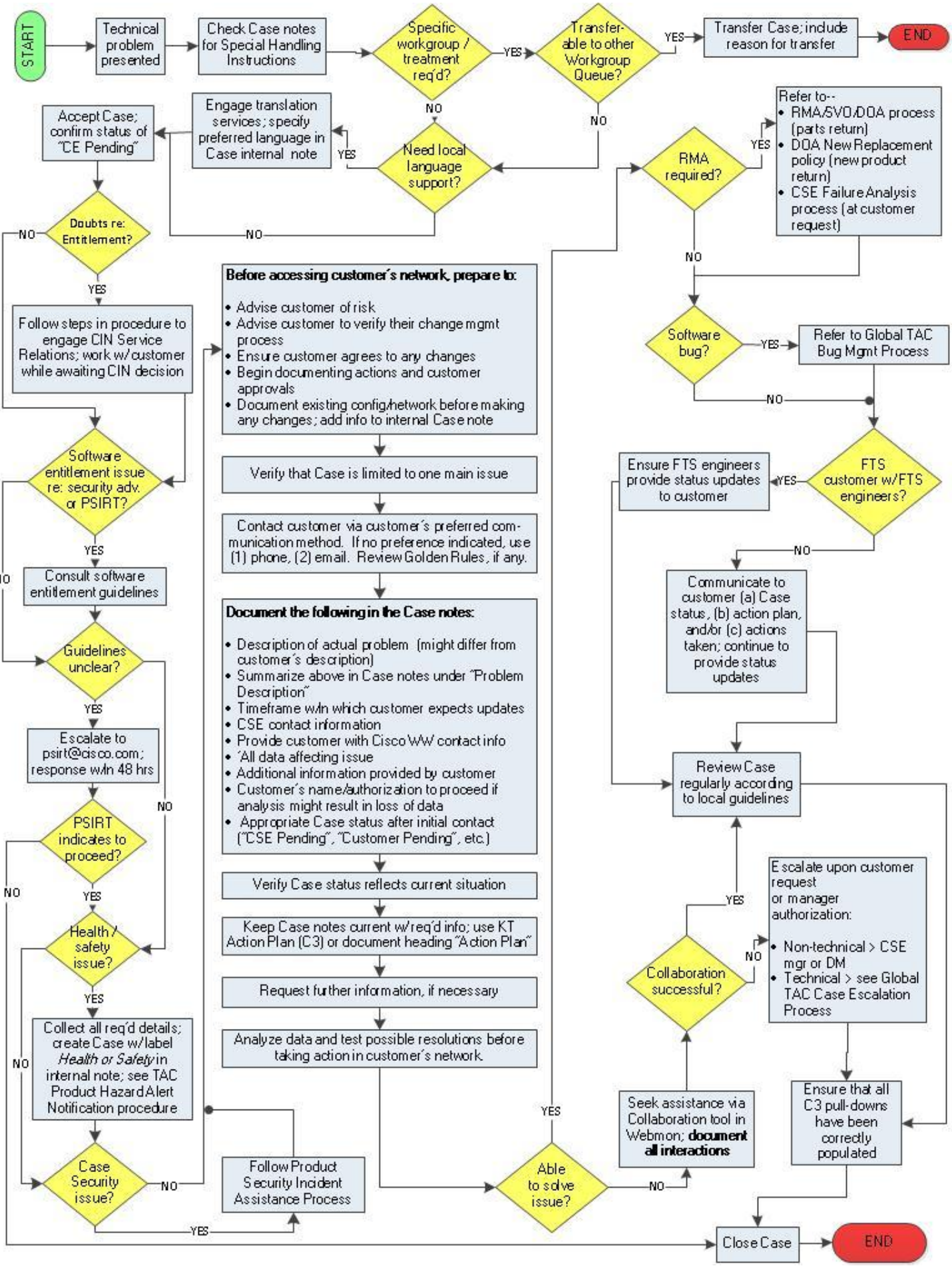
START
Technical problem presented
Check Case notes for Special Handling Instructions
Specific workgroup / treatment req'd?
YES
Transfer-able to other Workgroup Queue?
YES
Transfer Case; include reason for transfer
END
NO
Need local language support?
YES
Engage translation services; specify preferred language in Case internal note
Accept Case; confirm status of "CE Pending"
NO
RMA required?
YES
Refer to--
• RMA/SVO/DOA process (parts return)
• DOA New Replacement policy (new product return)
• CSE Failure Analysis process (at customer request)
NO
Doubts re: Entitlement?
NO
YES
Follow steps in procedure to engage CIN Service Relations; work w/ customer while awaiting CIN decision
Before accessing customer's network, prepare to:
• Advise customer of risk
• Advise customer to verify their change mgmt process
• Ensure customer agrees to any changes
• Begin documenting actions and customer approvals
• Document existing config/network before making any changes; add info to internal Case note
Software bug?
YES
Refer to Global TAC Bug Mgmt Process
NO
Software entitlement issue re: security adv. or PSIRT?
YES
NO
Consult software entitlement guidelines
Guidelines unclear?
YES
Escalate to psirt@cisco.com; response w/in 48 hrs
PSIRT indicates to proceed?
NO
YES
Health / safety issue?
YES
NO
Collect all req'd details; create Case w/label *Health or Safety* in internal note; see TAC Product Hazard Alert Notification procedure
Case Security issue?
NO
YES
Follow Product Security Incident Assistance Process
Verify that Case is limited to one main issue
Contact customer via customer's preferred communication method. If no preference indicated, use (1) phone, (2) email. Review Golden Rules, if any.
Document the following in the Case notes:
• Description of actual problem (might differ from customer's description)
• Summarize above in Case notes under "Problem Description"
• Timeframe w/in which customer expects updates
• CSE contact information
• Provide customer with Cisco WW contact info
• 'All data affecting issue
• Additional information provided by customer
• Customer's name/authorization to proceed if analysis might result in loss of data
• Appropriate Case status after initial contact ("CSE Pending", "Customer Pending", etc.)
Verify Case status reflects current situation
Keep Case notes current w/req'd info; use KT Action Plan (C3) or document heading "Action Plan"
Request further information, if necessary
Analyze data and test possible resolutions before taking action in customer's network.
Able to solve issue?
YES
NO
Seek assistance via Collaboration tool in Webmon; **document all interactions**
Collaboration successful?
YES
NO
Escalate upon customer request or manager authorization:
• Non-technical > CSE mgr or DM
• Technical > see Global TAC Case Escalation Process
FTS customer w/FTS engineers?
YES
Ensure FTS engineers provide status updates to customer
NO
Communicate to customer (a) Case status, (b) action plan, and/or (c) actions taken; continue to provide status updates
Review Case regularly according to local guidelines
Ensure that all C3 pull-downs have been correctly populated
Close Case
END