

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

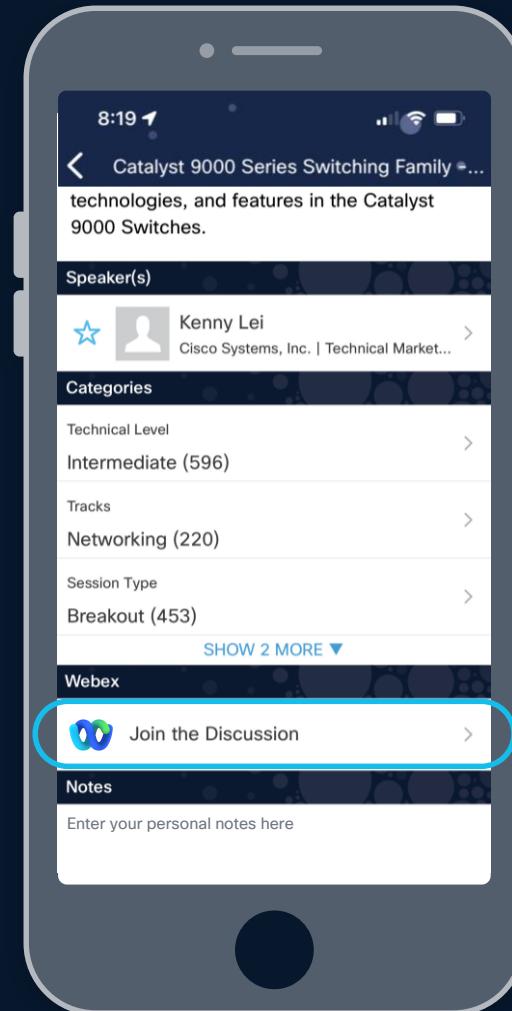
Questions?

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



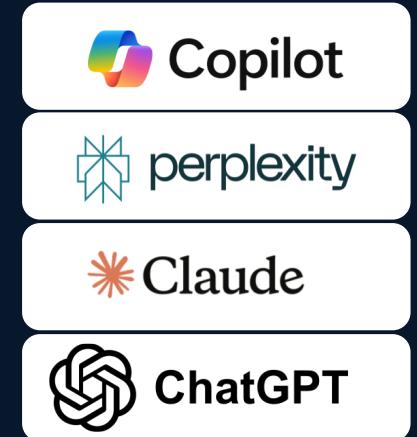
Computer Vision

Deep Learning



Voice Assistants

Natural Language Processing



AI Agents

Generative AI



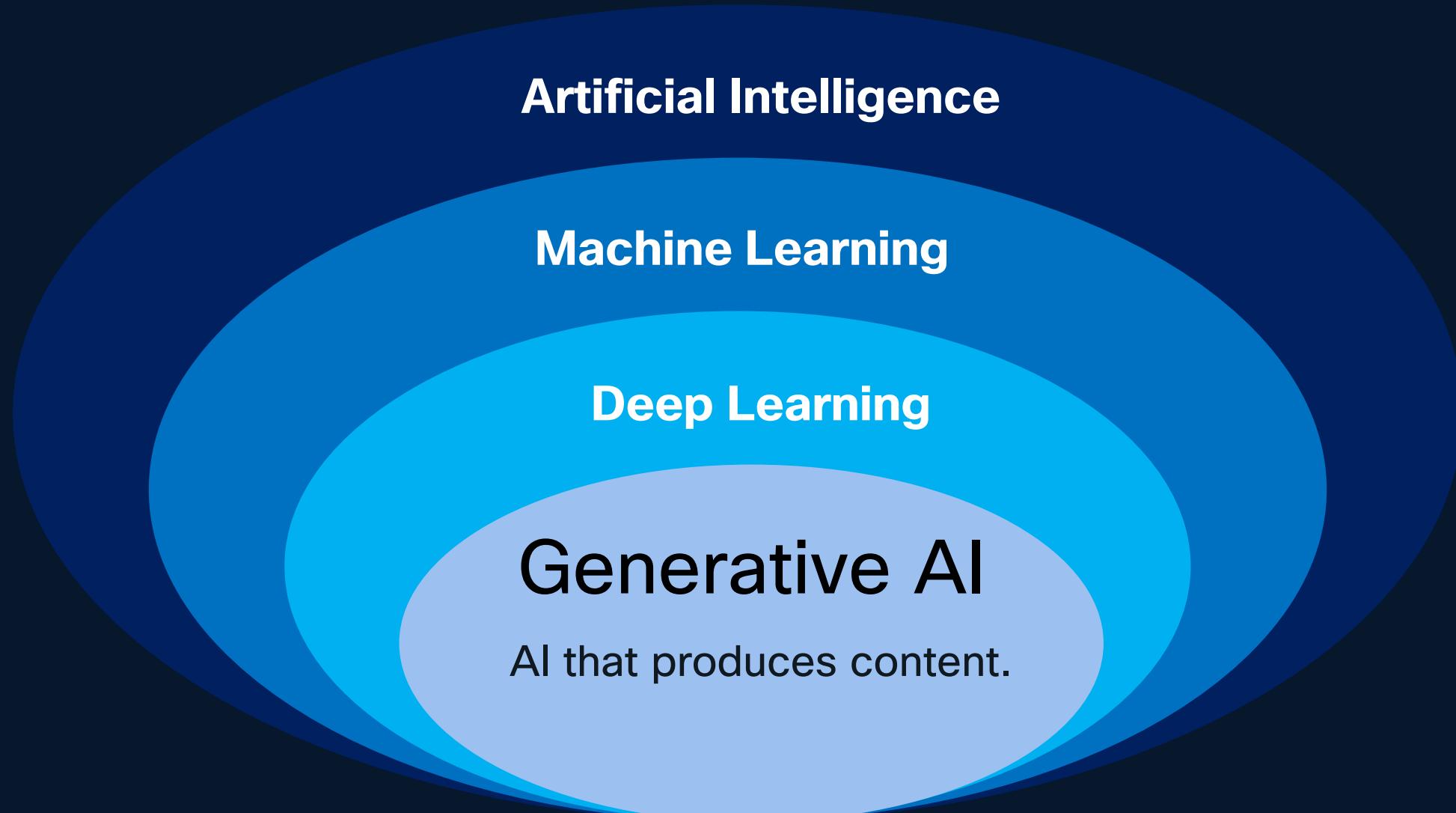
Let Learn About
Generative AI and AI Agents

The Breakdown of Artificial Intelligence

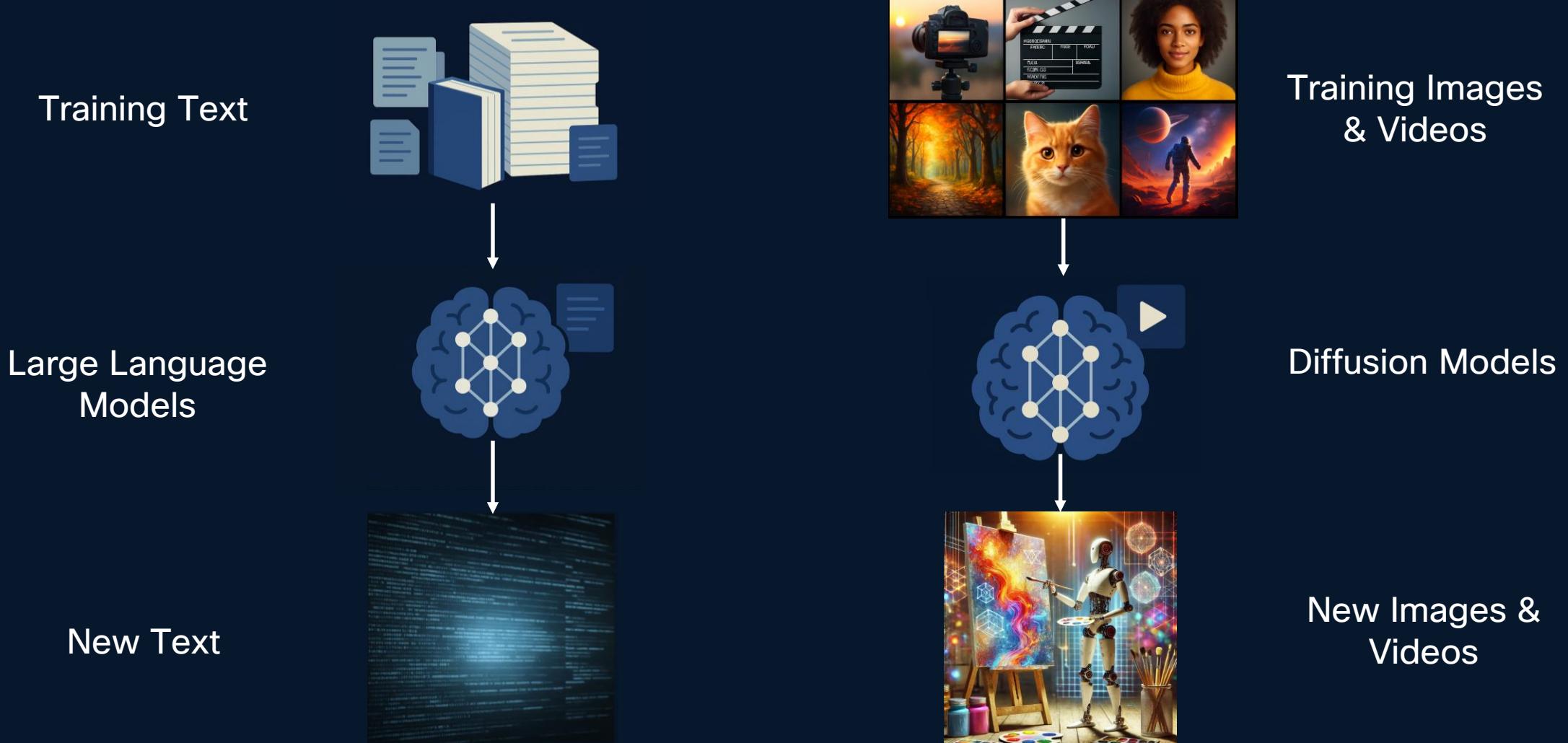
Artificial Intelligence

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.



Built on Large Language Models
Text and Code Generation

Built on Diffusion Models
Image and Video Generation

The Potential of Generative AI Applications

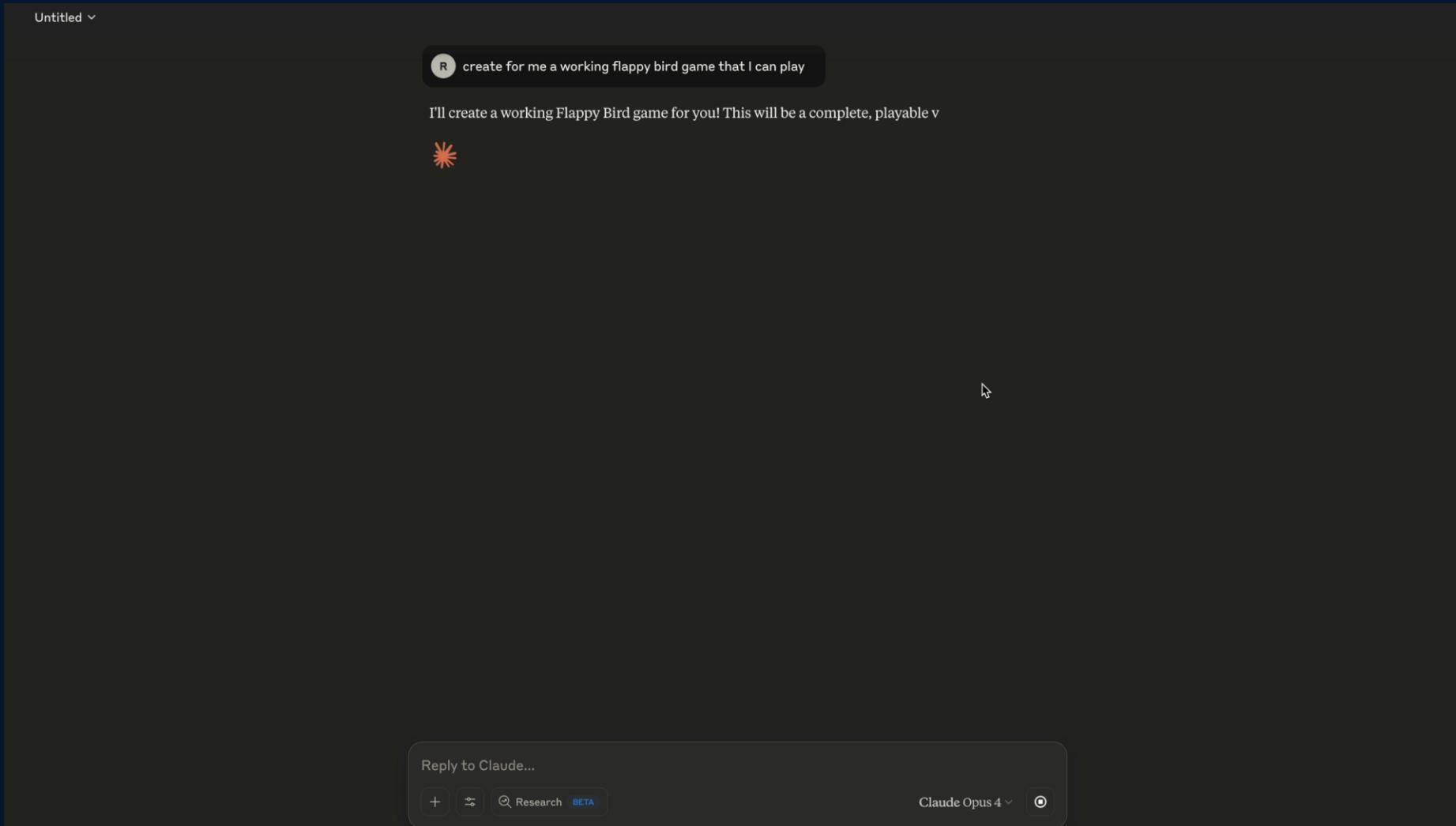
Generative AI: Text Capabilities in Planning

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 Peché's overlooking downtown. Ferry back to catch skyline view at night. Stop at Harbor Island for night photos.

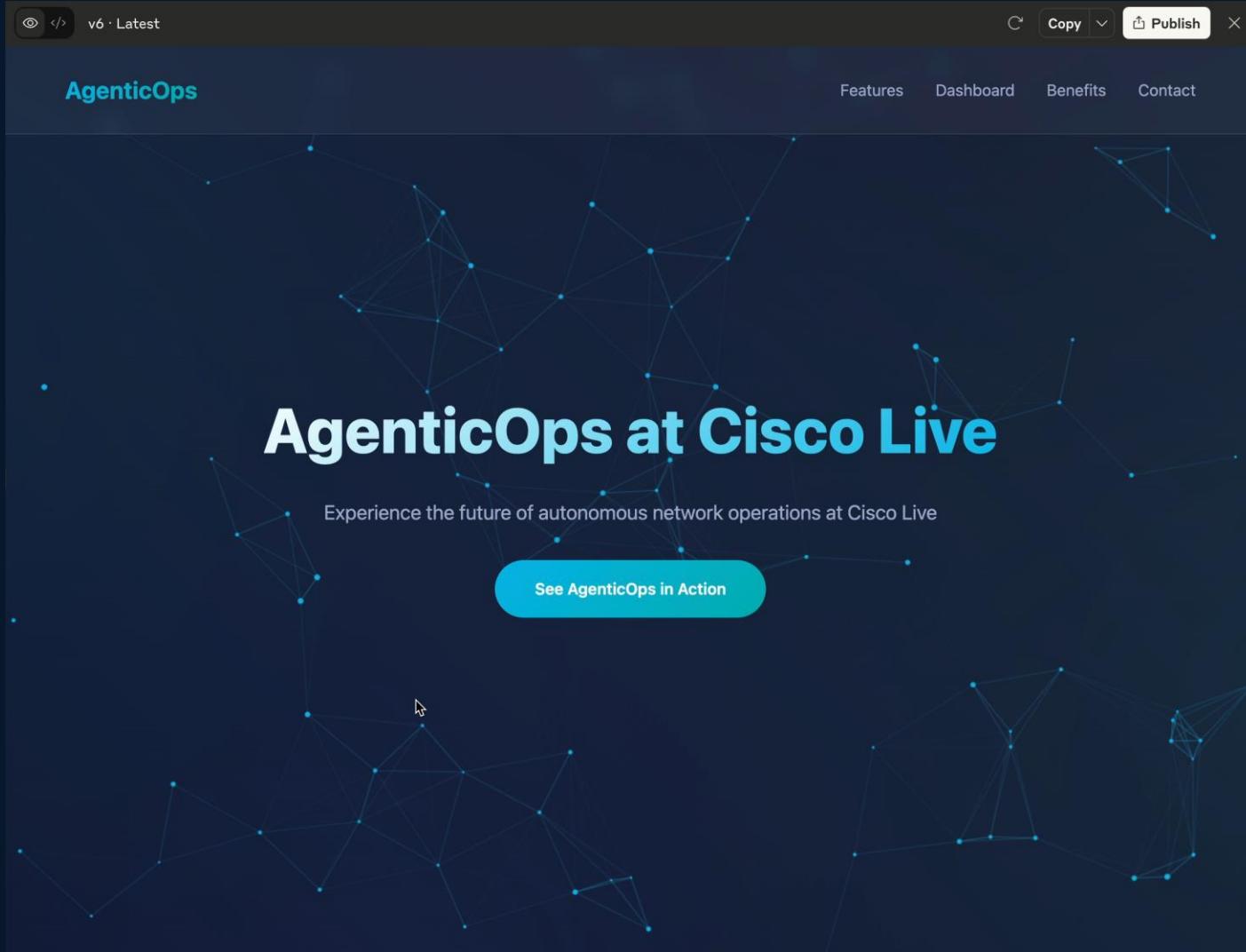
Generative AI: Code Capabilities for Games

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!

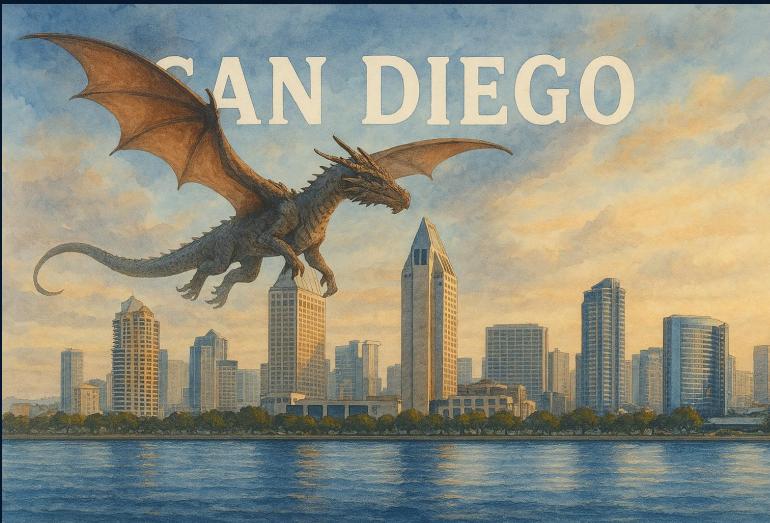
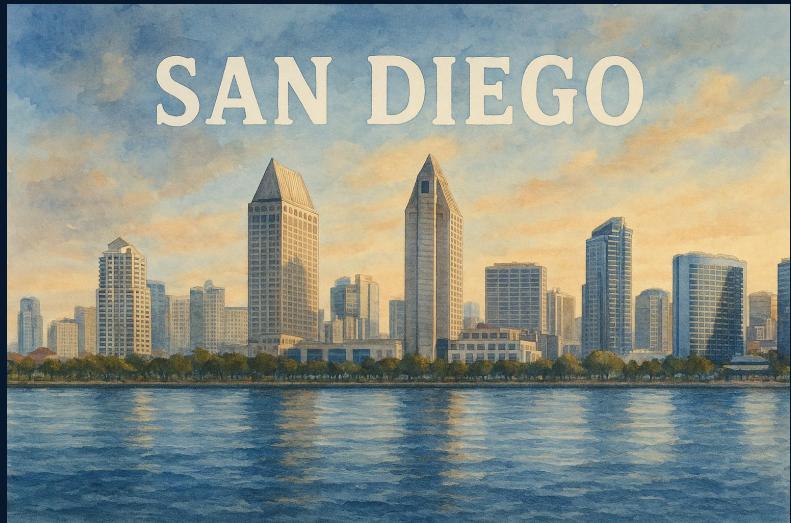


Generative AI: Image Capabilities

Prompt: Add more dragons and make them breath fire



The Possibilities are Endless



Training a Large Language Model (LLM)

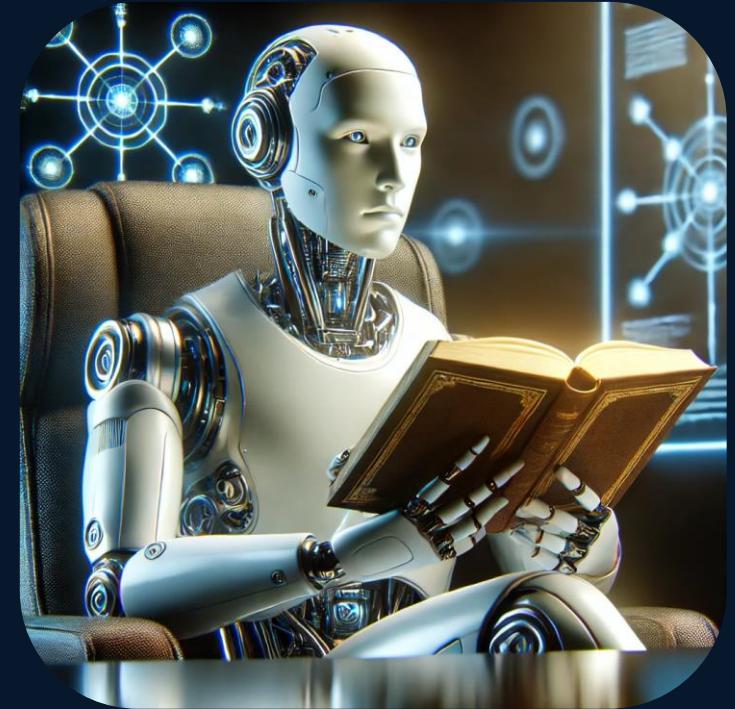
Step 1: Data Collection

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:

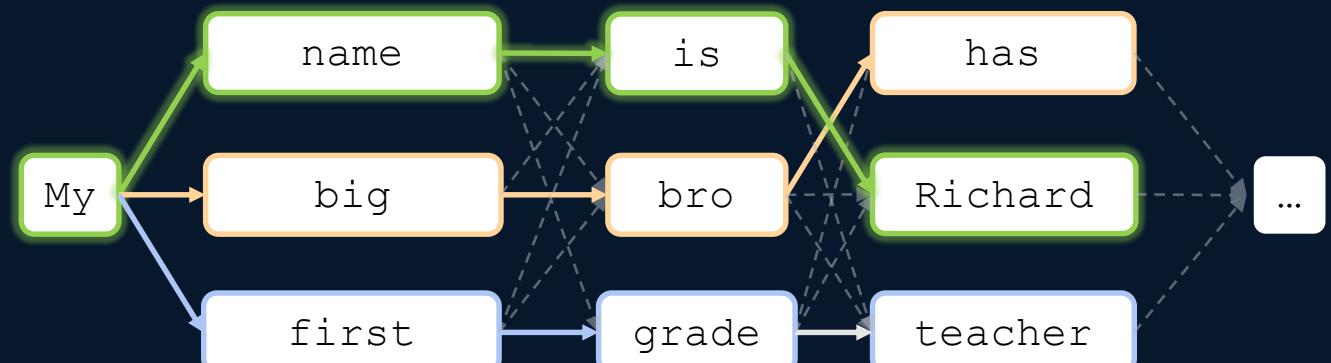
- A child learns how words fit together to form sentences.

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.



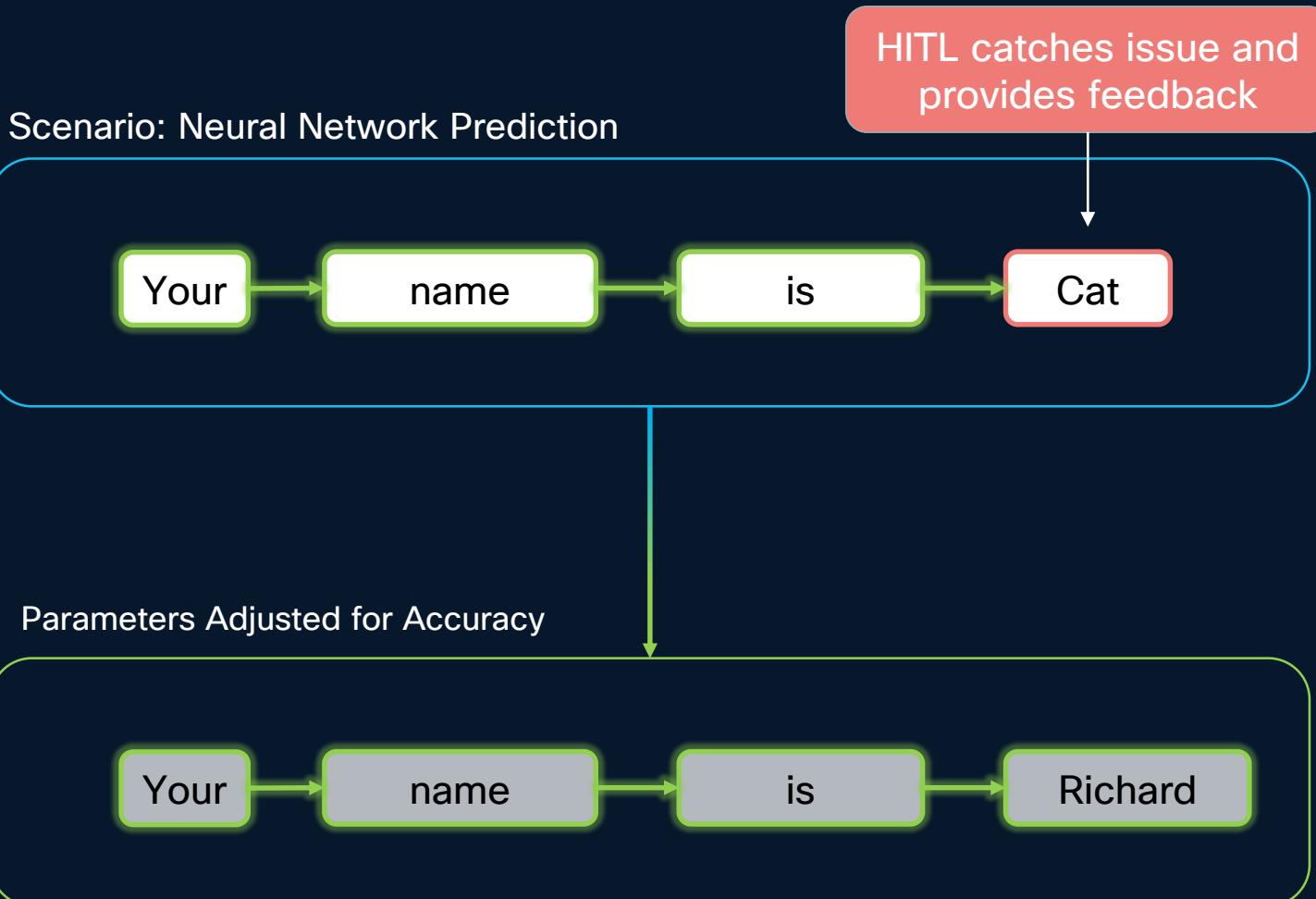
Step 4: Fine-Tuning the Model

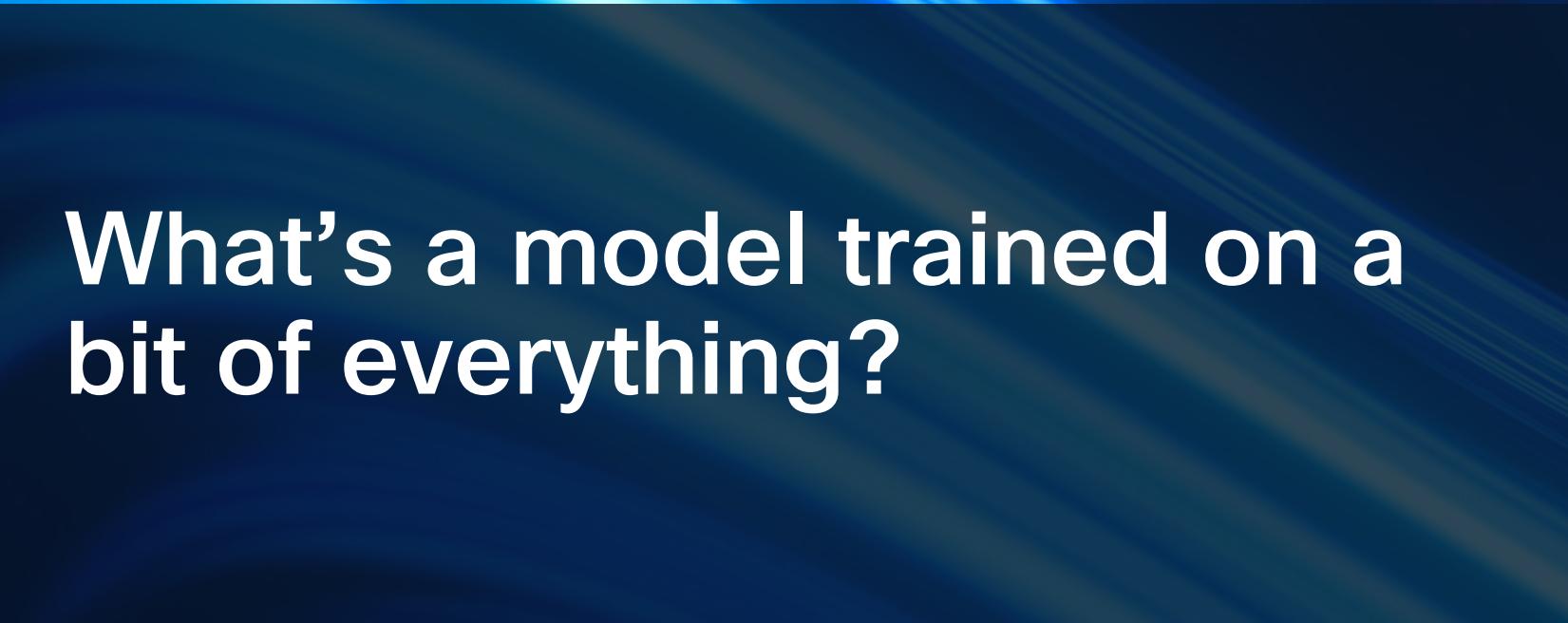
What happens?

- 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.

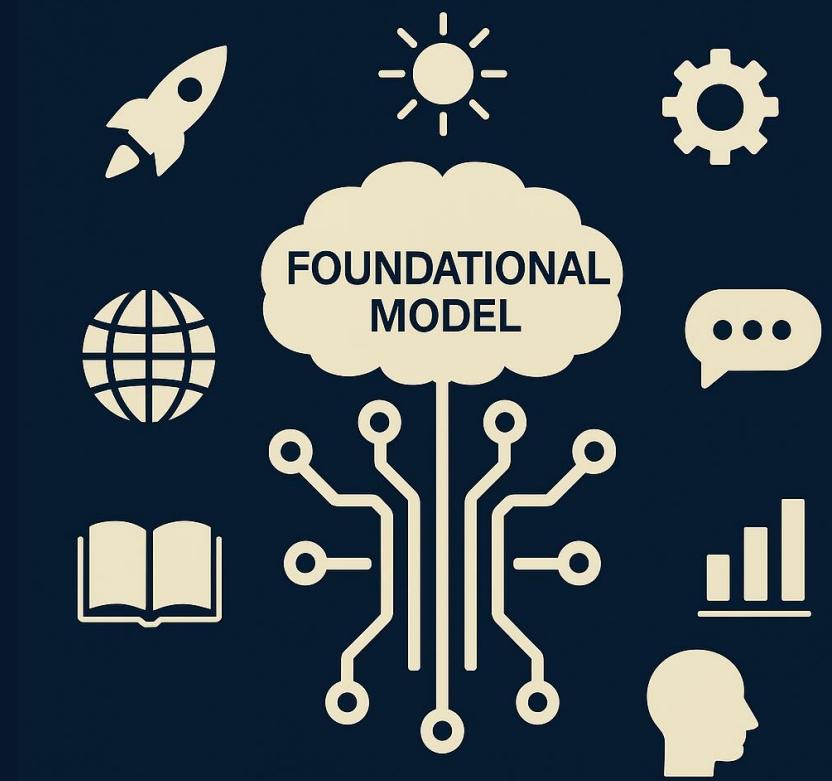




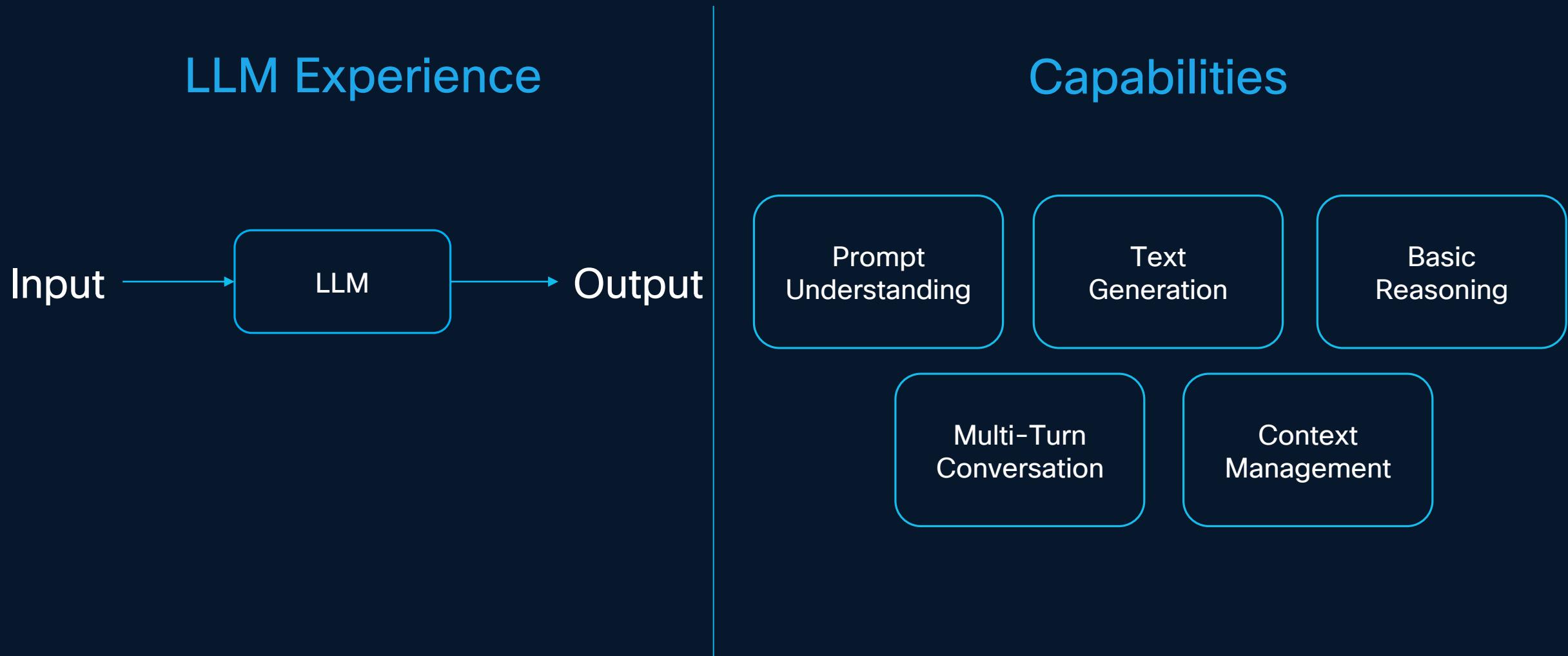
What's a model trained on a
bit of everything?

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



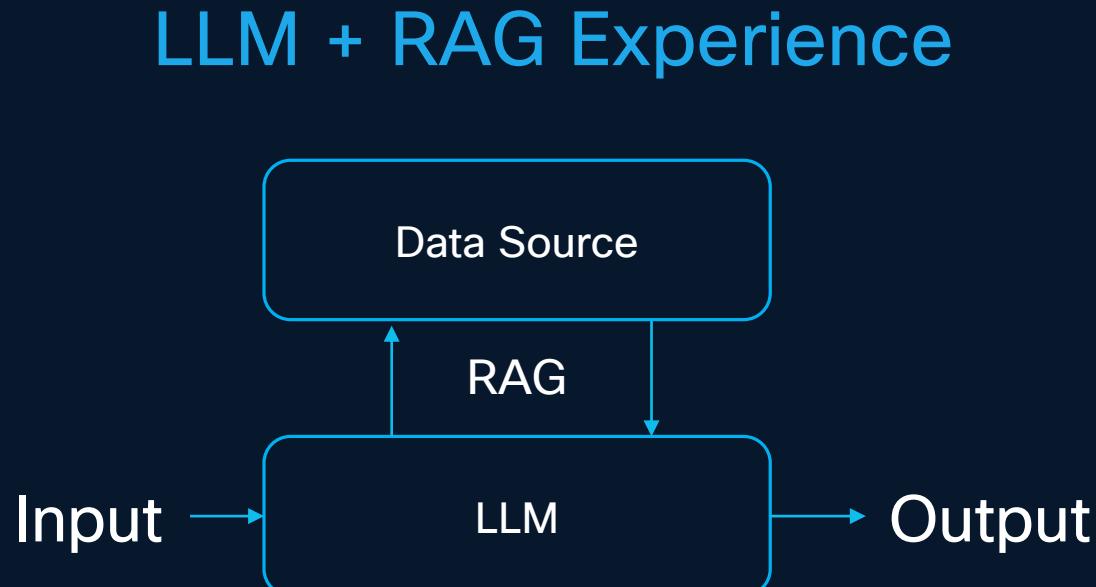
Capabilities of Foundational LLM-Powered Models



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



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:

Richard asks:

“What is my hair color?”

“No idea but let me answer anyways!”

Gen AI Model

Response:

“Your hair color is obviously red!”



With RAG:

Richard asks:

“What is my hair color?”

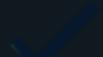
Richard DB

RAG

Gen AI Model

Response:

“Your hair color is obviously black!”

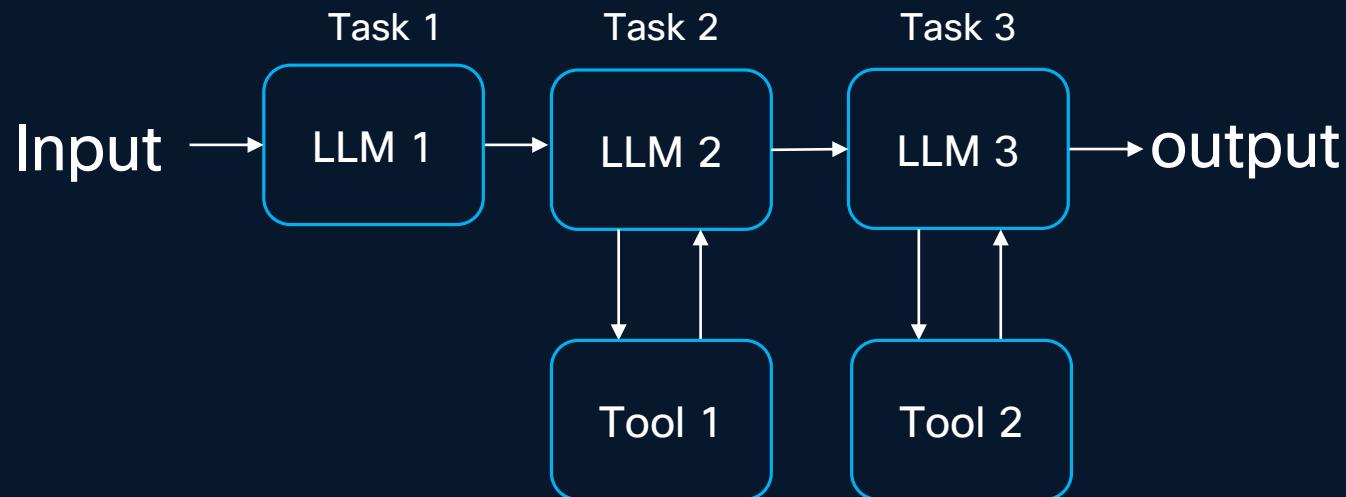


LLMs Helps You Know – But Not Do *Relies on humans to take actions*

AI Workflows further improve LLM capabilities

AI Workflow Experience

Through human coordinated flow→



Capabilities

Coordinate
multi-step tasks

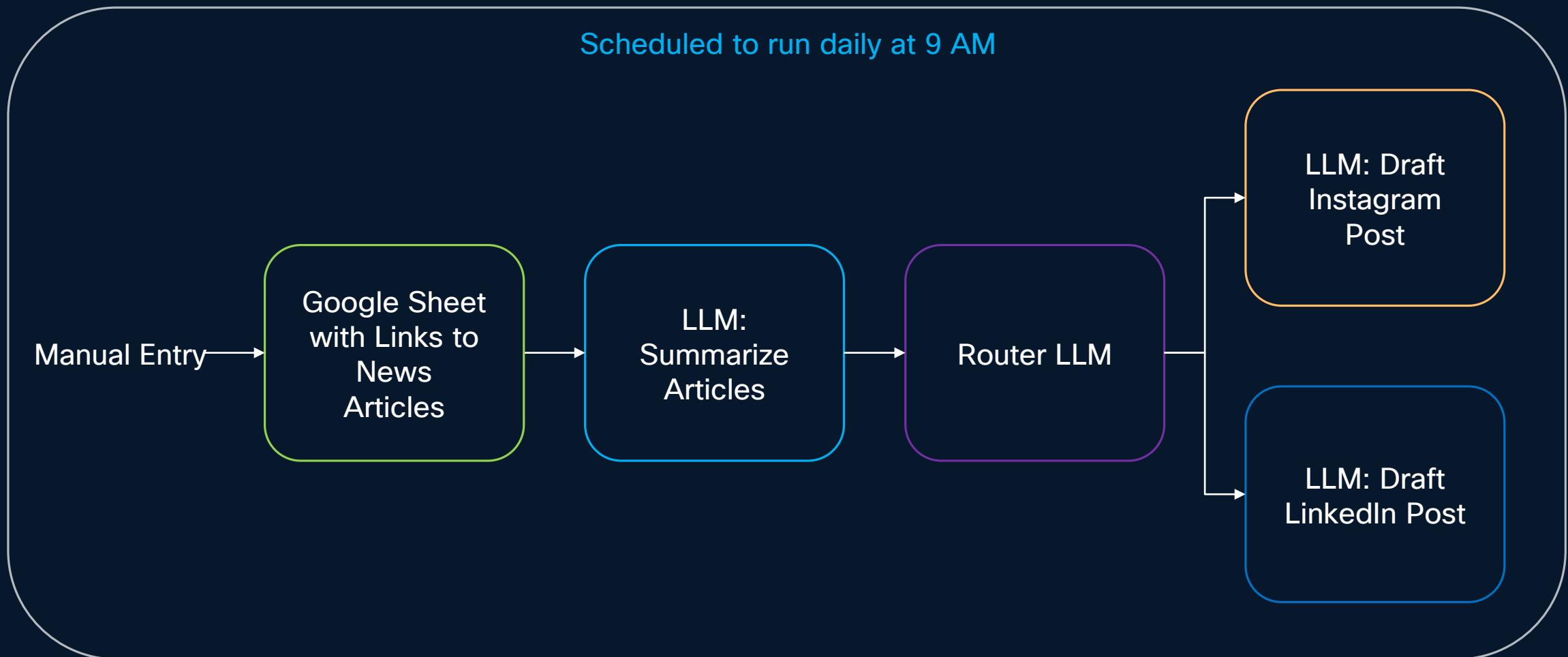
Chain LLMs and
services

Trigger external
systems

Automate
routine
workflows

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

AI Workflow Example



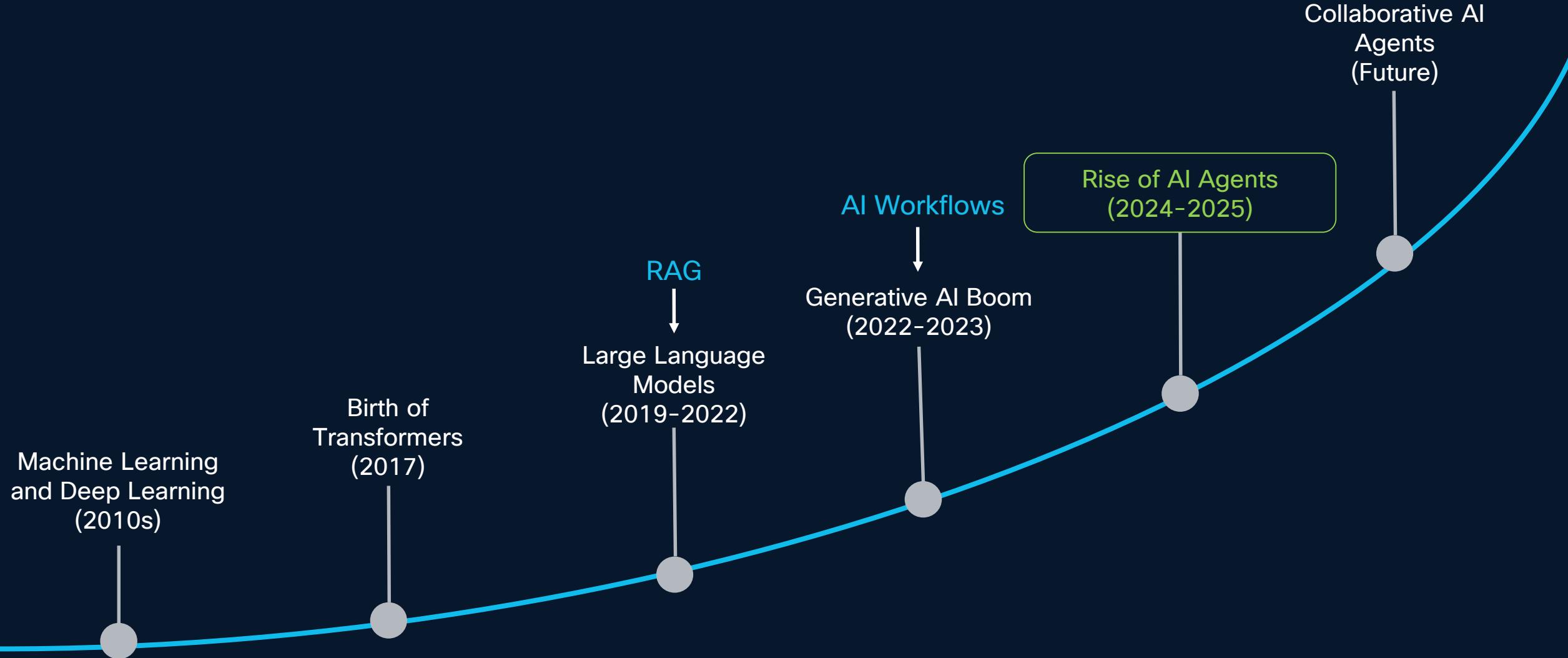
Built using orchestration tools and frameworks like: Zapier, Make.com, LangChain, LlamaIndex, Flowise, and CrewAI

Still Not Autonomous

✗ *Tasks are assembled manually*

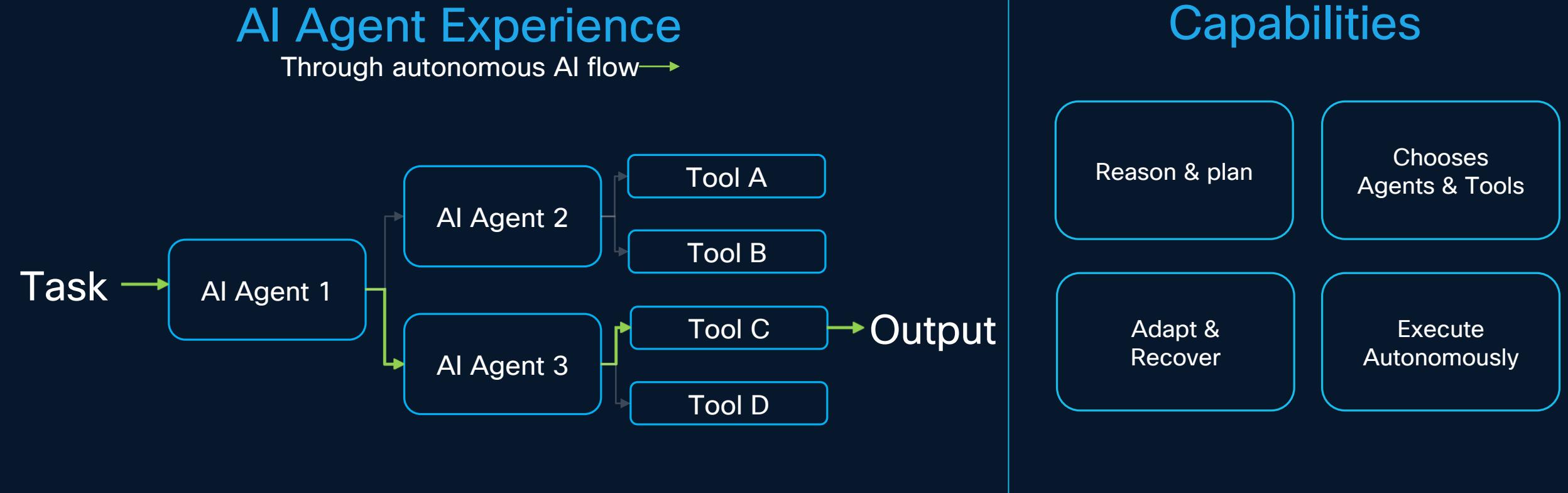
The Rise of AI Agents Introduces an Era of Autonomy

The Era of AI Agents is Just Beginning



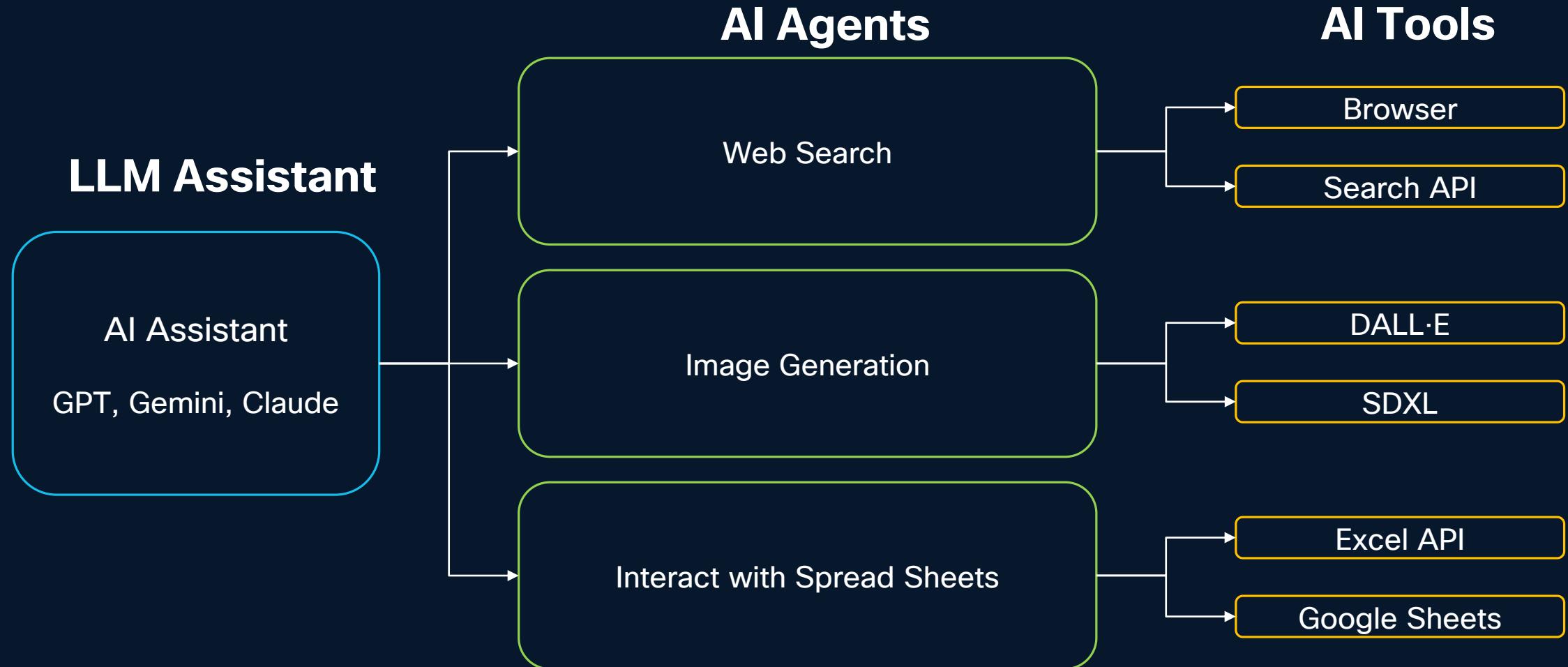
AI Agents Bring Real Autonomy to LLMs

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



From One AI Assistant, to a Network of AI Agents

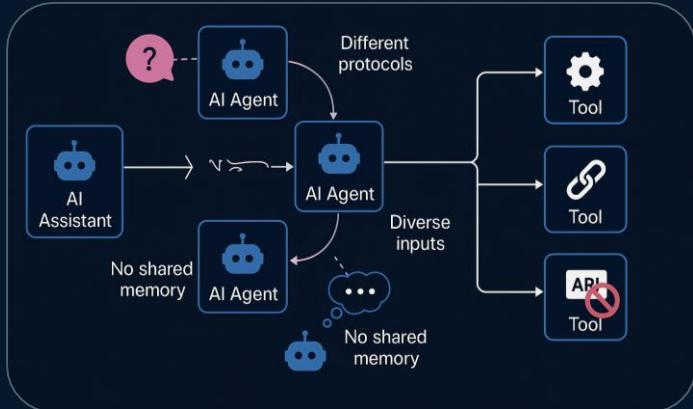
AI Assistants now delegate tasks to specialized Agents that can plan, act, and use tools.





Without Standardization,
Managing AI Agents is Chaotic

AI Agents Sound Simple – Until You Try to Scale Them



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.

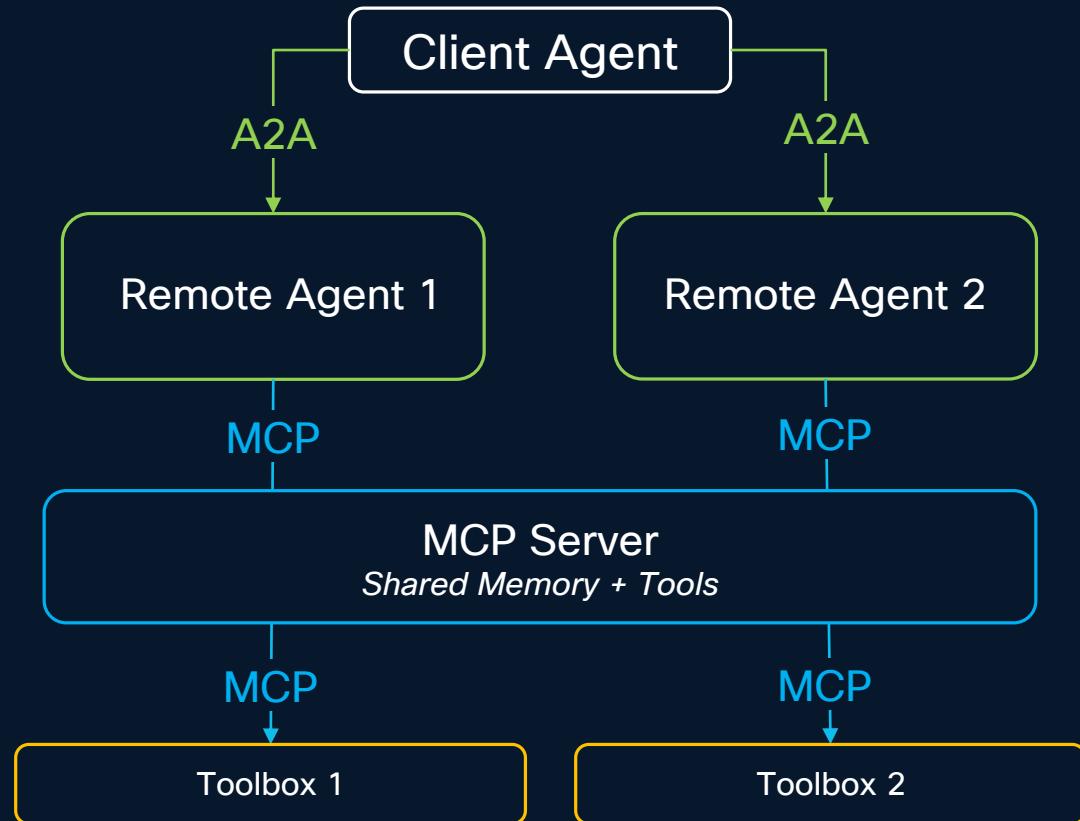
MCP & A2A: Foundational Protocols for Scaling AI Agents

MCP = Model Context Protocol

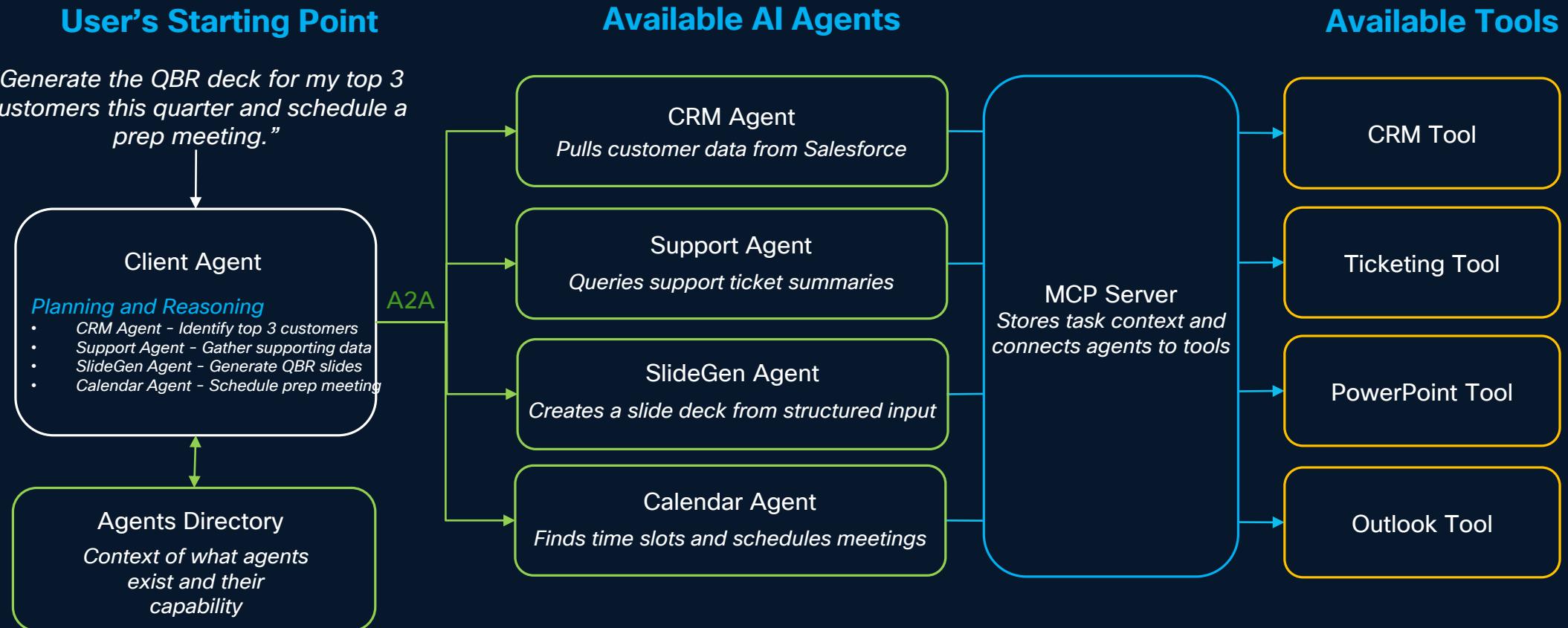
A standardized format for sharing memory, task state, and data across agents and tools.

A2A = Agent-to-Agent Protocol

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



AI Agent Flow in Action Example



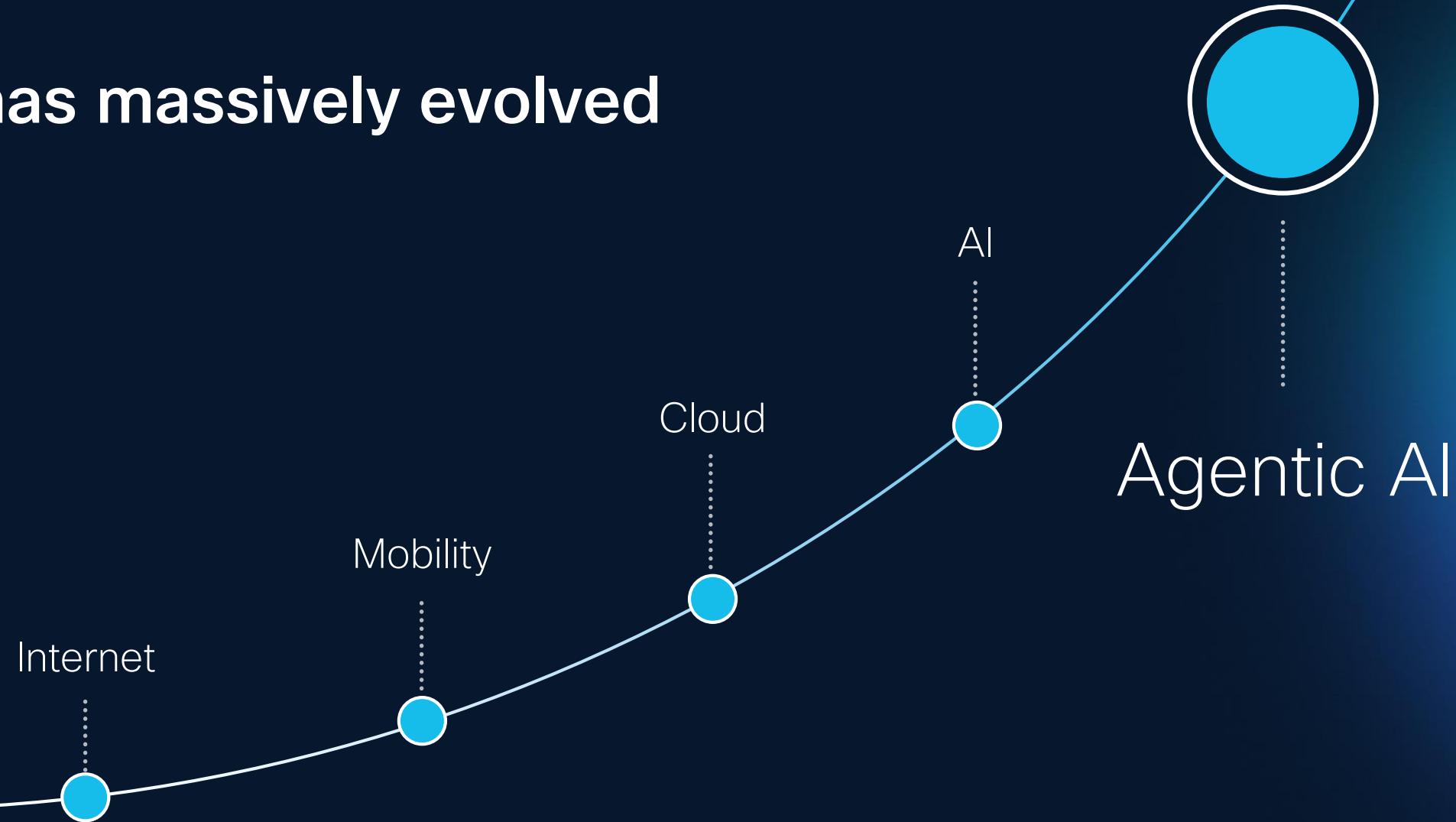
You've Mastered the Basics!



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

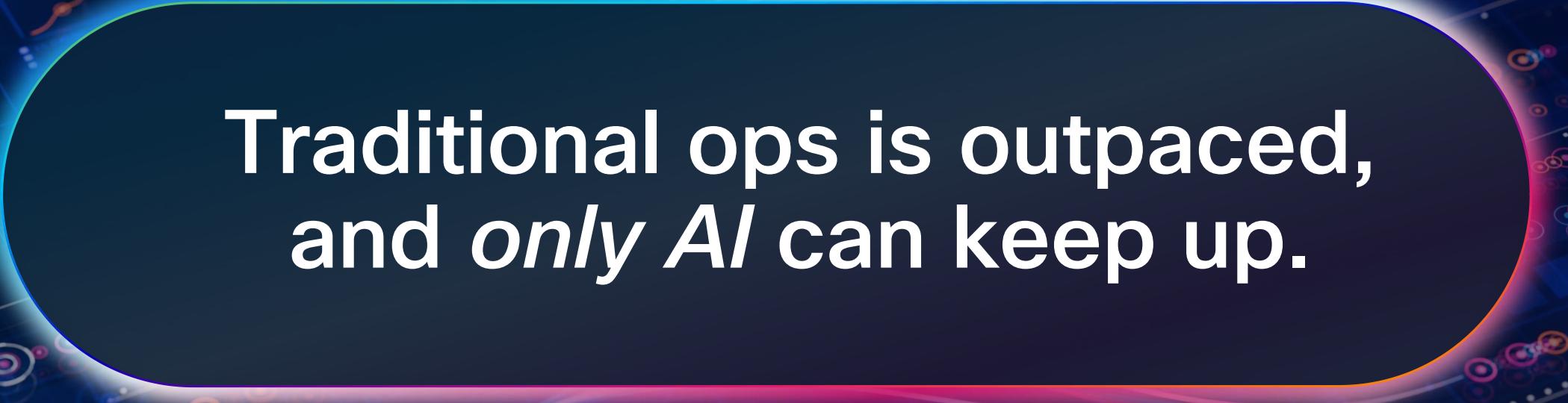
Source: Fortune 50 company

Profound skill shortage

64%

of organizations face IT skills shortage by 2026

Source: Gartner



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.

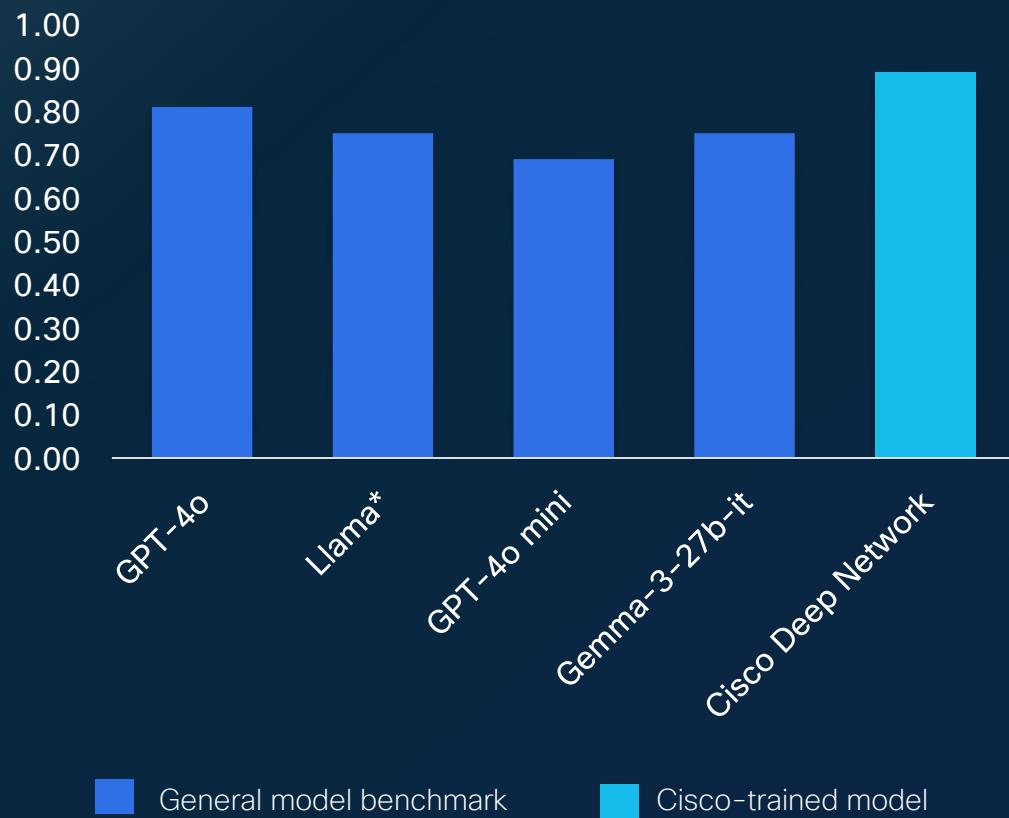
Trusted Training

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

Continuous Learning

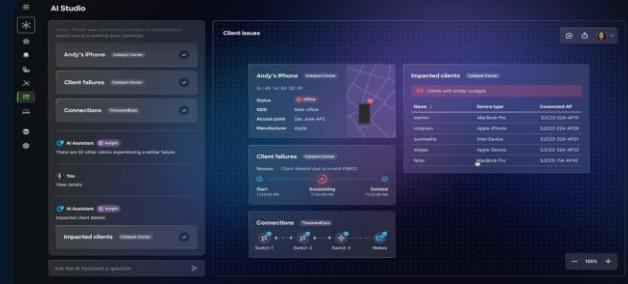
Evolves with live telemetry and real-world Cisco TAC and CX insights.

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



cisco AI Assistant

AI Assistant

Accelerate IT operations

Cisco AI Assistant

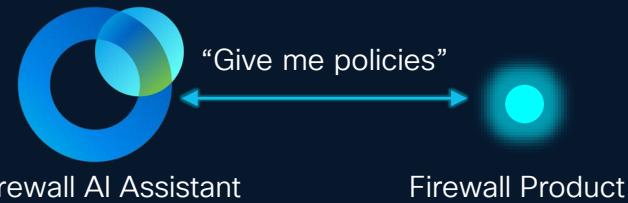
Individual AI Assistants Are Integrated Across Cisco

	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

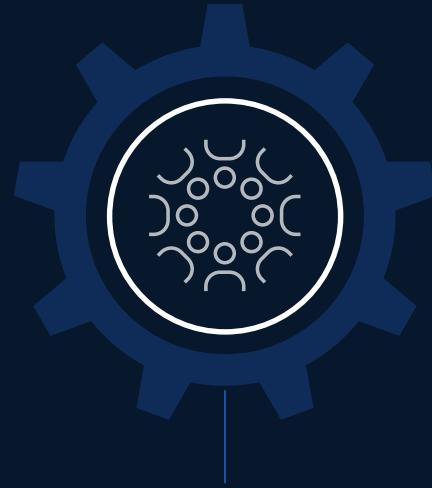
Let's Learn About AI Assistant Capabilities Across Cisco



Security



Networking



Collaboration

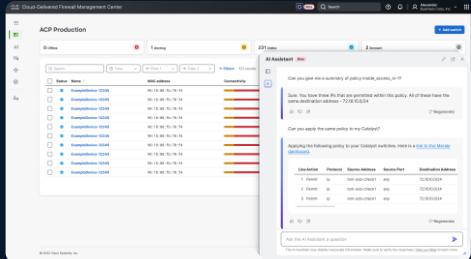


Splunk

AI Assistants for Security

Cisco Security's Suite of AI Assistants

Firewall



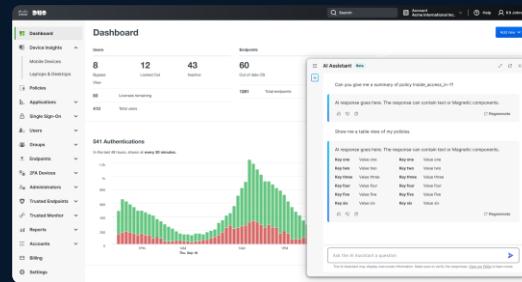
Block any **outbound** exfiltration to the IP address identified from the C&C

Secure Access



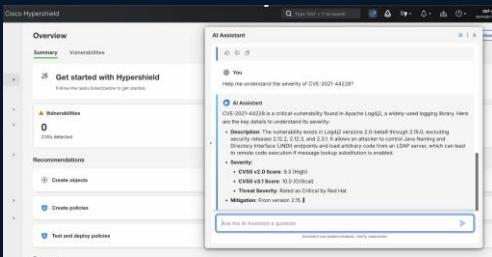
Ensure users **access** only resources they need securely

Duo



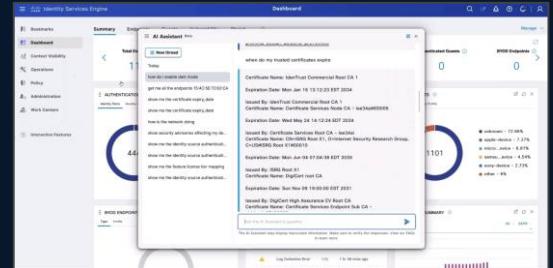
Lock affected **user** out of critical applications

Hypershield



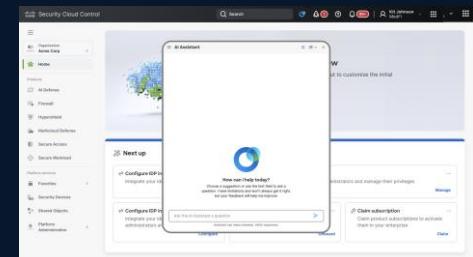
Autonomous **segmentation** and exploit protection

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

Policy Insights

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

Policy Analysis & Optimization

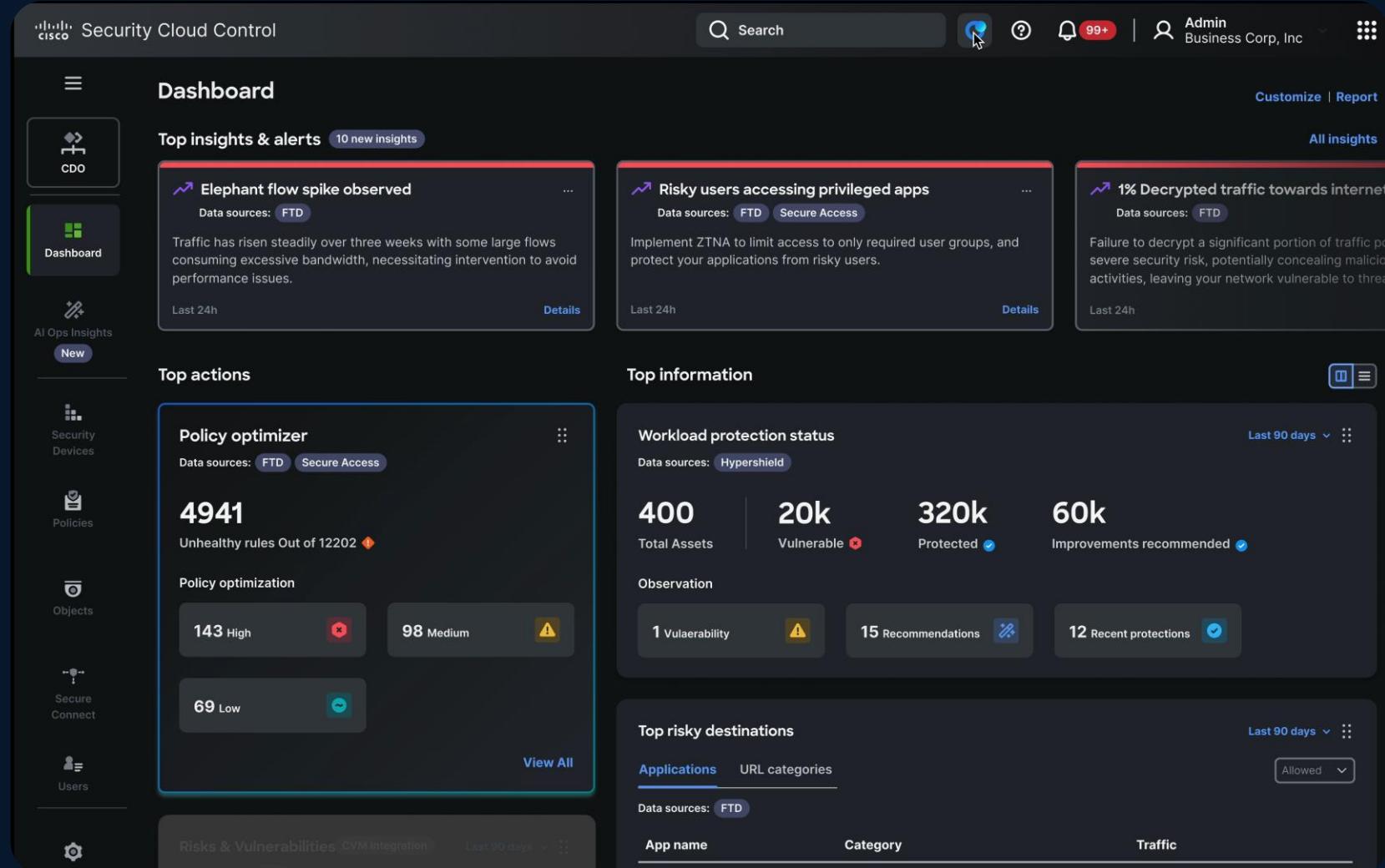
Proactively discover and remediate policy misconfigurations and anomalies

AIOps Integration

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

AIOps Insights Skill

Available



The screenshot shows the Cisco Security Cloud Control interface with the AIOps Insights Skill enabled. The dashboard is divided into several sections:

- Top insights & alerts:** 10 new insights. Three items are listed:
 - Elephant flow spike observed** (Data sources: FTD). Description: 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). Description: 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). Description: Failure to decrypt a significant portion of traffic poses 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 (red), 98 Medium (yellow), 69 Low (green). [View All](#)
- Top information:** Workload protection status (Last 90 days). Data sources: Hypershield. 400 Total Assets, 20k Vulnerable (red), 320k Protected (blue), 60k Improvements recommended (blue). Observation: 1 Vulnerability (yellow), 15 Recommendations (blue), 12 Recent protections (blue).
- Top risky destinations:** Applications (selected), URL categories. Data sources: FTD. Last 90 days. Allowed. [View All](#)

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

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

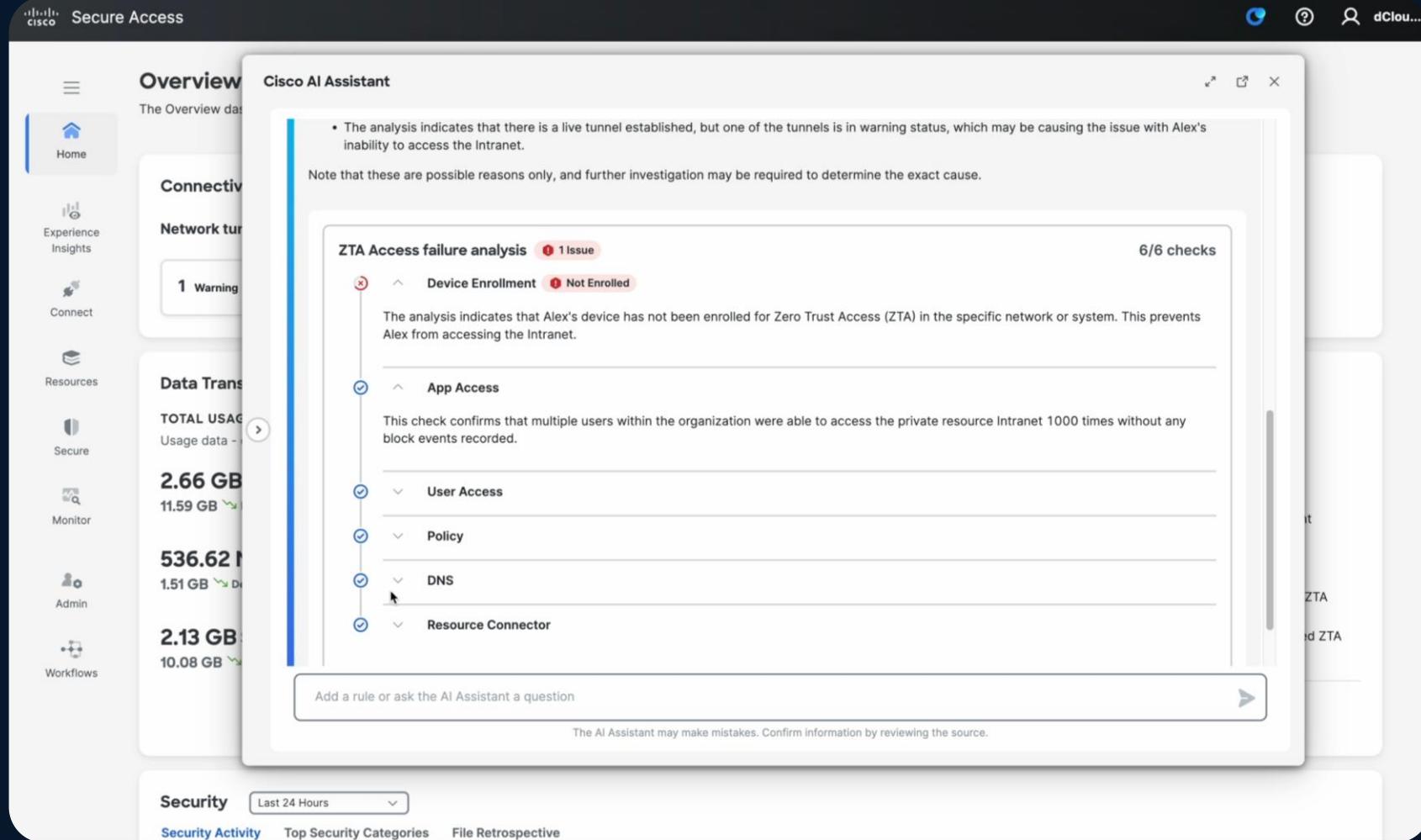
Digital Experience Monitoring

Quick issue research, trend analysis, insights



User Application Access Troubleshooting Skill

Available



The screenshot shows the Cisco Secure Access dashboard with the Cisco AI Assistant troubleshooter open. The troubleshooter is titled 'Cisco AI Assistant' and provides analysis for a user named Alex. It notes that there is a live tunnel established but one tunnel is in warning status, which may be causing the issue with Alex's inability to access the Intranet. The analysis specifically highlights a failure in 'Device Enrollment' (Not Enrolled) and lists other checks: App Access, User Access, Policy, DNS, and Resource Connector, all of which are successful (6/6 checks). The troubleshooter also includes a note that these are possible reasons only and that further investigation may be required to determine the exact cause. At the bottom, there is a text input field for adding a rule or asking a question, and a note that the AI Assistant may make mistakes and to confirm information by reviewing the source.

AI Assistant for Cisco Duo

Cisco Duo AI Assistant Skills

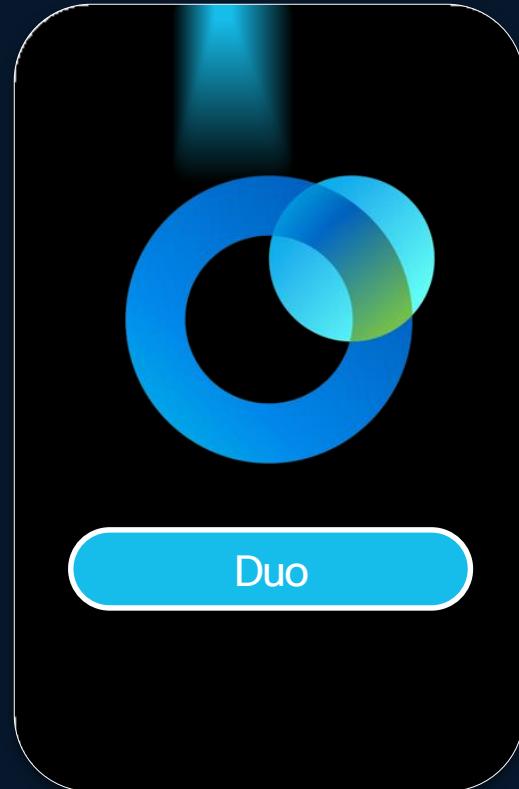
Public
Preview

Documentation Summarization

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

Troubleshooting User Access

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



User Access Troubleshooting Skill

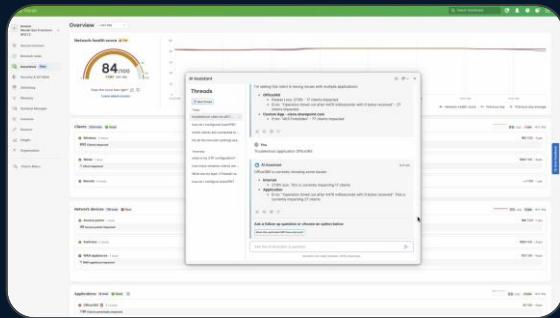
Public
Preview

The screenshot shows the Duo AI Assistant interface. On the left, a sidebar menu includes Home, Users, Devices, Policies, Applications, Reports (selected), Monitoring, Accounts, and Settings. The main area is titled "AI Assistant" and shows a conversation with "You" asking "why can't humayu login?". The AI Assistant responds by looking up recent authentications for the user "humayu". It shows two events from February 3, 2025, both at 12:35 PM, both denied, and both using the "Auth API" application and Duo Push MFA method. The MFA device is listed as "[Oneplus LE2111] (/phon)". The AI Assistant also notes that "humayu has logged 2 events over the last 7 days using 1 device." Below this, a "Sources" section lists "1. [Why has the user stopped receiving push notificat...]" with a blue "Ask the AI Assistant a question" button. At the bottom, a table lists two recent enrollments: one for "namahato+adminfirst@cisco...." on 29 JAN 2025 at 12:25:38 AM, and another for "kulikuma+adminfirst@cisco...." on 29 JAN 2025 at 12:22:25 AM, both marked as "Enrolled". The "Risk not assessed" status is noted for both. To the right of the main interface, a sidebar lists recent authentications: "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)", and "Roaming authenticator (2fa)".

AI Assistants for Networking

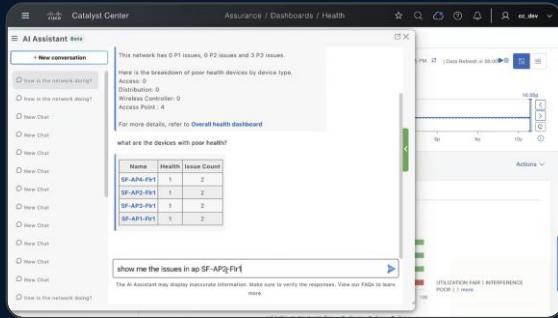
Cisco Networking's Suite of AI Assistants

Meraki



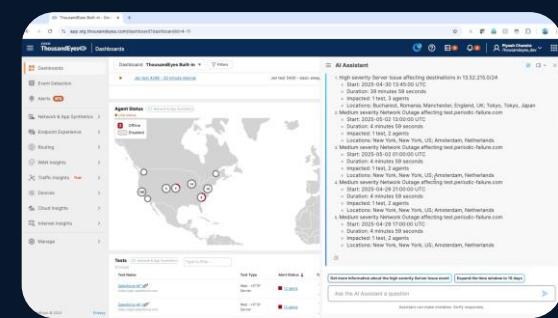
Cloud-managed networking with security, visibility, and device control.

Catalyst Center



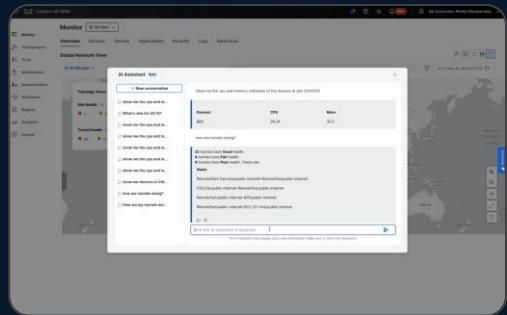
On-prem network management for automation, policy, security & assurance.

ThousandEyes



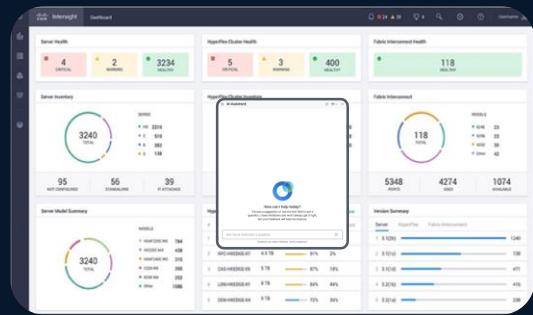
Monitors network and application performance across the internet.

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.

Network Visibility

Monitor real-time and historical network health and performance.

Configuration & Migration

Assist with feature setup and migration readiness

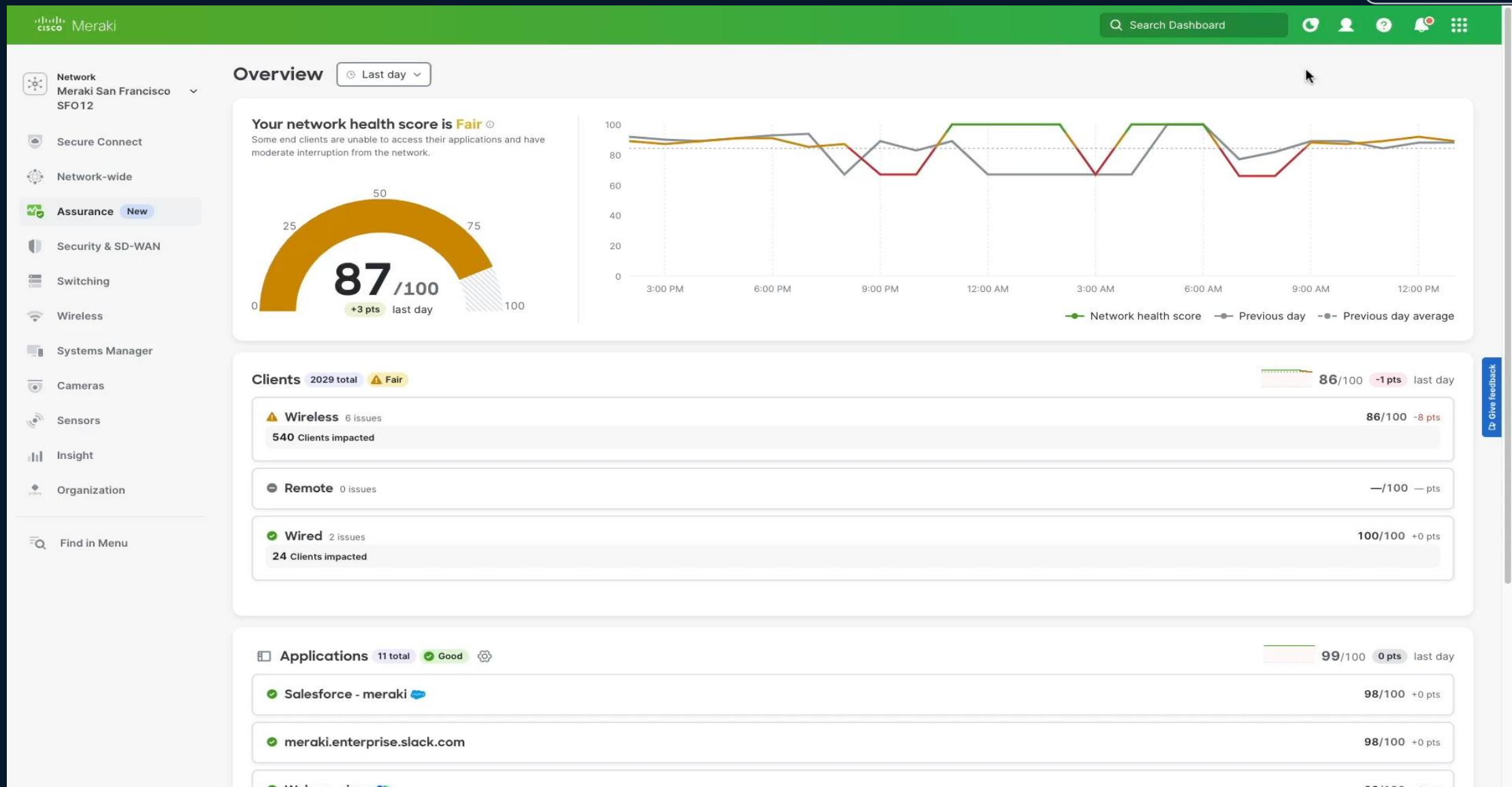
Support & Case Management

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

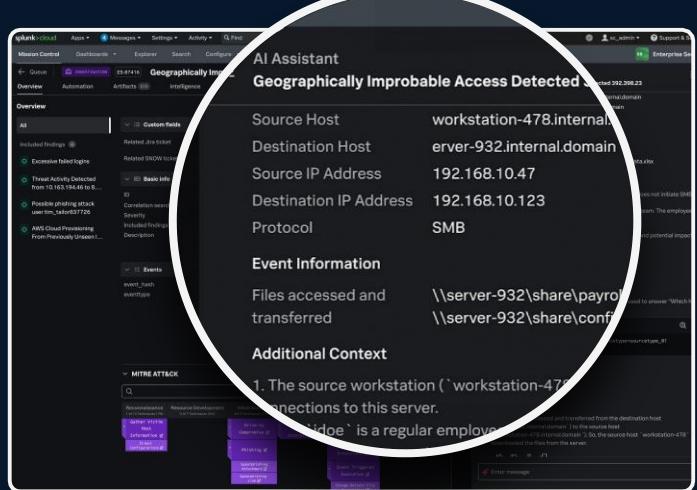
Private
Preview

The screenshot displays the ThousandEyes AI Assistant demo interface. On the left, the ThousandEyes dashboard is visible, showing a map of North America with agent status information. The map highlights 3 Offline and 226 Disabled agents. Below the map, a list of tests is shown, including 'BUG-5072-copy', 'Salesforce AP 1', and 'shradha test'. On the right, the AI Assistant interface is displayed, featuring a large blue and green circular logo. The text 'How can I help today?' is prominently displayed, followed by a message: '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.' Below this, a list of suggestions is provided, each in a separate box: 'Help me with troubleshooting an application', 'Show me the latest issues', 'What are adaptive alerts?', and 'Show me the product documentation for Dashboards'. At the bottom, a text input field contains the query 'Get information about the Network Outage events in last 5 days' with a blue arrow button to its right. A note at the bottom right states: 'Assistant can make mistakes. Verify responses.'

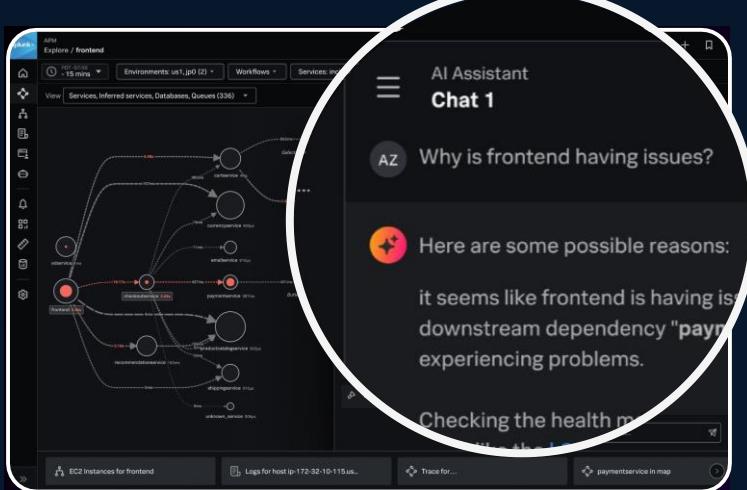
AI Assistants for Splunk

Splunk AI Assistants

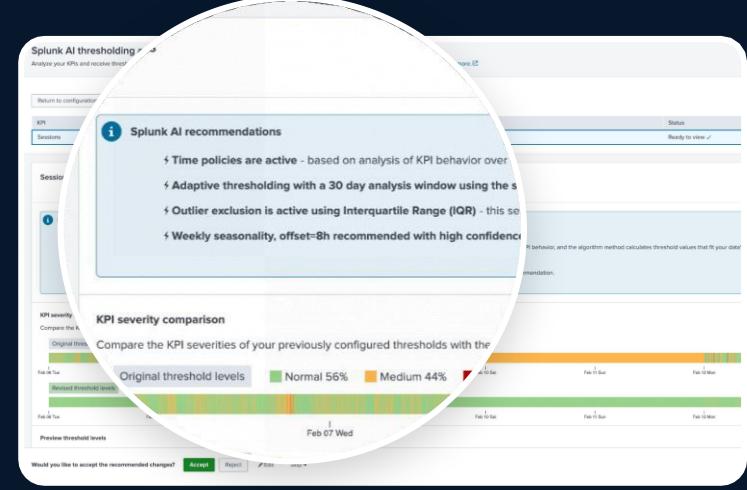
AI Assistant for Security



AI Assistant for Observability



Foundational AI for ITSI



Better detection

| Faster investigation

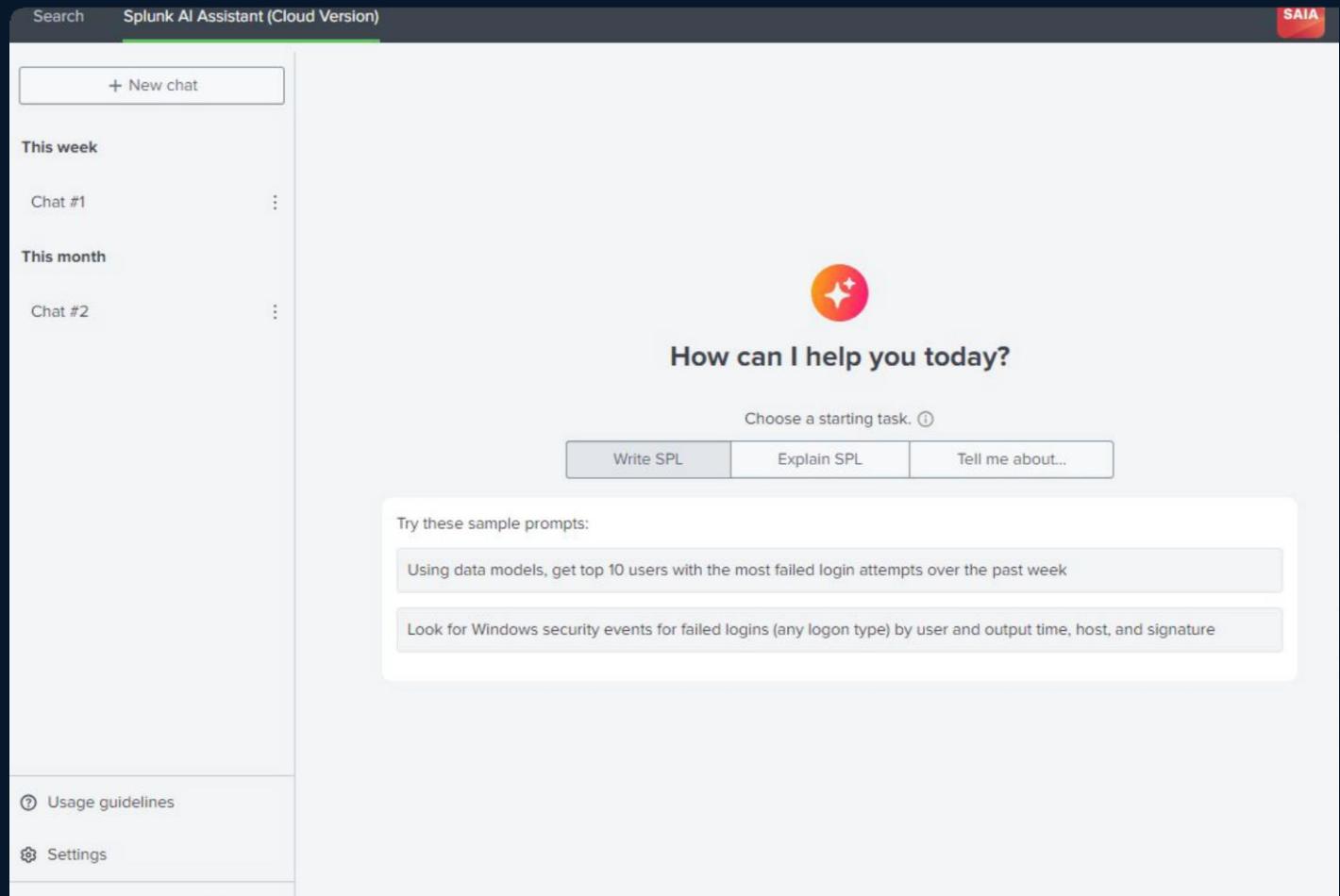
| Accelerated actions

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

The screenshot shows the Splunk AI Assistant Cloud Version interface. The top navigation bar includes 'splunk>cloud', 'Apps', '23 Messages', 'Settings', 'Activity', 'Find', 'Splunk Administrator', 'Support & Services', and a 'SAIA' icon. The main area has a 'Search' bar and a 'Splunk AI Assistant (Cloud Version)' tab. On the left, a sidebar lists 'Today' chats: 'Chat #5' (selected), 'Chat #4', 'Chat #1', 'Chat #3', and 'Chat #2'. The main content area shows a user query: 'what disk has the least amount of freespace in WinHostMon?'. Below it, a response is provided: 'To find the disk with the least amount of free space in WinHostMon, we can use the following SPL query:'. A code block shows the 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
```

Below the query, an 'Explain SPL' link, a 'Copy' button, and an 'Open in Search' button are available. A note below the query states: 'This query works as follows:'. A numbered list 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. At the bottom of the interface, there are 'Usage guidelines' and 'Settings' links, and a feedback email address: 'Want to share your feedback? Contact us by email at mlsupport@splunk.com'. A footer note at the bottom right says: 'This version of SAIA is in private preview. When generating an SPL search with SAIA, review the search before running it in Splunk.'

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

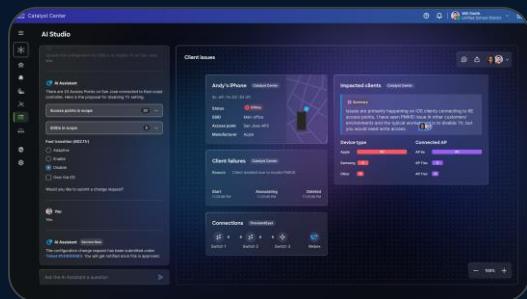
Requires effort across siloed teams, which is time consuming

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

AI Assistant



AI Canvas



Campus and Branch



Topology, client details, location, etc.



Voice and video experience



Cisco Meraki

Topology, client details, location, etc.



SD-WAN

WAN Details

Data Center



Nexus Dashboard

Data center network management.



Hyperfabric

Data center network management.



Intersight

Unified management, automation, security.

Security and Observability



Cisco and third-party insights



Firewall

Security & connection events



ISE

Authentication Insights



Duo

Authentication & compliance



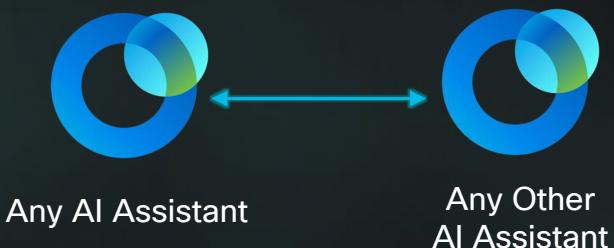
XDR

Related Threat Incidents

Unifying AI Assistants Enables Cross-Product AI Skills

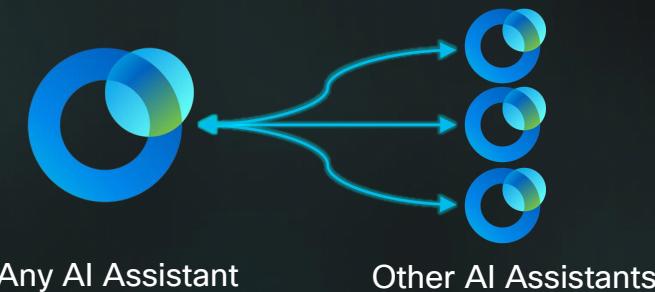
Across One Product

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



Across Multiple Products

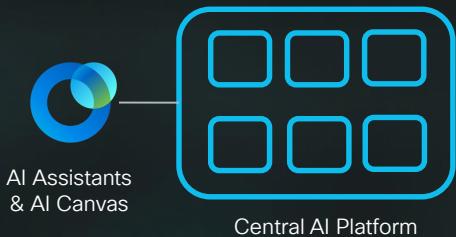
Orchestrates Skills from multiple AI Assistants—each acting as an agent—to deliver enriched, cross-product intelligence.



Foundational components involved in unifying AI Assistants

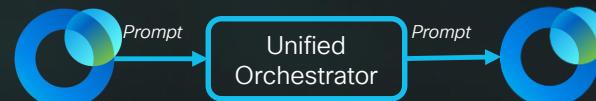
Central AI Platform

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



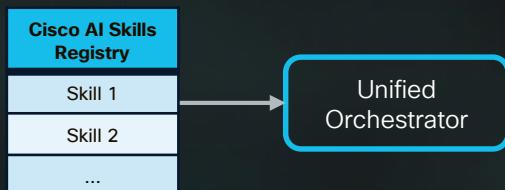
Unified Orchestrator

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



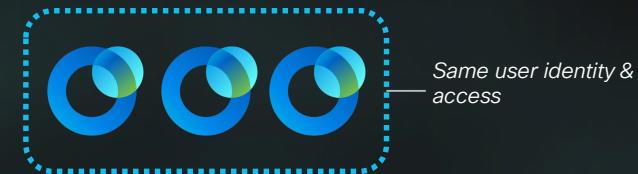
Cisco AI Skills Registry

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

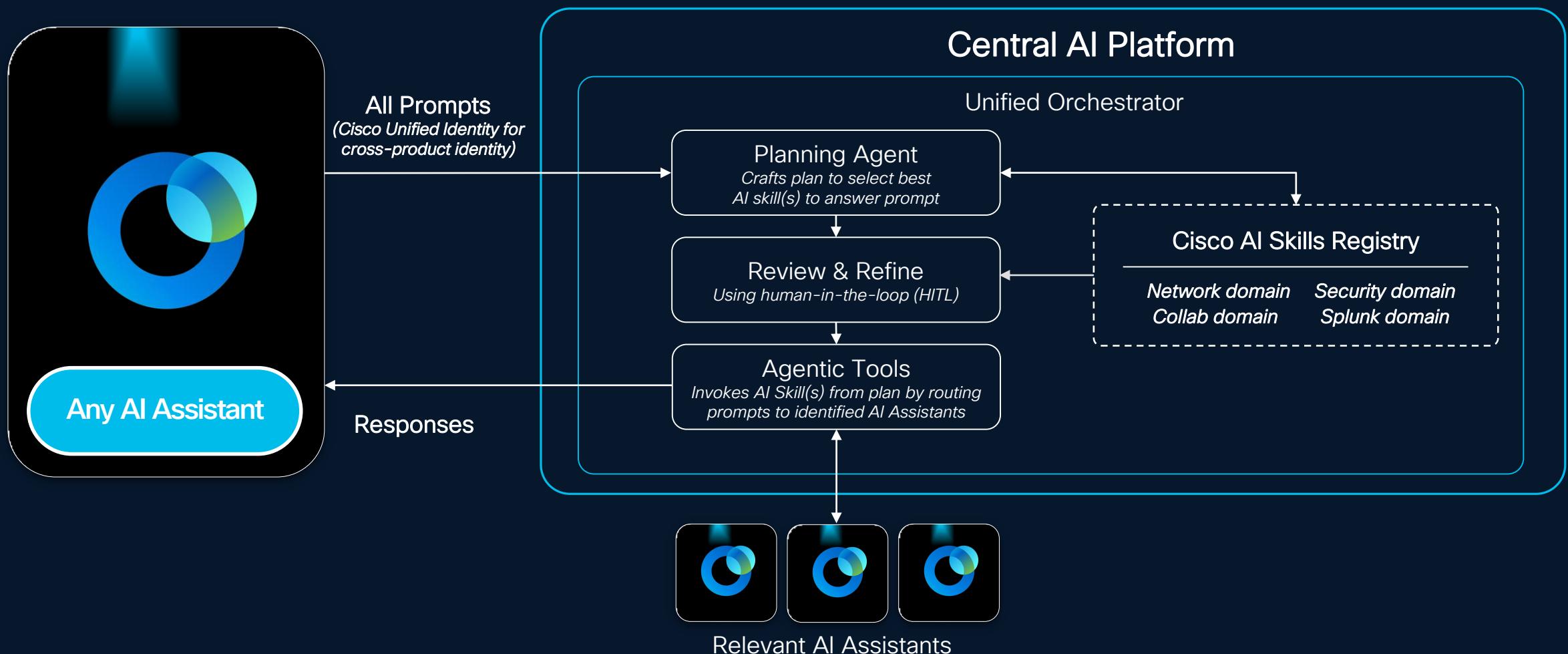


Cisco Unified Identity

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 addresses cross-product challenges



Scalable & Universal Data Availability Across Products

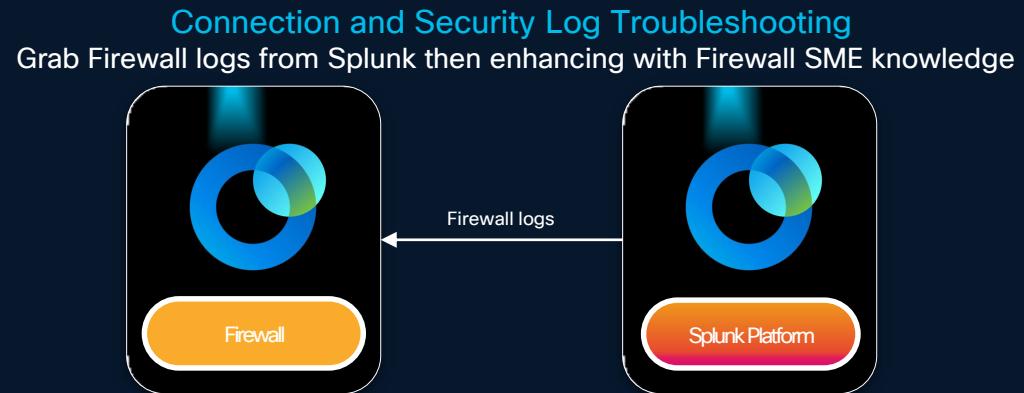
Cross-product skills exponentially expands the capabilities of all AI Assistants



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



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

The screenshot shows the Cisco Security Cloud Control interface with the AI Assistant module open. The AI Assistant is a central feature with a large blue circular icon and the text "How can I help today?". Below it, there are several suggested questions and a text input field for asking a question. The interface is dark-themed with blue and white text. On the left, there's a sidebar with navigation links for "Home", "AI Defense", "Firewall", "Hypershield", "Multicloud Defense", "Favorites", "Security Devices", "Shared Objects", and "Platform Management". The main dashboard shows "Top insights" with an "Elephant" data source showing traffic trends, and "Top actions" with a "Policy optimizer" showing 18263 and 3056. The bottom of the screen shows a summary of "Incidents are coming..." with numbers 89, 10, 4, and 75, and a table of "App name", "Category", and "Traffic" for "AceProject" and "AD DSROL".

Security Cloud Control AI Assistant demo

Available

The screenshot shows the Cisco Security Cloud Control interface with the AI Assistant feature highlighted. The left sidebar includes navigation for Organization, Home, Products (Firewall), Platform services (Favorites, Security Devices, Shared Objects), and Platform Management. The main content area is titled 'AI Assistant' and lists several AI security features:

- **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]

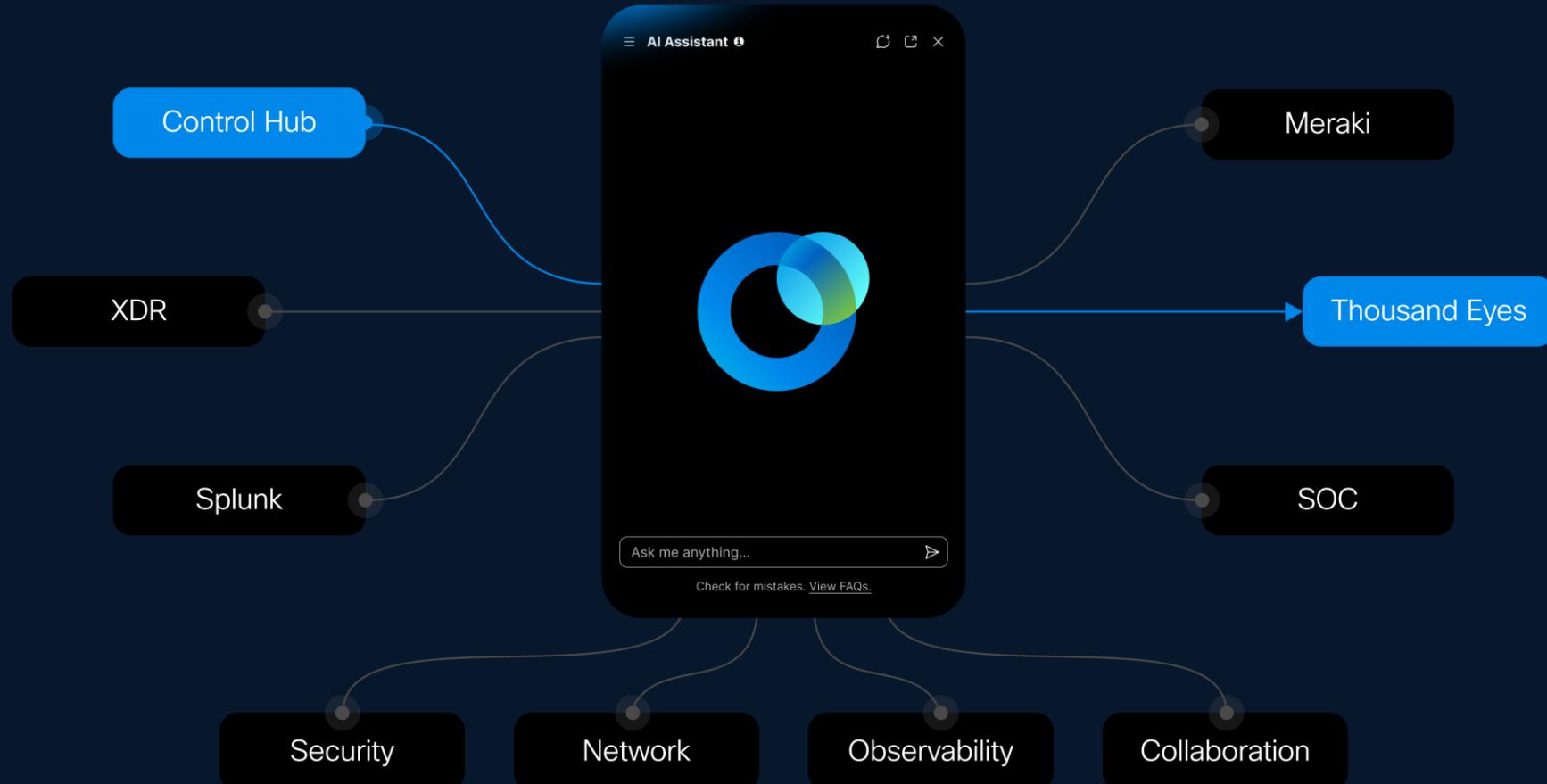
Below this, a note states: "By integrating and leveraging these Cisco Security Products, you can create a comprehensive and robust security posture for your network, ensuring protection against a wide range of threats and vulnerabilities." A 'Sources' section lists six items, including the Cisco Secure Firewall Management Center 1700, 2700, and 4700 Getting Started Guide.

The bottom section of the main content area is titled 'You' and says 'Create a rule to block'. It shows a smaller 'AI Assistant' window with a 'Rule Name' field and a 'Policy Name' field. The 'Policy Name' field has a dropdown menu with 'Select an option' and a 'Done' button. The bottom of the main content area has a text input field 'Ask the AI Assistant a question' with a right-pointing arrow and a note: 'Assistant can make mistakes. Verify responses.'

A large, semi-transparent 'Select' window is overlaid on the right side of the main content area, covering the right half of the screen.

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

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

The screenshot displays the Cisco AI Canvas interface, which integrates AI-powered troubleshooting, network performance monitoring, and collaboration across multiple domains. The interface includes:

- AI Assistant:** A panel showing a graph of network congestion and application performance. The graph, titled "SJ-MX105-01 network congestion statistics vs. EFP application performance" (Splunk), shows "Packet loss" (blue line) and "Transaction failure rate" (red line) over time (8:00 to 08:30). A red dot marks a "Critical point" at approximately 10:30.
- Application performance degradation:** A main dashboard header for "Application performance degradation" with tabs for "ServiceNow" and "Meraki". It shows a "Loss rate" of 16.4% (WAN interface latency: 87ms baseline <50ms, Jitter: 15ms baseline <50ms).
- Network segment performance analysis:** A diagram showing network segments: Enterprise network (16.4% loss), Gateway, Internet, and Application (financeapp.com). A red circle highlights the "Enterprise network" segment.
- ServiceNow ticket:** A ticket for "ServiceNow SRTK0023941" from "System Administrator" on 03/28/2025 at 09:45 AM PST. It describes a ThousandEyes alert and a user report of financial transaction processing issues at the San Jose branch.
- Collaboration inbox:** An inbox showing an email from "Maria Chen" to "IT Support" and "Will Jenkins" regarding financial application performance issues. The email discusses performance degradation impacting customer service and scheduled processing.

AI Canvas

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

The image shows a composite screenshot of the AI Canvas interface. At the top, three sections are labeled: "AI Assistant" (left), "Shared Workspace" (center), and "Users" (right). The "AI Assistant" section shows a sidebar with "Now checking Splunk alerts..." and a main area with a chart titled "Error Logs Frequency" showing counts over time. The "Shared Workspace" section displays a dashboard with "MX84 Performance Metrics (Last 24 hrs)" and "Network Path Visualization: San Jose to Financial Cloud". The "Users" section shows a "Invite collaborators" dialog with fields for email and a list of invited users. A central vertical line with three blue dots connects the three sections.



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

Launch AI Canvas to diagnose

- AI alert-driven
- Engineer-initiated

The screenshot shows a ServiceNow AI Canvas interface for ticket SRTK0023941. The ticket details are as follows:

- 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

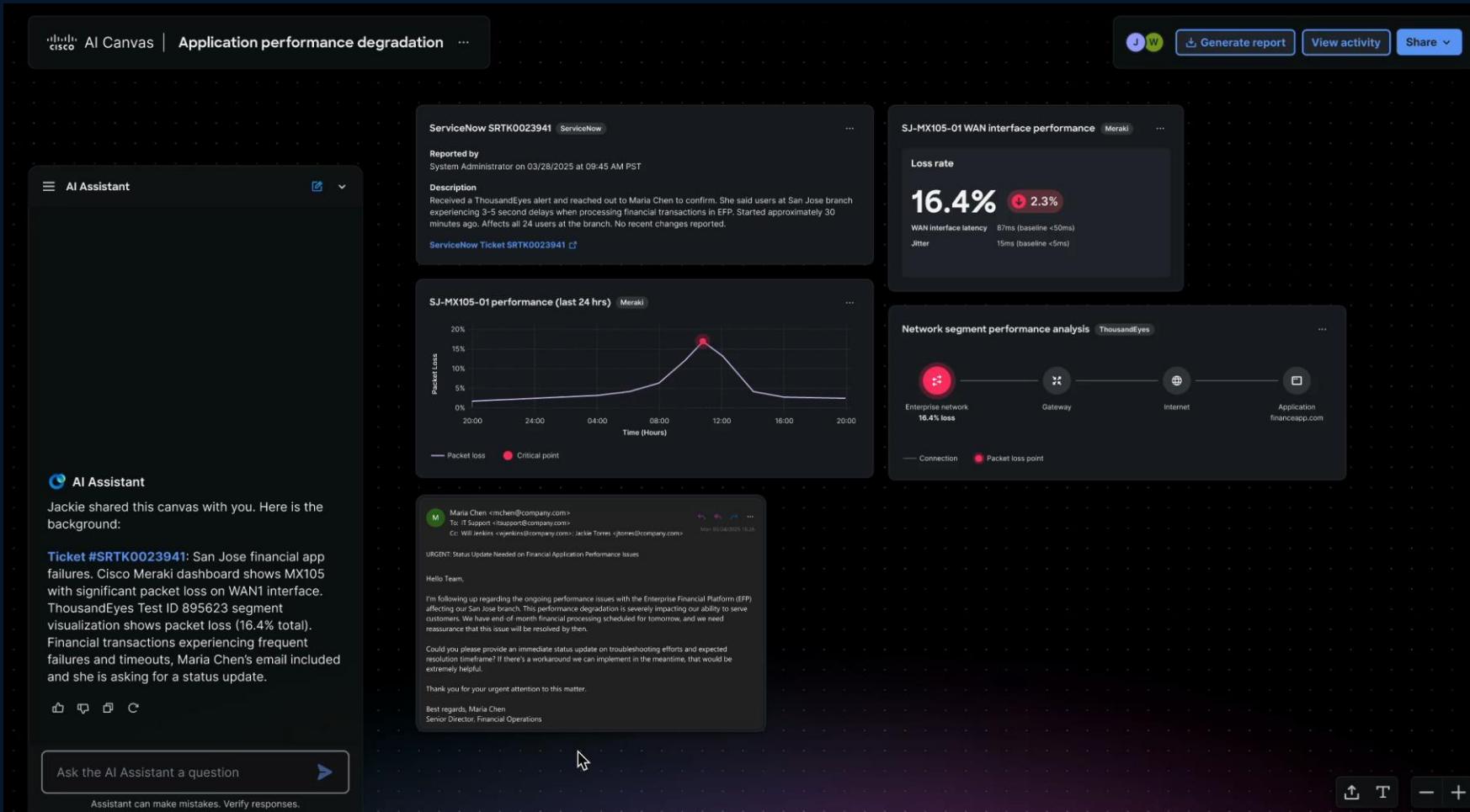
- Bring in NetOps, SecOps, IT, & Execs
- Escalate with full context attached
- View analysis, monitoring, and auth logs
- Issue resolved, no ticket ping-pong

The screenshot shows a Cisco AI Canvas workspace titled "Application performance degradation". The interface is dark-themed and includes the following components:

- AI Assistant:** A panel on the left where AI provides context and analysis. It includes a message from AI to "You" asking for an explanation of a chart, and a follow-up message from AI stating that the main problem is inside the network.
- ServiceNow Ticket:** A card showing a ticket from "ServiceNow SRTK0023941" reported by "System Administrator" on 03/28/2025 at 09:45 AM PST. It details a ThousandEyes alert about 3-5 second delays in EFP processing.
- Performance Chart:** A line chart titled "SJ-MX105-01 performance (last 24 hrs)" showing packet loss over time. The chart shows a significant peak around 12:00, with a red dot labeled "Critical point".
- Network Diagram:** A "Network segment performance analysis" card showing a network topology with segments: "Enterprise network", "Gateway", "Internet", and "Application financeapp.com". A red dot on the "Enterprise network" segment is labeled "Packet loss point".
- Email Thread:** A card showing an email from "Maria Chen <mchen@company.com>" to "IT Support <itsupport@company.com>" and others. The subject is "URGENT: Status Update Needed on Financial Application Performance issues". Maria Chen follows up on ongoing performance degradation and asks for immediate status update.
- Bottom Navigation:** Includes icons for "Ask the AI Assistant a question" (with a "Send" arrow), "Assistant can make mistakes. Verify responses.", and zoom controls (+, -, T).

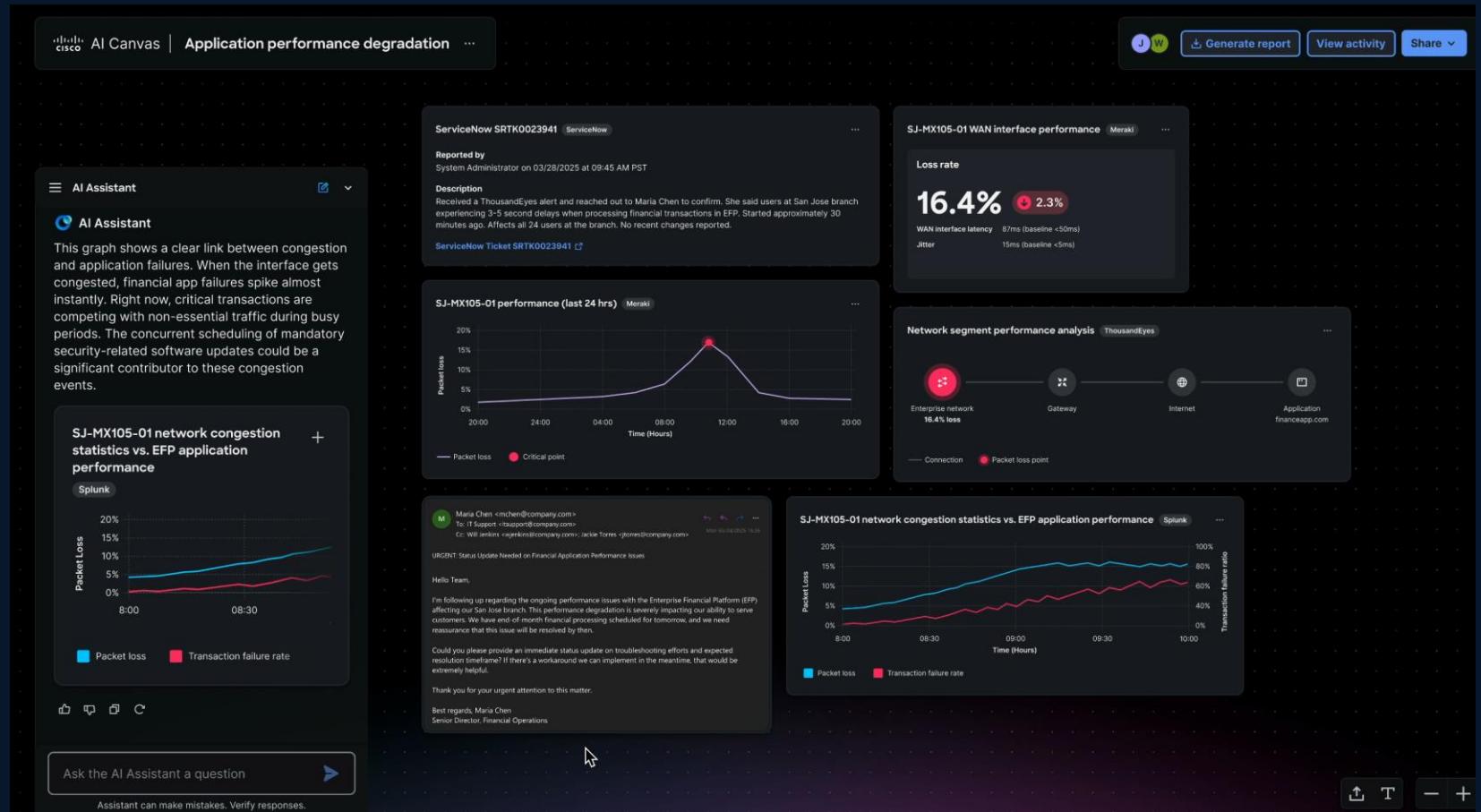
Custom generate UIs with situational context

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



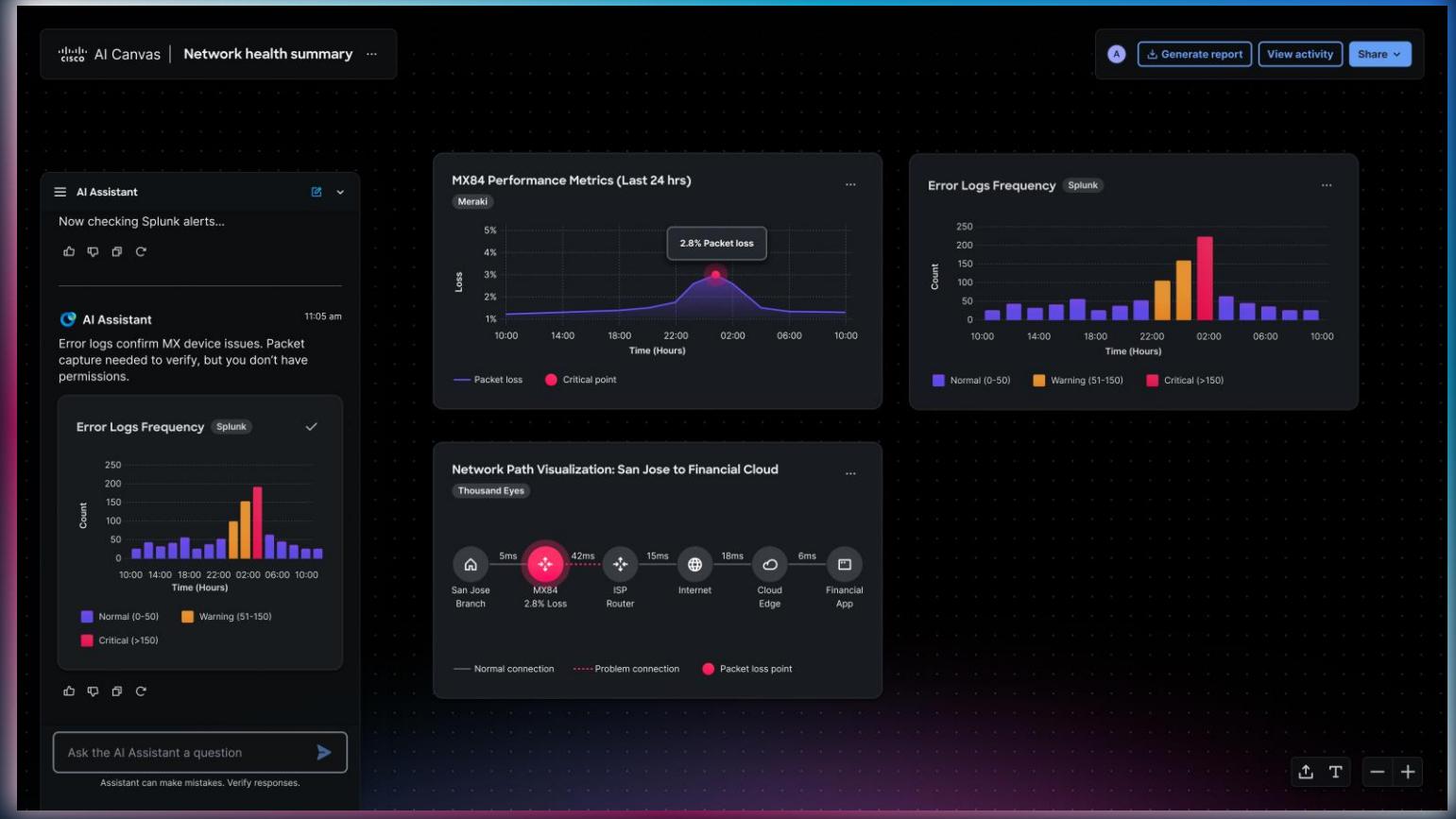
Investigate—and resolve—across the Cisco ecosystem

- 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 !

