Technical Support Reference Guide for Cisco Webex Calling powered by BroadCloud

For Users

April 2019

Contents

Introduction

This document describes the procedure for obtaining Technical Support through your newly adopted case management system through the Cisco® Technical Assistance Center (TAC). This document covers how to contact technical support, as well as how to manage your support case online.

The Cisco TAC will allow you to:

- Open support cases online or by phone 24 hours a day, 365 days a year
- Download software updates (maintenance and minor releases) for your covered software
- Access Cisco's online support, including database of product and service information, support case tracking, and a robust set of tools that help facilitate knowledge transfer to your staff and help answer questions more quickly

Opening a Support Case Online

The online support case management tool, called Support Case Manager (SCM), allows users to open a support case, assign a severity (level 3 or 4), receive information through the web or email, maintain and track support cases online, and upload files.

SCM allows you to create Cisco TAC support cases for issues covered under the terms of your Cisco support contract(s). If you would like assistance with a product that is covered under warranty, contact the Cisco TAC by phone.

Customers can use their Webex Common Identity (CI) enabled accounts to log in to SCM. Webex customers who do not have a Webex CI enabled account can sign up for a Cisco.com user ID to submit cases using SCM.

If you can log into settings.webex.com using your email address and Webex password, you have a Common Identity account. You will be able to login with your CI account and may be prompted to provide some additional information at that time. You will not need to create a separate Cisco.com user ID.

If you are unable to login to settings.webex.com using your email address and Webex password, you will want to create a Cisco.com user ID. When you sign up for your new Cisco.com user ID, be sure to use the same email address used for your Webex accounts. Once created, you can use your new Cisco.com user ID to login to SCM and submit cases.

You can access the online support case tool using this link: mycase.cloudapps.cisco.com/case

To open a new support case, click on **Open New Case** and then click on **Webex Teams & Webex Calling** and then **Open Case** in the pop up screen.
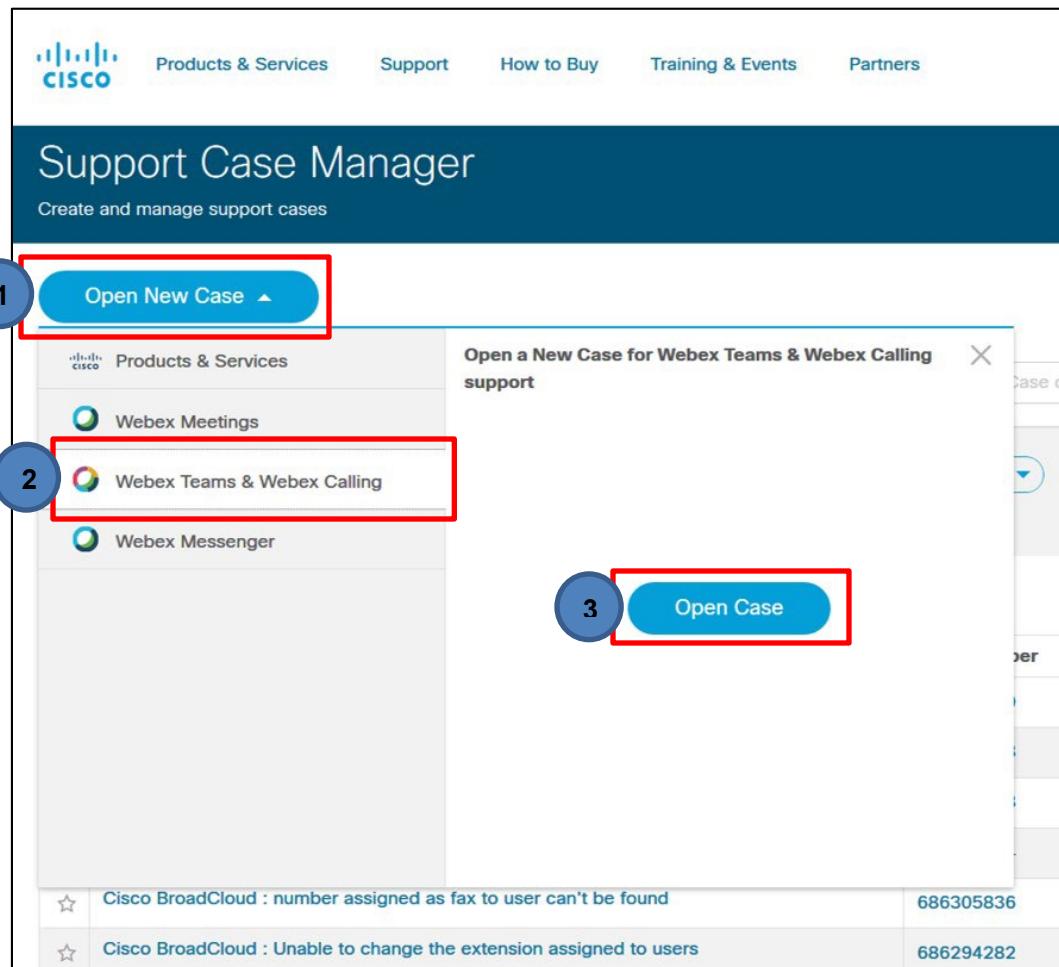
Complete these steps in order to open a support case:

1. Choose the severity from the Severity options. The Severity is automatically populated based on the type of support case:

   - S1:Critical – Network Impaired
   - S2:High – Network Impaired
   - S3:Medium – Normal Response Time

   If you need to open a severity 1 or 2 network-down emergency support case, please call the Technical Assistance Center (TAC) nearest you.

2. Enter a Webex Teams & Webex Calling organization name.

3. Enter a Problem Description.

   Keep these guidelines in mind when describing your problem, if applicable:

   - Describe the problem and symptoms (only one per support case).
   - Include Site Name and Site ID (if applicable)
   - Include a history of the problem and any troubleshooting steps you completed
   - Include log files and error codes or screenshots of the error and any steps required to replicate the issue
   - Type of call quality issues (if applicable)
   - Provide end-point (phone, video etc) MAC address and software version
   - Include Cisco.com user ID, your telephone number and extension if applicable. And your Location.
   - If reporting an issue related to a call please include the "From number," "To number," and date and time of the call.
   - If applicable, include any recent changes to your configuration, system, network and/or data center environment.

4. Click on "Select a Technology" and select the Technology from the pop up menu.
   - For Cisco Webex Calling choose the following technology and sub-technology category:
     - **Cloud and Hybrid Products ➤ Webex Calling (powered by BroadCloud, cloud-registered IP Phones)**

5. Select the Problem Area.

6. Review your contact information in the Contact Preference section. Your contact information is automatically provided based on the Cisco.com username you used to log in to the tool.

7. Click **Submit**.
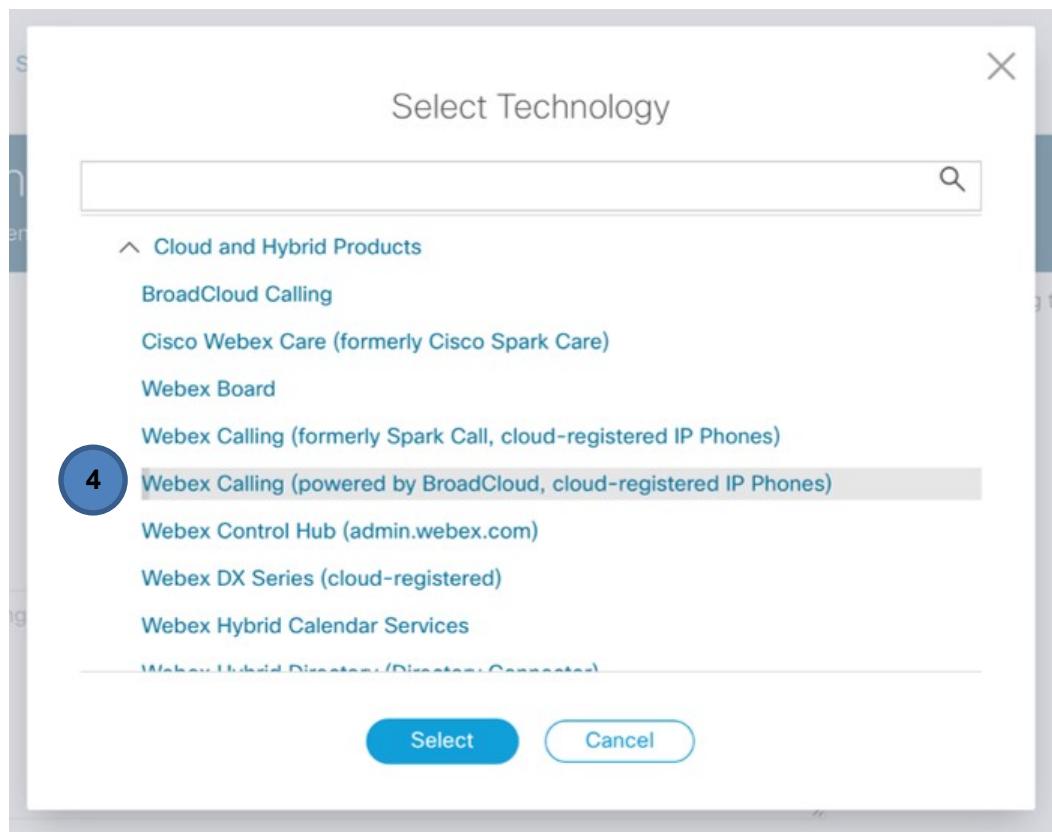
5 Problem Area
Choose problem area...

6 First Name
[   ]
4/40 characters

Last Name
[   ]
5/50 characters

Telephone Number
[🇺🇸 +1 ▾] [   ] Ext [   ] (optional)
Select country code from dropdown then enter telephone number

Email address
[   ]
16/80 characters

Contact Preference
◉ Telephone ○ Email ○ Virtual Space via Webex Teams

CC Recipients (optional)
[eg: name2@cisco.com, name3@cisco.com   ]
0/1024 characters
Enter email addresses separated by comma or semicolon

Case Origin
[Select one   ▾]

7 [Submit Case]

Managing Your Support Case

After you have created your support case, you can view the status, update the notes, upload files, turn automatic updates on or off, and request case closure.

Navigate to www.cisco.com/c/en/us/support/index.html and then select "View Open Cases" from the "My Support" menu. Or you may go directly to: mycase.cloudapps.cisco.com/case.
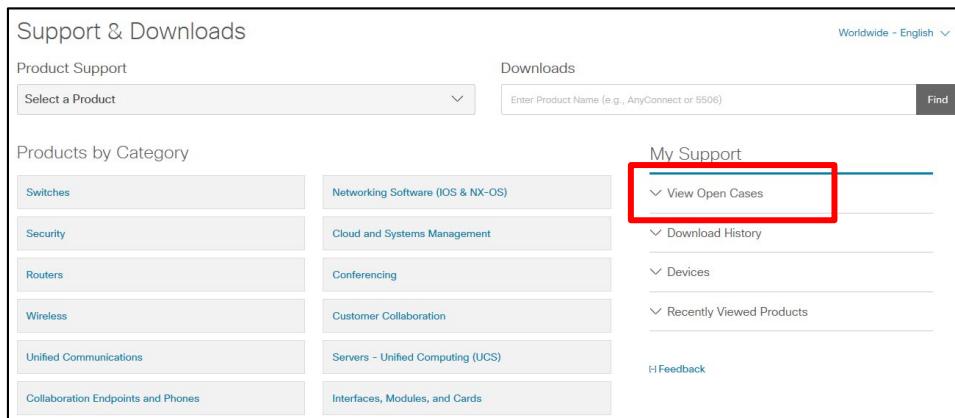
On your Support Case Manager home page, you can filter your support cases.

Here are the available options:

- Open Cases
- Draft Cases
- Closed Cases
- More Options

If you click More Options link, additional fields appear.
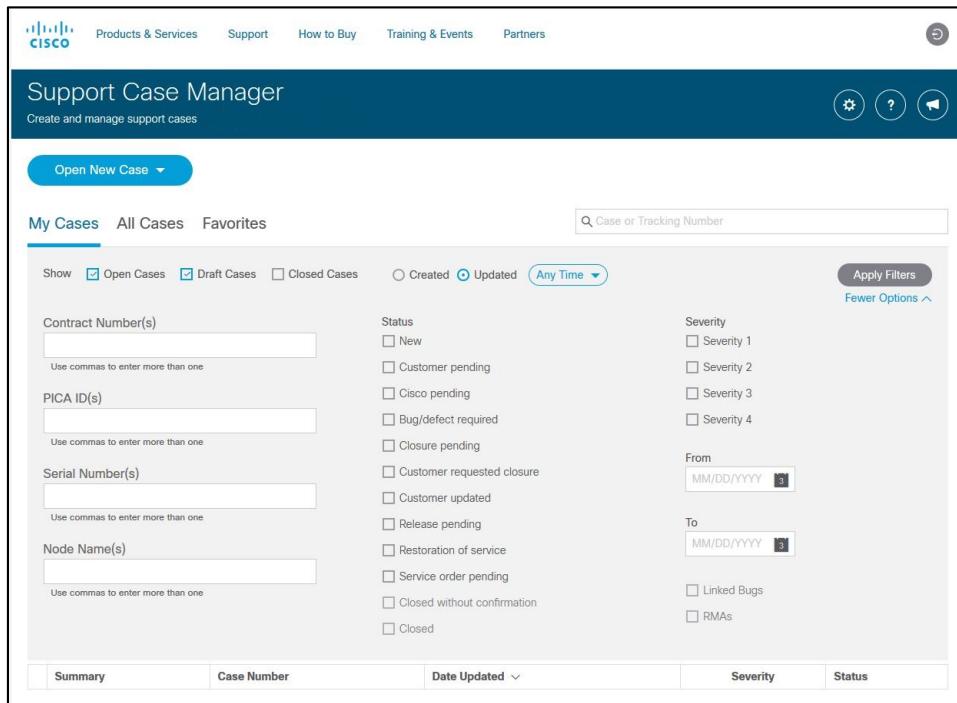
Select an option from the Filter menu, and enter additional information in the remaining fields in order to further filter your support cases. Here are the Advanced Filter menu options:

- Status
  - New
  - Customer Pending
  - Cisco Pending
  - Bug/Defect Required
  - Closure Pending
  - Customer Requested Closure
  - Customer Updated
  - Release Pending
  - Restoration of Service
  - Service Order Pending

- Severity
  - Severity 1
  - Severity 2
  - Severity 3
  - Severity 4
- Linked Bugs
- RMAs
- Contract Number
- PICA ID
- Serial Number
- Node Name
- From and To Date

Opening a Support Case by Phone

Support Numbers

1-800-553-2447 U.S.

For worldwide support numbers, refer to [Cisco worldwide contacts](#)

When you want to report a case, make sure you have the following information available:

- Your email address linked to your Cisco Webex Teams or Webex Calling account
- Business effect (case severity)

Once the agent has all the appropriate information, he/she will open a case, provide you with a case tracking number and route your case to a support engineer. They will contact you to provide technical assistance.

Defining the Severity of a Support Case

Severity 1 and 2 support cases must be opened by phone.

Severity 3 and 4 support Cases should be opened online, but may be opened by phone.

- **Severity 1 (S1)** – shall mean reported Error(s) in Covered Software that causes all or substantially all of a system to be functionally inoperative severely affecting delivery to Customers and requiring immediate corrective action, regardless of time of day or day of the week.
  - Product and/or covered software are in operable for 100% of Customers
  - Loss of service>0.5% of Customers
- **Severity 2 (S2)** – shall mean reported Error(s) in covered products causing the loss of one or more major functions of the system, causing perceptible degradation or interruption of services delivery to Customers or seriously affecting Customer's ability to operate, administer, or maintain their system and requiring immediate attention. Urgency is less than Severity 1 situation because of a lesser immediate or impending effect on system performance, Customer's operation and revenue.
  - Management system failure
  - No backup is available
- **Severity 3 (S3)** – shall mean reported Error(s) in covered products disabling specific noncritical functions of the system that do not significantly affect delivery services to Customers. The lost or degraded functionality impairs Customer's ability to operate, administer, or maintain the system, but does not significantly affect services delivery to Customers.
  - System functionality or performance is reduced
  - System is working on backup
  - Loss of service <0.5 % of Subscribers

- **Severity 4 (S4)** – shall mean reported Error(s) in covered products which is an irritant only and has no significant effect on the functionality or operation of the system and requests for informational support assistance, including product information requests and configuration assistance.
  - Conditions that do not significantly impair the function of the system
  - Documentation
  - System enhancement/functionality request