# External Communication (Customer & Partner): Cisco Spaces Support Update

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## Section 1: Introduction and Prerequisites

#### **Introduction**

This document describes the steps required to open a case with Cisco Spaces Support teams using the Support Case Management (SCM) tool.

#### Prerequisites

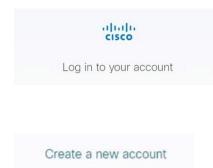
Make sure that you have access to Cisco Support Case Management (SCM) by having a valid Cisco.com account. If you do not have an account, please refer to the steps below.

1. Navigate to Cisco.com/support

2. On the Cisco Support & Downloads page, select **Open/View Cases** and click **Create a Cisco Account.** 

My Support	
^ View Open Cases ■	
Log In	
Create a Cisco Account	
Benefits of a Cisco Account	

#### 3. Login to your account.



- 4. After the CCO information is entered successfully, select Next.
- 5. You should now have access to the Cisco Support Case Management (SCM) tool.

# Section 2: Spaces Support and Onboarding

#### **Customers with Active Spaces Accounts**

Customers can open tickets from within the Spaces dashboard, or via the website.

### Spaces Dashboard Launch

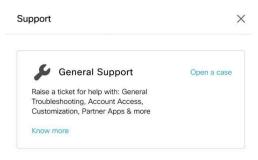
- 1. Ensure that the pre-requisite is complete prior to proceeding to the next steps.
- 2. Login to the Cisco Spaces Dashboard
- 3. Click on the Question Mark icon in the top right corner

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4. Click on Support.



5. Click on the Open a Case link within General Support.



**6.** Review **Entitlement Details,** if you have an active Spaces account, this information should be automatically pulled in. If you do not see any entitlement listed proceed to the next step.

- 7. Review Severity:
  - Entitlement information is not included; the case will be set to S3. To open a Severity 1 or Severity 2 Case for your product, please call TAC at: +1-800-553-2447 (US/Canada, toll-free)

+1-408-526-7209 (US/Canada, local charges may apply)

- Entitlements included, S1 or S2, will be available to select if required. (<u>Please refer to</u> case severity definitions below)
- 8. Fill in the **Title and Problem Description.**

Cancel Select

9. Choose the **Technology** that most closely relates to the issue and click **Select**.

			×
Cisco	Spaces		
Cisco	Spaces-Account Access		
Cisco	Spaces-Catalyst Center Integration		
Cisco	Spaces-Connector		
Cisco	Spaces-Customization (Captive Portal, Data Exports)		
Cisco	Spaces-General Support		
Cisco	Spaces-Meraki Interoperability	~	
Cisco	Spaces-Partner Apps	-	/
Cisco	Spaces-Webex Interoperability		

10. Select a Problem Area that most closely relates to the issue and click Select.



#### 11. Select Contact Preference and fill in pertinent information.

Contact Information a	nd Preference 3	
Preference Business Phone	O Mobile Phone	Email
Business Phone		
Mobile Phone		
Email		
name@example.cor	n	
0/80 characters		

12. After you submit the case, the system asks if you'd like to receive e-mail updates with details of the ticket, choose to opt in or out, and/or cc someone else you want to receive the notifications and case updates.

New Case Email Confirmation
• Yes O No
Case Notifications (Contact & CC List)
On Off
cisco
Hello This is confirmation that Case Number 697099400 was successfully opened with
the Cisco Technical Assistance Center.
Case defails: Case 60709400 Case Skylet; Jupp SCM 12.6 Smoke Testing Swerth; 3 Status: Open
Please REPLY ALL to this email so that updates you make will be reflected in the case notes.
To manage this case, you can use:
Support Case Manager: https://mycase.cloudapps.cisco.com/697099400 Cisco Support Assistant : https://supportassistant.cisco.com
IMPORTANT: Attachments sent via email to attach@cisco.com may not be secure in transit. Bupport Cases Manager is Claco's preferred secure options to transitions of other flex update options: circle have initiations of other flex update options: circle have: https://www.cisco.com/web/abu/siscourthy/intelligence/01_12_TAC_Uploads.html? referring_allee.on/max
Sincerely, Technical Assistance Center Cisco
For corporate legal information please click here: https://www.cisco.com/c/en/us/about/legal.html

#### 13. Select Preferred Contact Time based on urgency.

#### 14. Click Submit.

## Web Launch

- 1. Ensure that the pre-requisite is complete prior to proceeding to the next steps.
- 2. Navigate to spaces.cisco.com/support.
- 3. Select Link Spaces Support to launch Support Case Management (SCM).



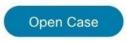
4. Once you are in the SCM tool, select **Open New Case**.



5. Select Spaces on the drop down.



6. Click Open Case.



7. Review **Entitlement Details,** if you have an active Spaces account, this information should be automatically pulled in. If you do not see any entitlement listed proceed to the next step.

#### 8. Review Severity:

- Entitlement information is not included; the case will be set to S3.
- To open a Severity 1 or Severity 2 Case for your product, please call TAC at:

- +1-800-553-2447 (US/Canada, toll-free)
- +1-408-526-7209 (US/Canada, local charges may apply)
- Entitlements included, S1 or S2, will be available to select if required. (<u>Please refer to</u> case severity definitions below)
- 9. Fill in the Title and Problem Description, including the tenant ID.
- 10. Choose the **Technology** that most closely relates to the issue and click **Select**.

sco Spaces-Catalyst Center Integration sco Spaces-Connector sco Spaces-Customization (Captive Portal, Data Exports) sco Spaces-General Support sco Spaces-Meath Intergenability sco Spaces-Partner Apps	sco Spaces-Catalyst Center Integration sco Spaces-Connector sco Spaces-Customization (Captive Portal, Data Exports) sco Spaces-General Support sco Spaces-Meath Intergenability sco Spaces-Partner Apps	isco Spaces	
sco Spaces-Connector sco Spaces-Customization (Captive Portal, Data Exports) sco Spaces-General Support sco Spaces-Meraki Interoperability sco Spaces-Partner Apps	sco Spaces-Connector sco Spaces-Customization (Captive Portal, Data Exports) sco Spaces-General Support sco Spaces-Meraki Interoperability sco Spaces-Partner Apps	isco Spaces-Account Access	
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sco Spaces-Partner Apps	sco Spaces-Partner Apps	Cisco Spaces-General Support	
		Cisco Spaces-Meraki Interoperability	~
sco Spaces-Webex Interoperability	sco Spaces-Webex Interoperability	Cisco Spaces-Partner Apps	
		Sisco Spaces-Webex Interoperability	

11. Select a Problem Area that most closely relates to the issue and click Select.



#### 12. Select **Contact Preference** and fill in pertinent information.

Contact Information a	and Preference 3	
Preference	$\sim$	0
Business Phone	O Mobile Phone	Email
Business Phone		
<b>==</b> +1 ~		
Mobile Phone		
<b>=</b> +1 ~		
Email		
name@example.cor	n	
0/80 characters		

13. After you submit the case, the system asks if you'd like to receive e-mail updates with details of the ticket, choose to opt in or out, and/or cc someone else you want to receive the notifications and case updates.

New Case Email Confirmation
• Yes O No
Case Notifications (Contact & CC List)
On Off
diala cisco
Hello This is confirmation that Case Number 697099400 was successfully opened with
the Cisco Technical Assistance Center.
Case defails: Case 50709400 Case S0(pict) kipp SCM 12.6 Smoke Testing Sworth; 3 Status: Open
Please REPLY ALL to this email so that updates you make will be reflected in the case notes.
To manage this case, you can use:
Support Case Manager: https://mycase.cloudapps.cisco.com/697099400 Cisco Support Assistant : https://supportassistant.cisco.com
IMPORTANT: Attachments sent via email to attach@cisco.com may not be secure in transit. Support Case Manager is Cisco's preferred secure options to updatal information to the case. To sent more about the security and size https://www.cisco.com/web/about/security/intelligence/01_12_TAC_Upleads.html? referring_alite-bonnav
Sincerely, Technical Assistance Center Cisco
For corporate legal information please click here: https://www.cisco.com/c/en/us/about/legal.html

#### 14. Select Preferred Contact Time based on urgency.

#### 15. Click Submit.

**Spaces Onboarding:** For customers with active Spaces subscriptions, who need initial onboarding or use case deployment assistance.

**IMPORTANT NOTICE:** Expect responses only during regular business hours —Monday to Friday excluding Cisco holidays, between 9:00 AM and 5:00 PM CST (US) and 9:00 AM and 5:00 PM IST (India).

- 1. Ensure that the pre-requisite is complete prior to proceeding to the next steps.
- 2. Login to the Cisco Spaces Dashboard
- 3. Click on the Question Mark icon in the top right corner

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💲 Dashboard 🗸 🗸	Digitization Stats	

#### 4. Click on Support.

	0
Help Center	
Documentation	
Support	
Latest Release Note	
Release Notes History	

4. Click on the Open a Case link within Configuration & Deployment Support.



3. Review **Entitlement Details.** If the customer has an active Spaces account, this information should be automatically pulled in. If you do not see any entitlement listed proceed to the next step.

4. Severity will be set to Sev 4.



- 5. Fill in the Title and Problem Description, include the tenant ID.
- 6. Technology will be set to Cisco Spaces > Cisco Spaces-Account Design and Activation.

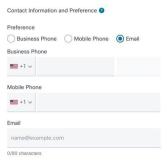
Technology

Cisco Spaces > Cisco Spaces-Account Design and Activation

7. Select a Problem Area that describes the issue, and click Select.

CONFIGURATION Interoperability Configuration Assistance Product Feature/Function Question Other	INSTALLATION Configuration Assistance Interoperability Product Feature/Function Question
OPERATE Configuration Assistance Interoperability Product Feature/Function Question	PLANNING Configuration Assistance Interoperability Product Feature/Function Question
UPGRADE Configuration Assistance Interoperability Product Feature/Function Question	Cancel

8. Select Contact Preference and fill in pertinent information.



9. After you submit the case, the system asks if you'd like to receive e-mail updates with details of the ticket, choose to opt in or out and/or cc someone else you want to receive the notifications and case updates.

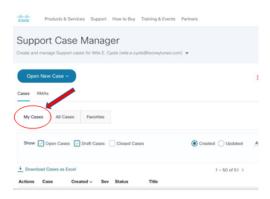
New Case Email Confirmation Yes No Case Notifications (Contact & CC List) On Off

#### 10. Select Preferred Contact Time based on urgency.

11. Click Submit.

## Updating a case

Go to the SCM start page, Select **Cases**, click **My Cases**, and select the case that needs updating. Here you can edit your case and make sure to save the changes before exiting.



## Upload an attachment to a case

If you need to upload and attach a file to a case, you can do so when opening a "new case", or by going to an "existing case". When opening a new case, you're prompted to upload an attachment when the case has been submitted. For an existing case, navigate to "My Cases". In the right corner press "Add File", upload the file, and save.

cisco Products & Services Support	How to Buy Training & Events Partners		Wile E. Cyote 🕤
Support Case Manag Details for Wile E. Cyste (wile e. cystel@tooneyto			
	Need help with your o	ana? 😑 🖸	(1/5)
Summary Notes Attachments View case	in CSOne 년 View case in Quicker 년		Add Pades () Add Files () Seee As FOF ()
IP CASE SUMMARY			
\$587.05	SEVERTY	CREATED	
Cisco Pending 🖌	Moderate Impact (53)	02/27/2024	
REQUEST TYPE	LOSS OF SERVICE	UPDATED	
Diagnose and Fix my Problem	No	02/28/2024	
R PROBLEM DETAILS			« <sup>8</sup> CISCO CONTACT INFORMATION

## Search for a case

To view an open or migrated case in SCM, navigate to the "Create and Manage Support cases"-view. There you type in the Case ID number (either new or old case ID) in the Search field (Figure and press enter.

¢ 6
Q Case or Customer Reference Number
Use commas to enter more than one

## **Case Satisfaction**

After Cisco SCM case closure, you will be provided an industry standard 10-point scale and asked to choose a value to reflect satisfaction on support of the case.

How sati	sfied we	re you v	vith the r	ecent As	sk The E	xpert se	ession w	ith Jan	e Doe?	
Extreme	ly Dissati	sfied							Extreme	ely Satisfie
0	1	2	3	4	5	6	7	8	9	10

## Case severity

Case severity definition as determined by Cisco in the table below.

Case Severity	Description
Severity 1 (S1)	Critical impact on the customer's business operations. Cisco's hardware, software, or as a service product is down.
Severity 2 (S2)	Substantial impact on the customer's business operations. Cisco hardware, software, or as a service product is degraded.
Severity 3 (S3)	Minimal impact on the customer's business operations. Cisco hardware, software, or as a service product is partially degraded.
Severity 4 (S4)	No impact on the customer's business operations. The customer requests information about features, implementation, or configuration for Cisco's hardware, software, or as a service product.