

# Software Support for Cisco Spark and Cisco WebEx

## Choose the support that's right for your business

When your enterprise has a diverse workforce that spans multiple locations, you can't allow physical distance to stop your business or make it harder for employees, customers, and suppliers to communicate.

Your collaboration environment is a strategic competitive differentiator in today's digital world. When used to its fullest potential, it helps your company achieve its business outcomes by giving you virtual access to anyone, anywhere. By doing so, you can increase collaboration, leading to quicker decision-making and more rapid innovation.

And with a network that contains leading-edge on-premises and cloud collaboration software, you need access to subject matter experts within both of these environments. Purchasing your cloud and hybrid collaboration solution was the first step in achieving your business objectives. However, having the right level of technical support is also essential.

That's where Software Support for Cisco Spark™ and Cisco WebEx® comes into play. With three service options, from Basic to the high-value Enhanced or Premium offerings to choose from, it allows you to select the right amount of support to help your company get the most from its investment.

## Benefits

- **Increased uptime** through rapid resolution of software incidents and proactive support and IT adoption
- **Better support experience** with direct access to product experts
- **Faster return on your software investment**, with onboarding assistance and seamless integration of the software into your current environment and workflows

Table 1. Software support for Cisco Spark and Cisco WebEx—Basic, enhanced, and premium options

Deliverable		Software Support options		
		Basic	Enhanced	Premium
<b>Software technical support</b>	24x7 case submission and technical assistance.	✓	✓	✓
<b>Initial response</b>	Response-time service-level objective for severity 1 and 2 cases.	60 minutes	30 minutes	15 minutes
<b>Software updates</b>	Access to available software maintenance and to minor and major updates to the supported product.	✓	✓	✓
<b>Knowledge base and online resources</b>	Online access to standard adoption materials, marketing materials, all support tools, and product knowledge.	✓	✓	✓
<b>Prioritized case handling</b>	Priority handling of cases by software support option.		Prioritized case handling over Basic tier	Prioritized case handling over Enhanced tier
<b>Software configuration guidance</b>	Support and guidance for software deployment, updates, migration, and performance maintenance.		✓	✓
<b>Direct access to experts</b>	Direct access to technical support experts.		✓	✓
<b>User adoption</b>	Identification of customer adoption priorities by product, with use cases based on customer business processes and practices. Creation of user adoption plan with periodic plan reviews.	*	✓	✓
<b>Technical adoption support for software integration</b>	Support for integrating and deploying software into the IT environment. Includes initial training on best practices for interacting with Cisco® technical support, ongoing guidance for supporting internal users, and periodic system risk evaluations.		✓	✓
<b>Learning and training</b>	Recommendations for pertinent learning and training available on Cisco.com or the Cisco learning services website.		✓	✓
<b>Advanced technical adoption business reviews</b>	Review of the customer's business against the adoption plan to see how the customer is tracking against Key Performance Indicators (KPIs), plus feature usage, training, and creation of a plan for the next quarter.		2x/year	4x/year
<b>Designated service management</b>	Assigned expert with specialized technical knowledge of the customer's Cisco software solution. Product-level expert providing incident management, case escalation management, and change management.  Provides product-level support geared toward the customer's specific environment, including proactive consultation for integrating software features into customer workflows; advice on upgrades, migrations, and expansions; and software configuration reviews and recommendations to reduce service disruptions.			✓
<b>Advanced support analytics</b>	Support case analysis for Severity 1 and 2 issues, with best practices to reduce support cases. Periodic technical reviews of overall operational performance.			✓

\* User adoption services are provided with some subscriptions. Entitlement may vary.

## Next steps

Your Cisco account manager or Cisco authorized reseller can help you choose between the Basic, Enhanced, and Premium options. To learn more about software support for Cisco Spark and Cisco WebEx, please contact your account manager or a Cisco authorized reseller.

While the Basic option includes 24x7 award-winning technical support, software updates, and access to online resources, Cisco recommends that you purchase the high-value service options to increase uptime and achieve a faster return on your software investment.

The Enhanced and Premium options are especially beneficial if you need faster deployment of your software, a seamless support experience across hybrid deployments, and rapid user adoption that leads to a faster ROI. You also get configuration assistance, direct access to subject matter experts, faster response times, priority queuing, adoption services, and proactive support. The Enhanced and Premium options provide onboarding training to help ensure that your IT team is quickly able to deploy your solution and to help your team fully grasp the Cisco Spark and Cisco WebEx architecture. And by educating your end users, you'll have confidence that everyone knows how best to communicate and collaborate, even if they're located around the globe. With the Premium support option, you get assigned a specialized technical expert who will provide even more incremental support benefits, proactive consultations, and targeted recommendations.

Do not miss the opportunity to leverage the Enhanced or Premium option to surge your productivity and get ahead of your competitors.

## How do I decide which level is right for my business?

Choosing the right technical service to support your company's investment is never an easy choice. Some questions to consider include:

- How quickly do you want issues resolved?
- Do you want direct, 24x7 access to collaboration subject matter experts?
- Do you have the time and resources necessary to ensure that your team fully understands how to use their collaboration tools?
- Would your team benefit from technical training and sharing of best practices?
- How critical is your collaboration solution to your business?
- Do you want your team to more quickly realize the full value of your investment and ensure full adoption of the product?
- Do you need to integrate APIs or other products/solutions?
- How important is access to usage metrics or consumption monitoring?

These are just a few questions for you to consider. At Cisco, we want to make sure that your business has the right level of support for its Cisco Spark and Cisco WebEx solution.