BroadSoft Technical Support Transition Quick Reference Guide

For customers and partners that use service contracts for technical support entitlement

Activity / issue	Best practice tips	Available resources
Access Cisco Technical Assistance Center (TAC)	To access Cisco® technical support: 1. Obtain a Cisco.com user ID (if you do not already have one). 2. Link your new service contract number(s) to your Cisco.com user ID before contacting the TAC. Detailed instructions on creating a Cisco.com user ID and associating your service contract number(s) are included in the Technical Support Reference Guide document. **Note**: If you have a large number of contracts to link, use the Service Access Management Tool (SAMT). More information is provided below.	• Register for a Cisco.com user ID • Technical Support Reference Guide for Customers and Partners Using Contract Numbers for Support • Service Access Management Tool
Obtain service contract numbers	Look up service contract number(s) in Cisco Commerce Workspace (CCW-R) or contact your Cisco account representative.	• CCW-R
OPEN CASE button is grayed out in Support Case Manager	Your Cisco.com user ID must be associated with your new service contract number(s).	• Instructions are provided in the Technical Support Reference Guide for Customers and Partners Using Contract Numbers for Support

Activity / issue	Best practice tips	Available resources
Contract association denied or pending	Send an email message to web-help-sr@cisco.com to request completion of your contract association. Provide your Cisco.com user ID and contract number(s) to be associated. If the bill-to company name on the contract does not match the company name in the user's profile, provide proof of associated company names (i.e., merger or acquisition, company name change, etc.).	• web-help-sr@cisco.com
Associate multiple BIDs or contracts	Use the Service Access Management Tool (SAMT) to manage access to the services provided by your contracts (for example, TAC support, software downloads). SAMT is ideal for organizations that want to manage and associate multiple Cisco.com profiles. This management can be done using either the bill-to ID or contract number. To manage access by bill-to ID, the bill-to ID must be in your Cisco.com profile and selected (enabled) for support access. To manage access by contract number, a contract number must be in your Cisco.com profile to obtain service.	• Cisco Service Access Management Tool
Issues downloading software	To download Cisco BroadWorks® software, your Cisco.com user ID must be associated with a service contract number. If you have associated your contract to your Cisco.com user ID and are unable to download software, reach out to your Cisco account representative.	

For customers and partners that use Smart Accounts for technical support entitlement

Activity / issue	Best practice tips	Available resources
Access Cisco TAC	To access Cisco technical support: 1. Obtain a Cisco.com user ID (if you do not already have one). 2. Request access to Smart Account and Virtual Account(s) using the company email domain. Your request should include the names of the BroadSoft Virtual Accounts you require access to. Detailed instructions on creating a Cisco.com user ID and opening support cases are included in the Technical Support Reference Guide document.	• Register for a Cisco.com user ID • Smart Account Request Access • Technical Support Reference Guide for Customers and Partners Using Smart Accounts for Support
OPEN CASE button is grayed out in Support Case Manager	Your Cisco.com user ID needs to be added as a user in the Smart Account and BroadSoft Virtual Accounts.	• Smart Account Request Access
Smart Account entitlement issue	If you have been added as a user in the Smart Account and Virtual Account(s) and are having issues opening a case in Support Case Manager, verify that your Cisco.com user ID account profile contains a complete corporate address. If you are still having issues, reach out to your Cisco account representative.	• Cisco.com user ID account profile
Issues downloading software	To download BroadWorks software, your Cisco.com user ID must be added to the Smart Account/Virtual Account. If you have been added as a user and you are unable to download software, reach out to your Cisco account representative.	

General information

Activity / issue	Best practice tips	Available resources
Open a TAC support case	When opening a support case, have the following information available: • Cisco.com user ID • Company name • Contract number • Software product family • Severity • Problem description • Details on the troubleshooting steps you have taken and the respective outcome • Output from the show tech command, if applicable, and all other relevant output	• Cisco Support Case Manager • tac@cisco.com • U.S. / Canada: 800 553-2447 or 408 526-7209 • Cisco Worldwide Contacts
Technical support escalation process	If you are not satisfied with the progress of your support case, escalate the problem ownership to the appropriate level of Cisco management by asking for the TAC duty manager.	• Severity and Escalation Guide
Download software	Cisco BroadWorks software downloads are available from Cisco Software Central. In the search bar enter BroadWorks and hit enter. Select the Cisco **BroadWorks** software update required to download the software.	• Cisco Software Central
Error when logging into Cisco.com	Try to clear your cache, use a different browser, or use a private/incognito window and see if that works.	If the error persists, email web-help@cisco.com with the subject "Cisco.com Login Problem"
Sign up for Cisco Notification Services	All software release notes and end-of-sale and end-or-life announcements will come from Cisco using the Cisco Notification Service. This service allows you to create customized, flexible notification alerts, which can be sent to you by email or RSS feed, about critical product support subjects. Examples include Security Advisories, Field Notices, End-of-Sale and End-of-Support statements, Software Updates, and Known Bugs. **Note**: You must sign up for the Cisco Notification Service to receive these notifications.	• Cisco Notification Service

Cisco support resources

Tool / process	Self-service support resource
Service and support for BroadSoft integration	www.cisco.com/c/en/us/services/acquisitions/broadsoft.html
Cisco Technical Assistance Center (TAC)	www.cisco.com/cisco/web/support/index.html
Cisco Support Case Manager	mycase.cloudapps.cisco.com/case
Cisco worldwide contacts	www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html
Cisco Severity and Escalation Guide	www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/docs/cisco-severity-and-escalation-guidelines.pdf
Cisco Service Access Management Tool	www.cisco.com/c/en/us/partners/tools/service-access-management-tool-samt.html
Cisco Software Central	software.cisco.com/download/home
Cisco Notification Service	www.cisco.com/cisco/support/notifications.html
Cisco.com Login Help	www.cisco.com/c/en/us/about/help/login-account-help.html