

Technical Support Reference Guide for Cisco BroadWorks and Legacy BroadSoft Products

For Customers and Partners using
Smart Account Support Entitlement

May 2021

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Introduction

This document describes the procedure for obtaining Technical Support through your newly adopted case management system through the Cisco® Technical Assistance Center (TAC). This document covers the Cisco.com user ID registration process, how to contact technical support, as well as how to manage your support case online.

We want you to know that this is only a change in the process through which you receive technical support. We at Cisco are committed to delivering the same high level of quality service that you are accustomed to receiving.

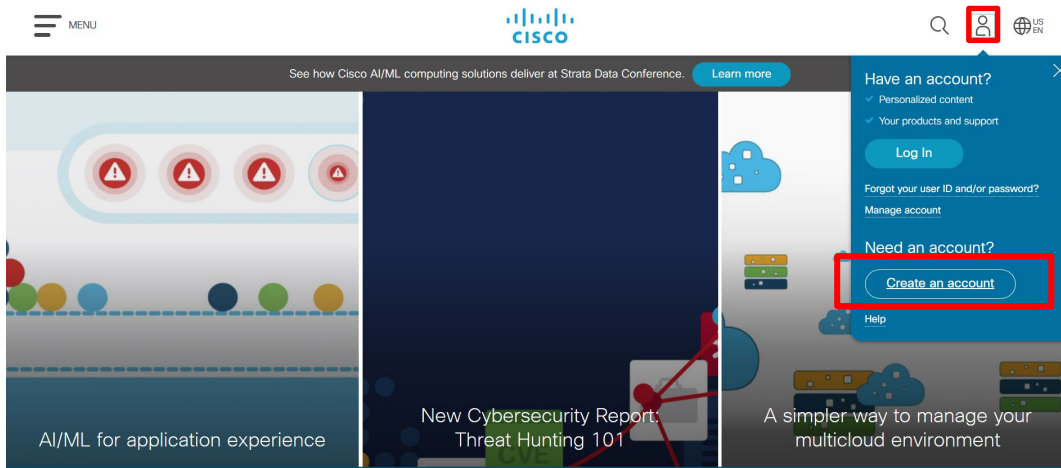
The Cisco TAC will allow you to:

- Open support cases by phone, online, or email 24 hours a day, 365 days a year
- Download software updates (maintenance and minor releases) for your covered software
- Access Cisco's online support, including database of product and service information, support case tracking, and a robust set of tools that help facilitate knowledge transfer to your staff and help answer questions more quickly

Registration for a Cisco.com User ID

To contact Cisco Technical Support for questions or issues with your Cisco Collaboration products, you first need to register for a Cisco.com user ID. If you already have a Cisco.com user ID, go to step 4, as you do not need to reregister.

1. Navigate to www.cisco.com and click on the account icon and then click on **Create an account**.



2. Fill out the information on the Cisco.com Registration form.
3. Upon clicking **Submit** you will receive an email sent from Cisco. From the link provided in this email, you will be directed to the Cisco.com Registration confirmation page. This step is to verify, confirm, and activate your Cisco.com registration.
NOTE: This step in the registration process for a Cisco.com user ID **is critical**.
4. BroadSoft customers and partners that created their Cisco.com user ID by October 31, 2020 were automatically added to the Smart Account and Virtual Accounts that were created to closely match the BroadSoft Xchange ticketing accounts and ticketing groups. Customers and partners that created their Cisco.com user ID after October 31, 2020 will need to [request access](#) to the Smart Account using the company email domain. The request should include the names of the Virtual Accounts to which you require access.

Opening a Support Case Online

The online support case management tool, called Support Case Manager (SCM), allows users to open a support case, assign a severity (level 3 or 4), receive information through the web or email, maintain and track support cases online, and upload files.

SCM allows you to create Cisco TAC support cases for issues covered under the terms of your Cisco support contract(s). At this time, SCM can assist you only with products currently covered by a Cisco service contract. If you would like assistance with a product that is not covered by a contract or is covered under warranty, contact the Cisco TAC by phone.

Before you use SCM, you must be logged in with your Cisco.com user ID and password, and your Cisco.com ID must be added to your Smart Account and Virtual Accounts in order for you to access the services covered by your service contracts. If you cannot open a case due to an issue with your Cisco.com user ID or Smart Account, you may call TAC by phone and they will be able to assist you.

The main steps for opening a support case using SCM include:

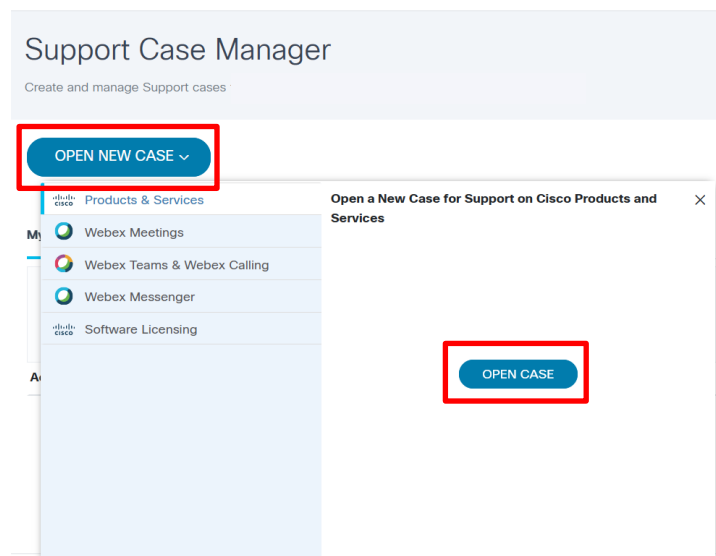
1. Check Entitlement – verify the product is covered by a service contract
2. Describe the Problem – enter details about the product
3. Submit Your Support Case – confirm information and edit accordingly

You can access the online support case tool using this link: mycase.cloudapps.cisco.com/case

You will be required to log in with your Cisco.com ID and Password. Please make sure that you have your service contract number available with your Cisco.com ID.

To open a new support case, click on **Open New Case**, then **Open Case** and then follow the instructions below.

NOTE: In order to properly use your Smart Account and Virtual Accounts to open a support case, you must follow these steps for opening a case using the Products & Services tile.



Check Entitlement

Identify the type of support case.

Support Case Manager
Open a new support case

OPEN NEW CASE
Products & Services

Need help with your case? [Chat Now](#)

1 Check Entitlement 2 Describe Problem 3 Review & Submit

Request Type
 Diagnose and Fix Request RMA Ask a Question

Find Product by Serial Number
Find Product by Service Agreement

Product Name (PID) Product Description Site Name Service Contract

Subscription Number
Find Subscription Number

Smart Account
CISCO A&I
Virtual Account
Virtual Account test 1

Advanced Options
[SEARCH](#)

Complete these steps in order to open a support case:

1. Choose one of the Request Type options:
 - **Diagnose and Fix (S3)**
 - **Request RMA (S3)**
 - **Ask a Question (S4)**
2. For BroadSoft products select the Smart Account name and Virtual Account name and then click on **SEARCH** to find the product requiring support.
3. Select the contract from the table of products eligible for support and click the **NEXT** button to proceed with your support case.

Search Results:

Product		Site		Service Agreement			
Name	Description	Name	Address	Number	Smart Account	Svc. Level	Usage Type
BW-LIC	BroadWorks License	[redacted]	[redacted]	[redacted]	[redacted]	SWSBW	[redacted]
BSFT-WBX-BW-LIC	PID to enable support of Webex for BroadWorks	[redacted]	[redacted]	[redacted]	[redacted]	SWSBW	[redacted]

[NEXT](#) Save draft and exit

NOTE: At any time during the process, you can click the **Save draft and exit** link in order to save a draft of your support case. See the Save a Draft section in this document for the steps required to delete or continue submitting a saved support case.

Describe Problem

Identify the severity of the problem, loss of service (if applicable), case details and whether you would like the engineer to contact you. In addition, you can review and change your contact information.

Support Case Manager

Open a new support case

Home > OPEN NEW CASE Products & Services

Need help with your case? Chat Now

1 Check Entitlement 2 Describe Problem 3 Review & Submit

Severity

Critical Impact (S1) High Impact (S2) Moderate Impact (S3) Ask a Question (S4)

Loss of Service

Extended loss of 15 seconds or more

Title

Description

Technology

Manually select a Technology

Problem Area

Select Virtual Account for Case Visibility

Additional Case Details

Contact Information and Preference

Preference

Business Phone Mobile Phone Email

Business Phone

Mobile Phone

Email

New Case Email Confirmation

Yes No

Case Notifications (Contact & CC List)

On Off On with notes

CC Recipients (optional)

Best time to contact customer

As soon as possible Scheduled Dispatch

Case Origin

Submit Review Save draft and exit

1. Choose the severity from the Severity options. The Severity is automatically populated based on the type of support case:

- Moderate Impact = Severity 3
- Ask a Question = Severity 4

NOTE: you must select the **Ask a Question** button in the **Request Type** in the previous screen in order to select severity 4 at this step.

NOTE: If you need to open a Critical Impact severity 1 or High Impact severity 2 network-down emergency support case, you must call the Technical Assistance Center (TAC) nearest you.

2. Check the box if users are experiencing a loss of service for more than 15 seconds.
3. Enter a Case Title and Description.

Keep these guidelines in mind when describing your problem:

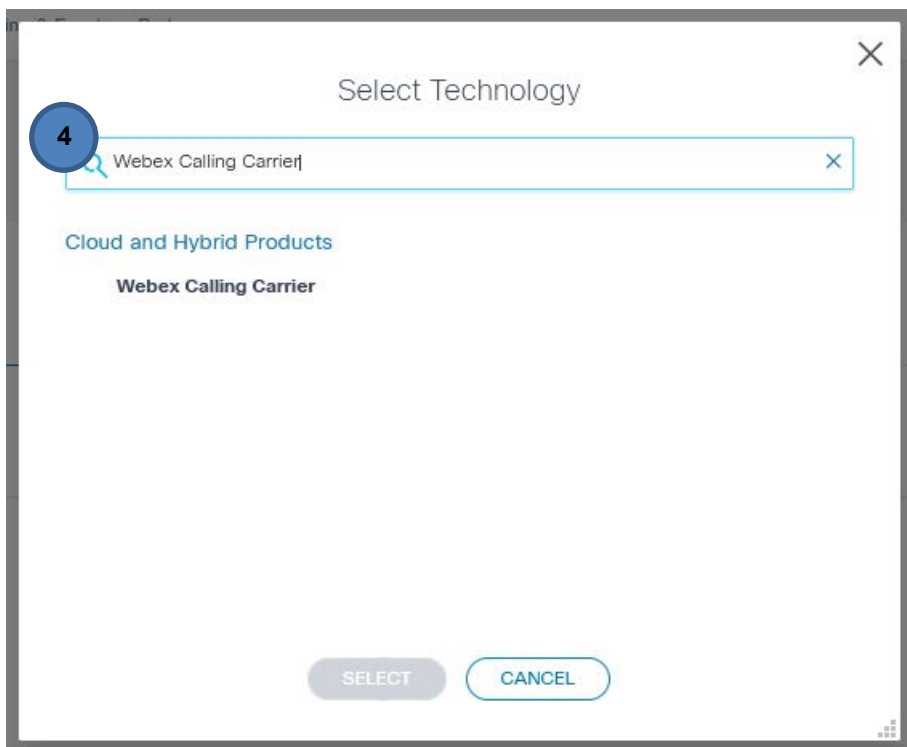
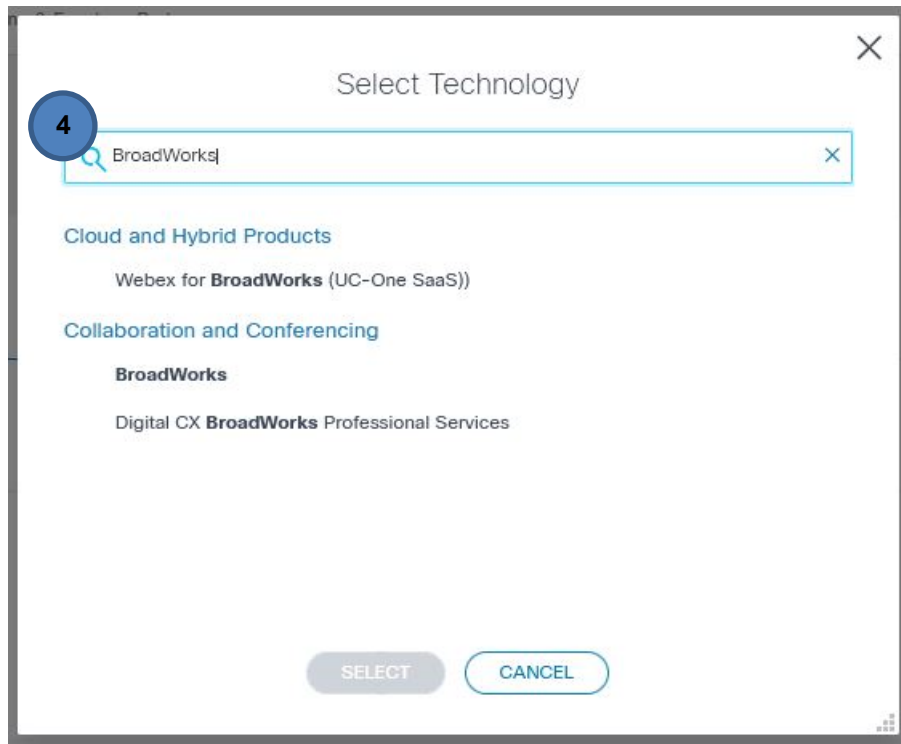
- Include a meaningful case title that states the problem accurately. A meaningful title permits assignment of the case to the appropriate technical resources.
- Describe the problem and symptoms (only one per support case).
- Include a history of the problem and any troubleshooting steps you completed.
- Describe your network topology.
- Include any recent changes to your network or data center environment.
- Include output from the **show tech** command (if applicable) and all other relevant output.
- Include software versions and types of equipment.

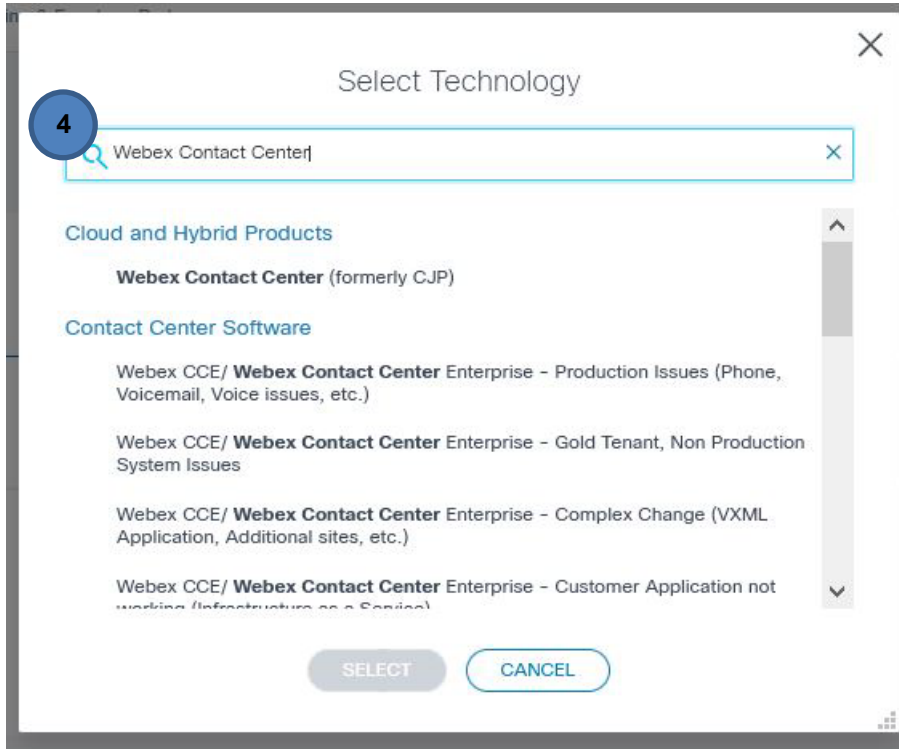
4. Click on **Select a Technology** and select the Technology from the pop up menu.

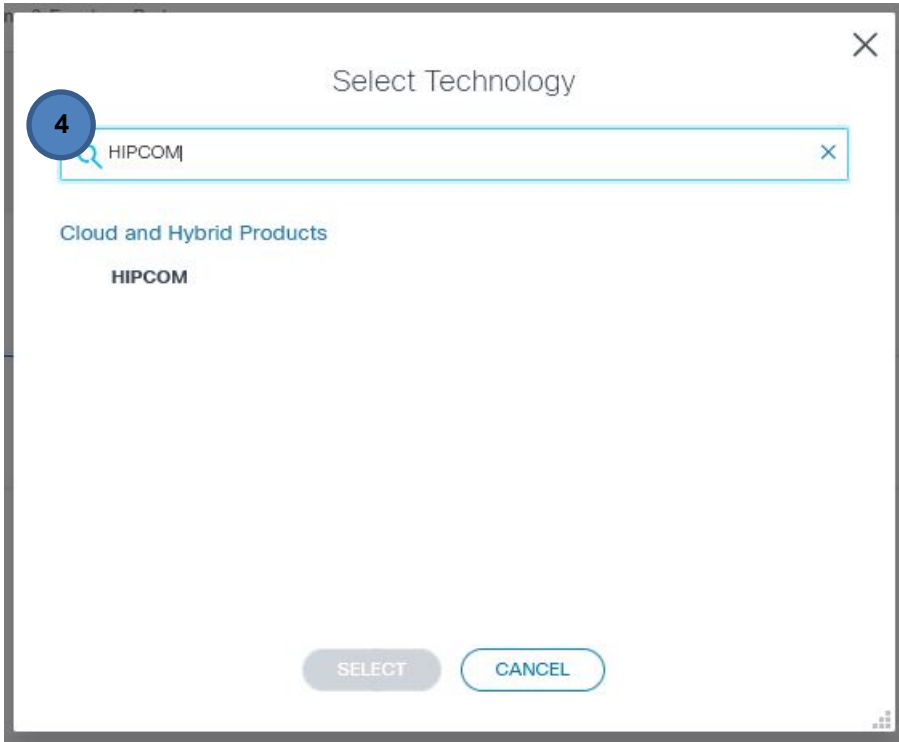
- For Cisco BroadWorks and legacy BroadSoft products choose the following technology and sub-technology category:

Product	Technology
Cisco BroadWorks	Collaboration & Conferencing > BroadWorks
BroadCloud	Cloud & Hybrid Products > Webex Calling Carrier
BroadSoft PaaS	Cloud & Hybrid Products > BroadSoft PaaS
Contact Center	Cloud & Hybrid Products > Webex Contact Center (formerly CJP)
HIPCOM	Cloud & Hybrid Products > HIPCOM
UC-One Collaborate	Collaboration & Conferencing > BroadWorks
UC-One SaaS	Cloud & Hybrid Products > Webex for BroadWorks (UC-One SaaS)
Webex for BroadWorks	Cloud & Hybrid Products > Webex for BroadWorks (UC-One SaaS)
BroadSoft ProServices	Collaboration & Conferencing > Digital CX BroadWorks Professional Services

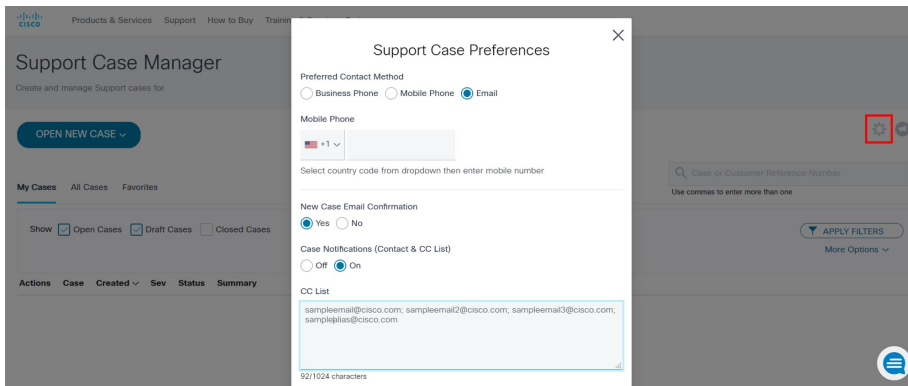
5. Select the Problem Area.
6. Select Virtual Account for Case Visibility if you require restricted visibility to a specific Virtual Account.
7. Review your contact information in the Contact Preference section. Your contact information is automatically provided based on the Cisco.com user name you used to log in to the tool.
8. Click **Review** to review your case before you submit.







NOTE: to have an alias or a list of additional emails that are always copied on cases, you can set that in your Support Case Preferences. Click the **gear** icon on the Support Case Manager homepage. In the Support Case Preferences pop-up box, select the **On** radial button for **Cases Notifications (Contact & CC List)** and then add a list of email addresses into the **CC List** box.



Review & Submit

Review your information and submit your support case.

Support Case Manager
Open a new support case

OPEN NEW CASE
Products & Services

Need help with your case? [Chat Now](#)

1 Check Entitlement

2 Describe Problem

3 Review & Submit

19 REQUEST TYPE Edit

REQUEST TYPE Diagnose and Fix	CONTRACT NUMBER 203613174
----------------------------------	------------------------------

DESCRIBE PROBLEM Edit

SEVERITY 3	LOSS OF SERVICE No
TITLE Sample Case	SMART ACCOUNT NAME Test Smart Account
DESCRIPTION This is a sample case description	VIRTUAL ACCOUNT Test Virtual Account
TECHNOLOGY Collaboration and Conferencing > BroadWorks	PROBLEM AREA Configuration > Software Failure
PREFERRED CONTACT METHOD +14085551111	EMAIL CONFIRMATION Yes
CC RECIPIENTS	CASE ORIGIN Email
VISIBILITY LEVEL Virtual Account	

[SUBMIT CASE](#)

1. Review the summary of your support case. If you need to update a section, click the **Edit** link.
2. Click **Submit** in order to submit your support case.

Your support case number will appear at the top of the page.

Save as Draft

During your process to open a support case, you can click the **Save Draft and Exit** link located at the bottom of the page in order to complete the process at a later time. When you click the Save Draft and Exit link, all information you entered is saved, and you are redirected to your open support cases page. Each saved draft has an expiration date, after which it will be automatically deleted.

To continue submitting a saved draft, click the title of the support case.

To delete a saved draft, click the checkbox located next to the support case, and click the Delete button.

Managing Your Support Case

After you have created your support case, you can view the status, update the notes, upload files, turn automatic updates on or off, and request case closure.

Navigate to www.cisco.com/c/en/us/support/index.html and then select **View Open Cases** from the **My Support** menu. Or you may go directly to: mycase.cloudapps.cisco.com/case.

Support & Downloads Worldwide - English

Product Support Downloads

Select a Product Enter Product Name (e.g., AnyConnect or 5506)

Products by Category

Switches	Networking Software (IOS & NX-OS)
Security	Cloud and Systems Management
Routers	Conferencing
Wireless	Customer Collaboration
Unified Communications	Servers - Unified Computing (UCS)
Collaboration Endpoints and Phones	Interfaces, Modules, and Cards

My Support

- View Open Cases
- Download History
- Devices
- Recently Viewed Products
- Feedback

On your Support Case Manager home page, you can filter your support cases.

Support Case Manager

Create and manage Support cases

My Cases All Cases Favorites

Case or Customer Reference Number

Use commas to enter more than one

Show Open Cases Draft Cases Closed Cases Created Updated Any Time

More Options

Export Cases 1 - 10 of 175 Cases per page: 10 | 25 | 50

Actions	Case	Created	Sev	Status	Summary
<input type="button" value="ASK THE BOT"/>	690286271	11/10/2020	3	Closed	Cisco CUC 12.5 VM on ESXi 6.7 showing 100% Memory usage alarm
<input type="button" value="ASK THE BOT"/>	690233140	11/02/2020	3	Closed	Cisco Informacast Basic Paging Server - Paging by phone
<input type="button" value="ASK THE BOT"/>	690168785	10/22/2020	3	Closed	Cisco Paging Server - unable to login
<input type="button" value="ASK THE BOT"/>	690012321	09/29/2020	3	Closed	Unable to open Calling Admin Portal for all customers and getting certificate ex
<input type="button" value="ASK THE BOT"/>	689991200	09/25/2020	3	Closed	Webex calling: Phones are not coming up. Showing "Call Pull" at the left bottom

Here are the available options:

- Open Cases
- Draft Cases
- Closed Cases
- More Options

If you click **More Options** link, additional fields appear.

The screenshot displays the 'Support Case Manager' interface. At the top, there is a header with the title 'Support Case Manager' and a subtitle 'Create and manage Support cases'. Below the header, there is a navigation bar with 'My Cases', 'All Cases', and 'Favorites'. A search bar is located on the right side of the navigation bar. The main content area is divided into several sections. On the left, there is a 'Show' section with checkboxes for 'Open Cases', 'Draft Cases', and 'Closed Cases'. Below this, there are input fields for 'Contract Number(s)', 'Subscription Reference ID(s)', 'Smart Account', and 'Virtual Account'. In the center, there are input fields for 'PICA ID(s)', 'Serial Number(s)', 'Node Name(s)', and 'Webex Account'. On the right, there is a 'Status' section with checkboxes for 'Customer Pending', 'Cisco Pending', 'Closure Pending', 'Cisco Release Pending', 'Service Order Pending', and 'Closed'. Below the status section, there is a 'Severity' section with checkboxes for 'Severity 1', 'Severity 2', 'Severity 3', and 'Severity 4'. At the bottom right, there are input fields for 'From' and 'To', and checkboxes for 'Linked Bugs' and 'RMAs'. A 'FILTERS' button is located at the top right of the main content area, and a 'Fewer Options' link is located below it.

Select an option from the Filter menu and enter additional information in the remaining fields in order to further filter your support cases. Here are the Advanced Filter menu options:

- Contract Number(s)
- Subscription Reference ID(s)
- Smart Account
- Virtual Account
- PICA ID(s)
- Serial Number(s)
- Node Name(s)
- Webex Account
- Status
 - Customer Pending
 - Cisco Pending
 - Closure Pending
 - Cisco Release Pending
 - Service Order Pending
 - Closed
- Severity
 - Severity 1
 - Severity 2
 - Severity 3
 - Severity 4
- Linked Bugs
- RMAs

Opening a Support Case by Phone

Support Numbers

1-800-553-2447 U.S.

For worldwide support numbers, refer to Cisco worldwide contacts:

www.cisco.com/en/US/partner/support/tsd_cisco_worldwide_contacts.html

When you want to report a case, make sure you have the following information available:

- Cisco.com user ID
- Cisco Smart Account and Virtual Account name associated to your service contract
- Business effect (case severity)

You must know your Cisco.com user ID and have the Smart Account and Virtual Account name when you are calling for support.

Once the agent has all the appropriate information he/she will open a case, provide you with a case tracking number and route your case to a support engineer. The engineer will contact you to provide technical assistance.

Defining the Severity of a Support Case

Severity 1 and 2 support cases should be opened by phone.

Severity 3 and 4 support cases should be opened online or by email, but may be opened by phone.

- **Severity 1 (S1)** – An existing Network or Environment is down or there is a critical impact to End User’s business operation. End User 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 End User’s business operation are negatively impacted by unacceptable Network or Environment performance. End User and Cisco both will commit full-time resources during Standard Business Hours to resolve the situation.
- **Severity 3 (S3)** – Operational performance of the Network or Environment is impaired, although most business operations remain functional. End User and Cisco both are willing to 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 to End User’s business operation. End User and Cisco both are willing to provide resources during Standard Business Hours to provide information or assistance as requested.

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 [Severity and Escalation Guide](#).

Opening a Support Case by Email

Open new support cases by email using the Cisco support email address: tac@cisco.com. If you are opening a new support case, include the product type as the subject line of your email; for example, “Cisco BroadWorks.” This will help the agent processing the incoming email to determine the correct support case queue to route your support request.

Include the following information in your email:

- Company name
- Contact name
- Contact phone number
- **Cisco.com User ID**
- Contact email address
- **Smart Account and Virtual Account**
- Product type (e.g. Cisco BroadWorks, etc.)
- Business effect (support case severity – as defined previously)
- Brief problem description
- Equipment location (e.g., address)
- Alternate contact name
- Alternate contact phone number

Providing this information will help expedite the processing of the support case through the Cisco TAC agent.

Once the agent has processed the email, he/she will open a support case and you will receive a support case number by email. A support engineer will contact you shortly regarding your support case.

Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

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