

Get the most value from your Cisco investments

Cisco Support



Cisco® Support – Trusted Support

Cisco Support

Capabilities and Features

		Basic	Standard	Signature
Trusted Support	Cisco Technical Assistance Center (TAC) access	Cross-architecture	Cross-architecture	Cross-architecture
	Software updates and maintenance releases	Cross-architecture	Cross-architecture	Cross-architecture
	Support communities	Cross-architecture	Cross-architecture	Cross-architecture
	Centralized solution support for Cisco Solution Alliance Partner products		Cross-architecture	Cross-architecture
	Prioritized case handling		Cross-architecture	Cross-architecture
	Case expedition, risk mitigation, and resilience			Cross-architecture
	Systematic root cause investigation			Cross-architecture
	Asset management*			Cross-architecture
Trusted Support Hardware	Hardware RMA	Cross-architecture	Cross-architecture	Cross-architecture
	Automated RMA		Data Center	Data Center
	Predictive analysis and prevention			Cross-architecture
	Continuous optimization			Cross-architecture
Trusted Support Software	Software onboarding and configuration support		Security, Collaboration	Security, Collaboration
	Expert guidance for software deployment			Security, Collaboration

These features are only available on certain Product platforms as determined by Cisco. The list of availability is subject to change. Contact a Cisco representative for the most up-to-date information on supported technologies. Splunk®, ThousandEyes®, and CVM (Kenna) technologies are not supported by Signature.

*Meraki® is currently limited to a Service Level Objective. Meraki is not covered by Asset Management.

Cisco Support – Insights, assessments, digital support

Cisco Support

Capabilities and features

For details, go to the [Cisco IQ Supported Product List](#).

Preferred by 60%
of IT decision makers

		Basic	Standard	Signature
Predictive asset insights	Assets inventory	•	•	•
	End of life report	•	•	•
	LDoS dashboard	•	•	•
	Service coverage report	•	•	•
	Asset criticality insights		•	•
	Asset tagging		•	•
	End of life insights		•	•
	LDoS insights		•	•
	Service coverage insights		•	•
Adaptive infrastructure assessments	Field notices	•	•	•
	Security advisories	•	•	•
	Configuration insights		•	•
	Field notices insights		•	•
	Security advisory insights		•	•
	Security hardening insights		•	•
	Security hardening recommendations			•
	Configuration recommendations			•
AI-powered support	Case management	•	•	•
	AI-powered troubleshooting	•	•	•
	Case insights		•	•

Cisco Support – Contextual Learning

Cisco Support

Capabilities and features

Preferred by 60%
of IT decision makers

		Basic	Standard	Signature
Contextual Learning – Powered by Cisco U.	e-Learning	Cisco U. free library only	Cross-architecture	Cross-architecture
	Certification practice exams and certification prep training			Cross-architecture
	Remote practice labs			Cross-architecture

Cisco Support and Cisco IQ™ resources

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