

CX Cloud Release Notes June 2024

Contents

[Overview](#)

[What's New](#)

[Target Software Suggestions](#)

[Comparing Service Levels](#)

[Webex Added as Contact Preference](#)

[Connecting and Managing Contracts](#)

[Viewing Passed Rules](#)

[Bar Code Scans for Asset Identification](#)

[Cases Additional Contact Details](#)

[Telemetry Support for IOS XR Devices](#)

[New Columns Added to Export File](#)

[Defects](#)

[Resolved Defects](#)

[Known Defects](#)

Overview

The Customer Experience (CX) Cloud is a SaaS offering enabling Customer success throughout the journey to onboard, optimize, and adopt new technologies across all architectures. Customers with Cisco Success Tracks subscriptions have 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 webinars, Success Tips, Accelerator's engagements, and training
- **Trusted Support:** Helps solve immediate technical problems and provides 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, resolved defects, and known issues in CX Cloud. Use this [link](#) to access CX Cloud with Cisco credentials.

What's New

The Release Notes in this section detail features that will be enabled as part of the June 2024 release.

Target Software Suggestions

Cloud Network Level 2 customers now have the option to compare software suggestions for Target releases with Optimal and Current releases, offering more flexibility in selecting software versions that best fit specific network requirements. A comparison link has been added to the **Suggestions** tab in the **Software Group** detail view where available Target releases can be selected for comparison. Upon selection, details display in the new **Target** column and a new **Target** tab is available in the detail view for **Bugs**, **Security Advisories**, **Field Notices**, and **Features**.

Additionally, Campus Network and Cloud Network Success Track customers can now view Target releases in the **Software Group** detail view > **Release Summary** tab.

Comparing Service Levels

Customers now have the ability to view and compare entitled service levels for Success Tracks within the **Adoption Lifecycle** tile. Each Success Track displays the customer's current service level and includes an informational icon with the option to **Learn More** where customers can access a comparison chart detailing the features available at different service levels.

Webex Added as Contact Preference

Webex is now available as a preferred contact method for both new and existing cases, facilitating real-time interactions with support engineers. When selected, customers can access the Webex channel by clicking the **Open Webex Space** link from the **Communications** tab (formerly the **Contacts** tab). Transcripts of Webex sessions are available in the **Files** tab.

Note: This option is only available if the Webex Control Hub is configured to allow bots and external communication.

Connecting and Managing Contracts

CX Cloud Administrators can now connect contracts to their accounts through the **Contract** data source without creating a case. Additionally, the **Contract** detail view has been updated with newly added columns describing contract details such as **Support Type**, **Start Date**, **End Date**, and **Coverage Status**. The **Manage Contracts** button has been replaced by the **Remove Contracts** and **Add Contracts** buttons, allowing Administrators to add or remove contracts by creating a support case. The exported .csv file includes the newly added contract details and an updated file name.

Viewing Passed Rules

The ability to view passed rules has been extended to the Cloud Network Success Track, providing customers a better understanding of their overall network compliance. Customers can toggle between **Rules Violated** and **Rules Passed** by navigating to the **Insights > Compliance > Rules** tab. Passed rules can be filtered by **Regulatory Type**, examined in a rule's detail view, and exported as a .csv file.

Bar Code Scans for Asset Identification

CX Cloud mobile application users can now scan an asset's serial number bar code to easily locate an asset for case creation by selecting **Find Asset > Scan Product**. A successful scan matches a serial number with a device in the CX Cloud asset list and populates asset information in the **Open a Case** form.

Cases Additional Contact Details

Customers now have the ability to view contact details for the assigned support engineer's manager and any interim engineers within the **Communications** tab (formerly the **Contacts** tab) of the **Cases** details view, simplifying the escalation process for those requiring further assistance.

Telemetry Support for IOS XR Devices

CX Cloud can now collect inventory directly from IOS XR devices through the CX Cloud Agent. These assets are added in **Admin Settings > Data Sources > Other Assets** using the seed file or IP range options and displayed in the **Assets & Coverage > Assets** tab.

New Columns Added to Export File

The **Risk Score (Relative to Optimal)** and **Optimal Release** columns have been added to the Software Insights .csv export file for customers using the Campus Network and Cloud Network Success Tracks.

Defects

Resolved Defects

There are no resolved defects for this release.

Known Defects

There are no known defects for this release.