

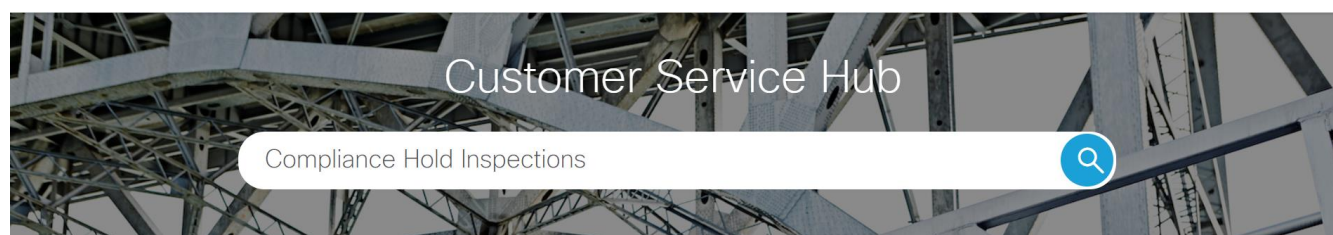
Service Compliance Support Migration to Customer Service Hub Support Guide



As of January 15, 2024, Service Compliance Support transitions to the [Customer Service Hub](#) (CSH) to elevate our user's support experience and allow us to serve them better. This support guide is intended to highlight some of the most common Service Compliance Support requests encountered and provides advice on how best to raise a case for support.

Firstly, if you are new to CSH, access the platform and complete the tutorial available from the navigation icons in the upper right of the home page. All actions in Customer Service Hub—including search, frequent actions, and case lists—are available from the main screen when you're logged in.

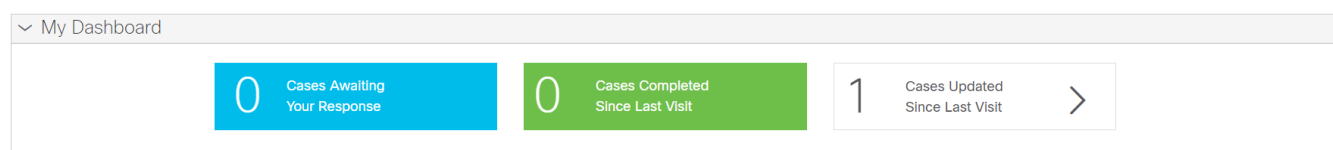
The intuitive search bar is the starting point for requesting service support. To search, type your desired queue, i.e., Compliance Hold Inspections. Then, click the search icon to search.



In addition, the Frequent Actions bar provides quick access to popular service requests. To initiate a service request, select the desired option and follow the prompts.



My Dashboard provides a snapshot of your cases with relevant information such as cases awaiting your response, cases resolved, and cases that have updates. Click on the respective > icon to show the associated case(s).



My Cases displays all cases you created or were created on your behalf. Click on the > arrow beside the relevant Case ID row to expand some quick case details such as a state bar indicating the stage of the case (Create, Assign, In Progress, Resolve). From here, you can click to update or escalate the case as well as expand more details. Alternatively, you may click on the Case ID to view the full case details. Note: A blue upward arrow next to a case number signifies that the case has been escalated. You can also click the table header or the funnel icon to sort or filter the column data accordingly.

My Cases My Company Cases Global Search My Approvals					
Case ID	Case Title	Date created	Expected Resolution	Status	
> CXC-62	Quote for Cisco Router	28-Nov-2023 06:30 AM	28-Nov-2023 08:53 AM	Created	
> CXC-35	compliance remove request	24-Nov-2023 09:06 AM		Resolved	

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The Services Compliance Support Team supports the following queues:

- Compliance Hold Inspections, and
- Compliance Relicensing.

Cases can be opened by searching the appropriate queue and selecting Open a Case beside the queue.

Compliance Hold Inspections ⓘ	
Inspection of long term-uncovered or never covered products with an instance status of Compliance Flagged-Installed, Terminated-Scrapped, or Decommission.	Open a Case
Compliance Relicensing	
Relicensing and inspection of unauthorized or secondary-market equipment.	Open a Case

These reference tables provide the most common scenarios and associated Issue Type that should be raised.

Compliance Relicensing
Cisco requires recertification of unauthorized devices, assessed as used or secondary-market equipment.
Used equipment is defined as previously owned equipment that is now owned by a party other than the original customer. Secondary-market equipment is any Cisco equipment—whether it is represented as new, used, or refurbished—that is purchased from a seller that is not an authorized Cisco reseller or distributor. This includes both opened and unopened equipment.
Previously owned equipment purchased from an unauthorized reseller cannot be placed under a service contract without being reinspected and possibly relicensed. Cisco will offer support services for used and secondary-market equipment if the following criteria are met including proof of registration of software license and successful completion of equipment inspection through one of the following issue types.

Case Issue Type (Referred Team)
Brand Protection
Compliance Hold Inspections
Software Compliance
No referring team

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Compliance Hold Inspections

Before service coverage is accepted, Cisco requires inspection of some long-term uncovered products (e.g., those that have never had service coverage, and those without service coverage for an extended period). Inspection is as documented in the agreement for sale between Cisco and the channel partners and helps establish that the service proposed to be purchased does not fall within Cisco's Non-Entitlement Policy. Instance Statuses in-scope include:

- Compliance Flagged-Installed
- Terminated-Scrapped
- Decommission

Scenario	Case Issue Type
Device has one of the three in-scope instance statuses (Compliance Flagged-Installed, Terminated-Scrapped, or Decommission) and does not fall into any of the scenarios below	Standard Hold Release
Device is on a price protected quote (requires Quote Number)	Valid Price Protected Quote
Device belongs to SFC/CXEA customer under an active agreement and is not an excluded item (requires ACAT Customer Name)	Buying Program (SFC/CX EA)
Device's contract was not swapped over correctly from previous device via RMA (requires RMA Number)	Serial Number Swap Error
Device belongs to Departments of Defence, National Security Organizations, or the US Federal Government and their affiliated contractor/vendor entities that have highly secure and restricted networks	DOD/NSO
Device that has passed the last date of support (LDoS) date and is related to a MSS Deal that has been vetted and assessed by an MSS Analyst	Migration Support Service (MSS)
Device that is under a SIGNED or ACTIVE contract with an instance status of Compliance Flagged-Installed, Terminated-Scrapped, or Decommissioned	System Error (Active Contract)
Compliance Flagged-Installed device that has reached the end of its useful life and is to be disposed of or is no longer in use in the Customer's network	Move to Terminated Decommission
Device is associated to an active CCP where additional case handling instructions may be required (requires CCP Number)	CCP Agreement

Note: If you do not have a Cisco Account to raise a case, register with Cisco.

If your existing Cisco Account is Access Level 2 and you are experiencing issues raising a case, please contact compliance_holds_createerror@cisco.com.

Learn More

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[Customer Service Hub](#)

[CX Compliance Controls \(Internal\)](#)

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