

# CX Cloud Release Notes November 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 November 2023 release.

### Compliance Enhancements

The **Insights > Compliance** tab has been enhanced to include the following updates.

## PCI v4.0 Compliance Support

CX Cloud Administrators can now enable the Payment Card Industry (PCI) v4.0 policy profile for all assets under **Admin Settings > Insights > Compliance**. Cisco recommends Administrators performing PCI compliance checks move to PCI v4.0 prior to the v3.2 retirement planned for March 2024.

As part of this update, the **Regulatory Type** filter option is available to customers through the **Insights > Compliance > Waivers** tab. Existing violations generated using the current PCI ruleset display as PCI v3.2. PCI v4.0 violations display as separate violations alongside the legacy PCI v3.2 violations.

## New Asset Groups Column

An optional **Asset Groups** column has been added to the **Violations** and **Affected Assets** tabs in the **Rule Violations** detail view showing the Asset Group for assets violating a rule. Customers can use the **Hide/Show Columns** option to display the new column.

## New Partner Button in Lifecycle

The **More From Your Partner** button has been added to the detail view of Partner affiliated Accelerator and Ask the Expert (ATX) offers, allowing CX Cloud customers to view additional offering details provided by the Partner. With this release, customers can click **Watch On-Demand** to view previously recorded ATX sessions, if uploaded by Partners.

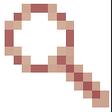
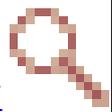
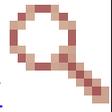
## New Partner Name Column

The **Assets & Coverage** tile for the Integrated Secure Operations Success Track has been enhanced to include Partner names in the **Coverage** tab and the associated export file.

## Defects

### Resolved Defects

The following CX Cloud defects have been resolved.

Identifier	Headline
<a href="#">CSCwf83192</a> 	Previously, when creating User Groups by selecting all users in <b>Identity &amp; Access</b> , customers received an error. The issue has been resolved such that User Groups are created as expected.
<a href="#">CSCwh39327</a> 	Previously, registration emails for CX Cloud ATX sessions were sent in Spanish instead of English as intended and the email title did not match the title of the ATX session. These issues have been resolved such that emails are sent as expected.
<a href="#">CSCwh67957</a> 	Previously, scan requests created by clicking <b>Run Diagnostic Scan</b> in the <b>Assets &amp; Coverage</b> tile were not being completed for CX Cloud Agent customers using proxy in the CX Cloud Agent. This issue has been resolved and scan requests complete as expected.

## **Known Defects**

There are no known defects that should be reported for this release.