

Strata Copilot and AI Canvas for Prisma SD-WAN

Redefining User Experience with the Power of AI

Complexity, information overload, fragmented tools, and a shortage of skilled professionals often hinder modern network operations. To address these challenges, we're introducing Strata® Copilot™ and AI Canvas—two powerful AI-driven capabilities for Prisma® SD-WAN.

Strata Copilot

Strata Copilot is our AI-powered assistant that's integrated into Strata Cloud Manager. It empowers network and security teams to troubleshoot, research, and analyze their entire infrastructure by using simple natural language. Copilot provides instant access to real-time data and expert product knowledge, bridging the cybersecurity skills gap and accelerating decision-making while ensuring uncompromising data privacy.

Challenges

Network and security teams face several key obstacles:

- **High learning curve:** Admins who are new to Prisma SD-WAN struggle to find features and locate configuration guidance without significant effort.
- **Information overload:** Sifting through extensive product documentation is time-consuming and inefficient.
- **Fragmented experience:** Multiple dashboards lead to mental fatigue and increase the risk of missing critical alerts.
- **Slow data retrieval:** Answering ad hoc questions about network performance requires deep system knowledge and complex filtering, delaying decision-making.
- **Skilled talent shortage:** A global shortage of cybersecurity experts leaves organizations vulnerable and without the necessary expertise.

Solution

Strata Copilot enables users of all skill levels to use natural language so they can quickly troubleshoot, research, and analyze their entire SASE infrastructure. Integrated into Strata Cloud Manager, Strata Copilot acts as a personal network security assistant. It simplifies operations by providing instant access to product knowledge and real-time tenant data through a natural language interface.

Key Capabilities and Benefits

- **Streamline operations with natural language:** Ask questions in plain English (or other supported languages) to retrieve complex data, streamlining your user experience and eliminating the need to navigate multiple dashboards.
- **Accelerate decision-making:** Synthesize information from multiple sources into a single view. By circumventing specialized data teams, Strata Copilot accelerates data access for faster, more informed decisions.
- **Bridge the skills gap:** Mitigate the talent shortage by embedding expert knowledge directly into the platform. The unified knowledge base in Strata Copilot provides clear, actionable answers from official documentation and best practices.
- **Follow guided troubleshooting:** Use intelligent follow-up suggestions to guide you through a logical investigation path, simplifying troubleshooting and reducing resolution time.
- **Visualize data instantly:** Render data as charts or tables on the fly, with the option to download them for further analysis and reporting.
- **Ensure uncompromising data privacy:** Operate with confidence knowing that Strata Copilot uses read-only access. Your data is never shared or used to train AI models, ensuring complete confidentiality.

Strata Copilot Use Cases

Look at the most popular use cases and queries, reflecting the top customer interactions with Strata Copilot.

Data Discovery and Health Monitoring

In this use case, you instantly retrieve real-time and historical performance metrics from your network without navigating complex menus. It corresponds to the following types of prompts and questions:

- Show me the top talkers in my Prisma SD-WAN network.
- Show me the top ION devices consuming memory in the last 7 days.
- Show me the CPU utilization of all ION devices for the past 7 days.
- Summarize the health of all the circuits at Prisma SD-WAN branches.

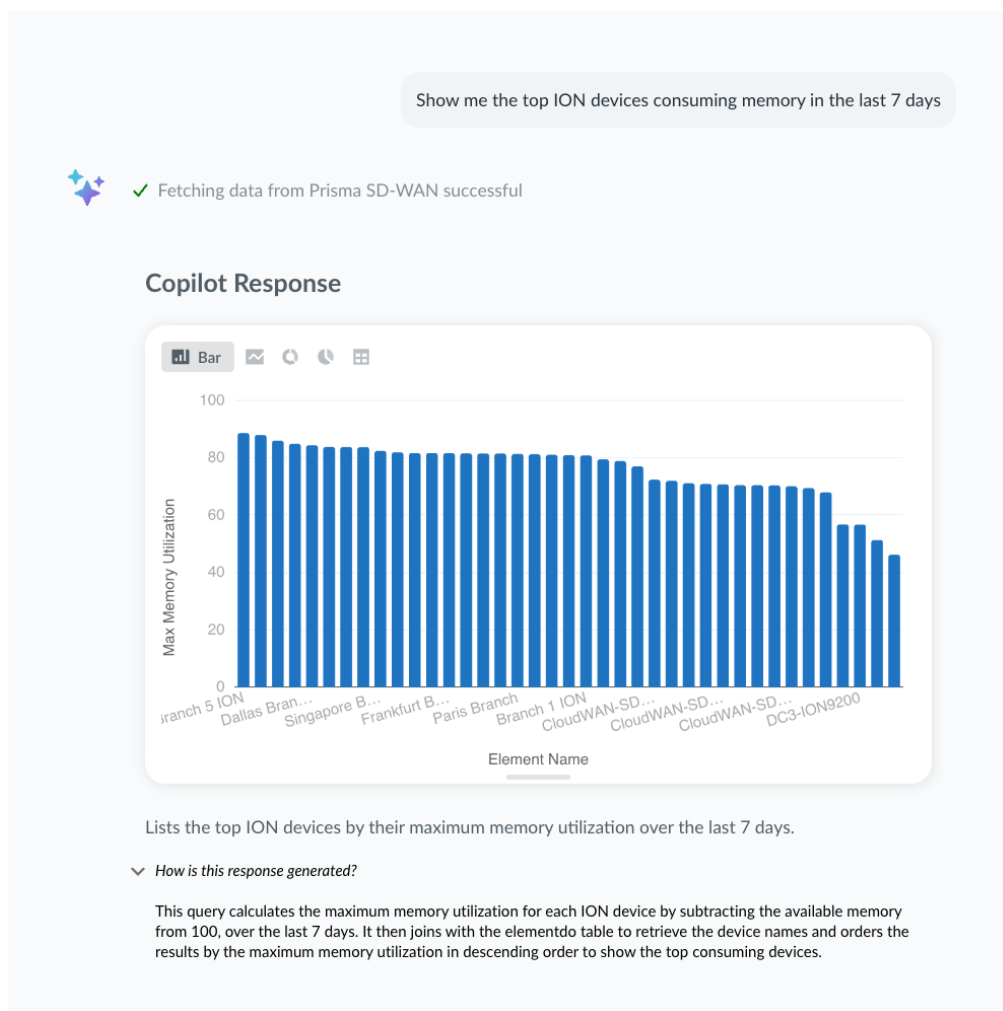


Figure 1. Strata Copilot response for data discovery and health monitoring

For example, you want to know: “Who are the top talkers in my Prisma SD-WAN branches?” The traditional way requires you to manually determine the top talkers. Because this information isn’t readily available in the dashboard, you have to navigate to different widgets and correlate the information.

With Strata Copilot, you can query your network in natural language, for example: “Who are the top talkers in my Prisma SD-WAN branches?” Copilot gives you immediate, real-time insights and shows you how the response was generated.

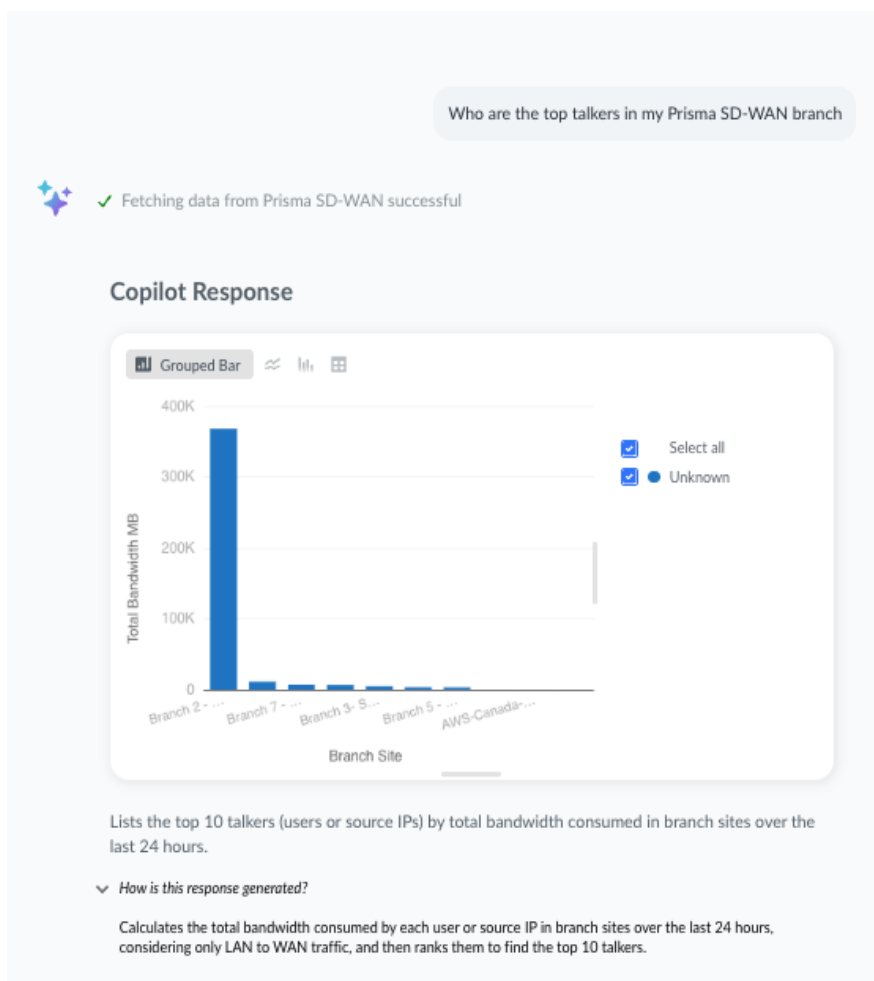


Figure 2. Copilot response to the top talkers question

Product Learning and Functionality

This use case applies to situations in which you want to understand what a feature does and how it works. It’s ideal for new users or to explore advanced capabilities.

Corresponding prompts for this use case might include:

- How does app acceleration improve user experience in Prisma SD-WAN?
- What are the new features in the ION 6.5.2 software?

Configuration Guidance

In this use case, you get step-by-step instructions on how to configure specific features. It applies to questions like:

- How do I restrict access to social media apps at Prisma SD-WAN branches?
- How do I enable application acceleration in Prisma SD-WAN?

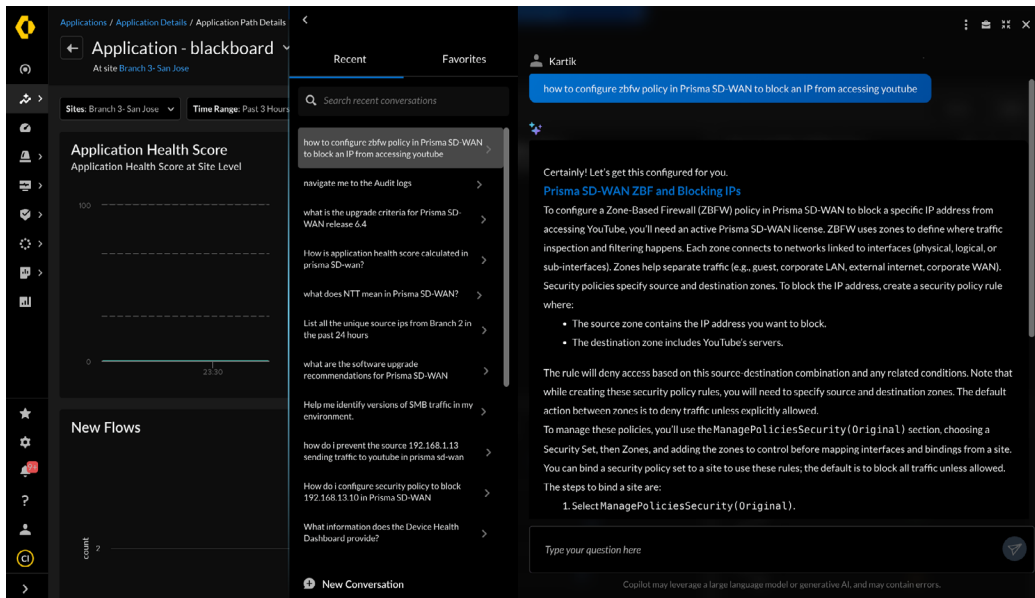


Figure 3. Example of configuration guidance

Troubleshooting Guidance

This use case provides guidance when you need to access documentation and resolve issues or investigate alerts. For example, you might ask:

- How do I troubleshoot circuit health issues?
- What are the troubleshooting steps when ION goes offline?

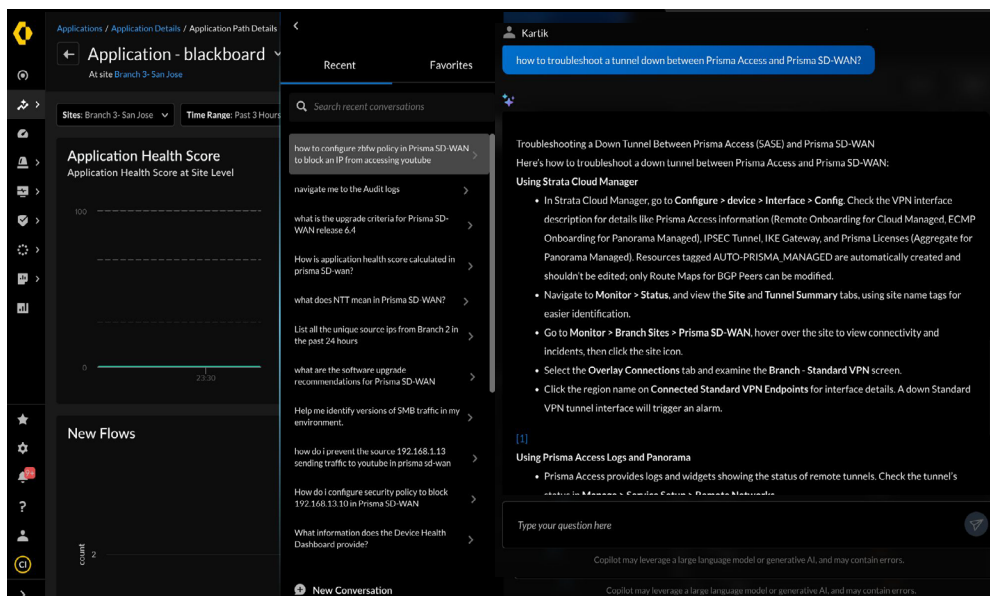


Figure 4. Example of troubleshooting guidance

AI Canvas

AI Canvas transforms raw network data into actionable insights through prebuilt dashboards that visualize critical metrics like bandwidth and device health. By automating report generation and offering flexible historical data analysis, it eliminates manual workflows and accelerates troubleshooting.

Challenges

- **Unidimensional, rigid dashboard:** You can't get prebuilt canvases or dashboards for visualizing your specific operational goals or reporting requirements.
- **Manual and repetitive reporting:** Generating regular reports for audits or compliance checks is a manual, time-consuming task. Admins must collect data, format it, and share it manually each time. They might also depend on vendors to generate these reports for them.

Solution

AI Canvas, a part of Strata Cloud Manager, empowers network teams with prebuilt dashboards. It enables admins to visualize and share the data that matters most to them. With AI Canvas, you can transform raw network data into actionable insights and automate your reporting workflows.

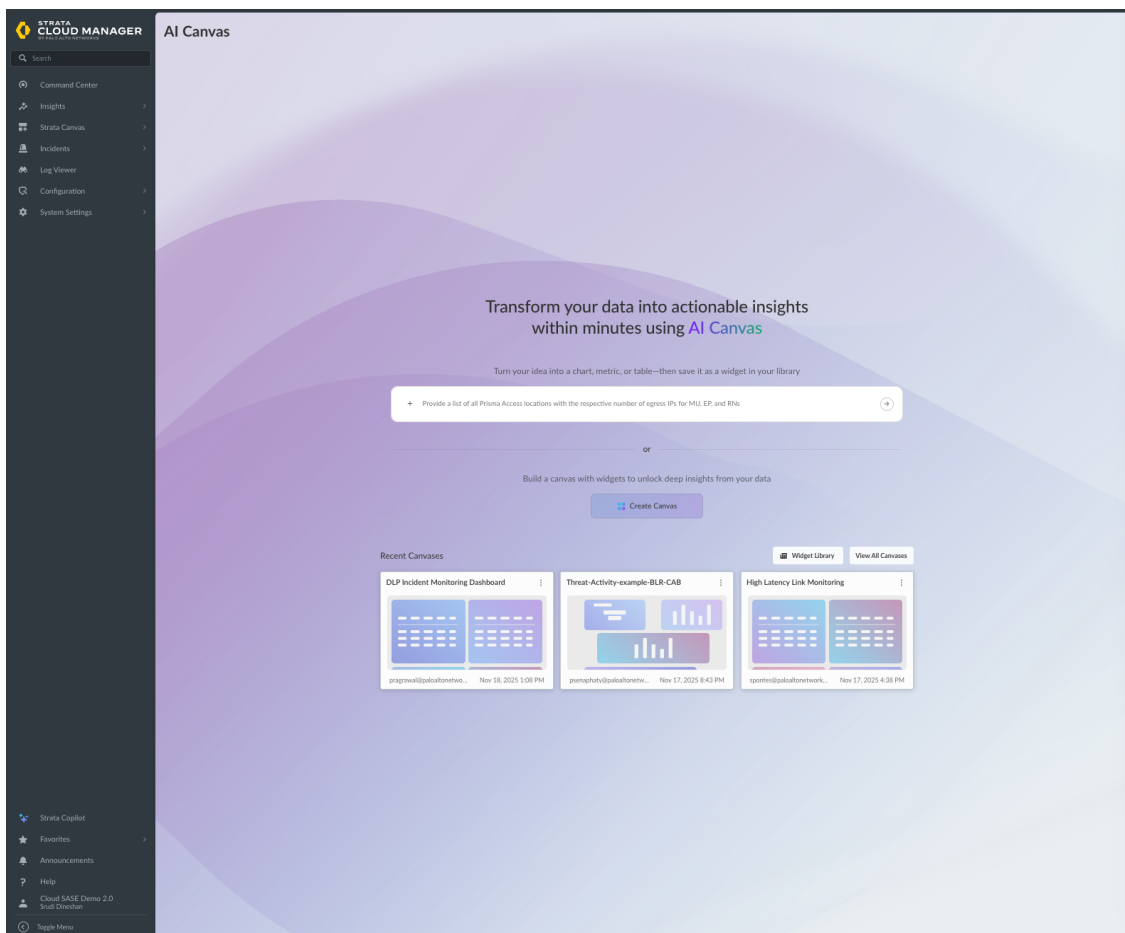


Figure 5. AI Canvas home page

Key Capabilities and Benefits

- **Gain instant insights with prebuilt templates:** Start with a range of prebuilt dashboards for common use cases, enabling your network team to get immediate visibility. These templates transform raw network information into actionable insights for specific roles. The dashboards include:
 - › **ION Metrics Canvas:** Displays health metrics for the top Instant-On Network (ION) devices, including CPU, memory, and temperature (figure 6).
 - › **Bandwidth Utilization Canvas:** Shows the top bandwidth consumers by application, site, circuit, and user (figure 7).
 - › **Cellular Usage Canvas:** Details usage across cellular circuits by app, user, site, and provider (figure 8).
- **Accelerate troubleshooting with flexible data retention:** Accelerate time to insight by querying historical data from the past day up to 30 days. Your teams can then perform deep historical analysis to identify trends, understand root causes, and resolve issues faster.
- **Boost operational efficiency with automated reporting:** Save time by eliminating the manual creation and distribution of reports. You can schedule the reports you want to generate and email them daily, weekly, or monthly. By using this feature, you can easily share critical data with stakeholders, meet audit and compliance requirements, and free up your admins for more strategic tasks.

AI Canvas Use Cases

Role-Based Monitoring

This use case applies when you need to leverage a prebuilt template suitable to your specific job function. An example might be when a hardware procurement manager wants to allow for a daily health check at a glance. They need to deploy a canvas to monitor the CPU, memory, and temperature of all ION devices in the US region.

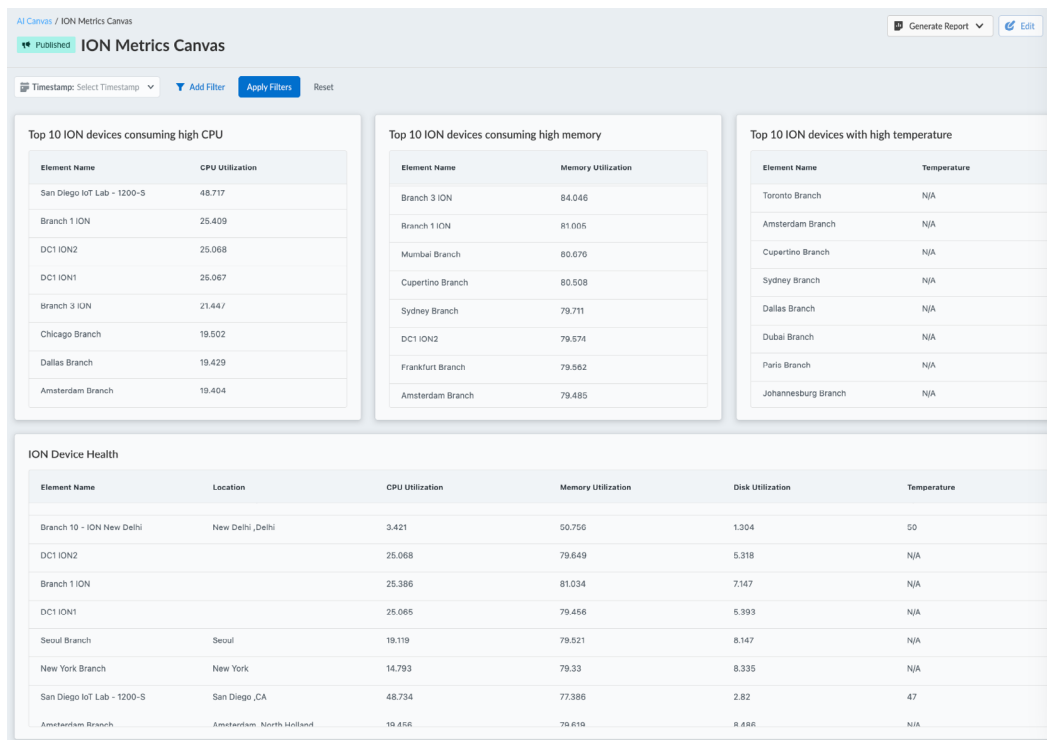


Figure 6. ION Metrics Canvas

Automated Reports for Compliance and Auditing

This use case enables you to schedule and automatically generate weekly or monthly reports re-
quired for internal audits. For example, an admin might use it to provide a weekly report on device
resource utilization. They use the Bandwidth Utilization Canvas to schedule a PDF report for a weekly
email to the compliance team.

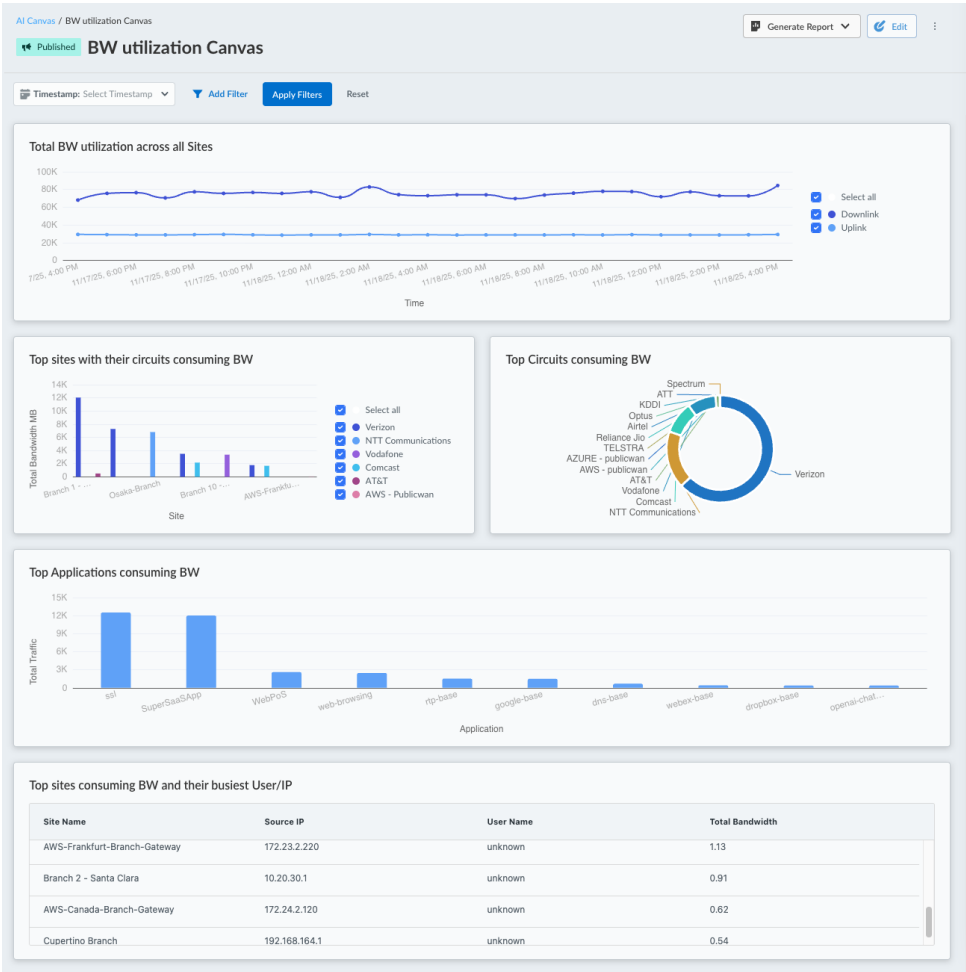


Figure 7. Bandwidth Utilization Canvas

Executive and Historical Reporting

This use case enables you to consolidate key performance indicators from the past week or up to 30 days to present to leadership or review in team meetings. For example, a NetOps manager might use it to create a dashboard summary. They want it to show an overview of the past week’s overall top data-consuming applications that use cellular circuits and to signal trends across the entire tenant.

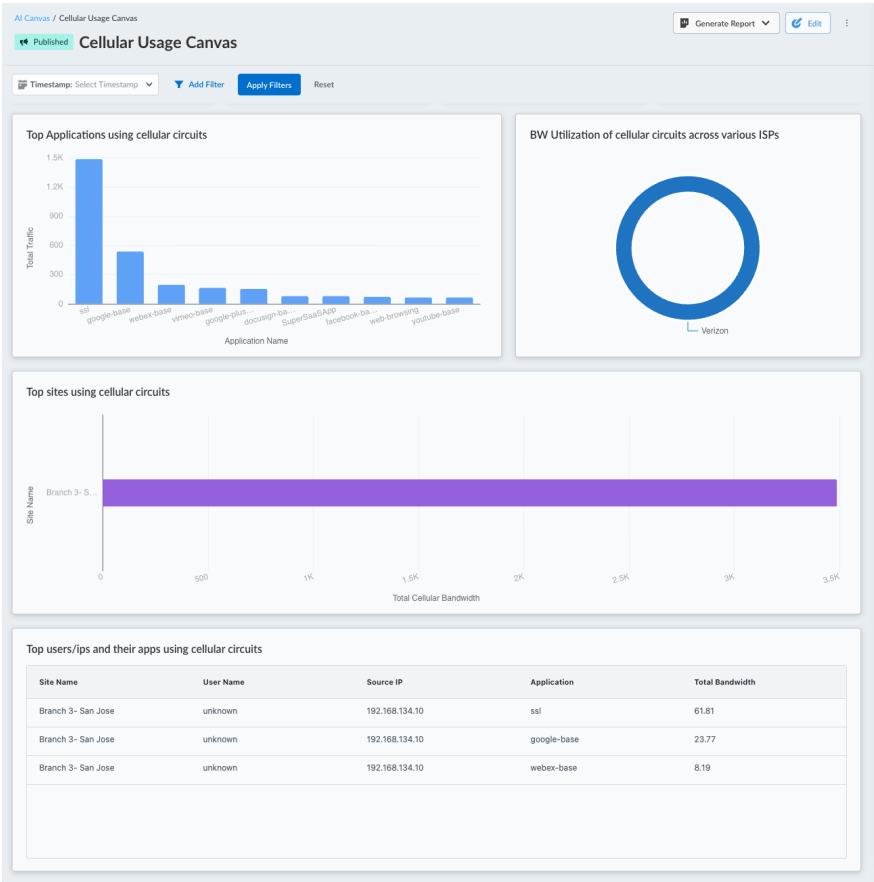


Figure 8. Cellular Usage Canvas

Strata Cloud Manager Licensing

Strata Cloud Manager has two licenses:

- **Essential license:** This base option comes at no cost for all next-generation firewalls (NGFWs), software firewalls, and SASE customers.
- **Pro license:** This license includes the same options as the Essential license, as well as full access to the Strata Canvas capabilities so you can create your own widgets and dashboards.

Table 1. Strata Cloud Manager Features		
Feature	Essential	Pro
Strata Copilot	Yes	Yes
Strata Canvas with prebuilt dashboards	Yes	Yes
Strata AI Canvas with customized widgets	No	Yes

SKU Information and Licensing Guide

The Strata Copilot and AI Canvas capabilities for Prisma SD-WAN redefine network operations by replacing manual, complex workflows with intuitive, AI-driven intelligence. Strata Copilot acts as a specialized natural language assistant, enabling teams to configure and analyze their infrastructure simply by making queries. AI Canvas complements Strata Copilot by transforming raw data into actionable insights through prebuilt dashboards and automated reporting. Together, these tools bridge the skills gap, minimize information overload, and empower network administrators to move from reactive troubleshooting to strategic decision-making.

About Palo Alto Networks

As the global cybersecurity leader, Palo Alto Networks (NASDAQ: PANW) is dedicated to protecting our digital way of life via continuous innovation. Trusted by more than 70,000 organizations worldwide, we provide comprehensive AI-powered security solutions across network, cloud, security operations and AI, enhanced by the expertise and threat intelligence of Unit 42®. Our focus on platformization allows enterprises to streamline security at scale, ensuring protection fuels innovation. Explore more at www.paloaltonetworks.com.



3000 Tannery Way
Santa Clara, CA 95054

Main: +1.408.753.4000
Sales: +1.866.320.4788
Support: +1.866.898.9087

www.paloaltonetworks.com

© 2026 Palo Alto Networks, Inc. A list of our trademarks in the United States and other jurisdictions can be found at <https://www.paloaltonetworks.com/company/trademarks.html>. All other marks mentioned herein may be trademarks of their respective companies.
prisma_sb_strata-copilot-and-ai-canvas-for-prisma-sd-wan_011326