CX Cloud Release Notes August 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 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 August 2024 release.

Scanning and Searching for Assets

CX Cloud mobile users can now locate an asset by scanning its serial number barcode in the **Assets** tab. Selecting the **Barcode** icon in the **Search assets** field initiates a scan and displays results if the asset is part of the existing portfolio inventory.

✎ **Note**: Scans are only available for GS1-128 barcodes.

Insights Enhancements

Exporting Waivers and Assets

Campus Network and Cloud Network customers can now export the list of waivers and associated assets with the new **Export** button in the **Insights** > **Compliance** > **Waivers** tab. **Asset Name** and **Asset Group** display as "All" when waivers are created for all assets.

Stale Fabric Indicators

The **Rules Passed** view in the **Insights** > **Compliance** > **Rules** tab has been updated for Cloud Network customers to include stale fabric counts, which are visible when hovering over stale fabric indicators. Additionally, the **Rules Passed** detail view now displays stale fabric counts as a banner and can be viewed by hovering over the stale fabric indicator in the **Passed Fabrics** tab.

End of Life Milestones Added

Campus Network and Cloud Network customers can now view End of Life milestone release dates by expanding the row of a desired release in the **Insights** > **Software Group** detail view > **Release Summary** tab, helping them to keep their network up to date.

Assets & Coverage Enhancements

New End of Life Filters

The **Hardware End of Life** and **Software End of Life** tabs in the **Assets & Coverage** tile can now be filtered by **Asset Group** and **Product Family**.

New Assets Tooltips

The **Assets & Coverage** tile now features tooltips that display when hovering over the **Hardware End of Life** and **Software End of Life** tabs. These tooltips offer clarity regarding the published End of Life bulletins for an asset's product ID or software version.

Cases Enhancements

Enhanced Cases Filters

Customers now have new options for the **Last Updated** and **Total Time Opened** filters in **All Open Cases** and **My Open Cases**. Additionally, the **Closed Date** filter in **Closed Cases** now allows customers to filter for time periods up to one year in the past.

Enhanced Cases List View

The **Cases** tile has been modified to display **My Open Cases** by default instead of **All Open Cases**. Instead of all open cases, the case number count shown in the **Cases** tile header now reflects cases opened by the user currently logged in and the case number count in the **Cases** panel of the **Today** tile has been removed from the **View all open cases** link.

Defects

There are no Resolved or Known issues to report as part of this release.