The bridge to possible

Cisco TAC Customer Overview

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Agenda

01	Introducing Cisco technical support
02	Prioritizing and opening a case
03	Escalating a case
04	Self-service support
05	Customer resources
06	Q&A

Areas of Cisco Technical Support

Technical Support

TAC Frontline: service request routing

Services entitlement (privileges)

Technical Assistance Center (TAC)

High Touch Expert Care (premium support)

Product returns and replacements (RMAs)

Licensing support

Expert Care

Award-winning technical support

✓ Industry best practices

✓ Telemetry data insights amassed from over 3M+ devices

✓ Award-winning technical support

12 years

Recognized by J.D. Power for providing "An Outstanding Customer Service Experience" for Technical Support*

24x7

Global support when and where you need it

6,000+

Cisco Technical Assistance Center (TAC) Engineers support Cisco customers each day

35+ years

Of technology innovation

How to prioritize and open a case

How to prioritize a case	How to open a case		

Severity 1
Production network down
Critical business impact
24-hour contact with Cisco

US: 800-553-2447
EMEA: +32 2 704 5555
APJC: +61 2 8446 7411
More contact numbers

Cisco Support Assistant can provide the status, as well as escalate an SR.

Severity 2
Network severely degraded
Significant business impact
Contact during business hours

US: 800-553-2447
EMEA: +32 2 704 5555
APJC: +61 2 8446 7411
More contact numbers

Support Case Manager

Severity 3
Network functionality degraded
Noticeable business impact
Frequent contact with Cisco

Mobile App

Support Case Manager

CX Cloud

Severity 4
General assistance or questions
Installation, upgrade, or config assistance

Mobile App

Support Case Manager

CX Cloud

What you need to open a case

✓ Valid Cisco.com user ID

✓ Active support contract number

✓ Serial number (if applicable)

✓ Problem description and symptoms with detailed impact to network

✓ Output from show tech, show log, or relevant error message(s)

✓ Software version and hardware model

✓ Severity level S1 – S4

✓ Send attachments to attach@cisco.com with the **SR Number** in the subject line

How to update your Cisco contract details

✓ Log into Cisco Profile Manager*

✓ Select "Access Management" tab

✓ Click on "Add Access"

✓ Choose type of access and click "Go"

✓ Enter service contract number(s) and click "Submit"

✓ You will receive an email when the service contract associations have been completed (may take up to 6 hours)
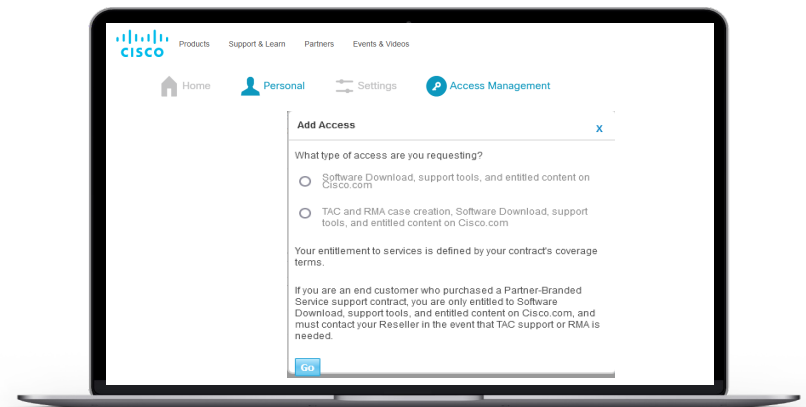
*If you have any access issues, contact your authorized Cisco partner or re-seller, your Cisco account representative, or the individual in your company who manages Cisco service agreement

How to manage & escalate a case

- Ask the engineer on the case to **engage additional resources**

- Engage the engineer's **manager/team lead** listed on their signature

- Escalate with **Cisco Support Assistant**

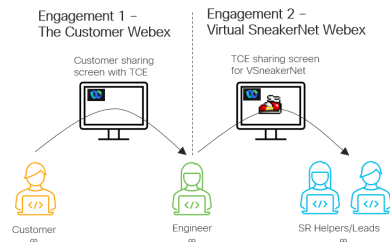- **Call TAC** by phone to speak with a Duty Manager for TAC, Entitlement, Licensing, or Hardware

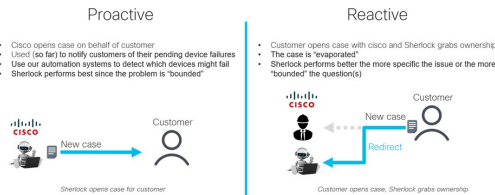|		
Cisco Support Assistant Formally TAC Connect Bot	US: 800-553-2447 EMEA: +32 2 704 5555 APJC: +61 2 8446 7411 More contact numbers	AppDynamics support Meraki support Umbrella support

TAC Innovations with Impact

SneakerNet

Virtual SneakerNet aims to capture that engagement by automating the pieces needed for a 2nd Webex

Sherlock

Project Sherlock is created to explore how we can quickly leverage Automation along with AI to augment our TAC engineers. Originally conceived to help out with high-volume events which create significant TAC cases, we have expanded to also include more of the day-to-day issues customers open cases on.
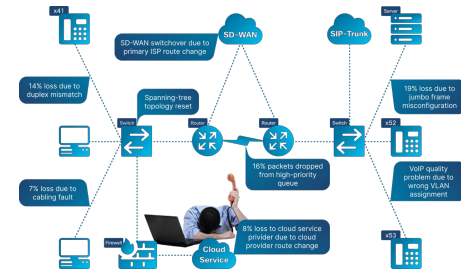
RADKit

RADKit is a Software Development Kit (SDK): a set of ready-to-use tools and Python modules allowing efficient and scalable interactions with local or remote equipment.

Self-Service Tools

Cisco Support Assistant: a Self-Service Tool

- Get case, bug, and RMA status

- Raise case severity

- Reassign, escalate, or close a case

- Connect with the engineer assigned to the case without calling TAC

Access Cisco Support Assistant across TAC platforms

Cisco Support Assistant

Cisco Support Assistant

Self-serve experience for TAC Engagements. Get things done quicker without waiting in queues.

Cisco Support Assistant: At-a-Glance

Get Started
Knowledge scope: Cases, Bugs and RMA Management

Chat right here   Chat in Webex App

Support Case Manager

Actions	Case	Created ∨
☆ 💬	690833877	02/12/2021
Ask the bot		
☆ 💬		

Hi there! I can help manage your cases.

Virtual Spaces

⊕ ☆ Cisco TAC Case : 689629891 : CUBE - Intermittent call disconnects   **Meet**

Messages   People (4)   Content   Schedule

TAC Connect (bot) 8/4/20, 6:00 AM
Hello! I can help you get case details and connect with Cisco TAC. You can make the following requests in English language:

- @TAC what is the status
- @TAC connect with engineer
- @TAC create a virtual space
- @TAC request an update
- @TAC update the case
- @TAC escalate
- @TAC raise severity
- @TAC requeue
- @TAC close the case

Self Service Tools

Virtual Spaces via Webex

Virtual Spaces
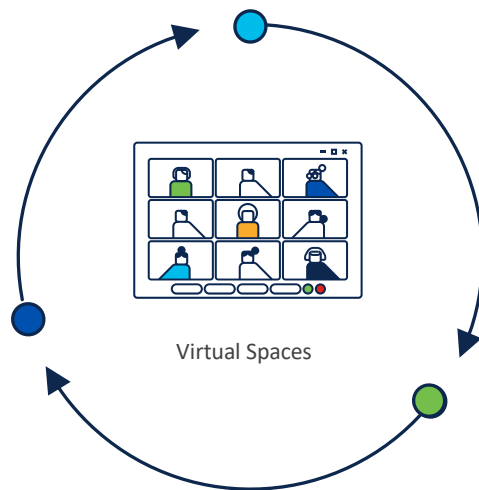
"I REALLY love this new option; it gets answers to questions back and forth much quicker and provides an easy method to attach files and screen shots to a case."

Demo video

1 New Contact Preference
Use Support Case Manager to tell us how to contact you

2 Conversation Transcripts
See how a specific issue was solved

3 Faster Resolution
Share files and collaborate with experts in real-time

Available to Webex and Webex Teams, SP Advantage, High Touch Expert Care, TS Advantage, Solution Support, and Smart Net Total Care (SNTC) customers

Self-Service Tools

More Self-Service Tools

Cisco Feature Navigator

CFN   Feature Navigator allows you to quickly find the right Cisco IOS, IOS XE, IOS XR and CatOS software release for the...

Learn More >

MIB Locator

ML   A Management Information Base (MIB) is a collection of objects in a virtual database that allows Network Managers using...

Learn More >

Log Advisor

LA   Log Advisor takes a scenario-based approach to guide you to the relevant step-by-step action plan and available tools...

Learn More >

Bug Search Tool

BST   Tool for research and troubleshooting related to software bugs.

Learn More >

🔒

Software Research

⭐   View Cisco suggested software for supported products. In addition to the new filtering capabilities you are now...

Learn More >

Support Case Manager

SCM   Support Case Manager allows you to create and manage support cases with the TAC.

Learn More >

🔒

Cisco Power Calculator

CPC   Cisco Power Calculator enables you to calculate the power supply requirements for a specific Power over Ethernet (PoE)...

Learn More >

🔒

Product Upgrade Tool

PUT   Request Hardware upgrades, software on media or software that is not available in the Software Center, and physical...

Learn More >

🔒

DSP Calculator

DC   Estimate digital signal processor (DSP) resources needed for Voice Over IP (VoIP) calls on integrated service routers

Learn More >

Questions

Cisco support resources

At-a-glance: How to Engage Cisco Technical Support

cisco.com/support

Severity 1
Production network down
Critical business impact
24-hour contact with Cisco

Severity 2
Network severely degraded
Significant business impact
Contact during business hours

Severity 3
Network functionality degraded
Noticeable business impact
Frequent contact with Cisco

Severity 4
General assistance/questions
Installation, upgrade, or config assistance

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1. Prepare to open a case

- Valid Cisco.com user ID

- Active support contract number

- Serial number (if applicable)

- Problem description and symptoms with network topology

- Output from show tech, show log, or relevant error message(s)

- SW version and HW model

- Severity level S1 – S4

- Send attachments to attach@cisco.com with the SR Number in the subject line

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2. Open a case

- Have your SR number ready
- Severity 1 or 2
  - Phone
  - Support Case Manager
- Severity 3 or 4
  - Support Case Manager
  - Mobile app

3. Escalate a case

- Call and ask for a Duty Manager

- Use Cisco Support Assistant

Learn more: How to Engage Cisco Technical Support

How to prioritize and open a case

Prioritizing and Opening a Case

How to prioritize a case	How to open a case		
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Severity 4 General assistance or questions Installation, upgrade, or config assistance	Mobile App	Support Case Manager	CX Cloud

Two-page PDF

Severity level

How to engage with Cisco Technical Support

Two-minute video

Thank you