

# Cisco Support Community (CSC)

Cisco Support Community (CSC) is a knowledge base where users can collaborate, create and access the latest technical support content to solve real-world hardware and software issues in real time. The platform allows anyone to view content and submit feedback, but only registered users can edit, comment and create content including uploading images.

## Supported Services

- Find technical answers and attend events
- Post questions, contribute knowledge, and collaborate through discussion forums and social media channels
- Contact technical experts (customers, partners, and employees)
- View technical documents, whitepapers, presentations, answered questions, blog posts, videos, and recorded and live webcasts



## More about Cisco Support Community

The Cisco Support Community is Cisco's largest online customer community, with over 750,00 registered users (reflecting only 8% of its active user base) and 56 million annual page views.



## Contact Us

- ❑ Hours of operation : 24X7X365 support
- ❑ Contact Us : [Contact](#)
- ❑ Tool Link : <https://supportforums.cisco.com>



## Escalation/Prioritization Path

- ❑ Feedback link : send feedback to [supportforums-info@cisco.com](mailto:supportforums-info@cisco.com)
- ❑ Open a Ticket/Support case : [Contact](#)
- ❑ Escalation Path : [Refer to How to escalate to CSC Support Team](#)
- ❑ FAQs : <http://www.in.cisco.com/c/cec/organizations/cisco-services/ts/tso/gtc/cin/agent/csg/community-csc.html#N>



## Reference Documents

- ❑ **Best Practices to be followed while contacting us:** If you need to escalate an issue as it has extremely high business impact due, please open a Jira first and then email to [csc-support-escalation@external.cisco.com](mailto:csc-support-escalation@external.cisco.com) alias and in the subject line include: Escalation: JIRA ID and in the description including the point of contact and further business justification why the issue is critical and needs to be escalated
- ❑ **Training Links/Help Documents :** <https://supportforums.cisco.com/community/5781/support-community-help>