



Service Description: Technical Support for Cloud Collaboration

This document describes the Technical Support for Cloud Collaboration, which is intended for use in support of Cisco WebEx cloud-based collaboration services.

Related Documents: This document should be read in conjunction with the following documents also posted at www.cisco.com/go/servicedescriptions/: (1) Glossary of Terms; (2) List of Services Not Covered; and (3) Severity and Escalation Guidelines. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

Direct Sale from Cisco: If you have purchased these Services directly from Cisco, this document is incorporated into your Master Services Agreement (MSA) with Cisco. In the event of a conflict between this Service Description and your MSA, this Service Description shall govern.

Sale via Cisco-Authorized Reseller: If you have purchased these Services through a Cisco-Authorized Reseller, this document is for description purposes only; is not a contract between you and Cisco. The contract, if any, governing the provision of this Service will be the one between you and your Cisco Authorized Reseller. Your Cisco Authorized Reseller should provide this document to you, or you can obtain a copy of this and other Cisco service descriptions at www.cisco.com/go/servicedescriptions/.

Technical Support for Cloud Collaboration

Cisco shall provide the various Service described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee.

Cisco Responsibilities:

Priority Service

- Technical Support for Cloud Collaboration provides the Customer with direct access on a 24x7 basis over the term of the service contract, via a dedicated phone number, to WebEx technical trouble-shooting (Tier 2) experts for service requests initiated by Customer designated IT representatives (see Appendix A).
- Once the service request is opened and identified by Cisco as a Tier 2 type problem, a WebEx technical subject matter expert will respond to the issue until the case has been closed.
- In the event the service request is a Tier 1-type issue (Usability / How-To / Question), the case will be routed within Cisco to the appropriate Tier 1 support team to address the request.
- Training. Cisco will provide onboard training for those individuals designated as the Customer's IT representatives. This training will be provided remotely via a one-time meeting along with documentation to explain the process for contacting and opening a Tier 2 service request with a WebEx technical expert.

- **Premium Service** (Optional). For an additional fee, Cisco shall provide the following Premium Service to build upon the Priority Service described above.

Quarterly Help Desk Training:

- Localized remote training tailored to Customer's deployed WebEx & related services and includes Cisco's WebEx TAC troubleshooting methods and use cases

Quarterly Case trending and analysis:

- Review of all Tier 2 cases handled and resolved. Tier 1-type cases will be excluded from review and analysis.
- Analysis of ticket trends and case metrics
- Service Pack audit and review
- Recommend case reduction best practices

Customized Technical Consultation:

- Provide up to 4hrs of consultative assessment, for stabilizing and enabling solutions

Customer Responsibilities:

The provision of the Services by Cisco assumes that Customer will:

- Provide information similar to that shown in the sample form in Appendix A, Contact List, and provide to Cisco, identifying a designated representative to act as the primary interface with Cisco for contract administrative purposes i.e. purchase and renewal **and** identifying designated representative(s) to act as the primary interface with Cisco to contact WebEx tier 2 experts directly and open service requests.
- To initiate a service request, Customer shall call using the phone number provided by Cisco for this service and provide the necessary information requested by the WebEx technical expert in order to begin processing the issue.
- Provide to Cisco by telephone, chat, web and/or e-mail the relevant information to for all open cases to assess, triage, resolve, and or escalate customer issues.
- Provide a priority level as described in the Cisco Severity and Escalation Guideline for all the calls Customer places.
- Provide timely communication to help in the expedited resolution of an issue, e.g. point of contact, communication paths, etc

Appendix A – Contact List

Customer Administrative Contact Information		
<u>Name</u>	<u>Phone Number</u>	<u>Email</u>

Customer IT Representative(s) Contact Information		
<u>Name</u>	<u>Phone Number</u>	<u>Email</u>