CX Cloud Release Notes January 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 acess 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 January 2025 release.

Adding Users without a Cisco ID

CX Cloud Administrators can now add new users and user groups with any email address, eliminating the need for a Cisco ID. The Cisco ID continues to display for users if it is provided; otherwise, the user's email displays.