

GVE for Partner Help (Global Virtual Engineering)

Global Virtual Engineering for PH offers Pre-sales technical enablement to all Cisco employees, partners and distributors, on all Cisco products

Supported Services

[Approved Partners \(Click here\)](#)

- [Cisco BOM](#)
- [Cisco Product or Service Info](#)
- [Partner Tools Support](#)

[P+ Elite Partners & Distributors \(Click Here\)](#)

- [Cisco BOM](#)
- [Cisco Product or Service Info](#)
- [Partner Tools Support](#)
- [Cisco Design](#)
- [Customer / Opportunity Engagement](#)

[Cisco Sales Team \(Click here\)](#)

- [Cisco BOM](#)
- [Cisco Product or Service Info](#)
- [Partner Tools Support](#)
- [Cisco Design](#)
- [Customer / Opportunity Engagement](#)
- [Partner Enablement](#)
- [RFP / RFI Technical Assistance](#)
- [Cisco Sales Enablement Services](#)
- [Competitive Assistance](#)

Out of Support Boundary

- Request for Proposal (RFP) support and competitive analysis inquiries
- [Contact your Partner Account Team](#)
- Post Sales inquiries
- [Contact Technical Assistance Center \(TAC\)](#)
- Network implementation assistance
- [Contact Planning, Design, and Implementation \(PDI\) Help Desk](#)

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Contact Us

- ❑ **Hours of operation** : 24 hours a day / 5 days per week / 24 languages
- ❑ **Contact Us** : [Web Form](#) , [Email](#) , [Salesforce](#) , https://communities.cisco.com/community/partner/programs_tools/partnerhelpline
- ❑ **Tool Link** : <http://wwwin.cisco.com/c/cec/organizations/sales/wwse/gve-engagement.html>



Escalation/Prioritization Path

- ❑ **Feedback link** : gve-case-escalation@cisco.com
- ❑ **Open a Ticket/Support case** : <http://www.cisco.com/c/en/us/partners/tools/partner-helpline.html>
- ❑ **Case Escalation** : To escalate a case, you can send an email to gve-case-escalation@cisco.com



Reference Documents

- ❑ **Best Practices/Training Links/Help Documents**: <http://wwwin.cisco.com/c/cec/organizations/sales/wwse/gve-engagement.html>
- ❑ **Knowledge Base** : https://communities.cisco.com/community/partner/programs_tools/partnerhelpline



Reach us when :

- ❖ You need presales technical support
- ❖ You have questions on product information, including assistance with product/technology selection and inquiries, pricing, configuration validation, creation of bill of materials, and partner tools support