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