



Cisco Support Case Status Simplification

Effective October 10, 2020

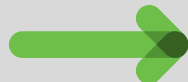


Case status simplification

What is changing?

We are reducing the number of Case Status types shown in Cisco Support Case Manager

14



6

today

October
2020

57% simpler

Why is it changing?



Clarity of communications



Optimized customer experience



Consistent naming and user experience across Cisco portals



Align to industry best practices

When is it changing?



October 10, 2020

New status types take effect on October 10

Current case status

New
Open
Bug/Defect Required
Cisco Pending
Customer Updated
Restoration of Service

Release Pending

Service Order Pending

Solution Provided/Monitoring
Customer Pending

Close Pending
Customer Requested Closure

Closed
Closed w/o Customer Confirmation



New case status

Cisco Pending

Cisco Release Pending

Service Order Pending

Customer Pending

Close Pending

Closed

Frequently Asked Questions

Case status simplification

Q. Why are you reducing the number of case status types?

A. We are reducing the number of case status types to simplify and optimize your experience with Cisco, provide you with a consistent view across Support Case Manager and our portals, and align with industry best practices.

Q. When will the change become effective?

A. You will see the new case status types on October 10, 2020.

Q. Where can I go if I need more information about my case?

A. Please reach out to [Cisco Technical Assistance Center \(TAC\)](#) if you need more details about a specific case.

Q. Is there an alias where I can ask questions or provide feedback relative to these changes?

A. Yes. Contact the case status experts at case_status_simplification@cisco.com



Cisco

Customer Experience