Track CDETS for Webex Contact Center Defect

Contents

Introduction

This document describes how to track the Cisco Defect and Enhancement Tracking System (CDETS) number given by Customer Support Engineers (CSEs).

Track the CDETS Number

Step 1. Navigate to **Cisco.com > Support > Tools > Bug Search Tool** as shown in these images:

Tools

Bug Search Tool
Find software bugs based on product, release and keyword

Register & Manage Software Licenses
Product License Registration Tool

Software Research
View Cisco suggestions for supported products

Collaboration Solutions Analyzer `Beta`
Analyzes Expressway and other Collaboration portfolio products logs

Cisco CLI Analyzer `Beta`
SSH client to troubleshoot and check the overall health of your ASA and IOS based devices

View All Tools

Contacts / Support Cases

Open New Case

To open or view cases, you need a Service Contract

Manage Support Cases

Contact TAC by Phone

Enterprise and Service Provider Products

US/Canada 800-553-2447

Worldwide Phone Numbers

Small Business Products

US/Canada 866-606-1866

Worldwide Phone Numbers

Returns

Returns Portal
We've simplified RMAs. Learn How `New`

Step 2. Search for the CDETS number which is provided by the CSE. On this page, you can also see the status of the case, as shown in the image:

Step 3. You can also create an email notification.

For email notifications, click **Notifications**. You will see this:

Enter your email address and choose an option from the drop-down list on how often would you like to receive notifications (Weekly/Daily/Monthly). Click **Save**.

Now you are all set to track the ticket progress automatically through email notifications.