

# Cisco IQ Frequently Asked Questions

## Introduction

Cisco IQ™ provides customers with enhancements and features designed to improve asset visibility, deliver smarter insights across their environments, and streamline case management. In addition, AI features such as the Cisco IQ Assistant optimize operational outcomes and the Cisco IQ user experience by providing contextual understanding that empowers users to make proactive, informed decisions and streamlines processes for customer engagement and success.

This document provides common customer questions about CX portfolio simplification, support tiers, and Cisco IQ.

## Cisco IQ

Cisco IQ is a new suite of applications that deliver the outcomes defined in the Support and Professional Services offers through a digital experience for our customers, partners, and internal teams. Cisco IQ brings AI-powered services and insights to all parties in a new interactive and industry-forward setting. It provides new apps, and insights to customers where they need them, such as SaaS (available now), On-Premises (On-Prem) or APIs (coming soon).

Embedded in Cisco support and services offers, Cisco IQ is a single, unified, AI-powered interface that revolutionizes the entire customer journey — from planning and design to implementation, onboarding, ongoing optimization, and transformation. It brings the ultimate digital experience designed to accelerate the customers' time to value, boost resiliency, and deliver unparalleled simplicity.

## General

### Q. What is Cisco IQ?

**A.** Cisco IQ is the customer-facing, AI-powered experience that connects the entire customer journey with Cisco Services. It brings together real-time insights, assessments, troubleshooting, learning, automation, and agent-driven guidance from Cisco Support and, in the future, Professional Services, helping customers plan, deploy, manage, secure, and optimize their environments. Cisco IQ adapts to each customer's environment to deliver personalized, contextual recommendations across the lifecycle.

Cisco IQ is available in SaaS and will eventually deliver information to customers in several ways, such as through APIs, email, connections to ITSM, Webex and others. Also, the installation modality of Cisco IQ VM will be flexible. Customers can select from SaaS or in the future, On-Prem (tethered or air-gapped) deployment modes. There is no additional charge for Cisco IQ; it is available through Cisco Support now

and later, Cisco Professional Services offerings.

**Q. How does Cisco IQ benefit customers?**

**A.** Cisco IQ enables customers to:

- **Understand and plan their Cisco IT landscape:** Access dynamic AI-driven insights to clearly view their infrastructure, prioritize upgrades, plan renewals, and benchmark against peers, reducing complexity and enabling agile action.
- **Prevent outages and disruptions:** AI-powered assessments identify misconfigurations and vulnerabilities and provide prioritized, actionable recommendations to address issues before they escalate, minimizing effort and downtime.
- **Resolve incidents faster:** AI-driven troubleshooting and conversational guidance help teams quickly identify root causes and solutions, streamlining case management and freeing up time for higher priorities.
- **Stay on top of transformation:** Access expert reports, insights, and dashboards — all unified and AI-enhanced for easy query, analysis, and information synthesis.

**Q. When is Cisco IQ going to be generally available to customers?**

**A.** The Cisco IQ SaaS is now available, with On-Prem modalities coming soon.

**Q. Which customers will have access to Cisco IQ?**

**A.** Cisco IQ is the AI-powered digital experience for all CX customers with a valid Cisco Support Contract. In the future, Professional Services customers - with or without an underlying Cisco Support Contract - will get access to Cisco IQ as well. Based on the user's entitlement for Support levels (Basic, Standard, Signature), they have access to specific apps and app features.

**Q. What architectures does Cisco IQ support?**

**A.** Refer to this page for the [list of architectures supported by Cisco IQ](#).

**Q. Will Cisco IQ replace architecture-specific dashboards (e.g., Nexus® switch dashboards or M7 server management dashboards)?**

**A.** Cisco IQ will not replace architecture specific product dashboards. The vision is to show the same CX insights to customers where they are, whether in the product dashboards, in their own apps, or in the Cisco IQ experience.

**Q. What are the key Cisco IQ applications?**

**A.** Key applications include:

- **Assets:** Dynamic asset inventory with AI insights for risk trends.
- **Assessments:** Intelligent security advisories, device hardening, configuration best practices.
- **Troubleshooting:** Simplified case opening, summarization, intelligent case management.
- **AI Assistant:** Conversational interface for queries, analysis, and information synthesis.

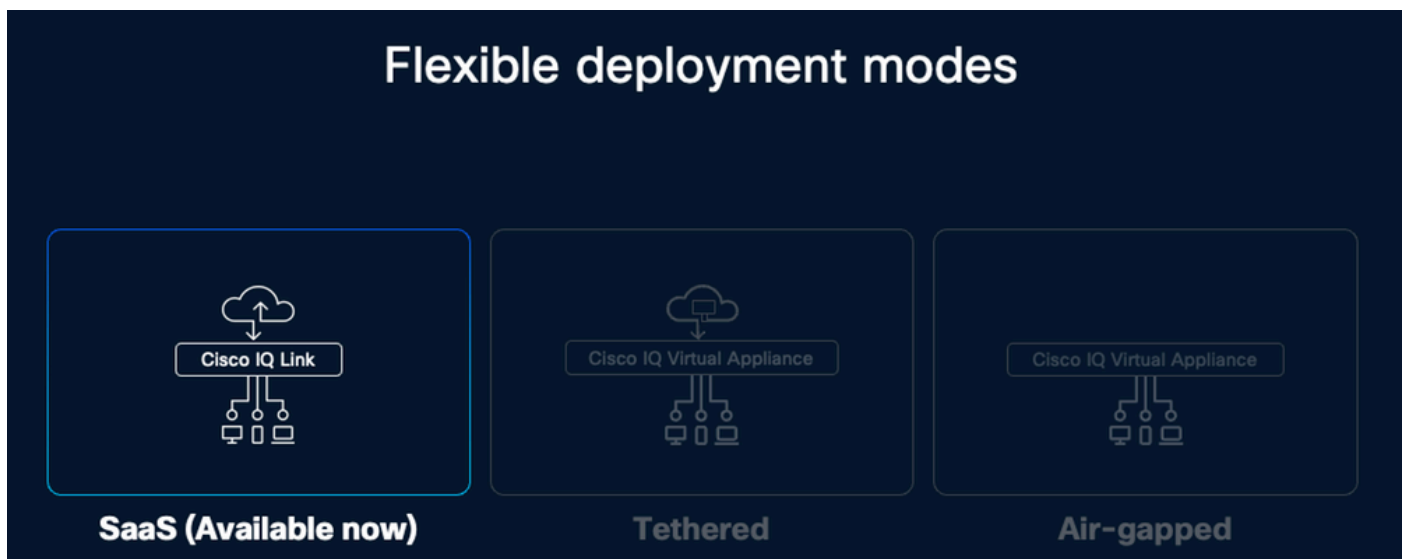
**Q. What are the Cisco IQ deployment options?**

**A.** Cisco IQ offers three flexible deployment modes to align with the customer’s operational, security, data sovereignty, and connectivity requirements:

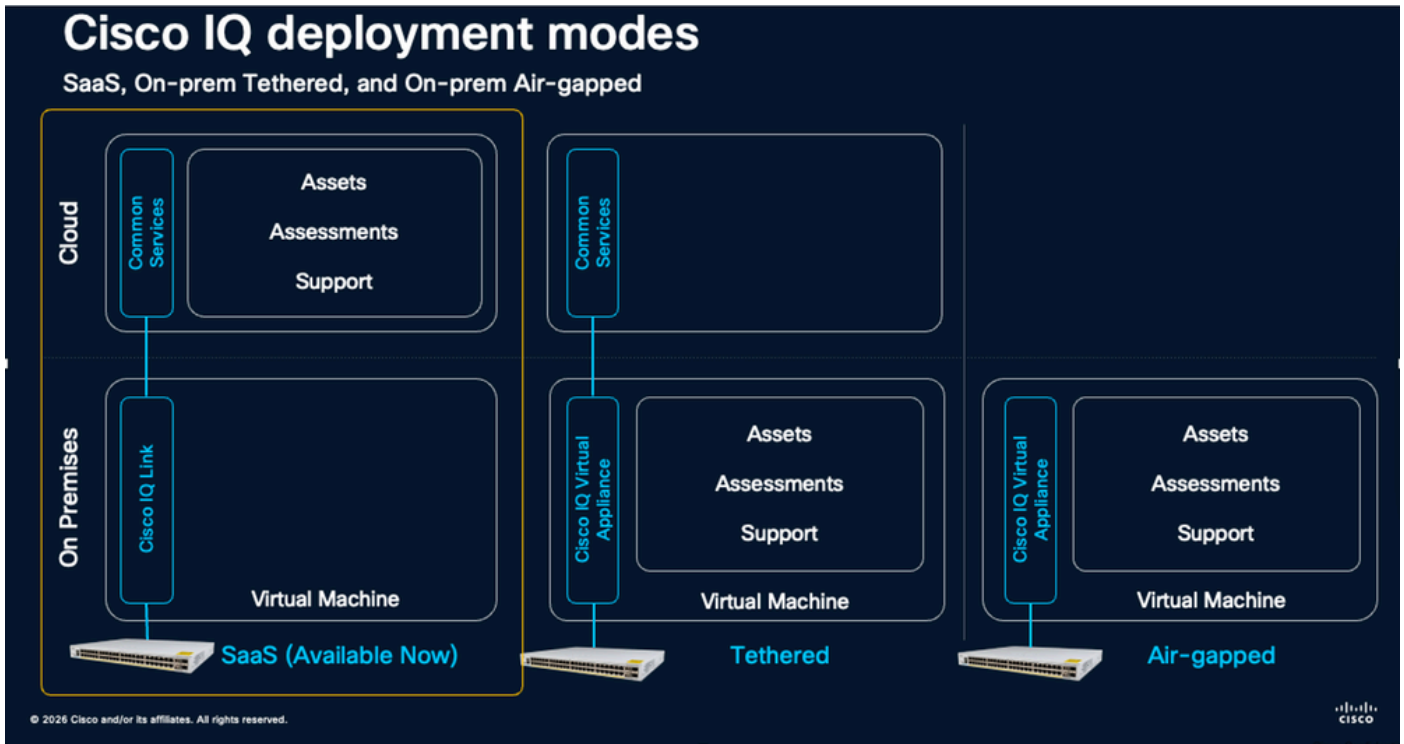
- **SaaS:** For customers prioritizing ease of use, rapid deployment, reduced CapEx, and those with a cloud-first strategy who are comfortable with secure data transfer to the cloud. This deployment will require a lightweight On-Prem connector that will act as a secure bridge for services hosted in the cloud.
- **On-Prem Tethered:** For organizations with strict data residency requirements. Hosted On-Prem with a tethered connection to SaaS for updates, it combines the security and control of On-Prem data storage with the convenience of automated updates and new feature delivery from the cloud.
- **On-Prem Air-Gapped:** For customers in highly regulated sectors or industries with the most stringent compliance, data sovereignty, and security mandates. Hosted On-Prem and air-gapped, it has no external connectivity and requires manual intervention for all updates.

**Q. Is Cisco IQ a cloud-only application, and does it require onsite agents?**

**A.** Cisco IQ will offer flexible deployment modes designed to accommodate diverse infrastructure needs. We just launched Cisco IQ SaaS. For the AI-powered insights, we recommend the Cisco IQ Link installation On-Prem to get device connectivity for the most optimal SaaS Insights and recommendations. Cisco IQ Virtual Appliance will also be available in the future in Tethered and Air-Gapped modes.



*Cisco IQ Flexible Deployment Modes*



Cisco IQ Deployment Modes

**Q. What is Cisco IQ Link?**

**A.** Cisco IQ Link is the data collection software which is deployed on a virtual machine within the customer’s On-Prem network to perform automated device discovery and telemetry collection. It can also connect to the On-Prem Catalyst Center.

**Q. Is the installation of a collector required to use Cisco IQ?**

**A.** A collector is optional. Cisco IQ allows the customer to build an initial inventory using contract data alone. For advanced analytics and deployment data, the customer can choose between installing the Cisco IQ Link or leveraging direct product telemetry. This ensures the customer can tailor the onboarding process to their specific requirements. For the AI-powered insights, we recommend the Cisco IQ Link installation On-Prem to get device connectivity for the most optimal SaaS Insights and recommendations.

**Q. What capabilities are there in Cisco IQ for each offer tier?**

**A.** Refer to the image below for the Cisco IQ capabilities by offer tier:

## Cisco IQ GA release capabilities

\*AI-Powered Feature

### Basic

Know what you have

#### See the unseen

Track every Cisco asset and subcomponent with dynamic high-confidence data.

- Asset inventory
- End of Life report
- Service coverage report
- LDOS Dashboard

Complete landscape clarity

Proactive resilience

#### From unplanned downtime to always on

Stop guessing where your risks hide with dynamic visibility into security advisories and field notices status.

- Security Advisories report
- Field Notices report

Rapid resolution

#### Support, simplified

Open and track cases and resolve issues faster.

- Case Management
- Self-serve Troubleshooting \*

### Standard (incl. Basic)

Prioritize for operational resilience

#### Smart insights, smarter decisions

Pinpoint exactly where to invest for maximum impact, ensuring your budget works as hard as your network does.

- End of Life Insights \*
- Service coverage Insights \*
- LDOS Insights \*
- Asset Criticality Insights \*
- Asset tagging

#### Data-rich, insight-poor? Not anymore

Cisco IQ turns data into insights by correlating asset risks, so that you always know exactly what matters most.

- Security Advisory Insights \*
- Security Hardening Insights \*
- Field Notices Insights \*
- Configuration Insights \*

#### From reactive to remarkable

Track case trends and efficiency metrics to show continuous operational improvement. When you need help, Cisco IQ is your context-aware resolution assistant to guide you from the immediate fix to the root cause.

- Case Insights \*

### Signature (incl. Standard)

Accelerate operational excellence

#### From insights to impact

Actionable recommendations for security hardening and configurations for high-speed, high-confidence execution.

- Configuration Recommendations \*
- Security Hardening Recommendations \*

Forward-Looking Statement: This roadmap is for informational purposes only and is intended to provide insight into potential Cisco IQ services capabilities. Some features and timelines are subject to change and may not be committed by engineering at this time. Actual delivery dates and feature availability may vary based on engineering priorities and commitments. Cisco reserves the right to revise this roadmap at any time without notice.



Cisco Confidential

Cisco IQ Capabilities

## Q. What is the customer onboarding process for Cisco IQ?

A. The onboarding process for Cisco IQ is streamlined and simple. Customers begin by defining their Cisco IQ account and then integrating their service contracts and preferred telemetry data sources. For supporting global data residency requirements, customers can choose from three regional data center options. To ensure a successful start, we provide guided digital onboarding and adoption journeys for a self-service experience. For those requiring additional assistance, expert support is available through Cisco TAC.

## Q. How can customers identify the Cisco IQ welcome email in their inbox?

A. The welcome email's sender is Cisco IQ <[CiscoIQ-team@path.cisco.com](mailto:CiscoIQ-team@path.cisco.com)> and the subject line of the email is "Welcome to Cisco IQ".

## Q. Is there a cost associated with Cisco IQ deployment?

A. Cisco IQ is the digital experience for all CX customers who have a valid Cisco Support contract. There is no additional cost for Cisco IQ usage.

## Q. How will an internal, customer, and/or partner user interact with Cisco IQ?

A. Internal users can access the demo account and CX On Message to learn and get comfortable doing demos to customers and partners. Customers can create accounts and use Cisco IQ at <https://iq.cisco.com>. Partner access to a demo account will be enabled soon.

**Q. Will Cisco IQ offer differentiated feature sets based on support tier?**

A. Yes. Cisco IQ features are entitled based on the support tier of the customer's assets. This means that access to specific apps and capabilities will scale according to the chosen level of support.

**Q. How will Cisco IQ enable better collaboration between Cisco Support and Professional Services?**

A. Cisco IQ will facilitate collaboration through:

- Unified digital interface for both offers
- Shared insights and analytics
- Seamless transition of insights to expert-led action
- Common view of customer environment and history
- Integrated reporting and KPI tracking

**Q. Can customers segment access by contract number or business unit within Cisco IQ?**

A. Yes. Customers can create multiple accounts with different contract numbers based on their business need.

**Q. Is regional data residency (e.g., selectable data centers for sensitive data) planned for collector deployments?**

A. Yes. Cisco IQ supports regional data center selection for both data storage and processing. This allows customers to choose the specific geographic region where their data resides, ensuring alignment with local data residency and sovereignty requirements. Cisco IQ Applications reside in three (3) regions:

- **U.S. Region:** Oregon
- **EMEA Region:** Frankfurt
- **APJC:** Sydney

The LLM infrastructure for the AI Assistant is hosted in Cisco RTP Data Center.

For details, please refer to the [Offer Disclosure](#) and [AI Transparency Tech Note](#).

**Q. Is a mobile application planned for Cisco IQ?**

A. The need for a mobile app will be evaluated in the future.

**Q. Are there any service types that are not supported within Cisco IQ?**

A. Cisco IQ currently supports assets that are hardware and software on contracts. Any SaaS products that are purely subscription-based will be supported in the future.

**Q. Does Cisco IQ support data exports in multiple formats beyond Excel?**

**A.** Yes. Cisco IQ utilizes a Generative AI interface to offer a wide range of export options. In addition to standard Microsoft Excel files, the user can export data to PDFs with graphical formats allowing for a more customized and integrated data experience.

**Q. Can the customer assign a services partner to a "Customer" user role in Cisco IQ?**

**A.** Though Cisco IQ allows customer to onboard any user with a valid Cisco ID (CCO ID), the customer should not add partner users to a "Customer" user role. Currently, Cisco IQ does not support partner-specific roles with the necessary data access controls.

We are actively developing dedicated partner roles, which are scheduled for release in FY27. Once implemented, these roles will provide the customer with the following capabilities:

- **Controlled onboarding:** the customer will be able to approve, and onboard partner users associated with their Cisco Support resale contract into roles specifically designed for partners
- **Flexible access management:** the customer can grant partners access to assets tied specifically to their resale contract or provide access to all assets within their account
- **Enhanced data security:** We are implementing partner-specific data masking to ensure that partners can only view information the customer have explicitly authorized, preventing them from accessing data belonging to other partners

**Q. What telemetry sources feed data into Cisco IQ?**

**A.** Cisco IQ utilizes a multi-layered approach to data ingestion to provide comprehensive network insights. The primary component is the Cisco IQ Link, which is deployed within the customer's On-Prem network to perform automated device discovery and telemetry collection. It can also connect to the Catalyst Center. In addition, customers will be able to connect the following product controllers: Intersight®, Meraki Dashboard, SD WAN Manager, Webex® Control Hub. Existing CX Cloud customers will be able to use CSPC and CX Agent for connection to Cisco IQ. In the future, we will help migrate the old collectors to Cisco IQ Link.

**Q. Can multiple Meraki organizations be configured as data sources using separate API keys?**

**A.** We are actively working on roadmap enhancements to further streamline this integration and improve the multi-organization management experience.

**Q. Will customers need to grant partners access to their entire installed base?**

**A.** In a resale motion, granting access to the entire installed base is not required. In the future, when a customer will provide partner access approval via their Cisco IQ account, partners will be able to only view the specific assets covered under their Cisco Support resale contract. At partner GA (planned for FY27), customers will also have an ability to grant access to their entire IB available in their Cisco IQ account. We do recognize that customers work with multiple partners for their service's needs. Cisco IQ masks partner

specific data so one partner does not see another partner's specific information.

**Q. How does self-serve troubleshooting work in Cisco IQ?**

**A.** Customers can self-troubleshoot issues by pasting their errors. The AI agent will share the root cause analysis and provide the option for customers to open and manage cases using natural language interaction.

**Q. Does Cisco IQ provide "Configuration Best Practices"?**

**A.** Yes. The configuration best practices are based on Cisco's intellectual capital, and Cisco IQ identifies and resolves misconfigurations and vulnerabilities.

**Q. What is "Intelligent Device Criticality Analysis"?**

**A.** This Cisco IQ capability highlights key assets to prioritize based on their role in the network. Device Criticality helps the user to understand the level of impact that an asset has across a customer network, which is relevant in assessments and other items in Cisco IQ. For example, if there's a Cisco device in a location with low level of impact versus the same device in a different location configured differently with a high level of impact, Cisco IQ will help customers prioritize the critical devices first.

**Q. Are prompts or responses stored, logged, or used to train the model?**

**A.** No. The full response body is not stored or logged. Only high-level response headers are shared (e.g., number of LLM tokens used and LLM metadata). No customer-specific data is retained. Additionally, information is not used to train the model. It is used strictly for real-time inferencing.

**Q. What is the relationship between the CX Portfolio Simplification and Cisco IQ?**

**A.** Cisco IQ is the digital interface that enables the evolved value proposition. It provides the AI-powered interface through which customers experience the personalized, proactive, and predictive capabilities promised by the simplified portfolio. Cisco Support and Professional Services (in the future) are the offers for customers in the simplified portfolio to access Cisco IQ and its features entitled at each tier of Support.

**Q. How will Professional Services leverage Cisco IQ?**

**A.** Professional Services will integrate with Cisco IQ in the future to provide:

- Seamless integration of support insights into consultative engagements
- Personalized insights and analytics for proactive architecture evolution
- Dynamic reporting to gauge performance
- AI-enabled change recommendations and implementation
- Automatic pre and post change assessments, testing, and validation
- Customer-facing digital features consistent with PS value proposition (roadmap)

**Q. Will Cisco Professional Services have unique customer-facing features in Cisco IQ?**

A. Yes. Professional Services will include customer-facing digital features in Cisco IQ in the future, consistent with the offer's value proposition, including insights, recommendations, and reporting.

**Q. Does Cisco IQ support multivendor environments?**

A. Cisco IQ is designed to revolutionize the journey for Cisco investments currently. In the future, it will integrate with 3rd party devices as well.

**Q. Will customers migrate directly from Smart Net Total Care® (SNTC) and CX Cloud to Cisco IQ?**

A. Customers will have a simplified migration experience from CX Cloud. However, direct migration from SNTC will not be available. It is therefore imperative that SNTC and CX Cloud customers start using Cisco IQ at <https://iq.cisco.com/>.

**Q. Will customers have visibility to Support and Professional Services deliverables in Cisco IQ?**

A. In the future state of Cisco IQ, customers will be able to view both Support and Professional Services deliverables, depending on their entitlement.

**Q. Will Cisco IQ replace human experts?**

A. No. Cisco IQ empowers teams to transition from reactive maintenance to proactive operational excellence alongside experts.

**Q. How does Cisco IQ compare to Cisco AI Canvas?**

A. Cisco AI Canvas is a collaborative, AI-powered workspace that enables IT teams to troubleshoot and manage complex network and security issues by dynamically generating dashboards in real-time from various sources like networking, security, and observability tools. It acts as a generative UI, allowing teams to analyze data together, identify problems using natural language prompts, and automate actions.

While Cisco IQ also uses a generative interface, it is focused on enabling predictive and proactive IT, helping organizations stay ahead of potential issues such as outages, security lapses, and performance degradations before they occur. Additionally, Cisco IQ provides personalized learnings and serves as a unified digital interface for Cisco Support and, in the future, Professional Services. Cisco IQ is not available as a standalone digital experience but will be accessible only to customers with a Cisco Support or Professional Services contract.

**Q. Can customers see real-time support case metrics in Cisco IQ?**

A. Yes, customers can see this in the Support app.

**Q. Will RADKit be integrated into Cisco IQ On-Prem software, creating a single interface for CX into the customers network?**

A. Cisco IQ Link integrates RADKit functionality and other advanced capabilities for troubleshooting.

**Q. Are there any early trials for air-gapped networks?**

A. We will have an early field trial for air-gapped version in FY27.

**Q. How does Cisco IQ handle asset management?**

A. Cisco IQ provides personalized, up-to-date asset views filtered by "signals" from device interactions. It provides intelligent device criticality analysis, AI assistant for summarizing exposure, and generating smart reports. Cisco IQ will start showing a lot of asset management capabilities digitally to customers in FY27. Some of these include asset and contract reconciliation, Move Add Change Delete (MACD) operations, Location based insights etc.

**Q. Does Cisco IQ require a GPU for On-Prem deployments?**

A. No. For Cisco IQ SaaS experience, the On-Prem Cisco IQ Link does not require a GPU; AI processing is handled in the cloud.

**Q. What are Evaluated Assets?**

A. Evaluated Assets are devices that have been assessed using Cisco IQ's Assessment capabilities.

**Q. Is "Security Hardening" available in Cisco IQ?**

A. Security hardening is available in the Cisco IQ SaaS experience.

**Q. How are Security Advisories updated in an air-gapped environment?**

A. When Cisco IQ Virtual appliance is available in the air-gapped in FY27, customers will have to manually download an update "patch" from a SaaS portal and install it on the air-gapped virtual machine.

**Q. Does Cisco IQ help manage vulnerability detection and resolution?**

A. Yes. Cisco IQ has visibility of all assets that a Cisco customer has (controller managed or not managed by controllers, like On-Prem networking switching or firewalls, including old products and Last Date of Support (LDOS) ones). From that perspective, Cisco IQ brings security assessment across all this install base, which includes vulnerability detection and hardening recommendations from there. A very popular assessment from Cisco IQ is the correlation between LDOS and critical security vulnerability for a Cisco device.

**Q. Is Cisco U. (Learning) available in Cisco IQ?**

A. Learning is not currently available in Cisco IQ. It is part of our future roadmap in FY27.

**Q. How will AI Assistant Inference and Data Handling work in Cisco IQ?**

A. **Centralization:** AI Assistant inference is currently centralized in the Cisco RTP data center and accessed by all regions.

**Stateless Processing:** The LLM layer functions as a stateless service. No customer data is stored at rest.

**Security:** Requests are transient and securely routed. No PII (Personally Identifiable Information) is transferred to the LLM infrastructure.

Please refer to the [Offer Disclosure](#) and [AI Transparency Tech Note](#) for more details.

## **Platform Integration and APIs**

**Q. Does Cisco IQ integrate with platforms such as Catalyst Center and Intersight?**

A. Yes. Customer administrators can deploy Cisco IQ Link to connect to the On-Prem Catalyst Center. Customers can also connect Cisco IQ with Intersight.

**Q. Will Cisco IQ support APIs?**

A. Yes. API functionality is on our current roadmap and is expected to be available in FY27.

**Q. Can Cisco IQ export data to third-party tools (e.g., risk management or external asset management platforms)?**

A. Cisco IQ will provide flexible methods for exporting the customer's data:

- **Manual Export:** Inventory report data can be exported into CSV or Excel formats for immediate use.
- **Programmatic Export:** A robust set of APIs is currently under development to allow for automated data extraction.

These API capabilities are scheduled for release in FY27.

**Q. Will Cisco IQ support 3rd party devices?**

A. Support for 3rd party devices is currently planned for FY27.

**Q. Will Cisco IQ connect directly with Catalyst Center, Meraki Dashboard, Nexus Dashboard and other controllers?**

**A.** Cisco IQ will support connectivity to Catalyst Center, Intersight, Meraki Dashboard, SD WAN Manager, Webex Control Hub.

**Q. Are there any plans to create a Cisco IQ onboarding team?**

**A.** We have created many digital resources for customers, partners, and internal teams to support enablement, training, and onboarding. There will be no separate dedicated team for onboarding. All CX teams will be supporting customers get to Cisco IQ. For any technical issues, TAC will be available to support.

## **Data Collection and Privacy**

**Q. What prevents PII or sensitive data from being sent to the LLM during inference?**

**A.** The system is designed so that no PII data is included in the LLM request for any region. The inference process is stateless and processed in memory only; once the response is returned, the data is discarded. Please refer to the [Offer Disclosure](#) and [AI Transparency Tech Note](#).

**Q. Are customers required to have a data collection tool?**

**A.** For the SaaS experience, the Cisco IQ Link is not required, but it is highly encouraged to generate detailed personalized insights. Without the collection of data, several features of Cisco IQ will not function fully or at all.

**Q. How will customer data privacy be managed?**

**A.** For more information on how Cisco handles customer data privacy, please refer to the [Offer Disclosure](#) and [AI Transparency Tech Note](#).

**Q. Is the data leaving the region when the AI Assistant is used?**

**A.** See the following data regions:

- **U.S. Region:** No. Data remains within the region.
- **EMEA/APJC Regions:** Yes. A subset of data (specifically CLI data required for the LLMs to function) is sent to the U.S. Region for inferencing.

## **Cisco IQ and CX Cloud**

**Q. Will CX Cloud continue to be available?**

A. CX Cloud will continue to be available, however, an EOL date for CX Cloud has not yet been established.

Cisco IQ is the primary interface for Cisco Support. We encourage our customers to move to Cisco IQ so they can take advantage of the latest and greatest capabilities, features, and applications.

**Q. Will customers still be able to use CSPC collector?**

A. Existing Cisco Support customers who are already in CX Cloud can use CSPC collector in Cisco IQ. However, any new customers will need to install and configure Cisco IQ Link for device connectivity On-Prem.

**Q. Will existing CX Cloud customers be migrated to Cisco IQ?**

A. CX Cloud customers will see a banner in CX Cloud experience to do a seamless migration to Cisco IQ. Cisco IQ will check all users who comes to <https://iq.cisco.com> to see if they are already a CX Cloud super user admin and guide them through the migration.

**Q. How does Cisco IQ compare to CX Cloud, and what changes should existing CX Cloud customers expect?**

A. Cisco IQ is the AI-powered digital experience for both Cisco Support and, in the future, Professional Services. CX Cloud was limited to Cisco Support only. Some of the areas of differentiation include:

- **AI Integration and Automation:** CX Cloud primarily provides asset lists, EOL dates, and advisories, requiring manual analysis and offering limited automation or intelligence; Cisco IQ uses agentic and generative AI throughout its digital experience to deliver automated summaries, conversational interfaces, risk analysis, and actionable guidance.
- **Personalization and Context:** CX Cloud does not use AI for environment-specific recommendations and insights. With Cisco IQ's purpose-built AI foundation, it delivers personalized contextual insights, recommendations, and actions.
- **Proactive and Predictive Capabilities:** Cisco IQ goes beyond CX Cloud in its ability to provide proactive and predictive guidance, helping identify risks and recommend actions before issues occur.
- **Unified User Experience:** While CX Cloud provided lifecycle stage data, it was limited to support services; Cisco IQ is designed as a unified digital experience for both Support and Professional Services across the entire lifecycle.
- **Data Simplification and Visualization:** CX Cloud requires manual effort to interpret and act on available data. Cisco IQ, on the other hand, uses AI to filter out irrelevant data, offering clearer asset summarization and streamlined workflows to reduce cognitive load.
- **Deployment Flexibility:** CX Cloud is available only as a SaaS solution, without On-Prem options. Cisco IQ supports SaaS, On-Prem tethered, and private deployments, addressing diverse security and compliance requirements.

**Q. Can you provide use cases that show the differences between the CX Cloud and Cisco IQ**

**experience?**

**A.** Cisco IQ represents a paradigm shift in how Cisco delivers proactive insights and intelligent automation. It is a completely reimaged, AI-powered digital interface with different approach, capabilities, and user engagement model.

For example, in Assets, CX Cloud shows a list of assets while Cisco IQ provides AI-based summarization and intelligence with 'Signals.' Cisco IQ shows asset criticality insights to help users prioritize assets based on their role and importance in the network and how they are configured.

In FY27, we will also allow asset reconciliation features with their Configuration Management Database (CMDB) tools and Microsoft Excel to ensure we correct all systems of records. Similarly, every app and feature in Cisco IQ is personalized, proactive, and predictive.

## **Cisco IQ and Cisco Cloud Control**

**Q. How does Cisco IQ compare to Cisco Cloud Control?**

**A.** Cisco IQ provides a strategic advisory and services experience for the entire IT team. It delivers proactive intelligence, assessments, support, and in the future, Professional Services across the full lifecycle. Cisco Cloud Control serves as a real-time operations console for all Ops teams. It unifies Cisco's controllers to provide direct management, control, and troubleshooting of the live network.

Cisco AI Canvas will be surfaced to customers through Cisco Cloud Control. Together, they connect day-to-day operations with long-term strategic insight:

- Powered by purposeful integration and data exchange for relevant use cases
- Ensures a consistent customer experience
- Helps customers anticipate issues and achieve business outcomes

**Q. How does Cisco IQ fit into the overall strategic direction of Cisco Cloud Control? Will it be cross-launched like Meraki and Catalyst Center?**

**A.** For relevant use cases, there will be purposeful integration and data exchange between Cisco IQ and Cisco Cloud Control to ensure a consistent customer experience.

**Q. What's the difference between Cisco Cloud Center and Cisco IQ from a customer perspective when they will have both? How will Cisco IQ complement the day-2 operations for customers with Cisco Cloud Control?**

**A.** Cisco IQ is leveraged by a customer's IT org and delivers proactive intelligence, assessments, support, and professional services across the entire lifecycle for controller and non-controller architectures. This intelligence enables customers to proactively mitigate risk within their environment and increase operational

assurance. Cisco Cloud Control provides a real-time operations console that is leveraged by a customer's Operation's team. It unifies Cisco's controllers to provide direct management, control, and troubleshooting of the live network. Together, they connect day-to-day operations (Cisco Cloud Control) with long-term strategic insights (Cisco IQ).

## **Partners**

### **Q. Is there a difference between the capabilities available to partners and those available to customers?**

**A.** When Cisco IQ is available to partners in FY27, there will be no difference in the capabilities available to partners and those available to customers in Cisco IQ. Both partners and customers will receive feature parity within Cisco IQ. However, there are some role-based distinctions depending on the role partner is playing with the customer with respect to Cisco Services.

In Cisco Support resale, partners will typically have a read-only role, but customers can grant partners read/write access for some features. Resale partners will interact with Cisco IQ by being onboarded to their customer's Cisco IQ account, where the customer will grant them access to the relevant customer account. This means resale partners will not have a separate dedicated Cisco IQ partner account. Instead, they will access Cisco IQ through the customer's account with permissions granted by the customer.

In Cisco Partner Support, partners will have their own Cisco IQ account dedicated to the Cisco Partner Support offers and full access to features for assets covered under their contract. Cisco Partner Support partners will use Cisco IQ through a dedicated partner account that they administer. They can access Cisco IQ features via the user interface (UI) and APIs.

### **Q. Will customers need to grant partners access to their entire installed base?**

**A.** In a resale motion, granting access to the entire installed base is not required. In the future, when a customer will provide partner access approval via their Cisco IQ account, partners will be able to only view the specific assets covered under their Cisco Support resale contract. At partner GA (planned for FY27), customers will also have an ability to grant access to their entire IB available in their Cisco IQ account. We do recognize that customers work with multiple partners for their service's needs. Cisco IQ masks partner specific data so one partner does not see another partner's specific information.

### **Q. Will distributors have access to Cisco IQ?**

**A.** Yes, customers will be able to authorize distributors access to their Cisco IQ Account in General Availability release in FY27.

### **Q. How will the partner know if their Cisco Support customer is onboarded to Cisco IQ?**

**A.** At the GA launch for partners (planned for FY27), partners will get visibility into all their resale customers, onboarding status of respective Cisco IQ accounts, customer admin info, partner access status via

dashboard in Cisco IQ.

**Q. How will the partner know if their Cisco Support customer has approved or denied their access?**

**A.** When a customer grants, denies, or revokes access to their account, an automated email will be sent to the partner users. We also plan to launch an enhanced view for partners within Cisco IQ at GA where partners can see access status across all their customers.

**Q. Can the partners give customers access to their Partner Cisco IQ account?**

**A.** Yes, partners will be able to give their customers access to their partner Cisco IQ account. This feature is planned for post-GA in FY27.