



The bridge to possible

# Reimagining IT Operations with Gen AI

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PSOCX-1016

CISCO *Live!*

#CiscoLive

# 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 7, 2024.

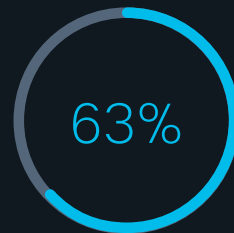




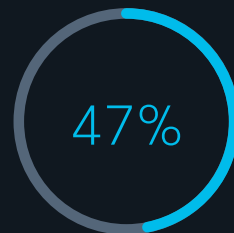
# Agenda

- Introduction
- Reimagined support experience
- Gen AI innovations
- Proactive services
- AI adoption journey
- Conclusion

# Top reasons for adopting AI



Improving efficiency of systems, processes, and operations

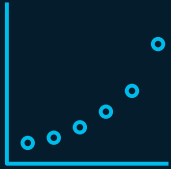


Improving customer experiences

# AI enables business outcomes



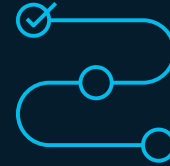
# Reimagined support experience with TAC



Expertise  
Human + AI



Analytics  
Smarter decisions  
faster



Automation  
Faster time to  
value

# Faster, smarter support experience

Digitize our engineering knowledge

Incorporate automation everywhere

Enable autonomous self-remediation



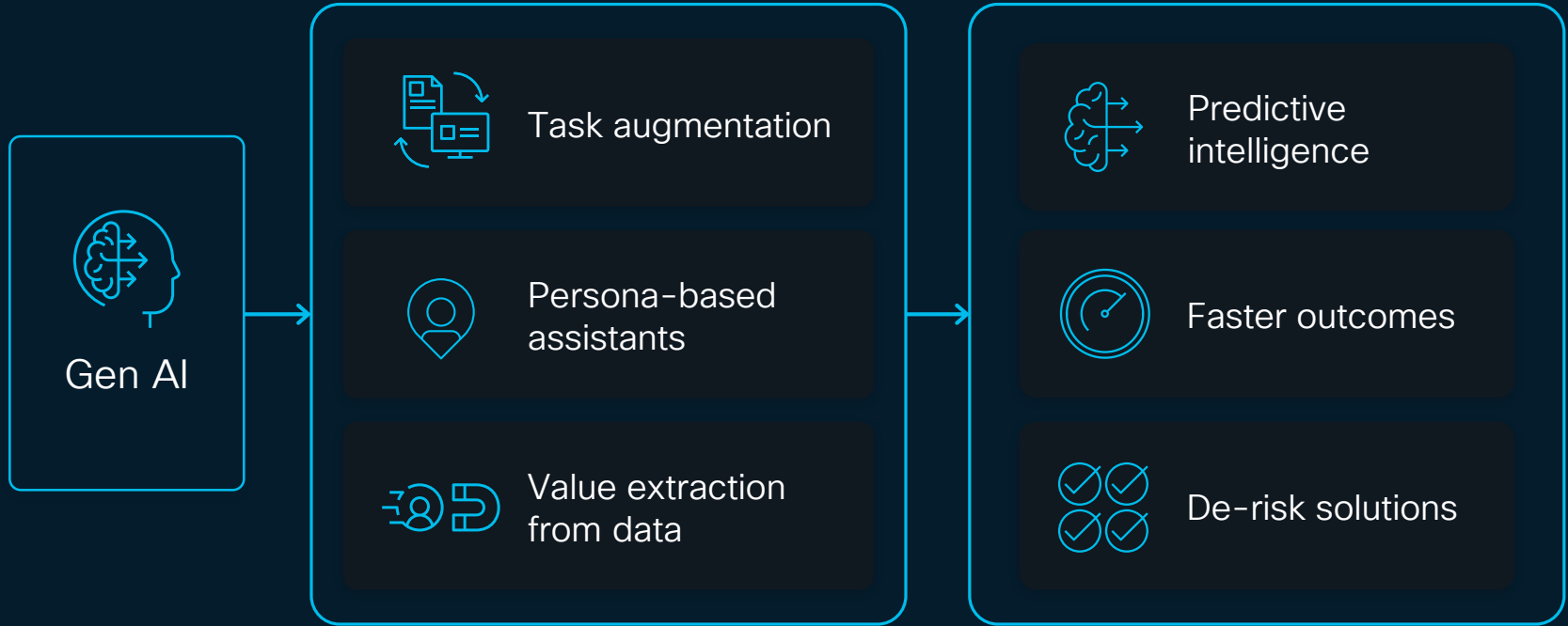
Augment our customer and engineer workflows

Generative AI



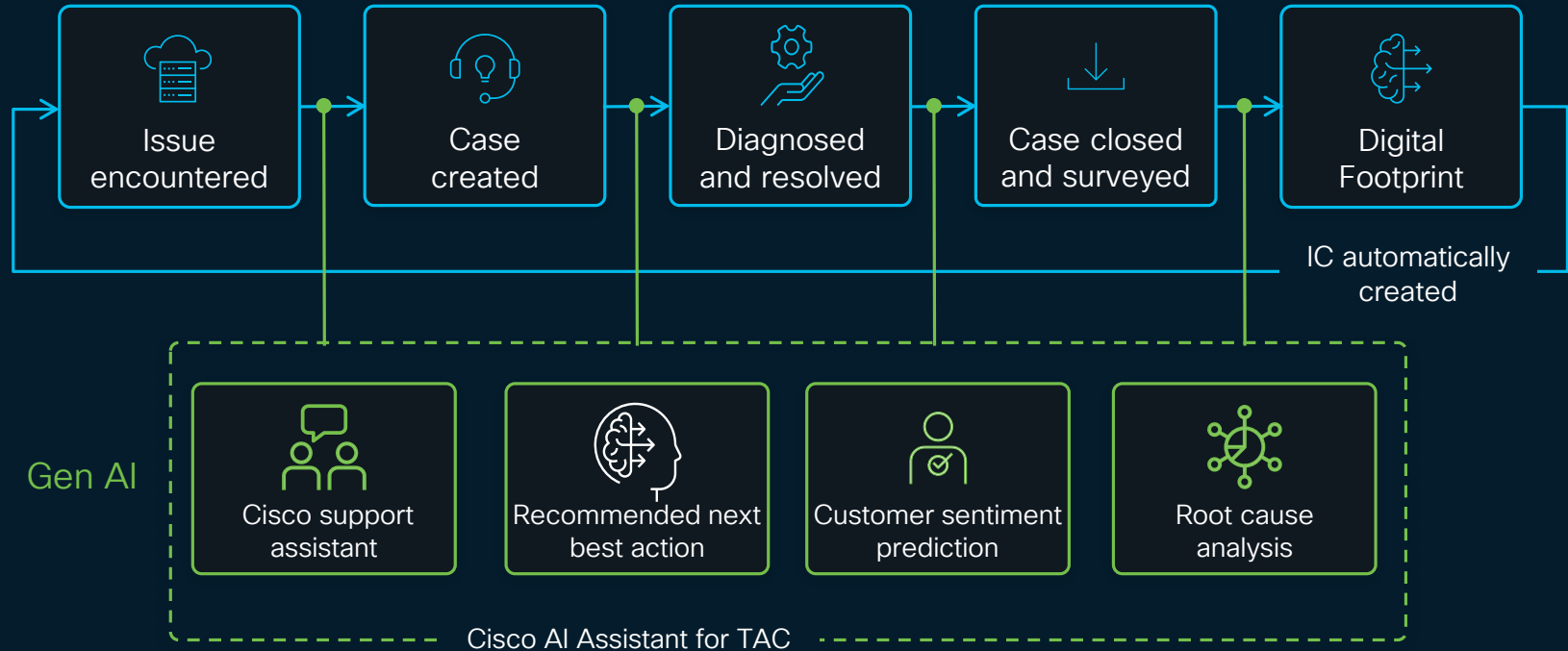
16 million global interactions per year

# Gen AI innovations

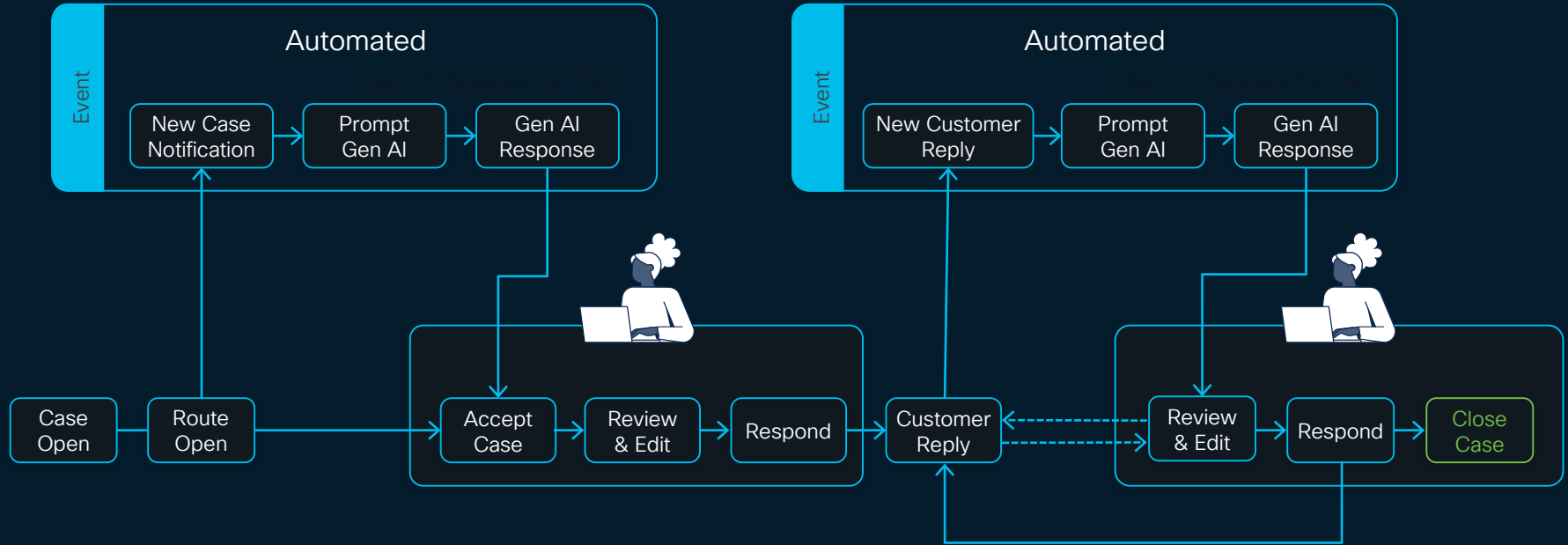




# Greater accuracy. Efficiency. Speed.



# Intelligent automation backed by experts



# Support Case Manager

Create and manage Support cases for SWTG Tester (swtg.test.22@gmail.com)



## Looking for Splunk support?

To open a service or support case, you must have a Splunk account. If you don't have a Splunk account, register [here](#) or call:

United States and Canada (1.855) SPLUNK.S or (1.855) 775.8657. [Not in the US? Find your local office.](#)

[Open a Splunk Technical Support Case](#) or [Open a Splunk OnDemand Service Case](#)

Open New Case ▾

Cases [RMAs](#)

My Cases

All Cases

Favorites

Show ☒ Open Cases ☒ Draft Cases ☐ Closed Cases

☒ Created ☐ Updated

Any Time ▾

[Download Cases as Excel](#)

1 - 10 of 10

Actions	Case	Created ▾	Sev	Status	Title
☆	697271957	04/29/2024	3	Close Pending	<a href="#">Need help with password recovery on my NCS-540 device</a>



Customer



TAC Engineer

S3 697272823 Age:5m NCS-540 Recently Experienced a Reboot

CE Pending

Mon 29 Apr 2024 05:23 pm -04:00 binte Owner → UNDISPATCHED → Demo-CX-Cloud

## GENERATIVE AI SUGGESTED RESPONSE

Hello Cisco User!

Thank you for contacting Cisco TAC. My name is Jarrett Pomeroy, and I will be assisting you with case 697272823.

I understand that your NCS-540 device has unexpectedly rebooted after you attempted to create an MPLS service. Unexpected reboots can be quite concerning, and I assure you we will work together to understand the cause of this issue.

To begin troubleshooting, we should first collect some basic information and logs that would help us in identifying the root cause of the reboot. Here's what we would need:

- The output from the command show version, which will provide us with information about the current software version running on your device, as this is not mentioned in the initial description.
- Any crash files or core dumps that were generated during the reboot. These can usually be found in the device's storage.
- Logs from before and after the reboot. The output from the command show logging would be beneficial.
- Detailed information about the MPLS service configuration that was being created when the issue occurred.
- Any specific error messages that were displayed on the console (if available).

Could you please provide us with the above information? This will help us move forward with diagnosing the cause of the software failure and the subsequent reboot of your NCS-540 device. Also, if you have already collected any other diagnostics or have additional observations that you believe might be relevant, please feel free to share that information as well.

Looking forward to your response to proceed with the investigation.

Edit &amp; Send

Mon 29 Apr 2024 05:23 pm -04:00 swtg.22 CUSTOMER SYMPTOM

Select Open New Case -> Products and Services -> Open Case  
Diagnose and Fix -> Find Product by Serial Number -> Use demo SN -> SIMDEMONC23

Title -> NCS-540 Recently Experienced a reboot

Description -> \* Hi Team,

can you help to see why my NCS-540 device has recently rebooted after creating a MPLS service? Please let me know what logs and files can help to troubleshoot this restart.

ur NCS-540 device. Also, if you have already collected



Customer



TAC Engineer

# Support Case Manager

Details for SWTG Tester (swtg.test.22@gmail.com)

 > ☆ 697364227  
test case

Need help with your case?

SummaryNotesAttachments

Add Notes ⓘ

Add Files ⬆

## 📄 CASE SUMMARY

STATUS

Cisco Pending ✎

SEVERITY

Moderate Impact (S3)

CREATED

05/16/2024

REQUEST TYPE

Diagnose and Fix my Problem

LOSS OF SERVICE

No

UPDATED

05/17/2024

## 📄 PROBLEM DETAILS

TITLE

test case ✎

DESCRIPTION

test case test case test case test case test case test case test case test case

TECHNOLOGY

PROBLEM AREA

## 👤 CISCO CONTACT INFORMATION

CISCO ENGINEER

-- not yet assigned --

CISCO ENGINEER'S LOCAL TIME (GMT OFFSET)

-- not yet assigned --

ENGINEER'S MANAGER





Customer



TAC Engineer



Home



Details



Histogram



Insights



Product



Tools



Notifications



vSpaces



Settings

53 697272823 Age:5m NCS-540 Recently Experienced a Reboot

CE Pending

## GENERATIVE AI SUGGESTED RESPONSE

Thank you for promptly sending over the requested information. I have thoroughly analyzed the logs, crash files, and the output from the show commands to identify the issue that may have caused the unexpected reboot on your NCS-540 device.

From the identified log files, it looks like the device experienced a power event (loss of power) which attributed to the device reboot. This issue does not look related to enablement of the new services on the device.

Can you please check to see if your new MPLS services are now running successfully? If everything looks good, please let me know if you have any other questions or if I have successfully resolved your issue.

[Edit & Send](#)

Mon 29 Apr 2024 05:23 pm -04:00 mgen1

Note Title: uploading requested log files

Attaching the requested show commands and files

Mon 29 Apr 2024 05:23 pm -04:00 swtg.22 CUSTOMER SYMPTOM

Mon 29 Apr 2024 05:23 pm -04:00 mgen1 Status CE Pending -&gt; Customer Pending

Hello Sam,

Thank you for contacting Cisco TAC. My name is Jarrett Pomeroy, and I will be assisting you with case 697272823.

I understand that your NCS-540 device has unexpectedly rebooted after you attempted to create an MPLS service. Unexpected reboots can be quite concerning, and I assure you we will work together to understand the cause of this issue.

To begin troubleshooting, we should first collect some basic information and logs that would help us in identifying the root cause of the reboot. Here's what we would need:

- The output from the command show version, which will provide us with information about the current software version running on your device, as this is not mentioned in the initial description.
- Any crash files or core dumps that were generated during the reboot. These can usually be found in the device's storage.
- Logs from before and after the reboot. The output from the command show logging would be beneficial.
- Detailed information about the MPLS service configuration that was being created when the issue occurred.
- Any specific error messages that were displayed on the console (if available).
- The output from the command 'show hardware'

\$3

697272823

Age:5m

NCS-540 Recently Experienced a Reboot

CE Pending

## GENERATIVE AI SUGGESTED RESPONSE

Thank you for promptly sending over the requested information. I have thoroughly analyzed the logs, crash files, and the output from the show commands to identify the issue that may have caused the unexpected reboot on your NCS-540 device.

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Edit &amp; Send

Mon 29 Apr 2024 05:23 pm -04:00 mgen1

Note Title: uploading requested log files

Attaching the requested show commands and files

Mon 29 Apr 2024 05:23 pm -04:00 mgen1

Automation

TAC

Mon 29 Apr 2024 05:23 pm -04:00 mgen1

Status

CE Pending

Hello Sam,

Thank you for contacting Cisco TAC. My name is Jarrett Pomeroy

I understand that your NCS-540 device has unexpectedly rebooted, and I assure you we will work together to understand the root cause of the issue.

To begin troubleshooting, we should first collect some basic information that will help us identify the issue:

- The output from the command `show version`, which will provide information about the device's configuration and hardware.
- Any crash files or core dumps that were generated during the reboot process.
- Logs from before and after the reboot. The output from the `show logging` command can be helpful.
- Detailed information about the MPLS service configuration and whether it was enabled after the reboot.
- Any specific error messages that were displayed on the console (if available).
- The output from the command `show hardware`.

## Send External E-mail

To

swtg@example.com

Add Group

Confirm Send?

Cc

attach@cisico.com

Case Cc List

Bcc Me

Subject

SR 697272823 - NCS-540 Recently Experienced a Reboot

Attention: The text below was generated with AI, review for accuracy. Remember, you are responsible for any text you send.

Sans Serif Normal B I U L Link Image Table

Hello Sam,

Thank you for promptly sending over the requested information. I have thoroughly analyzed the logs, crash files, and the output from the show commands to identify the issue that may have caused the unexpected reboot on your NCS-540 device.

From the identified log files, it looks like the device experienced a power event (loss of power) which attributed to the device reboot. This issue does not look related to enablement of the new services on the device.

Can you please check to see if your new MPLS services are now running successfully. If everything looks good, please let me know if there are any other questions or if I have successfully resolved your issue.

Thank you,

Jarrett Pomeroy

Signature: default

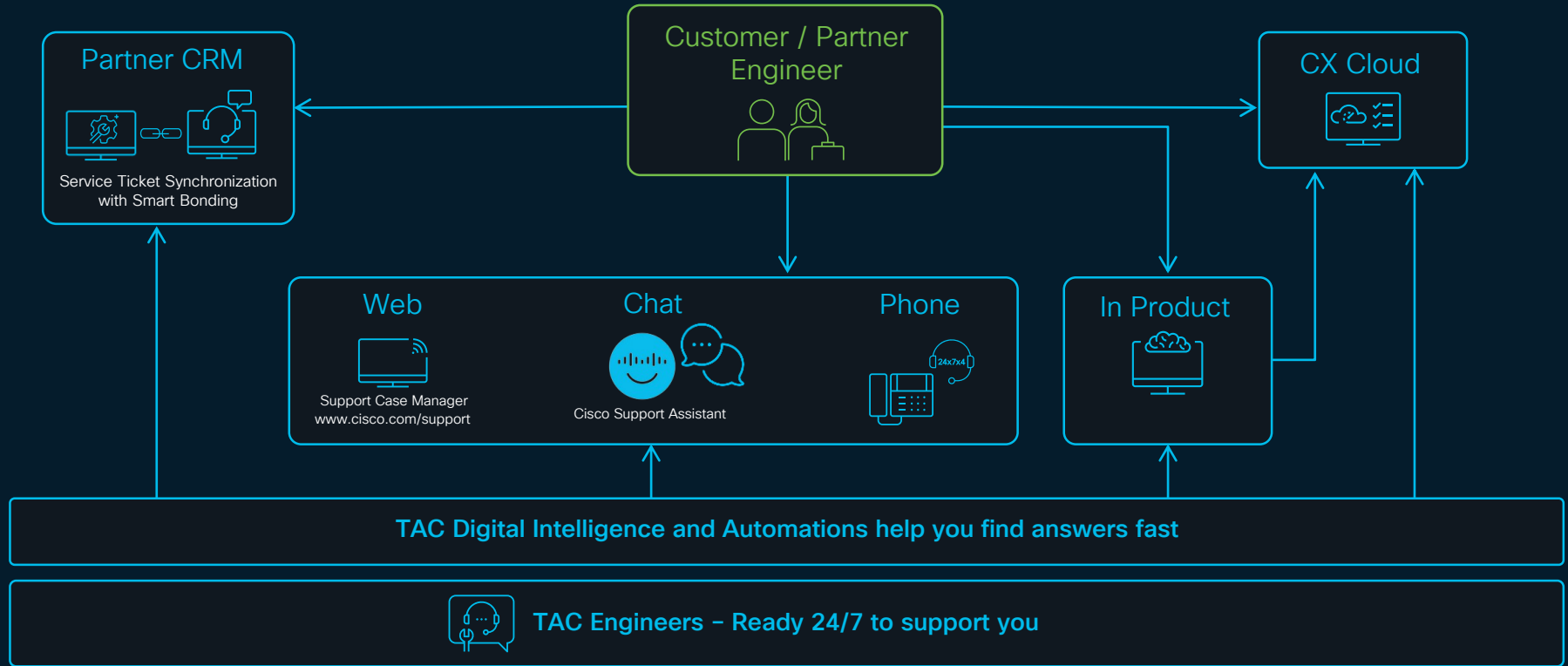
☒ Include Conversation

☒ Change Status After Sending

Customer Pending

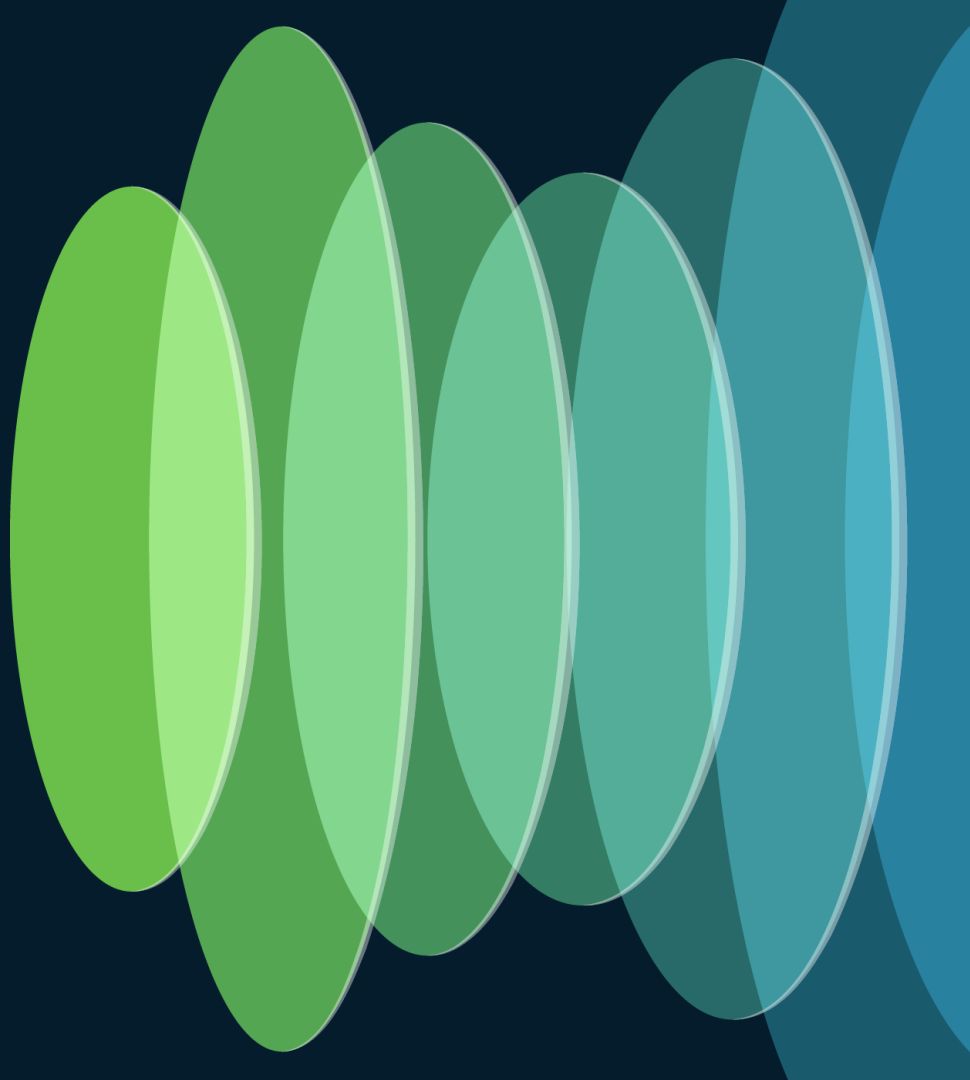
Technology: XR-Router-Platforms  
Subtechnology: NCS 540/560 Series - Routing (OSPF, ISIS, BGP, MPLS LDP, MPLS, RSVP-TE, L3VPN, 6PE, 6VPE)  
Problem Code: Software Failure

# We meet you where you are



“The AI capabilities that Cisco has demonstrated and how they are using AI in support is amazing. Cisco is so much further along on the journey than many others, it's impressive.”

Paul Esch, CEO TSANet



# Reimagine the customer experience with a new era of proactive services



Automation  
Streamline and  
simplify



AI & Analytics  
Smarter decisions  
faster



Prevent / Improve  
Growth and operational  
excellence

# AI Adoption Journey

Navigating the complexities of AI adoption to drive business growth



## Exploration

Identify business needs

Understand current landscape

Evaluate readiness

*The virtuous cycle of  
AI creates a self-  
reinforcing loop of  
progress*

Data privacy, security, ethical, tech debt, and cultural oversight

# AI Adoption Journey

Navigating the complexities of AI adoption to drive business growth



## Exploration

- Identify business needs
- Understand current landscape
- Evaluate readiness



## Strategy

- Define measurable targets
- Develop data strategy
- Identify tools and technologies

*The AI algorithm  
doesn't introduce  
bias. Any bias comes  
from the data itself.*

Data privacy, security, ethical, tech debt, and cultural oversight



# AI Adoption Journey

Navigating the complexities of AI adoption to drive business growth



## Exploration

- Identify business needs
- Understand current landscape
- Evaluate readiness



## Strategy

- Define measurable targets
- Develop data strategy
- Identify tools and technologies



## Pilot project

- Project identification
- Measurement of success
- Gather feedback

Data privacy, security, ethical, tech debt, and cultural oversight

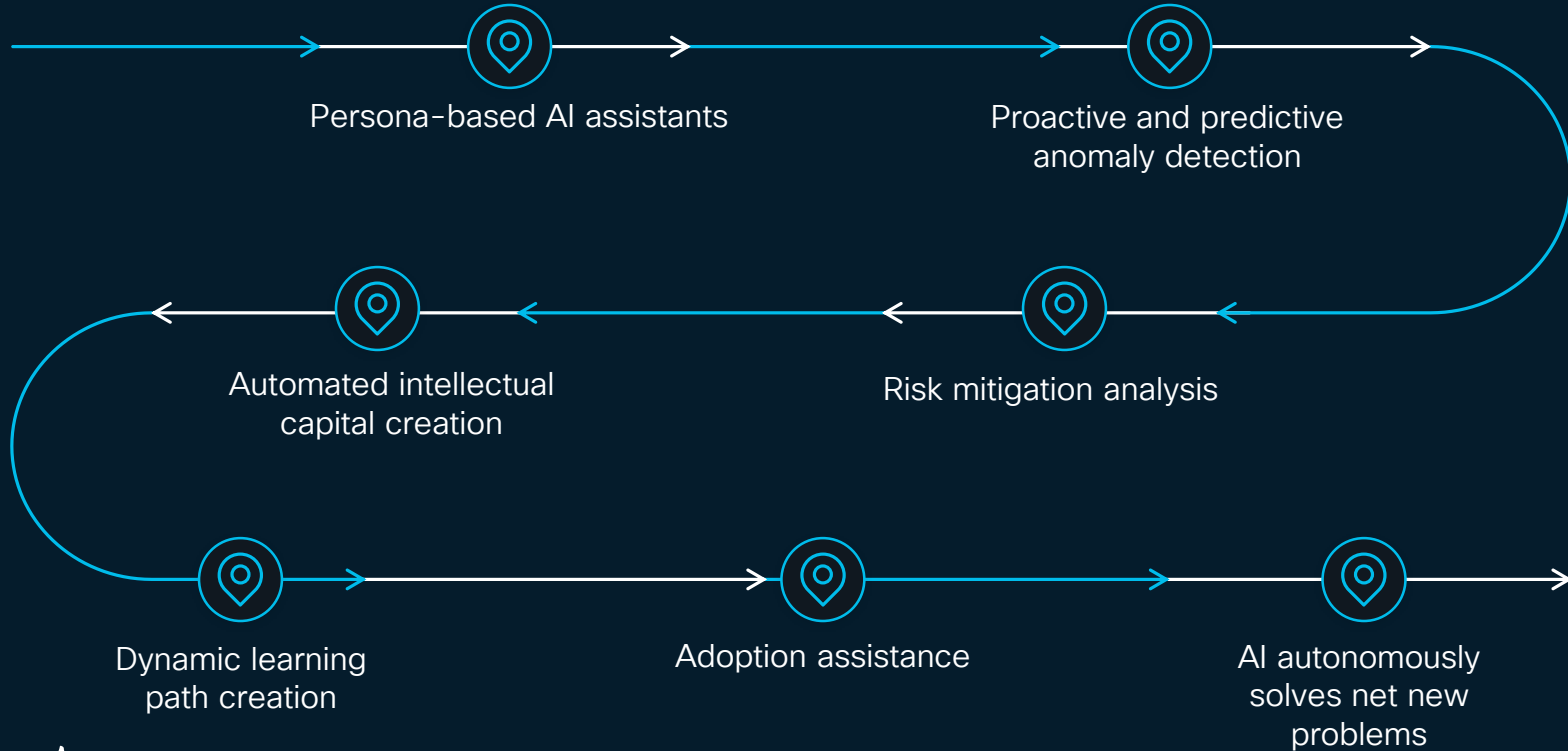
# AI Adoption Journey

Navigating the complexities of AI adoption to drive business growth



Data privacy, security, ethical, tech debt, and cultural oversight

# Gen AI: Go beyond



# Go beyond with Cisco Gen AI innovations

Come talk to us in the demo booth.  
We can help you...

- Set up your architecture to make AI scalable and establish your AI strategy
- Attend our AI Hub sessions and check out our AI-driven services demos
- Join our CX AI Sweepstakes

# The Ultimate CX AI Sweepstakes

Enter to win an AI-powered prized package and Cisco U. Subscription! (a value of \$3000)

1. Download the Cisco Events App.
2. Find the Cisco Live Challenge
3. Select CX Sweepstakes
4. Choose the "Attend a CX Product or Strategy Session"
5. Scan this QR Code from the task and you will be entered into the sweepstakes.

Note: The CX Sweepstakes tasks also contribute to the Cisco Live Challenge.



Deadline to enter the sweepstakes is Wednesday, June 5 at 2:30pm.

OFFICIAL RULES: (1) AI-powered prize package and a Cisco U. subscription will be given away. Drawing to take place Wednesday, June 5 at 4:30pm in the Customer Experience Booth in the World of Solutions. Winner must be present to win at the time of the drawing. Winner must claim their prize immediately after the winner is announced.

# 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 2025.

---



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

---



Level up and earn **exclusive prizes!**

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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](https://www.CiscoLive.com/on-demand)



The bridge to possible

# Thank you

CISCO *Live!*

#CiscoLive