



Getting Started as a CX Cloud Super Admin

CX Cloud Super Admins

- Can access all capabilities across all assets
- Can manage all CX Cloud users and their access
- Can manage Partner access

Visit [Identity & Access](#) to learn more about user role types in CX Cloud.

Initial Super Admin Tasks

1 Define Intended Business Outcomes

CX Cloud helps with many challenges customers face as an organization. With CX Cloud you can:

- Access use-case-guided expertise and lifecycle resources to deploy, manage, and optimize your Cisco technology while reducing risks
- Improve network uptime with automated, proactive device-level diagnostics that allow for quicker remediation
- Lower operational risk with deeper intelligence and insights into your network and security posture
- Plan for software upgrades and deploy new versions faster with streamlined risk analysis
- Enhance individual technology skills, Cisco product knowledge, and overall organizational core competencies

2 Identify Key Users

Identify and add key users such as network engineers, security engineers, operations managers, and network architects to CX Cloud. Learn more about the CX Cloud user roles in the **Identity & Access** → **Roles** tab within the **Identity & Access** section in the **Settings** menu.

Role	Summary
Super Admin	Can access all capabilities across all assets. Can manage all CX Cloud users and their access.
Admin	Can install/configure CX Collector and set scan/collection schedules, in addition to all capabilities of a Standard User.
Standard User	Can access Lifecycle features and insights, problem resolution, advisories, and other information related to assets.
Read-Only User	Can access limited Lifecycle features and view certain information about assets.

3 Grant Partner Access

Granting partners access to your CX Cloud data allows partners to recommend services and customized offers, and helps you manage your entire portfolio by assessing current risks, identifying and resolving advisory issues, and moving from a reactive posture to one that is predictive and proactive.

4 Enable Telemetry Collection

Enable telemetry to monitor the health of systems and devices and proactively respond to any advisories or insights that may occur.

Note: Different Success Tracks architectures require different telemetry configurations. The following table lists Success Tracks and corresponding telemetry configuration.

Architecture	Controller	CX Cloud Telemetry Connection	Telemetry Flow
Campus	DNAC (on-prem)	CX Cloud Agent (on-prem)	DNAC → Agent → CX Cloud
Cloud Network	APIC (on-prem)	Intersight (Cloud)	Configure Intersight Device Connector → APIC → Intersight → CX Cloud or Nexus Dashboard → Intersight → CX Cloud
DCC	NA	Intersight (Cloud)	Configure Intersight Device Connector → FI (UCS Manager) → Intersight → CX Cloud FI (Intersight Mode) → Intersight → CX Cloud
Meraki	NA	Meraki Cloud	Meraki → CX Cloud

5 Engage with CX Cloud Adoption Resources

Cisco offers CX Cloud adoption resources to help you and your team learn how to use CX Cloud to meet your organization's business objectives. Complete [this form](#) for white glove training support or review the [CX Cloud Training Calendar](#) to register for upcoming sessions. For CX Cloud technical questions or telemetry connection support, please [open a support case](#).