

# CX Cloud Release Notes June 2024

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## Overview

The Customer Experience (CX) Cloud is a SaaS offering enabling Customer success throughout the journey to onboard, optimize, and adopt new technologies across all architectures. Customers with Cisco Success Tracks subscriptions have 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 webinars, Success Tips, Accelerator's engagements, and training
- **Trusted Support:** Helps solve immediate technical problems and provides 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 with Cisco credentials.

## What's New

The Release Notes in this section detail features that will be enabled as part of the June 2024 release.

### Target Software Suggestions

Cloud Network Level 2 customers now have the option to compare software suggestions for Target releases with Optimal and Current releases, offering more flexibility in selecting software versions that best fit specific network requirements. A comparison link has been added to the **Suggestions** tab in the **Software Group** detail view where available Target releases can be selected for comparison. Upon selection, details display in the new **Target** column and a new **Target** tab is available in the detail view for **Bugs, Security Advisories, Field Notices, and Features**.

Additionally, Campus Network and Cloud Network Success Track customers can now view Target releases in the **Software Group** detail view > **Release Summary** tab.

## Comparing Service Levels

Customers now have the ability to view and compare entitled service levels for Success Tracks within the **Adoption Lifecycle** tile. Each Success Track displays the customer's current service level and includes an informational icon with the option to **Learn More** where customers can access a comparison chart detailing the features available at different service levels.

## Webex Added as Contact Preference

Webex is now available as a preferred contact method for both new and existing cases, facilitating real-time interactions with support engineers. When selected, customers can access the Webex channel by clicking the **Open Webex Space** link from the **Communications** tab (formerly the **Contacts** tab). Transcripts of Webex sessions are available in the **Files** tab.

**Note:** This option is only available if the Webex Control Hub is configured to allow bots and external communication.

## Viewing Passed Rules

The ability to view passed rules has been extended to the Cloud Network Success Track, providing customers a better understanding of their overall network compliance. Customers can toggle between **Rules Violated** and **Rules Passed** by navigating to the **Insights > Compliance > Rules** tab. Passed rules can be filtered by **Regulatory Type**, examined in a rule's detail view, and exported as a .csv file.

## Bar Code Scans for Asset Identification

CX Cloud mobile application users can now scan an asset's serial number bar code to easily locate an asset for case creation by selecting **Find Asset > Scan Product**. A successful scan matches a serial number with a device in the CX Cloud asset list and populates asset information in the **Open a Case** form.

## Cases Additional Contact Details

Customers now have the ability to view contact details for the assigned support engineer's manager and any interim engineers within the **Communications** tab (formerly the **Contacts** tab) of the **Cases** details view, simplifying the escalation process for those requiring further assistance.

## Telemetry Support for IOS XR Devices

CX Cloud can now collect inventory directly from IOS XR devices through the CX Cloud Agent. These assets are added in **Admin Settings > Data Sources > Other Assets** using the seed file or IP range options and displayed in the **Assets & Coverage > Assets** tab.

## **New Columns Added to Export File**

The **Risk Score (Relative to Optimal)** and **Optimal Release** columns have been added to the Software Insights .csv export file for customers using the Campus Network and Cloud Network Success Tracks.

## **Defects**

### **Resolved Defects**

There are no resolved defects for this release.

### **Known Defects**

There are no known defects for this release.