CX Cloud Release Notes April 2025

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Overview

The Customer Experience (CX) Cloud is a SaaS offering that enables Customer success throughout their journey to onboard, optimize, and adopt new technologies across all architectures. Customers with Cisco Success Tracks subscriptions get access to the following features:

- **Contextual Learning**: Window to Collaborative Intelligence Platform with the latest resources for network engineers and architects via Ask the Expert (ATX) webinars, Success Tips, Accelerator's engagements, and training
- **Trusted Support**: Help solve immediate technical problems and get proactive and prescriptive service options at the software and solution level
- **Insights & Analytics**: Digital Intelligence tools that deliver proactive and predictive insights and helps customers recognize potential problems, optimize operations, and accelerate technology adoption/transitions
- **Expert Resources**: One-stop experience for all available architectures and Cisco products with access to strategic expert advice on detailed design and validation as well as industry-specific solutions

This document provides information about new features, resolved defects, and known issues in CX Cloud. Use this link to access CX Cloud and log in with CCO credentials.

What's New

The Release Notes in this section detail features that will be enabled as part of the April 2025 release.

New Success Tracks

The Service Provider Networking, Cloud and Network Security, and Zero Trust Success Tracks are now available in CX Cloud and include the following CX Cloud features:

- Assets and Licenses details
- Security Advisories
- Field Notices
- Case Management

✎ **Note**: Access to Security Advisories and Field Notices requires CX Cloud Agent.

New CSPC Data Source

Customers can now add an existing Common Services Platform Collector (CSPC) as a Data Source on the **Admin Center** > **Data Sources** > **Add Data Source** page. A CSPC Appliance ID and Serial Number are required and can be obtained by following the instructions on the **Add CSPC to CX Cloud** page. The CSPC can be viewed by enabling the **Managed By** column in the **Assets & Coverage** tile (**More Options** icon > **Hide/Show Columns**), allowing easy identification of the specific CSPC Data Source associated with each asset and enabling the efficient organization of multiple CSPCs.

CSPC Data Sources can be removed from CX Cloud by creating a case to clean up the data, which also deletes associated asset telemetry data.

Advisories Available for All Assets

Security and Field Notices advisories are now available for all assets. There are no changes to Priority Bugs advisories.

CX Cloud Account Self-Activation

Cisco support customers can now create their own CX Cloud account by navigating to https://cx.cisco.com/activate/ and completing the onboarding process. The process of submitting a claim email has been discontinued.

Deleting Telemetry Data

Removing a data source from CX Cloud now also deletes associated telemetry data. Deletion may take up to 48 hours.