Cisco Technical Assistance Center User Guide

1. Introduction

The Support Case Manager (SCM) streamlines and simplifies Technical Assistance Center (TAC) case management. It replaces the Technical Service Request Tool (TSRT). When you navigate through the Cisco.com website to create a support request (SR), you will be directed to the SCM: https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case.

This document provides step-by-step instructions for creating a service request using SCM. To expedite entitlement, the preferred method for Army users is to open a case using the contract number, rather than the serial number.

You will assign one of the following severity levels to your SR:

- Severity 1 (S1): Your network or environment is down or there is a critical impact to your business operations. You and Cisco both will commit full-time resources to resolve the situation.
- Severity 2 (S2): Operation of an existing network or environment is severely degraded or significant aspects of your business operation are negatively impacted by unacceptable network or environment performance. You and Cisco both will commit full-time resources during standard business hours to resolve the situation.
- Severity 3 (S3): Most common. Operational performance of your network or environment is impaired, although most business operations remain functional. You and Cisco both will commit resources during standard business hours to restore service to satisfactory levels.
- Severity 4 (S4): Information is required on Cisco product capabilities, installation or configuration. There is little or no impact on your business operations. You and Cisco both will provide resources during standard business hours to provide information or assistance as requested.

2. Method for Opening Your SR

If this is a Severity 1 or 2, call the TAC Call Center at 1-800-553-2447. For OCONUS phone numbers, refer to http://www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html#telephone.

A Customer Interaction Network (CIN) Agent will get a TAC engineer on the line to work with you until the situation is resolved. You must stay on the phone with the engineer until resolution or you authorize lowering the severity. If the CIN Agent informs you the serial number is not associated with a contract, instructs the CIN Agent to reference contract number **91986130** and to review the Special Handling notes / Golden Rules for further instruction.

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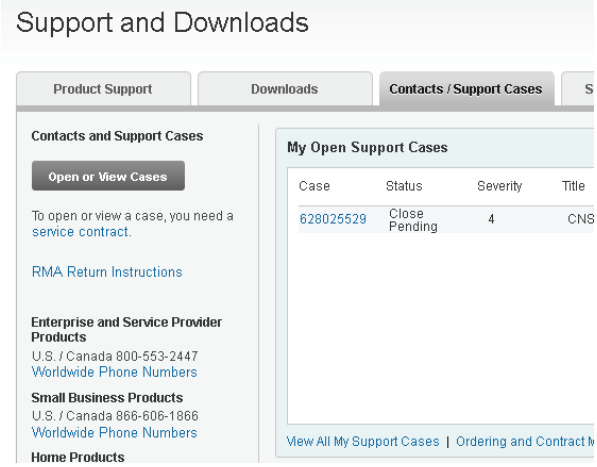
If this is a Severity 3 or 4, the best method is to open the case online using the Cisco Support Case Manager online tool: https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case

Note: If you do not have online access, you can call the TAC to open your case. If the CIN Agent informs you the serial number is not associated with a contract, instruct the CIN Agent to reference contract number **91986130** and review the Special Handling Notes/Golden Rules for further instructions.

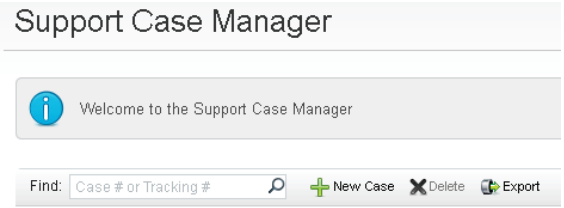
3. Opening a Service Request Online (S3 or 4)

This section provides the detailed steps for opening a Severity 3 or 4 Service Request online. This document contains screen shots made with Mozilla Firefox as the browser. Your view may differ slightly based on your specific browser.

1. Go to www.cisco.com and login.
2. Select **Support** from the heading and select **Contact/Support Cases**.



3. Select **Open or View Cases**. Support Case Manager opens. From here you can access and update your existing cases or open a new one.



4. Select **New Case**.
5. Select the appropriate **Support Case Type** from the drop down list.
6. Confirm your contact information is accurate and edit if necessary
7. Click **Next**.

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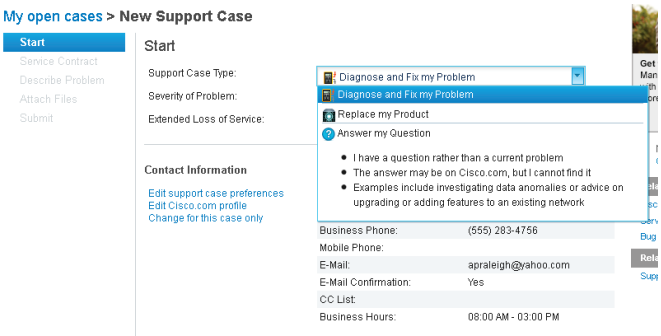
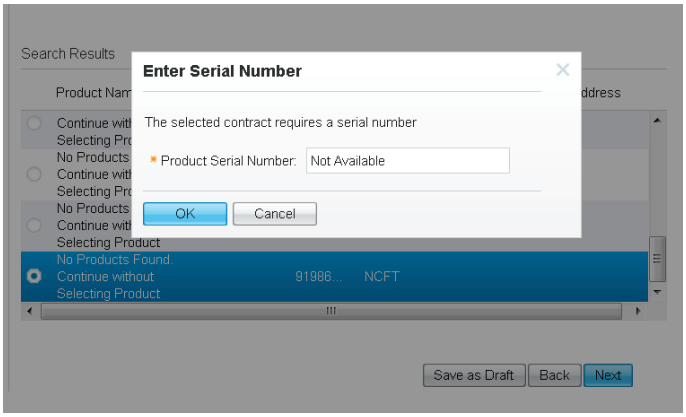


8. Select the **Search by Other Information** radio button.
9. Select **91986130** from the **Service Contract** drop down list. If that contract number is not listed in your drop down list, contact armycco@cisco.com to get your CCO ID associated with the Army ESA contract.
10. Select **NCFT 8x5xNBD** from the **Service Level** drop down list.
11. Type a **Product Name** (or description) to further narrow the results.
12. Select the **Country** from the drop down list.
13. Click **Search**.
14. On the next page, select **Product Name: No Products Found. Continue without Selecting Product and Level: NCFT**.
15. Click **Next**. The system displays the following window:



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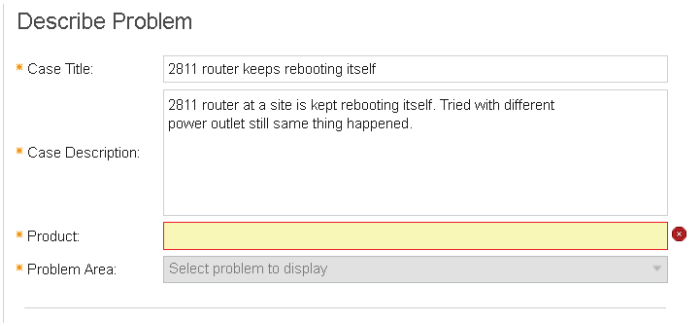
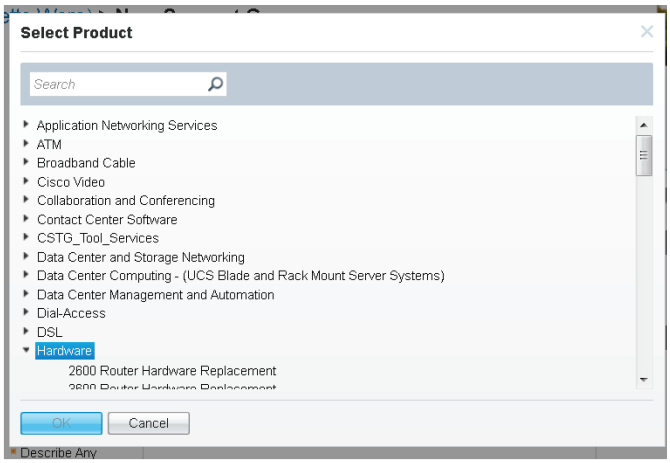
16. Type **NOT AVAILABLE** and click **OK**. The system displays the **Describe the Problem** page.



17. Type a **Case Title** and **Case Description**. Include the appropriate Serial Numbers in the Case Description box.
18. Click in the **Product** box. The system displays the **Select Product** window.



19. Search on Product ID if you know it or use the categories to find it.
20. Click **OK**.
21. Select the **Problem Area** from the drop down list: Installation, Configuration, Operate, or Upgrade.

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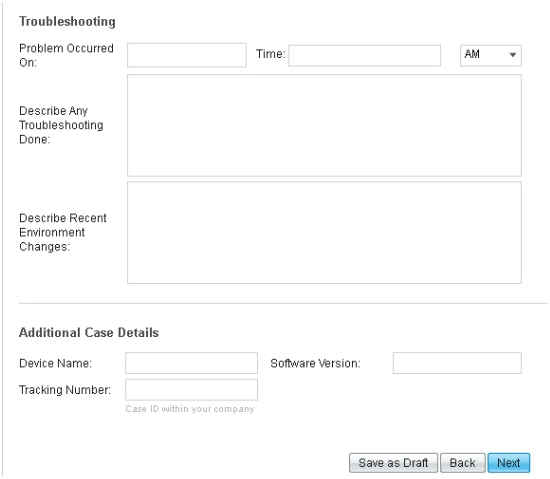
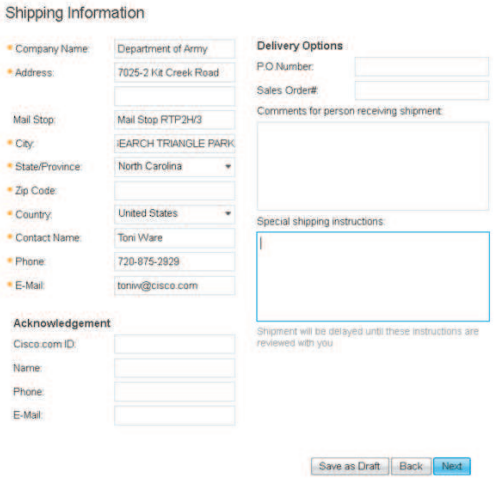
22. Use the **Troubleshooting** pane to provide details on what has been done to solve the problem. Entries in the **Describe Any Troubleshooting Done** and **Describe Recent Environment Changes** text boxes are required.



23. Type any other information in the **Addition Case Details** pane.
24. Click **Next**. If this is an RMA, the system displays the **Shipping Information** page.



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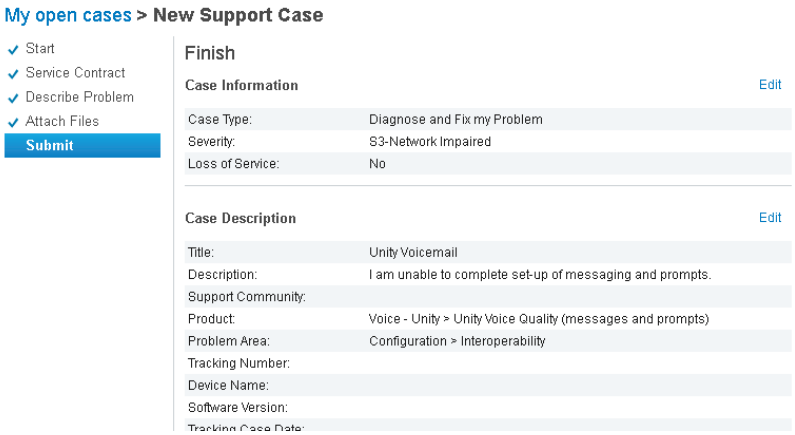
25. The **Submit** screen lets you review and edit information that you entered during the case creation process. After you validate that information is accurate, click **Submit**.



26. Support Case Manager displays a case number and lets you view and update the case.

4. Best Practices

- If you have several devices requiring RMA, all being delivered to the same address, submit only one Service Request. You can add more device serial numbers to the notes section of the SR.
- You set the severity. TAC works with you to ensure proper setting of severity.
- Setting Severity at 1 or 2 does not speed up the RMA process.
- Provide a brief but detailed description of issue in the SR notes including what the symptoms are and what troubleshooting has been done. Add the serial number into the case notes or problem description
- Provide *show tech*, *show log*, *show ver*, and screen captures of all commands and outputs.
- Capture all information during the issue – after you reboot a box, the forensic data is lost.
- Provide the business impact of the issue (i.e., number of users affected, loss of redundancy, etc.)

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