



Service Description

Cisco ThousandEyes Services Onboarding Accelerator Program (SOAP)

This Service Description is part of the Services Agreement (as defined in the [Services Guide](#)) and describes various Services that Cisco will provide to You. Capitalized terms, unless defined in this document, have the meaning in the Services Guide.

1. Summary

This Cisco ThousandEyes Services Onboarding Accelerator Program (SOAP) Service provides YOU with one-to-many, online only, training videos and walk-through guides to assist You with Your implementation of ThousandEyes. This Service will be delivered via a one-to-many platform and is available to Customers with a ThousandEyes subscription. SOAP Services aim to enable You to be able to complete the tasks listed below unassisted following completion of the review of the associated training videos and walk-through guides made available to You via the platform.

- Account Setup & Management
- Enterprise Agent Install & Configuration
- Endpoint Agent Install & Configuration
- Cloud Agent Configuration
- Test Creation (not synthetic)
- Internet Insights Catalog Configuration
- Alert Rule Configuration
- Dashboard Configuration
- Automated reporting to track progress

1.1 Location of Services

Services are delivered remotely.

2. Cisco Responsibilities

- Provide a platform which will be available to You 24/7 to facilitate the following:
- Automated Project Management where You will have access to modules within the online platform and to add tasks, monitor progress, and reporting Your training objectives.
- Access to training videos and walk-through guides Automated Planning and Data Collection as well as Deployment Training & Guides.

3. Customer Responsibilities



- Provide an operational/technical point of contact to represent You.

4. General Terms

- Unless otherwise stated in the Quote, the Services defined within this Service Description are available within a 12- month Service Term.
- The Services provided are solely as described in this Service Description.
- This Service will be delivered via a one-to-many platform and is available to Customers with a ThousandEyes product license subscription.