

CX Cloud Release Notes March 2024

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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 March 2024 release.

CX Cloud Mobile Application

CX Cloud is now available as a mobile application! An on-the-go CX Cloud experience enabling customers to access their portfolio and important network events, the CX Cloud mobile application keeps businesses running smoothly anytime, anywhere.

With this initial version of the mobile application, customers can view portfolio details from **My Portfolio** including the following information:

- **Assets:** View assets and asset details
- **Advisories:** View Security Advisories, Field Notices, and Priority Bugs to learn more about issues, remediation steps, and impacted devices
- **Cases:** Open and view Cases, add notes, attach files, and access hardware Return Material Authorization (RMA)

Customers can also flag Assets, Advisories, and Cases and search, sort, and filter data for faster navigation.

Full mobile capabilities will be enabled in upcoming releases. Download and install the CX Cloud mobile application, available for both Android and iOS devices, your online application store.

Asset Replacement Enhancements

The process for requesting asset replacements is being streamlined in CX Cloud by gathering shipping and contact information from customers during case creation. Selecting the **Request asset replacement** check box in the **Describe Issue** page prompts customers to enter required information in the **Add Shipping** page, reducing the need for manual involvement from the Cisco Support Team, and decreasing the time to final resolution for asset replacement requests.

The RMA request form requires additional information for shipments to India. To successfully submit request for delivery in India, customers are now required to select a **Shipping Address Classification** and update the **GSTIN Number** field.

Enhanced Release Summary Tab

The **Software Group** detail view has been updated combining release details from the **Release Summary** and **Current Releases** tabs. Customers can now view all current and optimal release details under the **Release Summary** tab.

Release Date and **Release Notes** no longer display in the **Suggestions** tab and the **Current Release** tab has been removed.

Compliance Enhancements

The asset **Serial Number** can now be added to the **Insights > Compliance** tab allowing easier asset identification. This new column can be added using the **Hide/Show Columns** option in the following tabs:

- **Assets with Violations**
- **Compliant Assets**
- **Violations** and **Affected Assets** in the **Rule Violations** detail view

Crashed Assets Enhancements

New Look for Crashed Assets

The **Crashed Assets** detail view has a new look and feel driving flow and consistency across the CX Cloud

Campus Network.

Crash Diagnostics Notification

The **Crash Risk > Crashed Assets** processing notification has been updated for the Campus Network Success Track stating that crash diagnostics are available within 24 hours of detection.

New Language Preference Option

A new **Language Preference** field has been added to the CX Cloud Accelerator's **Request Session** form, allowing customers to specify their language preference(s) for the session.



Cases Support Metrics

Support Metrics available in the **Cases** tile are now exclusively accessible for active contracts listed in the **Assets & Coverage > Coverage** tab, enhancing relevance and impact at both the portfolio and Success Track levels, leading to a more targeted and beneficial analysis.

Defects

Resolved Defects

The following CX Cloud defects have been resolved.

Identifier	Headline
CSCwi49971  CSCwi29289 	Previously, the Features detail view for fabrics erroneously displayed duplicate active features and associated assets for the Cloud Network Success Track. This issue has been resolved and Features detail view for fabrics display as expected.

Known Defects

There are no known defects for this release.