

PX Cloud Release Notes January 2024

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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 January 2024 release.

New Success Tracks Added

Two new Level 1 Success Tracks are now available to PX Cloud Partners!

The **Wide Area Networking (WAN)** Success Track optimizes customer networks by providing pathways to Software Defined WAN (SD-WAN) with options such as Catalyst SD-WAN Manager and Cisco DNA Center.

The **Collaboration** Success Track offers customer feature support for collaboration hardware such as end points, calling, conferencing and messaging, and workspaces.

The new Success Tracks offer the following features:

- Viewing Success Track contracts
- Requesting access to customer's CX Cloud
- Creating Ask the Expert offers for customers
- Accessing Success Tips
- Accessing PX Cloud and CX Cloud data through APIs (if eligible)

New Insights and Use Case for Cloud Network Success Track

Software and Compliance Insights are available for the Cloud Network Success Track and can be accessed by cross-launching to CX Cloud or through the APIs.

The **CN Digital OnRamp** Use Case is available for the Cloud Network Success Track enabling a direct connection of Cloud Network devices.

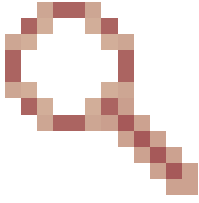
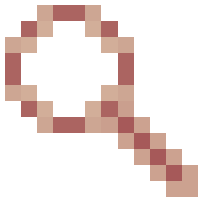
PX Cloud URL Changed

The PX Cloud URL is changing from pxcloud.cisco.com to px.cisco.com in alignment with CX Cloud. While a temporary redirect has been implemented, all bookmarks and references should be updated with the new URL.

Defects

Resolved Defects

The following PX Cloud defects have been resolved.

Identifier	Headline
 CSCwh40361	Previously in PX Cloud, Hybrid Cloud data did not display in the Top Success Track Offers panel of the Today tile for Success Tracks Partners and Hybrid Cloud as a Service Partners. This issue has been resolved and the Hybrid Cloud data displays as expected.
 CSCwh74240	Previously in PX Cloud, files attached to cases could not be viewed in the portal. This issue has been resolved such that attached files can now be viewed as expected.

Known Defects

There are no known defects as part of this release.