

## Cisco Smart Call Home

Solve Network Issues Faster with Diagnostics, Real-Time Alerts, Remediation  
Gain Higher Network Availability and Operational Efficiency

[www.cisco.com/go/smartcall](http://www.cisco.com/go/smartcall)

### What is Smart Call Home?

Cisco® Smart Call Home is an award-winning, embedded support feature of Cisco SMARTnet® and Cisco SP Base, available at no additional cost for a broad range of Cisco network devices. Your Smart Call Home-enabled devices will be continuously monitored 24 hours a day, 365 days a year, to provide proactive network diagnostics, alerts, and remediation. Spend less time monitoring your network. Speed issue resolution. Gain automated access to the expertise and knowledge of our industry-leading technical support engineers. Rely on Smart Call Home to help you achieve higher network availability and increased operational efficiency.

#### Devices Supported:

- Cisco® Catalyst® 6500 Series Switches
- Cisco 7600 Series Routers
- Cisco Nexus™ 5000, 7000, and MDS 9000 data center products

#### Updated product list:

[Hwww.cisco.com/go/smartcall](http://www.cisco.com/go/smartcall)

### Operational and Business Benefits

Problems are often identified and resolved before they affect your business. Experience the following operational and overall business benefits:

- Higher availability as a result of proactive, fast issue resolution
- Increased operational efficiency through less time troubleshooting
- Quick and convenient web-based access to personalized information

### Your Security Concerns Addressed

You can be confident that your security concerns have been addressed. Notifications are based on the requirements you specified in your profile, and all transmissions are encrypted. If a potential issue is detected, the following steps occur:

1. Secure, encrypted messages are transmitted to the Smart Call Home System.
2. The system inspects and analyzes the message, assesses the severity of the issue, and activates the appropriate notification sequence based on the profile you created.
3. If the problem is serious, Smart Call Home automatically generates a Cisco Technical Assistance Center (TAC) service request, including detailed diagnostics, that is routed to the right team for your particular problem.

When you set up Smart Call Home, you can specify whom you want to be notified, how you want messages transported, and for what types of events you want to receive alerts. If you choose to allow Call Home to send configuration information, sensitive details such as passwords and community strings are removed to protect your network privacy. Smart Call Home also provides you with access to a Smart Call Home web portal that contains personalized Call Home messages, recommendations, and additional up-to-date information for your Call Home devices.

### Get Your Team Started on Smart Call Home

For more information, visit the Smart Call Home webpage at [www.cisco.com/go/smartcall](http://www.cisco.com/go/smartcall).

Watch a 2-minute customer video, brief overview, and 5-minute product demo. You can select additional documents to download. Smart Call Home is quick and easy to activate. Access the quick start guides and recent Cisco IOS® Releases for supported devices from the Smart Call Home webpage.

### Contact Information

For more information, contact your Cisco account manager.

#### TYPES OF NOTIFICATIONS

##### Messages received:

- Diagnostics
- Environmental
- Syslog
- Inventory and configuration

Cisco Smart Call Home enables the full potential of Call Home technology to give you faster issue resolution, operational efficiency, and quick access to the information you need.