



Cisco Support Services

Collaboration

Service Definition

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Support Services for Collaboration Overview

Support Services for Collaboration is a comprehensive offering for Cisco® solutions, including products from the Meetings, Calling, Contact Center, and Devices¹ portfolio, that will help you achieve two business outcomes:

- increase enterprise efficiency and productivity
- proactively reduce your business risk

The three-level service offering structure provides a consistent support experience, for solutions deployed on-premises, in the cloud, hosted or in a hybrid model, regardless of how you licensed the product. The three levels of service are:

- Cisco Solution Support
- Cisco Software Support Enhanced
- Cisco Software Support Premium

Figure 1: The chart below provides the key features in each level of service.

Key features	Support Services for Collaboration		
	Solution Support	Software Support Enhanced	Software Support Premium
Dedicated help desk for users ¹ and administrators ²	✓	✓	✓
Dedicated Solution Support team ²	✓	✓	✓
Multivendor support coordination ³	✓	✓	✓
Restoration time objective for severity 1 and 2 incidents ⁴			6 hours, 12 hours
Business and technical reviews	Semiannual	Quarterly	Monthly
Assistance and guidance ⁵	Technical Enablement	Lifecycle	Lifecycle
Business consultations from experts ⁶		Quarterly	Monthly
Cisco technical experts serve as trusted advisors			Designated or dedicated ⁵
Personalized support experience			✓
Escalation and management for severity 1 and 2 incidents			✓
Proactive monitoring and troubleshooting ⁴			✓

¹ End-user support is for cloud collaboration products (end user helpdesk support is not available for Cloud Contact Center, Cisco Unified Communications Manager Cloud (CUCM C))

² For the collaboration support service

³ For Solution Support Alliance Partners only

⁴ On-premises software only

⁵ Depends on customer size

⁶ Not available for CUCM C

¹ Software Support Enhanced and Premium are not offered for devices.

Solution Support Overview

Solution Support Overview:

Solution Support provides a consistent support experience, irrespective of your deployment model or licensing model, for both administrators and users. It is good for customers who have multiproduct, multivendor collaboration solutions. Solution Support resolves complex issues on an average 44% faster than product support².

Solution Support Features:

Dedicated³ Helpdesk for Administrators and Users⁴

Provides direct access to our helpdesk engineers with expertise on Cisco collaboration solutions, covering both technical and non-technical issues.

- For users⁴: The dedicated helpdesk provides support for incoming requests by users. The helpdesk engineers are friendly and knowledgeable, with expertise on Cisco cloud collaboration deployments. They will either solve the issue or facilitate a warm transfer or a call back from the Solution Support team.
- For administrators: The dedicated helpdesk also provides support for all incoming requests from administrators. For technical issues, a helpdesk engineer triages where the problem resides and then facilitates a warm transfer or a call back from the Solution Support team.

Dedicated Solution Support Team³

Provides a dedicated team of engineers with Cisco collaboration expertise who manage your administrator's technical support needs. The team understands how all products (from both Cisco and Solution Support Alliance Partners) work together in your deployment.

- Accountability for issue resolution: Provides a team of engineers who will stay with you until your problem is resolved, no matter if the issue has been isolated to a Cisco product or one from a Solution Support Alliance Partner⁵. This process creates a seamless support experience to resolve your case effectively.
- Fast response and resolution: See the sections below titled Response Time Service Level Objectives and Continual Case Updates to understand the priority service levels you can expect from our solution experts.
- Open door policy: No need to diagnose a problem in your collaboration solution before contacting the helpdesk.
- Proactive approach: We review beyond the original case scope to identify susceptibility/vulnerabilities to known issues. We provide recommendations for adjustments or issue resolution as required.

² January 2019 internal Cisco study of 10,000 support cases.

³ Dedicated to the collaboration service

⁴ End user support is for cloud collaboration products (end user helpdesk support is not available for Cloud Contact Center and Cisco Unified Communications Manager Cloud)

⁵ For severity 1 or severity 2 cases that require continual coverage after business hours, a case transfer will be facilitated to a named Solution Support engineer, who will cover the case during off business hours.

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- Broad availability: You have the flexibility to define your solution and get the right kind of support for it. Solution Support is also available for data center, enterprise networking, IoT, security, and service provider solutions.
 - One service, deep coverage: Get solution-level support and Cisco product support in one service that's easy to order and renew.
 - Retain direct contact with Solution Support Alliance Partners: If you have isolated your issue to an Alliance Partner's product, you have the flexibility to contact them directly for their product support.
 - Reliable cost of expansion: Available on our standardized price list and ordering tools, this service has predictable costs as you expand your solution or build new ones.

Coordination between Cisco and Solution Support Alliance Partner Product support teams

By facilitating support conversations inside and outside of Cisco, multiple parties efficiently resolve complex issues. If a Solution Support team requires additional product support expertise to resolve an issue, they will manage Cisco and / or Solution Support Alliance Partner product support teams, bringing a solution-level perspective to the process. You have the flexibility to contact Solution Support Alliance Partner product support teams directly if you have isolated the issue to a single product.

Response Time Service Level Objectives

Provides a response time service level objective when opening a Cisco case:

- Severity 1 and Severity 2: 30 minutes
- Severity 3: 60 minutes
- Severity 4: 120 minutes

Continual Case Updates

Provides continual updates to your cases by email when your case is pending a Cisco response:

- Severity 1 and Severity 2: Every 24 hours
- Severity 3 and Severity 4: Every 48 hours

Business Reviews: Semiannual⁶

Cisco helps you identify and monitor your business outcomes, technical outcomes, potential adoption barriers to achieve these outcomes, and provides recommendations for overcoming these barriers.

Once your business and technical objectives are established with our teams, a mutually agreed-upon score card will be established. Your Cisco team will then conduct periodic business reviews, including a review of the score card.

Technical Reviews: Semiannual⁶

Cisco provides your IT teams a technical session focused on the following topics:

⁶ This feature is available to customers who spend a minimum of \$3,700 USD or more a year on Solution Support.

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- Trends, analytics, and usage details for your solution.
 - A review of key metrics such as support case trends and statistics, usage and adoption.
 - Upcoming software releases, early field trials, relevant product roadmap(s), features and functionality
 - Other agreed-upon topics.

Assistance and consultations: Solution Onboarding and Expansion⁷

Onboarding assistance and consultations provides engagement with Cisco specialists to address a specific challenge you identified during service onboarding, a technical review or a business review. Each assistance and consultation totals no longer than ten (10) hours. The exact number of sessions and timings of sessions is identified by the Cisco specialist leading your consultation at the time of scheduling.

These consultations may take the form of a topic overview, best practices, guidance, demonstrations, feedback, and/or advice. These engagements are not one-time, but continue throughout the term of your contract with Cisco. Possible Onboarding topics for our solutions are listed below.

- Getting started
- Project planning
- Use case review
- Deployment readiness
- Transition planning
- Network readiness
- Integrations readiness
- Operational readiness
- Smart Account setup
- Software activation
- Design readiness
- Business planning

Below are a few examples that could be conducted for a Webex solution:

- Integration Readiness Example:
 - Assist on Installation, configuration, testing and deployment for Single Sign-On, Directory Integration, Calendar Connector, and Proximity
- Deployment Readiness Example:
 - Assist in provisioning Webex services, users, and devices in Control hub.
 - Provides best practices for migration planning and review customers migration plans
- Network Readiness Example:
 - Provide method of procedures or best practices for conducting a media readiness assessment
 - Provide consultation on network capacity planning

⁷ This feature is available to customers who spend a minimum of \$3,700 USD or more a year on Solution Support.

Cisco Software Support Enhanced Overview

Software Support Enhanced Overview:

Software Support Enhanced is designed to help you accelerate your business outcomes. It is good for customers who want all the features included in Solution Support plus proactive help driving business objectives and accelerating outcomes. We help you overcome your adoption barriers with assistance and consultations throughout your solution lifecycle. You can expect a more personalized experience from Cisco.

Software Support Enhanced Features

Inclusive of all the features described above in Solution Support plus:

Cisco experts serve as trusted advisors (Non-designated)

Your Cisco experts⁸ will be familiar with your application deployment, the IT environment and your business and technical objectives. Based on their knowledge and understanding of your operational processes, your Cisco experts will be able to provide insightful recommendations and best practices based on analysis and data trends, to improve your existing collaboration services and drive future efficiencies.

Cisco experts will also work with you to facilitate engagements with technical specialists, who can help you achieve specific technical tasks / objectives throughout the solution lifecycle.

Business Reviews: Quarterly

Business reviews are the same as specified in Solution Support feature description section with one exception. We take our recommendations one step further by working with your teams to identify assistance and consultations with Cisco specialists, who will directly help you overcome these barriers.

Technical Reviews: Quarterly

Technical reviews are the same as specified in Solution Support feature description section with one exception. Cisco experts, who understand your IT environment and operational processes, will provide technical recommendations or guidance based on analysis and data trends to drive efficiency and effectiveness.

Assistance and Consultations: Solution Lifecycle

Lifecycle assistance and consultations provide engagement with Cisco specialists to address a specific challenge identified during service onboarding, a technical review or a business review. This assistance spans across the solution lifecycle and includes onboarding, implementation, usage, adoption, and

⁸ Number of experts assigned to your account depends on quantity of solutions and size of your software or SaaS offering.

optimization. Each assistance and consultation totals no longer than ten hours. The exact number of sessions and timings of sessions is identified by the Cisco specialist leading your consultations at the time of scheduling.

These consultations may take the form of a topic overview, best practices, guidance, demonstrations, feedback, and/or advice. These engagements are not one time but continue throughout the term of your contract with Cisco; the number of consultations will depend on the quantity of solutions and size of your software or SaaS offering.

Possible topics that could be covered during lifecycle assistance and consultations for your collaboration solution are listed below.

Onboard	<ul style="list-style-type: none"> • Getting started • Project planning • Use case review • Deployment readiness • Transition planning • Network readiness • Integrations readiness • Operational readiness • Smart account setup • Software activation • Design readiness • Business planning
Implement	<ul style="list-style-type: none"> • Activate/Deploy • Installation or Implementation • Migration • Deploying Design • Configuration of solution • Integration of third parties • Operations & Infrastructure configuration • Training (Operations, Users & IT) • Change Management • Communication Planning • Testing & Validation • Power users' readiness • Helpdesk readiness
Use	<ul style="list-style-type: none"> • Training (IT & Users) • Troubleshooting Best Practices • Operational Best Practices • Feature Overview • Reporting readiness • Analytics & trends • User onboarding & training • Obtaining Feedback

	<ul style="list-style-type: none"> • Release change or upgrade planning
Engage	<ul style="list-style-type: none"> • Integration of third parties • Training (IT & Users) • Consumption reporting • Analytics & trends • Adoption readiness • Use case review • Release change or upgrade planning • IT operations
Adopt	<ul style="list-style-type: none"> • Feature Adoption • Features Overview • Feature expansion • Adoption Benchmarking • Accelerating Adoption • Mitigating Risks & Adoption • Consumption reporting • Release change or upgrade planning • IT Operations
Optimize	<ul style="list-style-type: none"> • Performance/ Health Monitoring • Consumption reporting • Accelerating Adoption • Integration of third parties • IT Operations

Cisco Software Support Premium Overview

Software Support Premium Overview:

Software Support Premium gives you freedom to optimize your business and innovate with less risk. You will be assigned a Cisco expert to work side by side with your IT team, which helps to assure your team that we will solve your problem. Your expert, who knows your IT environment, provides recommendations to improve the user experience, while also looking ahead for potential risks that can be mitigated, enabling you to innovate with speed and confidence.

This level of service is recommended for customers who want all the features in Software Support Enhanced, but also desire a truly personalized experience, where Cisco experts become an extended member of your IT team.

Software Support Premium Features

Inclusive of all the features included in Software Support Enhanced, plus:

Designated or Dedicated Cisco Expert⁹

Designated or dedicated Cisco experts have a deep understanding of your collaboration environment and deployment. Our experts know your IT environment and objectives and build relationships within your organization. Additionally, they understand your processes and procedures within your different teams. Experts assigned to your teams are an extension of your IT staff and act as a trusted advisor to your organization. Experts acting as an extension of your teams provide the following support:

- Serves as a single point(s) of contact to handle technical escalations, except for Severity 1 and 2 incidents, where a specialist will be assigned (see paragraph below)
- Coordinates Cisco and third-party support organizations, escalation processes, and your own IT resources
- Supports your organization with problem management, change management, and service resolution as required.
- Provides recommendations based on analysis and trends
- Shares best practices and recommendations for Incident Management and operational excellence (periodically)
- Supports your organization when doing collaboration service transformations (deployments or migrations) by providing proactive help including review of change management processes, review of technical and operational plans, review of processes and procedures, and review of any technical documentations for this effort.
- Facilitates or participates in technical and business reviews
- Presents reports like incident status and related actions reports, Key Performance Indicator (KPI) reports, Service Performance reports (periodic), Post Incident reports (Severity 1 and Severity 2 incidents), and Root Cause Analysis reports

⁹ Cisco experts are staffed as designated or dedicated depending on the customer size and quantity of solutions entitled under this service.

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- Manages a Periodic Expert Review where we monitor, report, and prioritize outstanding risks, impacts, key accomplishments and benefits to an agreed upon cadence.

Business Reviews: Monthly

Business reviews are specified in the Software Support Enhanced section but occur more frequently under Software Support Premium.

Technical Reviews: Monthly

Technical reviews are the same as specified in Software Support Enhanced section, but occur more frequently under Software Support Premium and can include the following reports:

- Incident status and related actions reports
- Post incident reports for severity 1 and severity 2 incidents
- Root Cause analysis reports when available
- Service performance reports (periodic)

Customer Context and Guidance to Cisco Support Teams

Cisco Experts have full insight into when your support teams or end users enter the Cisco support experience with the helpdesk or dedicated Solution Support team. Your Cisco expert team will be proactively monitoring when a case is raised to ensure the support engineers have details on your deployment and can assist when required. Cisco experts can join the call with your team, interact with the support agent, or follow up with your team post incident to ensure quick time to resolution. Additionally, we proactively monitor open support cases and ensure your teams or Cisco is responding in a timely manner to ensure case resolution.

Proactive monitoring and troubleshooting (for on-premises software)

We will proactively monitor your service and when a potential incident is identified,¹⁰ Cisco will reach out to your team. If it is a severity 1 or severity 2 problem, then our incident management specialist team will take over and manage the resolution between all required parties.

Our real time monitoring contains the metrics we have identified below. If these metrics cross certain thresholds, which would indicate potential issues, Cisco proactively sends an email notification to alert your team. The following is a list of items we monitor:

- Hardware Health Overview
- IP SLA Operations Overview
- Webex Site Status Up/Down Primary/GSB
- DSP Monitoring (Available Transcoding Sessions)
- Network Wide Availability (Monitored Devices)
- Circuit Statistics
- Bandwidth Monitoring (Interface)
- Network Topology (Connected Devices)

¹⁰ This does not replace the customer or partner monitoring the existing solution as this is not a managed service.

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- CPU Utilization (Cisco Devices)
 - VMware / Hyper-V Status Monitoring
 - Server Status Monitoring: Cisco & Vendor
 - Application Status Monitoring: Server Application, Active Directory, Exchange, SQL, IIS, Windows, Linux
 - IPSLA: MOS, Packet Loss, Latency, & Jitter
 - PerfStack: Cross-Stack IT Correlation
 - Website Monitoring (Status)
 - NetPath: Problem Isolation

Furthermore, we provide monthly reports on trends and statistics for all issues we observe during our monitoring. We provide trends and statistics on the following items:

- SNMP Statistics
- Syslog Statistics
- Calls Per CUBE
- Aggregate Call Volumes (CUBE)
- Trending Statistics up to up to 30 Days (Data Retention)¹¹
- Alerts & Problems
- Packets In/Out (Switch)
- BPS In/Out (Switch)

We will also provide reports on:

- IP Address Management (IPAM)
- Configuration Management
- Node List (Connected Devices)

Escalation and incident management for Severity 1 and 2 incidents

For Severity 1 and 2 incidents, Cisco will assign an incident and escalation specialist, who will focus on creating solutions and arranging resources to resolve issues quickly. A specialist handles all severity 1 and severity 2 incidents by assembling the right team of resources, including your support organization and Cisco resources, to quickly mediate and resolve the issue identified.

Upon being assigned to a Severity 1 and Severity 2 incident, the specialist acts as the single point of contact within Cisco and your teams to ensure communication is clear to all parties and we are focusing on solving the issues and getting your collaboration service back up and running. During a Severity 1 and Severity 2 incident this team will provide the following support to your teams:

- Operational support to ensure there is continuity in the communications between your teams and Cisco teams. Coordination and communications are based on an agreed communication framework, including predefined internal and external stakeholder contact details and preference (email/phone call), which was agreed during the service onboarding process.

¹¹ Depends on data storage capacity.

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- After hours support to ensure the continuity for incident, escalation, and change management issues related to the ongoing severity 1 or severity 2 issue.

Restoration time Service Level Objectives (SLO) for on-premises software

Provides “Restoration Time” for a service event, defined as the time period commencing upon creation of a service request to the dedicated Solution Support team and ending when Cisco provides the technical information, when implemented, that will restore the Cisco solution to a satisfactory, usable level of functionality. Restoration time service level objectives:

- Severity 1: 6 hours
- Severity 2: 12 hours

Response Time Service Level Objectives

Provides a response time service level objective when you open a Cisco case:

- Severity 1 and Severity 2: 15 minutes
- Severity 3: 30 minutes
- Severity 4: 60 minutes

Continual Case Updates

Provides continual updates to your cases by email when your case is pending a Cisco response:

- Severity 1 and Severity 2: Every 24 hours
- Severity 3 and Severity 4: Every 24 hours

Provides continual reminders to you for cases pending a response from your own support teams, every 48 hours.

Cisco Collaboration Products / Solutions and Engineer Expertise

Solution Support is available to cover:

1. Cisco hardware or software products, which can be used to build a Cisco collaboration solution. If these solutions are comprised of products from Cisco and those of our Solution Support Alliance Partners (see “Products and Coverage Levels for Named Cisco Collaboration Solutions”), they should be built from around 50% or more of Cisco products to be eligible for Solution Support.
2. Named Cisco collaboration solutions listed below. Click the solution name to see its unique list of products eligible for support.

[Cisco Calling](#)

[Cisco Conferencing](#)

[Cisco Contact Center](#)

[Cisco Hosted Collaboration](#)

Solution Support engineer teams are experts in Cisco Validated Designs, reference architectures, and best practices for our collaboration solutions. They have deep expertise in Cisco products and understand how our products and those of our Solution Support Alliance Partners—with whom we have established relationships and joint support processes—work together in your deployment.

In scenario 1 above, you may deploy a certain combination of products for which our teams have not had experience supporting. Solution Support engineer teams will still apply their deep experience working within the solution category, Cisco products, and understanding of how our products work with those of our Solution Support Alliance Partners.

Note: This service is available for Cisco solutions that are comprised of:

- Cisco and Solution Support Alliance Partner products (multivendor)

OR

- Solutions with only Cisco products

We've noted throughout this document when a process and/or requirement applies to multivendor solutions, solutions with only Cisco products, or both. Refer to the tables in “Products and Coverage Levels for Named Cisco Collaboration Solutions” to see if your solution is multivendor or contains only Cisco products.

Cisco and Solution Support Alliance Partner Product Coverage

The following section describes how individual products are covered by Solution Support for multivendor solutions and solutions with only Cisco products. Product coverage is provided in three tiers:

- Cisco products fall under the “Core products” tier.
- Solution Support Alliance Partner products fall under the “Cisco accountable” or “Solution Support Alliance Partner accountable” tiers.

Core Products

This description is relevant for multivendor solutions and solutions with only Cisco products.

Core products are defined as (1) manufactured by Cisco or a Cisco original equipment manufacturer (OEM) and (2) eligible for coverage by a Cisco product support contract.

Cisco is accountable (that is, we make sure support is provided) and responsible (that is, we deliver support) to resolve issues with core products according to the product service levels chosen in your Solution Support contract.

Cisco Accountable Products

This description is relevant only for multivendor solutions.

Cisco accountable products are defined as (1) Solution Support Alliance Partner products and (2) may be listed in Cisco Validated Designs or reference architectures for your solution.

Cisco is accountable for resolving issues with these Solution Support Alliance Partner products based on the product support contract you have with them. We offer support accountability for these products because we have established a direct support relationship with these Solution Support Alliance Partners. We have working relationships with their engineer and support teams, access to Solution Support Alliance Partner product training, and Solution Support Alliance Partner products represented in Cisco support labs.

Solution Support Alliance Partner support teams are responsible for providing support to resolve issues with their products according to your product support contract with them.

Solution Support Alliance Partner Accountable Products

This description is relevant only for multivendor solutions.

Solution Support Alliance Partner Accountable products are defined as (1) Solution Support Alliance Partner products and (2) may be listed in the [Cisco Marketplace](#) and are often tested and certified by the solution technology partner for use in a Cisco Collaboration solution, or (3) Solution Support Alliance Partner products where we've seen significant customer deployments in their solution.

Cisco takes your first call for solution issues with these Solution Support Alliance Partner products and coordinates issue resolution.

The Solution Support Alliance Partner support team is both accountable and responsible for providing support to resolve issues for these products according to your product support contract with them.

For more details about eligible products, see “Products and Coverage Levels for Named Cisco Collaboration Solutions.”

Customer Requirements

The following requirements must be met in order to receive support through the offering.

- **Fully operational environment:** Solution Support is a day-2 support service. There are no features or deliverables associated with planning and/or building your Cisco environment. We assume that your environment is up and running with major functions in operation. If you need help planning and/or building your environment, contact an authorized Cisco representative to learn about professional services.
- **Solution Support contracts:** All Cisco products deployed in your solution environment must be covered by Solution Support in order to receive solution-level support as described in this document. Purchasing Solution Support for some, but not all, eligible Cisco products deployed in your solution environment will not provide complete entitlement to this service.
- **Product support contracts:** Cisco product support is required for all Cisco components in your Cisco solution.
 - **Cisco components** in your solution are automatically covered by Cisco product support when you purchase Solution Support, because this service is inclusive of the Cisco hardware or software support required for those products. For example, when attaching Solution Support to a Cisco hardware or software product, that product is covered at your chosen service level by Cisco Smart Net Total Care™ Service or Software Support Basic, respectively.

If you have a multivendor solution, the following is also required:

- **Solution Support Alliance Partner and components** in your solution must be covered by their product support with a service equivalent to Smart Net Total Care or Software Support Basic. Solution Support Alliance Partner or product support contracts are necessary for:
 - Solution Support Alliance Partners or to provide expertise and directly resolve issues with their products.
 - Access to return merchandise authorizations (RMAs), software updates and upgrades, knowledge base, and so on.
 - Solution Support engineers to coordinate issue resolution with Solution Support Alliance Partner or product support teams.

Note: The following services are not acceptable as required product support:

- Warranty services such as Cisco Warranty, Cisco Warranty Plus, Cisco Smart Net Total Care for UCS Hardware Only, or any similar services from Solution Support Alliance Partners or third-party technology providers.
- Community support programs
- Support contracts with a third-party support agent delivering their own branded support for products they did not engineer.
- **Business and Technical Reviews** require the following for Cisco to be able to perform appropriately:

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- The quantity of any meetings, reporting, and efforts for ongoing activities described herein will vary depending on your requirements and what is agreed upon when Services are purchased
 - To perform analytics on consumption data to help improve feature usage, you will provide consumption information via any mutually agreed method.
 - Designate and provide contact information for representative(s) point of contact who will regularly attend and participate in reviews with Cisco.
 - **Cisco Experts** require the following for Cisco to be able to perform appropriately:
 - You shall notify Cisco of your standard operating procedures related to business practices, as well as internal operational nomenclature, for Cisco to effectively communicate and discuss cases in the context of your business environment.
 - **Proactive Monitoring** requires the following for Cisco to provide appropriate monitoring:
 - There is Virtual Private Network (VPN) access per data center. This will require that a VPN worksheet is completed.
 - The monitoring solution will support Simple Network Management Protocol (SNMP) version 2 or 3.
 - Credentials should be provided to Cisco during the initial phase when the VPN connection is established.
 - If VPN access is not provided, the list of items that can be monitored will vary from the list provided above.
 - **General requirements** for Cisco to be able to provide the service:
 - Provide current shipment contact information as follows: contact name, title, address, telephone number, e-mail address, and fax number.
 - When requested, provide Cisco with a list of all personnel authorized to contact Cisco or access Cisco.com for Services and to download application software from Cisco.com or Cisco's PUT. Customer is responsible for reviewing the list on an annual basis and adding or removing personnel as necessary.
 - You shall maintain the entire software implementation for each technology in use under the same Software Support option for Cisco to provide Services for any portion of the software implementation.
 - You shall maintain overall responsibility for any business process impact and any process change implementations.

Processes for Resolving Support Issues

This section describes how to open support cases and how the Cisco helpdesk and Solution Support engineers work with you and, for multivendor solutions, Solution Support Alliance Partners.

Opening a Cisco Support Case for Cisco or Solution Support Alliance Partner Products

For users, you open a case by calling the helpdesk and providing your company name and a description of the problem. The number will be in your Support Access Guide, which is part of the welcome kit.

For administrators, you or your Cisco brand resale partner opens a case using your Cisco Support contract entitlement by calling the Cisco helpdesk (for severity 1 and 2 cases) or through the [Cisco TAC online case tool](#) (for severity 3 or 4 cases) and provides the following information:

- The severity level of your issue.
- Either your software contract number or, for subscriptions, your CCO ID or subscription number, for the product you think is involved in the issue or interacting with a Solution Support Alliance Partner product in the issue. If you think the fault lies with hardware, then you need the Cisco product serial number.
- The name of your Cisco solution.
- Description of the problem you are experiencing and symptoms (business effects, technology, and so on).

Note:

- In some situations, you might not know what product is causing the issue, or if there actually is an issue. You can open a Solution Support case on any Cisco product in your solution deployment entitled to this service. Your engineer will determine if there is an issue and if so, will initiate the issue resolution process.
- If you have a multivendor solution, at any time and for any reason, you can open a product support case directly with a Solution Support Alliance Partner. If it is then determined that the issue is more complex than originally estimated (for example, it involves multiple products), open a Solution Support case on any Cisco product in your solution that interacts with the Solution Support Alliance Partner or and we will step in to begin coordinating your case.

Figure 2: Solution Support Engagement Model for Multivendor Solutions



Working with Solution Support Engineers

Standard Work Flow

After you have opened a Cisco Support case as described in the prior section, the Cisco helpdesk or Solution Support engineer:

- Works with you or, if applicable, your Cisco brand service resale partner.
- Resolves any issues that can be resolved based on their knowledge of the solution through Cisco Validated Designs, reference architectures, configuration best practices, or other expertise, experience, and/or internal information.

If the Solution Support engineer cannot directly resolve the solution issue, the engineer isolates the issue to a product or products and:

- Works with you to open a secondary case using your product support contract entitlement from Cisco and/or, for multivendor solutions, Solution Support Alliance Partner(s) or third-party technology providers.
- Coordinates issue resolution with the Cisco TAC and/or, for multivendor solutions, Solution Support Alliance Partner product support team(s). We provide information about what led to the request for the secondary case, and expert guidance on the solution to help make sure interoperability is maintained between solution products.

Note:

For multivendor solutions:

- Although Cisco is accountable for issue resolution and coordinates with Solution Support Alliance Partner product support team(s), you must pass support entitlement as required by Solution Support Partners. You must also provide system and case information and access to both Cisco and Solution Support Alliance Partners or third-party technology providers.
- If a Solution Support Alliance Partner product support team cannot resolve the issue and is a member of the Cisco DevNet program, the Solution Support Alliance Partner may open a

service request with the Cisco Developer Support Service for help in isolating and resolving the issue.

Your case remains open and active until you approve it for closure by Cisco.

Alternate Work Flow

For multivendor solutions, the following alternate work flow applies when you first open a product support case directly with a Solution Support Alliance Partner, then determine that the issue involves multiple products and requires Solution Support.

After you have opened a Support case as described in the prior section, notify the Solution Support engineer that you are requesting solution-level support for a product support case previously opened with a Solution Support Alliance Partner. The Solution Support engineer then works with you to become familiar with your case and manages issue resolution from that point forward.

Your case remains open and active until you approve it for closure by Cisco.

For customers who have purchased the Software Support Premium service level:

Cisco will support all Severity 1 and Severity 2 incidents by assembling a team to quickly mediate and resolve the issue identified. This process has been described in the Premium Software Support Overview section under Escalation and Incident Management. This team will act as the single point of contact between Cisco and your team to ensure communication is clear to all parties and we are focusing on solving the issues and getting you back up and running.

Products and Coverage Levels for Named Cisco Collaboration Solutions

The following tables show where Solution Support is available for products in named Cisco collaboration solutions.

In addition to the following named solutions, Solution Support is available for Cisco hardware or software products that can be used to build a Cisco collaboration solution. If these solutions are comprised of products from Cisco and those of our Solution Support Alliance Partners from the tables below, they must contain 50% or more of Cisco products to be eligible for Solution Support.

- **C (core product):** Cisco products covered by the service with Cisco accountable and responsible for product issue resolution. Applicable to multivendor solutions and solutions with only Cisco products.
- **A (Cisco accountable product):** Solution Support Alliance Partner products covered by the service with Cisco accountable and Solution Support Alliance Partners responsible for product issue resolution. Applicable to multivendor solutions only.
- **P (Solution Support Alliance Partner accountable product):** Solution Support Alliance Partner products covered by the service with Cisco coordinating issue resolution and Solution Support Alliance Partners accountable and responsible for product issue resolution. Applicable to multivendor solutions only.

Cisco Calling

Company	Product Name	Coverage	Product Area	Notes
Cisco	Cisco Unified Communications Manager Perpetual / Subscription	C	Software	Endpoint registration, call processing, and media resource management.
Cisco	Cisco Unified Communications Manager IM and Presence Service	C	Software	Instant messaging and presence services.
Cisco	Cisco Unified Communications Manager for Cloud	C	Software	Runs a Unified Communications Manager completely in the cloud with rapid provisioning, flexible scalability, and lower support costs
Cisco	Cisco Integrated Service Router (ISR)	C	Hardware	Survivable remote site telephony (SRST), external connectivity to the Internet, voice gateway to PSTN

Company	Product Name	Coverage	Product Area	Notes
Cisco	Cisco TelePresence video endpoints and Cisco Jabber®	C	Hardware	Enables real-time voice, video, and instant messaging communications
Cisco	Cisco TelePresence Conductor	C	Software	Conferencing resources management
Cisco	Cisco TelePresence Server	C	Hardware	Audio and video conferencing resources
Cisco	Cisco TelePresence Management Suite and Extensions	C	Software	Scheduling, web conferencing integration, and other advanced video features
Cisco	Cisco WebEx Meetings Server	C	Hardware / Software	On-premise WebEx conferencing solution
Cisco	Cisco Expressway-C	C	Software	Enables interoperability with third-party systems and firewall traversal
Cisco	Cisco Expressway-E	C	Software	Supports remote endpoint registration to Cisco Unified CM and enables business-to-business communication
Cisco	Cisco Aggregation Services Routers (ASR1000)	C	Hardware / Software	Survivable remote site telephony (SRST), external connectivity to the Internet, voice gateway to PSTN, Cisco Unified Border Element for Session Initiation Protocols
Cisco	Cisco Unity® Connection	C	Software	Unified messaging and voicemail services
Cisco	Cisco Prime License Manager	C	Software	Simplified, enterprise-wide management of user-based licensing, including license fulfillment
Cisco	Cisco Prime Collaboration	C	Hardware	Assists in management of Unified Communications applications. Enables migration of older software versions of clusters to new virtual machines, fresh installs, and upgrades on existing clusters
Cisco	Cisco TelePresence and video endpoints: DX, EX, MX, SX, IX series	C	Hardware	Desktop to boardroom telepresence
Cisco	Cisco UC End Points	C	Hardware	Transform your business processes and reduce costs with interactive high-quality, business grade high-definition video communications

Company	Product Name	Coverage	Product Area	Notes
Cisco	Cisco Jabber (mobile/desktop)	C	Software	Soft client with integrated voice, video, voicemail, and presence.
Cisco	Webex Calling	C	Software	Enterprise-grade cloud calling offered through a flexible subscription model.
Cisco	Cisco Unified Border Element (CUBE)	C	Software	Cisco Unified Border Element required for ISR that bridge voice and video connectivity
VMware, Inc.	vSphere	P	Software	

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Cisco Conferencing

Company	Product or Product Family	Coverage	Product Area	Comment
Cisco	Cisco Webex Meetings	C	Software	Webex Meetings offers integrated audio, video, and content sharing with highly secure web meetings from the Cisco Webex cloud.
Cisco	Cisco Webex Support Center	C	Software	Provide real-time support and customer service anywhere in the world
Cisco	Cisco Webex Training Center	C	Software	Cisco WebEx Training Center offers an exceptionally rich and interactive classroom experience. It's easy to use and includes unlimited online sessions, integrated audio, content sharing, and the ability to record classes.
Cisco	Cisco Webex Events	C	Software	Cisco Webex Events helps you expand your company meetings and corporate events with real-time online events and webinars to reach more attendees, reduce travel costs, and boost attendance
Cisco	Cisco Webex Teams	C	Software	Cisco Webex Teams brings everyone and everything together in one simple-to-use, secure space. Moving work forward has never been easier

Cisco Contact Center

Company	Product or Product Family	Coverage	Product Area	Comment
Cisco	Cisco Unified Customer Voice Portal	C	Software	Combines open-standards support for speech with intelligent application development and industry-leading call control to deliver personalized self-service to callers
Cisco	Cisco Unified Intelligence Center	C	Software	Creates a comprehensive information portal for developing Contact Center reports and dashboards development and sharing
Cisco	Cisco Finesse	C	Software	Next-generation agent and supervisor desktop provides a collaborative experience for communities interacting with a customer service organization
Cisco	Cisco Unified Contact Center Enterprise	C	Software	Enables contextual, continuous, and high-capability experiences
Cisco	Cisco Unified Contact Center Express	C	Software	Secure, available, virtual, and sophisticated customer interaction management solution for up to 400 IVR ports and agents.
Cisco	Cisco Webex Contact Center (CJP)	C	Software	Designed and built from the ground up as a cloud solution, Cisco Webex Contact Center brings your business the innovation, flexibility, and agility of the cloud with the security and scalability
Cisco	Cisco Webex Contact Center Enterprise	C	Software	Webex Contact Center Enterprise (WxCCE) is a unified, omnichannel contact center solution hosted in a Cisco cloud. It is built on the market-leading Cisco Contact Center Enterprise software base and the solution can be enhanced with additional advanced options such as speech IVR, WFO, etc.
Acqeon	Acqeon LCM	P	Software	

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Cisco Hosted Collaboration Solution

Company	Product or Product Family	Coverage	Product Area	Comment
Cisco	Cisco Hosted Collaboration Solution for Contact Center	C	Software	Runs a contact center completely in the cloud with rapid provisioning, flexible scalability, and lower support costs
Akkadian Labs	Akkadian Console	P	Software	
Akkadian Labs	Contact Manager	P	Software	
Akkadian Labs	Provisioning Manager	P	Software	
Bucher and Suter	CRM Connectors Contact Center and Unified Communication	P	Software	
Calabrio	Calabrio ONE	P	Software	
Calabrio	Call Recording	P	Software	
Calabrio	Quality Management	P	Software	
Calabrio	Analytics	P	Software	
eGain	eGain Solve for Cisco, Virtual Assistant, Chat, Click to Call	P	Software	Multichannel management software
Imagicle	Imagicle Application Suite for Cisco UC	P	Software	Accounting and billing, directories, click to call
Kurmi	Kurmi Software Suite	P	Software	
Microsoft	Collaboration/link	P	Software	Link, directory integration
Mitel	Collaboration suite	P	Software	
Nice	Nice Engage Platform	P	Software	Interaction manager, contact center/customer engagement analytics, contact center compliance
Nuance	Nuance Intelligent Virtual Assistant	P	Software	Recognizer/vocalizer
Nuance	Nuance Customer Service Messaging	P	Software	
TeleMate	Predictive UC Analytics	P	Software	
VBrick	Video management platform	P	Software	

Company	Product or Product Family	Coverage	Product Area	Comment
VisionOSS (VOSS)	VOSS-4-UC	P	Software	Contact center data monitoring and fault detection

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Coverage Limitations and Exclusions for Cisco Collaboration Solutions

This document defines Solution Support for collaboration solutions. Base functionality of the listed products in “Products and Coverage Levels for Named Cisco Collaboration Solutions” is covered by this service. However, there are instances where specific product capabilities implemented by you are not covered by Solution Support. Therefore, unless specifically listed, it should not be assumed that all licensed technologies related to listed products are covered by this service.




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