Cisco Technical Support Mobile App Fact Sheet

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Overview:

The Cisco Technical Support App is your mobile conduit for
- Opening and managing support cases with Cisco
- Managing related RMAs
- Seeing mobile optimized product information
- Joining Support Communities
- Enhanced access to support videos, podcasts and RSS feeds

The app is available for download for iOS (universal binary), Android and BB10 devices:

iTunes: https://itunes.apple.com/us/app/cisco-technical-support/id398104252?mt=8
Google Play: https://play.google.com/store/apps/details?id=com.cisco.swtg_android&hl=en
BB10:   http://appworld.blackberry.com/webstore/content/23758873/?countrycode=US

Note: The BB10 client *does not* provide access to Support Communities.

Recent Awards:
2013 American Business Award, Mobile On-Demand Application
2012 Web Marketing Association Best Advocacy Mobile App
2012 Forrester Groundswell B2B Mobile App

App Tutorials:

YouTube Walkthrough: http://youtu.be/IJVR3BqV9As
Self-guided mobile interactive tour:
http://www.cisco.com/web/tsweb/etour/cts-mobile/cts-etour.html

iPad User Guide: http://www.cisco.com/web/fw/tools/tsmap/UserGuide_iPad.pdf
iPhone User Guide: http://www.cisco.com/web/fw/tools/tsmap/UserGuide_iPhone.pdf
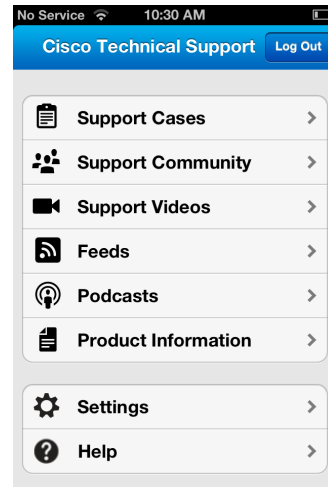Android User Guide: http://www.cisco.com/web/fw/tools/tsmap/UserGuide_Android.pdf
BB10 User Guide: http://www.cisco.com/web/fw/tools/tsmap/UserGuide_Blackberry.pdf

App Layout
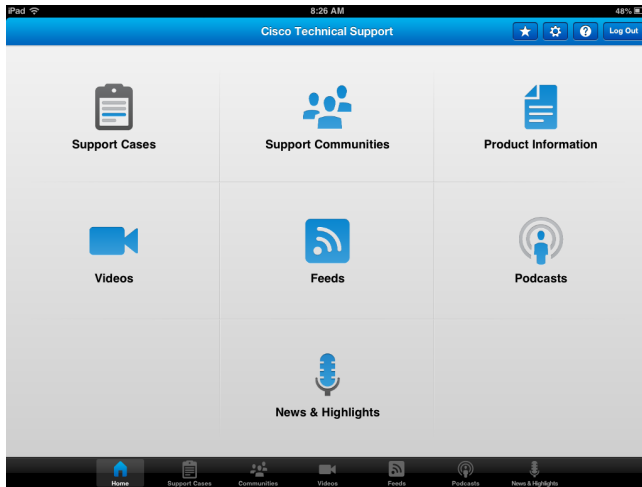
iPad Home Screen

iPhone Home Screen

The CTS Mobile App consists of six main applications including:

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Support Cases	Access is exclusively for users with an active service contract. View, update and create support tickets; view RMA details; search cases.
Support Communities	Leverage Support Communities to ask/answer questions in product and solution-related discussion forums.
Videos	View videos from one of seven product and support-related feeds.
Podcasts	Listen to regularly updated podcasts from the Cyber Risk Report and TAC Security teams.
RSS Feeds	
Product Information	See a mobile-optimized version of Cisco Product and Services online pages.

Access Restrictions:
Any user can access Support Communities, videos, podcasts, RSS Feeds and product information. Posting to Support Communities requires logging in with a CCOID. Access to support case features requires that you have an active service contract, and that your CCOID is associated with the contract.

Content Overview

Support Cases:

Having an active service contract with Cisco enables you to view, update, and create support cases from your mobile device. The mobile app provides quick, direct access to the TAC Engineer (direct phone and email access) assigned to your case. You can also add notes and photos directly from the app.

Unique to the mobile app, RMA information is "mashed up" with the support case. You can directly contact your On-Site Contact or Field Engineer from the support case, view Replacement Parts/Labor/Return Part information, view tracking information for replacement parts and interact directly with your carrier.
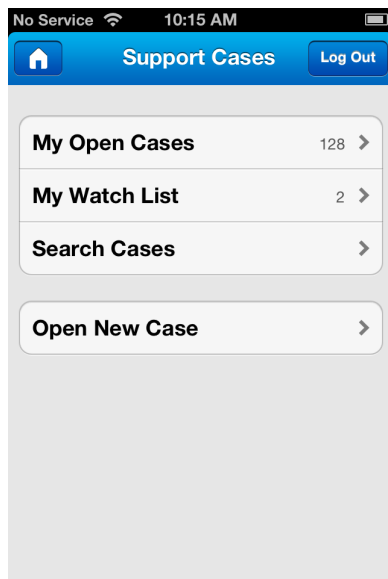
My Open Cases: A list of open cases originated by you (the logged in user).

My Watch List: User defined watch list of support cases. You can add/remove any support case to your watch list from the actions menu within the case details screen. Your watch list is synchronized to your CCOID: Add a case from one device, and it will automatically appear on all your devices.

Search Cases: Search for any case associated with your associated service contracts. Search by keyword, case number, contract number, or CCOID.
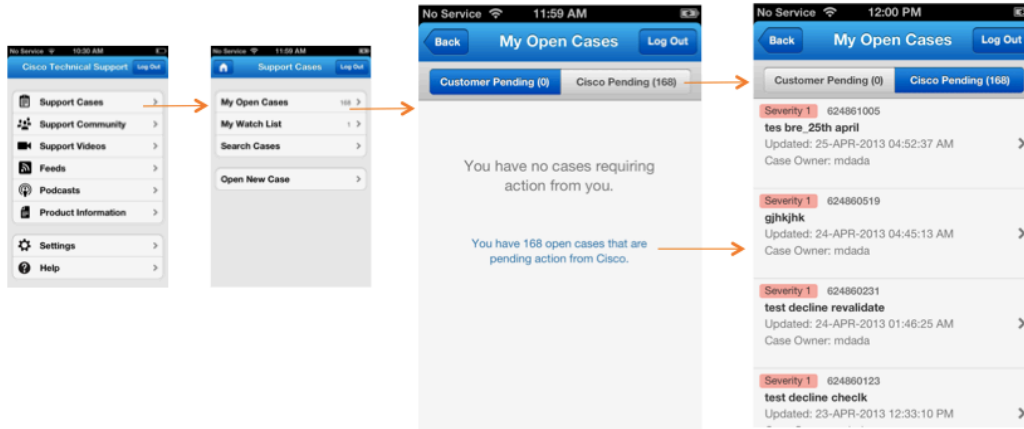
Open New Case: Mobile-optimized path to open a support case in 6 easy steps. Start with the product serial number, followed by the severity, product type, product, problem type, and the title/description. **Tip:** Once a case has been initiated, you can add attachments to your case by sending an email to attach@cisco.com with "Case <Assigned Case Number>" in the subject field.

Did You Know: Every Support Case screen supports the "pull-down" to refresh method. Partially pulling down the screen will display when the content was last refreshed.
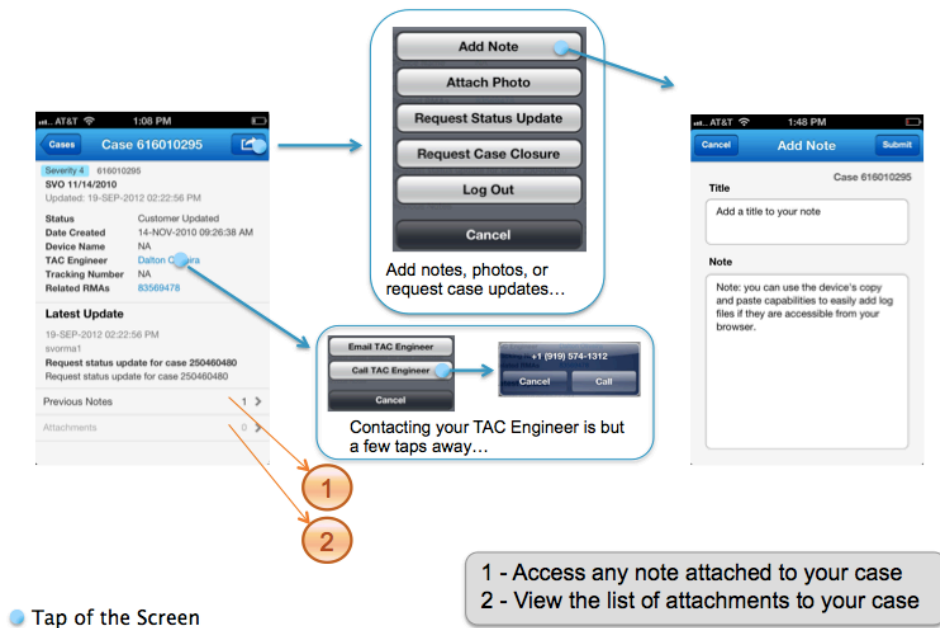
My Open Cases:

My Open provides a list of all the open cases that you originated.
- Cases are filtered by those requiring the customer and Cisco to take action.
- The respective case lists are sorted by severity, and then most recently updated.
- Each case is identified by its case number and a timestamp reflecting the most recent update.
- You can refresh the case or case list by pulling down on the page and releasing it.

Accessing Case Details & Contacting Cisco:

1 - Access any note attached to your case
2 - View the list of attachments to your case

● Tap of the Screen

Did You Know?
When viewing any detail screen (Case details, RMA details, or Note details), you can move from one screen to the next by swiping left to right or right to left. You can see where you are in the "stack" displayed in the header bar.

Tip: You can call or email your TAC Engineer directly from your mobile device.

Viewing RMA Details:

From within the RMA Details Screen, you can view the "Ship To" information, service level, and contract information. You also have direct access to replacement part information (includes hyperlinked tracking numbers to the courier's tracking sites), labor details and return parts information.

Did you know: You can directly contact your On-Site contact via phone or email, as well as email your Field Engineer (Labor related RMAs) right from within the app.

User's can directly call or email their On-Site Contact.

Tap the tracking number to be taken to the courier's tracking website.

RMA Details Screen provides
• Status of RMA
• Shipping information for replacement parts
• SLA, Creation Date, & Contract Number
• List of replacement parts and quantity
• List of return parts, with status and shipping information.

New Feature: You can now initiate sending your RMA return to Cisco. From within the app, you specify the local contact, provide the dimensions of the package, select your preferred courier, specific time and place of package pick-up, indicate you will drop off the package, The app will generate the package traveler information (including waybill).
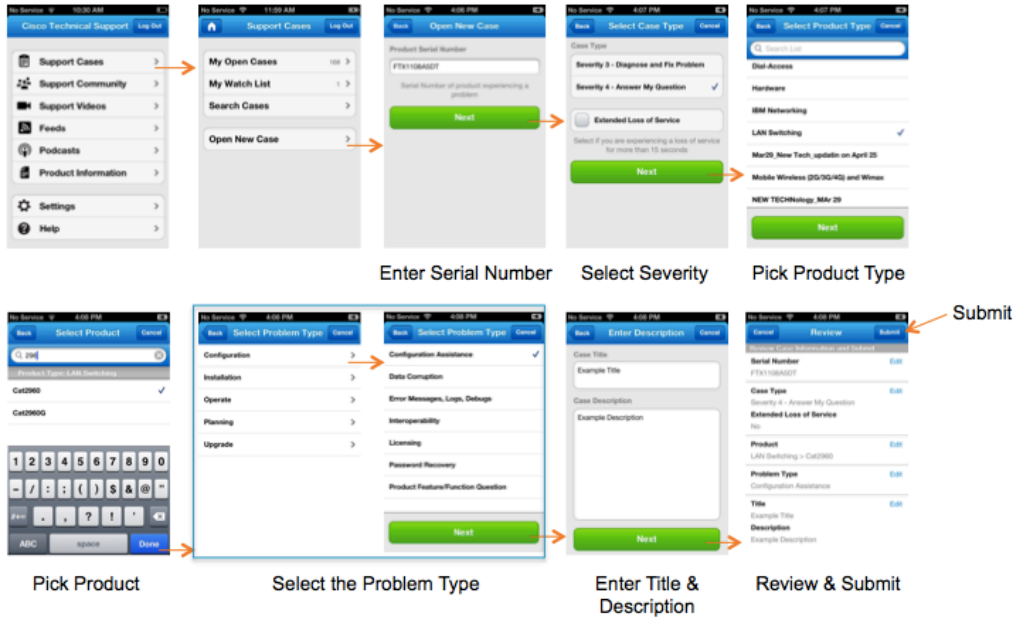
Tip: You can leverage your mobile device's email client print capabilities by emailing yourself the package waybill information.

Open Cases:

The app provides a mobile-optimized path to open either a Severity 3 or Severity 4 support case in 6 easy steps. Unique to the app, you are first asked to enter in the device's serial number. Before proceeding, the app performs an entitlement check to ensure you can open a case against the device. Afterwards, the app asks you for the following information:
• Severity of the Case
• High-Level Product Classification
• Product Type Classification
• Problem Type
• Title & Description

Did you know: The Product, Product Type, and Problem Type are used to ensure your support case is optimally routed to the appropriate TAC team.

Enter Serial Number   Select Severity   Pick Product Type

Pick Product   Select the Problem Type   Enter Title & Description   Review & Submit
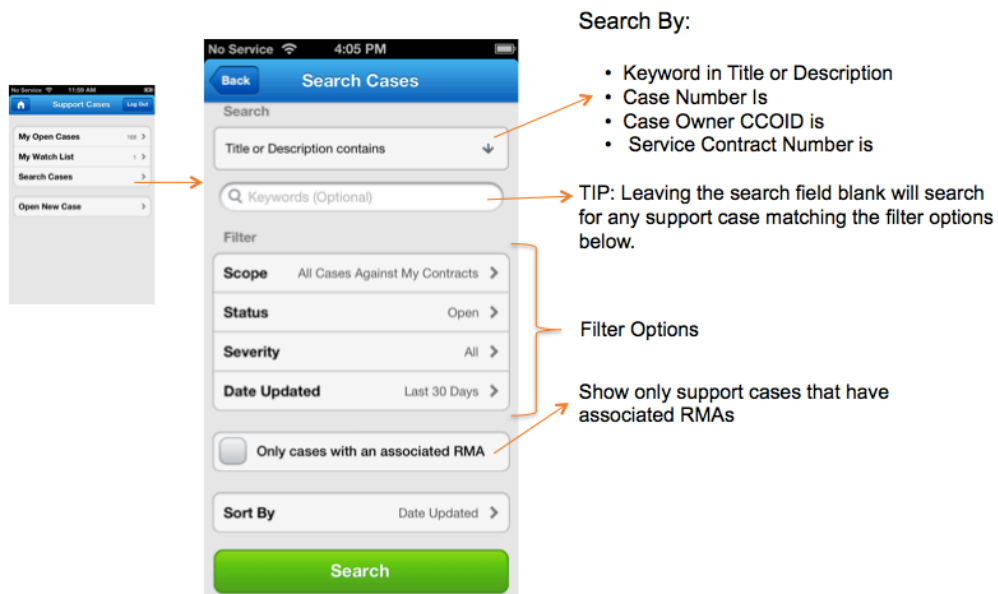
Once a case has been successfully submitted, you will see an overlay that provides you with your support case number, details on how to attach additional information to the case, and the option to email the case details to someone else.

Tip: Once a case has been initiated, you can add attachments to your case by sending an email to attach@cisco.com with "Case <Assigned Case Number>" in the subject field.

Tip: You can leverage your mobile device's email client print capabilities by emailing yourself the support case information.

Search Cases:

Search By:
• Keyword in Title or Description
• Case Number Is
• Case Owner CCOID is
• Service Contract Number is

TIP: Leaving the search field blank will search for any support case matching the filter options below.

Filter Options

Show only support cases that have associated RMAs

Tip: Need to monitor a co-worker's support case while they are on PTO? Using search by CCOID, and then adding the "found support cases" to your watch list, makes it easy to view and update your co-worker's cases.
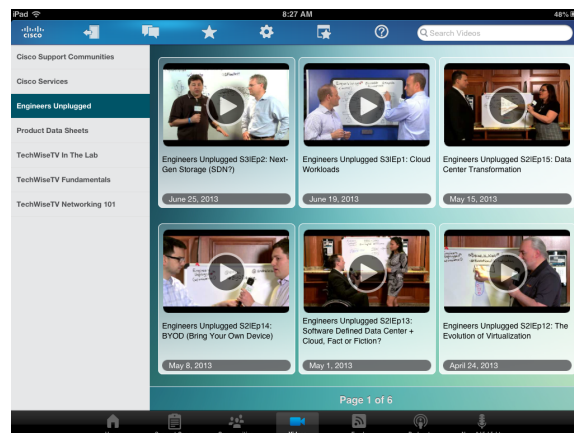
Support Communities
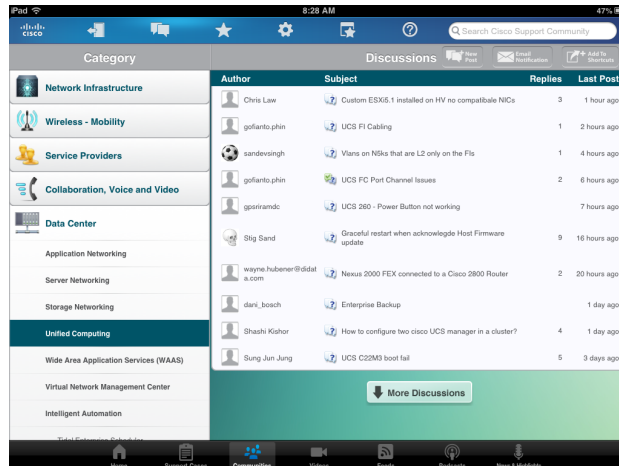
iPad Communities

You can view, reply, or create new discussions in any of the Cisco Support Community forums, even without a support contract. Often Cisco and Partner support professionals monitor the forums, helping users on a "best effort" basis. In addition you can rate replies, or have your replies/comments rated from other users via mobile device.

Did you know? You can add specific discussions or communities to your shortcuts. The list of shortcuts is stored directly on your device.

Videos

iPad Videos

There are seven product and support-related video feeds available including:

Cisco Support Communities   Includes support and services-related videos

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Cisco Services	Cisco Services-related videos
Engineers Unplugged	Unique video series matching two technologists from different companies with a white board and a problem to solve
Product Data Sheets	Video-based product data sheets
TechWiseTV In The Lab	Jimmy Ray Purser and Robb Boyd take an in-depth look at some products in their lab.
TechWiseTV Fundamentals	Jimmy Ray Purser and Robb Boyd offer fundamental overviews of various Cisco products and solutions.
TechWiseTV Networking 101	Jimmy Ray Purser and Robb Boyd cover general networking concepts, protocols, etc.

Podcasts
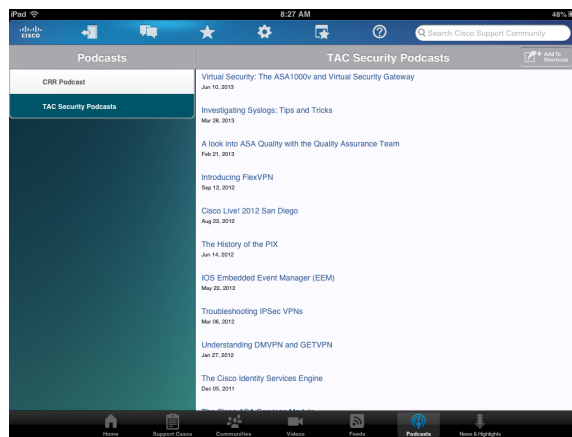
iPad Podcasts

You have access to two ongoing podcasts: Cyber Risk Reports and the popular TAC Security Podcasts.

RSS Feeds
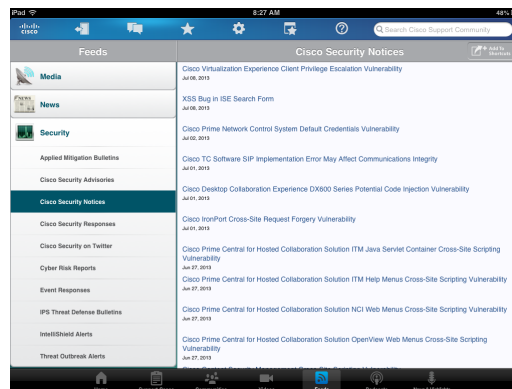
iPad RSS Feeds

You have access to three categories of RSS Feeds:

Media   Cisco Corporate Blogs (ex: Channels, Collaboration, Data Center, similar)
News   Cisco news feeds (ex: latest security news, press releases, and featured stories)

Security A variety of Cisco security bulletins including security advisories, applied mitigation bulletins, and Cisco security responses

Product Information
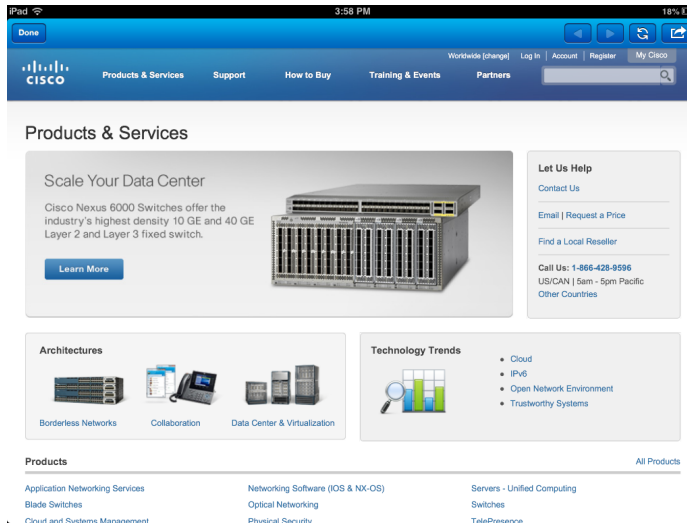
iPad Product Information

iPhone5 Product Information

The app offers you mobile-optimized versions of Cisco Product & Services web pages. You can drill down into a specific product and then download tech guides, product datasheets, install guides, command reference guides and so on to your mobile device.

Tip: The downloaded docs can then be stored in your device's document storage apps (ex: iBooks) making your mobile device a portable library.