

# CX Cloud Release Notes July 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 July 2023 release.

### New Today Tile

The **Today** tile has been added to CX Cloud providing a summary of details from **Assets & Coverage**, **Advisories**, **Insights**, **Cases**, and **Adoption Lifecycle**. Customers can view details by clicking the following cards (availability based on selected Success Track, customer role, and CX level):

- Assets Not Connected
- Last Date of Support
- Contracts Expiring
- Critical Faults
- High Crash Risk Assets
- Critical Security Advisories

Customers can click summary details in the **Cases** and **Adoption Lifecycle** panels to navigate to respective pages for more information.

## Scheduling Support for Cases

CX Cloud customers can now specify when support is required by clicking the **Case Time Frame Preferences** link from the **Open a Case** window. The **Now** option indicates that support is required immediately. The **Later** option allows customers to specify a preferred date and time for support.

Additionally, customers can request immediate or standby engineering support by selecting **Immediately** or **On Standby**. Standby support is readily available to engage when assistance is required. Cases are automatically closed on the selected closure date if no assistance is required during the standby window.

## Interim Support Engineer Contact Details

CX Cloud has been updated to provide customers with contact information for a backup support Engineer in the event the primary support Engineer is unavailable. This information is listed as **Interim Support Engineer** in the **Contacts** tab of the **Cases** detail view.

## Downloading Hardware Assets

CX Cloud has been enhanced such that customers can now download their complete hardware inventory using the newly added **Export to CSV (Chassis and Components)** option from the **Assets & Coverage** tile. This enhancement allows customers to view all chassis, module, power supply, and fan in a single export from CX Cloud for full hardware visibility.

## New Assets Filter Options

CX Cloud has been updated such that customers can now filter the **All Assets** tab by **Support Type** and **Product Family**.

## Updates to Assets and Licenses

The **Assets & Coverage** tile has been updated such that the **Product Description** column can now be hidden using the **Hide/Show Column** option and the **Subscription ID** column has been added to the **Licenses** tab.

## Claiming Accounts and Subscriptions

CX Cloud has been enhanced such that when customers receive contract claim requests for accounts of which they are not the Super Administrator, they can request an invite for the account's Super Administrator to claim the contract into the account.

## CX Cloud Guided Resources

The **CX Cloud Help** menu has been updated to include **CX Cloud Guided Resources** (currently available only in English) providing details and tips about CX Cloud features and functionality through a series of instructional modules to make the most of CX Cloud experience.

## Defects

### Resolved Defects

There are no resolved defects as part of this release.

### Known Defects

<b>Identifier</b>	<b>Headline</b>
<a href="#">CSCwf83192</a>	Customers receive an error when creating User Groups by selecting all users in <b>Identity &amp; Access</b> , but the group is created as expected.