

1 TAC REQUEST (Wireframe)

HOME

TAC Service Request Tool —
New Request

Show Passed Context

TAC Service Request Tool —New Request

During the course of this service request, you may want Cisco engineers to access your organization's network. Granting such access will often allow your service request to be resolved more quickly. In such cases:

Cisco can, and will only, access your network with your permission.
Cisco engineers, in many circumstances, can access your network via our MeetingPlace technology, which does not require you to provide us with your passwords. When possible, we recommend selecting access via MeetingPlace as a first choice to resolve your service request.
When you elect to provide password access to your network to a Cisco engineer, the password should always be a temporary, one-time password.
You should always change and/or invalidate a temporary password immediately after access is no longer necessary.
You are encouraged to review the following URL, where we have outlined some other best practice information for network security: Protecting Network Security When Granting Access to Third Parties

The TAC Service Request Tool enables you to request service from the Cisco Technical Assistance Center (TAC)

Have You Tried...
TAC Case Collection - See if someone else has had a similar problem.

★ denotes a required field.

Contact Information

Contact Name: test test [Edit Profile](#)

Preferred Contact Method: ★ E-Mail

Phone

Preferred E-Mail: ★ From Profile:

Temporary E-Mail:

Preferred Phone Number: ★ From Profile:

Temporary Number:

E-Mail Confirmation: ★ No

Yes

Additional E-mails (CC):

255 Characters Remaining

Save and Continue

Evaluate Issue

Feedback | Help

Developer's Note About Page Template:
Use latest template (which might not be accurately shown here)

Developer's Note About "Save and Continue" Button

Save and Continue

Contact Information Edit

Upon Click, This top "Contact" section accordions shut (see Tab 2 for that view), and an "Edit" button appears on the "Contact" header bar. Also, simultaneously, the bottom "Evaluate Issue" Accordion toggles open, allowing the User to enter the actual TAC request information... This gets the "who am I" questions out of the way and allows user to focus on the details of the problem. It provides a clear delineation between Contact Info and the specifics of the TAC request. Less scrolling is required because fewer fields are displayed at any one time.

THIS IS A WIREFRAME!

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2 TSRT Contact Info > Collapsed View

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★ denotes a required field.

Contact Information Edit

Evaluate Issue

Extended Loss of Service?:★

- Yes, end users are experiencing a loss of service for more than 30 seconds. [What does this mean?](#)
- No

Your Description of the Problem

Service Request Title:★

Describe Problem:★

30000 Characters Remaining

Additional Information: Router/Node Name: Software Version:

Technology Category

Choose a value that closely matches your problem

Technology:★

Show All

Subtechnology:★

To reset a set Technology context, (or pre-set context).

Type of Problem:★

Product Identification

Locate Your Product, Contract, Serial Number, or Site ★

Begin Typing Your Search

Find

	Product	Contract	Serial Number	Site Name	Address	City, St/Pr/Re Country
<input type="checkbox"/>						
<input type="checkbox"/>						
<input type="checkbox"/>						
<input type="checkbox"/>						

Cancel

Preview Request

Developer's Note About Colors:

Background Blue: #D9E8E8
Header Blue: #96AFCF

Developer's Note About "Show All" Button On Click, Show All Possible Technologies, not just the subset that may have been applied when data was passed from PSA

Developer's Note About Table Sorting:

Columns are sortable by clicking on Column Headers. Clicking toggles between Alpha-numeric, and reverse. Visual Indicator to show which column is currently sorted

Developer's Note About "Preview Request" Button: On Submit, show Tab 2 "Preview" Screen

Developer's Note About "Cancel" Button:

On Click: Prompt User: "Do You Really Want to Close This Window and Cancel This TAC Request?".
[No] Close Prompt
[Yes] Close This Popup TSRT Window

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3 TSRT [Submit] REVIEW

HOME

TAC Service Request Tool —
New Request

TAC Service Request Tool —New Request Confirm Submission

Data Passed from Product Selector: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec commodo euismod mauris. Cras volutpat ultrices augue. Nulla a mauris. Aenean pretium,

Contact Information

Contact Name: User Hyphinated-Person
Preferred Contact Method: email
Phone: 408.555.1212
Preferred E-Mail: From Profile: myname@email.com
Temporary E-Mail: myname2@email.com
Preferred Phone Number: From Profile: 650.555.1212
Temporary Number: 408.444.1212
E-Mail Confirmation: Yes
Additional E-mails (CC): itguy2@email.com, networksupport@companyx.com

Evaluate Issue

Extended Loss of Service?: No

Your Description of the Problem

Service Request Title: San Jose Switch 5505

Describe Problem:

Morbi sollicitudin justo aliquet nunc. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Mauris suscipit, mauris quis bibendum porta, velit felis malesuada eros, ut lacinia lectus mauris vel sem. Vivamus vel augue. Donec nisl.

Additional Information:

Router/Node Name: NodeName1 **Software Version:** 3.9.3

Technology Category

Technology: Technology
Subtechnology: Subtechnology
Type of Problem: Type of Problem

Product Identification

Product: ProductName
Contract: Contract1
Serial Number: AB123456789
Site: Site
Name: Name
Address: Address
City: Cty,
St/Pr/Re Country: St/Pr/Re Country

Edit

Submit

Feedback | Help



Developer's Note About "Edit" Button:
On Click, show Tab 1 "TAC REQUEST" Screen

Developer's Note About "Submit" Button:
Submit Enters Ticket into TAC

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4 PSA>TSRT Data Passed: SmartCallHome

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Have You Tried...
TAC Case Collection - See if someone else has had a similar problem.

★ denotes a required field.

Contact Information

Contact Name: test test [Edit Profile](#)

Preferred Contact Method: E-Mail *End User must complete*
 Phone

Preferred E-Mail: ★ From Profile:
 Temporary E-Mail:

Preferred Phone Number: ★ From Profile:
 Temporary Number:

E-Mail Confirmation: ★ No
 Yes

Additional E-mails (CC):
255 Characters Remaining

Evaluate Issue

Extended Loss of Service?: ★
 Yes, and users are experiencing a loss of service for more than 30 seconds. [What does this mean?](#)
 No

Your Description of the Problem

Service Request Title: ★

Describe Problem: ★
30000 Characters Remaining

Additional Information: Router/Node Name: Software Version:

Technology Category

Choose a value that closely matches your problem

Technology: ★

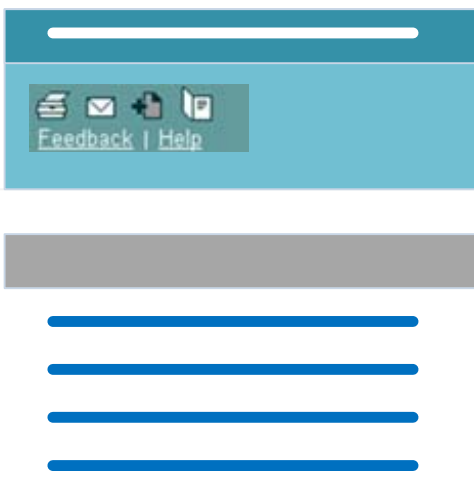
Subtechnology: ★ *To reset a set Technology context, (or pre-set context).*

Type of Problem: ★

Product Identification

Locate Your Product, Contract, Serial Number, or Site ★

Product	Contract	Serial Number	Site Name	Address	City, St/Pr/Re	Country
<input checked="" type="radio"/> Show what						
<input type="radio"/> real data						
<input type="radio"/> looks like						
<input type="radio"/> here						



Check template for TSRT

Data Notes:
Product ID: m/s/c
Task: m/s(opt)/c(opt)
MDF Name: m/s/c
Software Version: m/s
Router/Node Name: m/s
SCH: s/c
Site Name: c
Serial Number: s/c
No context

Developer's Note About Text Color:
The Color Shown here is for attention to you only. It is not intended to imply a custom color at all. The text entry color should be whatever the default form entry color usually is.

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5 PSA>TSRT Data Passed: Contract

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Have You Tried...
TAC Case Collection - See if someone else has had a similar problem.

★ denotes a required field.

Contact Information

Contact Name: test test [Edit Profile](#)

Preferred Contact Method: E-Mail [End User must complete](#)
 Phone

Preferred E-Mail: ★ From Profile: [Is This Data Passed? Show sample](#)
 Temporary E-Mail: [Is This Data Passed? Show sample](#)

Preferred Phone Number: ★ From Profile: [Is This Data Passed? Show sample](#)
 Temporary Number: [Is This Data Passed? Show sample](#)

E-Mail Confirmation: ★ No
 Yes

Additional E-mails (CC): [End User must complete](#)
samplemail@email.com, email2@email.com

255 Characters Remaining

[Save and Continue](#)

Evaluate Issue

Extended Loss of Service?: ★
 Yes, end users are experiencing a loss of service for more than 30 seconds. [What does this mean?](#)
 No

Your Description of the Problem

Service Request Title: ★ [End User must complete](#)

Describe Problem: ★ [End User must complete](#)

30000 Characters Remaining

Additional Information: Router/Node Name: [Is This Data Passed?](#) Software Version: [Is This Passed?](#)

Technology Category

Choose a value that closely matches your problem

Technology: ★ [What is passed for C3 Devices? Show Sample Data Here](#) [Show All](#)

Subtechnology: ★ [What is passed for C3 Devices? Show Sample Data Here](#) *To reset a set Technology context, (or pre-set context).*

Type of Problem: ★ [What is passed for C3 Devices? Show Sample Data Here](#)

Product Identification

Locate Your Product, Contract, Serial Number, or Site ★

1 Character SN passed if available Find

Product	Contract	Serial Number	Site Name	Address	Cty, St/Pr/Re	Country
<input checked="" type="radio"/> Show what						
<input type="radio"/> real data						
<input type="radio"/> looks like						
<input type="radio"/> here						

[Cancel](#) [Preview Request](#)



Check template for TSRT

Data Notes:
Product ID: m/s/c
Platform: m/s/c
Task: m/s(opt)/c(opt)
MDF Name: m/s/c
Software Version: m/s
Router/Node Name: m/s
Contract: s/c
Serial Number: c
Serial Number: s/c
Manual
No context

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6 PSA>TSRT Data Passed: Manual Entry

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Contact Information

Contact Name: test test [Edit Profile](#)

Preferred Contact Method: E-Mail *End User must complete*
 Phone

Preferred E-Mail: ★ From Profile:
 Temporary E-Mail:

Preferred Phone Number: ★ From Profile:
 Temporary Number:

E-Mail Confirmation: ★ No
 Yes

Additional E-mails (CC): *End User must complete*
sampleemail@email.com, email2@email.com
255 Characters Remaining

Evaluate Issue

Extended Loss of Service?: ★
 Yes, and users are experiencing a loss of service for more than 30 seconds. [What does this mean?](#)
 No

Your Description of the Problem

Service Request Title: ★

Describe Problem: ★
30000 Characters Remaining

Additional Information: Router/Node Name: Software Version:

Technology Category

Choose a value that closely matches your problem

Technology: ★

Subtechnology: ★ *To reset a set Technology context, (or pre-set context).*

Type of Problem: ★

Product Identification

Locate Your Product, Contract, Serial Number, or Site ★

Product	Contract	Serial Number	Site Name	Address	Cty, St/Pr/Re	Country
<input checked="" type="radio"/> Show what real data looks like here						
<input type="radio"/>						
<input type="radio"/>						
<input type="radio"/>						



Check template for TSRT

Data Notes:
Product ID: m/s/c
Task: m/s(opt)/c(opt)
MDF Name: m/s/c
Software Version: m/s
Router/Node Name: m/s
SCH: s/c
CNAME: c
Serial Number: s/c
No context

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7 PSA>TSRT> NoDataPassed

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★ denotes a required field.

Contact Information

Contact Name: test test [Edit Profile](#)

Preferred Contact Method: E-Mail *End User must complete*
 Phone

Preferred E-Mail: ★
 From Profile:
 Temporary E-Mail:

Preferred Phone Number: ★
 From Profile:
 Temporary Number:

E-Mail Confirmation: ★
 No
 Yes

Additional E-mails (CC):
 255 Characters Remaining

[Save and Continue](#)

Evaluate Issue

Extended Loss of Service?: ★
 Yes, and users are experiencing a loss of service for more than 30 seconds. [What does this mean?](#)
 No

Your Description of the Problem

Service Request Title: ★

Describe Problem: ★
 30000 Characters Remaining

Additional Information: Router/Node Name: Software Version:

Technology Category

Choose a value that closely matches your problem

Technology: ★
[Show All](#)

Subtechnology: ★
To reset a set Technology context, (or pre-set context).

Type of Problem: ★

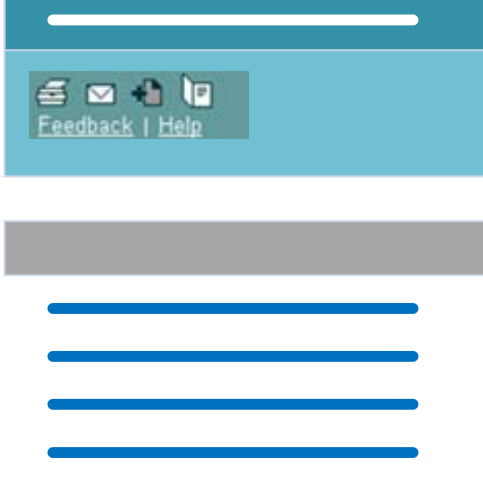
Product Identification

Locate Your Product, Contract, Serial Number, or Site ★

[Find](#)

Product	Contract	Serial Number	Site Name	Address	Cty, St/Pr/Re	Country
<input checked="" type="radio"/> Show what						
<input type="radio"/> real data						
<input type="radio"/> looks like						
<input type="radio"/> here						

[Cancel](#) [Preview Request](#)



Data Notes:
 Product ID: m/s/c
 Product Family: m/s/c
 Task: m/s(opt)/c(opt)
 MDF Name: m/s/c
 Software Version: m/s
 Router/Node Name: m/s
 Contract: s/c
 Site Name: c
 Serial Number: s/c

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Product ID: m/s/c
 Product Family: m/s/c
 Task: m/s(opt)/c(opt)
 MDF Name: m/s/c
 Software Version: m/s
 Router/Node Name: m/s
 Contract: s/c
 Site Name: c
 Serial Number: s/c

Number	Data fields	Options
Evaluate Issue		
1)	Extended Loss of Service?:	Yes , end users are experiencing a loss of service for more than 30 seconds. No
Contact Information		
2)	Contact Name:	test test Edit Profile
3)	Preferred Contact Method:	E-Mail Phone
4)	Preferred E-Mail:	From Profile: Temporary E-Mail:
5)	Preferred Phone Number:	From Profile: Temporary Number:
6)	E-Mail Confirmation:	No Yes
7)	Additional E-mails (CC):	
Your Description Of the Problem		
8)	Service Request Title: Choose a value that closely matches your problem	
9)	Describe Problem:	
Additional Information:		
10)	Router/Node Name:	
11)	Software Version:	
Technology Category		
12)	Technology:	
13)	Subtechnology:	
14)	Type of Problem:	
Product Identification		
15)	Serial Number?	Yes No
16)	Product List Options:	Show Products: Show only products related to your Technology Category: DSL, DSL Aggregation (PPPoE, PPPoA, RBE, IRB) - Change Uncheck to show additional products.
17)	Select Product Family:	
18)	Select Product:	
Locations Associated with Your Product: Cisco 837 ADSL Router: CISCO837-K9		
19)	Select a Contract & Company From the List:	
	Optional Tracking Information (Cisco Partners Only)	