

CX Cloud Release Notes February 2024

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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 enabled as part of the February 2024 release.

Case Creation Updates

The **Open a Case** feature in CX Cloud has been enhanced as follows:

- Customers can now identify the asset for which a case is being created in the **Find Asset in Support Agreement** drop-down list where products can be located using the **Product ID, Product Description, Subscription ID, and Contract Number** filters.
- The auto-detection feature for **Technology** and Sub-technology has been enhanced in the **Add Details** section to improve user experience. The **Technology** drop-down list now includes corresponding Sub-technology options.
- Customers can now bookmark or save the **Open a Case** URL as a direct link for creating Asset Support and CX Cloud Support cases.
- Customers can request real-time access to subscriptions for support which was previously limited to contracts and serial numbers.

Enhanced Today View

The **Today** tile has been enhanced with the addition of a **Crashed Assets** card allowing customers to identify assets that crashed in the past seven days with details including **Last Crash, Asset Name, Product ID, and Number of Crashes**. Other updates include a reordering of the cards and a new **Less than 90 days** label added to the **Coverage Expiring** card.

Filter Renamed in Assets

The **Support Type** filter in the **Assets & Coverage > Assets** tab has been renamed to **Support Coverage**.

Fault Management Enhancements

Pagination has been removed from the following tabs, allowing customers the option to scroll to view more records.

- **Insights > Fault Management**
- **Admin Center > Insights > Faults**

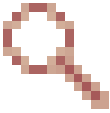
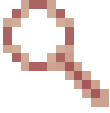
Defects

Resolved Defects

There are no resolved defects for this release.

Known Defects

The following known defects are actively being worked on in CX Cloud.

Identifier	Headline
CSCwi49971  CSCwi29289 	<p>Currently in the Cloud Network Success Track, the Features detail view for fabrics erroneously displays duplicate active features and associated assets.</p>