

# PX Cloud Release Notes March 2023

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## Overview

Partner Experience (PX) Cloud is a portal for Cisco Partners to connect with Cisco and their Customers that includes unified dashboards, Partner Offers, learnings, and more. PX Cloud allows Partners to identify opportunities to extend their service offerings by accessing a customer's CX Cloud information. PX Cloud also provide a comprehensive set of APIs that allows partners to integrate our insights into their Customer Success practice tools.

After onboarding, navigate to PX Cloud using the URL <https://pxcloud.cisco.com> and log in using CCO (Cisco ID) credentials.

## What's New

The release notes in this section detail features that will be available in the March 2023 release.

### Automatic Onboarding

Cisco+ Partners with Cisco+ subscriptions that have started or are going to start in the next seven days or Success Track Partners with active, signed, or overdue Level 1, Level 2, or Level 3 contracts that have already started or are starting in the next 21 days are automatically qualified to begin PX Cloud onboarding without waiting for manual approval, allowing faster access to PX Cloud business and customer insights.

### Automatic Onboarding Notification and Walkthrough

New Partner Self Service (PSS) Administrators receive a pre-onboarding Email with PX Cloud Overview links when they have a Success Track contract starting in five to 21 days or Cisco+ subscriptions starting in one to seven days.

A Welcome Email is sent to PSS Administrators with Success Track contracts that have already started or are starting in 1 day, or Cisco+ subscriptions that have already started or starting in 1 day. The email includes a PX Cloud log in link allowing PSS Administrators to start the onboarding process using a guided walkthrough (available on the **Home** page) and the option to continue as a PX Cloud Administrator.

## View Data Access Request Details

Enhancements have been made such that PX Cloud Administrators can view CX Cloud data access request details when the request is pending. Information such as when and by whom the request was made is available. Once access has been granted, the **Summary** tab (formerly the **Access Summary** tab) displays a list of all Success Tracks in the Customer portfolio to which the Partner user has access. Request history can be viewed in the **Request History** tab.

## CX Cloud Contact Details Available

Partner Administrators, who are awaiting response to the Customer data access request, can see the contact information of a Customer's CX Cloud Super Administrators if they provide consent to share their contact details. This enables PX Cloud Partner Administrators to connect with a Customer's Super Administrator and request them to expedite their data access request.

There can be more than one Super Administrator for a CX Cloud customer account. Currently, Name and Email ID of the Super Administrator are available.

## View PX Cloud Contact Information

PX Cloud Administrators waiting to access customer data can now view key PX Cloud contacts who can expedite requests by connecting with the Customer's CX Cloud Super Administrator. If consent is given, PX Cloud Administrators can access the photo, name, Email ID, phone number, and role of available contacts.

Contact information is available for the following PX Cloud contacts:

- Customer Success Practice Lead
- Customer Success Manager
- All Administrators

## CX Cloud Views Available from PX Cloud

With customer-granted access, PX Cloud Partner Administrators, Executives, CSPLs, CSMs, and Customer Success Specialists can now view their customer's CX Cloud data including the **Lifecycle, Assets & Coverage, Advisories, Subscriptions, and Insights** tiles and all Success Tracks from within CX Cloud in real time, driving customer success by identifying and mitigating risk while assisting customers through the racetrack quickly. This is done by clicking **View in CX Cloud** on the **Customer** details page to cross-launch the CX Cloud application from PX Cloud.

**Note:** Information shown in CX Cloud views is based on the Partner profile access policies created based on the access approved by the customer. PX Cloud users cannot view proprietary information such as Partner name, contract number, or financial numbers that may be available in CX Cloud. Also, the **Cases** tile cannot be viewed as part of this cross-launch.

## Partner Access to Insights to PX Cloud

CX Cloud has been enhanced to provide Cisco Partners read-only access to their customer's **Software**,

**Crash Risk, Fault Management, Compliance, and Configuration** tabs for all purchased, eligible Success Tracks, enabling Partners to support customers with issue investigation and resolution.

## Approve Request Updated

CX Cloud has been updated such that access approvals for PX Cloud Partners and Partner users is now granted at the portfolio level.

## Language Preferences Maintained

When a PX Cloud user cross-launches to CX Cloud, the language preference selected by the PX Cloud user in PX Cloud is maintained in CX Cloud.

## Enhanced PX Cloud Interface

PX Cloud has been redesigned as follows to provide a better customer experience:

### Home page:

- The primary navigation bar has been redesigned to allow more information to display in the window with less scrolling

### CX Cloud Accounts, Services Contracts, Cisco+ Contracts, and Partner Offers pages:

- The **CX Cloud Accounts, Service Contracts, and Cisco+ Contracts** tabs have been converted to menu items that display in the left navigation
- Visual filters now display as filters in left side below the secondary navigation bar
- A **Clear All** option is available to clear all filters
- The **Search** feature has moved to the left side of the window

## Customer Details Window Updated

The PX Cloud **Customer** details window has been updated such that use cases are now listed under Success Tracks on the **Customer** details > **Portfolio** tab. The **Use Cases** filter has been removed. Current **CX Lifecycle Overview** information displays for each use case and users can click into a use case to display the associated **Customer Adoption Lifecycle** checklist.

## Assets and Advisories Tabs No Longer Available

PX Cloud has been updated such that the **Assets & Coverage** and the **Advisories** tabs have been removed from the **Success Tracks** details page since Partners with the appropriate privileges can now view this information by launching CX Cloud from the PX Cloud portal.

## Changes to ATX/ACC Offer Pages

PX Cloud has been updated such that the thumbnail preview has been removed from the following **Ask-the-Expert (ATX)** and **Accelerator (ACC)** Offer pages in alignment with CX Cloud portal functionality:

- **Unpublished**
- **Preview**
- **Published**

The toggle button used to switch between **List** view and **Card** view on the **Partner Offer** page has also

been removed. **List** view is the only remaining option.

## Defects

### Resolved Defects

There are no resolved defects for this release.

### Known Defects

This section lists known defects in this release.

Identifier	Headline
<a href="#">CSCwe26100</a> <a href="#">CSCwe24933</a>	The PX Cloud <b>Request History</b> tab is not updated when a CX Cloud Super Administrator restores or denies a Partner's access to their customer's data.
<a href="#">CSCwe62635</a>	Clicking the <b>Partner Self Service (PSS)</b> link in the <b>Add New User</b> window erroneously directs users to the PX Cloud <b>Home</b> page instead of the <b>PSS</b> page as expected.
<a href="#">CSCwe64167</a>	PX Cloud Partners are currently unable to cross-launch into CX Cloud after revoked customer access is restored.
<a href="#">CSCwe67489</a>	The user list on the <b>Manage Users</b> page does not display when navigating from the <b>Partner Offers</b> page.