**Using This Master Template**

There are four sections on these first two pages that contain information on using the template:

* **Section 1 (IMPORTANT):** Seven fields immediately below in section 1 allow you to insert information specific to your document and then have that information AUTOMATICALLY populated into corresponding fields within the actual template below. This is a new capability that frees you up from having to update a document’s often-confusing Properties dialog window. Information in these fields is critical for ISO purposes.
* **Section 2:** Information on the Cisco Customer Experience (CX) *Documentation Master Template* and the accompanying *Documentation Style Guide*.
* **Section 3:** Information on updating a document’s security classification, if necessary. In most cases, this will not be necessary.
* **Section 4:** Information on updating a document’s footers, if necessary.
* These two template instruction pages, as well as other additional instructions (**red text**) on other pages of the template, ***must be removed*** before you submit a final document. Drag your mouse across all text and press ***Delete***. Be aware, you may have to press *Delete* twice to delete these first two pages.

**Section 1: Template’s Automatic Fields**

Click on a field below and then click on the small box with three dots appearing at the front of the field. This selects the field for updates. Enter an appropriate title for each of the seven fields. Corresponding fields within the actual template starting with the title page will now be automatically updated.

* [Project Name and Customer Name, e.g., “Cisco ACI for ABC Industries”]
* [Deliverable Name, e.g., “Low-Level Design”]
* [Version, e.g., “0.1”, “1.0”]
* [Author Name, e.g., “John Smith, Customer Experience, Cisco”]
* [Change Authority, e.g., “Customer Experience, Cisco”]
* [DCP Content ID, if applicable (otherwise “n/a”)]
* [Project ID, if applicable (otherwise “n/a”)]

**Section 2**: **Cisco CX Documentation** ***Master Template*** and ***Style Guide***

This Master Template presents a general framework of document sections that should be included in all documents of this type presented to the customer. Add or remove sections that fit your specific customer scenario. However, do not edit or remove the last two sections (Trademarks and Disclaimers, Document Acceptance) under any circumstances. The template is closely governed by instructions in the Cisco CX Documentation Style Guide mentioned below.

This template conforms to documentation style guidelines (fonts, headers, footers, format, graphics, etc.) included in all ICN templates, and it contains the ISO-required document control elements and the Cisco data classification as well. Please send any feedback or requests for style enhancements to the following:

[svt-templates-team@cisco.com](mailto:svt-templates-team@cisco.com)

* Click below to access a page containing a link to a PowerPoint deck on the DCP process as it relates to documentation standards in Cisco CX. It contains information on document requirements, templates, processing, reviews, approvals, versioning, etc.  
  <https://go2.cisco.com/DCP2DailyUse>

The Cisco CX Documentation **Style Guide** contains detailed instructions on document structure, formatting, styles, figures and tables, graphics, trademarks and disclaimers, and customer acceptance. The Style Guide can be found here: <https://docs.cisco.com/share/proxy/alfresco/url?docnum=EDCS-22030275&ver=approved>

It is essential writers review the Style Guide for instructions on properly writing their documents. Instructions in the guide are Cisco CX-approved and ISO-compliant.

**Section 3:** **Changing a Document’s** ***Security Classification*** **in the Footer**

This template allows an author to change the security classification appearing in the footer, from the default of Cisco Highly Confidential to Cisco Public, Cisco Confidential, or Cisco Restricted:

1. Go to **File** > **Info** > **Properties** > **Advanced Properties** > **Custom** tab.
2. In the Properties field, scroll to the bottom and click on **Document Classification.**
3. In the Value field immediately above, type a new classification level and click **Modify**.
4. Click **OK**.
5. See the instructions below for ***Updating a Document’s Page Footers*** to update the document’s classification.

|  |
| --- |
| **For Apple Mac users:**   1. From your Apple Mac’s main toolbar at the top of the screen, click on **File** and select **Properties**. 2. Click on **Custom** tab. 3. In the Properties field, click on **Document Classification.** 4. In the Value field immediately above, type a new classification level and click **Modify**. 5. Click **OK**. See the instructions below for ***Updating a Document’s Page Footers*** to update the document’s classification. |

For more information on *Security Classifications*: <http://wwwin.cisco.com/infosec/policies/classification.shtml>

**Section 4:** **Updating a Document’s** ***Page Footers***

1. Scroll to the first page displaying the standard expanded footer (as opposed to the abbreviated footer on the title page), which should be the first page of the Table of Contents.
2. Double-click anywhere in the footer. The Header and Footer tab automatically opens.
3. If you have changed the document’s default classification from **Cisco Highly Confidential** to one of the other accepted classifications, right-click on the classification field in the footer and select Update Field to update the footer.

Scroll down after the cover page to make sure the footer has been updated on subsequent pages in the document. If not, repeat the process on those pages and then recheck the footers again.



[Project Name and Customer Name, e.g., “Cisco ACI for ABC Industries”]

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**Document Classification**

**Cisco Highly Confidential**

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About This Document

|  |  |
| --- | --- |
| Author | [Author Name, e.g., “John Smith, Customer Experience, Cisco”] |
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| DCP Reference | [DCP Content ID, if applicable (otherwise “n/a”)] |
| Project ID | [Project ID, if applicable (otherwise “n/a”)] |

History

|  |  |  |  |
| --- | --- | --- | --- |
| Version | Date | Status | Change Description |
| 0.1 | YYYY-MM-DD | Pre-draft | Initial creation |
| 0.2 |  |  |  |
| 0.3 |  |  |  |
| … |  | Draft |  |
| 1.0 |  | Final |  |

Review

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| --- | --- | --- | --- |
| Version | Date | Reviewer | Review Description |
| 0.x | YYYY-MM-DD |  |  |
| … |  |  |  |
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Document Conventions

|  |  |
| --- | --- |
|  | Caution: Alerts readers to be careful. In this situation, you might do something that could result in equipment damage or loss of data. |
|  | Note: Alerts readers to take note. Notes contain helpful suggestions or references to material not covered in the document. |
|  | Timesaver: Alerts the reader that they can save time by performing the action described in the paragraph affixed to this icon. |
|  | Tip: Alerts the reader that the information affixed to this icon will help them solve a problem. The information might not be troubleshooting or even an action, but it could be useful information similar to a Timesaver. |
|  | Warning: Alerts readers of a situation that could cause bodily injury. They need to be aware of the hazards involved with electrical circuitry and familiarize themselves with standard practices for preventing accidents. |

# Introduction

## Preface

[Enter appropriate text in this section using style **Normal**.]

## Audience

[Enter appropriate text in this section using style **Normal**.]

## Scope

[Enter appropriate text in this section using style **Normal**.]

## Assumptions

[Enter appropriate text in this section using style **Normal**.]

## Related Documents

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* It is absolutely essential writers review the Cisco CX Documentation Style Guide for instructions on properly writing their documents. Instructions in the guide are Cisco CX-approved and ISO-compliant. Adherence to the Style Guide is mandatory. The Style Guide is available in Doc Central:   
  <https://docs.cisco.com/share/proxy/alfresco/url?docnum=EDCS-22030275&ver=approved>

# Heading 1

[Enter appropriate text in this section using style **Normal**.]

## Heading 2

[Enter appropriate text in this section using style **Normal**.]

### Heading 3

[Enter appropriate text in this section using style **Normal**.]

#### Heading 4

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##### Heading 5

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###### Heading 6

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Heading 8

[Enter appropriate text in this section using style **Normal**.]

Heading 9

[Enter appropriate text in this section using style **Normal**.]

Heading 1-No Numbers

[Enter appropriate text in this section using style **Normal**.]

* In using this Cisco CX Document Master Template, if for some reason you decide to use one of the unnumbered types of headings, you will be unable to set up cross-references from text in other numbered sections in your document to text in these unnumbered sections.

Heading 2-No Numbers

[Enter appropriate text in this section using style **Normal**.]

Heading 3-No Numbers

[Enter appropriate text in this section using style **Normal**.]

Heading 4-No Numbers

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Heading 5-No Numbers

[Enter appropriate text in this section using style **Normal**.]

# Appendix A: Title

[Enter appropriate text in this section using style **Normal**.]

## Appendix A Sub-Section

[Enter appropriate text in this section using style **Normal**.]

### Appendix A Sub-Section

[Enter appropriate text in this section using style **Normal**.]

# Appendix B: Acronym Listing/Glossary

* Adjust the section headline depending on its content   
  (either "Appendix B: Acronym Listing" or "Appendix B: Glossary").

|  |  |
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| Term | Definition |
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