CX Cloud Release Notes April 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:

â€¢**Contextual Learning**: Window to Collaborative Intelligence Platform with the latest resources for network engineers and architects via Ask the Expert (ATX) webinars, Success Tips, Acceleratorâ€™s engagements, and training

â€¢**Trusted Support**: Help solve immediate technical problems and get proactive and prescriptive service options at the software and solution level

â€¢**Insights & Analytics**: Digital Intelligence tools that deliver proactive and predictive insights and helps customers recognize potential problems, optimize operations, and accelerate technology adoption/transitions

â€¢**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.

Whatâ€™s New

The Release Notes in this section detail features that will be available as part of the April 2023 release.

Supported Cisco DNA Center Versions for CX Cloud Agent

CX Cloud Agent now supports Cisco DNA Center versions 2.3.3.6 and 2.3.5.0, along with previously supported versions.

The [CX Cloud Agent Guide](#) has been updated to include the newly supported versions.

Redesigned Advisories Tiles

The CX Cloud **Advisories** tile has been redesigned such that customers can now access all subcategories and filters through the left navigation. Additionally, customers can view table data immediately when the

header or pagination is updated for **Security Advisories**, **Field Notices** and **Priority Bugs** tabs.

Deleting Case Related Files

Customers can now delete support cases-related files from the **Case** details view in CX Cloud.

Resolved Defects

There are no resolved defects for this release.

Known Defects

There are no known defects for this release.