

# SUPPORT CASE MANAGER

[Support Case Manager](#) lets you view and update your Cisco support cases – *and* create support cases for issues covered under the terms of your Cisco support contract(s) – all from one location.

## Landing Page

**Support Case Manager**

Find: Case # or Tracking #  [New Case](#) [Delete](#) [Export](#) [Bookmark](#) [View](#)

| Case/Draft                | Title                      | Status         | Seve |             |
|---------------------------|----------------------------|----------------|------|-------------|
| <a href="#">646031743</a> | test sr -user1             | Customer Up... | 3    |             |
| 646031503                 | test SR2_User_1            | Customer Up... | 3    |             |
| 646031505                 | test SR 3-User 1           | New            | 3    |             |
| 646031507                 | test SR 4-User 1           | New            | 3    |             |
| 646031741                 | test SR -User1             | New            | 3    |             |
| 646032487                 | test                       | New            | 3    | 08-Aug-2014 |
| 646032477                 | test                       | New            | 3    | 08-Aug-2014 |
| 646032527                 | SR for Creator Phone Numbe | New            | 3    | 08-Aug-2014 |
| 646032535                 | SR for Creator Phone Num   | New            | 3    | 08-Aug-2014 |
| 646031499                 | Test SR_1-User_1           | New            | 3    | 09-Jul-2014 |

10 rows

**Advanced Filter**

- All Cases
- All Open Cases
- Bill to ID
- Creator Cisco.com ID
- Creator Last Name
- Creator Phone Number
- Date Created
- Date Updated
- Device Name
- FICA ID
- Product
- Related Bugs
- Related RMAs
- Service Contract Number
- Severity
- Status
- Title or Description

**Callouts:**

- Open a support case
- Search via case or tracking number
- Sort your cases by column header
- Export your search results
- Filter by type of case – or use an Advanced Filter to search for cases opened by you or a colleague

## Open a Case

**Support Case Manager**

My open cases > 632452877

Service Request for Japan TAC. Please see attachment.

[Summary](#) [Notes](#) [Attachments](#) [Attach Files](#) [Add Note](#) [Actions](#)

**Problem Details**

Description: Service Request for Japan TAC. Please see attachment.

Status: [Cisco Pending](#)

Severity: S3-Network Impaired

Created: 31-OCT-2014 11:41:19 AM

Updated: 31-OCT-2014 11:43:31 AM

Related RMAs:

Related Bugs:

Loss of Service: No

Tracking Number: [Add tracking number](#)

Case Type:

**Request Handling**

Customer: CPRSMOKE TESTER

Cisco Engineer: Arunima Karunanidhi (arkaruna@cisco.com)

Notifications: On for customer, Off for CC list

CC List: arkaruna@cisco.com

**Callouts:**

- View case summary, notes, and attachments
- Add notes and attach files
- Export case to pdf