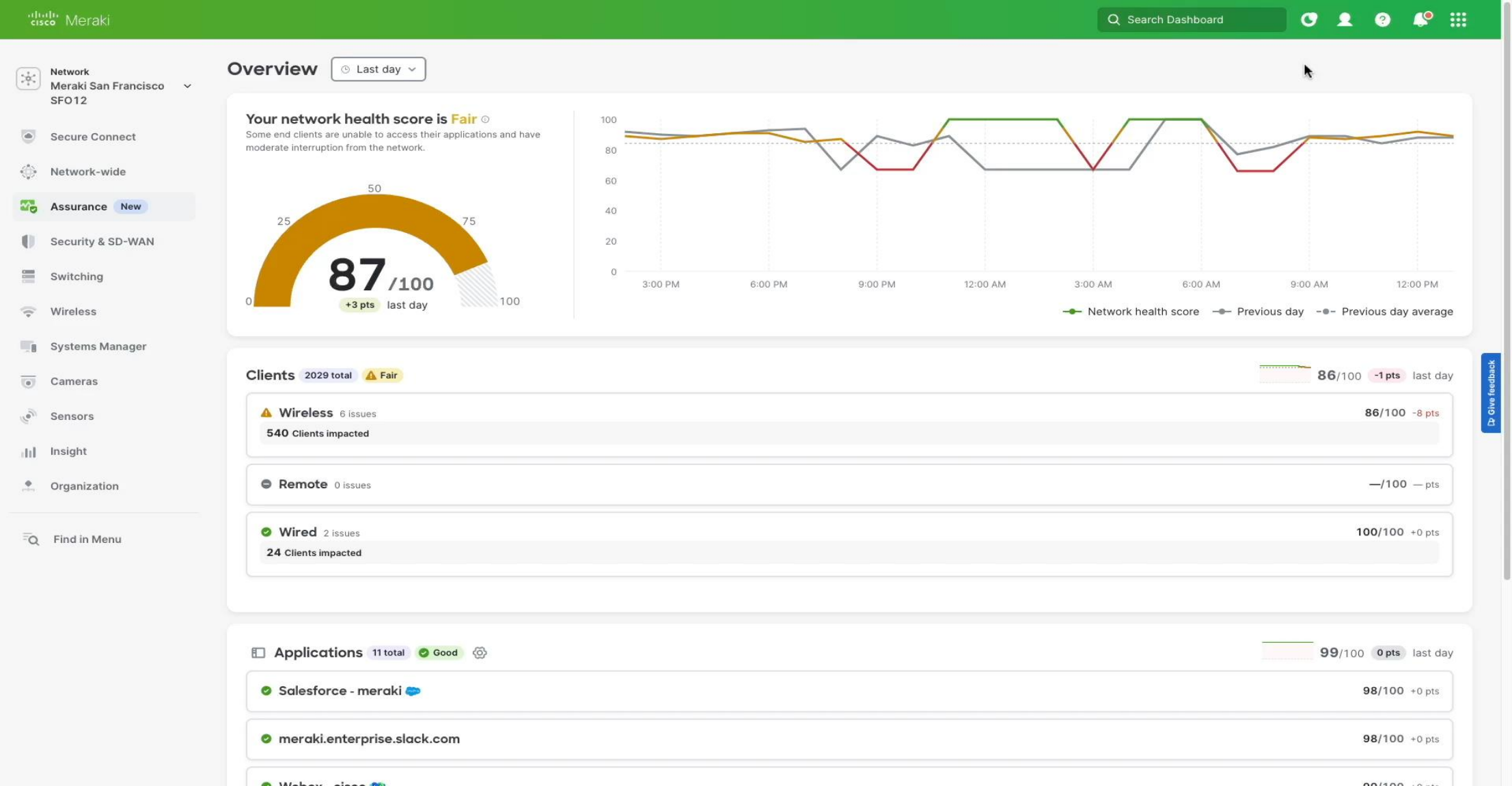
Support & Case Management

Streamline TAC support and automate case management tasks.

AI Assistant for Meraki

Cisco Meraki AI Assistant Demo

Public Preview



AI Assistant for ThousandEyes

ThousandEyes AI Assistant Demo

Private Preview

ThousandEyes Built-in - Dasl

app.stg.thousandeyes.com/dashboard?dashboardId=4-11

ThousandEyes

Dashboards

Alerts 873

Network & App Synthetics

Endpoint Experience

Routing

WAN Insights

Traffic Insights Trial

Devices

Cloud Insights

Internet Insights

Dashboard: ThousandEyes Built-in

Filters

BUG-5072-copy

000 Pepe Test

Salesforce AP 1

jitter always

shraddha test

HTTP Alert Rule Write API

Agent Status

Network & App Synthetics

Live status

3 Offline

226 Disabled

Tests

Network & App Synthetics

Type to filter...

12 hours

Test Name	Test Type	Alert Status
Salesforce AP 1	Web - HTTP Server	12 alerts

AI Assistant

How can I help today?

Choose a suggestion or use the text field to ask a question. I have limitations and won't always get it right, but your feedback will help me improve.

Help me with troubleshooting an application

Show me the latest issues

What are adaptive alerts?

Show me the product documentation for Dashboards

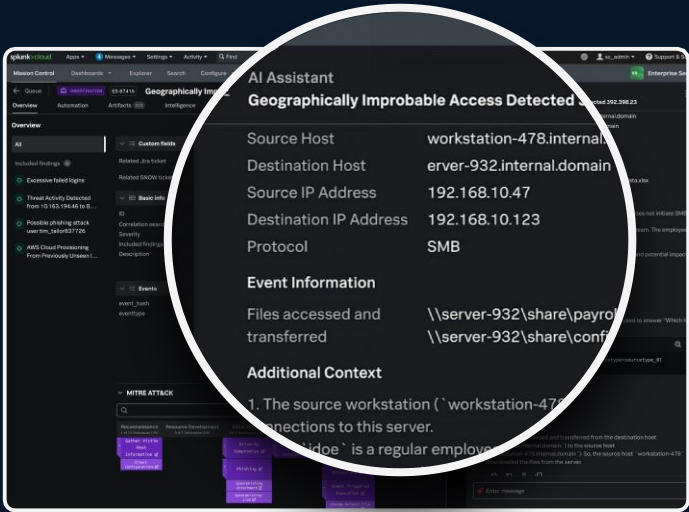
Get information about the Network Outage events in last 5 days

Assistant can make mistakes. Verify responses.

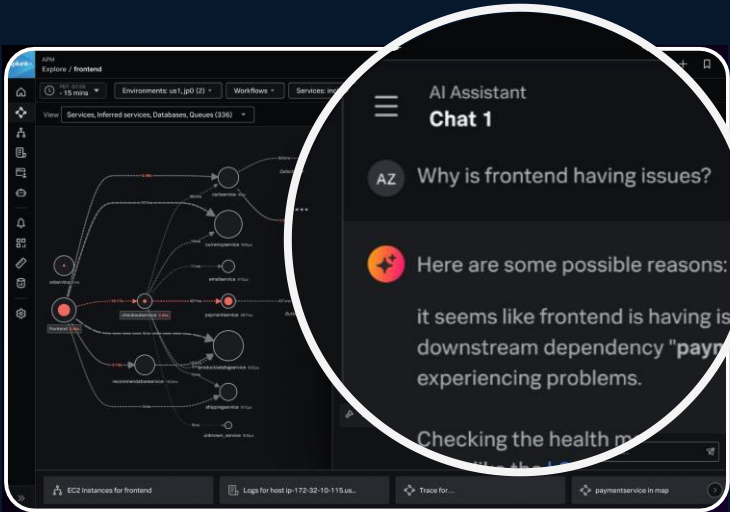
AI Assistants for Splunk

Splunk AI Assistants

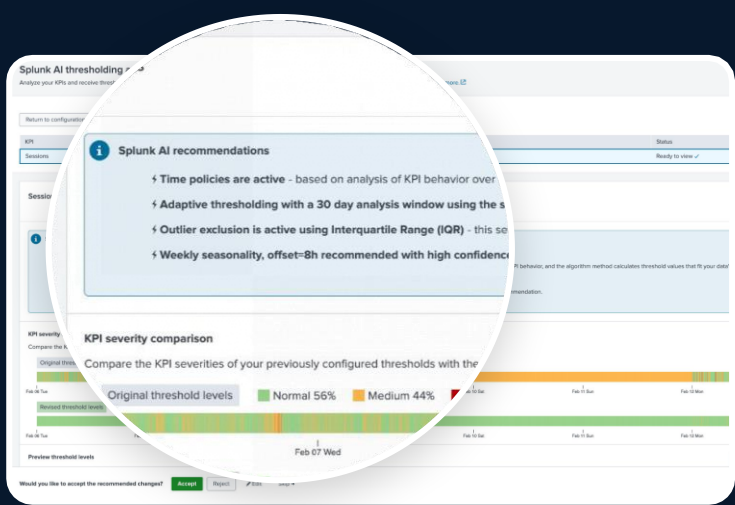
AI Assistant for Security



AI Assistant for Observability



Foundational AI for ITSI



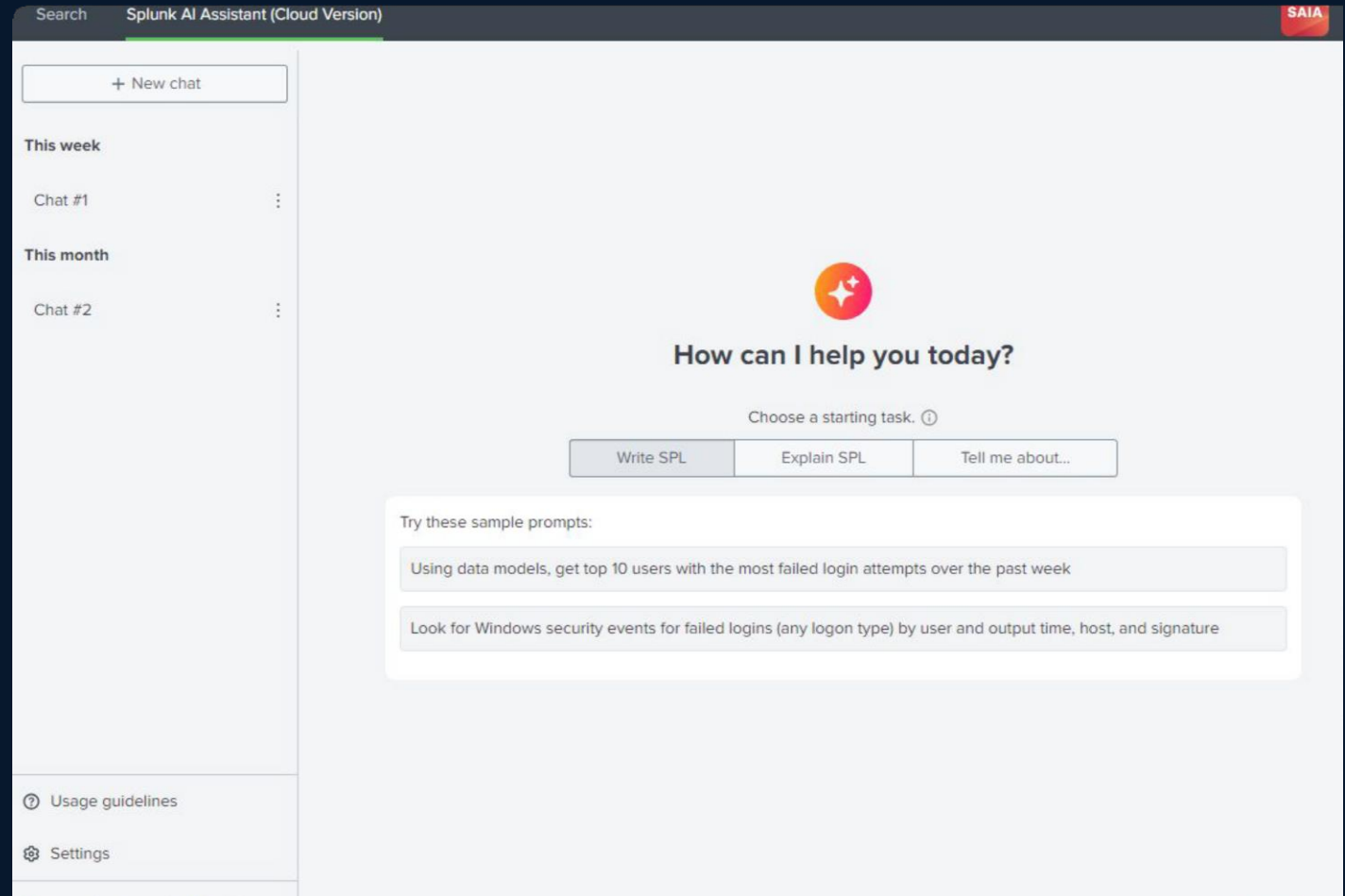
Better detection | Faster investigation | Accelerated actions

New:

AI Assistant for SPL


*Now Generally Available in
Splunk Cloud*


- ▶ Get your job done faster using natural language
- ▶ Chat with your data to drill down to deeper insights
- ▶ Accelerate your learning journey as the expert





Core Capabilities

Write SPL


 find all lookup tables


 To find all lookup tables in the Splunk environment, we can use the following SPL query:
`| rest / servicesNS/-/-/data/lookup-table-files`

 in north america

 To filter events based on the continent being North America, we can use the following SPL query:
`| where continent="North America"`

Explain SPL

 source="WinEventLog:security" EventCode=4624 Logon_Type IN (2,7,10,11) NOT user IN ("DWM-**", "UMFD-***") | timechart span=1h count by host


 1. Data source and content:

- The data source is the Windows Event Log (WinEventLog) with the category "security". This log contains information about security-related events on Windows systems.
- The fields in this log include EventCode, Logon_Type, and user.

2. Data Filters:

- The user is interested in events with an EventCode of 4624. This event code represents a successful logon.

Tell me about MLTK

 How many AI algorithms does MLTK support?

 Splunk Machine Learning Toolkit (MLT) supports over 40 algorithms, including Birch, Lasso, DensityFunction, and RandomForestClassifier. It also allows integration with over 300 open source Python algorithms from scikit-learn, pandas, statsmodel, numpy, and scipy libraries through the Python for Scientific Computing (PSC) add-on.

Write SPL

Natural Language -> SPL
(now with Personalization)

Explain SPL

SPL -> Natural Language

Tell me about...

General Splunk Q&A

SPL AI Assistant Demo

Available

splunk>cloud

Apps

23 Messages

Settings

Activity

Find

Search

Splunk AI Assistant (Cloud Version)

SAIA

+ New chat

Today

Chat #5

Chat #4

Chat #1

Chat #3

Chat #2

Usage guidelines

Settings

Want to share your feedback? Contact us by email at mlsupport@splunk.com

Write SPL

Explain SPL

Tell me about...

what disk has the least amount of freespace in WinHostMon?

To find the disk with the least amount of free space in WinHostMon, we can use the following SPL query:

```
index=windows Type=Disk
| stats latest(FreeSpaceKB) as FreeSpaceKB by host, Name
| eval FreeSpaceGB=round(FreeSpaceKB/(1024*1024),2)
| table host, FreeSpaceGB, Name
```

Explain SPL

Copy

Open in Search

This query works as follows:

1. It starts by searching the windows index for events of type Disk.

2. It then calculates the latest FreeSpaceKB for each disk and calculates the free space in gigabytes.

3. Finally, it presents the results in a table format with columns for the host, free space in gigabytes, and the disk name.

Related content

This version of SAIA is in private preview. When generating an SPL search with SAIA, review the search before running it in Splunk.

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BRKXAR-2028

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Unifying AI Assistants Enabling a Network of AI Agents

Product operators must work across domains to enable great end-user experiences



Cross-Product Troubleshooting is Complex

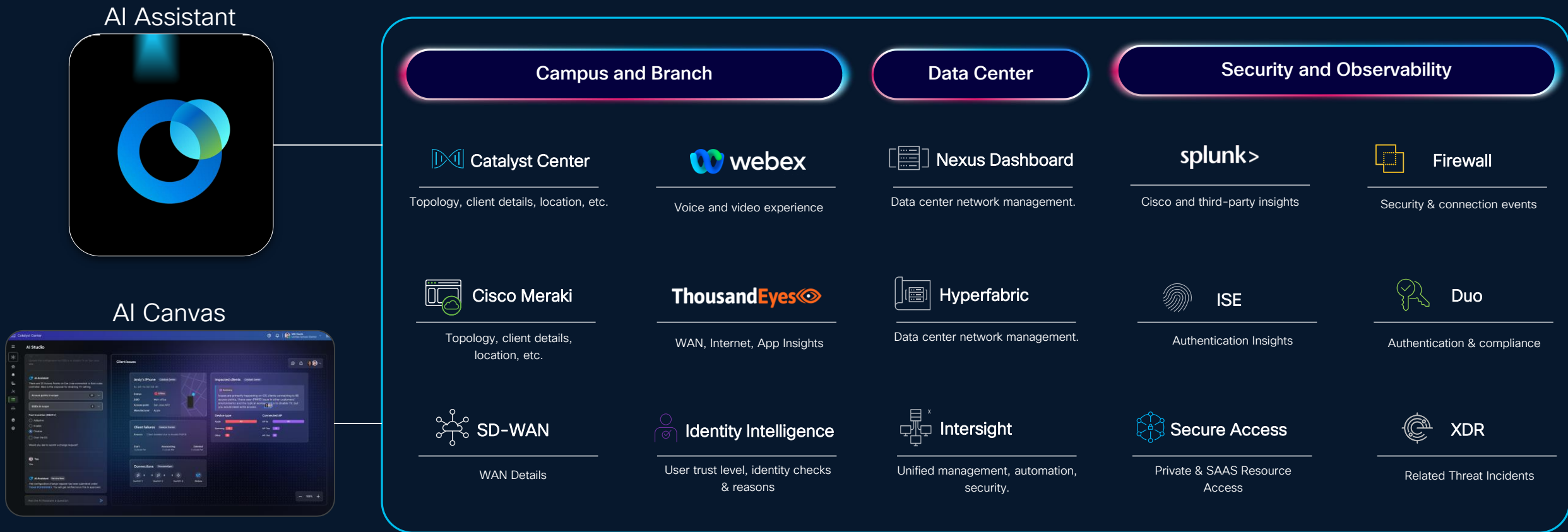
Products often lack ability to triage across domains effectively.



Cross-Product Troubleshooting is High Overhead

Requires effort across siloed teams, which is time consuming

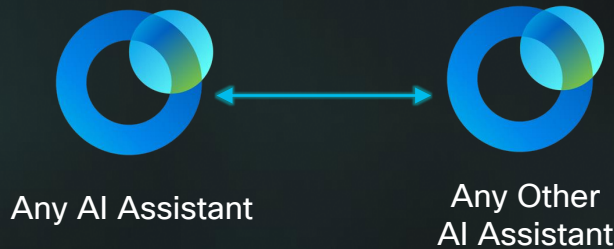
Unifying Cisco AI Assistants enables a network of AI Agents across domains and enables cross-product skills



Unifying AI Assistants Enables Cross-Product AI Skills

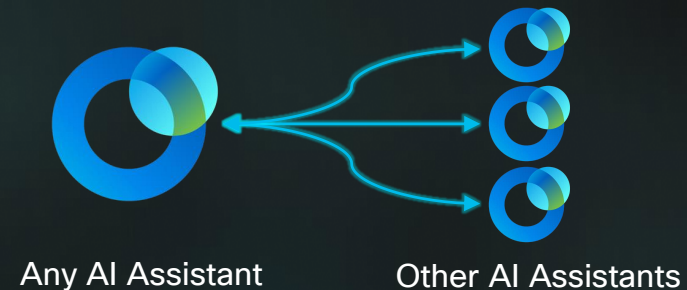
Across One Product

A skill built for one AI Assistant but can be leveraged by other AI Assistants.



Across Multiple Products

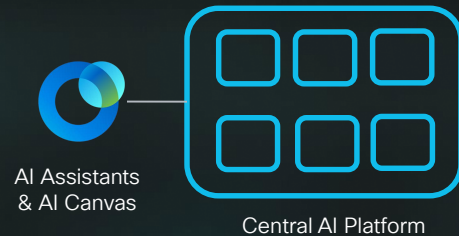
Orchestrates Skills from multiple AI Assistants—each acting as an agent—to deliver enriched, cross-product intelligence.



Foundational components involved in unifying AI Assistants

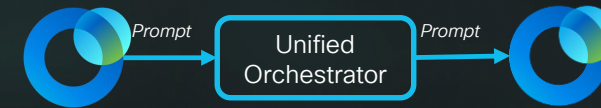
Central AI Platform

Platform with services that powers many AI Assistants today and will power all in the future as well as AI Canvas.



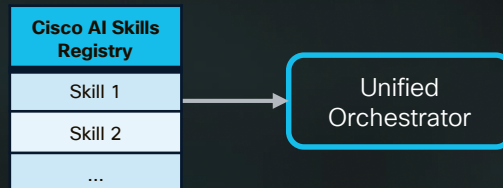
Unified Orchestrator

Platform service for routing prompts & responses between Assistants referencing the skills registry to enable cross-product skills.



Cisco AI Skills Registry

Module within Unified Orchestrator with comprehensive context to metadata of all AI skills.

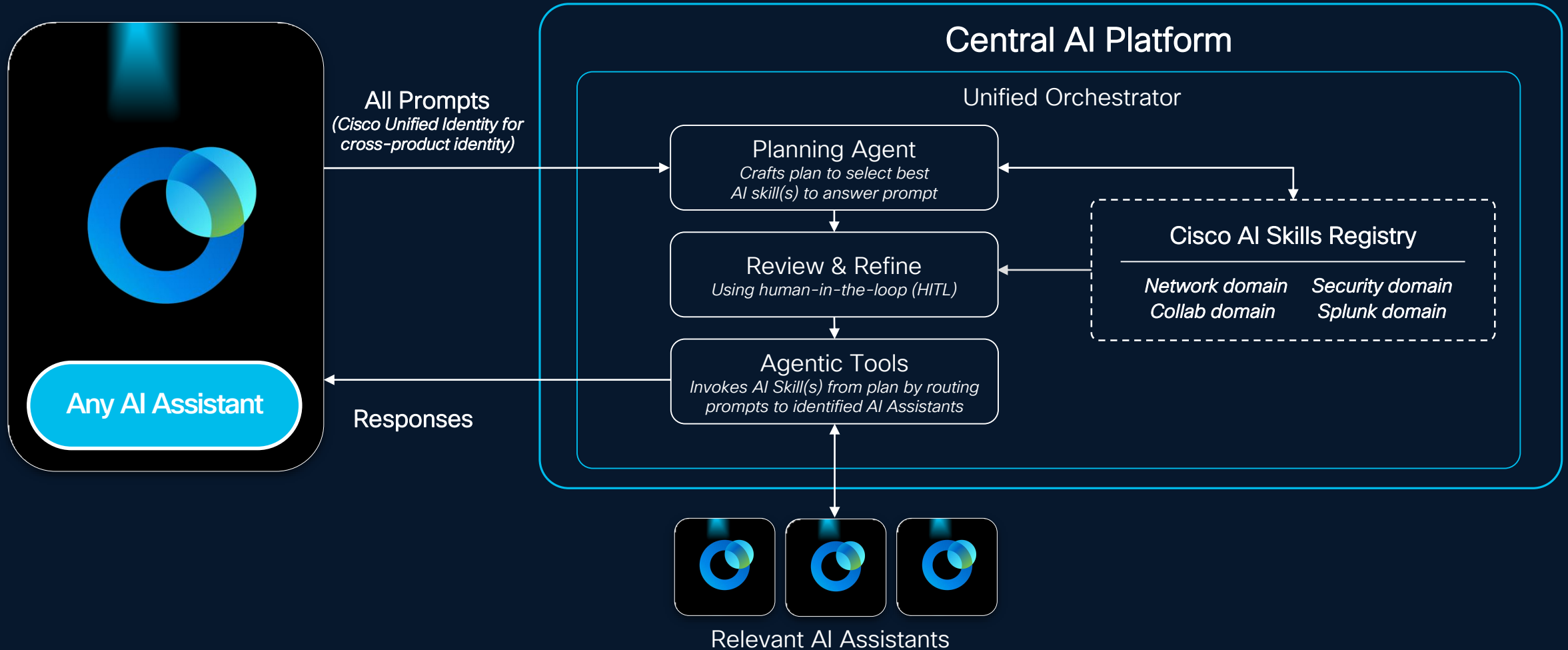


Cisco Unified Identity

Service that enables cross-product, auth, access and identity at user, service, and tenant levels.



Unification through an agentic platform-based approach



An opportunity to address cross-product challenges



Scalable & Universal Data Availability Across Products

Cross-product skills exponentially expands the capabilities of all AI Assistants

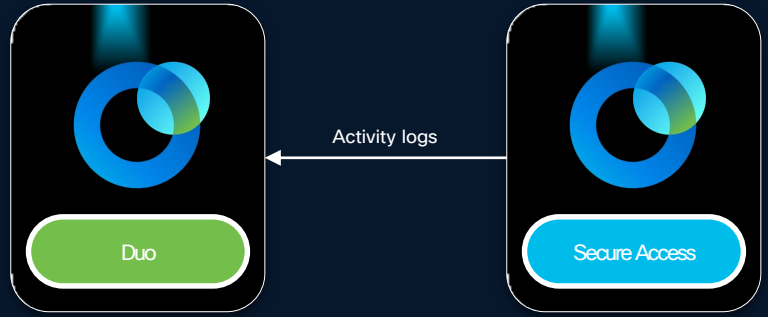


Lowered MTTR with more capable AI Assistants

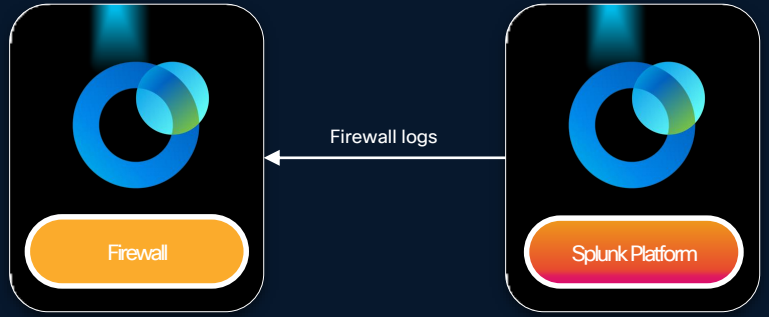
Expanded capabilities of AI Assistants provide users with relevant data to enable faster task completion.

Cross-Product Skills Examples

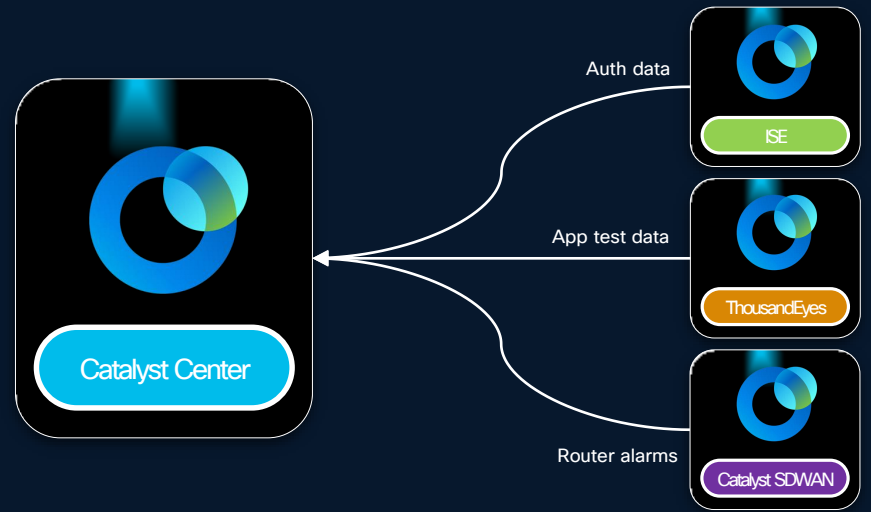
Enhanced User Access Troubleshooting
Combining Duo auth logs with Secure Access activity logs



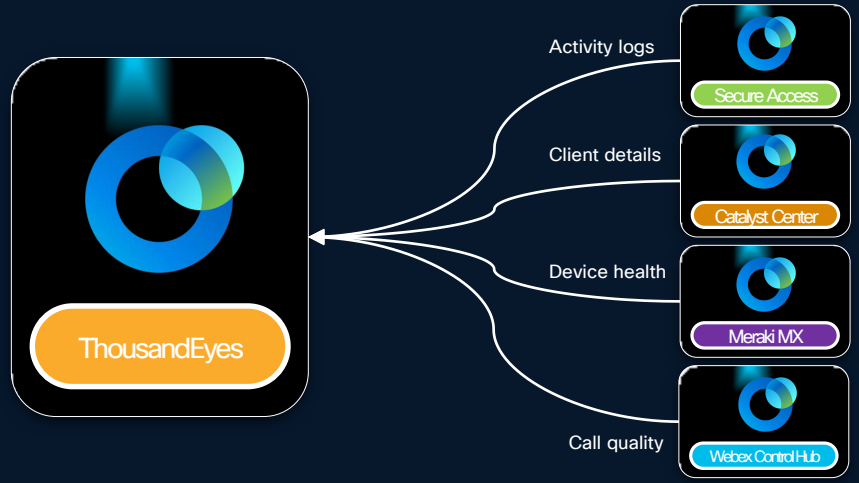
Connection and Security Log Troubleshooting
Grab Firewall logs from Splunk then enhancing with Firewall SME knowledge



Client and Network Device Troubleshooting
Troubleshooting for issues across LAN, WAN, and external networks



Troubleshooting Entire Digital Experience
Having a full end-to-end view for all aspects of client to app triaging.



Security Cloud Control for Unified Security Management

Cisco Security Cloud Control

Common experience | Central provisioning and RBAC | **Cisco AI Assistant**

Secure
Firewall
ASA

Secure
Firewall
Threat
Defense

Multicloud
Defense

Hypershield

Secure
Access

Secure
Workload

AI Defense

Cross-product skills for Firewall, Splunk, Meraki, ThousandEyes, CX Demo

Demo

Security Cloud Control

clust25-demo.alteam.cisco.com

Type 'Ctrl' + 'J' to search

Admin

Top insights

Elephant Data source

Traffic has rise excessive bank

Last 24h

Top actions

Policy optin

Data sources:

18263

3052

Total rule

Risks & Vul

Data sources:

14 High as

vulnerability

Incidents are coming...


89

10

4

75

AI Assistant



How can I help today?

Choose a suggestion or use the text field to ask a question. I have limitations and won't always get it right, but your feedback will help me improve.

Have any compromised hosts been found on my network today?

Were any infected devices detected in the network today?

Did we catch any threats targeting hosts on the network today?

Are there any endpoints showing signs of infection today?

Ask the AI Assistant a question

[View User Guide to learn more.](#)

All insights

...

poses a severe security risk,

g your network vulnerable to

Details

Last 90 days

...

ended

protections

Last 90 days

...

Allowed

App name	Category	Traffic
AceProject	email	45GB
AD DSROL	CMR	42GB



Security Cloud Control AI Assistant demo

Available

Organization
aiteam-ga-us - North America

Home

Products

Firewall

Platform services

Favorites

Security Devices

Shared Objects

Platform Management

AI Assistant

• **Inventory of AI Assets:** Automatically identify all AI assets across public and private clouds.

• **Inventory of Third-Party AI Applications:** Identify third-party AI applications used by employees.

• **AI Validation:** Test AI models and applications for vulnerabilities.

• **Reporting:** Generate AI model and application vulnerability reports.

• **Model-Specific Guardrails:** Generate guardrails tailored to specific vulnerabilities.

• **Risk Exposure Analysis:** Assess risk exposure and usage patterns for AI applications.

• **Runtime Guardrails:** Inspect inputs and outputs for adversarial attacks in real time.

• **AI Gateway:** Use a proxy-based service to filter and secure AI interactions.[6]

By integrating and leveraging these Cisco Security Products, you can create a comprehensive and robust security posture for your network, ensuring protection against a wide range of threats and vulnerabilities.

Sources:

1. Cisco Secure Firewall Management Center 1700, 2700, and 4700 Getting Started Guide

2. Integrate ISE (Identity Services Engine) with Secure Access

3. Control Center

4. Duo Identity Security

5. High Level Solution

6. AI Defense MCD Integration

You

Create a rule to block

AI Assistant

03:36 pm

1 Rule Name

2 Policy Name

Please select the policy

Policy Name *

Select an option

Cancel

Back

Done

Ask the AI Assistant a question

Assistant can make mistakes. Verify responses.

Privacy Policy

General Terms

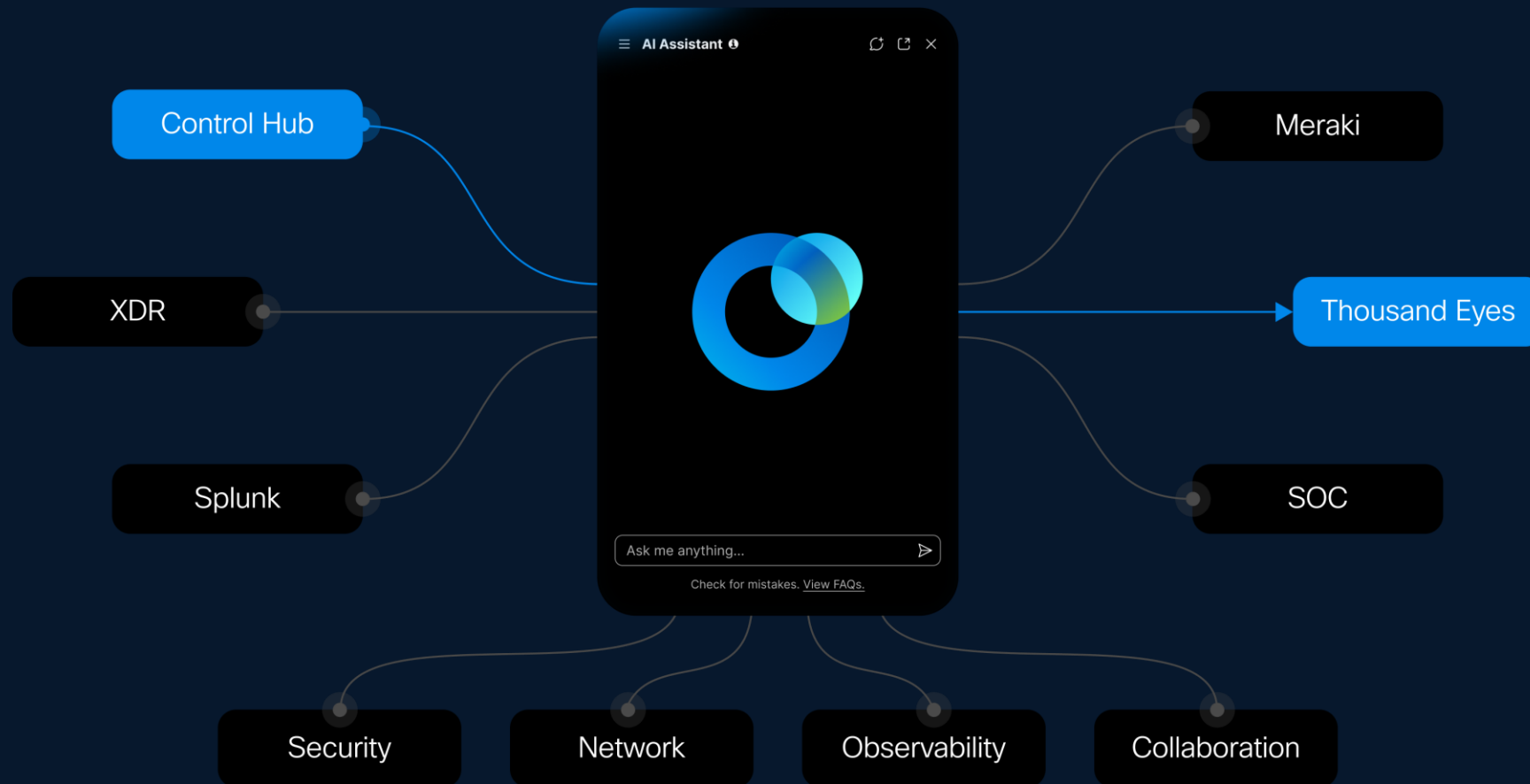
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Endless possibility with Unifying AI Assistants

Creating a network of AI Agents to 10x the experience for our customers



Taking AI Assistants Above and Beyond

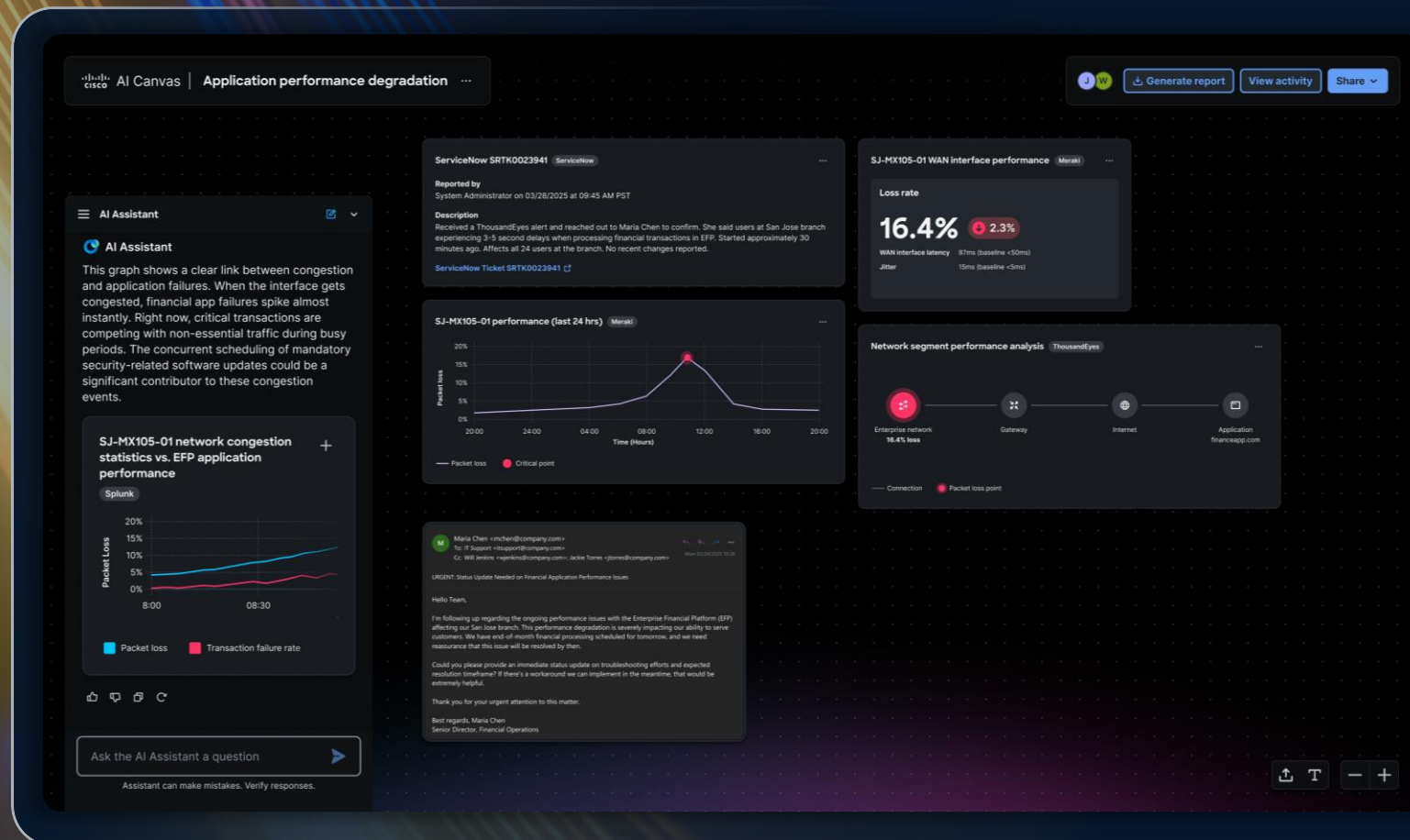
ALPHA | OCTOBER

Introducing AI Canvas

Troubleshooting and
execution across multiple
domains

Collaboration across
multiple users (NetOps,
SecOps and execs)

Built on the foundation of
the Deep Network Model



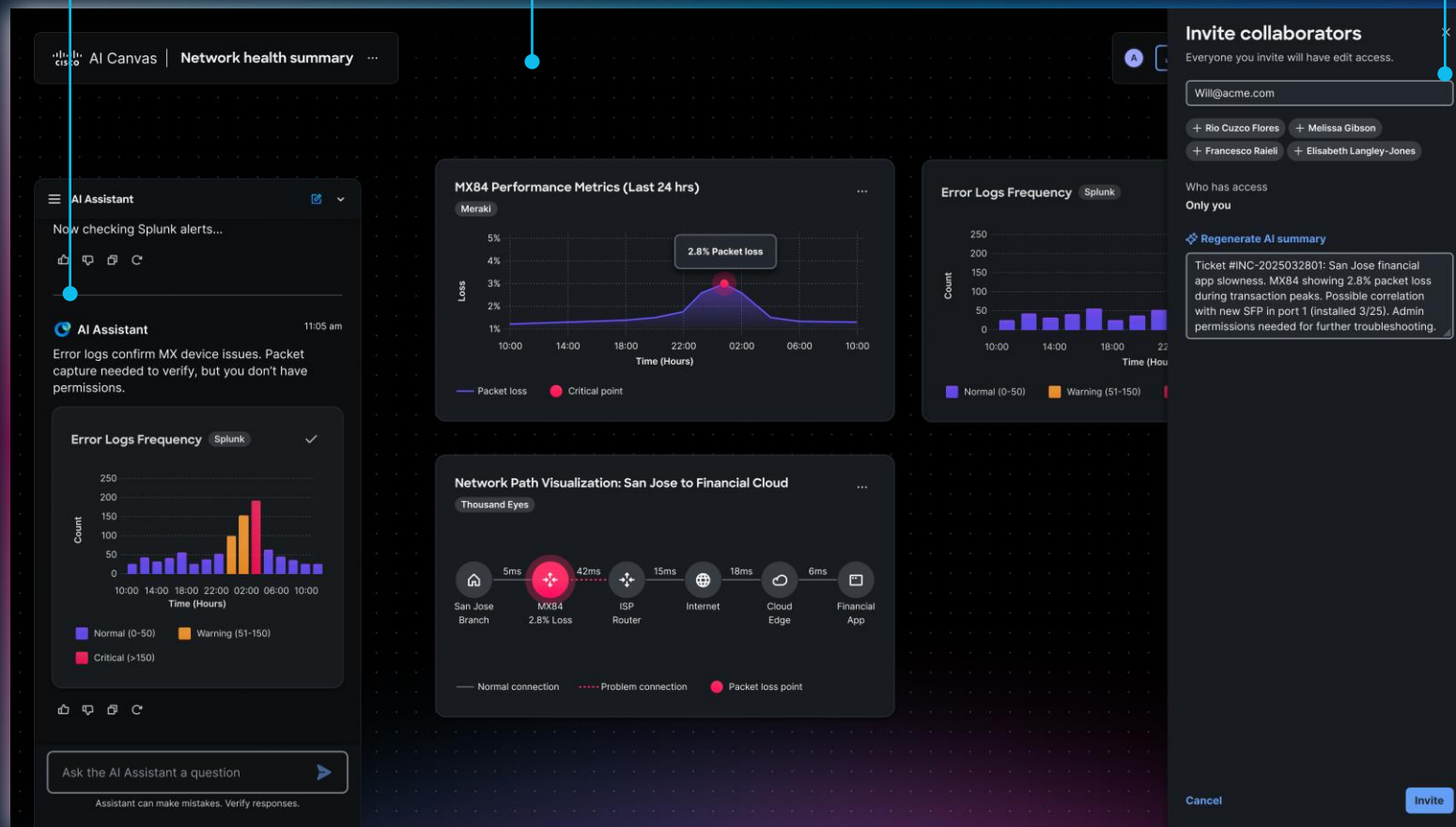
AI Canvas

- Single canvas for cross domain troubleshooting
- Generative UI with reasoning built-in
- Keeps NetOps, SecOps, IT and execs on same page

AI Assistant

Shared Workspace

Users





**A tier 1 network engineer
receives a ticket about
financial application slowness.**

Launch AI Canvas to diagnose

- AI alert-driven
- Engineer-initiated

The screenshot displays the ServiceNow user interface for a specific ticket. At the top, the navigation bar includes the ServiceNow logo, tabs for 'All', 'Favorite', 'History', and 'Workspaces', and a search bar. The ticket ID 'SRTK0023941' is visible in the top right. Below the navigation bar, the ticket details are shown for 'Application performance degradation at San Jose branch office'. The ticket is categorized as 'P1' (Priority), 'New' (State), and 'Inquiry/Help' (Category). It was updated by 'Jackie Miller' and has a 'High' impact. The ticket is assigned to 'System Administrator'. The 'Incident type' is 'Network performance', and the 'Priority' is 'P1'. The 'Affected service' is 'Enterprise Financial Platform (EFP)'. The 'URL' is 'https://finance.example.com/transactions'. The 'Description' states: 'Received a ThousandEyes alert and reached out to Maria Chen to confirm. She said users at San Jose branch experiencing frequent transaction failures and timeouts in EFP. Started approximately 30 minutes ago. Affects all 24 users at the branch. No recent changes reported.' The 'Automated diagnostics' section shows three alerts: 'Cisco Meraki Alert: "Packet Loss Detected - SJ-MX105-01" - WARNING', 'ThousandEyes Alert: "HTTP Transaction Test - San Jose to EFP" - CRITICAL', and 'Test Results: Test ID 895623 (URL: https://finance.example.com/transactions): 16.4% packet loss detected'.

servicenow All Favorite History Workspaces SRTK0023941 Search

Lists SRTK0023940 SRTK0023941 SRTK0023942

Details

Application performance degradation at San Jose branch office Assign Resolve Open in AI Canvas Save

Priority State Category Updated by Impact
P1 New Inquiry/Help Jackie Miller High

Ticket

Ticket *
SRTK0023941

Incident type *
Network performance

Priority *
P1

Affected service *
Enterprise Financial Platform (EFP)

URL *
https://finance.example.com/transactions

Description *
Received a ThousandEyes alert and reached out to Maria Chen to confirm. She said users at San Jose branch experiencing frequent transaction failures and timeouts in EFP. Started approximately 30 minutes ago. Affects all 24 users at the branch. No recent changes reported.

Reported by *
System Administrator

Timestamp *
03/28/2025 09:45 AM PST

Rule *
ServiceNow Stg1

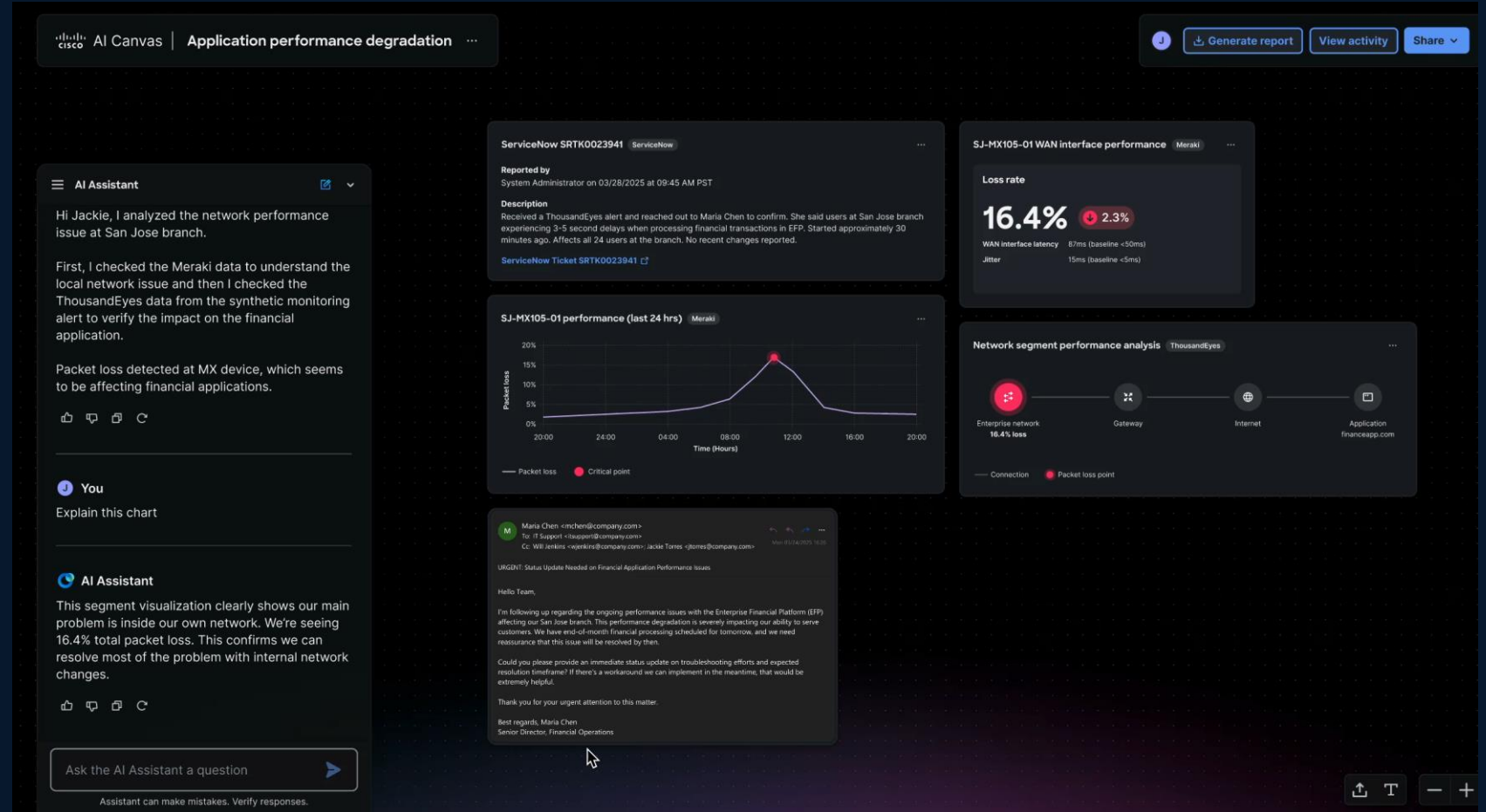
ID *
234945

Reported by *
System Administrator

Automated diagnostics *
• Cisco Meraki Alert: "Packet Loss Detected - SJ-MX105-01" - WARNING
• ThousandEyes Alert: "HTTP Transaction Test - San Jose to EFP" - CRITICAL
• Test Results: Test ID 895623 (URL: https://finance.example.com/transactions): 16.4% packet loss detected

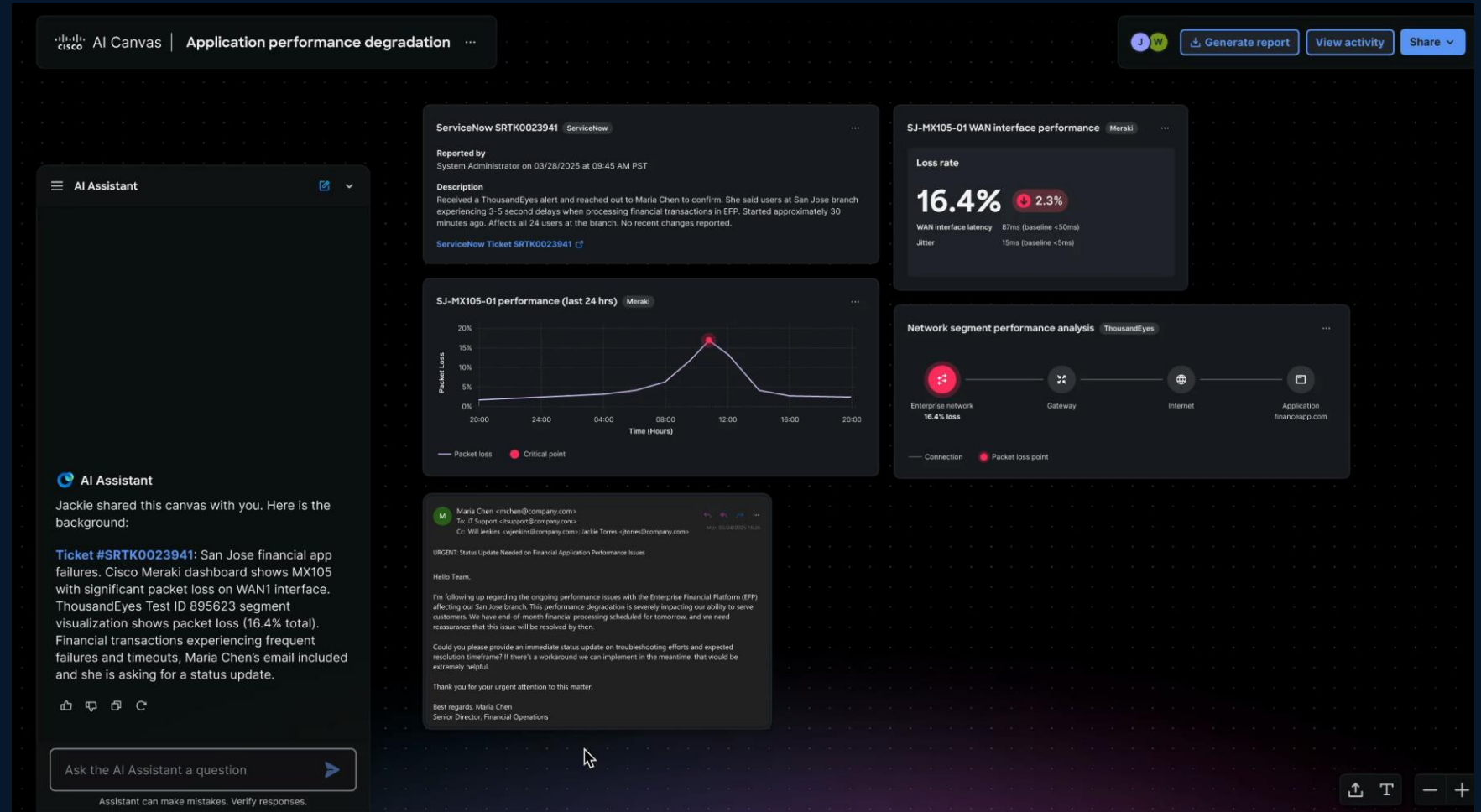
Loop in the right teams in one unified workspace

- Bring in NetOps, SecOps, IT, & Execs
- Escalate with full context attached
- View analysis, monitoring, and auth logs
- Issue resolved, no ticket ping-pong



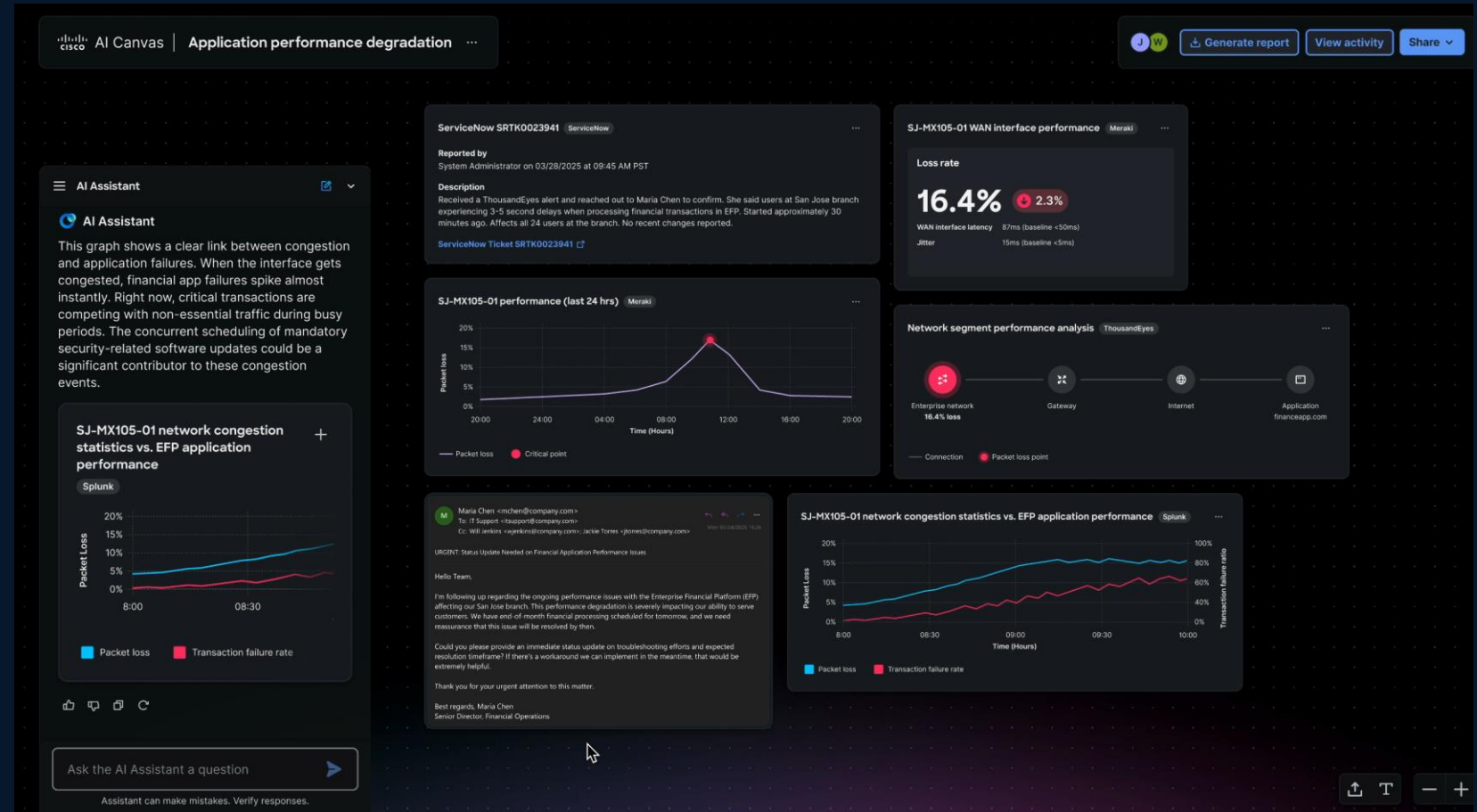
Custom generate UIs with situational context

- Not just a chart
- Dynamically build UIs in real-time
- Drag and drop functionality



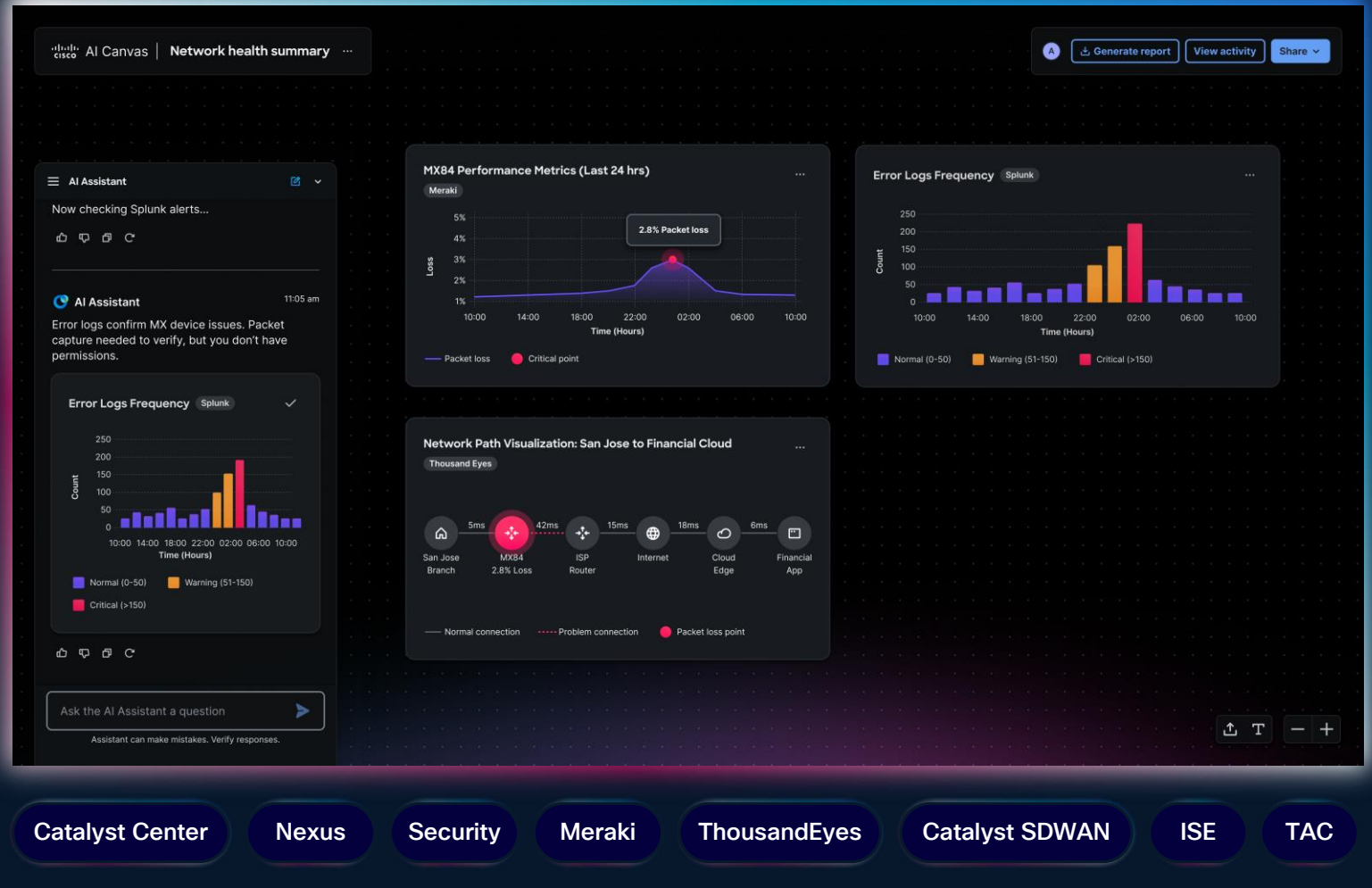
Investigate—and resolve—across the Cisco ecosystem

- Cross-domain telemetry
- Topology and timeline awareness
- AI-powered insights
- Automated runbooks



Canvas is where work gets done

- Single canvas for cross-domain troubleshooting
- Generative UI with reasoning built-in
- Keeps NetOps, SecOps, IT and Execs on the same page



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 !

