

Extreme Exchange™ User Guide

Monitor, Manage, and Engage with
Extreme Agent ONE Skills

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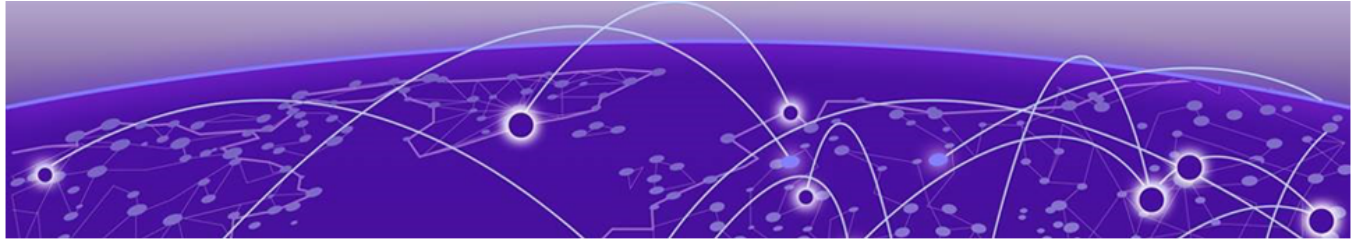
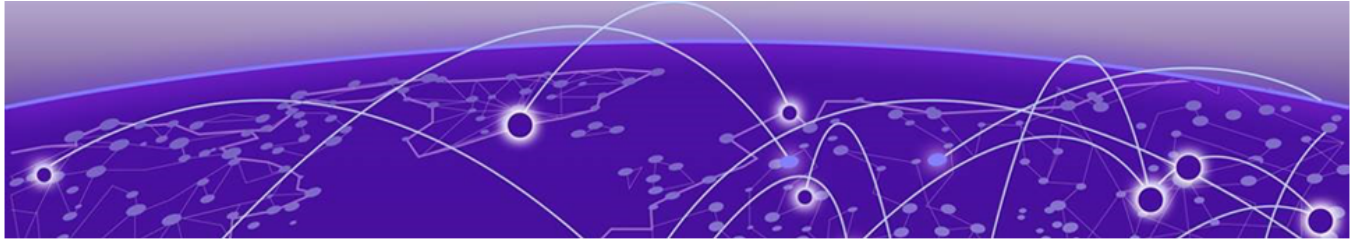


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Abstract

The Extreme Exchange™ User Guide documents the management and monitoring platform for Extreme Networks' Extreme Agent ONE™ AI deployment. Extreme Exchange gives administrators a single interface to monitor Extreme Agent ONE performance and usage — including which skills are being used and the assistant's success rate — and to review change requests through an audit log for troubleshooting and governance. The guide describes the user interface (navigation menu, user settings, and content window) and its common action icons, and explains how to launch Extreme Exchange from the Extreme Agent ONE Command Bar within Extreme Platform ONE™. It then walks through the four site sections: Home (announcements and currently activated skills), Catalog (a directory of the available Agent ONE skills — Nudge, Talk to Data, Talk to Knowledge, and Talk to Support — with descriptions), Dashboard (KPI scorecards and charts showing AI adoption, skill usage, success rate, and nudge/case counts, plus an Audit Logs subtab recording change requests with role-based access for Admin and NetSecOps users), and Community (videos, demos, articles, and FAQs, with filtering, sorting, and Like feedback). It also covers procedures for viewing audit logs, entering custom date ranges, and launching the latest documentation. The intended audience is Admin and NetSecOps users managing an Extreme Agent ONE deployment.



Preface

Read the following topics to learn about:

- The meanings of text formats used in this document.
- Where you can find additional information and help.
- How to reach us with questions and comments.

Text Conventions

Unless otherwise noted, information in this document applies to all supported environments for the products in question. Exceptions, like command keywords associated with a specific software version, are identified in the text.

When a feature, function, or operation pertains to a specific hardware product, the product name is used. When features, functions, and operations are the same across an entire product family, such as Extreme Networks switches, the product is referred to as *the switch*.

Table 1: Notes and warnings

Icon	Notice type	Alerts you to...
	Tip	Helpful tips and notices for using the product
	Note	Useful information or instructions
	Important	Important features or instructions
	Caution	Risk of personal injury, system damage, or loss of data
	Warning	Risk of severe personal injury

Table 2: Text

Convention	Description
screen displays	This typeface indicates command syntax, or represents information as it is displayed on the screen.
The words <i>enter</i> and <i>type</i>	When you see the word <i>enter</i> in this guide, you must type something, and then press the Return or Enter key. Do not press the Return or Enter key when an instruction simply says <i>type</i> .
Key names	Key names are written in boldface, for example Ctrl or Esc . If you must press two or more keys simultaneously, the key names are linked with a plus sign (+). Example: Press Ctrl+Alt+Del
<i>Words in italicized type</i>	Italics emphasize a point or denote new terms at the place where they are defined in the text. Italics are also used when referring to publication titles.
NEW!	New information. In a PDF, this is searchable text.

Table 3: Command syntax

Convention	Description
bold text	Bold text indicates command names, keywords, and command options.
<i>italic</i> text	Italic text indicates variable content.
[]	Syntax components displayed within square brackets are optional. Default responses to system prompts are enclosed in square brackets.
{ x y z }	A choice of required parameters is enclosed in curly brackets separated by vertical bars. You must select one of the options.
x y	A vertical bar separates mutually exclusive elements.
< >	Nonprinting characters, such as passwords, are enclosed in angle brackets.
...	Repeat the previous element, for example, <i>member[member...]</i> .
\	In command examples, the backslash indicates a “soft” line break. When a backslash separates two lines of a command input, enter the entire command at the prompt without the backslash.

Documentation and Training

Find Extreme Networks product information at the following locations:

[Current Product Documentation](#)

[Release Notes](#)

[Hardware and Software Compatibility](#) for Extreme Networks products

[Extreme Optics Compatibility](#)

[Other Resources](#) such as articles, white papers, and case studies

Open Source Declarations

Some software files have been licensed under certain open source licenses. Information is available on the [Open Source Declaration](#) page.

Training

Extreme Networks offers product training courses, both online and in person, as well as specialized certifications. For details, visit the [Extreme Networks Training](#) page.

Help and Support

If you require assistance, contact Extreme Networks using one of the following methods:

[Extreme Portal](#)

Search the GTAC (Global Technical Assistance Center) knowledge base; manage support cases and service contracts; download software; and obtain product licensing, training, and certifications.

[The Hub](#)

A forum for Extreme Networks customers to connect with one another, answer questions, and share ideas and feedback. This community is monitored by Extreme Networks employees, but is not intended to replace specific guidance from GTAC.

[Call GTAC](#)

For immediate support: (800) 998 2408 (toll-free in U.S. and Canada) or 1 (408) 579 2800. For the support phone number in your country, visit www.extremenetworks.com/support/contact.

Before contacting Extreme Networks for technical support, have the following information ready:

- Your Extreme Networks service contract number, or serial numbers for all involved Extreme Networks products
- A description of the failure
- A description of any actions already taken to resolve the problem
- A description of your network environment (such as layout, cable type, other relevant environmental information)
- Network load at the time of trouble (if known)
- The device history (for example, if you have returned the device before, or if this is a recurring problem)
- Any related RMA (Return Material Authorization) numbers

Subscribe to Product Announcements

You can subscribe to email notifications for product and software release announcements, Field Notices, and Vulnerability Notices.

1. Go to [The Hub](#).
2. In the list of categories, expand the **Product Announcements** list.
3. Select a product for which you would like to receive notifications.
4. Select **Subscribe**.
5. To select additional products, return to the **Product Announcements** list and repeat steps 3 and 4.

You can modify your product selections or unsubscribe at any time.

Extreme Support Portal

Learning about Extreme Support Portal accounts.

The Extreme Networks Extreme Support Portal provides access to:

- License management
- Firmware downloads
- Case management
- GTAC Knowledge base
- And more

To access the portal, you must first create an account. The Extreme Support Portal provides separate registration forms for [End Customers](#) and [Partners](#).

Before you begin, gather the following: A valid corporate email address — required to receive the appropriate level of portal access. Your company details: company name, address, phone number (include country code if outside the US), job title, and job role. At least one supporting identifier: Sold-to number, serial number, contract number, or Purchase Order (PO) number.

Create an End Customer Extreme Support Portal Account

How to create an End Customer Extreme Portal account.

The Extreme Support Portal provides separate registration forms for End Customers and Partners. Use this task to create an End Customer account.



Note

If you are adding a new user to an existing account, the new user must complete and be vetted through the same registration process.

The portal registration page is at <https://extreme-networks.my.site.com/>.

1. Go to the [Extreme Support Portal](#) and select **Login or Signup** on the login page.
2. On the login page, select [Create a new Extreme Customer Portal Account](#).

3. Complete all required fields (marked *). Use your corporate email address to ensure the appropriate access level.

**Important**

Do not register with a personal email address.

4. Read the [Support Portal Terms of Use](#) and select the acknowledgment check box to accept.

**Important**

You must accept the Terms of Use before you can submit the form. You can adjust or withdraw consent at any time through the [Email Preference Center](#).

5. Select **Register**.

A confirmation message appears on the page and a password setup email is sent to your corporate email address.

6. Open the password setup email and follow the instructions to create your portal password.

**Tip**

If the email does not appear in your inbox within a few minutes, check your spam or junk mail folder.

7. To log in to the support portal go to: <https://extremesaas.my.site.com/>.

Create a Partner Extreme Support Portal Account

How to create a Partner Extreme Portal account.

The Extreme Support Portal provides separate registration forms for End Customers and Partners. Use this task to create a Partner account.

The portal registration page is at <https://extreme-networks.my.site.com/>.

1. Go to the [Extreme Support Portal](#) and select **Login or Signup** on the login page.
2. On the login page, select **Create a new Extreme Partner Portal Account**.
3. Complete all required fields (marked *). Use your corporate email address to ensure the appropriate access level.

**Important**

Do not register with a personal email address.

4. Read the following terms and select the required check boxes:

- Support Portal Terms of Use
- Extreme Networks Standard Reseller Terms and Conditions
- Trade Compliance Terms and Conditions

You can adjust or withdraw consent at any time through the [Email Preference Center](#).

5. Select **Register**.

A confirmation message appears on the page and a password setup email is sent to your corporate email address.

6. Open the password setup email and follow the instructions to create your portal password.



Tip

If the email does not appear in your inbox within a few minutes, check your spam or junk mail folder.

7. To log in to the support portal go to: <https://extremesaas.my.site.com/>.

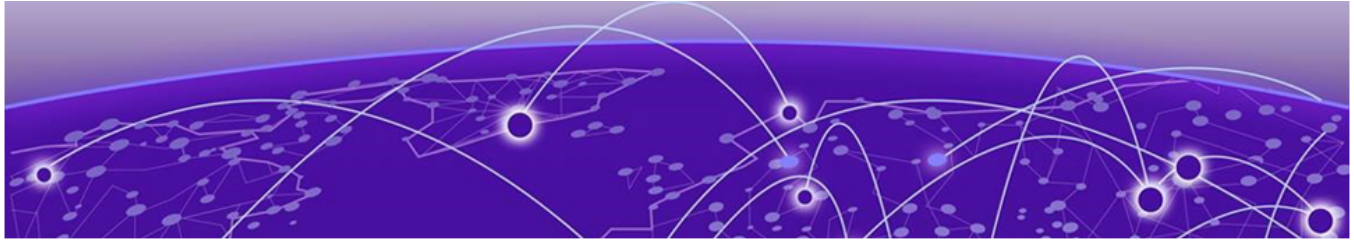
Send Feedback

The User Enablement team at Extreme Networks has made every effort to ensure that this document is accurate, complete, and easy to use. We strive to improve our documentation to help you in your work, so we want to hear from you. We welcome all feedback, but we especially want to know about:

- Content errors, or confusing or conflicting information.
- Improvements that would help you find relevant information.
- Broken links or usability issues.

To send feedback, email us at Product-Documentation@extremenetworks.com.

Provide as much detail as possible including the publication title, topic heading, and page number (if applicable), along with your comments and suggestions for improvement.



Extreme Exchange™ Overview

[The User Interface](#) on page 11

[Launch Extreme Exchange](#) on page 13

Extreme Exchange™ provides a platform for managing your Extreme Agent ONE deployment. You can use the features within Extreme Exchange to monitor the performance and usage of Extreme Agent ONE, including which skills are being used, and the success rate. You can also use the Audit Log feature to review change requests for troubleshooting purposes.

The User Interface

Extreme Exchange offers a simple, easy-to-use user interface with clear navigation and access to all your AI needs.

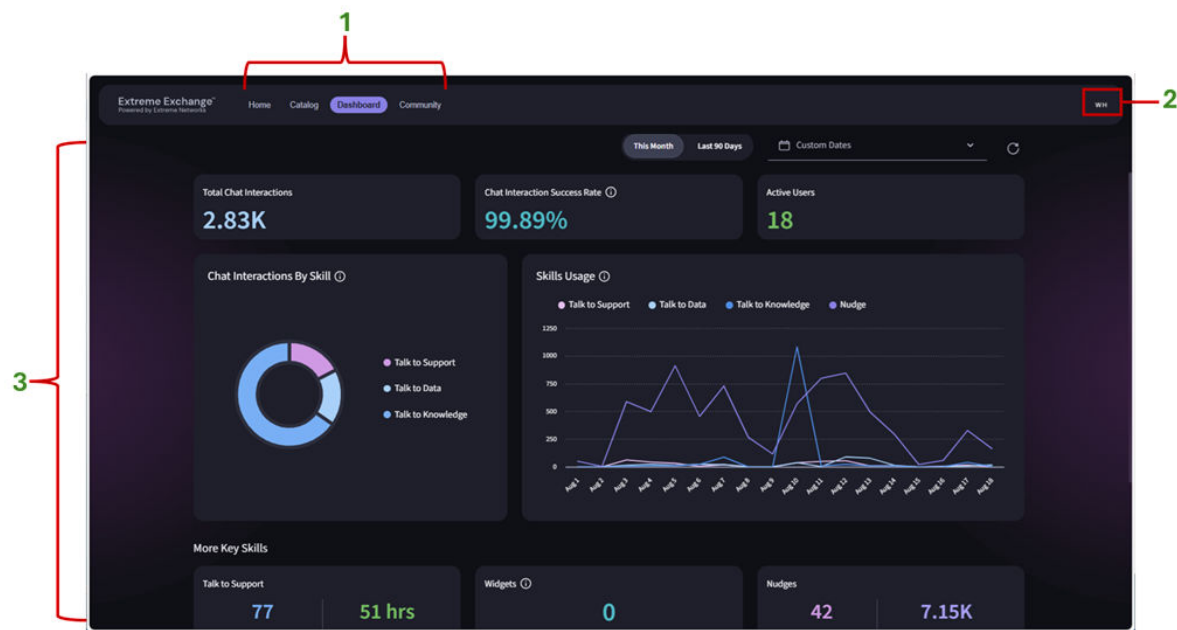


Figure 1: The Extreme Exchange User Interface

Table 4: The Extreme Exchange User Interface

Callout	Description
1	Navigation menu—Select the appropriate tab from the navigation menu to navigate to different content pages within Extreme Exchange. The currently selected page is highlighted. The following navigation items are available: • Home • Catalog • Dashboard • Community
2	User Settings menu—Select this icon to access the user settings menu where you can access options such as Sign Out .
3	Content window—The displayed contents depend on which tab you've selected.

Extreme Exchange uses a set of icons to initiate common user actions.

Table 5: Common Icons on Extreme Exchange

Icon	Description
	Widget Description—Hover your cursor over this icon for a text description of the widget or scorecard.
	Custom Dates—Select this icon to enter a custom date range. The widget or listing that is associated with the date range displays information and records that fit within the selected range.
	Search—You can enter text in the Search box to search for a specific entry, such as a specific audit log record.

Table 5: Common Icons on Extreme Exchange (continued)

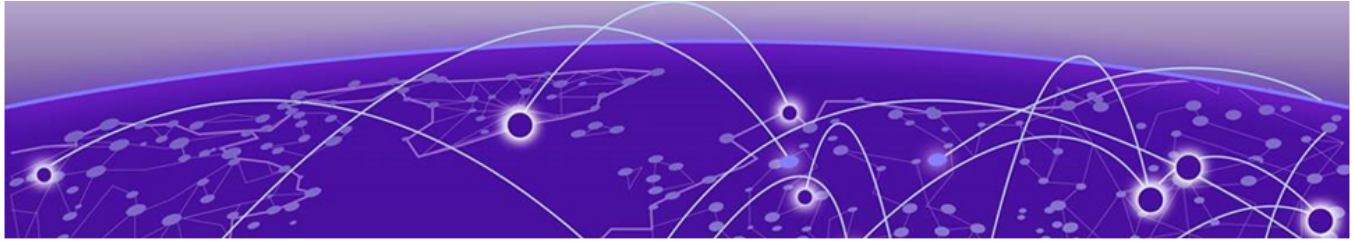
Icon	Description
	Refresh—Select this icon to refresh the current view.
 or 	Like—Select these icons to enter or remove a Like feedback response for the adjoining site, video, or article. The following rules apply: - The  icon displays when you have not entered feedback for that site, video, or article. Select this icon to enter your Like feedback. - The  icon displays if you have entered a Like response. Subsequently selecting this icon removes your feedback. - The adjacent number, irrespective of which icon displays, indicates the total number of Likes received for that site, video, or article.
	Launch—Select this icon to launch the referenced site or document.
	Go to—Select the icon to go to the location specified by the adjacent text label.
	Drill-down—Select this icon to drill down into the designated article or FAQ.

Launch Extreme Exchange

Use this task to launch Extreme Exchange.

1. Log in to Extreme Platform ONE™.
2. From the Extreme Agent ONE Command Bar, select the  options menu.
3. Select  (Manage Skills in Exchange).

Extreme Exchange launches.



Extreme Exchange Site Options

[Home](#) on page 14

[Catalog](#) on page 14

[Dashboard](#) on page 15

[Community](#) on page 16

Home

By default, Extreme Exchange opens at the **Home** page, which can also be opened by selecting the **Home** tab from the navigation menu. The home page has announcements and lists the skills that are currently activated for Extreme Agent ONE Coworker.

Catalog

Select the **Catalog** tab to open a page that contains a directory of the skills that you can use with Extreme Agent ONE. You can select each skill to obtain more information about the skill. With this release, Extreme Agent ONE includes the following skills:

- **Nudge**—Nudge brings the information you need directly to you. It delivers proactive alerts for high-severity issues so you can respond quickly and provides intelligent nudges that help you discover features and work more efficiently. Instead of monitoring dashboards or digging through menus, let the agent discover critical updates and helpful insights exactly when you need them.
- **Talk to Data**—Talk to Data puts a conversational interface between you and your onboarded networking devices, giving you the power to query live device data and explore historical performance trends effortlessly. No more digging through dashboards or writing complex queries — just ask a question in plain language and get the insights you need to make informed decisions.
- **Talk to Knowledge**—Talk to Knowledge is an AI-powered agent that gives you answers by searching Extreme Networks customer documentation, GTAC articles, and resolved support tickets. Instead of manually digging through manuals or sifting through past cases, simply ask a question in plain language to access the information that you need.
- **Talk to Support**—Talk to Support provides 24/7 AI-driven support capability designed to accelerate issue resolution and improve support efficiency. It automates evidence collection and streamlines case creation, reducing manual effort while improving data quality for faster troubleshooting. Built with human-in-the-loop controls,

role-based access, and flexible trigger mechanisms, it delivers greater visibility, governance, and confidence across the support lifecycle.

Dashboard

Select the **Dashboard** tab to open a page where you can view widgets, charts, and scorecards with performance data for Extreme Agent ONE. This page contains two subtabs:

- **KPIs**—Select this tab to view scorecards, charts, and widgets that illustrate AI adoption in your workplace. You can use these elements to determine which Extreme Agent ONE skills are being used the most, the success rate, the number of information and critical nudges, and the number of support cases created.
- **Audit Logs**—Select this tab to view audit logs that record change requests from an Extreme Agent ONE chat. Only chats that resulted in a change request are logged.

View Audit Logs

The **Audit Logs** tab contains audit logs for every change request that results from an Extreme Agent ONE Coworker chat. Only chats that result in a change request are logged. Refer to [Table 6](#) for field descriptions for the displayed fields.



Note

Audit logs can be viewed only by users with the Admin or NetSecOps roles with the following access rights:

- Admin users—Have read-only access to audit logs for all users under the tenant.
- NetSecOps users—Have read-only access to audit logs only for their own chats.

Table 6: Audit Log Field Descriptions

Field	Description
Last 24 Hours Last 30 Days Last 90 Days Custom Dates	Select one of these buttons to set the date range from which Extreme Exchange pulls audit log records for display. By default, the Last 24 Hours is selected. You can select Last 30 Days or Last 90 Days buttons to reset the date range to either of those values or you can select Custom Dates and select a customized date range.
Timestamp	The date and time of the change that created the audit log record.
Chat Title	The name of the chat from which the change originated.
User	The user who initiated the change. Note that all changes that arose from an Extreme Agent ONE conversation are logged under the user rather than under Extreme Agent ONE.
Role	The role of the user.
Skills Used	The Extreme Agent ONE Coworker skills that were used in the chat that resulted in the change.

Table 6: Audit Log Field Descriptions (continued)

Field	Description
Message Count	The number of messages in the chat that resulted in the change.
Change Requests Made	The number of change requests made from the chat.

To view specific audit logs, do the following:

1. In Extreme Exchange, select **Dashboard**.
2. Select **Audit Logs**.
3. Select the date range from which you want to pull logs.
 - **Last 24 Hours** (the default setting)
 - **Last 30 Days**
 - **Last 90 Days**
 - **Custom Dates**—Select this option to enter a customized date range.
4. Select the audit log record that you want to view.

Enter Custom Date Range

Use this procedure to enter a customized date range. You may want to do this to view widgets that use data from the range that you specify or to view a listing of audit logs for the dates that you want.

1. In Extreme Exchange, select **Dashboard**.
2. Go to one of the following subtabs.
 - Select **KPIs** if you want the customized range to be applied to dashboard data.
 - Select **Audit Logs** if you want the customized range to be applied to the listing of available audit logs.
3. Select the Custom Dates icon.
4. From the calendar view, select the Start Date.
5. From the calendar view, select the End Date.
6. Select **Done**.

Community

Use the **Community** tab to access resources for developers and consumers who are implementing AI solutions. You can view videos and demos that have been uploaded to Extreme Exchange, read helpful articles, resources, and FAQs about how to use Extreme Exchange and Extreme Agent ONE.

Select a specific video, article, or FAQ to access that content. If you find the information to be helpful, select  (Like) to provide positive feedback for the item. Your feedback will help to determine what to include in the future.

To filter the list of materials that displays, select from the following categories: **GETTING STARTED**, **AGENT ONE**, **SKILLS**, **EXCHANGE**, and **WALKTHROUGH**. You can select more than one category.

To sort the list of returned items, select either **Most Recent** (the default) or **Most Liked**.

Launch Documentation

Use this procedure to go to the latest documentation for Extreme Exchange:

1. From Extreme Exchange, select the **Community** tab.
2. Scroll down to the **Documentation** section.
3. Select the  icon that is adjacent to the documentation page that you want to view.