

CX Cloud Release Notes October 2023

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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 in CX Cloud and known issues. 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 October 2023 release.

Assets Enhancements

The **Assets & Coverage** tile has been enhanced as follows:

- In the **Assets** tab, a new **Asset Group** filter has been added, the **Support Type** column has been renamed to **Support Coverage**, and the **Asset Ownership** filter has been removed
- The **Support Type**, **Status** and **Expiry** filter options in the **Coverage** tab have been updated to support multi-select
- Partner names are now included in the **Coverage** table and the associated export file

Cases Enhancements

Tracking RMA Details

Return Materials Authorization (RMA) details view has been enhanced to include the shipping address and contact information. Customers can also view **Site Information** and **Cisco Assistance** details when an asset replacement case is opened with a contract that has premium coverage.

New Column in Cases

The **Cases** tile has been updated with a new optional **Subscription ID** column. Customers can include this new column by selecting the more options icon. Customers can view the Subscription ID in the **Summary** tab of the **Cases** detail view.

New EDR Use Case

CX Cloud's **Integrated Secure Operations** Success Track has been enhanced with a new Endpoint Detection and Response (EDR) use case, adding additional value to Integrated Secure Operations offers and alignment with Cisco Secure Endpoint's most valuable features. Customers can access the new use case from the **My Portfolio** use case drop-down list or the **Adoption Lifecycle** Home page.

The EDR use case provides Endpoint threat prevention, threat detection, and threat response using Cisco Secure Endpoint, Talos threat intelligence, and Cisco Threat Hunting support providing complete endpoint security.

Replacing Asset Lists for Asset Groups

CX Cloud has been enhanced such that Administrators can now replace assets for a previously created group in the **Asset Groups** page by selecting **Replace CSV file** from the more options icon at the end of each row or by clicking **Replace CSV file** in the **Asset Group** details page.

Cisco+ Hybrid Cloud Enhancements

Cisco+ Hybrid Cloud Success Track customers can now view consumption summary charts enhanced with consumption metrics in the **Assets & Coverage** tile.

Defects

Resolved Defects

The following CX Cloud defects have been resolved.

Identifier	Headline
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CSCwh12923 CSCwh07810	<p>Previously in CX Cloud, the optimal software versions were not available for the following product families.</p> <ul style="list-style-type: none"> • Cisco Catalyst 9200 Series Switches • Cisco Catalyst 9300 Series Switches • Cisco Catalyst 9600 Series Switches • Cisco Catalyst 9400 Series Switches • Cisco Catalyst 9800 Series Wireless Controllers <p>This issue has been resolved and the software versions display as expected.</p>
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Known Defects

The following known defects are actively being worked on in CX Cloud.

Identifier	Headline
CSCwh67957	<p>Currently in the Assets & Coverage tile, clicking Run Diagnostic Scan in the Asset detail view does not complete the requested scan as expected for CX Cloud Agent customers using the proxy in the CX Cloud Agent.</p>
CSCwh39327	<p>Registration emails for CX Cloud ATX sessions are currently being sent in Spanish and the title of the registration email is inconsistent with the title listed for the ATX session.</p>
CSCwf83192	<p>Customers receive an error when creating User Groups by selecting all users in Identity & Access, but the group is created as expected.</p>