

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	
646031743	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 Number	New	3	08-Aug-2014
646032535	SR for Creator Phone Number	New	3	08-Aug-2014
646031499	Test SR_1-User_1	New	3	09-Jul-2014

10 rows

Callouts:

- Open a support case (points to the 'New Case' button)
- Search via case or tracking number (points to the search bar)
- Sort your cases by column header (points to the column headers)
- Filter by type of case – or use an Advanced Filter to search for cases opened by you or a colleague (points to the 'View' dropdown menu)
- Export your search results (points to the 'Export' button)

Advanced Filter Options:

- 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

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 (points to the 'Summary' tab)
- Add notes and attach files (points to the 'Add Note' and 'Attach Files' buttons)
- Export case to pdf (points to the 'Export Case to PDF' option in the 'Actions' dropdown menu)