Post Sales Tracking Service (PSTS)

Post Sales Tracking Service specializes in accomplishing seamless, effective and expedited resolution to various post sales situations that otherwise stands to evolve into escalations. PSTS team takes Post Sales burden off an SE/AM and thus enable them to focus on their core job i.e. Presales activities. PSTS provides high level of communication, astute roadblock identification and situation specific approach.

Supported Services

- PSTS engineers offload from SEs and AMs low to medium complexity post-sales support issues, not requiring BU escalation or on-site support, that have been escalated to Field Sales by customers.

- PSTS engineers will interface between our customers and our TAC, Licensing and Logistics teams to help resolve support issues while minimizing SE and AM engagement.

Out of Support Boundary

- DOES NOT participate in Technical Troubleshooting process and that part is always owned by the SR owner.

- PSTS is **not a resource for customers/ partners** to engage directly like TSOM or HTOM. However, customer can request their respective Accounts Manager or System Engineer to engage PSTS on any post sales issue that needs PSTS attention.

- PSTS may have to redirect you to appropriate stakeholders in the following scenarios:

Research questions	RFP/RFC Assistance	BOM creation
Design assistance	Competitive information gathering etc.	Presales Licensing Support
Engagement request initiated by customer or partner directly	FTS Customers with active HTOM/ TSOM contract	Financial Exceptions (Refund/ Discount requests)
Feature Request submission	Advance Services Related Issues	
Bug Scrubs	Site Sanity Tests	

Contact Us

- ❏ **Hours of operation : Monday – Friday (8am – 9pm EST)**
- ❏ **Contact Us :**
    1. E-Mail: psts@cisco.com   (preferred for initial engagement)
    2. IM: PSTS engineers are available via Jabber
    3. Phone: 408-895-9524 rings all PSTS engineers' desks.
- ❏ **Tool Link :** (No external link) Please Email psts@cisco.com

Escalation/Prioritization Path

- ❏ **Feedback link :**
    https://www.cisco.vovici.com/se.ashx?s=2C85931E0DFD0849
- ❏ **Open a Support case : :** Please Email psts@cisco.com

Reference Documents

Best Practices to be followed while contacting us
Please Provide below Details For a better Support
- ❏ What you will need:
    - ➢ Your customer Cisco TAC SR number (if available)
    - ➢ Any existing email/communication thread between sales team and customer.
    - ➢ Summary of the issue at hand and description of the roadblock.
    - ➢ Whether PSTS should engage directly with the customer or not.
- ❏ Providing PSTS with the following will help us support better:
    - ➢ Customer account info such as:
    - ➢ Customer's point of contact and their preferred time-zone.
    - ➢ Immediate action required.
    - ➢ Required method and frequency of communicating the updates.