



Cisco CX Success Tracks Service Description

Cisco CX Success Track offers two levels that can be purchased with any Product. A description of the levels, and the features included within each level, are provided in this document.

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 also connects Customers with Cisco's global user base to share their expertise, exchange ideas and best practices.

Level 1

Cisco begins to provide resources that support running and maintaining Products. Customers will have access to “Ask the Experts” knowledge sessions, led by solution specialists, to teach best practices for operating Products for a variety of use cases. Access to CX Centers will be available 24x7 to help resolve product issues. In addition, Customers will have access to case information, up-to-date install base views and e-learning courses to improve understanding of Cisco technologies.

Level 2

Cisco will accelerate their Customers’ journey in realizing their desired outcomes through 1-on-1 personalized coaching engagements. Solution Support is provided to streamline case management for solutions comprised of Cisco and Solution Support Alliance Partner products. Proactive features help avoid unplanned outages and save Customers' time and costs, while Customers can also boost productivity and retain talent through hands-on learning labs and certification preparation materials.

The table below provides a summary of the features each level, where available:

Service Capabilities	Features	Level 1	Level 2
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	•	•
	Personalized Exposure Checks	•	•
	Case Management	•	•
	Case Management KPI's		•
	Proactive Notifications		•
	Optimal Software Versions		•
	Automated Fault Management		•
	Regulatory Compliance Checks		•
	Risk Mitigation Checks		•
Contextual Learning	e-Learning	•	•
	Remote Practice Labs		•
	Certification Preparation		•



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 into this document by reference.

Expert Resources

Expert Resources provide guidance, best practices, and proven methodologies focused on industry wide solutions to guide Customers through every stage of their 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 Customer lifecycle stages where experts share experiences and best practices on a Cisco technology with a Q&A section at the end. In these sessions, Customers can learn how to move through the various stages of the lifecycle for solutions based on best practices.

3. Accelerators

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

Trusted Support

Trusted Support provides Product support services including technical assistance, RMA for Hardware, Software Updates, and solution support to expedite issue resolution across the entire infrastructure.

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	1 hour	30 minutes
Severity 2	1 hour	30 minutes
Severity 3	24 hours	2 hours
Severity 4	24 hours	2 hours

2. Software Updates

Cisco will provide work-around solutions or patches to reported Software problems where available and Customers will have access to Software Releases, as applicable. Supporting documentation is available via Cisco Software Center.

3. Returns Material Authorization (RMA)

Cisco provides the following Hardware replacement services where available and orderable. Advance Replacement services are subject to geographic and weight restrictions. Customer may check availability by accessing Cisco's Service Availability Matrix at: <http://tools.cisco.com/apidc/sam/search.do>.

Hardware Service Options	8x5xNext Business Day ¹	24x7x4
Success Track Level	Level 1+	Level 2+
Advanced replacement of HW	Yes	Yes
RMA Service Level	NBD	4 hours
RMA Installation	Self	Self
HW replacement	Business Days Business Hours	7 days/week 24 hours per day
Service Availability includes Local Observed Holidays	No	Yes

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

4. Solution Support

Solution Support delivers centralized solution 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 Customer maintains Cisco Solution Support on all Cisco Products, where Cisco Solution Support is available, and an appropriate level of technical support on all Solution Support Alliance products used in the solution.

Features and benefits include:

- Provides access to a team of solution experts who act as a primary point of contact
- Primary Point of Contact will either resolve the issue or actively manage the issue to resolution by Cisco Product experts or, to the extent allowed by Solution Support Alliance Partners, coordinating their actions to drive issue resolution

Insights and Analytics

Insights and Analytics provides installed based insights to Customers 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 the Customer 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 their 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 Customers better understand and manage their Cisco technology environment by showing an up-to-date list of Products that have been purchased and deployed. Customers 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. Personalized Exposure Checks

Personalized Exposure Checks enables Customers to scan Products for exposures to known issues (e.g., bugs, PSIRTS, Field Notices) and open a support case on a particular result. Diagnostic results are automatically attached to the support case.

5. 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. Customers can also search cases using keywords and filters.

6. Case Management KPIs

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

7. Proactive Notifications

Proactive Notifications enable Customers to continuously monitor and receive notifications for technology environment-wide exposures to known issues. Results include a description of the exposure and recommendations for remediation; which can be viewed in the CX Cloud or fed into the Customer's incident management systems.

8. Optimal Software Versions

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

9. Automated Fault Management

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

10. Regulatory Compliance Checks

Regulatory Compliance Checks provides 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.

11. Risk Mitigation Checks

Risk Mitigation Checks monitors 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, planning up to four targeted releases per year of the CX Cloud 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 Customers); 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 Customers' 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. 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. Access available to premium learning content on current and new Products.

2. Remote Practice Labs

Online access to learning labs and lab guides containing instructions for lab practice assignments. Includes access to 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 Prep

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. Access provided to certification preparation materials relevant to the Cisco technology.