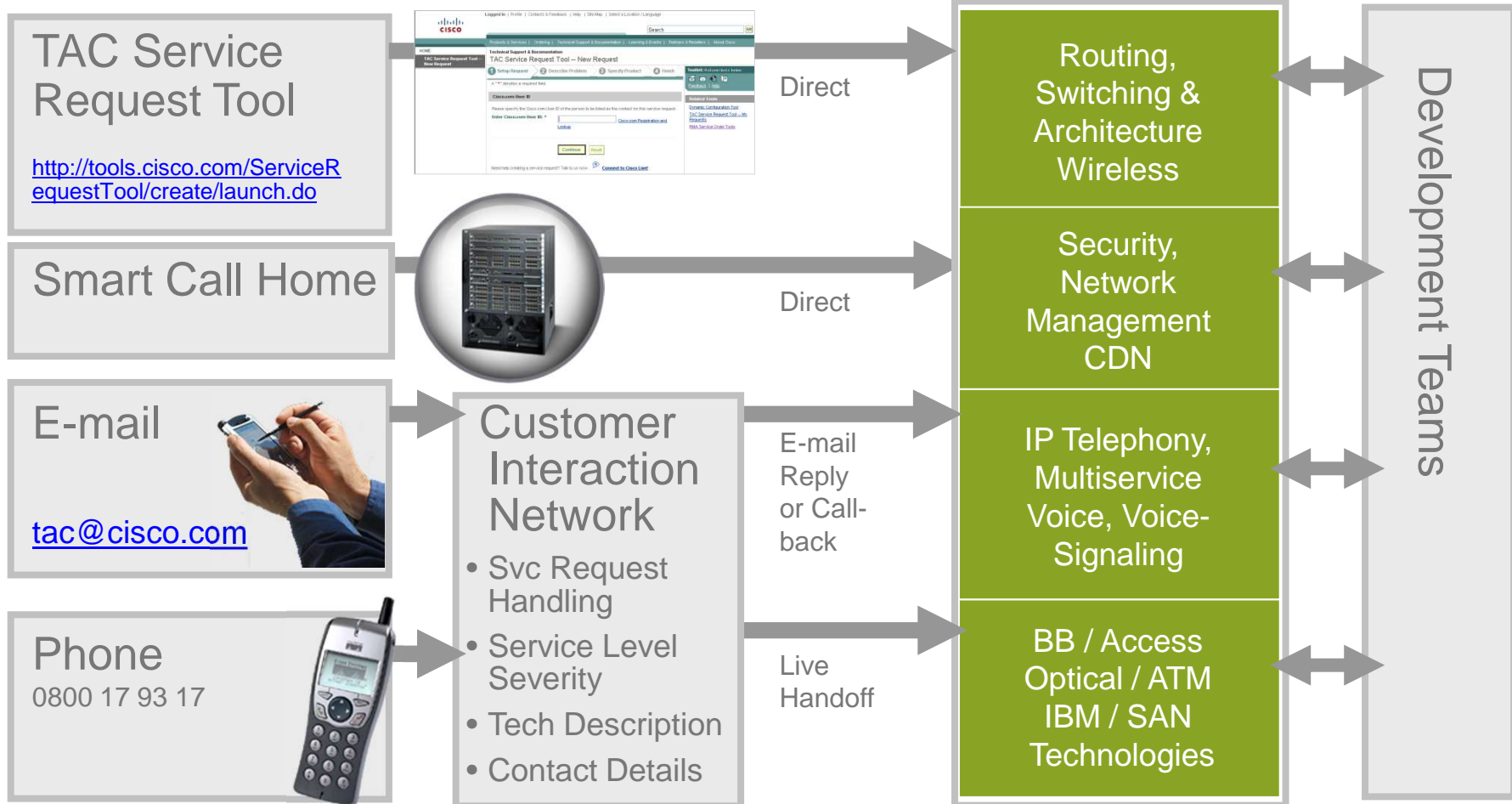


# Cisco TAC - Opening a Service Request

[www.cisco.com/tac](http://www.cisco.com/tac)



# Customer Driven Service Request Escalation



## TAC - Duty Manager

### ► Responsibilities

Assess the problem

Assign additional resources if necessary

### ► How to contact the Duty Manager

Europe: +32 2 704 5555

**Ask for the Duty Manager !**