FAQ
Cisco customer

Services and Support for Cisco Crosswork Assurance

Contents

Introduction 2
Orderability and Service Offer Integration 2
Cisco Support Services 3
Cisco Advanced Services 3
Cisco Advanced Services Transactional 3
Cisco Advanced Services Subscription 4
Service Contract Migration and Renewals 5
Cisco Technical Assistance Center 6
Return Materials Authorization (RMA) 8
Warranty 8

© 2026 Cisco and/or its affiliates. All rights reserved.

Introduction

This document provides answers to some of the most common questions regarding service offers, technical support, and renewals for the Cisco Crosswork Assurance products.

Orderability and Service Offer Integration

Q. What is Orderability?

A. Orderability enables customers to order Cisco Crosswork Assurance (formerly Accedian) products and services using Cisco® processes and tools. In addition, orderability allows customers who purchase on Cisco to utilize Cisco service and support tools and processes for technical support. Cisco Crosswork Assurance orderability began on December 20, 2023.

Q. What is Cisco Crosswork Assurance?

A. Cisco Crosswork Assurance solves the challenges of fragmented multidomain tools and lack of end-to-end visibility on service quality, and enables differentiated services based on quality of experience (QoE) and enhanced SLAs. Cisco Crosswork Assurance delivers network-wide visibility and precise synthetic network and service testing for high-performance networks. Network and end-to-end service quality is visible in a single pane of glass for efficient operations and troubleshooting. Granular performance metrics from Cisco Crosswork Assurance sensors can be correlated with third party data and combined with machine learning powered analytics for near real-time performance insights.

Designed for communications service provider, webscaler, global enterprise and federal or public sector networks with stringent performance requirements, Cisco Crosswork Assurance enables proactive service assurance for efficient troubleshooting and exceptional customer experience—all while lowering the cost of operations. Cisco Crosswork Assurance provides continuous visibility of end-to-end network and service quality as well as per-segment visibility, all with microsecond precision performance data that's needed to automate assurance.

Q. What service offers are available for Cisco Crosswork Assurance Software?

A. Table 1 shows the Cisco Customer Experience (CX) service offers available for Cisco Crosswork Assurance.

Table 1. Service offers Cisco Crosswork Assurance Software

Cisco Service Offer
Support Services
Cisco Solution Support (included with the purchase of Cisco Crosswork Assurance Software)
Advanced Services - Transaction (SOW-based)
Cisco Crosswork Assurance Design and Implement Service
Advanced Services – Subscription Services
Cisco Business Critical Services (Scrum Services)
Cisco Lifecyle Services
Cisco Lifecycle Services (Scrum Services)

© 2026 Cisco and/or its affiliates. All rights reserved.

Cisco Support Services

Cisco Solution Support

Q. What is Cisco Solution Support?

A. **Cisco Solution Support** is an essential element of a Cisco solution by helping to maintain its performance, reliability, and return on investment. Cisco Solution Support combines Cisco product support with solution-level support into one service. If an issue arises anywhere in their deployment, or they only think they might have one, they simply contact us. Our team of solution experts is the primary point of contact, coordinates product support teams when needed, and owns the case from first call to resolution.

Q. What is included in Cisco Solution Support for software?

A. Cisco Solution Support includes the following:

- Global 24-hour access to the Cisco Technical Assistance Center
- Access to our online knowledge base, communities, and tools
- Operating system software updates
- Centralized support from a primary point of contact
- Priority access and response from a solution expert
- Addresses Cisco and Solution Support Partner products
- Coordination between Cisco and Solution Support Partner product support teams
- Accountability for issue management and resolution

Review the service description and website for more detailed information regarding Cisco Solution Support.

Q. How do customers purchase Solution Support for Cisco Crosswork Assurance?

A. Solution Support is included with the purchase of Cisco Crosswork Assurance Software. No additional products or fees are required to receive these services with a software subscription.

Cisco Advanced Services

Q. What is a Cisco Advanced Services Offer?

A. **Cisco Advanced Services** enable customers to get the most value from Cisco Crosswork Assurance products and achieve business outcomes faster. The services are focused on implementing the solution and accelerating outcomes with expert guidance at every step of the IT lifecycle.

Q. Can Cisco Advanced Services be sold by Partners?

A. Yes, Partners can sell Advanced Services delivered by Cisco.

Cisco Advanced Services Transactional

Q. What is a Cisco Advanced Services transactional offer?

A. Cisco Advanced Services Transactional (AS-T) offers are custom scoped and priced and written on a Statement of Work (SOW). The SOW is used to define limitations of liability, characteristics of delivery, payment terms, and other provisions.

© 2026 Cisco and/or its affiliates. All rights reserved.

Q. What Cisco Advanced Services transactional offers are available for Cisco Crosswork Assurance?

A. Table 2 lists the available transactional offers for Cisco Crosswork Assurance.

Table 2. Cisco Crosswork Assurance Design and Implement Service

Cisco Service Name	Service Part Number
Cisco Crosswork Assurance: Design and Implement Service	CX-PDIC-SPA-CSM

Q. Are Cisco Advanced Services Transactional offers required?

A. Cisco Design and Implement Services are required for all initial Cisco Crosswork Assurance solution deployments.

Q. How are the services delivered?

A. Services are typically delivered remotely.

Q. How can customers purchase the AS-T offers?

A. Cisco Sales staff is responsible for creating an accurate Advanced Services transactional quote and SOW. Customers should contact their partner and/or Cisco account representative to create the quote and SOW.

Cisco Advanced Services Subscription

Q. What are Cisco Advanced Services Subscription offers?

A. Cisco Advanced Services (AS) Subscription offers are time-bound engagements that are typically defined as “day 2” engagements for advanced network optimization or support. The deliverables are predefined and are covered under a Service Description and a Cisco Master Agreement. Generally, there are no additional contract requirements, and the subscription is renewed annually.

Q. How are the AS Subscription services delivered?

A. Services are delivered remotely.

Q. What Cisco Advanced Services Subscription offers are available for Cisco Crosswork Assurance?

A. Table 3 lists the Advanced Services Subscription offers available for Cisco Crosswork Assurance.

Table 3. Subscription service offers for Cisco Crosswork Assurance

Service Name	Description	Use Case	Service Part Number
Business Critical Services Scrum Services	Business Critical Services help customers be resilient, adaptive, and transformative to accelerate outcomes. Outcomes help customers optimize and de-risk with ongoing expertise, enable business agility with continuous engagement, and ignite innovation with value across the IT landscape. Cisco Crosswork Assurance custom use case deployments are supported	Scrum Services addon available for existing Business Critical Services customers with sufficient capacity in their contract. Capacity may be expanded.	CON-CXS-XA-SPEC

© 2026 Cisco and/or its affiliates. All rights reserved.

Cisco Lifecycle Services	Cisco Lifecycle Services combine human expertise with digital intelligence to accelerate outcomes. Cisco Lifecycle Services apply digital insights, tools, and best practices to outcomes measurement, analysis, and recommendations. Supporting unique client environments, Cisco Lifecycle Services also use AI and ML to translate insights into actions and automations. Cisco Crosswork Assurance custom use case deployments are supported	New or existing Lifecycle Services customers with sufficient capacity in their contract.	CON-BCSO-OP
		Capacity can be increased with Scrum Services	CON-BCSOS-SCRUM

Q. How can customers purchase Cisco Advanced Services Subscription offers?

A. Customers may purchase Cisco Advanced Services Subscription offers by working with their Cisco account manager or partner, who will then work directly with the Cisco business development manager team.

Service Contract Migration and Renewals

Q. When will legacy Accedian support agreements be migrated to Cisco's installed base?

A. The Accedian support agreements have been migrated into Cisco installed base. Cisco Customer Experience sent email communications to customers after their data was migrated.

Q. What service agreements will be migrated?

A. All active service agreements for hardware and software products will be migrated.

Q. How many service contract numbers will I receive?

A. Customers and partners received contract numbers based on the route-to-market and installed at locations. For example, if a customer purchased 3 products through one partner and all products are located in one location, the customer will receive 1 contract. If a customer has 3 products but purchased through 2 different partners, the customer will receive 2 contract numbers.

Q. Are my serial numbers going to be the same?

A. Yes, migrated service agreements include the same serial numbers, so you can search your contracts by serial number if you desire.

Q. Are my service agreement contract numbers going to be the same?

A. No. You were assigned new contract numbers for hardware, SIA, software, and software subscription support.

Q. How are service agreements renewed?

A. Customers will work with their partner and/or Cisco Account Managers to manage new purchases and renewals. Partners will use CCW-R to view, manage, and renew services that were migrated into Cisco's contracts and install base.

Q. Will Accedian data be visible in Cisco Commerce Workspace (CCW)/Cisco Commerce Subscriptions & Services (CCW-R)?

A. Yes, Accedian service contracts can be viewed and managed in CCW/CCW-R.

© 2026 Cisco and/or its affiliates. All rights reserved.

Cisco Technical Assistance Center

Q. When should customers and partners begin using Cisco support tools and processes?

A. Accedian customers and partners should use Cisco support tools and processes now that their data is migrated into Cisco. Customers and partners will receive an email message with the new contract numbers and instructions on how to get support through the Cisco Technical Assistance Center (TAC).

You may also access your contract numbers in CCW-R by following these steps.

1. Go to CCW-R.
2. Click on the arrow in the Search box to select a search parameter (e.g., PAK/Serial Number, Product Name, Contract Bill to ID or Name, Instance Number, Contract Number)
3. Enter a corresponding value in the search field. Note: Enter just one value; Search does not accept multiple values.
4. If results are found, a Summary Details or Line Items screen is shown, depending on whether the results are single or multiple items, and whether the associated products are covered or uncovered.

Q. What is the Cisco Technical Assistance Center (TAC)?

A. The Cisco TAC provides 24-hour, award-winning technical support services: 1) online through the Cisco Support Case Manager and the Accedian in-platform chat; and 2) over the phone to all customers and partners who hold valid Cisco service contracts.

Q. What service does the Cisco TAC offer?

A. The TAC provides service contract holders with:

- **Expert assistance.** The TAC employs a highly skilled staff who offer you years of security and networking experience, as well as research and development engineers.
- **Fast problem resolution.** The TAC provides a constant measurement of customer satisfaction and time-to-resolution tracking.
- **A high level of knowledge.** The TAC offers depth and breadth of expertise with Cisco devices and operating system software.
- **Support 24 hours a day, 365 days a year in multiple languages.** By chat, online, or telephone, the TAC is there when you need it.

Q. How does a customer or partner open a case with the TAC?

A. Customers and partners with an active service contract can open a case using the following methods:

- through Cisco Support Case Manager
- through the online chat embedded in the Accedian application
- by telephone. Refer to the Cisco Worldwide Contacts support webpage for local TAC telephone numbers

Q. What do customers and partners need to open a TAC request?

A. To open a TAC request, you must do the following:

- Register for a Cisco.com user ID.
- Associate your contract number or subscription number to your Cisco.com user ID

Q. How do customers and partners get a Cisco.com user ID?

A. Register for a Cisco.com user ID and create a Cisco.com profile. A Cisco.com user ID will give access to the tools that will help customers and partners view, renew, and manage contracts, and open a support case.

© 2026 Cisco and/or its affiliates. All rights reserved.

Q. How do customers and partners associate the new Cisco Service Contract Number to their Cisco.com user ID?

A. Customers will need to add their Cisco Service Agreement Contract Number to their user ID in the Cisco.com Profile Access Management page. From there, click the “Add Access” button, then select the “By Service Contract Number(s)” radio button. On the pop-up screen enter in service contract numbers (separate multiple entries with commas) and click submit.

Q. What support is provided through Cisco.com?

A. Cisco.com includes interactive consulting tools, a database, and knowledge transfer resources. It also includes product documentation. Online troubleshooting tools and support resources include:

- TAC case collection, which identifies and troubleshoots common problems
- My Tech Support, which offers a personalized web page with customized links
- Peer-to-peer online forums, which enable sharing with others in your industry
- Technical Support newsletter, which keeps you up to date and informed

Q. How do customers open a case through the online chat in the Cisco Accedian application?

A. To open a case through the in-chat platform, customers can click the chat icon found at the bottom left corner of the screen in the Cisco Crosswork Assurance:

After clicking the button, the chat interface window will expand, allowing customers to search for relevant support articles or open a live chat with a representative.

Q. How does the Cisco TAC prioritize support service requests?

A. Cisco processes allow for customers to designate the severity of every service request reported. Priorities are based on the assigned severity levels.

Q. What is the escalation process?

A. If a customer does not feel that there is adequate forward progress or feels that the quality of Cisco service is not satisfactory, Cisco encourages the customer to escalate the problem ownership to the appropriate level of Cisco management by asking for the TAC duty manager.

Note: Severity 1 and 2 escalation times are measured in calendar hours, 24 hours per day, 7 days per week. Severity 3 and 4 escalation times correspond with standard business hours.

For more information, download the Cisco Severity and Escalation Guide.

Q. How can customers and partners that are using contract numbers to open a support case manage user access to their contracts?

A. The Service Access Management Tool is an application that enables partners or customer administrators to determine which of their service contract numbers are present in Cisco.com user profiles. It is ideal for organizations that want to manage and associate multiple Cisco.com profiles.

By using the Service Access Management Tool, Cisco partners and customers can manage access to the services provided by their contracts (e.g., TAC support). This management can be done either using Bill to ID or contract number. To manage access by Bill to ID, the Bill to ID must be in an individual's Cisco.com profile and selected (enabled) for support access. This will ensure that all the contracts under the Bill to ID can be utilized for service. To manage access by contract number, a contract number must be in an

© 2026 Cisco and/or its affiliates. All rights reserved.

individual's Cisco.com profile in order for that individual to be able to obtain service. Access the Service Access Management Tool webpage for training, and related content for more information.

Q. How can customers and partners see all cases that have been opened by their co-workers?

A. All co-workers from a customer or partner should be able to see each other's tickets in Support Case Manager as long as each user is associated to the contract. From Support Case Manager homepage follow these steps as shown in Figure 1.

Step 1. Click 'All Cases' tab
Step 2. For 'Show', select 'Open, Draft, and Closed'
Step 3. Set created date to 'Last 90 days'
Step 4. Apply Filters

Figure 1. Support Case Manager all cases view

Return Materials Authorization (RMA)

Q. How will customers get a return materials authorization (RMA) for defective Accedian SFP products?

A. Once a customer has a service request open with TAC, an RMA will be initiated according to the case resolution procedures. Orders will be managed and fulfilled through the Cisco Global Service Supply Chain Logistics.

Q. A customer has received a replacement unit from Cisco Service Supply Chain for an RMA. However, the unit is dead on arrival (DOA). How is the defective unit replaced?

A. The customer should contact TAC using the previous case number and RMA number to report that the unit is DOA**.** Once the TAC has determined the product to be DOA and eligible for replacement, a request for a replacement and new RMA will be submitted.

Warranty

Q. What is the Cisco warranty?

A. Warranties are short-term commitments for Cisco to replace defects in Cisco products. They are limited in duration and the support they offer. Also, warranties do not include Cisco TAC support, software updates, or any of the additional benefits obtained under a support service contract. It is the responsibility of Cisco to replace the Cisco product during the warranty duration.

Elements covered under a Cisco warranty are:

- **Hardware:** This guarantees that the piece of hardware will be free of defects in material and workmanship under normal use, or it will be replaced by Cisco.

© 2026 Cisco and/or its affiliates. All rights reserved.

- **Software:** This guarantees that the physical media are free from defects, or they will be replaced by Cisco. Also, the warranty guarantees that the software generally conforms to the published specifications for the product. The warranty is explicitly “as is,” and no new releases are included.

To find the warranty information that applies to a specific product or product family, visit the Cisco Warranty Finder.

© 2026 Cisco and/or its affiliates. All rights reserved.