Customer Service Central (CSC)

Customer Service Central is a unified case management platform where you can submit, view and manage Cisco customer service cases. Get help with orders, quotes, returns, deals, service contracts, reporting, training, tools access, and more.

Supported Services

- Orders, quotes, returns, deal support, service contracts, profile/login, tool access, training, reporting and feedback are just some of the case types that can be managed in Customer Service Central.

Out of Support Boundary

- Technical support cases (TAC) are not managed within Customer Service Central. If you are looking for technical support, open a TAC Support Case Via http://www.cisco.com/ciso/web/support/index.html

TIP

Please check the below docs before contacting CSC :

> Customer Service Central FAQs

> How to use Click-to-Chat in Customer Service Central

Contact Us

- ❑ **Hours of operation : Monday – Friday (8am – 9pm EST)**
- ❑ **Tool Link :** https://www.cisco.com/cisco/psn/web/workspace
- ❑ **Portal : Customer Service Central (CSC) Portal**

Escalation/Prioritization Path

- ❑ **Feedback link :** https://app.smartsheet.com/b/form?EQBCT=8d468cc7725a49b2a8caf01a4a3f01c3
- ❑ **Open a Ticket/Support case :** contact **csc-help@cisco.com**

Reference Documents

- ❑ **Best Practices /User guide : Getting Started with Cisco Commerce User Guide**
- ❑ **Training Links/Help Documents : Operation Exchange Community(Home) →Training→Customer Service Central (CSC)**
  - • **Customer Service Central (CSC) Portal**
  - • **Support Community Help**
  - • **Find system and release updates**