Partner Helpline - Technical Pre-Sales Support

Partner Help (PH) provides a wealth of information to help partners find the right solution for the needs of each customer. With so many answers available at their fingertips, partners can be better prepared for the unique network challenges and requirements of each customer.

Supported Services: Pre-Sales Support as follows

- Product recommendations
- Compatibility information
- Product documentation
- Product specifications
- Licensing overview
- Pre-ordering information
- Bill of materials creation

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

Partner Help services are available in different levels to the partners. Click here to get more details.

Contact Us

- ❑ **Hours of operation :** Monday – Friday (8am – 9pm EST**)**
- ❑ **Contact Us :** http://www.cisco.com/c/en/us/partners/tools/partner-helpline.html
  Phone: 1-800-553-6387 (English, French Canadian)
  1800 134 349 (Option 5-1-1)
- ❑ **Tool Link :** www.cisco.com/go/ph

Escalation/Prioritization Path

- ❑ **Feedback link :** Once your case is closed, you will receive an email with a short survey about the services you received. This is an opportunity to provide feedback
- ❑ **Open a Ticket/Support case :**
  http://www.cisco.com/c/en/us/partners/tools/partner-helpline.html
- ❑ **Case Escalation :** Send an email to gve-case-escalation@cisco.com

Reference Documents

- ❑ **Best Practices/Training Links/Help Documents :**
  http://www.cisco.com/c/en/us/partners/support-help/presales-helpline.html
- ❑ **Knowledge Base :**
  https://communities.cisco.com/community/partner/programs_tools/partnerhelpline