CX Cloud Release Notes February 2022

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Introduction

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 in CX Cloud, supported browsers, resources, and known issues.

Use this[link](#) to access CX Cloud and log in with CCO credentials.

What's New

This section highlights new capabilities that are part of this release:

- The Cisco+ Hybrid Cloud Success Track is now available. The Cisco+ Hybrid Cloud users have access to an exclusive consumption dashboard to view and understand the utilization, overall consumption, and monitor status of their Hybrid Cloud as a service assets. This track also provides users access to the following features:
  - View consumption trends on a daily, weekly, and monthly basis across the entire customer and partner purchases by Subscription, Deployment, Use Case, Install location etc.
  - View charged details for all subscriptions/deployments in CX Cloud
  - View Cisco+ Hybrid Cloud assets in Assets & Coverage under the *My Portfolio* tab; Customers can identify it as a service asset with the provided indicator

- Aggregated Lifecycle view
- Detailed view of their purchased subscription in *Consumption Packs* tab
- View total number of support cases opened

- Access request emails have been updated such that an optional partner note describing the access request is available to CX Cloud Super User Admins. This optional note is only available in the first request and is not included in reminder emails or when access requests from multiple partners are grouped into a single email.

- CX Cloud has been updated such that Super User Admins can notify partners with an explanation when partner level access has been revoked.

- CX Cloud has been enhanced such that Access History is captured (Admin Settings > Partner Access > CX Cloud Data Access) for all events in the partner approval workflows. Access History captures the partner's name requesting access, the Super User Admins taking action on a partner request, time log, Success Track access permission updates, and an optional note.

- CX Cloud has been updated such that customers must have at least one CX Level 1 or above Success Track to view Advisories and Security Advisories attributes in the portfolio view.

- Users can now customize the number of cases viewed per page in the Cases list view. The available options are 10, 25, 50, and 100.

Resolved Defects

This section lists all defects resolved as a part of this release:

Identifier	Headline
CSCwa58949	AWS Performance : Previously, the ability to switch between CX Cloud accounts was intermittently unavailable. This issue has been resolved and users can now switch between CX Cloud accounts as expected.
CSCwa60070	Previously, affected devices did not display under the Assets 360 view in Advisories. This issue has been resolved such that affected devices display as expected.
CSCwa60825	Previously, the **Submit** button was enabled for feedback without selecting the "thumbs up/thumbs down" icon. CX Cloud has been updated such that the **Submit** button is only enabled once the "thumbs up/thumbs down" icon have been selected and users press <**Enter**>.
CSCwa60828	AWS Performance: Previously, only the date was displayed when hovering over the Last Checked column in Insights > Compliance. This issue has been resolved such that both the date and time stamp display together.
CSCwa62314	AWS Performance: Previously, users received a 500 error when submitting license renewal requests. This issue has been resolved.

Known Defects

This section lists all known defects in this release.

CSCwa23665	Asset data does not display for Integrated Secure Operations L0 users though data is available in the database.
CSCwa60064	In Advisories > Field Notice Summary view, the problem description erroneously displays with CSS text fonts instead of plain text.
CSCwa60067	Description and Severity information does not display in the Priority Bug 360 view.
CSCwa61057	Columns do not align appropriately in the Assets list when all columns are selected from Edit/Hide columns in the Assets and Coverage home page.
CSCwa62100	The Search option does not display in the Partner selection drop-down list of the License Renewal when the

Partner list is longer than ten.

CSCwa62336	The following attributes are missing from the license renewal email sent to the Renewal team: • Account ID • Account Country • Customer Phone/email • Partner BE GEO ID • Contract #(s)
CSCwa62365	Performance: Renewal request emails includes duplicate contracts instead of affected contracts when a renewal request is submitted.
CSCwa64636	The Assets API displays Error 400 when searching with invalid special characters.
CSCwa79945	Users are currently unable to register for Webex ATX sessions as registrations fail and display an error.
CSCwa80314	The status of the Meraki Day 0 setup collection is not being updated from *First collection pending* to *Collection completed* even after successful setup.
CSCwa86545	AWS Performance: Pagination functionality in the Asset 360 tab is missing in the Show Only Selected Assets page. Users can only view the first page of assets instead of all records.
CSCwa87272	AWS Performance: Upon refresh, the **Review New Users** button does not display in the Partner Access landing page.
CSCwa96079	Users are unable to successfully log out from CX Portal as the logout page keeps loading.