# CX Cloud Release Notes January 2023

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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

The Release Notes in this section details features that will be available as part of the January 2023 release.

### Enhanced Software Suggestions

CX Cloud has been enhanced to provide an optimal suggestion in the **Software Group** view for a majority of customer assets including deferred or End-Of-Software Maintenance (EoSM) releases.

Optimal suggestions include:

- A **Risk** field that displays optimal release values of the assets

- Software suggestions for assets including any deferred or EoSM releases
- A **Critical Risk level** for unsupported releases

## Enhanced CX Cloud Interface

The CX Cloud Home page has been updated with an enhanced navigation to display more data and insights on the page.

## Help Menu Updated

The **CX Cloud Help** menu has been updated to provide additional resources for more support and coverage. Customers can now view and access **CX Cloud Supplemental EULA**, **How Cisco Provides Services**, **CX Cloud Security Compliance** and **Cisco Terms of Use** from CX Cloud **Help** menu.

Links to Cookies and Trademarks have been removed from the **Help** menu but can be accessed from the **Cisco Terms of Use** in the CX Cloud **Help** menu.

## Self Help Quick Tour Updates

**Quick Tours** in the **CX Cloud Help** menu has been updated to include two self- guided navigation tours. The **Welcome** tour provides a high-level navigational overview of CX Cloud. The **Assets, Cases, Etc**. tour provides a detailed walkthrough of the **Assets & Coverage**, **Adoption Lifecycle**, **Advisories**, and **Cases** navigational items.

## Crash Diagnostics for Other Assets

Crash Diagnostics are available for the following **Other Assets**.

Cisco 3500 Series Wireless Controllers

Cisco 5500 Series Wireless Controllers

Cisco 8500 Series Wireless Controllers

Cisco Catalyst 9200 Series Switches

Cisco Catalyst 9300 Series Switches

Cisco Catalyst 9400 Series Switches

Cisco Catalyst 9500 Series Switches

Cisco Catalyst 9600 Series Switches

Cisco Catalyst 9800 Series Wireless Controllers

**Note**: CX Cloud Agent already supports these product families in Cisco DNA Center.

# Resolved Defects

There are no resolved defects as part of this release.

# Known Defects

This section lists known defects in this release.

| Identifier | Headline |
| --- | --- |
| CSCwd86584 | Applied filters for Bugs, Security Advisories, and Field Notices do not display when searching or sorting in the **Software Suggestions** detail view. |
| CSCwd86964 | Optimal Releases do not currently display for all customer profiles as expected in the **Software Groups** view. |
| CSCwd89539 | Currently in CX Cloud, Software Groups bug filters are not working as expected. The **Multi** filter overrides previously applied filters while the **Clear** filter clears all filters when attempting to clear an initial filter. |
| CSCwd99441 | Currently in CX Cloud, the **Insights** header erroneously displays on the **Data Sources** set up page. |