

# CX Cloud Release Notes August 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 and known issues.



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

## What's New

### Enhanced Platform Suite

Platform Suite Launchpad has been enhanced such that users can access and learn more about other available platforms. Users can configure on-prem configuration platforms that are disabled by default such as Cisco DNA Center, Nexus Dashboard, and vManage using an IP address or hostname (up to 20 hostnames) to enable them. Users can set the regional preferences for DNA Spaces and IoT Operations Dashboard from the Platform Suite **Settings** icon, available on each of the platform tiles.

### New Feedback Icon

The feedback icon on the CX Cloud Home page has been updated from a megaphone (  ) to a light bulb (  ). Functionality remains the same.

## Asset Compliance Status

The **Insights > Compliance** tab in CX Cloud has been enhanced to include a new **Compliant Assets** list that displays assets passing all compliance measures including HIPAA and PCI standards with no violations. Customers can search the asset group, run adhoc compliance checks, and click the name of a compliant asset to access a 360 view for more details.

## Resolved Defects

This section lists defects resolved as part of this release.

Identifier	Headline
<a href="#">CSCwb53954</a>	CX Cloud has been updated such that Assets and Coverage scan results display priority bugs in the portal, as expected.
<a href="#">CSCwc37787</a>	CX Cloud has been updated such that search results display details as expected in the <b>Admin Settings &gt; Data Sources</b> window.
<a href="#">CSCwc42811</a>	Previously, the <b>Create Asset Group</b> button in the <b>Identity &amp; Access</b> window was unavailable, preventing customers from creating an Asset Group. CX Cloud has been updated such that the <b>Create Asset Group</b> button is available, as expected.
<a href="#">CSCwc42886</a>	Previously, customers were intermittently unable to switch from Japanese to English in the CX Cloud portal. CX Cloud has been updated such that customers can switch between languages without issue.

## Known Defects

This section lists known defects in this release.

Identifier	Headline
<a href="#">CSCwc63961</a>	During case creation, the Subscriber ID search functionality does not return correct results.