



How to engage with Technical Support Services

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

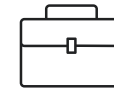
Self-Service

Online tools and resources



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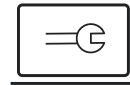


[Technology & Support Community](#)

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



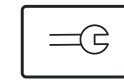
US: 1-800-553-2447
Europe: +32 2 704 5555
Asia-Pacific: +61 2 8446 7411
[Worldwide Support Contacts](#)

Urgent

Severity 1 or 2
Phone or Support Case Manager



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[Support Case Manager](#)

Service request tool



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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.