How to engage with Technical Support Services

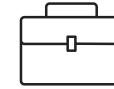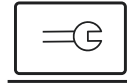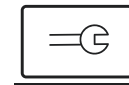|			
Self-Service Online tools and resources	**Support & Downloads** Find products and downloads	**Tools & Resources** **Licensing Support**	**Technology & Support Community** Hub for connecting
Non-Urgent Severity 3 or 4 Tools for questions, configuration assistance, case management, and escalation support	**Support Case Manager** Service request tool	**Cisco Support Assistant** Status / escalation chat	US: 1-800-553-2447 Europe: +32 2 704 5555 Asia-Pacific: +61 2 8446 7411 **Worldwide Support Contacts**
Urgent Severity 1 or 2 Phone or Support Case Manager	. US: 1-800-553-2447 Europe: +32 2 704 5555 Asia-Pacific: +61 2 8446 7411 **Worldwide Support Contacts**	**Support Case Manager** Service request tool	

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> https://www.cisco.com/support

Information you need to create a service request:

- Valid Cisco.com User ID or email address
- Active support contract number
- Serial number of product (if applicable)
- Problem description and symptoms with business impact and network topology
- Output from show tech, show log, or relevant error message(s)
- Software version and hardware model
- Severity levels S1 – S4 of your case

During the process of working on your service request, make sure to update the case by sending additional information and communications to attach@cisco.com.

Be sure to include your Service Request Number in the subject line in order to ensure proper routing of your files.

How to create a service request

- Submit nonurgent Severity 3 and Severity 4 service requests to Cisco quickly using Support Case Manager.
- Create Severity 1 or Severity 2 service requests by calling one of the Cisco Worldwide Contact Numbers, or Severity 2 by Support Case Manager.
- Use Support Case Manager or Cisco Support Assistant to track or update your service request.

How to escalate a service request

If you have opened a service request and are not satisfied with the progress, use the following procedures to escalate:

- Engage with Cisco Support Assistant and ask to escalate.
- Call one of the Cisco Worldwide Contact Numbers and ask to speak with a Team Manager or a Duty Manager.
- Be prepared to provide your Service Request Number and a brief description of why you want to escalate.

Severity Definitions

Severity 1
Critical impact on business operations. Cisco hardware, software, or as-a-service product is down.

Severity 2
Substantial impact on business operations. Cisco hardware, software, or as-a-service product is degraded.

Severity 3
Minimal impact on business operations. Cisco hardware, software or as a service product is partially degraded.

Severity 4
No impact on business operations. Features, implementation, or configuration assistance.