# How to open a Cisco Solution Support service request online

September 2020



# Get ready to open a case

Before you need to open a Cisco<sup>®</sup> Solution Support service request, follow these steps so you're prepared to get help quickly.



#### Establish your CCO ID

Create a <u>CCO ID</u> and associate it with your Solution Support contract. To verify or update a current ID, email <u>web-help-sr@cisco.com</u>.



#### Create a test case

Familiarize yourself with the process by creating a test case. Use "Test Solution Support" as the case title and "Test" as the problem description.



#### Bookmark Support Case Manager

Save <u>Support Case Manager</u> in your tool bar for easy location when you're ready to get help.



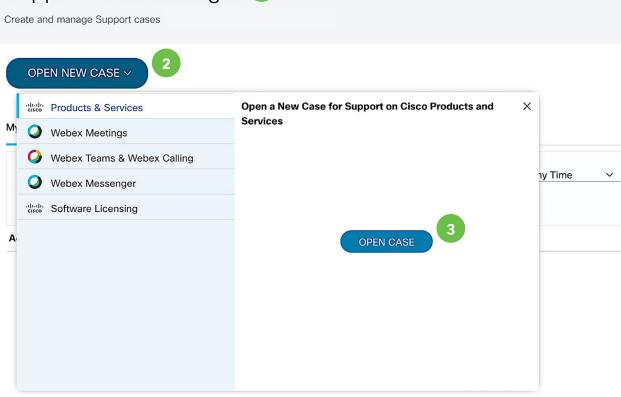
Products & Services Support How to Buy Training & Events Partners





Click "OPEN NEW CASE."

3 Click "OPEN CASE" in the pop up box.



### Choose your request type.

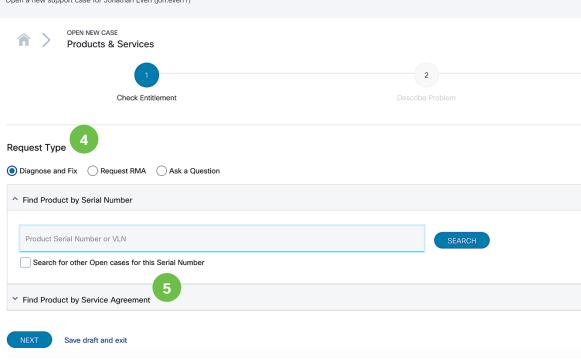
For Solution Support service requests, click "Find Product by Service Agreement." Click "Next."

**Note:** You do not need to formally isolate your issue to a specific product in order to open a Solution Support service request. Simply open a service request on a product covered by Solution Support in your solution that you think may be involved in the issue.

**Note:** Throughout the process, you can click "Save draft and exit" and revisit your service request to complete it at a later time.

#### Support Case Manager

Open a new support case for Jonathan Even (jon.even1)





#### If you have less than 30 service agreements, they will appear in the "Service

Contract" pull down menu; select the relevant agreement from this list.



Products associated with your selected service agreement will appear at the bottom of the screen; select the product you think is involved in your issue. Click "Next."

roduct Name (PID)	Product Description	Site Name	Service Contract 6a
			94119418 - (SNTP,C4P)
mart Account			94763181 - (ANYSL)
			95463179 - (SNTP)
~			95968312 - (ECMU,SNTP,SSTCB)
irtual Account			200278585 - (ECMU,C4P,SNTP,SNTP,SNT,SAS,SW,C4S,S.
			200423252 - (ECMU,SNTP,SSTCB,SSTC)
			200508710 - (SNT,SSSNP,SNTP,ECMU,SSTC,C4P)
			200517121 - (SNT)
dvanced Options Y			

There are 22 service agreements and 1707 products associated with this profile. The first 500 products are displayed below. To view more products, use the above search fields or Advanced Options to narrow results.

Search Results:					10 > 7		
Product Site			ite		Service A	greement	
Name A	Description	Name	Address	Number	Smart Account	Srvc. Level	Usage Type
3900-FANASSY	Cisco 3925/3945 Fan Assembly (Bezel included)	ASSOCIATED WHOLESALE GROCERS	3201 E DIVISION ST	200278585		C4P	
3900-FANASSY	Cisco 3925/3945 Fan Assembly (Bezel included)	ASSOCIATED WHOLESALE GROCERS	4805 CAMPBELL DR	200278585		C4P	



## 6b

If you have more than 30 service agreements, you will need to manually enter your service contract.



Products associated with your selected service contract will appear at the bottom of the screen; select the product you think is involved in your issue. Click "Next."

There are 52 service agreements associated	with this profile.		>
Product Name (PID)	Product Description	Site Name	Service Contract
			200508710
Smart Account			Subscription Number
Virtual Account			Find Subscription Number(ੈ)
Advanced Options Y			
SEARCH Showing 86 of 86 Products filtered for: S	ervice Contract (200508710) Clear Filters		

To view a different set of products, use the search fields and Advanced Options above. To filter the products in the results set, use the Search Results field below.

Product			Site	Service Agreement			
Name 🔨	Description	Name	Address	Number	Smart Account	Srvc. Level	Usage Type
ACI-N9KDK9-14.0	Nexus 9500 or 9300 ACI Base Software NX-OS Rel 14.0	ASSOCIATED WHOLESALE GROCERS	17501 W 98TH ST	200508710		SSSNP	
ACI-N9KDK9-14.0	Nexus 9500 or 9300 ACI Base Software NX-OS Rel 14.0	ASSOCIATED WHOLESALE GROCERS	500 KANSAS AVE	200508710		SSSNP	
APIC-CLUSTER-M3	APIC Cluster - Medium Configurations (Up to 1200 Edge Ports)	ASSOCIATED WHOLESALE GROCERS	17501 W 98TH ST	200508710		SSSNP	



Choose your severity level.

**Note**: Solution Support customers have the option to open severity 1-4 cases online.

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Under "Title," indicate "SOLUTION SUPPORT [technology area]."

Example: "SOLUTION SUPPORT SD-WAN"



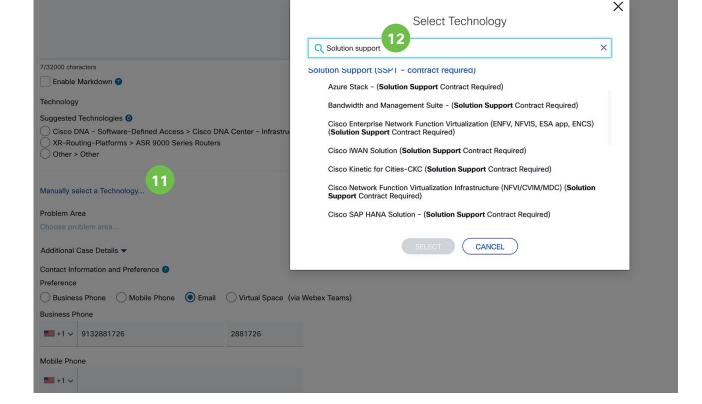
Use as much space as necessary to describe your issue. The more detail the better. Uploade photos, screen grabs, case logs, or any other relevant documentation you may have.

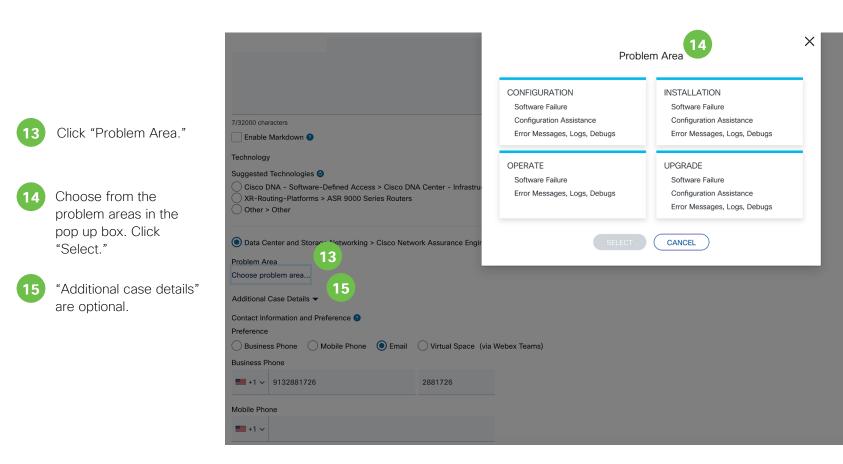
OPEN NEW CASE Products & Services		
1		2
Check Entitlement		Describe Problem
Severity <b>2</b> Network Down (S1) Severely Degraded (S2)	Network Impaired (S3)     Ask a Question (S4)	
Loss of Service Extended loss of 15 seconds or more Title		
SOLUTION SUPPORT [technology area]		
27/240 characters Description		
7/32000 characters		i.
Enable Markdown 🥹		
Technology CISCO SUGGESTIONS		



Click "Manually select a Technology."

Indicate "Solution Support" in the search field in the pop up box. Select your technology solution. Click "Select."





#### Problem Area

Operate > Error Messages, Logs, Debugs change

Additional Case Details 🔻			
Contact Information and Preference 💿 16			
Preference			
Business Phone Mobile Phone Email	O Virtual Space (via	Webex Teams)	
• Note: You will be invited to a virtual space in Webex	Teams after the case has	s been created.	The engineer will join th
Business Phone			
■ +1 × 9132881726	2881726		
Mobile Phone			
<b>■</b> +1 ∨			
Email			
jon.even@awginc.com			
19/80 characters			
New Case Email Confirmation			
Case Notifications (Contact & CC List)			
◯ On			
CC Paciniants (antional)			

he space after taking ownership.

#### Recipients (optional)



Indicate your contact preference, which will be the primary method for communication with the Solution Support engineer. Provide phone numbers and an email as back up communication methods.

**Note:** Solution Support customers have the option to choose Virtual Space (via Webex Teams) for efficient, real-time communications and document sharing with Cisco engineers.



Indicate whether or not you want to receive an email confirming receipt of your servcie request.



Indicate whether or not you want to receive ongoing case notification emails to track case progress (this is in addition to

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 $oldsymbol{O}$ 

the contact you have with the Solution Support engineer via your primary contact preference).



Indicate others in your organization who should be included in case notifications (optional).

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Indicate the best time to receive contact from a Cisco engineer.

- 21
- Select from the pull down menu the best method of contact by a Cisco engineer.
- 22
  - Click "Submit," **OR**, if you want to review your selections prior to submission, click "Review."

New Case Email Confirmation
● Yes ◯ No
Case Notifications (Contact & CC List) On Off On with notes CC Recipients (optional)
Enter email addresses separated by comma or semicolon, eg: name2@cisco.com, name3@cisco.co
0/1024 characters
Best time to contact customer 20
As soon as possible
Scheduled Dispatch
Case Origin
Select one





If clicking "Review," verify your submission and make any corrections by clicking "Edit."



Click "Submit."

Your case will be assigned to a Solution Support engineer. Severity 1 and 2 cases receive a 30-minute response objective. Severity 3 and 4 cases are prioritized over product support cases of the same severity.

1 Check Entitlement	2 Describe Problem	3 Review & Submit
Check Entitlement	Lescribe Problem	Review & Submit
		23
֎ REQUEST TYPE		Edit
REQUEST TYPE Diagnose and Fix	CONTRACT NUMBER 200508710	
R DESCRIBE PROBLEM		Edit
SEVERITY 3	LOSS OF SERVICE No	
- ππLE Solution Support - Testing		
description 24		
SUBMIT REVIEW Save draft and	d exit	



## Thank you for choosing Solution Support

If you have any questions about opening a Solution Support service request, contact us at **1-800-553-2447**.

