CX Cloud Release Notes April 2024

Contents

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 (ATX) 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 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 April 2024 release.

Target Software Suggestions

Campus Network customers now have the option to compare software suggestions for Target releases, in addition to 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 displays in the detail view for **Bugs**, **Security Advisories**, **Field Notices**, and **Features**.

Simplified Adoption Score Calculation

The Adoption Lifecycle score calculation for Level 1 and Level 2 Use Cases has been simplified to display the percentage of completed telemetry tasks out of the total telemetry tasks to be completed. Recommended tasks not supported by telemetry are not included in score calculations.

High and Critical Impact Case Creation Enablement

Customers can now create Severity 1 and Severity 2 technical support cases for **High Impact** and **Critical Impact** issues directly in CX Cloud for the offer types listed below. This enhancement provides an intuitive interface for quick and easy case creation based on issue severity, ensuring rapid response for critical and high severity cases.

- Level 1 and Level 2 Success Tracks
- Solution Support
- Smart Net Total Care (SNTC)
- Cisco Software Support Service (SWSS), excluding SWSS Embedded
- Cisco Software Application Service (SAS)
- Service Provider Base
- Extended Support

New Product Families Supported for Crash Risk

The following product families in the Campus Network Success Track are now supported for Crash Risk:

- Cisco Catalyst 8200 Series Edge Platforms
- Cisco Catalyst 8300 Series Edge Platforms
- Cisco Catalyst 8500 Series Edge Platforms
- Cisco Catalyst 8500L Series Edge Platforms

Support Menu and Quick Tour Updates

The "CX Cloud" prefix has been removed from **Support** menu options and the **Quick Tours** menu options have been renamed to align with the tour purpose, and organized by the following categories to help customers easily find a desired tour:

- Getting Started
- Learn More About
- Your Admin Panel (Administrators only)

Defects

Resolved Defects

There are no resolved defects for this release.

Known Defects

There are no known defects for this release.