



# Cisco Technical Services: Enhancements for Latin America



May 2007

# Cisco Services Portfolio Offerings

## Deliverables

	Cisco Smart Foundation Services *	Cisco SMARTnet/SMARTnet Onsite	Cisco SP Base/SP Base Onsite	Cisco Shared Support
Target Customer	Small and Medium Businesses	All Companies	Service Providers	All Companies
Go-to-Market	Cisco delivered, Cisco service	Cisco delivered, Cisco service	Cisco delivered, Cisco service	Partner delivered, Partner service
Deliverables	<ul style="list-style-type: none"> <li>▪ Network management &amp; productivity tools designed for SMBs; can be loaded to laptop or accessed through special Web-based portal</li> <li>▪ Cisco OS minor software updates</li> <li>▪ Next Business Day advance hardware replacement, where available; otherwise Same Day Ship</li> <li>▪ 24-hour access to open service requests online. Cisco SMB TAC engineers call back within 24 hours, during business hours</li> </ul>	<ul style="list-style-type: none"> <li>▪ Registered access to award-winning Cisco.com knowledge base</li> <li>▪ Around-the-clock, direct access to Cisco engineers and Cisco TAC – English support</li> <li>▪ Cisco OS software updates</li> <li>▪ Advance hardware replacement options, from 4-hr to NBD</li> <li>▪ Access to onsite Cisco field engineer (with Onsite option only)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Registered access to award-winning Cisco.com knowledge base</li> <li>▪ Around-the-clock, direct access to Cisco engineers and Cisco TAC – English only</li> <li>▪ Cisco OS software updates</li> </ul> <p><i>SP Base plus Advance Hardware Replacement also offers:</i></p> <ul style="list-style-type: none"> <li>▪ Advance hardware replacement options, from 4-hr to NBD</li> <li>▪ For top select accounts: LATAM TAC in Spanish &amp; Portuguese 8x5 for Switching, Routing and WAN technologies only. WW TAC after hours.</li> </ul>	<p>Cisco provides to partner:</p> <ul style="list-style-type: none"> <li>▪ TAC Level III support</li> <li>▪ Access to Cisco.com</li> <li>▪ Cisco OS software updates</li> <li>▪ Software Application Support Services (SAS) and SAS plus Upgrade</li> <li>▪ Advance hardware replacement, 4-hr &amp; NBD</li> </ul>

\* Formerly known as Cisco SMB Support Assistant

# Cisco Services Portfolio Offerings

## New TS Enhancements

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# Cisco Services Portfolio Offerings

## New TS Enhancements

- ✓ Valid CCO password and active service contract are mandatory to access new TS enhancements
- ✓ Each person must have own CCO password. If shared CCO is used, only first user will have permanent access to the new enhancements
- ✓ In the CCO profile, the field “country” must match any of the Latin American countries or access to new enhancements will be denied

- The following guides are available at the Services Website for Partners ([www.cisco.com/go/servicios](http://www.cisco.com/go/servicios)), on the “Tools” section:
  - “How to get your CCO password”
  - “Managing your CCO profile” (view, change, update you profile)

# Resources

- To open Service Request using the E-mail Tool for Severity 3 (S3) and Severity 4 (S4) cases, or to find local TAC numbers to open service request via telephone:

Spanish: [http://www.cisco.com/support/LA/es/public/spanish\\_intro.html](http://www.cisco.com/support/LA/es/public/spanish_intro.html)

Portuguese: [www.cisco.com/web/BR/suporte/contato.html](http://www.cisco.com/web/BR/suporte/contato.html)

- Logistic Support Center (Part Replacement):

Call the local TAC number and select Option #4 on the Menu

or

Call to the US at this number 1-800- 553 2447 (option #4) or +1 (408) 526 5744