



Cisco Technical Support Mobile App

Support Case Management Capabilities

- View, update, and create Support Cases
- Search for any case or RMA associated with your contracts, or view all your company's cases with a single tap
- Receive push notifications when a TAC Engineer is assigned to your support case, or when it transitions to a "Customer Pending" state.
- Opt-in to receive case update notifications for any case you are entitled to view.
- Call or email your TAC Engineer directly

RMA Capabilities

- Initiate RMA returns (schedule pickup, create shipping labels, etc)
- View RMA replacement part, labor and returns details
- Call or email your on-site contact or Field Engineer

Support Content

- View support contract details associated to your CCOID or SN lookup
- Set calendar reminders 90 and 60 days prior to contract expiration
- Update "Installed-At" address for your devices
- Access support related videos, podcasts and RSS feeds
- Access mobile optimized product information & TAC authored docs
- Pocket Integration allows for offline viewing of content





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General Information

- App Help section contains a link to our [User Guide](#)
- App [Help \(FAQ\)](#) section has link to Global TAC phone numbers and Partner Locator
- Report login issues to: ctsmobilefeedback@external.cisco.com

Opening Support Case Information

- Currently support the creation of Severity 3 or 4 cases
- The case opening process begins with serial number to verify entitlement
- You can attach files to your case via email (attach@cisco.com with “Case <case number>” in subject line)

Case Searching

- Search by Title/Description Keyword, CCOID, Case Number, Contract Number or RMA Number
- Empty search field displays all cases matching filter settings (wildcard search)

RMA Information

- Access RMAs from within the Case Details screen

Gesture Support

- Swipe horizontally to move from one case, note, or RMA to the next

Helpful Resources

- App Support email alias: ctsmobilefeedback@external.cisco.com
- Cisco Technical Support mobile app [product info brief](#)
- Cisco Technical Support mobile app [User Guide](#)

