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## PDI Technical Advisors – Frequently Asked Questions (FAQs)

[Where can I find the PDI TA website?](#)

[Who is entitled for PDI TA support?](#)

[What kind of products and technical questions should result in a web case/call to the PDI TA?](#)

[How can the PDI TA team help me?](#)

[What products/solutions does PDI TA support?](#)

[Is there any committed resolution time for a case?](#)

[Can I call PDI TA for a production system problem?](#)

[Does the PDI TA team provide onsite support?](#)

[What type of services are not provided by PDI TA? Where can I get assistance?](#)

[How can I provide feedback to the PDI TA team?](#)

[How can I escalate an issue pertaining to the PDI TA?](#)

[If I need TAC assistance after the PDI TA case, can you transfer my case to TAC?](#)

[How will the Lessons Learned obtained from a case will be applied or used in the future?](#)

[How can I open a case with Partner Helpline?](#)

### Where can I find the PDI TA website?

The PDI Technical Advisors website can be found at: <http://www.cisco.com/web/partners/tools/pdita.html>  
It provides general information, hours of operation and details on how to open a PDI TA case.

[\[Return to Top\]](#)

### Who is entitled for PDI TA support?

The entitlement for PDI TA support varies depending what team you need assistance from. The common elements across all teams is that you need to be:

- A Cisco Partner
- Hold a specialization (this will vary depending on the team and technology/product)

We verify the above using the CCO ID provided upon case opening and the Partner Locator tool.

Please notice that PDI TA entitlement cannot be shared, or transferred, to other companies (partners), or end customers. In such case, the entitled partner would become the middle man for any interaction between the 3<sup>rd</sup> party and PDI TA.

We expect a good level of expertise and familiarity with the Cisco products/solutions we support.

[\[Return to Top\]](#)

## What kind of product and technical questions should result in a web case/call to the PDI TA?

All technical questions related to pre-production planning, design and implementation. A complete list of all Cisco solutions and technologies supported by the PDI TA can be found in the [PDI Technical Advisor Overview](#).

We can assist with specific questions related to a product/solution/procedure or documentation. We help partners with “how-to” questions, on which we will provide the documentation needed and will assist if you encounter issues after following it.

[\[Return to Top\]](#)

## How can the PDI TA team help me?

The PDI Technical Advisors provide explicit technical support to Cisco Partners during the Planning, Design and Implementation stages of some of Cisco’s Architectures and Solutions. Through our engagement with the partners, we will use our engineering knowledge and vast internal network to efficiently support you in pre-production phases. We will also work with you to identify additional ways that Cisco may make your design-through-implementation smoother.

[\[Return to Top\]](#)

## What products/solutions does PDI TA support?

A complete list of all Cisco solutions, technologies and products supported by the PDI TA can be found in the [PDI Technical Advisor Overview](#). We support the following architectures:

- Collaboration
- Data Center
- Enterprise Networks
- Internet of Things

We do have some general exceptions, as we do **NOT** support:

- EoS/EoL products
- All versions of a product. We limit the support for N-2, where N is the latest release of a product.

The supported products will also be listed under the category field when opening cases, any technology/product/solution not listed, will be considered as not supported.

We constantly review the list of supported products and try to add new ones. During phase 1 of support for new products we might need to direct you to TAC for specialized troubleshooting assistance.

If there are any inconsistencies between the products listed under the category field when opening a case and our PDI Overview, the PDI Overview will take precedence.

[\[Return to Top\]](#)

### **Is there any committed resolution time for a case?**

No, we try to provide the answer as soon as possible, however, many of the cases are related to non-documented features, limitations, compatibility questions, etc. In such cases, we need to reach out to the Business Unit to find an answer if available.

[\[Return to Top\]](#)

### **Can I call PDI TA for a production system problem?**

- We recommend contacting Cisco TAC after customer signoff for proper tracking and entitlement purposes.
- We do not work with priority/severity 1-2 issues nor provide 24x7 assistance. If you have an urgent issue, you will need to open a TAC service request.
- The PDI Technical Advisor would assist on Planning and Design issues for production systems. We can assist in some of the Implementation cases, but these are best handled by TAC as there is a specialized team for each product and they have more troubleshooting exposure.
- If the end customer request hardware replacement / RMA / after hour support, TAC is the correct place to call.
- If you need to get an Engineering Special image or you need software to be published, you need to contact TAC.

[\[Return to Top\]](#)

### **Does the PDI TA team provide onsite support?**

No, we do not provide on-site services. You can get on-site assistance from the Cisco Advanced Services (AS) engineers. You can contact your Account Team for further details.

[\[Return to Top\]](#)

### **What type of services are not provided by PDI TA? Where can I get assistance?**

- Deliver Presales Presentations → Contact Partner Helpline/Presales Team
- Deliver Customer Demonstrations → Contact your Account Team/SE
- Generate and review BoMs, SKUs, pricing, ordering, part numbers, pre-sales licensing → Contact Partner Helpline/Presales Team
- Post-sales licensing → Contact Global Licensing team in TAC
- Assistance for answering RFI/RFP → Contact Partner Helpline/Presales Team and SE
- Knowledge Transfer and onsite training → Contact your Account Team
- Produce Intellectual Property or documentation → Contact your Account Team
- Provide ES or bootable images → Contact TAC or Account Team
- Detailed (LLD/HLD) Low-level and High-level Design review → Contact Advanced Services
- Full Design production → Contact your Account Team/SE
- Recommend third-party solutions → Contact your Account Team/SE
- Recommend “stable” images/versions → Contact your Account Team/SE
- Assist with third-party integrations not tested by the BU → Contact your Account Team/SE

- Onsite Services and Support → Contact Advanced Services
- Network Audit and assessments → Contact Advanced Services
- Custom scripting → Contact Developer Support
- Detailed Implementation Plan → Contact Advanced Services
- Bug scrubs → Contact Advanced Services
- End-to-End QoS validations → Contact Advanced Services
- End-to-End design validation → Contact Advanced Services
- Performance testing → Contact Advanced Services
- Provide information about release dates → Contact your Account Team/SE
- Support for network in production → Contact TAC
- Provide a time estimate of how long an installation/upgrade will take → Contact your Account Team/SE
- Provide local Language support (We only support Spanish for Collaboration architecture except UCCX/UCCE)

[\[Return to Top\]](#)

### How can I provide feedback to the PDI Technical Advisor team?

Technology	E-mail address
Collaboration	pdita-uc@cisco.com
Data Center	pdita-dc@cisco.com
Enterprise Networks	pdita-en@cisco.com
Internet of Things	pdita-en@cisco.com

NOTE: Please keep in mind the above mailers should be used only to provide feedback and/or ask questions about the PDI TA program. We will not provide technical assistance or open cases from emails sent to that mailer.

[\[Return to Top\]](#)

### How can I escalate an issue pertaining to the PDI Technical Advisor?

If at any time there is an issue you believe requires escalation or management attention, please ask the engineer to speak to the team manager or team lead and request the case to be escalated. This refers to an escalation within the PDI TA team, we are unable to escalate cases to the BU or other teams, only TAC has an escalation for that.

[\[Return to Top\]](#)

### If I need TAC assistance after the PDI TA case, can you transfer my case to TAC?

Even though TAC and PDI TA are closely aligned, the tools we use to manage cases are completely separated and it is impossible to seamlessly transfer cases between the two organizations. It would be the partner's or customer's responsibility to open the TAC case, PDI TA can forward the case notes to TAC so the engineer knows what has been done so far.

[\[Return to Top\]](#)

### **How will the Lessons Learned obtained from cases be applied or used in the future?**

- The findings from case analysis will be shared within Cisco to make changes to existing and new documentation.
- We will be working with other teams to insure the information is correct on existing sites and knowledge sources. These teams include:
  - Cisco Communities
  - Partner Helpline
  - Business Units
  - Technical Marketing Engineers
  - Cisco TAC

[\[Return to Top\]](#)

### **How can I open a case with Partner Helpline?**

Please visit:

<http://www.cisco.com/web/partners/tools/helponline/index.html>

[\[Return to Top\]](#)

REVISIONS -----

October 8,2015

Updated document in general, added services not supported.