

# CX Cloud Release Notes July 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 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 enabled as part of the July 2024 release.

### CX Cloud Agent v2.4

CX Cloud Agent v2.4 is now available, enabling customers to efficiently manage larger, more complex networks. Key features include:

- **Multiple CX Cloud Agent Instances:** Customers can add up to twenty (20) CX Cloud Agent instances, enabling telemetry data collection from multiple CX Cloud Agent instances that require segregated collection operations.
- **Multiple IP Subnets:** Customers can add multiple IP subnets to each CX Cloud Agent instance, enabling telemetry data collection across multiple disparate IP ranges in the customer network.
- **Flexible OVA:** Customers have the flexibility to increase the hardware resource allocation, to enable

seamless data collection based on network size and collection requirements. Flexible Open Virtual Appliance (OVA) for medium and large configurations is only available for VMware ESXi Virtual Machines.

**Note:** Oracle Virtual Box and Windows Hyper-V cannot be upgraded to medium and large configurations using flexible OVA.

For more information, refer to the [Cisco CX Cloud Agent](#) page.

## Connecting and Managing Contracts

CX Cloud Administrators can now connect contracts to their accounts through the **Contract** data source without creating a support case. Additionally, the **Contract** detail view has been updated with newly added columns describing contract details such as **Support Type**, **Start Date**, **End Date**, and **Coverage Status**. Additional details include:

- The **Manage Contracts** button has been replaced by the **Remove Contracts** and **Add Contracts** buttons
- Administrators must still create a support case to remove a contract
- The exported .csv file includes the newly added contract details and an updated file name

## Dynamic Asset Groups

CX Cloud has an improved asset group creation process with the introduction of **Dynamic Asset Groups** in the **Admin Center > Asset Groups** page. This streamlined approach replaces the need for manual group creation and offers an automated method to keeping asset groups current with minimal effort. Administrators can create Dynamic Asset Groups by selecting **Dynamic Group** from the newly added **Create** drop-down list, providing a **Group Name** and optional **Description**, and defining rules using existing attributes. Static groups can now only be created by selecting **Static Group from CSV File** from the **Create** drop-down list. Additionally, a **Group Type** column has been added to the **Assets Groups** page, helping Administrators to easily identify groups as Dynamic or Static.

## Defects

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