**Cisco's Internal Service Center IVR Menu**

You can now **dial \*88\* (star-8-8-star) to access Internal Technical Support** from any Cisco IP Phone on the Cisco network. One call now connects you to all the major internal service desks. Internal Technical Support - Contact Numbers can also be found at <http://wwwin.cisco.com/c/cec/support/numbers.html>

* [Global IVR map](https://apps.na.collabserv.com/files/app/file/8957066d-a02a-4a15-9f8f-778ba8e45647)
  + **Global Technical Response Center (Technical Support, opt #1)**

7. For help with resetting corporate password including CEC, Active Directory, and Extension Mobility, press 7

1. For Collaboration and Conference Room support; including Spark, Jabber, WebEx, Voice and IP Phones, ACE Telepresence and DX endpoints, press 1

IVR 1:1 sub menu:

1)  If you are an ACE user

2) For Telepresence, DX and Video endpoints

3) For WebEx, Spark and Jabber

4) For Voice and IP Phone support

5) For projectors, audio and AV controller support

8) To hear these options again, press 8

9) To return to the main menu, press 9

2. For Engineer related support including UNIX, Linux and Clearcase, press 2  
3. For Network productivity including Remote Access and VPN. For hardware or software support on Windows and MAC operating systems or for printer support including toner replacement, press 3  
4. For Smart phone, tablet, paging and all other mobile services, press 4  
5. For all other technical support, press 5  
8. To hear these options again, press 8  
9. To return to the main menu, press 9

* + **Global Sales and Training Support (GSTS, opt #2)**
  + Human Resource Center and C-Worker Support (HR Support, opt #3)
  + Security Facility Ops Center & Facilities and Workplace Resource (SFOC/WPR, opt #4)
  + Cisco Moves (AM and EMEA Only, opt #5)
  + Cisco Travel -> CTC/AMEX (EuEM & US IVRs Only, opt #6)
  + Conference Room support -> RTSD/Sykes Service Desk (opt #7)
  + To hear these options again (opt #8)

***Note:*** *Menu options differ for language IVRs including Mandarin, Korean & Japanese.*

**Technical Support Mandarin IVR:**

- For English support including Conference Room support, press 8. (English greeting)  
- For IT and technical related support, press 1 (Language greeting)  
- For Sales Training and Sales Tool Support and for Channel Partner Tools and Programs support (GSTS), press 2 (Language greeting)  
- For Engineering related support, including Unix/Linux, press 3 (Language greeting)  
- For all HR Tools Support, press 4 (Language greeting)  
- To hear these options again, press 9 (Language greeting)

**Technical Support Korean & Japanese IVR:**

- For English support including Conference Room support, press 8. (English greeting)  
- For IT and technical related support, press 1. (Language greeting)  
- For Sales Training and Sales Tool Support and for Channel Partner Tools and Programs support (GSTS), press 2. (Language greeting)  
- For all HR Tools Support, press 3 (Language greeting)  
- To hear these options again, press 9. (Language greeting)