Cisco Onsite Field Services Description

Onsite Field Services

- **The Cisco Field Services (CFS) team consists of two parts:**
    - Cisco certified Field Engineer (FE): Provides onsite presence.
        - Cisco FEs hold the Cisco Certified Technician Certification and maintain technical training and certifications on Cisco's current Hardware via the Cisco E-Service Training Portal.
    - Cisco Virtual Internetworking Support Engineer (VISE) team: Provides remote support to the onsite FE.
        - Cisco VISE team is CCNA certified and above.

Onsite Field Engineer Duties

- **The Cisco FE arrives within the contracted service level, e.g., 2-hour/4-hour/Next Calendar Day (NCD)/Next Business Day (NBD).**
    - The Customer can also opt to schedule the FE's arrival.
        - With 2-hour and 4-hour service levels:
            - The Customer can schedule FE arrivals any hour of the day/week.
        - With NCD and NBD service levels:
            - By default, the FE is scheduled to arrive at 5 p.m. on the day of part arrival (Exception: North America and European Union default FE arrival time is 3:30 p.m.).
            - If the Customer wants to schedule FE arrival, FEs are available for appointments between 9 a.m. – 5 p.m. beginning the day after part delivery.
            - A premium service contract is required for scheduling FE arrival before 9 a.m. or after 5 p.m.

- **Hardware replacement services consist of the following:**
    - The FE will install the replacement Hardware.
    - The CFS team will install the same Cisco IOS/firmware as previously installed on the original Hardware.
    - The CFS team will apply a Customer-provided configuration onto the replacement Hardware.
    - When applicable, the CFS team will facilitate customer software license transfers

- An FE can provide remote access to the Customer / Network Ops Team (NOC). This enables the Customer/NOC to take control of the FE's laptop and, if desired, troubleshoot the Product via the FE's console connection.
- The CFS team will confirm issue resolution with the Customer / NOC before the FE departs.
- The FE returns the RMA'd Hardware via Cisco's online POWR tool (cisco.com/go/logistics) or arranges collection, subject to regional limitations and the following exceptions:
    - Parts weighing over 50lbs (25kg)
    - Parts that are too large to transport
    - Site locations where FE transportation prevents safe transit

- **The following services are not provided:**
    - Restoration of third-party software/hardware (OS's, apps, drivers, etc)
    - Proactive project work related to field notice replacements
    - FE will not move heavy weight equipment from or to install room/ loading dock.
    - Customer configuration issues
    - Telecommunication services troubleshooting (line issues, cabling)
    - On-site troubleshooting of non-RMA'd Products
    - Working at heights (higher than 10 feet/3 meters)
    - Onsite building issues, e.g., electrical services, internal cabling
    - Arriving with or collecting parts from other sites outside of the install site