CX Cloud Release Notes September 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

API Commands Document Name Changed

The **Cisco DNA Center APIs and Commands** document has been updated to reflect the latest list of APIs and Commands and has been renamed as **Cisco Telemetry Commands**. Users should note the new document name and update existing bookmarks accordingly. The **Cisco DNA Center APIs and Commands** document link will remain available until the end of October.

Cases Tab Enabled in Asset Details View

CX Cloud has been enhanced such that the **Asset** details view now contains a **Cases** tab that allows customers to view all open and closed cases for a particular asset without having to leave

the **Asset** details view. If a chassis asset has child assets, those cases are also included.

Creating Asset Groups

CX Cloud has been updated such that **Asset** groups can now be created by uploading a .csv file of asset serial numbers allowing customers to easily create asset groups without the need to manually select individual assets. Customers are alerted of any errors during creation.

Customer Contacts Automatically Populate

The Business and Mobile telephone numbers for CX Cloud customers are now automatically populated when opening a Case in CX Cloud based on information obtained from the completed user profile. If the information is missing from the profile, the fields will remain blank.

Open Cases from the Cases Tile

CX Cloud has been enhanced such that customers can now open CX Cloud and Agent support cases in addition to asset support cases directly from the Cases tile giving customers the convenience of opening cases from a single location. This includes adding a custom case title, contact information, and the ability to attach files. Support cases are also visible in the Cases list view along with the TAC cases.

Resolved Defects

There have been no resolved defects reported for the September release.

Known Defects

This section lists known defects in this release.

Identifier	Headline
CSCwc90004 CSCwc93261	CX Cloud does not display a cancellation confirmation when clicking **Cancel** or "**X**" to close a case from the **CX Cloud Support** me Focus returns to the **Cases** tile without asking users to confirm case cancellation. The same issue occurs in the CX Cloud Agent Su
CSCwc93961	When using CX Cloud with a screen resolution of 100%, the **Create User Group** window and the **Edit User Group** window cannot closed because the "**X**" is hidden behind the browser's address bar. Also, the scrollbar on the right side of the screen is hidden. Use reduce the screen resolution from 100% to 70% to remedy this problem.