

## Microsoft Customer Digital Experience (CDX)

## aka.ms/cdx

Create demo tenants, download step-by-step demo scripts for Microsoft Modern Work, Security and Business Applications products and conduct immersive sessions with customers.

### **Customer Digital Experiences**

#### Interactive digital experiences using fully functional Microsoft 365 environments



Why

Discover why Microsoft is the right choice for your business



What

Understand what needs to be done to achieve your business goals



#### How

Learn how to implement, manage, integrate and support Microsoft Cloud products

### **CDX Terms Of Use Agreement**

Microsoft
Tools CDX Experiences My Environments Dashboard Admin What's new Help Service health
CDX - Terms Of Use Resources and experiences, such as demo tenants and customer immersion experiences, available on the CDX site are for Microsoft employees, MVP (Microsoft Valuable Professional), and Microsoft Partner employees to deliver Microsoft product demonstrations, or individual self-learning activities.
It is not compliant with our terms of use to obtain any resource or experience through CDX that are leveraged for other uses such as software engineering, implementation of customer proof-of- concepts, training courses, 3rd party product sales, or product trials. However, adding, integrating, or configuring 3rd party apps into demo tenants is allowed.
Resources and experiences that are created through CDX and not used for Microsoft product demonstrations or self-learning will not be supported. This includes applying and managing publicly available Microsoft trial licenses.
It is against Microsoft consumer and commercial agreements to leverage CDX resources and experiences for personal or commercial use by Microsoft employees, Microsoft Partners, MVPs, and customers.
Support is provided for tenant usage that follows a published demo guide only. Tenant credentials should not be shared with customers, unless within an official and approved customer immersion experience or lab available from CDX. Resources and experiences obtained from the CDX site remain the property of Microsoft Corporation and we reserve the right to obtain access and repossess at any time.
Adding payment instruments such as credit cards to demo tenants or customer immersion experiences is not permitted. If additional licenses are required, please reach out to the support team to obtain product demo or trial licenses with appropriate business justification. Where payment instruments are added, the tenant will be flagged by the Fraud and Risk team at Microsoft and a case will be opened for follow up.
The CDX site must be accessed using legitimate/real user accounts by Microsoft employees, MVPs, or Microsoft Partner employees. The use of non-user accounts such as fake users, service accounts, or other system accounts on CDX is prohibited.
Microsoft Partners and MVPs failing to adhere to the Terms of Use may be offboarded from the CDX site and other Microsoft Partner programs. Failure of a Microsoft employee adhering to the Terms of Use may result in the Microsoft employee unable to access resources from the CDX site.
By proceeding, you agree to the Microsoft Platform policies
Accept and Continue

## **CDX How-to**

This deck is to provide guidance to users on how to use Microsoft Customer Digital Experience (CDX) platform. In this deck, you will find:

- How to get access
- Terms of Use
- Experience Types: Demo, Interactive Guide, CIE
- Demo tenant Types
- FAQ & Support



## Who has access to CDX?

Microsoft employees, vendor with MSFT domain, Partners and MVP all have access to CDX.

### Access for Partners and MVPs

Access is granted to all valid Microsoft partners and MVP.

Partners must use the work account associated to Microsoft Partner Center for authentication

Partners are required to have enrolled in the Microsoft Partner Center to access the site

Azure Active Directory only, MSA/Live ID is not valid

MVP users must be current and approved by MVP team

Microsoft Partner Center Help https://partner.microsoft.com/enus/support/partner-center-help





## How to access CDX?

Microsoft employees, vendor with MSFT domain, Partners and MVP all have access to CDX.

## How Partners Access CDX

#### Accessing CDX from Transform

- Open a browser: transform.microsoft.com.
  - You may have to use in-private if you use a different account for MPN than your primary account.
- Sign in using your partner account
- If prompted to set up a profile, choose Partner for both Segment & Role
- Upon completing your profile, you will be taken to the CDX home page

#### Accessing CDX directly

Visit <u>cdx.transform.microsoft.com</u>



### Login page <u>https://transform.microsoft.com</u>



### Profile page <u>https://transform.microsoft.com</u>



# What are CDX Experiences?

CDX offers Customer Immersion Experience, Demos and Interactive Guides

#### **Customer Types** ITDMs **Experiences for all** BDMs **Interactive Guide Customer Immersion** Demo CDX offers a series of Experience profiles **Experience** (CIE) A deep one-to-many or one-to-few A step-by-step, hands-on technical experiences for all A 1-3 hour on-site or virtual experience with presentation with little to no audience experience for our users and focus on highly active participation, participation led by product owners or SMES specific scenarios and enablement of audiences and sales led by a professional facilitator features and functionality stages. **Experiences in CDX are** Practitioners, ITDMs, IT pros, security pros, Audience • Enterprise executives, BDMs, ITDMs that people involved in tech planning or the primary methods by meet minimum qualifications. everyday use. . 4-20 people which a user can . Unlimited in number demonstrate or learn more about Microsoft Can varv • Can vary, shorter tools and products. Time frame • 1-3 hours or longer curricula Often featured at · Onsite or virtual, Location • Onsite or virtual webinar conferences/events Mostly passive, with some guided Mostly passive, with some guided • ٠ Experience · Interactive, story-telling based, "hands simulation simulation on keyboard" with some guided Led by Microsoft and Led by proctors simulation partner facilitators • Multiple industries Led by Microsoft and • Multiple industries Can feature non-GA . • partner facilitators • Can feature non-GA or private or private preview products/features Multiple industries preview products/features • Used only GA products/features

#### How to access an experience

Recommended expereinces can be found on the home page based on your user profile.

A full list of all available experiences can be found by following this <u>link</u> or by clicking on the 'Experiences' tab in the upper navigation bar within the CDX site.

If you know the name of the experience you would like to use, you can also search by the Experience name on the CDX homepage.



## What is a CDX Demo?

A deep one-to-many or one-to-few presentation with little to no audience participation led by product owners or SMES

#### **Demo Overview**

Coming in a variety of different types, Demos make up most experiences available on CDX. There are three different types of Demos offered in CDX.

HERO Demo Microsoft Endpoint Manager (includes Intune)	Demo Dynamics 365 Sales Insights	Demo Dynamics 365 - Proactive Customer Service
© 30 mins	⊙ 30 mins 🕞 Demo type	© 45 mins ⊉ Demo type
Business Decision Maker, IT Pro Assets Only      Last updated 07/06/2020 03:26 PM	Rusiness Decision Maker, CEO, C Shared Tenant     Last updated 06/30/2020 06:17 PM	A Business Decision Maker, IT Dec Tenant Only Last updated 05/20/2020 08:14 PM

**Assets Only** 

These Demos only offer downloadable guides to follow within a Demo Tenant that is already in your account.

#### **Shared Tenants**

These Demos allow you to open a demo environment that is already preconfigured for the demo and may contain products and features that may not be available within your own demo tenant.

#### **Tenant Only Demos**

Tenant-Only Demos provide an easily accessible pre-configured tenant that can be used to demo the product that the Experience is about.

#### **Assets Only Demos**

Assets Only demos contain downloadable resources that you can use to run or supplement your demonstrations.

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Go to the Experiences page and click on the demo you wish to use.

Once on the demo detail page, you will need to add a customer to the Customer field at the bottom of the page. You can search for an existing customer or click '+ Add new Account' to create a new customer profile.

If this is not for a customer, simply search for and select the 'Test' option.

Click 'Add'.

Once a Customer has been added, the assets will be available for download.

Click on the asset you want to download to initiate the download.

#### **Shared Tenant Demos**

Shared Tenant demos allow you to open a demo environment that is already pre-configured for the demo and may contain products and features that may not be available within your own tenants.

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Go to the Experiences page and click on the demo you wish to use.

Once on the shared tenant demo detail page, you will need to add a customer to the Customer field at the bottom of the page.

You can search for an existing customer or click '+ Add new Account' to create a new customer profile.

If this is not for a customer, simply search for and select the 'Test' option.

Click 'Add'.

The 'Start' button is now activated and the assets (including a downloadable version of the demo guide) are now available to download. Click 'Start' to launch the shared tenant in the browser with a guide window on the right hand side of the screen (far right image).

If you do not wish to use the side-by-side guide, simply download the guide asset and follow the directions within. This will use the same shared tenant without the side-by-side guide.

#### **Tenant-Only Demo**

## Tenant-Only Demos provide an easily accessible pre-configured tenant that can be used to demo the product that the specific experience is about.

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Go to the Experiences page and click on the demo you wish to use.

Once on the Tenant-Only demo detail page, you will need to add a customer to the Customer field at the bottom of the page.

You can search for an existing customer or click '+ Add new Account' to create a new customer profile.

If this is not for a customer, simply search for and select the 'Test' option.

Click 'Add'.

Click on the 'Tenant' Drop-down menu.

If choosing an existing tenant, click 'Start' to open a side-by-side demo window and guide.

If selecting 'New Tenant':

New Tenant' will claim a new tenant for your account.

Select a region for your tenant.

Click 'Start'.

Click 'Start' to launch the shared tenant in the browser with a guide window on the right-hand side of the screen (far right image).

If you do not wish to use the side-by-side guide, simply download the guide asset and follow the directions within. This will use the same shared tenant without the side-by-side guide.

## What is an Interactive Guide?

A step-by-step, hands-on technical experience for our users and focus on specific scenarios and enablement of features and functionality

#### **Interactive Guides Overview**

Interactive Guides provide a step-bystep guided presentation for a specific feature of a product or business scenario.

Interactive Guides bring the pivot from one-on-one conversations to one-tomany, especially in supporting virtual training and events.

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#### **Interactive Guide**

Interactive Guides are available in both online and offline formats and for all audiences: field, partners, and customers.

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Go to the Experiences page and click on the Interactive Guide you wish to use.

Once on the Interactive Guide detail page, you will need to add a customer to the Customer field at the bottom of the page. You can search for an existing customer or click '+ Add new Account' to create a new customer profile.

If this is not for a customer, simply search for and select the 'Test' option. Click 'Add'. The 'Start' button is now activated and the assets/resources are now available to download or click on.

Click 'Start' to launch a full-screen version of the guide in a new window, or click on the 'Online Interactive Guide' link under 'Resources' to open the guide in a new tab.

## What is a Customer Immersion Experience (CIE)?

A 1-3 hour on-site or virtual experience with highly active participation, led by a professional facilitator

#### **Customer Immersion Experiences Overview**

Customer Immersion Experiences (CIEs) are experiences within CDX that allow users to utilize a M365 tenant to facilitate a live interactive demo session.

CIEs use virtual desktops or a quick tenant to allow all participants to log into a live Microsoft 365 environment and interact with each other in real-time using a scenario-based script to demonstrate various Microsoft 365 products.

There are various CIEs to choose from, and each highlight a product or have an industry focus.

CIEs come in two different options

- Instant-On
- **Ouick Tenant**



How do remote workforces meet objectives while also being secure? In this CIE, the facilitator assumes the role of Chief Experience Officer while leading p program. The experience uses Teams as a communication and collaboration headquarters while covering activities like real-time co-authoring, live event si data in Power BL

fill Industry

Commercial

Last updated 07/01/2020 12:56 PM

Power Automate, Power BI

Products

 Duration Recommended Role Account Technology Specialist, 60 minutes Account Delivery Executive Conversation Microsoft 365 Apps, Microsoft Modern Workplace Teams. Office 365 Advanced Threat Protection, Power Apps.

Licensing EMS E5. Office 365 E5

#### **Build your Experience** Please complete the following fields in order to download assets and start your Experience. Customer ① 0 of 20 selected Assets D: test(TPID: 20267267) Add Ø + Add new account () CIE Options () Instant On Instant On Age Quick Tenant 5 $\sim$ Availability () $\checkmark$ 4 hours Build Experience

### CIE

There are various CIEs to choose from, and each highlight a product or have an industry focus. CIEs come in two different options: Instant-On or Quick Tenant

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Go to the Experiences page and click on the CIE you wish to use.

Once on the CIE detail page, you will need to add a customer to the Customer field at the bottom of the page. You can search for an existing customer or click '+ Add new Account' to create a new customer profile.

If this is not for a customer, simply search for and select the 'Test' option.

Click 'Add'.

You must choose a CIE Option, Quick tenant or Instant-On.

Once you complete the required fields Click 'Build Experience'

### **Instant-On CIEs**

Once you have selected the right CIE for your demo, you will then need to configure your CIE.

The required options to start a CIE are as follows:

- Customer- The customer to whom this CIE is being presented.
- CIE Options- Quick tenant or Instant-On.
  - If the Instant-On option is selected, two additional fields are required:
  - Participants- how many users will be participating in the CIE (this will determine the number of available users in the Virtual Machine environment).
  - Availability- This determines how long the Virtual Machine is available.
- Once all the Required Fields have been selected click 'Build Experience'
- After Launching the CIE, you may see a message stating that it may take up to ten minutes before the CIE is available.

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### Instant On CIEs

- Once the CIE has built, you will see a notification in the upper right-hand corner of the screen.
- Click on the notification or click on 'My Environments' and then select 'My Experiences'.
- From the 'My Experiences' page, you will have the option to 'Launch' the CIE.

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### Instant On CIEs

- After Launching the CIE, you are taken to a screen that looks like the CIE experience that was selected when the CIE was first started.
- The downloadable guide is available, and the CIE options are visible.
- Click 'Launch Experience' to be brought to the CIE detail page.

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## Instant On CIEs

From this page you can:

- Find the tenant admin credentials to log into your tenant.
- Copy the customer-facing URL so your customers can access a Persona and join the CIE.
- Access the Personas in your CIE.
  - This can be done by any of the below ways:
    - Clicking 'Launch Persona'.
    - Downloading the RDP file.
    - Viewing the details to access the Persona credentials.

ession information			
Session availability	â, Customer	<b>論</b> Industry	
07/09/20 07:55:56 PM UTC through 07/09/20 11:57:45 PM UT	5 test	Commercial	
enant information			
1 Tenant	Password	🖾 Status	
M365x732691.onmicrosoft.com 🗈 Copy	18Jg^JRK/Jal To Copy	Available	
irtual CIE details			
L Customer direct URL http://cit.transform.microsoft.com/vcle/7b799a68fcf9ab7d	(C) Cooy		
C Quadrant direct URL Integr/cat/tansform.microsoft.com/uce/7b799683cf9be3fa  R Personas  Howing 1 to 5 of 5 persons			
L Customer direct URL http://cit.transform.microsoft.com/vcle/7b799a68fcf9ab7d	Corr	FigeSkillari H Manger	Astor Wilke

### Quick Tenant CIE

- If you opt to use the quick tenant option, a new tenant will be added to your list of active tenants in the 'My Experiences' list.
  - To access your quick tenant simply click on 'My Environments', and your CIE tenant will be available in your list of tenants.
  - Instead of launching multiple virtual machines, this is only a tenant and can be accessed by your users either in a browser or on physical devices on premises (devices are not provided by CDX).

									Create Tenar
Tenant Details									
Showing 6 to 10 of 26 items									
Tenant name	Creation date	Expiry date	Period	Content pack	Tenant status	Renewal status			
	06/14/20	Admin Portal	90 day	M365 Enterprise ASM	Failed	Not available	Delete	↑↓ Transfer	$_{g_{B}^{R}}$ Credentials $\smile$
	06/11/20	Admin Portal	90 day	Dynamics 365 Business Central No CRM 3M	Completed	Not available	🗊 Delete	†↓ Transfer	$_{\mathcal{R}_{B}^{n}}$ Credentials $\smile$
	06/08/20	Admin Portal	90 day	M365 Enterprise	Completed	Not available	Delete	†↓ Transfer	$g_{\rm e}^{\rm R}$ Credentials $\bigtriangledown$
CIEfs675129	06/01/20	Admin Portal	90 day	CIE Financial Services-Insurance	Completed	Not available	Delete	†↓ Transfer	$_{\mathcal{R}_{a}}^{\mathcal{R}}$ Credentials $\checkmark$
	05/31/20	Admin Portal	1 Year	Dynamics 365 Business Central No CRM 13M	Completed	Not available	🗊 Delete	†↓ Transfer	$g^{\rm R}_{\rm A}$ Credentials $\bigtriangledown$

## What Environments are available





What's new	Microsoft Store	Education	Enterprise	Developer	Company
Surface Go 2	Account profile	Microsoft in education	Azure	Microsoft Visual Studio	Careers
Surface Book 3	Download Center	Office for students	AppSource	Windows Dev Center	About Microsoft
Microsoft 365	Microsoft Store support	Office 365 for schools	Automotive	Developer Network	Company news
Surface Pro X	Returns	Deals for students & parents	Government	TechNet	Privacy at Microsoft
Windows 10 apps	Order tracking	Microsoft Azure in education	Healthcare	Microsoft developer program	Investors
	Store locations		Manufacturing	Channel 9	Diversity and inclusion
	Virtual workshops and training		Financial services	Office Dev Center	Accessibility
	Microsoft Store Promise		Retail	Microsoft Garage	Security
English (United States)			Sitemap Contact Microsoft Privacy	8. cookies Terms of use Trademarks Safet	y & eco About our ads © Microsoft 2020

Microsoft	
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bols CDX Experiences My Environments Dashboard What's new Help Service health	Alex Wilber $(8)$ $\vee$
CDX > My Environments >	
Create a Tenant	<b>Current Environment Limits:</b> 90 day Tenants: 0 of 6 1 year Tenants: 0 of 1 Custom Tenants: 0 of 0
1       Select type ①         Quick Tenant       2         Select period ①         90 days       1 year	
Select tenant location  North America  Select your content packs	
Select your base content pack for your tenant. You will be able to request for add-ons after the tenant gets created	
Microsoft 365 Business Demo Content Get started with the complete solution designed for small business. Microsoft 365 is built to empower employees, safeguard your business, and simplify IT management. 90-day environment not eligible for extension	Create Tenant
Microsoft 365 Enterprise Demo Content This demo environment contains the most complete demo content to showcase Microsoft 365 to your customer. We recommend this environment for most demo circumstances. It includes a hydrated content for the full Microsoft 365 Es suite, with the one exception of Microsoft Defender ATP. In addition, you also have the option to include additional demo content, such as Proj	
90-day environment not eligible for extension	
Office + Office CAS Demo Content This demo environment includes all the Office content from the Microsoft 365 Enterprise demo tenant, including the functionality to demo Office CAS. It should be noted that this demo tena	Create Tenant
Enterprise Mobility + Security. 90-day environment not eligible for extension	

 Microsoft					
Tools CDX Experiences My Envi		w Help Service health			Alex Wilber 🔋 🗸
Tenant M365B810831	🖉 Edit				Delete Tenant
Content pack     M365 Business			Admin Details Password: e96cCeqGtQ ID Copy		
Location			Admin name	Email	
North America			admin@M365B810831.onmicrosoft.com	n admin@M365B810831.onmicrosoft.com	🗈 Сору
90 day					
Expiration Date Please check the admin por	rtal for the expiration date				
Completed					
C Content add-ons					
Additional Content No additional content availe	able to be added				
ন্তি Notes					
Add	Clear				
What's new	Microsoft Store	Education		veloper Company	/
 Surface Go 2	Account profile	Microsoft in education	Azure Micro	osoft Visual Studio Careers	

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#### My Environments

My Tenants My Legacy Tenants 🕕 My Virtual Machines My Experiences Roles & Limits

						Create Ten
Tenant Details						
Showing 1 to 1 of 1 items						
Tenant name	Creation date	Expiry date	Period	Content pack	Tenant status	Renewal status
M365B810831	07/10/20	Admin Portal	90 day	M365 Business	Completed	Not available 💼 Delete 🕺 🖉 Credentials 🗸
						Admin user admin@M365B810831.onmicrosoft.con
						Demo user meganb@M365B810831.onmicrosoft.com 🗈 Copy
						Password

What's new	Microsoft Store	Education	Enterprise	Developer	Company
Surface Go 2	Account profile	Microsoft in education	Azure	Microsoft Visual Studio	Careers
Surface Book 3	Download Center	Office for students	AppSource	Windows Dev Center	About Microsoft
Microsoft 365	Microsoft Store support	Office 365 for schools	Automotive	Developer Network	Company news
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	Store locations		Manufacturing	Channel 9	Diversity and inclusion
	Virtual workshops and training		Financial services	Office Dev Center	Accessibility
	Microsoft Store Promise		Retail	Microsoft Garage	Security
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Sign in	
admin@M365B810831.o	nmicrosoft.com
No account? Create one!	
Can't access your account?	
Sign-in options	
	Next

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#### Microsoft

Tools CDX Experiences My Environments Dashboard What's new Help Service health

#### My Environments

My Tenants My Legacy Tenants 🕕 My Virtual Machines My Experiences Roles & Limits

									Create Te
Tenant Details									
Showing 1 to 1 of 1 items									
Tenant name	Creation date	Expiry date	Period	Content pack	Tenant status	Renewal status			
M365B810831	07/10/20	Admin Portal	90 day	M365 Business	Completed	Not available	前 Delete	ද <sub>ී</sub> Crede	entials 🗸
						Demo user meganb@M365 Password	10831.onmicrosoft.com @ 3810831.onmicrosoft.com		

Alex Wilber 🛛 🛛 🗸

What's new	Microsoft Store	Education	Enterprise	Developer	Company
Surface Go 2	Account profile	Microsoft in education	Azure	Microsoft Visual Studio	Careers
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	Microsoft Store Promise		Retail	Microsoft Garage	Security
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Microsoft	
← admin@m365b810831.onmicro	osoft.com
Enter password	
•••••	
Forgot my password	
	cian in
	Sign in

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#### **Microsoft 365 admin center** ្ម៍រិ $\equiv$ ♀ Search + Add card 🕗 Dark mode Contoso **份** Home Finish setting up Microsoft 365 Q Users $\checkmark$ **Business Premium** Devices $\checkmark$ g<sup>Q</sup> Groups $\checkmark$ Now it's time to install your Office apps 🗔 Billing $\checkmark$ With your Microsoft 365 Business Premium subscription, you get the latest versions of Word, Excel, PowerPoint and Outlook. Betup Customize navigation Go to guided setup ··· Show all Essentials Microsoft Teams User management Support remote workers **User management** with Teams Add, edit, and remove user accounts, and reset passwords. Learn how to manage Teams for remote work, with setup guidance, short videos, and tips. Teams is on for your organization Add user Edit a user Check setup status for new Teams users 0 A Turn on guest access Service health ⑦ Need help? Some services are Give feedback disrupted.

# **Tenant Extensions**

#### How to submit a Tenant Extension

Go the My Environments tab in the main navigation

Once on the page select the My Tenants tab to view your claimed tenants For each tenant you can see the 'Renewal status' in the table.

The renewal status is based on the 'Expiry Date' which you can view in the tenant Admin portal in Azure. 90-day tenants are not eligible for extension except for a few tenant types.

If you would like to ask for an exception you can open a support ticket via the link in the renew page. An overview of the extension process and FAQ can also be found by clicking on the 'Renewal Status' of your tenant.

#### **Overview and FAQ**

CDX Experiences My Environments Dashboard Events Content Admin What's new Help Service health	Amanda Riesselman (Valorem LLC) 🦸
My Environments >	
ew Renew	
Demo Tenant Renewal	
Ne understand that in many cases, a lot of effort is put into customizing a demo environment to highlight specific needs for your customers. We're supportive of extending the use environment. The following types of environments are eligible for extension:	of these environments if they are the appropriate type of
<ul> <li>1-year tenants</li> <li>90 day Microsoft 365 Enterprise Demo Content with Microsoft Defender for Endpoint environment which is for use by specific Microsoft security field roles</li> </ul>	
<ul> <li>90-day Microsoft Teams for Government environment which is for use by specific Microsoft public sector field roles</li> </ul>	
All other environments are not eligible for extension, so we highly recommend creating the appropriate environment from the start.	
requently asked questions	
What is a Quick tenant?	
A quick tenant is a pre-provisioned custom Microsoft 365 tenant. These tenants contain the same robust demo content and Add-On options (i.e. EMS, PSTN Calling, etc.) as custom mmediately available, the Add-On's content is provisioned only upon a request basis. Custom tenants are only available for Microsoft Users (@microsoft.com)	tenants but without the wait. While the Microsoft 365 tenant is
low long does it take to provision a demo environment?	
Standard Microsoft 365 tenants take approximately 12-48 hours (NOT including Add-Ons). Dynamics 365 tenants take approximately 24-60 hours.	
What is the difference between a 90 day and 1 year environment?	
0 day tenants include the latest services and content at time of provisioning. Recommended choice for specific customization relating to a customer engagement. 90 day tenants to	vill not receive extensions.
year tenants include the latest services and content at time of provisioning. Recommended choice for customization and learning such as creating Hybrid environments. Only 1 ye	ar tenants can be extended. If a tenant is required long term,
please select 1 year tenants.	

# FAQ & Support

#### Support

CDX has 24/5 support via <u>support@transform.microsoft.com</u> with an 8 hour SLA

This alias should be used for all support items including Interactive guides, Demos, CIEs, and any other issues that may arise while using CDX.

Users can also open a ticket via the Help page within CDX and then monitor the status of the ticket via the Ticket History.

Additionally, users are also offered an opportunity to provide feedback about the tool or the user experience.

