

CX Cloud Release Notes November 2024

Contents

[Overview](#)

[What's New](#)

[CX Cloud Notifications](#)

[Additional Customized Asset Filters](#)

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 November 2024 release.

CX Cloud Notifications

CX Cloud now includes a Notification Center for customers to view and manage portfolio notifications related to Advisories. The Notification Center includes the following tabs:

- **Notifications:** Displays a dashboard with the latest alerts and messages where customers can view details for each message and archive notifications
- **Archived:** Displays archived messages and includes the option to restore archived messages to the **Notifications** tab
- **Notification Settings:** Allows customers to subscribe to email notifications and customize notifications for a personalized experience

Additional Customized Asset Filters

Customers can now save custom filters in the **Advisories** tile and in the **Assets & Coverage > Hardware End of Life** and **Software End of Life** tabs. When a custom filter is in use, active filters display first in the

list of filter options.