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

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.

CISCO

Log in to your account

Create a new 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

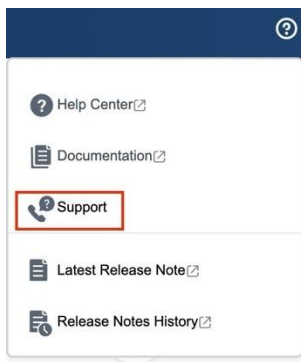**Customers with Active Spaces Accounts**

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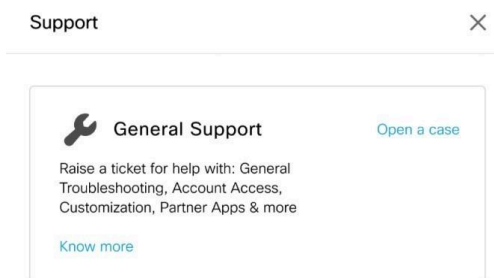
Spaces Dashboard Launch

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

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)

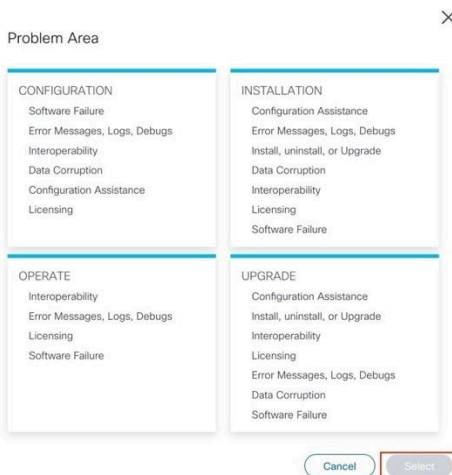 +1-408-526-7209 (US/Canada, local charges may apply)

- Entitlements included, S1 or S2, will be available to select if required. *(Please refer to case severity definitions below)*

8. Fill in the **Title and Problem Description.**

9. Choose the **Technology** that most closely relates to the issue and click **Select**.
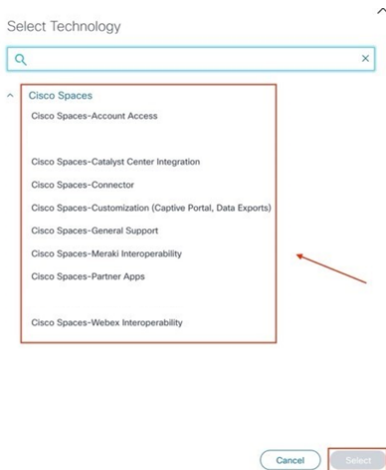
10. Select a **Problem Area** that most closely relates to the issue and click **Select**.

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

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.

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.

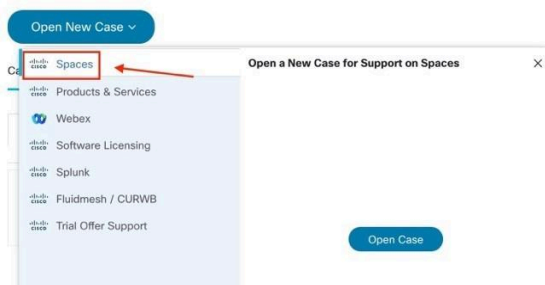3. Select Link **Spaces Support** to launch Support Case Management (SCM).

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. *([Please refer to 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**.

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 and Preference ❓

Preference

○ Business Phone   ○ Mobile Phone   ● Email

Business Phone

🇺🇸 +1 ∨

Mobile Phone

🇺🇸 +1 ∨

Email

name@example.com

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   ○ 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 details:

Case: 697099400
Case Subject: jkipp SCM 12.6 Smoke Testing
Severity: 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 upload information to the case. To learn more about the security and size limitations of other file upload options, click here:
https://www.cisco.com/web/about/security/intelligence/01_12_TAC_Uploads.html?referring_site=bodynav

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
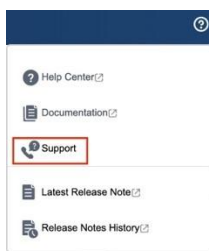
4. Click on **Support.**

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.

Severity ❓

○ Critical Impact (S1)   ○ High Impact (S2)   ○ Moderate Impact (S3)   ⦿ Ask a Question / Warranty (S4) ❓

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.**

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

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

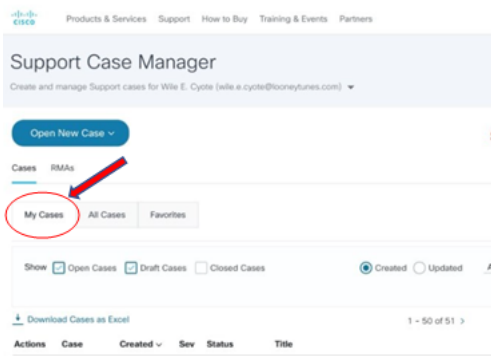Case Notifications (Contact & CC List)

◯ 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.
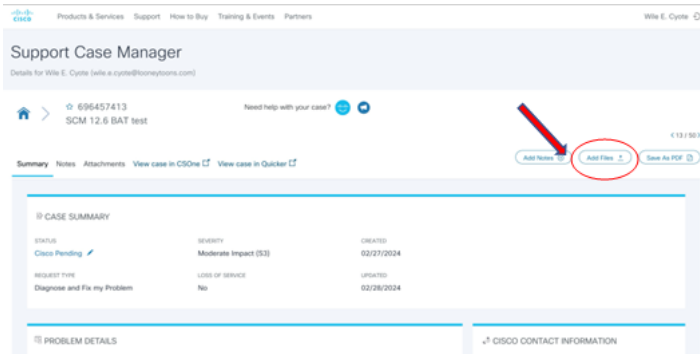

Search for a case

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.
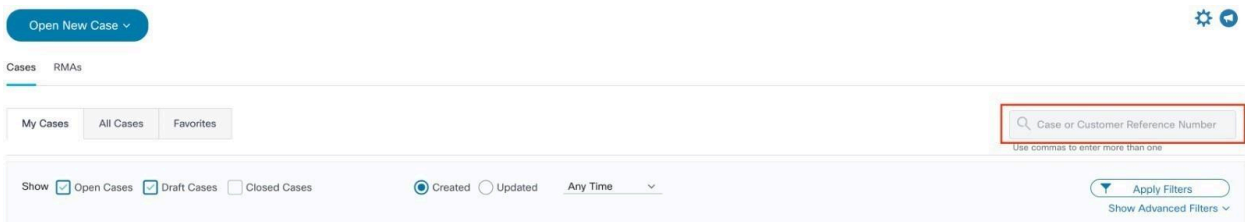
Case Satisfaction

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.
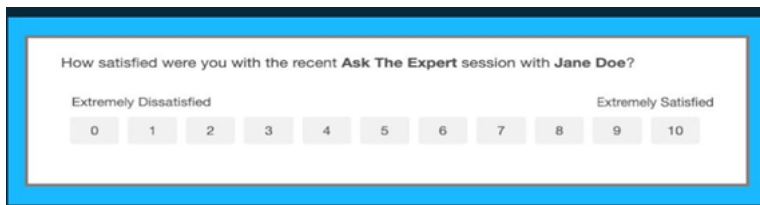
Case severity

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.