

Cisco IQ is an AI-powered interface that consolidates Cisco's Support and Professional Services into a single platform. Designed to move IT management from a reactive break-fix model to a predictive and proactive one, it uses generative AI to provide real-time asset visibility, vulnerability detection, and personalized recommendations.

Benefits: (Current & Future)

Complete Landscape Clarity: Provides a real-time, benchmarked view of every Cisco asset, configuration, and risk in your environment. This helps you understand your posture compared to peers in your industry and size.

Proactive Resilience: Surfaces and prioritizes critical risks before they impact your business, enabling a proactive infrastructure resilience model with a ranked action list that your team can execute efficiently.

Rapid Resolution: Streamlines troubleshooting by providing full environment context when a support case opens, reducing resolution from hours to minutes.

AI-Powered Insights and Automation: Uses agentic AI to deliver predictive asset insights, adaptive infrastructure assessments, security advisories, configuration recommendations, and automated troubleshooting assistance.

Support Tier Features: Cisco IQ features vary by support tier (Basic, Standard, Signature), with capabilities including asset inventory, end-of-life reports, security advisories, case management, and AI-driven self-serve troubleshooting.

Personalized and Predictive Support: Cisco IQ continuously learns from your operational context to provide personalized, smarter insights over time, helping prevent outages and optimize performance.

Integration and Flexibility: Designed with API-first architecture and multiple deployment options (SaaS and on-premises), Cisco IQ integrates into existing toolchains and supports various operational realities.

No additional cost for Cisco IQ usage for all CX customers who have a valid Cisco Support contract.

[Cisco IQ Link](#) securely collects and transmits asset telemetry from your on-premises network to Cisco IQ, enabling AI-powered predictive insights that help you improve network visibility and anticipate issues.

Deployment Modes:

SaaS: For ease of use, rapid deployment, reduced CapEx, and those with a cloud-first strategy and comfortable with secure data transfer to the cloud.

On-Prem Tethered: For those with strict data residency requirements. Hosted on-premises with a tethered connection to SaaS for updates.

On-Prem Air-gapped: For highly regulated sectors or industries with the most stringent compliance, data sovereignty, and security mandates.

Features:

AI-driven assessments: Continuous checks for security advisories, compliance, and custom settings.

Lifecycle management: Real-time visibility into your asset inventory and last-day-of-support tracking.

Complete Landscape Clarity: Delivers a real-time view of your entire IT asset inventory, including configuration risks and software end-of-support tracking.

Proactive Resilience: Surfaces security vulnerabilities and configuration errors, providing actionable remediation steps before they impact your business.

Rapid Troubleshooting: Automatically pulls your specific network environment context the moment a support case opens, accelerating resolution timelines.

Personalized AI: Employs purpose-built agentic AI to adapt to your unique operational environment, offering custom checks and peer-benchmarking.

Deployment Flexibility: Available via SaaS, on-premise, or through secure APIs to integrate seamlessly into your existing workflows.

FAQs:

Q: How does Cisco IQ benefit customers?

A: Cisco IQ enables customers to:

- **Understand their Cisco IT landscape:** View infrastructure, prioritize upgrades, etc.
- **Prevent outages:** Identify misconfigurations and provide recommendations.
- **Resolve incidents:** AI-driven troubleshooting and conversational guidance help.
- **Stay on top of transformation:** Access expert reports, insights, and dashboards etc.

Q: Which customers will have access to Cisco IQ?

A: All CX customers with a valid Cisco Support Contract.

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.

Resources:

[IQ Link Guide](#)

[Getting Started Guide](#)

[FAQ's](#)

[Video Portal](#) 

[Platform Log-in](#)

[Supported Products](#)

[IQ Documentation](#)

[IQ Powered Services](#)

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