Meet our Engineers!

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together we collaborate. innovate. educate.

Customer Support in Cisco TAC

- **TAC:** Technical Assistance Center

- **CSE:** Customer Support Engineer

- Service Contract to support Cisco equipment

- Service Requests opened with TAC
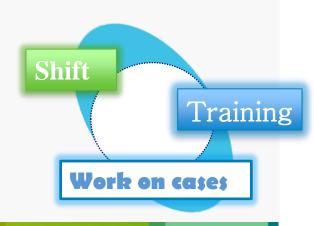
- 24/7 support in Follow-the-Sun Model

A typical day of a TAC Engineer

- Solving service requests (cases):

  - Troubleshooting using advanced tools (ex. Database, Webex)
  - Reproducing customer's problem in the global lab
  - Collaboration and escalation with top engineers from around the world
  - Discussing software-hardware issues with development engineers
  - You are not alone: There is always someone who knows the answer you just need to find him/her

- Teamwork and collaboration

- Building knowledge database

- Learning (training, study, from cases)

Shift

Training

Work on cases

Cisco Labs a.k.a. CALO

- Used for:

  Complex recreates,

  Trainings,

- Available 24/7 (RTP, SJ, BRU, BGL, SYD),

- Nearly all Cisco equipment available.

Teams in Krakow TAC

- LAN Switching

- Architecture

- Security

- Unified Communications

- Network Managment Systems

- ...

Why do I work for Cisco TAC?

- Best place to learn technology

- The most experienced engineers in Cisco and industry

- Trainings on both technical and soft-skills

- International environment

- CCIE

- Team spirit!

Cisco Certification Paths

- http://www.cisco.com/web/learning/netacad/get_involved/careerPath.html

Team spirit & events

What's next?

- New building(s) this year,

- Lab in Poland,

- Supported product portfolio increasing nearly every month,

- New technologies on the horizon,

Q and A