

CX Cloud Release Notes February 2023

Contents

[Overview](#)

[What's New](#)

[CX Cloud Agent Updated](#)

[New Use Cases in Adoption Lifecycle for Campus Network](#)

[Coverage Details for Telemetry Assets](#)

[Attaching Files to Cases](#)

[CX Cloud Feedback Moved to Cisco Communities](#)

[Defects](#)

[Resolved Defects](#)

[Known Defects](#)

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 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 detail features that will be available as part of the February 2023 release.

CX Cloud Agent Updated

CX Cloud Agent has been updated such that customers can now directly connect Campus Network assets that are not managed by Cisco DNA Center to CX Cloud Agent through the **Admin Settings > Other Assets** option in CX Cloud. Cisco DNA Center is no longer required for customers to receive advisories and insights based on asset telemetry information.

New Use Cases in Adoption Lifecycle for Campus Network

CX Cloud has been enhanced with five new Campus Network use cases adding additional value to Campus Success Tracks offers and alignment with Cisco DNA Center's most valuable features. The new use cases detailed below can be selected from the **My Portfolio** use case drop-down list or from the **Adoption Lifecycle** home page.

- **Campus Network Visibility** is a new foundational use case that provides installation and setup guidance of the Cisco DNA Center according to best practices so that customer's network devices can be added to and viewed in the Cisco DNA Center, accelerating the customer journey to other use cases.
- **Campus Network Programmability and Integrations** provides guidance for automated network configurations and deployments along with integration of Cisco and third-party applications to optimize network deployments and streamline Day 2 operations.
- **Campus Network Automation** provides guidance for centralized network inventory, security management, and automated software upgrades for consistent and compliant deployment of network devices.
- **Campus Network Observability and Insights** provides guidance for assurance of the network, client, and application.
- **Campus Network Digital Transformation Onramp** helps Campus Network customers not using Cisco DNA Center.

Coverage Details for Telemetry Assets

CX Cloud customers can now view coverage and location information for all telemetry connected hardware assets in CX Cloud.

Attaching Files to Cases

Attaching files to Cases in CX Cloud has been enhanced such that customers can now drag-and-drop or browse to add single or multiple files to a Case. Unique file names are no longer required as all files include a timestamp to differentiate those attached to the same Case with the same file name. A status bar displayed during upload includes file name and type. Upon completion, an upload report provides a list of completed or failed uploads with a reason for any that fail to load. Pending file uploads can be cancelled and any successfully loaded file can be deleted, if necessary.

CX Cloud Feedback Moved to Cisco Communities

CX Cloud customer feedback has been moved to Cisco Communities. Now known as the **CX Cloud Idea Exchange**, customers can continue creating, exchanging, and voting on new ideas through this new and improved platform. All previously submitted ideas will be migrated to the new Idea Exchange.

Defects

Resolved Defects

There are no resolved defects as part of this release.

Known Defects

This section lists known defects in this release.

Identifier Headline

- [CSCwe30520](#) Currently in CX Cloud, different software suggestions display for the same Cisco DNA Center and CX Cloud Agent profiles.
If an error occurs while attempting to associate a contract with a user, the **Associating Contract** screen continues to display instead of displaying an appropriate error message stating that an error occurred.
- [CSCwe32378](#) Currently in CX Cloud, customers are unable to successfully export priority bugs to CSV from the **Advisory** tab.
- [CSCwe36449](#) Currently in CX Cloud, when customers manually create a case from the **Insights > Faults** tab, the secondary case number overrides the primary case number when the primary case is closed.