CX Cloud Release Notes May 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 being enabled as part of the May 2024 release.

Insights Compliance Restructured

The **Insights** > **Compliance** tab has been updated as follows:

- The **Rules Violations** tab has been renamed to **Rules** and now displays rules with and without violations. Customers can now toggle between **Rules Violated** and **Rules Passed** within the **Rules** tab and have the option to export lists for either selection.
- The **Assets with Violations** and **Compliant Assets** tabs have been replaced by the **Assets** tab for the Campus Network Success Track and the **Fabrics** tab for the Cloud Network Success Track. Customers can now toggle between **Assets with Violations** and **Compliant Assets** within the **Assets** tab.
- In the **Rules** detail view, customers can now view details about **Violations** and **Affected Fabrics** by selecting a line item in either tab to open a new detail view. The option to view details by expanding rows has been removed.

Address Selection for Asset Replacements

Asset replacement has been updated such that customers can now select from a list of previously used shipping addresses in the **Add Shipping** page, eliminating the need for manually entering an address.

Hardware Asset Case Creation

The **Open a Case** button, used for creating cases for hardware assets, has been moved from the **Hardware** tab to the header of the **Assets** detail view. Clicking **Open a Case** enables selection of the covered hardware assets from the **Identify Asset** page.

Software Insights

Campus Network Success Track customers now have a simplified detail view of Security Advisories and Field Notices for software insights. Upon selection of an advisory from the **Security Advisories** or **Field Notices** detail view, a **Summary** tab displays with additional information, providing a consistent experience across all software suggestions. The option to view details by expanding rows has been removed.

End of Life Assets

The **Hardware End of Life** and **Software End of Life** buttons have been removed from the **All Assets** view in CX Cloud and now display as tabs in the left-navigation of the **Assets & Coverage** tile.

Global Search Removed

To enhance the accuracy of search results in CX Cloud, searches can now only be performed through search fields within each tile. The global search option has been removed.

Defects

Resolved Defects

There are no resolved defects for this release.

Known Defects

There are no known defects for this release.