

CX Cloud End of Availability Notification

Important Update:
CX Cloud End of Availability Scheduled

August 2026



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CX Cloud has been superseded by Cisco IQ™, providing next generation insights and a personalized, proactive, predictive experience. With most customers already transitioned to Cisco IQ, CX Cloud end of availability is underway. Note that this is only a portal change, and there is no impact to our [Support Offers](#). As of August 14, 2026, telemetry updates for the customer instance of CX Cloud will cease, and whilst historic information will remain available, its operational value will quickly decline.

CX Cloud will remain available to Partners for a short time, whilst Partners transition to Cisco IQ, but expect a date for ceasing telemetry updates for Partners soon.

Final decommissioning of the CX Cloud portal will be announced at a later date.

If you have not yet moved to Cisco IQ, we strongly encourage you to do so as soon as possible.

Why the change?

- **Improved user experience:** Cisco IQ is our next generation capability, putting the latest data at your fingertips
- **Deeper, broader insights:** In addition to the most popular CX Cloud features, Cisco IQ brings a wealth of additional capability
- **Expanded product support:** Cisco IQ supports more Cisco products than CX Cloud, with an aggressive expansion roadmap
- **Focus on operationalization:** Cisco IQ provides insights aligned to complete landscape visibility, proactive resilience, and rapid resolution
- **New use cases supported:** For example, Resilient Infrastructure Services (RIS) is available in Cisco IQ, which addresses the operational consequences of Mythos

Click [here](#) to start using Cisco IQ today!

In this transition, customers may continue to use CX Agent and Common Services Platform Collector (CSPC) as telemetry sources for Cisco IQ, but with the recent launch of IQ Link, both CX Agent and CSPC will be receiving their end of support notices soon. Also note, many of the new Cisco IQ capabilities are only available when IQ Link is used as a data source. We recommend that you expedite the adoption of IQ Link as your primary source of telemetry to Cisco IQ in preparation for this change. Professional Services customers should seek guidance from CX delivery representatives before decommissioning existing CSPC collectors.

Customer impact

The Cisco IQ experience is aligned to the support contract that is in place and is entitled on a per-asset basis. Customers should expect an equal or better experience in this transition.

There has been a conscious decision to retire certain seldom-used CX Cloud features, with Cisco IQ being able to meet the same customer use cases through different means and bringing new capabilities that we expect to be of value to many more customers. Overall, this is a deeply positive change for customers.

Resources

- [Frequently Asked Questions \(FAQ\)](#)
- [Migrating CX Cloud Accounts to Cisco IQ](#)
- [Explore key features in CX Cloud](#)
- [Support case for technical questions](#)

Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

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