Cisco CX Success Tracks Service Description

Cisco CX Success Track offers two levels that can be purchased with any Product. This document provides a description of the levels and the features included within each level.

CX Cloud

Access to the CX Cloud, a centralized, web-based portal, is included with a Product purchase. CX Cloud is a personalized connection to Cisco for accessing support, knowledge, insights, and recommendations from Cisco experts to maximize the value of Cisco assets. CX Cloud connects You with Cisco's global user base to share Your expertise, exchange ideas, and discuss best practices.

Level 1

Cisco provides resources that support running and maintaining Products. You will have access to "Ask the Experts" knowledge sessions. These sessions are led by solution specialists who teach best practices for operating Products. Access to CX Centers will be available 24x7 to help resolve Product issues with Solution Support; this access streamlines case management for solutions comprised of Cisco and Solution Support Alliance Partner products. In addition, You will have access to case information, up-to-date install base views, and e-learning courses.

Level 2

Cisco will accelerate Your journey to realize Your desired outcomes through 1-on-1 personalized coaching engagements. Solution Support streamlines case management for solutions comprised of Cisco and Solution Support Alliance Partner products. Proactive features help prevent unplanned outages and save You time and costs, while You can also boost productivity and retain talent through hands-on learning labs and certification preparation materials.

Cisco CX Success Tracks Portfolio

The features and services provided in each category and level are described below and should be read in conjunction with "How Cisco Provides Services," which is incorporated by reference into this document.

Expert Resources

Expert Resources provide guidance, best practices, and proven methodologies focused on industry-wide solutions to guide You through every stage of Your lifecycle journey. Access to engagements and/or sessions is based on purchase entitlement and technology availability. Unused engagements and/or sessions will not carry over to the next contract year.

Key Features

1.   Success Tracks Communities

Success Tracks Communities refers to a set of Cisco-moderated communities where, in addition to peer-to-peer conversation, Cisco experts answer FAQs, hold expert-led Q&A forums, and provide Product and Service recommendations aligned to specific uses and lifecycle stages.

2.   Ask the Experts

Ask the Experts ("ATX") sessions are live, use-case driven sessions tailored to Your lifecycle stages where experts share experiences and best practices on a Cisco technology with a Q&A section at the end. In these sessions, You can learn best practices to move through the various stages of the lifecycle for solutions.

3.   Accelerators

Accelerators provide use-case driven 1-on-1 personalized coaching engagements covering topics tailored to Your lifecycle stages and business outcomes across all Products and Services. In these sessions, You can learn how to move through the various stages of the lifecycle for complex solutions based on Your specific needs.

Trusted Support

Trusted Support provides Product support services including technical assistance (TAC), Return Material Authorization (RMA) for Hardware, Software Updates, and Solution Support to expedite issue resolution.

Key Features

1. Technical Support

Access to CX Centers 24 hours per day, 7 days per week to assist with Product use, configuration and troubleshooting issues by telephone, web case submission, and online tools. Cisco's initial response time will be as follows:

Response Time	Level 1	Level 2
Severity 1	30 minutes	30 minutes
Severity 2	30 minutes	30 minutes
Severity 3*	NBD	1 hour
Severity 4*	NBD	1 hour

*For Severity 3 and Severity 4 calls received outside of Business Hours, Cisco will respond within the Next Business Day (NBD).

2. Software Updates

Cisco will provide work-around solutions or patches for reported Software problems (when available) and You will have access to Software Releases, as applicable. Supporting documentation is available via Cisco Software Central.

3. Returns Material Authorization (RMA)

Cisco provides the following Hardware replacement services where available. Advance Replacement services are subject to geographic and weight restrictions. You may check availability by accessing Cisco's Service Availability Matrix.

Hardware Service Option	8x5xNext Business Day[1]	8x7xNext Calendar Day[1]	24x7x4	24x7x4 hours On-Site	8x5 Next Business Day Onsite[1]	8x7 Next Calendar Day Onsite[1]	24x7x2	24x7x2 hours On Site[1]
Advanced replacement of HW	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
RMA Service Level (onsite or HW only)	NBD	NCD	4HR	4HR	NBD	NCD	2HR	2HR
RMA Installation	Self	Self	Self	Cisco Tech	Cisco Tech	Cisco Tech	Self	Cisco Tech
HW replacement	Business Days Business Hours	7 days a week Business Hours	7 days a week 24 hours per day	7 days a week 24 hours per day	Business Days Business Hours	7 days a week Business Hours	7 days a week 24 hours per day	7 days a week 24 hours per day
Service Availability includes Local Observed Holidays	No	Yes	Yes	Yes	No	Yes	Yes	Yes

Onsite Support Option**:** You can also opt to schedule the Field Engineer ("FE") arrival. Please consult the Onsite Field Engineer Duties for further details.

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- With 2HR and 4HR service levels; You can schedule FE arrivals any hour of the day/week.
- With NCD and NBD service levels; FE arrival times are limited from 9:00 AM (earliest arrival time) to 5:00 PM (latest arrival time) and scheduling is only available the day(s) after the part arrival.

[1]For Next Calendar Day and Next Business Day delivery, the RMA request must be created by 3:00 PM Local Depot Time for delivery on the Next Calendar Day or Business Day. Exception: For United States and Canada, the RMA request must be created by 6:00 PM Eastern Standard Time. In countries where Next Calendar Day and Next Business Day services are not available, Cisco will ship the RMA as a Same Day Shipment.

Onsite with Troubleshooting option: Where available, for Onsite Troubleshooting options, at the sole discretion of Cisco TAC, Cisco may dispatch a kit of "troubleshooting parts" with the FE or TAC may dispatch a FE early in the troubleshooting process to provide "eyes on the ground" feedback to diagnose the root cause of the Your issue.

4. Solution Support

Solution Support delivers centralized expertise and issue management across a solution of Cisco and Cisco approved third-party provider ("Solution Support Alliance Partner") products. Solution Support applies to solutions comprised of Cisco and Cisco approved Solution Support Alliance Partners products, where You maintain: (1) Cisco Solution Support on all Cisco Products (where available) and (2) an appropriate level of technical support on all Solution Support Alliance products used in the solution.

Features and benefits include:
- Access to a team of solution experts who act as a primary point of contact.
- Primary point of contact will either resolve or actively manage the issue to resolution by Cisco Product experts or, to the extent allowed by Solution Support Alliance Partners, coordinate Your actions to drive issue resolution.

Insights and Analytics

Insights and Analytics provide installed based insights to You to enable better forecasting and planning, help avoid outages, and maximize performance of existing and new technology environment. Access to engagements and/or sessions is based on purchase entitlement and technology availability. Specific information (e.g., serial number, Field Notices) may be dependent on its applicability to certain Cisco Products. Insights and Analytics features are dependent on You enabling data sharing capabilities, when available, and data availability.

Key Features

1. Adoption View

Adoption View provides an up-to-date view of all Cisco Software licenses purchased, activated, and utilized and Your corresponding expiration dates. Adoption View also shows information about software-enabled features such as feature activation, adoption, and utilization, to enable proper product configuration.

2. Asset and License View

Asset and License View helps You understand and manage Your Cisco technology environment by showing an up-to-date list of Products that have been purchased or deployed. You will see information, such as model and serial number, licenses and contract term information, latest OS version, installed-at location, and support contract details. Specific assets can be found using built-in filters or keyword search.

3. Rapid Problem Resolution

Rapid Problem Resolution automates data collection and diagnostics when a support case is opened, allowing Cisco experts to diagnose problems faster and recommend the best course of action to address the problem.

4. Security Advisories

Security Advisories help You monitor and identify infrastructure-wide exposures and issues with Product Security Incident Response Team (PSIRT) notifications, reports, and corrective recommendations to prioritize and mitigate outages, performance degradation, support, or security incidents.

5. Field Notices

Field Notices provide analysis and reporting, across Hardware and Software, that identify, and track Cisco Products affected by a published Cisco Field Notice and potential risks.

6. Priority Bugs

Priority Bugs diagnose and detail product and software vulnerabilities to ensure You can manage risk and resolve issues throughout Your maintenance, operation, and upgrades.

7. Case Management

Case Management shows information about support cases opened with Cisco, including reports showing number of open cases opened and closed, new cases opened in the last month, RMA cases, and support cases by Severity Level. You can also open support cases and search cases using keywords and filters.

8. Case Management KPIse

Case Management KPIs use support operations data to monitor and track Key Performance Indicators (KPI). By viewing case management KPIs, You can monitor key operational performance measures, identify service request performance trends, and measure problem management operational efficiency.

9. Optimal Software Versions

Optimal Software Versions help You select the appropriate Software version when updating Software. From the CX Cloud, You will see suggested Software update versions for Your environment. Each suggested version shows the applicable bugs, PSIRTS, and Field Notices that are resolved or introduced in the version.

10. Automated Fault Management

Automated Fault Management monitors the Your technology environment for faults by examining logs and can also open a service request with Cisco when a fault is detected.

11. Regulatory Compliance Checks

Regulatory Compliance Checks provide on-demand and system-scheduled checks to help identify device or Product configurations that may be out of compliance with common industry standards such as PCI and HIPAA.

12. Risk Mitigation Checks

Risk Mitigation Checks monitor the technology environment and identifies Products that present conditions associated with increased risk. Once Products are identified as at-risk, a remediation plan can be created to reduce risk.

Value Enhancements

Cisco continuously invests in enhancements and new features for the CX Cloud, planning up to four targeted releases per year to enable additional Insights, Analytics, and related capabilities. The pricing applicable to a Service level will not change as a result of these value enhancements during active Services Term (including for multi-year agreements); however, as Cisco continues to innovate and deliver incremental value, list price may increase at renewal and any discounts applied during an initial term may no longer apply.

Contextual Learning

Contextual Learning provides learning content designed to expand Your workforce technical skillset and capacity to achieve business outcomes faster and more efficiently. Access to feature-based number of user seats and/or sessions may be limited based on purchase entitlement and technology availability. Unused seats and/or sessions will not carry over to the next contract year.

Key Features

1. e-Learning

On-demand courses and best practices on Cisco technologies structured into multiple learning modules and lessons. The courses and content may include proprietary content like design, deployment and implementation guides, test procedures, infrastructure readiness, and deployment checklists developed by Cisco experts based on project experiences. Cisco provides access to premium learning content on current and new Products.

2. Remote Practice Labs

Online access to learning labs and lab guides includes instructions for lab practice assignments. You can access Hardware and Software, not simulations, with latest versions and a build-your-own-labs environment to test out network configurations. Access must be reserved in advance.

3. Certification Preparation

On-demand access to full-featured training courses, best practices, and challenge questions for Cisco career and specialist certifications. Practice questions help with preparations for Cisco certification exams. Cisco provides access to certification preparation materials relevant to the Cisco technology.

CX Success Track Enrollments

This Enrollment Description lists the available and applicable CX Cloud features across the Success Track enrollments and program levels.

Refer to these tables for updates made to each enrollment availability of Service Capabilities and Features.

Enrollment	Service Capabilities	Features	Level 1	Level 2
Campus Network	Expert Resources	Success Tracks Communities	●	●
		Ask the Experts	●	●
		Accelerators		●
	Trusted Support	Software Updates	●	●
		Hardware OS Software Updates	●	●
		24x7 Technical Support	●	●
		Hardware RMA	●	●
		Solution Support	●	●
	Insights and Analytics	Adoption View	●	●
		Asset and License View	●	●
		Rapid Problem Resolution	●	●
		Security Advisories	●	●
		Field Notices	●	●
		Priority Bugs	●	●
		Case Management	●	●
		Case Management KPI's		●
		Optimal Software Versions		●
		Automated Fault Management		●
		Regulatory Compliance Checks		●
		Risk Mitigation Checks		●
	Contextual Learning	e-Learning	●	●
		Remote Practice Labs		●
		Certification Preparation		●

Enrollment	Service Capabilities	Features	Level 1	Level 2
Data Center Network	Expert Resources	Success Tracks Communities	●	●
		Ask the Experts	●	●
		Accelerators		●
	Trusted Support	Software Updates	●	●
		Hardware OS Software Updates	●	●
		24x7 Technical Support	●	●
		Hardware RMA	●	●
		Solution Support	●	●
	Insights and Analytics	Adoption View	●	●
		Asset and License View	●	●
		Rapid Problem Resolution		
		Security Advisories	●	●
		Field Notices	●	●
		Priority Bugs	●	●
		Case Management	●	●
		Case Management KPI's		●

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Enrollment	Service Capabilities	Features	Level 1	Level 2
		Optimal Software Versions		
		Automated Fault Management		
		Regulatory Compliance Checks		
		Risk Mitigation Checks		
	Contextual Learning	e-Learning	●	●
		Remote Practice Labs		●
		Certification Preparation		●

Enrollment	Service Capabilities	Features	Level 1	Level 2
Data Center Compute	Expert Resources	Success Tracks Communities	●	●
		Ask the Experts	●	●
		Accelerators		●
	Trusted Support	Software Updates	●	●
		Hardware OS Software Updates	●	●
		24x7 Technical Support	●	●
		Hardware RMA	●	●
		Solution Support	●	●
	Insights and Analytics	Adoption View		
		Asset and License View	●	●
		Rapid Problem Resolution		
		Security Advisories	●	●
		Field Notices	●	●
		Priority Bugs	●	●
		Case Management	●	●
		Case Management KPI's		●
		Optimal Software Versions		
		Automated Fault Management		
		Regulatory Compliance Checks		
		Risk Mitigation Checks		
	Contextual Learning	e-Learning	●	●
		Remote Practice Labs		●
		Certification Preparation		●

Enrollment	Service Capabilities	Features	Level 1	Level 2
Integrated Secure Operations (ISO)	Expert Resources	Success Tracks Communities	●	●
		Ask the Experts	●	●
		Accelerators		●
	Trusted Support	Software Updates	●	●
		Hardware OS Software Updates		
		24x7 Technical Support	●	●
		Hardware RMA		
		Solution Support	●	●
	Insights and Analytics	Adoption View	●	●
		Asset and License View	●	●
		Rapid Problem Resolution		
		Security Advisories		
		Field Notices		
		Priority Bugs		
		Case Management	●	●
		Case Management KPI's		

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		Optimal Software Versions		
		Automated Fault Management		
		Regulatory Compliance Checks		
		Risk Mitigation Checks		
	Contextual Learning	e-Learning	●	
		Remote Practice Labs		●
		Certification Preparation		●

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