



How to open a CCW B2B support case

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Dear Partners

Following the launch of the Digital Customer Service platform we are pleased to share an updated process for opening and managing a CCW B2B support case.

How to open a CCW B2B support case

1. Logon to Digital Customer Service platform <https://customerservice.cloudapps.cisco.com/>
2. Search for “B2B Tool Support”
3. On the results page next to B2B Tool Support click on “Open a Case”
4. Tell us if you are opening this case for yourself or someone else and press “Next”
5. Select an appropriate option from the “Type of Request” dropdown list
6. Enter all relevant details in the “Comments” box
7. Under the “Optional Information” section add a subject, any attachments and additional email addresses that you want to be kept informed
8. Click “Next”
9. After reviewing the details select “Create Case”
10. Your case will be created, starting with “TOS-” (for TOols Support cases)

How to manage your case

From the “My Cases” tab you can view all your cases. By clicking on one of your cases you can...

- View the current status and case history
- Provide additional information
- Add alternate contact details
- Escalate your case by pressing the “Escalate” button

How to report an issue with how your case is being handled

If at any time you are not satisfied with how your case is being handled please provide this feedback via the “Take Survey” button at the top of the page.

More options and information can also be found at the top right of the Digital Customer Service home page and also via the Customer Services Hub.

Thank you.

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