

The age of AI – An innovation insight

Kurt Semba

AI Product Manager



What?

Our Vision



REIMAGINE EVERY EXPERIENCE

What Experiences?



USERS



Designing > Deploying > Running > Analyzing > Reporting



BUYERS



Planning > Trialing > Purchasing > Upgrading > Renewing



Determining enterprise investment in AI



ACCELERATE

REPLACE

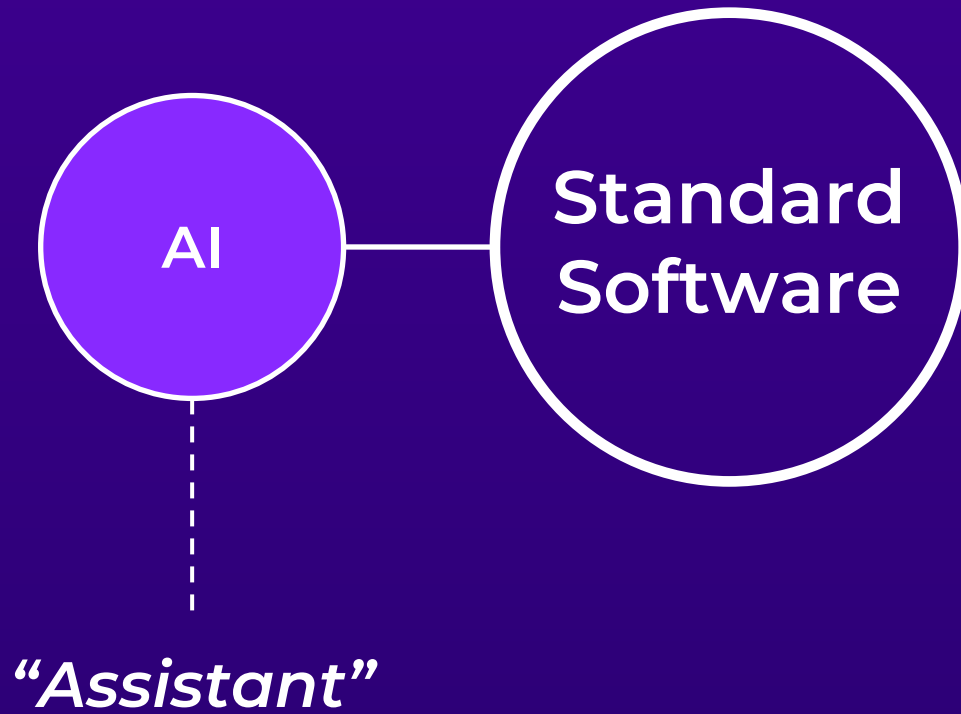
CREATE

EXPERIENCES

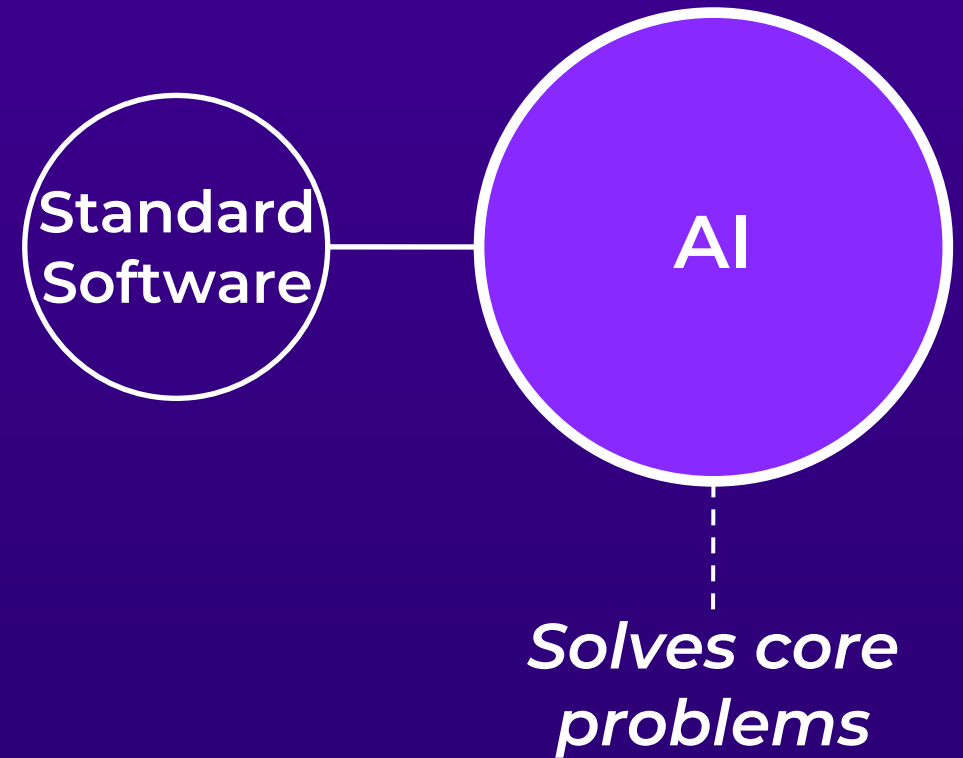
Use AI to solve core customer problems



AI at the Edge



AI at the Core



Build adaptive systems

Solve problems we cannot encode in standard software



Standard Software

AI

Rules

Learning

Certainty

Probability

Static

Adaptive

Taught by humans

Trained by data

Encodes what
we know



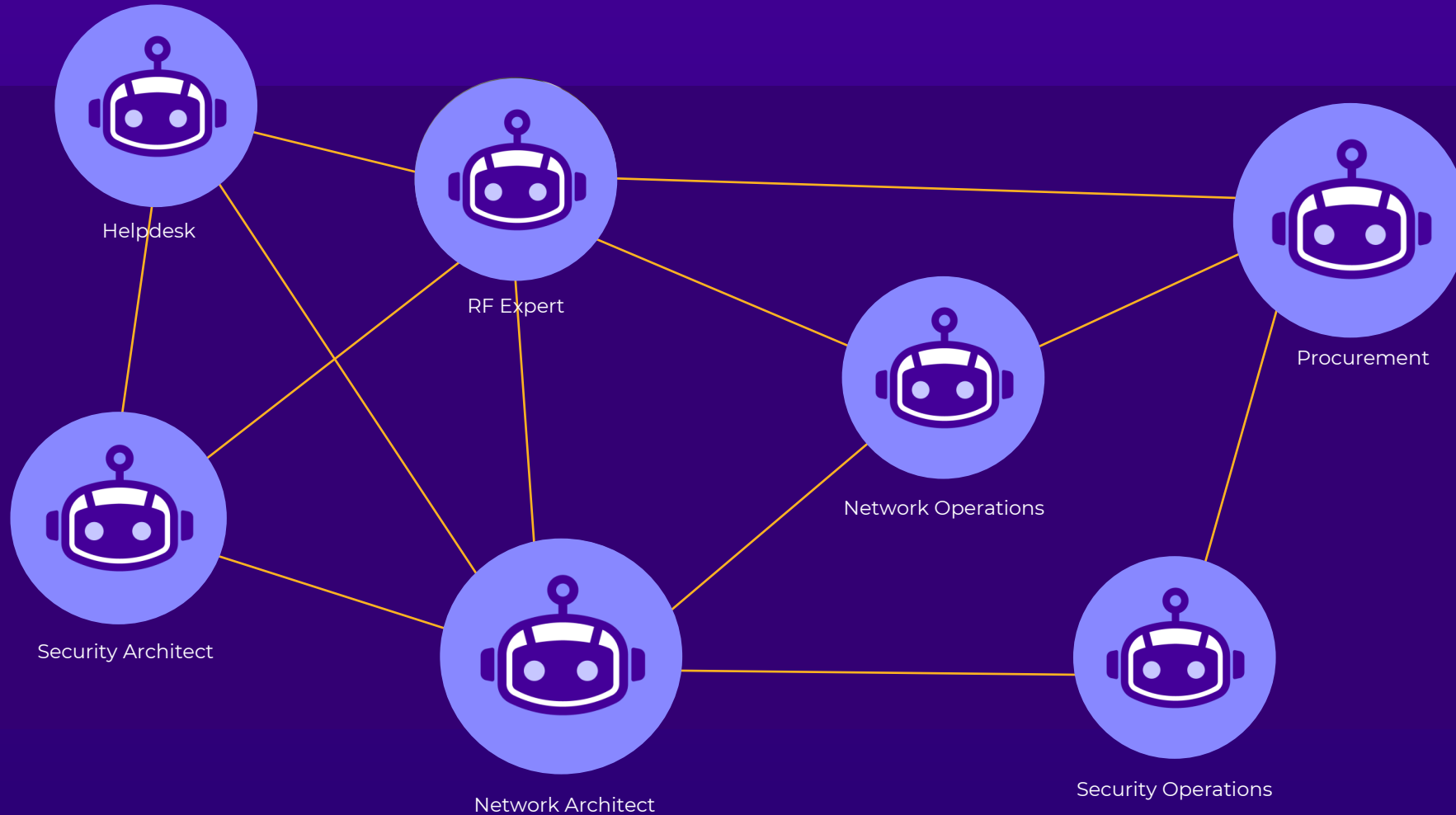
Deals with what
we don't know

Agents are the manifestation of value from AI

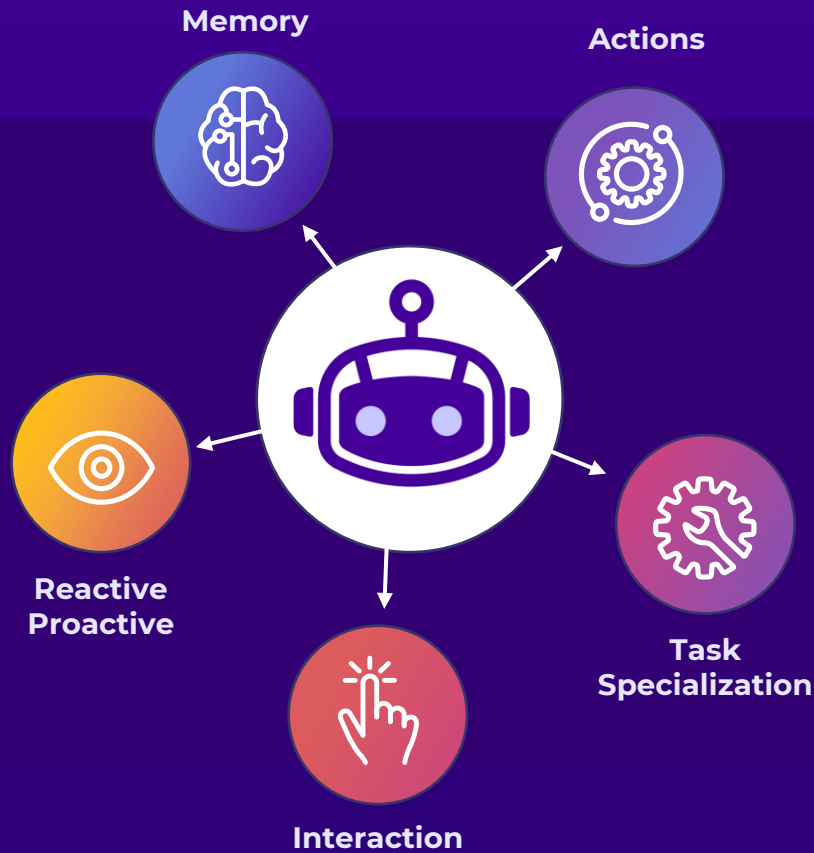


Technology	Value realized via
Web	Web Sites
Mobile	Mobile Apps
AI	AI Agents / Automation / Micro Apps

The future of teams - Human + Digital Workforce



What is an agent?



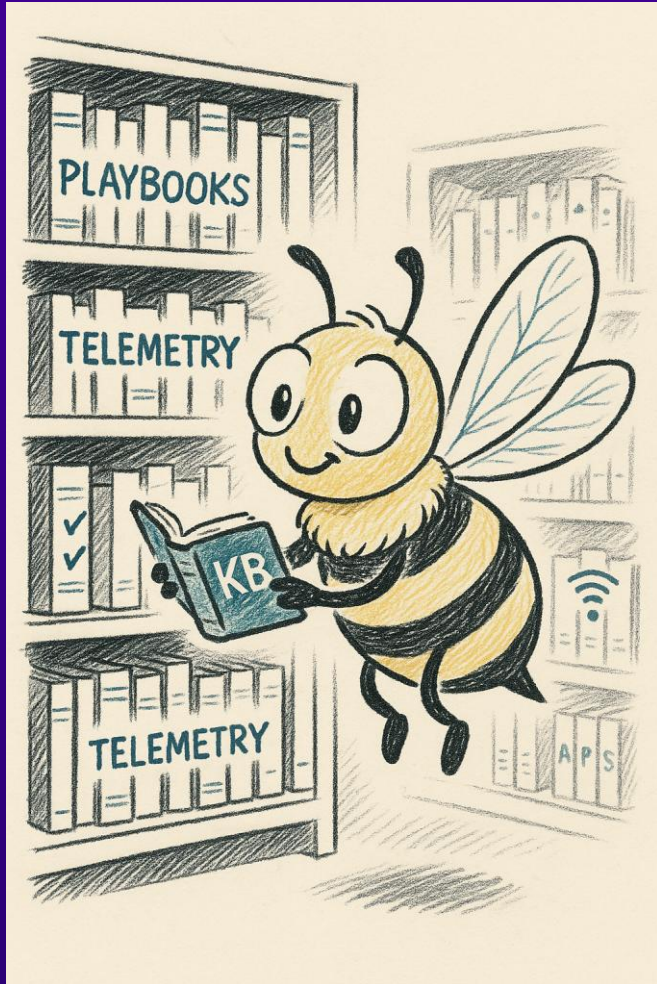
An agent has several key capabilities

- Autonomous actions using tools and recommendations w/ or w/o HITL
- Having memory for more context
- Being Reactive as well as being proactive
- Specialized in one or few tasks
- Interaction with both humans and other agents

From “Agents that know”

to

“Agents that act”

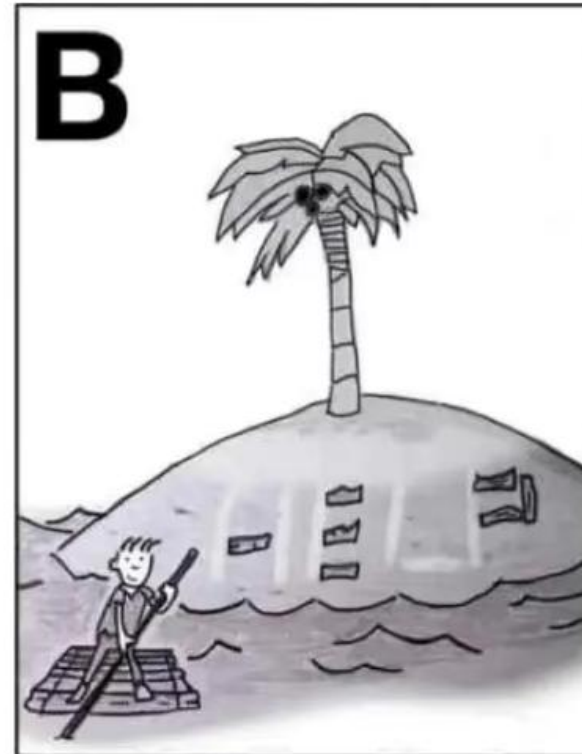
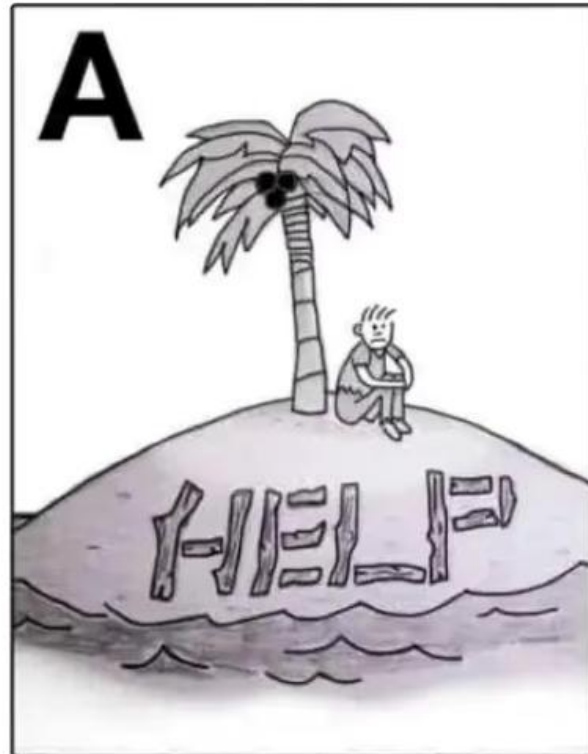


From Chatbots to Teammates: Agency in Action

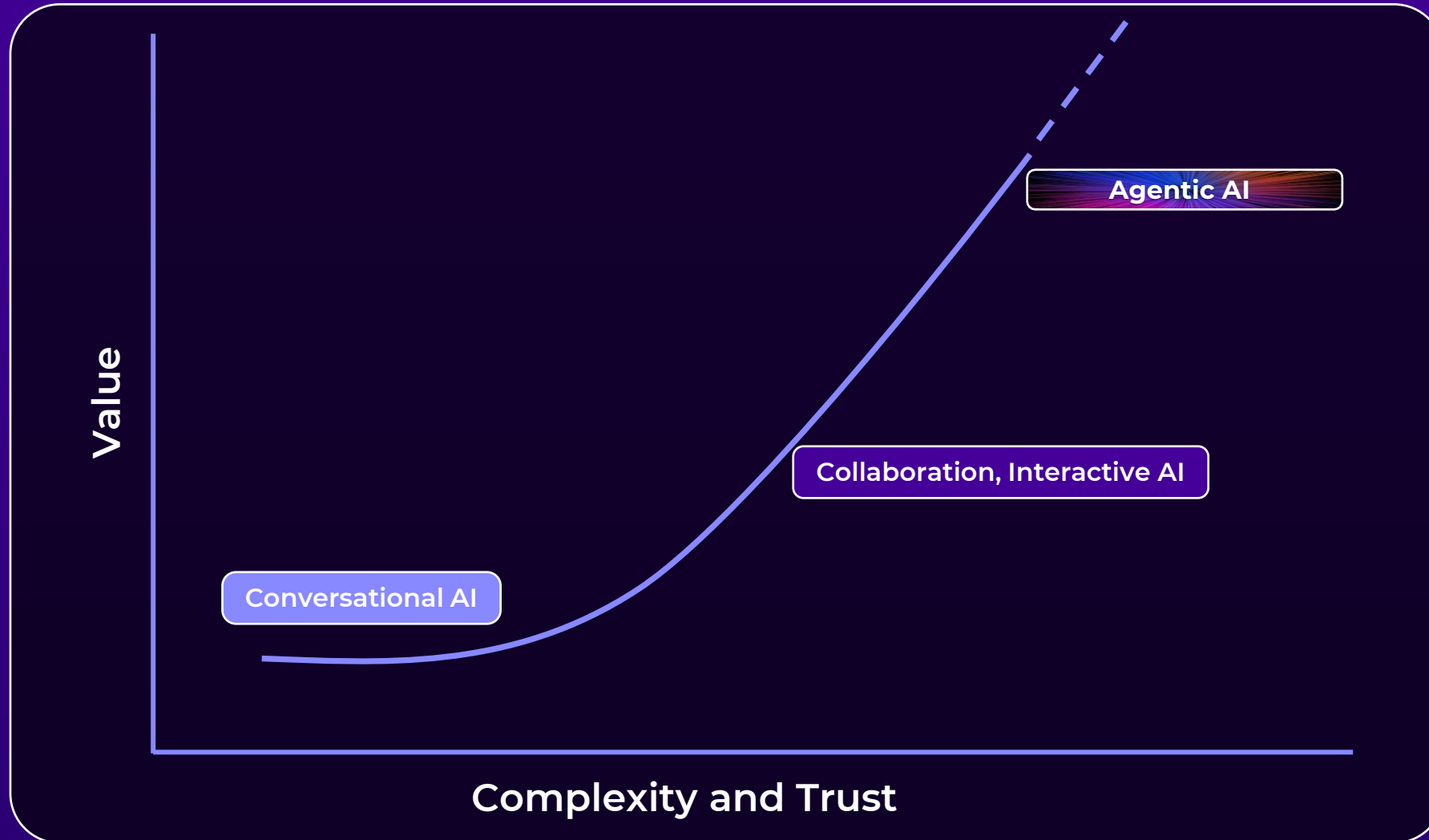


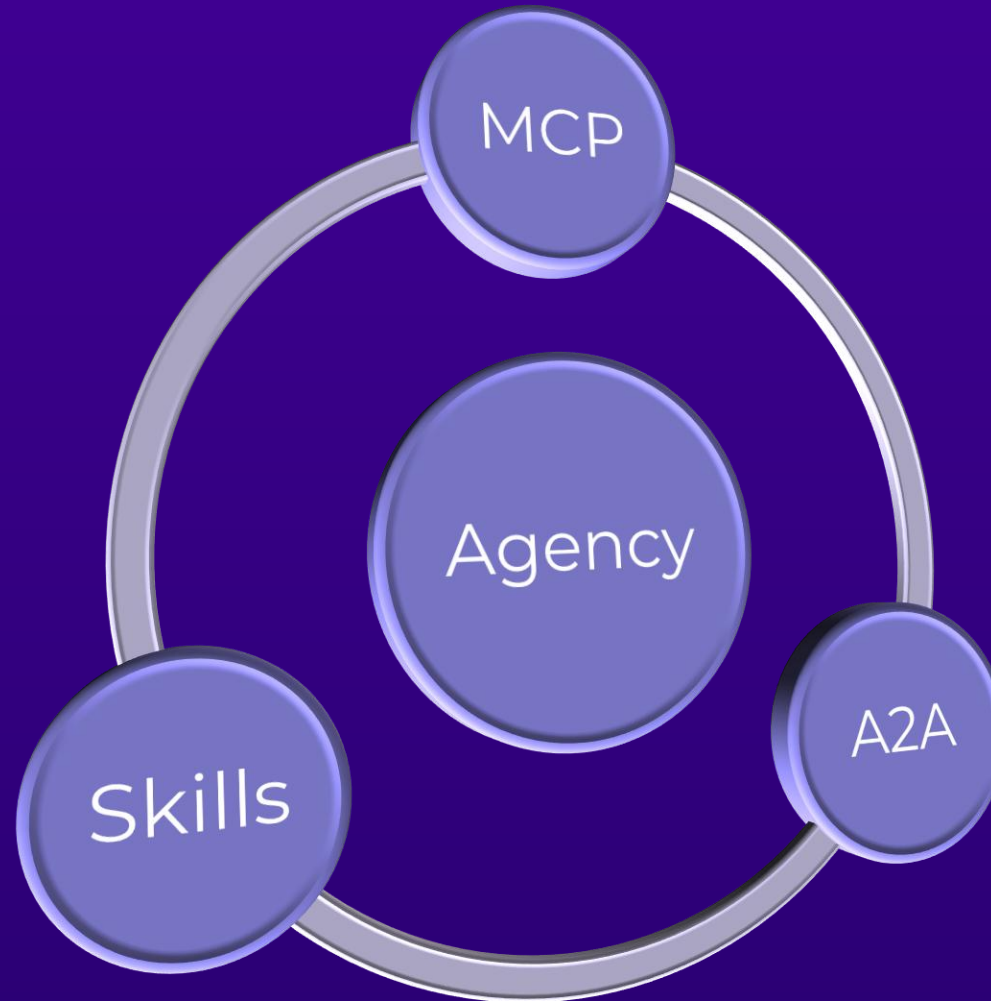
A system's capacity to **process information, make decisions, and act upon the environment**

High Agency in a Meme



Value grows exponentially with agentic systems





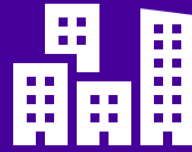


Levels of Agency

Level/Axis	Agency Description	Example Domain
L0: Minimal / None	No autonomy, pure tool	Calculator
L1: Rule-based	Fixed logic, single-goal	Smart speaker
L2: Learning / Adaptive	Decision-making, reinforcement learning, context response	AlphaGo, RL agents
L3: Cognitive, Reflective	Planning, memory, reflection, LLMs	GPT agents
L4: Self-directed / General	Lifelong learning, generalization	Autonomous vehicles
L5: Socio-emotional	Personality, multi-agent collaboration, emotion	Future digital societies



Controlling Levels of Agency



Deployment Scope

- Default: Entire Network
- Optional : Site or Region (as defined by the customer)



Action Scope

- Default: Inherited from User
- Optional: 3rd party system integration (ITSM and ITOM platforms)



Human in The Loop

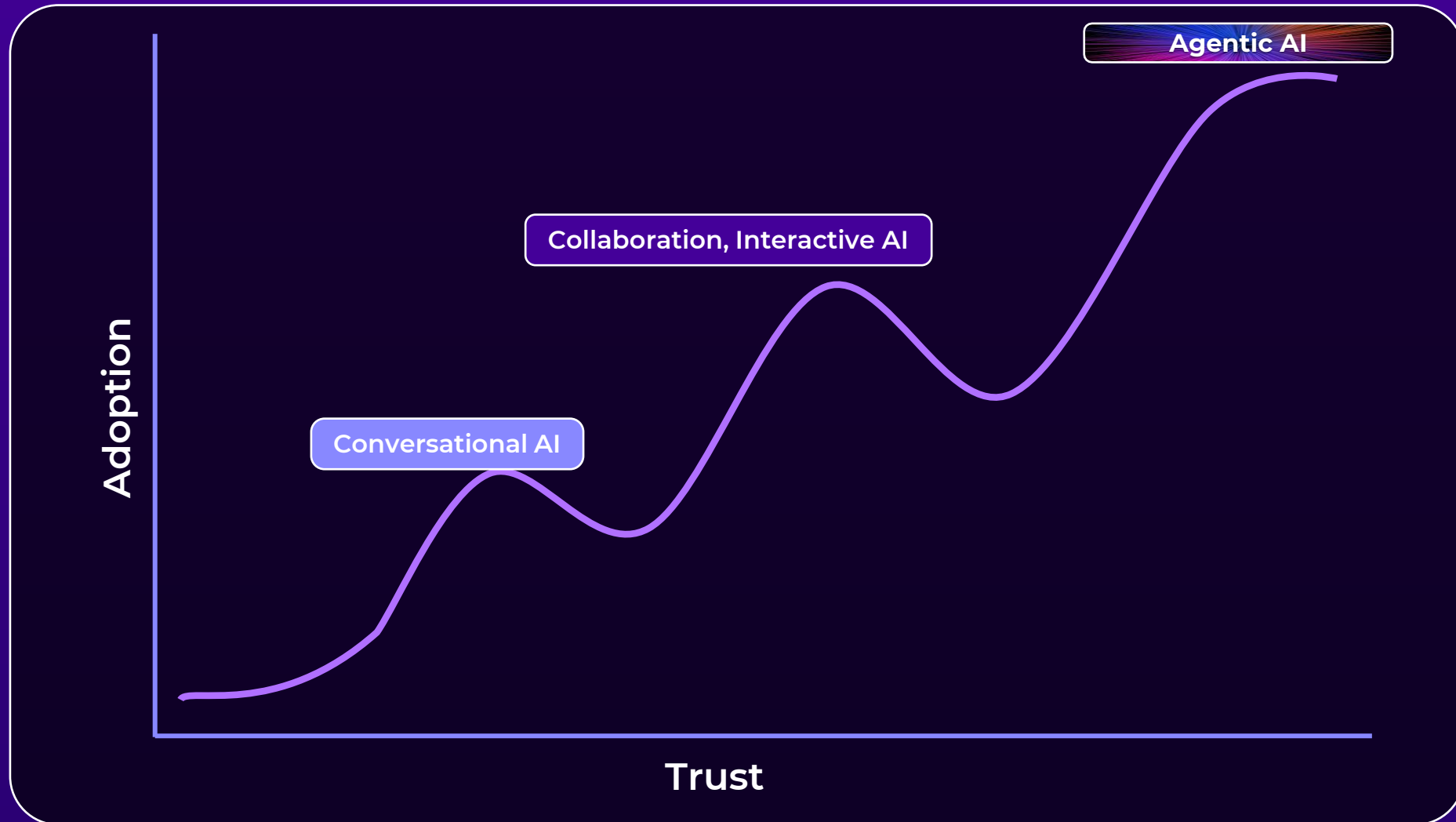
- Default: Required prior to any action from Agent
- Optional: Not required prior to specific actions from Agent

“ If you don't trust it,
you're not going to use it ”

– Satya Nadella, on trustworthy AI

Microsoft CEO Satya Nadella, Oct 2024, Microsoft AI Tour

Adoption increases as trust is built



Service Agent – Initial Capabilities at GA



Available 24/7 to support staff to resolve tickets (**using knowledge**)

Automated evidence collection

Efficient case creation to GTAC (Service Cloud / ExtremeWorks)

Case Reporting – admins can check on the status of their cases by the service agent

Interaction: The Broadest Range of AI Capabilities



AI Expert Conversational

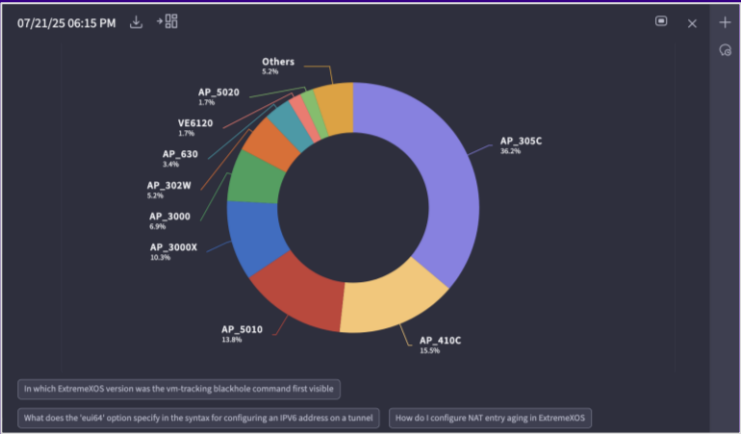
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I am the Extreme AI Expert, an AI-based Virtual Advisor designed to assist you with v
you:

- Interactive Conversation:** I can engage in interactive conversations to answ
- Documentation Access:** I provide access to a wide range of documentation, hardware and software.
- GTAC Knowledge Base:** I can retrieve information from the GTAC Knowledge common network issues.
- Real-Time Data Access:** I can access some endpoints of the ExtremeCloud IC information, and application performance.
- Service Agent:** I can assist network administrators by collecting diagnostic Extreme GTAC for further assistance.
- AI Canvas:** I help you create and manage customizable dashboards to moni

AI Canvas Multimodal



AI Agents Autonomous with HITL

Service Agent AI Agent



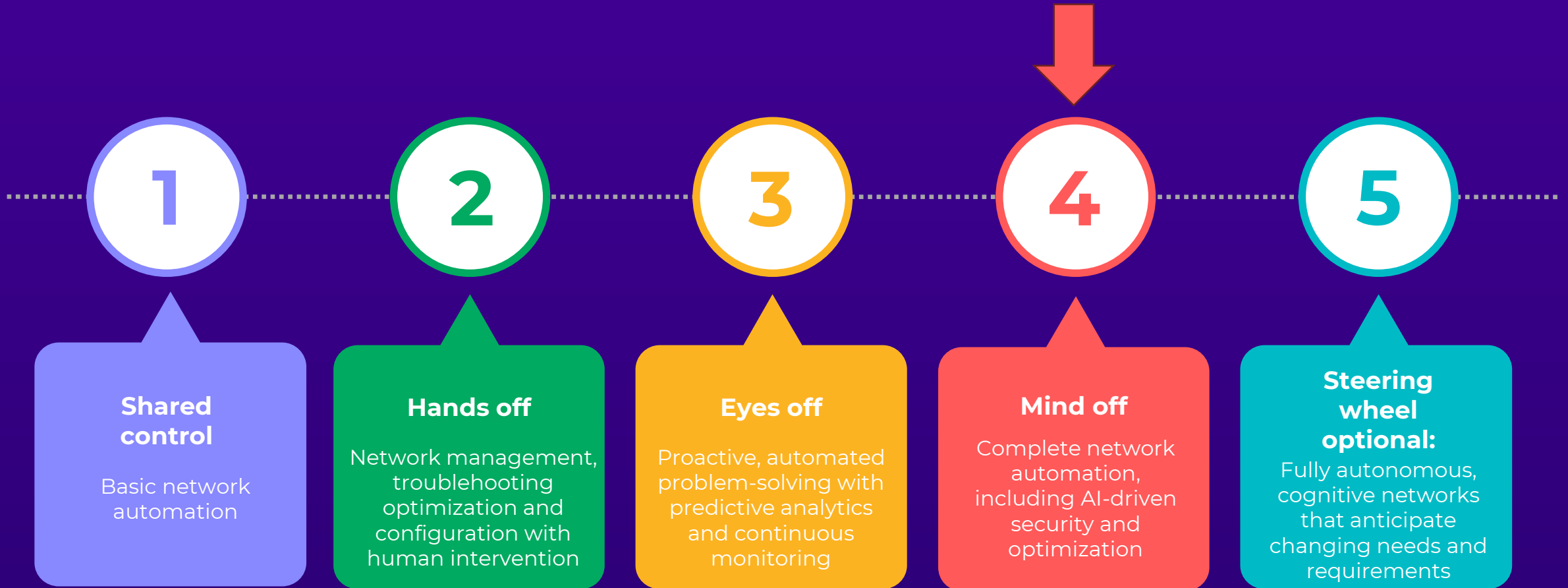
To address random traffic drops and increased latency on the IoT VLAN at Store75, you can follow these steps based on similar issues observed in Extreme Networks environments:

- Check for Duplicate IPs:** Ensure there are no duplicate IP addresses configured on the switches within the VLAN. Duplicate IPs can cause ARP flooding and lead to high latency and packet drops.
- Monitor Traffic Patterns:** Use packet capture tools to monitor the traffic patterns on the VLAN. Look for any unusual spikes in unicast, broadcast, or multicast traffic that could be causing congestion.
- Review ACLs and VRRP Configuration:** Verify that there are no ACLs blocking essential VRRP hellos, which could cause traffic flooding in the VLAN. Ensure that VRRP MAC addresses are correctly learned by the downstream switches.
- Check for Network Congestion:** Investigate if there is any congestion on the core switches or other critical network segments. High CPU utilization or port oversubscription can lead to latency spikes and packet drops.
- Update Firmware and Configuration:** Ensure that all network devices are running the latest firmware and that configurations follow best practices to avoid any known issues or bugs.

By systematically addressing these potential causes, you can identify and resolve the underlying issue causing traffic drops and increased latency on the IoT VLAN.

Learn More

AI Capabilities applied to networking – when do we reach Stage 4?



**AI will not replace you
but a human using AI might**