



Best Practices for Opening Cisco Support Cases using Expert Care National (ECN) HTTS Service Requests (SRs)

In order to expedite issue resolution and maximize your Cisco resources, the following options are recommended when opening service requests:

Severity 1 or 2 (S1 or S2)	Call 866-748-0639 ONLY so a High Touch Technical Support (HTTS) representative can open a case on your behalf and transfer you to a HTTS engineer. <i>Do not call general TAC. VA is entitled to a higher service.</i>
Severity 1, 2, 3 or 4 (S3 or S4)	Open your SR online via: - Sovereign Support Case Manager: mycase.frmmod.cisco - Support Case Manager: https://mycase.cloudapps.cisco.com/case

HTTS Service Request (SR) Best Practices

When creating a new case, be sure to include the below information as available:

- Your Cisco.com ID & Service Contract Number **206257318**
- Specify ESA (HW Support), Webex+Calling, or Contact Center
- Serial Number for HW and Product Type
- Description of problem and symptoms (one problem per service request) and optional network topology diagram
- Output from show tech command or other relevant output



Remember to be as accurate as you can to ensure that your case is routed correctly.



What Happens When My Case Response Is Not Adequate?

A Service Request can be escalated at any time below:

- 1) Experiencing a serious issue;
- 2) Requiring a change in the status of an existing service request or issue;
- 3) Feel an existing SR as not progressing adequately or the quality of service as not satisfactory.

New Case Not Progressing: Provide Contract 206257318, specify Serial Number for HW/SW Support, or indicate Webex+Calling or Contact Center. An HTTS agent can open a case on your behalf via **866-748-0639**.

Existing Case Not Progressing: Give your case number, provide the network or business impact, and request a warm hand-off to the next available HTTS engineer.

	For Further Escalation Contact HTOM Team Below:
 During Normal Business Hours (8am – 5pm EST)	VA-HTOM@cisco.com -OR- Kimberly Cobb (kicobb@cisco.com) – 984-318-1384
 After Normal Business Hours and on Weekends	Weekend, After Hours, and Holiday Support for S1 & S2 cases, please call 866-748-0639 or via email: ggsghtom@epage.cisco.com

 Significant Maintenance Support

When performing significant maintenance (upgrades, migrations, implementations), you can open a proactive service request in advance, so your engineer already has all pertinent details prior to start:

- Maintenance Window Date/Time
- Number of Users Affected
- Test and Validation Plans
- Business Impact
- Current Solution Baseline
- Network/System/Solution
- Implementation/Upgrade Plan
- Topology Diagram/Information
- Solution Information
- Version Information
- System Specific Data

HTTS Service Request Prioritization Definitions

Severity 1	Your network or environment is down or there is a critical impact to your business operations.
Severity 2	Operation of an existing network or environment is severely degraded, or significant aspects of your business operation are negatively impacted.
Severity 3	Operational performance of your network or environment is impaired, although most business operations remain functional.
Severity 4	Information is required on Cisco product capabilities, installation, or configuration. There is little or no impact on your business operations.

Contact Name	Role	E-Mail	Phone
Kimberly Cobb	HTOM	kicobb@cisco.com	984-318-1360
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Matt St Denis	TAM – Route Switch	mstdenis@cisco.com	206-321-9746
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Ted Lewinski	TAM – Collaboration	tlewinski@cisco.com	702-262-3804
Femi Olanmi	TAM - Security	folasanm@cisco.com	919-574-0134
Charles Paver	TAM – Data Center	cpaver@cisco.com	949-823-3184
Wes Chou	Customer Experience Manager	wschou@cisco.com	703-484-3009
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Normal Business Hours HTOM		VA-HTOM@cisco.com	-
After Hours HTOM		gsgshtom@epage.cisco.com	866-748-0639

Additionally, cases can be opened by calling 866-748-0639 or online at:

- Sovereign SCM: [mycase.frmod.cisco](https://mycase.frmod.cisco.com)
- SCM: <https://mycase.cloudapps.cisco.com/case>



Helpful Cisco Links

[Software Downloads](#)[POWR Tool \(RMA Returns\)](#)[On-line Tool Catalog](#)

Hardware RMA Replacement Levels Entitled	
Cisco IP Phones	8x5xNBD HW Replacement
Video Telepresence Devices, Enterprise Access Switching, & Internet of Things (IOT) Kinetic Device	8x5xNBD HW Replacement
Small Office/Home office (SOHO) Routers Model C1111-X and C891-X	8x5xNBD HW Replacement
Core Networking & Routing	24x7x4 Hour HW Replacement
Wireless Controllers	24x7x4 Hour HW Replacement
Compute & Security Devices	24x7x4 Hour Onsite Field Engineer HW Replacement <i>(For Compute Devices - VA Users may retain Hard Disks, USBs, PCIe flash media, solid state disk drives, and 3DXpoint/Optane media)</i>