

CX Cloud Release Notes October 2024

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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, resolved defects, and known issues in CX Cloud. 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 enabled as part of the October 2024 release.

RADKit Instance IDs for Cases

Customers can now provide their Cisco Remote Automation Development Kit (RADKit) Instance ID for new and existing cases, enabling faster resolution of their network issues. The RADKit Instance ID can be added under the **Help Support Engineers Resolve Your Case Faster** section upon submitting a new case or in the detail view of an existing case.

Adoption Lifecycle Updates

The tile-level adoption score on the **Adoption Lifecycle** tile has been replaced with the count of available resources, which updates as customers navigate through various success tracks and use cases. The adoption score continues to display in the **Adoption Lifecycle** and **Today** tiles. For customers managing multiple Business Units (BU), the most progressed BU displays by default and the **Select All** option has been removed from the **Business Unit** drop-down list.

Retiring the CX Cloud Mobile Application

The CX Cloud mobile application is being retired, effective October 23, 2024. All mobile-related references and settings have been removed from the CX Cloud desktop application, which remains available for customers.