

CX Cloud Release Notes May 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:

• **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 available as part of the May 2023 release.

Software End Of Life Milestones

CX Cloud has been updated such that customers can now view End of Life milestones for all assets containing a Software End of Life Bulletin (hardware, software, or XaaS) helping them to efficiently plan for future requirements. Customers can view this information by selecting **Assets > Software End of Life** in the **Assets & Coverage** tile and can use the left navigation filter to identify or list assets based on different attributes.

Viewing Return Materials Authorization

CX Cloud has been enhanced to display Return Materials Authorization (RMA) details and statuses in the **Cases** details page for the asset replacement case requests. Customers can now track RMAs by product ID, case number, RMA number, or serial number to plan business operations more effectively. Other important details including the shipping date, a courier hyperlink, tracking number, the date and time of delivery, and other order details are also available on the new **RMA** details page. Customers can access RMA details via **Cases** details or directly from the CX Cloud global navigation search. Customers can now also navigate from the **RMA** details page to schedule assets to return pickups, contact logistics, and asset recovery teams.

Defects

Resolved Defects

This section lists resolved defects in this release.

Identifier	Headline
CSCwe54212	Previously, when customers attempted to log out of CX Cloud, their name continued to display in the header indicating that log out was not complete. This issue has been resolved and log out completes as expected.

Known Defects

This section lists known defects in this release.

Identifier	Headline
CSCwf26925	Currently in CX Cloud, when customers attempt to delete any Asset group under Settings , the delete operation fails and displays an error message.