

# CX Cloud Release Notes September 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 that will be enabled as part of the September 2024 release.

### Cisco DNA Center Rebranded

The Cisco DNA Center has been rebranded as the Cisco Catalyst Center. All CX Cloud instances and supporting documentation have been updated to reflect this change.

### Cloud Network Renamed

The Cloud Network Success Track has been renamed as Data Center Networking. All instances in CX Cloud and supporting documentation have been updated to reflect this change.

## Cases Enhancements

### Related Bugs Visibility in Cases

Customers can now filter cases by **Related Bugs** in the **Cases** tile and add the **Related Bugs** column (available from the **More Options** icon in the case list view) to display associated bug IDs. Additionally, the **Case** detail view has been updated to include a new **Related Bugs** section in the **Summary** tab, providing details about bugs associated with the case.

### Updated Support Metrics

The **Support Metrics** page in the **Cases** tile has a new look and feel with metrics charts and now allows users to export all metrics at once using the **Export All** button.

### Customized Asset Filters

Customers can now create and save custom filters for a personalized view of their assets in the **All Assets** tab under **My Portfolio**. To create custom filters, search for or filter asset details and save the resulting assets view for access in the **Saved Filters** panel of the page.

### New Insights Filter

The **Regulatory type** filter and an optional **Regulatory Types** column have been added to the **Compliance > Assets** tab of the **Insights** tile for Campus Network customers to further refine the **Assets With Violations** view.