

# Software Support for Unified Communications

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

Your company relies on its communications infrastructure to keep everyone connected anytime, anywhere, and on any device.

Your collaboration environment is a strategic competitive differentiator in today's digital world. Maintaining high availability and adoption rates with minimal risk are only the basic expectations from your internal customers. Selecting the right level of technical support is the first step to achieve the full potential of your infrastructure.

That is where Software Support for Unified Communications comes into play. With three service levels to choose from (Basic, Enhanced, and Premium), this offer is designed to enable faster business outcomes, keep your company up to date with the latest technology, and give you peace of mind when it matters.

## Benefits

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

Table 1. Software Support for Unified Communications: Basic, Enhanced, and Premium features

Deliverables		Software support service levels		
		Basic (same as SWSS)	Enhanced	Premium
<b>Software technical support</b>	<ul style="list-style-type: none"> <li>24x7 case submission and technical assistance.</li> <li>Initial response time service level objective for Severity 1 and 2 cases.</li> </ul>	✓ 60 minutes	✓ 30 minutes	✓ 15 minutes
<b>Software updates</b>	<ul style="list-style-type: none"> <li>All software release updates of the supported product.</li> </ul>	✓	✓	✓
<b>Knowledgebase and online resources</b>	<ul style="list-style-type: none"> <li>Online access to standard adoption materials, marketing materials, all support tools, and product knowledge.</li> </ul>	✓	✓	✓
<b>Prioritized technical support</b>	<ul style="list-style-type: none"> <li>Priority handling of cases based on Software Support service level.</li> <li>Direct access to software technical support experts.</li> <li>Reduce multiple handoffs by having a single owner, matching cases to qualified engineers.</li> <li>Reduce future support calls through holistic problem resolution by addressing related issues once current problem is solved.</li> </ul>		Prioritized case handling over Basic service level ✓ ✓	Prioritized case handling over Enhanced service level ✓ ✓
<b>IT onboarding</b>	<ul style="list-style-type: none"> <li>Welcome email, kickoff meeting, technical discovery meeting, best practices for interacting with Cisco Technical Support.</li> <li>Advice and assistance for Smart Account set-up and Smart License activation.</li> <li>Support and guidance for software deployment.</li> <li>Setup for usage analytics &amp; notification.</li> </ul>		✓ ✓	✓ ✓
<b>IT adoption</b>	<ul style="list-style-type: none"> <li>IT adoption support for integrating and deploying software into the IT environment.</li> <li>Ongoing guidance for IT help desks.</li> <li>Support and guidance for software updates, migration and performance maintenance.</li> <li>Periodic system risk evaluations.</li> <li>Software usage monitoring.</li> <li>Quarterly Enterprise IT Adoption Plan reviews with actionable recommendations for ROI improvements provided by usage metrics (adoption acceleration engine).</li> <li>Recommendations for pertinent learning and training available on Cisco.com or the Cisco Learning website.</li> <li>Access to Learning Library based on purchase.</li> </ul>		✓	✓
<b>Designated service management</b>	<ul style="list-style-type: none"> <li>Assigned expert with specialized technical knowledge of the customer's Cisco software solution.</li> <li>Product-level expert providing incident management, case escalation management and change management.</li> <li>Provides product-level support geared toward the customer's specific environment including proactive consultation for integrating software features into customer workflows, advise on upgrades, migration and expansion, and software configuration reviews and recommendations to reduce service disruptions.</li> </ul>		1 user/1 license	1 to 10 user subscription ✓
<b>Support case analytics</b>	<ul style="list-style-type: none"> <li>Analysis for Severity 1 and 2 support issues with best practices to reduce support cases.</li> <li>Periodic reviews of overall operational performance.</li> </ul>			✓

## Next steps

Your Cisco account manager or Cisco authorized reseller can help you choose between the Basic, Enhanced, and Premium service levels.

To learn more about Software Support for Unified Communications, and its supported products, please refer to the [Software Support Data Sheet](#). For additional information, please contact your account manager or a Cisco authorized reseller.

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

To accelerate the deployment and IT adoption of your software, get advice and support on its business enhancing features, and support hybrid deployments, the Enhanced and Premium service levels provide incremental, high-value service benefits. You get configuration assistance, direct access to subject matter experts, faster response times, priority queuing, IT onboarding and adoption services, and proactive support. With IT onboarding training, you'll help ensure that your team is quickly able to deploy your solution.

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

Some questions to consider while choosing your service level include:

- How critical it is to achieve fast IT adoption of our collaboration technology?
- Do we take advantage of all features available in our collaboration suites that would allow us to achieve faster business outcomes?
- Would my team benefit from sharing of best practices and from training?
- Do we need case escalation management and actionable support intelligence?

These are just a few questions for you to consider. At Cisco, we want to make sure that you have the right level of support for your unified communications software products and your business.