

PX Cloud Release Notes October 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](#) and log in using CCO (Cisco ID) credentials.

What's New

The Release Notes in this section detail features that will be enabled as part of the October 2023 release.

Customer Success Tile Added

A new **Customer Success** tile is available to Partners enrolled in Lifecycle Advantage (LCA) allowing Partners to view customer LCA information such as account name, number of alerts, and digital journey enrollment details. Partners can further refine LCA information using the filters or by searching for the customer account name.

Partners can navigate and edit LCA information by clicking the **Launch LCA** link on the **Customer Success** tile.

The following tabs are available from the **Customer Success > Customer Account** details page providing additional information.

- **Account Details:** Allows Partners to view customer alerts and any associated account contacts The **Lifecycle Insights** section displays customer solutions, use cases for those solutions, and any use cases alerts
- **Alerts:** Allows Partners to view all alerts; Clicking **View Details** displays more information about the alert
- **End Customer Party Names:** Provides Partners a more recognizable customer name
- **Enterprise Agreements:** Provides Partners with a view of their customers with Enterprise

View Lifecycle Details

Customer Success Partners can now view their customer's lifecycle journey (**Customer Success > Account Details > View Details**) to better support customer product adoption. A banner displays for Partners with software upgrade recommendations (currently only Cisco DNA Center) indicating that an upgrade is available including a link to the upgrade information.

Lifecycle Insights Added to Today Tile

CX Cloud Lifecycle Insights has been added to the **Today** tile in PX Cloud allowing Partners to view the number of customers with use cases at each stage of the lifecycle by Success Track.

New Video Player Added for On-Demand Videos

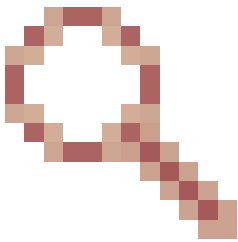
On-demand video content for Success Tips can now be viewed with the new Cisco Digital Asset Management (CDAM) video player providing Partners with an intuitive and engaging customer experience. The following features are available for the CDAM video player:

- View, download, and search matches in transcript
- Closed captioning
- Personalized bookmarks and notes
- Play, Pause, and Search
- Playback speed control
- Volume control
- Rewind and Fast Forward
- Time completed and time remaining
- Adjustable video sizing

Defects

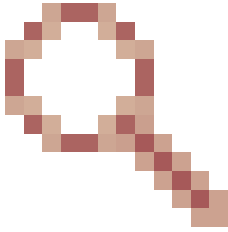
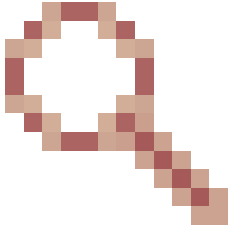
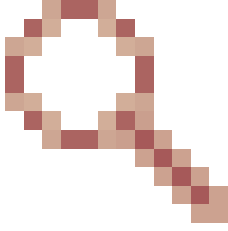
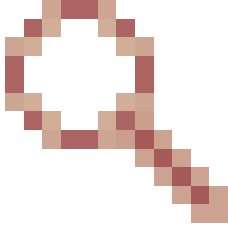
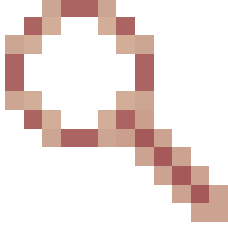
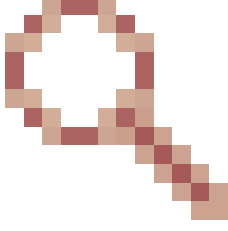
Resolved Defects

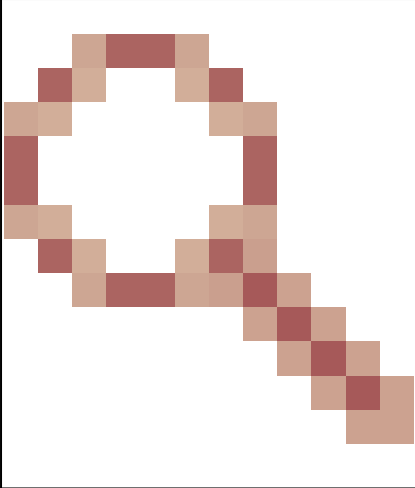
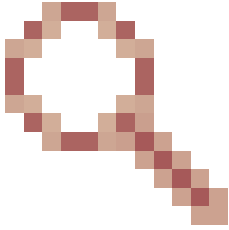
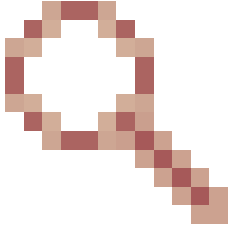
The following PX Cloud defects have been resolved.

Identifier	Headline
 CSCwf44583	Previously in PX Cloud, the Consumption details page did not display associated assets for customers with a Cisco+ contract. This issue has been resolved such that the Consumption details page now displays asset information as expected.

Known Defects

The following known defects are actively being worked on in PX Cloud.

Identifier	Headline
 CSCwh70640	<p>Currently in PX Cloud, the Contact Updated Date field is missing from the Customer Contacts information in the Customer Success > Account Details > Account Contacts page.</p>
 CSCwh70780	<p>Currently in PX Cloud, when the Partner has already requested consent to view the customer's telemetry data, a wrong message displays under the Telemetry Data header on the Lifecycle Insights details page noting that consent is required.</p>
 CSCwh72025	<p>The Generate APIs quick tour menu option is currently unavailable in the Settings > API page.</p>
 CSCwh74074	<p>The Notifications icon does not currently display the number of notifications and when clicked, notes display in random order instead of the newest notification displaying first as expected.</p>
 CSCwh74240	<p>Currently in PX Cloud, the files attached to cases cannot be viewed in the portal.</p>
 CSCwh74480	<p>Currently, the number of contacts displayed in the Customer Contacts panel on the Lifecycle Details page does not match the count displayed next to the Customer Contacts label.</p>
CSCwh75307	<p>Currently in PX Cloud, the alert count on the Customer Success ></p>

	<p>Customer Account page does not match the alert count on the Alert tab.</p>
 CSCwh75311	<p>Adoption Barrier images and media do not currently display through the View Definition link when viewing alerts on the Customer Success > Customers > Alerts page.</p>
 CSCwh40361	<p>Currently in PX Cloud, Hybrid Cloud data does not display in the Top Offers panel of the Today tile for Success Tracks and Hybrid Cloud as a Service Partners.</p>