

CX Cloud Release Notes August 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 August 2023 release.

ATX Registration

CX Cloud has been enhanced such that users can now register for and cancel Adoption Lifecycle's Ask-the-Expert (ATX) sessions with or without presenter information. Previously, presenter information was required to register for or cancel sessions.

Deleted Crash Files

Crashed Assets (**Insights**) in CX Cloud has been updated to disable the **Download**, **Delete**, and **Retry** options for crashed assets files following the 30-day retention and deletion of the file.

Cases Virtual Assistant Removed

The Cases Virtual Assistant previously available to customers in the Americas region has been removed from CX Cloud and is no longer available as of the August 2023 release.

Defects

Resolved Defects

There are no resolved defects to report in this release.

Known Defects

This section lists known defects in this release.

Identifier	Headline
CSCwh06373	Currently in CX Cloud, software suggestions shown as "Yes" in the Insights > Software page do not display the optimal software version banner in the detail view.
CSCwh07810 CSCwh12923	Currently in CX Cloud, optimal software versions are not available for the following product families resulting in the software profiles displaying as "No". <ul style="list-style-type: none">· Cisco Catalyst 9200 Series Switches· Cisco Catalyst 9300 Series Switches· Cisco Catalyst 9600 Series Switches· Cisco Catalyst 9400 Series Switches· Cisco Catalyst 9800 Series Wireless Controllers
CSCwh09097	CX Cloud customers are currently unable to create asset groups with a .csv file.