

TAC - Best Practices

There are some Best Practices which you should follow before contacting TAC

1. Before opening a TAC case, please visit [here](#) to find solutions online.

- ☐ [Check Field Notices](#) before raising any new Tac case.
- ☐ Before opening a new SR do a [Bug search](#)

2. Always provide these information while opening a fresh case.

- ☐ Service Contracts/SN, Cisco.com ID of the case contact
- ☐ Clear Problem Description and Technology Selection, serial number or software name
- ☐ Relevant information (Network Diagram, Configurations, Logs etc.)
- ☐ Assess Business Impact -> Assign the right Severity

3.. Please check the recommended steps and expectations for different case severities.

Case Severity	Recommended Service Request Opening Tool	Service Request Routing	TAC CSE expectation	Customer expectation	Next Available CSE
S1	Telephone	Directly to Engineer	24x7 available	24x7 available	Mandatory life handover
S2	Telephone	Directly to Engineer	Available during business hours	Available during CSE business hours	On Customer Request if CSE is not available
S3	TAC Web Portal	SR Queue	CSE business hours	CSE business hours	On Customer Request : Requeue
S4	TAC Web Portal	SR Queue	CSE business hours	CSE business hours	On Customer Request : Requeue

All available tools

<http://www.cisco.com/c/en/us/support/web/tools-catalog.html>

Most common tools used in GTAC case handling are:

[Case Management Tool](#)
[Bug Search](#)
[RMA Tool](#)
[Feature Navigator](#)
[Output Interpreter](#)
[Register & Manage Software Licenses](#)
[Support Community Forums](#)

Supported Services

- Technical problem solving (ex. Troubleshooting, config assistance, etc.)
- Interface between customer/partner and Cisco development

Out of Support Boundary

- Design Solutions
- Support for Proof of Concepts
- Licensing enrollment
- Out of Office Support: Handover could take place (follow the sun)