



## Cisco CX Onsite Field Engineer Duties Description

This document provides additional information about what responsibilities a Field Engineer (FE) has while onsite at a customer location:

- Field Engineer arrives within the contracted service level (e.g., 2-hr / 4-hr / NCD / NBD).
  - Customer can also opt to schedule the Field Engineer arrival.
    - With 2-hr and 4-hr service levels, customer can schedule FE arrivals any hour of the day/week
    - With NCD and NBD service levels, FE arrival times are limited to 8:30 AM (earliest arrival time) to 3:30 PM (latest arrival time) and scheduling is only available the day after the part arrival.
- Coordinates between Customer identified point of contact (POC), FE, Cisco virtual internetworking support engineer (VISE) and technical assistance center (TAC).
- Supports reactive maintenance need via onsite replacement of impacted Cisco hardware.
- Executes replacement procedures according to Cisco best practices.
- Restores device to original configuration (including hardware, software (IOS, firmware), and configuration), as applicable.
- Confirms issue resolution with the customer prior to departure.
- Manages return of faulty parts back to Cisco. Notable exceptions include:
  - Parts weighing over 50lbs (25kg)
  - Parts that are too large to transport
  - Site locations where FE transportation prevents safe transit
  - FE will not take responsibility for any part which contains read/write-able media
  - Note: Parts return dependent on regional limitations

NOTE: In locations, where Next Business Day or Next Calendar Day delivery is not available:

- The customer can accept to continue with the contract purchase by opting to use a lower option of Same Day Shipping (SDS) advance replacement instead.
- The customer also assumes responsibility for any additional fees associated with international processing.