Customer Experience for Cisco Webex Experience Management (formerly CloudCherry)

Introduction

As of March 24, CloudCherry (now called Cisco Webex Experience Management) products and services are available on Cisco GPL to a handful of invited partners that are already familiar with the product and understand how to develop their Webex Experience Management practice. This document provides answers to some of the most common questions regarding service offers and technical support for the Cisco Webex Experience Management product.

Service Offers

Q. What is Cisco Webex Experience Management?

A. Cisco Webex Experience Management is a standalone SaaS subscription offer that complements existing contact center Flex Plan and perpetual offers. By integrating Webex Experience Management capabilities into our existing Webex Contact Center portfolio, customers can understand the correlations between various factors that influence customer experience, and contact center agents can make real-time journey modifications to meet customer needs and improve loyalty.

Q. What services are available for Cisco Webex Experience Management products?

A. Table 1 lists the services that are available for Webex Experience Management products.

Table 1. Cisco Webex Experience Management Services

Cisco Service Offers
Cisco Software Support - Basic Software support included with the purchase of Webex Experience Management
Cisco Advise and Implement Service for Cisco Webex Experience Management SOW-Based services

Cisco Software Support

Q. What is Cisco Software Support?

A. Basic Software Support is included with the purchase of Cisco Webex Experience Management subscriptions. No additional products or fees are required to receive these services with the software subscription. Basic Software Support provides maintenance and minor updates, access to online resources and Cisco Technical Assistance Center (TAC) support services, plus major software application upgrades.

For more information about Cisco Software Support, download the service description.

Q. How are users notified of new software releases under the Software Support contract?

A. New releases are announced in product bulletins that are available through the Cisco Notification Service. This service allows you to create customized, flexible notification alerts, which can be sent to you by email or RSS feed, on critical product support subjects: Security Advisories, Field Notices, End of Sale/Support statements, Software Updates, and Known Bugs.

Q. How does a customer obtain software updates using Software Support?

A. Cisco software updates are available for download from the Cisco.com Software Center for registered customers linked to a Software Support Service contract.

Professional Services for Cisco Webex Experience Management

Q. What professional services are available for Cisco Webex Experience Management?

A. Cisco advise and implement services help you take full advantage of your Webex Experience Management solution for Voice of the Customer (VOC) and customer journey analytics. Regardless of the size of your customer's organization or where they are in their collaboration journey, Cisco's professional services make Webex Experience Management easy to deploy. Table 2 shows the advise and implement professional services options available for Webex Experience Management.

Table 2. Webex Experience Management advise and implement professional services options

Advise and implement service options	Price
Webex Experience Management Custom Integration	Custom priced
Webex Experience Management Custom Channel	Custom priced
Webex Experience Management Custom Learning	Custom priced
Webex Experience Management Custom Report	Custom priced

Q. How can customers order professional services for Cisco Webex Experience Management?

A. Professional services are available and orderable using a Statement of Work (SOW). Partners and customers will need to engage a Cisco Account Manager to purchase the service.

Technical Support

Note: for products purchased from CloudCherry, customers and partners will continue to receive support from CloudCherry.

Cisco Technical Assistance Center

Q. What is the Cisco Technical Assistance Center?

A. The Cisco Technical Assistance Center (TAC) provides technical support for all Cisco products, including Cisco Webex Experience Managment.

Q. What service does the Cisco TAC offer?

A. The Cisco TAC provides service contract holders with:

- **Expert assistance:** The Cisco TAC employs a highly skilled staff who offer you years of security and networking experience, as well as research and development engineers.
- **Fast problem resolution:** The Cisco TAC provides a constant measurement of customer satisfaction and time-to-resolution tracking.
- **High level of knowledge:** The Cisco TAC offers depth and breadth of expertise with Cisco devices and operating system software.
- **Support 24 hours a day, 365 days a year in multiple languages:** By email or telephone, the Cisco TAC is there when you need it.

Q. How does a customer open a case with Cisco TAC?

A. Customers and partners with an active service contract can open a case through Cisco.com. Customers or partners must have their **Cisco service contract number, a Cisco.com user ID, and software product family** when opening a case using the web.

Customers with severity (priority) 1 or 2 cases must call the TAC at 800 553-2447 or 408 526-7209 in the United States. For more information on opening a technical support case, and for regional TAC telephone numbers, refer to Cisco Worldwide Contacts.

Customers can also open technical support cases by sending an email to tac@cisco.com.

Q. What do customers and partners need to open a TAC request?

A. To open a TAC request, you must do the following:

- Register for a Cisco.com user ID.
- Associate your contract number to your Cisco.com user ID

Q. How do I get a Cisco.com user ID?

A. Register for a Cisco.com user ID and create a Cisco.com profile. Your Cisco user ID will give you access to the tools that will help you view, renew, and manage contracts, and open a support case.

Q. How do I associate my new Cisco Service Agreement Contract Number to my Cisco.com user ID?

A. Customers will need to add their Cisco Service Agreement Contract Number to their user ID in the Cisco.com Profile Manager. From there, click the "Add Access" button, then select the "Full Access" radio button on the pop-up screen, and then click "Go" to manage your Service Contract online. If you have multiple service contract numbers, please separate them by commas.

Q. How does the Cisco TAC prioritize support service requests?

A. Cisco processes allow for customers to designate the severity of every service request reported. Priorities are based on the assigned severity levels.

Q. What support is provided through Cisco.com?

A. Cisco.com includes interactive consulting tools, a database, and knowledge transfer resources. It also includes product documentation.

Online troubleshooting tools and support resources include:

- TAC Case Collection: Identifies and troubleshoots common problems
- My Tech Support: Offers a personalized web page with customized links
- Peer-to-peer online forums: Enable sharing with others in your industry
- Technical Support Newsletter: Keeps you up to date and informed

These and other help tools and resources are available on the Technical Support and Downloads website at www.cisco.com/c/en/us/support/index.html.

Q. What are the problem severity levels and associated responses?

A. To help ensure that all service requests are reported in a standard format, Cisco has established the service request severity definitions indicated below. These severity levels might not be applicable across all market segments and technologies. Severity levels and escalation guidelines might also vary based on the existing applicable agreement.

- **Severity 1 (S1):** Network is "down," or there is a critical impact to business operations. Customer and Cisco will commit all necessary resources around the clock to resolve the situation.
- **Severity 2 (S2):** Operation of an existing network is severely degraded, or significant aspects of business operation are negatively affected by inadequate performance of Cisco products. Customer and Cisco will commit full-time resources during normal business hours to resolve the situation.
- **Severity 3 (S3):** Operational performance of the network is impaired, although most business operations remain functional. Customer and Cisco are willing to commit resources during normal business hours to restore service to satisfactory levels.
- **Severity 4 (S4):** Customer requires information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on business operations.
- **For S1 or S2 service requests:** If the customer's production network is down or severely degraded, the customer must contact the Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep the customer's business operations running smoothly.

Q. What is the escalation process?

A. If a customer does not feel that there is adequate forward progress or feels that the quality of Cisco service is not satisfactory, Cisco encourages the customer to escalate the problem ownership to the appropriate level of Cisco management by asking for the TAC duty manager.

Note: Severity 1 and 2 escalation times are measured in calendar hours, 24 hours per day, 7 days per week. Severity 3 and 4 escalation times correspond with standard business hours.

For more information, download the Severity and Escalation Guide.

Additional Information

Q. Describe the available user manuals and product documentation.

A. *What's New in Cisco Product Documentation* lists new and revised Cisco documentation since the last release of this monthly publication. To subscribe to the *What's New in Cisco Product Documentation* RSS feed, paste this URL into your RSS reader:

www.cisco.com/cdc_content_elements/rss/whats_new/whatsnew_rss_feed.xml

The current release of the *What's New in Cisco Product Documentation* is available at the following URL:
www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html

Previous releases of the *What's New in Cisco Product Documentation* are available at the following URL:
www.cisco.com/c/en/us/td/docs/general/whatsnew/archive/archive.html

Q. Where can I go for more information?

A. For more information visit the following webpages:

Services and Support for CloudCherry Acquisition

Cisco Collaboration Services

Support Case Manager