

CX Cloud Release Notes November 2025

Contents

[Overview](#)

[What's New](#)

[CX Cloud Enhancement](#)

[Meraki Use Case Retired](#)

[Rebranding "Success Tracks" to "Cisco Support"](#)

[Simplified Filtering](#)

[Defects](#)

[Resolved Defects](#)

[Known Defects](#)

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 November 2025 release.

CX Cloud Enhancement

The following updates are now in CX Cloud:

Meraki Use Case Retired

The Meraki use case "Network Visibility and Assurance" in **Adoption Lifecycle** has been retired.

Rebranding "Success Tracks" to "Cisco Support"

“Success Tracks” has been rebranded to “Cisco Support” with all references to Success Tracks updated across the platform.

Simplified Filtering

The **Support Type** filter has been removed from the **Assets & Coverage > Coverage** tab, simplifying user experience.

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.