

Cisco Customer Experience (CX) for Duo Integration

Introduction

This document provides answers to some of the most common questions regarding Customer Experience (CX) offers, technical support and delivery, and quoting and ordering tools for Cisco Duo offers.

Product and CX Offer and Orderability

Q. What is Orderability?

A. Orderability enables **NEW** Duo customers and partners to quote and order Cisco Duo products and services using Cisco® processes and tools. Orderability begins on December 2, 2019. Legacy Duo customers and partners will continue to quote and order Duo products and services using Duo processes and tools.

Q. Are Cisco Duo products and services available globally?

A. Cisco Duo is on the Global Price List; however, you will need to check country availability by contacting your partner or sales.

Q. Can Cisco Duo products and services be bundled or added to an Enterprise Service Agreement?

A. No, currently Duo is not available as part of Enterprise Agreements. Cisco will notify you of any changes in advance.

Q. What Duo products have been added to the Cisco security portfolio and are available to purchase on Cisco global price lists?

A. Table 1 lists the Cisco Duo products that are available.

Table 1. Cisco Duo products

Cisco Product Name
Cisco Duo MFA
Cisco Duo Access
Cisco Duo Beyond
Cisco Duo Federal MFA
Cisco Duo Federal Access
Cisco Duo Telephony
Cisco Duo Token

Q. What is the Cisco Duo Token?

A. Duo also supports traditional one-time passcode-based hardware tokens for user authentication. While a Duo subscription does not come with hardware tokens, customers may purchase them in increments of 10 tokens.

Q. What CX offers are available for Cisco Duo products?

A. Table 2 lists the CX offers that are available for Cisco Duo products.

Table 2. Cisco Duo CX offer

Cisco CX Offer Name
Cisco Duo Basic Support
Cisco Duo Premium Support (Duo Care)

Cisco Duo Technical Services

Cisco Duo Basic Support Service

Q. What is Cisco Duo Basic Support service?

A. Cisco Duo Basic Support is included with the purchase of the Duo subscription. No additional products or fees are required to receive these services with a software subscription.

Q. What is included with Cisco Duo Basic Support service?

A. Cisco Duo Basic Support includes:

- Access to support and troubleshooting via phone, online tools and web case submission.
- Duo support access 9 hours per day (local time), 5 days per week to assist by telephone, web case submission and online tools with application use and troubleshooting issues.
- Access to <https://duo.com/support>. The support site provides customers with helpful technical and general information on Duo products, as well as access to Duo's online community and documentation.

Cisco Duo Premium Support (Duo Care) Service

Q. What is Cisco Duo Premium Support (Duo Care) service?

A. Cisco Duo Care Premium Support (Duo Care) is an essential element of Duo as it helps customers maximize their return on investment. With Duo Care, a team of Duo experts guides customers through the life of their subscription to ensure they maximize the value of their Duo investment as the organization and business needs evolve. Duo Care also provides extended support services to ensure customers get the support they need when they need it most.

Q. What is included with Cisco Duo Premium Support (Duo Care) service?

A. Cisco Duo Premium Support (Duo Care) includes:

- Strategic support from an assigned Duo Customer Success Manager
- Technical support and response from an assigned Duo Customer Solutions Engineer
- Extended Duo support access 18 hours per day (local time), 5 days a week to assist by a VIP support line
- Accountability for issue management and resolution

Refer to the [data sheet](#) for more detailed information regarding Cisco Duo Premium Support.

Quoting/Ordering/Renewals Support for Cisco Duo Services

Q. What Cisco tools are used for Cisco Duo products and services quoting and ordering?

A. Beginning December 2, 2019, Cisco Duo products and services will be available on Cisco Global Price Lists, and quoted and ordered using [Cisco Commerce Workspace \(CCW\)](#). Cisco part numbers for Duo products and services are shown in Table 3.

Table 3. Cisco Duo product and CX services part numbers

Cisco Part Number	Description
DUO-SUB	Cisco Duo Standard subscription
DUO-FED-SUB	Cisco Duo Federal subscription
DUO-MFA	Standard Cisco Duo MFA edition
DUO-ACCESS	Standard Cisco Duo Access edition
DUO-BEYOND	Standard Cisco Duo Beyond edition
DUO-MFA-FED	Cisco Duo MFA edition for Federal customers
DUO-ACCESS-FED	Cisco Duo Access edition for Federal customers
DUO-TLPHNY-1K	Increments of 1000 telephony credits for any edition
DUO-TOKEN	A hardware token used with a Cisco Duo subscription (10 pack)
SVS-DUO-SUP-B	Cisco Duo Basic Support
SVS-DUO-SUP-P	Cisco Duo Premium Support (Duo Care)
SVS-DUO-FED-SUP-B	Cisco Duo Basic Support – Federal
SVS-DUO-FED-SUP-P	Cisco Duo Premium Support – Federal (Duo Care)

Q. Is there a minimum order amount for Duo Care?

A. Yes, the minimum order is \$14,000.

Q. Why does the purchase of a Duo subscription come attached with Cisco Duo Basic Support?

A. Cisco Duo Basic Support service is required to attach at the point of the Duo subscription sale so that customers get the necessary support and entitlement and the best possible return on investment.

Q. How can customers upgrade to Cisco Duo Premium Support (Duo Care) services?

A. When ordering a Duo subscription in CCW, Cisco Duo Basic support will be automatically added to the order. To upgrade to Cisco Duo Premium Support (Duo Care), click ‘+’ on the “Cisco Duo Premium Support (Duo Care)” line to add it to the order as shown in Figure 1.

Figure 1. How to select Duo Care in an order

The screenshot displays a configuration page for a Cisco Duo subscription. At the top, there are four summary boxes: 'Requested Start Date' (17-Oct-2019), 'Requested For' (12 Months From 17-Oct-2019 To 16-Oct-2020), 'Automatically Renews For' (12 Months On 17-Oct-2020), and 'Billing Frequency' (Prepaid Term). Below these is a 'Configuration Summary' section with three sub-sections: 'Cisco Duo Security' (listing SKU DUO-MFA, Qty 1 User, List Price \$3.00 Per User/Month), 'Cisco Duo Add Ons', and 'Cisco Duo Support'. The 'Cisco Duo Support' section contains a table with two rows: 'SVS-DUO-SUP-B' (Cisco Duo Basic Support, Unit List Price --, Action icon) and 'SVS-DUO-SUP-P' (Cisco Duo Premium Support (Duo Care), Unit List Price 'Click Add to see List Price', Action icon '+'). A red box highlights the '+' icon in the Action column for the Premium Support row.

Q. How do customers renew their Duo subscription?

A. Duo subscriptions automatically renew for an additional 12-month term by default. No quoting or ordering is required. Starting 90 days before the end of the initial term, renewal notices will be sent to the purchaser, informing them that their subscription is moving from the initial term to be auto-renewed. The customer or partner will receive an invoice at the start of each new annual term.

Q. Can customers choose not to have their Duo subscription auto-renew?

A. At time of ordering, the subscription is set to auto-renew as a default, however, auto-renew can be turned off (toggle button on lower left as shown Figure 2) without triggering the deal to become nonstandard.

Figure 2. How to turn off auto renewal

The screenshot shows a subscription management interface with the following details:

- Requested Start Date:** 17-Oct-2019
- Requested For:** 12 Months From 17-Oct-2019 To 16-Oct-2020
- Automatically Renews For:** 12 Months On 17-Oct-2020
- Billing Frequency:** Prepaid Term

A blue banner indicates the subscription is for **12 Months** from **17-Oct-2019** to **16-Oct-2020**.

Requested Start Date: Day: 17, Month: Oct, Year: 2019. *Enter any date up between 14-Oct-2019 and 11-Jan-2020*

End Date: Effective For: 12 Months. *Enter any whole month value from 12-60*

Co-Term to an End Date. Day: 16, Month: Oct, Year: 2020. *Enter any date up between 16-Oct-2020 and 16-Oct-2024*

Automatically Renews For: 12 Months On 17-Oct-2020

Auto Renewal: On (highlighted with a red box)

Billing Frequency: Prepaid Term, Annual Billing

Buttons: Cancel, Save Changes

Technical Support

NOTE: Customers will access technical support for their Cisco Duo subscription using Duo tools and processes.

Q. How do customers and partners open a case for Cisco Duo products?

A. Customers can initiate or check on the status of a support case online, by email or by contacting Duo by phone:

- [Duo Support Team](#)
- [Online Support Portal](#)
- Phone: 1 866 760-4247 ([International Phone Numbers](#))
- Email: support@duosecurity.com

Q. What do customers need to open a case with Duo technical support?

A. To open a case with Duo technical support, partners and customers must do the following:

- Be the customer administrator
- Use the unique account ID found within the product

Q. How do customers become the administrator for the account?

A. Customers can create, manage, and delete Duo administrator accounts from the [Duo Admin Panel](#). For more information visit the [Managing Duo Administrators webpage](#).

Q. How do customers find the unique account ID?

A. The unique account ID is a 10-digit numeric string with the format XXXX-XXXX-XX. Customers can find the unique account ID by logging in to the [Duo Admin Panel](#), where it is located at the top right of the page, in the toolbar.

Q. What are the problem severity levels?

A. To help ensure that all service requests are reported in a standard format, Duo has established the service request severity definitions indicated below.

- **Severity 1 (Critical):** Halts your business operations and no procedural workaround exists.
- **Severity 2 (High):** High impact to portions of your business operations and no procedural workaround exists.
- **Severity 3 (Medium):** Medium-to-low impact to your business, but your business continues to function (including the use of a procedural workaround).
- **Severity 4 (Low):** Low-to-no impact on your business or the performance/functionality of the service.

Return Materials Authorization (RMA)

Q. How will customers get a return materials authorization (RMA) for defective Cisco Duo Tokens?

A. Customers and partners request an RMA for defective hardware tokens by calling Duo technical support. Once a customer or partner has a service request open with Duo technical support, an RMA will be initiated according to the case resolution procedures.

Q. A customer has received a replacement token for an RMA. However, the unit is dead on arrival (DOA). How is the defective unit replaced?

A. The customer should contact Duo technical support using the previous case number and RMA number to report that the unit is DOA. Once Duo technical support has determined the product to be DOA and eligible for replacement, a request for a replacement and new RMA will be submitted.

Warranty

Q. What is the Cisco warranty?

A. Warranties are short-term commitments for Cisco to replace defects in Cisco products. They are limited in duration and the support they offer. Also, warranties do not include Cisco TAC support, software updates, or any of the additional benefits obtained under a support service contract. It is the responsibility of Cisco to replace the Cisco product during the warranty duration.

Elements covered under a Cisco warranty are:

- **Hardware:** This guarantees that the piece of hardware will be free of defects in material and workmanship under normal use, or it will be replaced by Cisco.
- **Software:** This guarantees that the physical media are free from defects, or they will be replaced by Cisco. Also, the warranty guarantees that the software generally conforms to the published specifications for the product. The warranty is explicitly “as is,” and no new releases are included.

To find the warranty information that applies to a specific product or product family, visit the [Cisco Warranty Finder](#).

Q. What are the warranty terms for Cisco Duo hardware tokens?

A. Cisco Duo products include a Cisco 1-year limited hardware warranty for the Cisco Duo Token. View details about Cisco’s warranty [online](#).

Additional Information

Q. Where can I go for more information?

A. For more information visit the following webpages:

Cisco Duo Solution: <https://www.cisco.com/c/en/us/products/security/adaptive-multi-factor-authentication.html>

Service and Support for Duo Acquisition: www.cisco.com/c/en/us/services/acquisitions/duo.html

Cisco Duo Support Portal: <https://admin.duosecurity.com/login?next=%2F>

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