

The background is a vibrant, abstract graphic. It features a central bright white light source from which numerous colorful rays emanate, creating a sunburst or starburst effect. The rays transition through a spectrum of colors: yellow, orange, red, and then various shades of blue and green. Overlaid on this are large, flowing, wavy shapes in similar colors, giving the impression of liquid or smoke. The overall effect is dynamic and energetic.

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The bridge to possible

Keep up with ThousandEyes Innovations

Learn about new features

Shimei Cridlig Product Solution Architect
PSOAPP-1012



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Cisco Webex App

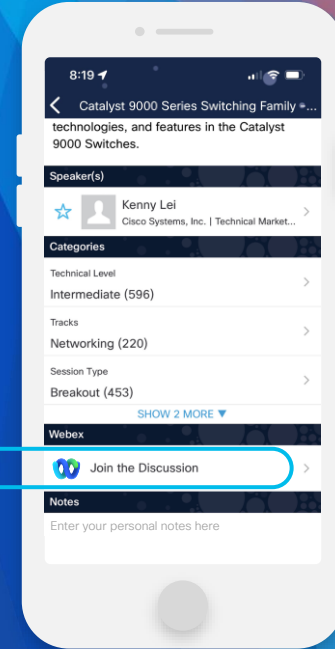
Questions?

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 9, 2023.



<https://ciscolive.ciscoevents.com/ciscolivebot/#PSOAPP-1012>

Agenda

- ThousandEyes Introduction
- Pervasive Visibility
- Faster Insights
- Streamlined workflow
- What's coming next
- Conclusion

Why ThousandEyes?

See, understand and improve digital experience everywhere

Pervasive Visibility

Deliver ubiquitous vantage points

E2E visibility, synthetic, and cloud network visibility across every vantage point that matters

Faster Insights

Identify and isolate issues quickly

Event detection, correlation, and causal analysis for intelligent troubleshooting

Streamlined Workflow

Integrate with a connected ecosystem

Unlock intelligence and data across ecosystems via open standards

Cisco ThousandEyes assuring every element of modern digital experience



Mobile / Home



Wireless / Access / Routing



Datacenter / Service Provider



Internet



Cloud / App

FY23 Released Features

September 2022

- Npcap library 1.55 support
- TEACH Chatbot support
- Multi-service Snapshots
- Amazon Local Zone Cloud Agents
- BrowserBot and IDE recorder upgrades to Chromium 97

October 2022

- Custom Webhook support on Endpoint Agent Scheduled Test
- Disable SSL verification per test
- Reports menu removed
- Dashboard API v7 update
- Endpoint Agent View UI Enhancement

November 2022

- Automated Session Tests data available in Dashboard
- Endpoint Agent View UX enhancement
- Dashboard Labels
- Endpoint Agent ASN Support
- Cat9K Multi-interface support
- Exclude Domain/URLs
- New Browser Option

December 2022

- IPv6 only VA support
- Endpoint Agent Extended Network Test Support
- Email change verification
- SaaS additions to Internet Insights

January 2023

- ThousandEyes Recorder Upgrade
- Webex Calling Cloud Agents
- AST Extension Zoom Room
- Endpoint Agent wireless metrics in Dashboard
- Ubuntu 18 Agent upgrade path

February 2023

- Endpoint Agent wireless metrics in Dashboard
- Ubuntu 18 Agent upgrade path

March 2023

- WAN Insights GA
- Endpoint Agent Data Export
- Snapshot expiration selection
- Browser test Client Certificate Support

April 2023

- Unification of Endpoint Monitoring
- Alert filter redesign

May 2023

- AppDynamics Bi-directional Integration
- ThousandEyes for OpenTelemetry
- Test Template
- Multi-metrics Views 2.0

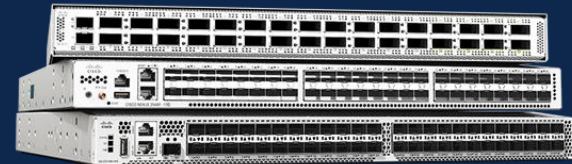
Nexus Switch Docker Agent

Previous Vantage Points for Data Center...

- Appliance Agents on servers or NUC
 - Network team relies on additional server resources
- Guest-shell Agents on Nexus switches
 - Manual guest-shell configuration + Linux Agent

With Nexus Docker Agents...

- Docker Agent can be deployed on CAF (Cisco Application Hosting Framework)
- Same Cisco Agent available for Catalyst switches/routers
- Easy to deploy, manage and upgrade



Webex Cloud Agents

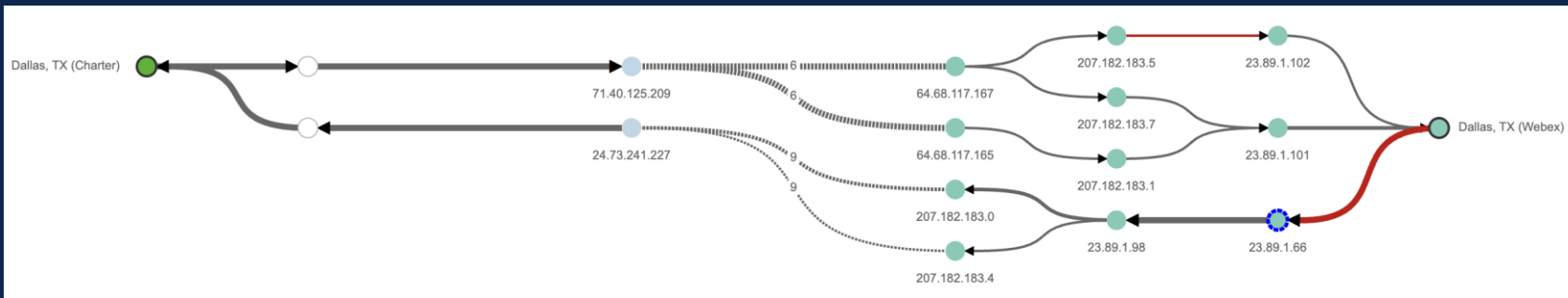


Previous Webex monitoring...

- Miss the full visibility into Webex infrastructure
- Limited to only TCP or ICMP; unable to monitor audio/video traffic

With Webex Meeting and Calling Cloud Agents...

- Stop blaming Webex, pinpoint the actual issue
- Leverage as the target Agent of Agent-to-Agent test and RTP tests
- UDP, RTP streaming metrics measures the meetings / call's performance



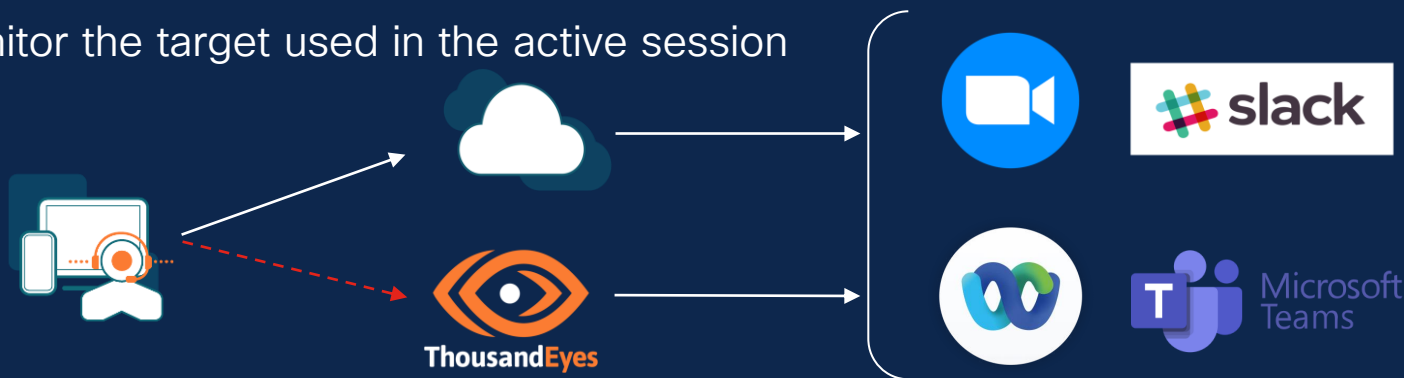
Endpoint Automated Session Test

Previous SaaS and Collaboration app monitoring with Endpoint ...

- SaaS or meeting apps use ever-changing destination endpoints
- Challenging to define a static target that covers all of calls and meetings

With Endpoint Automated Session Test...

- Endpoint Agent automatically identifies targets and initiates synthetic tests
- Only monitor the target used in the active session



Pervasive Visibility

- Nexus switch Docker Agent
- Webex Cloud Agents
- Endpoint Automated Session Tests

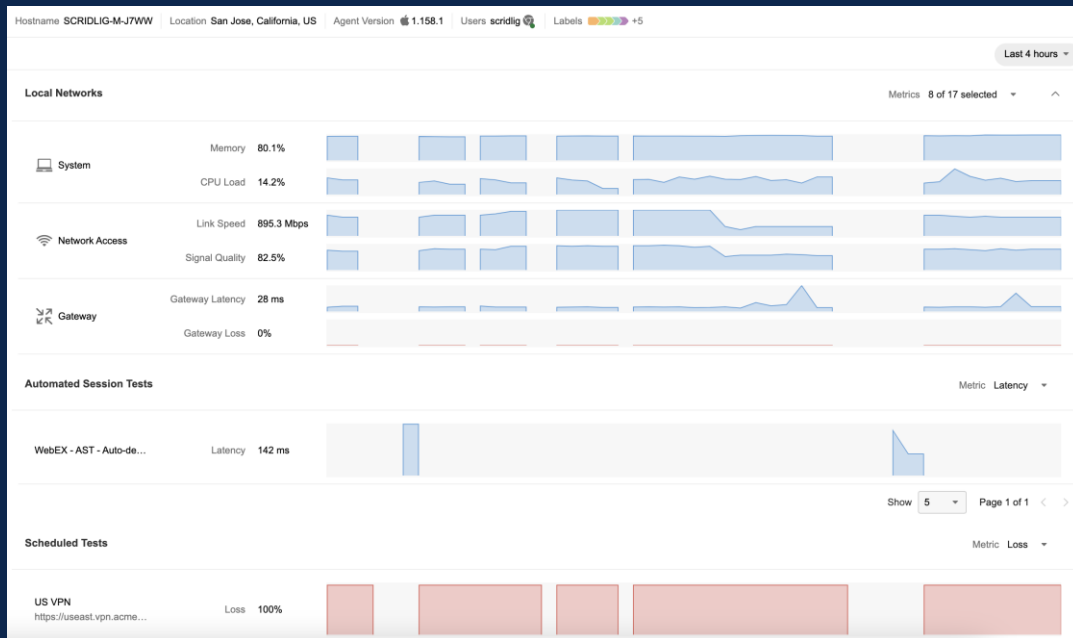
Endpoint Agent View

Previous Endpoint Agent Troubleshooting

- Required viewing multiple separate data sources in Views to understand the overall performance

With Endpoint Agent View...

- Single view for IT helpdesk troubleshooting
- Easily correlate multiple data points to reduce MTTR



Views 2.0

Current Views 1.0

- Only one metric from one test type can be viewed at a time
- To correlate the test data, user needs to toggle between different metrics

With New Views 2.0...

- Allows multi-metrics selection from all test types
- User can pinpoint a problematic Agent easily
- Reduce MTTR / MTTI in the root cause analysis



WAN Insights with SD-WAN

Current SD-WAN operation ...

- Reactive to the issues and auto-steer the traffic away from the bad link
- Cannot measure the overall SD-WAN performance in long-term

Forecasts conditions

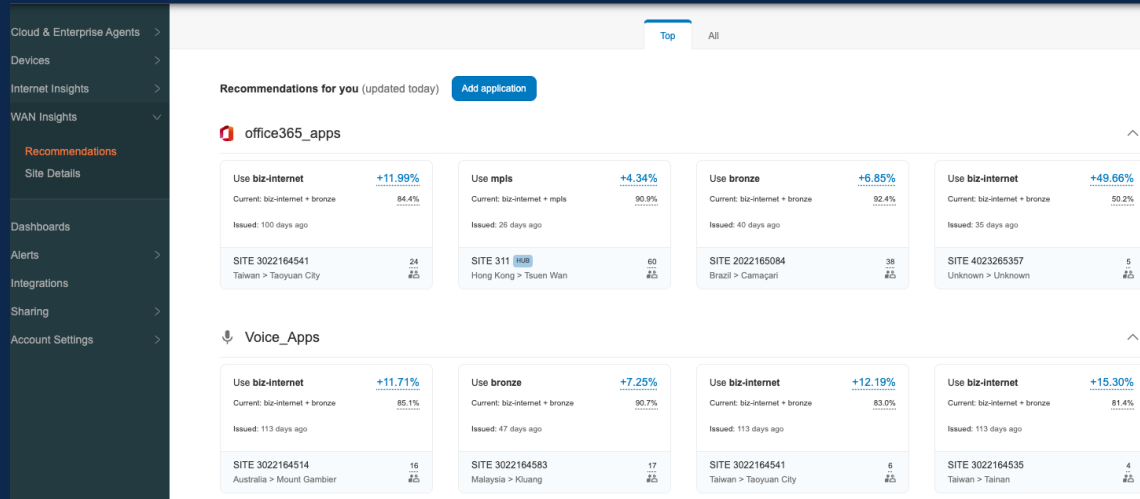
Collect telemetry from all links and forecast the Path Quality

Recommends actions

Provides recommendations for routing choice to avoid user impact proactively

Improves experience

Sustained improvement and continuous insights



Faster Insights

- Endpoint Agent View
- Views 2.0
- WAN Insights

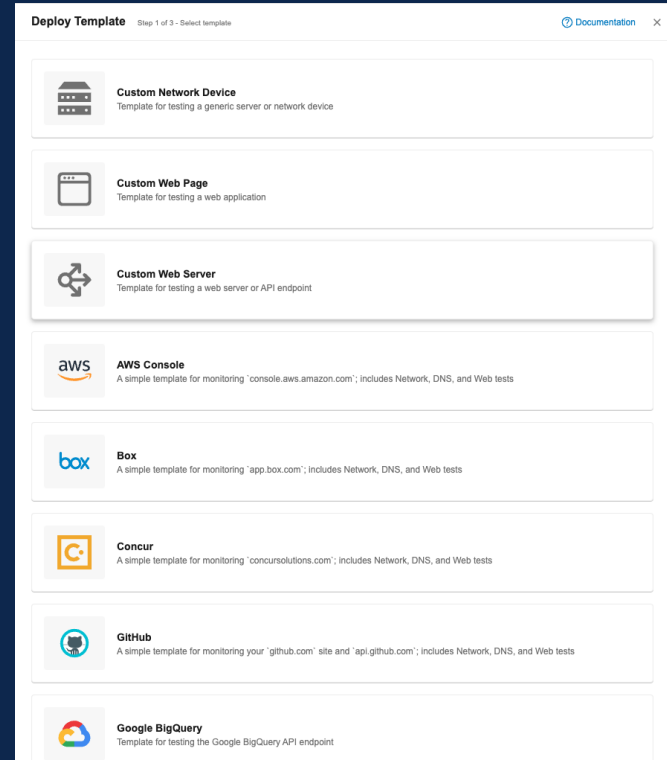
Test Templates

Current new test setup

- Requires research to determine the correct test target
- Dashboard and alert rules must be configured after test creation

With Test Templates...

- Use verified targets for monitoring common SaaS applications
- Deploys 'tests', 'dashboard', "Alert Rule" all together
- Click-through UI for easier and faster deployments to the most accurate targets



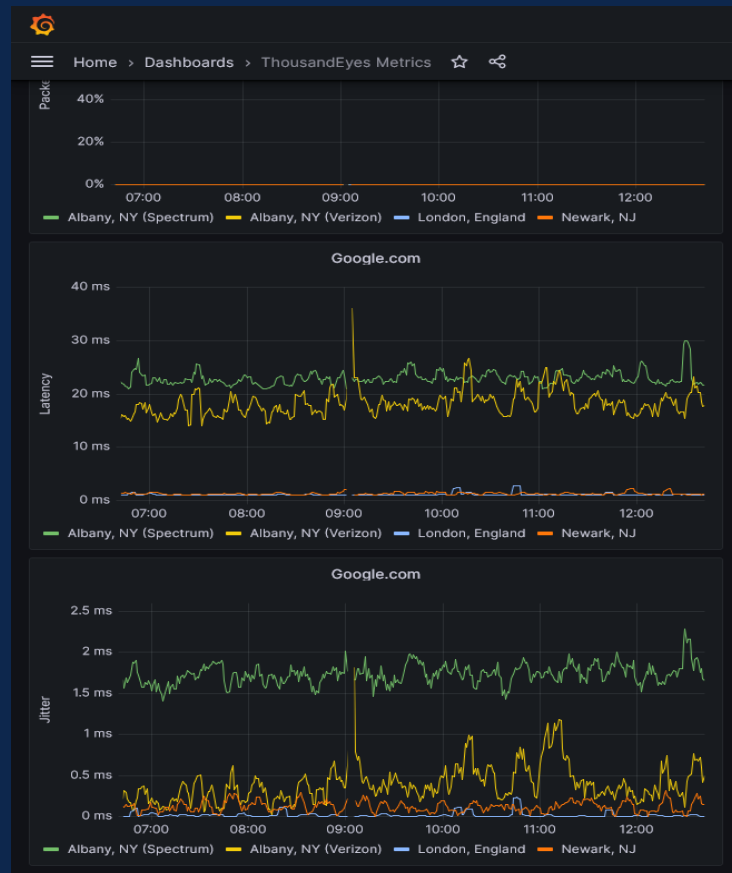
ThousandEyes for OpenTelemetry

Current Integration ...

- API server pulling test data via REST API
- Requires an API query for every data point
- No direct way to send test data to other app

With OpenTelemetry Streaming API...

- Incorporate observability into any operations monitoring application supporting OTEL (AppDynamics, Splunk, Grafana etc.)
- Pushes test data whenever it's available in real-time
- Streaming API saves millions of API pull calls



AppDynamics Bi-directional Integration

One-way integration

AppDynamics Dash Studio

Embedded Widgets

Snapshot Link

With Bi-directional data Exchange...



Application /service data
monitored by AppDynamics



Network Test results for
matching app target

AppDynamics Bi-directional Integration

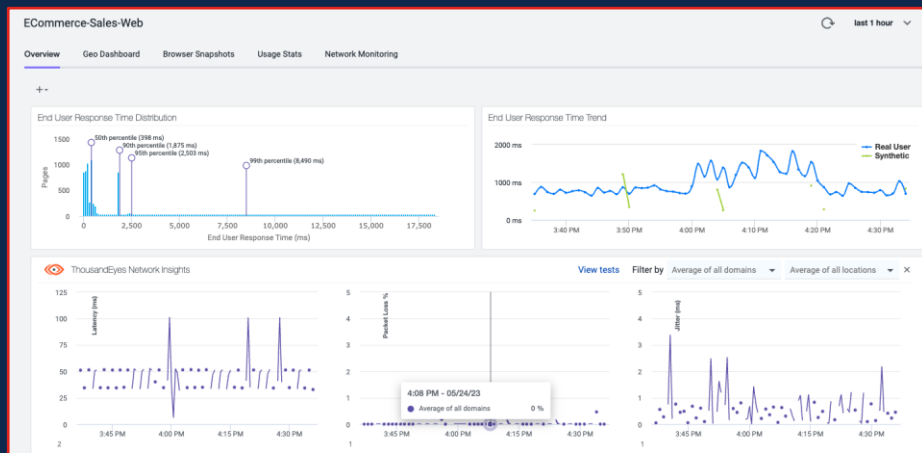


Automatically
discover
App services



Deploy tests to
recommended
targets

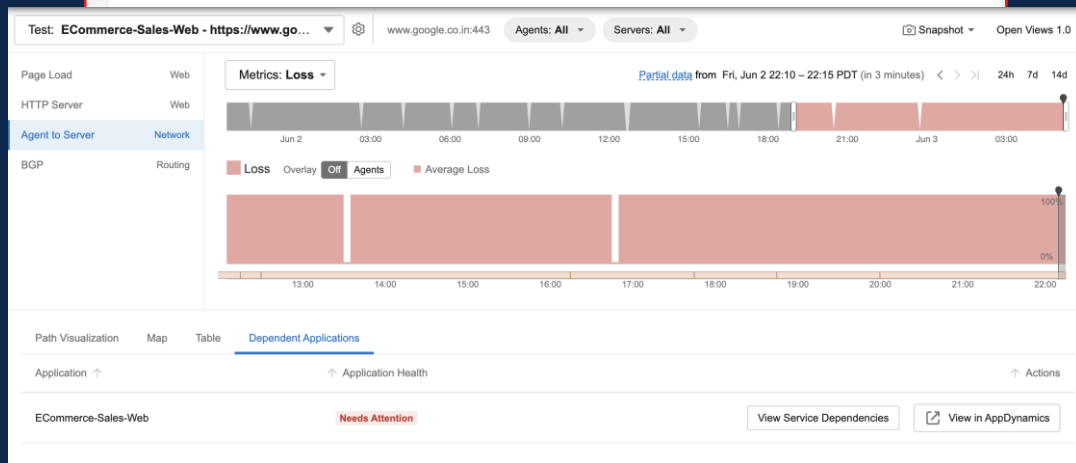
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Drive decisions
with
correlated visibility



Streamline
monitoring
workflows



Streamlined Workflow

- Test Templates
- ThousandEyes for OpenTelemetry
- AppDynamics Bi-directional Integration

What's coming

- Intelligent Event Detection
- Room OS Endpoint Agents
- Meraki Insights Integration
- Secure Client Endpoint Agent
- AWS Path Enrichment

Fill out your session surveys!



Attendees who fill out a minimum of four session surveys and the overall event survey will get Cisco Live-branded socks (while supplies last)!



Attendees will also earn 100 points in the Cisco Live Challenge for every survey completed.



These points help you get on the leaderboard and increase your chances of winning daily and grand prizes



Continue your education

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- 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

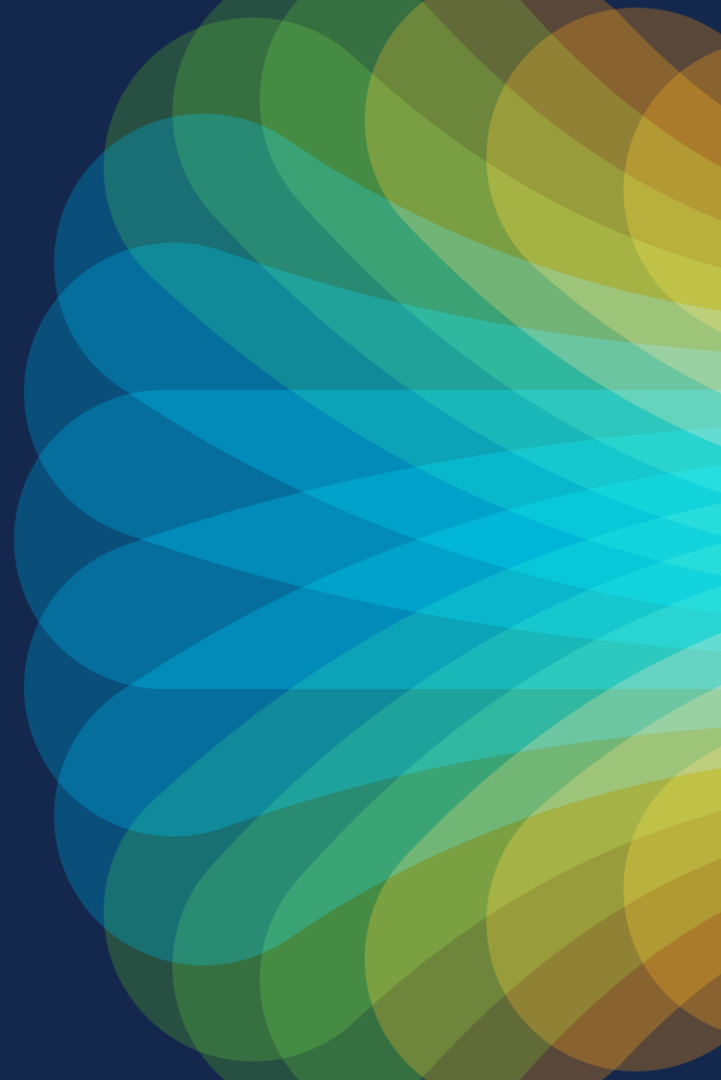


The bridge to possible

Thank you



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The background of the slide is a vibrant, abstract graphic. It features a series of overlapping, wavy bands of color in shades of red, orange, yellow, green, and blue, creating a sense of movement and energy. On the right side, there is a bright, multi-colored sunburst or starburst effect that radiates outwards, adding to the dynamic feel of the design.

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Let's go

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