CX Cloud Release Notes August 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 August 2025 release.

CX Cloud APIs Availability

CX Cloud APIs are now available for customer use. Customers using Smart Net Total Care (SNTC) portal Services APIs can now use CX Cloud APIs following their migration from the SNTC portal to CX Cloud. With this transition, the following API endpoints have been deprecated and are no longer accessible:

> **Note**: CX Cloud APIs are a direct replacement for Services APIs, upgrading from version 1 to version 2.

- POST /collections/import-inventory
- POST /collections/import-inventory-file
- GET /collections/import-inventory-status

- GET /customer-info/inventory-groups
- GET /inventory/software

For more information about CX Cloud APIs, refer to the [*CX Cloud API Documentation*](#).

Defects

Resolved Defects

There are no resolved defects to report as part of this release.

Known Defects

There are no known defects to report as part of this release.