

CISCO *Live!*



#CiscoLive



The bridge to possible

Unleash IT Outcomes Faster with Proactive Digital Insights

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PSOCX-1102



#CiscoLive

Cisco Webex App

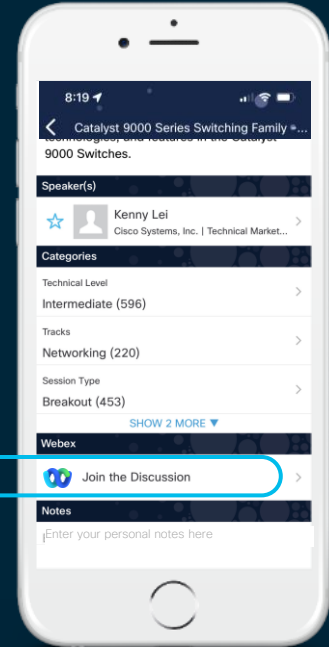
Questions?

Use Cisco Webex App to chat with the speaker after the session

How

- 1 Find this session in the Cisco Live Mobile App
- 2 Click “Join the Discussion”
- 3 Install the Webex App or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

Webex spaces will be moderated by the speaker until June 17, 2022.



<https://ciscolive.ciscoevents.com/ciscolivebot/#PSOCX-1102>

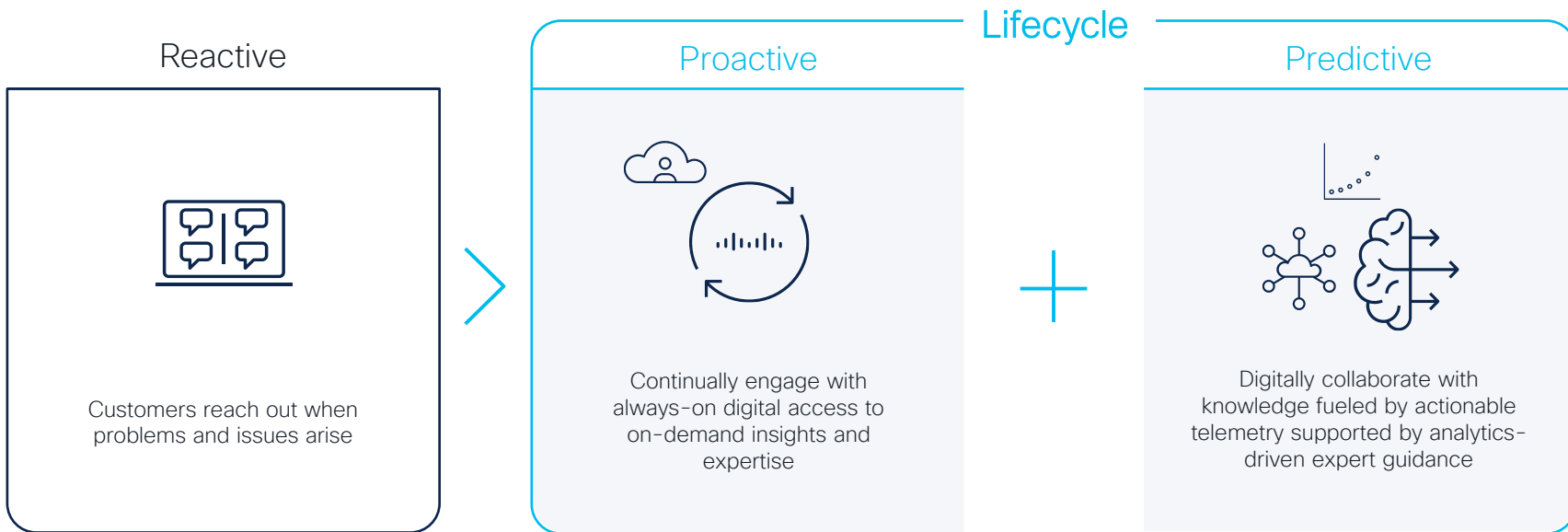


Agenda

- Accelerate technology adoption and utilization
- Improve IT service delivery with digital innovations
- Customer experiences in action

Journey to accelerate success

Human + digital intelligence



Get to outcomes faster

Tap into the Customer Success experience



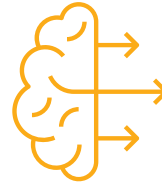
Engage

with our business and
technology experts at
the right time



Elevate

your expertise with our
trainings and certifications



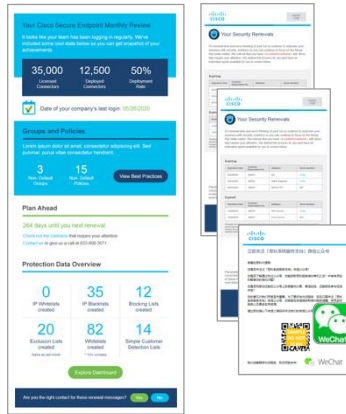
Enable

yourself with our digitally
guided journeys

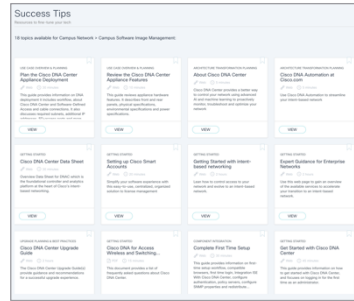
Tailored digital journey

Resources bring real-time value

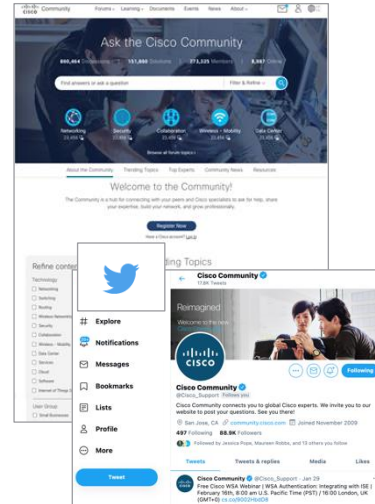
Guided emails



Success tips



Communities



Ask the experts



Mitigate risk and increase productivity

Your Cisco Secure Endpoint activity report

Date of your company's last log in: **April 10, 2021**
Your report as of **April 12, 2021**

Check out the data below for a snapshot of your usage and some recommendations based on where you are in your journey.

35,000 Licensed connectors	12,500 Deployed connectors	50% Deployment rate
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[Deploy more connectors >](#)

Base Features Overview

Below is an overview of your connector count for the base features in your Secure Endpoint Environment.

120 Malicious Activity ~ 10 % increase	120 Terra Same as last month	89 Exploit Prevention
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[Activate](#) System Process [Activate](#) File Conviction

[View best practices >](#)

Your advanced features and integrations

Configured to Submit Low-Prevalence Executables [Enable](#) Off ☐

Active Endpoint Indication of Compromise 10

Advanced Custom Detection Lists 0

Custom Threat Grid API Key configured On ☐

Firepower Management Center configured [Add integration](#)

Recommendations for you

Secure Endpoint integrations
Integrate seamlessly with other security technologies so you can respond to threats confidently.

[Learn more about integrations >](#)

Ask the Experts (ATXs) session

April 29 Feature Overview: Orbital
In this Ask the Experts (ATXs) session, participants will learn how Orbital helps cut downtime to remediate threats. Join our experts for a live demo and the chance to ask questions in real-time.
[8:00 a.m. PDT](#)

See other [Endpoint Protection ATXs sessions](#) offered this month.

Get started on your next security project in your Cisco Enterprise Agreement (EA) suite. [Visit EA workspace >](#)

Refer to these resources to enhance your Secure Endpoint journey:

- The [Endpoint Protection Guided Journey page](#) provides helpful resources for a successful deployment.
- The [Endpoint Security Community](#) offers a vibrant peer-to-peer network with quick tips and expert answers.

Questions? [Connect with us](#)

Deliver a better business ROI

Check the status of your SecureX integrations

Ready to get more out of your security solutions?
Integrations accelerate your threat hunting and incident response strategy. Seamlessly integrate your existing security technologies and partner ecosystems into one console.

Here is a snapshot of your progress:
Your report as of [October 04, 2021]
Here are some additional recommended offers you can integrate. Explore the benefits and get started.

Secure Cloud Analytics [Integrate](#) ☐ Off
Build automated workflows and accelerate investigations with better visibility and greater efficiency.

Secure Email [Integrate](#) ☐ Off
Understand email as a threat vector by visualizing message, sender and receiver, and taking response actions against individual messages.

Secure Endpoint [Integrate](#) ☐ Off
Add detailed visibility and swift enforcement across your endpoints and investigations.

Secure Firewall [Integrate](#) ☐ Off
Process and investigate high-priority alerts and use it for edge visibility and enforcement.

Secure Network Analytics [Integrate](#) ☐ Off
Process and investigate high-priority alerts, anomaly detections and enrich investigations.

Umbrella [Integrate](#) ☐ Off
Provide global passive domain intelligence, visibility into your network's resolution history, and enterprise-wide domain enforcement.

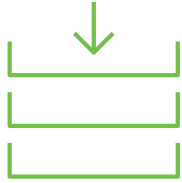
[Explore more integrations >](#)

Get help from a Specialist
For a technical consultation, work one-on-one with a Customer Success Specialist. Their deep solution knowledge can help you accelerate the adoption and use of your technology.

[Connect with a Specialist >](#)

Simplifying your adoption experience

Throughout the digital lifecycle journey



50%

Reduction

In days to resolve your
adoption barriers



39%

Faster

Progress when
digitally engaged
through the lifecycle



114%

Higher

Usage of key
product features

Empower your IT
team with digital
intelligence



Drive IT agility and efficiency

Proactive to predictive innovations from TAC

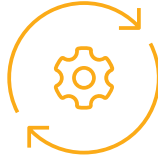


Early intervention

Enable self-service

Automations

Enhance workflows
through events and APIs



Insights & analytics

Predict outcomes
with AI/ML-driven
intelligence

Connected data

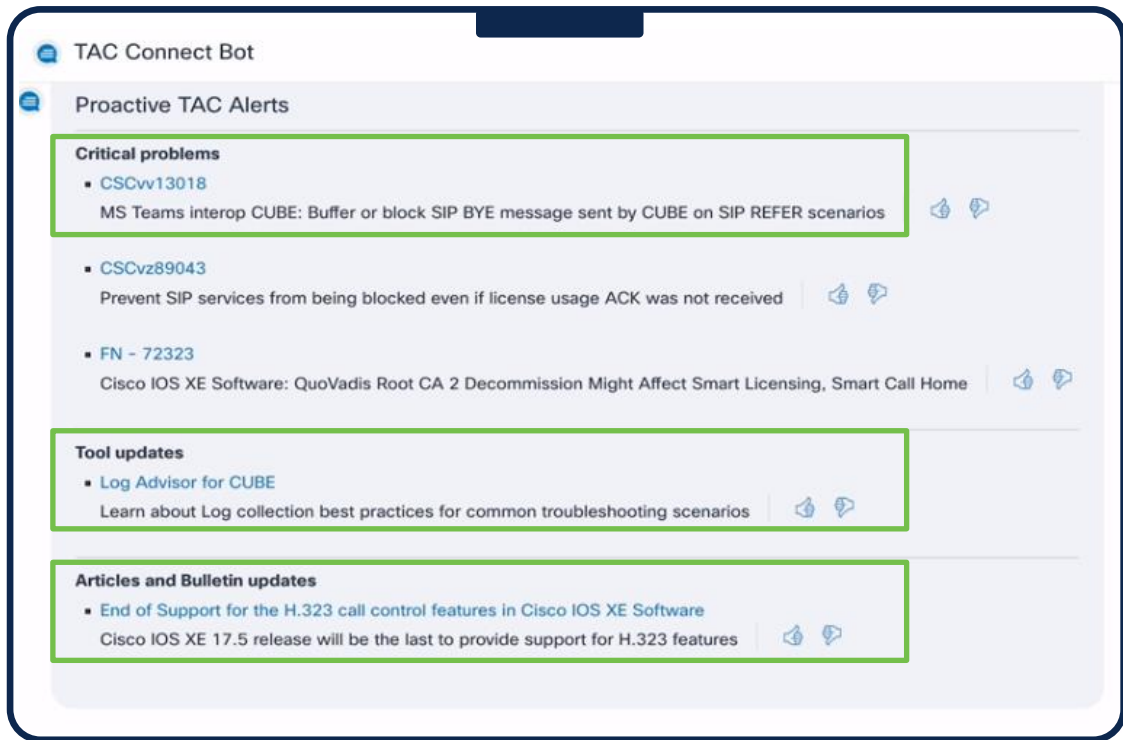
Store and thread
customer interactions



Get answers without the hassle

Frictionless experience

TAC Connect Bot: Self-service tool for common customer asks, provides AI driven recommendations



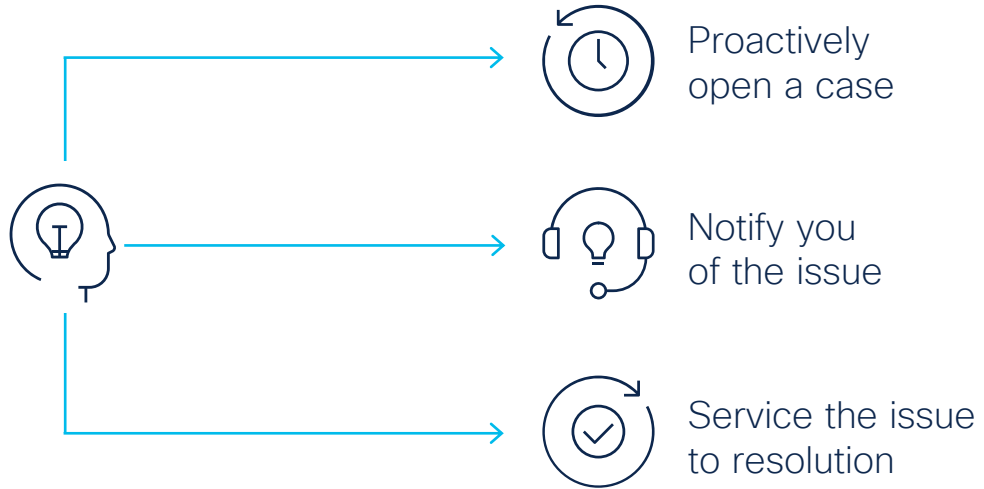
Get answers without the hassle

Frictionless experience

TAC Connect Bot: Self-service tool for common customer asks, provides AI driven recommendations


Virtual engineer: Fully automated case handling improves time to resolution

Virtual engineer will:



Virtual Engineer Case – Adaptive Security Appliance

P3 **69432523** ASA 5508 Rebooting – crash files attached

— **Fri 24 Jan 2022 12:33 PM**  **amcdowell** [Email In](#)

From: amcdowell@acmecol.com
To: Virtual Engineer <virtualengineer@cisco.com>, attach@cisco.com attach@cisco.com
CC:
Subject: Re: SR 69432523

Thanks Virtual Engineer.. Please close this case.

[> Email Chain](#)

12:08pm – Case 69432523 Opened

12:08pm – Cust Uploads Crashinfo

9 min later

12:17pm – Virtual Engineer identifies bug and links bug to case

12:17pm – Virtual Engineer notifies customer of bug and suggested upgrade to resolve issue.

16 min later

12:33pm – Cust requests closure

Avoid issues and solve problems faster

Simplified workflows

Intelligent RMA: Low- to-no touch RMA driven by automation and AI/ML

Cisco TAC Case : 691470058 : Test case - RMA Guided Workflow

LOG ANALYSIS SUMMARY

Module: WA_UCS_ZTA_UCSM_Server_DIMM

Affected Server: Server 1/1

PID: UCSB-B200-M4

SN: FLM212304CQ

UCSM File: 20210817201529_bc815no_UCSM.tar

Chassis File: 20210817202609_bc815no_BC1_all.tar

DIMN	PID	SN	FAULT CODE	CECC	UECC	MrcOut	ACTION
F2	UCS-MR-1X322RV-A	35E9A75B		100306	0	01	RMA

Advice: UNASSISTED_RMA

Reason: RMA Action Found

Submitting the RMA.

RMA Order: 8538893 is successfully submitted. You will receive an email shortly with order details.
If you have any immediate questions, type "@TAC /list commands" to get a list of command requests.

Avoid issues and solve problems faster

Simplified workflows

Intelligent RMA: Low-to-no touch RMA driven by automation and AI/ML

Health Check: Generates accurate, complete and consistent diagnostics insights

Yes, I would like to LevelUp to prepare for my Firewall upgrade.

Last name*

Company name*

Country/Region*

Select One ▼

Your role/designation*

Business email address*

Cisco CCO ID*

What version are you planning to upgrade to? *

Select One ▼

Submit

Avoid issues and solve problems faster

Simplified workflows

Intelligent RMA: Low-
to-no touch RMA driven
by automation and AI/ML

Health Check: Generates
accurate, complete and
consistent diagnostics
insights

Below is the listing of checks that were run that do not need addressed.

Upgrade Checks Passed

Devices	Severity	Title	Description
10.83.181.39	S - ok	(Not Encountering) Firepower 1000 device does not have enough disk space on /Volume to perform upgrade to 6.6.5	This Firepower 1000 device does not have enough disk space on the /Volume/opt/cisco/cap/ partition to perform the 6.6.5 upgrade. The disk space requirements for all models can be found here: https://www.cisco.com/c/en/us/td/docs/security/firepower/660/66x/relnotes/firepower-release-notes-66x/upgrade.htmlMid_92298
10.83.181.39	S - ok	(Not Encountering) Firepower 1000 device does not have enough disk space on the root partition to perform 6.6.5 upgrade	This Firepower 1000 device does not have enough disk space on the root (/) partition to perform the 6.6.5 upgrade. The disk space requirements for all models can be found here: https://www.cisco.com/c/en/us/td/docs/security/firepower/660/66x/relnotes/firepower-release-notes-66x/upgrade.htmlMid_92298

Before proceeding to the upgrade, please respond to the case with the date/time that you plan on performing the upgrade. Please include the following string in your update:]

[Project Level Up - Planned Upgrade Date]

This will allow Cisco CX to plan to have resources available when you go to upgrade should an issue arise.

Once you have remediated these challenges, or validated they will not impact you, please begin your upgrade with the 'Upgrade Instructions'

Accelerate real-time value

Reimagine the TAC experience



50%

lower mean
time to resolution

when leveraging
TAC connect Bot



Reduce

hours to
minutes

with virtual
engineer assistance



80

hours
saved

from part failure to
final RMA resolution



8+

hours
less time

for automated
health checks

TAC innovations power CX Cloud



Rapid problem resolution



Advisories



Virtual Chat Assistant



Zero-touch RMA
Fulfillment Automation

CISCO *Live!*

The screenshot displays the Cisco CX Cloud user interface. At the top, there's a navigation bar with the Cisco logo and a search bar. Below this, the 'My Portfolio' section shows three main metrics: 'ASSETS & COVERAGE' at 45%, 'LIFECYCLE' with a progress bar, and 'ADVISORIES' with a list of security advisories. A 'Cisco Support' chat window is open on the right, showing a conversation with a virtual agent. The main content area is titled 'Cases' and shows a 'Support Metrics' section with a 'TOTAL' of 120 cases. Below this is a table of 'Open Cases' with columns for Severity, Case Number, Title, and Status.

Severity	Case Number	Title	Status
S1	618642324	Error "Sign in to services"	Customer Pending
S2	618642324	The DX80 is having some phantom touches. Need RMA.	Customer Pending
S2	618642324	Attempting to configure the LGW/CUBE for VAR.	Cisco Pending
S3	618642324	Inability to login to server.	New
S3	618642324	I can't send or receive data, it only works when I reboot.	Cisco Pending
S3	618642324	INC2707800 Case opened on behalf of Maximilian Greenitea (mgreenitea)	Cisco Pending
S4	618642324	Error when reconfiguring.	Cisco Pending



Simplify workflows, optimize solutions

Product health checks



Recognizing Cisco Services

Outstanding for services excellence, innovation, and best practices



J.D. Power

Recognized by J.D. Power
for providing “An Outstanding
Customer Service Experience”
for Technical Support,
12 years in a row



TSIA awards

For excellence in customer
portals, customer success,
leveraging analytics and
services automation



Stevie Award

For best use of technology
in customer service

Cisco's 2010–2021 Technical Support Services Certifications are comprised of J.D. Power Certified Technology Service and Support Program Certifications (2010–2017, 2021) and J.D. Power Certified Assisted Technical Support Program Certifications (2018–2020). J.D. Power 2021 Certified Technology Service and Support Program, developed in conjunction with TSIA, based on successful completion of an audit and exceeding a customer satisfaction benchmark for assisted support operations. For more information, visit www.jdpower.com or www.tsia.com.

Continue the Conversation

1

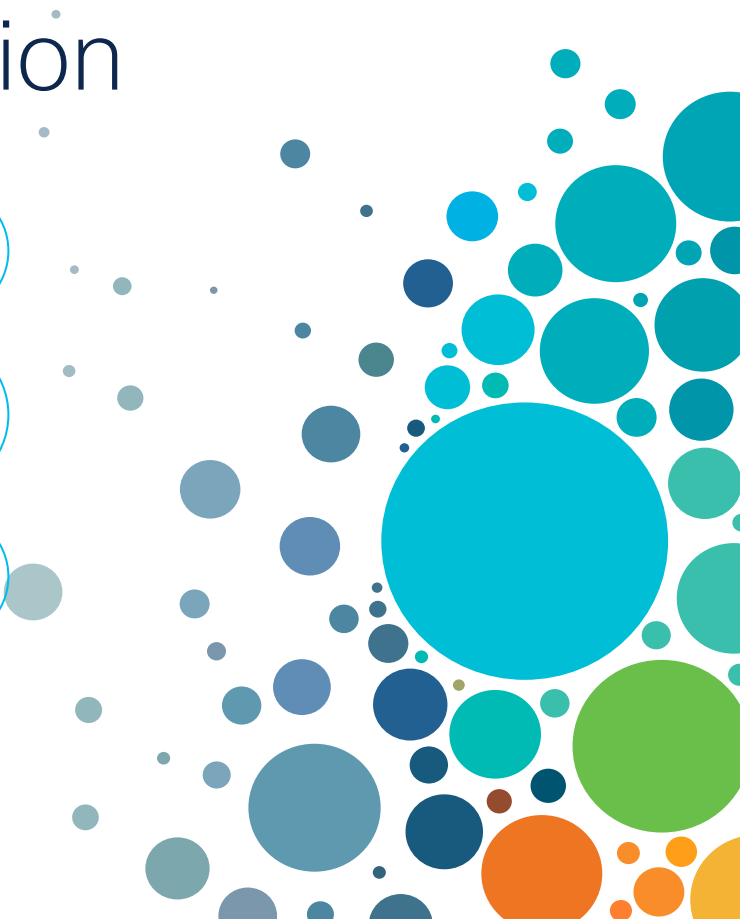
Attend our other CX PSO Sessions

2

Visit the Cisco Customer Experience booth in the WoS (*Booth # 2274*) for Lightning Talks and Demos

3

Visit CX at Cisco Live website
www.cisco.com/go/cxciscolive



RIDE TO POSSIBLE

Engage with Customer Experience at Cisco Live

Each time you scan a CX QR code, you may enter the sweepstakes to win, and you'll also be contributing to Cisco's donations to two bicycle charities.

Pedal your way to insights, knowledge, and fun.

CISCO *Live!*



How to enter to win a bike

1. **Join** the Cisco Live wifi network
2. **Scan** this QR code to get started
3. **Explore** Cisco Live for more QR codes. Hint: check out the map in the game for locations.
4. **Enter** to win a Cannondale Moterra Neo Carbon 2 e-mountain bike!

**Deadline to enter is Wednesday,
June 15 at 5:00pm PT**

Technical Session Surveys

- Attendees who fill out a minimum of four session surveys and the overall event survey will get Cisco Live branded socks!
- Attendees will also earn 100 points in the Cisco Live Game for every survey completed.
- These points help you get on the leaderboard and increase your chances of winning daily and grand prizes.





The bridge to possible

Thank you

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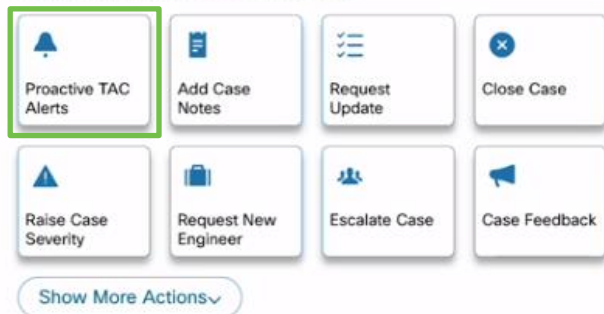
Get answers without the hassle

Frictionless experience

TAC Connect Bot:

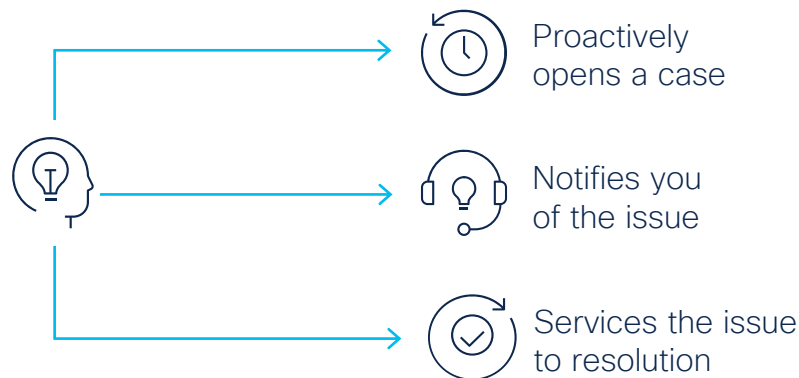
Self-service tool for common customer asks, provides AI driven recommendations

Actions available for case **690223946**:



Virtual engineer:

Fully automated case handling
improves time to resolution



Avoid issues and solve problems faster

Simplified workflows

Intelligent RMA:

Low-to-no touch RMA driven by automation and AI/ML



Automatically detects hardware failures on connected devices



Auto-initiates an RMA to a customer



Auto-creates a TAC case



Customer only confirms delivery!

Health check report:

Generates accurate, complete and consistent diagnostics insights

Before you begin

As a result of you providing troubleshoot files from your devices, we are able to run a pre-upgrade screening on your devices. Below are some things we found that you should address prior to upgrading:

Upgrade Checks Failed			
Devices	Severity	Title	Description
10.03.181.38	3 - low	This FMC has less than 2000 of RAM. Please upgrade to 6.5.	To upgrade to 6.5.0+, your virtual FMC must have 2000 or more of RAM. Please shutdown your virtual FMC, allocate more memory, and power back on the FMC prior to attempting the upgrade.
10.03.181.38	3 - low	FMC has a Cisco Firepower User Agent configured which could prevent upgrade to recent software version (Upgrade Check)	This FMC has a User Agent configured. Version 5.7 no longer supports the User Agent feature. Attempting to upgrade on FMC that has a configured User Agent to version 6.7 will result in an upgrade failure. While the User Agent feature is still supported in version 6.5 - we strongly suggest that you migrate your identity deployment to OSE or IOS-FMC instead.
10.03.181.38	3 - low	Device has a running or configured packet capture	A running packet capture will cause an upgrade to fail. You will need to select/cancel any running captures before proceeding with the upgrade.

Below is the listing of checks that remain that do not need addressed.

Upgrade Checks Passed			
Devices	Severity	Title	Description
10.03.181.38	0 - ok	[Not Encountering] Firepower 1000 device does not have enough disk space on /var/lib to perform upgrade to 6.5.	This Firepower 1000 device does not have enough disk space on the /var/lib(partition) partition to perform the 6.5 upgrade. The disk space requirements for all models can be found here: https://www.cisco.com/c/en/us/td/docs/security/Response/650/650chelines/Response-release-notes-650/upgrade.html#_g2298
10.03.181.38	0 - ok	[Not Encountering] Firepower 1000 device does not have enough disk space on the root partition to perform 6.5.	This Firepower 1000 device does not have enough disk space on the root (/) partition to perform the 6.5 upgrade. The disk space requirements for all models can be found here: https://www.cisco.com/c/en/us/td/docs/security/Response/650/650chelines/Response-release-notes-650/upgrade.html#_g2298

Before proceeding to the upgrade, please respond to the case with the date/time that you plan on performing the upgrade. Please include the following string in your update:

[Project Level Up - Planned Upgrade Date]

This will allow Cisco CX to plan to have resources available when you go to upgrade should an issue arise.

Once you have remediated these challenges, or validated they will not impact you, please begin your upgrade with the 'Upgrade Instructions'