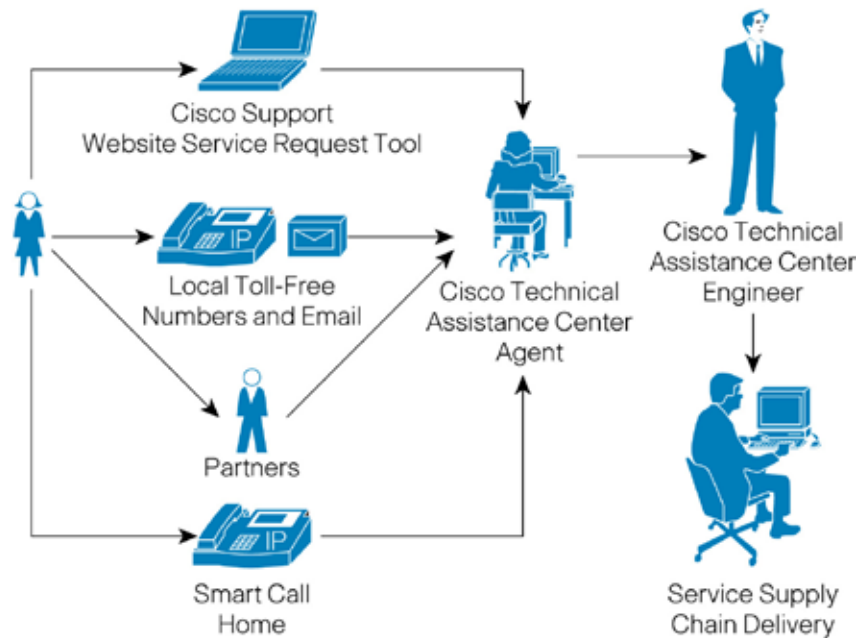


Figure 1. Technical Services Delivery Process



Cisco Support Website

- 82 percent of all Cisco® Technical Assistance Center service requests solved online
- 275,000 service requests solved online every month
- More than two million unique registered users per month
- More than 24 million page views per month
- More than three million software downloads per month

Technical Assistance Center Engineer Profile

- 1400 engineers, of whom more than 450 are CCIE® professionals
- Additional 10,000 field engineers worldwide
- Continuous internal technical training and rotation
- Trained in Kepner-Tregoe analytical troubleshooting methodology

Accessing Cisco Technical Services

To make the most of your Cisco technical support contract:

- **Start with the Cisco Support Website:** This online resource provides the tools and information to resolve 82 percent of all service issues.
- **Contact the Cisco Technical Assistance Center:** If you're unable to find an answer on the support website, contact the Cisco Technical Assistance Center via your Cisco partner, the website, email, or toll-free phone number. Products covered by Smart Call Home will automatically open a service request.
- **Assign a severity level:** Determine the appropriate severity of your issue.
- **Request hardware replacement:** If your issue is hardware-related, the Cisco engineer will work with Service Supply Chain to order a replacement depending on the level of your service contract.
- **Return defective product:** After your replacement product has been delivered, please return the defective product within 10 days.

Cisco Technical Services Organization

Technical Assistance Center: Resolves service requests. Provides content for knowledge base and support website. Helps customers and partners deploy and upgrade their networks more effectively. Creates diagnostic tools and maintains worldwide Cisco TAC virtual labs. Works with business unit design engineers to resolve bugs.

Cisco Support Website: Award-winning self-service resource provides access to some of the same content as Technical Assistance Center, saving time and money by resolving issues and improving staff knowledge.

Service Supply Chain Delivery: Oversees worldwide supply chain for service, parts, field engineers and support service contracts. Provides product defect data to Product Supportability Engineering, business units and manufacturing.



Opening a Service Request

- Open a service request by calling the Technical Assistance Center hotline number, sending an email to TAC@cisco.com or using the [Service Request Tool](#) on the Cisco Support Website. Cisco TAC phone numbers area available at: www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html
- After an email or call is received, the agent verifies the contract entitlement, asks you or your Cisco partner to set the severity level, gathers information about the issue, and opens the service request. The service request is then routed to the appropriate engineering team for resolution.

Premium Services

Cisco Focused Technical Support (FTS) Services and Remote Management Services provide a higher level of personalized service. FTS provides assistance with service request creation, escalation, and management. For more information, review ["Accessing Cisco Technical Services."](#)

Assigning a Severity Level

- **S1:** Network or environment down, critical impact to business
- **S2:** Network or environment severely degraded
- **S3:** Network or environment impaired but functional
- **S4:** Information and assistance required only

Deploying Parts and Services

- Cisco Technical Assistance Center generates a service order and sends to Service Supply Chain Delivery for parts or service. Depending on contract, customers and partners can create an order online or call Logistics Support Center directly.
- The [Service Availability Matrix](#) indicates what service levels—such as two-hour or next business day delivery—are available in each geographic region.
- Worldwide parts depots are used to provide global parts delivery. More than 900 depots located in 120+ countries deliver 720,000 parts annually.
- **Dead on Arrival Manufacturing** (also known as New) is the fulfillment process for newly purchased equipment that fails during initial start-up.
- **Dead on Arrival Service** is the fulfillment process for service replacement when a previous service replacement fails to work properly during initial start-up.
- **Original Equipment Manufacturers** (OEMs) will work with Cisco to troubleshoot, identify the cause, and determine the appropriate hardware resolution for original equipment manufacturer parts. Depending on entitlement, the OEM will provide the same level of technical support.

Further Information

For more detailed information on the topics in this quick reference guide, visit the [Cisco Support Website](#) or review ["Accessing Cisco Technical Services."](#)

Service Request Escalation Process

Automatically Driven: The automatic escalation process is based on the severity level you set at the outset and engages the management hierarchy to make sure appropriate resources are applied to resolve the service request in a timely manner.

Customer/Partner Driven Escalation: When your technical support expectations are not being met, you are encouraged to escalate your concerns to the engineering line or team manager first, then the Technical Assistance Center duty manager.

Cisco Support Tools and Resources

[My Colleagues Tool Granular](#) allows you to manage access for multiple user IDs.

[Download Software tool](#) helps you find the exact software update, patch, or fix based on your system specifications.

[Software Advisor](#) helps you determine which software is right for your Cisco hardware.

[Bug Toolkit](#) helps troubleshoot problems or review known bugs in a software release.

[Output Interpreter](#) helps analyze the output from supported show commands and provides explanations and recommendations.

[Cisco Support Wiki](#) engages the Cisco global community to dynamically share knowledge across a range of topics.

The [Networking Professionals Connection](#) (or NetPro) allows you to share questions, suggestions, and knowledge.

Technical Support Newsletter: Subscribe at www.cisco.com/techsupport/newsletter.