

# CX Cloud Release Notes June 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 June 2023 release.

### Lifecycle Enhancements

CX Cloud Adoption Lifecycle has a new look and feel. Updates include the following:

- A new **Resources Used** pie chart on the **Adoption Lifecycle** tile

- Partner logos have been added to the Partner name in the detail view of the **Ask the Expert Resources** card
- Refreshed **Resource Used** cards when **Guided Tasks** are selected
- The **Most Complete** and **Resources Used** sections have been updated to include empty states and a loading spinner

## Claiming Contracts and Subscriptions

CX Cloud has been updated such that customers making an eligible Success Track purchase are invited to claim that purchase into a new or existing CX Cloud account. Customers claiming a new account are asked to provide account name and the data storage region while the customers using an existing CX Cloud account can claim it directly into that account.

## Connection Status Filter Renamed to Telemetry

CX Cloud has been updated such that the Connection Status filter option in **Assets & Coverage** has been renamed to **Telemetry**.

## New Column in Assets & Coverage

The **Assets** view in CX Cloud has been updated with a new **Sales Order Number** column. Not visible in the **Hardware End of Life** and **Software End of Life** tabs and hidden by default, customers can access this new column by selecting it from the column selector.

## Assets Filters Removed

CX Cloud has been updated such that the End of Software Maintenance and Last Date of Support filters have been removed from the **Assets & Coverage > Assets** navigation panel.

Customers can continue to access and use these filters from the **Hardware End of Life** and **Software End of Life** tabs.

## Defects

### Resolved Defects

This section outlines the resolved defects for this release.

Identifier	Headline
<a href="#">CSCwf26925</a>	Previously, the delete operation failed when customers attempted to delete an <b>Asset Group</b> under <b>Settings</b> . This issue has been resolved and asset groups are deleted as expected.

### Known Defects

This section outlines the known defects for this release.

<b>Identifier</b>	<b>Headline</b>
<a href="#">CSCwf54634</a>	Currently as part of new onboarding, when an existing customer successfully claims a new contract and navigates to the CX Cloud <b>Home</b> page, customer account context is lost and an error message displays.
<a href="#">CSCwf55150</a>	Currently, content for the <b>Managed By</b> tooltip ( <b>Insights &gt; Software</b> ) erroneously displays content for crash risks instead of the expected tooltip content for the column.
<a href="#">CSCwf55213</a>	Currently in CX Cloud, the <b>Quick Tours</b> option does not display for <b>Insights</b> .