PARTNER GUIDE: HOW TO LOG A TICKET FOR CISCO PRES-SALES ENGINEERING REQUESTS

Menu

Introduction

Since the merger of Tech Data and SYNNEX we have been strategizing a way to bring our World Class Cisco Engineering teams together for a more streamlined way for you, our partners, to be able to engage with the Engineering teams. Our goal is to focus on one process and tool that you can use for transparency across the lifecycle of your engineering request.

We will be moving to an online ticketing system to utilize our Engineering resources. This will be for Cisco BOM requests, general questions about products, demo opportunities, wireless predictive surveys and Security Proof of Values. In the coming months we will be slowly transitioning customers over to this new tool. You have the option to either start entering requests through the tool yourself or you can continue to work with your TD SYNNEX sales rep to get help from our Cisco Technical Engineers. We have created training documents and videos you can access through the link below that will walk you through the steps on creating an account for the ticketing system and using the ticketing system for your Cisco engineering needs.

By moving to this platform we will be able to serve you more efficiently. We value you as a customer and want this to be an easy transition for you.

For our external partners and customers wishing to access the TD SYNNEX Cisco Pre-Sales Engineering support portal and team, this guide will give quick and simple steps to start that process.

To begin the user will first need to login to their EC*Express* account.

- For users located in the United States please use – https://ec.synnex.com/ecx/
- For users located in Canada please use – https://ec.synnex.ca/ecx/

Don't have an EC*Express* account?

If you don't have a EC*Express* account or don't know if you have one, you can contact your Account manager for assistance, or you may also contact SYNNEX Helpdesk services.

7:30 AM – 9:00 PM ET Monday through Friday
For U.S. Customers:
  416-240-2900
  HelpdeskUS@synnex.com
For Canadian Customers:
  416-240-2900
  Helpdeskcanada@synnex.com

Once you have logged into your ECExpress account, you will be taken to your main account page. From here you will be able to click on the "eServices" drop down menu located on the main menu bar. Once the menu opens you will then be able to select and click on "Service Request Portal."
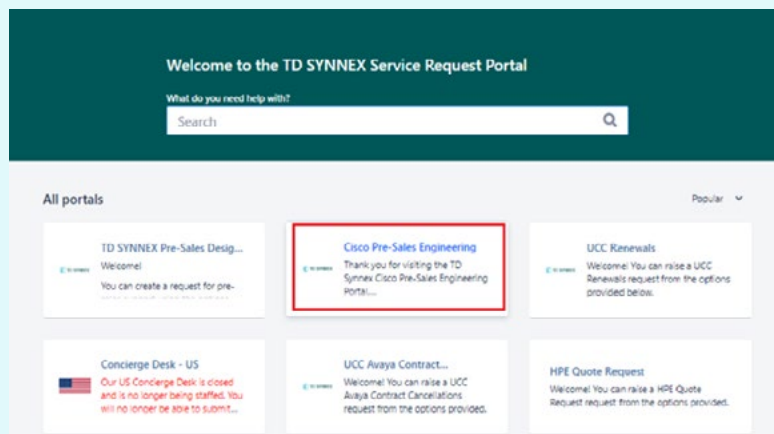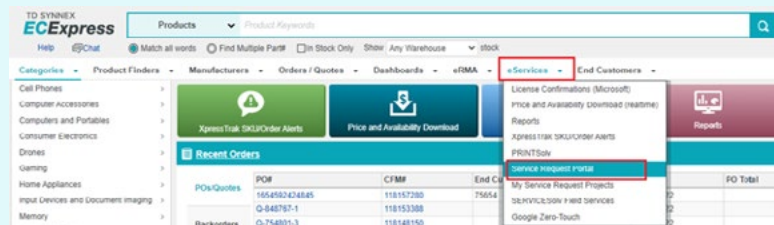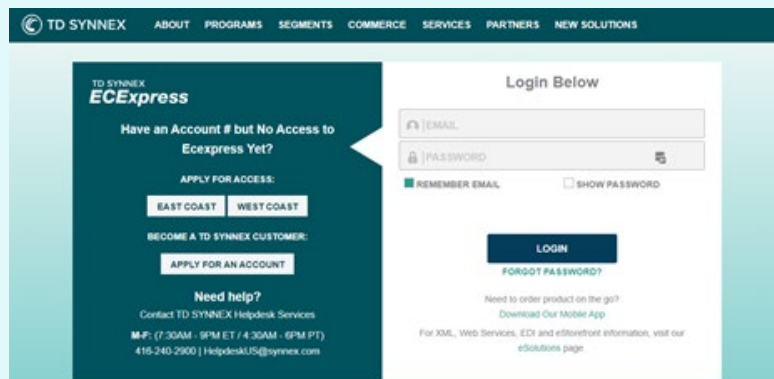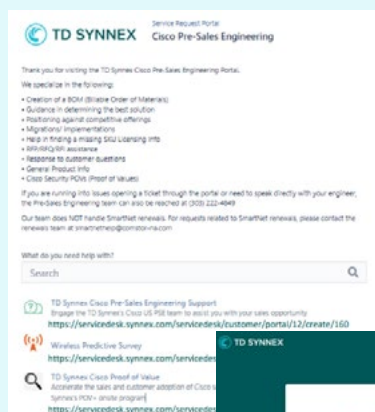
If at anytime you experience issues in this process you can click on the "Help" link in the upper right hand of your EC*Express* page, or if you have more specific questions regarding a ticket with the TD SYNNEX Cisco Pre-Sales Engineering support team you can contact the hotline at (303) 222-4849.

Opening TD SYNNEX Cisco Pre-Sales Engineering Support Ticket

For our external partners and customers wishing to request support from the TD SYNNEX Cisco Pre-Sales Engineering (PSE) support portal and team, this guide will give quick and simple steps to start that process. If the user is unaware of how to access the TD SYNNEX Cisco PSE Support portal, that process is outlined or can be found:

- In the TD SYNNEX Pre-Sales Support Guide, which can be located in email you received upon account creation, or by contacting your account manager.
- In the TD SYNNEX Pre-Sales Quick Guide on Accessing the support portal, attached to the email you received upon account creation, or by contacting your account manager.
- By contacting TD SYNNEX Helpdesk by email, for U.S. partners at HelpdeskUS@synnex.com or for Canadian partners at Helpdeskcanada@synnex.com

Once you have logged navigated from your EC*Express* home page, and through the TD SYNNEX Support portal to the Cisco Pre-Sales Engineering Support portal you will be greeted by the main landing page.

It is important to note, that before a support request can be submitted, that the user will be required to provide a TD SYNNEX Account number.

If you do not know your Account Number, please contact your Account Manager.

Upon cliking on the TD SYNNEX Cisco Pre-Sales Engineering Support link (located just below the central search bar approximately in the middles of the page), you will be taken to the main Support Request creation page.

Important aspects of the Cisco PSE Support Request

- Required fields will be indicated by an *, the support request will not be able to be created without these fields being completed.
- The more details and information that can be provided in the request, the quicker the Cisco PSE Support team will be able to process your request without extra communication.
- Once the user clicks on the "Create" button at the bottom of the page, the request will be submitted, and the user will receive a confirmation email for the new support request.

If at anytime you experience issues in this process you can click on the "Help" link in the upper right hand of your EC*Express* page, or if you have more specific questions regarding a ticket with the TD SYNNEX Cisco Pre-Sales Engineering support team you can contact the hotline at (303) 222-4849.
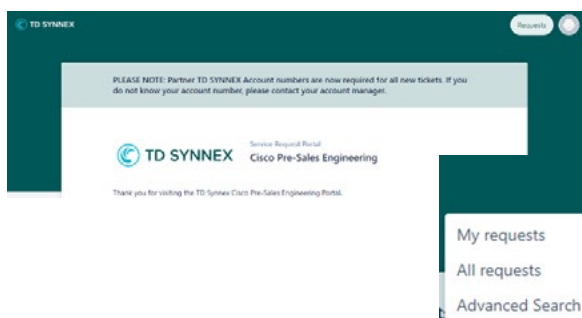
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The user can access their existing requests that have already been submitted by first clicking on the REQUESTS button in the upper right-hand portion of the site. Which will open a menu to view request options.

By clicking on any of the selection options this will take the user to a page which will display all their submitted requests.

From here, any submitted requests can then be clicked on by the user to open the specific details for that support requests, which will list all the submitted support information as well as any activity related to the request.

From here, you can add updates to the request by typing into the comment section at the top of the individual request page. The other option to update support requests to the Cisco Pre-Sales Engineering team is to respond to the email that was sent to the user when the initial support request was made. Though it is better to respond to the most recent email for the support request in most cases.

It is considered a best practice to keep or save any support request emails for at least one month in case a support request needs to be updated or modified by the user on the behalf of the customer.

If you are unaware of how to archive email, please contact the helpdesk or consult the KTC website.

If at any time you experience issues in this process you can click on the "Help" link in the upper right hand of your EC*Express* page, email the TSG/Helpdesk, or if you have more specific questions regarding a ticket with the TD SYNNEX Cisco Pre-Sales Engineering support team you can contact the hotline at (303) 222-4849.

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It is important to note, that before a support request can be submitted, that the user will be required to provide a TD SYNNEX Account number.

If you do not know your Account Number, please contact your Account Manager.

Upon clicking on the TD SYNNEX Cisco Pre-Sales Engineering Wireless Predictive Survey link (located just below the central search bar approximately in the middles of the page), you will be taken to the main Support Request creation page.
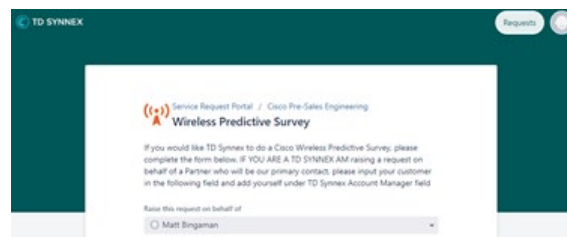
Important aspects of the Cisco PSE Wireless Predictive Survey

- Required fields will be indicated by an *, the support request will not be able to be created without these fields being completed. It is also critical to include all the details of building, or location as much as possible.
- The more details and information that can be provided in the request, the quicker the Cisco PSE Support team will be able to process your request without extra communication.
- Once the user clicks on the "Create" button at the bottom of the page, the request will be submitted, and the user will receive a confirmation email for the new support request.

If at anytime you experience issues in this process you can click on the "Help" link in the upper right hand of your EC*Express* page, or if you have more specific questions regarding a ticket with the TD SYNNEX Cisco Pre-Sales Engineering support team you can contact the hotline at (303) 222-4849.