Customer Experience (CX) for Cisco Accedian Skylight

Contents

Introduction

This document provides answers to some of the most common questions regarding service offers and technical support for the Cisco Accedian Skylight Analytics purchased on Cisco Global Price Lists (GPL).

Orderability and Service Offer Integration

Q. What is Orderability?

A. Orderability enables customers to order Cisco Accedian products and services using Cisco® processes and tools. In addition, orderability allows customers who purchase on Cisco to utilize Cisco service and support tools and processes for technical support. Cisco Accedian Skylight orderability begins on December 20, 2023.

Q. What is Cisco Accedian Skylight?

A. Cisco Accedian Skylight solves the challenges of fragmented multidomain tools and lack of end-to-end visibility on service quality, and enables differentiated services based on quality of experience (QoE) and enhanced SLAs. Cisco Accedian Skylight delivers network-wide visibility and precise synthetic network and service testing for high-performance networks. Network and end-to-end service quality is visible in a single pane of glass for efficient operations and troubleshooting. Granular performance metrics from Cisco Accedian Skylight sensors can be correlated with third party data and combined with machine learning powered analytics for near real-time performance insights.

Designed for communications service provider, webscaler, global enterprise and federal or public sector networks with stringent performance requirements, Cisco Accedian Skylight enables proactive service assurance for efficient troubleshooting and exceptional customer experience—all while lowering the cost of operations. Cisco Accedian Skylight provides continuous visibility of end-to-end network and service quality as well as per-segment visibility, all with microsecond precision performance data that's needed to automate assurance.

Q. What service offers are available for Cisco Accedian Skylight Analytics Software?

A. Table 1 shows the Cisco Customer Experience (CX) service offers available for Cisco Accedian Skylight Analytics Software.

Table 1.   Service offers Cisco Accedian Skylight Analytics Software

Cisco Service Offer
Support Services
Cisco Solution Support (included with the purchase of Cisco Accedian Skylight Analytics Software)
Advanced Services - Transaction (SOW-based)
Cisco Accedian Design and Implement Service
Advanced Services – Subscription Services
Cisco Business Critical Services (Scrum Services)
Cisco Lifecyle Services
Cisco Lifecycle Services (Scrum Services)

Cisco Support Services

Cisco Solution Support

Q. What is Cisco Solution Support?

A. **Cisco Solution Support** is an essential element of a Cisco solution by helping to maintain its performance, reliability, and return on investment. Cisco Solution Support combines Cisco product support with solution-level support into one service. If an issue arises anywhere in their deployment, or they only think they might have one, they simply contact us. Our team of solution experts is the primary point of contact, coordinates product support teams when needed, and owns the case from first call to resolution.

Q. What is included in Cisco Solution Support for software?

A. Cisco Solution Support includes the following:

Global 24-hour access to the Cisco Technical Assistance Center

Access to our online knowledge base, communities, and tools

Operating system software updates

Centralized support from a primary point of contact

Priority access and response from a solution expert

Addresses Cisco and Solution Support Partner products

Coordination between Cisco and Solution Support Partner product support teams

Accountability for issue management and resolution

Review the service description and website for more detailed information regarding Cisco Solution Support.

Q. How do customers purchase Solution Support for Cisco Accedian Skylight?

A. Solution Support is included with the purchase of Cisco Accedian Skylight Analytics Software. No additional products or fees are required to receive these services with a software subscription.

Cisco Advanced Services

Q. What is a Cisco Advanced Services Offer?

A. **Cisco Advanced Services** enable customers to get the most value from Cisco Accedian products and achieve business outcomes faster. The services are focused on implementing the solution and accelerating outcomes with expert guidance at every step of the IT lifecycle.

Q. Can Cisco Advanced Services be sold by Partners?

A. Yes, Partners can sell Advanced Services delivered by Cisco.

Cisco Advanced Services Transactional

Q. What is a Cisco Advanced Services transactional offer?

A. Cisco Advanced Services Transactional (AS-T) offers are custom scoped and priced and written on a Statement of Work (SOW). The SOW is used to define limitations of liability, characteristics of delivery, payment terms, and other provisions.

Q. What Cisco Advanced Services transactional offers are available for Cisco Accedian Skylight?

A. Table 2 lists the available transactional offers for Cisco Accedian Skylight.

Table 2.   Cisco Accedian Design and Implement Service

Cisco Service Name	Service Part Number
Cisco Accedian Design and Implement Service	CX-PDIC-NW-CSM

Q. Are Cisco Advanced Services Transactional offers required?

A. Cisco Accedian Design and Implement Services are required for all initial solution deployments.

Q. How are the services delivered?

A. Services are typically delivered remotely.

Q. How can customers purchase the AS-T offers?

A. Cisco Sales staff is responsible for creating an accurate Advanced Services transactional quote and SOW. Customers should contact their partner and/or Cisco account representative to create the quote and SOW.

Cisco Advanced Services Subscription

Q. What are Cisco Advanced Services Subscription offers?

A. Cisco Advanced Services (AS) Subscription offers are time-bound engagements that are typically defined as "day 2" engagements for advanced network optimization or support. The deliverables are predefined and are covered under a Service Description and a Cisco Master Agreement. Generally, there are no additional contract requirements, and the subscription is renewed annually.

Q. How are the AS Subscription services delivered?

A. Services are delivered remotely.

Q. What Cisco Advanced Services Subscription offers are available for Cisco Accedian Skylight?

A. Table 3 lists the Advanced Services Subscription offers available for Cisco Accedian Skylight.

Table 3. Subscription service offers for Accedian

Service Name	Description	Use Case	Service Part Number
Business Critical Services Scrum Services	Business Critical Services help customers be resilient, adaptive, and transformative to accelerate outcomes. Outcomes help customers optimize and de-risk with ongoing expertise, enable business agility with continuous engagement, and ignite innovation with value across the IT landscape. Accedian custom use case deployments are supported	Scrum Services addon available for existing Business Critical Services customers with sufficient capacity in their contract. Capacity may be expanded.	CON-CXS-XA-SPEC
Cisco Lifecycle Services	Cisco Lifecycle Services combine human expertise with digital intelligence to accelerate outcomes. Cisco Lifecycle Services apply digital insights, tools, and best practices to outcomes measurement, analysis, and recommendations. Supporting unique client environments, Cisco Lifecycle Services also use AI and ML to translate insights into actions and automations. Accedian custom use case deployments are supported	New or existing Lifecycle Services customers with sufficient capacity in their contract.	CON-BCSO-OP
		Capacity can be increased with Scrum Services	CON-BCSOS-SCRUM

Q. How can customers purchase Cisco Advanced Services Subscription offers?

A. Customers may purchase Cisco Advanced Services Subscription offers by working with their Cisco account manager or partner, who will then work directly with the Cisco business development manager team.

Cisco Technical Assistance Center

Note: For products purchased from Accedian, customers and partners will continue to access technical support using Accedian tools and processes.

Q. What is the Cisco Technical Assistance Center (TAC)?

A. The Cisco TAC provides 24-hour, award-winning technical support services: 1) online through the Accedian in-platform chat and Cisco Support Case Manager; and 2) over the phone to all customers and partners who hold valid Cisco service contracts.

Q. What service does the Cisco TAC offer?

A. The TAC provides service contract holders with:

- **Expert assistance.** The TAC employs a highly skilled staff who offer you years of security and networking experience, as well as research and development engineers.
- **Fast problem resolution.** The TAC provides a constant measurement of customer satisfaction and time-to-resolution tracking.

- **A high level of knowledge.** The TAC offers depth and breadth of expertise with Cisco devices and operating system software.
- **Support 24 hours a day, 365 days a year in multiple languages.** By chat, online, or telephone, the TAC is there when you need it.

Q. How does a customer or partner open a case with the TAC?

A. Customers and partners with an active service contract can open a case using the following methods:

- through the online chat embedded in the Accedian application

- through Cisco Support Case Manager

- by telephone. Customers with severity (priority) 1 or 2 cases must call the TAC at 800 553-2447 or 408 526-7209 in the United States. Refer to the Cisco Worldwide Contacts support webpage for local TAC telephone numbers

Q. How do customers open a case through the online chat in the Cisco Accedian application?

A. To open a case through the in-chat platform, customers can click the chat icon found at the bottom left corner of the screen in the Cisco Accedian Skylight platform:

After clicking the button, the chat interface window will expand, allowing customers to search for relevant support articles or open a live chat with a representative.

Q. What do customers and partners need to open a TAC request?

A. To open a TAC request, you must do the following:

- Register for a Cisco.com user ID.
- Associate your contract number or subscription number to your Cisco.com user ID

Q. How do customers and partners get a Cisco.com user ID?

A. Register for a Cisco.com user ID and create a Cisco.com profile. A Cisco.com user ID will give access to the tools that will help customers and partners view, renew, and manage contracts, and open a support case.

Q. How do customers and partners associate the new Cisco Service Contract Number to their Cisco.com user ID?

A. Customers will need to add their Cisco Service Agreement Contract Number to their user ID in the Cisco.com Profile Manager. From there, click the "Add Access" button, then select the "TAC and RMA case creation, Software Download, support tools, and entitled content on Cisco.com" radio button on the pop-up screen, and then click "Go" to manage your Service Contract online. If you have multiple service contract numbers, please separate them by commas.

Q. What support is provided through Cisco.com?

A. Cisco.com includes interactive consulting tools, a database, and knowledge transfer resources. It also includes product documentation. Online troubleshooting tools and support resources include:

- TAC case collection, which identifies and troubleshoots common problems
- My Tech Support, which offers a personalized web page with customized links

- Peer-to-peer online forums, which enable sharing with others in your industry
- Technical Support newsletter, which keeps you up to date and informed

Q. How does the Cisco TAC prioritize support service requests?

A. Cisco processes allow for customers to designate the severity of every service request reported. Priorities are based on the assigned severity levels.

Q. What is the escalation process?

A. If a customer does not feel that there is adequate forward progress or feels that the quality of Cisco service is not satisfactory, Cisco encourages the customer to escalate the problem ownership to the appropriate level of Cisco management by asking for the TAC duty manager.
Note: Severity 1 and 2 escalation times are measured in calendar hours, 24 hours per day, 7 days per week. Severity 3 and 4 escalation times correspond with standard business hours.

For more information, download the Cisco Severity and Escalation Guide.

Q. How can customers and partners manage user access to their contracts?

A. The Service Access Management Tool is an application that enables partners or customer administrators to determine which of their service contract numbers are present in Cisco.com user profiles. It is ideal for organizations that want to manage and associate multiple Cisco.com profiles.

By using the Service Access Management Tool, Cisco partners and customers can manage access to the services provided by their contracts (e.g., TAC support). This management can be done either using Bill to ID or contract number. To manage access by Bill to ID, the Bill to ID must be in an individual's Cisco.com profile and selected (enabled) for support access. This will ensure that all the contracts under the Bill to ID can be utilized for service. To manage access by contract number, a contract number must be in an individual's Cisco.com profile in order for that individual to be able to obtain service. Access the Service Access Management Tool webpage for training, and related content for more information.

Q. How can customers and partners see all cases that have been opened by their co-workers?

A. All co-workers from a customer or partner should be able to see each other's tickets in Support Case Manager as long as each user is associated to the contract.   From Support Case Manager homepage follow these steps as shown in Figure 1.
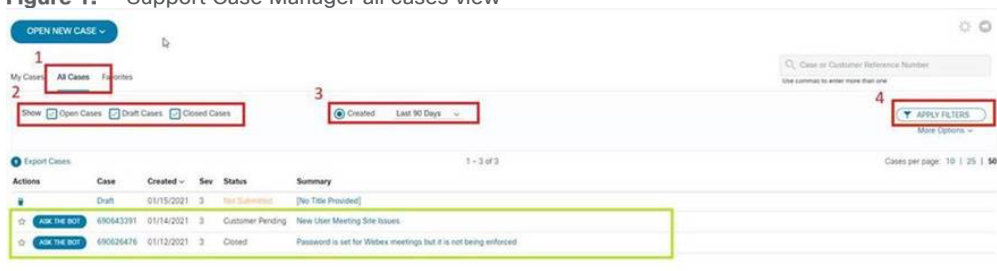
Step 1.   Click 'All Cases' tab
Step 2.   For 'Show', select 'Open, Draft, and Closed'
Step 3.   Set created date to 'Last 90 days'
Step 4.   Apply Filters

Figure 1.   Support Case Manager all cases view

Return Materials Authorization (RMA)

Q. How will customers get a return materials authorization (RMA) for defective Accedian SFP products?

A. Once a customer has a service request open with TAC, an RMA will be initiated according to the case resolution procedures. Orders will be managed and fulfilled through the Cisco Global Service Supply Chain Logistics.

Q. A customer has received a replacement unit from Cisco Service Supply Chain for an RMA. However, the unit is dead on arrival (DOA). How is the defective unit replaced?

A. The customer should contact TAC using the previous case number and RMA number to report that the unit is DOA. Once the TAC has determined the product to be DOA and eligible for replacement, a request for a replacement and new RMA will be submitted.

Warranty

Q. What is the Cisco warranty?

A. Warranties are short-term commitments for Cisco to replace defects in Cisco products. They are limited in duration and the support they offer. Also, warranties do not include Cisco TAC support, software updates, or any of the additional benefits obtained under a support service contract. It is the responsibility of Cisco to replace the Cisco product during the warranty duration.

Elements covered under a Cisco warranty are:

- **Hardware:** This guarantees that the piece of hardware will be free of defects in material and workmanship under normal use, or it will be replaced by Cisco.

- **Software:** This guarantees that the physical media are free from defects, or they will be replaced by Cisco. Also, the warranty guarantees that the software generally conforms to the published specifications for the product. The warranty is explicitly "as is," and no new releases are included.

To find the warranty information that applies to a specific product or product family, visit the [Cisco Warranty Finder.](#)